

# Rangitikei District Council Stakeholder Survey 2016

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## Contents

1. Project overview .....	3
1.1 Background and objectives .....	3
1.2 Method.....	3
1.2.1 Sample.....	3
1.2.2 Margin of Error.....	3
1.2.3 Display of Data .....	3
1.3 Reporting.....	4
2. Summary of results 2016 .....	5
2.1 Overall perception of Council’s usefulness to collaborative partnerships .....	5
2.2 Summary of stakeholder participation measured .....	6
3. Detailed Results.....	7
3.1 Stakeholder participation with Collaborative Partnerships.....	7
3.2 Stakeholder involvement with Collaborative Partnerships .....	8
3.3 Stakeholder involvement with collaborative partnerships.....	9
3.4 Stakeholder involvement with collaborative partnerships 2016-2015 .....	11
3.5 Stakeholder perception of Council usefulness to collaborative partnerships .....	12
3.5.1 Perception of Council usefulness to collaborative partnerships 2016-2015 .....	14
3.6 Overall stakeholder perception of Council’s usefulness.....	15
3.7 Stakeholder satisfaction with Council support .....	16
3.8 Stakeholder recommendations for improving collaborative practices .....	18
3.9 Stakeholder recommended partnerships/collaborations Council should/could be involved in	20
3.10 Stakeholder recommended areas/issues Council could make a difference and/or initiate.....	21
3.11 Stakeholder perception of Council communication .....	23
3.12 Stakeholder suggestions for Council to improve communication .....	26
4. General Comments .....	28
5. Concluding Comments .....	30
Appendix 1: Rangitikei Stakeholder Survey 2016 .....	31

# 1. Project overview

## 1.1 Background and objectives

In 2012, Rangitikei District Council (Council) established a benchmark for the level of service that they had achieved in the past year.

This stakeholders' survey identifies the trend of usefulness of Council partnerships across the district. Versus Research was commissioned between 2012 to 2015 by Council to complete this study, with the current study undertaken internally by Council. This report outlines the results of the Stakeholders' Opinion Survey.

This survey aimed to measure:

- Stakeholders involved with various partnerships;
- The perception of partnerships as being useful compared to last year and;
- The overall perception of the usefulness of Council's support for collaborative partnerships.

## 1.2 Method

This study consisted of a mixture of quantitative and qualitative questions in an online survey. The survey was developed in SurveyMonkey and administered via email to stakeholders. An initial email was sent to stakeholders containing a link to the survey on 14 March 2016, giving stakeholders till 4 April to complete the survey. A follow up email was sent to stakeholders on 11 April 2016 giving them till the end of week (15 April 2016) to complete the survey. The survey was constructed internally by Rangitikei District Council.

### 1.2.1 Sample

The population size for this study consisted of a total of 266 stakeholder email addresses provided by the Council. With 89 completed surveys equating to the sample size of  $n=89$ , this equates to a response rate of 35 per cent.

### 1.2.2 Margin of Error

The Margin of Error (MoE) is  $\pm 9$  per cent at a 95 per cent confidence level. This means, that if the observed result on the total sample of 89 respondents was 50 per cent (point of maximum MoE), then there is a 95 per cent probability that the true answer falls between 39 per cent and 61 per cent.

### 1.2.3 Display of Data

For ease of interpretation, charts are used to display top level results in this report. Labels on charts for very small proportions (for example 1%) may not show as these labels can extend beyond their segment and overlap with numbers from other segments making the labels difficult to read. The question asked in the survey has been footnoted on the same page as the chart or tables. The base size, that is, the number of stakeholder who answered a question, is also footnoted. Please note that not all percentages shown add up to 100 per cent due to rounding.

### 1.3 Reporting

Please note that due to exceptionally small base sizes, the results for each collaborative partnership are indicative only. Throughout the report, regardless of the base size, the results have been charted on percentage level in most cases instead of by count level. A consistent layout has been used in this report to ensure comparisons can be made between various collaborative partnerships.

## 2. Summary of results 2016

### 2.1 Overall perception of Council's usefulness to collaborative partnerships

In 2015/16, 19% thought Council's service is getting better, 58% thought it about the same, 2% thought it worse and 22% did not know how to rate this<sup>1</sup>.

	(n=)	Better than last year	About the same as last year	Worse than last year	Don't know-
A Buoyant District Economy Theme group	9	22%	22%	22%	33%
A Safe and Caring Community Theme Group	11	18%	45%	0.00%	36%
Bulls and District Community Trust	6	0%	50%	0%	50%
Centennial Park Steering Group	4	0%	75%	0%	25%
Digital Enablement Plan Steering group	13	31%	23%	23%	23%
Enjoying Life in the Rangitikei Theme Group	3	0%	100%	0%	0%
Marlon Community Charter	12	8%	50%	0%	42%
Marlon and Surrounds ICT Hub	6	17%	17%	0%	67%
Marlon Town Centre Plan Steering Group	7	43%	43%	14%	0%
Project Marlon	13	38%	31%	0%	31%
Rangitikei Heritage Group	6	17%	67%	0%	17%
Rangitikei Environment Group	13	38%	31%	0%	31%
Rangitikei Tourism	6	0%	33%	17%	50%
Southern Rangitikei Health & Social Services Network	8	25%	50%	0%	25%
Taihape Monthly Network	10	10%	20%	0%	70%
Taihape Community Development Trust	10	0%	60%	10%	30%
Taihape Memorial Park Users Group	9	56%	0%	11%	33%
Treasured Natural Environment Theme Group	7	43%	29%	14%	14%
Youth Initiatives (Action Plan, HYPE, Marlon Youth Club, Taihape Youth Hutt )	11	9%	55%	9%	27%
Other	3	0%	100%	0%	0%

<sup>1</sup> Baseline 2016 n= 64. In 2014/15, from the 96 responses to the survey, 17% thought Council's service is getting better, 45% thought it about the same, 3% thought it worse and 35% did not know how to rate this.

## 2.2 Summary of stakeholder participation measured

	(n=)	Heavily involved, including in projects outside of formal meetings	Actively attending meetings, but not able to contribute much to projects outside of meetings	Interested, but not able to commit regularly to meetings or projects	Losing interest, thinking of disassociating from the group
A Buoyant District Economy Theme group	9	0.00%	22%	78%	0.00%
A Safe and Caring Community Theme Group	13	31%	31%	38%	0.00%
Bulls and District Community Trust	5	60.00%	0%	40%	0.00%
Centennial Park Steering Group	5	0%	20%	60%	20%
Digital Enablement Plan Steering group	12	25%	33 %	25%	17%
Enjoying Life in the Rangitikei Theme Group	3	33%	33%	33%	0%
Marlon Community Charter	12	33%	42%	33%	0%
Marlon and Surrounds ICT Hub	6	33%	33%	33%	0%
Marlon Town Centre Plan Steering group	7	71%	14%	14%	0%
Project Marlon	13	15%	8%	77%	0%
Rangitikei Heritage Group	4	25%	0%	75%	0%
Rangitikei Environment Group	13	23%	31%	38%	8%
Rangitikei Tourism	6	17%	17%	67%	0%
Southern Rangitikei Health & Social Services Network	9	33%	33%	22%	11%
Taihape Monthly Network	9	22%	0%	44%	33%
Taihape Community Development Trust	8	0%	13%	63%	25%
Taihape Memorial Park Users Group	7	29%	29%	29%	14%
Treasured Natural Environment Theme Group	7	29%	29%	57%	0%
Youth Initiatives (Action Plan, HYPE, Marlon Youth Club, Taihape Youth Hutt )	12	8%	25%	50%	17%
Other	5	40%	60%	0%	0%

## 3. Detailed Results

### 3.1 Stakeholder participation with Collaborative Partnerships

Comparing this year's results with 2015, there has been a 12 per cent increase in stakeholders who are involved with more than one partnership. 2015 and 2016 statistics show that stakeholder numbers involved with only one partnership have remained about the same (40% and 39% respectively). Stakeholders in 2016 involved in zero collaborative partnerships have seen a sharp decline of 13 per cent comparatively to 2015.

