

HOW DO WE MEASURE UP?



Introduction

This report summarises the results of the 2022 Central Otago District Council Residents' Survey. The survey was carried out between 16 June and 31 July 2022.

Council carries out an annual survey to:

- measure its performance with respect to the services it provides during the year
- identify issues for the coming year
- identify priorities for the coming year.

This was the seventh year Council has conducted the survey online and the first year using a new consultation software.

The survey was promoted the following ways:

- Email signature on all Council email addresses for the duration of the survey being open.
- Onelan screens in all Council service centres, libraries and pools.
- Print adverts in the Teviot Bulletin, Cromwell Bulletin and Positively Maniototo.
- Inclusion in the CODC Noticeboard in The News throughout the survey period.
- Main banner advertisement on The Central App.
- Banner on the Central Otago District Council page on The Central App.
- Boosted promotional posts on Facebook.
- Facebook banner image.
- Post on Instagram (Council cadets page).
- A week's advertising on Radio Central.
- Mentions on Mayor Tim's weekly Facebook Live sessions and his radio interviews.
- Inclusion in the Community Development e-update.
- Posters around towns including outside Council offices.
- Council website homepage spotlight.
- Media release.

We received a total of 183 responses to the survey, 10 of which were hard copies that were inputted into the online system. This is a lower response rate than previous years.

How representative is this survey?

Gender

The table below shows that the sample is slightly skewed towards women when compared to the 2018 Census counts. However, there was an increase in the percentage of men completing the survey in 2022, making it more representative based on the 2018 Census. A new option was added to this question this year allowing respondents to choose not to disclose their gender.

	2022 sample %	2021 sample %	2020 sample %	2019 sample %	2018 Census counts %
Male	42	33	30	35	50.9
Female	55	66	70	65	49.1
Gender diverse	0	0.4	-	-	-
Prefer not to say	3	-	-	-	-

Age

The number of respondents in all age brackets has remained very consistent with the 2020 data. The under 40 age bracket continues to be under-represented when compared to the 2018 census data, though this is not unexpected. The 60 and over age bracket is over-represented, and this has been the trend since 2019.

	2022 sample %	2021 sample %	2020 sample %	2019 sample %	2018 Census counts %
Under 40	15	21	23	16	42
40-49	17	19	17	14	12
50-59	17	20	19	23	15
60 and over	51	40	41	47	31

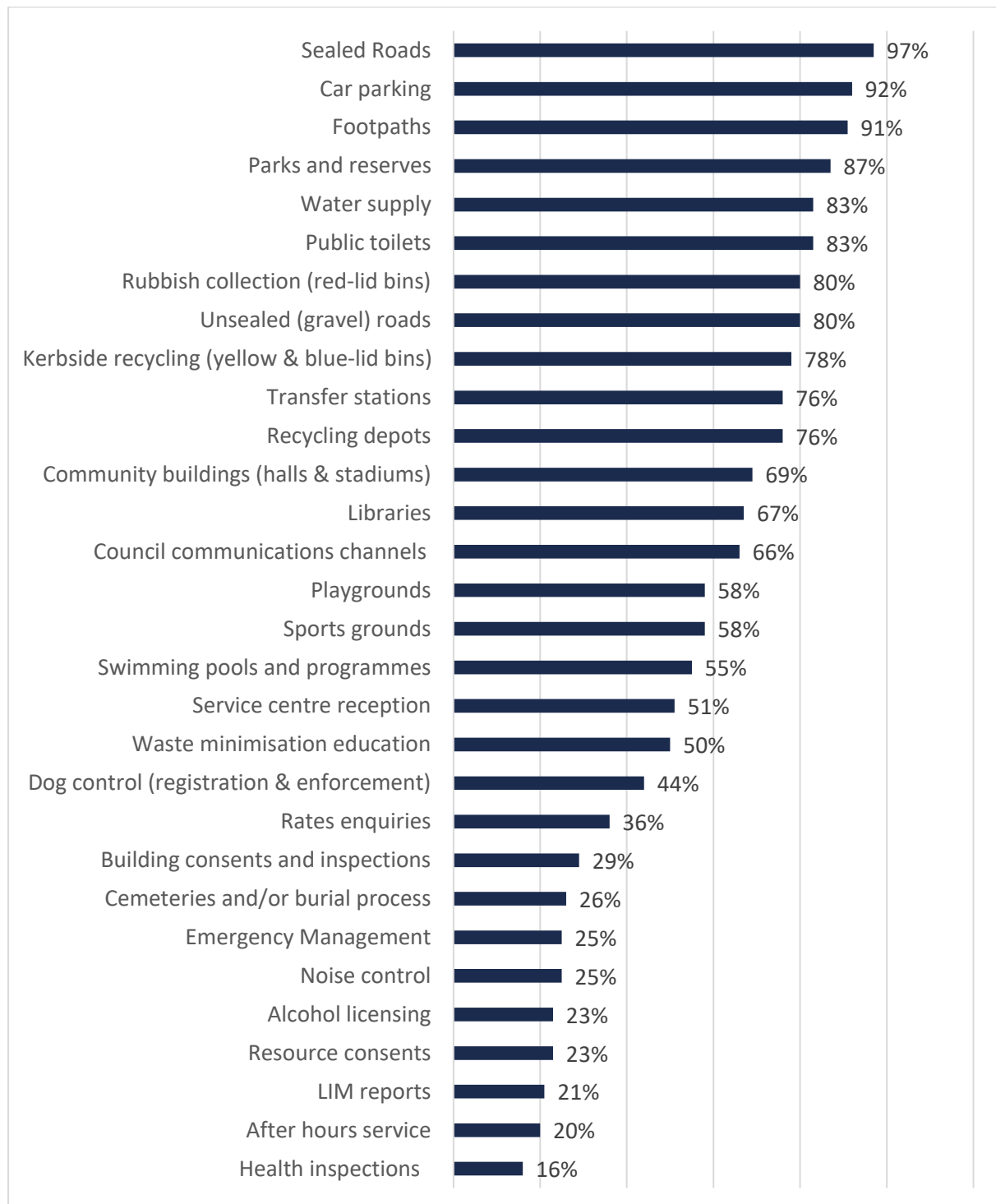
Ward

The 2022 survey sample is not entirely representative of the district with Vincent and Mānīatoto being over-represented and Cromwell and Teviot Valley being slightly under-represented when compared to the 2016 electoral roll percentages.

	2022 sample %	2021 sample %	% of district population by ward based on electoral roll
Vincent	60	46	47
Cromwell	22	30	37
Mānīatoto	13	15	8
Teviot Valley	5	9	8

