

# ŌTOROHANGA DISTRICT COUNCIL

## 2021-2022 ANNUAL SURVEY IMPROVEMENT PLAN





## ANNUAL SURVEYS

Following the 2021-2022 year Ōtorohanga District Council undertook the first of what will be ongoing Annual Surveys. The purpose of the surveys is to engage with Ōtorohanga residents and Iwi leaders to determine levels of satisfaction with and perceptions of Council's services, assets, performance, and quality of relationships, to prioritise improvement opportunities that will be valued by the community.

A total of four targeted surveys were conducted:

- Annual Resident Survey
- Annual Library Survey
- Annual Housing for Older Persons Survey
- Annual Iwi Relationship Survey

The 2021-2022 annual survey report summary can be found on Council's website  
[www.otodc.govt.nz/our-district/our-news/2022-news/2022-annual-residents-survey](http://www.otodc.govt.nz/our-district/our-news/2022-news/2022-annual-residents-survey)


This document collates the themed responses under headings that correspond to the questions asked in the surveys with associated improvement comments.

Council will be seeking trends and outcomes from implementing improvement plans when comparing annual surveys year on year.



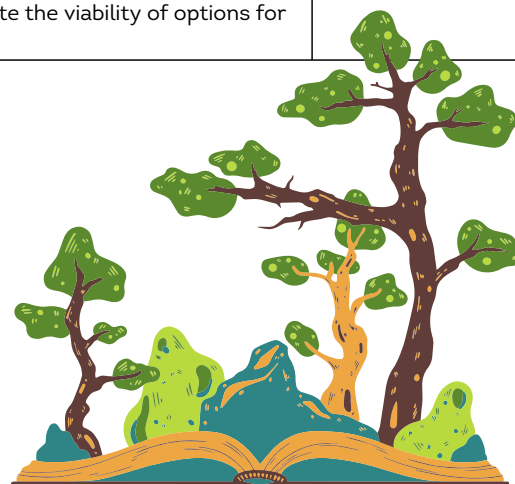
SERVICE AREAS, SURVEY QUESTIONS AND THEMED RESPONSES	STAFF COMMENTS AND IMPROVEMENT PLAN	PLANS THAT CAPTURE IMPROVEMENT
<b>KERBSIDE COLLECTION RUBBISH AND RECYCLING</b>		
<b>HOW COULD COUNCIL IMPROVE THE WEEKLY KERBSIDE COLLECTION?</b>		
Reduce cost of rubbish bags	Landfill levies have been increased by central government which makes a reduction of fees not possible.	
More care to be taken when collecting rubbish and recycling	Staff will promote use of the Service Request form to report such incidences of our contractors	
Replace bags with wheelie bins	Through our Waste Management Assessment Plan and associated consultation this is an area that will be investigated further.	<b>LONG TERM PLAN 2021-2031 / ŌTOROHANGA TOWN CONCEPT PLAN</b>
Establish green waste/compost recycling to divert waste from landfill	A feasibility study has been flagged through the Long Term Plan 2021-31 to investigate options in dealing with organic material	<b>LONG TERM PLAN 2021-2031</b>
Replace stolen recycling bins	Part of councils contract is that each residence receive one recycling bin. Should that be lost or damaged it is on the resident to purchase a replacement. Any stolen property is a matter for police and subsequent insurance claim.	
<b>COMMUNICATION</b>		
<b>WHAT OTHER TOPICS ARE IMPORTANT FOR YOU TO KNOW MORE ABOUT AND WOULD LIKE COUNCIL TO INCLUDE IN FUTURE COMMUNICATIONS?</b>		
Event and Celebrations	The Otorohanga District Development Board has a What's on Guide. Council are investigating how we link that calendar to our website. A Promotions and Events Strategy written by ODDB for this current LTP 3 year period	<b>PROMOTION AND EVENTS STRATEGY (COUNCILMARK)</b>
Services, activities and who to contact	Some citizens have been used to having direct lines and access to staff. It is Councils current practice to filter citizen requests through Customer Experience (CX) and call service that allows callers to choose to be diverted to the regulatory team with all other calls going through CX. This was changed due to staff not always able to always take calls. Now if CX attempts to connect the caller with no answer a 'service request' logs the call back request which provides staff with reminders. HOW we communicate councils services and activities forms part of our communication and engagement activity using the platforms such as Āmio newsletter, social media and website to inform community of council activity	<b>CUSTOMER EXPERIENCE CHARTER</b>  <b>COMMUNICATION AND ENGAGEMENT STRATEGY (COUNCILMARK)</b>
Staff changes, major issues effecting the communities and what council is doing to fix/mitigate	Currently council highlight staff appointments and major issues through our social media platforms and in the Āmio newsletter. Council are undertaking a Communication and Engagement Strategy that will identify clear processes and platforms that work for council and community for different types of communication. Council staff are currently testing the Magiq Engagement App which will allow push notifications to those that sign up.	<b>COMMUNICATION AND ENGAGEMENT (COUNCILMARK)</b>
How consultation works	This forms part of councils communication and engagement activity using platforms such as our website, Āmio, and social media to inform community of council activity. Staff will soon be launching an online consultation platform.	<b>COMMUNICATION AND ENGAGEMENT (COUNCILMARK)</b>
What rates contribute to	This forms part of council communication and engagement activity using the platforms such as our website, Āmio, and social media to inform community of council activity	<b>COMMUNICATION AND ENGAGEMENT (COUNCILMARK)</b>



