# **ÖTOROHANGA DISTRICT COUNCIL**

## 2021-2022 ANNUAL SURVEY REPORT



## **ANNUAL SURVEYS**

Following the 2021-2022 year Ōtorohanga District Council (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.

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

A total of four targeted surveys were conducted:

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



Ko ia kahore nei I rapu tē kitea He who does not seek will not find

## SURVEY OBJECTIVES

- To provide a comparable measure of satisfaction with the Council's performance in relation to relationships, performance, services and assets.
- To identify the best opportunities for Council to further improve satisfaction.
- To assess changes in satisfaction over time and to facilitate measurement of progress against the Long Term Plan.





# Survey Method

Data collection was undertaken by way of online surveys, with hard copies of the Annual Residents Survey and Library Survey available from the libraries and customer experience centre. The survey was open for a 3 week period from 30 June 2022 - 22 July 2022.

For residents of Councils 'Housing for Older Persons' units hard copies of the Annual Resident Survey, Annual Library Survey and Annual Housing for Older Persons Survey were hand delivered with a return stamped envelope included.

The library survey was sent via email directly to all library members who had used the library during the 2 year period of the 2020-2021 and 2021-2022 years. It was further linked in the annual resident survey.

The Iwi Relationship survey was emailed to a compiled list of 27 iwi leaders. As council is aware this list may not be exhaustive, an invitation was extended to forward the survey to leaders whose iwi boundaries overlap with councils. It was requested that if that invitation was accepted council were given details of new recipients to ensure they were included in survey distribution in following years.

#### Advertising of the Annual resident survey was by way of

King Country News, Facebook, Instagram, and marketing material in the Library and Customer Experience Centre



# Margin of Error

Margin of error (MOE) tells the reader how much they might expect the survey results to reflect the views of the overall population and is used to measure how effective the survey is.

The smaller the margin of error, the more confidence the reader may have in the results. The bigger the margin of error, the farther the results might stray from the views of the total population.

The general acceptable margin of error falls between 4% and 8% at 95% confidence level.



## Margin of error for each survey

Even though the surveys received a low number of of submissions for the first of what will be ongoing Annual Surveys council still considers that overall, the 2021-2022 surveys' are a positive result for Ōtorohanga District Council and gives foundation to build on in coming years.

The **Resident Survey** was not limited by age however the assumption is that those 14 and under will be less likely to complete the survey, and indeed the youngest age bracket of 2021-2022 submitters was 20-30. The margin of error has therefore been calculated on data provided by the Statistics New Zealand 2018 Census for the age 15 years and over, being 7818 residents. A total of 46 submissions were received making the MOE 14%. Council should aim for a minimum of 150 submissions from 7818 residents

The Library Survey was distributed to active users, defined as those that have used their library card in the past two years, 560 in total. A total of 99 submissions were received, making the MOE 9%. Council should aim for a minimum of 110 submissions from 560 active library users.

The Housing for Older Persons Survey was distributed to a total of 28 occupied units with 14 submissions received, making the MOE 19%. Council should aim for a minimum of 24 submissions from 28 tenants.

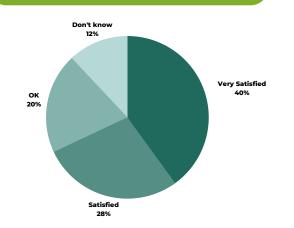
The Iwi Relationship Survey was distributed to a total of 27 email addresses with 10 submissions received, making the MOE 19%. Council should aim for a minimum of 23 submissions from 27 email recipients

## Response rates & Margin for error % for 2021-2022 9% 14% **Resident Survey** Library Survey **46 Submissions** 99 Submissions 19% 19% Housing for Older **Iwi Relationship Persons Survey** Survey 14 Submissions **10 Submissions**

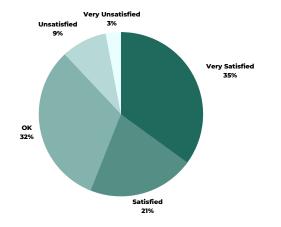
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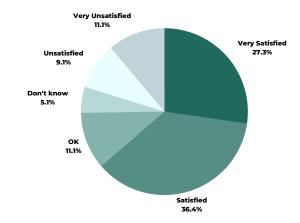
# ANNUAL RESIDENT SURVEY SNAP SHOT