Services and amenities used or experienced in the past 12 months

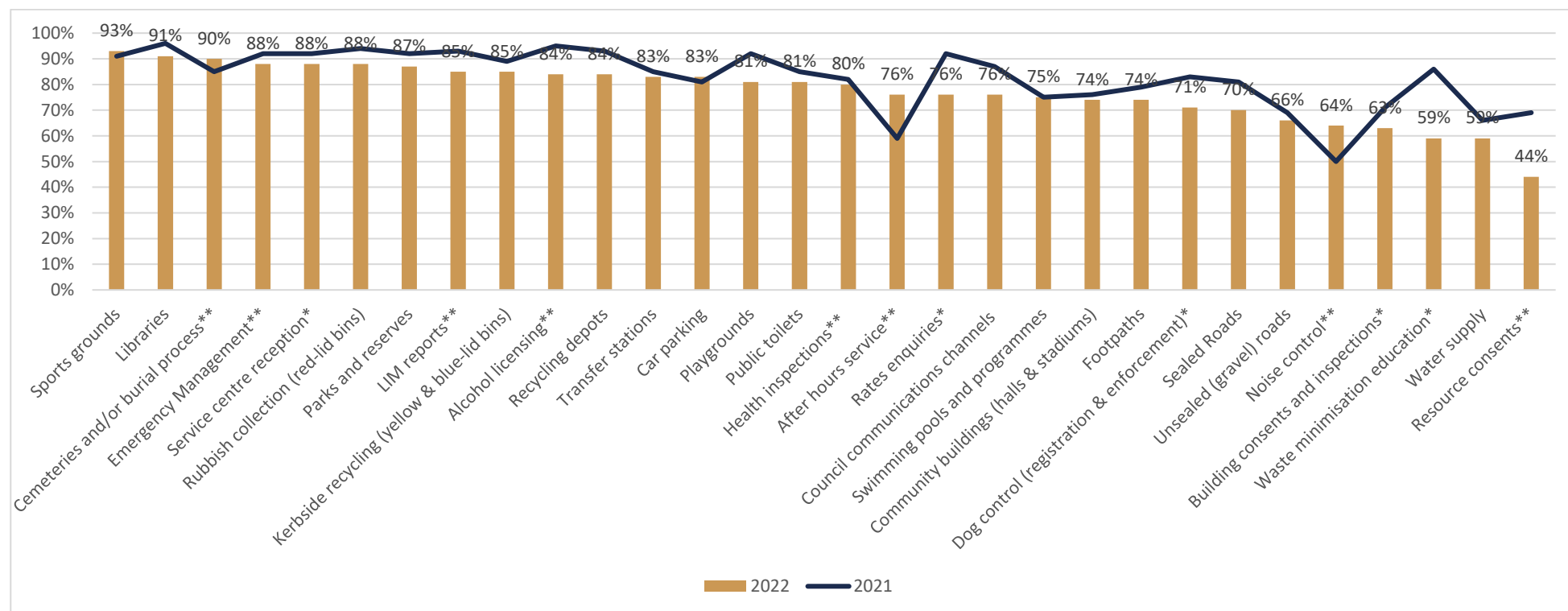
Respondents were asked to select which of Council's services and amenities they had used or experienced in the last 12 months and to indicate whether or not they were satisfied with them. The graph below shows the percentage of respondents who have used or experienced each service or amenity.



Satisfaction with services and amenities

The graph below shows the 2022 results compared to the results from 2021. Overall, there is a slight decrease in satisfaction with Council services and amenities across the board. Of note, satisfaction with after-hours services increased from 59% to 79%, satisfaction with noise control also increased as did cemeteries and the burial process.

Waste minimisation education had a decrease in satisfaction from 86% to 59% and resource consents also had a decrease in satisfaction from 69% to 44%. For these services it is worth noting the small sample sizes.

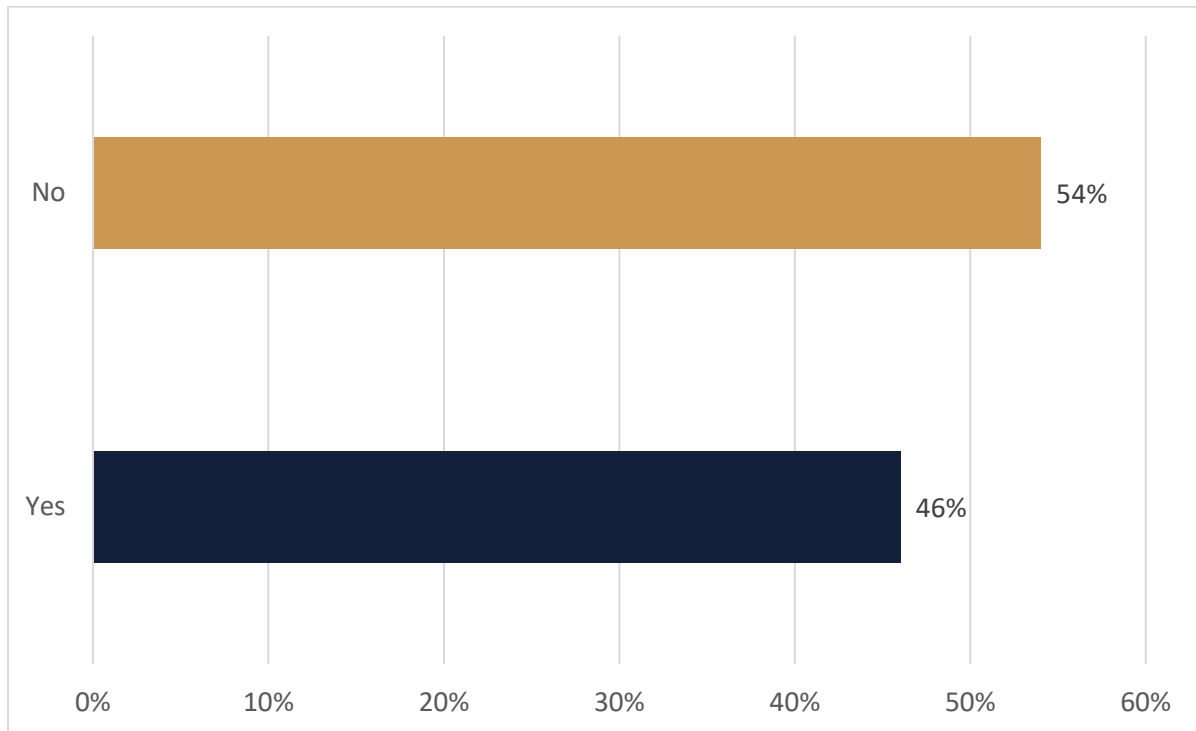


*Low sample size between 50 – 100 respondents

**Very low sample size 49 or fewer respondents

Issues/problems with services and amenities

Respondents were asked 'In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities?' Forty-six percent of people said yes, which is an increase compared with 2021 (38%).



Problems faced

There were 84 comments provided by respondents. The main problems experienced by residents fell into the following categories. The information below describes the commonly mentioned themes in each category:

Parks and recreation *including swimming pools* (22 comments) - inadequate maintenance of parks and verges i.e. lack of mowing, tree trimming and weeding. Issues with pool temperature; dated facilities that need to be updated/renovated. Sports ground facilities needing improvement.

Planning *including building consents, building inspections and resource consents* (17 comments) - waiting times for building and resource consent outcomes; cost of consents; issues with decisions being made based on inaccurate information.

Water services (16 comments) - dissatisfaction with the quality of the water supply – lime scale was referred to most, as well as issues with the taste of the water; dissatisfaction with perceived short-term fixes for water issues. Dissatisfaction with 3-waters.

Roading (15 comments) - safety issues with uneven footpaths (tree root damage, hanging trees over footpaths); dissatisfaction with gravel roads not being maintained to a decent standard i.e. grading; roads in poor condition due to pot holes.

Communications (8 comments) – lack of transparency in the consultation process; receiving unclear responses to issues raised; dissatisfaction with surveys being the most common form of community engagement; a lack of updates to the community.

Regulatory (6 comments) - most comments related to unsatisfactory outcomes to noise control complaints; lack of dog control enforcement, wandering dogs and dog poo not being picked up.

Waste (6 comments) - rubbish bins being full and not emptied often enough; issues with bins being missed during rubbish collection; concerns with processes and safety at Cromwell transfer station.

How could Council improve services?

Respondents were asked, “*In your opinion, how could Council improve services?*” The information below outlines the areas in which respondents felt Council could improve services as well as the most commonly mentioned themes in each area.

Communications and engagement (23 comments) – Council website isn’t very intuitive and people find it difficult to find what they are looking for; frustrations with consultation and feedback processes, suggestions to engage with the community in different ways other than just surveys to reach a wider demographic; more regular updates on council projects and governance decisions; frustrations that community feedback is not genuinely listened to; better, more simplified communication.

