



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 (% 6-10)

2022/2023 Council Benchmarking

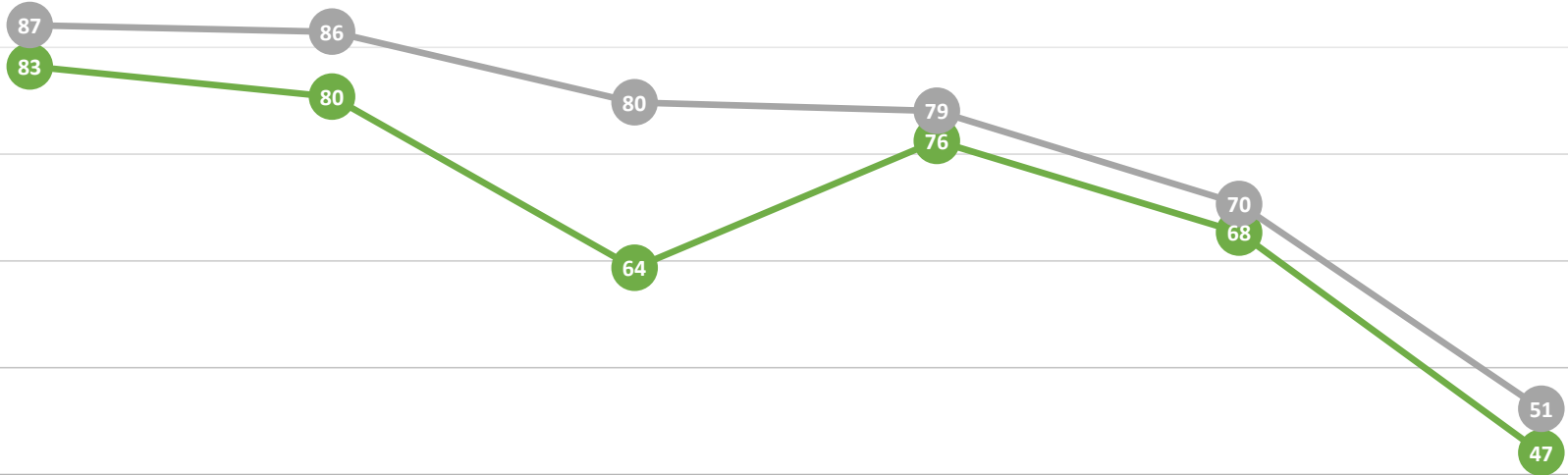
— All Councils' Average 2022/23 — All Councils' Average 2021/22



Year on year change (% 6-10)

2022/2023 Council Benchmarking

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



Overall outdoor spaces

Overall public facilities

Overall water management

Overall waste disposal services

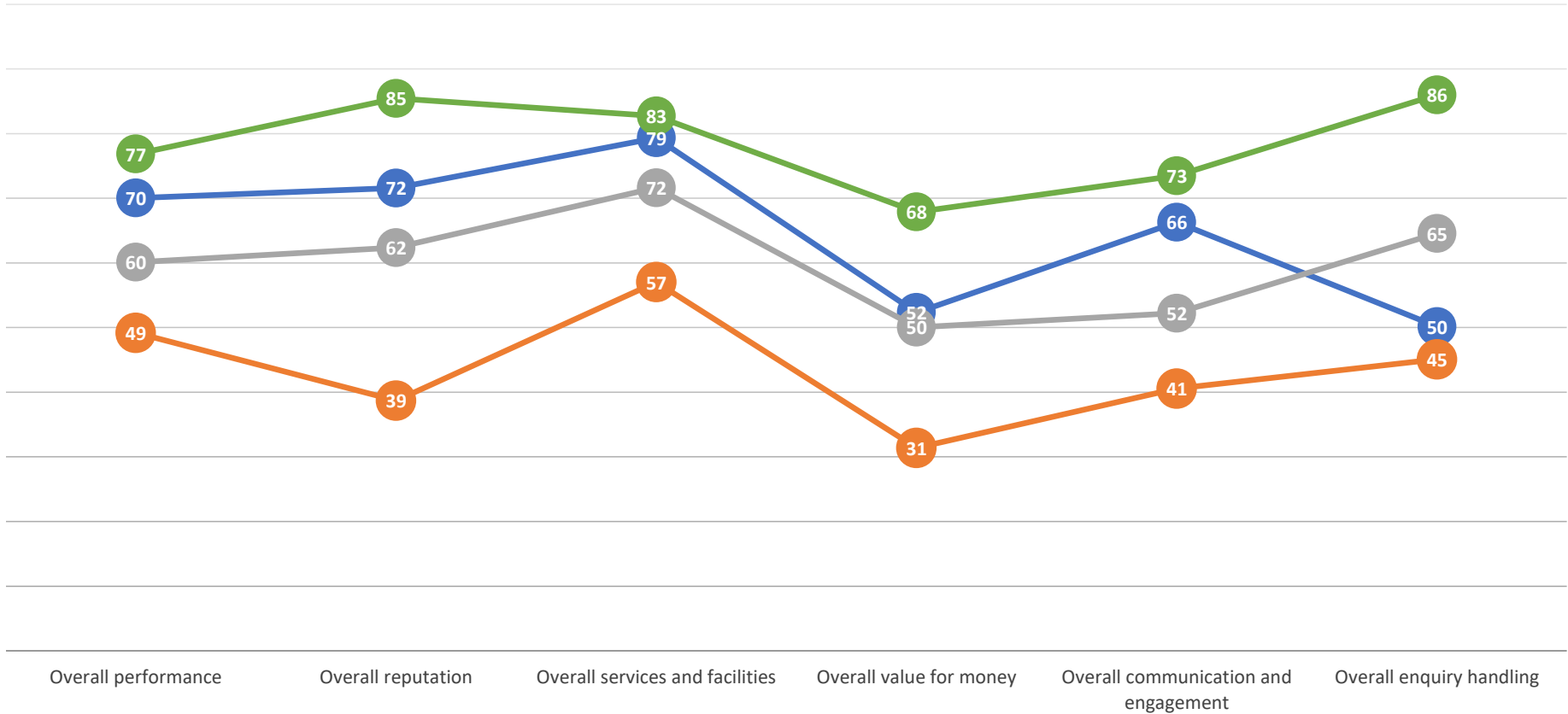
Overall regulatory services

Overall roading Infrastructure

Overall measures

2022/2023 Council Benchmarking

—●— Manawatū —●— All Councils' Average 2022/23 —●— Max —●— Min



Overall measures (All Councils)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|--------------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall performance | | 70 | 60 | +10 | 77 | -7 | 49 | +21 |
| Overall reputation | | 72 | 62 | +10 | 85 | -13 | 39 | +33 |
| Overall services and facilities | | 79 | 72 | +7 | 83 | -4 | 57 | +22 |
| Overall value for money | | 52 | 50 | +2 | 68 | -16 | 31 | +21 |
| Overall communication and engagement | | 66 | 52 | +14 | 73 | -7 | 41 | +25 |
| Overall enquiry handling | | 50 | 65 | -14 | 86 | -36 | 45 | +5 |

