



# Waitaki

DISTRICT COUNCIL

TE KAUNIHERA Ā ROHE O WAITAKI

**I hereby give notice that the  
Performance, Audit and Risk Committee Meeting  
will be held on:**

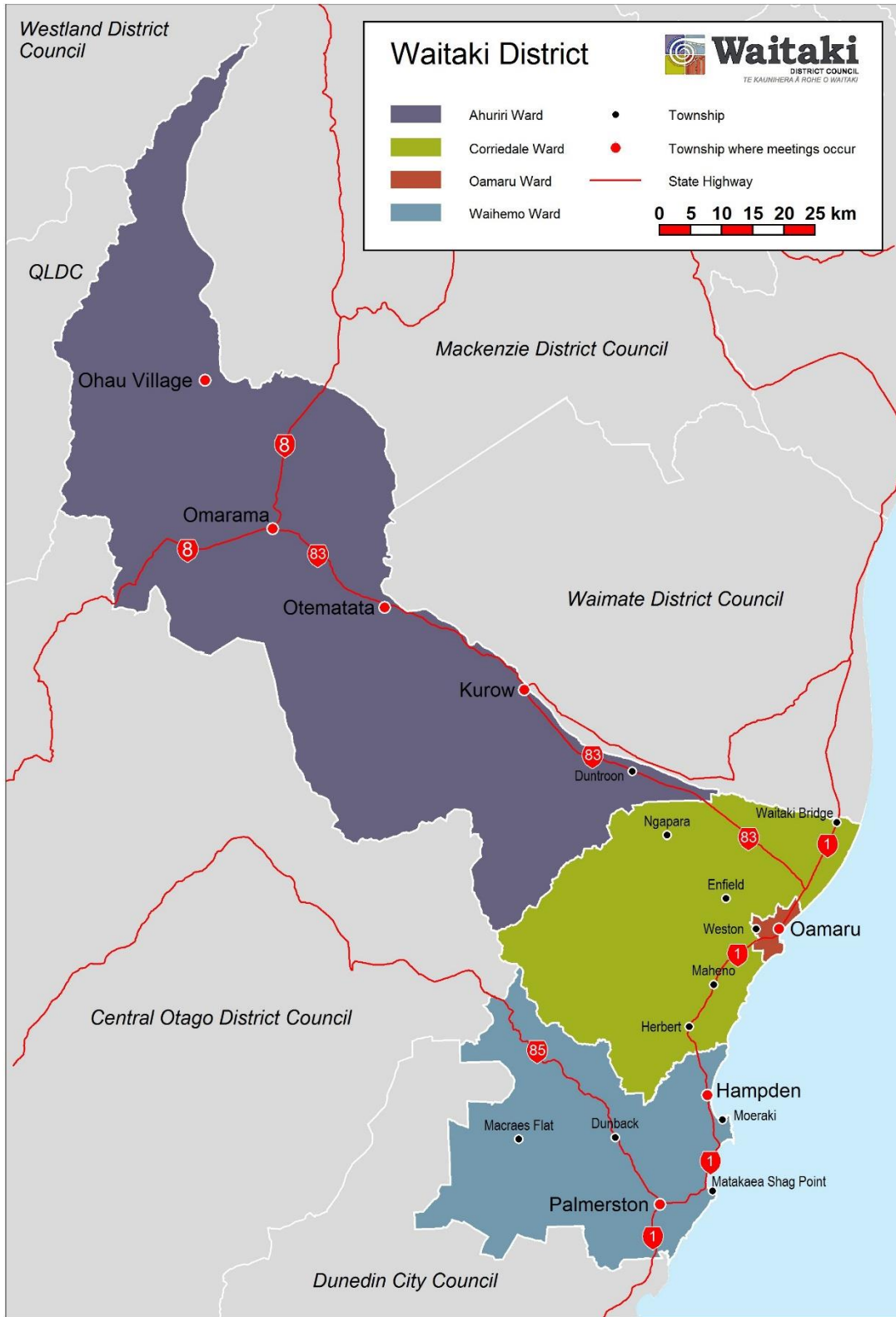
**Date: Tuesday, 22 September 2020**  
**Time: 10.15am**  
**Location: Council Chamber**  
**Third Floor**  
**Office of the Waitaki District Council**  
**20 Thames Street, Oamaru**

## **Agenda**

**Performance, Audit and Risk  
Committee Meeting**

**22 September 2020**

**Fergus Power**  
**Chief Executive**



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## Agenda Items

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- 1 APOLOGIES**
- 2 DECLARATIONS OF INTEREST**

**3 CONFIRMATION OF PREVIOUS MEETING MINUTES**

**3.1 PUBLIC MINUTES OF THE PERFORMANCE, AUDIT AND RISK COMMITTEE MEETING  
HELD ON 25 AUGUST 2020**

**Author:** Ainslee Hooper, Governance and Policy Advisor

**Authoriser:** Lisa Baillie, People and Culture Group Manager

**Attachments:** 1. **Public minutes of the Performance, Audit and Risk Committee Meeting held on 25 August 2020**

**RECOMMENDATION**

That the Performance, Audit and Risk Committee confirms the Public minutes of the Performance, Audit and Risk Committee Meeting held on 25 August 2020, as circulated, as a true and correct record of that meeting.

**UNCONFIRMED MINUTES**

**OF THE PERFORMANCE, AUDIT AND RISK COMMITTEE MEETING  
HELD IN THE COUNCIL CHAMBER, THIRD FLOOR,  
OFFICE OF THE WAITAKI DISTRICT COUNCIL, 20 THAMES STREET, OAMARU  
ON TUESDAY, 25 AUGUST 2020 AT 2.30PM**

**PRESENT:** Cr Colin Wollstein (Chair initially), Cr Jeremy Holding (Associate Chair, who chaired the meeting from Agenda Item 4), Cr Ross McRobie (Associate Chair), Cr Guy Percival, Cr Hana Halalele, Cr Bill Kingan, and Mayor Gary Kircher

**APOLOGIES:** Cr Jim Hopkins

**IN ATTENDANCE:** Deputy Mayor Melanie Tavendale  
Cr Kelli Milmine  
Cr Peter Newton  
Fergus Power (Chief Executive)  
Paul Hope (Finance and Corporate Development Group Manager)  
Bill Chou (Information Services Group Manager)  
Roger Cook (Acting Heritage, Environment and Regulatory Group Manager)  
Ainslee Hooper (Governance and Policy Advisor)

**IN ATTENDANCE FOR SPECIFIC AGENDA ITEMS:**

Richard Maher (Programme Manager – via Zoom video-conference)  
Suzanne Butler (Information Systems Manager)  
Joakimu Mandiwona (Information Technology Manager)

**MEETING OPEN**

The Chair declared the meeting open at 2.30pm and welcomed everyone present in the Council Chamber and also those watching the public session of this meeting via the livestream to Council's Facebook page.

**1 APOLOGIES**

**RESOLVED PAR 2020/020**

Moved: Cr Jeremy Holding  
Seconded: Cr Bill Kingan

That an apology from Cr Jim Hopkins be received and accepted.

**CARRIED**

**2 DECLARATIONS OF INTEREST**

There were no declarations of interest.

### 3 CONFIRMATION OF PREVIOUS MEETING MINUTES

#### 3.1 PUBLIC MINUTES OF THE PERFORMANCE, AUDIT AND RISK COMMITTEE MEETING HELD ON 28 JULY 2020

##### RESOLVED PAR 2020/021

Moved: Cr Jeremy Holding  
Seconded: Cr Ross McRobie

That the Performance, Audit and Risk Committee confirms the Public minutes of the Performance, Audit and Risk Committee Meeting held on 28 July 2020, as circulated, as a true and correct record of that meeting.

**CARRIED**

The Chair advised the meeting that he was proposing to move forward Public Excluded Agenda Item 7.1 (Confirmation of the Public Excluded Minutes of the 28 July 2020 Performance, Audit and Risk Committee Meeting), if there was no one who wished to speak to them. When no one asked to speak to those minutes, the Chair advised that they would now be confirmed as Public Agenda Item 3.2.

##### RESOLVED PAR 2020/022

Moved: Cr Bill Kingan  
Seconded: Cr Jeremy Holding

That the Performance, Audit and Risk Committee confirms the Public Excluded minutes of the Performance, Audit and Risk Committee Meeting held on 28 July 2020, as circulated, as a true and correct record of that meeting.

**CARRIED**

The Chair then advised the meeting that he would be vacating the chair and asking Cr Jeremy Holding, who is the Associate Chair for Information Services, to chair the remainder of this meeting where the content was focused on Information Services group agenda items.

Cr Jeremy Holding then assumed the role of Chair for the remainder of this meeting.

### 4 DECISION REPORTS

#### 4.1 DISTRICT WI-FI

The report, as circulated, sought a recommendation from the Performance, Audit and Risk Committee that Council agrees to proceed with the District Wi-fi project on a reduced scale using internal Information Services team, and to confirm the sites to install District Wi-fi.

Information Services Group Manager Bill Chou introduced the report and then responded to questions from Elected Members. He clarified that:

- only three locations were being suggested at this time in order to minimise costs, but more would be added in future;
- the lack of responses to the Request For Proposal (RFP) was not entirely a surprise given that it had been released during the lockdown and many potential responders were impacted by that, but it was also noted that a few companies had expressed initial interest in the project when first contacted but had then not submitted a proposal.



The concept of 'piggy-backing' on the wi-fi systems of shops and organisations was explained, and it was noted that they may have concerns and question Council's ability to keep their internet secure which is why negotiations may take some time and consequently impact the availability of officers to undertake high priority project work.

When asked if Council could use the library wi-fi systems in Omarama and Palmerston, Mr Chou advised that APMK provided those wi-fi services and Council did not own the devices or the internet service for them.

Using the free wi-fi service for marketing purposes (eg to promote the Alps2Ocean) was discussed, including the saleability option which would be possible. Mayor Gary Kircher advised the meeting that getting into paid marketing and promoting of third-party activities would require specific resourcing to undertake the marketing and sell advertising space which may not necessarily be cost-effective and could occupy more time than it was worth. Promoting the area and opportunities for events would be ideal, however.

In relation to expansion into more sites in the future, Mr Chou advised that the team would like to see uptake data and analyse the impact of the free wi-fi service on the three recommended sites first before moving to phase two of the project and including more sites.

It was clarified that the lifetime of the assets was expected to be 4-5 years.

Cr Colin Wollstein moved the report's recommendations, and Mayor Gary Kircher seconded the motion.

**Discussion on the motion:**

Mayor Kircher suggested that the words "for the time being" be inserted in (a) after "limited", to signal that it was intended that free wi-fi would be implemented at other locations within the district at some time in the future. Cr Colin Wollstein agreed to this amendment.

**Discussion on the amendment:**

One Elected Member did not support the amendment because they believed the risks shown were major given the huge different in cost, and their preference was to have more coverage by having more locations from the outset. Another Councillor advised that they had initially agreed with that view but had been persuaded otherwise by the cost of \$4k - \$5k per site. That point was acknowledged by the Member who was opposed to the motion, but they had not been convinced to change their intention to vote against it.

**RESOLVED PAR 2020/023**

Moved: Cr Colin Wollstein  
Seconded: Mayor Gary Kircher

That the Performance, Audit and Risk Committee recommends:

That Council:

1. Supports the establishment of free public Wi-fi, implemented by the Information Services team, on the basis that:
  - a) The implementation is limited for the time being to Ōmārama, the Ōamaru Harbour zone and Palmerston; and
  - b) Local businesses are engaged in the process.

**CARRIED**

Against: Cr Guy Percival

## 5 MEMORANDUM REPORTS

### 5.1 INFORMATION SERVICES GROUP UPDATE

The memorandum, as circulated, provided the Committee with an update on the activities of the Information Services Group during the reporting period. This is intended to be a high-level update with more specific discussions to be held in future meetings.

Group Manager Bill Chou introduced the report and noted that the team had had a third resignation since the report was written. The driver behind the resignations was higher paid positions being offered elsewhere, and they were permanent roles (as opposed to Council's fixed term ones) which was becoming more of a priority in these COVID-related times. Mr Chou added that a member of the Finance team had been seconded to the Information Services team to assist with keeping to looming project deadlines.

The ensuing discussion noted the challenges that had arisen for progress on projects such as the event and facility booking system due to the business workloads of other, contributing teams. Scope creep, project failure, and BAU failure if project management procedures were not adhered to were raised as risks. Infrastructure and services improvements were highlighted, with the benefit for all of Council being that the Information Services group teams were in a better position to offer agile, secure and enhanced services.

Mayor Gary Kircher complimented Mr Chou on the quality of his report.

#### RESOLVED PAR 2020/024

Moved: Mayor Gary Kircher

Seconded: Cr Bill Kingan

That the Performance, Audit and Risk Committee receives and notes the information.

**CARRIED**

## 6 RESOLUTION TO EXCLUDE THE PUBLIC

#### RESOLVED PAR 2020/025

Moved: Cr Colin Wollstein

Seconded: Cr Ross McRobie

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<b>7.1 - Public Excluded minutes of the Performance, Audit and Risk Committee Meeting held on 28 July 2020</b>	s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons  s7(2)(c)(i) - the withholding of the information is necessary to	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

	<p>protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	
<p><b>7.2 - Information Services Group Activity Report PE</b></p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p> <p>s7(2)(j) - the withholding of the information is necessary to prevent the disclosure or use of official information for improper gain or improper advantage</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>

**CARRIED**

The public session of the meeting and the livestream on Council's Facebook page concluded at 2.55pm.

**7 PUBLIC EXCLUDED SECTION**

The public excluded minutes applies to this section of the meeting.

**8 RESOLUTION TO RETURN TO THE PUBLIC MEETING**

**RESOLVED PAR 2020/027**

Moved: Cr Bill Kingan  
Seconded: Cr Hana Halalele

That the Performance, Audit and Risk Committee resumes in open meeting and decisions made in the public excluded session are confirmed and made public as and when required and considered.

**CARRIED**

**9 RELEASE OF PUBLIC EXCLUDED INFORMATION**

Pursuant to Waitaki District Council Standing Orders 2019 and public excluded resolutions in this meeting, the Committee decided to release previously public excluded information in the public minutes of this meeting, as follows:

**RESOLVED PAR 2020/026**

Moved: Cr Ross McRobie  
Seconded: Cr Colin Wollstein

That the Performance, Audit and Risk Committee receives and notes the information.

**CARRIED**

**10 MEETING CLOSE**

There being no further business, the Chair declared the meeting closed, at 3.23pm.

TO BE CONFIRMED at the Performance, Audit and Risk Committee Meeting to be held on Tuesday, 22 September 2020.

.....  
CHAIRPERSON

## **4 MEMORANDUM REPORTS**

### **4.1 TREASURY RISK MANAGEMENT UPDATE**

**Author:** Paul Hope, Finance and Corporate Development Group Manager

**Authoriser:** Fergus Power, Chief Executive

**Attachments:** 1. Letter from Bancorp 15 September 2020 FINAL

#### **RECOMMENDATIONS**

That the Performance, Audit and Risk Committee:

1. Receives the information; and
2. Provides guidance to officers as to the priority areas in relation to the Treasury Risk Management function.

#### **SUMMARY**

Consequent to the decision to join the Local Government Funding Agency (LGFA), a change in approach to reporting and monitoring the treasury function will be required. This memorandum provides information that will help guide the development of this revised approach

#### **BACKGROUND**

The current approach to Treasury Risk Management and Reporting was set out in the two components of the Treasury Policy, the Liability Management Policy, and the Investment Policy. This involved setting what was usually a very basic strategy of looking to maximise returns and minimise cost using existing bank arrangements. This and the status of the large community investment was then reported on a quarterly basis. The limited demands and options meant this approach was fit for purpose.

With Council's decision to join the LGFA, the options in terms of type and term of debt have increased significantly. In addition to the range of debt products, the range of debt and interest management options also increased. Given the potential gains that could be achieved by the effective utilisation of the options available, it was decided that engaging external treasury advisors would be prudent and desirable. Bancorp Treasury Services (Bancorp) was selected to provide this advice.

Part of the service Bancorp provides is engagement at both the officer and elected member level.

Bancorp's Mr Miles O'Connor will be present at the meeting to start this engagement process.

#### **DISCUSSION**

The primary purposes of Mr O'Connor's attendance at the meeting is to introduce himself and the service he can provide and then talk about the options available to Council through the LGFA. This will lead into a discussion of what will be most appropriate for Council's immediate needs and therefore first debt arrangement with the LGFA. This will then be reflected in the next Quarterly Treasury Strategy and the formulation of any reports and recommendations to implement that strategy.

To aid the discussion, Mr O'Connor has provided a letter (attached, dated 15 September 2020) outlining the services that Bancorp provides and the options available through the LGFA. He will also be available to answer questions during the meeting.

Feedback is requested from members as to any matters they would like to be considered as the next Treasury Strategy is developed.



## BANCORP

BANCORP TREASURY SERVICES LIMITED

PO Box 173, Christchurch 8140, New Zealand  
Tel: 64-3 374 2193, Fax: 64-3 374 2195

### PRIVATE AND CONFIDENTIAL

15 September 2020

Paul Hope  
Finance and Corporate Development Group Manager  
Waitaki District Council  
Private Bag 50058  
**OAMARU 9444**

Dear Paul

### INFORMATION FOR WAITAKI LGFA ACCESSION

Further to your request, Bancorp Treasury Services Limited ("Bancorp Treasury") is pleased to provide this information required for the Waitaki District Council ("WDC") meetings at which its Local Government Funding Agency ("LGFA") accession will be on the agenda.

### THE SERVICES THAT BANCORP TREASURY PROVIDES TO WDC

- 1) **Assistance with Joining the Local Government Funding Agency**
  - Making the necessary changes to the Liability Management Policy ("LMP") and the Investment Policy ("IP") to enable WDC to join the LGFA and manage its debt in an optimal way going forward.
  - Assisting WDC with the preparation of the Statement of Proposal necessary in order to join the LGFA.
  - Selecting a legal firm to prepare the Debenture Trust Deed ("DTD"). Bancorp Treasury has a relationship with a number of firms which specialises in this area and works with our clients cost effectively.
  - Liaising with the law firm and WDC as the DTD is prepared. Please note that we are not able to undertake all the work ourselves and there is a reasonable amount of one-off administrative work which WDC will have to undertake itself to establish the DTD.
  - Assisting the law firm with the selection of the Trustee and the Registry (or paying agent) which is required for LGFA funding.
  - Advising on the structure of the initial LGFA funding and the associated mix of floating and fixed rate debt.
  - Advising on the maturity profile of the LGFA debt.
- 2) **Ongoing Funding and Interest Rate Risk Management Advisory Services**
  - Quarterly strategy meetings at which WDC's specific exposures will be discussed and hedging strategies and funding requirements planned.

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- Ongoing advice between these meetings on interest rate risk management strategies, taking into account current market levels, key developments internally and externally and the overall funding costs that can be achieved at any point in time.
- Ongoing advice on new financing and/or refinancing as required.
- Quarterly reports that contain an outline of the financial markets and detail the current funding, debt and hedging position of WDC. A statement of policy compliance will also be included.
- Ensuring that an acceptable balance between risk management and performance optimisation is achieved, taking into account WDC's material exposures to funding margins and interest rate movements.
- Ensuring that the requirements of the LMP (and if applicable the IP) are complied with.
- An independent source to be used for checking the pricing of interest rate transactions provided by WDC's bank.
- Twice yearly valuations of any interest rate swaps which WDC may hold.

**BANCORP TREASURY'S LOCAL GOVERNMENT CREDENTIALS**

Bancorp Treasury advises in excess of 35 local government entities around New Zealand on a range of treasury activities which includes but is not limited to the following areas:

- Ongoing interest rate risk management
- Ongoing funding risk management
- Assistance with joining the LGFA
- Treasury Policy establishment and review
- Hedge accounting
- Derivative valuations
- Cash management
- Treasury system selection

**FUNDING OPTIONS AVAILABLE FROM THE LGFA**

Funding from the LGFA is available for terms ranging from 1 month to April 2037. Any maturity date within that band is available. The minimum individual borrowing amount is \$1.0 million with increments of \$100,000 thereafter. The three types of borrowing that the LGFA offers are as follows:

- Commercial Paper ("CP") which is a floating rate instrument and is available for terms from 1 month to 1 year.
- Floating Rate Notes ("FRN") which is a floating rate instrument whereby interest is paid quarterly and is available for terms out to April 2037. With an FRN, the margin is set for the term of the instrument, but the base rate which is the 3 month bank bill mid rate can change at the 3 monthly reset dates.
- Fixed Rate Bonds ("FRB") is a fixed rate instrument with interest paid semi-annually. With an FRB the interest rate (also known as the coupon) is set for the life of the instrument.

The LGFA did introduce a standby funding facility (similar to a bank standby facility) prior to COVID-19, but due to liquidity concerns during the height of the pandemic the facility was withdrawn. However, we understand that the LGFA intends to reintroduce the facility when it is satisfied that conditions in the liquidity markets are conducive.

**FUNDING AND INTEREST RATE RISK MANAGEMENT FOR WDC**

Bancorp Treasury will utilise several risk management tools and techniques to manage WDC’s funding and interest rate risks, with the overriding objective being to achieve a low cost of funds without exposing WDC to excessive risk.

For funding risk management, we will use a combination of CP, FRN’s and FRB’s with the objective being to achieve a spread of maturities and to put more duration into the funding profile. At present, we are reluctant to go much beyond 8 years given the cost of doing so. Where necessary, we will use a bank facility for working capital purposes which we may look to substitute with the LGFA short term funding facility if and when it is introduced.

For interest rate risk management, which is effectively the percentage of fixed and floating rate debt we will utilise a set of risk management parameters which are contained in WDC’s LMP and which are detailed in the following table.

Fixed Rate Hedging Percentages		
	Minimum Fixed Rate Amount	Maximum Fixed Rate Amount
0 – 2 years	40%	100%
2 – 4 years	20%	80%
4 – 8 years	0%	60%

To achieve an optimal level of fixed rate debt, we will utilise a combination of FRBs and interest rate swaps. The latter is a derivative financial market instrument, which in its most common form is used to convert floating rate debt into fixed rate debt. Swaps are used very extensively by corporate and institutional borrowers both in New Zealand and overseas to manage interest rate risk. In our observations, the vast majority of local government borrowers in New Zealand use interest rate swaps to manage their interest rate risk and achieve an optimal risk management outcome.

Bancorp Treasury is scheduled to attend the Audit and Risk Committee meeting and the full Council meeting on 22 September at which time the contents of this letter can be discussed. In the meantime, if you have any questions please do not hesitate to contact us

Yours sincerely



**MILES O’CONNOR**  
Manager – Corporate Services



**LOUIS HUNT**  
Treasury Analyst

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#### **4.2 WAITAKI ANNUAL RESIDENTS' SURVEY 2019-20**

**Author:** Mike Searle, Policy and Strategy Manager

**Authoriser:** Paul Hope, Finance and Corporate Development Group Manager

**Attachments:** 1. Waitaki Annual Residents' Survey 2019-20 Report July 2020

#### **RECOMMENDATIONS**

That the Performance, Audit and Risk Committee:

1. Receives the Waitaki Annual Residents' Survey Report July 2020; and
2. Notes that the survey results provide an input for completing Council's 2019/20 Annual Report scheduled for Council approval later this year: and
3. Notes that the survey report is to be posted on Council's website.

#### **PURPOSE**

To make the Waitaki Annual Residents' Survey Report July 2020 publicly available.

#### **BACKGROUND**

The Residents' Survey is part of a range of activities the Council completes to provide information about performance and service delivery agreed in the Long Term Plan 2018-28 (LTP). The results of this survey will be measured against performance targets in the LTP and will be reported in the 2019/20 Annual Report.

A telephone survey of 401 residents was undertaken by Key Research Limited in four waves: during October 2019, January/February 2020, March/April 2020 and May/June 2020. The reason for the four waves is to reflect satisfaction levels throughout the year rather than across a two-week period at the end of the financial year in June.

#### **SURVEY RESULTS**

The survey report provides information that can assist the community to understand Council's service performance. The results can also be used to inform future decisions of Council about resourcing, facilities and services provided by Council.

The key results summary and comparison to previous years table highlights that in most of the performance measures there was an increase in satisfaction levels on the previous year and that the overall satisfaction with Council's performance has improved on last year's result.

Satisfaction with the Resource Recovery Park, library services, cemeteries, and the Waihemo and Oamaru water supplies has declined compared with 2019 but the satisfaction levels in these areas remains high with little change in the percentage shift apart from the Resource Recovery Park.

The report also states that value for money (rates) is the main driver for overall perceptions of Council's performance and with a low performance score offers the best opportunity for improving perceptions.

The survey results will be considered by officers when reviewing operating budgets, levels of service, performance measures and preparing new project information for the up-coming LTP 2021-31 review. This exercise is now underway, and information will be presented to elected members in October and November.

The following is a copy of the Executive Summary and key results table from the report. The full report is included at Attachment 1.

## Executive Summary

1

Overall satisfaction with *Waitaki District Council's performance* improved from 41% satisfied residents (scoring 7 to 10 out of 10) in 2019 to 46% in 2020. *Council's reputation benchmark score* is excellent and has also increased from +77 a year ago to +83 in 2020. *Value for money* primarily drives overall perceptions of *Council's performance* and as satisfaction with this area is relatively low, it presents the best area for improving performance evaluation.

2

Council's performance regarding the maintenance of the District's *Sealed and Unsealed roading networks* has improved since 2019 with 46% and 33% satisfied residents, respectively. There is also an increase in user satisfaction for the following public facilities: *Council-owned Lakes camping grounds, Oamaru Opera House, Public toilets, Parks and reserves, Sports fields and Aquatic centre*. Satisfaction with the *Resource recovery park, Library services, Cemeteries and Water supply* has declined compared with 2019.

3

Satisfaction with the *Performance of the Mayor and Councillors* and *Waihemo Community Board members* has increased while satisfaction with the *Performance of Ahuriri Community Board members* has declined since 2019. There is a considerable increase in satisfaction concerning *Councils' consultation with the community* with more than half of the residents (51%) satisfied compared to 47% in the previous year.

