

Hauraki District Council

RESIDENTS' SURVEY

2007 Report

Wednesday, 21 November 2007

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1 Executive Summary & Conclusions

1.1 Community Outcomes

- Slightly more than three in four respondents (77%) were unaware of *Community Outcomes*.
- The Community Outcomes with the highest overall perceived progress are *Managing our natural and physical environment in a sustainable way* (51%), *Encouraging more opportunities for residents to take part in recreational, sporting and cultural activities* (46%) and *Long term planning to meet the growth and development opportunities of our district* (44%).
- The Community Outcomes with the lowest overall perceived progress are *Giving Hauraki youth greater opportunities to participate in decision-making* (21%), *Greater opportunities for residents in education and training* (20%), *Providing quality health and social services throughout our district* (20%) and *Long term planning to meet the growth and development opportunities of our district* (19%).
 - The greatest difference in perception between non-Maori and Maori for Community Outcomes was *Confidence in Council's decision making process* and *Understanding of Council's decision making process*.

1.2 Satisfaction with Overall Services

- In general, fairly stable levels of performances are seen - in comparison to the 2004 survey.
- *The way in which the District is promoted* (2.4) and *The accessibility to, and quality of, communication with Hauraki District Council staff* (2.4) are the services with the highest recorded satisfaction.
- Satisfaction was lowest with *Confidence in* (2.9) and *Understanding of* (3.1) *Council's decision making process*.

1.3 Satisfaction with General Services

- Eight specific aspects of services have increased levels of satisfaction between 2004 and 2007 while four specific aspects of services have decreased.
- High levels of satisfaction were recorded with most specific services, especially public facilities such as *public library, parks and reserves* and *public halls*.
- Satisfaction is lowest with the *communication and consultation services provided by Building Services* (2.9) and *Planning Services* (2.8).
- Satisfaction, overall, remains quite stable for each year of the survey, with no significant changes recorded with respect to the services examined.
 - *Collection of refuse and operation of refuse transfer station recorded significantly lower level of satisfaction in Plains Ward than either Paeroa or Waihi Ward.*

1.4 Additional Council Activities

- The majority of respondents believe Council should be more involved in *housing, youth leadership initiatives, employment and promotion and support of art*. However, most respondents felt Council should not be involved in *health, policing, education or social welfare support services*.
- *Taxes (42%)* were, overall, a more popular method of funding than *user pays (25%)* or *rates (23%)*.
 - Support for rates funding was strongest for *promotion and support of art (28%)* and *youth leadership initiatives (28%)*.
 - Support for taxes funding was strongest for *social welfare support services (58%)* and *policing (55%)*.
 - Support for user pays funding was strongest for *housing (43%)* and *promotion and support of art (39%)*.

1.5 Recycling Initiatives

- An increasing proportion of respondents (88% in 2007, 77% in 2004) believe Council should be more involved in recycling initiatives.
- The majority of respondents (71%) currently recycle their household waste, with plastics (73%) and paper / cardboard (71%) the main materials recycled.
 - *The building momentum of the overall environment sustainability movement is reflected in a significant increase in the people who believe the Council should be more involved in recycling initiatives.*

1.6 Hauraki Herald

- Almost all respondents (98%) live in an area where the Hauraki Herald is available.
- The majority of respondents (83%, or 82% of the total sample) are aware of the Council Page in the Hauraki Herald, the majority of whom (84%, or 68% of the total sample) have read it.
- The topic of information which most respondents read [on the Council Page] is *Public notices (43%, or 30% of the total sample)*.

1.7 Internet And Communications

- The proportion of respondents who visit the Council website remains relatively small, although it is seen to be increasing (16% in 2007, 11% in 2004).
- Of those who use Council website no single topic was particularly dominant in terms of usage / interest – but instead a wide range of areas are seen to be of interest.

1.8 Conclusions

Given the detailed nature of this report, and relevant complexity of analysis, it is worth noting some key themes and encouraging positive trends:

Community Outcomes

- A moderate proportion of respondents (21%) were aware of Community Outcomes prior to this survey, with overall progress on the Community Outcomes seen as fair to moderate.

Satisfaction with Services

- In terms of general services, satisfaction was highest with *the way in which the District is promoted and the accessibility to, and quality of, communication with Hauraki District Council staff.*
- Satisfaction is also relatively high regarding specific services, in particular: *public libraries, parks and reserves and public halls.*

Additional Services

- There is support for Council to be involved in more areas of community interest.
- *Housing, youth leadership initiatives, employment and promotion and support of art* are the areas which the majority of respondents believe Council should be involved in – with support for rates funding strongest for *promotion and support of art and youth leadership initiatives.*

Recycling

- A large majority of respondents already recycle their household waste, with a higher (and growing) proportion eager for greater Council involvement; which represents a growing level of support over the course of the survey.

Communications

- A majority of respondents are not only aware of the Council Page in the Hauraki Herald, but also read it.
- The proportion of respondents visiting Hauraki District Council website has slightly increased since the previous surveys, with the website being used for a wide range of information topics.

2 Introduction

The Hauraki District Council is responsible for the planning and provision of community services and facilities in the Paeroa, Plains, and Waihi wards that make up the Hauraki District.

The Hauraki District Council commissioned Key Research to conduct a survey of residents within its area of jurisdiction, following on from a similar study that was conducted in both 2002 and 2004.

The purpose of this survey is to assess levels of satisfaction with community services and facilities as well as gauging community opinion regarding progress on social, economic, cultural and environmental wellbeing's. For the first time since their introduction in 2006, Council also asked it's community how it felt the community as a whole was progressing towards its collectively owned Community Outcomes, along with determining how many of the community knew about them..

2.1 Research Method

This study consisted of 400 interviews with residents in the Hauraki District.

- To ensure a proportionately representative sample of the Hauraki District's population, 116 interviews were conducted with residents in the *Plains* ward, 132 interviews were conducted with residents in the *Paeroa* ward and 152 interviews were conducted with residents in the *Waihi* ward.
- Interviewing took place between Thursday 23rd August and Thursday 20th September 2007.
- Quotas were enforced according to age and gender to ensure that a proportionally representative sample of the Hauraki District's population was obtained, again, in keeping with previous survey methodology.
- The overall results have a margin of error of +/- 4.9% at the 95% confidence level.

The following steps were taken to ensure objectivity, validity and reliability of the study:

- The questionnaire was based on the previous surveys and updated by executives from Key Research in partnership with Hauraki District Council;
- Respondents for telephone interviews were selected from the Hauraki district using Telecom's random number generation service;
- All interviews were conducted by trained and experienced Key Research interviewers.

2.2 Analysis

Each question is analysed at district level and then under the following sub-sections:

- Results by Ward (Plains, Paeroa, Waihi);
- Results by Age (18-29, 30-39, 40-49, 50-59, 60+);
- Results by Gender (Male, Female);
- Results by Ethnicity (Maori**, non-Maori);
- Results by Location (Urban, Rural).

The extremes of differences are compared, e.g. *Respondents from the Waihi ward were more likely (54%) to be dissatisfied with the quality of roads than respondents from the Plains ward (27%).*

It can be assumed that any other differences fall within the two extremes. Where no notable differences exist between the sub-categories, this is noted.

*** Note: Maori respondents consists of a sub-sample of 36 people and the results should be viewed as indicative rather than statistically robust.*

2.3 Appendices

Appendix One is the questionnaire.

Appendix Two is the verbatim answers to the open-ended questions.

Appendix Three contains a detailed breakdown of the results by ward, age, gender, ethnicity, and location (urban/rural).

3 Community Outcomes

3.1 Community Outcomes Progress

Respondents were first read the following statement:

"In 2006 Council led an intense consultation process with the local community to identify what are called "Community Outcomes". These Community Outcomes are what the community has identified as being important goals or plans to be achieved for the Hauraki district. Council has to monitor the progress towards achieving them, but is not solely responsible for the achievement of these outcomes."

Respondents were then asked to rate the progress made towards each goal on a scale of 1 to 10, where 1 is extremely poor and 10 is excellent. Mean ratings (averages) were then calculated, where the **higher** the mean rating, the **greater** the perceived progress.

"Don't know" responses are automatically excluded from this analysis.

Note: Actual percentages are detailed in the following section.

- The two Community Outcomes with the greatest perceived progress are in relation to cultural matters, that is: *Respect the cultural values of the Tangata Whenua* and *Supporting further consultation and partnerships with Tangata Whenua* (6.8 and 6.6 out of 10, respectively).
 - These are also the two Community Outcomes with the highest proportions of "don't know" responses.
- The Community Outcome with the least perceived progress has been seen is *Giving Hauraki youth greater opportunities to participate in decision-making* (5.4 out of 10).
- Overall, progress regarding the Community Outcomes is perceived as fair to moderate with mean ratings ranging from 5.4 to 6.8 and with an overall average of 6.1.

Table 1:

Community Outcomes <i>(ranked by highest scores)</i>	Mean Rating
Respect the cultural values of Tangata Whenua	6.8
Supporting further consultation and partnerships with Tangata Whenua	6.6
Managing our natural and physical environment in a sustainable way	6.3
Encouraging more opportunities for residents to take part in recreational, sporting and cultural activities	6.2
Long term planning to meet the growth and development opportunities of our district	6.1
Providing quality health and social services throughout our district	5.9
The vibrancy and sustainability of businesses in our district	5.8
Maintaining and protecting vibrant rural communities in our district	5.8
Greater opportunities for residents in education and training	5.8
Giving Hauraki youth greater opportunities to participate in decision-making	5.4

Base: 400 respondents

3.1.1 Results by Ward

The Vibrancy And Sustainability Of Businesses In Our District

- Waihi Ward respondents were more likely (6.2) than Paeroa Ward respondents (5.6) to be satisfied with the perceived progress on the Community Outcome 'the vibrancy and sustainability of businesses in our District'.

Providing Quality Health And Social Services Throughout Our District

- Paeroa Ward respondents were more likely (6.1) than Plains Ward respondents (5.7) to be satisfied with the perceived progress on the Community Outcome 'providing quality health and social services throughout our District'.

Maintaining And Protecting Vibrant Rural Communities In Our District

- Waihi Ward respondents were more likely (5.9) than Paeroa Ward respondents (5.7) to be satisfied with the perceived progress on the Community Outcome 'Maintaining And Protecting Vibrant Rural Communities In Our District'.

Respect The Cultural Values Of Tangata Whenua

- Paeroa Ward respondents were more likely (7.0) than Waihi Ward respondents (6.6) to be satisfied with the perceived progress on the Community Outcome 'Respect The Cultural Values Of Tangata Whenua'.

Supporting Further Consultation And Partnerships With Tangata Whenua

- Paeroa Ward respondents were more likely (6.9) than Plains Ward respondents (6.4) to be satisfied with the perceived progress on the Community Outcome 'Supporting Further Consultation And Partnerships With Tangata Whenua'.

Giving Hauraki Youth Greater Opportunities To Participate In Decision-Making

- Plains Ward respondents were more likely (5.5) than Paeroa Ward respondents (5.2) to be satisfied with the perceived progress on the Community Outcome 'Giving Hauraki Youth Greater Opportunities To Participate In Decision-Making.'

Encouraging More Opportunities For Residents To Take Part In Recreational, Sporting And Cultural Activities

- Plains Ward respondents were more likely (6.4) than Paeroa Ward respondents (6.0) to be satisfied with the perceived progress on the Community Outcome 'Encouraging More Opportunities For Residents To Take Part In Recreational, Sporting And Cultural Activities.'

