



2022

Westland District Council Residents' Satisfaction Survey

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Background, objectives and methodology

Background

The Westland District Council has an ongoing need to measure how satisfied residents are with the resources, facilities and services provided by Council, and to prioritise improvement opportunities that will be valued by the community.

Research objectives

- To provide a robust measure of satisfaction with Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.

Method

- A mixed method approach to data collection was used, consisting of the following:
 - Residents from within the Westland District aged 18 years or older were randomly selected from the Electoral Roll to partake in the survey. Postcard invitations that contain the online survey link as well as paper survey questionnaires were sent out.
 - Telephone interviewing was also conducted using a Computer-Aided Telephone Survey (CATI) platform. Landline and mobile contacts were used.
- The survey generated a total sample of n=365 residents (123 residents via the postal to online method and 242 residents via telephone interviewing) across the Westland District.
- Responses to the survey were received from 11 February 2022 to 29 March 2022.
- At an aggregate level the survey has an expected confidence interval at the 95% level (margin of error) of +/-4.99%.
- Quota targets were monitored to ensure a sufficient sample by key demographic features including age, ward, gender and ethnicity.
- Post survey, the data has been weighted to the 2018 Census data to ensure the sample is representative of known population distributions within the region.

Notes

Due to rounding, figures may add to just under/over (+/- 1%) 100%.



Executive summary

Key findings

1

More than four in ten residents (45%) are satisfied with Westland District Council's *Overall performance* (scoring 7 to 10 out of 10). The *Performance of the Mayor and Councillors* and *Overall reputation* have slightly lower satisfaction scores of 44% and 40% respectively. Amongst the overall measures, residents are likely to be least satisfied with *Value for money* (30%) and *Council consultation and community involvement* (29%).

2

Regarding *Image and reputation*, residents are most satisfied with the *Quality of services* provided by Council (56%) and least satisfied with *Financial management* (22%). Perception of Council in terms of the *Trust* residents have in them is significantly more positive amongst Northern ward residents than residents in the other wards.

3

Most residents are satisfied with several services and facilities provided by Westland District Council with *Library services* having the highest satisfaction rating of 91%, followed by the *Standard of the community halls* (83%). There is an opportunity to improve perceptions of the *Standard and safety of unsealed roads* with only 41% of road users satisfied.

4

Only a few residents have contacted Council regarding *Environment health* and *Liquor licensing* and *Building consent* matters in the past year. At least a third of the respondents (34%) have contacted the *Customer Services Centre* where more than three quarters (76%) were satisfied with the service they received.

5

Three in four residents (75%) *understand Westland District Council's decision-making processes*. Just under three in ten residents (29%) are satisfied with the way the *Council involves the public in the decisions it makes*.

6

Overall reputation drives the perceptions of Westland District Council's *Overall performance*. Bringing together the reputation and value for money attributes, the key priority for Council going forward is to improve perceptions around *Financial management*, *Trust* and *Annual property rates being fair and reasonable* while maintaining its performance in terms of *Quality of services*.

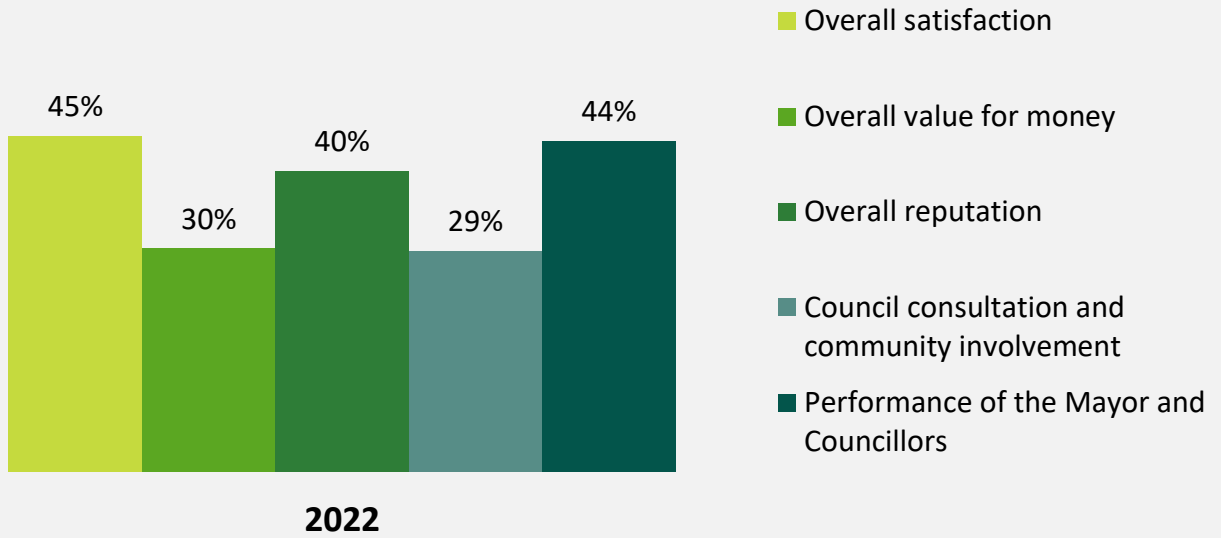
7

Nearly all residents (98%) perceive the Westland District as a *Safe place to live*. Some of the comments about public safety pertain to Westland District being *Generally safe with a good community* (57%).

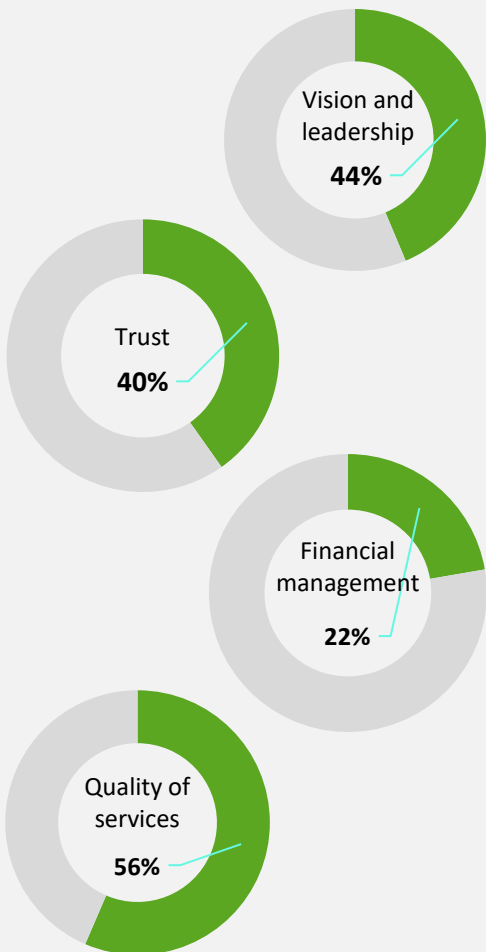
Summary of key performance indicators

OVERALL MEASURES

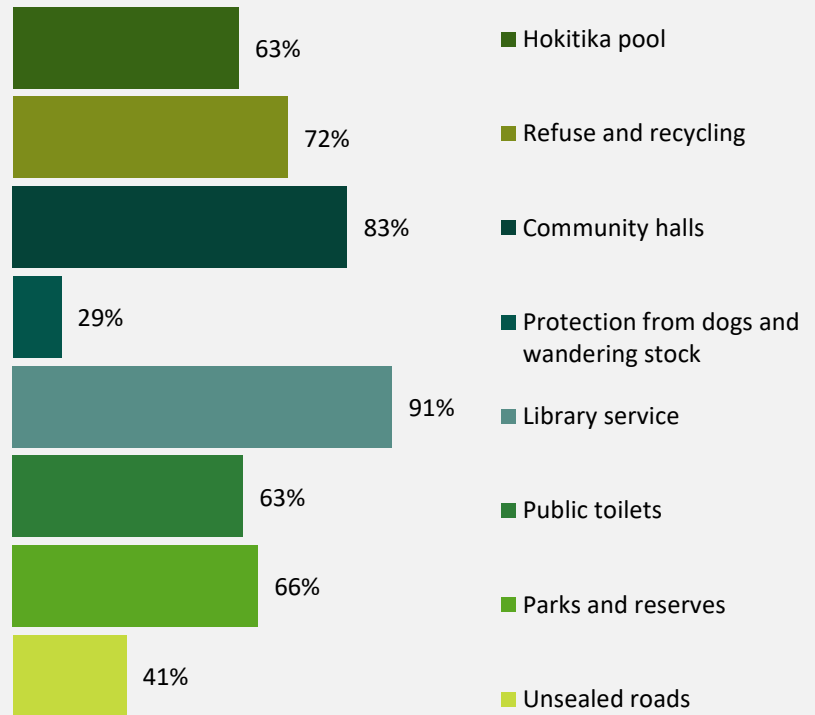
Satisfied (%7-10)



REPUTATION



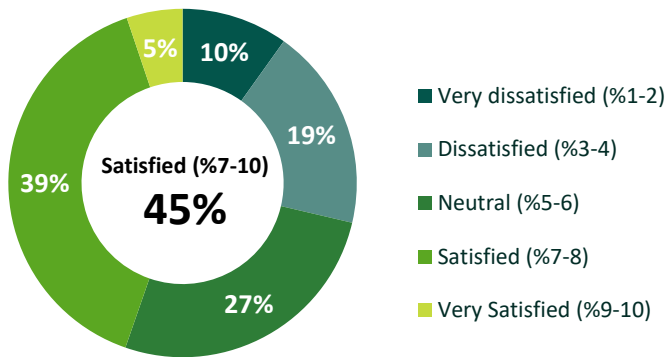
SERVICES AND FACILITIES





Overall satisfaction and other key performance measures

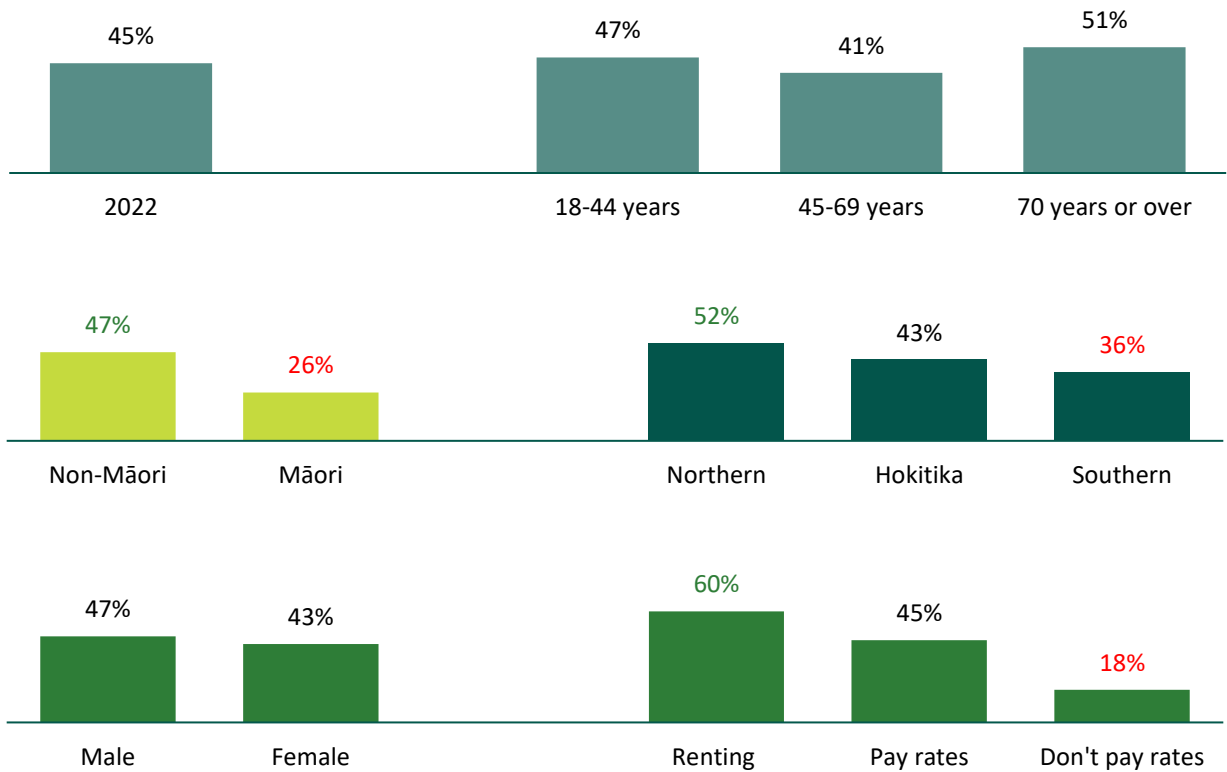
Overall satisfaction with Westland District Council’s performance



More than two in five residents (45%) are satisfied with the *Overall performance* of Westland District Council.

Overall satisfaction amongst Northern ward residents is significantly higher than the satisfaction amongst residents in the Southern ward.