Overall, comparing the previous three years to this year, the following can be said:

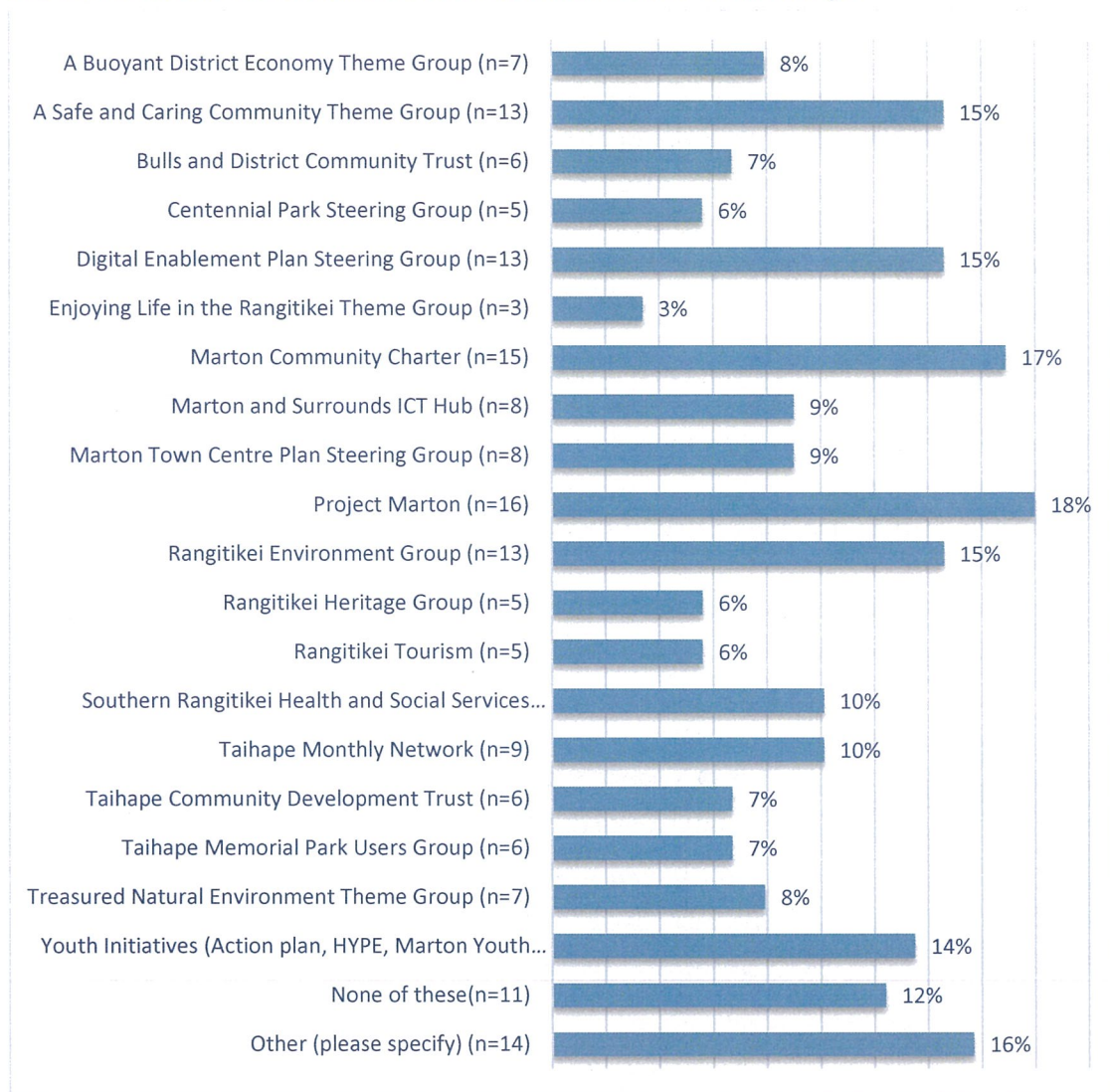
- Stakeholders are slightly less likely to be involved in more than one partnership than in 2013 and 2014.
- Stakeholders in 2016 are more likely to be involved in one partnership than stakeholders presented in 2013 or 2014.
- 2016 stakeholders are less likely to not be involved in partnership compared to stakeholder presented in all comparative years.

2016 Involved with more than one partnership 52%  
2015 Involved with more than one partnership 40%  
2014 Involved with more than one partnership 61%  
2013 Involved with more than one partnership 57%

2016 Involved with only one partnership 39%  
2015 Involved with only one partnership 40%  
2014 Involved with only one partnership 28%  
2013 Involved with only one partnership 31%

2016 Involved in none of the partnerships 8%  
2015 Involved in none of the partnerships 21%  
2014 Involved in none of the partnerships 12%  
2013 Involved in none of the partnerships 12%

### 3.2 Stakeholder involvement with Collaborative Partnerships<sup>2</sup>



Project Marton (18%) and Marton Community Charter (17%) were presented as the highest counts of membership with stakeholders.

#### **Other responses included:<sup>3</sup>**

Creative Communities Scheme  
 Marton Cancer Society / Red Cross  
 Marton Jaycees  
 Youth forum  
 Bulls town centre  
 Taihape Community Board  
 Taihape Town Centre Plan Steering Group  
 Taihape Horticultural Society  
 Te Roopu Ahi Kaa  
 NZ Police

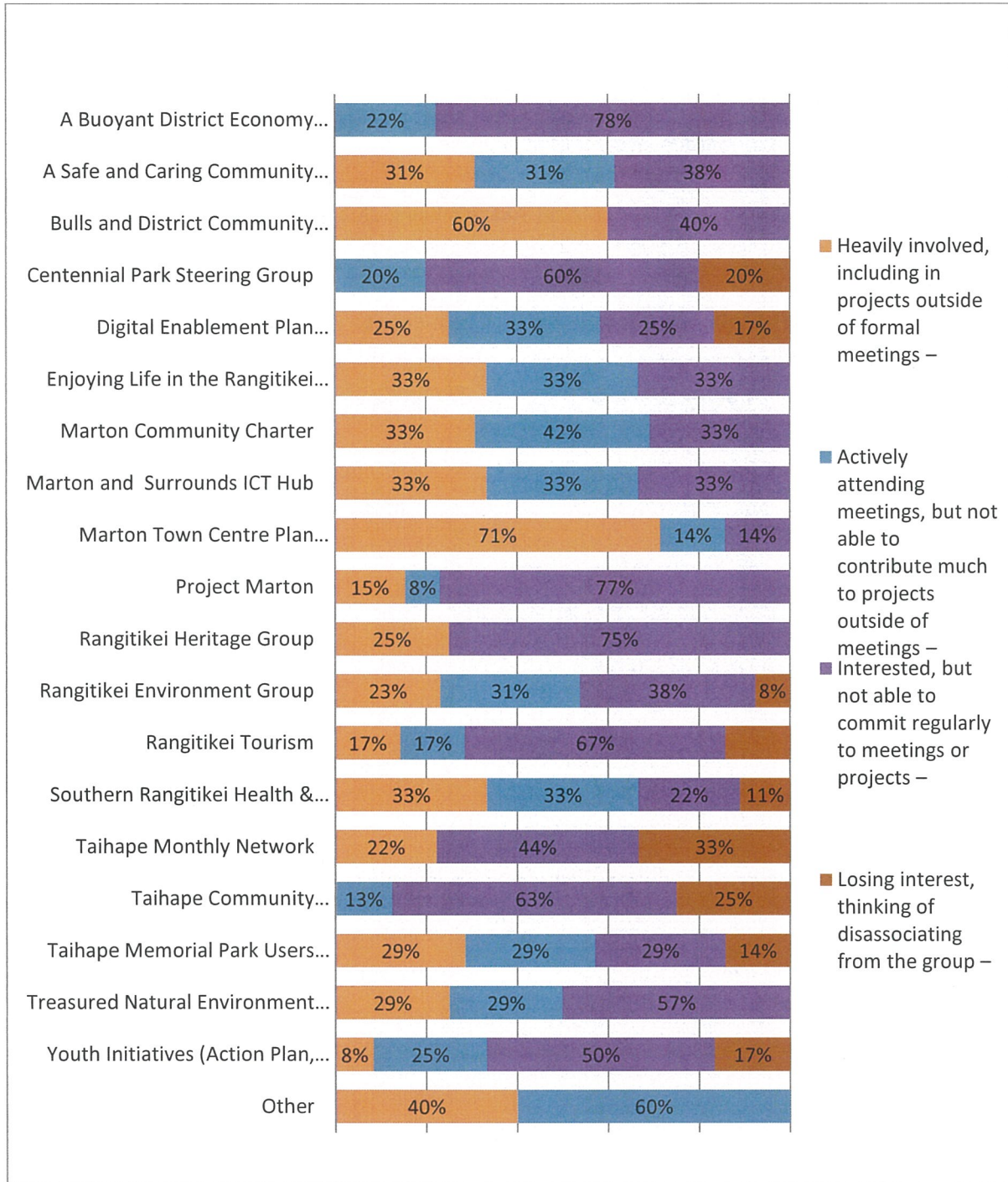
Marton Network meetings  
 Lions Club, Bulls & District Enterprises, CPNZ  
 Rangitikei Health Network group  
 Community Housing Contract – Welfare  
 Regional growth study  
 Marton Community Garden  
 Taihape Junior Soccer  
 Taihape Scouts  
 Bulls Community Committee  
 Maori Community Development

<sup>2</sup> Q: Please select all the partnerships that you have been involved with (n=89).

<sup>3</sup> This includes the “other” text field responses as well as responses from q: If there are any other partnerships you are involved with Council that were not listed, could you please list the partnerships in the space provided below.



### 3.3 Stakeholder involvement with collaborative partnerships<sup>4</sup>



*Marton Town Centre Plan Steering Group* (71%) and *Bulls and District Community Trust* (60%) received the highest response of “Heavily involved” from stakeholders, whereas *Taihape Monthly Network* (33%) and *Taihape Community Development Trust* (25%) stakeholders were more likely to select “Losing interest”.

