

**From:** [REDACTED]  
**To:** [BDC Lgoima](#)  
**Subject:** Citizens' Satisfaction Surveys  
**Date:** Friday, 5 November 2021 5:12:00 pm

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To whom it may concern,

My name is [REDACTED] and I am hereby making an official request under the Local Government Official Information and Meetings Act for all the results of every citizens' satisfaction survey the Buller District Council has ever conducted.

I look forward to hearing back from you,

[REDACTED]

**From:** [BDC Lgoima](#)  
**To:** [REDACTED]  
**Subject:** LGOIMA Assignment - BDC - Citizens Satisfaction Surveys Ref: OIA 078/21  
**Date:** Wednesday, 24 November 2021 11:46:00 am  
**Attachments:** [REPORT - CUSTOMER AND STAKEHOLDER SATISFACTION SURVEY RESULTS 2021.pdf](#)  
[J2853 Buller DC - Customer Satisfaction - Report - 21.04.2021.pdf](#)  
[image003.png](#)

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Dear [REDACTED]

We refer to your official information request dated 5 November 2021 for all citizens satisfaction surveys conducted by the Buller District Council. Please note these surveys began in 2019.

The information you have requested is attached.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact the Buller District Council by return email to [lgoima@bdc.govt.nz](mailto:lgoima@bdc.govt.nz).

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://bullerdc.govt.nz/district-council/your-council/request-for-official-information/responses-to-lgoima-requests/> with your personal information removed.

Kind regards

Krissy Trigg | Acting Group Manager Community Services  
DDI 037889679 | Mobile 0272133022 | Email [krissy.trigg@bdc.govt.nz](mailto:krissy.trigg@bdc.govt.nz)

Buller District Council | Phone 0800 807 239 | [bullerdc.govt.nz](http://bullerdc.govt.nz)  
PO Box 21 | Westport 7866

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RESEARCH FIRST

Buller District Council

# HOW WELL IS THE COUNCIL PERFORMING WITH **CUSTOMER SERVICE?**

Customer Satisfaction Survey

Research Report | April 2021



	<b>How do residents rate The Buller District Council for Customer Service?</b>	<b>3</b>
<b>1</b>	<b>What are the main interaction avenues used by residents?</b>	<b>5</b>
<b>2</b>	<b>How satisfied are customers with the customer service and communication/consultation?</b>	<b>7</b>
<b>3</b>	<b>What is BDC doing well, and where is there room for improvement?</b>	<b>11</b>
<b>4</b>	<b>Appendices</b>	<b>17</b>

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# HOW DO RESIDENTS RATE THE BULLER DISTRICT COUNCIL FOR **CUSTOMER SERVICE?**



Buller District Council conducted a survey with residents who had interacted with the Council to understand satisfaction with and ways to improve customer service. The survey was available online and through hard copies between February 1st and March 1st, 2021. 409 respondents participated in the survey and this report summarises the results.

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The majority of residents who have interacted with the Buller District Council are **satisfied with the customer service**, the **level of information** received from Council, and with the **level of consultation**.

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**89%** are satisfied with the customer service.



**87%** agree their matter was dealt with in an acceptable timeframe.



**82%** are satisfied with the level of information received.



**70%** are satisfied that Council consults with them on important issues.

Results also show that the types of interaction residents had with the Buller District Council (BDC) influenced the rating of their experience. Not surprisingly, those who have made a complaint tend to be less satisfied.

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Residents say that the **staff** who work for the Council/**at Council facilities are great**.

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**52%** specifically mention the staff in a positive light.

**“ Positive, willing staff who seem to want to help.”**

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However, there is **room for improvement** in the areas of **communication/consultation**.

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**21%** mention that communication/consultation methods can be improved

**“ Council could have given more information on their process for the recent rates review.”**



## Section 1

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# WHAT ARE THE **MAIN INTERACTION AVENUES** USED BY RESIDENTS?





## Interaction in the past 12 months

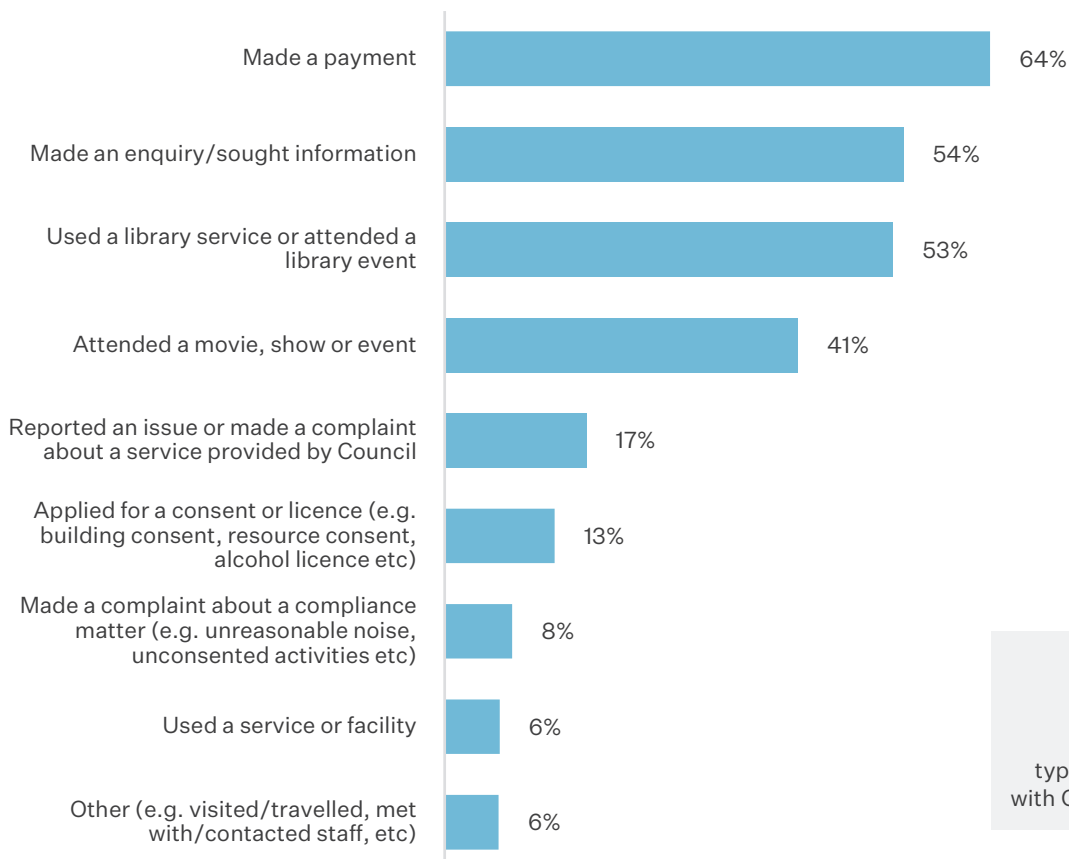
The majority of respondents have made a payment, made an enquiry/sought information, or used a Council facility (library, movie etc) in the last 12 months. On average, respondents have 2.6 types of interaction with council over the 12-month period.

Interactions vary by demographics where:

- Respondents in Westport Ward are significantly more likely to have attended a movie, show or event or used a library service/attended a library event. However, those in the Seddon Ward are significantly more likely to have made an enquire/sought information than those in the other wards.
- Respondents aged 46-65 are significantly more likely to have applied for consent or a license. Younger respondents (those under 25) are significantly more likely to have fewer interactions on average.

As will be seen on the following pages, the type of interaction, the amount of interaction, and who respondents interact with, influences the customer experience.

### Interaction with Council in past 12 months



  
**2.6**

types of interaction  
with Council on average

*Q. In the last 12 months, which, if any, of the following have you done with Buller District Council?*

*Base: All respondents excluding missing responses (n=403)*





## Section 2

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# HOW SATISFIED ARE CUSTOMERS WITH THE CUSTOMER SERVICE AND COMMUNICATION/CONSULTATION?



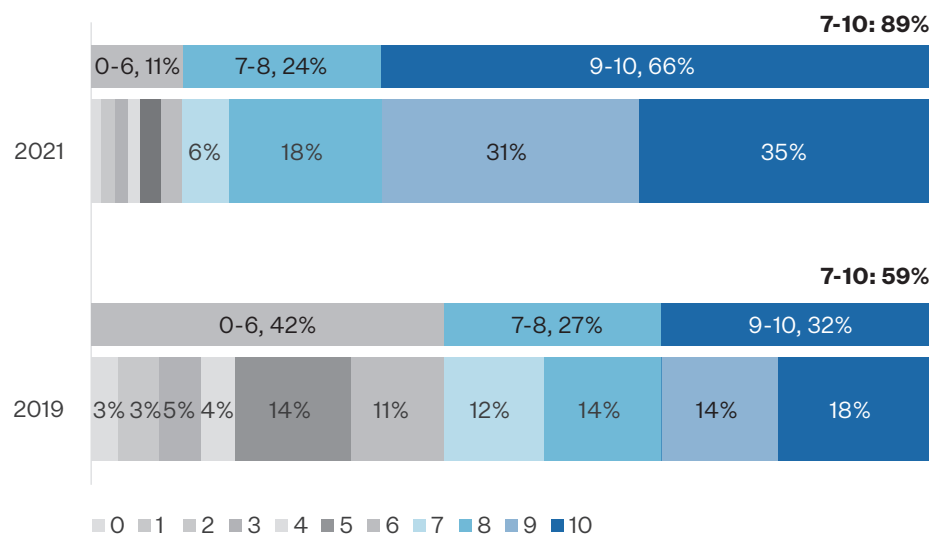
## Satisfaction with customer service

The majority of respondents who have interacted with the Council are satisfied/very satisfied with the customer service they received (89%). Comparing results with those from 2019, results have improved significantly and meets the KPI target of at least a 5% increase.

“Great customer service - always cheerful, helpful.”

“Great strides of improvement noted in last couple of years; much more open and transparent about business.”

### Customer service experience



Q. (2019/2020) How would you rate the customer service you receive from Buller District Council

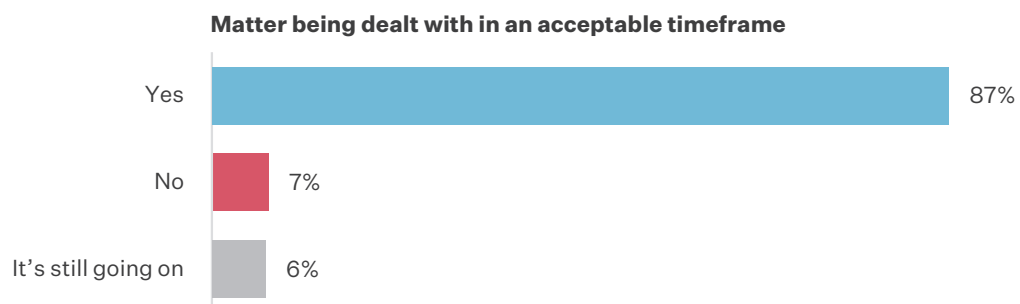
Q. Please rate the customer service you received. 0 = Poor, 10 = Excellent

Base 2021: Respondents excluding n/a and missing responses (n=403)



The majority of these respondents also feel their matter was dealt with in an acceptable timeframe. Again, results in 2021 have significantly improved since 2019<sup>1</sup>, rising from 66% (2019) to 87% (2021).

“ Questions are answered in a timely fashion.”



Q. Did you feel that your matter was dealt with in an acceptable timeframe?

Base: Respondents excluding n/a and missing responses (n=314)

The proportion of respondents who are satisfied with the experience and/or feel the timeframe was acceptable differ by certain types of interaction/reason for contact.

- Respondents who made a complaint are less likely to feel satisfied with the customer service (50% rated the customer service as a 9-10), and are less likely to feel the issue was resolved in a timely manner (75%).
- Those who have interacted with council in more than three ways are less likely to provide a top score for the customer service received in comparison to those who had only interacted one or two times (26% and 42% provided a 10 rating respectively). Results indicate again that this is due to there being variability of customer service depending on the interaction.



## Satisfaction with communication

While satisfaction with the level of communication received from BDC is relatively high, Council fails to reach the two KPIs in this area. As such, there is still room to improve.

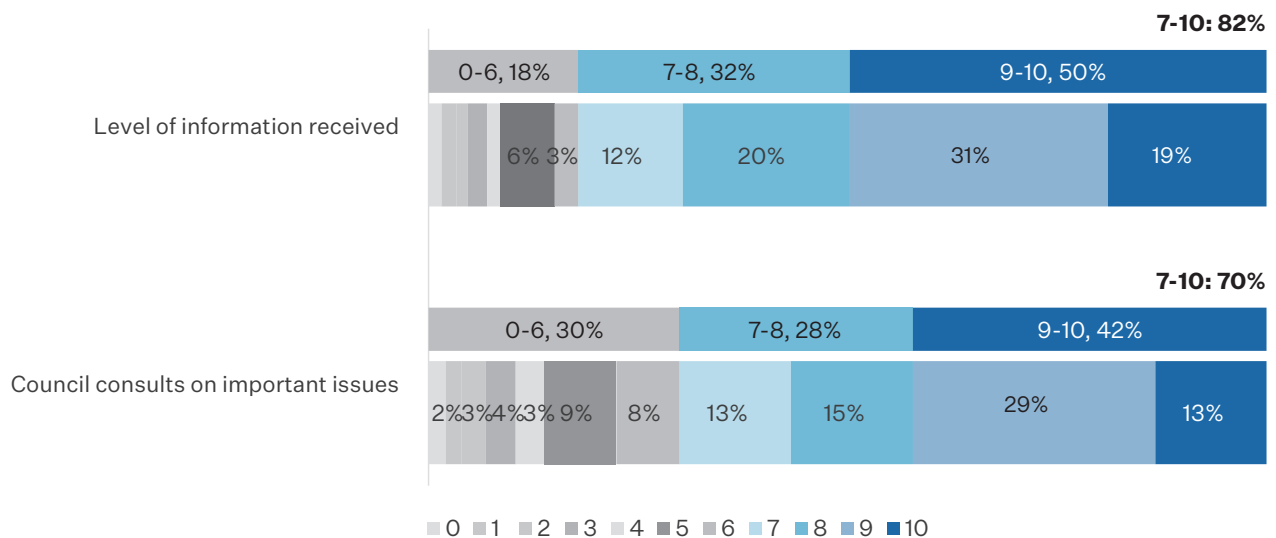
82% are satisfied with the level of information compared with the KPI of 85%.

- Residents who have made a complaint are less likely to be satisfied (7-10) about the level of information received from Council (68%).

70% state that Council consults with residents on important issues compared with the KPI of 90%.

“Council is clearly trying different initiatives to engage with the community drop-in sessions, good use of Facebook, small engagement groups are more productive than large community meetings, and allows more sectors of the community to speak rather than the loudest with an axe to grind.”

### Satisfaction with Customer service experience



Q. How satisfied are you with the level of information you receive from Council? 0 = Very dissatisfied, 10 = Very satisfied

Base: Respondents excluding n/a and missing responses (n=386)

Q. Do you think Council consults with you on important issues? 0 = Very poorly, 10 = Very well

Base: Respondents excluding n/a and missing responses (n=384)



### Section 3

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# WHAT IS BDC **DOING WELL**, AND WHERE IS THERE **ROOM FOR IMPROVEMENT**?



