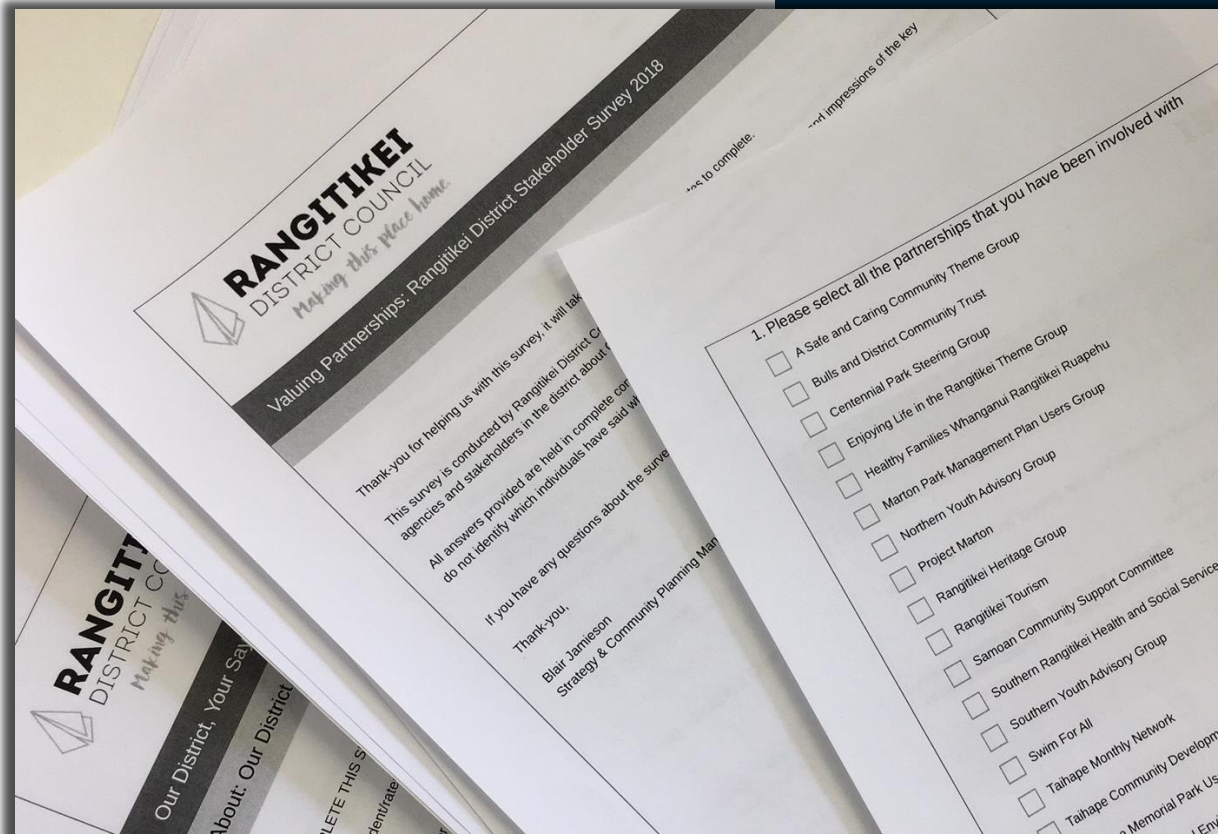




RANGITIKEI

DISTRICT COUNCIL

Stakeholder Survey 2018: Results



August 2018

Contents

1.1 Background and objectives.....	3
1.2 Method	3
1.3 Sample.....	3
1.4 Display of Data	3
1.5 Reporting.....	3
2. Summary of results 2018	4
2.1 Overall perception of Council’s usefulness to collaborative partnerships	4
2.2 Overall satisfaction with Council’s support for collaborative partnerships.....	4
3. Detailed Results	5
3.1 Stakeholder participation with Collaborative Partnerships.....	5
3.2 Participation in collaborative partnerships - comparisons with previous years.....	6
3.3 Stakeholder level of involvement with collaborative partnerships.....	7
3.4 Stakeholder perception of Council usefulness to collaborative partnerships	8
3.5 Stakeholder satisfaction with Council support for collaborative partnerships	9
3.6 Satisfaction with collaborative practices	10
3.7 Stakeholder recommendations for improving collaborative practices	11
3.8 Stakeholder recommended partnerships/collaborations Council should/could be involved in	12
3.9 Stakeholder recommended areas/issues Council could make a difference and/or initiate	13
3.10 Stakeholder perception of Council communication	14
3.11 Satisfaction with Council communication.....	14
3.12 Satisfaction with Council communication - comments	14
3.13 Stakeholder suggestions for Council to improve communication.....	16
3.14 General Comments	16
Appendix 1: Rangitikei Stakeholder Survey 2018	18

1. Project Overview

1.1 Background and objectives

In 2012, Rangitikei District Council (Council) established a benchmark performance measure for the level of service in the Community Well-being Group of Activities. The performance measure related to the usefulness of its partnership and collaborative work with stakeholder agencies.

Versus Research was commissioned by Council between 2012 and 2015 to complete an annual stakeholder's survey. In 2016, 2017 and 2018 the study has been undertaken internally by Council.

This survey aimed to measure:

- Stakeholders involved with various partnerships;
- The perception of partnerships as being useful compared to last year and;
- The overall perception of the usefulness of Council's support for collaborative partnerships.

1.2 Method

This study consisted of a mixture of quantitative and qualitative questions in an online survey. The survey was developed in SurveyMonkey and administered via email to stakeholders. An initial email was sent to stakeholders containing a link to the survey on Thursday 24 May 2018 giving them until Wednesday 13 June 2018 to complete the survey. The survey was developed internally by Rangitikei District Council.

1.3 Sample

This year the sample was collected by the same method as last year, though attracted slightly less respondents with a sample size of 51 (n=51), down from the 2017 sample of 70.