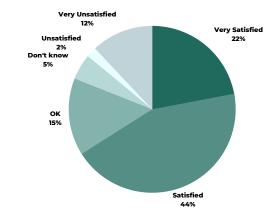
### SATISFACTION WITH KERBSIDE RUBBISH & RECYCLING



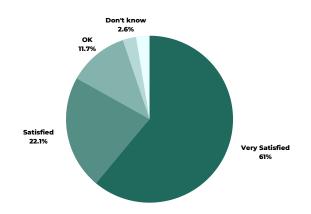
SATISFACTION WITH THE QUALITY OF PARKS AND RESERVES



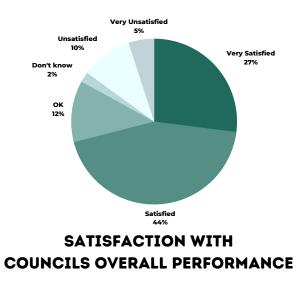
#### SATISFACTION WITH COMMUNICATION

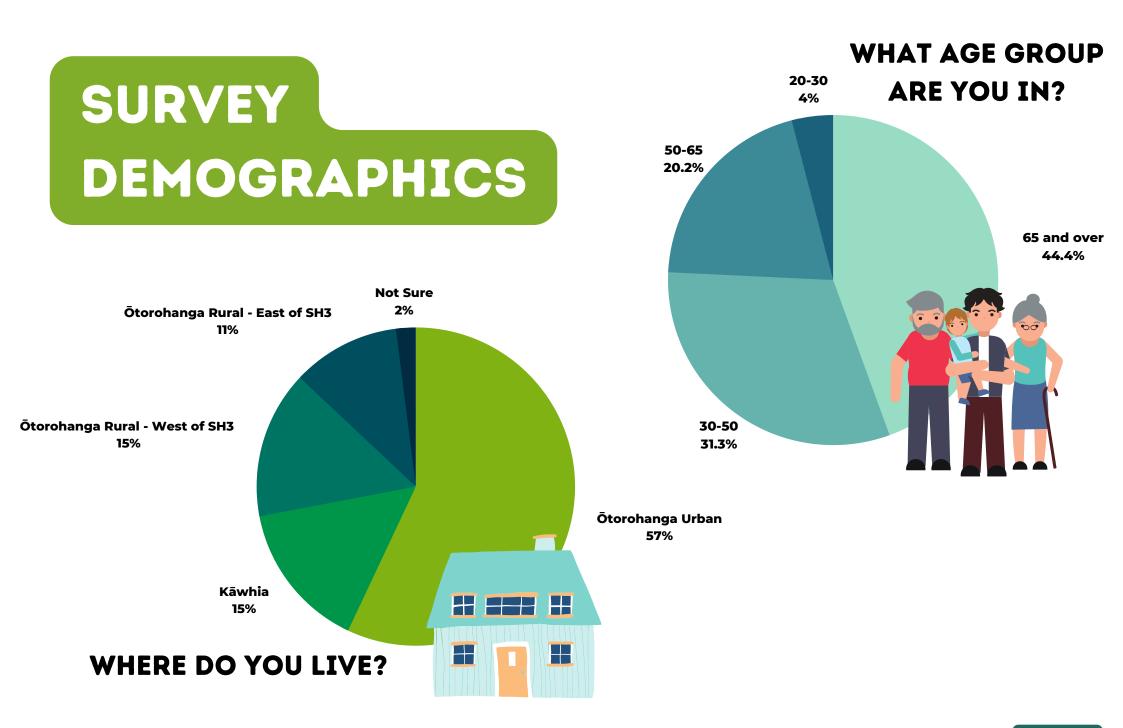


LEVEL OF TRUST IN THE ŌTOROHANGA DISTRICT COUNCIL

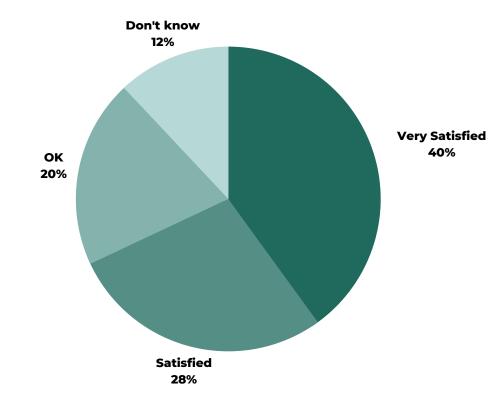


### SATISFACTION WITH THE VARIETY OF PARKS AND RESERVES





# **KERBSIDE COLLECTION RUBBISH & RECYCLING**



## HOW SATISFIED ARE YOU WITH THE OVERALL SERVICE OF WEEKLY KERBSIDE COLLECTION?

Of the 46 survey submissions received, 26 said they received kerbside collection and 25 rated their satisfaction level

