Kāpiti Coast District Council

KĀPITI COAST RESIDENTS' OPINION SURVEY – ANNUAL REPORT 2022/23

August 2023

Contents

Section 1

Key findings

Overall satisfaction

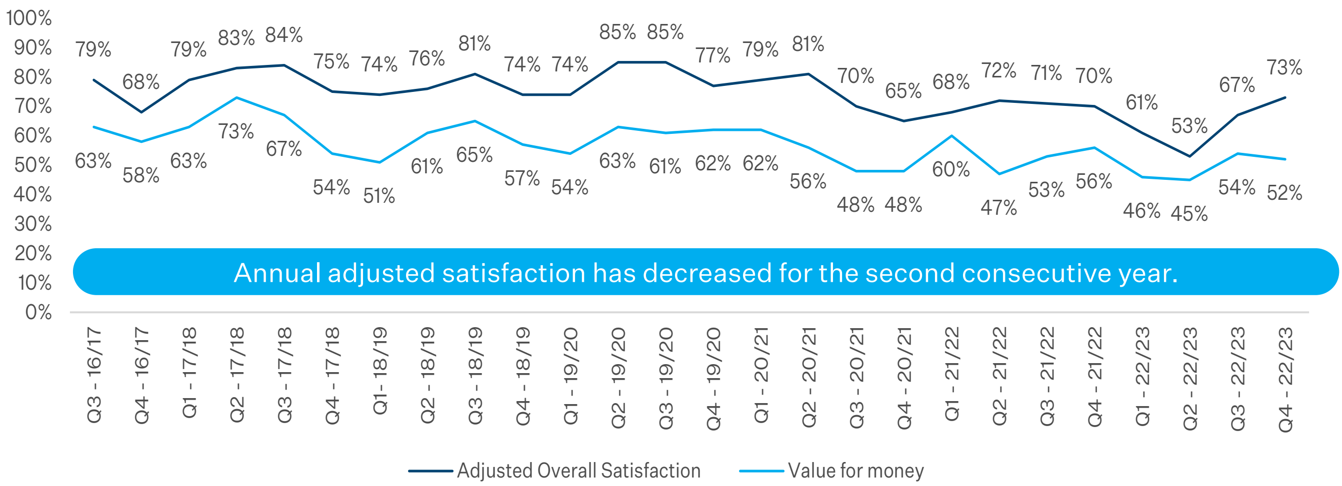
22-23 **64%**

A **DECREASE** FROM 21-22
70%

Table 1. Overall satisfaction response breakdown

	Q1	Q2	Q3	Q4	Total
Very Dissatisfied/ Dissatisfied	27%	27%	23%	17%	24%
Neutral	30%	43%	30%	39%	35%
Very Satisfied/ Satisfied	43%	30%	46%	45%	41%
Adjusted satisfaction n	139	114	138	123	514

Figure 1. Overall satisfaction with Council services and perceived value for money trend analysis



Drivers of change in satisfaction

These three drivers are very important to resident satisfaction but they are performing poorly and trending down.

Improving these aspects may improve residents' perceptions of the Council and ultimately raise their overall satisfaction with the Council.

Satisfaction with decisions made by the Council

22-23 **41%**

A **DECREASE** FROM 21-22
49%

Overall satisfaction is being driven by the perception that the Council is not consulting with, and listening to, the public when making decisions.

Confident that the district is going in the right direction

22-23 **57%**

A **DECREASE** FROM 21-22
65%

The decrease in satisfaction can be attributed to the residents' perceptions that the Council lacks a clear vision and plan for the future of the district.

Residents value for money satisfaction

22-23 **49%**

A **DECREASE** FROM 21-22
54%

The majority of residents were dissatisfied with the Council's decisions on how funds were used and the lack of opportunity to input into the decision process.

Outcomes

Communities

85%

↓ 21-22-**90%**

Communities are resilient and safe	Communities are healthy, thriving, and connected	Access to resources and services	Sense of belonging
85%	85%	80%	91%
↓ 21-22-**90%**	↓ 21-22-**89%**	↓ 21-22-**85%**	↓ 21-22-**97%**

Economy

Our local economy is prosperous with ample opportunities to work and learn in Kāpiti

80%

↑ 21-22-**75%**

Environment

Our natural environment is restored and enhanced as we transition to a low carbon future

71%

↓ 21-22-**79%**

Housing

Our people have access to suitable housing in Kāpiti so that they can live and thrive

42%

↑ 21-22-**36%**

Mana Whenua

Note: The outcome called "Mana Whenua and Council have a mutually mana-enhancing partnership" does not have a specific Residents' Opinion Survey question to determine progress. Instead, a narrative explanation of progress will be provided in the Annual Report.

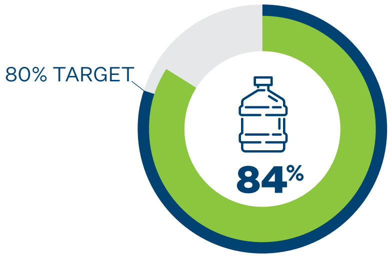
Perceptions and sentiments about intent

Kāpiti is a great place to live	Providing information about up-and-coming decisions	Ease of participation in decision-making opportunities	Trust in the Council to do the right thing
22-23 **98%**	22-23 **43%**	22-23 **45%**	22-23 **51%**
A **DECREASE** FROM 21-22 **99%**	A **DECREASE** FROM 21-22 **53%**	A **DECREASE** FROM 21-22 **53%**	A **INCREASE** FROM 21-22 **49%**

Infrastructure services

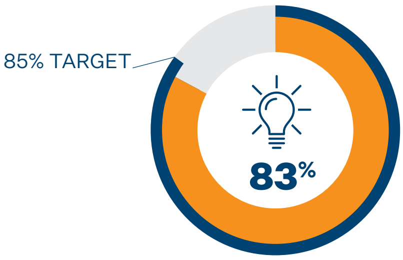
Target Met Target Not Met

Quality of water supply

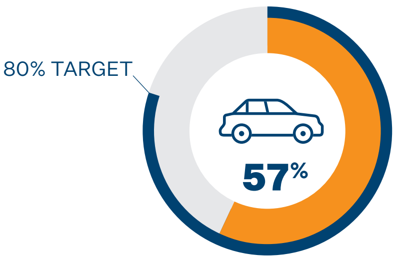


Condition of footpaths

Street lighting



Roads allow for easy movement



31% of residents who had an issue with an infrastructure service explained it was due to **traffic flow issues**

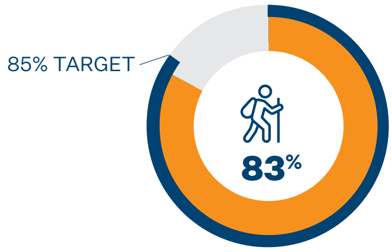
Condition of roads

48% of residents who had an issue with an infrastructure service explained it was due to **poor road maintenance**

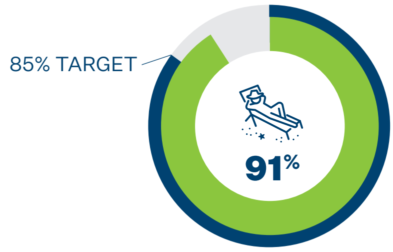
Service delivery

Target Met   Target Not Met

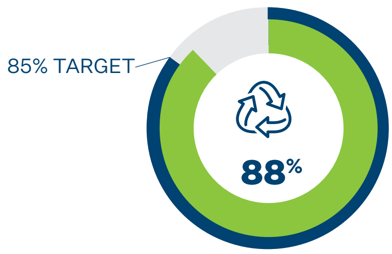
Walkways, cycleways, and bridleways



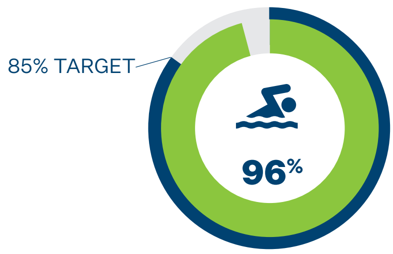
Access points to beaches



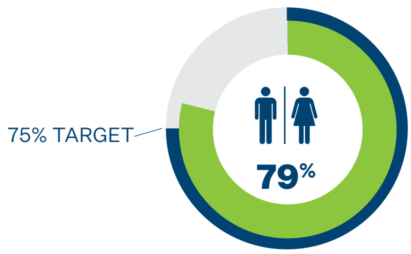
Kerbside rubbish and recycling collection



Swimming pool

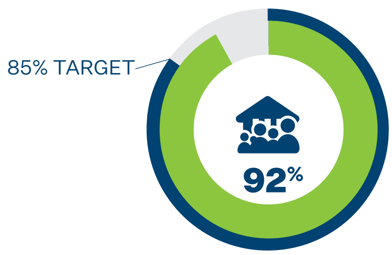


Public Toilets

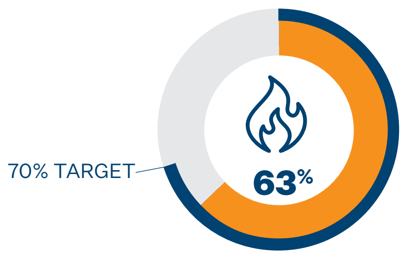


Libraries

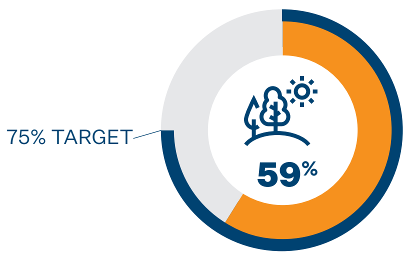
Community support services



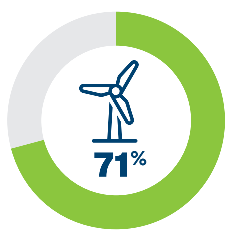
Emergency Preparedness



Unique character and natural environment development



Restoration and enhancement of environment as we move into a low-carbon future



Summary and insights

The annual overall adjusted satisfaction score for Kāpiti Coast District Council during 2022-23 was 64 percent. This represents a decrease in overall adjusted satisfaction compared to last year's annual result of 70 percent.

In the second year of monitoring against the 2021-41 Long Term Plan outcomes, three out of four outcomes were found to be perceived highly. Community, the economy, and environmental outcomes ranged between 71 and 85 percent adjusted agreement. However, the housing outcome rated substantially lower at 42 percent.

Three key drivers were identified to a negative impact on overall satisfaction throughout 2022-23. This analysis identified that an improvement in these aspects will result in an increase in residents' overall satisfaction. The three aspects in order of impact were the perception that the Council is making good decisions, residents' confidence that district is heading in the right direction and residents value for money satisfaction.

The Kāpiti Coast District Council performed well against performance measure targets relating to the Councils core service delivery, with 70 percent of service delivery targets found to be exceeded. The three targets failing to be met were walkways, cycleways and bridleways, emergency preparedness, and natural environment development.

Consistent with 2021/22, three of the five infrastructure services failed to meet their targets. These were street lighting, condition of roads, and ease of movement on roads. It is worth noting that satisfaction with the condition of footpaths has decreased 8 percent since last year to a adjusted satisfaction level of 66 percent. Furthermore, residents dissatisfied with infrastructure services asked to comment on issues they had experienced over the past 12 months, the two main issues were traffic flow issues, and poor road maintenance.

Section 2

Introduction

The Kāpiti Coast District:

- Was formed in 1989, expanding the Kāpiti Borough Council area north to include Waikanae and Ōtaki.
- Has four electoral wards for the 10-member council plus the mayor, who is elected at large. Five councillors are elected on a districtwide basis and five are ward councillors.
- Covers 731 km^2.
- The 2020 rating revaluation figures from QV show the total capital value of the 26,134 properties in Kāpiti Coast District is now $20.09 billion, with the land value of those properties now at $10.9 billion.
- Has an estimated population of 57,000 (Stats NZ).
- The district has some of the fastest growing urban areas in New Zealand, due to it being the major dormitory towns for workers commuting to Wellington City.

Kāpiti Coast District Council commissions a survey of residents to find out what they think about specific services and facilities and how they feel about the district and council's performance. The results of the survey are used to inform some of the council's performance measures from the long-term plan. Research First has conducted this survey since 2017.

The key service areas tested in the 2022/23 residents' survey were:

- satisfaction with services and facilities;
- interaction with council;
- perceptions of council; and
- general well-being.

This document reports the results of the 2022/23 Residents' Opinion Survey. The survey was conducted over four quarters (September 2022, December 2022, March 2023, and June 2023). The key findings of this research are detailed in the Executive Summary and results are compared to previous editions of the research.

Research design

In line with surveys from 2017 onwards, the 2022/23 research was conducted via telephone interviewing, including both landlines and mobile phones. Telephone surveys are ideally suited to surveying large, geographically dispersed populations. The data produced is the result of random sampling and is therefore free from self-selection bias; it can be considered statistically robust, and levels of statistical confidence can be applied to the data.

The main source of the telephone sample is Research First's proprietary database of resident phone numbers.

A technique called "networking" is also used, whereby interviewers ask a respondent if they know anyone else who would be willing to participate in the survey. This technique is particularly successful for recruiting younger residents, who can be more difficult to reach.

The surveys aim is to contact around 200 respondents in September, December, March, and June. This means that 800 Kāpiti Coast residents are surveyed each year. Quarterly surveying provides a more regular feed of data into council. This timely approach identifies seasonal differences in perceptions and provides the opportunity for council to react quickly to emerging issues.

To ensure each quarterly survey sample is representative of residents across the district, quotas are set for the number of permissible respondents by age, gender, and community board. These quotas are based on known proportions from 2018 Census data.

Analysis and reporting

CONFIDENCE IN THE DATA

The data is considered statistically robust, and council can have confidence in the conclusions derived from it.

The maximum margin of error for the full sample of 802 residents is +/- 3.46 at the 95% confidence interval. This means that, where the entire sample is used, if 50 percent of residents state they are satisfied with a service, we could be 95 percent sure that between 46.54 percent and 53.46 percent of the entire population of Kāpiti Coast are satisfied.

All results have been statistically tested for significant differences at a 95% confidence level between sub-groups.

Statistical significance is a function of sample size, size of difference between results, and data variability. Significant (i.e., genuine and notable) differences have been highlighted in the report.

ADJUSTED SATISFACTION SCORE

For each council service or facility, an "adjusted satisfaction score" (or agreement score) has been calculated.

The adjusted satisfaction score is calculated by removing "neutral" and "don't know" responses and calculating the percentage of satisfied respondents from the reduced base size.

This is in line with the way council has designed and previously analysed its satisfaction results against LTP targets.