<sup>4</sup> Q: How involved are you with the group/s you are associated with? Please tick one response for each group you are involved with. N=73.

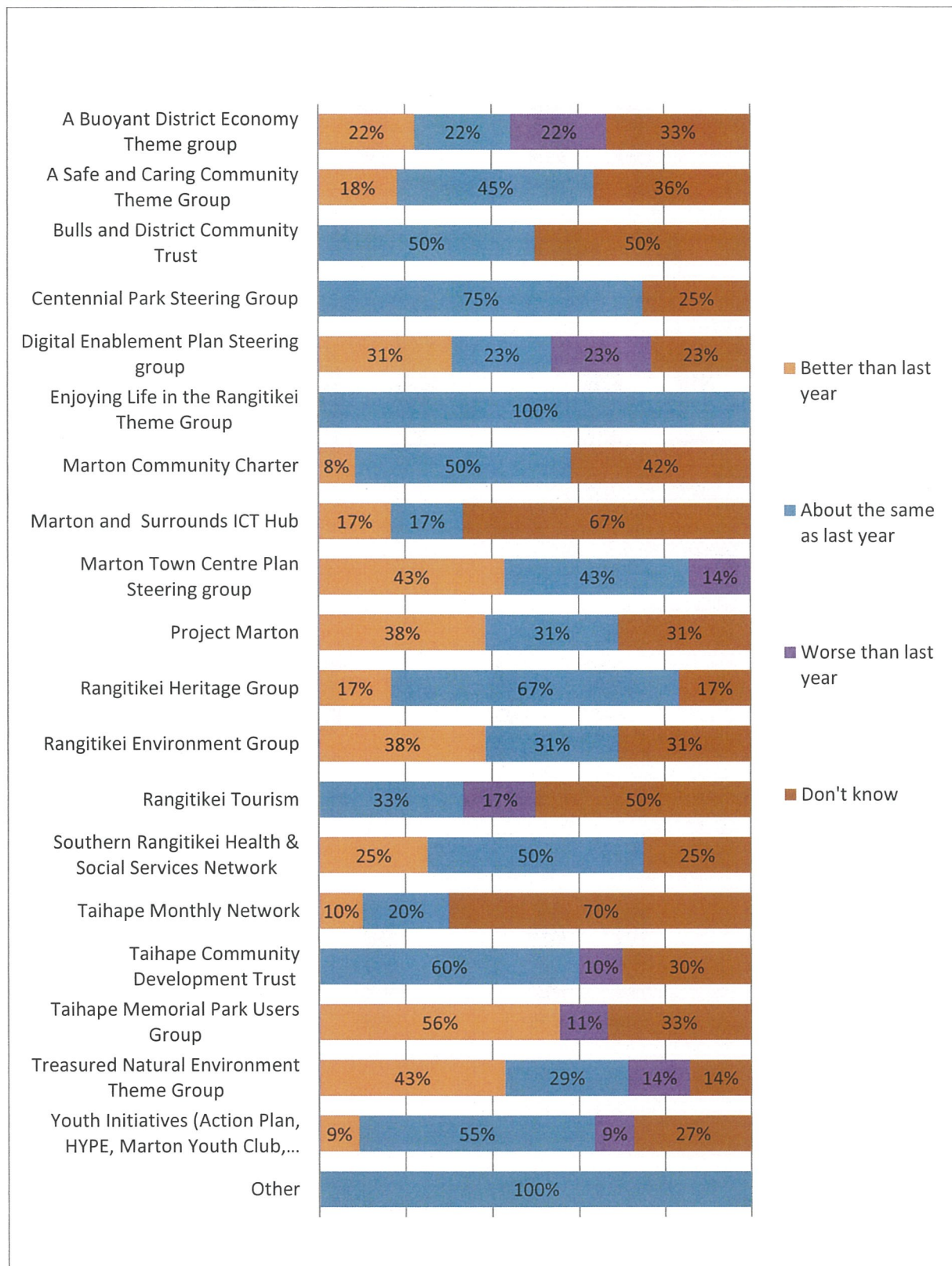
***Other comments included:***

- ICT Hub Marton - was on the original committee, no longer involved (*Marton and Surrounds ICT Hub*)
- Te Roopu Ahi Kaa (*Te Roopu Ahi Kaa, RDC Iwi Fund*)
- Marton Community Garden (*Project Marton*)
- CPNZ
- Would be interested in helping Model Aircraft flying club (*A Safe and Caring Community Theme Group*)
- Te Roopu Ahi Kaa
- I'm committed to different projects but not to meetings (*Marton and Surrounds ICT Hub, Project Marton*)
- marton community group meetings (*Marton Community Charter*)

### 3.4 Stakeholder involvement with collaborative partnerships 2016-2015



### 3.5 Stakeholder perception of Council usefulness to collaborative partnerships



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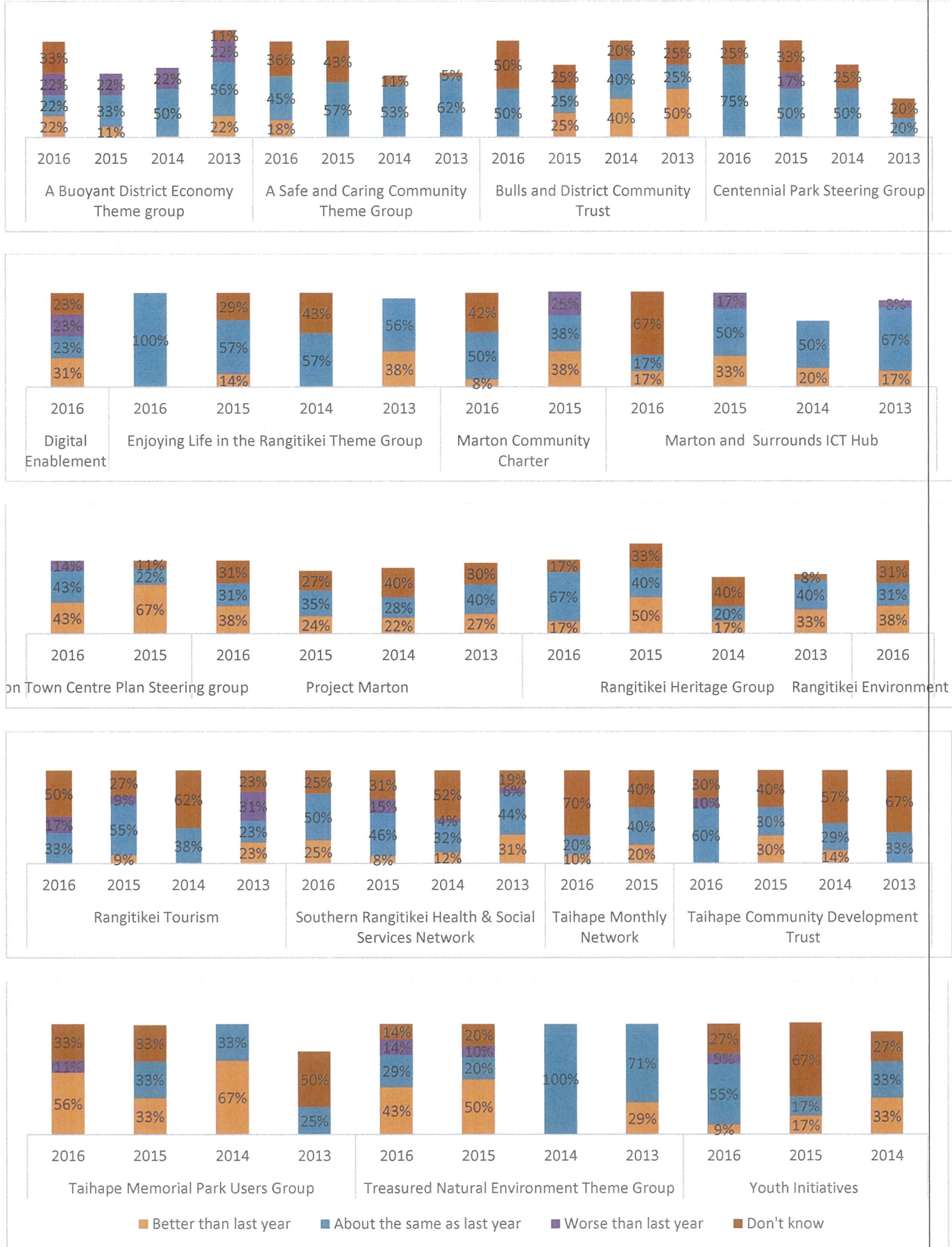
<sup>5</sup> Q: Do you think Council is more useful (better than last year) or about the same? Please tick one response for each group you are involved with. N=69

*Taihape Memorial Park Users group (56%), Marton Town Centre Plan Steering Group (43%), and Treasured Natural Environment Theme (43%) group were more likely to respond "Better than last year". Stakeholders from Digital Enablement Plan Steering group (23%) and A Buoyant District Economy Theme group (22%) were more likely to respond "Worse than last year".*

