



Our reference
F19/13/03-D21/26182

7 September 2023

Ordinary Meeting of Council

Notice is hereby given that the Ordinary meeting of Council will be held in the **Council Chambers, Stratford District Council, 63 Miranda Street, Stratford** on **Tuesday 12 September 2023** beginning at 3.30pm.

Timetable for 12 September 2023 as follows:

1.30pm	Workshop <ul style="list-style-type: none">- Sport Taranaki – Regional Facilities Strategy- Transport Choices Update- Long Term Plan – Performance Measures
3.00pm	Afternoon tea for Councillors
3.15pm	Public Forum <ul style="list-style-type: none">- Taranaki Pioneer Village
3.30pm	Ordinary meeting of Council

Yours faithfully

Sven Hanne
Chief Executive

2023 - Agenda - Ordinary - September

12 September 2023 03:30 PM



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AGENDA

Ordinary Meeting of Council



F22/55/05 – D23/28706

Date: 12 September 2023 at 3.30 PM
Venue: Council Chambers, 63 Miranda Street, Stratford

1. Welcome

- 1.1 **Opening Karakia**
D21/40748 Page 5
- 1.2 **Health and Safety Message**
D21/26210 Page 6

2. Apologies

3. Announcements

4. **Declarations of Members Interest**
Elected members to declare any real or perceived conflicts of interest relating to items on this agenda.

5. **Attendance Schedule**
Page 7

Attendance schedule for Ordinary and Extraordinary Council meetings.

6. Confirmation of Minutes

- 6.1 **Ordinary Meeting of Council – 8 August 2023**
D23/34198 Page 8

Recommendation

THAT the minutes of the Ordinary Meeting of Council held on Tuesday 8 August 2023 be confirmed as a true and accurate record.

/
Moved/Seconded

- 6.2 **Policy and Services Committee – 22 August 2023**
D23/35474 Page 15

Recommendations

- 1. THAT the unconfirmed minutes of the Policy and Services Committee meeting held on Tuesday 22 August 2023 be received.
- 2. THAT the recommendations in the minutes of the Policy and Services Committee meeting held on Tuesday 22 August 2023 be adopted.

/
Moved/Seconded

- 7. District Mayor's Report
D23/38410 Page 27

Recommendation

THAT the report be received.

/
Moved/Seconded

- 8. Information Report –2023 Customer Satisfaction Survey
D23/34569 Page 37

Recommendation

THAT the report be received.

Recommended Reason

This is an information report only. It provides the 2022/23 Customer Satisfaction Survey results.

/
Moved/Seconded

- 9. Questions

- 10. Closing Karakia
D21/40748 Page 120



Our reference
F19/13/03-D21/40748

Karakia

Kia uruuru mai
Ā hauora
Ā haukaha
Ā haumāia
Ki runga, Ki raro
Ki roto, Ki waho
Rire rire hau Paimārire

I draw in (to my being)
The reviving essence
The strengthening essence
The essence of courage
Above, Below
Within, Around
Let there be peace.



Our reference
F19/13/03-D22/17082

Health and Safety Message

In the event of an emergency, unless guided to an alternative route by staff, please exit through the main entrance. Once outside the building please move towards the War Memorial Centre congregating on the lawn area outside the front of the council building.

If there is an earthquake, please drop, cover and hold where possible. Remain indoors until the shaking stops and you are sure it is safe to exit or remain where you are until further instruction is given.

5. Attendance schedule for 2023 Ordinary and Extraordinary Council meetings.

Date	14/2/23	14/3/23	11/4/23	9/5/23	13/6/23	11/7/23	8/8/23	12/9/23	10/10/23	14/11/23	12/12/23
Meeting	O	O	O	O	O	O	O	O	O	O	O
Neil Volzke	✓	✓	✓	✓	✓	✓	✓				
Steve Beck	✓	✓	✓	✓	✓	✓	✓				
Grant Boyde	✓	✓	✓	✓	✓	✓	✓				
Annette Dudley	✓	✓	✓	✓	✓	✓	✓				
Jono Erwood	✓	✓	✓	✓	✓	✓	✓				
Ellen Hall	✓	✓	✓	✓	✓	✓	✓				
Amanda Harris	AV	✓	✓	✓	✓	✓	✓				
Vaughan Jones	✓	✓	✓	✓	A	✓	✓				
Min McKay	✓	✓	S	✓	✓	✓	A				
John Sandford	S	S	S	✓	✓	✓	✓				
Clive Tongaawhikau	✓	A	✓	✓	A	✓	✓				
Mathew Watt	✓	✓	✓	A	✓	✓	✓				

Key	
O	Ordinary Meeting
E	Extraordinary Meeting
EM	Emergency Meeting
✓	Attended
A	Apology/Leave of Absence
AB	Absent
S	Sick
(AV)	Meeting held, or attended by, by Audio Visual Link

MINUTES

Ordinary



F22/55/05 – D23/34198

Date: Tuesday 8 August 2023 at 3.30 PM

Venue: Council Chambers, Stratford District Council, 63 Miranda Street, Stratford

Present

The District Mayor N C Volzke (the Chairman), Councillors: S J Beck, G W Boyde, A M C Dudley, J M S Erwood, A K Harris, E E Hall, W J Sandford, C M Tongaawhikau and M J Watt.

Via audio visual link: Councillor V R Jones.

In attendance

The Chief Executive – Mr S Hanne, the Director – Corporate Services – Mrs T Radich, the Director – Assets – Mrs V Araba, the Director – Environmental Services – Mr B Sutherland, the acting Director – Community Services – Mr C Julie, the Committee Advisor and Executive Assistant – Mrs E Bishop, the Communications Advisor – Mrs S Clarkson, the Environmental Health Manager – Ms R Otter (*part meeting*), the Project Manager – Mr S Taylor, the Roading Engineer – Mrs D Taplin, two members of the public and one member of the media (Stratford Press)

1. Welcome

The District Mayor welcomed Elected Members, members of the public, staff and the media to the meeting.

1.1 Opening Karakia D21/40748 Page 9

The opening karakia was read.

Council, staff and members of the public stood and observed a minute silence to respect and acknowledge the passing of former Councillor Peter Dalziel.

1.2 Health and Safety Message D21/26210 Page 10

The District Mayor reiterated the health and safety message and emergency procedures.

2. Apologies

An approved leave of absence was noted for the Deputy Mayor – M McKay.

3. Announcements

There were no announcements.

4. Declarations of Members Interest

Elected members to declare any real or perceived conflicts of interest relating to items on this agenda. There were no declarations of interest.

5. Attendance Schedule

The attendance schedule for Ordinary and Extraordinary Council meetings was attached.

6. Confirmation of Minutes

6.1 Ordinary Meeting of Council – 11 July 2023
D23/29729 Page 11

Recommendation

THAT the minutes of the Ordinary Meeting of Council held on Tuesday 11 July 2023 be confirmed as a true and accurate record.

HALL/DUDLEY
Carried
CL/23/69

6.2 Audit and Risk Committee – 18 July 2023
D23/31366 (open) D23/31043 (PE) Page 16

Recommendations

1. THAT the unconfirmed minutes of the Audit and Risk Committee meeting, including the public excluded section, held on Tuesday 18 July 2023 be received.

BECK/HARRIS
Carried
CL/23/670

2. THAT the recommendations in the minutes of the Audit and Risk Committee meeting, including those in the public excluded section, held on Tuesday 18 July 2023 be adopted.

VOLZKE/ERWOOD
Carried
CL/23/71

6.3 Policy and Services Committee – 25 July 2023 – Hearing
D23/32590 Page 27

Recommendations

1. THAT the unconfirmed minutes of the Policy and Services Committee meeting, to hear and consider submissions to the draft Class 4 Gambling Venues Policy and draft TAB Venue Policy, held on Tuesday 25 July 2023 be received.

HARRIS/TONGAAWHIKAU
Carried
CL/23/72

2. THAT the recommendations in the minutes of the Policy and Services Committee meeting, to hear and consider submissions to the draft Class 4 Gambling Venues Policy and draft TAB Venue Policy, held on Tuesday 25 July 2023 be adopted.

BOYDE/WATT
Carried
CL/23/73

- 6.3.1 Amended Class 4 Gambling Venues Policy
D23/32216 Page 34

The amended policy was attached for council's information.

The Environmental Health Manager left the meeting at 3.39pm.

- 6.4 Policy and Services Committee – 25 July 2023**
D23/32658 Page 38

Recommendations

1. THAT the unconfirmed minutes of the Policy and Services Committee meeting held on Tuesday 25 July 2023 be received.
VOLZKE/SANDFORD
Carried
CL/23/74
2. THAT the recommendations in the minutes of the Policy and Services Committee meeting held on Tuesday 25 July 2023 be adopted.
ERWOOD/HALL
Carried
CL/23/75

- 6.4.1 Amended Stock Underpasses Policy
D23/6811 Page 48

The amended policy was attached for council's information.

- 6.4.2 Amended Charges for New Wastewater Network Connections
D23/24472 Page 50

The amended policy was attached for council's information.

Points noted in discussion:

- Councillor Boyde reiterated his opposition to the costs of the road reinstatement, following the installation of a stock underpass, lying with the property owner.
- It was clarified that any on-going maintenance of the road surface would still be at council's expense.

7. [District Mayor's Report](#)
D23/33221 Page 51

Recommendations

1. THAT the report be received.
VOLZKE/BOYDE
Carried
CL/23/76
2. THAT the Stratford District Council formally notes its endorsement of the petition from the New Plymouth District Council seeking a Citizens Initiated Referendum to address funding of road maintenance of the state highway network.
BOYDE/TONGAAWHIKAU
Carried
CL/23/77

The District Mayor noted the following points:

- He and Councillor Harris had attended the LGNZ Conference this year. Councillor Harris noted it had been a brilliant conference and highlighted specific presentations. It was noted that Mayor Broughton was elected President with Mayor Campbell as his vice President.
- The District Mayor noted that New Plymouth District Council's petition will give rise to a Citizen Initiated Referendum if enough signatures are obtained. In accordance with the Petitions in Council Buildings Policy he has consulted with the Chief Executive for approval for the petition to be held here. Approval was given.
- There have been changes with the Mayors Taskforce for Jobs contract in terms of wage subsidies for employers which will make placements more difficult. These concerns have been raised with the leaders of the taskforce.
- The letter to the Office of the Auditor General has been sent, and a response was promptly received. A meeting is scheduled for next week to discuss.

8. [Decision Report – Transport Choices Project – Permissions to Consult with Community for Works Associated with the Transport Choices Project](#)
D23/32671 Page 58

Recommendations

1. THAT the report be received.

VOLZKE/DUDLEY
Carried
CL/23/78

2. THAT the Council approve for Officers to seek feedback from the community on the proposed removal of all day on-street parking on one side of the road on streets listed in **Table 1** of this report, for the delivery of the Transport Choices Project.
3. THAT the Council approve for Officers to seek feedback from the community on the proposal to construct bi-directional separated cycleways on road reserve, for the delivery of the Transport Choices project.

HALL/BODYE
Carried
CL/23/79

Recommended Reason

For on-road parking to be removed to make way for bi-directional separated on-road cycleways, Council is required to consult with the community. Council Officers are seeking feedback on how the proposed change to the road layout will impact on the how the community currently uses the road.

The Director – Assets noted the following points:

- Over the past year officers have spent a lot of time in consultation with Waka Kotahi and key stakeholders regarding the Transport Choices projects.
- This report requests approval to seek feedback on the removal of some parking, and how the changes may affect residents day to day lives.
- The key outcomes of these projects is to connect the town primary schools to each other, the only way to do this is to use road reserve.
- This is planning for the future, for our children and grandchildren, and to create a vibrant community for them.
- The survey from the schools resulted in overwhelming support for the creation of cycleways and safe crossings.

Points noted in discussion:

- Councillor Hall noted this was an exciting project but acknowledged some challenges will arise including the proposed layouts affecting some people. She reiterated that council are working within restricted existing spaces and in order to make these changes there will be some things foregone. She acknowledged the work of officers to this point.

- Councillor Boyde supported the recommendation to allow the community to share their voice on this project. He noted it was important that everyone has the opportunity to give their feedback.
- Councillor Dudley noted she would like to see this go ahead to ensure it is safe enough for her child to bike to school.
- Councillor Erwood supported the recommendations as it is crucial to endeavour to get the community involved and to give their feedback.
- Councillor Tongaawhikau noted the importance of providing the opportunity to those people living on the affected streets to provide their views.

9. [Decision Report – Road Closure for a Car Club Event](#)

D23/33082 Page 65

Recommendations

1. THAT the report be received.

VOLZKE/ERWOOD
Carried
CL/23/80

2. THAT pursuant to Section 342(1) (b) Schedule 10 clause 11(e) of the Local Government Act 1974, approval is hereby given that the Stratford District Council proposes to close the following roads on Sunday 13 August 2023 between the hours of 7.30am and 5.30pm for the purpose of the Westend Hire Stratford Street Sprint 2023

- Orlando Street from Warwick Road to Celia Street
- Romeo Street from Orlando Street to Cordelia Street
- Cordelia Street from Romeo Street to Warwick Road
- Warwick Road from Cordelia Street to Orlando Street

ERWOOD/TONGAAWHIKAU
Carried
CL/23/81

Recommended Reason

The South Taranaki Car Club have approached the Stratford District Council with the view of holding their annual Westend Hire Stratford Street Sprint Event on Sunday 13 August. This is their 33rd year of running the event. The proposed road closure requires formal endorsement by a Council resolution.

10. Decision Report – Taranaki Position Statement on Preferred Establishment Date for the Taranaki Water Services Entity

D23/33227 Page 75

Recommendations

1. THAT the report be received.

VOLZKE/WATT
Carried
CL/23/82

2. THAT Council notes that the Government is proposing a staggered roll out of Water Services Entities across New Zealand with quarterly implementation dates between 1 July 2024 and 1 July 2026.

3. THAT Council notes that the leadership of both Taranaki’s Councils and Iwi have agreed a preferred date of 1 April 2025 for the establishment of the Taranaki Water Services Entity.

4. THAT Council notes the Taranaki Position Statement is to be signed by Neil Volzke as the Chair of the Taranaki Mayoral Forum, and Jaimie Tuuta on behalf of Taranaki Iwi.

5. THAT Council endorses the Taranaki Position Statement.

HALL/HARRIS
Carried
CL/23/83

Recommended Reason

To communicate an aligned position of the Taranaki Region regarding a preferred date of 1 April 2025 for the transition of a range of activities currently managed by the three district councils to the new Taranaki Water Services Entity. The ultimate decision for this timing sits with DIA but they are looking for expressions of a preference from the regions. This report seeks endorsement of that date by Council.

The Chief Executive noted the following points:

- This report has now been through both New Plymouth and South Taranaki District councils. The purpose of it is to convey a joint preferred date for when water activities get handed from councils to the service entity. The final decision will ultimately be made by DIA.
- DIA have consulted with councils and iwi and asked which timeframe they would be most comfortable with. Councils are already seeing challenges in recruiting and retaining staff and as there is a strong impact on staff this date was proposed to give an end date. Iwi perspective was to support what councils felt.
- From a financial perspective an end of financial year would have been a preferred date, however this was not available.

The District Mayor noted the following points:

- The timeframes for establishing a water entity had been discussed by the Mayoral Forum and the final date of 2027 was too late, therefore the choice to go earlier within that timeframe was preferred.
- There were a number of reasons to go sooner including employment for staff and government funding for the change.
- Taranaki is clear cut with its boundaries and part of the collective view for going earlier was to ensure Taranaki can help design the future for its region and set its own destiny.

Questions/Points of Clarification:

- Councillor Boyde noted his support as Taranaki will absolutely be able to set its own destiny with the three councils so closely aligned.
- Councillor Tongaawhikau noted this date would be putting Taranaki ahead but also allowing Taranaki to map out what is right for its people which is a wonderful opportunity to move forward with.

- Councillor Hall was pleased to see a date set to provide certainty for council officers, particularly while council works through the Long Term Plan process. She noted a lot of due diligence had been done leading up to this and was happy to support the recommendation.
- Councillor Beck noted his support should this be forced on councils, however he asked if there was the ability to change should this all change or be thrown out? The District Mayor noted it was unlikely that this would not continue in one form or another, he clarified this report only endorsed a start date.
- It was clarified that the other two councils had given the chair of the Mayoral Forum authority to sign on behalf.

11. Questions

There were no questions.

12. Closing Karakia

D21/40748 Page 82

The closing karakia was read.

The meeting closed at 4.22pm

N C Volzke
Chairman

Confirmed this 12th day of September 2023.

N C Volzke
District Mayor

MINUTES

Policy and Services Committee



F22/55/05 – D23/35474

Date: Tuesday 22 August 2023 at 3.10PM
Venue: Council Chambers, 63 Miranda Street, Stratford

Present

The District Mayor N C Volzke (the Chairperson), Councillors: S J Beck, G W Boyde, A M C Dudley, J M S Erwood (*part meeting*), A K Harris, E E Hall, V R Jones, W J Sandford, and M J Watt

In attendance

The Chief Executive – Mr S Hanne, the Director – Corporate Services – Mrs T Radich, the Acting Director – Community Services – Mr C Julie, the HR and Governance Administrator – Mrs C Reynolds, the Environmental Health Manager – Mrs R Otter, the Roading Asset Manager - Mr S Bowden, the Project Manager – Mr S Taylor (*part meeting*), the Projects Engineer – Mr O Mabumbo (*part meeting*), the Parks and Reserves Officer – Mrs M McBain (*part meeting*), the Property Officer – Mrs S Flight (*part meeting*), the Graduate Asset Engineer – Ms K van Hout (*part meeting*), the Communications Advisor – Mrs S Clarkson (*part meeting*), the Sustainability Advisor – Ms V Dombroski (*part meeting*), one member of the public and one member of the media (Stratford Press)

1. Welcome

The District Mayor welcomed Elected Members, members of the public, staff and the media to the meeting.

The opening karakia was read.

The District Mayor reiterated the health and safety message and emergency procedures.

2. Apologies

An approved leave of absence was noted for the Deputy Mayor – M McKay.

Apologies were noted from the Director – Assets - Mrs V Araba and the Director – Environmental Services – Mr B Sutherland.

3. Announcements

There were no announcements.

4. Declarations of members interest

Elected members were asked to declare any real or perceived conflicts of interest relating to items on this agenda.

Councillor Erwood declared a potential conflict of interest in Item 12 – Connecting our Communities Strategy.

5. Attendance Schedule

The Attendance schedule for Policy and Services Committee meetings, including Hearings, was attached.

6. Confirmation of Minutes

6.1 Policy and Services Committee – 25 July 2023 – Hearing
D23/32590 Page 12

Recommendation

THAT the minutes of the Policy and Services Committee Meeting held on Tuesday 25 July 2023, to hear and consider submissions to the draft Class 4 Gambling Venues Policy and the draft TAB Venues Policy, be confirmed as a true and accurate record.

HALL/WATT
Carried
P&S/23/112

6.2 Policy and Services Committee – 25 July 2023
D23/32658 Page 19

Recommendation

THAT the minutes of the Policy and Services Committee Meeting held on Tuesday 25 July 2023 be confirmed as a true and accurate record.

HARRIS/BECK
Carried
P&S/23/113

7. Matters Outstanding

D16/47 Page 29

Recommendation

THAT the Matters Outstanding be received.

BOYDE/BECK
Carried
P&S/23/114

8. Information Report – Stratford Licensing Committee – 2022/23 Annual Report
D23/30188 Page 30

<p>Recommendations</p> <p>1. <u>THAT</u> the Annual Report for Stratford District Licensing Committee for 2022/2023 be received and contents noted.</p> <p style="text-align: right;">BOYDE/ERWOOD Carried <u>P&S/23/115</u></p> <p>2. <u>THAT</u>, subject to any amendments, the Annual Report will be forwarded to the Alcohol Regulatory and Licensing Authority.</p> <p style="text-align: right;">VOLZKE/BOYDE Carried <u>P&S/23/116</u></p> <p>Recommended Reason The report is required to be prepared by the Stratford District Licensing Committee as part of its duties under the Sale and Supply of Alcohol Act 2012.</p>

The Environmental Health Manager noted that there is a correction to be made on page 34. Under District Licensing Committee Workload, it states 'A Chairperson will be appointed by Council in due course', this will be updated to state, 'A Deputy Chairperson will be appointed by Council in due course'.

Questions/Points of Clarification:

- Councillor Boyde questioned when a Deputy Chairperson will be appointed. It was noted a report is expected to be presented to the committee before the end of the year.
- Councillor Boyde questioned if the end of the year is soon enough? It was noted the soonest the report could be expected is November.

The Parks and Reserves Officer joined the meeting at 3.09pm

9. Information Report – Dog Control Policy and Practices Report – Year Ended 30 June 2023
D23/30191 Page 37

<p>Recommendation</p> <p><u>THAT</u> the Annual Report on Dog Control Policy and Practices for the year ending 30 June 2023 be received and contents noted.</p> <p style="text-align: right;">DUDLEY/HALL Carried <u>P&S/23/117</u></p> <p>Recommended Reason The report is required under section 10A of the Dog Control Act 1996.</p>

Questions/Points of Clarification:

- Councillor Hall sought clarification of the number of dogs impounded on page 40, was the figure the total amount of dogs impounded or the total amount of impounds e.g. if one dog is impounded 5 times will the number here be 1 (for one dog), or 5 (amount of impounds). It was clarified it was the latter, the total number of impounds.
- The District Mayor noted the statistics are not trending in the directions he would like to see continue.

10. [Decision Report – Renaming of Pembroke Road](#)
D23/11634 Page 41

<p>Recommendations</p> <p>1. <u>THAT</u> the report be received.</p> <p style="text-align: right;">VOLZKE/SANDFORD <u>Carried</u> <u>P&S/23/118</u></p> <p>2. <u>THAT</u> the Council approve the renaming of Pembroke Road be renamed by adding East and West suffixes starting at the intersection from Broadway on State Highway</p> <p style="text-align: right;">JONES/BECK <u>Carried</u> <u>P&S/23/119</u></p> <p>Recommended Reason The Surveyor General has directed the Council to correct historic inconsistencies in street numbering along Pembroke Road.</p>
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The Environmental Health Manager noted the following points:

- Thanks to Pembroke Road residents who have been patient throughout this process.
- Kieran Best has been invited today to answer any questions, as he played a big part in this project during his time as Environmental Compliance Officer.

Questions/Points of Clarification:

- The District Mayor noted a point of clarification for Councillors that the recommendation is in regard to naming of Pembroke Road not the road numbering.
- Councillor Beck noted he believes this is the best outcome for Pembroke Road.
- Councillor Boyde agreed with Councillor Beck.
- Councillor Jones acknowledged that while he understood the resolution was not regarding the road numbering, he questioned where the rural datum point is the for their numbering and if rural properties get East and West Pembroke Road also? It was noted the datum point is from Broadway and the rural properties numbering starts from the rural boundary.
- Councillor Jones questioned if that would not be confusing for emergency services, can the numbering not be kept the same format as urban properties. It was confirmed the datum point is State Highway 3, and conveniently the rural boundary is approximately 1 kilometre from State Highway 3 which means the rural number does not need to be changed.
- Councillor Hall acknowledged the feedback from residents on page 42 and questioned if it is the same scenario on Flint Road or any other places in Stratford. It was noted that because of the datum point there is the possibility for a double up of numbers, however once people get used to using West and East it will not be an issue. It was noted there is no known issue with Flint Road.
- Councillor Dudley noted there is currently already a conflict of numbering on Pembroke Road, and believes East and West is a great solution.

The Projects Engineer and the Property Officer joined the meeting at 3.09pm

11. Decision Report – Electoral System – First Past the Post or Single Transferable Vote
D23/32926 Page 50

Recommendations

1. THAT the report be received.

HALL/HARRIS
Carried
P&S/23/120

2. THAT the Committee resolves for the 2025 Stratford District Council triennial elections to:

- I. Retain the First Past the Post electoral system;
II. ~~Change to the Single Transferable Voting electoral system; or~~
III. ~~Undertake a poll of electors on the electoral system;~~

And that public notice be given by 19 September 2023 of the decision and of the right of electors to demand a poll on the electoral system to be used.

BECK/SANDFORD
Carried
HALL Against
P&S/23/120

3. THAT the Committee will not ~~considers whether to~~ undertake a full representation arrangements review or make any minor ward boundary alterations in 2024 for the 2025 triennial elections (under Sections 19H or 19JA of the Local Electoral Act 2001).

VOLZKE/BECK
Carried
1 Against
P&S/23/121

Recommended Reason

Consideration of the electoral system is required by 12 September 2023, with a public notice required by 19 September 2023, under the Local Electoral Act 2001.
Committee will not undertake

The Director – Corporate Services noted that it is a legislative requirement to work through which voting system to use.

Questions/Points of Clarification:

- Councillor Boyde noted a mistake on page 53 where option 2 has ‘Change to the Special Transferable Voting’ rather than ‘Single Transferable Voting’. He questioned how much more it would cost to use STV over first past the post. It was confirmed the additional cost has been asked but no response received.
- Councillor Beck noted he preferred option 1, as it is familiar to people in the Stratford District.
- Councillor Hall noted she had a different view to Councillor Beck and would like to see STV as recommended by the Future for Local Government task force. She listed a number of points to support her view. She referenced one of the arguments against STV is the simplicity of our current system, she noted she disagreed and that people will adapt.
- The District Mayor noted STV was a recommendation from the review however to date, this hasn’t been responded to by LGNZ or central government.
- Councillor Jones agreed with Councillor Beck. He acknowledged there are not enough candidates running for Council so it does not make sense to pay more to move to a complicated system.
- Councillor Erwood agreed with using first past post and believes there is currently a varied pool of Councillors.
- Councillor Sandford agreed with Councillor Beck.
- The District Mayor questioned if there is another chance to make minor boundary changes at a later state, for example if the Census is returned and shows an increase in urban and decrease in rural population, would this change the boundaries? It was noted the cautious answer would be no.
- Councillor Boyde if a review would look into the number of Councillors. It was confirmed it would.

- Councillor Boyde noted he believes it is time to look at the number of urban and rural representation around the table. He questioned if a full representation arrangement review is in the too hard basket? It was noted it was not, however if it is decided today to not undertake the review it was advised it would be unlikely there would be time before the 2025 election. It was confirmed a review only need to be completed every six years, even if the numbers in the wards change.
- Councillor Harris questioned if a decision is made today to consider looking into representation, when is the cut of to say yay or nay? It was confirmed before 1 March, however it is uncertain if it is agreed upon today, if it can be changed to a no in the future.
- Councillor Jones noted he was against the review and with the current workload of staff now, he does not see what benefit it would bring.
- Councillor Erwood questioned if there was a cost to the review. It was noted there would be costs for the initial proposal and objections however the biggest cost would be staff time.
- Councillor Jones questioned if there was a monetary figure? It was confirmed there was not, however the cost would be staff pressure and advertising.
- Councillor Erwood noted he was against the review.
- Councillor Boyde noted from the comments around the table he did not see much point in proposing a different recommendation however noted going forward he would like Councillors to question if Councillor numbers are still fit for purpose.

Councillor Erwood left the meeting at 3.37pm.

12. [Decision Report – Connecting our Communities Strategy](#)
D23/34852 Page 63

Recommendations	
1. <u>THAT</u> the report be received.	VOLZKE/WATT <u>Carried</u> <u>P&S/23/122</u>
2. <u>THAT</u> the Committee recommend Council to adopt the Connecting our Communities Strategy.	BOYDE/HALL <u>Carried</u> <u>P&S/23/123</u>
Recommended Reasons	
1. The Connecting our Communities Strategy has been amended following feedback from key stakeholders and the Community.	
2. The Connecting our Communities Strategy in draft form has already been used as a reference to secure funding from the Ministry of Transport to provide safer walking and cycling facilities in parts of the Stratford township.	

The Roading Asset Manager noted the following points:

- The strategy process commenced in 2021, and feedback was received in 2022. The strategy has been dwarfed by Transport Choices but the feedback received has been taken onboard and adopted into the report.
- New figures for the tables on pages 82 and 83 have been received from ACC since the agenda was published. The figures show a decrease in cycling and pedestrian ACC claims between 2019 and 2022.

Questions/Points of Clarification:

- Councillor Hall questioned if the vision on page 75 could be worded better. It was decided that the word 'that' would be removed.
- Councillor Jones sought clarification if the bicycle accidents include road and off road incidents. It was noted ACC does not differentiate, so the figures will include all bicycle incidents.

- Councillor Jones questioned if the adoption of the strategy was delayed, when would it be delayed to? It was noted that any delay will affect the Rooding Manager receiving future funding. In 2021 Council missed out on 100% of the funding that was applied as there was no policy.
- Councillor Jones questioned if it could be delayed until after the Transport Choices consultation. It was noted a funding bid needed to be in by Thursday the following week, if that is missed the wait till be another three years.
- The District Mayor noted on page 77 there is a map of the district which shows Egmont National Park, which is no longer it's name, it should be Te Papakura o Taranaki. The Rooding Manager noted this and will amend.
- The District Mayor noted on page 78, 2.2.4 it states 'The Whangamomona Republic Day is now a major attraction with trains and tour buses running from Auckland', he believes the mention of trains should be removed.
- Councillor Harris agrees with the District Mayor and also believes that Auckland should also be removed, and it say visitors attend from outside the region.
- Councillor Sandford questioned on page 91 it has an opportunity to provide bike parking and storage, if the strategy is adopted is this set in concrete and where does this idea come from as there is no storage for any other type of transport. He also noted his concern for point 8.7, exploring heavy vehicle bypass options for the CBD. He questioned why Council would want to remove heavy vehicles from the state highway to Council roads. It was noted the heading was opportunities and nothing on the list is set in stone, or going to happen without council approval.
- Councillor Sandford noted on page 92 under external funding is reserves. It was noted this should be under the upper heading of internal funding.