## What Council does well

The majority of respondents speak well of the Buller District Council (84%).

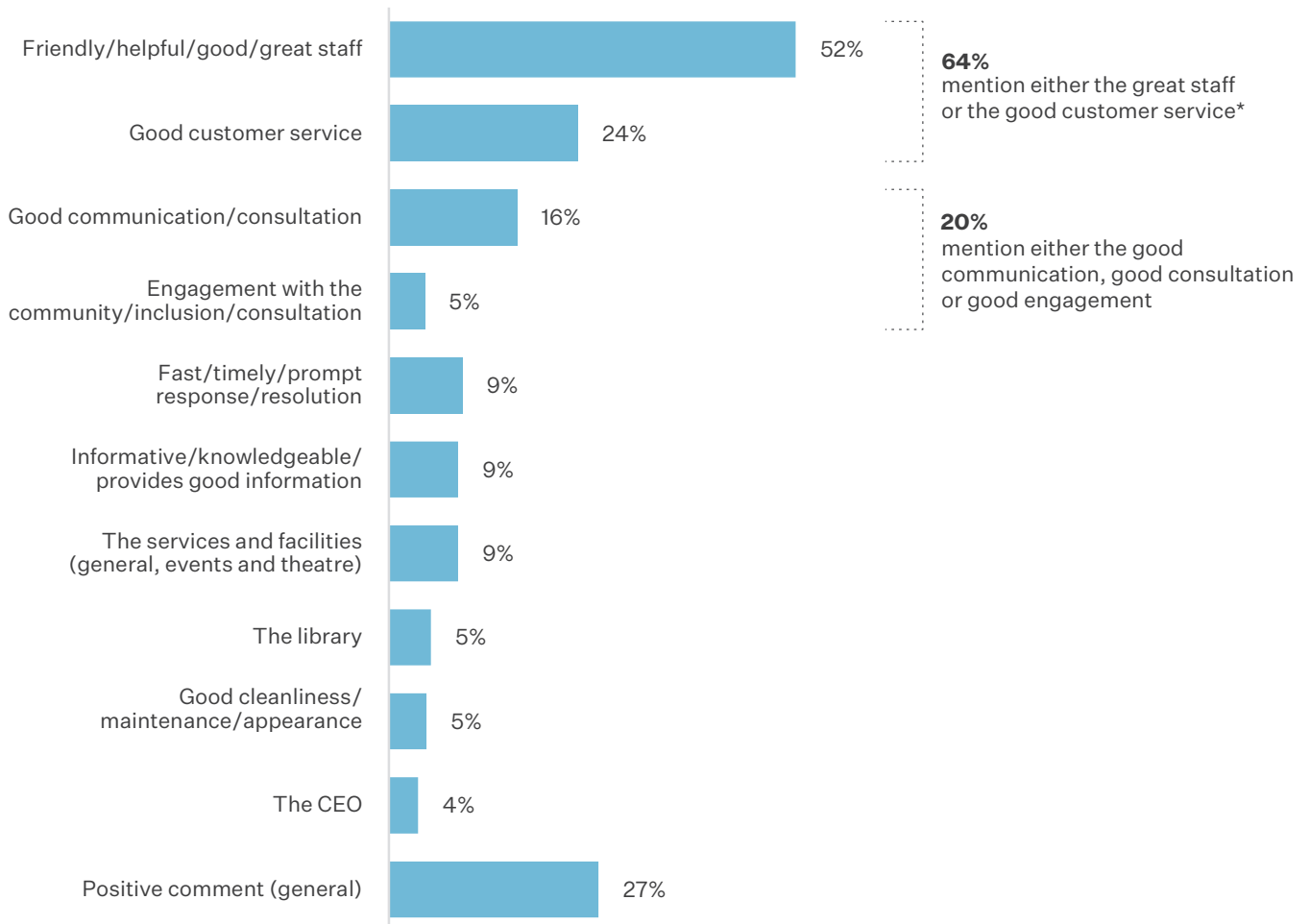
“ *Keep doing what you are doing - big improvement on previous leadership.*

The majority of respondents are very impressed with the existing staff and the customer service provided. Some respondents call out certain staff members by name or mention a particular service area as being great/outstanding, while others describe what made the service great (e.g., responsiveness, timeliness, or level of knowledge), and some provide more generic positive comments.

“ *Knowledgeable staff who are prepared to go over and above to find out information if they don't know.*

As with the satisfaction score, the type of interaction with Council significantly impacts the nature of their feedback.

- 58% of those who made an enquiry/sought information mention the great staff.
- 20% of those who made some form of complain mention the fast/prompt response/resolution. (However, as will be seen next, commentary is divided on this topic).
- 19% of those who have attended a movie/show/event, used a library service/attended a library event, or used any other service and facility mention these services/facilities in positive light.

**Positive feedback – responses over 4% of mentions<sup>2</sup>**

Q. Based on your experiences of customer service from Council, what would you say Council does well?

Q. What could Council do to improve customer service?

Q. Do you have any other comments/ feedback/ suggestions on Council's customer service?

Q. Do you have any other comments/ feedback/ suggestions on the level of information and consultation Council provides?

Base: Respondents who provided an answer (n=376)

\* A total of 64% of all respondents mentioned topics relating to the great staff and good service. Some respondents may have provided feedback on both, which is why when only looking at comments about the staff (52%) or if only looking at good customer service (24%) the figures do not seem to add up.

<sup>2</sup> Please see Appendix D for a sample of verbatim responses





## What Council could improve

While the majority provide positive comments, over half of the respondents (57%) also provide negative feedback and suggestions for how Council could improve. Some of their suggestions are outside of the scope of this survey but still useful to be aware of.

The greatest area suggested for improvements is in increased and improved communication and consultation, providing more detailed information to residents.

“ BDC should not rely on Facebook and other social media as much as they do. I do not and will not use them, e-mail and text are quite sufficient and much more direct in all cases. We hardly, if ever, listen to Radio. There should be better lines of communication and planning between BDC and West Reef, particularly over water supply.

In addition, while the staff and the customer service are generally seen as great, several respondents have not had such a positive experience, wishing there could be more staff or better staff.

“ Reception staff need to be more informed of what council is offering and when.

Other areas of suggested improvement also include the rates process, timeliness of response, a desire for a more sophisticated online system that can be transactional (pay bills etc) and better representation of and engagement with youth or residents from other cultures, specifically Māori.

“ Can we have rates online rather than post. I have another property in a different authority and all of my interactions with council take place online including options to ask questions in real time to a customer service rep.

Similar to previous results, feedback is impacted by the nature of the interaction with Council.

- 26% of those who made an enquiry/sought information mention the need to improve communication/consultation.
- 21% of those who made some form of complain mention the need for more staff/good staff, and 13% also mention that the timeliness could be improved.
- 13% of those who applied for a consent or license suggest improved processes.

**Suggested improvements – responses over 4% of mentions<sup>3</sup>**

*Q. Based on your experiences of customer service from Council, what would you say Council does well?*

*Q. What could Council do to improve customer service?*

*Q. Do you have any other comments/ feedback/ suggestions on Council's customer service?*

*Q. Do you have any other comments/ feedback/ suggestions on the level of information and consultation Council provides?*

*Base: Respondents who provided an answer (n=376)*

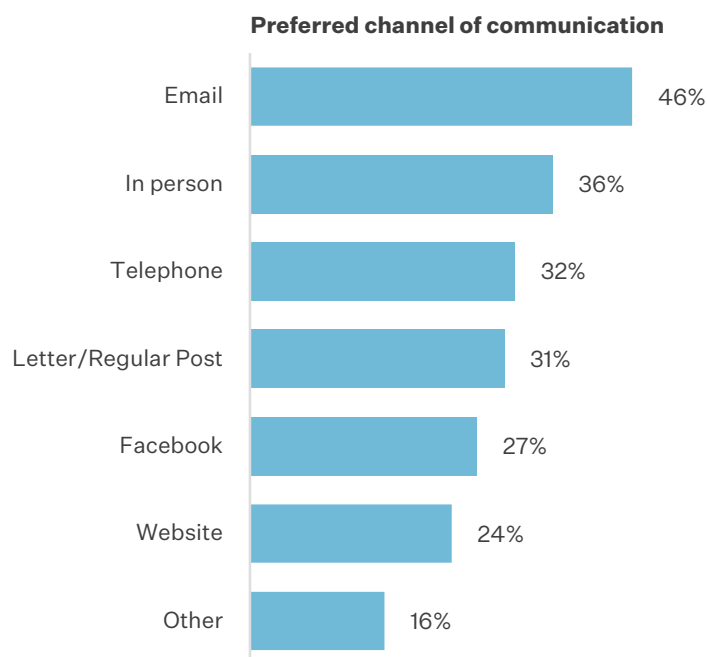
<sup>3</sup> Please see Appendix D for a sample of verbatim responses



## Channels to communicate with residents

Respondents want a range of channel options available for Council to communicate with them. This indicates the need for a multi-pronged communication strategy.

- As could be expected, the preference for social media as the best way to communicate decreases by age.



*Q. What is the best way for Council to communicate with you? Select all that apply*  
*Base: Respondents excluding n/a and missing responses (n=396)*



## Section 4

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# APPENDICES



## Appendix A: About this Research

### Context

Buller District Council conducts customer satisfaction surveys with residents who have had dealings with the Council in the last 12 months. The last survey was conducted in 2019 interviewing 385 residents and others who had sought information, applied for a consent, or otherwise engaged with the Council through various methods.

The 2021 survey was similarly aimed at residents and those who had interacted with the Council in the last 12-months to gather insights to enable council to measure customer satisfaction and establish what Council can do better.

**“** *To help us to advance our internal processes towards delivering outstanding service it is important that residents submit their feedback. We want to listen and know how we made our customers feel us to improve our customer service” - Chief executive Sharon Mason*

The key service areas tested in the 2021 customer satisfaction survey are:

- The types of council/service interaction had,
- Perceptions of customer service, and
- Perceptions of communication and consultation.

### Method

In line with 2019, the 2021 survey was conducted using a mixed method where the survey was available online and through hard/paper copies. The open link was available via Buller District Council's webpage and on social media pages and paper copies could be found at various locations in the Buller District.

The survey was also advertised online on the Council's webpage, on social media, in local publications, on radio and through sofa sessions<sup>4</sup> and by direct approach to residents.

The survey was open for a month, and available between February 1st and March 1st, 2021. 409 surveys were completed - 253 through the online link, and 156 by filling out the paper copies.

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<sup>4</sup> The sofa sessions were two-hour sessions in a public space where residents meet a staff member, have a chat about the customer service, provide feedback and fill out the survey as well.



### ***Profile of respondents***

The survey was open to any resident over 15 years of age, but four residents under 15 still chose to participate, as did 32 respondents who did not live in the area and these have been included in the analysis as the feedback provided was still deemed to be valid. The rest of the survey respondents vary in age, gender, and ethnicity and reside in the three different wards. However, as quotas were not put in place, the sample skew towards females (66%), tend to be aged 45 years or older (67%), and reside in the Westport Ward (67%).

A full demographic breakdown of the sample is shown in Appendix B.

Respondents predominantly self-selected to participate, and it is important to acknowledge that self-selecting respondents tend to be different from those approached through a quota managed random sampling basis where respondents are invited to take part. Self-selecting respondents may have characteristics and opinions that are not consistent with the general population.

### ***Data Analysis***

#### **Frequency analysis**

Proportions for each response have been presented individually in the charts and often responses have been combined to provide clarity. Generally, results exclude missing responses when respondents chose to not answer a question/skip a question.<sup>5</sup>

The survey had several open-ended questions that were analysed by reading the answers and placing them into similar themes, with results analysed by frequency of mention. Please note that in general, any list or response with fewer than five responses—is not individually shown or commented on. Examples of verbatim comments have been provided in the appendix.

It should also be noted that not all percentages shown add up to 100%. This is due to rounding or allowing respondents to make multiple selections.

#### **Comparisons**

To provide more detailed analysis of the results and understand commonalities by subgroups within an area, results have also been analysed against past performance and by demographics where relevant and possible.

Where relevant, significant differences have been noted.

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<sup>5</sup> Non-responses came from hard-copy surveys where there was no way of making responses mandatory.



## Appendix B. Profile of respondents

### Gender

	%	n=
Male	32%	130
Female	66%	268
Gender diverse	2%	7
No response	1%	4
Total number of respondents	100%	409

Q. Which gender do you identify with?

Base: All respondents

### Age

	%	n=
15 or under	1%	4
16 to 25	3%	11
26 to 35	11%	44
36 to 45	18%	72
46 to 65	37%	153
65+	30%	121
No response	1%	4
Total number of respondents	100%	409

Q. Which of the following age groups do you belong to?

Base: All respondents

### Ward

	%	n=
Inangahua Ward	15%	60
Seddon Ward	9%	37
Westport Ward	67%	273
I don't live in Buller	8%	32
No response	2%	7
Total number of respondents	100%	409

Q. Which area of Buller do you live in?

Base: All respondents



**Ethnicity**

	%	n=
NZ European/Pākehā	84%	345
NZ Māori	7%	28
Pacific Islander	1%	3
Chinese	0.2%	1
Other European	4%	18
Indian	2%	9
Other	3%	13
No response	2%	7
Total number of respondents	100%	409

*Q. Which of the following ethnic groups do you identify with?*

*Base: All respondents*



## Appendix C: Coded responses to all open-ended questions

### What Council does well based upon customer service experience

	%	n
Friendly/helpful/Good staff	43%	175
Good service	21%	87
Communication	11%	43
Fast/prompt response/resolution	8%	31
Library	5%	19
Engagement with the community/inclusion/consultation	5%	19
Services and facilities	4%	18
Cleanliness/maintenance/appearance	3%	13
Informative/knowledgeable	3%	12
The CEO	2%	10
Positive comment (undefined)	2%	7
Theatre	1%	5
Events	1%	4
Accessibility/mobility	0%	2
Other	3%	11
Negative comment/room for improvement	8%	31
Don't know/missing response/nothing/NA	14%	56
Total number of respondents	100%	409

*Q. Based on your experiences of customer service from Council, what would you say Council does well?*

*Base: All respondents (n=409)*

**How Council could improve customer service**

	<b>%</b>	<b>n</b>
Lack of/need to improve communication/ consultation	9%	35
More of the great staff	7%	29
Better service	6%	26
Lack of/need to improve services and facilities	6%	23
Lack of/need to improve information	5%	20
Lack of/need to improve response/timeliness	4%	17
Lack of/need to improve online services	3%	13
Reduce rates/fees	2%	9
More Maori/cultural involvement/ representation	2%	9
Lack of/need to improve processes	2%	8
Engage with/provide for the youth	2%	7
Lack of/need to improve events/activities	1%	5
Lack of/need to improve cleanliness/ maintenance/appearance	1%	5
Better/more appropriate prizes	1%	3
Take care of employees	0%	2
Lack of/need to improve environmental response	0%	1
Other	6%	23
Don't know/missing response/nothing/NA	36%	149
Positive comment	14%	57
Total number of respondents	100%	409