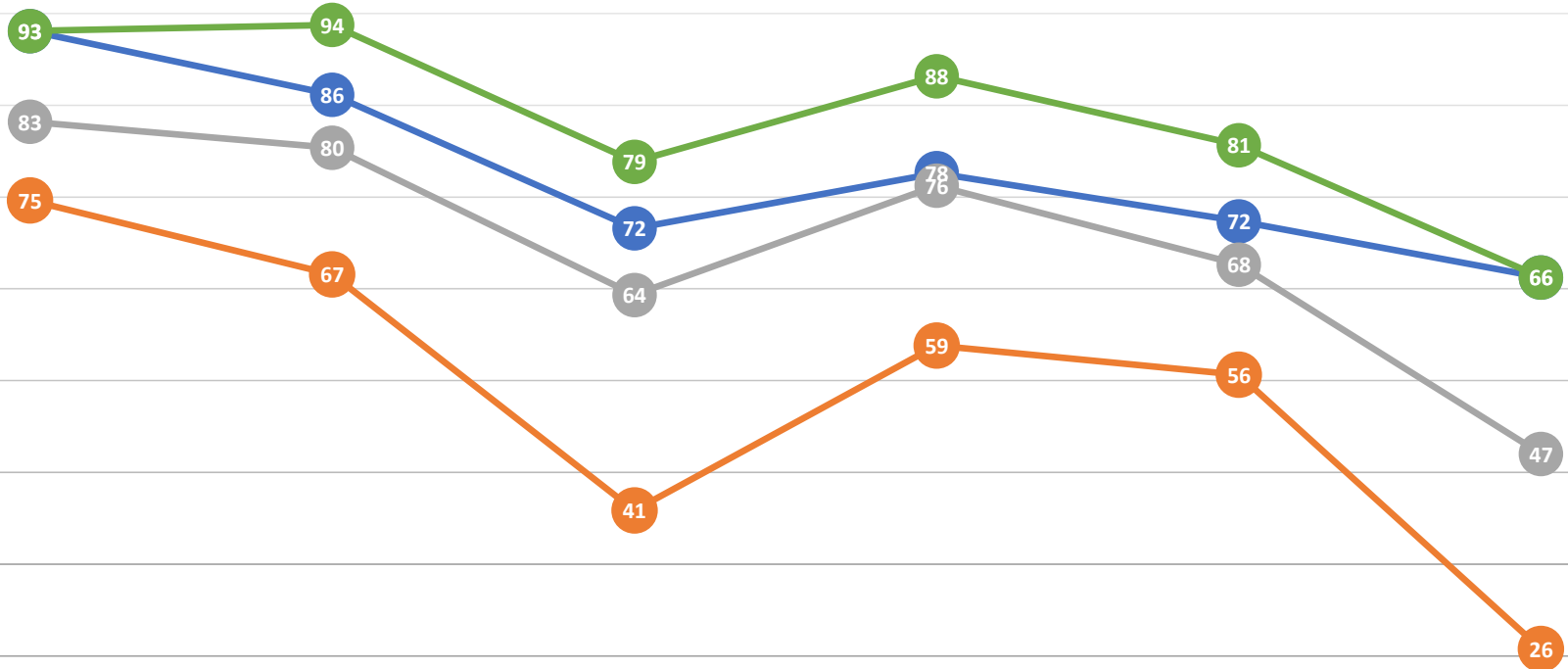
Overall measures (District Councils only)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|--------------------------------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall performance | 70 | 61 | +9 | 77 | -7 | 50 | +20 |
| Overall reputation | 72 | 65 | +7 | 85 | -13 | 50 | +22 |
| Overall services and facilities | 79 | 70 | +9 | 83 | -4 | 57 | +22 |
| Overall value for money | 52 | 51 | +1 | 68 | -16 | 31 | +21 |
| Overall communication and engagement | 66 | 53 | +13 | 73 | -7 | 42 | +24 |
| Overall enquiry handling | 50 | 66 | -16 | 86 | -36 | 50 | - |

Services and facilities

2022/2023 Council Benchmarking

Manawatū All Councils' Average 2022/23 Max Min



Overall outdoor spaces Overall public facilities Overall water management Overall waste disposal services Overall regulatory services Overall roading Infrastructure

Services and facilities (All Councils)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall outdoor spaces | | 93 | 83 | +10 | 93 | - | 75 | +18 |
| Overall public facilities | | 86 | 80 | +6 | 94 | -8 | 67 | +19 |
| Overall water management | | 72 | 64 | +8 | 79 | -7 | 41 | +31 |
| Overall waste disposal services | | 78 | 76 | +2 | 88 | -10 | 59 | +19 |
| Overall regulatory services | | 72 | 68 | +4 | 81 | -9 | 56 | +16 |
| Overall roading Infrastructure | | 66 | 47 | +19 | 66 | - | 26 | +40 |