Greater Opportunities For Residents In Education And Training

- Waihi Ward respondents were more likely (5.9) than Paeroa Ward respondents (5.7) to be satisfied with the perceived progress on the Community Outcome 'Greater Opportunities For Residents In Education And Training.'

Managing Our Natural And Physical Environment In A Sustainable Way

- Waihi Ward respondents were more likely (6.6) than Plains Ward respondents (6.2) to be satisfied with the perceived progress on the Community Outcome 'Managing Our Natural And Physical Environment In A Sustainable Way.'

Long Term Planning To Meet The Growth And Development Opportunities Of Our District

- Waihi Ward respondents were more likely (6.5) than Paeroa Ward respondents (5.8) to be satisfied with the perceived progress on the Community Outcome 'Long Term Planning To Meet The Growth And Development Opportunities Of Our District.'

3.1.2 Results by Age

The Vibrancy And Sustainability Of Businesses In Our District

- Respondents aged 60+ were more likely (5.9) than respondents aged 30-39 (5.6) to be satisfied with the perceived progress on the Community Outcome 'the vibrancy and sustainability of businesses in our District'.

Providing Quality Health And Social Services Throughout Our District

- Respondents aged 18-29 were more likely (6.6) than respondents aged 60+ (5.3) to be satisfied with the perceived progress on the Community Outcome 'Providing Quality Health And Social Services Throughout Our District'.

Maintaining And Protecting Vibrant Rural Communities In Our District

- Respondents aged 18-29 were more likely (6.5) than respondents aged 50-59 (5.4) to be satisfied with the perceived progress on the Community Outcome 'Maintaining And Protecting Vibrant Rural Communities In Our District'.

Respect The Cultural Values Of Tangata Whenua

- Respondents aged 18-29 were more likely (7.0) than respondents aged 50-59 (6.6) to be satisfied with the perceived progress on the Community Outcome 'Respect The Cultural Values Of Tangata Whenua'.

Supporting Further Consultation And Partnerships With Tangata Whenua

- Respondents aged 18-29 were more likely (7.0) than respondents aged 40-49 (6.5) to be satisfied with the perceived progress on the Community Outcome 'Supporting Further Consultation And Partnerships With Tangata Whenua'.

Giving Hauraki Youth Greater Opportunities To Participate In Decision-Making

- Respondents aged 40-49 were more likely (5.4) than respondents aged 60+ (5.3) to be satisfied with the perceived progress on the Community Outcome 'Giving Hauraki Youth Greater Opportunities To Participate In Decision-Making'.

Encouraging More Opportunities For Residents To Take Part In Recreational, Sporting And Cultural Activities

- Respondents aged 60+ were more likely (6.6) than respondents aged 50-59 (5.8) to be satisfied with the perceived progress on the Community Outcome 'Encouraging More Opportunities For Residents To Take Part In Recreational, Sporting And Cultural Activities'.

Greater Opportunities For Residents In Education And Training

- Respondents aged 60+ were more likely (6.2) than respondents aged 40-49 (5.4) to be satisfied with the perceived progress on the Community Outcome 'Greater Opportunities For Residents In Education And Training'.

Managing Our Natural And Physical Environment In A Sustainable Way

- Respondents aged 30-39 were more likely (6.5) than respondents aged 40-49 (6.0) to be satisfied with the perceived progress on the Community Outcome 'Managing Our Natural And Physical Environment In A Sustainable Way'.

Long Term Planning To Meet The Growth And Development Opportunities Of Our District

- Respondents aged 60+ were more likely (6.7) than respondents aged 40-49 (5.8) to be satisfied with the perceived progress on the Community Outcome 'Long

Term Planning To Meet The Growth And Development Opportunities Of Our District'.

3.1.3 Results by Gender

- Female respondents were more likely than male respondents to be satisfied with the perceived progress on every Community Outcome examined.

3.1.4 Results by Ethnicity

The Vibrancy And Sustainability Of Businesses In Our District

- Non-Maori respondents were more likely (5.8) than Maori respondents (5.7) to be satisfied with the perceived progress on the Community Outcome 'the vibrancy and sustainability of businesses in our District'.

Providing Quality Health And Social Services Throughout Our District

- Maori respondents were more likely (6.5) than non-Maori respondents (5.9) to be satisfied with the perceived progress on the Community Outcome 'Providing Quality Health And Social Services Throughout Our District'.

Maintaining And Protecting Vibrant Rural Communities In Our District

- Non-Maori respondents were more likely (5.8) than Maori respondents (5.6) to be satisfied with the perceived progress on the Community Outcome 'Maintaining And Protecting Vibrant Rural Communities In Our District'.

Respect The Cultural Values Of Tangata Whenua

- Non-Maori respondents were more likely (6.9) than Maori respondents (6.0) to be satisfied with the perceived progress on the Community Outcome 'Respect The Cultural Values Of Tangata Whenua'.

Supporting Further Consultation And Partnerships With Tangata Whenua

- Non-Maori respondents were more likely (6.7) than Maori respondents (6.1) to be satisfied with the perceived progress on the Community Outcome 'Supporting Further Consultation And Partnerships With Tangata Whenua'.

Giving Hauraki Youth Greater Opportunities To Participate In Decision-Making

- No notable differences between the sub-categories were evident.

Encouraging More Opportunities For Residents To Take Part In Recreational, Sporting And Cultural Activities

- Maori respondents were more likely (6.3) than non-Maori respondents (6.2) to be satisfied with the perceived progress on the Community Outcome 'Encouraging More Opportunities For Residents To Take Part In Recreational, Sporting And Cultural Activities'.

Greater Opportunities For Residents In Education And Training

- Maori respondents were more likely (6.0) than non-Maori respondents (5.8) to be satisfied with the perceived progress on the Community Outcome 'Greater Opportunities For Residents In Education And Training'.

Managing Our Natural And Physical Environment In A Sustainable Way

-
- Maori respondents were more likely (6.4) than non-Maori respondents (6.3) to be satisfied with the perceived progress on the Community Outcome 'Managing Our Natural And Physical Environment In A Sustainable Way'.

Long Term Planning To Meet The Growth And Development Opportunities Of Our District

- Maori respondents were more likely (6.5) than non-Maori respondents (6.1) to be satisfied with the perceived progress on the Community Outcome 'Long Term Planning To Meet The Growth And Development Opportunities Of Our District'.

3.1.5 Results by Rural/Urban

- Urban respondents were more likely than rural respondents to be satisfied with the perceived progress on every Community Outcome examined.

- The aspects with the highest overall perceived progress are *Managing our natural and physical environment in a sustainable way* (51%), *Encouraging more opportunities for residents to take part in recreational, sporting and cultural activities* (46%) and *Long term planning to meet the growth and development opportunities of our district* (44%).
- The aspects of service with the lowest overall perceived progress are *Giving Hauraki youth greater opportunities to participate in decision-making* (21%), *Greater opportunities for residents in education and training* (20%), *Providing quality health and social services throughout our district* (20%) and *Long term planning to meet the growth and development opportunities of our district* (19%).
- Significant proportions of respondents were unsure regarding progress made with *Supporting further consultation and partnerships with Tangata Whenua* (48%), *Respect the cultural values of the Tangata Whenua* (40%) and *Giving Hauraki youth greater opportunities to participate in decision-making* (32%).

Table 2:

Community Outcomes <i>(ranked on good – excellent rating)</i>	% of respondents					
	Poor (1-2)	Fair (3-4)	Average (5-6)	Good (7-8)	Excellent (9-10)	Don't know
Managing our natural and physical environment in a sustainable way	6%	9%	27%	42%	9%	9%
Encouraging more opportunities for residents to take part in recreational, sporting and cultural activities	7%	8%	29%	38%	8%	11%
Long term planning to meet the growth and development opportunities of our district	7%	12%	27%	34%	10%	12%
Providing quality health and social services throughout our district	8%	12%	29%	27%	10%	15%
Respect the cultural values of the Tangata Whenua	2%	4%	18%	26%	11%	40%
The vibrancy and sustainability of businesses in our district	7%	10%	39%	27%	5%	13%
Maintaining and protecting vibrant rural communities in our district	6%	10%	33%	26%	5%	21%
Greater opportunities for residents in education and training	6%	14%	32%	24%	7%	19%
Supporting further consultation and partnerships with Tangata Whenua	2%	3%	19%	22%	8%	48%
Giving Hauraki youth greater opportunities to participate in decision-making	7%	14%	26%	18%	3%	32%

Base: 400 respondents

3.2 Community Outcomes Awareness

Respondents were also asked whether they had (prior to this survey) heard of Community Outcomes.

- Slightly more than three in four respondents (77%) were unaware of Community Outcomes – prior to this survey.

Table 3:

Aware of Community Outcomes	% of Respondents
Yes	21%
No	77%
Don't know	2%
Total	100%

Base: 400 respondents

3.2.1 Results by Ward

- Paeroa Ward respondents were more likely (25%) than either Waihi Ward or Plains Ward respondents (19% each), to have heard of Community Outcomes prior to the survey.

3.2.2 Results by Age

- Respondents aged 50-59 were more likely (25%) than respondents aged 60+ (18%) to have heard of Community Outcomes prior to the survey.

3.2.3 Results by Gender

- Male respondents were more likely (26%) than female respondents (16%) to have heard of Community Outcomes prior to the survey.

3.2.4 Results by Ethnicity

- Maori respondents were more likely (24%) than non-Maori respondents (13%) to have heard of Community Outcomes prior to the survey.

3.2.5 Results by Rural/Urban

- Rural respondents were more likely (33%) than urban respondents (16%) to have heard of Community Outcomes prior to the survey.

4 Satisfaction with Services

Respondents were then read a list of services and activities that the Hauraki District Council is involved with. They were asked to rate each service or activity on a scale of 1 to 5 where 1 is *very satisfied*, 2 is *satisfied*, 3 is *neither satisfied nor dissatisfied*, 4 is *dissatisfied* and 5 is *very dissatisfied*. Mean ratings (averages) were then calculated, where the **lower** the mean rating, the **greater** the level of satisfaction. "Don't know" responses are automatically excluded from this analysis.
Note: Actual percentages are detailed in the following section.

4.1 Satisfaction with General Services – Overall Results

Respondents were first asked to rate their satisfaction with overall, or general, services.

- Satisfaction was highest with *The way in which the District is promoted* (2.4) and *The accessibility to, and quality of, communication with Hauraki District Council staff* (2.4).
- Satisfaction was lowest with *Confidence in* (2.9) and *Understanding of* (3.1) *Council's decision making process*.

Table 4:

Mean Ratings	2002	2004	2007
The way in which the District is promoted	2.4	2.4	2.4
The accessibility to, and quality of, communication with Hauraki District Council staff	N/A	2.2	2.4
The general quality and reliability of Hauraki District Council services	N/A	2.4	2.5
The particular recreational needs of adults within the community	N/A	N/A	2.5
The particular recreational needs of children and youth	N/A	N/A	2.7
Confidence in Council's decision making process	N/A	N/A	2.9
Understanding of Council's decision making process	N/A	N/A	3.1

Base: 400 respondents

Table 5:

Results as %s	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't Know
The way in which the District is promoted	18	37	31	8	2	5
Understanding of Councils decision making process	6	18	39	15	10	13
Confidence in Councils decision making process	8	21	45	11	7	9
The accessibility to, and quality of, communication with Hauraki District Council staff	20	32	23	10	6	10
The general quality and reliability of Hauraki District Council services	10	44	31	7	4	5
The particular recreational needs of children and youth	11	26	35	10	5	15
The particular recreational needs of adults within the community	11	34	31	9	3	13

4.1.1 Results by Ward

The Way In Which The District Is Promoted

- Paeroa Ward respondents were more likely (2.3) than Plains Ward respondents (2.5) to be satisfied with The Way In Which The District Is Promoted.