*Q. What could Council do to improve customer service?*

*Base: All respondents (n=409)*

**Additional feedback on Council's customer service**

	%	n
Positive comment (NET)	26%	107
Positive comment (general)	12%	49
Staff positive	8%	31
Good communication/consultation	2%	8
More Maori/cultural involvement/ representation	2%	8
CEO positive	1%	5
Good service	1%	5
Good response/timeliness	1%	5
Good cleanliness/maintenance/appearance	1%	5
Good services and facilities	1%	4
Negative comment/suggested improvements (NET)	20%	83
Lack of/need to improve services and facilities	3%	12
Lack of/need to improve communication/ consultation	3%	11
Lack of/need to improve events/activities	2%	10
Engage with/provide for the youth	2%	9
Lack of/need to improve information	2%	7
Lack of/need to improve service	2%	7
Neutral/negative response	1%	6
Staff negative/room for improvement	1%	6
Lack of/need to improve response/timeliness	1%	6
Rates	1%	4
Lack of/need to improve online services	1%	4
Lack of/need to improve environmental response	1%	3
Reduces fees	1%	3
Other	3%	14
Don't know/missing response/nothing/NA	52%	214
Total number of respondents	100%	409

*Q. Do you have any other comments/ feedback/ suggestions on Council's customer service?*

*Base: All respondents (n=409)*

**Additional feedback on Council information and consultation**

	%	n
Lack of/need to improve communication/ consultation	11%	44
Lack of/need to improve information	6%	26
Engage with/provide for the youth	2%	7
Neutral response	1%	6
Rates	1%	6
Lack of/need to improve services and facilities	1%	6
More Maori/cultural involvement/ representation	1%	5
Improve online services	1%	5
Staff negative/room for improvement	1%	4
Lack of/need to improve response/timeliness	1%	3
Positive comment (general)	7%	30
Information positive	5%	21
Good communication/consultation	4%	16
Staff positive	3%	14
CEO positive	1%	5
Good services and facilities	1%	5
Other	4%	16
Don't know/missing response/nothing/NA	53%	217
Total number of respondents	100%	409

*Q. Do you have any other comments/ feedback/ suggestions on the level of information and consultation Council provides?*

*Base: All respondents (n=409)*



## Appendix D: Sample of Verbatims Responses

**Based on your experiences of customer service from Council, what would you say Council does well?**

- 
- “ 1. The staff on the front desk and who answer the council’s main telephone number are knowledgeable and respectful- so they are great to deal with. 2. The facilities (internet access, computer access, printer, photocopier and scanner) at the library are a godsend. I only have a computer and limited internet access at home, so am totally reliant on the library’s services. Having these facilities available during covid level 2 has been even more important - as Work & Income has been closed to the public in the past have referred their clients to the library. 3. Library staff are fantastic - as is the service that they provide. Last week I was fortunate to have a staff member install Libby and Borrowbox on my phone. Now I can download and listen to audio book recordings. I’ve wanted to do this for a long time and didn’t know how. This has opened up a new world for me. 4. I also use the swimming pool on a regular basis. This is a great facility and a huge bonus for the people who live in the Buller region.
- “ Council almost always gets back to me in a timely fashion. I often contact the wrong dept. I am redirected in a friendly and accommodating way. I use the council on behalf of others regularly. Service is friendly, prompt and helpful. People at all levels of the hierarchy at BDC are available to the public for problem solving. Services such as WestReef respond quickly. Overall, most departments have a solution focused approach. Thank you.
- “ Council staff are very friendly & helpful. They have responded well to suggestions to improve services.
- “ I can say that the Buller District Council does seem to try to do everything well. I certainly have no complaints about the service I have had recently.
- “ Last service request I had a response and the problem fixed within 48hours.
- “ Face to face contact with customers is a priority and well done.
- “ Much improved communication and customer service response well done!!
- “ Staff are generally friendly and professional, and do their best to be helpful.
- “ The people I dealt with were friendly and able to either answer my enquiry or directed me to the correct person.
- “ They checked out my concern within 2 days and notified me by email that a job order had been raised for the work to be carried out.
- “ The service at the Reefton service Centre is excellent, always helpful.
- “ The library is awesome.
- “ I am ex-Bullerite returning to visit my family. I can’t believe how vibrant, colourful and busy Westport and Carters beach is. Appealing, family friendly
-



### What could Council do to improve customer service?

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- “ Acknowledge if a customer has come up to the counter and the receptionist is on the phone. A quick nod of the head or ‘I will be with you shortly’ is a nice way to be acknowledged instead of having to stand there while they are on the phone.
  - “ After hours noise control could be better. Not very friendly on the phone and no information about what will happen.
  - “ Allow champions to promote the correct way of customer service.
  - “ BDC should not rely on Facebook and other social media as much as they do. I do not and will not use them, e-mail and TXT are quite sufficient and much more direct in all cases. We hardly if ever listen to Radio. There should be better lines of communication and planning between BDC and West Reef, particularly over Water supply.
  - “ Be more visible, have a tent and stands and be proud of the services that you offer based on what I was told today. It would have been nice to see councillors present, I would have thought they would have been more visible and connecting in with their community which tells me they are not interested in their Māori community, unless they were off attending other events elsewhere.
  - “ Consistency in telephone manner.
  - “ Get rid of the grumpy people. Have friendly, helpful public servants on the desk and phone.
  - “ Keep doing what you are doing, they just need to know everyone where abouts or if they are on leave etc.
  - “ Keep your website up to date section on public consultation is outdated showing oceans gold as the latest consultation. I went to this section because I thought that is where the link to the survey would be and there is no mention of the survey or the rates review.
  - “ More interactions with community in smaller groups please, I am more willing to have a voice and contribute in a smaller group than a large community meeting which can be intimidating.
  - “ Not much, just keep smiling and be helpful.
  - “ Would be good to be able to do more things online - like dog rego etc then the front desk would be less busy.
  - “ Reply to emails! Sent an enquiry regarding water rates over a month ago with no response.
  - “ Respond back faster to emails & phone calls. Give good advice upfront, not get back a week or 2 later. Proactively follow up every enquiry to make sure things are going well. Advertise a strong customer service guarantee so the public hold you accountable to it. Become renowned as a go ahead, can do, proactive, positive, helpful, generous council not a ‘can’t do roadblock’ to everything.
-





### **Do you have any other comments/ feedback/ suggestions on Councils customer service?**

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- “** Building inspection completions are also quite slow.
  - “** Consistent customer service is important and it should be displayed by all staff in their dealings with customers, as it's not only those in front-of-house roles who provide customer service.
  - “** Don't rely on one person to carry the team.
  - “** Generally I find most council customer service staff friendly and helpful, the library staff in particular go above and beyond in creating a good feel and are very helpful.
  - “** Great strides of improvement noted in last couple of years much more open and transparent about business.
  - “** I applaud council for wanting to improve. We can always improve our services - that is if we listen to what the people want, need or expect. My comment in relation to this question is to listen without judgement and consider the conversation, before making decisions. I understand council cannot give information on everything they are working on - for a variety of reasons. However, when council make a public statement regarding a topic they have been working on - there is often a section of people who feel - for whatever reason - displaced or left out of the consultation/decision. Only discussing certain topics can appear to be selective and discriminative.
  - “** Increase staff and councillors' treaty & cultural understanding.
  - “** Library and theatre facility should be used more to hold events and gathering for 65 plus.
  - “** More youth orientated programmes and activities, keep asking youth what they want. Not sure survey is best suited to youth questions are very adult orientated.
  - “** Opportunity exists for a more inclusive community input for community members with a disability in terms of planning for the current and future.
  - “** Overall community seems happy with council I hear very little negativity from friends except rates grumbles and council can't please everyone.
  - “** Response can vary depending on who you know in council.
  - “** So far have only had positive interactions.
  - “** Town is buzzing and busy there is a great feel around Westport that progress is happening.
  - “** Website needs upgrading.
  - “** Westport is looking vibrant and bright and busy.
-



**Do you have any other comments/ feedback/ suggestions on the level of information and consultation Council provides?**

- 
- “** Buller seems to advertise things in the Westport paper. Yes, even though Reefton is part of Buller we get the Grey Star and Messenger so we don't see Westport's news. Even if we make a phone call its free to ring Greymouth but a toll call to Buller. I wish we were part of Grey District Council, not Buller.
  - “** Connecting more into young people. Is there a youth council?
  - “** Council employs contractors who are not good at providing information required to make on matters affecting ratepayers.
  - “** Council gives very little feedback on the result of Council Meetings and even less on the result of Public Excluded however restricted it is. If Council dislikes the reports in the Westport News, then it should be proactive in informing its ratepayers. "Connect" is ok but far from sufficient.
  - “** Don't really get all information unless you ask yourself.
  - “** I get more information from the local newspaper.
  - “** I have seen significant improvement in most departments now council needs to aim for consistency.
  - “** I like the newsletter that gets put into letterboxes. I also follow BDC's Facebook page, and read items in the Messenger.
  - “** I think Council gets the balance right with the issues it consults on, consulting on matters where necessary/required and getting on with getting things done where possible. Council's use of a wide range of tools and channels to get information out is appreciated.
  - “** I think the Council "over" consults at times. Decisions have to be made and Council, at times, needs to make the hard calls without continually going back to the public.
  - “** It can sometimes feel a little bit like we need to be the ones getting in touch first.
  - “** Keep trialling different consultation options.
  - “** More technology friendly ways of connecting to community.
  - “** Need to make sure the elderly aren't left out; they are usually the last to know important stuff.
  - “** Provide timely and accurate information.
  - “** Quite often get information late and not enough to rural areas.
  - “** Rates Review - This would have to be the poorest presentation I have seen in my life! The information is not transparent and lacks detail with numerous mistakes in the on-line documentation!
  - “** True consultation process needs to be developed.
  - “** Very little info unless you have Facebook and not all of us do.
-



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Sydenham, Christchurch 8023  
New Zealand  
0800 101 275  
[www.researchfirst.co.nz](http://www.researchfirst.co.nz)



**From:** BDC\_Lgoima  
**To:**  
**Subject:** RE: LGOIMA Assignment - BDC - Citizens Satisfaction Surveys Ref: OIA 078/21  
**Date:** Thursday, 25 November 2021 9:23:00 am  
**Attachments:** [Buller District Council Resident Satisfaction Presentation 2019-08-06.pptx](#)  
[image008.png](#)  
[image004.png](#)

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Good Morning

Further to your email from yesterday, please find the additional 2019 survey, and please accept our apologies for this oversight.

There are only two surveys available as they have only been carried out twice, 2019 and 2021

Kind regards

Krissy Trigg | Acting Group Manager Community Services  
DDI 037889679 | Mobile 0272133022 | Email [krissy.trigg@bdc.govt.nz](mailto:krissy.trigg@bdc.govt.nz)

Buller District Council | Phone 0800 807 239 | [bullerdc.govt.nz](http://bullerdc.govt.nz)  
PO Box 21 | Westport 7866

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***Council is developing a new website to deliver  
a better service  
Answer four short questions so we can get it right  
Click HERE for the survey***

---

**From:**  
**Sent:** Wednesday, 24 November 2021 2:40 pm  
**To:** BDC\_Lgoima <lgoima@bdc.govt.nz>  
**Subject:** Re: LGOIMA Assignment - BDC - Citizens Satisfaction Surveys Ref: OIA 078/21

Hello,

I am slightly confused, I can only find two surveys in the attachments, are you unable to provide any from earlier years?

On Wed, Nov 24, 2021 at 11:46 AM BDC\_Lgoima <[lgoima@bdc.govt.nz](mailto:lgoima@bdc.govt.nz)> wrote:

Dear [REDACTED]

We refer to your official information request dated 5 November 2021 for all citizens satisfaction surveys conducted by the Buller District Council. Please note these surveys began in 2019.

The information you have requested is attached.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact the Buller District Council by return email to [lgoima@bdc.govt.nz](mailto:lgoima@bdc.govt.nz).

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly at <https://bullerdc.govt.nz/district-council/your-council/request-for-official-information/responses-to-lgoima-requests/> with your personal information removed.

Kind regards

Krissy Trigg | Acting Group Manager Community Services  
DDI 037889679 | Mobile 0272133022 | Email [krissy.trigg@bdc.govt.nz](mailto:krissy.trigg@bdc.govt.nz)

Buller District Council | Phone 0800 807 239 | [bullerdc.govt.nz](http://bullerdc.govt.nz)  
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***Council is developing a new website to deliver  
a better service***

***Answer four short questions so we can get it right***

***Click HERE for the survey***



**BULLER**  
DISTRICT COUNCIL

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# Resident Satisfaction Presentation

August, 2019





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# Introduction

Background, objectives and research approach





- Buller District Council commissioned Nexus Planning and Research to undertake research to provide an understanding of how District residents and stakeholders view its performance
- This is the first time that Council has sought feedback of this nature
- Accordingly, this first measurement is intended to form a benchmark result
  - The metric used to quantify satisfaction with council is simple and straight-forward
  - This is qualified by open-ended feedback on areas of strength and opportunity for council
- The expectation is that this will serve to highlight any issues or opportunities which the Council may wish to address or investigate further
- This document presents the findings of the study specifically with Buller District residents.
  - A separate document addresses feedback from other Council stakeholders

## Research Objectives

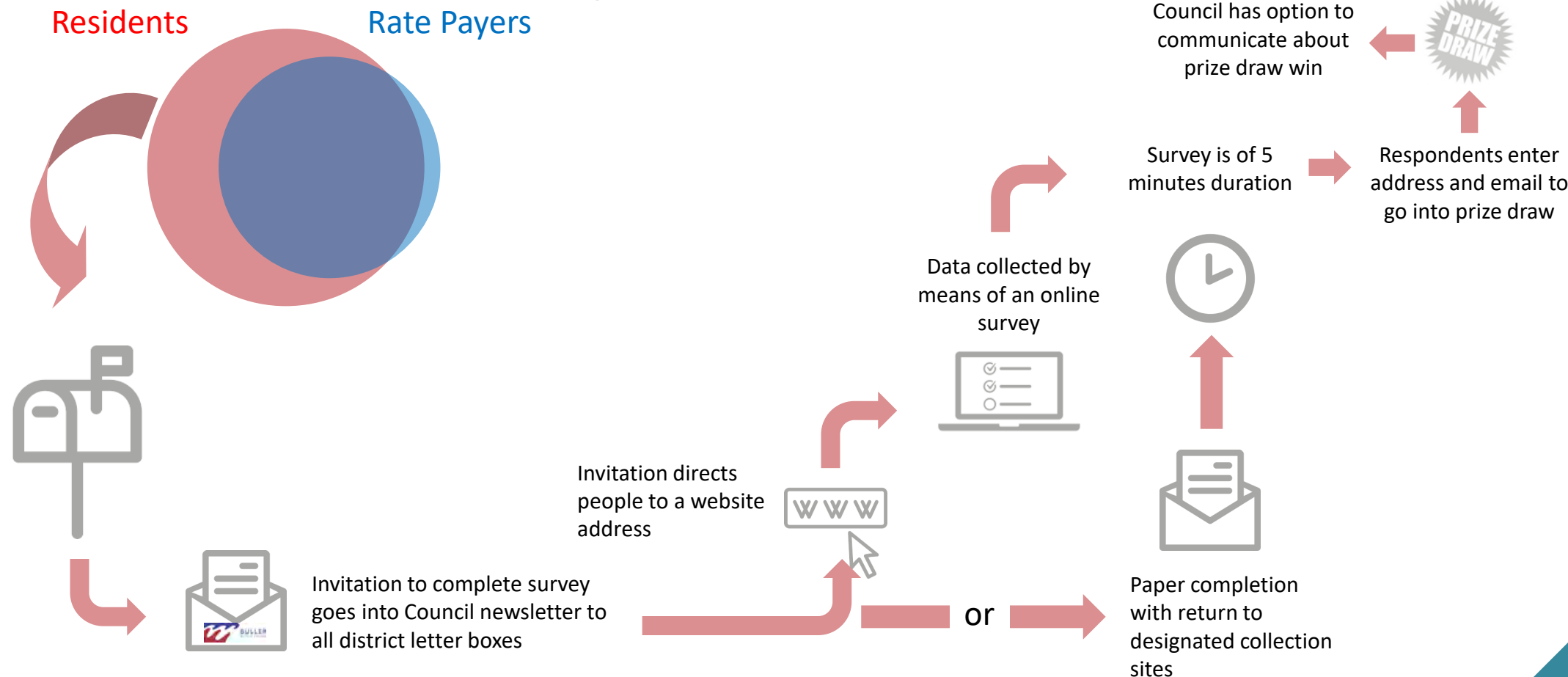
- The purpose of the research is to benchmark perceptions of Buller District Council's performance amongst residents and collect feedback on its strengths and opportunities
  - This feedback will serve to inform the development of improvement initiatives to deliver better service the needs of the people of Buller
  - The feedback may also be shared with the public and stakeholders through annual reports and other communications mechanisms
- The specific objectives of the study are:
  - To measure overall satisfaction with the performance of Buller District Council amongst residents and
  - To collect feedback about how the council can improve performance



# Research Approach

Residents were invited to complete a survey on paper or online.

