



**NAPIER**  
CITY COUNCIL  
*Te Kaunihera o Ahuriri*

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# PROSPEROUS NAPIER COMMITTEE

## Open Agenda

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Meeting Date:	Thursday 12 August 2021
Time:	Following the Napier People and Places Committee
Venue:	Council Chambers Hawke's Bay Regional Council 159 Dalton Street Napier

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*Livestreamed via Council's Facebook site*

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Committee Members	Mayor Wise, Councillor Taylor (In the Chair), Deputy Mayor Brosnan, Councillors Boag, Browne, Chrystal, Crown, Mawson, McGrath, Price, Simpson, Tapine and Wright
Officer Responsible	Director Corporate Services
Administration	Governance Advisors (Carolyn Hunt and Anna Eady)

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**Next Prosperous Napier Committee Meeting  
Thursday 23 September 2021**

# ORDER OF BUSINESS

## Karakia

## Apologies

Nil

## Conflicts of interest

## Public forum

Nil

## Announcements by the Mayor

## Announcements by the Chairperson including notification of minor matters not on the agenda

*Note: re minor matters only - refer LGOIMA s46A(7A) and Standing Orders s9.13*

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

## Announcements by the management

## Confirmation of minutes

That the Minutes of the Prosperous Napier Committee meeting held on Thursday, 1 July 2021 be taken as a true and accurate record of the meeting. ....60

## Agenda items

- 1 Changes to fees and charges for 2021/22 .....3
- 2 2020/21 Resident Survey Results .....6

## Minor matters not on the agenda – discussion (if any)

Public excluded .....59

# AGENDA ITEMS

## 1. CHANGES TO FEES AND CHARGES FOR 2021/22

Type of Report:	Enter Significance of Report
Legal Reference:	Enter Legal Reference
Document ID:	1356273
Reporting Officer/s & Unit:	Caroline Thomson, Chief Financial Officer

### 1.1 Purpose of Report

To seek approval for changes to be made to the schedule of fees and charges for 2021/22.

#### Officer's Recommendation

The Prosperous Napier Committee:

- Approve the minor amendments to fees and charges for 2021/22 as set out in the tables in the report.
- Note the changes, if approved, are effective from 1 July 2021.

### 1.2 Background Summary

Council reviewed and adopted its Schedule of Fees and Charges (the Schedule) as part of the Long Term Plan process for 2021-31.

### 1.3 Issues

The following changes to fees and charges have been identified by officers since the adoption of the Long Term Plan, and are now presented to Council for approval:

#### Amending building consent fees to match legislative fees

The building consent fees and charges are set by regulation under the Building Act 2004. Officers are recommending the fees and charges for building consents for 2021/22 are amended to reflect the fees set under legislation.

Building Consents	21/22 Fee	Amended 21/22 Fee
Project Information Memorandum (stand-alone only)	\$285.00	\$280.00
Compliance Schedule	\$311.00	\$305.00
Online Lodgment Fee	\$149.00	\$144.00
Building Accreditation Fee	\$20.70	\$20.00
Administration and Audit Fee	\$155.00	\$150.00
Building Consents Officer	\$176.00	\$174.00

<b>Building Consents</b>	<b>21/22 Fee</b>	<b>Amended 21/22 Fee</b>
Building Administrator	\$88.10	\$87.00
Inspection Fee	\$176.00	\$174.00
Certificate of Compliance Fee	\$104.00	\$100.00
Building Research Levy per \$1,000 value above \$20,000*	\$1.00	\$1.00
Building Levy per \$1,000 value \$20,444 and above	\$1.80	\$1.75
Application Processing Fee	\$28.00	\$27.00
Inspection for Road Damage	\$71.50	\$69.00
Inspection for Vehicle Crossing	\$162.00	\$156.00
Per Hour (minimum fee one hour)	\$176.00	\$174.00
Full Report	\$25.90	\$25.00
Single Report	\$15.50	\$15.00
Additional Sections	\$6.20	\$6.00
Property File Management Fee (charged per consent)	\$82.90	\$82.00
Certificate of Title	\$25.90	\$25.00

*Amendments to transfer Station fees and charges*

It has been identified that there was an error in the calculation of some of the fees at Transfer Station. The software at the Transfer Station also requires fees to be in whole dollars (i.e. no decimal places). Officers are requesting changes as outlined in the table below.

<b>Refuse Transfer Station Charges</b>	<b>21/22 Fee</b>	<b>Amended 21/22 Fee</b>
Discount for separating Green waste	\$6.20	\$6.00
Green waste (applies to loads under 50kg)	\$10.40	\$10.00
Green waste (applies to loads up to 100kg)	\$14.50	\$14.00
Polystyrene & Bulk packaging (per cubic metre)	\$72.50	\$70.00
Car tyres (each); Motorcycle or quad bike tyres (single or pair) <i>Truck or Tractor tyres not accepted</i>	\$8.30	\$8.00
Charge to re-issue lost inwards docket	\$12.50	\$10.00

*Removal of the Marine Parade public toilet charge*

The fee for 21/22 was set at 0.21c in error. Officers are requesting the charge for the Marine Parade public toilet is removed for 21/22.



Marine Parade Toilet (Soundshell)	21/22 Fee	Amende d 21/22 Fee
Adults & Children 5 years and over	\$0.21	\$0.00

#### 1.4 Significance and Engagement

The schedule of fees and charges for 2021/22 were considered and adopted at the Council meeting to adopt the Long Term Plan 2021-31 on 30 June 2021.

#### 1.5 Implications

##### Financial

The proposed amendments to the fees and charges are effective 1 July and will have minimal impact on the revenue forecast in the LTP.

##### Social & Policy

N/A

##### Risk

N/A

#### 1.6 Options

The options available to Council are as follows:

- Approve the minor amendments to fees and charges for 2021/22 as set out in the table in the report.
- Do not approve the minor amendments to fees and charges for 2021/22 as set out in the table in the report.

#### 1.7 Development of Preferred Option

Option A - Approve the minor amendments to fees and charges for 2021/22 as set out in the table in the report. The proposed changes are to correct administrative errors and have minimal impact on revenue forecast in the LTP.

#### 1.8 Attachments

Nil

## 2. 2020/21 RESIDENT SURVEY RESULTS

Type of Report:	Information
Legal Reference:	N/A
Document ID:	1363630
Reporting Officer/s & Unit:	Adele Henderson, Director Corporate Services

### 2.1 Purpose of Report

This report provides the Prosperous Napier Committee with the results of Napier City Council's Annual Resident Survey.

#### Officer's Recommendation

The Prosperous Napier Committee:

- a. Receive the Napier City Annual Resident satisfaction survey to 30 June 2021
- b. Note that satisfaction ratings and targets are part of Council's planning and performing framework as outlined in Council's Long Term Plan and reported on as part of its performance reporting in the Annual Report.
- c. Note that Council may wish to consider the results of the Resident Survey in the development of the Annual Plan 2021/22.

### 2.2 Background Summary

*What is the Resident Survey and why do we conduct it?*

Since 1992, Council has commissioned an annual survey of Napier residents to seek their views on Council's services over the previous year. By asking Napier residents for their views on, and satisfaction with, Council services, Council officers, Elected Members, and the wider Napier community can identify what Council is doing well, and take action to improve areas with lower satisfaction ratings.

Surveying Napier residents is one of many ways that residents provide their feedback to Council on its services. For example, some residents routinely voice their praise and concerns on social media and 710 groups and individuals recently made submissions on Council's Long Term Plan. Surveying Napier residents using robust research methodology and a sample of 450 people allows for a 95% confidence level in the information provided. The results therefore provide Council officers, Council and the Napier community with an accurate picture of what most Napier residents are thinking at a point in time.

The majority of the satisfaction ratings determined by the survey have been incorporated into Council's long-term planning and performance framework. The satisfaction topics and accompanying targets sit inside *Long Term Plan 2018-28* and *Long Term Plan 2021-31* as service performance measures under the relevant Activity Group. Council then reports on the progress against these targets, and a range of other indicators, in its Annual Report (currently being prepared for the 2020/21 financial year).

### *Survey methodology*

Surveying is undertaken quarterly by an external provider, SIL Research, which is based in Napier. Results from each quarter are brought together at the end of each financial year to form the end-of-year report, which is included in Appendix A.

452 responses were collected for the 2021 reporting year, through a mixture of methods including:

- Telephone surveys
- Social media advertisements directing residents to an online survey
- Online surveys advertised through Council's own channels, and
- Postal forms.

SIL Research ensures a diverse sample group ranging in age, gender, ethnicity, the length of time they have lived in Napier, and home ownership/rental status. The final dataset in the report has been statistically weighted to increase accuracy of the reported results (i.e. calculations have been applied to the results order to bring them more in line with Napier's population).

### *Overall results*

The main findings as outlined in the report include:

- Overall, perceptions of Council's service provision **remained very positive**, with two-thirds (68%) of residents satisfied with Napier City Council's performance; this was a significant decrease from 2020 (75%), but consistent with, or higher than, scores over the last few years.
- Supporting these overall perceptions, 19 out of 29 (66%) Council services received satisfaction scores of 60% or above; 6 services rated 80% or higher.
- However, **just two services showed improved performance** on 2020 results: Council leadership (*Mayor and Councillors*) and communication (*'Keeps people informed'*).
- **Community and recreational facilities remained the most satisfactory** aspects of life in Napier for local residents, collectively representing the top four highest rated services/facilities in 2021: sports fields (88%), parks and reserves (87%), public gardens (86%), and playgrounds (84%).
- 4 out of 29 services (14%) were **rated below 50%**, with the lowest satisfaction for **drinking water** (26%), **urban stormwater** (42%), **CBD car parking** (43%), and **public swimming pools** (49%).
- The greatest falls in satisfaction were measured for urban stormwater, MTG Hawke's Bay, town planning, and roads.
- Two-fifths (43%) of residents stated they had contact with the Council in 2020/21. 65% of them were satisfied with this contact.
- Telephone (54%) was the most prevalent method of communication, followed by email (34%). Social media (57%) remained the most preferred mode.

### *Decreased satisfaction*

The survey report notes the following areas have had a decrease in satisfaction rating (compared with the previous year) of **more than 5%**. It has been noted that generally Councils across New Zealand have recorded a reduction in satisfaction across the board in their 2021 results compared to the 2020 results, with Napier being no exception.

Service	Satisfaction in 2020	Satisfaction in 2021	Variance
Stormwater	60%	42%	-18%
MTG Hawke's Bay	65%	51%	-14%
Cemeteries	91%	79%	-12%
Noise control	76%	64%	-12%
Attracting visitors	86%	75%	-11%
Activities and events	80%	69%	-11%
Town planning	78%	67%	-11%
Roads	71%	60%	-11%
Rubbish collection	91%	81%	-10%
Animal control	75%	65%	-10%
Libraries	69%	59%	-10%
Footpaths	76%	67%	-9%
Litter/graffiti management	78%	70%	-8%
Cycleways	88%	81%	-7%
Sportsfields	94%	88%	-6%
Freedom camping	61%	55%	-6%
Carparking	53%	47%	-6%
Overall satisfaction	75%	68%	-7%

Contextual factors including ongoing impacts of the COVID-19 pandemic, the 2020 General Election, the November 2020 flooding event, Council-led initiatives and other local events may have influenced resident perceptions in 2021, particularly compared to historical survey results.

The survey report benchmarks Napier City Council's ratings against other Councils in New Zealand. Of note, areas where Napier City Council has rated *lower* than the NZ benchmark include:

- Drinking water: 26% instead of NZ Benchmark of 64% (-38% variance)
- Libraries: 59% instead of NZ Benchmark of 80% (-21% variance)
- Swimming pools: 49% instead of NZ Benchmark of 64% (-15% variance)
- Stormwater: 42% instead of NZ Benchmark of 52% (-10% variance)
- Sewerage: 61% instead of NZ Benchmark of 67% (-6% variance)

*Increased satisfaction*

The survey notes the following areas have had an increase in satisfaction rating compared with the previous year:

Service	Satisfaction in 2020	Satisfaction in 2021	Variance
Leadership	53%	59%	+6%
Keeping people informed	63%	65%	+2%

Areas where the results for Napier City Council are **higher** than the NZ benchmark include:

- Rubbish collection: 81% instead of NZ Benchmark of 50% (+31% variance)
- Leadership: 59% instead of NZ Benchmark of 33% (+26% variance)
- Overall satisfaction: 68% instead of NZ Benchmark of 44% (+24% variance)
- Cycleways: 81% instead of NZ Benchmark of 60% (+21% variance)
- Keeping people informed: 65% instead of NZ Benchmark of 46% (+19% variance)
- Roads: 60% instead of NZ Benchmark of 41% (+19% variance)
- Footpaths: 67% instead of NZ Benchmark of 52% (+15% variance)
- Sportsfields: 88% instead of NZ Benchmark of 76% (+12% variance)
- Parks and reserves: 87% instead of NZ Benchmark of 76% (+11% variance)
- Public toilets: 67% instead of NZ Benchmark of 56% (+11% variance)
- Managers and staff: 56% instead of NZ Benchmark of 46% (+10% variance)
- Cemeteries: 79% instead of NZ Benchmark of 74% (+5% variance)
- Carparking: 47% instead of NZ Benchmark of 41% (+6% variance)
- Animal control: 65% instead of NZ Benchmark of 61% (+4% variance)

Note that some services do not have an associated benchmark.

## 2.3 Issues

Officers recognise that any ratings which are lower than the benchmark or significantly lower than previous years' ratings points to an issue that needs to be looked at. It is important to take time to understand the rating by looking at the context of the rating, what work Council already has underway, and any further planned work that may need to occur.

Council received the lowest scores compared to NZ benchmarks, or the most significant negative variances compared with the 2020 rating, in the following areas:

- Drinking water
- Libraries
- Swimming pools
- Stormwater
- MTG Hawke's Bay, and
- Carparking

### Overall satisfaction with Services

Out of the result for overall satisfaction with Council services, of which 68% of residents are satisfied, 12 of the services showed a statistically significant contribution towards overall satisfaction. Assessing relative importance of these services against measured performance, *Council communication*, *stormwater* and *drinking water* represented the greatest improvement potential in 2021.



### Overall satisfaction with Communication

About two-fifths (43%) of surveyed residents stated they had contact with Council in 2021. This has continued to decrease from 2020 (50%) and 2019 (58%).

Satisfaction with Council contact and communication remained moderately high: overall, 65% of residents who had contacted Council were satisfied with this to some degree (similar to 66% in 2020).

## 2.4 Significance and Engagement

This report is for information only; there are no direct decisions required as a result of these satisfaction ratings at this time.

However, one of many criteria that can be taken into account to determine significance of decisions of Council is the '*level of community interest*'. These results are useful to determine community interest in a particular Council service or decision going forward.

## 2.5 Implications

### Financial

There are no financial implications arising as a result of this report, unless Council directs a review of the current investment levels in areas which have received a low satisfaction rating. If Council directs (as part of the next Annual Plan) Officers to look into whether any further investment could be expedited in the areas that received low satisfaction, then there could be financial implications in terms of reprioritisation and trade-offs with the planned work programme.

### Social & Policy

Council has strategic documents in place for some of the areas which have received low satisfaction ratings. The following documents are informing the work Council is doing:

- Drinking Water Safety Plan
- Napier Library Strategy and Civic Precinct Framework
- Napier Aquatics Centre Business Case
- Parking Strategy, and
- Stormwater Masterplan (currently being peer reviewed).

**Risk**

Some of the satisfaction ratings which have emerged from the surveys have fallen below Council's targets as set out in Long Term Plan 2018-28 (which was still relevant up to 30 June 2021). For example, Council set a target of 89% satisfaction with drinking water for 2020/21, and has achieved an actual rating of 26%. These results will be scrutinised by Audit New Zealand during audit of Council's Annual Report for 2020/21.

More generally, there is a risk that public satisfaction will decrease further if no action is seen to be taken with respect to areas for improvement.

**2.6 Options**

The options available to Council are as follows:

- a. Note the key findings of the annual Resident Survey 2021
- b. Note the key findings of the annual Resident Survey 2021, and request changes to the report or further information before the report is uploaded to Council's website.

**2.7 Development of Preferred Option**

Not applicable.

**2.8 Attachments**

- A 2021 - Napier City Council Resident Survey (Final Report).pdf [↓](#)





# Napier City Council

SIL Research

| 2020-21 Resident Survey

July 2021



Contact: Dr Virgil Troy 06 834 1996 or [virgiltroy@silresearch.co.nz](mailto:virgiltroy@silresearch.co.nz)

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2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 2

# CONTENTS

4.

EXECUTIVE  
SUMMARY

5.

SATISFACTION AT  
A GLANCE

6

METHODOLOGY

9.

ENVIRONMENTAL  
FACTORS

11.

DEMOCRACY AND  
GOVERNANCE

14.

CORE SERVICES

46.

OVERALL  
SATISFACTION

46.

COUNCIL  
CONTACT AND  
COMMUNICATION

## EXECUTIVE SUMMARY

The purpose of this research was to engage with Napier residents to determine levels of satisfaction with and perceptions of Council's services, communications and management, to identify opportunities for improvement.


































Research was conducted quarterly in 2020-21. A total of n=452 surveys were used in the final analysis, with proportional representation across Napier's four wards. Contextual factors including ongoing impacts of the COVID-19 pandemic, the 2020 General Election, the November 2020 flooding event, Council-led initiatives and other local events may have influenced resident perceptions in 2020-21, particularly compared to historical survey results.

The main findings in 2020-21 were as follows:

- 1 Overall, perceptions of Council's service provision remained very positive, with two-thirds (68%) of residents satisfied with NCC performance; this was a significant decrease from 2020 (75%), but consistent with or higher than scores over the last few years.
  - Supporting these overall perceptions, 19 out of 29 (66%) Council services received satisfaction scores of 60% or above; 6 services rated 80% or higher.
  - However, just two services showed improved performance: **Council leadership** (Mayor and Councillors) and **communication** (*'Keeps people informed'*).
  - Community and recreational facilities remained the most satisfactory aspects of life in Napier for local residents, collectively representing the top four highest rated services/facilities in 2021: **sports fields** (88%), **parks and reserves** (87%), **public gardens** (86%), and **playgrounds** (84%).
  - 4 out of 29 services (14%) were rated below 50%, with the lowest satisfaction for **drinking water** (26%), **urban stormwater** (42%), **CBD car parking** (43%), and **public swimming pools** (49%).
  - The greatest falls in satisfaction were measured for **urban stormwater**, **MTG Hawke's Bay**, **town planning**, and **roads**.
- 2 Two-fifths (43%) of residents stated they had contact with the Council in 2020-21 (65% of them were satisfied with this contact).
  - Telephone (54%) was the most prevalent method of communication, followed by email (34%). Social media (57%) remained the most preferred mode.