Understanding Of Council's Decision Making Process

- Paeroa Ward respondents were more likely (3.0) than Waihi Ward respondents (3.1) to be satisfied with Understanding Of Council's Decision Making Process.

Confidence In Council's Decision Making Process

- Plains Ward respondents were more likely (2.8) than Waihi Ward respondents (2.9) to be satisfied with Confidence In Council's Decision Making Process.

The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff

- Plains Ward respondents were more likely (2.4) than Waihi Ward respondents (2.5) to be satisfied with The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff.

The General Quality And Reliability Of Hauraki District Council Services

- Paeroa Ward respondents were more likely (2.4) than Plains Ward respondents (2.6) to be satisfied with The General Quality And Reliability Of Hauraki District Council Services.

The Particular Recreational Needs Of Children And Youth

- Plains Ward respondents were more likely (2.4) than Waihi Ward respondents (2.8) to be satisfied with The Particular Recreational Needs Of Children And Youth.

The Particular Recreational Needs Of Adults Within The Community

- Plains Ward respondents were more likely (2.3) than Waihi Ward respondents (2.6) to be satisfied with The Particular Recreational Needs Of Adults Within The Community.

4.1.2 Results by Age

The Way In Which The District Is Promoted

- Respondents aged 60+ were more likely (2.2) than respondents aged 40-49 (2.5) to be satisfied with The Way In Which The District Is Promoted.

Understanding Of Council's Decision Making Process

- Respondents aged 60+ were more likely (2.9) than respondents aged 18-29 (3.2) to be satisfied with Understanding Of Council's Decision Making Process.

Confidence In Council's Decision Making Process

- Respondents aged 50-59 were more likely (2.8) than respondents aged 30-39 (3.0) to be satisfied with Confidence In Council's Decision Making Process.

The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff

- Respondents aged 60+ were more likely (2.2) than respondents aged 30-39 (2.7) to be satisfied with The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff.

The General Quality And Reliability Of Hauraki District Council Services

- Respondents aged 60+ were more likely (2.4) than respondents aged 30-39 (2.6) to be satisfied with the General Quality And Reliability Of Hauraki District Council Services.

The Particular Recreational Needs Of Children And Youth

- Respondents aged 60+ were more likely (2.4) than respondents aged 30-39 (2.9) to be satisfied with The Particular Recreational Needs Of Children And Youth.

The Particular Recreational Needs Of Adults Within The Community

- Respondents aged 60+ were more likely (2.3) than respondents aged 40-49 (2.7) to be satisfied with The Particular Recreational Needs Of Adults Within The Community.

4.1.3 Results by Gender

The Way In Which The District Is Promoted

- No notable differences between the sub-categories were evident.

Understanding Of Council's Decision Making Process

- Female respondents were more likely (3.0) than male respondents (3.2) to be satisfied with Understanding Of Council's Decision Making Process.

Confidence In Council's Decision Making Process

- Female respondents were more likely (2.8) than male respondents (2.9) to be satisfied with Confidence In Council's Decision Making Process.

The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff

- Female respondents were more likely (2.3) than male respondents (2.5) to be satisfied with The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff.

The General Quality And Reliability Of Hauraki District Council Services

- No notable differences between the sub-categories were evident.

The Particular Recreational Needs Of Children And Youth

- No notable differences between the sub-categories were evident.

The Particular Recreational Needs Of Adults Within The Community

- Female respondents were more likely (2.5) than male respondents (2.6) to be satisfied with The Particular Recreational Needs Of Adults Within The Community.

4.1.4 Results by Ethnicity

The Way In Which The District Is Promoted

- No notable differences between the sub-categories were evident.

Understanding Of Council's Decision Making Process

- No notable differences between the sub-categories were evident.

Confidence In Council's Decision Making Process

- Non-Maori respondents were more likely (2.8) than Maori respondents (3.0) to be satisfied with Confidence In Council's Decision Making Process.

The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff

- Non-Maori respondents were more likely (2.4) than Maori respondents (2.6) to be satisfied with The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff.

The General Quality And Reliability Of Hauraki District Council Services

- Non-Maori respondents were more likely (2.5) than Maori respondents (2.7) to be satisfied with The General Quality And Reliability Of Hauraki District Council Services.

The Particular Recreational Needs Of Children And Youth

- Non-Maori respondents were more likely (2.6) than Maori respondents (3.1) to be satisfied with The Particular Recreational Needs Of Children And Youth.

The Particular Recreational Needs Of Adults Within The Community

- Non-Maori respondents were more likely (2.5) than Maori respondents (2.8) to be satisfied with The Particular Recreational Needs Of Adults Within The Community.

4.1.5 Results by Rural/Urban

The Way In Which The District Is Promoted

- Urban respondents were more likely (2.3) than rural respondents (2.5) to be satisfied with The Way In Which The District Is Promoted.

Understanding Of Council's Decision Making Process

- Urban respondents were more likely (3.0) than rural respondents (3.2) to be satisfied with Understanding Of Council's Decision Making Process.

Confidence In Council's Decision Making Process

- Urban respondents were more likely (2.8) than rural respondents (3.0) to be satisfied with Confidence In Council's Decision Making Process.

The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff

- Urban respondents were more likely (2.4) than rural respondents (2.5) to be satisfied with The Accessibility To, And Quality Of, Communication With Hauraki District Council Staff.

The General Quality And Reliability Of Hauraki District Council Services

- No notable differences between the sub-categories were evident.

The Particular Recreational Needs Of Children And Youth

- No notable differences between the sub-categories were evident.

The Particular Recreational Needs Of Adults Within The Community

- No notable differences between the sub-categories were evident.

4.2 Satisfaction with General Services – Detailed Analysis

Note: "Satisfied" includes "very satisfied" and "satisfied", while "Dissatisfied" includes "very dissatisfied" and "dissatisfied".

- There has been a slight increase in the proportion of respondents *satisfied* with the way in which the District is promoted (51% in 2004, 55% in 2007).

Table 6:

The way in which the District is promoted	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	57%	51%	55%
Neither satisfied nor dissatisfied	22%	29%	31%
Dissatisfied	13%	13%	10%
Don't know	9%	7%	5%
Total	100%	100%	100%

Base: 400 respondents

- There has been a significant increase in the proportion of respondents *dissatisfied* with the *accessibility to, and quality of, communication with Council staff* (6% in 2004, 15% in 2007).

Table 7:

Accessibility to, and quality of, communication with Council staff	% of Respondents 2004	% of Respondents 2007
Satisfied	54%	52%
Neither satisfied nor dissatisfied	23%	23%
Dissatisfied	6%	15%
Don't know	17%	10%
Total	100%	100%

Base: 400 respondents

- There has been a slight increase in the proportion of respondents *satisfied* with the *quality and reliability of Council services* (50% in 2004, 54% in 2007).

Table 8:

Quality and reliability of Council services	% of Respondents 2004	% of Respondents 2007
Satisfied	50%	54%
Neither satisfied nor dissatisfied	30%	31%
Dissatisfied	9%	10%
Don't know	11%	5%
Total	100%	100%

Base: 400 respondents

- Approximately the same proportions of respondents are *satisfied* as are *dissatisfied* with the *understanding of Council's decision making process* (24%, 25% respectively).

Table 9:

Understanding of Council's decision making process	% of Respondents 2007
Satisfied	24%
Neither satisfied nor dissatisfied	39%
Dissatisfied	25%
Don't know	13%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

- Slightly less than one in three respondents (29%) were satisfied with regard to *confidence in Council's decision making process*.

Table 10:

Confidence in Councils decision making process	% of Respondents 2007
Satisfied	29%
Neither satisfied nor dissatisfied	45%
Dissatisfied	17%
Don't know	9%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

- More than one-third of respondents (37%) are satisfied with *recreational needs of children and youth*.

Table 11:

Recreational needs of children and youth	% of Respondents 2007
Satisfied	37%
Neither satisfied nor dissatisfied	35%
Dissatisfied	15%
Don't know	15%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

- Almost one-half of respondents (45%) are satisfied with *recreational needs of adults within the community*.

Table 12:

Recreational needs of adults within the community	% of Respondents 2007
Satisfied	45%
Neither satisfied nor dissatisfied	31%
Dissatisfied	11%
Don't know	13%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

4.3 Reasons for Dissatisfaction – General Services

Respondents who stated they were either *dissatisfied* or *very dissatisfied* were then asked their reason for this.

Their responses are tabulated below. The full list of verbatim responses are included in Appendix 2.

4.3.1 Reasons for dissatisfaction with the way in which the District is promoted

- The main reason for dissatisfaction with this aspect of service was that *more promotion is required*.

Table 13:

Reason	Number of Respondents
More promotion is required	26
Better promotion required	8
Miscellaneous	6
Total	40

4.3.2 Reasons for dissatisfaction with the accessibility to, and quality of, communication with Hauraki District Council staff

- The main reason for dissatisfaction with this aspect of service was that *some staff are hard to contact*.

Table 14:

Reason	Number of Respondents
Some staff are hard to contact	27
Difficult process	10
Frontline staff not helpful	6
No action/slow to take action	3
Miscellaneous	9
Total	55

4.3.3 Reasons for dissatisfaction with the quality and reliability of Hauraki District Council services

- The main reason for dissatisfaction with this aspect of service was that *slow/non-response to requests*.

Table 15:

Reason	Number of Respondents
Slow/non-response to requests	17
Don't get value for rates	11
Miscellaneous	7
Total	35

4.3.4 Reasons for dissatisfaction with the understanding of Council's decision making process

- The main reason for dissatisfaction with this aspect of service was that there was *not enough information about the process*.

Table 16:

Reason	Number of Respondents
Not enough information about the process	54
Poor process	22
Miscellaneous	7
Total	84

4.3.5 Reasons for dissatisfaction with the confidence in Council's decision making process

- The main reason for dissatisfaction with this aspect of service was because of a perceived *poor process and decisions*.

Table 17:

Reason	Number of Respondents
Poor process and decisions	30
Poor communication and consultation	16
No confidence	6
Miscellaneous	6
Total	58

4.3.6 Reasons for dissatisfaction with the particular recreational needs of children and youth

- The main reason for dissatisfaction with this aspect of service was that *more recreational facilities are needed*.

Table 18:

Reason	Number of Respondents
More recreational facilities are needed	32
Needs to be more affordable	1
Miscellaneous	4
Total	37

4.3.7 Reasons for dissatisfaction with the particular recreational needs of adults within the community

- The main reason for dissatisfaction with this aspect of service was, again, because *more recreational facilities are needed*.

Table 19:

Reason	Number of Respondents
More recreational facilities are needed	44
The facilities need more maintenance	5
Miscellaneous	1
Total	50

4.4 Satisfaction with Specific Services – Overall Results

Respondents were then asked to rate their satisfaction with specific services. Again, they were asked to rate each service or activity on a scale of 1 to 5 where 1 is *very satisfied*, 2 is *satisfied*, 3 is *neither satisfied nor dissatisfied*, 4 is *dissatisfied* and 5 is *very dissatisfied*. Mean ratings (averages) were then calculated, where the **lower** the mean rating, the **greater** the level of satisfaction.

