



# Councils' Annual Residents Surveys Benchmarking Report 2023/2024



## 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.



### Method

- Surveys were undertaken with 18 different Councils across New Zealand in 2023/24, including 15 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database and/or email contacts collected through previous years’ surveys.
- 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 surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 18 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.

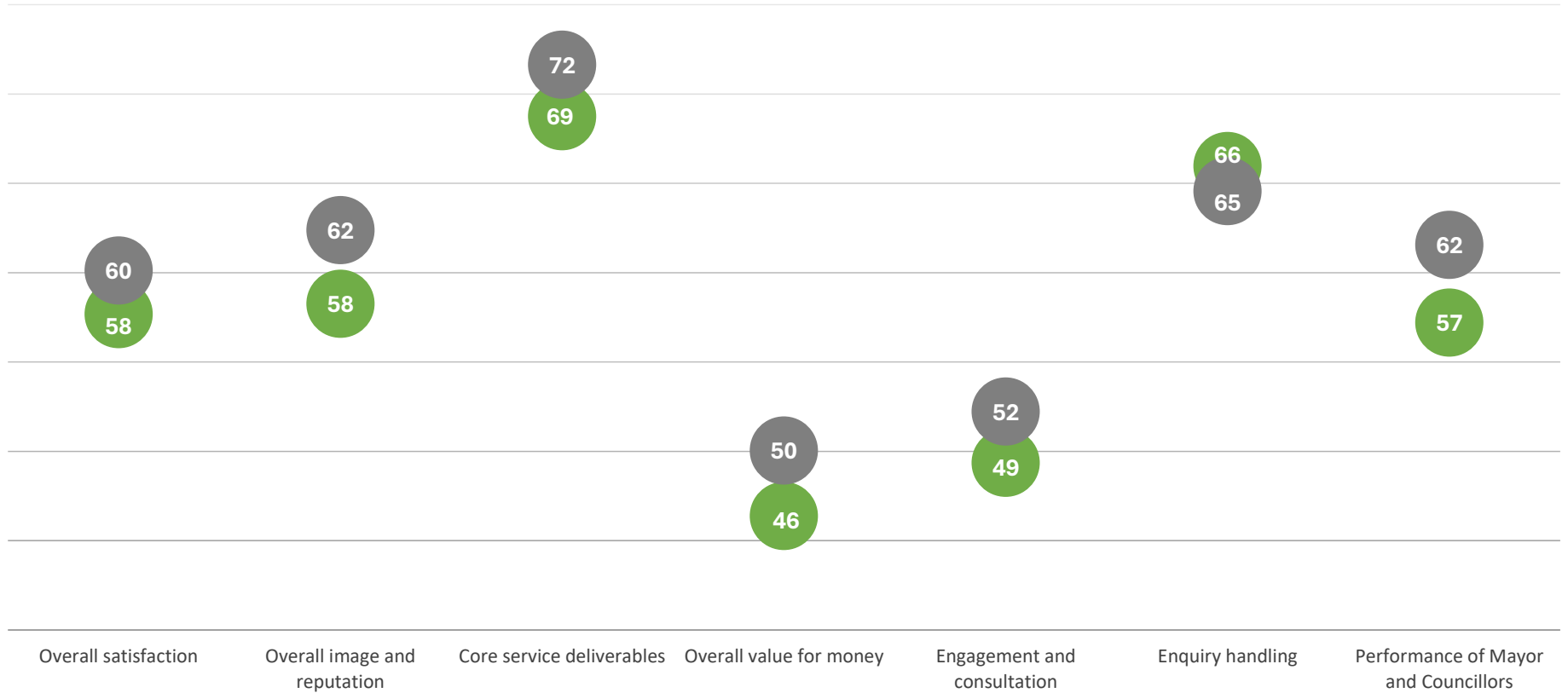
## Councils included in 2023/24 Benchmarking report

- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Nelson City Council
- Palmerston North City Council
- Rotorua Lakes District Council
- South Taranaki District Council
- South Waikato District Council
- Stratford District Council
- Tararua District Council
- Tauranga City Council
- Timaru District Council
- Waikato District Council
- Waipa District Council
- Waitaki District Council
- Western Bay of Plenty District Council

