



# Trust Horizon

SIL Research

| Public Funding Opportunity

Community consultation

July 2022

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# EXECUTIVE SUMMARY

Between 11 April and 3 June 2022, the Eastern Bay of Plenty community was consulted to provide insight into existing regional investment opportunities for Trust Horizon.

A total of n=405 responses were received through multiple data collection methods: (1) telephone surveys, (2) online surveys, (3) social media, (4) hard copies, and (5) flyers.

The key results were as follows:

- Overall, prior awareness about Trust Horizon was good; 77% reported knowing or hearing about Trust Horizon. However, most (61%) reported an indirect engagement with Trust Horizon (e.g. have seen or heard about the Trust in the media), and just 2-in-5 (39%) felt informed to some extent about Trust activities and funding.
- 2-in-5 of residents (42%) agreed Trust Horizon has made visible improvements in the Eastern Bay of Plenty community; the most recalled initiative was healthy homes (energy saving initiatives).
- The perceived importance of Trust Horizon's community involvement was high (on average, 8.87 out of 10), although representing room for improvement due to lower perceived satisfaction with current investment levels (on average, 6.68 out of 10). The three most important development areas were community wellbeing (8.93), employment (8.92) and housing (quality 8.81 and availability 8.76). Housing and employment support were named as the key investment areas in the long-term, and the focus areas where Trust Horizon could make the biggest impact in the Eastern Bay of Plenty community.
- In addition, focusing on job provision and economic development support was the leading suggestion to bring prosperity to the region.
- On average, residents expressed a strong sense of local pride (average score 7.19 out of 10); about two-thirds of respondents agreed they feel pride in the way their local area looks and feels (64%). Green and open spaces (e.g. parks, gardens) were key elements in building a sense of pride in the community, followed by feelings of safety.
- Over two-thirds of residents (69%) reported already reducing home energy use. Over half of residents had already made home improvements to increase warmth and health (59%) or considered energy use for major purchasing decisions (51%). Fewer residents reported currently having solar panels (14%) or electric vehicles (6%). However, cost was the most evident barrier for respondents to consider these emerging technologies. Nevertheless, many residents considered themselves likely to engage or invest in these sustainable areas.



# METHODOLOGY

## BACKGROUND AND OBJECTIVES

Trust Horizon is committed to investing in projects that bring transformational change to Eastern Bay of Plenty, driving the region forward. Involving the whole community in decision making is essential to understand existing and potential opportunities for investment.



Originally named the Bay of Plenty Consumer Trust, Trust Horizon was formed in 1994 to keep a portion of the local electricity company under community ownership.

In 2020, a new strategic direction was announced, focusing on creating long-term change in the community. The two main existing approaches are impact investment (40% of the Trust's net annual income) and community funding (60% of the Trust's net annual income).

This investment and funding supports a wide range of energy-related projects. The Trust currently funds energy-related projects and events, and organisations within the Whakatāne District Council, Ōpōtiki District Council, Kawerau District Council, and Kaingaroa Village areas.

The key aim of the current research was to consult with the Eastern Bay of Plenty public community and provide insight into existing and potential investment opportunities, looking into a broader spectrum of funding/investment possibilities.

## QUESTIONNAIRE AND PROJECT SPECIFICS

SIL Research, together with Trust Horizon, developed an Eastern Bay of Plenty Community Survey questionnaire.

The questionnaire focused on:

- Awareness of Trust Horizon and its funding and communication,
- Importance of existing investment and fundings provided,
- Perceived future investment and funding opportunities,
- Sense of local pride,
- Perceived barriers to regional development.

The questionnaire was reviewed and tested prior to full-scale data collection to ensure the survey was fit for purpose.

## DATA COLLECTION

The consultation was open between 11 April and 3 June 2022.

The responses were collected proportional to the districts' population distribution as determined by the Statistics New Zealand.

Table 1 Responses by district in Eastern Bay of Plenty

	Count	Sample %	Population %
Whakatāne	254	63%	69%
Kawerau	53	13%	13%
Ōpōtiki	98	24%	18%
Total	405	100%	100%

Multiple data collection methods were utilised to ensure Eastern Bay of Plenty residents had a chance to have their say. A mixed-methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within each territorial unit (e.g. district);
- (2) Online survey. The survey was promoted and available via Trust Horizon channels, such as website, etc;
- (3) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to Eastern Bay of Plenty residents;
- (4) Hard copies. 1000 survey forms were delivered to a random selection of households, specifically targeting low socioeconomic areas;
- (5) Flyers. Around 6,000 flyers with the survey link were distributed within different parts of the Eastern Bay of Plenty region.

A total of n=405 surveys were used in the final analysis.

In addition to the main survey, a focus group and targeted interviews were designed and conducted to yield more in-depth, qualitative feedback to support and/or provide additional detail to the overall quantitative findings. The in-depth sample (n=16) included community

residents, members of Ōpōtiki District and Kawerau District Councils, and representatives of various iwi affiliated organisations (e.g. Ngāti Awa and marae).

## DATA ANALYSIS

SIL Research ensured quality control during and after the fieldwork period. This included, but was not limited to, removal of incomplete responses and responses coming from outside of Eastern Bay of Plenty, and checking for duplicate entries (due to multiple data collection methods and the offered prize draw).

The main resident groups analysed in this report were: district, location type (rural vs. urban), age, gender, ethnicity, and current activity status (e.g. work, study, retired, etc.). 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 the Trust.

Statistical post-stratification (weighting) was applied to compensate for age, gender and ethnicity distribution (using Stats New Zealand Census 2018 information) and improve results accuracy.

Open-ended (free-text) responses were also collected and analysed. SIL Research used a content analysis approach to determine certain themes, concepts or issues within this feedback. This represents a

'bottom up' data driven approach where identified themes are derived purely from the collective respondent feedback, rather than fitting responses into pre-determined categories. Results for reported themes may not add-up to 100% as several themes could be mentioned by a given respondent.

Examples of open-ended comments are provided verbatim, without editing.

The focus group interview was recorded; this recording, and additional qualitative feedback, were then summarised (reader friendly, non-verbatim), processed (content/theme analysis) and included as part of the report.

## NOTES ON REPORTING

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 (smaller sample sizes).

Overall '*satisfaction*' percentages presented in this report are aggregated 7-10 responses on a 1-10 scale. Satisfaction percentages will differ from mean scores (average ratings). Satisfaction percentages represent positive ratings only, whereas mean scores provide an average of all ratings across the whole scale.

## WHO TOOK PART IN THE SURVEY

Table 2 Results by age

	Count	Sample %	Population %
<b>18-44</b>	158	39%	39%
<b>45-64</b>	148	37%	36%
<b>65+</b>	99	25%	24%

Table 3 Results by gender

	Count	Sample %	Population %
<b>Male</b>	195	48%	48%
<b>Female</b>	208	51%	52%
<b>Non-binary</b>	2	0%	n/a

Table 4 Results by ethnicity (multichoice)

	Count	Sample %	Population %
<b>NZ European/ Pakeha</b>	211	55%	58%
<b>European</b>	48	12%	n/a
<b>Māori</b>	178	46%	50%
<b>Pacific Peoples</b>	2	1%	3%
<b>Asian</b>	17	4%	3%
<b>Middle Eastern/Latin American/African</b>	0	0%	0%
<b>Other</b>	4	1%	n/a

