

**WAIROA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MARCH 2018**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES & REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIROA DISTRICT COUNCIL

MARCH 2018



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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

A. SITUATION AND OBJECTIVES

The vision for Wairoa District Council reads:

"Creating the ultimate living environment. To be a vibrant, attractive and thriving District, by developing sustainable lifestyles based around our unique environment; the envy of New Zealand and recognised worldwide."

"Auaha mutunga kore o te taiao piki kōtuku. Ka kitea te ihi me te ātanga, kia anga whakamua tonu ai ngā mahi i roto i tā tātou rohe, kia whakapūmau tonu ai te āhua noho tōrere i tō tātou taiao ahurei, kia āhua pūhaehae ai o Aotearoa nei me te ao whānui."

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, 1995-2017 and now again in March 2018.

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.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 200 residents of the Wairoa District.

Interview Type

All 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 26 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 2013 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

All interviews were conducted from Friday 16th March to Sunday 25th March 2018.

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 1,000 residents carried out in July 2016.

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 July 2016 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 2018 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.

* * * * *



C. 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



85% of residents are satisfied with the control of livestock.



While 35% are not very satisfied with the standard and maintenance of roads in the District.



98% of residents think Wairoa District is definitely/mostly a safe place to live.



51% of residents are satisfied with the way Council involves the public in the decisions it makes.



60% of residents feel very safe/safe in their home and for their livelihood if a natural disaster strikes.

COUNCIL SERVICES/FACILITIES

Comparison Table: Satisfaction With Services/Facilities

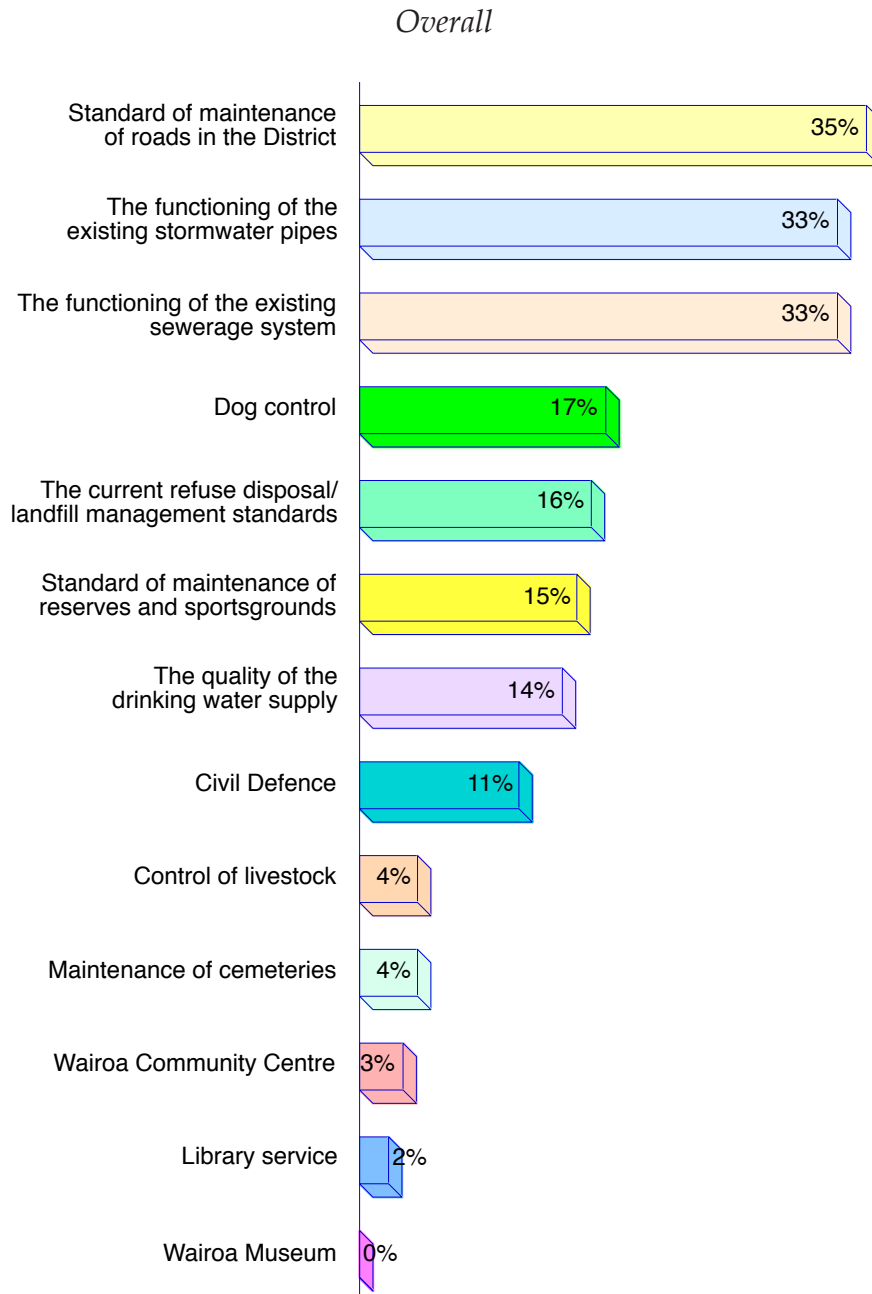
	Wairoa 2018		Wairoa 2017		Wairoa 2016	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Control of livestock	85 =	4 =	89	6	79	13
Library service	81 =	2 =	86	-	73	1
Wairoa Community Centre	80 =	3 =	86	4	82	2
Dog control	78 =	17 ↓	71	26	71	21
The Wairoa Museum	77 =	- =	77	-	69	1
Standard and maintenance of reserves and sportsgrounds	77 ↓	15 ↑	89	5	NA	NA
Current refuse disposal/ landfill management standards	72 =	16 =	68	20	NA	NA
Cemetery maintenance	70 =	4 =	71	5	61	2
Civil Defence Emergency Management	64 =	11 =	71	14	77	5
Standard and maintenance of roads in the District	64 ↓	35 ↑	76	24	NA	NA
Quality of the drinking water	61 =	14 =	67	8	NA	NA
Functioning of existing stormwater pipes	43 =	33 ↑	50	19	NA	NA
Functioning of the existing sewerage system	41 =	33 ↑	48	19	NA	NA

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

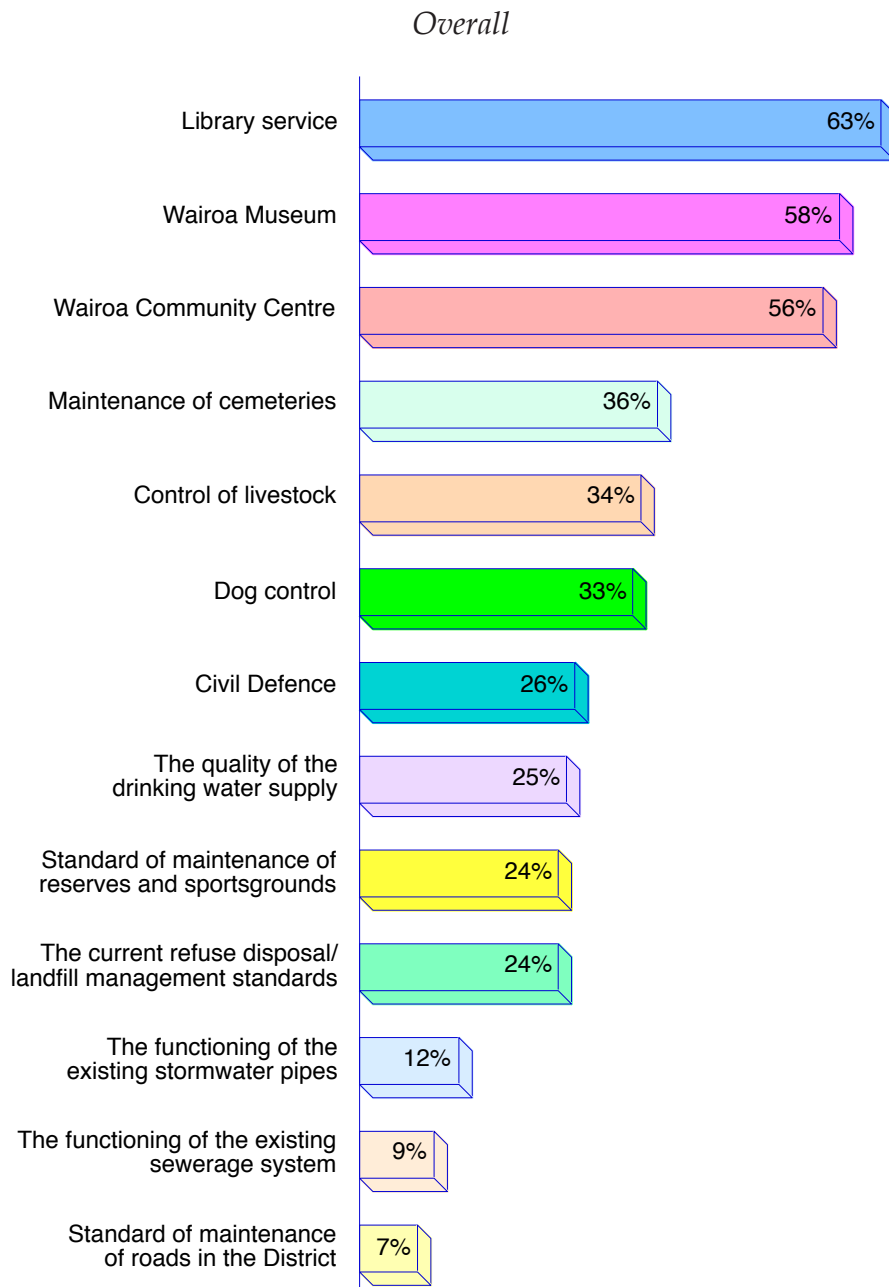
NA: not asked in 2016

Key:	↑	above 2017 reading
	↓	slightly below 2017 reading
	=	similar / on par to 2017 reading

Percent Saying They Are Not Very Satisfied With ...



Percent Saying They Are Very Satisfied With ...



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 and maintenance of roads in the District	35	⁺⁺ 23	⁺⁺ 25
• the functioning of the existing sewerage system	33	^{°°} 5	^{°°} 6
• functioning of the District's existing stormwater pipes	33	^{**} 17	^{**} 14
• standard of maintenance of reserves and sportsgrounds	15	[*] 5	[*] 5

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	17	20	19
• current refuse disposal and landfill management standards	16	[†] 13	[†] 17
• quality of the drinking water supply	14	^{◇◇} 14	^{◇◇} 9
• Civil Defence	11	7	7
• cemetery maintenance	4	[°] 3	[°] 4
• library service	2	3	3
• the Wairoa Museum	-	[◇] 3	[◇] 3

* figures based on the **averaged** ratings for sportsgrounds and playgrounds, **and** parks and reserves, which were asked separately in the 2016 National Communitrak Survey

** figures based on ratings of stormwater services 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 and Wairoa Community Centre.

Frequency Of Household Use - Council Services And Facilities

	Usage in the Last Year		
	Three times or more %	Once or twice %	Not at all %
A landfill in the District [†]	74	8	19
Wairoa Community Centre	49	16	35
A public library	48	13	39
A reserve or sportsground	41	13	46
A Council cemetery	33	18	49
Wairoa Museum [†]	16	33	52
Council's free WiFi on Marine Parade to access the Internet [†]	24	11	64
Control of dogs	5	17	78
Computers or WiFi in the library to access the Internet	14	6	80
Control of livestock	2	8	90

% read across

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

A landfill in the District, 81%,
Wairoa Community Centre, 65% (72% in 2017), and
a public library, 61% (73% in 2017).

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

CONTACT WITH COUNCIL

a. Who They Approach First

Residents were asked who they would approach first when they have a matter that they need to raise with Council. 13% would approach a Councillor first (18% in 2017), while 78% would first approach the Council offices or staff (64% in 2017).

26% of residents say they have contacted a Councillor and/or the Mayor in the last 12 months. This is similar to the 2017 results.

b. Satisfaction With The Service They Receive When Contacting The Council Offices

Overall, 58% of residents have had contact with the Council offices in the last twelve months. Of these, 85% are satisfied with the overall service received (93% in 2017), and 14% who are not very satisfied (7% in 2017).

In the last 12 months:

47% of residents contacted the Council offices **by phone** (42% in 2017), with 89% of these residents being satisfied.

47% of residents contacted the Council offices **in person** (43% in 2017), with 86% of these residents being satisfied.

9% of residents contacted the Council offices **in writing** (3% in 2017), with 54%* of these residents being satisfied.

11% of residents contacted the Council offices **by email** (11% in 2017), with 81%* of these residents being satisfied.

* caution: small bases

REPRESENTATION

The success of democracy in the Wairoa District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making.

a. Awareness

76% of Wairoa residents can name at least one Councillor correctly (86% in 2017), with 11% able to name five or more (15% in 2017). On average, residents who can name a Councillor, can name two Councillors.

b. Accessibility Of Councillors

75% of residents feel they know how to contact a Councillor and would do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor (81% in 2017).

c. Approachability

In terms of how approachable residents feel their Councillors are, 47% believe their representatives welcome questions, comments and requests, so that they would feel comfortable approaching them (55% in 2017). 10% feel Councillors would be reluctant and resistant to approaches.

Wairoa District residents are similar to Peer Group residents and slightly above residents nationwide, in terms of feeling their Councillors are approachable.

d. Open-mindedness

36% of Wairoa District residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues (39% in 2017). 13% feel Councillors are defensive and one-sided in these situations. 45% feel the answer lies somewhere between the two (39% in 2017).

Wairoa District residents are similar to the Peer Group Average and on par with the National Average, in terms of their impressions of the Mayor and Councillors' open-mindedness.

e. Consultation

49% of Wairoa residents want consultation on major issues (44% in 2017), and a further 33% wish to be consulted step by step on most issues (20% in 2017). 18% want to leave the Mayor and Councillors to get on with the job they were elected for, while keeping the public informed (33% in 2017).

Wairoa District residents are below Peer Group residents and residents nationwide, in wanting consultation on major issues.

Issues* considered major, that residents want consultation on, are ...

- rates issues / increases / spending of rates, mentioned by 13% of all residents,
- sewerage issues, 9%,
- roading / footpath issues, 8%,
- expenditure / major spending / overspending, 8%,
- river issues / erosion, 6%.

* multiple responses allowed

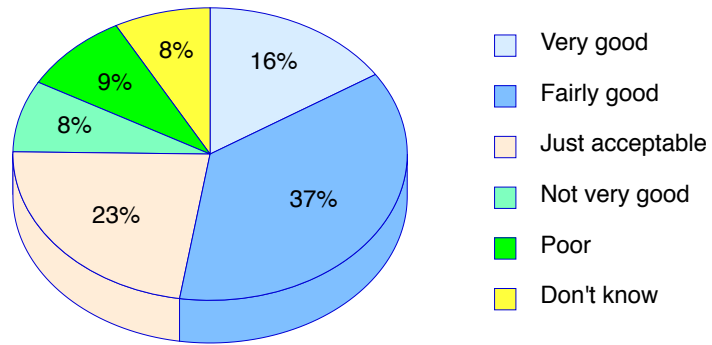
Those[†] wanting consultation expressed a desire for this to be channelled through ...

- public meetings / huis, 49% of those wanting consultation on most / major issues (42% in 2017),
- newspapers / newspaper articles, 45% (57% in 2017),
- internet / website pages, 19% (21% in 2017),
- newsletters, 17% (13% in 2017).

[†] Base = 153

We believe that although a large number suggested meetings as a consultative measure, this cannot be taken to mean that large numbers would attend meetings. Rather, we feel this is the constituency calling for consultation on a more personal basis, with greater interaction and **two-way** communication between the Council and residents. Generally speaking the relevancy of the topic being discussed impacts on attendance. In 2018, 11% of residents said they attended a public meeting in the last six months.

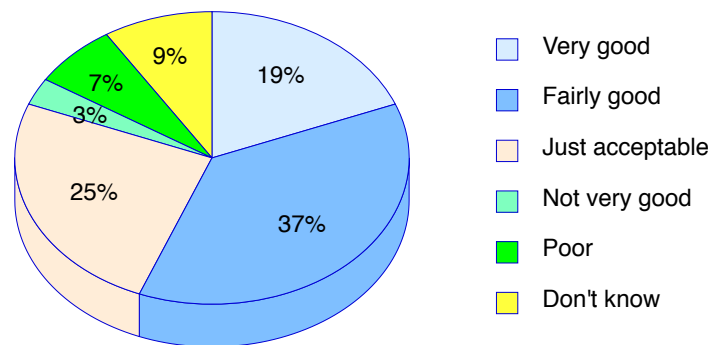
f. Performance Rating Of The Mayor And Councillors



(Does not add to 100% due to rounding)

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

g. Performance Rating Of The Council Staff

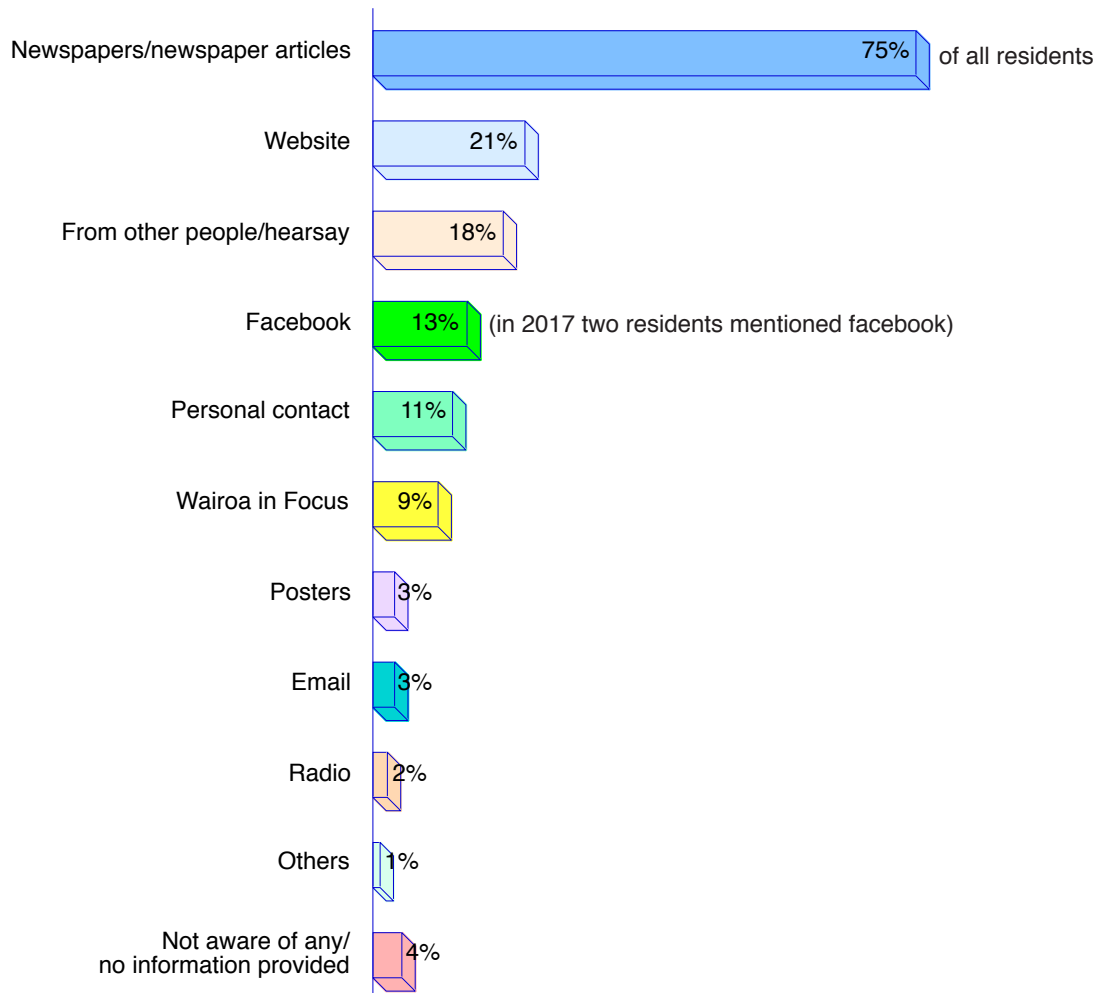


Wairoa District is on par with the Peer Group Average and similar to the National Average, in terms of rating the performance of Council staff as very /fairly good.

LOCAL ISSUES

Information

Where*, or from whom, do you see, read or hear about Wairoa District Council news and events?

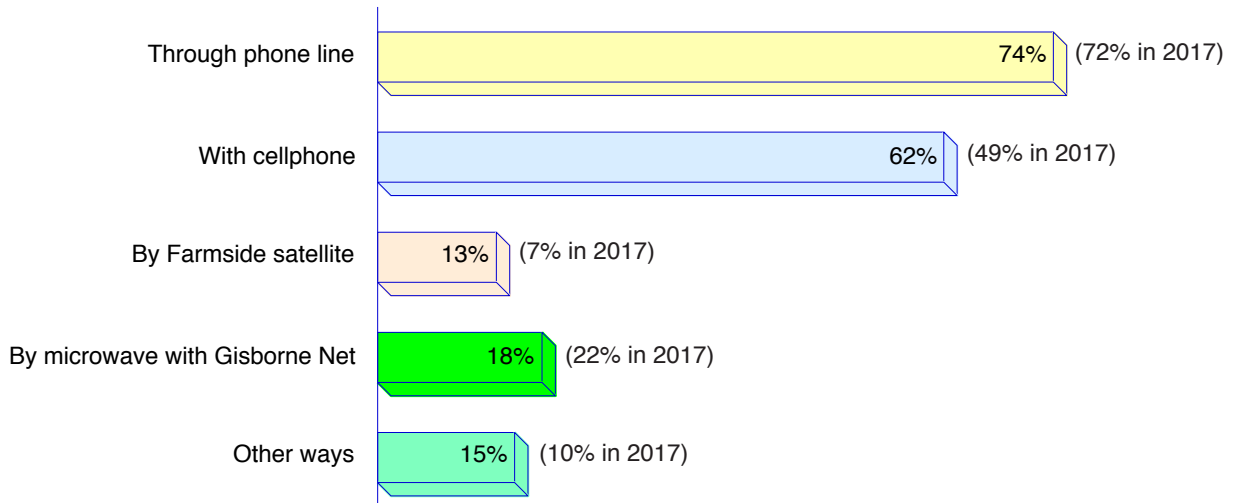


* multiple responses allowed

Internet Access

86% of residents say they have access to the Internet (83% in 2016).

How residents[†] access Internet at home



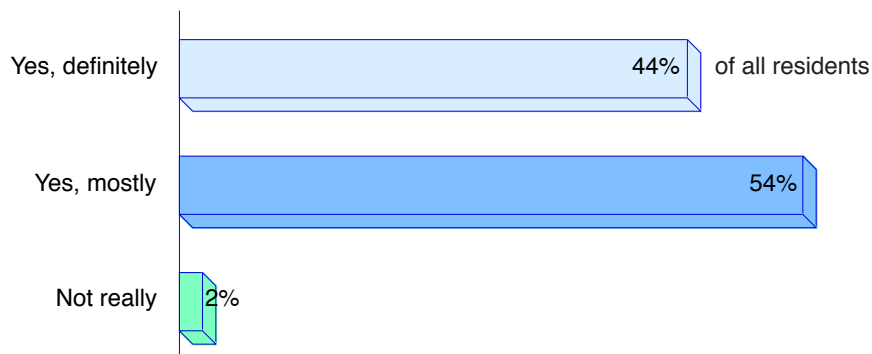
[†] residents who have access to Internet at home
Base = 160

Place To Live

37% of residents think Wairoa District is better, as a place to live, than it was three years ago, while 46% feel it is the same (52% in 2017) and 11% say it is worse (8% in 2017). 6% are unable to comment.

