



Councils' Annual Residents Surveys Benchmarking Report 2022/2023



Research background



Research Objectives

The specific objectives of this research were:

- To understand residents’ satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils overall and Councils of the same level to put the Annual Residents’ Surveys’ results into context.



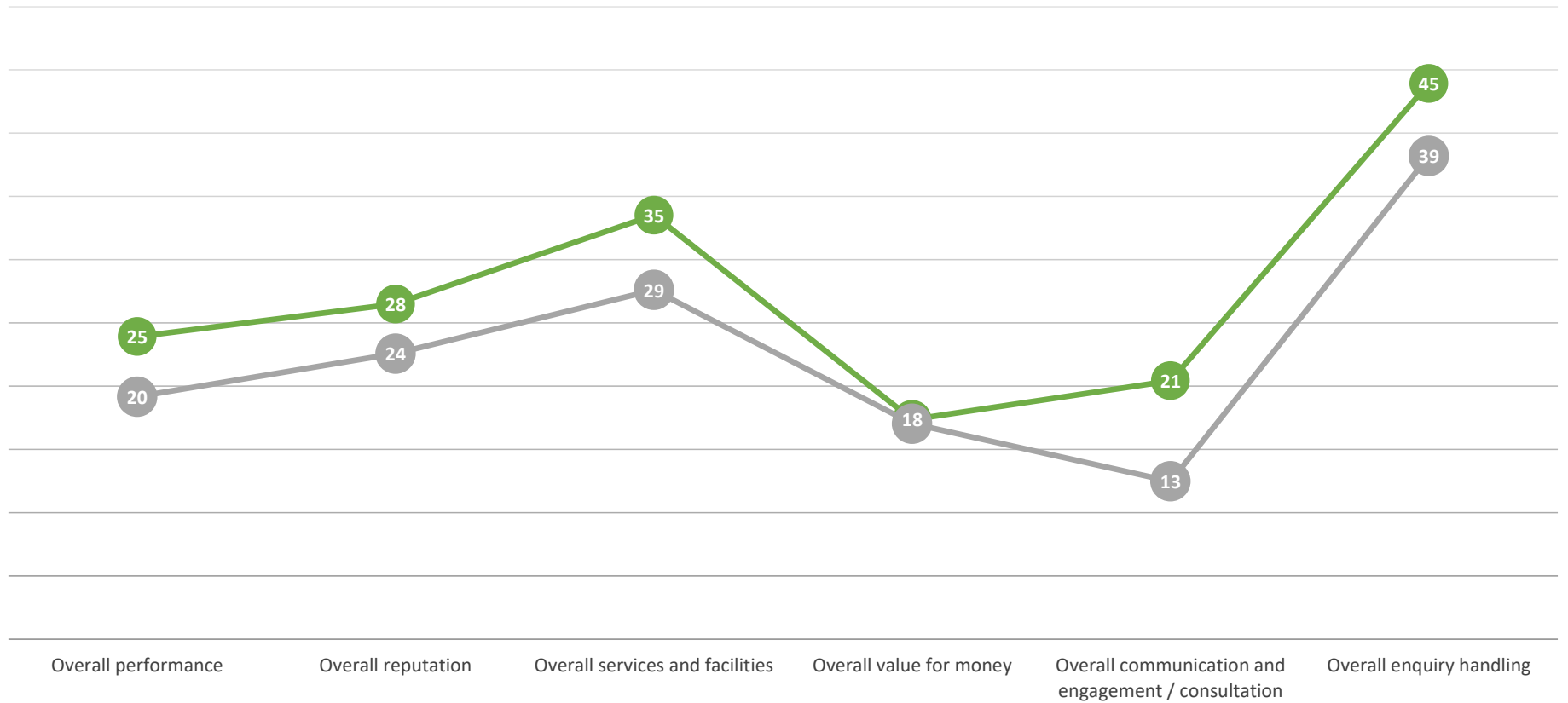
Method

- Mail to online surveys were undertaken with 17 different Councils across New Zealand in 2022/2023, including 13 District Councils and 4 City Councils.
- Respondents were selected at random from the Council region Electoral Roll.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council’s activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 17 Council’s performances. Questions used are either identical or closely related, allowing for comparison.
- To allow better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.

Year on year change (% 8-10)