4

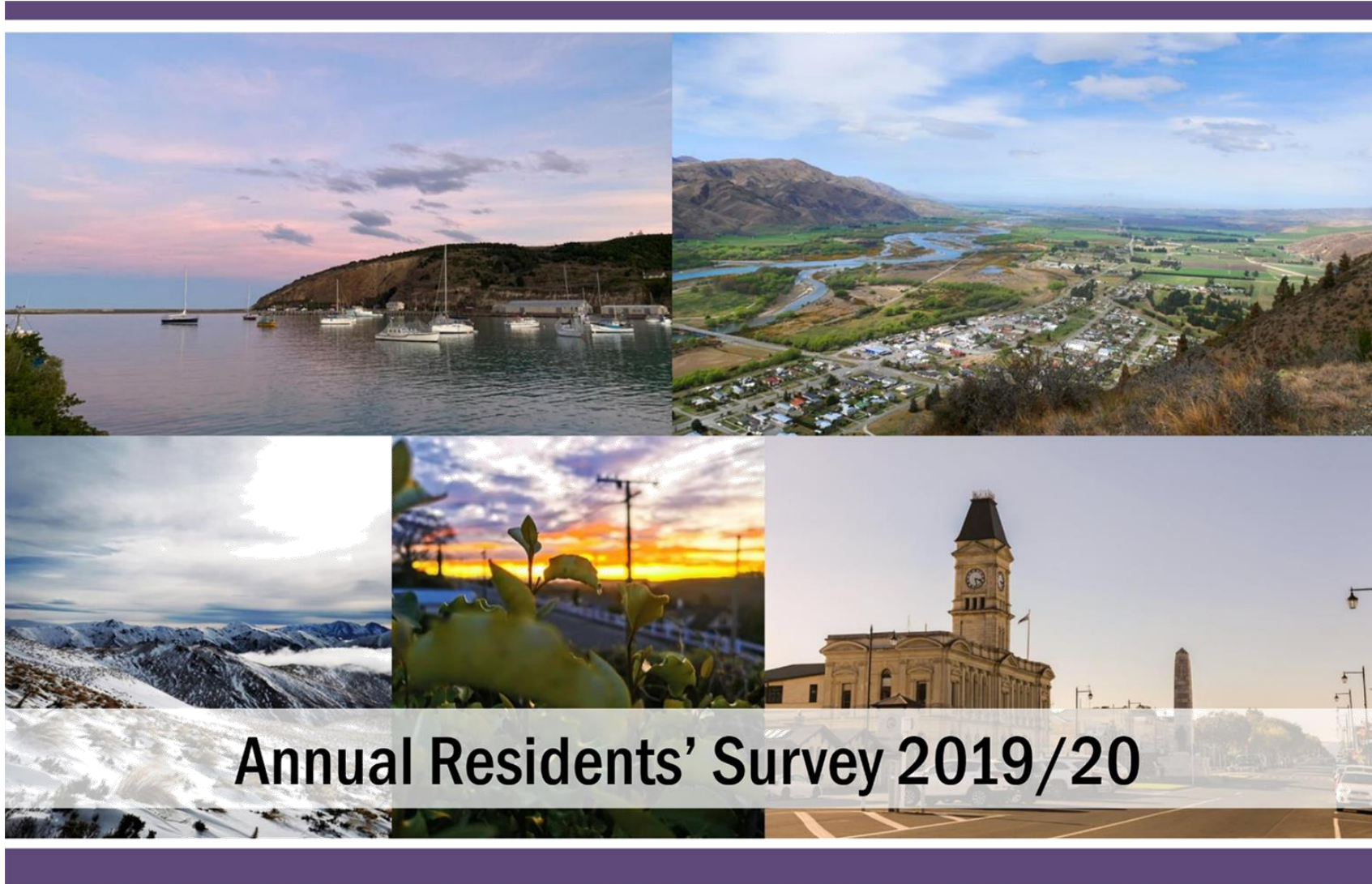
Improvement priorities for Waitaki District Council overall point to *How rates are spent* and *Rates and Service fees being fair and reasonable, Trust and Unsealed roading network*. Council should maintain its performance regarding the *Quality of its services* and facilities while promoting the value of the following services and facilities: *Lakes camping grounds, Water supply, Public toilets, Sports fields and Public toilets*.

5

Overall satisfaction with Council's *Civil Defence Emergency Management* has significantly improved from 61% in 2019 to 70% in 2020. The proportion of residents who have lodged a roading request with Council remains at the same level as 2019, which is 17%.

Key results summary and comparison to previous years

Page	Question	2020 Sample (n=)	2017 Satisfied (%7-10)	2018 Satisfied (%7-10)	2019 Satisfied (%7-10)	2020 Satisfied (%7-10)	% point change (2019-20)
44	Performance of Waihemo Community Board members	60	46	49	39	<b>54</b>	+15
40	Performance of the Mayor and Councillors	401	57	56	64	<b>72</b>	+8
29	Council-owned Lakes camping grounds - user	60	66	64	71	<b>77</b>	+6
9	Sealed roading network in the Waitaki District	401	47	35	41	<b>46</b>	+5
11	Unsealed roading network in the Waitaki District	401	27	29	28	<b>33</b>	+5
46	Council's consultation with the community	401	43	39	47	<b>51</b>	+4
36	Aquatic Centre – user/visitor	135	87	85	77	<b>81</b>	+4
33	Public toilets – user	276	74	73	74	<b>77</b>	+3
19	Waitaki District is generally a safe place to be	401	90	87	85	<b>88</b>	+3
27	Parks and reserves in the Waitaki District - user	278	85	87	84	<b>87</b>	+3
31	Sports fields and facilities in the Waitaki District - visitor	125	84	84	80	<b>82</b>	+2
25	Opera House - visitor	189	95	92	96	<b>97</b>	+1
13	Water supply provided by Council in Oamaru	245	86	84	89	<b>88</b>	-1
22	Library services in the Waitaki District - visitor	196	95	93	89	<b>88</b>	-1
38	Cemeteries in the Waitaki District – user/visitor	191	83	86	82	<b>80</b>	-2
15	Water supply provided by Council in Waihemo	44	69	72	76	<b>73</b>	-3
17	Resource recovery park	228	88	86	84	<b>75</b>	-9
42	Performance of Ahuriri Community Board members	37	49	44	55	<b>38</b>	-17



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Annual Residents' Survey  
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Annual Residents' Survey  
Report | July 2020



## Background, Objectives and Method

### Background

- Waitaki District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by Council, and to prioritise improvement opportunities that will be valued by the community.

### Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to service delivery
- To determine performance drivers and assist Council to identify the best opportunities to further improve satisfaction, including satisfaction among defined groups within the district
- To assess changes in satisfaction over time and measure progress towards the long-term objectives

### Method

- A statistically robust survey conducted by telephone with a sample of 401 residents across the Waitaki District Council area
- Data collection was managed to quota targets by age, ward and ethnicity and post data collection the sample has been weighted so it is aligned with known population distributions as contained in the Census 2018.
- At an aggregate level, the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%.
- Interviewing took place over four waves: 16 to 22 October 2019 (n=101), 22 January to 10 February 2020 (n=100), 25 March to 13 April 2020 (n=100) and 21 May to 4 June 2020 (n=100).

### Notes

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.



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## Executive Summary

- Overall satisfaction with *Waitaki District Council's performance* improved from 41% satisfied residents (scoring 7 to 10 out of 10) in 2019 to 46% in 2020. *Council's reputation benchmark score* is excellent and has also increased from +77 a year ago to +83 in 2020. *Value for money* primarily drives overall perceptions of *Council's performance* and as satisfaction with this area is relatively low, it presents the best area for improving performance evaluation.
- Council's performance regarding the maintenance of the District's *Sealed and Unsealed roading networks* has improved since 2019 with 46% and 33% satisfied residents, respectively. There is also an increase in user satisfaction for the following public facilities: *Council-owned Lakes camping grounds, Oamaru Opera House, Public toilets, Parks and reserves, Sports fields and Aquatic centre*. Satisfaction with the *Resource recovery park, Library services, Cemeteries* and *Water supply* has declined compared with 2019.
- Satisfaction with the *Performance of the Mayor and Councillors* and *Waihemo Community Board members* has increased while satisfaction with the *Performance of Ahuriri Community Board members* has declined since 2019. There is a considerable increase in satisfaction concerning *Councils' consultation with the community* with more than half of the residents (51%) satisfied compared to 47% in the previous year.
- Improvement priorities for Waitaki District Council overall point to *How rates are spent* and *Rates and Service fees being fair and reasonable, Trust* and *Unsealed roading network*. Council should maintain its performance regarding the *Quality of its services* and facilities while promoting the value of the following services and facilities: *Lakes camping grounds, Water supply, Public toilets, Sports fields* and *Public toilets*.
- Overall satisfaction with Council's *Civil Defence Emergency Management* has significantly improved from 61% in 2019 to 70% in 2020. The proportion of residents who have lodged a roading request with Council remains at the same level as 2019, which is 17%.







## Key results summary and comparison to previous years

Page	Question	2020 Sample (n=)	2017 Satisfied (%7-10)	2018 Satisfied (%7-10)	2019 Satisfied (%7-10)	2020 Satisfied (%7-10)	% point change (2019-20)
44	Performance of Waihemo Community Board members	60	46	49	39	54	+15
40	Performance of the Mayor and Councillors	401	57	56	64	72	+8
29	Council-owned Lakes camping grounds - user	60	66	64	71	77	+6
9	Sealed roading network in the Waitaki District	401	47	35	41	46	+5
11	Unsealed roading network in the Waitaki District	401	27	29	28	33	+5
46	Council's consultation with the community	401	43	39	47	51	+4
36	Aquatic Centre – user/visitor	135	87	85	77	81	+4
33	Public toilets – user	276	74	73	74	77	+3
19	Waitaki District is generally a safe place to be	401	90	87	85	88	+3
27	Parks and reserves in the Waitaki District - user	278	85	87	84	87	+3
31	Sports fields and facilities in the Waitaki District - visitor	125	84	84	80	82	+2
25	Opera House - visitor	189	95	92	96	97	+1
13	Water supply provided by Council in Oamaru	245	86	84	89	88	-1
22	Library services in the Waitaki District - visitor	196	95	93	89	88	-1
38	Cemeteries in the Waitaki District – user/visitor	191	83	86	82	80	-2
15	Water supply provided by Council in Waihemo	44	69	72	76	73	-3
17	Resource recovery park	228	88	86	84	75	-9
42	Performance of Ahuriri Community Board members	37	49	44	55	38	-17

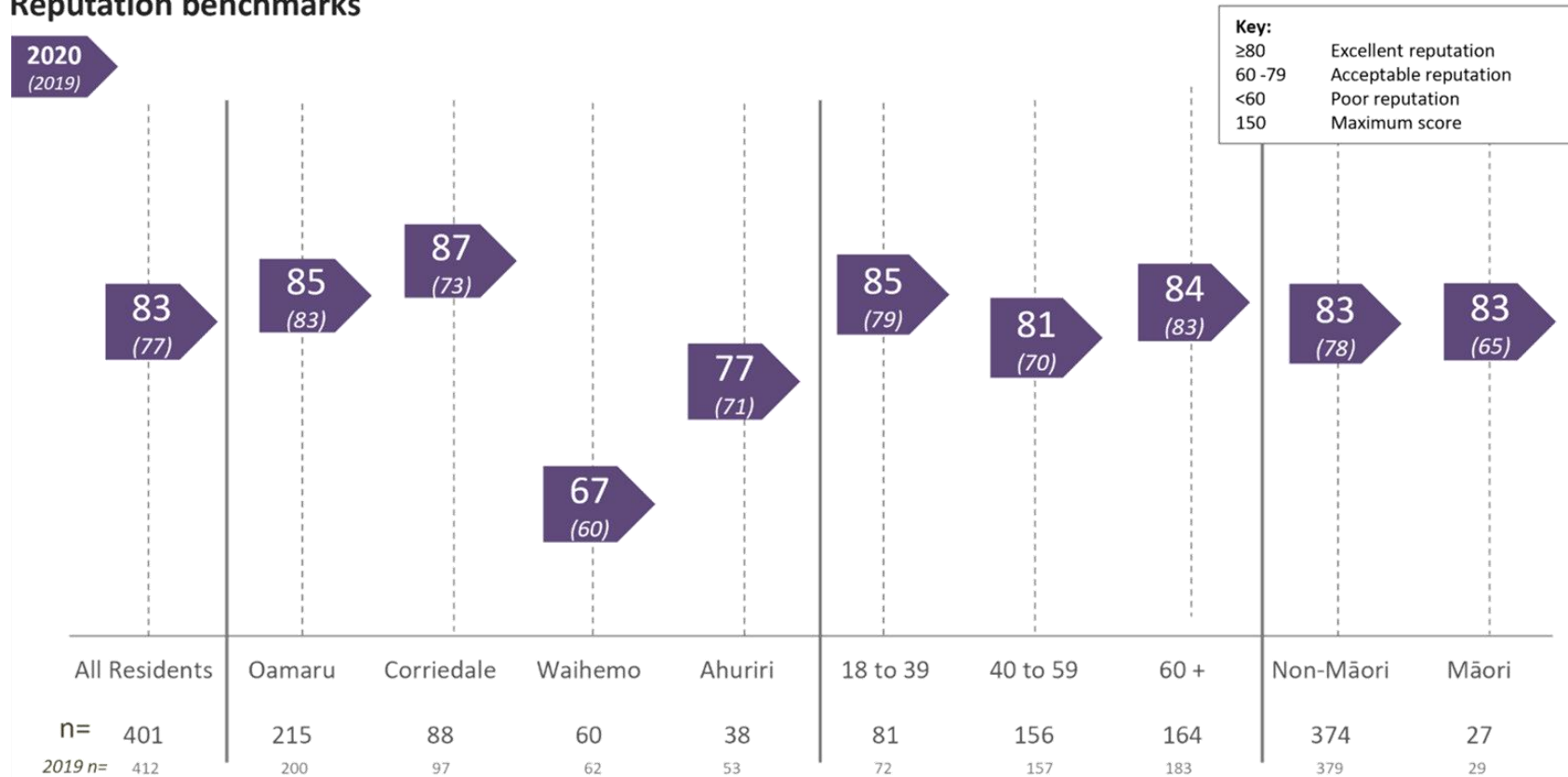
NOTES:

Sample: 2017 n=400, 2018 n=400, 2019 n=412, 2020 n=401



Waitaki District Council's reputation benchmark score has improved from +77 in 2019 to +83 in 2020. Council has an excellent reputation amongst residents regardless of age. Oamaru, Corriedale and Ahuriri residents rate Council's reputation more favourably than Waihemo residents

### Reputation benchmarks



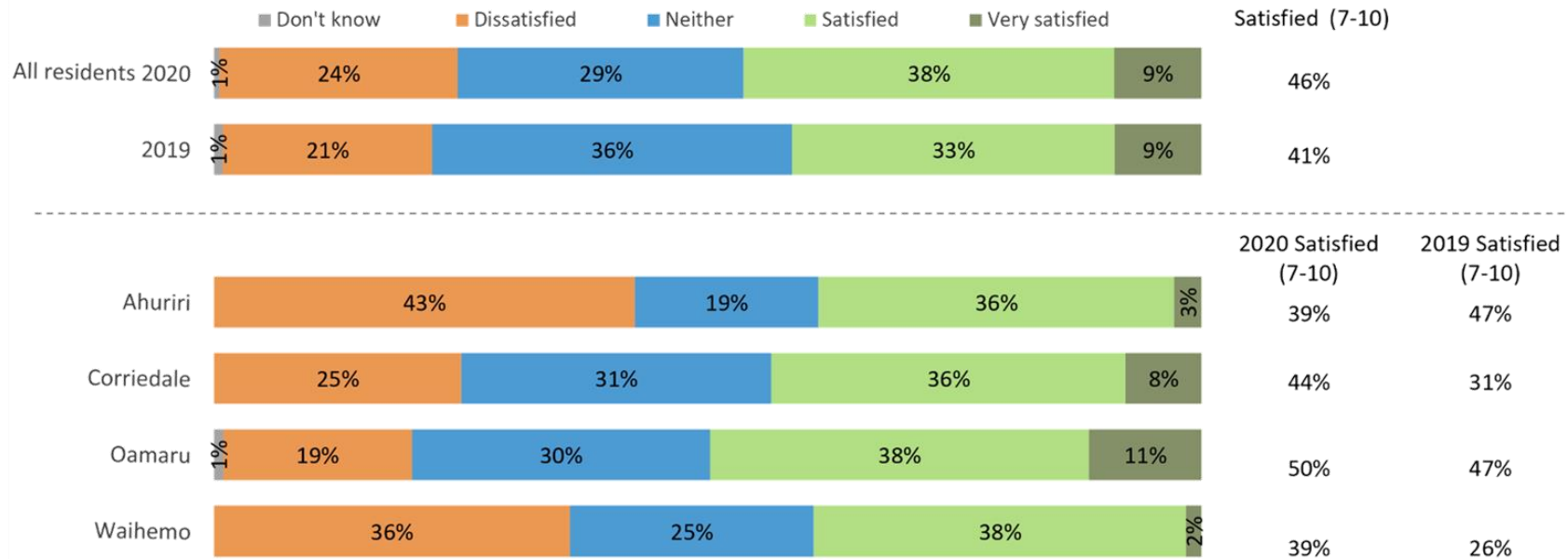
NOTES:  
 . Total Sample n=401  
 . REPS. So considering leadership, trust, financial management and quality of services provided, how would you rate the Waitaki District Council for its overall reputation?  
 . The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking





Satisfaction with the District's *Sealed roading network* has increased to 46% satisfied residents over the past year with *Oamaru* residents being more likely to be satisfied than other residents

**Sealed roading network**



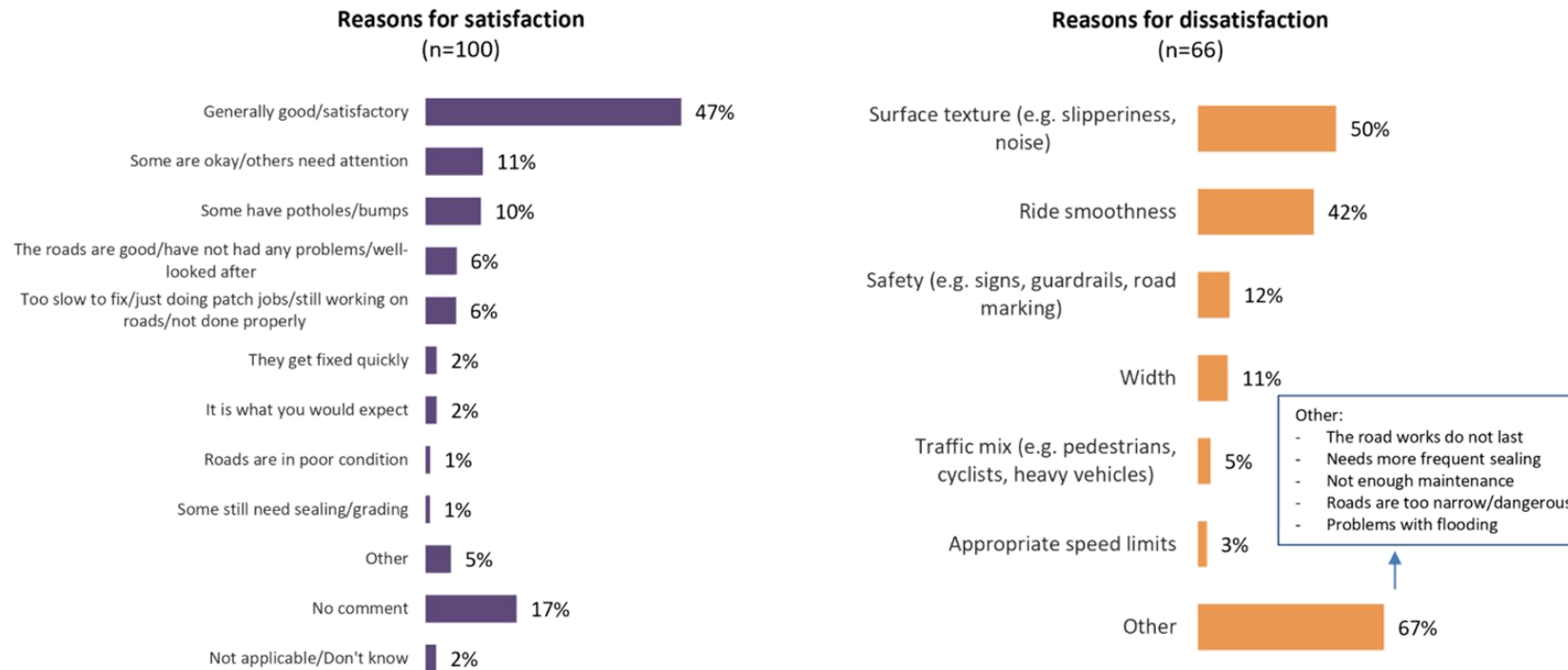
NOTES:  
 . Total sample: n=401  
 . Q4: How satisfied are you with the sealed roading network in the Waitaki District? (Note: This does not include state highways)

▲ Significantly higher  
 ▼ Significantly lower



Almost half of the residents (47%) mentioned that the District's *Sealed roading network* is *Generally good and satisfactory*. On the other hand, issues regarding *Surface texture* and *Ride smoothness* are the main reasons for dissatisfaction

### Sealed roading network

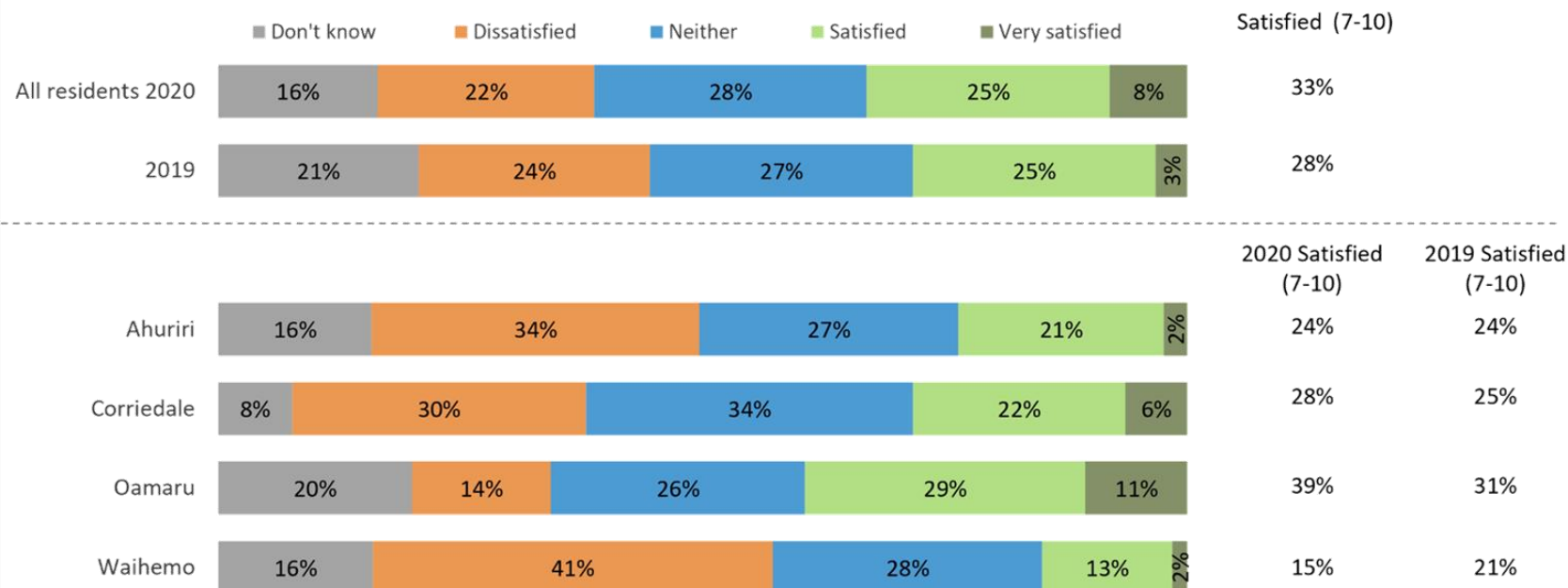


NOTES:  
 . Total Sample n=401  
 . Q4a&b: Can you tell me why you were not satisfied / satisfied with the sealed roading network in the Waitaki District? (Note: This does not include state highways)



A third of residents (33%) in Waitaki District are satisfied with *Unsealed roading network* which is an increase from 28% a year ago with *Oamaru* residents more likely to be satisfied than other residents

### Unsealed roading network



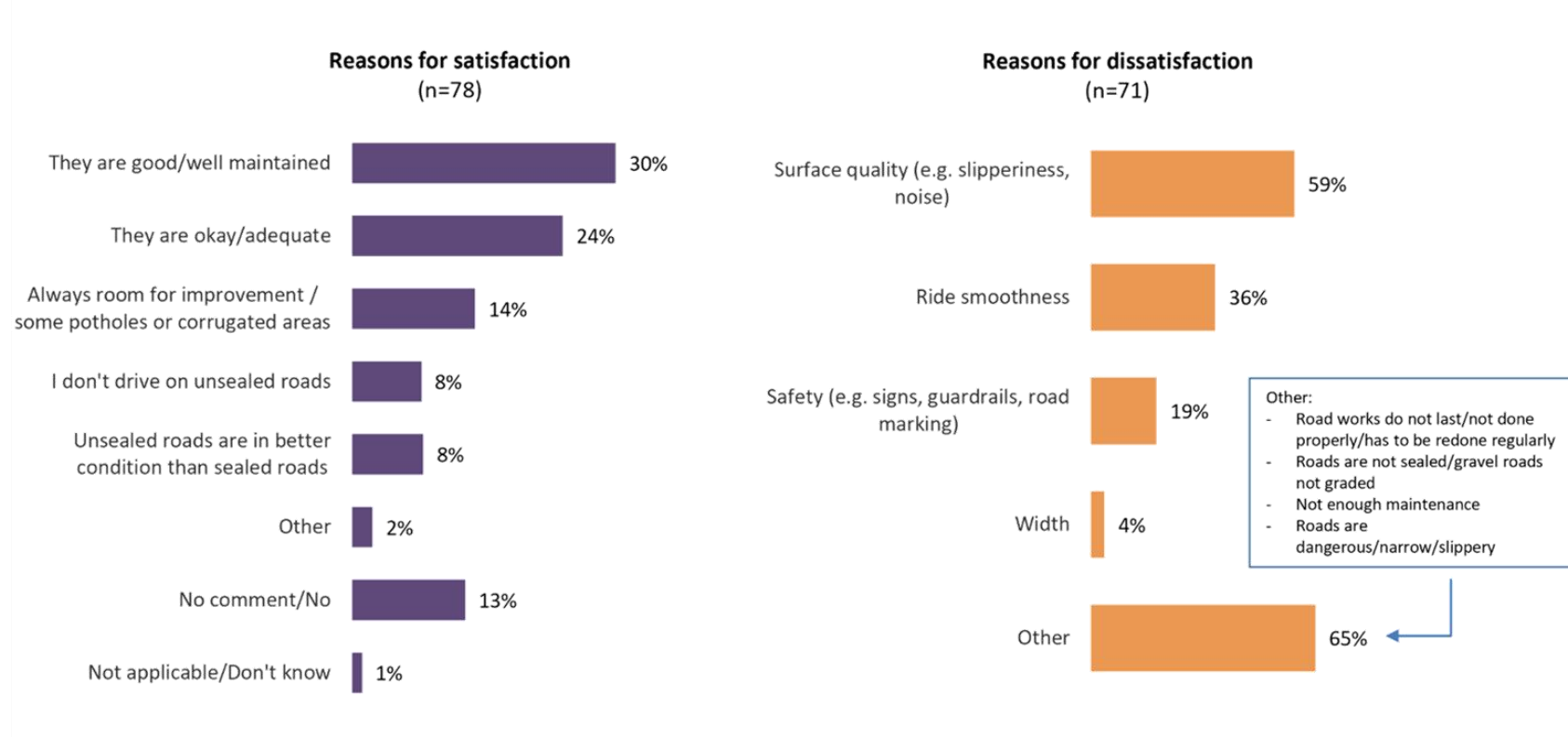
NOTES:  
 . Total sample: n=401  
 . Q5: How satisfied are you with the unsealed roading network in the Waitaki District?

