



WHANGANUI  
DISTRICT COUNCIL  
Te Kaunihera a Rohe o Whanganui

# Whanganui District Council Community Views Survey

MAY 2021



# Executive Summary

## BACKGROUND AND METHOD

Whanganui District Council (Council) commissioned Versus Research to conduct its annual Community Views Survey (CVS).

This survey identifies perceptions that Whanganui District residents (residents) have on a wide range of measures, including the services and facilities provided by Council.

Interviewing for this year's CVS was carried out via a mixed-method approach utilising Computer-Assisted Telephone Interviewing (CATI) and online interviewing, and was conducted across March and April, 2021. The results from both forms of interviewing were combined and analysed as a single dataset.

The final sample size was n=511 (n=272 from CATI and n=239 from online interviewing) which gives a maximum margin of error (MoE) of +/- 4.34%. A summary of the key results is given below.

## RECREATIONAL AND CULTURAL ACTIVITIES

This year, the primary cultural activity undertaken by residents in Whanganui was using the library (52%), which was followed by visiting the airport (39%), participating in any arts or cultural events (35%) and being involved in a community organisation (34%). Similar to last year only 14% of all residents had not undertaken any cultural activity.

As with 2020, the most popular recreational activity to undertake in Whanganui District was visiting a beach (78%), followed by using the Whanganui

Riverbank Walkway (67%), visiting a neighbourhood park (60%), or using walkways along the river (53%). Only 5% of residents had not participated in any recreational activities in the past 12 months.

In a new question for 2021, residents were asked about how creative they felt Whanganui District was. Overall, 83% of residents felt that Whanganui District was creative (39%) or very creative (44%), while only 2% felt that the district was not creative.

## EMERGENCY PLANNING

In 2021, 39% of residents indicated they had an emergency survival kit, with older residents significantly more likely to have a kit in their house.

Thirty-two per cent of residents felt that they would be able to survive for more than a week without outside assistance, while 33% felt they could survive for one week. Only 7% felt that they would only be able to survive for fewer than three days.

## PERCEPTIONS OF SAFETY

Ninety-six per cent of residents felt safe at their home during the day, while 94% felt safe during the evening. Eighty-five per cent of residents felt that their property would be safe when they were away from it.

This year saw continued high levels of safety during the day (95%) in the CBD, however only 56% felt safe in the area during the evening, and only 28% felt safe some of the time.

## WELLBEING AND BELONGING

Residents demonstrated similar levels of wellbeing as those seen in 2020, with 54% stating that their wellbeing was either high (40%) or very high (14%). Only 8% of respondents rated their wellbeing poorly.

Similarly, 59% of residents indicated that they had a strong (41%) or very strong (18%) sense of belonging. This result has increased 8% since the results from 2020 and is similar to the result seen in 2019.

Sixty-nine per cent of residents were proud of how their neighbourhood looked, with those in St Johns Hill/Otamatea and Blueskin-Maxwell displaying the greatest pride.

## LIVING IN WHANGANUI

The majority of residents in Whanganui believed that their standard of living was good (59%) or very good (26%), which was similar to the results seen in 2020. Further to this, 84% of residents were either satisfied (49%) or very satisfied (35%) with living in Whanganui and 28% of residents felt that their quality of life was better or much better than last year.

This year, 80% of residents were satisfied (59%) or very satisfied (21%) with the contribution that the CBD made to the lifestyle and image of Whanganui. Furthermore, 90% of residents in Whanganui felt that what the district provided was either the same (65%) or better (25%) than last year.

# Executive Summary

## SATISFACTION WITH COUNCIL FACILITIES AND SERVICES

This year residents were asked to rate the council provided facilities they had used. Amongst users, libraries were the facilities that users were most satisfied with (86%), followed by parks and reserves (85%), playgrounds (81%), and open spaces (79%). Public toilets were the facilities that users had the lowest level of satisfaction with; 66% were satisfied with the standard of the toilets and 63% were satisfied with the adequacy of the toilet facilities. Responses from users suggested that the primary reasons for dissatisfaction with these facilities related to the number of facilities (38%) and the condition of the facilities (31%).

Non-users of council provided facilities were also asked to state their level of satisfaction with these facilities. For the most part, non-users were satisfied with the facilities with very low levels of dissatisfaction reported.

When addressing services provided by Council, 83% of residents were satisfied (54%) or very satisfied (29%) with the standard of the town centre. This was followed by public art (80%), control of litter (60%), on-street parking (58%), and animal control (49%). The opportunities for the disposal of litter received the lowest level of satisfaction (43%), with responses indicating the lack of recycling services (51%) is the main reason for dissatisfaction.

When considering how residents travel around Whanganui, 56% of residents indicated they were satisfied (46%) or very satisfied (10%) with the roads in the district. Sixty-three per cent of residents were satisfied (47%) or very satisfied (16%) with the

footpaths, while 82% were satisfied (54%) or very satisfied (28%) with how easy it is to get around the district. While satisfaction with roading has remained relatively stable over time, residents' levels of satisfaction with getting around the district and the quality of the footpaths has increased steadily over the past few years. Core roading issues relate to maintenance (11%), congestion (10%), and footpaths (10%).

## PERFORMANCE OF COUNCIL

Thirty-seven per cent of residents had contacted a council staff member in the past 12 months, with 59% rating the performance of the staff as either good (46%) or very good (13%).

Residents were asked to rate how well they felt Council responded to the community's needs and issues. This year, 41% of residents felt that Council had responded well (35%) or very well (6%). This measure has decreased steadily since 2018.

Similarly, 45% of residents rated the performance of the Mayor and Councillors as good (38%) or very good (7%). The reasons for positive performance rating related primarily to doing a good job (22%), having no problems with Council (12%), and that Council acts in the best interests of Whanganui (9%). Reasons for negative performance rating related to wasting money (14%), the need to do more for Whanganui (14%), and focusing on the wrong things (13%).

## ACCESS TO INFORMATION

A new measure in 2021 looked at how residents had accessed information from Council. Thirty-five

per cent of residents had accessed information on Council's website with 31% using the Community Link page in the midweek newspaper. Of those who had used Council's website, the most common reason for accessing the website was for regulatory information (22%), with the majority of users (66%) finding the site easy to navigate.

Sixty-one per cent of residents were satisfied (49%) or very satisfied (12%) with how easy it was to access information from Council which was a slight increase from 2021 (49%). A total of 55% of residents provided a positive comment about their ability to access information, while only 15% provided a negative comment.

With regards to involvement in Council's decision making processes, 29% of residents indicated they were satisfied (26%) or very satisfied (3%) with their involvement in Council's decision-making processes, while only 6% were dissatisfied (4%) or very dissatisfied (2%). However, it should be noted that only 24% of residents have been involved in Council's decision-making process in the past 12 months, with the primary involvement via online surveys (15%) or online submission forms (11%).

## RURAL COMMUNITY BOARD

Similar to 2020, 64% of residents in rural areas were aware of the Rural Community Board. Of those residents who were aware, 19% were familiar with the board's activities. This year, 28% felt that the performance of the community board was good (25%) or very good (3%), with responses indicating that residents felt raising awareness of the role the board has is the primary areas that the board should focus on in the future.

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# Background and Method

## BACKGROUND

Whanganui District Council (Council) commissioned Versus Research to conduct its annual survey about residents' views of the Whanganui community in 2021.

## METHOD AND SAMPLE

Interviewing for this year's Community Views Survey was carried out via a mixed-method approach utilising online interviewing between March 26th and April 4th, and Computer-Assisted Telephone Interviewing (CATI) between, 7th April and 30th April, 2021.

The results from both forms of interviewing were combined and analysed as a single dataset.

The final sample size (total number of residents interviewed) was n=511 (n=272 from CATI and n=239 from online interviewing) which gives a maximum Margin of Error (MoE) of +/- 4.38%.

The following tables outlines the number of unweighted interviews collected within each age and gender quota – split by interviewing method.

	CATI	Online
Male	85	83
Female	187	156
TOTAL	272	239

	CATI	Online
18 to 29 years	12	8
30 to 39 years	5	29
40 to 49 years	12	31
50 to 59 years	32	55
60 years and older	211	116
TOTAL	272	239

The total sample proportions for each area are outlined in the table below.

	CATI	Online
Aramoho	31	24
Castlecliff	54	11
Gonville	43	32
Bastia Hill/Durie Hill	8	20
St Johns Hill/Otamatea	40	21
Springvale	1	31
Whanganui Central	38	29
Whanganui East	23	44
Blueskin-Maxwell	19	17
Marybank et al	15	10
TOTAL	272	239

In certain sections, this year's data is also displayed by ethnicity. The total sample proportions for each of the ethnic groupings are shown below. Please note that these responses are multiple choice meaning that respondents were able to select more than one answer.

	CATI	Online
Māori	18	12
European	223	200
Pacific Islander	3	2
Asian	2	4
Other	53	16

## WEIGHTING

Age and gender weights have been applied to the final dataset for this project. Weighting ensures specific demographic groups are neither under nor over represented in the final dataset, and each group is represented as it would be in the population.

Weighting gives greater confidence that the final results are representative of Whanganui District's population overall, and are not skewed by a particular demographic group. The proportions used for the age and gender weights are taken from 2018 census data (Statistics New Zealand).

The final weight proportions applied to the sample are outlined in the table below.

Resident Population of Interest	Weighted %
Males aged 39 years and younger	15%
Females aged 39 years and younger	15%
Males aged between 40 and 59 years	16%
Females aged between 40 and 59 years	18%
Males aged 60 years and older	16%
Females aged 60 years and older	20%

# Background and Method

## MARGIN OF ERROR

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present in a survey's results. The final sample size for this study is n=511, which gives a maximum margin of error of +/- 4.34% at the 95% confidence interval, which is, if the observed result on the total sample of n=511 respondents is 50% (point of maximum margin of error), then there is a 95% probability the true answer falls between 45.66% and 54.34%.

The maximum MoE for the subgroups included this year are listed in the tables below. Please note that those with \* should be interpreted with caution as sample sizes are small and this incur a much higher margin of error.

Area	Margin of Error at the 95% Confidence Interval
Aramoho	+/- 13.21%
Castlecliff	+/- 12.15%
Gonville	+/- 11.32%
Bastia Hill/Durie Hill	+/- 18.52%
St Johns Hill/Otamatea	+/- 12.54%
Springvale	+/- 17.32%
Whanganui Central	+/- 11.97%
Whanganui East	+/- 11.97%
Blueskin-Maxwell	+/- 16.33%
Marybank et al	+/- 19.60%
All rural residents	+/- 12.55%

Age	Margin of Error at the 95% Confidence Interval
18 to 29 years	+/- 21.91%
30 to 39 years	+/- 16.08%
40 to 49 years	+/- 14.95%
50 to 59 years	+/- 10.51%
60 years and older	+/- 6.50%

Ethnicity	Margin of Error at the 95% Confidence Interval
Māori	+/- 18.20%
European	+/- 4.79%
Pacific Islander	*
Asian	*
Other	+/- 14.30%

## QUESTIONNAIRE

The questionnaire for the 2021 Community Views Survey was constructed by Versus Research in conjunction with Council. A copy of the questionnaire is available in the appendix.

## STATISTICAL TESTING

Statistical testing has been applied to figures in this report. This testing compares the results from 2021 with 2020. Where changes are statistically significant at either the 95% or 99% confidence level, these changes are indicated by **green** and **yellow** squares with: **Green** squares indicating a result is significantly

greater, and **yellow** squares indicating a result is significantly lower than the result from 2020 at either the 95% or 99% confidence interval.

Subgroup (area, age groups, gender) results have also been compared to the total level results. Any significant changes here are shown using a ↑ or ↓ arrow. A ↑ arrow shows a significantly higher result, while a ↓ arrow shows a significantly lower result than the total.

## NOTES ON REPORTING

The majority of results are presented first at a total level (generally charted) and findings include comparisons to previous years where applicable; then presented in a tabulated format are results by area, age groups, gender, and ethnicity where appropriate.

It is important to note that due to rounding and questions which allow multiple answers, percentages will not always add up to 100%.

# Recreational and Cultural Activities



# Cultural Activities Undertaken



## 2021 RESULTS

The primary cultural activity undertaken by residents in the past year was using the district's libraries (52%). This was followed by visiting the Whanganui airport (39%), participating in an art or cultural event (35%), and being involved in a community organisation (34%).



## BY RESIDENTS (2020 FIGURES IN BRACKETS)

**52%** (52%)  
Used the libraries

**39%**  
Visited the Whanganui Airport

**35%** (34%)  
Participated in any art events or cultural activities or performances\*

**34%** (41%)  
Actively involved in a community organisation

**32%** (32%)  
Visited the Regional Museum

**32%** (30%)  
Attended a performance or event at the R.W.O.H.

**30%** (33%)  
Visited a historic site

**29%**  
Visited NZ Glassworks

**26%** (26%)  
Visited the Sarjeant on the Quay

**12%** (12%)  
Attended the theatre, e.g., Amdram or Repertory

**8%** (16%)  
Attended a Māori cultural event or performance

**14%** (12%)  
None of these



## AREA DIFFERENCES

Those in St Johns Hill/Otamatea were more likely to have undertaken a cultural activity than those in other areas (only 2% of residents had not undertaken *any* cultural activities, compared to higher proportions in other areas).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Used the libraries	42%	43%	60%	62%	62%	61%	50%	51%	42%	42%
Visited the Whanganui airport	33%	43%	33%	52%	44%	42%	21%	52%	56%	29%
Been actively involved in a community organisation	31%	28%	40%	40%	31%	31%	30%	47%	39%	16%
Participated in any arts or cultural activities or performances*	34%	24%	56%	0%	40%	0%	38%	22%	37%	31%
Attended a perf. or event at the Royal Whanganui Opera House	30%	18%	37%	38%	52%	25%	28%	31%	36%	17%
Visited NZ Glassworks	30%	20%	33%	31%	35%	16%	36%	27%	36%	25%
Visited the Sarjeant on the Quay	21%	18%	30%	44%	26%	17%	35%	17%	32%	29%
Visited a historic site	28%	37%	26%	50%	33%	28%	29%	31%	26%	13%
Visited the Regional Museum	35%	33%	24%	46%	29%	23%	33%	47%	19%	18%
Attended the theatre, e.g., Amdram or Repertory	5%	13%	13%	19%	21%	7%	12%	10%	11%	2%
Attended a Māori cultural event or performance	3%	10%	10%	10%	6%	1%	14%	8%	5%	0%
None of these	11%	12%	15%	4%	2% ↓	23%	28%	8%	15%	28%

\*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2021.



# Cultural Activities Undertaken



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Used the libraries	44%	45%	58%	51%	56%	48%	54%
Visited the Whanganui airport	34%	33%	39%	43%	42%	34%	44%
Been actively involved in a community organisation	18%	31%	38%	29%	43%	33%	35%
Participated in any arts or cultural activities or performances*	33%	80%	42%	34%	33%	28%	38%
Attended a performance or event at the Royal Whanganui Opera House	18%	38%	33%	30%	34%	27%	35%
Visited NZ Glassworks	38%	17%	25%	26%	36%	31%	28%
Visited the Sarjeant on the Quay	17%	19%	21%	25%	34%	19%	32%
Visited a historic site	31%	36%	16%	29%	33%	31%	29%
Visited the Regional Museum	41%	40%	35%	27%	27%	26%	37%
Attended the theatre, e.g., Amdram or Repertory	7%	14%	11%	8%	15%	9%	14%
Attended a Māori cultural event or performance	0%	7%	11%	11%	7%	7%	8%
None of these	18%	15%	13%	18%	11%	19%	10%

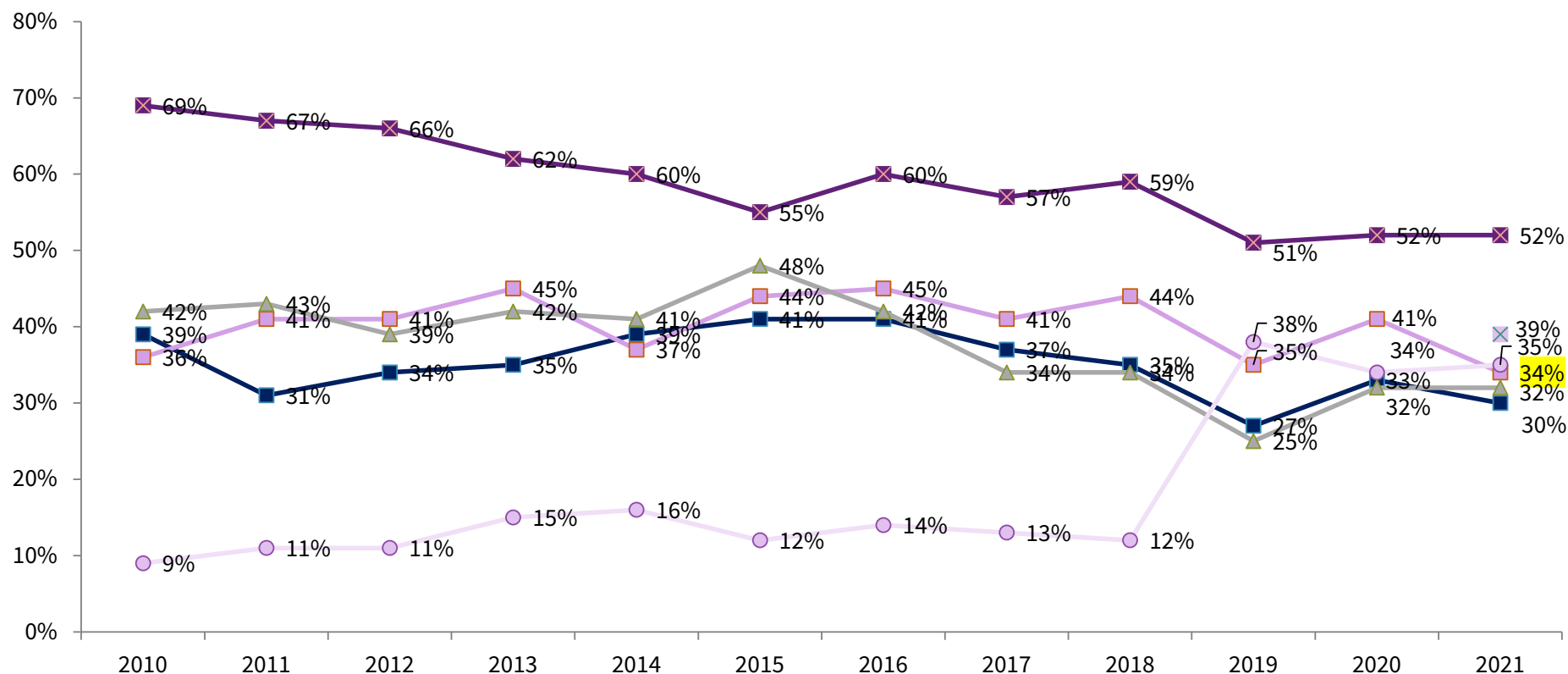
\*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2021.

# Cultural Activities Undertaken



## 2010 - 2021 TREND

The 2021 cultural findings show similar levels to those seen in 2020. However, there has been a significant decline in the number of people involved in a community organisation (35%, cf. 2020, 41%).



■ Visited a historic site

▲ Visited the Regional Museum

✕ Visited the Whanganui airport

□ Actively involved in a community organisation

✕ Used the libraries

○ Involved in, or attended any arts events or cultural...performances\*

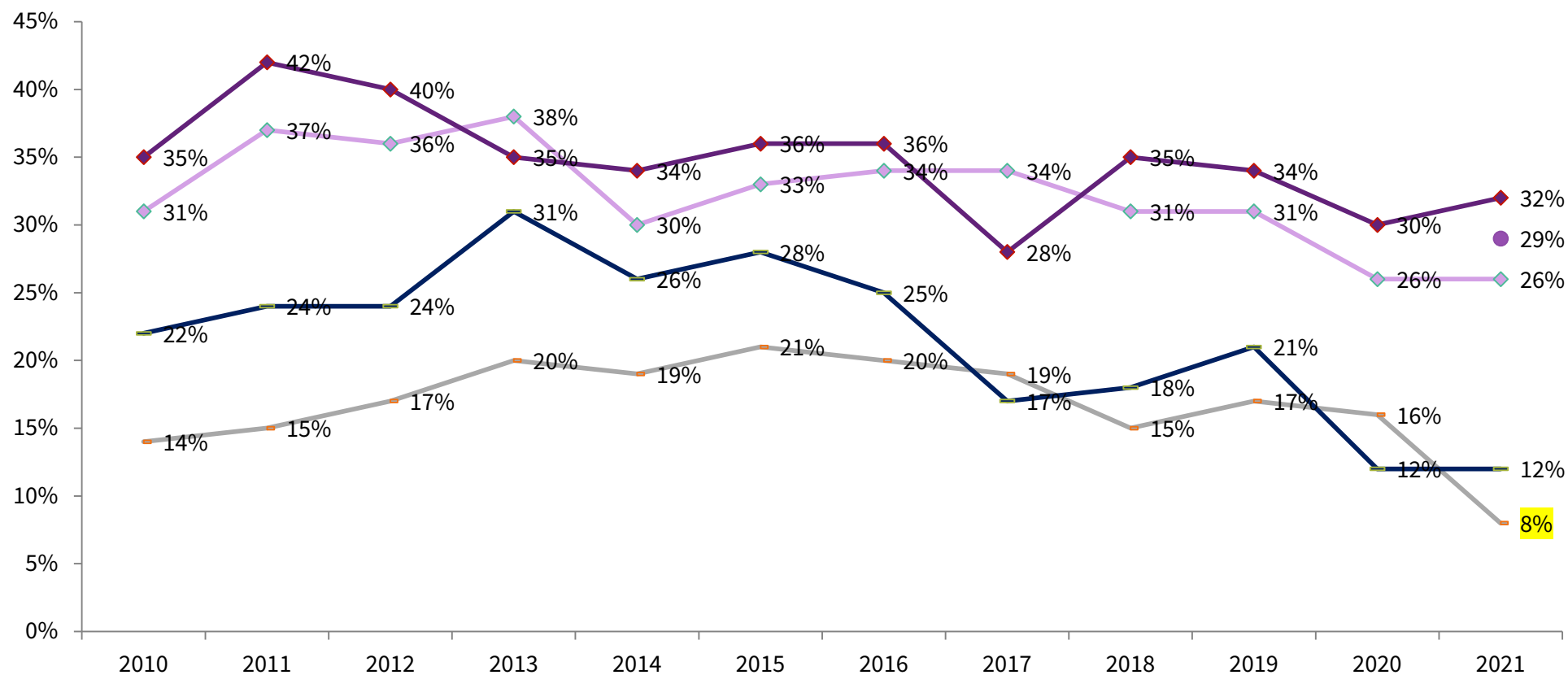
\*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2021.