2022/2023 Council Benchmarking

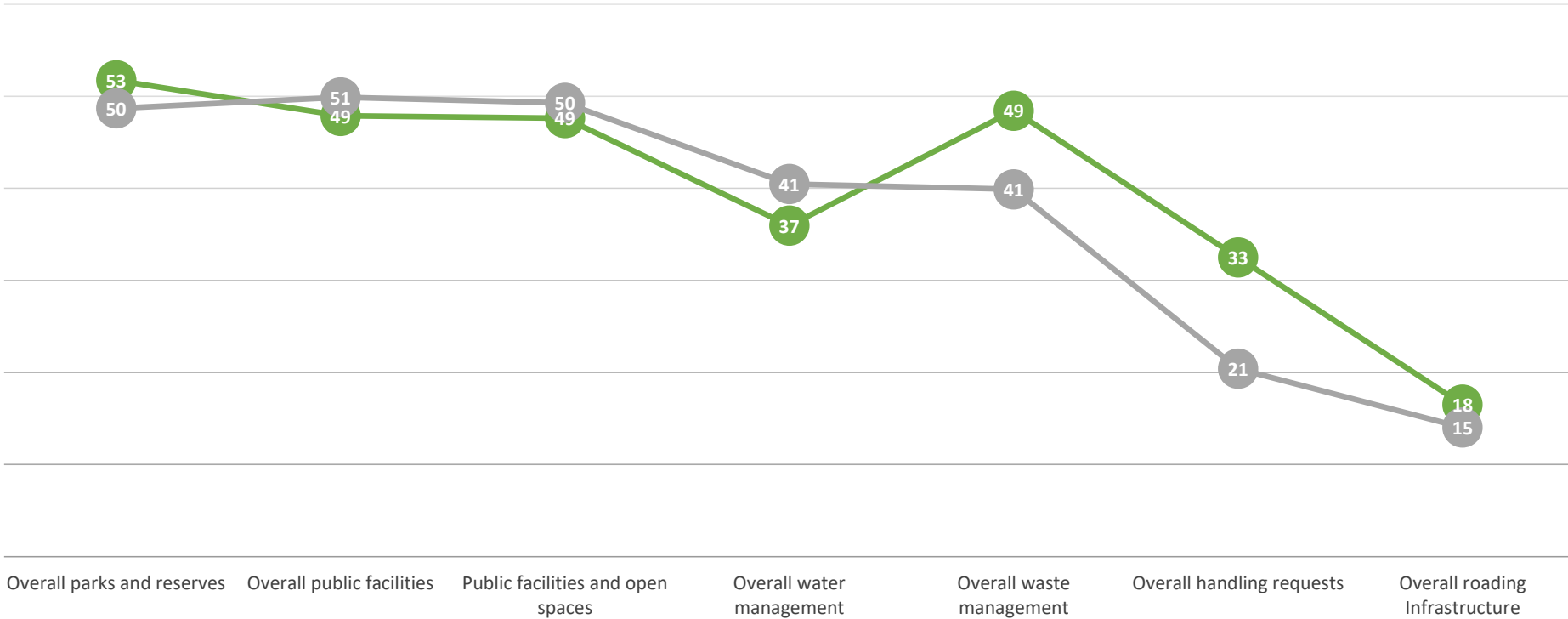
—●— All Councils' Average 2022/23 —●— All Councils' Average 2021/22



Year on year change (% 8-10)

2022/2023 Council Benchmarking

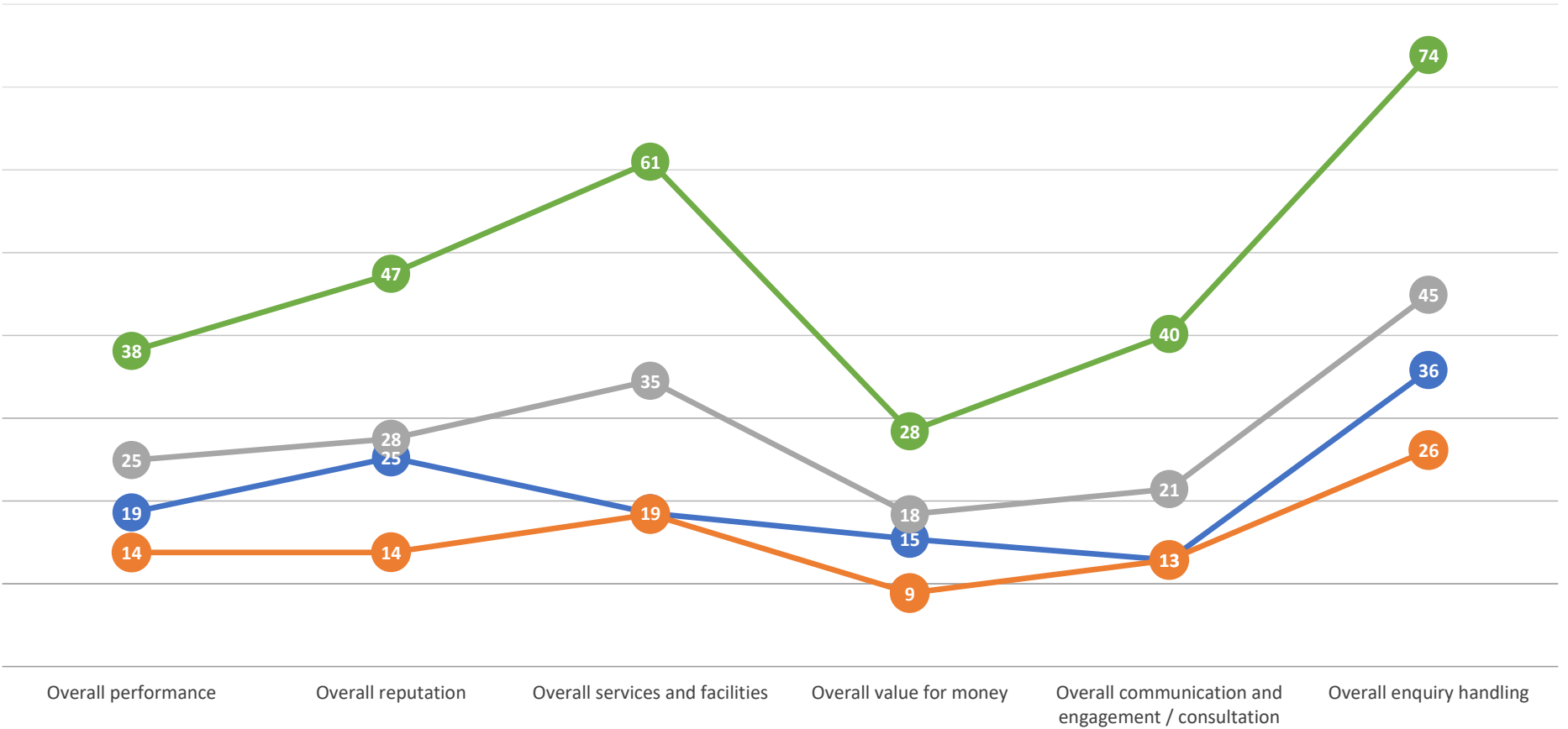
● All Councils' Average 2022/23
 ● All Councils' Average 2021/22