The initial contact was via the resident newsletter. This invited residents to go to a weblink to complete the survey online or simply complete the paper survey attached to the newsletter and return it to one of the designated collection sites.





# Respondent Recruitment

Residents were invited to complete the survey through advertising and the June 2019 issue of Connect, Buller District Council's newsletter.



- Communications publicising the opportunity to feedback to Council used the above slogan and creative
- A variety of media were used to promote the availability of the survey and encourage participation
- An invitation to the complete the survey (and a paper copy of the survey) appeared in the June 2019 issue of Connect



**We rate you... now you rate us!**  
CUSTOMER SATISFACTION SURVEY  
BULLER DISTRICT COUNCIL  
Te Kaunihera O Kaitiaki

**How old are you?**  
Please note to be eligible to complete the survey and enter the prize draw you must be aged over 15 years.

**In the last 12 months, which, if any, of the following have you done with Buller District Council?**  
(please select all that apply)

**How would you rate the customer service you receive from Buller District Council?**

**Based on your experiences of customer service from Council, what would you say Council does well?**

**What could Council do to make you give them a higher score?**

**Did you feel that your matter was dealt with in an acceptable timeframe?**

**Do you have any other comments/feedback/suggestions?**

**What is the best way for Council to communicate with you?**

**Are you?**

**Which of the following ethnic groups do you identify with?**

**If you wish to enter the draw for the prizes detailed on the other side of this survey, please provide your name and email address below. Please note that your personal details will not be used for any purposes other than to contact the winners of the prize draw.**

**Name:**

**Email address:**

**Buller District Council is interested in hearing from Buller District residents who are willing to participate in future research. Would you be interested in being contacted for future research conducted on behalf of Buller District Council?**

**Yes, please use the contact details I have already entered for the prize draw**

**Yes, I'll provide some contact details now**

**No, thanks, I'm not interested.**

**Thank you for taking the time to complete this survey**



# Sample Profile

Data have not been weighted for age and gender.

## Sample Size

n=385 Residents (Total)



Maximum margin of error: +/-5% @95% confidence

n=315

Online Completions



n=70

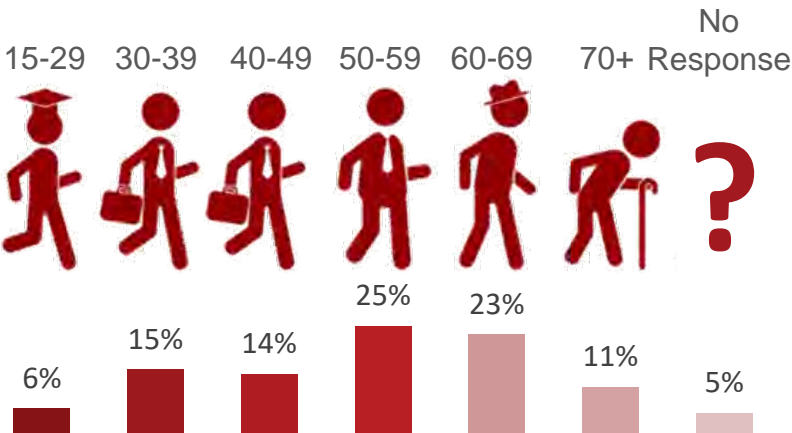
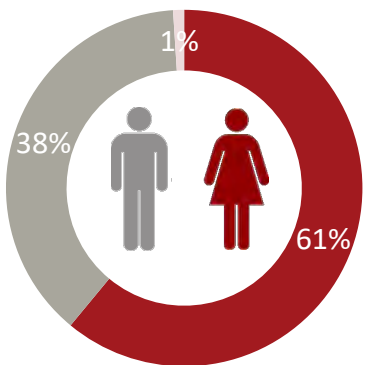
Paper Completions



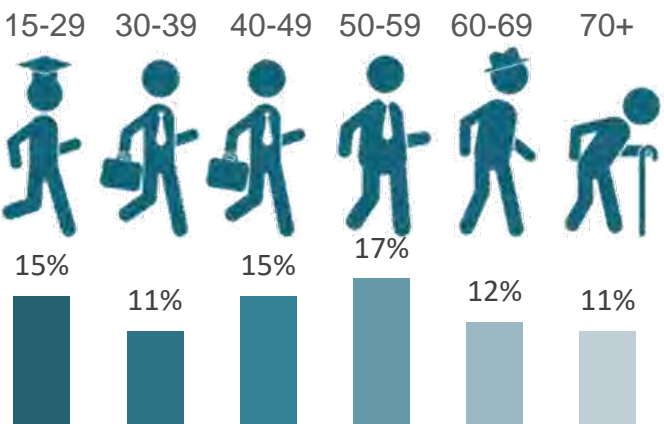
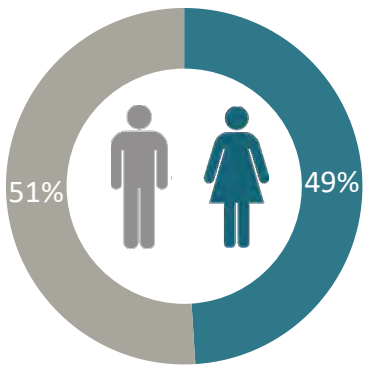
Fieldwork  
21-30/06/2019



## Sample Gender and Age



## Census 2013 Comparison – Buller District



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# Key Themes

Suggestions and opportunities





# One-third of Buller District Residents are promoters of the Council. Front-line staff are seen as a strength but also represent the greatest opportunity for improvement.

## Summary

- Presently the proportion of residents classified as detractors (rating Council customer service as 0-6 out of 10) exceeds those classified as promoters (those rating Council customer service as 9 or 10 out of 10)
- The greatest areas of opportunity to improve this is complaints – both those relating to services provided by Council and compliance issues
- The key issue for complaints appears to be responsiveness
  - People with these types of interaction with Council are significantly less likely to agree that their issues are resolved in an appropriate timeframe
  - They are also significantly more likely to make comments regarding responsiveness when asked what the Council can do better
    - Comments from some indicate that even before resolution there is an issue in that some of their communications are not acknowledged
- The influence of front-line staff on perceptions of Council customer service appears critical and pivotal
  - While those with a positive view highlight the performance of front-line staff and the friendly, helpful service they receive, those with a negative perception of Council customer service highlight this as an area for improvement
  - The leading opportunities for Council to improve include being friendlier and more helpful, more responsive and undertaking customer service training
  - Listening and communication was also listed amongst desired improvements although some comments direct this more at general Council communications with the public rather than in relation to customer service
- Other areas of opportunity for Council include improving perceptions of transparency and street and community maintenance

# Findings

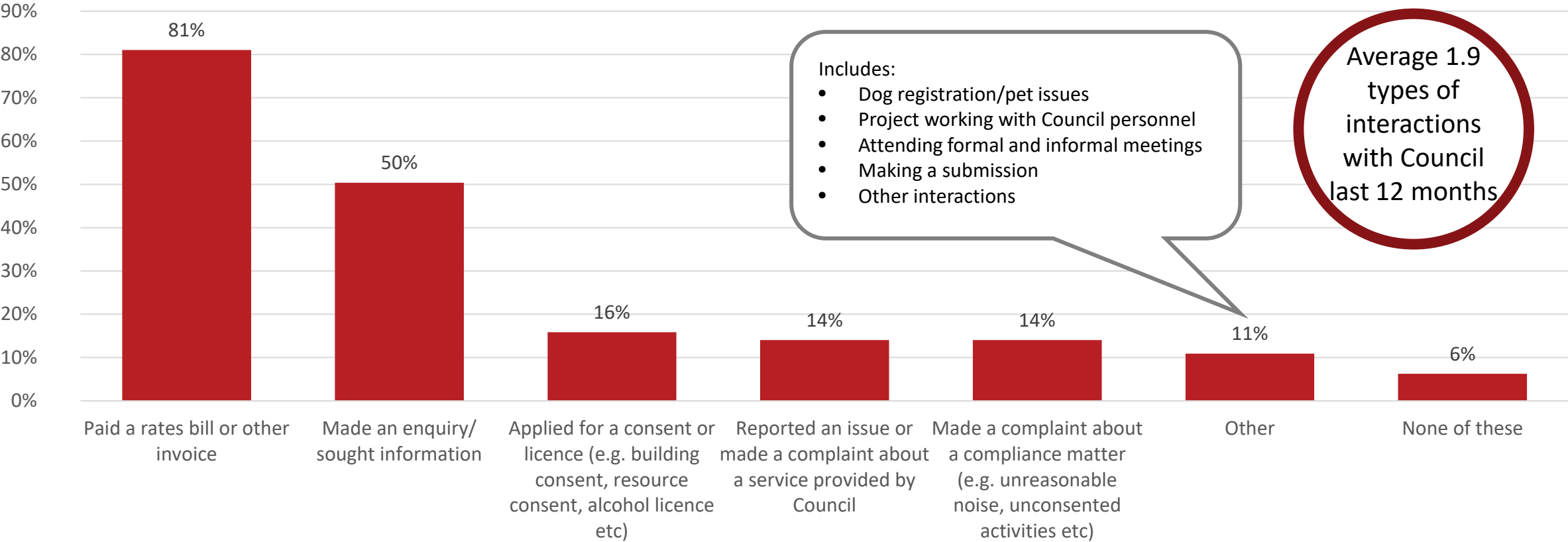




# Apart from paying rates or other invoices, seeking information is the most common way residents interact with Council

Interactions with Buller District Council

Interactions with Buller District Council – Last 12 Months



Base: Buller District Residents, n=385

Q1. In the last 12 months, which, if any, of the following have you done with Buller District Council?

# Those applying for consents and licenses often also make enquiries and people who complain about compliance issues are more likely to complain about Council services

Multiple Interactions with Council

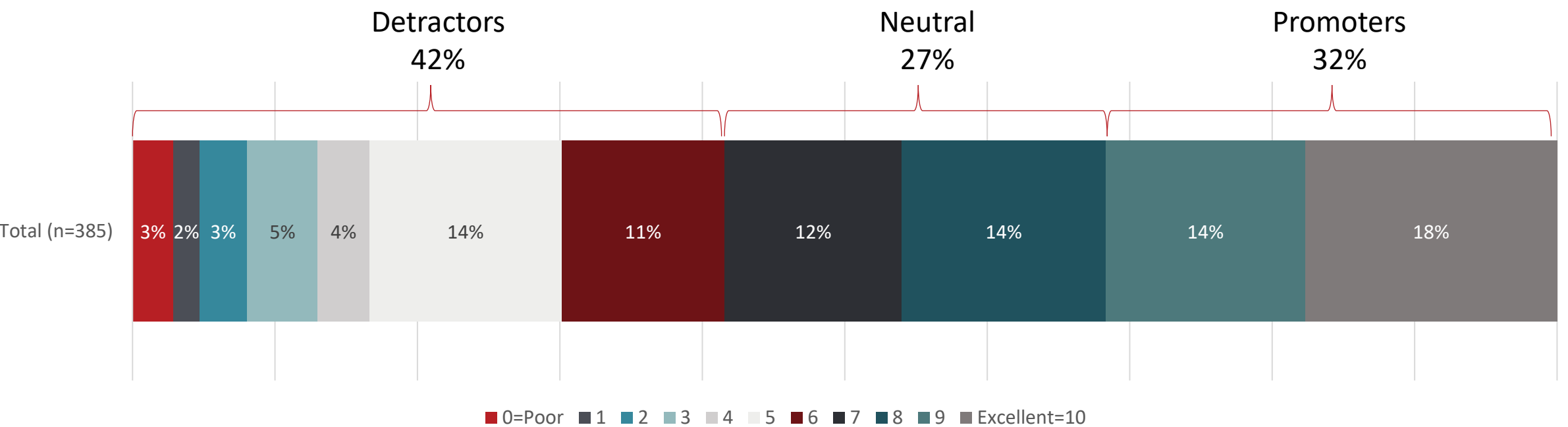
Column Based %	Paid a rates bill or other invoice (n=312)	Made an enquiry/ sought information (n=194)	Applied for a consent or license (e.g. building consent, resource consent, alcohol license etc.) (n=61)	Reported an issue or made a complaint about a service provided by Council (n=54)	Made a complaint about a compliance matter (e.g. unreasonable noise, unconsented activities etc.) (n=54)	Other (n=42)
Paid a rates bill or other invoice	*	84%	92%	81%	89%	55%
Made an enquiry/ sought information	52%	*	70%	63%	57%	57%
Applied for a consent or license (e.g. building consent, resource consent, alcohol license etc.)	18%	22%	*	7%	15%	7%
Reported an issue or made a complaint about a service provided by Council	14%	18%	7%	*	31%	5%
Made a complaint about a compliance matter (e.g. unreasonable noise, unconsented activities etc.)	15%	16%	13%	31%	*	12%
Other	7%	12%	5%	4%	9%	*



# One-third of Buller District residents may be considered promoters or advocates of Council, rating the customer service they have received as a 9 or 10 out of 10

