



Central Hawke's Bay District Council Resident Opinion Survey 2020

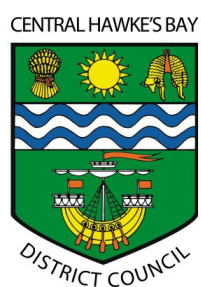
Research Report | June 2020





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Key Research Findings



Key Research Findings



86%

were satisfied with the performance of Central Hawke's Bay District Council in the previous 12 months



93%

believe that Central Hawke's Bay District is a great place to live



64%

trust Council to do the right thing for the district and its communities



68%

are confident that Central Hawke's Bay District is going in the right direction

1.1 Top Performing Areas



97%

are satisfied with the cemeteries



95%

are satisfied with the parks & reserves



94%

are satisfied with Waipawa swimming pool



93%

are satisfied with the services and facilities available at the libraries



92%

are satisfied with the stormwater drainage



91%

are satisfied with the cleanliness and provision of public toilets



91%

are satisfied with the wastewater services



89%

are satisfied with the Council's economic and community development activities

1.2 Communication



52%

believe the Council communicates well about Elected Council business



66%

thought the Council responded well to community needs and issues in the past twelve months



77%

believe the Council communicates well about Elected Council services

1.3 Key Results Over Time

		Positive scores 2018	Positive scores 2019	Positive scores 2020	Significantly different to 2018
Proportion satisfied with overall performance of the Council in the past 12 months	Very satisfied + satisfied + neutral	84%	83%	86%	-
Roading, not including state highways	Very satisfied + satisfied + neutral	78%	78%	72%	-
The cleanliness and provision of public toilets		91%	87%	91%	-
Cemeteries		98%	96%	97%	-
Council's economic and community development activities		89%	88%	89%	-
Swimming pools – being only the Waipawa Pool		79%	90%	94%	▲
Libraries		96%	96%	93%	-
Parks and reserves		96%	94%	95%	-
Solid waste services, that is, rubbish and recycling		85%	81%	77%	▼
Animal Services		79%	85%	73%	-
Building consents and compliance		72%	77%	79%	-
Other compliance and monitoring		66%	91%	72%	-
Drinking water supply		81%	82%	83%	-
Stormwater drainage		87%	85%	92%	-
Wastewater		87%	93%	91%	-
The Council has responded to community needs and issues in the past 12 months	Very well + well	49%	55%	66%	▲
How well has the Council communicated about Council services		56%	64%	71%	▲
How well has the Council communicated about Elected Council business		47%	56%	52%	-
You're confident that Central Hawke's Bay District is going in the right direction	Agree + strongly agree	58%	63%	68%	-
Central Hawke's Bay District is a great place to live		92%	92%	93%	-
You trust the Council to do the right thing for the district and its communities		55%	59%	64%	-

Research Design



2.1 Research Context

In 2018, the Central Hawke's Bay District Council (CHBDC) conducted an annual Residents' Survey for the first time, setting a baseline level of service metrics before the subsequent adoption and implementation of the 2018-28 Long Term Plan.

This was followed up in May 2019 with a second annual iteration of the survey. This report, therefore, represents the third iteration of the research. All iterations have been administered by Research First.

2.2 Research Method

The 2020 Residents' Survey was also conducted using a mixed method telephone (CATI) and online survey approach (WAPI). The online survey provided an option for those with a preference to participate online and for those without landlines or who were not invited to take part in the random telephone sample.

Graphics and visual communications were produced jointly by Research First and The Council to appeal to different sectors of the population to communicate the online survey to a wider audience. These visuals were promoted via various online channels, including Facebook (both the Central Hawke's Bay Council page and the Research First page) and the Council's website.

The fieldwork for the telephone survey ran from 21 May to 7 June 2020 and the online survey ran from 22 May up until 14 June 2020. A combined total of 315 responses were received. The weighted sample size is 313.

Table 2.2.1 Responses achieved

	Number of Respondents	Percentage of Respondents
Phone	153	49%
Online	162	51%
Total	315	100%

Overall data is accurate to +/- 5.5% at the 95% confidence level (i.e. if 50% of respondents stated they were satisfied with a council facility, then we could be 95% sure that between 44.5% and 55.5% of the entire population also feel this way).

In some cases, respondents chose to answer 'don't know' rather than rate a service or facility. Where this is the case, these responses have been removed from the analysis and the subtotal of respondents calculated. Please note that:

- In certain cases, the sum of individual responses will not add up to totalled figures; this is due to rounding conventions.
- Where sample sizes are low, the findings should be treated with some caution.
- The positive scores for all individual measures have been calculated as per 2018/2019 for the purposes of comparison. For example: satisfaction score = neither satisfied nor dissatisfied + satisfied + very satisfied.

The data tables have been weighted based on age and gender to match the District population according to 2018 Census figures.

2.3 Demographics of Research Participation

The following tables show the sample achieved and the demographic information obtained.

Table 2.3.1 By Age

	Total Achieved		Compared by Method		Weighted	Actual*
	Number of respondents	Percentage	Telephone (%)	Online (%)	Percentage	Percentage
15-24	22	7%	12%	2%	12%	11%
25-34	34	11%	9%	12%	12%	12%
35-44	68	22%	17%	26%	14%	14%
45-54	56	18%	14%	21%	17%	17%
55-64	51	16%	16%	17%	20%	20%
65+	84	27%	31%	22%	25%	25%
Total respondents	315	100%	153	162	313	

**As defined by Statistics New Zealand, subnational population estimates 2018.*

Table 2.3.2 By Gender

	Total Achieved		Compared by Method		Weighted	Actual*
	Number of respondents	Percentage	Telephone (%)	Online (%)	Percentage	Percentage
Female	196	62%	50%	73%	50%	50%
Male	117	37%	49%	26%	50%	50%
Unsure	2	1%	1%	1%		
Total	315	100%	153	162	313	

**As defined by Statistics New Zealand, subnational population estimates 2018.*

Table 2.3.3 By Location

	Total Achieved		Compared by Method		Weighted
	Number of respondents	Percentage	Telephone (%)	Online (%)	Percentage
Urban or township	247	78%	77%	80%	78%
Rural area + coastal community	68	22%	23%	20%	22%
Total	315	100%	153	162	

Table 2.3.4 By Ratepayers

	Total Achieved		Compared by Method		Weighted
	Number of respondents	Percentage	Telephone (%)	Online (%)	Percentage
Yes	271	86%	85%	87%	85%
No	41	13%	14%	12%	14%
Unsure	3	1%	1%	1%	1%
Total	315	100%	153	162	

Table 2.3.5 Time Lived in Central Hawke's Bay

	Total Achieved		Compared by Method		Weighted
	Number of respondents	Percentage	Telephone (%)	Online (%)	Percentage
5 years or less	49	16%	7%	23%	15%
6 to 10 years	32	10%	8%	12%	10%
More than 10 years	232	74%	84%	64%	75%
Unsure	2	1%	1%	1%	1%
Total	315	100%	205	215	

Overall Performance

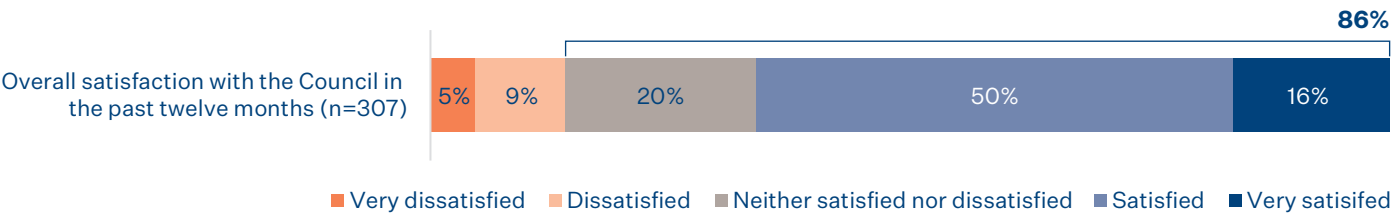
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3.1 Satisfaction with the Overall Performance of the Council

Residents are satisfied with the Council’s performance. Eighty-six percent state that they are satisfied with the overall performance of Central Hawke’s Bay District Council over the last 12 months.

This result has not changed significantly since 2018, and there are no significant differences amongst the demographic groups analysed in the Appendix.

Figure 3.1.1 Satisfaction with the Overall Performance of the Council in the Past 12 Months



**Excluding don’t know responses*

3.2 Suggested Improvements

Residents were asked if there are improvements they would like the Council to make. The top suggestions are presented in the table below. Of note, almost half (43%) could not provide a suggestion, implying that they are content with the Council's performance.