## Year on year change (% 6-10) - Overall

### 2023/2024 Council Benchmarking

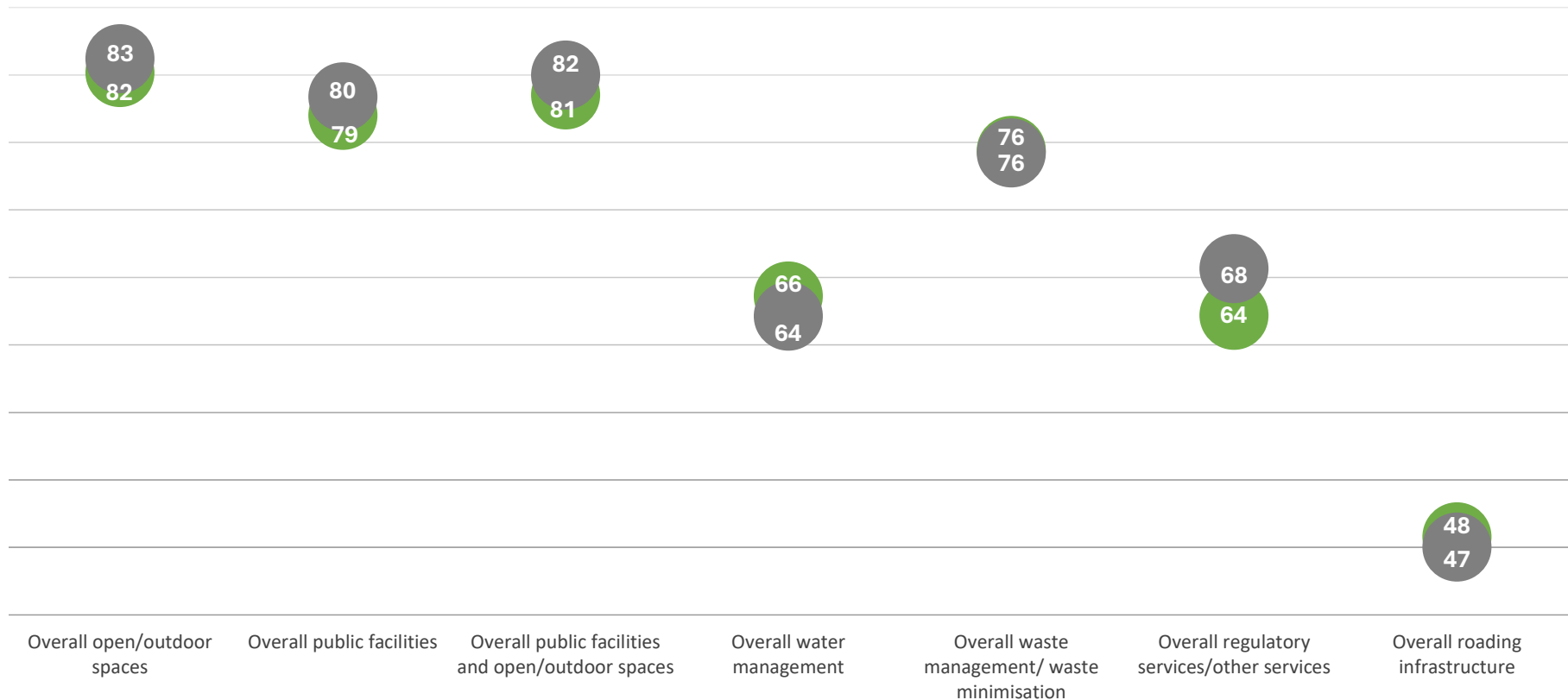
● All Councils' Average 2023/24      ● All Councils' Average 2022/23



## Year on year change (% 6-10) – Core service deliverables

### 2023/2024 Council Benchmarking

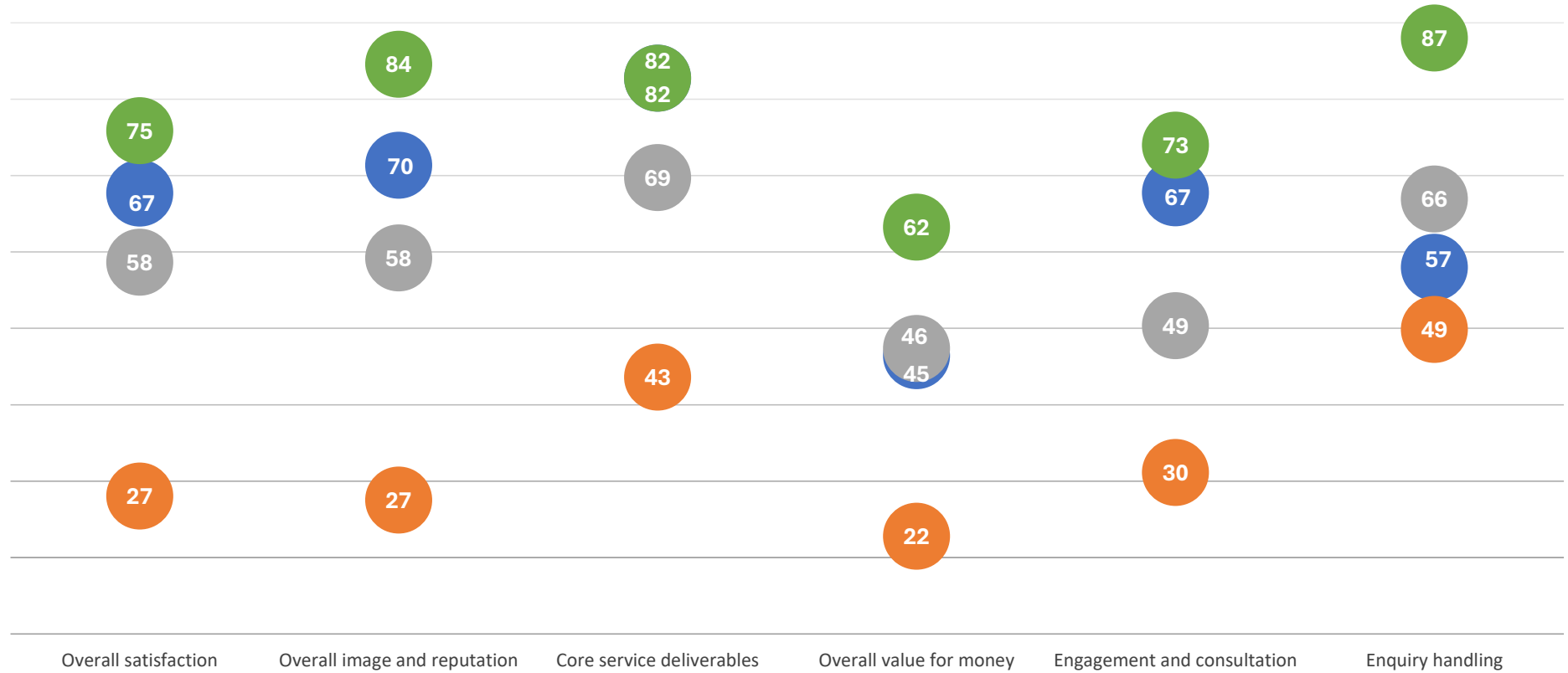
● All Councils' Average 2023/24    ● All Councils' Average 2022/23