▲ Significantly higher  
 ▼ Significantly lower



Residents have cited *Surface quality* (59%) and *Ride smoothness* (26%) as the main reasons for dissatisfaction with Council's *Unsealed roading network*

### Unsealed roading network

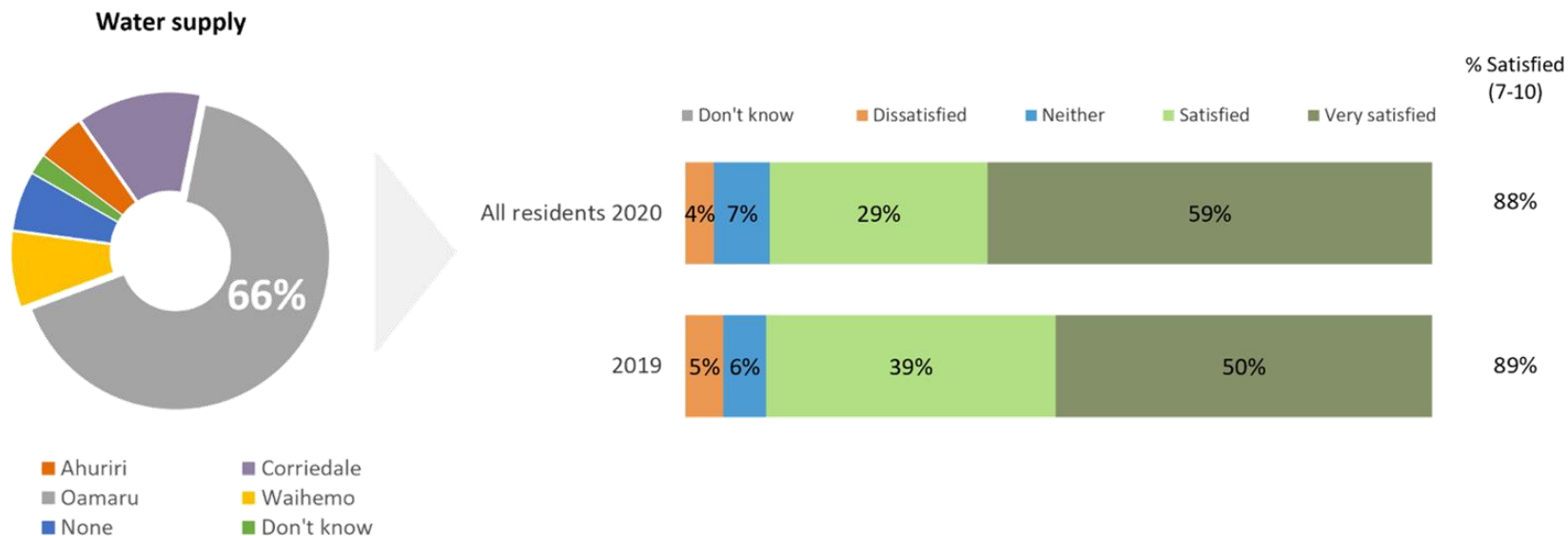


NOTES:  
 . Total Sample n=401  
 . Q5a&b: Can you tell me why you were not satisfied / satisfied with the unsealed roading network in the Waitaki District?



Two thirds of residents (66%) are connected to the *Oamaru water supply* with almost nine out of ten residents (88%) satisfied with the service

### Oamaru water supply



NOTES:

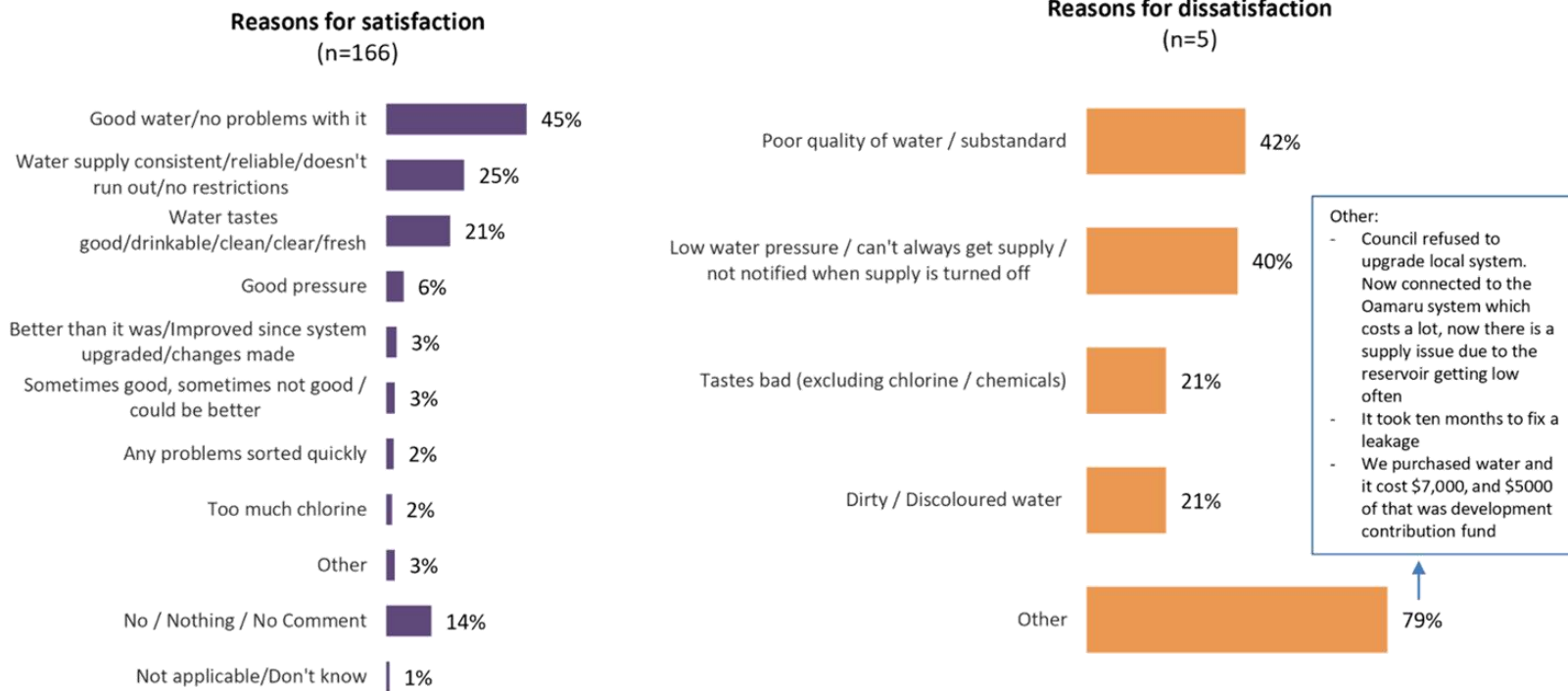
- Total sample: n=401
- Q6: Which water supply are you connected to?; There are 245 respondents who answered this question and are connected to the Oamaru water supply.
- Q6a: How satisfied are you with the water supply provided by the Waitaki District Council?





Only a few residents are dissatisfied with the *Oamaru water supply* and the main reasons are with regard to *Poor quality of water/substandard* and *Low water pressure*

### Oamaru water supply



NOTES:  
Total Sample n=401  
Q6b&c: Can you tell me why you were not satisfied / satisfied with the water supply provided by the Waitaki District Council?



Satisfaction with the *Waihemo water supply* has slightly declined from 76% in 2019 to 73% in 2020

### Waihemo water supply

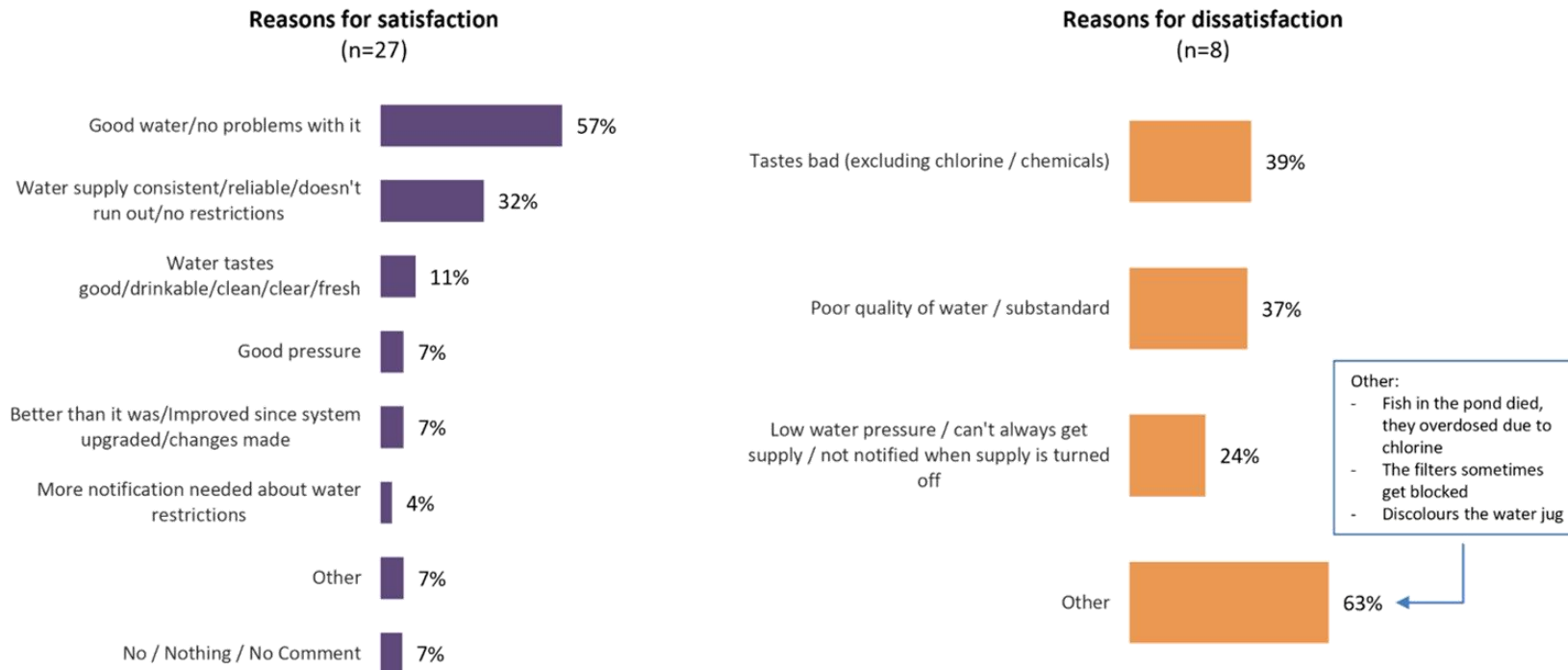


NOTES:  
 . Total sample: n=401  
 . Q6: Which water supply are you connected to?; There are 44 respondents who answered this question and are connected to the Waihemo water supply.  
 . Q6a: How satisfied are you with the water supply provided by the Waitaki District Council?  
 . \* Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Most residents who are satisfied with the *Waihemo water supply* can attribute this to *Good water* (57%) and *Consistent water supply* (32%)

### Waihemo water supply

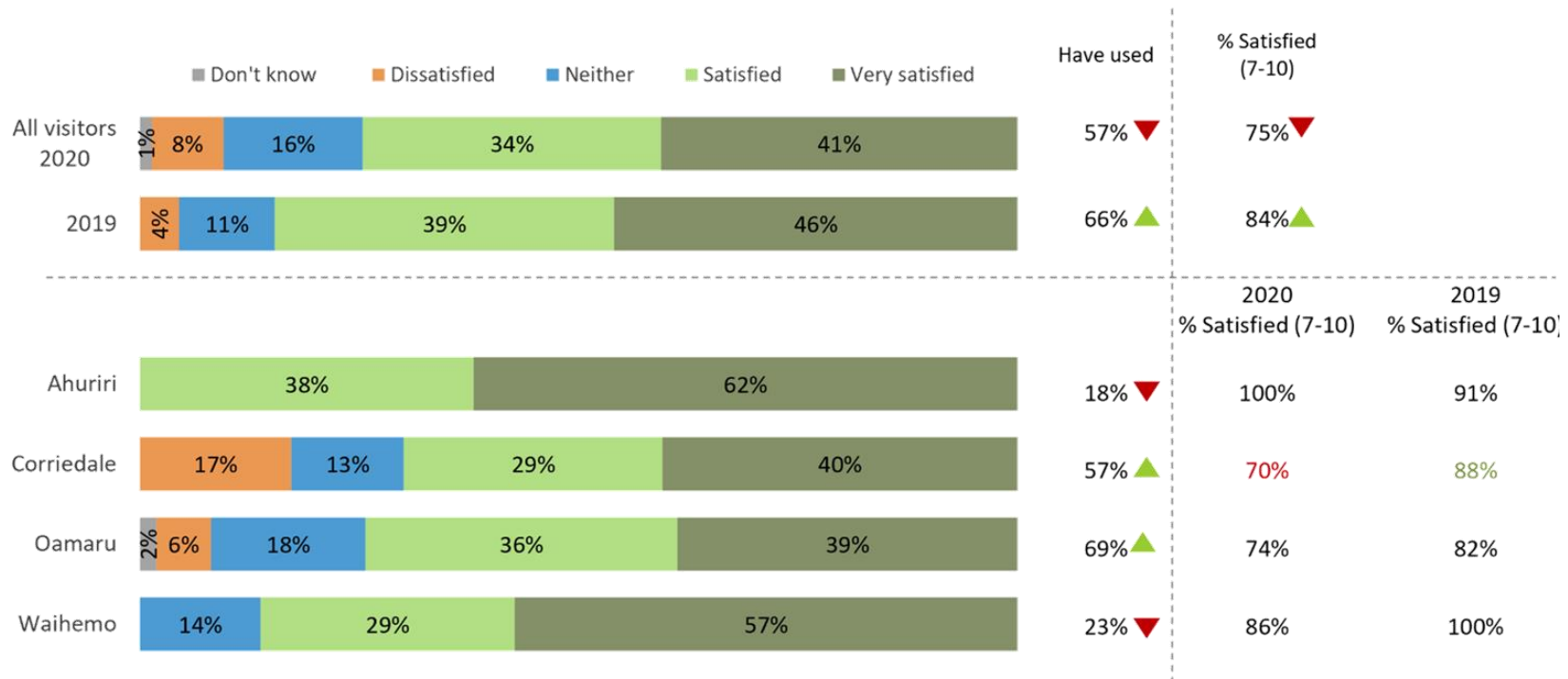


NOTES:  
 . Total Sample n=401  
 . Q6b&c: Can you tell me why you were not satisfied / satisfied with the water supply provided by the Waitaki District Council?



A significantly less proportion of residents visited the *Chelmer Street Resource recovery park* compared with 2019. Three quarters of all visitors (75%) are satisfied with the facility

### Chelmer Street (Oamaru) Resource recovery park



NOTES:  
 . Total sample: n=401  
 . Q29. Have you used the Chelmer Street (Oamaru) resource recovery park in the past 12 months?  
 . Q29a: How satisfied are you with the resource recovery park? Have used n=228; Have not used n=173

▲ Significantly higher  
 ▼ Significantly lower

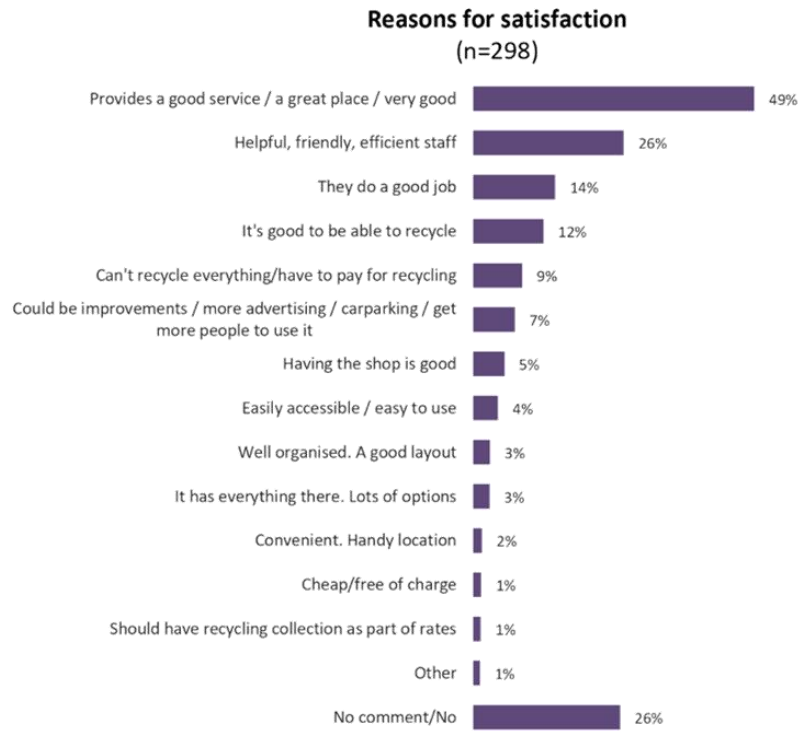


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*Good service and helpful, friendly and efficient staff are the top reasons why residents are satisfied with the Chelmer Street (Oamaru) Resource recovery park*

**Chelmer Street (Oamaru) Resource recovery park**



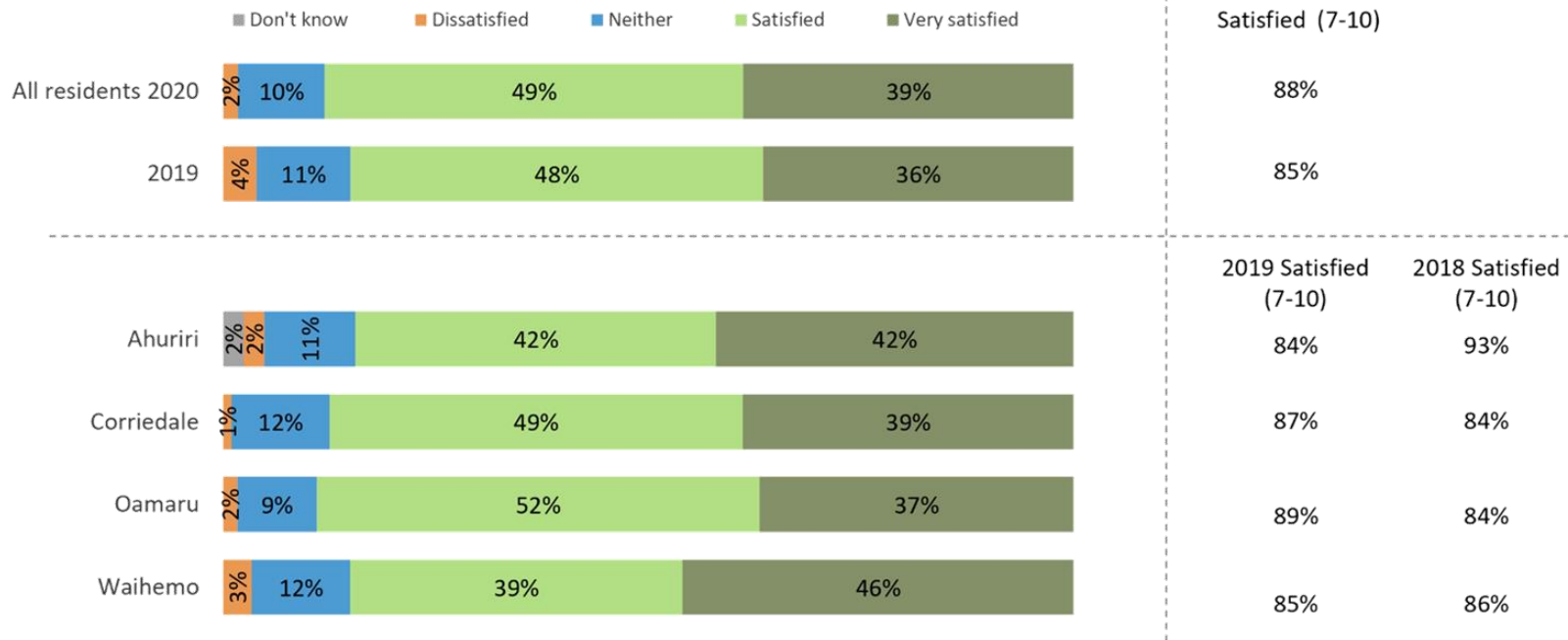
- Reasons for dissatisfaction (n=14)**
- *Take recycling, one guy that was extremely rude to me. They charge a dollar now; everyone is going to the free pits now. They charge too much for a bag of rubbish like \$7. Not enough rubbish bins around the town. People would be more inclined to use them if there were more.*
  - *It is a bit of shambles on a wet day and the charges for the green waste disposal are random and too high.*
  - *Not taking enough plastics etc.*
  - *Because of all the things in there has changed and the attitude of people*
  - *Being charged for recycling, ask for a receipt. We all pay enough rates to cover this service - I find the extra cost offensive.*
  - *Because the operations have changed and it is not expensive, but it has changed a lot. The shop there is now more expensive for second-hand stuff. Lots of people are annoyed.*

NOTES:  
 . Total Sample n=401  
 . Q29b. (If satisfied) why is that?  
 . Q29c. (If very dissatisfied or dissatisfied) why is that?



Perceptions of *Waitaki District as a safe place to be* have improved over the past year, particularly in the *Corriedale* and *Oamaru* wards

**Waitaki District as a safe place to be**

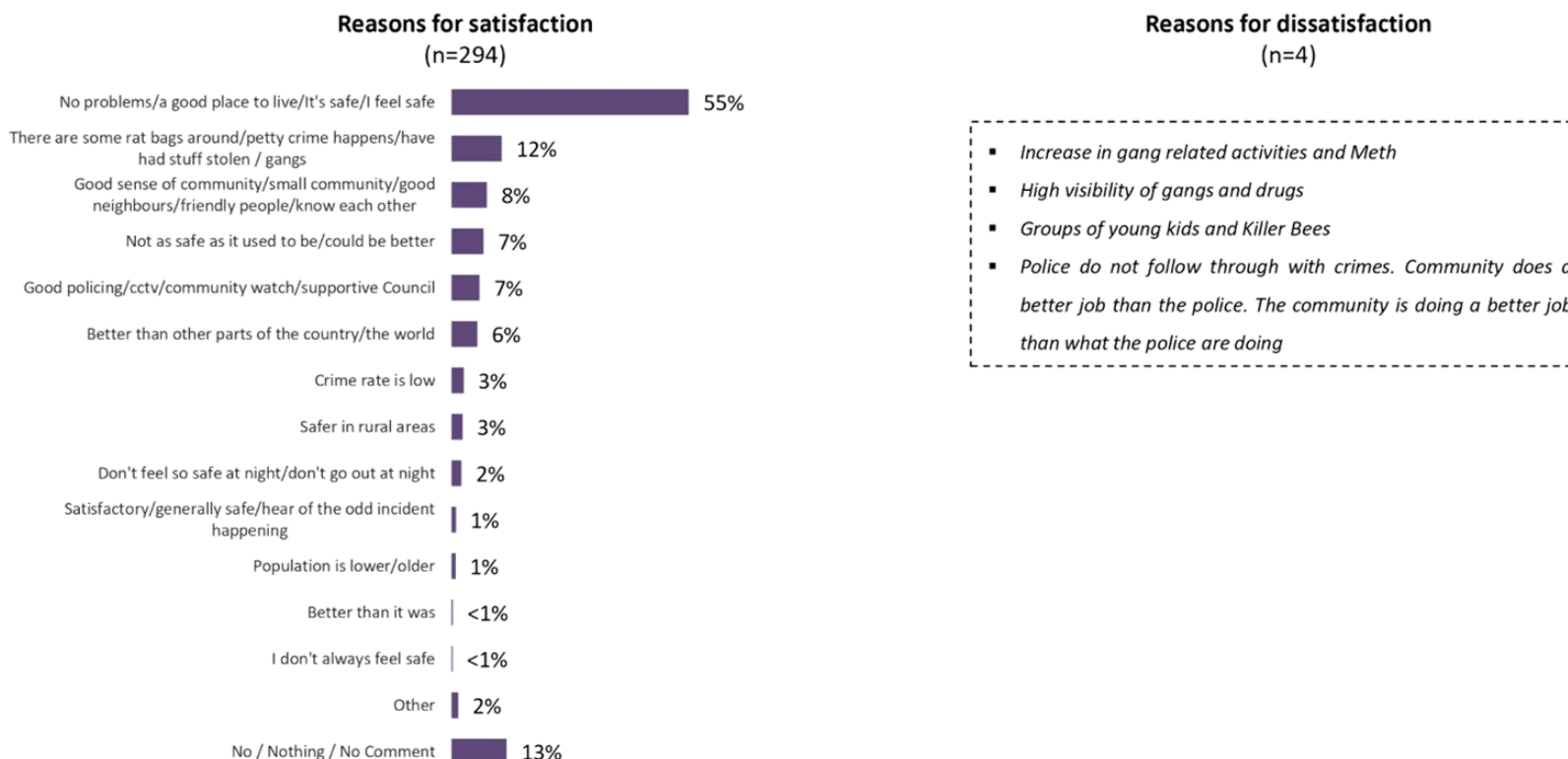


NOTES:  
 . Total sample: n=401  
 . Q8: How satisfied are you that the Waitaki District is generally a safe place to be?