# Cultural Activities Undertaken



## 2010 - 2021 TREND (CONT.)

Most measures from 2021 have plateaued with only small shifts in the results this year. The biggest decline was seen for attending a Māori cultural event or performance, which was 8% this year (cf. 2020, 16%).



— Attended a Māori cultural event or performance  
 — Visited the Sarjeant on the Quay  
 — Visited NZ Glassworks

— Attended the theatre, e.g. Amdram or Repertory  
 — Attended a performance at the Royal Whanganui Opera House

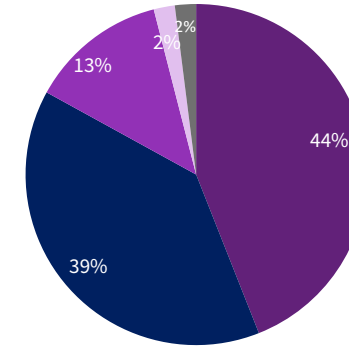
# Whanganui Creativity



## 2021 RESULTS

A total of 83% of residents felt that Whanganui District was either very creative (44%) or creative (39%). Thirteen per cent felt that Whanganui was slightly creative and only 2% felt that the district was not creative.

This was a new question for 2021 so there are no prior comparisons available.



## BY SUBURB

Very creative Creative Slightly creative Neither nor Not creative Don't know

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very creative	42%	42%	55%	60%	47%	38%	34%	45%	35%	37%
Creative	45%	36%	26%	25%	46%	47%	50%	38%	41%	33%
Slightly creative	10%	13%	13%	15%	5%	8%	16%	7%	24%	30%
Neither creative nor uncreative	3%	4%	3%	0%	0%	0%	0%	7%	0%	0%
Not creative	0%	0%	0%	0%	2% ↑	0%	0%	0%	0%	0%
Don't know	0%	6%	2%	0%	0%	7%	0%	3%	0%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very creative	24%	38%	48%	38%	56% ↑	32% ↓	54% ↑
Creative	55%	43%	31%	44%	31%	47%	33%
Slightly creative	14%	19%	17%	10%	10%	14%	11%
Neither creative nor uncreative	7%	0%	5%	3%	1%	4%	1%
Not creative	0%	0%	0%	0%	1%	0%	0%
Don't know	0%	0%	0%	5%	2%	3%	1%

# Recreational Activities Undertaken

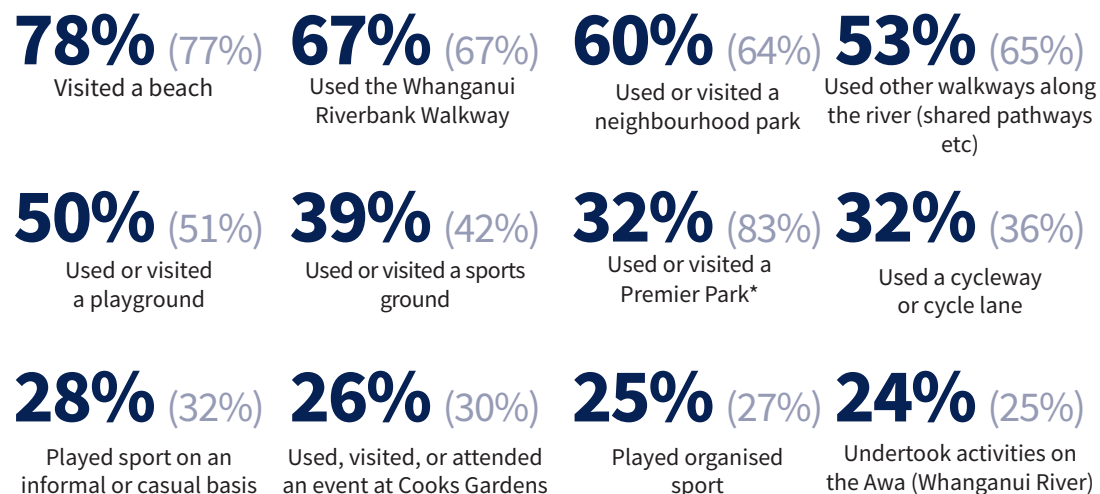


## 2021 RESULTS

The primary recreational activities undertaken by residents in the Whanganui district in 2021 included visiting a beach (78%), using the Whanganui Riverbank Walkway (67%), and using a neighborhood park (60%). Following this, 39% of residents used or visited a sports ground, and 32% each used a Premier Park or a cycleway or cycle lane.



## BY RESIDENTS (2020 FIGURES IN BRACKETS)



## AREA DIFFERENCES

Residents from nearly all suburbs have visited a beach, with the lowest use from those in Springvale (67%) and Whanganui Central (67%).

**5%** (4%)  
None of these



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Visited a beach	74%	84%	78%	86%	81%	67%	67%	83%	85%	80%
Used the Riverbank Walkway	72%	48%	79%	85%	75%	51%	68%	74%	56%	54%
Used or visited a neighbourhood park	58%	53%	61%	73%	80%	54%	49%	72%	39%	47%
Used other river or park walkways	62%	37%	49%	80%	59%	43%	43%	60%	67%	44%
Used or visited a playground	67%	45%	50%	72%	55%	48%	27%	64%	36%	44%
Used or visited a sports ground for organised sport	25%	41%	36%	59%	59%	45%	32%	36%	40%	23%
Used or visited a Premier Park*	35%	39%	30%	41%	50%	11%	29%	23%	30%	25%
Used a cycle way or cycle lane	37%	27%	41%	47%	40%	17%	29%	35%	22%	13%
Played sport on an informal or casual basis	17%	34%	16%	44%	29%	37%	38%	33%	20%	9%
Used, visited, or attended an event at Cooks Gardens	24%	19%	26%	29%	35%	17%	35%	23%	26%	23%
Played an organised sport	25%	23%	14%	35%	45%	18%	22%	35%	14%	9%
Undertook activities on the Awa (Whanganui River)	26%	19%	12%	37%	33%	10%	18%	38%	20%	31%
None of these	4%	7%	6%	0%	2%	3%	11%	0%	3%	8%

\*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2021.

# Recreational Activities Undertaken



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Visited a beach	69%	93%	95%	69%	74%	77%	79%
Used the Riverbank Walkway	55%	78%	75%	64%	66%	63%	71%
Used or visited a neighbourhood park	51%	69%	69%	59%	55%	56%	63%
Used other river or park walkways	48%	51%	70%	50%	52%	44%	60%
Used or visited a playground	52%	63%	58%	51%	40%	43%	57%
Used or visited a sports ground for organised sport	21%	52%	49%	40%	35%	37%	40%
Used or visited a Premier Park*	21%	24%	21%	38%	38%	30%	33%
Used a cycle way or cycle lane	18%	45%	47%	35%	25%	31%	33%
Played sport on an informal or casual basis	10%	31%	42%	32%	25%	28%	28%
Used, visited, or attended an event at Cooks Gardens	14%	31%	36%	28%	24%	24%	28%
Played an organised sport	10%	33%	39%	26%	21%	23%	27%
Undertook activities on the Awa (Whanganui River)	21%	27%	17%	26%	23%	25%	23%
None of these	7%	0%	0%	7%	6%	6%	4%

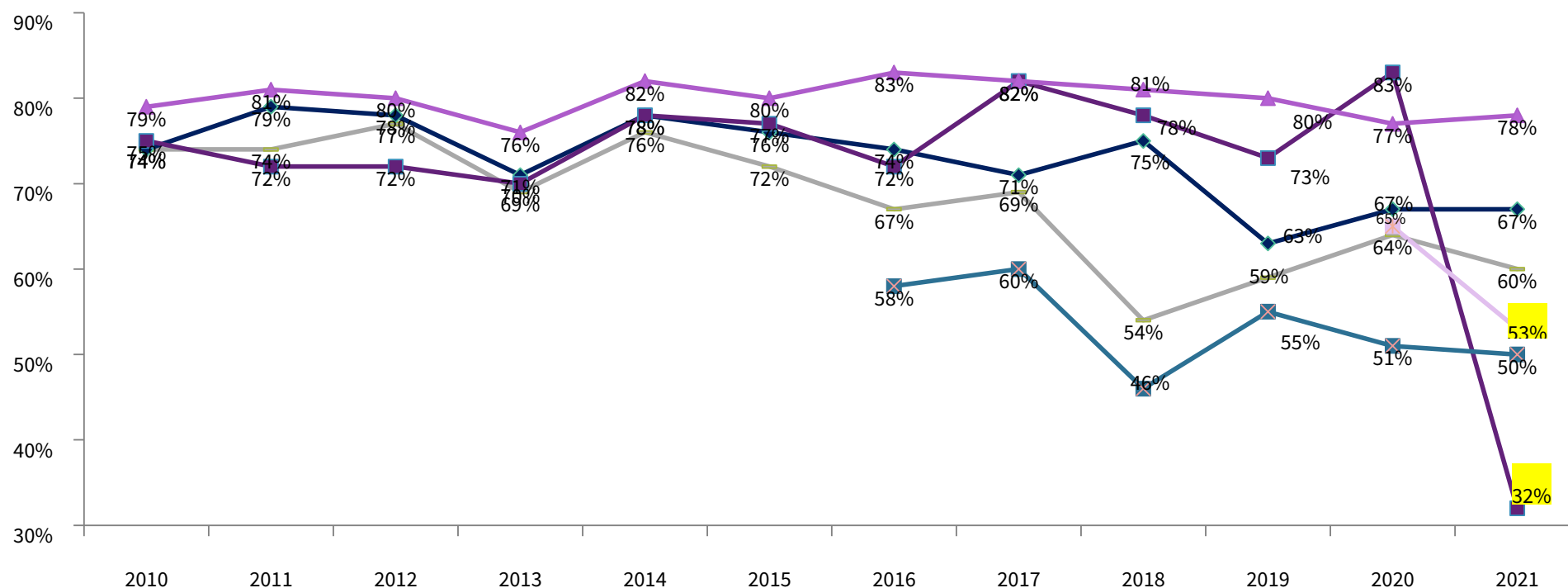
\*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2021.

# Recreational Activities Undertaken



## 2010 - 2021 TREND

There has been significant decrease in the number of residents who mentioned they used or visited a Premier Park in 2021 (32% cf. 2020, 83%). The number of people who used neighbourhood parks, the Whanganui Riverbank Walkway, and/or who visited a playground have remained similar to 2020.



- Used or visited a neighbourhood park
- Used or visited a Premier Park\*
- Used or visited a playground

- Used the Whanganui Riverbank Walkway
- Visited a beach
- Used other walkways along the river (shared pathways etc)

\*Year-on-year comparisons are indicative due to wording changes in the questionnaire in 2021.

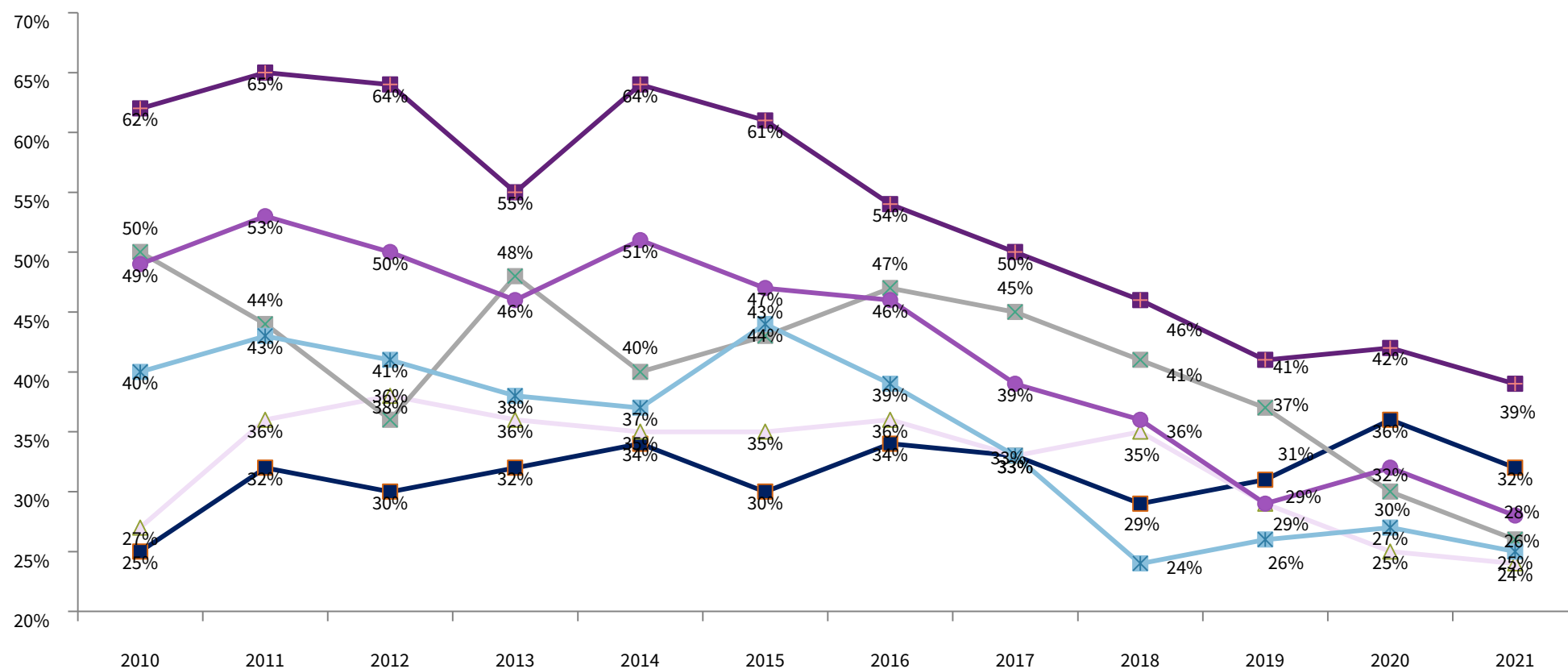


# Recreational Activities Undertaken



## 2010 - 2021 TREND (CONT.)

At a lower level, nearly all other recreational activities have decreased slightly since 2020.



Used a cycleway or cycle lane

Played organised sport, e.g., for a club

...Activities on the Awa (Whanganui River)

Played sport on an informal...basis

Used or attended...Cooks Gardens

Used or visited a sports ground

# Emergency Planning

# Emergency Survival Kit

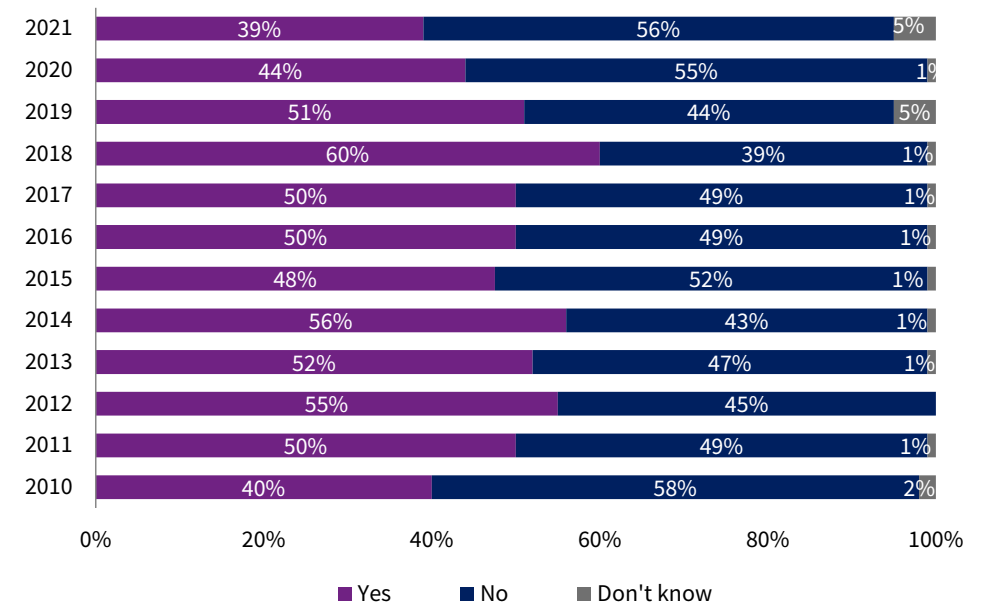


## 2021 RESULTS

Thirty-nine per cent of respondents had an emergency survival kit; this figure has consistently decreased since 2018 (60%). A further 56% of residents did not have an emergency survival kit, and 5% were unsure.



## 2010 - 2021 TREND



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Yes	37%	31%	37%	34%	57%	39%	41%	41%	32%	38%
No	47%	68%	56%	66%	43%	61%	57%	53%	68%	45%
Don't know	16%	1%	7%	0%	0%	0%	3%	6%	0%	18%



## BY AGE AND GENDER

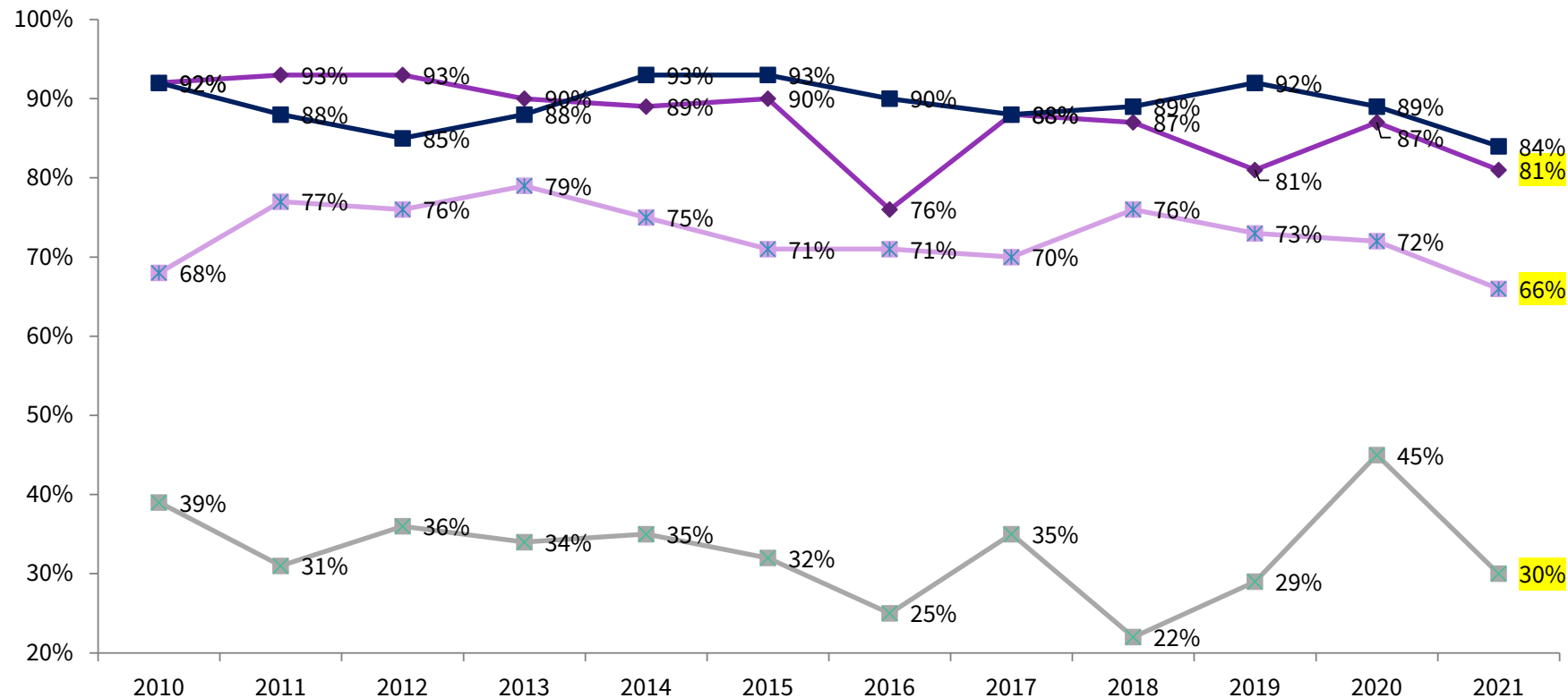
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Yes	31%	19% ↓	36%	45%	49% ↑	38%	41%
No	44%	77% ↑	64%	53%	49%	55%	56%
Don't know	25% ↑	5%	0%	2%	2% ↓	7%	3%

# Emergency Survival Kit Contents



## 2010 - 2021 TREND

For those households that did have an emergency survival kit in 2021 (39%), 84% had a first aid kit and instruction book, a decrease of 5% from 2020 (89%), while 81% had dried or tinned food to feed the household for at least three days, a decrease of 6% from 2020 (87%). Sixty-six per cent of residents had a battery powered radio (cf. 2020, 72%), and only 30% had important personal documents, a significant decrease compared with last year (cf. 2020, 45%).