1.4 Display of Data

For ease of interpretation, charts are used to display top level results in this report. Labels on charts for very small proportions (for example 1%) may not show as these labels can extend beyond their segment and overlap with numbers from other segments making the labels difficult to read. The question asked in the survey has been footnoted on the same page as the chart or tables. The base size, that is, the number of stakeholder who answered a question, is also footnoted. Please note that not all percentages shown add up to 100 per cent due to rounding.

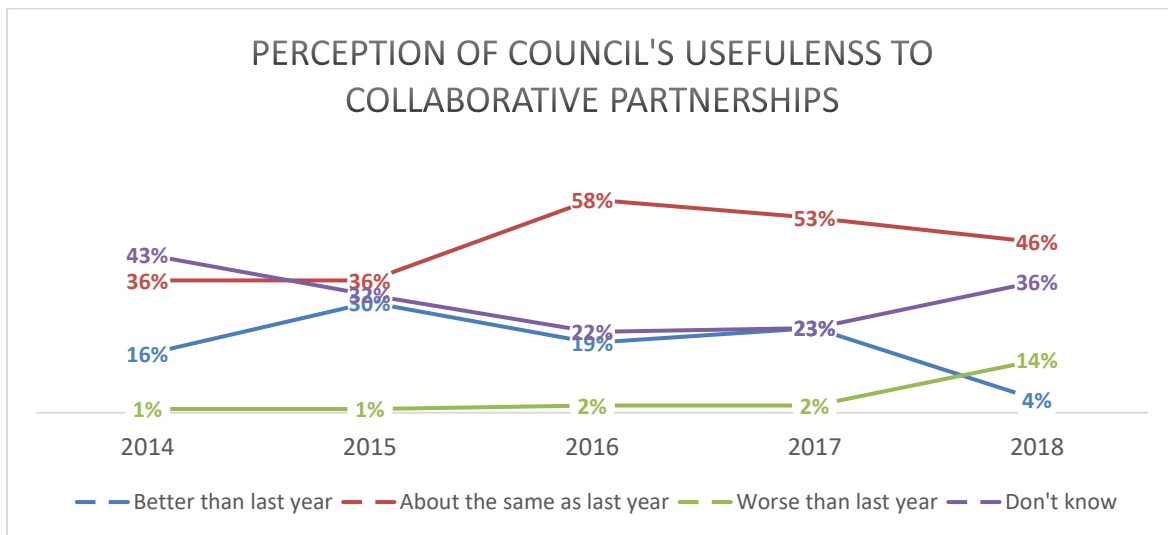
1.5 Reporting

Please note that due to exceptionally small base sizes, the results for each collaborative partnership are indicative only. Throughout the report, regardless of the base size, the results have been charted on percentage level in most cases instead of by count level. A consistent layout has been used in this report to ensure comparisons can be made between various collaborative partnerships.

2. Summary of results 2018

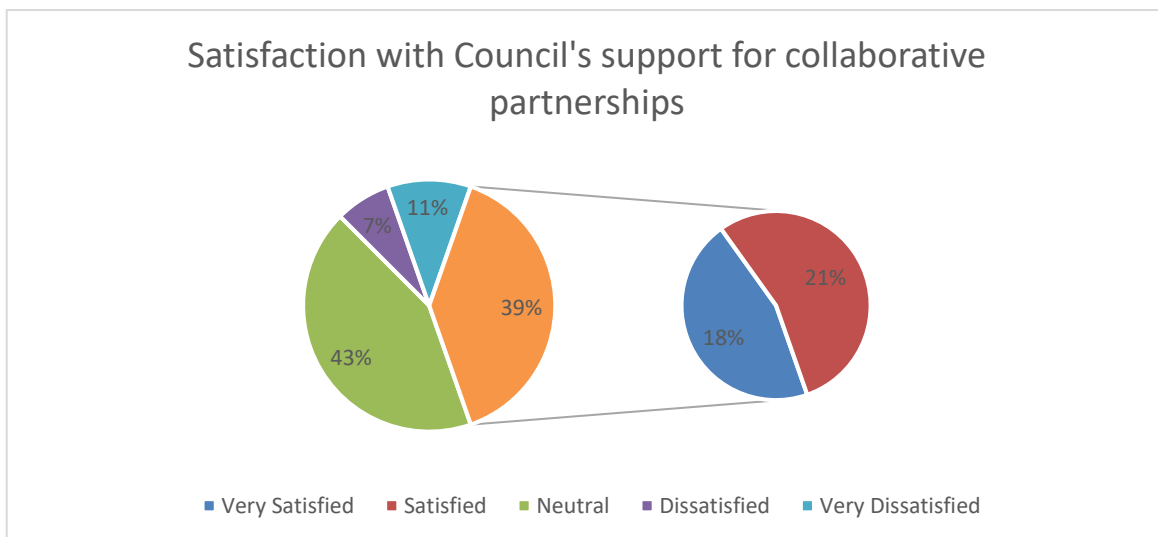
2.1 Overall perception of Council's usefulness to collaborative partnerships¹

46% of stakeholders surveyed perceived Council's usefulness to collaborative partnerships "about the same as last year", down 7% on 2017, followed by "worse than last year" (36%, up 13%). "Better than last year" responses saw a significant decrease receiving a 4% share this year, down 19%, and an outlier considering previous years' results.



2.2 Overall satisfaction with Council's support for collaborative partnerships²

39% of stakeholders surveyed felt satisfied (21%) and very satisfied (21%) with Council's support for collaborative partnerships. Most stakeholders felt neutral (43%).