The majority of residents generally feel safe and think that the *Waitaki District is a good place to live*. Even though residents are satisfied overall with safety in the District, some have mentioned that *Petty crimes happen*, and they feel that the *District is not as safe as it used to be*

### A safe place to be

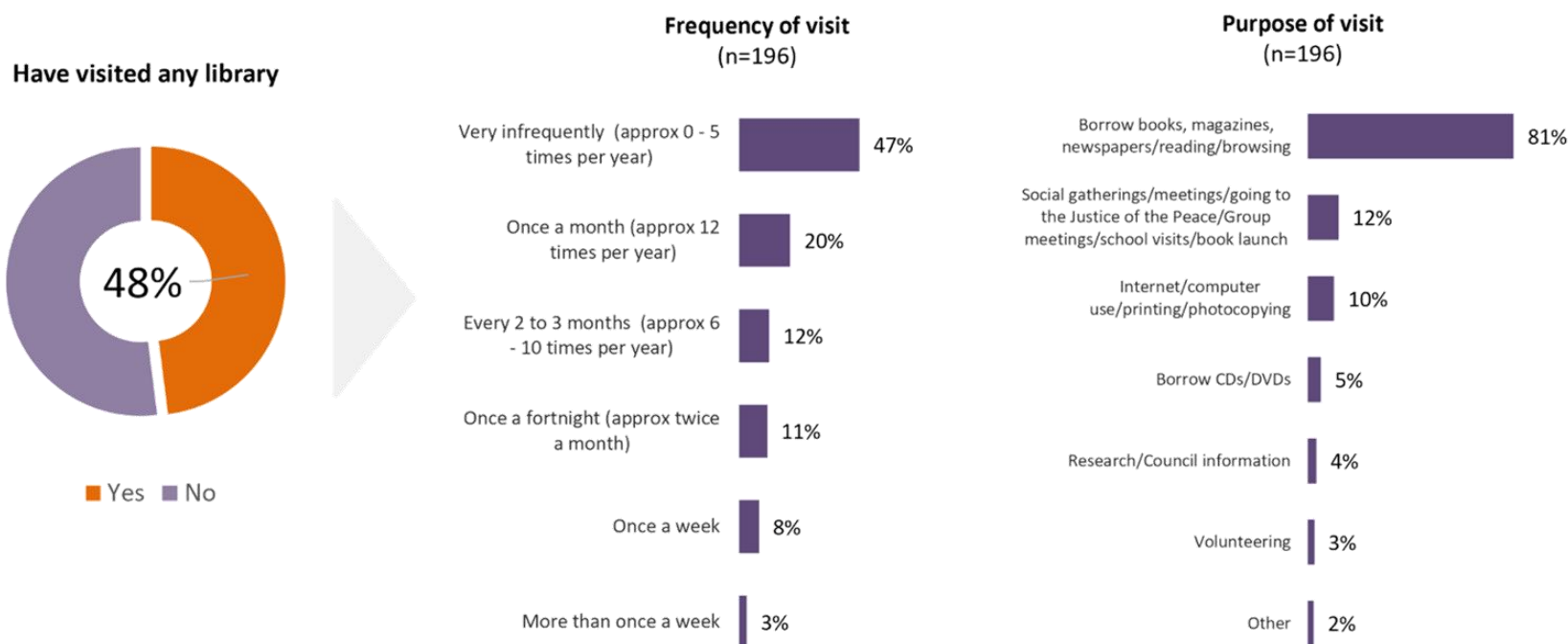


NOTES:  
 . Total Sample n=401  
 . Q8a&b: Can you tell me why you were not satisfied / satisfied that the Waitaki District is generally a safe place to be?1



Almost half of the residents (48%) have visited a library in the last 12 months. The primary purpose of visits to the library is to *Borrow books, magazines or newspapers* as mentioned by more than eight in ten library users (81%)

### Library services



**NOTES:**

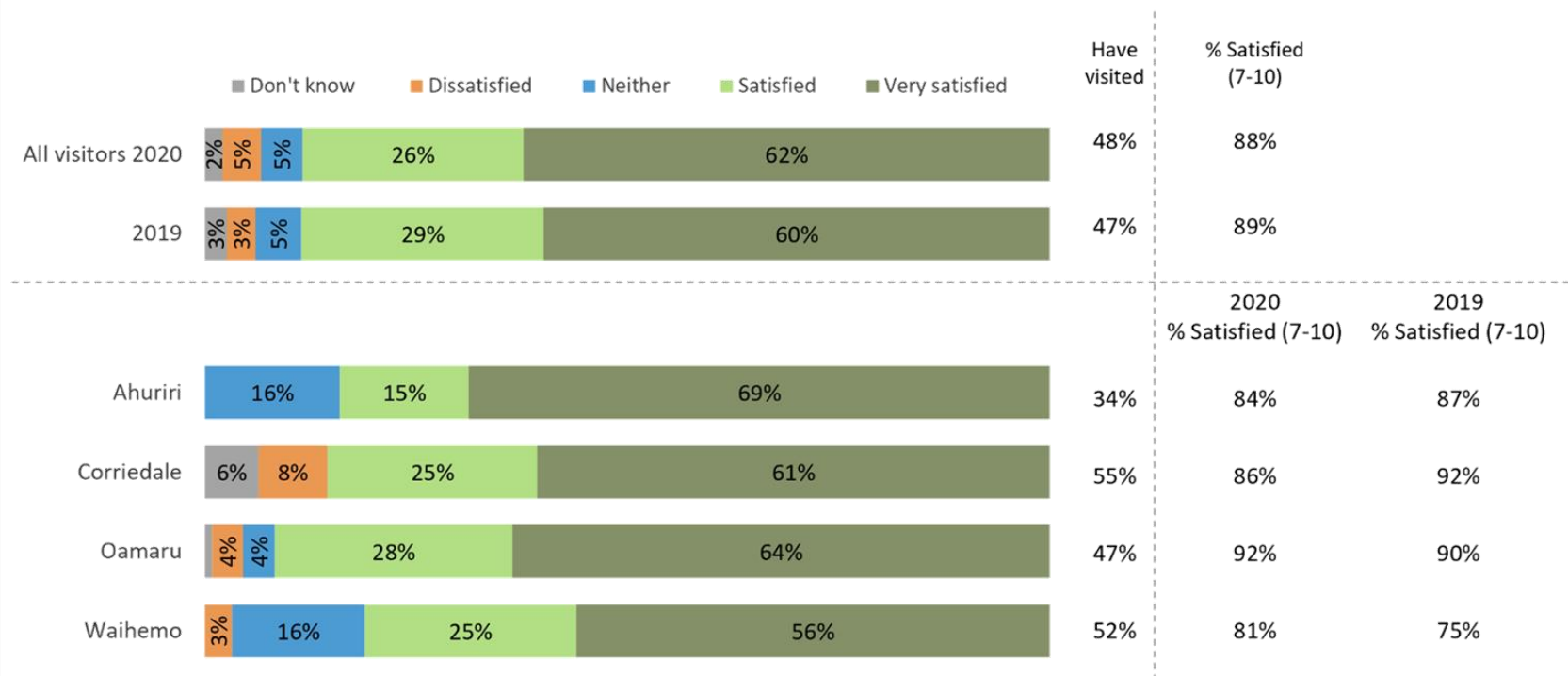
- Q10. Have you visited any of the libraries in the Waitaki District in the past 12 months? Have visited n=196; Have not visited n=205
- Q10d: How often have you visited a library in the Waitaki District in the last 12 months?
- Q10e. What was the purpose of your visit to the library?





Satisfaction with the District's *Library services* is generally high among all users of the facility with those in *Oamaru* likely to be more satisfied than users in other wards

### Library services



NOTES:

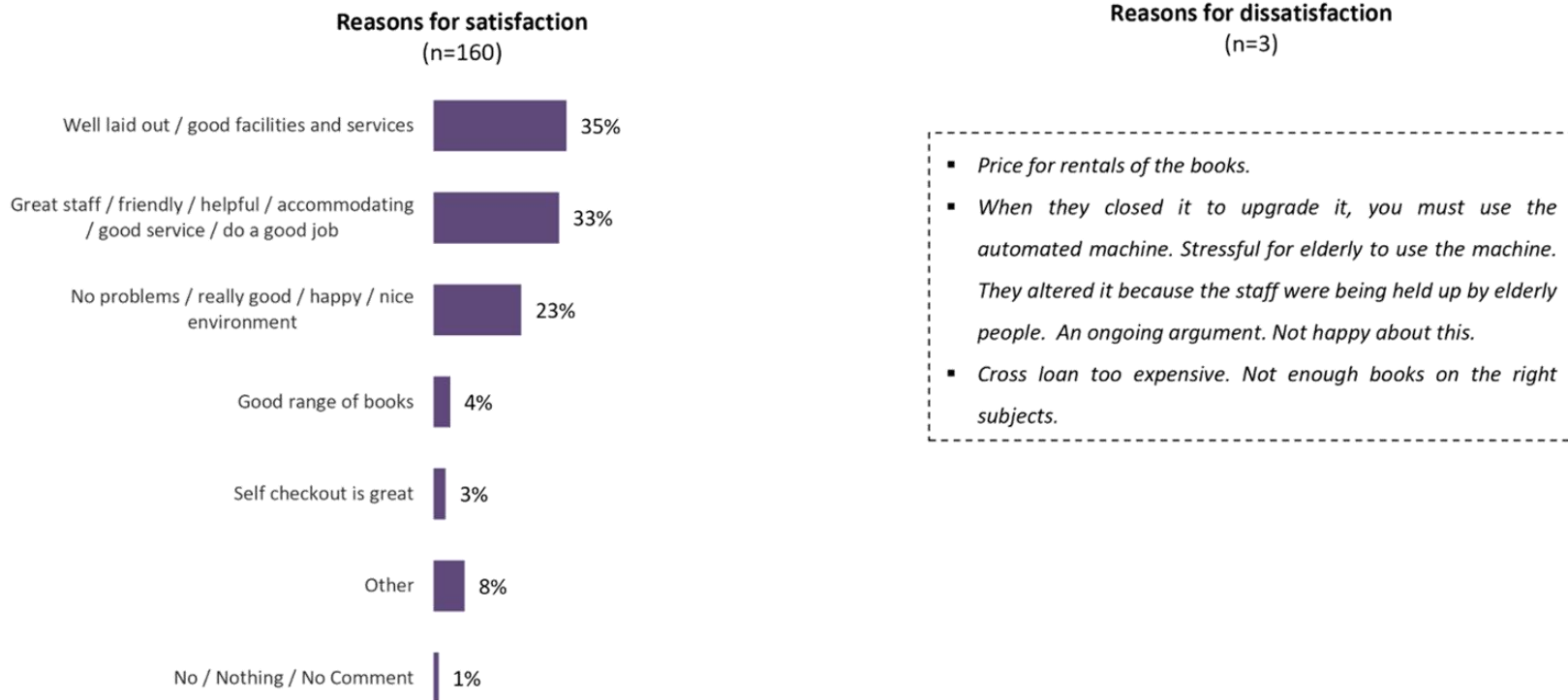
- Total sample: n=401
- Q10. Have you visited any of the libraries in the Waitaki District in the past 12 months?
- Q10a: How satisfied are you with library services in the Waitaki District?

▲ Significantly higher  
▼ Significantly lower



Satisfaction with the District's *Library services* is high due to *Well laid out and good facilities and services* as well as *Great/friendly/accommodating staff*

### Library services



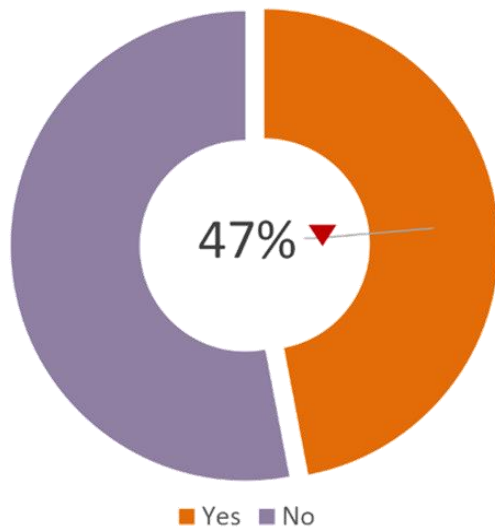
NOTES:  
 \* Total Sample n=401  
 \* Q10b&c: Can you tell me why you were not satisfied / satisfied with services at any of the libraries in the Waitaki District?



In 2020, the proportion of residents who have visited the *Oamaru Opera House* has significantly decreased to 47% from 54% in 2019. *Watching a performance* is the top reason for visiting the *Oamaru Opera House* as indicated by almost eight in ten visitors (78%)

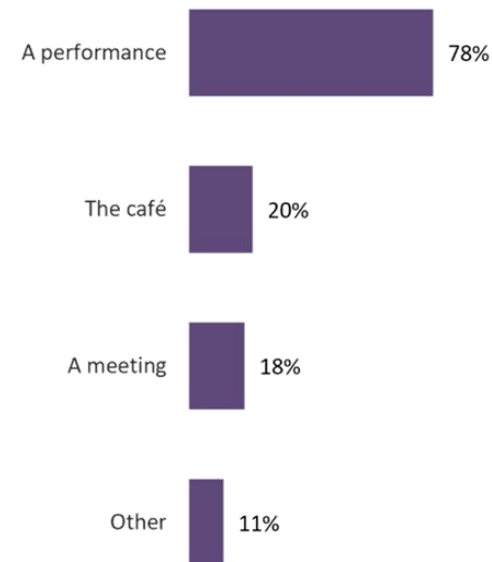
### Oamaru Opera House

Have visited Oamaru Opera House in the past 12 months



2019: Yes - 54% ▲

Reason for visiting



NOTES:

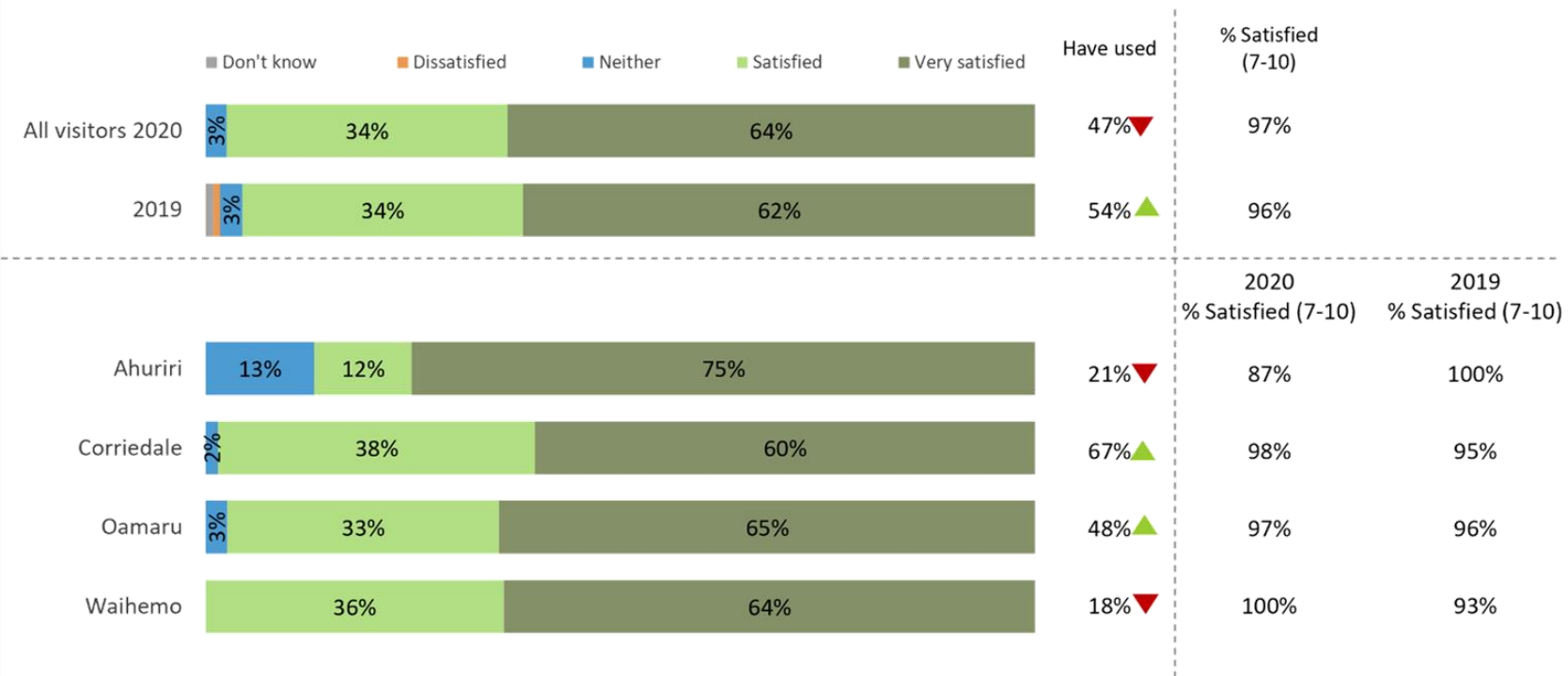
- Total sample: n=401; Have visited n=189; Have not visited n=212
- Q12: have you visited the Oamaru Opera House in the past 12 month?
- Q12d: What was the reason for visiting the Oamaru Opera House?

▲ Significantly higher  
▼ Significantly lower



The proportion of visitors to the *Oamaru Opera House* from the *Corriedale* and *Oamaru* wards is significantly higher than that from *Ahuriri* and *Waihemo*. Nearly all visitors (97%) to the *Oamaru Opera House* are satisfied with the facility

### Oamaru Opera House



NOTES:  
 . Total sample: n=401  
 . Q12a: How satisfied are you with the Opera House? Have visited n=189; Have not visited n=212

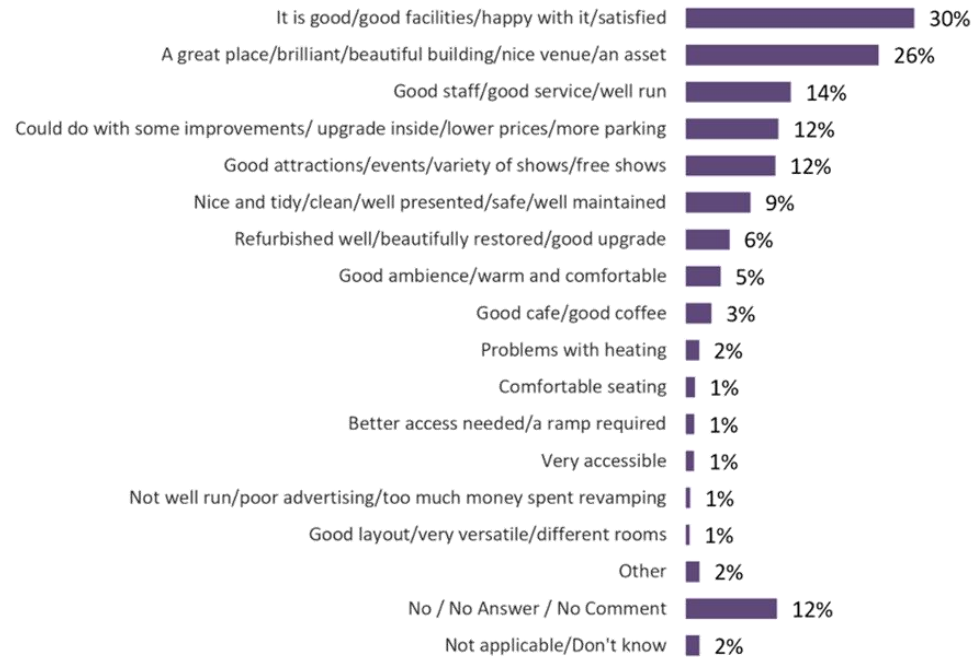
▲ Significantly higher  
 ▼ Significantly lower



Residents have said that the *Oamaru Opera House* has *Good facilities* and is a *Beautiful building and an asset to the District*

### Oamaru Opera House

#### Reasons for satisfaction (n=169)



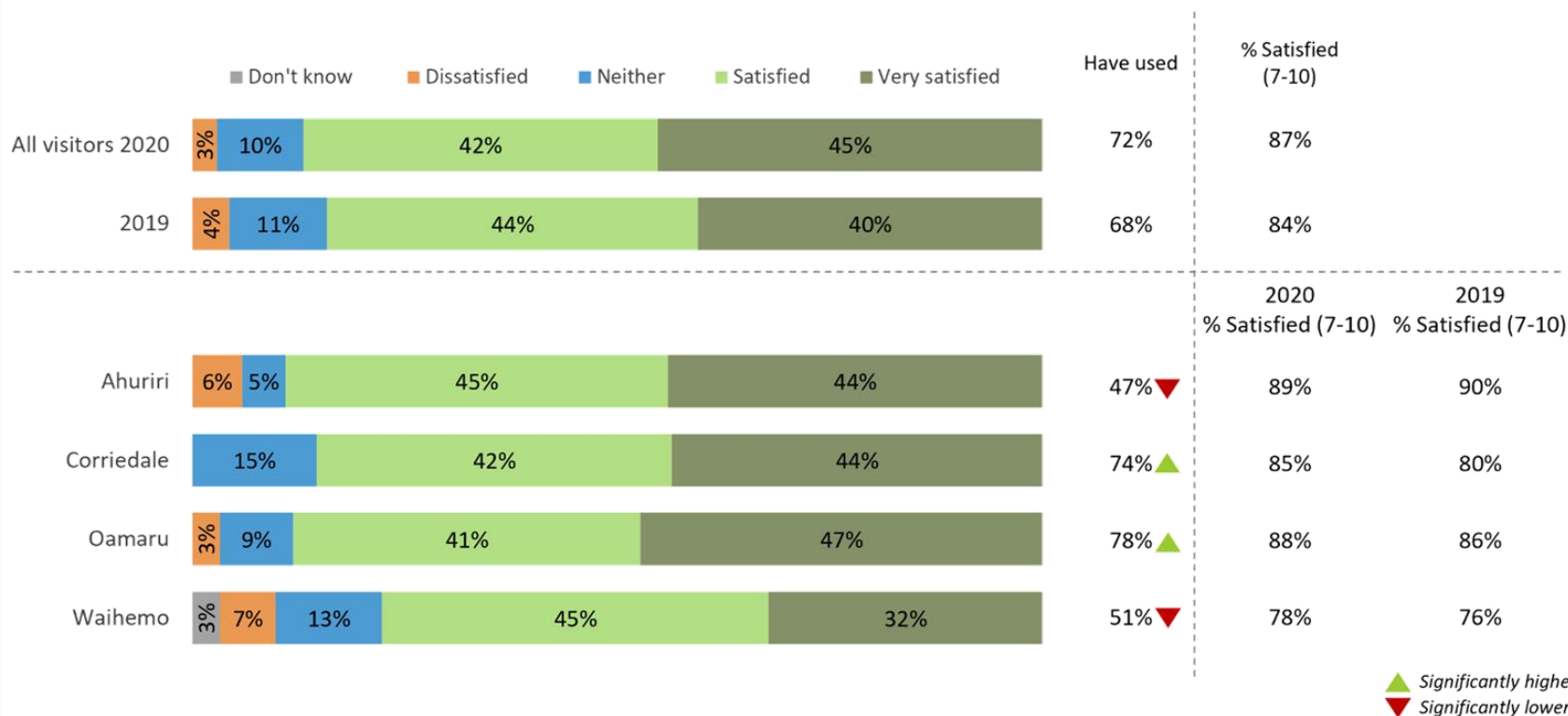
NOTES:

- Total Sample n=401
- Q12b&c: Can you tell me why you were not satisfied / satisfied with the Opera House?



There are slightly more people who visited *Parks and reserves* over the past year with almost nine in ten visitors (87%) being satisfied with these outdoor spaces

**Parks and reserves**



NOTES:  
 . Total sample: n=401  
 . Q13. Have you used any of the parks or reserves in the Waitaki District in the past 12 months? Have visited n=278; Have not visited n=123  
 . Q13a: How satisfied are you with the parks and reserves in the Waitaki District?

