



A RESEARCH REPORT  
FOR LOCAL GOVERNMENT

# Central Hawke's Bay District Council Resident Opinion Survey

REPORT - JULY 2022





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# 1 Summary of Findings

## 1.1 Together We Thrive! Ora Ngā Tahi Ana!

Goal	Measure	2022 Result
<p><b>1.</b> Proud District - He Rohe Poho Kererū</p> <p>By 2031, 95% of our residents think Central Hawke's Bay is a great place to live.</p>	<p>Do you think Central Hawke's Bay is a great place to live?</p>	<b>95%</b>
<p><b>2.</b> Prosperous District - He Rohe Tōnui</p> <p>By 2031, the GDP per FTE in Central Hawke's Bay is at or be the New Zealand average.</p>	<p>Do you think Central Hawke's Bay is a thriving and prosperous district?</p>	<b>80%</b>
<p><b>3.</b> Strong Communities - He Hapori Kaha</p> <p>By 2031, more than 95% of our community find it easy to express their identity (83.3% in the 2018 Census).</p>	<p>In Central Hawke's Bay do you find it easy to express your own identity?</p>	<b>80%</b>
<p><b>4.</b> Connected Citizens - He Kirirarau Whai Hononga</p> <p>Our community's' overall life satisfaction is maintained or increased year on year (baseline is 7.8/10 – 2018 Consus)</p>	<p>I am satisfied with my life in the Central Hawke's Bay District?</p>	<b>8.2/10</b>
<p><b>7.</b> Durable Infrastructure - He Hanganga Mauroa</p> <p>By 2031, 85% of our community have confidence that we are appropriately planning for the future renewal and long-term development of Council and community assets</p>	<p>Are you confident that the Central Hawke's Bay District Council are appropriately planning for the future renewal and long-term development of Council and community assets?</p>	<b>74%</b>

## 1.2 Performance Measure Summary

### Council Engagement

**77%** Thought Council listened and responded well or very well to the needs and issues faced by the Community  
(85%)

**91%** Thought Council engaged and communicated about Council business well or very well  
(85%)

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### Social Development

**90%** Are satisfied with Council's social development activities  
(95%)

**100%** Of partner organisations are satisfied with the advice and support provided to you by the Council?  
(100%)

**98%** Of partner organisations are satisfied with the level of service provided to you by the Council?  
(100%)

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### Land Transport

**67%** Are satisfied with roading services provided by Council  
(72%)

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### Places and Open Spaces

**86%** Have used or visited a park, reserve or open space  
(80%)

**91%** Are satisfied with the services and facilities at a park or reserve they visited  
(90%)

**91%** Are satisfied with the community halls  
(60%)

**98%** Are satisfied with the Council cemeteries  
(90%)

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# Planning and Regulatory Service Group

**88%** Are satisfied with Council's building control services  
(90%)

**71%** Are satisfied with satisfied are you with the Council's compliance and monitoring  
(90%)

**87%** Are satisfied with the resource consent services provided by the Council  
(90%)

**85%** Are satisfied with the Council transfer stations  
(80%)

**96%** Are satisfied with the drop-off recycling centres  
(80%)

**83%** Are satisfied with stormwater and drainage  
(90%)

**90%** Are satisfied with the drinking water supply  
(90%)

**91%** Are satisfied with the Council's animal control services  
(90%)

**95%** Are satisfied with environmental health service  
(95%)

**87%** Are satisfied with the kerbside rubbish collection  
(80%)

**90%** Are satisfied with the kerbside recycling collection  
(80%)

**86%** Are satisfied with rural mobile recycling services  
(80%)

**92%** Are satisfied with Council wastewater services  
(90%)

## 1.3 Key results over time

With a number of changes to performance measure this year, and with a change to the satisfaction rating scale (removing the “neither satisfied nor dissatisfied” option) a direct over time comparison is not possible. However, where this there is an ability to apply a level of trend analysis, this is has been done, and is shown below.

	2019 very well +	2020 very well +	2021 very well +	2022 very well +	LTP Measure	
The Council has listened and responded to community needs and issues in the past 12 months	55%	66%	82%	77%	85%	
How well has the Council communicated about Council services	64%	71%	84%	91%	85%	
	2019 Very satisfied + satisfied + neutral	2020 Very satisfied + satisfied + neutral	2021 Very satisfied + satisfied + neutral	2021 Very satisfied + satisfied	2022 Very satisfied + satisfied	LTP Target
Social development activities (2019 – 2021 included economic development activities in the measure)	88%	89%	85%	50%	90%	90%
Roading (not including State Highways)	78%	72%	67%		67%	72%
Cemeteries	96%	97%	96%	73%	98%	90%
Park and reserves	94%	95%	95%	83%	91%	90%
Community halls					91%	90%
Building Control Services					88%	90%
Animal services	85%	73%	71%	60%	91%	90%
Building compliance and monitoring	91%	72%	72%	54%	71%	90%
Environmental health services			94%	75%	95%	95%
Resource consents services	77%	79%	73%	49%	87%	90%
Kerbside rubbish collection > Compared over time against solid waste services (rubbish and recycling)	81%	77%	91%	77%	87%	80%
Kerbside recycling collection > Compared over time against solid waste services (rubbish and recycling)	81%	77%	82%		85%	80%
Waste Transfer Station	81%	77%	71%	52%	85%	80%
Storm water	85%	92%	85%	68%	83%	90%
Wastewater services	93%	91%	93%	74%	92%	90%
Drinking water supply	82%	83%	92%	77%	90%	90%

## 2.0 Survey context

### 2.1 Method

The 2022 Residents' Survey was also conducted using a mixed online survey approach and hard copy approach.

Hard copy surveys were distributed using a number of methods, including inserts into newspaper along with advertising (timed specifically around the long weekend) as well as copies being available at strategic council locations across the community.

The online survey provided an option for those with a preferred to participate online. These surveys were provisioned and made available to residents using a number of varied digital channels, including kiosks, links on the council's websites, and posts on the council Facebook. Newspaper adverts, with QR-codes were also used.

The online survey ran from the 11th May 2022 until 29th June 2022.

Responses achieved

	Number of respondents	% of respondents
Paper	218	70%
Online	92	30%
Total	310	100%

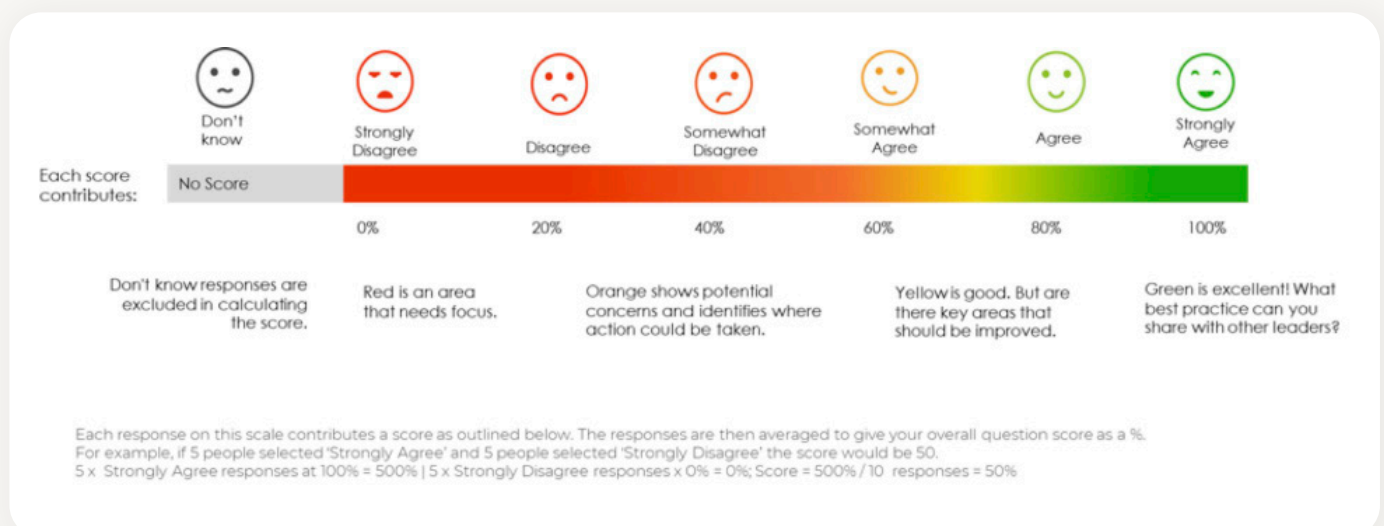
The total number of responses has declined in 2022, from 472 in 2021.

The eligible voting population of Central Hawkes Bay according to the New Zealand Electoral Office was 11,450 as at July 2020. Overall data can be considered to be accurate to +/- 5.0% margin of error at the 95% confidence level.

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 rating scale for satisfaction scores has been changed from previous years to only include "very dissatisfied, dissatisfied, satisfied, very satisfied). The positive scores for all individual measures have been calculated using satisfied + very satisfied.
- > For the rating scale of very poor – very well, scores are calculated using those results for well + very well.
- > For the rating scale strongly disagree – strongly agree, agreement ratings were made on a 7-point Likert scale. Responses are reported as an average score and are scored as shown below.





## 2.2 Participation by Demographics

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

### By age

	Total achieved		Compared by method	
	Number of respondents	Percentage	Paper %	Online %
15-17	0	0%	0%	0%
18-24	0	0%	0%	0%
25-34	7	9%	58%	42%
35-44	17	15%	59%	41%
45-54	33	14%	55%	45%
55-64	63	18%	78%	22%
65-74	120	25%	68%	32%
75+	70	17%	79%	21%
Prefer not to say	0	0%	0%	0%
Total respondents	310	100%	55%	45%

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

### By location

	Total achieved		Compared by method	
	Number of respondents	Percentage	Paper %	Online %
Blackhead Beach	0	0.0%		
Elsthorpe	3	0.9%	100%	0%
Kairakau	0	0%	100%	0%
Mangakuri	2	0.6%	100%	0%
Ongaonga	17	5.4%	80%	20%
Otane	29	9.5%	59%	41%
Pourerere	1	0.3%		
Pōrangahau	9	3%	35%	65%
Shoal Bay (Aramoana)	1	0.3%	100%	0%
Takapau	14	4.5%	28%	72%
Te Paerahi	2	0.6%		
Tikokino	18	5.8%	56%	44%
Waipawa	68	22%	45%	55%
Waipukurau	146	47.0%	63%	37%
Whangaheu	0	0%	0%	100%
Total	310	100%	218	92%

### By gender

	Total achieved		Compared by method	
	Number of respondents	Percentage	Paper %	Online %
Female	163	53%	67%	33%
Male	137	44%	72%	28%
Another gender	0	0%	0%	0%
Prefer not to say	10	3%	87%	13%
Total	310	100%	90%	10%

## 2.2 Participation by demographics cont.

### By time in the Hawke's Bay

	Total achieved		Compared by method	
	Number of respondents	Percentage	Paper %	Online %
0-1 years	9	3%	100%	0%
1-3 years	15	5%	67%	33%
3-5 years	43	14%	67%	33%
5-10 years	41	13%	78%	22%
10-20 years	55	18%	55%	45%
More than 20 years	147	47%	73%	73%
Total	310	100%	218	92

### By Homeowner status

	Total achieved		Compared by method	
	Number of respondents	Percentage	Paper %	Online %
Yes	287	93%	70%	30%
No	10	3%	70%	30%
Unsure	13	4%	70%	30%
Total	310	100%	218	92

## 3.0 Together We Thrive! Ora Ngā Tahi Ana!

The District Council's vision for Central Hawke's Bay is a proud and prosperous district made up of strong communities and connected people who respect and protect our environment and celebrate our beautiful part of New Zealand. The Council has established 7 strategic goals for achieving this vision. Where possible the progress towards these goals was measured through the 2022 Residents Opinion Survey.

