



# Grey District Council Resident Satisfaction Survey 2023



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# Executive Summary

## Introduction

- The objective of this research is to measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term in line with community outcomes in the Council's Long Term Plan. This research also provides a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- In 2023, interviews were conducted from 6 November 2023 – 13 February 2024, among a sample of 359 Grey District residents aged 18 and over.
- Prior to 2019, interviews were conducted by telephone. Since 2019, a hybrid online self-completion and telephone interviewer administered approach has been employed. In 2022 and 2023 a paper version of the questionnaire was also available. This change in methodology has been introduced given the advent of cost-effective electronic interviewing options and a reduction in landline presence within the community.
- The move to a hybrid methodology for data collection in 2019 has resulted in some difference in satisfaction levels with the Council being recorded. These relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council.



# Executive Summary

- Overall, satisfaction with the performance of the Mayor, Councillors and Council in the 2023 survey is at a similar level to 2022. It is lower than in the preceding years.
- Primary reasons for satisfaction, similarly to 2022, focus on the Mayor doing a good job, the Council's good performance overall, that it's moving forward/getting things done, its stand on Three Waters/standing up to the government, as well as providing good support, communication and consultation.
- Primary reasons for dissatisfaction, similarly to 2022, revolve around rates and how they are spent, the Council not moving forward/not getting things done and a lack of support, communication, consultation and not listening.
- Just under three quarters are satisfied with the performance of the Mayor but fewer, just over half, are satisfied with the performance of the Councillors. Dissatisfaction with the Councillors has increased in 2023.
- Less than two thirds are satisfied with the information received from Council. Satisfaction with the information received from Council was significantly lower in 2022 than in 2021 and, in 2023, satisfaction has continued to decline a little further.
- Less than half are satisfied with the Council's consultation on important issues. This level of satisfaction has remained at the same level as 2022.



# Executive Summary continued

- **Among those contacting the Council in the last 12 months, around three fifths are satisfied with the overall service they received from the Council Offices but around a third are dissatisfied. The most common suggested improvements are to take action/resolve the issue and better communication/getting back to people. While there is often a need for further communication or follow up, this does not always occur.**
- **In 2022 and 2023, just over a third feel a sense of pride in the way their District looks and feels. This proportion is significantly lower than in earlier years.**
- **Three quarters of participants feel safe on local roads overall. This proportion is higher for those when using a motorised vehicle and lower as a pedestrian or cyclist.**



# Key Insights

## Overall satisfaction with Council performance

- In 2023, 56% expressed satisfaction with the **overall performance of Council in the last 12 months**, this is similar to 2022 (59%). It is significantly lower than in 2021 (70%) and 2020 (81%) and is aligned with 2019 (63%). Reflecting lower levels of satisfaction, dissatisfaction is significantly higher in 2023 (37%) and 2022 (33%) than in 2021 (21%) and 2020 (10%).
- Aligned with 2022, positive reasons stated for being satisfied with the overall performance of the Council focus on the Mayor doing a good job (45%), the Council's good performance overall (32%), that it's moving forward and getting things done (29%), its stand on Three Waters/ standing up to the government (25%), and its good support, communication and consultation (17%).
- Similar to 2022, reasons for dissatisfaction primarily centre around three factors; the rates being dear and money could be better spent (48%), the Council not moving forward and not getting things fixed (30%) and a lack of support, communication, consultation and not listening (27%).
- Just under three quarters (71%) are satisfied with the **performance of the Mayor** and, reflecting this, 20% expressed dissatisfaction.
- Only just over half (53%) expressed satisfaction with the Councillors, and 29% dissatisfaction. This level of dissatisfaction has increased from 21% in 2022. A further 18% did not know if they were satisfied or not indicating a lack of Councillor presence in the community, although this proportion has decreased since 2022 (23%).



# Key Insights continued

## Satisfaction with communications

- Less than two thirds (63%) are satisfied with the **information received from Council**. Satisfaction with the information received from Council was significantly lower in 2022 (68%) than in 2021 (80%) and, in 2023 (63%), satisfaction has continued to decline a little further.
- In 2023, less than half (45%) of residents expressed satisfaction that the **Council consults with residents on important issues**, while just over a third (36%) are dissatisfied and just under one fifth (19%) do not know. Satisfaction in 2023 (45%) and 2022 (43%) is significantly lower than it was in 2021 (66%).
- Residents' **preferred method for receiving information** varies indicating the importance of using a range of communication means to effectively reach residents.



# Key Insights continued

## Contact with Grey District Council

- 65% have **contacted Grey District Council** in the last 12 months, this proportion is similar to previous years. Phone is the main means of contact (49%) followed by walking in (43%) and email (35%).
- Reasons for contacting the Council in the last 12 months are primarily about rates (41%), dog/animal control/registration (36%), building/planning/resource consent/permit (29%), roading or footpaths (15%), rubbish disposal/recycling (11%), stormwater or flooding (9%) and events related (8%).
- Just over three fifths (61%) expressed satisfaction with the **overall service from the Council Offices**. Satisfaction is similar to 2022 (60%), and lower than in 2021 (80%) and earlier years surveyed (76% - 88%). The most common suggested improvement is to take action/fix the problem/follow up.
- Satisfaction by reason for contact is highest for general licensing (100%), events related (80%), public toilets and restrooms (79%), dog/animal control registration (73%), rates (72%) and sewerage (71%), although the number responding is small meaning these findings are indicative only.
- Dissatisfaction by reason for contact is greatest in relation to stormwater or flooding (69%), water supply (67%), roading and footpaths (60%) and parks, reserves, playgrounds, skate parks and walking tracks (53%). Although a word of caution, the number responding is small meaning these findings are indicative only. Reasons for dissatisfaction centre around the Council not replying and inaction with resolving a problem.



# Key Insights continued

- By means of contact with the Council, satisfaction is highest for walk in contact (71%) followed by phone (61%) and email (54%) and it is lowest for social media (23%).
- Among those contacting the Council, in 47% of cases there is a need for further communication or follow up. The need for further contact or follow up is more prevalent in some service areas than others e.g. stormwater/flooding (93%), sewerage (76%) and building/planning/resource consent/ permit (70%) are the highest. Of concern, this follow up is not always happening with 34% stating follow up had not yet occurred. Of note, the extent to which follow up occurs varies by service area.
- The main areas for improvement with Council contact relate to staff taking action, fixing the problems including visiting sites with issues (28%), staff responding (20%), better communication and explanation (18%), staff listening to concerns and being more understanding (17%), more training and knowledgeable staff (14%) and more friendly and helpful staff with a better attitude (8%).





# Key Insights continued

## Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have used or visited in the last 12 months** a public toilet (71%), a rubbish dump/recycling facility (68%) or a park or reserve (66%).
- In 2023, **satisfaction with Council facilities and services** is highest for parks and reserves including walking tracks (75%), public toilets and rest rooms (70%), followed by swimming pools (69%) and roading network (69%), the Westland Recreation Centre (67%), cemeteries (66%) and the availability of public parking (65%).
- **Dissatisfaction** is greatest with the overall maintenance of footpaths (58% dissatisfied) and roads (43%), availability of public parking (33%), the roading network in the District (30%), overall stormwater system (29%) and the water supply (24%).
- Levels of satisfaction with Council facilities and services is similar to 2022, with the exception of **a marginal decrease in satisfaction** with the water supply in some parts of the district and a significant decrease in Grey Valley/Blackball/Lake Brunner.
- With **Council's regulation of land use throughout the District** in 2023, 38% of residents are satisfied, 32% dissatisfied and 29% don't know; this level of satisfaction is similar to 2022 and is significantly lower than in 2021.
- Similar to 2022, issues with the regulation of land use primarily revolve around there being too much bureaucracy/red tape/rules (67%), it taking too long (51%), disagreement with things the Council is doing/decisions (50%), communication issues/hard to get answers (43%), a lack of consultation/informing the public (42%), the consent process being too expensive (41%), the need to tidy up the town (40%), concerns about SNAs/creation of wetlands (36%) and the plan not being comprehensive/cohesive/inappropriate land use/outdated (31%).



# Key Insights continued

- 95% have a Council supplied household waste collection service. Over four fifths (84%) are satisfied with the **household recycling collection service in general**; this level of satisfaction is marginally higher than in 2022 and 2021 and similar to years prior to that.
- 91% are satisfied that their **household rubbish/recycling is collected on time**.
- 73% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**. 13% are dissatisfied and 15% don't know.
- In 2023, 70% are on a **Council water supply** and 1% are on both a Council and a private water supply.
- 68% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2023; this proportion is marginally lower than in 2022 (76%) and 2021 (84%). Similar to 2022 (85%), 83% are satisfied with the **water pressure and flow**, this proportion is marginally lower than in 2021 (90%).
- In 2023, 61% of participants live in a town and 39% in a rural environment. The proportion of participants living in towns is higher in 2023 (61%) and 2022 (62%) compared with 2021 (54%). Equally the proportion living rurally is lower.
- 60% of residents living in a town are satisfied with the **way their property drains stormwater** in 2023. This proportion is marginally lower than in 2022 (70%) and 2021 (73%). These appear to be localised issues with drainage and are most prevalent in Grey Valley/Blackball/Lake Brunner.

# Key Insights continued

## Quality of Life

- 35% agree they **feel a sense of pride in the way their District looks and feels**. This proportion is similar to 2022 (34%) and significantly lower than in 2021 and earlier years (41% - 65%).
- Those who feel a sense of pride are most likely to do so due to the beautiful natural environment (79%), West Coast pride (69%), the sense of community in the district/friendly (65%), happy being here/been here for a long time/it is home (65%), plenty of parks/gardens and green spaces (65%), clean/no rubbish around (57%), moving forwards and getting things done (55%) and plenty of facilities and services (50%). The proportions stating many of these reasons have increased marginally in 2023 compared with 2022.
- The reasons people do not feel a sense of pride primarily related to the CBD is dying/lots of empty shops/buildings (77%), the District is run down or needs better maintenance (77%) and doesn't look good/not something to be proud of (62%) as well as a lack of facilities, services and things to do (54%).

## Sense of road safety

- Just over three quarters (76%) of participants **feel safe on local roads overall**.
- This proportion increases to 82% feeling safe when using a motorised vehicle and reduces to 65% feeling safe as a pedestrian and 38% feeling safe as a cyclist.

# Introduction



# Research Objectives

## Overall objective

- ⌘ To measure community satisfaction with Grey District Council and its services to inform and enhance Council performance long term.

## Specific objectives

- ⌘ To measure and monitor over time community satisfaction with Council performance and the services it provides.
- ⌘ To gain an understanding and insight into aspects of services for improvement.
- ⌘ To determine Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).
- ⌘ To provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.



# Sample Structure

- ⌘ A quantitative methodology aligned to that used annually from 2019 to 2022 was employed. This consisted of a hybrid approach encompassing online self-completion, paper surveys and interviewer administered phone interviewing. This approach utilising electronic options for accessing the questionnaire enabled us to reach parts of the community that no longer have a landline.
- ⌘ Note, the move to this hybrid methodology for data collection in 2019 resulted in some difference in satisfaction levels being recorded that relate primarily to a change in methodology rather than a shift in satisfaction levels with the Council.
- ⌘ The online survey component was managed by Grey District Council using a number of different strands to promote the survey including newspaper, flyers physical (Grey District Library, Westland Recreation Centre and in person) and email, networks (Tai Poutini Polytechnic, Schools, District Health Board, sports clubs via Sport Canterbury/West Coast), radio, newsletters, New Coasters, TPP, Facebook and the Grey District Council website.
- ⌘ In 2023, interviews were conducted from 6 November 2023 – 13 February 2024, among a sample of 359 Grey District residents aged 18 and over.



# Sample Structure: 2022 – 2023

		Census 2018 %	2022 Sample n=364			2023 Sample n=359		
			Unweighted		Weighted	Unweighted		Weighted
			n	%	%	n	%	%
Age	18-24	9	23	6	9	15	4	9
	25-49	37	133	37	37	115	32	37
	50-64	30	113	31	30	120	33	30
	65+	24	95	26	24	109	30	24
Gender	Male	50	155	43	49	147	41	49
	Female	50	206	57	50	207	58	49
	Prefer not to say	-	3	1	1	5	1	1
Area	Greater Greymouth	34	139	38	34	359	44	34
	Karoro - Camerons	18	72	20	18	159	20	18
	Kaiata/Dobson/Taylorville/Stillwater	6	31	9	6	73	5	6
	Grey Valley/Blackball/Lake Brunner	25	67	18	25	17	14	25
	Runanga/Rapahoe/Coast Road	17	55	15	17	49	17	17
Method- ology	Online	-	279	77	76	273	76	73
	Telephone	-	57	16	17	63	18	20
	Paper	-	28	8	7	23	6	8



# Sample Profile – Demographics

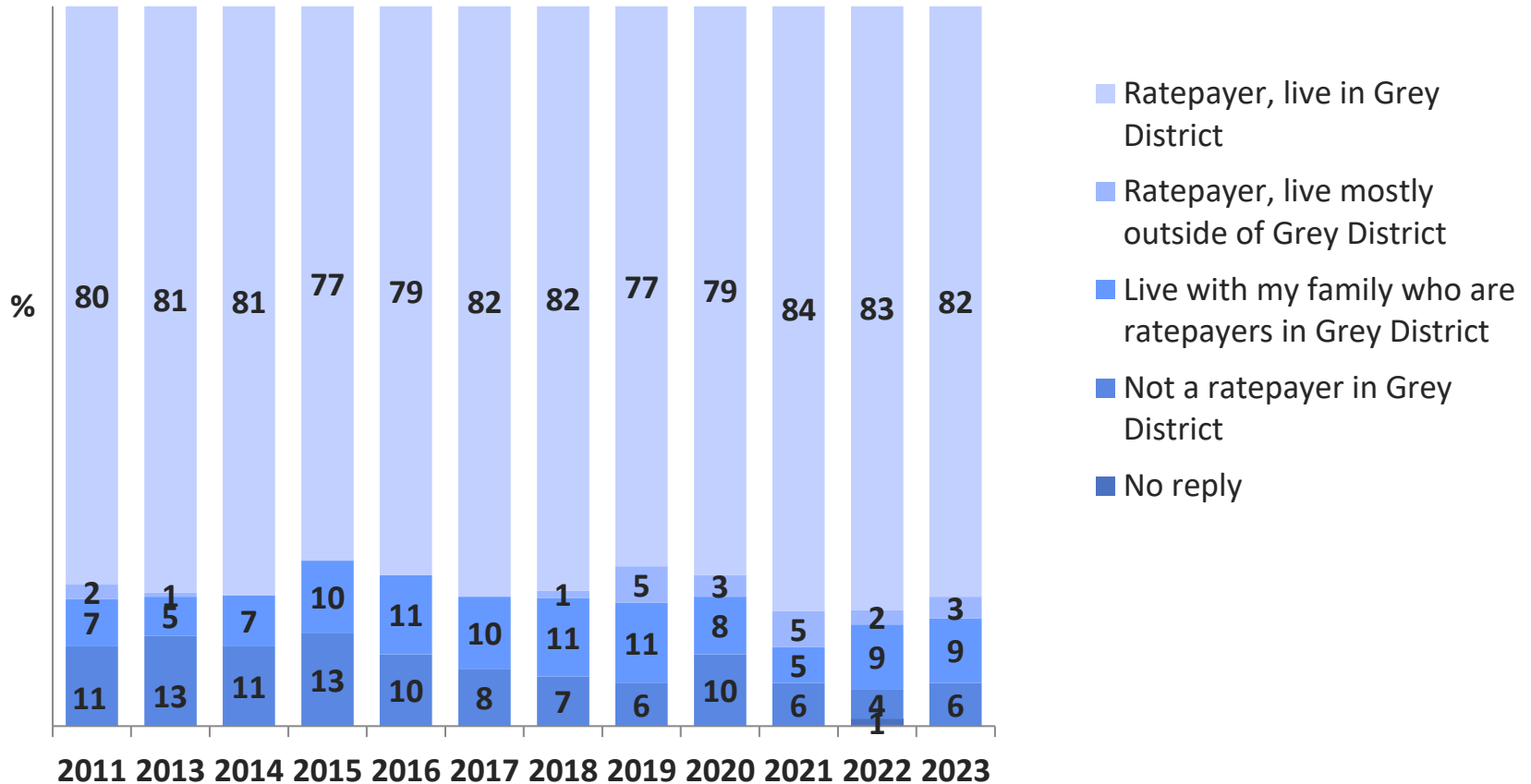
	2023 (359)	
	Un-weighted %	Weighted %
<b>Employment Status</b>		
In full time paid employment	44	47
In part time paid employment	17	18
Not in paid empl./seeking/beneficiary	3	3
Retired	28	24
Home executive	4	3
School student	-	-
Tertiary student	1	2
Other	3	2
No reply	-	-
<b>Ethnicity</b>		
European	90	89
Māori	9	11
Pacific peoples	1	2
Asian	1	1
Middle Eastern/Latin Am./African	1	1
New Zealander	4	4
Other	-	-
No reply	1	1

	2023 (359)	
	Un-weighted %	Weighted %
<b>Dependent Children</b>		
No dependent children	74	74
Youngest aged under 5	7	8
Youngest aged 5-15	13	13
Youngest aged over 15	5	5
<b>Life Stage</b>		
Younger, no dependents	16	25
Has dependents	26	26
Older, no dependents	58	49





# Sample Profile: Ratepayer Status



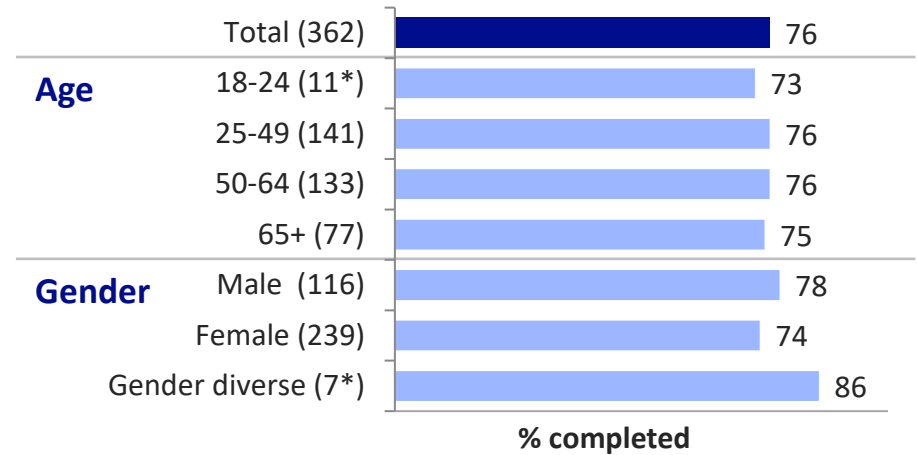
Total sample: 2011-2021: 350; 2022: 364; 2023: 359



# Survey Completion Rate

- 76% of the 362 participants who qualified for the online survey and completed the questions on gender and age completed all questions.
- There were no differences in the completion rate by age or gender.

% Who answered all questions by age and gender

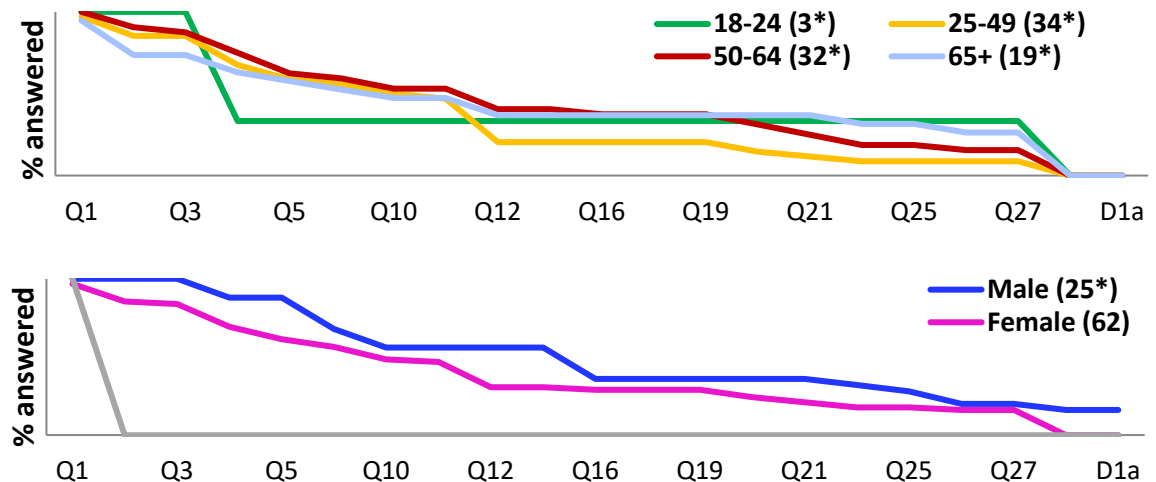


Sample: those qualifying and answering the questions on gender and age – refer to ()

\*Small sample size – results indicative only

- Those aged 25-49 and females who partially completed the survey tended to complete fewer questions than those in other age groups and males.

% Answering each question who did not answer all questions by age and gender



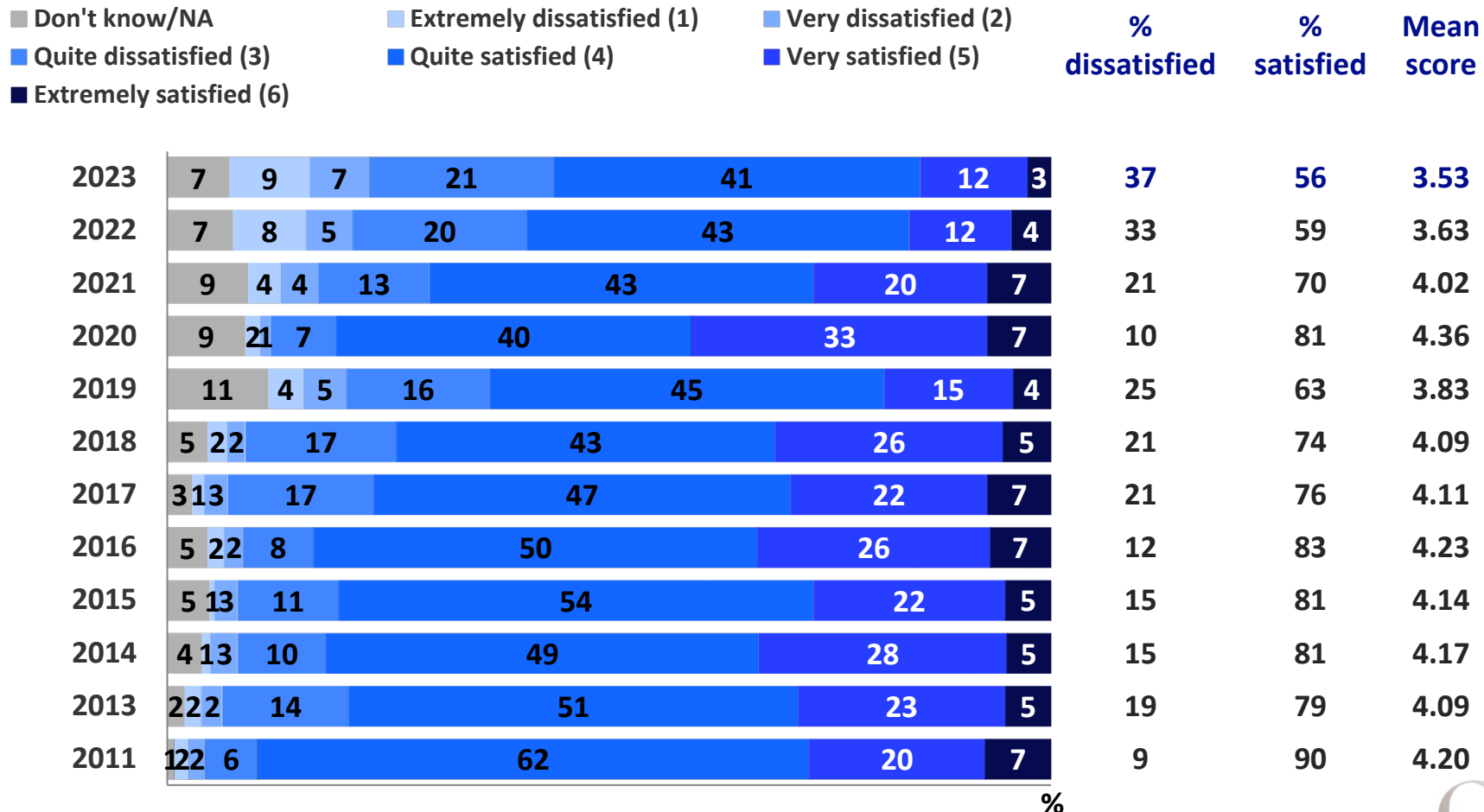
Sample: those qualifying and answering the questions on gender and age who did not answer all questions – refer to ()

\*Small sample size – results indicative only



# Satisfaction with Overall Performance of Grey District Council over Last 12 Months

Q. And, overall, how satisfied or dissatisfied would you say you are with the overall performance of Grey District Council over the last 12 months?

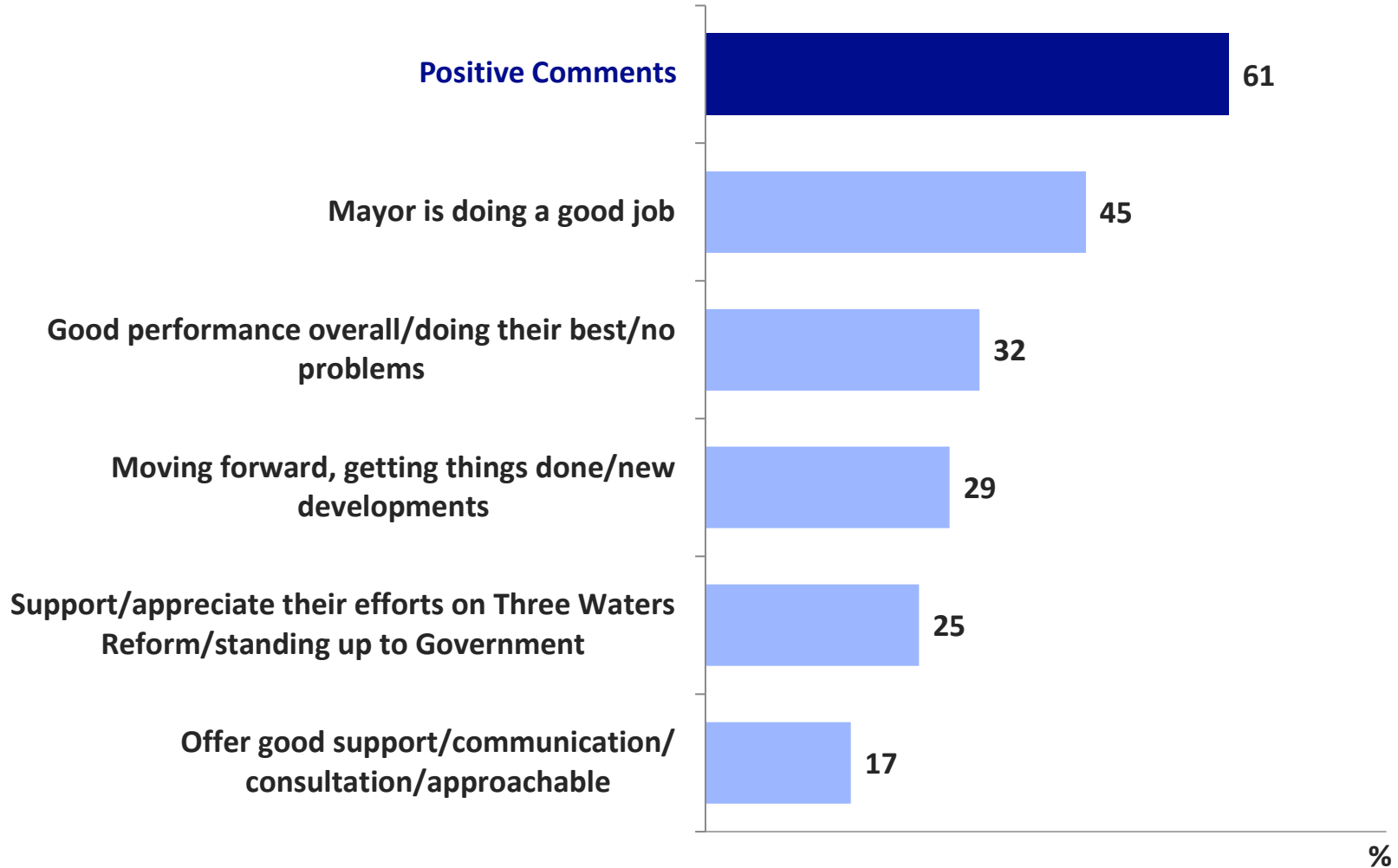


Total sample: 2011-2021: 350; 2022: 364; 2023: 359



# Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2023

Q. Why do you say that?



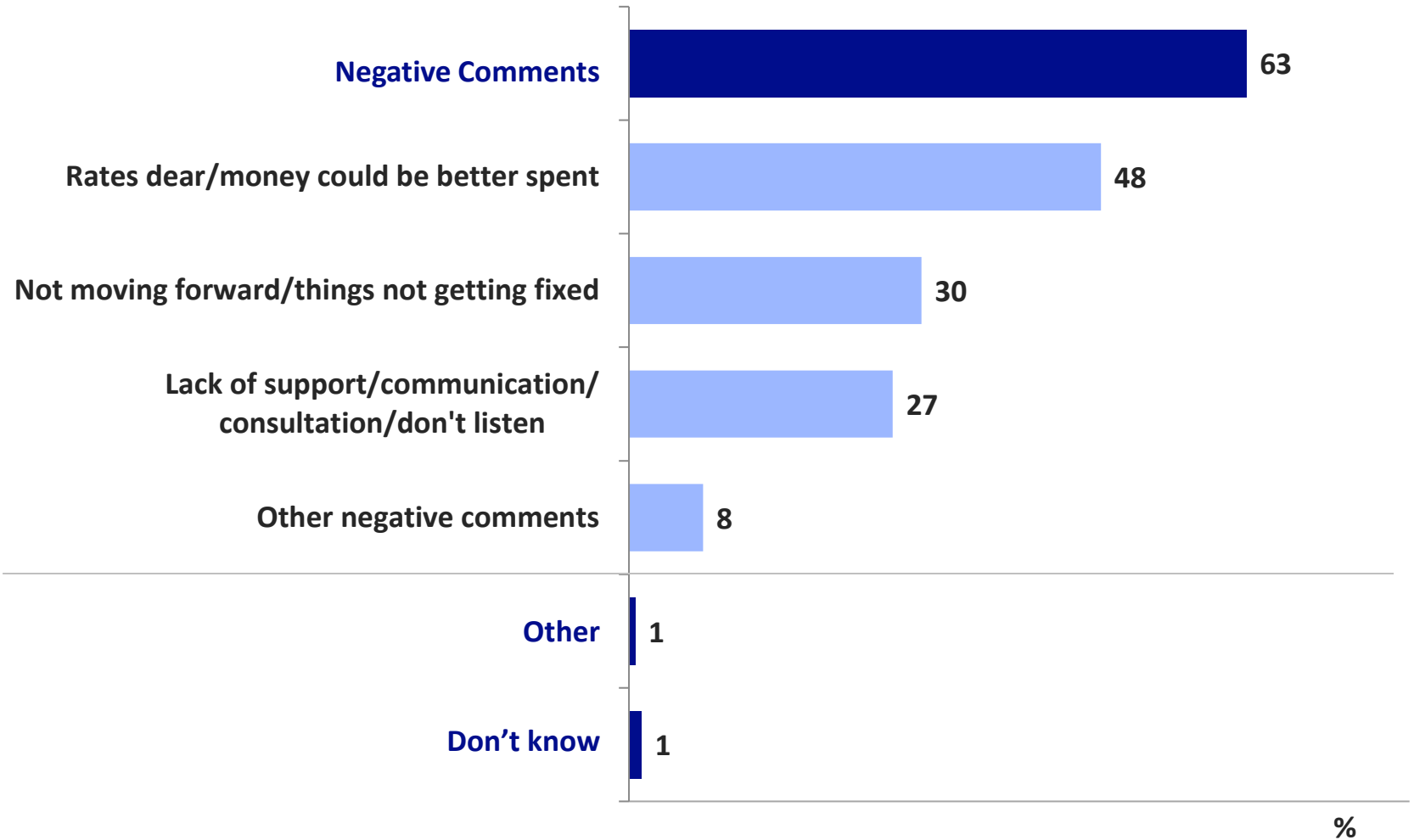
Total sample: 2023: 359

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# Reasons for Level of Satisfaction with Council Performance over Last 12 Months, 2023 cont.

Q. Why do you say that?



Total sample: 2023: 359



# Reasons for Level of Satisfaction with Council Performance over Last 12 Months – Trend Data\*

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
<b>Positive Comments</b>	72	65	65	66	56	54	38	63	56	66	61
Mayor is doing a good job	5	10	8	5	10	13	6	28	15	46	45
Good performance overall/doing their best/no problems	51	40	41	36	29	31	22	22	27	28	32
Moving forward, getting things done/new developments	7	17	15	17	16	11	6	13	7	30	29
Support/appreciate their efforts on Three Waters Reform/standing up to Government	-	-	-	-	-	-	-	-	4	31	25
Offer good support/communication/consultation/approachable	8	8	9	9	6	5	4	8	10	18	17
Other positive comments**	na	na	4	6	4	3	5	4	1	1	-

*Continued on next slide*

Total sample: 2013-2021: 350; 2022: 364; 2023: 359

Note: question was not asked in 2011

\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

\*\*Prior to 2022, this excludes responses with few mentions that are included with 'other' on the following slide. Data not available prior to 2015.