Overall measures

2022/2023 Council Benchmarking

—●— Waipa DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Overall measures (All Councils)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall performance		19	25	-6	38	-19	14	+5
Overall reputation		25	28	-3	47	-22	14	+11
Overall services and facilities		19	35	-16	61	-42	18	+1
Overall value for money		15	18	-3	28	-13	9	+6
Overall communication and engagement / consultation		13	21	-9	40	-27	13	-
Overall enquiry handling		36	45	-9	74	-38	26	+10

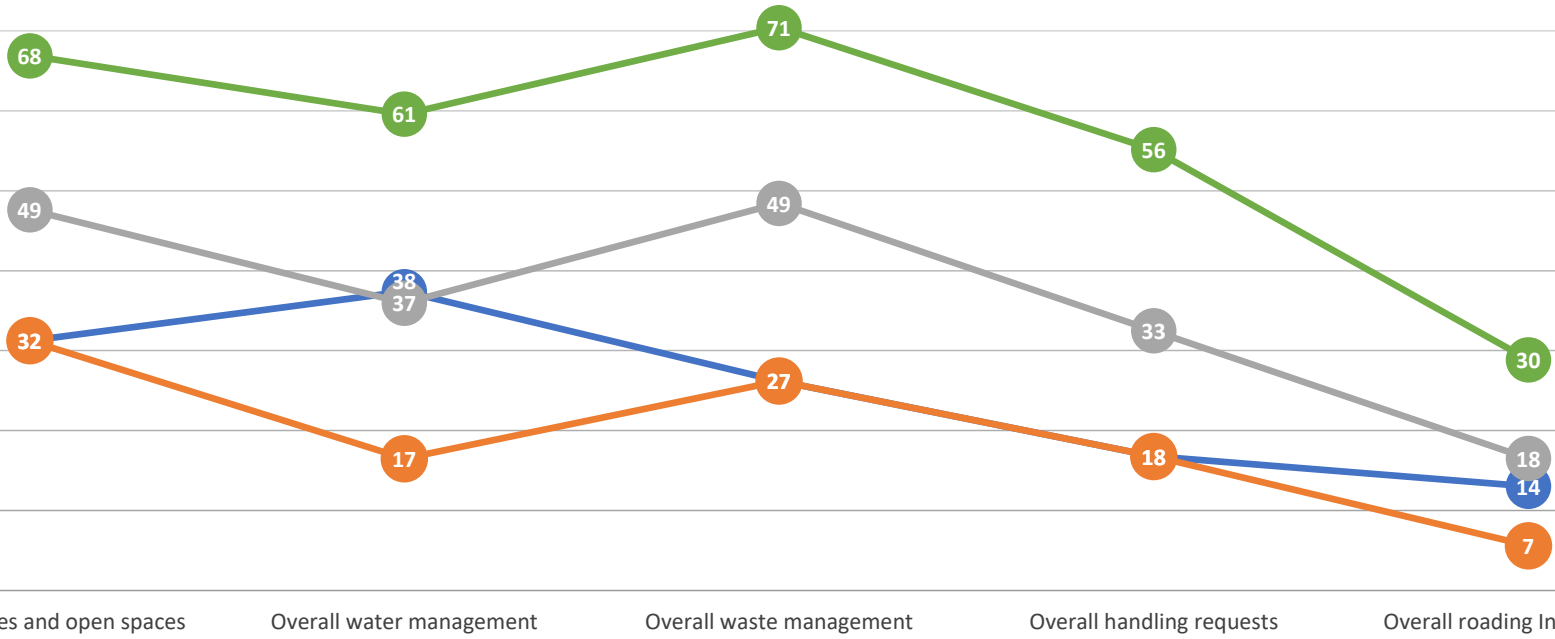
Overall measures (District Councils only)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall performance		19	26	-7	38	-19	14	+5
Overall reputation		25	29	-4	47	-22	14	+11
Overall services and facilities		19	34	-15	61	-42	18	+1
Overall value for money		15	19	-4	28	-13	9	+6
Overall communication and engagement / consultation		13	22	-11	40	-27	13	-
Overall enquiry handling		36	48	-12	74	-38	35	-

Services and facilities

2022/2023 Council Benchmarking

— Waipa DC — All Councils' Average 2022/23 — Max — Min



Quality of services and facilities (All Councils)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Public facilities and open spaces		32	49	-17	68	-36	32	-
Overall water management		38	37	+1	61	-23	17	+21
Overall waste management		27	49	-22	71	-44	27	-
Overall handling requests		18	33	-15	56	-38	18	-
Overall roading Infrastructure		14	18	-4	30	-16	7	+7

