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Selwyn District Council

Residents Opinion Survey

Research Report

Tuesday, 20 August 2013

Research First. Better Results.

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Disclaimer

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1 Introduction and Design

The Selwyn District is located in Canterbury, south and west of the Christchurch City area. Selwyn District covers an area of over 6,400 Km², and had an estimated population of 41,100 in June 2011¹. The population is evenly divided between urban and rural populations. The largest towns in the district are Rolleston, Leeston, Lincoln and Darfield. The district is separated into four wards, being Selwyn, Malvern, Ellesmere and Springs.

The Selwyn District Council (SDC) conducts a regular Residents' Survey to assess residents' needs and their satisfaction with Council services. The survey is structured to include a broad range of questions on a biennial basis, while in the alternate years a relatively shorter version of the survey is conducted. In May 2013, SDC commissioned Research First to complete data collection and reporting among the Selwyn population.

1.1 Research Design

The 2013 Selwyn District Council Residents' Opinion Survey was conducted by a telephone survey designed to obtain the views of the Selwyn Community. A review of the questionnaire used in previous years resulted in minor changes. As was the case in 2009, 2010, and 2011, detail was specifically included regarding perceptions of prioritisation of Council investment in services and resources.

A random database of telephone numbers was obtained covering the Selwyn area. After piloting the survey to ensure consistency and respondents' ability to comprehend and credibly respond to the questions, data collection occurred between May 26 and June 10, 2013. Data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender, with a quota system being used to ensure the sample was representative of the Selwyn District.

Following the completion of data collection, analysis was undertaken using QTM. All questions were structured to include a 'non' response, thereby identifying the participation rate (and therefore level of relevance) to the community as a whole. All data tables show the number of respondents included in the analysis for each question (N). Factors with a high participation rate are more likely to be of greater relevance to the broad community, while those with a low participation rate are likely to target more specialised sectors of the community.

Data have been analysed, and for all questions using Likert scales, the total number of satisfied respondents has been calculated. The total percentage of satisfied respondents (or respondents who agree to a statement)

¹ Subnational population estimates, Statistics New Zealand

provides insight into how effectively the service is perceived by the community. Non responses' (i.e. 'don't know/ not applicable) have been excluded from analysis. Note that when data are added, the addition is based on the result to two decimal places. For ease of reading, data have been presented in tables to no decimal places. The result is that in some tables, the sum of the two scores may appear to be in error by no more than one percent.

Data from previous community and residents' surveys has been compiled, and where possible, trends in perceptions have been identified. As data have been collected on different scales in the past, these results have been matched, where possible, to the rating of the questions in 2012. This may have an impact on purported trends. In 2009 and 2011 data were collected on a four-point scale (i.e. with no neutral option), with a choice of 'Very Good', 'Adequate', 'Not Good Enough' or 'Poor'. Prior to 2009, data were collected on a three point scale with choices of 'Very Good', 'Adequate' and 'Poor'. As a result, neither sequence necessarily transposes to a five point scale.

Data has been cross-tabulated based on the location of the respondents, with samples analysed based on the ward structure of the Council:

- Malvern;
- Selwyn Central;
- Springs; and
- Ellesmere

In addition, data collection has provided the opportunity for analysis of responses based on whether the respondent was 'town' or 'rural', based. Other demographic details collected that can be used in analysis include age and gender of respondents.

The 2013 Selwyn Residents Survey involved 1,005 completions. The maximum margin of error from the sample is 3.1%², and as such the data can be considered robust. Detail of the call completion rate is provided in Table 1-1, while the number of responses per ward and associated margin of error is provided in Table 1-2 (both overleaf). While the overall sample included over 1,000 responses, some questions were only asked of half the respondents (approximately 500), to help keep the data collection process within a short time frame (approximately 20 - 25 minutes per completed survey. The margin of error for these responses is +/-4.3%.

² Maximum margin of error for a 50% sample at the 95% confidence interval

Table 1-1 Call Completion Rates

Ward	N	%
Total Numbers called	4028	
Disco/wrong no	329	8%
Business/Fax	70	2%
Total Valid Calls	3629	90%
No Answer	1048	26%
Total Valid Calls Answered	2581	64%
Non Qualifier	833	21%
Language Barrier	13	0%
Total Valid Calls Answered and Qualifying	1735	43%
Not interested	730	42%
Total Survey Completions	1005	58%

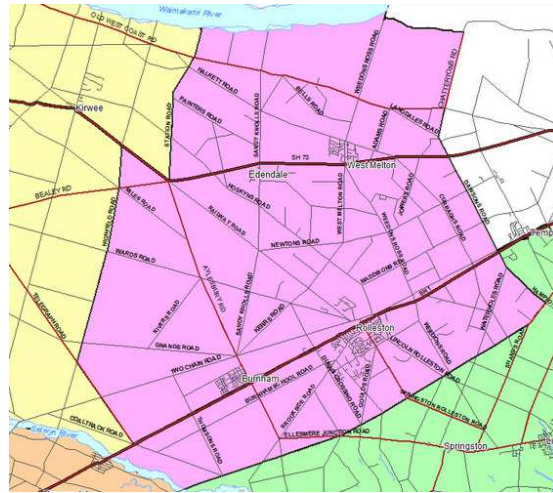
Table 1-2 Sample and Margins of Error, by Ward

Ward	N	MARGIN OF ERROR
Ellesmere	241	6.2%
Malvern	226	6.4%
Selwyn Central	299	5.6%
Springs	239	6.3%
Total	1,005	3.1%

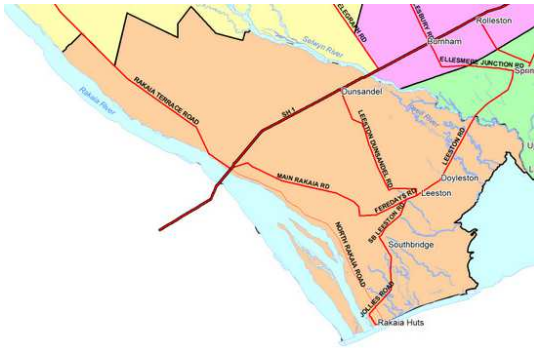
Figure 1-1 Maps Outlining Geographic Locations within Selwyn District



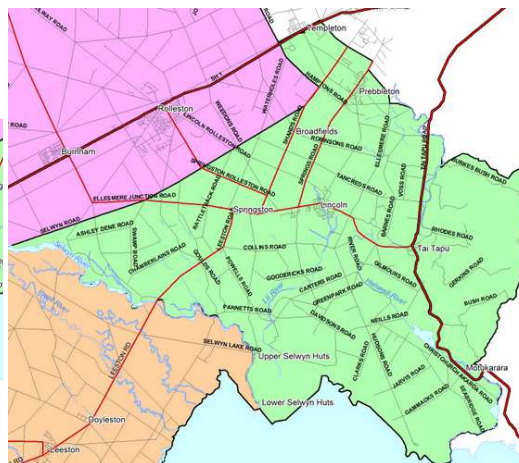
Malvern



Selwyn Central



Ellesmere



Springs

2 Demographic Detail of Sample

The sample sought to achieve both an overall statistically valid sample, and a sample that was representative of each ward, and reflective of the age and gender structure of the Selwyn District population.

Table 2-1 Gender Distribution of Respondents

Gender	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Male	546	54%
Female	459	46%

Table 2-2 Age Distribution of Respondents

Age Group	NUMBER OF RESPONDENTS	% OF RESPONDENTS
18-24	67	7%
25-34	85	8%
35-44	201	20%
45-54	212	21%
55-64	216	21%
65+	223	22%
Declined	1	0%

Table 2-3 Geographic Distribution of Respondents

Ward	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Ellesmere	241	24%
Malvern	226	22%
Selwyn Central	299	30%
Springs	239	24%

Table 2-4 Geographic Distribution of Respondents

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Town	536	53%
Rural	469	47%

Table 2-5 Home Ownership of Respondents

Home Ownership	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Owned	898	89%
Rented	75	7%
Other arrangements	29	3%
Declined	3	0%

Table 2-6 Employment Status of Respondents

Employment Status	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Salary or wage earner	483	48%
Self employed	235	23%
Retired	174	17%
Full time homemaker	53	5%
Student	25	2%
Other beneficiary	19	2%
Unemployed and seeking	11	1%
Refused	5	0%

Table 2-7 Industry/ Sector Worked In

Industry/ Sector	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Agriculture/ Horticulture	182	27%
Service	71	10%
Health and Community Services	67	10%
Education	66	10%
Construction	59	9%
Professional Services	57	8%
Sales	46	7%
Engineering	32	5%
Other	101	15%

Table 2-8 Location of Respondents' Workplace

Location of Workplace	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Within Selwyn	418	58%
Christchurch	271	38%
Ashburton	2	0%
Waimakariri	9	1%
Other	18	3%

3 Key Messages

3.1 Overall Council Performance

Overall, 58% of respondents rated the Council's overall performance as 'good' or 'very good'. In contrast, only 11% rated the performance as 'poor' or 'very poor'.

3.2 Council Priorities

Survey participants were asked to rate a broad range of services on a priority scale. The services that respondents sought to prioritise most highly were drinking water, rural fire services and sewerage/wastewater. The services or facilities that were rated least highly were promoting and supporting arts and culture, promoting tourism and visitor information and provision of additional resource recovery parks.

3.3 Council Facilities

The facilities that respondents most commonly visited were Public Parks and Public Libraries. These were also the facilities that respondents identified the Council's delivery of service as being 'good' or 'very good'.

For all facilities, more respondents rated Council performance as 'good' or 'very good' than provided a 'poor' or 'very poor' rating. The least highly rated facilities were the public swimming pools and public toilets.

Ratings for most facilities were marginally lower than those identified in the 2012 survey. The exception to this was the rating for public toilets, which showed a marginal improvement in 'good' or 'very good' rating.

3.4 Waste Management

Respondents were highly satisfied rubbish and recycling services, and satisfied with both the organic waste and recycling / dumping sites. For all four waste management services measured, more respondents felt the Council's performance was 'good' or 'very good' than though it was 'poor' or 'very poor'.

The resource recovery park was used by nearly 40% of survey participants in the last year. Of these, most thought it was a good service, with only 5% identifying that the facility was not good.

Rating of 'good' or 'very good' performance by the Council in waste management increased in 2013 across all measures compared to 2012 and compared to previous data collection periods.

3.5 Water Services

Of the water services, satisfaction was highest with the sewerage and waste water, followed by the drinking water. More respondents rated the other three services 'good' or 'very good' than rated them 'poor' or 'very poor'.

Satisfaction with the sewerage and waste water, and with the water rates increased in the year to 2013, while there was a decline in satisfaction with drinking water supplies.

3.6 Land Transport

For land transport services, people were most highly satisfied with the licencing services and the promotion of road safety. Satisfaction was also high for town streets and footpaths, while relatively fewer were satisfied with cycleways or rural road maintenance.

There was an improvement in respondent perceptions of the Council performance in making the districts roads safer, and in footpaths. At the same time, there was a decline in satisfaction with promotion of road safety, and of cycleways.

Participants were specifically asked to provide their perceptions regarding Council increasing the funding of roads in the district to match the short-fall of lower funding from NZTA. Over 80% of respondents agreed that the Council should spent ratepayer funds to ensure roads can continue to be maintained at current levels

3.7 Resource Management and Building Consents

Over half of respondents were satisfied with the Council's delivery of public health, while more were dissatisfied than satisfied with consent issuing and processing

3.8 Strategic Planning

More respondents were satisfied than dissatisfied with the Council's planning for the future of the district. For all factors measured, nearly half of all respondents agreed that Council performance was 'good' or 'very good', while around 20% felt that performance was 'poor' or 'very poor'.

This result indicated an increase in satisfaction compared to the results from previous years.

3.9 Community and Wellbeing

Overall, nearly eight out of ten respondents from the district noted that they felt a sense of community with the people in their neighbourhood, while nearly nine of every ten agreed that they feel safe in their neighbourhood.

The main concerns identified were road safety (30%) and burglary/ theft (17%).

On average, nearly nine out of every ten respondents identified that they exercised at least once per week, with over half identifying undertaking exercise five times per week or more.

3.10 Civil Defence

Of the Civil Defence services provided, respondents rated the Council most highly on rural fire control and civil defence overall, but less highly on helping prepare for or recover from disasters.

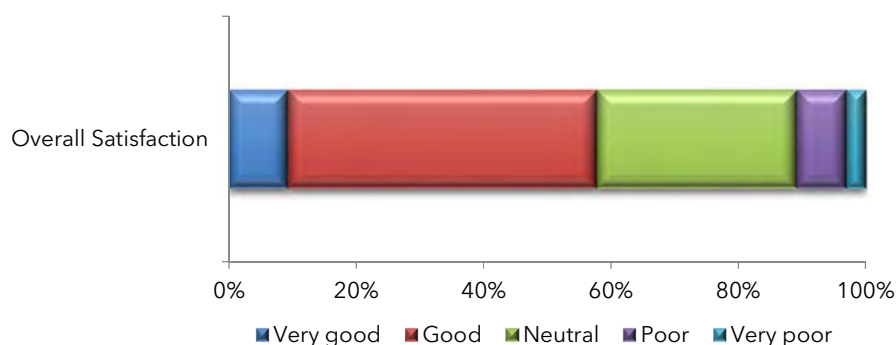
In a civil defence emergency, over half of all respondents would seek information through their radio, followed by the internet. If power was unavailable, people would still use their radio as well as talking to friends.

4 Overall Satisfaction

Survey participants were asked to rank the Council's overall performance. Participants were asked to rate the Council's performance on a five point scale, where 1=very poor; 3=neither satisfied nor dissatisfied; and 5=very good.

The level of satisfied respondents was 58% as is shown in Table 4-1 and Figure 4-1, with only 11% rating the overall provision of services as poor or very poor.

Figure 4-1 Overall Satisfaction, Selwyn District Council



Overall, 58% of respondents rated the Council's overall performance as 'good' or 'very good'. In contrast, only 11% rated the performance as 'poor' or 'very poor'.