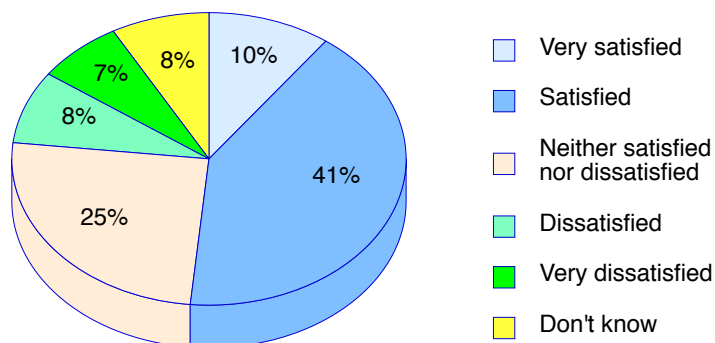
Perception Of Safety

Is Wairoa District generally a safe place to live?



Council Consultation And Community Involvement

Satisfaction with the way Council involves the public in the decisions it makes.



(Does not add to 100% due to rounding)

Residents think the Council's level of consultation with Maori in the District is:

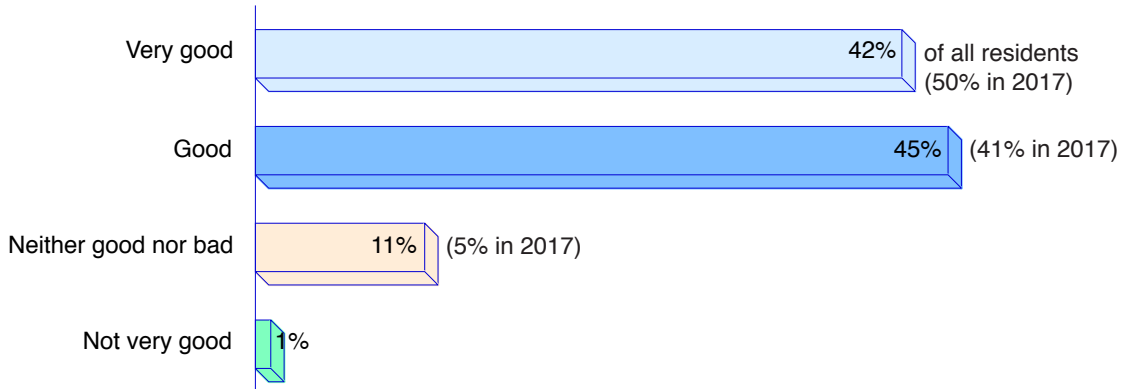
More than enough	18% of all residents (26% in 2017)
Enough	48% (43% in 2017)
Not enough	13% (8% in 2017)
Nowhere near enough	6% (4% in 2017)
Don't know	15% (19% in 2017)

Quality Of Life

Overall, 45% of residents feel the quality of life in Wairoa District is very good (46% in 2017), 39% say it is good (44% in 2017), 13% think it is fair (5% in 2017) and 2% say it is poor (5% in 2017). 1% are unable to comment.

Community Spirit

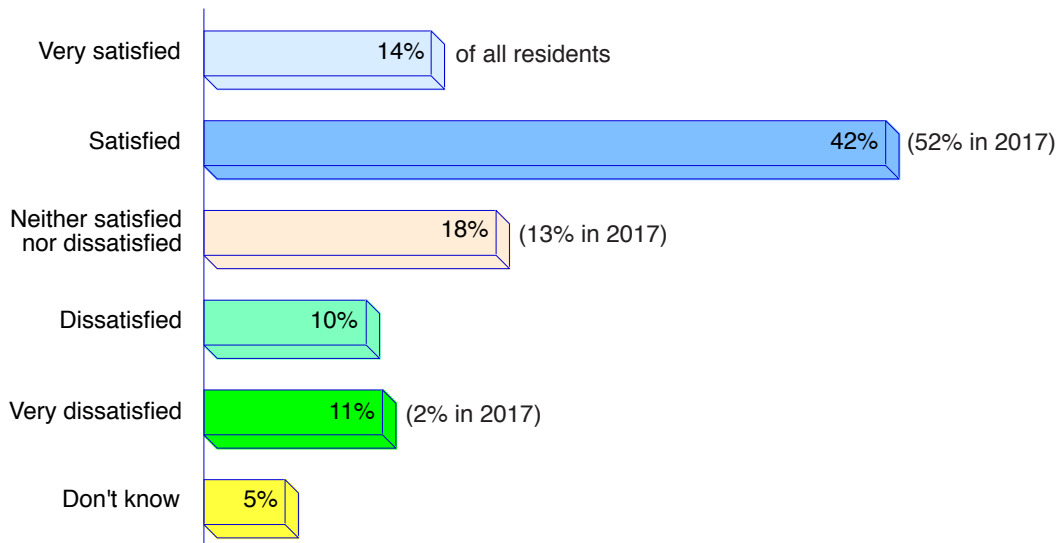
Residents rate the community spirit of Wairoa District as ...



(Does not add to 100% due to rounding)

Natural Environment

Satisfaction that the natural environment in the Wairoa District is being preserved and sustained for future generations ...



Civil Defence/Emergency Management

62% of residents say they are prepared for a Civil Defence emergency (66% in 2017), while 38% say they are not (34% in 2017).

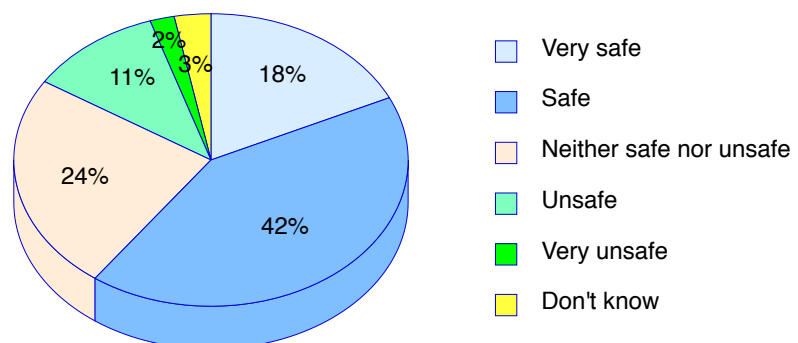
The Council has an ongoing education programme to encourage residents to prepare for a Civil Defence emergency. 47% of residents say they are aware of this campaign (50% in 2017).

Where or from whom residents get Civil Defence information*:

- visiting a website / the Internet / looking online, mentioned by 37% of all residents (43% in 2017),
- by ringing / visiting the District Council, 32% (39% in 2017),
- Civil Defence / Civil Defence staff, 12% (2% in 2017),
- the phone book, 9% (19% in 2016),
- radio, 4%,
- police, 4%,
- family / friends / neighbours / other people, 3%,
- fire brigade, 1%,
- phone 111 / emergency services, 1%,
- others, 3%,
- don't know, 7%.

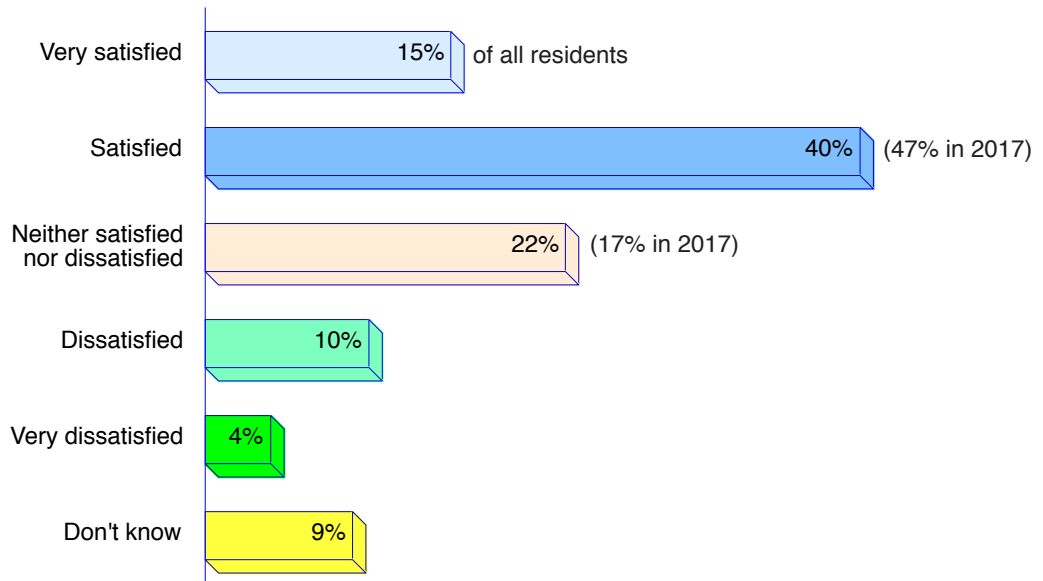
* multiple responses allowed

How safe do residents feel in their home and for their livelihood if a natural disaster strikes?:



Community Benefit Organisations

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



* * * * *

D. 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



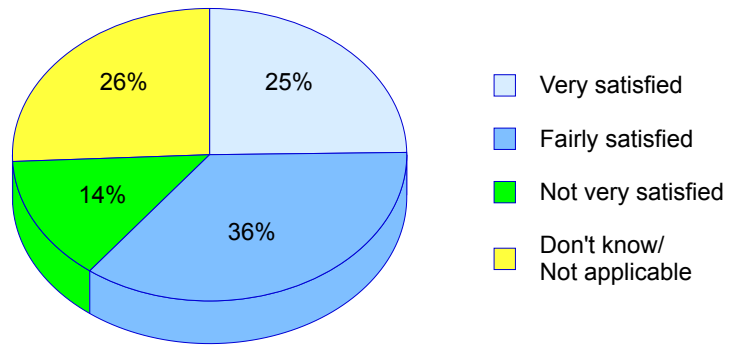
1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

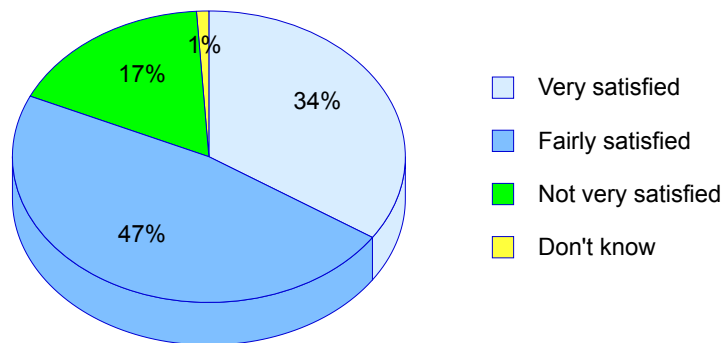
Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility.

i. *The Quality Of The Drinking Water Supply*

Overall



Service Provided



Base = 122

61% of Wairoa District residents are satisfied with their water supply (67% in 2017), including 25% who are very satisfied (33% in 2017). 14% are not very satisfied (8% in 2017) and 26% are unable to comment.

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

59% of residents say they receive a piped water supply. Those with a piped water supply are more likely to be satisfied (81%), than residents overall, while being less likely to be unable to comment (1%).

NZ European residents are more likely to be not very satisfied with the quality of the drinking water supply, than NZ Māori residents.

Satisfaction With The Quality Of The Drinking Water Supply

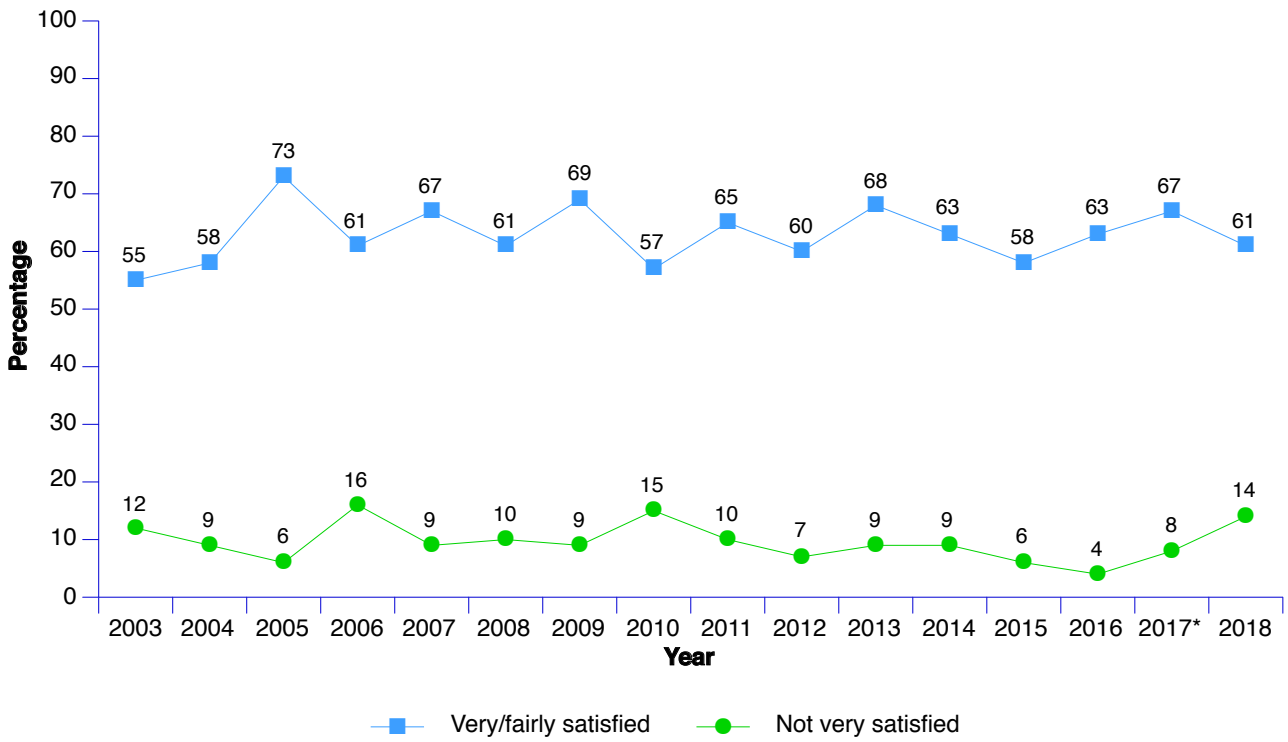
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018 [†]	25	36	61	14	26
2017	33	34	67	8	25
2016	35	28	63	4	33
2015 [†]	40	18	58	6	37
2014	41	22	63	9	28
2013	41	27	68	9	23
2012	29	31	60	7	33
2011	35	30	65	10	25
2010	20	37	57	15	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	47	81	17	1
Comparison*					
Peer Group Average (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
Area					
Urban	32	51	83	16	1
Rural	16	18	34	11	55
Ethnicity					
NZ European	32	35	67	3	30
NZ Māori [†]	20	37	57	20	24

% 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

Quality Of The Drinking Water Supply

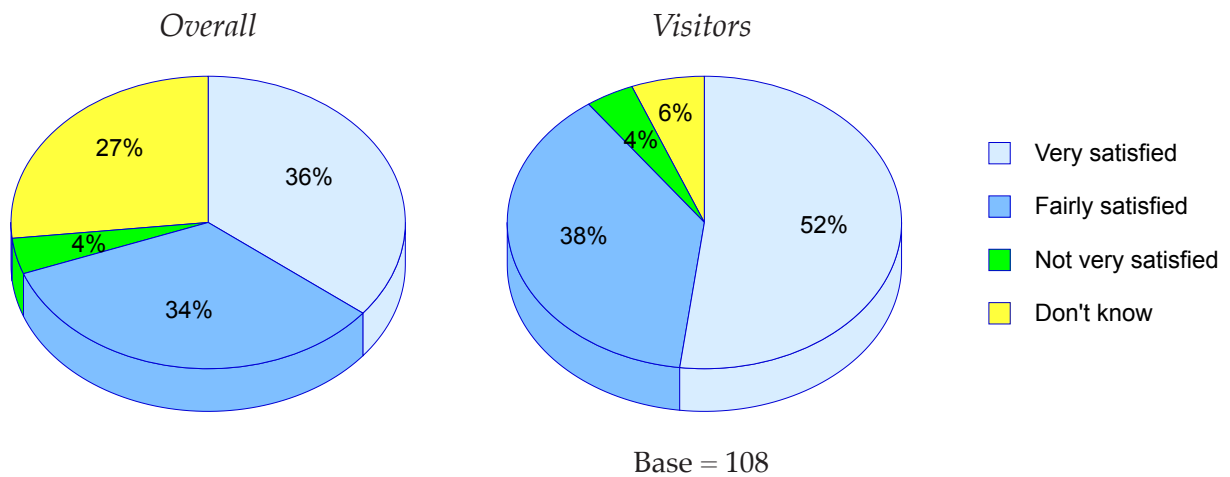


* readings prior to 2017 refer to water supply in general

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 61%
 Receivers of Service = 81%

ii. Maintenance Of Cemeteries



70% of residents are satisfied with the maintenance of cemeteries, including 36% who are very satisfied. 4% are not very satisfied and 27% are unable to comment. These readings are similar to the 2017 results.

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

51% of households have visited a cemetery in the last 12 months (56% in 2017). Of these, 90% are satisfied (81% in 2017) and 4% 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 of cemeteries.

Satisfaction With Maintenance Of Cemeteries

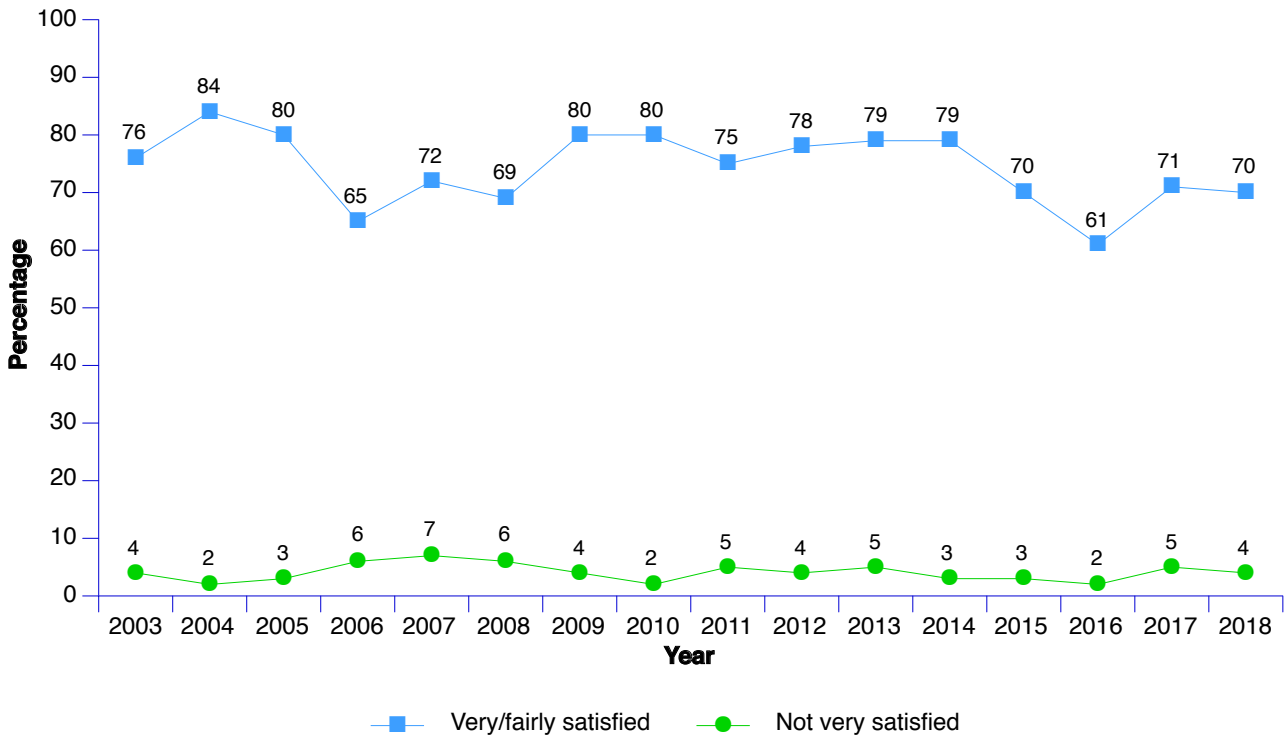
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018 [†]	36	34	70	4	27
2017	37	34	71	5	24
2016	39	22	61	2	37
2015	43	27	70	3	27
2014	51	28	79	3	18
2013	45	34	79	5	16
2012	32	46	78	4	18
2011	33	42	75	5	20
2010	32	48	80	2	18
2009	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	52	38	90	4	6
Comparison*					
Peer Group Average (Rural)	49	27	76	3	21
National Average [†]	41	30	71	4	24
Area					
Urban	40	36	76	2	22
Rural	31	31	62	6	32

% read across

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

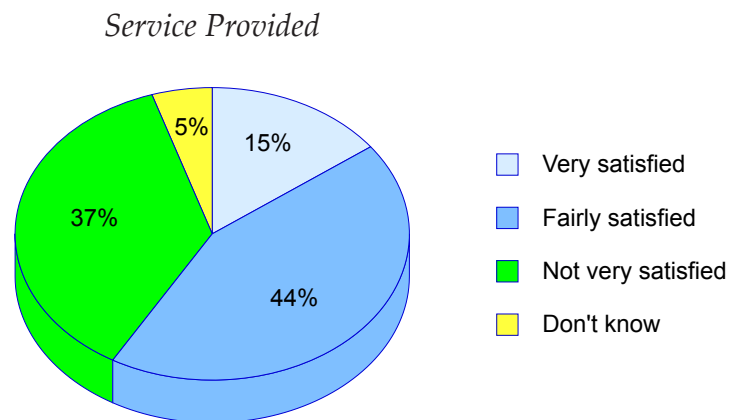
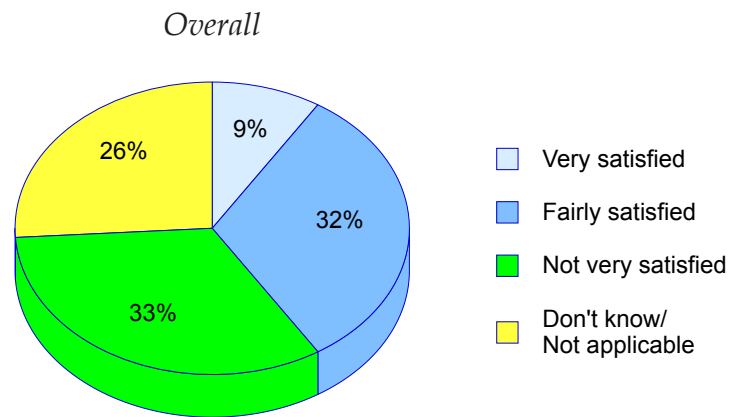
[†] does not add to 100% due to rounding

Maintenance Of Cemeteries



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 70%
 Visitors = 90%

iii. The Functioning Of The Existing Sewerage System



Base = 108

41% of residents are satisfied with the functioning of the existing sewerage system (48% in 2017), while 33% are not very satisfied (19% in 2017). 26% are unable to comment (33% in 2017).

The percent not very satisfied is above the Peer Group and National Averages for the **sewerage system in general**.

56% of residents are provided with a sewerage system (51% in 2017). Compared to residents overall, they are more likely to be satisfied (59%), less likely to have been unable to comment (5%) and similar in terms of being not very satisfied (37%).

Residents more likely to be not very satisfied with the functioning of the existing sewerage system are ...

- Urban residents,
- non-ratepayers.