The Sustainability Advisor joined the meeting at 3.47pm.

- Councillor Sandford noted he is comfortable for these items to stay as they are a wishlist which can be fought against when the time comes.
- It was clarified that the recommendation was to adopt the strategy rather than the projects which are used to deliver the strategy.

Councillor Erwood rejoined the meeting at 3.56pm.

13. **Decision Report – Adopt Vision and Community Outcomes**
D23/34387 Page 110

Recommendations

1. THAT the report be received.

VOLZKE/HARRIS
Carried
P&S/23/124

2. THAT the Vision “*A Welcoming, Inclusive, Safe community – Te Pūmanawa o Taranaki*” (translated as ‘The Beating Heart of Taranaki’), for the Stratford District Council and Long Term Plan 2024-34, be adopted.

HALL/WATT
Carried
P&S/23/125

3. THAT the Community Outcomes as proposed below, for the Long Term Plan 2024-34 be adopted.

Community outcome: Welcoming

- We celebrate the unique stories of our district
- We are inclusive, and value our diversity
- Stratford is a friendly place where our visitors feel welcomed
- Our diverse community feels safe and supported
- We promote the district as the place to visit, live, play, learn and work

Community outcome: Resilient

- ~~We will empower the community to eliminate waste~~
- We consider our natural resources as taonga (treasures) and we will work with our treaty partners and the community to protect and look after them
- We support a low-emissions future for our community
- We enable our rangatahi (youth) to be sustainable leaders
- We *Strive to* have resilient infrastructure that meets the current and future needs of the district
- We respect and apply Te Ao Māori values and Mātauranga Māori in our mahi (actions/work)

Community outcome: Connected

- We provide opportunities for families and people of all ages to connect with others in the community
- Our community is engaged and actively participates in democracy
- We value local knowledge when making decisions
- We advocate for the services that our community needs to live safe and healthy lives
- We welcome opportunities to work in partnership with others to help achieve our community outcomes
- We are committed to fostering meaningful and genuine partnerships with Mana Whenua

Community outcome: Enabling

- We are a business friendly district
- We encourage a diverse and sustainable business community
- We enable economic growth by supporting business investment and development in our district
- We support the growth of employment opportunities within our community; with a particular focus on our rangatahi (youth)
- We carefully balance the needs and wants of our district when funding services and infrastructure
- ~~We encourage co-governance opportunities with Mana Whenua where it benefits the Stratford district~~
- We encourage partnerships to collaborate with Mana Whenua for the benefits of the Stratford district.

BOYDE/HALL
Carried
P&S/23/126

Recommended Reason

The Vision and Community Outcomes will guide the development of the Long Term Plan 2024-34.

The Director – Corporate Services noted the following points:

- Recommendation 2 is the Council's vision and recommendation 3 is the Community Outcomes, both of these will drive the Long Term Plan.
- The Vision and Community Outcomes come from community feedback, a workshop with Councillors and feedback from iwi.
- These have been tested by mapping them against the activities Council already undertakes.

Questions/Points of Clarification:

Values:

- Councillor Sandford noted his concern around the word safe, he believes in the world we live in today, telling people they are safe is a bold move. It was clarified it is vision Council would like to see for the community, not the current state.
- Councillor Hall noted she really liked the vision.
- Councillor Boyde noted he understood what Councillor Sandford was saying, however noted in the customer satisfaction survey the community felt they were safe so is personally quite happy for it to be in the vision.

The Communications Advisor left the meeting at 4.03pm.

Community Outcomes

- Councillor Boyde noted one area he is concerned about is 'We encourage co-governance opportunities'. He supports opportunities with Mana Whenua where it benefits the Stratford District. He noted community feedback is not supportive of co-governance, and he believes the word co-governance is very poorly understood. It was questioned if Councillor Boyde had an alternative suggestion.
- Councillor Boyde suggested Encourage strong working relationships with mana whenua.
- Councillor Hall sought clarification on if iwi have been consulted with, what the risk to the relationship is if the feedback is not listed to. The District Mayor noted there is no certain answer to that, however this would not exclude Māori.
- Councillor Hall noted she agreed some members of the community do not understand the word co-governance and get defensive when they see it. She noted she has gone backwards and forwards on the issue however believes it would be great if Council could lead through this space of uncertainty, leave the word co-governance in and explain what it means to the community.
- Councillor Beck agreed with Councillor Boyde and noted central government has ruined the work go-governance for everyone. He does not want to exclude māori but would like the word co-governance changed.
- Councillor Sandford noted he supported Councillors Beck and Boyde and does not believe it is the correct time to have co-governance listed.
- Alternatives to the co-governance was discussed, with 'We encourage partnerships to collaborate with Mana Whenua for the benefits of the Stratford district' being agreed upon.

The Communications Advisor rejoined the meeting at 4.13pm.

- Councillor Watt noted his confusion over the final bullet point under Resilient as he did not fully understand what Mātauranga Māori means and how it can apply to his work. He questioned if he was alone. It was advised Te Ao Māori values is connected to Māori world view and Mātauranga Māori is relates to knowledge.
- The District Mayor noted he believes 'empower the community to eliminate waste' belongs in the waste minimisation plan, not in community outcomes.

14. Monthly Reports

14.1 Assets Report
D23/32682 Page 122

Recommendation

THAT the report be received.

VOLZKE/ERWOOD
Carried
P&S/23/127

The Roading Asset Manager noted the following point:

- In the highlights it mentions Waka Kotahi have offered additional funding for roads damaged by logging trucks. During a tour of five of the roads around \$3.8 million of damage was found.

Questions/Points of Clarification:

- Councillor Hall commended the Roading Manager for taking Waka Kotahi on the tour and securing the additional funding.
- Councillor Beck questioned if with the defects liability period for Wai o Rua expiring in December if everything is performing how it should be. It was noted it appears to be running as expected with just a few teething issues.

The Project Manager, the Projects Engineer, the Parks and Reserves Officer, the Property Officer, the Graduate Asset Engineer and the Sustainability Advisor left the meeting at 4.30pm

14.2 Community Services Report
D23/33427 Page 144

Recommendation

THAT the report be received.

VOLZKE/SANDFORD
Carried
P&S/23/128

Questions/Points of Clarification:

- Councillor Hall noted it was fantastic to see the number of children enrolled in swimming lessons.
- Councillor Erwood noted his appreciation to Mr Julie and his team for attending the Team Hope event last month.
- Councillor Harris questioned in the MTFJ programme if in times people are registered but there is no where to put them, are other organisations being worked with to find them a placement. It was confirmed yes, that the best outcome for the person is the aim, whether it is sharing that with others or placing them somewhere ourselves.
- Councillor Sandford advised that at the Positive Aging AGM the decision was made to close the committee as the forums were great however there was no great participation at the meetings. It was decided at the AGM that Council would coordinate two Positive Aging forums each year. Councillor Sandford thanked the Community Services for their work with Positive Aging and those who had been on the committee.
- Councillor Hall invited Councillors to the new exhibition opening at the Percy Thomson Gallery on Friday night.

14.3 Environmental Services Report
D23/31323 Page 152

Recommendation

THAT the report be received.

VOLZKE/SANDFORD
Carried
P&S/23/129

Questions/Points of Clarification:

- Councillor Boyde questioned what would happen to buildings after 12 months if a seismic assessment is not completed. It was clarified the end result would be the building eventually would be deemed as earthquake prone and treated accordingly, or council could complete the seismic assessment and then charge the building owner for the assessment.
- Councillor Boyde asked what the cost for a seismic report is as there are members of the community saying they are too expensive. It was clarified that the costs can be in the tens of thousands of dollars depending on the complexity of the buildings.
- Councillor Jones asked what defines who gets a letter? It was explained that the buildings were identified based on some factors determined by MBIE and including being used for commercial purposes, their number of stories and their construction type.
- The District Mayor advised if Councillors were fielding enquiries on this issue that they should not put themselves in the position of defending it as it is not Council's rule, it is a requirement by law.

The Communications Advisor left the meeting at 4.44pm.

14.4 Corporate Services Report
D23/34725 Page 159

Recommendation

THAT the report be received.

VOLZKE/HARRIS
Carried
P&S/23/130

The Director – Corporate Services noted the annual report will be presented next month for adoption

Questions/Points of Clarification:

- It was noted there was recently a meeting between the District Mayor, the Chief Executive, the Director – Corporate Services, the Deputy Auditor General and one of their Directors, to discuss Council's audit fees after a letter was written to the Office of the Auditor General. Included in the meeting was pointing out data comparing Stratford District Council to other Councils, where Stratford's fees stood out with cost per rate payer etc. The meeting was constructive, and they listened. The first solution discussed was to discuss the issue with the auditors and go through line by line, look at the risk of Stratford District Council and how much time the auditors need to spend on the audit. It was noted there was no commitment to immediately reduce the audit fees, but to look at the hours spent and question why.
- Councillor Boyde noted this is once again taking away from Council's resources by taking up staff time and questioned if Council is going to be compensated for this? It was clarified it was mentioned in the meeting that it has taken up a lot of staff time, and the suggestion was made to take away some of the junior auditors charged times as it is their responsibility to ensure their auditors are skilled, not Councils.
- Councillor Boyde questioned when does the time come to write off the 173 infringements. It was noted that infringements will be written off when they are over 3 years old.
- Councillor Beck enquired if Council has budgeted for its share of the cost of Transport Choices if it goes ahead. It was noted the cost has been budgeted for, the remaining 20% will be loan or reserve funded.

15. Questions

There were no questions.

16. Closing Karakia

D21/40748 Page 174

The closing karakia was read.

The meeting closed at 4.55pm

N C Volzke
Chairman

Confirmed this 26th day of September 2023.

N C Volzke
District Mayor

MONTHLY REPORT

District Mayor



F22/55/04-D23/38410

To: Council
From: District Mayor
Date: 6 September 2023
Subject: District Mayor Monthly Report – August 2023

Recommendation

THAT the report be received.

/
Moved/Seconded

1. Letter from the Hon Kieran McAnulty, Minister of Local Government

The Minister has written to advise that the Local Government Electoral Legislation Bill has now received the Royal assent. The Act improves the processes by which individuals and communities are represented through, and can participate in, local government elections. It is an important change to the electoral process and to the way meetings can be held in the future.

The key areas in the Act are:

- Establishing a fit-for-purpose process for councils to review their representation arrangements, including Māori representation;
- Improving governance flexibility at Auckland Council by:
 - Enabling Auckland Council to determine how many councillors it has, in the same way as all other councils; and
 - Simplifying the process for adjusting local board boundaries;
- Updating the processes for tied elections, including an automatic judicial recount before any coin toss; and
- Enabling all candidates to submit electronic nominations.

The requirement for councils to consider Māori representation as part of their representation review will come into force in October 2025. This Act completes the Government's work programme to improve the local electoral legislative framework, which began with the removal of binding polls on Māori wards in 2021.

Remote participation in meetings is made permanent and member attendance by audio link or audio-visual link at council meetings, will now count towards a quorum. These changes enable councils to manage remote participation through an amendment to their standing orders. The change will come into effect on 1 October 2024. This is a welcome improvement to our meeting processes and is consistent with the views of the Stratford District Council.

2. Hui with Nga Iwi o Taranaki and Taranaki Mayoral Forum

Recently the Mayoral Forum and Nga Iwi o Taranaki representatives met to be updated on the Fresh Water Reforms, Resource Management Act (RMA) Reforms and Affordable Waters Reforms. Each of these are major reforms in their own right and will have significant impact on the roles of council's and iwi. While the purpose of these reforms is good in intent, it also seems with the RMA in particular, we are creating another layer of bureaucracy, compliance and cost that is so complicated it has the potential to being more of a hindrance than a help. All three reforms further consolidate the participatory relationship that exist between councils and iwi, which in Taranaki, is in a good space.

3. Meeting with representatives of the Auditor General's Office

At a previous meeting it was agreed that Council should write to the Auditor General and express our concerns about the cost of the annual audit and with some identified issues contributing to this cost. The Auditor General's Office responded promptly, and a meeting has since been held with senior representatives. This was cordial and we were able to raise the issues and discuss them fully. A course of action was agreed to, and we are following up on this. Final outcomes will be reported back to council in due course.

4. Chunuk Bair Commemorative Ceremony

On the morning of Tuesday 8 August 2023, we held our annual wreath laying ceremony to commemorate the 1915 Battle of Chunuk Bair. Representatives of the RSA, the New Zealand Defence Force and myself laid wreaths at the Malone Memorial Gate. Only a small crowd was in attendance. The commemoration remains an important part in acknowledging our local military history.

5. Citizens Awards Ceremony

The 2023 Citizens Awards were presented at a well-attended ceremony held last month. Youth Awards were made to Lucy Haami and Mathew Jones, Citizens Awards were made to Patsy Caskey, Alan Topless and Eileen Judd, while an Outstanding Citizen Award was made to Barrie Smith. These people are the dedicated community minded individuals that make our community what it is. Congratulations to each of them.

6. Bike Presentations

As part of the Transport Choices project, council had three good quality mountain bikes available as promotional give aways. It was decided to allocate one bike per school to each of the three primary schools in Stratford. It was pleasure to present the bikes at school assemblies and I can say without any doubt, these prizes were very well received.

7. King of the Mountain Mayoral Cook Off

The annual King of the Mountain Mayoral Cook Off was held as part of the Smokin Comrades gala competition event in New Plymouth last month. This was the third cook off for the Mayors and this year's challenge was to produce a hamburger that included locally produced products. This was a no holds barred competition and Mayor Nixon went all out to secure the win, making him a two-time winner. Congratulations Phil!

8. Correspondence I

- Stratford Volunteer Fire Brigade Call Outs – August 2023
- Letter from the Minister of Local Government

9. Some Events Attended

- Attended – The Citizens Awards Ceremony as host
- Attended – Chunuk Bair Commemorative Ceremony
- Attended – meeting of the Stratford District Youth Council
- Attended - meeting of the Stratford Park Steering Committee (x1)
- Attended – in house training session on the Privacy Act
- Attended – Certificate presentation for Mel McBain
- Attended – Bike presentation at St Joseph's School
- Attended – Bike presentation at Stratford Primary School
- Attended – Bike presentation at Avon School
- Attended – meeting of the Positive Aging committee
- Attended – meeting of the Stratford Health Trust (x2)
- Attended – meeting of the Taranaki Regional Council Solid Waste Committee
- Attended – Half day training session for District Licensing Committee
- Attended - Hui with Nga Iwi o Taranaki and Taranaki Mayoral Forum
- Attended – Citizens Award presentation to Lucy Haami at Taranaki Diocesan School

- Attended – The meet the candidate's public debate as moderator
- Attended – Grandparents Day celebration at St Joseph's School
- Attended – Funeral for former councillor Peter Dalziel
- Attended – King of the Mountain Mayoral Cook Off
- Attended – Stratford Rotary Club meeting
- Attended – Councils public consultation meetings on Transport Choices proposals (x2)
- Attended – Annual Daffodil Day Fundraiser event
- Met - with Bruce Ellis, Chairman of the Percy Thompson Trust
- Met – with Toi Foundation research consultant
- Met – with representatives of the Office of the Auditor General
- Met – with Linda Stewart, Waka Kotahi regional relationships director
- Met – with the Practice Manager of Coastal Medical (Stratford Health Centre) (x2)
- Met – with Steph Lewis as Member of Parliament for Wanganui
- Radio Interview - Access Radio (x2)
- Radio Interview – More FM (x1)
- Newspaper - Stratford Press Interviews and Articles (multiple)
- Newspaper - Daily News - Interviews (multiple)
- Attended - Regional Mayors and Chairs weekly meeting (x2)
- Attended - Council Pre-Agenda meetings (x1)
- Attended - Council Public Forums (x2)
- Attended - Council Workshops (x1)
- Attended - Council Meetings (x2)



N C Volzke JP
District Mayor

Date: 6 September 2023

Stratford Volunteer Fire Brigade Call Outs August 2023

The Stratford Fire Brigade responded to 20 calls in August 2023

- 01-08-23 Alarm activation Stratford Furniture Manufacturing Celia Street
- 01-08-23 Motor vehicle accident Upper Palmer Road car vs. power pole assist Kaponga fire brigade
- 02-08-23 Motor vehicle accident van in ditch Mountain Road near Bird Road
- 02-08-23 Assist ambulance with lifting Miranda Street
- 03-08-23 Investigate smell inside Stratford Police Station Miranda Street
- 04-08-23 Oven fire Toko Road assist Toko fire brigade
- 04-08-23 Alarm activation New Commercial Hotel
- 05-08-23 Rubbish fire Flint Road out on arrival
- 05-08-23 Residential meter board fire Bird Road out on arrival
- 07-08-23 Alarm activation New Commercial Hotel
- 08-08-23 Alarm activation New Commercial Hotel
- 11-08-23 Motor vehicle accident Truck's trailer rollover East Road / Standish Road Assist Toko fire brigade
- 12-08-23 Motor vehicle accident Seyton Street / Ariel Street
- 13-08-23 Special service animal rescue assist to get a pig out of a drain Climie Road
- 16-08-23 Assist ambulance medical call Seyton Street
- 21-08-23 Power lines on fire Croydon Road
- 21-08-23 Motor vehicle accident Mountain Road / Erin Street Midhirst
- 27-08-23 Alarm activation Stratford Primary School Regan Street
- 28-08-23 Assist ambulance medical call Stratford Holiday Park Page Street
- 28-08-23 House fire Whangamomona Road Whangamomona assisted by Toko and Eltham fire brigades

Hon Kieran McAnulty

Minister for Emergency Management
Minister of Local Government
Minister for Racing
Minister for Regional Development
Minister for Rural Communities
Deputy Leader of the House



1 September 2023

Mayor Neil Volzke
Stratford District Council
By email: nvolzke@stratford.govt.nz

cc. Chief Executive Sven Hanne
By email: shanne@stratford.govt.nz

Dear Mayor Neil,

On Wednesday 30 August the Local Government Electoral Legislation Bill received the Royal assent.

The Act improves the processes by which individuals and communities are represented through, and can participate in, local government elections. The key areas in the Act are:

- Establishing a fit-for-purpose process for councils to review their representation arrangements, including Māori representation;
- Improving governance flexibility at Auckland Council by:
 - Enabling Auckland Council to determine how many councillors it has, in the same way as all other councils; and
 - Simplifying the process for adjusting local board boundaries;
- Updating the processes for tied elections, including an automatic judicial recount before any coin toss; and
- Enabling all candidates to submit electronic nominations.

The requirement for councils to consider Māori representation as part of their representation review will come into force in October 2025 to allow councils time to meet the new requirements. This Act completes the Government's work programme to improve the local electoral legislative framework, which began with the removal of binding polls on Māori wards in 2021.

Remote participation is made permanent

The Act also makes permanent member attendance by audio link or audio-visual link at council meetings counting towards quorum.

This government responded to the unique circumstances presented by COVID-19 and Cyclone Gabrielle by allowing members who attended remotely to be counted

towards quorum. The Act makes this change permanent and enables councils to manage remote participation through their standing orders.

The change will come into effect on 1 October 2024 when the temporary settings for severe weather allowances expire on 30 September 2024. Councils will have to amend their standing orders by 1 October 2024 to allow for remote participation, if that is what they want to do.

I would like to thank all those councils who submitted on the Bill and those councils who engaged in the pre-legislative policy development process to ensure it is workable for all. I would also like to thank Local Government New Zealand and Taituarā for their assistance on the Bill.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kieran McNulty', written in a cursive style.

Hon Kieran McNulty
Minister of Local Government

Hon Kieran McAnulty

Minister for Emergency Management
Minister of Local Government
Minister for Racing
Minister for Regional Development
Minister for Rural Communities
Deputy Leader of the House



25 August 2023

Mayor Neil Volzke
Stratford District Council
By email: nvolzke@stratford.govt.nz

cc. Chief Executive Sven Hanne
By email: shanne@stratford.govt.nz

Dear Mayor Neil

In April 2023 the Government announced changes to refocus its water services reforms. A key feature of the reset was to adopt a regional model, where the water services currently run by councils across New Zealand will be combined into 10 publicly (council) owned, specialised water service entities.

Closely based around existing regional boundaries, these changes responded to concerns I heard directly from the sector. They were designed to strengthen the connection between local communities and their water services provider and strengthen local voice.

I can now confirm that with the passing of the Water Services Entities Amendment Bill on Wednesday 16 August, and its subsequent Royal assent on Tuesday 22 August, 10 water services entities will now be established.

In recent months, I have heard concerns from Councils regarding working in extended periods of uncertainty around water reform. I have listened, and I've asked that the National Transition Unit (NTU) share the preliminary recommended schedule of go-live dates through to 1 July 2026 with you.

DIA officials have made the preliminary recommendation informed by the feedback your executives provided the NTU during the recent roadshows in your region, recent submissions to the Water Services Entities Act Amendment Bill; and correspondence from territorial authorities received by my office and the DIA.

The recommended schedule intends to evenly distribute entity establishment across the two-year establishment period, ensure the work is achievable and delivery risks are mitigated, while also meeting entity preferences in the significant majority of cases.

Sharing this information provides you with the certainty you need ahead of the election period, with a view for an engagement process being undertaken post-election prior to the Order in Council.

The NTU will be sharing this information with your Chief Executives later today and are interested in hearing your views directly.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kieran McNulty', written in a cursive style.

Hon Kieran McNulty
Minister of Local Government

Paul James
Chief Executive
Department of Internal Affairs
WELLINGTON

August 21, 2023

TARANAKI REGIONAL POSITION STATEMENT

AFFORDABLE WATERS/ ENTITY D IMPLEMENTATION

Tēnā koe Mr James

Introduction

1. This position statement is prepared on behalf of Taranaki district councils (New Plymouth District Council (NPDC), Stratford District Council (SDC) and South Taranaki District Council (STDC)), with the support of Iwi partners; Ngāti Tama, Ngāti Mutunga, Ngāti Maru, Te Ātiawa, Taranaki Iwi, Ngā Ruahine, Ngāti Ruanui, and Ngā Rauru.
2. The letter states the Taranaki region's position in relation to the implementation of the Taranaki region Water Services Entity (WSE).

Significant change requires local leadership

3. As a region we would like to acknowledge the complex work undertaken by Minister McAnulty, the Finance and Expenditure Committee and the Department of Internal Affairs to improve the Water Services Reform on behalf of local communities across the motu.
4. As a region we would also like to acknowledge the huge amount of work carried out by our council staff in providing large amounts data for DIA with at times, very tight timeframes and the employment uncertainty they continue to experience during this process.
5. With complex reform, comes significant uncertainty for our people and community. Our primary objective is to provide as much certainty as possible for people affected by change and ensure the best outcome for our communities.
6. We are fortunate in the Taranaki region to not only have good relationships between our three councils, but strong and productive relationships with our local Iwi. We intend to continue to demonstrate strong, collective regional leadership as we are heavily invested in shaping the future for our communities.
7. The Taranaki region has been identified as a potential first tranche region for the Resource Management Act (RMA) reforms. Implementing the new resource management system will also result in significant change for local government.

8. There are considerable benefits in aligning the implementation of the Taranaki WSE and the new resource management system, including avoiding a period of elongated and disruptive change, and efficiencies in both resourcing and regional governance.

Proposed Implementation date

9. By way of a regional workshop, Taranaki councils confirmed that the region would be ready for transition 12 – 24 months from agreement with the DIA. Overall, there is desire to 'go earlier, rather than later'.
10. With the working assumption that a second tranche of transition support funding of similar value to tranche 1 will be made available, as well as seed funding for local Iwi, the Taranaki region is proposing an implementation date of **1 April 2025**.
11. This date aligns with the implementation timeframe for the RMA reforms and would give our people and communities increased certainty and stability.
12. We intend to work with the DIA and form a regional transition team to ensure the efficient use of funding and resources.

Discussion points with the DIA

13. We understand that a constitution is required before the Regional Representative Group (RRG) can formally receive legislative powers. As a region, we intend to establish an RRG early to support the kaupapa of the WSE Establishment CE and WSE Establishment Board. We need to ensure the constitution reflects and supports local tikanga and how our communities operate.
14. We request (either directly or via the DIA) assurance from an experienced acquisition and mergers advisor, that the activities on the transition runway are sufficient to establish a successful WSE.
15. We would appreciate the opportunity to discuss the above points with the DIA and look forward to hearing from you.

Ngā mihi



Neil Volzke
Mayor, Stratford District
Chair of Taranaki Mayoral Forum



Jamie Tuuta
Chair, Ngāti Mutunga
On behalf of Taranaki Iwi

INFORMATION REPORT



F22/55/04 – D23/34569

To: Policy and Services Committee
From: Acting Director Community Services
Date: 12 September 2023
Subject: 2023 Customer Satisfaction Survey

Recommendation

THAT the report be received.

Recommended Reason

This is an information report only. It provides the 2022/23 Customer Satisfaction Survey results.

Moved/Seconded

1. Purpose of Report

- 1.1 This report provides the results from the 2022/23 Customer Satisfaction Survey which was carried out by external research agency, Key Research.

2. Executive Summary

- 2.1 In Council's 2021-31 Long Term Plan, Council formed a set of performance measures to show how well it performs against set targets. Some of these performance measures require Council to conduct an annual survey to gauge ratepayers and residents satisfaction on a number of issues.
- 2.2 This is the second year the survey has been conducted by an external agency Key Research.
- 2.3 Key Research's survey report is attached to this information report and provides information on the research method, key findings and a more in-depth look at each section of the survey.
- 2.4 The findings are shared with Council officers and Directors responsible for each area to help identify improvement opportunities going forward.

3. Local Government Act 2002

Under section 10 of the Local Government Act 2002, the Council's purpose is to "enable democratic local decision making by and on behalf of communities; as well as promoting the social, economic, environmental, and cultural well-being of communities now and into the future"			
Does the recommended option meet the purpose of the Local Government 4 well-beings? And which:		Yes. This report helps to evaluate performance measures as set out in the 2021-31 Long Term Plan for the 2021/22 financial year, and provides input into where future resources should be applied, improving the overall wellbeing of the district.	
Social	Economic	Environmental	Cultural
✓	✓	✓	✓

4. Background

- 4.1 The questionnaire was designed by Key Research in consultation with Stratford District Council and is based off previous customer satisfaction surveys. It is 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.
- 4.2 A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 3,000 residents aged 18 years or older across the Stratford district. Those who are 65 years and older were provided with an invite letter containing an embedded link to the online version of the survey and paper survey questionnaire. Residents younger than 65 years old were provided with a letter containing an embedded link to the online version of the survey without a paper questionnaire. Additional paper questionnaires were provided on demand. A follow up reminder postcard was sent to all non-respondents two weeks prior to the survey closure date.
- 4.3 A total of 3,000 invitations were sent to the residents. 421 responses were collected across four periods; 2 November – 7 December 2022, 9 January – 27 February 2023, 31 March – 26 April 2023 and 1 June – 6 July 2023 with a response rate of 10% (usual response rate is between 10% and 15%).
- 4.4 Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- 4.5 This is the second year council has conducted the survey with Key Research that allows results to be compared against those of 2021/22.

5. Strategic Alignment

6.1 Direction

This report provides elected members with public opinion of Council services which may be used to guide their future direction and decision making.

6.2 Annual Plan and Long Term Plan

This report helps determine service provision standards, as required in the LTP and supports planning and investment for the future.

6.3 District Plan

Not applicable.

6.4 **Legal Implications**

Not applicable.

6.5 **Policy Implications**

Not applicable.

Attachments

Appendix 1 2023 Residents' Perception Survey



Chade Julie
Acting Director - Community Services



[Endorsed by]
Sven Hanne
Chief Executive

Date: 5 August 2023

Appendix 1



Stratford District Council 2023 Residents' Perception Survey



Draft Report | August 2023





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Background, objectives and method

Background

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

Research Objectives

- To provide a robust measure of satisfaction with Stratford District Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.
- To provide benchmarking of performance for Stratford District Council compared to other similar authorities.

Method

- A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 3,000 residents aged 18 years or older across the Stratford district. Those who are 65 years and older were provided with an invite letter containing an embedded link to the online version of the survey and paper survey questionnaire. Residents younger than 65 years old were provided with a letter containing an embedded link to the online version of the survey without a paper questionnaire. Additional paper questionnaires were provided on demand. A follow up reminder letter was sent to all non-respondents two weeks prior to the survey closure date.
- A total of 4,100 invitations were sent to residents. 421 responses were collected over four periods; from 2 November to 7 December 2022, 9 January to 27 February 2023, 31 March to 26 April 2023, and 1 June to 6 July 2023 with a response rate of 10% (usual response rate is between 10% and 15%).
- The questionnaire was designed in consultation with Stratford District Council and is 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 sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/- 4.72%.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.