- Satisfaction is relatively high regarding many of the aspects examined, in particular: *public libraries* (1.9), *parks and reserves* (2.0) and *public halls* (2.1).
- Satisfaction is lowest with the *communication and consultation services provided by Building Services* (2.9) and *Planning Services* (2.8).
- Satisfaction, overall, remains quite stable for each year of the survey, with no significant changes recorded with respect to the services examined.

Table 20:

Mean Ratings	2002	2004	2007
Public libraries	2.0	1.9	1.9
Parks and reserves	2.0	1.9	2.0
Public halls	2.1	2.1	2.1
Refuse transfer station	N/A	N/A	2.2
Street lighting	2.3	2.1	2.3
Quality of water supply	2.4	2.5	2.4
Public toilets	2.5	2.4	2.4
Collection of refuse	2.4	2.4	2.5
Quality of the roads	2.5	2.7	2.6
Public swimming pools	2.3	2.7	2.6
Control/management of dogs	2.7	2.6	2.6
Quality of the footpaths	2.7	2.9	2.7
The stormwater services	2.5	2.6	2.7
Communication and consultation services provided by PLANNING Services	N/A	N/A	2.8
Communication and consultation services provided by BUILDING Services	N/A	N/A	2.9

Base: 400 respondents

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Table 21:

Results as %s	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	DK
The operation of the road services in the District	10	40	33	9	6	3
The quality of the footpaths in the District	10	37	28	15	7	4
The quality of the water supply services provided in the District	19	42	20	8	7	6
The stormwater services in the District	11	36	25	11	8	10
The collection of refuse in the District	21	32	19	8	11	10
The operation of the refuse transfer station	24	35	15	7	4	17
The operation of public libraries in the District	31	38	12	4	1	15
The operation of public toilets in the District	13	40	24	6	3	14
The public swimming pools in the District	11	24	17	7	6	36
The operation of parks and reserves in the District	23	52	18	3	0	4
The operation of public halls in the District	18	47	20	4	1	11
The street lighting in the District	20	44	22	7	3	5
The control/management of dogs in the District	13	34	27	14	5	8
The communication and consultation services provided by the Hauraki District Council PLANNING Services	7	16	32	5	4	36
The communication and consultation services provided by the Hauraki District Council BUILDING Services	4	15	29	7	5	41

4.4.1 Results by Ward

The Operation Of The Road Services In The District

- No notable differences between the sub-categories were evident.

The Quality Of The Footpaths In The District

- Paeroa Ward respondents were more likely (2.6) than Waihi Ward respondents (2.9) to be satisfied with The Quality Of The Footpaths In The District.

The Quality Of The Water Supply Services Provided In The District

- Waihi Ward respondents were more likely (2.0) than Plains Ward respondents (2.8) to be satisfied with The Quality Of The Water Supply Services Provided In The District.

The Stormwater Services In The District

- Plains Ward respondents were more likely (2.5) than Paeroa Ward respondents (2.8) to be satisfied with The Stormwater Services In The District.

The Collection Of Refuse In The District

- Waihi Ward respondents were more likely (2.3) than Plains Ward respondents (3.0) to be satisfied with The Collection Of Refuse In The District.

The Operation Of The Refuse Transfer Station

- Paeroa Ward respondents were more likely (1.9) than Plains Ward respondents (2.6) to be satisfied with The Operation Of The Refuse Transfer Station.

The Operation Of Public Libraries In The District

- Waihi Ward respondents were more likely (1.8) than Plains Ward respondents (2.1) to be satisfied with The Operation Of Public Libraries In The District.

The Operation Of Public Toilets In The District

- Plains Ward respondents were more likely (2.3) than Paeroa Ward respondents (2.5) to be satisfied with The Operation Of Public Toilets In The District.

The Public Swimming Pools In The District

- Plains Ward respondents were more likely (2.0) than Waihi Ward respondents (3.5) to be satisfied with The Public Swimming Pools In The District.

The Operation Of Parks And Reserves In The District

- Paeroa Ward respondents were more likely (2.0) than Plains Ward respondents (2.1) to be satisfied with The Operation Of Parks And Reserves In The District.

The Operation Of Public Halls In The District

- No notable differences between the sub-categories were evident.

The Street Lighting In The District

- Waihi Ward respondents were more likely (2.2) than Plains Ward respondents (2.3) to be satisfied with The Street Lighting In The District.

The Control/Management Of Dogs In The District

- Paeroa Ward respondents were more likely (2.5) than Waihi Ward respondents (2.8) to be satisfied with The Control/Management Of Dogs In The District.

The Communication And Consultation Services Provided By The Hauraki District Council Planning Services

- Paeroa Ward respondents were more likely (2.6) than Waihi Ward respondents (2.9) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Planning Services.

The Communication And Consultation Services Provided By The Hauraki District Council Building Services

- Paeroa Ward respondents were more likely (2.8) than Waihi Ward respondents (3.0) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Building Services.

4.4.2 Results by Age

The Operation Of The Road Services In The District

- Respondents aged 60+ were more likely (2.5) than respondents aged 40-49 (2.7) to be satisfied with The Operation Of The Road Services In The District.

The Quality Of The Footpaths In The District

- Respondents aged 18-29 were more likely (2.3) than respondents aged 50-59 (2.9) to be satisfied with The Quality Of The Footpaths In The District.

The Quality Of The Water Supply Services Provided In The District

- Respondents aged 60+ were more likely (2.1) than respondents aged 30-39 (2.6) to be satisfied with The Quality Of The Water Supply Services Provided In The District.

The Stormwater Services In The District

- Respondents aged 60+ were more likely (2.4) than respondents aged 30-39 (2.9) to be satisfied with The Stormwater Services In The District.

The Collection Of Refuse In The District

- Respondents aged 60+ were more likely (2.2) than respondents aged 30-39 (2.8) to be satisfied with The Collection Of Refuse In The District.

The Operation Of The Refuse Transfer Station

- Respondents aged 18-29 were more likely (2.0) than respondents aged 30-39 (2.4) to be satisfied with The Operation Of The Refuse Transfer Station.

The Operation Of Public Libraries In The District

- Respondents aged 60+ were more likely (1.6) than respondents aged 50-59 (2.1) to be satisfied with The Operation Of Public Libraries In The District.

The Operation Of Public Toilets In The District

- Respondents aged 60+ were more likely (2.1) than respondents aged 30-39 (2.6) to be satisfied with The Operation Of Public Toilets In The District.

The Public Swimming Pools In The District

- Respondents aged 60+ (2.3) and respondents aged 18-29 (2.3) were more likely than respondents aged 30-39 (2.9) to be satisfied with The Public Swimming Pools In The District.

The Operation Of Parks And Reserves In The District

- Respondents aged 60+ were more likely (2.0) than respondents aged 30-39 (2.3) to be satisfied with The Operation Of Parks And Reserves In The District.

The Operation Of Public Halls In The District

- Respondents aged 60+ were more likely (2.1) than respondents aged 30-39 (2.5) to be satisfied with The Operation Of Public Halls In The District.

The Street Lighting In The District

- Respondents aged 60+ were more likely (2.1) than respondents aged 30-39 (2.5) to be satisfied with The Street Lighting In The District.

The Control/Management Of Dogs In The District

- Respondents aged 18-29 were more likely (2.5) than respondents aged 30-39 (2.7) to be satisfied with The Control/Management Of Dogs In The District.

The Communication And Consultation Services Provided By The Hauraki District Council Planning Services

- Respondents aged 18-29 were more likely (2.6) than respondents aged 30-39 (2.9) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Planning Services.

The Communication And Consultation Services Provided By The Hauraki District Council Building Services

- Respondents aged 60+ were more likely (2.7) than respondents aged 30-39 (3.1) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Building Services.

4.4.3 Results by Gender

The Operation Of The Road Services In The District

- Female respondents were more likely (2.5) than male respondents (2.7) to be satisfied with The Operation Of The Road Services In The District.

The Quality Of The Footpaths In The District

- Male respondents were more likely (2.6) than female respondents (2.8) to be satisfied with The Quality Of The Footpaths In The District.

The Quality Of The Water Supply Services Provided In The District

- No notable differences between the sub-categories were evident.

The Stormwater Services In The District

- Female respondents were more likely (2.6) than male respondents (2.7) to be satisfied with The Stormwater Services In The District.

The Collection Of Refuse In The District

- Male respondents were more likely (2.5) than female respondents (2.6) to be satisfied with The Collection Of Refuse In The District.

The Operation Of The Refuse Transfer Station

- No notable differences between the sub-categories were evident.

The Operation Of Public Libraries In The District

- No notable differences between the sub-categories were evident.

The Operation Of Public Toilets In The District

- Male respondents were more likely (2.3) than female respondents (2.5) to be satisfied with The Operation Of Public Toilets In The District.

The Public Swimming Pools In The District

- Male respondents were more likely (2.5) than female respondents (2.6) to be satisfied with The Public Swimming Pools In The District.

The Operation Of Parks And Reserves In The District

- No notable differences between the sub-categories were evident.

The Operation Of Public Halls In The District

- No notable differences between the sub-categories were evident.

The Street Lighting In The District

- Female respondents were more likely (2.2) than male respondents (2.3) to be satisfied with The Street Lighting In The District.

The Control/Management Of Dogs In The District

- Female respondents were more likely (2.5) than male respondents (2.7) to be satisfied with The Control/Management Of Dogs In The District.

The Communication And Consultation Services Provided By The Hauraki District Council Planning Services

- Female respondents were more likely (2.7) than male respondents (2.8) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Planning Services.

The Communication And Consultation Services Provided By The Hauraki District Council Building Services

- Female respondents were more likely (2.8) than male respondents (3.0) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Building Services.

4.4.4 Results by Ethnicity

The Operation Of The Road Services In The District

- Maori respondents were more likely (2.5) than non-Maori respondents (2.6) to be satisfied with The Operation Of The Road Services In The District.

The Quality Of The Footpaths In The District

- Maori respondents were more likely (2.4) than non-Maori respondents (2.7) to be satisfied with The Quality Of The Footpaths In The District.

The Quality Of The Water Supply Services Provided In The District

- No notable differences between the sub-categories were evident.

The Stormwater Services In The District

- Non-Maori respondents were more likely (2.7) than Maori respondents (2.8) to be satisfied with The Stormwater Services In The District.

The Collection Of Refuse In The District

- Non-Maori respondents were more likely (2.5) than Maori respondents (2.6) to be satisfied with The Collection Of Refuse In The District.

The Operation Of The Refuse Transfer Station

- No notable differences between the sub-categories were evident.

The Operation Of Public Libraries In The District

- Non-Maori respondents were more likely (1.9) than Maori respondents (2.0) to be satisfied with The Operation Of Public Libraries In The District.

The Operation Of Public Toilets In The District

- Non-Maori respondents were more likely (2.4) than Maori respondents (2.5) to be satisfied with this The Operation Of Public Toilets In The District.

The Public Swimming Pools In The District

- No notable differences between the sub-categories were evident.

The Operation Of Parks And Reserves In The District

- No notable differences between the sub-categories were evident.

The Operation Of Public Halls In The District

- No notable differences between the sub-categories were evident.