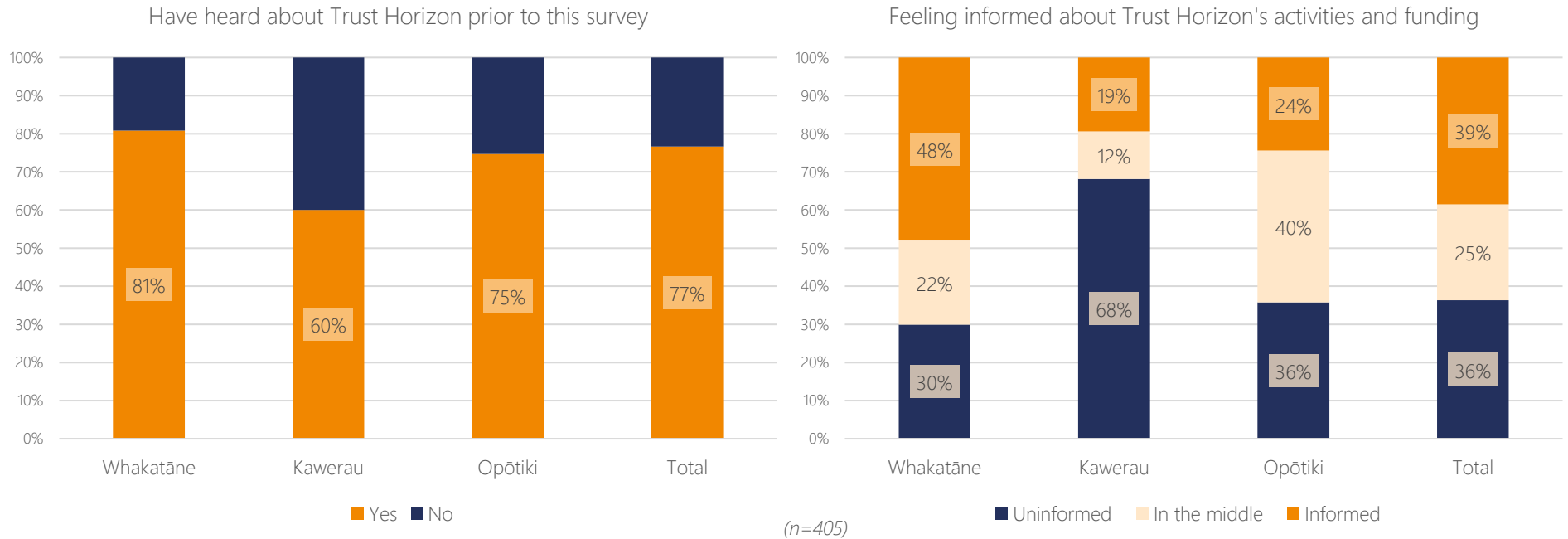
Table 5 Results by location

	Count	Sample %	Population %
<b>Rural</b>	139	34%	29%
<b>Urban</b>	266	66%	71%

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

# TRUST HORIZON - AWARENESS

All respondents were asked if they had seen or heard about Trust Horizon, and how informed they felt about Trust activities.

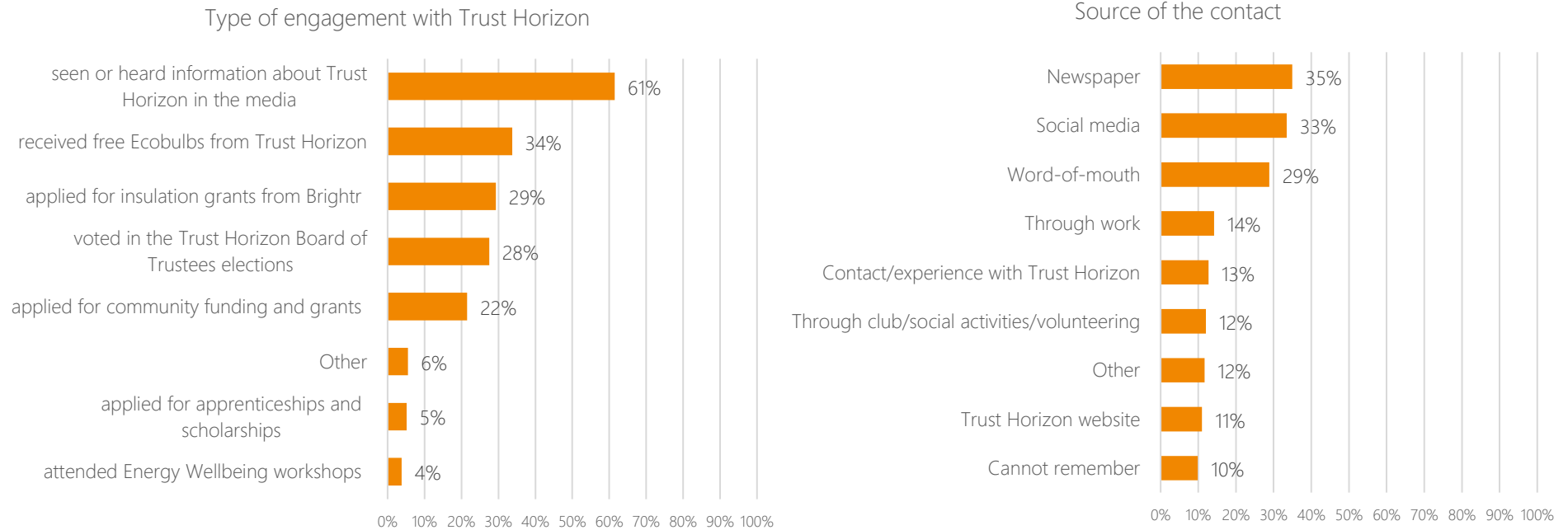


- Overall, 77% reported knowing or hearing about Trust Horizon prior to the survey. At the same time, just 2-in-5 (39%) felt informed to some extent about Trust's activities and funding; only 8% of respondents stated they were 'very informed'.
- Area, residents' income and current activity status were significant factors in awareness of Trust Horizon.
- Residents who reported being club or social organisation members were more likely to know about the Trust (94%), and to feel informed (54%).
- Fewer Kawerau residents reported being generally aware (60%) or informed (19%) about the Trust or its activities. Although overall awareness was high in Whakatāne and Ōpōtiki districts, fewer residents from Galatea-Murupara (58%) or Ōpōtiki township (45%) reported hearing about the Trust.
- Awareness of the Trust increased with residents' income; 87% of above average income residents (\$70,000+) reported knowing about the Trust, compared to 50% of lower income residents (under \$40,000).



# TRUST HORIZON – COMMUNITY ENGAGEMENT

All respondents who had previously engaged with Trust Horizon to some extent were prompted about their experience and source of knowledge.

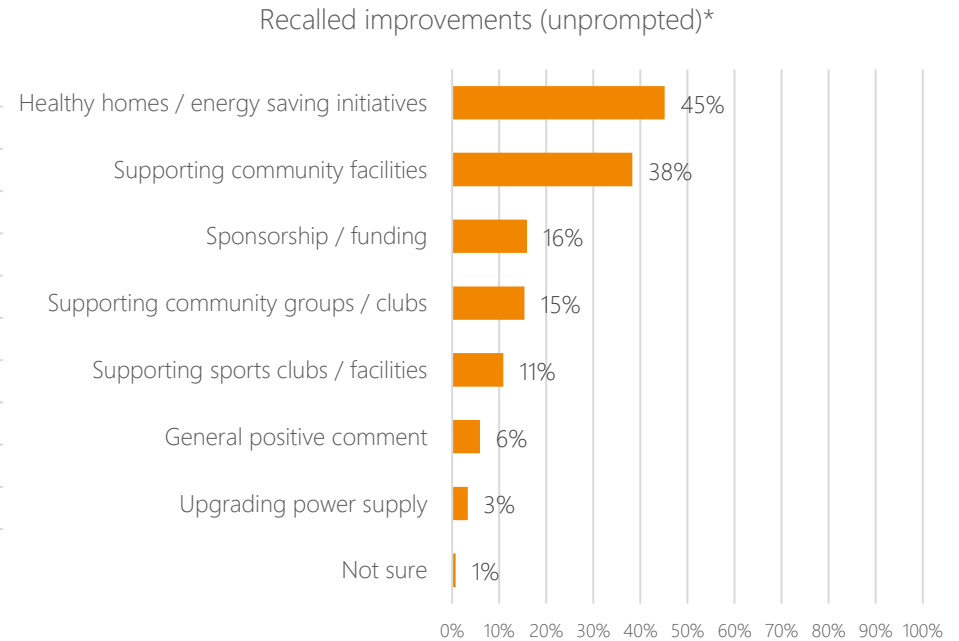
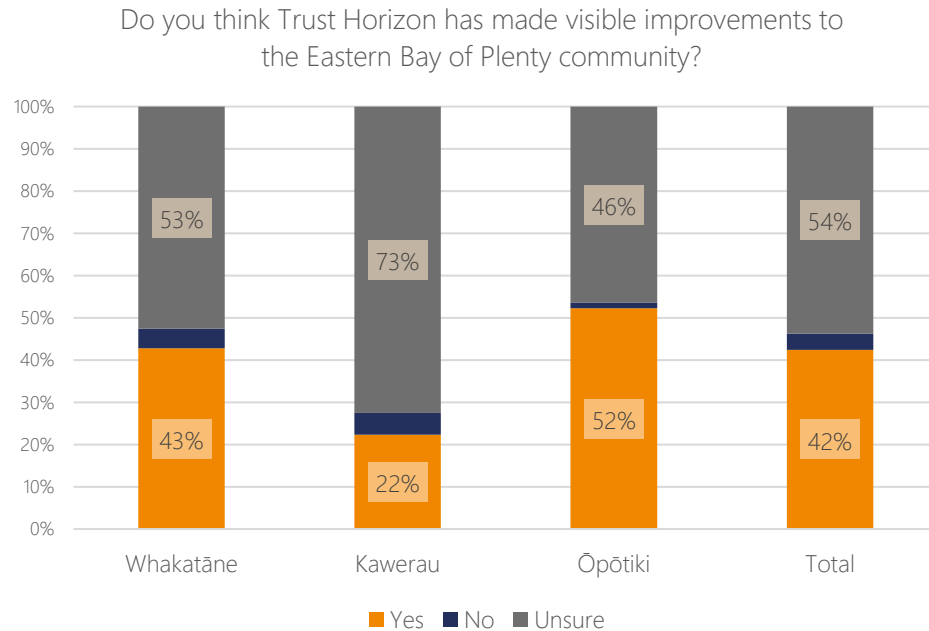


