



Councils' Annual Residents Surveys Benchmarking Report 2022/2023



Research background



Research Objectives

The specific objectives of this research were:

- To understand residents' satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils overall and Councils of the same level to put the Annual Residents' Surveys' results into context.



Method

- Mail to online surveys were undertaken with 17 different Councils across New Zealand in 2022/2023, including 13 District Councils, 4 City Councils.
- Respondents were selected at random from the Council region Electoral Roll.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 17 Council's performances. Questions used are either identical or closely related allowing for comparison.
- To allow better and more extensive benchmarking several measures are presented as an average score of all related measures in the relevant section.

Year on year change (% 6-10)

2022/2023 Council Benchmarking

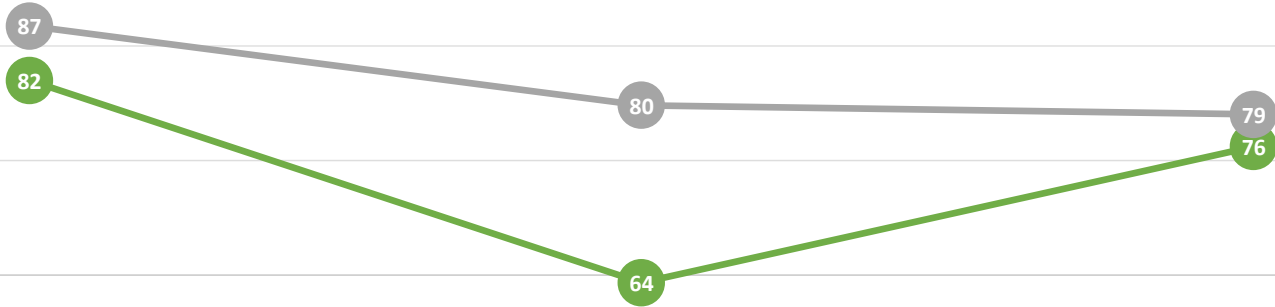
—●— All Councils' Average 2022/23
 —●— All Councils' Average 2021/22



Year on year change (% 6-10)