—x— Important personal documents

—x— A battery powered radio that works

—◆— Dried or tinned food to feed the household for at least three days

—■— A first aid kit and instruction book

# Duration of Coping

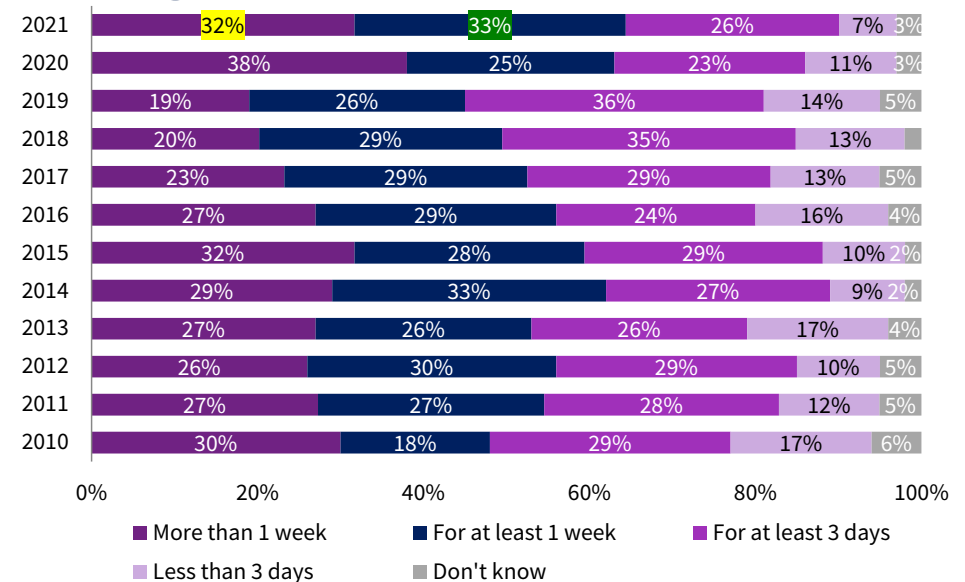


## 2021 RESULTS

Thirty-two per cent of residents thought that they could survive for more than one week without outside assistance, a significant decrease compared with last year (cf. 2020, 38%). There were also increases in the number of residents who felt they could survive for at least one week (33% cf. 2020, 25%) or least three days without outside assistance (26% cf. 2020, 23%).



## 2010 - 2021 TREND



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Less than three days	5%	4%	11%	8%	5%	14%	1%	7%	2%	16%
For at least three days	25%	23%	15%	28%	36%	25%	36%	25%	25%	10%
For at least one week	37%	36%	28%	25%	28%	49%	28%	36%	35%	24%
More than one week	33%	31%	41%	29%	30%	6% ↓	34%	31%	36%	50%
Don't know	0%	6%	5%	10%	1%	5%	1%	0%	2%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Less than three days	13%	5%	13%	9%	2% ↓	5%	8%
For at least three days	35%	33%	29%	22%	21%	25%	26%
For at least one week	27%	23%	35%	32%	39%	31%	34%
More than one week	25%	39%	22%	31%	36%	37%	29%
Don't know	0%	0%	2%	6%	3%	2%	3%

# Perceptions of Safety

# Perceptions of Safety



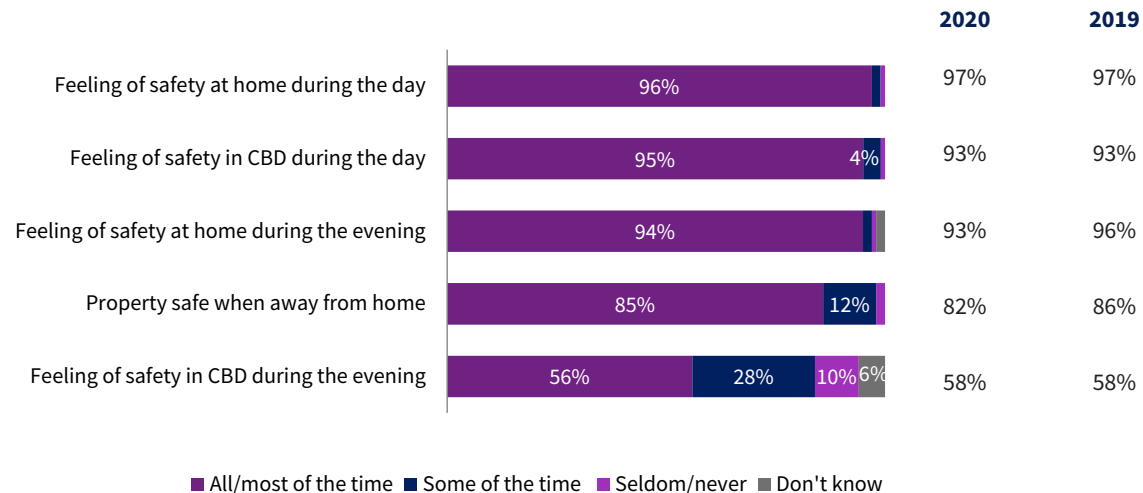
## 2021 RESULTS

In 2021, 96% of residents felt safe at home, and 95% felt safe in the Central Business District (CBD) during the day. During the evening, 94% of residents felt safe at home, while 56% felt safe in the CBD.

Eighty-five per cent of residents felt their property was safe when they were away from home.



## BY RESIDENTS



## ASPECTS THAT CONTRIBUTE TO FEELINGS OF REDUCED SAFETY

Residents who indicated they felt unsafe either in the CBD or at home were asked to state why they felt this way. A total of 33 people responded to this question. Just over half (51%) indicated that people loitering around were an issue and 25% indicated there were certain areas which were poorly lit. Twenty-four percent of these respondents indicated that there are fewer people around leading to feelings of isolation, 22% mentioned the potential for violence, and 18% each mentioned aggressive youths and/or that they were unsure what might happen with people in the area. At a lower level, 9% of people mentioned gangs, 8% mentioned a report from the media had influenced their perceptions, 5% noted boy racers, and 4% mentioned drunken behaviour.

Residents who indicated they felt that their property was unsafe when they were away from home were asked to provide reasons for this. Eleven people provided a response for this, with 64% stating that burglaries made them feel that their property was unsafe, 27% mentioned people loitering in the area, and 18% each mentioned gangs or unsavoury people in their area.

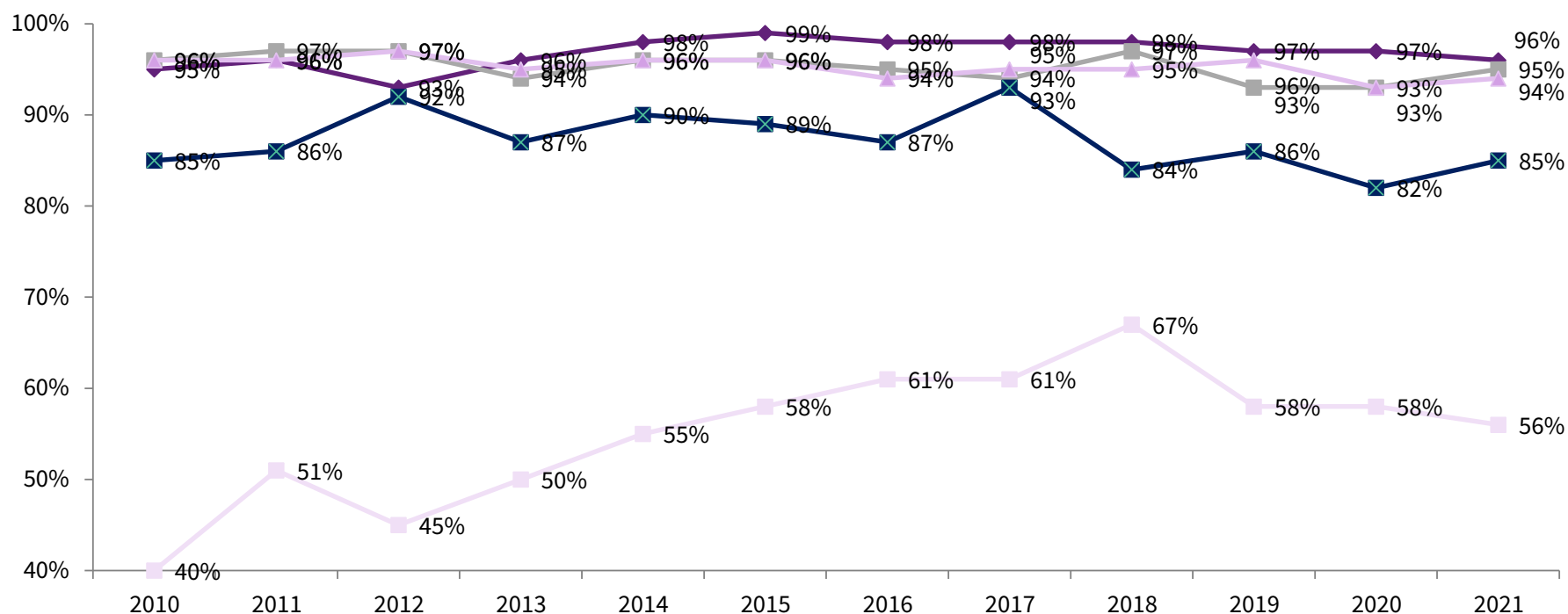


# Perceptions of Safety



## 2010 - 2021 TREND (NET ALL/MOST OF THE TIME)

Feelings of safety in the home and during the CBD during the day have remained relatively static since 2010 when monitoring began. However, feelings of safety in the CBD during the evening have declined since 2018; with now 56% of respondents reporting feeling safe in 2021 (cf. 2020, 58%).



- ◆ Feeling of safety at home during the day
- ▲ Feeling of safety at home during the evening
- ◆ Feeling of safety in CBD during the evening

- Feeling of safety in CBD during the day
- ✕ Property safe when away from home

# Wellbeing and Belonging

# Community Wellbeing

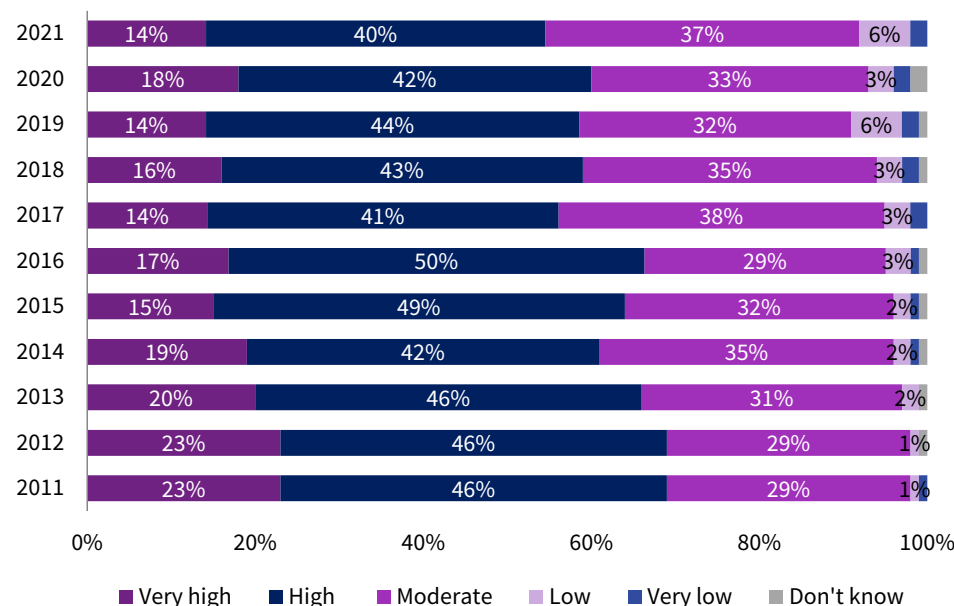


## 2021 RESULTS

When asked to describe their current level of wellbeing, 54% of residents rated their wellbeing as high (40%) or very high (14%). Following this, 37% of residents rated their wellbeing as moderate, while 8% rated their wellbeing as low (6%) or very low (2%).



## 2011 - 2021 TREND



## AREA DIFFERENCES

Residents in Aramoho (18%) appeared to have lower levels of wellbeing than other areas. In comparison, residents in Bastia Hill/Durie Hill and St Johns Hill/Otamatea have split levels of wellbeing; a greater number of residents reported low levels of wellbeing, while simultaneously a greater number of residents also reported high levels of wellbeing.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very low	0%	4%	4%	0%	1%	6%	0%	0%	0%	10%
Low	18%	5%	8%	12%	10%	0%	3%	2%	0%	0%
Moderate	35%	32%	34%	32%	29%	37%	52%	41%	40%	33%
High	38%	52%	39%	32%	52%	46%	28%	36%	39%	40%
Very high	8%	6%	15%	24%	8%	11%	17%	21%	21%	17%
Don't know	2%	1%	0%	0%	0%	0%	1%	0%	0%	0%

# Community Wellbeing



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very low	3%	0%	9%	2%	1%	3%	1%
Low	0%	10%	12%	8%	3%	6%	6%
Moderate	77% ↑	36%	36%	32%	28%	42%	33%
High	20%	37%	31%	44%	48%	36%	44%
Very high	0%	17%	12%	13%	19%	12%	16%
Don't know	0%	0%	0%	1%	1%	0%	1%



## BY ETHNICITY

	Māori	European	Asian*	Pacific Islander*	Other
Very low	12%	1%	0%	0%	0%
Low	7%	6%	0%	0%	12%
Moderate	23%	40%	63%	23%	17%
High	53%	37%	33%	62%	58%
Very high	5%	16%	3%	15%	13%
Don't know	0%	0%	0%	0%	0%

\*Caution, very low base size.

# Sense of Belonging

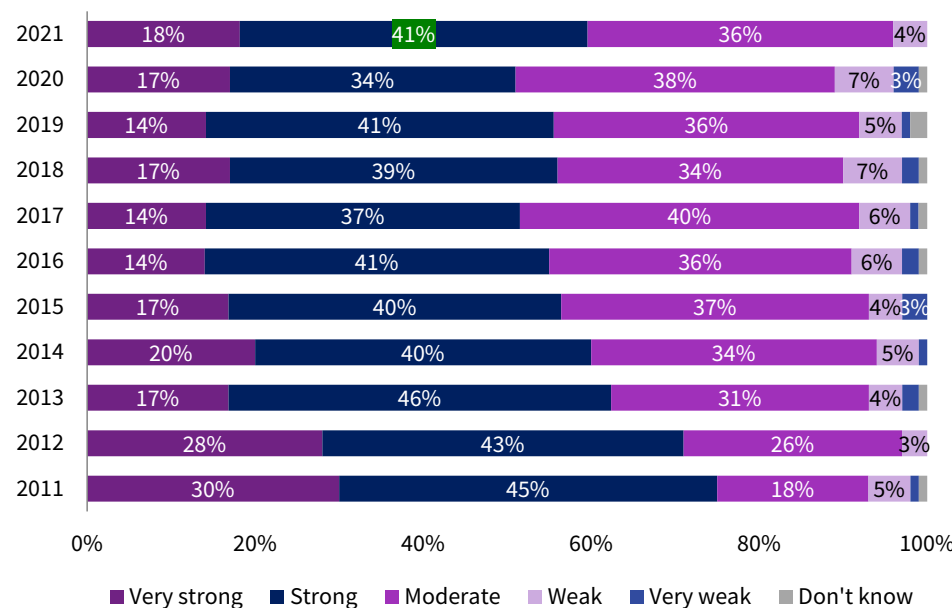


## 2021 RESULTS

When asked to consider their sense of belonging, or feeling part of a community, more than half of Whanganui residents (59%) rated their sense of belonging as strong (41%) or very strong (18%). There was an increase in the number of residents who rated their sense of belonging as strong (cf. 2020, 34%). A further 36% of residents rated their sense of belonging as moderate, while 4% rated it as weak.



## 2011 - 2021 TREND



## AREA DIFFERENCES

While not statistically significant, residents in Bastia Hill/Durie Hill and Gonville appeared more to have higher levels of very strong sense of belonging (38% and 34% respectively).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very weak	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%
Weak	4%	5%	3%	2%	2%	10%	3%	13%	0%	0%
Moderate	27%	48%	21%	18%	55%	42%	34%	7%	48%	35%
Strong	64%	35%	41%	42%	29%	36%	45%	55%	46%	32%
Very strong	4%	12%	34%	38%	14%	12%	17%	26%	5%	33%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

# Sense of Belonging



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very weak	0%	0%	0%	0%	1%	0%	1%
Weak	0%	16%	0%	0%	5%	2%	5%
Moderate	56%	50%	22%	38%	27%	44%	30%
Strong	26%	0%	44%	53%	50%	32%	49%
Very strong	19%	34%	33%	9%	17%	22%	15%
Don't know	0%	0%	0%	0%	0%	0%	0%



## BY ETHNICITY

	Māori	European	Asian*	Pacific Islander*	Other
Very weak	0%	0%	0%	0%	4% ↑
Weak	0%	5%	0%	0%	0%
Moderate	61%	35%	100%	0%	20%
Strong	32%	40%	0%	60%	65%
Very strong	6%	20%	0%	40%	11%
Don't know	0%	0%	0%	0%	0%

\*Caution, very low base size.

# Pride in my Neighbourhood

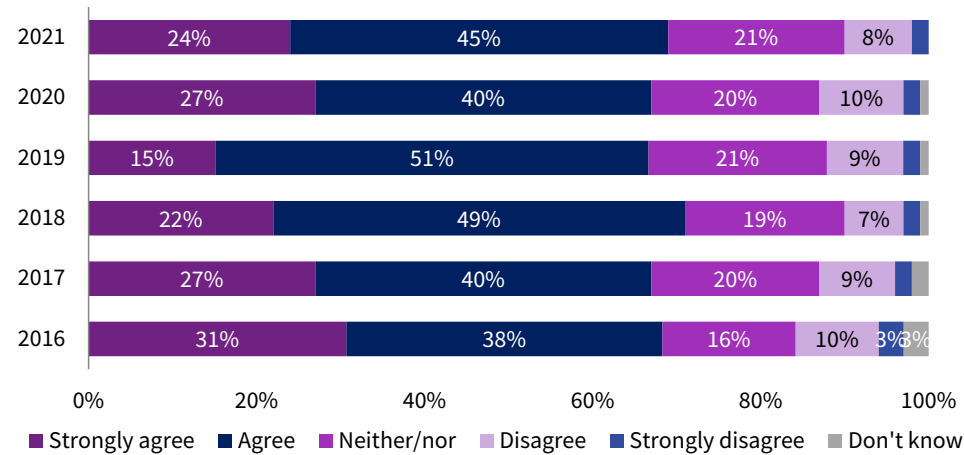


## 2021 RESULTS

Sixty-nine per cent of residents agreed (45%) or strongly agreed (24%) that they felt a sense of pride with how their neighbourhood looks and feels. A further 21% neither agreed nor disagreed, while 10% disagreed (8%) or strongly disagreed (2%) with this.



## 2016 - 2021 TREND



## AREA DIFFERENCES

Residents living in St Johns Hill/ Otamatea or Blueskin-Maxwell were significantly more likely to strongly agree that they have pride in the way their neighbourhood looks and feels (43% and 51%, respectively). Gonville residents were significantly less likely to strongly agree that they have pride in their neighbourhood (11%) and were significantly more likely to strongly disagree (10%).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Strongly agree	26%	24%	11% ↓	28%	43% ↑	12%	21%	16%	51% ↑	21%
Agree	45%	42%	42%	43%	45%	38%	32%	63%	31%	72% ↑
Neither agree nor disagree	16%	17%	23%	20%	3% ↓	45% ↑	40% ↑	17%	18%	8%
Disagree	12%	17%	13%	6%	8%	5%	7%	5%	0%	0%
Strongly disagree	2%	0%	10% ↑	4%	1%	0%	0%	1%	0%	0%
Don't know	0%	0%	1% ↑	0%	0%	0%	0%	0%	0%	0%



# Pride in my Neighbourhood



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Strongly agree	10%	17%	9%	23%	36% ↑	22%	25%
Agree	45%	51%	54%	36%	44%	47%	42%
Neither agree nor disagree	34%	26%	18%	26%	12% ↓	21%	21%
Disagree	10%	7%	7%	12%	6%	7%	9%
Strongly disagree	0%	0%	11% ↑	2%	1%	2%	2%
Don't know	0%	0%	0%	0%	1%	0%	0%



## BY ETHNICITY

	Māori	European	Asian*	Pacific Islander*	Other
Strongly agree	21%	25%	3%	15%	27%
Agree	33%	46%	80%	15%	35%
Neither agree nor disagree	29%	20%	17%	47%	24%
Disagree	11%	8%	0%	23%	7%
Strongly disagree	6%	1%	0%	0%	7%
Don't know	0%	0%	0%	0%	0%

\*Caution, very low base size.

