

P/6: Grey District Resident Satisfaction Survey - Outcome

1.1 OUTCOME SOUGHT:

Council noting the outcome of the 2014 resident satisfaction survey

Council giving direction regarding areas of concern.

1.2 SIGNIFICANCE:

No significant.

1.3 BACKGROUND:

Council, through Opinions Market Research Limited, conducted the 2014 Resident Satisfaction Survey. The survey report, including the questions used in a telephone survey, is attached to this item.

The survey not **only provides a representative indication of Council's** performance in relation to key activities, but this, as the first such survey, also represents a benchmark against which future performance can be measured.

This report will not endeavour to repeat the report information but will focus on **key aspects that impact directly on the standard of Council's services. Attention** is therefore drawn to the following:

Performance of GDC

- The 81% satisfaction rating is up on the 79% rating for last year and is most favourable. The performance is better than the group average with Council coming in fourth in the group.

Performance of Mayor and Councillors

- The 83% satisfaction rating is the same as the rating achieved last year, the only difference being that the 5 dissatisfied is slightly lower. The satisfaction rating is higher than the group average and second highest in the group.

Once again, a very good achievement.

Overall Service When Contacting Council Offices

- The 84% satisfaction rating is 3% lower than last year but remains a very good result. The performance is on par for the group and ninth of the Councils in the group. It is promising that the extremely dissatisfied and quite dissatisfied numbers are down on last year.

Satisfaction with Council's Facilities and Services

- The attention of Council members is drawn to the report. Attention is in particular drawn to the spatial results on key services on p. 43. The following specific results are highlighted herein:

Household Rubbish Collection

- With a 96% satisfaction rating, Council can justifiably feel proud of the quality of the service.

Water Supply

- Pressure
 - 88% of residents are satisfied with water pressure.
- Taste/Appearance
 - 74% of residents are satisfied with the taste and appearance of water. Obviously it is an area of continuous improvement.

Stormwater drainage

- 80% of residents are happy with the service which is 3% higher than last year

Roading

- 91% of residents feel safe on our roads. This is testament to the standard of **Council's roads** .

Perception of quality of life

- 60% of residents feel a sense of pride in the way the District looks and feels. Whilst 5% down on last year, it still is on average for the Councils in the group and the fourth highest rating in the group. This is a promising return given the economic challenges the District has faced.
- 94% thinks the District to be a great place to live. This is 3% up on last year **and testament of Council's economic development efforts to improve the economy**. This rating places Grey District at no 1 in the group of Councils

General

- The survey confirmed a high general resident satisfaction with Council and **its services. As indicated, there are areas for improvement and we will "drill down" to get a clear feel for the reasons why reasonable numbers** of residents are dissatisfied with some services and will address these within existing budgets or as part of the next Annual Plan/Long Term Plan.

The customary format issues are not discussed further.

1.4 SUGGESTED RECOMMENDATION:

That –

1. Council notes the outcome with interest and ask the CEO to further investigate areas where reasonable public dissatisfaction levels have been recorded with a view to implementing further improvements.
2. Council records its thanks to:
 - a. All residents who have participated in the survey.
 - b. Opinions Market Research Limited for a clear, concise report.

1.5 RECOMMENDATION: (HIS WORSHIP)