Table 4-1 Overall Satisfaction, Selwyn District Council

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Very good	93	9%
Good	486	48%
Neutral	314	31%
Poor	78	8%
Very poor	30	3%
DK/None	4	0%

5 Council Priorities

Respondents were asked to consider how the Council prioritises the services it delivers to the community. Respondents were asked to rate each service on a three-point scale where 1=should be low priority on Council spending, 2=medium priority and 3=should be high priority Council spending.

We would like you to consider how the Council prioritises the services it delivers to the community.

Responses demonstrate that the community perception of the services that Council should prioritise are Drinking Water Supplies (90%), followed by Fire Service and Civil Defence; and Maintenance of Sewerage and Wastewater services.

The services that respondents sought to prioritise most highly were drinking water, rural fire services and sewerage/wastewater.

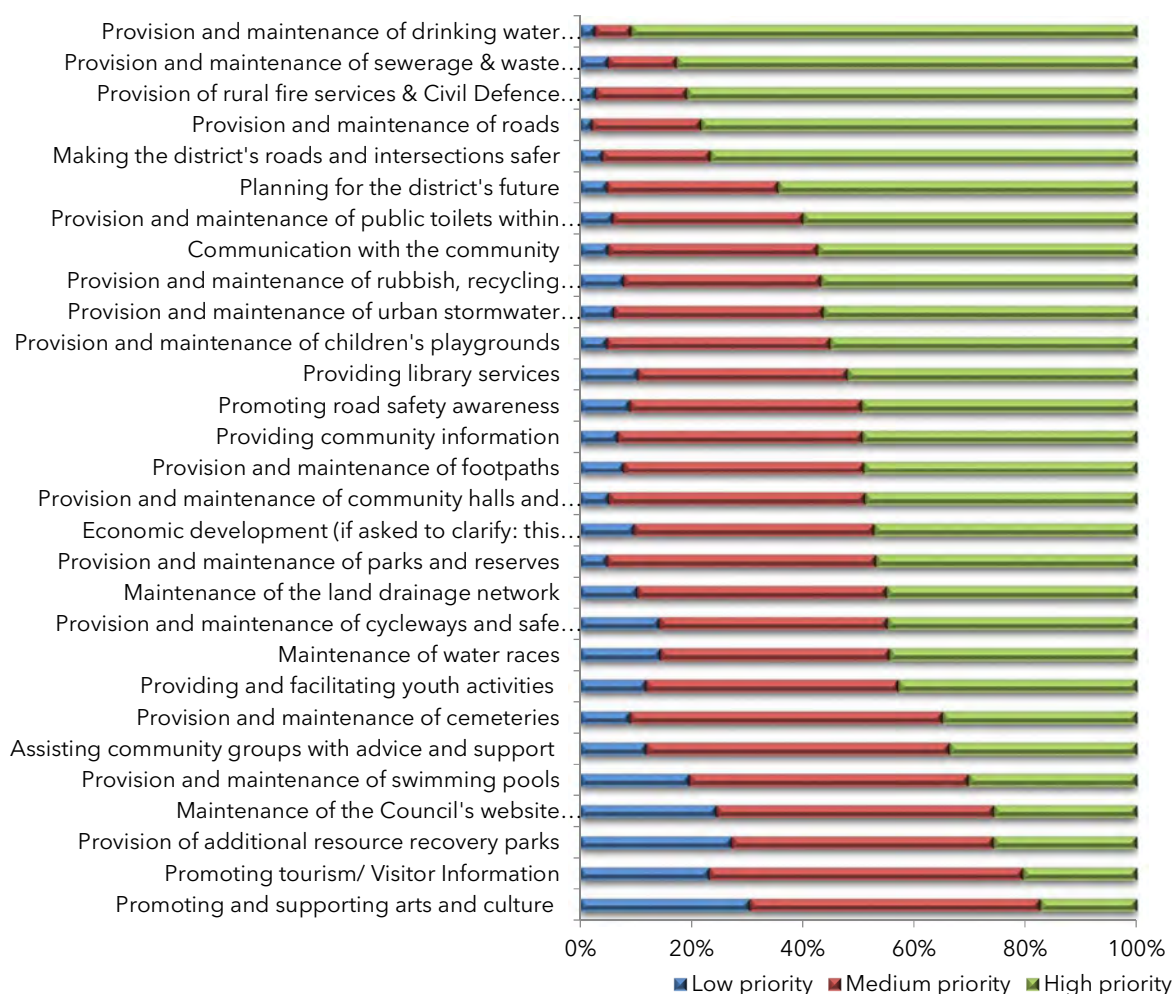
Table 5-1 Prioritisation of Council Services

	LOW PRIORITY	MEDIUM PRIORITY	HIGH PRIORITY	AVERAGE ³
Provision and maintenance of drinking water supplies	3%	6%	90%	9.6
Provision of rural fire services and Civil Defence emergency preparation	3%	16%	81%	9.3
Provision and maintenance of sewerage and waste water management	5%	12%	82%	9.3
Provision and maintenance of roads	2%	20%	78%	9.2
Making the district's roads and intersections safer	4%	19%	77%	9.1
Planning for the district's future	5%	31%	64%	8.7
Provision and maintenance of public toilets within the district	6%	34%	60%	8.5
Communication with the community	5%	38%	57%	8.4
Provision and maintenance of urban stormwater services	6%	37%	56%	8.3
Provision and maintenance of children's playgrounds	5%	40%	55%	8.3
Provision and maintenance of rubbish, recycling and organic collection services	8%	35%	57%	8.3
Provision and maintenance of community halls and rec. centres	5%	46%	49%	8.1
Providing community information	7%	44%	49%	8.1
Provision and maintenance of parks and reserves	5%	48%	47%	8.1
Providing library services	10%	38%	52%	8.1
Provision and maintenance of footpaths	8%	43%	49%	8.0
Promoting road safety awareness	9%	42%	49%	8.0
Economic development	10%	43%	47%	7.9
Maintenance of the land drainage network	10%	44%	45%	7.8

³ An 'average' priority ranking has been generated by weighting all 'low' responses as '1', 'medium' responses as '2'; and 'high' responses as '3', then spreading the responses across a 10 point scale.

	LOW PRIORITY	MEDIUM PRIORITY	HIGH PRIORITY	AVERAGE ³
Providing and facilitating youth activities	12%	45%	43%	7.7
Provision and maintenance of cycleways and safe cycling routes	14%	41%	45%	7.7
Maintenance of water races	14%	41%	44%	7.7
Provision and maintenance of cemeteries	9%	56%	35%	7.5
Assisting community groups with advice and support	12%	54%	34%	7.4
Provision and maintenance of swimming pools	20%	50%	30%	7.0
Maintenance of the Council's website (www.selwyn.govt.nz)	24%	50%	26%	6.7
Provision of additional resource recovery parks	27%	46%	25%	6.6
Promoting tourism/ Visitor Information	23%	56%	20%	6.6
Promoting and supporting arts and culture	30%	52%	17%	6.2

Figure 5-1 Ranking of Priority of Service Factors



5.1 Council Facilities

Participants were asked to consider the Council provided services and recreation facilities, and were asked:

Roughly how many times in the past year – that is since last Queen's Birthday weekend – did you or a member of your household use or visit... <facility>?

The most commonly used facilities were public parks, used by 73% of the population at least once a year, and by 15% of the population on a weekly basis. Other commonly used facilities were libraries and public halls (both used by 62% of the population; while only around 10% of the population use the mobile library or Council-provided swimming pools. The data is shown in Table 5-1 and Figure 5-1.

The facilities that respondents most commonly visited were Public Parks and Public Libraries

Figure 5-2 Frequency of Visits to Council Provided Facilities

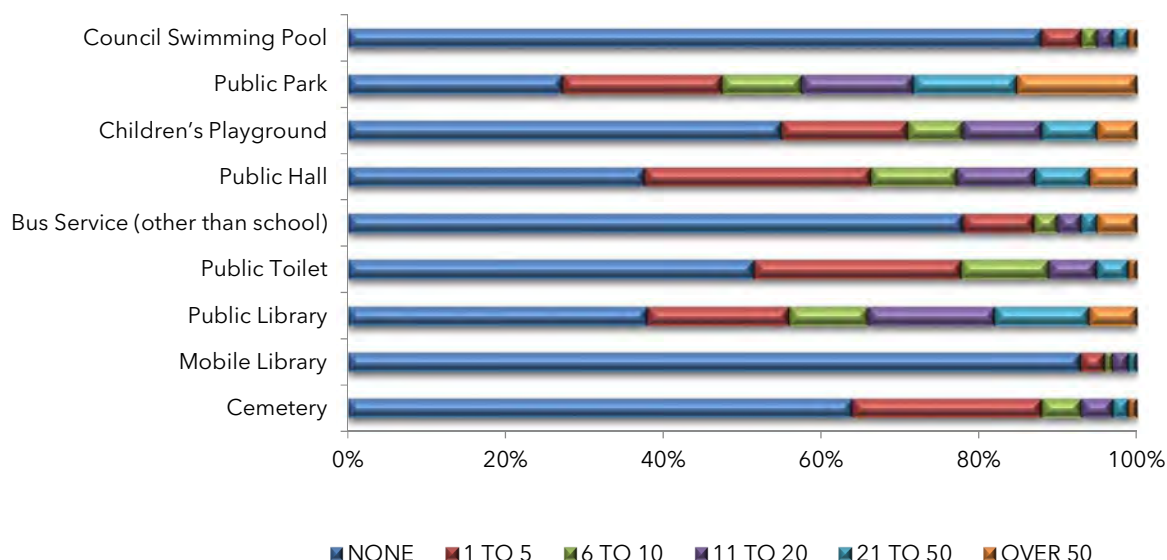


Table 5-2 Frequency of Visits to Council Provided Facilities

	NONE	1 TO 5	6 TO 10	11 TO 20	21 TO 50	OVER 50
Council-Provided Swimming Pool	88%	5%	2%	2%	2%	1%
Public Park	27%	20%	10%	14%	13%	15%
Children's Playground	55%	16%	7%	10%	7%	5%
Public Hall or Rec. Centre	38%	29%	11%	10%	7%	6%
Bus Service (other than school)	78%	9%	3%	3%	2%	5%
Public Toilet	51%	26%	11%	6%	4%	1%
Public Library	38%	18%	10%	16%	12%	6%
Mobile Library	92%	3%	1%	2%	1%	-
Cemetery	64%	24%	5%	4%	2%	1%

Respondents were asked to rate the Council's performance for each of the above facilities. They were asked:

How do you rate the Council's performance in each of the following services?

A five point scale was used. The five point scale was 1=very good; 3=neutral; and 5=very poor. Respondents were provided with the opportunity of declining to respond regarding satisfaction, as they had not used the service or facility. The data provided only include those who chose to respond. The facilities with the highest rating of 'good or very good' (shown as 'Percent Good') were public libraries (77%) followed by public parks (76%). Only 45% felt that public pools were 'good or very good'. Details are shown in Figure 5-3 and Table 5-3

More people were satisfied than dissatisfied with all Council facilities. Satisfaction was highest for public libraries, followed by parks and reserves.

Figure 5-3

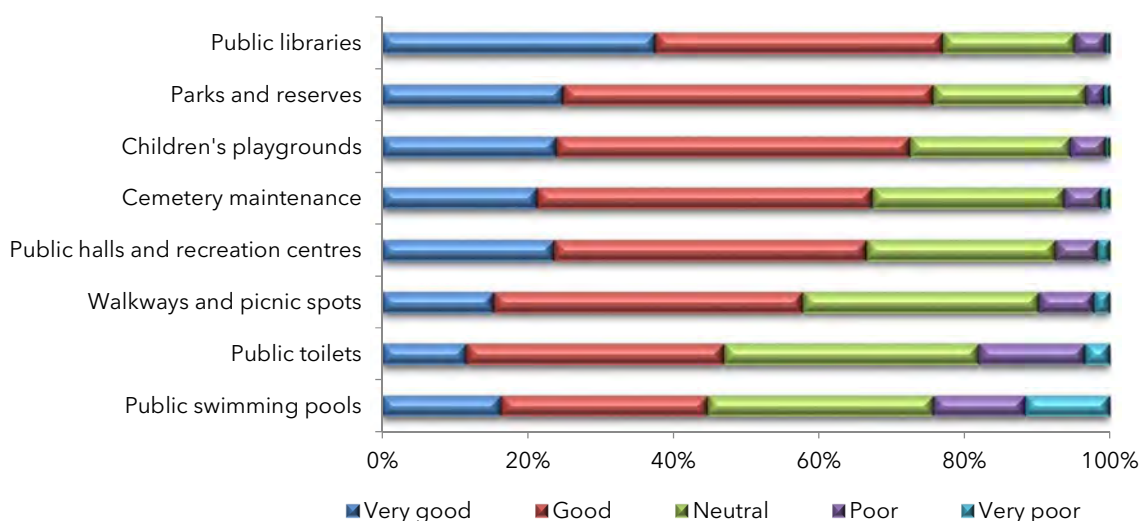
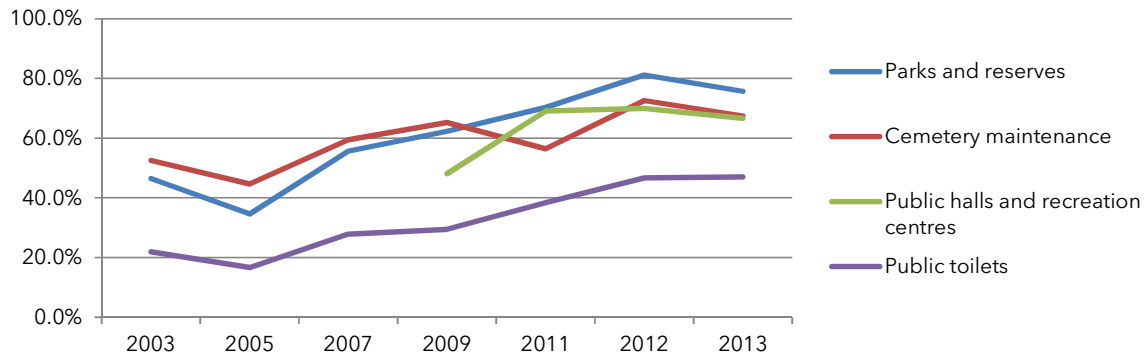


Table 5-3 Performance of Council Facilities

	N	PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Council-Provided Swimming Pool	525	45%	16%	28%	31%	13%	12%
Public Park	898	76%	25%	51%	21%	2%	1%
Children's Playground	792	58%	15%	42%	32%	8%	2%
Public Hall or Rec. Centre	729	73%	24%	49%	22%	5%	1%
Bus Service (other than school)	832	67%	24%	43%	26%	6%	2%
Public Library	798	77%	38%	39%	18%	4%	1%
Public Toilet	679	47%	12%	35%	35%	15%	3%
Cemetery	595	67%	21%	46%	26%	5%	1%

5.1.1 Change in Perceptions over Time

Figure 5-4 Trends, 'Good' and 'Very Good' Responses⁴



⁴ Note that in years prior to 2012; data collection was conducted using either a three-point or a four-point scale. As a result, data trends for years prior to and including 2011 demonstrate considerable variation to that of the last two years. This is true of all trend data graphs.