# Living in Whanganui

# Standard of Living

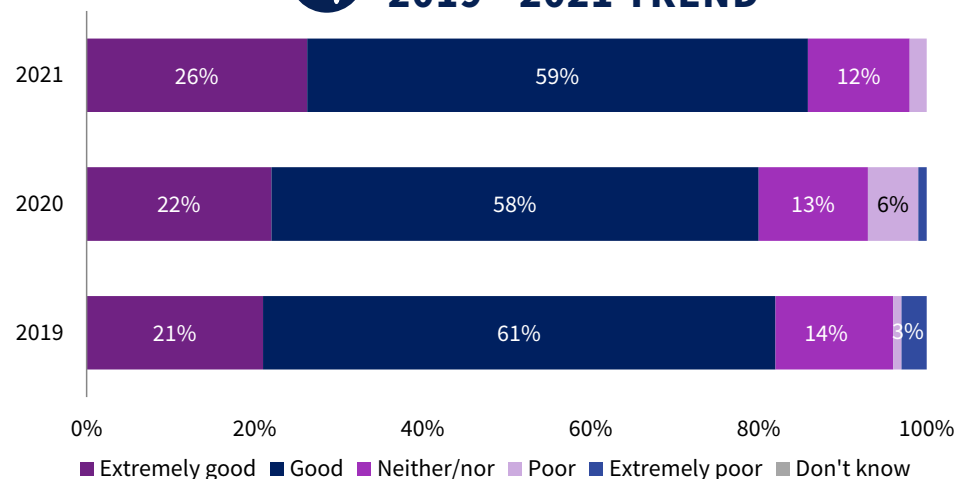


## 2021 RESULTS

Eighty-five per cent of residents rated their standard of living as good (59%) or extremely good (26%). Following this, 12% of residents rated their standard of living as neither good nor poor, while only 2% rated their standard of living as poor.



## 2019 - 2021 TREND



## AREA DIFFERENCES

Although not significant, residents in Castlecliff (37%), St Johns Hill/Otamatea (30%), and Blueskin-Maxwell (39%) reported their standard of living as extremely good compared with residents in other areas.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Extremely good	18%	37%	21%	22%	30%	27%	25%	21%	39%	27%
Good	62%	50%	61%	56%	65%	45%	68%	66%	43%	44%
Neither good nor poor	17%	13%	14%	14%	5%	28%	3%	9%	18%	26%
Poor	4%	0%	3%	4%	0%	0%	3%	5%	0%	3%
Extremely poor	0%	0%	1%	4%	0%	0%	1%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

# Standard of Living



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Extremely good	7%	27%	24%	26%	34%	25%	28%
Good	77%	60%	51%	51%	59%	63%	55%
Neither good nor poor	16%	14%	15%	19%	5% ↓	10%	15%
Poor	0%	0%	6%	4%	2%	3%	2%
Extremely poor	0%	0%	4% ↑	0%	0%	0%	1%
Don't know	0%	0%	0%	0%	0%	0%	0%



## BY ETHNICITY

	Māori	European	Asian*	Pacific Islander*	Other
Extremely good	27%	26%	37%	38%	18%
Good	38%	60%	63%	39%	61%
Neither good nor poor	30%	10%	0%	23%	20%
Poor	6%	2%	0%	0%	0%
Extremely poor	0%	1%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%

\*Caution, very low base size.

# Living in Whanganui

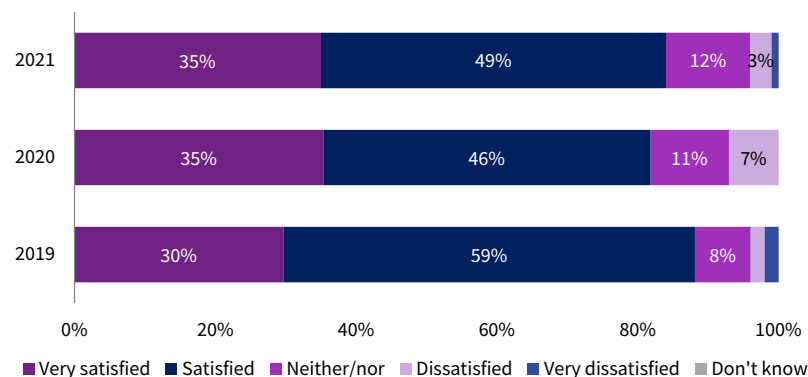


## 2021 RESULTS

Eighty-four per cent of residents were either satisfied (49%) or very satisfied (35%) with regards to living in Whanganui, a slight increase in last year's result of 81%. A further 12% of residents were neither satisfied nor dissatisfied with living in Whanganui, while only 4% were dissatisfied.



## 2019 - 2021 TREND



## AREA DIFFERENCES

While not statistically significant, Whanganui East (90%) residents had the highest levels of satisfaction with living in Whanganui, while residents in Gonville had the highest levels of dissatisfaction (8%).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very dissatisfied	0%	4%	1%	4%	2%	0%	0%	1%	3%	0%
Dissatisfied	6%	1%	7%	0%	2%	0%	1%	4%	0%	0%
Neither satisfied nor dissatisfied	16%	14%	4%	14%	16%	23%	12%	5%	16%	18%
Satisfied	47%	45%	53%	33%	35%	51%	51%	61%	40%	59%
Very satisfied	30%	36%	36%	49%	45%	26%	36%	29%	40%	24%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	0%	2%	2%	2%	1%	0%	2%
Dissatisfied	0%	2%	6%	5%	1%	4%	2%
Neither satisfied nor dissatisfied	27%	9%	14%	20%	3% ↓	12%	12%
Satisfied	62%	55%	58%	43%	42%	53%	46%
Very satisfied	10%	32%	20%	30%	53% ↑	31%	38%

# Quality of Life

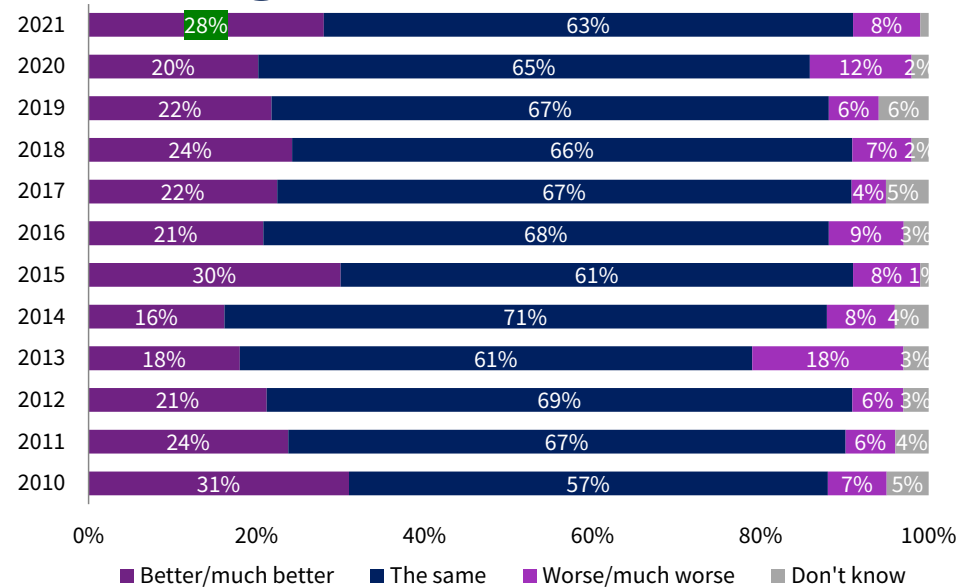


## 2021 RESULTS

Residents were asked to think of their general quality of life and consider this with regards to last year. Sixty-three per cent of residents felt their quality of life was the same as last year, while 28% felt it was better or much better, an increase of 8% since last year (cf. 2020, 20%). Eight per cent of residents felt their quality of life was worse or much worse than last year (cf. 2020, 12%). A further 2% were unsure.



## 2010 - 2021 TREND



## AREA DIFFERENCES

While not statistically significant, Bastia Hill/Durie Hill (42%), Gonville (48%), and Aramoho (43%) suburbs, had larger proportions of residents who felt that their general quality of life was better or much better than last year.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Much better/Better	43%	30%	48%	42%	16%	24%	10%	20%	26%	11%
The same	49%	55%	44%	47%	84%	66%	85%	80%	66%	53%
Much worse/Worse	4%	11%	7%	8%	0%	7%	4%	0%	7%	36%
Don't know	3%	3%	0%	3%	0%	3%	2%	0%	0%	0%

# Quality of Life



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Much better/Better	27%	69%	33%	20%	24%	31%	25%
The same	67%	0%	67%	76%	67%	65%	62%
Much worse/Worse	6%	31%	0%	3%	7%	3%	12%
Don't know	0%	0%	0%	0%	3%	1%	2%



## BY ETHNICITY

	Māori	European	Asian*	Pacific Islander*	Other
Much better/Better	24%	28%	0%	40%	35%
The same	63%	64%	100%	40%	58%
Much worse/Worse	13%	6%	0%	20%	7%
Don't know	0%	2%	0%	0%	0%

\*Caution, very low base size.



# Whanganui District Overall

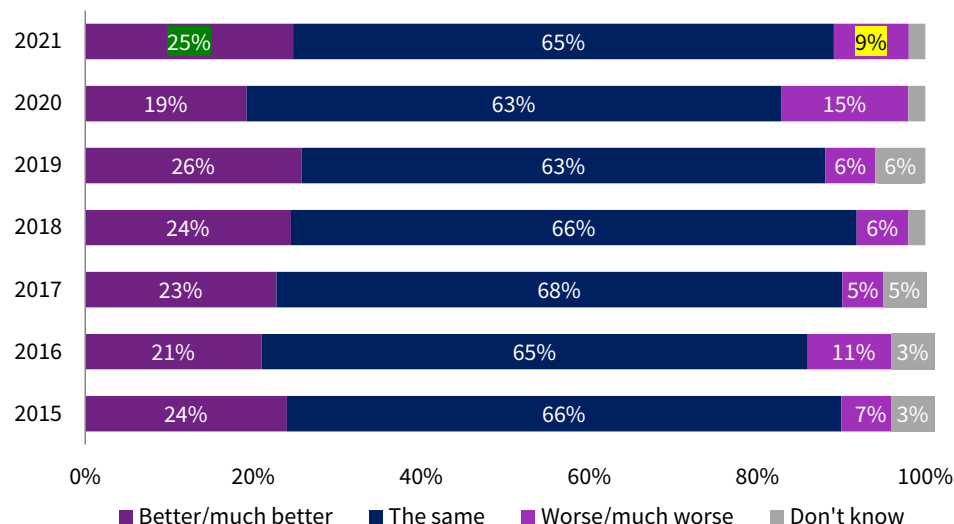


## 2021 RESULTS

Residents were asked to consider what the district provided compared to last year. Ninety per cent of residents felt what the district provided was either the same as last year (65%), or better or much better (25%). There was a decrease in the number of residents who felt it was worse or much worse, with only 9% providing this rating (cf. 2020, 15%).



## 2015 - 2021 TREND



## REASONS FOR WORSE/MUCH WORSE

Residents who indicated that they thought Whanganui was worse or much worse than last year, were asked to provide a reason for their rating. A total of 39 people provided a response with the main themes indicating that social issues (28%), Council rates (21%), inactivity by Council (15%), that the town was run down (15%), housing/cost of living (13%), and traffic/roading (13%) were the main issues.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Better/much better	32%	12% ↓	32%	21%	29%	36%	20%	16%	33%	27%
The same	58%	84% ↑	45% ↓	59%	67%	61%	77%	72%	60%	47%
Worse/much worse	10%	4%	14%	20%	3%	4%	1% ↓	12%	7%	27%
Don't know	1%	0%	9% ↑	0%	0%	0%	2%	0%	0%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Better/much better	21%	14%	31%	24%	30%	24%	25%
The same	64%	74%	49%	68%	63%	66%	64%
Worse/much worse	14%	7%	20%	6%	6%	8%	9%
Don't know	0%	5%	0%	2%	1%	2%	1%

# CBD Contribution to Lifestyle and Image

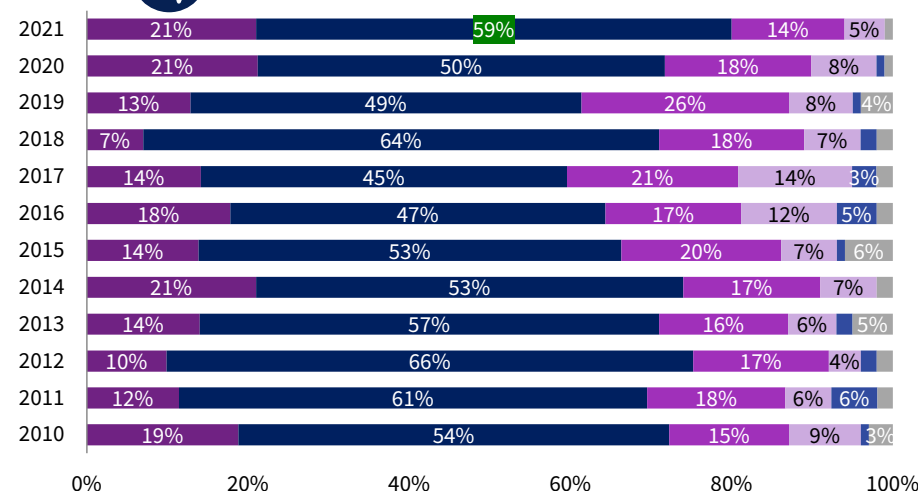


## 2021 RESULTS

Residents were asked how satisfied or dissatisfied they were with the contribution the Central Business District (CBD) makes to the lifestyle and image of Whanganui. Eighty per cent of residents were satisfied (59%) or very satisfied (21%) with the contribution that the CBD makes, an increase of 8% since last year (cf 2020, 71%). A further 14% of residents were neither satisfied nor dissatisfied, while 5% were dissatisfied and 1% were unsure.



## 2010 - 2021 TREND



## BY SUBURB

■ Very satisfied ■ Satisfied ■ Neither/nor ■ Dissatisfied ■ Very dissatisfied ■ Don't know

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very dissatisfied	0%	0%	0%	0%	2%	1%	0%	1%	0%	2%
Dissatisfied	13%	2%	12%	0%	3%	13%	0%	0%	0%	12%
Neither satisfied nor dissatisfied	8%	17%	14%	25%	7%	21%	13%	16%	18%	8%
Satisfied	64%	66%	49%	45%	63%	53%	66%	55%	55%	61%
Very satisfied	15%	14%	23%	30%	25%	9%	20%	28%	24%	17%
Don't know	0%	1%	2%	0%	1%	3%	1%	0%	3%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	0%	0%	2%	0%	1%	0%	1%
Dissatisfied	3%	2%	24% ↑	4%	3%	6%	4%
Neither satisfied nor dissatisfied	21%	21%	5%	18%	8%	15%	13%
Satisfied	73%	60%	58%	58%	54%	60%	57%
Very satisfied	3%	17%	11%	20%	33% ↑	18%	23%
Don't know	0%	0%	0%	1%	2%	0%	1%

# Satisfaction with Council Facilities and Services

# Facilities Provided by Council (Users)



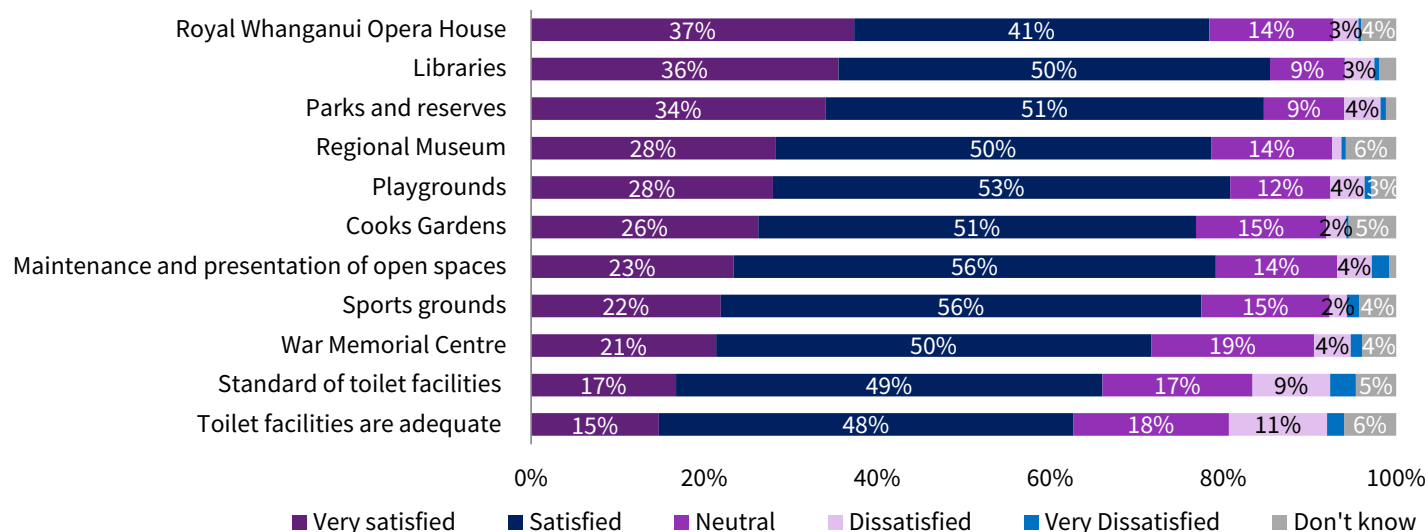
## 2021 RESULTS

Residents were asked to rate the council provided facilities that they have used.

Users were most satisfied with the libraries (86% satisfied or very satisfied) and the parks and reserves (85% satisfied or very satisfied). This was followed by playgrounds (81% very satisfied or satisfied), open spaces (79% very satisfied or satisfied), the Royal Whanganui Opera House (78% satisfied or very satisfied), and the regional museum (78% satisfied or very satisfied). Users of the public toilets showed the highest levels of dissatisfaction.



## BY RESIDENTS



## REASONS FOR DISSATISFACTION

Residents who rated their satisfaction poorly were asked to provide reasons for their ratings. A total of 90 people provided comments about these issues. The main reasons for poor ratings related to the provision of the number of services and needing more services (38%). Facilities being run down/derelict (31%), cleanliness/dirty condition (27%), or poor maintenance (22%), were the other reasons that were provided for poor ratings. At a lower level 4% stated that the opening hours of facilities were an issue.