2022/2023 Council Benchmarking

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



Overall community facilities

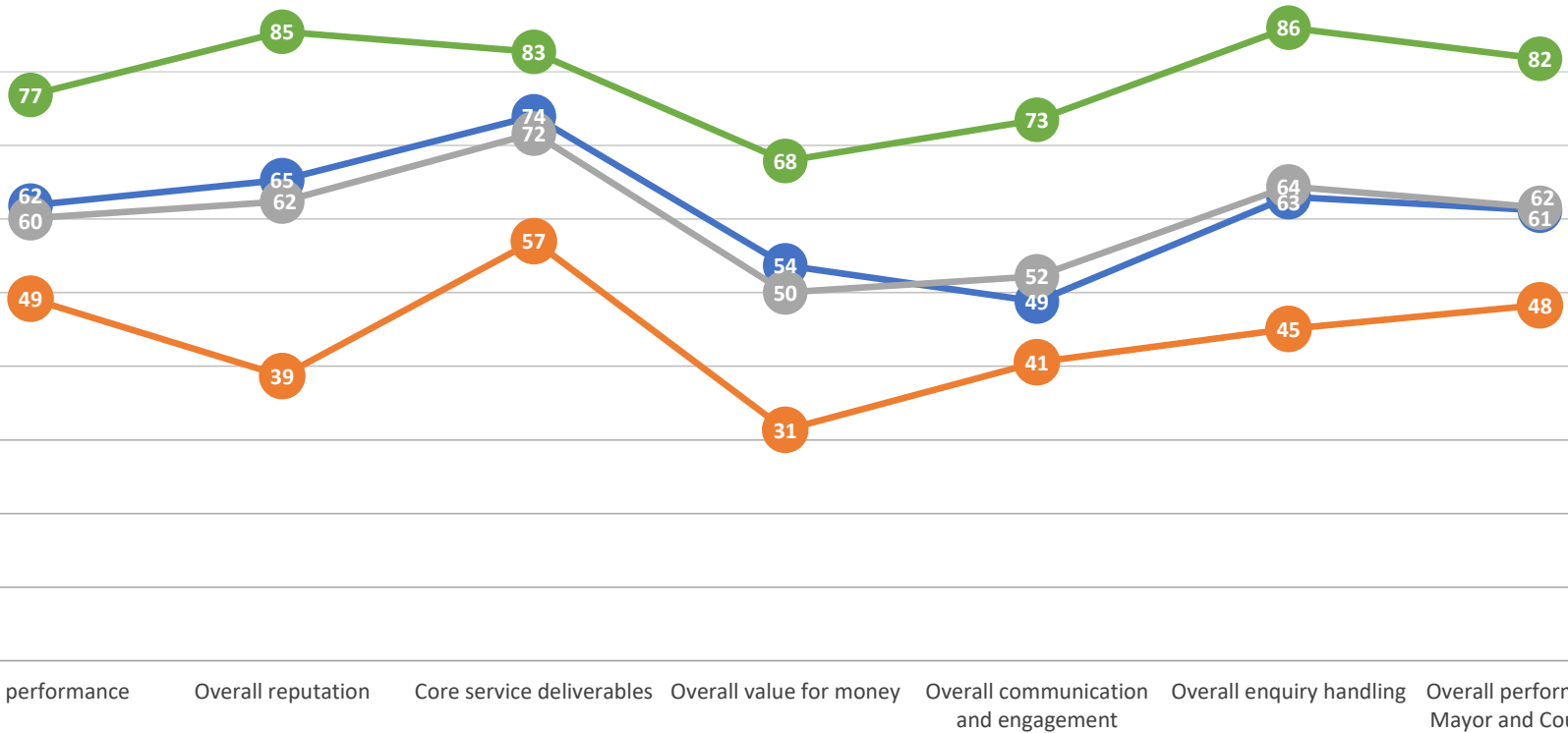
Overall water management

Overall waste management

Overall measures

2022/2023 Council Benchmarking

—●— Hauraki DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Overall measures (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall performance		62	60	+2	77	-15	49	+13
Overall reputation		65	62	+3	85	-20	39	+26
Core service deliverables		74	72	+2	83	-9	57	+17
Overall value for money		54	50	+4	68	-14	31	+23
Overall communication and engagement		49	52	-3	73	-25	41	+8
Overall enquiry handling		63	64	-1	86	-23	45	+18
Overall performance of Mayor and Councillors		61	62	-1	82	-21	48	+13

Overall measures (District Councils only)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall performance	62	61	+1	77	-15	50	+12
Overall reputation	65	65	-	85	-20	50	+15
Core service deliverables	74	70	+4	83	-9	57	+17
Overall value for money	54	51	+3	68	-14	31	+23
Overall communication and engagement	49	53	-4	73	-24	42	+7
Overall enquiry handling	63	65	-2	86	-23	50	+13
Overall performance of Mayor and Councillors	61	63	-2	82	-21	48	+13

Services and facilities

2022/2023 Council Benchmarking

—●— Hauraki DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Services and facilities (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall community facilities		80	82	-2	90	-10	76	+4
Overall water management		61	64	-3	79	-18	41	+20
Overall waste management		82	76	+6	88	-6	59	+23

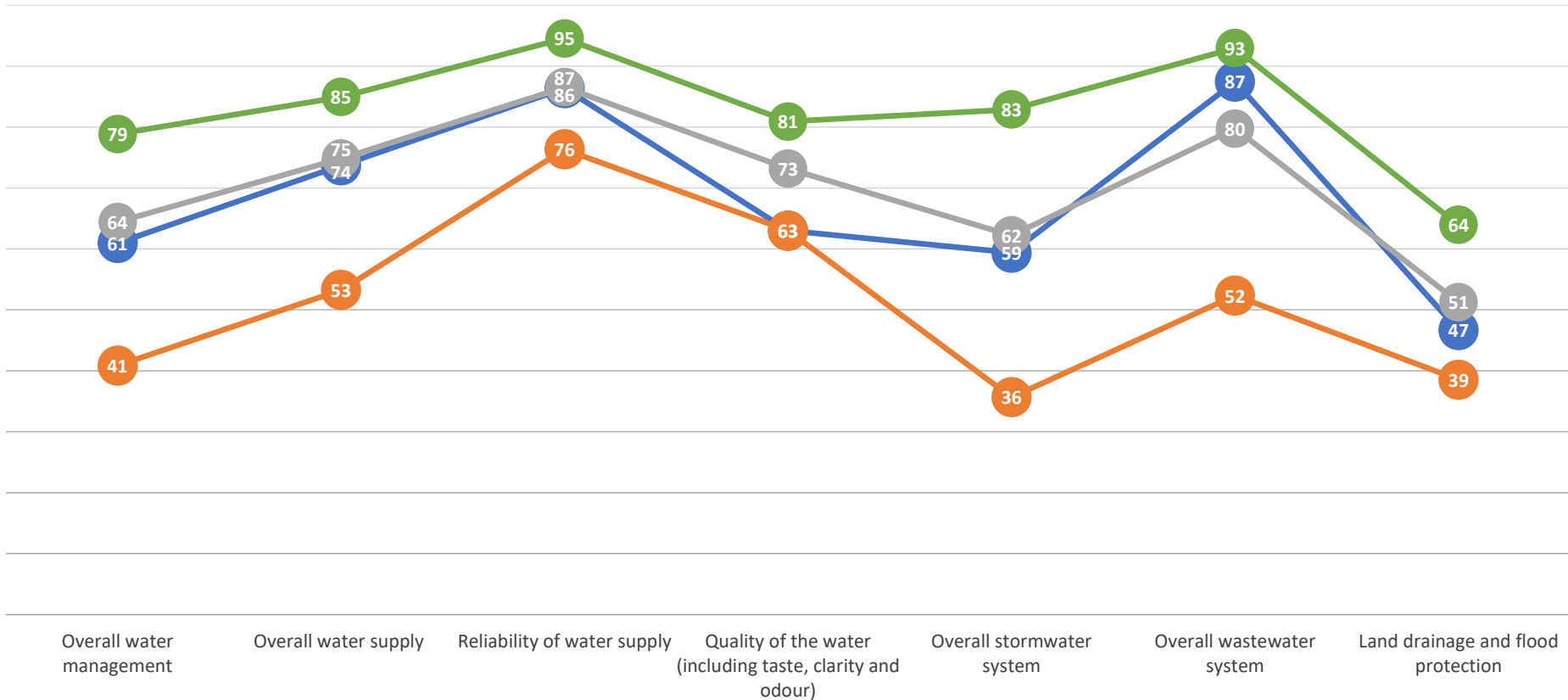
Services and facilities (District Councils only)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall community facilities	80	82	-2	90	-10	76	+4
Overall water management	61	64	-3	79	-18	41	+20
Overall waste management	82	76	+6	88	-6	59	+23

