

# Policy Planning Meeting

## Tabled Documents

11 July 2019

- |                |  |
|----------------|--|
| <b>Item 6</b>  | Chairs Report                                      |
| <b>Item 13</b> | Preliminary results from the 2019 residents survey |
| <b>Item 15</b> | Proposed icon/symbol for Marton township signage   |

## TABLED DOCUMENT

Tabled at Policy / Planning Committee  
on 11 July 2019

### Policy and planning Chairman's report July 2019

Good afternoon, we have a couple of very interesting items on today's agenda, First the document containing the potential review of our district plan. This will not be new to any of you as it was in front of the committee a couple of meetings ago. I hope that you have all had a chance to go over this and have some thoughtful questions for our staff on the way forward.

Second is our submission to the climate change response bill. As you will have read our submission is very focussed on our specific sector, local government, but is light on what we as representatives of our district might want to add. I hope you all have had some cause for thought on this issue, as this bill is potentially far reaching and may be one of the more important pieces of legislation to be passed in our lifetimes. For my part I have taken part this week in a meeting of forest industry meeting overviewing the research needs of the sector, especially some of the biosecurity threats. As the NZ forest industry is essentially a monoculture, and the chosen species is not endemic to NZ and that species is coming under increasing climate and trade driven biological threats, the ability of forests in their current form may be very compromised in their ability to have any significant medium to long term roll in offsetting emissions and storing carbon if the intention is plant and forget.

Also I was able to listen to a speech given by the parliamentary commissioner for the environment, Simon Upton on Tuesday night on the reasons around his stance on how NZ might tackle emissions derived from our economy, especially his stance around limiting offsets of carbon in forests to emissions that are transitory in nature. If any member of this committee is intending to put in a personal submission to this climate change response bill, it would be well worth reading the PCE report on the subject.

I look forward to your discussions on these and other matters.

Angus Gordon, Chairman.



# Report

TO: Policy/Planning Committee

FROM: Blair Jamieson

DATE: 9 July 2019

SUBJECT: 2019 Annual Residents Survey – Summary

FILE: 5-FR-1-2

**TABLED DOCUMENT**  
**Tabled At:** Policy/Planning  
**On:** 11 July 2019

## 1 Introduction

- 1.1 This report summaries information gathered from the 2019 Annual Residents Survey ‘Tell Us How We’ve Done’.
- 1.2 281 individuals submitted to the 2019 Annual Residents Survey, this excludes 62 submissions that contained no responses; being either spam or respondents submitting blank surveys for the purposes of the prize.
- 1.3 The Policy/Planning Committee will receive a full report at its next meeting that includes the necessary remedial/improvement actions set over the 2019/2020 financial year.
- 1.4 Due to the request that the 2019 Annual Residents Survey acquires more specific data, a portion of the results wont be directly comparable to the results of previous years.
- 1.5 A copy of the 2018/2019 results in summary tables have been included, see [Appendix 1](#). These results detail the site specific - satisfaction level responses requested.
- 1.6 The relevant sections of the Residents Survey/ Stakeholder Survey that relate to Policy/Planning Committee are:
- Communication
  - Customer Services
  - Stakeholders Relationships

## 2. Summary of Responses

### 2.1 Communication

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Council Communication.

Communication	Better than last year	Same	Worse than last year	Don't know
2016	18%	57%	5%	24%
2017	24%	51%	0%	24%
2018	15%	44%	19%	22%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Staff Communication are as follows:

Staff Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Response Timeframes	24.5 %	38.4 %	25.8 %	7.4 %	3.9 %
Materials/Info In Responses	22.9 %	37.2 %	27.8 %	6.7 %	5.4 %

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Councillor Communication are as follows:

Councillor Communication	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Response Timeframes	16.0 %	20.2 %	57.1 %	3.1 %	3.7 %
Handling of Query	14.3 %	19.5 %	58.4 %	4.5 %	3.2 %

For a summary of the responses and commentary on the Communication, please see pages 7-8 ([Appendix 1](#)).

## 2.2 Customer Services

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Customer Services.

Activity	% of POSITIVE values selected (helpful, understanding and accessible)		% of NEGATIVE values selected (hard to contact, inflexible, argumentative)	
	2018 Results	2017 Results	2018 Results	2017 Results
Dog Registration	96%	96%	4%	4%
Animal Control	86%	77%	14%	23%
Building Consents	80%	75%	20%	25%
Rates Enquiries	96%	96%	4%	4%
Fix it reporting	94%	92%	6%	8%
Meeting with Councillors	84%	88%	16%	12%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Customer Services are as follows:

	Helpful	Understanding	Accessible	Argumentative	Inflexible	Hard to Contact
Dog Registration	66%	26%	31%	0%	2%	1%
Animal Control	58%	32%	18%	4%	8%	11%
Building Consents	31%	20%	43%	9%	15%	4%
Noise Control	42%	24%	39%	3%	3%	5%
Rates Enquiries	63%	26%	25%	0%	3%	1%
Fix it reporting	46%	24%	31%	6%	8%	9%

For a summary of the responses and commentary on the Customer Services, please see pages 9-10 ([Appendix 1](#)).