5.2 Waste Management

5.2.1 Overall Rating, Waste Management

Survey participants were asked to rate waste management services offered by the Council. Respondents were asked to rate their overall satisfaction on a five point scale, where 1=very good; 3=neutral; and 5=very poor.

How do you rate the Council's performance in each of the following services?

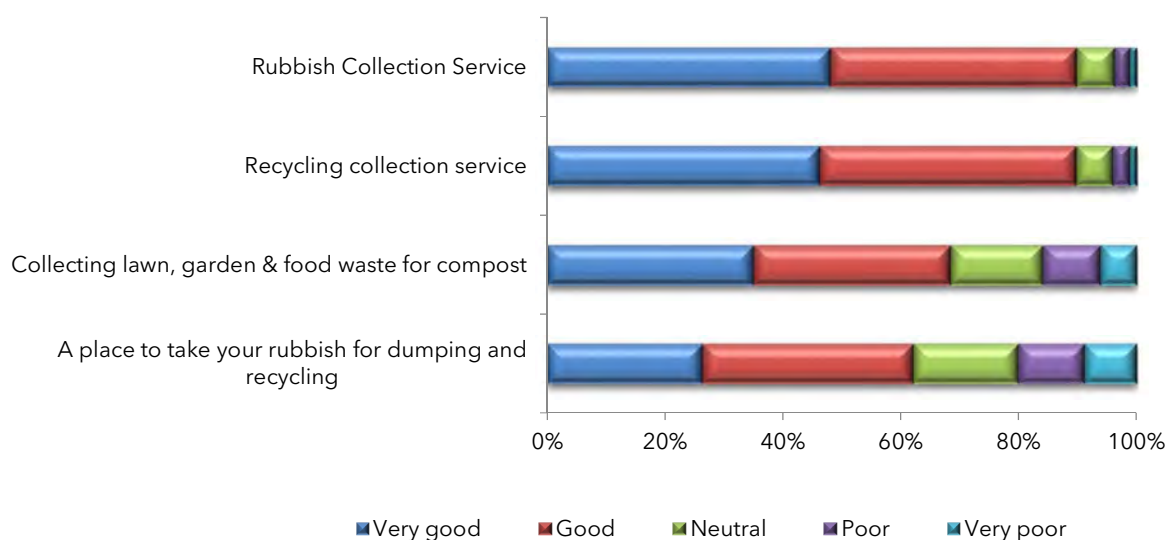
The services with the highest rate of satisfaction were recycling collection services and rubbish collection services (both 90%). For both these services, only 4% of respondents rated the service as 'poor' or 'very poor'. Conversely, only 62% of those who responded regarding the place to take rubbish for dumping/ recycling as 'good or very good', with 20% rating the service as 'poor' or 'very poor'

Respondents were highly satisfied rubbish and recycling services, and satisfied with both the organic waste and recycling / dumping sites.

Table 5-4 Performance of Waste Management Services

	N	PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Rubbish Collection Service	860	90%	48%	42%	6%	3%	1%
Place to take rubbish for dumping/ recycling	613	62%	26%	36%	18%	11%	9%
Collecting lawn, garden and food waste for compost	410	69%	35%	33%	16%	10%	6%
Recycling collection services	873	90%	46%	44%	6%	3%	1%

Figure 5-5 Satisfaction with Waste Management Services



5.2.2 Resource Recovery Park

Respondents were asked how many times they or a member of their household had visited the Resource Recovery Park in Rolleston. Table 5-4 shows that 37% of all residents had used the Resource Recovery Park

Table 5-5 Number of Times Visited Resource Recovery Park

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
1 - 5	249	25%
6 - 10	70	7%
11 - 20	35	3%
21 - 50	11	1%
Over 50	4	0%
Don't know/ none	636	63%

Irrespective of whether they had used the facility in the last year, respondents were asked whether they felt the Resource Recovery Park provided a good service for the district. 47% percent of participants indicated that the Resource Recovery Park was a good service, while only 5% disagreed.

Table 5-6 Agreement, Resource Recovery Park is a Good Service

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Yes	471	47%
No	46	5%
Don't know	488	49%

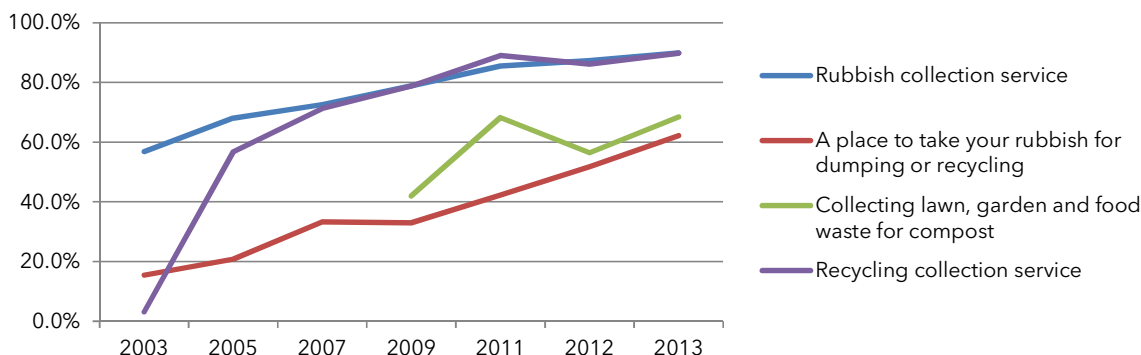
Those who acknowledged that the Resource Recovery Park provided a good service were asked to identify why they held this view. Table 5-6 outlines the most common responses.

Table 5-7 Why the Resource Recovery Park is a Good Service

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Convenient/ accessible	101	21%
Recycling services	82	17%
Good Staff/ Service	78	16%
A place to dispose of waste	55	12%
Location	49	10%
Clean	32	7%
Inexpensive/ cheap	25	5%
Other	246	52%

5.2.3 Trends in Perceptions of Waste Management

Figure 5-6 Trends, 'Good' and 'Very Good' Responses



5.3 Water

Participants were read the following preamble before rating the Council's performance:

The Council provides a number of water related services to its communities. The Council considers management of these services under its Five waters planning, which include drinking water supplies, wastewater (sewerage) schemes, water races (for stock and irrigation purposes), management of stormwater (involving the drainage, treatment and discharge of rainfall in urban areas) and managing the land drainage network (to reduce groundwater, mainly around the Te Waihora/Lake Ellesmere area, to make land more suitable for farming and other purposes).

Participants were asked to rate water services offered by the Council. Respondents were asked to rate their overall satisfaction on a five point scale, where 1=very good; 3=neutral; and 5=very poor.

How do you rate the Council's performance in each of the following services?

The service with the highest rating was sewerage and waste water (77%), followed by drinking water supplies (67%). Respondents were less positive regarding the water races and land water drainage, where only 42% felt the Council was providing a 'very good' or 'good' service; while between 24% and 29% of respondents believed the performance was 'poor' or 'very poor'

Of the water services, satisfaction was highest with the sewerage and waste water, followed by the drinking water.

Figure 5-7 Satisfaction with Water Services

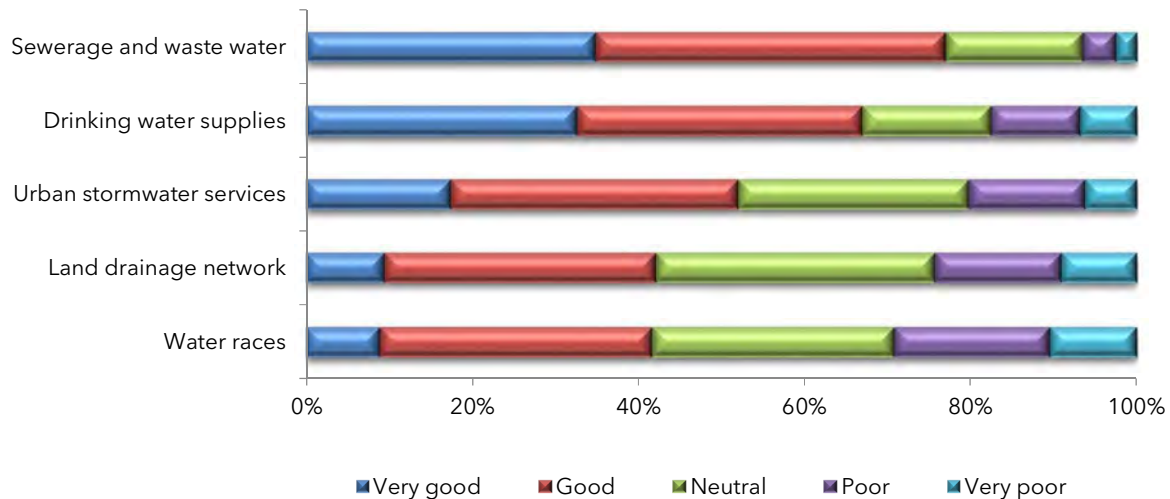
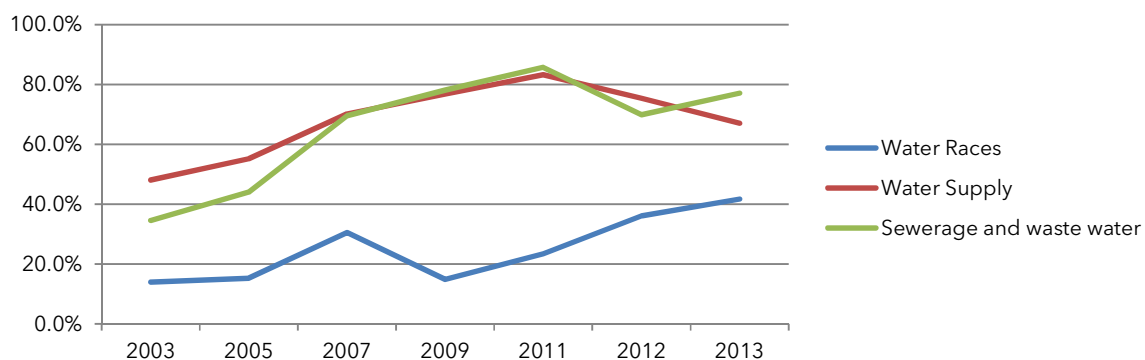


Table 5-8 Performance of Water Services

	N	PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Water races	480	42%	9%	33%	29%	19%	10%
Drinking Water Supplies	691	67%	33%	34%	15%	11%	7%
Sewerage and Water Waste	527	77%	35%	42%	17%	4%	2%
Urban Storm Water	515	52%	17%	35%	28%	14%	6%
Land Water Drainage	453	42%	9%	33%	34%	15%	9%

5.3.1 Trends, Perceptions of Water Services

Figure 5-8 Trends, 'Good' and 'Very Good' Responses



5.4 Land Transport

Participants were asked which of the following the Council provides along their street, road or property boundary:

- sealed road;
- footpath; and
- street lights.

Table 5-9 Provision of Land Transport Services

	SEALED ROAD	FOOTPATH	STREETLIGHTS
Council does provide	87%	42%	56%
Council does not provide	13%	57%	44%
Don't know	0%	0%	0%

Participants were asked to rate land transport services offered by the Council. Respondents were asked to rate their overall satisfaction on a five point scale, where 1=very good; 3=neutral; and 5=very poor.

How do you rate the Council's performance in each of the following services?

The most highly rated land transport services were promoting road safety awareness and the issuing of drivers' licenses (both 65% 'good' performance); while only 36% of respondents felt the Council was providing 'good service' in the provision of cycleways and safe cycling routes.

For land transport services, people were most highly satisfied with the licencing services and the promotion of road safety.