Section 3

Key satisfaction measures

Overall satisfaction

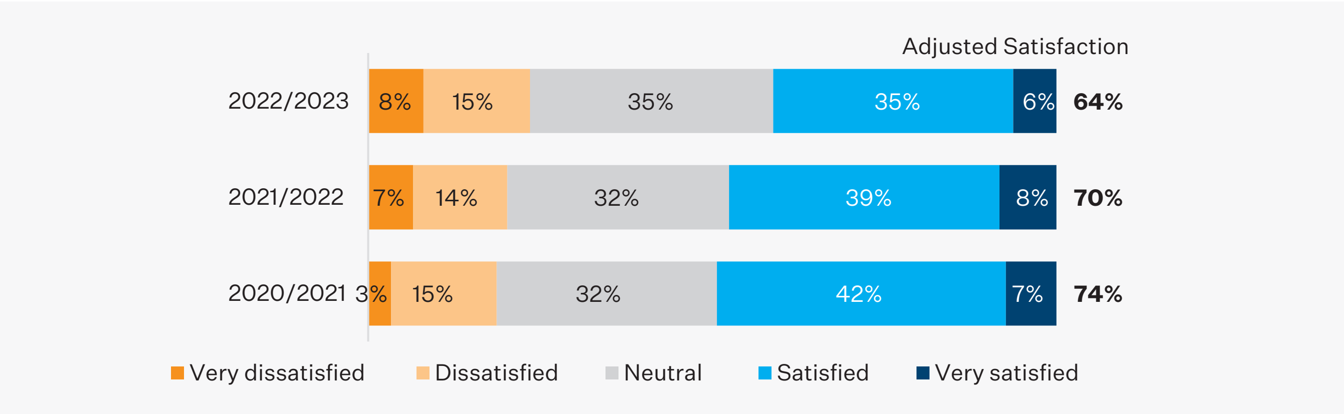
The Kāpiti Coast District Council's overall satisfaction level has dropped by 6 percent since 2021/2022. Annual adjusted satisfaction has decreased for the second consecutive year.

This decrease from 2021/2022 is mainly attributed to an increase in neutral responses, from 32 percent to 35 percent in 2022/2023. In theory, neutral respondents are easier to convert to satisfied than dissatisfied respondents. With the proportion of dissatisfied respondents staying consistent, it should be relatively easy to shift the dial back up.

An in-depth analysis revealed two significant demographic differences that impact residents' level of adjusted satisfaction. Firstly, younger residents aged 18 to 29 exhibited a significantly higher overall adjusted satisfaction level of 86 percent compared to other age groups.

Additionally, residents residing in Ōtaki displayed a significantly higher level of adjusted satisfaction, at 76 percent, in contrast to residents located in Waikanae, who reported a satisfaction rate of 49 percent. This geographical variation highlights the importance of considering local factors when addressing residents' satisfaction and improving their overall experience with the council.

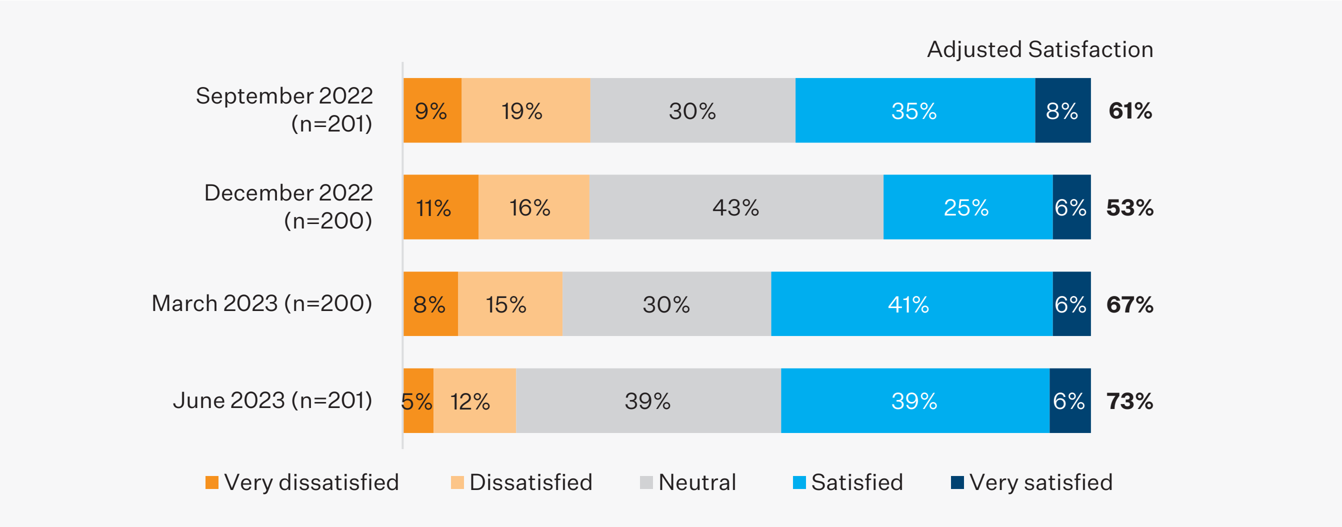
Figure 1. Overall satisfaction



Unlike 2021/2022, stark differences were recorded between individual quarters, as adjusted satisfaction ranged between 53 and 73 percent throughout the year. This substantial change occurred around the same time as the district's local elections, which were conducted in October 2022.

The election saw the introduction of several changes, including the new mayor, and six first term councillors. This suggests that residents were reacting to this change, meaning they were more inclined to give a neutral opinion, because they were either waiting to see the impact of the new leadership, or their preferred choice was not elected.

Figure 2. Overall satisfaction by quarter



All respondents were invited to provide reasoning behind their overall satisfaction score. Overall, one-quarter of residents stated that they were generally satisfied with council (23 percent). Ōtaki residents were more likely to respond saying that they were satisfied (30 percent), compared to other residents.

> “They sort of seem to be working more as a team now as the new council. Instead of just the mayor having a say, the fresh blood has made a difference.”

Two key areas of concern were identified as influencing dissatisfaction in 2022/2023, these were a lack of communication and access to information available (10 percent), and poor investments and wasting money (10 percent).

> “Elected members of council are not listening to what people want, and the consultation process with communities is flawed.”

> “As a rate payer, we feel the burden when our rates are increased, meanwhile cost of living has also increased, I’m seeing our money being spent on things I feel aren’t a priority.”

These concerns highlight the need for the council to address communication gaps, improve information accessibility, and ensure transparent and efficient allocation of investments.

Table 1. Reason for residents' overall satisfaction score

	Percent	Responses
Doing a good job/satisfied/happy	23%	174
Lack of communication/access to information (negative)	10%	75
Wasting money/poor investments	10%	72
Roading/roadworks	9%	71
Neutral comment	9%	70
Not listening to public/lack of consultation	9%	67
Lack of clear direction	6%	45
Good facilities/services	6%	43
Rates are too high	5%	34
Issues with council/specific complaints	5%	34
Housing/developments/jobs	4%	33
Maintenance, buildings, rubbish, drains etc.	4%	32
The gateway project/seawall	4%	30
More transparency	3%	21
Communication (positive)	3%	19
Beautiful, clean, nice, safe	2%	13
Slow processes	1%	11
Water management/3 waters	1%	9
Do not use facilities	1%	8
Covid 19	1%	7
Climate change/sustainability	1%	6
Helpful/good staff/easy to deal with	1%	5
Other	2%	16
Don't know	6%	47
Total	754	

Drivers of change analysis

Identifying not only satisfaction but also where resources should be focused to drive an increase in resident satisfaction, can be invaluable for determining action points and investment areas. To determine the relative role that different council service areas play in overall resident satisfaction, a statistical key driver analysis was conducted.

A key driver analysis summarises where resources should be focused to drive an increase in overall resident satisfaction and highlights potential action points and investment areas.

The results of the analysis are summarised below. This chart displays key council action points. The further to the right an aspect is, the more important it is to residents; the closer to the top of the chart an aspect is, the better performing it is (i.e., a high proportion of residents are satisfied with it).

Taking all key drivers into account, the following emerged as improvement areas:

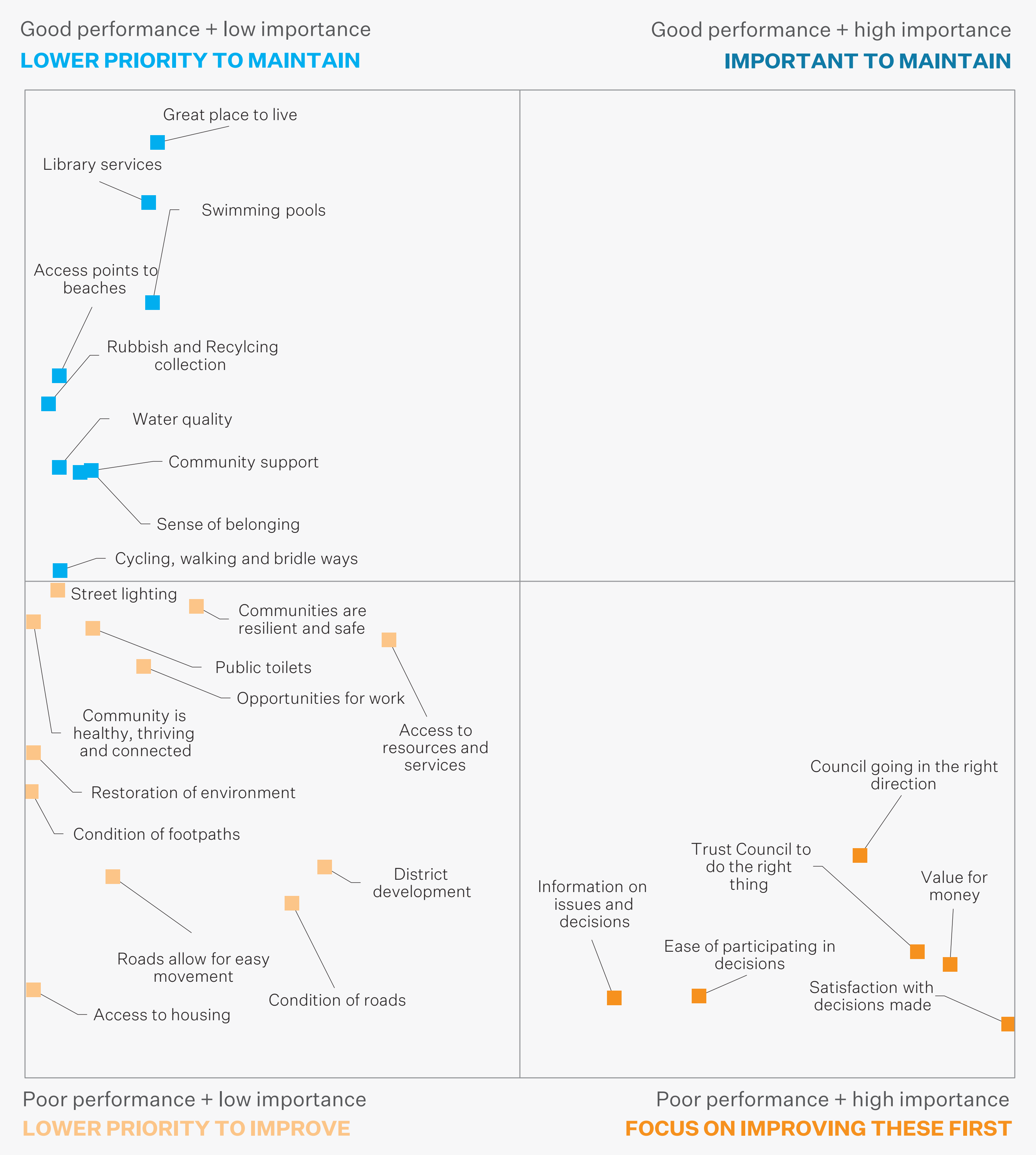
- Satisfaction with decisions made.
- Value for money satisfaction.
- Trust in the council to do the right thing.
- Confident that the council is going in the right direction.
- Ease of participation in decision-making opportunities.
- Information provided on issues and decisions.

Several areas were seen as slightly less important to overall satisfaction but are still in need of improvement. These will be important to keep an eye on as they have the potential to make more of an impact on overall perceptions in the future. These areas include:

- Access to resources and services.
- District development.
- Condition of roads.
- Communities are resilient and safe.
- Opportunities for work.
- Roads allow for easy movement.
- Public toilets.
- Street lighting.
- Restoration of environment.
- Condition of footpaths.
- Access to housing.
- Communities are healthy, thriving, and connected.

Lastly, zero services were found within the high-importance and high-satisfaction quadrant.

Figure 3. Drivers of change of overall satisfaction – Overall

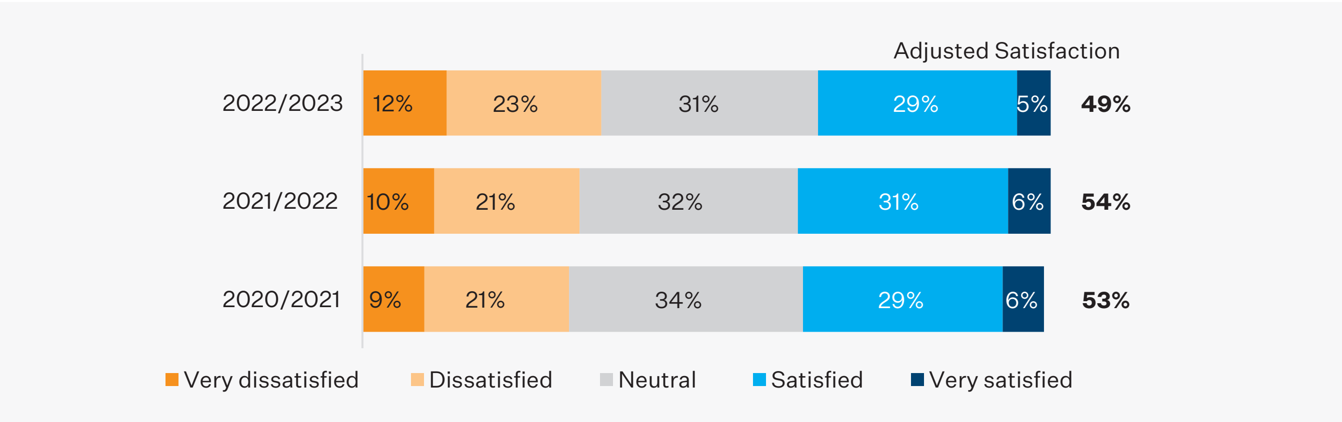


Value for money

Satisfaction with value for money has dropped considerably since 2021/2022, with a 5 percent decrease noted in residents' adjusted satisfaction level (from 54 percent to 49 percent in 2022/2023).

Residents aged between 65 and older had significantly higher adjusted satisfaction (59 percent) with value for money, compared to younger age groups. Specifically, residents aged 50–59 had by far the lowest adjusted satisfaction levels at 36 percent.

Figure 4. Value for money



When analysing individual quarters, a noticeable shift in the adjusted satisfaction levels was observed. In the first two quarters of 2022/2023, the satisfaction level was less than half, at 46 percent and 45 percent respectively. However, in the final two quarters, it increased to 54 percent and 52 percent.

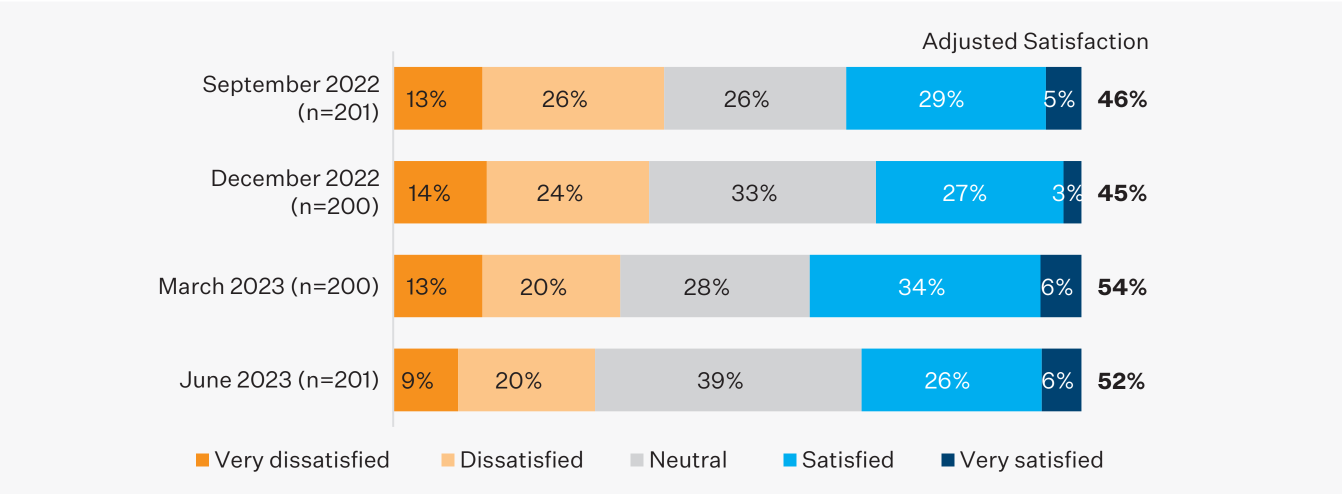
Several factors likely contributed to this shift, including the confirmation of the rates increase in April 2023 of 7.8 percent, which was substantially lower than the predicted increase of 12.4 percent[1].