## 2.3 Stakeholder Relationships

The 2018/2019 Stakeholder Annual Survey concludes on 12 July 2019, and will be part of the full report due at the next Policy/Planning Committee meeting.

The following review of the MOU Partnering Organisations is a newly reported measure in the Annual Resident Survey. The outcome of the MOU Partnering Organisations from the 2019 Annual Resident Survey are as follows:

Bulls & District Community Trust	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Events	34 %	60 %	6 %	0 %
Networking Events	17 %	76 %	0 %	7 %
Community Networking	23 %	63 %	13 %	0 %
Newsletters	33 %	60 %	7 %	0 %
Accessibility	23 %	69 %	8 %	0 %
Project Marton	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Events	47 %	51 %	1 %	1 %
Networking Events	35 %	61 %	3 %	1 %
Community Networking	33 %	62 %	4 %	1 %
Newsletters	25 %	61 %	11 %	3 %
Accessibility	30 %	61 %	9 %	0 %
Taihapa Community Development Trust	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Events	35 %	60 %	5 %	0 %
Networking Events	17 %	73 %	7 %	3 %
Community Networking	22 %	63 %	15 %	0 %
Newsletters	25 %	66 %	6 %	3 %
Accessibility	31 %	65 %	4 %	0 %

For a summary of the responses and commentary on the MOU Partnering Organisations, please see pages 11-12 (*Appendix 1*).

### **3.0 Recommendation**

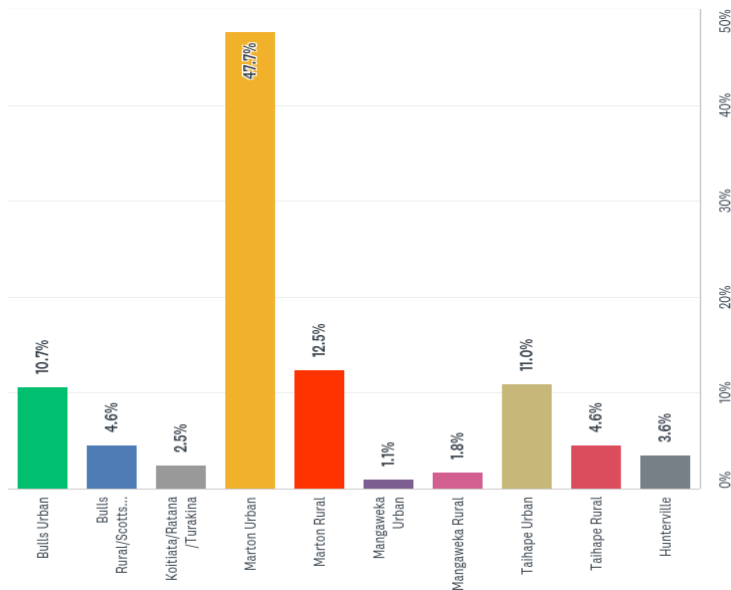
- 3.1 That the report '2019 Annual Residents Survey – Summary' to the Policy/Planning Committee on 11 July 2019 be received.