Water management

2022/2023 Council Benchmarking

—●— Hauraki DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Water management (All Councils)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	61	64	-3	79	-18	41	+20
Overall water supply	74	75	-1	85	-11	53	+21
Reliability of water supply	86	87	-1	95	-9	76	+10
Quality of the water (including taste, clarity and odour)	63	73	-10	81	-18	63	-
Overall stormwater system	59	62	-3	83	-24	36	+23
Overall wastewater system	87	80	+7	93	-6	52	+35
Land drainage and flood protection	47	51	-6	64	-17	39	+8

Water management (District Councils only)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	61	64	-3	79	-18	41	+20
Overall water supply	74	74	-	85	-11	53	+21
Reliability of water supply	86	87	-1	95	-9	76	+10
Quality of the water (including taste, clarity and odour)	63	72	-9	81	-18	63	-
Overall stormwater system	59	62	-3	83	-24	36	+23
Overall wastewater system	87	81	+6	93	-6	52	+35
Land drainage and flood protection	47	51	-4	64	-17	39	+8

Waste disposal services

2022/2023 Council Benchmarking

● Hauraki DC ● All Councils' Average 2022/23 ● Max ● Min



Waste disposal services (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management		82	77	+5	88	-6	59	+23
Regular kerbside collection		85	84	+1	89	-4	76	+9
Council recycling services		82	78	+4	90	-8	51	+31

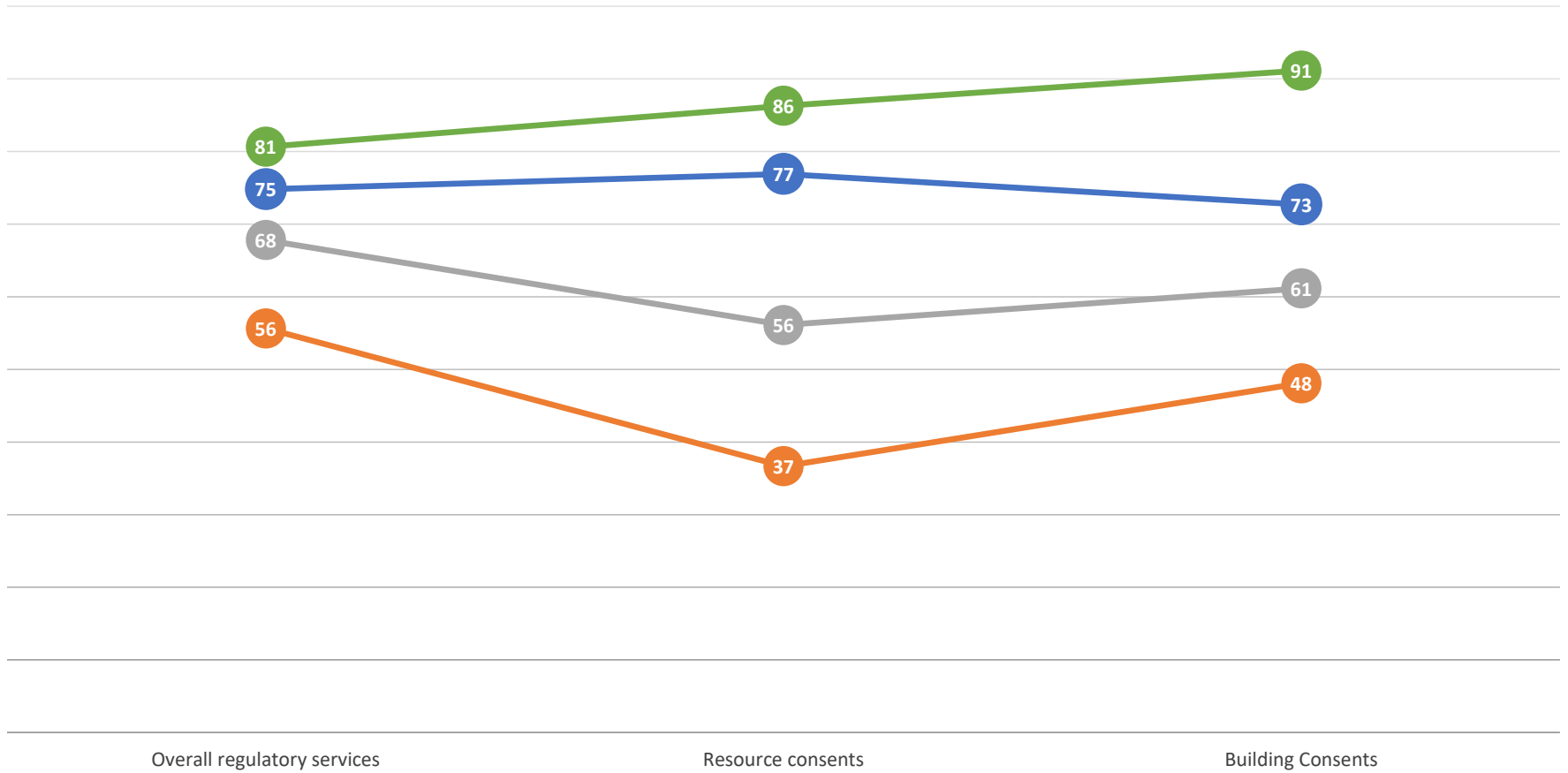
Waste disposal services (District Councils only)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management		82	76	+6	88	-6	59	+23
Regular kerbside collection		85	84	+1	89	-4	76	+9
Council recycling services		82	76	+6	89	-7	51	+31