## SATISFACTION AT A GLANCE

					
Sports fields (p.38)	Parks and reserves (p.35)	Gardens (p.37)	Playgrounds (p.36)	Rubbish collection (p.23)	Cycleways (p.14)
NCC 2021: 88%	NCC 2021: 87%	NCC 2021: 86%	NCC 2021: 84%	NCC 2021: 81%	NCC 2021: 81%
NCC 2020: 94%	NCC 2020: 91%	NCC 2020: 91%	NCC 2020: 89%	NCC 2020: 91%	NCC 2020: 88%
NZB 2021: 76%	NZB 2021: 76%	NZB 2021: n/a	NZB 2021: n/a	NZB 2021: 50%	NZB 2021: 60%
					
Cemeteries (p.27)	Attracting visitors (p.41)	Litter, graffiti, etc (p.25)	Activities & events (p.40)	Recycling (p.21)	Public toilets (p.26)
NCC 2021: 79%	NCC 2021: 75%	NCC 2021: 70%	NCC 2021: 69%	NCC 2021: 69%	NCC 2021: 67%
NCC 2020: 91%	NCC 2020: 86%	NCC 2020: 78%	NCC 2020: 80%	NCC 2020: 70%	NCC 2020: 69%
NZB 2021: 74%	NZB 2021: n/a	NZB 2021: n/a	NZB 2021: n/a	NZB 2021: n/a	NZB 2021: 56%
					
Town planning (p.33)	Footpaths (p.15)	Animal control (p.31)	Keep informed (p.13)	Noise control (p.32)	Sewerage (p.17)
NCC 2021: 67%	NCC 2021: 67%	NCC 2021: 65%	NCC 2021: 65%	NCC 2021: 64%	NCC 2021: 61%
NCC 2020: 78%	NCC 2020: 76%	NCC 2020: 75%	NCC 2020: 63%	NCC 2020: 76%	NCC 2020: 64%
NZB 2021: n/a	NZB 2021: 52%	NZB 2021: 61%	NZB 2021: 46%	NZB 2021: n/a	NZB 2021: 67%
					
Roads (p.16)	Leadership (p.12)	Libraries (p.42)	Managers & staff (p.11)	Freedom camping (p.34)	MTG Hawke's Bay (p.39)
NCC 2021: 60%	NCC 2021: 59%	NCC 2021: 59%	NCC 2021: 56%	NCC 2021: 55%	NCC 2021: 51%
NCC 2020: 71%	NCC 2020: 53%	NCC 2020: 69%	NCC 2020: 60%	NCC 2020: 61%	NCC 2020: 65%
NZB 2021: 41%	NZB 2021: 33%	NZB 2021: 80%	NZB 2021: 46%	NZB 2021: n/a	NZB 2021: n/a
					 - Great performance (>80%)  - Good performance (60-79%)  - Services for improvement  - Greatest improvement potential * Average parking score NZB 2021 = SIL NZ benchmark (see p.8 for details)
Car parking* (p.28)	Swimming pools (p.44)	Stormwater (p.18)	Drinking water (p.19)	Overall (p.46)	
NCC 2021: 47%	NCC 2021: 49%	NCC 2021: 42%	NCC 2021: 26%	NCC 2021: 68%	
NCC 2020: 53%	NCC 2020: 52%	NCC 2020: 60%	NCC 2020: 30%	NCC 2020: 75%	
NZB 2021: 41%	NZB 2021: 64%	NZB 2021: 52%	NZB 2021: 64%	NZB 2021: 44%	

2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 5

## METHODOLOGY

### BACKGROUND AND OBJECTIVES

As a part of the annual consultation process, Napier City Council (NCC) has commissioned a Customer Satisfaction Survey since 1992. The purpose of this research was to consultatively engage with Napier residents to determine levels of satisfaction and perceptions of Council's services, communications and management to identify opportunities for improvement.



### QUESTIONNAIRE AND PROJECT SPECIFICS

From 2019, the Resident Survey has been conducted by SIL Research.

In 2019, SIL Research together with NCC developed a revised Resident Survey questionnaire. The initial draft was based on research previously carried out for NCC. The questionnaire was tested prior to full scale data collection to ensure the survey was fit for purpose. With slight adjustments, this questionnaire was used for 2020-2021.

From 2019, data collection was administered four times a year to allow for seasonal variations to be tracked using a 1-10 Likert scale, which provides more robust options for residents to express their views.

Reported percentages (aggregated 6-10 ratings) are calculated to enable historical comparison of '*satisfaction*'.

### DATA COLLECTION

Research was conducted quarterly: (1) September-October 2020, (2) December 2020-January 2021, (3) March-April 2021 and (4) June 2021.

A total n=113 responses were collected each quarter, resulting in n=452 for the final analysis in the 2020-2021 year.

The data was collected from September (retrospectively covering the Jul-Sep quarter) to June (covering the Apr-Jun quarter) to align with NCC's annual reporting period of 1 July to 30 June. For ease, this report refers to the 2020-2021 survey year as '2021'.

In each quarter, multiple data collection methods were utilised to ensure residents were well-represented. The mixed-methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories;
- (2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to Napier residents;
- (3) Postal survey. 600 survey forms were sent to randomly selected Napier households.

(4) Online/web based (available via NCC's channels).

A total of n=452 surveys were used in the final analysis.

## DATA ANALYSIS

Every quarter, surveys were conducted proportional to the population in each of Napier's wards. Post-stratification (weighting) was then applied to a full dataset to reflect the ward, age and gender group proportions as determined by the Statistics New Zealand 2018 Census.

Table 1 Responses by ward

	Number of responses	%
Ahuriri Ward	88	19%
Onekawa - Tamatea Ward	78	17%
Nelson Park Ward	130	29%
Taradale Ward	156	35%

SIL Research ensured quality control during the fieldwork period. In addition, a quality control check was performed using follow-up calls across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and responses coming from outside of Napier.

The main resident groups analysed in this report were: ward, age, gender, ethnicity, home ownership and tenure. During the analysis stage of this report, two sets of statistical testing were employed while reviewing data findings. Chi-square tests were used when comparing group results in tables, and ANOVA tests were used when comparing statement averages across groups. The threshold for reporting any statistically significant differences was a p-value of 0.05. Where

differences were outside this threshold (less than 95%), no comments were made; where differences were within this threshold, comments have been made within the context of their practical relevance to NCC.

Overall results are reported with margins of error at a 95% confidence level.

Table 2 Margin of error

Responses n=	Reported percentages	
	50%	80% or 20%
450	±4.6	±3.7
300	±5.6	±4.5
200	±6.9	±5.5
100	±9.8	±7.8

The maximum likely error margin occurs when a reported percentage is close to 50%. Higher proportions of 'Don't know' responses reduce the effective sample sizes and result in a larger margin of error.

## NOTES ON REPORTING

Comparative data prior to 2019 is indicative only; data collection methods before 2019 (including response scales) differed significantly from current methods.

Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results not rounded values.

The term 'Resident' has been used to represent respondents who participated in the survey. Where results are reported by sub-groups of residents, estimates of results may not be statistically reliable due to the high margins of error (small sample sizes).

Overall 'satisfaction' percentages presented in this report are aggregated 6-10 responses on a 1-10 scale.

R<sup>2</sup> is a measure based on regression analysis of results over time. It was applied to the historical and current aggregated satisfaction ratings. In summary, the closer the R<sup>2</sup> value is to 100%, the more likely there is a trend towards an increase or decrease in performance ratings over time.

### WHO TOOK PART IN THE SURVEY

Table 1 Responses by age

	Frequency	Percent
18-39	144	31.8
40-64	191	42.2
65+	117	26.0
Total	452	100.0

Table 2 Responses by gender

	Frequency	Percent
Female	238	52.7
Male	214	47.3
Total	452	100.0

Table 3 Responses by tenure (aggregated)

	Frequency	Percent
Under 10 years	164	36.3
More than 10 years	288	63.7
Total	452	100.0

Table 4 Responses by home ownership

	Frequency	Percent
Other	15	3.4
Owned	380	84.2

2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 8

	Frequency	Percent
Rented	56	12.4
Total	452	100.0

Table 5 Responses by ethnicity

	Frequency	Percent
New Zealand European	345	76.3
Māori	67	14.8
Pacific people	2	0.4
Asian	10	2.2
Other	29	6.3
Total	452	100.0

Note: final dataset was statistically weighted to increase accuracy of the reported results.

### BENCHMARKING

SIL Research conducts a representative National survey of Councils\* to establish a series of benchmarks across a range of Council services. This allows Napier City Council to compare their survey results against a National average (NZB).

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses collected during summer – winter 2021. The data is collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%. Benchmark comparisons are shown in charts using New Zealand icon.

\*Excludes Auckland, Wellington, Christchurch and Dunedin.



## ENVIRONMENTAL FACTORS

When reading this report, it is important to note that factors such as the timing of unusual or one-off events can affect the ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

Factors that may have influenced public perception of the Council's performance in 2020-21 include:

1. In August 2020, the Napier Annual Plan for 2020/21 was adopted by the Council. This included resolutions related to local water services; a planned rates increase; a reduction in capital spending; adoption of the Rates Remission Policy and Rates Postponement Policy; and the decision to join the Local Government Funding Agency.
2. In September 2020, campaigning began for the New Zealand general election, with the election day itself on 17th October (following a delay due to the COVID-19 response). Local issues would be at the forefront of Napier residents' minds during this period as they decided on their preferred local candidate for Member of Parliament.
3. On 1st October 2020, the use of new standardised rubbish bins commenced in Napier, replacing the previous curbside rubbish bag collection. This followed the earlier introduction of a recycling bin system in November 2019.
4. In November 2020, record rainfall caused flooding in Napier. On 9 November, a local state of emergency for Napier was declared. This would remain an issue throughout 2020-21 as a number of residents were placed in temporary accommodation due to flood-stricken properties.
5. Throughout Quarter 1 and 3 2020/21, New Zealand was still dealing with the impacts of the COVID-19 pandemic. In August – September 2021 and February – March 2021, most of the country - including Hawke's Bay – moved to Alert Level 2 in NZ's pandemic response process; with requirements for social distancing, use of face coverings on public transport, limited numbers for events/gatherings, and restricted travel to/from Auckland (at Level 3). This resulted in the cancellation or postponement of some major local events and concerts, including the annual Art Deco festival.
6. In December 2020, MTG Hawke's Bay and Napier Library were temporarily closed due to urgent remedial work on the buildings sprinkler system. While the Century Theatre was re-opened in January 2021, Napier Library remained closed until mid-April, with the MTG scheduled to re-open in July 2021.
7. In February 2021, the NCC voted to adopt changes to its rates and stormwater policies, following extensive



community consultation as part of the first significant review of those policies since 2001. Those changes took effect from 1 July 2021, and were expected to mainly impact on rural residential properties.

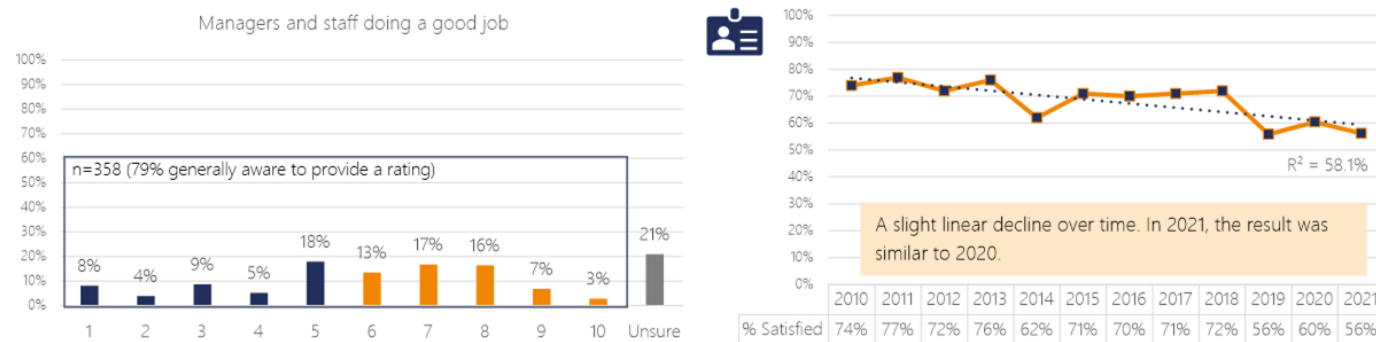
8. On February 28 2021, gunshots were fired into a crowd at West Quay in Napier after an altercation between gang members.
9. In March 2021, concept drawings for restoration of the Napier War Memorial were unveiled at a public meeting in the War Memorial Centre, with final plans for the project to be confirmed
10. In April-May 2021, the Council conducted their Long Term Plan 2021-31 consultation focusing on water supply, new Ahuriri Regional Park, Maraenui Community Centre, the

Faraday Centre, Napier safety and housing portfolio. The LTP was adopted by Council in June 2021.

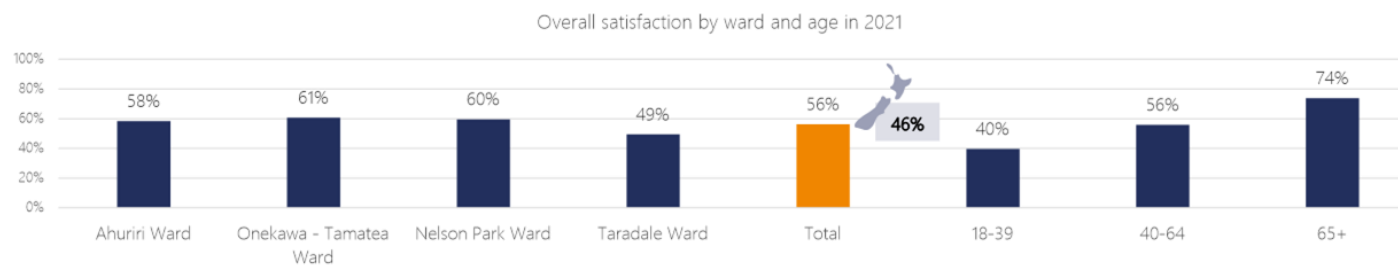
11. In May 2021, the Council began discussions and engagement related to the possible implementation of Māori wards for Napier. This was due to be an ongoing local matter into 2021-22, with formal consultation to take place in September 2021.
12. In June 2021, the Council publicly released the results of their community Safety Survey (conducted Feb-Mar 2021). Generating considerable media interest, the research aimed to gauge public perceptions about local safety to help with development of community safety options as part of the Long Term Plan 2021-31 consultation.

## DEMOCRACY AND GOVERNANCE

### Managers and staff

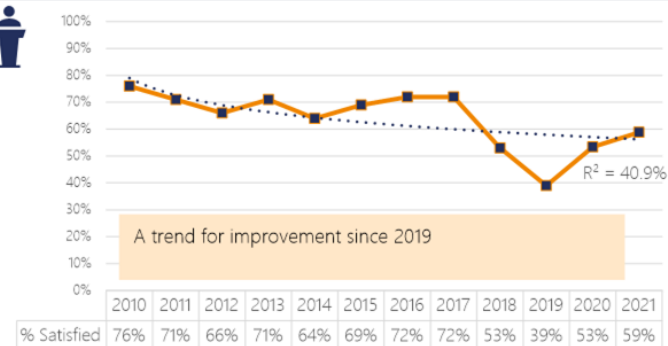
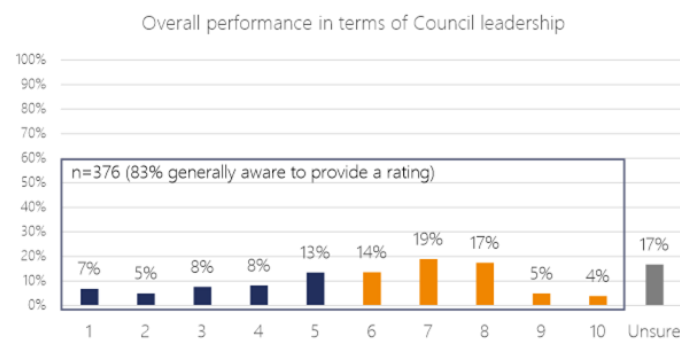


- Just over half (56%) of residents were satisfied with Council **managers and staff** in 2021 (consistent with both 2020 and 2019).
- There were no differences across wards in this regard
- However, satisfaction with Council management increased with age, with 18-39 year olds least satisfied (40%) and 65+ year olds significantly more satisfied (74%).

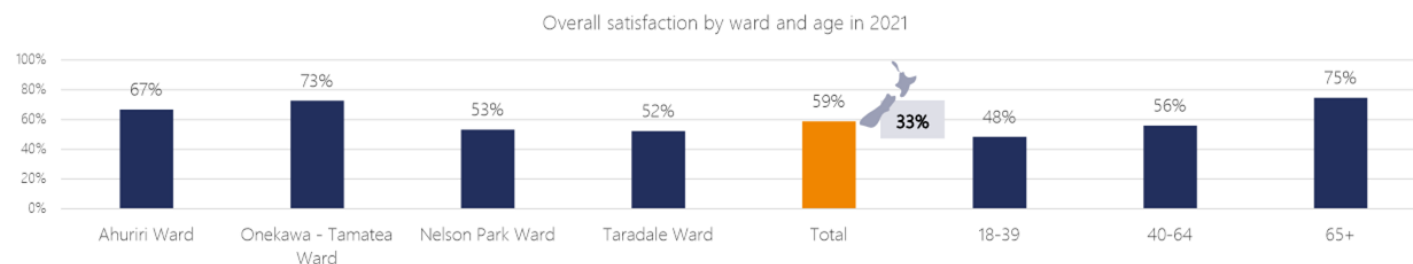


## DEMOCRACY AND GOVERNANCE

### Council leadership

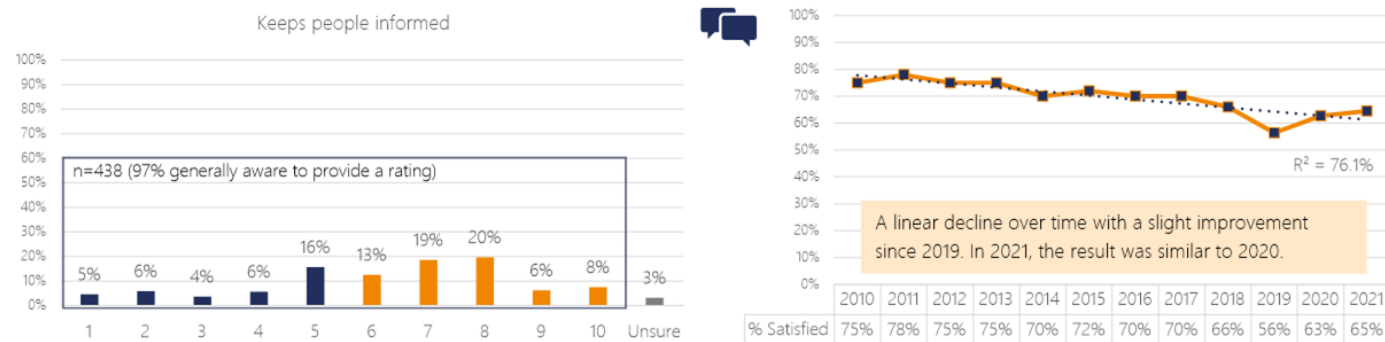


- Overall performance in terms of Council leadership (including Mayor and Councillors) continued to improve significantly in 2021 (59%, compared to 53% in 2020 and 39% in 2019).
- In 2021, Taradale (52%) and Nelson Park (53%) ward residents were less satisfied with overall Council leadership, compared to Ahuriri (67%) and Onekawa-Tamatea (73%) residents.
- Satisfaction with leadership increased with age, with 18-39 year olds least satisfied (48%) and 65+ year olds most satisfied (75%).