Parks & Recreation (including Pools) (20 comments) – better maintenance of parks and greenways to make sure they look tidy; upgrade sports grounds and facilities (e.g. changing facilities); suggestions to upgrade playgrounds to cater for different age groups (e.g. ‘destination playground’, skate park). Reduce cost to swim at pools and ensure temperature isn’t too cold.

Planning – *including building consents, building inspections and resource consents* (14 comments) – faster building and resource consent processes (e.g. more staff); complete a district plan review to allow for more growth; reduce waiting times for building inspections.

General (14 comments) – these were general comments about Council services e.g. ‘keep providing core services and do it well’, ‘keep up prompt response and personal friendly service’, ‘can’t think of anything’.

Roading (13 comments) – footpaths to be kept in good condition through regular inspection and repairs, with street lighting on the same side of the road as footpaths; repair sealed roads to a higher standard i.e. potholes, no tar melts; allocate a higher budget to maintain unsealed (gravel) roads.

Water Services (12 comments) – these comments were about dissatisfaction with the quality of the water and removing lime from the water supply (some respondents acknowledged that work is being done to improve this); 3-Waters was mentioned twice.

Priorities

Respondents were asked to tick up to four priority issues that they considered Council should give high priority in the next one to three years.

2022 Ranking	Answer Choices	Responses (%)	Actual Count	2021 ranking
1	Water supply	40%	76	1
2	Community development	19%	35	2
3	Footpaths	17%	32	3
4	Sealed roads	17%	32	8
5	Walking/cycling tracks	15%	29	10
6	Unsealed (gravel) roads	14%	27	4
7	Community halls and stadiums	14%	26	5
8	Economic development	14%	26	6
9	Sewerage system	12%	23	7
10 =	Litter bins	11%	21	9
10 =	Stormwater	11%	21	20
10 =	Parks and reserves	11%	21	21
10 =	Council communications	11%	21	16

The top three priorities remain the same in 2022 as they were in 2021 with water being the top priority, followed by community development and footpaths. In this year's survey the term 'community planning' was changed to 'community development' to ensure there was no confusion with 'planning'. The change had no bearing on results. Sealed roads (ranked 4) and walking/cycling tracks (ranked 5) have moved up the priority list for the community from ranking 8 and 10 respectively in 2021.

Stormwater, parks and reserves and Council communications have all moved up to the top 10 from ranking 20, 21 and 16 respectively.

Top priorities over the past three years

The table below shows the priorities identified in 2022 compared with the previous three years.

Ranking	2022 Priorities	2021 Priorities	2020 Priorities	2019 Priorities
1	Water supply	Water supply	Water supply	Water supply
2	Community development	Community planning	Footpaths	Footpaths
3	Footpaths	Footpaths	Economic development	Community planning
4	Sealed roads	Unsealed (gravel) roads	Community planning	Walking / cycling tracks
5	Walking / cycling tracks	Community halls and stadiums	Walking / cycling tracks	Economic development
6	Unsealed (gravel) roads	Economic development	Sewerage System	Sewerage System

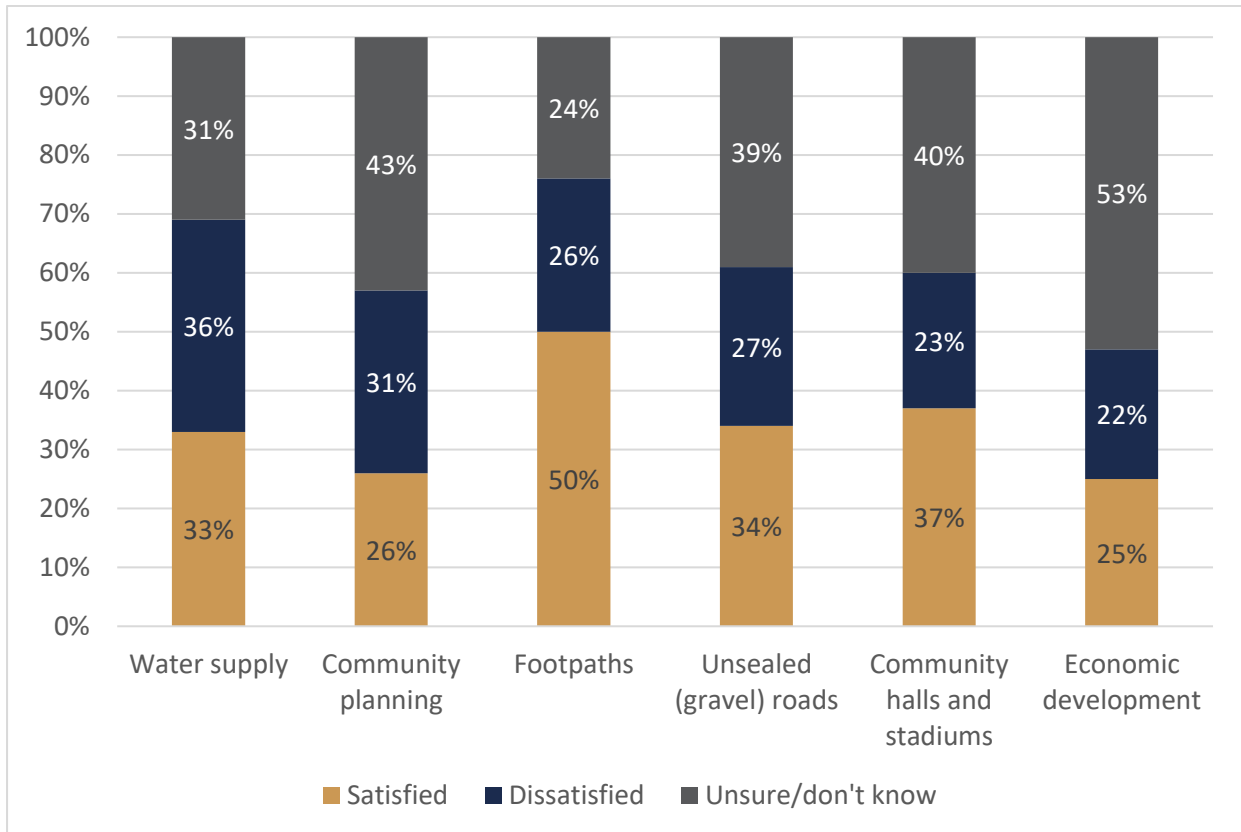
Top priorities by ward

The table below has the top priority services in each ward. They are listed in priority order for that ward.