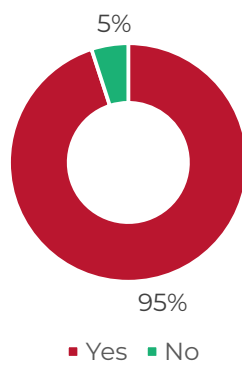
### Goal 1:

Proud District - He Rohe Poho Kererū

**Target:**

By 2031, 95% of our residents think Central Hawke's Bay is a great place to live.

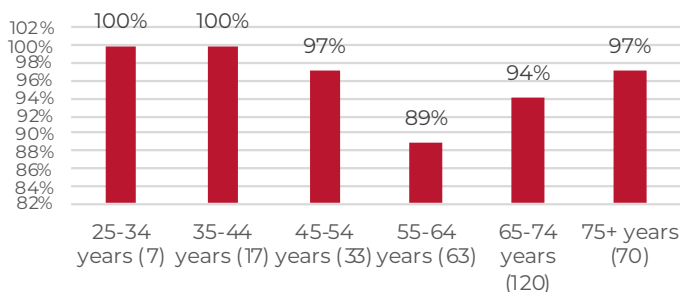
Do you think Central Hawke's Bay is a great place to live?



*Of the residents that responded to the survey, ninety-five percent (95%) believed that Central Hawke's Bay is a great place to live. This is a great result and reflects how proud the community are of the district and the quality of life they experience.*

*Differences between demographic groups are detailed below.*

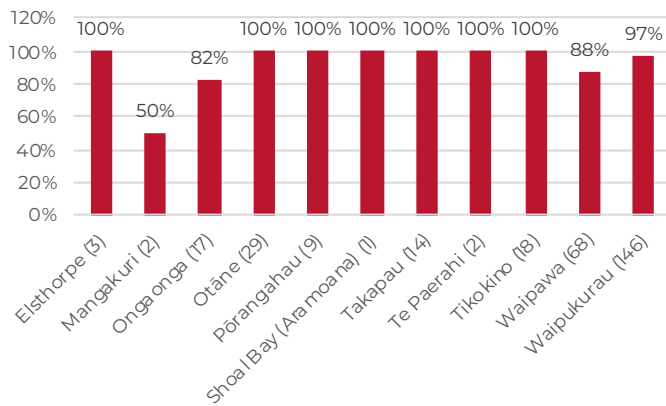
Do you think Central Hawke's Bay is a great place to live?



**Comparison by age.**

*Whilst there was consistently between scores for most age groups, those aged 55-64 years old were much lower at 89%.*

### Do you think Central Hawke's Bay is a great place to live?



#### Comparison by location.

There was significantly less positivity in Mangakuri than anywhere else, in the district. Although it should be noted that this result is from only 2 responses.

The lower scores for Otāne and Waipawa, are more significant given the larger number of responses

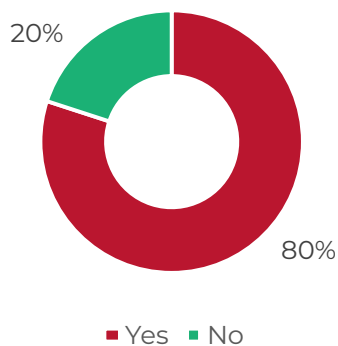
## Goal 2:

Prosperous District - He Rohe Tōnui

#### Target:

By 2031, the GDP per FTE in Central Hawke's Bay is at or be the New Zealand average.

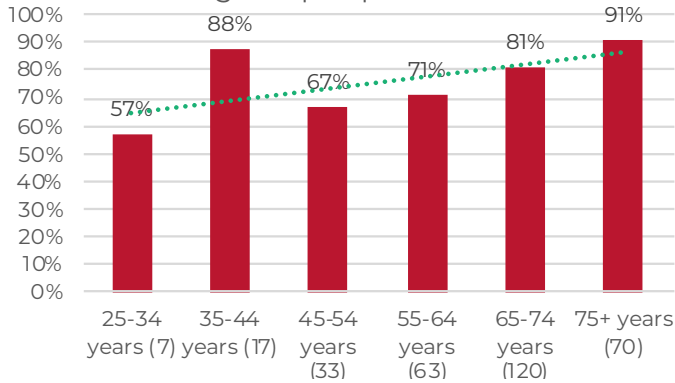
### Do you think Central Hawke's Bay is a thriving and prosperous district?



Although the question is not a direct measure of the assigned target, of the residents that responded to the survey, eighty percent (80%) felt that Central Hawke's Bay is a thriving and prosperous district.

Differences between demographic groups are detailed below.

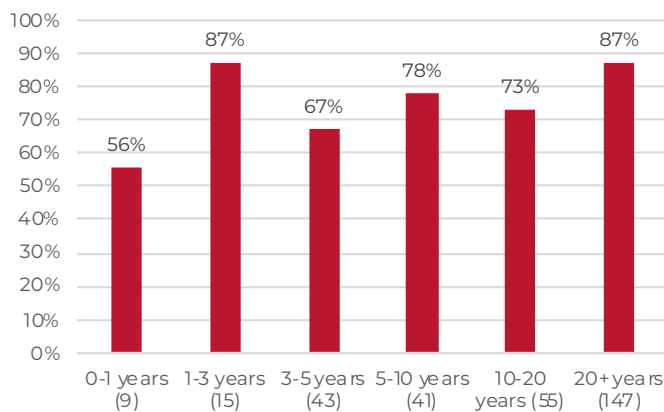
### Do you think Central Hawke's Bay is a thriving and prosperous district?



#### Comparison by age.

There appears to be a general trend that resident's perspective of Central Hawke's Bay as a thriving and prosperous district increases as they get older. Except of course for the obvious outlier of people aged 35-44 years. This seems completely counter to the same age groups belief that the district is a great place to live.

### Do you think Central Hawke's Bay is a thriving and prosperous district?

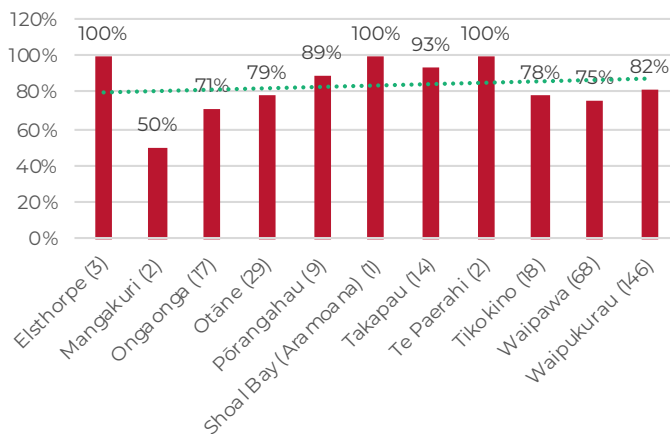


#### Comparison by time in the district.

There is no clear trend in terms of results based on length of time in the district, with quite a variation in scores. Whilst only a sample of 9, a score of 56% from those who have only moved the Central Hawke's Bay this year was significantly lower than the other groups.

For this group (people who have been in the district for 0-1 years), those aged 55-74 years old scored this question at 50%.

### Do you think Central Hawke's Bay is a thriving and prosperous district?



#### Comparison by location.

Ignoring those locations where there are a very small number of responses (>3) there is a consistency in terms of the scores for this question.

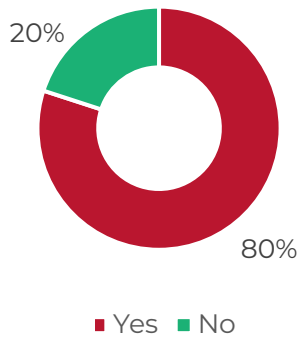
# Goal 3:

Strong Communities - He Hapori Kaha

**Target:**

By 2031, more than 95% of our community find it easy to express their identity (83.3% in the 2018 Census).

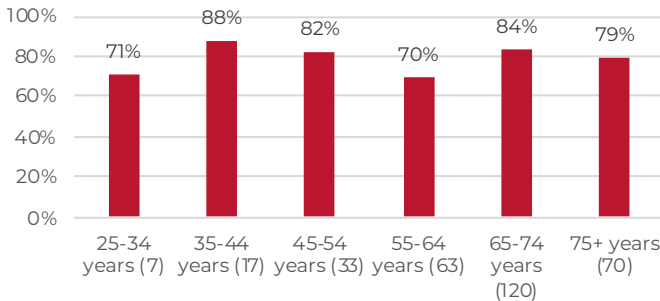
In Central Hawke's Bay do you find it easy to express your own identity?



Of the residents that responded to the survey, ninety-five percent (80%) felt they found it easy to express their identity. Whilst slightly below the 2018 Census results, the difference is not significant.

Differences between demographic groups are detailed below.

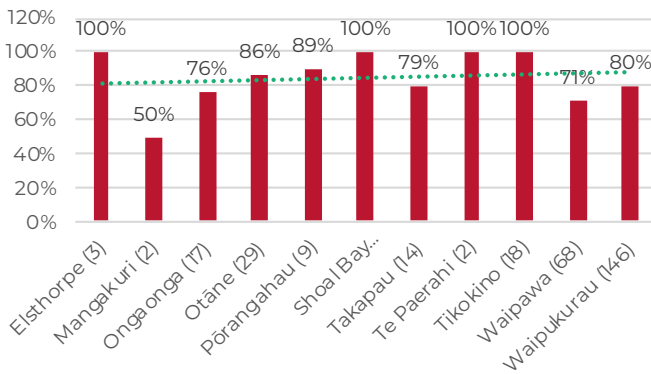
In Central Hawke's Bay do you find it easy to express your own identity?



**Comparison by age.**

Scores for residents aged 25-34, and 55-64 years old are lower than the general trend. Which mirrors results in Goal 1, and Goal 4 as well.

In Central Hawke's Bay do you find it easy to express your own identity?



**Comparison by location.**

Ignoring those locations where there are a very small number of responses (>3) there is a consistency in terms of the scores for this question. Although a score of 100% for the 18 people who live in Tikokino is a clear outlier.