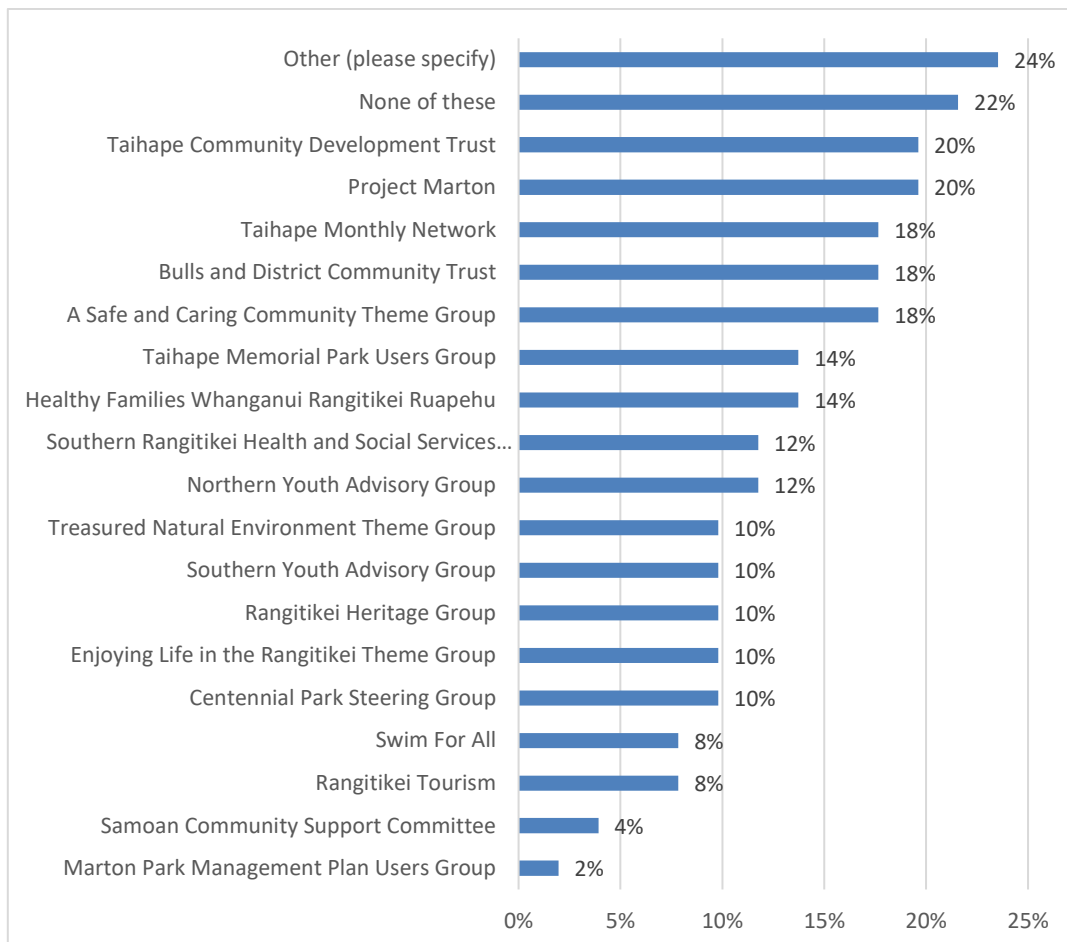
¹ Q6: Overall, in terms of the usefulness of Council's support for collaborative partnerships, do you think the Council is doing better or worse than last year, or about the same? (n=28)

² Q7: How generally satisfied are you with Council's support for collaborative partnerships? (n= 28)

3. Detailed Results

3.1 Stakeholder participation with Collaborative Partnerships³

Stakeholders' were asked to select as many of the listed partnerships that they had been involved with during the past year.



Other partnerships specified:

- Rangitikei Environment Group & Marton Parks Bird Corridor
- Saint Mary's Catholic Church Taihape
- Health Network monthly meeting
- Taihape Civil defence group also Taihape Housing Group
- Duddings Lake
- Bulls community committee
- Whanau Sports. Te Roopu Ahi Kaa. Erewhon Rural water supply scheme
- Bulls community committee
- WDH B Public health
- Taihape Police
- Broadband Steering Group
- Primary school

³ Q1: Please select all the partnerships you have been involved with. (n = 51)

- Taihape Community Board, Mokai Patea Services

Taihape Community Development Trust (24%) and Project Marton (20%) were presented as the highest counts of membership with stakeholders.