Ward	2022
Vincent	<ol style="list-style-type: none">1. water supply2. economic development3. community development
Cromwell	<ol style="list-style-type: none">1. water supply2. community halls and stadiums3. community development
Mānīatoto	<ol style="list-style-type: none">1. unsealed (gravel) roads2. footpaths3. water supply
Teviot Valley	<ol style="list-style-type: none">1. litter bins2. car parks3. footpaths

Satisfaction with Council’s efforts on priority issues during the last year

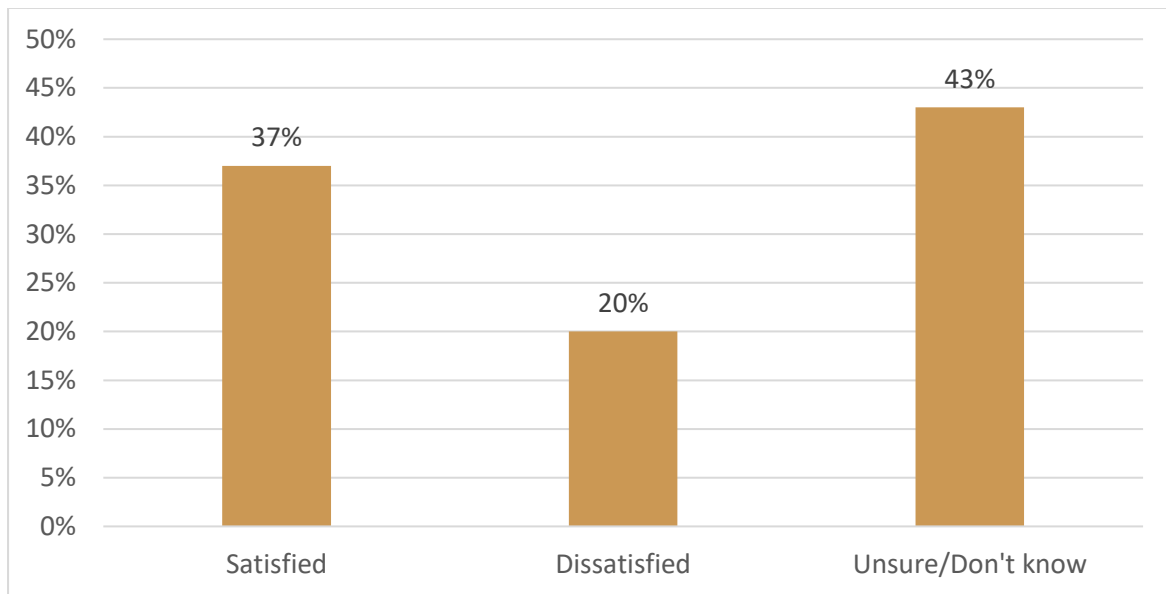
Respondents were asked ‘Please indicate how satisfied you are with the Council’s efforts on these issues during the last year’. There were three options to choose from: satisfied, dissatisfied, unsure/don’t know.



Satisfaction with Council's economic development activity

This was a new question in the 2022 residents' survey. The following statement was presented to respondents, '*Economic development activities over the past 12 months have focussed on workforce, business resilience during COVID and improved sustainability*'.

Respondents were asked '*How satisfied are you that these are the right types of economic development activity for council to be involved in?*'

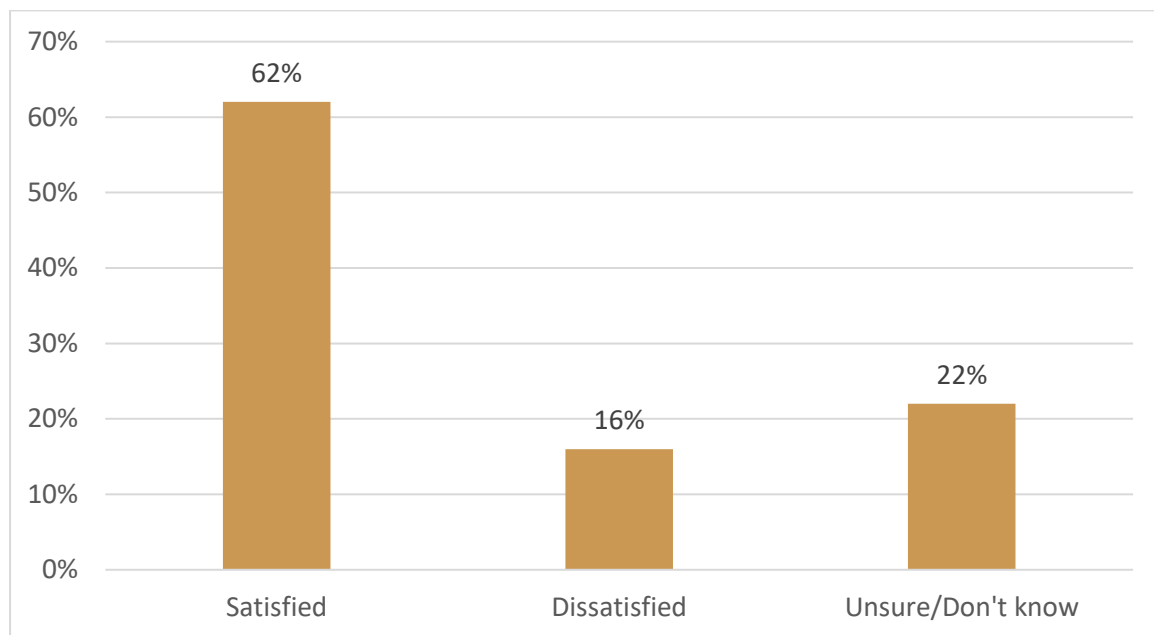


Thirty-seven percent of respondents were satisfied that Council's economic development activity focused on workforce, business resilience and improved sustainability.

Satisfaction with Council’s tourism activity

This was also a new question in this year’s survey. The following statement was presented to respondents, *‘In the last 12 months Tourism Central Otago has continued to focus on a value over volume approach to marketing our district, and encouraged visitors to slow down and explore the entire district. The development of a Destination Management Plan has focussed on the ways that visitors and tourism businesses can support the future aspirations of our communities’.*

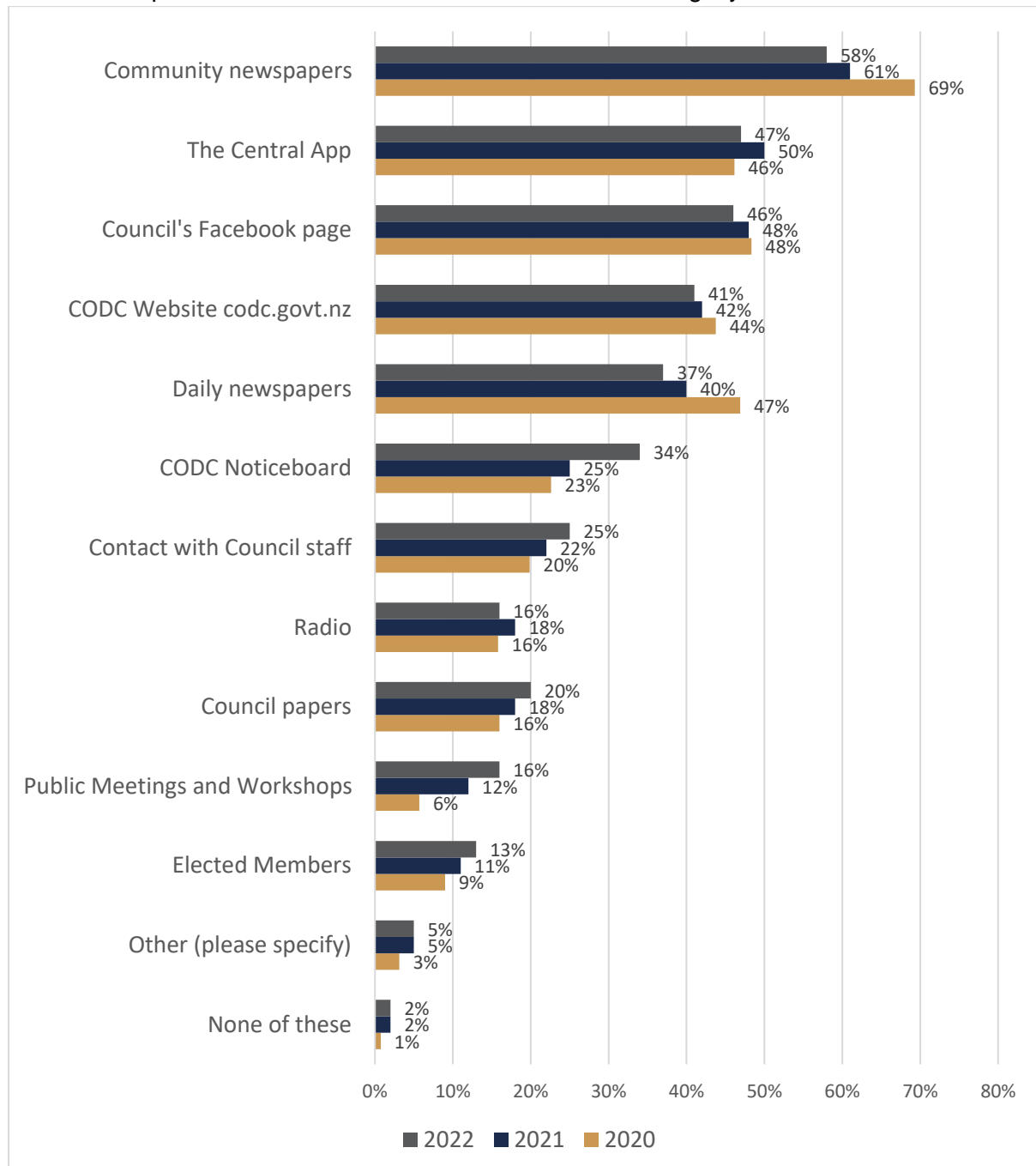
Respondents were asked *‘How satisfied are you that visitors to the district enrich the quality of life for residents?’*