Blair Jamieson  
Strategy & Community Planning Manager

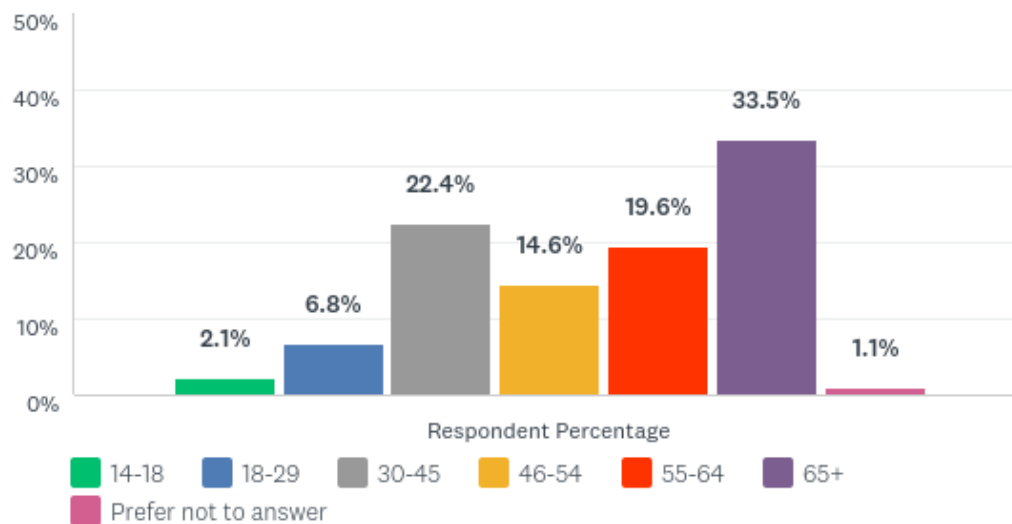
# ***Appendix 1***

## 2019 Annual Resident Survey Results – Summary Tables

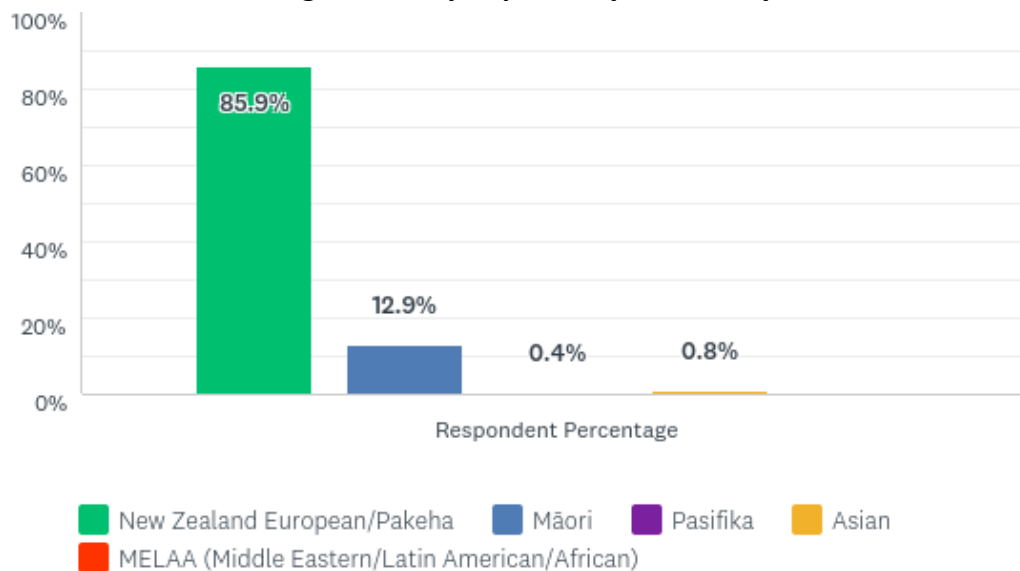
**Q1: Where in the Rangitikei do you reside?**



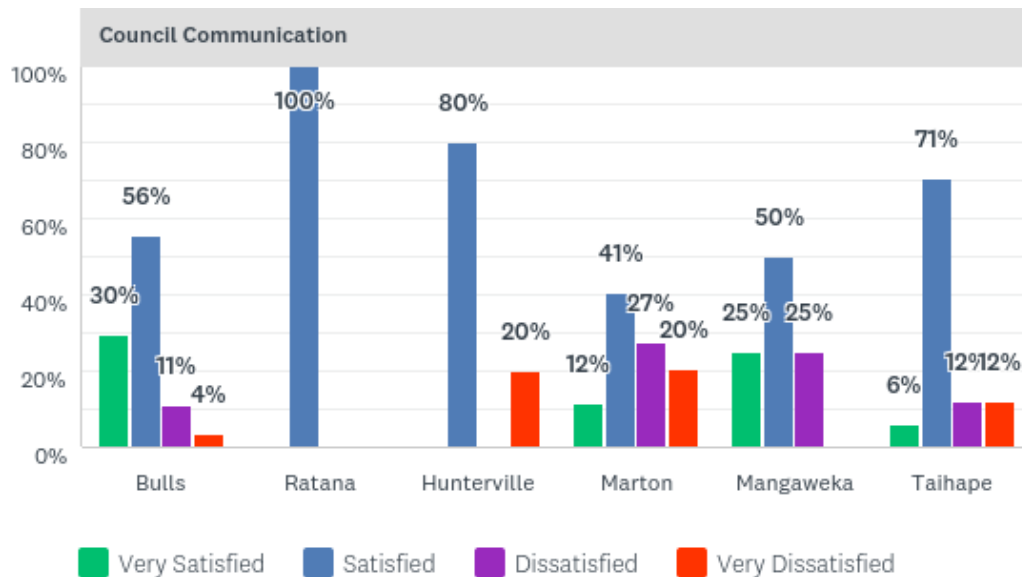
**Q2: Which of the following age groups best represents you?**



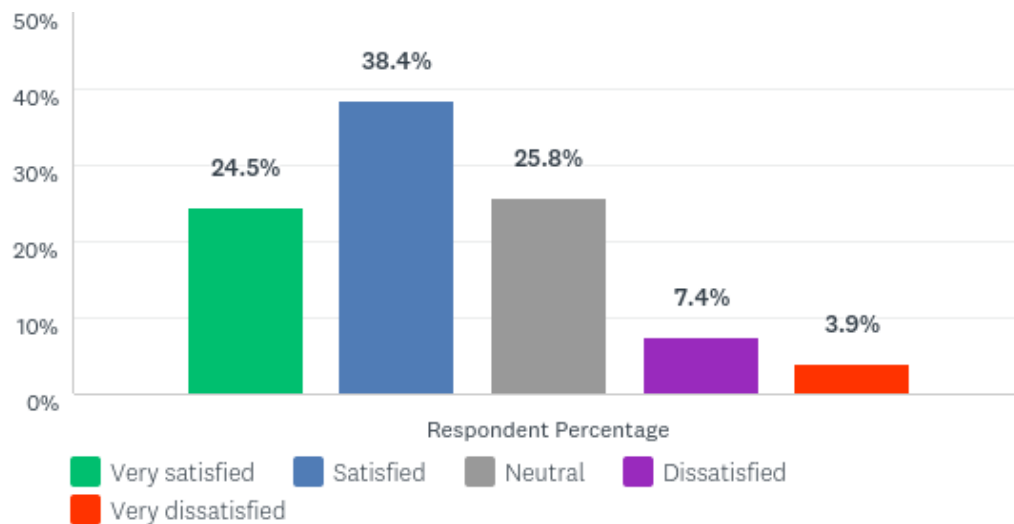
**Q3: What ethnic background do you primarily associate yourself with?**