## Goal 4:

Connected Citizens - He Kirirarau Whai Hononga

### Target:

Our community's' overall life satisfaction is maintained or increased year on year (baseline is 7.8/10 – 2018 Consus)

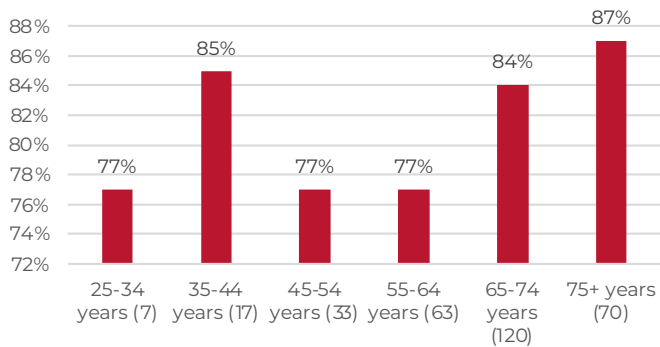
I am satisfied with my life in the  
Central Hawke's Bay District

# 8.2/10

*Of the residents that responded to the survey, the overall level of life satisfaction was eighty-two percent (82%). Bay is a great place to live. This is a great result and reflects an improvement from the 2018 Consus.*

*Differences between demographic groups are detailed below.*

I am satisfied with my life in the Central  
Hawke's Bay District



### Comparison by age.

*There appears to be 2 clear cohorts within this demographic group when it comes to their life satisfaction in the district.*

*Between the other demographic groups, there is little variation.*

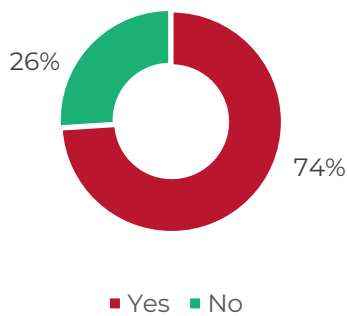
# Goal 7:

Durable Infrastructure - He Hanganga Mauroa

**Target:**

By 2031, 85% of our community have confidence that we are appropriately planning for the future renewal and long-term development of Council and community assets

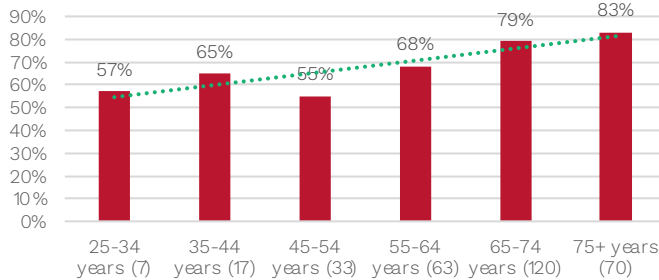
Are you confident that the Central Hawke's Bay District Council are appropriately planning for the future renewal and long term development of Council and community assets.



Of the residents that responded to the survey, seventy-four percent (74%) felt they have confidence in the way Council is planning for the future renewal and long-term development of council and community assets. found it easy to express their identity. Whilst slightly below the 2018 Census results, the difference is not significant.

Differences between demographic groups are detailed below.

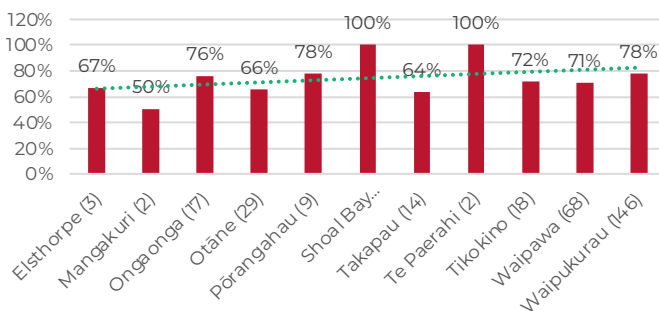
Are you confident that the Central Hawke's Bay District Council are appropriately planning for the future renewal and long term development of Council and community assets.



**Comparison by age.**

There appears to be a general trend that resident's level of confidence in the Council in terms of planning for the future renewal and development of assets increases as they get older. People aged 35-44 years, as they were with Goal 2, who are slightly above the trend.

Are you confident that the Central Hawke's Bay District Council are appropriately planning for the future renewal and long term development of Council and community assets.



**Comparison by location.**

Ignoring those locations where there are a very small number of responses (>3) there is a consistency in terms of the scores for this question. Although with a score of 64% there is significantly less confidence amongst the residents of Takapau.

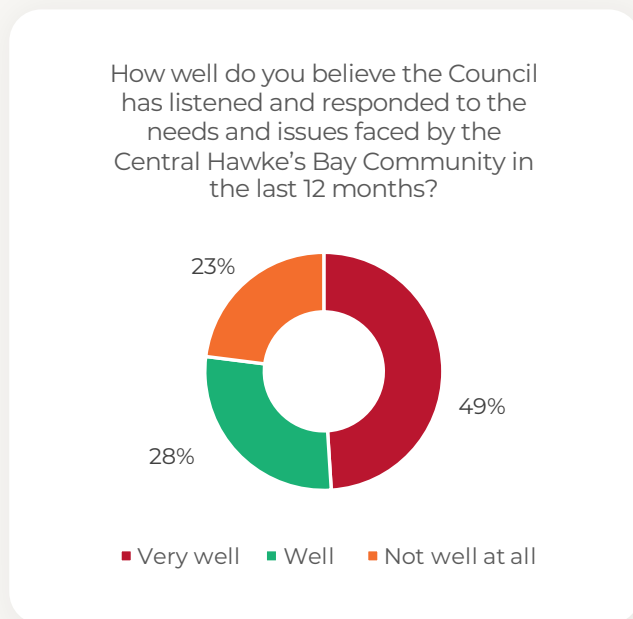


## 4 Leadership, Governance and Consultation

### 4.1 Council Engagement

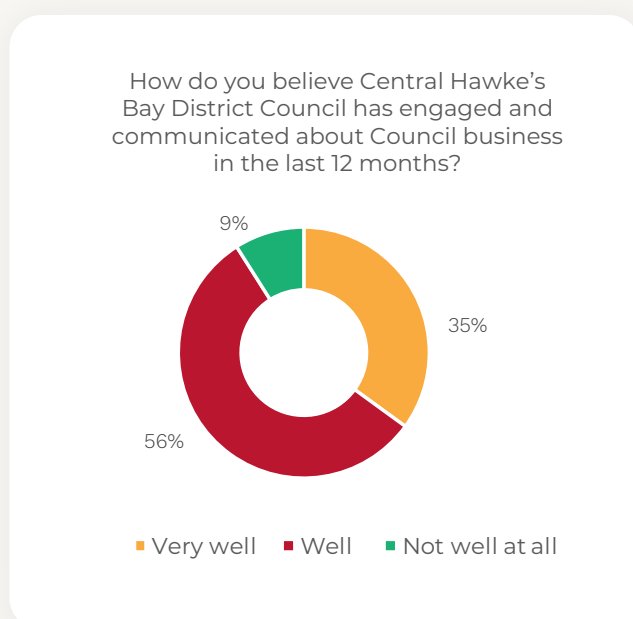
Residents were asked about their views in terms of how the Council has listened and responded to the needs of the community during the last 12 months.

Of those who had an opinion on this question (24% answered I don't know) seventy-seven percent (77%) feel that the Council has listen and responded well or very well to the needs and issues of the community.



*There were no major differences in responses based on locations (given the number of participants in smaller areas). Generally, there was a more positive sentiment amongst older age groups, with the highest portion of responses for "not well at all" coming from those ages 25-34 (29%). Across the other demographics there are a no significant difference.*

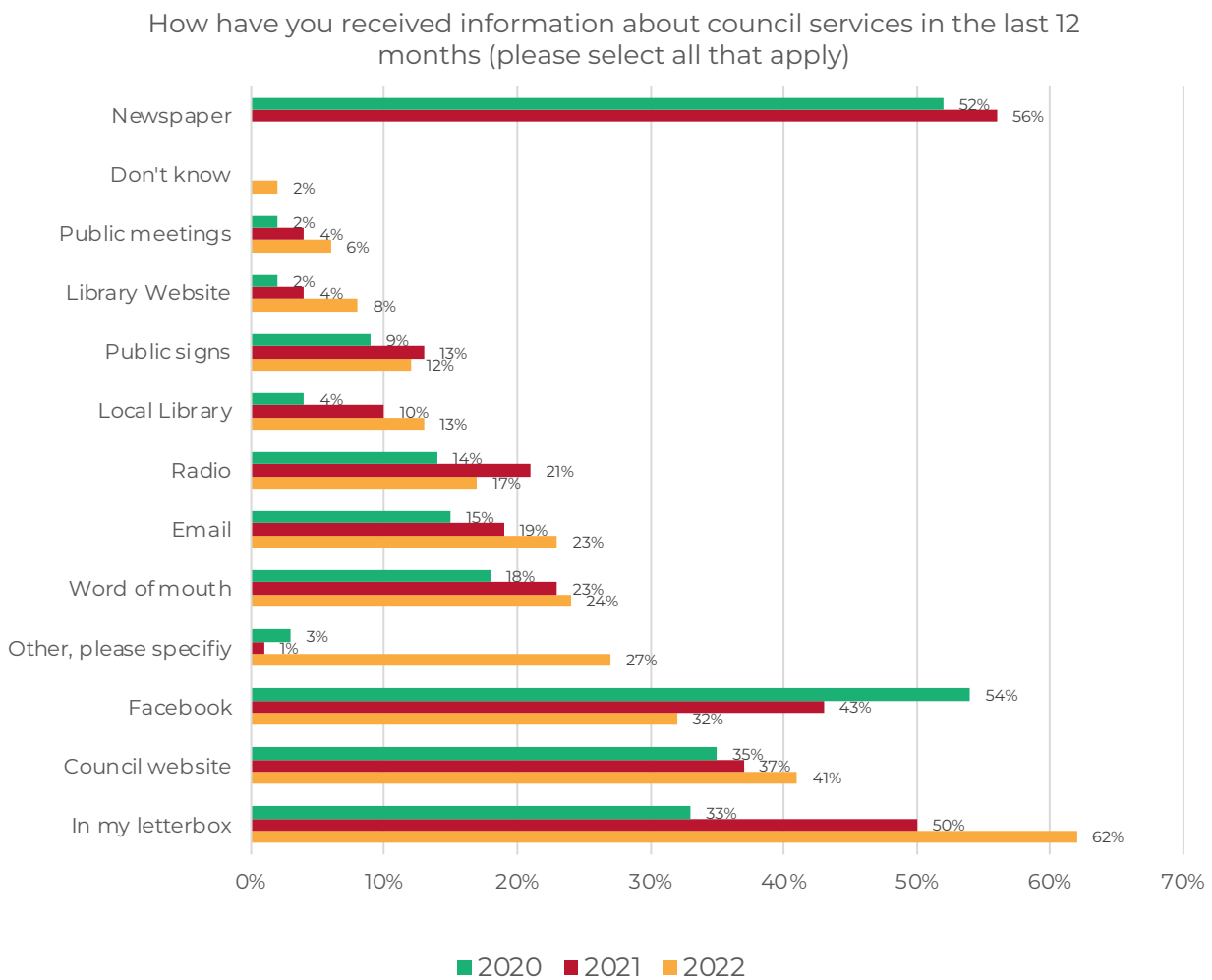
Residents were also asked well as how well they through the Council have engaged and communicated on Council business through the year.