Figure 5-9 Satisfaction with the Condition of Selwyn's Roads

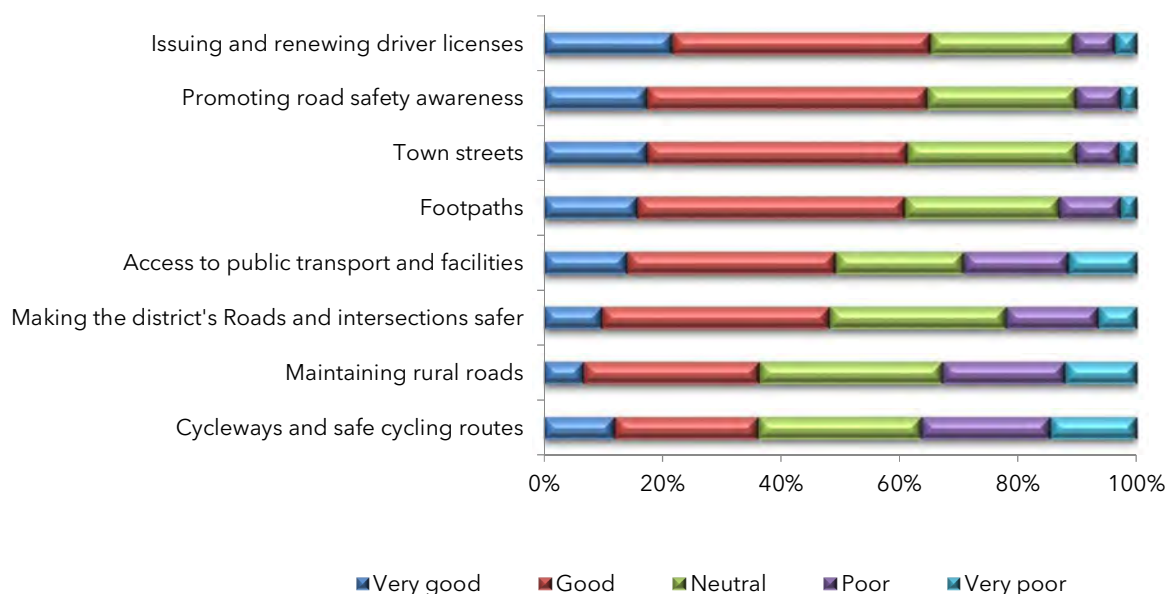


Table 5-10 Performance of Land Transport Services

	N	PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Town streets	972	61%	17%	44%	29%	7%	3%
Footpaths	923	61%	16%	45%	26%	10%	3%
Cycleways and safe cycling routes	708	36%	12%	24%	28%	22%	15%
Making the district's roads and intersections safer	985	48%	10%	38%	30%	16%	6%
Maintaining rural road	962	36%	7%	30%	31%	21%	12%
Promoting road safety awareness	942	65%	17%	47%	25%	8%	3%
Issuing and renewing driver licenses	604	65%	22%	44%	24%	7%	4%
Access to public transport facilities	703	49%	14%	35%	22%	18%	12%

The New Zealand Transport Authority has recently decreased their funding to the Selwyn District Council for roading costs. Based on this, participants were given two options, and asked which they felt the Council should do. The response demonstrated that residents believed the Council should spend more ratepayer sourced funds on roading to ensure that the roads can at least be maintained to a similar level as they currently are.

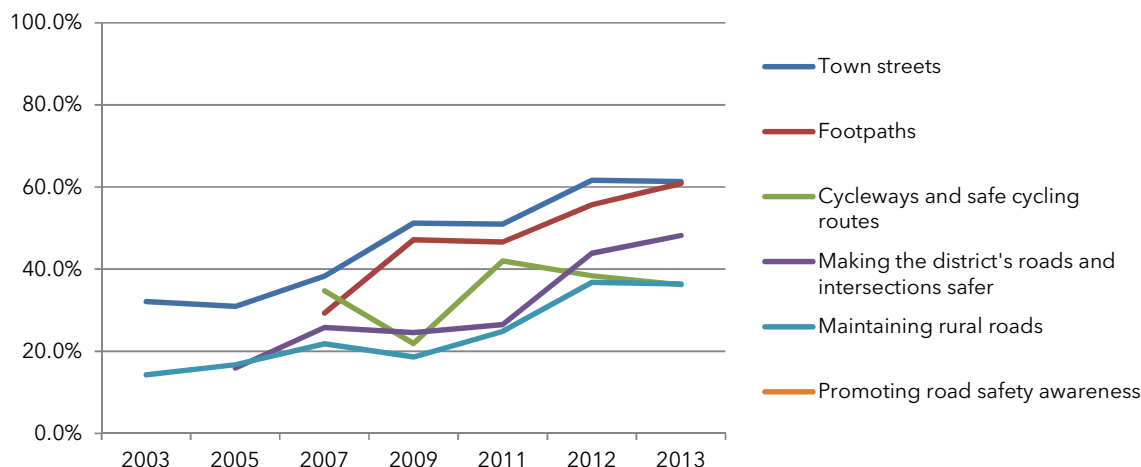
Table 5-11 Approach to Reduced Funding from NZTA

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Not cover any decreased in government funding, which would see the standards of our roads decline	90	9%
Spend more ratepayer sourced funds on roading so that our roads can at least be maintained to a similar standard as they are now	834	83%
Don't know	81	8%

Over 80% of respondents agreed that the Council should spend ratepayer funds to ensure roads can continue to be maintained at current levels

5.4.1 Trends, Perceptions of Land Transport Services

Figure 5-10 Trends, 'Good' and 'Very Good' Responses



5.5 Resource Management and Building Consents

Participants were asked to rate the Council's performance for resource management and building consent services. Respondents were asked to rate their overall satisfaction on a five point scale, where 1=very good; 3=neutral; and 5=very poor.

How do you rate the Council's performance in each of the following services?

Over half of respondents were satisfied with the Council's delivery of public health, while more were dissatisfied than satisfied with consent issuing and processing

Figure 5-11 Satisfaction with Resource Management and Building Consent Services

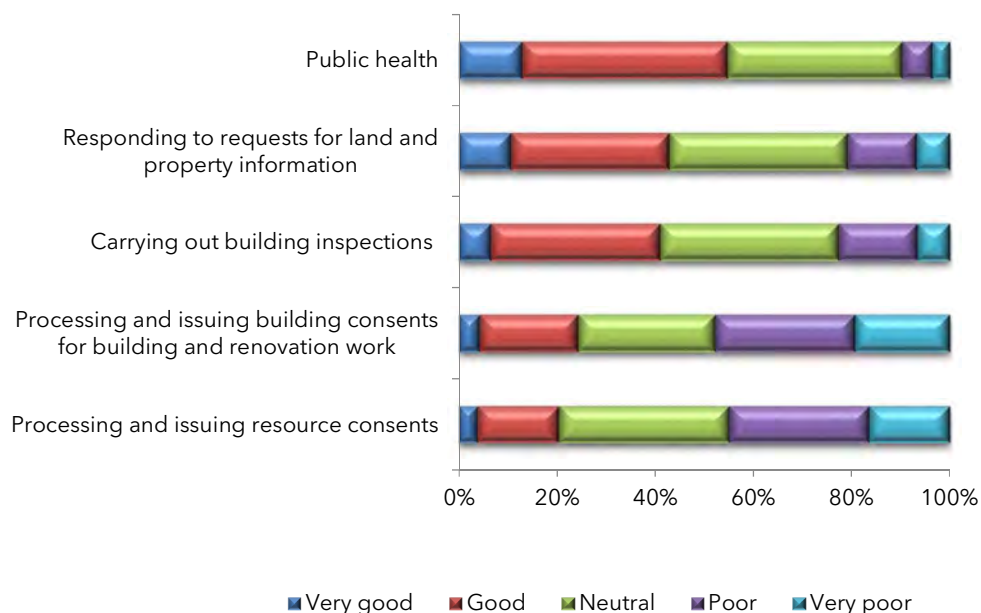


Table 5-12 Performance of Resource Management and Building Consent Services

	N	PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Public health	586	55%	13%	42%	35%	6%	4%
Processing and issuing resource consents	640	20%	4%	17%	35%	28%	16%
Responding to requests for land and property information	606	43%	11%	32%	36%	14%	7%
Processing and issuing building consents for building and renovation work	648	24%	4%	20%	28%	28%	19%
Carrying out building inspections	606	41%	7%	34%	36%	16%	7%

6 Strategic Planning

Survey participants were read the following statement:

Planning for the future is one thing, carrying it out is another. Using the same scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = Very Poor.... How do you rate the Council's performance at...

Three options were provided, being (i) ensuring that Selwyn's town and countryside are developed in the best possible way; (ii) planning for the district's future, and (iii) maintaining the rural character of the district. For each aspect, there were more respondents who believe the Council was providing effective planning than believed the Council was providing poor planning. A significant proportion of the respondents provided a response of 'neutral'. While there was minimal difference in the rate of 'good' or 'very good' response, the factor with the highest rating was planning for the future (49% good, 16% poor).

More respondents were satisfied that dissatisfied with the Council's planning for the future of the district

Figure 6-1 Satisfaction with Future Planning

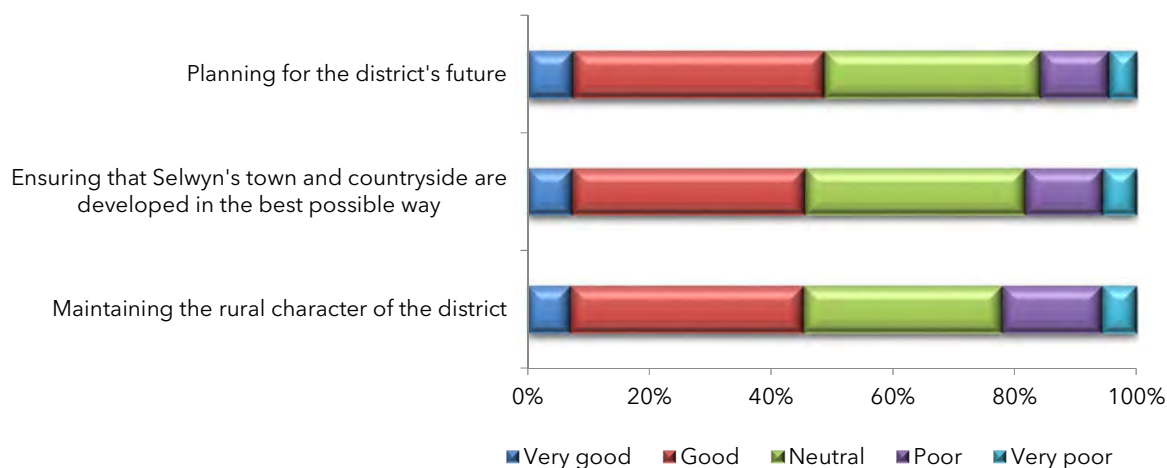
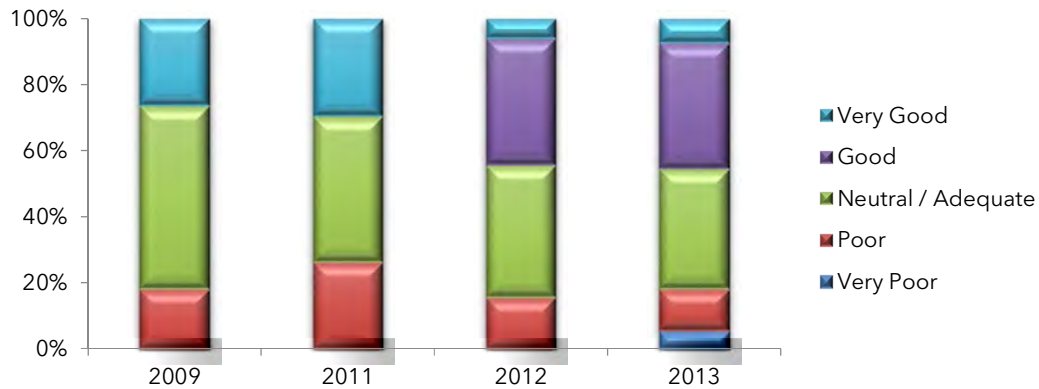


Table 6-1 Satisfaction with Future Planning

	N	PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Ensuring that Selwyn's town and countryside are developed in the best possible way	945	46%	7%	38%	36%	13%	6%
Planning for the district's future	927	49%	8%	41%	35%	11%	5%
Maintaining the rural character of the district	968	45%	7%	38%	33%	16%	6%

6.1.1 Trends, Council Planning

Figure 6-2 Trends in Perceptions of Council's Planning for the Future



7 Community and Wellbeing⁵

7.1.1 Quality of Life

Participants were asked to rate their agreement with statements about their 'quality of life'. Respondents were asked to rate their overall agreement on a five point scale, where 1=strongly disagree; 3=neutral; and 5=strongly agree.

How much do you agree or disagree with the following statements?

I have a sense of community with the people in my local neighbourhood; and

My neighbourhood usually feels safe

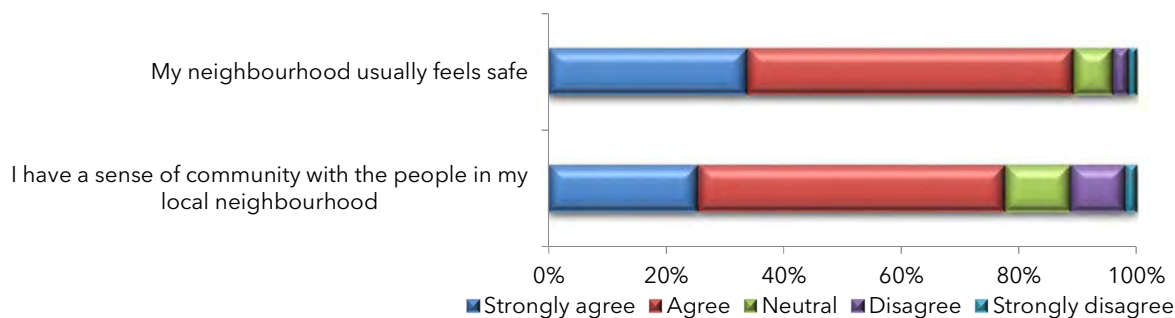
Respondents strongly agreed that their neighbourhood provided a sense of community, and was safe

There was strong agreement with both statements, with 89% agreeing that their neighbourhood usually felt safe, while 77% agreed that they had a strong sense of community with the people in their local neighbourhood.

Table 7-1 Agreement with Quality of Life Statements

	Strong Sense of Community	My Neighbourhood Feel Safe
Strongly agree	25%	34%
Agree	52%	55%
Neutral	11%	7%
Disagree	9%	3%
Strongly disagree	2%	1%
Don't know	25%	0%

Figure 7-1 Perceptions of Community and Neighbourhood



⁵ Data collection regarding Community and Wellbeing included only 524 respondents

Table 7-2 Agreement with Quality of Life Statements

	PERCENT AGREE	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
I have a sense of community with the people in my local neighbourhood	77%	25%	52%	11%	9%	2%
My neighbourhood usually feels safe	89%	34%	55%	7%	3%	1%

7.1.2 Neighbourhood Safety

Respondents were asked to identify their main safety concerns in their neighbourhood. The question was posed in an open-ended manner, and responses have been grouped. Table 7-3 demonstrates the most significant concern was road safety, incorporating issues such as speeding and increasing traffic volumes. The second most common concern identified was burglary or theft.