(n=310, multichoice, the results may not add-up to 100%)

- Of respondents who had heard about the Trust, most (61%) reported an indirect engagement with Trust Horizon, through media exposure.
- The two top-cited media sources were newspaper (35%) and social media (33%). However, word-of-mouth was also important (29%).
- 1-in-5 of residents who felt informed about the Trust had heard about them through clubs/social activities/volunteering (21%) or work (20%).
- Kawerau residents were less likely to report media awareness of the Trust (36%), but more likely to report insulation grant applications (58%), or receiving free ecobulbs (68%).
- Younger residents (aged under 44) were less likely to report voting in the Trust Horizon Board of Trustees elections (16%).

# TRUST HORIZON – COMMUNITY INVOLVEMENT

All respondents were asked if they believe Trust Horizon had made visible improvements in the community.

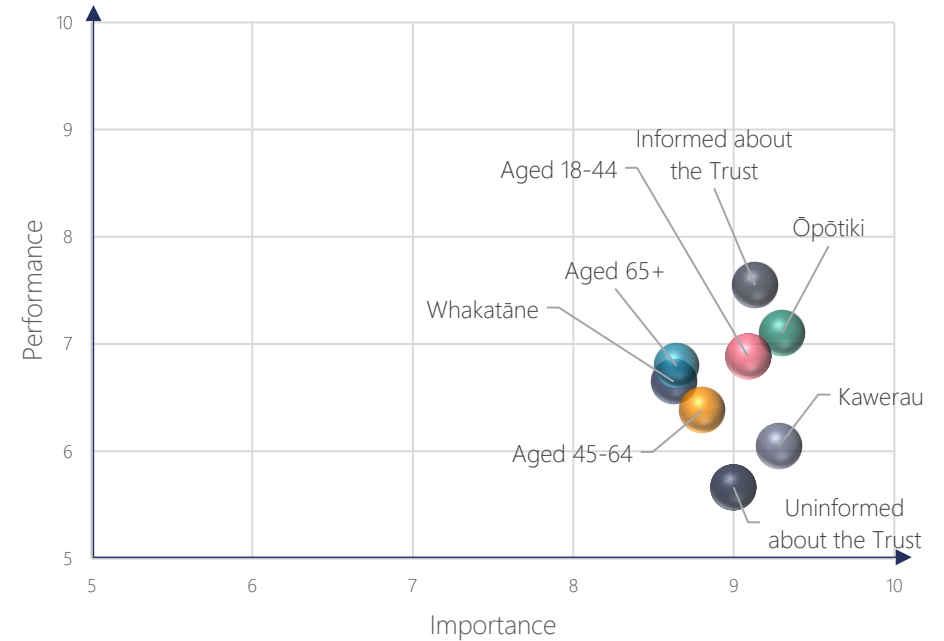
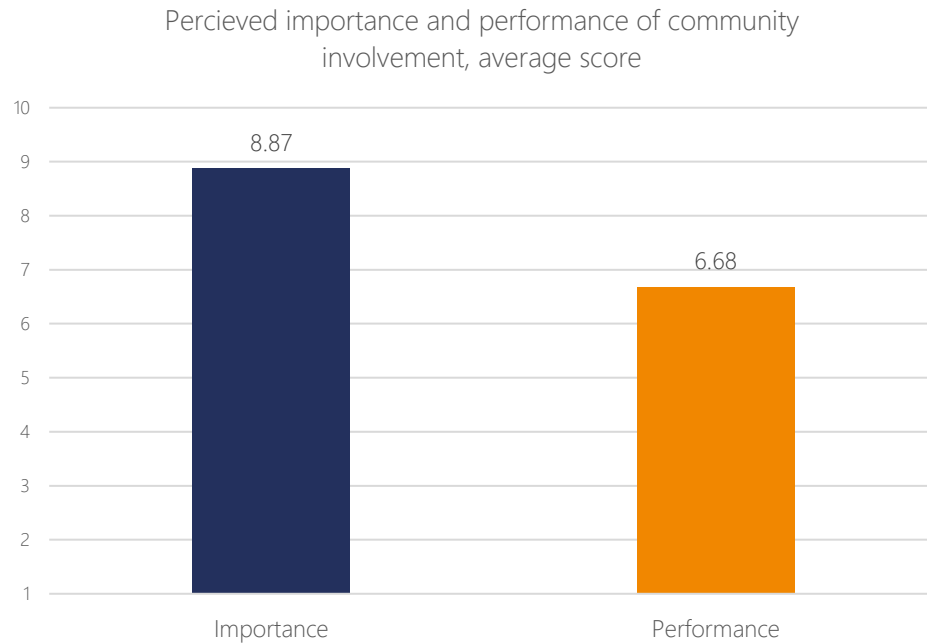


(n=404, 171 recalled improvements; \*open-ended comments sorted into categories, the results may not add-up to 100%)

- Overall, 2-in-5 residents (42%) agreed Trust Horizon has made visible improvements in the Eastern Bay of Plenty community. However, half of residents (54%) remained unsure. This correlated with lower-level knowledge about the Trust; among respondents who felt informed about the Trust, over two-thirds (68%) agreed they have made visible improvements in the community.
- Fewer residents from Kawerau or more remote areas in Whakatāne district (Galatea-Murupara, 18%, and Taneatua-Waimana, 32%) could recall any community improvements led by Trust Horizon.
- Uncertainty was higher among younger residents (aged under 44) were more likely to remain unsure (62%).
- The two most recalled improvements supported by Trust Horizon were healthy homes (energy saving initiatives), and support / funding for community facilities, library and swimming pool (e.g. marae grants, sports facilities, hockey grounds in Whakatāne, swimming pool in Kawerau, etc.).

# COMMUNITY INVOLVEMENT IMPORTANCE AND PERFORMANCE

All respondents were asked how important it is to them that Trust Horizon provides investment and funding opportunities, and how satisfied or dissatisfied they were with current funding and investments.



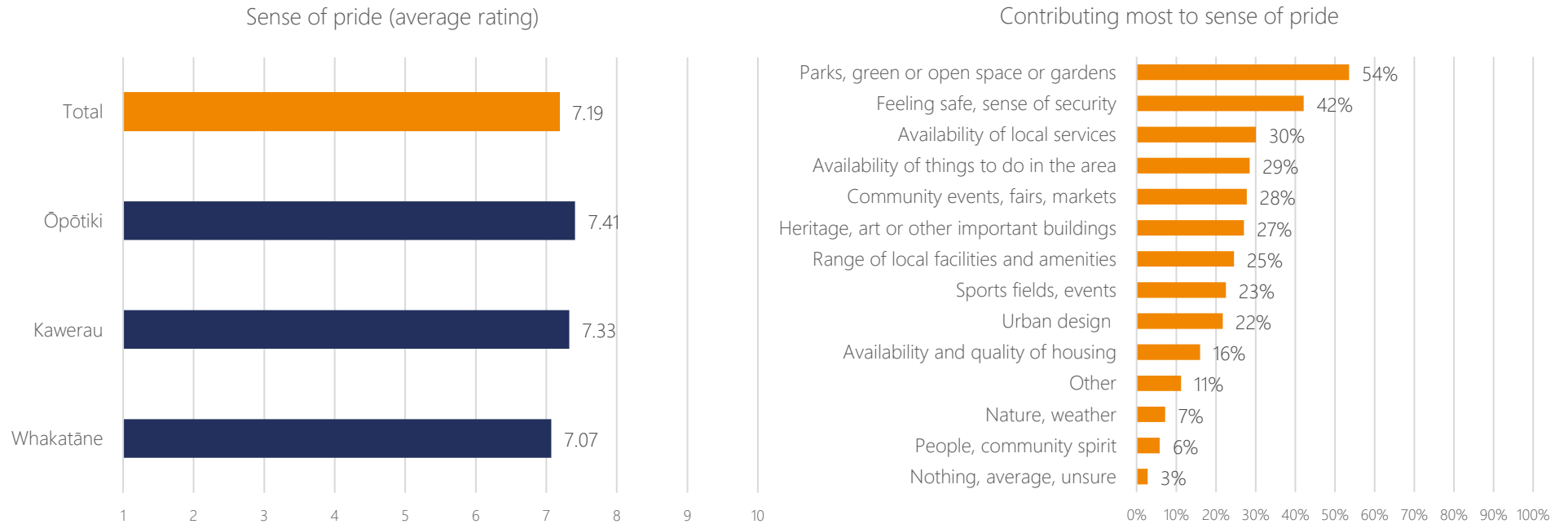
- The perceived importance of Trust Horizon community involvement was very high (average 8.87 rating out of 10), with 60% stating this was 'very important' (maximum rating of 10).
- At the same time, just half of respondents (51%) were satisfied with the current level of investment and funding opportunities, providing ratings 7 and above (on average, 6.68 out of 10).
- Four investment areas showed a stronger correlation with and significant influence on overall satisfaction – housing; sponsorship or resources for community groups and activities; sports; and community events, fairs, and markets.