3.2 Participation in collaborative partnerships - comparisons with previous years

2018 involved with more than one partnership 49%

2017 involved with more than one partnership 58%

2016 involved with more than one partnership 52%

2015 involved with more than one partnership 40%

2018 involved with only one partnership 29%

2017 involved with only one partnership 27%

2016 involved with only one partnership 39%

2015 involved with only one partnership 40%

2018 involved with none of the partnerships 22%

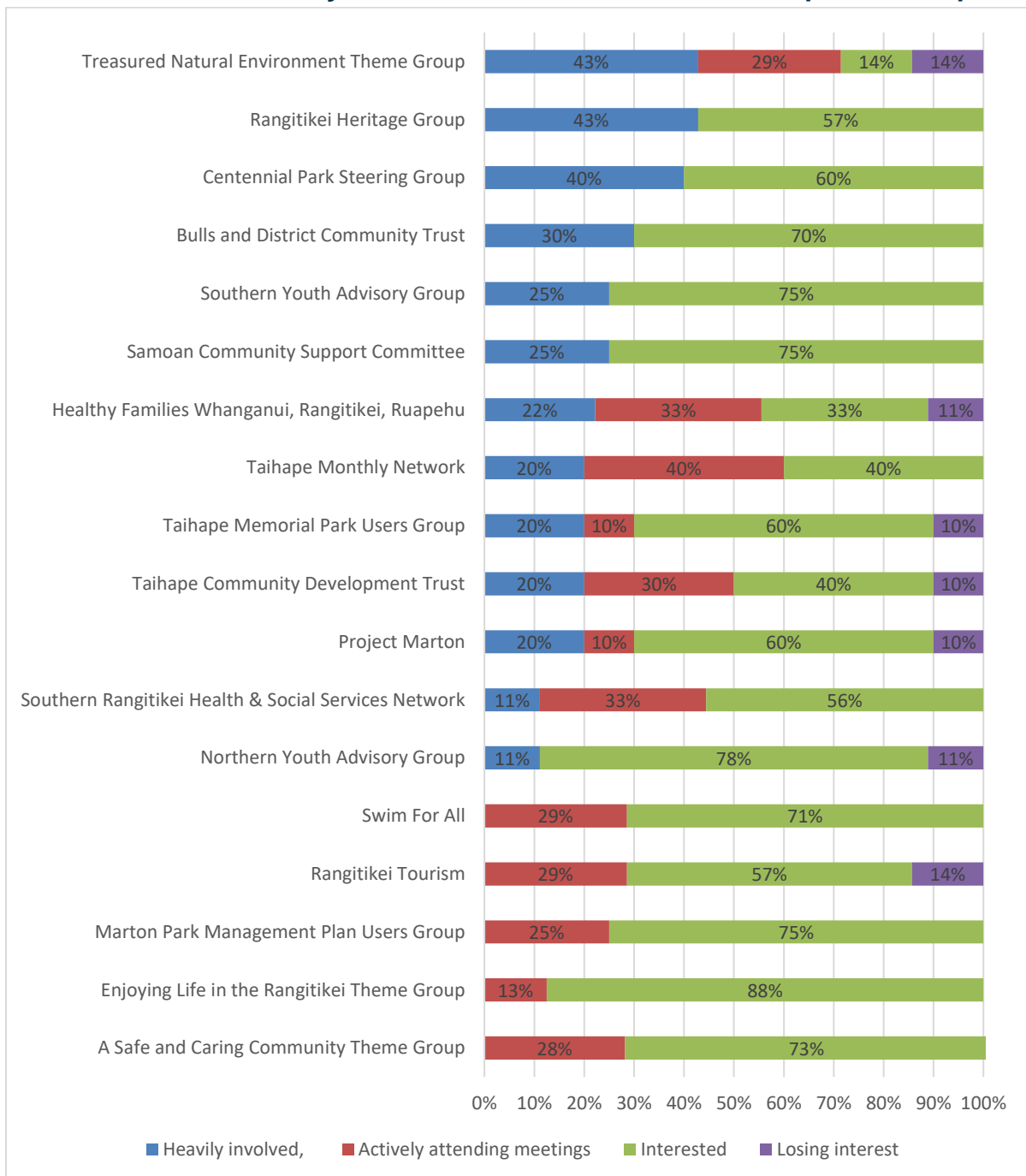
2017 involved with none of the partnerships 14%

2016 involved with none of the partnerships 8%

2015 involved with none of the partnerships 21%

Comparing this year's results with 2017, there has been a 11% decrease in stakeholders who are involved with more than one partnership, 2% increase stakeholders who are involved with one partnership and 8% in none of the partnerships.

3.3 Stakeholder level of involvement with collaborative partnerships⁴

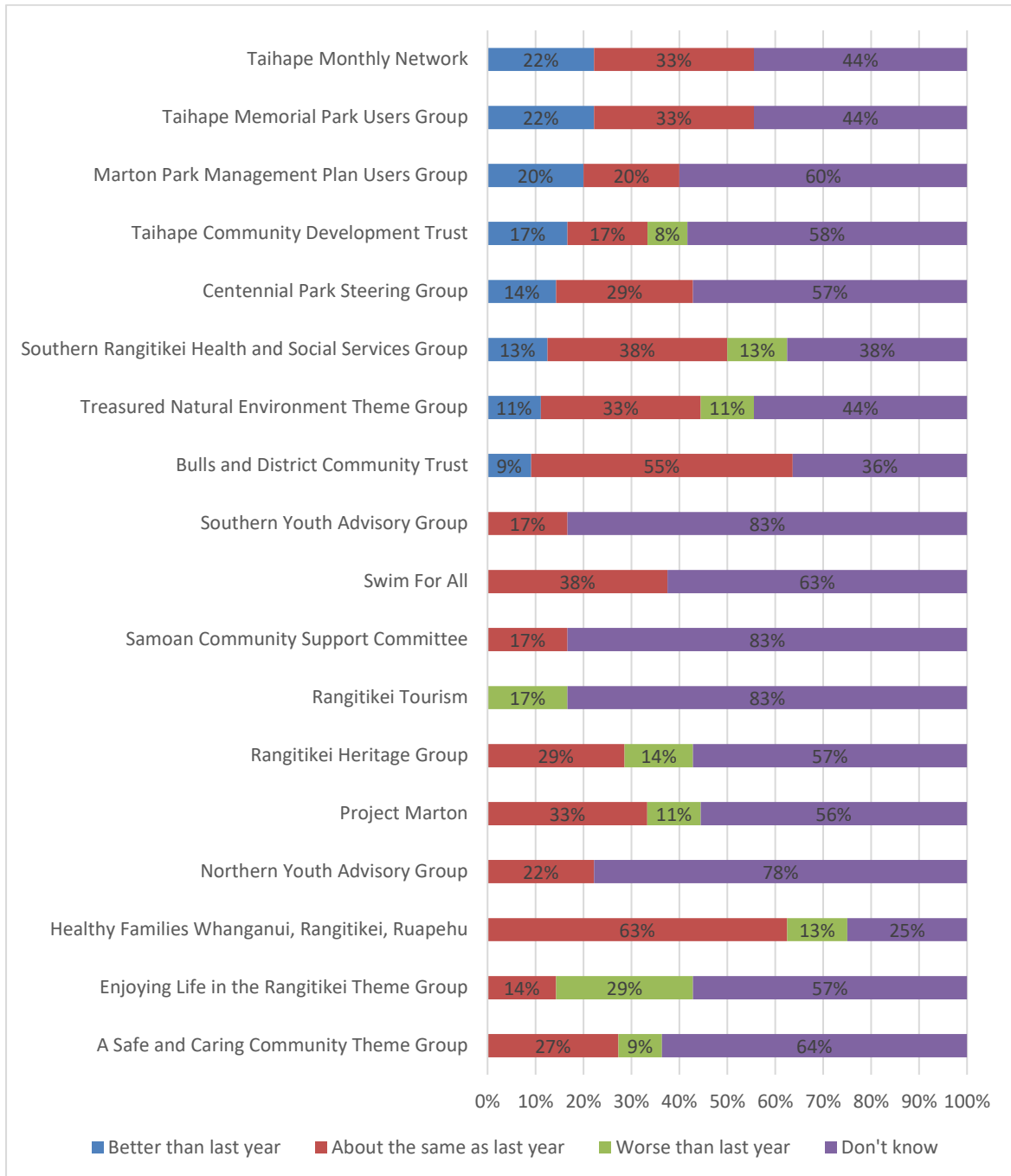


Other groups specified:

- Bulls community committee

⁴ Q2: How involved are you with the group/s you are associated with? You can answer for all the groups you are involved in. (n = 36)

3.4 Stakeholder perception of Council usefulness to collaborative partnerships⁵

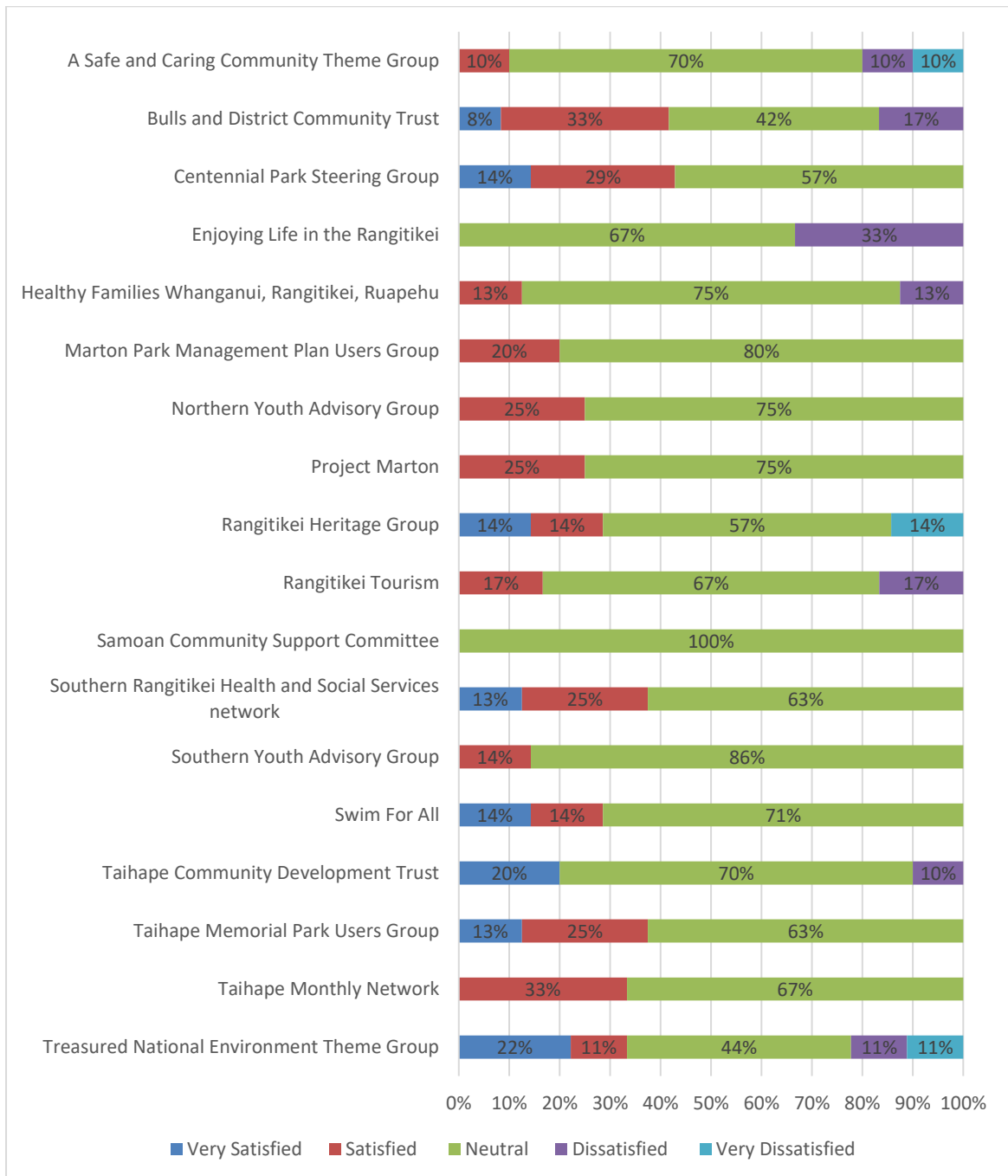


Other groups specified:

- Bulls community committee

⁵ Q3: How useful has Council's support been for the group/s you are associated with? (n = 37)

3.5 Stakeholder satisfaction with Council support for collaborative partnerships⁶



Other groups specified:

- Bulls community committee

⁶ Q4: Please tell Council how generally satisfied you are with the support Council provides to your associated group/s. Please tick a response for each group you're associated with. (n = 32)

3.6 Satisfaction with collaborative practices ⁷

- *Council presence not at meetings Was not present at the Health expo held*
- *Just not as much engagement with council this year.*
- *I only read Project Marton newsletter by email*
- *Both networking groups. Both groups are still well if not better attended than previously.*
- *Taihape seems to be an afterthought to council as from my prospective other areas such as Marton and Bulls gets more services and more attention*
- *With regards to TCDT, Council has been very supportive of our work done so far this year. I personally can't compare to previous years...*
- *It is great to receive travel assistance for our swimming programme. Previously we also received funding for lessons.*
- *"Town Co-ordinators" past their use by date, in present contractual format at least. Discrete projects if supported by RDC should be reimbursed monthly after submission of invoiced work, progress points met, hours in quarter hour segments, same as for RDC staff...informal 'Meetings' don't count.*
- *In each case the council fails to recognize our Tinorangatiratanga & Mana Whenua as the Tangata Whenua of Mokai Patea Lands*
- *Council has always been supportive of TCDT and its become extremely successful because of it*
- *The Council helps fund the Trust and is always supportive*
- *Council have been fully supportive to any Health promotion projects that have been happening in the community*
- *I think the council could better support Project Marton by changing the fact that we have to report to MCC. The two groups ought to work in parallel.*
- *Because that is the level I feel is appropriate*
- *Don't have the time, due to working to pay my rates.*
- *The meeting stopped.*
- *Swim for Life*
- *Expectations clearly communicated. Funding support for transporting students to attend lessons and gain access to community pool enables all students to learn how to swim. Pool and changing facilities well maintained.*
- *You provide leadership and secretarial support, co-ordinating projects.*
- *Think you are asking the wrong question here.*
- *Should be more along the lines of what groups could benefit from working together. Is it a wise use of resources to be supporting this group etc...*