Table 7-3 Main Safety Concerns in the Neighbourhood

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Road safety/ speeding/ traffic volume	156	30%
Burglary/ theft	91	17%
Boy racers	37	7%
Poor road/ footpath conditions	23	4%
Other	137	26%
Don't know/ nothing	124	24%

When asked, 25% of respondents indicated that they or their household belonged to a Neighbourhood Support Group. The main reasons given for belonging to a group were that groups provided were to 'look out for each other' and 'to bring the community together'. The most common reasons for not joining were that people weren't aware of such groups operating in their area, and that there was already a natural community. Details are shown in Table 7-4 and 7-5 (overleaf).

Table 7-4 Reasons for Belonging to a Neighbourhood Support Group

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
To look out for each other	26	20%
Bring the community together	20	16%
Because of earthquakes	15	12%
Neighbours all know each other/ are friendly	15	12%
Other	77	60%

Table 7-5 Reasons for Not Belonging to a Neighbourhood Support Group

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Not aware of a support group in my area	121	31%
Informal support group/ already a natural community	109	28%
Too isolated	34	9%
Don't need one	22	6%
Other	102	26%

7.1.3 Physical Activity

Respondents were asked to indicate how often they had been involved in physical activity.

On how many of the past seven days were you physically active?

Table 7-6 Number of Days in Past Seven Days Involved in Physical Activity

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
0 days	35	7%
1 days	21	4%
2 days	47	9%
3 days	70	13%
4 days	42	8%
5 days	60	11%
6 days	21	4%
7 days	189	36%
Don't know	39	7%

7.1.4 Involvement in Community Groups

59% percent of respondents were involved in clubs, community groups or organisations. Of these, 80% were involved in such groups within the Selwyn area. Similarly, 67% of respondents involved in clubs, community groups or organisations had some element of volunteer work in this involvement.

Table 7-7 Location of Clubs, Community Groups or Organisations Involved In

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
In the local area	250	80%
Outside the Selwyn District	60	19%
On the Internet	1	0%
Has as aspect of volunteer work	209	67%

8 Civil Defence

8.1 Current Delivery of Service

Participants were asked about the Council's performance of in a range of Civil Defence areas.

How do you rate the Council's performance in each of the following services?

Respondents were asked to rate their overall satisfaction on a five point scale, where 1=very good; 3=neutral; and 5=very poor. The most highly rated service was rural fire control (88% good), followed by civil defence (68% good). More respondents felt the Council had done a 'good' job than a 'poor' job in helping community prepare for or recover from natural disasters. However, for both options fewer than half of all respondents agreed that the Council had provided a 'good' service.

Of the Civil Defence services provided, respondents rated the Council most highly on rural fire control and civil defence overall, but less highly on helping prepare for or recover from disasters

Figure 8-1 Performance of Civil Defence Services

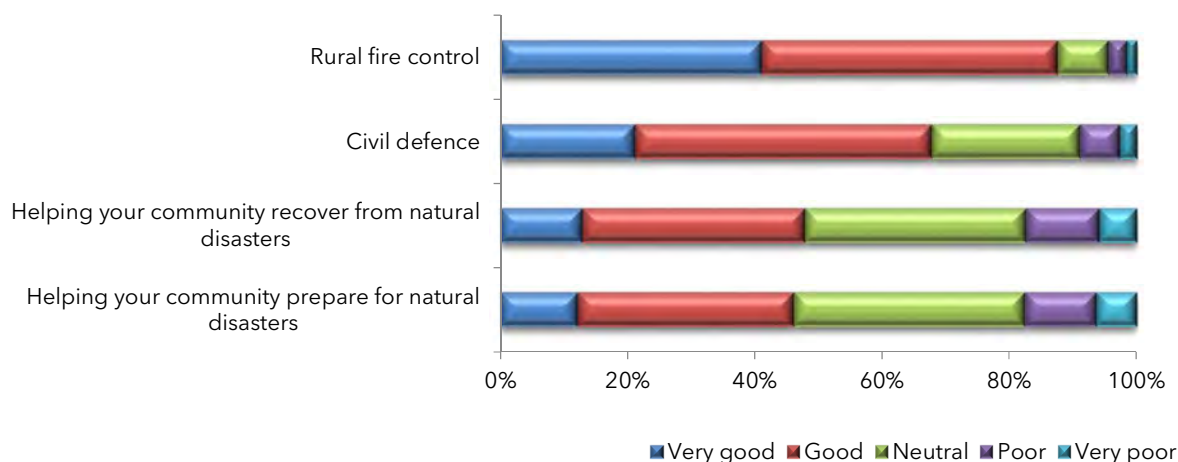


Table 8-1 Performance of Civil Defence Services

		PERCENT GOOD	VERY GOOD	GOOD	NEUTRAL	VERY POOR	POOR
Rural fire control	450	88%	41%	46%	8%	3%	2%
Civil Defence	382	68%	21%	47%	23%	6%	3%
Helping your community prepare for natural disasters	427	46%	12%	34%	36%	11%	6%
Helping your community recover from natural disasters	426	48%	13%	35%	35%	12%	6%

8.2 Sources of Information

Respondents were asked about the ways in which they would find out information about a Civil Defence emergency.

If there was a Civil Defence emergency in the district and you still had power and landline phone (if you have one now), how would you find out information about the situation?

Respondents were asked about the ways in which they would find out information about a Civil Defence emergency if they did not have power or a landline phone.

If there was a Civil Defence emergency in the district and you did not have power and landline phone wasn't working (if you have one now), how would you find out information about the situation?

Table 8-2 identifies that most people would seek information by radio, whether or not power and land line phones were available. If power was available, the second most common source of information would be the internet. If there was no source of power, people would seek information from neighbours or friends.

In a civil defence emergency, over half of all respondents would seek information through their radio, followed by the internet. If power was unavailable, people would still use their radio as well as talking to friends.

Table 8-2 How Respondents Would Find Information about a Civil Defence Emergency, if they still had Power and a Landline Phone

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Radio	285	59%
Internet	129	27%
Watching TV	90	19%
Calling the Council	60	12%
Talking with neighbours, friends or family	55	11%
Other	31	9%
Visiting a Council office or Civil Defence centre	20	4%
Don't know	14	3%
Newspaper	4	1%
Facebook and/or Twitter	1	0%

Table 8-3 How Respondents Would Find Information about a Civil Defence Emergency, if they did not have Power and a Landline Phone

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Radio	256	53%
Talking with neighbours, friends or family	101	21%
Using your mobile to call people to find out information	67	14%
Other	60	12%
Visiting a Council office or Civil Defence centre	45	9%
Don't know	32	7%
Using your mobile to access the Internet	22	5%
Calling the Council on your mobile phone	13	3%
Newspaper	2	0%

9 Living in the Selwyn District

9.1 Length of Time Living in Selwyn

Respondents were asked how long they had lived in the Selwyn District. The majority (60%) had lived in the district for over 10 years, while only 7% had arrived in the last two years.

Table 9-1 Length of Time Living in the Selwyn District

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Less than a year	14	1%
1-2 years	60	6%
2-5 years	134	13%
5-10 years	190	19%
More than 10 years	607	60%

9.2 Reasons for Moving to Selwyn

The key reasons for moving to the Selwyn District were the rural lifestyle, marriage or family reasons, or having been raised in the district. 16% had moved to Selwyn for work or employment reasons.

Table 9-2 Reasons for Moving to the Selwyn District

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Rural lifestyle	196	20%
Marriage/ family	187	19%
Born in Selwyn	186	19%
Work/ employment	162	16%
Affordable living/ land prices	61	6%
Other	369	37%

When asked if it was easy to settle in the Selwyn District, 90% noted that it had been easy. Only 8% felt that it had not been easy.

Table 9-3 Was Easy to Settle in the Selwyn District

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Yes	737	90%
No	66	8%
Unsure	16	2%
Refused	1	0%

Those who found it easy to settle in Selwyn primarily identified the friendliness of the people and the community. While relatively fewer noted that it was difficult to settle in Selwyn, the most common reason cited was the unwelcoming community.

Table 9-4 Why it was Easy to Settle in the Selwyn District

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Friendly people/ community	288	39%
Small population/ town	55	7%
Peaceful lifestyle	53	7%
Friends/ Family	50	7%
Good education provider	44	6%
Joined local activities	43	6%
Other	458	62%

Table 9-5 Why it was not Easy to Settle in the Selwyn District

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Closed off/unwelcoming community	25	38%
Difficult adapting to culture	9	14%
Hard to get to know/ meet people	9	14%
Isolated	8	12%
Other	24	36%

9.3 Locations Migrated From

Respondents had moved from a range of places. The most common location that respondents had moved from was Christchurch (55%), followed by other Canterbury areas (16%) and the South Island in general (12%).

Table 9-6 Where Respondents had Moved From

	NUMBER OF RESPONDENTS	% OF RESPONDENTS
Christchurch	447	55%
Other Canterbury	129	16%
Other South Island	96	12%
North Island	85	10%
Overseas	60	7%

10 Analysis by Ward⁶

The following tables provide detail based on the responses per ward.

10.1 Overall Satisfaction

How do you rank the Council's OVERALL performance?

Table 10-1 Overall Satisfaction

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	8%	12%	11%	6%
Good	40%	51%	53%	48%
Neutral	38%	27%	25%	37%
Poor	11%	7%	7%	6%
Very poor	4%	2%	3%	3%
Don't know	0%	1%	1%	0%

10.1.1 Planning for the Future

Planning for the future is one thing, carrying it out is another. How do you rate the Council's performance at...?

Table 10-2 Ensuring that Selwyn's town and countryside are developed in the best possible way

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	6%	8%	5%	8%
Good	34%	35%	40%	34%
Neutral	34%	33%	35%	34%
Poor	13%	13%	9%	12%
Very poor	7%	5%	4%	5%
Don't know	6%	8%	5%	8%

⁶ All data provided have been analysed. However, it is of note that considering the small sample sizes, the margins of error for these data are high. As a result, no contrasts between sub-groups within the population have been calculated.

Table 10-3 Planning for the district's future

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	5%	10%	4%	7%
Good	30%	41%	43%	37%
Neutral	38%	28%	32%	33%
Poor	14%	10%	9%	9%
Very poor	4%	5%	4%	4%
Don't know	5%	10%	4%	7%

Table 10-4 Maintaining the rural character of the district

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	7%	7%	6%	8%
Good	38%	31%	41%	39%
Neutral	26%	34%	29%	35%
Poor	19%	17%	16%	10%
Very poor	8%	6%	6%	3%
Don't know	7%	7%	6%	8%

10.1.2 Council Priorities

Table 10-5 Provision and maintenance of swimming pools

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	25%	13%	24%	18%
Medium priority	48%	49%	50%	53%
High priority	27%	37%	26%	28%

Table 10-6 Provision and maintenance of parks and reserves

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	6%	6%	3%	5%
Medium priority	50%	47%	44%	53%
High priority	44%	47%	53%	43%

Table 10-7 Provision and maintenance of children's playgrounds

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	5%	5%	5%	4%
Medium priority	42%	38%	40%	40%
High priority	52%	57%	54%	56%

Table 10-8 Provision and maintenance of community halls and recreational centres

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	4%	5%	4%	8%
Medium priority	46%	45%	43%	49%
High priority	50%	50%	52%	42%

Table 10-9 Provision and maintenance of public toilets within the district

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	5%	6%	6%	6%
Medium priority	35%	38%	31%	32%
High priority	60%	56%	62%	62%

Table 10-10 Providing library services

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	8%	12%	10%	11%
Medium priority	38%	41%	33%	37%
High priority	54%	46%	57%	52%

Table 10-11 Provision and maintenance of cemeteries

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	8%	11%	6%	10%
Medium priority	52%	58%	57%	56%
High priority	40%	30%	36%	34%

Table 10-12 Provision of additional resource recovery parks

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	23%	29%	29%	26%
Medium priority	42%	48%	46%	49%
High priority	35%	21%	23%	24%

Table 10-13 Provision and maintenance of rubbish, recycling and organic collection services

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	9%	6%	5%	11%
Medium priority	32%	39%	33%	36%
High priority	58%	55%	62%	52%

Table 10-14 Maintenance of water races

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	13%	14%	13%	17%
Medium priority	41%	42%	44%	35%
High priority	45%	43%	41%	46%

Table 10-15 Provision and maintenance of drinking water supplies

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	1%	3%	4%	2%
Medium priority	6%	7%	5%	7%
High priority	92%	90%	90%	90%

Table 10-16 Provision and maintenance of sewerage and waste water management

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	11%	4%	3%	2%
Medium priority	19%	10%	9%	12%
High priority	70%	85%	87%	85%

Table 10-17 Provision and maintenance of urban stormwater services

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	12%	6%	3%	3%
Medium priority	43%	38%	31%	38%
High priority	45%	55%	66%	58%

Table 10-18 Maintenance of the land drainage network

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	15%	12%	5%	9%
Medium priority	49%	51%	39%	38%
High priority	37%	36%	55%	53%

Table 10-19 Provision and maintenance of roads

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	3%	3%	2%	1%
Medium priority	18%	20%	20%	20%
High priority	79%	77%	78%	79%

Table 10-20 Provision and maintenance of footpaths

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	12%	7%	5%	7%
Medium priority	44%	45%	38%	45%
High priority	45%	48%	56%	48%

Table 10-21 Provision and maintenance of cycleways and safe cycling routes

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	18%	12%	11%	17%
Medium priority	43%	43%	34%	42%
High priority	39%	45%	54%	40%

Table 10-22 Making the district's roads and intersections safer

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	4%	4%	3%	5%
Medium priority	22%	17%	18%	21%
High priority	75%	79%	79%	73%

Table 10-23 Promoting road safety awareness

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	10%	8%	8%	9%
Medium priority	41%	43%	42%	40%
High priority	49%	48%	50%	51%

Table 10-24 Planning for the district's future

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	4%	5%	4%	6%
Medium priority	30%	30%	30%	33%
High priority	66%	65%	66%	61%