- On average, Whakatāne residents expressed the closest match between perceived importance and performance; Kawerau residents provided the largest gap.
- The four residential areas that represented the greatest improvement opportunity were Ōpōtiki township, Kawerau, and both Galatea-Murupara and Rangitaiki wards in Whakatāne.
- Knowledge of Trust activities influenced perceptions of funding and investment opportunities; specifically, lower knowledge of the Trust elicited a greater difference between perceived importance and satisfaction with these opportunities.

Scale: 1 – totally unimportant and 10 – very important (Importance); 1 – very dissatisfied and 10 – very satisfied (Performance)

# LOCAL AREA SENSE OF PRIDE

All respondents were asked about their sense of pride in the way their local area looks and feels, and what most contributes to the level of pride they feel about living in their area.



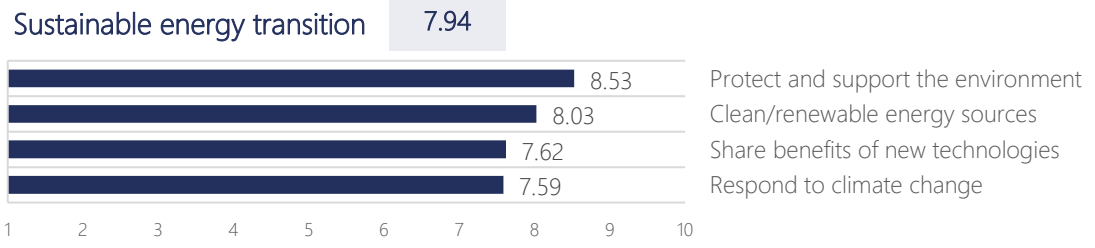
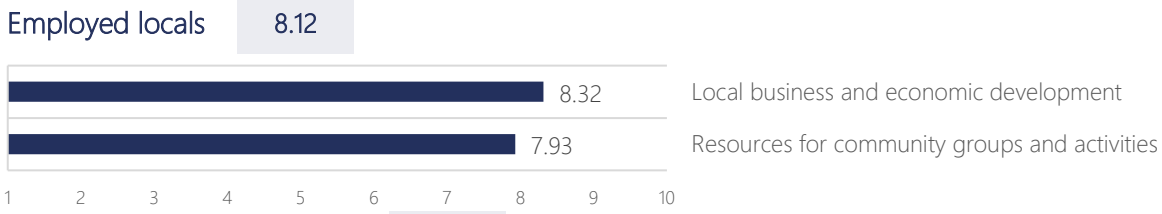
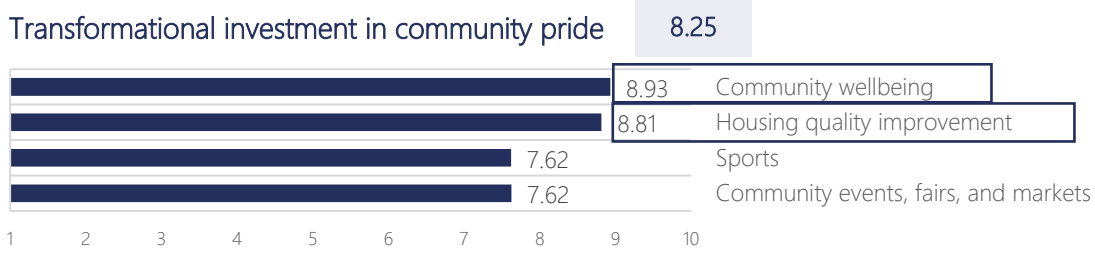
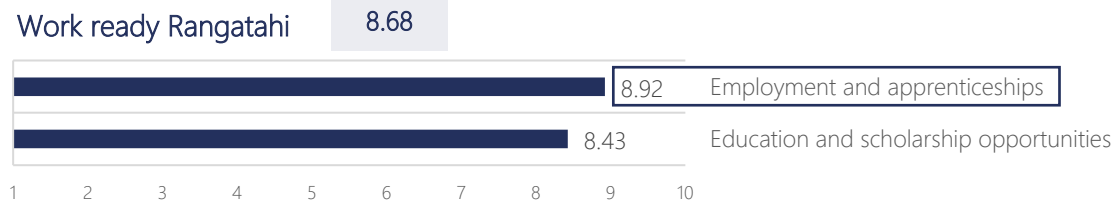
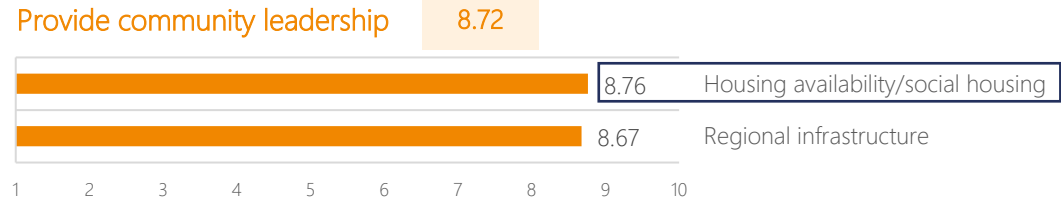
(n=405)

- On average, the results showed a strong sense of pride (average score 7.19 out of 10); about two-thirds of respondents agreed they feel pride in the way their local area looks and feels (64%).
- This result was, on average, consistent across districts and age groups.
- However, sense of pride was generally lower in Galatea-Murupara (5.04), and was highest in Opōtiki Coast area (9.08).
- Green and open spaces (e.g. parks, gardens) were key elements in building a sense of pride in the community, followed by feelings of safety. These two factors were the top-cited across all three districts.
- The top-three contributions to sense of pride in Galatea-Murupara were community events, fairs, markets; availability of local services; and sports fields/events.
- In Opōtiki Coast area, the top-cited attribute was heritage, art or other important buildings.