Regulatory services

2022/2023 Council Benchmarking

— Hauraki DC — All Councils' Average 2022/23 — Max — Min



Regulatory services (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services		75	68	+7	81	-6	56	+19
Resource consents		77	56	+11	86	-9	37	+40
Building Consents		73	61	+12	91	-18	48	+25

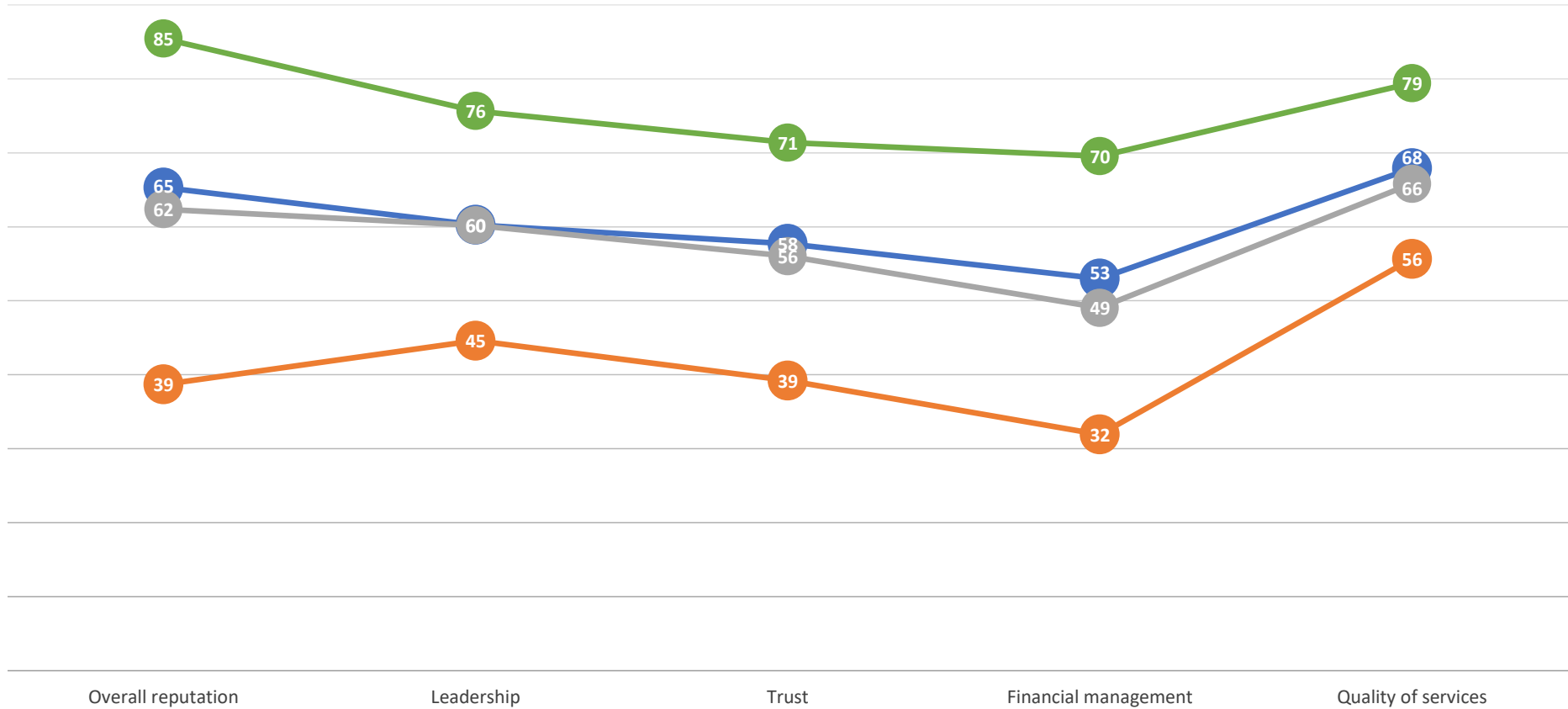
Regulatory services (District Councils only)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services		75	68	+7	81	-6	56	+19
Resource consents		77	56	+11	86	-9	37	+40
Building Consents		73	61	+12	91	-18	48	+25