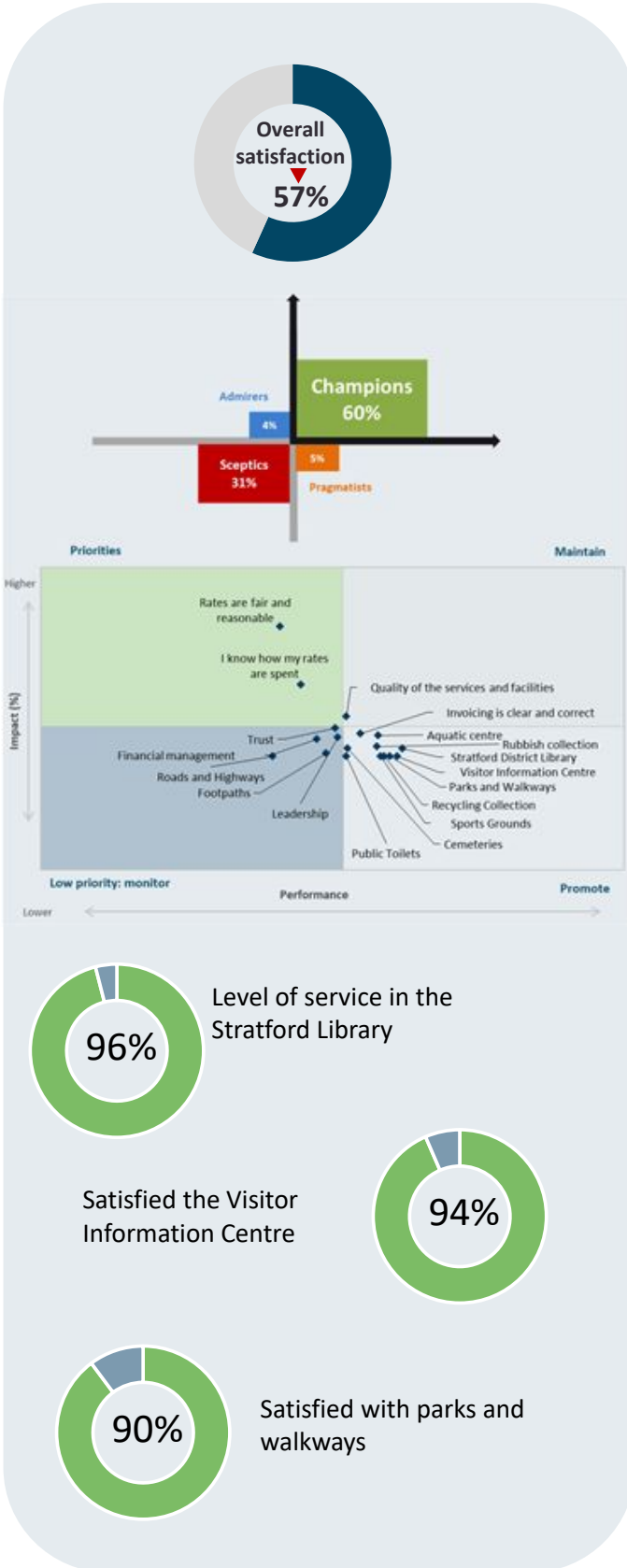
Notes

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



Executive summary

Key findings



The years 2022 and 2023 have been challenging years for Stratford District. There are several points that need to be taken into consideration when viewing the results:

1. There are multiple storms that hit the area of Stratford District resulting in flooding and damage. Dissatisfaction with roads is noticeably higher for example.
2. With the recent election of a new Mayor and Councillors in late 2022, the trust of the residents in the new local government members is still in the early stages of development.

2023's report shows a number of negative trends across the board, *Overall satisfaction, Value for money, Overall image and reputation and Overall facilities and services* each declined year-on-year.

Dissatisfaction tends to be highest amongst those aged 41-55, rural residents and non-Maori respondents. This is relatively consistent throughout the survey results.

Despite these decreases, the reputation profile has a score of 84 overall, which is considered 'Excellent' by a healthy margin.

Rates being fair and reasonable and how rates are being spent are an opportunity for improvement. Both attributes are related to *Value for money* which has the greatest impact on the perception of the Council's overall performance.

The *level of service in the Stratford library, Visitor Information Centre, and Parks and walkways* consistently receives high ratings from residents, with 96%, 94%, and 90% levels of satisfaction respectively. While these areas may have minimal impact on the overall performance of the Council, promoting them could potentially contribute to enhancing overall satisfaction with the Council.

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied		
		Change	2023	2022
RC4	Overall satisfied with the council's recycling collection service	3%	87%	84%
SP3	Overall satisfied with the District's sports grounds	2%	85%	83%
RC2	Overall satisfied with the council's rubbish collection service	-	83%	83%
TSB3	Overall satisfied with the level of service at the aquatic centre	-	84%	-
OV2	Overall wellbeing	-	81%	81%
PT3	Overall satisfied with the District's public toilets	-1%	67%	68%
LIB3	Overall satisfied with the level of service at the Stratford District Library	-1%	96%	97%
CEM2	Overall satisfied with the level of service provided in the District's cemeteries	-2%	68%	70%
PW3	Overall satisfied with the District's parks and walkways	-2%	90%	92%
VIC3	Overall satisfied with the level of service at the Visitor Information Centre	-2%	94%	96%
CSERV4	Overall satisfied with the performance of Council staff in handling your request or enquiry	-2%	83%	85%
RF2	Overall satisfied with the Stratford district council footpaths	-4%	57%	61%
OV3_1	You're confident that the district is going in the right direction	-7%	64%	71%
REP5	Overall reputation	-8%	69%	77%
RF1	Overall satisfied with the residential and rural roads in the Stratford District	-9%	30%	39%
OV1	Overall satisfied with the Stratford District Council	-12%	57%	69%
VM3	Overall value for money	-14%	45%	59%

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied		
		Change	2023	2022
ES3_2	Service from council, made during After hours service (from 4.30pm until 8am) - Noise	54%	79%	25%
PT2_8	Morgan's Grave public toilets	49%	63%	14%
ES2_6	Service from council, made during Business hours service (from 8am until 4.30pm) - Alcohol Licensing	48%	100%	52%
ES2_8	Service from council, made during Business hours service (from 8am until 4.30pm) - Other request	27%	81%	54%
ES2_7	Service from council, made during Business hours service (from 8am until 4.30pm) - Parking	15%	34%	19%
PT2_7	Whangamomona public toilets	6%	61%	55%
PW2_8	Service provided in the District's parks and walkways - Three Bridges Trail	2%	93%	91%
ES3_3	Service from council, made during After hours service (from 4.30pm until 8am) - Other request	2%	71%	69%
ES2_5	Service from council, made during Business hours service (from 8am until 4.30pm) - Food Control	-	100%	100%
PT2_4	Percy Thomson Complex public toilets	-1%	95%	96%
PT2_2	Centennial Restroom toilets	-2%	93%	95%
SP2_1	Service provided in the District's sports grounds - Victoria Park	-2%	82%	84%
PW2_3	Service provided in the District's parks and walkways - King Edward Park	-2%	88%	90%
PW2_4	Service provided in the District's parks and walkways - Playgrounds in Victoria or King Edward Park	-2%	90%	92%
PW2_9	Service provided in the District's parks and walkways - Carrington walkway	-2%	86%	88%
ES3_1	Service from council, made during After hours service (from 4.30pm until 8am) - Animal Control	-2%	48%	50%
COM5	Satisfied with how council keeps you informed	-2%	61%	63%
PW2_1	Service provided in the District's parks and walkways - Victoria Park	-3%	88%	91%
PW2_7	Service provided in the District's parks and walkways - Western Loop walkway	-3%	87%	90%
CSERV3_2	Staff had good understanding of what you wanted	-3%	87%	90%
CSERV3_1	Front desk staff were helpful and friendly	-4%	91%	95%
PT2_6	TET Stadium public toilets	-4%	50%	54%
PW2_2	Service provided in the District's parks and walkways - Windsor Park	-4%	82%	86%
PW2_6	Service provided in the District's parks and walkways - Eastern Loop walkway	-4%	83%	87%
REP2	Trust	-4%	62%	66%

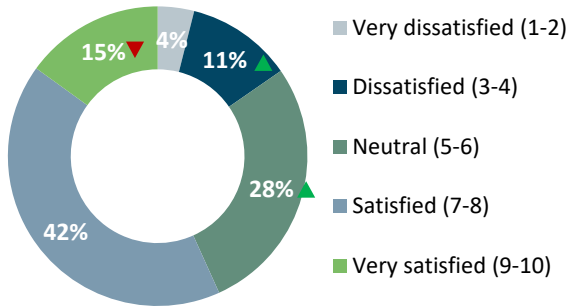
Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied		
		change	2023	2022
SP2_2	Service provided in the District's sports grounds - Swansea Road	-6%	78%	84%
CS1	Council's role in supporting community development in the Stratford District	-6%	68%	74%
PT2_9	Stratford Bike Park toilets	-6%	71%	77%
SC1_2	Stratford is a safe place to live	-6%	71%	77%
SC1_3	Stratford offers a healthy lifestyle	-6%	75%	81%
CSERV3_3	The information provided was accurate	-6%	85%	91%
VM2_2	Invoicing is clear and correct	-7%	75%	82%
ES2_4	Service from council, made during Business hours service (from 8am until 4.30pm) - Building Consents	-7%	41%	48%
REP1	Leadership	-8%	63%	71%
GOV1	Decisions made by the council represent the best interests of the District	-9%	56%	65%
REP4	Quality of the services and facilities	-9%	67%	76%
SP2_3	Service provided in the District's sports grounds - Page Street	-10%	75%	85%
CS2	Council's ability to create a sense of community in the Stratford District	-10%	61%	71%
SC1_1	Stratford is an attractive place to live	-10%	67%	77%
PW2_5	Service provided in the District's parks and walkways - Adrian Street Reserve	-11%	82%	93%
VM2_1	Annual property rates are fair and reasonable	-13%	33%	46%
ES2_2	Service from council, made during Business hours service (from 8am until 4.30pm) - Land Information Memorandum (LIMS)	-16%	69%	85%
REP3	Financial management	-16%	52%	68%
VM2_3	I know how my rates are spent	-17%	44%	61%
GOV3	Interaction with you	-17%	74%	91%
PT2_3	Exeloo toilets in Victoria Park	-18%	43%	61%
PT2_1	Town Centre toilets on Broadway	-20%	62%	82%
ES2_1	Service from council, made during Business hours service (from 8am until 4.30pm) - Animal Control	-20%	43%	63%
PT2_5	Kopuatama Cemetery public toilets	-21%	65%	86%
ES2_3	Service from council, made during Business hours service (from 8am until 4.30pm) - District Planning and Resource Consents	-48%	22%	70%

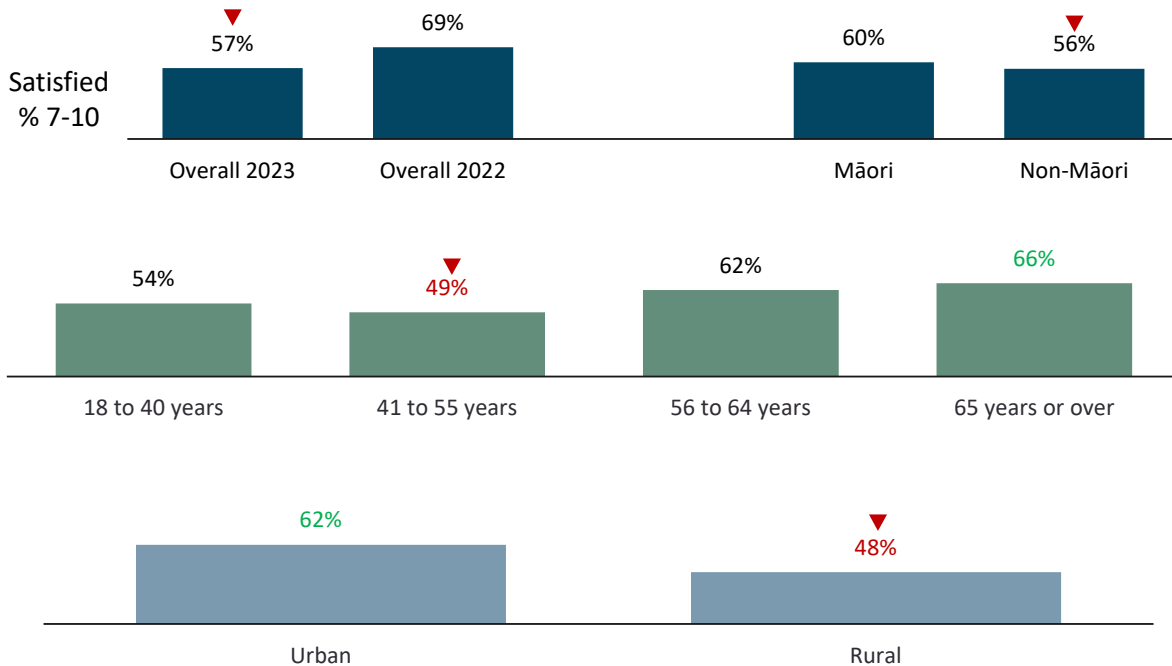


Overall satisfaction with the Council

Overall performance



- There is a significant decline in satisfaction with the Council's *Overall performance*, which has dropped from 69% in 2022 to 57% in 2023.



- Older residents aged 65 and above exhibit a considerably higher level of satisfaction with the Council's *Overall performance* when compared to younger residents, particularly those aged between 41 and 55 years.
- Rural residents have experienced a significant decline in their satisfaction with the Council's *Overall performance* since 2022. Additionally, they are the least likely to be content with the Council's performance compared to their urban counterparts.

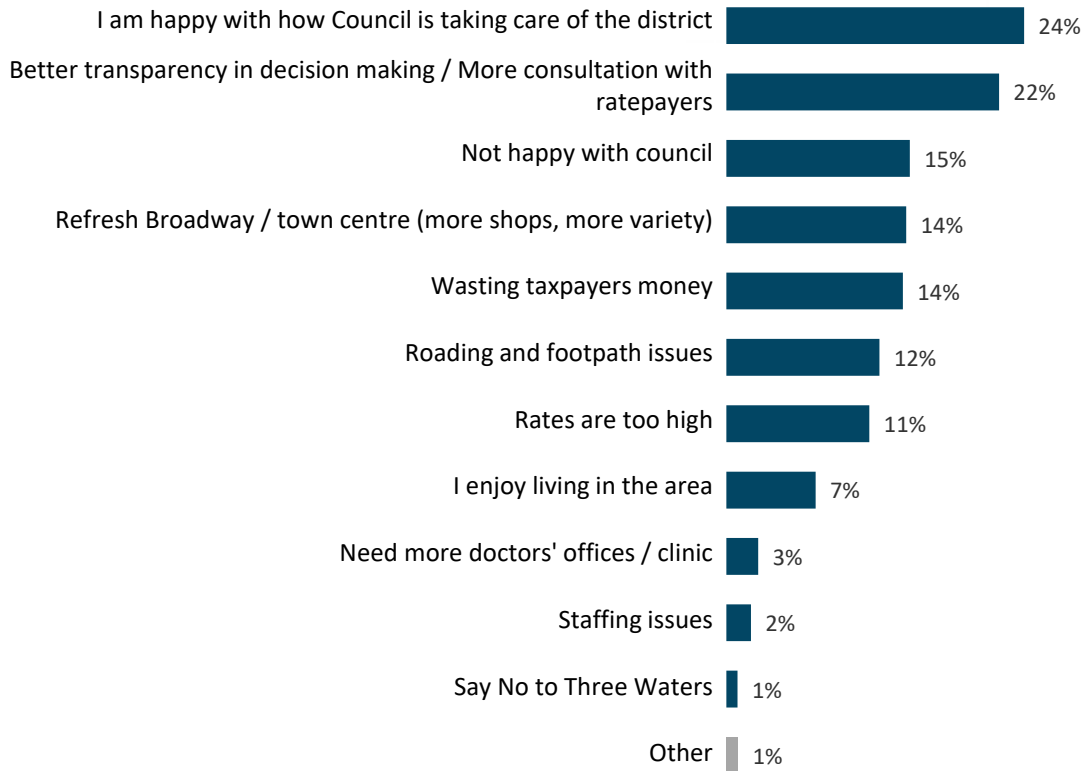
NOTES:


- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- OV1. When you think about Council overall, their image and reputation, the services and facilities they provide and the rates and fees that you pay, overall, how satisfied are you with Stratford District Council? n=389

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



General comments



- 
- I think you could look at emailing the rates bill out to people instead of printing it out and sending them.*
 - Too many councillors.*
 - Stratford Council should not implement Three Waters in the future.*
 - Council needs to be much more proactive in the recognition and mitigation of climate change.*
 - Improve the doctors' service.*
 - The water invoices for metered water need to be sent out monthly and go back to the graph that shows usage from the same time frame as last year, that way people know when they have a water leak.*
 - If the pool was going to cost so much to run that it has to significantly increase the cost of learning to swim by adding a lane charge, this should have been taken into consideration before building the new pool.*

- 
- Keep the good work up.*
 - I think for the most part council do an okay job.*
 - Greater monitoring of lifestyle blocks for excessive stock. Animal welfare and land management.*
 - I love the parks, trees, walkways, friendliness, bike tracks and children's parks. Well done. Keep it up Stratford District Council. I love our community and I am so proud to live here.*
 - I love Stratford and its people.*
 - They are doing their best for the things I need.*
 - They're making the right decisions for our district.*
 - The council is usually always fair and good to the residents of Stratford.*
 - Thank you for keeping abreast of the forever-changing landscape regarding water management and not being afraid to challenge and push back when needed for the benefit of all Stratford residents.*

NOTES:

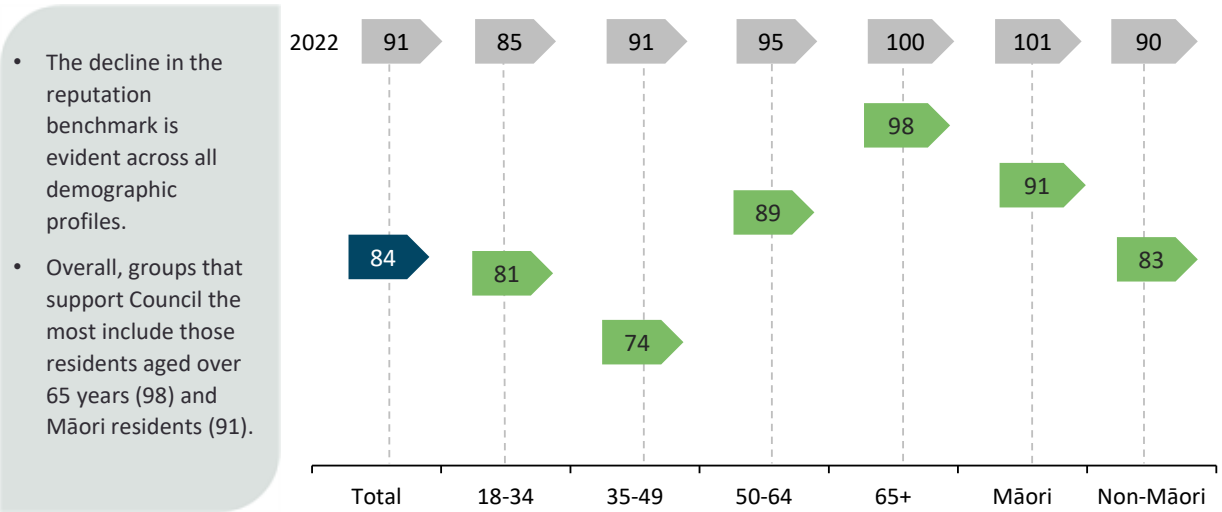
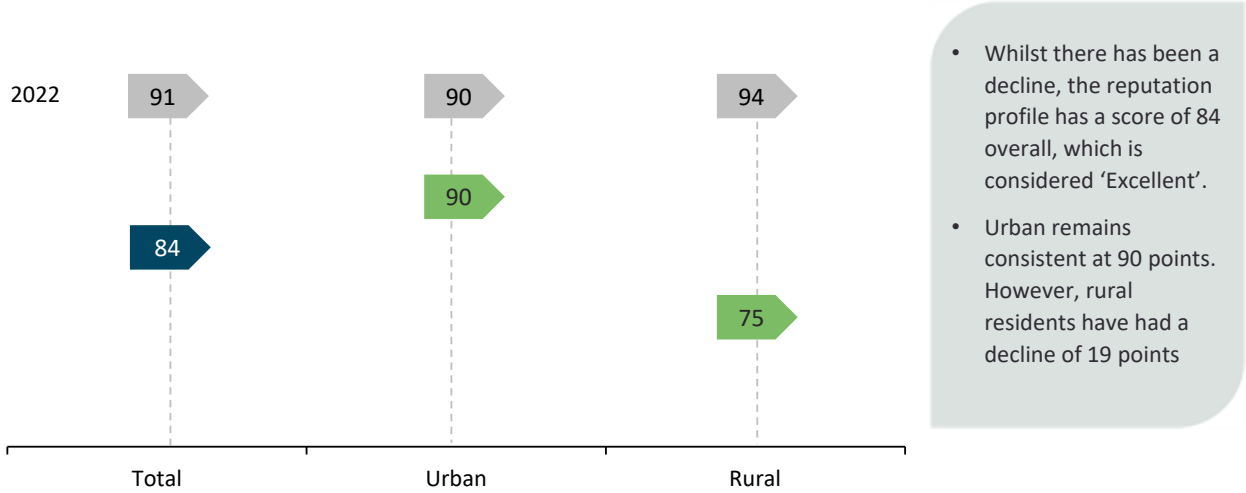
- Sample: 2023 n=421; Excludes don't know responses.
- OV4. Are there any other comments you would like to make about Stratford District Council?? n=94



Reputation profile

Reputation benchmark

- The reputation benchmark is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done among different demographic groups to identify the communities that are least/most supportive of the Council.

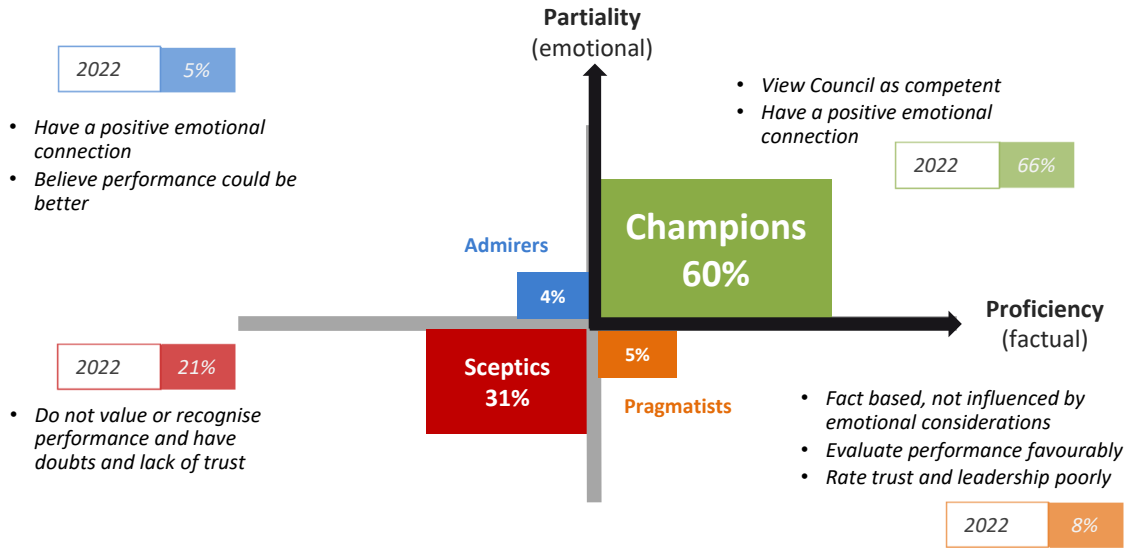


Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes 'Don't know' responses
2. REP5. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Stratford District Council for its overall reputation? n=377

Reputation Profile



- Most residents are categorised as *Champions* (60%), while nearly one-third (31%) identified as *Sceptics*, representing a significant increase in this category compared to the previous year.

- The attitude of older residents has remained unchanged over time, whereas younger age groups have shown an increasing trend of identifying as *Sceptics* and displaying reduced support as *Champions* or *Admirers*. In particular, among the 18-40 age group, 31% identify as *Sceptics*, and in the 41-55 age group, this number rises to 43%, signifying the lowest level of support for the District Council.

- There is a slight shift from being *Sceptics* to *Champions* for those who identify as Māori. However, for other ethnicities, there has been a significant increase of 12% in the number of *Sceptics*.

Urban residents are more likely to be identified as *Champions* compared to residents in other areas.

NOTES:

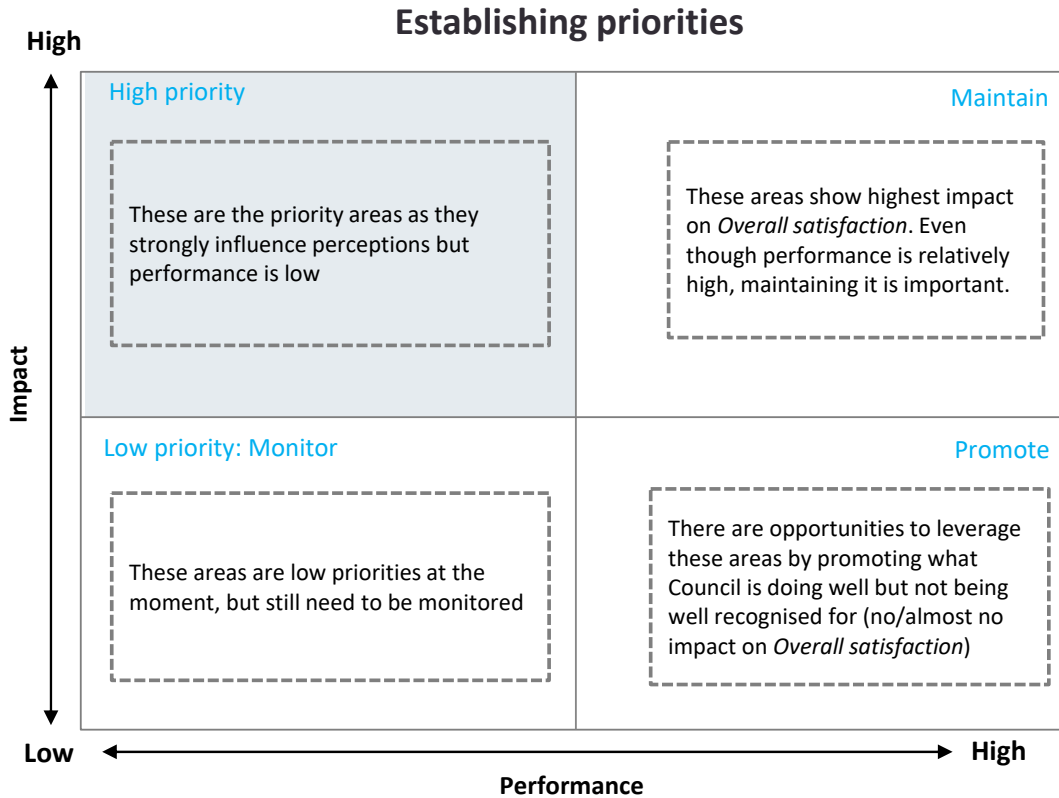
- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- REP1. When you think about Council's role in creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, how would you rate the Council for its leadership? n=362
- REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=364
- REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=325
- REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide the Stratford District? n=377



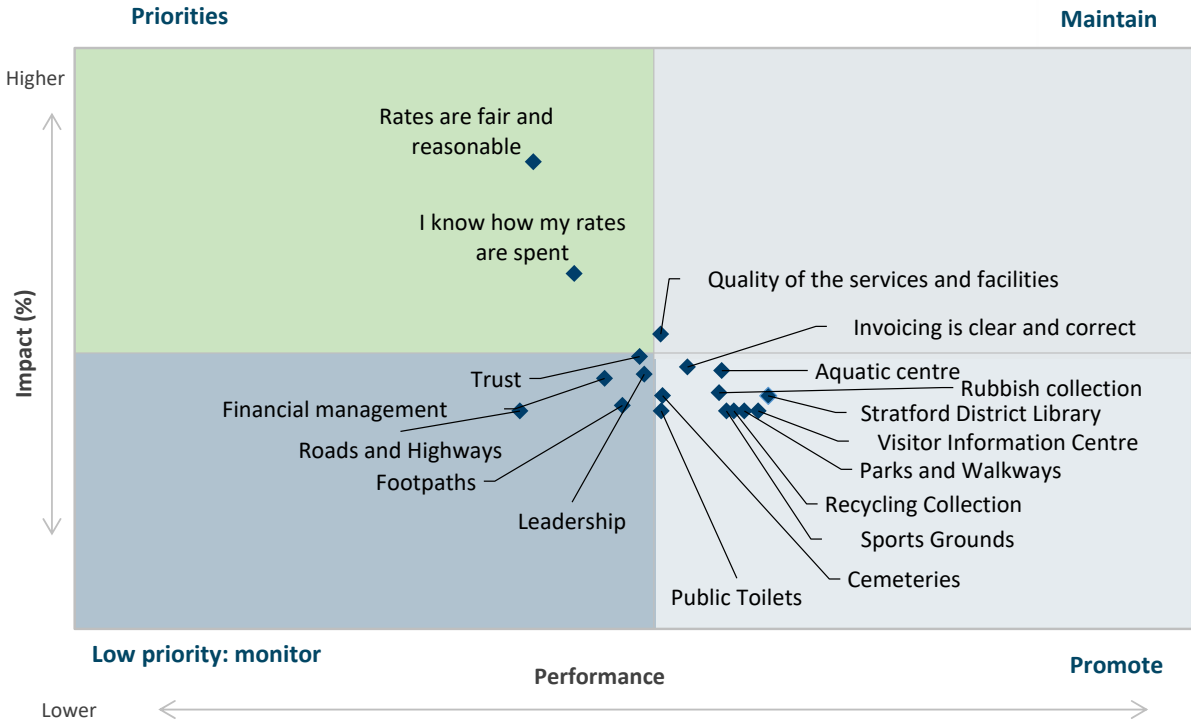
Drivers of satisfaction
Priorities and opportunities



Establishing priorities - Matrix



Opportunities and priorities. Overall measures



Two key areas have been identified as top priorities to enhance residents' perception of the Council:

Rates are fair and reasonable and ***I know how my rates are spent***.