Table 3.2.1 Suggested Improvements by Residents – Top 10 mentions (n=313)

Areas of improvement	Percentage
Water supply/Building a dam	17%
Roading/Traffic control	12%
Rubbish/Recycling	11%
Maintenance/Infrastructure	6%
Wastewater/Sewage ponds	7%
Council spending/management	4%
Footpaths/Cycleways	4%
Parks, playgrounds, and reserves	3%
Library	3%
Nothing/No suggestions	43%

All comments are presented in Appendix Three.

Community Leadership



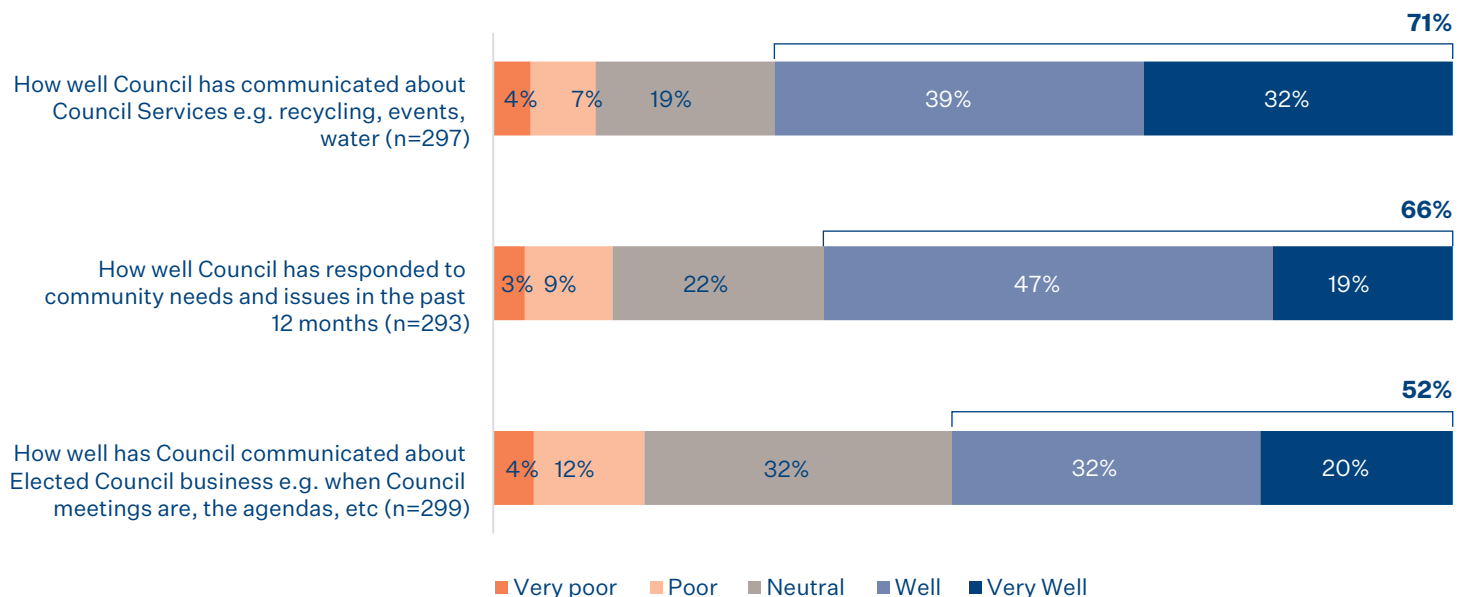
4.1 Governance

Residents' opinions of how well the Council is communicating have improved since 2018:

- The Council is communicating well regarding Council services (71%, compared with 56% in 2018).
- The Council is responding well to community needs and issues (66%, compared with 49% in 2018).

At 52%, the proportion who believe the Council is communicating well regarding Elected Council business, is statistically similar to previous years.

Figure 4.1.1 Council Communication About Needs, Issues & Council Business



** Excluding don't know responses*

Females are more likely than males to state that:

- The Council is communicating well regarding Council services (78% of females, compared with 63% of males).
- The Council is communicating well regarding Elected Council business (61% of females, compared with 44% of males).

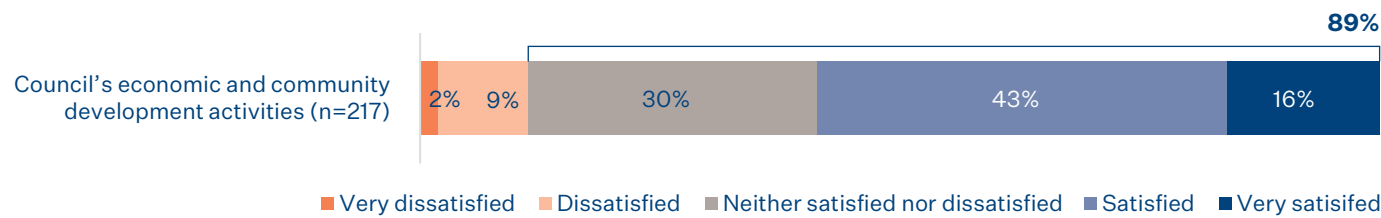
Residents aged 55+ are more likely to state the Council is communicating well regarding Elected Council business (62%, compared with 44% of those aged 35-55 and 44% of those aged 15-34).

4.2 Economic & Social Development

Residents were asked to rate how satisfied they are with the Council’s economic and community development activities, e.g. Provincial Growth Fund Applications, Nga Ara Tipuna, Safer CHB, youth development and positive ageing.

The results show that 89% are satisfied with these activities, which is consistent with the previous years’ surveys. There are also no significant differences amongst the demographic groups analysed in the Appendix.

Figure 4.2.1 Satisfaction with Economic and Community Development Activities

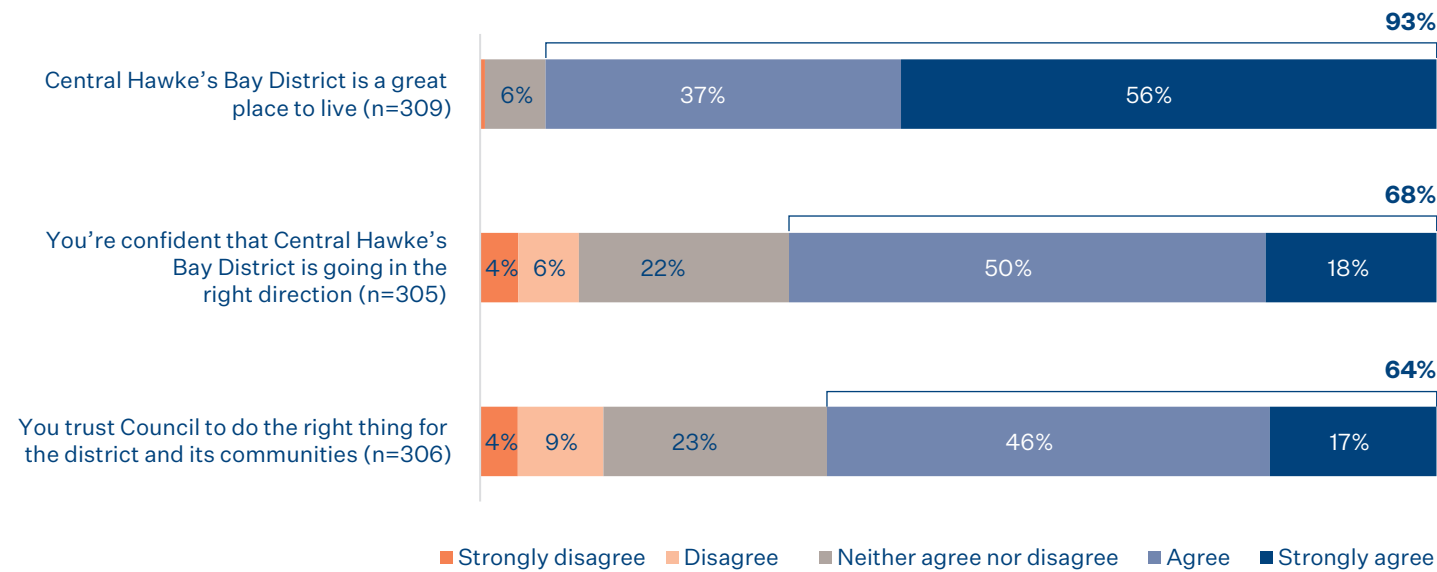


* Excluding don’t know responses

4.3 Other Perceptions of the Council

Almost all residents believe that Central Hawke’s Bay is a great place to live and over half of them show trust and confidence in the Council. These results have not changed significantly over time.

Figure 4.3.1 Perceptions about the Council and District



* Excluding don’t know responses

Males are more likely than females to agree that Central Hawke’s Bay is a great place to live (97%, compared with 89%).

Females are more likely than males to trust the Council to do the right thing for the district and its communities (70%, compared with 57%).