Reputation

2022/2023 Council Benchmarking

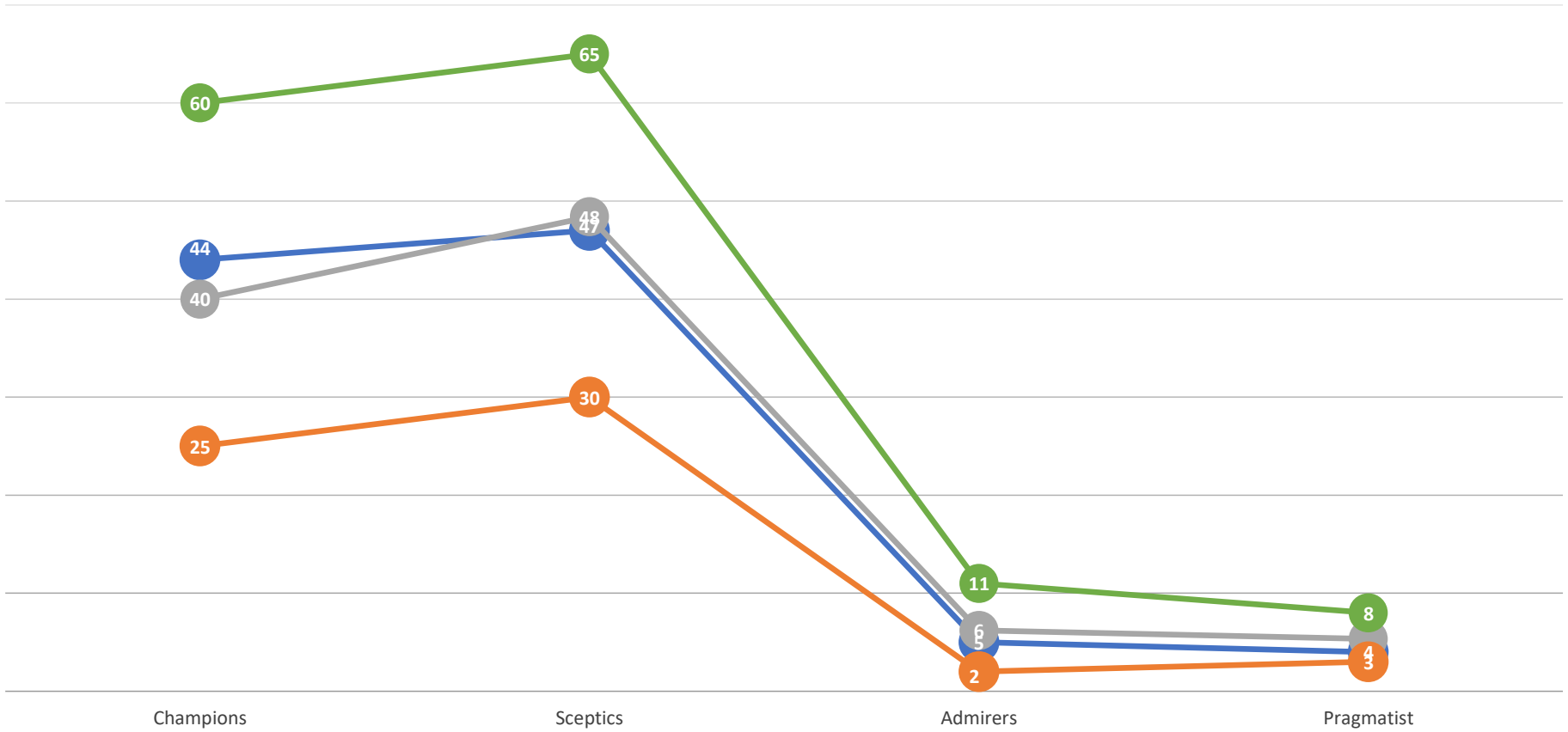
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Reputation profile