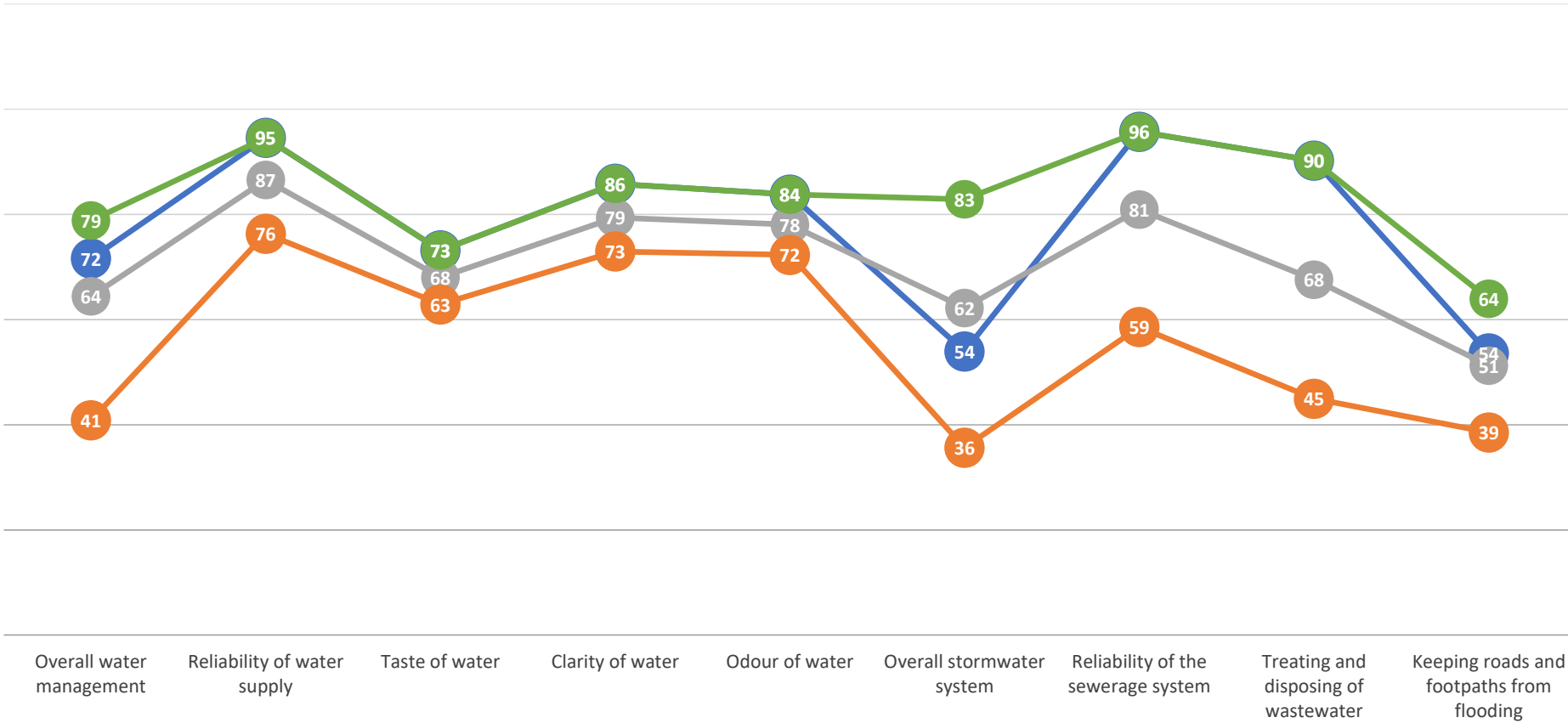
Services and facilities (District Councils only)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall outdoor spaces | | 93 | 83 | +10 | 93 | - | 75 | +18 |
| Overall public facilities | | 86 | 80 | +6 | 94 | -8 | 67 | +19 |
| Overall water management | | 72 | 64 | +8 | 79 | -7 | 41 | +31 |
| Overall waste disposal services | | 78 | 76 | +2 | 88 | -10 | 59 | +19 |
| Overall regulatory services | | 72 | 68 | +4 | 81 | -9 | 56 | +16 |
| Overall roading Infrastructure | | 66 | 47 | +19 | 66 | - | 26 | +40 |

Water management

2022/2023 Council Benchmarking

—●— Manawatū —●— All Councils' Average 2022/23 —●— Max —●— Min



Water management (All Councils)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall water management | 72 | 64 | +8 | 79 | -7 | 41 | +31 |
| Reliability of water supply | 95 | 87 | +8 | 95 | - | 76 | +19 |
| Taste of water | 73 | 68 | +5 | 73 | - | 63 | +10 |
| Clarity of water | 86 | 79 | +7 | 86 | - | 73 | +13 |
| Odour of water | 84 | 78 | +6 | 84 | - | 72 | +12 |
| Overall stormwater system | 54 | 62 | -8 | 83 | -29 | 36 | +18 |
| Reliability of the sewerage system | 96 | 81 | +15 | 96 | - | 59 | +37 |
| Treating and disposing of wastewater | 90 | 68 | +22 | 90 | - | 45 | +45 |
| Keeping roads and footpaths from flooding | 54 | 51 | +3 | 64 | -10 | 39 | +15 |

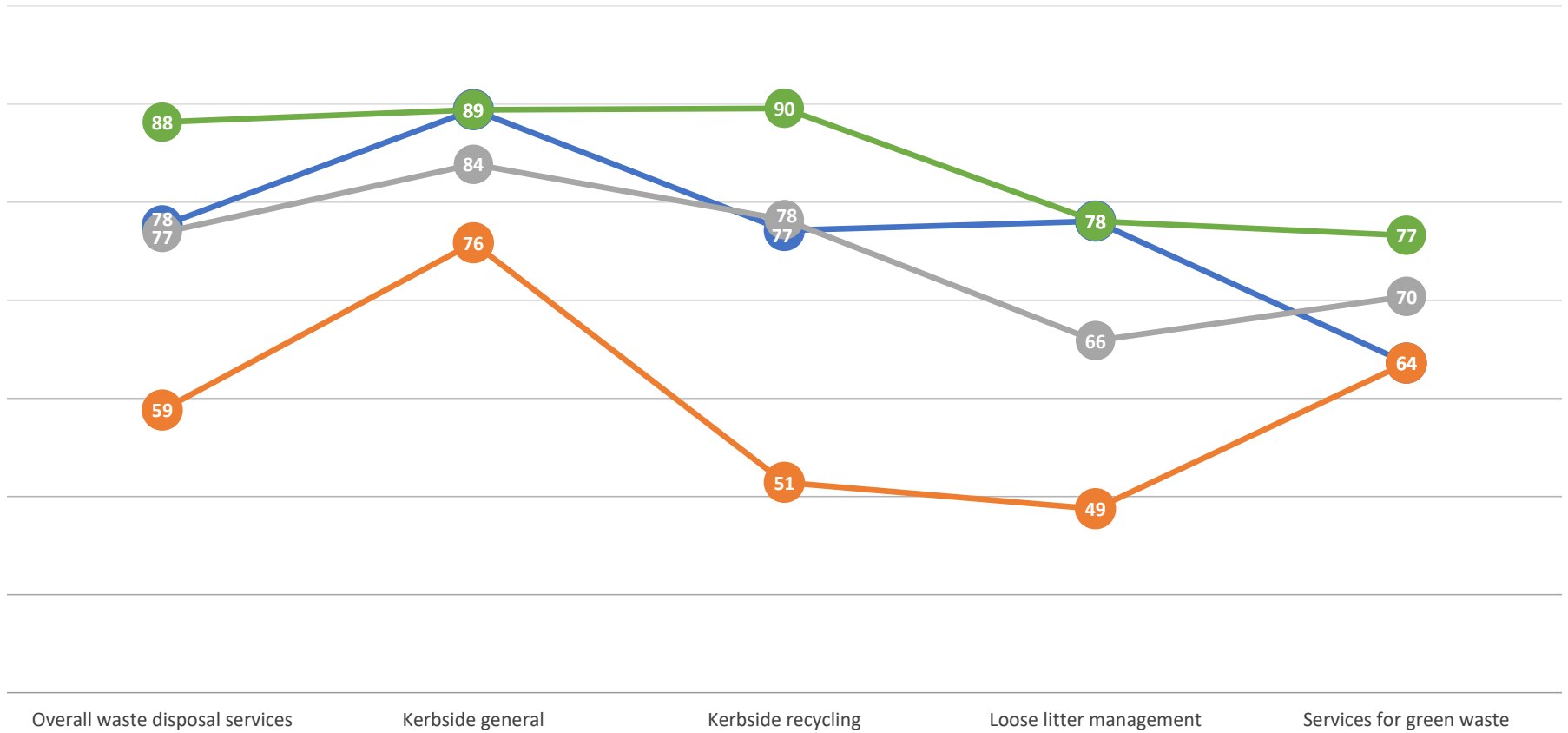
Water management (District Councils only)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall water management | 72 | 64 | +8 | 79 | -7 | 41 | +31 |
| Reliability of water supply | 95 | 87 | +8 | 95 | - | 76 | +19 |
| Taste of water | 73 | 68 | +5 | 73 | - | 63 | +10 |
| Clarity of water | 86 | 79 | +7 | 86 | - | 73 | +13 |
| Odour of water | 84 | 78 | +6 | 84 | - | 72 | +12 |
| Overall stormwater system | 54 | 62 | -8 | 83 | -29 | 36 | +18 |
| Reliability of the sewerage system | 96 | 81 | +15 | 96 | - | 59 | +37 |
| Treating and disposing of wastewater | 90 | 68 | +22 | 90 | - | 45 | +45 |
| Keeping roads and footpaths from flooding | 54 | 51 | +3 | 64 | -10 | 39 | +15 |