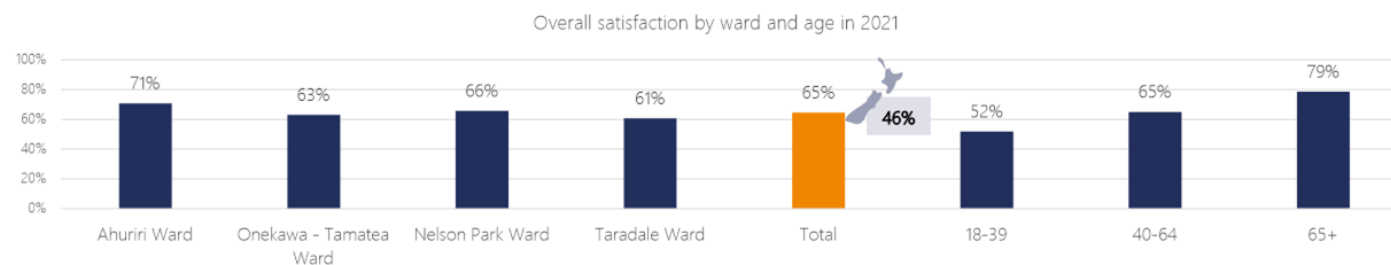


## DEMOCRACY AND GOVERNANCE

### Keeping informed

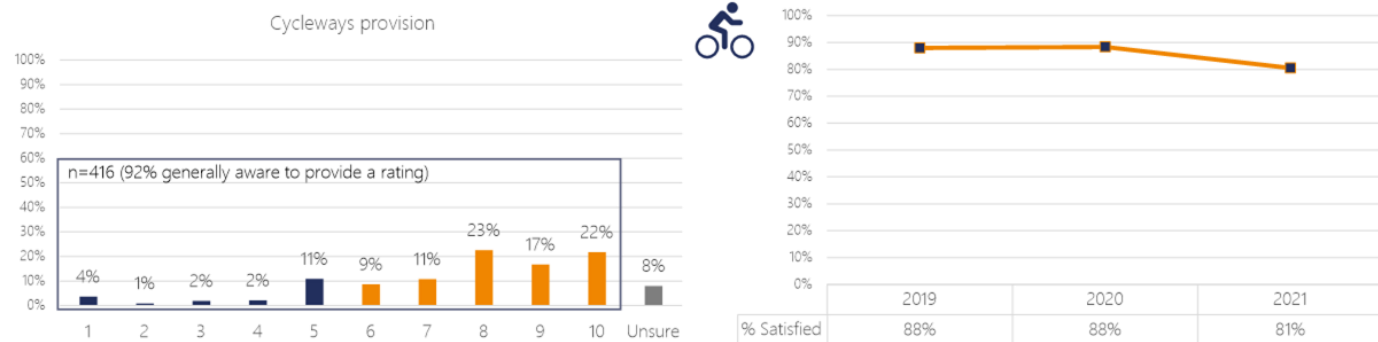


- **Keeping people informed** remained the highest performing of the three governance measures.
- Almost two-thirds of residents (65%) were satisfied with Council's communication to 'Keep people informed'. While similar to 2020 (63%), this remained significantly higher than in 2019 (56%).
- There were no differences across wards.
- As with other governance measures, satisfaction with communication increased with age, with 18-39 year olds least satisfied (52%) and 65+ year olds most satisfied (79%)

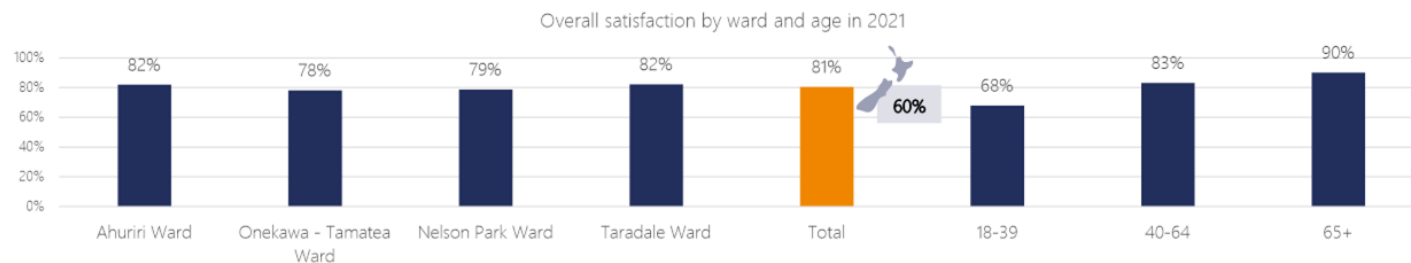


## CORE SERVICES

### Transportation - cycleways

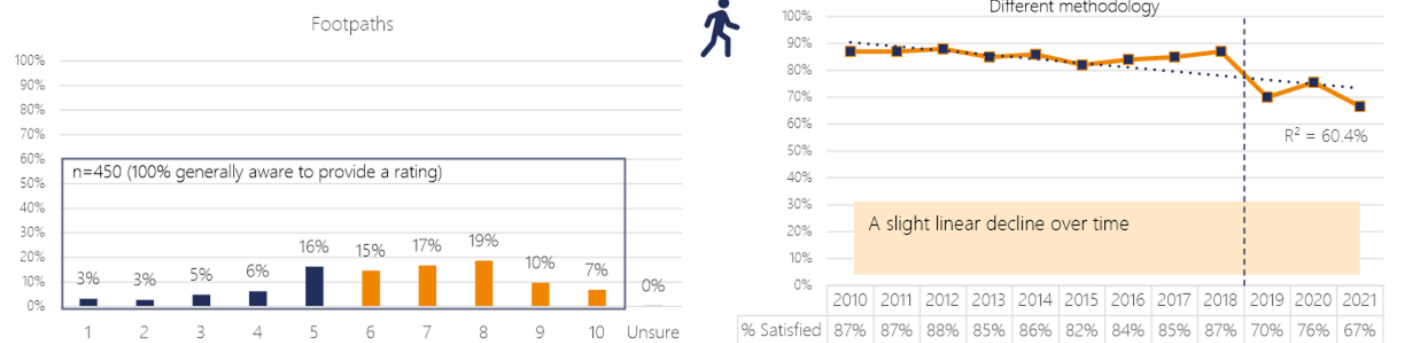


- **Cycleways** were among the top 6 rated services in 2021, and the highest rated transportation attribute. 4-in-5 residents (81%) were satisfied with cycleways, although this was lower than 88% in both 2020 and 2019.
- Satisfaction with cycleways was higher among females (85%), older residents aged 65+ (90%), and non-Māori residents.

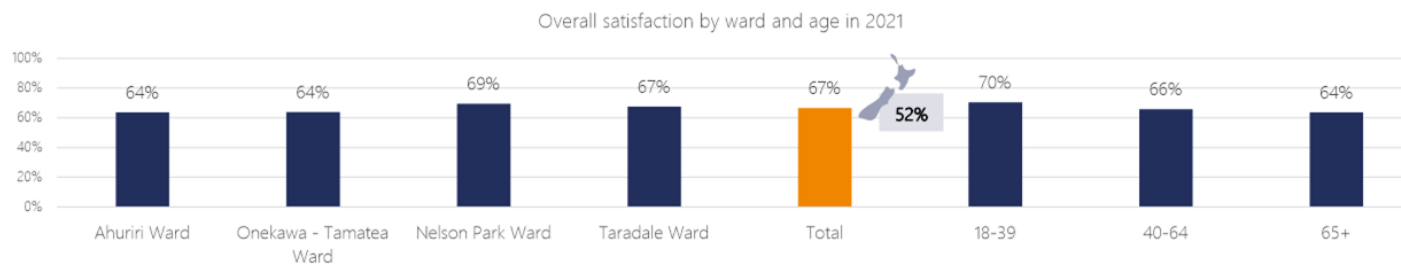


## CORE SERVICES

### Transportation - footpaths

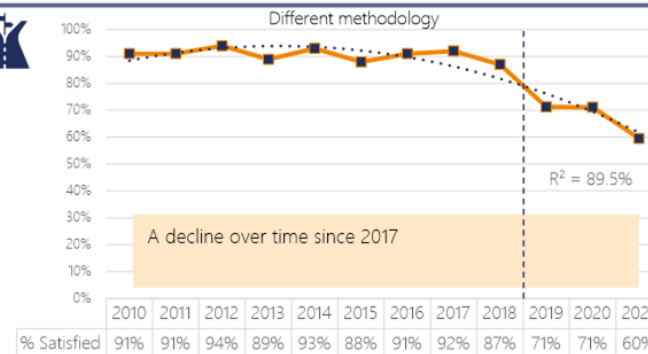
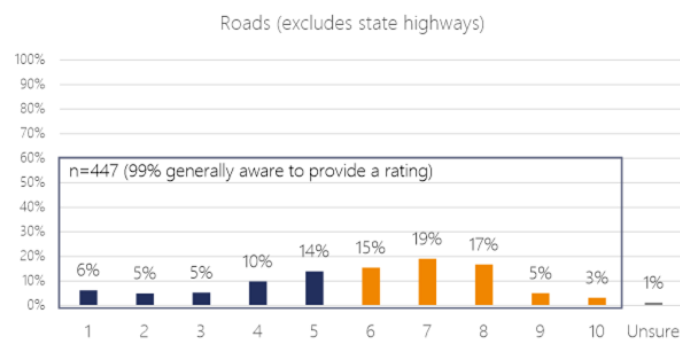


- In 2021, two-thirds (67%) of residents were satisfied with **footpaths**. This was significantly lower than in 2020 (76%), though similar to the 2019 result (70%).
- There were no significant differences with this measure by resident subgroups in 2021.

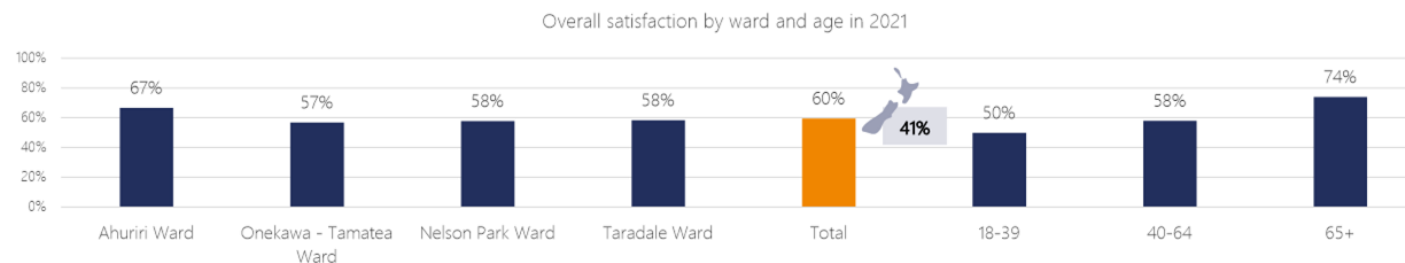


## CORE SERVICES

### Transportation - roads

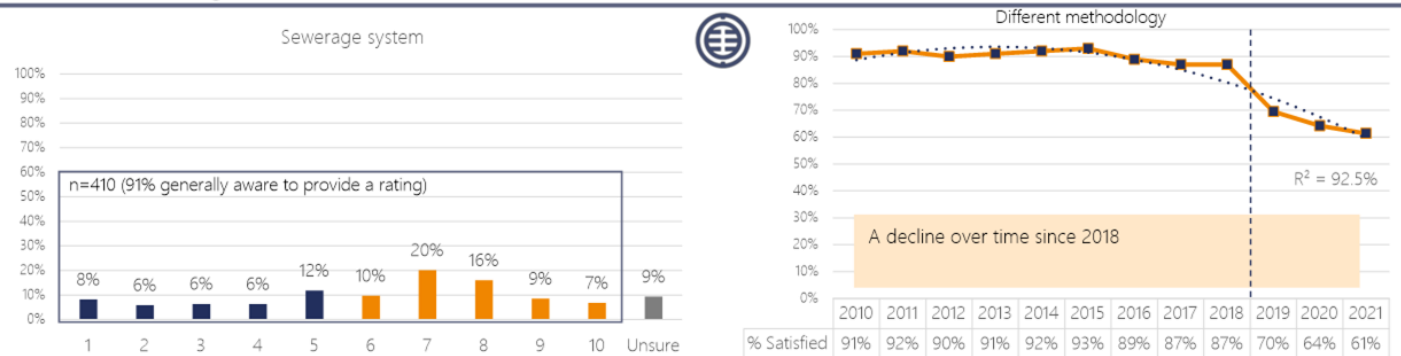


- **Roads** remained the lowest rated of the three transportation measures in 2021 (60%). It also experienced one of the largest drops in satisfaction compared to 2020 (71%), continuing the decline measured in recent years.
- Despite this decrease, satisfaction with roads was higher among older (65+) residents (74%), although significantly lower for 18-39 year olds on average (50%).

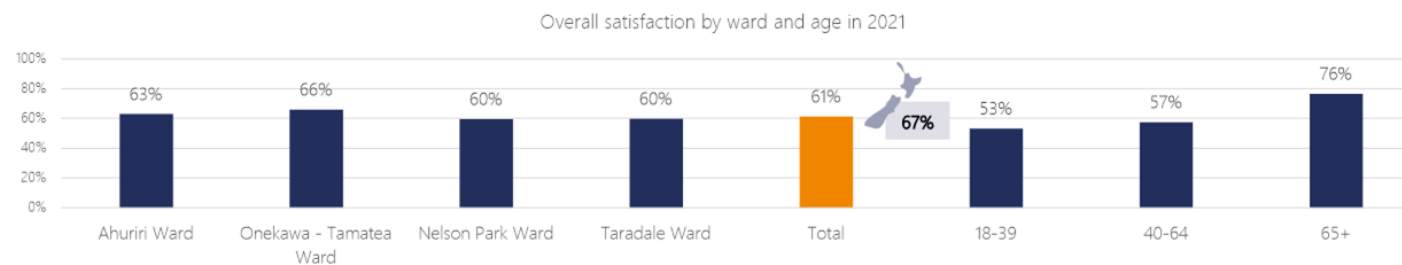


## CORE SERVICES

Three waters - sewerage



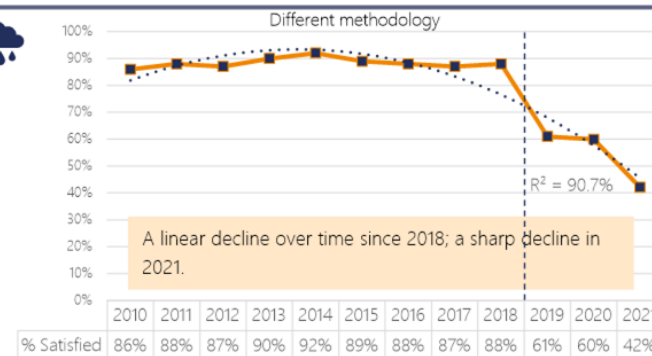
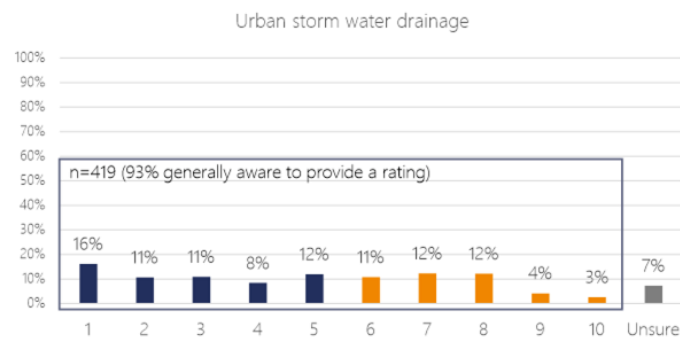
- In 2021, satisfaction with the **sewerage system** (61%) in Napier remained similar to 2020 (64%) but below historical levels.
- Residents aged under 65 years old, and females, were less satisfied with the sewerage system in 2021.





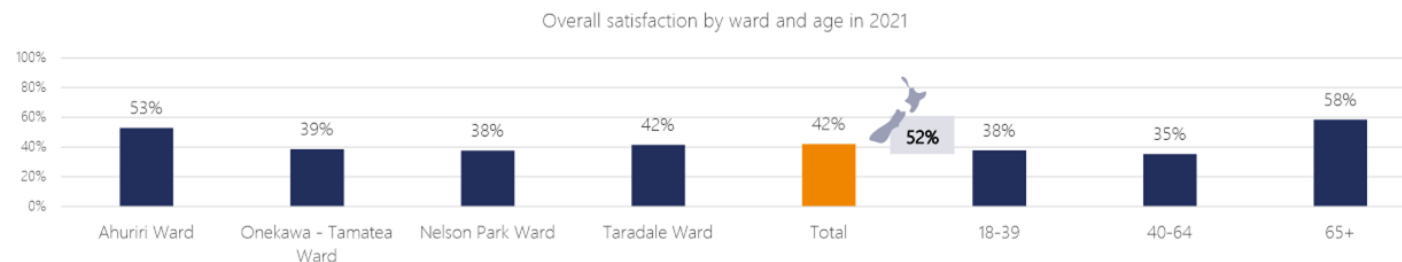
## CORE SERVICES

Three waters - stormwater



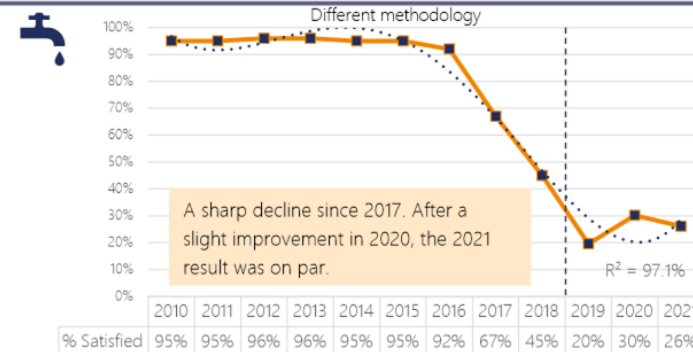
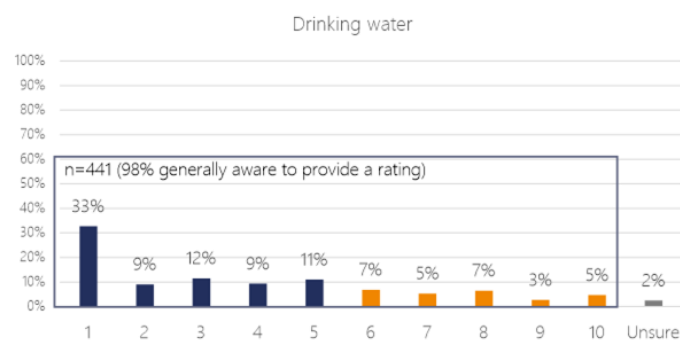
- Napier's **stormwater network** received the second-lowest satisfaction score (42%) in 2021 (second only to drinking water). This service also saw the biggest decrease in satisfaction since 2020 (60%), likely due in large part to the flooding event across the city in November 2020.

- Although there were no significant differences by ward, Nelson Park (38%) and Onekawa-Tamatea (39%) residents rated stormwater particularly low.
- Older residents (65+) were significantly more satisfied than younger residents with the stormwater system in 2021 (58%).