Satisfaction by demographic groups (%7-10)

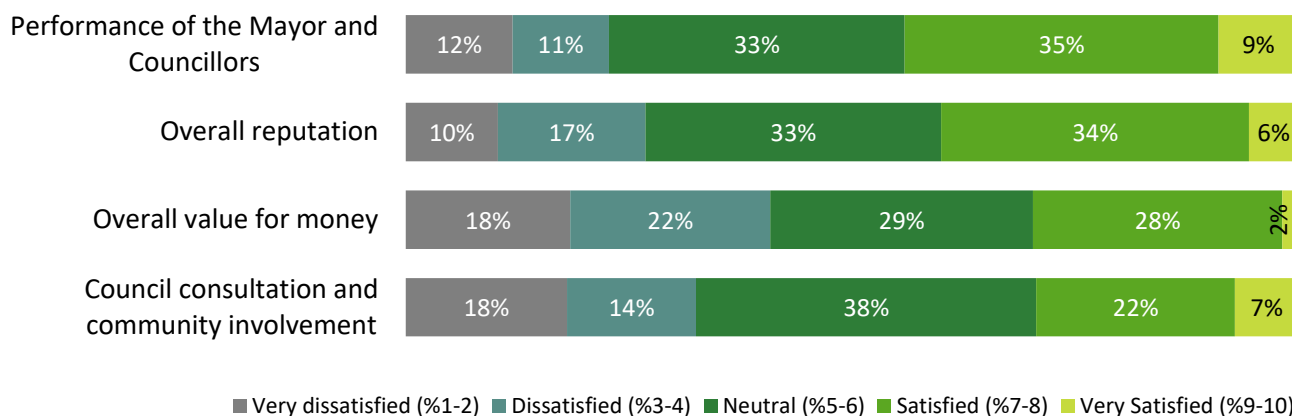


Significantly higher than the other demographic group(s)
 Significantly lower than the other demographic group(s)

NOTES:

- Sample: 2022 n=365; Excludes 'Don't know' responses
- 18-44 n=54; 45-69 n=180; 70+ n=113
- Male n=162; Female n=185
- Māori n=26; Non-Māori n=321
- Northern n=73; Hokitika n=197; Southern n=77
- Renting n=12; Pay rates n=326; Don't pay rates n=9
- Q51. Thinking about Council overall, their image and reputation, the services, and facilities they provide and the rates and fees that you pay, how satisfied are you with the Westland District Council? n=347

Overall measures



Satisfaction Scores (% 7-10)	2022			
	18 to 44 years	45 to 69 years	70 years and over	
Performance of the Mayor and Councillors	44%	49%	38%	52%
Overall reputation	40%	45%	35%	45%
Overall value for money	30%	23%	33%	37%
Council consultation and community involvement	29%	30%	27%	35%

Satisfaction Scores (% 7-10)	2022		
	Northern	Hokitika	Southern
Performance of the Mayor and Councillors	42%	42%	49%
Overall reputation	42%	41%	36%
Overall value for money	33%	25%	31%
Council consultation and community involvement	34%	27%	26%

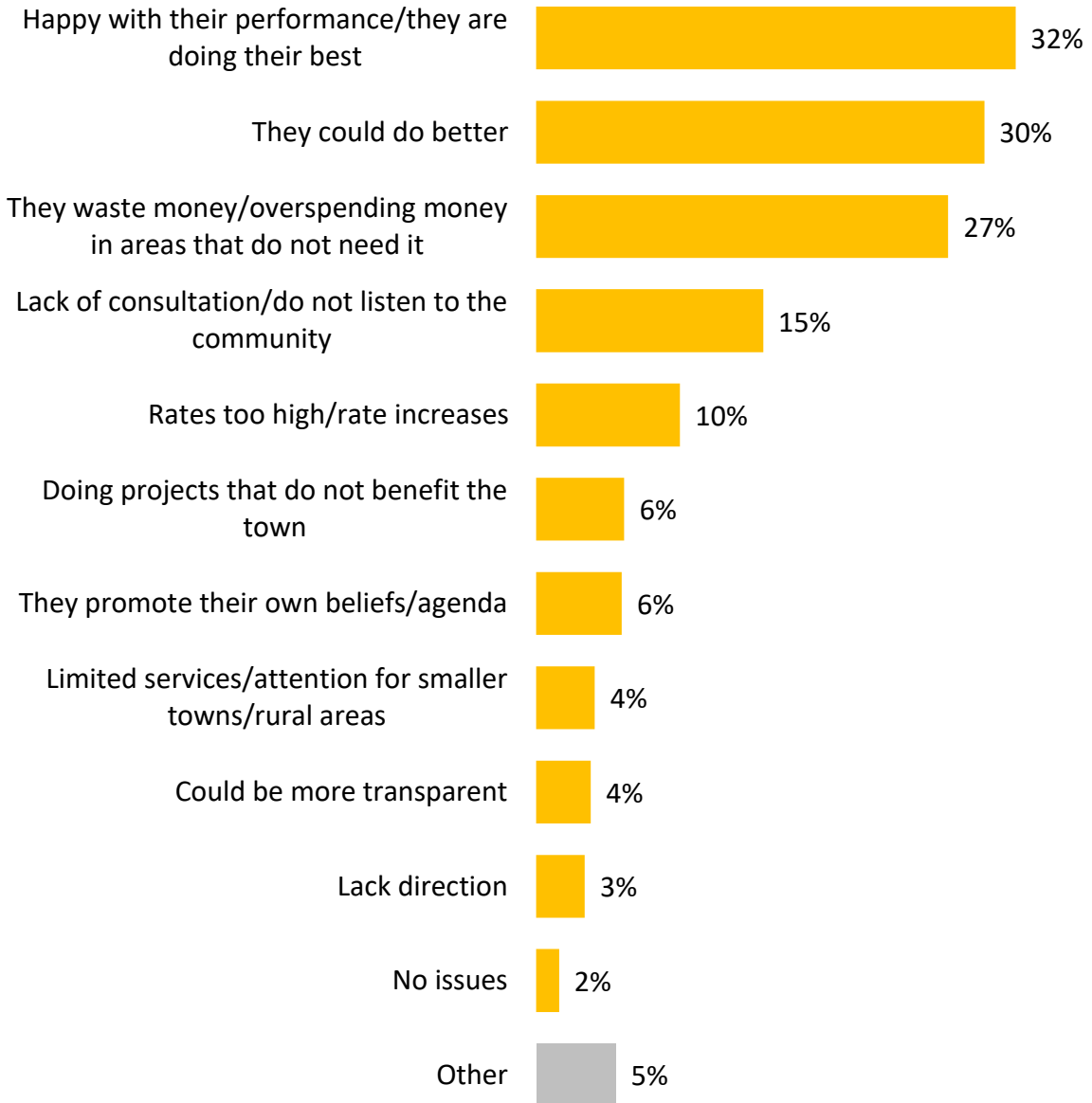
Satisfaction with the *Performance of the Mayor and Councillors* is highest amongst older and Southern ward residents. Fewer than three in ten residents (29%) are satisfied with *Council consultation and community involvement*. Younger and Hokitika ward residents are the least satisfied with *Overall value for money*. Northern ward and Hokitika ward residents have more favourable perceptions of Council's *Overall reputation* than Southern ward residents.

NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q44. Thinking about everything Westland District Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council and the value for money you get for your rates?
3. Q50. Everything considered – leadership, trust, financial management and quality of services provided, how would you rate Westland District Council for its overall reputation?
4. Q40. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the way your Council involves the public in the decisions it makes?
5. Q37. Using a slightly different scale of 1 to 10 where 1 is 'poor' and 10 is 'very good', how would you rate the performance of the Mayor and Councillors overall in the last year?

Performance of the Mayor and Councillors

Reasons for score given

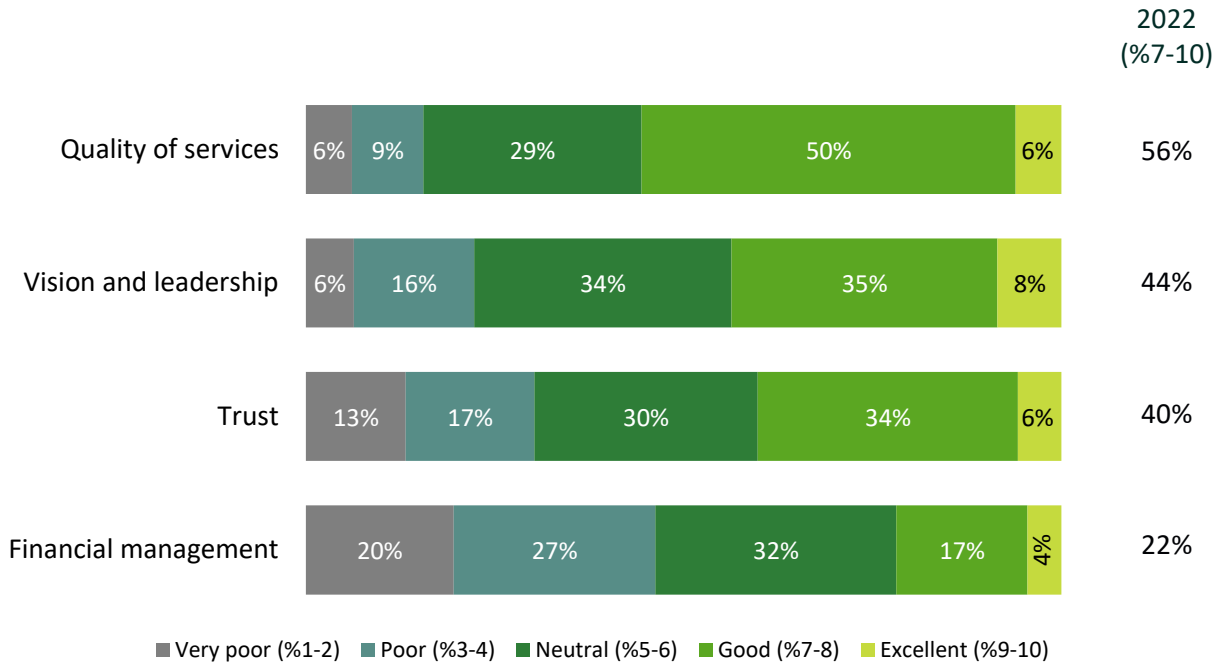


Nearly one third of residents (32%) who provided a reason for their rating of the Performance of the Mayor and Councillors have indicated that they are *happy with their performance* while three in ten (30%) think that *they could do better*. More than a quarter (27%) mentioned that the elected members *waste money/overspending money in areas that do not need it*.

NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q37. Using a slightly different scale of 1 to 10 where 1 is 'poor' and 10 is 'very good' and taking all aspects into account, how would you rate the performance of the Mayor and Councillors overall in the last year?
3. Q38. Could you please tell us why you gave that rating? n=317

Image and reputation



Scores with % 7-10	2022			
	2022	Northern	Hokitika	Southern
Quality of services	56%	62%	50%	53%
Vision and leadership	44%	47%	39%	44%
Trust	40%	51%	34%	33%
Financial management	22%	17%	21%	30%

Amongst the attributes of Council’s image and reputation, *Quality of services* has been rated the highest with more than half of the residents (56%) providing a score of 7 to 10 out of 10 while *Financial management* received the lowest score (22%). Perception of Council in terms of the *Trust* residents have in them is significantly more positive amongst Northern ward residents than residents in the Hokitika and Southern wards.

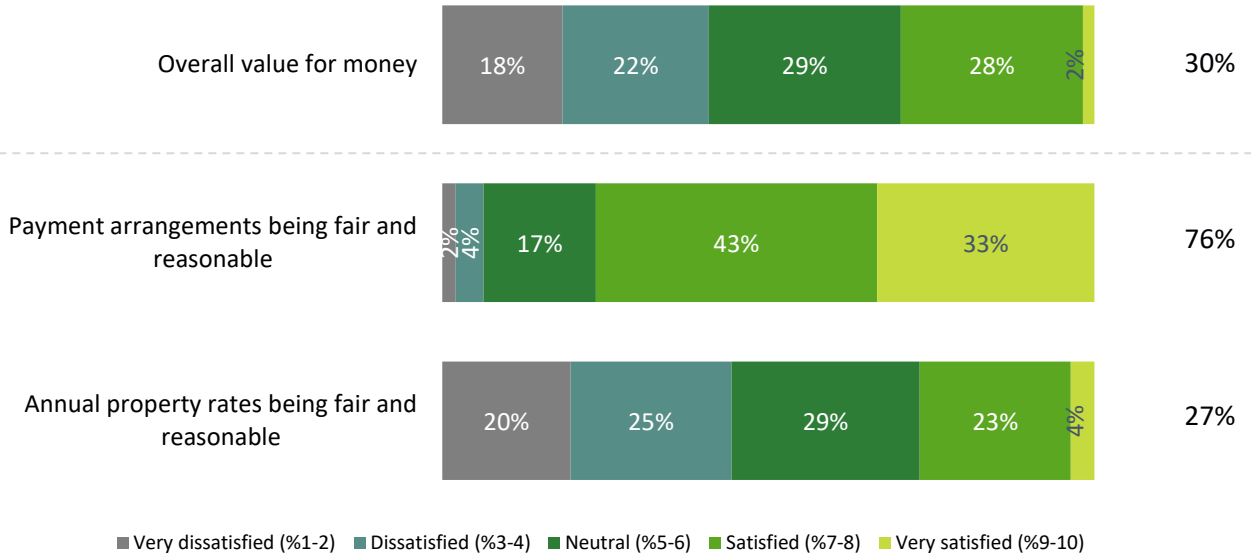
Significantly higher than the other ward(s)
 Significantly lower than the other ward(s)

NOTES:

- Sample: 2022 n=365; Excludes ‘Don’t know’ responses
- Q46. Using a rating scale of 1 to 10 where 1 is ‘very poor’ and 10 is ‘excellent’, how would you rate the Council for being committed to creating a great District, how it promotes economic development, being in touch with the community and setting clear direction?
- Q47. Thinking about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District, overall, how would you rate the Council in terms of the faith and trust you have in them?
- Q48. Thinking about the Council’s financial management, how appropriately it invests in the District, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management?
- Q49. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide Westland District?
- Q50. Everything considered – leadership, trust, financial management and quality of services provided, how would you rate Westland District Council for its overall reputation?

Value for money

2022
(%7-10)



Scores with % 7-10	2022			
	2022	Northern	Hokitika	Southern
Overall value for money	30%	33%	25%	31%
Payment arrangements being fair and reasonable	76%	81%	72%	76%
Annual property rates being fair and reasonable	27%	28%	21%	32%

Regarding *Value for money*, more than three quarters of the residents (76%) are satisfied with *Payment arrangements being fair and reasonable*. On the other hand, less than three in ten residents (27%) are satisfied with *Annual property rates being fair and reasonable* with residents of the Northern and Southern wards being more satisfied than Hokitika ward residents.

NOTES:

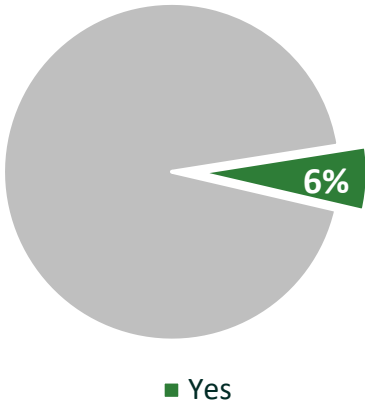
- Sample: 2022 n=365; Excludes 'Don't know' responses
- Q46. Using a rating scale of 1 to 10 where 1 is 'very poor' and 10 is 'excellent', how would you rate the Council for being committed to creating a great District, how it promotes economic development, being in touch with the community and setting clear direction?
- Q47. Thinking about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District, overall, how would you rate the Council in terms of the faith and trust you have in them?
- Q48. Thinking about the Council's financial management, how appropriately it invests in the District, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management?
- Q49. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide Westland District?
- Q50. Everything considered – leadership, trust, financial management and quality of services provided, how would you rate Westland District Council for its overall reputation?



