



Councils' Annual Residents Surveys Benchmarking Report 2023/2024



Research background



Research Objectives

The specific objectives of this research were:

- To understand residents’ satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.



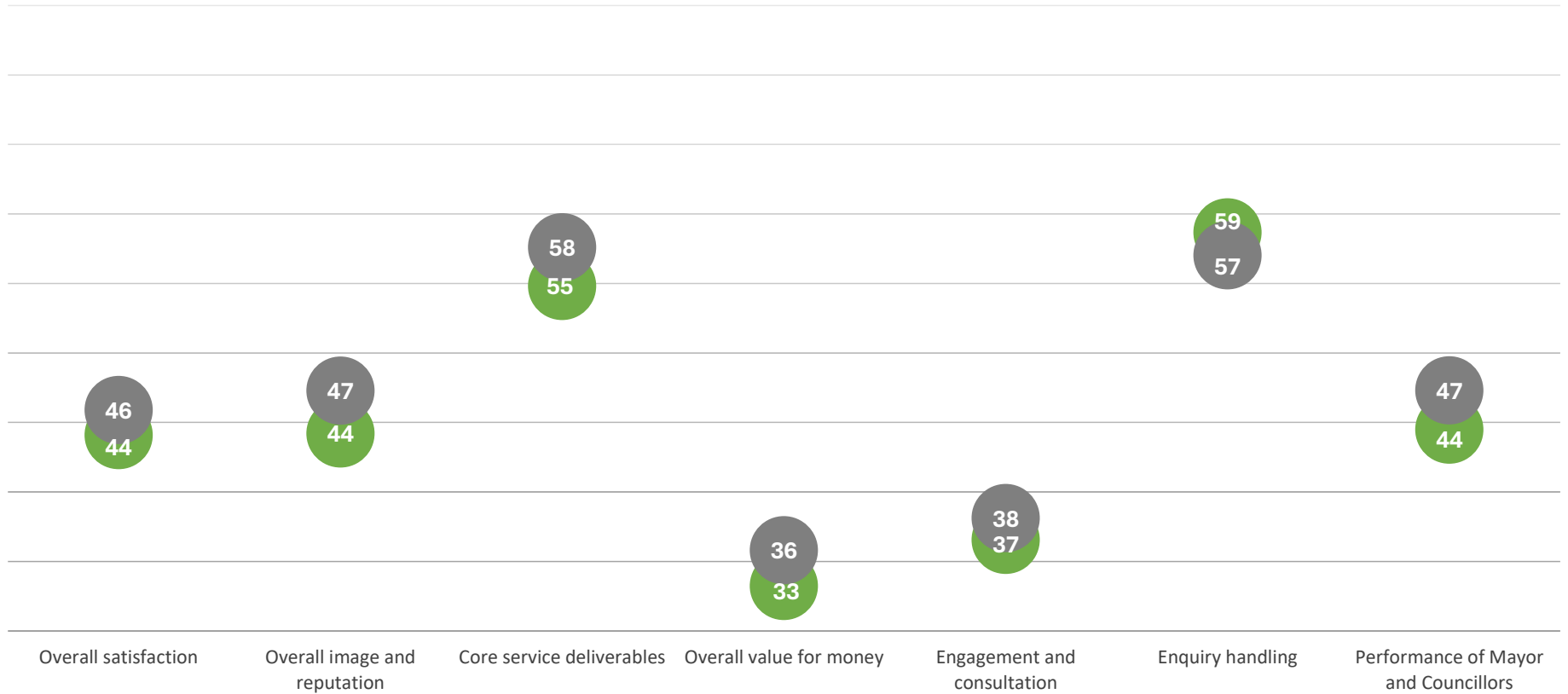
Method

- Surveys were undertaken with 18 different Councils across New Zealand in 2023/24, including 15 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database and/or email contacts collected through previous years’ surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council’s activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2018 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 18 Council’s performances. Questions used are either identical or closely related, allowing for comparison.
- To allow better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.