# Facilities Provided by Council (Users)



## BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

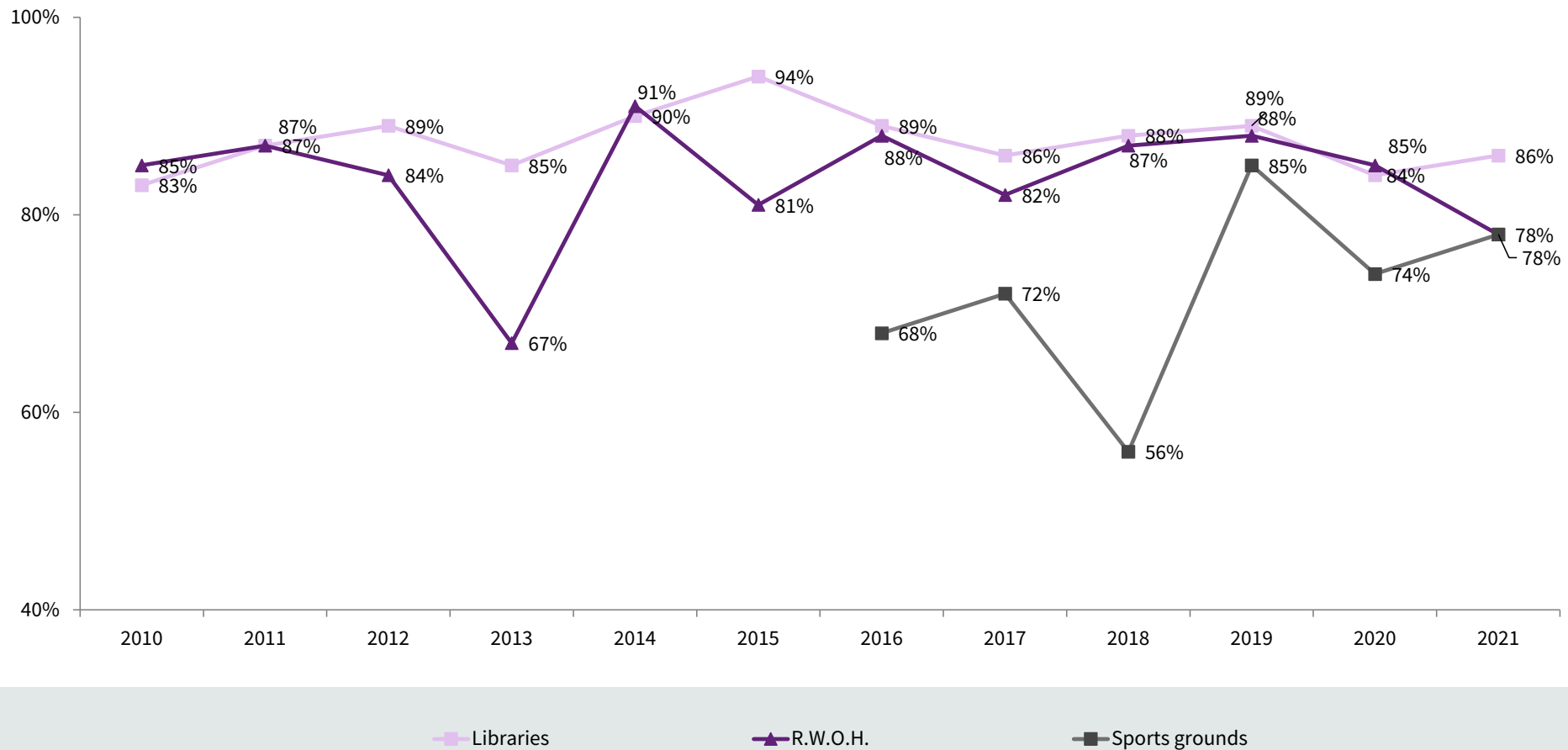
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Royal Whanganui Opera House	81%	76%	57%	79%	85%	71%	84%
Libraries	79%	92%	73%	86%	88%	84%	87%
Parks and reserves	81%	88%	84%	83%	86%	85%	85%
Regional Museum	77%	89%	70%	79%	76%	74%	83%
Playgrounds	71%	87%	79%	80%	82%	80%	81%
Cooks Gardens	72%	94%	60%	82%	71%	76%	78%
Maintenance and presentation of open spaces	85%	86%	77%	71%	80%	78%	80%
Sports grounds	58%	76%	68%	73%	75%	66%	77%
War Memorial Centre	72%	91%	58%	79%	77%	78%	77%
Standard of toilet facilities (cleanliness/general maintenance)	41%	54%	67%	70%	77% ↑	70%	63%
Toilet facilities are adequate to meet user needs (location/layout/accessibility)	50%	62%	58%	65%	67%	66%	60%

# User Satisfaction with Facilities (Users)



## 2010 - 2021 TREND

With regards to user satisfaction of certain facilities, 86% of residents who attended a performance or event at the Royal Whanganui Opera House were satisfied with these facilities. Seventy-eight per cent (each) of residents who used the libraries a sports ground were satisfied with these facilities.



# Facilities Provided by Council (Non-users)



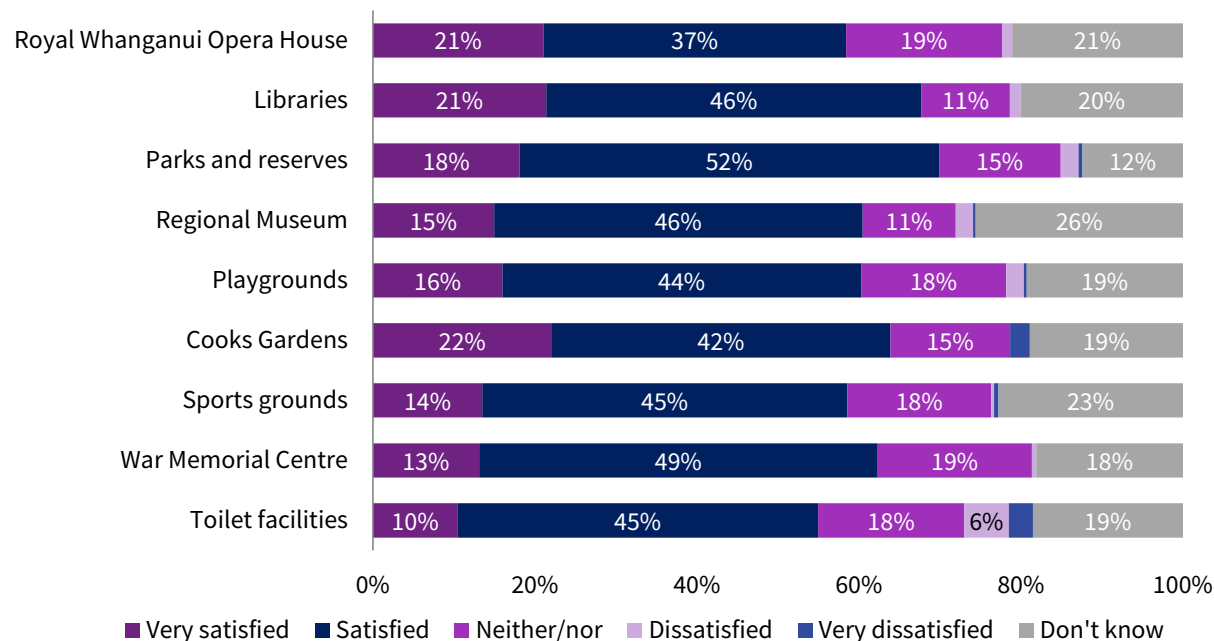
## 2021 RESULTS

Residents who did not use the council provided facilities were also asked to rate their satisfaction with the facility.

Despite a lack of use, these residents still demonstrated high levels of satisfaction with most facilities. Notably, the highest satisfaction was seen for parks and reserves (70% of non-using residents were either satisfied or very satisfied) and libraries (67% of non-using residents were either satisfied or very satisfied).



## BY RESIDENTS



## REASONS FOR DISSATISFACTION

Residents who rated their satisfaction poorly were asked to provide reasons for their ratings. A total of 10 non-users rated their satisfaction poorly, amongst this group, half mentioned maintenance issues (50%), 30% talked about the cleanliness of the facilities, and 10% talked about the lack of facilities available.

# Facilities Provided by Council (Non-users)



## BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Royal Whanganui Opera House	78%	61%	58%	50%	58%	51%	65%
Libraries	59%	79%	73%	64%	62%	69%	67%
Parks and reserves	57%	83%	74%	63%	67%	64%	75%
Regional Museum	76%	67%	70%	57%	51%	59%	62%
Playgrounds	60%	75%	67%	52%	53%	52%	68%
Cooks Gardens	78%	77%	66%	72%	42% ↓	66%	62%
Sports grounds	70%	74%	57%	58%	43%	60%	57%
War Memorial Centre	81%	56%	65%	68%	54%	63%	61%
Toilet facilities	45%	58%	64%	52%	54%	58%	52%



# Facilities Provided by Council Comparison



## COMPARISON OF USERS AND NON-USER RESULTS

	User	Non-User
Royal Whanganui Opera House	78%	58%
Libraries	86%	67%
Parks and reserves	85%	70%
Regional Museum	78%	61%
Playgrounds	81%	60%
Cooks Gardens	77%	64%
Sports grounds	78%	59%
War Memorial Centre	71%	62%
Toilet facilities (standard)	66%	55%

# Services Provided by Council

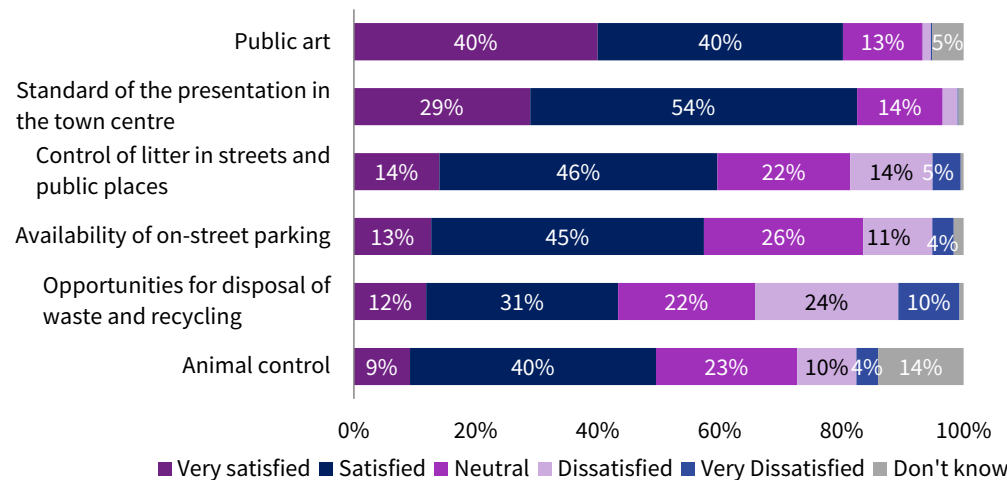


## 2021 RESULTS

The standard of the presentation of the town centre was the highest rated service provided by Council, with 83% of residents satisfied (54%) or very satisfied (29%) with this. Following this, 80% of residents were satisfied (40%) or very satisfied (40%) with public art, and 60% of residents were satisfied (46%) or very satisfied (14%) with the control of litter. At a lower level, 58% of residents were satisfied (45%) or very satisfied (13%) with the availability of on-street parking, and 49% of residents were satisfied (40%) or very satisfied (9%) with animal control. Opportunities for the disposal of waste and recycling had the lowest level of satisfaction (31% satisfied and 12% very satisfied) and the highest proportion of dissatisfaction (24% dissatisfied and 10% very dissatisfied).



## BY RESIDENTS



## AREA DIFFERENCES

Residents from different suburbs displayed similar levels of satisfaction for most of the services provided by Council, with opportunities for disposal of waste and recycling the lowest rated service in all areas.



## REASONS FOR DISSATISFACTION

Residents who indicated they were dissatisfied with the services provided by Council were asked to provide reasons for their ratings. A total of 232 respondents were dissatisfied with at least one of the services provided by Council and the main comment related to the lack of kerbside recycling (51%). Other comments related to poor litter control (23%), stray cats or dogs or poor animal control (21%), and a lack of parking (18%). At a lower level, residents mentioned maintenance issues, e.g., grass being (9%), recycling fees (8%), general cleanliness of the city (5%), parking meters (3%), and lack of footpaths (1%). Six percent of respondents made a comment unrelated to the above topics.

# Services Provided by Council



## BY SUBURB (TOTAL VERY SATISFIED AND SATISFIED)

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Public art	84%	76%	80%	83%	74%	69%	86%	81%	81%	91%
Standard of the presentation in the town centre	84%	82%	82%	88%	95%	69%	79%	82%	75%	89%
Control of litter in streets and public places	57%	60%	56%	35%	68%	61%	67%	67%	49%	49%
Availability of on-street parking	63%	68%	38%	70%	62%	50%	62%	59%	54%	51%
Opportunities for disposal of waste and recycling	45%	47%	48%	42%	47%	48%	50%	32%	33%	32%
Animal control	52%	62%	52%	49%	60%	45%	37%	47%	30%	55%



## BY AGE AND GENDER (TOTAL VERY SATISFIED AND SATISFIED)

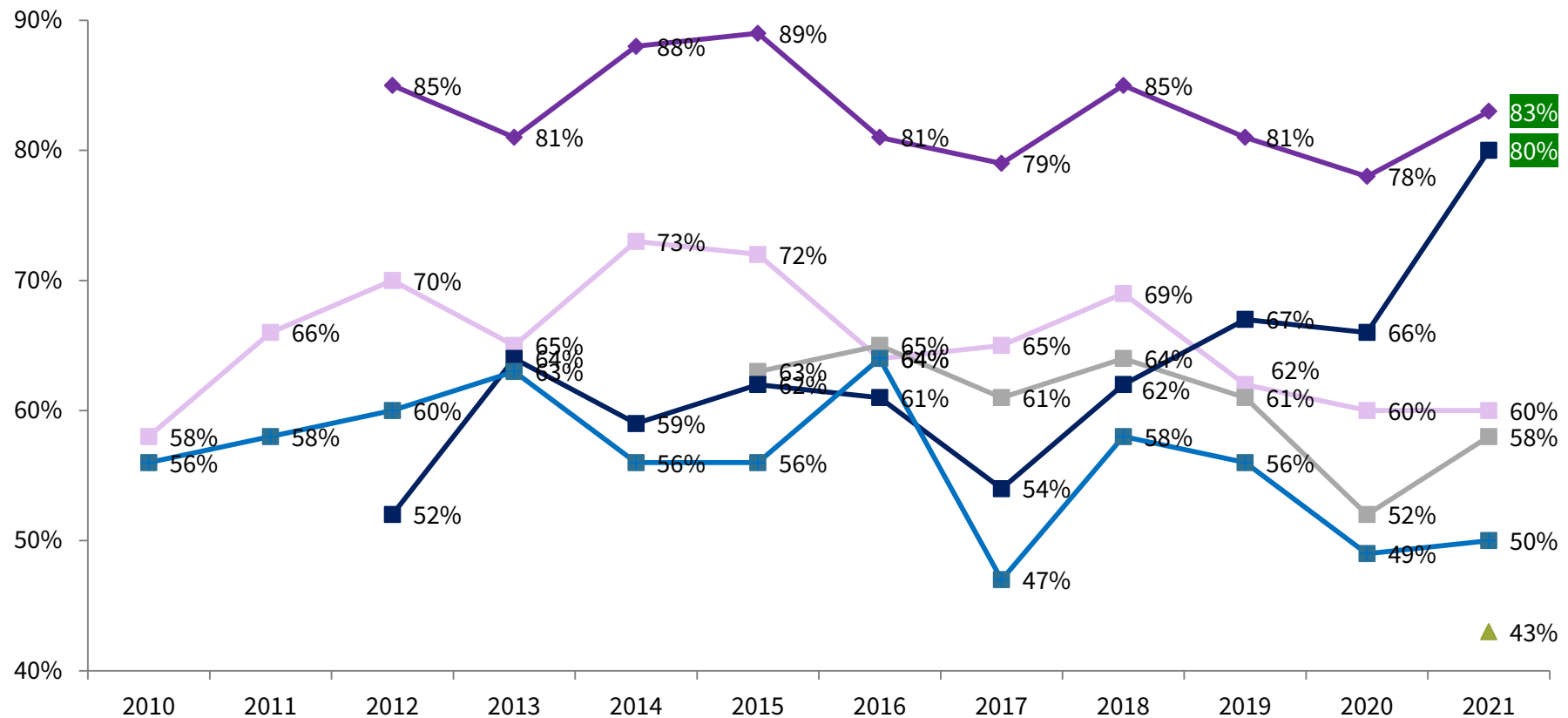
	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Public art	79%	88%	78%	77%	80%	73%	87%
Standard of the presentation in the town centre	76%	84%	81%	82%	85%	83%	82%
Control of litter in streets and public places	49%	63%	54%	58%	64%	66%	54%
Availability of on-street parking	49%	60%	49%	55%	63%	57%	58%
Opportunities for disposal of waste and recycling	42%	39%	25%	37%	55% ↑	47%	40%
Animal control	31%	53%	59%	46%	54%	52%	47%

# Services Provided by Council



## 2010 - 2021 TREND

Regarding the services provided by Council, satisfaction ratings for the presentation of the town centre (83% cf. 2020, 78%), public art (80% cf. 2020, 66%), and on-street parking (58% cf. 2020, 52%) have all seen increases since last year. Other measures have remained relatively stable, with opportunities for disposal of waste and recycling a new measure for 2021.



◆ Standard of the presentation in the town centre  
 ■ On-street parking  
 ■ Animal control

■ Control of litter  
 ■ Public art  
 ▲ Opportunities for disposal of waste and recycling

# Travelling around Whanganui - Road Satisfaction

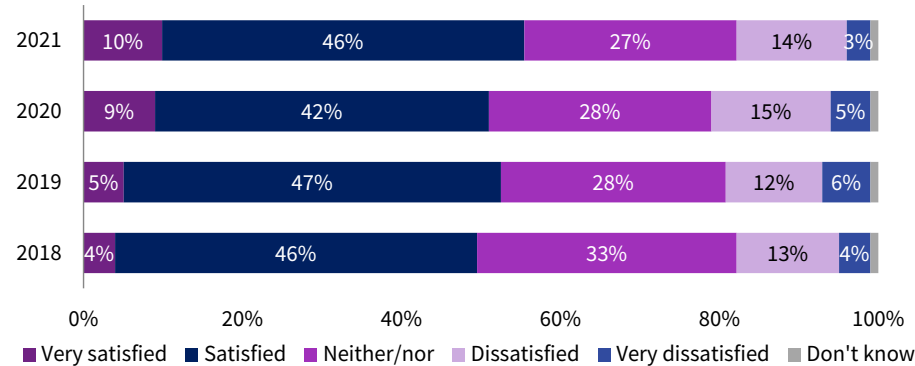


## 2021 RESULTS

Fifty-six per cent of residents were satisfied (46%) or very satisfied (10%) with the roads in the Whanganui district. A further 27% were neither satisfied nor dissatisfied, 17% were dissatisfied (14%) or very dissatisfied (3%), and 1% were unsure.



## 2018 - 2021 TREND



## AREA DIFFERENCES

While not statistically significant, residents in Aramoho (66%) and Whanganui Central (64%) appeared to have the highest levels of satisfaction with the roads in the Whanganui district.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very dissatisfied	6%	8%	3%	0%	1%	0%	1%	1%	2%	0%
Dissatisfied	12%	17%	12%	18%	24%	18%	6%	10%	9%	26%
Neither satisfied nor dissatisfied	16%	29%	38%	24%	17%	23%	28%	29%	29%	24%
Satisfied	62%	36%	38%	48%	43%	47%	53%	46%	51%	42%
Very satisfied	4%	10%	6%	10%	15%	12%	11%	12%	10%	8%
Don't know	0%	0%	3%	0%	0%	0%	1%	1%	0%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	0%	5%	2%	4%	2%	3%	3%
Dissatisfied	23%	7%	17%	15%	13%	15%	13%
Neither satisfied nor dissatisfied	28%	28%	38%	29%	20%	26%	27%
Satisfied	32%	43%	32%	48%	56%	47%	45%
Very satisfied	17%	15%	10%	4%	9%	10%	10%
Don't know	0%	2%	2%	0%	0%	0%	1%

# Travelling around Whanganui - Footpath Satisfaction

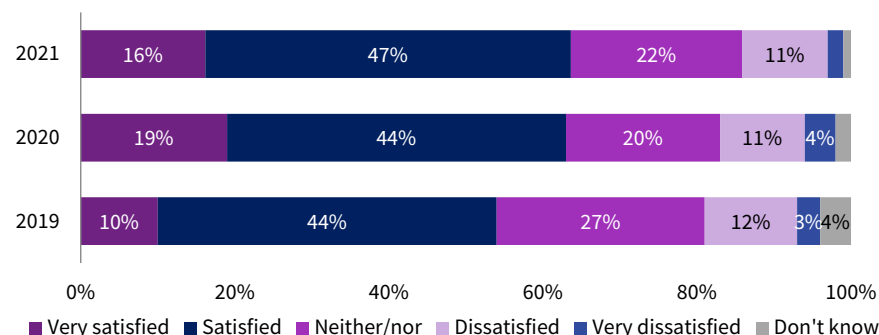


## 2021 RESULTS

Sixty-three per cent of residents were satisfied (47%) or very satisfied (16%) with the shared pathways and footpaths in the city. Following this, 22% were neither satisfied nor dissatisfied, a slight increase compared with last year (cf. 2020, 20%). A further 13% were dissatisfied (11%) or very dissatisfied (2%), and 1% were unsure.



## 2019 - 2021 TREND



## AREA DIFFERENCES

Satisfaction with shared pathways and footpaths in the city appeared similar across the suburbs. However, residents in Gonville (20%), Springvale (22%), and Whanganui Central (18%) appeared to have higher levels of dissatisfaction with the shared footpaths in the district.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very dissatisfied	0%	5%	3%	4%	2%	0%	5%	1%	0%	0%
Dissatisfied	4%	9%	17%	12%	7%	22%	13%	12%	13%	5%
Neither satisfied nor dissatisfied	28%	15%	15%	28%	19%	20%	19%	32%	18%	38%
Satisfied	55%	58%	51%	39%	45%	42%	54%	27%	55%	35%
Very satisfied	9%	12%	15%	14%	24%	16%	9%	26%	11%	22%
Don't know	3%	1%	0%	3%	2%	0%	0%	1%	2%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	0%	5%	2%	4%	1%	1%	3%
Dissatisfied	3%	14%	15%	12%	11%	11%	11%
Neither satisfied nor dissatisfied	21%	16%	18%	26%	24%	18%	26%
Satisfied	62%	43%	51%	45%	44%	50%	45%
Very satisfied	14%	22%	15%	11%	17%	19%	13%
Don't know	0%	0%	0%	2%	2%	1%	1%

# Travelling around Whanganui - Getting Around

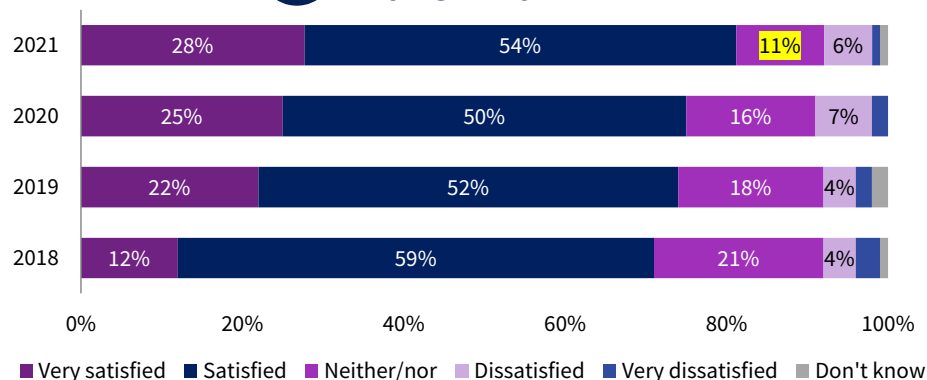


## 2021 RESULTS

Eighty-two per cent of residents were satisfied (54%) or very satisfied (28%) with how easy it was to get around Whanganui. Satisfaction with this measure has grown consistently over the past three years. A further 11% were neither satisfied nor dissatisfied, and 7% were dissatisfied (6%) or very dissatisfied (1%).