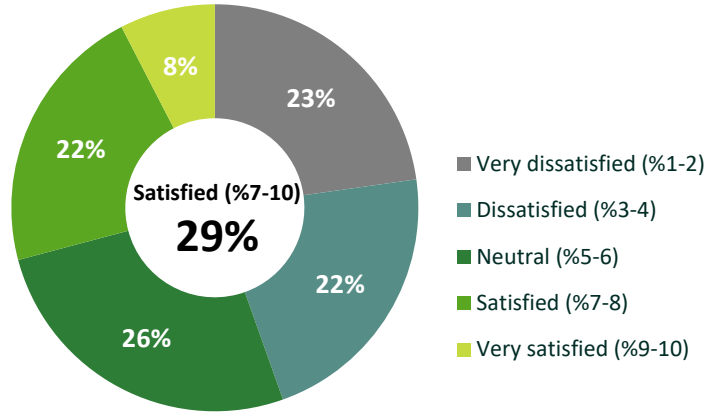
Services and facilities

Protection provided from dogs and wandering stock

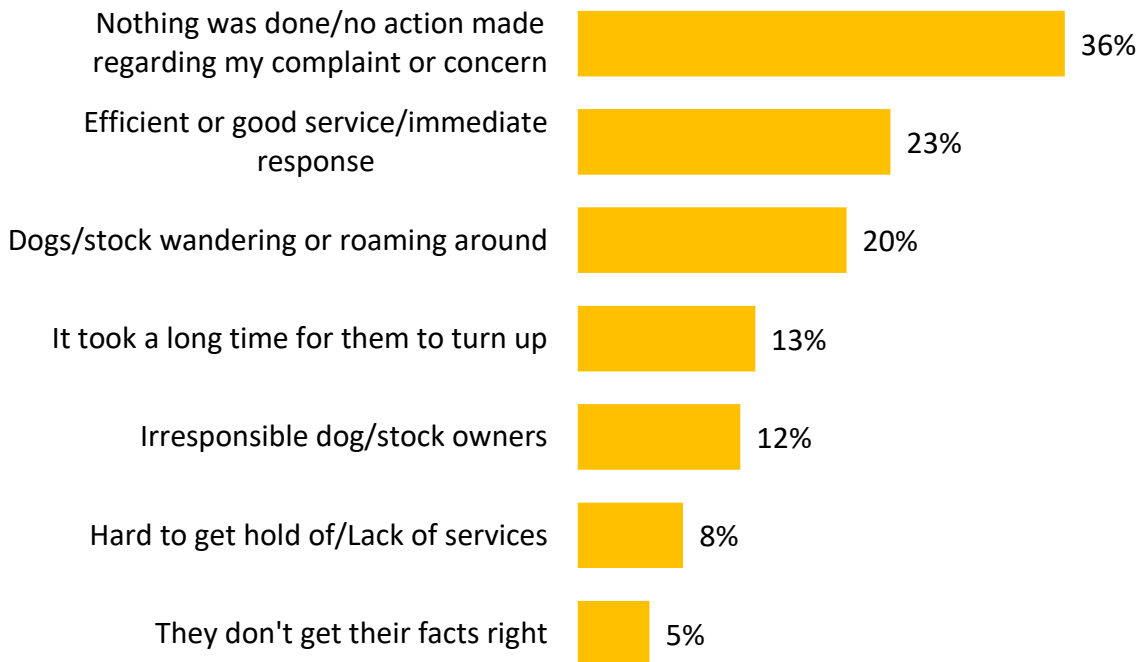
Have contacted Council



Overall satisfaction



Reasons for score given



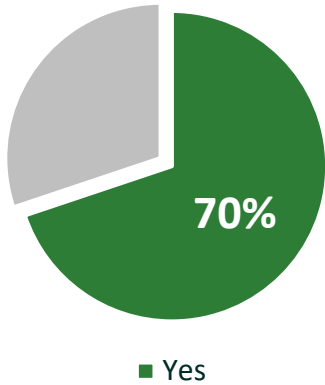
A few residents (6%) have contacted Council about *Dogs and wandering stock* in the past year. Out of this proportion, nearly three in ten (29%) are satisfied with the *Protection provided by Council from dogs and wandering stock*. More than one third (36%) of those who have provided a comment cited that *no action was done regarding their complaint/concern* while almost a quarter (23%) said that *Council had provided efficient or good service/immediate response*.

NOTES:

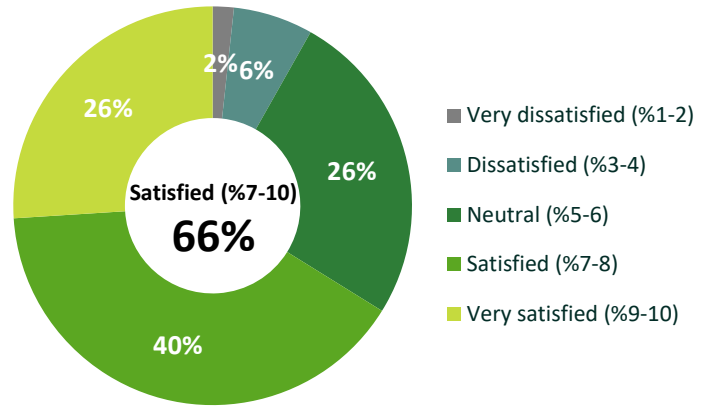
1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q1. Have you contacted the Council about dogs and wandering stock in the last year? Yes n=24 (Caution: small sample size)
3. Q2. Using a rating scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the protection provided from dogs and wandering stock?
4. Q3. Could you please tell us why you feel that way? n=23 (Caution: small sample size)

Parks or reserves

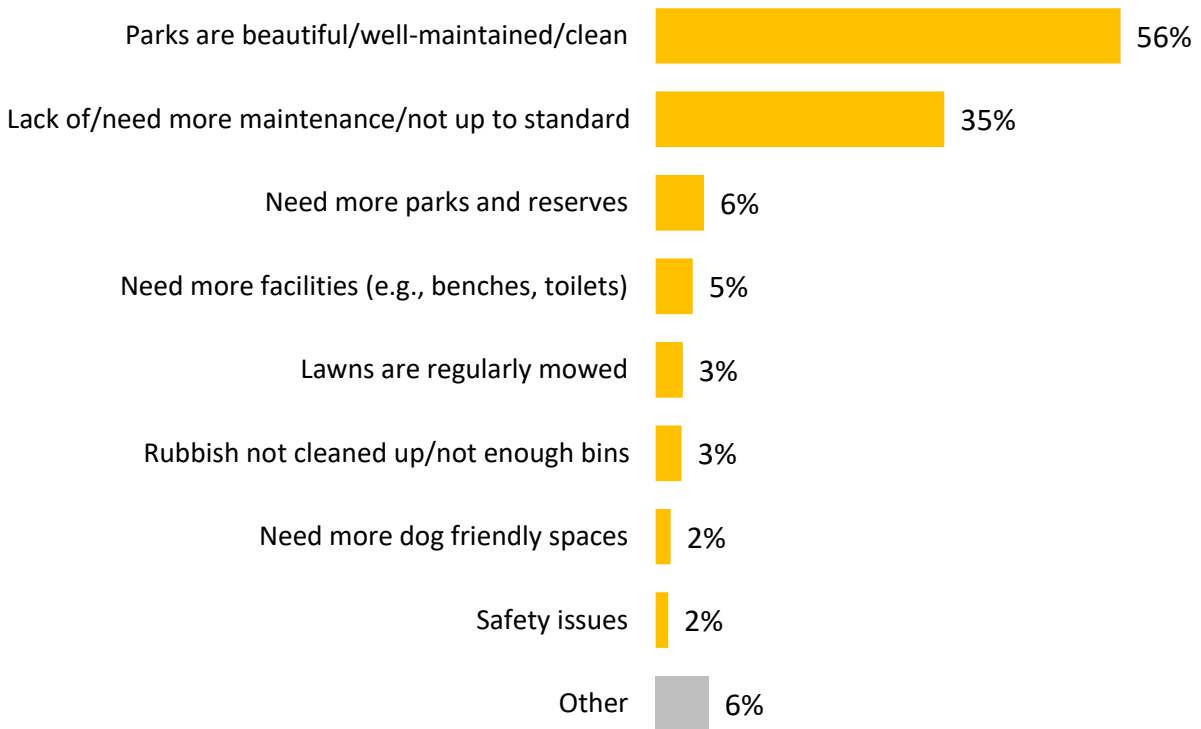
Have used or visited a park or reserve in the last year



Overall satisfaction



Reasons for score given

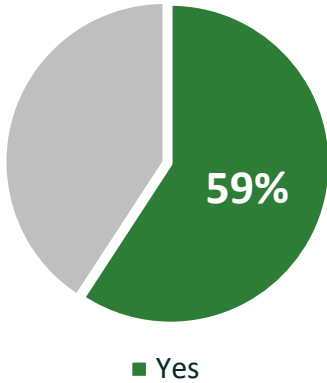


In the last twelve months, seven in ten residents (70%) have used or visited a *Park or reserve* in the district with two thirds of them (66%) satisfied with these open spaces. Residents think that parks in the district are *beautiful/well-maintained/clean* (56%) while a lesser proportion (35%) would like *more maintenance done* to these open spaces.

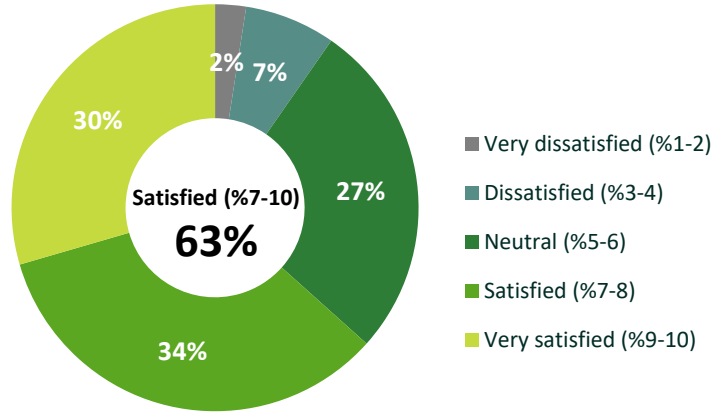
NOTES:
 1. Sample: 2022 n=365; Excludes 'Don't know' responses
 2. Q4. Have you used or visited, in the last year, a park or reserve in the District? Yes n=237
 3. Q5. Using the same 1 to 10 rating scale, how satisfied are you with parks and reserves in the District?
 4. Q6. Could you please tell us why you feel that way? n=222; Items ≤1% are not shown.

Public toilets

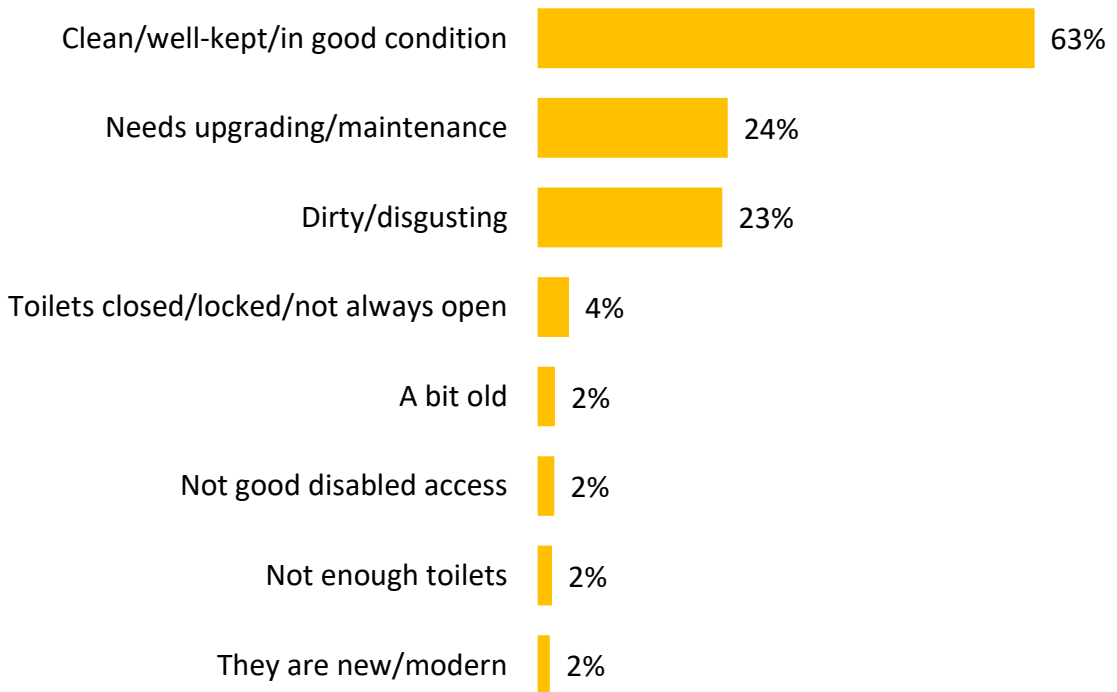
Have used a public toilet in the last year



Overall satisfaction



Reasons for score given



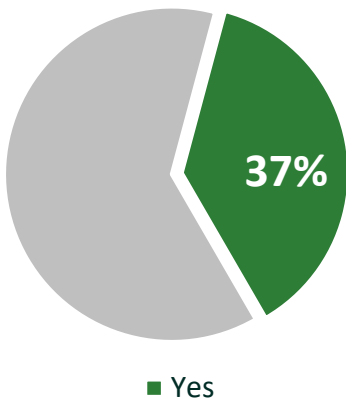
Almost three in five residents (59%) have used a *Public toilet* in the district in the last year. User satisfaction with these facilities is 63%. Most residents (63%) perceive the district’s public toilets to be *clean/well-kept/in good condition*. Some residents think that these facilities *need upgrading/maintenance* (24%) and are *dirty/disgusting* (23%).

NOTES:

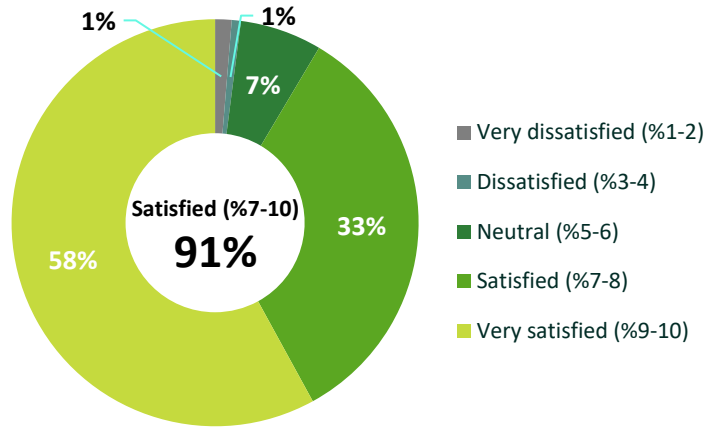
1. Sample: 2022 n=365; Excludes ‘Don’t know’ responses
2. Q7. Have you used or visited a public toilet in the District? Yes n=200
3. Q8. How satisfied are you with the public toilets in the District?
4. Q9. Could you please tell us why you feel that way? n=192; Items ≤1% are not shown.