# Reasons for Level of Satisfaction with Council Performance over Last 12 Months – Trend Data cont.\*

	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
<b>Negative Comments</b>	30	32	29	22	41	39	35	17	31	58	63
Rates dear/money could be better spent	5	5	7	3	5	8	7	2	7	43	48
Not moving forward/things not getting fixed	4	7	5	3	4	3	6	3	2	30	30
Lack of support/comm./consultation/ don't listen	5	9	4	5	7	10	7	4	9	27	27
Other negative comments**	na	na	17	12	32	26	19	9	16	9	8
<b>Other</b>	4	4	6	8	10	12	24	13	11	4	1
<b>No answer/don't know</b>	-	9	9	8	6	7	13	11	9	-	1

Total sample: 2013-2021: 350; 2022: 364; 2023: 359

Note: question was not asked in 2011

\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

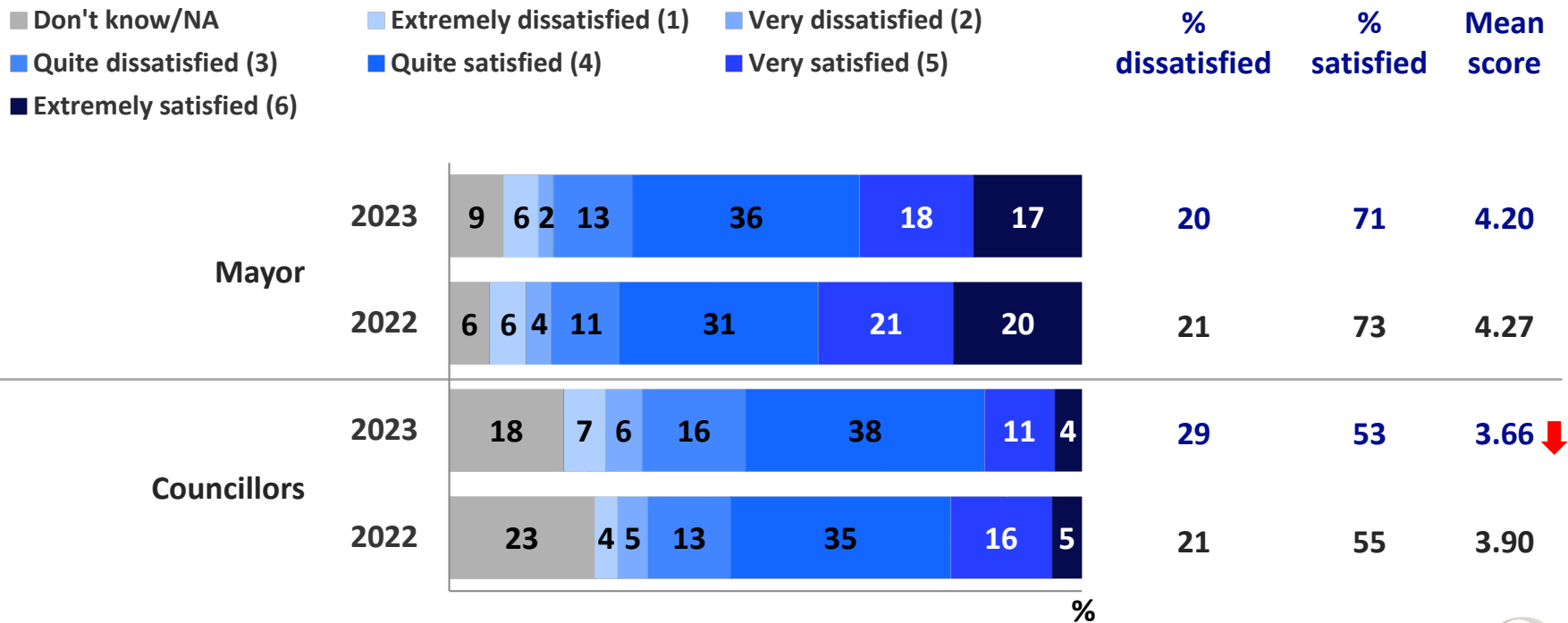
\*\*Prior to 2022, excludes responses with few mentions that are included with 'other'. Data not available prior to 2015.



# Satisfaction with Performance of Mayor and Councillors

*Q. Thinking now about the Grey District Council's Mayor. How satisfied are you with the overall performance of Grey District Council's Mayor?*

*Q. Thinking now about the Grey District Council's Councillors. How satisfied are you with the overall performance of Grey District Council's Councillors?*



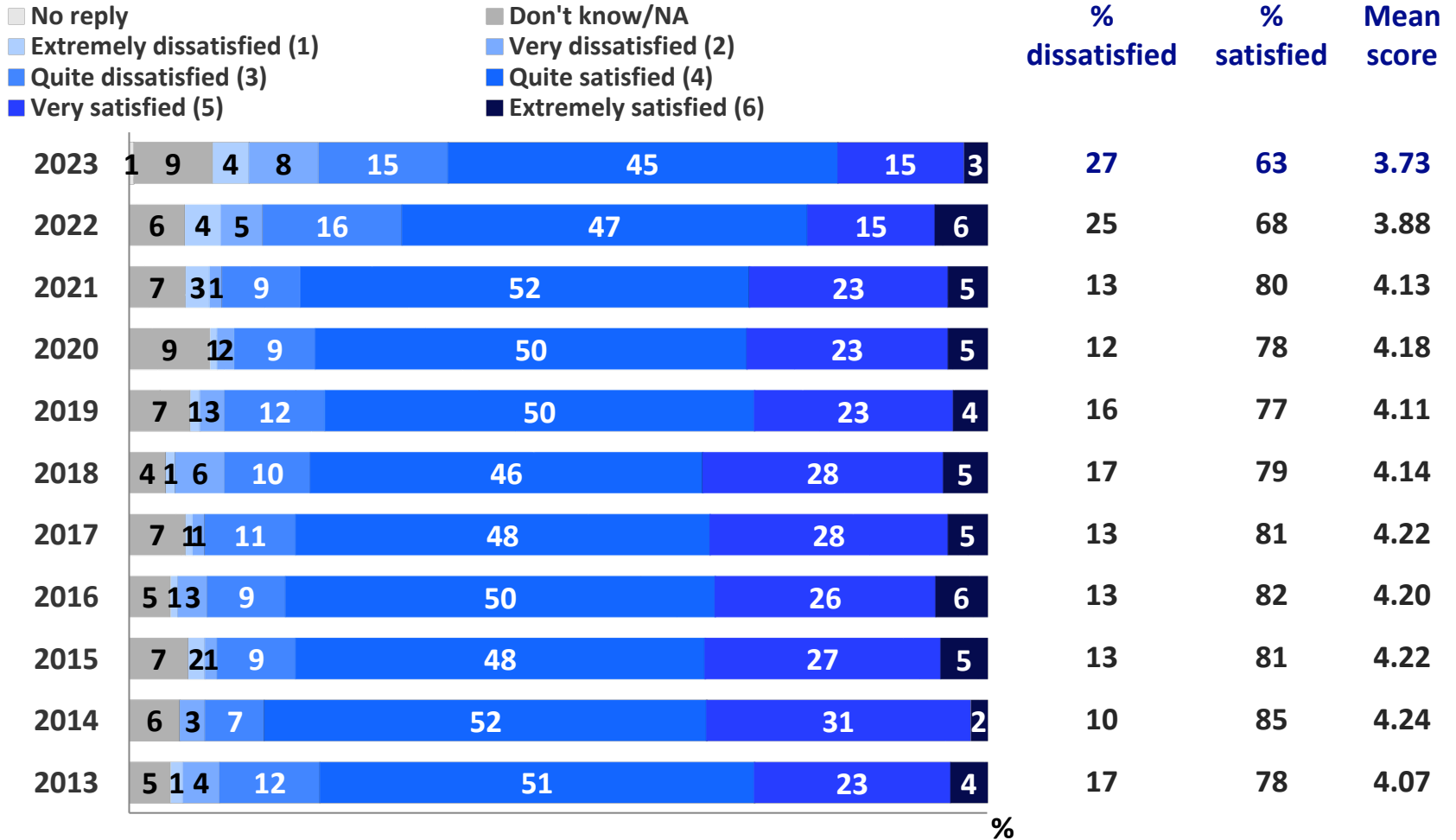
Total sample: 2022: 364; 2023: 359





# Satisfaction with Information Received from Council

Q. Thinking now about the information you receive from the Council, how satisfied are you with it?

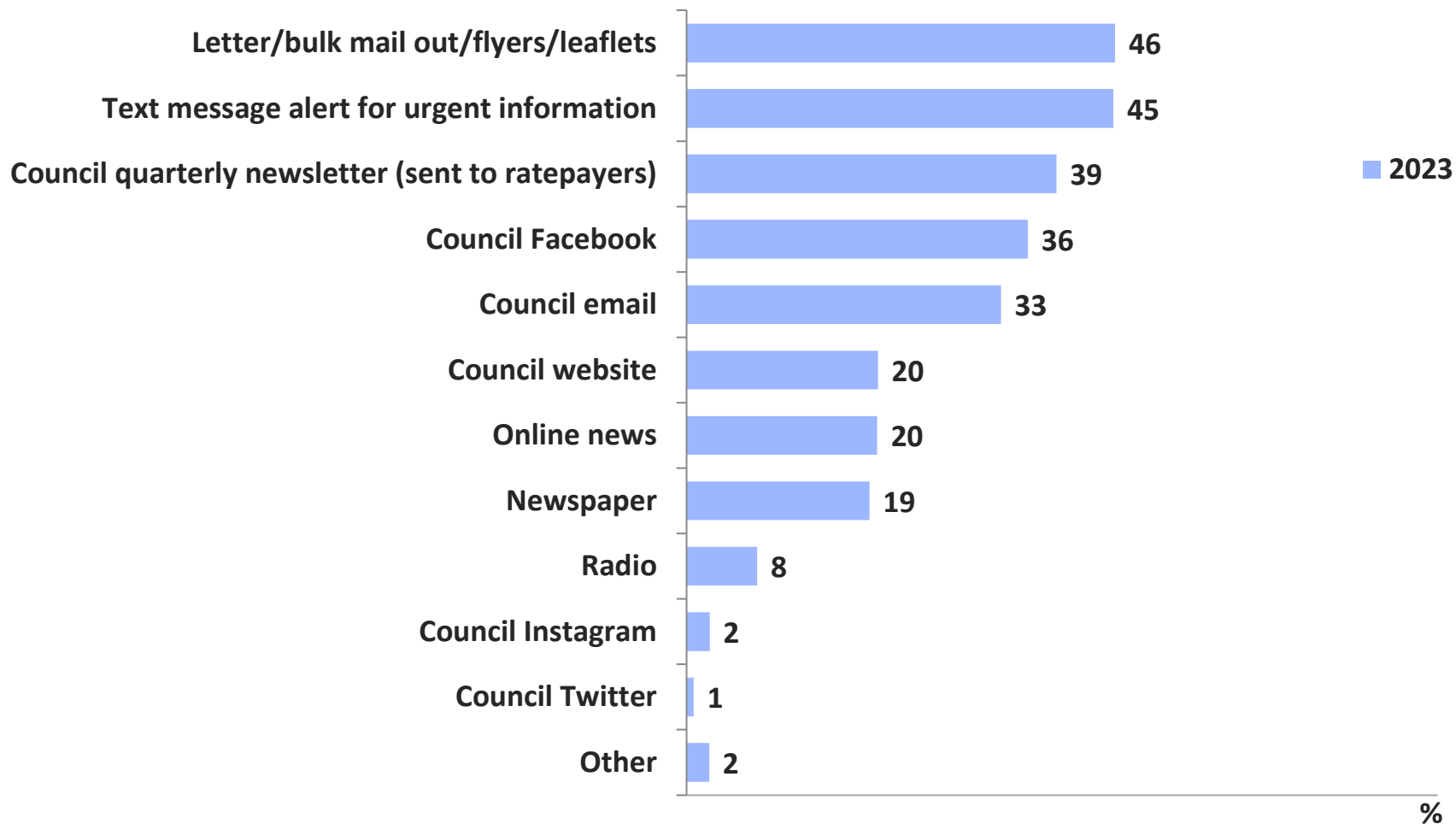


Total sample: 2013-2021: 350; 2022: 364; 2023: 359



# Preferred Method of Receiving Information From Council

*Q. How would you prefer to receive information from the Council?*



Total sample: 2023: 359



# Preferred Method of Receiving Information From Council, by Age, 2023

Q. How would you prefer to receive information from the Council?

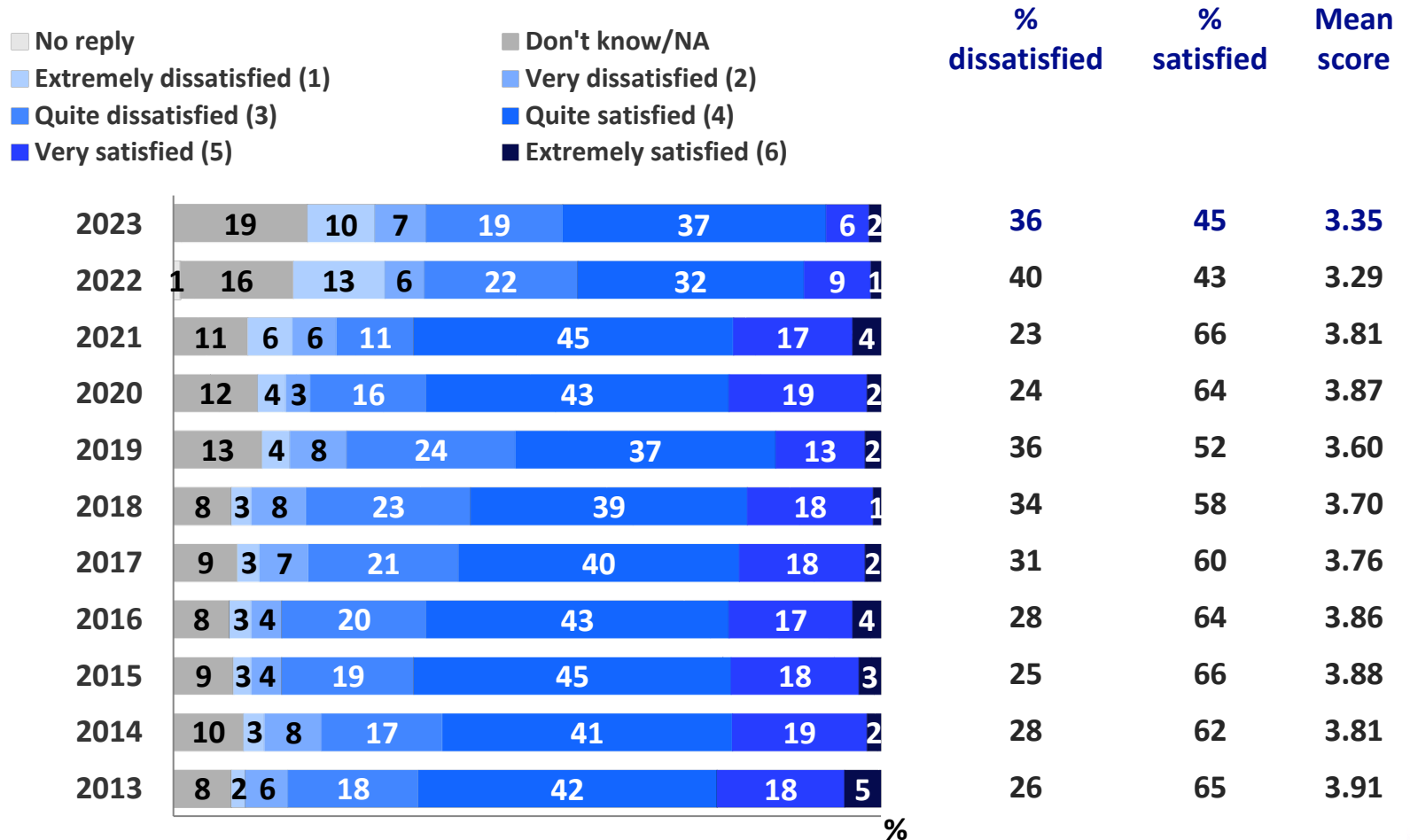
	2023 (359) %	Age			
		18-24 (15*) %	25-49 (115) %	50-64 (120) %	65+ (109) %
Letter/bulk mail out/flyers/leaflets	46	34	54	36	50
Text message alert for urgent information	45	39	52	46	37
Council quarterly newsletter (sent to ratepayers)	39	32	31	43	51
Council Facebook	36	43	47	36	19
Council email	33	24	40	40	20
Council website	20	11	23	29	9
Online news	20	14	21	22	19
Newspaper	19	19	17	14	32
Radio	8	6	10	4	9
Council Instagram	2	-	3	4	1
Council Twitter	1	-	-	2	1
Other	2	-	5	-	2

Total sample: refer to ()



# Satisfaction that Council Consults with Residents on Important Issues

Q. Thinking now about consultation, how satisfied are you that Council consults with residents on important issues?



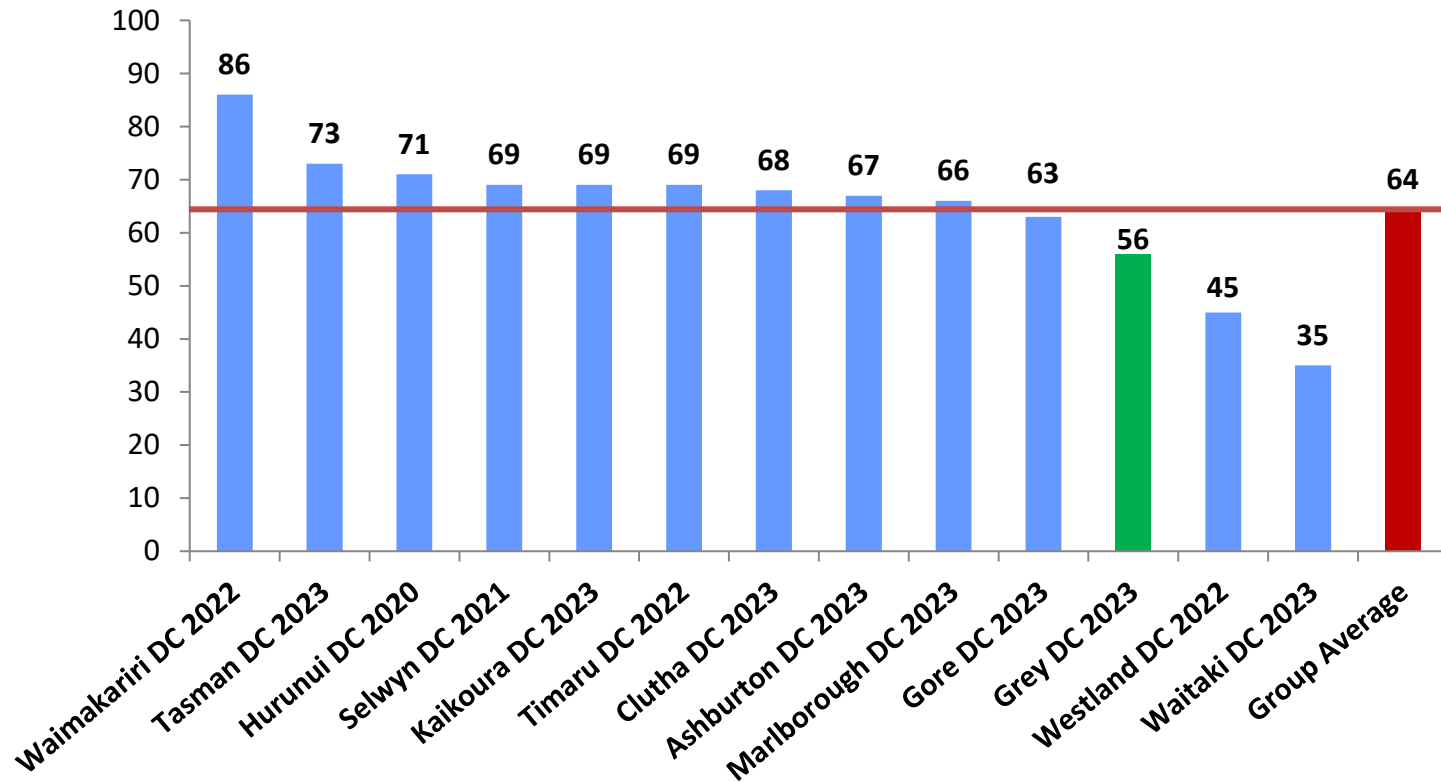
Total sample: 2013-2021: 350; 2022: 364; 2023: 359



# Council Comparison Benchmark Data



# Overall Satisfaction with Performance of Council



Note: Benchmark data is indicative only as the surveys from which the data were obtained differ in sample structure, methodology, question wording and year of surveying

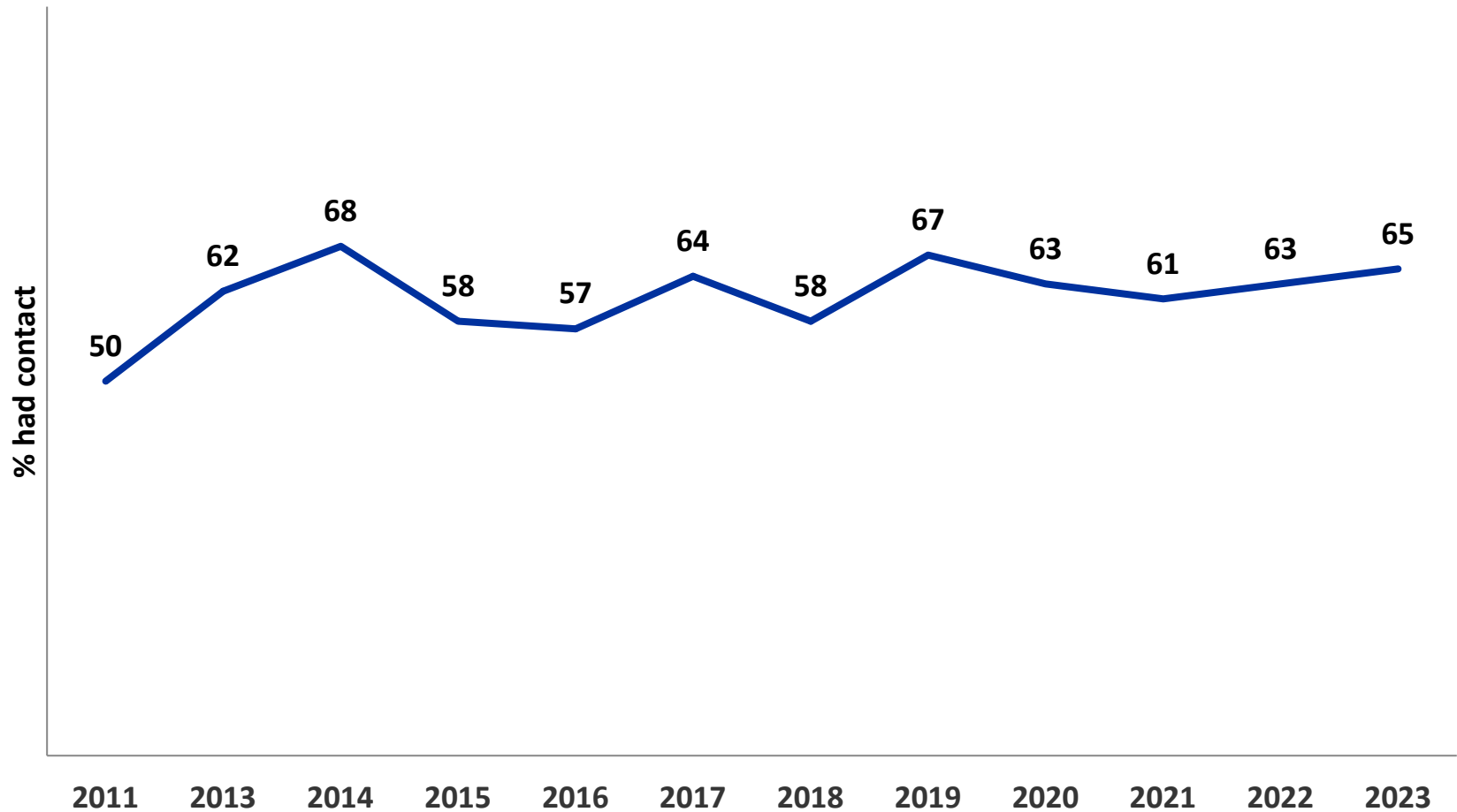


# Contact with Grey District Council



# Contact with Council Offices in Last 12 Months

*Q. Have you contacted the Grey District Council offices in the last 12 months, either in person or by phone or email?*



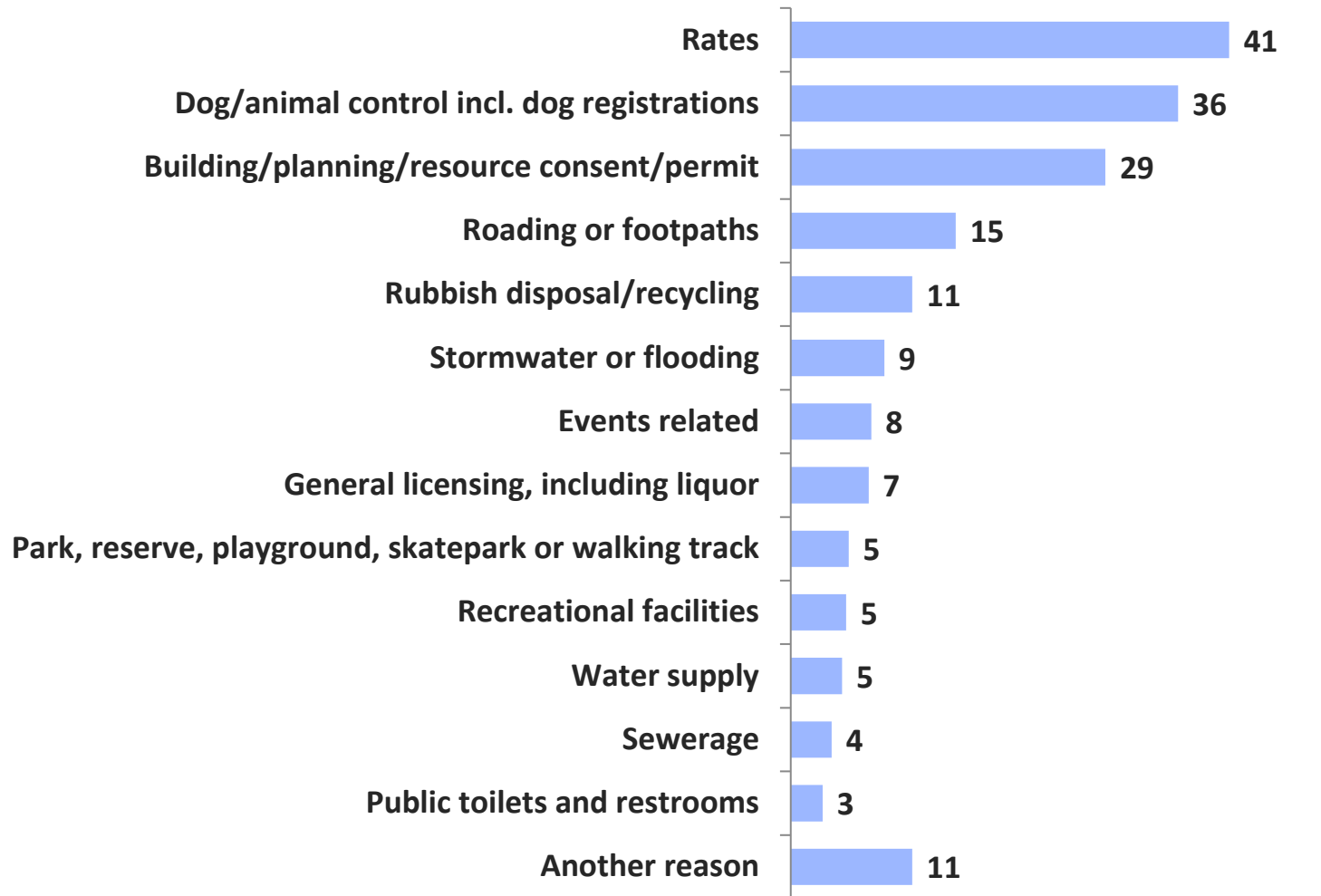
Total sample: 2011-2021: 350; 2022: 364; 2023: 359





# Reasons for Contacting Council Offices, 2023

Q. For what reason did you contact the Council Offices?



Sample: those who contacted Council in last 12 months: 2023: 241



# Reasons for Contacting Council Offices – Trend Data

	2011 (175) %	2013 (217) %	2014 (238) %	2015 (203) %	2016 (198) %	2017 (224) %	2018 (204) %	2019 (234) %	2020 (221) %	2021 (214) %	2022 (234) %	2023 (241) %
Rates	33	23	26	24	22	28	25	24	30	38	40	41
Dog/animal control including dog registrations	15	32	24	34	33	29	26	26	31	37	28	36
Building/planning/resource consent/permit	26	30	22	24	23	23	20	12	20	30	32	29
Roading or footpaths	7	9	9	6	5	8	7	11	13	10	14	15
Rubbish disposal/recycling	5	6	5	5	5	8	9	8	12	11	18	11
Stormwater or flooding	5	6	5	5	8	8	4	8	4	10	14	9
Events related	-	-	-	-	-	-	-	-	-	4	3	8
General licensing/liquor	2	1	1	1	1	2	-	2	4	1	6	7
Park, reserve, playground, skatepark or walking track	-	-	-	-	-	-	-	-	-	2	4	5
Recreational facilities	-	-	-	-	-	-	-	-	-	3	6	5
Water supply	6	4	7	4	3	-	4	6	3	4	2	5
Sewerage	4	3	3	3	2	2	3	3	5	3	5	4
Public toilets and restrooms	-	-	-	-	-	-	-	-	-	1	2	3
Other	18	21	23	33	25	21	26	36	18	15	10	11
Don't know/no answer	-	-	9	-	1	-	-	-	2	-	-	-

Sample: those who contacted Council in last 12 months: refer to ()



# Reasons for Contacting Council Offices – by Location, 2023

	Total (241) %	Location				
		Greater Greymouth (108) %	Karoro – Camerons (48*) %	Kaiata/Dobson/ Taylorville/ Stillwater (13*) %	Grey Valley/ Blackball/ Lake Brunner (33*) %	Runanga/ Rapahoe/ Coast Road (39*) %
Rates	41	36	36	39	47	49
Dog/animal control including dog registrations	36	34	27	50	24	65
Building/planning/resource consent/permit	29	21	33	43	40	18
Roading or footpaths	15	13	13	18	20	15
Rubbish disposal/recycling	11	12	10	14	12	9
Stormwater or flooding	9	10	5	9	7	12
Events related	8	6	11	9	3	14
General licensing, including liquor	7	1	2	-	22	6
Park, reserve, playground, skatepark or walking track	5	7	2	-	6	8
Recreational facilities	5	7	6	-	2	7
Water supply	5	4	2	-	8	7
Sewerage	4	8	4	-	2	0
Public toilets and restrooms	3	2	7	-	4	0
Other	11	13	14	5	15	3

Sample: those who contacted Council in last 12 months: refer to ()

\*Small sample size – results indicative only



# Method of Contacting Council by Reason for Contacting, 2023

Q. How did you make contact with the Council?

Reason for Contacting Council:	Method of Contact						
	Phone %	Walk-in %	Email %	Social Media %	Letter %	Other %	No reply %
<b>All Contacts (455 contacts made by 241 residents)</b>	<b>49</b>	<b>43</b>	<b>35</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>2</b>
Rates (96)	42	49	28	4	2	2	2
Dog/animal control incl. dog registrations (90)	46	66	14	2	3	3	2
Building/planning/resource consent/permit (62)	60	57	57	7	2	1	3
Roading issues (36*)	48	2	32	7	-	13	8
Rubbish disposal/recycling (29*)	64	28	32	-	-	-	-
Stormwater or flooding (22*)	69	13	31	8	-	13	-
Events related (19*)	34	32	74	-	9	-	-
General licensing/liquor (10*)	41	35	62	-	-	-	-
Park, reserve, playground, skatepark or walking track (15*)	74	10	41	5	-	5	-
Recreational facilities (15*)	46	58	47	-	-	-	-
Water supply (12*)	60	17	36	29	-	11	-
Sewerage (13*)	65	18	24	9	-	-	-
Public toilets and restrooms (7*)	19	31	31	19	12	12	-
Other (29*)	30	51	33	-	4	4	-

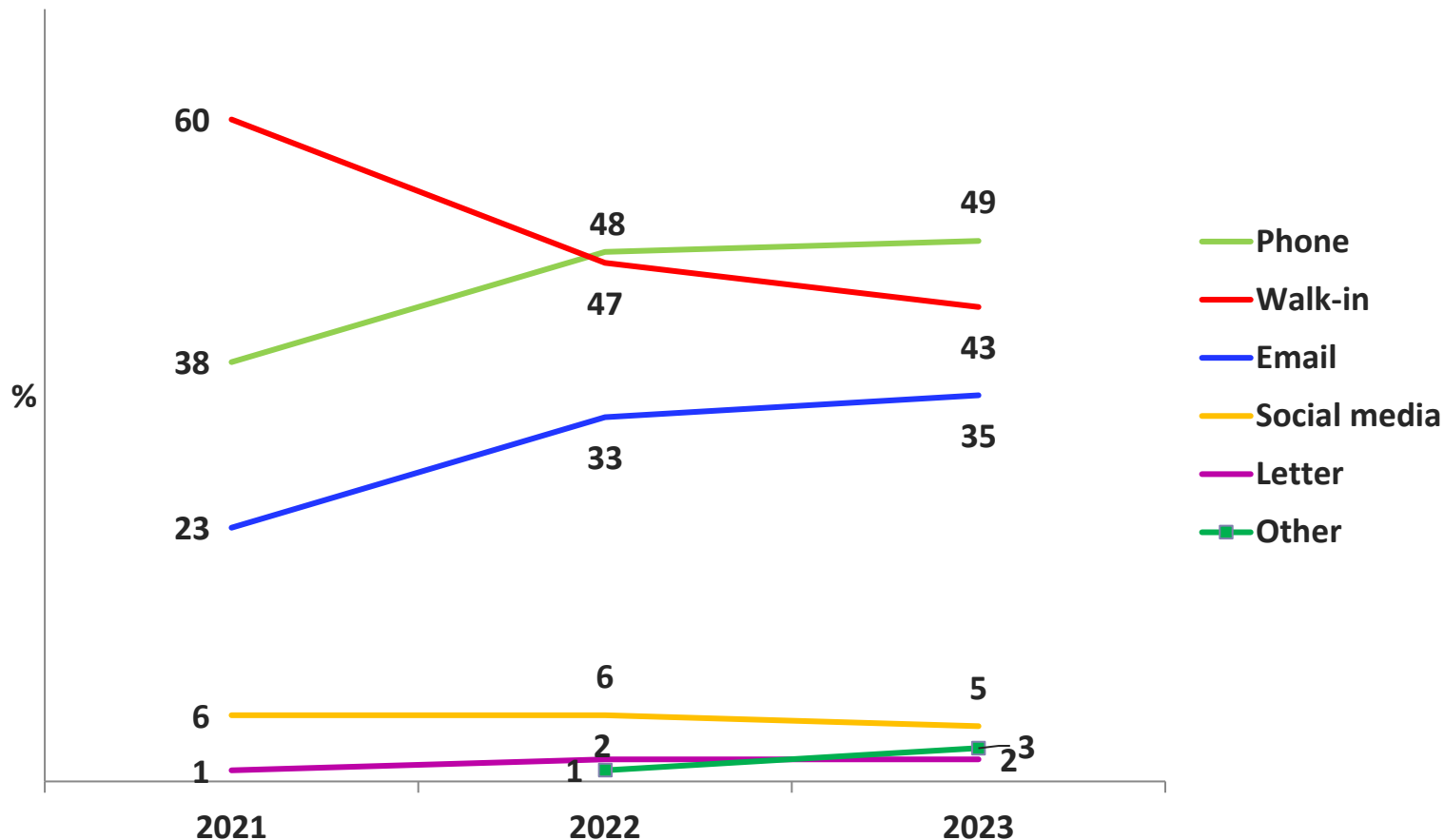
Sample: those who contacted the Council about each: refer to ()