Year on year change (% 7-10) - Overall

2023/2024 Council Benchmarking

● All Councils' Average 2023/24 ● All Councils' Average 2022/23



Year on year change (% 7-10) – Core service deliverables

2023/2024 Council Benchmarking

● All Councils' Average 2023/24 ● All Councils' Average 2022/23



Overall measures

2023/2024 Council Benchmarking

● Palmerston North CC ● All Councils' Average 2023/24 ● Max ● Min



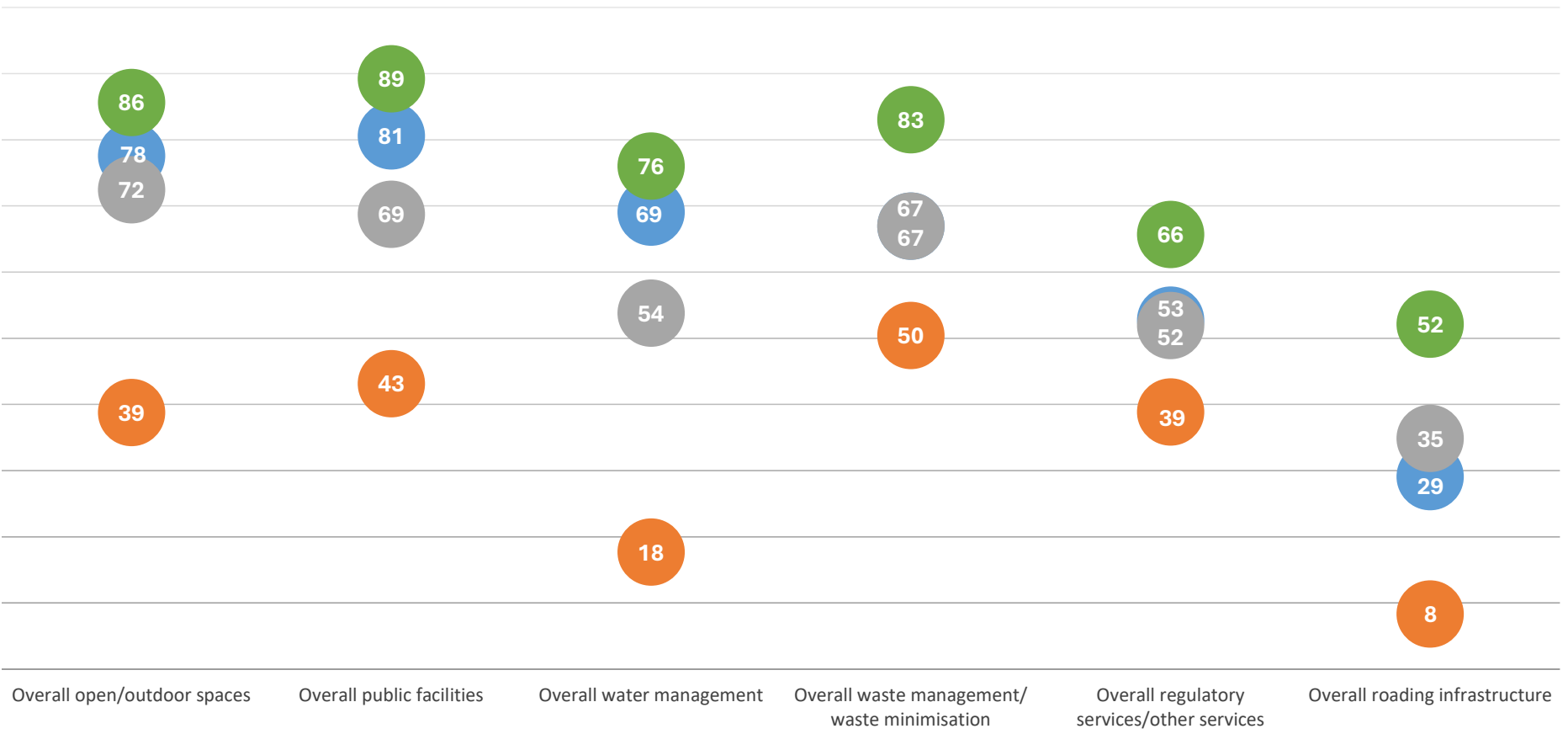
Overall measures

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction	45	44	+1	62	-17	18	+27
Overall image and reputation	44	44	-	67	-22	17	+27
Core service deliverables	63	55	+8	70	-7	32	+31
Overall value for money	40	33	+7	46	-6	12	+28
Enquiry handling	66	59	+7	82	-16	39	+27
Performance of Mayor and Councillors	42	44	-2	60	-18	33	+9