Library services

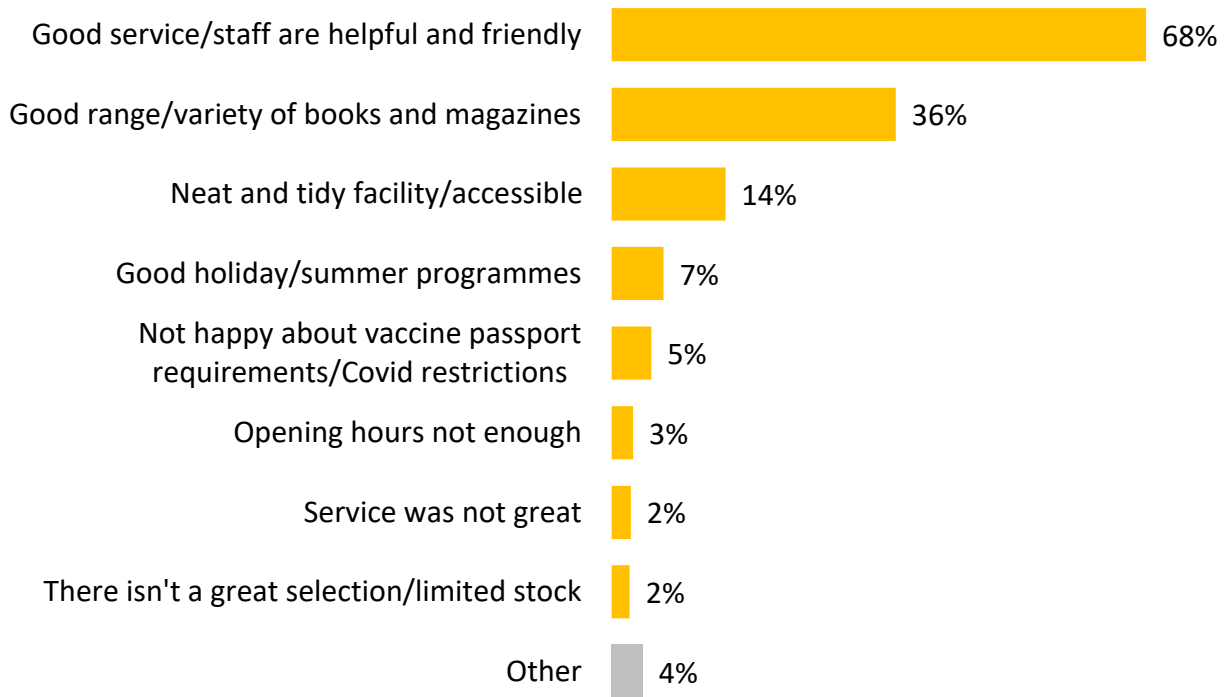
Have used any library service in the last year



Overall satisfaction



Reasons for score given



Almost four in ten residents (37%) have used a *Library service* in the district in the last year. Satisfaction with library services is high (91%). *Good service/staff helpfulness* is the main reason for the excellent rating, followed by a *good range/variety of books and magazines*. A few residents perceive the library as *neat, tidy and accessible*.

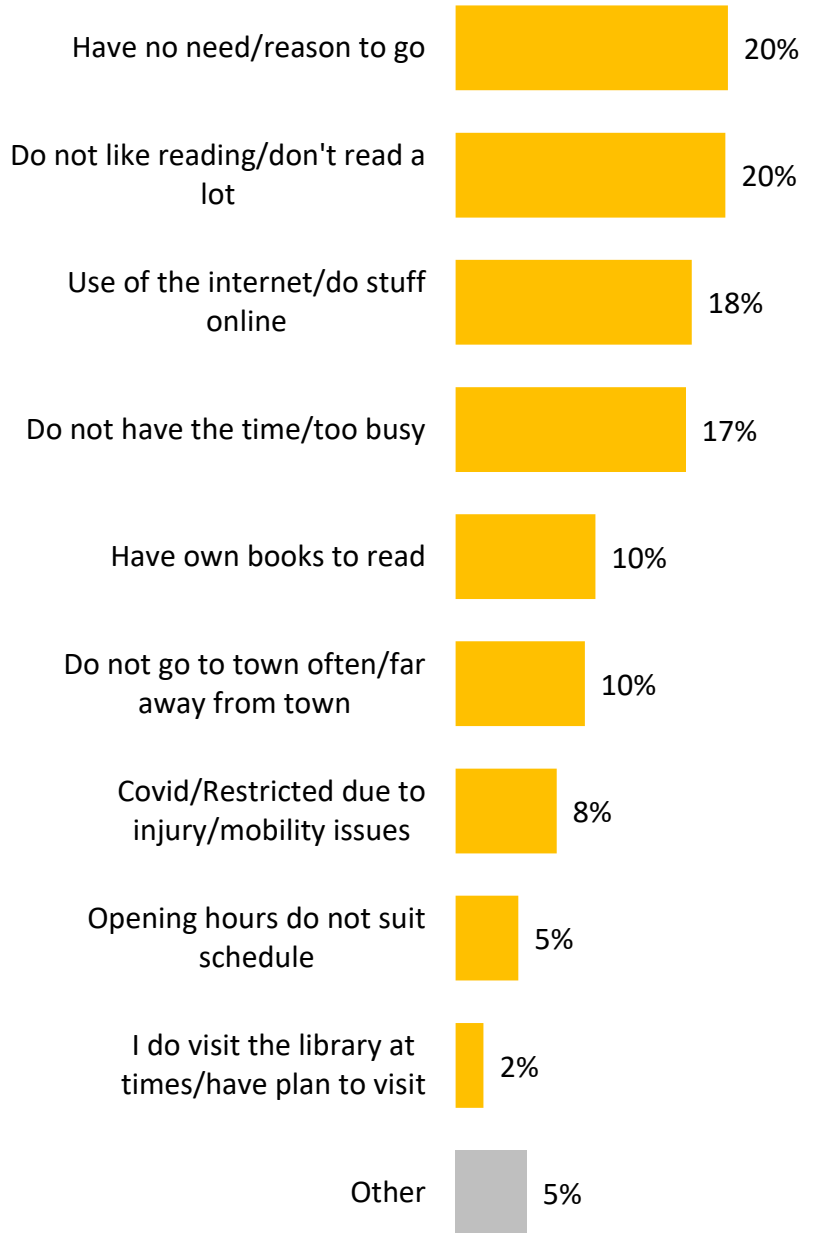
NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q10. Have you used any Westland library service in the District in the last year? Yes n=138
3. Q11. How satisfied are you with library services in the District?
4. Q12. Could you please tell us why you feel that way? n=125

Library services

Reasons for not using any library service

63%
Have not used any library service in the last year



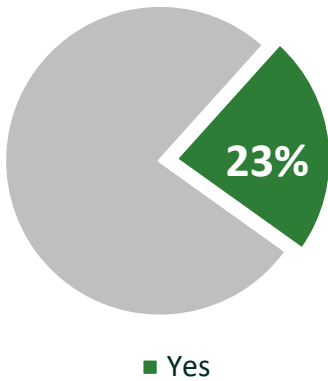
Out of those who have not used a library service in the District in the past year, 20% said they *have no reason to go to the library* and the same proportion *do not like reading*. *Internet use* and *not having the time to go to the library* have also been cited as reasons.

NOTES:

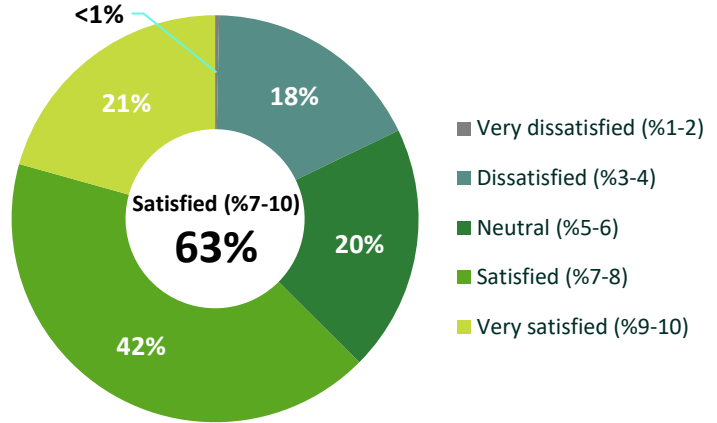
1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q10. Have you used any Westland library service in the District in the last year? Yes n=138
3. Q13. Can you please tell us why you have not used any library service or visited a library in the District in the last year? n=218; Items ≤1% are not shown.

Quality of swimming and exercise experience at the Hokitika pool

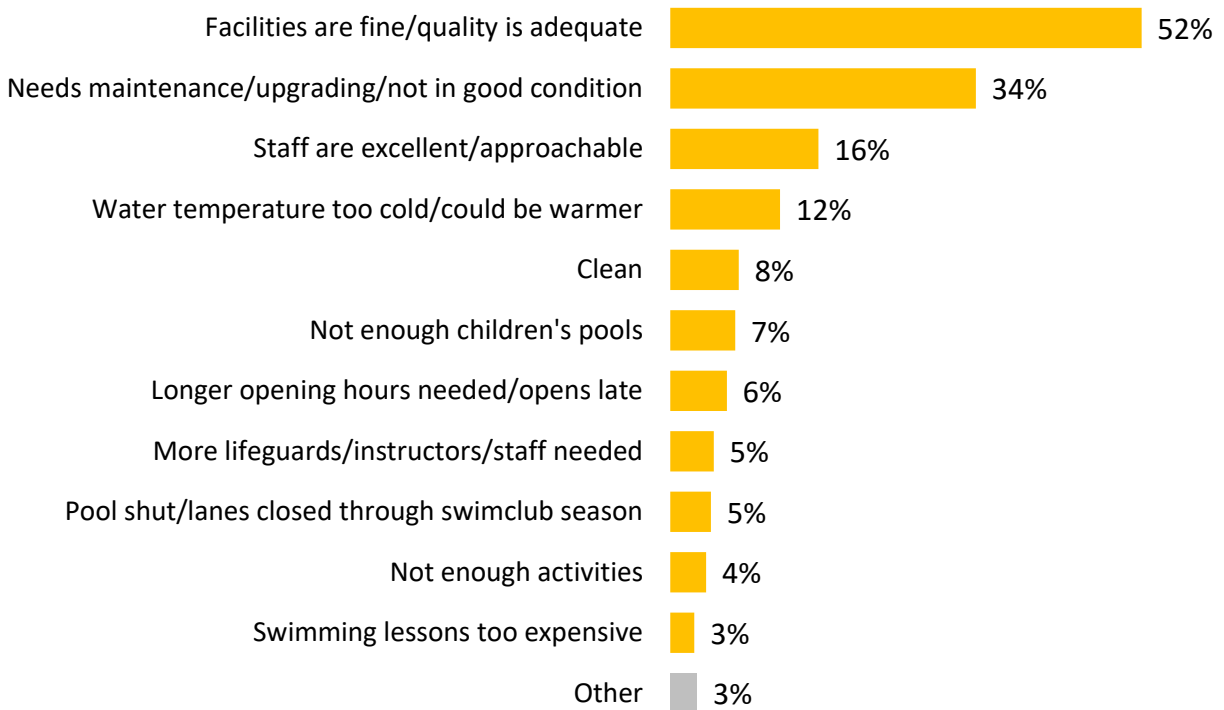
Have used the Hokitika pool in the last year



Overall satisfaction



Reasons for score given



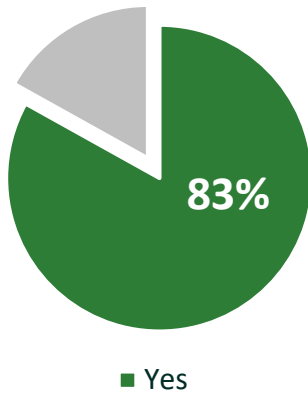
Twenty-three percent of residents have used the *Hokitika pool* in the last year and almost two in three users (63%) are satisfied with the facility. The most common comments made about the Hokitika pool refer to the *good facilities* (52%). Some users would like the pool to *undergo maintenance and upgrading* (34%).

NOTES:

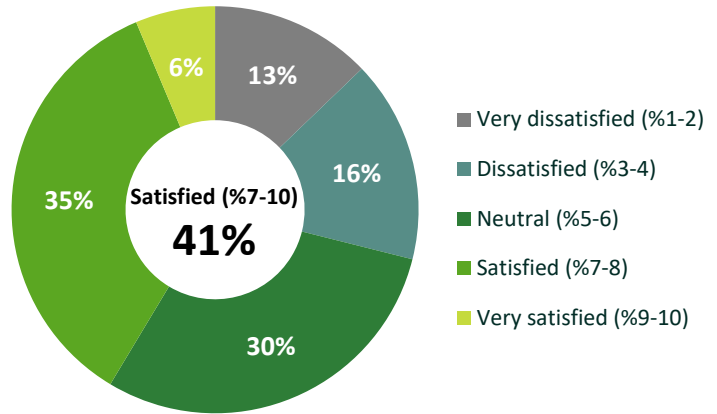
1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q14. Have you used the Hokitika pool in the last year? Yes n=61
3. Q15. Using the same 1-10 rating scale, how satisfied are you with the quality of swimming and exercise experience at the Hokitika pool?
4. Q16. Could you please tell us why you feel that way? n=61; Items ≤1% are not shown.

Standard and safety of unsealed roads

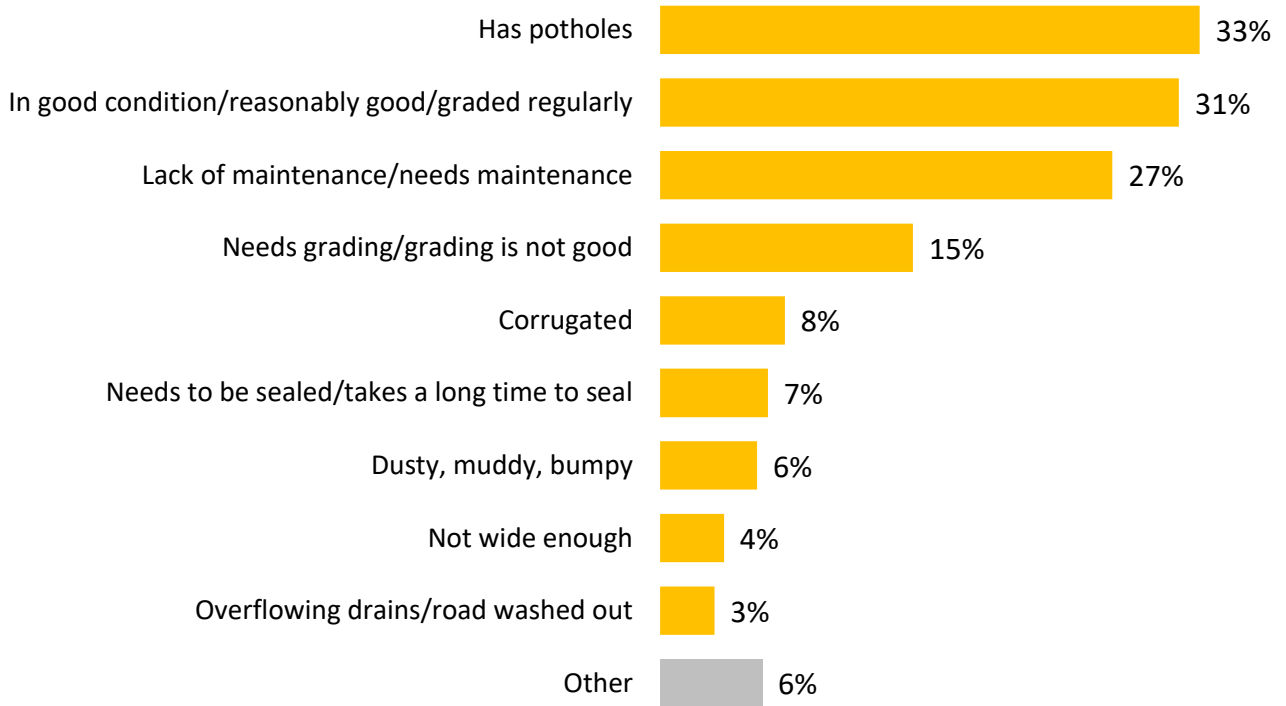
Have used an unsealed road in the District in the last year



Overall satisfaction



Reasons for score given



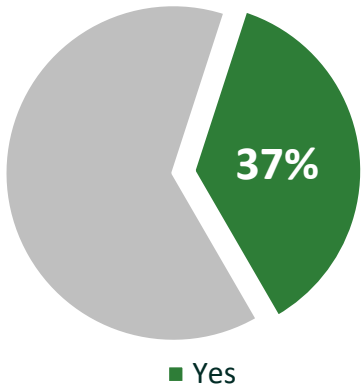
Most residents (83%) have used an *Unsealed district road* in the last year. Around two in five road users (41%) are satisfied with the *standard and safety of unsealed roads*. Residents have mentioned *roads having potholes, lacking maintenance and not being graded enough* as some of the reasons for their rating. More than three in ten residents (31%) think the roads are *in good condition/reasonably good*.