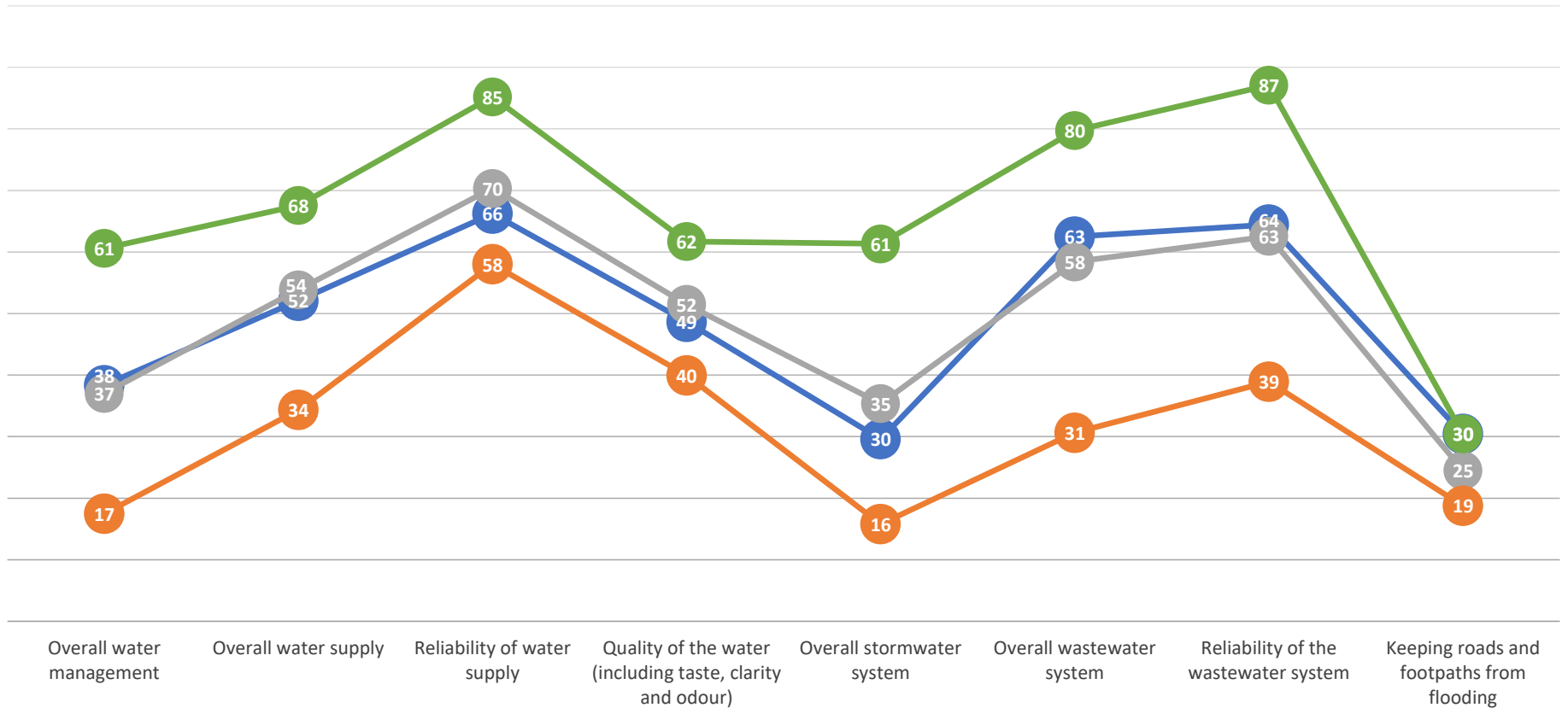
Quality of services and facilities (District Councils only)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Public facilities and open spaces		32	49	-17	68	-36	32	-
Overall water management		38	38	-	61	-23	17	+21
Overall waste management		27	50	-23	71	-44	27	-
Overall handling requests		18	35	-17	56	-38	18	-
Overall roading Infrastructure		14	18	-4	30	-16	7	+7

Water management

2022/2023 Council Benchmarking

— Waipa DC — All Councils' Average 2022/23 — Max — Min



Water management (All Councils)

% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	38	37	+1	61	-23	17	+21
Overall water supply	52	54	-2	68	-16	34	+18
Reliability of water supply	66	70	-4	85	-19	58	+8
Quality of the water (including taste, clarity and odour)	49	52	-3	62	-13	40	+9
Overall stormwater system	30	35	-5	61	-31	16	+14
Overall wastewater system	63	58	+5	80	-17	31	+32
Reliability of the wastewater system	64	63	+1	87	-23	39	+25
Keeping roads and footpaths from flooding	30	25	+5	30	-	19	+11

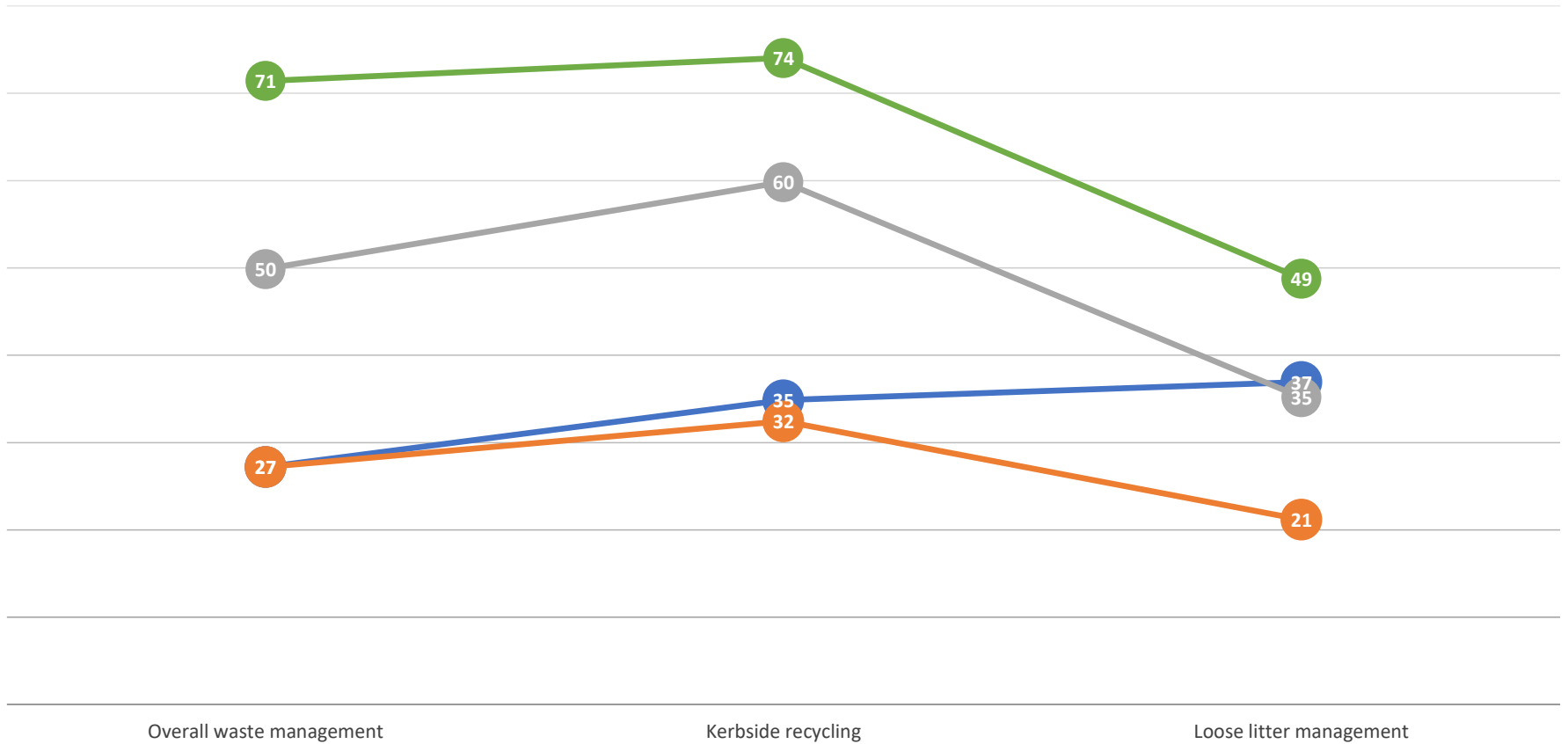
Water management (District Councils only)