SERVICE AREAS, SURVEY QUESTIONS AND THEMED RESPONSES	STAFF COMMENTS AND IMPROVEMENT PLAN	PLANS THAT CAPTURE IMPROVEMENT
<b>COMMUNICATION</b>		
<b>HOW COULD COUNCIL IMPROVE THE WAY IT COMMUNICATES?</b>		
<b>Improve response time to emails, phone calls and service requests</b>	Response times and service requests are acknowledged as being a key area of improvement. Council are investigating the entirety of the issues and will create a strategy for resolution.	<b>CUSTOMER EXPERIENCE CHARTER</b>
<b>Use an app or text message system to inform residents</b>	The MagiQ Engagement app (similar to Antenno) is being tested by council staff and MagiQ which is expected to launch in early April. MagiQ Engagement app will allow us to push notifications directly to customers.	<b>CUSTOMER EXPERIENCE CHARTER</b> <b>COMMUNICATION AND ENGAGEMENT STRATEGY (COUNCILMARK)</b>
<b>Letterbox drops</b>	Current methods for communication include, Facebook, Instagram, website, newspaper adverts and monthly newsletter. Letterbox drops are not a cost effective way of informing citizens of general information, but are used for specific projects where budget is allocated.	<b>CUSTOMER EXPERIENCE CHARTER</b> <b>COMMUNICATION AND ENGAGEMENT STRATEGY (COUNCILMARK)</b>
<b>Increase social media engagement</b>	How we engage, how often, and what resources are required, will be addressed through the Communication and Engagement Strategy, including identifying and, where necessary, adjusting citizen expectations. As a small council we have limited resources to answer all questions and queries that are posted on Facebook. To address councils situation, settings that trigger specific automatic responses have been created. After hours Facebook is monitored by our external call center.	<b>CUSTOMER EXPERIENCE CHARTER</b> <b>COMMUNICATION AND ENGAGEMENT STRATEGY (COUNCILMARK)</b>
<b>Make workshops more transparent</b>	Each Council/Board agenda now lists the workshops being held on that day. The list states which workshops are open to the public but also lists workshops which are public excluded in accordance with legislation.	
<b>Improve the website</b>	Website redevelopment is identified in this years workplan and is funded through Long Term Plan budgets	<b>COMMUNICATION AND ENGAGEMENT STRATEGY (COUNCILMARK)</b>
<b>Report council decisions and reasoning</b>	Council decisions are confirmed in the formal minutes of the meeting which are uploaded to Council's website as soon as they are prepared.  Where there is an expectation of public interest, a media release will be issued. Additionally, the livestream and subsequent recording is available on Council's YouTube channel.	<b>COMMUNICATION AND ENGAGEMENT STRATEGY (COUNCILMARK)</b>
<i>It became apparent through a number of responses that there is lack of understanding of what council does and does not control. This was demonstrated through comments that requested council inform residents of power outages and school upgrades.</i>	<i>This forms part of our communication and engagement activity using the platforms such as our website, Amio, and social media to inform community of council activity</i> 	