NOTES:

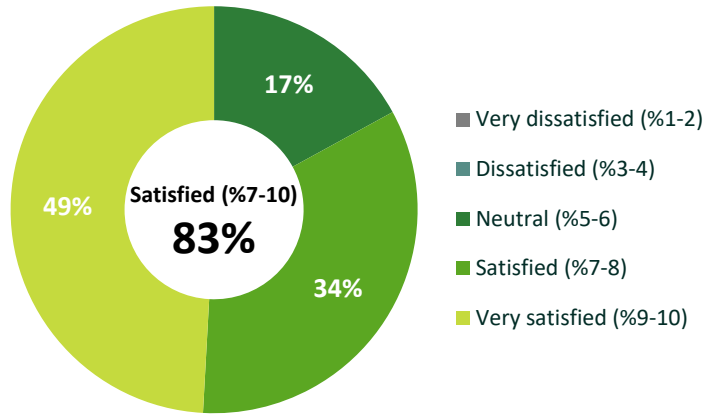
1. Sample: 2022 n=; Excludes 'Don't know' responses
2. Q17. In the last year, have you used an unsealed road in the District? Yes n=283
3. Q18. How satisfied are you with the standard and safety of Council's unsealed roads?
4. Q19. Could you please tell us why you feel that way? n=270; Items ≤1% are not shown.

Standard of community halls

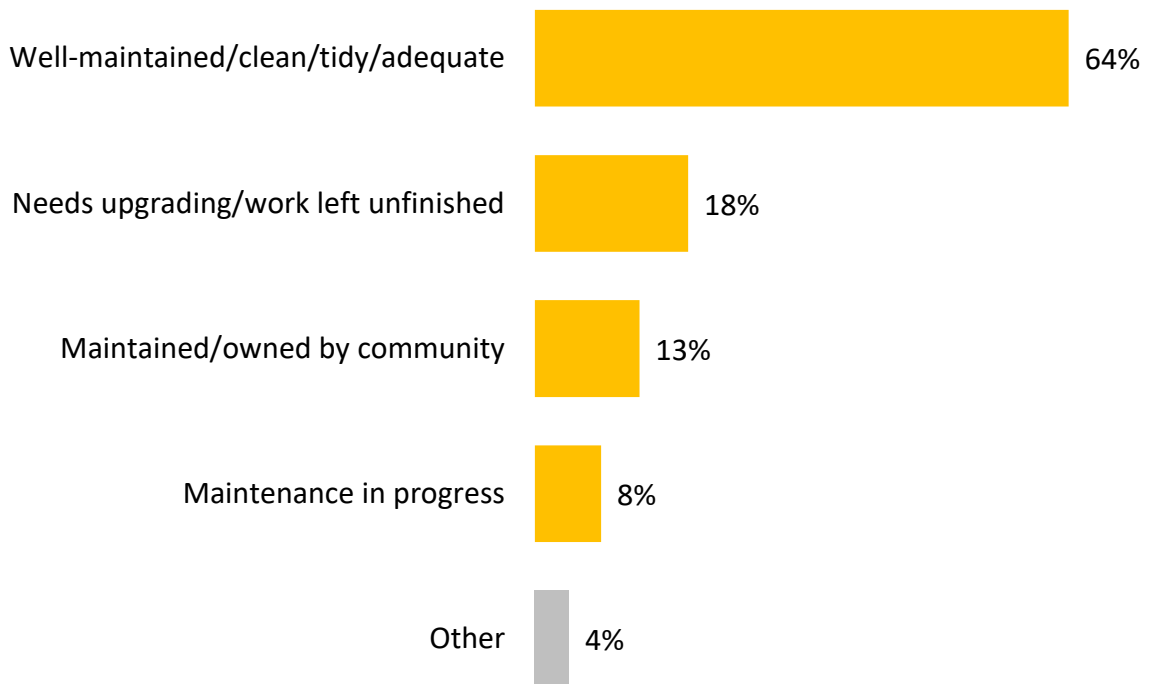
Have used a community hall in the last year



Overall satisfaction



Reasons for score given



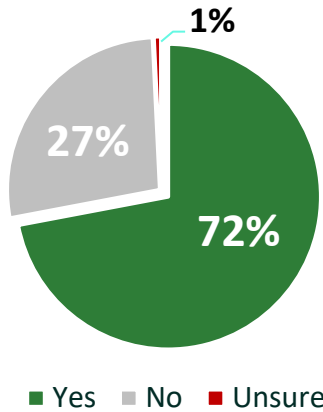
User satisfaction with the *Standard of community halls* is high (83%). Most users view the halls to be *well-maintained* while a few see the *need for an upgrade and maintenance work*.

NOTES:

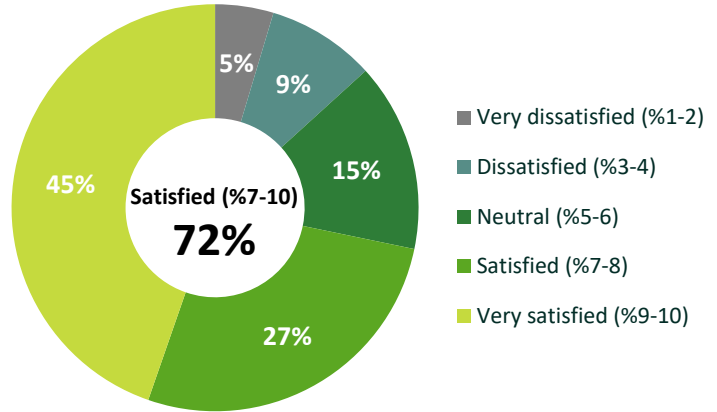
1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q20. In the last year, have you used a community hall in the District? Yes n=107
3. Q21. How satisfied are you with the standard of the community halls?
4. Q22. Could you please tell us why you feel that way? n=102; Items ≤1% are not shown.

Refuse and recycling collection service

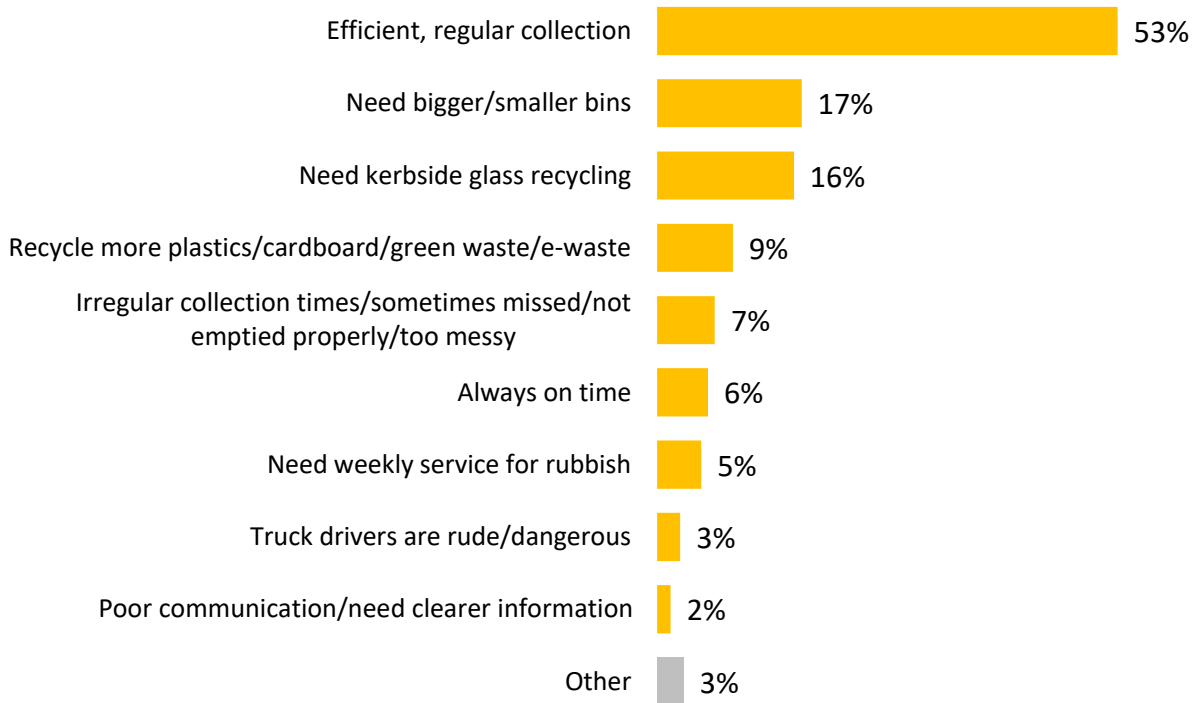
Council provides a regular refuse and recycling collection service where you live



Overall satisfaction



Reasons for score given

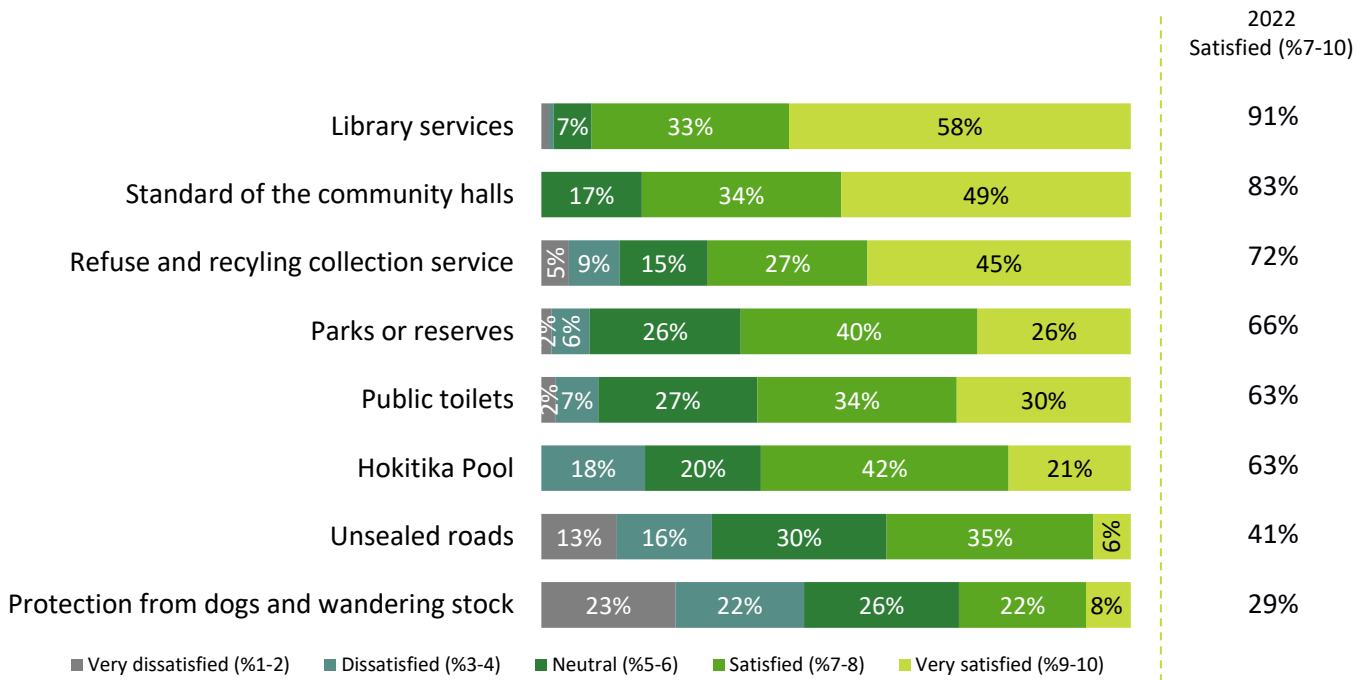


For most residents, Council provides a *Regular refuse and recycling collection service* in the place where they live. More than seven in ten residents (72%) who receive this service are satisfied with Council's performance in this area with *efficient/regular collection* (53%) as the top reason for their scores. The other comments refer to the *need for bigger/smaller bins* (17%), *kerbside glass recycling* (16%), and *more plastic, green waste and e-waste recycling* (16%).

NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q23. Where you live, does the Council provide a regular refuse and recycling ? Yes n=296
3. Q24. How satisfied are you with the refuse and recycling collection service to each house?
4. Q25. Could you please tell us why you feel that way? n=281; Items ≤1% are not shown.

Services and facilities



Scores with % 7-10	2022			
	2022	Northern	Hokitika	Southern
Library service	91%	92%	91%	91%
Standard of the community halls	83%	75%	99%	85%
Refuse and recycling collection service	72%	78%	69%	64%
Parks or reserves	66%	70%	66%	59%
Public toilets	63%	66%	65%	60%
Hokitika Pool	63%	71%	43%	100%
Unsealed roads	41%	37%	43%	45%
Protection from dogs and wandering stock	29%	23%	15%	46%

Significantly higher than the other ward(s)
Significantly lower than the other ward(s)

NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' or blank responses
2. Q2. Using a rating scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the protection provided from dogs and wandering stock?
3. Q5. Using the same 1 to 10 rating scale, how satisfied are you with parks and reserves in the District?
4. Q8. How satisfied are you with the public toilets in the District?
5. Q11. How satisfied are you with library services in the District?
6. Q15. Using the same 1-10 rating scale, how satisfied are you with the quality of swimming and exercise experience at the Hokitika pool?
7. Q18. How satisfied are you with the standard and safety of Council's unsealed roads?
8. Q21. How satisfied are you with the standard of the community halls?
9. Q24. How satisfied are you with the refuse and recycling service you receive?