The Street Lighting In The District

- Non-Maori respondents were more likely (2.2) than Maori respondents (2.4) to be satisfied with The Street Lighting In The District.

The Control/Management Of Dogs In The District

- No notable differences between the sub-categories were evident.

The Communication And Consultation Services Provided By The Hauraki District Council Planning Services

- Maori respondents were more likely (2.4) than non-Maori respondents (2.8) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Planning Services.

The Communication And Consultation Services Provided By The Hauraki District Council Building Services

- Maori respondents were more likely (2.6) than non-Maori respondents (2.9) to be satisfied with The Communication And Consultation Services Provided By The Hauraki District Council Building Services.

4.4.5 Results by Rural/Urban

The Operation Of The Road Services In The District

- Urban respondents were more likely (2.5) than rural respondents (2.8) to be satisfied with The Operation Of The Road Services In The District.

The Quality Of The Footpaths In The District

- No notable differences between the sub-categories were evident.

The Quality Of The Water Supply Services Provided In The District

- Urban respondents were more likely (2.3) than rural respondents (2.7) to be satisfied with The Quality Of The Water Supply Services Provided In The District.

The Stormwater Services In The District

-
- Urban respondents were more likely (2.6) than rural respondents (2.9) to be satisfied with The Stormwater Services In The District.

The Collection Of Refuse In The District

- Urban respondents were more likely (2.4) than rural respondents (2.9) to be satisfied with The Collection Of Refuse In The District.

The Operation Of The Refuse Transfer Station

- Urban respondents were more likely (2.2) than rural respondents (2.3) to be satisfied with The Operation Of The Refuse Transfer Station.

The Operation Of Public Libraries In The District

- No notable differences between the sub-categories were evident.

The Operation Of Public Toilets In The District

- No notable differences between the sub-categories were evident.

The Public Swimming Pools In The District

- No notable differences between the sub-categories were evident.

The Operation Of Parks And Reserves In The District

- No notable differences between the sub-categories were evident.

The Operation Of Public Halls In The District

- No notable differences between the sub-categories were evident.

The Street Lighting In The District

- No notable differences between the sub-categories were evident.

The Control/Management Of Dogs In The District

- Urban respondents were more likely (2.6) than rural respondents (2.7) to be satisfied with the Control/Management Of Dogs In The District.

The Communication And Consultation Services Provided By The Hauraki District Council Planning Services

- No notable differences between the sub-categories were evident.

The Communication And Consultation Services Provided By The Hauraki District Council Building Services

- No notable differences between the sub-categories were evident.

4.5 Satisfaction with Specific Services – Detailed Analysis

Note: "Satisfied" includes "very satisfied" and "satisfied", while "Dissatisfied" includes "very dissatisfied" and "dissatisfied".

- There has been a significant increase in the proportion of respondents *satisfied* with the *quality of the roads* (44% in 2004, 50% in 2007).

Table 22:

Quality of the roads	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	55%	44%	50%
Neither satisfied nor dissatisfied	30%	33%	33%
Dissatisfied	15%	22%	14%
Don't know	-	1%	3%
Total	100%	100%	100%

Base: 400 respondents

- There has been a significant increase in the proportion of respondents *satisfied* with the *quality of the footpaths* (38% in 2004, 47% in 2007).

Table 23:

Quality of the footpaths	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	42%	38%	47%
Neither satisfied nor dissatisfied	19%	28%	28%
Dissatisfied	20%	29%	21%
Don't know	19%	5%	4%
Total	100%	100%	100%

Base: 400 respondents

- The proportion of respondents *satisfied* with the *quality of the water supply* has increased significantly (54% in 2004, 61% in 2007).

Table 24:

Quality of the water supply	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	59%	54%	61%
Neither satisfied nor dissatisfied	14%	20%	20%
Dissatisfied	17%	21%	14%
Don't know	10%	5%	6%
Total	100%	100%	100%

Base: 400 respondents

- Although the proportion of respondents *satisfied* with *stormwater services* (46%) has increased since the 2004 survey (40%), there has also been a slight increase in the proportion of respondents *dissatisfied* with this aspect (15% in 2004, 19% in 2007).

Table 25:

Stormwater services	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	48%	40%	46%
Neither satisfied nor dissatisfied	17%	29%	25%
Dissatisfied	15%	15%	19%
Don't know	21%	16%	10%
Total	100%	100%	100%

Base: 400 respondents

- The proportion of respondents *satisfied* with the *collection of refuse* has decreased (57% in 2004, 52% in 2007).

Table 26:

Collection of refuse	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	57%	57%	52%
Neither satisfied nor dissatisfied	7%	18%	19%
Dissatisfied	20%	19%	19%
Don't know	16%	6%	10%
Total	100%	100%	100%

Base: 400 respondents

- The proportion of respondents *satisfied* with *public libraries* has continued to increase for each year of the study (61% in 2002, 67% in 2004, 69% in 2007).

Table 27:

Public libraries	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	61%	67%	69%
Neither satisfied nor dissatisfied	10%	14%	12%
Dissatisfied	7%	6%	5%
Don't know	22%	13%	15%
Total	100%	100%	100%

Base: 400 respondents

- The proportion of respondents *dissatisfied* with *public toilets* has decreased for each year of the study (15% in 2002, 14% in 2004, 9% in 2007).

Table 28:

Public toilets	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	46%	49%	53%
Neither satisfied nor dissatisfied	17%	23%	24%
Dissatisfied	15%	14%	9%
Don't know	23%	14%	14%
Total	100%	100%	100%

Base: 400 respondents

- There has been a slight increase in the proportion of respondents *satisfied* with *public swimming pools* (31% in 2004, 35% in 2007).

Table 29:

Public swimming pools	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	38%	31%	35%
Neither satisfied nor dissatisfied	7%	21%	17%
Dissatisfied	9%	15%	13%
Don't know	47%	33%	36%
Total	100%	100%	100%

Base: 400 respondents

- The proportion of respondents *satisfied* with the *quality of parks and reserves* has decreased slightly in each year of this study (79% in 2002, 78% in 2004, 75% in 2007).

Table 30:

Quality of parks and reserves	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	79%	78%	75%
Neither satisfied nor dissatisfied	12%	15%	18%
Dissatisfied	7%	5%	4%
Don't know	3%	2%	4%
Total	100%	100%	100%

Base: 400 respondents

- The proportion of respondents *satisfied* with *public halls* remains relatively stable (63% in 2004, 65% in 2007).

Table 31:

Public halls	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	67%	63%	65%
Neither satisfied nor dissatisfied	17%	20%	20%
Dissatisfied	5%	9%	4%
Don't know	12%	8%	11%
Total	100%	100%	100%

Base: 400 respondents

- There has been a slight decrease in the proportion of respondents *satisfied* with *street lighting* (68% in 2004, 63% in 2007).

Table 32:

Street lighting	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	61%	68%	63%
Neither satisfied nor dissatisfied	18%	19%	22%
Dissatisfied	14%	10%	10%
Don't know	8%	3%	5%
Total	100%	100%	100%

Base: 400 respondents

- There has been a slight decrease in the proportion of respondents *satisfied* with the *control or management of dogs* (48% in 2004, 47% in 2007).

Table 33:

Control/management of dogs	% of Respondents 2002	% of Respondents 2004	% of Respondents 2007
Satisfied	51%	48%	47%
Neither satisfied nor dissatisfied	18%	24%	27%
Dissatisfied	23%	23%	19%
Don't know	9%	5%	8%
Total	100%	100%	100%

Base: 400 respondents

- Almost six in every ten respondents (59%) are *satisfied* with the *operation of the refuse transfer station*.

Table 34:

Operation of the refuse transfer station	% of Respondents 2007
Satisfied	59%
Neither satisfied nor dissatisfied	15%
Dissatisfied	10%
Don't know	17%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

- A significant proportion of respondents (36%) *did not know* how satisfied or dissatisfied they are in relation to *communication and consultation services provided by the Hauraki District Council planning services*, suggesting a high level of non-use.

Table 35:

Communication and consultation services provided by the Hauraki district Council PLANNING Services	% of Respondents 2007
Satisfied	23%
Neither satisfied nor dissatisfied	32%
Dissatisfied	9%
Don't know	36%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

- A large minority of respondents (41%) *did not know* how satisfied or dissatisfied they are in relation to *communication and consultation services provided by the Hauraki District Council building services*, again suggesting a high level of non-use.

Table 36:

Communication and consultation services provided by the Hauraki District Council BUILDING Services	% of Respondents 2007
Satisfied	19%
Neither satisfied nor dissatisfied	29%
Dissatisfied	11%
Don't know	41%
Total	100%

Base: 400 respondents

Note: Not asked in the 2004 survey

4.6 Reasons for Dissatisfaction – Specific Services

Respondents who stated they were either *dissatisfied* or *very dissatisfied* were then asked their reason for this.

Their responses are tabulated below. The full list of verbatim responses are included in Appendix 2.

4.6.1 Reasons for dissatisfaction with the quality of roads in the District

- The main reasons for dissatisfaction with this aspect of service were *better/more maintenance required* and *general bad condition*.

Table 37:

Reason	Number of Respondents
Better/more maintenance required	9
General bad condition	9
Potholes	6
Need improving	4
Footpaths/kerbing	3
Need sealing	2
Speed/volume of traffic	2
Uneven surfaces	1
Too narrow	1
Miscellaneous	8
Total	45

4.6.2 Reasons for dissatisfaction with the quality of the footpaths in the District

- The main reasons for dissatisfaction with this aspect of service were because that *there are none* and *need better footpaths / more maintenance*.

Table 38:

Reason	Number of Respondents
There are none	19
Need better footpaths/more maintenance	16
Need more	12
Too rough/uneven/too many holes	12
Difficult for wheelchairs, scooters and the elderly	9
Need upgrade/are of poor standard	6
Miscellaneous	2
Total	76

4.6.3 Reasons for dissatisfaction with the quality of the water supply in the District

- The main reason for dissatisfaction with this aspect of service was because of *general poor quality*.

Table 39:

Reason	Number of Respondents
General poor quality	14
Quality affected by rain	9
Colour	8
Bad taste	8
Too much chlorine	6
Inconsistent/poor pressure	2
Unsafe to drink	1
Miscellaneous	5
Total	53

4.6.4 Reasons for dissatisfaction with the stormwater services in the District

- The main reasons for dissatisfaction with this aspect of service were because of *flooding problems and needs upgrading/development*.

Table 40:

Reason	Number of Respondents
Flooding problems	29
Needs upgrading/development	18
Blocked drains	6
Poor drainage	5
Poor maintenance	4
Miscellaneous	2
Total	64

4.6.5 Reasons for dissatisfaction with the collection of refuse in the District

- The main reasons for dissatisfaction with this aspect of service were: *no collection service where we live; expensive/have to pay for it, and; need recycling options.*

Table 41:

Reason	Number of Respondents
No collection service where we live	20
Expensive/have to pay for it	18
Need recycling options	16
Inappropriate restrictions	6
Poor/irregular service	5
More options needed	4
Miscellaneous	2
Total	71

4.6.6 Reasons for dissatisfaction with the public libraries in the District

- No single reason for dissatisfaction with this aspect of service was evident.