Enhancing these attributes is crucial, as they strongly influence the *Overall reputation* of the Council, which has the strongest influence on residents' perception of its performance. Improving these areas will lead to higher satisfaction scores for the Council's *Overall performance*.

By focusing on these priorities, the Council can work towards improving residents' overall perception and satisfaction.



Areas within the Council's performance that are not receiving sufficient recognition are mostly ***Services and facilities*** as well as ***Invoicing is clear and correct***.

Promoting these aspects of the Council's performance would naturally redirect residents' attention towards a more positive perception.

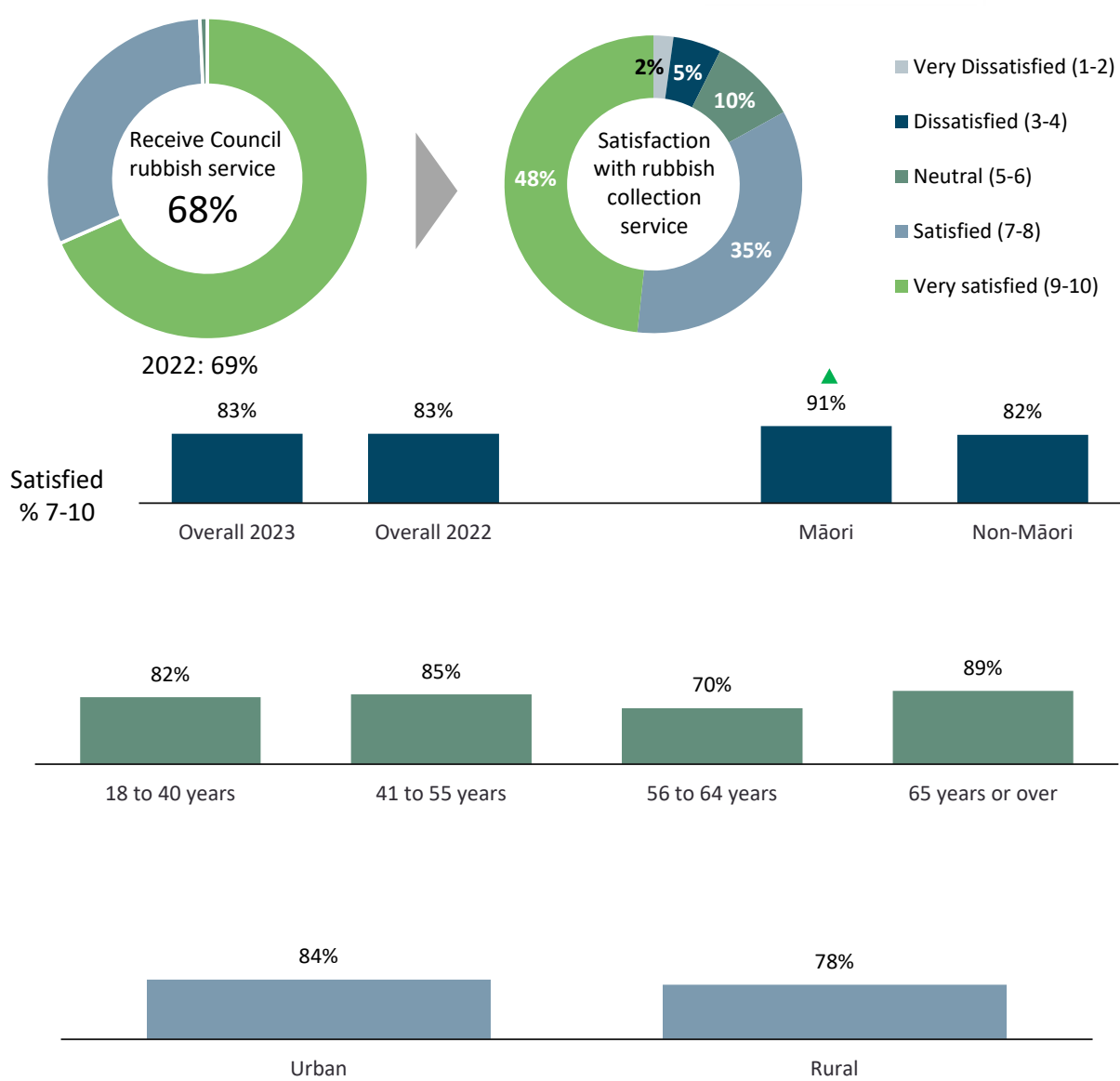


Things Stratford District Council should monitor include ***Trust, Leadership, Financial Management, and Roading and footpaths***.



Waste management

Services and Facilities; Rubbish service - Satisfaction



- Nearly seven in ten households (68%) receive the *Council rubbish service*.
- The overall satisfaction with the *Council rubbish service* has remained consistent at 83% year on year.
- Māori are more likely to be satisfied with this service than other ethnicities.

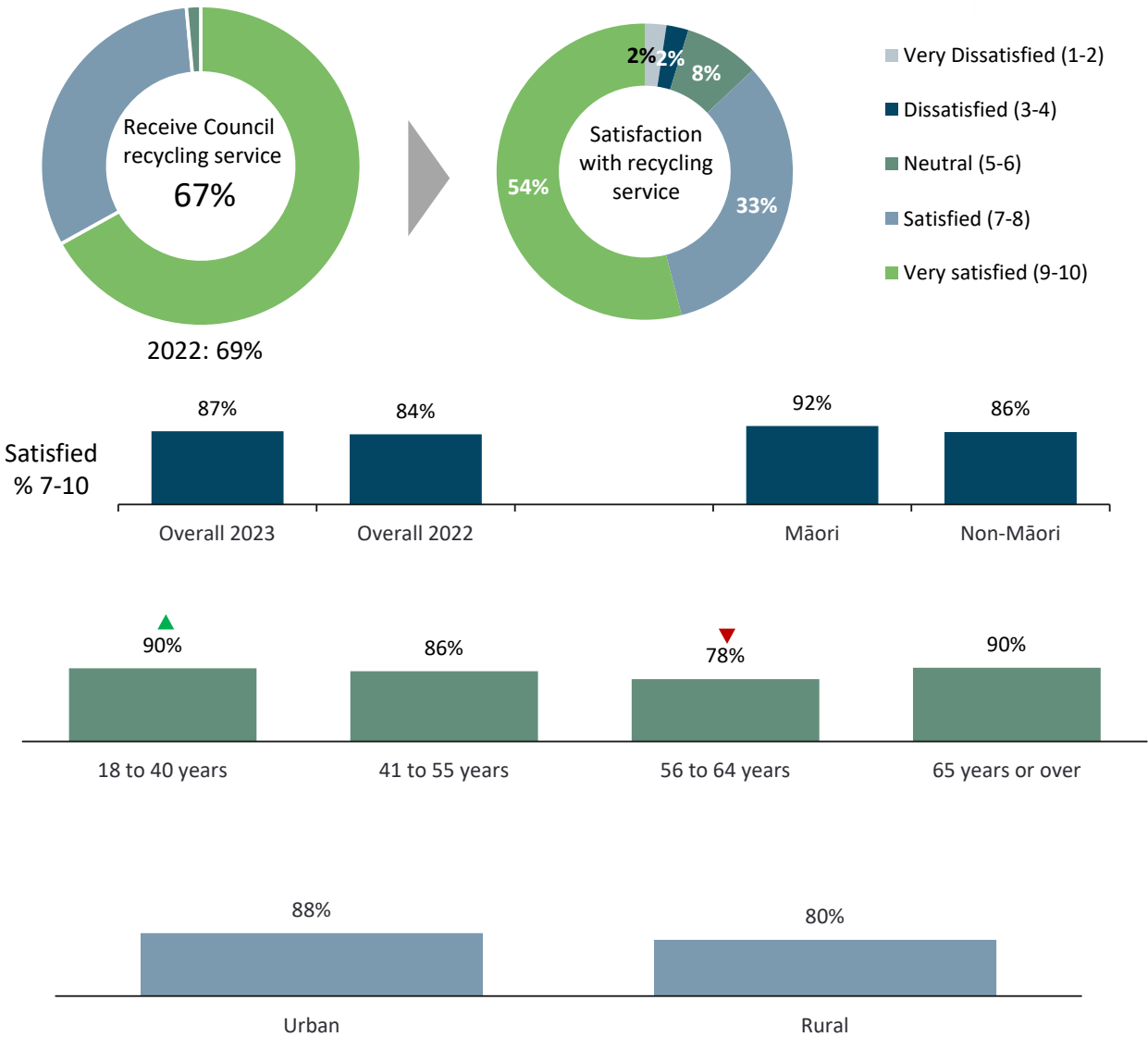
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RC1. Is your property receiving the Council rubbish service? Yes: n=406
3. RC2. Overall, how satisfied are you with Council's rubbish collection service? n=305

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Services and Facilities; Recycling service - Satisfaction



- A slightly lower percentage of households are receiving the *Council recycling service* compared to the last reporting period (67% v 69%).
- The residents' perception of the *Council recycling service* has slightly increased by 3% points since 2022.

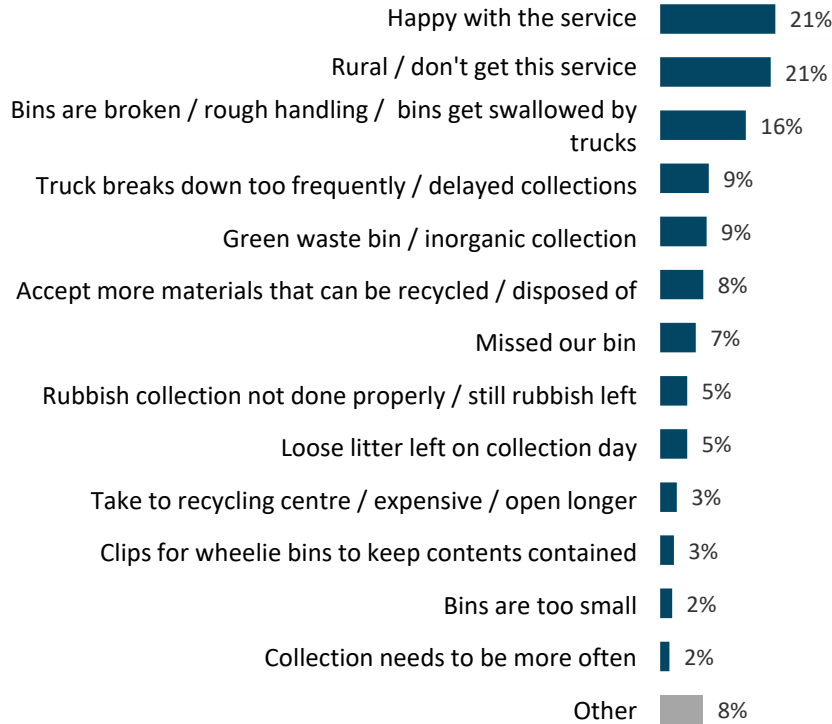

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RC3. Is your property receiving the Council recycling service? Yes: n=299
3. RC4. Overall, how satisfied are you with Council's recycling collection service? n=296

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Services and Facilities; Rubbish and Recycling service - Comments

- *The drivers could be putting bins down more carefully.*
- *Would be nice if it was offered to the rural suburbs.*
- *Rural properties pay a lot of tax for amenities we don't even get the benefit out of rubbish, water, sewerage and good condition roads for a few.*
- *Glass recycling many times have left small pieces of glass in my grass area where my blue bin was left, waiting for collection. If they drop it, they should clean it up.*
- *Recycling is often missed.*
- *Drivers need to slow down and have more vehicle sympathy rather than driving fast and slamming their brakes.*
- *The truck keeps breaking down and pick-ups are often delayed.*



- *Overall, pretty happy with it.*
- *Very good, wonderful people.*
- *Good recycling depot.*
- *The lady in charge is excellent.*
- *No, they do a good job.*
- *Very happy.*
- *I use the app and I am very satisfied with it.*
- *There is a good frequency of collection, and the bins are the correct size for my family's needs.*
- *Personally, I think this service is amazing and if there is a problem one simple phone call to the council and it's sorted. Well done.*

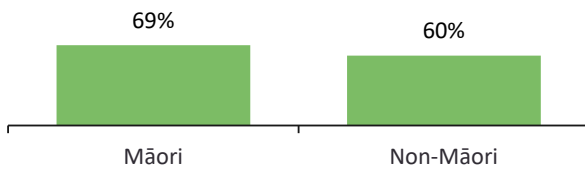
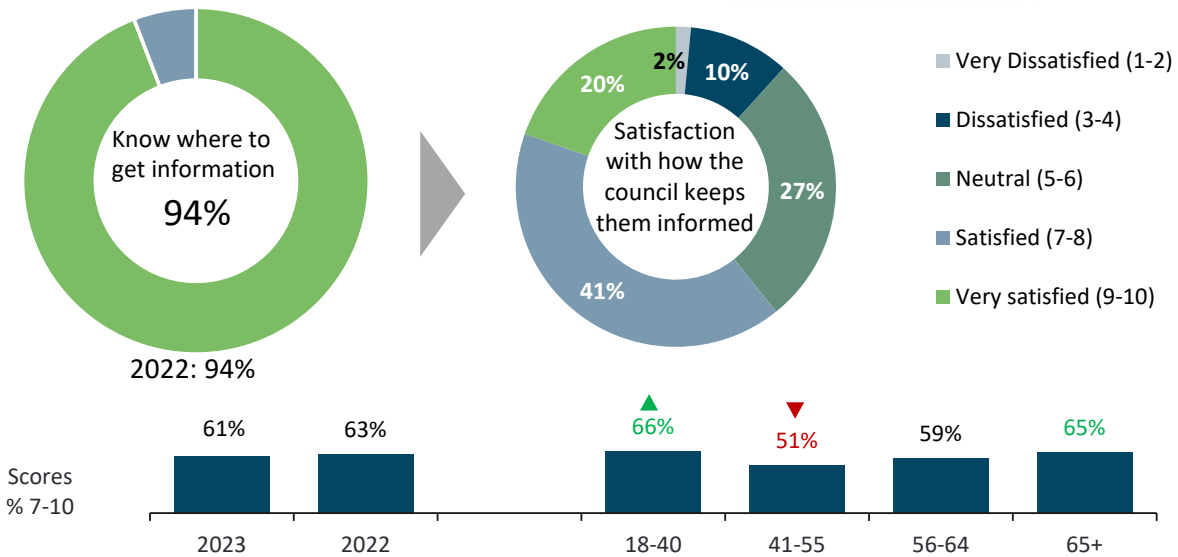
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. RC5. Are there comments you would like to make about the Council's rubbish and recycling collection service? n=156

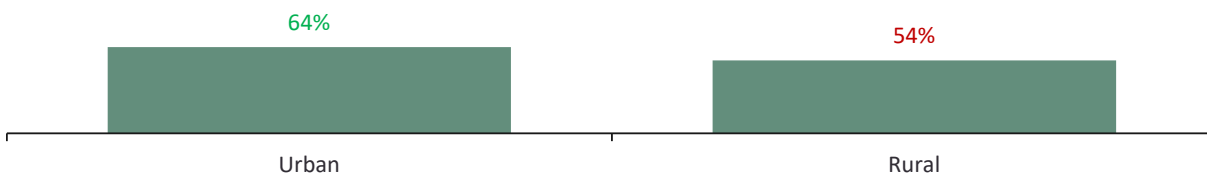


Communication and engagement

Public information



- Almost all residents (94%) *Know where to get Stratford District Council information if they want it.*
- Six in ten residents (61%) are satisfied with *How the council keeps them informed*, a relatively consistent satisfaction level.



- The 44–55-year age bracket was significantly less satisfied (51%) than all other age brackets.
- Residents in rural areas were significantly less satisfied with *How the council keeps them informed* than residents in urban areas.
- Results were similar across ethnicities.

NOTES:

1. Sample: 2023 n=421; 2022 n=413 excludes 'Don't know' responses.
2. COM1. Do you know where to get Stratford District Council information if you want it? Yes: n=392
3. COM5. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with how Council keeps you informed? n=398

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



Public information continued

Main way of staying informed

	2023	2022
Stratford Press	61% ▼	69%
Council's Facebook	33% ▲	27%
Central Link	30%	32%
Council's website	29%	32%
From other people	25%	26%
Antenno app	20%	-
Taranaki Daily News	19%	16%
Personal contact	16%	17%
South Taranaki Star	13%	16%
Radio	11%	14%
Email	5%	4%
Not aware of any	5%	3%
Meetings	2%	4%
Other	2%	2%

- A significantly lower percentage of residents (61%) are currently keeping informed on council information through the *Stratford Press* in comparison to the previous year.
- On the other hand, *Council's Facebook* appears to be a more popular source of information compared to 2022, with a third (33%) of respondents using it to stay informed about the council.

- The *Stratford Press* is still the most preferred means to keep up to date with Stratford District Council.
- Two in ten residents (23%) would prefer *Council's Facebook* as a way to be kept up to date with the council.

Preferred way to keep up to date

	2023	2022
Stratford Press	28% ▼	34%
Council's Facebook	23%	19%
Council's website	13%	11%
Antenno app	10%	-
Central Link	9% ▼	15%
Email	7%	10%
Personal contact	2%	4%
Taranaki Daily News	2%	2%
Radio	2%	2%
South Taranaki Star	1%	1%
Other	2%	2%

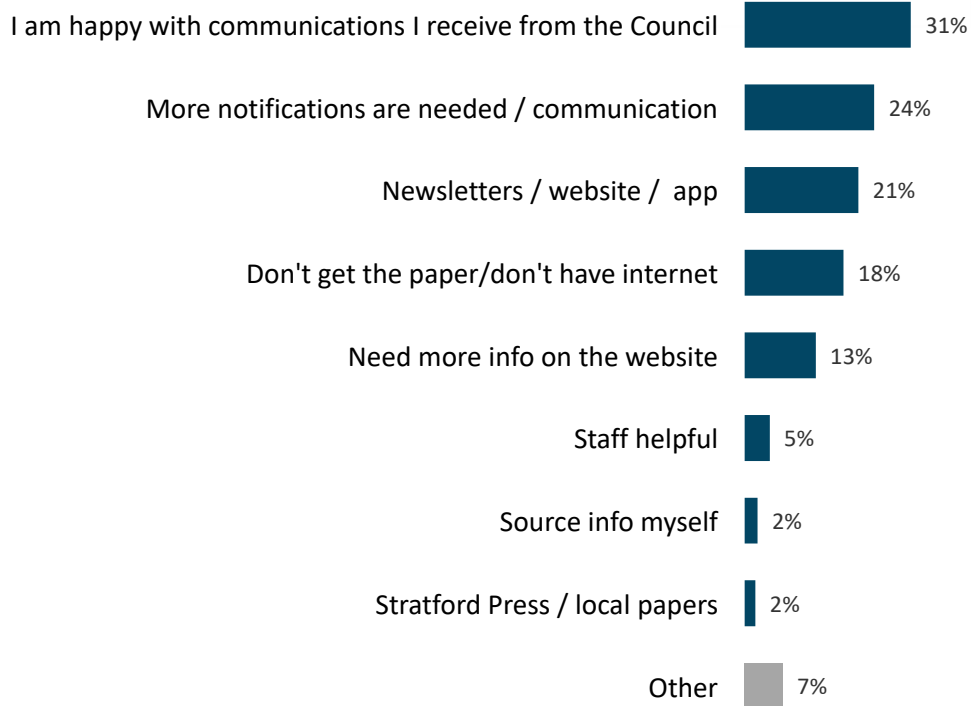

NOTES:

1. Sample: 2023 n=421; 2022 n=413 excludes 'Don't know' responses.
2. COM2. Where do you mainly see, read, or hear information about the Council? Please select all that apply. n=419
3. COM3. What would be your preferred way to keep up to date with what Stratford District Council is doing? (Please select one.) n=414

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower



Comments on information

- *An up-to-date events list on the website would be nice like a working calendar or something.*
- *Sometimes the website is hard to navigate and is missing information on key events that are happening in the community.*
- *Delivery of the Stratford Press is very poor as we have not had one delivered since late last year.*
- *Antenno app is seriously lacking in functionality when it proved completely useless with a recent water outage.*
- *I live on Portia Street, and I haven't received the Stratford Press for months.*
- *It is hard to understand quarterly bills. I pay weekly and don't know what's been paid or is still due to be up to date.*



- *We are very happy with the current council. Thank you for all you do.*
- *Great Antenno app.*
- *The Antenno app is fantastic.*
- *I like the Antenno app. Information is up-to-date and relevant.*
- *Great communication by staff that I have dealt with, they are helpful. If they don't know they make the effort to find out and let me know.*
- *Very responsive when there are service breakdowns or delays.*

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. COM4. Are there comments you would like to make about the communications provided by Stratford District Council? n=44



Regulatory services



Contact with the council

Reason for contact	2023	2022
Animal control	9%	7%
Building Consents	7%	7%
District planning and Resource Consents	6%	4%
Land Information Memorandum (LIMS)	2%	2%
Noise	3%	3%
Alcohol licensing	2%	3%
Food control	1%	-
Parking	1%	2%
Other	6%	6%
None of these	71%	75%

- **Animal control** was contacted by 38 respondents during business hours and 16 after hours. During business hours 17 (43%) of the respondents who contacted the council scored the service between *Good* and *Excellent* (7-10) while 10 who contacted after hours scored the service of the council between *Good* and *Excellent* (7-10).
- **Land Information Memorandum (LIMS)** was a reason for contact for 7 respondents. All of them scored the service of the council between *Good* and *Excellent* (7-10).
- **District Planning and Resource Consent** was a reason for contact for 21 respondents, 5 (22%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Building Consent** was a reason for contact for 29 respondents. 12 (41%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Food control** was the reason for contact for 3 respondents they scored the service of the council *Good* (7-8).
- **Alcohol Licensing** was a reason for contact for 8 respondents. All of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Parking** was a reason for contact for 3 respondents with only one of them giving the service a rating between *Good* and *Excellent* (7-10).
- **Noise** was a reason for after-hours contact for 14 respondents. 10 of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Other requests** were the reason for contact for 31 respondents 25 during business hours and 6 after hours. During business hours 20 (81%) of the respondents who contacted during business hours scored the service of the council between *Good* and *Excellent* (7-10) while 4 who contacted after hours scored the service of the council between *Good* and *Excellent* (7-10).

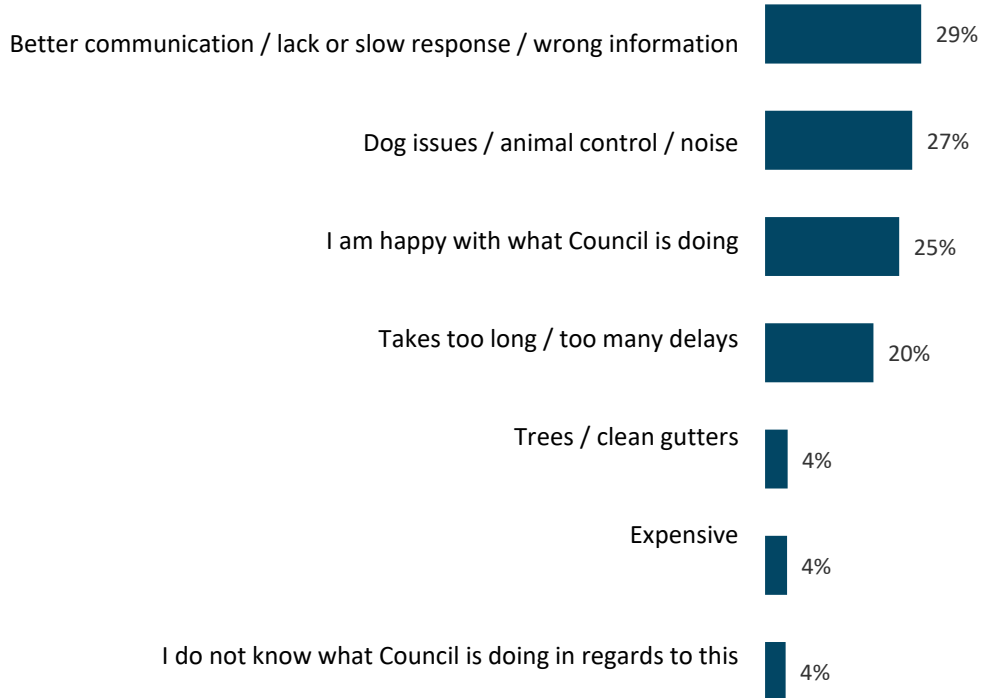

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. ES1. In the last twelve months, have you had any direct involvement or contact with Council in relation to any of the following? Please select all that apply. n=421
3. ES2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', please rate the service from Council, in the following areas, made during Business hours service (from 8am until 4.30pm) in the last twelve months. n=38
4. ES3. Using the same rating scale, please rate the service, in the following areas, made during After hours service (from 4.30pm until 8am) in the last 12 months.
5. Animal control n=38; LIMS n=7; District planning / resource consents n=21; Building consents n=29, Food control n=3, Alcohol licensing n=8, Parking n=3, Noise n=14.


▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Comments on improvements of regulatory services

- Elected members from the Mayor down need to get involved with paying attention to the state of our gutters that are forever clogged by council trees. Also have more empathy / understanding of issues that these trees have on homeowners.
- The progress on our building consent was glacially slow and totally unacceptable.
- They shouldn't give out details when noise control complaints are made.
- My query took too long.
- There was very poor communication and the staff member lacked knowledge and never got back as promised.



- Doing well. Can be better signage for our environmental attractions.
- The staff are always helpful at the front desk.
- After a particularly nasty dog incident, Rachael Otter was able to bring some resolution.

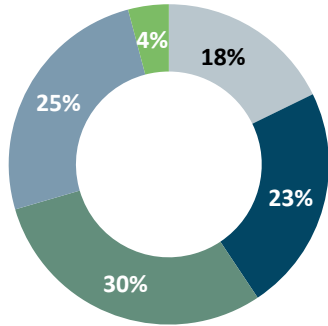
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. ES4. Are there comments you would like to make about Council's environmental services? n=52



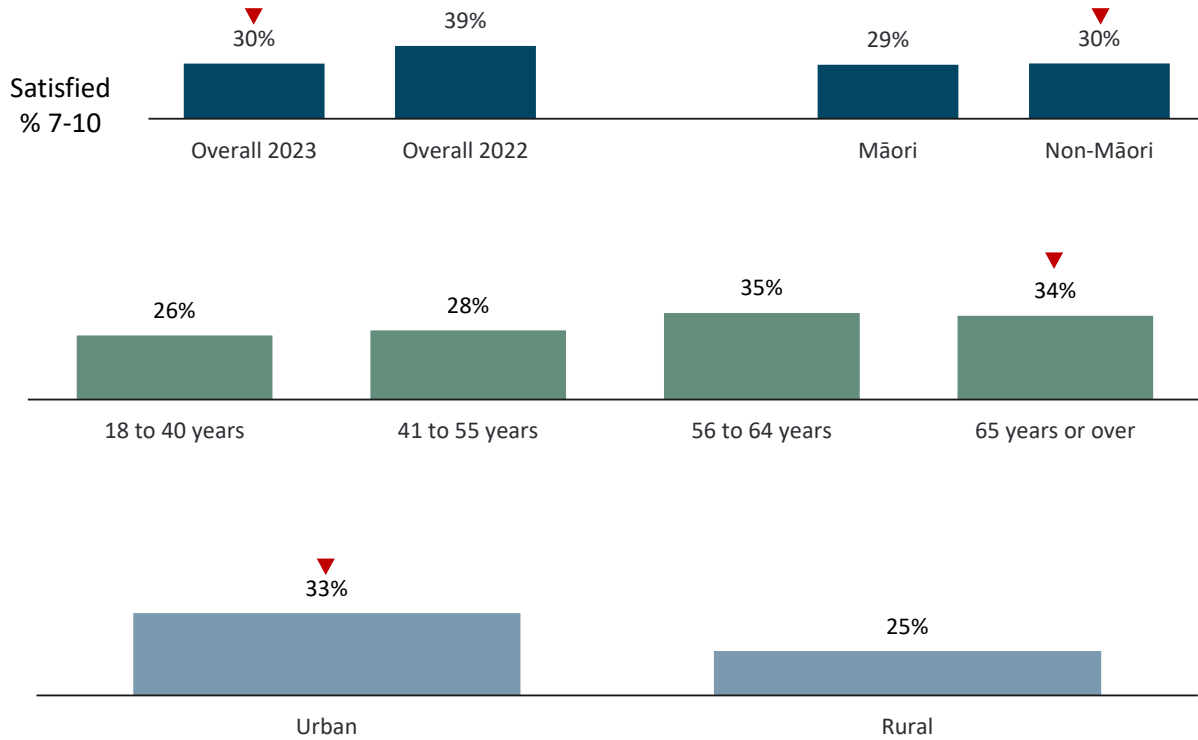
Roads and footpaths

Satisfaction with the residential and rural roads



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

• There is a significant decrease in satisfaction with *Residential and rural roads* from 39% in 2022 to 30% this year.