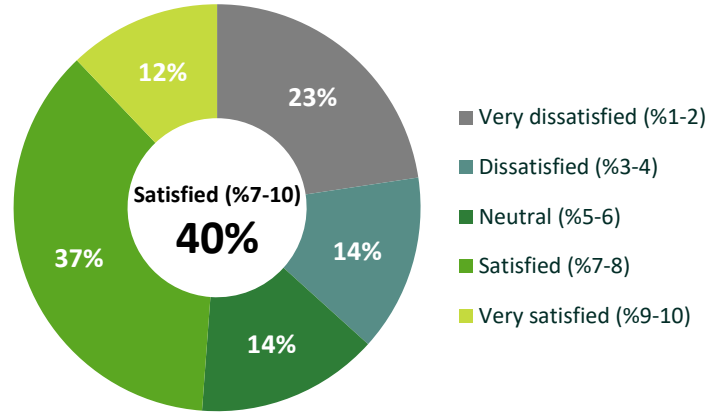


Contact with Council and Customer Services Centre

Environment health services

Satisfaction with the quality of the advice received

5%
Have contacted Council regarding environment health



Reasons for score given

They wanted nothing to do with the issue which was toxic substances being pumped out to sea. I know it's toxic as I used to deal with it.

The council has changed the water courses which has led to flooding. This has caused contamination from a trucking company across the road into the neighbouring land on the other side of the road. I have no faith in our council.

They never came back to me in regard to spraying waterways with roundup. I spoke to one of the Councillors and that was the end of the matter.

They were good with the situation, they dealt with it alright.

When I rang them, they said they had to come from Greymouth which is totally ridiculous when you have got music blaring in the middle of the night. I don't know if they even bother coming.

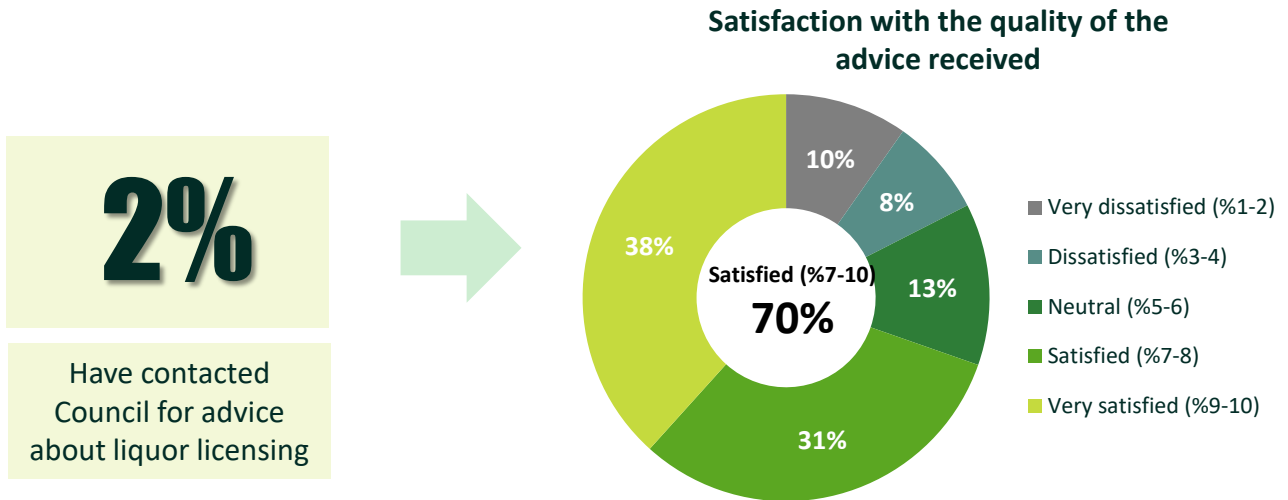
It was about a water leak, and I never received a reply, but it could have been when we were isolating for Covid.

In the last year, only a few residents (5%) have contacted Council regarding *Environment health*. Two in five of this proportion are satisfied with the *quality of the advice they received* from Council.

NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q26. In the last year, have you contacted Council regarding environment health (i.e., food premises, camping grounds, hairdressers and funeral directors and dealing with nuisances such as noise [daytime] and litter)? Yes n=17
3. Q27. How satisfied are you with the quality of the advice you received?
4. Q28. Could you please tell us why you feel that way?

Liquor licensing



Reasons for score given



Seven in ten residents (70%) who have contacted Council for advice about *Liquor licensing* issues are satisfied with the *quality of the advice provided* by Council.

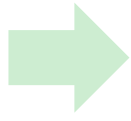
NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q29. In the last year, have you contacted Council for advice about liquor licensing issues? Yes n=10 (Caution: small sample size)
3. Q30. How satisfied are you with the quality of the advice provided on liquor licensing matters?
4. Q31. Could you please tell us why you feel that way?

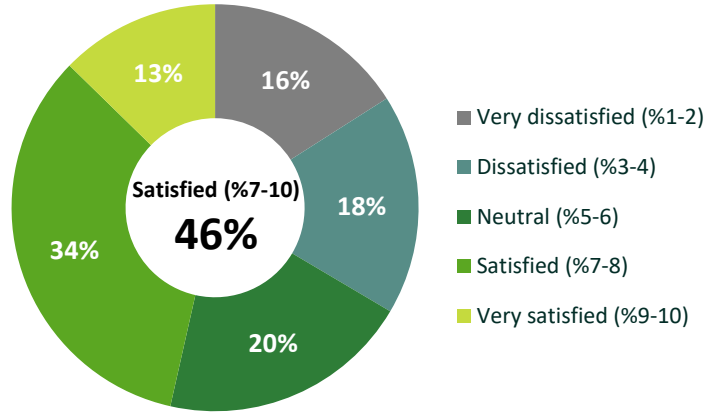
Building consent

19%

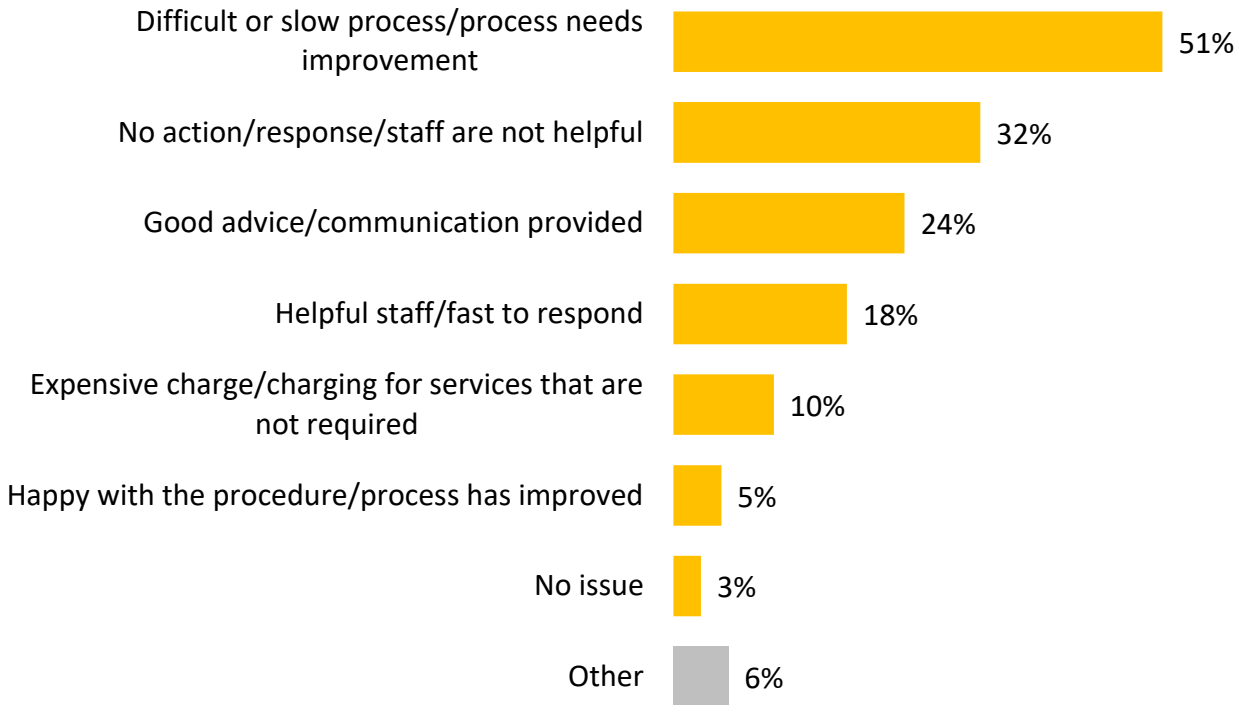
Have contacted Council regarding building consent matters



Satisfaction with the quality of the advice received



Reasons for score given

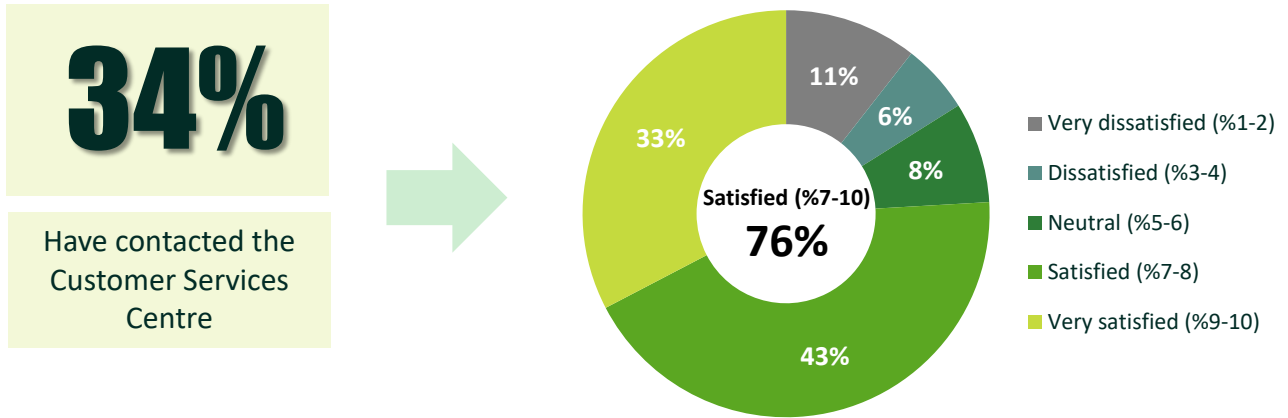


Just under two in ten residents (19%) have contacted Council regarding *Building consent* matters and 46% of them are satisfied with the *quality of the advice they received*. Some residents perceive the *process to be difficult/slow and needs improvement* (51%) and the *staff to be unhelpful* (32%) while the others have received *good advice/communication* (24%) and experienced *timely response from staff* (18%).

NOTES:
 1. Sample: 2022 n=365; Excludes 'Don't know' responses
 2. Q32. In the last year, have you contacted Council regarding building consent matters? Yes n=41
 3. Q33. How satisfied are you with the quality of the advice provided on building consent matters?
 4. Q34. Could you please tell us why you feel that way? n=37

Customer Services Centre

Satisfaction with the service received

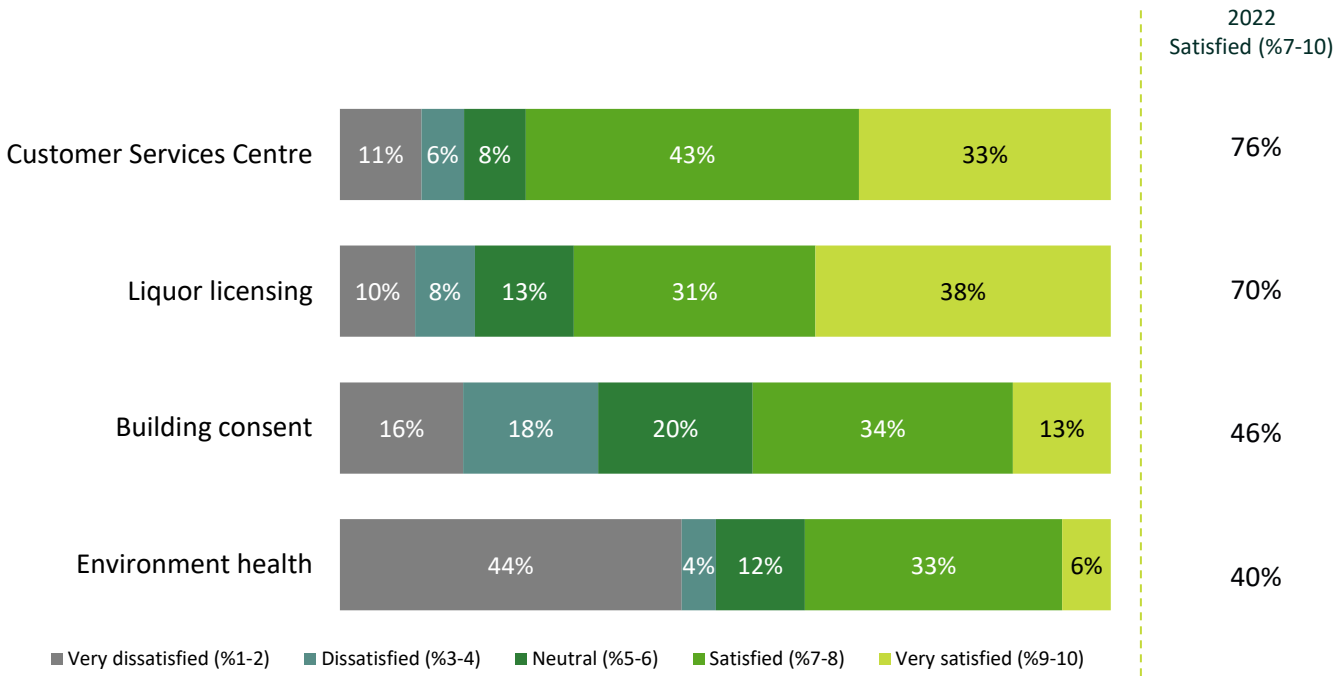


Just over one third of residents (34%) have contacted Westland District Council's *Customer Services Centre* and most of these residents are satisfied with the *service they received*.

NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q35. Have you contacted the Customer Services Centre, either in person, by phone and/or by email? Yes n=139
3. Q36. How satisfied are you with the service you received?