2022/2023 Council Benchmarking

— Hauraki DC — All Councils' Average 2022/23 — Max — Min



Reputation (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		65	62	+3	85	-20	39	+26
Leadership		60	60	-	76	-16	45	+15
Trust		58	56	+2	71	-13	39	+19
Financial management		53	49	+4	70	-17	32	+21
Quality of services		68	66	+2	79	-11	56	+12

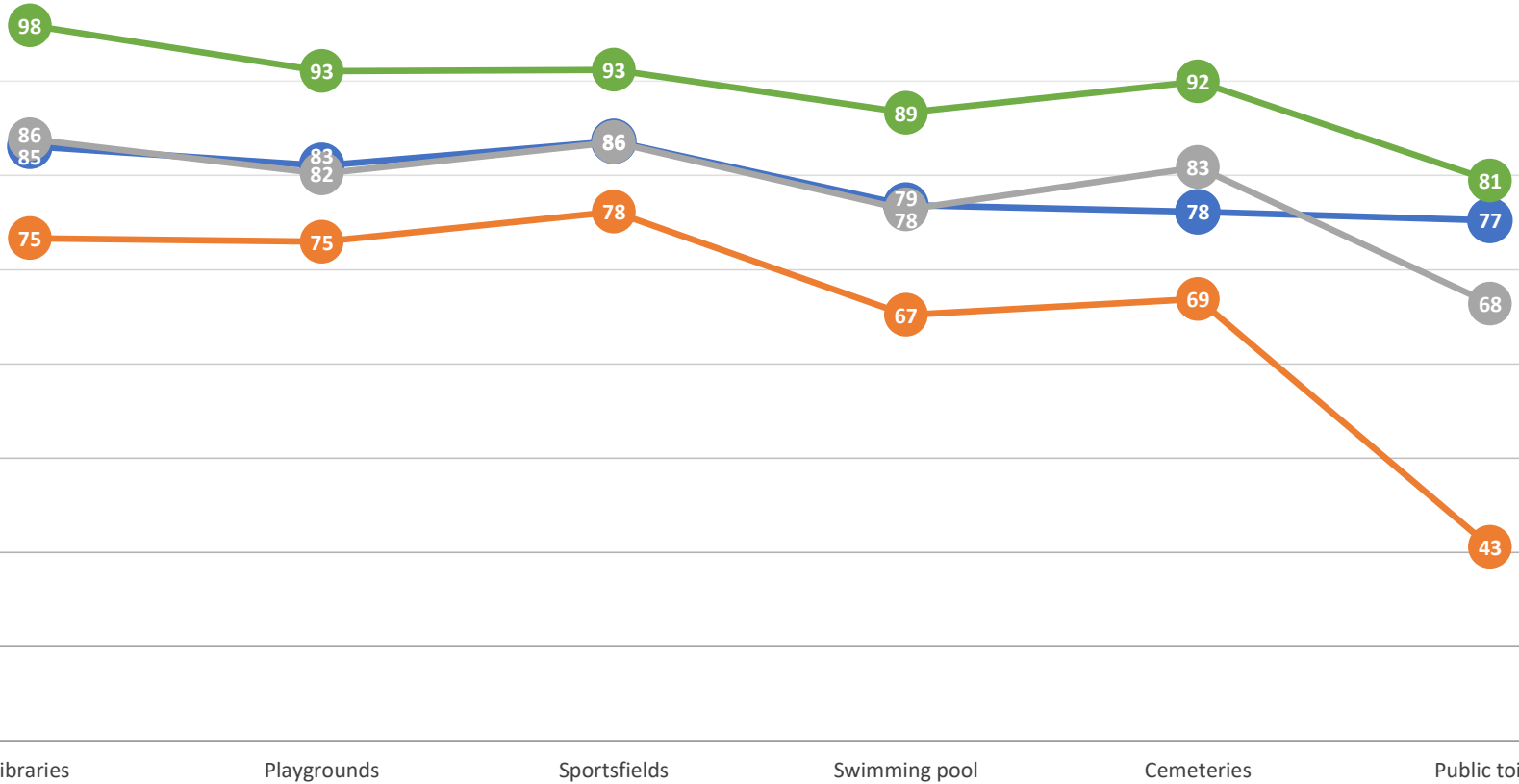
Reputation (District Councils only)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation		65	65	-	85	-20	50	+15
Leadership		60	62	-2	76	-16	48	+12
Trust		58	58	-	71	-13	46	+12
Financial management		53	52	+1	70	-17	41	+12
Quality of services		68	67	+1	79	-11	56	+12

Facilities

2022/2023 Council Benchmarking

● Hauraki DC ● All Councils' Average 2022/23 ● Max ● Min



Facilities (All Councils)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Libraries	85	86	-1	98	-13	75	+10
Playgrounds	83	82	+1	93	-10	75	+8
Sportsfields	86	86	-	93	-7	78	+8
Swimming pool	79	78	+1	89	-10	67	+12
Cemeteries	78	83	-5	92	-14	69	+9
Public toilet	77	68	+9	81	-4	43	+34