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Overall water management	38	38	-	61	-23	17	+21
Overall water supply	52	54	-2	68	-16	34	+18
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Quality of the water (including taste, clarity and odour)	49	50	-1	62	-13	40	+9
Overall stormwater system	30	36	-6	61	-31	16	+14
Overall wastewater system	63	62	+1	80	-17	31	+32
Reliability of the wastewater system	64	63	+1	87	-23	39	+25
Keeping roads and footpaths from flooding	30	25	+5	30	-	19	+11

Waste management

2022/2023 Council Benchmarking

● Waipa DC ● All Councils' Average 2022/23 ● Max ● Min



Waste management (All Councils)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management		27	50	-23	71	-44	27	-
Kerbside recycling		35	60	-25	74	-39	32	+3
Loose litter management		37	35	+2	49	-12	21	+16

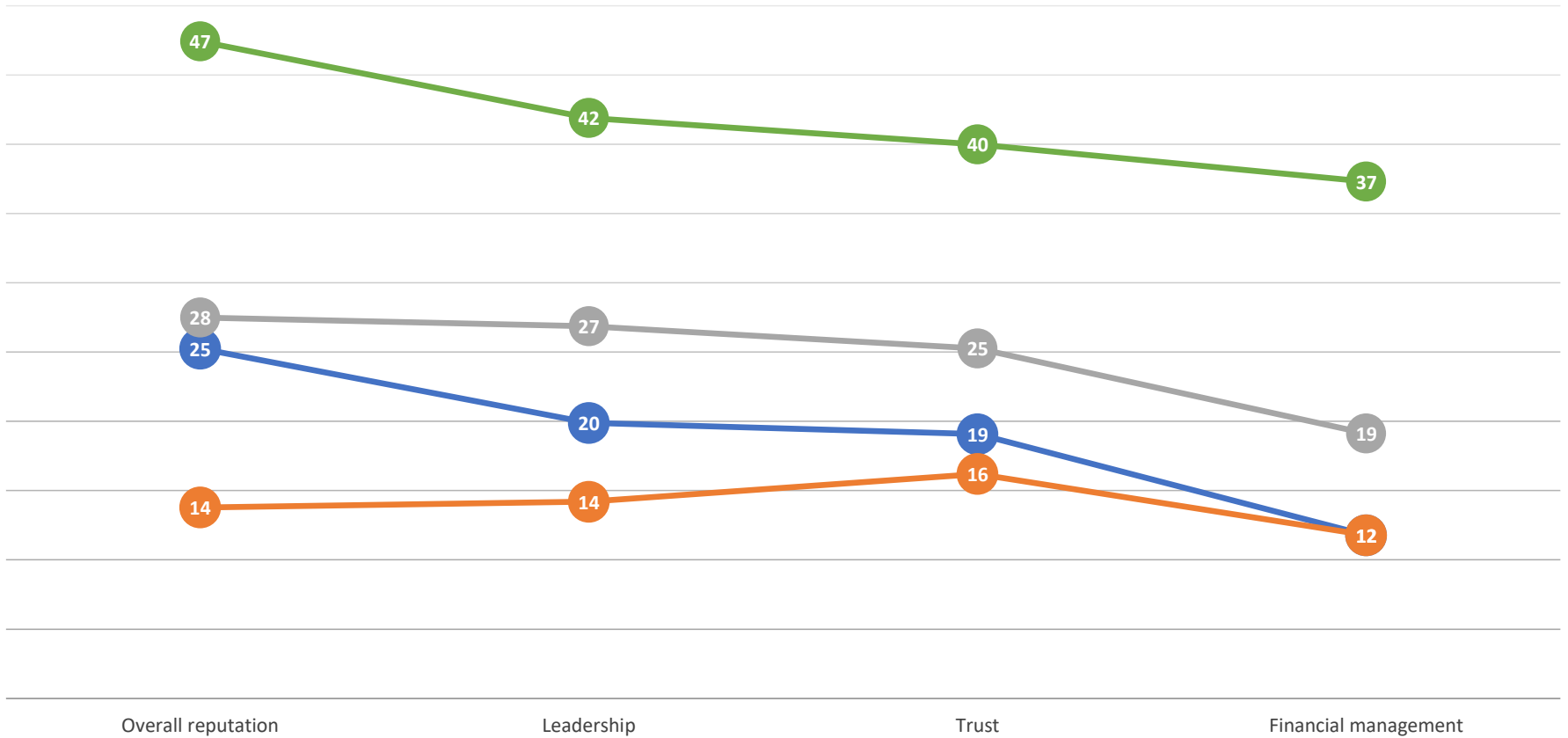
Waste management (District Councils only)