Customer Service Ratings Total

Customer Service Ratings – All Residents



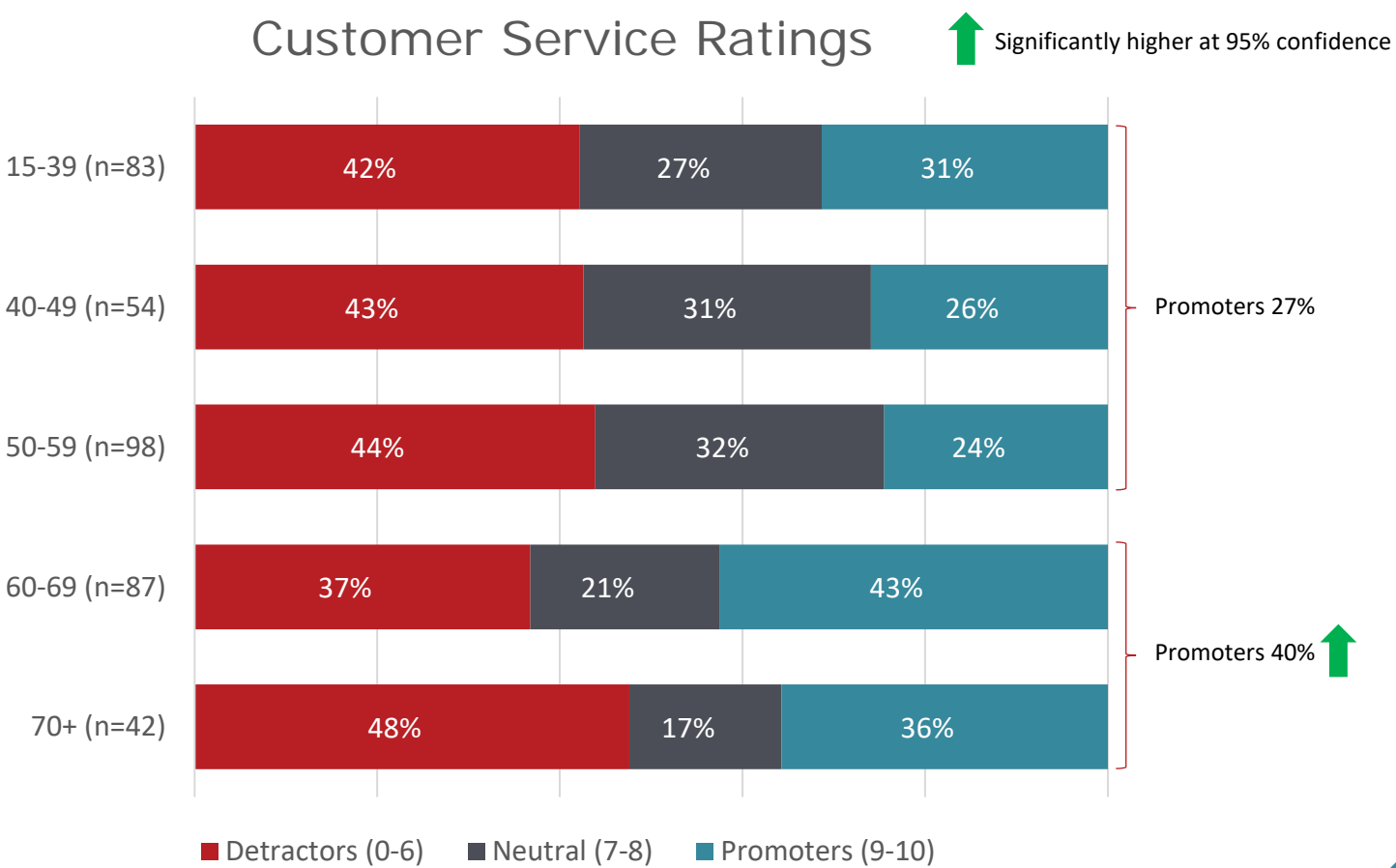
Base: Buller District Residents, n=385

Q2. How would you rate the customer service you receive from Buller District Council?

# Older residents are more likely to hold favourable views of Council customer service

Customer Service Ratings by Age

- Residents aged 60 years or more are significantly more likely to rate Council customer service positively
- The over-representation of this group within the sample may have elevated Council’s overall customer service rating
- There is no significant difference between men and women in terms of how they rate Council customer service



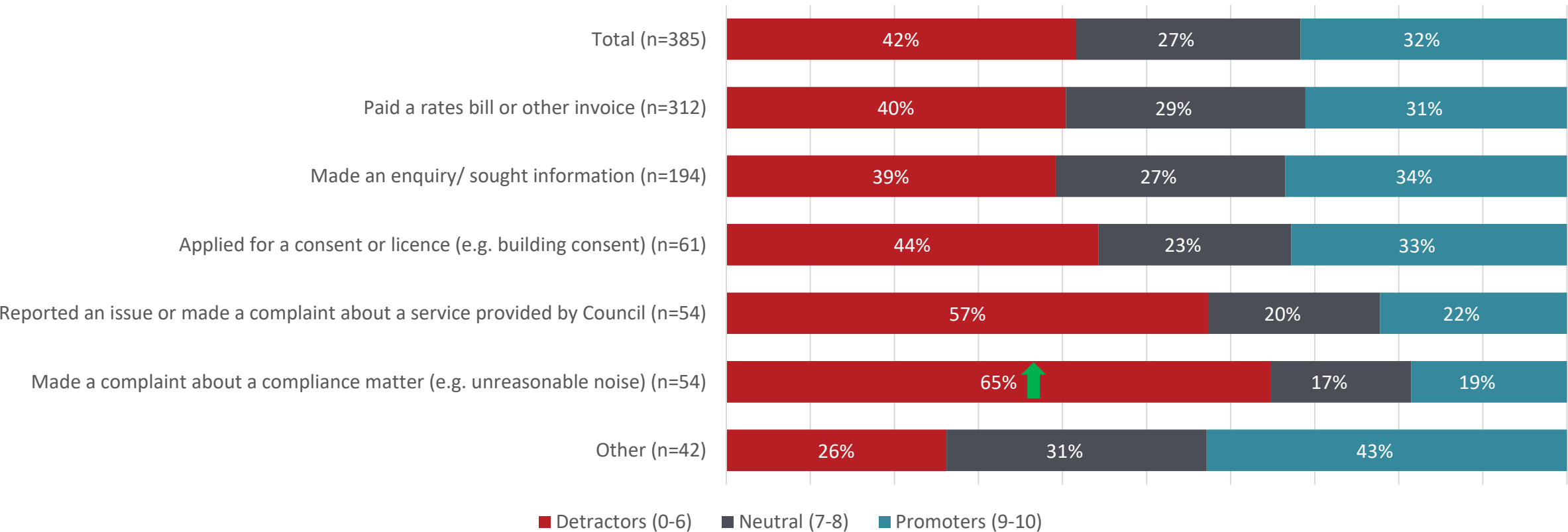


# Council receives the lowest rating for customer service from people who have made some type of complaint suggesting this is an area of opportunity

Customer Service Ratings by Type of Interaction

Significantly higher than others at 95% confidence

## Customer Service Ratings



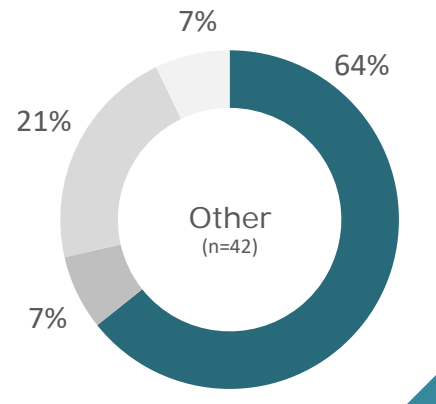
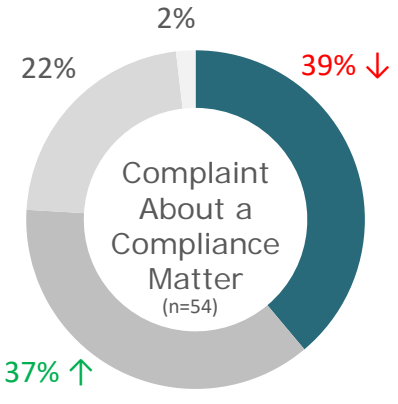
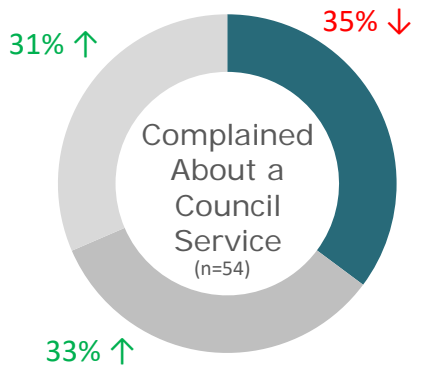
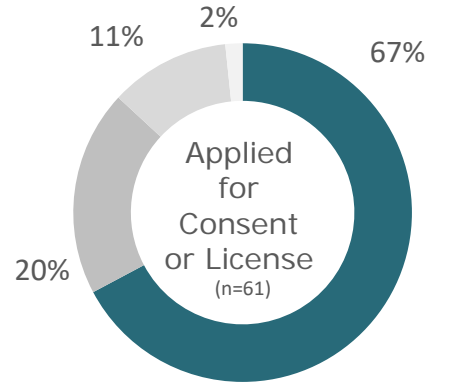
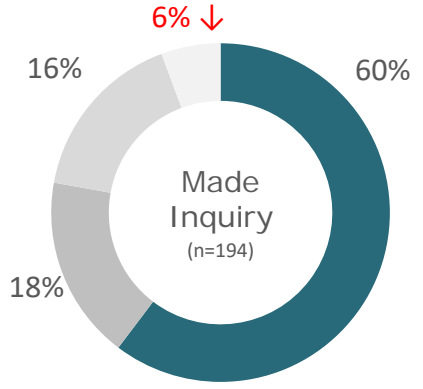
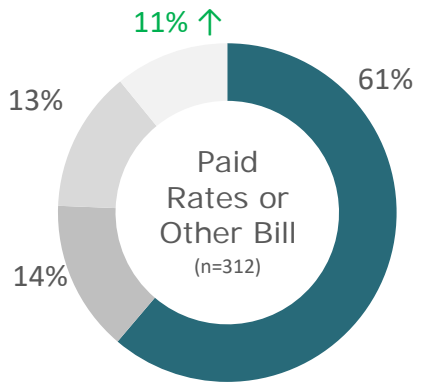
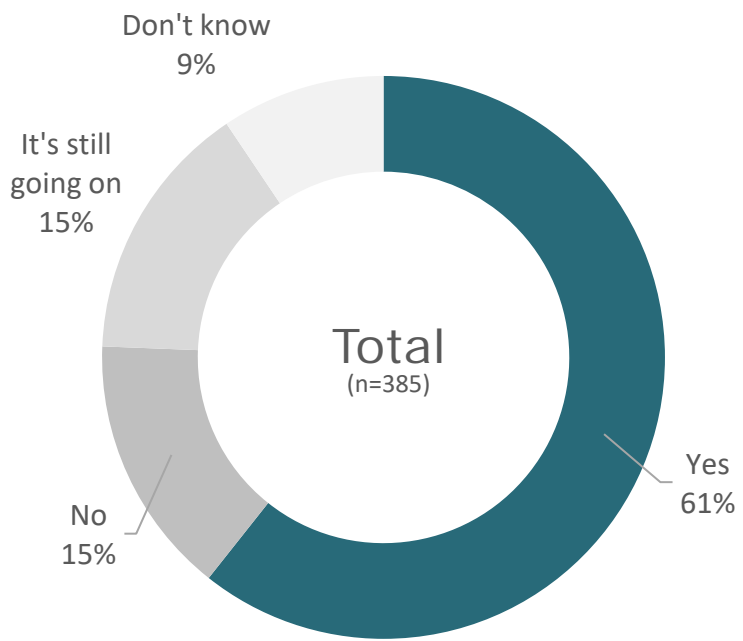
Base: Buller District Residents, n=385

Q2. How would you rate the customer service you receive from Buller District Council?

# The time taken to resolve the matter appears to be a factor in the lower customer service ratings amongst those making a complaint

Resolution in an Acceptable Timeframe

## Resolution in an Acceptable Timeframe



Significantly higher than others at 95% confidence  
 Significantly lower than others at 95% confidence

Base: Buller District Residents, n=385

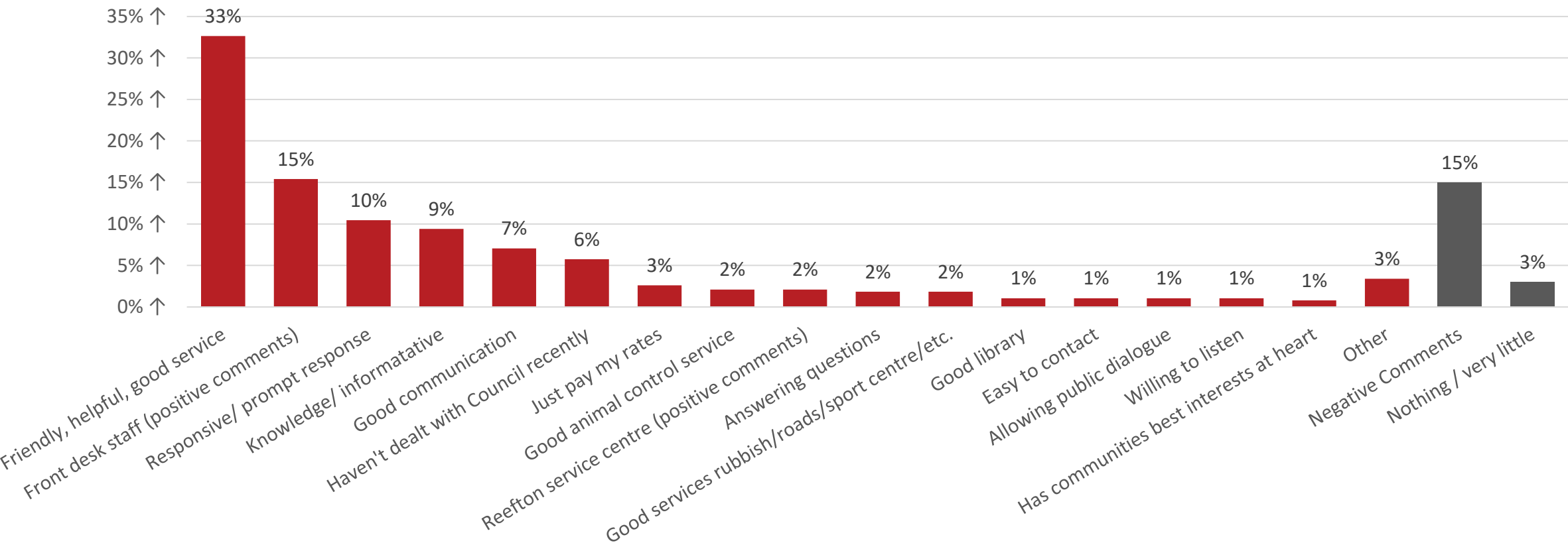
Q5. Did you feel that your matter was dealt with in an acceptable time frame?