Residents aged 35-55 are less likely to trust the Council to do the right thing for the district and its communities (48%, compared with 70% of those aged 15-34 and 71% of those aged 55+).

Planning & Regulatory



5.1 Animal Control

Of those people who have used the Council’s animal services in the last 12 months, 73% are satisfied with the service.

Satisfaction with animal services has not changed significantly over time, and there are no significant differences in the satisfaction scores amongst the various demographic groups.

Figure 5.1.1 Use of Animal Services (n=313)

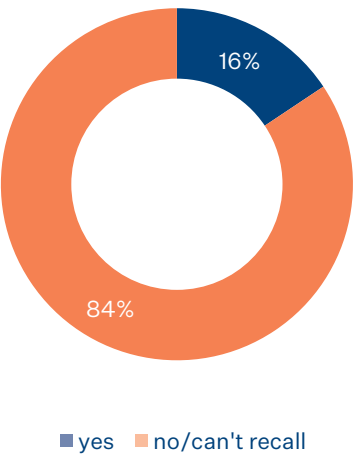
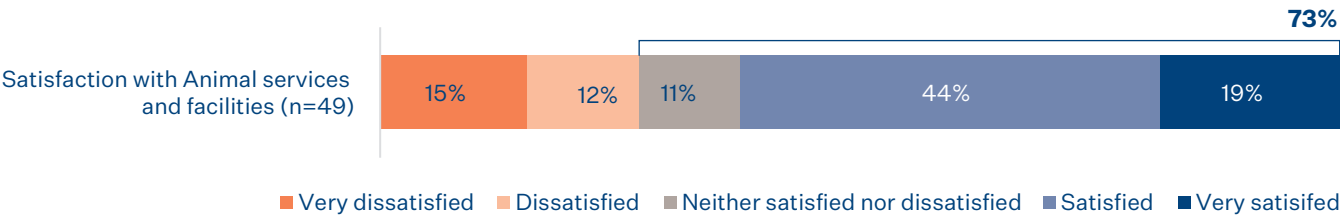


Figure 5.1.2 Satisfaction with Animal Services



* Excluding don't know responses

5.2 Compliance and Monitoring

Almost one-in-five residents have used building consents and compliance services. One-in-ten have used other compliance or monitoring services.

Figure 5.2.1 Building Consents and Compliance (n=313)

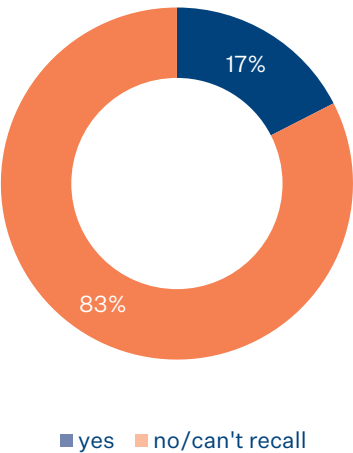
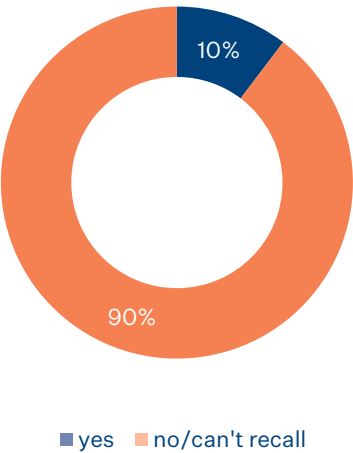


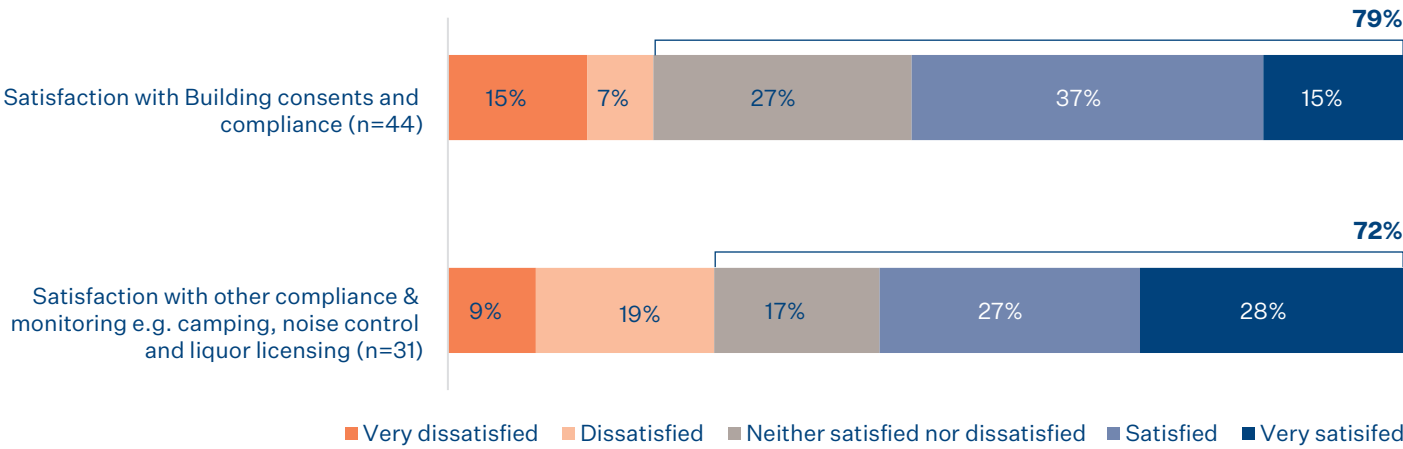
Figure 5.2.2 Other Compliance and Monitoring e.g. Camping, Noise Control, & Liquor Licensing (n=313)



Out of those who have used these services, 79% are satisfied with building consents and compliance services, and 72% are satisfied with other compliance and monitoring services.

The levels of satisfaction with these services have not changed over time, and there are no significant differences in satisfaction amongst the demographic groups (analysed in the Appendix).

Figure 5.2.3 Satisfaction with Compliance Services



* Excluding don't know responses

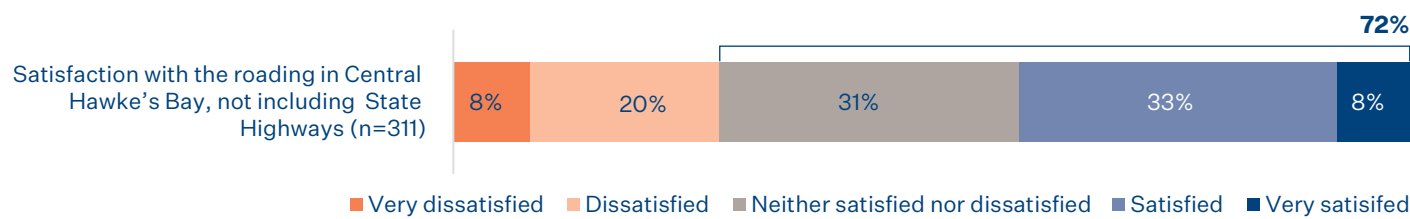
Roading & Transport



Seventy-two percent of all residents are satisfied with the roading in the district, which is statistically similar to the previous years' data.

Residents aged 35-55 are significantly less likely to be satisfied with the roading (61%, compared with 81% of those aged 15-34 and 75% of those aged 55+). There are no other significant differences amongst the demographic groups.

Figure 6.1 Satisfaction with Roding



* Excluding don't know responses

Solid Waste



More than half of residents have used kerbside rubbish collection services and/or kerbside recycling collection services, while more than one-in-five have used a waste transfer station.

Residents living in rural and coastal areas are less likely than those living in urban areas to use kerbside rubbish collection (37%, compared with 66%), or kerbside recycling collection (3%, compared with 66%).