#### THEMED RESPONSES TO

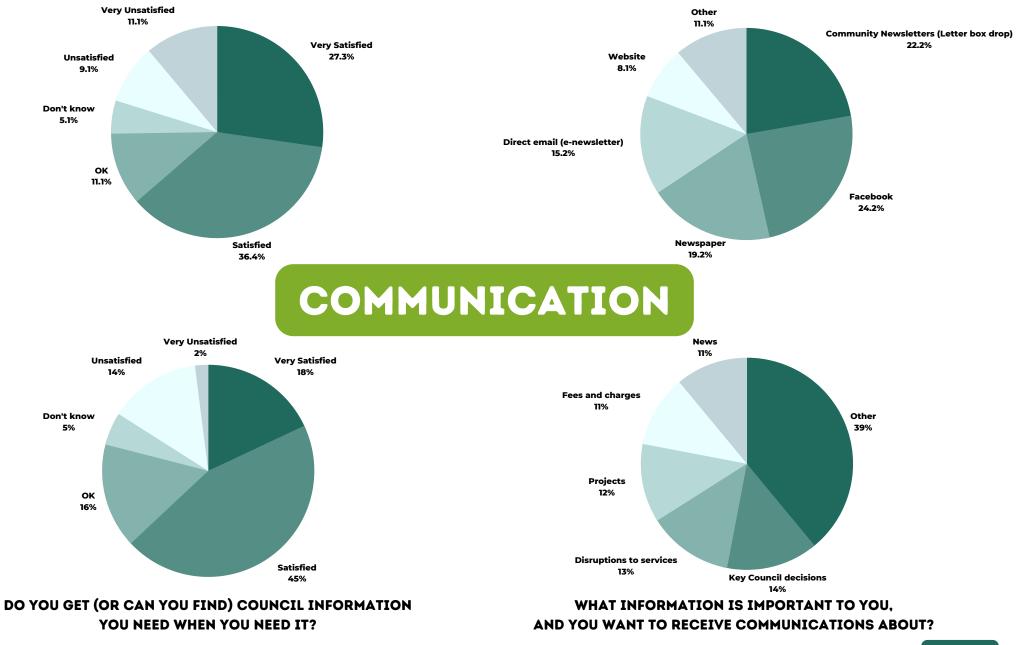
HOW COULD COUNCIL IMPROVE THE WEEKLY KERBSIDE COLLECTION?

- Reduce the cost of rubbish bags
- More care to be taken when collecting rubbish and recycling
- Replace bags with wheelie bins
- Establish green waste/compost recycling to divert waste from landfill.
- Replace stolen recycling bins



#### DO YOU THINK ŌTOROHANGA DISTRICT COUNCIL COMMUNICATES WELL WITH THE COMMUNITY?

#### WHAT ARE YOUR PREFERRED WAYS OF RECEIVING COUNCIL COMMUNICATION? YOU CAN CHOOSE UP TO THREE.



# THEMED RESPONSES TO QUESTIONS

WHAT OTHER TOPICS ARE IMPORTANT FOR YOU TO KNOW MORE ABOUT AND WOULD LIKE COUNCIL TO INCLUDE IN FUTURE COMMUNICATIONS?

- Event and Celebrations
- Services, activities and who to contact
- Staff changes, major issues effecting the communities and what council is doing to fix/mitigate
- How consultation works
- What rates contribute to

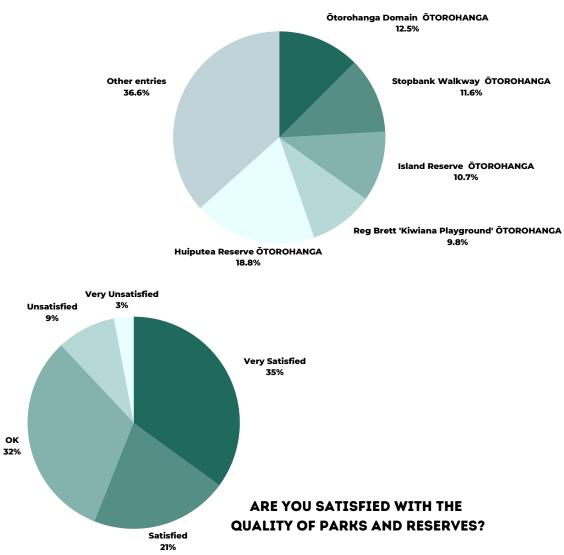
## HOW COULD COUNCIL IMPROVE THE WAY IT COMMUNICATES?