## 2018 - 2021 TREND



## AREA DIFFERENCES

Satisfaction with how easy it was to get around Whanganui appeared similar across the suburbs. However, residents in Bastia Hill/Durie Hill (16%) appeared to have higher levels of dissatisfaction with the getting around Whanganui.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very dissatisfied	0%	0%	0%	0%	3%	0%	1%	0%	0%	4%
Dissatisfied	1%	8%	6%	16%	6%	2%	1%	7%	11%	8%
Neither satisfied nor dissatisfied	12%	9%	8%	11%	12%	14%	7%	13%	24%	6%
Satisfied	62%	58%	55%	61%	49%	65%	54%	39%	51%	61%
Very satisfied	25%	24%	25%	12%	30%	19%	38%	41%	14%	20%
Don't know	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	0%	0%	2%	0%	1%	0%	1%
Dissatisfied	7%	5%	10%	6%	4%	5%	7%
Neither satisfied nor dissatisfied	17%	7%	13%	10%	11%	8%	14%
Satisfied	45%	57%	51%	60%	53%	56%	52%
Very satisfied	24%	32%	25%	23%	31%	29%	26%
Don't know	7%	0%	0%	0%	0%	2%	0%

# Additional Comments About Travelling Around

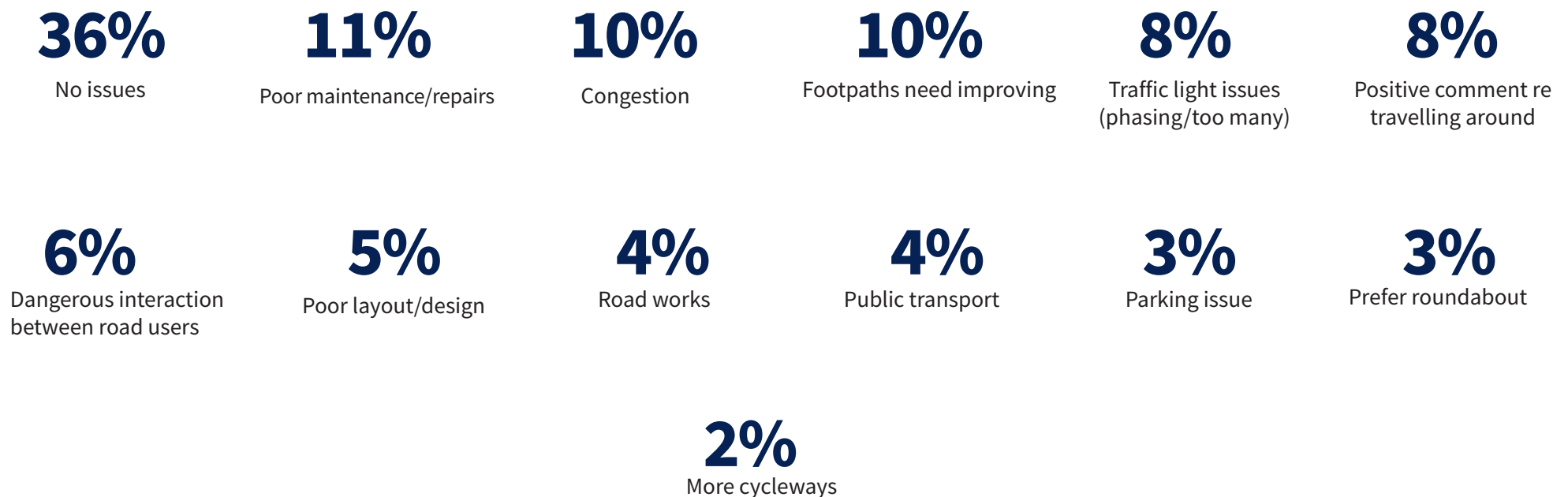


## 2021 RESULTS

In a new question for 2021, residents were asked if they had any other comments about travelling around Whanganui. A total of 440 residents provided an additional comment about travelling around. Thirty-six per cent of respondents thought that there were no real issues with travelling around the district. Eleven per cent of respondents talked about poor maintenance and repairs being needed, 10% (each) noted congestion and footpaths need improving, 8% (each) talked about traffic light issues and/or provided a positive comment about traveling around. At a lower level 6% noted the dangerous interactions between road users, 5% noted poor roading layout/design, 4% (each) commented on roadworks and/or public transport, while 3% (each) talked about parking issues and/or noted that they would prefer a roundabout (to traffic lights). Two per cent of respondents noted that they needed more cycleways.



## COMMENTS ABOUT TRAVELLING AROUND WHANGANUI





# Performance of Council

# Council Response to Community Needs and Issues

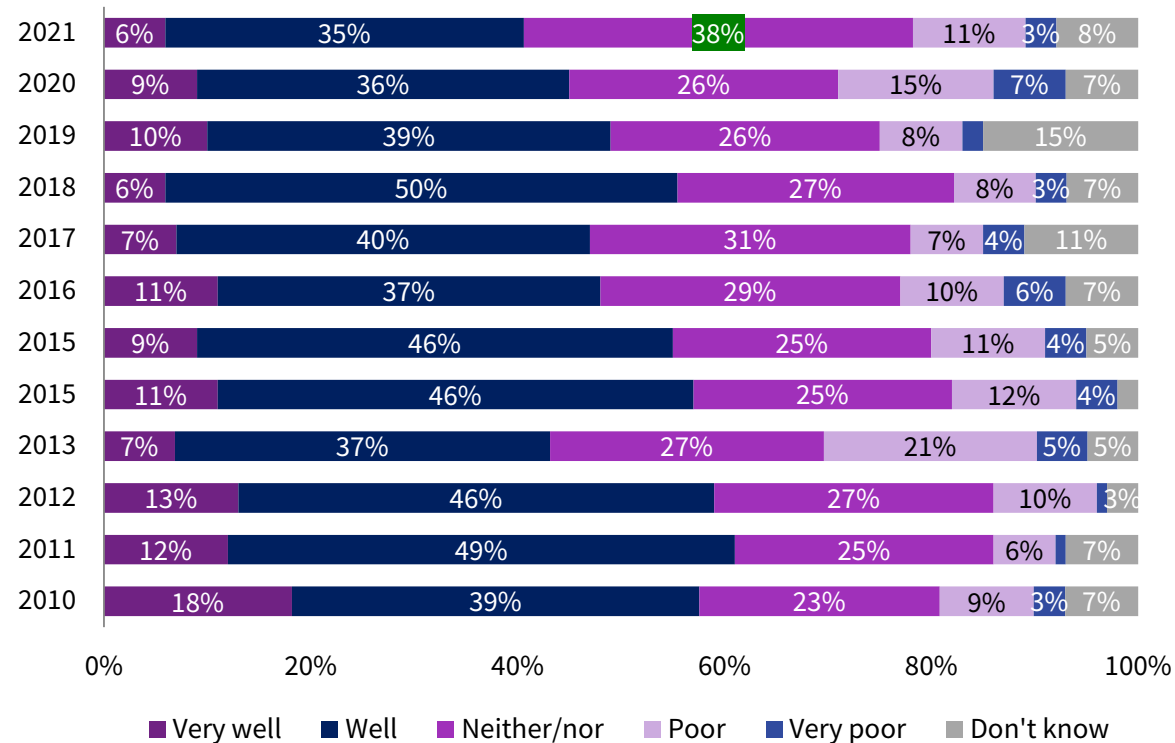


## 2021 RESULTS

Forty-one per cent of residents felt Council responded to community needs and issues well (35%) or very well (6%). This measure has declined steadily since 2018. A further 38% of residents felt Council responded neither well nor poorly, while 14% felt it was poor (11%) or very poor (3%). There has been a decrease in the proportion of residents who felt Council's response was poor or very poor since last year (cf. 2020, 22%) and an increase in the proportion of residents who felt Council responded neither well nor poorly (cf. 2020, 26%).



## 2010 - 2021 TREND



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very well	7%	5%	0%	5%	8%	7%	5%
Well	24%	33%	33%	31%	42%	34%	36%
Neither well nor poorly	38%	45%	43%	40%	32%	39%	37%
Poorly	10%	10%	5%	14%	10%	11%	10%
Very poorly	0%	5%	8%	4%	2%	3%	4%
Don't know	20%	2%	11%	7%	6%	6%	9%

# Performance of Mayor and Councillors

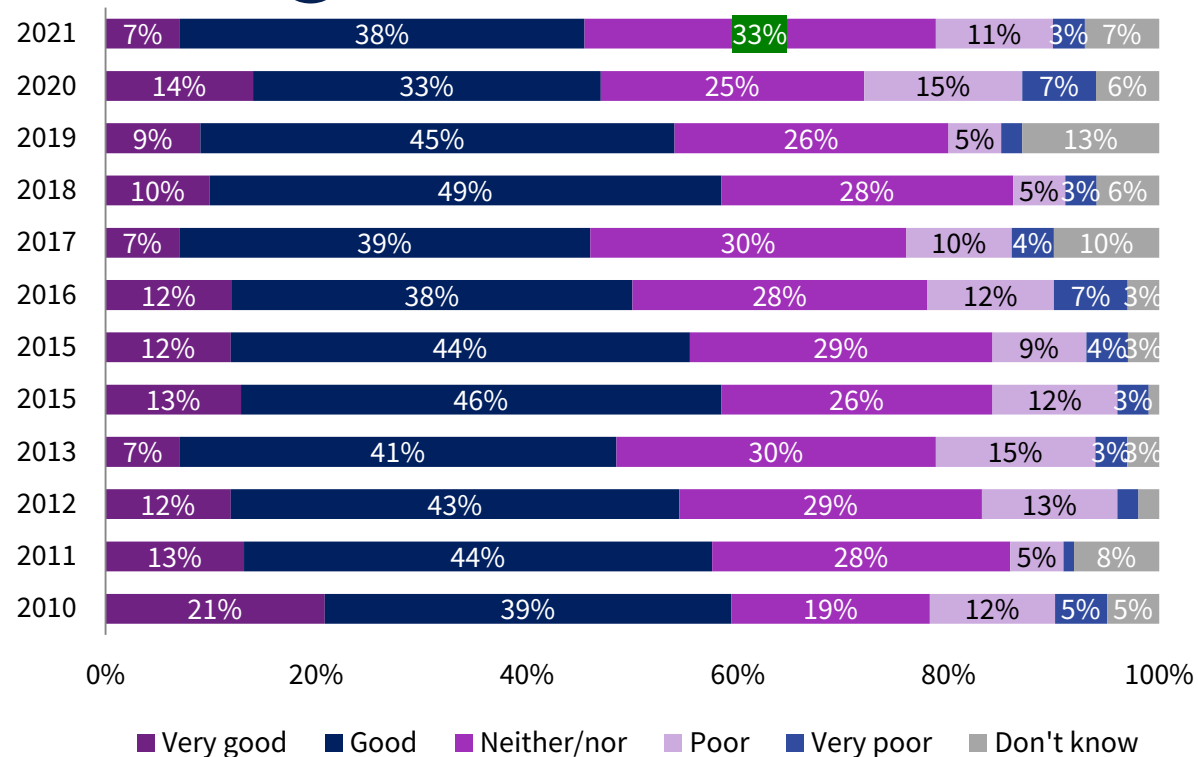


## 2021 RESULTS

Forty-five per cent of residents felt the performance of the Mayor and Councillors was good (38%) or very good (7%). This measure has declined consistently since 2018, and is now similar to results seen in 2017. Thirty-three per cent of residents felt the performance was neither good nor poor, while 14% felt it was poor (11%) or very poor (3%), which is a decrease compared with last year (cf. 2020, 15% and 7% respectively).



## 2010 - 2021 TREND



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very good	0%	2%	8%	6%	12%	4%	10%
Good	31%	37%	34%	35%	44%	43%	34%
Neither good nor poor	38%	38%	38%	32%	29%	33%	33%
Poor	14%	17%	4%	13%	9%	11%	11%
Very poor	0%	2%	5%	5%	3%	2%	4%
Don't know	17%	5%	11%	8%	4%	7%	8%

# Reasons for Performance Rating



## 2021 RESULTS

In a new question for 2021, residents were asked why they rated the Mayor and Councillor's performance the way they did. A net total of 45% of people provided a positive comment with the leading reason being that they are doing a good job, that they have no problems with Council, and that they act in the best interests of Whanganui. A net total of 43% of respondents provided a negative comment, with the leading reasons relating to wasting money, the need to do more for Whanganui, and focusing on the wrong things.



## REASONS FOR POSITIVE RATING

**22%**

Doing a good job

**12%**

Okay/No problems

**9%**

Act in the best interests of Whanganui

**9%**

I like the Mayor

**6%**

Takes feedback/consults well

**5%**

Has a hard environment to work in

**4%**

Proactive/take action

**4%**

Whanganui is thriving

**2%**

Lots of events in the area/ things to do

**1%**

Good planning



## REASONS FOR NEGATIVE RATING

**14%**

Wasting money

**14%**

Don't do anything/could do more

**13%**

Focus on the wrong things

**10%**

Never hear from them

**8%**

Don't see them around

**8%**

Dislike the Mayor

**7%**

Mixed performance/some good and some poor

**4%**

Too slow to make progress

**4%**

Don't follow through with promises

**4%**

Unprofessional/poor behaviour

# Contacting Council



## 2021 RESULTS

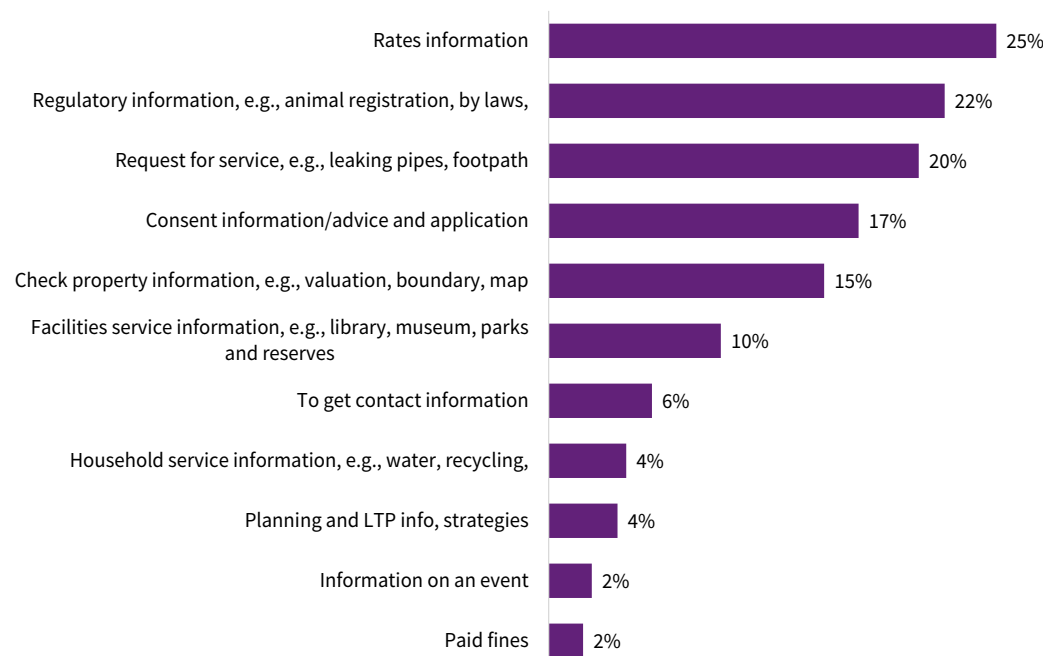
A total of 37% of residents had contacted a council staff member in the past 12 months.

In a new question for 2021, residents were asked why they had contacted Council in the past 12 months.

The most common reason for contacting council staff related to rates information (25%), followed by regulatory inquiries (22%), requests for service (20%), and consent information, advice or applications (17%).



## BY RESIDENTS



## AREA DIFFERENCES

Residents in Bastia Hill/Durie Hill were more likely to have contacted a council staff member in the past 12 months (63%). This is followed by residents in Whanganui East (43%) and Aramoho (40%).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Have contacted Council	40%	29%	35%	63%	39%	20%	35%	43%	39%	37%
Have not contacted Council	56%	66%	64%	37%	61%	74%	63%	56%	61%	55%
Unsure/can't recall	4%	4%	1%	0%	0%	6%	2%	1%	0%	8%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Have contacted Council	7%	36%	28%	45%	45%	38%	36%
Have not contacted Council	86%	62%	70%	52%	54%	61%	61%
Unsure/can't recall	7%	2%	2%	3%	1%	1%	3%

# Performance of Council Staff

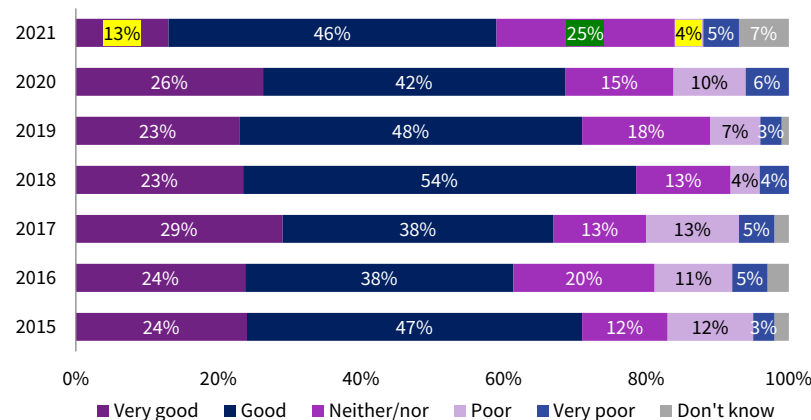


## 2021 RESULTS

Of those residents who have had contact with a council staff member, 59% rated the performance of Council's staff as good (46%) or very good (13%). Twenty-five per cent felt the performance was neither good nor poor, while 9% rated it as poor (4%) or very poor (5%).