Figure 7.1 Use Kerbside Rubbish Collection Services (n=313)

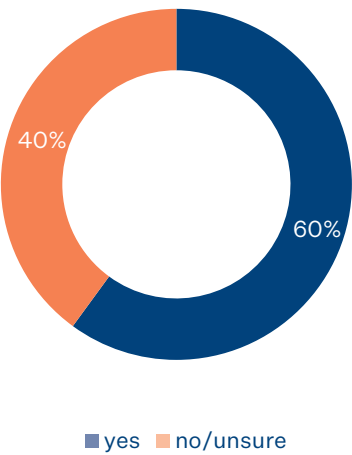


Figure 7.2 Use of Kerbside Recycling Collection Services (n=313)

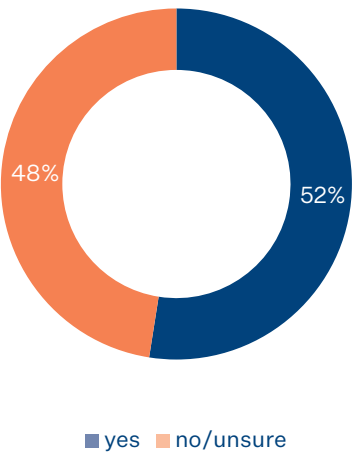
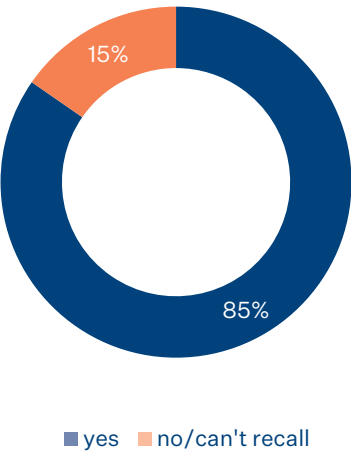


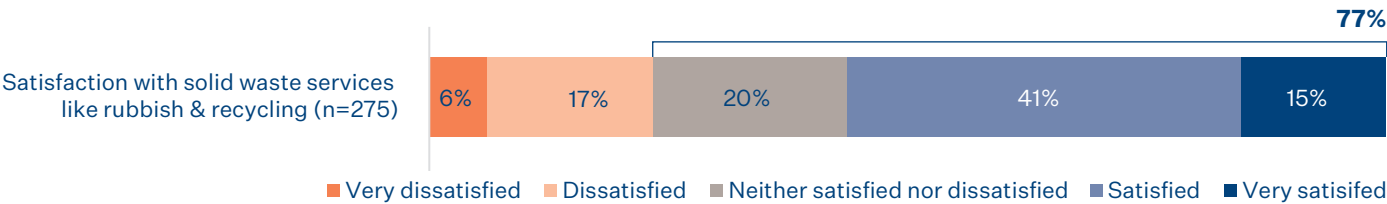
Figure 7.3 Use of a Waste Transfer Station (n=313)



Out of the people who have used any one of these services, 77% of respondents are satisfied with solid waste services. The proportion who are satisfied with this service has significantly decreased since 2018 (85%).

Residents aged 35-55 are significantly less likely to be satisfied with solid waste services (62%, compared with 87% of those aged 15-34 and 81% of those aged 55+). There are no other significant differences amongst the demographic groups.

Figure 7.4 Satisfaction with Solid Waste Services



* Excluding don't know responses

Water Services



Of those who have access to drinking water supplied by the Council, 83% are satisfied with the service.

The level of satisfaction is statistically similar to previous years' results, and there are no significant differences between the demographic groups.

Residents living in rural and coastal areas are less likely than those living in urban areas to use the Council's drinking water supply (29%, compared with 70%).

Figure 8.1 Provision of Drinking Water Supply (n=313)

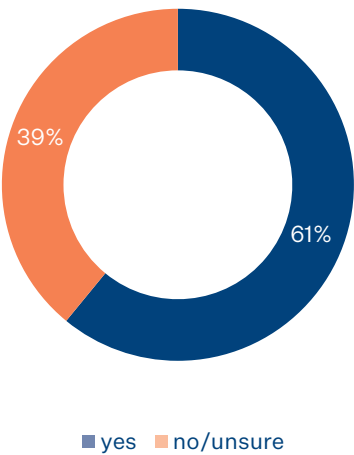
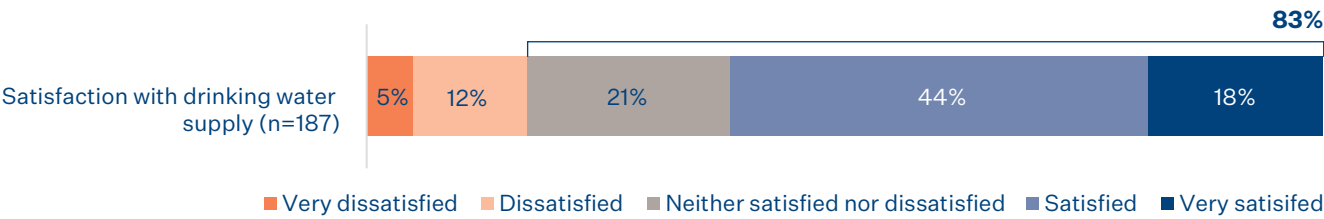


Figure 8.2 Satisfaction with Drinking Water Supply



* Excluding don't know responses

Wastewater & Sewerage



Of those who have used the Council’s wastewater and sewerage services, 91% are satisfied with the service.

Satisfaction with wastewater services has not changed significantly over time, and there are no significant differences in the satisfaction scores amongst the various demographic groups.

Residents living in rural and coastal areas are less likely than those living in urban areas to use the Council’s wastewater and sewerage services (25%, compared with 60%).

Figure 9.1 Provision of Wastewater Services (n=313)

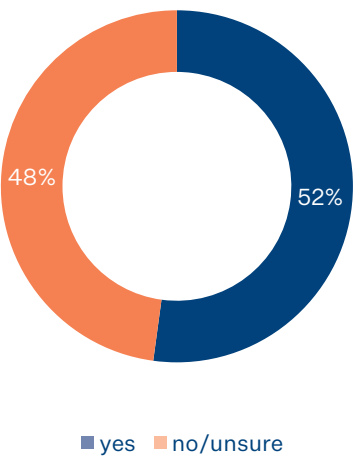
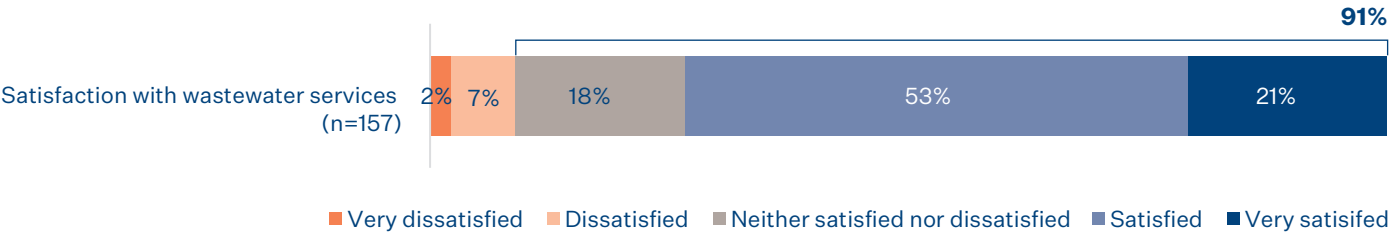


Figure 9.2 Satisfaction with Wastewater Services



* Excluding don’t know responses

Stormwater

10

Of those who have used the Council’s stormwater drainage services, 92% are satisfied with the service.

Satisfaction with stormwater drainage has not changed significantly over time, and there are no significant differences in the satisfaction scores amongst the various demographic groups.

Residents living in rural and coastal areas are less likely than those living in urban areas to use the Council’s stormwater drainage services (30%, compared with 59%).

Figure 10.1 Provision of Stormwater Drainage (n=313)

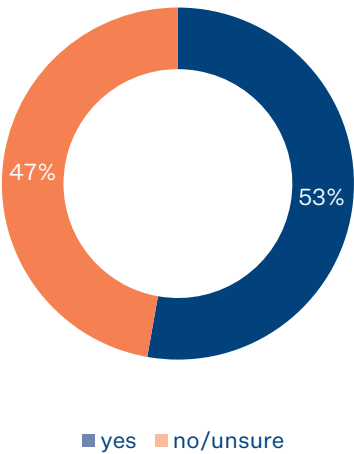
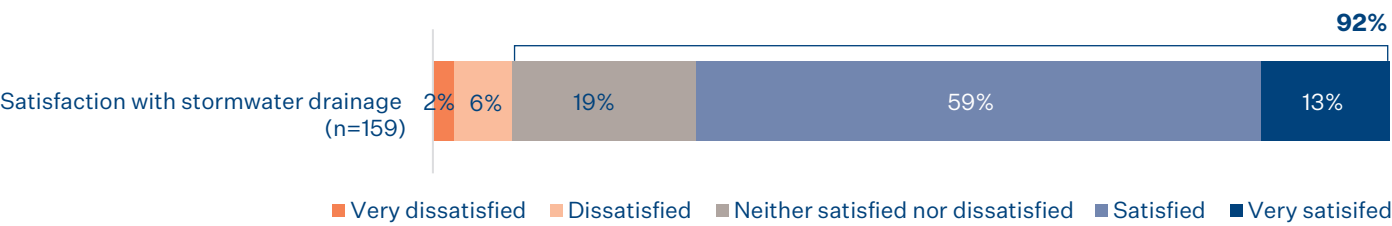


Figure 10.2 Satisfaction with Stormwater Drainage



* Excluding don’t know responses

Recreation & Community Facilities



11.1 Parks, Reserves & Swimming Pools

Three-quarters (78%) of residents have used/visited parks and reserves in the District in the last 12 months.