## Overall measures

### 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min



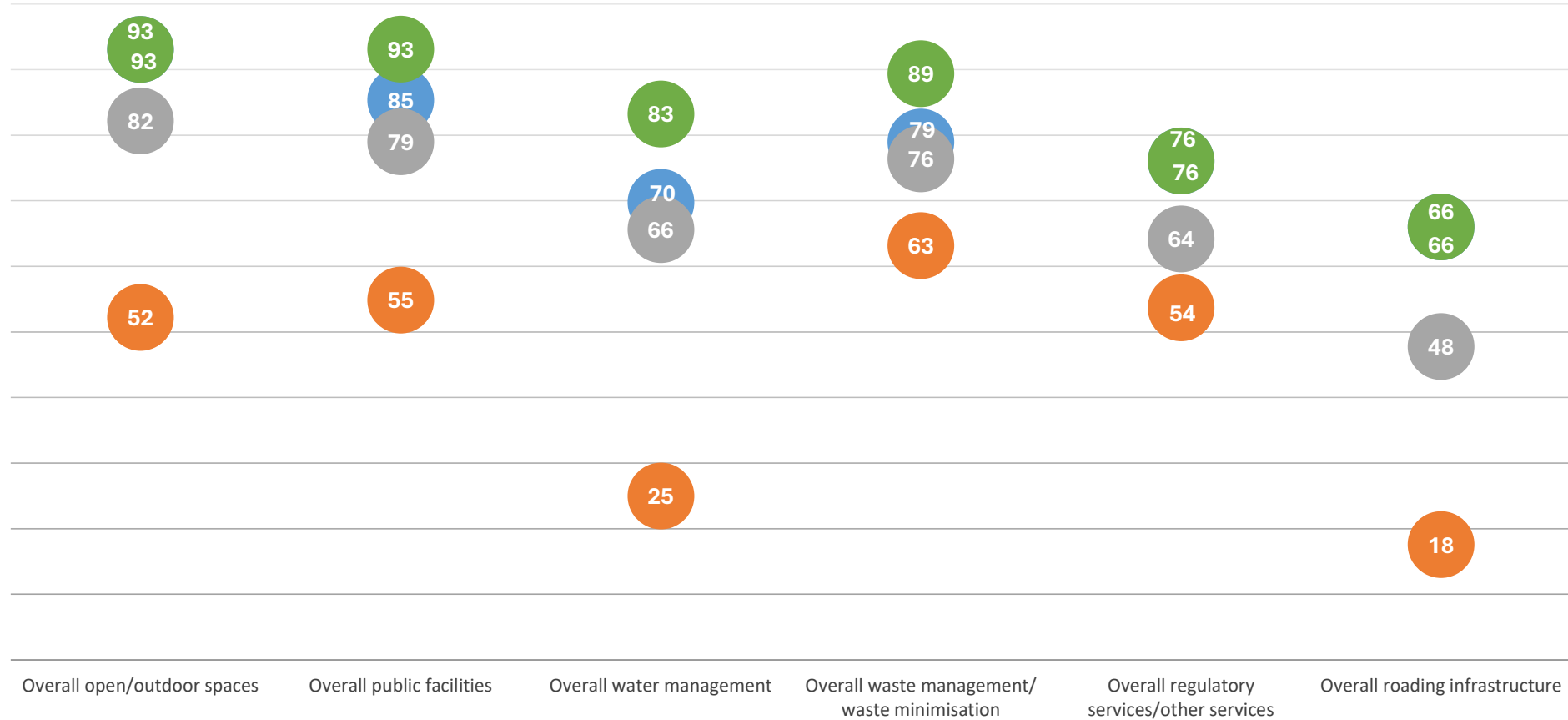
## Overall measures

% 6-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction	67	58	+9	75	-8	27	+40
Overall image and reputation	70	58	+12	84	-14	27	+43
Core service deliverables	82	69	+13	82	-	43	+39
Overall value for money	45	46	-1	62	-17	22	+23
Engagement and consultation	67	49	+18	73	-6	30	+37
Enquiry handling	57	66	-9	87	-30	49	+8