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Overall waste management		27	49	-22	71	-44	27	-
Kerbside recycling		35	58	-23	73	-38	32	+3
Loose litter management		37	34	+2	49	-12	21	+16

Reputation

2022/2023 Council Benchmarking

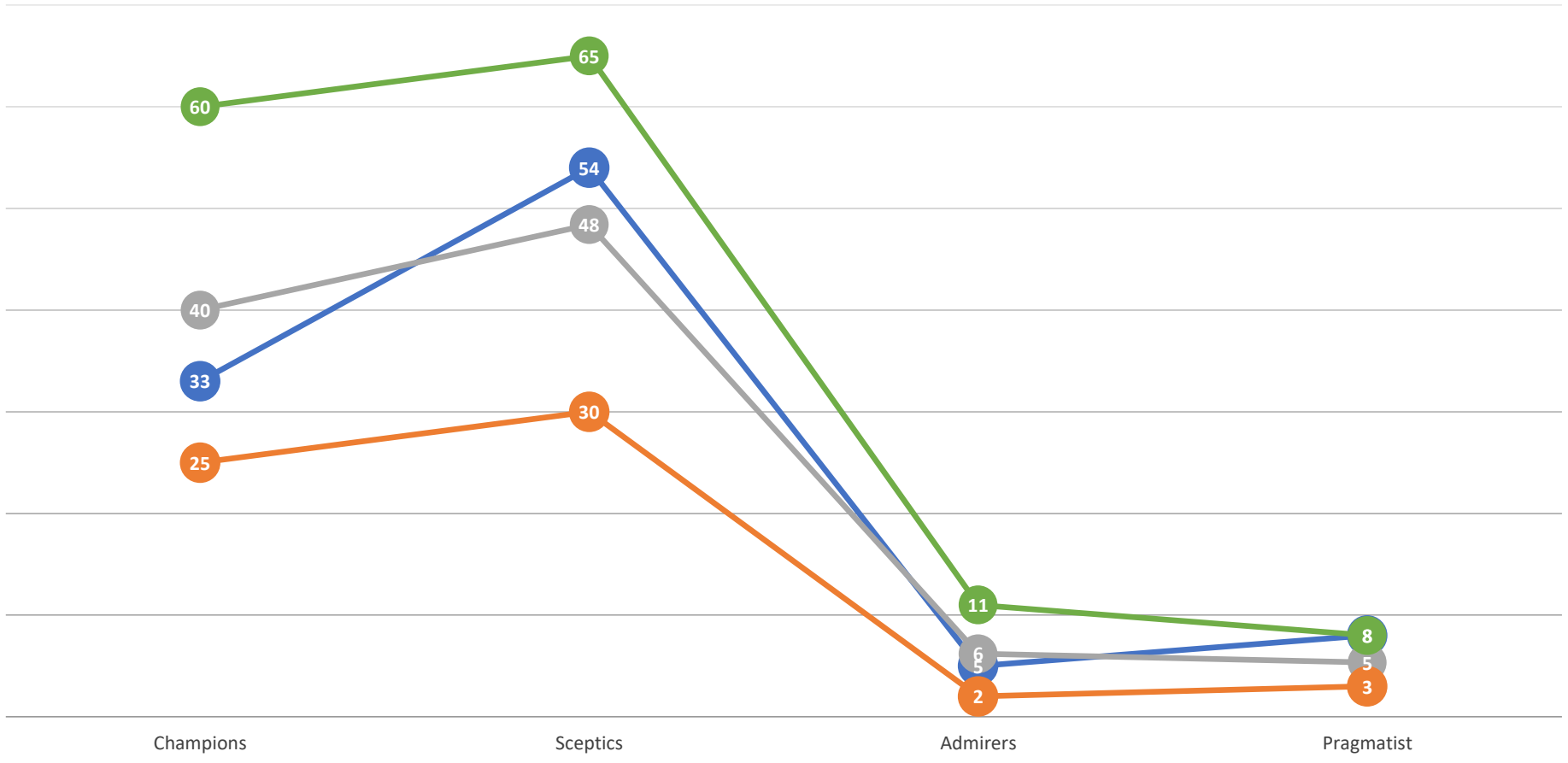
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Reputation profile

2022/2023 Council Benchmarking

● Waipa DC ● All Councils' Average 2022/23 ● Max ● Min



Reputation (All Councils)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		25	28	-3	47	-22	14	+11
Vision and leadership		20	27	-7	42	-22	14	+6
Faith and trust		19	25	-6	40	-21	16	+3
Financial management		12	19	-7	37	-25	12	-