Residents who had not used these services gave a variety of reasons, most commonly that they prefer to exercise elsewhere.

Figure 11.1.1 Use of Parks & Reserves (n=313)

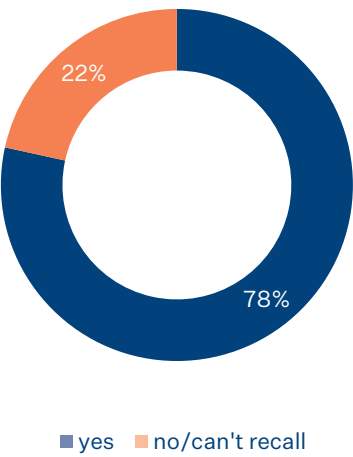


Table 11.1.2 Reasons for Not Using Parks & Reserves (n=65)

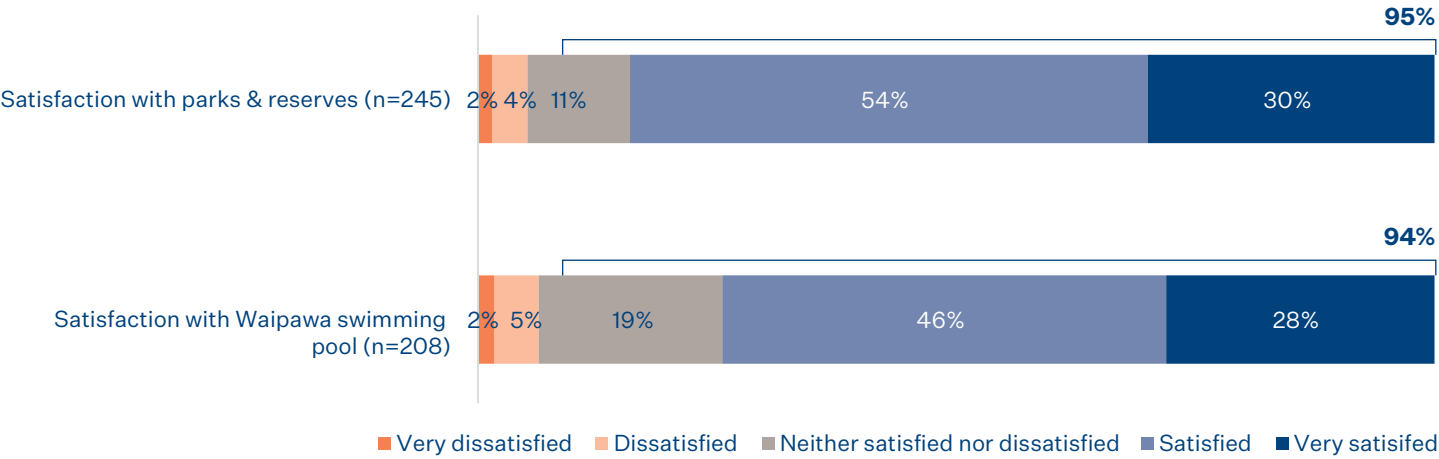
Reasons	Percentage
I prefer to exercise elsewhere (beach, farm, garden)	37%
They are too far away from me	21%
No interest in using parks and reserves generally	24%
Don't have time	20%
Nothing there to attract me/my family	19%
Other	9%
Total	100%

Ninety-five percent of residents who visited the parks and reserves were satisfied. This is consistent with the previous years’ results.

Residents were asked how satisfied they are with the Waipawa Pool. In 2020, 94% are satisfied with the swimming pool, which is a significant increase from the 2018 score of 79%.

There are no significant differences between the demographic groups for either of these measures.

Figure 11.1.3 Satisfaction with Swimming Pools, Parks & Reserves

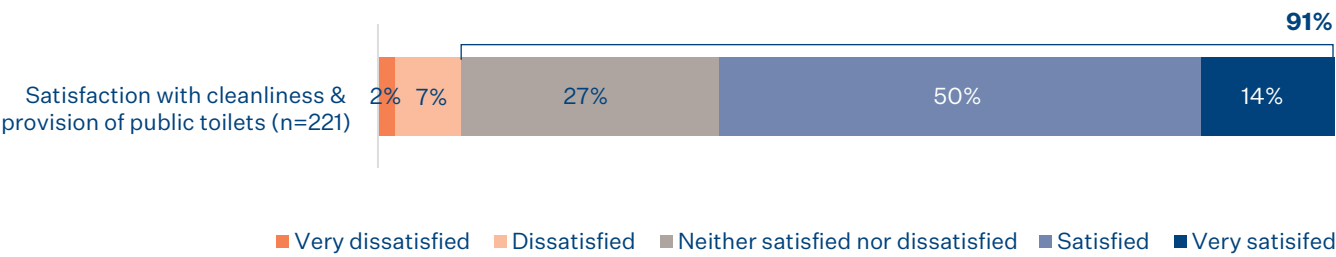


* Excluding don't know responses

11.2 Public Toilets

Satisfaction with the cleanliness and provision of public toilets remains high. The 2020 results are similar to the previous years', and there are no significant differences between the demographic groups.

Figure 11.2.1 Satisfaction with Public Toilets



* Excluding don't know responses

11.3 Libraries

Two-thirds (63%) of residents had used a Council library in the last 12 months.

The most common reason for not using a library is because residents feel the libraries are not relevant to them.

Figure 11.3.1 Use of Libraries (n=313)

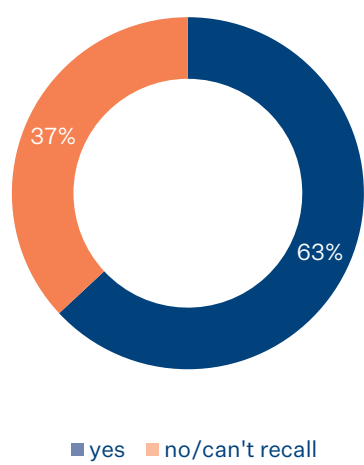
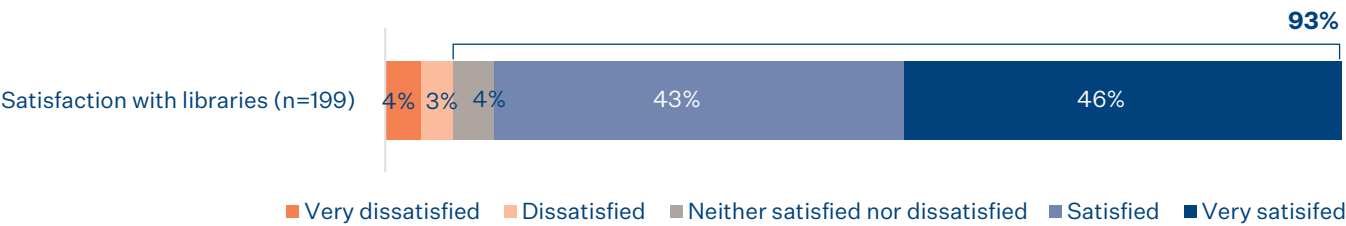


Table 11.3.2 Reasons for Not Using Libraries (n=153)

Reasons	Percentage
Our libraries and their services are not relevant to me	44%
I don't have time to visit the library or use their online services	27%
I don't read books	26%
Too far away/ use different library	3%
I don't understand what services and activities library services provide other than books	3%
Other	5%
Total	100%

Out of those who have used the services and facilities provided by the library, 93% reported a positive score. This is statistically similar to previous surveys, and there are no significant differences between the demographic groups.

Figure 11.3.3 Satisfaction with Libraries



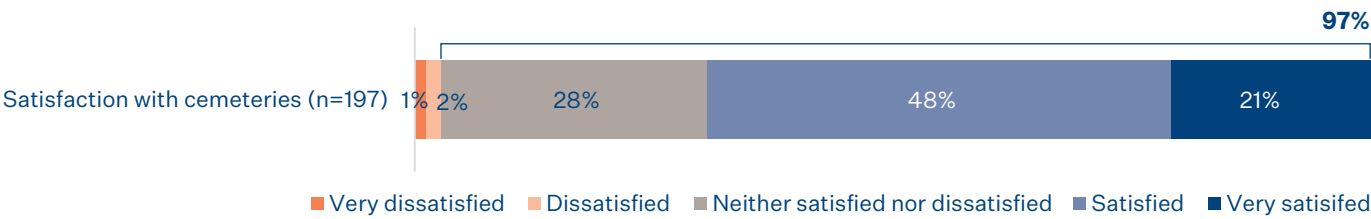
* Excluding don't know responses

11.4 Cemeteries

Ninety-seven percent of residents are satisfied with the Council cemeteries.