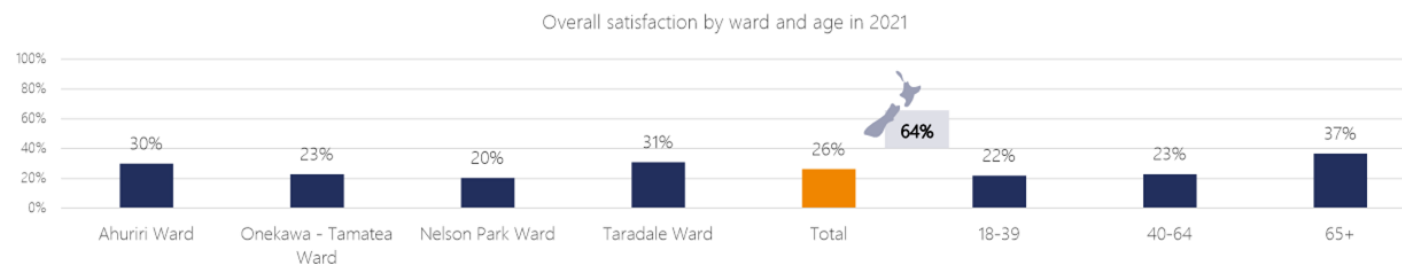


## CORE SERVICES

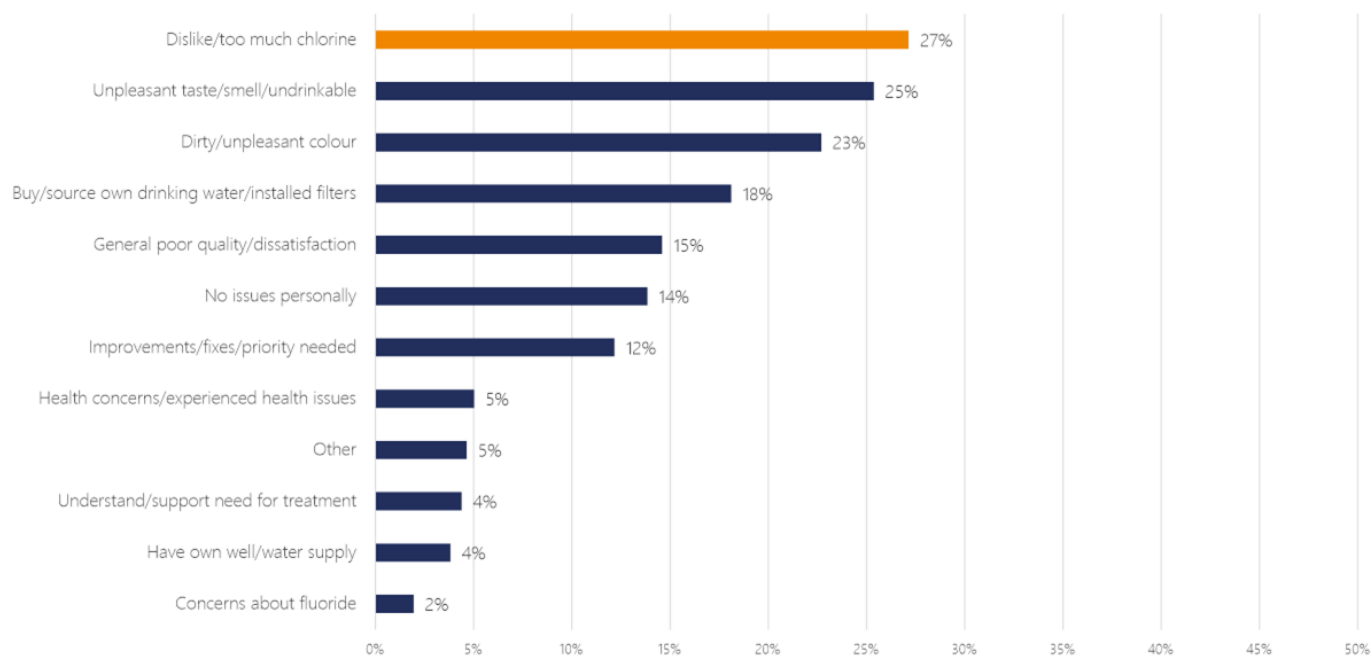
Three waters – drinking water



- Drinking water remained the issue of greatest concern for Napier residents.
- In 2021, this registered the lowest score of all services, with just 1-in-4 residents (26%) indicating satisfaction. While on par with the 2020 result (30%, also lowest ranked service), this remained lower than satisfaction levels prior to 2019.
- Again, there were no significant differences by ward, although satisfaction with drinking water was lowest in Nelson Park (20%) and Onekawa-Tamatea (23%).
- Older residents (65+) were significantly more satisfied with drinking water in 2021 (37%), although the majority (63%) were not satisfied.



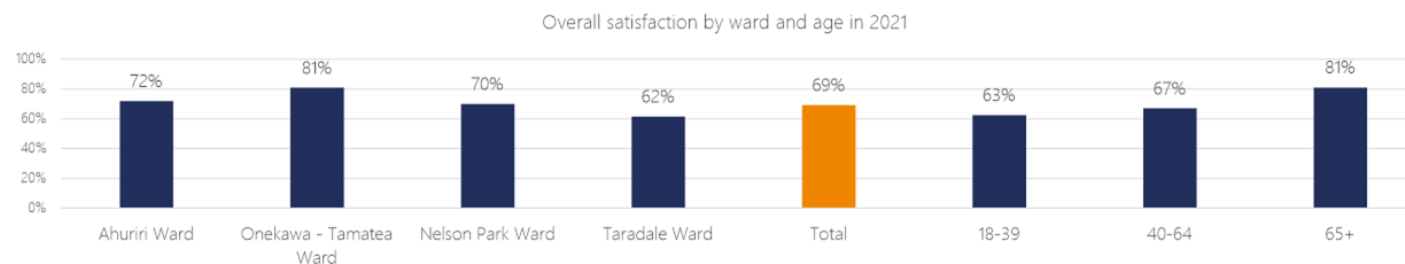
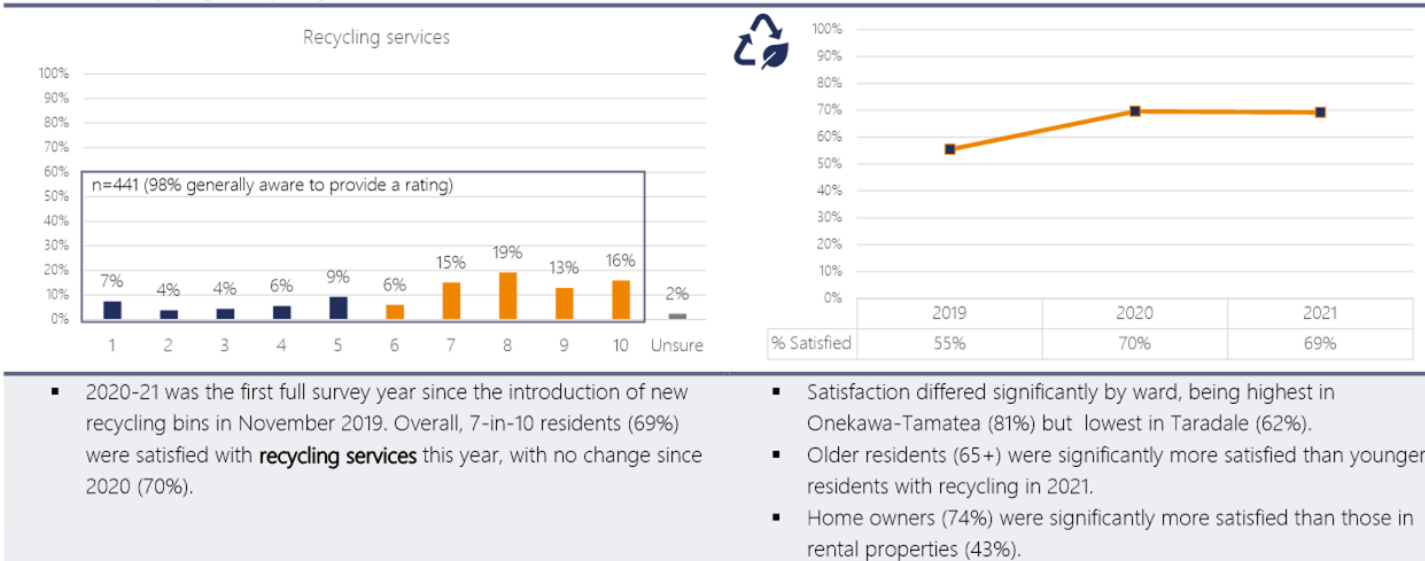
**Water-related** open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.

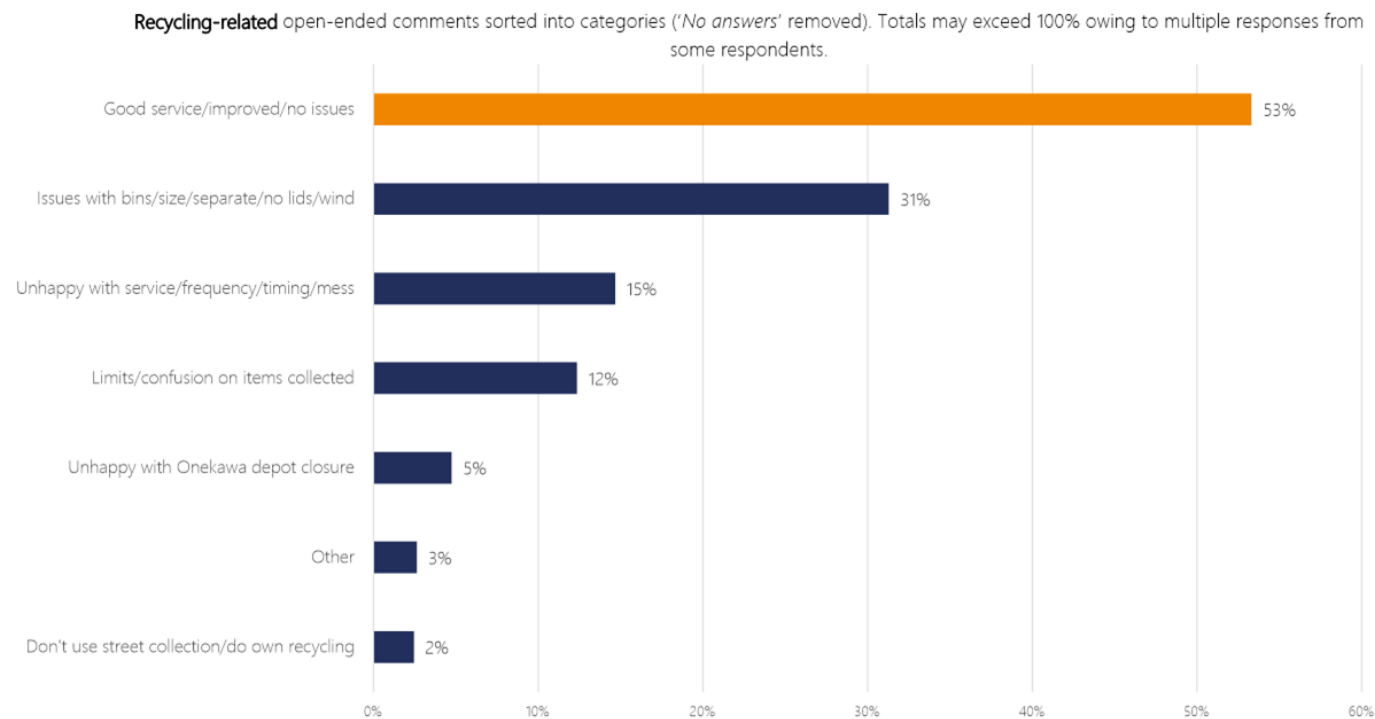


- 85% of residents provided additional comments in relation to drinking water services. More than half of provided open-ended comments referred to chlorine in some way ('dislike/too much chlorine' and 'unpleasant taste/smell/undrinkable'). Discolouration was also a significant factor.
- 1-in-5 (18%) respondents had specifically purchased water filters or used water sources other than their household supply.
- 14% of residents stated they had no issues personally and 4% had their own water supply.

## CORE SERVICES

### Waste and recycling – recycling services

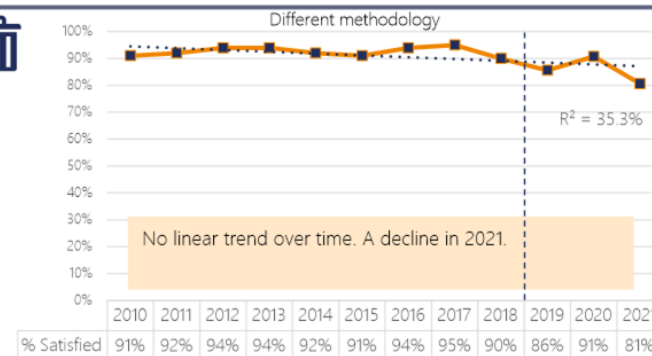
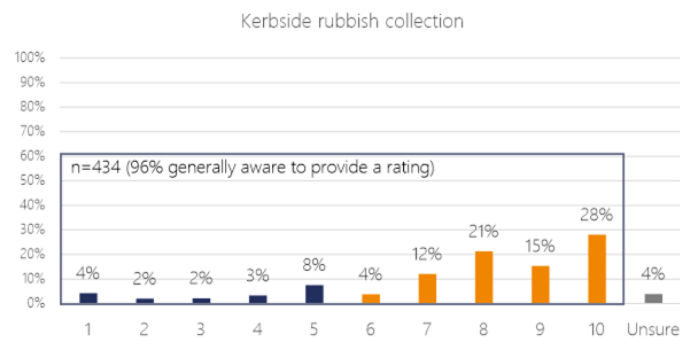




- Residents' initial reticence about the new recycling bins dissipated further in 2021, with over half (53%) providing generally positive comments about the service ('good service/improved/no issues'), compared to 48% in 2020.
- 31% cited some issues with their bins ('size/separate/no lids').

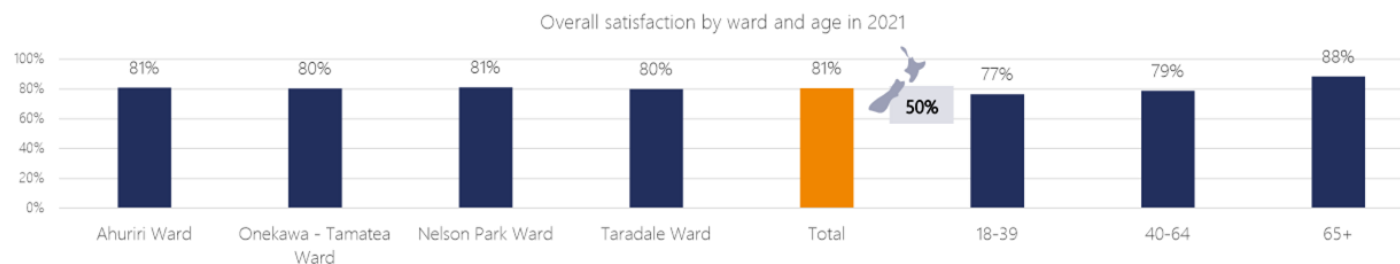
## CORE SERVICES

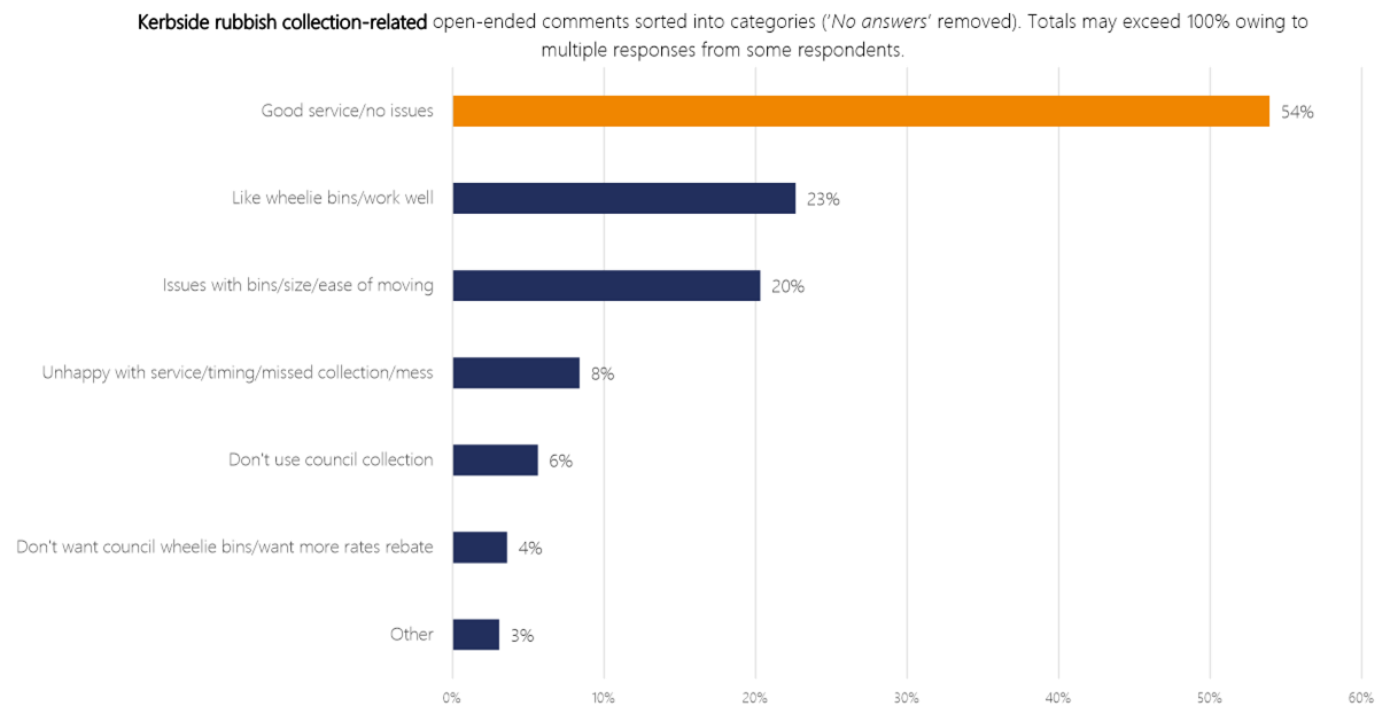
### Waste and recycling – kerbside rubbish collection



- 2020-21 saw the introduction of new standardised rubbish bins for domestic collection (in October 2020). Overall, **kerbside rubbish collection** was the fifth-highest performing service in 2021 – with the majority of residents (81%) being satisfied. This was significantly lower than in 2020 (91%), but with no significant trend measured over time

- Satisfaction was generally high across all age groups, but significantly higher for 65+ (88%) than younger residents.

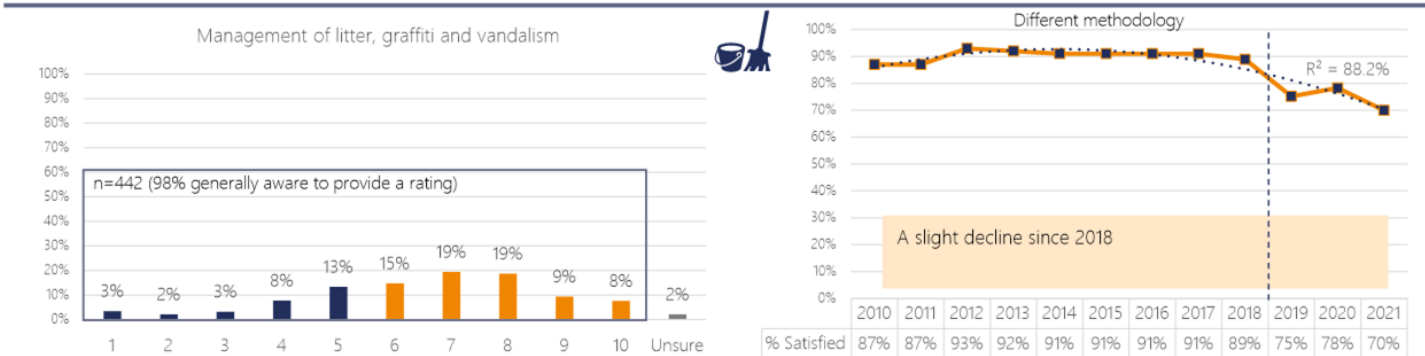




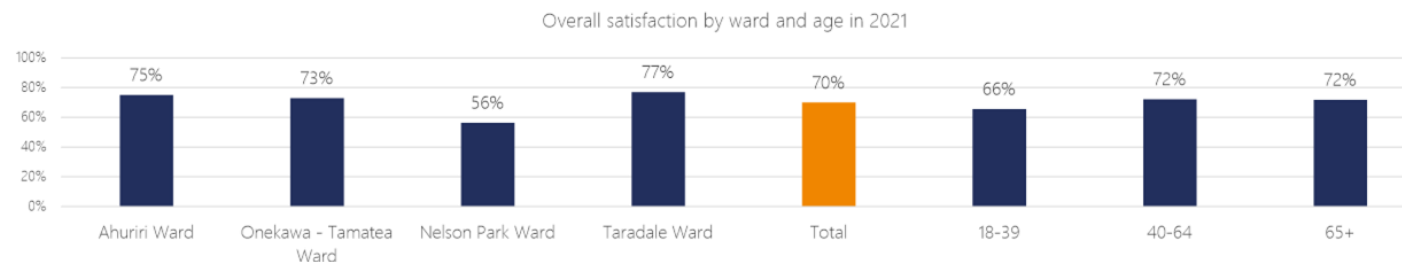
- Verbatim feedback in 2021 confirmed residents' satisfaction: over half (54%) provided generally positive comments ('good service/no issues'); 1-in-5 (23%) specifically liked the new bins.
- However, 16% noted concerns about the bins ('size/ease of moving', etc).