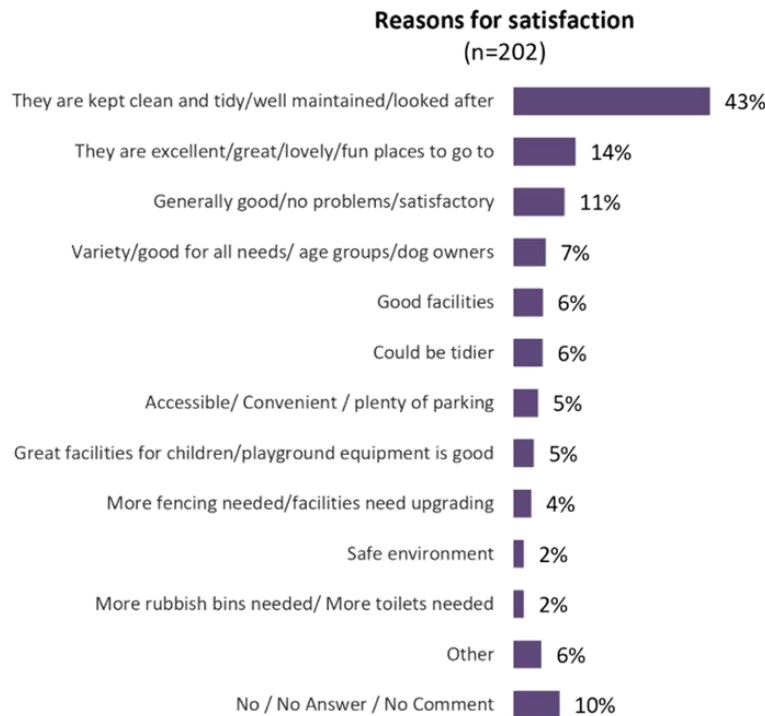


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Residents think that the District's *Parks and reserves* are *Kept clean and tidy/well-maintained* and are *Excellent and fun places to go to*

**Parks and reserves**



**Reasons for dissatisfaction**  
(n=3)

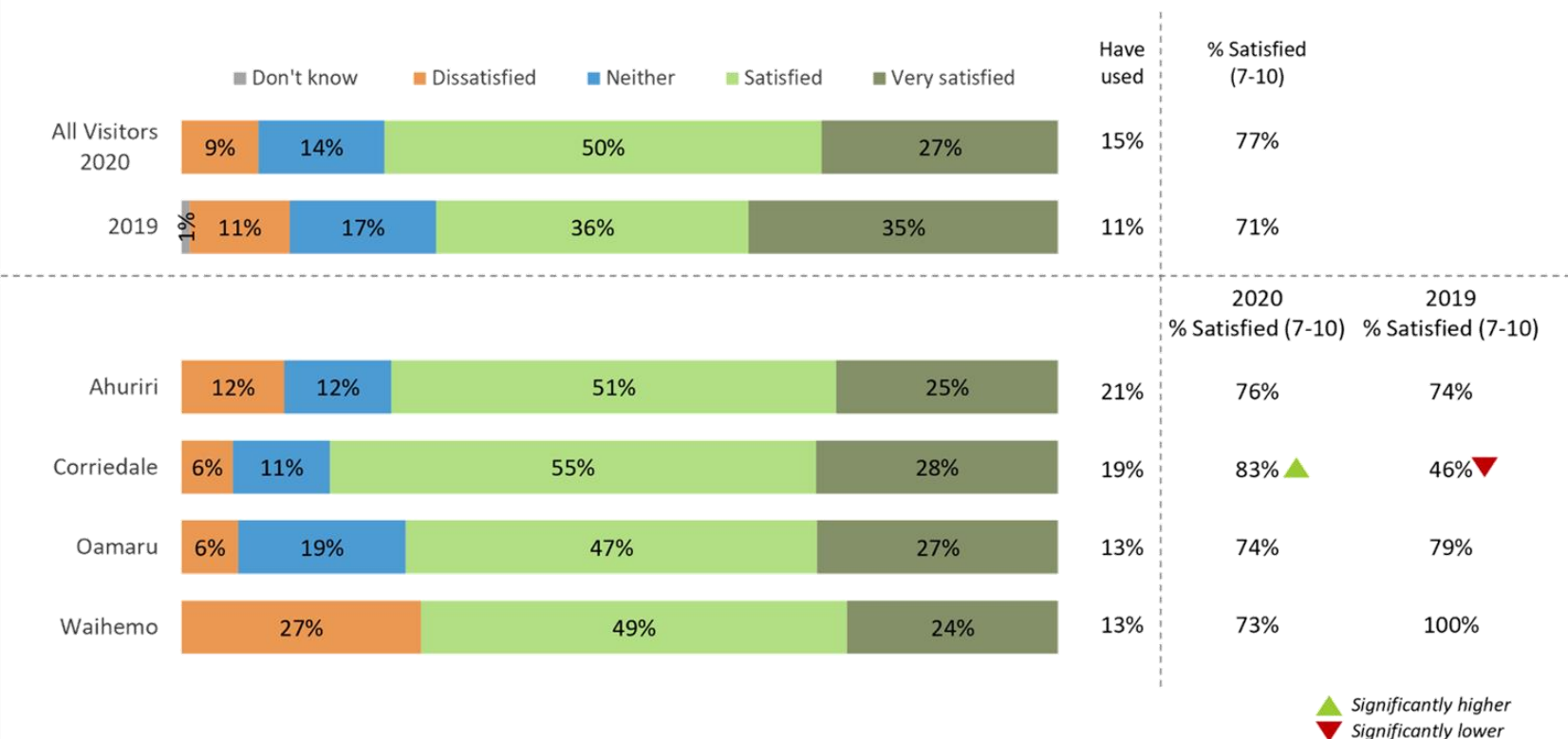
- *They doubled the staying price at the Dunback Domain at the end of last year. They are getting half the income with double the price.*
- *The upkeep of the Alps to Ocean - there is no upkeep it is overgrown, and it is an embarrassment.*
- *Needs mowing of reserves in Kurrow*

NOTES:  
1. Total Sample n=401  
2. Q13b&c: Can you tell me why you were not satisfied / satisfied with the parks and reserves in the Waitaki District?



Council-owned Lakes camping grounds have been visited by more people in 2020 than in the previous year. Out of all those who have visited and used these camping grounds, close to eight out of ten (77%) are satisfied with these facilities

**Council-owned Lakes camping grounds**



NOTES:

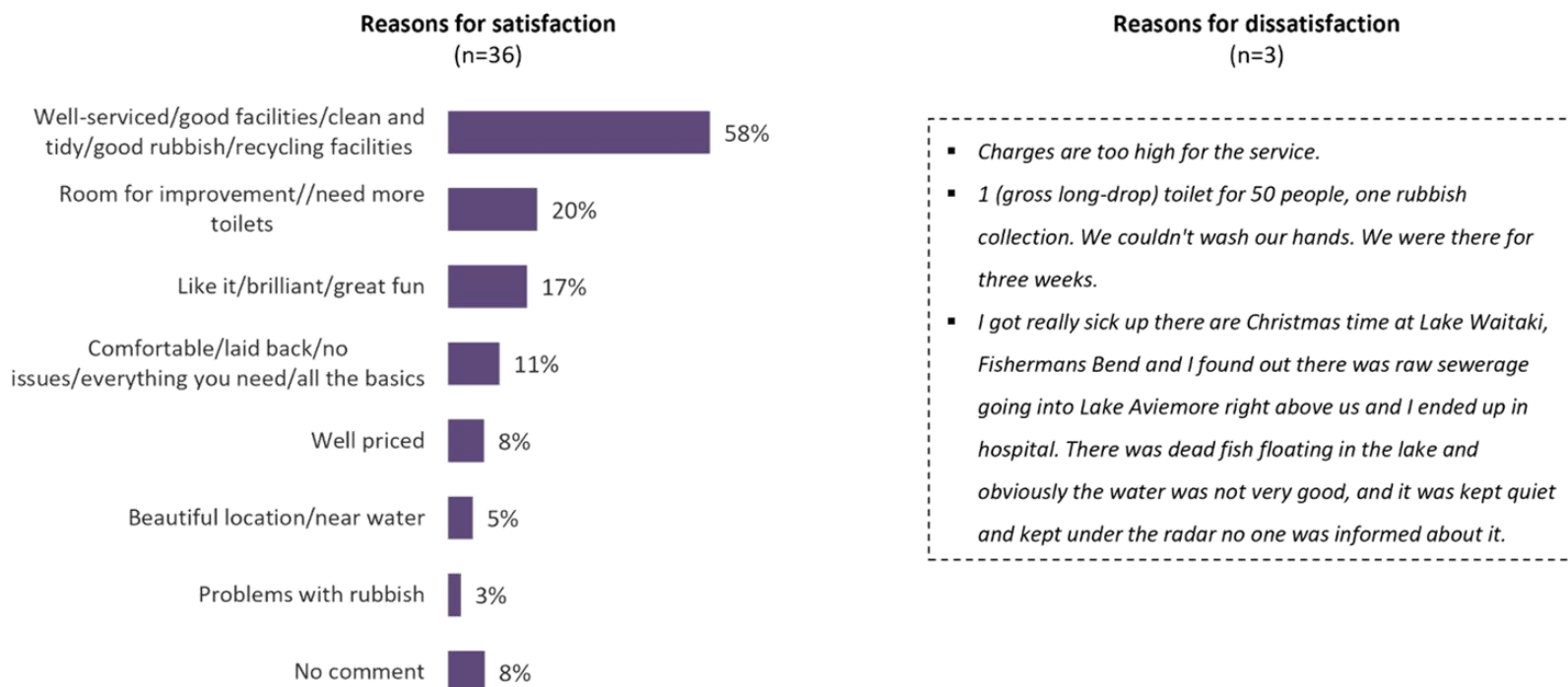
- Total sample: n=401
- Q14. Have you used the Council-owned Lakes camping grounds over the past 12 months? Have used n=60; Have not used n=341
- Q14a: How satisfied are you with the Council-owned Lakes camping grounds over the past 12 months?





Most residents are satisfied with *Council-owned Lakes camping grounds for Being well-serviced, with good facilities, clean and with good recycling facilities*

### Council-owned Lakes camping grounds



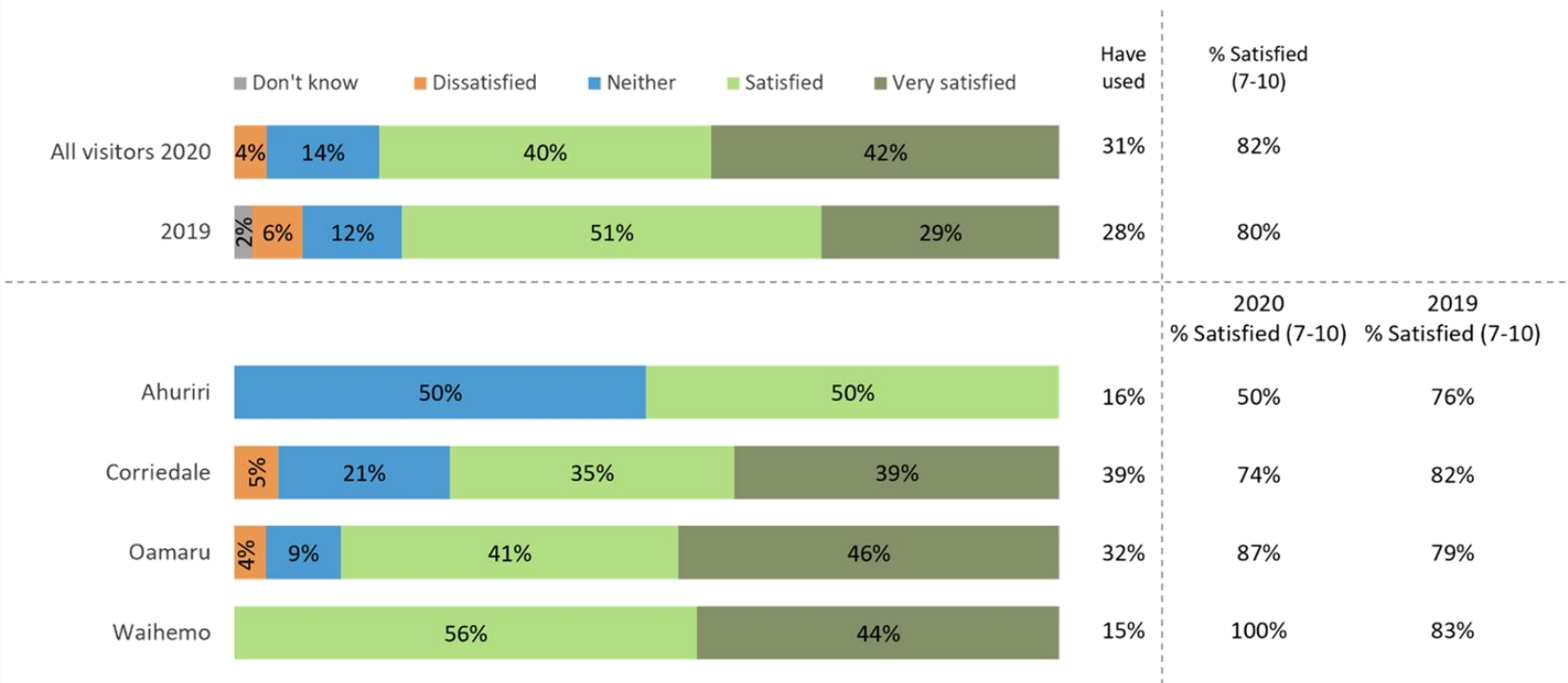
NOTES:

- Total Sample n=401
- Q14b&c: Can you tell me why you were not satisfied / satisfied with the Waitaki District Council Lakes camping ground over the past 12 months?



More than eight in ten users (82%) of *Sports fields* are satisfied with these facilities. This is a slight improvement from 80% satisfied users in 2019. *Ahuriri* residents appear to be less satisfied with the District's *Sport fields and facilities* than other residents

### Sports fields and facilities



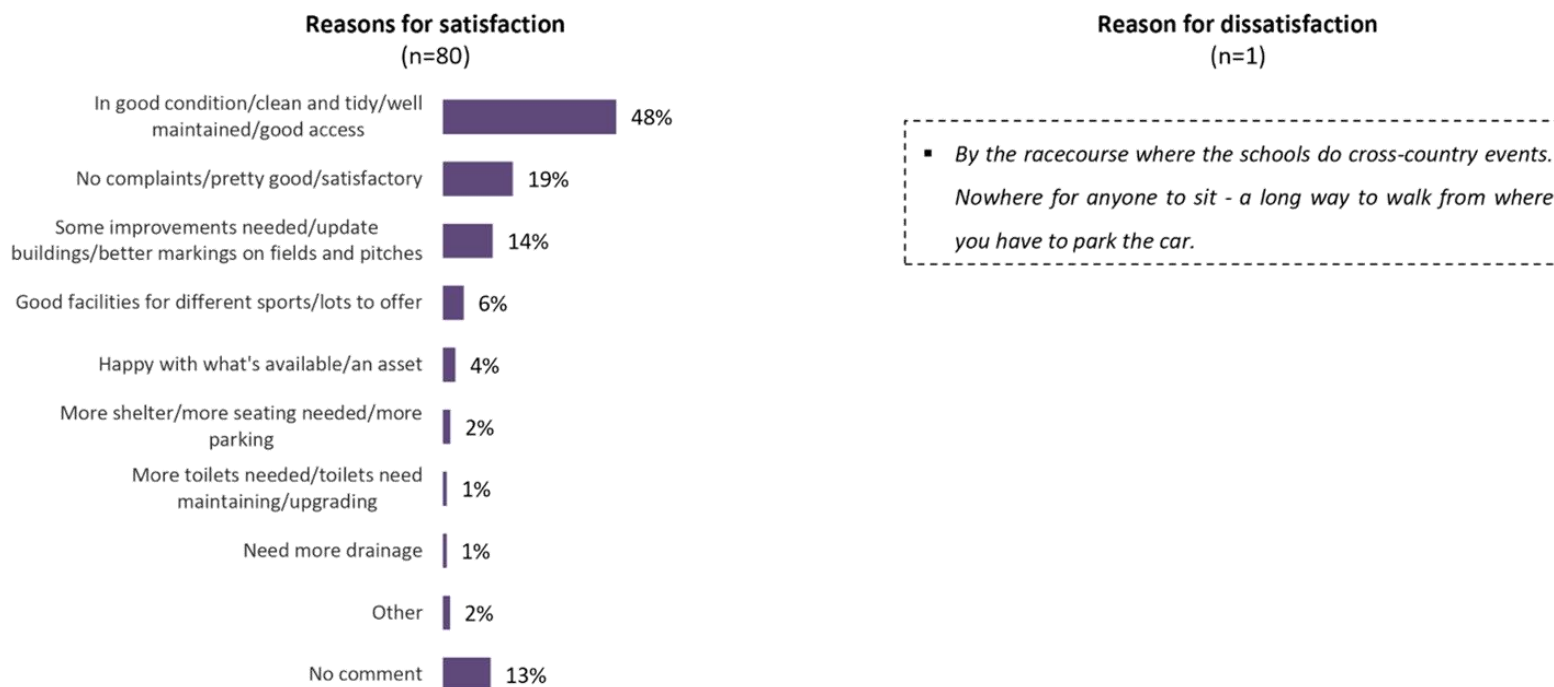
NOTES:

- Total sample: n=401
- Q15: Have you used any Waitaki District sports fields or facility in the past 12 months? Have visited n=125, have not visited = 276
- Q15a: How satisfied are you with sports fields or facilities in the Waitaki District?



*Good maintenance and access* are the main reasons why almost half of users (48%) of *Sports fields* are satisfied. A few users (14%) have cited that these facilities *Need some improvements*

### Sports fields and facilities



NOTES:  
 . Total Sample n=401  
 . Q15b&c: Can you tell me why you were not satisfied / satisfied with sports fields or facilities in the Waitaki District?



Public toilet usage and satisfaction have improved in 2020 with Ahuriri residents being more likely to be satisfied than residents of the other wards

### Public toilets

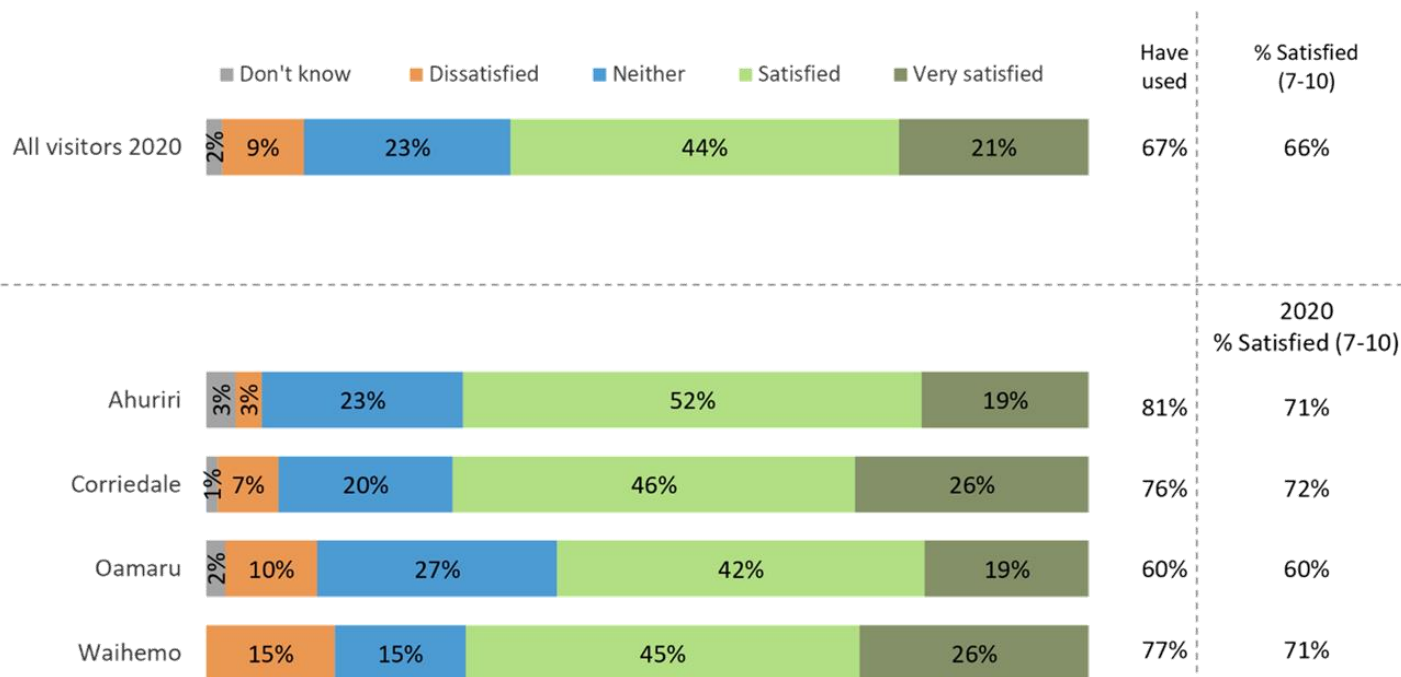


NOTES:  
 • Total sample: n=401  
 • Q16: Have you used a public toilet in the past 12 months? Have visited n=276; Have not visited n=125  
 • Q16a: How satisfied are you with the public toilets?



Overall, around two thirds of users (66%) of *Public toilets* in the District are satisfied with their *availability* with *Oamaru* residents likely to be less satisfied compared to the other residents

### Public toilets - Availability



Reason for dissatisfaction (n=1): Toilets are often blocked and are horrific.

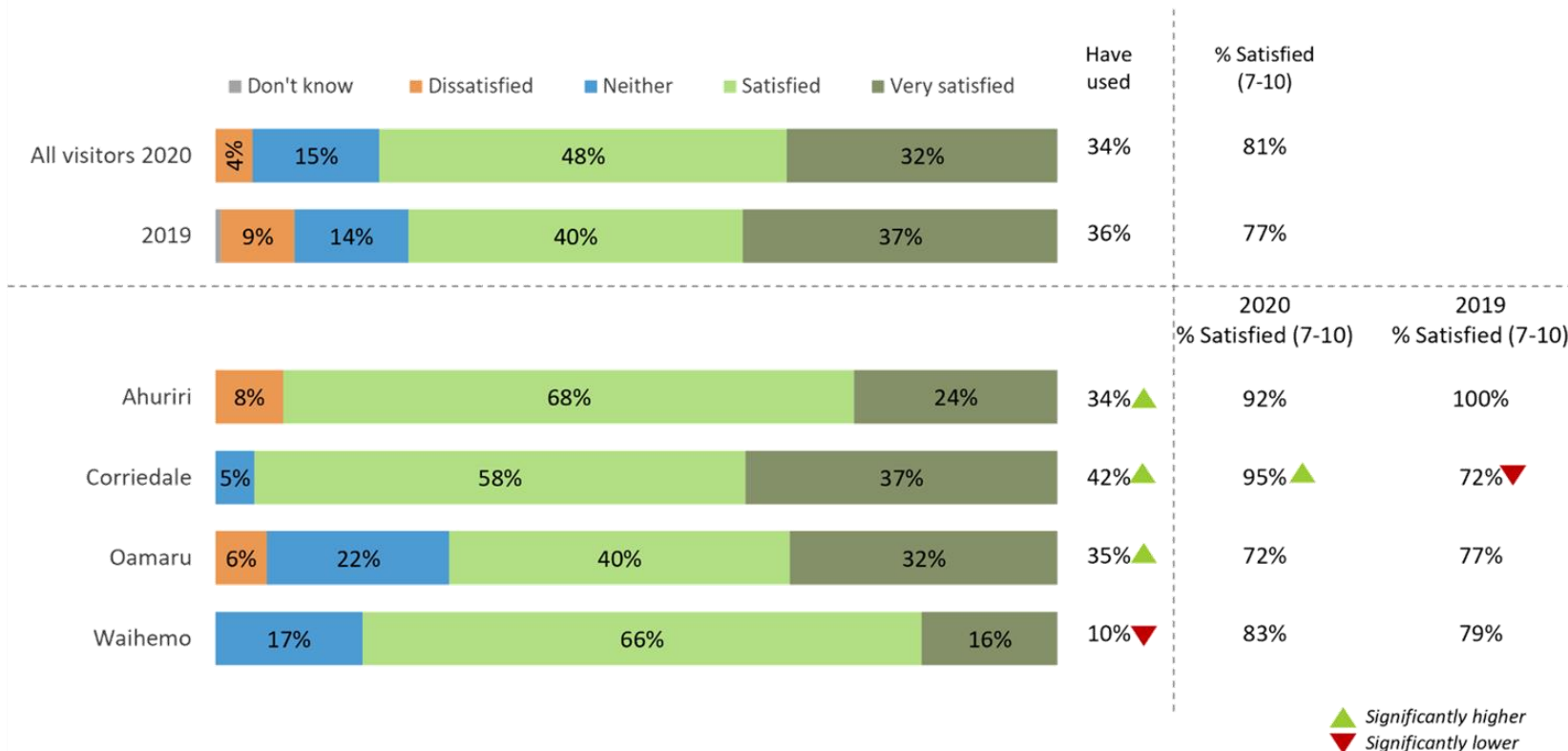
NOTES:

- Sample: n=276
- Q16d: How satisfied are you with availability of public toilets?



User satisfaction for the *Aquatic Centre* has increased from 77% in 2019 to 81% in 2020. There is a significant increase in satisfaction amongst users in the Corriedale ward in 2020 when compared with 2019

### Aquatic Centre



NOTES:  
 . Total sample: n=401  
 . Q17: Have you used or visited the Aquatic Centre in the past 12 months? Have visited n=135; Have not visited n=266  
 . Q17a: How satisfied are you with the Aquatic Centre?