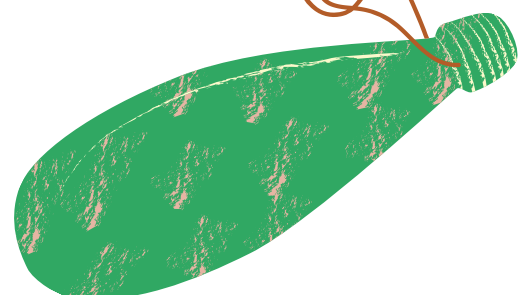
SERVICE AREAS, SURVEY QUESTIONS AND THEMED RESPONSES	STAFF COMMENTS AND IMPROVEMENT PLAN	PLANS THAT CAPTURE IMPROVEMENT
<b>PARKS AND RESERVES</b>		
<b>HOW COULD WE IMPROVE THE VARIETY OF PARKS OR RESERVES?</b>		
<b>Outdoor Gym equipment/ Adult exercise park</b>	There is a community group in Kāwhia and the Ōtorohanga Community Board both investigating the viability of installing gym equipment in each town. Staff are providing information to both groups	
<b>Pathways for cycling and bike trails</b>	Through the Ōtorohanga Town Concept Plan development, a detailed walking and cycling network plan for Ōtorohanga including business case, feasibility and funding arrangements for projects, is identified as a priority 2 activity	<b>ŌTOROHANGA TOWN CONCEPT PLAN</b>
<b>Improve dog friendly areas /parks</b>	Dog friendly parks will be addressed through the development of the Reserve Management Plans identified as a Priority 1 and 2 activity of the Ōtorohanga Town Concept action plan	<b>RESERVE MANAGEMENT PLANS (ŌTOROHANGA TOWN CONCEPT PLAN)</b>
<b>Increase native planting</b>	Current planting plans of council already incorporate native planting. Council has received funding from the Waikato River Authority for two riparian planting days along the Waipa river. The first one was held in June of 2022, the second is earmarked for winter 2023. Establishing an ecological network has been identified as a priority 2 and 3 project in the Ōtorohanga Town Concept action plan	<b>ŌTOROHANGA TOWN CONCEPT PLAN</b>
<b>HOW COULD WE IMPROVE THE QUALITY OF PARKS OR RESERVES?</b>		
<b>Improve lighting</b>	Individual parks lighting requirements will be addressed through the development of Reserve Management plans.	<b>RESERVE MANAGEMENT PLANS (ŌTOROHANGA TOWN CONCEPT PLAN)</b>
<b>Protection of native birds</b>	Council employs a contractor to carry out a pest control programme through the Bob Horsefall Reserve and Rotary Park. Depending on the park and reserve consideration will be given to extending this programme through the development of the Reserve Management Plans	<b>RESERVE MANAGEMENT PLANS (ŌTOROHANGA TOWN CONCEPT PLAN)</b>
<b>Upgrade pathways and bollards</b>	Maintenance of pathways and bollards is part of business as usual. However further development of the pathway network in Ōtorohanga is identified as a Priority 2 in the Ōtorohanga Town Concept Plan action plan.	<b>ŌTOROHANGA TOWN CONCEPT PLAN</b>
<b>Improve maintenance levels</b>	In times of high rain and warm weather managing excess grass growth becomes difficult within budgetary constraints. Council will increase its communication when similar situation arise again. Council balances a level of service against available budget.	
<p>Outside the scope of the question, but worth noting, were the following comments:</p> <p>*Increase awareness of parks and reserves</p> <p>*Promote history and significance of parks</p> <p>*Extend bike trail to Waitomo</p>	<p><i>*Increase awareness of parks and reserves</i>  <i>This forms part of our communication and engagement activity using the platforms such as our website, Āmio, and social media to inform community of council activity</i></p> <p><i>*Promote history and significance of parks</i>  <i>This piece of work has not yet been identified on our current work plan. There are opportunities to look at how the Arts, Culture and Heritage strategy could have synergy with the Reserve Management plans to explore how council might look to achieve this.</i></p> <p><i>*Extend bike trail to Waitomo</i>  <i>This is a piece of work that is being undertaken by ODDC but has had barriers with approval from two key landholders. They are still investigating how progress could be made.</i></p>	