Furthermore, several decisions were announced for the reallocation of funding. With multiple projects fundings altered to have its funding come from the council's general borrowing, these included a low emission power source for the Ōtaki Pool and storytelling related to Kāpiti Island.

1 Source: Kāpiti Coast District Council uses Three Waters funding to keep rates increase at 7.8% | Stuff.co.nz

Other announcements included the ceasing of further funding towards the Te Uruhi/Kāpiti Gateway project, which had been a highly discussed issue within this research in recent years.

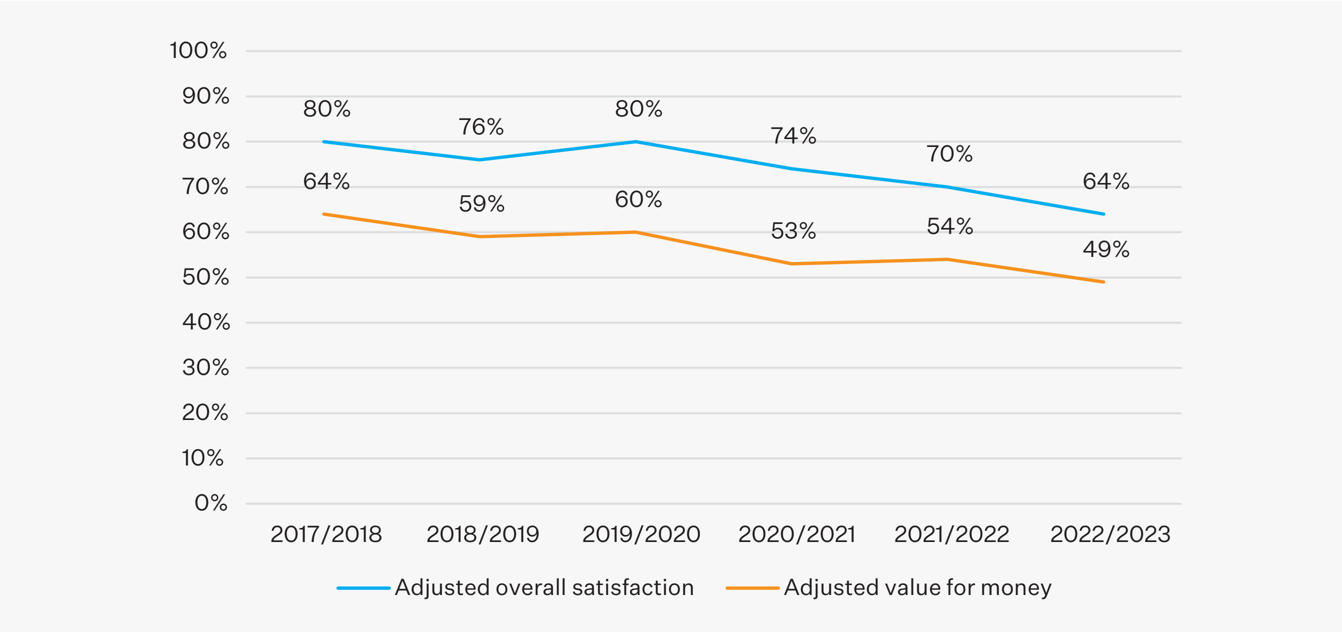
Figure 5. Value for money by quarter



Trend analysis

Comparisons with previous years, show a clear downward trend in both overall satisfaction and satisfaction with value for money. This trend is indicative of the challenging times that residents across New Zealand have faced since 2020.

Figure 6. Trend analysis



Section 4

Outcomes

Prior to the 2021/2022 residents' opinion survey, the questionnaire was updated and altered to monitor and track four key outcomes linked to the Kāpiti Coast District Council 2021–2041 long-term plan. These outcomes include:

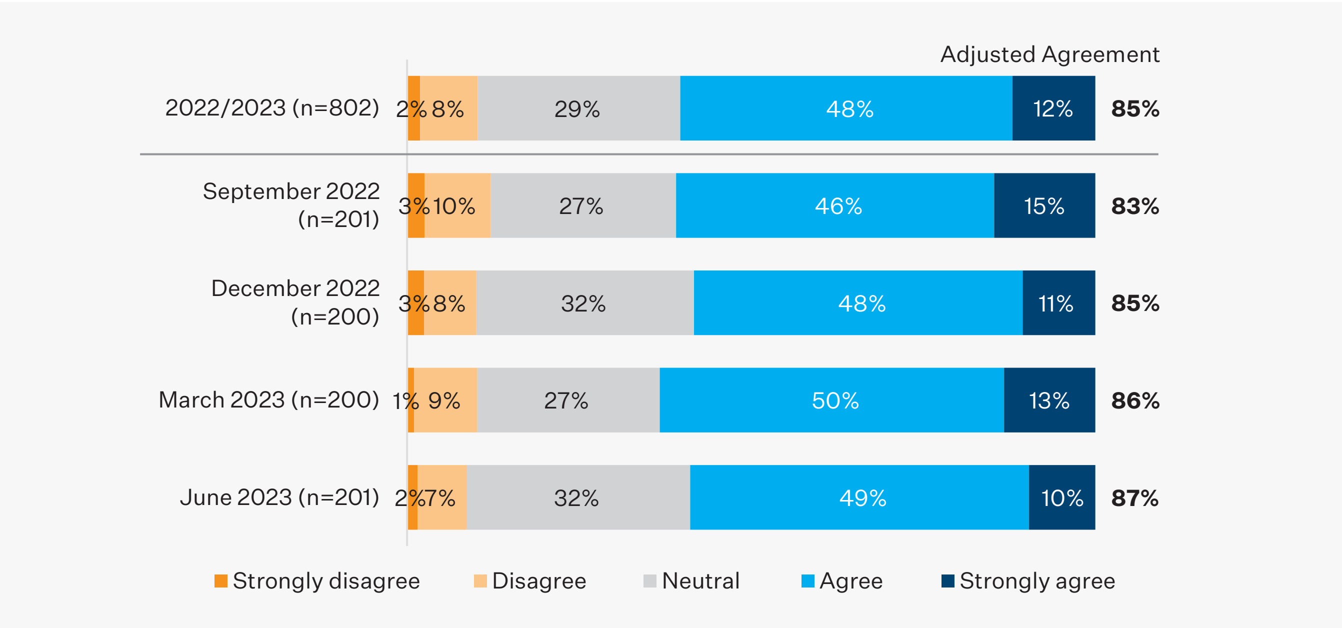
- **Outcome 1:** Communities are resilient, safe, healthy, thriving, and connected. Everyone has a sense of belonging and can access the resources and services they need.
- **Outcome 2:** The local economy is prosperous with ample opportunities for people to work and learn in Kāpiti.
- **Outcome 3:** The natural environment is restored and enhanced as we transition to a low-carbon future.
- **Outcome 4:** People have access to suitable housing in Kāpiti so that they can live and thrive.

Communities

The first measure of the “Communities Outcome” was residents’ agreement that the Kāpiti community is resilient and safe. Overall, 85 percent of residents agreed with this statement, this perception remained consistent throughout all four quarters.

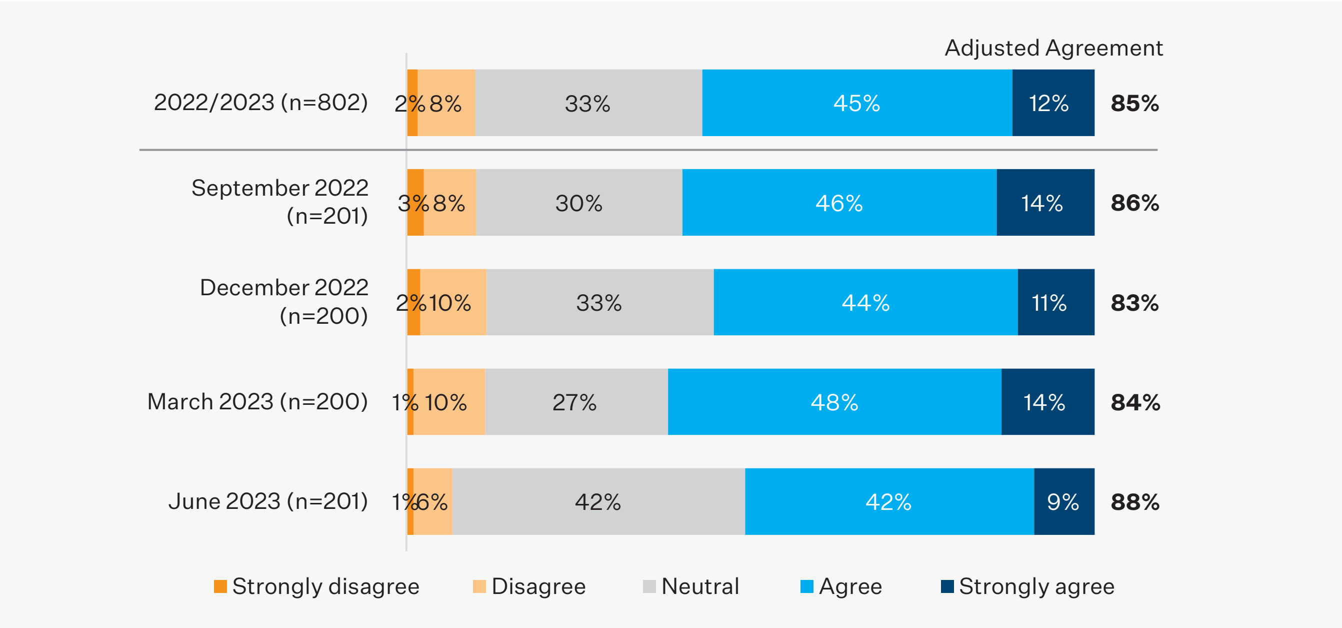
Residents located in Ōtaki had significantly lower agreement (76 percent) that their community was resilient and safe, compared to other residents. Interestingly, residents aged 65 or older were more likely to agree (92 percent), compared to other age groups.

Figure 7. Communities are resilient and safe



The second measure was residents' agreement that Kāpiti's communities are healthy, thriving, and connected. Overall, 85 percent of residents agreed with this statement; this level remained consistent across all four quarters.

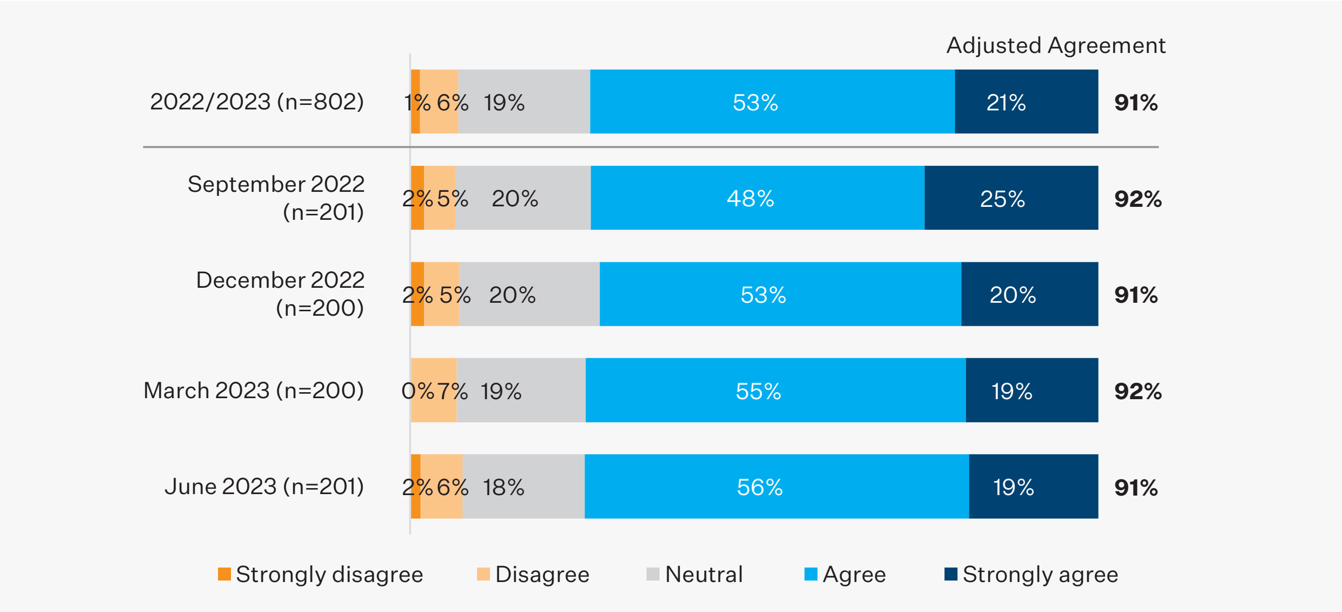
Figure 8. Communities are healthy, thriving, and connected



The third measure was residents' agreement that they have a sense of belonging within the Kāpiti Coast community. The majority of residents agreed with the statement (91 percent overall); this response remained consistent throughout all four quarters.

Ninety seven percent of residents aged above 65 years old agreed with this statement, considerably higher than other age groups.