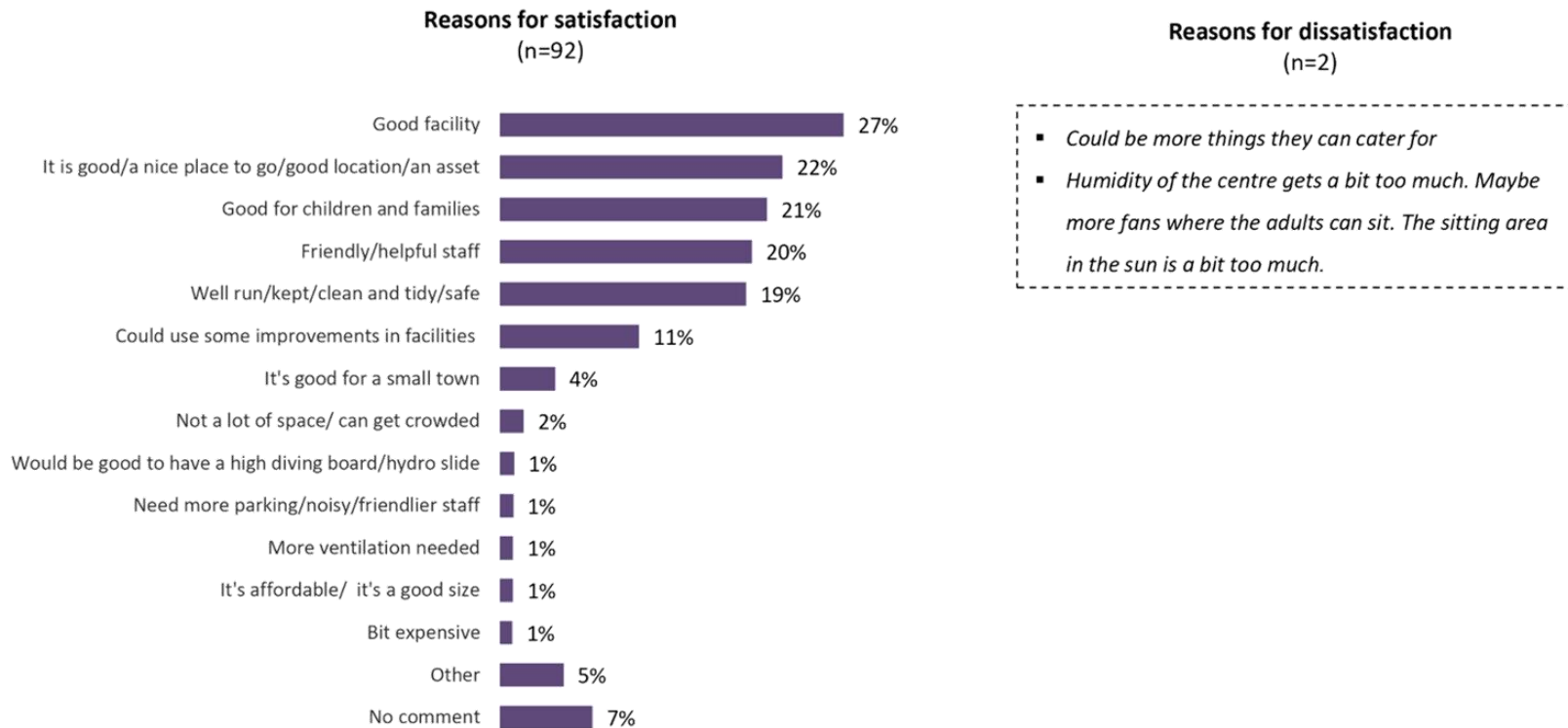


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Over a quarter of users of the Aquatic Centre (27%) have cited that the centre is a *Good facility* while more than one in five mentioned that *It is a nice place to go to with a good location* (22%) and the centre is *Good for children and families* (21%)

### Aquatic Centre

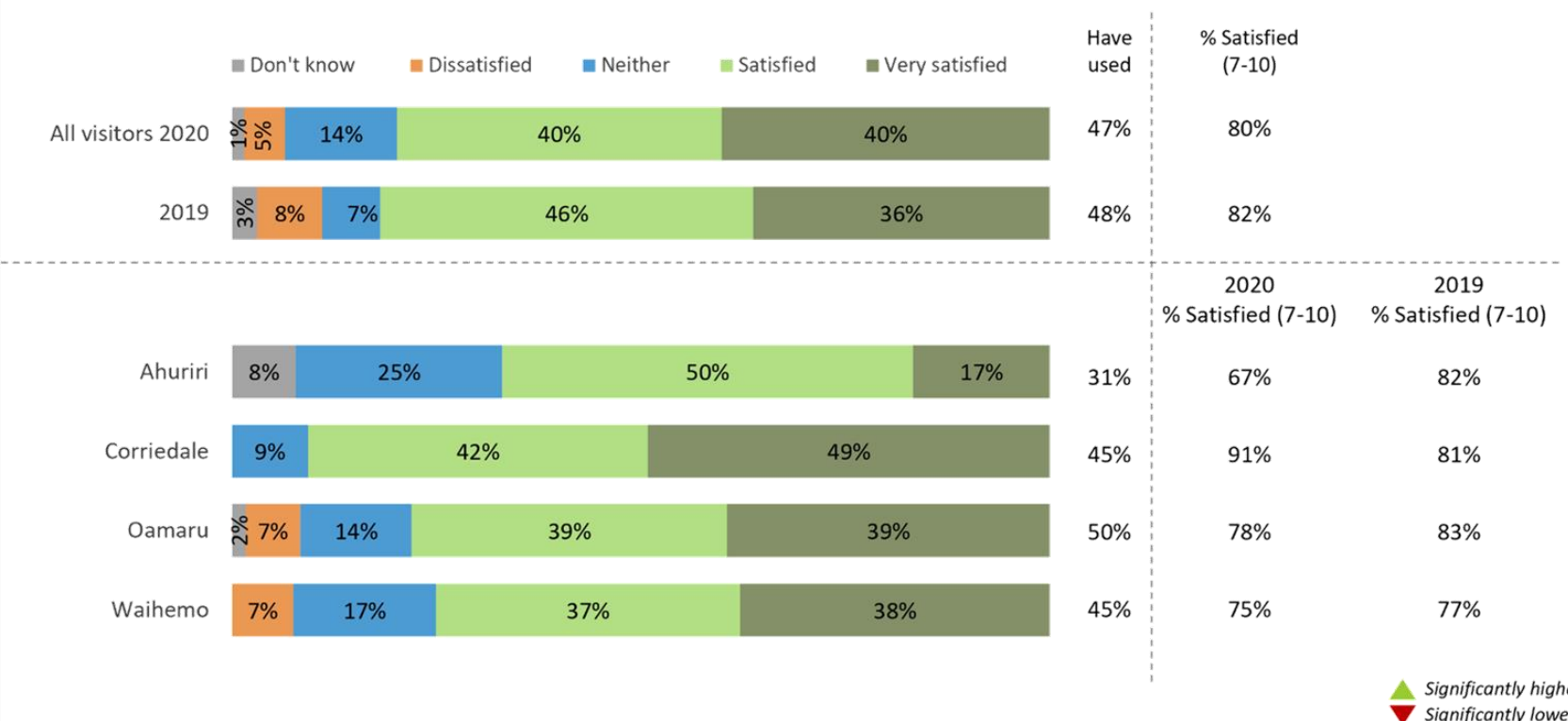


NOTES:  
 . Total Sample n=401  
 . Q17b&c: Can you tell me why you were not satisfied / satisfied with the Aquatic Centre?



In 2020, satisfaction with *Cemeteries* is generally high although it slightly declined compared with 2019 (80% vs. 82%). *Corriedale* residents are likely to be more satisfied with these facilities than other residents

### Cemeteries



NOTES:  
 . Total sample: n=401  
 . Q18: Have you visited a cemetery in the Waitaki District in the past 12 months? Have visited n=191; Have not visited n=210  
 . Q18a: How satisfied are you with cemeteries in the Waitaki District?





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A few dissatisfied users of District *Cemeteries* have said that these areas need *more improvements or better maintenance*

## Cemeteries

### Reasons for dissatisfaction (n=3)

- *Especially the children's area is super unkept, the weeds aren't pulled. It is disrespectful to the dead.*
- *They mowed the grass on a damp day without a catcher which meant we had grass all over our feet. Weeds were growing up the headstone. I had never seen it like that. I was embarrassed and shocked.*
- *Grass is overgrown. At a recent funeral, the clay was piled up beside the grave, it was terribly presented.*

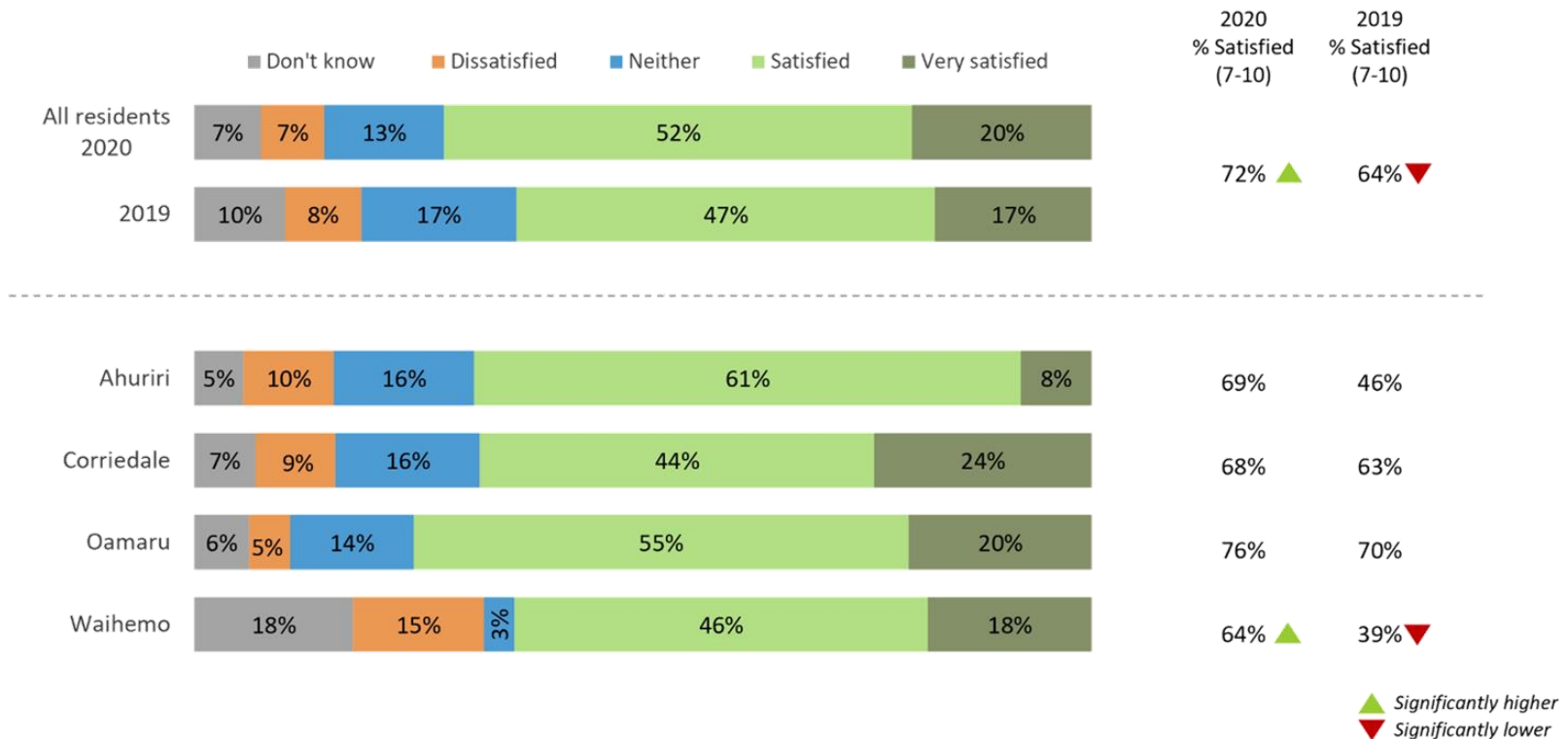
#### NOTES:

- Total Sample n=401
- Q18c: Can you tell me why you were not satisfied with cemeteries in the Waitaki District?



Overall satisfaction with *Mayor and Councillors* has significantly increased to nearly three quarters of residents (72%) from 64% in 2019. *Waihemo* residents are likely to be more satisfied with local leadership than a year ago

### Performance of the Mayor and Councillors

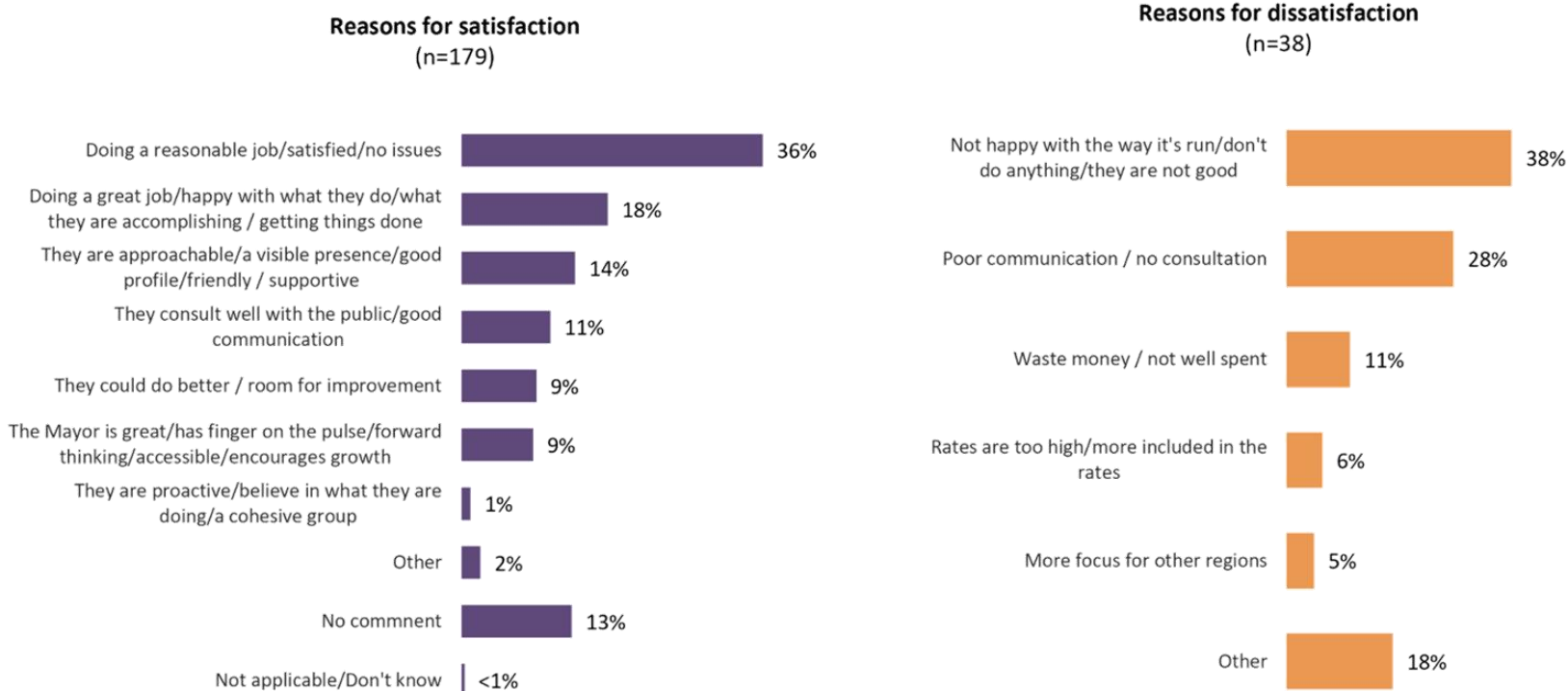


NOTES:  
 . Total sample: n=401  
 . Q19: How satisfied are you with the performance of the Mayor and Councillors over the last 12 month period?



Out of all residents who are satisfied with the *Performance of the Mayor and Councillors*, more than a third (36%) think that they are *Doing a reasonable job*. On the other hand, almost four in ten dissatisfied residents (38%) feel that *Council leadership is not doing anything/not doing enough*

### Performance of the Mayor and Councillors



NOTES:  
 . Sample n=401  
 . Q19a&b: Can you tell me why you were not satisfied / satisfied with the performance of the Mayor and Councillors over the last 12-month period?



There is a considerable decrease in satisfaction with the *Performance of Ahuriri Community Board members* from 55% in 2019 to 38% in 2020

**Performance of Ahuriri Community Board members**



NOTES:  
 . Sample: n=37  
 . Q20: How satisfied are you with the performance of Ahuriri Community Board members?



Some of the comments about the *Ahuriri Community Board members* include *Members being approachable and involved with local events*

### Performance of Ahuriri Community Board members

#### Reasons for satisfaction (n=8)

- *They are very involved with events and schools.*
- *They do their best to help us out.*
- *I have no strong objections to the decisions they have made.*
- *They all seem approachable and really interested in doing good things.*
- *Because they get out there and do it. They have not got any hidden agenda. They like to get things done. The towns are looking good.*
- *They took their time to go to a local meeting and took the time to introduce themselves and take an interest in what we are doing in Duntroon.*

#### Reasons for dissatisfaction (n=4)

- *No communication from the community board, do not hear of community meetings. The valley is paying more in rates than comes back.*
- *Do not even know who does it*
- *Do not get the answers that you have asked for and which were promised. They reveal very little initiative*
- *They do not do much, we do not see them or hear them very much.*

NOTES:

- Total Sample n=401
- Q20a&b: Can you tell me why you were not satisfied / satisfied with the performance of Ahuriri Community Board members?



Satisfaction with the *Waihemo Community Board members* has significantly improved with more than half of the residents (54%) satisfied with their performance

**Performance of Waihemo Community Board members**



NOTES:  
 . Sample: n=60  
 . Q21: How satisfied are you with the performance of Waihemo Community Board members? n=



Annual Residents' Survey  
Report | July 2020



Satisfied residents have said that the *Waihemo Community Board members are proactive, collectively have got experience and have been doing their best for the community*

### Performance of Waihemo Community Board members

#### Reasons for satisfaction (n=23)

- *They run fairly well.*
- *We could always approach the local representative if we had any complaints.*
- *Have attended meetings. Impressed with new members.*
- *They are quite proactive.*
- *Collectively they have got quite a bit of experience there and they are certainly doing their best for the community and representing us. They are certainly passionate about what they do.*
- *They have very limited powers but given what they have, they take notice of residents' concerns. They can not always act on them, but I think they do forward them onto the Council.*

#### Reasons for dissatisfaction (n=3)

- *Absolutely dysfunctional. They are meant to listen to the people in the community, they make their own decisions different to the community opinion. They are paid good money to fulfil their own objectives. We would be better off having another Councillor on WDC. It would be cheaper and have more say in the main council rather than them relying on reports from the community board.*
- *Because they do nothing, you never see them, nothing has happened in Palmerston, it is mainly Oamaru that gets the attention.*
- *I do not know a lot about their activities, or politics.*

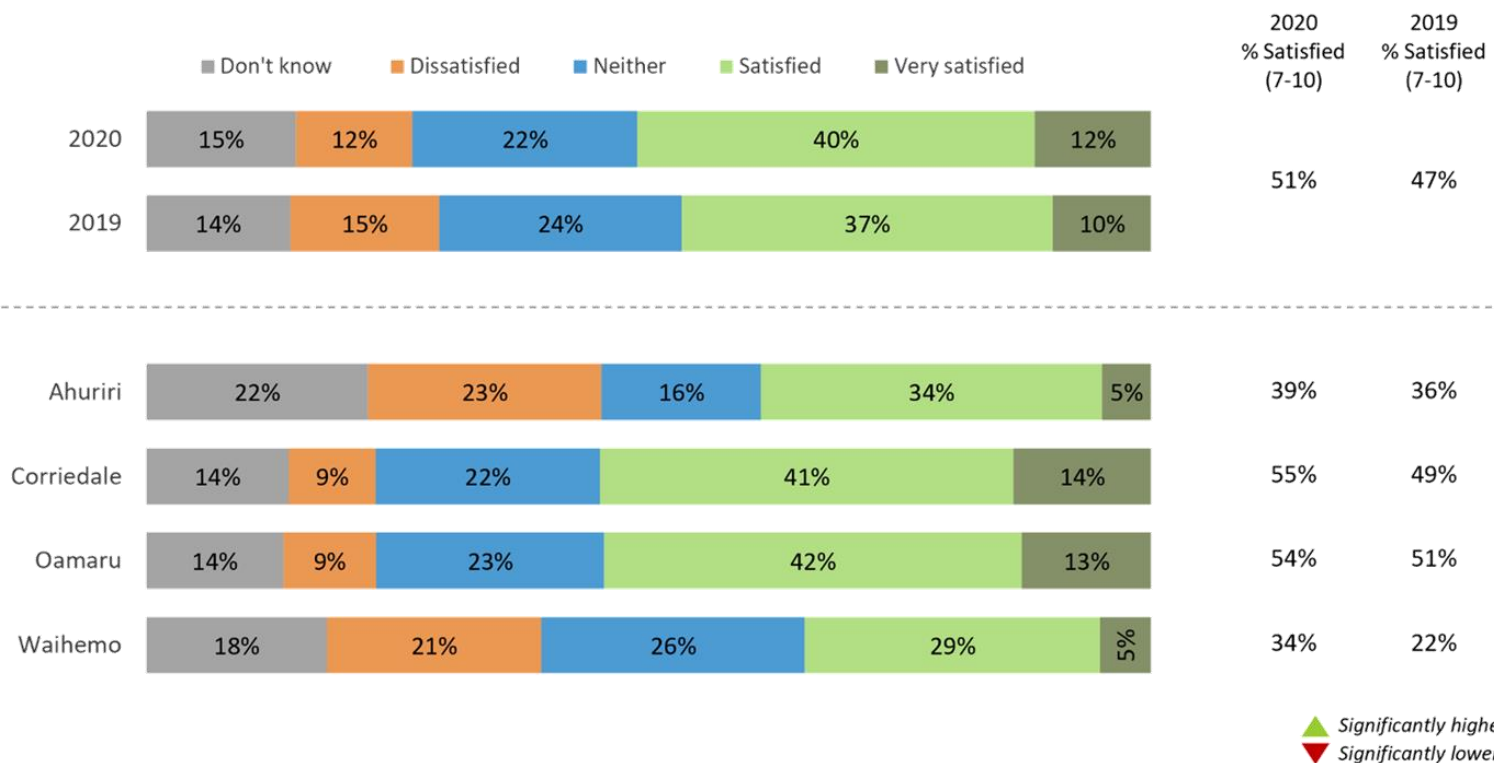
NOTES:

- Total Sample n=401
- Q21a&b: Can you tell me why you were not satisfied / satisfied with the performance of Waihemo Community Board members?



Residents are considerably more satisfied with *Councils' community consultation* in 2020 than in 2019 and satisfaction across all wards has improved

**Council's consultation with the community**



NOTES:  
 . Total sample: n=401  
 . Q22: How satisfied are you with Council's consultation with the community?

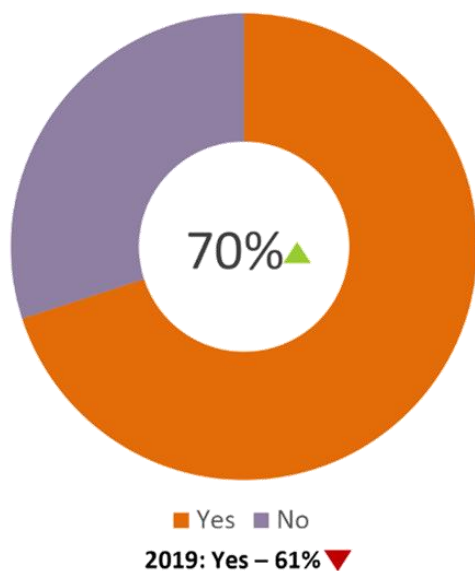




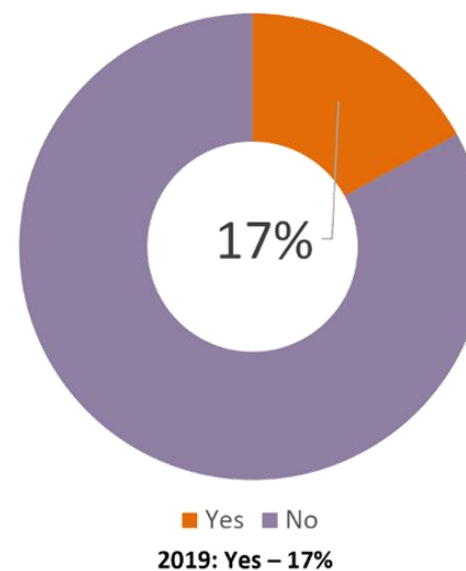
Seven in ten residents (70%) are satisfied with the District's *Civil Defence Emergency Management*. Concerning roading requests, only a few residents (17%) have *lodged a request to Council over the past 12 months*

### Civil Defence and Roading request

Proportion of residents satisfied with Civil Defence Emergency Management



Lodged a customer request to Council over the past 12 months regarding roads or footpaths



NOTES:

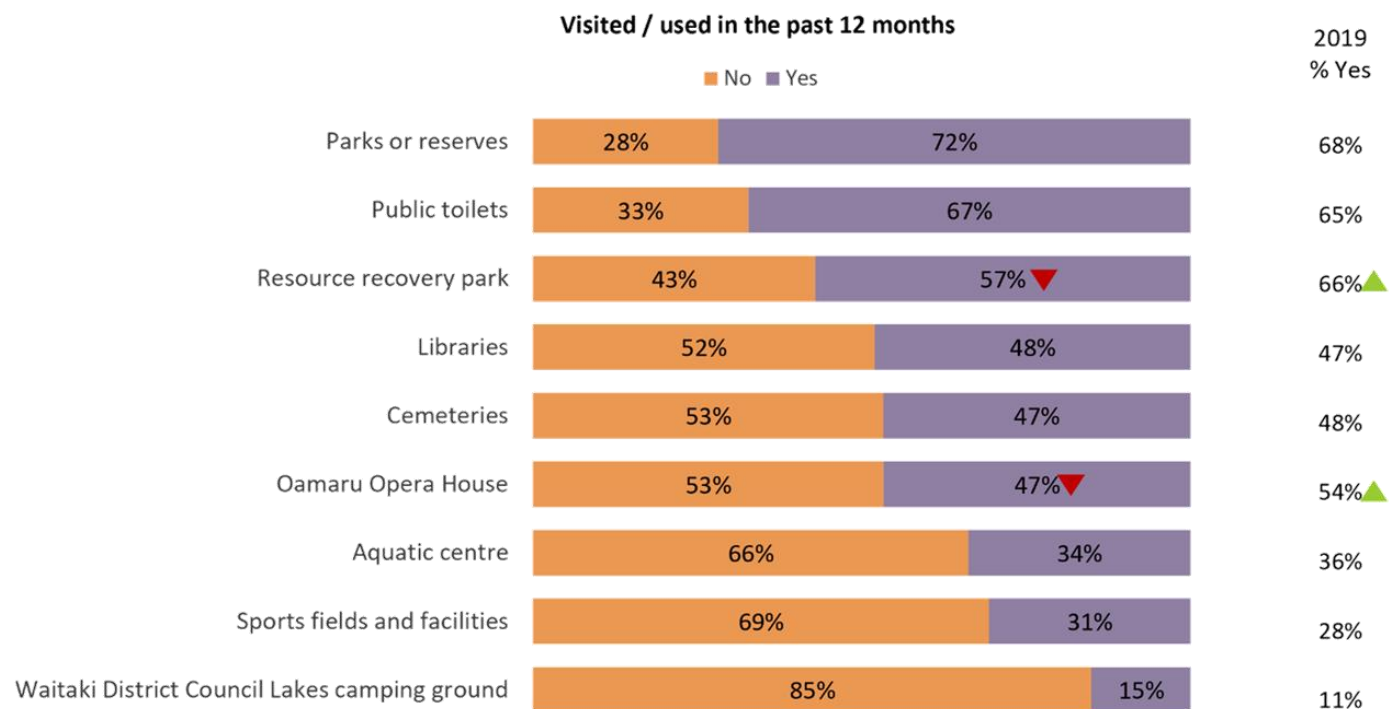
- Total sample: n=401
- Q23: Are you satisfied with Civil Defence Emergency Management?
- Q24: Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?