- Satisfaction with the *residential and rural roads* remains reasonably consistent across most demographics.
- However, the satisfaction of Non-Māori residents, residents aged 65+ and residents in urban have significantly decreased since 2022.

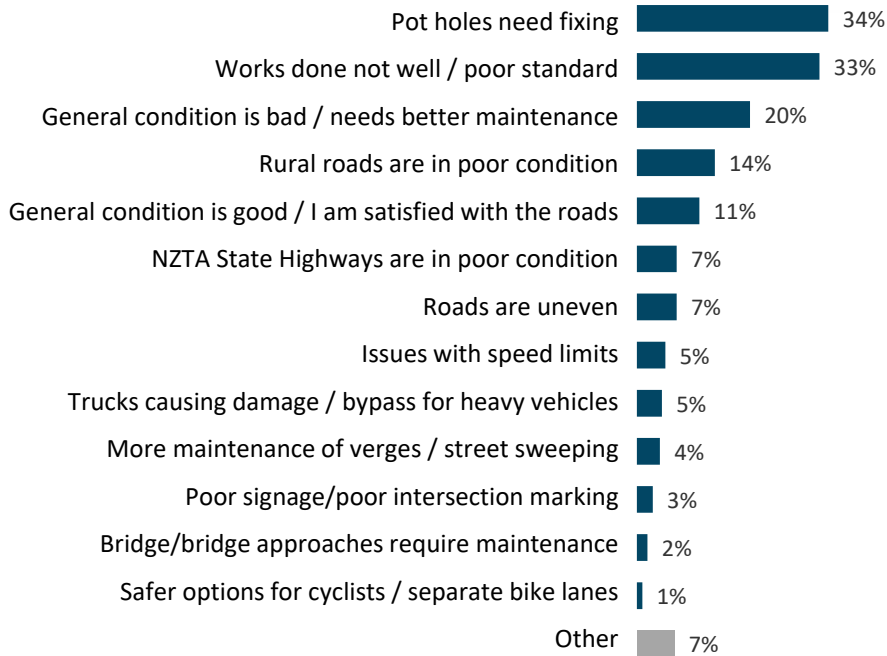

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RF1. Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, overall, how satisfied are you with the residential and rural roads in the Stratford District (NOT including the state highways)? n=415


Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower



Residential and Rural roads - Comments

- *Disappointed after purchasing a new car that it has just been pelted with stones. Chipping the paint and 3x chipped windscreens between 2 vehicles.*
- *Roads are covered in potholes.*
- *More inspections of more rural roading.*
- *The potholes are actually ridiculous. On rural roads there are massive holes that are so dangerous, especially one-lane roads with no exit that seem to be overlooked every time.*
- *Very poor road works have been done by the Downer Contractors, it is a waste of taxpayers money.*
- *Roads should be made to handle conditions of the environment.*
- *The roads are very bumpy.*
- *Repairs appear to be quick fixes, repairs don't appear to last very long.*

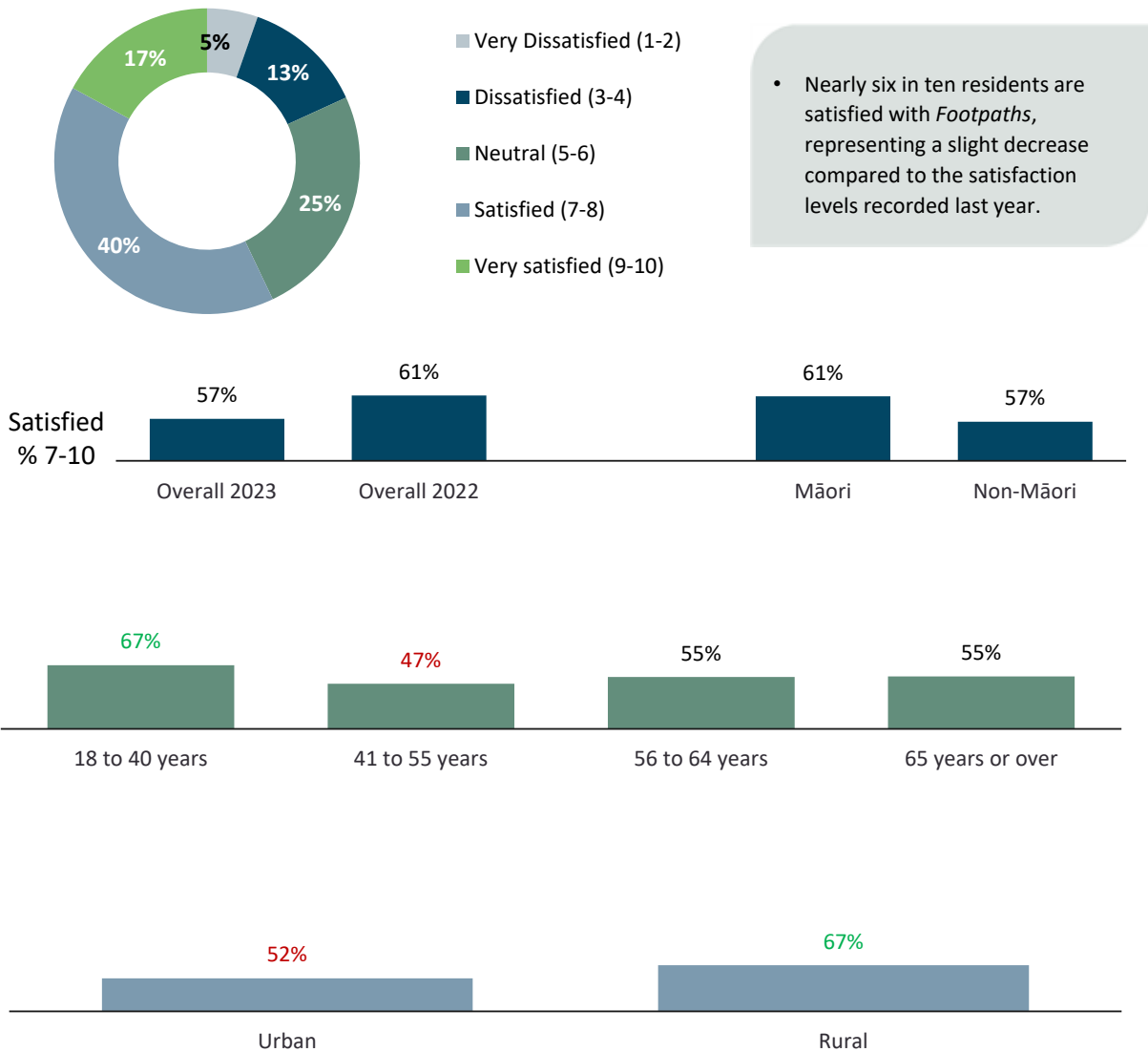


- *Generally, in good condition but some repairs are poor.*
- *In general, they are really well maintained. I am a cyclist as well as motorist and enjoy training on the local roads.*
- *The streets are very good, all major complaints are about the highways.*
- *The state of the roads in the residential areas are reasonable.*
- *They are fairly good a few things need to be fixed.*
- *They are all quite well to drive on.*
- *I am happy they are getting fixed because the potholes were just horrible.*
- *I am very happy with the upgrade work done on Swansea Road, it has made a real difference.*
- *Some roads are amazingly easy to drive.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. RF1a. Are there comments you would like to make about the roading network in the District? n=188

Stratford District Council footpaths - Satisfaction



• Nearly six in ten residents are satisfied with *Footpaths*, representing a slight decrease compared to the satisfaction levels recorded last year.

- Residents who identify as Māori are more satisfied with the *Footpaths* (61%) than other ethnicities.
- Younger residents aged between 18 and 44 years old are significantly more likely to be satisfied with the *District's footpaths* than residents aged between 41 to 55.
- Urban residents are least likely to be satisfied with the *District's footpaths*.

NOTES:

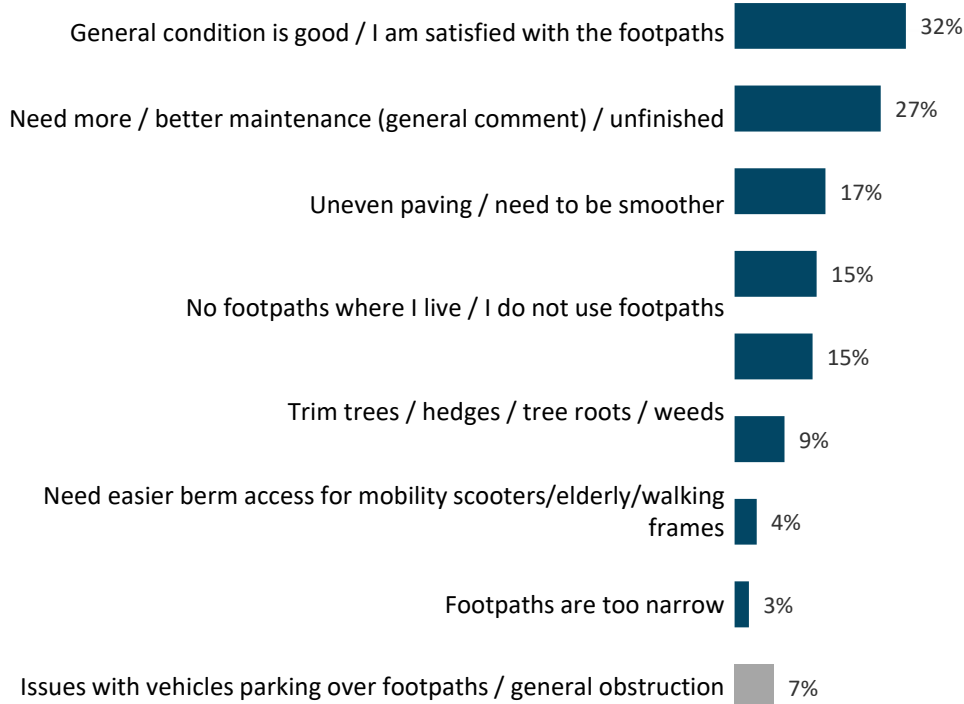
1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RF2. Using the same 1-10 scale, overall, how satisfied are you with the Stratford District Council footpaths? n=391

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



Stratford District Council footpaths - Comments



- 
- *We don't have footpaths on Kent Terrace.*
 - *Roads should be made to handle conditions of the environment.*
 - *The roads fall apart very quickly.*
 - *Maintenance contractors are very slow to repair damage to roads. It can take years.*
 - *Use decent roading materials that last. For example, concrete in the potholes first.*
 - *Potholes are everywhere.*
 - *They need continuous maintenance.*
 - *Rural areas don't get footpaths, the ones in town seem okay.*

- 
- *Great to see footpaths getting replaced every year.*
 - *Good paths in most areas.*
 - *In general, most are in good condition.*
 - *Please keep up the new good footpath work.*
 - *They are looking good. The new ones are more than suitable.*
 - *They are not bad. I see a lot being upgraded around town.*
 - *I've seen many upgrades on the mountainside of Broadway's footpaths. For the most part, they are in good condition. It would be nice to keep that up.*
 - *Our footpath is very new and a delight to walk on.*

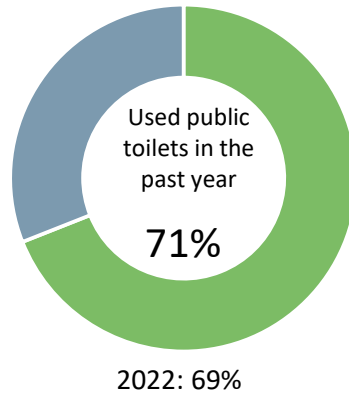
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. RF2a. Are there comments you would like to make about the District's footpaths? n=143



Public facilities and services

Public toilets – Overall satisfaction, visitation and comments



- Usage of *Public toilets* has slightly increased by 2% points within the last 12 months.

'Users' In last 12 months	2023	2022
Town Centre toilets on Broadway (behind the glockenspiel)	46%	42%
Centennial Restroom toilets	34% ▲	28%
TET Stadium public toilets	26%	23%
Percy Thomson Complex public toilets	18%	16%
Stratford Bike Park toilets	17%	15%
Exeloo toilets in Victoria Park	12% ▼	17%
Whangamomona public toilets	6%	7%
Kopuatama Cemetery public toilets	6%	6%
Morgan's Grave public toilets	3%	3%
None of these	29%	31%

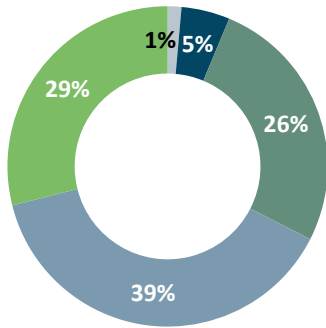
- Usage is especially high for the toilet on *Broadway* (46%) followed by *Centennial Restroom* (34%) and *TET Stadium public toilets* (26%)
- Morgan's Grave public toilets* (3%) are the least used *Public toilets* in the past 12 months.
- There is a significant decline recorded in the usage of *Exeloo toilet in Victoria Park*.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- PT1. Which of the following public toilets have you used in the past year? Please select all that apply. n=421

▲	Year-on-year Significantly higher	▲	Between demographics Significantly higher
▼	Significantly lower	▼	Significantly lower

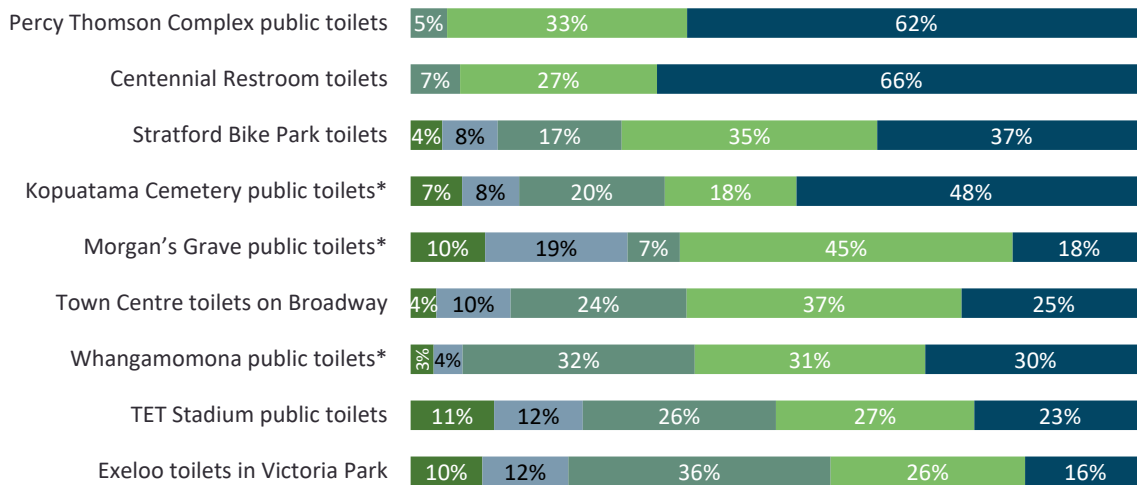
Public Toilets - Satisfaction



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very Satisfied (9-10)

• 67% of residents were either satisfied (39%) or very satisfied (29%) with the *Public toilets* in Stratford District.

Satisfaction (% 7-10)	2023	2022
Public toilet	67%	68%



- *Percy Thomson Complex public toilets* have the highest proportion of respondents reporting to be highly satisfied (95%).
- *Centennial Restroom toilets* and *Stratford Bike Park toilets* both have very high overall satisfaction levels (93% and 71% respectively).
- *Exeloo toilets in Victoria Park* has the lowest satisfaction score of 43%.

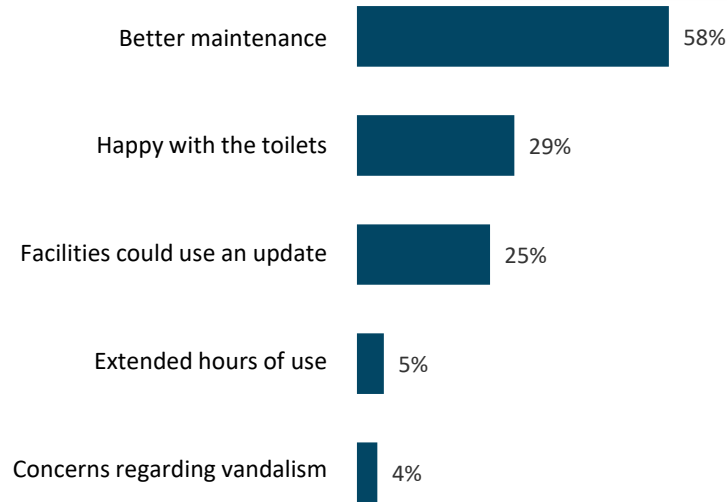
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. PT2. Using the same 1-10 rating scale, how satisfied are you with the overall level of service provided in the District's public toilets? (Please rate your satisfaction for every public toilet you have used in the past year.)
3. PT3. Overall, how satisfied are you with the District's public toilets? n=279
4. * Caution: Small sample size (n<30). Results are indicative only.

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower



Public Toilets - Comments



- Nearly six in ten residents (58%) suggest *Better maintenance* for the public toilets, while a quarter (25%) stated the *Facilities could use an update*.



- They are disgusting so I don't use them.*
- The Clock Tower toilets are always disgusting which means I would rather walk a bit further to use The Centennial restrooms.*
- Sometimes the public toilets were not open. Please make it accessible all the time, especially benefitting passers-by as well as informing where the public toilets are located.*
- Toilet paper is somewhat thin, not a good look for visitors.*
- The TET Stadium toilets are not always clean and rarely have toilet paper or soap. I was also unsure whom to ask about getting this fixed.*

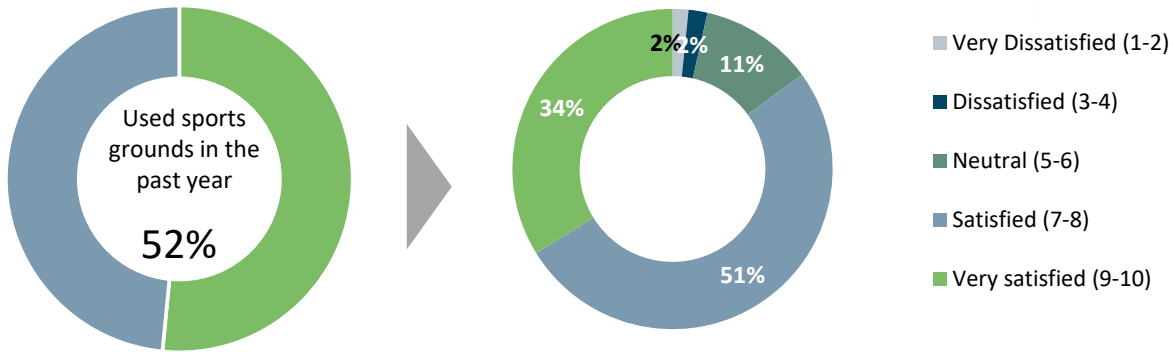


- They are nice and clean.*
- Nice to know they are there.*
- Always clean and tidy when used.*
- All good, happy they are there.*
- Love the way you have renovated the Centennial rest rooms.*
- The new ones are well cleaned.*
- Good locality for children.*
- They are always well-maintained, stocked with paper, and clean.*
- They are always kept quite clean.*
- The Centennial Park refurbishment looks great, possibly the nicest public toilets in the country.*

NOTES:

- Sample: 2023 n=421; Excludes don't know responses.
- PT4. Are there comments you would like to make about the District's public toilets? n=84

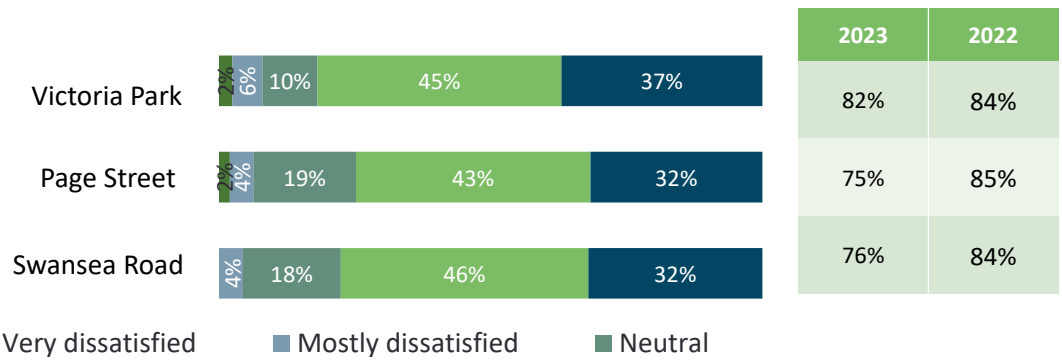
Sports grounds – Visitation and Satisfaction



Satisfaction (% 7-10)	2023	2022
Sports ground	85%	83%

'Users' In last 12 months	2023	2022
Victoria Park	45%	47%
Page Street	28%	28%
Swansea Road	11%	13%
None of these	48%	46%

- Slightly more than half of residents (52%) have reported to have visited a *Sports ground* in Stratford District over the last year.
- *Victoria Park* has had more use or visitors in the last 12 months (45% of respondents) than either *Page Street* (28%) or *Swansea Road* (11%).



- Overall satisfaction with *Sports grounds* in Stratford are high (85%) with almost half (51%) of respondents being *Satisfied* and almost two in five (34%) *Very Satisfied*.
- Despite the slight decrease, satisfaction levels are high across all *Sports grounds*.

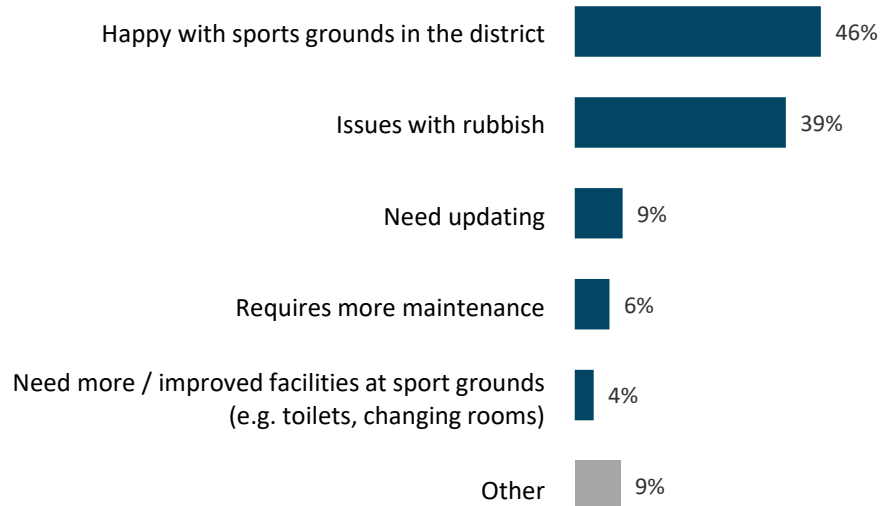

NOTES:

1. Sample: 2023 n=412; 2022 n=413; Excludes don't know responses.
2. SP1. Which of the following sports grounds have you used or visited in the past year? Please select all that apply. n=421
3. SP3. Overall, how satisfied are you with the District's sports grounds? n=207
4. SP2. How satisfied are you with the overall level of service provided in the District's sports grounds?

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower



Sports grounds - Comments

- *So much rubbish. The pond behind the new skate park is disgusting. My two sons filled up an entire bread bag with rubbish that they found there.*
- *I know it costs more but it would be nice if Swansea was mowed more regularly.*
- *Need toilets or changing rooms over at the Page Street grounds.*
- *Victoria Park and Page Street drainage systems need work. The grounds get very wet and muddy in winter.*
- *The council should be ashamed of the state of Victoria Park, cricket and rugby have been left to fend for themselves.*
- *The drainage issue at Victoria Park has been a hindrance to the winter sports season getting underway.*
- *Court number five and six get waterlogged easily in the rain.*



- *Beautifully kept grounds.*
- *I use them for exercise and dog walking and find they are well maintained and a great asset.*
- *Awesome spaces to get out and about.*
- *Look good from the road.*
- *They are well-maintained and pleasant places to visit.*
- *Sports grounds in Stratford are fit for purpose.*
- *Stratford has a good range of sports grounds, it's good to see.*

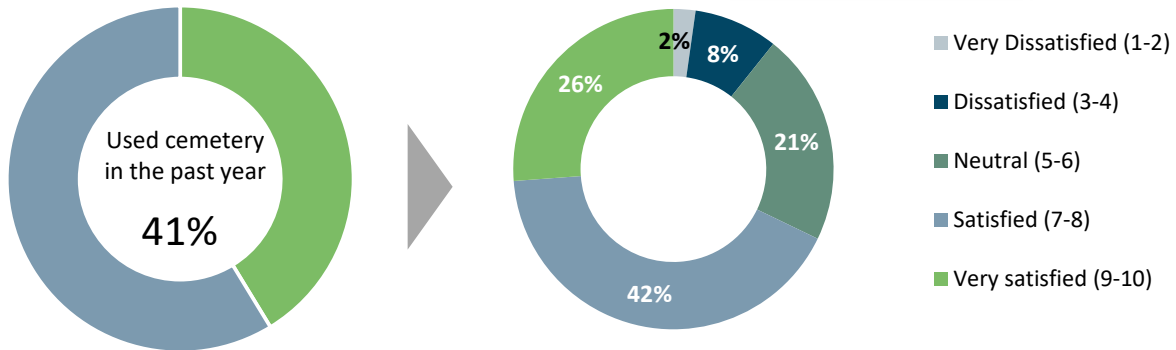
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. SP4. Are there comments you would like to make about the District's sports grounds? n=60

Between demographics

Significantly higher
Significantly lower

Cemeteries – Visitation, Satisfaction and Comments



Satisfaction (% 7-10)	2023	2022
Cemeteries	68%	70%

Visitation in the last 12 months	2023	2022
Kopuatama	40%	45%
Midhirst	3%	3%
None of these	59% ▲	51%

- Four in ten respondents (41%) have reported to have visited a *Cemetery* in Stratford District over the last year.
- *Kopuatama Cemetery* has had significantly more use or visitors in the last 12 months (40% of respondents) than *Midhirst Cemetery* (3%).

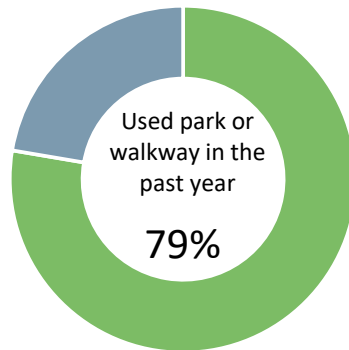
Top Priorities	2023	2022
Need better maintenance (e.g. mowing, fill the hollows, etc).	73%	75%
Happy with the state of cemeteries in the district.	40%	21%
More facilities for public at cemeteries	6%	-
Other	2%	15%

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. CEM1. Which of the following cemeteries have you visited in the past year? Please select all that apply..
3. CEM2. How satisfied are you with the overall level of service provided in the District's cemeteries? n=168.
4. CEM3. Are there comments you would like to make about the District's cemeteries? n=57

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower

Parks and walkways – Visitation



- Usage and visitation is especially high when it comes to *Parks and walkways* in Stratford District, with almost four in five (79%) respondents reporting to have used at least one in the last year.

'Users' In last 12 months	2023	2022
King Edward Park	56%	54%
Three Bridges Trail	51%	53%
Victoria Park	46%	41%
Playgrounds in Victoria or King Edward Park	39%	36%
Carrington walkway	37%	35%
Western Loop walkway	36%	33%
Eastern Loop walkway	31%	31%
Windsor Park	17%	16%
Adrian Street Reserve	3%	4%
None of these	22%	21%

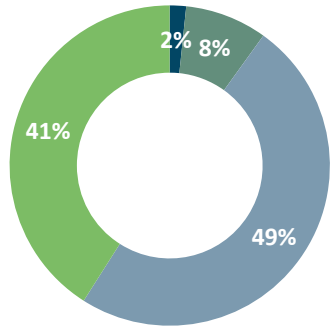
- More than half of respondents reported to have used *King Edward Park* (56%) or *Three Bridges Trail* (51%) in the last year.
- Windsor Park* and *Adrian Street Reserve* saw very low usage among respondents (17% and 3%) respectively.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- PW1. Which of the following parks and walkways have you used in the past year? Please select all that apply.