This is statistically similar to previous surveys, and there are no significant differences between the demographic groups.

Figure 11.4.1 Satisfaction with Cemeteries



* Excluding don't know responses

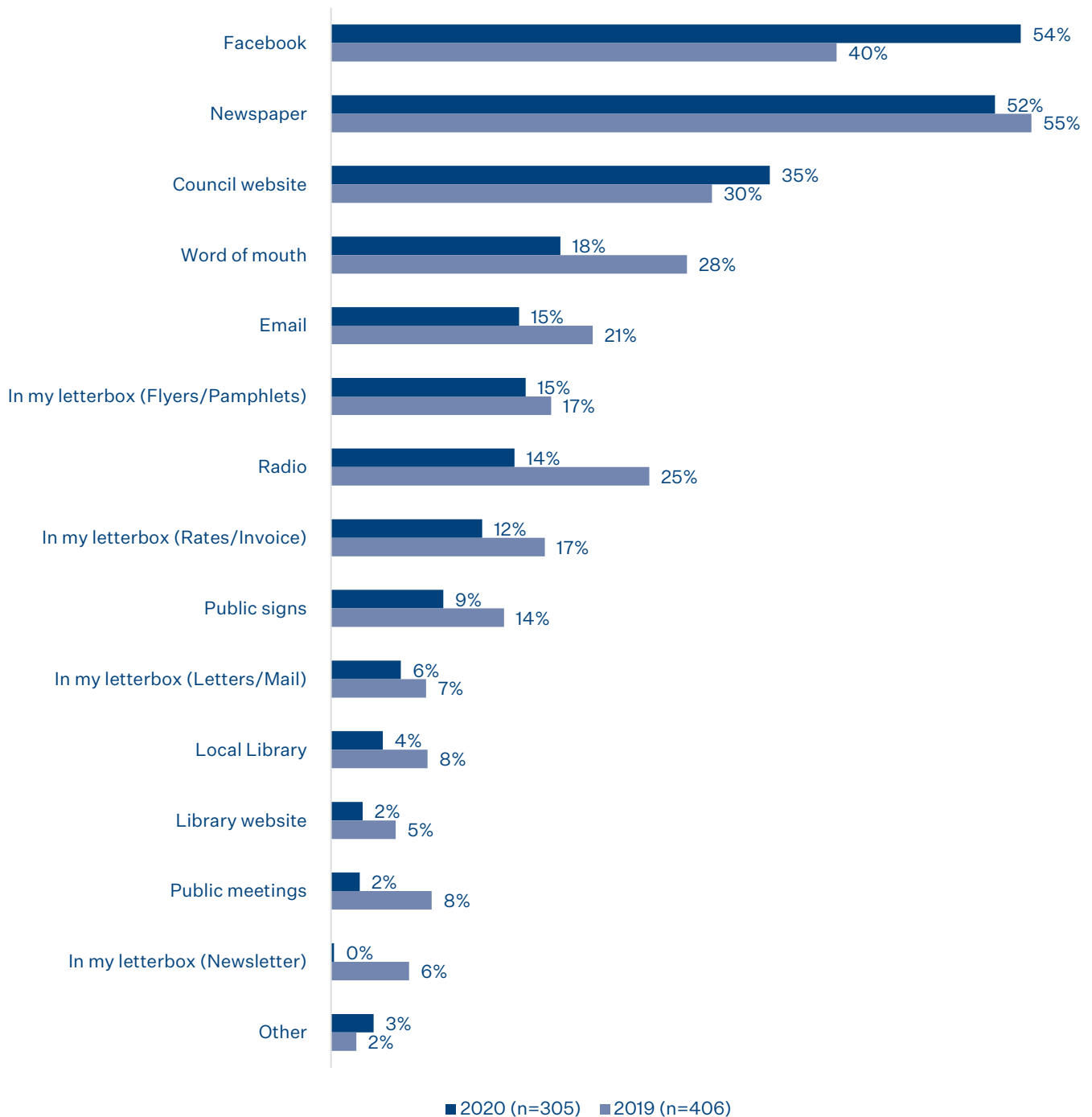
Communication Preferences

12

In 2019, some new questions were introduced around the channels used by the Council to communicate with the public in order to better understand the preferred sources of information amongst the district's residents.

Residents were asked how they currently receive information about the Council's services. Although there appears to be several differences between the 2019 and 2020 results, only the following are statistically significant:

- The use of Facebook to access information about the Council has increased significantly.
- Recollection of Council messages via Word of Mouth, Radio, Public Meetings, and Newsletters in letterboxes has decreased significantly.

Figure 12.1 Current Sources of Information about Council Services – 2020 vs 2019

** Excluding don't know responses*

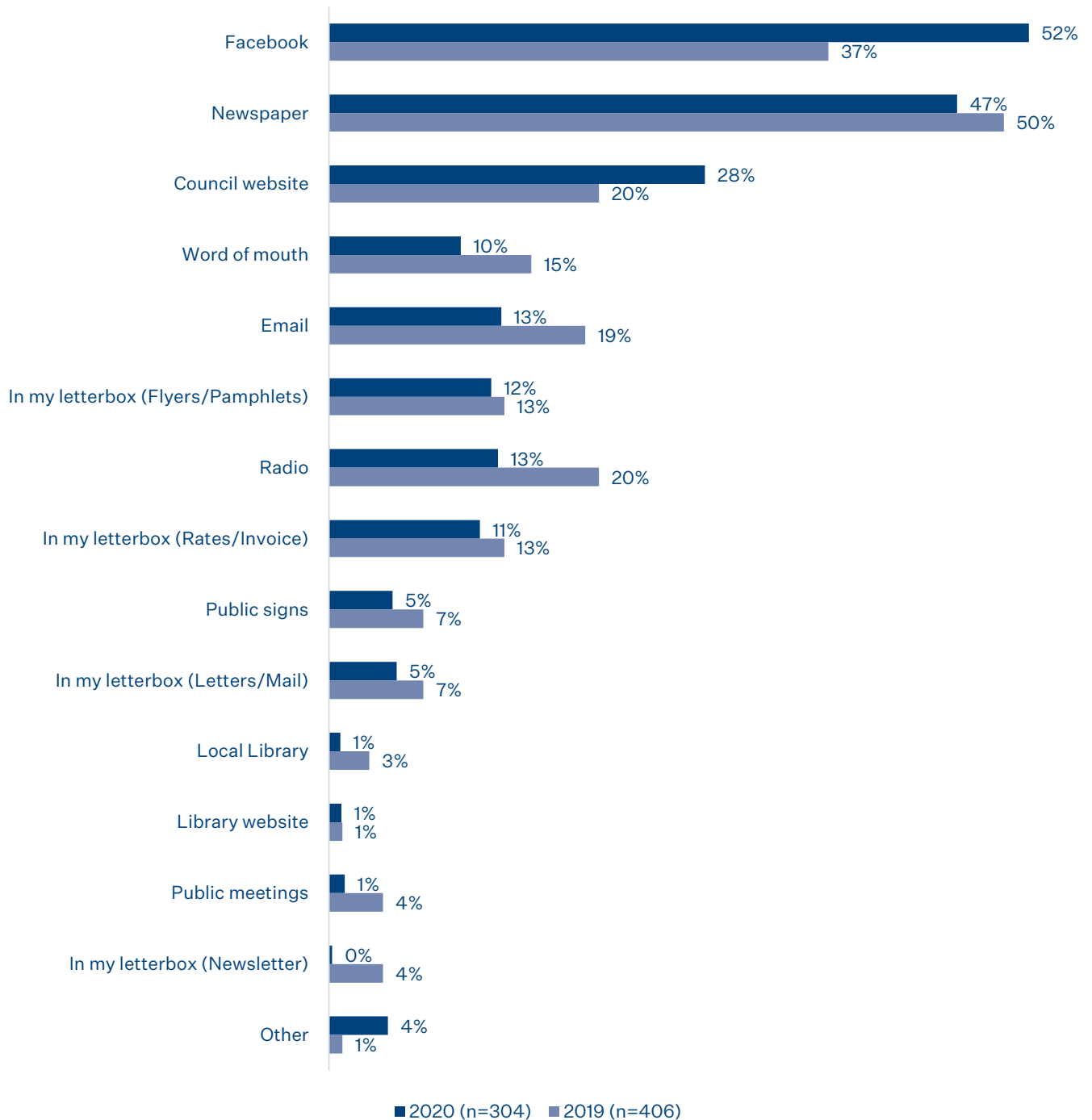
Residents were presented with the list of communication channels they currently use and were asked to select their top three preferred ways of receiving updates about Council services.