## 2015 - 2021 TREND



## AREA DIFFERENCES

Residents living in Gonville were more likely to have felt the performance of Council staff was poor (15%) compared to other areas. While not statistically significant, residents in Bastia Hill/Durie Hill (63%), Whanganui East (63%), and Whanganui Central (60%) appeared to rate the performance of Council's staff more highly.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very good	12%	10%	11%	28%	15%	38%	13%	13%	11%	7%
Good	39%	49%	45%	55%	38%	17%	47%	50%	60%	59%
Neither good nor poor	25%	26%	21%	13%	29%	45%	33%	25%	10%	14%
Poor	0%	5%	15% ↑	0%	2%	0%	1%	4%	3%	3%
Very poor	15%	5%	4%	4%	4%	0%	1%	0%	12%	0%
Don't know	9%	5%	5%	0%	11%	0%	5%	7%	4%	16%



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very good	0%	4%	0%	16%	20% ↑	8% ↓	19% ↑
Good	41%	65%	65%	43%	41%	47%	45%
Neither good nor poor	59% ↑	18%	13%	22%	20%	33% ↑	17% ↓
Poor	0%	9%	0%	3%	5%	4%	5%
Very poor	0%	4%	9%	11%	2%	6%	3%
Don't know	0%	0%	13%	4%	11% ↑	2% ↓	11% ↑

# Access to Information

# Accessing Information



## 2021 RESULTS

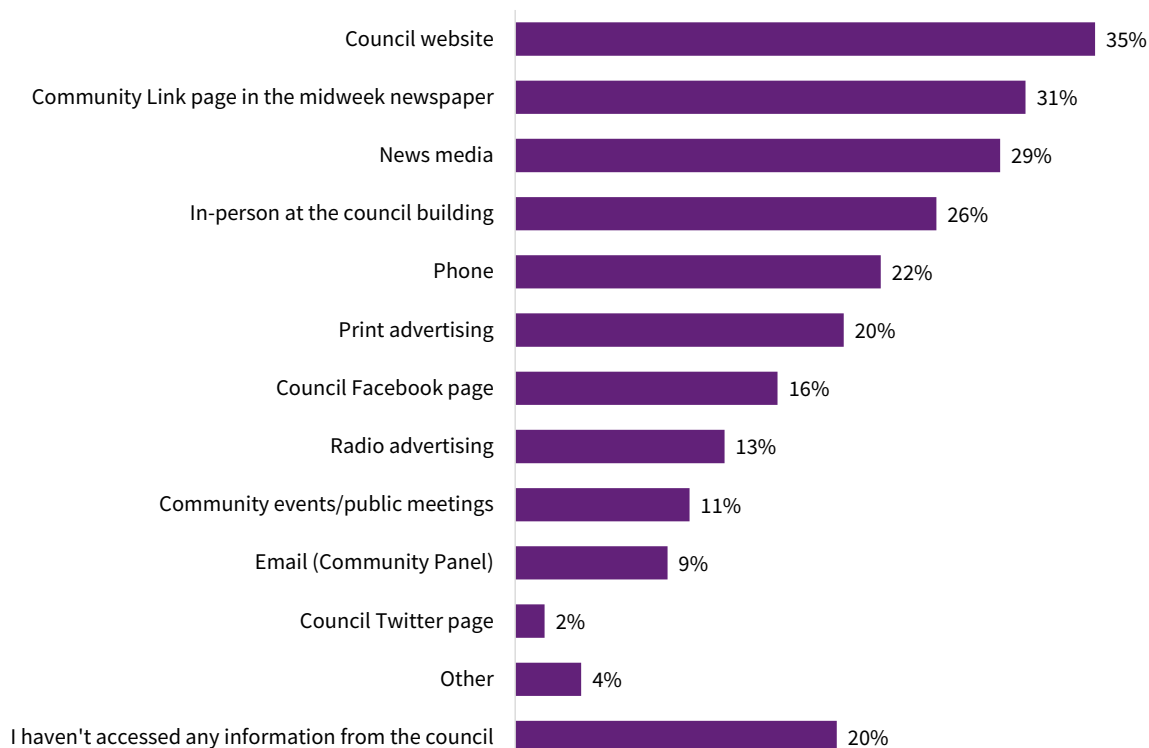
In a new question for 2021, residents were asked to state the ways they had accessed or obtained information from Council in the past 12 months.

Thirty-five per cent of residents had accessed information on Council's website, while 31% had accessed information in the Community Link page of the midweek paper. Following this, 29% had accessed information in news media, 26% had been to Council's building, 22% had phoned Council, and 20% had seen print advertising.

Twenty per cent of residents had not accessed any information from Council in the past 12 months.



## BY RESIDENTS





# Accessing Information



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin- Maxwell	Marybank et al
Council website	37%	33%	38%	70% ↑	34%	24%	33%	26%	40%	38%
Community Link page in the midweek newspaper	36%	16%	22%	43%	39%	28%	39%	34%	22%	36%
News media	31%	25%	35%	54%	28%	19%	42%	14%	32%	21%
In-person at the council building	25%	30%	28%	39%	17%	23%	19%	21%	28%	45%
Phone	23%	31%	31%	38%	18%	16%	15%	20%	18%	8%
Print advertising	26%	16%	18%	34%	19%	14%	20%	28%	8%	12%
Council Facebook page	22%	14%	20%	34%	8%	6%	13%	14%	13%	28%
Radio advertising	3%	18%	15%	27%	19%	10%	11%	9%	14%	3%
Community events/public meetings	16%	10%	7%	17%	15%	6%	17%	3%	7%	6%
Email (Community Panel)	3%	10%	8%	18%	17%	6%	14%	5%	10%	2%
Council Twitter page	0%	0%	0%	13%	8%	3%	1%	0%	0%	0%
Other	4%	5%	7%	2%	3%	7%	4%	2%	3%	0%
I haven't accessed any information from the council	14%	19%	17%	5%	18%	35%	26%	22%	19%	7%

# Accessing Information



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Council website	7% ↓	41%	43%	47%	32%	38%	33%
Community Link page in the midweek newspaper	14%	5% ↓	16%	36%	51% ↑	28%	34%
News media	25%	19%	27%	21%	42% ↑	30%	29%
In-person at the council building	7%	19%	18%	29%	35% ↑	23%	27%
Phone	3%	21%	21%	27%	27%	16%	27%
Print advertising	10%	12%	13%	21%	28% ↑	20%	20%
Council Facebook page	3%	26%	16%	20%	13%	11%	20%
Radio advertising	3%	22%	9%	10%	14%	15%	11%
Community events/public meetings	10%	7%	5%	10%	14%	11%	10%
Email (Community Panel)	0%	12%	5%	8%	13%	9%	9%
Council Twitter page	0%	5%	0%	3%	1%	3%	1%
Other	0%	2%	5%	7%	4%	5%	3%
I haven't accessed any information from the council	42%	23%	28%	12%	12% ↓	21%	18%

# Reasons for Accessing Website



## 2021 RESULTS

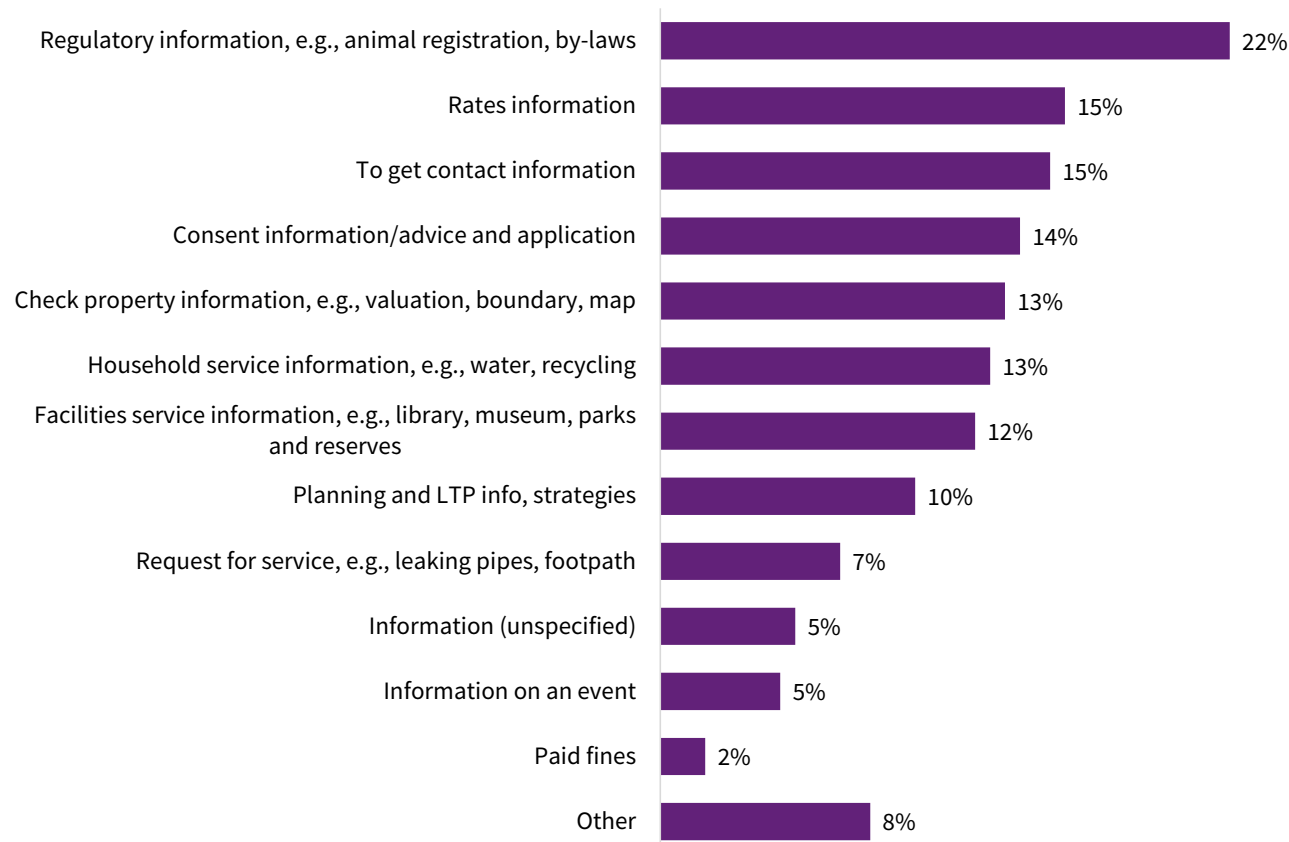
In a new question for 2021, residents were asked the reasons they had accessed Council's website.

Twenty-two per cent had accessed the website for regulatory information, while 15% had accessed the website for rates information, and 15% had accessed it for contact information.

This was followed by consent information (14%), to check property information (13%), and household service information (13%).



## BY RESIDENTS



# Reasons for Accessing Website



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Regulatory information, e.g., animal registration, by-laws	0%	50%	32%	20%	18%	18%	24%
Rates information	0%	33%	21%	7%	16%	17%	15%
To get contact information	0%	0%	26%	32%	8%	18%	13%
Consent information/advice and application	0%	25%	11%	15%	13%	14%	14%
Check property information, e.g., valuation, boundary, map	50%	8%	11%	22%	10%	15%	12%
Household service information, e.g., water, recycling	50%	17%	5%	15%	12%	14%	12%
Facilities service information, e.g., library, museum, parks and reserves	0%	17%	11%	7%	14%	17%	9%
Planning and LTP info, strategies	0%	0%	0%	15%	11%	9%	10%
Request for service, e.g., leaking pipes, footpath	0%	0%	0%	7%	9%	8%	6%
Information (unspecified)	50%	8%	5%	2%	5%	6%	5%
Information on an event	0%	8%	5%	2%	5%	5%	5%
Paid fines	0%	0%	0%	0%	3%	3%	1%
Other	0%	0%	5%	2%	12%	9%	7%

# Ease of Website Navigation

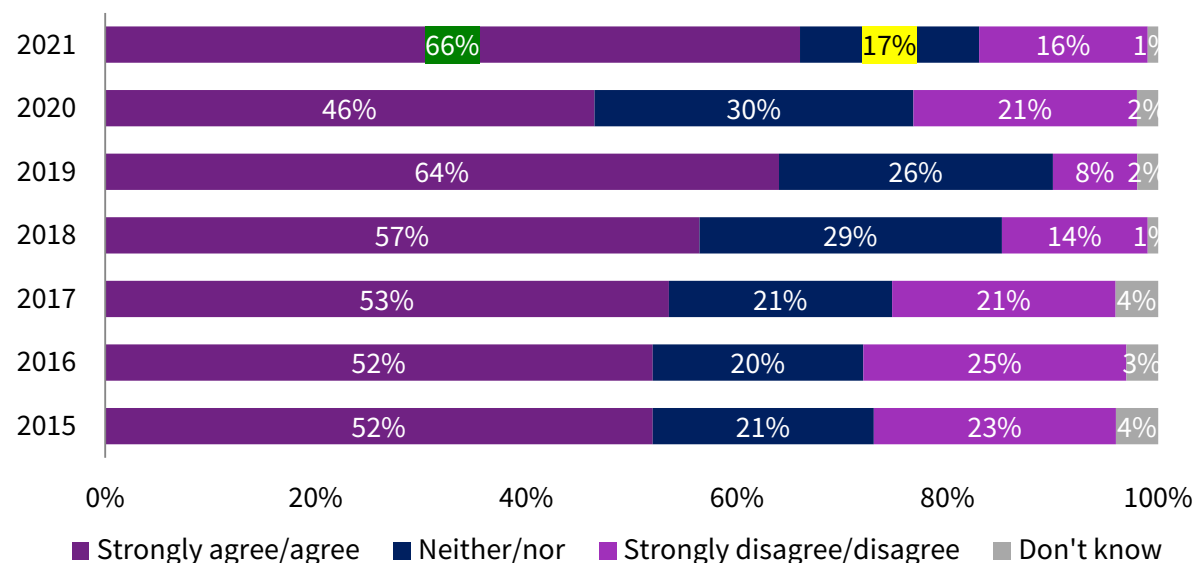


## 2021 RESULTS

Of those who have used Council's website in the past 12 months, 66% agreed or strongly agreed that the website was easy to navigate. This result is an increase on last year's result (cf. 2020, 46%) and is similar to the result seen in 2019.



## 2015 - 2021 TREND



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Strongly agree / agree	100%	88%	64%	52%	66%	66%	67%
Neither agree nor disagree	0%	0%	17%	26%	20%	15%	19%
Strongly disagree / disagree	0%	12%	19%	22%	13%	19%	13%
Don't know	0%	0%	0%	0%	2%	0%	1%

# Access to Information

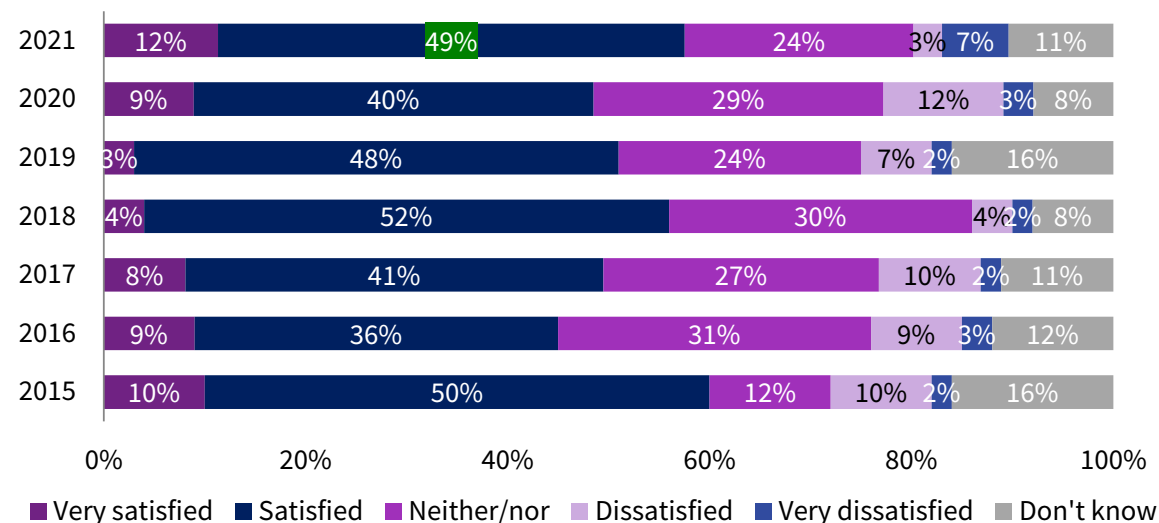


## 2021 RESULTS

Sixty-one per cent of residents were satisfied (49%) or very satisfied (12%) with the ease of access to Council information. Following this, 24% were neither satisfied nor dissatisfied, while 10% were dissatisfied (3%) or very dissatisfied (7%). This year saw an increase in satisfaction from last year's result (cf. 2020, 49%) and a decrease in total dissatisfaction (cf. 2020, 15%)



## 2015 - 2021 TREND



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	0%	0%	2%	2%	2%	1%	1%
Dissatisfied	0%	2%	5%	2%	4%	3%	3%
Neither satisfied nor dissatisfied	18%	31%	31%	28%	20%	22%	26%
Satisfied	62%	28%	46%	49%	54%	53%	45%
Very satisfied	7%	27%	4%	11%	10%	11%	13%
Don't know	14%	12%	14%	8%	10%	9%	12%

# Reasons for Access Rating



## 2021 RESULTS

In a new question for 2021, residents were asked why they provided the rating to information access as they had. A net total of 55% of residents provided a positive comment with the leading reason being that they felt their ability to access information was good and there were no problems with accessing information (43%). This was followed by information being easy to find (21%), the website being easy to navigate (12%), and staff being helpful (11%) and polite (9%).

A net total of 15% of residents provided negative comments with the main reason being that the information was hard to find (13%). This was followed by Council being slow to respond (3%), and not returning calls (2%).

A total of 14% of residents stated that they didn't need information from Council and a further 7% were either unsure (3%) or didn't feel that they could respond to the question (4%).



## REASONS FOR POSITIVE RATING

**43%**

Good/no issues/positive response

**21%**

Easy to find information

**12%**

Website is easy to navigate

**11%**

Staff were helpful

**9%**

Staff were friendly

**9%**

Lots of ways to get information

**5%**

Information was clear

**4%**

Information was helpful

**3%**

Quick/efficient responses



## REASONS FOR NEGATIVE RATING

**13%**

Hard to find information

**3%**

Slow to respond

**2%**

Didn't return calls



## OTHER RESPONSES

**14%**

I don't need information from Council

**4%**

No response/NA

**3%**

Don't know

# Involvement in Decision Making



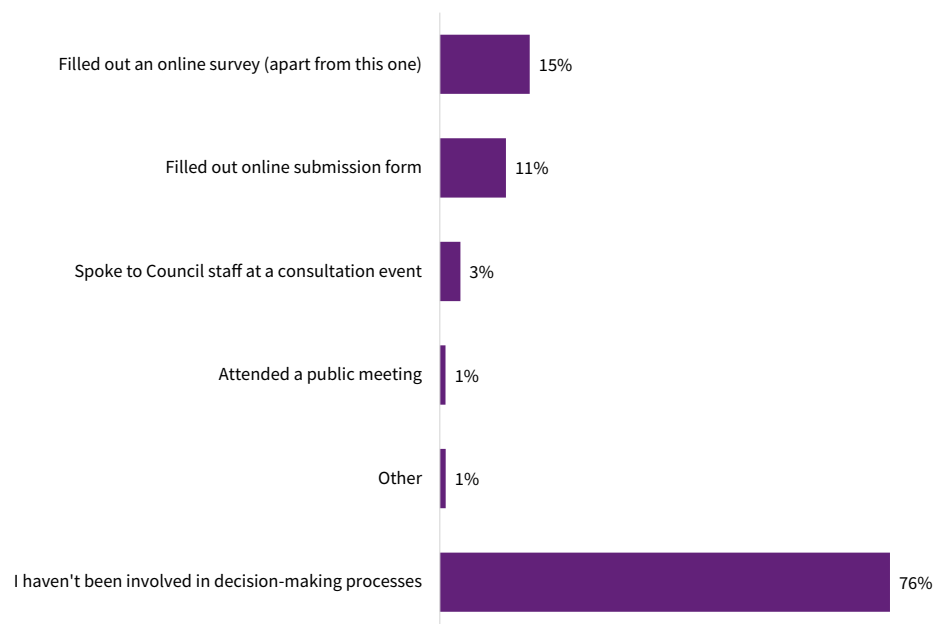
## 2021 RESULTS

In a new question for 2021, residents were asked how they had been involved in Council's decision making processes.

Twenty-four per cent of residents indicated that they had been involved in Council's decision making processes. Within this, the most common way of engaging was completing an online survey (15%) or filling out an online submission form (11%).



## BY RESIDENTS



## AREA DIFFERENCES

Residents in Bastia Hill/Durie Hill were more likely to have been involved in decision making processes (59% had engaged with the decision making processes). Those in Blueskin-Maxwell were the least likely to have engaged (7% had engaged, while 93% had not).



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Filled out an online survey (apart from this one)	24%	3%	14%	48% ↑	10%	11%	17%	8%	7%	19%
Filled out online submission form	25%	0%	3%	19%	30%	3%	25%	6%	0%	0%
Spoke to Council staff at a consultation event	0%	13%	0%	4%	23% ↑	2%	1%	0%	0%	5%
Attended a public meeting	0%	0%	2%	0%	5%	2%	0%	1%	0%	0%
Other	3%	0%	0%	7%	0%	0%	0%	2%	0%	0%
I haven't been involved in decision-making processes	66%	84%	86%	41% ↓	63%	85%	70%	84%	93%	76%



# Involvement in Decision Making



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Filled out an online survey (apart from this one)	8%	14%	15%	16%	18%	14%	17%
Filled out online submission form	0%	15%	4%	17%	9%	14%	9%
Spoke to Council staff at a consultation event	0%	6%	0%	4%	3%	6%	1%
Attended a public meeting	0%	0%	0%	0%	4% ↑	1%	1%
Other	0%	0%	2%	1%	2%	1%	1%
I haven't been involved in decision-making processes	92%	77%	81%	71%	74%	74%	78%

# Satisfaction with Involvement in Decision Making



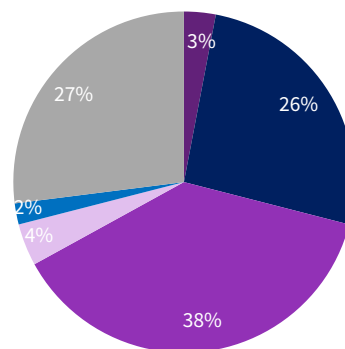
## 2021 RESULTS

In a new question for 2021, residents were asked how satisfied they were with their ability to be involved in Council's decision making processes.

With this, 29% were satisfied (26%) or very satisfied (3%) with their ability to be involved, 38% were neither satisfied nor dissatisfied, and only 6% were dissatisfied (4%) or very dissatisfied (2%). A total of 27% of residents were unsure how to respond.