Waste disposal services

2022/2023 Council Benchmarking

—●— Manawātū —●— All Councils' Average 2022/23 —●— Max —●— Min



Waste disposal services (All Councils)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall waste disposal services | | 78 | 77 | +1 | 88 | -10 | 59 | +19 |
| Kerbside general | | 89 | 84 | +5 | 89 | - | 76 | +13 |
| Kerbside recycling | | 77 | 78 | -1 | 90 | -13 | 51 | +26 |
| Loose litter management | | 78 | 66 | +12 | 78 | - | 49 | +29 |
| Services for green waste | | 64 | 70 | -6 | 77 | -13 | 64 | - |

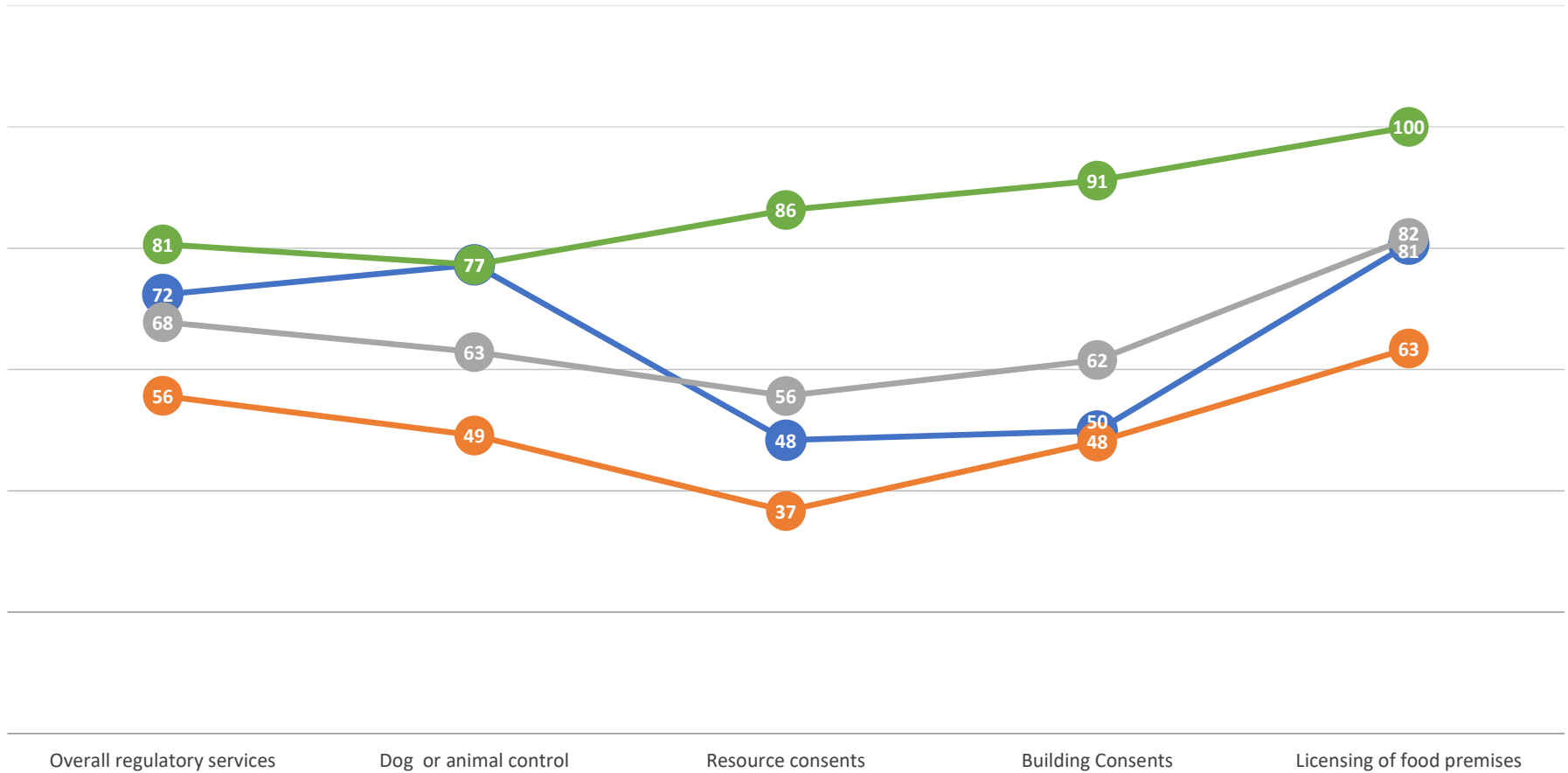
Waste disposal services (District Councils only)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall waste disposal services | | 78 | 76 | +2 | 88 | -10 | 59 | +19 |
| Kerbside general | | 89 | 84 | +5 | 89 | - | 76 | +13 |
| Kerbside recycling | | 77 | 76 | +1 | 89 | -12 | 51 | +26 |
| Loose litter management | | 78 | 65 | +13 | 78 | - | 49 | +29 |
| Services for green waste | | 64 | 68 | -6 | 74 | -10 | 64 | - |