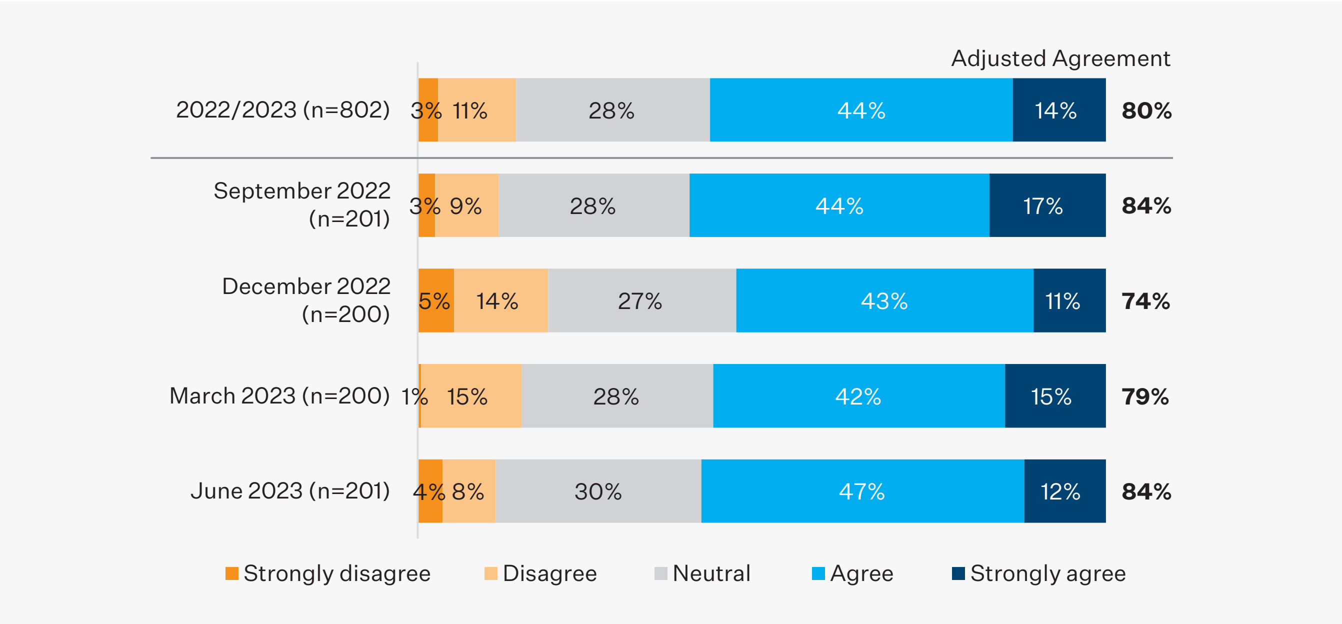
Figure 9. Residents have a sense of belonging



The final measure of the "Communities Outcome" was the agreement that residents have access to the resources and services that they need. Overall, 80 percent of residents agreed with this statement.

When analysing by a resident's demographics, one significant difference was identified. Female residents (76 percent) had significantly lower levels of agreement than males (85 percent) that they had access to the resources and services they needed.

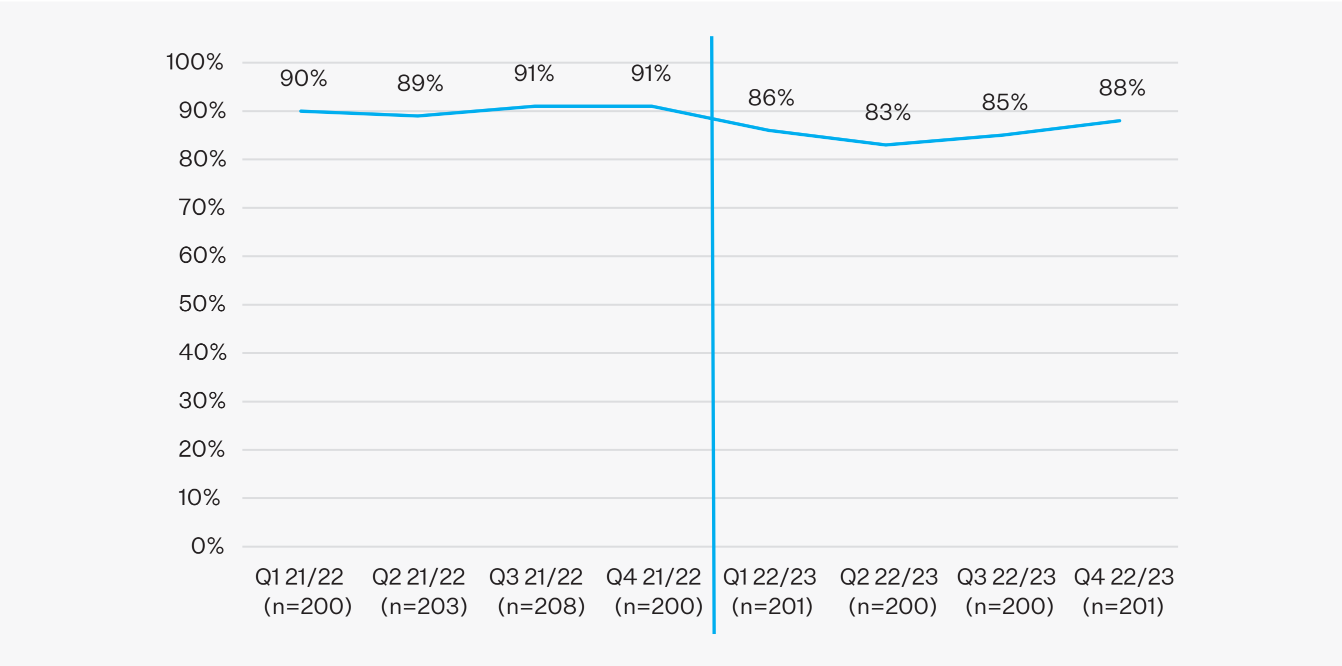
Figure 10. Residents have access to the resources and services they need



Residents' adjusted agreement level with the "Communities Outcome" averaged 85 percent in 2022/2023. This was consistent across all four quarters, ranging between 83 and 88 percent.

However, a marked decrease was observed compared to results achieved in 2021/2022, where the average agreement level observed was 90 percent.

Figure 11. Communities' outcome[2]



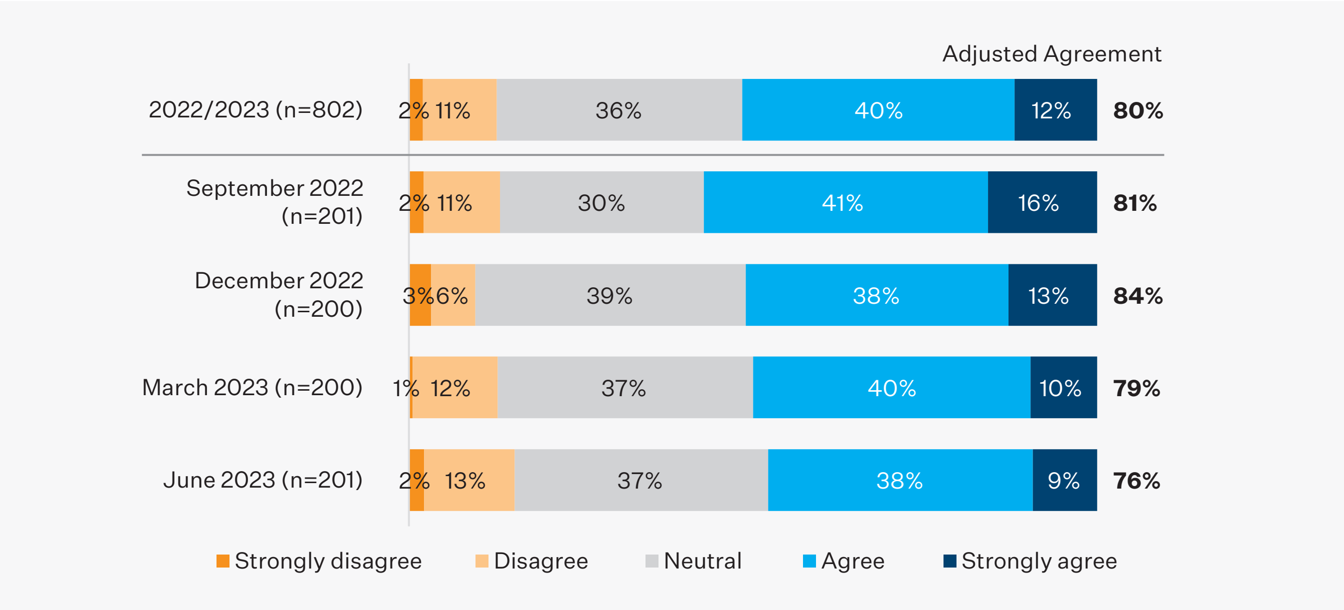
2 Figure 11 outlines the mean score of the four community outcomes for each quarter.

Economy

The second outcome focused on the “Economy”; this was measured through the perception that the local economy is prosperous with ample opportunities for people to work in Kāpiti.

More than half (52 percent) of residents agreed with this statement, resulting in an adjusted satisfaction level of 80 percent. Although this result is strong, a noticeable drop in agreement was observed in the final two quarters of 2022/2023. This will require monitoring in future research.

Figure 12. The economy has ample opportunities for residents to work in Kāpiti



When analysing by a resident's demographics, one significant difference was identified. Which was that residents aged above 65 years old had significantly higher agreement (88 percent) than other age groups that the local economy has ample opportunities for residents to work in Kāpiti.

Table 2. The economy has ample opportunities for residents to work in Kāpiti – by age[3]

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Adjusted Satisfaction
18-29	0%	5%	43%	39%	13%	91%
30-39	2%	14%	31%	38%	14%	76%
40-49	2%	12%	41%	35%	11%	76%
50-59	5%	11%	39%	34%	11%	74%
60-64	1%	19%	35%	34%	12%	70%
65+	1%	7%	31%	49%	12%	88%
Total	2%	11%	36%	40%	12%	80%

3 A percentage in green indicates a statistically significant higher result, while a red percentage indicates statistically significant lower results.

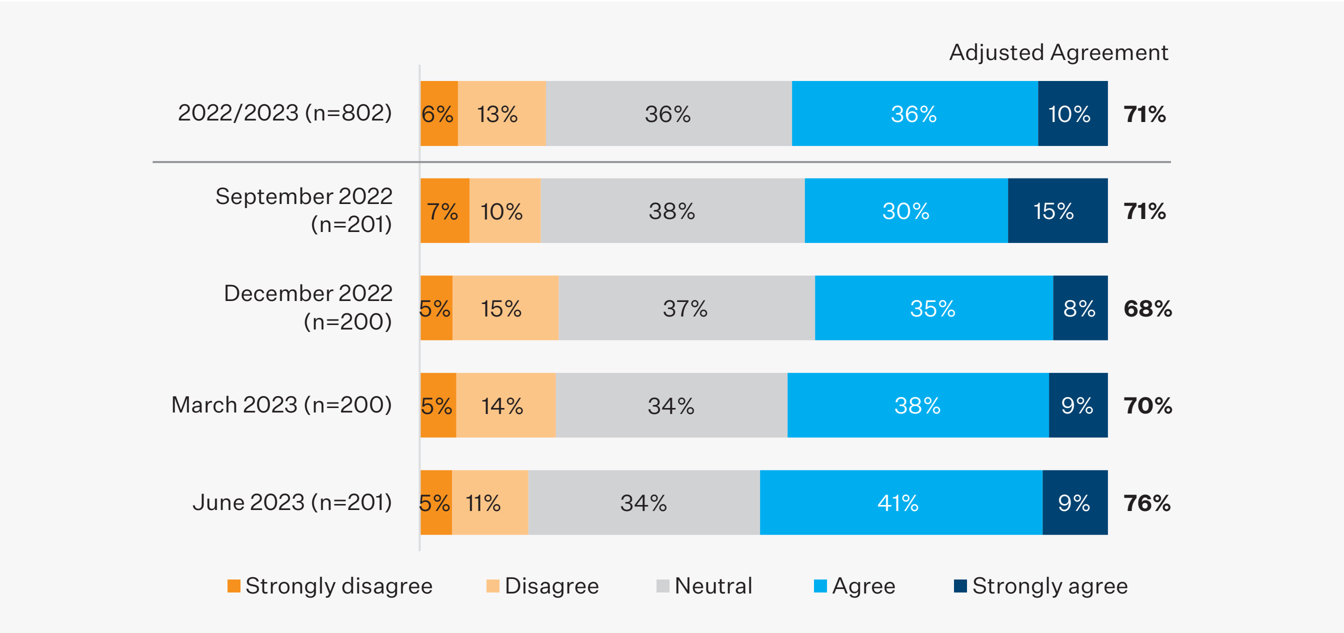
Environment

The third outcome focuses on the "Environment", this was measured through the perception that the natural environment is being restored and enhanced as the council transitions to a low-carbon future.

Just under half (46 percent) of all residents agreed with this statement, resulting in an adjusted satisfaction level of 71 percent. This remained consistent between quarters, with the exception of Q4, which saw slightly higher levels of agreement (76 percent).

No significant differences were identified when analysing by a resident's demographics.

Figure 13. The natural environment is being effectively restored and enhanced



Kāpiti residents were asked to explain how the council could better support them in reducing their carbon footprint. This highlighted two suggestions:

- better public transport (18 percent); and

> “More regular public transport. Because it will get people out of their cars…. If at all possible, have electric bus services.”

- better recycling facilities and options (13 percent).

> “It is around waste, greater support for household recycling. Their contractor waste services are currently inadequate.”

Two-fifths (38 percent) of residents were unable to give an idea of how the council could support individuals in reducing their carbon footprint, an additional 21 percent stated they didn’t know, and a further 17 percent stated nothing else can be done.

No significant differences were identified when analysing by a resident's demographics.

Table 3. How can the council support you in reducing your carbon footprint?

	Percent	Responses
Better public transport	18%	97
Better recycling facilities/options	13%	67
Better rubbish collection	8%	41
More/cheaper EV charging stations	6%	30
More/cheaper bins	5%	29
More education/advertising/promoting	5%	28
Incentives/subsidies	5%	28
Encourage solar power	4%	21
Maintenance	4%	21
More/better cycle ways	4%	20
Free/cheaper public transport	3%	16
Better roads/layouts	2%	11
Improve footpaths	1%	5
Better communication	1%	5
Cheaper rates	1%	5
Encourage walking and cycling	1%	4
Less plastic/more biodegradable packaging	0%	2
Other	4%	23
Don't know	21%	111
Nothing	17%	91
Total	533	

Housing

The fourth and final outcome focused on "Housing"; this was measured through residents' agreement that people have access to suitable housing in Kāpiti to live and thrive.

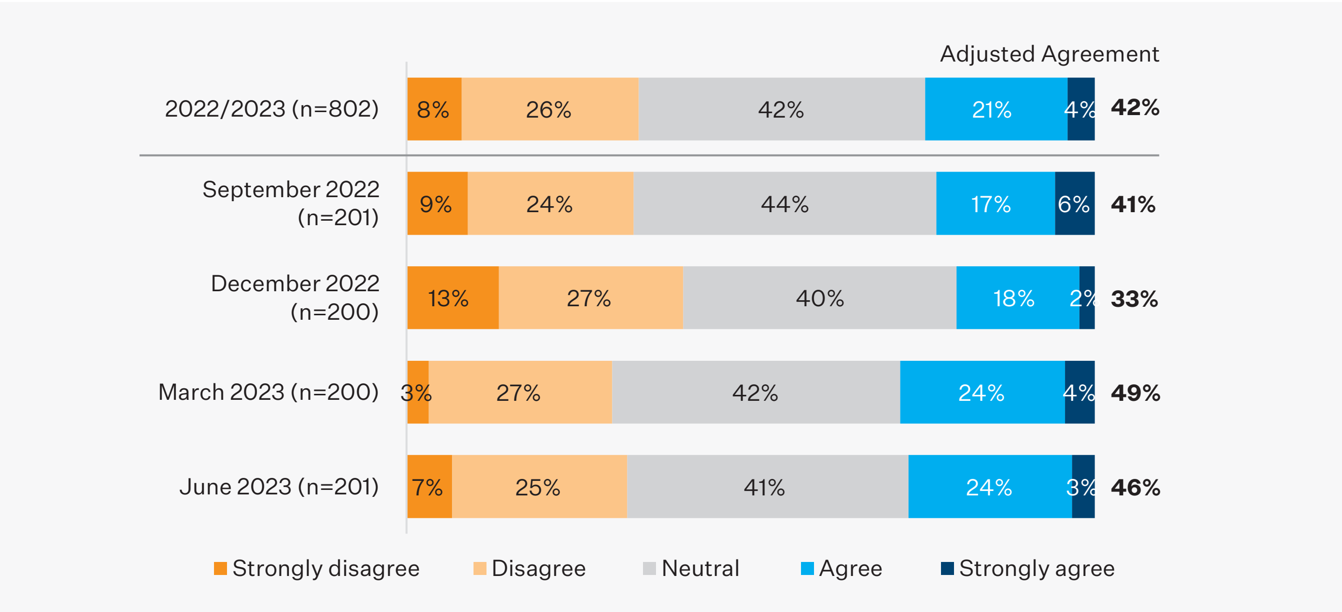
This measure was found to be the lowest performer of all outcomes, with one quarter (25 percent) agreeing with the statement, resulting in an adjusted satisfaction level of 42 percent.