Sixty-two percent of respondents were satisfied that visitors to the district enrich the quality of life for residents in Central Otago.

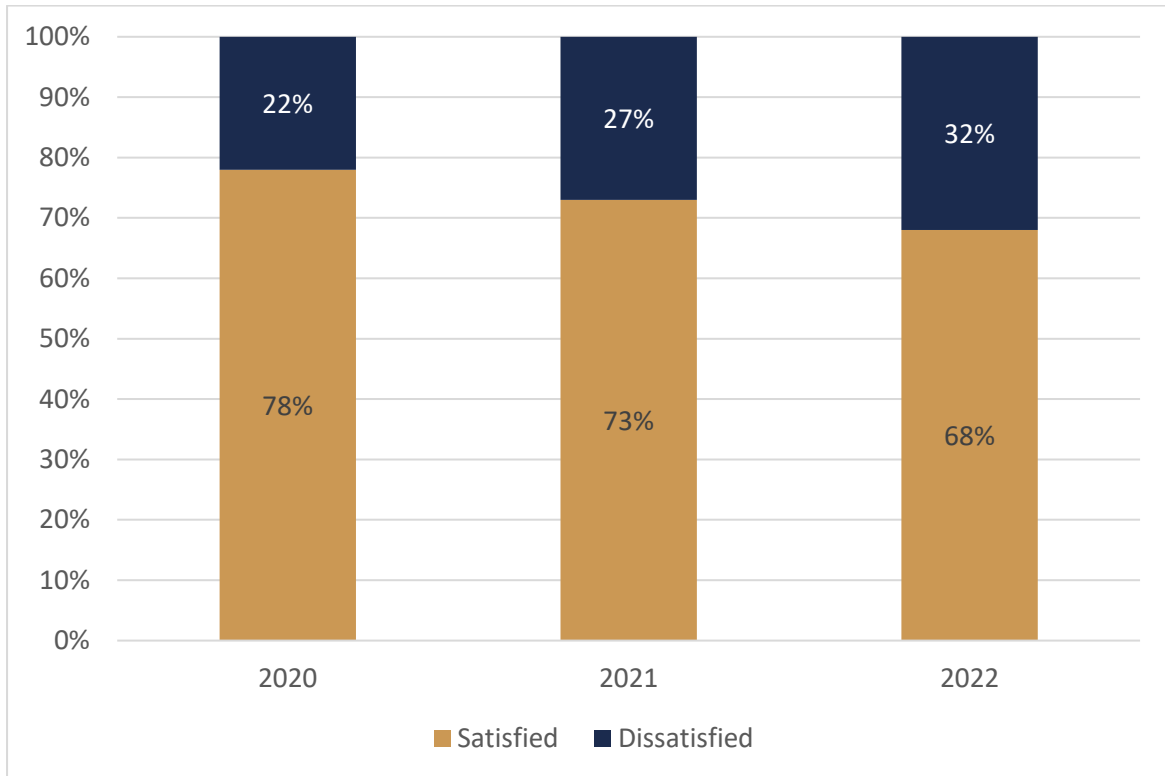
Where do you obtain Council information?

The graph below compares the results from 2022 with the previous two years. Community newspapers (58%) continues to be the most common source of Council information for respondents, though it has decreased again slightly in 2022 when compared to the previous two years. CODC Noticeboard (in The News) has increased in popularity as a Council information source from 25% in 2021 to 34% in 2022, and council papers, public meetings and workshops and elected members have also increased slightly.



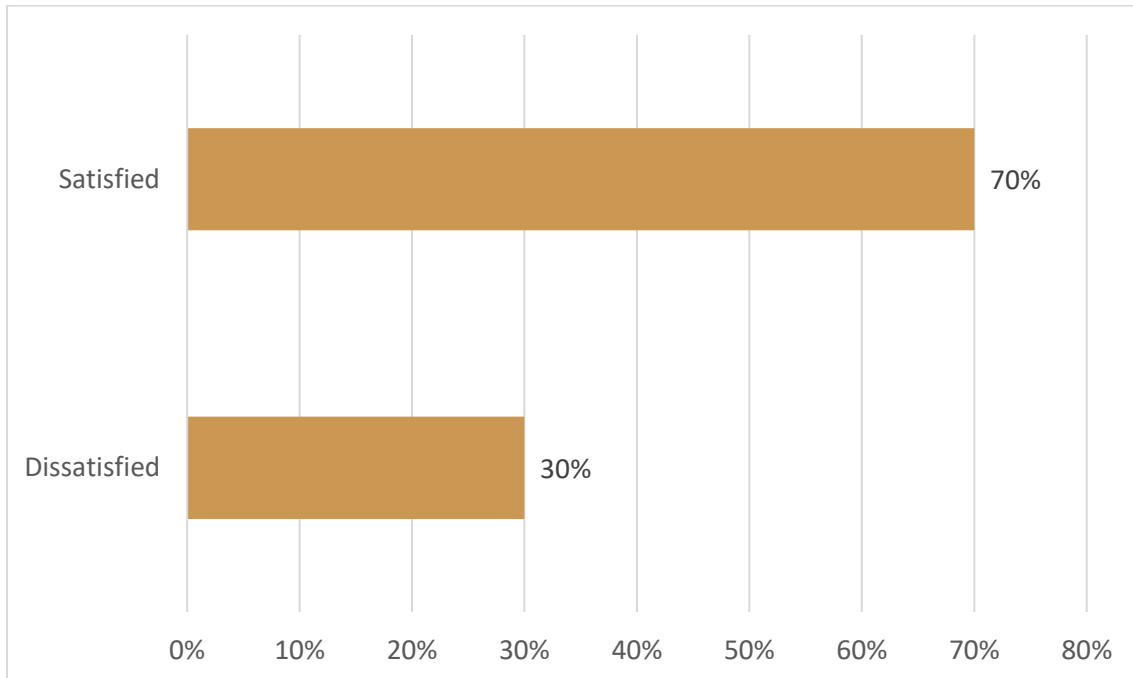
Satisfaction with level of information from Council

There has been a slight decrease in residents' satisfaction with how well they have been kept informed by Council, from 73% in 2021 to 68% in 2022. There has been a gradual decline in satisfaction from 2020 to 2022.



Opportunities to have a say in Council activities

This was a new question in the 2022 residents' survey. Respondents were asked whether or not they were satisfied that they are given adequate opportunities to have a say in Council activities.