Contact with Council and Customer Services Centre



Scores with % 7-10	2022	Northern	Hokitika	Southern
Customer Services Centre	76%	78%	74%	75%
Liquor licensing	70%	-	66%	100%
Building consent	46%	60%	39%	-
Environment health	40%	60%	40%	27%

There is no significant difference by ward in terms of the satisfaction with the *service received from the Customer Services Centre*.

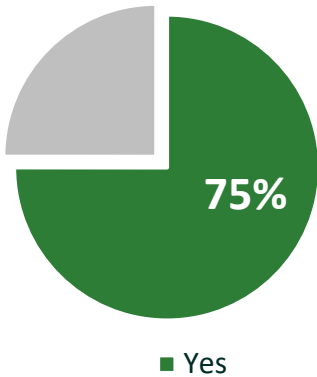
NOTES:
 1. Sample: 2022 n=365; Excludes 'Don't know' or blank responses
 2. Q27. How satisfied are you with the quality of the advice you received?
 3. Q30. How satisfied are you with the quality of the advice provided on liquor licensing matters?
 4. Q33. How satisfied are you with the quality of the advice provided on building consent matters?
 5. Q35. Have you contacted the Customer Services Centre, either in person, by phone and/or by email?



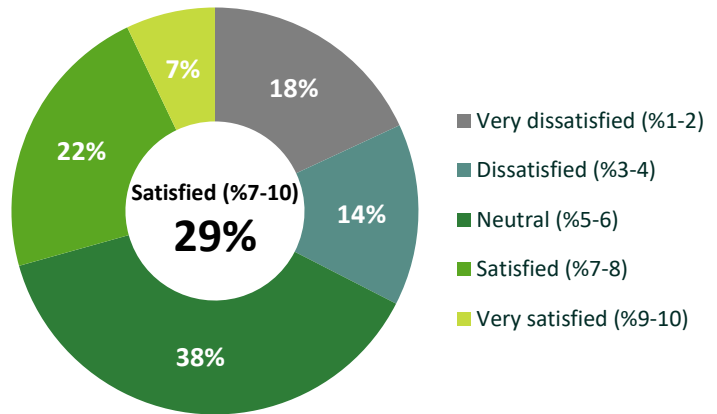
Council consultation and community involvement

Council consultation and community involvement

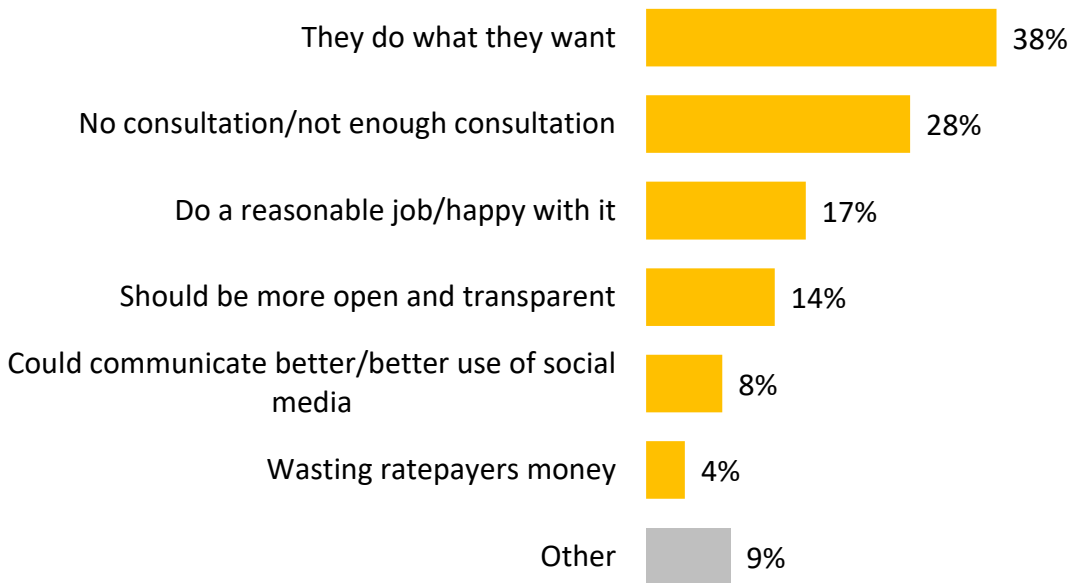
Understand how Council makes decisions



Satisfaction with how Council involves the public in the decisions it makes



Comments about how Council makes decisions and engages with community



Three in four residents (75%) understand how Council makes decisions. Fewer than three in ten (29%) are satisfied with how Council involves the public in the decisions it makes. Some of the comments pertain to Council doing what they want (38%), and lack of or inadequate consultation (28%) while 17% of residents who gave a comment are happy and think Council is doing a reasonable job in engaging with the community in consultation.

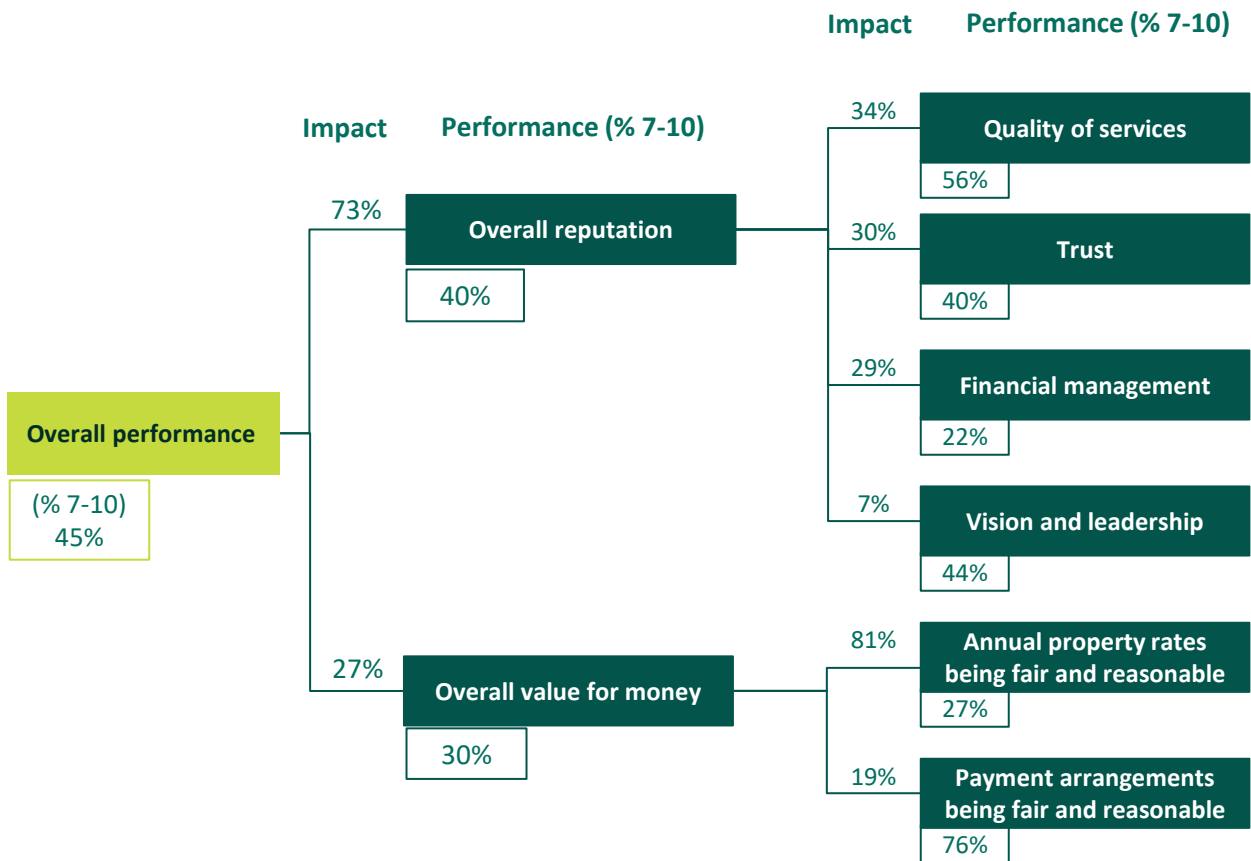
NOTES:

1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q39. In general, do you understand how Council makes decisions? Yes n=272
3. Q40. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the way your Council involves the public in the decisions it makes?
4. Q41. Do you have any comment about how Council makes decisions and engages with the community in consultation? n=261; Items ≤1% are not shown.



Drivers of perceptions

Drivers of perceptions of Westland District Council's performance



Overall reputation is the main driver of perceptions of Westland District Council's Overall performance while Value for money has lesser influence.

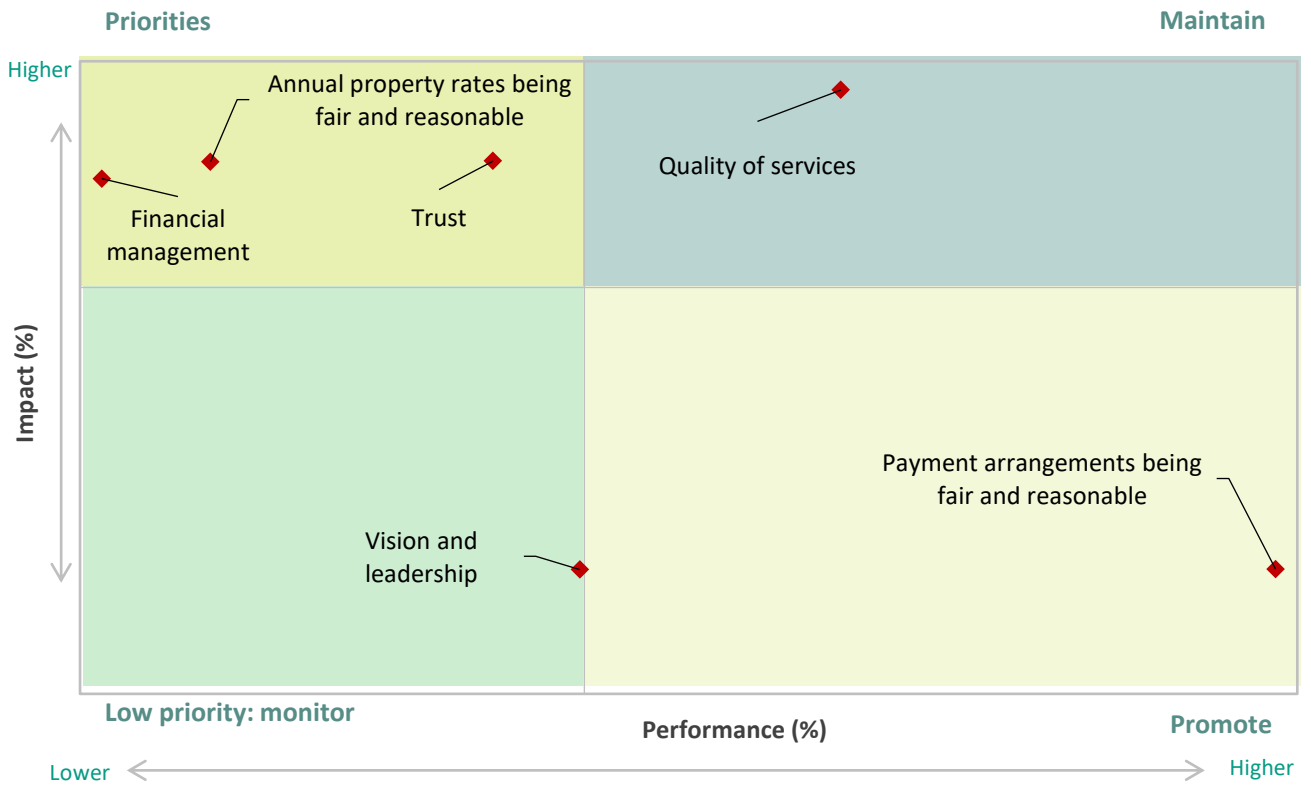
Satisfaction with the *Quality of services* has the greatest impact on the perceptions of Council's *Overall reputation*, followed by *Trust* and *Financial management*. *Vision and leadership* has the least influence. Improving performance regarding *Trust* and *Financial management*, given their relatively low satisfaction scores, will likely improve perceptions of Council's *Overall reputation*.

Annual property rates being fair and reasonable drives satisfaction with *Overall value for money* and since satisfaction with this attribute is low, Council should consider this area as an improvement priority.

NOTES:

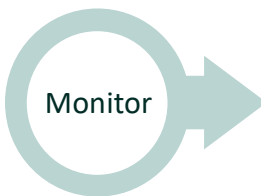
1. Sample: 2022 n=365; Excludes 'Don't know' responses
2. Q51. Thinking about Council overall their image and reputation, the services and facilities they provide and the rates and fees that you pay, overall, how satisfied are you with the Westland District Council?
3. Q50. Everything considered – leadership, trust, financial management, and quality of services provided, how would you rate Westland District Council for its overall reputation?
4. Q45. Thinking about everything Westland District Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council and the value for money you get for your rates?