Core service deliverables

2023/2024 Council Benchmarking

● Palmerston North CC ● All Councils' Average 2023/24 ● Max ● Min



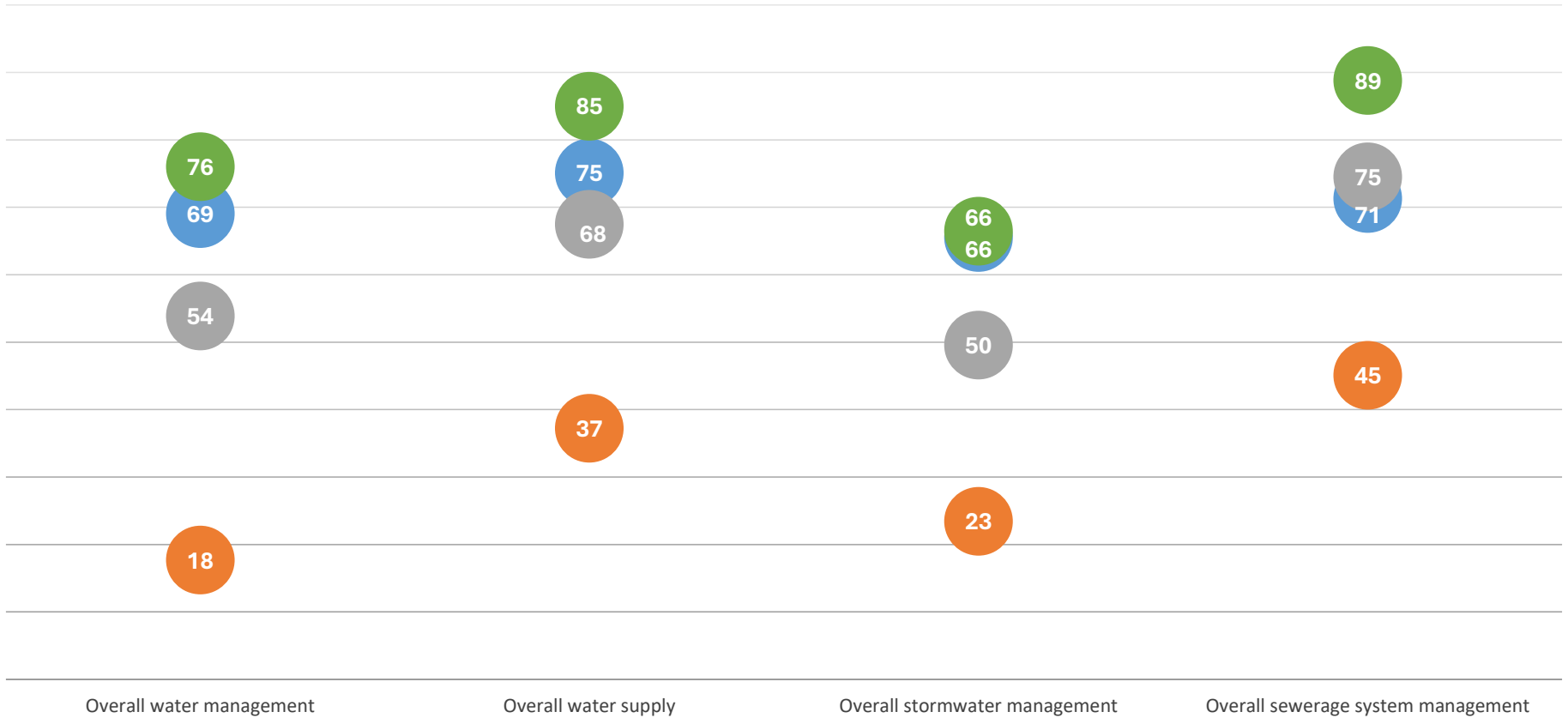
Core service deliverables

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall open/outdoor spaces	78	72	+5	86	-8	39	+39
Overall public facilities	81	69	+12	89	-9	43	+38
Overall water management	69	54	+15	76	-7	18	+51
Overall waste management/ waste minimisation	67	67	-	83	-16	50	+17
Overall regulatory services/other services	53	52	+1	66	-13	39	+14
Overall roading infrastructure	29	35	-6	52	-23	8	+21