*Of those who had an opinion on this question (23% answered I don't know) seventy-seven percent (91%) feel that the Council had engage and communicated well or very well over the last 12 months. Not surprisingly the demographic variance for this question were similar to the question above. Although there was a much higher score for "not well at all" (43%) for the 25-34 years ages group for this question.*

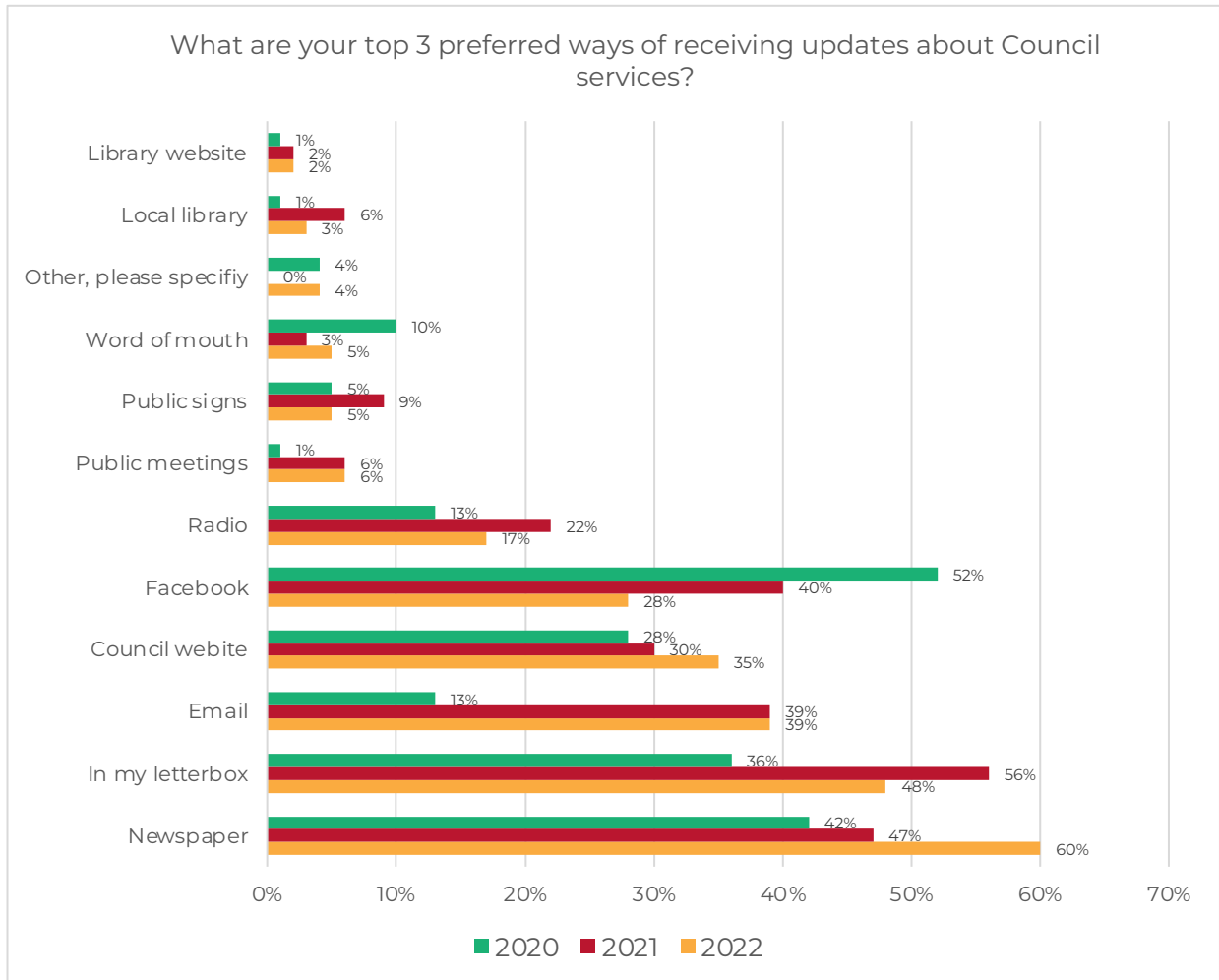
## 4.2 Communication Preferences

As in previous years, residents were again asked how they have received information about the Council's services. Although there are several differences between results, only the following are statistically significant:



- > The use of Facebook to decreased again in 2022, dropping to 32%.
- > Receipt of Council information (including all forms of information) via letterboxes has again increased year on year. This mirrored in residents preferred means of receiving information as well.
- > Newspapers as an option wasn't measured in 2022, but it should be noted that of all the participants that selected "Other", all but 1 (who listed Instagram), specified newspapers as a source of information.

Residents were again asked to select their top three preferred ways of receiving information and updates about Council services.



- > Preference for Facebook has decreased again between 2020, 2021 and 2022
- > Preference for Email remains the same,
- > Information in letterboxes has decreased in 2022, but still remains the second most preferred means of receiving council information.
- > Receiving information through the local newspaper has increased significantly in 2022.

The interest in information provided in letterboxes is still reasonably equally spread across age groups.

There is minimal interest amongst those younger than 35 years old in getting updates through the newspaper.

Facebook preference is decreasing for all age groups except those between 45 – 54 years old.

Radio as a medium has zero preference for ages groups younger than 45, while email is by far (at 71%) the most preferred means of getting Council information for the age group 25-34 years.

All residents were asked which social media channels they use on a regular basis.

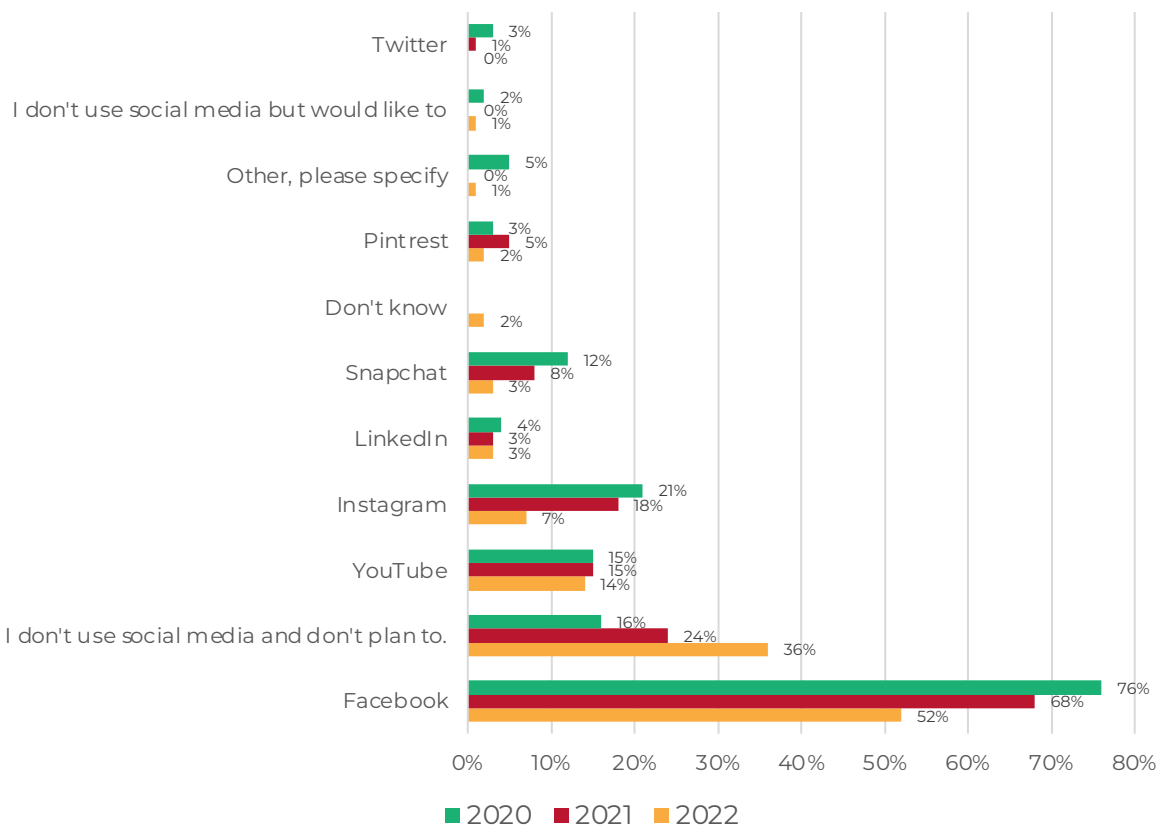
Facebook remains the most frequently used platform but has declined again from 2021 and 2020.

There continues to be a steady decline in interest in social media channels in 2022, mirrored by an increase in residents who don't use social and are not intending to.

Facebook, SnapChat and Instagram are quite highly rated by younger age groups (<35) and therefore continued to be important channels to connect with these residents.

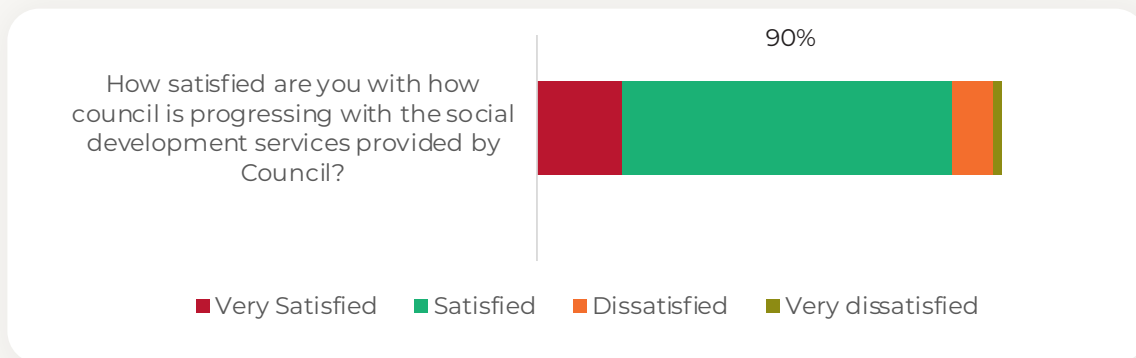
Across the other demographics, the only point of interest to note, is that Males are significantly bigger readers of newspapers and emails, and Females significantly heavy users of social media.

Which social media channels you use on a regular basis (at least once a week).



## 4.3 Social Development

Residents were asked to rate how satisfied they are with how council is progressing with the social development services provided by Council? The question relates to the role Council has in supporting community networks such as Older Persons, Youth Development, Safer CHB, and wider issues such as Housing.