Satisfaction With The Functioning Of The Existing Sewerage System

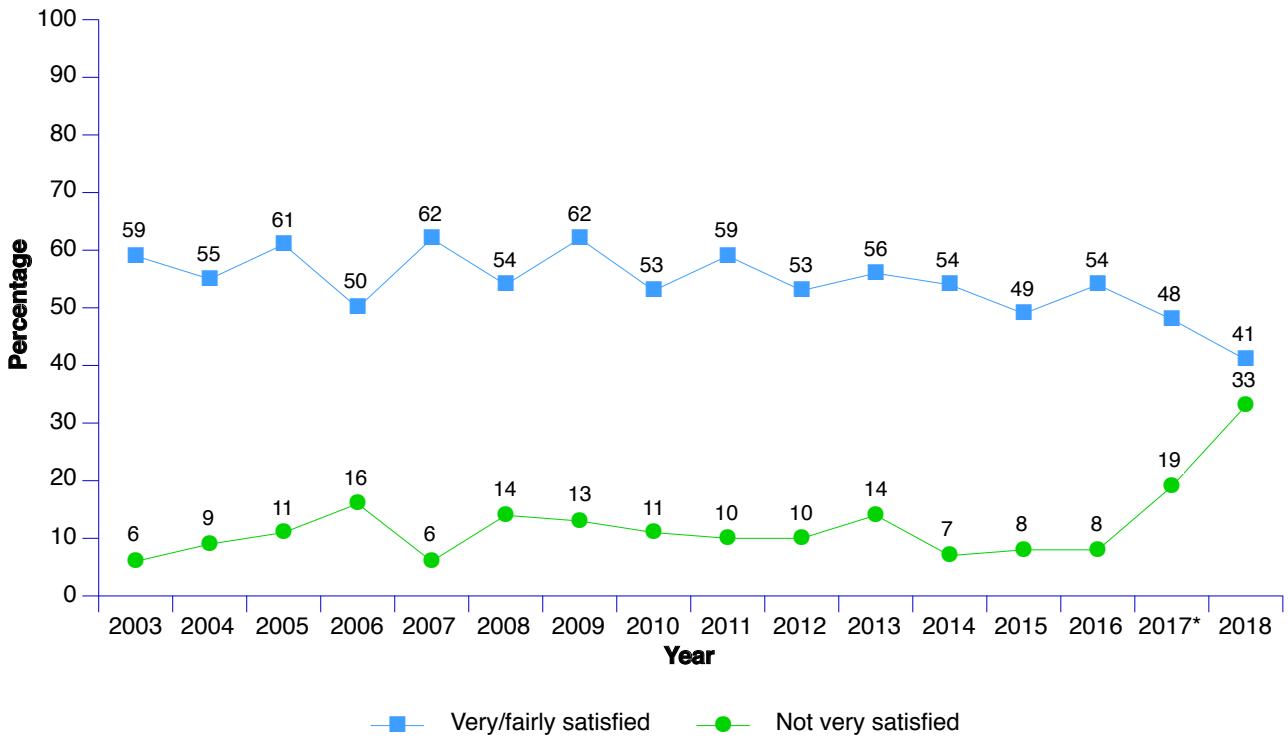
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	9	32	41	33	26
2017	23	25	48	19	33
2016 [†]	30	24	54	8	39
2015 [†]	32	17	49	8	42
2014	31	23	54	7	39
2013 [†]	27	29	56	14	29
2012 [†]	20	33	53	10	38
2011 [†]	30	29	59	10	30
2010	20	33	53	11	36
2009	26	36	62	13	25
2008	26	28	54	14	32
2007	29	33	62	6	32
2006	25	25	50	16	34
2005	32	29	61	11	28
2004	34	21	55	9	36
2003	27	32	59	6	35
2002	25	36	61	6	33
2001	19	34	53	7	40
2000	31	26	57	3	40
Service Provided [†]	15	44	59	37	5
Comparison*					
Peer Group Average (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
Area					
Urban	14	41	55	38	7
Rural	4	22	26	26	48
Ratepayer?					
Ratepayer	9	32	41	30	29
Non-ratepayer	9	31	40	44	16

% read across

* readings prior to 2017 and Peer Group and National Averages relate to sewerage system in general

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

The Function Of The Existing Sewerage System

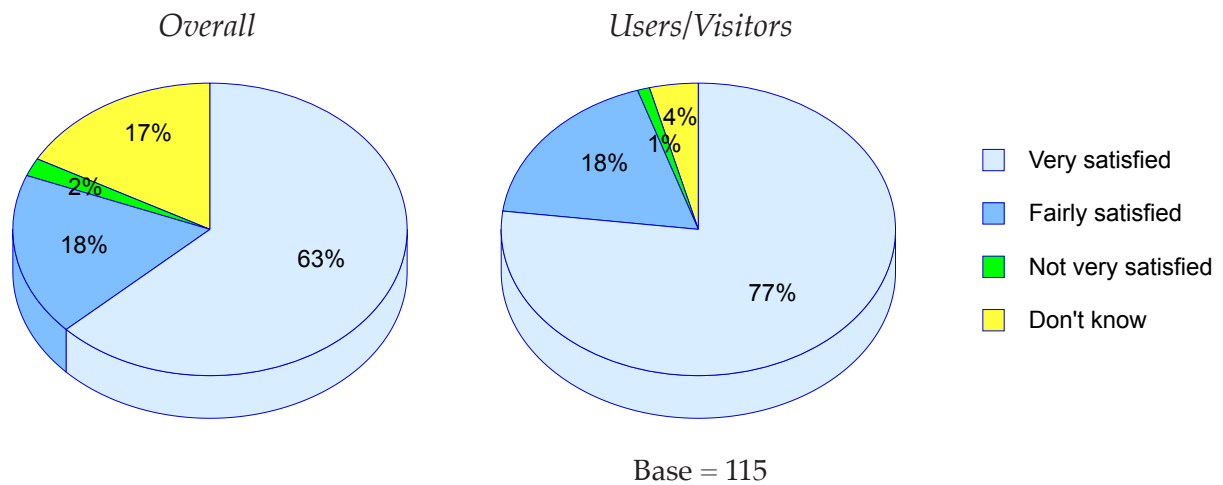


* readings prior to 2017 refer to sewerage system in general

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 41%
 Receivers of Service = 59%

iv. Library Service



81% of Wairoa District residents are satisfied with the library service in the District (86% in 2017), including 63% who are very satisfied. 17% are unable to comment.

The percent not very satisfied (2%) is similar to the Peer Group and National Averages and the 2017 reading.

61% of households have used or visited a public library in the District in the last 12 months (73% in 2017). Of these, 95% are satisfied and 1% 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.

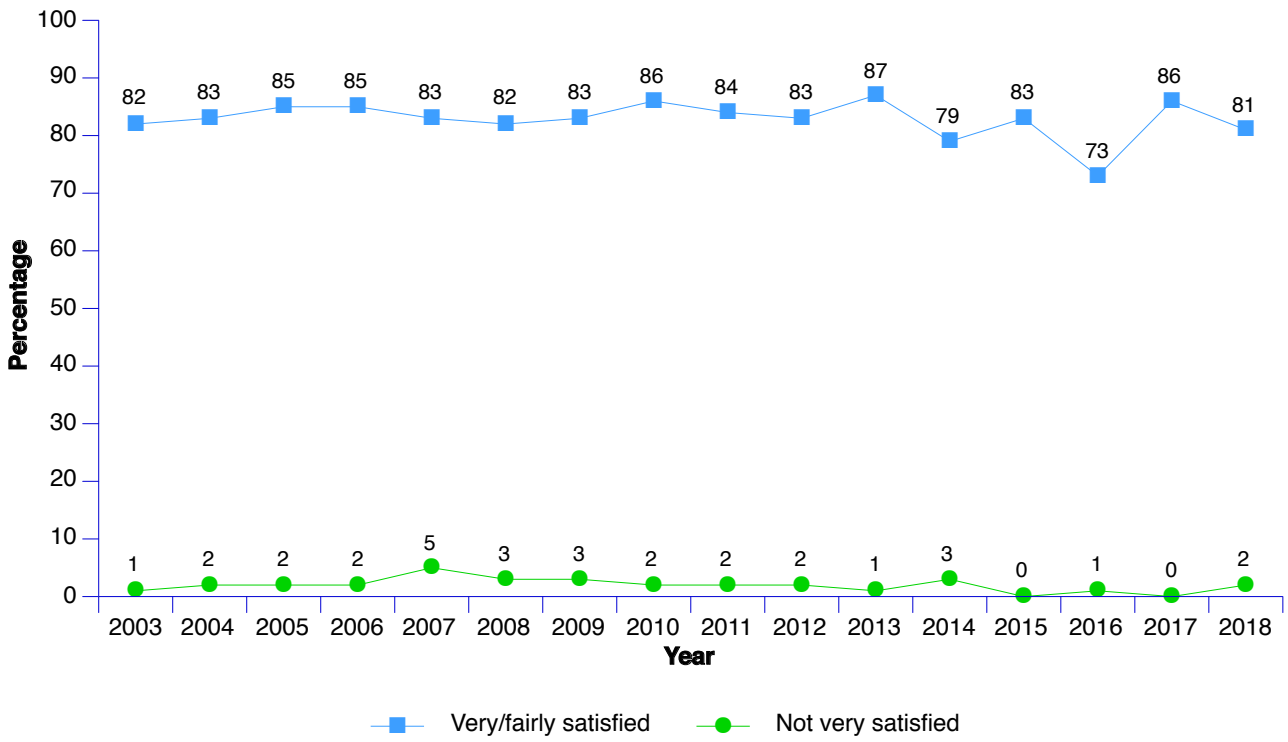
Satisfaction With Library Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
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	77	18	95	1	4
Comparison					
Peer Group Average (Rural)	57	23	80	3	17
National Average	69	17	86	3	11
Area					
Urban	68	21	89	-	11
Rural	59	13	72	3	25

% read across

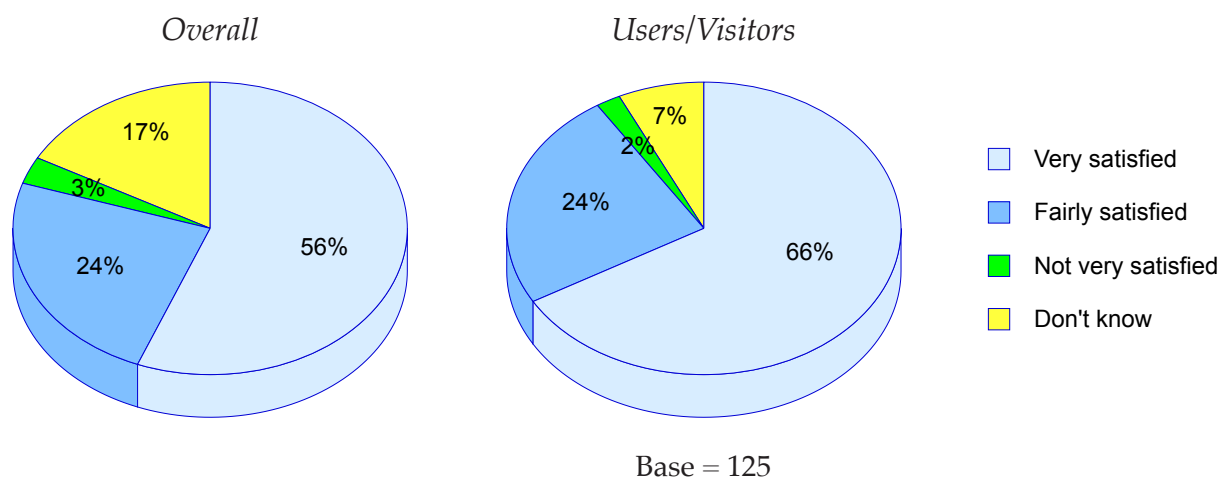
[†] does not add to 100% due to rounding

Library Service



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 81%
 Users/Visitors = 95%

v. Wairoa Community Centre



80% of residents are satisfied with the Wairoa Community Centre (86% in 2017), including 56% who are very satisfied. 3% are not very satisfied and 17% are unable to comment (10% in 2017).

There are no comparative Peer Group and National Average figures for this reading, however the not very satisfied reading is similar to the 2017 result.

65% of households have used or visited the Wairoa Community Centre in the last 12 months (72% in 2017). Of these "users/visitors", 90% are satisfied and 2% 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

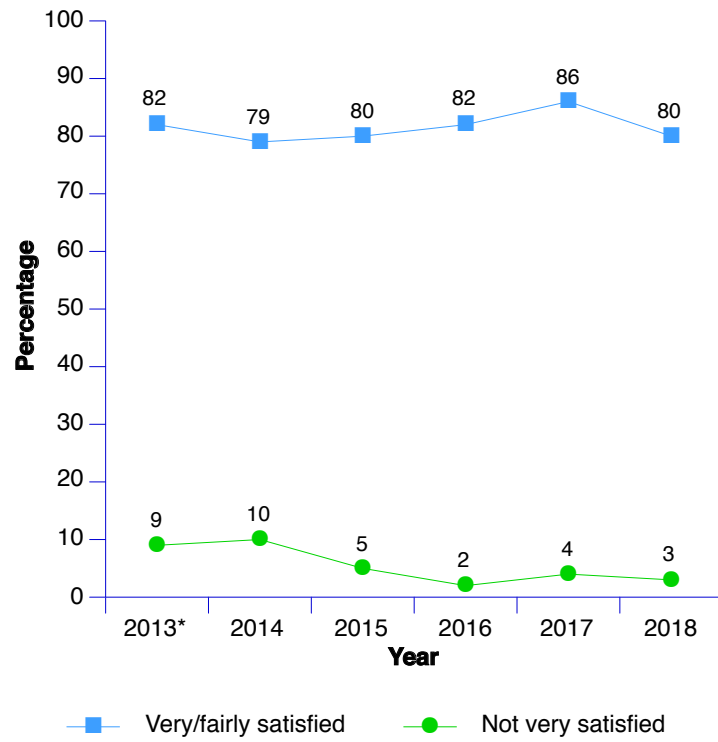
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	56	24	80	3	17
2017	57	29	86	4	10
2016	51	31	82	2	16
2015 [†]	55	25	80	5	16
2014 [†]	54	25	79	10	10
2013 [*]	52	30	82	9	9
Users/Visitors [†]	66	24	90	2	7
Area					
Urban	58	27	85	3	12
Rural [†]	53	21	74	3	22

% read across

* not asked prior to 2013

† does not add to 100% due to rounding

Wairoa Community Centre



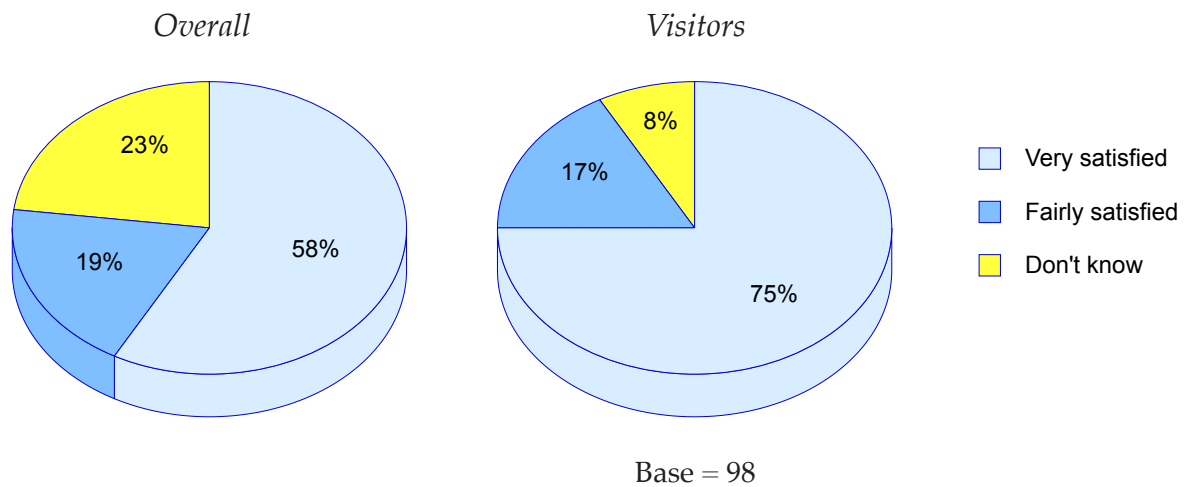
* not asked prior to 2013

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 80%

Users / Visitors = 90%

vi. Wairoa Museum



77% of residents are satisfied with the Wairoa Museum, including 58% who are very satisfied, while 23% are unable to comment. These readings are similar to the 2017 results.

The percent not very satisfied (0%) is similar to the Peer Group and National Averages and the 2017 reading.

48% of households have visited the Wairoa Museum in the last 12 months (57% in 2017). Of these, 92% are satisfied.

Satisfaction With The Wairoa Museum

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 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	75	17	92	-	8
Comparison**					
Peer Group Average (Rural)	30	21	51	3	46
National Average [†]	55	16	71	3	27
Area					
Urban	57	20	77	-	23
Rural	60	18	78	-	22

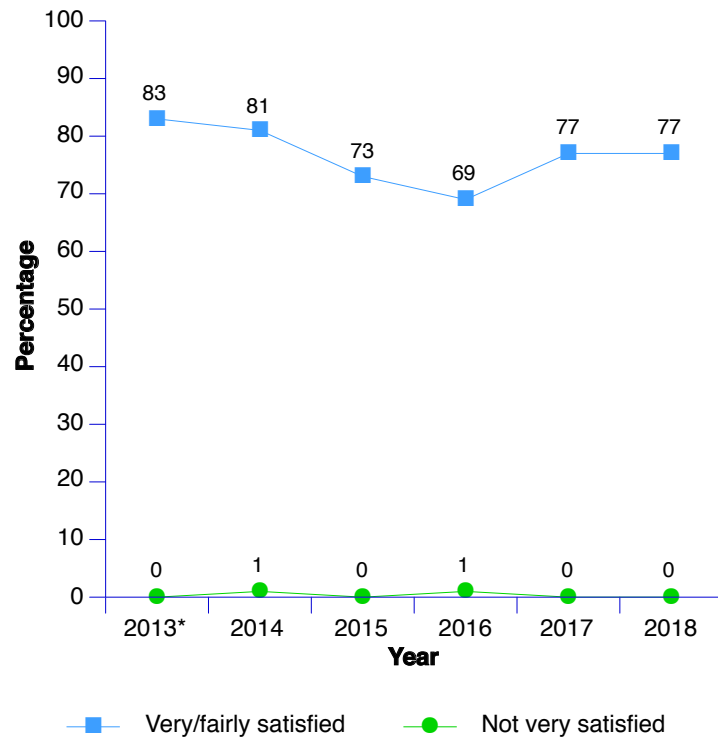
% read across

* 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

Wairoa Museum



* not asked from 2006-2012

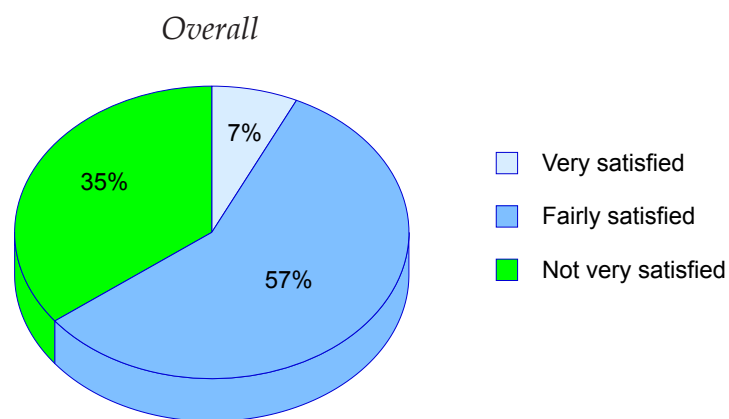
Recommended Satisfaction Measures For Reporting Purposes:

Total District = 77%
 Visitors = 92%

B. SATISFACTION WITH COUNCIL SERVICES/FACILITIES - WITH REASONS FOR DISSATISFACTION

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 not very satisfied were asked to say why they felt this way.

i. *Standard And Maintenance Of Roads In The District (excluding State Highways 2 and 38, as they are not Council roads)*



64% of residents are satisfied with the standard and maintenance of roads in the District (76% in 2017), while 35% are not very satisfied (24% in 2017).

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 and maintenance of roads in the District are ...

- Rural residents,
- residents aged 45 years or over,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Satisfaction With Standard And Maintenance Of Roads In The District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 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)	17	59	76	23	1
National Average	21	54	75	25	-
Area					
Urban	13	65	78	22	-
Rural	2	48	50	50	-

continued ...

Satisfaction With Standard And Maintenance Of Roads In The District (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Age					
18-44 years	8	70	78	22	-
45-64 years	8	48	56	44	-
65+ years [†]	6	50	56	43	2
Length of Residence					
Lived there 10 years or less	7	69	76	24	-
Lived there more than 10 years	8	53	61	38	1
Ratepayer?					
Ratepayer	8	52	60	39	1
Non-ratepayer	5	79	84	16	-

% 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)

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

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

- poor condition/need maintenance/upgrading,
- potholes/rough/uneven/bumpy/corrugations,
- drop outs/slips not repaired,
- unsealed roads/dust problems/need tarsealing,
- roads not graded enough/not graded properly.

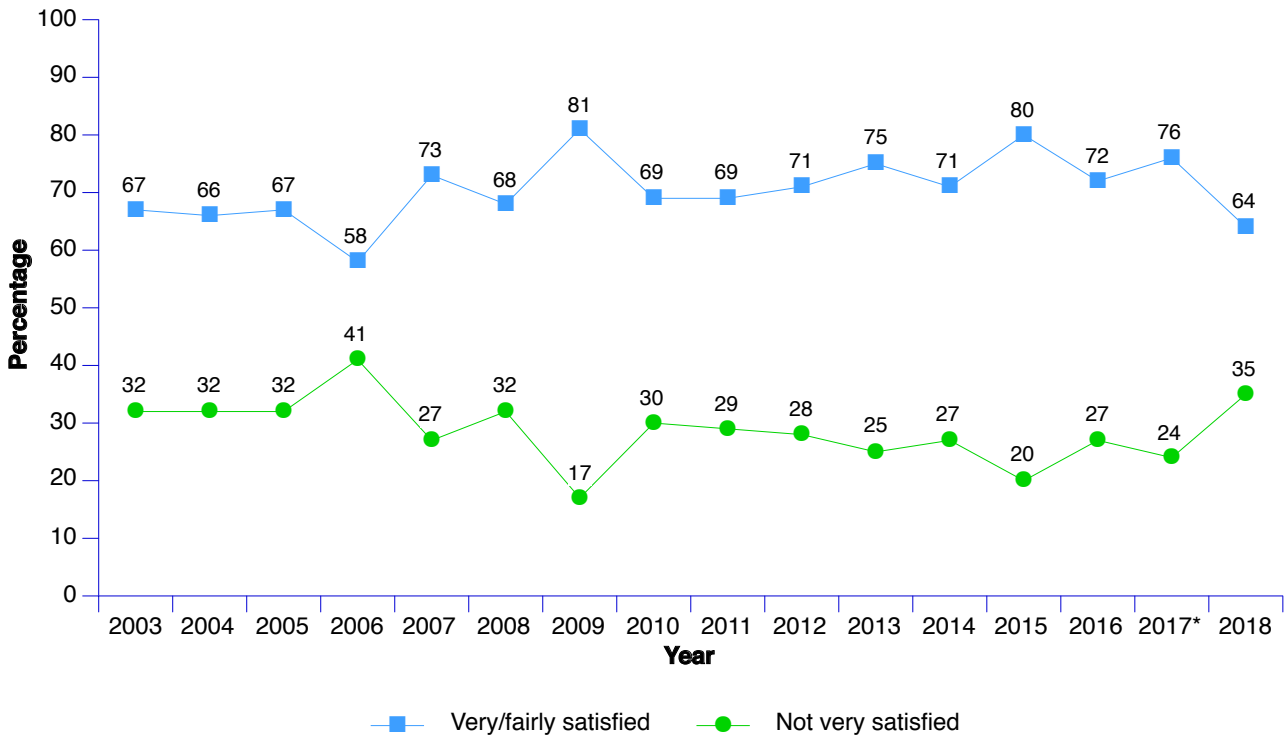
Summary Table: Main Reasons* For Being Not Very Satisfied With The Standard And Maintenance Of Roads In The District

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Poor condition/need maintenance/upgrading	13	10	18
Potholes/rough/uneven/bumpy/corrugations	12	8	17
Drop outs/slips not repaired	9	3	15
Unsealed roads/dust problems/need tarsealing	6	4	8
Roads not graded enough/not graded properly	6	3	8

* multiple responses allowed

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

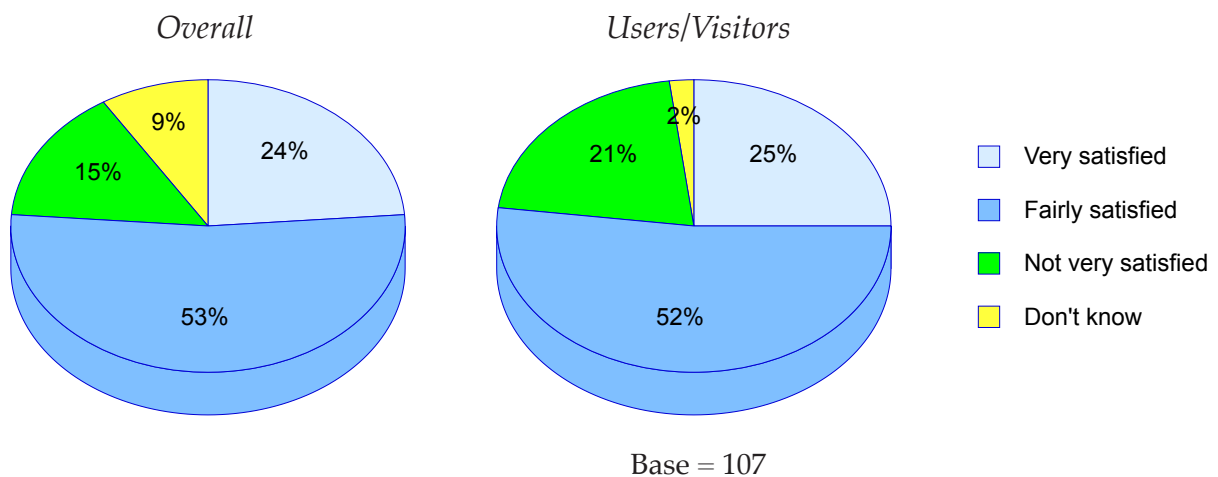
Standard And Maintenance Of Roads In The District



* 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

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 64%

ii. Standard And Maintenance Of Reserves And Sportsgrounds



77% of Wairoa District residents are satisfied with the standard and maintenance of reserves and sportsgrounds (89% in 2017), while 15% are not very satisfied (5% in 2017). 9% are unable to comment.