***Other comments included:***

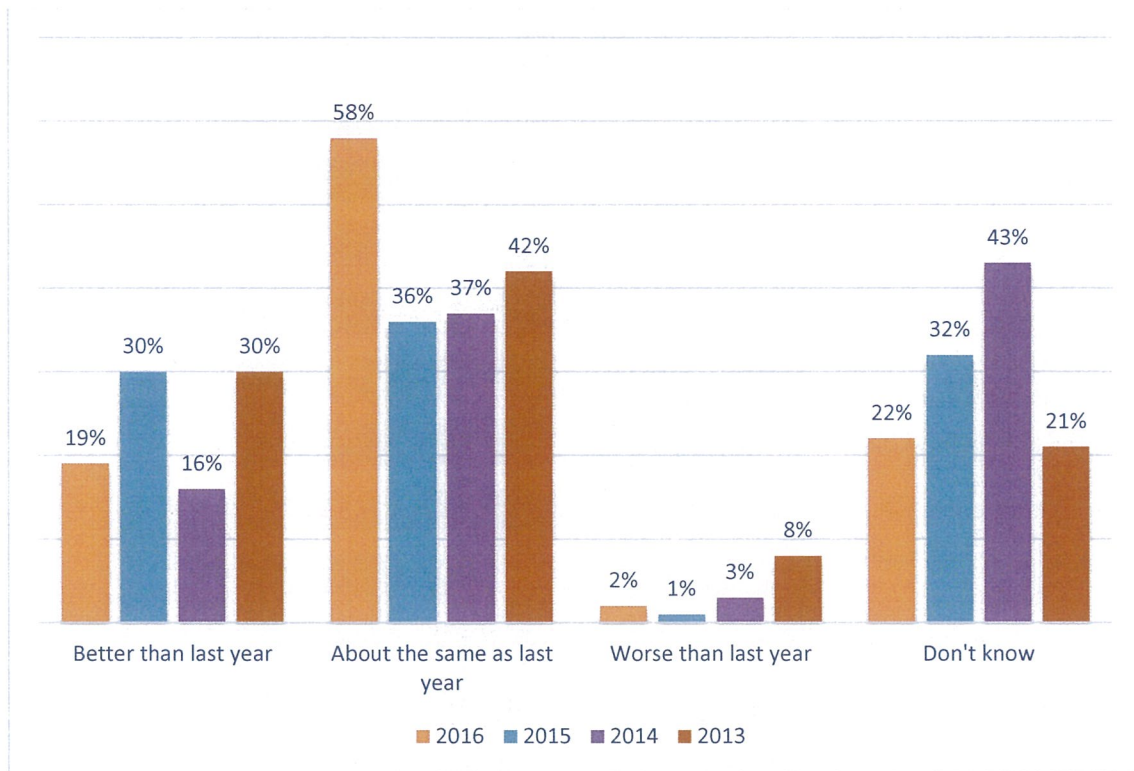
- *Doesn't apply - didn't exist a year previously (Digital Enablement Plan Steering Group)*
- *I don't know as I have only been involved last year (Marton Community Charter, Taihape Monthly Network, Youth Initiatives)*
- *Hard to say - haven't met for a while (A Buoyant District Economy Theme Group, Treasured Natural Environment Theme Group)*

### 3.5.1 Perception of Council usefulness to collaborative partnerships 2016-2015



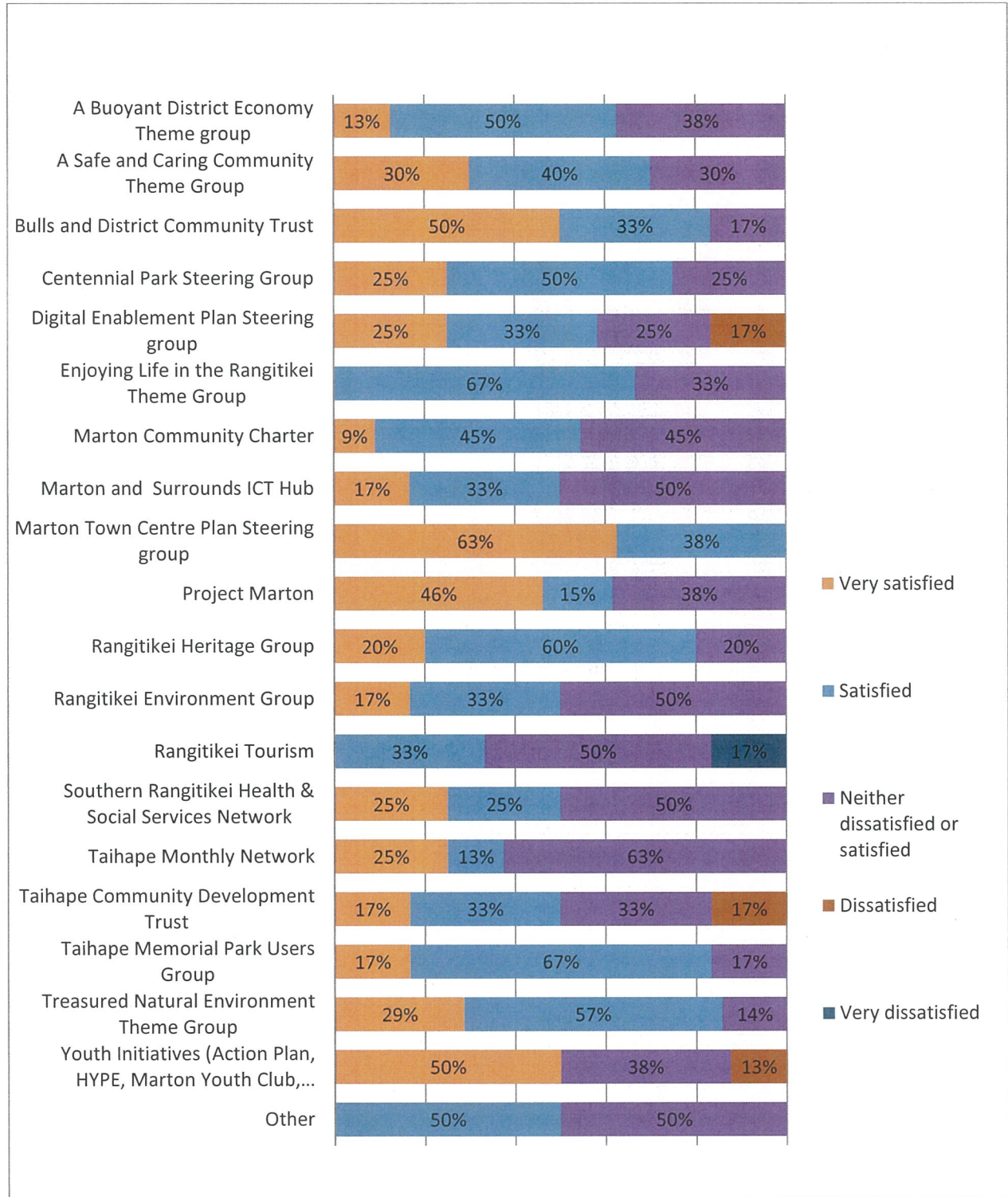
### 3.6 Overall stakeholder perception of Council's usefulness<sup>6</sup>

Overall, 58 per cent of stakeholders felt Council support of collaborative partnerships was "About the same as last year" and 19 per cent saying "Better than last year".



<sup>6</sup> Q: Overall, in terms of the usefulness of Council's support for collaborative partnerships, do you think the Council is doing better or worse than last year, or about the same? Base 2016 n=64, 2015 n=96, 2014 n=86, and 2013 n=108.

### 3.7 Stakeholder satisfaction with Council support



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<sup>7</sup> Q: Please tell Council how generally SATISFIED you are with the support Council provides to your associated group/s? Please tick a response for each group you are associated with. N=66.



**Other comments include:**

Te Roopu Ahi Kaa Maori Development

CPNZ

- **Comments:**

- Haven't been consistently engaged for long enough to have a strong opinion. (*Taihape Monthly Network*)
- TCDT - not sure how much association they have with Council. Taihape Memorial Park User Group - new initiative - long overdue for the Park users (*Taihape Community Development Trust, Taihape Memorial Park Users Group*)
- The groups get the support that they require. (*Marton and Surrounds ICT Hub*)
- Building and strengthening Iwi/Maori Relationships (*Te Roopu Ahi Kaa, RDC Iwi Fund*)
- Council offers have VG working relations and are professional in their approach (*Bulls and District Community Trust*)
- Taihape seems to miss out on a lot of response from its Council representatives (*A Safe and Caring Community Theme Group, Taihape Monthly Network, Taihape Community Development Trust*)
- DEP-has become very quiet over 2016 linking investment in broadband with prudent investment for growth. ICT Hubs Marton has been assisted satisfactorily with fibre access and internet thru Council. Ratana Hub has a level of broadband access that is not even equal to dial up making training and usage on the verge of not being sustainable. Require help with the Chorus Fibre being blown into marae building to assist surrounding community with the growing digital divide (*A Buoyant District Economy Theme Group, Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- Does provide the forum for the agencies involved to talk together. Although visible progress is limited the networking itself and raising of issues is valuable and could yet lead to concrete action. (*Marton Community Charter*)
- excellent email communications from Katrina (*Treasured Natural Environment Theme Group*)
- Facility availability and Council assistance with a listening ear and words of wisdom. (*A Safe and Caring Community Theme Group, Project Marton*)
  
