



Media release

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Satisfaction with council services remains high

Selwyn residents continue to report a high level of satisfaction with council services in the latest residents' opinion survey.

An independent research company interviewed 1,003 residents during June for the council's annual survey, which provides information on residents' satisfaction with a range of council services and activities.

In this year's survey, the proportion of residents who rated the council's overall performance as good or very good was 60%, up from 58% in 2013 when this question was last asked.

Waste management services remains the highest rated area. This includes recycling collection, which was rated good or very good by 94% of residents who receive the service, up from 90% last year, and rubbish collection which was rated good or very good by 93% of residents who receive the service, an increase from 91% last year.

Other highly-rated services included organic collection (86% rated good/very good), parks and reserves (83%), public libraries (83%), children's playgrounds (82%), sewerage and wastewater (81%) and public swimming pools (81%) – all of which were rated the same or higher than last year.

Lower-rated services included rural roads (34%), land drainage networks (36%), maintaining the district's rural character (41%), making roads and footpaths safer (41%), and water races (42%).

Overall, 18 of the 26 services surveyed this year received ratings of 50% or higher, with nine rated above 75%. Only eight services recorded ratings below 50%. Sixteen services saw their ratings increase over last year's levels.

In the 2015 survey, for the first time, residents were asked about their views on the quality of life in Selwyn district. A large majority of residents, 90%, agreed or strongly agreed that Selwyn is "a great place to live". That result was largely consistent across all wards and in both rural and township locations.

Asked what factors contributed to Selwyn being a great place to live, respondents most often mentioned the district's good atmosphere and environment, good community spirit and friendly people, accessibility to urban services, and good facilities and amenities.

More than three-quarters of residents, 76%, said they felt a sense of community with people in their neighborhood. A similar percentage indicated they were involved in local community groups or networks, such as through work or school, sports clubs, community groups, hobby or church groups.

Usage of community facilities by residents was very high, with 98% of respondents indicating they had used a community facility in the past year. Parks and reserves were used at least once by 78% of residents, while 67% had used public libraries, 65% had used community centres or halls, and 56% had used public swimming pools.

Selwyn Mayor Kelvin Coe says the results are an indication that the council is managing the district's growth effectively. "It is particularly significant that for most services residents are continuing to report consistently high levels of satisfaction over several years," he says.

"In most cases satisfaction is being maintained or increased, which suggests we are planning and providing services that are meeting the needs of our growing communities. At the same time, however, we are also taking careful note of those services where residents are looking for improvements.

"It's also encouraging to hear residents report that they enjoy living in Selwyn and appreciate the sense of community spirit and connection."

Some variation in opinions about service levels was evident between rural and urban residents. In terms of overall performance, those living in towns (65%) were happier with the Council's performance than those living rurally (51%).

Across the district's four wards, residents in Selwyn Central and Springs wards rate the council's performance highest, at 64% and 63% respectively.

The telephone survey of 1,003 residents was carried out by Research First, and has a maximum margin of error of +/-3.1%.

A copy of the full survey is available online at www.selwyn.govt.nz/council/residents-survey

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