⁷ Q5: In the space provided below, could you tell Council for each group you provided a response to for question 4, why you have recorded this level of satisfaction? (n=19)

3.7 Stakeholder recommendations for improving collaborative practices⁸

- *Better communication*
- *Be more receptive to change, encourage new business by outside owners. We grow with change and diverse people moving into our community. Have low priced housing in Marton - council housing for families.*
- *Nothing in the network group area.*
- *Be more involved instead of just putting money into the community development trust*
- *Better communication of what is available for funding and how to access this funding. If I didn't know this was available through previous years I wouldn't know about it- we had to ring and see if it was available this year*
- *Support/continue to support some of the great staff you have.*
- *Clearly defined 'annual, monthly, or one off' quantum of work, invoiced, audited, then paid. This doesn't have to be complicated, just clearly defined agreed and undertaken checked. Preparation is (nearly) everything.*
- *Honour the Treaty which will allow you to understand our Tinorangatiratanga as the Mana Whenua, & Ahi Kaa over our Sacred & Spiritual Lands*
- *Taihape Community Board needs a stronger voice in community and in council. Picking the right people is important.*
- *Communication can always be improved*
- *I believe if you have good communication it works well. I am sorry that I am not able to attend local networkers meetings due to work commitments.*
- *There needs to be better information, and networking events for new people/business/groups moving into Marton.*
- *Also, while difficult, we need to find a way to better network across communities in the Rangitikei"*
- *Not use Survey Monkey for their surveys*
- *1. We need better cell phone coverage, 2. Stop asking those that don't use it to pay ie. Makino swimming pool.*
- *We believe Council must budget for Heritage matters so if we don't use in any one year the \$\$ allotted then \$\$ should either accumulate for future projects or purposes OR divvied out to the participating museums. This year put it towards adding a tourism tab to the Rangitikei web site - volunteers will contribute. Use us.*
- *Focus on partnerships that actually provide a difference to the community, instead of ones that are merely ticking boxes, and earning themselves a salary whilst doing it.*

⁸ Q8: Could you tell Council one thing it could do to improve its collaborative practices? (n=17)

3.8 Stakeholder recommended partnerships/collaborations Council should/could be involved in⁹

- *Healthy Families*
- *Our group of people who cannot due to medical or financial situation able to shop or locate requirements outside Rangitikei*
- *No*
- *More partnership with Mokai Patea services,*
- *The school and other local community groups - one on one rather than leaving it to the TCD*
- *No just keep the amateurs out of economic development..*
- *Get these right first*
- *The Churches in Marton are a good network, and could be better partnered with the council*
- *No*
- *Yes, I know this sounds' a bit lame, but talk to Paul & Jenny Gregan at the Tangimoana dairy/shop, they're at the coalface with very good intentions.*
- *Tutaenui Stream restoration. (Actually I know they have been involved, but it's been incredibly fraught with barriers) Everyone should get over themselves to get some good runs on the board for the environment and the future of the district.*
- *I would like to see more collaboration between Massey and the Rangitikei to look at environmental solutions, housing solutions, transport solutions. We are impoverished on all counts as well as being lean in resources. Massey is equipped to support in these areas, we could achieve so much working with them. Council should have a much stronger relationship with all areas of DHB and PHOs. We fall through the cracks and are easily forgotten in the fight for resources, funding and support for our residents.*
- *Council should also work closely with govt agencies such as Housing NZ, MSD to get good results for our district instead of being sold out in favour of the bigger centres.*

⁹ Q9: Are there any other partnerships or collaborations that you know about that you think Council could or should be involved in? (n = 11)

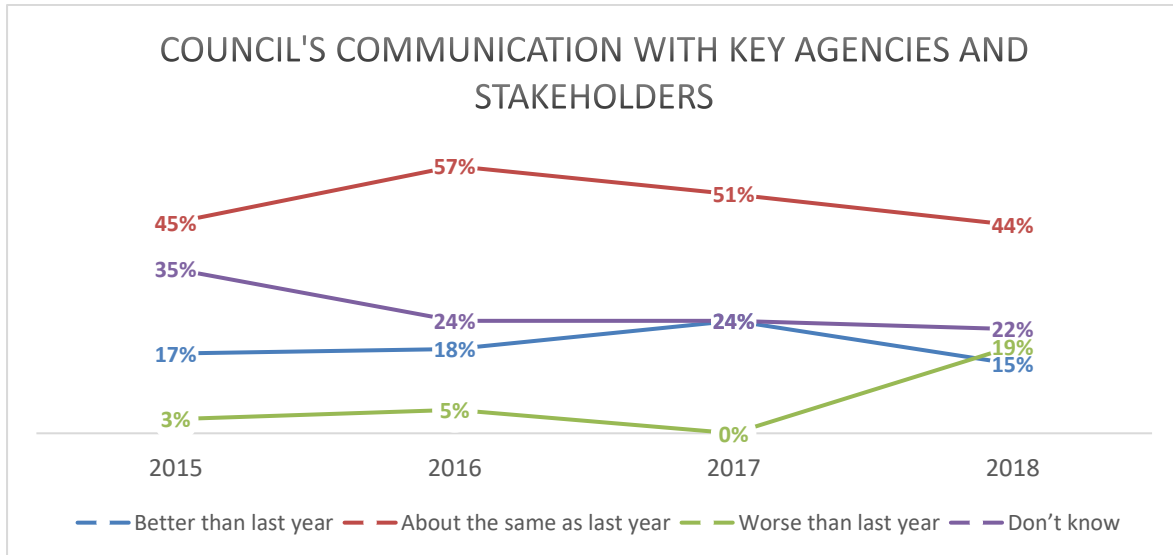
3.9 Stakeholder recommended areas/issues Council could make a difference and/or initiate¹⁰