- There is still room for Council to provide more support for these groups but their input at the moment is highly valued. (*Rangitikei Environment Group, Southern Rangitikei Health and Social Services Network, Treasured Natural Environment Theme Group*)
- same same asper last year (*Marton and Surrounds ICT Hub, Project Marton, Youth Initiatives*)
- Council have always supported us. Their staff are professional and we share a common purpose to serve and deliver better outcomes in our community. (*A Safe and Caring Community Theme Group*)
- I am impressed by the level of enthusiasm and support that Denise Servante in particular dedicates to this cause (*Marton Community Charter, Taihape, Monthly Network, Youth Initiatives*)
- Meetings seemed to come to a halt and there did not seem to be forward direction. (*Digital Enablement Plan Steering Group*)
- Council is doing a good job of facilitating the group. (*A Buoyant District Economy Theme Group, Treasured Natural Environment Theme Group*)
- Following discussions with council regarding irrigation I would be very satisfied if we could see things going ahead, but they seemed to have died as well as the communication regarding the project (*Taihape Memorial Park Users Group*)
- High expectations with low funding to the group especially around the district website. Wants a cohesive website but then funds other groups to maintain their own separate websites which isolates towns and takes away from the cohesiveness of the district site. (*Rangitikei Tourism*)

### 3.8 Stakeholder recommendations for improving collaborative practices

*Communication* (n=6) was the highest counted theme appearing amongst stakeholder comments.



#### Comments:

- Collaborate rather than consult (*Taihape Monthly Network*)
- Council does collaboration well. Small councils may struggle to attract meaningful partnerships, e.g., tourism, employers, trade and industry (*A Safe and Caring Community Theme Group, Enjoying Life in the Rangitikei Theme Group, Youth Initiatives*)
- Working with Maori (*Te Roopu Ahi Kaa, RDC Iwi Fund*)
- i think they do their best on a climate where people need a lot of encouragement to work collaboratively (*Bulls and District Community Trust*)
- The local councilors should be more aware and have a bigger stake in their community (*A Safe and Caring Community Theme Group, Taihape Monthly Network, Taihape Community Development Trust*)
- All fine if you live in Marton township, but surrounding districts still struggle with out transport and limited broadband access to get involved with council online updates (*A Buoyant District Economy Theme Group, Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- "I think the Council is doing very well. With the main group I am involved in we have great support and communication from the council." (*Project Marton, Rangitikei Heritage Group*)
- Communication with community about opportunities to participate. Outlining the WIIFM (*A Buoyant District Economy Theme Group*)
- Already doing a great job! (*Project Marton, A Safe and Caring Community Theme Group*)
- Staff to be proactive. (building inspectors) (*Centennial Park Steering Group, Marton Town Centre Plan Steering Group*)
- LISTEN to the people BEFORE acting (*CPNZ*)

<sup>8</sup> Q: Could you tell Council one thing it could do to improve its collaborative practices? N=29.

- "I think over all the Council is working in the right direction." (*A Safe and Caring Community Theme Group, Project Marton*)
- Communication (*Taihape Monthly Network*)
- Using cloud services to share information would be useful (*Digital Enablement Plan Steering Group*)
- Attend more of our meetings. (*Rangitikei Environment Group, Southern Rangitikei Health and Social Services Network, Treasured Natural Environment Theme Group*)
- being sure that the relevant parties are notified of what is being consulted on. For example as a local Iwi there was a project being conducted in the region and the appropriate Iwi where the project was looking to be initiated were not even on the discussion group....( *A Buoyant District Economy Theme Group, Rangitikei Heritage Group*)
- Council should take more leadership in outcomes (*Marton Town Centre Plan Steering Group ,Rangitikei Environment Group*)
- continue to monitor and cause effectiveness for locals trying to secure work at ANZCO (*Marton and Surrounds ICT Hub ,Project Marton, Youth Initiatives*)
- Continue to listen to and actively engage with the community around important issues. (*A Safe and Caring Community Theme Group, Bulls and District Community Trust, Marton Town Centre Plan Steering Group, Youth Initiatives*)
- My involvement is too small to warrant deeper responses I'm sorry. (*Bulls and District Community Trust*)
- Have meetings and visit local pre school centers, kindy's and schools and talk directly to people (*Marton Community Charter*)
- Councillors responsible for Youth initiatives to visit School Assemblies and speak to students about programmes on offer.( *Youth Initiatives*)
- timeframed actions (*Marton Community Charter, Taihape Monthly Network, Youth Initiatives*)
- Regular communications. (*Digital Enablement Plan Steering Group*)
- Emphasise that the power of collaboration is greater than competition among businesses. (*Digital Enablement Plan Steering Group*)
- To follow up on discussions and to keep lines of communication going (*Taihape Memorial Park Users Group*)
- Make a clear decision on who is providing what service and fund accordingly - don't then fund another 3 groups for the same service, ie promotional/district website/s. (*Rangitikei Tourism*)

### 3.9 Stakeholder recommended partnerships/collaborations Council should/could be involved in<sup>9</sup>

#### **Comments:**

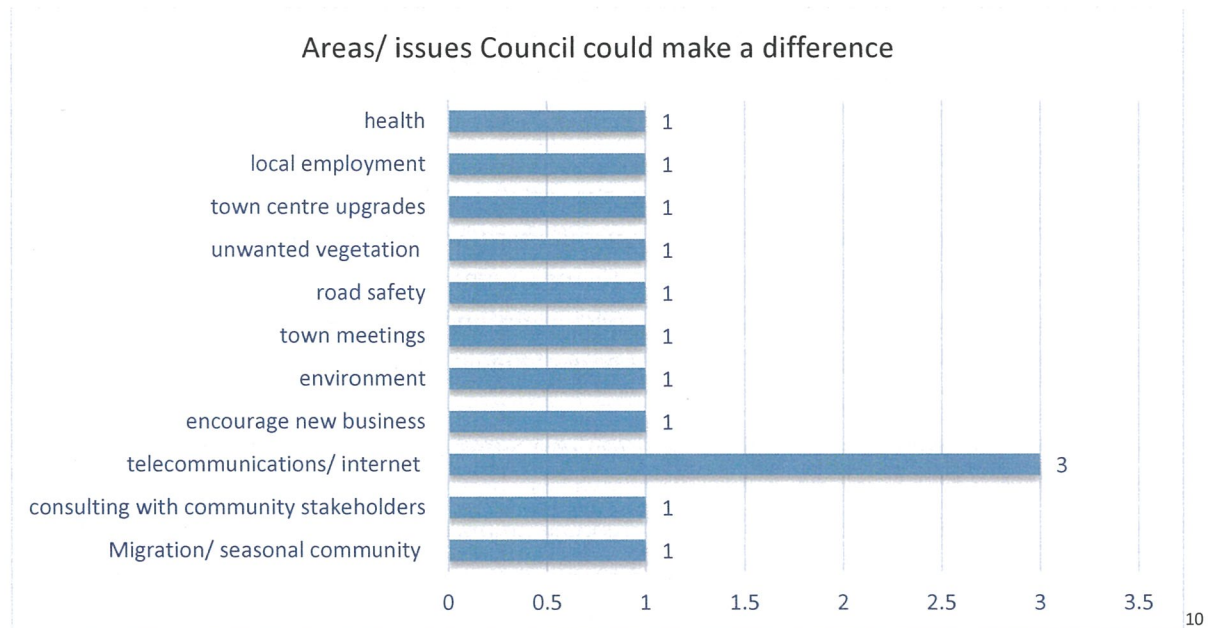
- Healthy Families (*Taihape Monthly Network, Southern Rangitikei Health and Social Services Network, Project Marton, Marton Community Charter, A Safe and Caring Community Theme Group*)
- Health (*A Safe and Caring Community Theme Group, Taihape Monthly Network, Taihape Community Development Trust*)
- "Chorus infrastructure" (*Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- As usual, as in any community , it is always a few good people and true who spearhead and work so hard. (*A Safe and Caring Community Theme Group, Project Marton*)
- Council has too many collaborations and partnerships. These should be condensed into a few more active groups (*Marton Town Centre Plan Steering Group, Rangitikei Environment Group*)
- Get more involved with the samoan community? whats going to happen when the works shuts down, whose looking after them and housing and health. Also work more with the one and only drs in this town. Cant even get to register with them. Start a community drs or something. More samoans coming to town, what doctors are they going to see? (*Marton and Surrounds ICT Hub ,Project Marton, Youth Initiatives*)
- As the demographic of our community changes (ethnicity) Council will need to develop further cultural awareness and cq (Cultural intelligence). (*A Safe and Caring Community Theme Group, Bulls and District Community Trust, Marton Town Centre Plan Steering Group, Youth Initiatives*)
- "Environment Group Parks" (*Youth Initiatives*)
- Anything to do with vulnerable children and families (*Marton Community Charter, Southern Rangitikei Health and Social Services Network, Taihape Monthly Network*)

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<sup>9</sup> Q: Are there any other partnerships or collaborations that you know about that you think Council could or should be involved in? n=18.