The percent not very satisfied is above the **averaged** Peer Group and National figures for **sportsgrounds and playgrounds and parks and reserves**.

54% of households have used or visited a reserve and/or sportsground in the last 12 months (70% in 2017). Of these "users/visitors", 77% are satisfied (93% in 2017) and 21% are not very satisfied (6% in 2017).

Residents who live in a three or more person household are more likely to be not very satisfied with the standard and maintenance of reserves and sportsgrounds, than those who live in a one or two person household.

Satisfaction With Standard Of Maintenance Of Reserves And Sportsgrounds

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District 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	25	52	77	21	2
Comparison*					
Peer Group Average (Rural)	53	35	88	5	7
National Average	58	33	91	5	4
Area					
Urban [†]	22	54	76	13	10
Rural	25	51	76	16	8
Household Size					
1-2 person household	27	54	81	8	11
3+ person household	21	51	72	21	7

% read across

* Peer Group and National Average readings are based on the **averaged** ratings for sportsgrounds and playgrounds **and** parks and reserves

** readings prior to 2017 refer to reserves and sportsgrounds

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

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

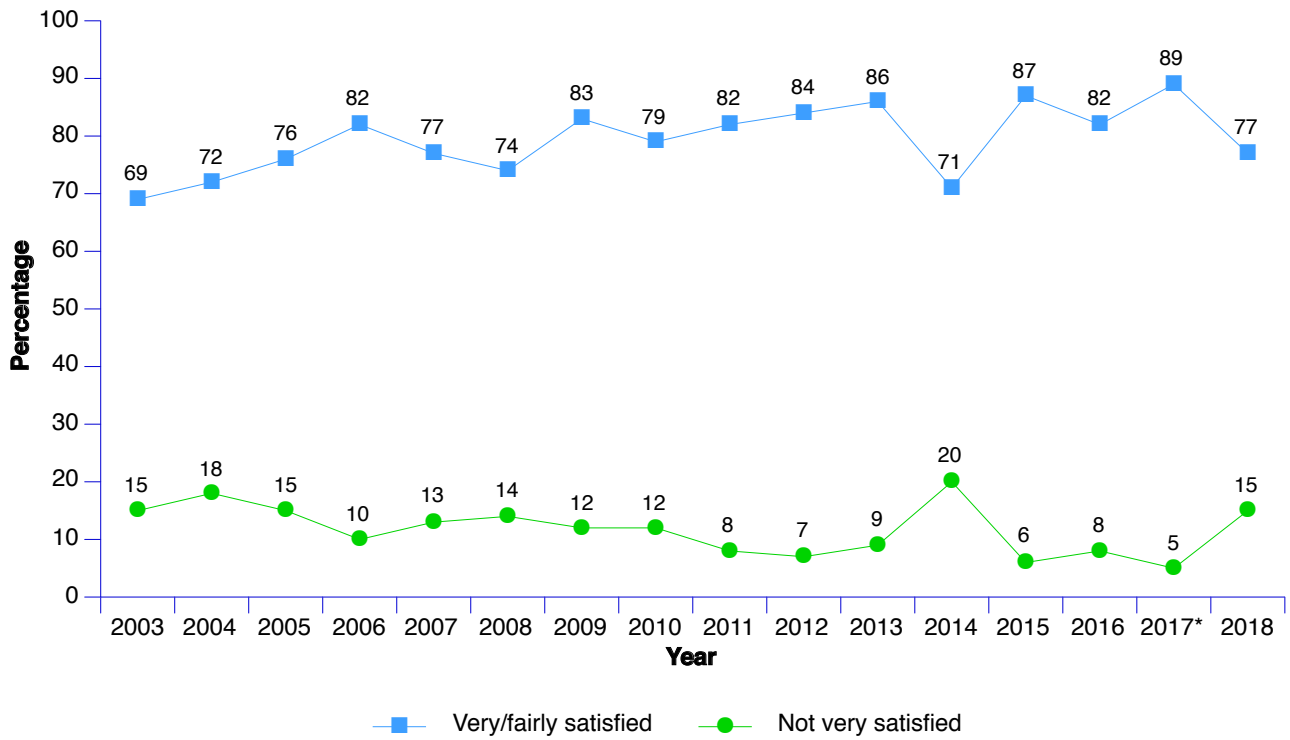
- need better upkeep / more maintenance / upgrading,
- need more rubbish bins / cleared more often.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Standard And Maintenance Of Reserves And Sportsgrounds

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Need better upkeep / more maintenance / upgrading	11	9	12
Need more rubbish bins / cleared more often	2	2	2

* multiple responses allowed

Standard And Maintenance Of Reserves And Sportsgrounds

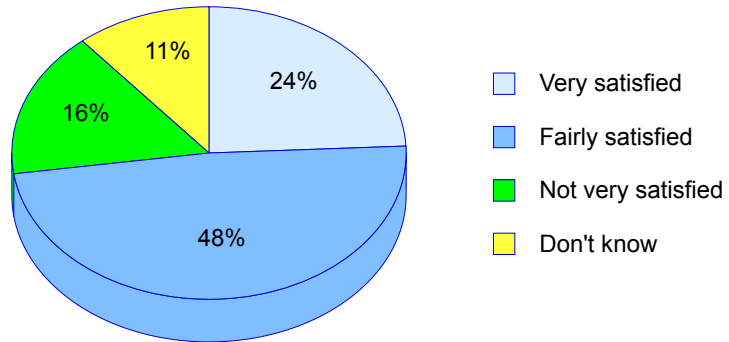


* readings prior to 2017 refer to reserves and sportsgrounds

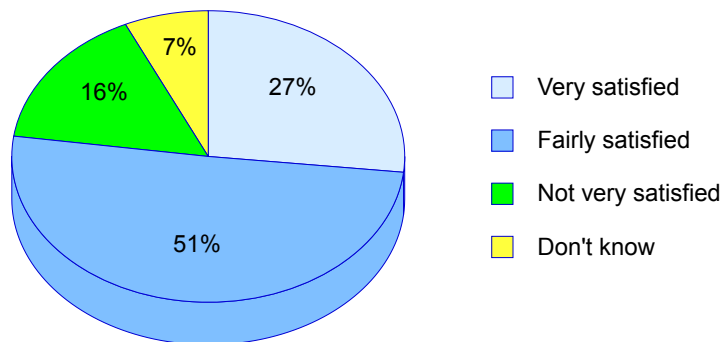
Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 77%
 Users / Visitors = 77%

iii. Current Refuse Disposal/Landfill Management Standards

Overall

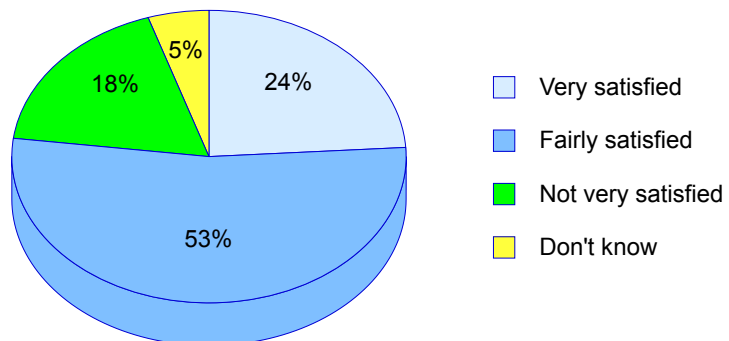


Used A Landfill In The District



Base = 158

Receive A Regular Rubbish Collection



Base = 142

72% of Wairoa District residents are satisfied with current refuse disposal and landfill management standards (68% in 2017). 16% are not very satisfied (20% in 2017) and 11% are unable to comment.

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

81% of households say they have used a landfill in the District in the last 12 months. 78% of these "users" are satisfied and 16% not very satisfied.

67% of residents receive a regular rubbish collection, with 77% satisfied and 18% 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 current refuse disposal and landfill management standards.

Satisfaction With Current Refuse Disposal/Landfill Management Standards

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall**					
Total District 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 [†]	27	51	78	16	7
Receive a Regular Rubbish Collection	24	53	77	18	5
Comparison*					
Peer Group Average (Rural)	30	33	63	13	24
National Average	31	33	64	17	19
Area					
Urban	23	57	80	15	5
Rural [†]	26	38	64	18	19

% 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 ...

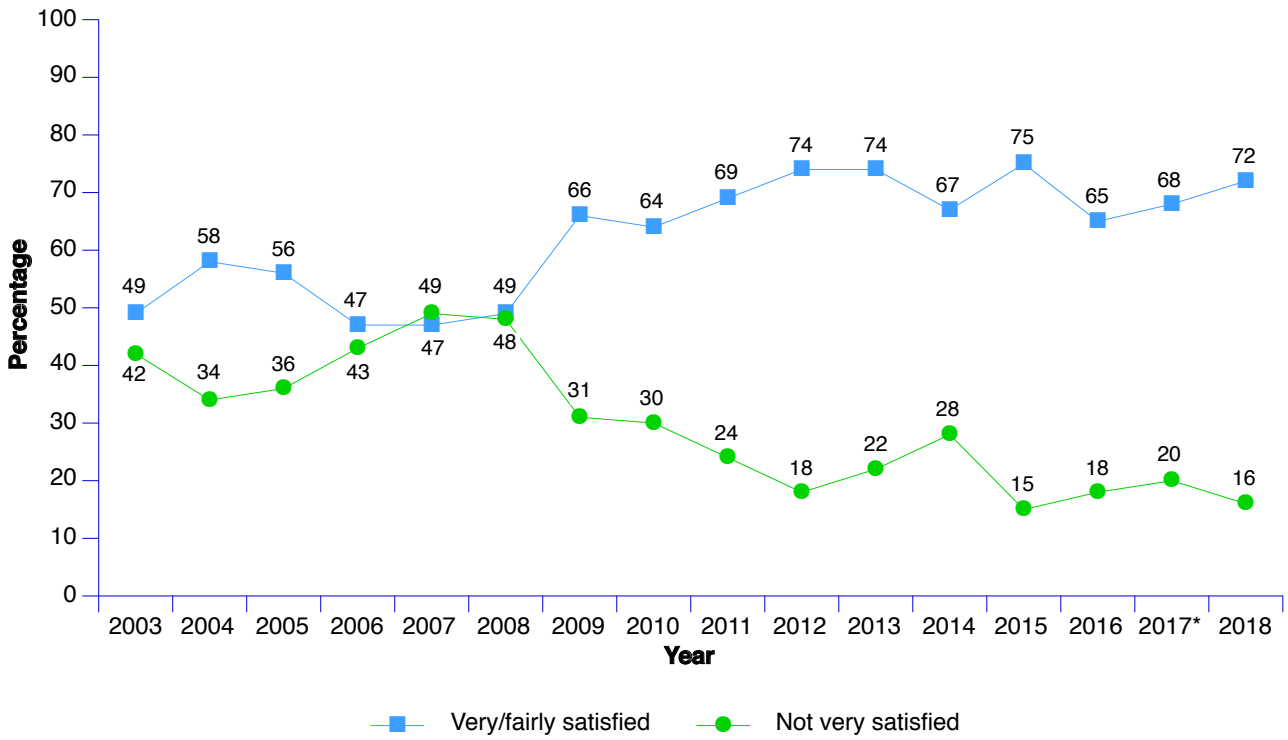
- cost/too expensive/rates should cover/encourages fly-tipping,
- recycling service needs improving,
- no rubbish collection,
- have to pay for bags/bags too expensive.

Summary Table: Main Reasons* For Being Not Very Satisfied With Current Refuse Disposal/Landfill Management Standards

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Cost/too expensive/rates should cover/encourages fly-tipping	9	9	9
Recycling service needs improving	4	4	6
No rubbish collection	3	1	6
Have to pay for bags/bags too expensive	3	1	5

* multiple responses allowed

Current Refuse Disposal/Landfill Management Standards

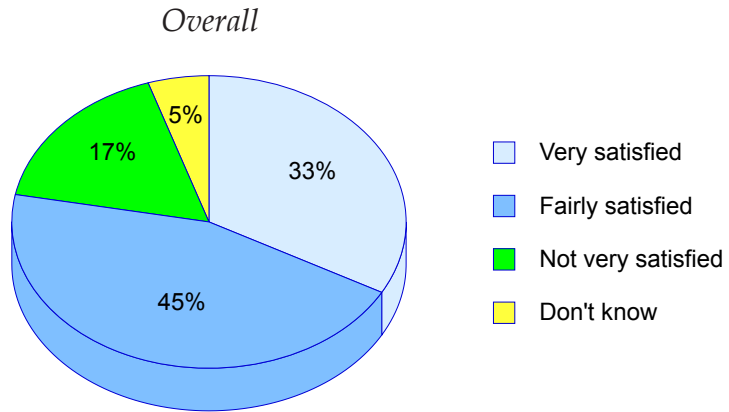


* readings prior to 2017 refer to refuse disposal and landfill management

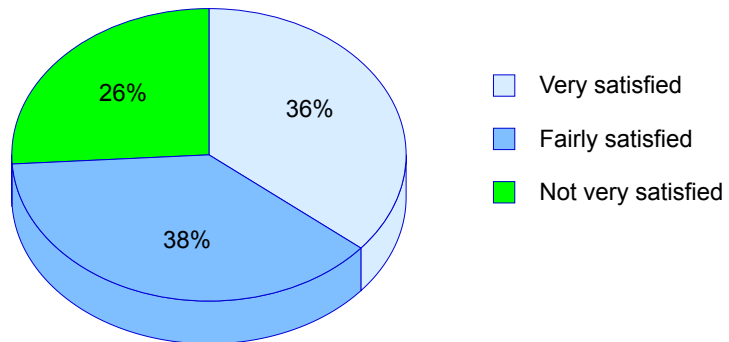
Recommended Satisfaction Measures For Reporting Purposes:

Total District	=	72%
Users of Landfill	=	78%
Receivers of Rubbish Collection	=	77%

iv. Control Of Dogs



Contacted Council In Last 12 Months



Base = 36

78% of residents are satisfied with the control of dogs (71% in 2017), including 33% who are very satisfied (19% in 2017), while 17% are not very satisfied (26% in 2017) and 5% 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, 74% are satisfied (42% in 2017) and 26% are not very satisfied (58% in 2017).

NZ European residents are more likely to be not very satisfied with the control of dogs, than NZ Māori residents.

Satisfaction With Control Of Dogs

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
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	36	38	74	26	-
Comparison					
Peer Group Average (Rural)	30	40	70	20	10
National Average	32	41	73	19	8
Area					
Urban	33	48	81	19	-
Rural	32	42	74	14	12
Ethnicity					
NZ European	34	36	70	25	5
NZ Māori	34	52	86	9	5

% read across

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

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

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

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

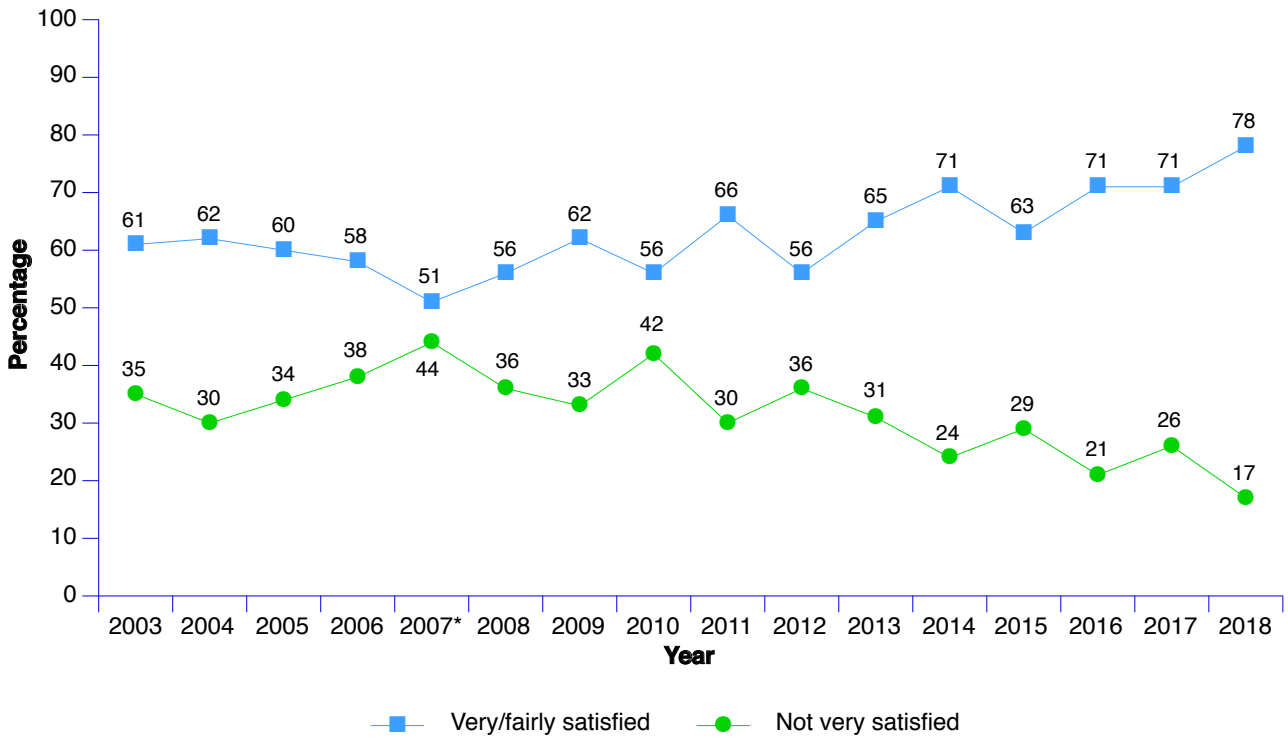
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Control Of Dogs

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Too many roaming dogs	9	13	5
Dangerous dogs/danger to people and other animals/feel unsafe	4	3	4
Poor ranger service/better service from Council	3	2	3

* multiple responses allowed

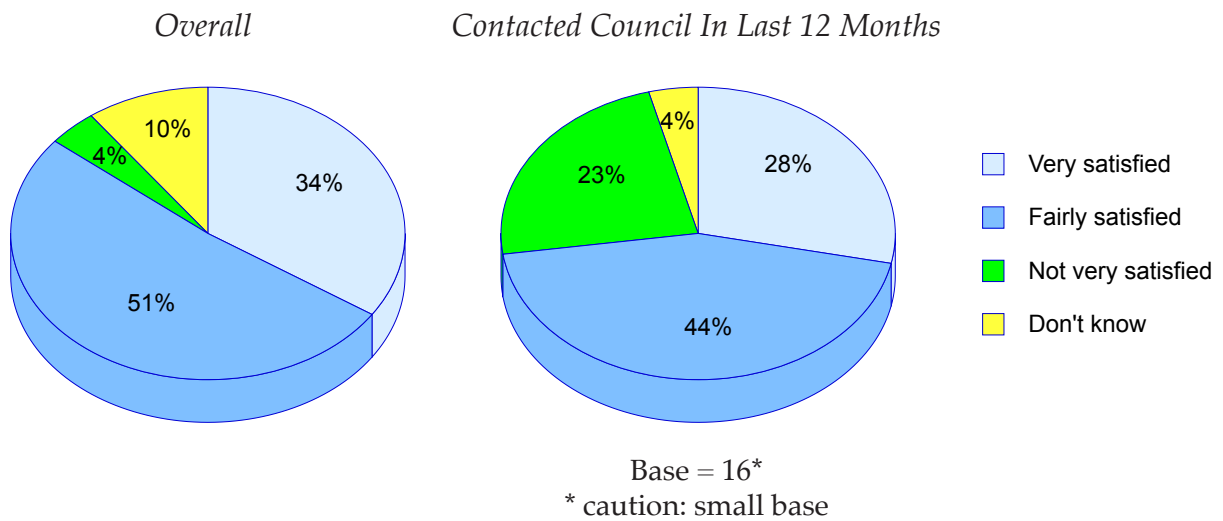
Control Of Dogs



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

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 78%
 Contacted Council = 74%

v. Control Of Livestock



85% of residents are satisfied with the control of livestock (89% in 2017), including 34% who are very satisfied (25% in 2017), while 4% are not very satisfied. 10% are unable to comment (5% in 2017).

10% of households have contacted Council about control of livestock in the last 12 months. Of these, 72% are satisfied and 23% are not very satisfied (caution is required as the base is small, N=16).