Scale: 1 – totally disagree and 10 – strongly agree

# INVESTMENT AND FUNDING OPPORTUNITIES – IMPORTANT AREAS

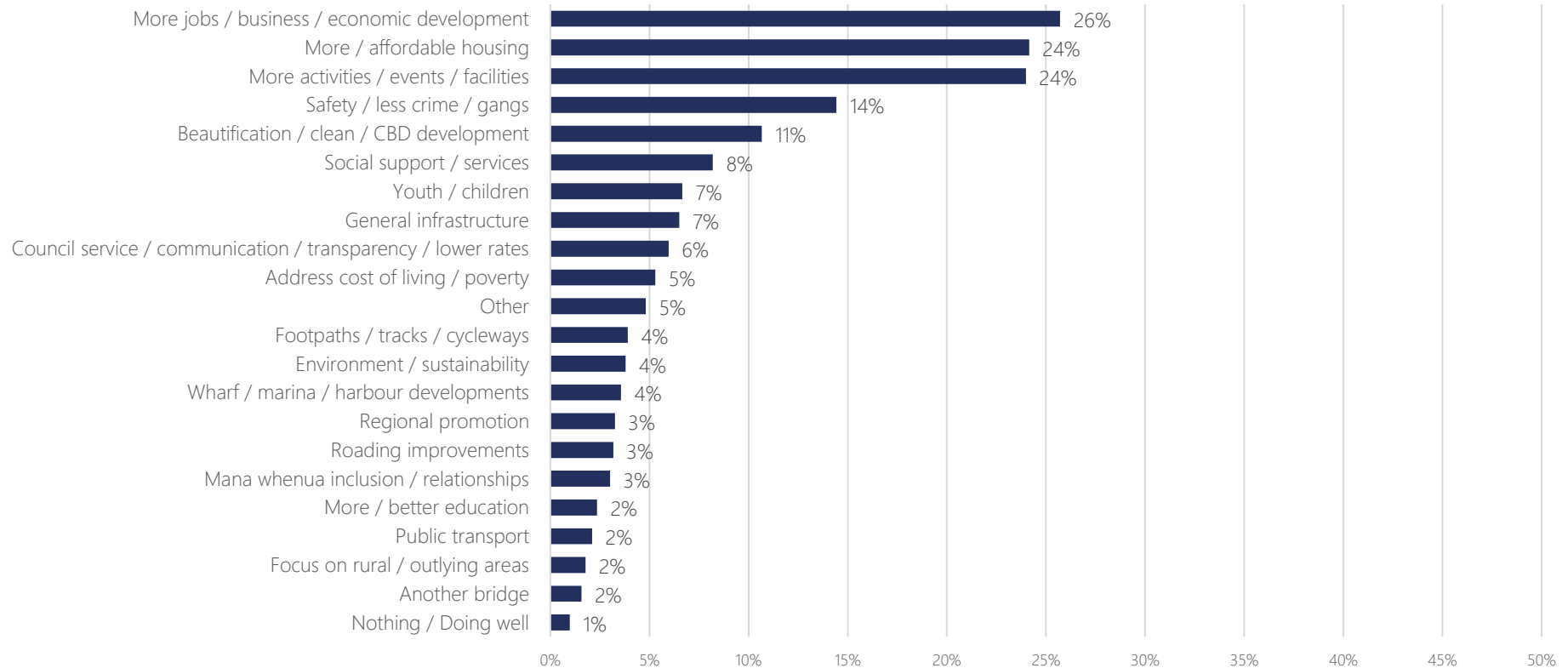
All respondents were asked to rate the importance of 14 investment areas for potential development to ensure the region’s future success.



- All 14 areas of potential development in the Eastern Bay of Plenty were considered important, with an average score of 8.3 out of 10.
- Provide community leadership (improve access to housing/social housing, invest in basic community needs such as infrastructure) was the leading aggregated area for additional funding opportunities (8.72 out of 10).
- The three most important individual investment areas were community wellbeing (8.93), employment (8.92) and housing overall (quality 8.81 and availability 8.76).
- These results varied by residential area. Housing (9.46) and regional infrastructure (9.10) were, on average, more important for Kawerau residents. Local business support (8.88) was perceived more important by Ōpōtiki residents.
  - Response to climate change was more important for Whakatāne residents (8.17) and least important for Kawerau residents (5.25).
  - Sponsorship (8.41) and community events (8.41) were more important for Kawerau residents.
  - Galatea-Murupara residents indicated greater importance across all statements (9.6 out of 10).
- Younger residents (aged under 44) expressed stronger feelings of importance towards community wellbeing (9.34), employment (9.17), housing (9.23, average score between quality and availability), infrastructure (9.03), environmental protection (8.87), and community events (7.95).

# INVESTMENT AND FUNDING OPPORTUNITIES – REGIONAL PROSPERITY

All respondents were asked to suggest what would help Eastern Bay of Plenty become a more prosperous or thriving place to live.

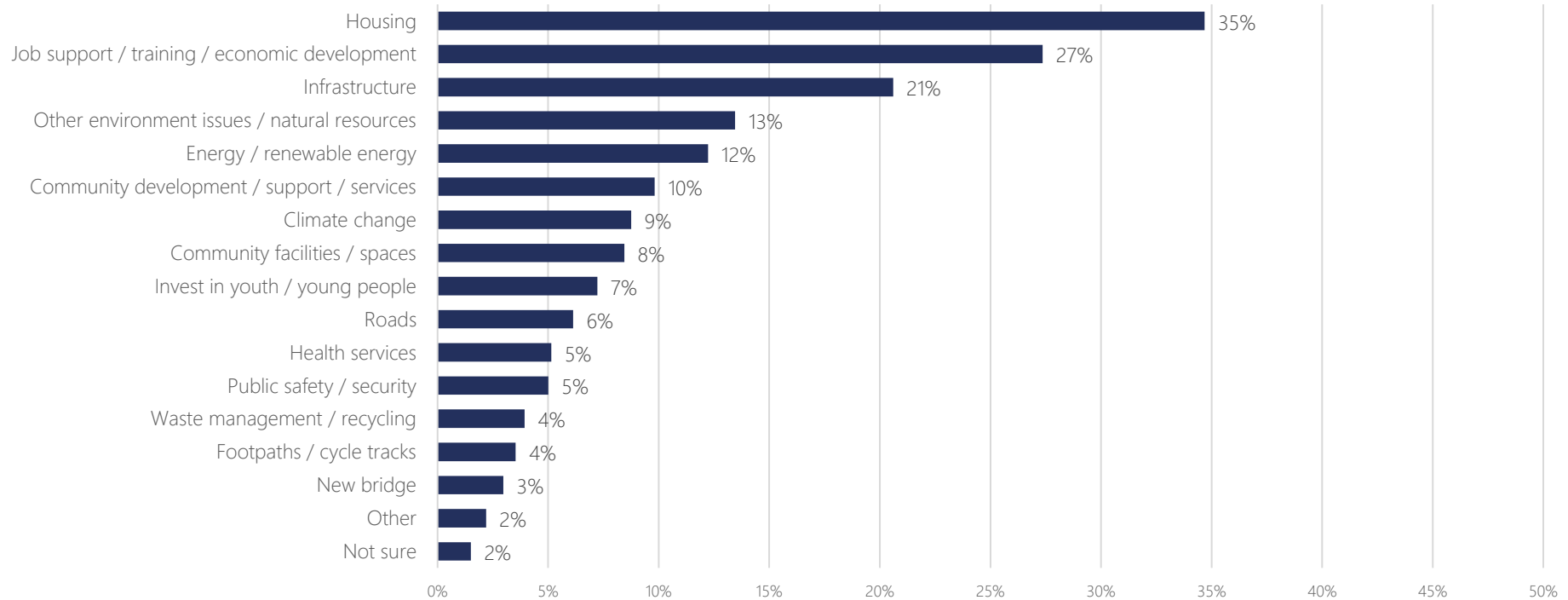


- When asked what could make Eastern Bay of Plenty a prosperous place to live, the three most suggested factors were 'more jobs / business / economic development', 'more / affordable housing', and 'more activities / events / facilities'.
- Younger residents (aged under 44) were more likely to suggest affordable housing.
- Activities and events, and CBD development, were suggested slightly more often by Ōpōtiki residents.

(n=396, open-ended comments sorted into categories, the results may not add-up to 100%)

# INVESTMENT AND FUNDING OPPORTUNITIES – LONG-TERM INVESTMENT

All respondents were asked to think forward (10-20 years) and suggest what would be the most important things to invest in.