# Front-line staff have a considerable impact in driving positive perceptions of Council customer service

What Council Does Well

What Council Does Well



Base: Buller District Residents, n=383

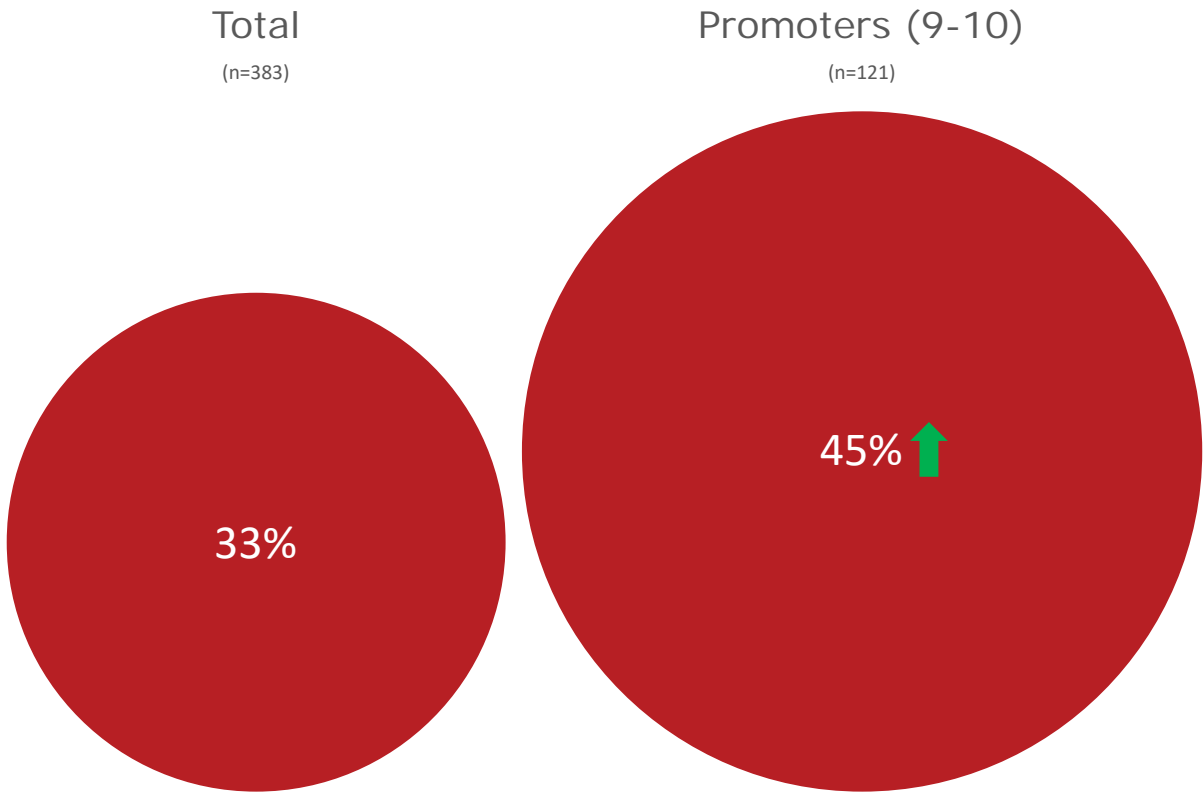
Based on your experiences of customer service from Council, what would you say council does well?

# Those who rate Council customer service highly are significantly more likely to praise the performance of Council staff, suggesting this is a critical area of performance

Significant Differences in Staff Ratings

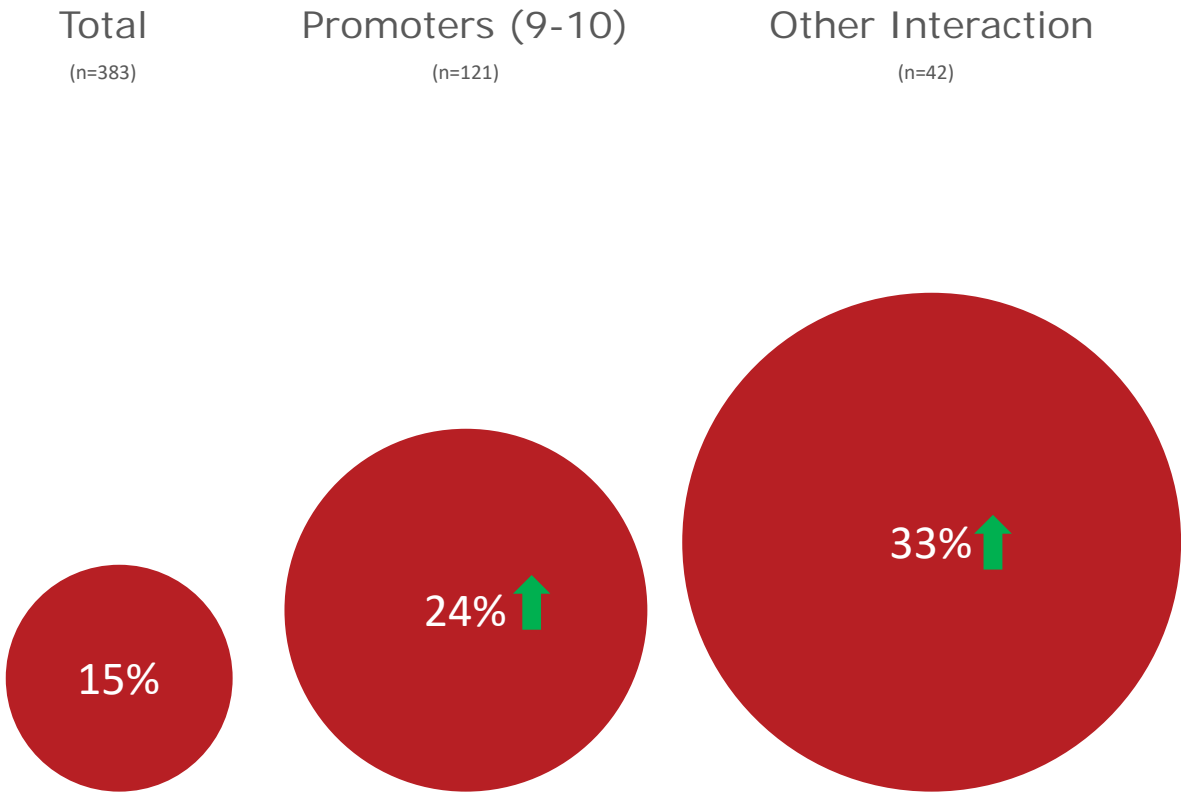
## Friendly Helpful Service

Significantly higher than others at 95% confidence



Base: Buller District Residents, n=383

## Front Desk Staff Positive Comments



Based on your experiences of customer service from Council, what would you say council does well?



# Being friendly and helpful come up often in comments as something Council does well

Comments About Friendly Service

## Friendly Helpful Service

“

*Staff seem to try hard to be helpful and timely.  
They put information out into the public arena well.  
Staff seem to have the community's best interest at heart.*

Male, 62, paid a rates bill and made an inquiry

*Friendly service. Accurate information given.  
Helpful and positive attitude of staff.*

Female, 52, paid a rates bill and made an inquiry

”

# People value a prompt response

Comments About Responsiveness

## Responsive/Prompt Response

“

*The council reacted quickly to a complaint we made about light pollution from a property near our home, kept us informed and had changes made. Council staff, in general, provide information in a timely, helpful manner and are open and easy to approach.*

Female, 63, paid a rates bill, made an inquiry and made a complaint about a compliance matter

*The people I have had contact with are extremely polite and prompt with replies there is nothing they could do better.*

Male, 57, applied for a consent or license and made an inquiry

”

Base: Answer coded as responsive/prompt response, n=40

Based on your experiences of customer service from Council, what would you say council does well?



# Some of those highlighting the Council's good communication make mention of the fact that this is improving

Comments About Good Communication

## Good Communication

“

*Communications about emergencies generally done well. Newsletter re Council activities is very useful.*

Male, 69, made an inquiry

*Communication now much improved. Staff now more approachable...*

Male, 77, paid rates or other invoice and made an inquiry.

*Communication with general public has improved immensely.*

Female, 44, applied for a consent or license

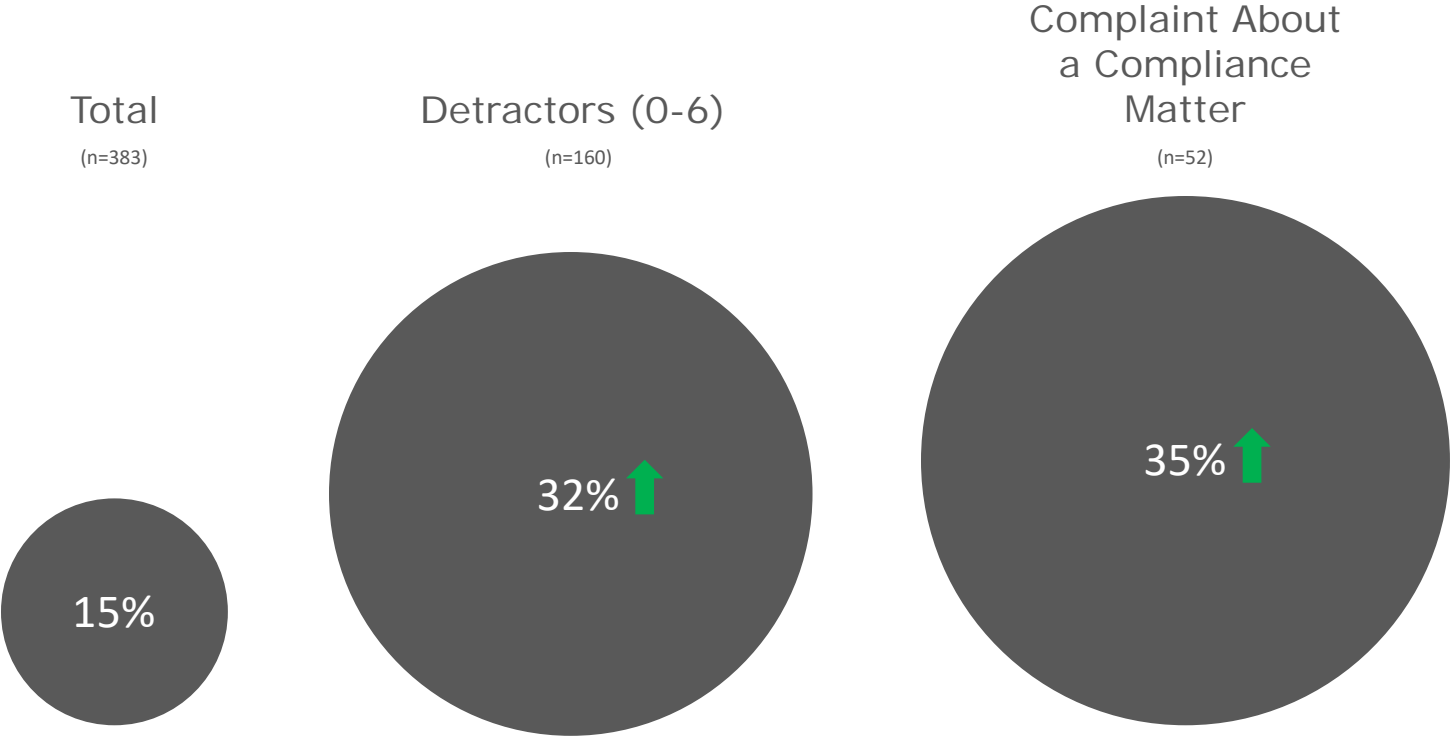
”

# People making a complaint about a compliance matter are significantly more likely to make only negative comments with regard to what Council does well

Significant Differences in Negative Comments

## Negative Comments

Significantly higher than others at 95% confidence



Base: Buller District Residents, n=383

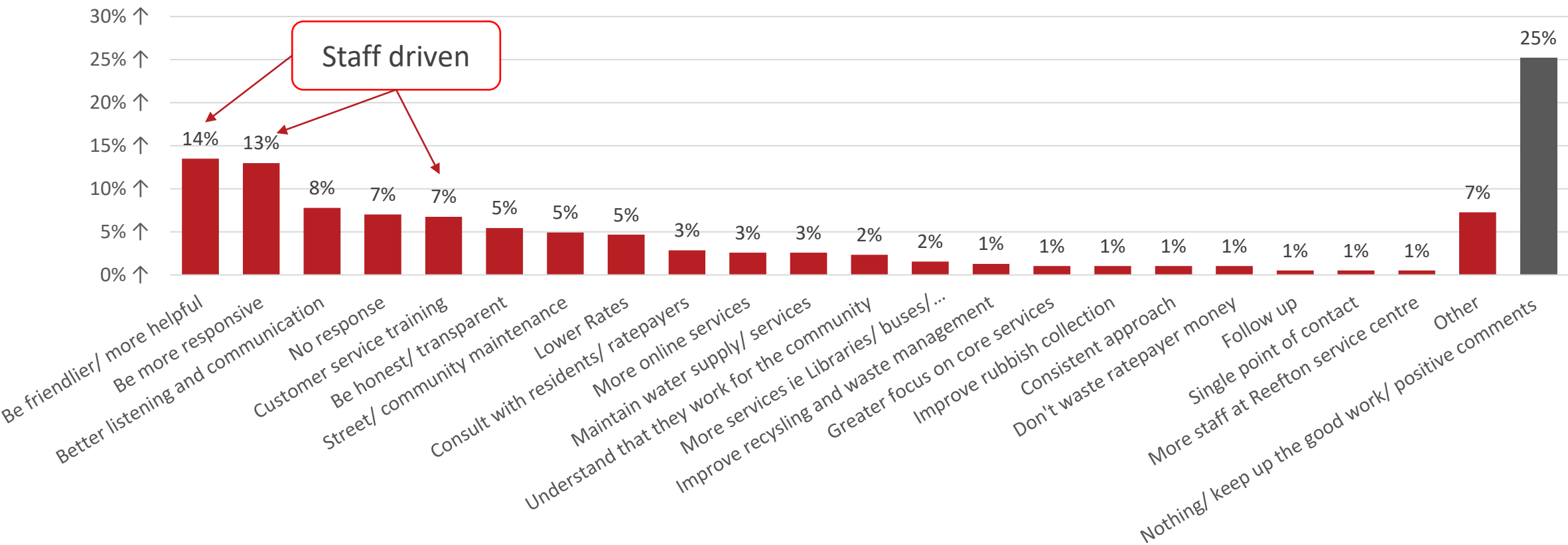
Based on your experiences of customer service from Council, what would you say council does well?



# The critical impact of front-line staff and their demeanor is highlighted by the number of comments about this as an area for improvement

Opportunities for Improvement

## What Council Could Do Better



Base: Buller District Residents, n=385

What could Council do to make you give them a higher score?