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 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 ^{**†}	28	44	72	23	4
Area					
Urban	31	59	90	1	9
Rural	38	43	81	7	12

% read across

* not asked separately prior to 2007

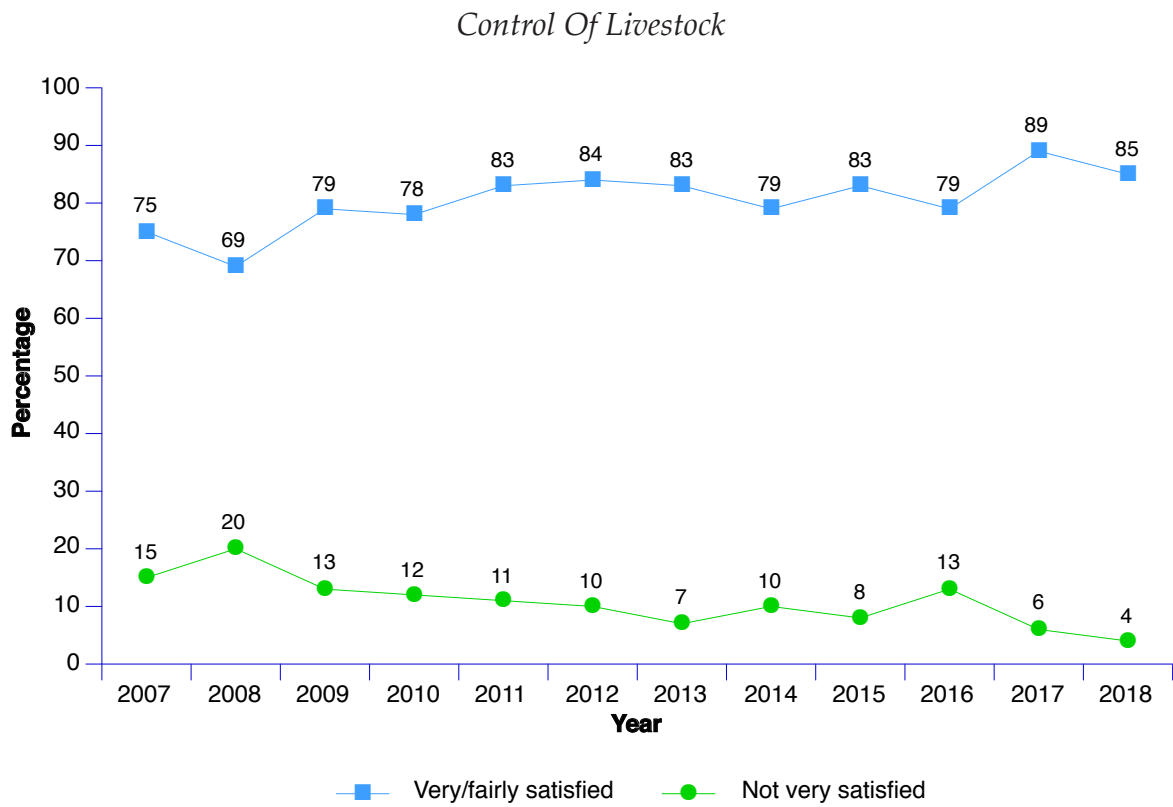
** caution: small base

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

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

- stock on the roads/roaming, mentioned by 3% of all residents,
- others, 1%.

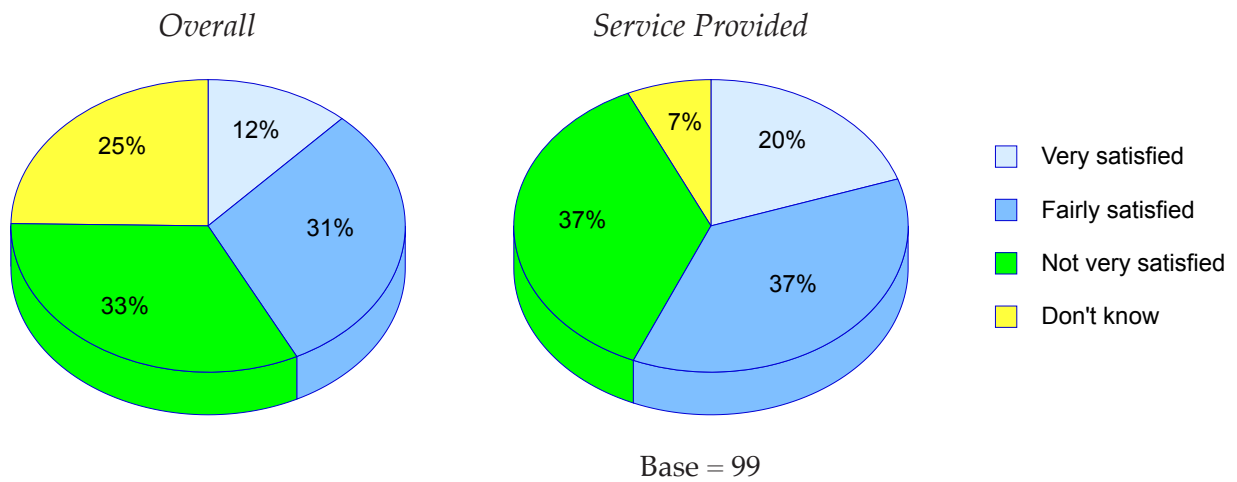
* multiple responses allowed



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 85%
 Contacted Council* = 72%

* caution: small base

vi. Functioning Of District's Existing Stormwater Pipes



43% of residents are satisfied with the functioning of the District's existing stormwater pipes (50% in 2017), while 33% are not very satisfied (19% in 2017) and 25% are unable to comment (30% in 2017).

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

50% of residents are provided with stormwater drainage and, of these, 57% are satisfied (76% in 2017) and 37% are not very satisfied (21% in 2017).

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

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

Satisfaction With The Functioning Of The District's Existing Stormwater Pipes

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 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 [†]	20	37	57	37	7
Comparison**					
Peer Group Average (Rural)	20	35	55	17	28
National Average	36	39	75	14	11
Area					
Urban	19	34	53	40	7
Rural	5	26	31	24	45
Household Size					
1-2 person household [†]	10	30	40	39	22
3+ person household	14	31	45	27	28

% 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 who are not very satisfied with the functioning of the District's existing stormwater pipes are ...

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

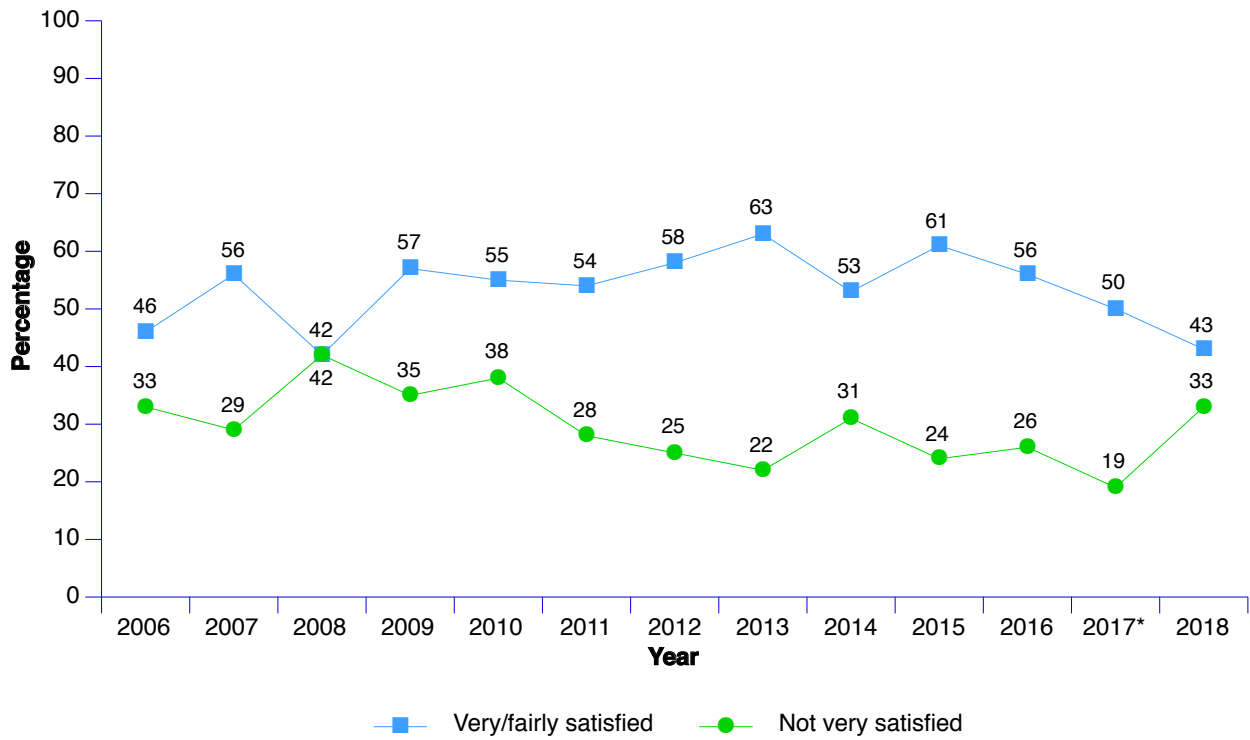
Summary Table: Main Reasons* For Being Not Very Satisfied With The Functioning Of The District's Existing Stormwater Pipes

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Flooding/surface flooding	11	16	5
Inadequate system/needs upgrading	10	15	6
Drains get blocked/need clearing/cleaning out/maintenance	7	8	5

* multiple responses allowed

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

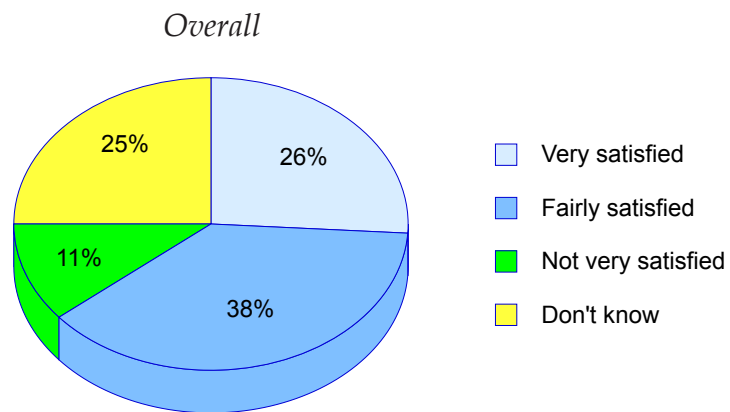
Functioning Of The District's Existing Stormwater Pipes



* readings prior to 2017 refer to stormwater drainage

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 43%
 Receivers of Stormwater Drainage = 57%

vii. Civil Defence, ie, emergency management



64% of residents are satisfied with Civil Defence (71% in 2017), while 11% are not very satisfied and 25% are unable to comment (14% in 2017).

The percent not very satisfied is on par with the Peer Group and National Averages and similar to the 2017 reading.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with Civil Defence. However, it appears that non-ratepayers are slightly more likely to feel this way, than ratepayers.

Satisfaction With Civil Defence

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	26	38	64	11	25
2017 [†]	24	47	71	14	14
2016	33	44	77	5	18
2015	38	32	70	8	22
2014	29	38	67	5	28
2013	40	35	75	4	21
2012 [†]	27	45	72	7	22
Comparison					
Peer Group Average (Rural)	34	31	65	7	28
National Average	29	31	60	7	33
Area					
Urban	26	40	66	10	24
Rural	26	37	63	11	26
Ratepayer?					
Ratepayer	26	39	65	9	26
Non-ratepayer	24	37	61	20	19

% read across

* not asked prior to 2012

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

The main reasons residents who are not very satisfied with Civil Defence are ...

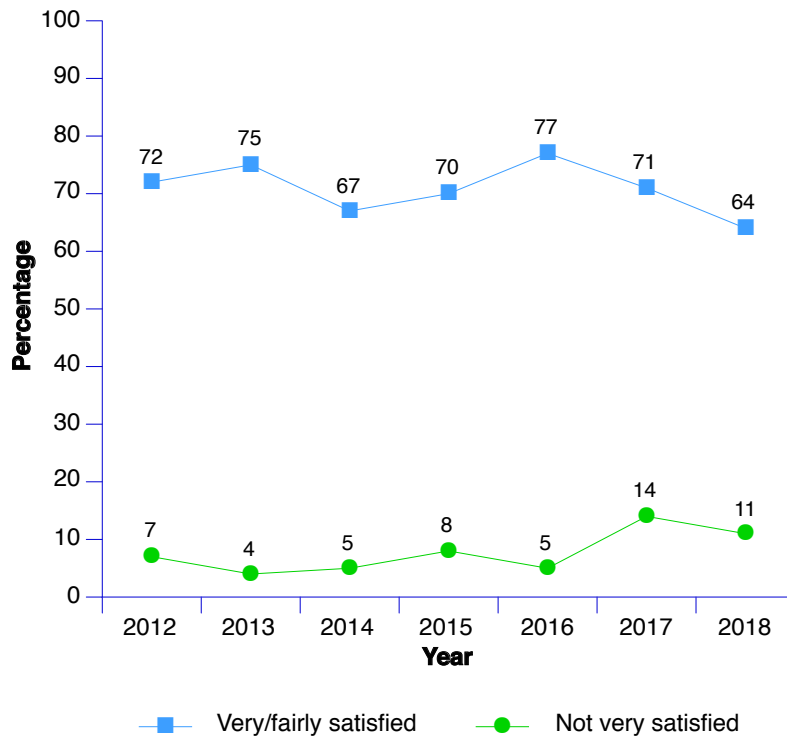
- lack of information/ don't hear anything/ don't know what to do,
- nothing in place/ not prepared,
- don't know what sirens sound like/ what they mean.

Summary Table: Main Reasons* For Being Not Very Satisfied With Civil Defence

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Lack of information/ don't hear anything/ don't know what to do	6	6	6
Nothing in place/ not prepared	4	2	5
Don't know what sirens sound like/ what they mean	3	3	2

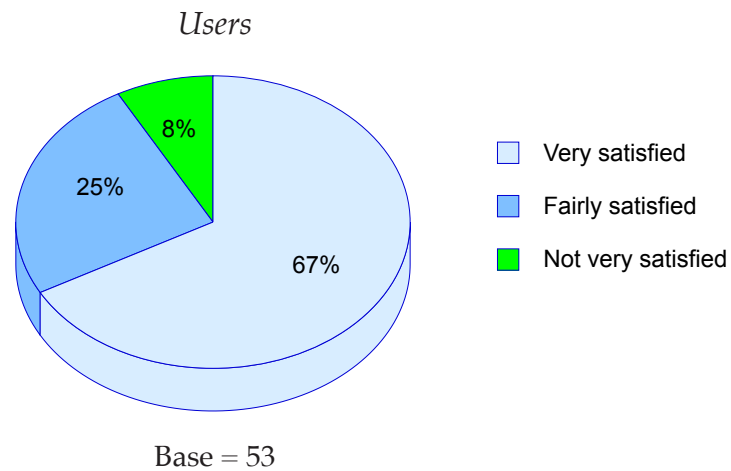
* multiple responses allowed

NB: 0.3% mentioned 'other' reasons

Civil Defence

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 64%

C. USER SATISFACTION: COUNCIL OWNED COMMUNITY HALLS



25% of residents say they, or a member of their household, have used a Council owned community hall in the District, in the last year (31% in 2017).

Of these, 92% are satisfied with the community halls, including 67% who are very satisfied (58% in 2017). 8% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2017 reading.

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.

[†] residents whose households have used a community hall in the District, in the last year, N=53

Satisfaction With Council Owned Community Halls

		Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users*	2018	67	25	92	8	-
	2017	58	33	91	9	-
	2016	57	39	96	3	1
	2015	66	27	93	7	-
	2014	49	43	92	8	-
	2013	67	27	94	6	-
	2012	46	49	95	5	-
	2011	57	38	95	5	-
	2010	61	36	97	2	1
	2009	57	36	93	2	5
	2005	44	47	91	3	6
	2004	52	30	82	7	11
	2003	49	36	85	9	6
	2002	47	30	77	10	13
	2001	39	40	79	15	6
	2000	55	31	86	6	8
Comparison^o						
	Peer Group Average (Rural)	50	33	83	8	9
	National Average	39	45	84	9	7
Area**						
	Urban	77	23	100	-	-
	Rural	56	28	84	16	-

Base = 53

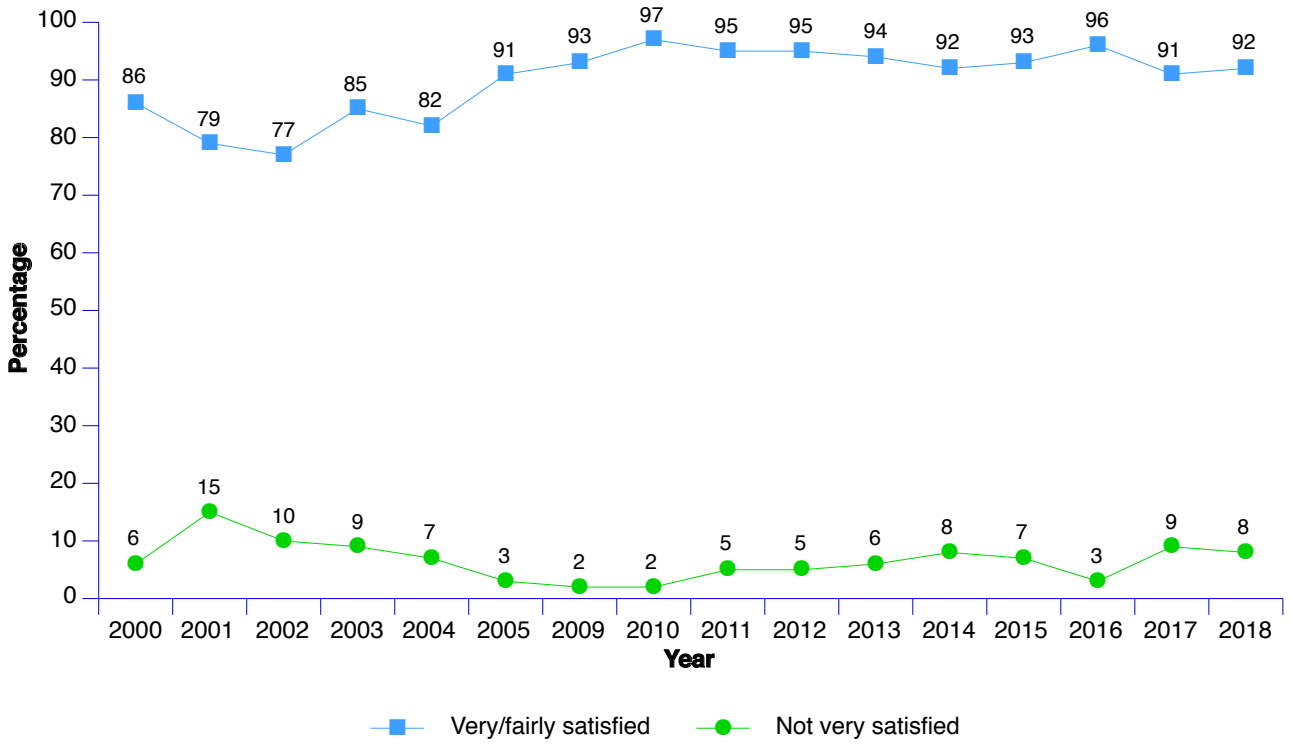
% read across

* not asked in 2006-2008. 2000-2005 readings refer to satisfaction with community halls in Wairoa / Tuai

** caution: small base

^o Peer Group and National Average relate to **user/visitor** satisfied with public halls

Council Owned Community Halls (Users)



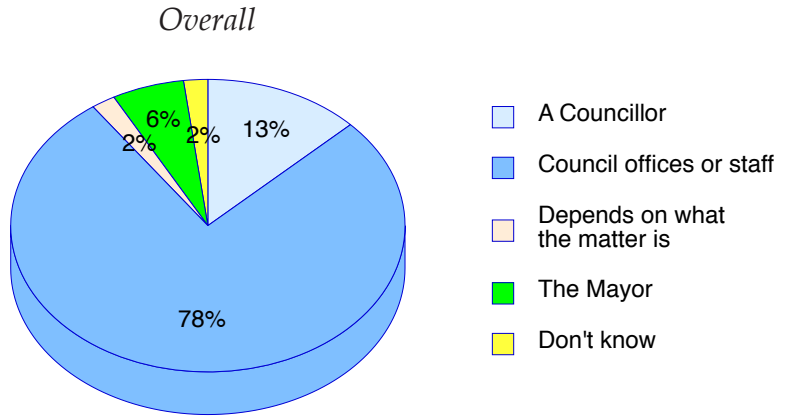
* readings from 2000-2005 refer to satisfaction with community halls in Wairoa / Tuai

Recommended Satisfaction Measures For Reporting Purposes:
 Users = 92%



2. CONTACT WITH COUNCIL

A. WHO THEY APPROACH FIRST IF THEY HAVE A MATTER TO RAISE WITH COUNCIL



**Summary Table:
Who They Approach First If They Have A Matter To Raise With Council**

	Total District 2018 %	Total District 2017 %	Total District 2016 %	Total District 2015 %	Area	
					Urban %	Rural %
Percent Who Mention ...						
The Council offices or staff	78	64	75	72	80	75
A Councillor	13	18	13	18	12	14
Depends on what the matter is	2	4	2	2	3	2
The Mayor	6	6	7	5	3	8
Don't know	2	8	4	3	2	1
Total	†101	100	†101	100	100	100

† does not add to 100% due to rounding

78% of residents would contact Council offices or staff first if they have a matter to raise with Council (64% in 2017), followed by a Councillor, 13% (18% in 2017).

Residents more likely to have contacted Council staff or offices are ...

- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

Residents who say 'it depends on what the matter is', were asked to give examples of what they would contact a Councillor, the offices, or a Community Board member for ...

Contact A Councillor

"It depends on what it is, that will dictate who I go to for help."

"Political matter."

"Just because I know them."

"Over our rating issues but pretty much everything else we go through the Maori standing committee."

"A reserve that was lying idle and we had an idea for it."

Contact The Offices

"Rebate on power or rates."

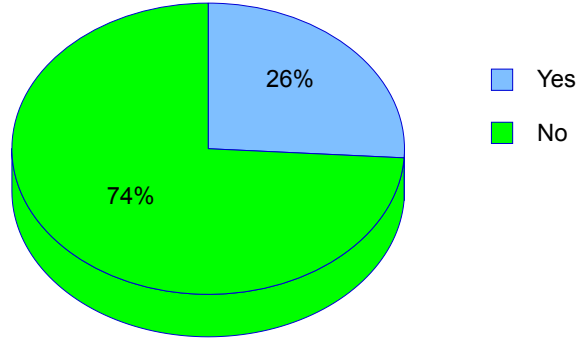
"Regarding rating issues."

"Something to do with livestock."

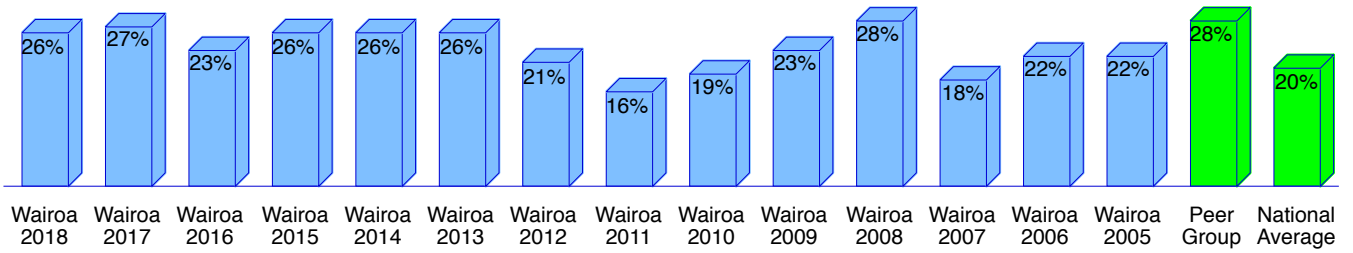
"Dog licensing, admin stuff."

B. HAVE RESIDENTS CONTACTED A COUNCILLOR OR THE MAYOR IN THE LAST 12 MONTHS?

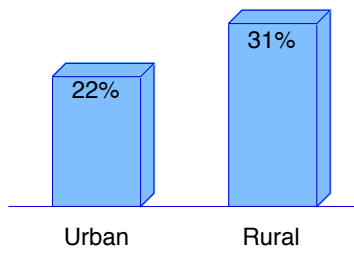
Overall



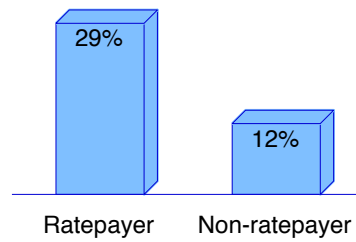
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



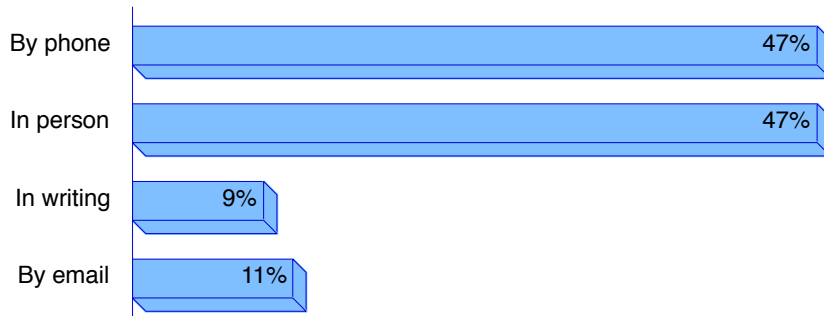
26% of Wairoa District residents have contacted a Councillor or the Mayor in the last 12 months.