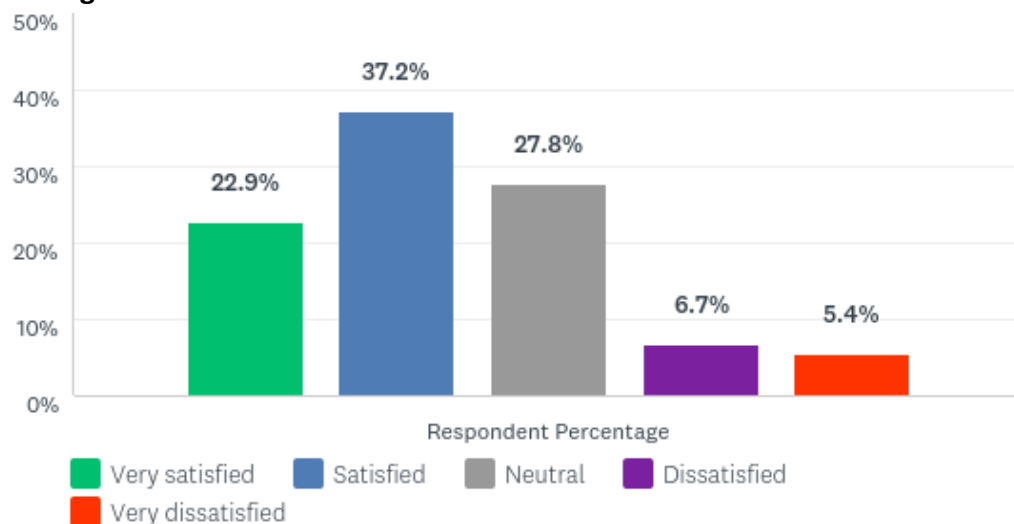
**Q30: How SATISFIED are you in relation to your drinking water? [Please only comment on drinking water within your area of residence]**



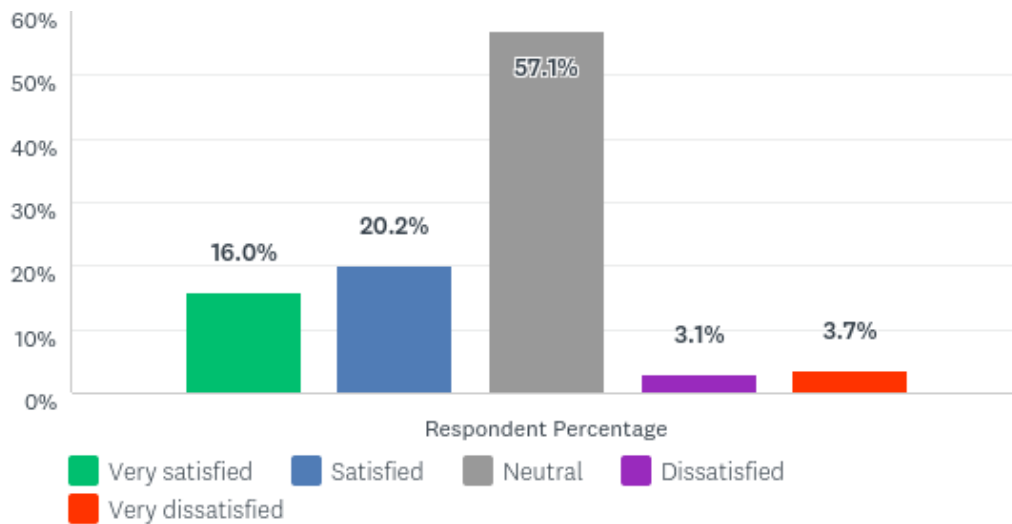
**Q37: If you have been in contact directly with Council staff, how SATISFIED were you with our response TIMEFRAMES?**



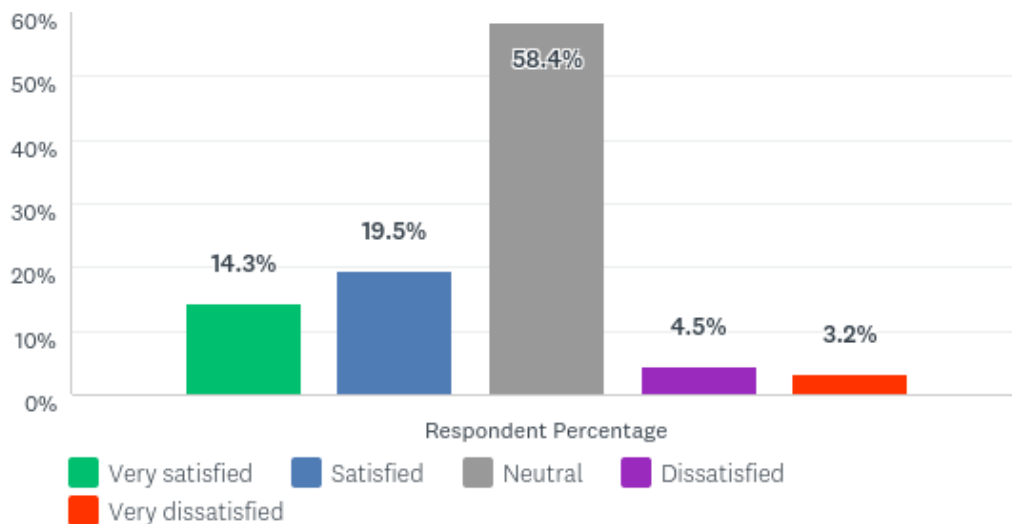
**Q38: If you have been in contact directly with Council staff, how SATISFIED were you with our responding INFORMATION or MATERIAL?**