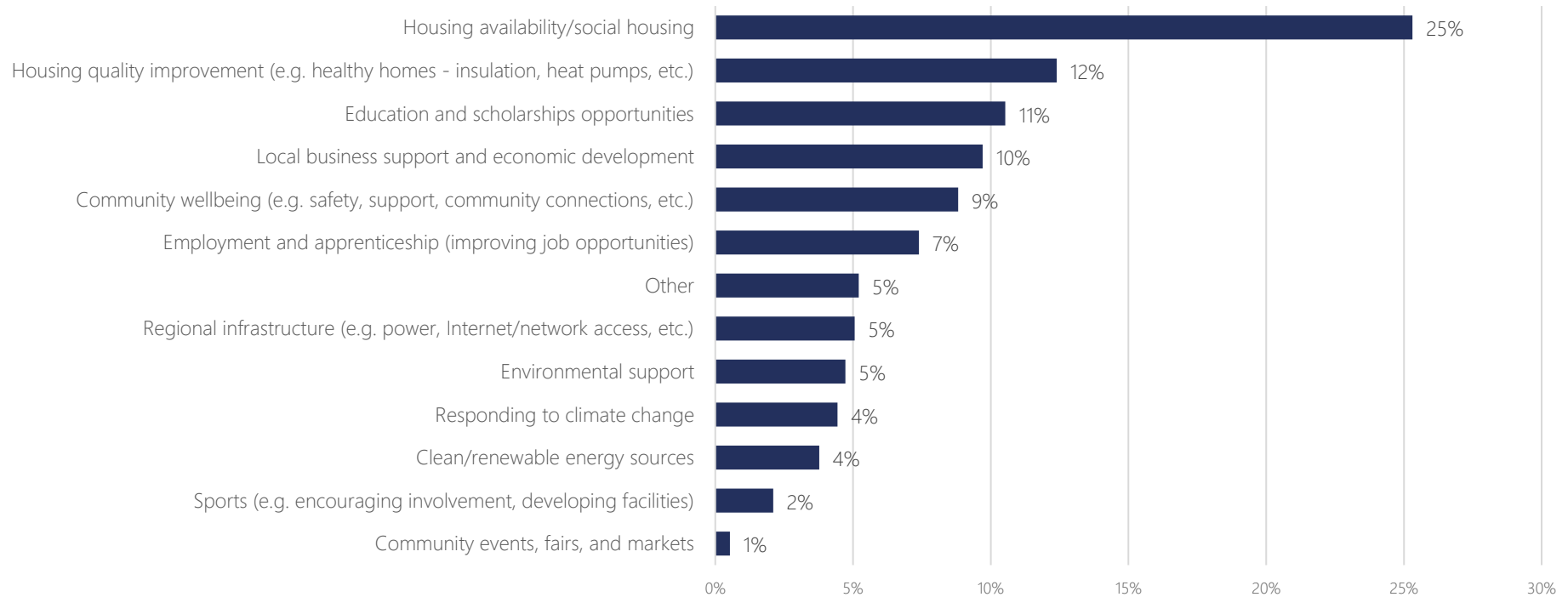


- When respondents were asked to think in the long-term (next 10-20 years), housing was again named as the a investment area, especially in Whakatāne and Kawerau, and amongst younger residents.
- Ōpōtiki residents' suggestions were evenly divided between jobs/economic development and housing.
- Climate change and other environmental issues were mainly suggested as a long-term focus by Whakatāne residents

*(n=360, open-ended comments sorted into categories, the results may not add-up to 100%)*

# INVESTMENT AND FUNDING OPPORTUNITIES – TRUST HORIZON FOCUS

All respondents were asked to name one area where Trust Horizon could make the biggest contribution/impact.



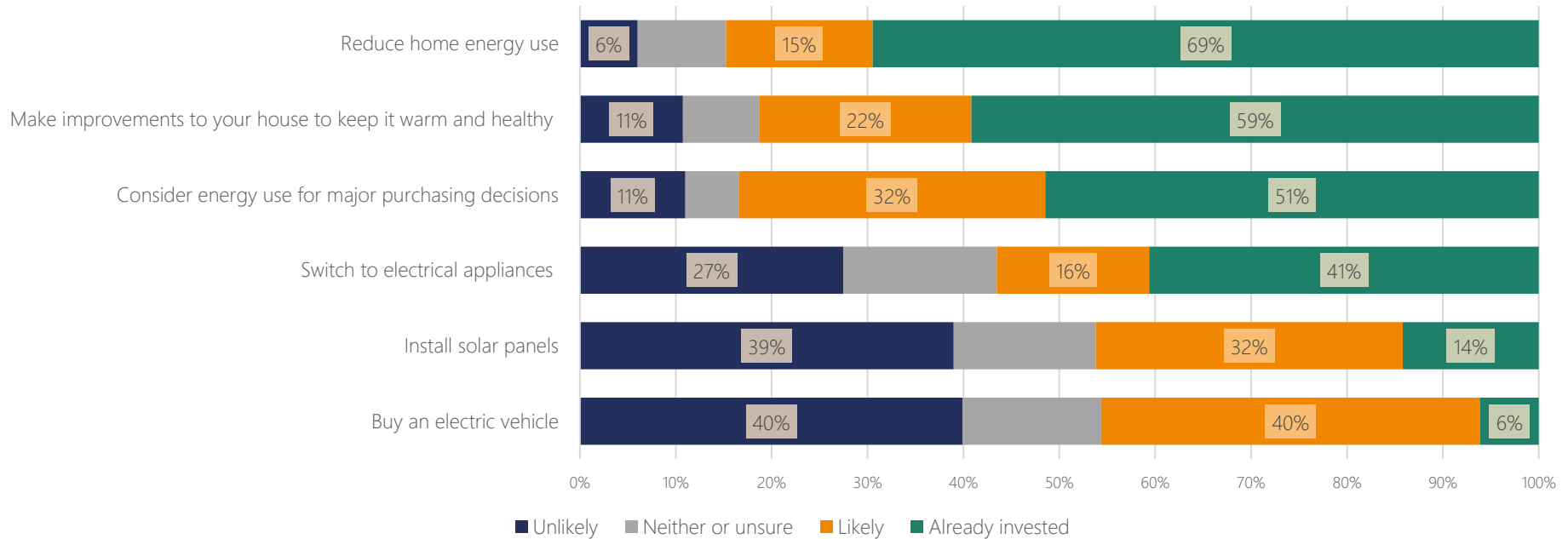
- No single funding opportunity was mentioned by a majority of residents. However, of all areas of potential development, almost 2-in-5 respondents believed housing (availability 25% and quality 12%) was the key area where Trust Horizon could make the biggest impact in the Eastern Bay of Plenty community.
- Both housing quality and availability were also key areas highlighted by respondents with lower sense of pride in their local area.
- According to public feedback, there was low interest in general cash rebate. Many respondents highlighted Trust Horizon’s unique opportunity to lead the community, collaborate and bring together different organisations in the region, investing in the key areas for future development.
- Ōpōtiki residents were more likely to emphasise education, local business support, and community wellbeing (e.g. safety, support, community connections, etc.), compared to residents in other districts.
- After housing availability, improving job opportunities was the second most cited area for development in Kawerau.

(n=402)



# RENEWABLE ENERGY AND SUSTAINABILITY – LEVEL OF ENGAGEMENT

All respondents were asked how likely they were to engage in several sustainable activities over the next 3 years.



(n=398-405)

- The majority of residents (81%) had already engaged or invested in at least one sustainable activity. However, uptake varied considerably across specific activities.
- Over two-thirds of residents (69%) reported they had already reduced home energy use. Over half of residents had already made home improvements to increase warmth and health (59%) or considered energy use for major purchasing decisions (51%).
- 2-in-5 residents reported already switching from fossil-fuel to electric appliances; however, still over a quarter (27%) stated they were unlikely to do so.
- Fewer residents reported already having solar panels (14%) or electric vehicles (6%). The community was evenly divided in their likelihood of investing in either solar (32% likely and 39% unlikely) or electric vehicles (40% likely and 40% unlikely).
- Residents from Whakatāne and Ōpōtiki, aged under 64, and those currently working, were more likely to consider an electric vehicle.
- Ōpōtiki residents (especially Ōpōtiki Coast) were more likely to consider investing in solar panels.

# RENEWABLE ENERGY AND SUSTAINABILITY – BARRIERS

All respondents were asked to name current barriers to investment in renewable energy and sustainable approaches.