This is similar to the Peer Group Average and the 2017 reading and on par with the National Average.

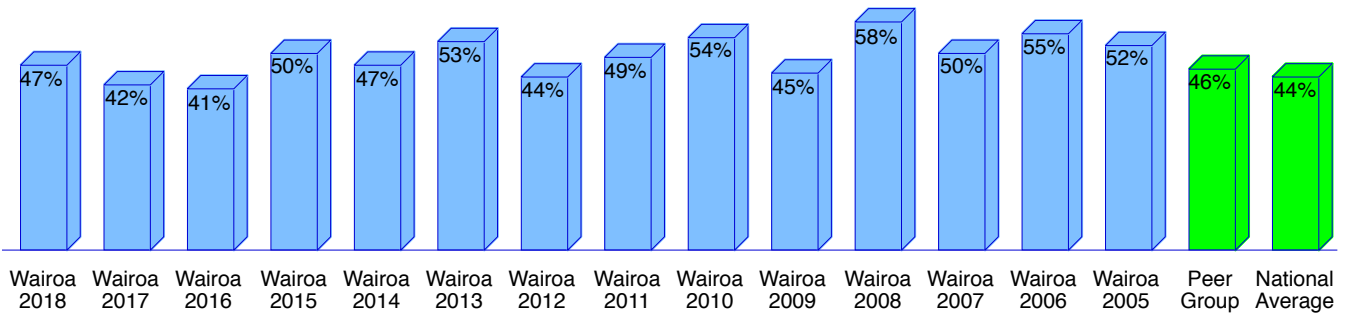
Ratepayers are more likely to have contacted a Councillor or the Mayor, in the last 12 months, than non-ratepayers.

C. LEVELS OF CONTACT

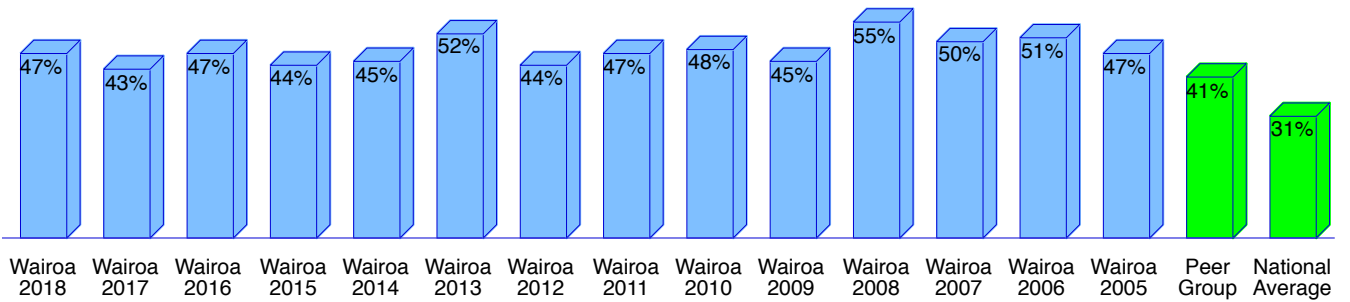
2018 - Yes, Have Contacted ...



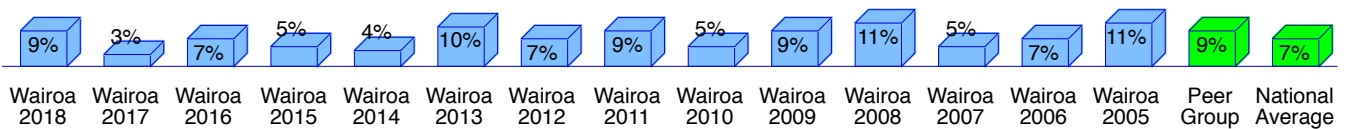
Percent Saying 'Yes - By Phone' - Comparison



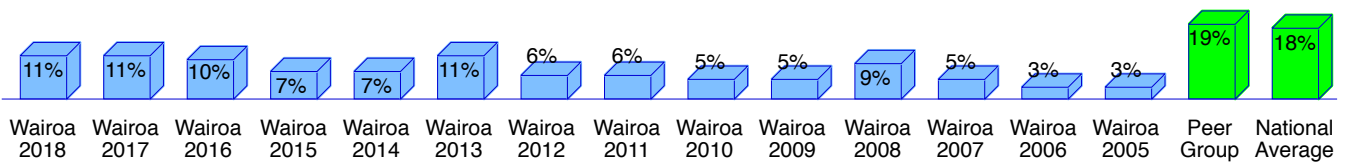
Percent Saying 'Yes - In Person' - Comparison



Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



47% of residents have contacted Council offices by phone in the last year (42% in 2017), while 47% visited a Council office in person (43% in 2017), 9% contacted Council in writing (3% in 2017) and 11% by email.

Residents are similar to Peer Group residents and residents nationwide in saying they contacted Council by phone.

Residents are more likely than residents nationwide, and on par with Peer Group residents, to say they contacted Council in person.

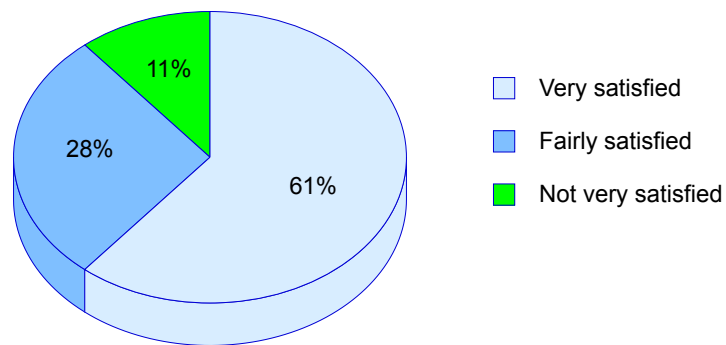
Residents are similar to Peer Group residents and residents nationwide in terms of contacting Council in writing.

And residents are slightly below Peer Group residents and on par with residents nationwide in terms of contacting Council by email.

Residents more likely to have contacted Council by **phone** and/or in **person** are ...

- residents aged 45-64 years,
- ratepayers.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who have contacted Council in **writing** and/or **email**.

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE

Base = 83
Margin of error $\pm 10.8\%$

89% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 61% who are very satisfied (56% in 2017), while 11% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2017 reading.

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.

[†] those contacting Council by phone (N=83)

Satisfaction With Contacting Council Office By Phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Phone					
2018	61	28	89	11	-
2017	56	36	92	8	-
2016	58	36	94	5	1
2015	45	39	84	16	-
2014	32	58	90	10	-
2013	48	42	90	10	-
2012 [†]	47	45	92	8	1
2011	44	39	83	17	-
2010	54	32	86	13	1
2009	53	38	91	9	-
2008	39	45	84	16	-
2007	39	49	88	12	-
2006	25	49	74	25	1
2005	43	43	86	14	-
2004	41	44	85	15	-
2003	40	33	73	26	1
2002	47	36	83	14	3
2001	41	34	75	25	-
2000	57	33	90	10	-
Comparison					
Peer Group Average (Rural)	51	35	86	14	-
National Average	47	35	82	15	3
Area					
Urban	57	38	95	5	-
Rural	65	19	84	16	-

Base = 83

% read across

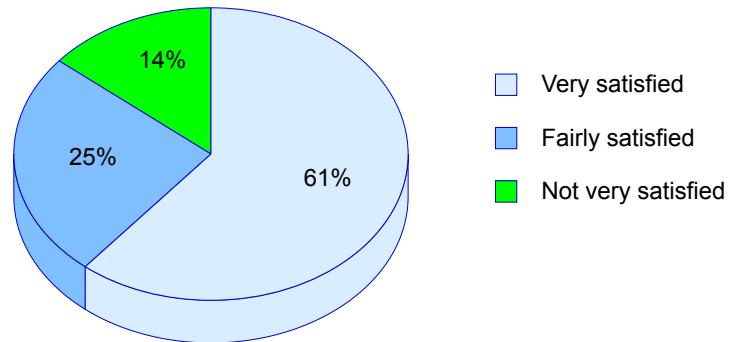
[†] does not add to 100% due to rounding

The reasons* residents contacting Council Offices by phone are not very satisfied are ...

- staff hard to get hold of/unavailable, mentioned by 6% of residents contacting Council by phone,
- poor attitude/service, 5%,
- lack of action/slow service, 1%.

* multiple responses allowed

E. SATISFACTION WHEN VISITING THE COUNCIL OFFICES IN PERSON



Base = 88
Margin of error $\pm 10.4\%$

86% of residents visiting a Council office in person in the last 12 months are satisfied (97% in 2017), including 61% who are very satisfied (69% in 2017). 14% are not very satisfied (3% in 2017).

The percent not very satisfied is slightly above the Peer Group Average and similar to the National Average.

Men[†] are more likely to be not very satisfied, than women[†].

[†] those contacting Council in person (N=88)

Satisfaction When Visiting The Council Office In Person

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Person					
2018	61	25	86	14	-
2017	69	28	97	3	-
2016	53	38	91	9	-
2015	50	29	79	21	-
2014	49	39	88	12	-
2013	63	29	92	8	-
2012	51	40	91	8	1
2011	60	32	92	8	-
2010	72	25	97	3	-
2009	56	36	92	8	-
2008	54	34	88	12	-
2007	50	43	93	7	-
2006	43	50	93	7	-
2005	59	32	91	9	-
2004	63	24	87	13	-
2003	53	38	91	9	-
2002	53	35	88	12	-
2001	48	39	87	13	-
2000	69	25	94	6	-
Comparison					
Peer Group Average (Rural)	65	32	97	3	-
National Average	58	31	89	10	1
Area					
Urban	54	35	89	11	-
Rural	68	15	83	17	-
Gender					
Male	42	33	75	25	-
Female	77	19	96	4	-

Base = 88

% read across

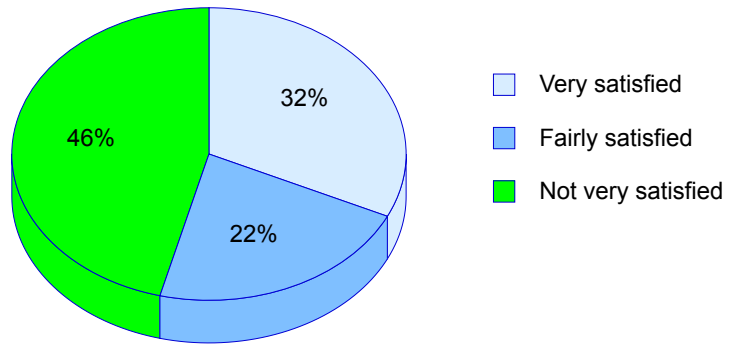
† does not add to 100% due to rounding

The main reasons* residents visiting the Council offices in person are not very satisfied are ...

- didn't listen / given the run around, mentioned by 6% of residents visiting the Council in person,
- lack of action / no follow-up, 5%,
- poor service, 3%.

* multiple responses allowed

F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 14*
* caution: small base
Margin of error $\pm 26.2\%$

54% of residents contacting the Council offices in writing in the last 12 months are satisfied, while 46% are not very satisfied. Caution is required as the base is small, N=14.

No comparisons have been made with the Peer Group and National Averages, as the base is small (N=14). Also, as the bases for Urban and Rural residents, and all socio-economic groups are small, no comparisons have been made.

Satisfaction When Contacting The Council Office In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Writing					
2018	32	22	54	46	-
2017	41	34	75	20	5
2016	42	17	59	41	-
2015	37	17	54	46	-
2014	16	60	76	24	-
2013	32	36	68	32	-
2012 [†]	33	52	85	16	-
2011	53	18	71	29	-
2010 [†]	55	30	85	6	10
2009	30	21	51	9	40
2008	39	32	71	29	-
2007	30	36	66	34	-
2006	29	48	77	19	4
2005	31	33	64	33	3
2004	26	27	53	39	8
2003	22	46	68	32	-
2002	35	36	71	29	-
2001	18	37	55	40	5
2000	53	17	70	29	1
Comparison					
Peer Group Average (Rural)	53	27	80	18	2
National Average	30	30	60	38	2

Base = 14*

% read across

* caution: small base

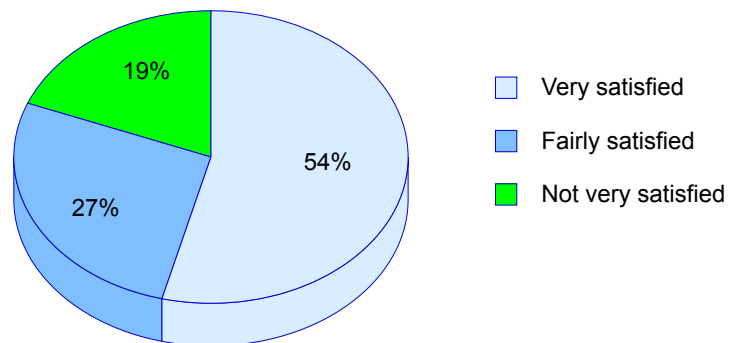
† does not add to 100% due to rounding

The reasons* residents contacting Council Offices in writing are not very satisfied are ...

- lack of action/no response, mentioned by 26% of residents contacting the Council in writing,
- others, 20%.

* multiple responses allowed

G. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICE BY EMAIL



Base = 16**

** caution: small base

Margin of error $\pm 24.5\%$

81% of residents contacting the Council offices by email in the last 12 months are satisfied, while 19% are not very satisfied. Caution recommended as the base is small (N=16).

No comparisons have been made with the Peer Group and National Averages as the base is small (N=16). Also as the bases for Urban and Rural residents and all socio-economic groups are very small, no comparisons have been made.

Satisfaction When Contacting The Council Office By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Email					
2018	54	27	81	19	-
2017 [†]	51	45	96	5	-
2016	77	3	80	10	10
2015	41	46	87	13	-
2014	37	49	86	14	-
2013	57	43	100	-	-
2012	84	12	96	4	-
2011	45	50	95	5	-
Comparison					
Peer Group Average (Rural)	48	36	84	15	1
National Average [†]	39	31	70	26	5

Base = 16*

% read across

* caution: small base

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

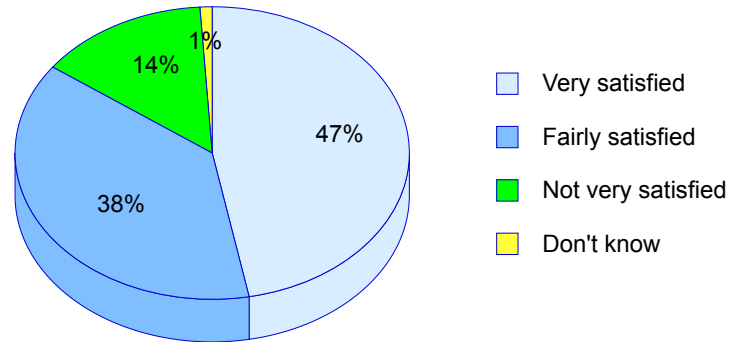
The reasons[†] residents contacting Council Offices by email are not very satisfied is ...

- lack of action/ no response, mentioned by 18% of residents who have contacted the Council by email,
- others, 1%.

[†] multiple responses allowed

H. SATISFACTION WITH THE OVERALL SERVICE RECEIVED WHEN CONTACTED COUNCIL

Contacted A Council Office In The Last 12 Months



Base = 114

Of the 58% of residents who have contacted the Council offices by phone, in person, in writing and / or by email in the last 12 months, 85% are satisfied with the service they received (93% in 2017), including 47% who are very satisfied (59% in 2017). 14% are not very satisfied (7% in 2017).

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average.

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 overall service they received. However, it appears that men[†] are slightly more likely to feel this way, than women[†].

[†] those contacting the Council offices in the last 12 months, N=114

Satisfaction With Overall Service Received When Contacted Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2018	47	38	85	14	1
2017	59	34	93	7	-
2016	57	36	93	7	-
2015	53	32	85	15	-
2014	41	46	87	13	-
2013	50	45	95	5	-
2012 [†]	40	51	91	8	-
2011	45	40	85	14	1
2010	52	38	90	10	-
2009	47	47	94	6	-
2008	38	53	91	9	-
2007	34	55	89	11	-
2006	24	57	81	19	-
2005	44	43	87	13	-
2004	44	46	90	10	-
2003	39	49	88	12	-
2002	37	52	89	11	-
2001	42	47	89	10	1
2000	51	40	91	9	-
Comparison					
Peer Group Average (Rural)	46	45	91	8	1
National Average	46	39	85	14	1
Area					
Urban [†]	45	45	90	9	-
Rural	50	30	80	19	1
Gender[†]					
Male	33	47	80	21	-
Female	60	31	91	9	1

Base = 114

% read across

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

Recommended Satisfaction Measures For Reporting Purposes:

Contacted Council In Last 12 Months	=	86%
Contacted Council By Phone	=	89%
Contacted Council In Person	=	86%
Contacted Council In Writing**	=	54%
Contacted Council By Email**	=	81%

** caution: small bases



3. 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.

A. AWARENESS OF THEIR COUNCILLORS

To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

Number Of Councillors Correctly Identified	2018 %	2017 %	2016 %	2015 %	2014 %	2013 %
Five or more	11	15	14	31	27	31
Four	12	11	12	9	18	9
Three	16	21	18	11	18	15
Two	16	21	17	16	12	18
One	21	17	23	19	9	16
No names correctly identified	24	14	16	14	16	11
Total %	100	†99	100	100	100	100
Base	200	200	200	202	200	200

† does not add to 100% due to rounding

76% of residents can name at least one Councillor in 2018 (86% in 2017), with 11% able to name five or more Councillors (15% in 2017).

On average, Wairoa District residents who are able to name a Councillor, can name two Councillors (three in 2017).

B. ACCESSIBILITY OF COUNCILLORS

Summary Table: Accessibility Of Councillors

		Would know how to make contact and do so %	Wouldn't know how to - would let matter drop %	Don't know %
Overall				
Total District	2018	75	24	1
	2017	81	16	3
	2016	81	17	2
	2015	81	17	2
	2014	76	19	5
	2013	87	13	-
	2012	78	21	1
	2011	80	19	1
	2010	83	16	1
	2009	84	15	1
	2008	83	15	2
	2007	75	24	1
	2006	78	21	1
	2005	78	22	-
	2004	90	10	-
	2003	84	16	-
	2002	81	19	-
	2001	77	22	1
	2000	82	18	-
Area				
Urban		69	30	1
Rural		82	17	1
Age				
18-44 years [†]		65	34	2
45-64 years		80	20	-
65+ years [†]		86	13	1
Ratepayer?				
Ratepayer		78	21	1
Non-ratepayer		63	37	-

% read across

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

Overall, 75% of residents feel they know how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem, or issue to a Councillor (81% in 2017).

Residents more likely to feel their Councillors are accessible are ...

- Rural residents,
- residents aged 45 years or over,
- ratepayers.

C. COUNCILLORS' APPROACHABILITY

Summary Table: Degree Of Approachability

		Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
Overall					
Total District	2018[†]	47	10	35	9
	2017	55	12	23	10
	2016	58	7	23	12
	2015	56	10	25	9
	2014 [†]	68	9	16	6
	2013	56	11	30	3
	2012	53	11	28	8
	2011	53	16	24	7
	2010	55	10	27	8
	2009 [†]	47	13	33	6
	2008	49	13	29	9
	2007	41	16	37	6
	2006	41	20	33	6
	2005	46	8	39	7
	2004	58	12	27	3
	2003	43	8	41	8
	2002	50	11	29	10
	2001	32	20	42	6
	2000	38	20	34	8
Comparison					
	Peer Group Average (Rural) [†]	47	9	30	13
	National Average	38	15	35	12
Area					
	Urban [†]	46	11	35	9
	Rural	47	10	34	9

continued ...

Summary Table: Degree Of Approachability (continued)

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
Age				
18-44 years [†]	34	9	40	18
45-64 years	55	10	33	2
65+ years [†]	57	14	28	2
Household Income				
Less than \$30,000 pa	39	14	36	11
\$30,000-\$50,000 pa	63	14	21	2
More than \$50,000 pa	46	8	36	10
Length of Residence[†]				
Lived there 10 years or less	36	9	28	26
Lived there more than 10 years	50	11	37	3
Ratepayer?				
Ratepayer	52	10	31	7
Non-ratepayer	21	14	52	13

% read across

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

In terms of how approachable residents feel their Councillors to be, 47% believe their elected representatives welcome questions, comments and requests, so that they would feel comfortable approaching them (55% in 2017).

10% believe their Councillors are reluctant and resistant to comments, while 35% feel the answer lies somewhere between the two (23% in 2017).

Wairoa District residents are similar to the Peer Group residents and slightly above residents nationwide in feeling their Councillors are approachable.

Residents more likely to feel their Councillors are approachable are ...

- residents aged 45 years or over,
- residents with an annual household income of \$30,000 to \$50,000,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

D. PERCEIVED DEGREE OF OPEN-MINDEDNESS OF THE MAYOR AND COUNCILLORS

Summary Table: Degree Of Open-Mindedness

	Give fair and open-minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
Overall				
Total District 2018[†]	36	13	45	5
2017 [†]	39	15	39	6
2016	44	12	36	8
2015 [†]	49	11	34	7
2014 [†]	57	8	30	6
2013	37	12	45	6
2012	37	14	42	7
2011	44	12	37	7
2010	44	15	39	2
2009	35	17	42	6
2008	39	15	40	6
2007	30	27	39	4
2006	32	23	39	6
2005	32	14	49	5
2004	47	10	36	7
2003	31	14	47	8
2002	32	11	51	6
2001	27	28	37	8
2000	28	19	48	5
Comparison				
Peer Group Average (Rural)	36	14	40	10
National Average	32	19	39	10
Area				
Urban [†]	31	11	(51)	8
Rural	(43)	16	39	2
Ratepayer?				
Ratepayer [†]	(40)	15	41	5
Non-ratepayer	21	8	(65)	6

% read across

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

36% of Wairoa District residents feel that the Mayor and Councillors give a fair and open-minded hearing when dealing with local community issues. 13% believe the Mayor and Councillors give a defensive and one-sided hearing, whilst 45% feel the answer is somewhere between the two (39% in 2017).

Wairoa District residents are similar to the Peer Group Average and on par with the National Average in terms of their impressions of the Mayor and Councillors' open-mindedness.

Residents more likely to feel the Mayor and Councillors are fair and open-minded are ...

- Rural residents,
- ratepayers.

E. EXPECTED DEGREE OF CONSULTATION

Summary Table: Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
Overall				
Total District 2018[†]	18	49	33	1
2017	33	44	20	3
2016	36	43	21	-
2015	28	50	21	1
2014 [†]	39	43	19	-
2013 [†]	26	45	29	1
2012	20	56	24	-
2011	28	48	23	1
2010	22	53	24	1
2009	26	47	27	-
2008	19	45	35	1
2007	15	43	40	2
2006	24	38	36	2
2005	17	44	38	1
2004	18	56	25	1
2003	23	45	29	3
2002	20	53	27	-
2001	10	49	40	1
2000	19	41	38	2
Comparison				
Peer Group Average (Rural)	16	60	22	2
National Average	16	61	22	1
Area[†]				
Urban	18	45	37	1
Rural	18	54	28	1

continued ...