## Core service deliverables

### 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min





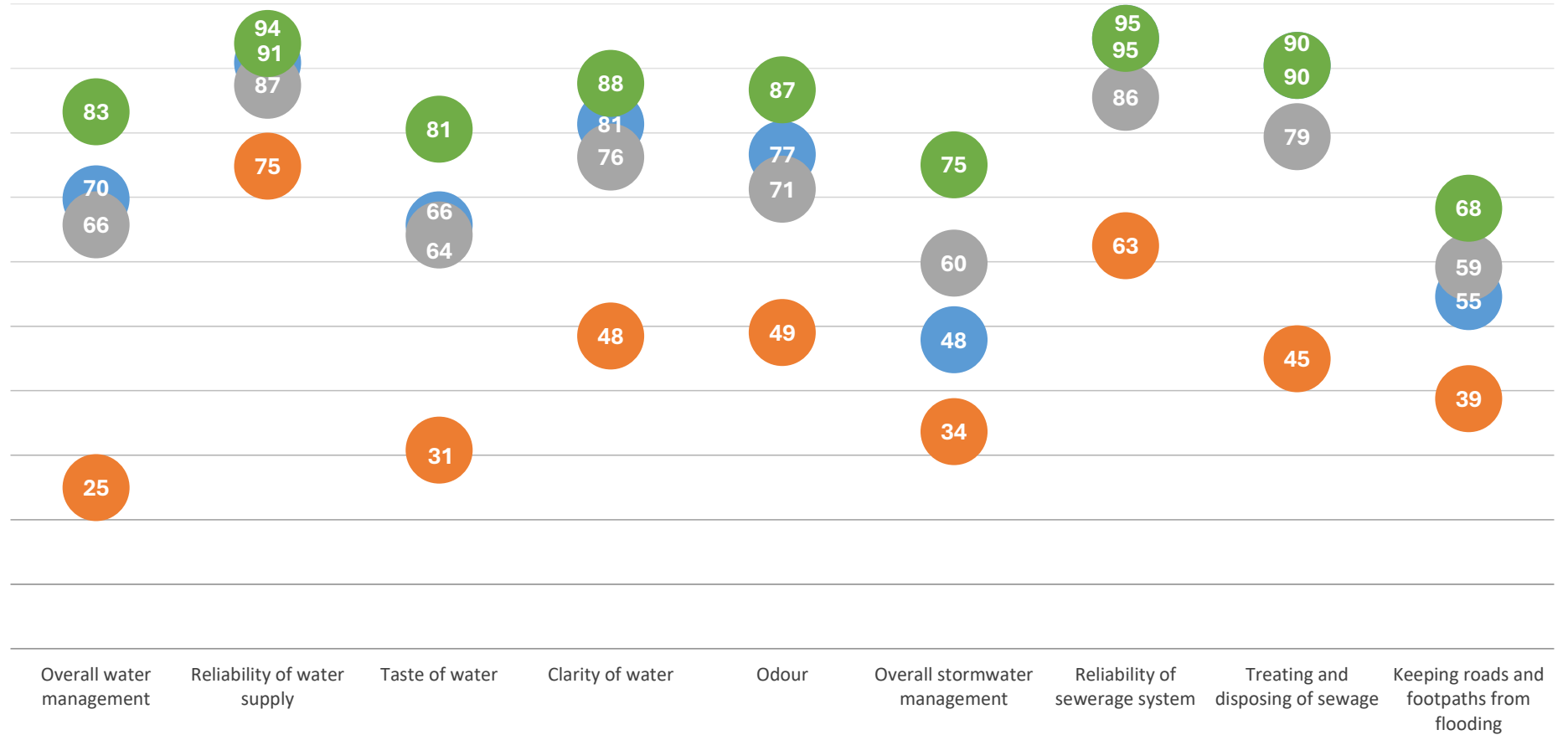
## Core service deliverables

<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall open/outdoor spaces	93	82	+11	93	-	52	+41
Overall public facilities	85	79	+6	93	-8	55	+30
Overall water management	70	66	+4	83	-13	25	+45
Overall waste management/waste minimisation	79	76	+3	89	-10	63	+16
Overall regulatory services/other services	76	64	+12	76	-	54	+22
Overall roading infrastructure	66	48	+18	66	-	18	+48