Encourage transitioning from fossil fuels to more sustainable types of energy	
Lower cost / affordability / subsidies	63%
Better technology / charging / support	15%
Already own / consider EV / hybrid	10%
No gas / other fuel / price increases	10%
More information	9%
Environmental concerns for production / disposal	8%
Not practical / no need	7%
Other	2%
More / cheaper power supply	2%
Not sure	2%
More options / range of choices	1%

EV barriers	
Cost / not affordable	70%
Concerns about batteries / charging / efficiency	20%
Not practical / no need	16%
Environmental concerns for production / disposal	6%
Own / considering hybrid	5%
Don't drive	4%
Other	3%
General dislike	2%
Age / life stage	2%
Lack of knowledge / information	1%

Solar panel barriers	
Cost / not affordable	71%
Inefficient return on investment	19%
Concerns about technology	10%
Not needed / already low power user	9%
Age / life stage	6%
Don't own house / property	5%
Other	2%

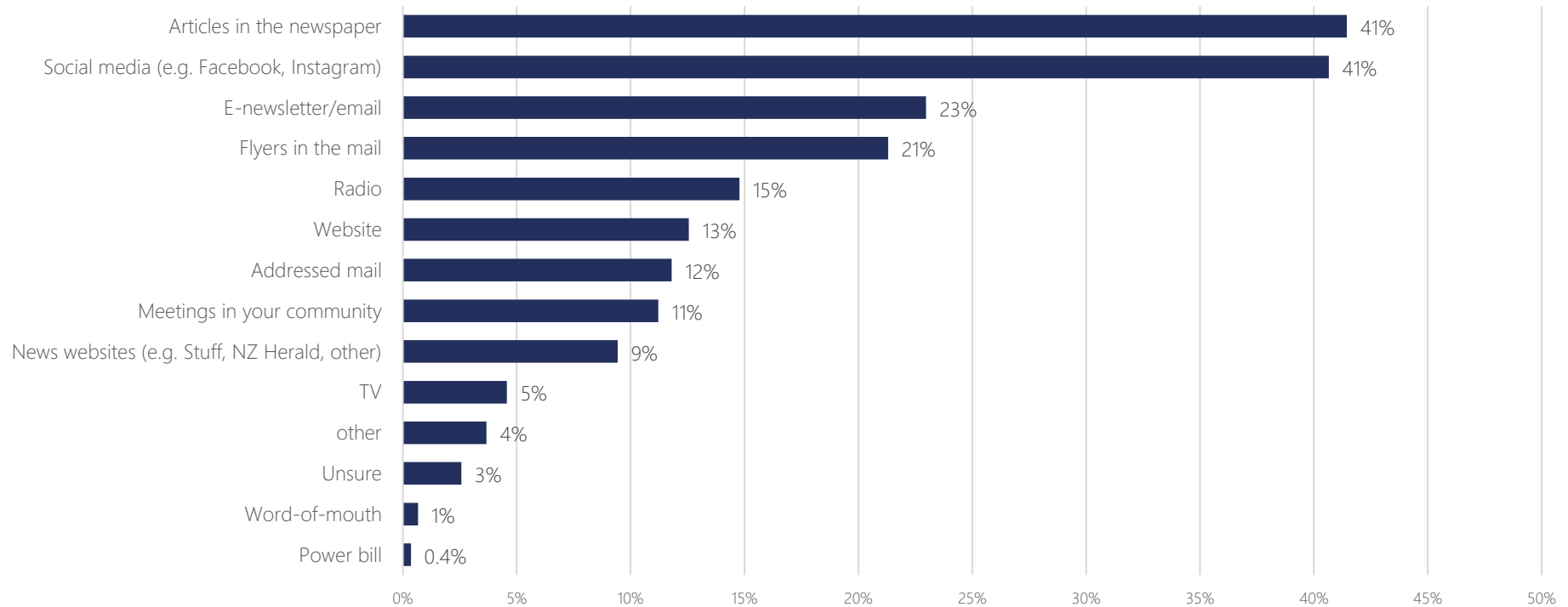
Electrical appliances barriers	
Prefer gas / wood fire	48%
Cost / not affordable	36%
Already have electrical appliances	10%
Lack of need	4%
Newer appliance	3%
Age / life stage	3%
Other	2%

- Overall, cost was the most evident barrier for respondents to consider emerging technologies (such as electric vehicles or solar panels), or to transfer to more sustainable types of energy.
- Although cost was still a major consideration for replacing fuel-based features to electric appliances (e.g. fireplace, gas hot water cylinder), personal preference (*'prefer gas / wood fire'*) was the most cited reason.
- Concerns about the reliability, efficiency or accessibility of new technologies (or support to use these) was also recurring issue across the board for some residents.

(n=101-336, open-ended comments sorted into categories, the results may not add-up to 100%)

# COMMUNICATION

All respondents were asked to name their preferred communication method to receive news or information from Trust Horizon.

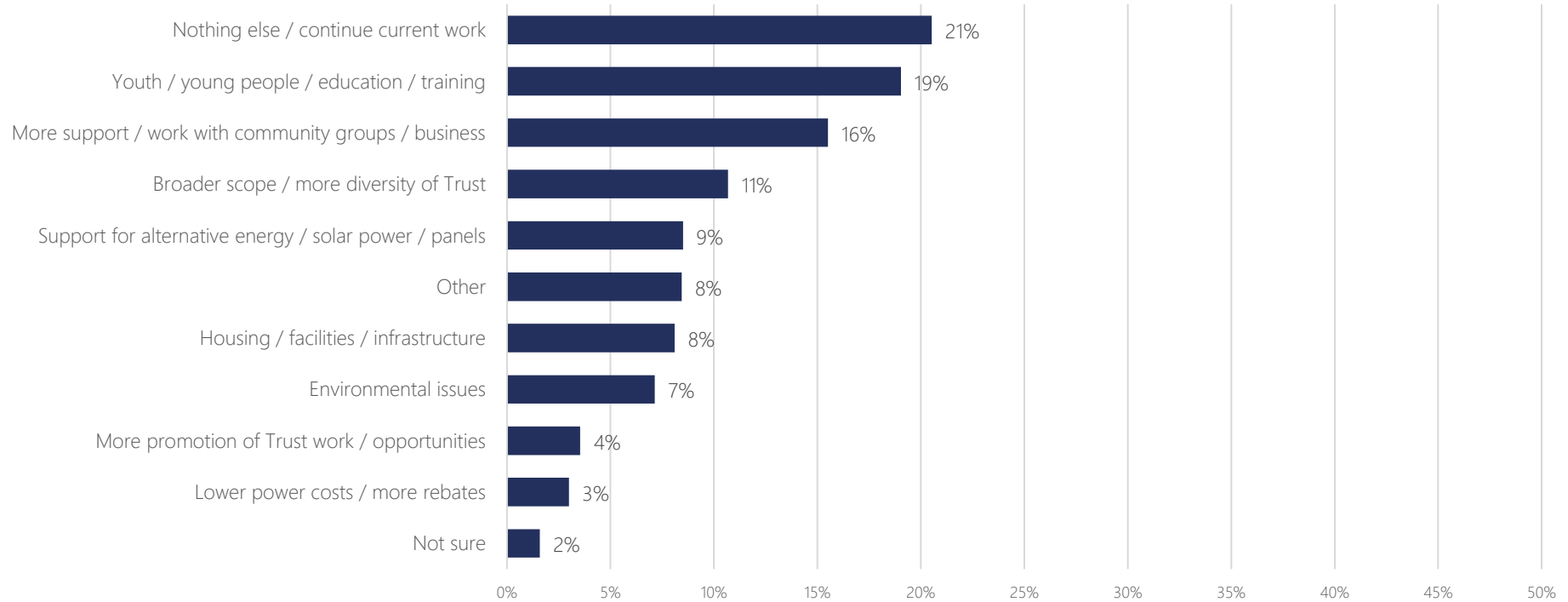


(n=387, multichoice, the results may not add-up to 100%)

- Consistent with residents’ existing source of knowledge, the two preferred sources of information from Trust Horizon were newspaper articles and social media.
- While these two channels were essential, support from a range of communication channels remained important to ensure the greatest possible cut-through across the community.
- The preferred communication method varied by age:
  - Residents aged 18-44 – social media (key preference)
  - Residents aged 45-64 – newspaper, social media, flyers
  - Residents aged 65+ - newspaper (key preference).

# OTHER COMMUNITY FEEDBACK

All respondents were asked for additional comments about what Trust Horizon could do to support the Eastern Bay of Plenty community in the long-term.



(n=179, open-ended comments sorted into categories, the results may not add-up to 100%)

- 44% of respondents provided further feedback in relation to community support opportunities.
- 1-in-5 of these comments suggested Trust Horizon continue the work they have been doing. The remaining 4-in-5 provided a range of suggestions reflecting different priorities.
- Youth (focus on young people, education, training) were recommended for additional support and focus; followed by working with existing community groups, and business support.

# QUALITATIVE FEEDBACK

Summarised feedback from online community meeting.

- Feedback from the community focus group was broadly consistent with survey results. Despite some differences of opinion, a number of key themes and priorities were highlighted.



- Group participants identified several core local issues that represent challenges or needs for the region, including: **population growth** and subsequent **resource pressure**, including **housing** and **homelessness**; **inequality, deprivation** and **community resilience** (especially in outlying towns or more rural areas); **youth resources**, including recreational facilities, training and career support, and broader life skills development; **economic development** and job creation, together with adequate **public transport** provision; supporting smaller **social agencies**, clubs and community groups; **environmental concerns**, including pollution and waste management, climate change and sustainability; and **energy costs**, particularly affordability and accessibility of sustainable energy such as solar energy and water heating.