## CORE SERVICES

### Other infrastructure - litter



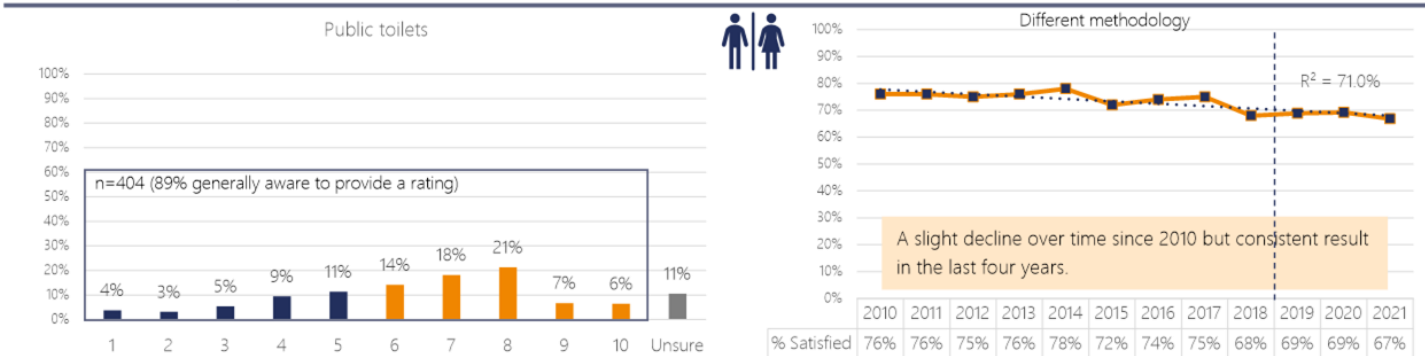
- 7-in-10 residents (70%) were satisfied with **management of litter, graffiti and vandalism** in 2021 – placing this service in the top 10 most satisfactory services this year.
- However, satisfaction levels were significantly lower than in 2020 (78%), although similar to 2019 (75%).
- Satisfaction was significantly lower among Nelson Park residents (56%), especially compared to Taradale residents (77%).



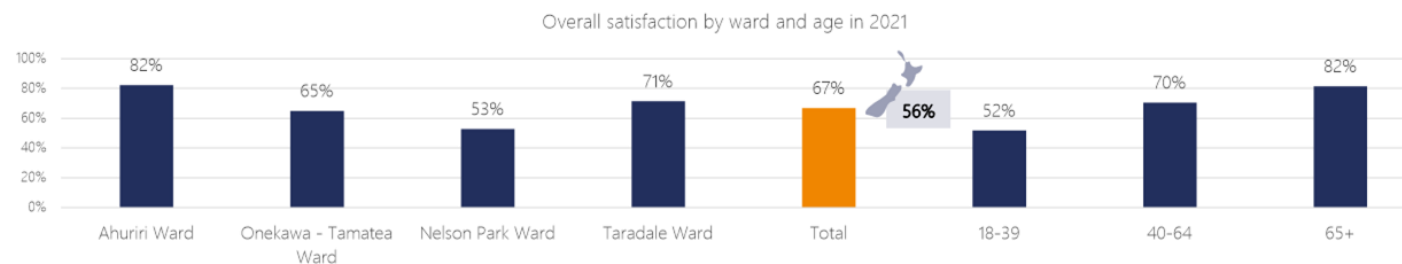


## CORE SERVICES

### Other infrastructure – public toilets

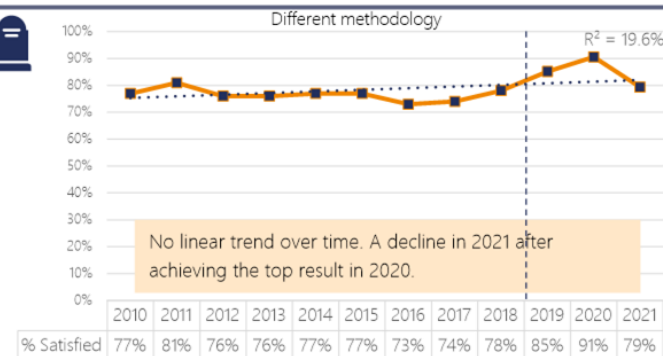
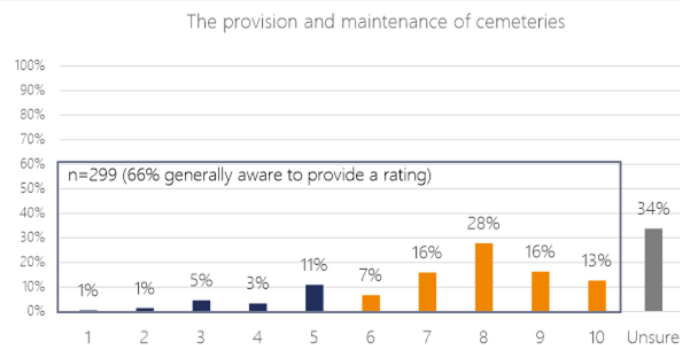


- Two-thirds (67%) of residents were satisfied with **public toilets** in 2021. This was on par with 2020 (69%) and other recent years
- Satisfaction was lower in Nelson Park ward (53%), among younger adults (18-39) (52%), and among those in rental properties (46%).



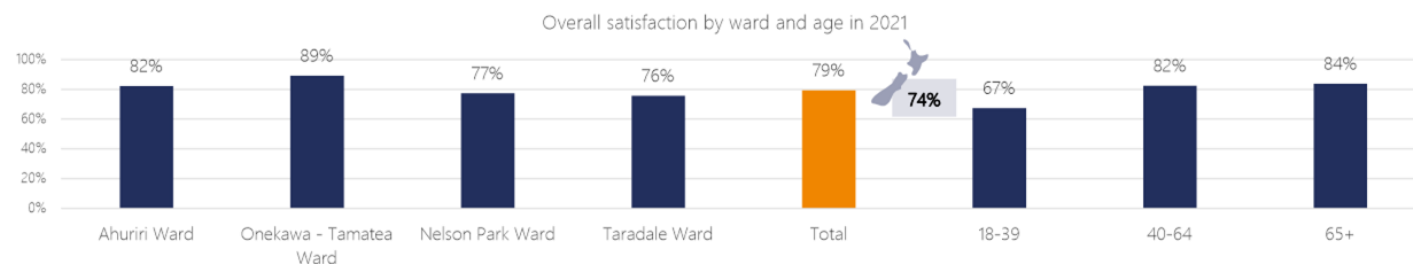
## CORE SERVICES

### Other infrastructure – cemeteries



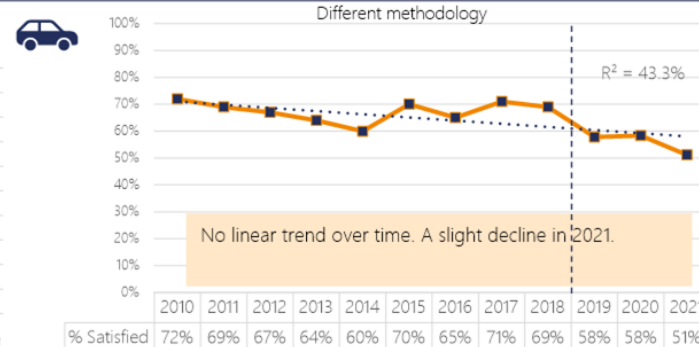
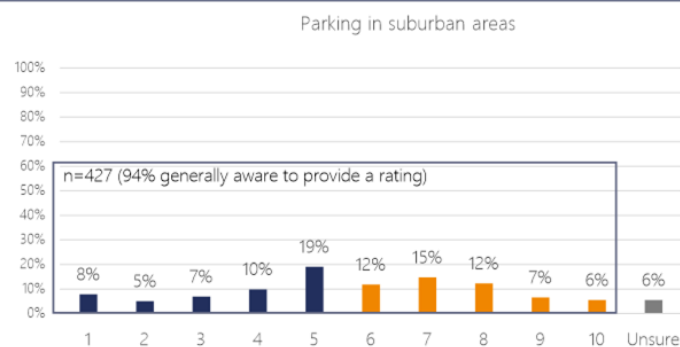
- In 2021, **cemeteries** remained in the top 10 of all services, with 4-in-5 residents (79%) highly satisfied with the provision and maintenance of cemeteries.

- However, reversing the previous upward trend, satisfaction decreased significantly from the peak of 91% in 2020 (top ranked result in 2020). This may have been affected by reduced visitation following COVID-19. The current result was, however, on par with pre-2020 figures.
- Satisfaction with cemeteries was lower among younger (18-39) residents (67%).

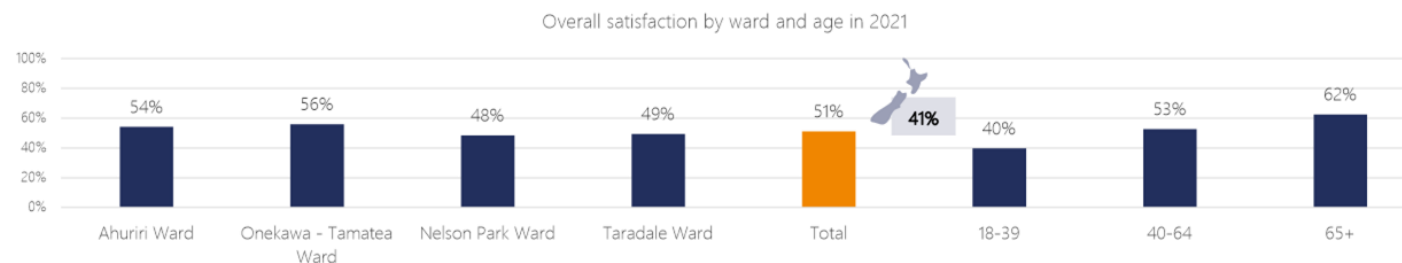


## CORE SERVICES

City strategy – car parking in suburbs

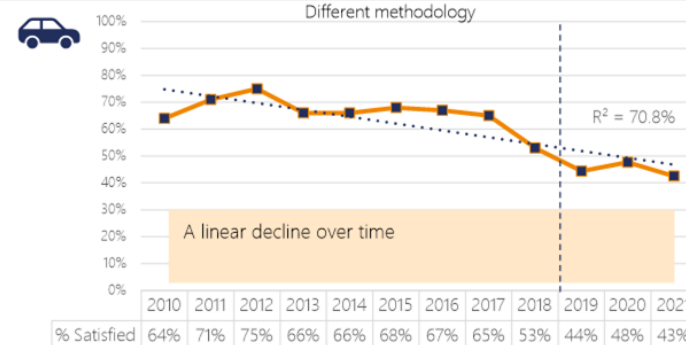
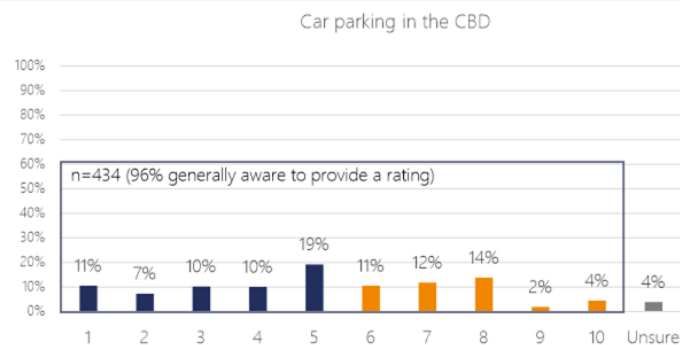


- Car parking remained among the lowest ranking services in 2021. Half (51%) of residents were satisfied with **public parking** available in **suburban commercial areas** (fifth-lowest satisfaction overall; albeit higher than CBD parking).
- Satisfaction with suburban parking was slightly lower than in 2020 (58%), but the lowest result measured to date.
- Satisfaction was significantly lower among younger (18-39) residents (40%), and those in rental properties (30%). There were no significant differences by ward.

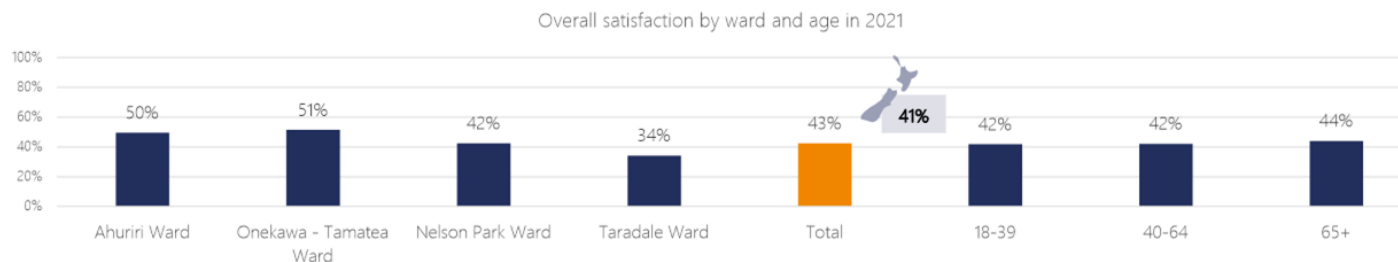


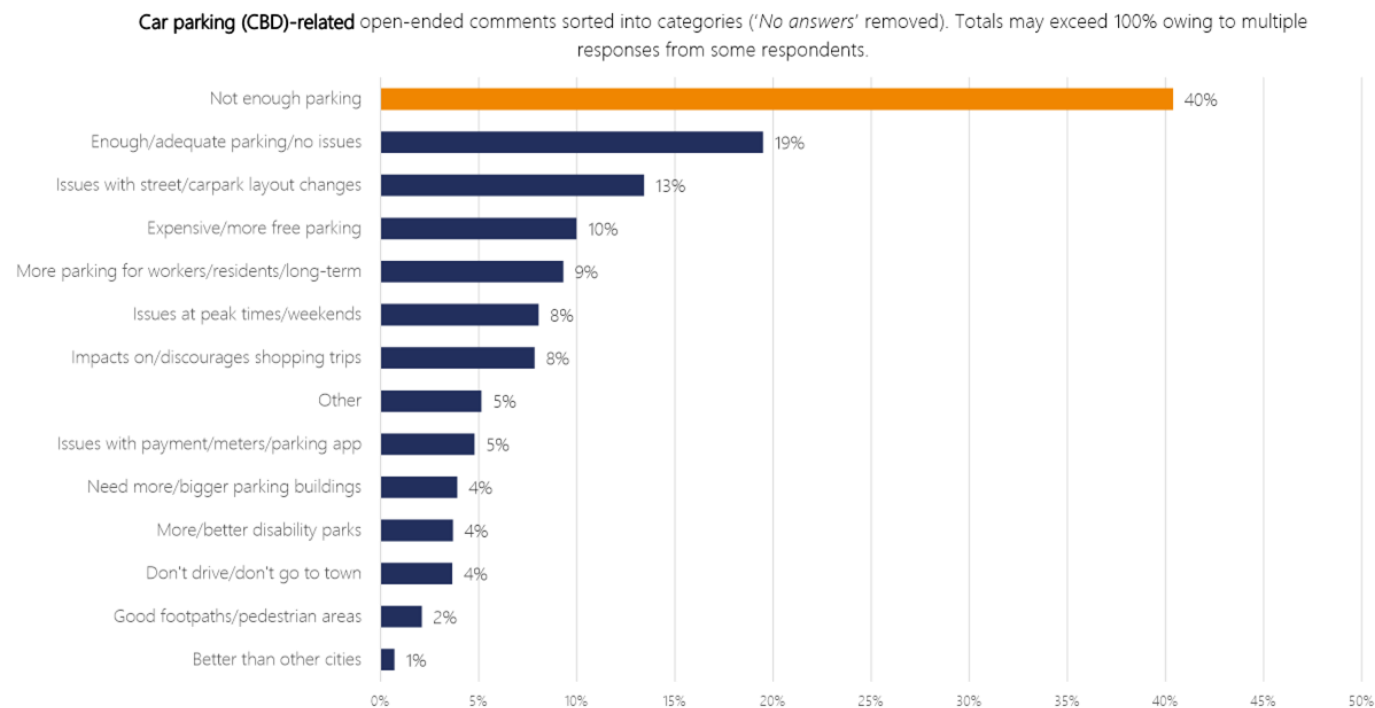
## CORE SERVICES

City strategy – car parking in city centre



- **CBD parking** was the third-lowest ranking service in 2021, and one of only four services with under 50% satisfaction. Just 2-in-5 residents (43%) were satisfied with this, similar to 48% in 2020.
- As for suburban parking, this was the lowest result measured for CBD parking to date, continuing the decline seen over recent years.
- Satisfaction with CBD parking was significantly lower in Taradale ward (34%).

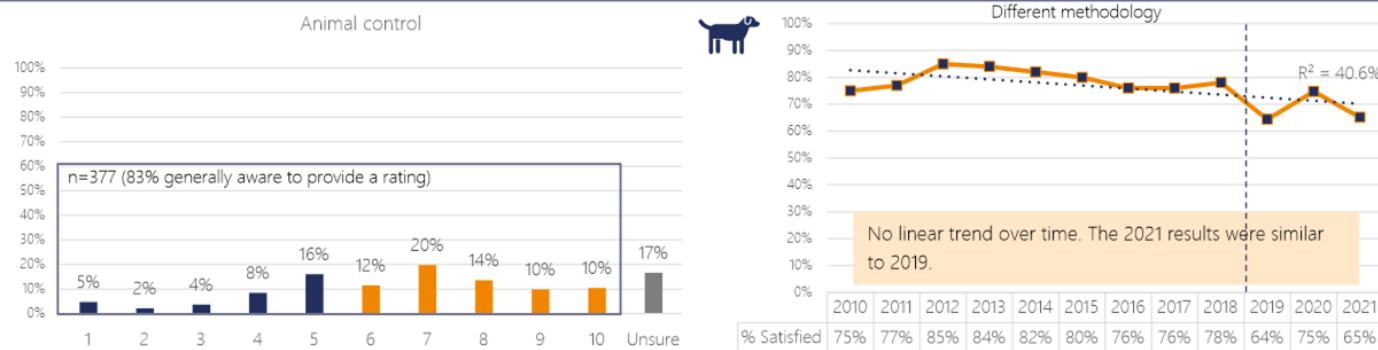




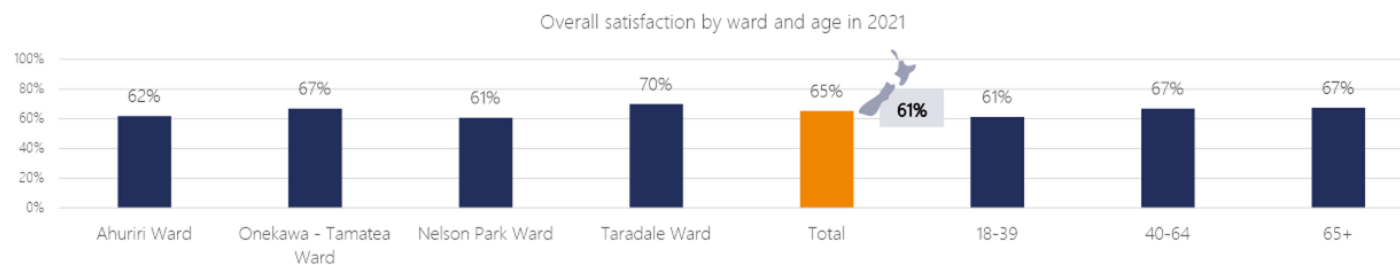
- 73% of respondents provided additional feedback in relation to car parking in the CBD.
- The most cited issue related to car parking was availability (40%), similar to 2020.
- However, 19% of respondents stated there was 'enough/adequate parking/no issue' (25% in 2020).