▲ Significantly higher  
▼ Significantly lower



*Parks or reserves continues to be the most visited Council-maintained open spaces in 2020. Significantly less people have visited or used the Resource recovery park and Oamaru Opera house compared with 2019*

**Frequency of use of or visit to facilities**



NOTES:  
 . Total sample: n=401  
 . Q: Have you visited or used any of the following facilities in the Waitaki District in the past 12 months?

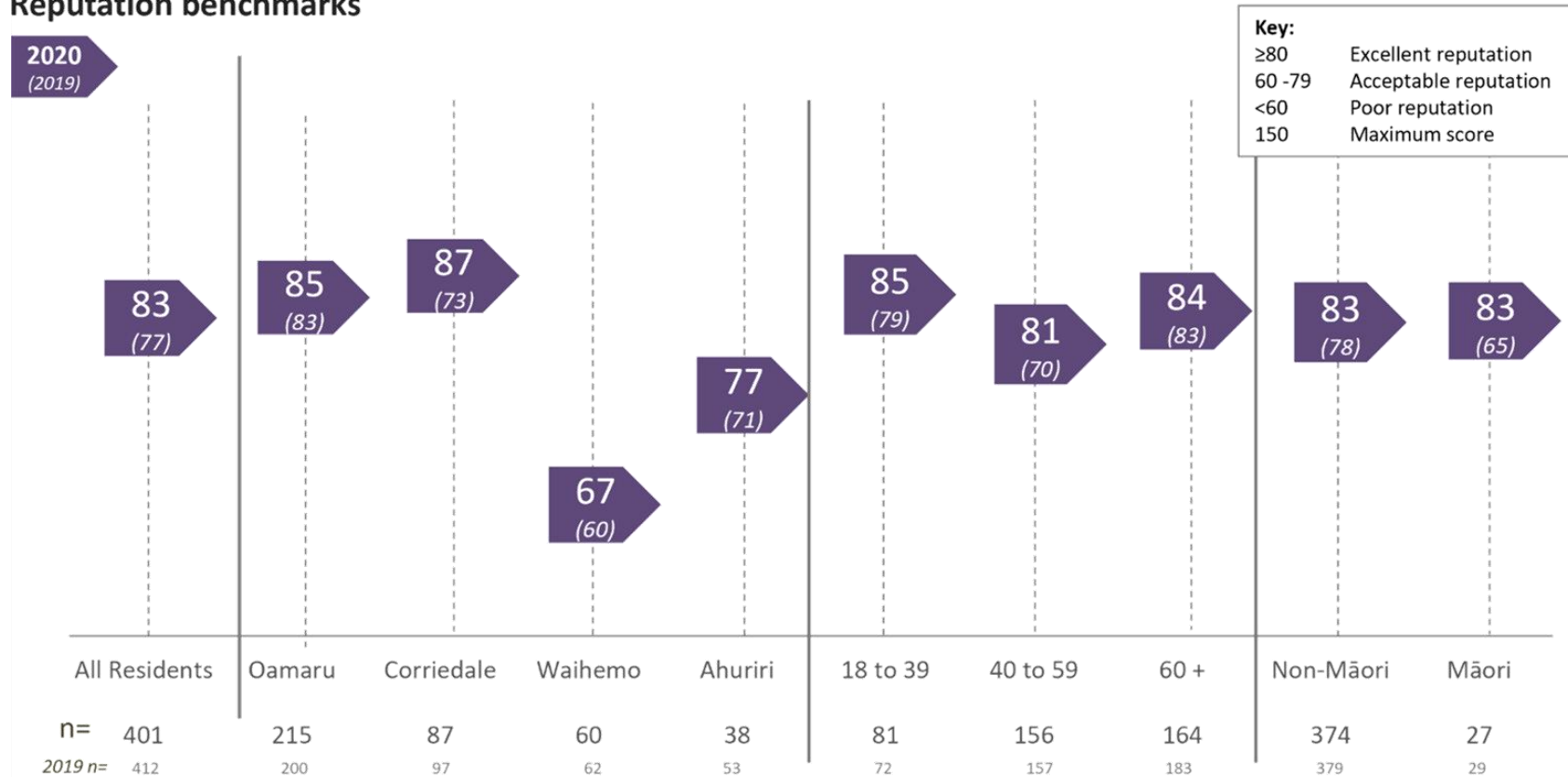
▲ Significantly higher  
 ▼ Significantly lower





Waitaki District Council's reputation benchmark score improved from an *Acceptable* level to an *Excellent* level. The *Corriedale* residents are likely to view Council's reputation more positively than other residents

### Reputation benchmarks

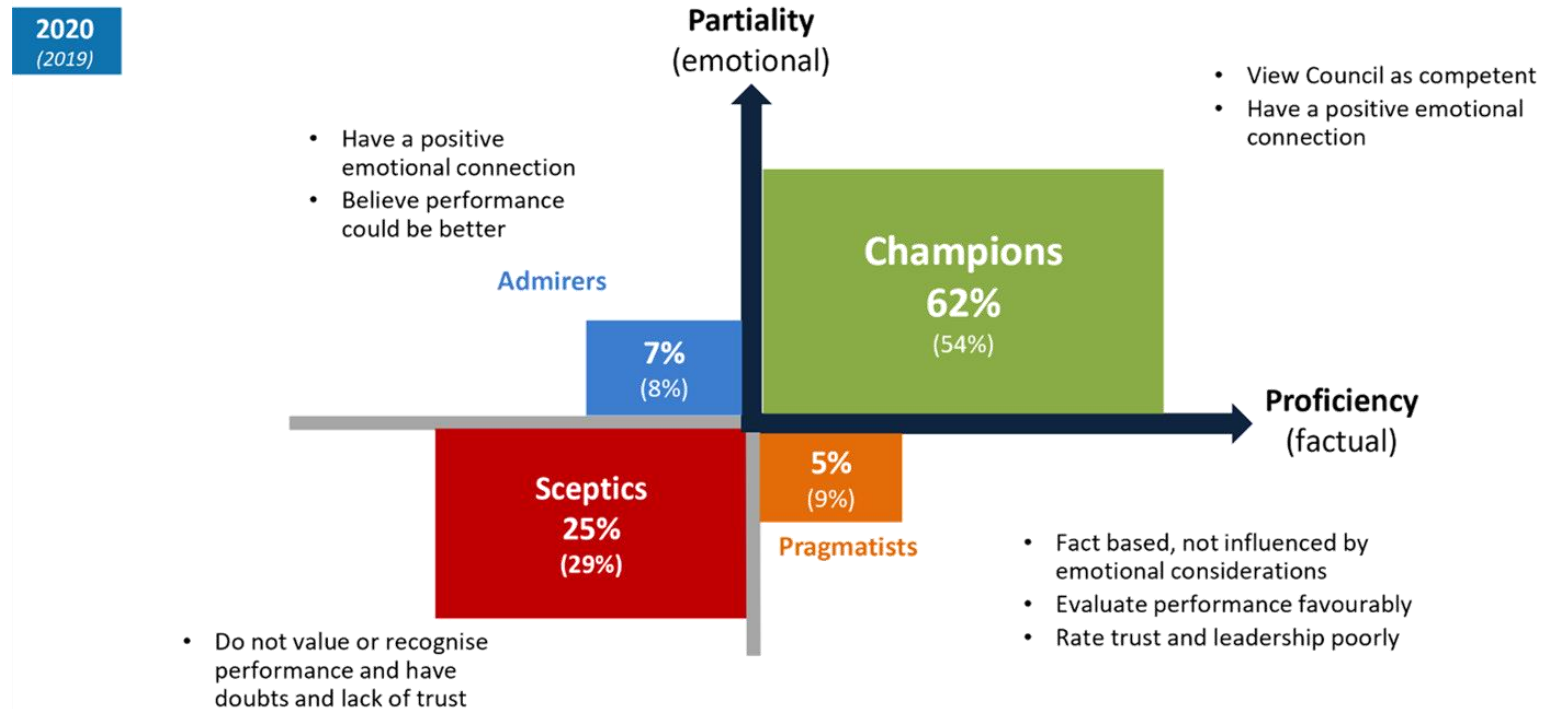


NOTES:  
 . Sample n=401  
 . REPS. So considering leadership, trust, financial management and quality of services provided, how would you rate the Waitaki District Council for its overall reputation?  
 . The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking



Waitaki District has a high proportion of *Champions* who perceive Council as competent and doing a good job overall. The proportion of *Sceptics* slightly dropped from 29% in 2019 to 25% in 2020

Reputation profile

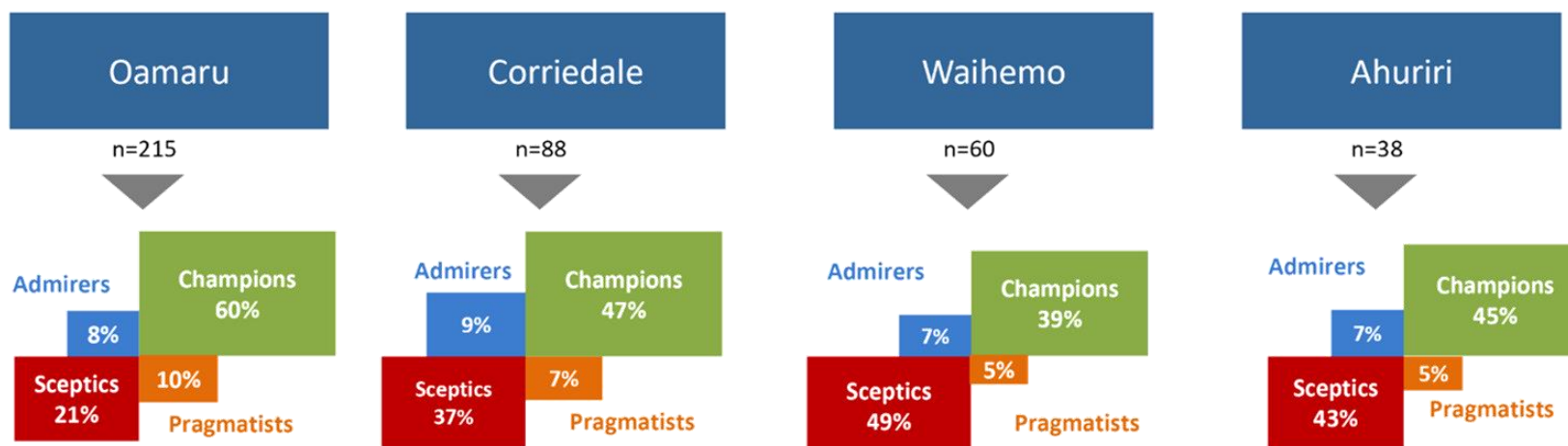


NOTES:  
 1. Sample n=401  
 2. Segments have been determined using the results from a set of five overall level questions  
 3. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation  
 4. Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Oamaru ward residents tend to evaluate *Council's reputation* more favourably than residents of the other wards with six in ten residents (60%) considered as *Champions*

Reputation profile: Wards



2019

Admirers	8%	9%	7%	7%
Champions	60%	47%	39%	45%
Pragmatists	10%	7%	5%	5%
Sceptics	21%	37%	49%	43%

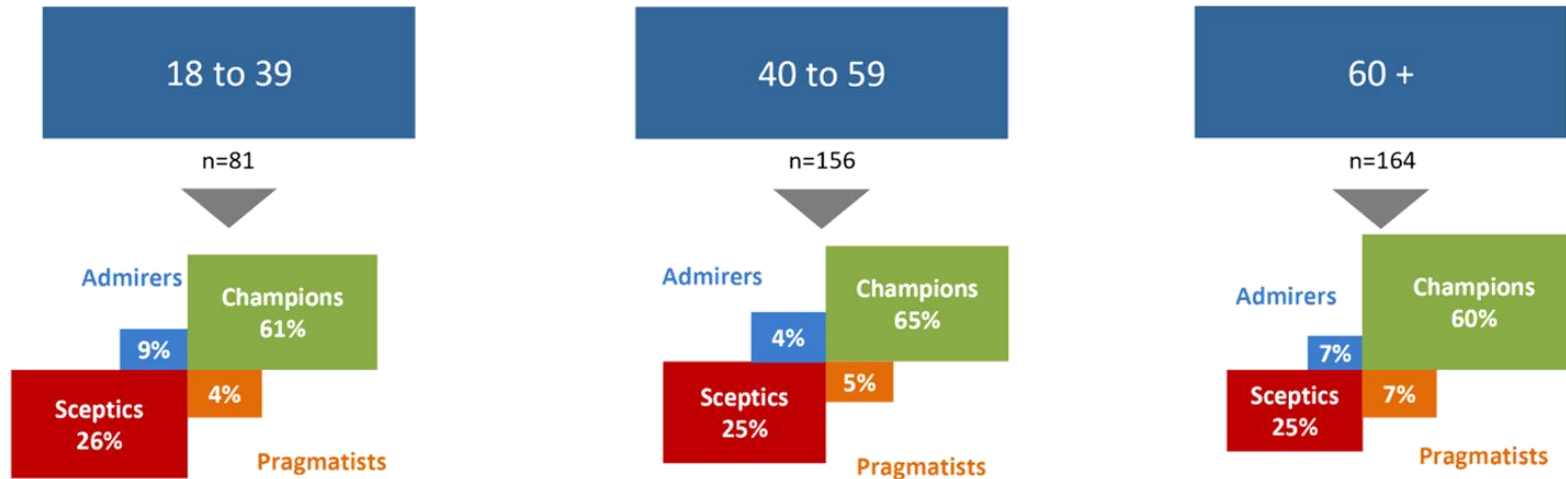
NOTES:

1. Sample n=401
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
4. Due to rounding, percentages may add to just over or under (+/- 1%) totals.



Residents, irrespective of age, rate *Council's reputation* very well

Reputation profile: Age



2019

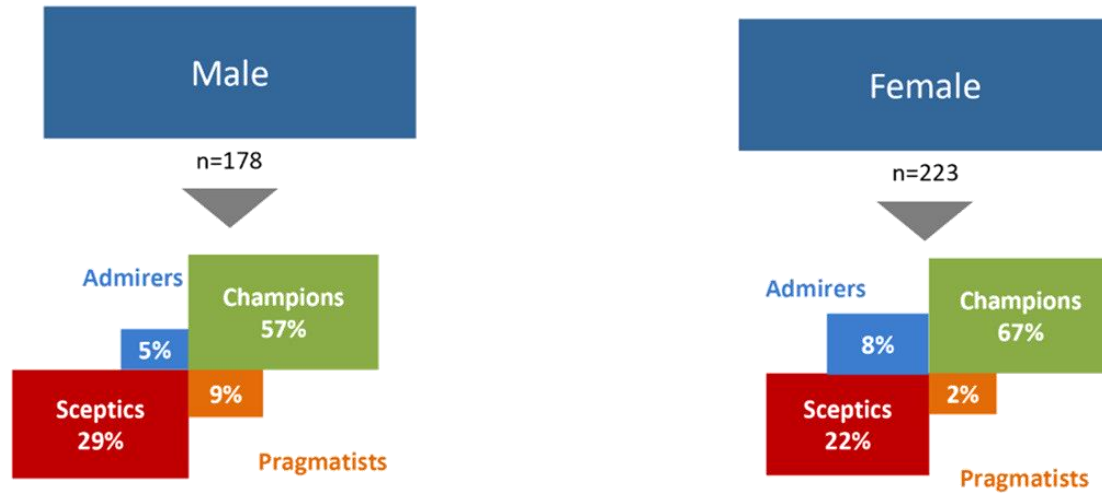
Admirers	8%	9%	7%
Champions	49%	51%	62%
Pragmatists	10%	5%	12%
Sceptics	33%	35%	20%

1. Segments have been determined using the results from a set of five overall level questions
2. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
3. Due to rounding, percentages may add to just over or under (+/- 1%) totals.



There are more *Female* residents who are *Champions* compared to their *Male* counterparts

Reputation profile: Gender



2019

Admirers	9%	8%
Champions	54%	55%
Pragmatists	9%	9%
Sceptics	29%	29%

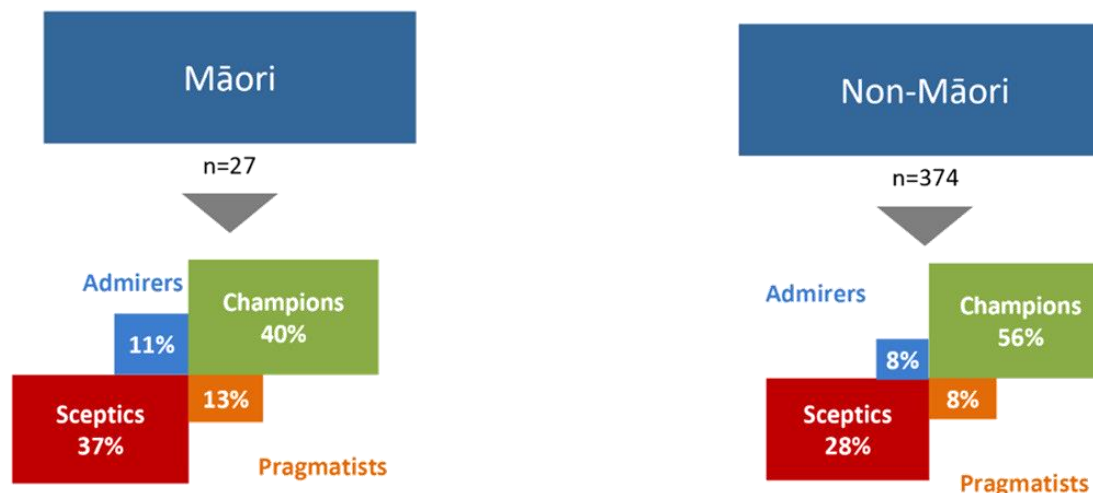
1. Segments have been determined using the results from a set of five overall level questions  
 2. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation  
 3. Due to rounding, percentages may add to just over or under (+/- 1%) totals.





Māori residents in Waitaki District have less trust in Council with this group having a higher proportion of Sceptics and lower proportion of Champions than other ethnicities

Reputation profile: Ethnicity



2019

Admirers	11%	8%
Champions	40%	56%
Pragmatists	13%	8%
Sceptics	37%	28%

1. Segments have been determined using the results from a set of five overall level questions
2. REP1 leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation
3. Due to rounding, percentages may add to just over or under (+/- 1%) totals.



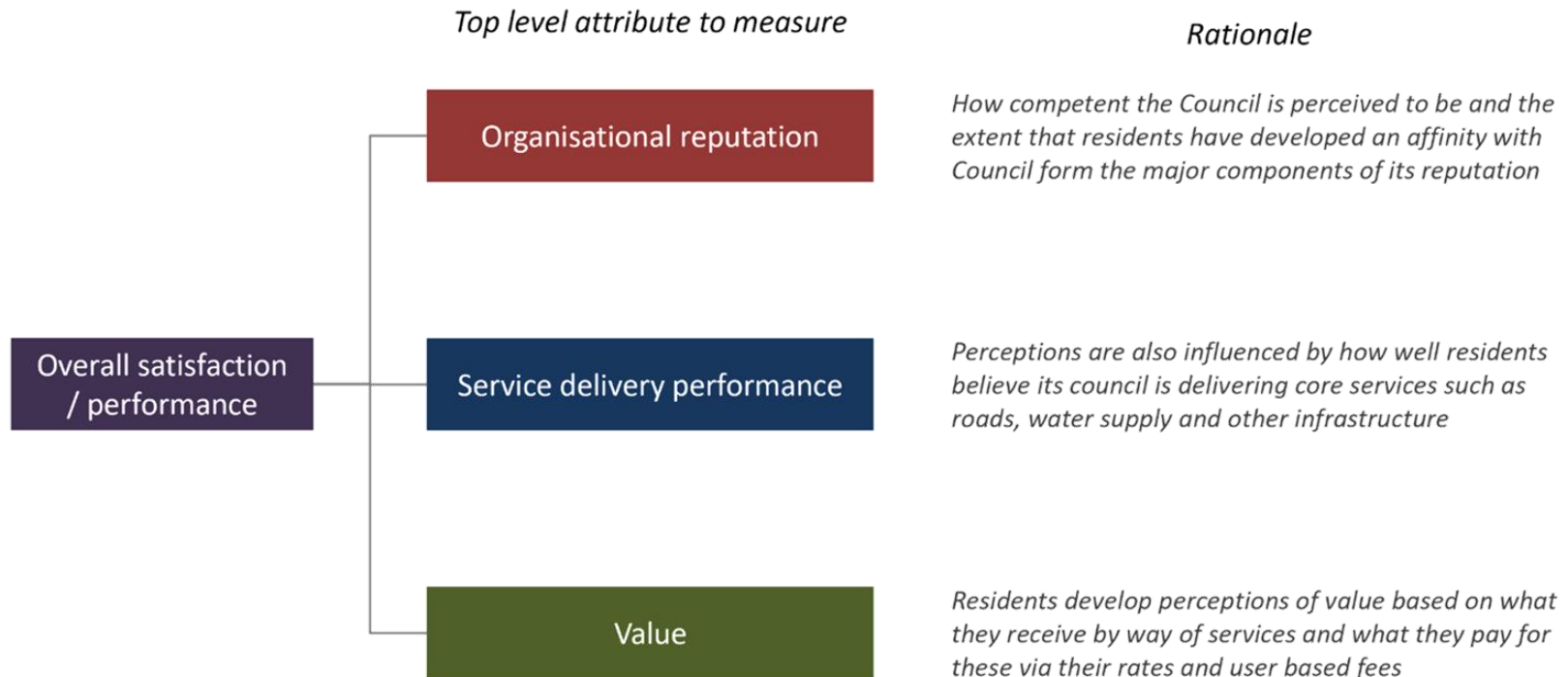
**Drivers of Overall Satisfaction**





The framework below determines how the various reputation, service and value elements impact community members overall evaluation of Council

**Overview**





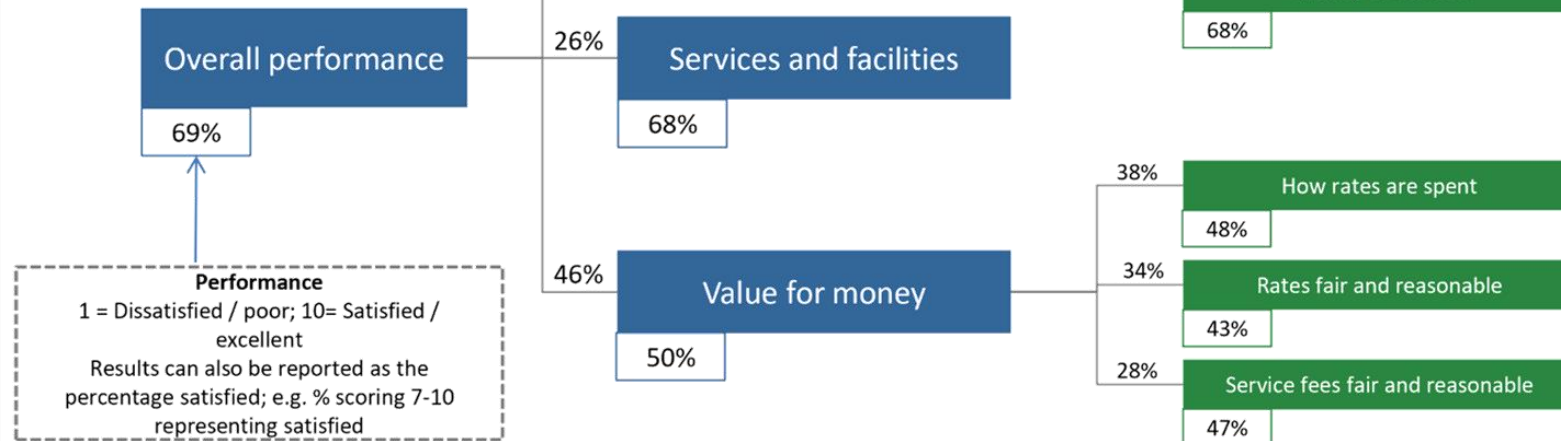
*Value for money is the main driver of perceptions of Council's overall performance*

**Overall performance**

**Overview of our driver model**

- Residents are asked to rate their perceptions of council's performance on the various elements that impact overall satisfaction with public facilities
- Rather than ask what residents think is important, we use statistics to derive the impact each driver has on overall satisfaction