Table 10-25 Provision of rural fire services and Civil Defence emergency preparation

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	4%	3%	2%	2%
Medium priority	15%	15%	22%	14%
High priority	81%	81%	76%	84%

Table 10-26 Communication within the community

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	6%	4%	6%	5%
Medium priority	31%	42%	36%	39%
High priority	64%	54%	57%	56%

Table 10-27 Providing community information

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	8%	7%	6%	6%
Medium priority	37%	48%	44%	46%
High priority	55%	45%	50%	48%

Table 10-28 Promoting tourism/visitor information

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	17%	26%	28%	21%
Medium priority	57%	56%	53%	59%
High priority	26%	18%	20%	19%

Table 10-29 Economic development

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	9%	8%	13%	10%
Medium priority	42%	49%	37%	41%
High priority	49%	43%	50%	48%

Table 10-30 Assisting community groups with advice and support

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	13%	9%	13%	13%
Medium priority	52%	63%	49%	51%
High priority	35%	27%	38%	36%

Table 10-31 Providing and facilitating youth activities

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	10%	9%	13%	15%
Medium priority	48%	45%	43%	45%
High priority	42%	45%	43%	39%

Table 10-32 Promoting and supporting arts and culture

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	27%	32%	29%	32%
Medium priority	56%	55%	48%	50%
High priority	17%	13%	23%	18%

Table 10-33 Maintenance of the Council's website

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Low priority	25%	21%	23%	28%
Medium priority	51%	54%	49%	44%
High priority	23%	24%	28%	27%

10.2 Council Facilities

10.2.1 Frequency of Use of Council Facilities

Table 10-34 Public swimming pool with the Selwyn District

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	6%	1%	2%	12%
6 - 10 times per year	3%	0%	0%	5%
11 - 20 times per year	4%	0%	1%	5%
21 - 50 times per year	2%	1%	0%	5%
Over 50 times per year	1%	0%	0%	1%
Don't know/ none	85%	97%	97%	72%

Table 10-35 Public park or reserve with the Selwyn district

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	20%	17%	23%	22%
6 - 10 times per year	6%	12%	8%	14%
11 - 20 times per year	17%	13%	15%	13%
21 - 50 times per year	11%	13%	13%	14%
Over 50 times per year	10%	20%	16%	12%
Don't know/ none	36%	23%	26%	25%

Table 10-36 Children's playground

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	17%	14%	17%	15%
6 - 10 times per year	5%	7%	7%	8%
11 - 20 times per year	6%	12%	10%	10%
21 - 50 times per year	5%	6%	4%	11%
Over 50 times per year	2%	9%	6%	5%
Don't know/ none	64%	52%	56%	51%

Table 10-37 Public hall or recreation centre

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	33%	23%	34%	26%
6 - 10 times per year	15%	10%	12%	8%
11 - 20 times per year	12%	10%	7%	10%
21 - 50 times per year	5%	8%	8%	7%
Over 50 times per year	5%	7%	8%	4%
Don't know/ none	30%	41%	32%	46%

Table 10-38 Bus service in the Selwyn district

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	4%	12%	13%	8%
6 - 10 times per year	2%	5%	3%	2%
11 - 20 times per year	1%	3%	6%	2%
21 - 50 times per year	0%	2%	3%	1%
Over 50 times per year	0%	8%	10%	1%
Don't know/ none	93%	70%	65%	87%

Table 10-39 Public toilet within the Selwyn district

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	31%	21%	22%	34%
6 - 10 times per year	11%	12%	9%	14%
11 - 20 times per year	7%	5%	6%	5%
21 - 50 times per year	5%	4%	2%	6%
Over 50 times per year	0%	2%	0%	0%
Don't know/ none	46%	56%	61%	41%

Table 10-40 Public library in Darfield, Leeston, Lincoln or Rolleston

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	23%	18%	17%	16%
6 - 10 times per year	13%	12%	6%	8%
11 - 20 times per year	19%	13%	14%	17%
21 - 50 times per year	12%	9%	9%	17%
Over 50 times per year	5%	5%	5%	10%
Don't know/ none	28%	42%	49%	31%

Table 10-41 Mobile library or book bus

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	4%	1%	3%	4%
6 - 10 times per year	1%	0%	1%	2%
11 - 20 times per year	4%	2%	0%	3%
Over 20 times per year	0%	1%	1%	2%
Don't know / none	90%	96%	94%	89%

Table 10-42 Cemetery with the Selwyn district

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5 times per year	34%	15%	21%	29%
6 - 10 times per year	7%	3%	4%	9%
11 - 20 times per year	6%	0%	5%	6%
21 - 50 times per year	2%	0%	2%	2%
Over 50 times per year	1%	2%	0%	1%
Don't know/ none	51%	79%	69%	53%

10.2.2 Rating Of Council Facilities

Table 10-43 Public swimming pools

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	6%	10%	5%	13%
Good	20%	11%	11%	18%
Neutral	13%	16%	15%	20%
Poor	7%	5%	8%	7%
Very Poor	5%	7%	7%	5%
Don't know	50%	51%	54%	37%

Table 10-44 Parks and reserves

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	21%	29%	21%	17%
Good	40%	47%	44%	50%
Neutral	18%	14%	24%	20%
Poor	3%	2%	2%	2%
Very Poor	1%	1%	0%	0%
Don't know	17%	7%	9%	11%

Table 10-45 Walkways and picnic spots

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	13%	12%	14%	9%
Good	30%	35%	40%	27%
Neutral	25%	22%	24%	32%
Poor	5%	7%	5%	7%
Very Poor	0%	2%	1%	2%
Don't know	26%	21%	15%	23%

Table 10-46 Children's playgrounds

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	14%	23%	18%	14%
Good	30%	38%	31%	40%
Neutral	17%	15%	16%	16%
Poor	3%	2%	6%	4%
Very Poor	0%	1%	0%	0%
Don't know	36%	21%	29%	26%

Table 10-47 Public halls and recreation centres

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	17%	22%	26%	12%
Good	45%	36%	31%	31%
Neutral	15%	24%	20%	26%
Poor	5%	3%	4%	8%
Very Poor	2%	1%	0%	3%
Don't know	17%	14%	20%	19%

Table 10-48 Public libraries

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	38%	22%	18%	44%
Good	32%	31%	34%	29%
Neutral	9%	19%	18%	10%
Poor	3%	6%	3%	1%
Very Poor	0%	1%	0%	0%
Don't know	18%	21%	27%	16%

Table 10-49 Public toilets

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	38%	22%	18%	44%
Good	32%	31%	34%	29%
Neutral	9%	19%	18%	10%
Poor	3%	6%	3%	1%
Very Poor	0%	1%	0%	0%
Don't know	18%	21%	27%	16%

Table 10-50 Cemetery maintenance

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	19%	7%	13%	13%
Good	35%	22%	24%	30%
Neutral	13%	17%	18%	15%
Poor	3%	2%	2%	6%
Very Poor	0%	1%	0%	1%
Don't know	30%	52%	44%	35%

10.3 Waste Management

Table 10-51 Number of Times Visited Resource Recovery Park

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
1 - 5	21%	36%	18%	22%
6 - 10	3%	14%	3%	6%
11 - 20	1%	7%	1%	4%
21 - 50	0%	3%	0%	1%
Over 50	0%	0%	0%	0%
Don't know/ none	75%	40%	78%	67%

Table 10-52 Does the Resource Recovery Park provide a Good Service

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	33%	70%	33%	45%
No	10%	3%	2%	5%
Don't know	57%	28%	65%	50%

Table 10-53 Rubbish collection service

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	31%	47%	50%	34%
Good	30%	38%	41%	34%
Neutral	4%	7%	4%	7%
Poor	3%	2%	1%	4%
Very poor	1%	1%	1%	1%
Don't know	32%	5%	3%	21%

Table 10-54 A place to take your rubbish for dumping and recycling

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	8%	32%	9%	11%
Good	13%	31%	21%	20%
Neutral	10%	7%	12%	15%
Poor	10%	4%	7%	7%
Very poor	11%	1%	3%	7%
Don't know	48%	24%	48%	40%

Table 10-55 Collecting lawn, garden and food waste for compost

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	8%	20%	15%	13%
Good	8%	19%	13%	13%
Neutral	4%	7%	7%	7%
Poor	6%	3%	5%	3%
Very poor	4%	2%	3%	1%
Don't know	71%	50%	56%	62%

Table 10-56 Recycling collection service

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	31%	49%	44%	34%
Good	32%	36%	42%	41%
Neutral	4%	5%	8%	5%
Poor	3%	2%	2%	4%
Very poor	2%	1%	0%	0%
Don't know	27%	7%	5%	16%

10.4 Water

Table 10-57 Water races

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	5%	5%	1%	5%
Good	21%	17%	10%	13%
Neutral	17%	14%	11%	13%
Poor	9%	9%	8%	10%
Very poor	8%	4%	3%	5%
Don't know	39%	50%	66%	54%

Table 10-58 Drinking water supplies

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	12%	21%	28%	29%
Good	21%	26%	25%	22%
Neutral	15%	13%	4%	10%
Poor	13%	7%	5%	5%
Very poor	14%	3%	1%	2%
Don't know	25%	31%	38%	32%

Table 10-59 Sewerage and waste water

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	4%	24%	22%	22%
Good	13%	25%	23%	26%
Neutral	5%	11%	8%	10%
Poor	1%	2%	3%	2%
Very poor	3%	0%	1%	1%
Don't know	74%	38%	43%	40%

Table 10-60 Urban stormwater services

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	2%	11%	13%	10%
Good	15%	17%	19%	20%
Neutral	9%	15%	15%	17%
Poor	3%	11%	6%	8%
Very poor	2%	4%	5%	2%
Don't know	70%	42%	43%	43%

Table 10-61 Land drainage network

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	2%	5%	5%	5%
Good	11%	15%	17%	15%
Neutral	9%	18%	17%	15%
Poor	4%	5%	9%	10%
Very poor	5%	2%	5%	4%
Don't know	69%	55%	46%	51%

10.5 Land Transport

Table 10-62 Sealed Road

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	73%	95%	90%	87%
No	27%	4%	10%	13%
Don't know	0%	1%	0%	0%

Table 10-63 Footpath

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	25%	51%	47%	43%
No	74%	49%	53%	57%
Don't know	1%	1%	0%	0%

Table 10-64 Streetlights

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	36%	63%	60%	61%
No	63%	36%	39%	39%
Don't know	1%	1%	1%	0%

Table 10-65 Town streets

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	15%	21%	15%	15%
Good	43%	44%	44%	39%
Neutral	31%	21%	28%	33%
Poor	6%	7%	7%	7%
Very poor	2%	3%	3%	3%
Don't know	4%	3%	3%	2%

Table 10-66 Footpaths

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	12%	18%	15%	12%
Good	43%	43%	42%	37%
Neutral	27%	21%	25%	24%
Poor	7%	8%	8%	15%
Very poor	4%	1%	3%	3%
Don't know	8%	9%	7%	7%

Table 10-67 Cycleways and safe cycling routes

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	4%	6%	21%	3%
Good	11%	17%	29%	11%
Neutral	19%	21%	17%	20%
Poor	10%	19%	15%	16%
Very poor	15%	7%	7%	13%
Don't know	41%	29%	11%	37%

Table 10-68 Making the district's roads and intersections safer

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	10%	12%	8%	9%
Good	36%	35%	41%	38%
Neutral	29%	30%	29%	28%
Poor	15%	16%	14%	16%
Very poor	6%	6%	7%	7%
Don't know	4%	1%	2%	1%

Table 10-69 Maintaining rural roads

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	5%	7%	8%	6%
Good	26%	29%	31%	27%
Neutral	28%	31%	31%	27%
Poor	19%	21%	15%	24%
Very poor	19%	6%	10%	13%
Don't know	3%	5%	6%	3%

Table 10-70 Promoting road safety awareness

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	17%	21%	10%	15%
Good	44%	43%	49%	42%
Neutral	23%	22%	22%	28%
Poor	8%	8%	5%	7%
Very poor	2%	2%	3%	3%
Don't know	7%	4%	11%	3%

Table 10-71 Issuing and renewing driver licenses

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	8%	20%	9%	14%
Good	22%	31%	18%	32%
Neutral	15%	17%	13%	13%
Poor	7%	2%	3%	5%
Very poor	4%	2%	1%	2%
Don't know	43%	29%	56%	34%

Table 10-72 Access to public transport and facilities

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	4%	16%	15%	2%
Good	12%	35%	36%	12%
Neutral	19%	18%	12%	11%
Poor	12%	9%	13%	16%
Very poor	8%	2%	3%	21%
Don't know	46%	19%	22%	37%

Table 10-73 Approach to Reduced Funding from NZTA

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Not cover any decreased in government funding, which would see the standards of our roads decline	12%	7%	8%	10%
Spend more ratepayer sourced funds on roading so that our roads can at least be maintained to a similar standard as they are now	78%	87%	85%	80%
Don't know	11%	6%	7%	10%

10.6 Resource Management and Building Consents

Table 10-74 Public health

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	8%	9%	6%	7%
Good	25%	28%	20%	24%
Neutral	19%	22%	21%	20%
Poor	4%	3%	4%	3%
Very poor	1%	2%	2%	3%
Don't know	41%	36%	47%	44%

Table 10-75 Processing and issuing resource consents

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	1%	4%	1%	3%
Good	7%	11%	13%	11%
Neutral	23%	23%	23%	20%
Poor	23%	16%	15%	19%
Very poor	15%	9%	8%	11%
Don't know	31%	37%	41%	37%

Table 10-76 Responding to requests for land and property information

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	5%	9%	6%	5%
Good	15%	22%	20%	20%
Neutral	24%	22%	26%	15%
Poor	11%	10%	6%	7%
Very poor	7%	2%	3%	5%
Don't know	38%	35%	39%	49%

Table 10-77 Processing and issuing building consents for building and renovation work

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	2%	4%	2%	3%
Good	8%	15%	14%	14%
Neutral	17%	18%	21%	17%
Poor	19%	19%	17%	19%
Very poor	23%	6%	10%	14%
Don't know	31%	39%	38%	34%

Table 10-78 Carrying out building inspections

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	4%	4%	3%	4%
Good	21%	21%	20%	21%
Neutral	22%	24%	21%	20%
Poor	13%	7%	8%	12%
Very poor	7%	2%	4%	5%
Don't know	4%	4%	3%	4%

10.7 Community and Wellbeing

10.7.1 Quality of Life

Table 10-79 I have a sense of community with the people in my local neighbourhood

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Strongly agree	33%	19%	22%	34%
Agree	53%	49%	56%	49%
Neutral	5%	15%	13%	6%
Disagree	8%	13%	7%	6%
Strongly disagree	1%	4%	1%	2%
Don't know	0%	1%	1%	3%

Table 10-80 My neighbourhood usually feels safe

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Strongly agree	36%	34%	28%	40%
Agree	52%	57%	57%	55%
Neutral	6%	5%	11%	3%
Disagree	4%	3%	2%	0%
Strongly disagree	2%	1%	1%	2%
Don't know	0%	0%	1%	0%

10.7.2 Neighbourhood Safety

Table 10-81 Households belonging to a Neighbourhood Support Group

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	44%	19%	19%	15%
No	55%	80%	81%	83%
Don't know	1%	2%	0%	2%

10.7.3 Physical Activity

Table 10-82 Number of Days in Past Seven Days Involved in Physical Activity

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
0 days	5%	7%	9%	5%
1 days	3%	3%	5%	6%
2 days	7%	12%	6%	11%
3 days	10%	15%	13%	17%
4 days	9%	8%	7%	8%
5 days	12%	13%	11%	8%
6 days	4%	4%	6%	2%
7 days	44%	32%	36%	32%
Don't know	7%	7%	6%	12%

10.7.4 Involvement in Community Groups

Table 10-83 Involvement in Clubs, Community Groups or Organisations

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	63%	56%	60%	62%
No	37%	44%	40%	38%

Is this group in the local area, outside Selwyn, or on the Internet?