# Water management

## 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min



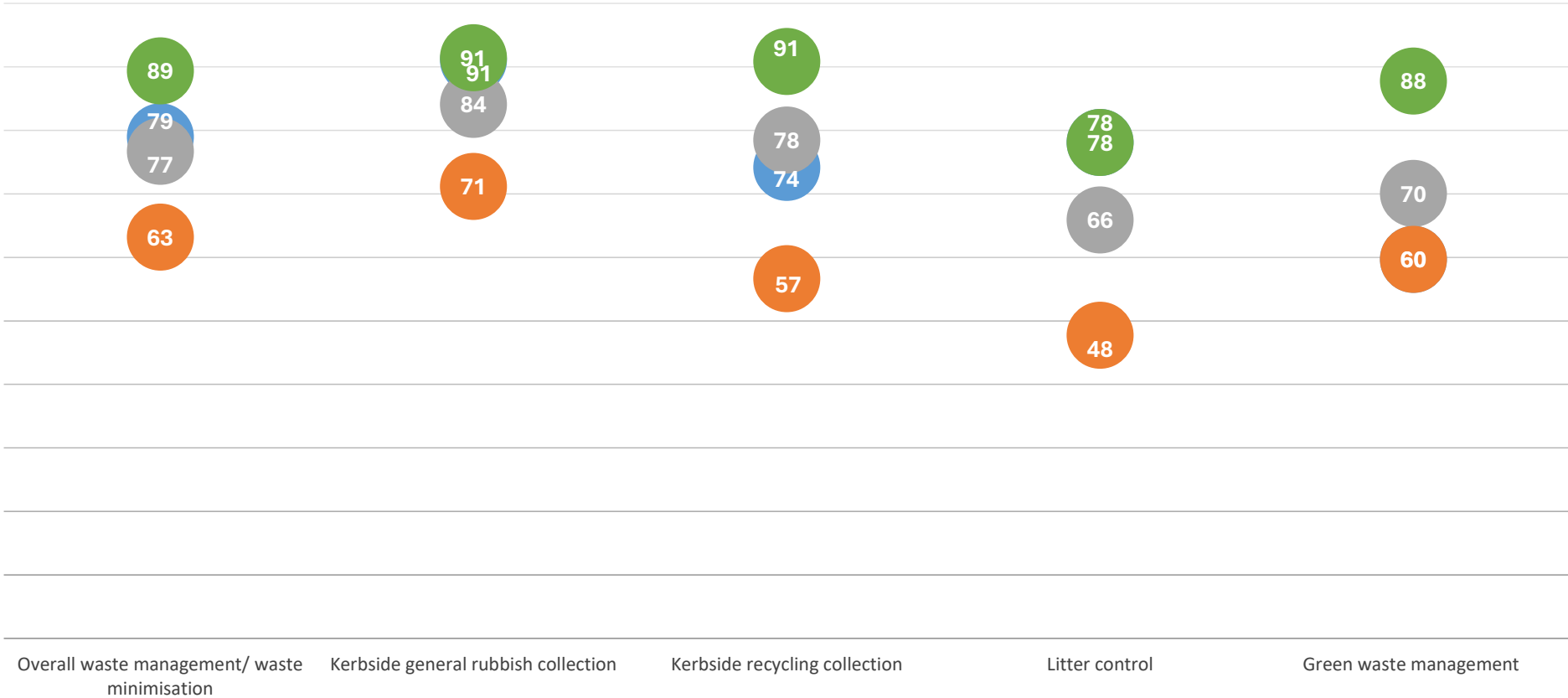
## Water management

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall water management	70	66	+4	83	-13	25	+45	
Reliability of water supply	91	87	+4	94	-3	75	+16	
Taste of water	66	64	+2	81	-15	31	+35	
Clarity of water	81	76	+5	88	-7	48	+33	
Odour	77	71	+6	87	-10	49	+28	
Overall stormwater management	48	60	-12	75	-27	34	+14	
Reliability of sewerage system	95	86	+9	95	-	63	+32	
Treating and disposing of sewage	90	79	+11	90	-	45	+45	
Keeping roads and footpaths from flooding	55	59	-4	68	-13	39	+16	

# Waste management

## 2023/2024 Council Benchmarking

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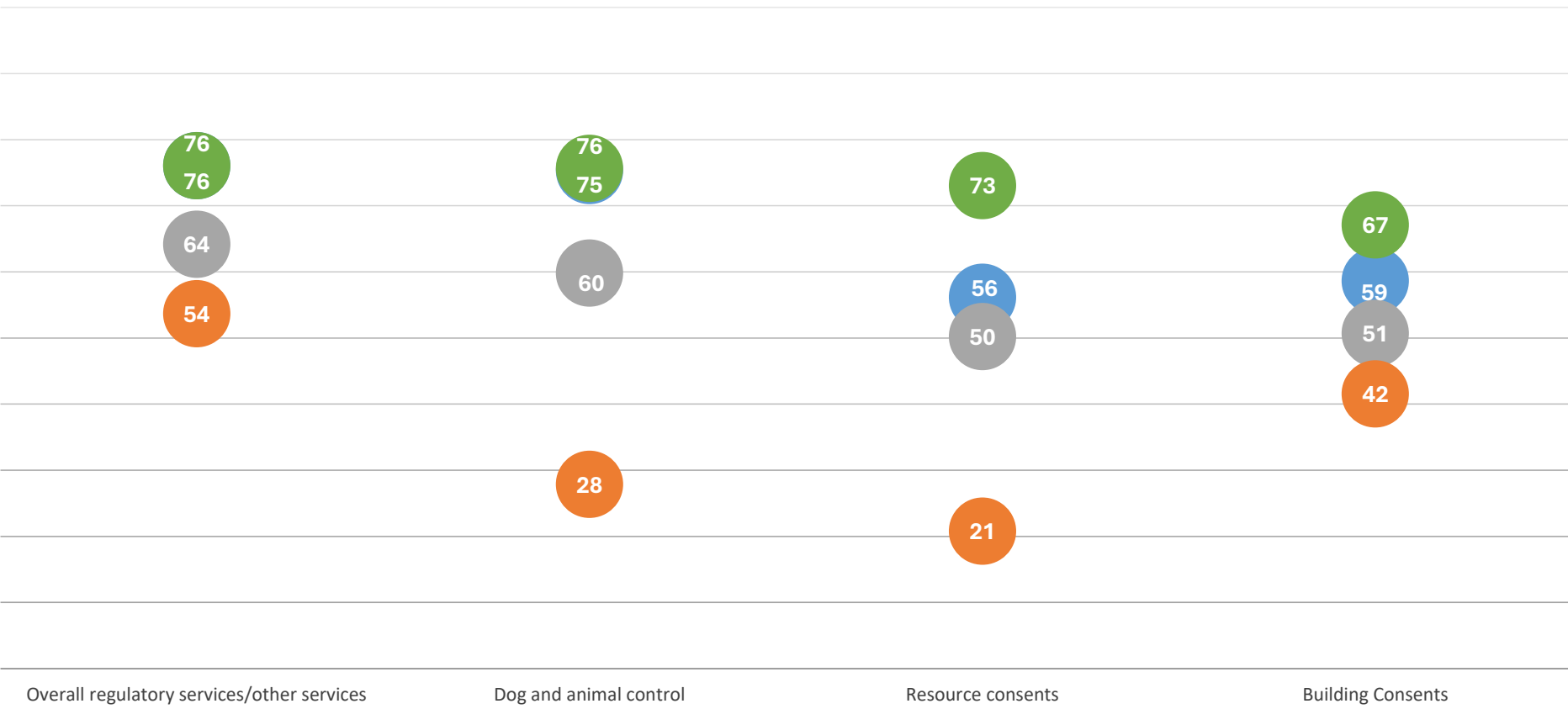
## Waste management

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall waste management/ waste minimisation		79	77	+2	89	-10	63	+16
Kerbside general rubbish collection		91	84	+7	91	-	71	+20
Kerbside recycling collection		74	78	-4	91	-17	57	+17
Litter control		78	66	+12	78	-	48	+30
Green waste management		60	70	-10	88	-28	60	-