Regulatory services

2022/2023 Council Benchmarking

Manawatū All Councils' Average 2022/23 Max Min



Regulatory services (All Councils)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|-----------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall regulatory services | | 72 | 68 | +4 | 81 | -9 | 56 | +16 |
| Dog or animal control | | 77 | 63 | +14 | 77 | - | 49 | +28 |
| Resource consents | | 48 | 56 | -8 | 86 | -38 | 37 | +11 |
| Building Consents | | 50 | 62 | -12 | 91 | -41 | 48 | +2 |
| Licensing of food premises | | 81 | 82 | -1 | 100 | -19 | 63 | +18 |

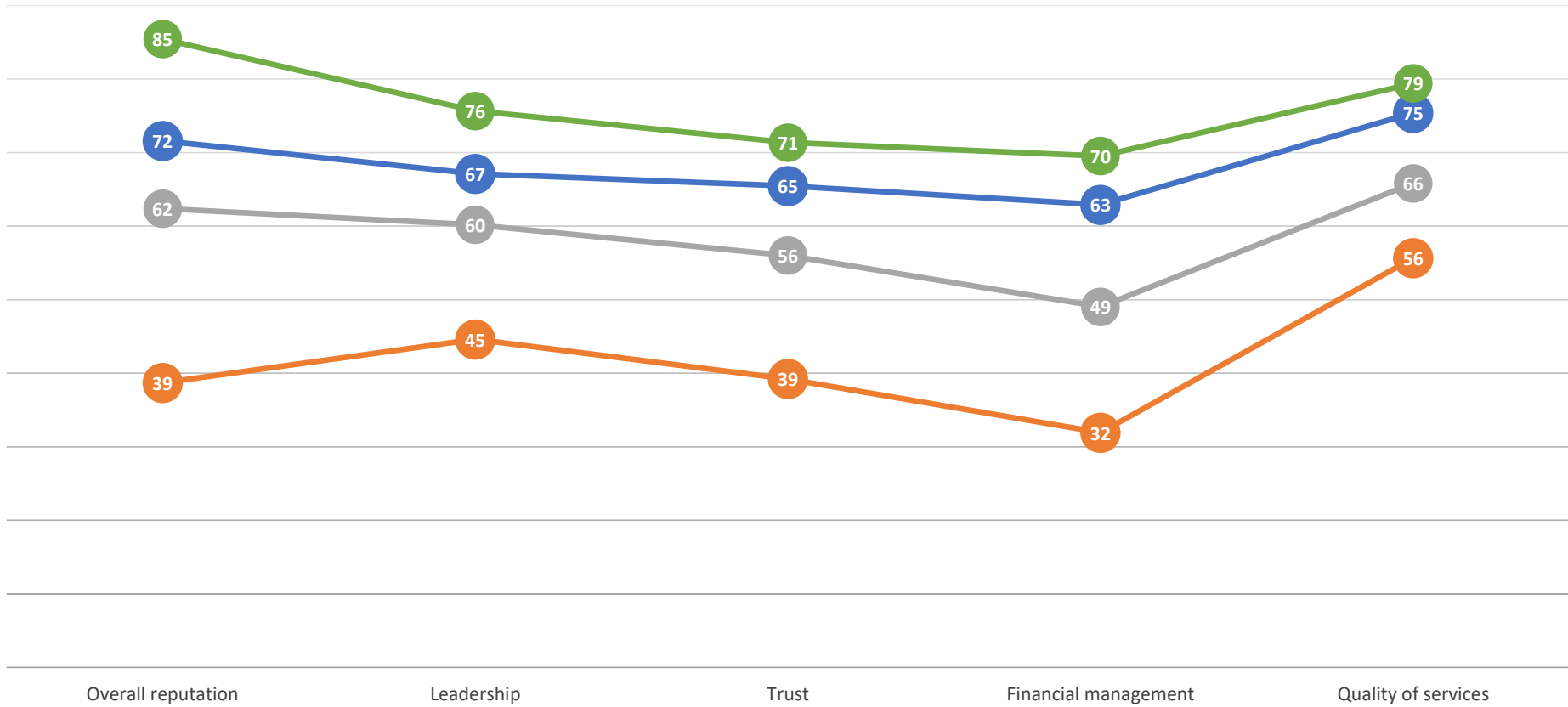
Regulatory services (District Councils only)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|-----------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall regulatory services | | 72 | 68 | +4 | 81 | -9 | 56 | +16 |
| Dog or animal control | | 77 | 64 | +13 | 77 | - | 49 | +28 |
| Resource consents | | 48 | 56 | -8 | 86 | -38 | 37 | +11 |
| Building Consents | | 50 | 62 | -12 | 91 | -41 | 48 | +2 |
| Licensing of food premises | | 81 | 80 | +1 | 100 | -19 | 63 | +18 |