Again, even though there appears to be several differences between the 2019 and 2020 results, only the following are statistically significant:¹

- Preference for Facebook and the Council website has increased significantly.
- Preference for Email, Radio, Public Meeting, and Newsletters in letterboxes has decreased significantly.

As expected, older residents are less likely to currently use or prefer Facebook, and they are more likely to use and prefer the newspaper.

¹ The awareness and preference of Council communication channels will need to be continually monitored in future surveys to determine if these changes continue to trend in the same directions.

Figure 12.2 Preferred Sources of Information about Council Services – 2020 vs 2019

* Excluding don't know responses

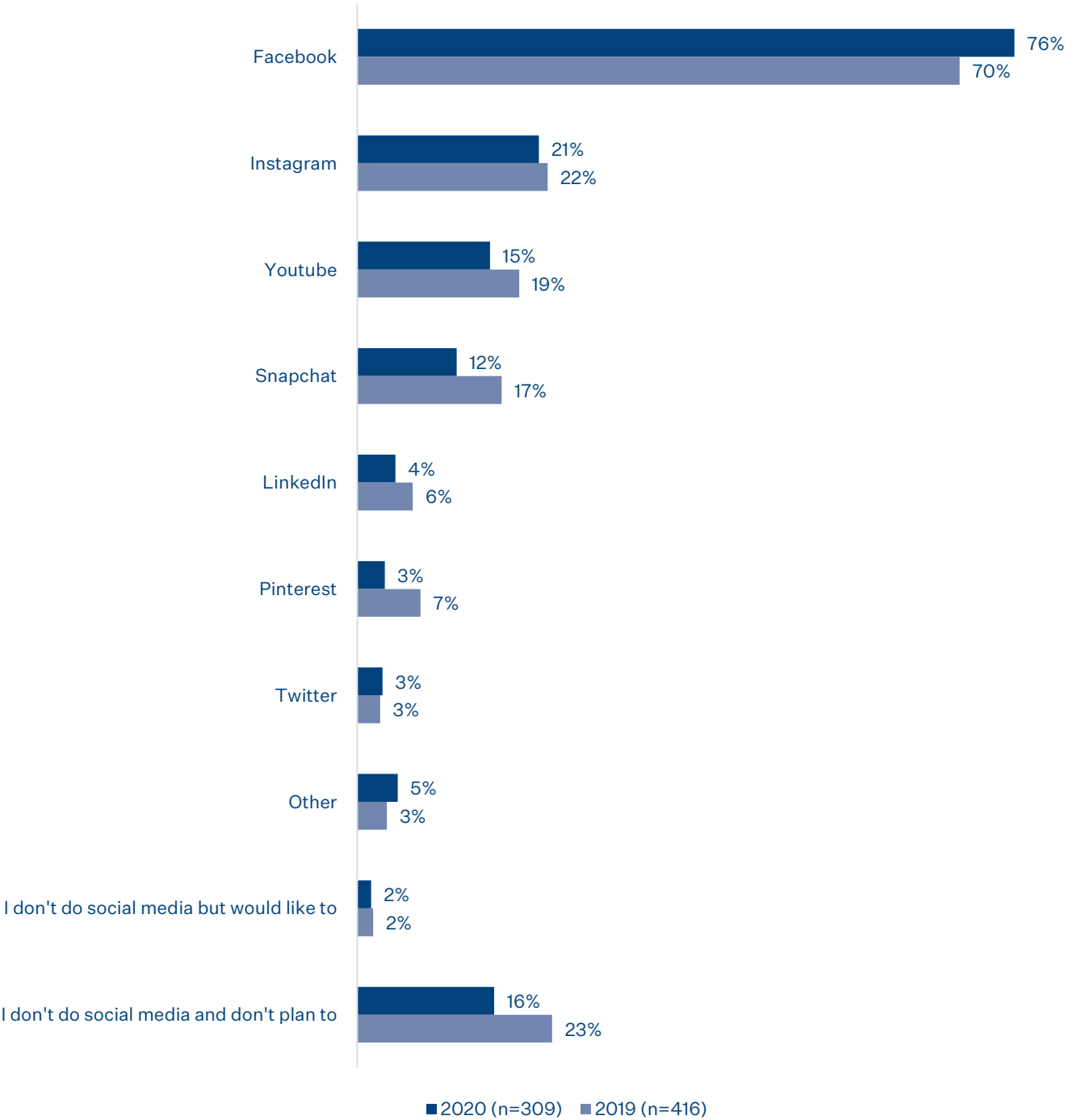
Furthermore, all residents were asked which social media channels they use on a regular basis.

Facebook remains the most frequently used platform.

Compared to 2019, the only significant differences are that fewer people are using Pinterest, and fewer people are claiming that they do not use social media and do not intend to in the future.

There are no significant differences by gender or location, however, it is mainly young people who are currently using Instagram and Snapchat.

Figure 12.3 Social Media Channels Used on a Regular Basis – 2020 vs 2019



* Excluding don't know responses

Potential Council Investments

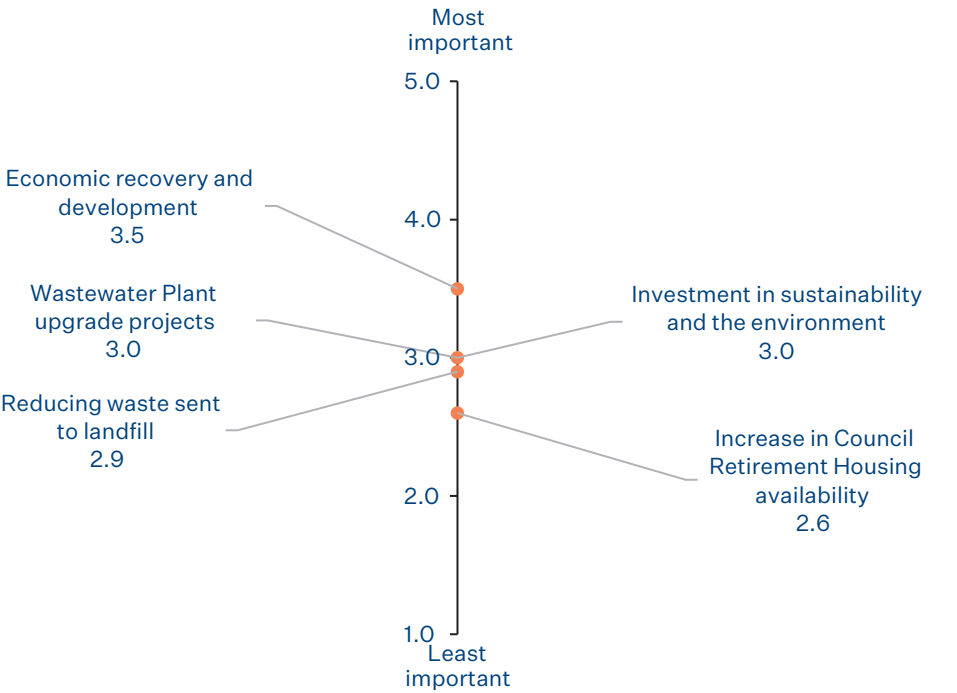
13

The Council has big goals and aspirations for Central Hawke’s Bay over the next ten years. This year, a new question was introduced where respondents were presented with a list of potential projects and asked to rank these in order of importance.

The rank scores have been averaged and placed on a scale from 1 to 5, where 1 is the least important and 5 is the most important. The figure below shows that, on average, economic recovery and development is the most important. Wastewater Plant upgrade projects, investment in sustainability and the environment, and reducing waste sent to landfill have similar levels of importance. An increase in Council Retirement Housing availability is not as important.

Economic recovery and development may be considered the most important because of the current situation with COVID-19. Residents will need to be surveyed in the future to see if this remains their top preference once there is more certainty in the New Zealand economy.

Figure 13.1 Average Rank Score of Potential Council Investments (n=313)



** Excluding don’t know responses*

The table below shows a breakdown of the results by age, gender, and location, whereas the figure (overleaf) converts these numbers into the relative order of importance for each demographic group.

Caution should be used when reviewing these results because each of the average rank scores has a margin of error associated with it. For example, the difference between a score of 2.5 and 2.8 may not be statistically significant, meaning they are no more important than each other. However, in this analysis, the average scores have been arranged in descending order to provide an indication of residents' preferences.