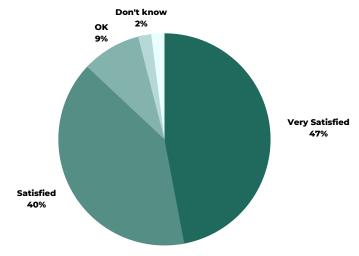
- Improve response time to emails, phone calls and service requests
- Use an app or text message system to inform residents
- Letterbox drops
- Increase social media engagement
- Make workshops more transparent
- Improve the website
- Report council decisions and reasoning

It became apparent through a number of responses that there is lack of understanding of what council controls and does not control. This was demonstrated through comments that requested council inform residents of power outages and school upgrades.

## PARKS AND RESERVES

#### SELECT ALL THE COUNCIL OWNED OR MANAGED PARKS & RESERVES YOU HAVE VISITED IN THE PAST 12 MONTHS





#### DO YOU THINK THAT THE ŌTOROHANGA DISTRICT HAS A GOOD VARIETY OF PARKS AND RESERVES?



# THEMED RESPONSES TO QUESTIONS

## HOW COULD WE IMPROVE THE VARIETY OF PARKS OR RESERVES?

- Outdoor Gym equipment/ Adult exercise park
- Pathways for cycling and bike trails
- Improve dog friendly areas /parks
- Increase native planting

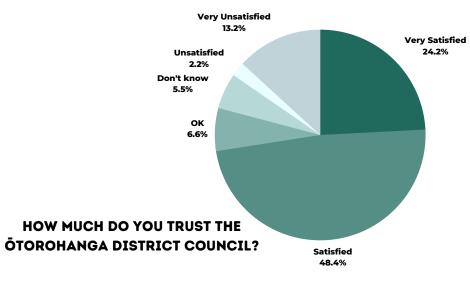
## HOW COULD WE IMPROVE THE QUALITY OF PARKS OR RESERVES?

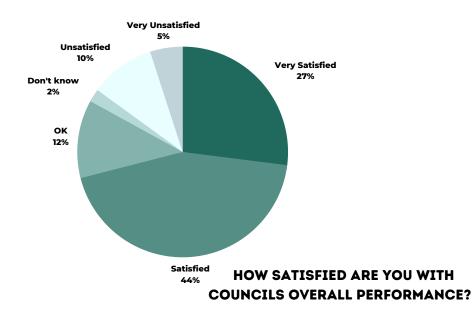
- Improve lighting
- Protection of native birds
- Upgrade pathways and bollards
- Improve maintenance levels

Outside the scope of the question, but worth noting, were the following comments:

- Increase awareness of parks and reserves
- Promote history and significance of parks
- Extend bike trail to Waitomo







# PLEASE TELL US THE REASON FOR YOUR TRUST RATING?

Service and activity

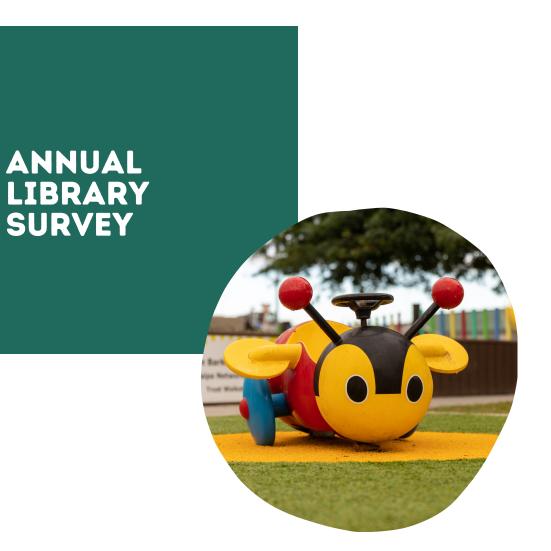
 undertaken with
 consideration, visions, good
 advice, good practices by
 elected officials and staff