Reputation

2022/2023 Council Benchmarking

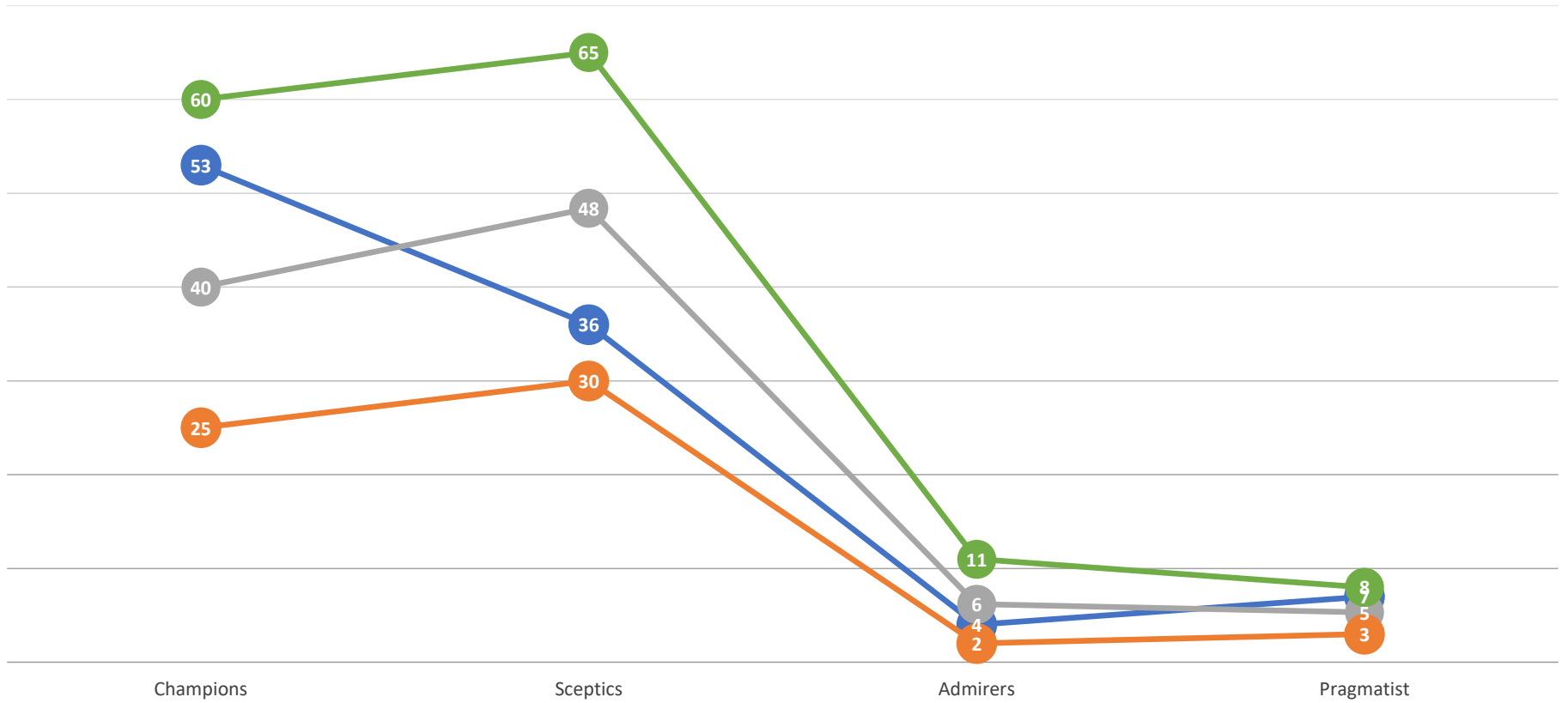
● Manawātū ● All Councils' Average 2022/23 ● Max ● Min



Reputation profile

2022/2023 Council Benchmarking

● Manawātū ● All Councils' Average 2022/23 ● Max ● Min



Reputation (All Councils)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|----------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall reputation | | 72 | 62 | +10 | 85 | -13 | 39 | +33 |
| Leadership | | 67 | 60 | +7 | 76 | -9 | 45 | +22 |
| Trust | | 65 | 56 | +9 | 71 | -6 | 39 | +26 |
| Financial management | | 63 | 49 | +14 | 70 | -7 | 32 | +31 |
| Quality of services | | 75 | 66 | +11 | 79 | -4 | 56 | +19 |

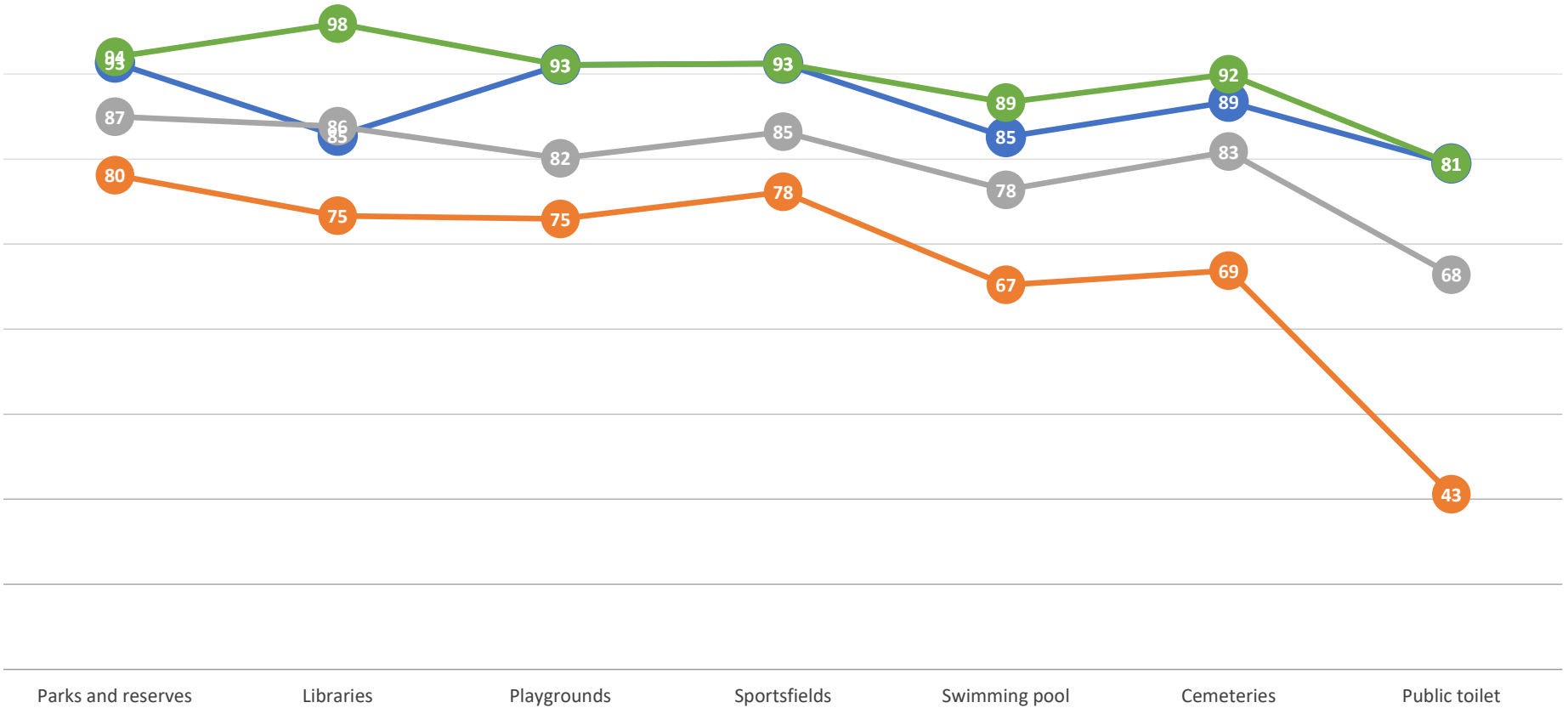
Reputation (District Councils only)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|----------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall reputation | | 72 | 65 | +7 | 85 | -13 | 50 | +22 |
| Leadership | | 67 | 62 | +5 | 76 | -9 | 48 | +19 |
| Trust | | 65 | 58 | +7 | 71 | -6 | 46 | +19 |
| Financial management | | 63 | 52 | +11 | 70 | -7 | 41 | +22 |
| Quality of services | | 75 | 67 | +8 | 79 | -4 | 56 | +19 |