**Level of impact**  
Measures the impact that each driver has on overall satisfaction. The measure is derived through statistical modelling based on regression (looking at the influence one or more independent variables has on a dependant variable)

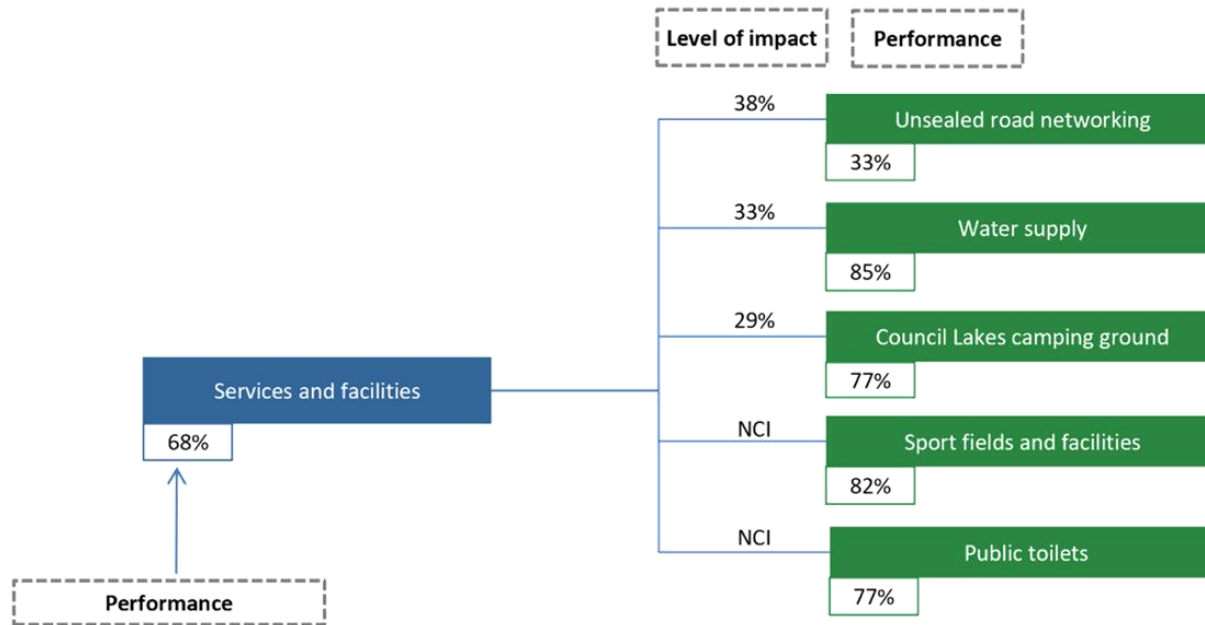


NOTES:  
Sample: n=401



Perceptions of the *Unsealed roading network* in the District greatly influences overall satisfaction with *Services and facilities*

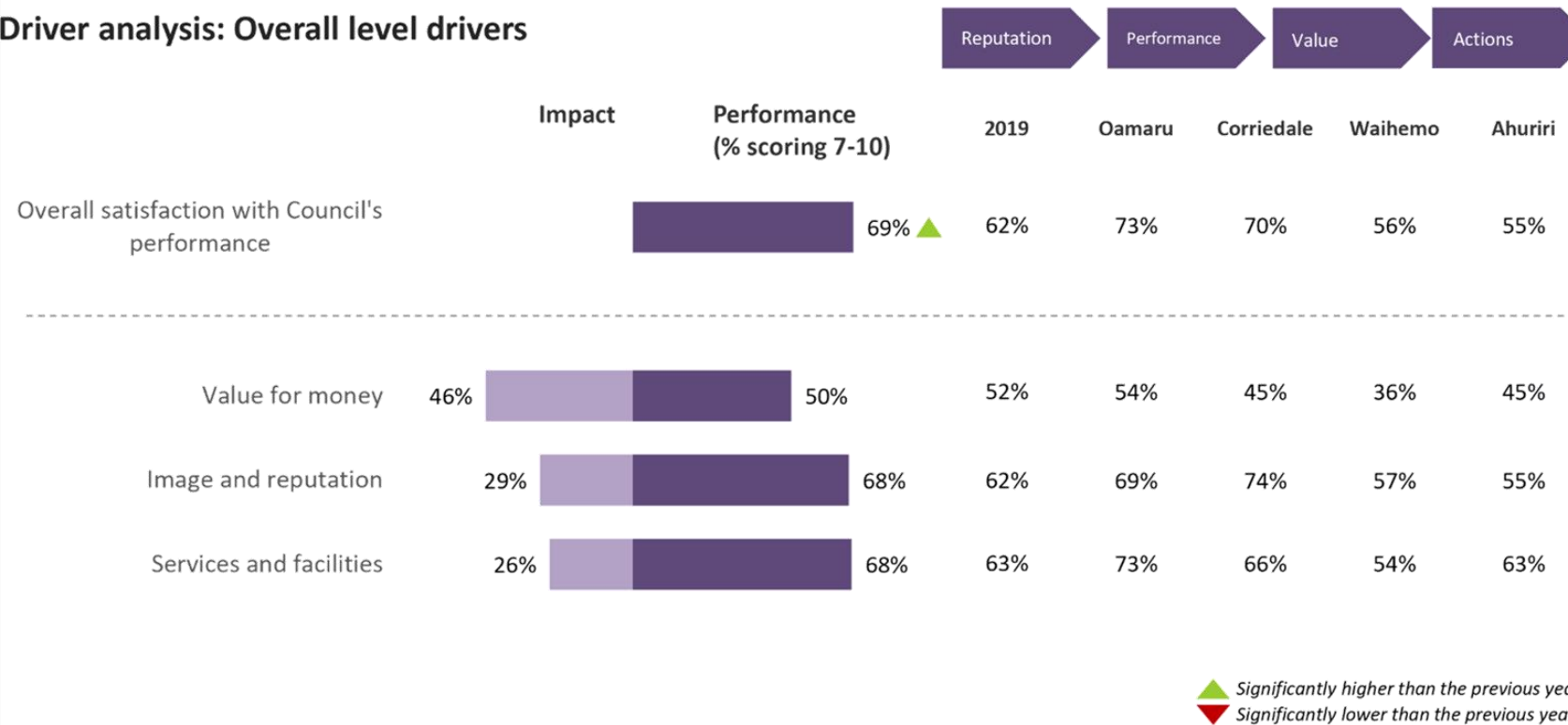
Services and facilities performance





Value for money has the greatest impact on overall evaluation of Council's performance and with a low performance score, it offers the best opportunity for improving perceptions

Driver analysis: Overall level drivers



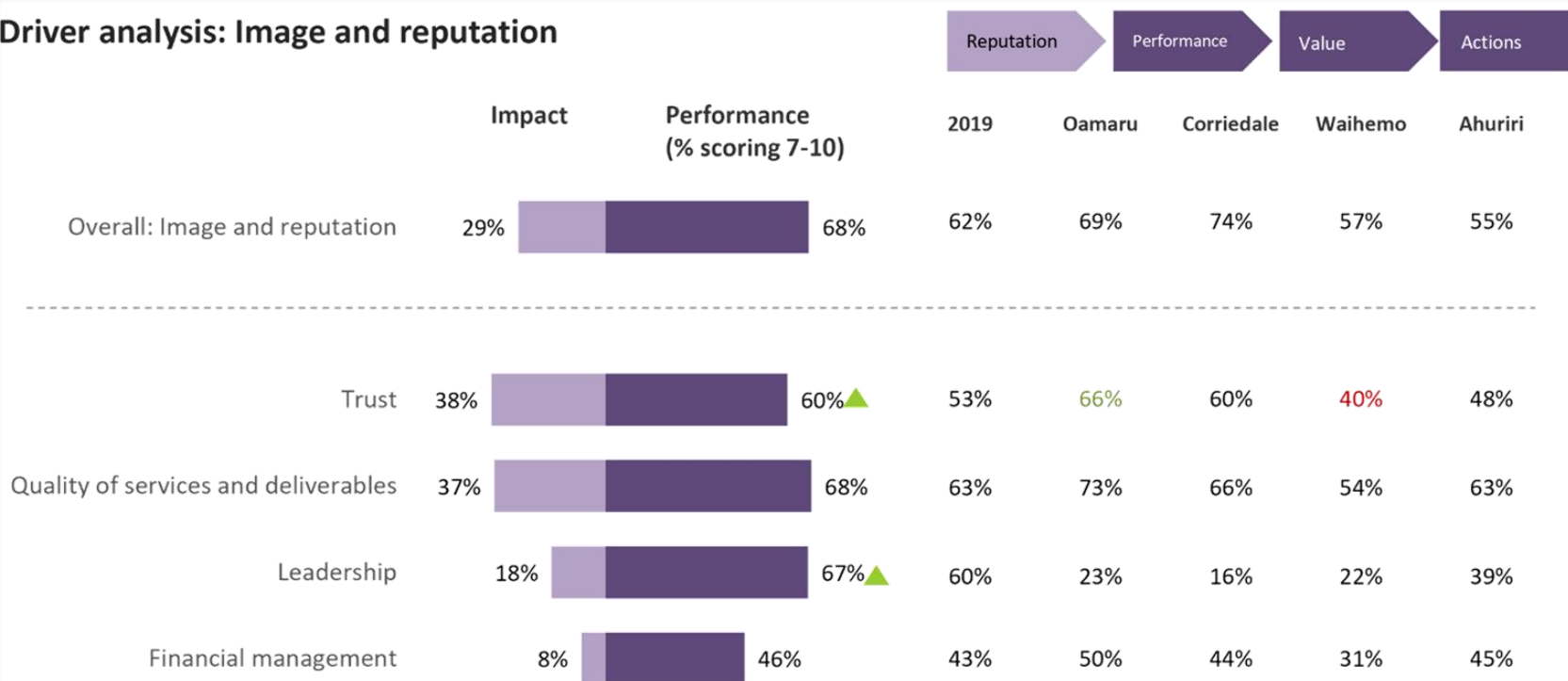
NOTES:

- Sample: n=401
- OVERALL: Now considering everything we have covered with regard to the Waitaki District Council; all the services they provide, their reputation and value for money, how satisfied are you with the overall performance of the Council?
- REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?
- REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services they provide?
- VM2: Considering all the services and facilities that the Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?



Trust is the main contributor to Council's performance regarding Image and reputation and as satisfaction with this aspect is relatively low, it is identified as an area for improvement

Driver analysis: Image and reputation



NOTES:

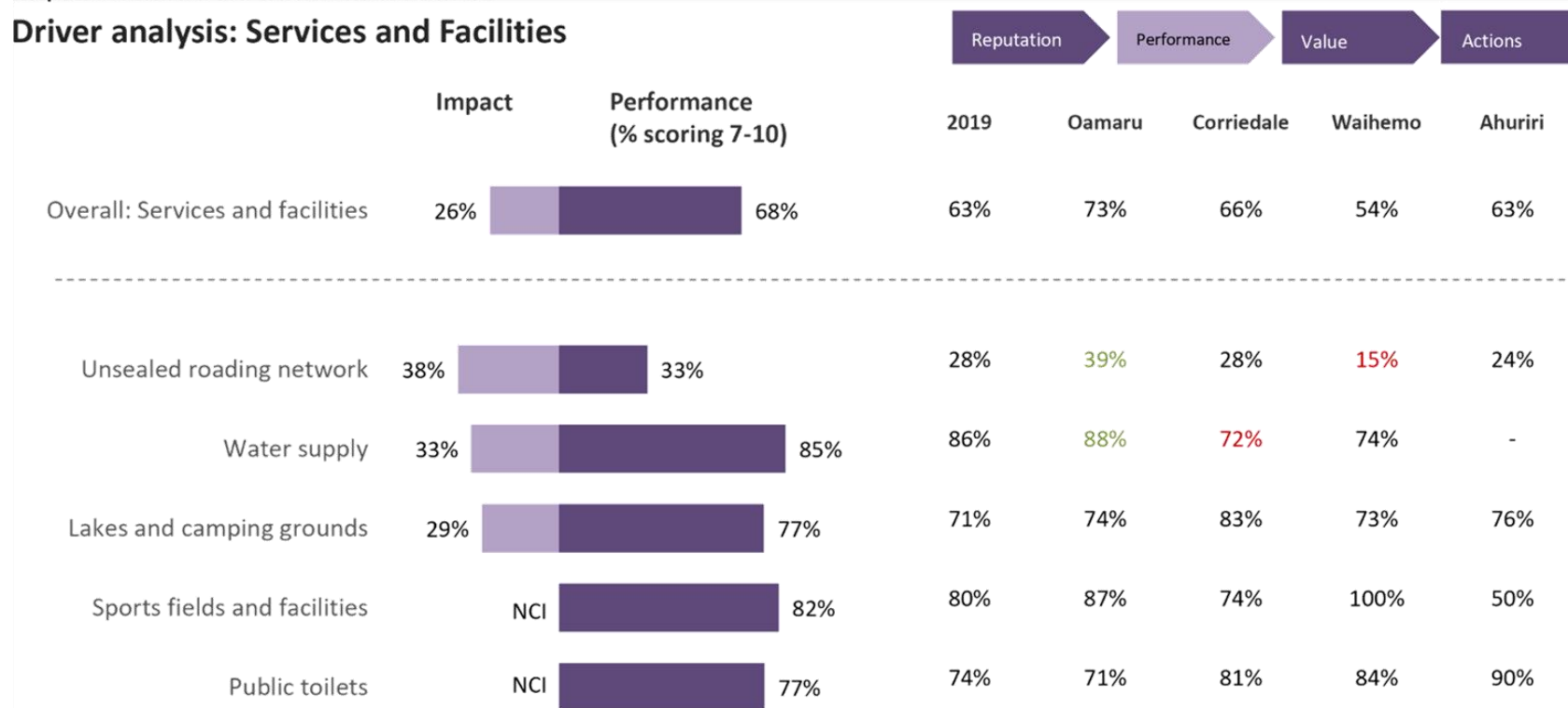
- Sample: n=401
- REP1: Being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate the Council for its vision and leadership?
- REP2: Next I'd like you to think about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District? Overall how would you rate the Council in terms of the faith and trust you have in them?
- REP3: Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending. How would you rate the Council overall for its financial management?
- REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services they provide?
- REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?

- ▲ Significantly higher than the previous year
- ▼ Significantly lower than the previous year
- Significantly lower than the other ward(s)
- Significantly lower than the other ward(s)



The *Unsealed roading network* has a relatively high impact on the perception of *Services and facilities* and with around a third of residents (33%) being satisfied with *Unsealed roading* in the District, it is recommended that improvements be made in this area

**Driver analysis: Services and Facilities**



NOTES:

- Sample: n=401
- REP4: And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services they provide?
- Q5. How satisfied are you with the unsealed roading network in the Waitaki District?
- 6a. How satisfied are you with the water supply provided by the Waitaki District Council?
- 14a. How satisfied are you with the quality of the Council-owned Lakes camping grounds?
- 15a. How satisfied are you with Waitaki's sports fields and facilities?
- 16a. How satisfied are you with the public toilets?
- NCI – no current impact

*Significantly lower than the other ward(s)*

*Significantly lower than the other ward(s)*





*How rates are spent greatly impacts satisfaction with Value for money with Rates and Service fees being fair and reasonable having moderate levels of impact. Improving performance in these areas will likely enhance overall perceptions of Council's performance*

**Driver analysis: Value for money**



	Impact	Performance (% scoring 7-10)	2019	Oamaru	Corriedale	Waihemo	Ahuriri
Overall: Value for money	46%	50%	52%	54%	45%	36%	45%
How rates are spent	38%	48%	46%	50%	47%	43%	40%
Rates are fair and reasonable	34%	43%	43%	46%	41%	32%	40%
Service fees are fair and reasonable	28%	47%	48%	50%	47%	38%	45%

NOTES:

- . Sample: n=401
- . VM1.A: How would you rate your satisfaction with the Council for how rates are spent on services and facilities?
- . VM1.B: How would you rate your satisfaction with the Council for rates being fair and reasonable?
- . VM1.C: How would you rate your satisfaction with the Council for fees for other services being fair and reasonable?
- . VM2: Considering all the services and facilities that the Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?



The key priorities for improving the overall evaluation of *Council's performance* pertain to the following attributes, namely: *How rates are spent, Rates and Service fees being fair and reasonable, Trust and Unsealed roading network*

Improvement opportunity evaluation and prioritisation



Keys

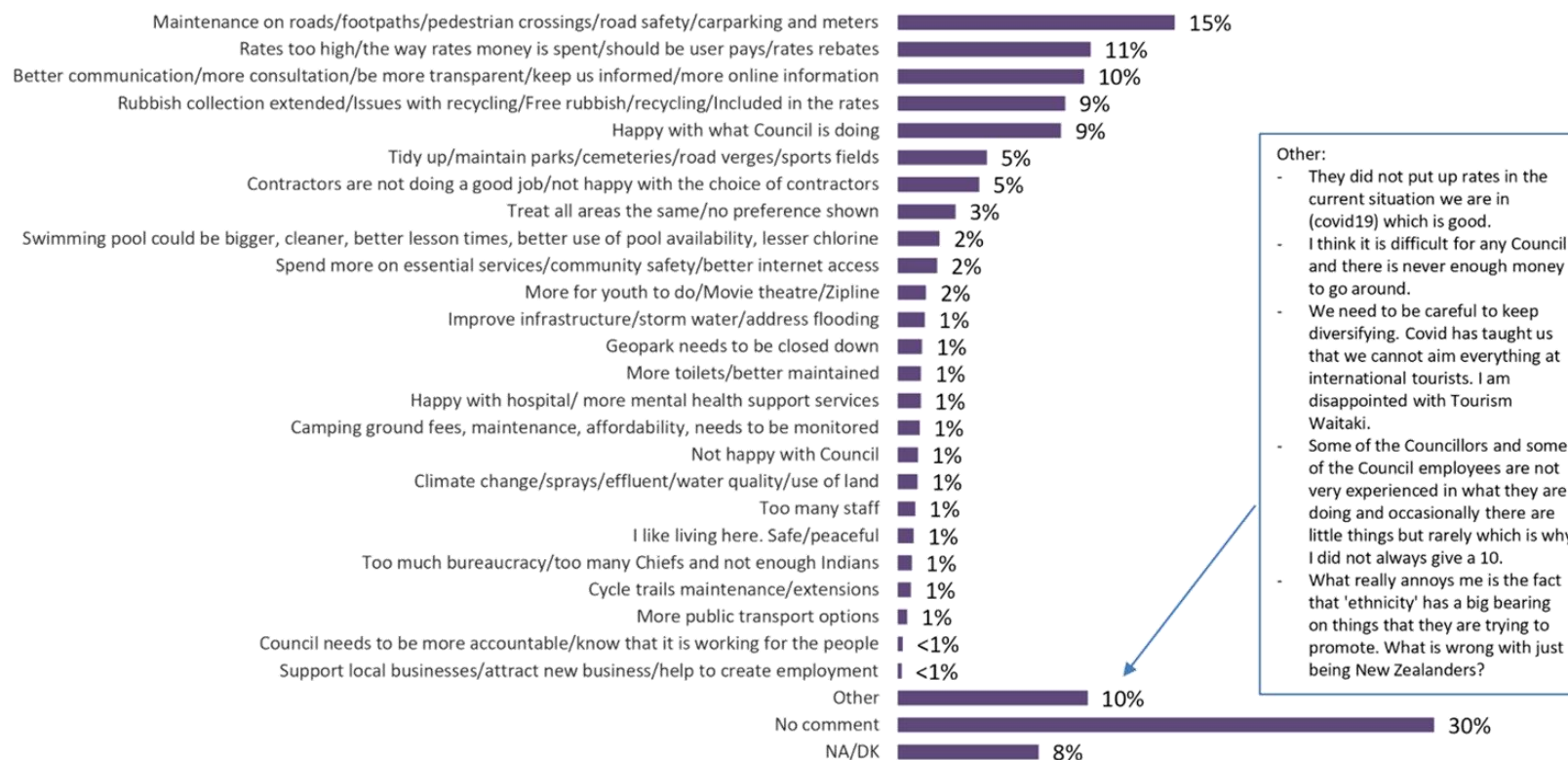
REP1	Leadership	VAL1	How rates are spent	SF2	Water supply
REP2	Trust	VAL2	Rates are fair and reasonable	SF3	Public toilets
REP3	Quality of services and deliverables	VAL3	Service fees are fair and reasonable	SF4	Sports fields and facilities
REP4	Financial management	SF1	Lakes camping grounds	SF5	Unsealed roading network





General comments received from residents include *road maintenance, high rates, need for better communication/transparency and better rubbish collection service*, amongst others

### General comments



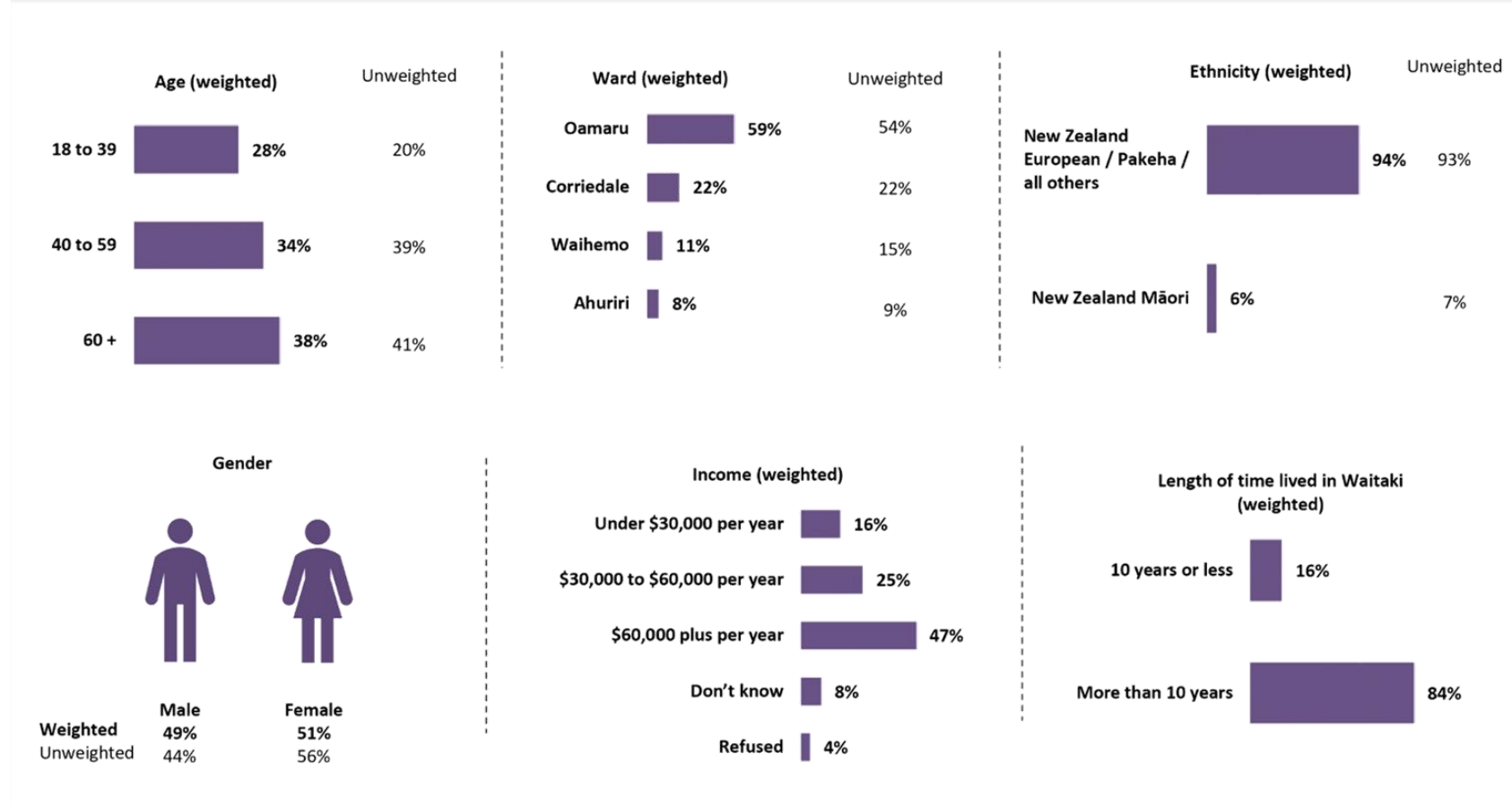
NOTES:  
 . Total Sample: n=401  
 . GEN: Are there any other comments that you would like to make about the Waitaki District Council?



## Demographic Profile



## Demographic Profile



NOTE: Sample: n=401



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**Contact Us**

Please make full use of the resources at our website, and call us at any time for fact sheets and advice or input into your next project.



5 RESOLUTION TO EXCLUDE THE PUBLIC

RECOMMENDATION

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<p><b>6.1 - Public Excluded minutes of the Performance, Audit and Risk Committee Meeting held on 25 August 2020</b></p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
<p><b>6.2 - Risk Management Policy PE</b></p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p> <p>s7(2)(c)(i) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied</p> <p>s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
<p><b>6.3 - Insurance Renewal Review PE</b></p>	<p>s7(2)(b)(ii) - the withholding of the information is necessary to protect information where the making available of the</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure</p>



	<p>information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information</p> <p>s7(2)(c)(ii) - the withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely otherwise to damage the public interest</p>	<p>of information for which good reason for withholding would exist under section 6 or section 7</p>
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**6 PUBLIC EXCLUDED SECTION**

**7 RESOLUTION TO RETURN TO THE PUBLIC MEETING**

**RECOMMENDATION**

That the Performance, Audit and Risk Committee resumes in open meeting and decisions made in public excluded session are confirmed and made public as and when required and considered.

**8 RELEASE OF PUBLIC EXCLUDED INFORMATION**

In accordance with Waitaki District Council Standing Orders, and pursuant to resolutions in the public excluded session of the meeting, any previously public excluded information that the Committee decides to release will be included here in the public minutes of this meeting.

**9 MEETING CLOSE**