# One-quarter of residents overall feel that Council is working well and does not have any specific improvement opportunities

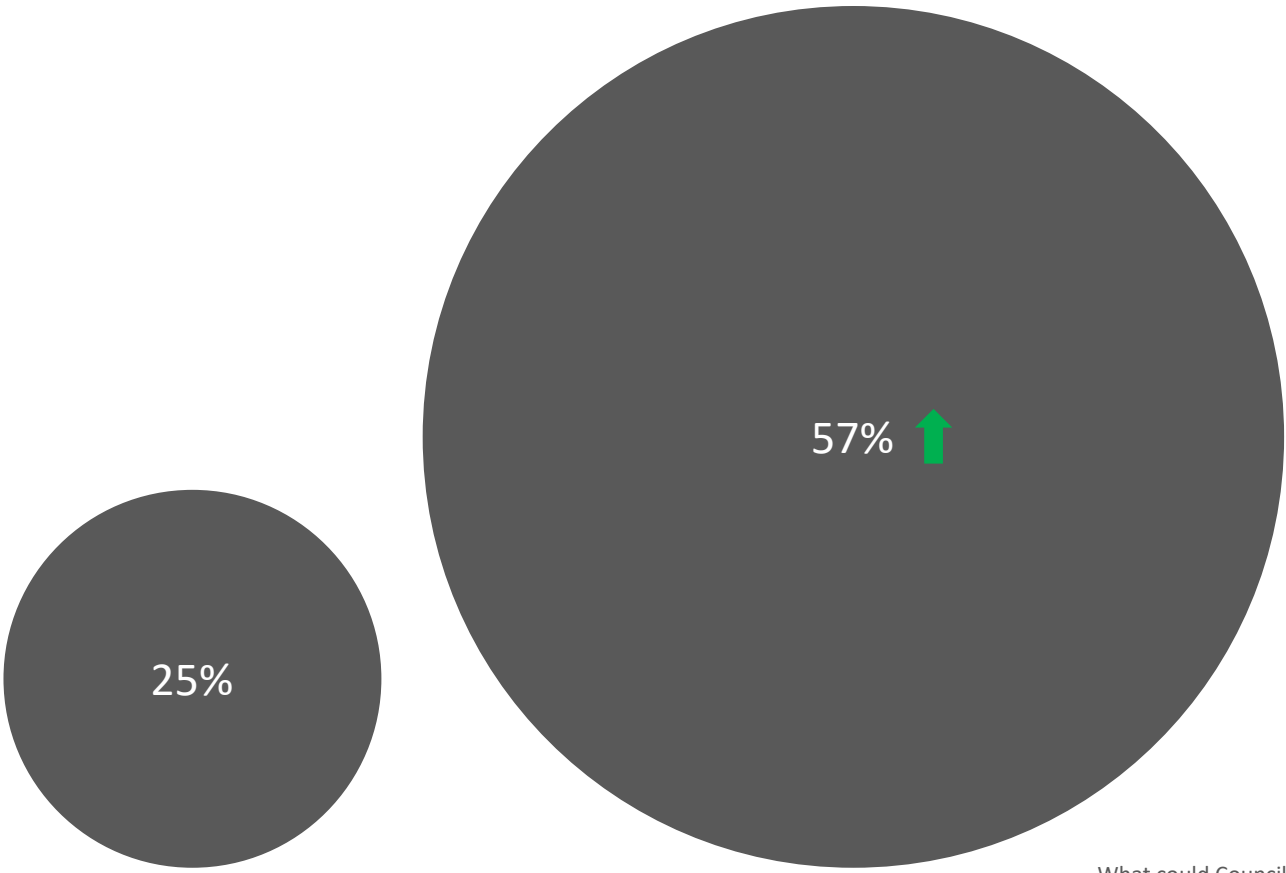
Comments Indicating that Council Is Doing a Good Job without Improvement Needed

Nothing/Positive Comments

Significantly higher than others at 95% confidence

Total  
(n=385)

Promoters (9-10)  
(n=122)



Base: Buller District Residents, n=385

What could Council do to make you give them a higher score?

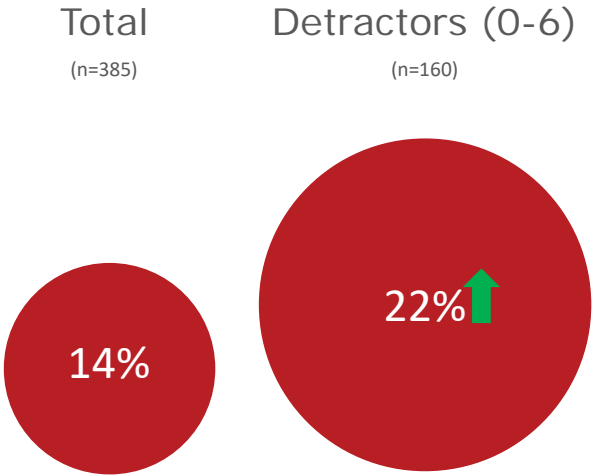


# Those who rate Council customer service lowly are significantly more likely to highlight opportunities for improvement

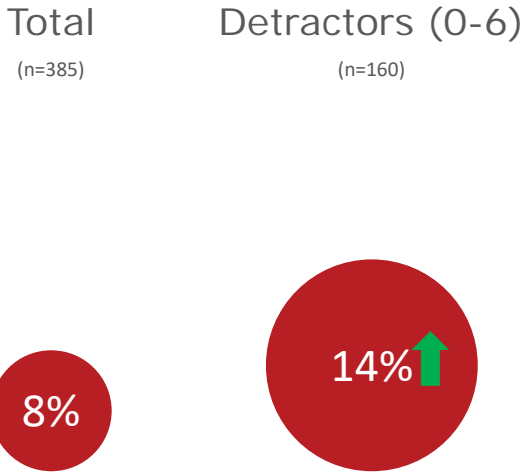
Significant Differences in Opportunities for Improvement

## Be Friendlier/More Helpful

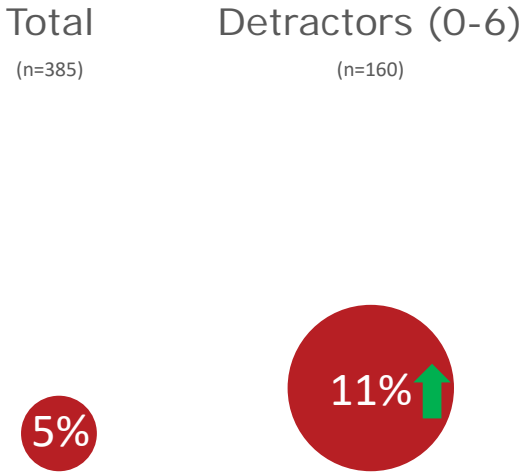
Significantly higher than others at 95% confidence



## Better Listing and Communication



## Be Honest/Transparent



Base: Buller District Residents, n=385

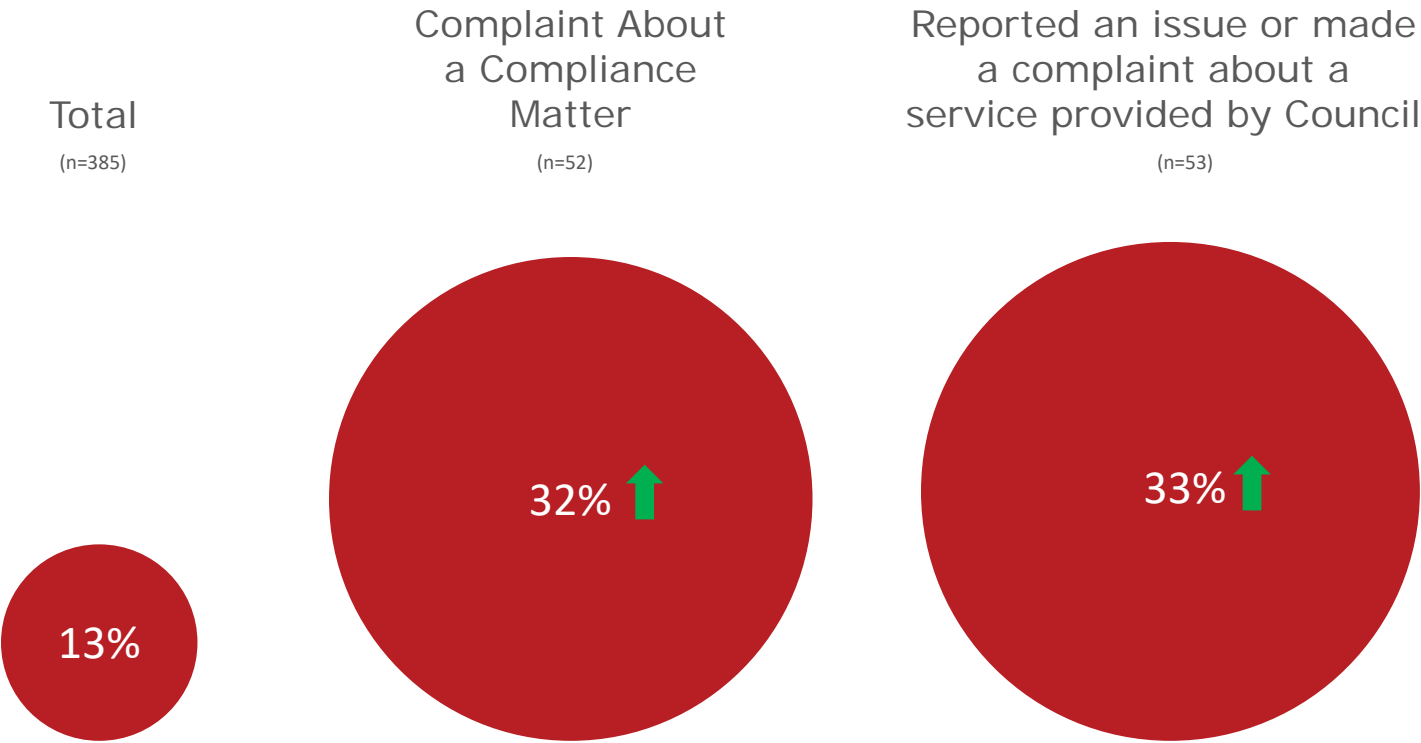
What could Council do to make you give them a higher score?

# Being more responsive to complaints appears to be an area of opportunity for Council

Significant Differences in Opportunities for Improvement

## Be More Responsive

Significantly higher than others at 95% confidence



Base: Buller District Residents, n=385

What could Council do to make you give them a higher score?



# Specific opportunities for staff include being more open and less defensive, and more staff training

Comments on Being Friendlier/More Helpful

## Be Friendlier/More Helpful

“

*At times they appear quite defensive when I'm trying to find out why certain things are happening with my property and rates, feels like I'm not getting a simple clear answer and I'm left feeling like I'm being aggressive so now I take a support worker with me, so things run smoothly.*

Female, 51, paid rates or other invoice

*Make sure staff are fully trained in their roles*

Male, 37, multiple interactions with Council in last 12 months

*Explore with staff Council's purpose and who Council's customers are (ratepayers/public).  
Explore and agree a united goal(s) (with staff) about how staff wish the organisation to be viewed and regarded. Reset some of the fundamental principles of customer engagement.  
Train, develop and support staff to achieve the goals.*

Male, 43, paid rates or another invoice and applied for a consent or license

”

# Comments on the opportunity to improve responsiveness highlight the need to acknowledge receipt of communications

Comments on Being More Responsive

## Be More Responsive

“

*Acknowledging emails would be a good start. I recently sent an email (after ringing to get the correct address) ... I did not receive a reply or even an acknowledgement to the email. The BDC may consider that this was not important enough to respond to but there was an existing danger to public safety... As usual, Northern Buller is ignored.*

Female, 65, Paid rates or other invoice and made a complaint about a service provided by council

*Some areas are like a communications black hole. Phone calls and emails disappear into the abyss with no recognition.*

*It's a bit insulting when an email comes from BDC with questions. I answer with questions of my own... which go unanswered. I don't want to name departments or people, but if all staff raised themselves to the level of your stars, we'd all be better off.*

Male, 41, Paid rates or other invoice and applied for a consent or other license and made an inquiry.

”



# Some comments about communication focused on the Council's response to specific issues but more highlighted the need for better engagement with residents

Comments on Better Listening and Communication

## Better Listening and Communication

“

*Better communication, less time spent on grand schemes and business opportunities, e.g. Waste to Energy and more time/resources on core services like water, footpaths, parks and reserves.*

Male, 60, Paid rates or other invoice

*Improve communication processes, share big picture ambitions for the district, engage more with the community to encapsulate vision, consider community working groups to ensure participation.*

Male, 65, Paid rates or other invoice and attended a meeting

*Listen to their ratepayers and be pro-active in driving better service.*

Female, 45, Made an enquiry

*A lack of initiative in communicating with the public e.g. if I have a specific query and make contact myself, it's effective i.e. customer-to-Council. However, there seems to be little Council-to-customer communication. We don't all use Facebook or other social media platforms.*

Female, 53, Paid rates or other invoice.

*'Listen objectively and reply to all communication.*

Female, 64, Made an enquiry

”

# For some there is a perception that Council could be more transparent in its operations

Comments on Being Honest and Transparent

## Be Honest/Transparent

*“ Be transparent in its spending and day to day operations , be community friendly and remember as civil servants you are the servants to assist the public that pays in taxes and rates your wages, also road user charges aye!*

Male, 54, multiple interactions with Council in last 12 months

*Council members to be honest and transparent, and not make dodgy deals behind closed doors.*

Female, 57, paid rates or another invoice

*Fix the ongoing problems as mentioned above - get rid of the nepotism and cronyism.*

Male, 80, paid rates or another invoice and made an inquiry

*The council must be honest when asked questions! I have found this not to be. Also return phone calls when requested to do so! Stop ignoring people & making them feel unimportant!!*

Female, 47, paid rates or another invoice and made a complaint about a compliance issue, made a complaint about a council service



# Many comments about street and community maintenance highlighted footpaths as an area requiring attention

Comments on Street/Community Maintenance

## Street/Community Maintenance

“ *Take more notice of us when we ask them to 'get back to basics'. Footpaths and gutters come to mind. Consider spending some of the big money on these things so that our frontages and streets look a lot tidier and are safer for pedestrians and those on mobility scooter, walkers etc.*

Female, 59, paid a rates bill or other invoice and made a complain about a service provided by Council

*Greater emphasis on compliance issues. e g cutting back overhanging trees on footpaths, removal of derelict motor vehicles parked on town streets ( without warrant of fitness and /or registration), motor vehicles parked across footpaths creating access issues for pedestrians and persons requiring room to maneuver mobility scooters.*

Male, 70, paid rates or another invoice

”