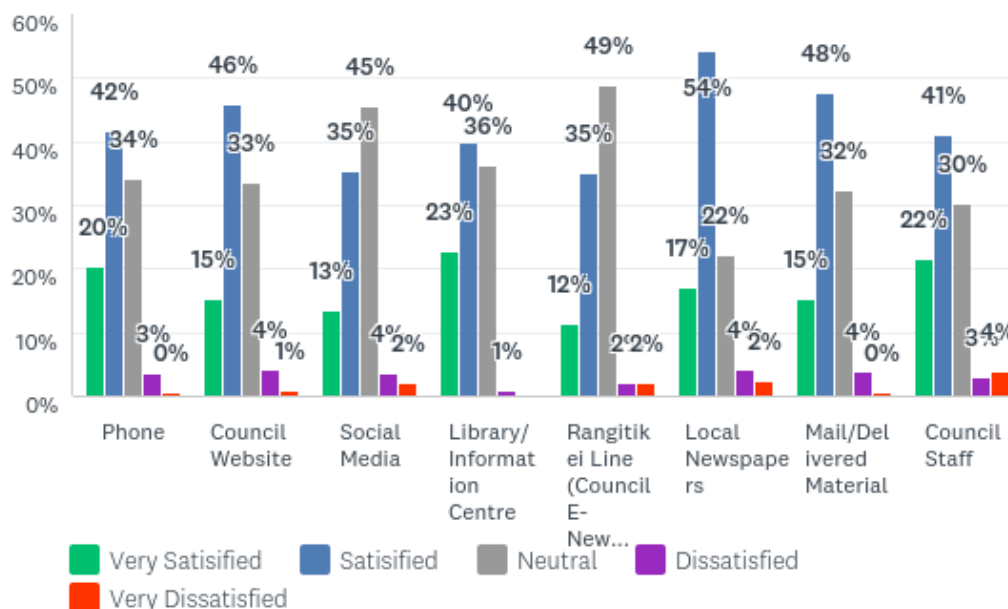
**Q39: If you have been in contact directly with Councillors (the elected members from your township/ward), how SATISFIED were you with their responding TIMEFRAMES?**



**Q40: If you have been in contact directly with Councillors (the elected members from your township/ward), how SATISFIED were you with their handling of you QUERY?**

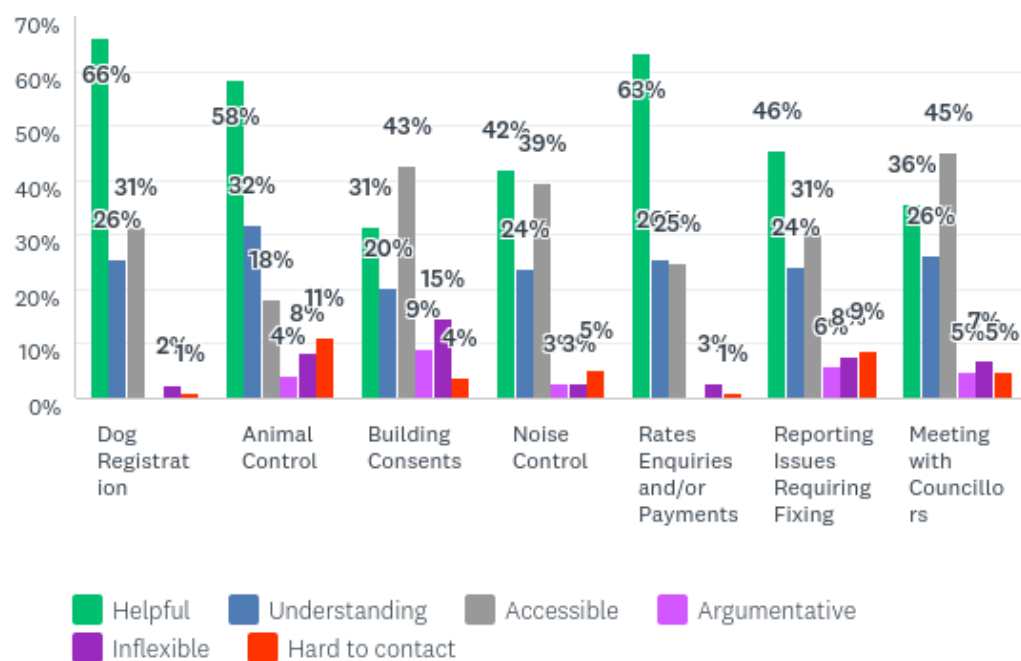


**Q41: From your experiences with us over the last 12 months, how SATISFIED are you with our COMMUNICATION and PUBLICATIONS?**