- *Better services for rural communities*
- *Wellbeing, equity of*
- *Involvement of Maori and Samoan leaders on Council*
- *Can't comment*
- *Money put into the Mentoring programme at the Area School so the programme can widen its scope*
- *RDC staff are well able to do their jobs without having to pay even lip service to 'collaborations'. Take note and consider, possibly action, issues in submissions - certainly.*
- *Get these partnerships right first. Your Partnerships do not reflect the things I mentioned earlier. They need to reflect & respect our Tinorangatiratanga.*
- *Maybe help the retailers work together to create a united group*
- *survey older people to seek information as to whether Council could perhaps lead stakeholders with planning for the next ten twenty years*
- *Better partnerships with the Pacific community in Marton, particularly in terms of advocacy and translation work.*
- *No*
- *Sound like a best kept secret.*
- *Rangitikei Tourism has faded away - pick this up with lodges, back packers, museums, Forest and Bird and DOC reserves - build a Heritage Trail, with driving and walking route ideas.*
- *As per previous comment.*

¹⁰ Q10: Are there any areas or issues where a partnership or collaboration could make a difference and/or which Council could initiate? (n=13)

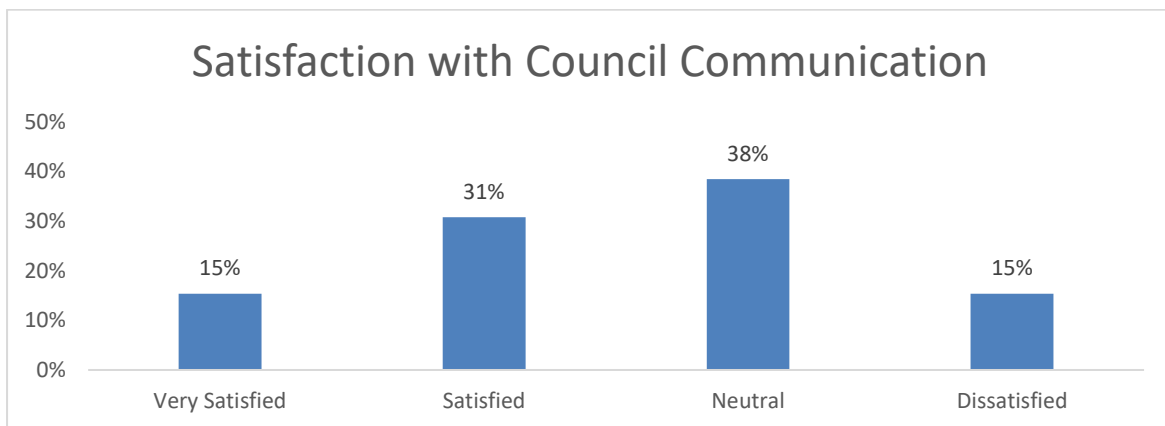
3.10 Stakeholder perception of Council communication¹¹

Most Stakeholders said Council communication is “About the same as last year” (44%). There was a 9% decrease in the response “better than last year” and a 19% increase in the response of “worse than last year”



3.11 Satisfaction with Council communication¹²

46% of Stakeholders felt satisfied (31%) and very satisfied (15%) with Council communication.



3.12 Satisfaction with Council communication - comments¹³

- *Don't seem to be as well informed on council communication*
- *Due to the fact that council have council initiative but when the community don't know what the council are doing the community just let it go as feel my opinion don't count.*
- *Nothing has changed.*
- *Because you never know what is happening. Not everyone reads a paper or has access to a computer - even though the library has them. Not all are computer savvy*

¹¹ Q11: Thinking about Council's communication with key agencies and stakeholders, do you think the Council is doing better or worse than last year, or about the same? (n=27)

¹² Q12: How generally satisfied are you with Council's communication? (n=26)

¹³ Q13: Please tell us why you have recorded this level of satisfaction. (n=20)

- *There's always someone available to talk to and responses are quick.*
- *Better communication would be beneficial*
- *Each time I approach RDC with a specific and a thought through issue I get helpful and timely assistance from staff.*
- *Same reasons as above*
- *I think that we need more communication from Council. Taihape Community Board could play a better part for this.*
- *Communication is a two way effort and I am very satisfied with their communication.*
- *It's not bad, but it's also not great.*
- *If you're in the know you know everything, but as a newcomer ... its very hard to get in the know*
- *Because that is appropriate*
- *As a stakeholder I have only received minimal correspondence keeping me apprised of the current issues and initiatives concerning Ratana Paa.*
- *It never changes, put someone on a good/ safe will paying job, and you get monkeys, I think you should look closer at what Garry McPhee and G B, did for the Wairarapa.*
- *Variety of communication portals used - post, website, Community organisation ie Project Marton, posters and local newspaper.*
- *Good contributions in local papers and the web site is really good. Keep it up to the date.*
- *It is what it is, you do what you do. Nothing stellar, but functional.*
- *I do detect some improvements but a long way to go before all residents feel involved*
- *Andy Watson does an excellent job keeping stakeholders in the Loop.*

3.13 Stakeholder suggestions for Council to improve communication¹⁴

- *Multiple mixed methods*
- *There is online but why not spend a day actually talking to the people of the community, door knock or have a sausage sizzle so you could talk to the people at grass root level.*
- *Don't know.*
- *More letterbox drop*
- *Emails at beginning of year stating what is on offer for funding for the year*
- *Website update some time ago now is fit for purpose. One can always throw more money at these things but to what end. I go to it for specific things and generally get the answer.*
- *I think you can't beat having someone face to face to deal with as well as the other standard communication streams*
- *The older age group I feel do not go on line for their info. Councillors who are out and about face to face with their community make a huge difference*
- *I am a kanohi to kanohi person never found it a problem*
- *Again, use a better survey company*
- *Regular notices, i.e. a one page summary of Council initiatives relating to Ratana Paa.*
- *Keep the local newspaper running.*
- *I've never heard of some of the listed groups with whom you have a so-called partnership. Perhaps the occasional highlight in the Monitor or summary on the website?*
- *Yes online, but letterbox drops would be effective too. (Not in with rates, as a large % are renters, not home owners)*
- *Less online, more letterbox, face to face. Taihape has a large elderly population who are NOT online!*
- *Deeds not words*