- Tied to these concerns, participants suggested a range of community improvements that would enhance their sense of pride in the region. Acknowledging recent developments (e.g. skate park), additional suggestions included **facilities to benefit youth** and the **wider community**, such as **cycle tracks**, **climbing walls**, **rural swimming pools**, **camping facilities**. More general actions to encourage **sustainable living**, **climate resilience** and **business innovation** were also considered important for the region. Some participants saw an opportunity for the Eastern Bay of Plenty to become recognised as a leading '*climate resilient*' community.



- Participants agreed Trust Horizon has a crucial role to play in providing community enhancements; there was less certainty and agreement about how exactly the Trust could contribute. For the more tangible needs identified (e.g. community facilities, solar energy provision, sustainability awareness, education/training support, community agency/club support), **direct funding, sponsorship** or **loans** were considered desirable and possible. For broader community needs (e.g. housing, homelessness, climate change), it was felt the Trust was better placed to **provide a leadership** or **coordination role** rather than attempting to tackle issues head-on (e.g. "*actually coordination is the key in all those parties working together towards a common goal and that's where potentially the Trust could look at funding some piece of research or study that actually identifies who's in the market, who's trying to solve the problem, what do they bring to the table, what is the issue, really understanding where the gaps are*"). For example, promoting issues, raising community awareness and inspiring thought leadership; coordinating and collaborating with relevant agencies; sponsoring workshops, seminars or conferences; or funding research into best practice solutions. Even when not funding or addressing needs directly, the Trust can still be seen as playing an active and visionary role in the community, seeking longer-term solutions and preparing the Eastern Bay of Plenty for a more resilient future.

# QUALITATIVE FEEDBACK

Summarised feedback from Councils and iwi affiliated organisations.

- Additional feedback from Council and marae-based representatives reflected similar concerns and hopes expressed by other respondents. The quality of the local **environment**, **community relationships**, cultural **heritage**, and **facilities** were held up as sources of pride on which future progress can be built. In this context, a range of broad needs were highlighted to facilitate ongoing prosperity in the region: **housing**, **infrastructure**, **flexible public transport**, **economic and employment development**, and enhanced **health and social services** were primary concerns.
- Given the identified needs for the region, several potential investment opportunities were suggested to create the biggest impact across the community. **Housing** was considered a key investment area to ensure sufficient and affordable living space for an existing and growing population, ahead of other economic development and job growth that might draw new residents to the region; housing quality improvements were also seen as necessary. Other infrastructure, including **transport options**, **water** and **sewerage** networks, modernised **town spaces** and **affordable internet** access are also essential to support community wellbeing
- Beyond these basic needs, investment into **economic development**, **training** and **skills enhancement**, and **job creation** were also highlighted; together with new or improved community and recreational facilities for community use. **Environmental funding** could be targeted at protecting and enhancing outdoor spaces, facilitating safe and harmonious community interaction, providing for cleaner renewable energy, raising awareness about household waste management, and actions to mitigate climate change.

# QUALITATIVE FEEDBACK

Feedback from Councils and iwi affiliated organisations – open-ended comments (verbatim).

In your opinion, what things would help Eastern Bay of Plenty become a more prosperous or thriving place to live?
Work life balance, access to nature and the outdoors, improved infrastructure, for Kawerau massive urban design and investment needed with the CBD
Transport - bespoke networks and services that are efficient (i.e., not a 40-seater empty bus). Better access to health services, ie., the Kawerau Health Shuttle supported by St John and Council, offers door-to-door delivery for all ages to medical appointments, specialist services and hospitals. Informal recreational areas (i.e., the outdoor basketball courts at Ohope), offer informal recreation anytime, for little/no cost. Trade training at all high schools in the Eastern Bay to cater for non-academic students who will stay in the area, and need to have licences, level 3 and 4 quals to work in industry, farming, orchards etc. More Community Policing (i.e., visible police in the townships after school when students are out) so people feel safe and Eastern Bay loses reputation as rough gang-land (and to actually reduce crime levels) and make neighbourhoods safer. There is a perception that the Police just aren't there, not available, and there are examples of that being the case.
Increased std of living for all residents
More connection with Mana Whenua, more effective community relationships, more Whanau friendly activities like parks and recreational facilities, more community learning services, more social and help services.
Job opportunities for young people.
Already very prosperous, look at the prices of houses. Facilities are pretty good.
Bit more support in relation to social needs, some places need a shake up to help people more. Drugs a problem.
Town ship needs upgrade
More homes , affordability for all whanau , more children interactive things - eg : water park by skate park etc . More community events like night markets weekly .
More jobs, more help securing jobs
Housing - needs lots of investment and quality houses to be built that people can afford to live in

**Thinking ahead (10-20 years), what will be the most important things to invest in and develop for the region?**

Outdoor spaces, greener methods of travel, development of safe cycling network, modernise towns (i.e. upgrade CBD's), create an environment where people can interact, collaborate, exercise and socialise safely. Work to live, not live to work....

Our People. Growing the skills' base of our local population - enabling (subsidies/scholarships for students in the areas NZ has skills' shortages) and empowering (giving them life skills, support and safety nets) people. The Covid-19 pandemic has shown our reliance on an overseas workforce is easily disrupted. Furthermore, shouldn't we be looking firstly to grow our own skills base - to raise our literacy and numeracy levels of NZers to then work here. To do that, we need to ensure that the minimum wage is well above that of the unemployment benefit - and/or take away taxes for those working and earning less than \$15k as is done in other countries. Infrastructure investment is imperative. Can our wastewater, stormwater and drinking water networks cope with the growing population? Kawerau has this covered for a population up to 10,000 (currently approx. 7,400 and est 8,000 by 2026.) Imperative to encourage new industry and value-added industry. Gaining value by processing wood products in NZ rather than exporting logs and losing that opportunity for employment. Rail network - proposed Kawerau Container Terminal (inland port) in Kawerau will be essential to get trucks off the road, reduce carbon footprint and on-road congestion particularly Tauranga end of roading network. Port of Tauranga will remain key to the success of the Eastern Bay with direct access for export. Security of our own food supplies, and ensuring good land is ring-fenced for horticulture and not for housing. Housing models in rural NZ and the 'sprawl' from cities (i.e., Auckland south, Hamilton to Cambridge, Papamoa to Te Puke) needs to be curbed, with higher-density housing, linked to better public transport networks for the cities.

Appropriate infrastructure to improve the wellbeing (Social, economic, cultural and environmental) of our community's

Renewal energy project, environmental protection, cultural investment support Hapu development, housing, youth development, community development, food networks growing food.

The current need before anything else is housing. Employment without housing is not sustainable.

Knowing what we can do about climate change and getting it done.

Affordability of internet for low earners/beneficiaries. Tools and resources for different parts of the community to reach out and connect, share information and work together. Things for mokopuna to do, we travel to Whakatane for a half hour activity.

Your own home FOR SURE!

Looking at how young people can train for jobs

Low cost housing



**In your opinion, in what ways can Trust Horizon achieve this improvement? And what Trust Horizon can do to support the Eastern Bay of Plenty community in the long-term?**

I believe community wellbeing is potentially an outcome of all of the other areas of investment opportunities.

Economic Development (not local business support) - but encouraging businesses and industry to the Kawerau District which has the on-flow effect of employment. (It is a big question - not sure that it can be answered with one option!)

Work with Iwi, Councils and community to improve the quality of current homes - esp those in low demographic areas where whanau can not afford these costs

Offer this to every single home in the Eastern Bay and have some other solutions if the house is too low People are still not sure the process of registering for this programme

Need to work together.

Clear to see the changes when you look at the tides around School House Bay, low tide is not low anymore, particularly in storms. Education around this would be good, and everyone needs to be aware of the changes and safety, even if we can't do much about it.

Enable and support people to learn about rubbish, like how to reduce it and how to sort it the best way, so they don't just leave it to pile up. We have too much waste per household here.

Funding to housing organisations eg trust where they can deviate the funds to whanau in need .

Funding programmes for the youth and the elderly

Contribute to low cost housing that people can afford

Through PGF process 3 Councils, Iwi and business collaborated regionally. Current support as Trust Horizon is doing is picking up areas where Councils may not have funding available - which is a huge win for communities.

Alternative Energy solar make it easy to register and cost effective

Working together with groups in the community, start with informing people, give the opportunity to get informed and get engaged. Put things on paper so people can read about it, as well as social media. Make it easy to read and understand with major points.

Look at the list of what has been done and evaluate what has been a success and what hasn't.