Agreement levels varied between quarters, the largest difference occurred between Q2 and Q3, as an increase of 16 percent was observed.

During Q2, 8 percent of residents specifically mentioned housing issues as the main reason influencing their overall satisfaction response, this was notably higher than the average of 4 percent throughout 2022/2023. This suggests that housing accessibility was a concern that was top-of-mind among residents in December 2022.

Residents based in Paraparaumu/Raumati were found to hold significantly higher level of agreement (52 percent) compared to Ōtaki residents (29 percent). Indicating the need to assess local issues and increase access to information about housing in Ōtaki.

Figure 14. Residents have access to suitable housing in Kāpiti to live and thrive



LTP Outcome trends

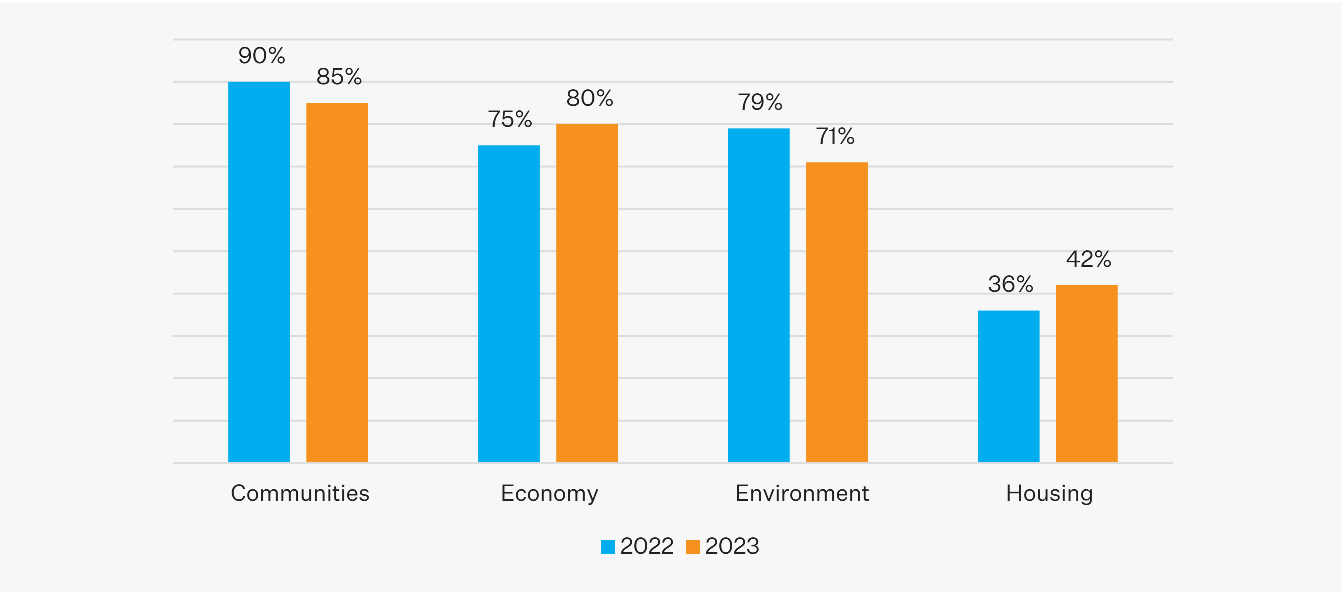
The 2022/2023 research marked the second full year when perceptions of the Council's four 2021–2041 Long-Term Plan outcomes were measured. Significant differences were observed in all four outcomes compared to 2021/2022.

Notably, there were positive increases in the "Housing Outcome", with a 6 percent rise in residents' perception of the council's performance in this area. Similarly, the "Economy Outcome" experienced a 5 percent increase in satisfaction levels.

However, there were noticeable decreases in the perceptions of the final two outcomes, with the "Communities outcome" decreasing 5 percent, while the "Environment Outcome" experienced a considerable decrease of 8 percent.

These findings highlight the need for the Council to address concerns and focus on improving performance in the areas of Communities and Environment to reach similar levels seen in 2021/2022. While also continuing to improve with Housing and Economy Outcomes.

Figure 15. Outcome trends



Section 5

Perceptions and sentiments about intent

Perceptions of life in Kāpiti

The majority of residents stated that Kāpiti Coast is a great place to live, with an adjusted agreement score of 98 percent identified. This finding has remained consistent since 2017/2018.

However, residents' confidence that the Kāpiti Coast District is going in the right direction reached an all-time low at 57 percent. This is a continuing downward trend.

Ōtaki residents had significantly higher agreement that the district is going in the right direction (71 percent) compared to Waikanae residents (45 percent). No other demographic differences were observed.

Figure 16. Life in Kāpiti

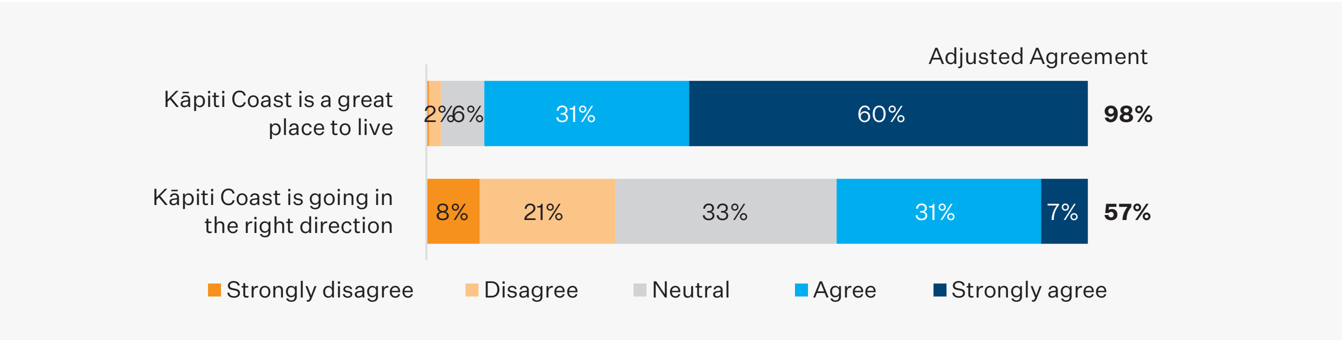
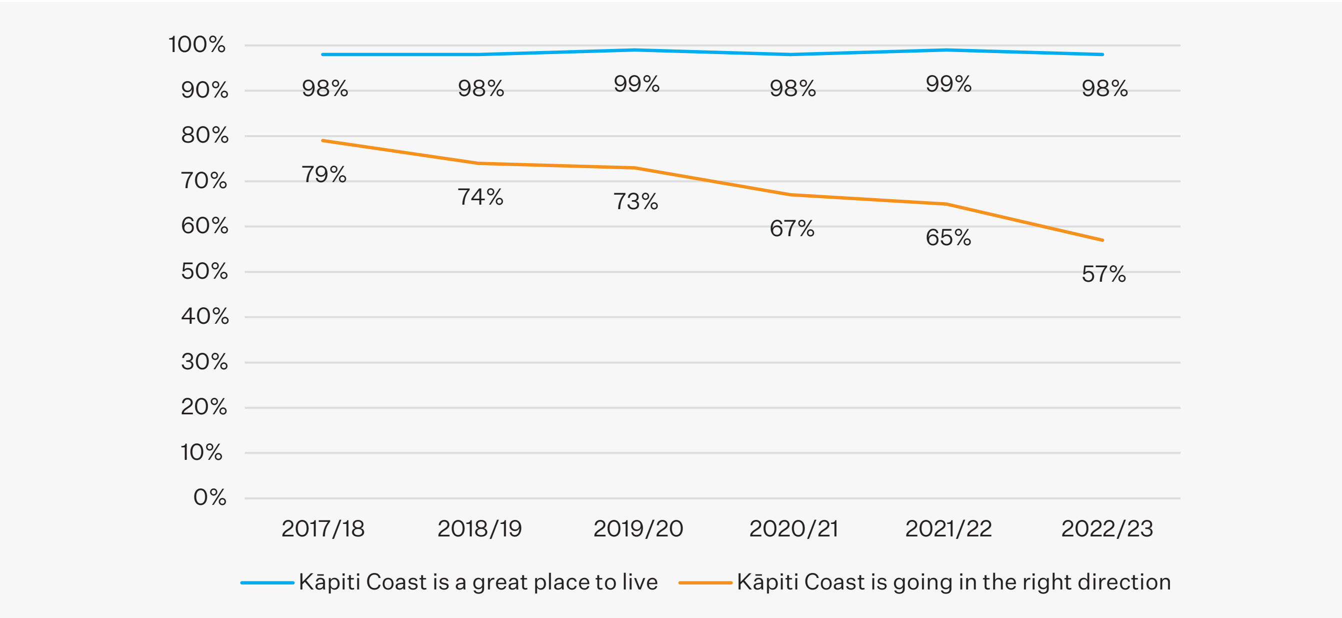


Figure 17. Living in Kāpiti – trend analysis



Residents' main responses for their confidence that the Kāpiti Coast District is going in the right direction focus on a belief that the council is doing a good job (23 percent):

> "Kapiti is a great place, the district is going well."

> "Just speaking to friends around the community I think there is room for improvement, but council is heading in the right direction."

Negative responses focused on engagement and value for money:

- the council does not listen or consult (15 percent); and

> "I just think they have their own plan have certain ideas about things and I don't really know if they are asking the community what they really want."

- the council does not look at value for money (11 percent).

> "Bit concerned with the direction they go - Kapiti Gateway thing is going to cost a lot of money for very little gain."

No statistically significant differences were identified when analysing by a resident's demographics.

Table 4. Reasons for perceptions of the council

	Percent	Responses
Council is doing a good job	23%	179
Council doesn't listen/consult	15%	117
Waste money/poor value for money/investments	15%	111
Council doesn't seem to have a clear vision/ direction/plan	11%	82
Housing/development/infrastructure	8%	58
Don't trust council	7%	57
Rates high	6%	46
Gateway project/seawall	6%	44
Roading/footpaths/roadworks	6%	43
Communication	6%	43
Little support for my area/council favours other area or groups	6%	43
Good mayor/good council	4%	33
Quality of life/people/community	4%	31
Growth/progress	3%	26
Environment/climate change	3%	20
Water management	2%	17
Good services/facilities	2%	13
Not easy to deal with/slow process	1%	8
Other	5%	35
Don't know	7%	52
Total	762	

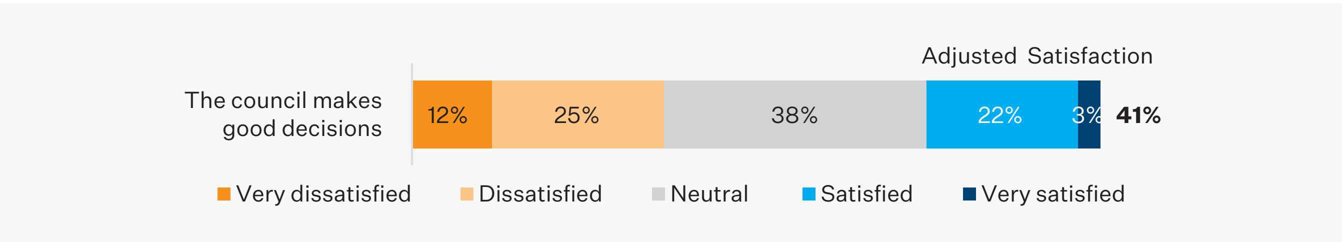
Kāpiti Coast District Council sentiment and intent

One quarter (25 percent) of residents were satisfied with the decisions made by the council, while a third (37 percent) stated they were dissatisfied. This resulted in an adjusted satisfaction score of 41 percent.

The youngest and oldest residents within the district (18 to 29: 69 percent, and 65+: 50 percent) had significantly higher adjusted satisfaction levels in the council's decision-making than other age groups.

This perception has decreased 8 percent since 2021/2022, continuing the downward trend seen since 2019/2020.

Figure 18. Council makes good decisions



Thirty-five percent of residents trust the council to do the right thing, resulting in an overall adjusted score of 51 percent. This perception has decreased 6 percent since 2020/2021.

Once again, the youngest and oldest residents within the district were found to be more positive (18 to 29: 73 percent, and 65+: 59 percent) compared to other age groups.

Figure 19. Trust the council to do the right thing

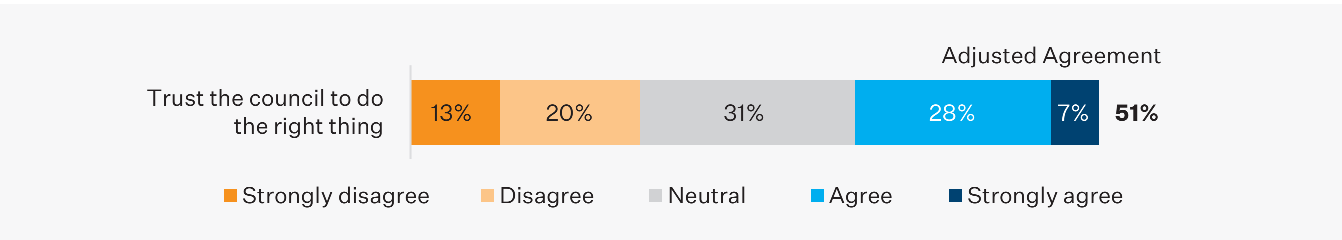
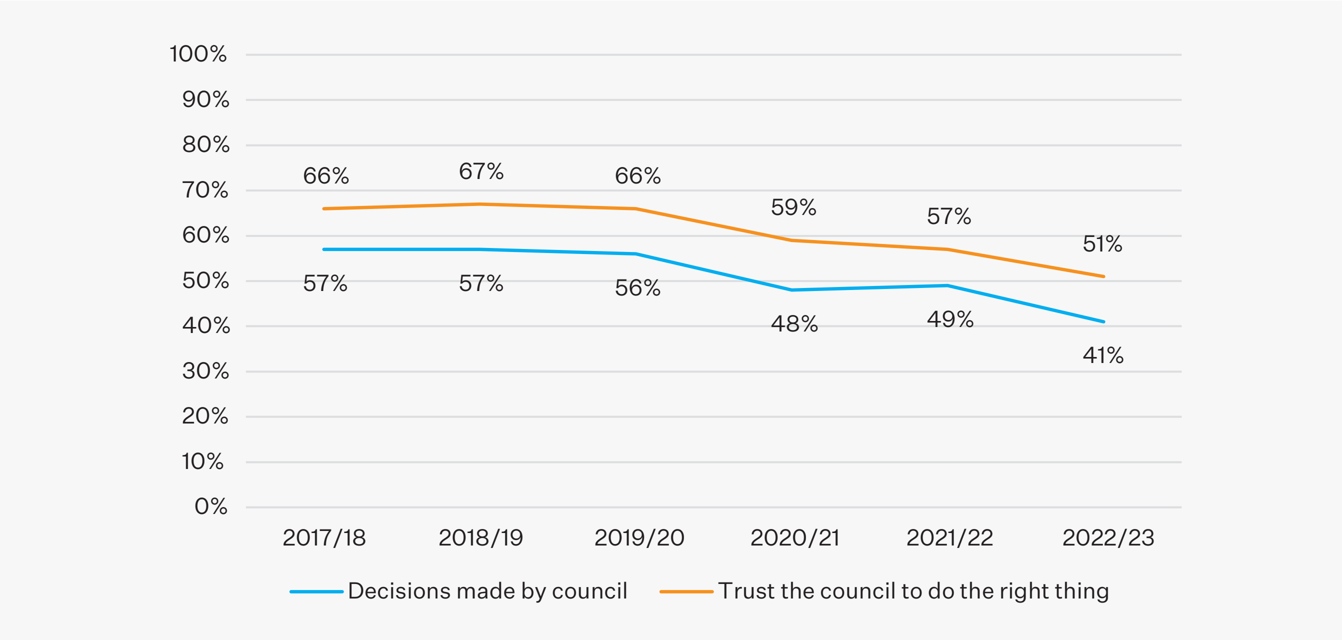


Figure 20. Council sentiment and intent – trend analysis



Residents' involvement opportunities

One quarter (27 percent) of residents were satisfied with the information provided by the council about upcoming decisions, with a further third stating that they were neutral. This resulted in an adjusted satisfaction score of 43 percent.