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<b>LIBRARY</b>		
<b>HOW COULD WE IMPROVE THE COLLECTION FOR YOU?</b>		
Improve Kāwhia collection	Over the last 18 months, an extensive deselection process has been undertaken at this site. This is now a regular process to ensure older stock is replaced. Newer stock from Ōtorohanga has been sent to Kāwhia to augment the collections. In addition, new stock is purchased for Kāwhia from newly released titles. Promotion of the online collection through Borrow Box forms part of the library's engagement plan.	<b>LIBRARY ENGAGEMENT PLAN</b>
Free rural delivery	Click and Courier services were created during the COVID lock down periods and proved popular. There is a current user-pays Rural Delivery service. The feasibility of this service being free of charge will be investigated through the Library Strategy development and would require an allocated budget. Promotion of the current user-pays service and the online collection through Borrow Box forms part of the library's engagement plan.	<b>LIBRARY ENGAGEMENT PLAN</b> <b>LIBRARY STRATEGY</b>
Increase collection variety including local history	This collection recommendation will be considered along with the library's normal selection process.	
<b>HOW COULD WE IMPROVE THE PROGRAMMES FOR YOU?</b>		
Advertising or promotion of the programmes	The library team is currently undertaking a review of how programmes are promoted and advertised.	<b>LIBRARY ENGAGEMENT PLAN</b>
<b>HOW COULD WE IMPROVE THE PRINTING, SCANNING, PHOTOCOPYING, WI-FI AND INTERNET SERVICES FOR YOU?</b>		
A fax/photocopier at Kāwhia	Council is installing a scanner at Kāwhia which will be able to provide a copying service.	
Reduce fees for printing/photocopying	Council are currently charging a similar fee to other copying services in town. The fee charged covers overheads to provide the service and is not a profit driven service. Any reduction in fees would require additional money from rates to cover the shortfall.	
<b>HOW COULD WE IMPROVE ONLINE RESOURCES FOR YOU?</b>		
Improve website	The new library webpage is now live <a href="https://www.otodc.govt.nz/our-district/library/">https://www.otodc.govt.nz/our-district/library/</a> with the library Kotui site becoming an online catalogue only improving accessibility. The future upgrade to the Council website will include the library pages. Staff will regularly check online links	
Help residents with digital capability	In 2023 the library plans to reintroduce Stepping Up classes which were previously on hold due to COVID-19. Outside of these classes library staff continue to assist customers on a one-on-one basis as they request assistance	
<b>HOW COULD WE IMPROVE THE ACCESSIBILITY FOR YOU?</b>		
Increase car parks at Ōtorohanga Library	With Council returning to 17 Maniapoto St the library team will run a survey to assess how the carpark is being utilised and if there are any issues pertaining to the number of parking spaces.	<b>LIBRARY STRATEGY</b>
A covered area near the entrance of Ōtorohanga for mobility scooters to park	Options have been investigated with Manager of Community Facilities and will be budgeted for in the next Long Term Plan	<b>LONG TERM PLAN 2024-34</b>
Steep entrance to Kāwhia Library	Manager of Community Facilities will investigate the viability of options for access.	





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<b>LIBRARY</b>		
<b>HOW COULD WE IMPROVE THE FUNCTIONALITY OF SEATING, TABLES, AND FURNISHINGS FOR YOU?</b>		
More space	The refit of the ex iSite space is underway which will provide additional space for programmes, events and quiet spaces.	
Larger library for Kāwhia	This may form part of the community input to the Kāwhia/Aotea Concept Plan.	<b>KĀWHIA / AOTEA CONCEPT PLAN</b>
More furniture	The refit of the ex iSite space is underway which will include more furniture and space for programmes, events and quiet spaces. The Kāwhia Library team are considering how reconfiguring the interior will allow for a small laptop table and chair.	
Refurbishment/Repaint	Ōtorohanga Library is due an exterior paint this fiscal year. Kāwhia library had an exterior repaint last fiscal year. An interior repaint will be budgeted in the upcoming Long Term Plan 2024-34.	<b>LONG TERM PLAN 2024-34</b>
<b>HOUSING FOR OLDER PERSONS</b>		
<b>HOW COULD WE IMPROVE THE COMFORT OF THE UNIT FOR YOU?</b>		
Kitchen layout and flooring	Council has no current plans to alter the layout and floor plans of the units.	
<b>HOW COULD WE IMPROVE THE SAFETY OF THE UNIT FOR YOU?</b>		
Increase lighting in carpark	Council will do further investigation with the unit residents to understand if this is a priority for all tenants.	
<b>HOW DO YOU THINK THE LAWNS AND COMMUNAL GARDEN COULD BE IMPROVED?</b>		
Increase maintenance	The issues around the levels of service pertaining to the grounds of the units are being addressed. However, in times of high rain and warm weather managing excess grass growth becomes difficult with in budgetary constraints. Council will increase its communication when similar situations arise again. Council balances a level of service against available budget.	
<b>IWI RELATIONSHIP</b>		
<b>WHAT ADVICE CAN YOU GIVE COUNCIL TO IMPROVE ITS AUTHENTIC, STRONG AND PRODUCTIVE RELATIONSHIPS WITH IWI LEADERS?</b>		
Be transparent	Kaitakawaenga / Iwi Relations Advisor is developing Iwi engagement framework	
Engage early and often	Kaitakawaenga / Iwi Relations Advisor is developing Iwi engagement framework	
Develop policies and templates that support authentic Iwi/Māori engagement	Kaitakawaenga / Iwi Relations Advisor is developing policies to support the Iwi engagement framework	
Regular meetings on council and Iwi activities and strategic plans seeking alignment where possible	Kaitakawaenga / Iwi Relations Advisor is developing policies to support the Iwi engagement framework	
Be prepared for post settlement economic growth of Iwi	Formal arrangements/agreements are at a JMA level with Te Nehenehenui	
Ensure Te Tiriti training for staff and elected members	Kaitakawaenga / Iwi Relations Advisor has started delivering Te Tiriti o Waitangi / The Treaty of Waitangi training to both Councillors and staff	





# ME MAHI TAHI TĀTOU MŌ TE ORANGA O TE KATOĀ

WE MUST WORK TOGETHER FOR THE  
WELLBEING OF ALL