Water management

2023/2024 Council Benchmarking

● Palmerston North CC ● All Councils' Average 2023/24 ● Max ● Min



Water management

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management		69	54	+15	76	-7	18	+51
Overall water supply		75	68	+7	85	-10	37	+38
Overall stormwater management		66	50	+16	66	-	23	+43
Overall sewerage system management		71	75	-4	89	-17	45	+26

Waste management

2023/2024 Council Benchmarking

● Palmerston North CC ● All Councils' Average 2023/24 ● Max ● Min



Waste management

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management/ waste minimisation		67	67	-	83	-16	50	+17
Kerbside collection, including general and recycling		80	76	+4	86	-6	60	+20
Litter control		52	55	-3	70	-18	35	+17
Green waste management		69	63	+6	87	-18	52	+17

Regulatory services

2023/2024 Council Benchmarking

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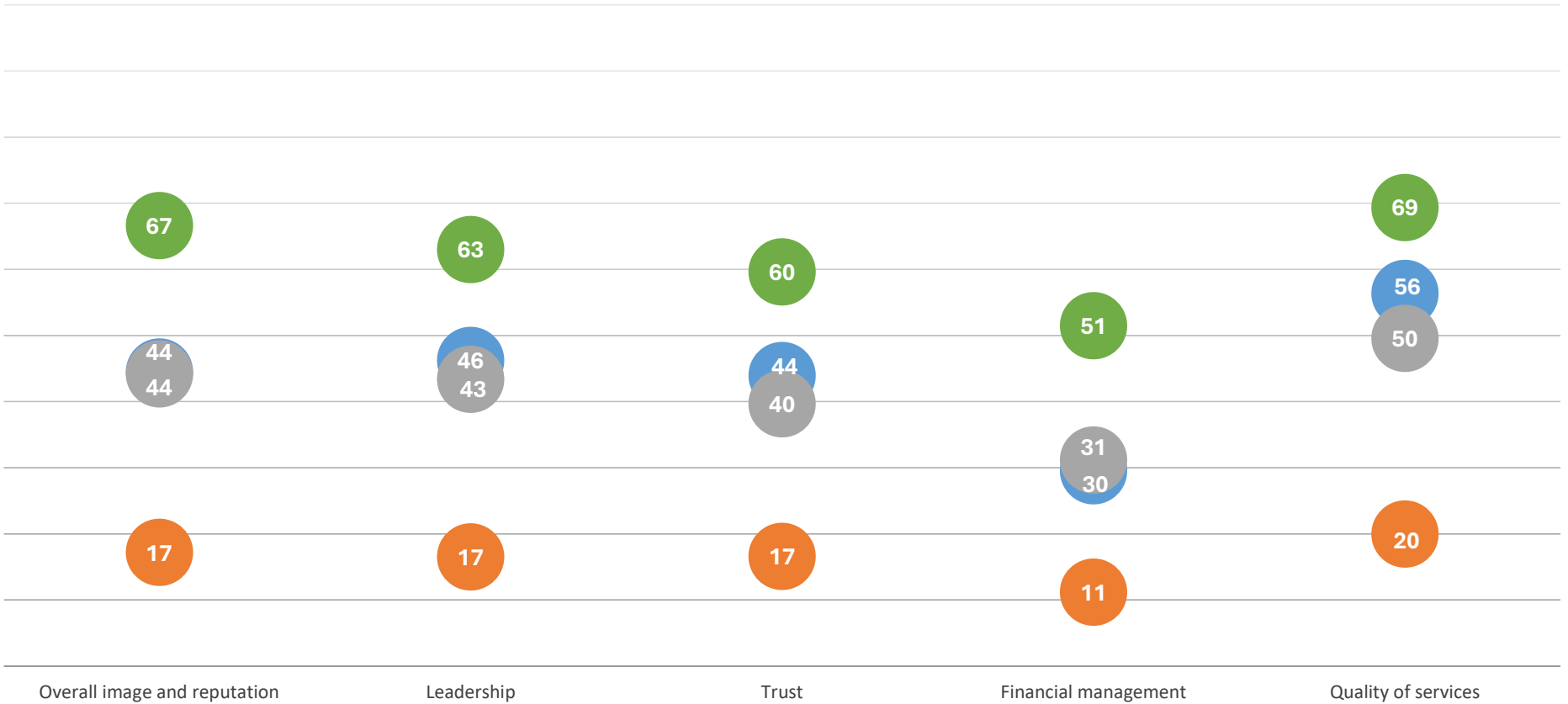
Regulatory services