- Staff are helpful, friendly and visible in the community
- Honest
- Improvements are visible in areas of staff, communication, and
  - transparency

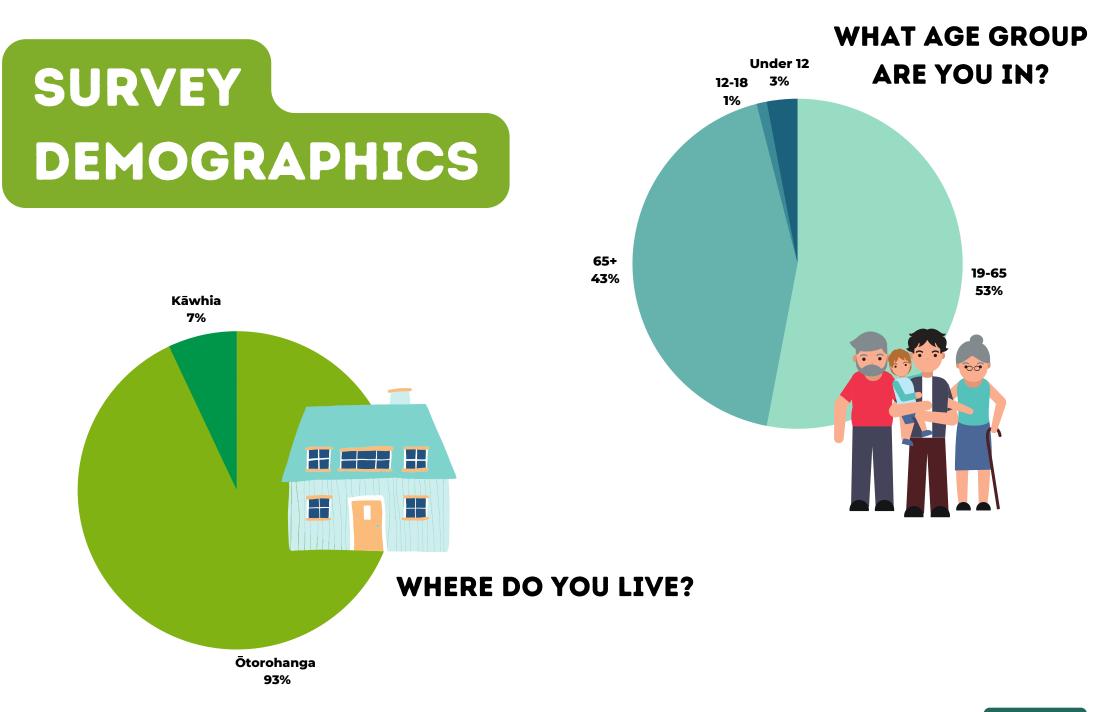
## • No noise control service

- Calls not returned
- Lack of transparency and communication
- Rates increases
- Quality of finished jobs

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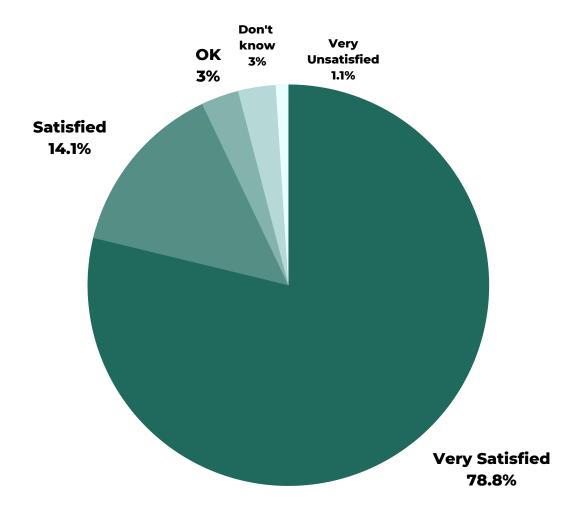


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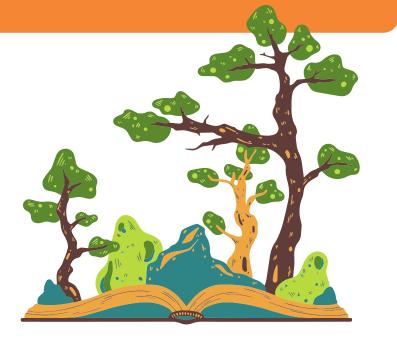
## HOW HAPPY ARE YOU WITH THE SERVICE YOU RECEIVE FROM LIBRARY STAFF?