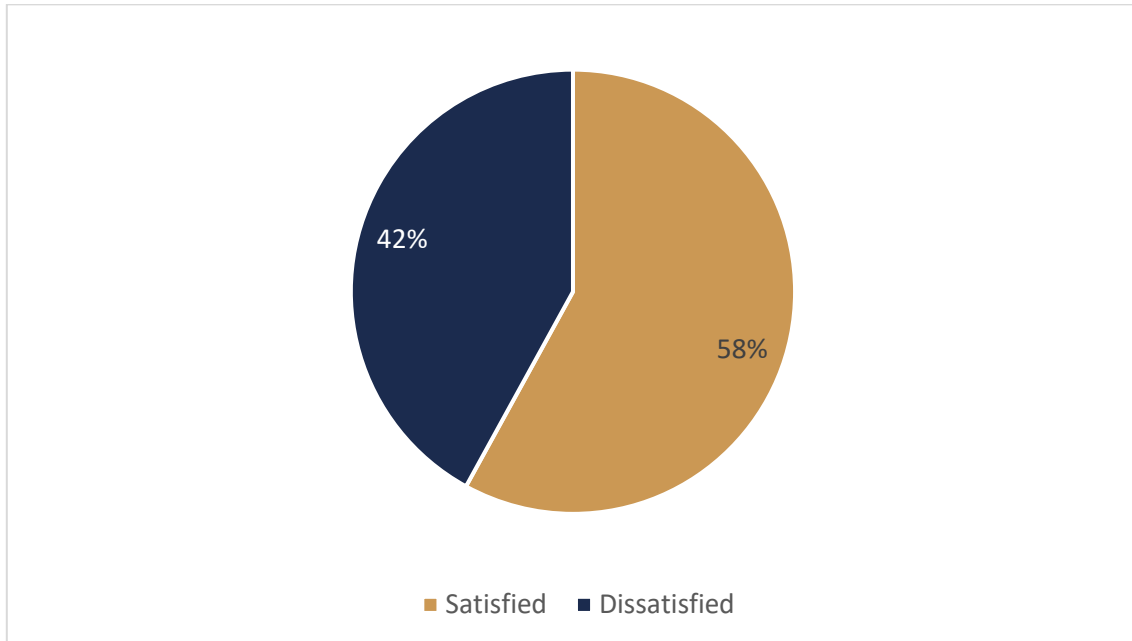


Elected Member Performance

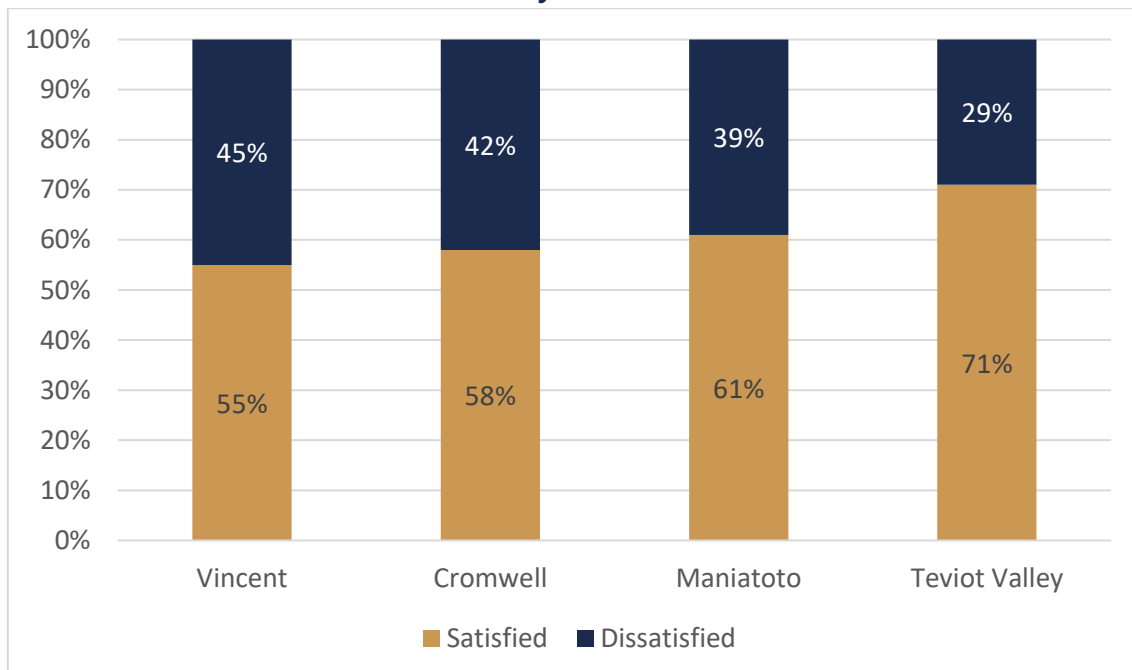
Performance of Councillors

Respondents were asked, 'Please indicate how you feel about the performance of your elected Councillors in the past 12 months?'