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services/other services		53	52	+1	66	-13	39	+14
Parking enforcement		47	33	+14	47	-	22	+25

Reputation

2023/2024 Council Benchmarking

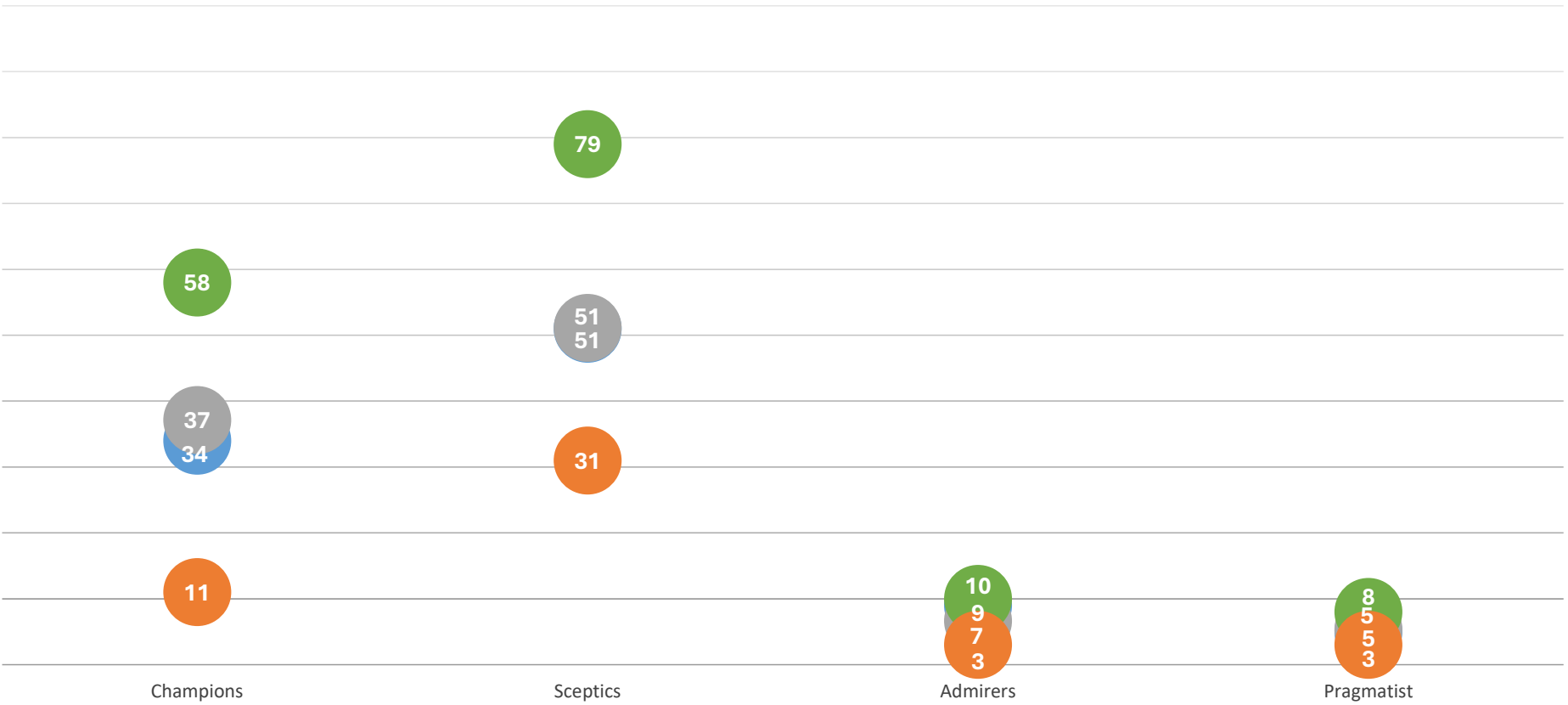
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Reputation profile