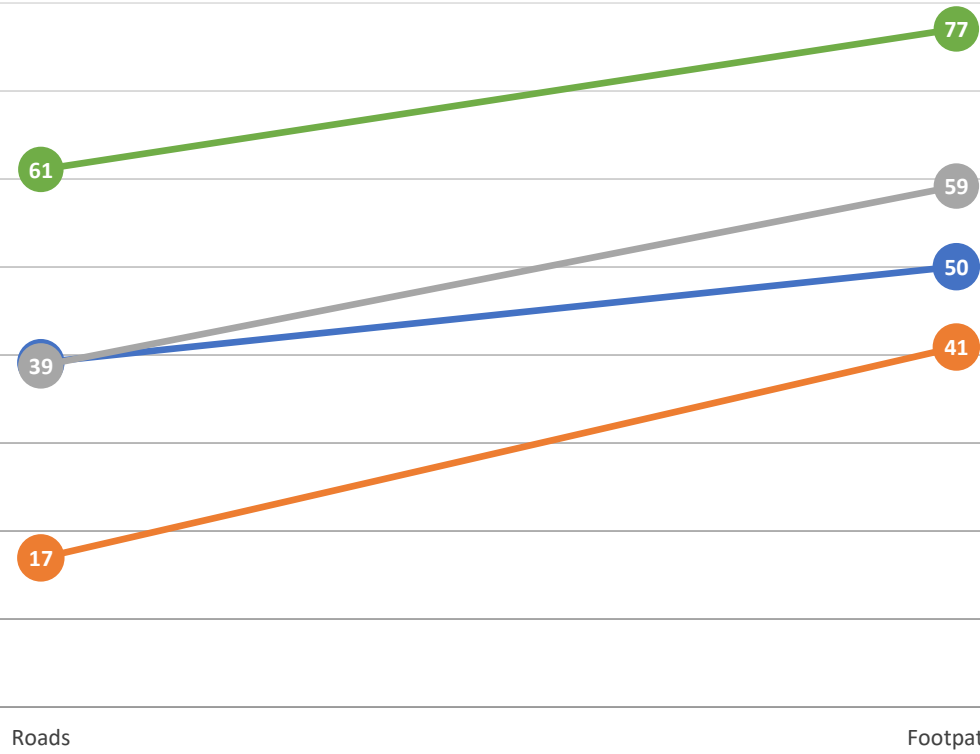
Facilities (District Councils only)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Libraries	85	86	-1	98	-13	76	+9
Playgrounds	83	84	-1	93	-10	76	+7
Sportsfields	86	86	-	93	-7	78	+8
Swimming pool	79	78	+1	89	-10	67	+12
Cemeteries	78	84	-4	92	-14	73	+5
Public toilet	77	70	+7	81	-4	43	+34

Roading infrastructure

2022/2023 Council Benchmarking

—●— Hauraki DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Roading infrastructure (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Roads		39	39	-	61	-22	17	+22
Footpaths		50	59	-9	77	-27	41	+9