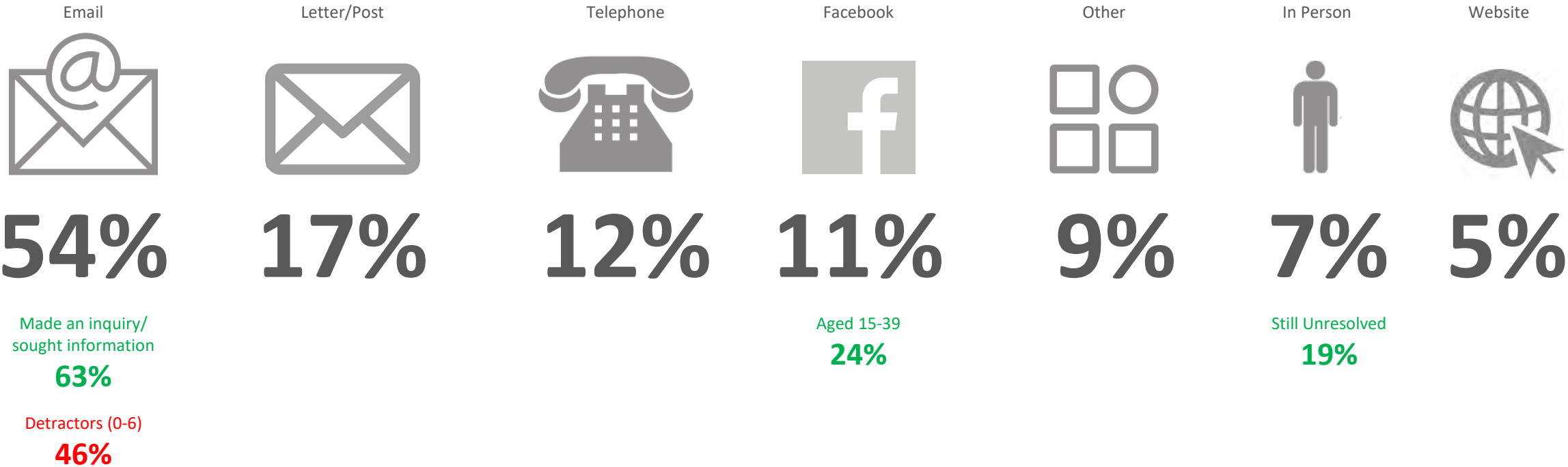
# A majority of residents express a preference for email communication

## Preferred Means Of Communication

Significantly higher than others at 95% confidence

Significantly lower than others at 95% confidence

## Preferred Means of Communication



Base: Buller District Residents, n=385

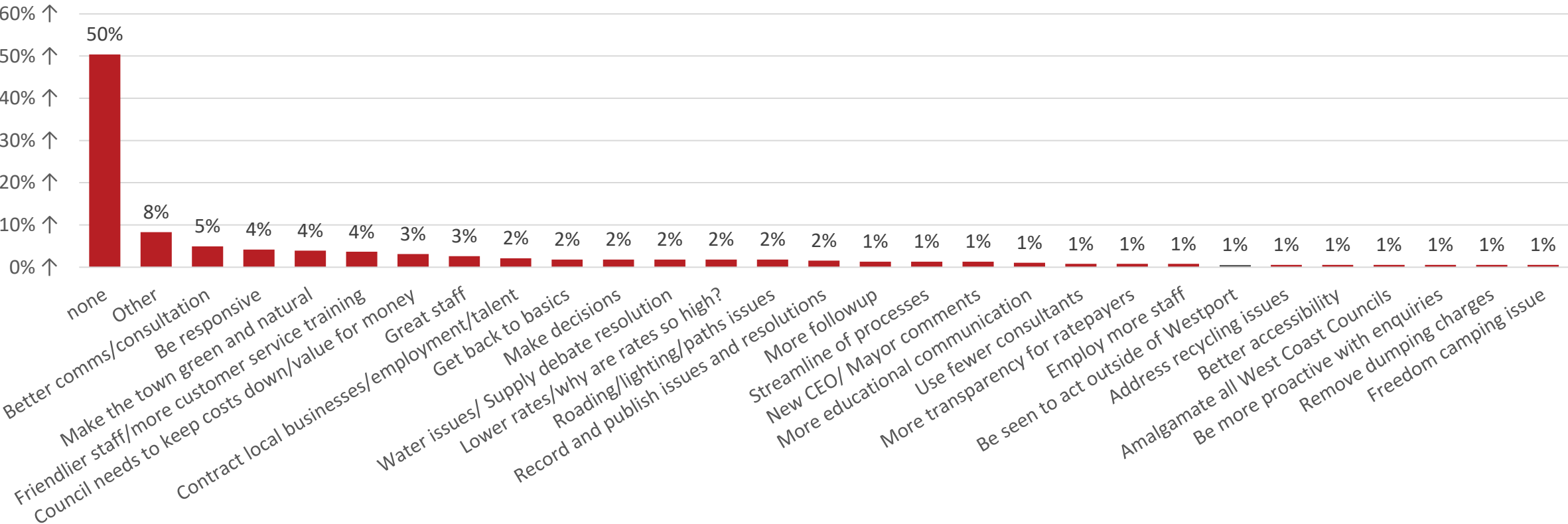
Q6. What is the best way for Council to communicate with you?



# A majority of residents did not have any other comments. Those that did highlighted a range of specific issues

Any Other Comments

Any Other Comments



Base: Buller District Residents, n=385

What could Council do to make you give them a higher score?

## Next Steps - Communication

- Present findings to staff
- Present findings to Councillors
- Report to August 28 Council meeting
- Communicate with the community

## Next Steps – Customer Service Framework

- Fixed term Project Lead role
- Develop an action plan
- Develop a Customer Service Framework
- Ensure that the tools, training and support needed to deliver the Framework are in place





**BULLER**  
DISTRICT COUNCIL

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# Stakeholder Satisfaction Presentation

August, 2019



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# Introduction

Background, objectives and research approach





- Buller District Council commissioned Nexus Planning and Research to undertake research to provide an understanding of how District residents and stakeholders view its performance
- This is the first time that Council has sought feedback of this nature
- Accordingly, this first measurement is intended to form a benchmark result
  - The metric used to quantify satisfaction with council is simple and straight-forward
  - This is qualified by open-ended feedback on areas of strength and opportunity for council
- The expectation is that this will serve to highlight any issues or opportunities which the Council may wish to address or investigate further
- This document presents the findings of the study specifically with Council Stakeholder organisations.
  - A separate document addresses feedback from Buller District Residents

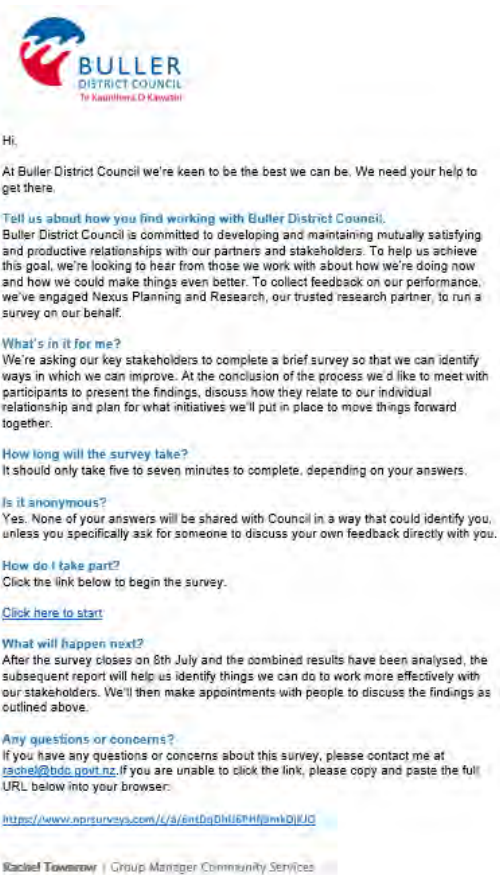
## Research Objectives

- The purpose of the research is to benchmark perceptions of Buller District Council's performance amongst stakeholders within partner organisations and collect feedback on its strengths and opportunities
  - This feedback will serve to inform the development of improvement initiatives to deliver better service the needs of the people of Buller and improve engagement with stakeholders
  - The feedback may also be shared with the public and stakeholders through annual reports and other communications mechanisms
- The specific objectives of the study are:
  - To measure overall satisfaction with the performance of Buller District Council amongst stakeholders within Council partner organisations and
  - To collect feedback about how the council can improve performance



# Research Approach

Stakeholders were invited to complete an online survey, which collected predominantly qualitative information via a series of open-ended questions



- Stakeholders in Council partner organisations were invited to complete a brief online survey
- The invitation was issued directly by Buller District Council's Group Manager Community Services
- A total of 40 invitations were sent to stakeholders



- Responses were received from 19 stakeholders



- While there was a quantitative measurement of satisfaction, most of the information collected was qualitative in nature
- This was harvested via a series of open-ended questions
- Because of the small sample size, the information is treated as qualitative and no attempt has been made to code and quantify sentiment

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# Key Themes

Suggestions and opportunities





# Partner engagement with Council is largely positive and improving under the current leadership team

## Summary

- The prevailing sentiment amongst Council partner stakeholders is that engagement with Council is largely positive
  - A number also make mention of recent improvements with favourable views of Council's current leadership contributing to this.
- There is still opportunity to improve
  - While most rate their engagement with Council as a seven out of 10 or better there are some with less favourable ratings
  - Less enthusiastic views are sometimes driven by a too little engagement as much as difficult engagements
  - Individual people and the quality of relationships they are able to maintain appear key to perceptions of engagement between the organisations
- Partners are commonly interested in more and closer engagement
  - Joint planning sessions to gain access to council expertise and harmonise goals are appealing
  - With a desire for more engagement it will be necessary to manage council resources and set expectations
- Generally, there is a desire for openness, unity and collaboration
  - Not only are organisations seeking this from their relationship with Council but they also want to see this within Council itself with "politicking and infighting" mentioned as something that needs to stop
- Recent efforts to raise Council's cultural awareness are mentioned as something Council could further

# Findings

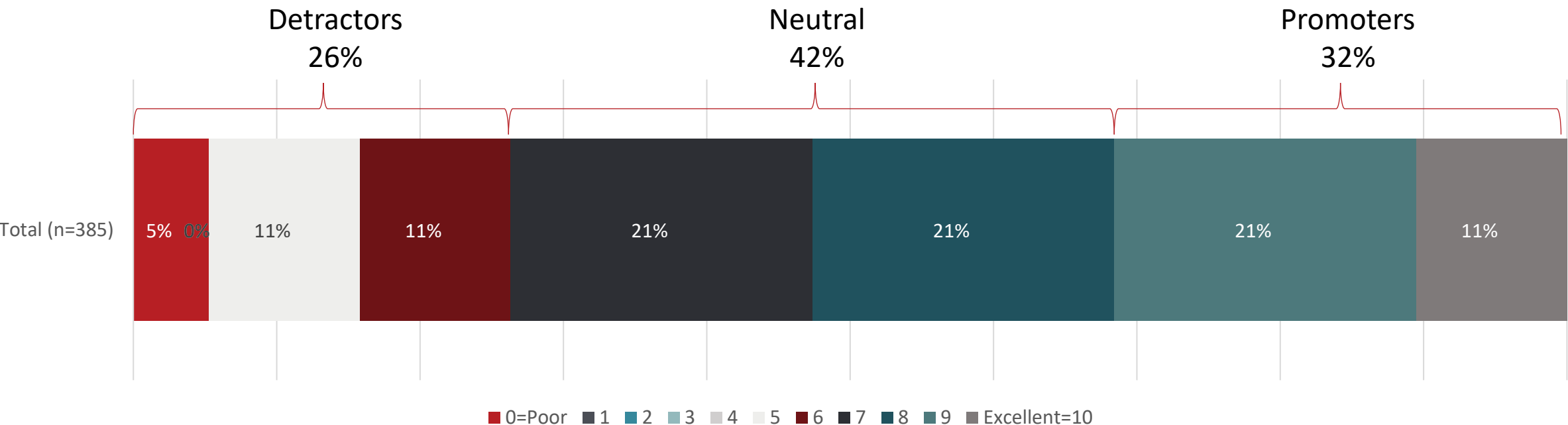




# Most stakeholders have a positive relationship with Council with one-third classified as promoters

Ratings of Engagement with Council

Customer Service Ratings – All Residents



Caution: Indicative result only! Maximum margin of error on n=19 and N=40 is +/-16%

Base: Council Partner Stakeholders, n=19

How would you rate the engagement Buller District Council has with your organization?

# The prevailing sentiment is that relationships with Council are positive, and a number of people remark on how this is improving

Comments About Engagement with Council

## Good Relationship/Engagement

“

*We enjoy a positive and proactive relationship with the Council.*

*Council staff are always available and helpful.*

*Great level of engagement and good understanding of shared values and vision for the district and wider West Coast and where Buller fits in.*

*...have had a very good relationship over the last 8 years or so, based on a platform of trust and respect.*

*Good engagement - Have worked together on a number of key initiatives over recent years.*

## Relationship is Improving/Looking Good for the Future

*The engagement between myself and the Council has improved greatly over the past year. I think this reflects the Current CEO and the team she has developed.*

*It has improved a lot in the last 6 months; however, we still have some problems with the flow of information from certain parts of the organisation. Other parts are very good to deal with.*

*New members on both sides so the future looks good!*

”



# The quality of engagement between organisations is largely driven by individual people, and there are some opportunities to improve

Comments About Engagement with Council

## Some Opportunity Improve Engagement

“

*...would love to work more closely with the Buller District Council but has sometimes found it difficult to connect in the past with plenty of change in personnel, roles and priorities.*

*... It seems to all depend on the person managing that work area as to whether it is effective or not.*

”

Those that have good engagement with Council value this and want it to continue, while some want more communication, contact and engagement from Council meaning it will be necessary to manage resources and expectations

What Stakeholders Want the Council to Keep Doing

## Keep Up the Level of Engagement

“

*Keep talking with us about things that might affect us. Work together with us on shared projects.*

*We would love the Council to keep partnering with us...*

*Keep up lines of communication.*

## More Communication and Contact

*Keeping in regular contact with how things are going/tracking. Sometimes it is hard for us to know where projects are at or what exactly is going on.*

*Be more communicative with the community about services and activities on offer.*

*Meetings with organisations.*

”



# There is also interest in partnering with Council to share knowledge and undertake joint planning and initiatives, and for Council to work in a more holistic/strategic way

What Stakeholders Want the Council to Do More Of

What Stakeholders Want the Council to Stop Doing

## Joint Planning and Initiatives

“

*Workshops with key stakeholders on specific sectors of economic development that could benefit the district into the future...*

*Think tank/s at least annually with decision makers to discuss direction planning and project initiatives and possible funding streams.*

## Work More Holistically/Strategically

*Stop thinking as one Council and focus on the part Buller plays in the region.*

*Hiding behind regulations to avoid action on matters which seem to be common sense.*

*Working in a disconnected manner.*

*Being wasteful.*

”

# Comments about what the Council should start doing often reflect those made in response to other questions but there is some mention of cultural initiatives

What Stakeholders Want the Council to Start Doing

## Cultural Initiatives

“

*Seeing things through a Maori lens. Becoming more involved and engaged from that perspective.*

*In our view, the Council are doing all the things that we would like to see happen in our rohe. We are especially supportive of the mana whenua seat on the Council.*

*We are full of support for the new cultural awareness journey that has been started at the Council.*

”



# Stakeholders have a preference for email communications

Preferred Means Of Communication

## Preferred Means of Communication

Email



74%

In Person



11%

Telephone



5%

Other



11%

Caution: Indicative result only! Maximum margin of error on n=19 and N=40 is +/-16%

Base: Council Partner Stakeholders, n=19

Q6. What is the best way for Council to communicate with you?



## Next Steps - Communication

- Present findings to staff
- Present findings to Councillors
- Report to August 28 Council meeting
- Communicate with the community

## Next Steps – Stakeholder Engagement

- Arrange to talk to stakeholders individually about the combined results
- Discuss feedback specifically with those stakeholders who have asked for this
- Develop an action plan
- Ensure that the tools, training and support needed to deliver the action plan are in place


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# Thank You!

For further information, please contact:


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