# Regulatory services

## 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min



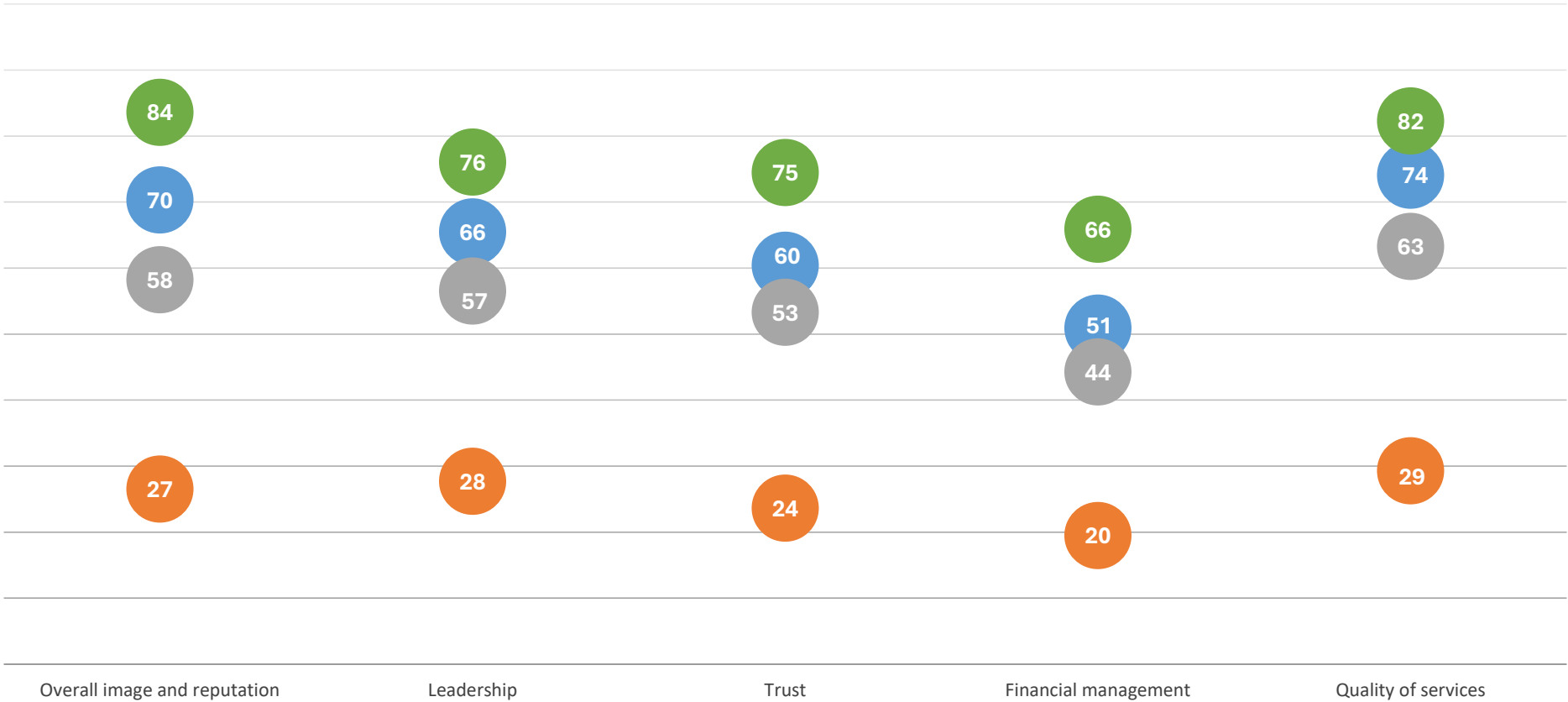
## Regulatory services

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall regulatory services/other services		76	64	+12	76	-	54	+22
Dog and animal control		75	60	+15	76	-	28	+47
Resource consents		56	50	+6	73	-17	21	+35
Building Consents		59	51	+8	67	-8	42	+17