Summary Table: Expected Degree Of Consultation (continued)

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
Household Income				
Less than \$30,000 pa	36	33	29	2
\$30,000-\$50,000 pa	15	52	33	-
More than \$50,000 pa	14	58	28	-
NZ Ethnicity				
NZ European [†]	17	67	17	-
NZ Māori	19	33	47	1
Ratepayer?				
Ratepayer [†]	17	52	31	1
Non-ratepayer	23	37	40	-

% read across

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

When asked how much consultation they would like Council to have with its citizens, 18% opt for leaving the Mayor and Councillors to get on with the job they were elected for, while keeping the public informed (33% in 2017). 49% of residents would like to see consultation with people on major issues only, otherwise getting on with the job they were elected to do (44% in 2017). 33% of residents wanted consultation on most issues (20% in 2017).

Wairoa District residents are below Peer Group residents and residents nationwide, in terms of wanting consultation on major issues.

Residents more likely to want **consultation on major issues** are ...

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

Those residents who expressed a desire for consultation on major issues, 49% overall, were asked what they considered to be major issues. Main issues* arising were ...

- rates issues / increases / spending of rates, mentioned by 13% of all residents,
- sewerage issues / wastewater, 9%,
- roading / footpath issues, 8%,
- expenditure / major spending / overspending, 8%,
- river issues / erosion, 6%.

Other major issues* mentioned by 5% of residents are ...

- water supply issues,

3% are ...

- stormwater / drainage issues,

2% are ...

- major projects / anything major that would affect people,
- health issues / health and safety,

1% are ...

- basic amenities / infrastructure,
- rubbish / recycling issues.

* multiple responses allowed

Summary Table: Main Issues* Residents Would Like To Be Consulted On

	Total District 2018 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Rates issues/increases/spending of rates	13	9	18
Sewerage issues/wastewater	9	3	15
Roading/footpath issues	8	4	12
Expenditure/major spending/overspending	8	9	6
River issues/erosion	6	6	6

* multiple responses allowed

F. MEANS OF CONSULTATION

Summary Table: Means Of Consultation Suggested*

	Those Who Want Consultation On Most/Major Issues 2018 %	Those Who Want Consultation On Most/Major Issues 2017 %	Those Who Want Consultation On Most/Major Issues 2016 %	Area 2018	
				Urban %	Rural %
Percent Who Mention ...					
Public meetings/huis	49	42	40	32	69
Newspapers/ newspaper articles	45	57	57	50	40
Internet/website pages	19	21	14	15	23
Newsletters	17	13	12	23	9
Personal contact/personal visit	17	6	12	21	12
Letters	14	5	15	18	10
Surveys	9	10	2	10	8
Public notices	9	1	3	15	2
Pamphlets/brochures/flyers	6	9	12	9	2
Radio	4	4	2	5	4
Social Media - Facebook	4	-	7	8	-
Submissions	2	3	2	3	1
Television	2	-	-	1	2
Working parties	1	1	-	-	3
Referendum/public referendum/referenda	1	1	-	3	-
Polls	1	-	-	2	1
Emails	-	-	2	-	-
Others	3	1	-	-	6
Don't know	3	1	1	5	1

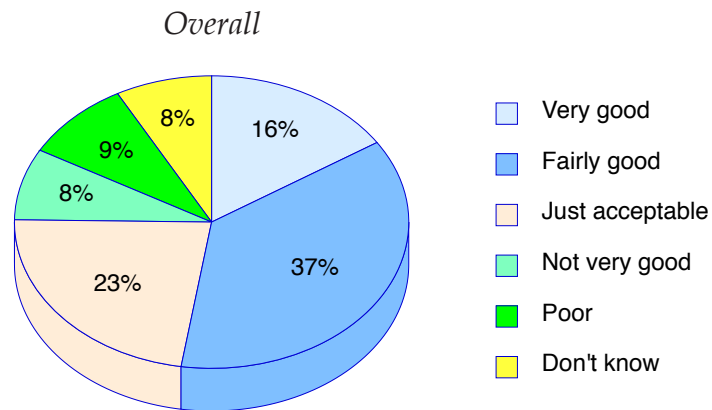
(Base = 153)

* multiple response

Those residents who wished to be consulted on most issues or major issues were asked what, in their view, would be the best ways for Council to consult with them.

As in previous years, public meetings and newspapers/newspaper articles are seen as the best means by which Council should consult with its residents.

G. PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR



53% of Wairoa District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (69% in 2017), while 23% rate their performance as just acceptable (19% in 2017). 17% rate the performance of the Mayor and Councillors as not very good / poor (6% in 2017) and 8% are unable to comment.

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

51% 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 (65% in 2017).

Residents with an annual household income of \$30,000 to \$50,000 are more likely to rate the performance of the Mayor and Councillors as very / fairly good, than other income groups.

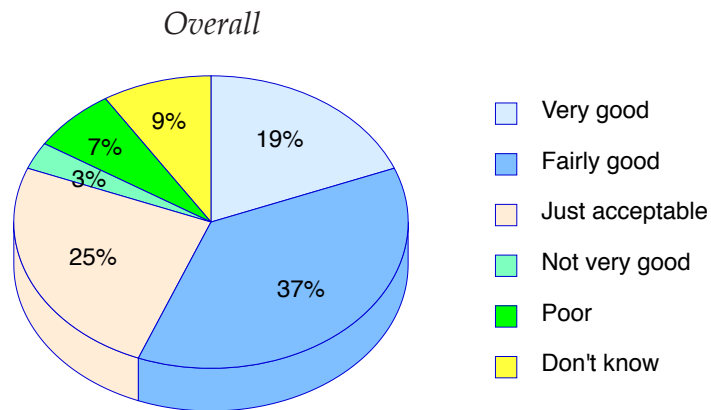
Summary Table: Performance Rating Of The Mayor And Councillors In The Last Year

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Overall				
Total District 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 last 12 months (N=46) [†]	51	18	25	7
Comparison				
Peer Group Average (Rural)	60	26	8	6
National Average	49	27	17	7
Area				
Urban	52	23	14	11
Rural	53	24	19	4
Household Income				
Less than \$30,000 pa [†]	35	30	22	14
\$30,000-\$50,000 pa [†]	71	18	8	4
More than \$50,000 pa	54	22	20	4

% read across

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

H. PERFORMANCE RATING OF THE COUNCIL STAFF IN THE LAST YEAR



56% of residents rate the performance of the Council staff as very or fairly good (59% in 2017), 25% rate their performance as just acceptable (16% in 2017), and 10% say it is not very good or poor (6% in 2017). 9% are unable to comment (19% in 2017).

Wairoa District Council staff's performance is similar to staff nationwide and on par with Peer Group Councils' staff, in terms of it being rated very / fairly good.

Women are more likely to rate the performance of Council staff over the past year as very / fairly good, than men.

Summary Table: Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
Overall				
Total District 2018	56	25	10	9
2017	59	16	6	19
2016	66	19	5	10
2015 [†]	55	21	11	12
2014	53	24	11	12
2013	69	20	6	5
2012 [†]	71	14	5	9
2011	70	14	9	7
2010 [†]	65	22	6	8
2009	57	27	7	9
2008	62	22	7	9
2007	57	24	12	7
2006	53	28	11	8
2005	67	15	8	10
2004	66	17	5	12
2003	66	18	5	11
2002	57	22	9	12
2001	65	14	5	16
2000	59	17	7	17
Comparison[†]				
Peer Group Average (Rural)	61	18	9	11
National Average	57	21	10	11
Area[†]				
Urban	56	25	9	9
Rural	56	25	10	9
Gender[†]				
Male	48	31	11	11
Female	64	21	8	8

% read across

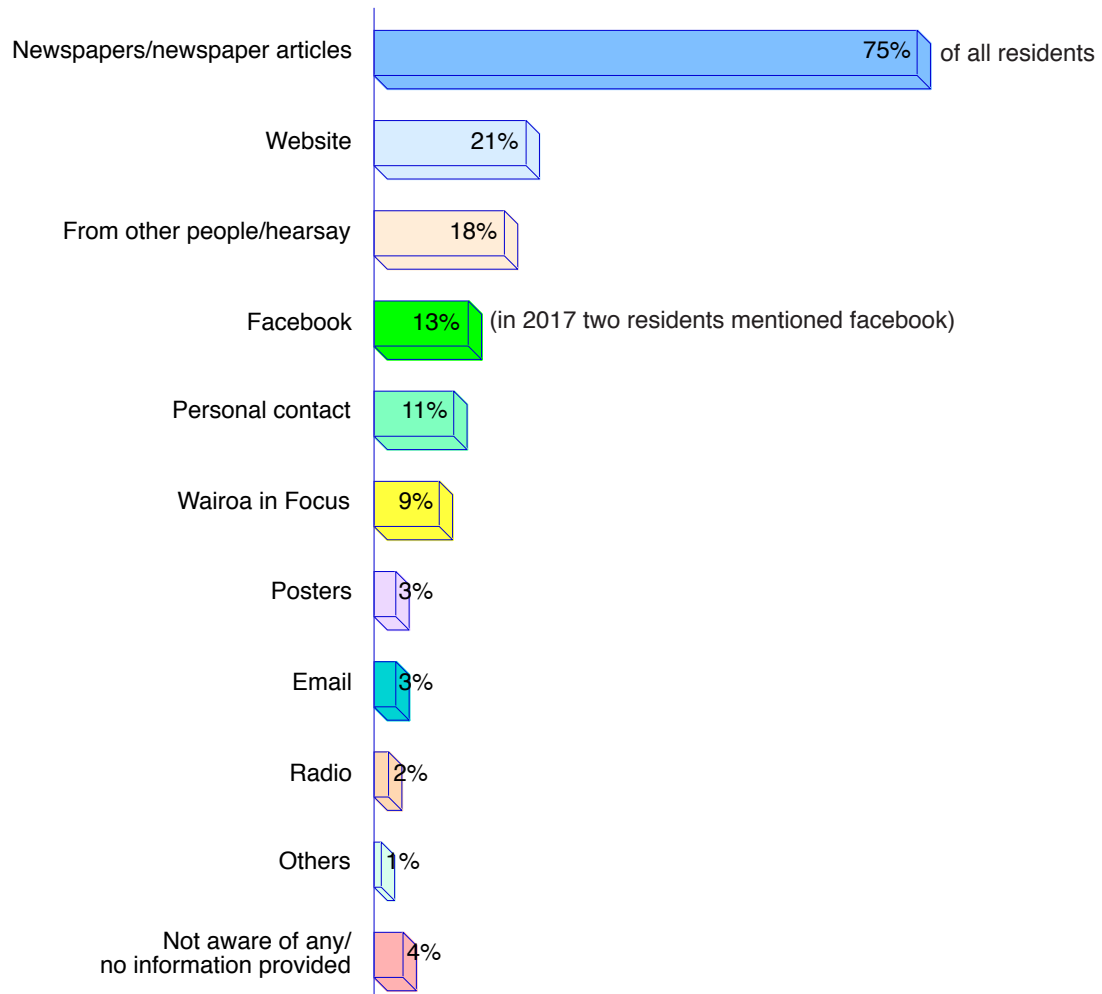
[†] does not add to 100% due to rounding



4. LOCAL ISSUES

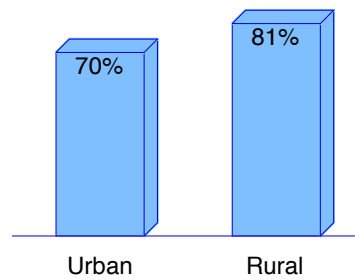
A. INFORMATION

Where*, or from whom, do you see, read or hear about Wairoa District Council news and events?

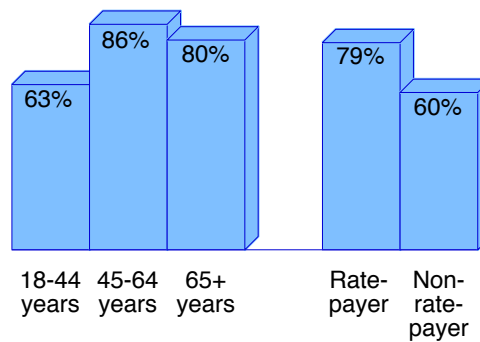


* multiple responses allowed

Percent Mentioning 'Newspapers' - By Area



Percent Mentioning 'Newspapers' - Comparing Different Types Of Residents



75% of residents say they see, read or hear about Wairoa District Council news and events in newspapers/newspaper articles (79% in 2017).

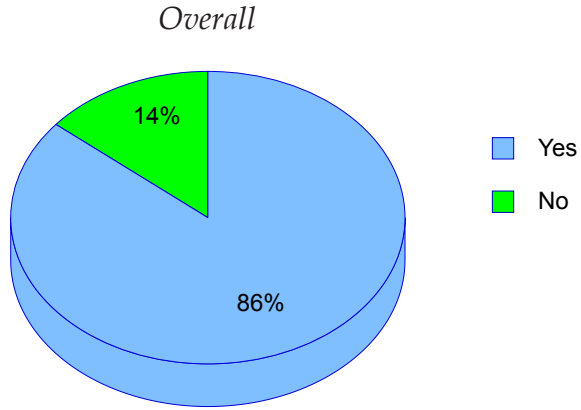
Residents more likely to mention newspapers are ...

- residents aged 45 years or over,
- ratepayers.

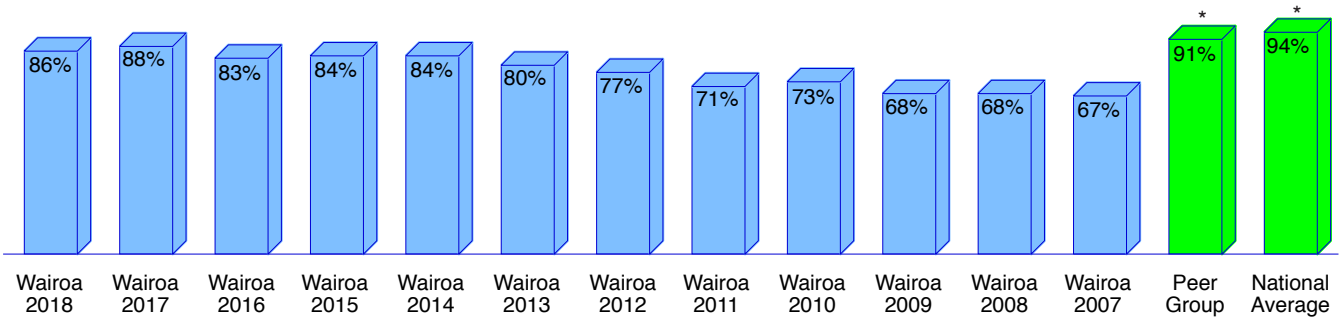
It also appears that Rural residents are slightly more likely to do so, than Urban residents.

B. INTERNET ACCESS

i. Internet Access At Home

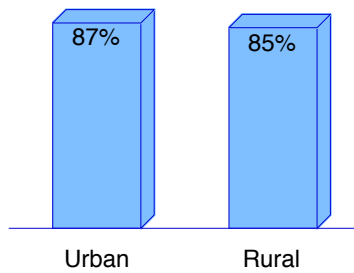


Percent Saying 'Yes' - Comparison

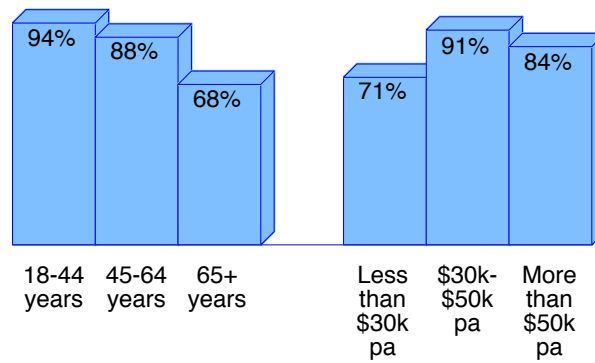


* readings prior to 2015 and Peer Group and National Averages refer to access to Internet in general

Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



86% of Wairoa District residents say they have access to the Internet at home. This is on par with the Peer Group Average and slightly below the National Average.

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

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

ii. How Residents[†] Access Internet At Home

	Yes 2018 %	Yes 2017 %	Area - 2018	
			Urban %	Rural %
Through phone line	74	72	89	57
With cellphone	62	49	75	48
By Farmside Satellite	13	7	6	21
By microwave with Gisborne Net	18	22	5	32
Other	15	10	9	23

Base = 160

74% of residents[†] say they access the Internet at home through their phone line, while 62% use their cellphone (49% in 2017).

Urban residents[†] are more likely to access their Internet at home **through their phone line**, than Rural residents[†].

[†] residents who have Internet access at home, N=160

The other sources mentioned are ...

"Wifi." (x11)
 "Through Spark next step up from copper."
 "Spark through my ipad."
 "PC through ipad, Spark."
 "Use PC at home and TV Box."
 "Through the PC with a communication company."
 "Laptop, tablet."
 "Slingshot, laptop."
 "Evolution Wireless." (x2)
 "Wireless Nation."
 "Wireless."
 "Not sure, Wireless?"
 "Satellite – Skinny?"
 "Broadband modem." (x2)
 "Broadband, PC and laptop, ipad."
 "Broadband connection."

C. PLACE TO LIVE

Residents were asked to think about the range and standard of amenities and activities which Council can influence. With these in mind, they were then asked to say whether they think their District is better, about the same, or worse, as a place to live, than it was three years ago.

	Better %	Same %	Worse %	Unsure %
Overall				
Total District 2018	37	46	11	6
2017	35	52	8	5
2016 [†]	39	44	11	7
2015	24	52	17	7
2014	28	52	13	7
2013 [†]	27	62	8	4
2012	22	64	6	8
2011	32	53	13	2
2010 [†]	31	54	12	4
2009	38	51	6	5
2008	33	53	8	6
2007	36	49	9	6
2006	39	41	10	10
2005	44	40	10	6
2004	41	46	8	5
Comparison				
Peer Group Average (Rural)	34	53	7	6
National Average	38	45	13	4
Area				
Urban	39	39	15	7
Rural [†]	35	54	5	5
Gender				
Male [†]	27	53	12	7
Female	46	40	9	5
Ethnicity				
NZ European	43	44	9	4
NZ Māori [†]	31	50	13	5
Ratepayer?				
Ratepayer [†]	42	46	8	5
Non-ratepayer	17	47	24	12

% read across

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

37% of residents think their District is better than it was three years ago, 46% feel it is the same (52% in 2017) and 11% say it is worse (8% in 2017). 6% are unable to comment.

The percent saying better (37%) is similar to the Peer Group and National Averages.

Residents **more** likely to feel their District is **better** than it was three years ago are ...

- women,
- NZ European residents,
- ratepayers.

D. PERCEPTION OF SAFETY

Is Wairoa generally a safe place to live?...

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
Overall					
Total District 2018	44	54	2	-	-
2017	41	56	2	1	-
2016	49	48	3	-	-
2015 [†]	53	41	5	1	1
2014 [†]	52	47	1	1	-
2013	49	49	1	1	-
2012	40	57	2	1	-
2011 [†]	39	50	9	1	-
2010	33	58	6	1	2
2009	36	54	8	-	2
2008	41	50	7	1	1
2007	27	67	4	2	-
2006	31	59	6	3	1
2005	28	54	13	4	1
2004	42	45	10	1	2
Comparison					
Peer Group Average (Rural)	51	45	4	-	-
National Average	36	54	7	2	1
Area[†]					
Urban	43	54	2	-	-
Rural	44	54	3	-	-
Length of Residence[†]					
Lived there 10 years or less	32	64	5	-	-
Lived there more than 10 years	48	51	2	-	-
Ratepayer?					
Ratepayer	47	51	2	-	-
Non-ratepayer	28	66	6	-	-

% read across

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

44% of residents feel that generally Wairoa District is definitely a safe place to live, 54% say it is mostly and 2% of residents think the District is not really a safe place to live. These readings are similar to the 2017 results.

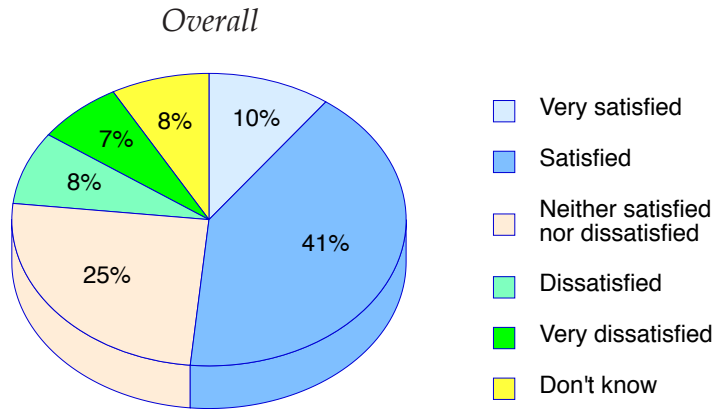
The percent saying 'yes, definitely' (44%) is on par with the Peer Group Average and slightly above the National Average.

Residents more likely to feel that Wairoa District is **definitely** a safe place to live are ...

- longer term residents, those residing in the District more than 10 years,
- ratepayers.

E. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

i. Satisfaction With The Way Council Involves The Public In The Decisions It Makes



51% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes (54% in 2017), while 15% are dissatisfied/very dissatisfied (9% in 2017). 25% are neither satisfied nor dissatisfied and 8% are unable to comment.

The very satisfied/satisfied reading (51%) is on par with the Peer Group and National Averages.

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

- residents who live in a one or two person household,
- residents with an annual household income of \$30,000 or more,
- longer term residents, those residing in the District more than 10 years.

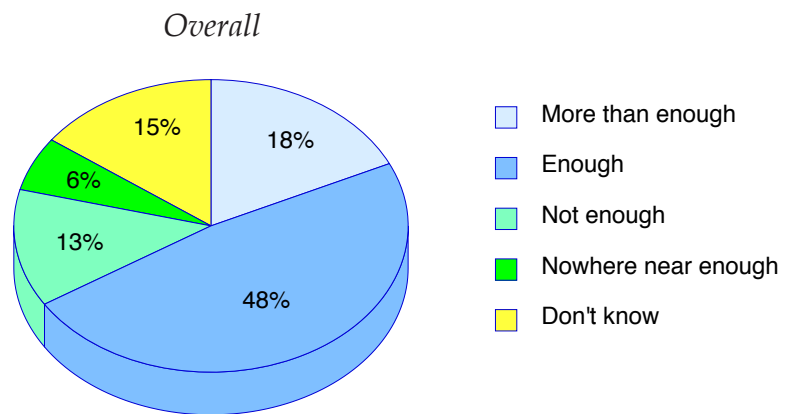
Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very satisfied / Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied / Very dissatisfied %	Don't know %
Overall				
Total District 2018 [†]	51	25	15	8
2017	54	28	9	9
2016 [†]	54	27	13	7
2015	53	28	16	3
2014 [†]	60	20	11	8
2013	53	32	10	5
2012	55	33	9	3
2011 [†]	69	14	12	6
2010 [†]	64	21	12	4
2009	54	26	13	7
2008	59	24	16	1
2007	48	25	22	5
2006	53	26	18	3
2005	58	28	11	3
2004	64	23	10	3
Comparison				
Peer Group Average (Rural) [†]	45	31	16	7
National Average	45	28	22	5
Area				
Urban	50	29	12	9
Rural	53	21	19	7
Household Size[†]				
1-2 person household	58	26	9	8
3+ person household	45	25	22	9
Household Income				
Less than \$30,000 pa	39	28	17	16
\$30,000-\$50,000 pa [†]	63	20	16	2
More than \$50,000 pa [†]	55	26	16	4
Length of Residence				
Lived there 10 years or less [†]	38	24	16	23
Lived there more than 10 years	56	26	15	3

% read across

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

ii. Council's Level Of Consultation With Māori In The District



18% of residents think that the Council's level of consultation with Māori is more than enough (26% in 2017), while 48% think it is enough (43% in 2017). 19% feel there is not enough/nowhere near enough consultation (12% in 2017), and 15% are unable to comment (19% in 2017).

Residents more likely to think the Council's level of consultation with Māori in the District is **more than enough/enough** are ...