Facilities

2022/2023 Council Benchmarking

—●— Manawatū —●— All Councils' Average 2022/23 —●— Max —●— Min



Facilities (All Councils)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|--------------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Parks and reserves | 93 | 87 | +6 | 94 | -1 | 80 | +13 |
| Libraries | 85 | 86 | -1 | 98 | -13 | 75 | +10 |
| Playgrounds | 93 | 82 | +11 | 93 | - | 75 | +18 |
| Sportsfields | 93 | 85 | +8 | 93 | - | 78 | +15 |
| Swimming pool | 85 | 78 | +7 | 89 | -4 | 67 | +18 |
| Cemeteries | 89 | 83 | +6 | 92 | -3 | 69 | +20 |
| Public toilet | 81 | 68 | +13 | 81 | - | 43 | +38 |

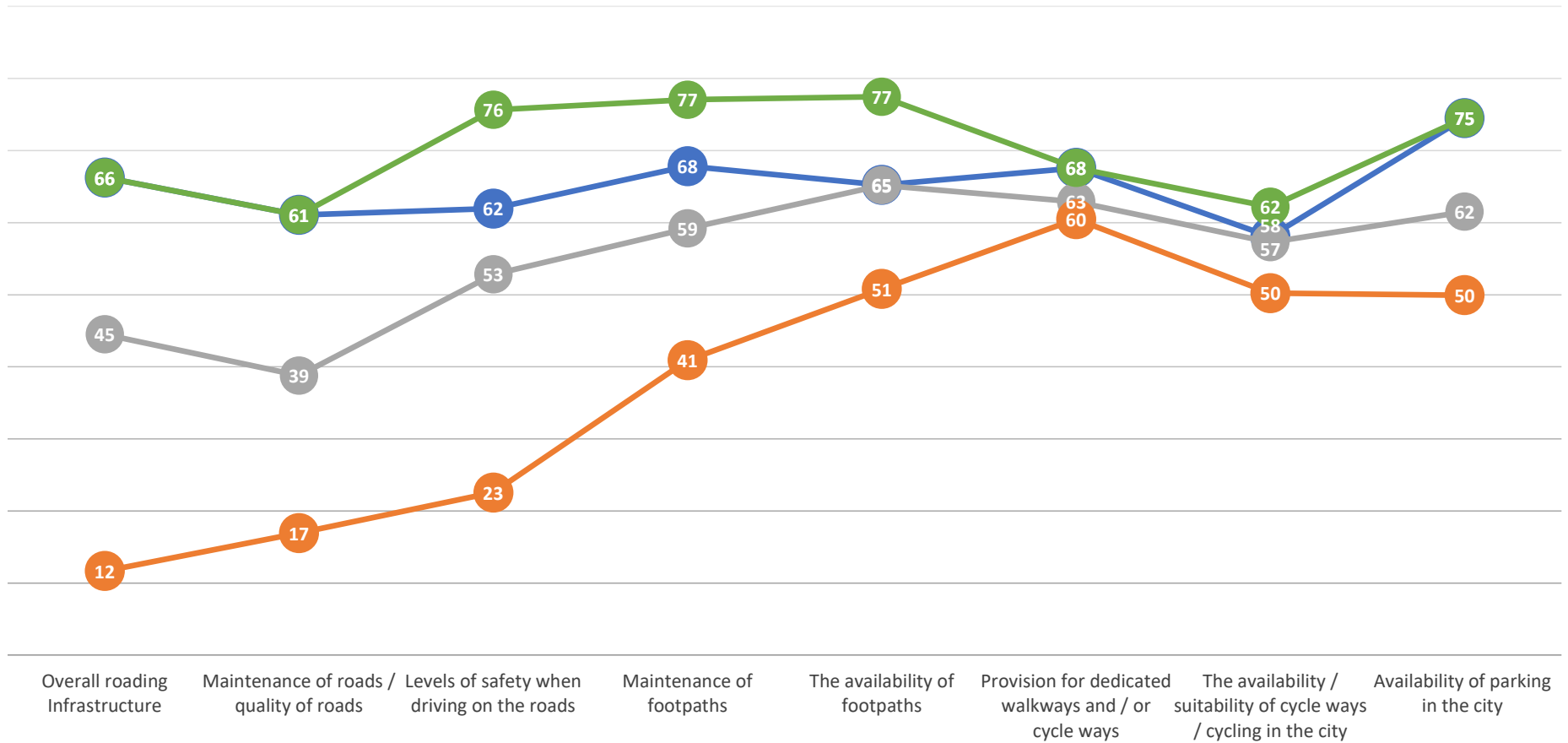
Facilities (District Councils only)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|--------------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Parks and reserves | 93 | 88 | +5 | 94 | -1 | 80 | +13 |
| Libraries | 85 | 86 | -1 | 98 | -13 | 76 | +9 |
| Playgrounds | 93 | 85 | +8 | 93 | - | 76 | +17 |
| Sportsfields | 93 | 85 | +8 | 93 | - | 78 | +15 |
| Swimming pool | 85 | 78 | +7 | 89 | -4 | 67 | +18 |
| Cemeteries | 89 | 84 | +5 | 92 | -3 | 73 | +16 |
| Public toilet | 81 | 70 | +11 | 81 | - | 43 | +38 |

Roading infrastructure

2022/2023 Council Benchmarking

—●— Manawatū —●— All Councils' Average 2022/23 —●— Max —●— Min



Roading infrastructure (All Councils)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|--|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall roading Infrastructure | 66 | 45 | +21 | 66 | - | 12 | +54 |
| Maintenance of roads / quality of roads | 61 | 39 | +22 | 61 | - | 17 | +44 |
| Levels of safety when driving on the roads | 62 | 53 | +9 | 76 | -14 | 23 | +39 |
| Maintenance of footpaths | 68 | 59 | +9 | 77 | -9 | 41 | +27 |
| The availability of footpaths | 65 | 65 | - | 77 | -12 | 51 | +14 |
| Provision for dedicated walkways and / or cycle ways | 68 | 63 | +5 | 68 | - | 60 | +8 |
| The availability / suitability of cycle ways / cycling in the city | 58 | 57 | +1 | 62 | -4 | 50 | +8 |
| Availability of parking in the city | 75 | 62 | +13 | 75 | - | 50 | +25 |