Table 42:

Reason	Number of Respondents
Poor/inadequate selection of books	5
Needs development/expansion	4
To expensive/shouldn't have to pay	4
Miscellaneous	6
Total	19

4.6.7 Reasons for dissatisfaction with the public toilets in the District

- The main reasons for dissatisfaction with this aspect of service were: *dirty/need cleaning; need more, and; need maintaining/upgrading.*

Table 43:

Reason	Number of Respondents
Dirty/need cleaning	11
Need more	10
Need maintaining/upgrading	9
Hard to find	2
Miscellaneous	3
Total	35

4.6.8 Reasons for dissatisfaction with the public swimming pools in the District

- The main reason for dissatisfaction with this aspect of service was because (apparently) *there isn't one.*

Table 44:

Reason	Number of Respondents
There isn't one	33
Should be indoor/heated	10
Needs upgrading	1
Miscellaneous	5
Total	49

4.6.9 Reasons for dissatisfaction with the quality of parks and reserves in the District

- No single reason for dissatisfaction with this aspect of service was evident.

Table 45:

Reason	Number of Respondents
Poorly maintained	6
Needs improvements	5
Miscellaneous	3
Total	14

4.6.10 Reasons for dissatisfaction with the public halls in the District

- No single reason for dissatisfaction with this aspect of service was evident.

Table 46:

Reason	Number of Respondents
Need upgrading/they are run down	4
Maintenance needed	4
More needed	2
Miscellaneous	5
Total	15

4.6.11 Reasons for dissatisfaction with the street lighting in the District

- The main reason for dissatisfaction with this aspect of service was because *more lights needed / dark streets*.

Table 47:

Reason	Number of Respondents
More lights needed/dark streets	21
Could be improved/inadequate	14
Miscellaneous	2
Total	37

4.6.12 Reasons for dissatisfaction with the control/management of dogs in the District

- The main reason for dissatisfaction with this aspect of service was because of *roaming / stray dogs*.

Table 48:

Reason	Number of Respondents
Roaming/stray dogs	29
Poor ranger service	15
Poor control	10
Dog nuisance	3
Miscellaneous	13
Total	70

4.6.13 Reasons for dissatisfaction with the operation of the refuse transfer station

- The main reason for dissatisfaction with this aspect of service was because it is seen to be *too expensive*.

Table 49:

Reason	Number of Respondents
Too expensive	17
Not open enough	4
Poor service	3
Miscellaneous	13
Total	37

4.6.14 Reasons for dissatisfaction with the communication and consultation services provided by Hauraki District Council Planning Services

- The main reason for dissatisfaction with this aspect of service was due to *lack of information and communication*.

Table 50:

Reason	Number of Respondents
Lack of information and communication	10
The process takes too long	7
Problems with the process	4
Miscellaneous	4
Total	25

4.6.15 Reasons for dissatisfaction with the communication and consultation services provided by Hauraki District Council Building Services

- The main reason for dissatisfaction with this aspect of service was *poor service*.

Table 51:

Reason	Number of Respondents
Poor service	17
Too slow	11
Miscellaneous	8
Total	36

4.7 Other Council Activities

Respondents were then asked whether there were any other Council activities they would like to rate.

- The majority of respondents (85%) stated that there were not any other Council activities they would like to rate.

Table 52:

Response	% of Respondents
Yes	16
No	85
Total	100

Base: 400 respondents

4.8 Satisfaction with Other Activities

Respondents who stated that there were other Council services that they would like to rate were asked what these services are and how they rated on a scale of 1 to 5.

Due to the small numbers involved, further analysis (i.e. by demographic variable or compared to previous years) is statistically unreliable, and is therefore excluded.

- The majority by far of respondents (59 respondents) were either *very dissatisfied* or *dissatisfied* with the 'other' Council activities they identified.

Table 53:

Satisfaction with 'Other' Council Activities	Number of Respondents
Very satisfied	7
Satisfied	5
Neither satisfied nor dissatisfied	1
Dissatisfied	30
Very dissatisfied	29

Base: 62 respondents

Note: Multiple responses were permitted

4.8.1 Specified Other Activities

The following lists are the other activities which respondents stated, detailed by Ward.

Note: Activities which respondents were happy with are highlighted in bold.

Waihi Ward (27)

- Rates. (3)
- **Building process.**
- Cleaning Ohinemuri River from Waihi sewerage outfall.
- Clearing of gorse privet blackberry.
- Consultation over ongoing building projects.
- Dog Registration.
- Environment Waikato becoming involved in local affairs and impacting on our rates.
- Hauraki District Council came in first as the worst council in New Zealand on My House My Castle.
- **Local staff.**
- Metal from gutters on side of road cleaned up.
- More control of gorse and wandering dew.
- Morgan Park should be cleaned up.
- Noise pollution.
- Not much community activities for over 50's.
- Parking.
- Skateboarders.
- **The Council works well with the mine company in Waihi.**
- **Their vision and support for the future is proactive.**
- Toilets should be reopened (on Sports day).
- Tractor spraying.

Paeroa Ward (19)

- **Cemetery.** (2)
- **Bag Pipes.**
- **Blocking main streets for activities.**
- Bus service.
- Fees for recycling.
- Flood rates.
- Health service monitoring the districts food outlets.
- Information Centre.
- Netball courts.
- No recycling.
- Noise control.
- **Paeroa street races.**
- Police activities (after hours).
- Provision for preschoolers.
- Sewerage.
- Trees over footpaths.
- **Waihi Food Festival.**
- Wasting money on Main Street.

Plains Ward (23)

- **Rates understanding.** (3)
- Building Consent Services. (2)
- Community awareness.
- Dog Control Officer.
- Dogs.
- Drainage board.
- Grating between roads and driveways.
- Local Business Promotion.
- Noxious plant eradication.
- Open drains.
- Performance of Mayor.
- Promotion of Activities for elderly.
- Social issues for elderly.
- Speed limit at River Road.
- Street Maintenance.
- Time involved in permits.
- Understanding of tender process for subdivisions and other outside processes.

5 Future Direction

Respondents were then asked a number of questions relating to the future direction of the Hauraki District Council.

5.1 Activities Council Should Have Involvement In

Respondents were first asked whether they thought the Council should have an involvement in one or more of the following areas:

education, health, housing, policing, employment, promotion and support of art, youth leadership initiatives and social welfare support services

- The two areas, where respondents felt strongest, that Council should be involved in, were *housing* (67%) and *youth leadership initiatives* (66%).
- *Education* (42%) and *social welfare support services* (37%) are the areas where the smallest proportions of respondents would like to see Council involvement.
- Overall, majorities of respondents felt that Council should be involved in *housing, youth leadership initiatives, employment and promotion and support of art*, but not *health, policing, education or social welfare support services*.
- The proportion of respondents who would like to see Council involvement in *policing* has decreased (50% in 2004, 44% in 2007), whilst support for Council involvement in *education* has increased (34% in 2004, 42% in 2007).

Table 54:

Activities which Council should have an involvement in	% of Respondents	
	2004	2007
Housing	65	67
Youth leadership initiatives	N/A	66
Employment	59	54
Promotion and support of art	N/A	54
Health	47	46
Policing	50	44
Education	34	42
Social Welfare Support services	N/A	37
Other	N/A	3

Base: 400 respondents

Other responses (3%) included:

- *Conservation.*
- *Enforced curfew on 18 years and under.*
- *Environmentally friendly.*
- *Health due to groundwater.*
- *Local small business.*
- *Pest control.*
- *Something proactive for youth.*
- *Sport.*
- *Swimming pool.*
- *Transport more buses on the road.*

5.1.1 Results by Ward

- Waihi Ward respondents were more likely to state that Council should have an involvement in *promotion and support of art.*
- Paeroa Ward respondents were more likely to state that Council should have an involvement in *housing, policing, employment and youth leadership initiatives.*
- Plains Ward respondents were more likely to state that Council should have an involvement in *health and social welfare support services.*

5.1.2 Results by Age

- Respondents aged 18-29 were more likely to state that Council should have an involvement in *education and policing.*
- Respondents aged 30-39 were more likely to state that Council should have an involvement in *health, housing and youth leadership initiatives.*
- Respondents aged 40-49 were more likely to state that Council should have an involvement in *promotion and support of art and social welfare support services.*
- Respondents aged 50-59 were more likely to state that Council should have an involvement in *employment.*

5.1.3 Results by Gender

- With the exception of *housing*, male respondents were more likely than female respondents to state that Council should have an involvement in each service examined.

5.1.4 Results by Ethnicity

- Maori respondents were more likely than non-Maori respondents to state that Council should have an involvement in every service examined.

5.1.5 Results by Rural/Urban

- Urban respondents were more likely to state that Council should have an involvement in *education, health and housing.*
- Rural respondents were more likely to state that Council should have an involvement in *policing, employment, promotion and support of art, social welfare support services and youth leadership initiatives.*

5.2 Funding

Those respondents who felt Council *should* be involved in one, or more of the activities/areas examined were then asked how these activities should be paid for.

- On average, *taxes* (42%) were a more popular method of funding than *user pays* (25%) or *rates* (23%).
- Support for rates funding was strongest for *promotion and support of art* (28%) and *youth leadership initiatives* (28%).
- Support for taxes funding was strongest for *social welfare support services* (58%) and *policing* (55%).
- Support for user pays funding was strongest for *housing* (43%) and *promotion and support of art* (39%).

Table 55:

Method of funding	% of respondents			
	Rates	Taxes	User Pays	Don't know
Education	18	44	29	10
Health	18	40	27	15
Housing	24	24	43	10
Policing	21	55	10	14
Employment	19	43	26	12
Promotion and support of art	28	20	39	13
Youth leadership initiatives	28	40	22	11
Social Welfare Support Services	14	58	17	12
Other	39	54	8	-
Average	23	42	25	12

5.2.1 Results by Ward

Education

- Plains Ward respondents were more likely to prefer taxes, whilst Waihi Ward respondents were more likely to prefer user pays.

Health

- Plains Ward respondents were more likely to prefer taxes and rates, whilst Waihi Ward respondents were more likely to prefer user pays.

Housing

- Paeroa Ward respondents were more likely to prefer rates, while Plains Ward respondents were more likely to prefer taxes and Waihi Ward respondents were more likely to prefer user pays.

Policing

- Paeroa Ward respondents were more likely to prefer taxes, while Plains Ward respondents were more likely to prefer rates and Waihi Ward respondents were more likely to prefer user pays.

Employment

- Paeroa Ward respondents were more likely to prefer taxes, while Plains Ward respondents were more likely to prefer user pays and Waihi Ward respondents were more likely to prefer rates.

Promotion And Support Of Art

- Paeroa Ward respondents were more likely to prefer taxes, while Plains Ward respondents were more likely to prefer rates and Waihi Ward respondents were more likely to prefer user pays.

Youth Leadership Initiatives

- Paeroa Ward respondents were more likely to prefer taxes, while Plains Ward respondents were more likely to prefer rates and user pays.

Social Welfare Support Services

- Paeroa Ward respondents were more likely to prefer rates, while Plains Ward respondents were more likely to prefer user pays.

5.2.2 Results by Age (Note: Small base sizes for respondents aged 18-29)

Education

- Respondents aged 18-29 were more likely to prefer rates, respondents aged 40-49 were more likely to prefer taxes and respondents aged 60+ were more likely to prefer user pays.

Health

- Respondents aged 18-29 were more likely to prefer rates, respondents aged 30-39 were more likely to prefer taxes and respondents aged 40-49 were more likely to prefer user pays.