Year-on-year Between demographics
 ▲ Significantly higher ▲ Significantly higher
 ▼ Significantly lower ▼ Significantly lower

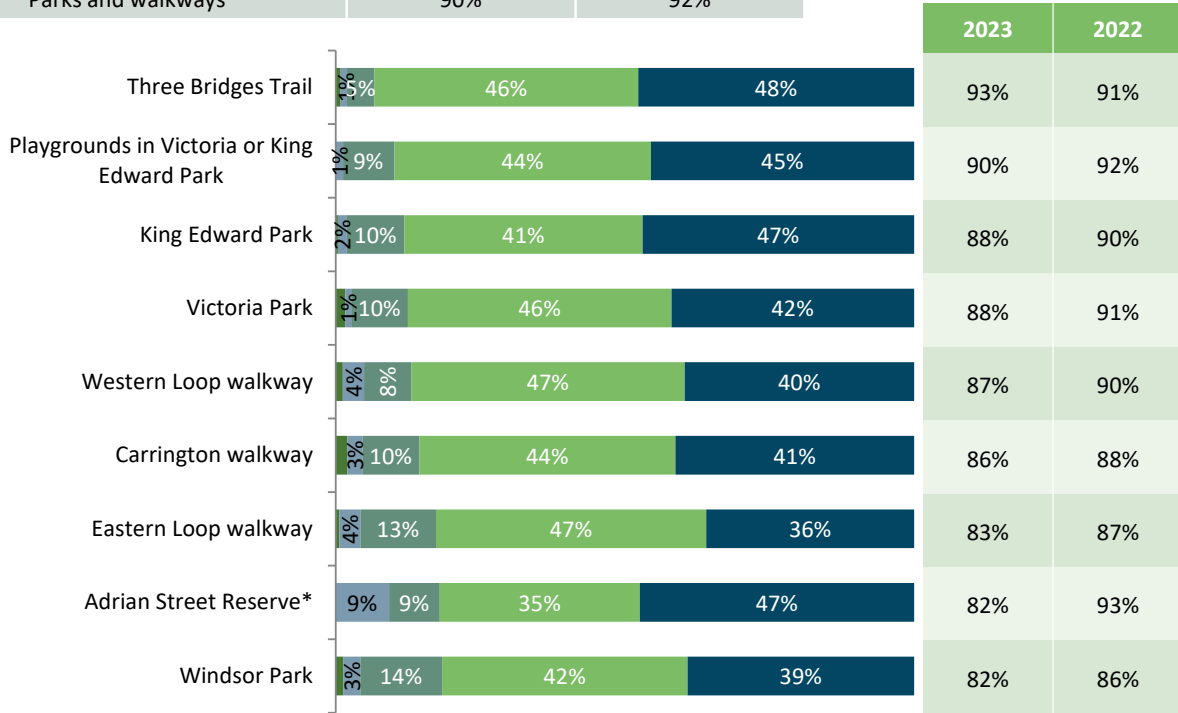
Parks and walkways - Satisfaction



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

- Overall total satisfaction with *Parks and walkways* is very high with 49% of respondents being *Satisfied* and 41% being *Very Satisfied*.
- Only 2% of respondents were *Mostly Dissatisfied* or *Very Dissatisfied* with the *Parks and walkways* overall.

Satisfaction (% 7-10)	2023	2022
Parks and walkways	90%	92%



■ Very dissatisfied ■ Mostly dissatisfied ■ Neutral ■ Mostly satisfied ■ Very satisfied

- Satisfaction with *Parks and walkways* in Stratford are high across the board with every park or walkway recording 82% or higher in combined *Mostly Satisfied* and *Very Satisfied* results.

NOTES:

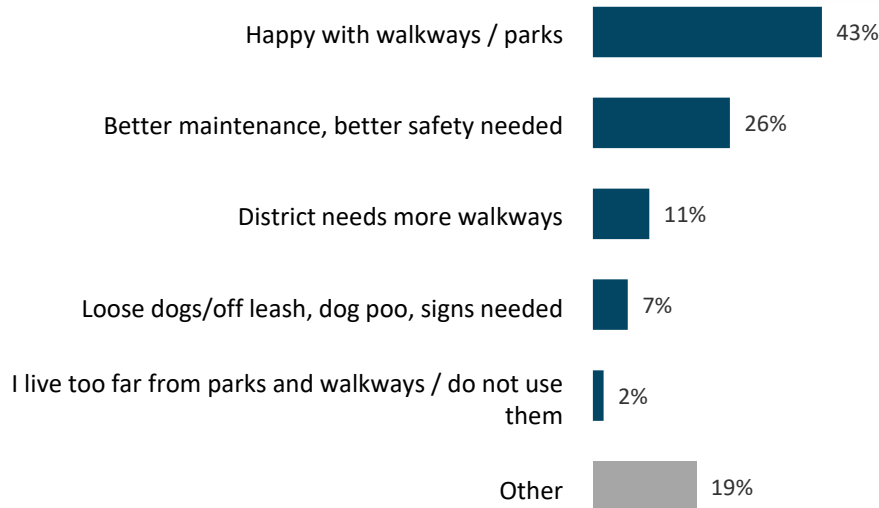
1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. PW3. Overall, how satisfied are you with the District's parks and walkways? n=324
3. PW2. How satisfied are you with the overall level of service provided in the District's parks and walkways? (Please rate your satisfaction for every park or walkway you have used in the past year.)
* Caution: Small sample size (n<30). Results are indicative only.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Parks and Walkways - Comments



- 43% of the residents leave positive comments about *Parks and walkways*, expressing their satisfaction with the facilities. On the other hand, two in ten residents (26%) feel that *Better maintenance and safety* are needed.



- *The Adrian Street playground would be better if it was mowed more often and if there was a wider range of playground equipment.*
- *The playground had some nails sticking out that should be maintained and looked over more regularly.*
- *They are not very well maintained. Poorly presented during the Garden Festival.*
- *Drainage and grass length.*
- *I pick up litter as I go through, and I seem to pick up to five pieces a time. 3 bridges is the worst.*
- *Fix stairs and some parts of walkways as can be dangerous.*
- *More rubbish bins.*
- *They need to improve the signage around all parks for people who walk their dogs.*



- *They are an amazing asset. Again, I use them for exercise and dog walking, they are great.*
- *They are beautiful, we are very lucky to have all of these parks and walkways available to us in such close proximity.*
- *Wonderful to walk around, nice and peaceful. Tracks are good.*
- *It is nice to have these walkways to use.*
- *Love the walkways. A huge gift to our community. Thank you.*
- *Good that they have seating.*
- *The parks are well looked after.*
- *It is lovely that we have so many beautiful green spaces to enjoy.*

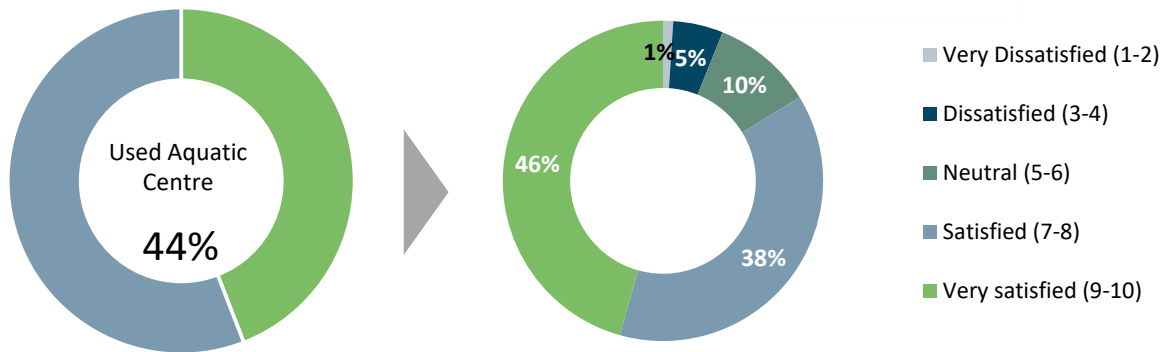
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. PW4. Are there comments you would like to make about the District's parks and walkways? n=105

Between demographics

Significantly higher
Significantly lower

Aquatic Centre



2022: 30% (TSB Pool Complex)

Satisfaction (% 7-10)	2023	2022 (TBS Pool Complex)
Aquatic Centre	84%	77%

Users In last 12 months	Users In last 12 months
I am a caregiver bringing someone else	46%
Lane swimming	31%
Swimming lessons	26%
Aqua jogging/water walking	13%
School water safety programme	12%
In water group fitness classes	5%
Other	15%

- Almost half of the respondents (46%) are *Caregivers who bring someone else to the pools*.
- Close to three in ten respondents participate in *Swimming lessons* (26%) or do *Lane swimming* (31%).

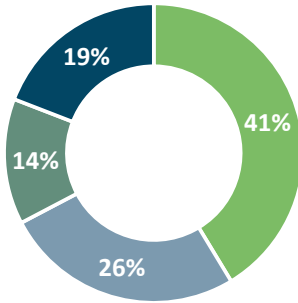
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. TSB1. Have you used the aquatic centre in the past year? n=420 users n=189
3. TSB3. How satisfied are you with the overall level of service at the aquatic centre? n=188
4. TSB2. What service(s) did you use at the aquatic centre?

Between demographics
Significantly higher
Significantly lower




Aquatic Centre – Use and satisfaction by age




- 18-40 yo
- 41-55 yo
- 56-64 yo
- 65+ yo

Satisfaction (% 7-10)	2023
18-40 years (n=80)	85%
41-55 years (n=45)	71%
56-64 years* (n=26)	84%
Over 65 years (n=37)	97%

- The residents who most frequent the *Aquatic Centre* are those aged between 18 and 40 years old (41%).
- Satisfaction with the facility especially high among users aged over 65 years with almost everyone (97%) satisfied.
- Based on the comments left by respondents, 26% suggest *Extending the facility to host an event* and *Adding a café, hydroslide, hot pool, or sauna*.



- *There is not enough diversity in the classes anymore, there is mostly aqua spin bike.*
- *Think we missed a chance to have a fun interactive pool in place where more people in the community would benefit not just lane swimmers and swim club.*
- *I would like more classes scheduled after work hours, for example starting at 6 pm.*
- *Where is the new one? Lots of publicity about it being opened but didn't see where it is located.*
- *Pool closing too early for workers who want to swim after work.*
- *To make it more enticing for kids, hopefully a hydro slide can be added.*
- *There are things that will need addressing, for example the wheelchair ramp leads into an area that have families swimming and you will find those who have physical disabilities have nowhere to hold on to.*

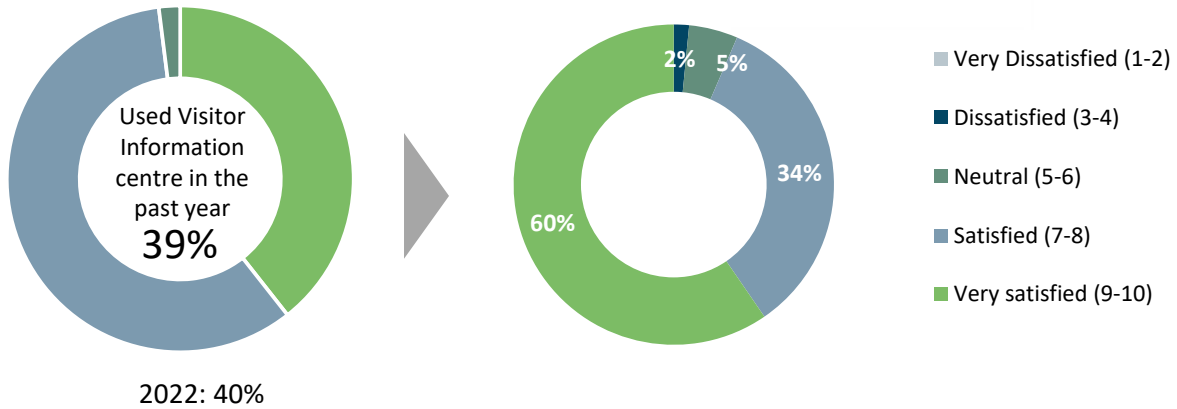


- *The new one looks impressive.*
- *The new swimming complex is a marvelous asset for Stratford.*
- *Swim 4 days a week so convenient especially my lunch break the staff are awesome love the pools lovely complex.*
- *Love Flyers, very organised and good to see kids improve and progress. Very good instructors.*
- *The lessons are great, we use them provided through the Flyers.*
- *The spacious overall feel was nice. The individual changing rooms were also great.*
- *I love the new pool, it's great for our kids to have fun, wish there was more for the little kids to play with, maybe even an outside playground would be great, with eating and seating available.*

NOTES:

1. Sample: 2022 n=413; Excludes don't know responses.
2. TSB1. Have you used the aquatic centre in the past year? n=420 users n=189
3. TSB3. How satisfied are you with the overall level of service at the aquatic centre? n=188
4. TSB4. Are there comments you would like to make about the aquatic centre? n=141
5. * Caution: Small sample size (n<30). Results are indicative only.

Visitor Information Centre – Usage, overall satisfaction, and comments



Satisfaction (% 7-10)	2023	2022
Visitor Information Centre	94%	96%

	Users In last 12 months	Satisfaction (%7-10)
Driver Licensing	45%	93%
Vehicle Licensing	41%	94%
General information	37%	99%
Maps and brochures	22%	93%
Retail/Souvenirs	12%	94%*
Travel bookings (Bus/Ferry)	4%	81%*
Event tickets	3%	82%*
Accommodation	1%	100%*
Other	4%	100%*

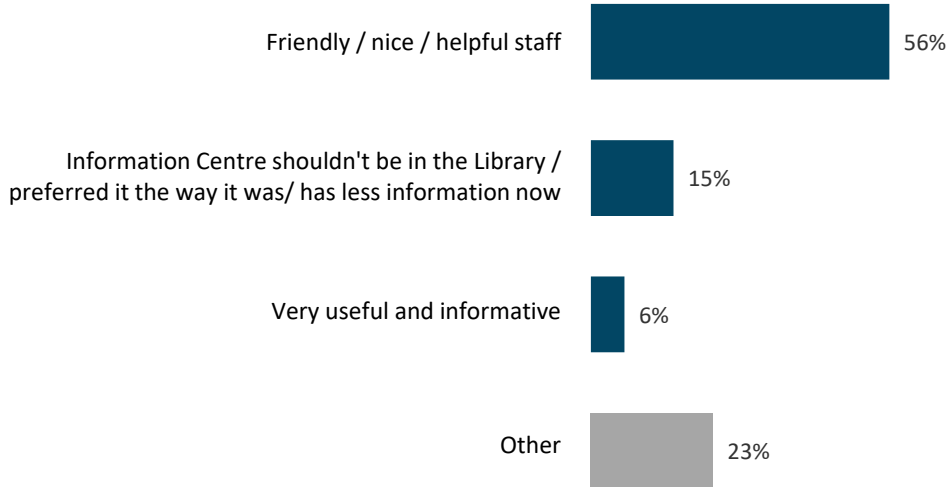
- Nearly four in ten respondents (39%) have visited the facility in the past 12 months. The most common reasons for visiting include *Driver licensing* (45%), *Vehicle licensing* (41%), *General information* (37%), and *Maps and brochures* (22%).

NOTES:


- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- VIC1. Have you used the Visitor Information Centre, within the Stratford Library, in the past year?
n=419 Used n=165
- VIC2. What service(s) did you use at the Visitor Information Centre? Please select all the apply.
n=219
- VIC3. How satisfied are you with the overall level of service at the Visitor Information Centre? n=165
- * Caution: Small sample size (n<30). Results are indicative only.



Stratford District Visitor Information Centre - Comments



• More than half of respondents (56%) who provided comments think that the *Staff for the Visitor Information Centre are friendly, nice, and helpful.*

- 
- *Remove it from the library along with the AA and the Driving License info.*
 - *I can't stand that it's in the library.*
 - *There are long waits and not enough staff. With one trip I was served by a very grumpy, short tempered person. She sighed and huffed because I had come during her break time.*
 - *Why has everything been crammed into the library?*
 - *Preferred it before it was in the library.*
 - *Was later in the afternoon, took a while as only one person working.*
 - *There is one lady at the desk for vehicle licensing who is very rude.*
 - *It's ineffective and a poor example of cost saving.*

- 
- *Great bunch of staff, friendly and very helpful always going that extra mile.*
 - *I find Jane and the other lady at the AA help desk very helpful.*
 - *The staff are very good dealing with queries. Congratulations to them.*
 - *They are a great asset to the community.*
 - *The staff is friendly and seem happy in their work.*
 - *It looks welcoming and interesting. The staff is very approachable.*
 - *The staff are always friendly.*
 - *A great facility, the staff is friendly and helpful.*

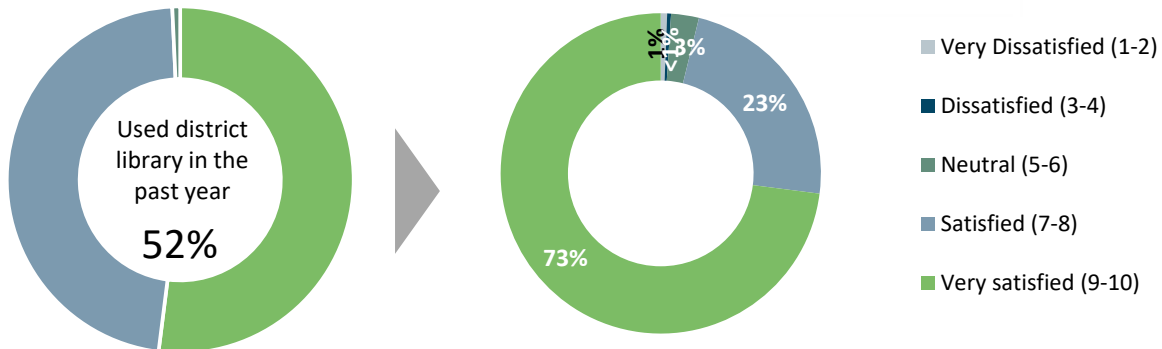
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. VIC4. Are there comments you would like to make about the district's Visitor Information Centre? n=52

Between demographics

Significantly higher
Significantly lower

Stratford District Library – Usage and Overall Satisfaction.



Satisfaction (% 7-10)	2023	2022
Stratford District Library	96%	97%

'Users' In last 12 months	2023	2022
Browse and/or borrow print books	65%	76%
Library staff (for information, assistance, recommendations)	34%	41%
Printing / photocopying	22%	29%
Justice of the Peace	12%	15%
Free Wi-Fi on your own device	12%	7%
Tables and / or seating to work or study	9%	8%
Children's services (Tot Time, reading programme)	8%	1%
Library computers (for internet, word processing)	7%	8%
eBooks and / or downloadable audiobooks	5%	10%
Electronic databases	4%	5%
Hire of Kowhai room	1%	2%
Other	8%	6%

- More than half of the residents (52%) have visited the *Library* in the past year.
- The majority of *Library* visitors are there to *Browse and/or borrow print books* – 65%, a decrease from the 2022 survey results.

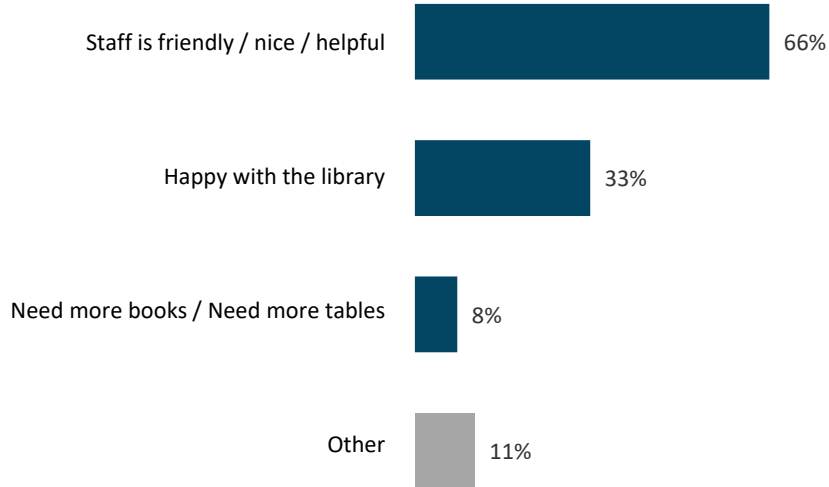

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. LIB1. Have you used or visited the Stratford District Library in the past year? n=420
3. LIB2. What service(s) did you use at the Stratford District Library? Please select all that apply. n=221
4. LIB3. How satisfied are you with the overall level of service at the Stratford District Library? n=217

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Stratford District Library- Comments

- *The children's area could be modified making it more attractive like the New Plymouth library.*
- *Limited space, not much variety of books. I am not aware of this if already existing, like doing a project of a book exchange.*
- *It could do with a quieter carpet.*
- *It would be good to have the Taranaki libraries networked so you can share the books around the district. You can order a book in Stratford and have it sent over from New Plymouth. It could be a great network setup for the entire district.*
- *An amazingly small number of books of quality, many flashy ones, and many politically correct ones. It is more an indoctrination center than a library.*



- *Love the Stratford library. The ladies are beyond helpful, kind and lovely. They are so helpful and knowledgeable. It is clean, tidy and just a great place to visit. 10/10.*
- *Always lovely staff that are helpful and willing to go that extra mile.*
- *For a small town, the library is great. I also love the fact that we can easily inter-loan from other South Taranaki libraries.*
- *Great staff, very helpful and knowledgeable.*
- *An amazing asset to our community. The ladies are absolutely lovely. Great variety of books to borrow.*
- *I love the summer reading programme for kids.*
- *We love the library, there is an enormous range of books. The staff is friendly and welcoming. My children love all the events we go to at the library.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. LIB4. Are there comments you would like to make about the Stratford District Library? n=75

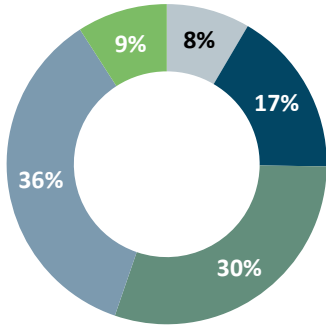
Between demographics

Significantly higher
Significantly lower



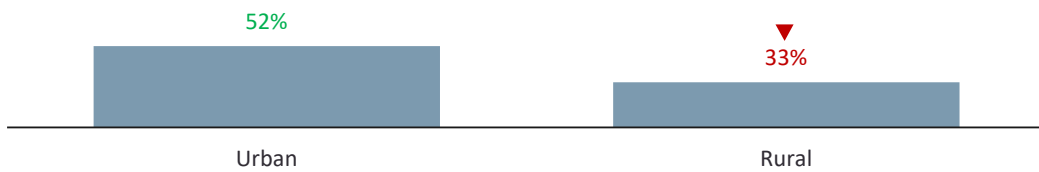
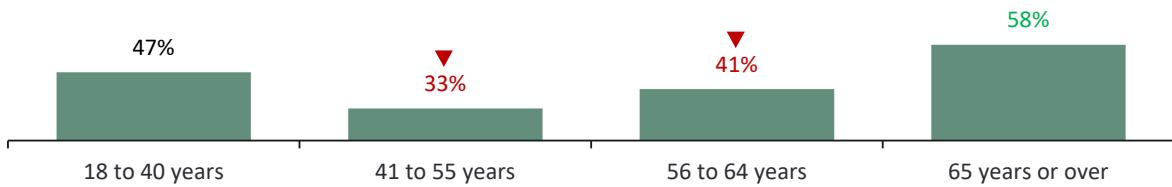
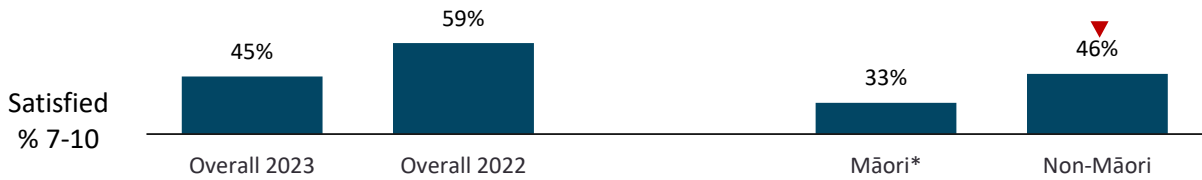
Value for money

Value for money



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

- 45% of residents expressed satisfaction with *Value for money*
- Perceived *Value for money* in relation to the Council's services has declined over the year.



- Rural residents, and those aged 41-55 express lower satisfaction levels with this aspect of the council compared to other residents.

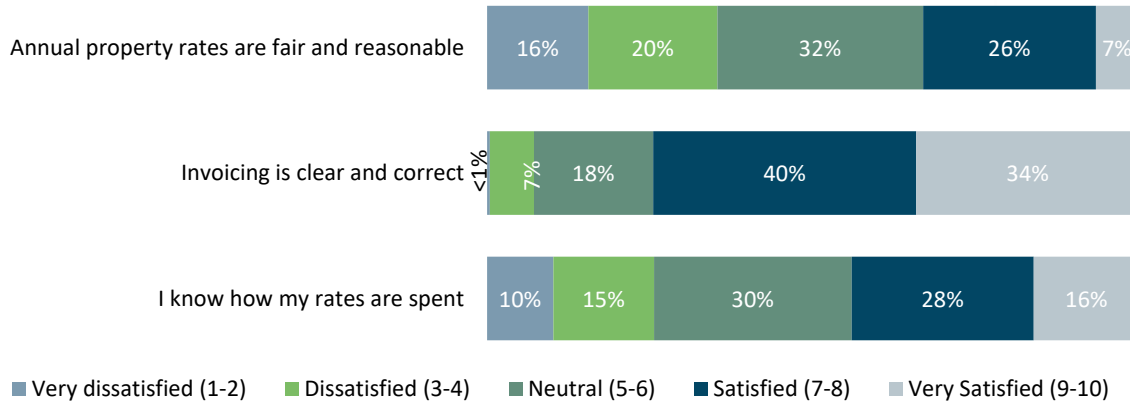
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. VM3. Thinking about everything Stratford District Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=308

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower



Value for money



Scores with % 7-10	2023	2022	Māori	Non-Māori
Annual property rates are fair and reasonable	33% ▼	46%	18%	35% ▼
Invoicing is clear and correct	75% ▼	82%	65%	75% ▼
I know how my rates are spent	44% ▼	61%	30%	45% ▼

Scores with % 7-10	Urban	Rural
Annual property rates are fair and reasonable	34%	32%
Invoicing is clear and correct	77%	70% ▼
I know how my rates are spent	50%	35% ▼

- All measures related to *Value for money* have significantly decline year-on-year. Despite the decline, *Invoicing being clear and correct* scores relatively high at 75%.
- Residents from Urban areas are significantly more satisfied with *How rates are being spent* than those in Rural areas (50% and 35% respectively).
- One third of respondents (33%) are satisfied that their *Annual rates are fair and reasonable*.

NOTES:

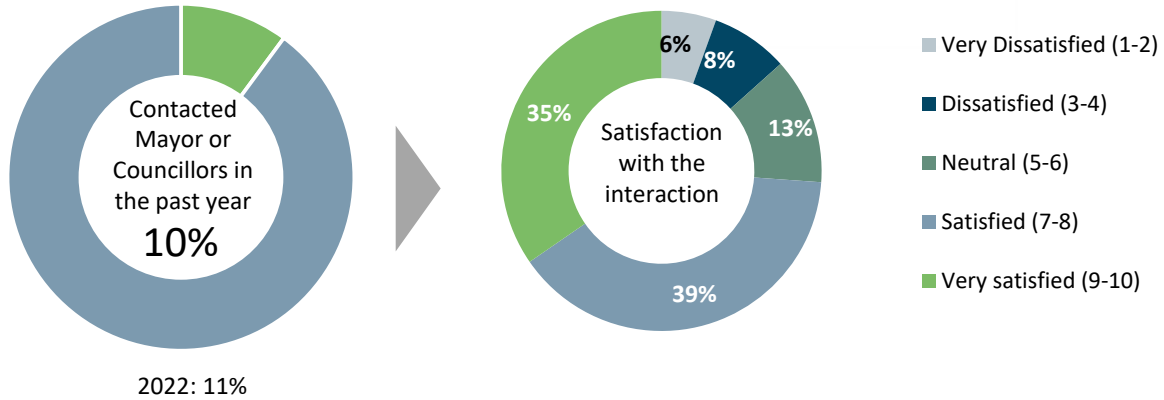
1. Sample: 2023 n=421; 2022 n=413 Excludes 'Don't know' responses
2. VM2. How strongly do you agree or disagree with the following statements? VM2_1 n=316 VM2_2 n=317 VM2_3 n=308

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

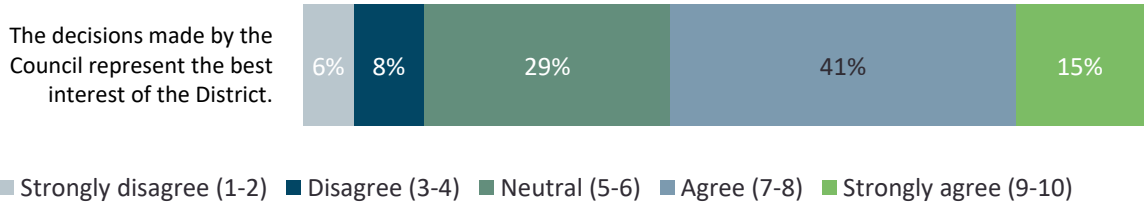


Governance, and sense of community

Contacting the Mayor or the Councillors



- At least one in ten residents (10%) have *Contacted the Mayor or Councillors in the past year*.
- Among those who made contact, 74% expressed satisfaction with their interaction with the Mayor or Councillors



- More than half (56%) of the respondents agree that *The decisions made by the Council represent the best interest of the District*.