### 3.10 Stakeholder recommended areas/issues Council could make a difference and/or initiate

*Telecommunications/internet* (n=3) was the highest counted theme appearing amongst stakeholder comments



#### **Comments:**

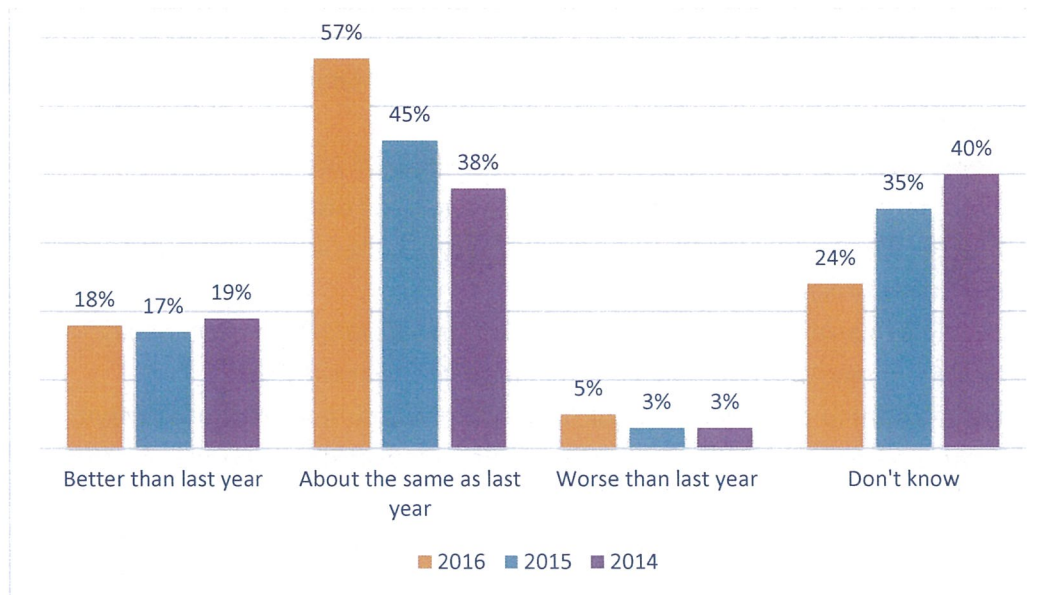
- Migrant/seasonal community (*Taihape Monthly Network, Southern Rangitikei Health and Social Services Network, Project Marton, Marton Community Charter, A Safe and Caring Community Theme Group*)
- Ensure that all efforts are made to consult with all community stakeholders. Make sure that enough time is allowed for this to work appropriately (*Rangitikei Environment Group*)
- Chorus Infrastructure-Govt-Council (*Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- "Maybe closer work with agencies to encourage businesses to set up here? Real estate agencies? Chambers of commerce?"
- Work in the environmental sector so we can be more in line with the aspirations/intention of COP21. This means stronger diversification, and not just following the ""Growth strategy"" recommendations that really fly in the face of commonsense in some areas (intensification of Dairy for example, this will do nothing for our district, horizons have not been able to ascertain if the aquifers will be able to recharge, our nitrate run off is at an unacceptable level, and well, dairy is bottoming! WE would have much better returns if we are able to market to the conscientious purchasers/market by producing environmentally sound product, with better returns, and much better for our district environmentally long term. (*various*)
- Annual open town meetings (*CPNZ*)

<sup>10</sup> Q: Are there any areas or issues where a partnership or collaboration could make a difference and/or which Council could initiate? N=22.

- "Educating our new citizens in Road safety for the unattended children in Follett Street Marton Park, and ensuring each driver knows to stop at cross roads. Teaching them the importance of not putting 2/3 children in the front seat with no seat belts." (*A Safe and Caring Community Theme Group, Project Marton*)
- Partnering closely with Inspire.net would be a great way to move the better internet project along without waiting for govt to provide funding (which may never appear). We are really lucky to have such a great company in this district who are so motivated to get fibre in the ground and decent internet to everyone's houses and workplaces. (*Digital Enablement Plan Steering Group*)
- A partnership with REG providing more support for REG's work with the weeds of the Rangitikei. (*Rangitikei Environment Group, Southern Rangitikei Health and Social Services Network, Treasured Natural Environment Theme Group*)
- The current group that pulls together service clubs and volunteers that initiated the town centre upgrades requires a higher level of project funding (*Marton Town Centre Plan Steering Group, Rangitikei Environment Group*)
- ANZCO more work for local people (*Marton and Surrounds ICT Hub, Project Marton, Youth Initiatives*)
- I think the RDC could spend more time / funding on making sure connectivity is available for all especially the rural areas as trying to farm productively without a good internet connection is impossible. (*Marton and Surrounds ICT Hub, Project Marton*)
- Continue to support, lead and challenge other govt and non-govt agencies/providers to work together to solve problems and build healthy communities. (*A Safe and Caring Community Theme Group, Bulls and District Community Trust, Marton Town Centre Plan Steering Group, Youth Initiatives*)
- communication from local community committee (*None of these*)

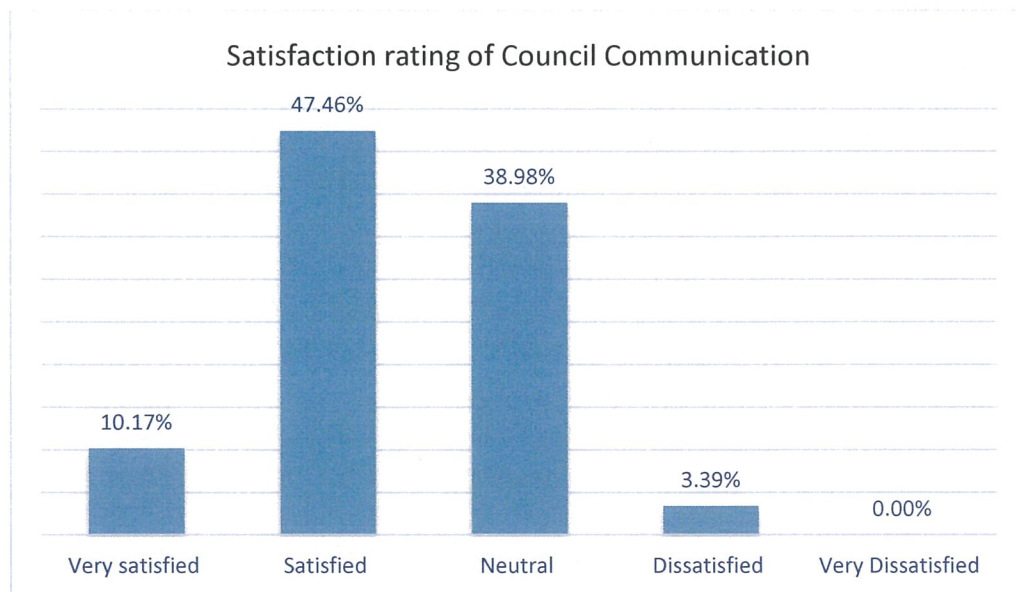
### 3.11 Stakeholder perception of Council communication

Most Stakeholders said Council communication is “About the same as last year” (57%).



11

57 per cent of stakeholders said they were generally satisfied with only 3 per cent providing the response “Dissatisfied”.



12

**Comments:**

- I haven't been engaged long enough to have a good understanding of how council communicates. (*Taihape Monthly Network, Southern Rangitikei Health and Social Services Network, Project Marton, Marton Community Charter ,A Safe and Caring Community Theme Group*)

<sup>11</sup> Q: Thinking about Council's communication with key agencies and stakeholders, do you think the Council is doing better or worse than last year, or about the same? Base: 2016 n=56, 2015 n=96, and 2014 n=86.

<sup>12</sup> Q: How generally satisfied are you with Council communication? N=59.