\*Small sample size – results indicative only



# Method of Contacting Council – Trend Data

Q. How did you make contact with the Council?



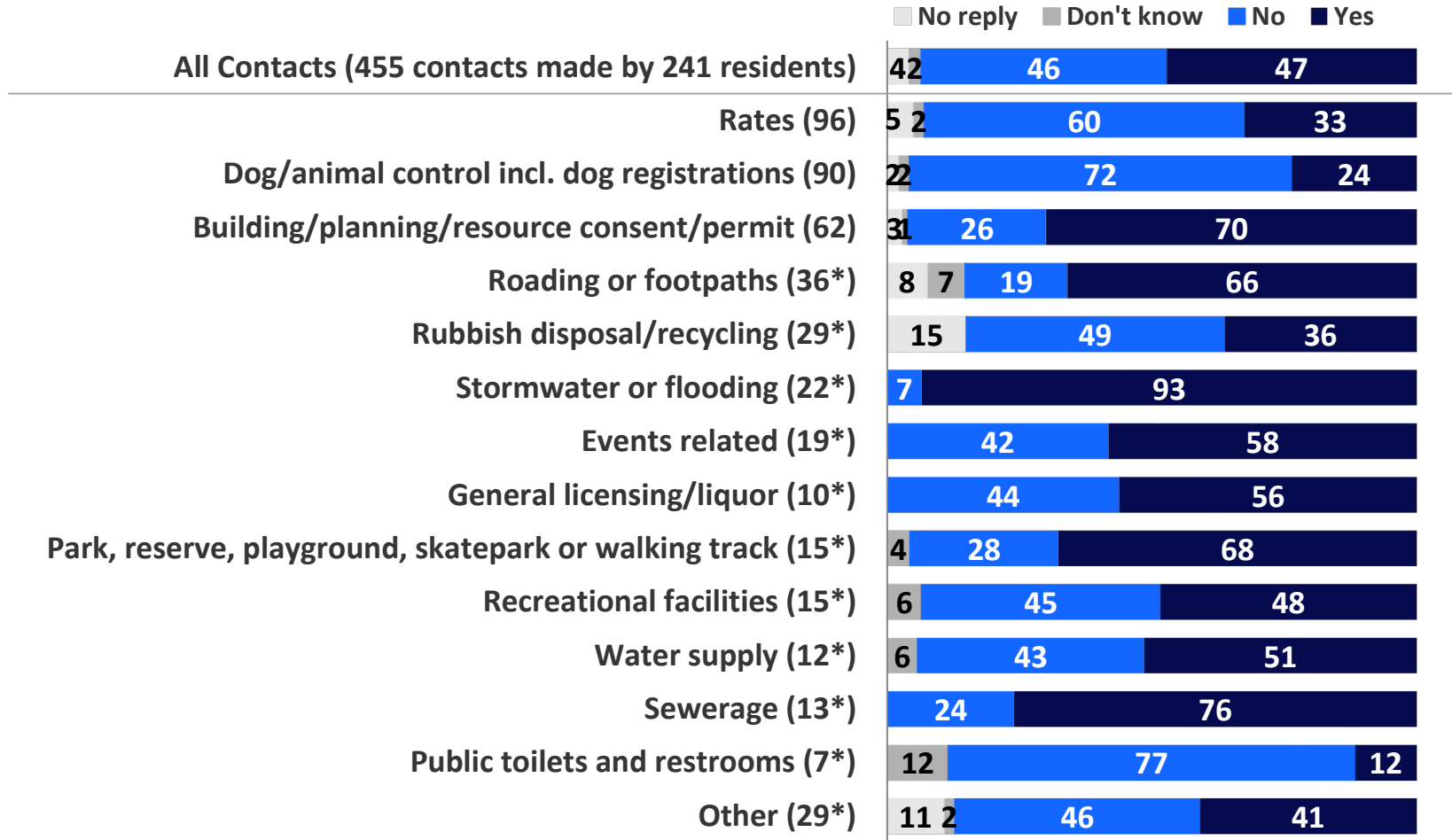
Sample: 2021: 364 contacts made by 214 residents; 2022: 431 contacts made by 234 residents;  
2023: 455 contacts made by 241 residents

Note: this question was not asked prior to 2021



# Whether Further Communication or Follow up by Council Required, 2023

Q. Was there a need for further communication or follow up by the Council after the initial contact?



%

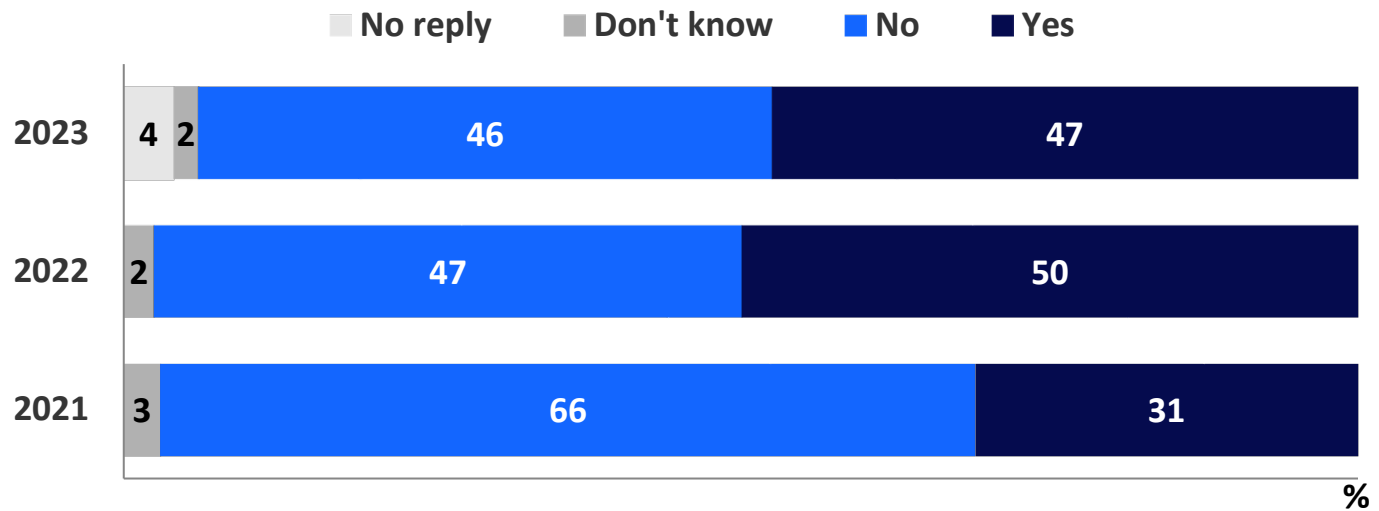
Sample: those who contacted the Council about each: refer to ( )

\*Small sample size – results indicative only



# Whether Further Communication or Follow up by Council Required – Trend Data

Q. Was there a need for further communication or follow up by the Council after the initial contact?



Sample: 2021: 364 contacts made by 214 residents; 2022: 431 contacts made by 234 residents; 2023: 455 contacts made by 241 residents

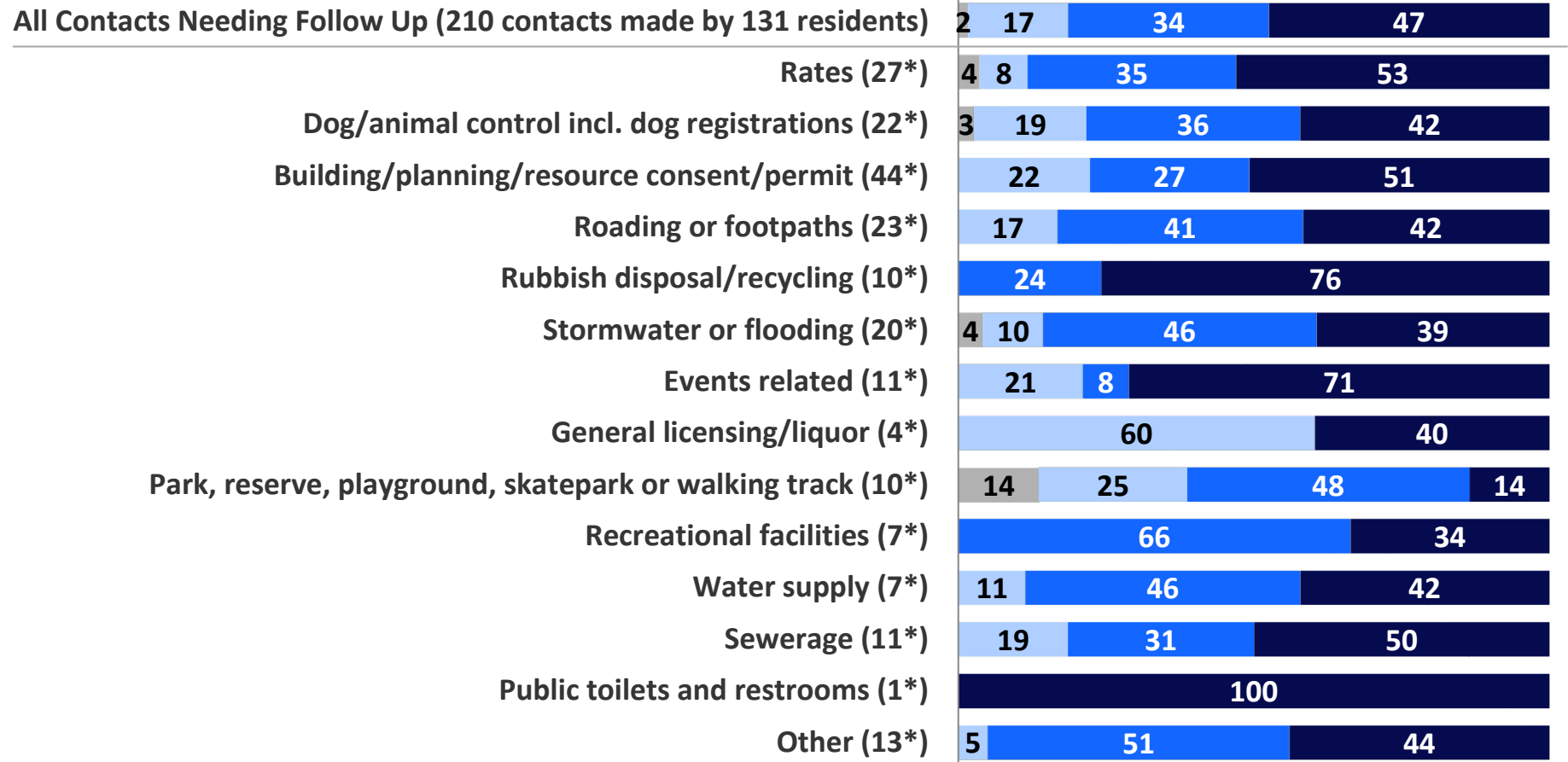
Note: this question was not asked prior to 2021



# Whether Required Further Communication or Follow up by Council Occurred, 2023

Q. Did this further communication or follow up by the Council happen?

■ Don't know ■ In ongoing communication ■ No ■ Yes



Sample: those who contacted the Council about each requiring follow up: refer to ()

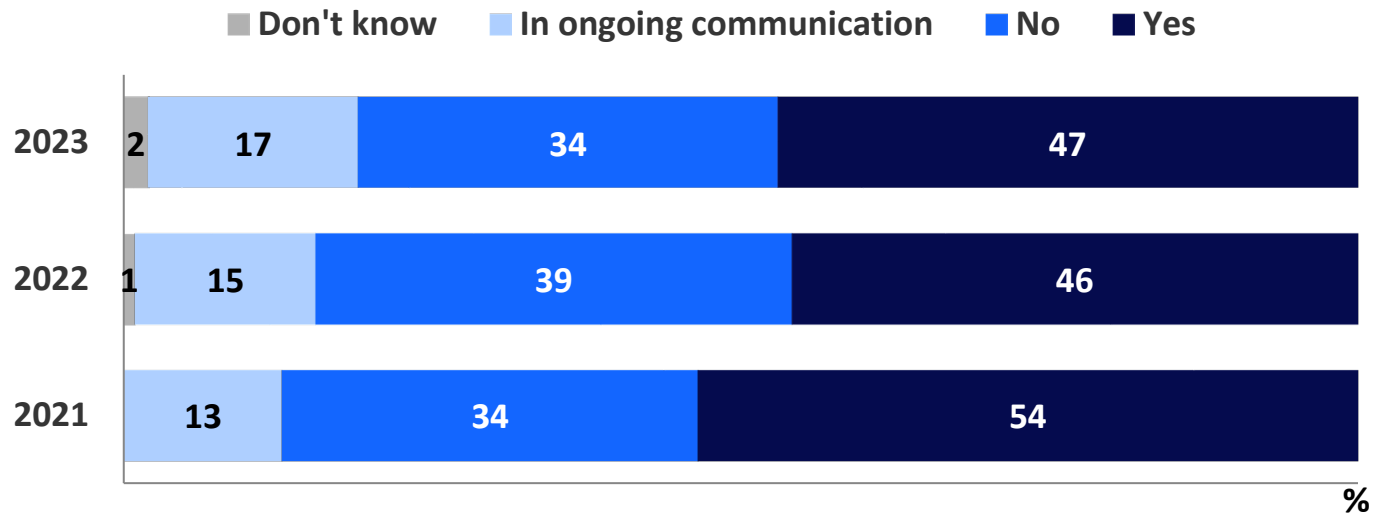
\*Small sample size – results indicative only





# Whether Required Further Communication or Follow up by Council Occurred – Trend Data

Q. Did this further communication or follow up by the Council happen?



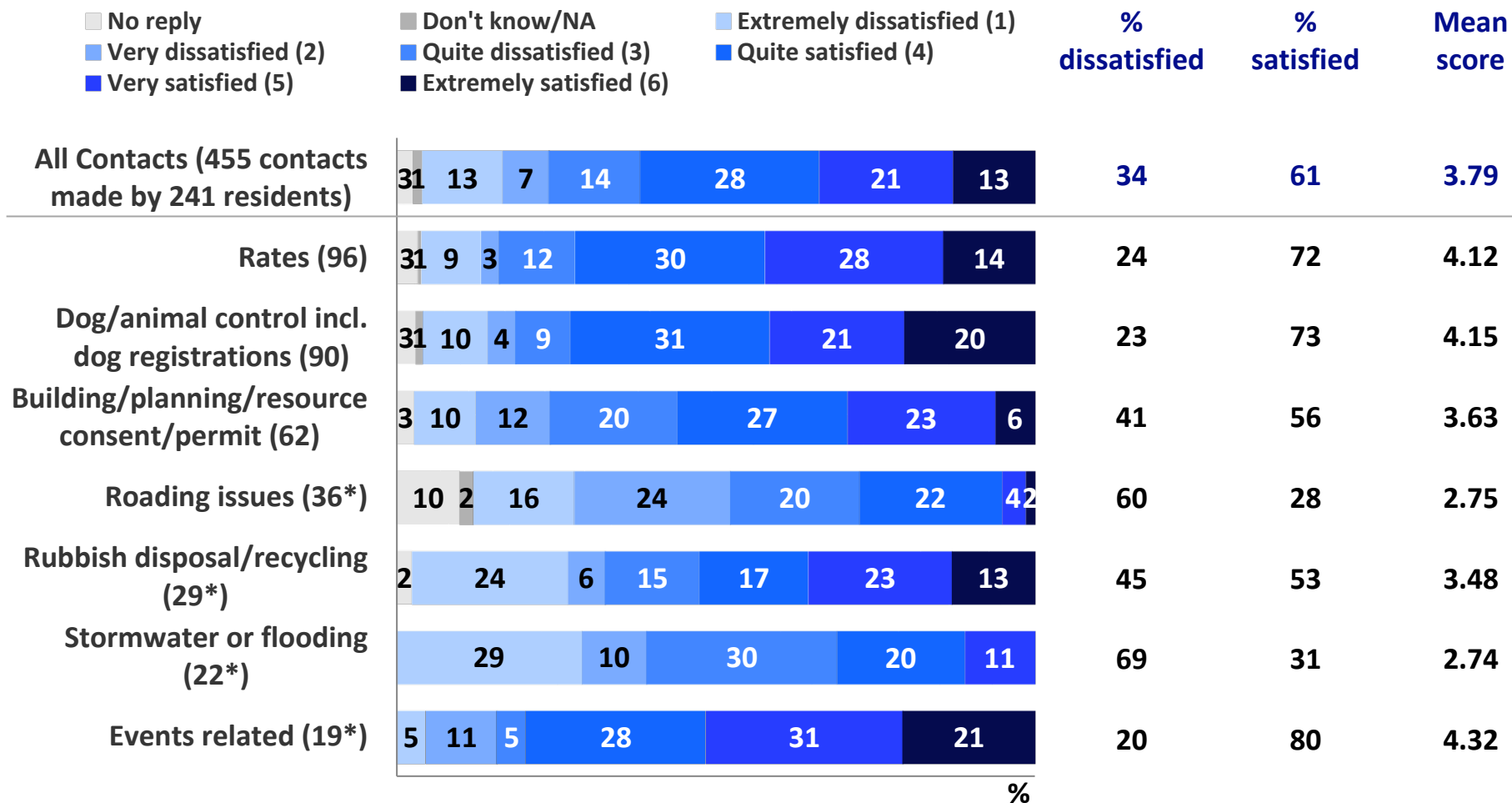
Sample: 2021: 112 contacts made by 84 residents; 2022: 210 contacts made by 131 residents;  
2023: 210 contacts made by 131 residents

Note: this question was not asked prior to 2021



# Satisfaction with Service from Council Offices by Reason for Contacting Council, 2023

Q. How satisfied were you with the overall service you received when you contacted the Council offices about ...?



Sample: those who contacted the Council about each – refer to (i)

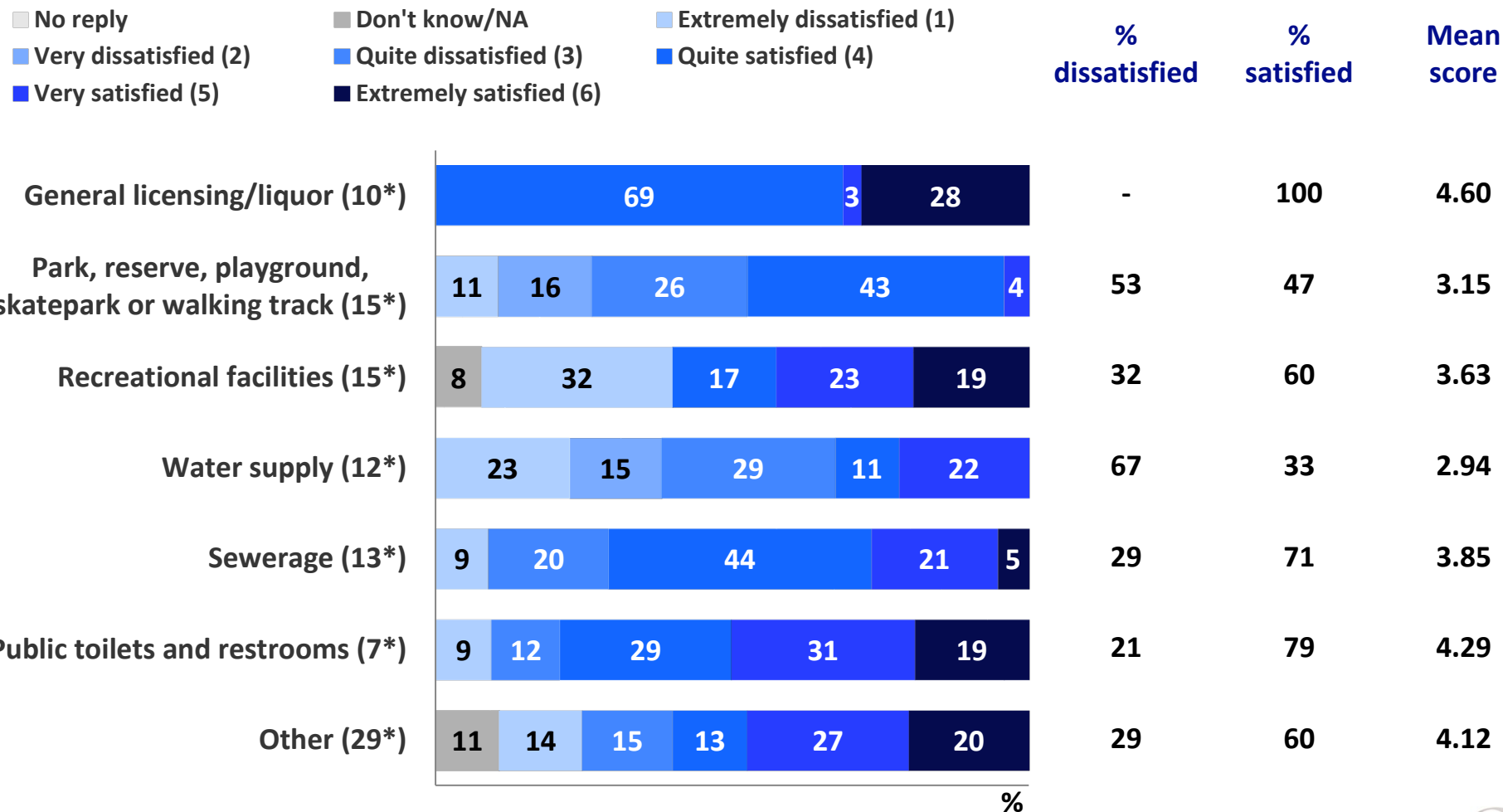
\*Small sample size – results indicative only

Continued on next slide



# Satisfaction with Service from Council Offices by Reason for Contacting Council, 2023 cont.

Q. How satisfied were you with the overall service you received when you contacted the Council offices about ...?



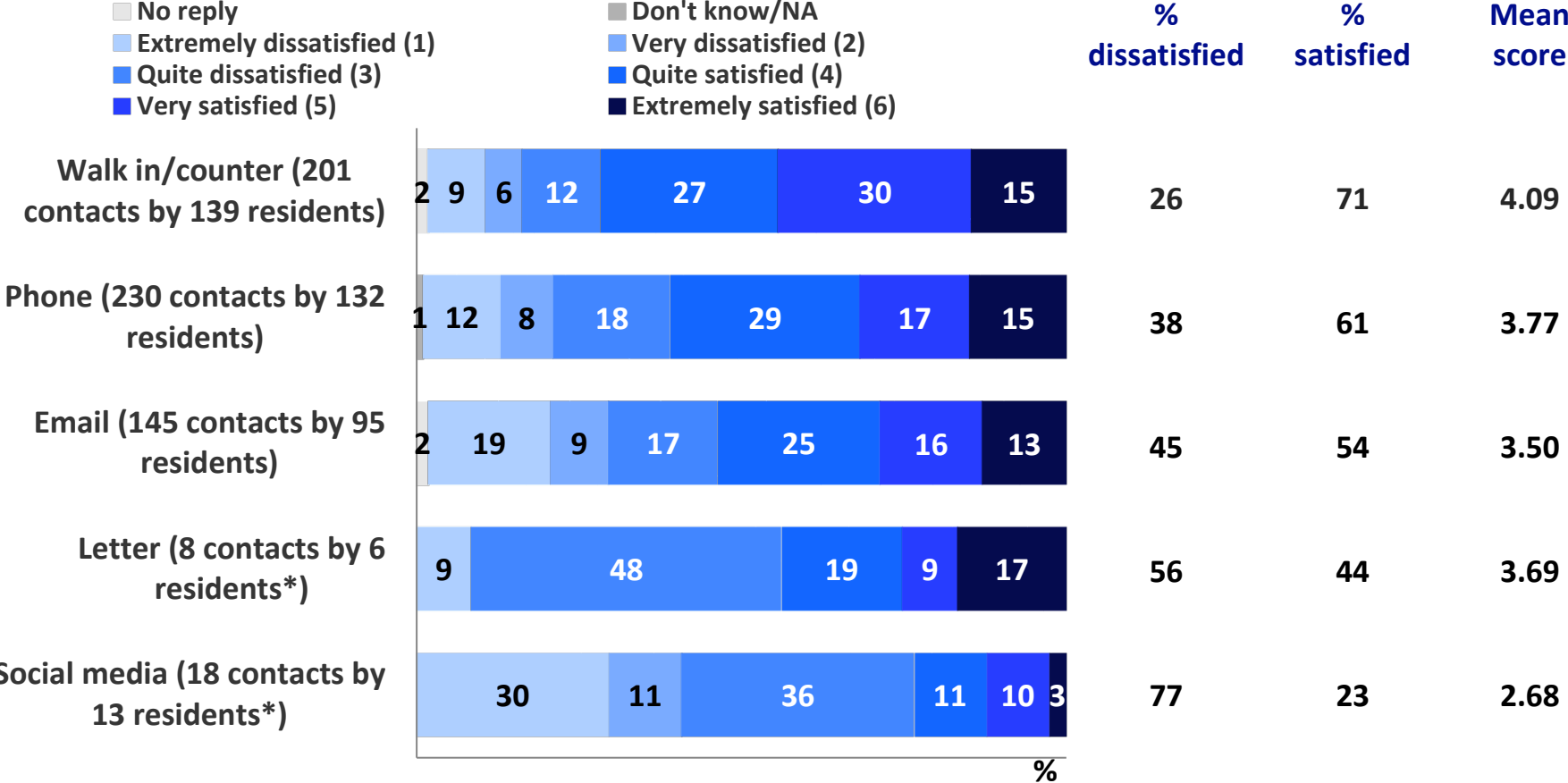
Sample: those who contacted the Council about each – refer to ()

\*Small sample size – results indicative only



# Satisfaction with Service from Council Offices by Method of Contacting Council, 2023

Q. How satisfied were you with the overall service you received when you contacted the Council offices about ...?



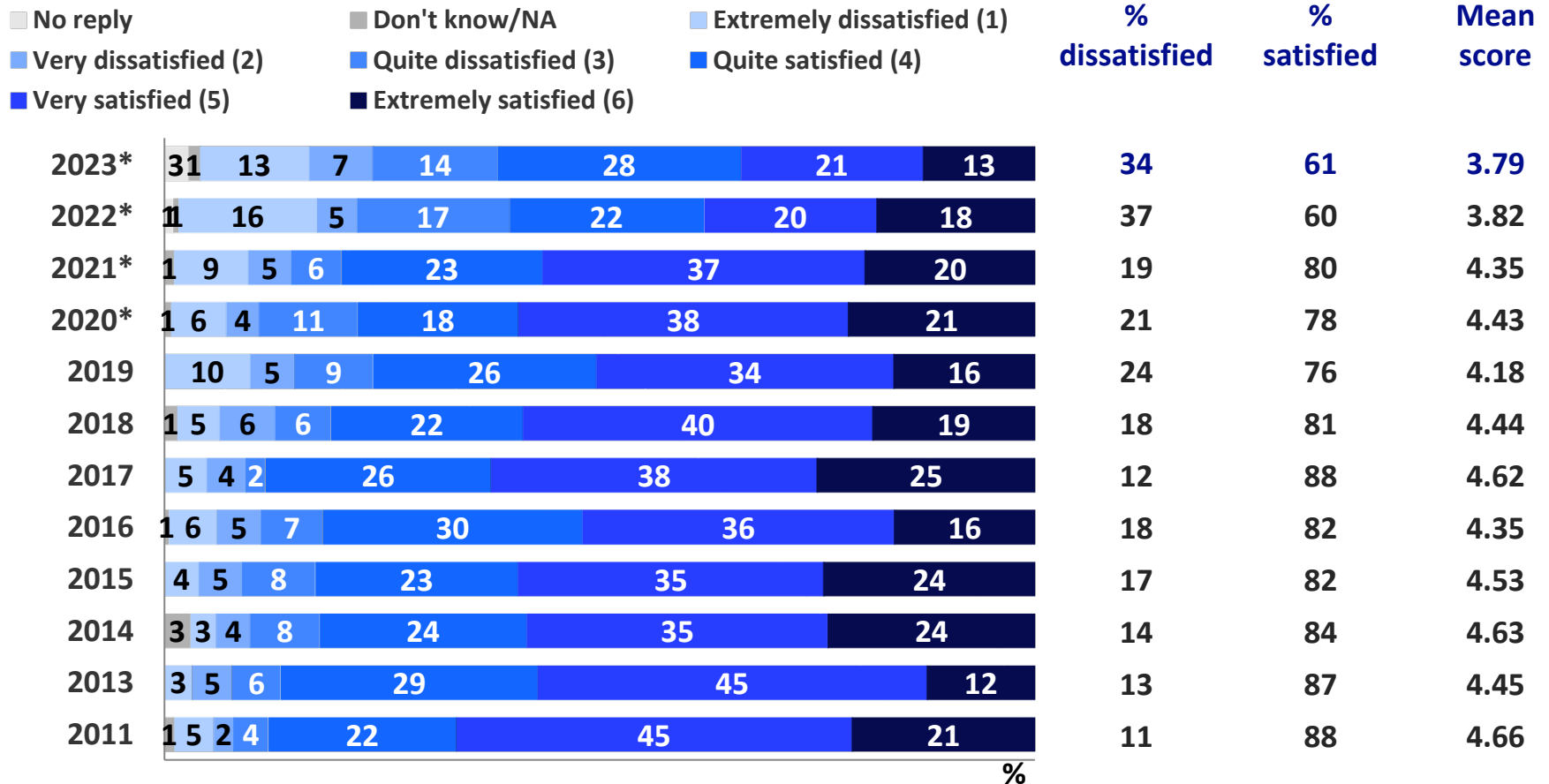
Based on all ratings of service from Council Offices rated by those contacting Council offices for any of the reasons shown on the previous pages: 455 contacts rated by 251 residents)

\*Small sample size – results indicative only



# Satisfaction with Overall Service from Council Offices – Trend Data

Q. How satisfied were you with the overall service you received when you contacted the Council offices?



Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224; 2018: 204; 2019: 234

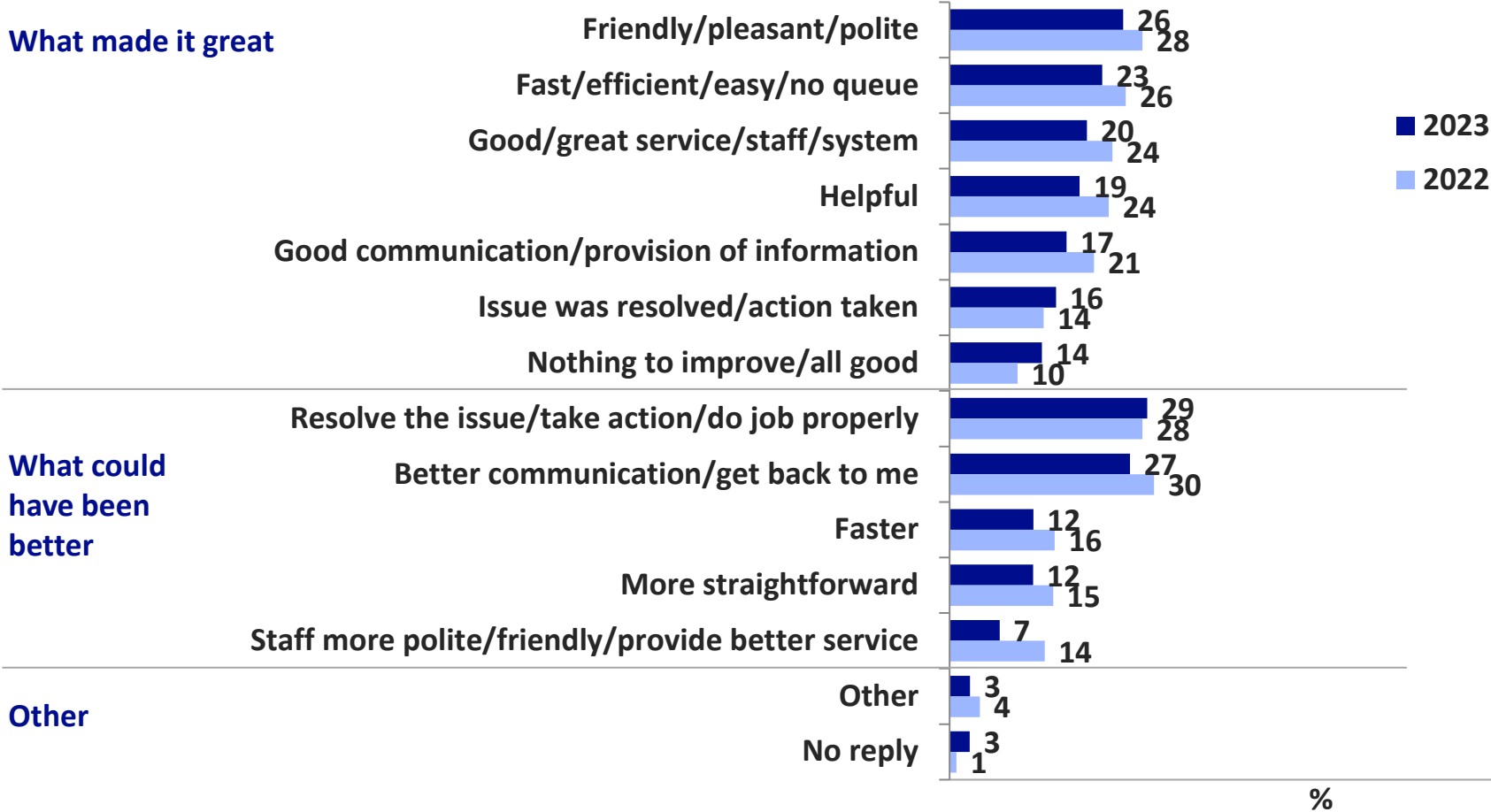
\*Based on all ratings of service from Council Offices by those contacting Council offices for any of the reasons shown on the previous page: 2020: 266 contacts rated by 178 residents; 2021: 364 contacts rated by 214 residents; 2022: 431 contacts rated by 234 residents); 2024: 455 contacts rated by 251 residents