Scores with % 7-10	2023	2022	18-40 yo	41-55 yo	56-64 yo	65+ yo
The decisions made by the Council represent the best interest of the District.	56%	65%	56%	44%▼	63%	66%

Scores with % 7-10	Māori	Non-Māori	Urban	Rural
The decisions made by the Council represent the best interest of the District.	65%	55%▼	60%	51%

- Satisfaction with *The decisions made by the Council represent the best interest of the District* is lowest amongst rural residents and those aged 41-55.

NOTES:

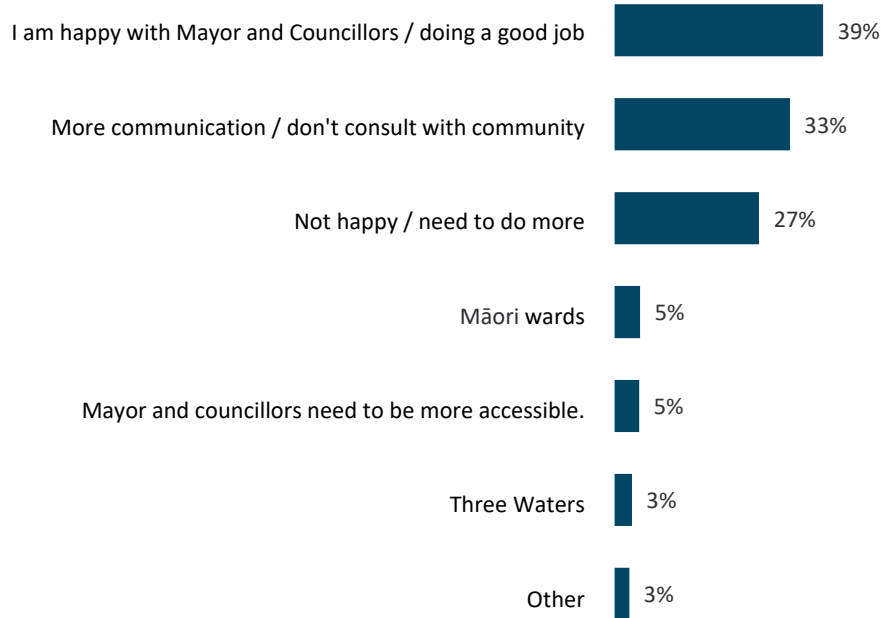
1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. GOV2. Have you contacted the Mayor or the Councillors in the past year? n=413
3. Contacted n=40
4. GOV3. How did you find their interaction with you? n=40
5. GOV1. Using the same scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree that the decisions made by the Council represent the best interests of the District? n=362

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower


Between demographics
 ▲ Significantly higher
 ▼ Significantly lower




Comments on Stratford District Council's governance



- Nearly four in ten respondents who made comments (39%) are *Happy with the Mayor and Councillors*, believing that they are *Doing a good job*.



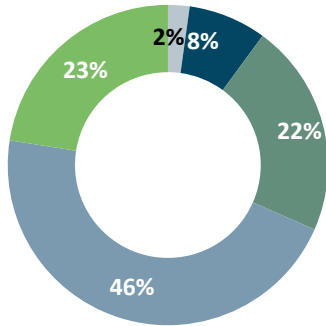
- Talk to people with common sense before going ahead with works, use local trades if you can't even shop local how can you expect the residents to.*
- Addressed issues raised not only by the community and potholes.*
- The Council makes decisions without taking into account the thoughts, ideas or feelings of the people of Stratford.*
- Listen more and talk less.*
- Actually focus on what people want. Because of lack of electoral competition.*
- I feel like there should have been more communication between the council and the swimming families/community.*
- Council needs to be progressive. Direction for the next 100 years.*



- I found the Mayor very helpful on a roading issue some years ago.*
- From previous experience, Neil Volske is an excellent leader, role model and advocate.*
- He does a great job.*
- They have a good cross-section of people.*
- The mayor is effective.*
- I am very happy with what the council is doing.*
- Great to see racism was taken out of the equation and Māori wards adopted. That is a huge step forward.*
- SDC seems a lot more 'for the people' than NPDC, shown by the extra work done to lower rates increase this year. Very impressed.*

NOTES:
 1. Sample: 2023 n=421; Excludes don't know responses.
 2. GOV4. Are there comments you would like to make about Stratford District Council's governance?
 n=60.

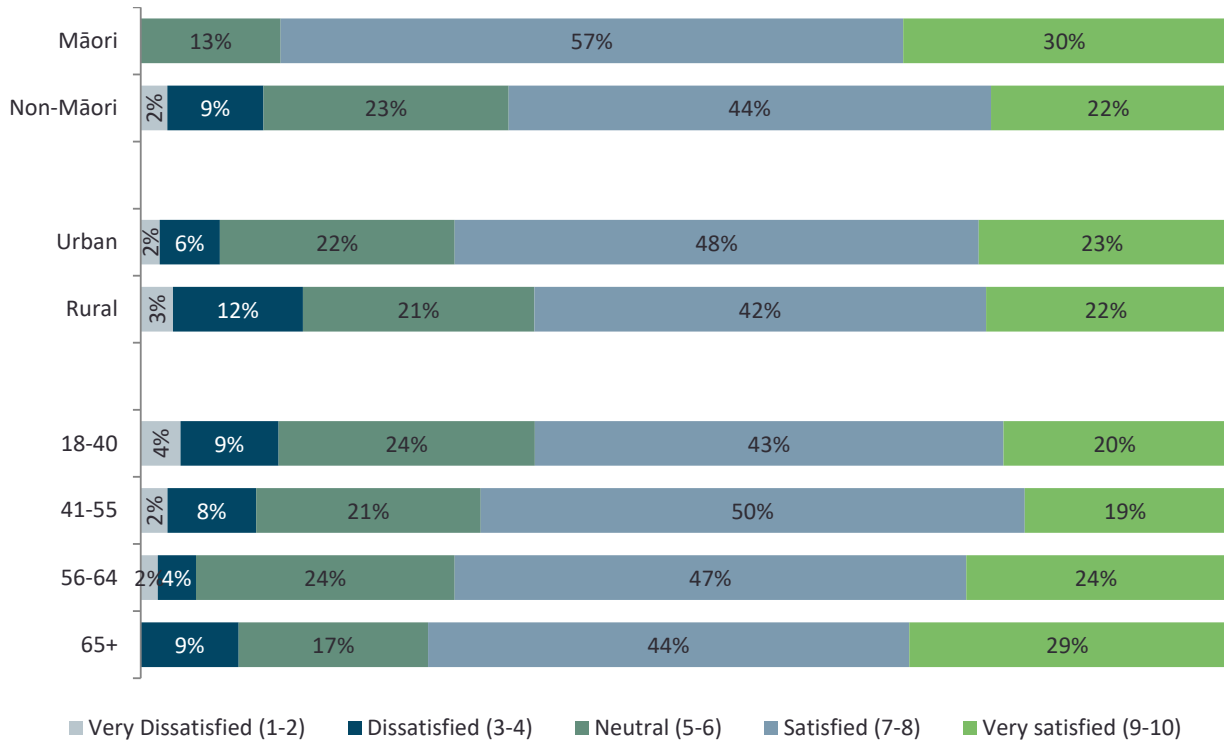
Council's role in supporting community development



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

• Nearly seven in ten (68%) either *Satisfied* (46%) or *Very Satisfied* (23%) with the *Council's role in supporting community development*.

Satisfaction (% 7-10)	2023	2022
Supporting community development	68%	74%

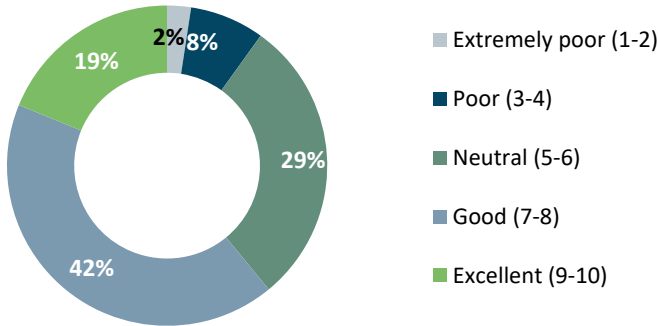


- Only a very small proportion of respondents are dissatisfied in the *Council's role in supporting community development* (10%).
- There is no significant difference between ethnicity or location.

NOTES:

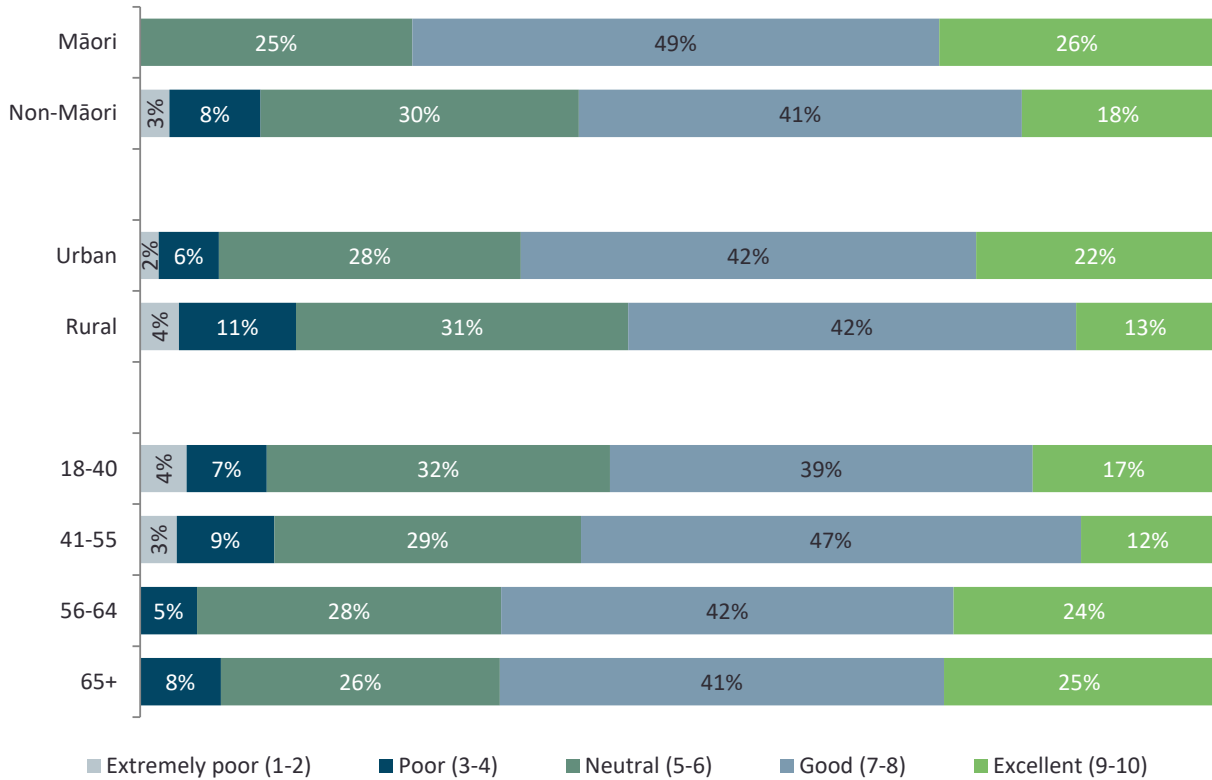
1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. CS1. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the Council's role in supporting community development in the Stratford District? n=348.

Council's ability to create a sense of community



Over six in ten respondents (61%) rated *The Council's ability to create a sense of community spirit* either *Good* (42%) or *Excellent* (19%). This represents a significant decrease since the 2022 survey results.

Satisfaction (% 7-10)	2023	2022
Sense of community	61% ▼	71%



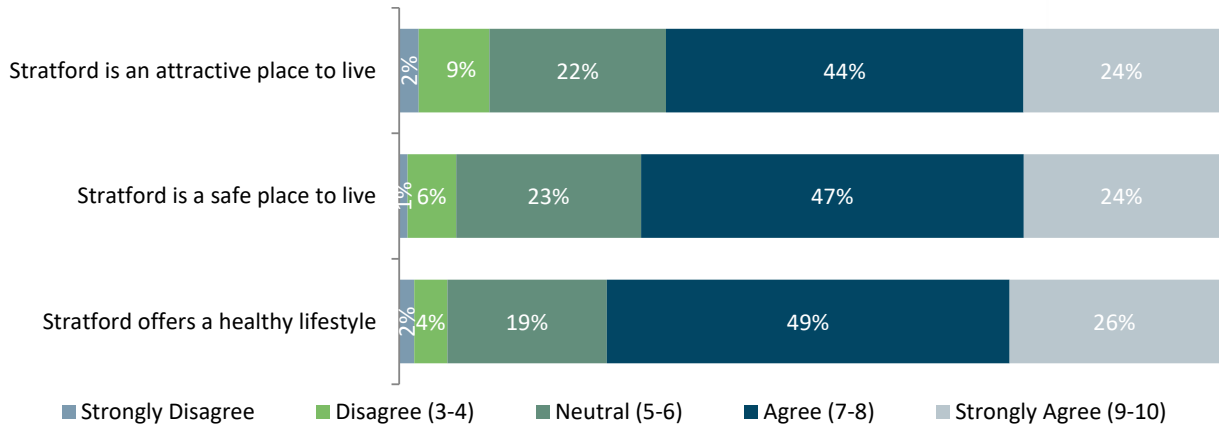
The perception that the *Council creates a sense of community spirit* remains high across location and ethnicities however, residents that identify as Māori are the strongest supporters of this idea rating *The Council's ability to create a sense of community spirit* either *Good* (49%) or *Excellent* (26%).

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- CS2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', how do you rate Council's ability to create a sense of community in the Stratford District? n=364

Between demographics
Significantly higher
Significantly lower

Sense of community



Scores with % 7-10	2023	2022	Māori	Non-Māori	Urban	Rural
Stratford is an attractive place to live	67% ▼	77%	70%	67% ▼	73%	58%
Stratford is a safe place to live	71% ▼	77%	72%	70% ▼	74%	65%
Stratford offers a healthy lifestyle	75% ▼	81%	68%	76%	77%	71%

Scores with % 7-10	18-40 years	41-55 years	56-64 years	65+ years
Stratford is an attractive place to live	63%	62% ▼	68%	80%
Stratford is a safe place to live	63%	64%	79%	83%
Stratford offers a healthy lifestyle	62% ▼	75%	82%	89%

- Compared with 2022, respondents scored Stratford significantly lower as an *Attractive* (67%) *Safe* (71%) or *Healthy* (71%) place to live.
- Those aged 65+ are strong proponents for Stratford with 80% agreeing that Stratford is an *Attractive place to live* and 89% that it offers a *Healthy lifestyle*.
- Urban residents agree significantly more than rural residents that Stratford is an *Attractive and safe place to live* (73% and 74% respectively).

NOTES:

1. Sample: 2023 n=421; 2022 n=413 Excludes 'Don't know' responses
2. SC1. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statements? SC1_1 n=412 SC1_2 n=412 SC1_3 n=401

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Areas for improvement

Top Priorities	
Refresh Broadway / town Centre (more shops, more variety)	34%
Improve roading, road visibility and safety	23%
More activities / events	14%
Better maintenance of our outdoor spaces and more events and activities	9%

The top priorities are:

- Refresh Broadway / Town Centre
- Better roading / improve road visibility at roundabouts
- More activities / events

NOTES:


1. Sample: 2023 n=421; Excludes don't know responses.
2. SC2. What are three areas for improvement you would suggest for the Stratford District? n=371



Community Development: Comments



• One quarter (25%) of the residents who offered comments expressed a desire for *The Council to listen and be involved with the community*.



- *It's a strong sense of community but feel they pushing Māori onto everyone.*
- *Council seems to be behind the times, or scared to get behind the views of the younger generation living in Stratford.*
- *I have met people feeling isolated by the use of te reo. Please ensure English translations are always well displayed.*
- *Mayors taskforce needs to be more publicised.*
- *They need more staff who care and fewer consultants that don't.*
- *Don't just help the rich and the poor, middle-class people matter too.*
- *There is no evidence of there being a longer-term strategy regarding community development. There is no passion for a sense of community or such communicated by council.*



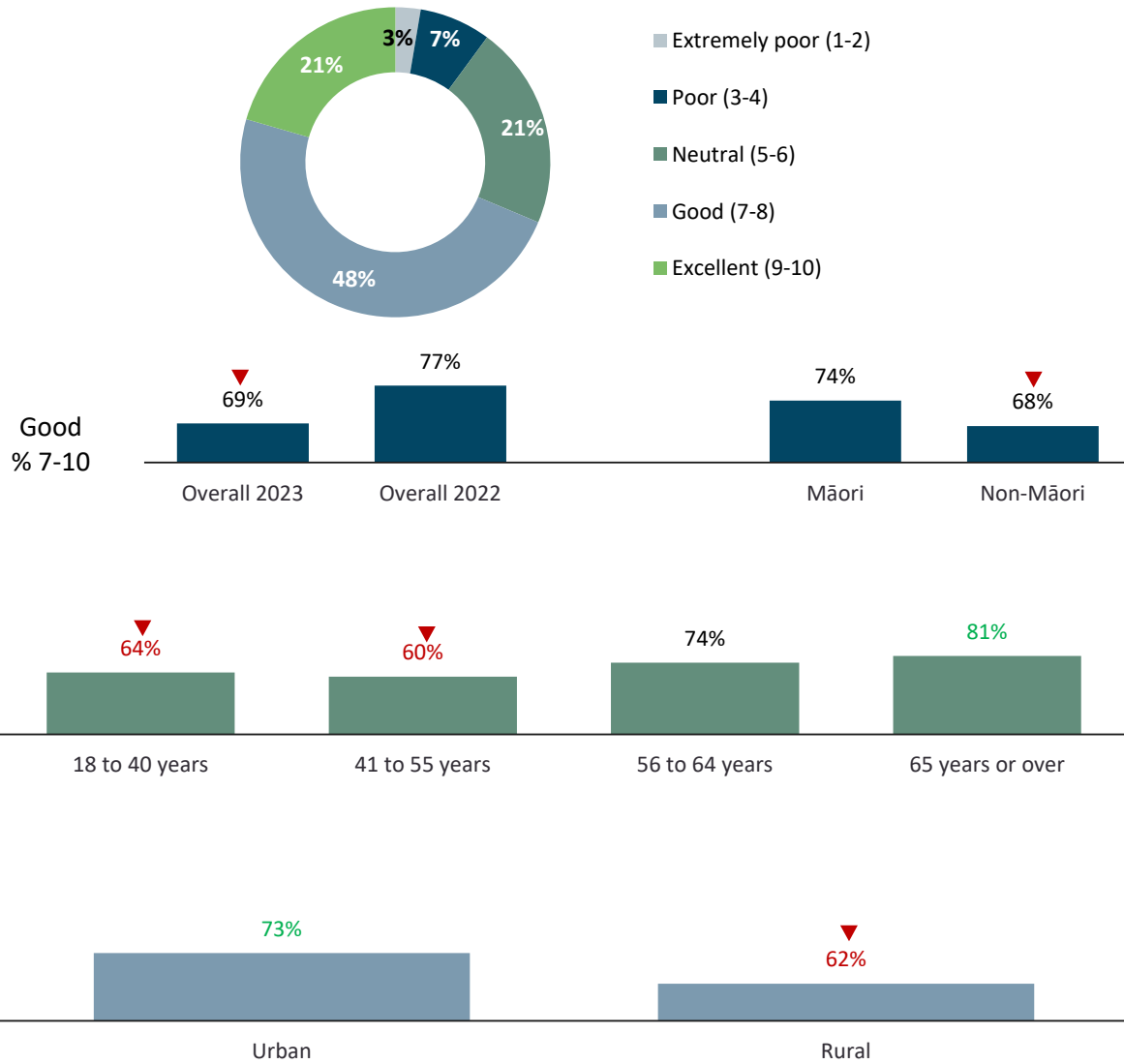
- *Activities like the bike park anniversary were great. The Scarecrow Trail is also really fun and involves the community. Great presence on social media lately to. Good work.*
- *The Mayor is very visible and approachable. This helps. The new bike park and courts are a great place for families to meet. Community there.*
- *Good sense of community, the town centre lawn or events area could be improved.*
- *Be good to see the motor sport park build start.*
- *Stratford District Council is forward-thinking and proactive when it comes to community development.*
- *An excellent idea that the mayor invites new residents to a get together.*
- *We love the sense of community and having a stable and sensible council.*

NOTES:
 1. Sample: 2023 n=421; Excludes don't know responses.
 2. SC3. Are there comments you would like to make about Stratford's sense of community and Council's role in community development? n=67



Image and reputation

Overall reputation



- Council's Reputation score has significantly decreased (-8%) since the 2022 study.
- One in ten residents (10%) have rated the Overall reputation of the Council as Poor (1-4 out of 10).
- The Reputation score has declined across all age groups.

NOTES:

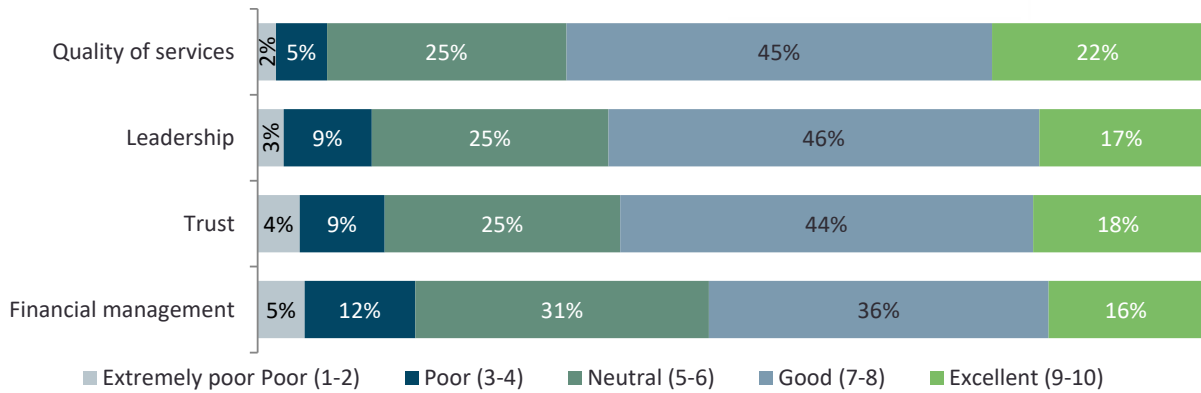
1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. REP5. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Stratford District Council for its overall reputation? n=378

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



Leadership and decision making - satisfaction



Scores with % 7-10	2023	2022	18-40 yo	41-55 yo	56-64 yo	65+ yo
Quality of services	67% ▼	76%	65%	58% ▼	71%	78%
Leadership	63% ▼	71%	63%	56% ▼	66%	69%
Trust	62%	66%	63%	51%	65%	70%
Financial management	52% ▼	68%	48% ▼	39% ▼	61%	69%

Scores with % 7-10	Māori	Non-Māori	Urban	Rural
Quality of services	71%	67% ▼	72%	60% ▼
Leadership	75%	62% ▼	68%	55% ▼
Trust	70%	61%	65%	56%
Financial management	51%	52% ▼	59%	41% ▼

- All measures related to *Reputation* have had a decrease in satisfaction, significantly *Quality of services*, *Leadership*, and *Financial management*.
- The 65+ age bracket have a consistently higher perception of the *Council's leadership* and decision making when compared to the younger age brackets.
- There is significant variation between demographic groups in terms of satisfaction with the Council's reputation-related measures. Those aged 41-55, living in rural areas and non-Māori respondents were most dissatisfied.

NOTES:

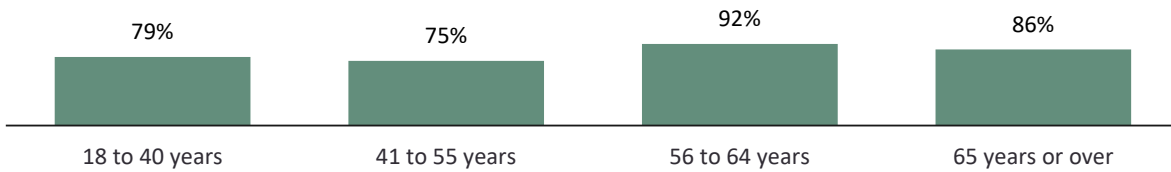
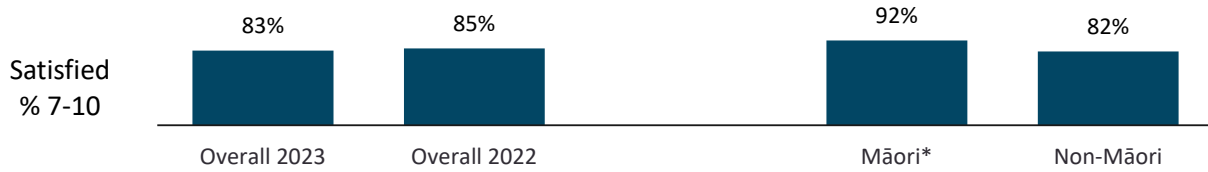
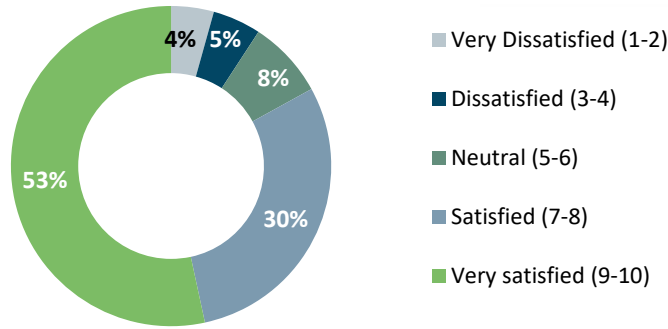
1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. REP1. When you think about Council's role in creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, how would you rate the Council for its leadership? n=361
3. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=365
4. REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=347
5. REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide the Stratford District? n=394

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Interactions with the Council

Overall handling of the enquiry



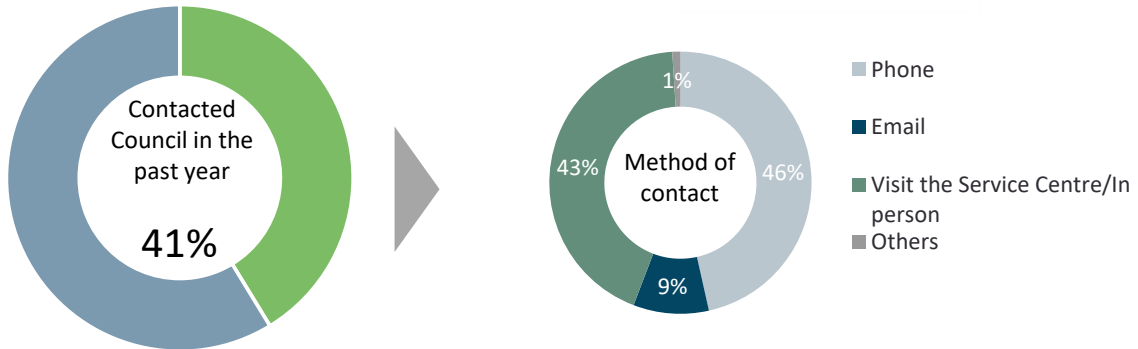
- Satisfaction with the *Overall handling of enquiry* has remained consistently high year-on-year at 83%. Respondents rated their customer experience as either Satisfied (30%) or Very Satisfied (53%).
- There is no significant variation in satisfaction between age groups, ethnicity or location.

NOTES:

1. Sample: 2023 n=421; 2022 n=194; Excludes don't know responses.
2. Made enquiry n=171
3. CSERV4. On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the overall performance of Council staff in handling your request or enquiry? n=171

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Contact with the Council



	2023	2022	18-40 yo	41-55 yo	50-64 yo	65+ yo
Contacted Council	41%	40%	25%	41%	53%	58%
Phone	46%	49%	67%	44%	42%	37%
Via email	9%	8%	5%	27%	2%	2%
Visit the Service Centre/In person	43%	43%	27%	29%	53%	59%
Others	1%	-	-	-	3%	2%

	Māori	Non-Māori	Urban	Rural
Contacted Council	29%	43%	41%	41%
Phone	49%	46%	45%	49% ▼
Via email	-	10%	7%	13%
Visit the Service Centre/In person	42%	43%	47%	36%
Others	9%	1%	1%	2%

- Almost half (46%) of those who have *Contacted Council* have done so via *Telephone*, followed by *Visiting the Service Centre/In person* at 43%.
- Younger residents (18-40) are least likely to make enquiries *In person* and opted for *Telephone*.