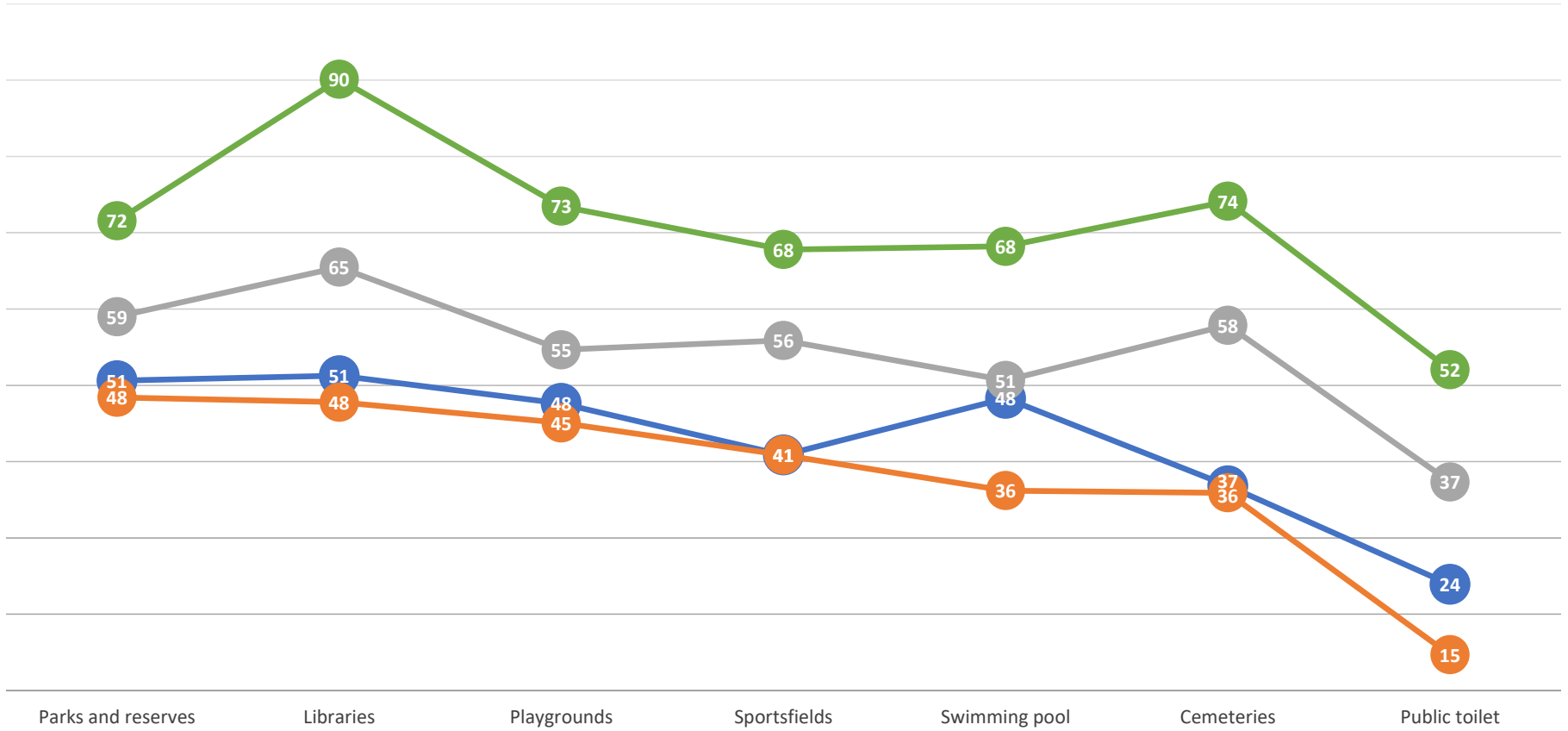
Reputation (District Councils only)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		25	29	-4	47	-22	14	+11
Vision and leadership		20	28	-8	42	-22	14	+6
Faith and trust		19	27	-8	40	-21	16	+3
Financial management		12	20	-8	37	-25	12	-

Facilities

2022/2023 Council Benchmarking

—●— Waipa DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Facilities (All Councils)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks and reserves		51	59	-8	72	-21	48	+3
Libraries		51	65	-14	90	-39	48	+3
Playgrounds		48	55	-7	73	-25	45	+3
Sportsfields		41	56	-15	68	-27	41	-
Swimming pool		48	51	-3	68	-20	36	+12
Cemeteries		37	58	-21	74	-37	36	+1
Public toilet		24	37	-13	52	-28	15	+9