## BY RESIDENTS



■ Very satisfied ■ Satisfied ■ Neither nor ■ Dissatisfied ■ Very dissatisfied ■ Don't know



## REASONS FOR DISSATISFACTION

Residents who indicated that they were dissatisfied with their involvement in decision making (n=15 people), were asked why they were dissatisfied. The main themes being that they felt Council didn't listen to residents (53%) or that the community needs to have more say in decision making (20%). A further 27% of residents made a comment of another kind.



## BY SUBURB

	Aramoho	Castlecliff	Gonville	Bastia Hill / Durie Hill	St Johns Hill / Otamatea	Springvale	Wng Central	Wng East	Blueskin-Maxwell	Marybank et al
Very dissatisfied	0%	0%	2%	12%	0%	6%	2%	0%	3%	0%
Dissatisfied	0%	0%	7%	6%	0%	11%	1%	7%	0%	0%
Neither satisfied nor dissatisfied	48%	60%	34%	26%	40%	31%	44%	28%	36%	46%
Satisfied	37%	27%	22%	45%	34%	20%	19%	26%	13%	22%
Very satisfied	0%	0%	1%	0%	2%	0%	1%	13% ↑	0%	2%
Don't know	14%	13%	33%	11%	23%	32%	33%	27%	48%	30%

# Satisfaction with Involvement in Decision Making



## BY AGE AND GENDER

	18 to 29 years	30 to 39 years	40 to 49 years	50 to 59 years	60 years or over	Male	Female
Very dissatisfied	8%	0%	0%	1%	5%	3%	2%
Dissatisfied	0%	6%	6%	2%	4%	3%	5%
Neither satisfied nor dissatisfied	34%	44%	30%	39%	36%	40%	37%
Satisfied	16%	29%	19%	25%	30%	22%	29%
Very satisfied	0%	6%	0%	1%	4%	4%	2%
Don't know	42%	15%	45%	31%	21%	29%	26%

# Rural Community Board

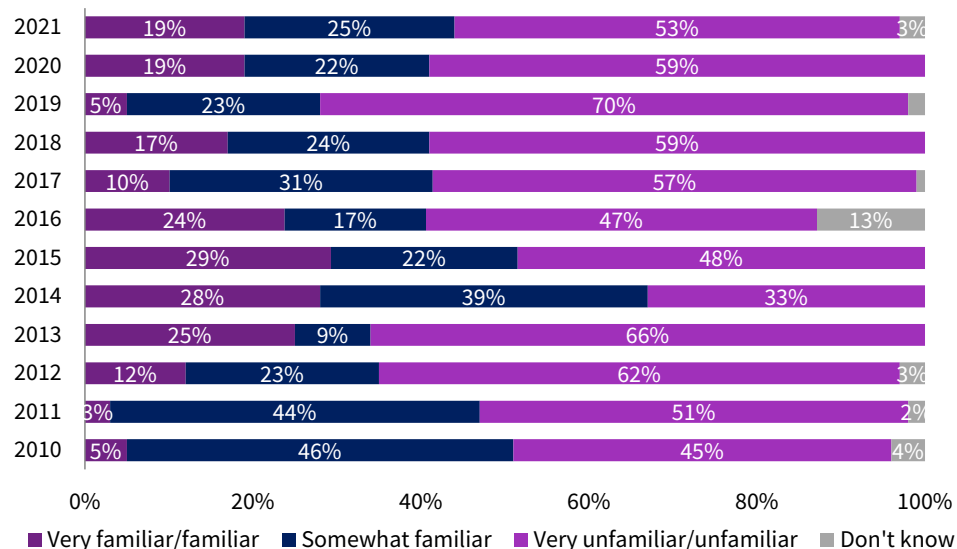
# Familiarity with the Rural Community Board



## 2010 - 2021 TREND

Sixty-four per cent of rural residents know of, or have heard about the Rural Community Board.

Of those rural residents, familiarity with the Rural Community Board's role and activities is similar to that of 2020 (19% cf. 2020, 19%).



## BY PROPERTY SIZE

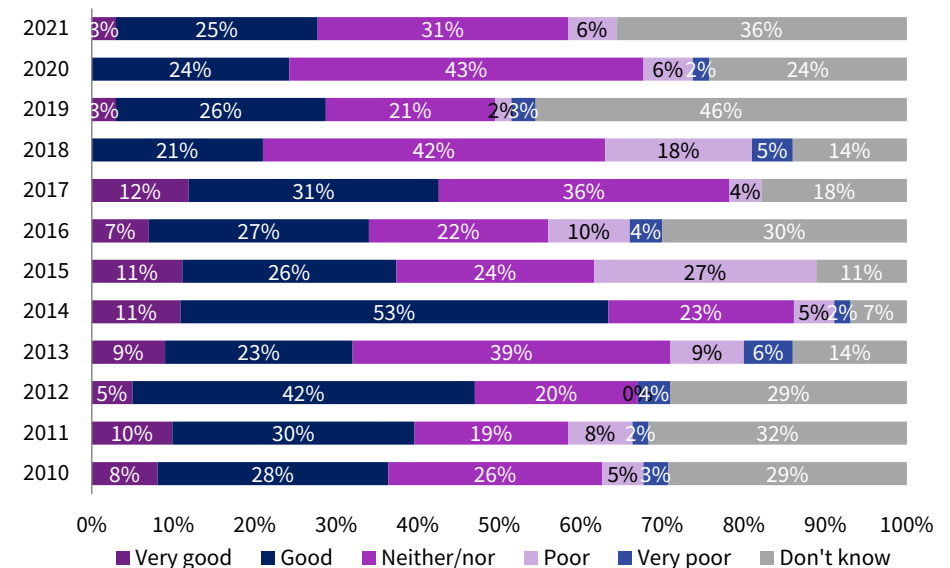
	Less than two hectares	Between 2 and 10 hectares	10 or more hectares
Awareness	50%	80%	73%
Very familiar/familiar	40%	0%	9%
Somewhat familiar	7%	30%	45%
Very unfamiliar/unfamiliar	47%	70%	45%
Don't know	7%	0%	0%

# Performance of the Rural Community Board



## 2010 - 2021 TREND

Following this, 28% of those rural residents thought the performance of the Rural Community Board was good (25%) or very good (3%). A further 31% stated it was neither good nor poor, and 6% thought it was poor. Thirty-six per cent of those rural residents were unsure how to answer this question.



	Less than two hectares	Between 2 and 10 hectares	10 or more hectares
Very good/good	40%	10%	27%
Neither good nor poor	20%	40%	36%
Very poor/poor	0%	10%	9%
Don't know	40%	40%	27%

# Appendix

# Appendix: Questionnaire

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9) For each of the following places please indicate if you feel safe all of the time, most of the time, some of the time, seldom, or never.\*

	All of the time	Most of the time	Some of the time	Seldom	Never	Don't know
Do you feel safe in the Central Business District during the day time...	( )	( )	( )	( )	( )	( )
Do you feel safe in the Central Business District in the evening...	( )	( )	( )	( )	( )	( )
Do you feel safe in your home during the day time...	( )	( )	( )	( )	( )	( )
Do you feel safe in your home during the evening...	( )	( )	( )	( )	( )	( )

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Logic: Hidden unless: ((( Question "Do you feel safe in the Central Business District during the day time..." is one of the following answers ("Seldom", "Never") OR Question "Do you feel safe in the Central Business District in the evening..." is one of the following answers ("Seldom", "Never")) OR Question "Do you feel safe in your home during the day time..." is one of the following answers ("Seldom", "Never")) OR Question "Do you feel safe in your home during the evening..." is one of the following answers ("Seldom", "Never"))

10) You mentioned that you feel less safe in some places than others, what is it about these places that makes you feel unsafe?

Multiple answers allowed\*

- ( ) Aggressive youth / street kids
- ( ) People in general loitering around
- ( ) You don't know what might happen
- ( ) Gangs
- ( ) Less people around / isolated
- ( ) Some experience with an attack / media report of an attack
- ( ) Potential for violence
- ( ) I don't go out at night anyway
- ( ) Drunk people
- ( ) Hoons / boy racers
- ( ) Poorly lit areas
- ( ) Other, please specify: \_\_\_\_\_ \*

Logic: Show/hide trigger exists.

11) When you go away from home, either on holiday or out for the day, do you think your property is safe...\*

- ( ) All of the time
- ( ) Most of the time
- ( ) Some of the time
- ( ) Seldom
- ( ) Never
- ( ) Don't know

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Logic: Hidden unless: #11 Question "When you go away from home, either on holiday or out for the day, do you think your property is safe..." is one of the following answers ("Seldom", "Never")

12) Why do you feel your property is unsafe?\*

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## 4. Wellbeing and Belonging

13) The next questions are about your feelings of wellbeing and belonging.

Wellbeing is a broad term used to describe feelings of being happy, healthy and prosperous. With this in mind how would you rate your current level of wellbeing? Would you say that it is...

A high level of wellbeing might include feeling good, enjoying life and having a positive outlook on the future.\*

- ( ) Very low
- ( ) Low
- ( ) Moderate
- ( ) High
- ( ) Very high
- ( ) Don't know
- ( ) Prefer not to answer

13a) A strong sense of belonging means feeling that you are part of a community/ With this in mind how would you rate your current sense of belonging? Would you say that it is...

If needed: this is marked by plenty of social interactions with friends, family and neighbours. It includes feeling that you have something to contribute to society, that you have interests that keep you busy and that you are content with where you live.

- ( ) Very weak
- ( ) Weak
- ( ) Moderate
- ( ) Strong
- ( ) Very strong
- ( ) Don't know
- ( ) Prefer not to answer

14) Now, talking specifically about your neighbourhood, how strongly do you agree with the following statement: I feel a sense of pride with how my neighbourhood looks and feels?\*

- ( ) Strongly agree
- ( ) Agree

# Appendix: Questionnaire

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- ( ) Neither agree nor disagree  
( ) Disagree  
( ) Strongly disagree  
( ) Don't know

## 5. Living in Whanganui

15) When you think about your standard of living, how would you currently rate it... \*

- ( ) Extremely good  
( ) Good  
( ) Neither good nor poor  
( ) Poor  
( ) Extremely poor  
( ) Don't know

16) And, when you think generally about living in Whanganui, are you...\*

- ( ) 1 - Very dissatisfied  
( ) 2 - Dissatisfied  
( ) 3 - Neither satisfied nor dissatisfied  
( ) 4 - Satisfied  
( ) 5 - Very satisfied  
( ) Don't know

16a) When you think about your general quality of life that Whanganui district provides, do you think it is better, the same, or worse than last year?

- ( ) Much better  
( ) Better  
( ) About the same  
( ) Worse  
( ) Much worse  
( ) Don't know  
( ) Did not live here last year

17) When you think about the Whanganui district, and what it provides to people, do you think that the District is better, the same, or worse from last year?\*

- ( ) Much better  
( ) Better  
( ) About the same  
( ) Worse  
( ) Much worse  
( ) Don't know  
( ) Did not live here last year

Logic: Hidden unless: #17 Question "When you think about the Whanganui district, and what it provides to people, do you think that the District is better, the same, or worse from last year?" is one of the following answers ("Worse", "Much worse")

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18) What makes you think that? \*

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19) When you think about Whanganui's town centre, how satisfied or dissatisfied are you with the contribution it makes to the image of Whanganui? Please note that we are referring to the physical environment of the Central Business District and not the mix of shops.  
\*

- ( ) 1 - Very dissatisfied  
( ) 2 - Dissatisfied  
( ) 3 - Neither satisfied nor dissatisfied  
( ) 4 - Satisfied  
( ) 5 - Very satisfied  
( ) Don't know

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## 6. Satisfaction with Council Facilities and Services

20) In this next question we are interested in users' satisfaction with various Council facilities. For all the facilities you have used over the past 12 months listed in the following list, please tell me how satisfied or dissatisfied you are with them using a 1 to 5 scale. If you have not used the service please just select 'Do Not Use'.

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied	Don't know	Don't use
War Memorial Centre (was War Memorial Hall)	( )	( )	( )	( )	( )	( )	( )
Parks and reserves	( )	( )	( )	( )	( )	( )	( )
Sports grounds	( )	( )	( )	( )	( )	( )	( )
Cooks Gardens	( )	( )	( )	( )	( )	( )	( )
Libraries	( )	( )	( )	( )	( )	( )	( )
Regional Museum	( )	( )	( )	( )	( )	( )	( )
Royal Whanganui Opera House	( )	( )	( )	( )	( )	( )	( )
Toilet facilities are adequate to meet user needs (location/layout/accessibility)	( )	( )	( )	( )	( )	( )	( )
Standard of toilet facilities (cleanliness/general maintenance)	( )	( )	( )	( )	( )	( )	( )
Maintenance and presentation of open spaces	( )	( )	( )	( )	( )	( )	( )
Playgrounds	( )	( )	( )	( )	( )	( )	( )

ASK Q21 FOR ALL SERVICES NOT USED IN Q20



# Appendix: Questionnaire

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21) In this next question we are interested in the satisfaction with various Council facilities of those who have not used them in the last 12 months. Please tell me how satisfied or dissatisfied you are with the following facilities using a 1 to 5 scale.

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied	Don't know
War Memorial Centre (was War Memorial Hall)	( )	( )	( )	( )	( )	( )
Parks and reserves	( )	( )	( )	( )	( )	( )
Sports grounds	( )	( )	( )	( )	( )	( )
Cooks Gardens	( )	( )	( )	( )	( )	( )
Libraries	( )	( )	( )	( )	( )	( )
Regional Museum	( )	( )	( )	( )	( )	( )
Royal Whanganui Opera House	( )	( )	( )	( )	( )	( )
Toilet facilities	( )	( )	( )	( )	( )	( )
Playgrounds	( )	( )	( )	( )	( )	( )

Logic: Ask all dissatisfied with any services listed in Q20 or Q21

22) You indicated that you are dissatisfied with some of the facilities in Whanganui; why are you dissatisfied with these facilities and provide an example if you are able to.\*

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23) Council provides or supports a number of SERVICES for the benefit of the community. Using the same 1 to 5 scale as before, overall, how satisfied or dissatisfied are you with the following Council SERVICES...\*

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied	Don't know
Animal control	( )	( )	( )	( )	( )	( )
Control of litter in streets and public places	( )	( )	( )	( )	( )	( )
Standard of the presentation in the town centre	( )	( )	( )	( )	( )	( )
Public art	( )	( )	( )	( )	( )	( )
Availability of on-street parking	( )	( )	( )	( )	( )	( )
Opportunities for disposal of waste and recycling	( )	( )	( )	( )	( )	( )

Logic: Hidden unless: ((((( Question "Animal control" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied") OR Question "Control of litter in streets and public places" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied")) OR Question "Standard of the presentation in the town centre" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied")) OR Question "Public art" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied")) OR Question "Availability of on-street parking" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied")) AND Question "Opportunities for disposal of waste and recycling" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied"))

24) You indicated that you are dissatisfied with some of the services Council provides to Whanganui residents; why are you dissatisfied with these services and provide an example if you are able to.\*

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25) The next couple of questions are about travelling around Whanganui. Overall, how satisfied or dissatisfied are you with the following?\*

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied	Don't know
Local roads (not state highways)	( )	( )	( )	( )	( )	( )
Shared pathways and footpaths in the city	( )	( )	( )	( )	( )	( )
How easy it is to get around the Whanganui district (think of all ways you travel, e.g. walking, cycling, driving, etc)	( )	( )	( )	( )	( )	( )

26) Is there anything you'd like to add about travelling around Whanganui?

*This includes the roads; the shared pathways and footpaths; and how easy it is to get around.*

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# Appendix: Questionnaire

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## 7. Performance of Council

27) In the past 12 months, how well do you think Council has responded to community needs and issues...\*

- ☐ Very well
- ☐ Well
- ☐ Neither well nor poorly
- ☐ Poorly
- ☐ Very Poorly
- ☐ Don't know

28) How would you rate the overall performance of the Mayor and Whanganui District Councillors over the last year? Would you say their performance has been....\*

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

29) Please provide details for your reasons for your rating of their performance?\*

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Logic: Show/hide trigger exists.

30) In the past 12 months, have you had any contact with a council staff member? This excludes the Mayor and Councillors.\*

- ☐ Yes
- ☐ No
- ☐ Don't know

Logic: Hidden unless: #30 Question "In the past 12 months, have you had any contact with a council staff member? This excludes the Mayor and Councillors." is one of the following answers ("Yes")

31) What did you have contact with Council staff for?\*

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Logic: Hidden unless: #30 Question "In the past 12 months, have you had any contact with a council staff member? This excludes the Mayor and Councillors." is one of the following answers ("Yes")

32) How would you rate the overall performance of Council staff over the last 12 months? Please note this does not include the Mayor and Councillors. Would you say it was...\*

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

## 8. Access to Information

Logic: Show/hide trigger exists.

33) Which of the following ways have you accessed or obtained information from the Council in the past 12 months:\*

- ☐ Council website
- ☐ News media
- ☐ Community Link page in the Midweek newspaper
- ☐ Print advertising
- ☐ Radio advertising
- ☐ Council Facebook page
- ☐ Council Twitter page
- ☐ Email (Community Panel)
- ☐ Phone
- ☐ In-person at the council building
- ☐ Community events/public meetings
- ☐ Other, please specify: \_\_\_\_\_\*
- ☐ I haven't accessed any information from the council

Logic: Hidden unless: #33 Question "Which of the following ways have you accessed or obtained information from the council in the past 12 months:" is one of the following answers ("Council website")

34) You indicated that you have visited the Council website in the past 12 months, what was this for?\*

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Logic: Hidden unless: #33 Question "Which of the following ways have you accessed or obtained information from the council in the past 12 months:" is one of the following answers ("Council website")

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35) Given you used the Council website in the past 12 months, how strongly do you agree or disagree that you were easily able to find what you were looking for?\*

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know

36) Overall, how satisfied or dissatisfied are you with the ease of accessing Council information?\*

- ☐ 1 - Very dissatisfied
- ☐ 2 - Dissatisfied
- ☐ 3 - Neither satisfied nor dissatisfied
- ☐ 4 - Satisfied
- ☐ 5 - Very satisfied
- ☐ Don't know

37) Please provide a reason for your answer?\*

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Page exit logic: Skip / Disqualify LogicIF: #1 Question "Which area best describes where you live?" is not one of the following answers ("Blueskin-Maxwell/Kai-Iwi/Westmere", "Marybank et al/ Fordell") THEN: Jump to [page 29 - 10. Demographics](#)

38) These next few questions relate to involvement in local decision-making. In which of the following ways have you been involved in decision-making processes for the district in the past 12 months:\*

- ☐ Attended a public meeting
- ☐ Spoke to Council staff at a consultation event
- ☐ Filled out online submission form
- ☐ Filled out an online survey (apart from this one)
- ☐ Presented at a Council meeting
- ☐ Other, please specify: \_\_\_\_\_\*
- ☐ I haven't been involved in decision-making processes

Logic: Show/hide trigger exists.

39) Overall, how satisfied or dissatisfied are you with your ability to be involved in Council decision-making processes?\*

- ☐ 1 - Very dissatisfied
- ☐ 2 - Dissatisfied
- ☐ 3 - Neither satisfied nor dissatisfied
- ☐ 4 - Satisfied
- ☐ 5 - Very satisfied
- ☐ Don't know

# Appendix: Questionnaire

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Logic: Hidden unless: #39 Question "Overall, how satisfied or dissatisfied are you with your ability to be involved in Council decision-making processes?" is one of the following answers ("1 - Very dissatisfied", "2 - Dissatisfied")

40) Why are you dissatisfied with your ability to be involved in decision-making?\*

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## 9. Rural Community Board

41) You indicated you reside in a rural area in the district. The next set of questions are about the Rural Community Board.

Do you know of, or have you heard about, the 'Rural Community Board'?\*

- ☐ Yes  
☐ No/ Don't know

42) How familiar would you say you are with the Board's role and their activities over the past 12 months? Would you say you are...\*

- ☐ Very unfamiliar with their role and activities  
☐ Unfamiliar  
☐ Somewhat familiar  
☐ Familiar  
☐ Very familiar with their role and activities  
☐ Don't know

43) When you think about the overall performance of the Rural Community Board over the last year in terms of its role to represent and act as an advocate for the interests of the rural community, would say the Board's performance has been...\*

- ☐ Very good  
☐ Good  
☐ Neither good nor poor  
☐ Poor  
☐ Very poor  
☐ Don't know

44) Is there anything that you feel the Rural Community Board should be focusing on, or could be doing better?\*

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45) Is the size of your property.... \*

- ☐ Less than 2 hectares  
☐ Between 2 and 10 hectares  
☐ 10 or more hectares

## 10. Demographics

46) Which gender to you identify with?\*

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47) And, which of the following age groups do you belong to? \*

- ☐ 18 to 29 years  
☐ 30 to 39 years  
☐ 40 to 49 years  
☐ 50 to 59 years  
☐ 60 years or over  
☐ Prefer not to say

48) What is your ethnicity?\*

- ☐ European  
☐ Māori  
☐ Pacific  
☐ Asian  
☐ Middle Eastern/Latin American/African  
☐ Other, please specify: \_\_\_\_\_\*  
☐ Prefer not to say

Thank You!

Thank you for your feedback today/ tonight, just to confirm these answers are completely anonymous and the information you have provided will be combined with all other responses.

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