## CORE SERVICES

City strategy – animal control

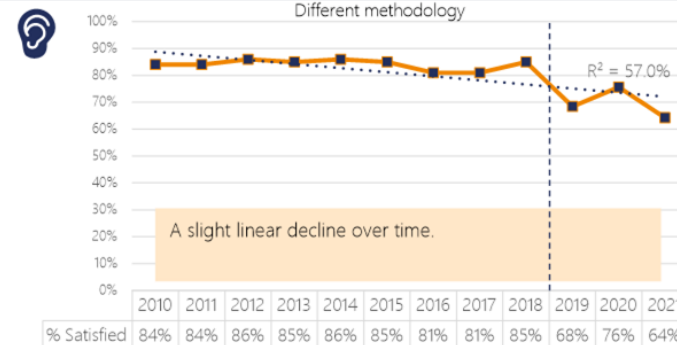
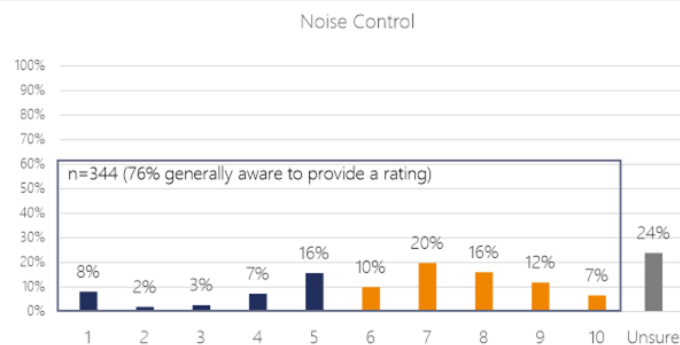


- Two-thirds (65%) of residents were satisfied with **animal control** in 2021. This was lower than in 2020 (75%), but consistent with the 2019 result (64%).
- Satisfaction with animal control was significantly lower for those in rental properties (45%), and residents living in Napier for less than 10 years (55%).

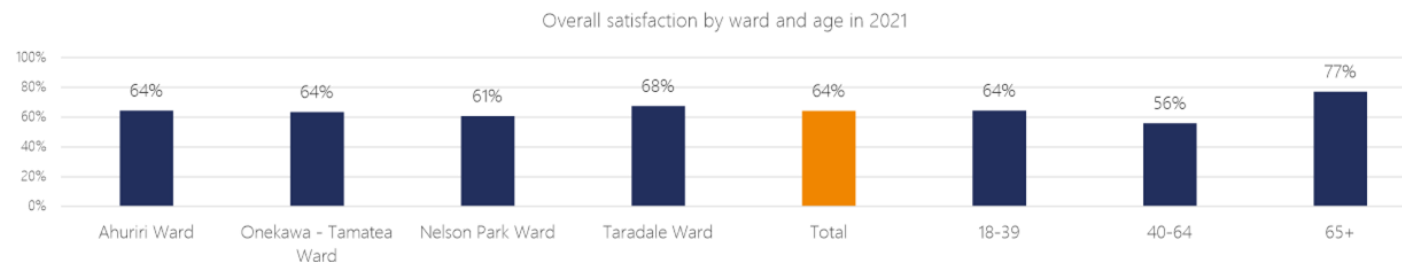


## CORE SERVICES

### City strategy – noise control

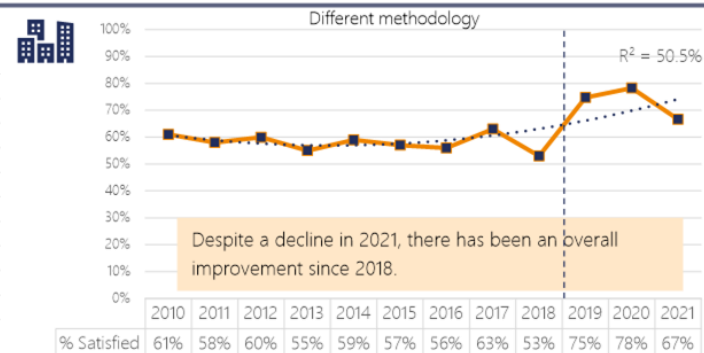
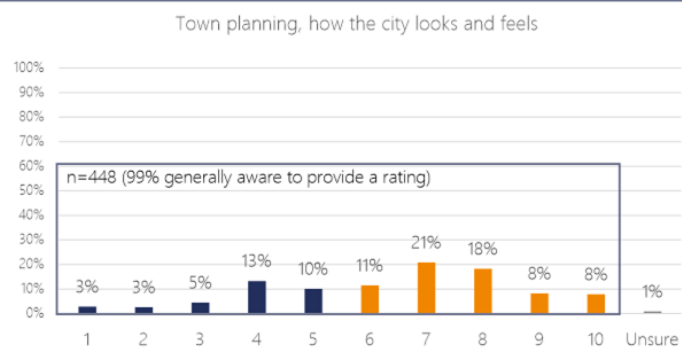


- Almost two-thirds (64%) of residents were satisfied with **noise control** in 2021. This service saw one of the larger falls in satisfaction, down from 76% in 2020; but, as with animal control, was consistent with the 2019 result (68%).
- Satisfaction with noise control was significantly higher for older (65+) residents (77%), and lower for those in rental properties (45%).

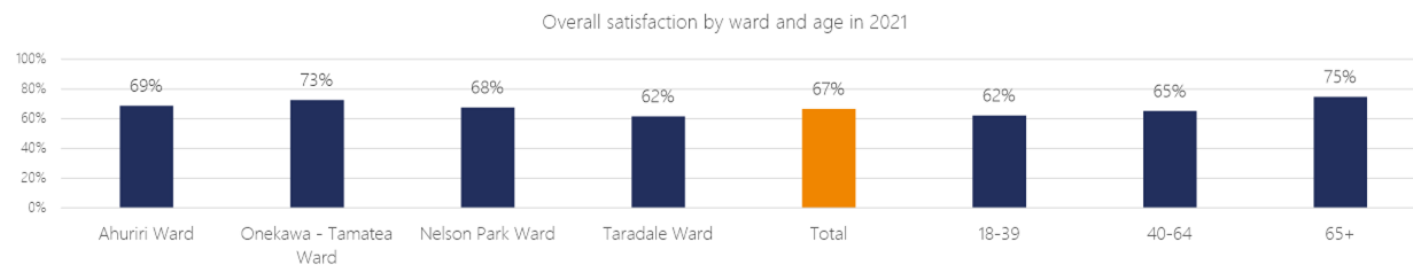


## CORE SERVICES

### City strategy – town planning



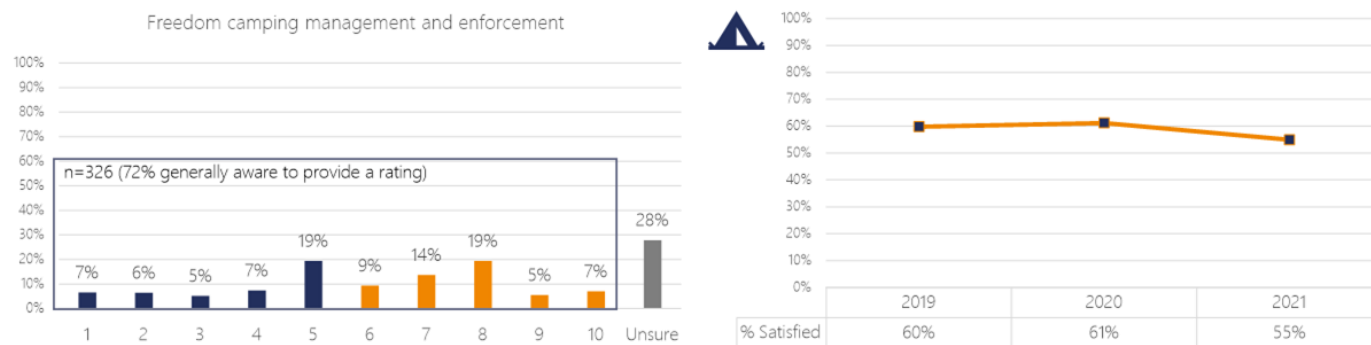
- Two-thirds (67%) of residents were satisfied with **town planning** in 2021. This service experienced the third-largest fall in 2021, down from 78% in 2020.
- Despite this, satisfaction remained higher than the historical average, with an overall improvement measured since 2018.
- There were no differences based on resident demographics in 2021.



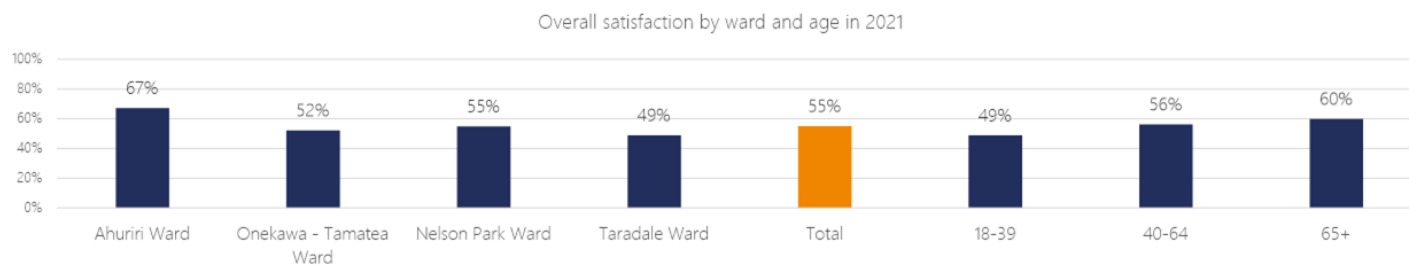


## CORE SERVICES

### City strategy – freedom camping

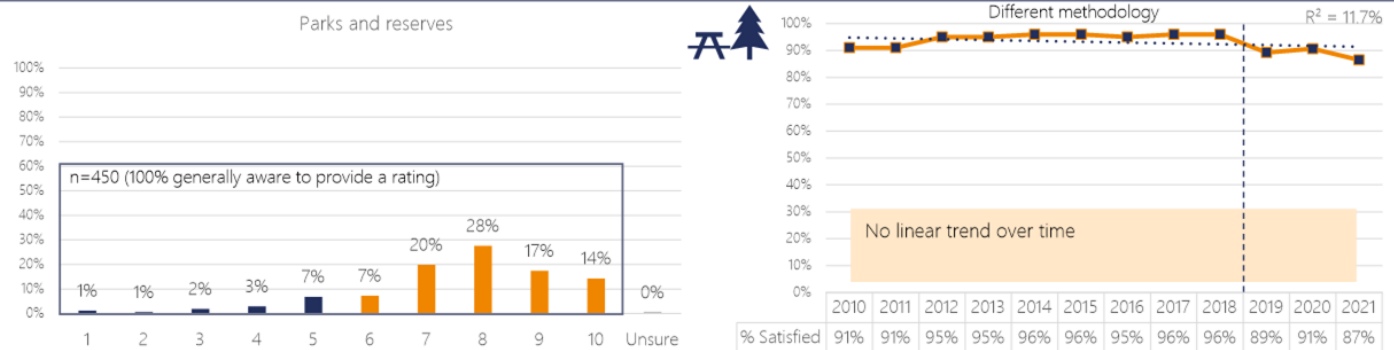


- In 2021, 55% of residents were satisfied with **freedom camping** management. This result was similar to 2020 (61%) and 2019 (60%), when this service was introduced to the survey.
- However, knowledge of freedom camping was low, with over one-quarter of residents (28%) not knowing enough to provide a rating.
- There were no significant differences for this service by resident subgroups in 2021.

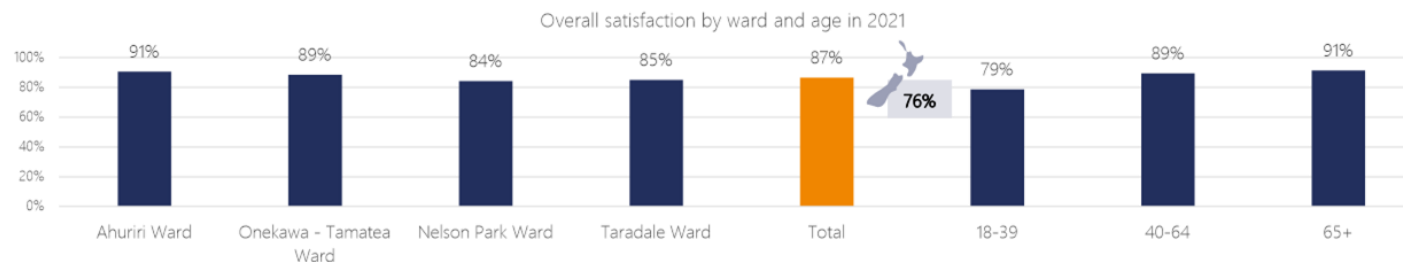


## CORE SERVICES

Community and visitors experience – parks and reserves

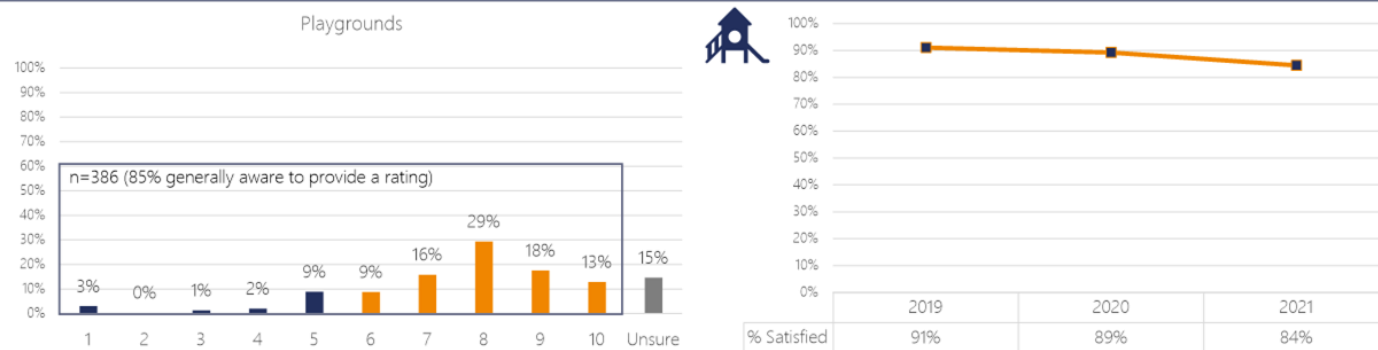


- Community facilities remained the most satisfactory aspects of life in Napier for local residents; collectively representing the top four highest rated services/facilities in 2021.
- Parks and reserves** were the second-highest rated facilities, with 87% satisfaction in 2021; similar to 2020 (91%).
- Satisfaction differed significantly by age, with younger (18-39) residents less satisfied with parks and reserves overall – although the majority (79%) were still satisfied.

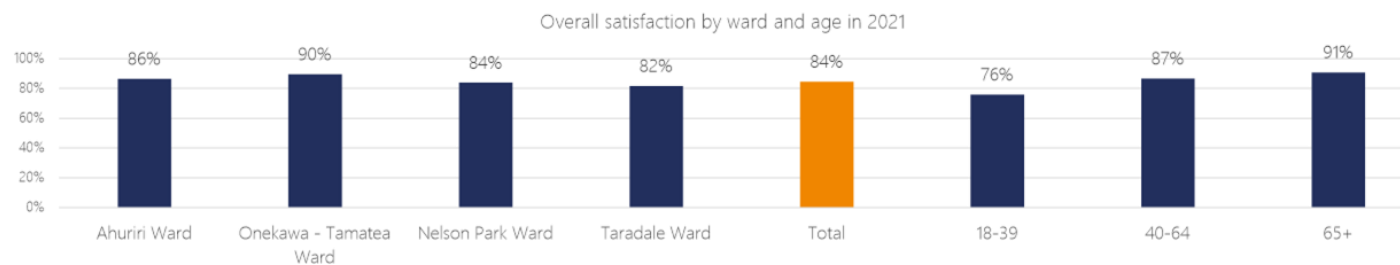


## CORE SERVICES

### Community and visitors experience – playgrounds

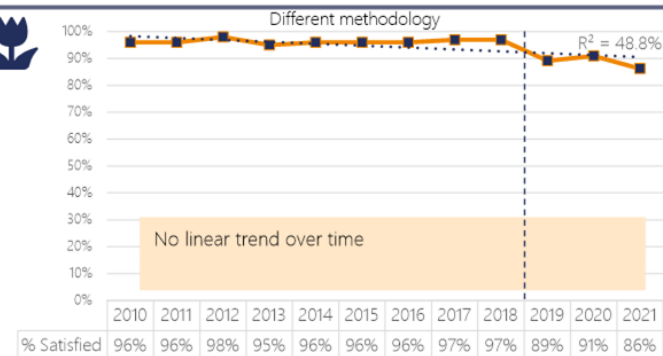
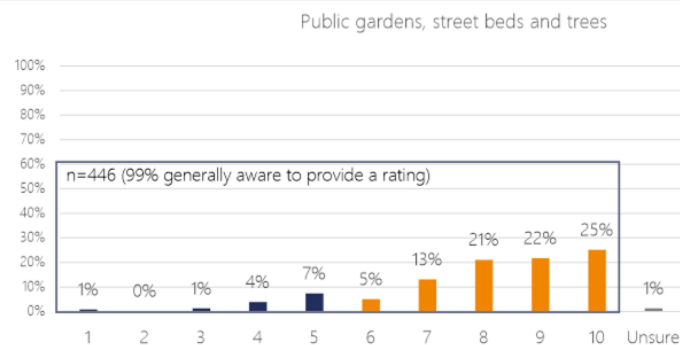


- Playgrounds were the fourth-highest rated services/facilities, with 4-in-5 residents (84%) satisfied in 2021; similar to 89% in 2020.
- Again, younger (18-39) residents were less satisfied with playgrounds overall – although the majority (76%) were still satisfied.