# Reputation

## 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min

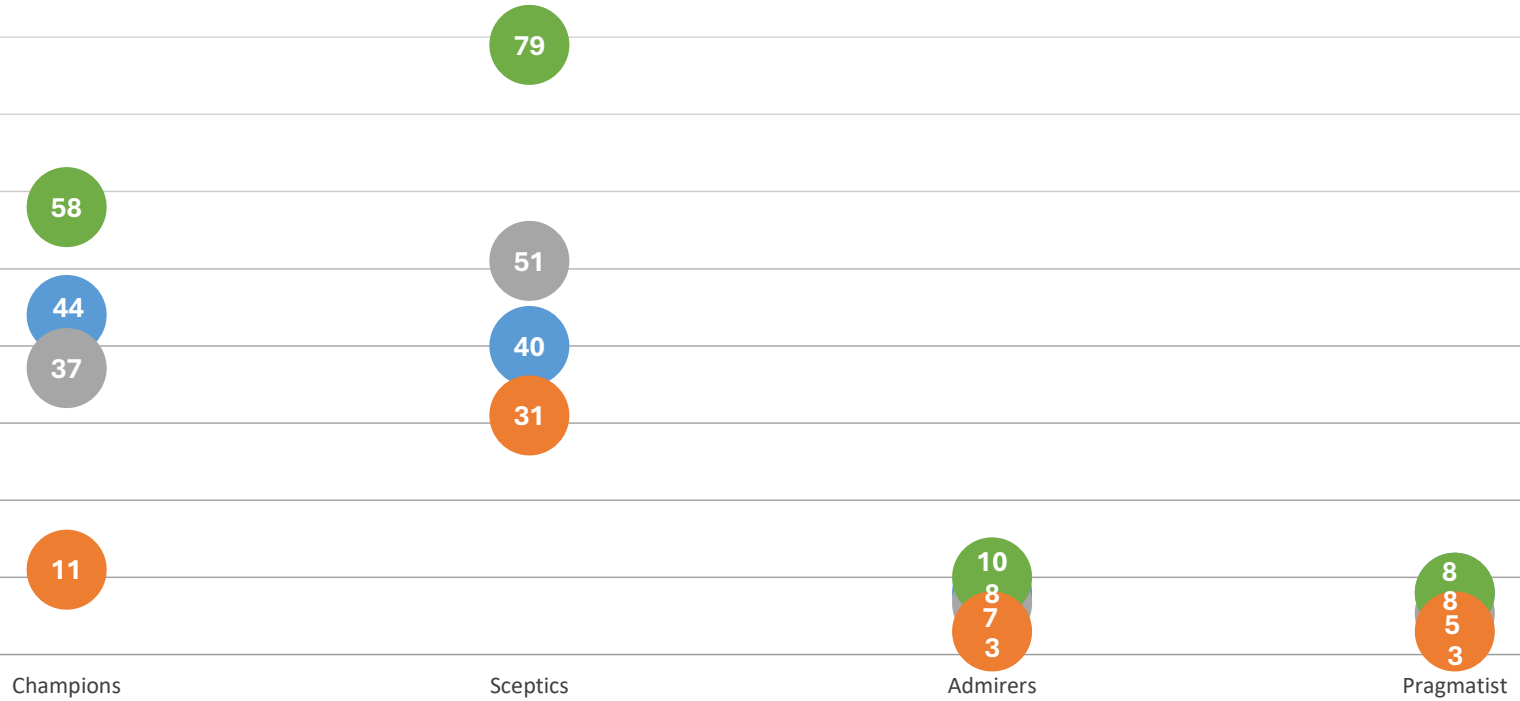




# Reputation profile

## 2023/2024 Council Benchmarking

● Manawātū DC ● All Councils' Average 2023/24 ● Max ● Min



# Reputation

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall image and reputation	70	58	+12	84	-14	27	+43	
Leadership	66	57	+9	76	-10	28	+38	
Trust	60	53	+7	75	-15	24	+36	
Financial management	51	44	+7	66	-15	20	+31	
Quality of services	74	63	+11	82	-8	29	+45	

# Facilities

## 2023/2024 Council Benchmarking

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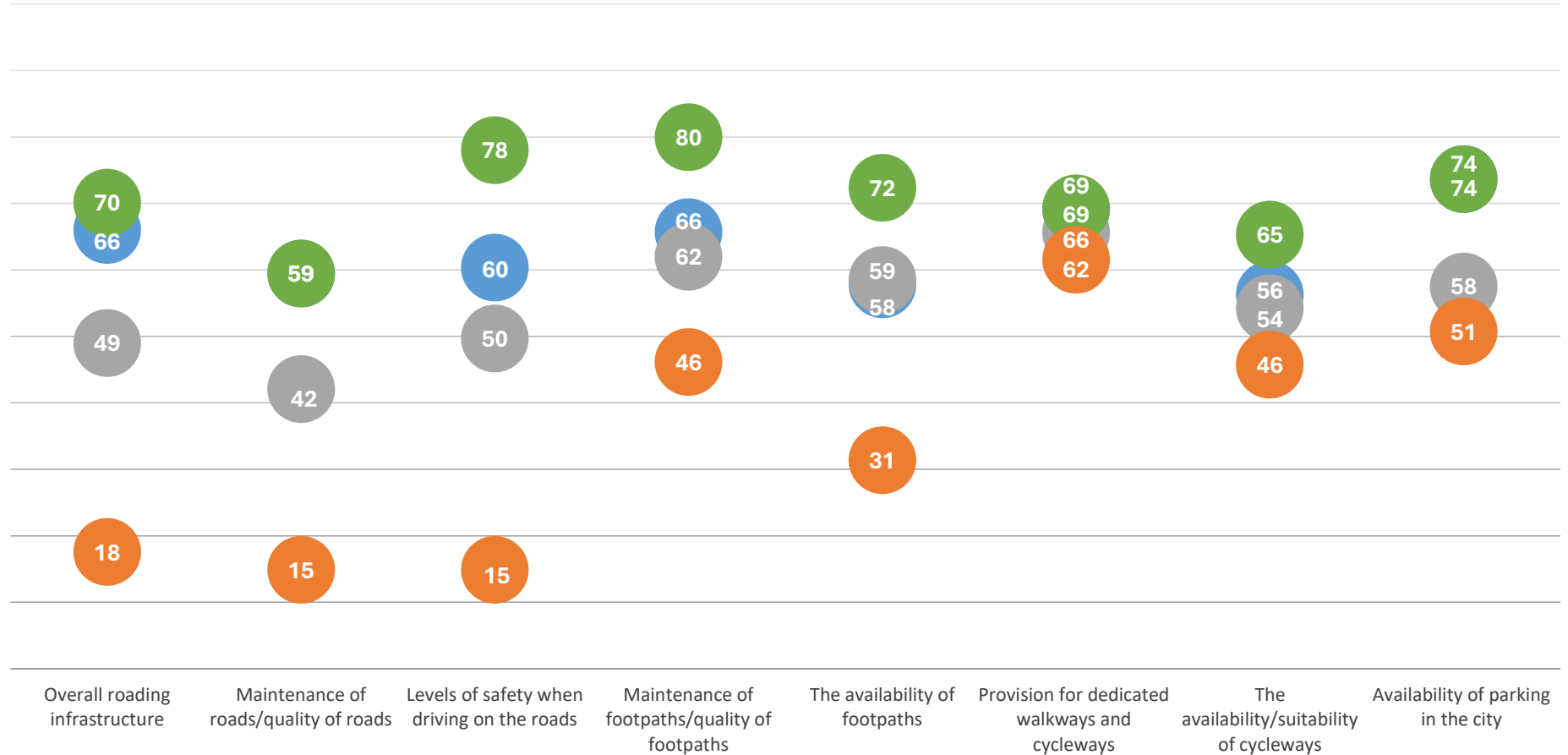
# Facilities

