

# Resident Perception Survey Results Council Workshop

19<sup>th</sup> August 2024

# INTRODUCTION

## Perceptions are important

- Eighth year - providing longitudinal trends
- Taking the pulse of the community
- One avenue of resident feedback
- Representative sample from across the District
- Four waves to assist in removing bias
- Benchmark results due mid-September

# CONTEXT

## External environment

- Declining trend in perceptions in previous years
- Action plan in place and a focus on the 3 Rs and strong communication and engagement

It was another challenging year;

- Uncertainty of reforms with change in Government
- Proposed rates increases and affordability impacts
- Financially constrained budgets – projects and renewals
- Community sentiment

# HIGH-LEVEL RESULTS

## Overall upturn in results

- Higher results across most metrics
- Overall performance increased by three points
- Reputation benchmark increased and remains acceptable
- Champions increased and Sceptics decreased
- Perception of quality of life remains high
- Community spirit is increasing
- Indication of improvement in trust and Council activity

# KEY VERBATIM THEMES

- Issues with roading infrastructure
- Prioritise spending on core infrastructure
- Concerns over growth and the affect on communities
- Concerns about high rates
- Provision of a wider range of waste services
- Demographic differences
- Many positive comments

# LOOKING FORWARD

## Current trajectory correct

- Anchor Institution work programme
- Consultation on Ahu Ake, Community Spatial Plan
- Considered development of the 2025-34 LTP – informed by our community
- Ongoing strengthening of communication and engagement
- Continuous improvement focus on management practices
- Further opportunity to engage with youth

# HEADWINDS

## Risk management

- Constrained external fiscal environment
- Rates affordability and balancing investment
- Central Government directives and uncertainty
- Community sentiment and change fatigue
- Local government elections

# NEXT STEPS

- Report available on Council's website today
- Inclusion of results in Council's Annual Report
- Consideration of results in the development of the 2025-34 LTP and management of risk
- Benchmark report mid-September