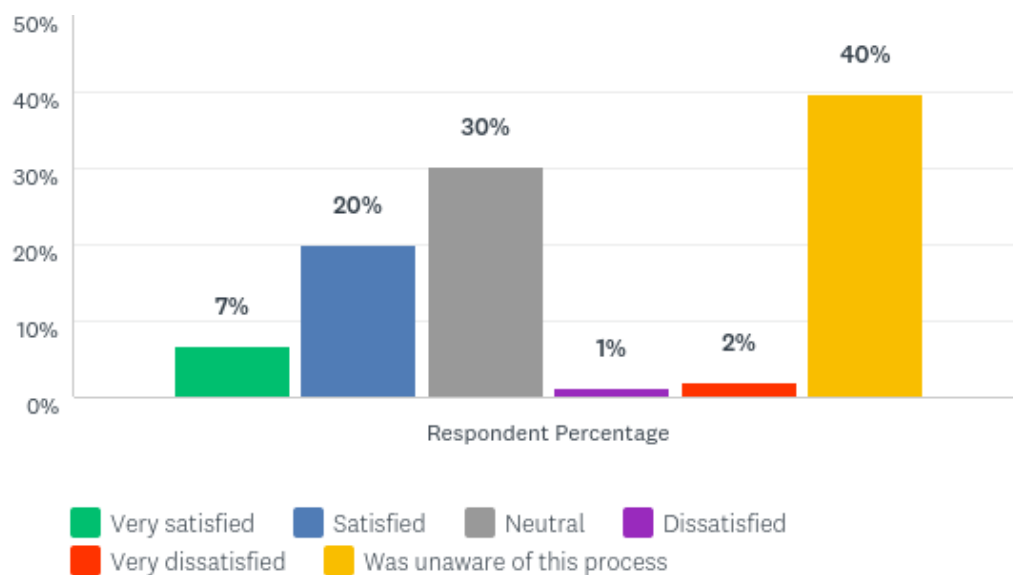
	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL
Phone	20% 41	42% 84	34% 69	3% 7	0% 1	202
Council Website	15% 32	46% 96	33% 70	4% 9	1% 2	209
Social Media	13% 25	35% 66	45% 85	4% 7	2% 4	187
Library/Information Centre	23% 46	40% 80	36% 73	1% 2	0% 0	201
Rangitikei Line (Council E-Newsletter)	12% 21	35% 64	49% 89	2% 4	2% 4	182
Local Newspapers	17% 37	54% 117	22% 48	4% 9	2% 5	216
Mail/Delivered Material	15% 31	48% 96	32% 65	4% 8	0% 1	201
Council Staff	22% 44	41% 84	30% 62	3% 6	4% 8	204

**Q42: Please indicate your OVERALL EXPERIENCE with staff or contractors in the areas listed below if/where you have had dealings in the last 12 MONTHS.**