# Aspects of Service that Made it Great or Could Have Been Better – All Contacts

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



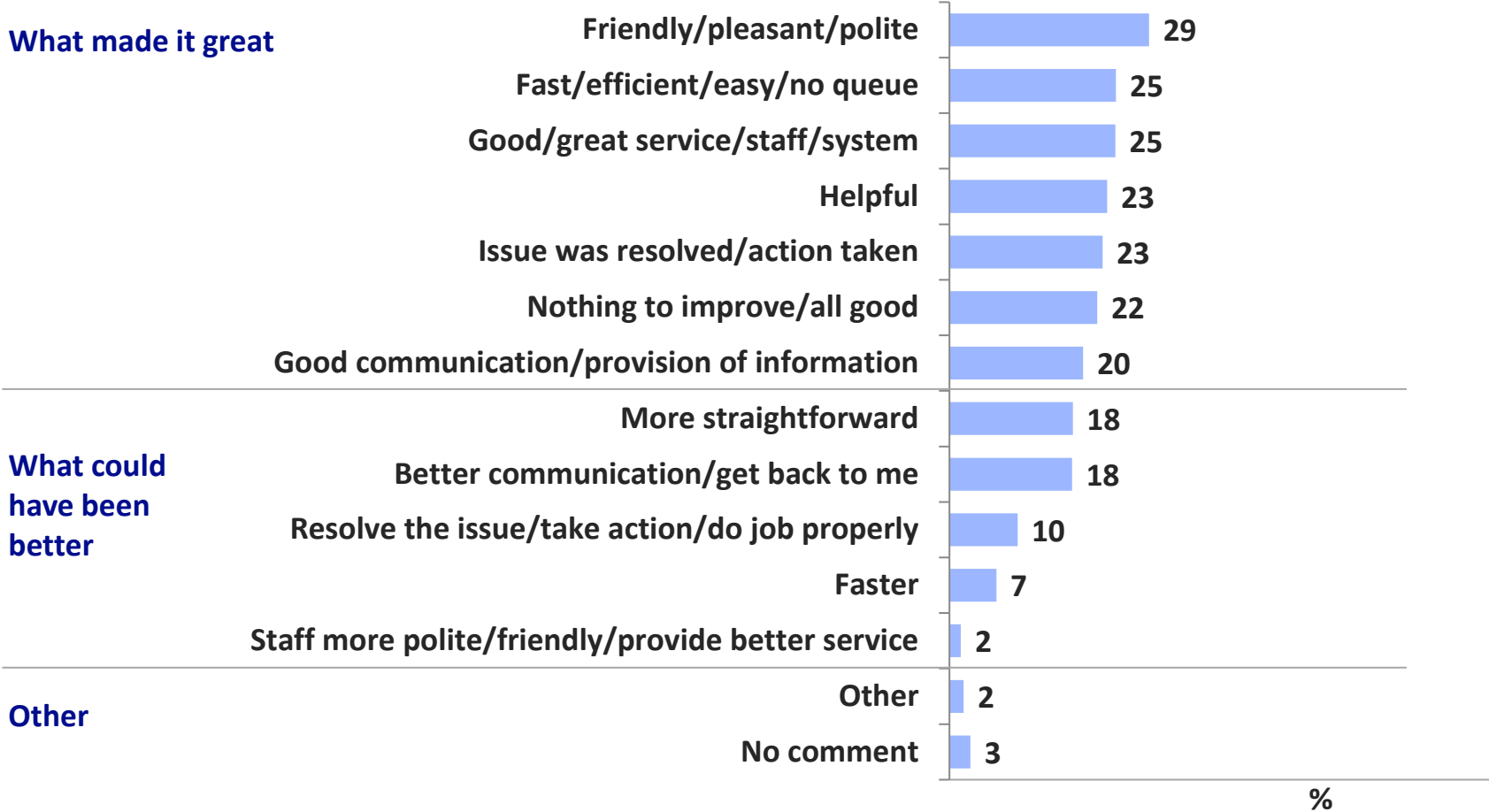
Sample: those who contacted Council about any of the reasons asked about and rated the service received: 2022: 424; 2023: 432  
 Results prior to 2022 not shown as they are not shown as they are not directly comparable as the question was pre-coded in 2022 but asked as an open response question prior to that



# Aspects of Service that Made it Great or Could Have Been Better – Rates, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted the Council about rates and rated the service received: 92



# Aspects of Service that Made it Great or Could Have Been Better – Rates, Trend Data\*

[If extremely or very satisfied with service received] Q. And what made it great?†

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?†

		2020 (66) %	2021 (82) %	2022 (91) %	2023 (92) %
What Made it Great	Friendly/pleasant/polite	18	30	42	29
	Fast/efficient/easy/no queue	15	26	36	25
	Good/great service/staff/system	11	9	34	25
	Helpful	6	9	31	23
	Issue was resolved/action taken	2	9	13	23
	Nothing to improve/all good	23	11	14	22
	Good communication/provision of information	6	9	27	20
What Could Have Been Better	More straightforward	-	1	12	18
	Better communication/get back to me	2	2	14	18
	Resolve the issue/take action/do job properly	3	5	14	10
	Faster	2	-	15	7
	Staff more polite/friendly/provide better service	5	4	14	2
Other	Other	18	10	7	2
	No comment	8	5	1	3

Sample: those who contacted the Council about rates and rated the service received: refer to ()

Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

\*2022-2023 results are not directly comparable with earlier years as the question was pre-coded in 2022 but asked as an open response question prior to 2022

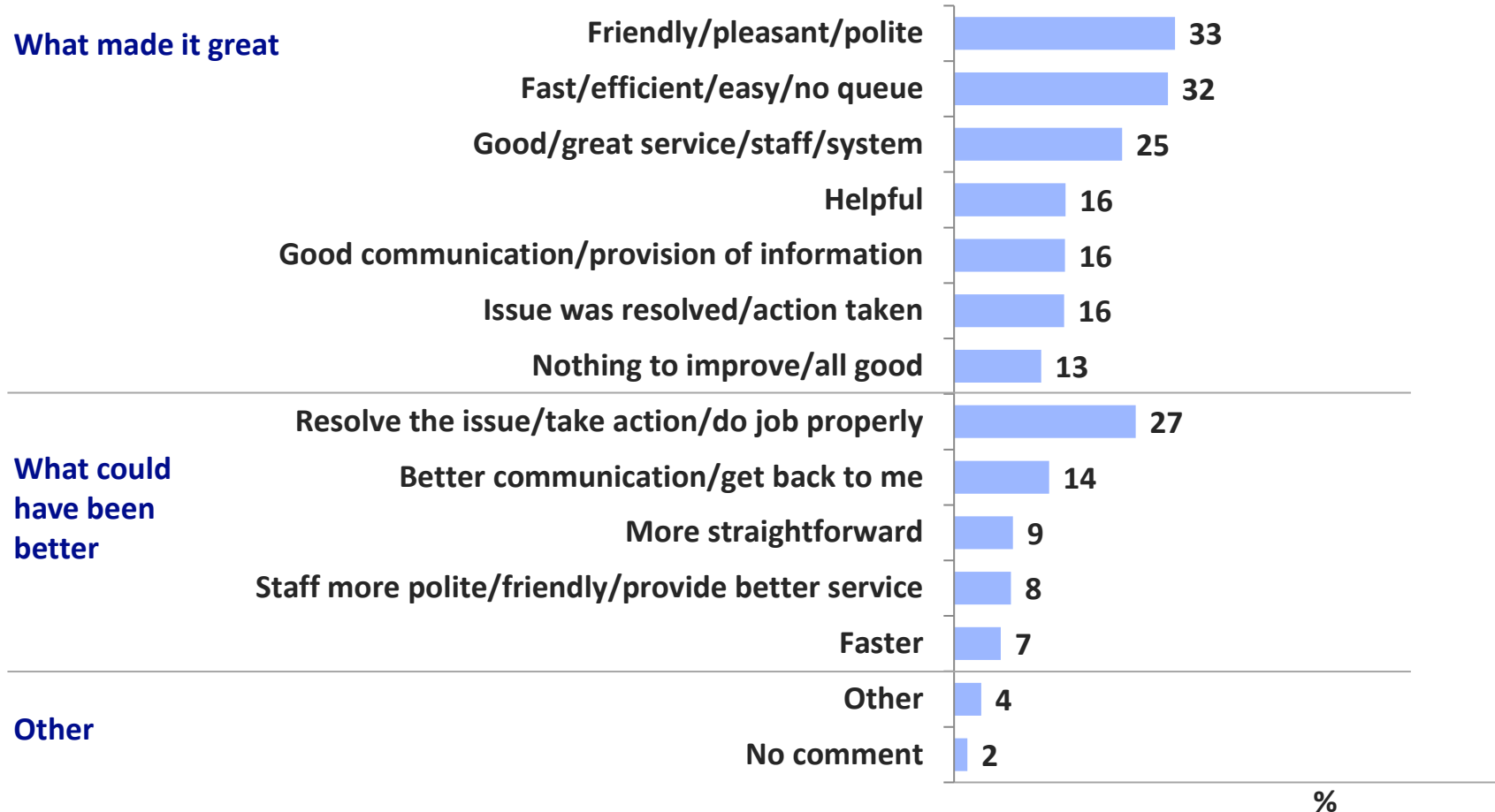




# Aspects of Service that Made it Great or Could Have Been Better – Dog Registration/Animal Control, 2023

[If extremely or very satisfied with service received] Q. *And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. *And what could have been better?*



Sample: those who contacted the Council about dog registration/animal control and rated the service received: 87



# Aspects of Service that Made it Great or Could Have Been Better – Dog Registration/Animal Control, Trend Data\*

[If extremely or very satisfied with service received] Q. And what made it great?†

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?†

		2020 (68) %	2021 (80) %	2022 (68) %	2023 (87) %
What Made it Great	Friendly/pleasant/polite	26	33	31	33
	Fast/efficient/easy/no queue	9	26	35	32
	Good/great service/staff/system	13	18	25	25
	Helpful	10	18	24	16
	Good communication/provision of information	1	5	24	16
	Issue was resolved/action taken	-	1	14	16
	Nothing to improve/all good	21	11	17	13
What Could Have Been Better	Resolve the issue/take action/do job properly	4	4	18	27
	Better communication/get back to me	3	3	17	14
	More straightforward	-	1	13	9
	Staff more polite/friendly/provide better service	9	1	18	8
	Faster	-	3	10	7
Other	Other	18	8	-	4
	No comment	6	4	1	2

Sample: those who contacted the Council about dog registration/animal control and rated the service received: refer to ()

Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

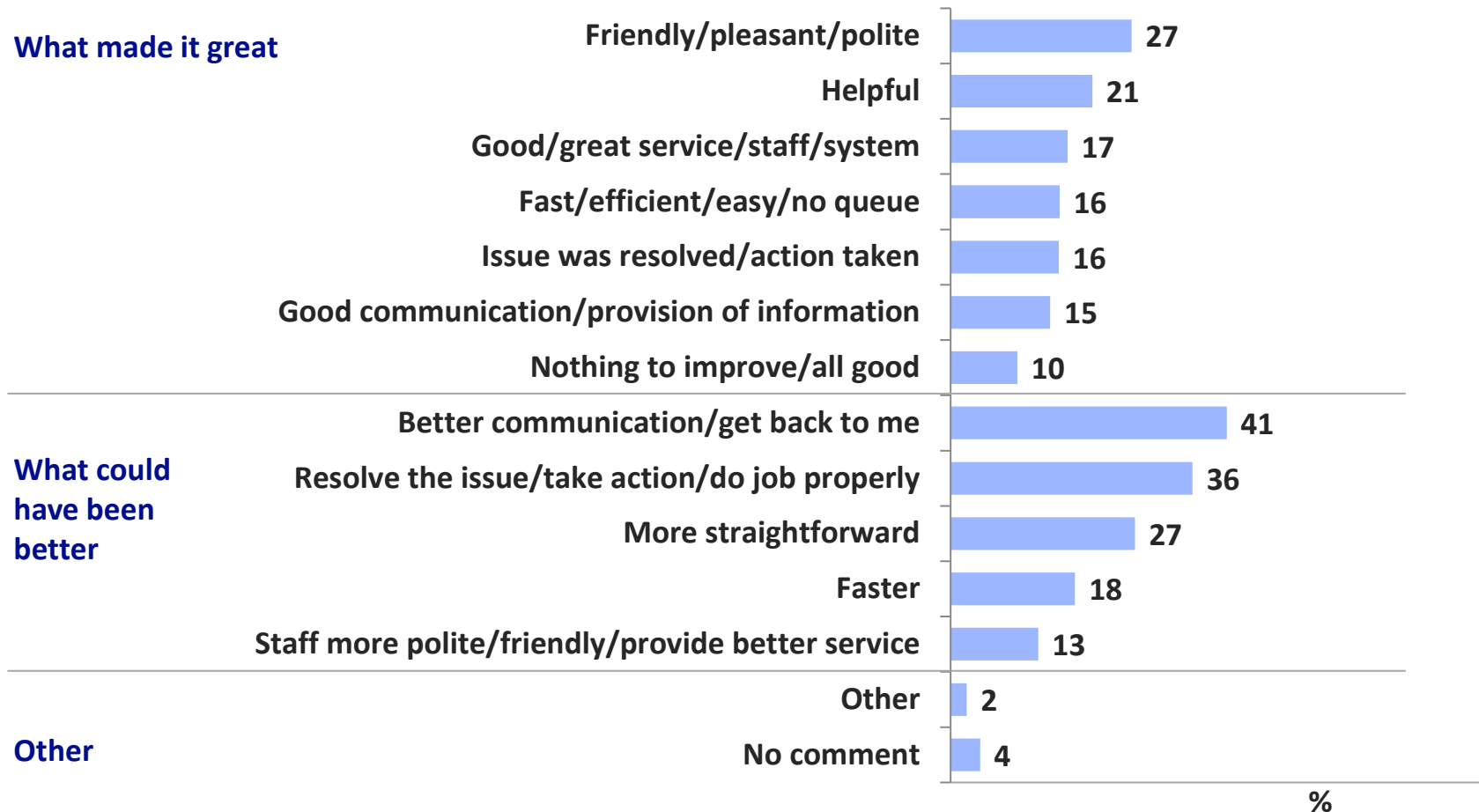
\*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022



# Aspects of Service that Made it Great or Could Have Been Better – Building/Planning/Resource Consent/Permit, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted the Council about building/planning/resource consent/permit and rated the service received: 61



# Aspects of Service that Made it Great or Could Have Been Better – Building/Planning/Resource Consent/Permit, Trend Data\*

[If extremely or very satisfied with service received] Q. And what made it great?†

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?†

		2020 (44**) %	2021 (63) %	2022 (69) %	2023 (61) %
What Made it Great	Friendly/pleasant/polite	-	16	28	27
	Helpful	5	14	26	21
	Good/great service/staff/system	14	11	23	17
	Fast/efficient/easy/no queue	11	16	27	16
	Issue was resolved/action taken	7	3	17	16
	Good communication/provision of information	5	14	24	15
	Nothing to improve/all good	16	8	11	10
What Could Have Been Better	Better communication/get back to me	5	3	31	41
	Resolve the issue/take action/do job properly	9	5	20	36
	More straightforward	5	3	18	27
	Faster	9	5	21	18
	Staff more polite/friendly/provide better service	7	14	8	13
Other	Other	18	14	5	2
	No comment	2	5	1	4

Sample: those who contacted the Council about building/planning/resource consent/permit and rated the service received: refer to ( )

Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

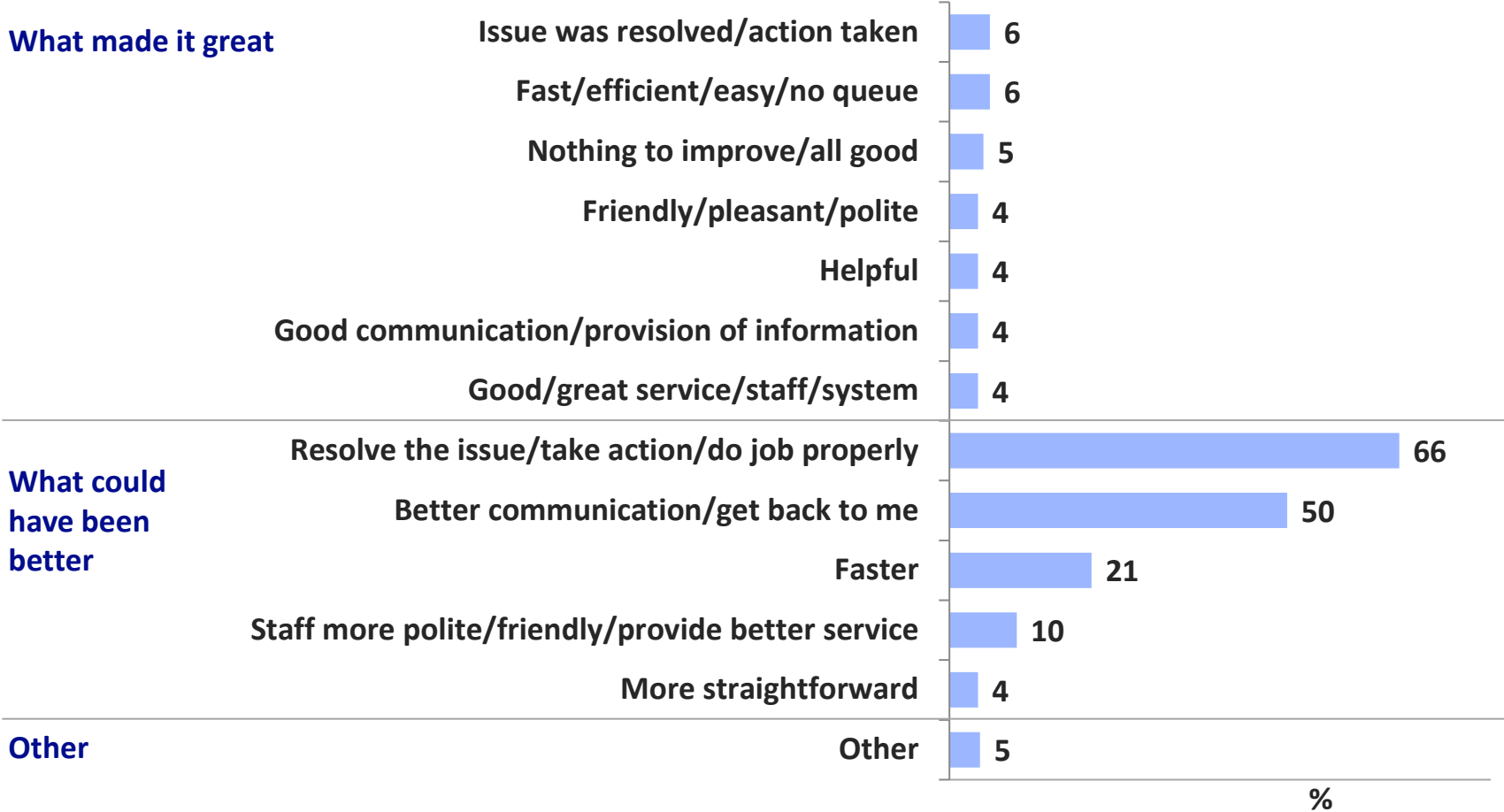
\*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022



# Aspects of Service that Made it Great or Could Have Been Better – Roading or Footpaths, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted the Council about roading or footpaths and rated the service received: 32\*

\*Small sample size – results indicative only



# Aspects of Service that Made it Great or Could Have Been Better – Roading or Footpaths, Trend Data\*

[If extremely or very satisfied with service received] Q. And what made it great?†

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?†

		2020 (28**)	2021 (20**)	2022 (32**)	2023 (32*)
		%	%	%	%
What Made it Great	Issue was resolved/action taken	4	20	7	6
	Fast/efficient/easy/no queue	7	10	-	6
	Nothing to improve/all good	4	5	3	5
	Friendly/pleasant/polite	-	5	10	4
	Helpful	7	5	9	4
	Good communication/provision of information	-	-	2	4
	Good/great service/staff/system	7	-	2	4
What Could Have Been Better	Resolve the issue/take action/do job properly	39	45	63	66
	Better communication/get back to me	18	5	54	50
	Faster	14	5	24	21
	Staff more polite/friendly/provide better service	-	-	14	10
	More straightforward	-	-	31	4
Other	Other	4	20	-	5
	No comment	4	-	2	-

Sample: those who contacted the Council about roading or footpaths and rated the service received: refer to ()

Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

\*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

\*\*Small sample size – results indicative only



# Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted the Council about rubbish disposal/recycling and rated the service received: 28\*

\*Small sample size – results indicative only



# Aspects of Service that Made it Great or Could Have Been Better – Rubbish Disposal/Recycling, Trend Data\*

[If extremely or very satisfied with service received] Q. And what made it great?†

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?†

		2020 (26**)	2021 (23**)	2022 (40**)	2023 (28*)
		%	%	%	%
What Made it Great	Helpful	8	9	27	34
	Fast/efficient/easy/no queue	38	17	22	27
	Friendly/pleasant/polite	23	17	25	26
	Good communication/provision of information	-	9	22	26
	Good/great service/staff/system	12	9	21	23
	Issue was resolved/action taken	-	4	17	17
	Nothing to improve/all good	12	17	7	14
What Could Have Been Better	Resolve the issue/take action/do job properly	4	4	39	31
	Better communication/get back to me	4	9	32	27
	Faster	-	-	12	13
	Staff more polite/friendly/provide better service	-	4	11	7
	More straightforward	-	-	18	4
Other	Other	23	9	8	-
	No comment	8	-	-	15

Sample: those who contacted the Council about rubbish disposal/recycling and rated the service received: refer to ()

Note: this question was not asked prior to 2020

†Question wording differed in 2020: And what could have been better or what made it great?

\*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

\*\*Small sample size – results indicative only

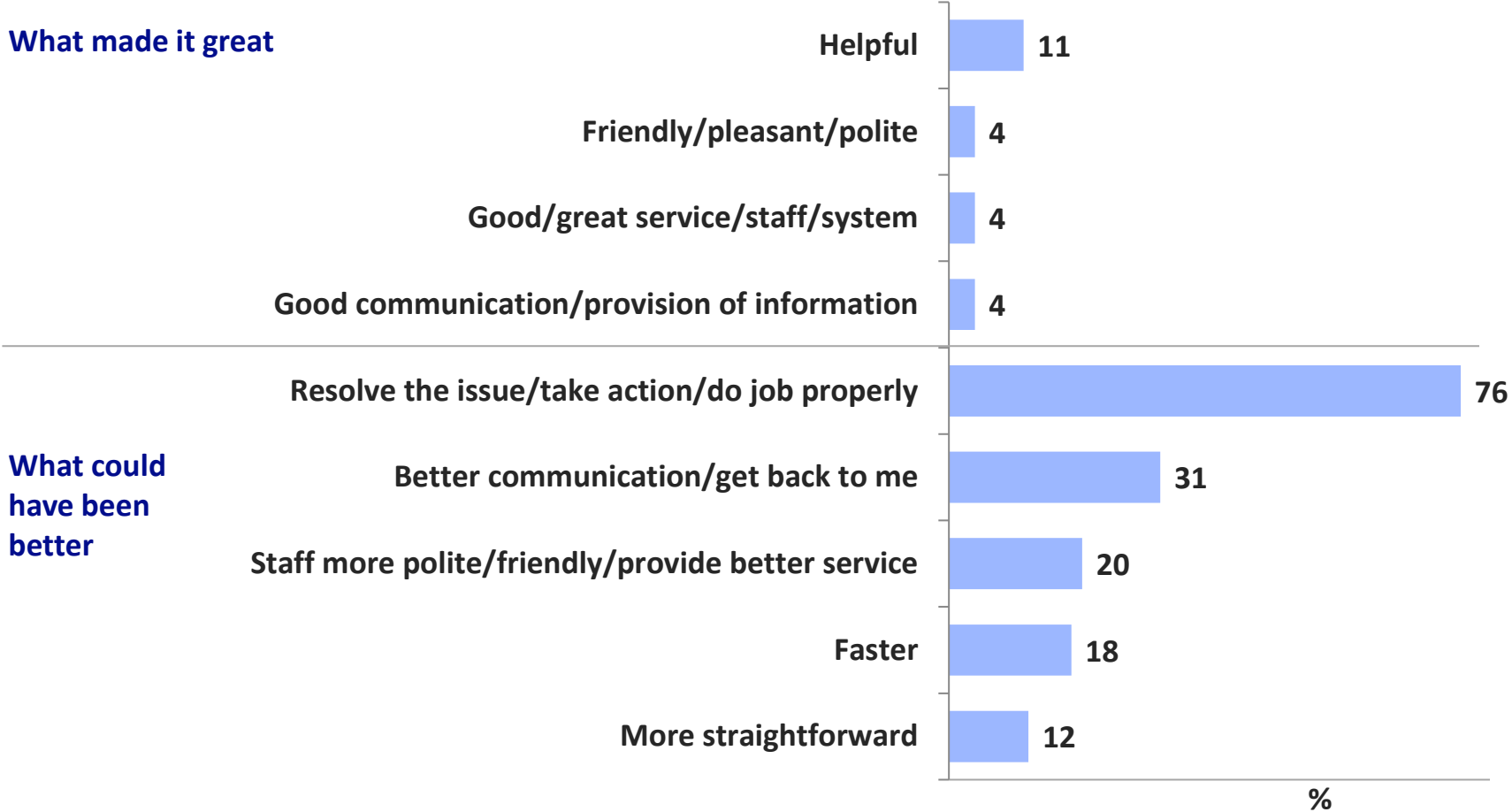




# Aspects of Service that Made it Great or Could Have Been Better – Stormwater or Flooding, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted the Council about stormwater or flooding and rated the service received: 22\*

\*Small sample size – results indicative only



# Aspects of Service that Made it Great or Could Have Been Better – Stormwater or Flooding, Trend Data\*

[If extremely or very satisfied with service received] Q. And what made it great?†

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?†

		2021 (21**)	2022 (33**)	2023 (22*)
		%	%	%
<b>What Made it Great</b>	Helpful	5	5	11
	Friendly/pleasant/polite	10	8	4
	Good/great service/staff/system	-	5	4
	Good communication/provision of information	-	3	4
	Fast/efficient/easy/no queue	19	8	-
	Issue was resolved/action taken	-	5	-
	Nothing to improve/all good	5	3	-
<b>What Could Have Been Better</b>	Resolve the issue/take action/do job properly	48	60	76
	Better communication/get back to me	24	61	31
	Staff more polite/friendly/provide better service	5	14	20
	Faster	5	19	18
	More straightforward	-	15	12
<b>Other</b>	Other	5	4	-
	No comment	-	-	-

Sample: those who contacted the Council about stormwater or flooding and rated the service received: refer to ()

Note: this question was not asked prior to 2020. 2020 data not shown as service contacted by <10 residents

†Question wording differed in 2020: And what could have been better or what made it great?

\*2022-2023 results are not directly comparable with earlier years as the question was precoded in 2022 but asked as an open response question prior to 2022

\*\*Small sample size – results indicative only



# Aspects of Service that Made it Great or Could Have Been Better – General Licensing/Liquor, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted the Council about general licensing/liquor and rated the service received: 10\*

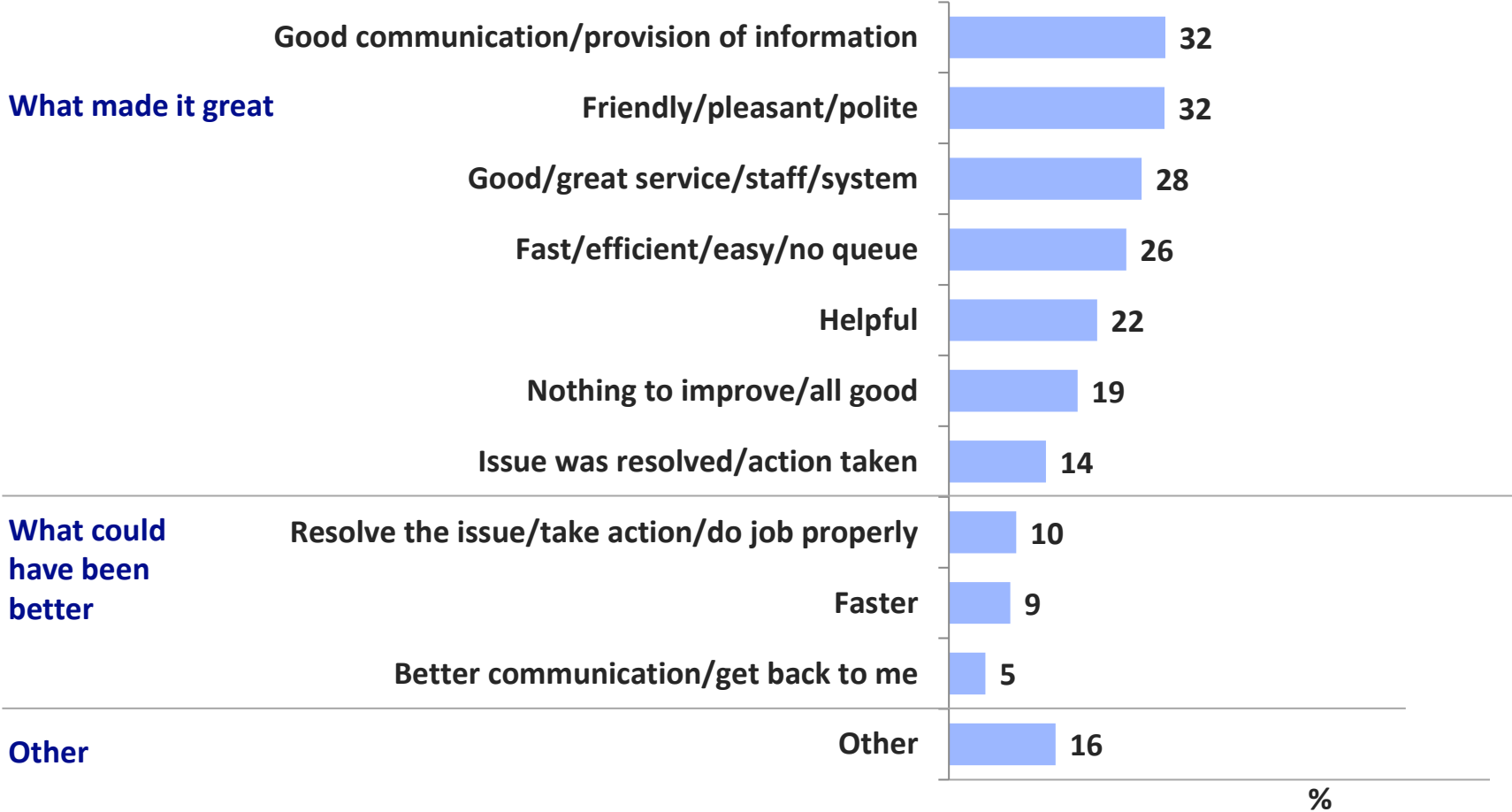
\*Small sample size – results indicative only Note: Trend data not shown as service contacted by <20 residents



# Aspects of Service that Made it Great or Could Have Been Better – Events Related, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted Council about events and rated the service received: 19\*

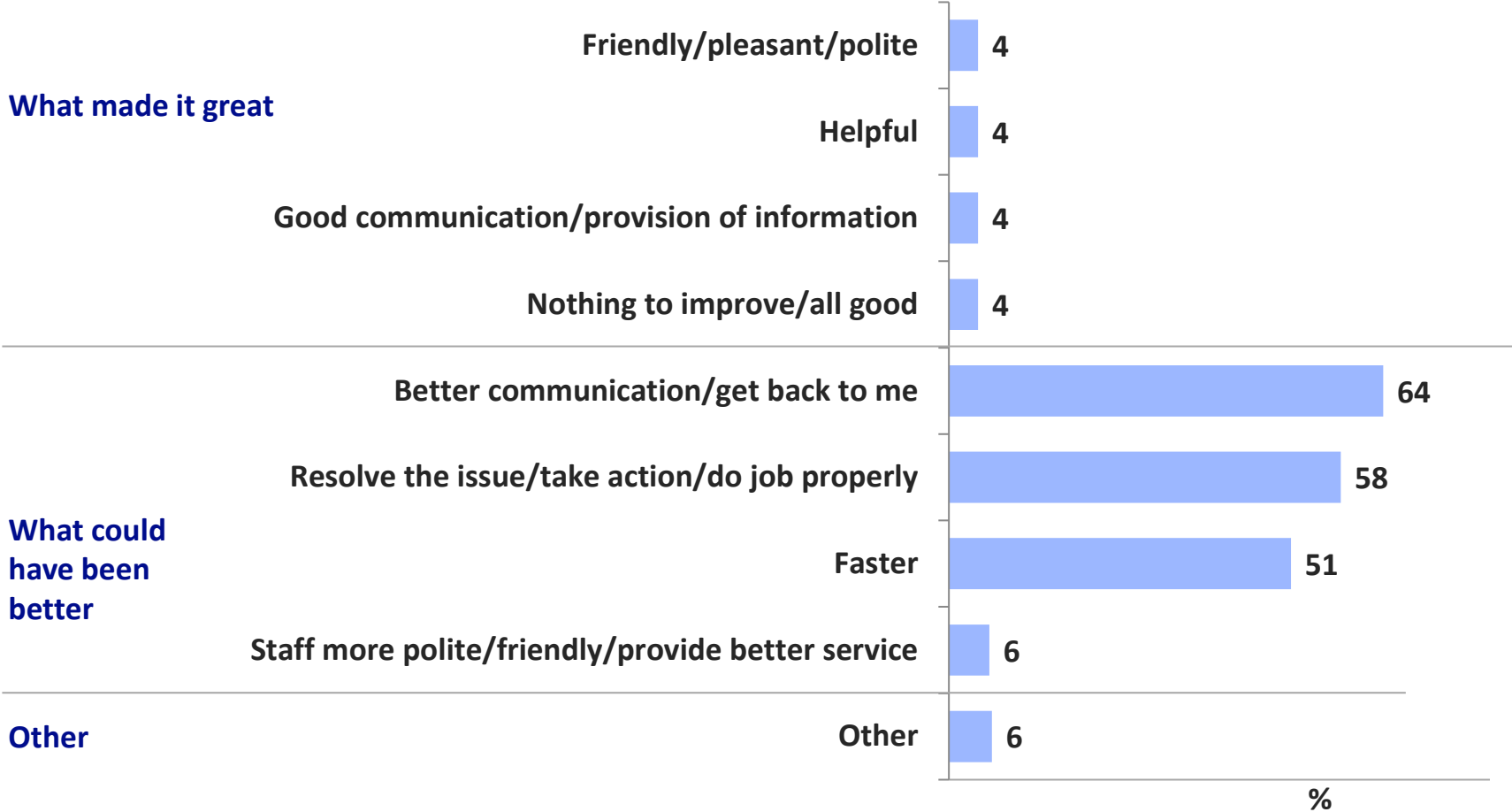
\*Small sample size – results indicative only      Note: Trend data not shown as service contacted by <20 residents



# Aspects of Service that Made it Great or Could Have Been Better – Park, Reserve, Playground, Skatepark or Walking Track, 2023

[If extremely or very satisfied with service received] Q. And what made it great?