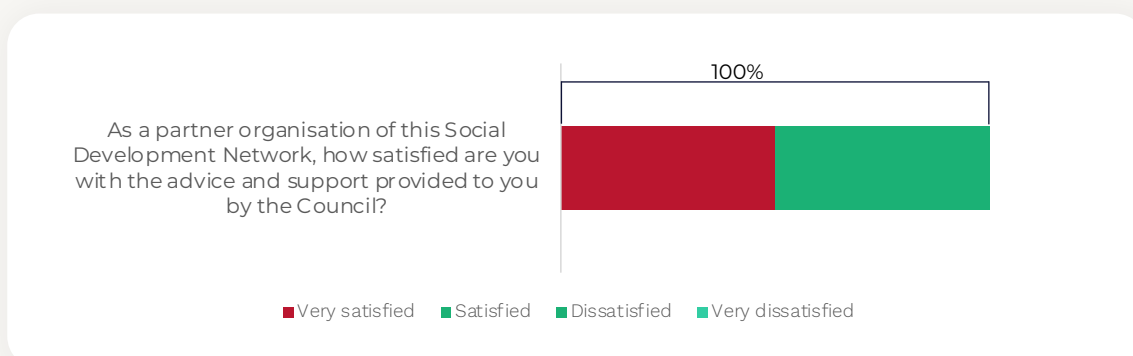


The result of 90% that are satisfied or very satisfied with these activities, is higher than last year's similar question. Although in 2021 the question combined both economic and social development into one question.

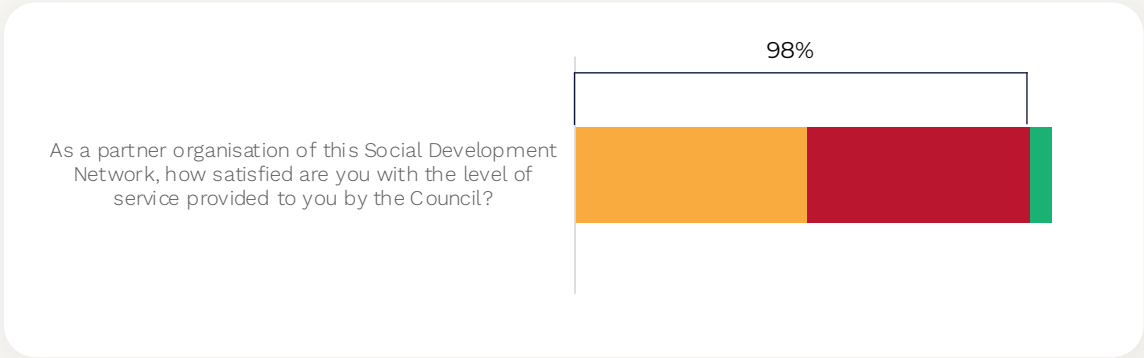
It should also be noted that applying this year's rating scale to last year's question the improvement is significant (from 50% up to 90%).

The Council also asked their Social Development Network partners to rate their level of satisfaction with the services and support they receive from the Central Hawke's Bay District Council. Forty-four (44) people from 21 different partner organisations responded to the survey.

Of those partners that responded all (100%) were either satisfied or very satisfied with the advice and support provided by the Council.

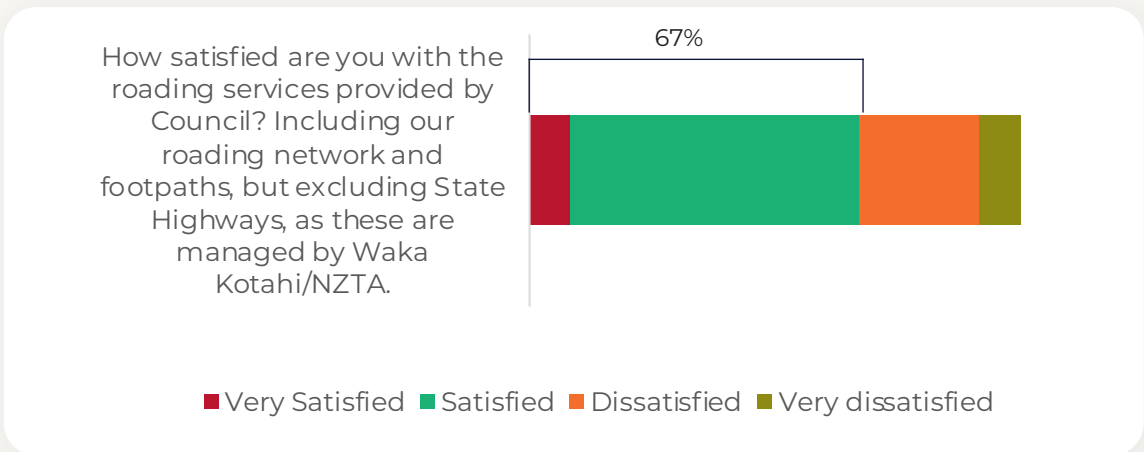


Of those partners that responded all (98%) were either satisfied or very satisfied with the advice and support provided by the Council.



## 4.4 Land Transport

Sixty-seven percent of residents are satisfied with the roading in the district, which is the same as last year's result.



\* Excludes don't know/ unable to say

There were higher levels of dissatisfaction within the more rural communities, than Waipawa and Waipukurau. Waipawa residents in turn were more satisfied with the roading than those in Waipukurau.

Unlike previous years, there was little difference between the age groups.

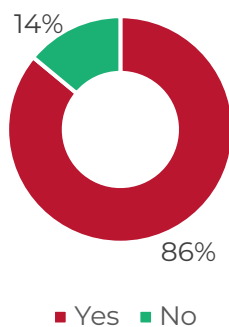
## 5.0 Places and Open Spaces Group

### 5.1 Reserves and Open Spaces

Residents are satisfied with the Council's performance. Seventy-nine 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 declined slightly since 2018.

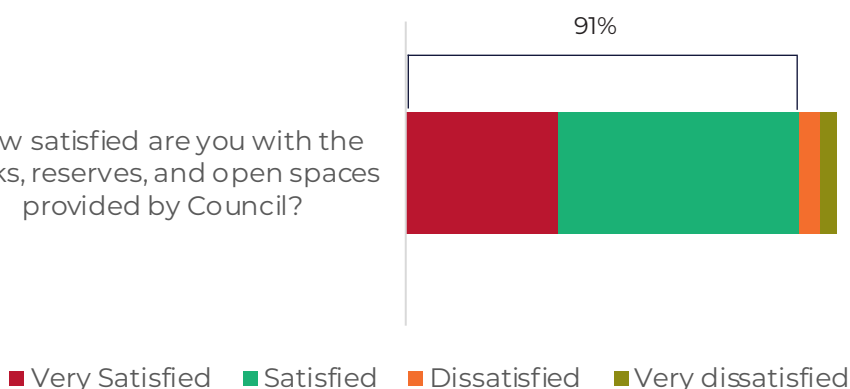
Have you used or visited a Council park, reserve or open space in the last 12 months? Including those locations on the coast e.g. foreshore reserve areas.



*Eighty-six percentage (86%) of residents have used or visited a Council Park reserve or open space in the district in the last 12 months.*

Of those that have used a Council Park, reserve or open space, ninety-one percent (91%) were very satisfied or satisfied with the services the Council provides. This is consistent with last year's result.

How satisfied are you with the parks, reserves, and open spaces provided by Council?

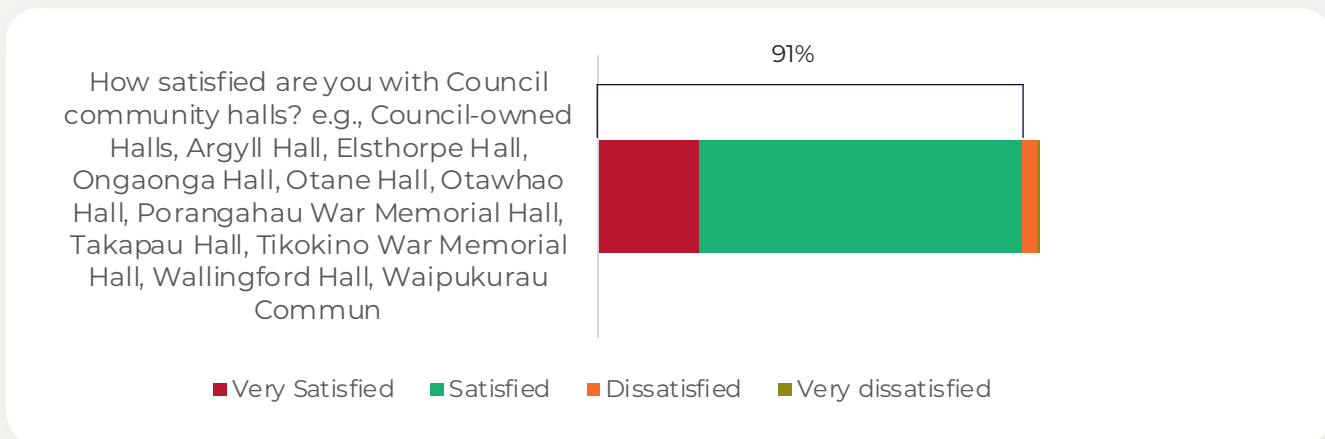


Residents in Takapau, Otāne, and Pōrangahau were more dissatisfied with the parks and reserves provided by Council than any other area. Their major concerns were related to an offensive smell coming from the Pōrangahau River mouth, and concerns with Monkton's Reserve in Takapau.

It should be noted that the number of responses in these areas was low. Also, the only other areas where residents were in any way dissatisfied were Waipawa and Waipukurau (~2%).

## 5.2 Community Facilities

Of the 56% of residents that responded who have used a Council community hall, ninety-one percent (91%) were very satisfied or satisfied with the Council community halls.

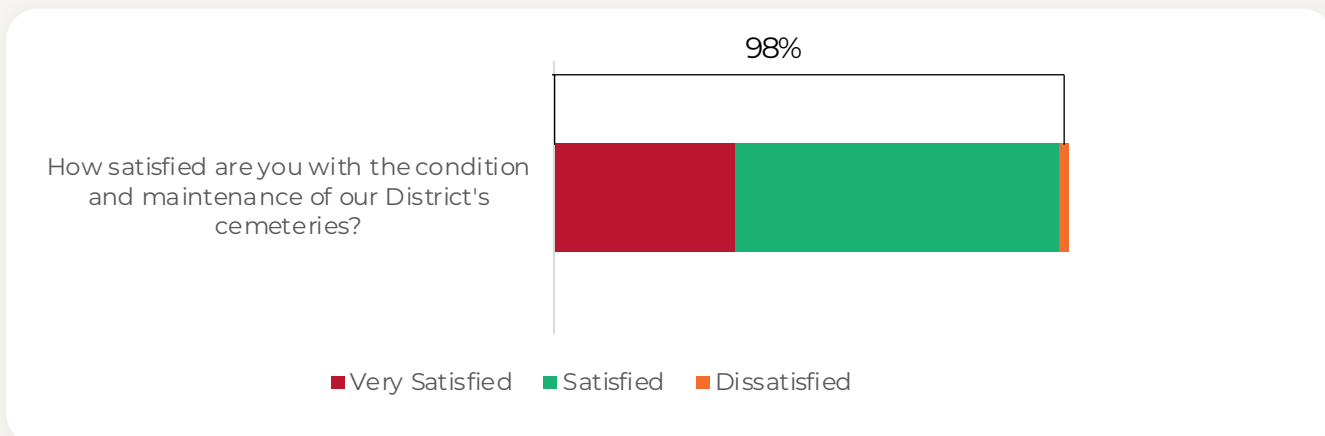


There is no significant difference between demographics. One of those dissatisfied with their community hall voiced a concern over the maintenance of Tikokino Hall.