2023/2024 Council Benchmarking

● Palmerston North CC ● All Councils' Average 2023/24 ● Max ● Min



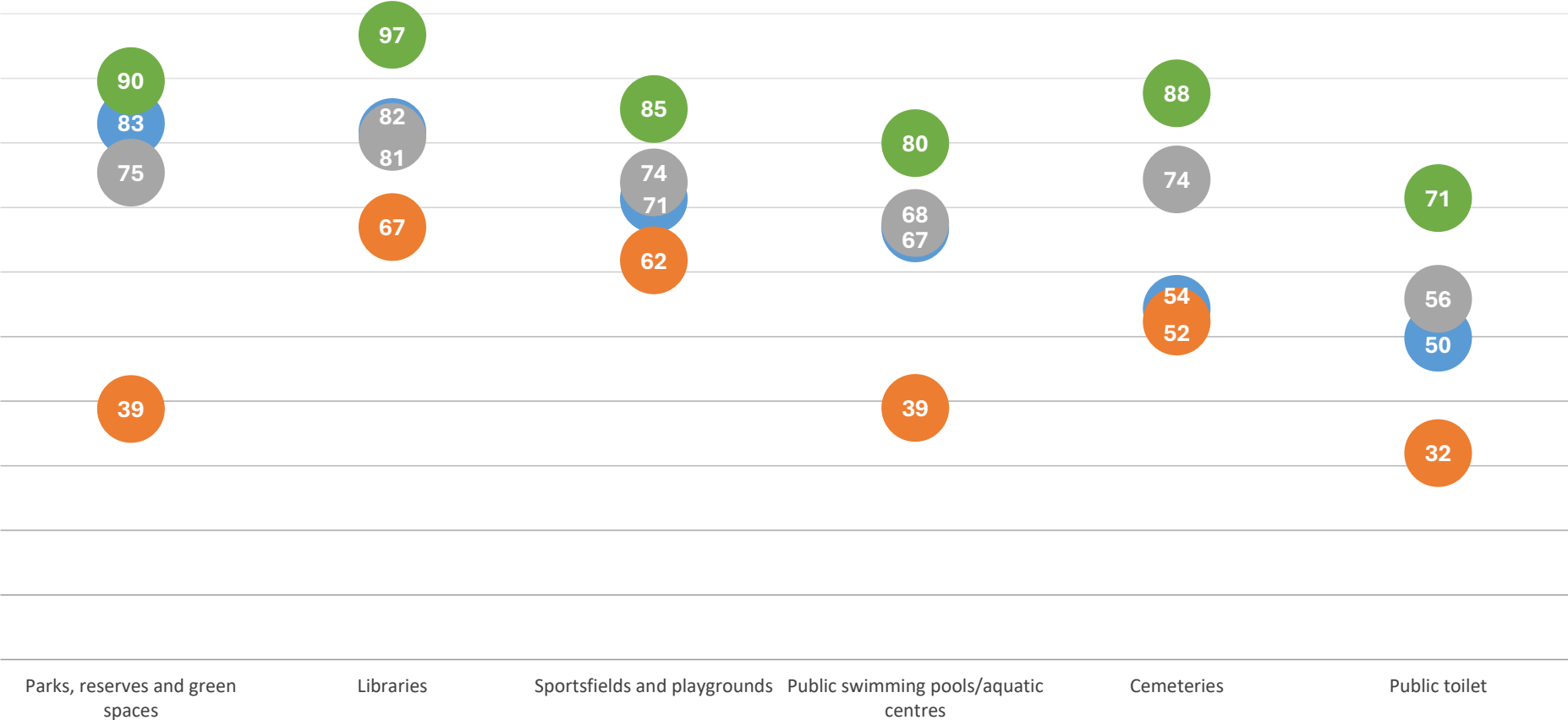
Reputation

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall image and reputation	44	44	44	-	67	-23	17	+27
Leadership	46	46	43	+3	63	-17	17	+29
Trust	44	44	40	+4	60	-16	17	+27
Financial management	30	30	31	-1	51	-21	11	+19
Quality of services	56	56	50	+6	69	-13	20	+36