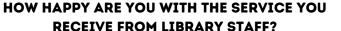


#### THEMED RESPONSES TO

HOW HAS THE COVID-19 RESPONSE CHANGED THE WAY YOU USE THE LIBRARY?

- Changes in opening hours
- Increased use of the online resources
- Used Click and Courier service
- Use service less frequently
- Stay for a shorter period





Very

Unsatisfied

1.1%

Very Satisfied 78.8%

Don't

know

3%

ок

3%

Satisfied 14.1%

#### ICE YOU ? HOW DO YOU RATE THE COLLECTION OF BOOKS, DVDS, MAGAZINES, AND OTHER MATERIALS? Don't know 7.1% OK 7.

LIBRARY SERVICES



Don't know 42% OK 3%

Unsatisfied

2%

HOW DO YOU RATE THE LIBRARY PROGRAMMES OFFERED? CLASSES, HOLIDAY ACTIVITIES, STORY TIME, AFTER SCHOOL ACTIVITIES, ADULT READING...

Satisfied

14%

ок

6%

HOW DO YOU RATE OUR ONLINE RESOURCES? WEBSITE, APPS, E-BOOKS, DIGITAL NEWSPAPERS AND MAGAZINES, DIGITAL RESOURCES...

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# THEMED RESPONSES TO QUESTIONS

## HOW COULD WE IMPROVE THE COLLECTION FOR YOU?

- Improve Kāwhia collection
- Free rural delivery
- Increase collection variety
  - including local history

### HOW COULD WE IMPROVE THE PROGRAMMES FOR YOU?

• Advertising or promotion of the

#### programmes

## HOW COULD WE IMPROVE THE PRINTING, SCANNING, PHOTOCOPYING, WI-FI AND INTERNET SERVICES FOR YOU?

- A fax/photocopier at Kāwhia
- Reduce fees for printing/photocopying

## HOW COULD WE IMPROVE ONLINE RESOURCES FOR YOU?

- Improve website
- Help residents with digital capability

## HOW COULD WE IMPROVE THE ACCESSIBILITY FOR YOU?

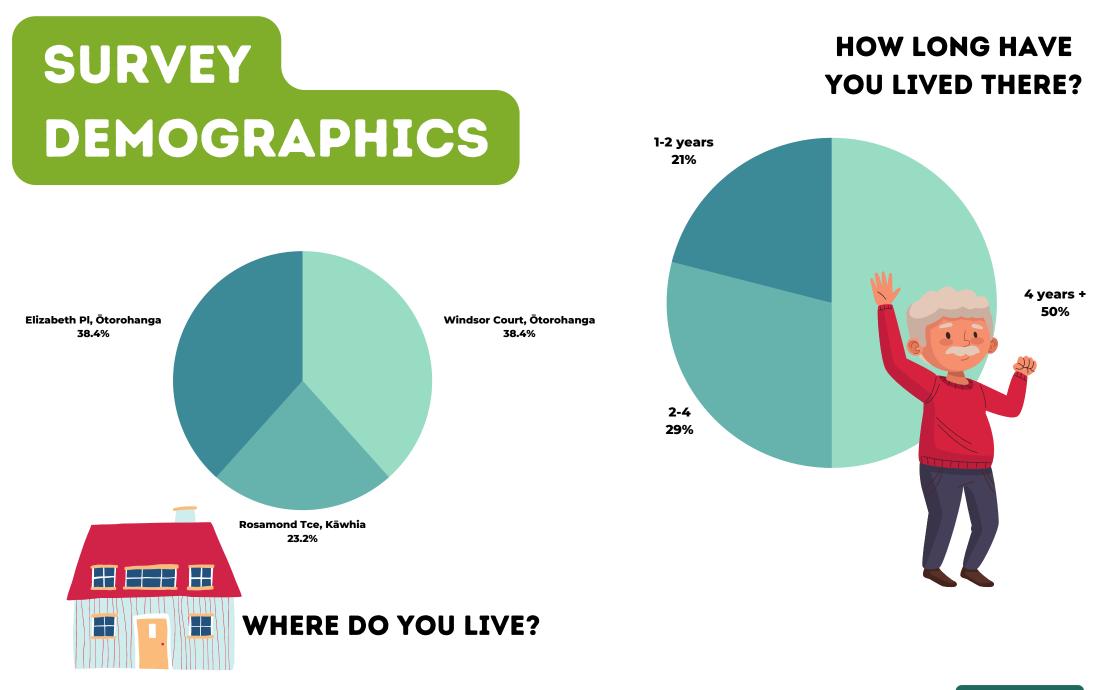
- Increase car parks at Ōtorohanga Library
- A covered area near the entrance of Ōtorohanga for mobility scooters to park
- Steep entrance to Kāwhia Library