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## 5.3 Cemeteries

Ninety-eight percent (98%) of residents are satisfied with the Council cemeteries. This is similar to previous surveys, and there are no significant differences between the demographic groups.

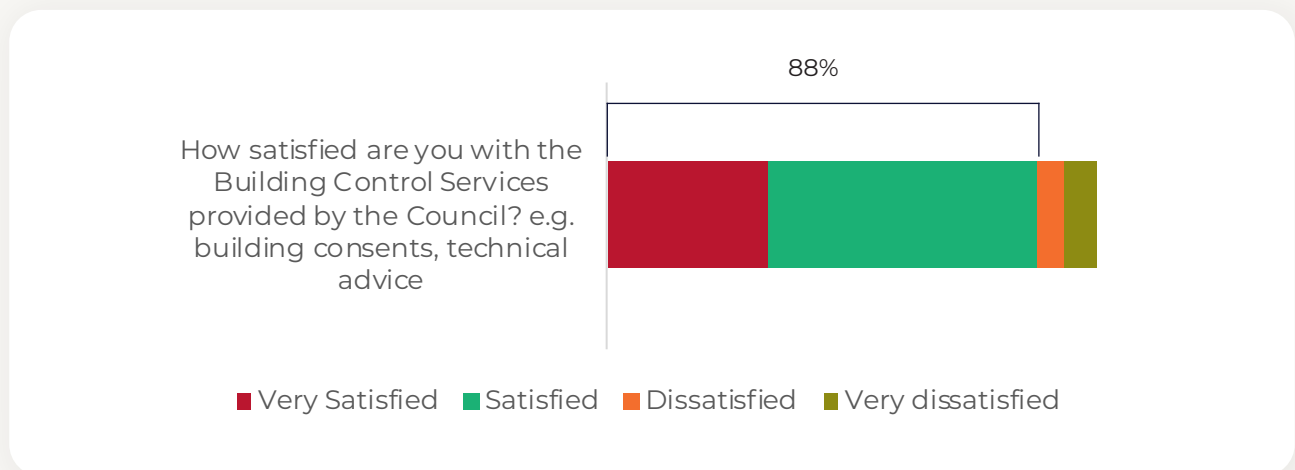




## 6.0 Planning & Regulatory Services Group

### 6.1 Building Control

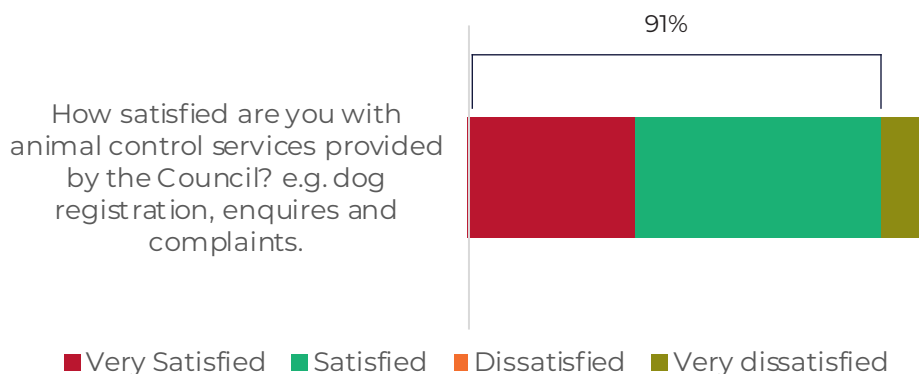
Thirty-two percentage (32%) of respondents have used the Councils Building Control Services over the last 12 months. Of these, eighty-eight (88%) percentage of residents were satisfied with the delivery of the services.



Utilisation of the service has increased from 2021 (28%). The level of satisfaction with the delivery of these services has also improved year on year (73% in 2021).

## 6.2 Animal Services

Forty-nine percentage of respondents have used the Councils Animal Services over the last 12 months. Of those, ninety-one, 91% are satisfied with the service. This has improved significantly from the 2021 result (71%).

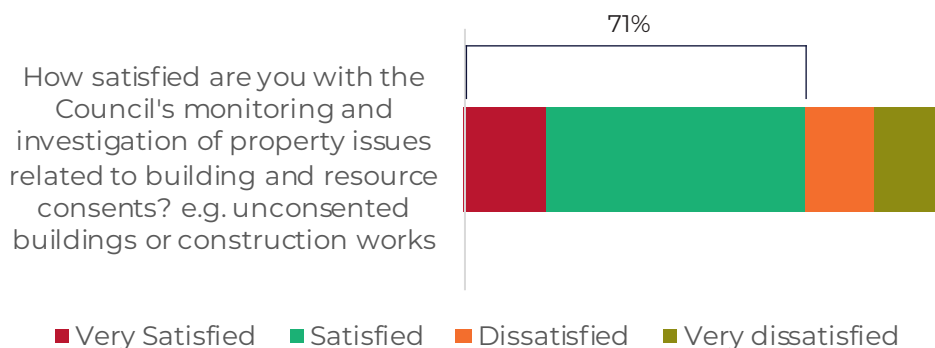


There are no significant differences in the satisfaction scores amongst the various demographic groups. It should be noted that there has been a significant change in the level of satisfaction with these services from the residents in Tikokino. From a 0% level of satisfaction in 2021 to an 81% level in 2022. Importantly they have a high level of usage as well (88%).

For those respondents who have voice dissatisfaction with the service, all indicate that nuisance dog control as the majority contributor to their response.

## 6.3 Compliance and Monitoring

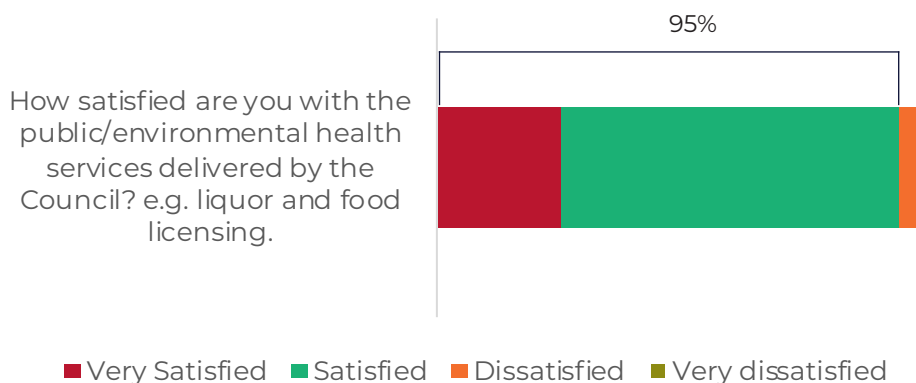
Only thirteen percent (13%) of respondents have used the Council's building monitoring and investigation services. Of these seventy-one percent (71%) were satisfied with the service provided.



There are no significant differences in the satisfaction scores amongst the various demographic groups, other than a much higher level of dissatisfaction amongst residents of Tikokino. From the feedback there was no clear indication as to why.

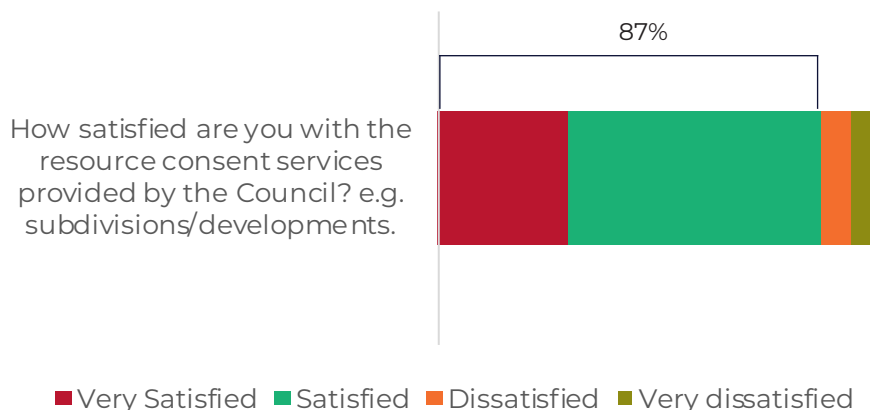
## 6.4 Environmental Health

Only seventeen percent (17%) of respondents have used the Council's environmental health services over the last 12 months. Of these, ninety-five percent (95%) were satisfied with the service provided.



## 6.5 Land Use and Consenting

Only seventeen percent (17%) of respondents have used the Council's Land Use and Consenting Services over the last 12 months. Of these, eighty-seven (87%) percentage of residents were satisfied with the delivery of the services.

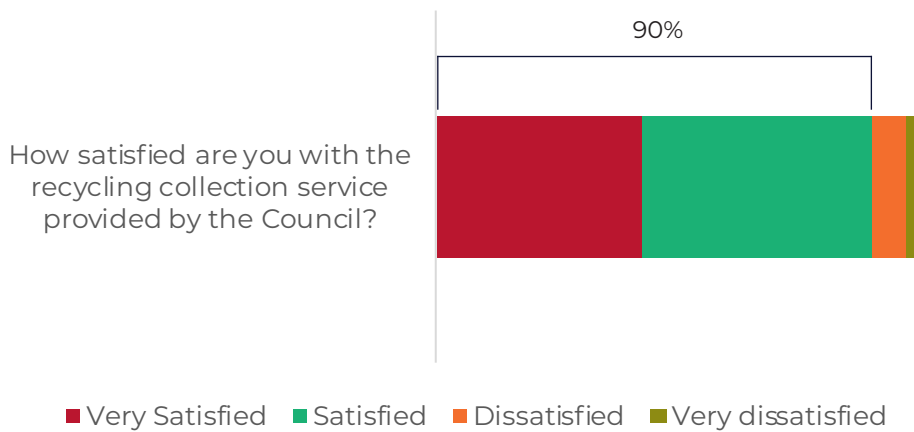


There are no significant differences in the satisfaction scores amongst the various demographic groups. Only residents in Otāne, Tikokino and Waipukurau voiced any dissatisfaction with the service provided. It should be noted that this does only represent 6 responses in total.