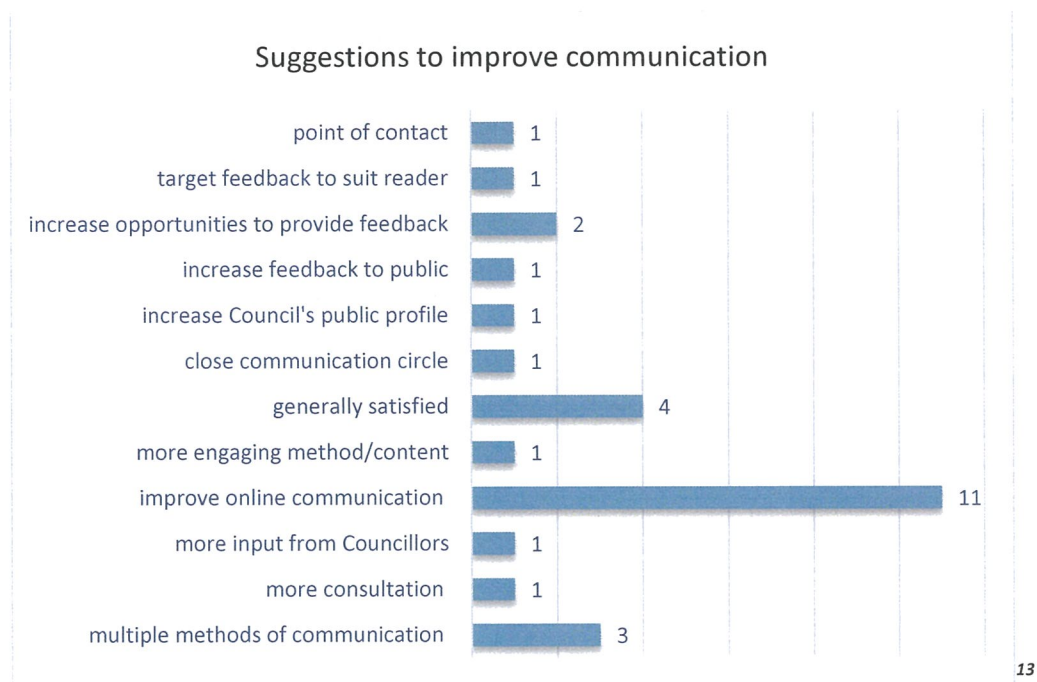
- Creative thinking to be informative, sharing, with the public and effort from Council to improve how it communicates with the public (*A Safe and Caring Community Theme Group, Enjoying Life in the Rangitikei Theme Group, Youth Initiatives*)
- more info would be better (*BBC*)
- Generally all the communications back from the council have been prompt against various requests (*Rangitikei Environment Group*)
- Maori are sometimes the last to find out (*Te Roopu Ahi Kaa, RDC Iwi Fund*)
- all communication appropriate (*Bulls and District Community Trust, Rangitikei Environment Group, Southern Rangitikei Health and Social Services Network, Treasured Natural Environment Theme Group*)
- just feel sometimes our rural area is left out of decisions (*A Safe and Caring Community Theme Group, Taihape Monthly Network, Taihape Community Development Trust*)
- It is very group oriented and if you are out of the loop you do not tend to be updated (*A Buoyant District Economy Theme Group, Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- Good communication in groups in which I am involved, but sometimes not enough information or communication generally about other projects etc. (*Project Marton, Rangitikei Heritage Group*)
- "Would like to know more of the issues the council is addressing. As a newcomer to the area, it's not easy to find out. On the other hand, I think the website is pretty good." (*Marton Community Charter*)
- Happy with all communication. (*Project Marton, A Safe and Caring Community Theme Group*)
- email great
- Andy is happy to front up (*Treasured Natural Environment Theme Group*)
- I am always treated with the utmost courtesy and efficiency. (*A Safe and Caring Community Theme Group, Project Marton*)
- I've only lived here for a year so it's hard to compare. (*Digital Enablement Plan Steering Group*)
- Council officers are not usually present at REG monthly meetings apart from Athol Sanson (*Rangitikei Environment Group, Southern Rangitikei Health and Social Services Network, Treasured Natural Environment Theme Group*)
- Our Iwi have built a positive relationship with the council and this has stemmed from a sound base of clear and apparent communications. (*A Buoyant District Economy Theme Group, Rangitikei Heritage Group*)
- An appropriate level of communication is currently in place. There is a fine line between too much and not enough (*Marton Town Centre Plan Steering Group, Rangitikei Environment Group*)
- I only saw or heard from council once last year and that was the Mayor...and he came again this year. Hes the only one in council i get to see (*Marton and Surrounds ICT Hub, Project Marton, Youth Initiatives*)
- I guess I hear enough from the Council and there are opportunities for me to become involved in community forums to ask questions. Council are open to suggestions but we can always improve the way we communicate with one another. (*A Safe and Caring Community Theme Group, Bulls and District Community Trust, Marton Town Centre Plan Steering Group, Youth Initiatives*)



- the digital enhancement steering group is well versed on the current status (*Digital Enablement Plan Steering Group*)
- I have always been kept informed about meetings etc.. (*Marton Community Charter*)
- The relationship between Schools and Council needs to be further built. (*Youth Initiatives*)
- Very good comms from council officers (*Marton Community Charter, Taihape Monthly Network, Youth Initiatives*)
- I am not the person in the agency contacted by council. (*Rangitikei Tourism*)
- We have direct communication with the Mayor, CEO and Officials (*A Buoyant District Economy Theme Group + various*)

### 3.12 Stakeholder suggestions for Council to improve communication

*Improve online communication* (n=11) was the highest counted theme appearing amongst stakeholder comments



#### Comments:

- Multiple methods of comms, from traditional newspaper comms to more contemporary social media use. (*Taihape Monthly Network + various*)
- Feedback in local papers, social media, Facebook. (*A Safe and Caring Community Theme Group, Enjoying Life in the Rangitikei Theme Group, Youth Initiatives*)
- More consultation (*Te Roopu Ahi Kaa, RDC Iwi Fund*)
- more input by our two local councillors (*A Safe and Caring Community Theme Group, Taihape Monthly Network, Taihape Community Development Trust*)
- Definitely more online engagement as Govt has set the date 2017 (*Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- "Online newsletters are always good. Making better use of local newspapers." (*A Buoyant District Economy Theme Group, Digital Enablement Plan Steering Group, Marton and Surrounds ICT Hub*)
- However you do it, make it more engaging. Sorry, but it is often really boring, therefore people do not read the entirety of item. (*A Buoyant District Economy Theme Group, A Safe and Caring Community Theme Group, Bulls and District Community Trust + various*)
- Online engagement definitely - but that won't cover everyone. (*Marton Community Charter*)
- very happy and also love how library overdue items are notified by email as this makes them easy to attend to. (*Marton Community Charter*)
- More online engagement! (*Digital Enablement Plan Steering Group*)

<sup>13</sup> Q: Could you suggest a way council could improve its communication? (for instance more online engagement) n= 25

- I have in the past had a breakdown in communication from the Council and most importantly when I raised the issue it was taken on board that when changes are made that you consult the parties first rather than go public and hear about it second hand. Be mindful of the people you deal with and how delicate those relationships are (*A Buoyant District Economy Theme Group, Rangitikei Heritage Group*)
- Communications is OK (*Marton Town Centre Plan Steering Group, Rangitikei Environment Group*)
- who knew about the council meeting other than those moaning about the spend in u know ur from marton. get out their more...be like cath ash...public profile and does heaps for community...awesome (*Marton and Surrounds ICT Hub, Project Marton, Youth Initiatives*)
- Hear about the Council through Project Marton but that's all they should have a section in the project Marton news letter every month about what they are doing / what needs to be done that they want feedback on. (*Marton and Surrounds ICT Hub, Project Marton*)
- Having an online presence is important, I would suggest that they consider other channels which are culturally appropriate to their communities. For example, Asian communities prefer to read the news in their own news paper. We should use those channels as well. (*A Safe and Caring Community Theme Group, Bulls and District Community Trust, Marton Town Centre Plan Steering Group, Youth Initiatives*)
- No - a number options are already offered (*Digital Enablement Plan Steering Group*)
- E-Mail communication for youth involvement in Council initiatives (*Youth Initiatives*)
- Regular emails detailing meetings so we know what is coming up for 2016 (*Digital Enablement Plan Steering Group*)
- By having one person who is accountable for the project and to follow up on progress (*Taihape Memorial Park Users Group*)
- If they don't already, Council could email information about funding rounds (application dates, meeting dates, etc) directly to key stakeholders who are already in collaborative MOUs with Council. (*Rangitikei Tourism*)
- Just keep up current levels of engagement (*A Buoyant District Economy Theme Group, Digital Enablement Plan Steering Group, Marton Community Charter, Marton and Surrounds ICT Hub, Rangitikei Environment Group*)

## 4. General Comments

- Creativity thrives on connections and changed perspectives (*A Safe and Caring Community Theme Group, Enjoying Life in the Rangitikei Theme Group, Youth Initiatives*)
- Money and time are always issues and they do their best with the resources available. Many of the community are not aware of their effort and can be very critical (*Bulls and District Community Trust, Rangitikei Environment Group, Southern Rangitikei Health and Social Services Network, Treasured Natural Environment Theme Group*)
- Had no idea what all the groups are and what they have to do with anything within the community (*No group*)
- "I think that the local council is doing a better job in the last couple of years. Showing a keen interest in the community. Could be because we have a very good mayor." (*Project Marton, Rangitikei Heritage Group*)
- Great job, keep it up! (*Project Marton, A Safe and Caring Community Theme Group*)
- Why are Community Committees who were ELECTED by the people not consulted more about items affecting their community? (*CPNZ*)
- Rates, although not a part of this survey are a crippling issue for those who pay rates but do not own their property. Especially for pensioners. (*A Safe and Caring Community Theme Group, Project Marton*)
- "An awesome thing about moving here from Kapiti / Welly is that it's possible to get involved and get things moving. Council is really approachable and friendly.
- I think that focusing on helping local people to start small businesses, and attracting people to set up small businesses here, is a better idea than trying to get huge overseas investment into intensive farming. Overseas companies don't care about schools, local shops, parks etc in the same way as locals. We have a great opportunity with the low housing and office costs based in such a great town to attract work-from-homers, but the substandard internet is such a nightmare. Getting a great internet service here and supporting people to start innovative businesses would make us resilient and move us in to the future better than supporting more intensive farming. " (*Digital Enablement Plan Steering Group*)
- Generally I have a lot more positive than any negative for our local council collaboration process. I believe empathy is critical as a buy-in from our community will dissipate any ambiguity or concern. Long may the good work continue (*A Buoyant District Economy Theme Group, Rangitikei Heritage Group*)
- Pleased to see Council supporting community groups improve public assets. A small start is now made and energy for the future required to ensure progress continues (*Marton Town Centre Plan Steering Group, Rangitikei Environment Group*)
- when do you think we can get gv's changed on our properties...some of htem could do with a bit of an increase. (*Marton and Surrounds ICT Hub, Project Marton, Youth Initiatives*)
- NCEA students this year need to have internet access at home and hardware to do their home work if they don't they will fail their NCEA the Education Ministry is not addressing this issue so even if the RDC doesn't address it they should be lobbying for children to have safe access to services after school (*Marton and Surrounds ICT Hub, Project Marton*)
- I think this is a good way to gather feedback. (*Bulls and District Community Trust*)

