

Annual Residents Survey title

Meeting: Council Briefing
Date of meeting: 04 November 2020
Reporting officer: Nadine Spring, Customer Support Manager

Purpose/Ngā whāinga

To update the Council on the findings of the 2019/20 Annual Residents Survey.

Discussion/Ngā kōrerorero

Key Research conducts annual surveys of the Kaipara District which has the following objectives:

- Assess satisfaction among residents in relation to the services, facilities and other activities provided by the Council.
- Determine changes in performance over time and to facilitate measurement of progress against the Long-Term Plan.
- Assess Council performance on communication and community engagement with residents.
- Identify and prioritise opportunities for improvement that will be valued by residents.

Next steps/E whaiake nei

- The full Annual Residents Survey Report will be published on the Council website, along with a snapshot summary.
- Any improvements/changes that have been made based on feedback received from the surveys will be shared with our communities via the website.

Attachments/Ngā tapiritanga

	Title
A	2019/2020 Kaipara District Council Annual Residents Survey Presentation