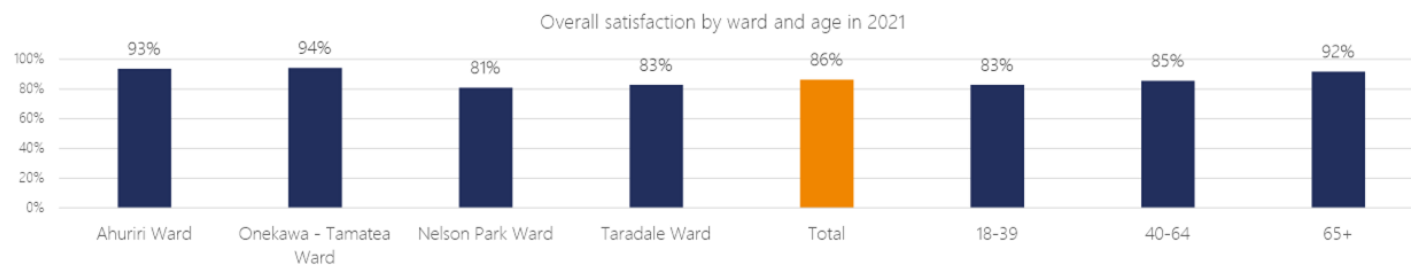


## CORE SERVICES

### Community and visitors experience – gardens

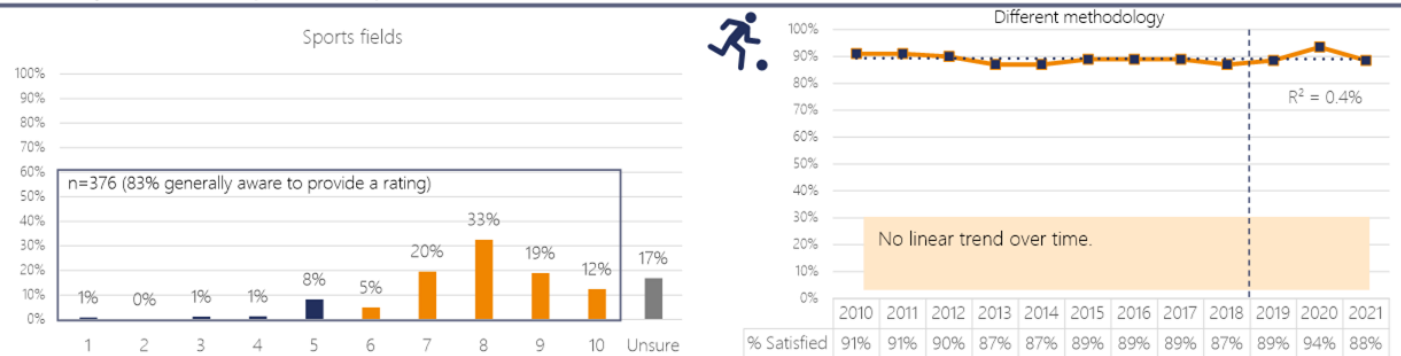


- Satisfaction with **public gardens** (including street beds and trees) remained very high (86%) in 2021, similar to the 2020 results (91%).
- This was the third-highest rated service/facility overall in 2021.
- Satisfaction with gardens was consistently high (above 80%) across all four wards, but significantly higher in Ahuriri (93%) and Onekawa-Tamatea (94%).

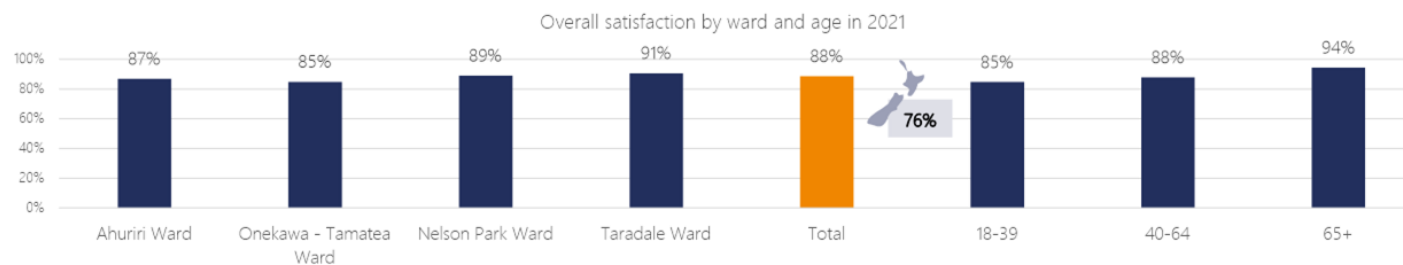


## CORE SERVICES

### Community and visitors experience – sports fields

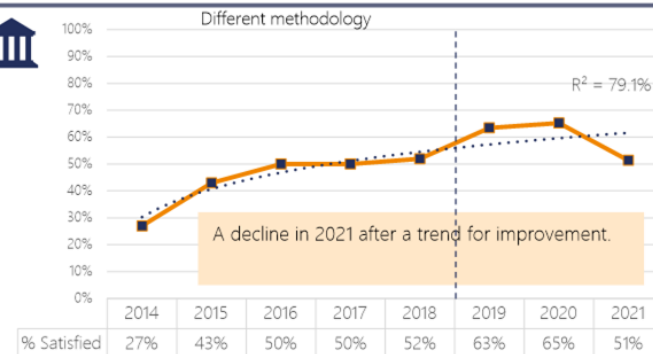
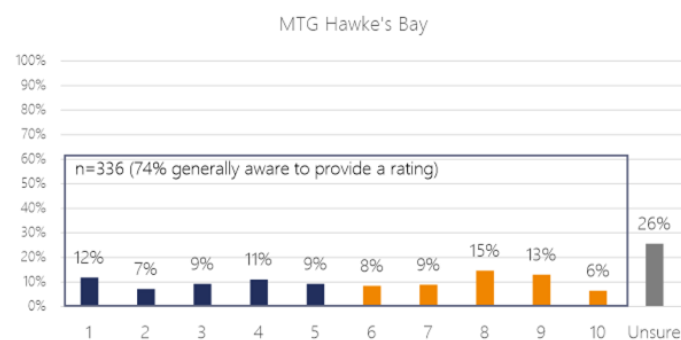


- As in 2020, **sports fields** remained the highest rated service/facility overall in 2021. The vast majority (88%) of all residents were satisfied with these facilities (similar to 91% in 2020).
- Satisfaction with sports fields was consistently high across all resident segments, with no significant differences measured in 2021.



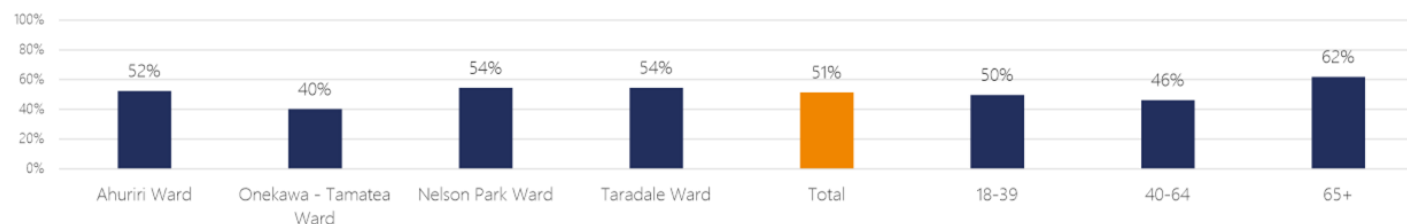
## CORE SERVICES

Community and visitors experience – museum



- In contrast to other community facilities, the **MTG** was one of the lowest rated in 2021, with half (51%) of residents expressing satisfaction with this venue. The MTG also experienced the second-greatest fall in satisfaction from 2020 (down 14%-points from 65%).
- Sentiments towards the MTG would have been impacted by the temporary closure of this facility in December 2020 due to internal flooding and remedial work on the sprinkler system – with the venue inaccessible to the public for half of the 2020-21 survey year.
- As a result, knowledge of the MTG was also relatively low, with 1-in-4 residents (26%) unable to provide a rating.
- The MTG was scheduled to re-open in late-July 2021.
- There were no significant differences for the MTG across resident segments in 2021.

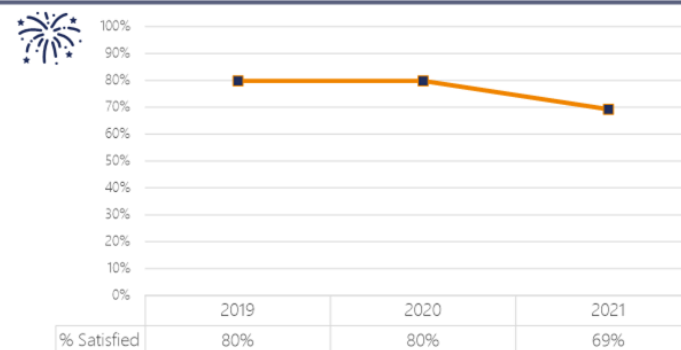
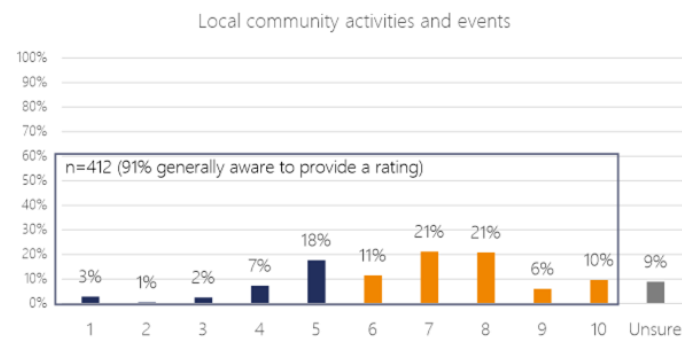
Overall satisfaction by ward and age in 2021



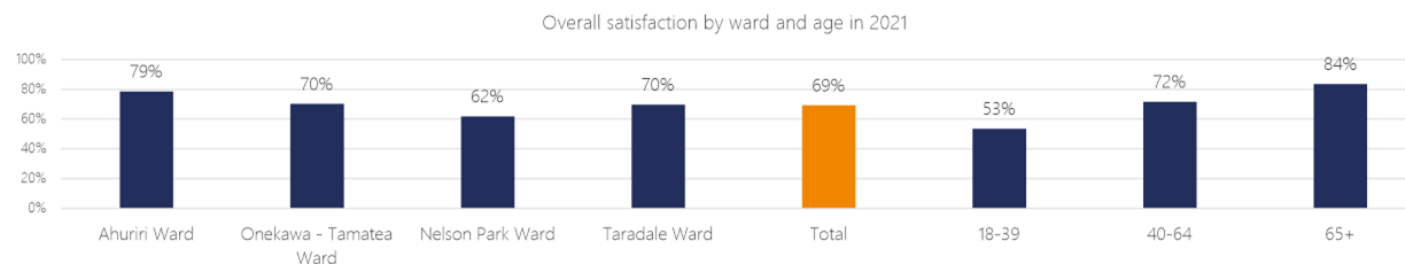
2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 39

## CORE SERVICES

Community and visitors experience – activities and events



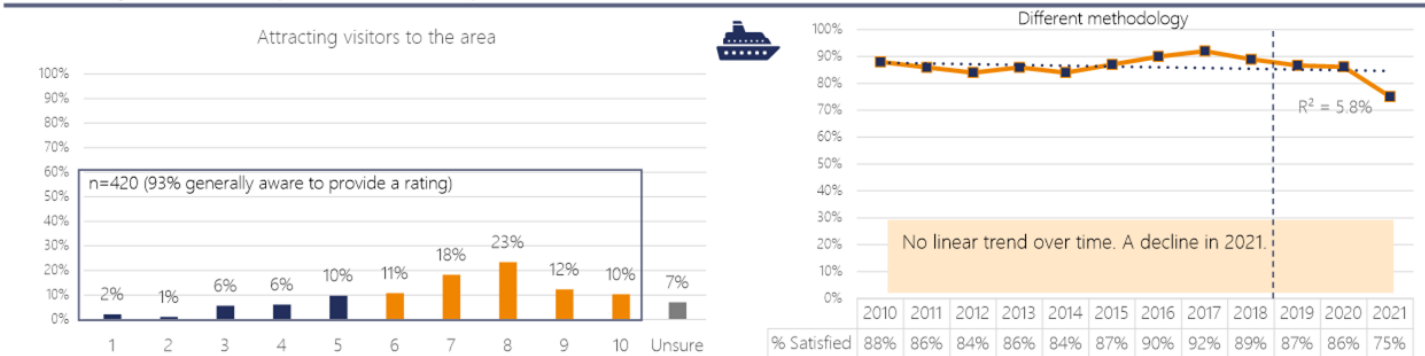
- Perceptions of local events were impacted to some extent in 2021 by residual effects or concerns about the COVID-19 pandemic – several major local events were cancelled in the 2020-21 year, including the annual Art Deco Festival and Mission concerts.
- Despite these impacts, **local community activities and events** rounded out the top 10 services in 2021, with 69% satisfaction overall. However, a large drop from 80% in 2020 was observed.
- Residents aged 65+ (84%) were again more likely to be satisfied with Council's provision of community activities and events, whereas younger (especially 18-39) residents (53%) felt less satisfied.



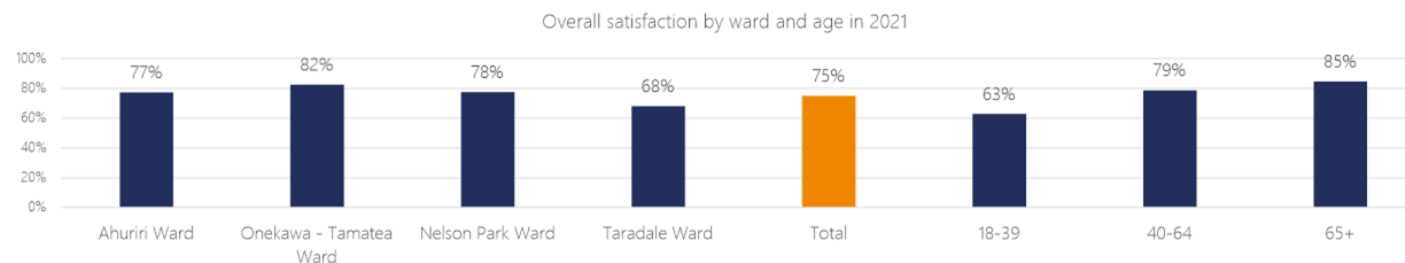
2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 40

## CORE SERVICES

Community and visitors experience – tourism promotion



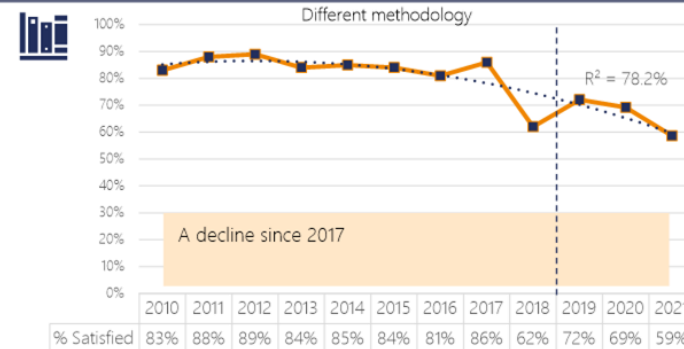
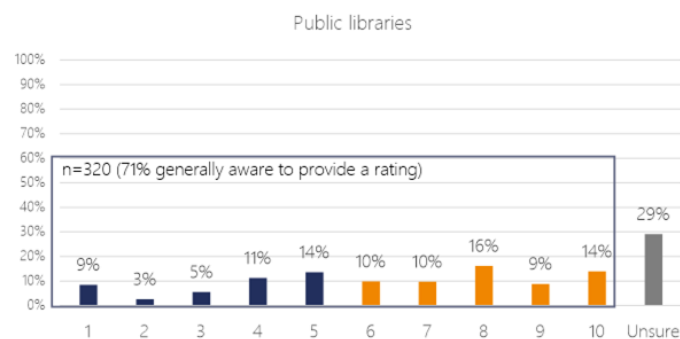
- Despite the COVID-19 pandemic's impact on tourism and related activities, **attracting visitors to the area** remained among the top 10 services in 2021, with 3-in-4 residents (75%) satisfied with this in 2021.
- However, this attribute did incur one of the larger decreases from 2020 (86%). Nevertheless, no significant fall in satisfaction has been measured over time.
- Tourism promotion was rated significantly higher by females (80%), residents aged 40-64 (79%) or 65+ (85%), and homeowners (79%).



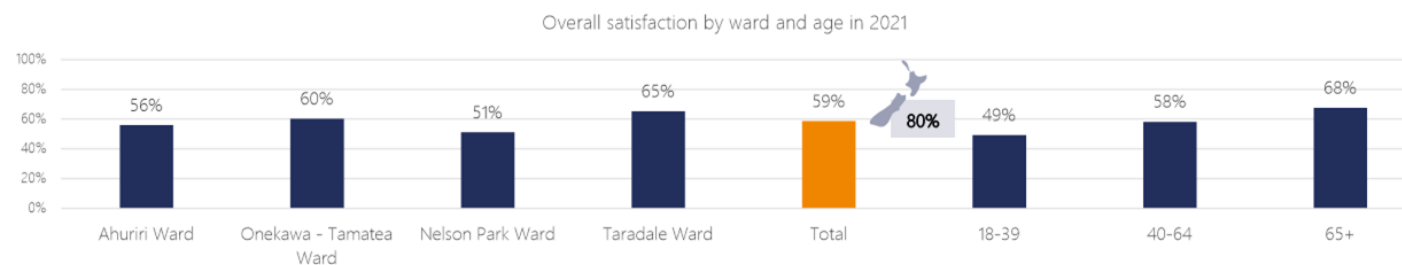


## CORE SERVICES

### Community facilities - libraries

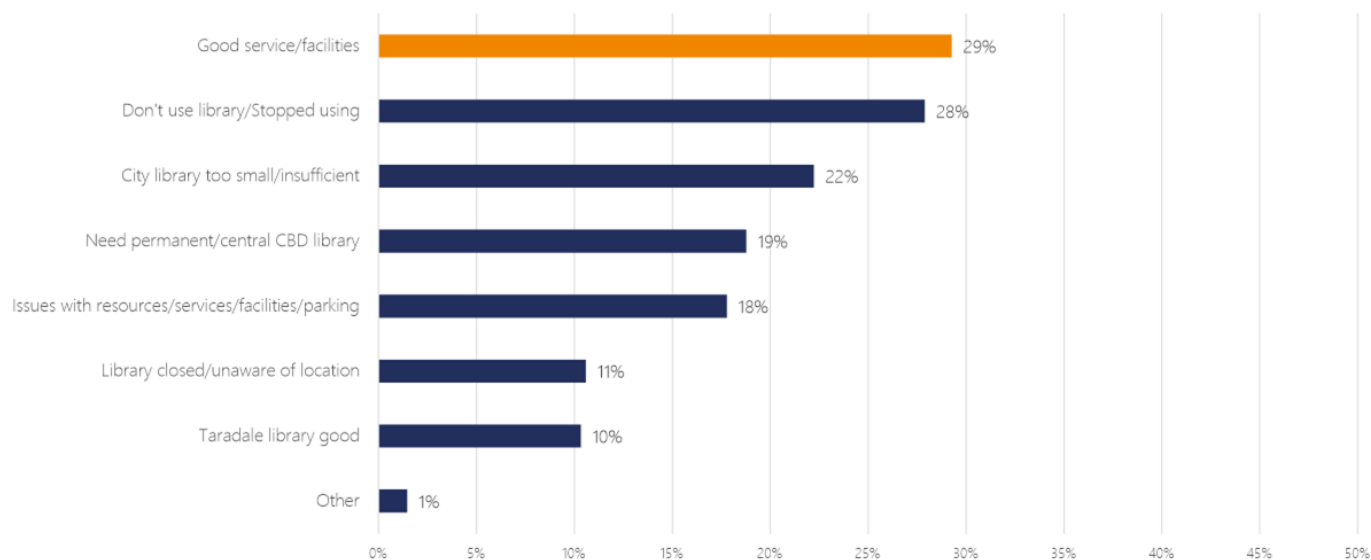


- Sentiment about **public libraries** has been affected in recent years by several events, notably: the relocation of the Napier library to the MTG; closure of libraries due to COVID-19; and subsequent closure of the Napier library in 2021 due to MTG sprinkler works.
- This has had an observable impact on resident satisfaction, which has continued to fall in 2021 (59%, down from 69% in 2020).
- 29% of residents were unable to provide a rating.
- There were no significant differences in 2021, although satisfaction was slightly higher among Taradale residents (65%).