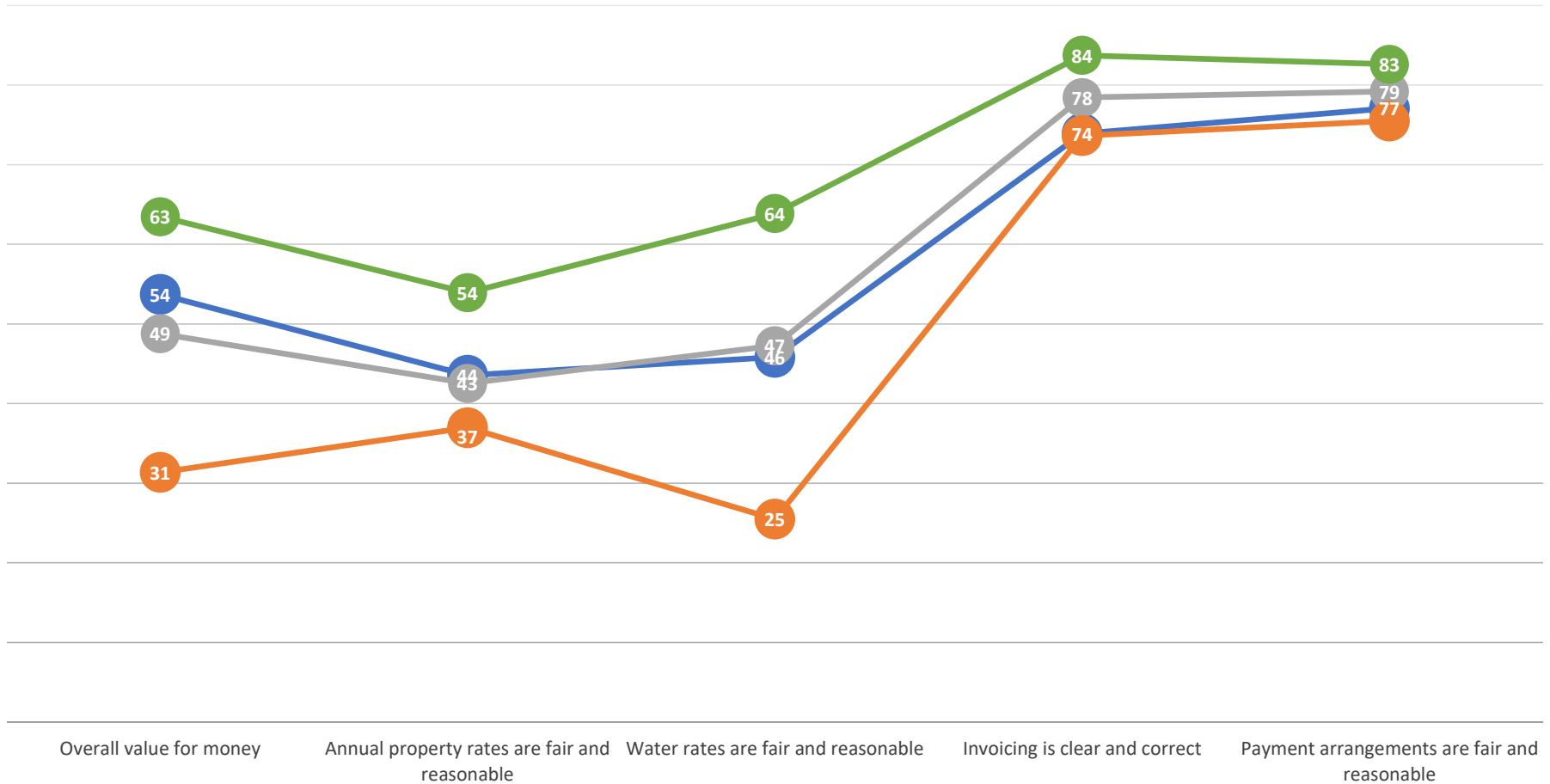
Roading infrastructure (District Councils only)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Roads		39	39	-	61	-22	17	+22
Footpaths		50	58	-8	69	-19	41	+9

Value for money

2022/2023 Council Benchmarking

—●— Hauraki DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Value for money (All Councils)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall value for money	54	49	+5	63	-9	31	+23
Annual property rates are fair and reasonable	44	43	+1	54	-10	37	+7
Water rates are fair and reasonable	46	47	-1	64	-18	25	+21
Invoicing is clear and correct	74	78	-4	84	-10	74	-
Payment arrangements are fair and reasonable	77	79	-2	83	-6	75	+2

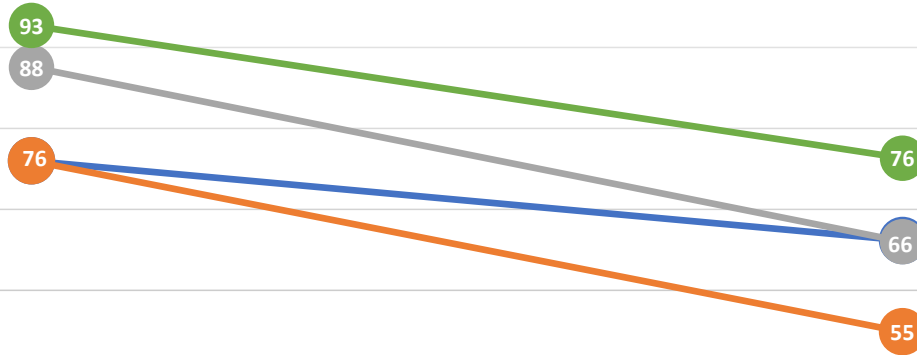
Value for money (District Councils only)

% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall value for money	54	49	+5	63	-9	31	+23
Annual property rates are fair and reasonable	44	43	-	54	-10	38	+6
Water rates are fair and reasonable	46	45	-	64	-18	25	+21
Invoicing is clear and correct	74	78	-4	84	-10	74	-
Payment arrangements are fair and reasonable	77	78	-1	82	-5	75	+2

Quality of life

2022/2023 Council Benchmarking

—●— Hauraki DC —●— All Councils' Average 2022/23 —●— Max —●— Min



Quality of Life

District is going in the right direction

Quality of life (All Councils)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		76	88	-12	93	-17	76	-
District is going in the right direction		66	66	0	76	-10	55	+11

Quality of life (District Councils only)

	% 6-10	Your Council 2022/23 %	Average based on All Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		76	88	-12	93	-17	76	-
District is going in the right direction		66	67	-1	76	-10	56	+10

Key contact details

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