3.14 General Comments¹⁵

- *Please be open minded to what the community want. When are we going to promote ourselves as "The Hub" of the Rangitikei again in Marton. Our two brick road signs on Wellington Road and Calico Line say so. Why has the council or local businesses not promoting the hub?*
- *I consider the Ntwking meetings are achieving their purpose and I don't think anything needs to be changed. They are well attended most months.*
- *The collective cost annually to Rangitikei ratepayers for the Information Centres and the Town Co-ordinators est.~ \$ 300k pa.,,together with the proposed \$200K pa for district economic development which (as an amateur free zone) I am in favour of, needs to be rationalised. Over five years that is ~ \$2 M - any SME would expect to see something for it.*
- *1. Honor the Treaty 2. Help us to get free & reasonable access into our LANDLOCKED LANDS. Our Economic growth & development is stunted by this & has been happening far too long.*
- *Policies/legislation/ resource consent please make sure everyone is sticking to the rules, including council & members, sub committees. We are monitoring many issues that effect us as the Tangata Whenua of Mokai Patea"*

¹⁴ Q14: Could you suggest a way that Council could improve their communication? (for instance more online engagement). (n=16)

¹⁵ Q15: Please make any other general comments in the space below. (n=12)

- *I would like to see a better representation on the Taihape community board - I would not like this taken away*
- *Bulls is poorly represented at council which doesn't help*
- *It works for me*
- *None*
- *I would like to see a forum space made available to Ratana residents to discuss possibilities of developing the community services, such as a nature walk from the Paa to the Sea. Currently residents are forced to walk the dangerous roadway to the Junction. Another idea that I would like to explore with the Council is to ascertain the potential feasibility of opening the road from Whangaehu Beach Rd to the Marton Junction, this would benefit the Farmers as well as giving more practical access to the Paa.*
- *In Tangimoana, your entrance to the sea, please sortout the riverways, ie farmers, industry and public wasters.*
- *Let user pay, the pools,the Bulls complex etc. don,t let me/us support white elephants, encouragement is good, but when I have to slave on \$17.00 /hr to put food on the table*
- *Notification when meetings are resumed would be appreciated.*
- *This survey is an excellent idea. Thanks.*

Appendix 1: Rangitikei Stakeholder Survey 2018

Thank-you for helping us with this survey, it will take approximately 5-10 minutes to complete.

This survey is conducted by Rangitikei District Council. The purpose of this survey is to gather views and impressions of the key agencies and stakeholders in the district about Council's various community partnership initiatives.

All answers provided are held in complete confidentiality. We report summary results about groups (e.g., 50% of people said...) and we do not identify which individuals have said what.

Council seeks to create collaborative partnerships with key agencies and stakeholders in the District which provide opportunities for active involvement in projects and programmes that provide community and ratepayer with benefits. Specifically, Council has supported a number of collaborative partnerships.

Question 1: Please select all the partnerships that you have been involved with.

Tick all partnerships you are involved in

- A Safe and Caring Community Theme Group
- Bulls and District Community Trust
- Centennial Park Steering Group
- Enjoying Life in the Rangitikei Theme Group
- Healthy Families WRR
- Marton Park Management Plan Users Group
- Northern Youth Advisory Group
- Project Marton
- Rangitikei Heritage Group
- Rangitikei Tourism
- Samoan Community Support Committee
- Southern Rangitikei Health and Social Services Network
- Southern Youth Advisory Group
- Swim for All
- Taihape Monthly Network
- Taihape Community Development Trust
- Taihape Memorial Park Users Group
- Treasured Natural Environment Theme Group
- None of these
- Other _____

Question 2: How involved are you with the group/s you are associated with? You can answer for all the groups you are involved in.

	Heavily involved, including in projects outside of formal meetings	Actively attending meetings, but not able to contribute much to projects outside of meetings	Interested, but not able to commit regularly to meetings or projects	Losing interest, thinking of disassociating from the group
[Name]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 3: How useful has Council’s support been for the group/s you are associated with?

	Better than last year	About the same as last year	Worse than last year	Don’t know
[Name]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 4: Please tell Council how generally SATISFIED you are with the support Council provides to your associated group/s? Please tick a response for each group you’re associated with.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
[Name]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 5: In the space provided below, could you tell Council for each group you provided a response to for question 4, why you have recorded this level of satisfaction?

When writing your response, could you also please let Council know each group you are referring to.

Question 6: Overall, in terms of the usefulness of Council's support for collaborative partnerships, do you think the Council is doing better or worse than last year, or about the same?

Better than last year About the same as last year Worse than last year Don't know

Question 7: How generally satisfied are you with Council's support for collaborative partnerships?

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Question 8: Could you tell Council one thing it could do to improve its collaborative practices?

Question 9: Are there any other partnerships or collaborations that you know about that you think Council could or should be involved in?

Question 10: Are there any areas or issues where a partnership or collaboration could make a difference and/or which Council could initiate?

Question 11: Thinking about Council's communication with key agencies and stakeholders, do you think the Council is doing better or worse than last year, or about the same?

Better than last year About the same as last year Worse than last year Don't know

Question 12: How generally satisfied are you with Council’s communication?

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

Question 13: Please tell us why you have recorded this level of satisfaction

Question 14: Could you suggest a way Council could improve their communication? (For instance more online engagement)

Question 15: Please make any other general comments in the space below.

Thank you for providing feedback to Council. Your feedback will be used to improve the way Council collaborates with stakeholders. We will contact you shortly with the results of this survey which will also be published on our website.