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Parks, reserves and green spaces		92	84	+8	95	-3	52	+40
Libraries		77	87	-10	99	-22	77	-
Playgrounds		90	83	+7	91	-1	74	+16
Sportsfields		90	84	+6	90	-	73	+17
Public swimming pools/aquatic centres		81	77	+4	85	-4	54	+27
Cemeteries		94	83	+11	94	-	66	+28
Public toilet		76	68	+8	83	-7	43	+33

# Roading infrastructure

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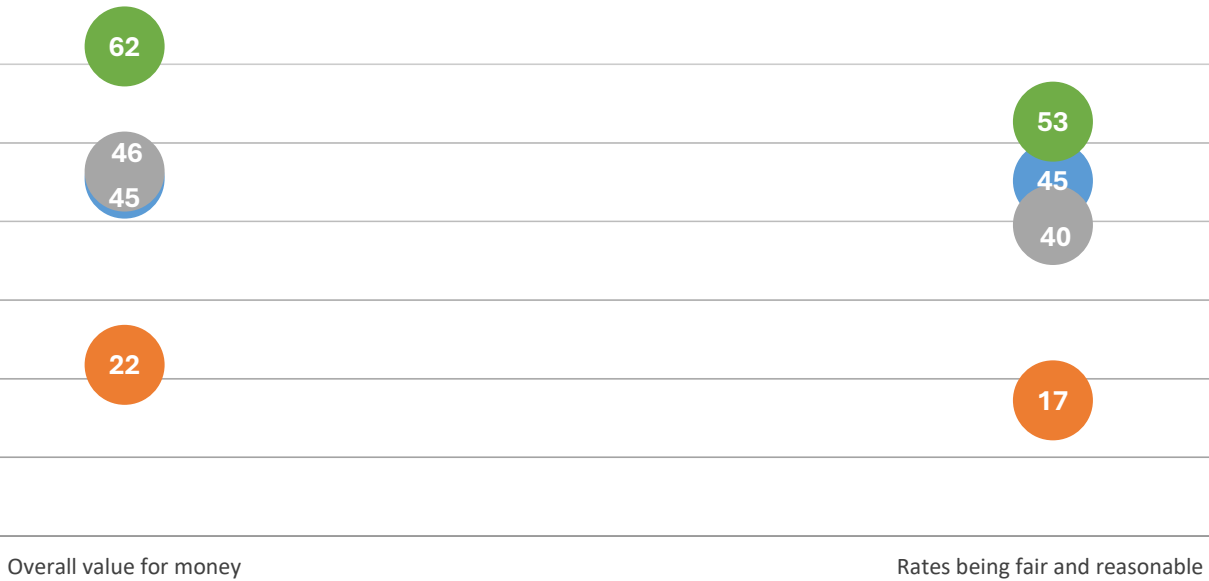
## Roading infrastructure

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Overall roading infrastructure	66	49	+17	70	-4	18	+48	
Maintenance of roads/quality of roads	59	42	+17	59	-	15	+44	
Levels of safety when driving on the roads	60	50	+11	78	-18	15	+45	
Maintenance of footpaths/quality of footpaths	66	62	+4	80	-14	46	+20	
The availability of footpaths	58	59	-1	72	-14	31	+27	
Provision for dedicated walkways and cycleways	69	66	+3	69	-	62	+7	
The availability/suitability of cycleways	56	54	+2	65	-9	46	+10	
Availability of parking in the city	74	58	+16	74	-	51	+23	

# Value for money

## 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min



## Value for money

	<b>% 6-10</b>	<b>Your Council %</b>	<b>Average based on 18 Councils %</b>	<b>point diff %</b>	<b>Top performance %</b>	<b>point diff %</b>	<b>Lowest performance %</b>	<b>point diff %</b>
Overall value for money		45	46	-1	62	-17	22	+24
Rates being fair and reasonable		45	40	+5	53	-8	17	+28



# Quality of life

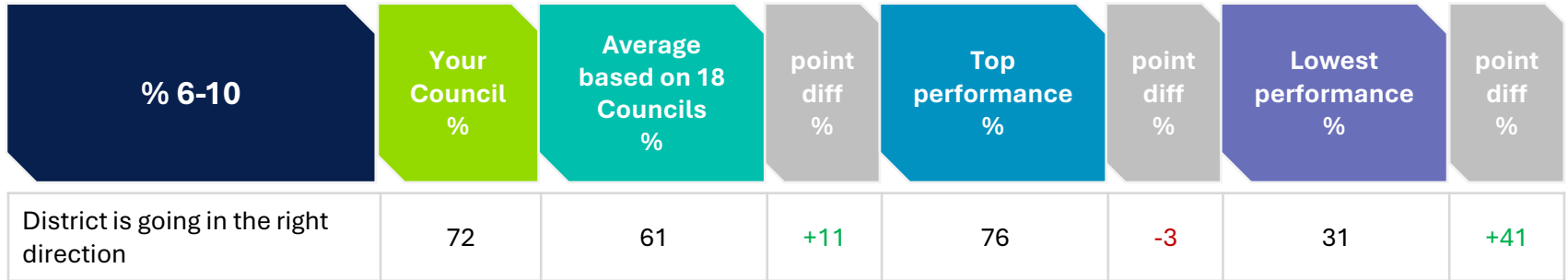
## 2023/2024 Council Benchmarking

● Manawatū DC ● All Councils' Average 2023/24 ● Max ● Min



District is going in the right direction

## Quality of life



## Key contact details

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