Facilities

2023/2024 Council Benchmarking

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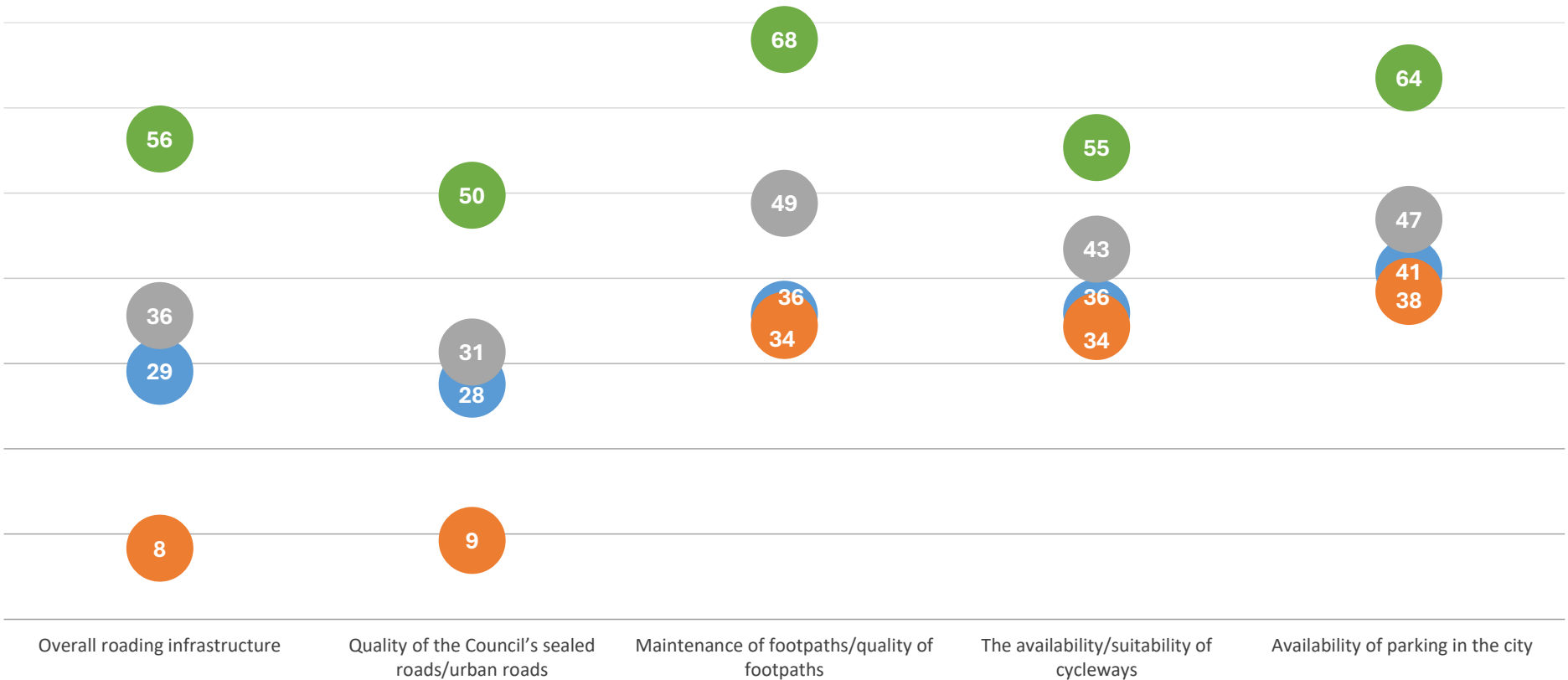
Facilities

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces		83	75	+8	90	-7	39	+44
Libraries		82	81	+1	97	-15	67	+15
Sportsfields and playgrounds		71	74	-3	85	-14	62	+9
Public swimming pools/aquatic centres		67	68	-1	80	-13	39	+28
Cemeteries		54	74	-20	88	-34	52	+2
Public toilet		50	56	-6	71	-21	32	+18

Roading infrastructure

2023/2024 Council Benchmarking

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Roading infrastructure

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure		29	36	-7	56	-27	8	+21
Quality of the Council's sealed roads/urban roads		28	31	-3	50	-22	9	+19
Maintenance of footpaths/quality of footpaths		36	49	-13	68	-32	34	+2
The availability/suitability of cycleways		36	43	-7	55	-19	34	+2
Availability of parking in the city		41	47	-6	64	-23	38	+3

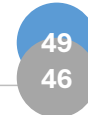
Quality of life

2023/2024 Council Benchmarking

● Palmerston North CC ● All Councils' Average 2023/24 ● Max ● Min



Quality of Life



District is going in the right direction

Quality of life

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		80	78	+2	85	-5	66	+14
District is going in the right direction		49	46	+3	62	-13	23	+26

Key contact details

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