Housing

- Respondents aged 18-29 were more likely to prefer rates, respondents aged 30-39 were more likely to prefer taxes and respondents aged 40-49 were more likely to prefer user pays.

Policing

- Respondents aged 18-29 were more likely to prefer taxes, respondents aged 40-49 were more likely to prefer rates and respondents aged 50-59 were more likely to prefer user pays.

Employment

- Respondents aged 18-29 were more likely to prefer taxes, respondents aged 50-59 were more likely to prefer rates and respondents aged 60+ were more likely to prefer user pays.

Promotion And Support Of Art

- Respondents aged 18-29 were more likely to prefer rates and user pays whilst respondents aged 40-49 were more likely to prefer rates.

Youth Leadership Initiatives

- Respondents aged 18-29 were more likely to prefer taxes, whilst respondents aged 40-49 were more likely to prefer rates and user pays.

Social Welfare Support Services

- Respondents aged 18-29 were more likely to prefer rates, respondents aged 50-59 were more likely to prefer taxes and respondents aged 60+ were more likely to prefer user pays.

5.2.3 Results by Gender

Education

- Male respondents were more likely to prefer rates while female respondents were more likely to prefer taxes and user pays.

Health

- Male respondents were more likely to prefer rates and taxes while female respondents were more likely to prefer user pays.

Housing

- Male respondents were more likely to prefer rates and taxes while female respondents were more likely to prefer user pays.

Policing

- Male respondents were more likely to prefer rates while female respondents were more likely to prefer taxes.

Employment

- Male respondents were more likely to prefer rates while female respondents were more likely to prefer taxes and user pays.

Promotion And Support Of Art

- Male respondents were more likely to prefer rates while female respondents were more likely to prefer taxes and user pays.

Youth Leadership Initiatives

- Male respondents were more likely to prefer rates while female respondents were more likely to prefer taxes and user pays.

Social Welfare Support Services

- Male respondents were more likely to prefer rates while female respondents were more likely to prefer user pays.

5.2.4 Results by Ethnicity (Note: Small base sizes for Maori respondents)

Education

- Maori respondents were more likely to prefer rates while non-Maori respondents were more likely to prefer taxes and user pays.

Health

- Maori respondents were more likely to prefer taxes while non-Maori respondents were more likely to prefer rates and user pays.

Housing

- Maori respondents were more likely to prefer rates while non-Maori respondents were more likely to prefer taxes and user pays.

Policing

- Maori respondents were more likely to prefer taxes while non-Maori respondents were more likely to prefer rates and user pays.

Employment

- Maori respondents were more likely to prefer taxes while non-Maori respondents were more likely to prefer rates and user pays.

Promotion And Support Of Art

- Maori respondents were more likely to prefer taxes while non-Maori respondents were more likely to prefer rates and user pays.

Youth Leadership Initiatives

- Maori respondents were more likely to prefer taxes while non-Maori respondents were more likely to prefer rates and user pays.

Social Welfare Support Services

- Maori respondents were more likely to prefer rates while non-Maori respondents were more likely to prefer taxes.

5.2.5 Results by Rural/Urban

Education

- Urban respondents were more likely to prefer user pays while rural respondents were more likely to prefer rates and taxes.

Health

- Urban respondents were more likely to prefer taxes while rural respondents were more likely to prefer rates and user pays.

Housing

- Rural respondents were more likely to not know which method of funding was preferred.

Policing

- Urban respondents were more likely to prefer taxes and user pays while rural respondents were more likely to prefer rates.

Employment

- Urban respondents were more likely to prefer taxes and user pays while rural respondents were more likely to prefer rates.

Promotion And Support Of Art

- Urban respondents were more likely to prefer rates while rural respondents were more likely to prefer user pays.

Youth Leadership Initiatives

- Urban respondents were more likely to prefer rates while rural respondents were more likely to prefer user pays and taxes.

Social Welfare Support Services

- Urban respondents were more likely to prefer taxes and user pays while rural respondents were more likely to prefer rates.

5.3 Social Welfare Support Services

Respondents who thought Council should be involved in Social Welfare Support Services were then asked to specify the particular services.

- *Don't know. (27)*
- *Care and support for elderly. (14)*
- *Helping people into jobs who are on benefits. (10)*
- *Housing. (8)*
- *More work opportunities for youth. (5)*
- *More for younger people as there is nothing for them to do. (4)*
- *Training for the youth. (4)*
- *Do more for the kids. (3)*
- *Pensioner flats. (3)*
- *Public transport. (3)*
- *Anything to do with community. (2)*
- *Childcare. (2)*
- *Counselling services. (2)*
- *CYFS. (2)*
- *General involvement with communities. (2)*
- *Health. (2)*
- *Volunteer drivers for elderly. (2)*
- *Abuse and neglect.*
- *Active youth programmes.*
- *Activities for youth.*
- *Advocacy.*
- *After school holiday programmes for children.*
- *Alcohol and drug education.*
- *Assistance for those who are permanently ill.*
- *At risk youth.*
- *Better opportunities for youth.*
- *Child abuse.*
- *Child development services.*
- *Citizens Advise Bureau.*
- *Community resource centre.*
- *Do more for the youths to keep them off the street.*
- *Emergency housing.*
- *Family assistance with housing.*
- *Family welfare.*
- *Helping people get back to work.*
- *Home help elderly care.*
- *Housing for women (battered wives).*
- *I think working for families entitlements should be managed at community level.*
- *Local helpline for youth and for elderly.*
- *Making access and amenities a lot better for the elderly.*
- *Mental health assistance.*
- *Monitoring domestic violence, child abuse, youth crime.*
- *More focus needs to be put on providing work skills for youths and single mothers.*
- *More frequent public transport.*
- *More support for elderly providing the necessities they need as they get older.*
- *Parent Centres.*
- *Parent evenings for the parents to socialise together.*
- *Plunket.*
- *Provisions of access for wheelchairs.*
- *Rehabilitation from injuries, sports rehabilitation and general health issues.*
- *Repairing and insulation of old houses.*
- *Safety of children.*
- *Set up supervised and organised events in Paeroa, Thames and Waihi for youth.*
- *Subsidies for rates for those on low incomes.*
- *Support and motivational groups for youth.*
- *Support I.H.C.*
- *Support services for women battling against addictions.*
- *Support with ambulance.*
- *They should do more for the youth in the community in conjunction with the Police.*
- *Time out for caregivers.*
- *When people need help altering houses for special needs.*
- *Units for physical difficulties.*
- *We need 'Meals on Wheels'.*
- *Women refuge.*
- *Youth and problem children.*

6 Recycling Initiatives

6.1 Involvement of Council

Respondents were then asked if Council should be more involved in recycling.

- A large majority of respondents (88%) believe that Council should be more involved in recycling initiatives, which represents a significant increase from the 2004 survey (77%).

Table 56:

Do you believe that Council should be more involved in recycling initiatives	% of Respondents 2004	% of Respondents 2007
Yes	77	88
No	20	9
Don't know	3	3
Total	100%	100%

Base: 400 respondents

6.1.1 Results by Ward

- Plains Ward respondents were more likely (91%) than Waihi Ward respondents (86%) to believe that Council should be more involved in recycling initiatives.

6.1.2 Results by Age

- Respondents aged 30-39 were more likely (93%) than respondents aged 60+ (82%) to believe that Council should be more involved in recycling initiatives.

6.1.3 Results by Gender

- No notable differences between the sub-categories were evident.

6.1.4 Results by Ethnicity

- Non-Maori respondents were more likely (89%) than Maori respondents (83%) to believe that Council should be more involved in recycling initiatives.

6.1.5 Results by Rural/Urban

- No notable differences between the sub-categories were evident.

6.2 Current Recycling Activity

Respondents were asked whether they currently recycled any of their household waste.

- Slightly more than seven in every ten respondents (71%) currently recycle their household waste.

Table 57:

Currently recycle any household waste	% of Respondents
Yes	71
No	29
Don't know	1
Total	100

Base: 400 respondents

6.2.1 Results by Ward

- Waihi Ward respondents were more likely (78%) than Plains Ward respondents (60%) to recycle at least some of their household waste.

6.2.2 Results by Age

- Respondents aged 50-59 were more likely (77%) than respondents aged 40-49 (66%) to recycle at least some of their household waste.

6.2.3 Results by Gender

- Male respondents were more likely (78%) than female respondents (68%) to recycle at least some of their household waste.

6.2.4 Results by Ethnicity

- Maori respondents were more likely (83%) than non-Maori respondents (70%) to recycle at least some of their household waste.

6.2.5 Results by Rural/Urban

- Rural respondents were slightly more likely (72%) than urban respondents (70%) to recycle at least some of their household waste.

6.3 Specific Recycling Activity

Respondents were asked whether they currently recycled any of their household waste.

- Plastics (73%) and paper / cardboard (71%) are the main materials recycled.

Table 58:

Types of household waste recycled	% of Respondents
Plastics	73
Paper / cardboard	71
Metals	43
Glass	40
Food scraps (composting)	39
Other	7
Don't know	1
Total	

Base: 400 respondents

Other responses (7%) included:

- Bottles. (10)
- Green waste. (4)
- Lawn clippings. (4)
- Cans. (4)
- Garden waste. (3)
- Tin. (2)
- Batteries.
- Oil.
- Timber.

6.3.1 Results by Ward

- Waihi Ward respondents were more likely to recycle *metals* (46%), whilst Paeroa Ward respondents were more likely to recycle *paper/cardboard* (83%) and *plastics* (79%), whilst Plains respondents were more likely to recycle *food scraps / composting* (48%).

6.3.2 Results by Age

- Respondents aged 50-59 were more likely to recycle *plastics* (80%) and *metals* (45%), whilst respondents aged 40-49 were more likely to recycle *food scraps / composting* (46%).

6.3.3 Results by Gender

- Male respondents were more likely (73%) to recycle *paper / cardboard*, whilst female respondents were more likely to recycle *food scraps / composting* (44%).

6.3.4 Results by Ethnicity

- Maori respondents were more likely than non-Maori respondents to recycle all of their waste – with the exception of *food scraps / composting* (37% and 39% respectively).

6.3.5 Results by Rural/Urban

- Rural respondents were more likely to recycle *metals* (51%) and *food scraps / composting* (42%), whilst urban respondents were more likely to recycle *paper / cardboard* (72%) and *plastics* (76%).

7 Internet And Communications

7.1 Council Website

Respondents were then asked if they visit the Council website.

- There has been a slight increase in the proportion of respondents who visit Hauraki District Council website (16% in 2007, 11% in 2004).

Table 59:

“Have you ever visited the Council website?”**	% of Respondents	% of Respondents
	2004	2007
Yes	11	16
No	89	84
Don't know	0	0
Total	100	100

Base: 400 respondents

***Note in the 2004 survey this question asked “do you visit the Council's website”*

7.1.1 Results by Ward

- Plains Ward respondents were more likely to have visited Council's website (22%) whilst Waihi Ward respondents were less likely (13%) to have done so.

7.1.2 Results by Age

- Respondents aged 30-39 were more likely to have visited Council's website (26%) whilst respondents aged 60+ were less likely (8%) to have done so.

7.1.3 Results by Gender

- Male respondents were more likely to have visited Council's website (19%) than female respondents (14%).

7.1.4 Results by Ethnicity

- Non-Maori respondents were more likely to have visited Council's website (16%) than Maori respondents (14%).

7.1.5 Results by Rural/Urban

- Rural respondents were more likely to have visited Council's website (18%) whilst urban respondents were less likely (15%) to have done so.