Similar responses were achieved with residents' satisfaction in the ease of participating in decision-making opportunities, which resulted in a 45 percent adjusted satisfaction score.

Both perceptions have decreased substantially since 2021/2022, resulting in the lowest level of satisfaction reported.

Continuing with the trend, residents aged 65 or older were found to have higher satisfaction levels than other age groups for both perceptions. With 54 percent stating they were satisfied with the information provided, and 56 percent satisfied with the ease of participation in decision-making.

Figure 21. Keeping residents involved and informed

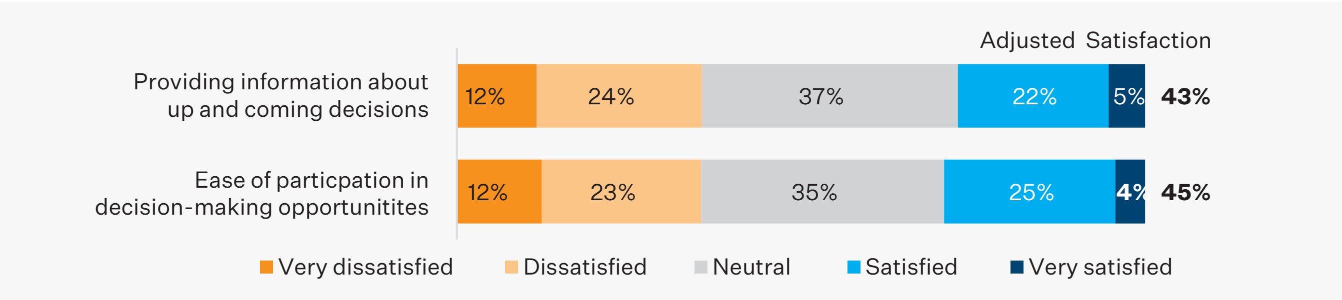
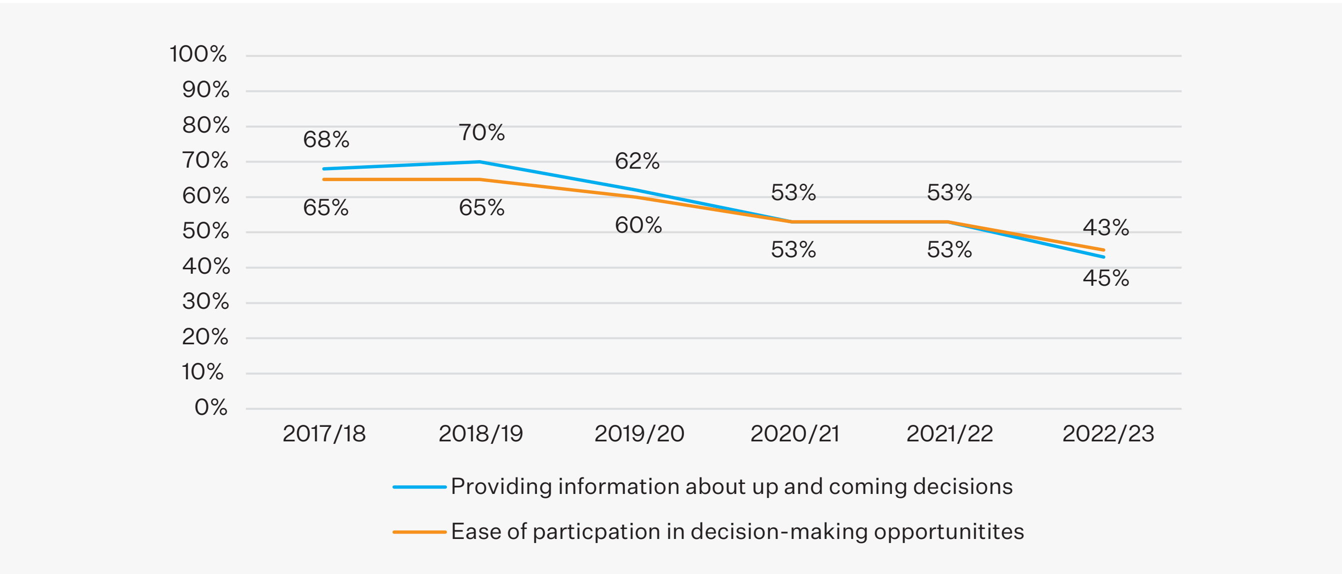


Figure 22. Keeping residents involved and informed – trend analysis



Section 6

Infrastructure services

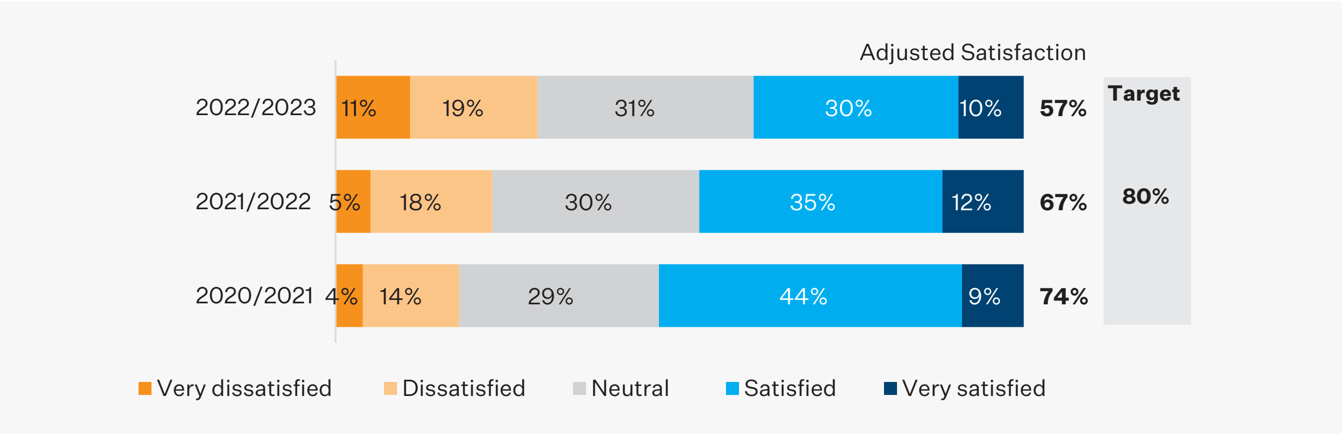
Roads allow for easy movement

Ease of movement on Kāpiti roads was again found to fall below the target in 2022/2023. With just two-fifths (40 percent) of residents stating they were satisfied with roads allowing for easy movement, against a target of 80 percent.

Satisfaction with the ease of movement on roads was found to decrease for the second straight year, with an adjusted satisfaction score of 57 percent (a 17 percent decrease since 2020/2021).

No differences were observed amongst residents by location.

Figure 23. Roads allow for easy movement



Residents who stated they were dissatisfied with a council infrastructure service were asked to explain their key reasons for dissatisfaction. The main issues with movement on roads were traffic flow issues relating to road layouts and abundance of traffic lights (27 percent).

> “Too congested. Too many traffic lights that don’t have the correct signal flow to allow the main traffic to flow longer.”

> “Kāpiti Road, it’s just horrendous the amount of traffic lights doesn’t allow for the volume of cars, it can take a long time to go where you want to go.”

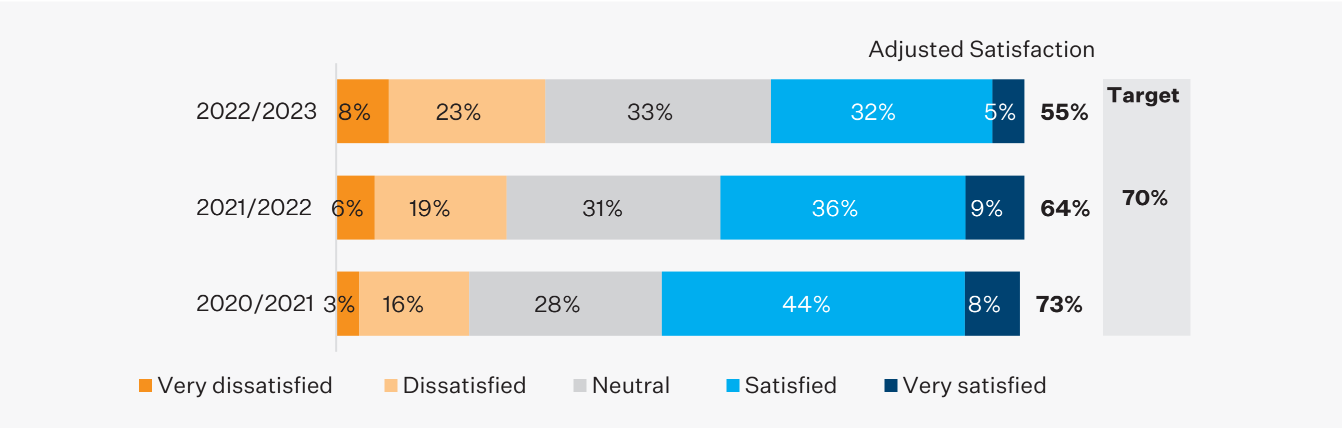
Table 5. Residents’ dissatisfaction with access and transport – Traffic

Topic	Theme	Percentage	Responses
Traffic	Traffic flow issues (road layout, traffic lights etc.)	27%	125
	Traffic volume/congestion	5%	25
	Traffic total	31%	140
Total		455	

Condition of roads

Residents' adjusted satisfaction with the conditions of roads in the district has dropped notably (down 9 percent since 2021/2020) to 55 percent in 2022/2023. Residents' satisfaction remains beneath the target set of 70 percent satisfaction.

Figure 24. Condition of roads



The key reasons for residents' dissatisfaction in the condition of roads were that roads are poorly maintained (26 percent).

> "The condition of the roads. They are always in a poor state. When we are out and about, the surface of the roads appears to be deteriorating."

> "The roads and the footpaths are not maintained to a decent standard."

Table 6. Residents' dissatisfaction with access and transport – Roading

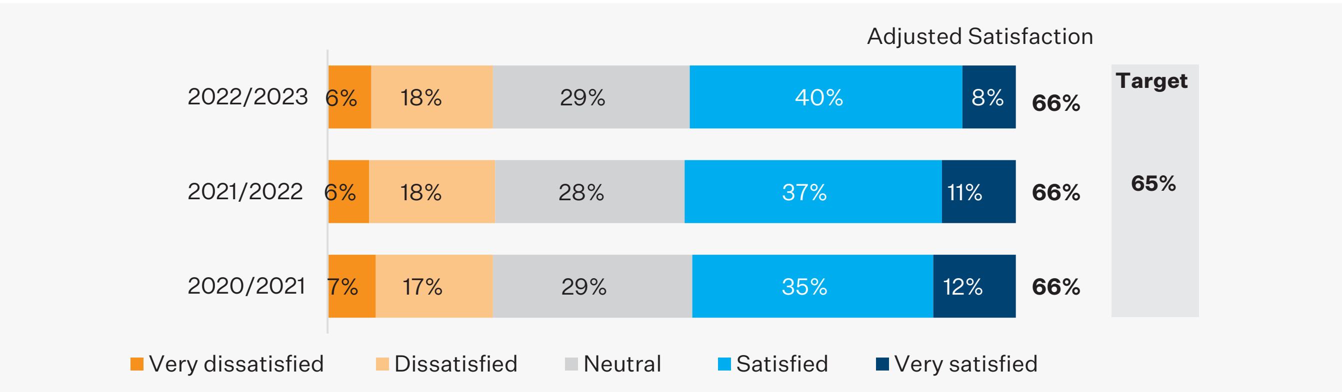
Topic	Theme	Percentage	Responses
Roading	Roads are poorly maintained	26%	119
	Roads are not suitable (design, accessibility issues etc.)	17%	76
	Ongoing roadworks	14%	64
	Roading total	48%	219
Total		455	

Condition of footpaths

Adjusted satisfaction with the condition of footpaths was found to meet the long-term target: 66% were satisfied, against a target of 65%. Residents' satisfaction has also remained consistent with 2021/2022 results.

Males (77 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (58 percent). Residents aged between 18 and 29 (94 percent) had higher levels of satisfaction compared to other age groups.

Figure 25. Condition of footpaths



Residents' key reasons for dissatisfaction with the condition of footpaths include that

- footpaths are not suitable – i.e., design and accessibility issues (11 percent); and

> “I am on a mobility scooter and the footpaths do not have enough room or viability to see cars exiting the driveway, Temoana Road footpath is too close to the fences..”

- footpaths are poorly maintained (11 percent).

> “Footpaths - too many cracks in it, for people pushing their walkers and things like that it's difficult for them.”

Table 7. Residents' dissatisfaction with access and transport – Footpaths

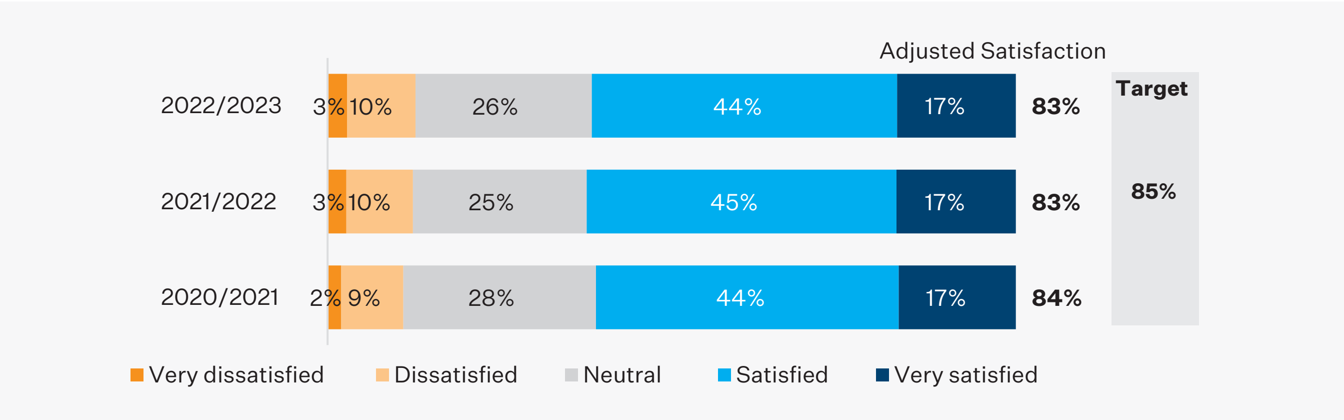
Topic	Theme	Percentage	Responses
Footpaths	Footpaths are not suitable (design, accessibility issues etc.)	11%	52
	Footpaths are poorly maintained	11%	48
	Not enough footpaths/only on one side of a street	7%	30
	Unhappy with money being spent on footpaths	1%	5
	Footpaths total	24%	107
Total		455	

Street lighting

Adjusted satisfaction with street lighting remained consistent with previous years, at 83 percent. However, this is below the target of 85 percent.