District-wide



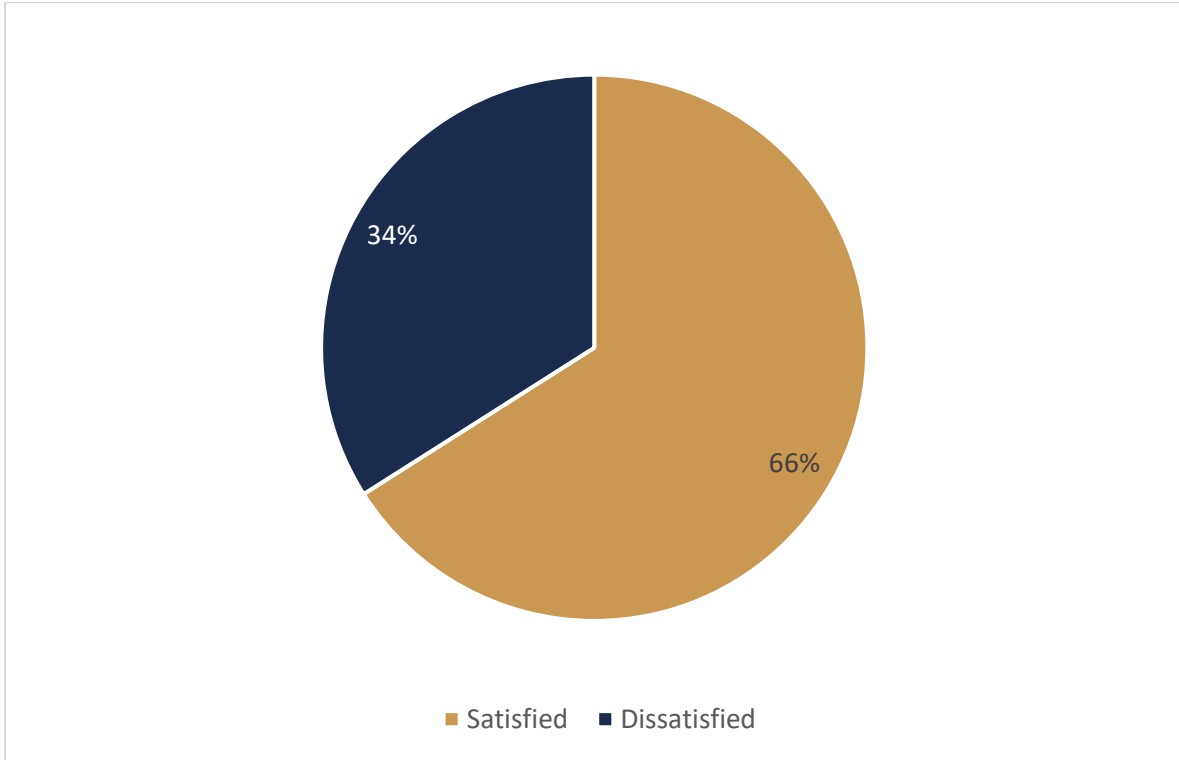
By Ward



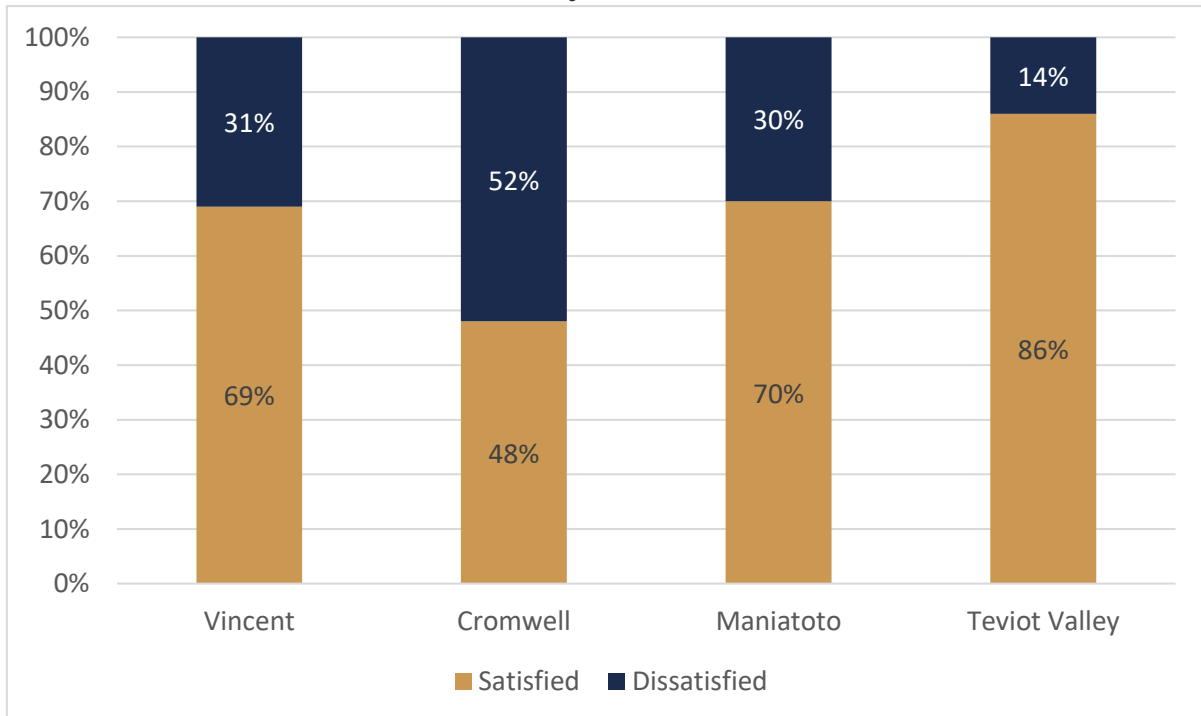
Performance of Community Board Members

Respondents were asked, 'Please indicate how you feel about the performance of your local community board in the past 12 months?'

District-wide

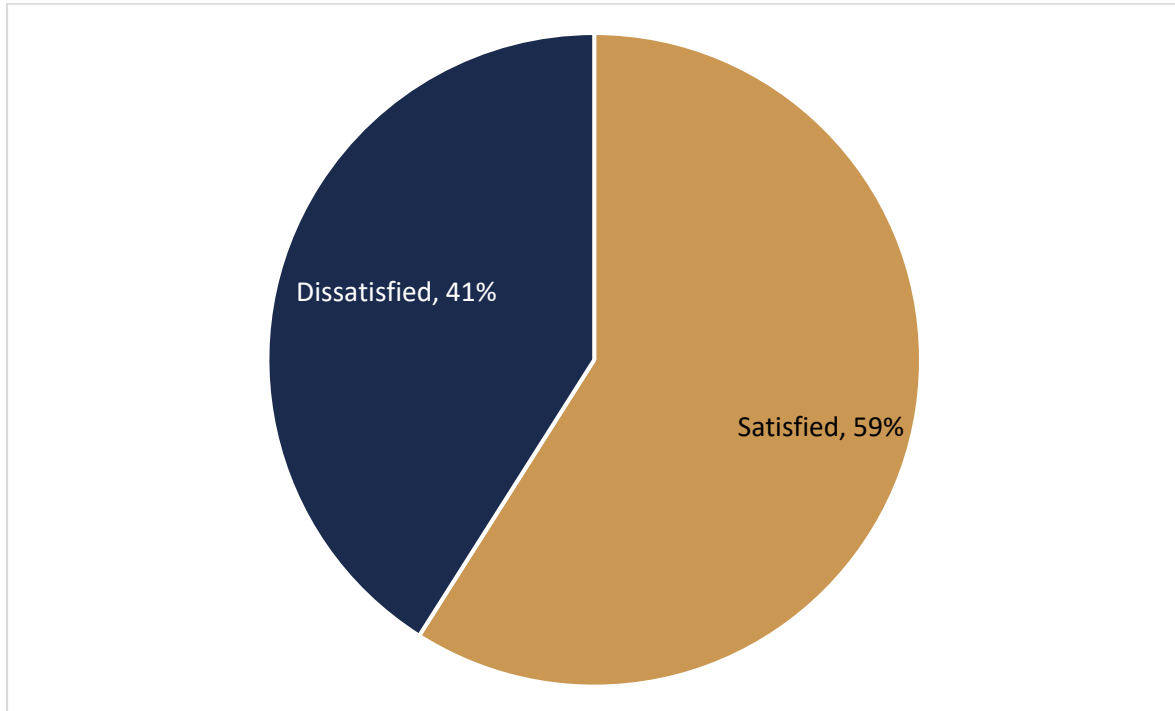


By Ward



Elected members making a positive difference

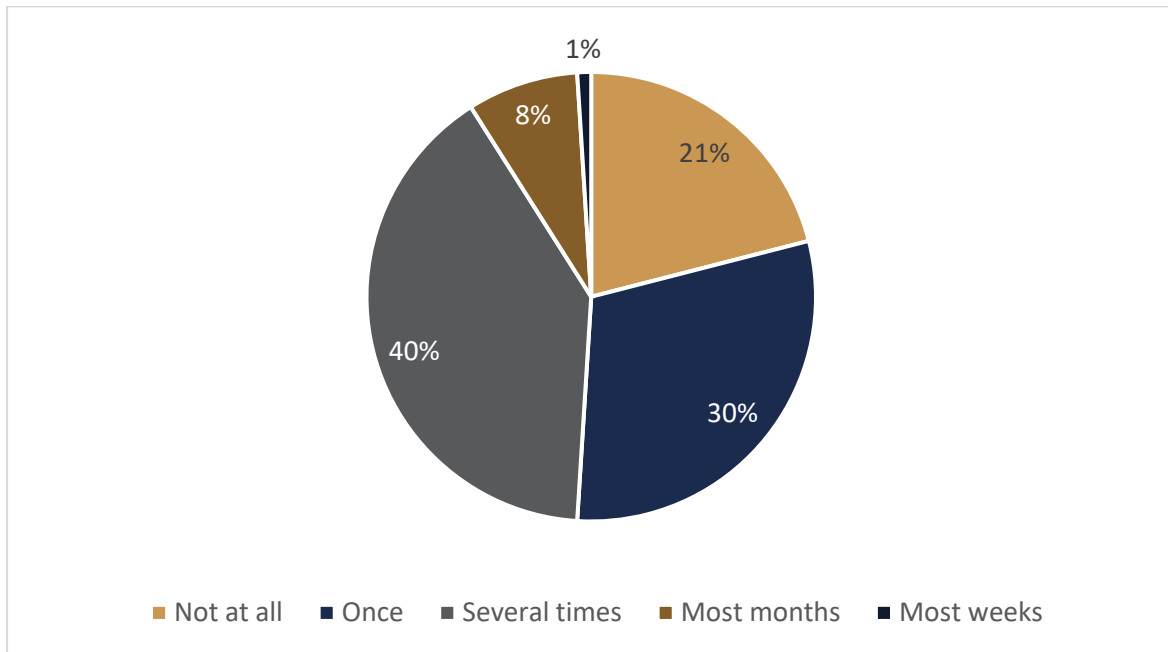
This was a new question in the residents' survey in 2022. Respondents were asked to indicate how they feel about whether elected members (Councillors and Community Board members) have made a positive difference through leadership, representation, and decision-making over the past 12 months.