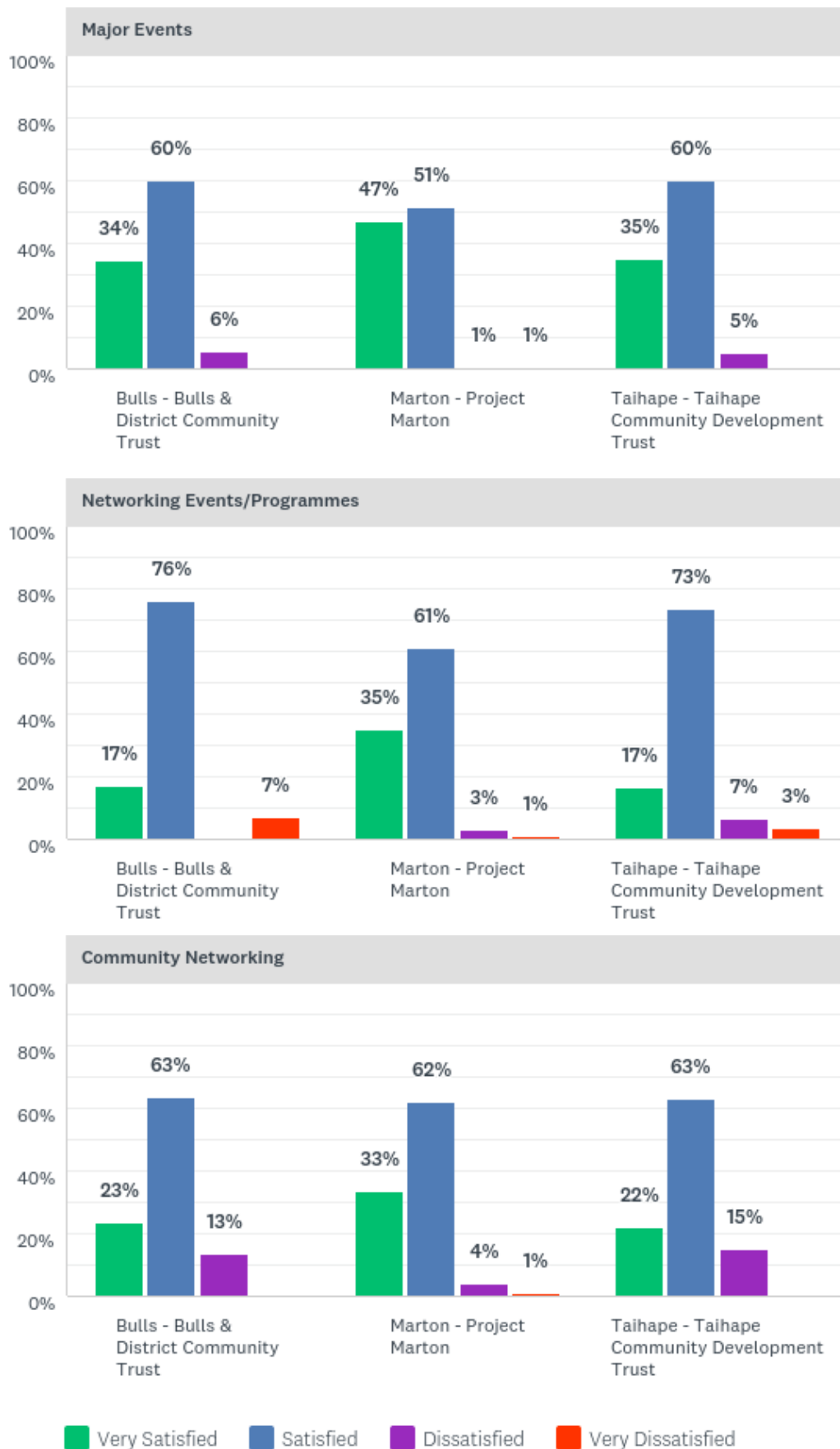


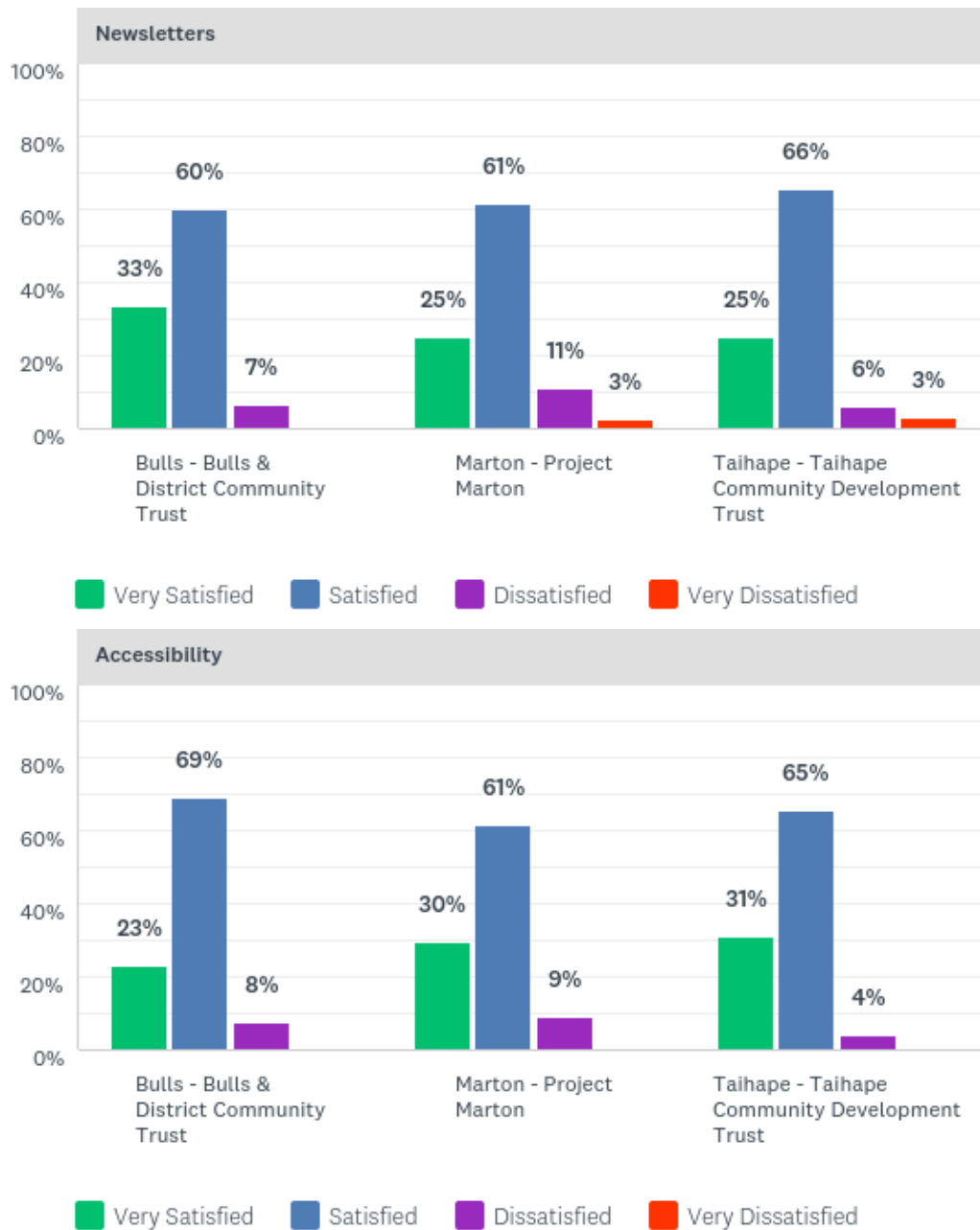
	HELPFUL	UNDERSTANDING	ACCESSIBLE	ARGUMENTATIVE	INFLEXIBLE	HARD TO CONTACT	TOTAL RESPONDENTS
Dog Registration	66% 57	26% 22	31% 27	0% 0	2% 2	1% 1	86
Animal Control	58% 42	32% 23	18% 13	4% 3	8% 6	11% 8	72
Building Consents	31% 17	20% 11	43% 23	9% 5	15% 8	4% 2	54
Noise Control	42% 16	24% 9	39% 15	3% 1	3% 1	5% 2	38
Rates Enquiries and/or Payments	63% 69	26% 28	25% 27	0% 0	3% 3	1% 1	109
Reporting Issues Requiring Fixing	46% 47	24% 25	31% 32	6% 6	8% 8	9% 9	103
Meeting with Councillors	36% 15	26% 11	45% 19	5% 2	7% 3	5% 2	42