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. And what could have been better?



Sample: those who contacted Council about a park/playground/skatepark/walking track and rated the service received: 15\*

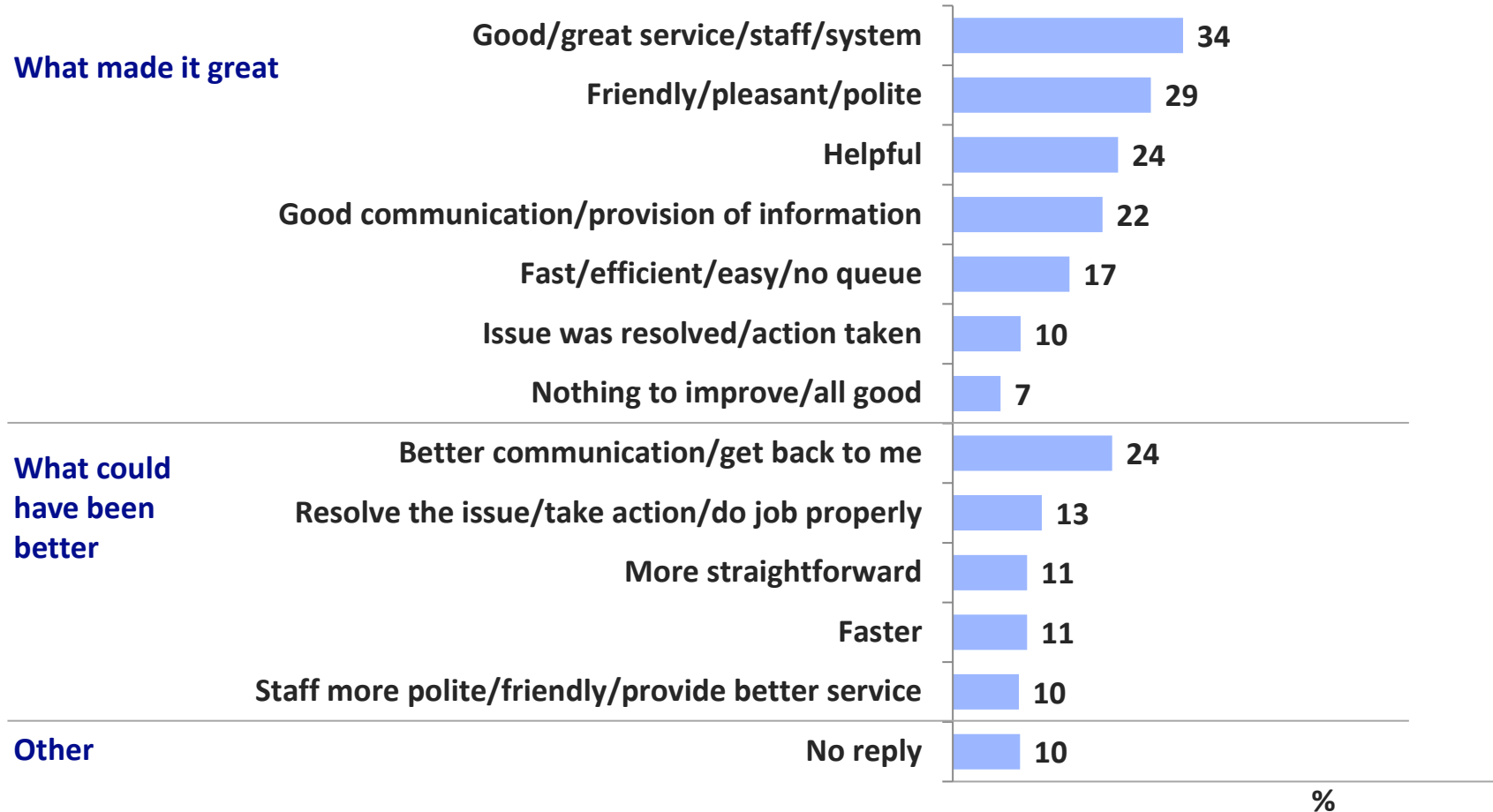
\*Small sample size – results indicative only      Note: Trend data not shown as service contacted by <20 residents



# Aspects of Service that Made it Great or Could Have Been Better – Recreational Facilities, 2023

[If extremely or very satisfied with service received] Q. *And what made it great?*

[If quite satisfied or quite/very/extremely dissatisfied with service received] Q. *And what could have been better?*



Sample: those who contacted the Council about recreational facilities and rated the service received: 14\*

\*Small sample size – results indicative only Note: Trend data not shown as service contacted by <20 residents



# Suggested Improvements to Council Customer Service, Trend Data\*

*Q. What suggestions do you have to improve the Council customer service you received?*

	All contacts 2021 %	All contacts 2022 %	All contacts 2023 %
No suggestions/all good	62	45	46
Take action/fix the problem/site visit/follow up	6	32	28
Reply/get back to me	7	22	20
Better communication/explanations	2	24	18
Listen to our concerns/be more understanding	2	19	17
More training/staff more knowledgeable	2	18	14
More friendly/polite/helpful/better attitude	3	13	8

Sample: those contacting Council offices for any reason: 2021: 364 contacts by 214 residents; 2022: 431 contacts by 234 residents; 2023: 455 contacts by 241 residents

\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

Note: this question was not asked prior to 2021



# Suggested Improvements by Reason for Contact, 2023

Q. What suggestions do you have to improve the Council customer service you received?

	All contacts <sup>†</sup> %	Rates (96) %	Dog reg./ animal control (90) %	Bld'g/ plan'g/ resource consent/ permit (62) %	Road-ing (36*) %	Rubbish dis./ recycl'g (29*) %	Storm-water/ flood'g (22*) %	Gen. licen-sing (10*) %	Event related (19*) %	Park/ reserve/ play-ground/ Skatepk/ walking track (15*) %	Rec. fac's (15*) %	Water supply (1*2) %	Sewer-age (13*) %	Other (29*) %
No suggestions/all good	46	62	56	31	9	59	7	78	66	14	46	27	33	59
Take action/fix the problem/site visit/follow up	28	12	21	37	68	24	76	-	5	60	17	31	38	23
Reply/get back to me	20	13	12	35	31	18	23	-	5	67	4	25	31	15
Better communication/ explanations	18	15	8	33	24	3	16	17	5	52	19	55	28	12
Listen to our concerns/be more understanding	17	12	17	21	25	9	30	-	10	35	24	32	15	9
More training/staff more knowledgeable	14	9	9	31	12	3	9	-	23	27	12	15	9	13
More friendly/polite/helpful/better attitude	8	3	6	14	14	2	18	6	10	6	10	17	-	3
Other	4	3	7	5	2	4	12	-	-	-	-	-	9	6
No reply	2	2	2	3	8	-	-	-	-	-	-	-	-	-

Sample: those contacting the Council offices for each – refer to ()

\*Small sample size – results indicative only

†Based on those contacting Council offices for any reason: 455 contacts by 241 residents

Note: Only services contacted by >10 residents shown





# **Awareness, Use of and Satisfaction with Council Facilities and Services**



# Awareness of Council as Provider of Services – Trend Data

*Q. Grey District Council is the provider of a number of services and activities in the area. Please tell me if you are aware that Grey District Council is responsible for administering the following services?*

	2011 (350) %	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Libraries	98	97	98	97	99	98	97	98	97	98	97	99
Waste mgmt. incl. recycling/rubbish collection/landfill	99	99	97	97	99	99	99	97	98	99	100	98
Animal control incl. dog registration	98	98	98	98	97	97	99	98	97	98	99	97
Public parking	97	96	95	94	97	96	97	97	98	97	96	97
Water supply & drainage	95	95	96	96	96	98	97	97	97	97	97	97
Sewerage	93	97	96	97	96	98	96	95	98	97	98	96
Resource & building consents	98	97	98	96	97	97	97	98	98	98	97	96
Parks & reserves	98	94	97	95	97	93	95	97	95	98	95	96
Swimming pools	96	97	97	97	98	97	97	96	95	96	97	92
Cemeteries	95	94	92	95	97	95	93	95	94	95	93	91
All roads except state highways	95	95	91	91	91	91	90	92	93	92	92	90
Sport stadium*					95	93	92	89	89	88	87	83
Fitness centre or gym*					91	92	93	85	87	88	85	82
History House Museum**		84	86	85	81	86	85	82	77	80	81	76
Economic Development***		81	77	80	80	80	81	80	80	78	74	74

Total sample: 2011-2021: 350; 2022: 364; 2023: 359

\* Not asked prior to 2016    \*\* Museum in 2014, Heritage in 2013, not asked in 2011    \*\*\* Not asked in 2011



# Grey District Council Services Used or Visited in Last 12 months – Trend Data

*Q. Within Grey District, which of the following services have you used or visited in the last 12 months?*

	2011 (350) %	2013 (350) %	2014 (350) %	2015 (350) %	2016 (350) %	2017 (350) %	2018 (350) %	2019 (350) %	2020 (350) %	2021 (350) %	2022 (364) %	2023 (359) %
Public toilet or rest room	60	49	61	61	60	63	58	71	69	68	64	71
Rubbish dump/recycling facility*	58	54	64	70	65	63	63	72	66	74	68	68
Park or reserve	77	65	79	75	75	70	73	78	67	67	66	66
The Grey District Council offices	68	65	71	65	62	63	63	57	57	54	47	48
Library	55	53	53	54	50	47	51	47	43	41	43	47
Cemetery	55	50	61	59	55	61	59	44	51	45	45	40
Children's playground	51	39	50	50	43	48	48	40	36	33	33	32

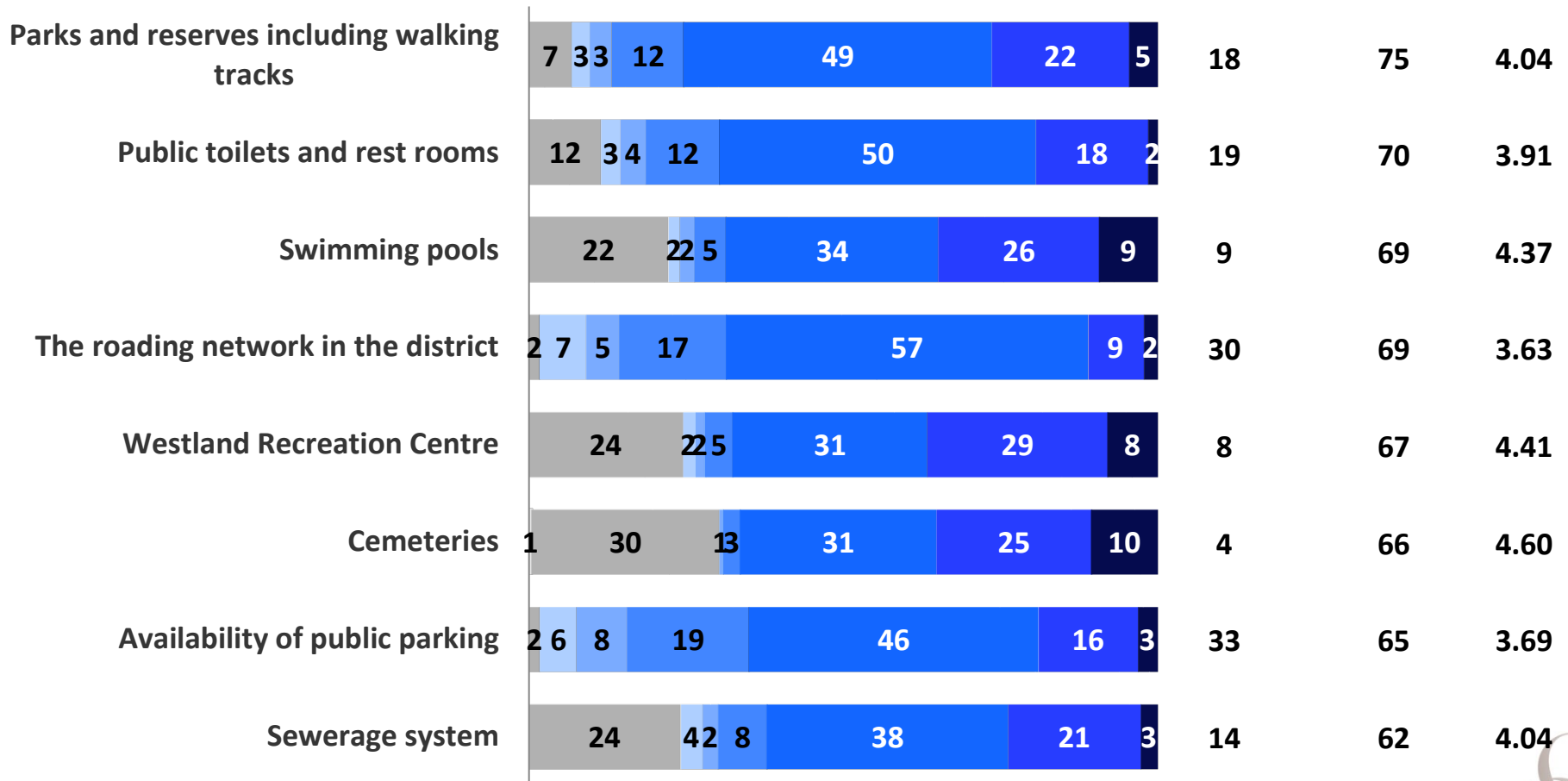
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

\* Note: question wording differed slightly in 2011 and didn't include 'recycling facility'



# Satisfaction with Council Facilities and Services, 2023

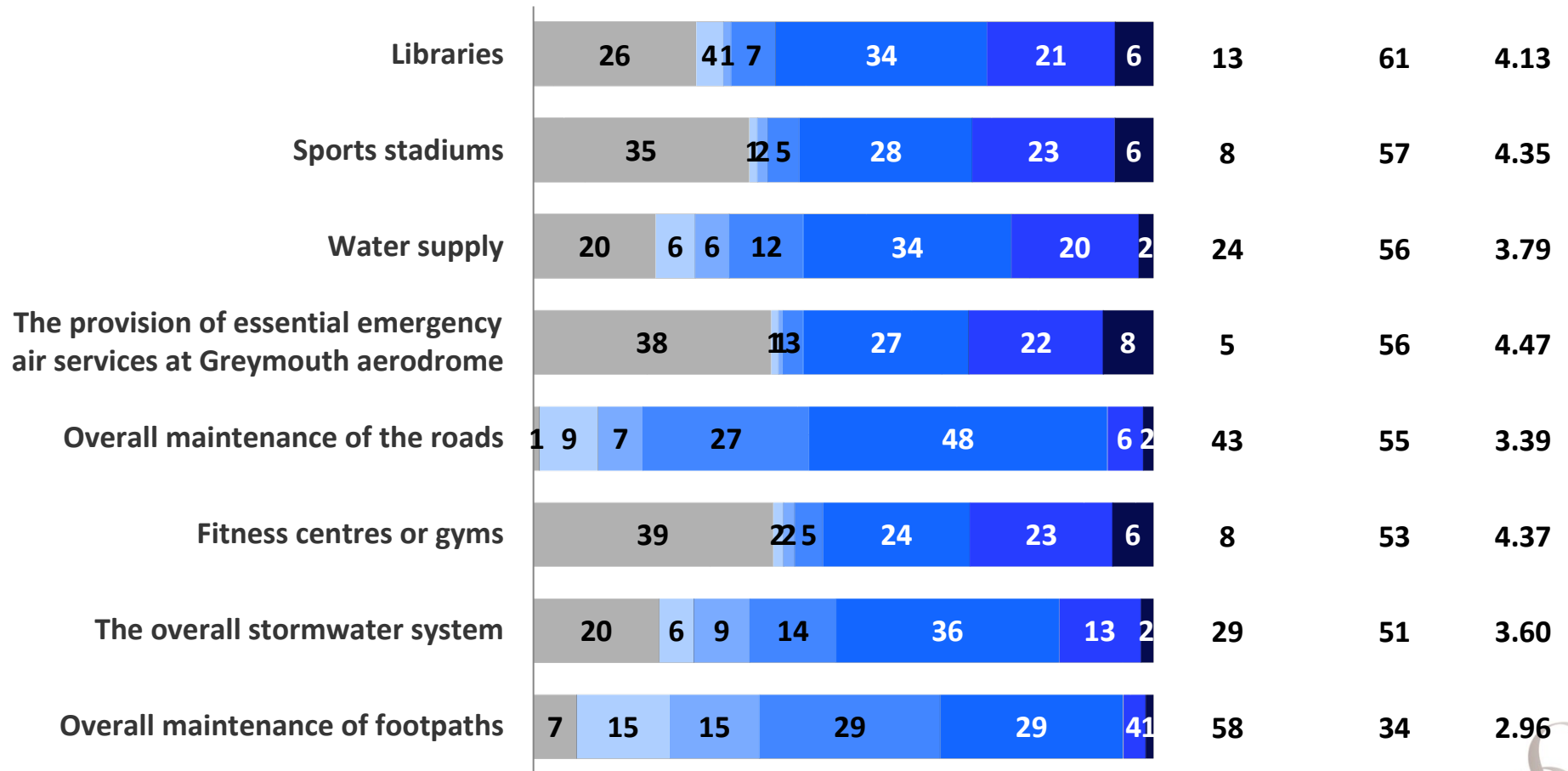
Q. Thinking about the services and facilities provided by Grey District Council, on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2023: 359

# Satisfaction with Council Facilities and Services, 2023 cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2023: 359

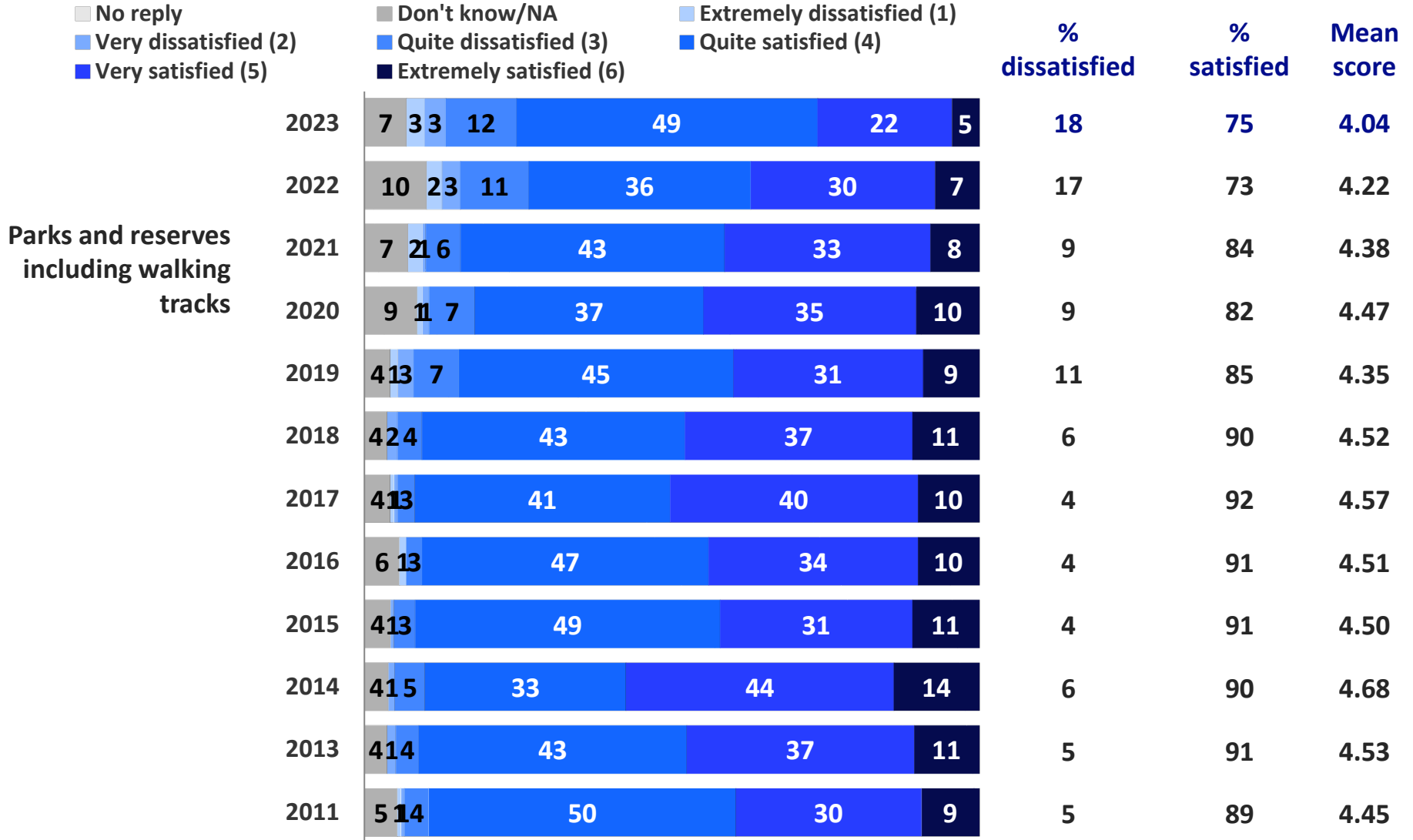
69

%



# Satisfaction with Council Facilities & Services – Trend

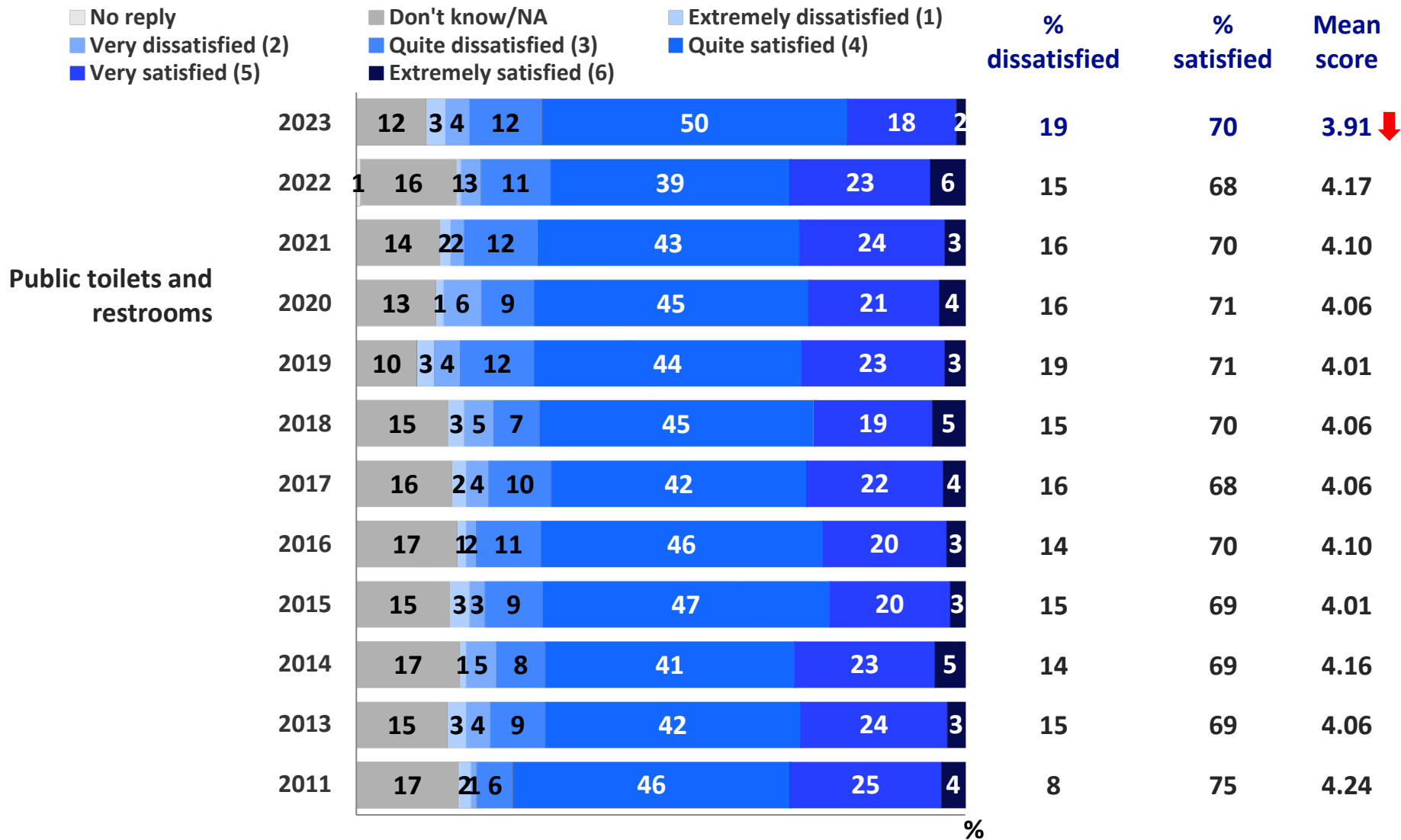
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2011-2021: 350; 2022: 364; 2023: 359

# Satisfaction with Council Facilities & Services – Trend

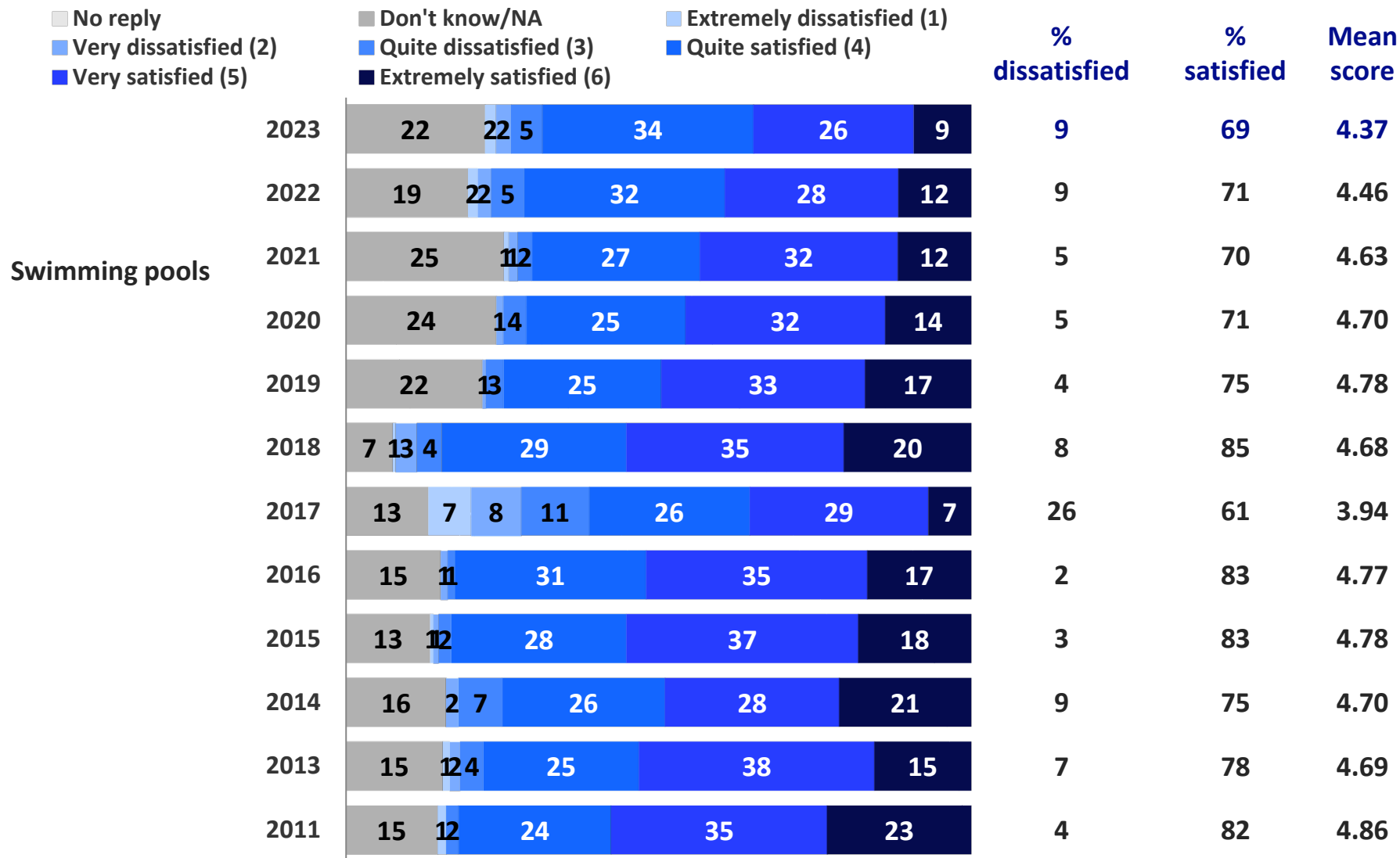
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2011-2021: 350; 2022: 364; 2023: 359

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

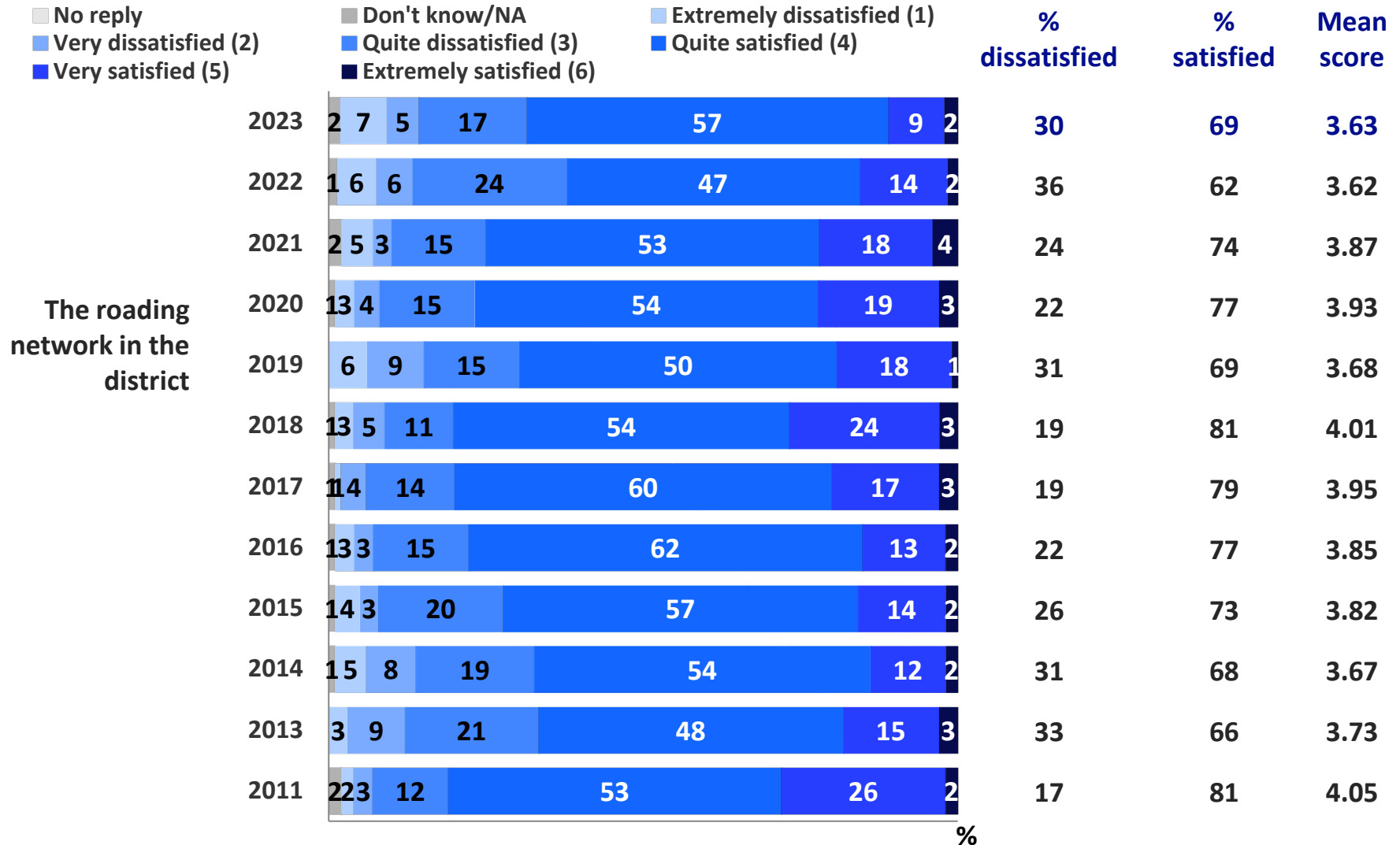


Total sample: 2011-2021: 350; 2022: 364; 2023: 359



# Satisfaction with Council Facilities & Services – Trend

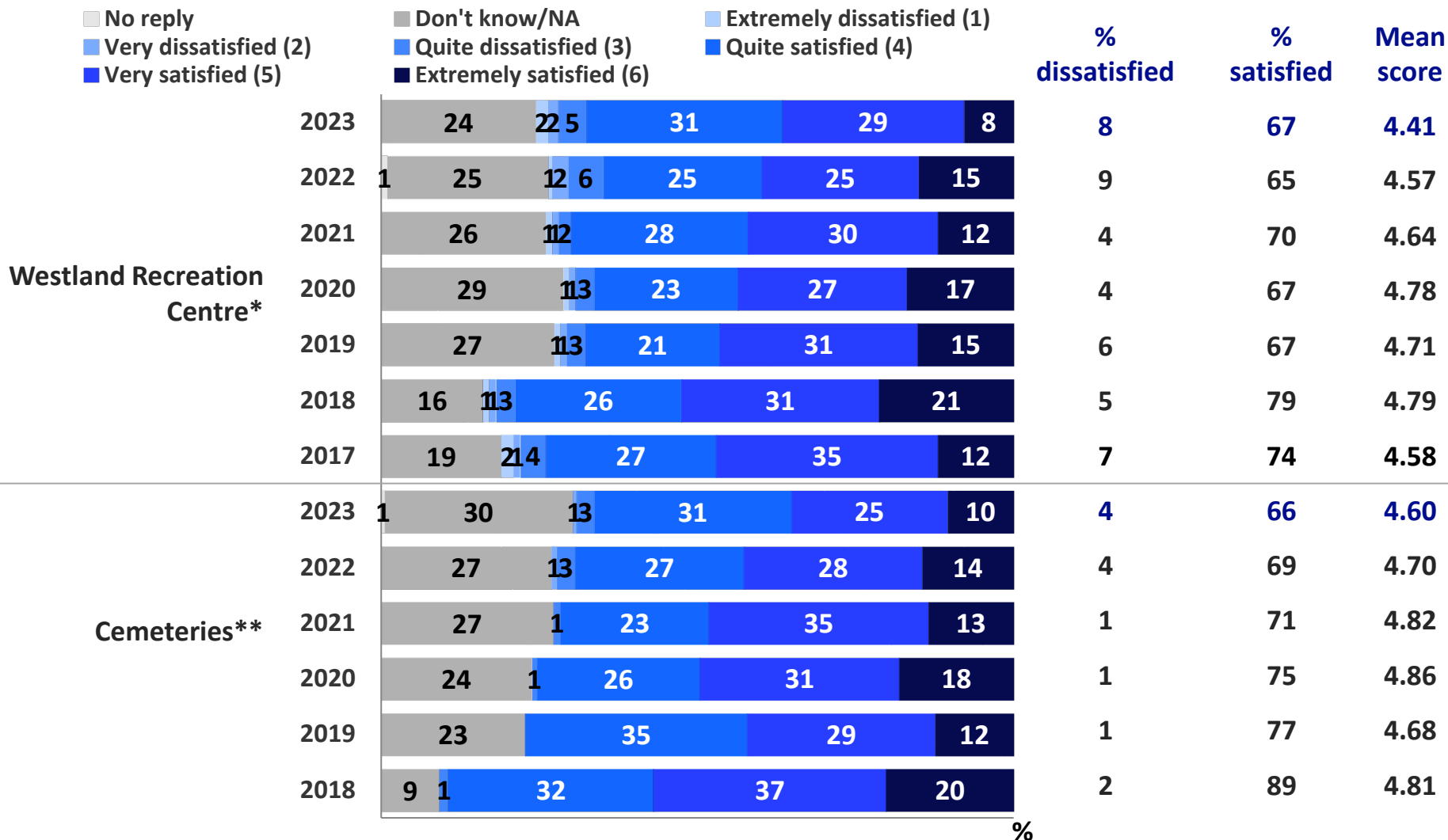
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2011-2021: 350; 2022: 364; 2023: 359