- NZ European residents,
- longer term residents, those residing in the District more than 10 years.

NZ Māori residents are more likely, than NZ European residents, to think the level of consultation is **not enough/nowhere near enough**.

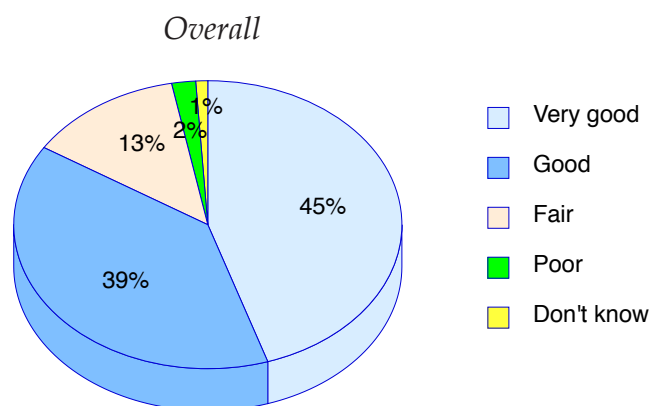
Council's Level Of Consultation With Māori In The District

		More than enough %	Enough %	More than enough/ Enough %	Not enough %	Nowhere near enough %	Not enough/ Nowhere near enough %	Don't know %
Overall*								
Total District	2018	18	48	66	13	6	19	15
	2017	26	43	69	8	4	12	19
	2016	23	43	66	17	2	19	15
	2015	21	45	66	13	4	17	17
	2014 [†]	27	43	70	13	4	17	12
	2013 [†]	28	43	71	15	5	20	10
	2012	34	39	73	12	5	17	10
	2011 [†]	29	45	74	10	5	15	12
	2010	32	42	74	9	3	12	14
	2009	27	40	67	16	8	24	9
	2008	25	38	63	14	6	20	17
	2007	24	42	66	14	8	22	12
	2006	23	46	69	13	6	19	12
Area								
Urban		20	46	66	13	5	18	16
Rural		15	51	66	13	7	20	14
Ethnicity								
NZ European		29	51	80	1	-	1	19
NZ Māori [†]		7	47	54	24	12	36	9
Length of Residence								
Lived there 10 years or less		7	48	55	9	2	11	34
Lived there more than 10 yrs		21	49	70	14	7	21	9

% read across

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

F. QUALITY OF LIFE



45% of residents think that, overall, the quality of life in their District is very good, while 39% say it is good (44% in 2017), 13% feel it is fair (5% in 2017) and 2% think it is poor (5% in 2017).

Wairoa District residents are similar to Peer Group residents and on par with residents nationwide, in rating the quality of life in their District as **very good**.

Residents more likely to rate the overall quality of life in their District as **very good** are ...

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

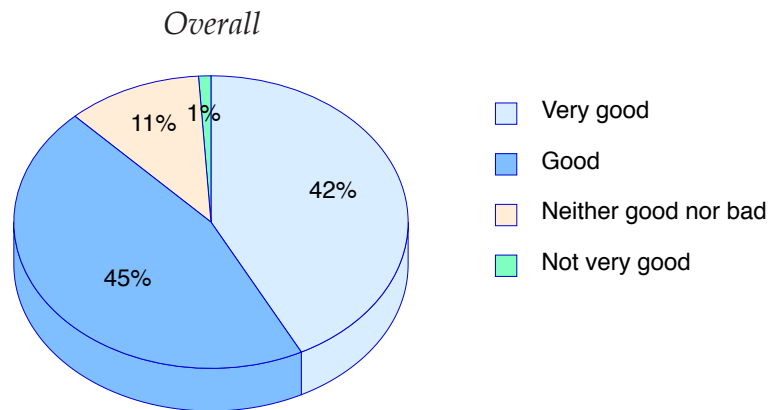
Rating The Quality Of Life In The District

	Very good %	Good %	Fair %	Poor %	Don't know %
Overall					
Total District 2018	45	39	13	2	1
2017	46	44	5	5	-
2016	47	39	11	3	-
2015	43	43	11	3	-
2014	51	41	6	2	-
2013	44	47	5	3	1
2012	38	46	12	4	-
2011	37	41	16	5	1
2010	38	44	13	4	1
2009	35	50	13	2	-
2008	38	45	14	3	-
2007	30	56	11	3	-
2006	37	44	16	2	1
2005	42	43	10	5	-
2004	45	42	12	1	-
Comparison					
Peer Group Average (Rural)	44	47	7	2	-
National Average [†]	41	43	14	2	1
Area					
Urban	46	38	13	2	1
Rural	45	39	13	3	-
Ethnicity					
NZ European	51	40	8	1	-
NZ Māori	39	40	17	4	-
Household Income					
Less than \$30,000 pa	34	39	25	2	-
\$30,000-\$50,000 pa	51	40	9	-	-
More than \$50,000 pa	49	37	12	2	-
Ratepayer?					
Ratepayer [†]	48	38	12	2	1
Non-ratepayer	34	42	19	5	-

% read across

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

G. COMMUNITY SPIRIT



87% of residents rate the community spirit in their District as very good/good (91% in 2017), including 42% who feel it is very good (50% in 2017). 11% say the community spirit is neither good nor bad (5% in 2017), while 1% rate it not very good.

Wairoa District residents are similar to Peer Group residents and above residents nationwide, in rating community spirit as **very good/good**.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who rate the community spirit in their District as **very good/good**.

Rating Community Spirit In The District

	Very good/ Good %	Neither Good nor Bad %	Not very good/ Poor %	Don't know %
Overall				
Total District 2018[†]	87	11	1	-
2017	91	5	3	1
2016	81	13	5	1
2015	85	10	5	-
2014	90	7	2	1
2013	86	12	2	-
2012 [†]	79	14	6	-
2011 [†]	79	13	7	-
2010	77	17	6	-
2009	82	15	3	-
2008	75	20	3	2
2007	77	17	6	-
2006	79	11	9	1
2005	83	10	7	-
2004	85	11	4	-
Comparison				
Peer Group Average (Rural)	84	11	4	1
National Average	77	15	7	1
Area				
Urban	87	11	2	-
Rural	87	12	1	-

% read across

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

H. NATURAL ENVIRONMENT

Residents were asked to say how satisfied they are that the natural environment in the Wairoa District is being preserved and sustained for future generations.

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall								
Total District								
2018	14	42	56	18	10	11	21	5
2017	16	52	68	13	9	2	11	8
2016	17	57	74	14	9	2	11	1
2015	19	48	67	23	8	1	9	1
2014	22	52	74	10	7	6	13	3
2013	17	53	70	18	8	2	10	2
2012 [†]	21	54	75	15	5	3	8	1
2011 [†]	21	56	77	13	7	-	7	2
2010	23	54	77	11	9	1	10	2
2009	23	53	76	9	8	4	12	3
2008	25	46	71	13	13	3	16	-
2007	15	53	68	20	8	4	12	-
2006	20	47	67	13	13	4	17	3
2005	16	56	72	14	10	2	12	2
Comparison								
Peer Group	21	52	73	13	8	3	11	3
National Average	16	51	67	15	12	4	16	2
Area								
Urban	11	39	50	21	12	9	21	8
Rural [†]	17	44	61	15	8	12	20	3
Ethnicity								
NZ European [†]	17	44	61	19	8	6	14	5
NZ Māori	13	40	53	16	13	14	27	4

continued ...

Continued ...

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Household Income								
Less than \$30k pa	14	28	43	17	11	15	26	14
\$30k-\$50k pa	9	51	60	19	8	12	20	1
More than \$50k pa [†]	20	40	60	17	11	8	19	3
Household Size								
1-2 person household	20	41	61	19	7	8	15	5
3+ person h/hold	9	42	51	16	14	13	27	6

% read across

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

56% of residents are very satisfied/satisfied that the natural environment in the Wairoa District is being preserved and sustained for future generations (68% in 2017). This is below the Peer Group and National Averages.

21% of residents are dissatisfied/very dissatisfied (11% in 2017), while 18% are neither satisfied nor dissatisfied (13% in 2017).

Residents with an annual household income of \$30,000 or less are **less** likely to feel **very satisfied/satisfied**, than other income groups.

Residents more likely to feel **dissatisfied/very dissatisfied** are ...

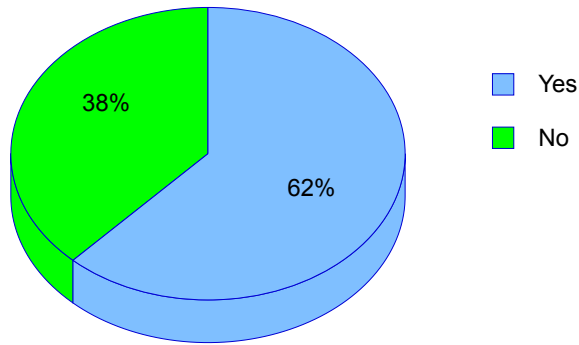
- NZ Māori residents,
- residents who live in a three or more person household.

I. EMERGENCY MANAGEMENT

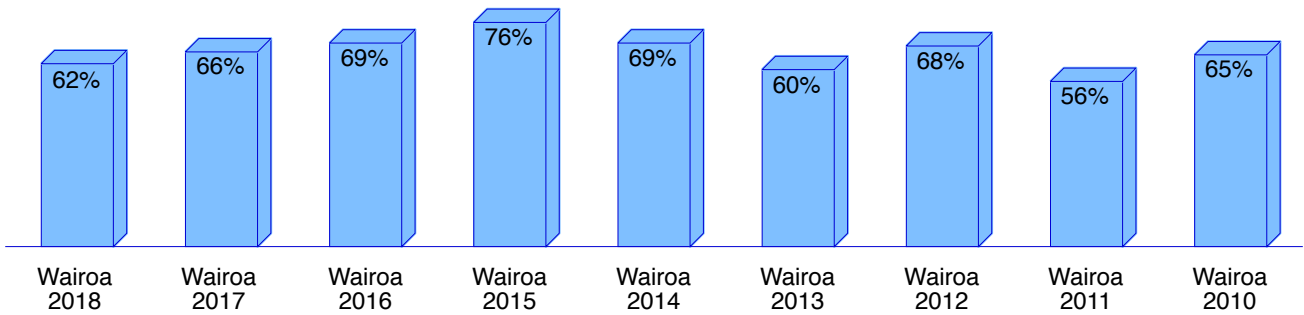
To be prepared for a Civil Defence emergency, households should have an emergency kit, which includes stored food, water, a radio, batteries and a torch, and also have an emergency plan of what to do. Bearing this in mind, residents were asked to say whether their household is prepared for a Civil Defence emergency.

i. Preparedness

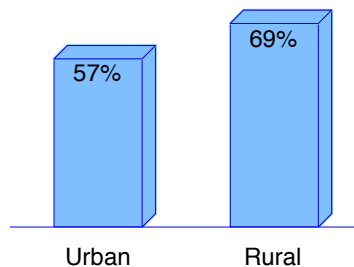
Overall



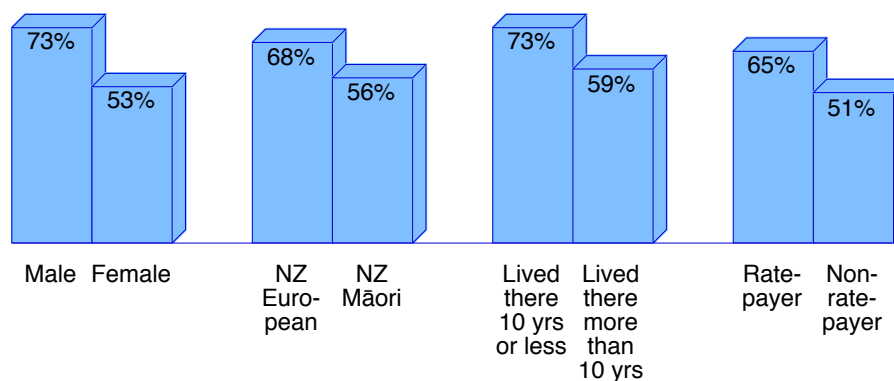
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area



Percent Saying "Yes" - Comparing Different Types Of Residents



62% of residents say their household is prepared for a Civil Defence emergency (66% in 2017), while 38% say they are not (34% in 2017).

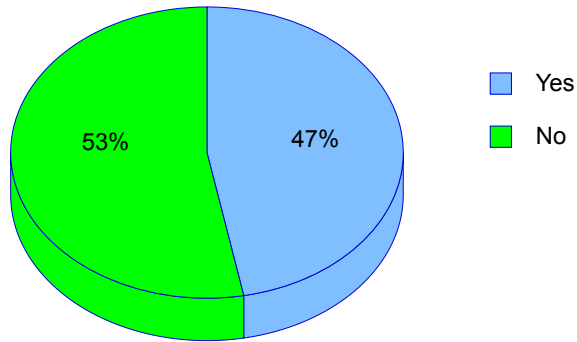
Residents more likely to say 'Yes' are ...

- Rural residents,
- men,
- NZ European residents,
- shorter term residents, those residing in the District 10 years or less,
- ratepayers.

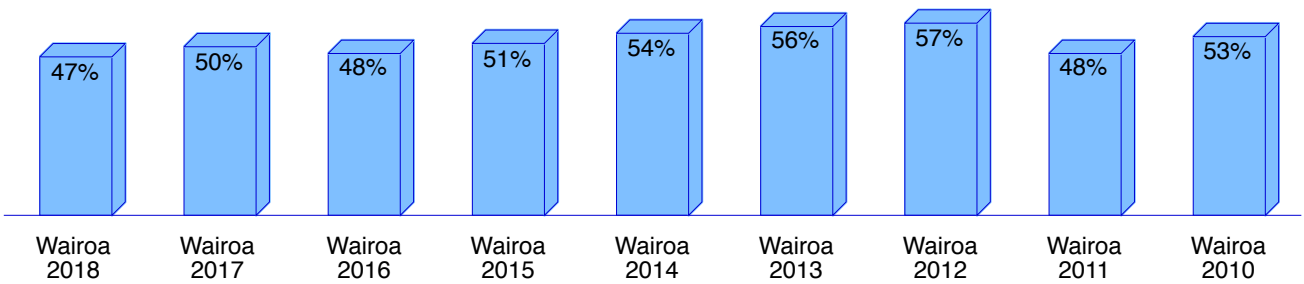
ii. Awareness

The Council has an ongoing education programme to encourage residents to prepare for a Civil Defence emergency. Are residents aware of this campaign?

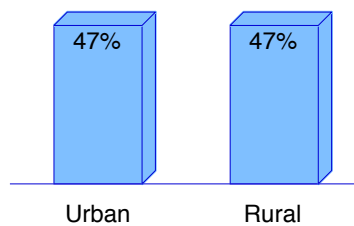
Overall



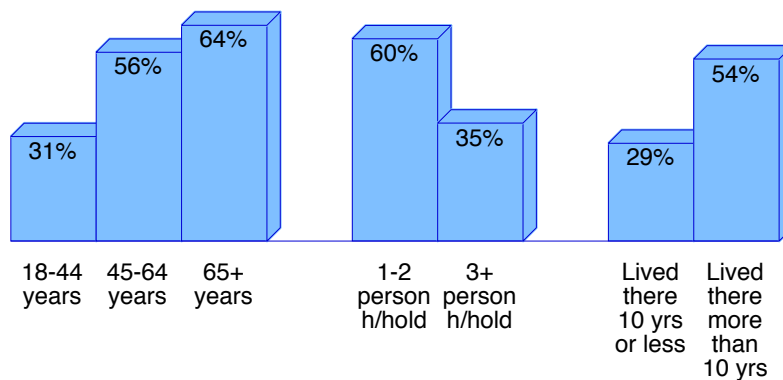
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area



Percent Saying "Yes" - Comparing Different Types Of Residents



47% of residents are aware of Council's campaign, while 53% are not. These readings are similar to last year's results.

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

- residents aged 45 years or over,
- residents who live in a one or two person household,
- longer term residents, those residing in the District more than 10 years.

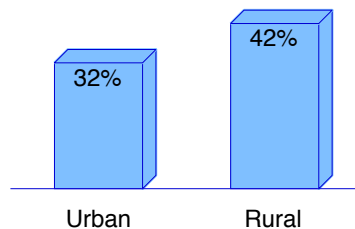
iii. Source Of Information

If residents had to get some Civil Defence information right now, where or who would they get this information* from ...

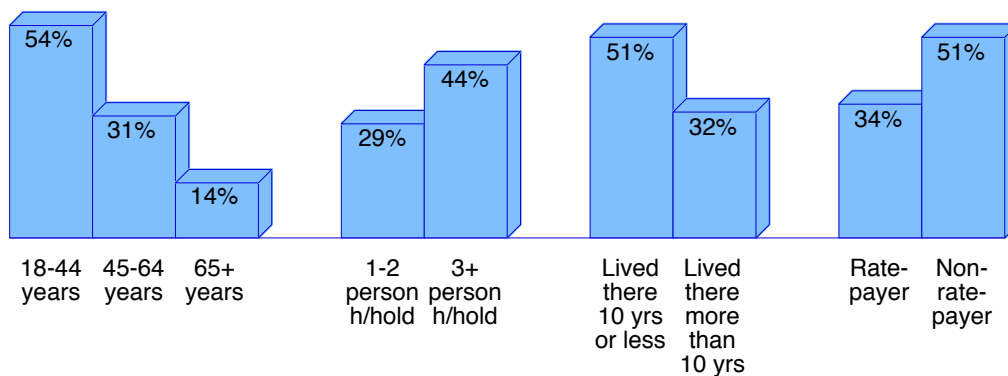
- visiting a website / the Internet / looking online, mentioned by 37% (43% in 2017) of all residents,
- by ringing / visiting the District Council office, 32% (39% in 2017),
- Civil Defence / Civil Defence staff, 12% (2% in 2017),
- the phone book, 9% (19% in 2017),
- radio, 4%,
- Police, 4%,
- family / friends / neighbours / other people, 3%,
- fire brigade, 1%,
- phone 111 / Emergency Services, 1%,
- others, 3%,
- don't know, 7%.

* multiple responses allowed

Percent Saying 'Visiting A Website/The Internet/Looking Online' - By Area



Percent Saying 'Visiting A Website/The Internet/Looking Online' - Comparing Different Types Of Residents



37% of residents say that if they had to get some Civil Defence information right now, they would get this information by visiting a website/the Internet/looking online (43% in 2017), while 32% say they would ring/visit the District Council office (39% in 2017).

Residents more likely to say they would **visit a website/the Internet/look online** are ...

- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

It also appears that Rural residents are slightly more likely to do so, than Urban residents.

The other sources mentioned are ...

"TV."

"Information Centre."

"The internet."

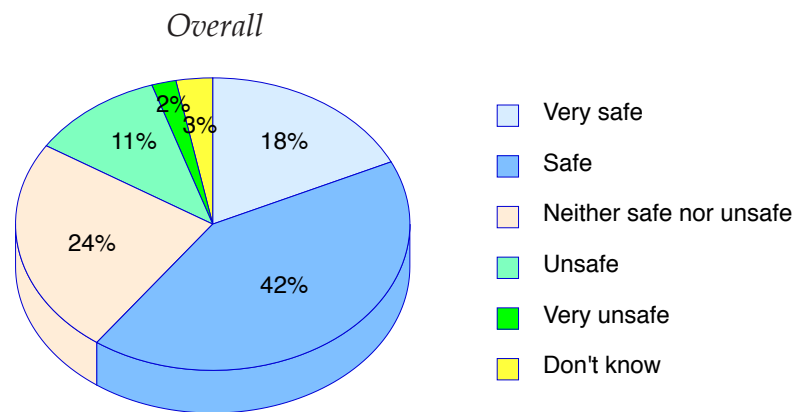
"Hospital."

"Facebook."

"The local paper."

iv. Feeling Of Safety

Residents were asked to say, with respect to the **Wairoa District only**, how safe they feel in their home and for their livelihood if a natural disaster strikes.



60% of residents feel very safe/safe in their home and for their livelihood, if a natural disaster strikes (74% in 2017), while 13% feel unsafe/very unsafe (8% in 2017). 24% say they feel neither safe nor unsafe (15% in 2017).

Residents more likely to feel **very safe/safe** are ...

- Rural residents,
- men,
- residents who live in a one or two person household.

Summary Table: How Safe Do Respondents Feel?

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall*								
Total District								
2018	18	42	60	24	11	2	13	3
2017 [†]	20	54	74	15	7	1	8	2
2016 [†]	26	52	78	12	5	2	7	2
2015	20	58	78	18	4	-	4	-
2014 [†]	24	55	79	12	4	3	7	3
2013	19	50	69	19	9	-	9	3
2012 [†]	18	44	62	21	9	2	11	5
2011	18	49	67	17	9	3	12	4
2010	20	54	74	13	7	4	11	2
Area								
Urban	7	44	51	31	12	2	14	4
Rural [†]	31	39	70	17	11	1	12	-
Gender								
Male	18	48	66	24	6	2	8	2
Female	18	36	54	25	16	2	18	3
Household Size								
1-2 person household	17	50	67	23	8	-	8	2
3+ person household	19	34	53	26	14	4	18	3

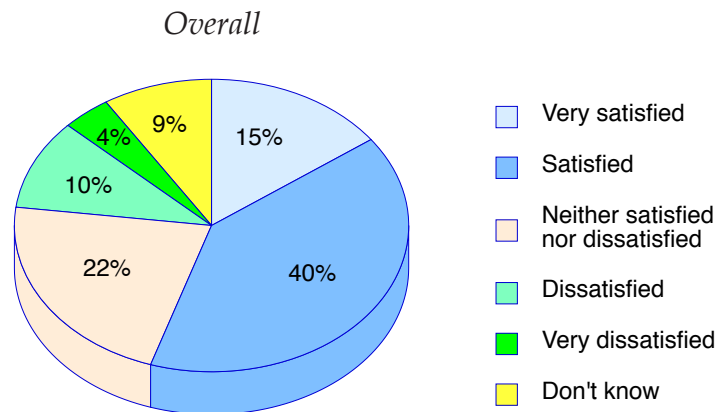
% read across

* not asked prior to 2010

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

J. COMMUNITY BENEFIT ORGANISATION

Wairoa District Council currently spends \$75.47 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.



55% of residents are very satisfied/satisfied with the value for money Wairoa District receives from funding used for supporting a range of community organisations (63% in 2017), while 14% are dissatisfied/very dissatisfied (8% in 2017). 22% are neither satisfied nor dissatisfied (17% in 2017) and 9% are unable to comment.

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

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

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

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								
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	38	50	22	13	3	16	13
Rural	20	41	61	23	6	5	11	5
Ethnicity[†]								
NZ European	17	49	66	19	7	2	9	7
NZ Māori	15	29	44	27	13	4	17	11
Household Size								
1-2 person h/hold	16	49	65	16	9	2	11	8
3+ person h/hold	14	31	45	28	11	5	16	11
Ratepayer?[†]								
Ratepayer	18	41	59	21	9	4	13	8
Non-ratepayer	4	34	38	28	15	4	19	14

% 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 113 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 36% of residents who are very satisfied/satisfied with the value for money Wairoa District is receiving from this funding,
- playgrounds, 23%,
- museum, 17%,
- library, 17%.

30% of residents[†] have an example of where they believe Council is **not** receiving value for money. The main examples* mentioned are ...

- river restoration, mentioned by 22% of residents[†],
- specified services/facilities, 20%,
- parks/playgrounds, 14%.

* multiple responses allowed

[†] the 136 residents who are either very satisfied/satisfied or dissatisfied/very dissatisfied

* * * * *

E. APPENDIX

Base by Sub-sample

	Actual respondents interviewed	*Expected number according to population distribution
Gender		
Male	96	95
Female	104	105
Age		
18-44 years	59	83
45-64 years	50	75
65+ years	91	42
Ethnicity*		
NZ European	92	96
NZ Māori	104	97
* three respondents identified their ethnicity as Pacific Island, and one respondent specified their ethnicity as 'Other' (unweighted)		

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

* * * * *