**Q43: How SATISFIED are you with our 'fix it form' and remedial action processes? [Put simply, how satisfied are you with our processes/online-form to bring issues to Councils attention to fix?]**

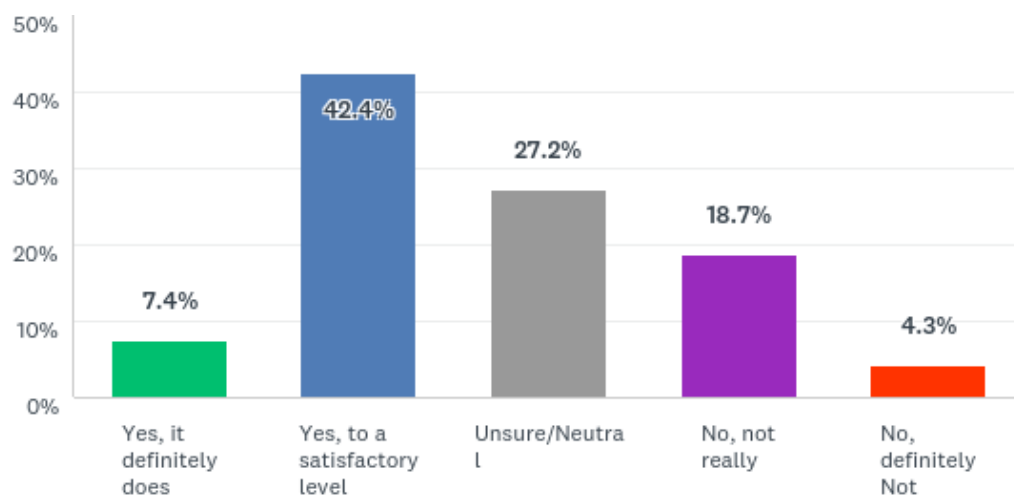


**Q44: Please provide your ASSESSMENT of how the PARTNERING ORGANISATIONS have done over the last 12 MONTHS. [Please only comment on the following if organisations are involved in your area OR if you have attended one of their events]**





**Q45: Overall, do you CONSIDER that Council delivers value for money?**



**Q46: Bearing in mind that Council cannot spend more money on every service or facility without increasing rates and/or user charges, what SERVICES or FACILITIES do you think Council should spend more or less on in future?**

	INCREASE RESOURCING	NO CHANGE REQUIRED	DECREASE RESOURCING	TOTAL
Roading	36% 79	63% 137	0% 1	217
Footpaths	40% 87	58% 125	2% 5	217
Town Beautification	36% 76	58% 124	6% 13	213
Town Centre Rejuvenation/Developments	46% 97	44% 93	10% 21	211
Town & Rural Halls	21% 43	73% 150	6% 12	205
Sports Grounds	17% 35	80% 162	2% 5	202
Parks and Reserves	23% 47	75% 151	1% 3	201
Playgrounds	36% 73	63% 129	1% 3	205
Drinking Water	69% 152	30% 66	0% 1	219
Stormwater/Wastewater	35% 73	65% 136	0% 1	210
Public Toilets	34% 74	65% 140	0% 1	215
Swimming Pools	21% 44	73% 151	5% 11	206
Business Support	22% 44	67% 135	11% 22	201
Information Centres/Tourism	25% 50	69% 139	6% 12	201
Maori Engagement & Development	20% 39	59% 118	21% 42	199
Samoan Community Engagement	16% 31	60% 116	24% 47	194
Community Well-being	38% 80	57% 119	4% 9	208
Youth Development & Opportunities	43% 88	51% 105	6% 13	206
Civil Defence	29% 59	68% 136	3% 6	201