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2017-2021: 350; 2022: 364; 2023: 359

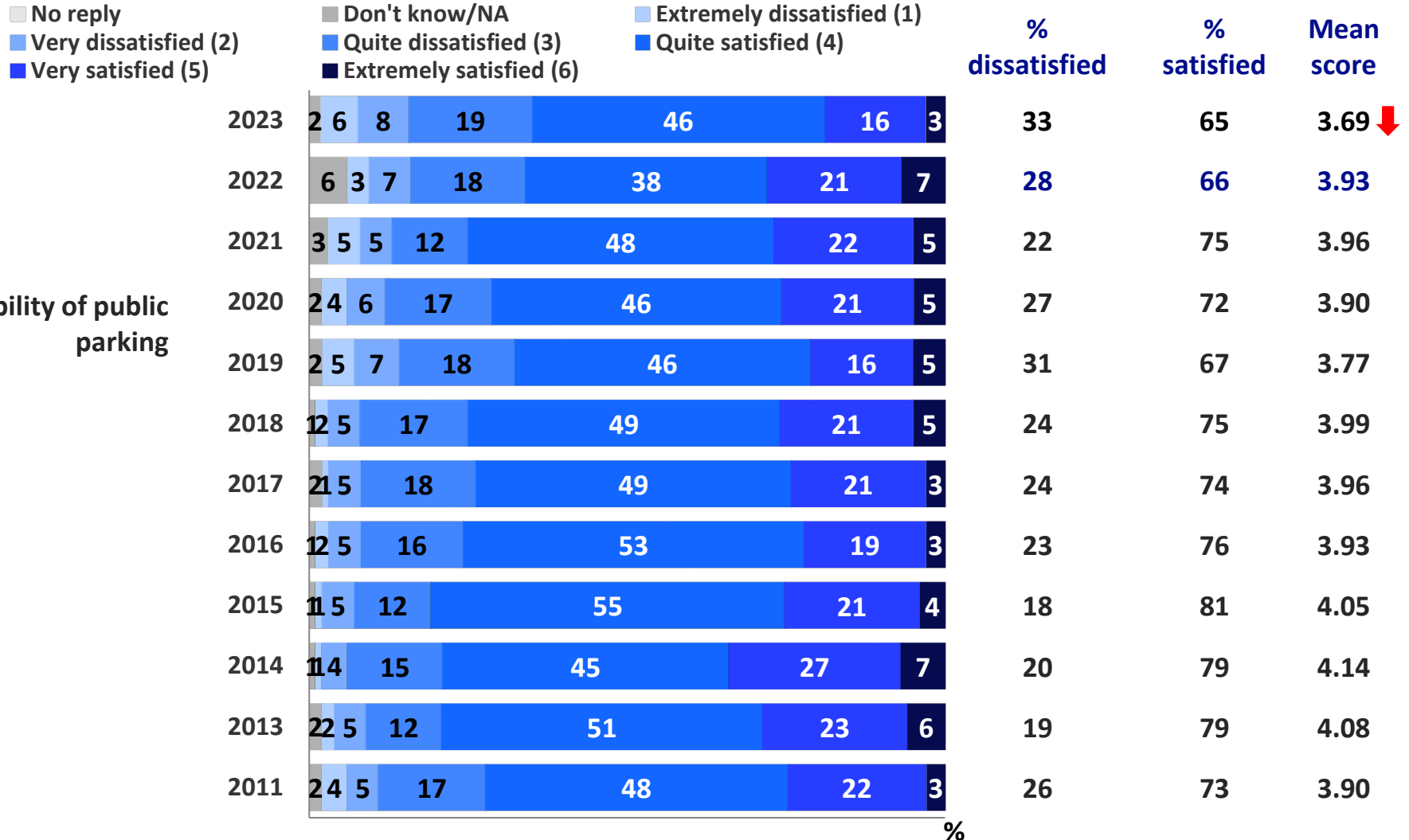
\*Not asked prior to 2017

Continued on next slide

\*\*Not asked prior to 2018

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

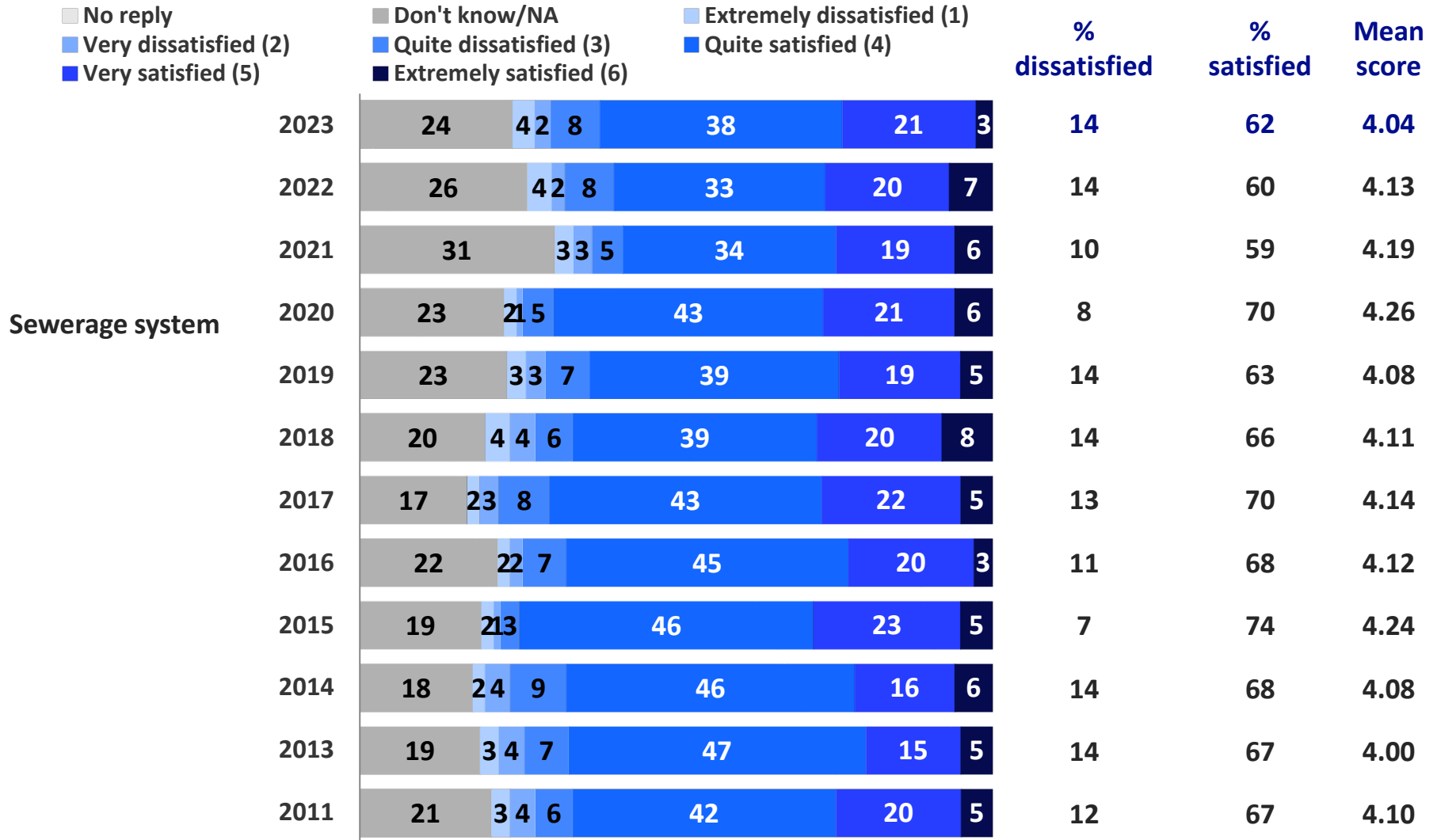


Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Continued on next slide

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



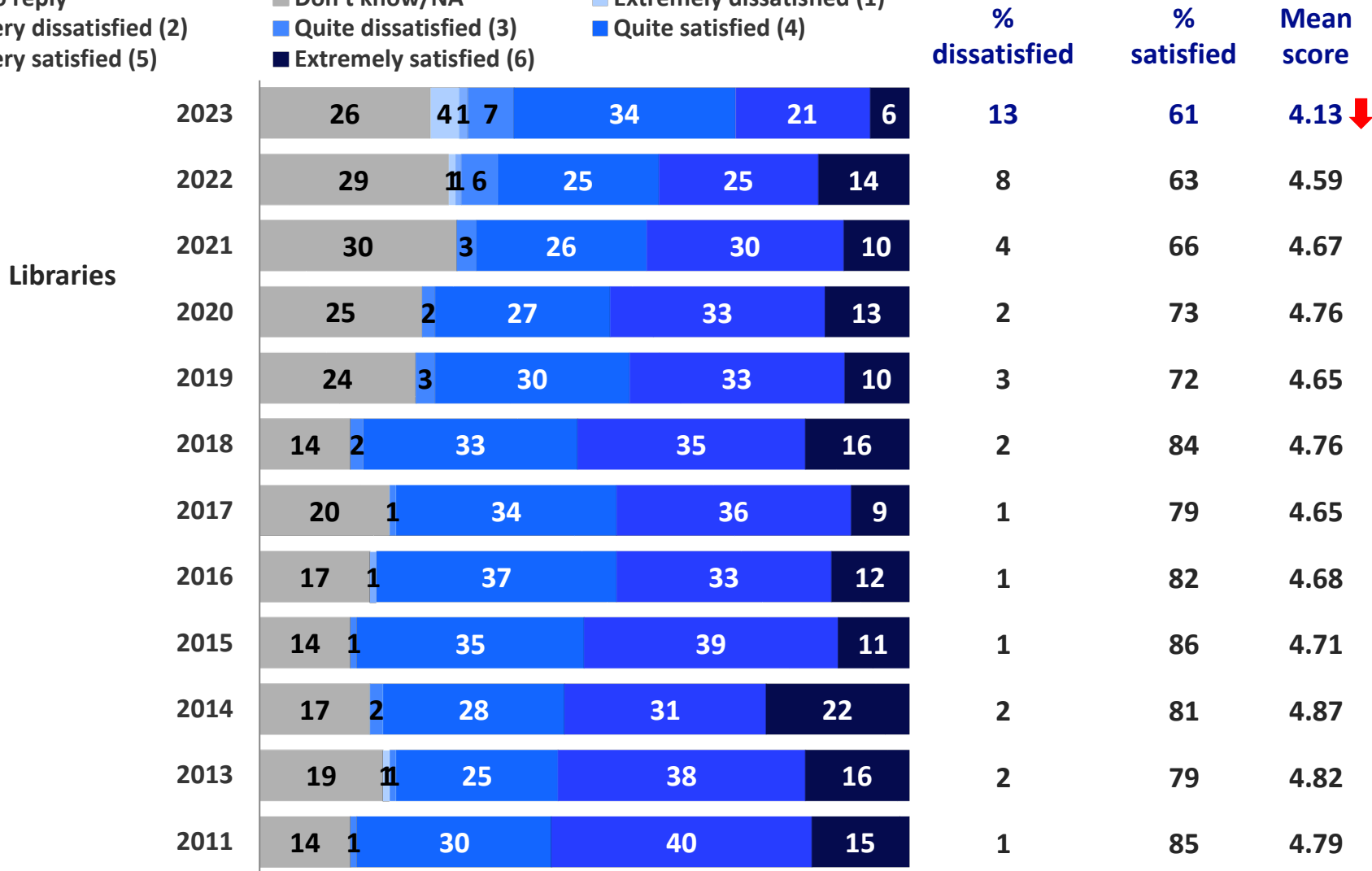
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

%

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

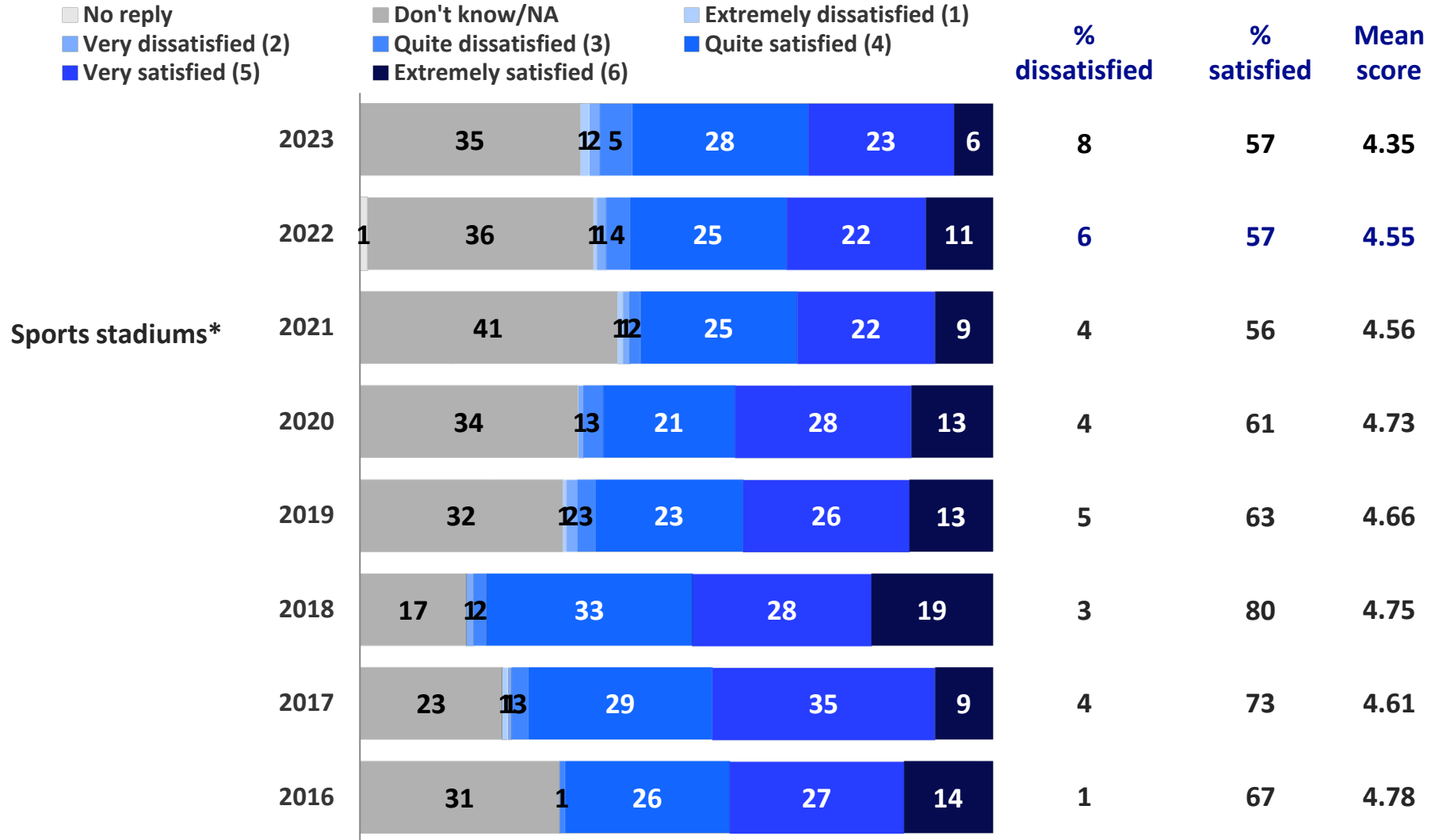
- No reply
- Don't know/NA
- Extremely dissatisfied (1)
- Very dissatisfied (2)
- Quite dissatisfied (3)
- Quite satisfied (4)
- Very satisfied (5)
- Extremely satisfied (6)



Total sample: 2011-2021: 350; 2022: 364; 2023: 359

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:

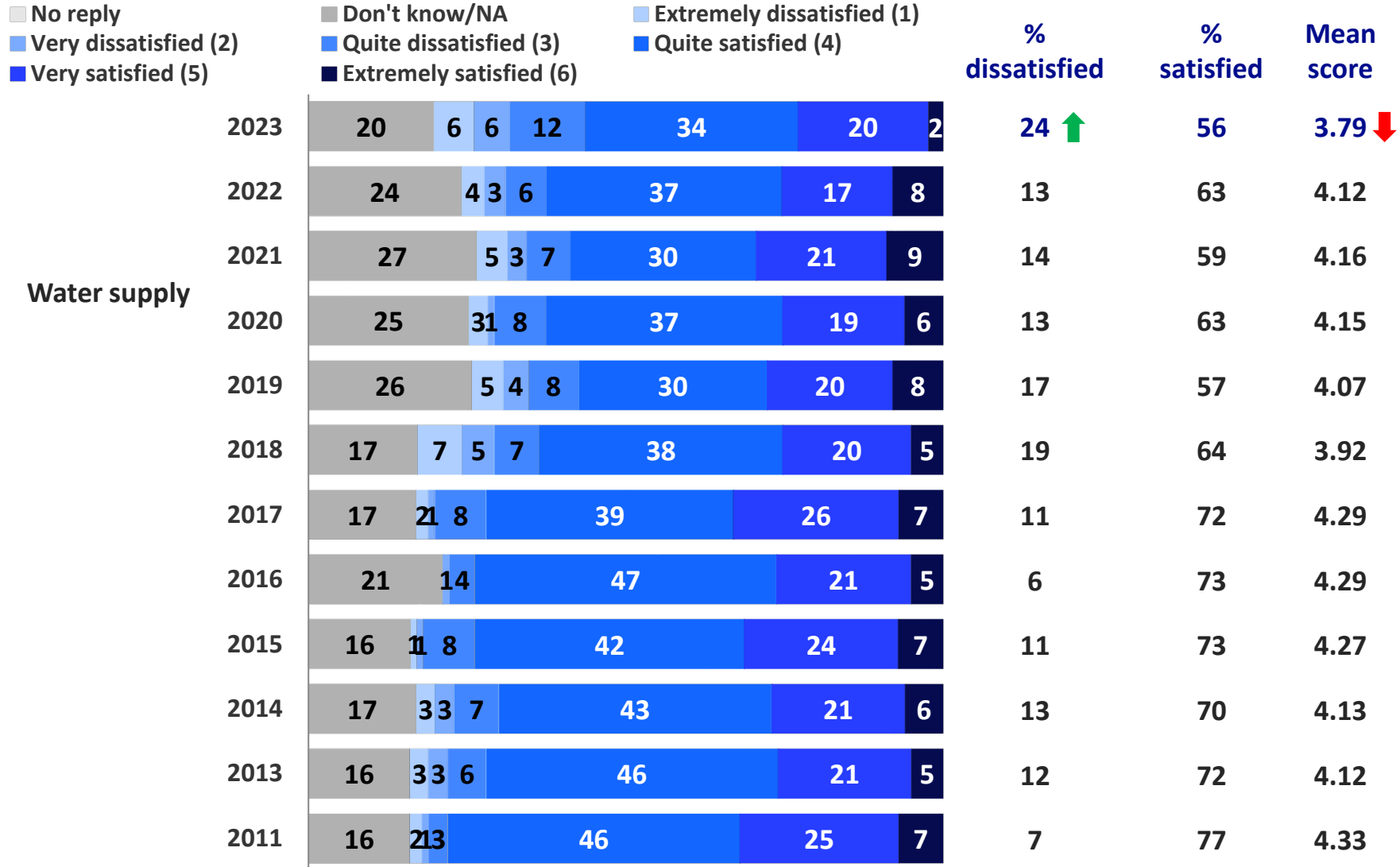


Total sample: 2016-2021: 350; 2022: 364; 2023: 359

\*Not asked prior to 2016

# Satisfaction with Council Facilities & Services – Trend

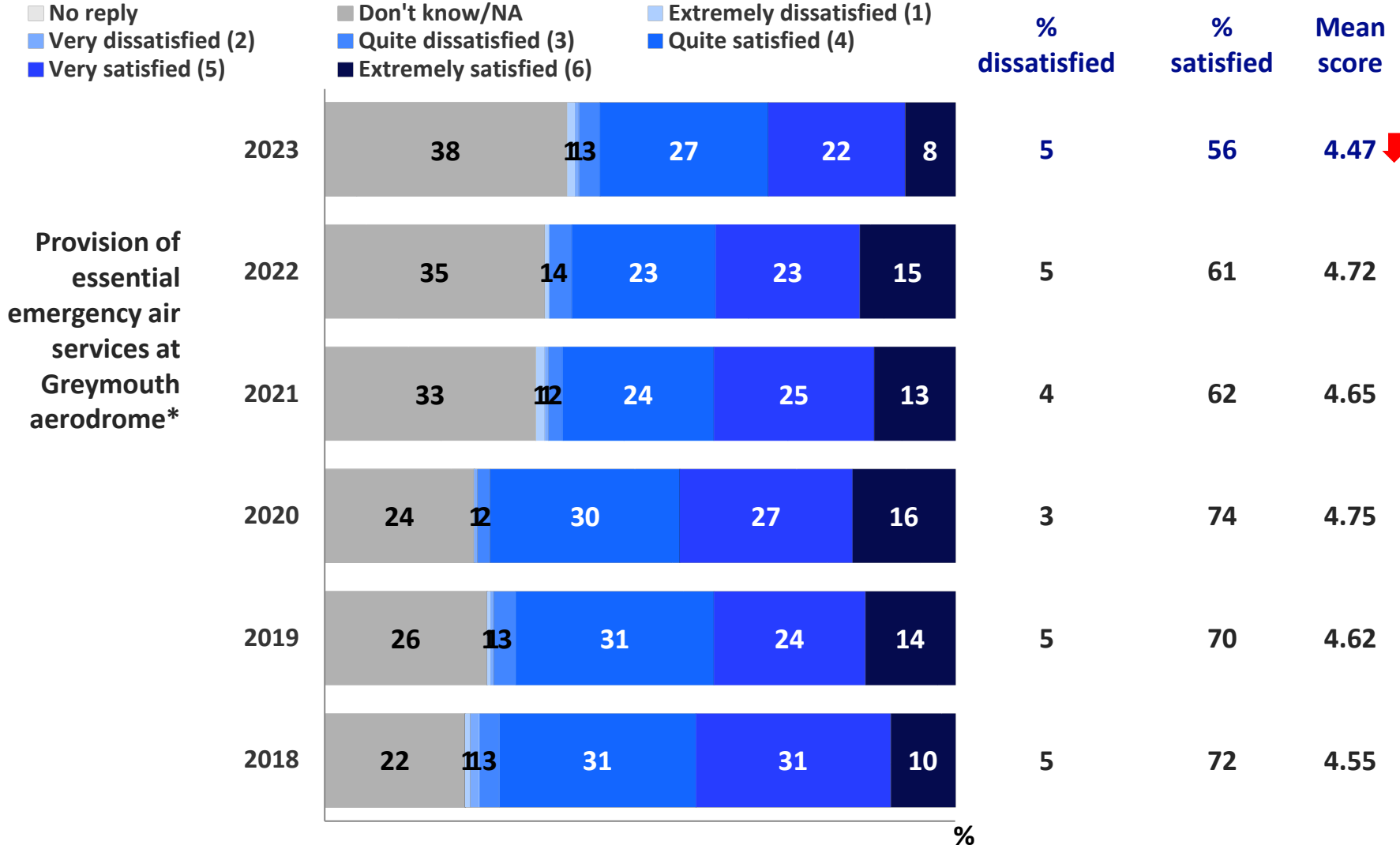
Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2011-2021: 350; 2022: 364; 2023: 359

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



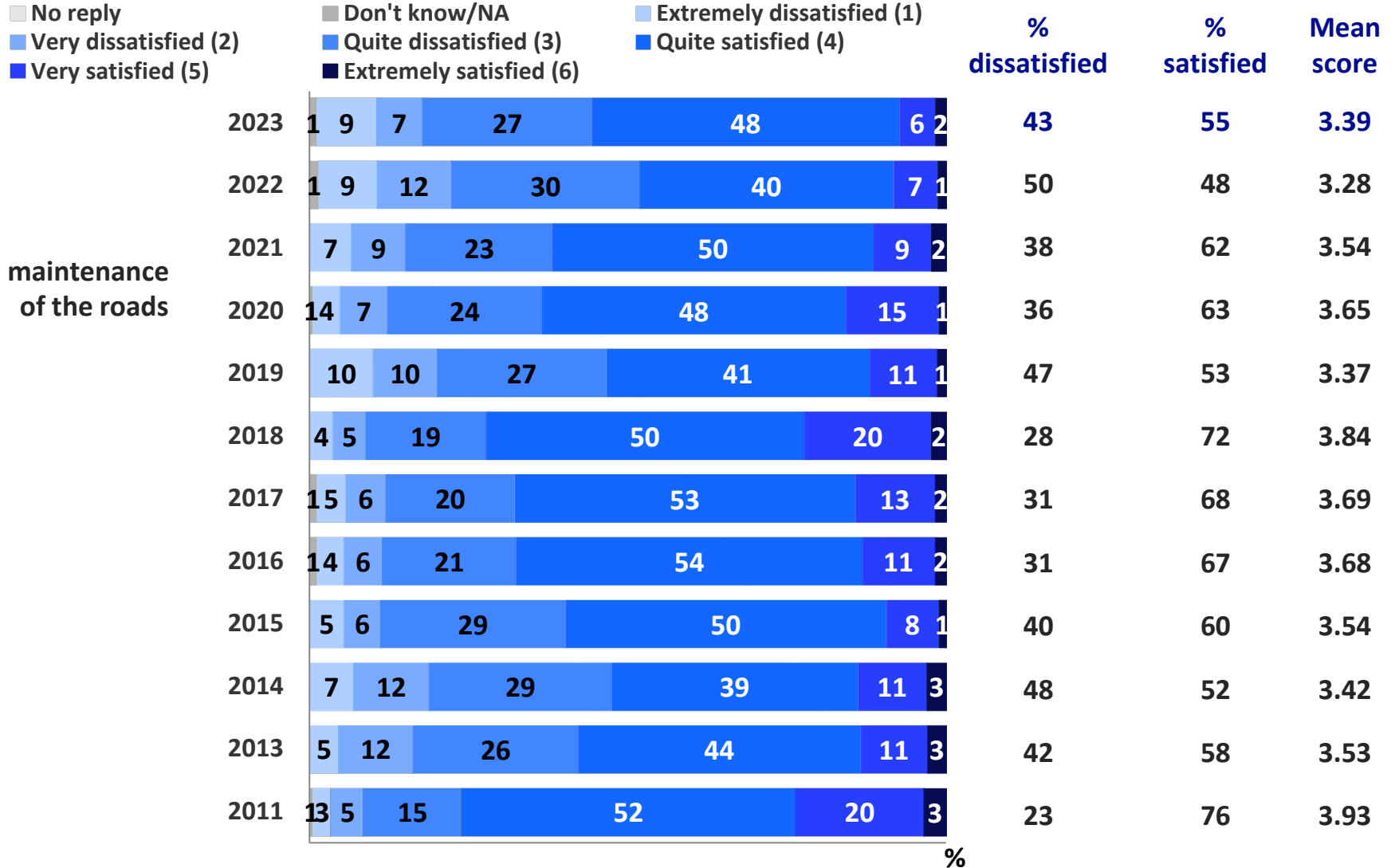
Total sample: 2018-2021: 350; 2022: 364; 2023: 359

\*Not asked prior to 2018



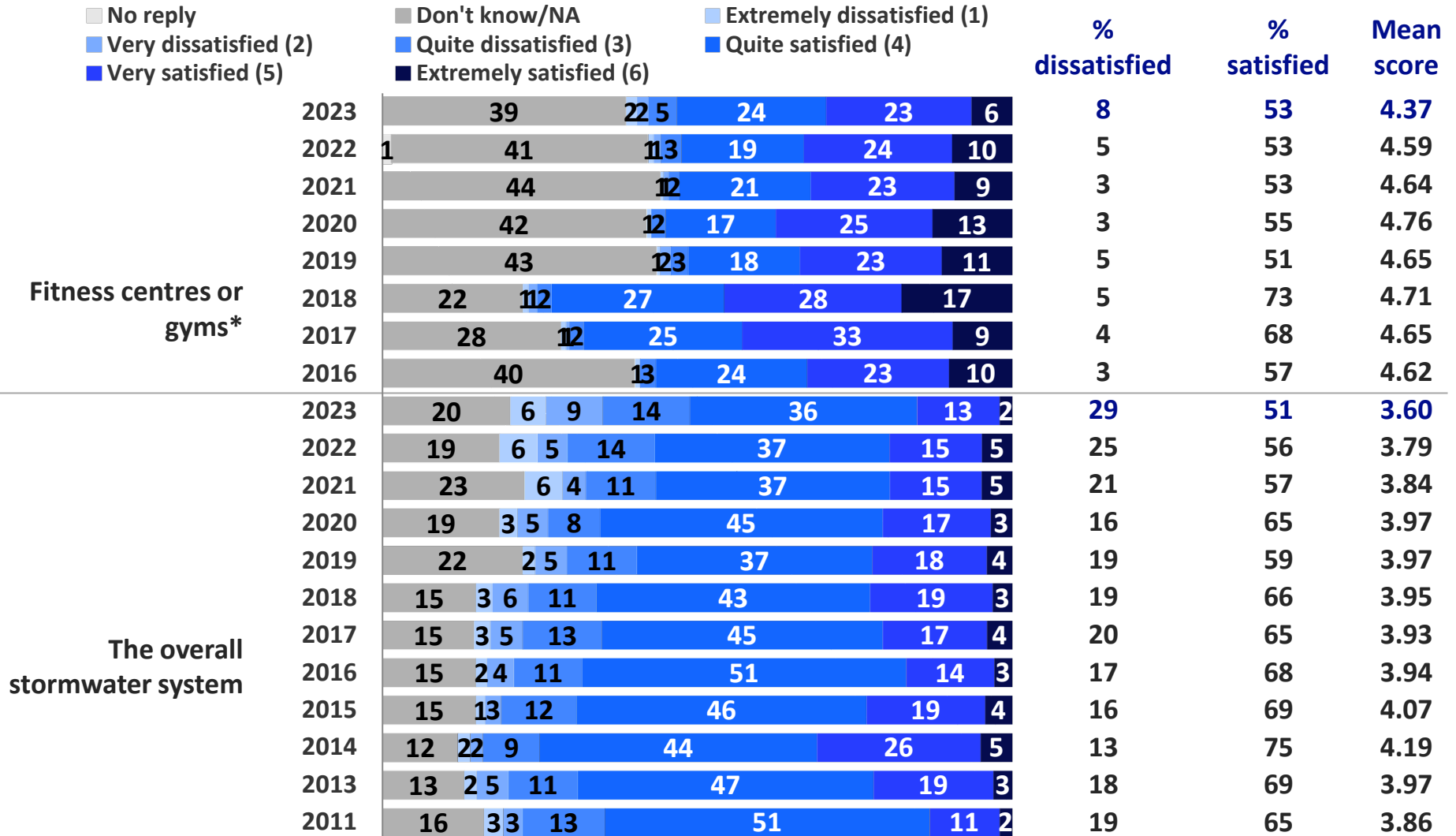
# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2011-2021: 350; 2022: 364; 2023: 359