- Well done Rangitikei Council, you are committed to your community and you really care about what happens there for your people. (*Marton Community Charter, Taihape Monthly Network, Youth Initiatives*)
- When creating a board or council subcommittee, rather than just appointing someone at random. Advertise, ask around and find someone with some knowledge of the subject. Ie A digital steering group leader under 60 who actually emails. (*Digital Enablement Plan Steering Group*)
- Long live the current Mayor, he is a very committed leader. (*A Buoyant District Economy Theme Group, Digital Enablement Plan Steering Group, Marton Community Charter, Marton and Surrounds ICT Hub, Rangitikei Environment Group*)

## 5. Concluding Comments

Stakeholders are more involved with collaborative partnerships than they were in 2015. 2016 produced the lowest counts of Stakeholders who are not involved in a collaborative partnership for the last 4 years.

Overall perceptions of Council's usefulness to collaborative partnerships are generally positive with lower responses of "Better than last year" from 2015 transitioning to higher frequencies of "About the same as last year". Highest "Worse than last year" was record by stakeholder's from the Digital Enablement group (23%), whilst the highest proportion of "Better than last year" came from Taihape Memorial Park Users Group.

High trends of "Don't know" have continued on from last year with regards to perceptions of Council's usefulness.

# Appendix 1: Rangitikei Stakeholder Survey 2016

## Stakeholder Questionnaire

Thank-you for helping us with this survey, it will take approximately 5-10 minutes to complete.

This survey is conducted by Rangitikei District Council. The purpose of this survey is to gather views and impressions of the key agencies and stakeholders in the district about Council's various community partnership initiatives.

All answers provided are held in complete confidentiality. We report summary results about groups (e.g., 50% of people said...) and we do not identify which individuals have said what.

If you have any questions about the survey please contact me on 06-327 0099 or email me at [alex.staric@rangitikei.govt.nz](mailto:alex.staric@rangitikei.govt.nz)

Thank-you,

Alex Staric

Policy Analyst

## Stakeholder Questionnaire

### Partnerships Involvement

Council seeks to create collaborative partnerships with key agencies and stakeholders in the District which provide opportunities for active involvement in projects and programmes that provide community and ratepayer wins. Specifically, Council has supported the following collaborative partnerships.

#### 1. Please select all the partnerships that you have been involved with

- A Buoyant District Economy Theme Group
- A Safe and Caring Community Theme Group
- Bulls and District Community Trust
- Centennial Park Steering Group
- Digital Enablement Plan Steering Group
- Enjoying Life in the Rangitikei Theme Group
- Marton Community Charter
- Marton and Surrounds ICT Hub
- Marton Town Centre Plan Steering Group
- Project Marton
- Rangitikei Environment Group
- Rangitikei Heritage Group
- Rangitikei Tourism
- Southern Rangitikei Health and Social Services Network
- Taihape Monthly Network
- Taihape Community Development Trust
- Taihape Memorial Park Users Group
- Treasured Natural Environment Theme Group
- Youth Initiatives (Action plan, HYPE, Marton Youth club, Taihape Youth Hutt )
- None of these
- Other (please specify)



2. If there are any other partnerships you are involved with Council that were not listed, could you please list the partnerships in the space provided below.

## Stakeholder Questionnaire

### Your Group Your involvement

Thinking about your association with each group below, please let us know how involved you were. Please feel welcomed in answering for all the groups you are involved in.

#### 3. How involved are you with the group/s you are associated with?

Please tick one response for each group you are involved with.

	<b>Heavily involved,</b> including in projects outside of formal meetings	<b>Actively attending</b> meetings, but not able to contribute much to projects outside of meetings	<b>Interested, but not able</b> to commit regularly to meetings or projects	<b>Losing interest, thinking</b> of disassociating from the group
A Buoyant District Economy Theme group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Safe and Caring Community Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bulls and District Community Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centennial Park Steering Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Enablement Plan Steering group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enjoying Life in the Rangitikei Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marlon Community Charter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marlon and Surrounds ICT Hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marlon Town Centre Plan Steering group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Marlon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Heritage Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Environment Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Heavily involved,</b> including in projects outside of formal meetings	<b>Actively attending</b> <b>meetings,</b> but not able to contribute much to projects outside of meetings	<b>Interested,</b> but not able to commit regularly to meetings or projects	<b>Losing interest,</b> thinking of disassociating from the group
Southern Rangitikei Health & Social Services Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Monthly Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Community Development Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Memorial Park Users Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treasured Natural Environment Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Initiatives (Action Plan, HYPE, Marton Youth Club, Taihape Youth Hutt )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>			

## Stakeholder Questionnaire

### Council's support- are we doing better?

Council would like to hear from you about our support of you group/s compared to last year.

4. Do you think Council is more useful (better than last year) or about the same?

Please tick one response for each group your involved with.

	Better than last year	About the same as last year	Worse than last year	Don't know
A Buoyant District Economy Theme group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Safe and Caring Community Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bulls and District Community Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centennial Park Steering Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Enablement Plan Steering group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enjoying Life in the Rangitikei Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marlon Community Charter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marlon and Surrounds ICT Hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marlon Town Centre Plan Steering group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Marlon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Heritage Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Environment Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Southern Rangitikei Health & Social Services Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Monthly Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Better than last year	About the same as last year	Worse than last year	Don't know
Taihape Community Development Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Memorial Park Users Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treasured Natural Environment Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Initiatives (Action Plan, HYPE, Marton Youth Club, Taihape Youth Hutt )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="text"/>			

## Stakeholder Questionnaire

### Council support- how satisfied are you?

Please tell Council how generally SATISFIED you are with the support Council provides to your associated group/s? Please tick a response for each group you are associated with.

5. Please tell Council how generally **SATISFIED** you are with the support Council provides to your associated group/s?

*Please tick a response for each group you are associated with*

	Very satisfied	Satisfied	Neither dissatisfied or satisfied	Dissatisfied	Very dissatisfied
A Buoyant District Economy Theme group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Safe and Caring Community Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bulls and District Community Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Centennial Park Steering Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Digital Enablement Plan Steering group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enjoying Life in the Rangitikei Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marton Community Charter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marton and Surrounds ICT Hub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marton Town Centre Plan Steering group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project Marton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Heritage Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Environment Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rangitikei Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Southern Rangitikei Health & Social Services Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Very satisfied	Satisfied	Neither dissatisfied or satisfied	Dissatisfied	Very dissatisfied
Taihape Monthly Network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Community Development Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taihape Memorial Park Users Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treasured Natural Environment Theme Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Initiatives (Action Plan, HYPE, Marton Youth Club, Taihape Youth Hutt )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

6. Can you tell us why you have recorded each level of satisfaction?

## Stakeholder Questionnaire

7. Overall, in terms of the usefulness of Council's support for collaborative partnerships, do you think the Council is doing better or worse than last year, or about the same?

Better than last year

About the same as last year

Worse than last year

Don't know

8. Could you tell Council one thing it could do to improve its collaborative practices?

9. Are there any other partnerships or collaborations that you know about that you think Council could or should be involved in?

10. Are there any areas or issues where a partnership or collaboration could make a difference and/or which Council could initiate?



## Stakeholder Questionnaire

### Council collaborations and communications

Council would like you to tell us how well we communicate when it comes to collaborations

11. Thinking about Council's communication with key agencies and stakeholders, do you think the Council is doing better or worse than last year, or about the same?

Better than last year

About the same as last year

Worse than last year

Don't know

12. How generally satisfied are you with Council communication?

Very satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

13. Please tell us why you have recorded this level of satisfaction

14. Could you suggest a way council could improve its communication? (for instance more online engagement)

## Stakeholder Questionnaire

general comments

15. Please feel free to leave any other general comments that you would like to make in the space below.

Thank you for providing feedback to Council. Your feedback will be used to improve the way Council collaborates with stakeholders. We will contact you shortly with the results of this survey, which will also be published on our website.