## 6.6 Solid Waste

### Kerbside Recycling Services

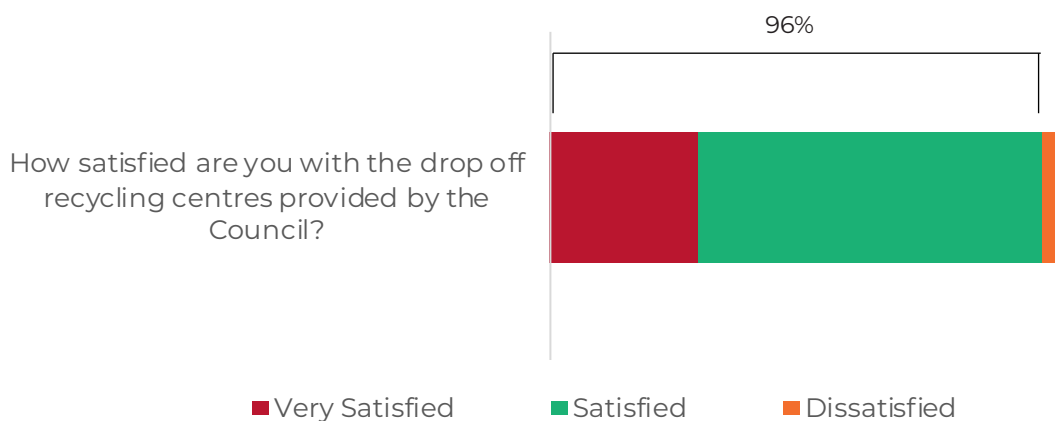
Kerbside recycling services were used by sixty-five percent (65%) of residents who responded to the survey. This is up from sixty (60%) in 2021. Residents living in rural and coastal areas are less likely than those living in urban areas to use kerbside recycling collection.



Of those that have used the service, ninety percent (90%) were either satisfied or very satisfied.

### Drop-off Recycling

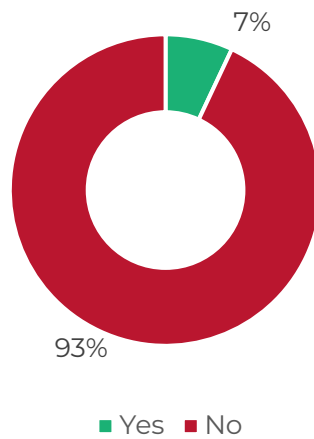
Drop-off recycling centres were used by seventy-four percent (74%) of residents who responded to the survey.



# Rural Mobile Recycling Services

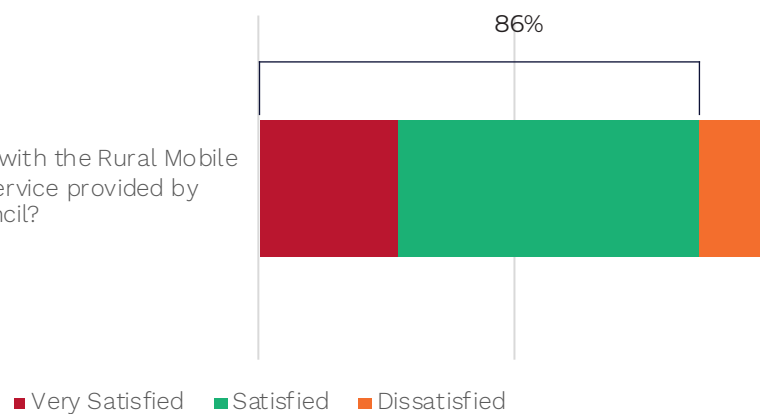
In the last 12 months seven percent (7%) of those surveyed have used the Council's rural mobile recycling services.

Have you used the Rural Mobile Recycling Trailer Service provide by Central Hawke's Bay District Council?



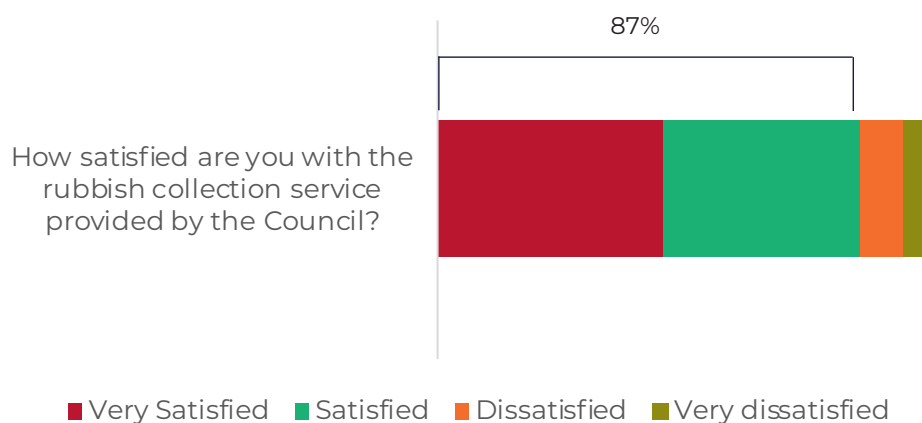
Of these, eight-six percent (86%) were either satisfied or very satisfied with the service provided.

How satisfied are you with the Rural Mobile Recycling Trailer Service provided by Council?



## Kerbside Rubbish Services

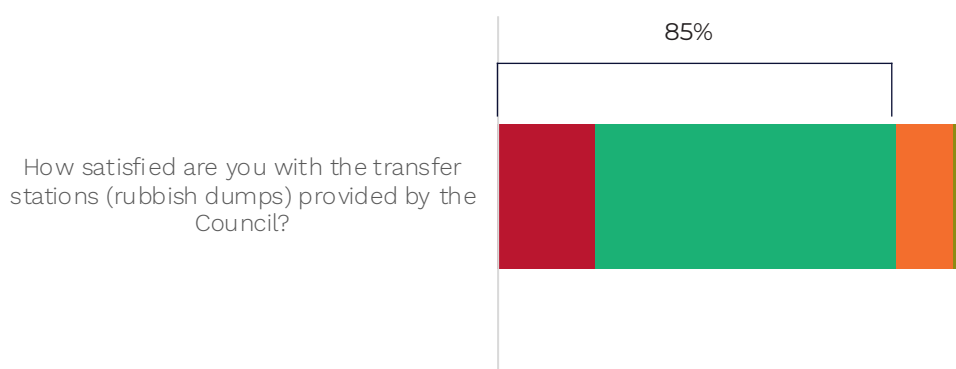
Kerbside rubbish services have been used by 64% of residents who responded to the survey. Residents living in rural and coastal areas are less likely than those living in urban areas to use kerbside rubbish collection.



Of these residents 87% were satisfied with the service provided. With rural/ coastal areas showing the highest level of dissatisfaction, more through the lack of the service being providing in these areas, than the service itself.

## Transfer Station Services

In the last 12 months eighty-four percent (84%) of residents have used the Councils transfer station services. Of these, eight-five percent (85%) were either satisfied or very satisfied with the service.

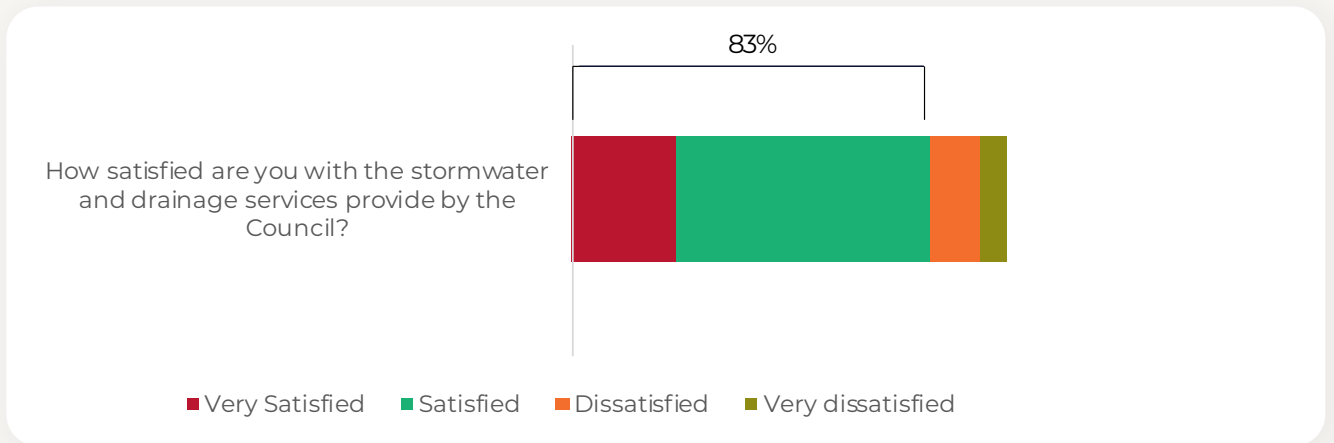


Resident's Otāne, Tikokino and Waipukurau were more dissatisfied with the service than other areas provided. In the general, concerns over cost and opening hours were the primary reasons for people's dissatisfaction

## 6.7 Stormwater

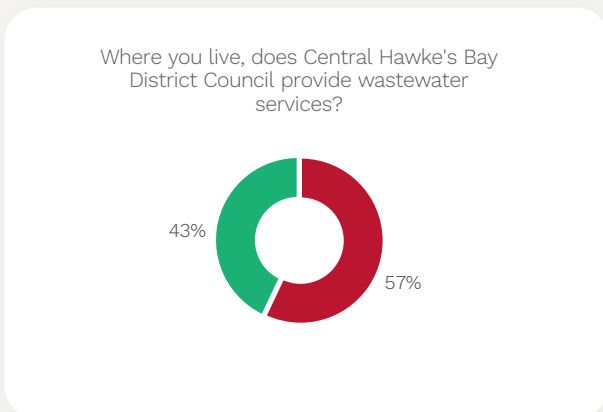
Of those who residents who responded to the survey (and were able to answer this question) eighty-three percent (83%) were either satisfied or very satisfied with the stormwater and drainage services provided by the Council. It should be noted that 45% of respondents answer, "I don't know".

There was little difference in the level of satisfaction between residents in Waipukurau (86%) and Waipawa (84%). But residents in Ongaonga, Otāne Pōrangahau and Takapau, all had significantly lower levels of satisfaction.

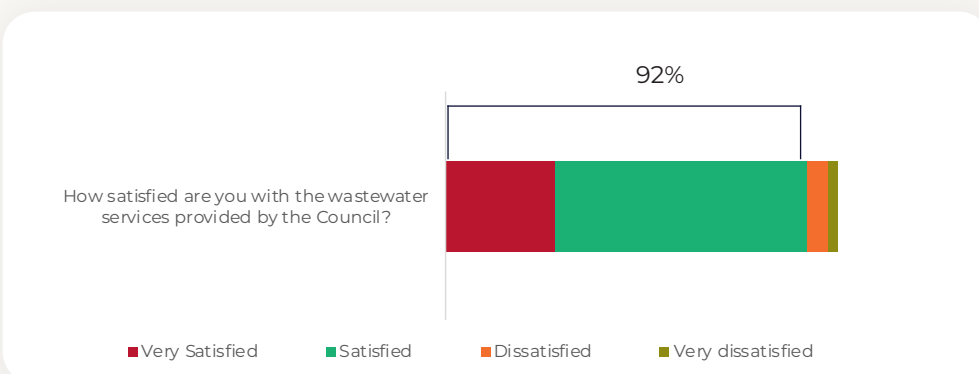


## 6.8 Wastewater Services

Fifty-seven percent of residents have access to wastewater services from the Council. This is similar to 2021.