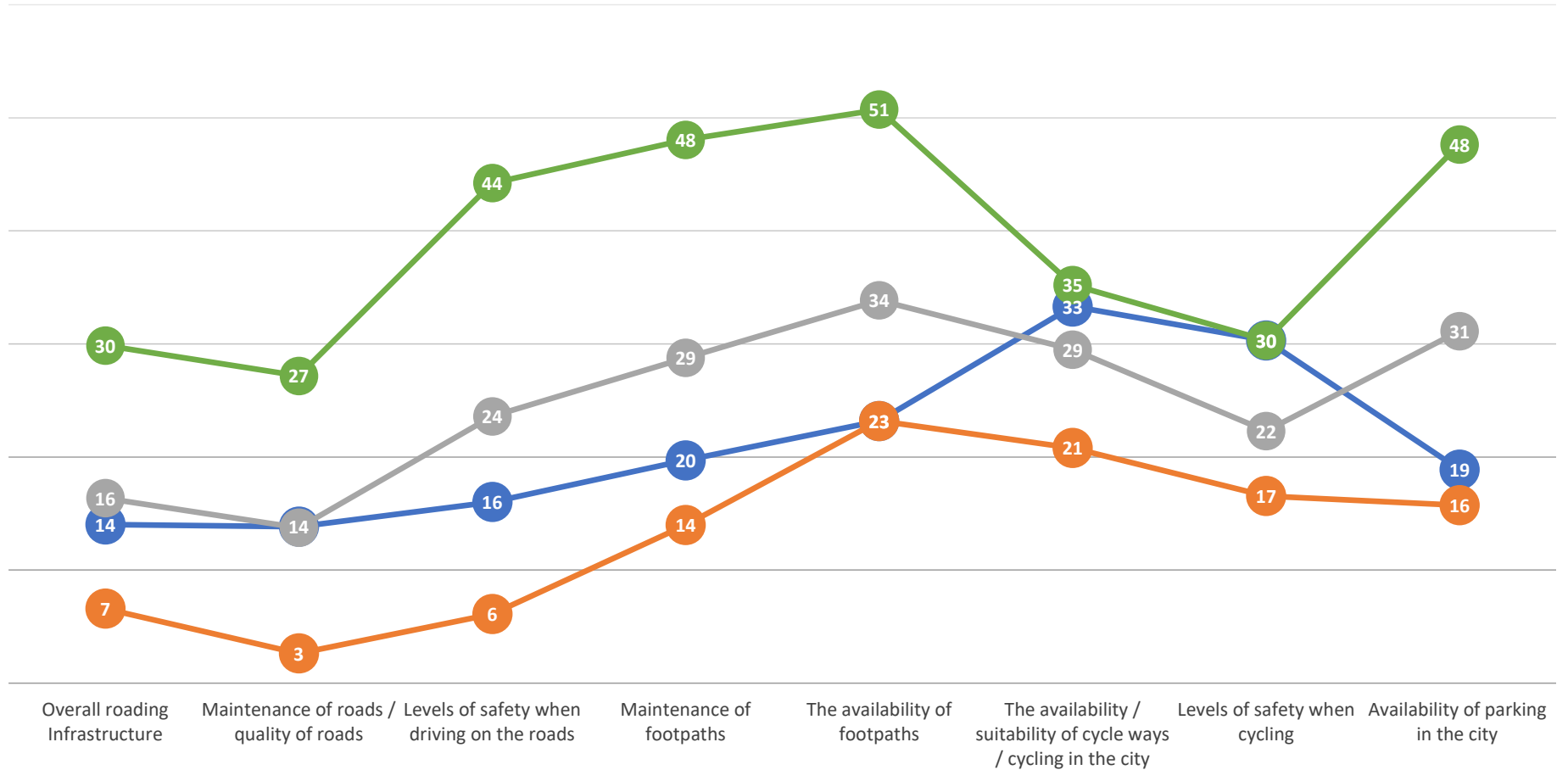
Facilities (District Councils only)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks and reserves		51	60	-9	72	-21	48	+3
Libraries		51	67	-16	90	-39	51	-
Playgrounds		48	58	-10	73	-25	45	+3
Sportsfields		41	56	-15	68	-27	41	-
Swimming pool		48	51	-3	68	-20	36	+12
Cemeteries		37	58	-21	74	-37	37	-
Public toilet		24	39	-15	52	-28	15	+9

Roading infrastructure

2022/2023 Council Benchmarking

—●— Waipa DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Roading infrastructure (All Councils)

% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading Infrastructure	14	16	-2	30	-16	7	+7
Maintenance of roads / quality of roads	14	14	-	27	-13	3	+11
Levels of safety when driving on the roads	16	24	-8	44	-28	6	+10
Maintenance of footpaths	20	29	-9	48	-28	14	+6
The availability of footpaths	23	34	-11	51	-28	23	-
The availability / suitability of cycle ways / cycling in the city	33	29	+4	35	-2	21	+12
Levels of safety when cycling	30	22	+8	30	-	17	+13
Availability of parking in the city	19	31	-12	48	-29	16	+3

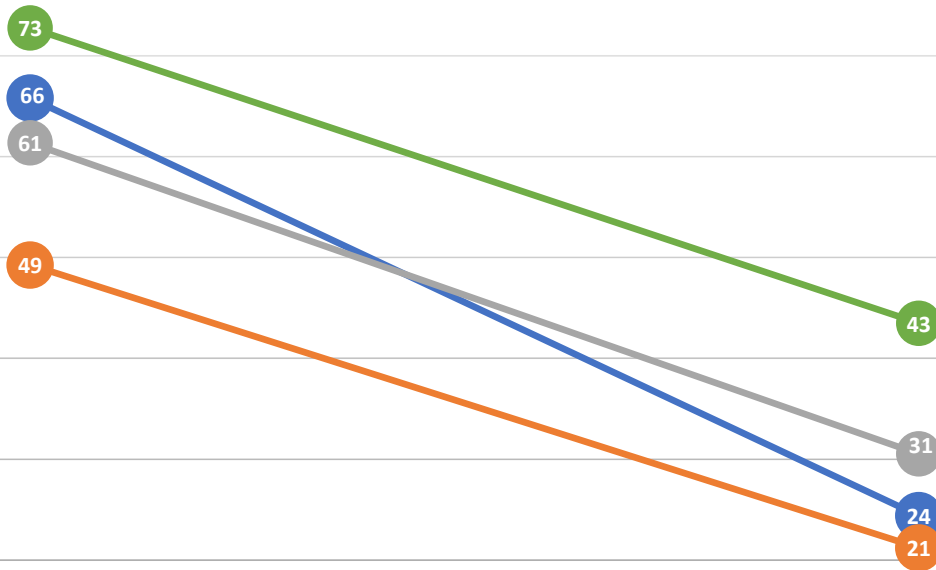
Roading infrastructure (District Councils only)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading Infrastructure		14	17	-3	30	-16	7	+7
Maintenance of roads / quality of roads		14	14	-	27	-13	3	+11
Levels of safety when driving on the roads		16	19	-3	31	-15	6	+10
Maintenance of footpaths		20	28	-8	38	-18	14	+6
The availability of footpaths		23	34	-11	51	-28	23	-
The availability / suitability of cycle ways / cycling in the city		33	32	+1	35	-2	26	+7
Levels of safety when cycling		30	23	+7	30	-	17	+13
Availability of parking in the city		19	34	-15	48	-29	19	-

Quality of life

2022/2023 Council Benchmarking

—●— Waipa DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Quality of Life

District is going in the right direction

Quality of life (All Councils)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		66	61	+5	73	-7	49	+17
District is going in the right direction		24	31	-7	43	-19	21	+3

Quality of life (District Councils only)

	% 8-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		66	63	+3	73	-7	49	+17
District is going in the right direction		24	32	-8	43	-19	21	+3

Key contact details

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