Opportunities and priorities: Overall measures



Improve

The key improvement opportunities for Westland District Council is to improve residents' satisfaction with *Financial management, Annual property rates being fair and reasonable, and Trust*



Monitor

The area where Council should monitor its performance points to *Vision and leadership*



Maintain

Westland District Council should maintain its performance in relation to the *Quality of its services*



Promote

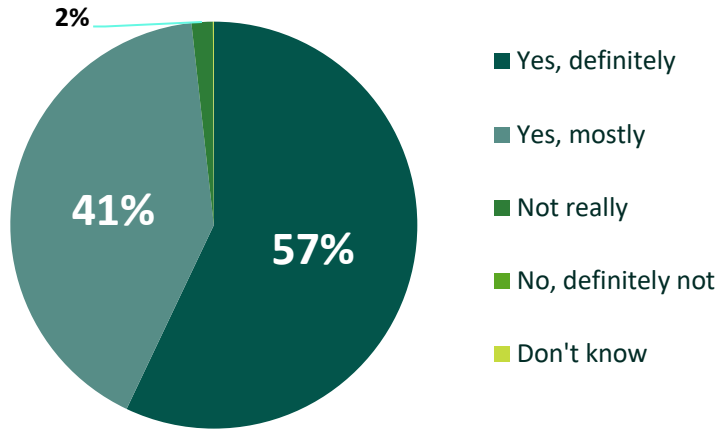
The most underappreciated area of Council's performance is regarding *Payment arrangements being fair and reasonable*



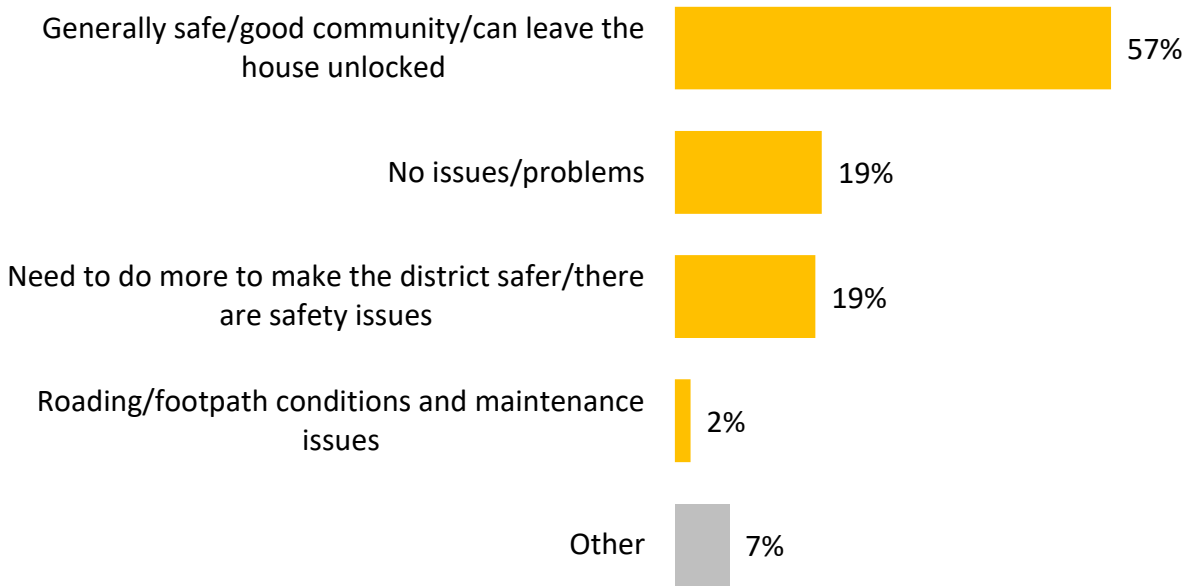
Public safety

Public safety

Perceptions of Westland District as a safe place to live



Reasons for perception of Westland District as a generally safe place to be



Nearly all residents (98%) perceive *Westland District as a safe place to be* citing the area as *generally safe and with a good community* (53%). Some residents have *no issues or problems* about safety (19%) while the others mentioned the *need to make the district safer* (19%).

NOTES:

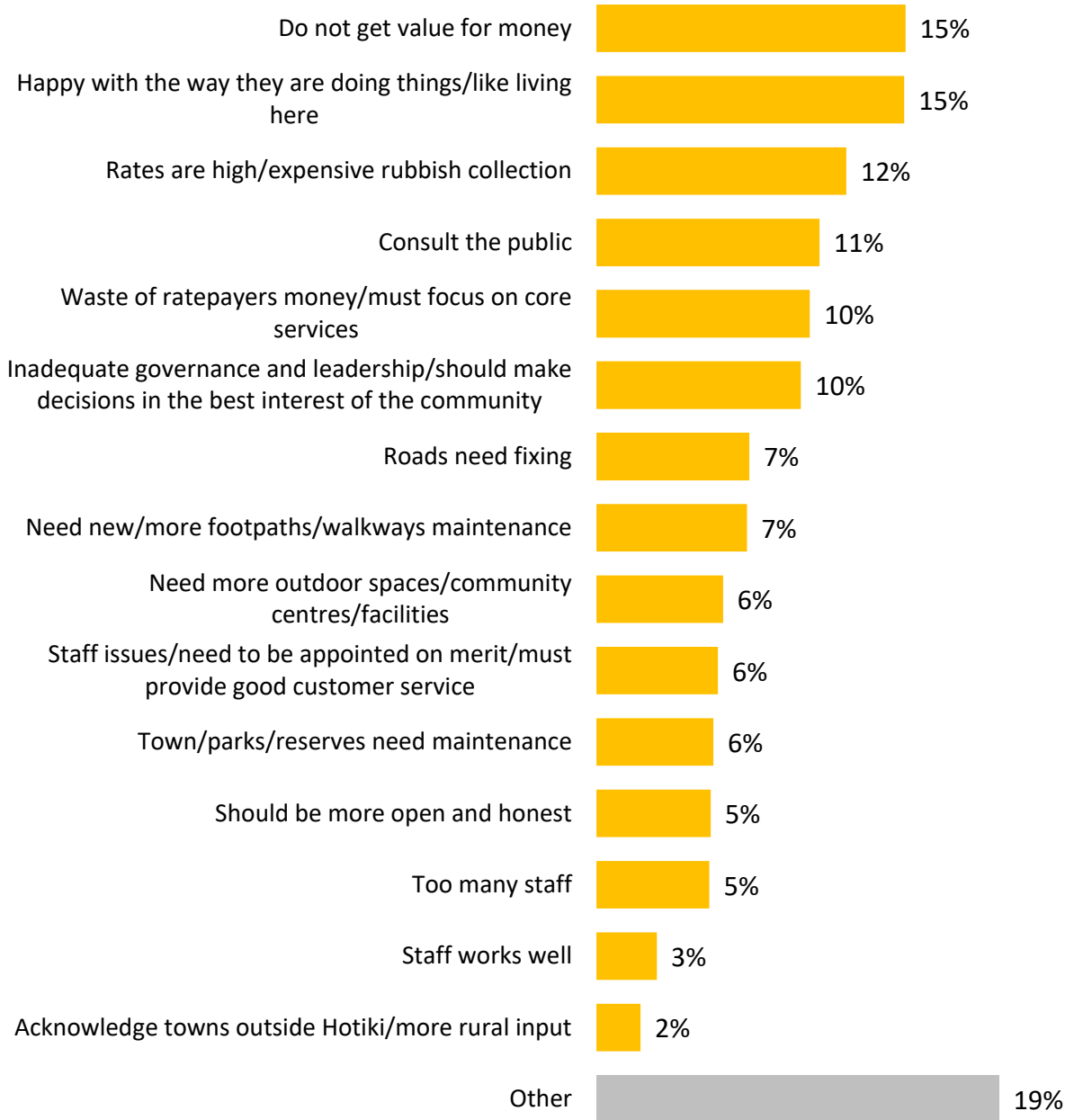
1. Sample: 2022 n=; Excludes 'Don't know' responses
2. Q42. Do you feel that Westland District is generally a safe place to live?
3. Q43. Could you please tell us why you feel this way? n=338



General comments

General comments

Other comments about Westland District Council



The residents have indicated a range of issues, concerns and suggestions when asked to make a comment about Westland District Council in general.

NOTES:
 1. Sample: 2022 n=365; Excludes 'Don't know' or blank responses
 2. Q52. Are there any other comments you would like to make about Westland District Council? n=207; Items ≤1% are not shown.



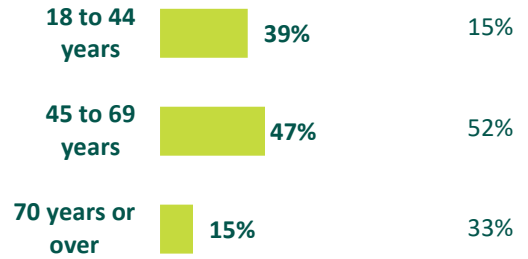
Sample profile

Sample profile

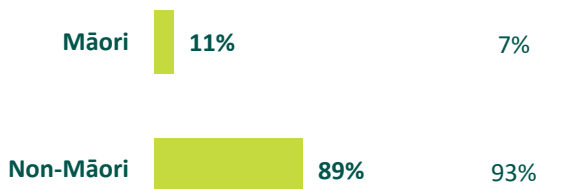
Gender



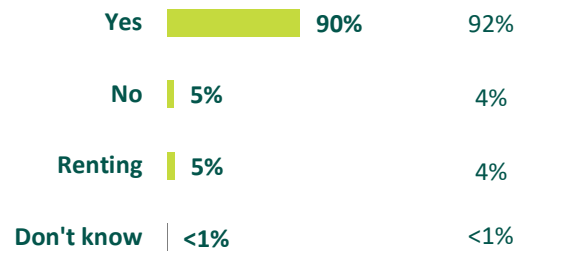
Age (weighted)



Ethnicity (weighted)

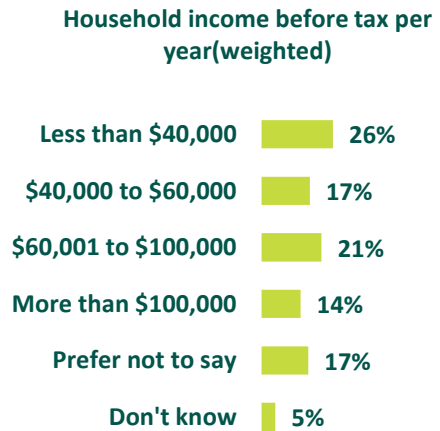
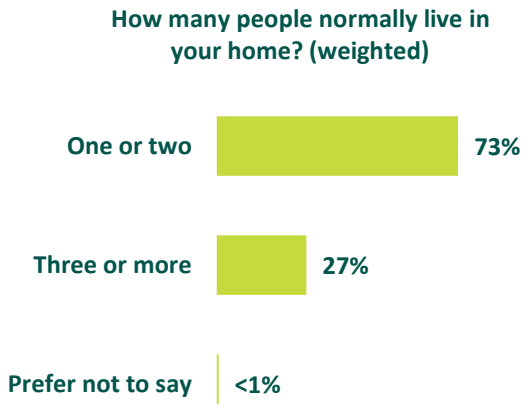
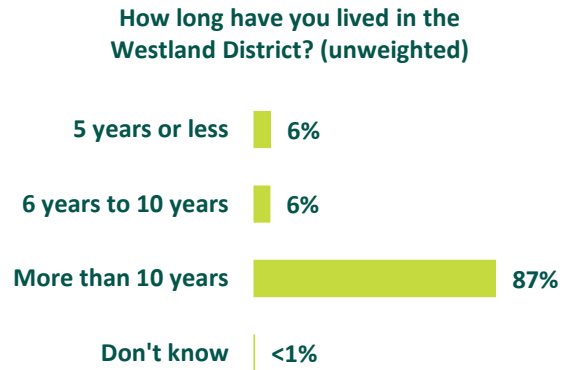
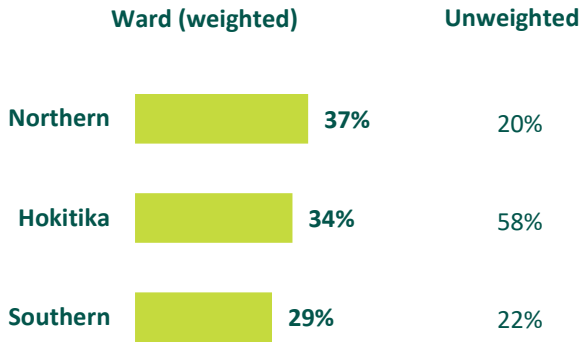


Paying rates (weighted)



*Multiple response

Sample profile





Appendix A – Results by key demographics

Services

Scores with % 7-10	2022	18 to 44 years	45 to 69 years	70 years or over
Protection from dogs and wandering stock	29%	-	40%	32%
Parks or reserves	66%	57%	74%	71%
Public toilets	63%	60%	62%	80%
Library services	91%	94%	86%	99%
Hokitika Pool	63%	60%	67%	59%
Standard and safety of unsealed roads	41%	50%	36%	35%
Standard of community halls	83%	75%	87%	91%
Refuse and recycling service	72%	67%	71%	86%

Scores with % 7-10	Māori	Non-Māori	Northern	Hokitika	Southern
Protection from dogs and wandering stock	100%	28%	23%	15%	46%
Parks or reserves	55%	68%	70%	66%	59%
Public toilets	67%	63%	66%	65%	60%
Library services	90%	92%	92%	91%	91%
Hokitika Pool	46%	68%	71%	43%	100%
Standard and safety of unsealed roads	22%	44%	37%	43%	45%
Standard of community halls	66%	84%	75%	99%	85%
Refuse and recycling service	83%	70%	78%	69%	64%

Scores with % 7-10	Male	Female	Pay rates	Do not pay rates	Renting
Protection from dogs and wandering stock	-	36%	33%	-	-
Parks or reserves	71%	61%	65%	56%	100%
Public toilets	70%	57%	63%	97%	49%
Library services	88%	94%	91%	100%	100%
Hokitika Pool	61%	64%	61%	-	100%
Standard and safety of unsealed roads	42%	41%	39%	37%	78%
Standard of community halls	75%	91%	84%	59%	100%
Refuse and recycling service	74%	70%	71%	94%	67%

Contact with Council, Customer Services Centre and Council consultation

Scores with % 7-10	2022	18 to 44 years	45 to 69 years	70 years or over
Quality of advice received – Environment health	40%	24%	56%	63%
Quality of advice received – Liquor licensing	70%	100%	59%	70%
Quality of advice received – Building consent	46%	53%	40%	19%
Customer Services Centre	76%	85%	70%	76%
Council consultation and community involvement	29%	30%	27%	35%

Scores with % 7-10	Māori	Non-Māori	Northern	Hokitika	Southern
Quality of advice received – Environment health	62%	32%	60%	40%	27%
Quality of advice received – Liquor licensing	-	70%	-	66%	100%
Quality of advice received – Building consent	12%	49%	60%	39%	0%
Customer Services Centre	98%	72%	78%	74%	75%
Council consultation and community involvement	20%	30%	34%	27%	26%

Scores with % 7-10	Male	Female	Pay rates	Do not pay rates	Renting
Quality of advice received – Environment health	34%	51%	40%	-	-
Quality of advice received – Liquor licensing	73%	65%	70%	-	-
Quality of advice received – Building consent	51%	39%	51%	-	-
Customer Services Centre	78%	74%	75%	100%	100%
Council consultation and community involvement	28%	31%	30%	15%	24%

Reputation and Value for money

Scores with % 7-10	2022	18 to 44 years	45 to 69 years	70 years or over
Vision and leadership	44%	45%	42%	48%
Trust	40%	48%	34%	42%
Financial management	22%	21%	20%	28%
Quality of services	56%	61%	49%	61%
Annual property rates being fair and reasonable	27%	31%	20%	37%
Payment arrangements being fair and reasonable	76%	85%	72%	72%

Scores with % 7-10	Māori	Non-Māori	Male	Female
Vision and leadership	19%	47%	43%	44%
Trust	43%	40%	47%	34%
Financial management	14%	23%	24%	19%
Quality of services	36%	58%	58%	53%
Annual property rates being fair and reasonable	9%	29%	32%	21%
Payment arrangements being fair and reasonable	81%	76%	75%	78%

Scores with % 7-10	Pay rates	Do not pay rates	Renting
Vision and leadership	45%	17%	37%
Trust	41%	17%	50%
Financial management	21%	12%	72%
Quality of services	55%	61%	67%
Annual property rates being fair and reasonable	26%	0%	60%
Payment arrangements being fair and reasonable	77%	85%	38%

Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

Key Staff

Project lead: **Laarni Mandap**
Research Executive

Telephone: + 64 7 929 7071

Email: laarni@keyresearch.co.nz

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