Table 10-84 Location of Clubs, Community Groups or Organisations Involved In

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
In the local area	84%	78%	72%	98%
Outside the Selwyn District	15%	22%	28%	3%
On the Internet	1%	0%	0%	0%

Does this involvement include volunteer work?

Table 10-85 Volunteer work involved in Community Groups

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Yes	78%	61%	64%	70%
No	22%	39%	36%	30%

10.8 Civil Defence

Table 10-86 Rural fire control

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	29%	49%	38%	38%
Good	49%	36%	41%	46%
Neutral	8%	8%	7%	7%
Poor	3%	1%	4%	3%
Very poor	3%	0%	1%	2%
Don't know	7%	5%	9%	5%

Table 10-87 Civil defence

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	14%	20%	12%	19%
Good	40%	32%	33%	41%
Neutral	18%	22%	22%	15%
Poor	5%	3%	7%	5%
Very poor	6%	2%	1%	1%
Don't know	16%	22%	24%	20%

Table 10-88 Helping your community prepare for natural disasters

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	13%	14%	7%	10%
Good	27%	31%	28%	33%
Neutral	27%	26%	40%	35%
Poor	11%	8%	9%	11%
Very poor	8%	6%	5%	4%
Don't know	13%	15%	11%	8%

Table 10-89 Helping your community recover from natural disasters

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Very good	9%	18%	4%	13%
Good	37%	30%	30%	29%
Neutral	23%	25%	37%	35%
Poor	9%	11%	13%	9%
Very poor	8%	3%	5%	5%
Don't know	13%	13%	11%	10%

Table 10-90 How Respondents Would Find Information about a Civil Defence Emergency, if they still had Power and a Landline Phone

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Newspaper	0%	2%	2%	0%
Radio	54%	63%	57%	61%
Talking with neighbours, friends or family	19%	5%	9%	13%
Internet	31%	32%	28%	21%
Facebook and/or Twitter				
Calling the Council	10%	15%	9%	14%
Watching TV	20%	21%	21%	15%
Visiting a Council office or Civil Defence centre	3%	5%	3%	5%
Other	6%	5%	5%	10%
Don't know	3%	3%	4%	2%

Table 10-91 How Respondents Would Find Information about a Civil Defence Emergency, if they did not have Power and a Landline Phone

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Newspaper	1%	0%	1%	0%
Radio	51%	52%	53%	56%
Talking with neighbours, friends or family	32%	23%	16%	16%
Calling the Council on your mobile phone	2%	1%	4%	3%
Using your mobile to call people to find out information	14%	9%	16%	15%
Using your mobile to access the Internet	8%	3%	5%	3%
Visiting a Council office or Civil Defence centre	8%	9%	7%	11%
Other	16%	12%	9%	12%
Don't know	5%	11%	6%	5%

10.9 Living in the Selwyn District

Table 10-92 Length of Time Living in the Selwyn District

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Less than a year	2%	1%	0%	2%
1-2 years	6%	9%	5%	3%
2-5 years	7%	18%	15%	12%
5-10 years	9%	27%	21%	17%
More than 10 years	76%	46%	59%	66%

Table 10-93 Where Respondents had Moved From

	MALVERN	SELWYN CENTRAL	SPRINGS	ELLESMERE
Christchurch	49%	53%	64%	51%
Other Canterbury	15%	15%	14%	20%
Other South Island	16%	11%	8%	12%
North Island	10%	12%	6%	12%
Overseas	9%	8%	7%	6%

11 Analysis by Gender

11.1 Overall Satisfaction

Table 11-1 Overall Satisfaction

	Male	Female
Very good	9%	9%
Good	47%	50%
Neutral	31%	32%
Poor	10%	6%
Very poor	3%	3%
Don't know	9%	9%

11.1.1 Planning for the Future

Table 11-2 Ensuring that Selwyn's town and countryside are developed in the best possible way

	Male	Female
Very good	6%	8%
Good	36%	36%
Neutral	35%	34%
Poor	12%	12%
Very poor	7%	4%
Don't know	5%	7%

Table 11-3 Planning for the district's future

	Male	Female
Very good	6%	8%
Good	36%	39%
Neutral	33%	33%
Poor	11%	10%
Very poor	5%	3%
Don't know	8%	7%

Table 11-4 Maintaining the rural character of the district

	Male	Female
Very good	5%	9%
Good	37%	37%
Neutral	31%	32%
Poor	16%	15%
Very poor	7%	4%
Don't know	5%	3%

11.2 Council Priorities

Table 11-5 Provision and maintenance of swimming pools

	Male	Female
Low priority	24%	16%
Medium priority	51%	49%
High priority	25%	35%

Table 11-6 Provision and maintenance of parks and reserves

	Male	Female
Low priority	6%	4%
Medium priority	53%	45%
High priority	42%	51%

Table 11-7 Provision and maintenance of children's playgrounds

	Male	Female
Low priority	6%	4%
Medium priority	46%	35%
High priority	48%	61%

Table 11-8 Provision and maintenance of community halls and recreational centres

	Male	Female
Low priority	7%	4%
Medium priority	48%	44%
High priority	45%	52%

Table 11-9 Provision and maintenance of public toilets within the district

	Male	Female
Low priority	7%	5%
Medium priority	39%	30%
High priority	53%	65%

Table 11-10 Providing library services

	Male	Female
Low priority	15%	7%
Medium priority	41%	34%
High priority	44%	59%

Table 11-11 Provision and maintenance of cemeteries

	Male	Female
Low priority	9%	9%
Medium priority	60%	52%
High priority	30%	38%

Table 11-12 Provision of additional resource recovery parks

	Male	Female
Low priority	31%	23%
Medium priority	45%	48%
High priority	23%	28%

Table 11-13 Provision and maintenance of rubbish, recycling and organic collection services

	Male	Female
Low priority	9%	7%
Medium priority	39%	32%
High priority	52%	61%

Table 11-14 Maintenance of water races

	Male	Female
Low priority	18%	11%
Medium priority	43%	39%
High priority	38%	49%

Table 11-15 Provision and maintenance of drinking water supplies

	Male	Female
Low priority	3%	2%
Medium priority	8%	5%
High priority	88%	92%

Table 11-16 Provision and maintenance of sewerage and waste water management

	Male	Female
Low priority	6%	5%
Medium priority	14%	11%
High priority	81%	84%

Table 11-17 Provision and maintenance of urban stormwater services

	Male	Female
Low priority	9%	4%
Medium priority	39%	36%
High priority	52%	59%

Table 11-18 Maintenance of the land drainage network

	Male	Female
Low priority	13%	8%
Medium priority	46%	43%
High priority	41%	48%

Table 11-19 Provision and maintenance of roads

	Male	Female
Low priority	2%	2%
Medium priority	22%	18%
High priority	76%	80%

Table 11-20 Provision and maintenance of footpaths

	Male	Female
Low priority	9%	7%
Medium priority	48%	39%
High priority	42%	54%

Table 11-21 Provision and maintenance of cycleways and safe cycling routes

	Male	Female
Low priority	18%	11%
Medium priority	44%	38%
High priority	37%	51%

Table 11-22 Making the district's roads and intersections safer

	Male	Female
Low priority	5%	3%
Medium priority	24%	16%
High priority	72%	81%

Table 11-23 Promoting road safety awareness

	Male	Female
Low priority	11%	7%
Medium priority	43%	41%
High priority	46%	52%

Table 11-24 Planning for the district's future

	Male	Female
Low priority	6%	4%
Medium priority	30%	32%
High priority	64%	65%

Table 11-25 Provision of rural fire services and Civil Defence emergency preparation

	Male	Female
Low priority	3%	2%
Medium priority	17%	15%
High priority	79%	82%

Table 11-26 Communication within the community

	Male	Female
Low priority	5%	5%
Medium priority	41%	34%
High priority	54%	60%

Table 11-27 Providing community information

	Male	Female
Low priority	7%	7%
Medium priority	48%	41%
High priority	45%	53%

Table 11-28 Promoting tourism/visitor information

	Male	Female
Low priority	27%	20%
Medium priority	52%	60%
High priority	21%	20%

Table 11-29 Economic development

	Male	Female
Low priority	12%	8%
Medium priority	39%	47%
High priority	49%	46%

Table 11-30 Assisting community groups with advice and support

	Male	Female
Low priority	12%	12%
Medium priority	52%	56%
High priority	36%	32%

Table 11-31 Providing and facilitating youth activities

	Male	Female
Low priority	13%	11%
Medium priority	46%	44%
High priority	40%	45%

Table 11-32 Promoting and supporting arts and culture

	Male	Female
Low priority	36%	26%
Medium priority	46%	57%
High priority	18%	17%

Table 11-33 Maintenance of the Council's website

	Male	Female
Low priority	25%	24%
Medium priority	50%	49%
High priority	24%	27%

11.3 Council Facilities

11.3.1 Frequency of Use of Facilities

Table 11-34 Public swimming pool with the Selwyn District

	Male	Female
1 - 5 times per year	3%	7%
6 - 10 times per year	2%	2%
11 - 20 times per year	2%	2%
21 - 50 times per year	3%	1%
Over 50 times per year	0%	1%
Don't know/ none	91%	86%

Table 11-35 Public park or reserve with the Selwyn district

	Male	Female
1 - 5 times per year	19%	21%
6 - 10 times per year	11%	10%
11 - 20 times per year	15%	13%
21 - 50 times per year	14%	12%
Over 50 times per year	14%	15%
Don't know/ none	25%	29%

Table 11-36 Children's playground

	Male	Female
1 - 5 times per year	15%	16%
6 - 10 times per year	7%	7%
11 - 20 times per year	10%	10%
21 - 50 times per year	6%	7%
Over 50 times per year	3%	7%
Don't know/ none	59%	53%

Table 11-37 Public hall or recreation centre

	Male	Female
1 - 5 times per year	28%	30%
6 - 10 times per year	12%	11%
11 - 20 times per year	10%	9%
21 - 50 times per year	5%	9%
Over 50 times per year	4%	7%
Don't know/ none	42%	34%

Table 11-38 Bus service in the Selwyn district

	Male	Female
1 - 5 times per year	8%	11%
6 - 10 times per year	2%	4%
11 - 20 times per year	3%	3%
21 - 50 times per year	2%	1%
Over 50 times per year	5%	5%
Don't know/ none	80%	76%

Table 11-39 Public toilet within the Selwyn district

	Male	Female
1 - 5 times per year	25%	28%
6 - 10 times per year	13%	10%
11 - 20 times per year	6%	6%
21 - 50 times per year	4%	5%
Over 50 times per year	0%	1%
Don't know/ none	52%	51%

Table 11-40 Public library in Darfield, Leeston, Lincoln or Rolleston

	Male	Female
1 - 5 times per year	16%	20%
6 - 10 times per year	10%	10%
11 - 20 times per year	12%	19%
21 - 50 times per year	11%	13%
Over 50 times per year	7%	5%
Don't know/ none	44%	33%

Table 11-41 Mobile library or book bus

	Male	Female
1 - 5 times per year	3%	3%
6 - 10 times per year	1%	1%
11 - 20 times per year	2%	3%
Over 20 times per year	1%	1%
Don't know/ none	93%	92%

Table 11-42 Cemetery with the Selwyn district

	Male	Female
1 - 5 times per year	26%	23%
6 - 10 times per year	7%	5%
11 - 20 times per year	3%	5%
21 - 50 times per year	1%	2%
Over 50 times per year	1%	1%
Don't know/ none	63%	64%

11.4 Rating of Council Performance

Table 11-43 Public swimming pools

	Male	Female
Very good	9%	8%
Good	15%	14%
Neutral	16%	17%
Poor	7%	6%
Very Poor	7%	5%
Don't know	46%	49%

Table 11-44 Parks and reserves

	Male	Female
Very good	19%	25%
Good	49%	42%
Neutral	19%	18%
Poor	2%	3%
Very Poor	1%	0%
Don't know	9%	12%

Table 11-45 Walkways and picnic spots

	Male	Female
Very good	10%	14%
Good	33%	34%
Neutral	26%	25%
Poor	6%	6%
Very Poor	2%	1%
Don't know	22%	20%