2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 42

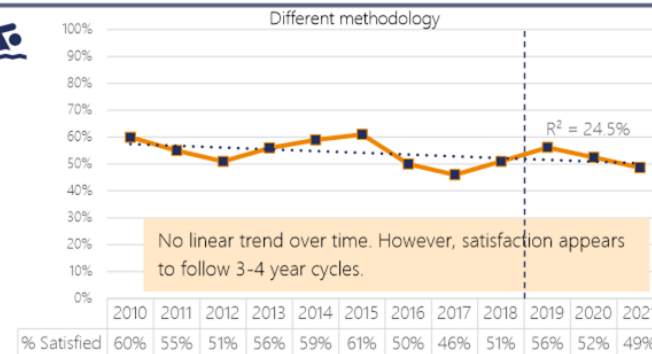
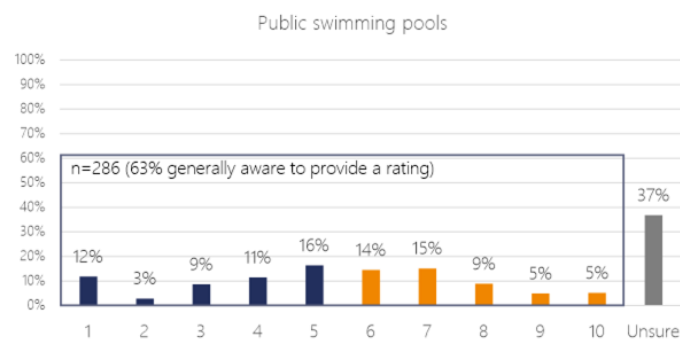
**Libraries-related** open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.



- Concerns about Napier CBD library continue to be reflected in provided verbatim comments, with key issues highlighted about the venue being '*too small/insufficient*', '*need permanent/central CBD library*', '*issues with resources/services/ facilities/parking*' or being '*closed/unaware of location*'.
- 28% stated they '*Don't use or stopped using*' library services.

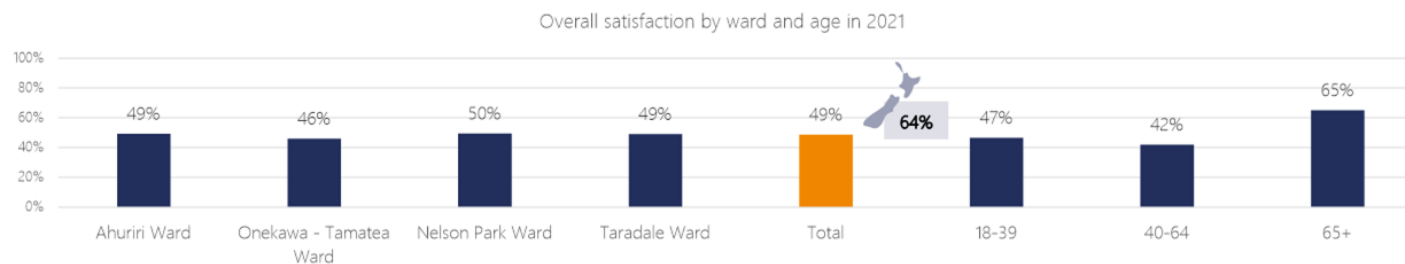
## CORE SERVICES

### Community facilities – swimming pools

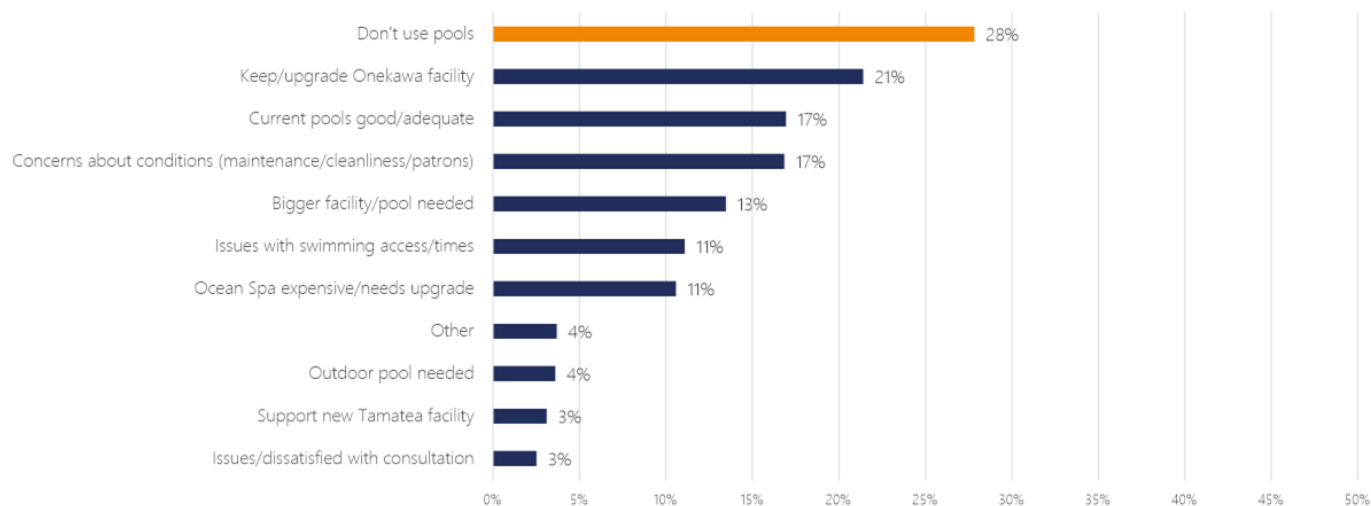


- Napier's **swimming pool** facilities remain one of the lowest ranked services – one of only four services with under 50% satisfaction; 49% of residents were satisfied with Council's provision of public swimming pools in 2021.
- Nevertheless, satisfaction with swimming pools was on par with the historic tracking average (54%), and similar to the score of 52% in 2020.

- Familiarity with pools has decreased further in 2021, with over one-third (37%) of residents stating they do not use swimming pools or did not know enough to provide a rating (28% in 2020).
- Older residents (65+) were more satisfied with pool facilities in 2021 (65%).



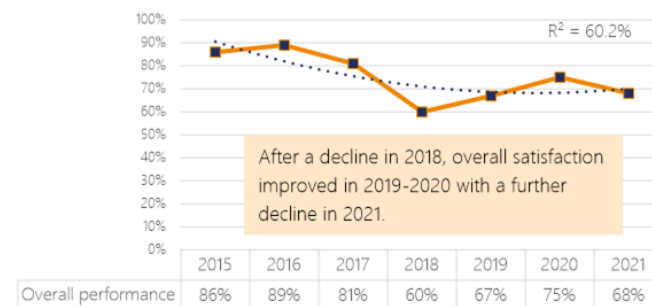
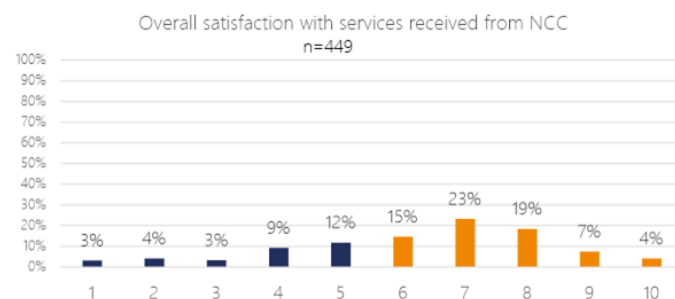
Swimming pool-related open-ended comments sorted into categories ('No answers' removed). Totals may exceed 100% owing to multiple responses from some respondents.



- 61% of residents provided swimming pool-related comments; 28% of these comments stated '*Don't use pools*' (23% in 2020). Usage may, in part, be affected by COVID-19 impacts or concerns.
- 1-in-5 (21%) mentioned '*Keep/upgrade Onekawa facility*', though a similar proportion felt '*Current pools were good/adequate*' (17%); 1-in-6 (17%) had '*Concerns about pool conditions*' including maintenance and other patrons.
- Notably, only a minority of residents in 2021 were still commenting on the previously proposed new pool facility in Tamatea (3%) or related consultation (3%), as media coverage about this development diminished.

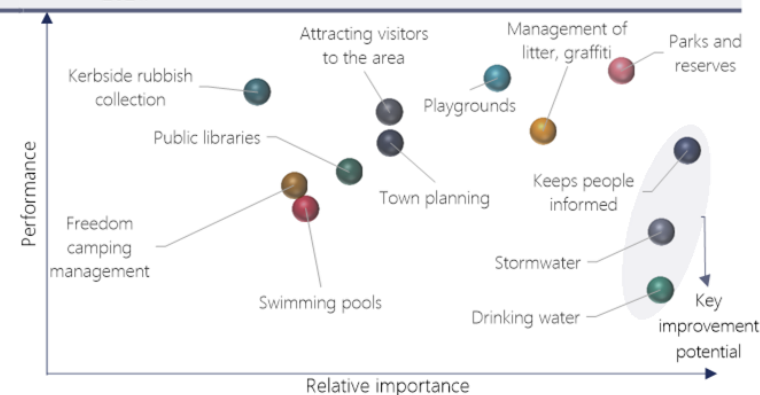
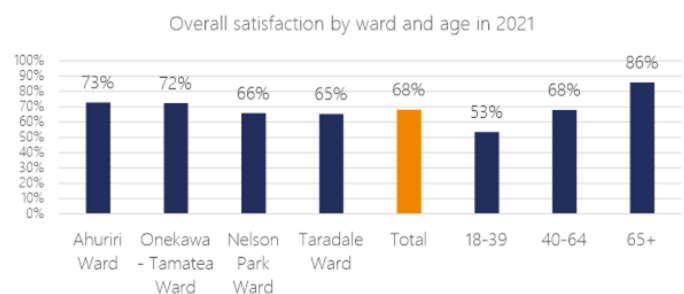
## OVERALL PERFORMANCE

### Overall satisfaction with Council's performance

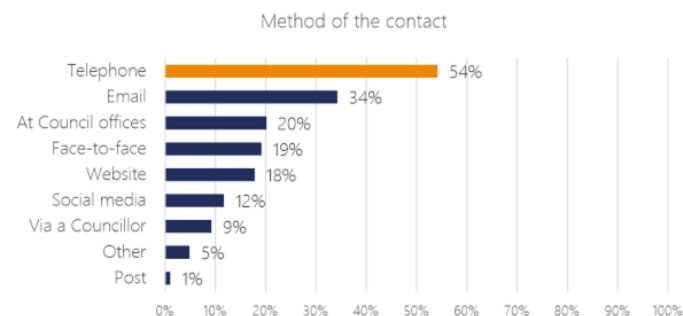
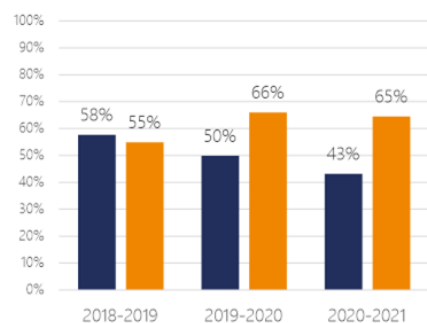


- In 2021, two-thirds (68%) of residents were satisfied with Council's performance. This was a significant decrease from 2020 (75%), but remained consistent with or higher than scores over the last few years.
- Overall satisfaction increased with age, being lower for 18-39s (53%) and 40-64s (68%) but higher for 65+ (86%). Home owners (71%) were also more satisfied than renters (55%).

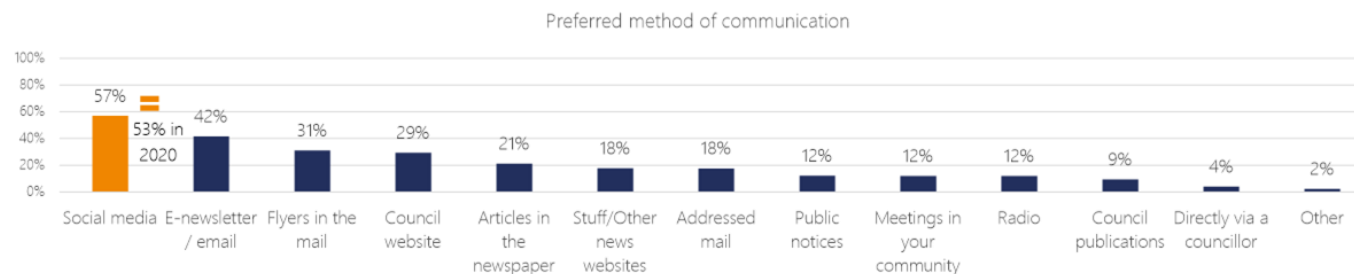
- Of all services surveyed, 12 had a statistically significant contribution to overall satisfaction; demonstrating the broad range of needs and experiences residents consider when evaluating overall Council efficiency. Assessing relative importance of these services against measured performance, Council communication, stormwater and drinking water represented the greatest improvement potential in 2021.



## COUNCIL CONTACT AND COMMUNICATION



- About two-fifths (43%) of residents stated they had contact with the Council in 2021. This has continued to decrease from 2020 (50%) and 2019 (58%).
- Of those having contact, the most prevalent method remained Telephone (54%), similar to 2020. Email remained an important channel, along with direct contact (visits to Council offices, face-to-face, etc).
- Satisfaction with Council contact and communication remained moderately high: overall, 65% of residents who had contacted the Council were satisfied with this to some degree (similar to 66% in 2020).
- Social media (57%) remained the preferred method of communication with the Council (similar to 2020). Younger residents (18-39) emphasised Social media (74%), whereas older residents (65+) preferred flyers in the mail (42%).



2020-2021 NAPIER CITY COUNCIL RESIDENT SURVEY - SIL RESEARCH | 47

# PUBLIC EXCLUDED ITEMS

That the public be excluded from the following parts of the proceedings of this meeting, namely:

## AGENDA ITEMS

1. Hawke's Bay Airport Ltd - Quarterly Report
2. Expression of Interest to Infrastructure Fund

The general subject of each matter to be considered while the public was excluded, the reasons for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution were as follows:

General subject of each matter to be considered.	Reason for passing this resolution in relation to each matter.	Ground(s) under section 48(1) to the passing of this resolution.
1. Hawke's Bay Airport Ltd - Quarterly Report	<p>7(2)(b)(ii) Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information</p> <p>7(2)(j) Prevent the disclosure or use of official information for improper gain or improper advantage</p>	<p>48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist:</p> <p>(i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.</p>
2. Expression of Interest to Infrastructure Fund	<p>7(2)(i) Enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist:</p> <p>(i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.</p>



**NAPIER**  
CITY COUNCIL  
*Te Kaunihera o Ahuriri*

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[www.napier.govt.nz](http://www.napier.govt.nz)

# PROSPEROUS NAPIER COMMITTEE Open Minutes

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Meeting Date: Thursday 1 July 2021

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Time: 11.21am - 11.43am  
11.45am - 12.10pm (Public Excluded)

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Venue Large Exhibition Hall  
Napier War Memorial Centre  
Marine Parade  
Napier

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*Livestreamed via Council's Facebook site*

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Present Mayor Wise, Councillor Taylor (In the Chair), Deputy Mayor Brosnan, Councillors Boag, Browne, Chrystal, Crown, Mawson, McGrath, Price, Simpson, Tapine and Wright

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In Attendance Chief Executive (Steph Rotarangi)  
Director Corporate Services (Adele Henderson)  
Director Community Services (Antoinette Campbell)  
Director Infrastructure Services, (Jon Kingsford)  
Director City Services (Lance Titter)  
Manager Communications and Marketing (Craig Ogborn)  
Chief Financial Officer (Caroline Thomson)  
Manager Community Strategies (Natasha Mackie)  
Manager Sport & Recreation (Glenn Lucas)  
Team Leader Governance (Helen Barbier)  
Community Funding Advisor (Belinda McLeod)  
Simon James, Regional Procurement Group

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Administration Governance Advisors (Carolyn Hunt and Anna Eady)



## Apologies

Nil

## Conflicts of interest

Nil

## Public forum

Nil

## Announcements by the Mayor

Nil

## Announcements by the Chairperson

Nil

## Announcements by the management

Nil

## Confirmation of minutes

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Councillors Price / Boag

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That the Minutes of the meeting held on 29 April 2021 were taken as a true and accurate record of the meeting.

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Carried

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# AGENDA ITEMS

## 1. COUNCIL PROCUREMENT POLICY

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<i>Type of Report:</i>	Operational and Procedural
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<i>Legal Reference:</i>	N/A
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<i>Document ID:</i>	1322316
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<i>Reporting Officer/s &amp; Unit:</i>	Adele Henderson, Director Corporate Services Jon Kingsford, Director Infrastructure Services
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### 1.1 Purpose of Report

To approve and adopt the Napier City Council Procurement Policy which will supersede the current Contracts Policy.

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### At the Meeting

The Director Corporate Services, Ms Henderson spoke to the report and advised that the Procurement Policy had been written to supersede the Contracts Policy. A Procurement

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Strategy was under development to support the Procurement Policy. Although the Policy would be reviewed every three years there was the ability to update at any time.

The original Contracts Policy had been developed to support transportation projects and the scope was not broad enough to incorporate other activities across Council and the change to meet broader outcomes. Mr James of the Regional Procurement Group had developed and adopted a progressive toolkit and training programme for internal council staff. The Progressive Procurement Supplier Guide was launched on 1 July 2021 with the Supplier Guide located in the procurement area of the Council's website.

There was flexibility in the procurement policy for providers who came up with different solutions for meeting what was required, providing creativity for the provider. There may also be room for some innovation in methodology or a different approach. Each tender could be assessed into whether it was suitable to take into account the need to deliver broader outcomes going forward.

### **Committee's recommendation**

Councillors Browne / Crown

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The Prosperous Napier Committee:

- a. Approve the recommendation to supersede the Council contract policy with the Procurement Policy.
- b. Approve and adopt the Procurement Policy.
- c. Note a Procurement Strategy to support the Policy is under development.

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Carried

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## **PUBLIC EXCLUDED ITEMS**

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Councillors Mawson / Tapine

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That the public be excluded from the following parts of the proceedings of this meeting, namely:

1. Debt write off
2. Hawke's Bay Airport Limited - Quarterly Report for 9 months ending 31 March 2021
3. Request for Remission for Special Circumstances

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Carried

---

The general subject of each matter to be considered while the public was excluded, the reasons for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution were as follows:

General subject of each matter to be considered.	Reason for passing this resolution in relation to each matter.	Ground(s) under section 48(1) to the passing of this resolution.
1. Debt write off	7(2)(a) Protect the privacy of natural persons, including that of a deceased person	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.
2. Hawke's Bay Airport Limited - Quarterly Report for 9 months ending 31 March 2021	7(2)(b)(ii) Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information  7(2)(j) Prevent the disclosure or use of official information for improper gain or improper advantage	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.
3. Request for Remission for Special Circumstances	7(2)(b)(ii) Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official

		Information and Meetings Act 1987.
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*The meeting adjourned at 11.43 and reconvened  
in Public Excluded session at 11.45pm*

*The meeting closed at 12.10pm*

Approved and adopted as a true and accurate record of the meeting.

Chairperson .....

Date of approval .....