7.2 Information of Most Interest on Council Website

Respondents were then asked what information was of most interest to them on Council's website.

- The majority of respondents (55%) either don't use the website (23%) or don't know (32%) which area is of most use.
- Council website is used for a wide range of information topics, rather than a smaller number of dominant topics.
- The main topics which Council's website is used for are *public notices* (24%), *building and planning information* (15%) and *community calendar* (14%).

Table 60:

Information of most use on Council's website	% of Respondents
Public Notices	24
Building and planning information	15
Community calendar	14
Rating information	12
Updates of council assets, such as water, roading and wastewater	11
Fees and charges	7
Vacancies / situations vacant	6
Policies and plans	6
Don't use the website	23
Other	20
Don't know	32
Total	

Base: 400 respondents

Other responses (20%) included:

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ <i>Contact details for each department. (9)</i> ▪ <i>Recycling information. (7)</i> ▪ <i>Details of Council meetings. (6)</i> ▪ <i>Opening times of libraries. (4)</i> ▪ <i>General information. (3)</i> ▪ <i>A list of Councillors and contact details. (3)</i> ▪ <i>Details about permits. (3)</i> ▪ <i>Dog control information. (2)</i> ▪ <i>Opening times of the refuse station. (2)</i> ▪ <i>Details on upcoming events. (2)</i> ▪ <i>Reports and news. (2)</i> | <ul style="list-style-type: none"> ▪ <i>Up coming road closures. (2)</i> ▪ <i>Archives in Paeroa.</i> ▪ <i>Community groups.</i> ▪ <i>Details about cemeteries.</i> ▪ <i>Easy to use.</i> ▪ <i>Education programme for children school age.</i> ▪ <i>Emergency contact numbers.</i> ▪ <i>Emergency refuse station.</i> ▪ <i>Environmental future plans and strategies for sustainable business.</i> ▪ <i>Financial information and funding allocation.</i> ▪ <i>Government valuations.</i> ▪ <i>Information about asbestos.</i> |
|--|---|

- *Information about elections.*
- *Information on why we are paying rates to Environment Waikato.*
- *Information to do with the community.*
- *Letters of complaint.*
- *Locations of recycling facilities.*
- *New initiatives passed on to ratepayers by central government.*
- *New sub-division information.*
- *Noise control contact details.*
- *Property values.*
- *Rating information.*
- *Recreational information.*
- *See what's going on in the district.*
- *Social services.*
- *Street cleaning.*
- *Surveys to get opinions before taking action.*
- *They have covered everything that you could want, it's very user friendly.*
- *Things to do in Waihi.*
- *Water consumption.*
- *What services they have.*
- *What they do with rates money.*
- *Who to get in touch with regarding street flooding.*

7.2.1 Results by Ward

- Plains Ward respondents were more likely to find each section on the Council website of most use. Waihi Ward respondents were most likely (38%) to not use the website.

7.2.2 Results by Age

- With the exception of *rating information*, respondents aged 18-29 were more likely to find each section on the Council website of most use. Respondents aged 40-49 were more likely to find *rating information* of most use.

7.2.3 Results by Gender

- Male respondents were more likely to find *public notices, building and planning and updates of Council assets* of most use on the Council website. Female respondents were more likely to find *community calendar and rating information* of most use on the Council website.

7.2.4 Results by Ethnicity

- Non-Maori respondents were more likely to find *building and planning and updates of Council assets* of most use on the Council website. Maori respondents were more likely to find *rating information and community calendar* of most use on the Council website.

7.2.5 Results by Rural/Urban

- Rural respondents were more likely to find *building and planning and updates of Council assets* of most use on the Council website. Urban respondents were more likely to find *rating information* of most use on the Council website.

7.3 Availability of Hauraki Herald

Respondents were then asked if they live in an area where the Hauraki Herald is available.

- Practically all respondents (98%) live in an area where the Hauraki Herald is available.

Table 61:

Live in an area where Hauraki Herald is available	% of Respondents
Yes	98
No	1
Don't know	1
Total	100%

Base: 400 respondents

7.3.1 Results by Ward

- No notable differences between the sub-categories were evident.

7.3.2 Results by Age

- No notable differences between the sub-categories were evident.

7.3.3 Results by Gender

- No notable differences between the sub-categories were evident.

7.3.4 Results by Ethnicity

- Maori respondents were more likely (92%) to state they live in an area where the Hauraki Herald is *not available*.

7.3.5 Results by Rural/Urban

- Rural respondents were more likely (96%) to state they live in an area where the Hauraki Herald is *not available*.

7.4 Awareness of Council Page in Hauraki Herald

Those respondents who lived in an area where the Hauraki Herald is available were asked if they knew of the Council Page in this newspaper.

- The large majority of respondents (83%) are aware of the Council Page in the Hauraki Herald.

Table 62:

Awareness of Council Page	% of Respondents
Yes	83
No	16
Don't know	1
Total	100%

Base: 396 respondents

7.4.1 Results by Ward

- Paeroa Ward respondents were more likely (89%) than Waihi Ward respondents (75%) to be aware of the Council Page in the Hauraki Herald.

7.4.2 Results by Age

- Respondents aged 60+ were more likely (89%) than respondents aged 18-29 (71%) to be aware of the Council Page in the Hauraki Herald.

7.4.3 Results by Gender

- Male respondents were more likely (86%) than female respondents (80%) to be aware of the Council Page in the Hauraki Herald.

7.4.4 Results by Ethnicity

- Maori respondents were more likely (88%) than non-Maori respondents (82%) to be aware of the Council Page in the Hauraki Herald.

7.4.5 Results by Rural/Urban

- Urban respondents were more likely (85%) than rural respondents (76%) to be aware of the Council Page in the Hauraki Herald.

7.5 Readership of Council Page in Hauraki Herald

Those respondents who were aware of the Council Page in the Hauraki Herald were then asked whether they ever read this page.

- The large majority of respondents (84%) have read the Council Page in the Hauraki Herald.

Table 63:

Ever read Council page	% of Respondents
Yes	84
No	16
Don't know	<1
Total	100%

Base: 327 respondents

7.5.1 Results by Ward

- Waihi Ward respondents were more likely (87%) than Paeroa Ward respondents (81%) to have read the Council Page in the Hauraki Herald.

7.5.2 Results by Age

- Respondents aged 60+ were more likely (92%) than respondents aged 18-29 (43%) to have read the Council Page in the Hauraki Herald.

7.5.3 Results by Gender

- No notable differences between the sub-categories were evident.

7.5.4 Results by Ethnicity

- Non-Maori respondents were more likely (84%) than Maori respondents (79%) to have read the Council Page in the Hauraki Herald.

7.5.5 Results by Rural/Urban

- Rural respondents were more likely (86%) than urban respondents (83%) to have read the Council Page in the Hauraki Herald.

7.6 Types of Information Sought on Council Page

Those respondents who had read the Council Page in the Hauraki Herald were then asked what types of information they usually sought.

- *Public notices (43%) and Updates of council assets, such as water, roading and wastewater (26%) are the two topics of information most respondents read on the Council Page in the Hauraki Herald.*

Table 64:

Types of information usually look for (Hauraki Herald)	% of Respondents
Public Notices	57
Updates of council assets, such as water, roading and wastewater	26
Building and planning information	15
Vacancies / situations vacant	14
Rating information	13
Fees and charges	8
Policies and plans	9
Other	45
Total	187%

Base: 273 respondents

Other responses (45%) included:

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ <i>I don't really look for anything in particular. (23)</i> ▪ <i>I browse through it all. (13)</i> ▪ <i>General information. (11)</i> ▪ <i>What's happening or coming up. (8)</i> ▪ <i>Anything of particular relevance to our area. (6)</i> ▪ <i>Library. (4)</i> ▪ <i>Dog control information. (3)</i> ▪ <i>Dog registration information. (3)</i> ▪ <i>Minutes of their meetings. (3)</i> ▪ <i>Rubbish collection schedule. (3)</i> ▪ <i>Councillor profiles. (2)</i> ▪ <i>General interest. (2)</i> ▪ <i>Headlines. (2)</i> ▪ <i>Where they're spending their money and what they're doing. (2)</i> | <ul style="list-style-type: none"> ▪ <i>All available information at time of edition.</i> ▪ <i>Anything to do with young people and elders, positive activities.</i> ▪ <i>Archives in Paeroa.</i> ▪ <i>Changes in Council members.</i> ▪ <i>Changes in legislation.</i> ▪ <i>Changes in my area.</i> ▪ <i>Community fixtures.</i> ▪ <i>Community news, how they're spending our rates.</i> ▪ <i>Conservation information.</i> ▪ <i>Council activities.</i> ▪ <i>Kerbside recycling.</i> ▪ <i>Development and planning.</i> ▪ <i>Fire bands.</i> ▪ <i>General knowledge.</i> ▪ <i>Health and houses.</i> ▪ <i>Information about parks.</i> |
|---|---|

- *Information about what the council is doing in the community.*
- *Library closures.*
- *Local news.*
- *New books at the library.*
- *Noise control.*
- *Office hours.*
- *Pool times.*
- *Power outages.*
- *Rubbish pickups.*
- *Safety factors.*
- *Sports.*
- *Streets being looked after.*
- *Subdivisions.*
- *Tenders.*
- *The mine at Waihi.*
- *Things affecting the district like vandalism and dog control laws.*
- *Tourism.*
- *Transfer station.*
- *Water shortages.*

7.6.1 Results by Ward

- Plains Ward respondents were more likely to look for each type of information topic in the Hauraki Herald.

7.6.2 Results by Age

- Respondents aged 30-39 were more likely to look for *building and planning* and *vacancies / situations* in the Hauraki Herald. Respondents aged 60+ were more likely to look for *public notices* in the Hauraki Herald.

7.6.3 Results by Gender

- With the exception of *building and planning* and *policies and plans*, female respondents were more likely to look for each type of information topic in the Hauraki Herald.

7.6.4 Results by Ethnicity

- The base size is insufficient for further analysis within this category.

7.6.5 Results by Rural/Urban

- With the exception of *fees and charges*, urban respondents were more likely to look for each type of information topic in the Hauraki Herald.

8 Respondent Profile

8.1 Gender

Table 65:

Gender	% of Respondents
Male	49%
Female	51%
Total	100%

Base: 400 respondents

8.2 Age

Table 66:

Age	% of Respondents
18 to 29	11
30 to 39	22
40 to 49	20
50 to 59	18
60 or older	29
Total	100%

Base: 400 respondents

8.3 Ward

Table 67:

Ward	% of Respondents
Waihi	38
Paeroa	33
Plains	29
Total	100%

Base: 400 respondents

8.4 Urban/Rural

Table 68:

Urban/rural	% of Respondents
Urban	73
Rural	27
Total	100%

Base: 400 respondents

8.5 Ethnicity

Table 69:

Ethnicity	% of Respondents
European/NZ Pakeha	52
Kiwi/New Zealander	37
Maori	9
Other	2
Asian	1
Pacific Islander	<1
Refused	-
Total	100%

Base: 400 respondents

8.6 Location

Table 70:

Which town or settlement do you live in or closest to	% of Respondents
Paeroa	32
Waihi	38
Ngatea	18
Turua	4
Kerepehi	3
Waikino	<1
Mackaytown	1
Waitakaruru	3
Kaihere	1
Other	2
Total	100%

Base: 400 respondents