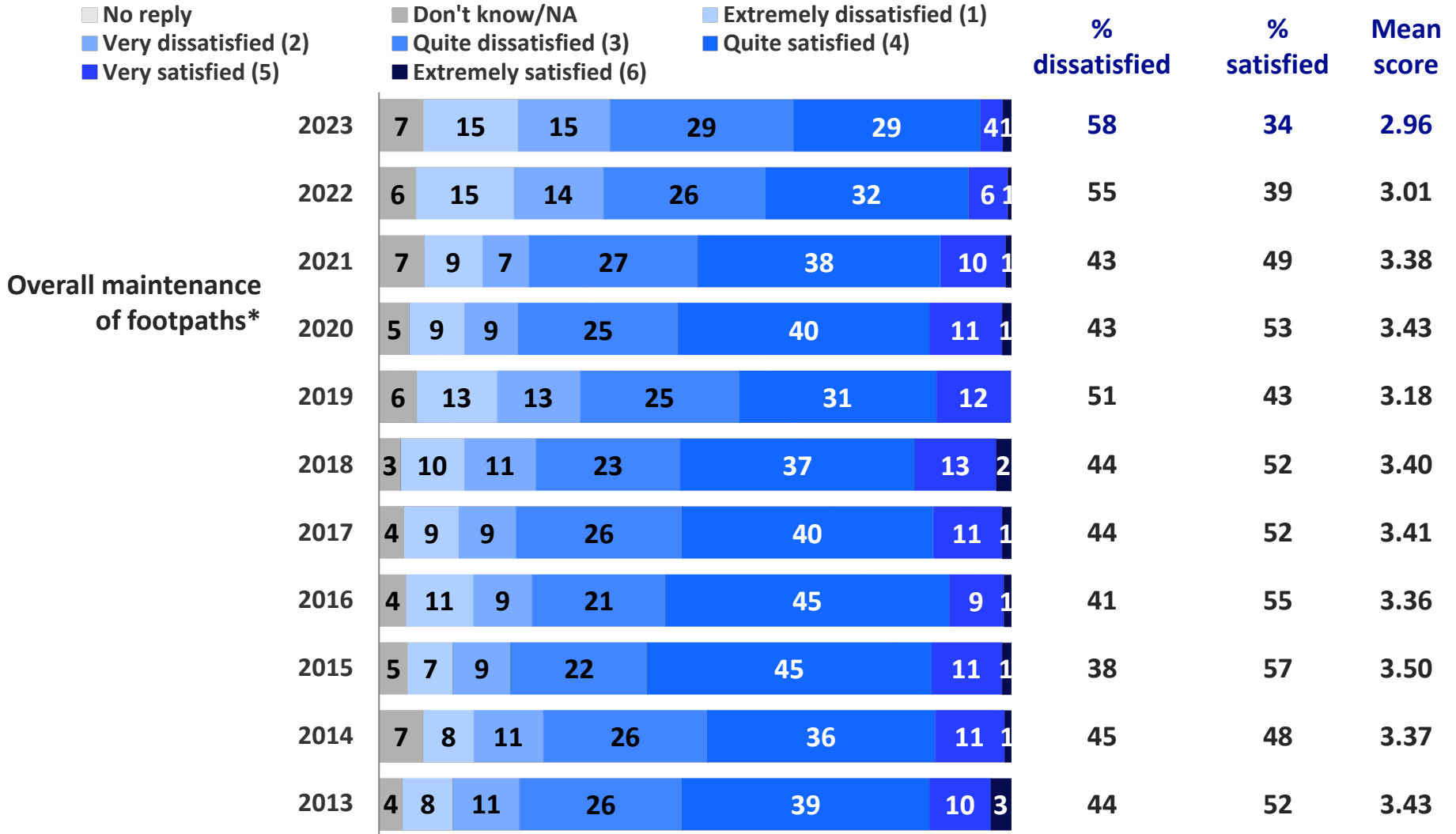
# Satisfaction with Council Facilities & Services – Trend



Total sample: 2013-2021: 350; 2022: 364; 2023: 359 \*Not asked prior to 2016 %

# Satisfaction with Council Facilities & Services – Trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Total sample: 2013-2021: 350; 2022: 364

\*Not asked prior to 2013

# Satisfaction with Council Facilities & Services by Location, 2023

	% Dissatisfied						% Satisfied					
	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/Taylorville/Stillwater (17*) %	Grey Valley/Blackball/Lake Brunner (49*) %	Runanga/Rapahoe/Coast Road (61) %	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/Taylorville/Stillwater (17*) %	Grey Valley/Blackball/Lake Brunner (49*) %	Runanga/Rapahoe/Coast Road (61) %
Parks and reserves including walking tracks	18	28	10	-	15	18	75	68	85	94	73	75
Public toilets and rest rooms	19	26	18	24	6	23	70	59	69	71	85	67
Swimming pools	9	15	2	7	8	8	69	66	86	67	62	66
The roading network in the district	30	31	22	14	33	35	69	67	77	86	67	58
Westland Recreation Centre	8	11	9	14	-	11	67	67	79	57	69	58
Cemeteries	4	4	4	13	2	2	66	66	76	71	63	59
Availability of public parking	33	42	24	18	34	30	65	57	75	78	64	67
Sewerage system	14	22	6	-	10	18	62	70	67	78	47	58

*Continued on next slide*

Sample: refer to ()

\*Small sample size – results indicative only



# Satisfaction with Council Facilities & Services by Location, 2023

	% Dissatisfied						% Satisfied					
	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/Taylorville/Stillwater (17*) %	Grey Valley/Blackball/Lake Brunner (49*) %	Runanga/Rapahoe/Coast Road (61) %	Total (359) %	Greater Greymouth (159) %	Karoro – Camerons (73) %	Kaiata/Dobson/Taylorville/Stillwater (17*) %	Grey Valley/Blackball/Lake Brunner (49*) %	Runanga/Rapahoe/Coast Road (61) %
Libraries	13	12	6	24	16	13	61	64	69	60	50	62
Sports stadiums	8	12	7	7	6	6	57	59	71	53	53	45
Water supply	24	18	12	27	34	31	56	78	66	53	24	54
The provision of essential emergency air services at Greymouth aerodrome	5	7	2	7	3	7	56	64	60	59	45	53
Overall maintenance of the roads	43	43	35	33	48	50	55	56	65	67	52	47
Fitness centres or gyms	8	11	7	7	5	9	53	56	64	53	52	39
The overall stormwater system	29	34	22	24	28	26	51	60	63	56	31	50
Overall maintenance of footpaths	58	68	47	58	53	59	34	29	53	30	29	35

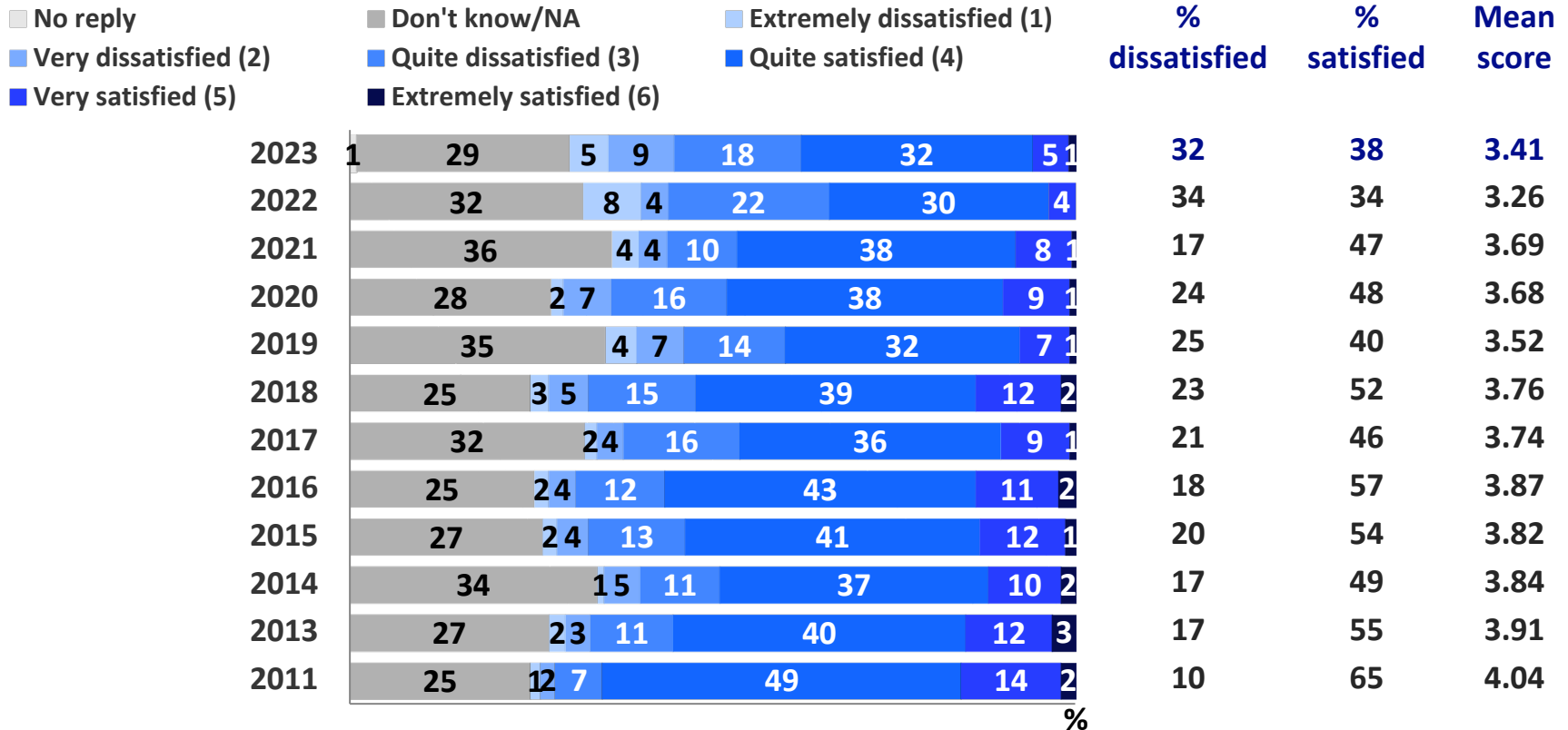
Sample: refer to ()

\*Small sample size – results indicative only



# Satisfaction with Council's Regulation of Land Use

*Q. How satisfied are you with Council's regulation of land use throughout the District? By this we mean Council's policies including the District Plan and resource management processes and whether the development within the District is aligned with these policies. Some forms of land use regulations under these policies include regulations for subdivisions, land use and building development and the zoning of land.*



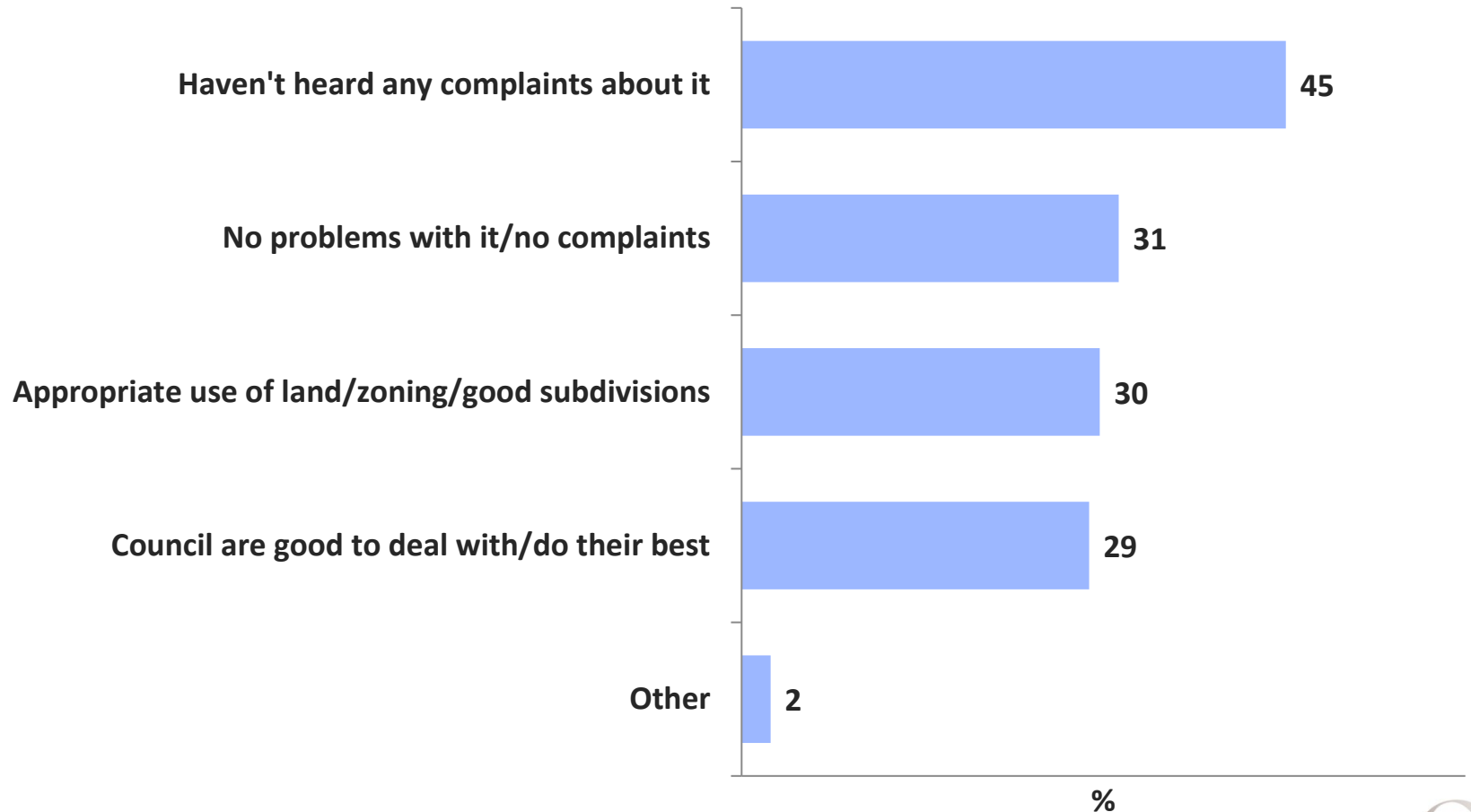
Total sample: 2011-2021: 350; 2022: 364; 2023: 359

Note: In 2015 the clarification was worded slightly differently: By this we mean Council policy including requirement of permits and codes created to ensure private use of land resources are aligned with policy standards. Some forms of land use regulations including housing codes, regulations for subdivisions, zoning ordinances, and building codes.



# Reasons For Satisfaction with Council's Regulation of Land Use, 2023

*Q. What is the main reason, or reasons, for feeling satisfied with Council's regulation of land use throughout the District?*



Sample: those satisfied with Council's regulation of land use: 135



# Reasons For Satisfaction with Council’s Regulation of Land Use – Trend Data\*

*Q. What is the main reason, or reasons, for feeling satisfied with Council’s regulation of land use throughout the District?*

	2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %	2022 (125) %	2023 (135) %
Haven't heard any complaints about it	5	3	6	10	6	2	6	36	45
No problems with it/no complaints	37	29	35	26	32	21	25	31	31
Appropriate use of land/zoning/good subdivisions	10	21	9	9	9	10	24	21	30
Council are good to deal with/do their best	19	11	14	14	11	9	9	28	29
Other	19	26	30	38	27	39	26	5	2
Don't know/no comment/no reply	15	13	13	9	19	21	14	2	-

Sample: those satisfied with Council’s regulation of land use: refer to ()

Note: this question was not asked prior to 2015

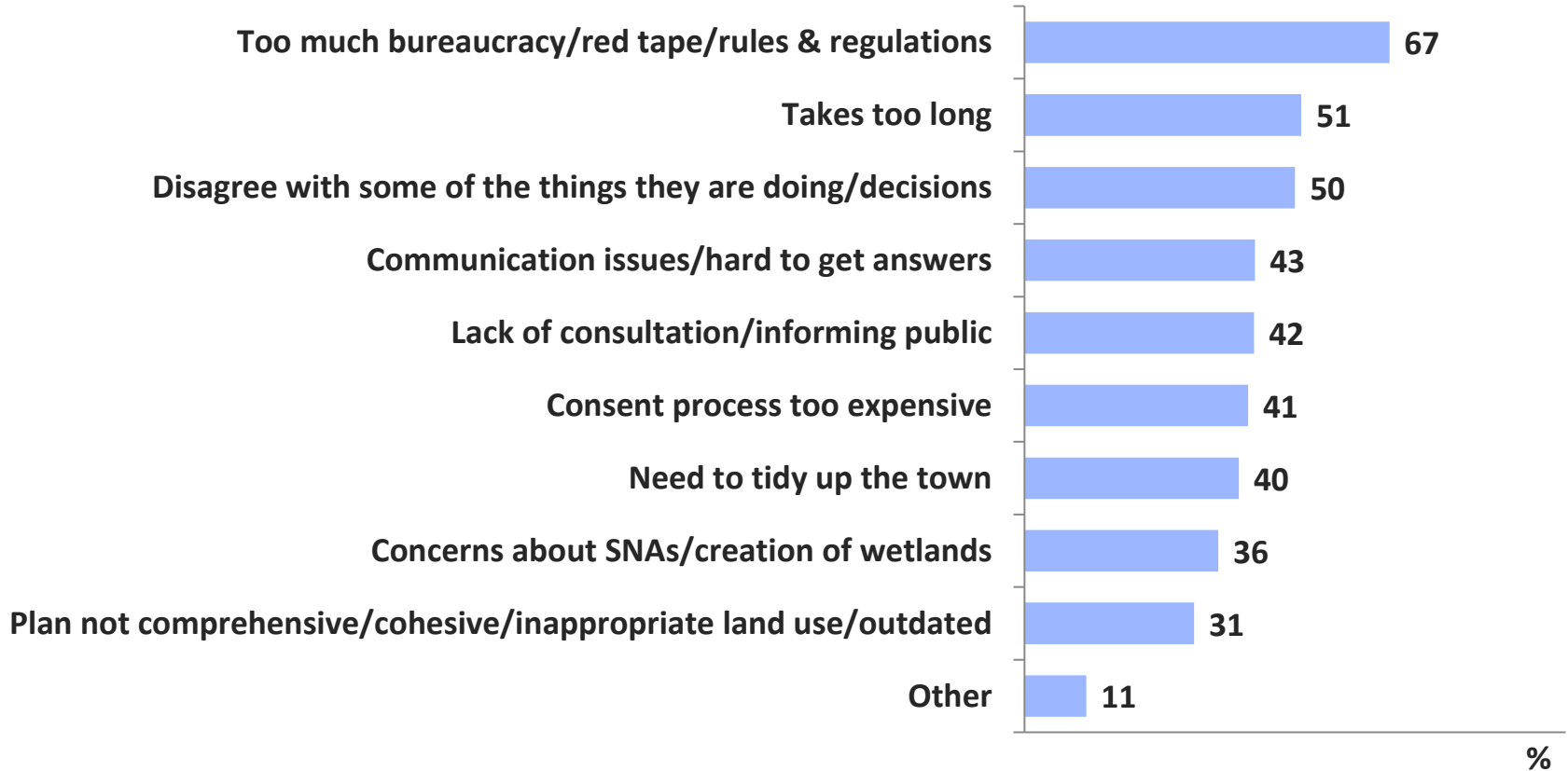
\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of ‘other’ responses than when asked as an open response question prior to 2022





# Reasons For dissatisfaction with Council's Regulation of Land Use, 2023

*Q. What is the main reason, or reasons, for feeling dissatisfied with Council's regulation of land use throughout the District?*



Sample: those dissatisfied with Council's regulation of land use: 109



# Reasons For dissatisfaction with Council's Regulation of Land Use – Trend Data\*

*Q. What is the main reason, or reasons, for feeling dissatisfied with Council's regulation of land use throughout the District?*

	2015 (188) %	2016 (198) %	2017 (162) %	2018 (183) %	2019 (140) %	2020 (168) %	2021 (163) %	2022 (120) %	2023 (109) %
Too much bureaucracy/red tape/rules & regulations**	49	32	44	28	26	36	25	58	67
Takes too long**								59	51
Disagree with some of the things they are doing/decisions	9	13	8	15	11	-	10	51	50
Communication issues/hard to get answers	9	3	9	9	3	1	7	50	43
Lack of consultation/informing public	6	2	3	6	-	6	15	58	42
Consent process too expensive	16	10	7	10	11	8	7	51	41
Need to tidy up the town	3	2	1	4	5	4	7	38	40
Concerns about SNAs/creation of wetlands	-	-	-	-	-	-	5	42	36
Plan not comprehensive/cohesive/inappropriate land use/outdated	3	8	13	6	18	9	15	37	31
Other	28	41	39	35	45	47	31	16	11
Don't know/no reply	3	2	-	5	2	8	2	-	-

Sample: those dissatisfied with Council's regulation of land use: refer to ()

Note: this question was not asked prior to 2015

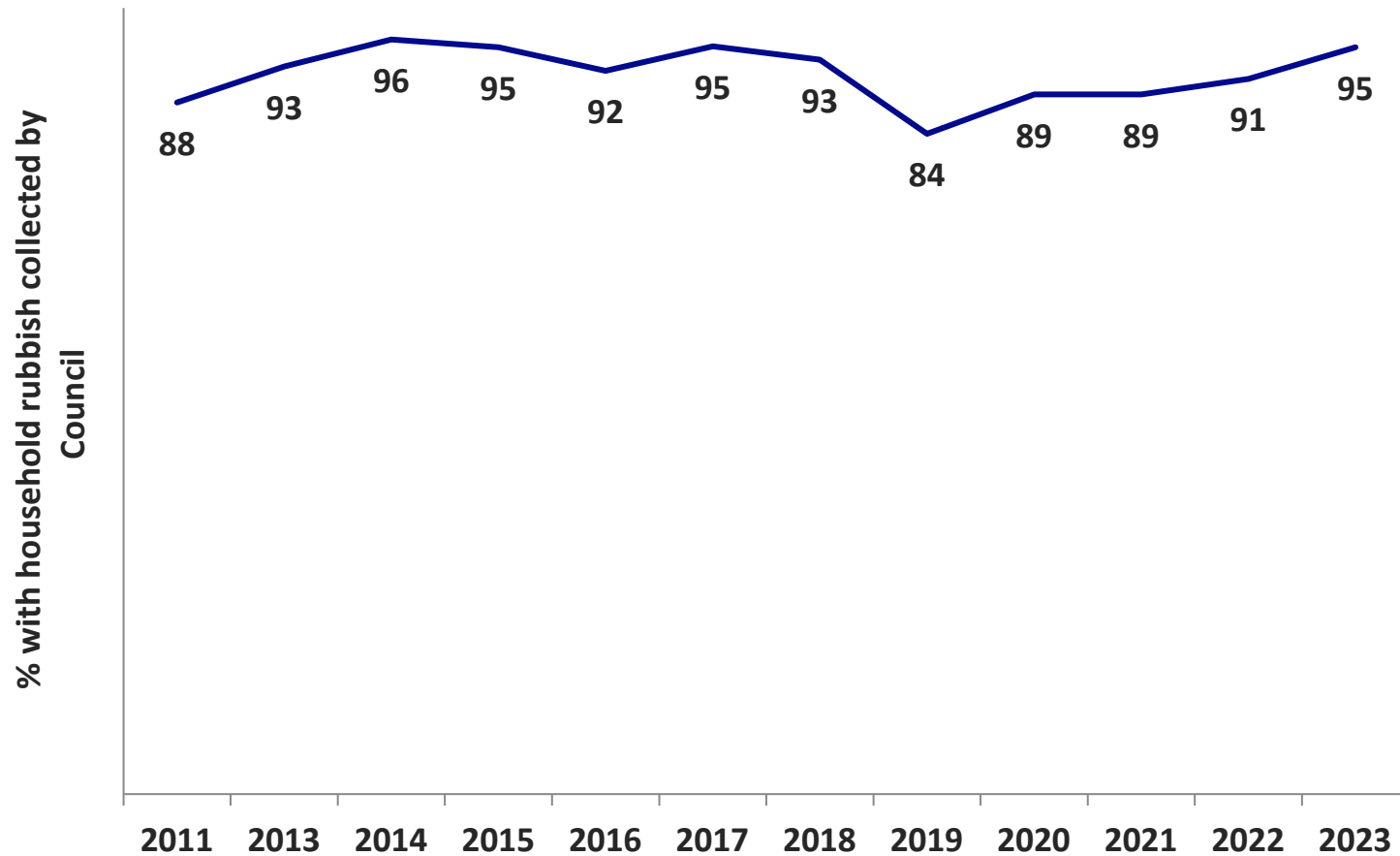
\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022

\*\*Data not available separately prior to 2022



# Use of Household Waste Collection Service

Q. Do you have your household rubbish collected by the Council?

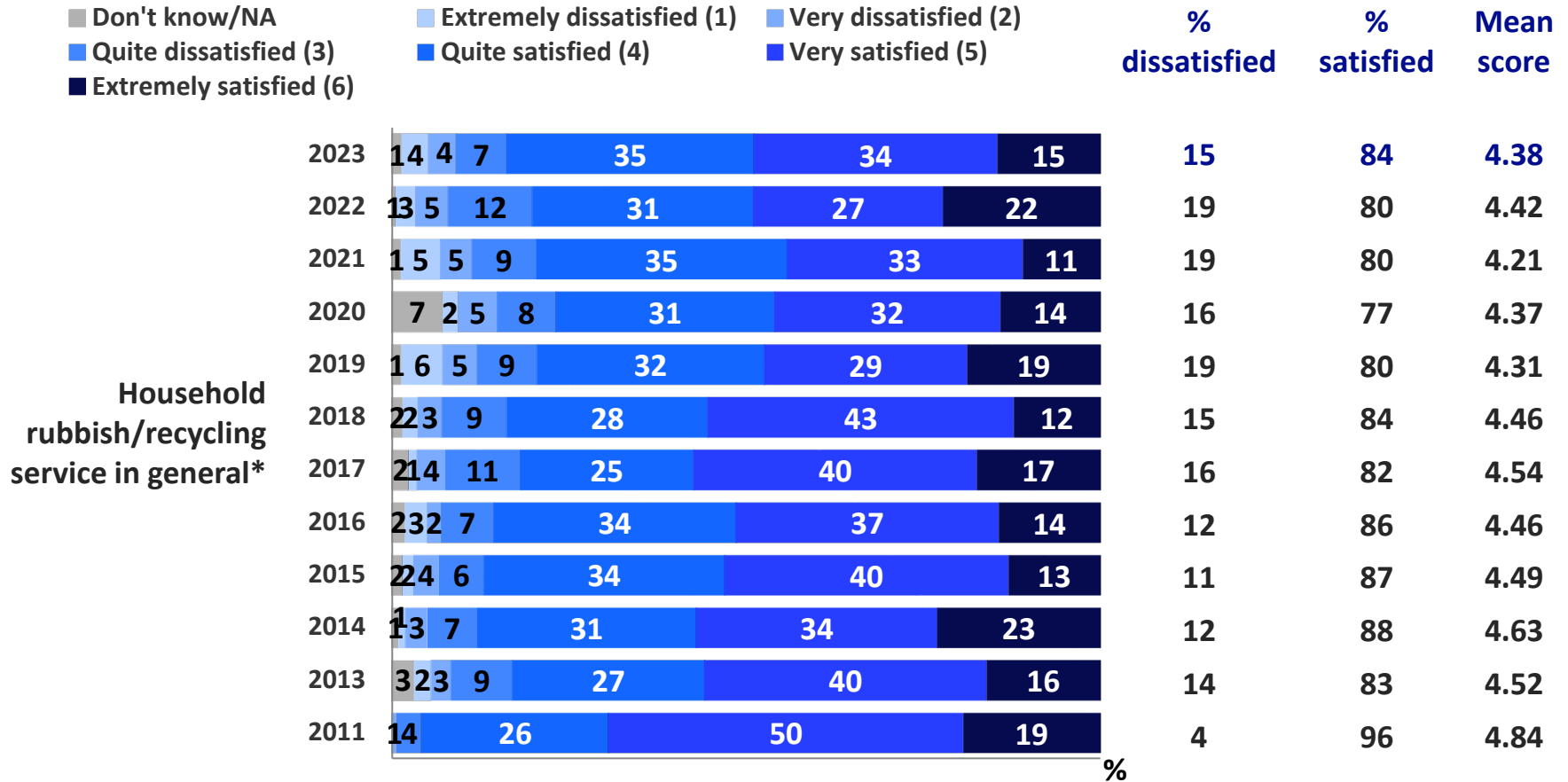


Total sample: 2011-2021: 350; 2022: 364; 2023: 359



# Satisfaction with Household Rubbish Collection and/or Recycling Service in General

Q. How satisfied are you in general with the household rubbish and/or recycling collection service provided by the Council?



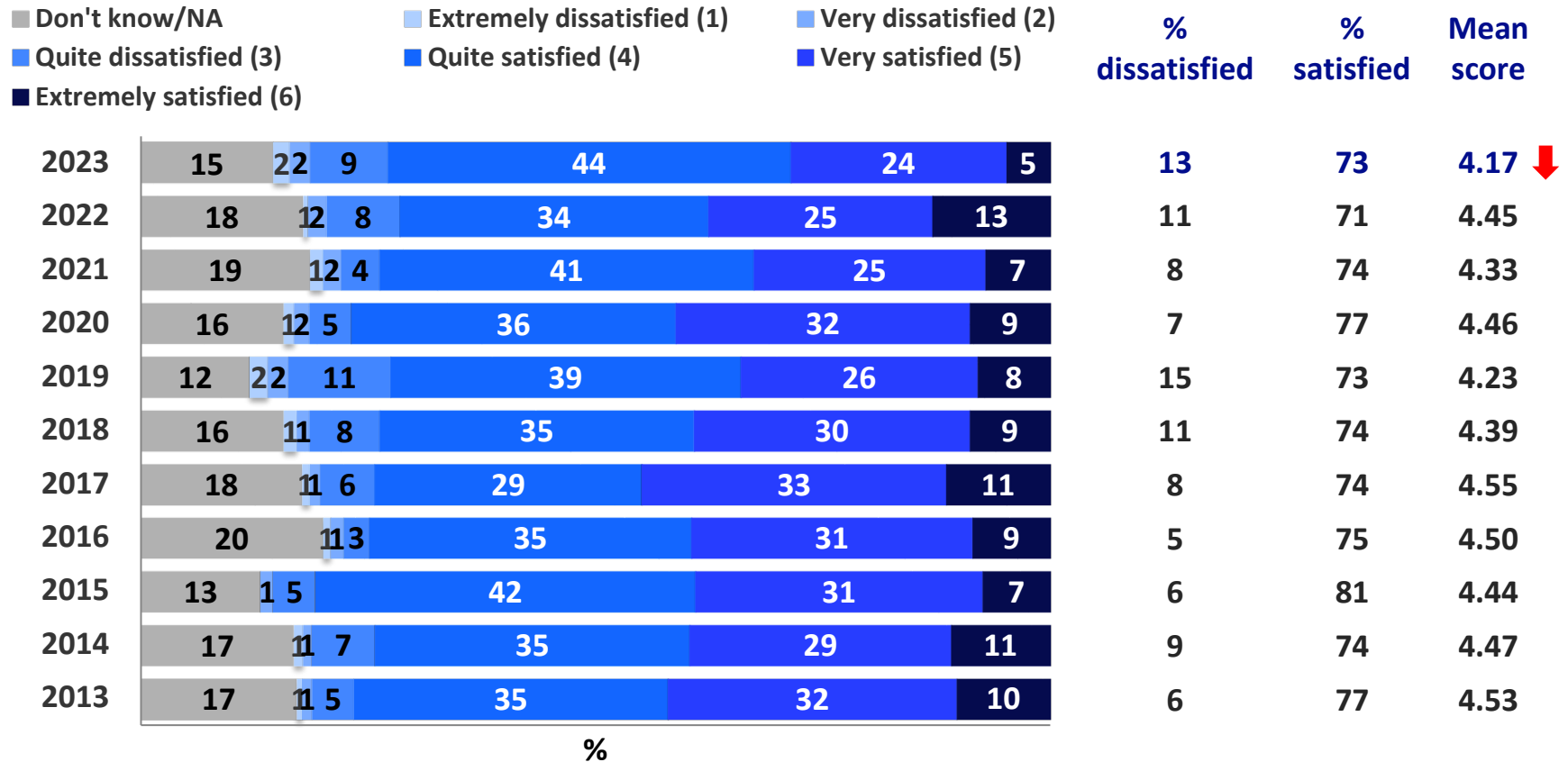
Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333; 2018: 327; 2019: 293; 2020: 311; 2021: 310; 2022: 336; 2023: 342

\*\*Note: in 2011 the question wording differed slightly: How satisfied are you with the household rubbish collection service?