## HOW COULD WE IMPROVE THE IMPROVE THE FUNCTIONALITY OF SEATING, TABLES, AND FURNISHINGS FOR YOU?

- More space
- Larger library for Kāwhia
- More furniture
- Refurbishment/Repaint

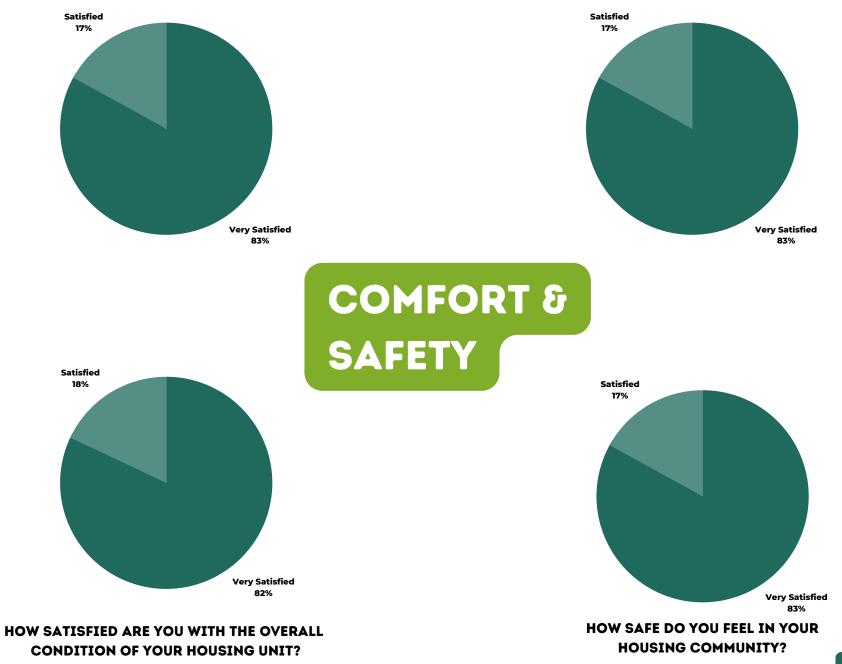
## ANNUAL HOUSING FOR OLDER PERSONS SURVEY



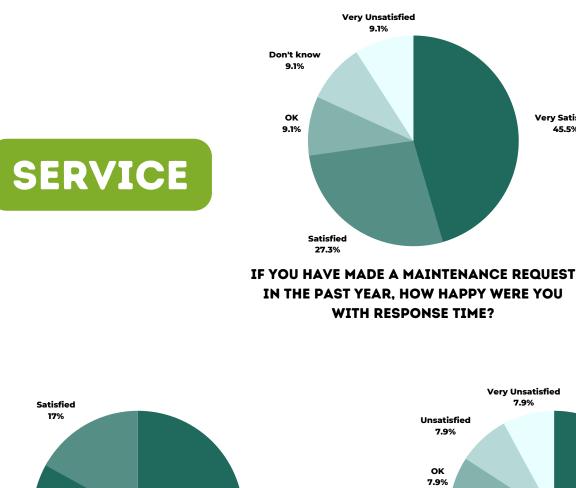


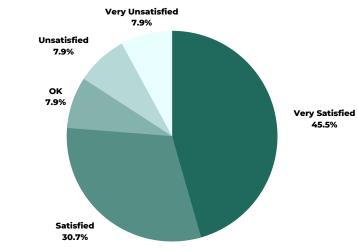
#### TO WHAT LEVEL DO YOU THINK YOUR UNIT IS SAFE?