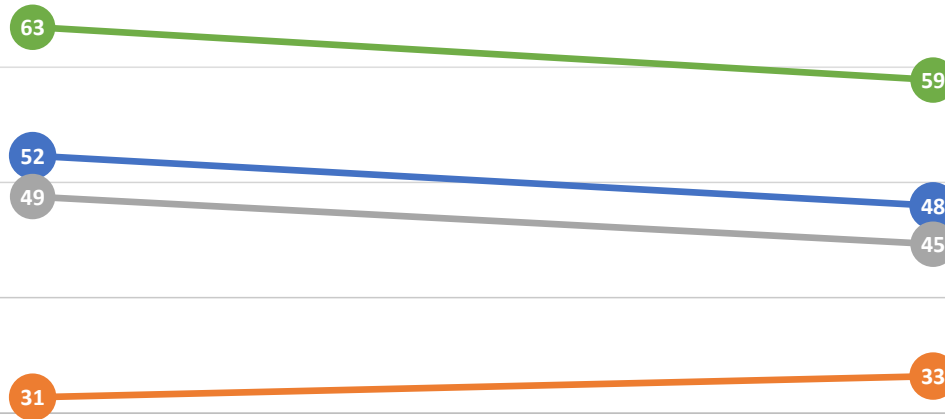
Roading infrastructure (District Councils only)

| % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|--|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall roading Infrastructure | 66 | 47 | +19 | 66 | - | 26 | +40 |
| Maintenance of roads / quality of roads | 61 | 39 | +22 | 61 | - | 17 | +44 |
| Levels of safety when driving on the roads | 62 | 46 | +16 | 62 | - | 23 | +39 |
| Maintenance of footpaths | 68 | 58 | +10 | 69 | -1 | 41 | +27 |
| The availability of footpaths | 65 | 65 | - | 77 | -12 | 51 | +14 |
| Provision for dedicated walkways and / or cycle ways | 68 | 63 | +5 | 68 | - | 60 | +8 |
| The availability / suitability of cycle ways / cycling in the city | 58 | 57 | +1 | 62 | -4 | 50 | +8 |
| Availability of parking in the city | 75 | 63 | +12 | 75 | - | 50 | +25 |

Value for money

2022/2023 Council Benchmarking

Manawatū All Councils' Average 2022/23 Max Min



Overall value for money

Rates being fair and reasonable

Value for money (All Councils)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall value for money | | 52 | 49 | +3 | 63 | -11 | 31 | +21 |
| Rates being fair and reasonable | | 48 | 45 | +3 | 59 | -11 | 33 | +15 |

Value for money (District Councils only)

| | % 6-10 | Your Council 2022/23 % | Average based on All Councils % | point diff % | Top performance % | point diff % | Lowest performance % | point diff % |
|---------------------------------|---------------|-------------------------------|--|---------------------|--------------------------|---------------------|-----------------------------|---------------------|
| Overall value for money | | 52 | 49 | +3 | 63 | -11 | 31 | +21 |
| Rates being fair and reasonable | | 48 | 44 | +4 | 59 | -11 | 33 | +15 |

Quality of life

2022/2023 Council Benchmarking

● Manawātū ● All Councils' Average 2022/23 ● Max ● Min

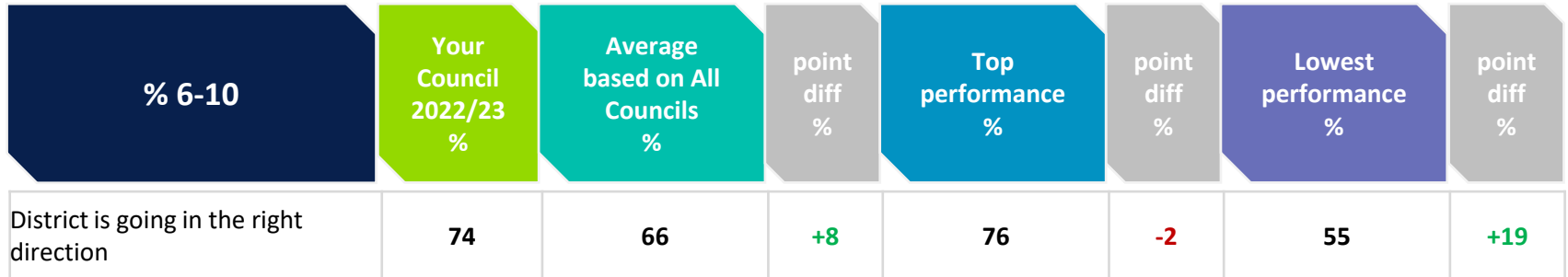
76
74

66

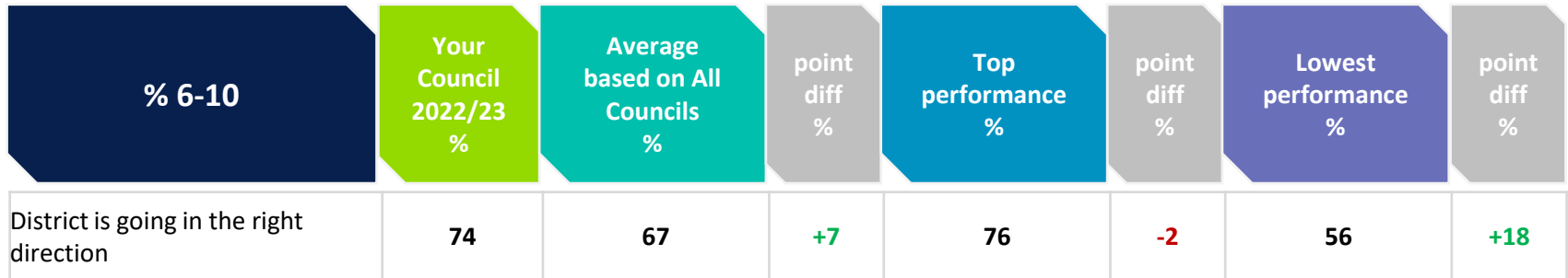
55

District is going in the right direction

Quality of life (All Councils)



Quality of life (District Councils only)



Key contact details

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