# Satisfaction with Council Litter Bins, Recycling Centre and Recycling Stations

Q. How satisfied are you that Council litter bins, recycling centre and recycling stations are kept clean and tidy?



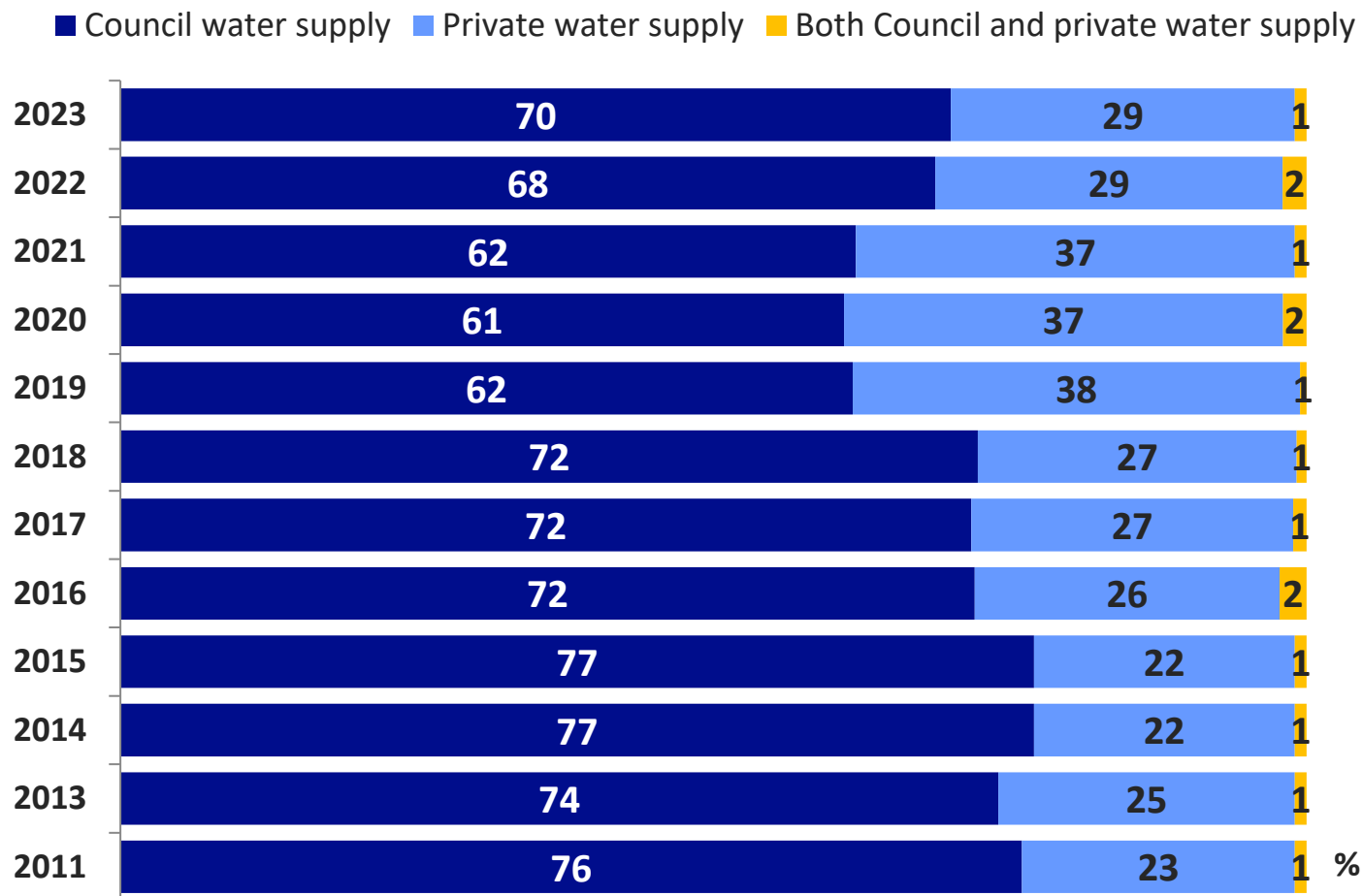
Total sample: 2013-2021: 350; 2022: 364; 2023: 359

Note: this question was not asked in 2011



# Water Supply Source

Q. Is your home on a Council water supply as opposed to a private supply such as tank water?

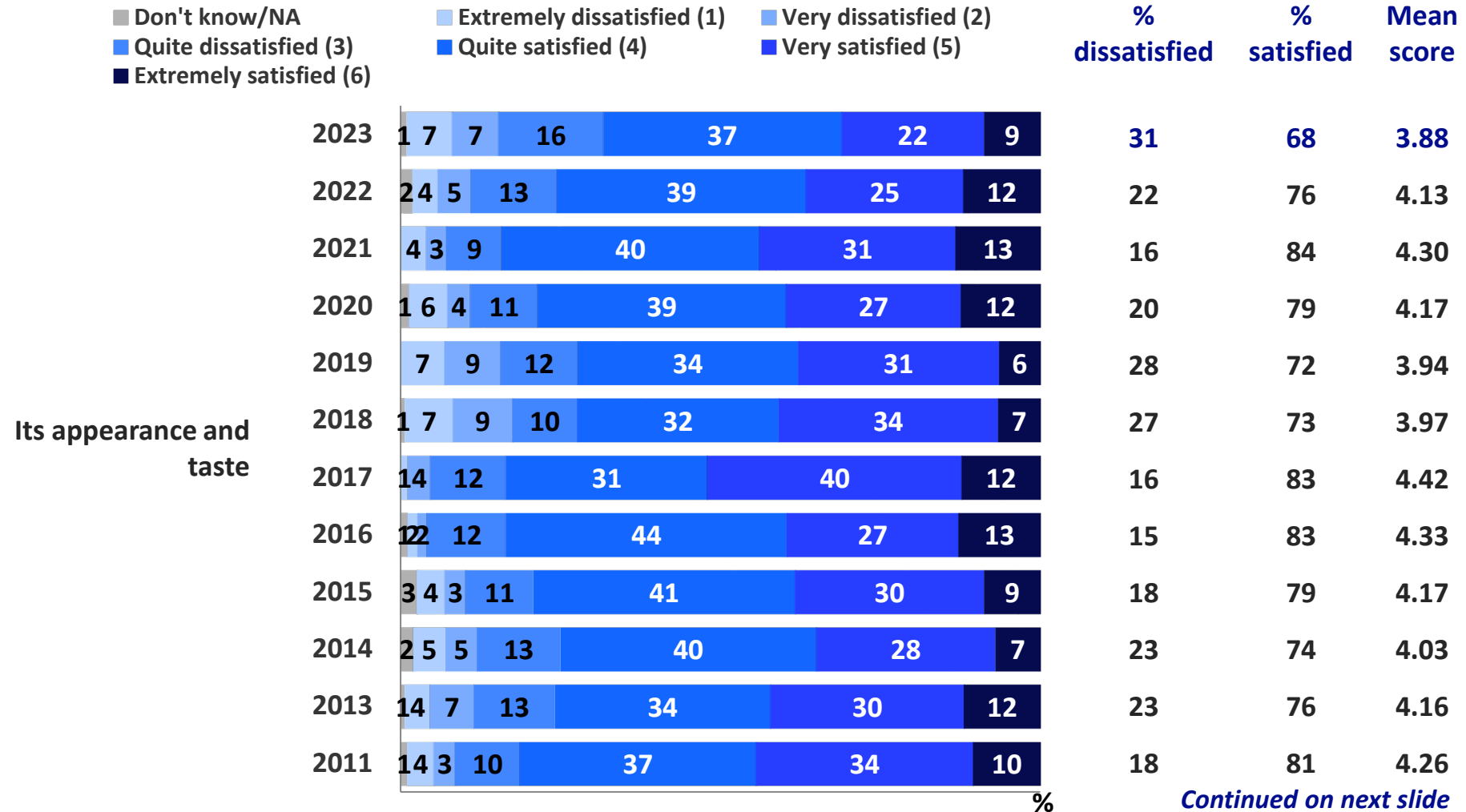


Total sample: 2011-2021: 350; 2022: 364; 2023: 359



# Satisfaction with Water Supply

Q. Thinking about the water supply supplied to you by the Council, how satisfied are you with the following aspects of the water...?



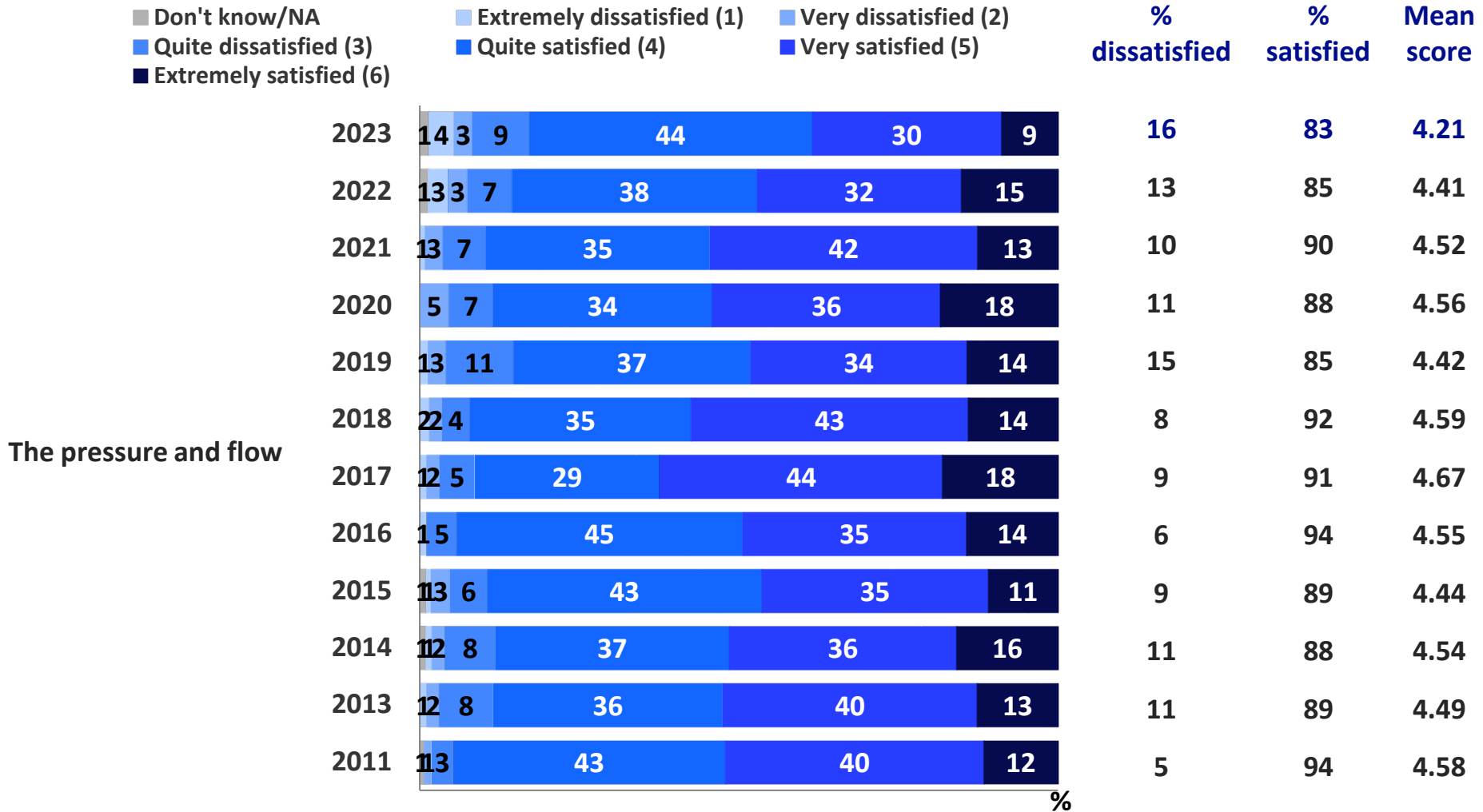
*Continued on next slide*

Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218; 2020: 219; 2021: 222; 2022: 270; 2023: 282



# Satisfaction with Water Supply cont.

Q. Thinking about the water supply supplied to you by the Council, how satisfied are you with the following aspects of the water...?



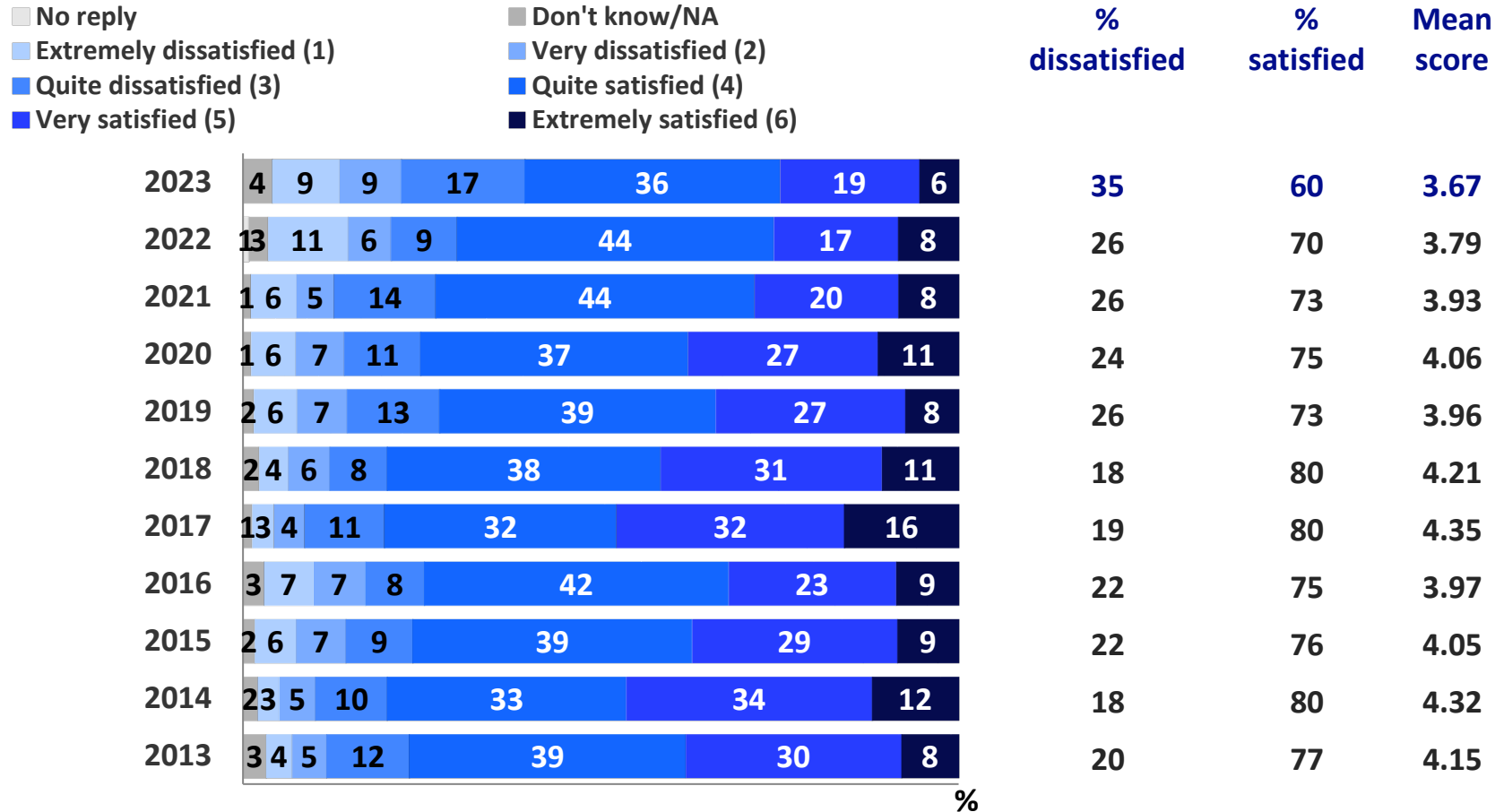
Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255; 2018: 256; 2019: 218; 2020: 219; 2021: 222; 2022: 270; 2023: 282





# Satisfaction with Stormwater Drainage

Q. How satisfied are you with how your property drains stormwater?



Sample: those who live in a town: 2013: 249; 2014: 242; 2015: 244; 2016: 205; 2017: 232; 2018: 223; 2019: 200; 2020: 177; 2021: 189; 2022: 237; 2023: 247

Note: this question was not asked in 2011

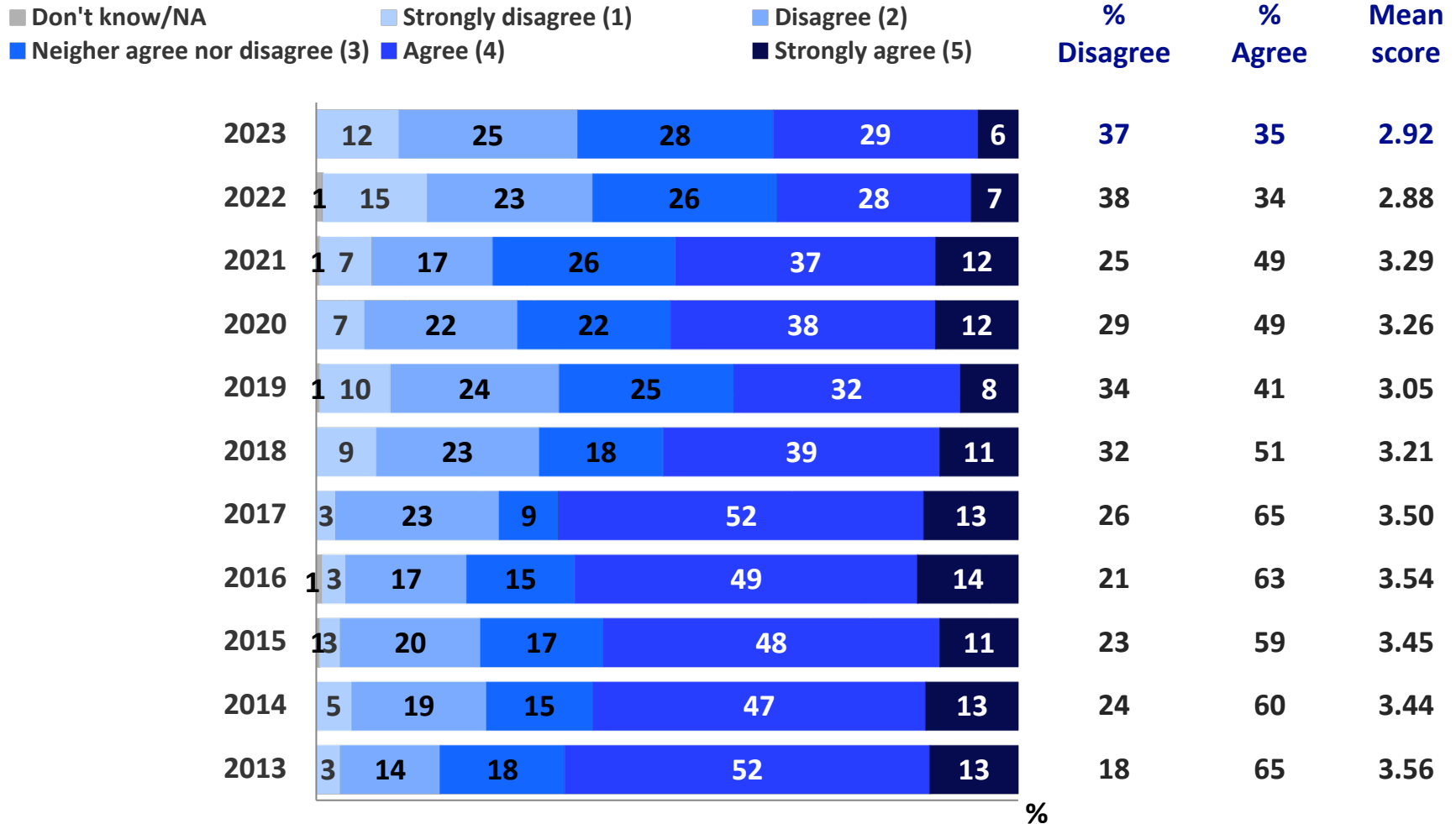


# Perception of Quality of Life



# Perception of Quality of Life

Q. How much do you agree or disagree with the following statement: *I feel a sense of pride in the way my district looks and feels?*



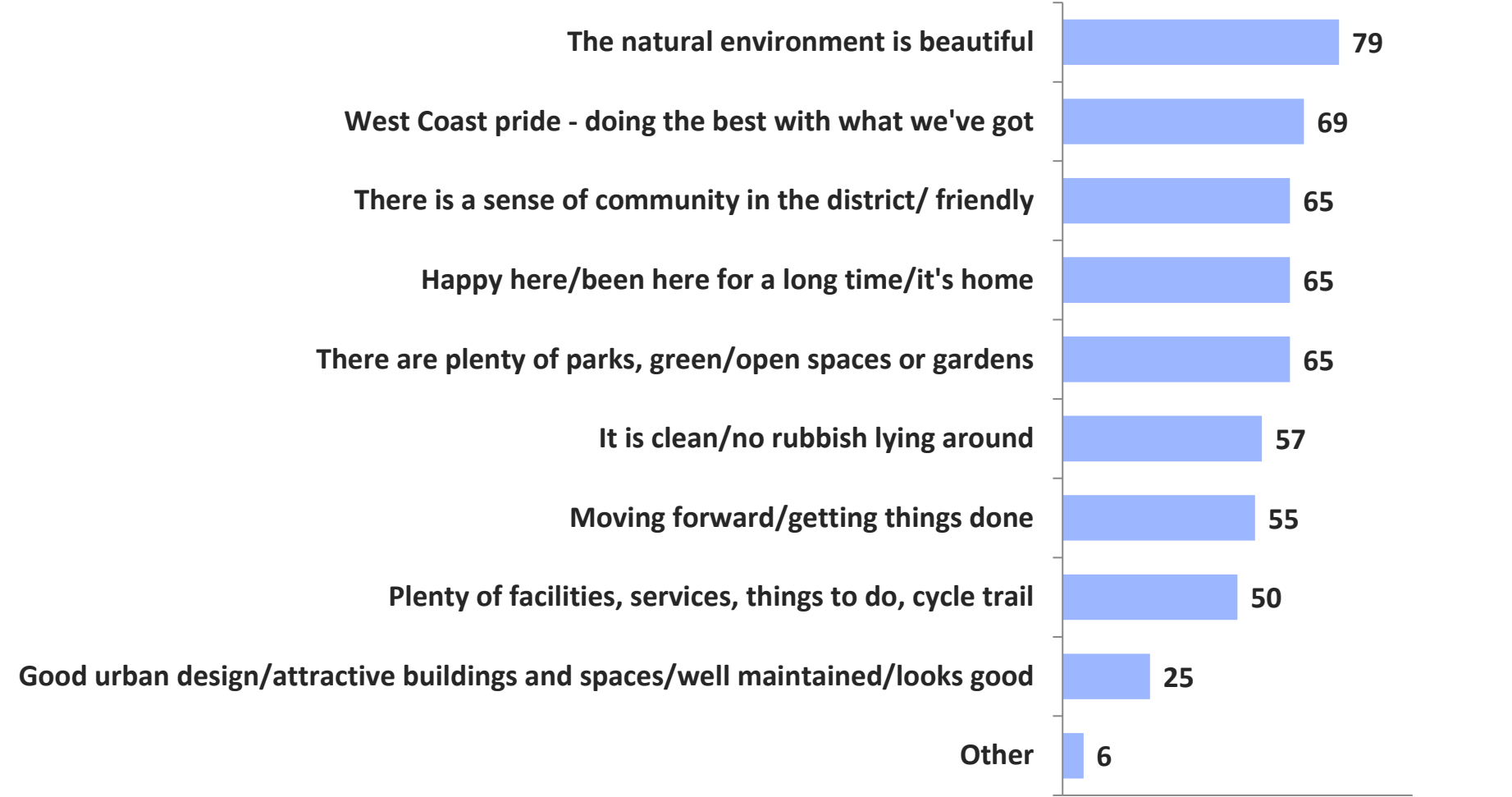
Total sample: 2013-2021: 350; 2022: 364; 2023: 359

Note: these questions were not asked in 2011



# Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels, 2023

Q. What is the main reason, or reasons, for feeling a sense of pride in the way your district looks and feels?



Sample: those who feel a sense of pride in the way the District looks and feels: 124



# Reasons for Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data\*

	2013 (226) %	2014 (211) %	2015 (207) %	2016 (221) %	2017 (229) %	2018 (177) %	2019 (142) %	2020 (173) %	2021 (171) %	2022 (121) %	2023 (124) %
The natural environment is beautiful	6	7	8	7	10	10	14	8	13	74	79
West Coast pride - doing the best with what we've got	-	10	2	-	8	1	7	3	5	53	69
There is a sense of community in the district/friendly	23	13	11	8	10	8	8	3	8	58	65
Happy here/been here for a long time/it's home	-	13	13	10	10	5	5	3	10	60	65
There are plenty of parks, green/open spaces or gardens	12	10	5	1	6	2	1	3	2	46	65
It is clean/no rubbish lying around	28	22	16	15	26	22	23	17	11	42	57
Moving forward/getting things done	-	23	13	9	16	15	11	12	13	54	55
Plenty of facilities, services, things to do, cycle trail	8		4	4	7	3	6	2	2	43	50
Good urban design/attractive buildings and spaces/well maintained/looks good	52	29	49	41	36	28	27	33	39	17	25
Other	na	na	26	24	31	41	41	32	30	6	6
I don't know/nothing/no reply	-	4	3	6	2	5	4	7	2	1	-

Sample: those who feel a sense of pride in the way the District looks and feels: refer to ()

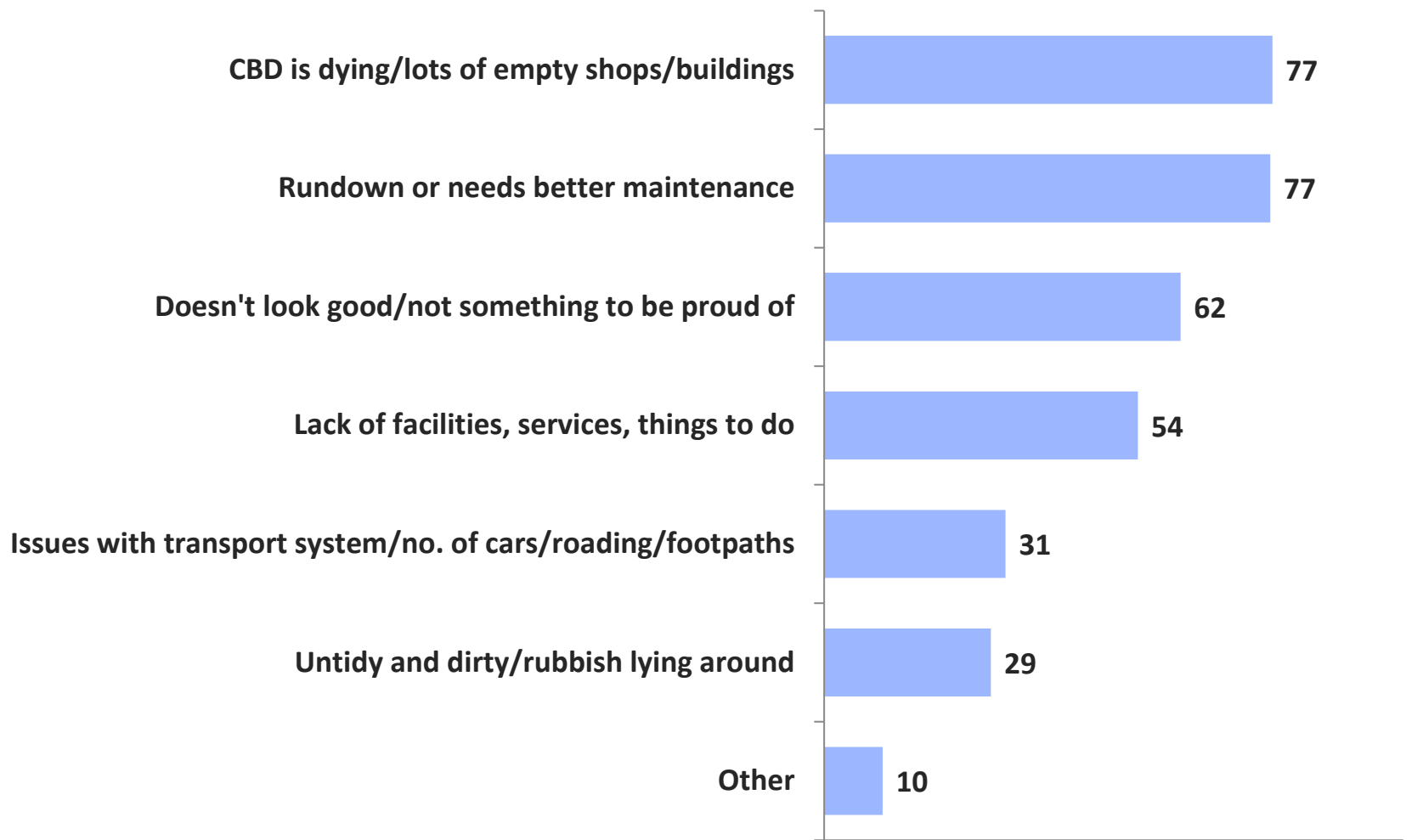
Note: this question was not asked prior to 2013

\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022



# Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels, 2023

*Q. What is the main reason, or reasons, for not feeling a sense of pride in the way your district looks and feels?*



Sample: those who do not feel a sense of pride in the look and feel: 138



# Reasons for Not Feeling a Sense of Pride in the Way the District Looks and Feels – Trend Data\*

	2013 (62) %	2014 (84) %	2015 (80) %	2016 (72) %	2017 (91) %	2018 (111) %	2019 (119) %	2020 (100) %	2021 (86) %	2022 (140) %	2023 (138) %
CBD is dying/lots of empty shops/buildings	-	21	18	13	11	19	19	27	15	80	77
Rundown or needs better maintenance	45	56	48	49	48	57	60	50	56	76	77
Doesn't look good/not something to be proud of	-	2	-	11	30	15	20	13	21	63	62
Lack of facilities, services, things to do	6	6	3	7	8	2	8	7	3	45	54
Issues with transport system/no. of cars/roading/footpaths	27	12	14	4	11	4	16	15	19	36	31
Untidy and dirty/rubbish lying around	11	12	15	10	20	11	18	22	10	35	29
Other	na	na	34	25	37	30	31	35	27	11	10
Don't know/no comment/no reply	-	-	3		1	1	-	-	-	-	-

Sample: those who do not feel a sense of pride in the way the District looks and feels: refer to ()

Note: this question was not asked prior to 2013

\*2022-2023 results are not directly comparable with earlier years. The question was pre-coded in 2022 which has resulted in a higher level of response to the pre-code options and a lower level of 'other' responses than when asked as an open response question prior to 2022



# Perception of Safety on Local Roads





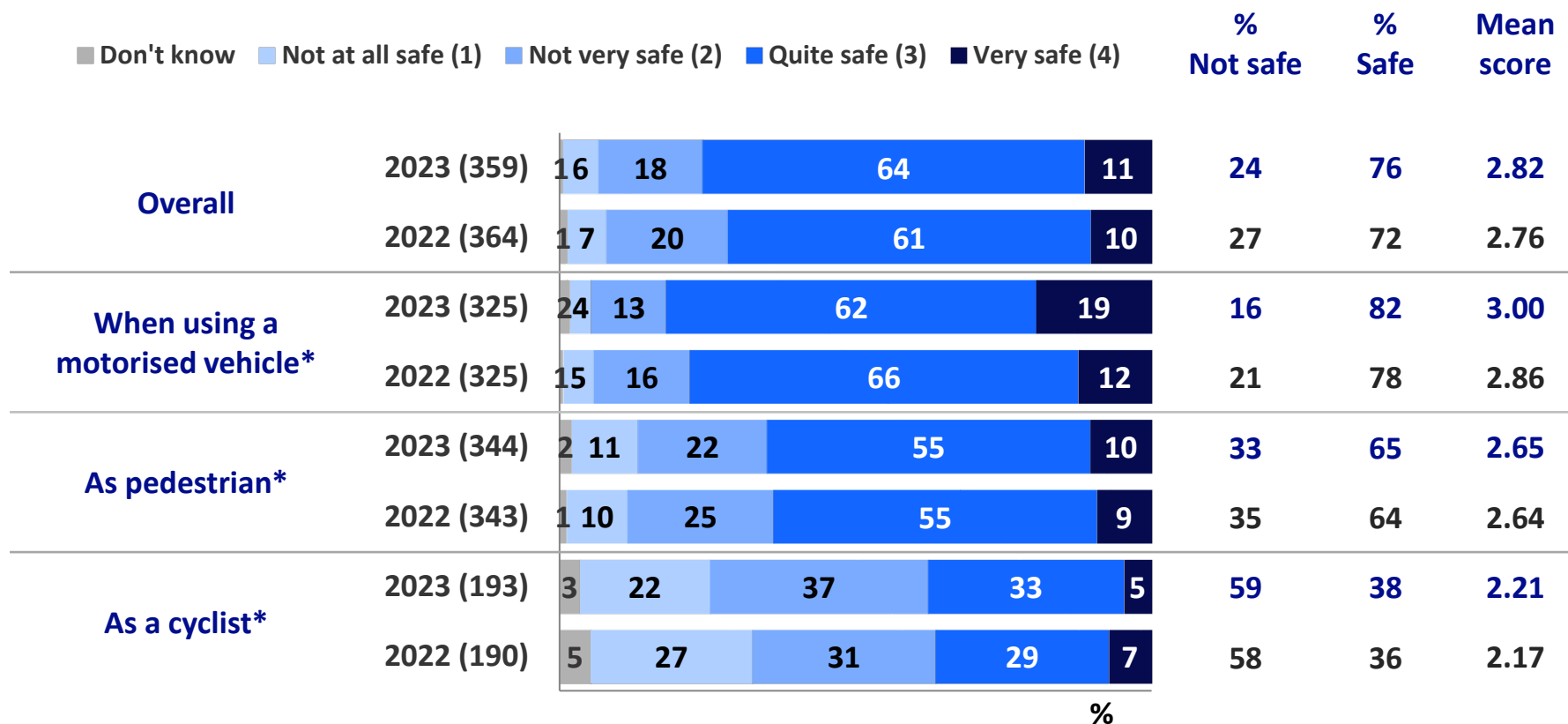
# Perception of Safety on Local Roads

Q. Thinking about safety, how safe do you feel on local roads overall?

Q. And, how safe do you feel on local roads as a pedestrian?

Q. And, how safe do you feel on local roads as a cyclist?

Q. And, how safe do you feel on local roads when using a motorised vehicle?



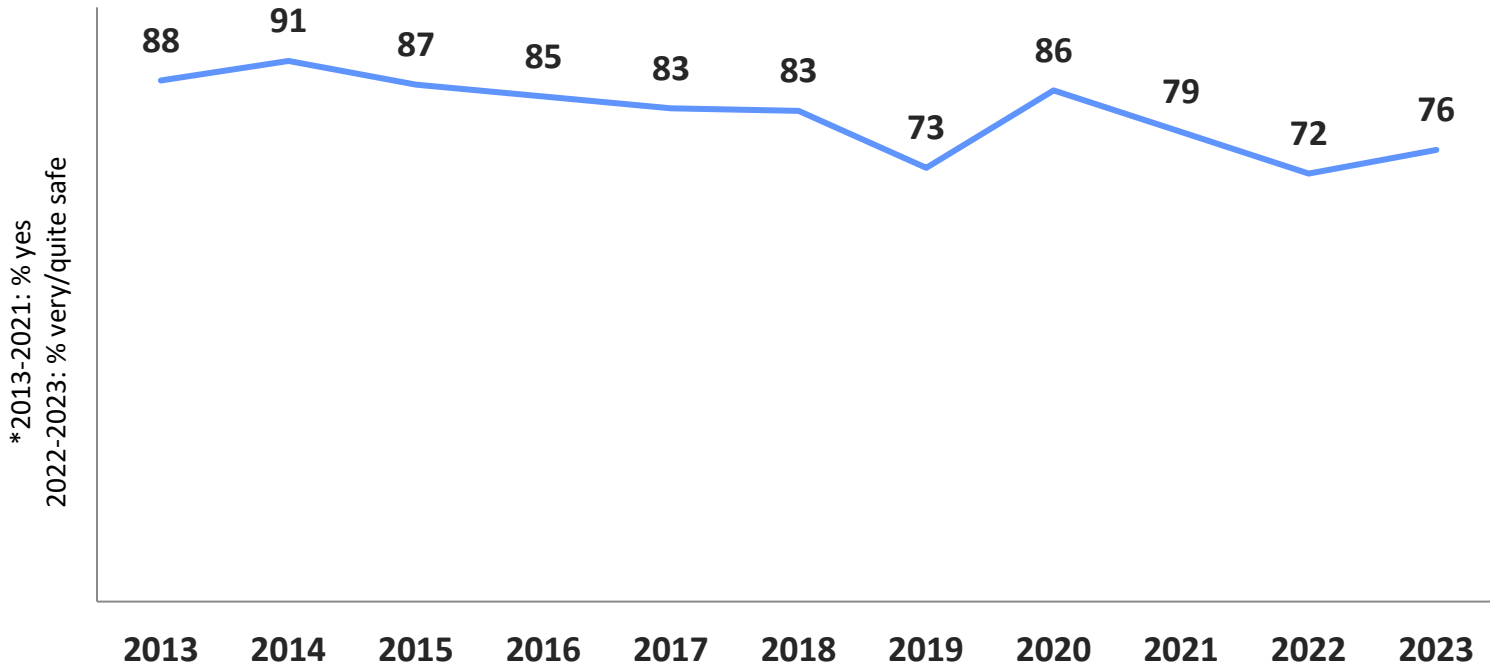
Total sample, excl. not applicable – refer to ()

\*Not asked prior to 2022



# Perception of Safety on Local Roads – Trend Data

*Q. Thinking about safety, how safe do you feel on local roads overall?\**



Total sample: 2013-2021: 350; 2022: 364; 2023: 359

Note: this question was not asked in 2011

\*Question worded differently prior to 2022: Thinking about safety, do you feel safe on local roads?

Chart shows % very/quite safe for 2022-2023 and % yes for prior years.

Note: perceptions of safety when using a motorised vehicle, as a pedestrian and as a cyclist not asked prior to 2022





***...ensuring decisions are informed by the  
best research evidence***