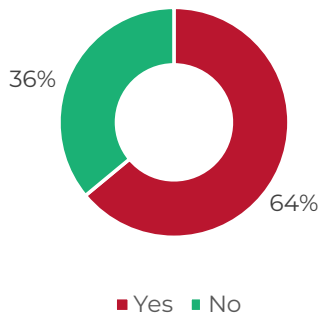
Of those who have used the Council's stormwater drainage services, 92% are satisfied with the service. This has improved since last year (85% in 2021).



## 6.9 Water Supply

Sixty-four percent (64%) of Central Hawke's Bay residents that responded to the survey have access to council supplied drinking water.

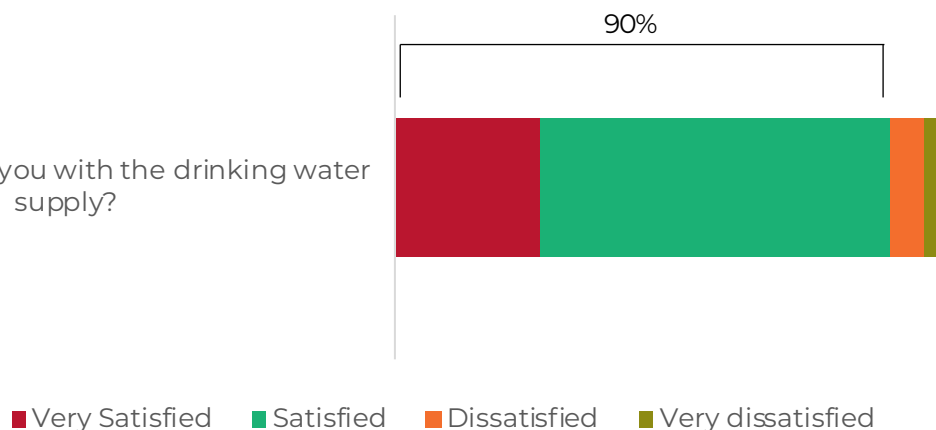
Where you live, does Central Hawke's Bay District Council supply drinking water?



Of these residents 90% were satisfied with the drinking water supply. This is a similar result to 2021 (92%). Levels of dissatisfaction are much higher amongst the younger age groups (25-54 years of age).

Whilst the level of dissatisfaction with Council water supply was higher in the rural/ coastal areas (with Ongaonga and Pōrangahau in particular), the number of responses in these areas was very low. The the majority of responses coming from Waipukurau, Waipawa, and Otāne (95% of those who have access to Council drinking water supply).

How satisfied are you with the drinking water supply?





# 7 Overall Performance

## 7.1 Council customer experiences

Residents were asked about their personal experiences with the council over the past 12 months. Residents were asked:

“In the last 12 months, have you personally experienced any issues with any of the Council services or amenities provided? If so, please explain what the issue was.”

Of the 310 residents who responded to the survey, 87 commented about an issue they experienced during the last 12 months. The majority of these were one off examples, but in some instances, there was a trend or pattern in the issues that people faced.

	Number of references/ comments	General trends
Water - drinking water, wastewater, sewerage	22	The issues faced were primarily related to wastewater and stormwater. Although there was a couple of comments referring to drinking water supply. There were also a couple of comments that suggested more help needed to be given to residents who rely on rainwater collection.
Roading/Traffic control	20	A equal number of issues were raised with the general condition and maintenance of the roads, as well the maintenance of the roadside.
Dog control	12	All relating to the lack of a response or delays in dealing with nuisance dogs.
Rubbish/Recycling	10	Improved facilities for recycling, including a service provided to “recycle” things that are too good to dump so they could be donated for reuse. e.g., a recycling shop. The transfer station opening hours (i.e., it should be open on Sunday) were also mentioned
Council spending/cost increases/ rates	10	Concerns were expressed around the increasing costs, e.g., library charges, rates, green waste fees, and the additional costs faced with delays in the consenting process.
Library	7	Both library charges and the facilities/ variety of the collections at the new Waipukurau library and the opportunity for improvement here as well. (See comment below)

“I think the Waipukurau Service Centre/Library could be so much more! I know it is in a temporary building, but the amount of children’s library books is very disappointing (we now go to Waipawa for a better selection). I would like to see a community building with library/magazines/ computers that is open not just during the day but in the early evening and the weekend (Sat afternoon, Sunday morning) that includes a cafe and toilets. Somewhere that is warm and dry and welcoming for rural people (and everyone else too) to fill in time between sports commitments/ children’s commitments/ appointments/ somewhere students can go after school etc while waiting for parents/appointments. Somewhere you can meet someone for a catchup... Somewhere elderly/pre-schoolers can go/meet up for companionship.”

Residents were also asked:

“In the last 12 months, have you had a great experience with Council that you like to tell us about? If so, please explain what the great experience was.”

Seventy-five (75) comments were made relating to a great experience with the Council over the last 12 months. The majority of these were one off examples, but in some instances, there was a trend or pattern in the issues that people faced.

These are summarised below.

	Number of references/ comments	General trends
Customer service/ front line/ front desk staff/ library staff	25	There were by far the most comments about the “friendly” and helpful” staff at the Council.
The mayor	17	The mayor was singled out on multiple occasions for her communication, and for being easily approachable and supportive.
Consultation/Communication and engagement	7	There was high praise for the way Council has consulted and engagement over the last 12 months (in this question, and in the general feedback question later in the survey)

In addition to these general trends, there were some consistent messages around the Council’s handling of recent extreme weather events, handling several complex building and consent issues well, and for the “wonderful new library”.W

## As few example comments are provided below:

- > "... the council gardening and ground crew do an expectational job any involvement in the vaccination program as well done".
- >
- > "Time that I was threatened on public street (Rochfort) by a dog that jumped the fence at 31 and wanted to attack me (lucky I've got a lot of dog handling experience) I called Council, Simon got Karen Mooney attending within only 5 minutes! !10/10 - Karen Mooney does a grand job.!"
- >
- > "... your people deal with grumpy people well. After living in metropolitan cities for 69 years it was a pleasant experience moving here, good to see an active and visible mayor!"
- >
- > "... very much appreciate the huge amount of effort that is going into communication with CHB residents, particularly when it involves things like rates rises and weather challenges. Would like to acknowledge Alex Walker and Pip Burne in particular for putting in a huge effort in interacting with the public (not easy!!), as well as all the work going on from everyone behind the scenes. CHB is a great place to live!"
- >
- > "I really like the Māori stories that have been set up around town but haven't done the trail yet. I love the cycle trails in Waipukurau - again we need to keep doing more of these and connecting them up to encourage cycling. So many retired-age people have bikes and e-bikes but we need to provide off road paths for them..."
- >
- > "... I really appreciate the way Mayor Alex kept us informed during the recent flood and the way the council team worked so well to manage it- even through the night! well done!
- >
- > "... the cycle/walkway paths are great too! wonderful library!"
- >
- > "... Difficulty tricky building situation Good effort made by building consents team to keep things moving & helping the situation. Big thanks to them."
- >
- > "... In extreme weather events, I commend Council for their action and attention to the district in these highly volatile situations"

## 7.2 General Feedback

Residents were asked two general feedback questions,

“We consulted on 4 key challenges as part of our Long-Term Plan which are; planning our wastewater upgrades; how we fund the replacement of our assets; creating a waste free Central Hawke’s Bay, and how do we pay for the growth we are experiencing in our district. We would like to know what you think the key challenges are for our district and what would you like our Council to focus on over the next 12 months?”

From the first question we have been able to draw out several consistent focus areas.

Focus Areas	Number of references/ comments	General trends
Water - drinking water, wastewater, sewerage	76	Water continues to be the biggest area of concern/ focus expressed by the community. This covers storm/ waste and drinking water. With the need for the Council to continue to focus on water infrastructure and to consider carefully the 3 Waters reforms.
Rubbish/Recycling	27	Mainly a focus on improving the service, and reducing the cost
Rates	21	This can simply be put as “please do everything you can to keep rates affordable”
Roading/Traffic control	18	Primarily the community is focussed on Council improving around maintenance

There were a number of well-presented comments in response to the second question.

“Is there any other feedback you would like to provide to Council about the services that are provided?”

A collection of these is provided below:

- > “Retain Council housing for disadvantaged tenants - if upgrading, keep rentals affordable for this group of people. There are just no rentals out there for them and I'd pay a bit more in rates rather than see a growth in homeless people in CHB.

- > Would like a walking track for those slow to move to the side/ hard of hearing people without cyclist's cheery greetings/bell ringing ruining our peace and posing an OSH threat if someone fell over at the sudden intrusion.
- > "Very concerned about lack of transparency from Council around economic decisions that should be public information e.g. Official Information requests being inadequately answered/ information imperfectly/only partially or incorrectly given."
- > "Council is proactive and well led. Communications and involvement with locals are strengths. I would like more vision/goals around reducing household/farm/industry waste and signs on 'wild spaces' to indicate intentional purpose. Thank you to our mayor Alex, CE and Council team - you make a big difference - keep doing what you are doing - CHB is a lovely place to Be! and thank you for our gardens, our parks and our fabulous local shops and businesses"
- > "...Reserves- Lake Hatuma. this serene lake, home to many species of wildlife fowl, will soon be sandwiched in by residential properties. is it going down the path of "going, going, gone", or could the council envisage the pride it could bring to the area if there were a future vista development preserved for other Waipukurau residents?"
- > We complement the work of the Riverside walkway, and the foresight to create the Memorial Park on Pukeora hillside ....
- > May I conclude by acknowledging the work of the council, and forwarding planning 4 CHB"
- > "We need more rubbish bins at Porangahau Beach"
- > "I believe the council during the term of the present elected team and CEO have done an excellent job on behalf of CHB rate payers - well done"
- > "Why not introduce a good discount for rates to be paid annually in advance. money in the bank for the council which could be utilized. good relations."
- > "Our kids are heading into tough climatic and economic times, do your best to give them a fighting chance"
- > "...how is diversity integrated into councils policy"
- > "I would like to see the CHBDC's establish an app that will update the community and alert us when meetings are live. The Hawkes Bay app is a great example of what the council here can achieve. "
- > "Overall, I think you guys are doing an amazing job. CHB is a different place from when we moved here 12 years ago and that is down to positive leadership. Well done."
- > "I think the information coming out of the council is great- take no notice of the negative nellies! Some people will moan and groan at anything.
- > But in the research, the planning, and the implementation, please don't just listen to the loudest voices- because some of them are just to happy to shout, while the majority are not" heard.





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to know  
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0800 001 335

+64 6 280 5305