Males (89 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (78 percent). No further demographic differences were identified.

Figure 26. Street lighting satisfaction



Residents' key reasons for dissatisfaction with street lighting was the lack of it in the district (8 percent).

> "Street lighting could be a bit better in some places."

Table 8. Residents' dissatisfaction with access and transport – Street lighting

Topic	Theme	Percentage	Responses
Street Lighting	Not enough street lighting	8%	35
	Streetlights are poorly maintained	1%	4
	Other street lighting comments	1%	4
	Street lighting total	9%	43
Total		455	

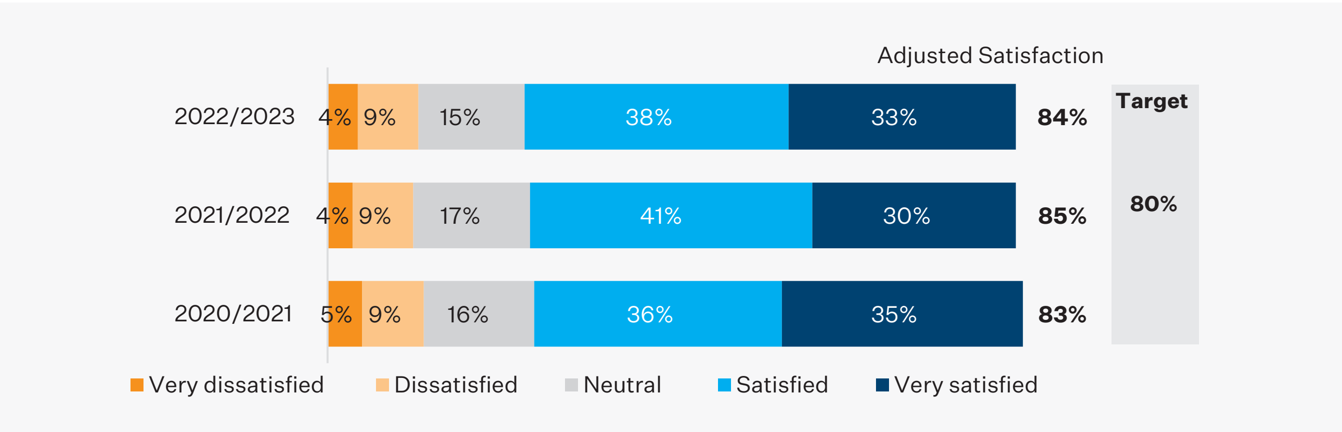
Quality of water

Ninety percent of residents stated that their household or business received its drinking water from the council's water supply.

Of these residents, 84 percent were satisfied with the quality of the drinking water, which exceeds the long-term target of 80 percent in place for this perception. This perception is also consistent with 2021/2022.

Males (89 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (81 percent). No further demographic differences were identified.

Figure 27. Quality of water supply



Section 7

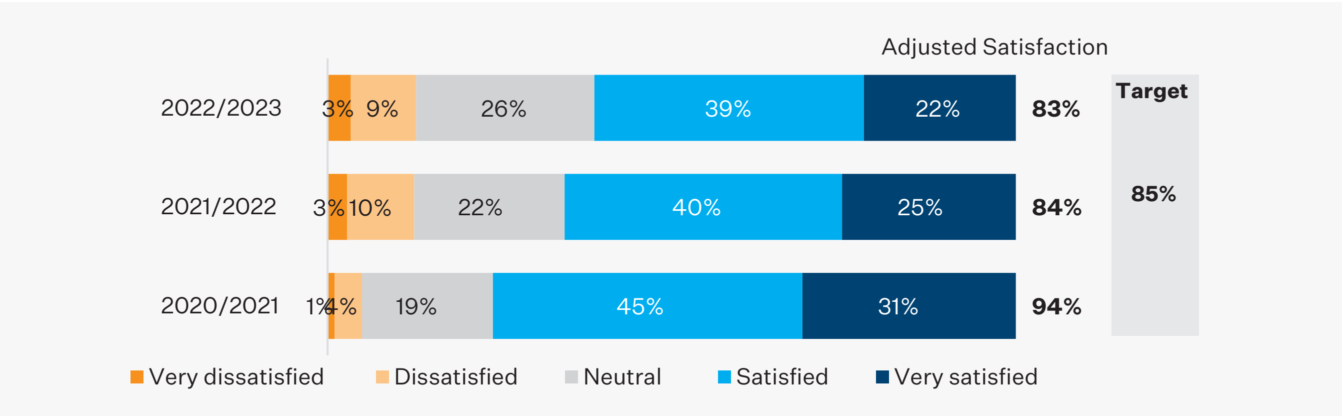
Services delivery

Pathways for cycling, walking, and bridleway networks

Residents' satisfaction with the cycling, walking, and bridleways in 2022/2023 was high, with an adjusted satisfaction score of 83 percent. However, this response just failed to meet the target of 85 percent that has been put in place. The level of satisfaction has remained consistent with 2021/2022.

No statistically significant differences were identified when analysing by a resident's demographics.

Figure 28. Cycling, walking, and bridleways satisfaction



Residents' key reason for dissatisfaction was ultimately the belief that the council was investing too much in the district's cycleways. However, it is important to note that this perception was only provided by 3 percent of all residents who were dissatisfied with the council's infrastructure.

> "They are not putting the money in roading, they are putting money into cycling. I do cycle, but I think they need to fix up the roads before they worry about bikes."

Table 9. Residents' dissatisfaction with access and transport – Cycleways

Topic	Theme	Percentage	Responses
Cycleways	Unhappy with money being spent on cycleways	3%	15
	Cycleways are not suitable (design, accessibility issues)	2%	8
	Not enough cycleways	1%	5
	Cycleways total	6%	27
Total		455	

Access points to beaches

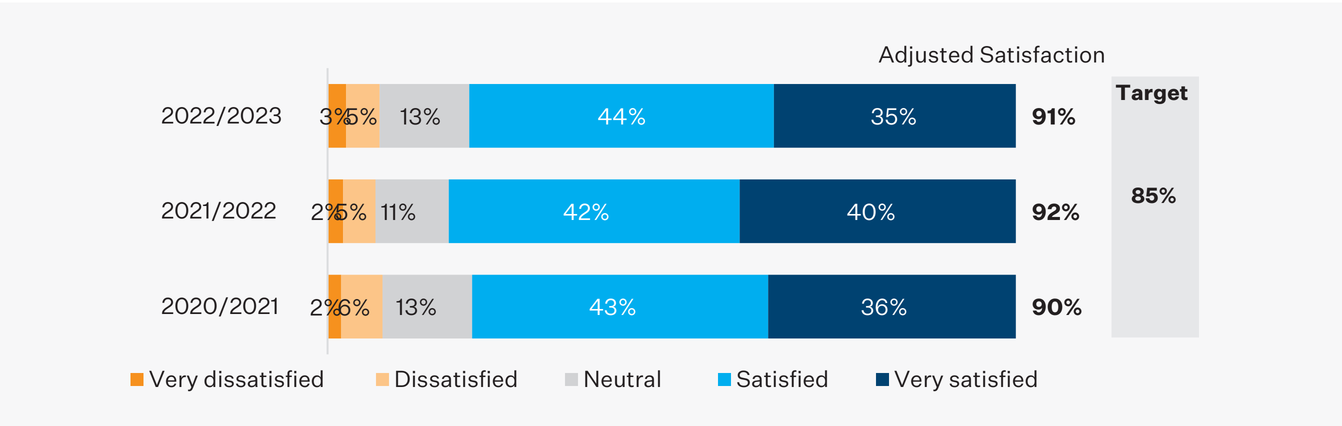
Residents were found to have high satisfaction with the current access points to beaches available throughout the district, with an adjusted satisfaction score achieved of 91 percent. This response exceeded the satisfaction target of 85 percent set in place for the service.

No statistically significant differences were identified when analysing by a resident's demographics.

Residents who were dissatisfied, largely referenced the poor accessibility relating to maintenance with entrance ways to beaches (33 percent).

> "The beach access used to be very well maintained but not anymore. Too hard to walk on some of them. Cars driving all over the beach. I don't believe that's where cars should be."

Figure 29. Access points to beaches satisfaction

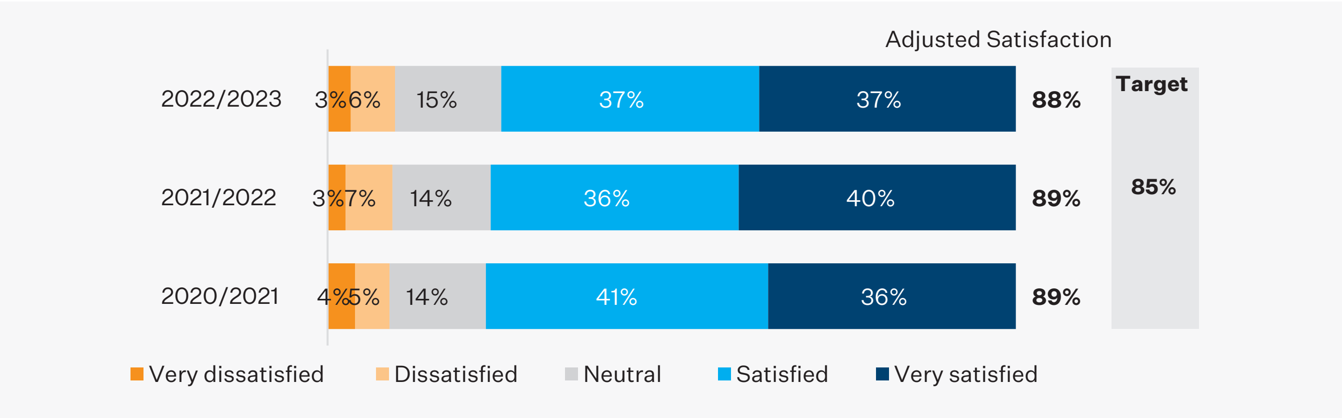


Kerbside rubbish and recycling collection

Four out of five (82 percent) residents confirmed that their household receives kerbside rubbish and recycling services from the council.

Of these residents, the majority were satisfied with the performance of the service, with an adjusted satisfaction score of 88 percent exceeding the target of 85 percent set in place for the service.

Figure 30. Kerbside rubbish and recycling service satisfaction



Swimming pools

Just over half (52 percent) of respondents, or someone from their family, had used one of the council's three swimming pools in the past year.

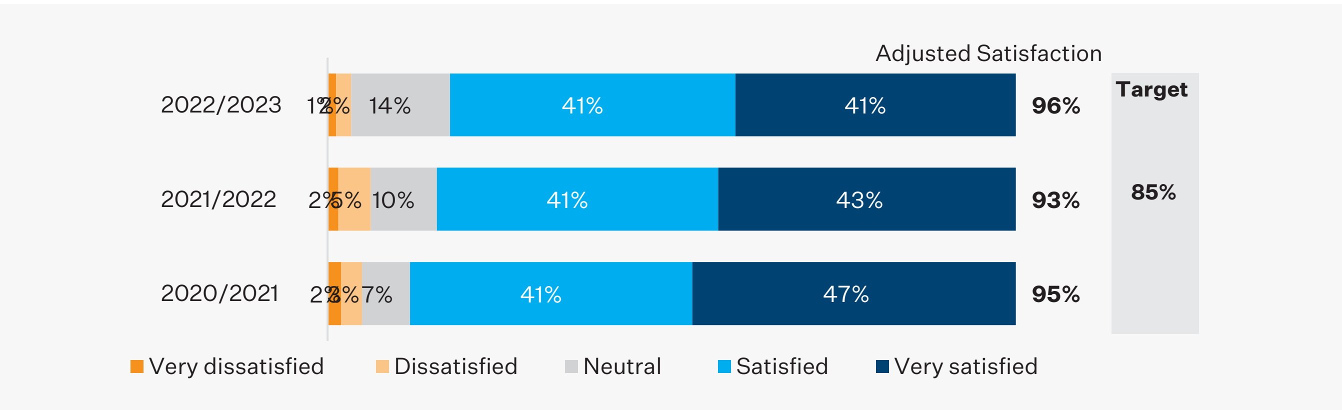
Of these residents, satisfaction was found to be high, with an adjusted satisfaction score of 96 percent identified: this level of satisfaction exceeded the 85 percent target.

No statistically significant differences were identified when analysing by a resident's demographics.

A small percentage of residents who were dissatisfied with community facilities stated the need to upgrade and improve maintenance of the community swimming pools (6 percent).

> " I just think they need updating, especially the one at the beach, it's not very nice, and there are no changing rooms or anything like that."

Figure 31. Swimming pools



Libraries

Three out of five (60 percent) respondents stated that they, or someone else in their family, had used one of the four council libraries over the past year.

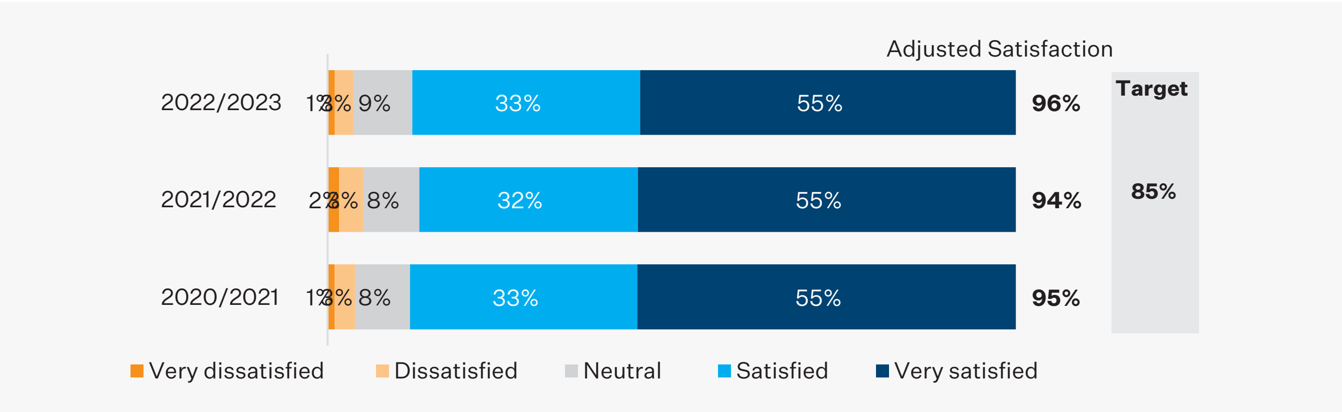
Satisfaction amongst these residents was high, with an adjusted satisfaction score of 96 percent achieved: this level of satisfaction exceeded the target of 85 percent.