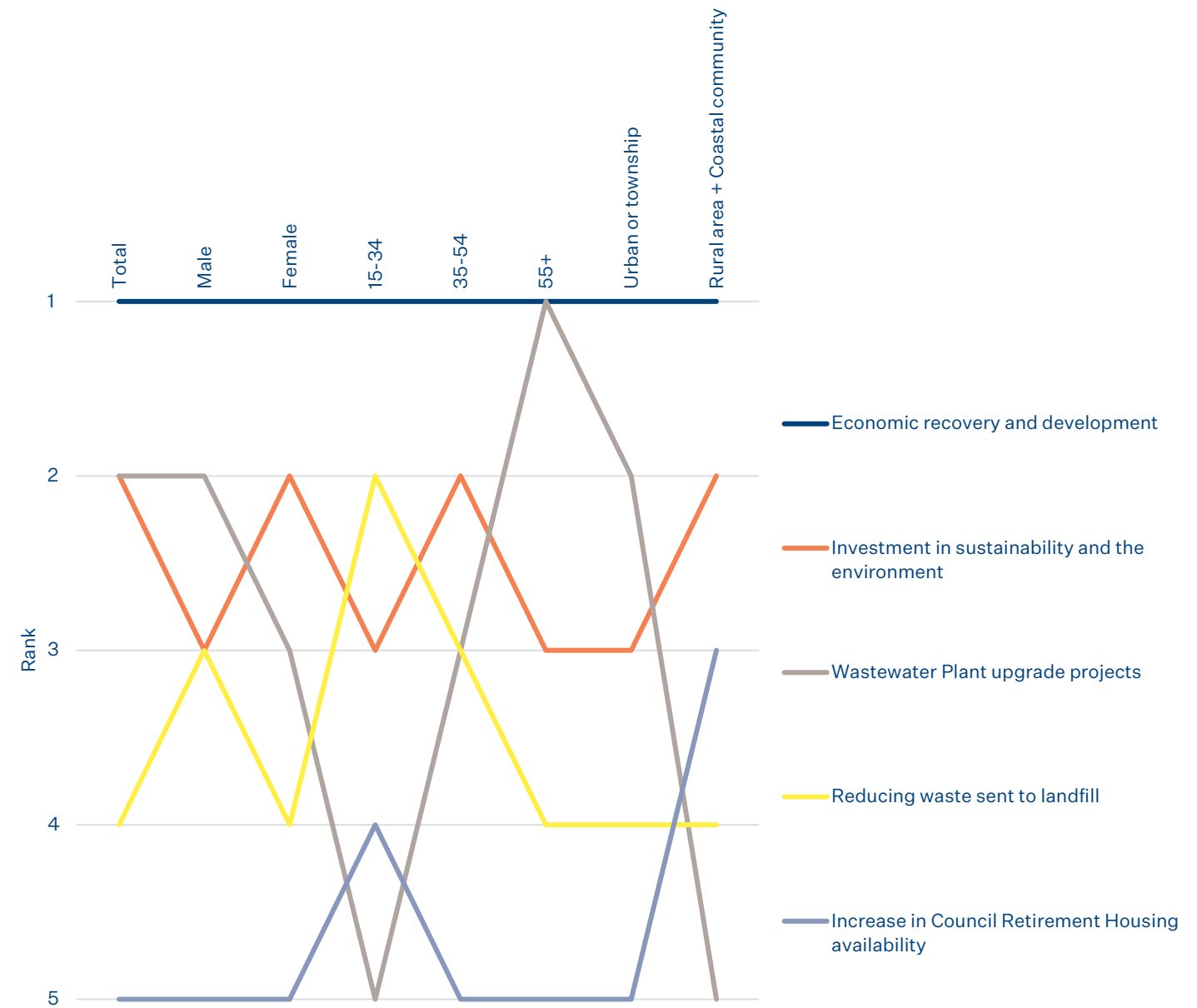
Table 13.2 Average Rank Score by Age, Gender and Location

	Total	Male	Female	15-34	35-54	55+	Urban or township	Rural area + Coastal community
Economic recovery and development	3.5	3.4	3.5	3.5	3.7	3.3	3.4	3.6
Investment in sustainability and the environment	3.0	2.9	3.2	3.0	3.2	3.0	3.0	3.2
Wastewater Plant upgrade projects	3.0	3.1	2.9	2.6	2.8	3.3	3.1	2.5
Reducing waste sent to landfill	2.9	2.9	2.8	3.1	2.8	2.8	2.9	2.8
Increase in Council Retirement Housing availability	2.6	2.7	2.6	2.8	2.5	2.7	2.6	2.9

** Excluding don't know responses*

** Scale ranges from 1 to 5, where 1 is the least important and 5 is the most important*

Figure 13.3 Order of Importance by Age, Gender & Location



Appendix One: Satisfaction by Age & Gender

14

Results are shown below for total positive scores across the different parts of the District.

Table 14.1 Positive Scores by Age & Gender

		Male	Female	15-34	35-54	55+
Proportion satisfied with overall performance of the Council in the past 12 months	Very satisfied + satisfied + neutral	86%	86%	91%	83%	86%
Roading, not including state highways	Very satisfied + satisfied + neutral	73%	71%	81%	61%	75%
The cleanliness and provision of public toilets		91%	92%	90%	89%	94%
Cemeteries		99%	96%	100%	96%	97%
Council's economic and community development activities		86%	92%	88%	88%	90%
Swimming pools – being only the Waipawa Pool		93%	95%	97%	90%	94%
Libraries		95%	91%	100%	89%	92%
Parks and reserves		95%	95%	99%	91%	95%
Solid waste services, that is, rubbish and recycling		72%	81%	87%	62%	81%
Animal Services		68%	75%	81%	83%	60%
Building consents and compliance		81%	76%	100%	65%	88%
Other compliance and monitoring	Very well + well	74%	71%	88%	56%	81%
Drinking water supply		85%	82%	88%	76%	85%
Stormwater drainage		92%	91%	94%	91%	91%
Wastewater		90%	92%	97%	90%	89%
Council has responded to community needs and issues in the past 12 months		64%	67%	71%	53%	71%
How well has Council communicated about Council services		63%	78%	71%	62%	76%
How well has the Council communicated about Elected Council business		44%	61%	44%	44%	62%
You're confident that Central Hawke's Bay District is going in the right direction		64%	71%	77%	58%	70%
Central Hawke's Bay District is a great place to live	Agree + strongly agree	97%	89%	94%	92%	92%
You trust Council to do the right thing for the district and its communities		57%	70%	70%	48%	71%

** Excluding don't know responses*

Table 14.2 Use or Provision by Age & Gender

	Male	Female	15-34	35-54	55+
Library in Central Hawke	55%	71%	59%	60%	67%
Park or reserve	76%	81%	88%	84%	69%
Waste transfer station	85%	85%	78%	84%	88%
Animal services	11%	20%	16%	18%	14%
Building consents & compliance	22%	13%	8%	22%	19%
Other compliance and monitoring	11%	10%	13%	13%	7%
Kerbside rubbish collection	55%	65%	59%	58%	62%
Kerbside recycling collection	45%	60%	53%	47%	56%
Drinking water supply	59%	63%	60%	55%	66%
Stormwater drainage	50%	55%	55%	48%	55%
Wastewater	51%	54%	54%	46%	55%

** Excluding don't know responses*

Appendix Two: Satisfaction by Location

15

Results are shown below for total positive scores across the different parts of the District.

Table 15.1 Positive Scores by Location

		Urban or township	Rural area + Coastal community
Proportion satisfied with overall performance of the Council in the past 12 months	Very satisfied + satisfied + neutral	87%	82%
Roading, not including state highways		72%	71%
The cleanliness and provision of public toilets		91%	93%
Cemeteries		97%	98%
Council's economic and community development activities		87%	93%
Swimming pools - being only the Waipawa Pool		95%	87%
Libraries		94%	90%
Parks and reserves	Very satisfied + satisfied + neutral	95%	95%
Solid waste services, that is, rubbish and recycling		80%	64%
Animal Services		70%	85%
Building consents and compliance		80%	72%
Other compliance and monitoring		72%	74%
Drinking water supply		83%	81%
Stormwater drainage		93%	82%
Wastewater		92%	85%
Council has responded to community needs and issues in the past 12 months		64%	70%
How well has Council communicated about Council services	Very well + well	71%	69%
How well has the Council communicated about Elected Council business		51%	56%
You're confident that Central Hawke's Bay District is going in the right direction		66%	74%
Central Hawke's Bay District is a great place to live	Agree + strongly agree	94%	89%
You trust Council to do the right thing for the district and its communities		64%	63%

** Excluding don't know responses*

Table 15.2 Use or Provision by Location

	Urban or township	Rural area + Coastal community
Library in Central Hawke's Bay	63%	62%
Park or reserve	82%	67%
Waste transfer station	87%	77%
Animal services	17%	13%
Building consents & compliance	18%	15%
Other compliance and monitoring	11%	8%
Kerbside rubbish collection	66%	37%
Kerbside recycling collection	66%	3%
Drinking water supply	70%	29%
Stormwater drainage	59%	30%
Wastewater	60%	25%



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