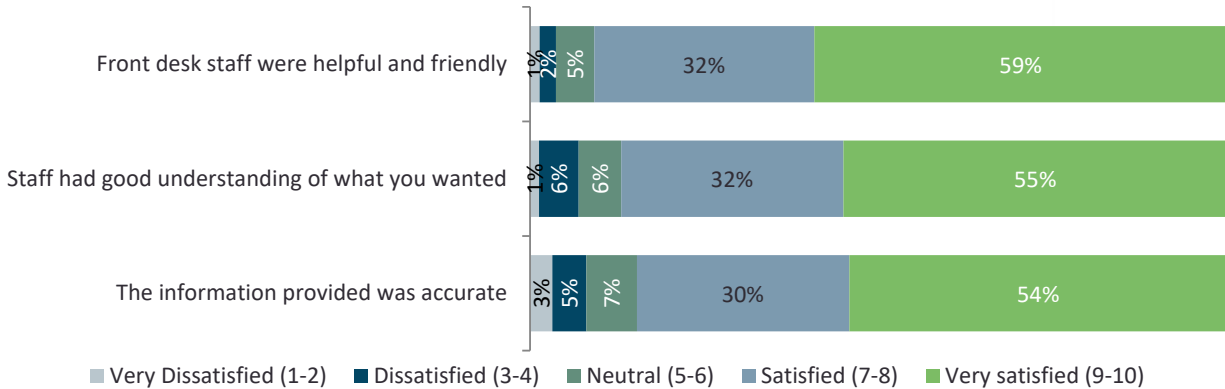
NOTES:

1. Sample: 2023 n=421; 2022 n=394; Excludes don't know responses
2. CSERV1. Have you contacted Council's Service Centre over the last year? n=414
3. Made enquiry n=171
4. CSERV2. How do you prefer to contact Council? n=172

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Convenience



Scores with % 7-10	2023	2022	18-40 yo	41-55 yo	56-64 yo	65+ yo
Front desk staff were helpful and friendly	91%	95%	82%	90%	94%	94%
Staff had good understanding of what you wanted	87%	90%	80%	82%	94%	91%
The information provided was accurate	85%	91%	74%	82%	90%	91%

Scores with % 7-10	Māori	Non-Māori	Urban	Rural
Front desk staff were helpful and friendly	92%	91%	94%	86%
Staff had good understanding of what you wanted	92%	86%	90%	81%
The information provided was accurate	92%	84% ▼	87%	81%

- Almost all residents who had contact with the customer service are satisfied with *Staff being helpful and friendly* (91%), *Staff understanding the query* (87%) and *The accuracy of information provided* (85%).
- Satisfaction is consistently high across all demographics.

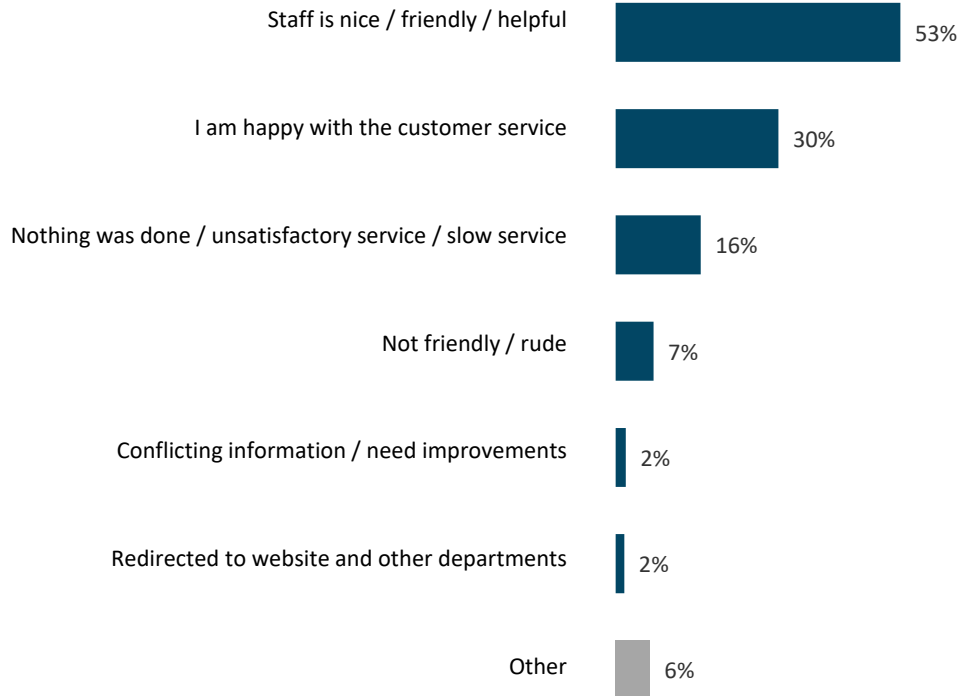
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses
2. Made enquiry n=171
3. CSERV3. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how strongly do you agree or disagree with the following statements? n=168

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower



Areas for improvement



- *Train your front desk workers, as they are not very knowledgeable.*
- *Reply to emails.*
- *Most of the time when I ring, the person I want is unavailable and out.*
- *Staff need to achieve some understanding of levies before inflicting themselves on the public.*
- *I have to chase up, I don't get feedback on my questions, they don't want to meet face to face.*
- *They need to know the rules of each section of town. We are still waiting for our complaint to be sorted out and the first time we rang, no one there knew anything about business regulations and licensing.*



- *Great and helpful staff, especially Linda Lee, she's great.*
- *Very helpful. Many thanks.*
- *Friendly and professional when paying rates.*
- *Helpful and informative.*
- *Excellent customer service, thanks to all staff for their patience.*
- *They are usually very helpful and nice.*
- *I've dealt with Dixie and Linda who were friendly and knowledgeable.*
- *The customer service team always goes the extra mile to get what you want and need.*

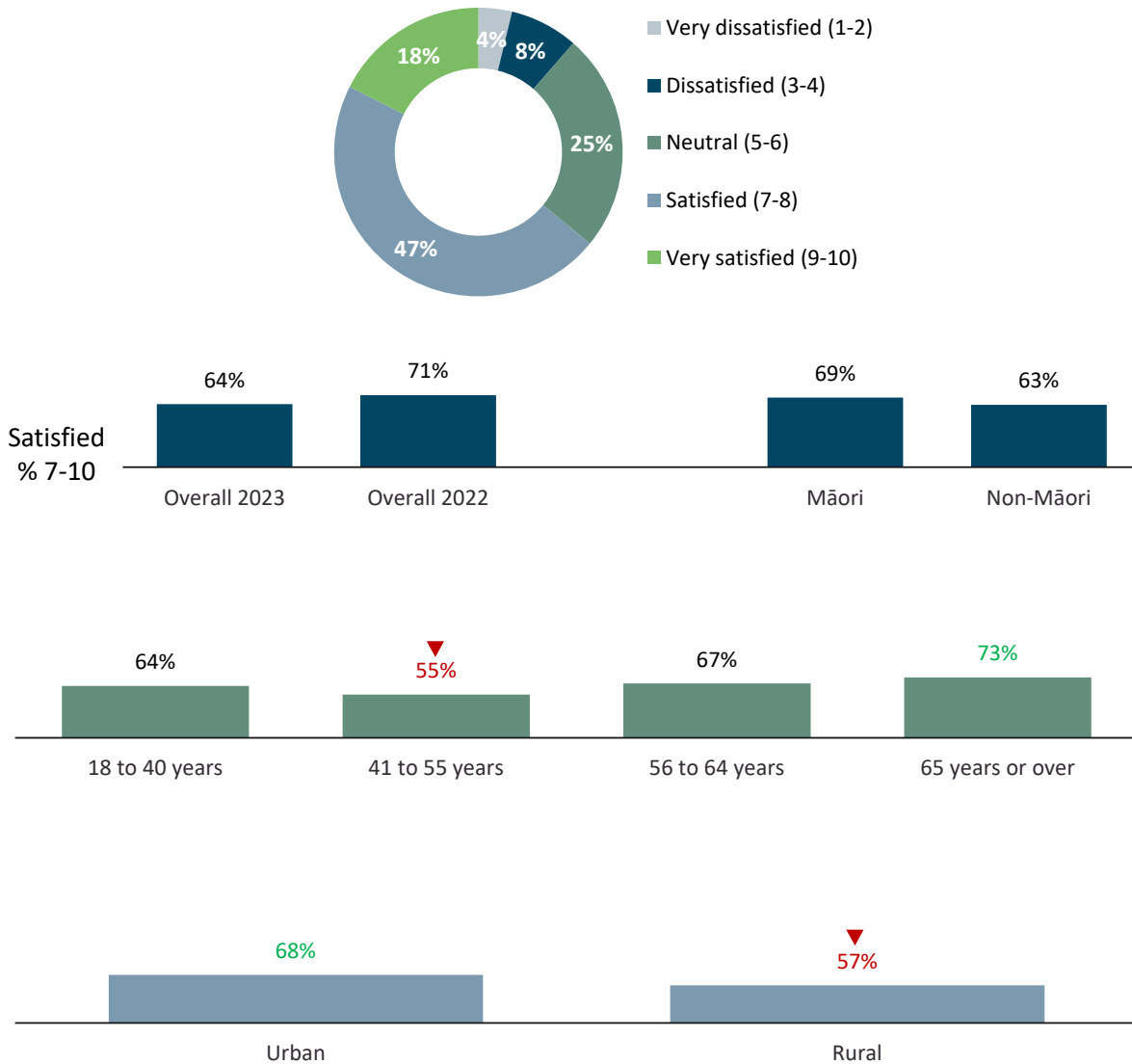
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. CSERV5. Are there comments you would like to make about Council's customer service? n=52



Overall sentiment

Direction of the District



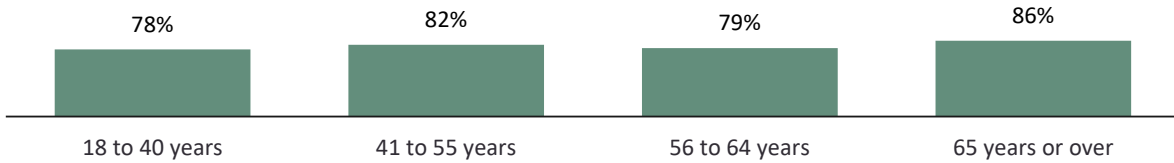
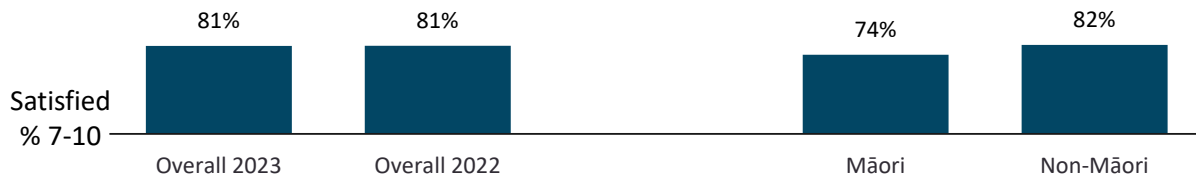
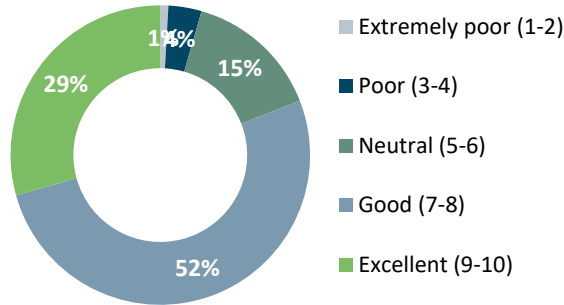
- There is a slight decrease in satisfaction with the *Direction the district is headed* (from 71% to 64%).
- Residents in urban areas are more likely to agree (68%) that the *District is headed in the right direction* than residents in rural areas (57%).

NOTES:

1. Sample: 2023 n=421; 2022 n= 413; Excludes don't know responses.
2. OV3. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=392

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Overall well-being



- Self reported *Overall well-being* in Stratford is very high, with more than four in five residents (81%) rating their well-being as Good or Excellent, a consistent satisfaction score year-on-year.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- OV2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', how would you rate your overall wellbeing? n=395

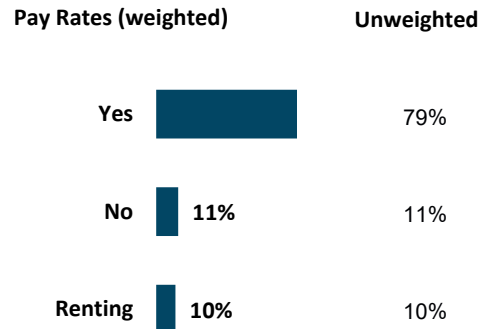
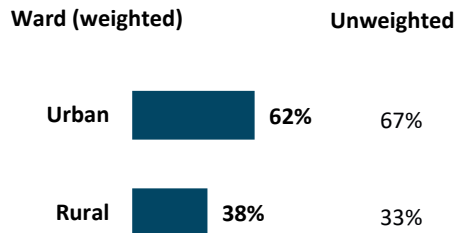
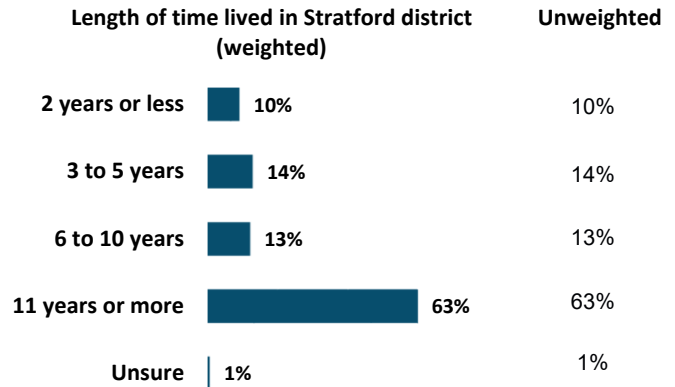
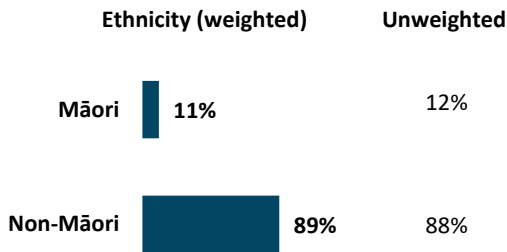
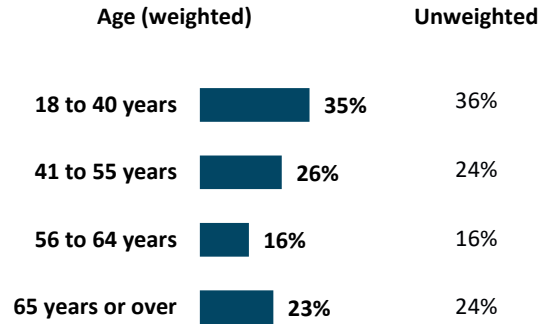
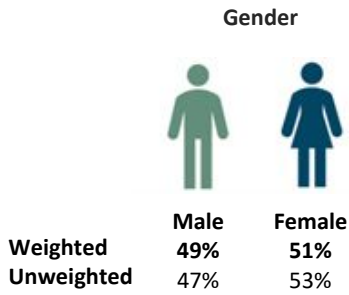
<p>Year-on-year</p> <p>▲ Significantly higher</p> <p>▼ Significantly lower</p>	<p>Between demographics</p> <p>▲ Significantly higher</p> <p>▼ Significantly lower</p>
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Sample profile



Demographics





Demographics (counts)

Male	199
Female	222

Māori	50
Non-Māori	371

Urban	283
Rural	138

18 to 40 years	150
41 to 55 years	101
56 to 64 years	69
65 years or over	101

2 years or less	40
3 to 5 years	60
6 to 10 years	54
11 years or more	262
Unsure	3



Appendices

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2023 (Satisfied % 7-10)	2022 (Satisfied % 7-10)	2023 (Mean score)	2022 (Mean score)
RC4	Overall satisfied with the council's recycling collection service	87%	84%	8.3	8.2
SP3	Overall satisfied with the District's sports grounds	85%	83%	7.8	7.9
RC2	Overall satisfied with the council's rubbish collection service	83%	83%	8.0	8.1
TSB3	Overall satisfied with the level of service at the aquatic centre	84%	-	8.1	-
OV2	Overall wellbeing	81%	81%	7.7	7.9
PT3	Overall satisfied with the District's public toilets	67%	68%	7.3	7.4
LIB3	Overall satisfied with the level of service at the Stratford District Library	96%	97%	9.1	9.1
CEM2	Overall satisfied with the level of service provided in the District's cemeteries	68%	70%	7.1	7.2
PW3	Overall satisfied with the District's parks and walkways	90%	92%	8.2	8.4
VIC3	Overall satisfied with the level of service at the Visitor Information Centre	94%	96%	8.7	8.7
CSERV4	Overall satisfied with the performance of Council staff in handling your request or enquiry	83%	85%	8.0	8.3
RF2	Overall satisfied with the Stratford district council footpaths	57%	61%	6.5	6.6
OV3_1	You're confident that the district is going in the right direction	64%	71%	6.9	7.1
REP5	Overall reputation	69%	77%	7.0	7.4
RF1	Overall satisfied with the residential and rural roads in the Stratford District	30%	39%	4.9	5.6
OV1	Overall satisfied with the Stratford District Council	57%	69%	6.6	7.0
VM3	Overall value for money	45%	59%	5.9	6.5

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

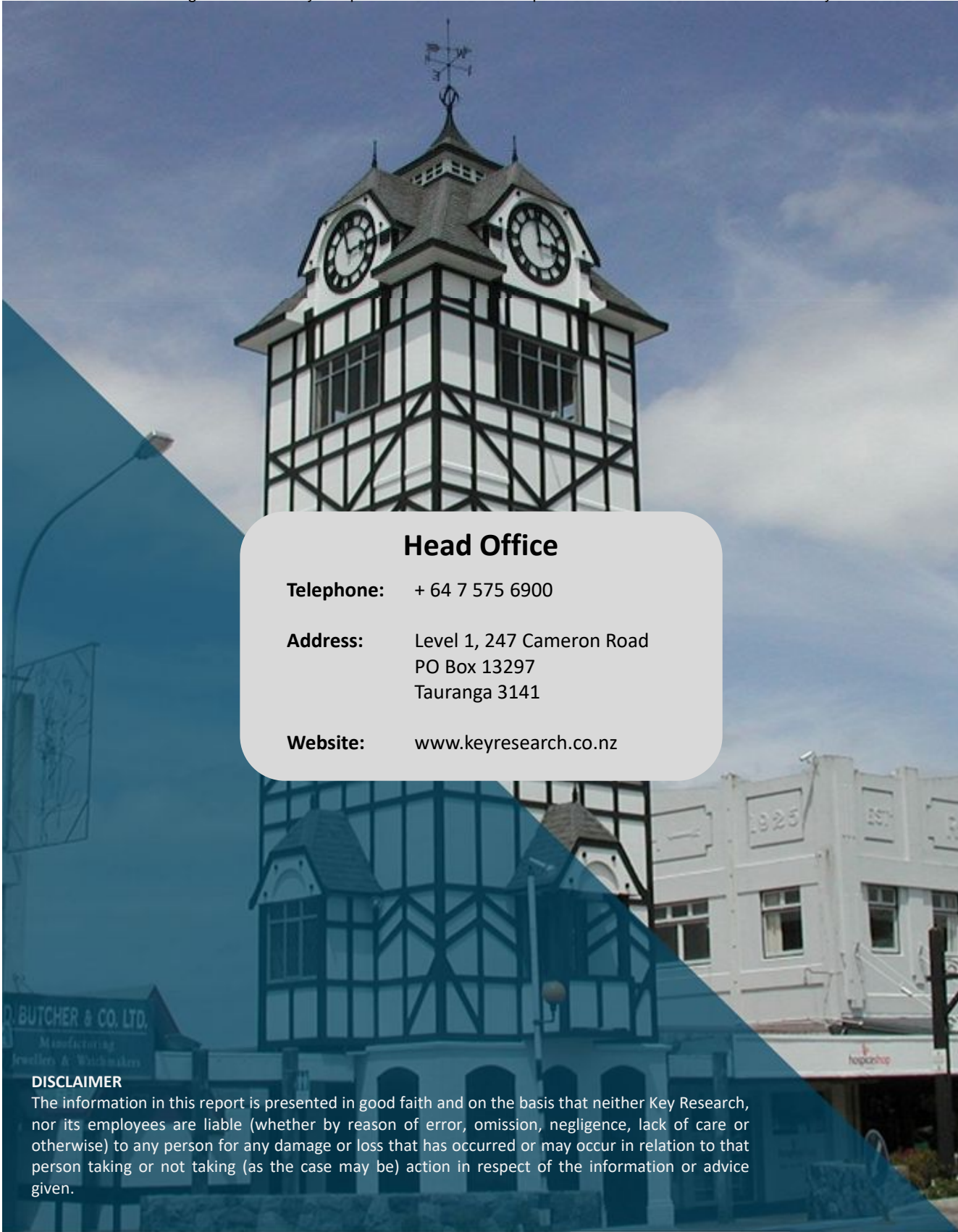
		2023 (Satisfied % 7-10)	2022 (Satisfied % 7-10)	2023 (Mean score)	2022 (Mean score)
ES3_2	Service from council, made during After hours service (from 4.30pm until 8am) - Noise	79%	25%	8.0	5.4
PT2_8	Morgan's Grave public toilets	63%	14%	6.3	5.0
ES2_6	Service from council, made during Business hours service (from 8am until 4.30pm) - Alcohol Licensing	100%	52%	9.6	7.4
ES2_8	Service from council, made during Business hours service (from 8am until 4.30pm) - Other request	81%	54%	7.8	6.6
ES2_7	Service from council, made during Business hours service (from 8am until 4.30pm) - Parking	34%	19%	5.3	5.1
PT2_7	Whangamomona public toilets	61%	55%	7.1	6.5
PW2_8	Service provided in the District's parks and walkways - Three Bridges Trail	93%	91%	8.4	8.4
ES3_3	Service from council, made during After hours service (from 4.30pm until 8am) - Other request	71%	69%	7.9	6.9
ES2_5	Service from council, made during Business hours service (from 8am until 4.30pm) - Food Control	100%	100%	7.7	10.0
PT2_4	Percy Thomson Complex public toilets	95%	96%	8.9	9.2
PT2_2	Centennial Restroom toilets	93%	95%	8.8	9.2
SP2_1	Service provided in the District's sports grounds - Victoria Park	82%	84%	7.8	7.9
PW2_3	Service provided in the District's parks and walkways - King Edward Park	88%	90%	8.2	8.4
PW2_4	Service provided in the District's parks and walkways - Playgrounds in Victoria or King Edward Park	90%	92%	8.3	8.5
PW2_9	Service provided in the District's parks and walkways - Carrington walkway	86%	88%	8.0	8.2
ES3_1	Service from council, made during After hours service (from 4.30pm until 8am) - Animal Control	48%	50%	5.1	6.8
COM5	Satisfied with how council keeps you informed	61%	63%	6.9	6.9
PW2_1	Service provided in the District's parks and walkways - Victoria Park	88%	91%	8.1	8.4
PW2_7	Service provided in the District's parks and walkways - Western Loop walkway	87%	90%	7.9	8.1
CSERV3_2	Staff had good understanding of what you wanted	87%	90%	8.3	8.6
CSERV3_1	Front desk staff were helpful and friendly	91%	95%	8.5	8.8
PT2_6	TET Stadium public toilets	50%	54%	6.3	6.5
PW2_2	Service provided in the District's parks and walkways - Windsor Park	82%	86%	7.9	8.3
PW2_6	Service provided in the District's parks and walkways - Eastern Loop walkway	83%	87%	7.9	8.0
REP2	Trust	62%	66%	6.7	7.0

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2023 (Satisfied % 7-10)	2022 (Satisfied % 7-10)	2023 (Mean score)	2022 (Mean score)
SP2_2	Service provided in the District's sports grounds - Swansea Road	78%	84%	7.6	8.2
CS1	Council's role in supporting community development in the Stratford District	68%	74%	7.1	7.3
PT2_9	Stratford Bike Park toilets	71%	77%	7.4	7.9
SC1_2	Stratford is a safe place to live	71%	77%	7.3	7.7
SC1_3	Stratford offers a healthy lifestyle	75%	81%	7.4	7.7
CSERV3_3	The information provided was accurate	85%	91%	8.2	8.6
VM2_2	Invoicing is clear and correct	75%	82%	7.6	8.0
ES2_4	Service from council, made during Business hours service (from 8am until 4.30pm) - Building Consents	41%	48%	5.6	6.0
REP1	Leadership	63%	71%	6.8	7.2
GOV1	Decisions made by the council represent the best interests of the District	56%	65%	6.6	6.9
REP4	Quality of the services and facilities	67%	76%	7.1	7.4
SP2_3	Service provided in the District's sports grounds - Page Street	75%	85%	7.5	8.0
CS2	Council's ability to create a sense of community in the Stratford District	61%	71%	6.9	7.2
SC1_1	Stratford is an attractive place to live	67%	77%	7.1	7.6
PW2_5	Service provided in the District's parks and walkways - Adrian Street Reserve	82%	93%	8.1	7.9
VM2_1	Annual property rates are fair and reasonable	33%	46%	5.2	5.8
ES2_2	Service from council, made during Business hours service (from 8am until 4.30pm) - Land Information Memorandum (LIMS)	69%	85%	7.3	7.7
REP3	Financial management	52%	68%	6.4	7.0
VM2_3	I know how my rates are spent	44%	61%	6.0	6.5
GOV3	Interaction with you	74%	91%	7.4	8.5
PT2_3	Exeloo toilets in Victoria Park	43%	61%	6.1	6.9
PT2_1	Town Centre toilets on Broadway	62%	82%	7.0	7.5
ES2_1	Service from council, made during Business hours service (from 8am until 4.30pm) - Animal Control	43%	63%	5.2	7.1
PT2_5	Kopuatama Cemetery public toilets	65%	86%	7.2	7.4
ES2_3	Service from council, made during Business hours service (from 8am until 4.30pm) - District Planning and Resource Consents	22%	70%	4.3	7.2

Historical comparison mean scores

Measure	2023	2022	2021	2020	2019
Overall roading	4.9	5.6	5.16	5.72	5.7
Footpaths	6.5	6.6	5.43	5.71	5.59
Rubbish service	8.0	8.1	7.28	7.67	7.88
Recycling service	8.3	8.2	7.18	7.62	7.85
Toilets					
Broadway	7.0	7.5	6.61	6.95	7.01
Centennial	8.8	9.2	7.61	6.96	6.94
Exeloo	6.1	6.9	5.99	5.95	6.42
Percy Thomson	8.9	9.2	7.67	7.94	8.28
TET	6.3	6.5	5.22	5.46	6.13
Whangamomona	7.1	6.5	5.45	6.15	6.21
Morgans grave	6.3	5	5.67	5.3	5.73
Kopuatama	7.2	7.4	6.02	6.15	5.94
Sportsground					
Victoria Park	7.8	7.9	6.74	7.21	7.19
Swansea	7.6	8.2	6.39	7.01	7.04
Page st	7.5	8	6.53	7.09	6.62
Cemeteries					
Kopuatama	7.1	7.4	6.72	6.66	6.81
Midhirst	7.9	3.7	5.97	6.19	5.72
Parks and Walkways					
Victoria park	8.1	8.4	7.16	7.26	7.2
Windsor	7.9	8.3	7.12	7.24	7.18
King edward	8.2	8.4	7.31	7.47	7.4
Victoria Page st playground	8.3	8.5	7.37	7.38	7.39
Eastern loop walkway	7.9	8	6.72	6.84	6.68
Western loop walkway	7.9	8.1	6.8	6.97	6.94
Three Bridges Trail	8.4	8.4	7.49	7.52	7.32
Carrington Walkway	8.0	8.2	7.05	7.28	7.1
Services					
Animal control	5.2	7.1	5.91	6.2	6.32
LIM	7.3	7.7	5.94	6.35	6.39
Planning/resource consent	4.3	7.2	5.16	6.36	6.14
Building consents	5.6	6	5.09	6.28	6.06
Liquor Licensing	9.6	7.4	6.21	6.51	6.25
Parking	5.3	5.1	6.12	6.89	6.45
After hours					
Animal control	5.1	6.8	5.32	6.01	6.05
Noise	8.0	5.4	5.65	6.21	6
Info Centre					
Info Centre	8.7	8.7	7.48	7.84	8.01
Library	9.1	9.1	8.2	8.29	8.3
TSB pool	-	7.9	6.95	7	7.07
Customer Service	8.0	8.3	7.64	7.74	7.86



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Our reference
F19/13/03-D21/40748

Karakia

Kia uruuru mai
Ā hauora
Ā haukaha
Ā haumāia
Ki runga, Ki raro
Ki roto, Ki waho
Rire rire hau Paimārire

I draw in (to my being)
The reviving essence
The strengthening essence
The essence of courage
Above, Below
Within, Around
Let there be peace.