Residents located in Paraparaumu/Raumati (99 percent) had significantly higher satisfaction levels compared to residents from Waikanae (87 percent).

Residents' main reason for dissatisfaction with the public libraries was to do with the Waikanae library, and the uncertainty surrounding it.

> "The library services at Waikanae are temporary and have been temporary for the past three years."

Figure 32. Libraries



Public toilets

Almost two-thirds (62 percent) of respondents identified that they or a family member had used one of the council's public toilets over the past year.

Of these residents, 79 percent were satisfied with their experience. Exceeding the goal of 75 percent set in place by the council. Satisfaction levels have decreased slightly since 2022/2023.

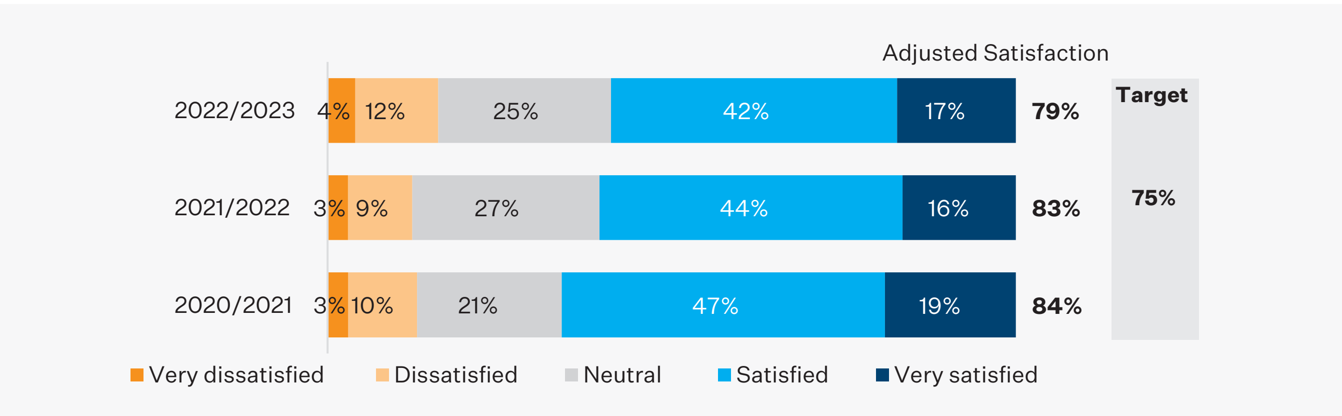
Two key differences were observed among residents' demographics. Residents located in Paraparaumu/Raumati (71 percent) had significantly lower satisfaction levels compared to residents based in other areas of the district. While those aged 65 or older had significantly higher satisfaction levels (91 percent) compared to other age groups.

The key reasons for dissatisfaction with public toilets were that they are often unclean and dirty (36 percent).

> “The toilets at Queen Elizabeth Park and the ones at Waikanae estuary are horrendous, they are always filthy when I go in there.”

> “Public toilets always in a shocking state, whether its people going in making a mess. Graffiti is never addressed.”

Figure 33. Public toilets



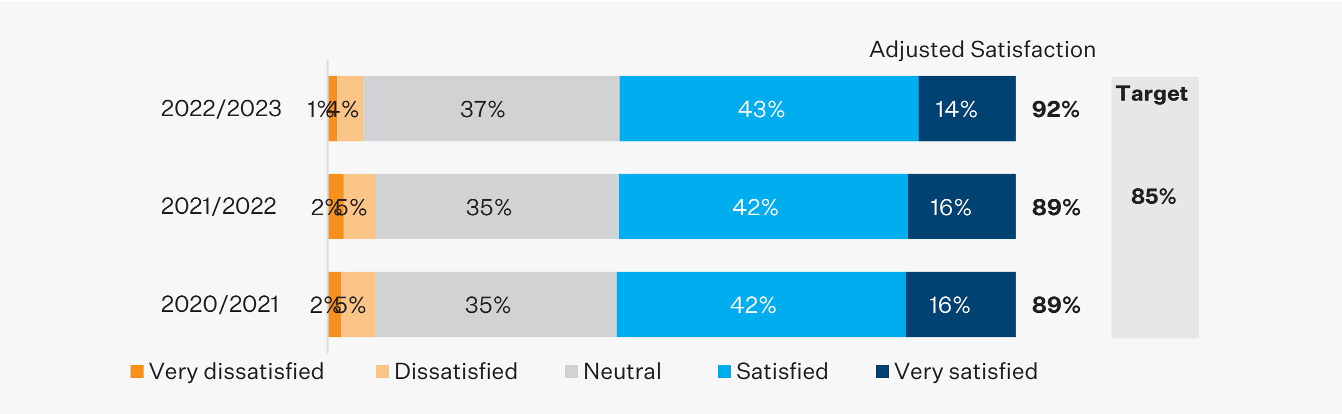
Community support

Forty percent of residents were aware of the community support services available within Kāpiti.

The adjusted satisfaction level among respondents who were aware, shows that 92 percent were satisfied, exceeding the target of 85 percent.

Females (95 percent) were found to have significantly higher adjusted satisfaction scores, compared to males (86 percent).

Figure 34. Community support services satisfaction



Residents who were dissatisfied[4] with the community support services stated that the key reasons were the need for more information and better awareness of the support available (36 percent).

> "Unless you read about it in the local paper or seek out information, it's not out there for the people who need it most to find it easily. Information should be more visible for someone seeking support."

Table 10. Residents' dissatisfaction with community support services

	Percent	Responses
More information/better awareness of support available	36%	5
No support available	21%	3
Stop/slow council spending	21%	3
Not enough funding	14%	2
Other	7%	1
Don't know	7%	1
Total	14	

4 Note: this represents a small percentage of overall residents.

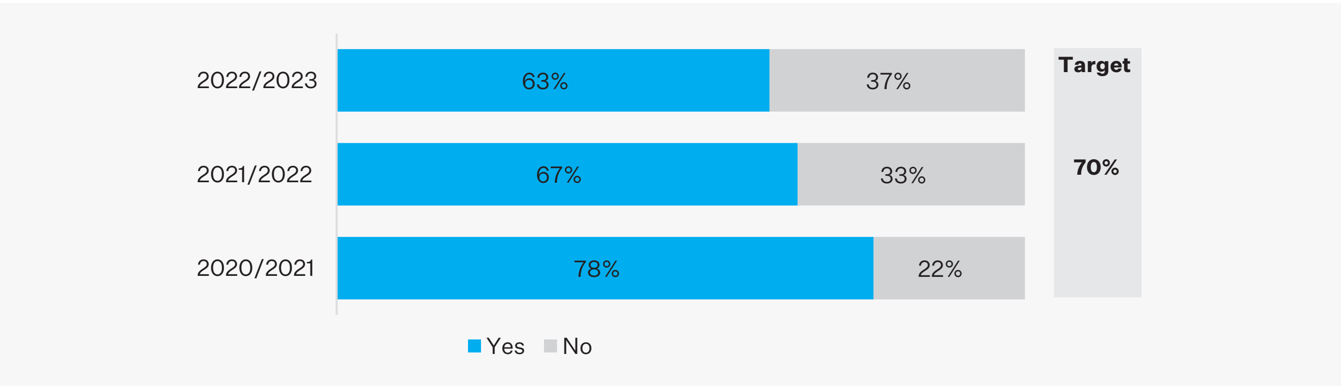
Emergency preparedness

Just under two-thirds (63 percent) of Kāpiti Coast residents stated that they have an emergency plan and kit – including food, water, and survival items – sufficient to last for seven days.

Levels of emergency preparedness decreased notably (decrease of 4 percent) since 2021/2022, preparedness levels remained just below the target of 70 percent.

Younger residents aged 18 to 29, and 30 to 39 were found to be less likely to be prepared for an emergency (43 and 49 percent respectively), compared to residents aged 65 or older (75 percent).

Figure 35. Emergency preparedness

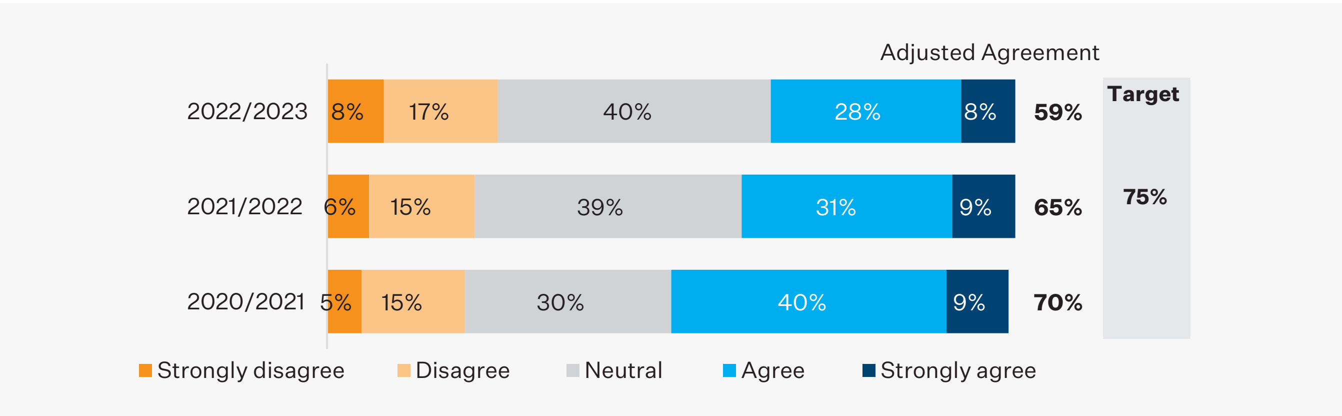


District development

Three-fifths of residents (59 percent) were found to agree that the district is developing in a way that takes into account its unique character. This response failed to meet the 75 percent target.

Residents aged 18 to 29 were found to have significantly higher levels of agreement, at 88 percent, compared to other age groups. While residents located in Ōtaki were found to have significantly higher levels of agreement (71 percent) compared to residents based in Waikanae (47 percent).

Figure 36. The district is developing in a way that takes into account its unique character and natural environment



Section 8

Appendix A – Demographics

Table 11. Age

	Percent	Responses
18-29	7%	57
30-39	12%	96
40-49	15%	117
50-59	20%	161
60-64	12%	94
65+	34%	276
Prefer not to say	0%	1
Total	802	

Table 12. Age by quarter

	Q1	Q2	Q3	Q4
18-29	6%	7%	9%	7%
30-39	14%	11%	13%	10%
40-49	17%	13%	16%	13%
50-59	17%	22%	20%	22%
60-64	11%	13%	10%	13%
65+	34%	35%	34%	35%
Prefer not to say	0%	0%	1%	0%
Total	201	200	200	201

Table 13. Gender

	Percent	Responses
Male	45%	362
Female	55%	440
Total	802	

Table 14. Gender by quarter

	Q1	Q2	Q3	Q4
Male	45%	45%	46%	45%
Female	55%	55%	55%	55%
Total	201	200	200	201

Table 15. Town

	Percent	Responses
Otaihanga	1%	5
Ōtaki	16%	128
Ōtaki Beach	2%	18
Paekākāriki	5%	41
Paraparaumu	20%	164
Paraparaumu Beach	12%	97
Peka Peka	1%	5
Raumati Beach	7%	57
Raumati South	4%	36
Te Horo	1%	9
Te Horo Beach	0%	3
Waikanae	25%	200
Waikanae Beach	5%	37
Total	802	

Table 16. Town by quarter

	Q1	Q2	Q3	Q4
Otaihanga	0%	1%	2%	0%
Ōtaki	17%	13%	16%	19%
Ōtaki Beach	2%	3%	1%	2%
Paekākāriki	5%	6%	5%	5%
Paraparaumu	17%	24%	24%	18%
Paraparaumu Beach	17%	8%	13%	11%
Peka Peka	0%	1%	2%	0%
Raumati Beach	5%	11%	8%	5%
Raumati South	4%	4%	3%	7%
Te Horo	1%	2%	1%	0%
Te Horo Beach	0%	1%	0%	0%
Waikanae	25%	27%	25%	23%
Waikanae Beach	5%	3%	4%	6%
Total	201	200	200	201

Table 17. Community board area

	Percent	Responses
Ōtaki	20%	158
Waikanae	30%	242
Paraparaumu/Raumati	45%	359
Paekākāriki	5%	42
Total	802	

Table 18. Community board area by quarter

	Q1	Q2	Q3	Q4
Ōtaki	21%	18%	18%	22%
Waikanae	31%	31%	30%	30%
Paraparaumu/Raumati	44%	46%	48%	42%
Paekākāriki	5%	6%	5%	6%
Total	201	200	200	201

Table 19. Household composition

	Percent	Responses
Single person	17%	139
Couple without children/at home	34%	276
Family with preschool age children	7%	55
Family with school age children	18%	148
Family with adult children at home	13%	106
Other multi-person household (e.g. flat)	6%	46
Other	4%	32
Total	802	

Table 20. Household composition by quarter

	Q1	Q2	Q3	Q4
Single person	18%	15%	18%	19%
Couple without children/at home	31%	41%	33%	34%
Family with preschool age children	11%	5%	9%	3%
Family with school age children	20%	18%	18%	18%
Family with adult children at home	12%	14%	11%	15%
Other multi-person household (e.g. flat)	4%	5%	8%	6%
Other	3%	5%	5%	3%
Total	201	200	200	201

Table 21. Current employment

	Percent	Responses
In full or part-time work mainly in Kāpiti	39%	313
In full or part-time work mainly in Wellington, the Hutt Valley or Porirua	20%	159
In full or part-time work mainly elsewhere	5%	38
Not working (unemployed, retired, stay at home parent, beneficiary, volunteer etc.)	36%	292
Total	802	

Table 22. Current employment by quarter

	Q1	Q2	Q3	Q4
In full or part-time work mainly in Kāpiti	40%	38%	37%	41%
In full or part-time work mainly in Wellington, the Hutt Valley or Porirua	18%	25%	18%	18%
In full or part-time work mainly elsewhere	4%	5%	6%	5%
Not working (unemployed, retired, stay at home parent, beneficiary, volunteer etc)	37%	34%	40%	35%
Total	201	200	200	201

Table 23. Length of time in Kāpiti

	Percent	Responses
1 year or less	1%	7
1 – 3 years	2%	14
3 – 5 years	4%	36
5 – 10 years	19%	156
More than 10 years	73%	588
Don’t know	0%	1
Total	802	

Table 24. Length of time in Kāpiti by quarter

	Q1	Q2	Q3	Q4
1 year or less	1%	1%	2%	0%
1 – 3 years	2%	3%	1%	1%
3 – 5 years	3%	5%	6%	4%
5 – 10 years	14%	23%	21%	21%
More than 10 years	80%	70%	71%	73%
Don’t know	0%	0%	1%	0%
Total	201	200	200	201

Section 9

Appendix B – Additional tables

Table 25. Reasons for dissatisfaction with council service delivery

	Percent	Responses
Always dirty/unclean –toilets	36%	54
Not accessible – beaches	33%	49
Closed/not accessible – other	18%	26
Always dirty/unclean – other	11%	17
Closed/not accessible – toilets	6%	9
Upgrade/maintenance on pool	6%	9
Library upgrade	3%	4
Unhappy with Covid/vaccine mandates	1%	2
Other	3%	5
Total	148	

Research First Ltd
Level 1, 23 Carlyle Street
Sydenham, Christchurch 8023
New Zealand
0800 101 275
www.researchfirst.co.nz