Contact with Council

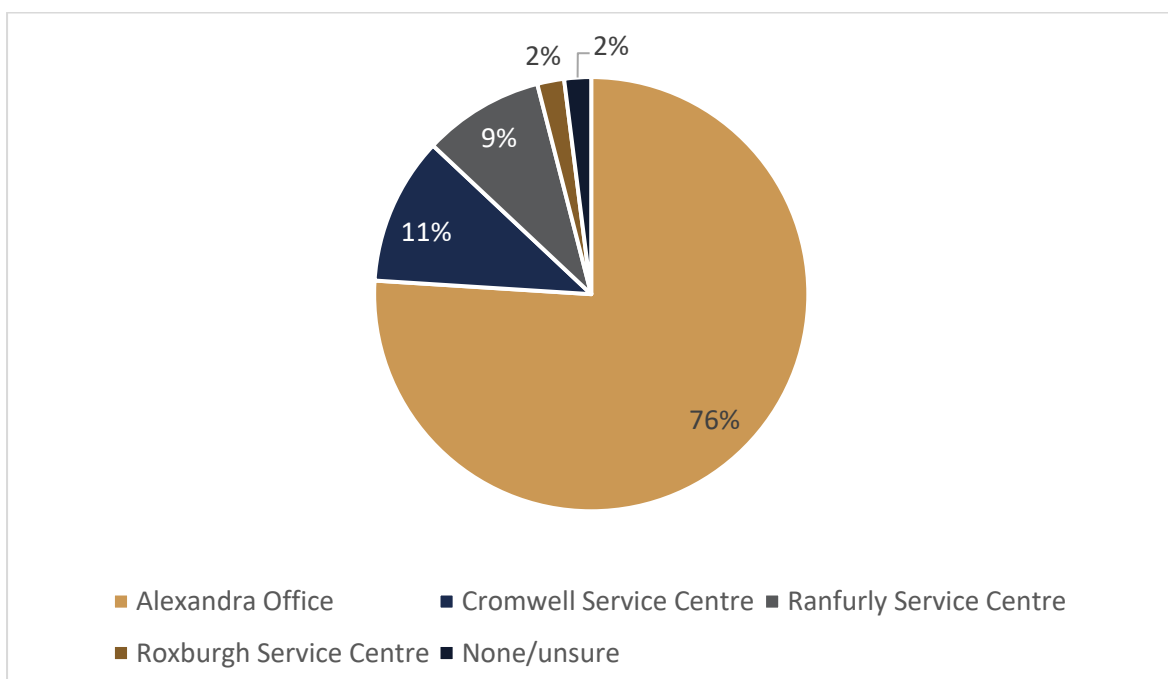
How often have you contacted council in the last 12 months?

79% of respondents had contacted Council at least once in the last 12 months, with nearly half of the sample (49%) having been in contact multiple times. 21% of respondents had not contacted Council at all in the last 12 months.

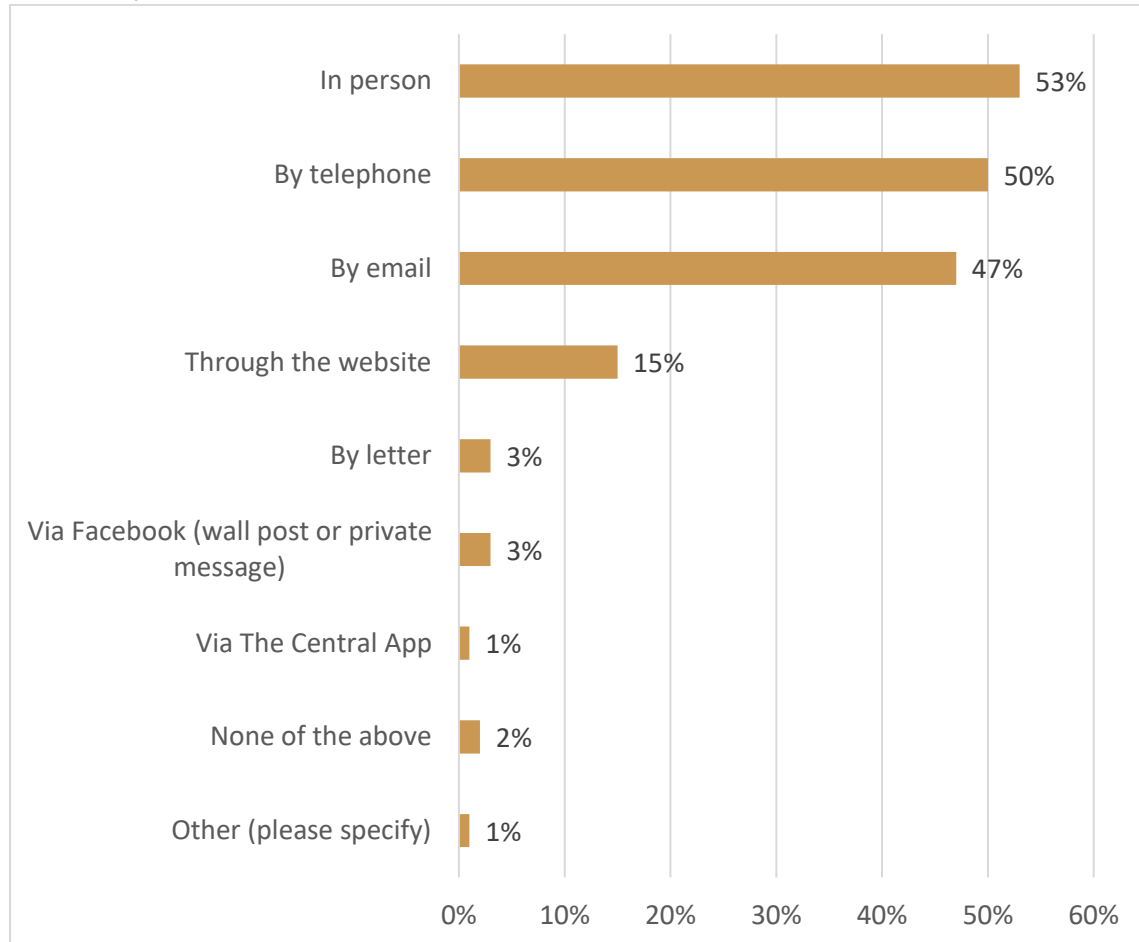


Which CODC office did you have most contact with in the last 12 months?

The majority of respondents had had most of their contact with Council through the Alexandra office (76%) and the Cromwell Service Centre (11%) and the Ranfurly Service Centre (9%).



How did you make contact?



Thinking of the initial contact or response you received, how satisfied were you with the following...

In the majority of cases respondents felt that their contact with Council was a positive experience, even though for 36% of respondents the issue was not or could not be dealt with effectively.