#### **HOW COMFORTABLE IS YOUR UNIT?**



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**Very Satisfied** 

45.5%

#### **THEMED RESPONSES TO**

**HOW COULD WE IMPROVE** THE COMFORT OF THE UNIT FOR YOU?

• Kitchen layout and

## **HOW COULD WE IMPROVE** THE SAFETY OF THE UNIT FOR YOU?

carpark

HOW DO YOU THINK THE LAWNS AND COMMUNAL GARDEN COULD BE **IMPROVED?** 

Increase maintenance

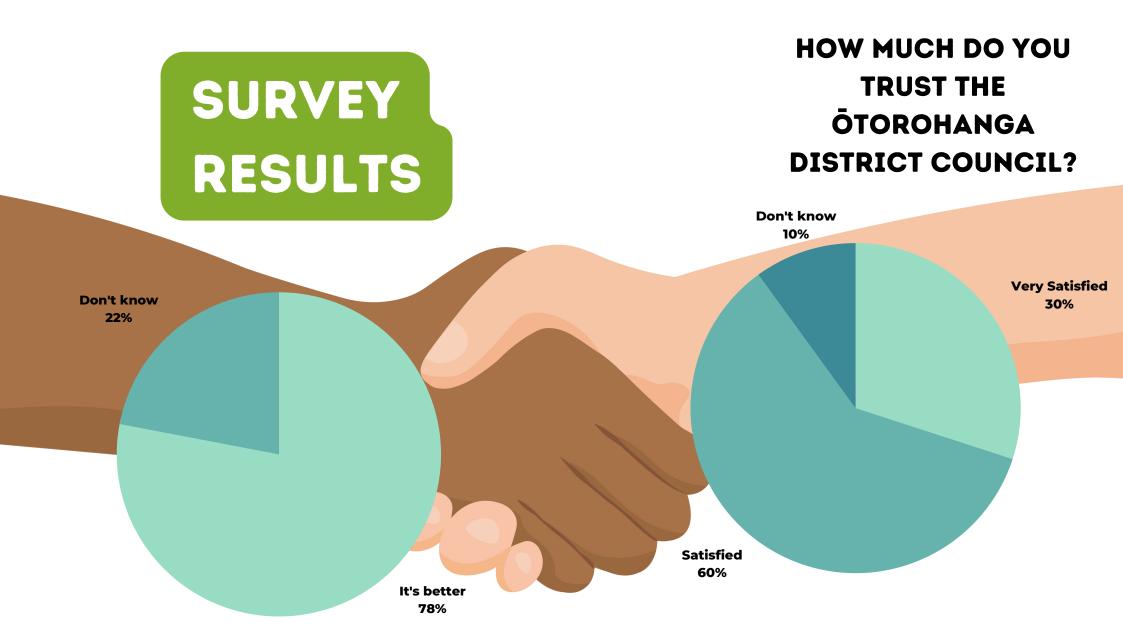
TO WHAT LEVEL DO YOU THINK THAT THE UNIT IS WARM, DRY AND WEATHERTIGHT?

**Very Satisfied** 

83%

HOW SATISFIED ARE YOU WITH THE LAWNS AND GARDENS OF THE COMMUNAL AREAS?

## ANNUAL IWI RELATIONSHIP SURVEY



## HAS COUNCIL IMPROVED ITS RELATIONSHIPS WITH IWI LEADERS COMPARED TO LAST YEAR?

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# THEMED RESPONSES TO THE QUESTION ...

WHAT IS YOUR REASON FOR WHY COUNCIL HAS IMPROVED ITS RELATIONSHIPS WITH IWI LEADERS, OR NOT?

- Support demonstrated through Iwi COVID response
- Authentic engagement and attendance at hui
- Proactive in building partnership with Māori
- Positive relationships that are still developing
- Support from council leaders
- Genuinely interest in the views of mana whenua

WHAT ADVICE CAN YOU GIVE COUNCIL TO IMPROVE ITS AUTHENTIC, STRONG AND PRODUCTIVE RELATIONSHIPS WITH IWI LEADERS?

- Be transparent
- Engage early and often
- Develop policies and templates that support authentic Iwi/Māori engagement
- Regular meetings on council and Iwi
   activities and strategic plans seeking
   alignment where possible
- Be prepared for post settlement economic growth of Iwi
- Ensure Te Tiriti training for staff and elected members

# TRUST

## PLEASE TELL US THE REASON FOR YOUR TRUST RATING?

- Council has been responsive and follows through with commitments
- Council are willing to accept new challenges, embrace opportunities and learn from mistakes
- The relationships are solid

 Although improvements are happening they could happen faster

# ME MAHI TAHI TĂTOU MŌ TE ORANGA O TE KATOA WE MUST WORK TOGETHER FOR THE WELLBEING OF ALL