Table 11-46 Children's playgrounds

	Male	Female
Very good	13%	21%
Good	36%	34%
Neutral	19%	14%
Poor	3%	4%
Very Poor	1%	0%
Don't know	28%	27%

Table 11-47 Public halls and recreation centres

	Male	Female
Very good	15%	23%
Good	36%	36%
Neutral	26%	18%
Poor	5%	4%
Very Poor	1%	2%
Don't know	17%	18%

Table 11-48 Public libraries

	Male	Female
Very good	25%	34%
Good	32%	30%
Neutral	15%	14%
Poor	3%	4%
Very Poor	1%	0%
Don't know	25%	17%

Table 11-49 Public toilets

	Male	Female
Very good	6%	10%
Good	27%	21%
Neutral	23%	25%
Poor	11%	9%
Very Poor	3%	2%
Don't know	31%	34%

Table 11-50 Cemetery maintenance

	Male	Female
Very good	12%	14%
Good	30%	25%
Neutral	17%	15%
Poor	3%	3%
Very Poor	1%	1%
Don't know	38%	43%

11.5 Waste Management

Table 11-51 Number of Times Visited Resource Recovery Park

	Male	Female
1 - 5	27%	23%
6 - 10	8%	6%
11 - 20	4%	3%
21 - 50	1%	1%
Over 50	0%	0%
Don't know/ none	59%	67%

Table 11-52 Does the Resource Recovery Park provide a Good Service

	Male	Female
Yes	51%	43%
No	5%	4%
Don't know	44%	53%

Table 11-53 Rubbish collection service

	Male	Female
Very good	41%	42%
Good	36%	35%
Neutral	5%	6%
Poor	2%	3%
Very poor	1%	1%
Don't know	15%	14%

Table 11-54 A place to take your rubbish for dumping and recycling

	Male	Female
Very good	17%	15%
Good	22%	21%
Neutral	12%	10%
Poor	6%	7%
Very poor	7%	4%
Don't know	36%	42%

Table 11-55 Collecting lawn, garden and food waste for compost

	Male	Female
Very good	14%	15%
Good	14%	14%
Neutral	6%	6%
Poor	4%	4%
Very poor	3%	2%
Don't know	59%	59%

Table 11-56 Recycling collection service

	Male	Female
Very good	37%	43%
Good	39%	37%
Neutral	7%	4%
Poor	2%	3%
Very poor	1%	1%
Don't know	15%	12%

11.6 Water

Table 11-57 Water races

	Male	Female
Very good	4%	4%
Good	15%	16%
Neutral	14%	14%
Poor	8%	10%
Very poor	5%	5%
Don't know	53%	51%

Table 11-58 Drinking water supplies

	Male	Female
Very good	24%	21%
Good	22%	25%
Neutral	11%	10%
Poor	7%	7%
Very poor	5%	5%
Don't know	31%	32%

Table 11-59 Sewerage and waste water

	Male	Female
Very good	20%	17%
Good	20%	24%
Neutral	7%	10%
Poor	3%	1%
Very poor	2%	1%
Don't know	48%	47%

Table 11-60 Urban stormwater services

	Male	Female
Very good	11%	8%
Good	18%	18%
Neutral	14%	14%
Poor	7%	7%
Very poor	4%	3%
Don't know	47%	51%

Table 11-61 Land drainage network

	Male	Female
Very good	4%	5%
Good	19%	11%
Neutral	13%	17%
Poor	8%	6%
Very poor	4%	4%
Don't know	52%	57%

11.7 Land Transport

Table 11-62 Sealed Road

	Male	Female
Yes	86%	87%
No	13%	13%
Don't know	1%	0%

Table 11-63 Footpath

	Male	Female
Yes	41%	44%
No	59%	56%
Don't know	1%	0%

Table 11-64 Streetlights

	Male	Female
Yes	57%	55%
No	43%	44%
Don't know	0%	1%

Table 11-65 Town streets

	Male	Female
Very good	15%	18%
Good	43%	42%
Neutral	27%	29%
Poor	8%	6%
Very poor	4%	2%
Don't know	3%	3%

Table 11-66 Footpaths

	Male	Female
Very good	16%	13%
Good	41%	42%
Neutral	25%	23%
Poor	7%	12%
Very poor	3%	2%
Don't know	9%	8%

Table 11-67 Cycleways and safe cycling routes

	Male	Female
Very good	9%	8%
Good	17%	17%
Neutral	20%	18%
Poor	14%	16%
Very poor	12%	9%
Don't know	28%	31%

Table 11-68 Making the district's roads and intersections safer

	Male	Female
Very good	9%	10%
Good	38%	37%
Neutral	30%	28%
Poor	14%	17%
Very poor	7%	5%
Don't know	2%	2%

Table 11-69 Maintaining rural roads

	Male	Female
Very good	6%	7%
Good	27%	29%
Neutral	32%	27%
Poor	17%	22%
Very poor	14%	10%
Don't know	4%	5%

Table 11-70 Promoting road safety awareness

	Male	Female
Very good	12%	20%
Good	40%	48%
Neutral	28%	20%
Poor	9%	5%
Very poor	3%	2%
Don't know	8%	5%

Table 11-71 Issuing and renewing driver licenses

	Male	Female
Very good	10%	15%
Good	28%	25%
Neutral	15%	14%
Poor	5%	4%
Very poor	3%	2%
Don't know	40%	40%

Table 11-72 Access to public transport and facilities

	Male	Female
Very good	8%	11%
Good	25%	24%
Neutral	15%	15%
Poor	13%	12%
Very poor	7%	9%
Don't know	31%	29%

Table 11-73 Approach to Reduced Funding from NZTA

	Male	Female
Not cover any decreased in government funding, which would see the standards of our roads decline	9%	9%
Spend more ratepayer sourced funds on roading so that our roads can at least be maintained to a similar standard as they are now	84%	82%
Don't know	7%	9%

11.8 Resource Management and Building Consents

How do you rate the Council's performance in each of the following services?

Table 11-74 Public health

	Male	Female
Very good	26%	23%
Good	23%	19%
Neutral	3%	4%
Poor	2%	2%
Very poor	38%	45%
Don't know	26%	23%

Table 11-75 Processing and issuing resource consents

	Male	Female
Very good	2%	3%
Good	12%	10%
Neutral	25%	20%
Poor	19%	18%
Very poor	12%	9%
Don't know	30%	42%

Table 11-76 Responding to requests for land and property information

	Male	Female
Very good	6%	7%
Good	20%	19%
Neutral	25%	19%
Poor	10%	7%
Very poor	4%	4%
Don't know	35%	43%

Table 11-77 Processing and issuing building consents for building and renovation work

	Male	Female
Very good	4%	2%
Good	12%	14%
Neutral	21%	16%
Poor	17%	20%
Very poor	15%	10%
Don't know	32%	39%

Table 11-78 Carrying out building inspections

	Male	Female
Very good	5%	3%
Good	22%	20%
Neutral	25%	20%
Poor	9%	10%
Very poor	5%	3%
Don't know	35%	43%

11.9 Community and Wellbeing

11.9.1 Quality of Life

Table 11-79 I have a sense of community with the people in my local neighbourhood

	Male	Female
Strongly agree	21%	29%
Agree	53%	51%
Neutral	12%	10%
Disagree	11%	7%
Strongly disagree	2%	2%
Don't know	1%	1%

Table 11-80 My neighbourhood usually feels safe

	Male	Female
Strongly agree	30%	37%
Agree	60%	52%
Neutral	6%	7%
Disagree	2%	3%
Strongly disagree	2%	1%
DK/None	0%	0%

11.9.2 Neighbourhood Safety

Table 11-81 Households belonging to a Neighbourhood Support Group

	Male	Female
Yes	23%	26%
No	76%	73%
Don't know	1%	1%

11.9.3 Physical Activity

On how many of the past seven days were you physically active?

Table 11-82 Number of Days in Past Seven Days Involved in Physical Activity

	Male	Female
0 days	5%	8%
1 days	3%	5%
2 days	10%	8%
3 days	12%	14%
4 days	6%	10%
5 days	11%	12%
6 days	4%	4%
7 days	41%	32%
Don't know	7%	7%

11.9.4 Involvement in Community Groups

Table 11-83 Involvement in Clubs, Community Groups or Organisations

	Male	Female
Yes	60%	59%
No	40%	41%

Is this group in the local area, outside Selwyn, or on the Internet?

Table 11-84 Location of Clubs, Community Groups or Organisations Involved In

	Male	Female
In the local area	76%	84%
Outside the Selwyn District	24%	16%
On the Internet	0%	1%

Does this involvement include volunteer work?

Table 11-85 Volunteer work involved in Community Groups

	Male	Female
Yes	70%	65%
No	30%	35%

11.10 Civil Defence

Table 11-86 Rural fire control

	Male	Female
Very good	33%	43%
Good	47%	40%
Neutral	9%	6%
Poor	3%	2%
Very poor	2%	1%
Don't know	6%	7%

Table 11-87 Civil defence

	Male	Female
Very good	14%	19%
Good	35%	39%
Neutral	22%	16%
Poor	5%	5%
Very poor	3%	2%
Don't know	21%	20%

Table 11-88 Helping your community prepare for natural disasters

	Male	Female
Very good	9%	12%
Good	26%	34%
Neutral	34%	31%
Poor	11%	10%
Very poor	7%	5%
Don't know	14%	9%

Table 11-89 Helping your community recover from natural disasters

	Male	Female
Very good	10%	13%
Good	28%	33%
Neutral	32%	30%
Poor	12%	8%
Very poor	6%	5%
Don't know	12%	11%

Table 11-90 How Respondents Would Find Information about a Civil Defence Emergency, if they still had Power and a Landline Phone

	Male	Female
Newspaper	1%	0%
Radio	63%	56%
Talking with neighbours, friends or family	7%	15%
Internet	25%	28%
Facebook and/or Twitter	0%	0%
Calling the Council	11%	13%
Watching TV	19%	18%
Visiting a Council office or Civil Defence centre	4%	4%
Other	5%	8%
Don't know	3%	3%

Table 11-91 How Respondents Would Find Information about a Civil Defence Emergency, if they did not have Power and a Landline Phone

	Male	Female
Newspaper	0%	0%
Radio	59%	49%
Talking with neighbours, friends or family	17%	24%
Calling the Council on your mobile phone	3%	3%
Using your mobile to call people to find out information	12%	16%
Using your mobile to access the Internet	6%	4%
Visiting a Council office or Civil Defence centre	7%	11%
Other	12%	13%
Don't know	8%	5%

11.11 Living in the Selwyn District

Table 11-92 Length of Time Living in the Selwyn District

	Male	Female
Less than a year	1%	1%
1-2 years	5%	6%
2-5 years	13%	14%
5-10 years	16%	22%
More than 10 years	65%	57%

Table 11-93 Where Respondents had Moved From

	Male	Female
Christchurch	49%	59%
Other Canterbury	18%	14%
Other South Island	14%	10%
North Island	11%	10%
Overseas	8%	7%

12 Analysis by Age⁷

12.1 Overall Satisfaction

Table 12-1 Overall Satisfaction

	18-24	25-34	35-44	45-54	55-64	65+
Very good	10%	7%	9%	6%	6%	17%
Good	58%	53%	52%	49%	45%	43%
Neutral	24%	32%	30%	33%	35%	29%
Poor	6%	7%	8%	6%	10%	8%
Very poor	0%	1%	1%	6%	3%	3%
Don't know	1%	0%	0%	0%	0%	0%

12.1.1 Planning for the Future

Table 12-2 Ensuring that Selwyn's town and countryside are developed in the best possible way

	18-24	25-34	35-44	45-54	55-64	65+
Very good	13%	8%	3%	7%	6%	10%
Good	52%	40%	36%	33%	35%	34%
Neutral	22%	29%	41%	31%	34%	36%
Poor	4%	15%	10%	17%	11%	10%
Very poor	1%	4%	5%	6%	7%	4%
Don't know	6%	4%	4%	6%	8%	7%

Table 12-3 Planning for the district's future

	18-24	25-34	35-44	45-54	55-64	65+
Very good	16%	8%	3%	5%	6%	9%
Good	43%	47%	38%	34%	38%	36%
Neutral	30%	22%	38%	34%	33%	31%
Poor	3%	12%	10%	13%	11%	9%
Very poor	0%	2%	4%	6%	5%	4%
Don't know	7%	8%	6%	8%	7%	10%

⁷ The following tables provide detail based on the responses per age. All data provided have been analysed. However, it is of note that with small sample sizes, the margins of error for some sets of these data are high.

Table 12-4 Maintaining the rural character of the district

	18-24	25-34	35-44	45-54	55-64	65+
Very good	9%	11%	6%	5%	6%	8%
Good	49%	40%	35%	31%	39%	36%
Neutral	36%	26%	34%	33%	30%	30%
Poor	3%	20%	16%	18%	16%	14%
Very poor	0%	1%	4%	8%	7%	5%
Don't know	3%	2%	3%	5%	2%	5%

12.2 Council Priorities

Table 12-5 Provision and maintenance of swimming pools

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	18%	14%	11%	15%	29%	25%
Medium priority	63%	56%	55%	53%	45%	41%
High priority	19%	29%	34%	32%	25%	33%

Table 12-6 Provision and maintenance of parks and reserves

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	6%	6%	6%	2%	7%	3%
Medium priority	46%	45%	45%	48%	50%	52%
High priority	48%	49%	48%	50%	44%	45%

Table 12-7 Provision and maintenance of children's playgrounds

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	10%	1%	2%	4%	8%	5%
Medium priority	39%	35%	42%	43%	36%	40%
High priority	51%	64%	54%	53%	56%	54%

Table 12-8 Provision and maintenance of community halls and recreational centres

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	1%	9%	3%	5%	7%	4%
Medium priority	54%	52%	50%	49%	47%	34%
High priority	45%	39%	47%	46%	46%	61%

Table 12-9 Provision and maintenance of public toilets within the district

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	7%	7%	3%	5%	9%	5%
Medium priority	43%	35%	42%	31%	31%	30%
High priority	49%	58%	54%	64%	60%	64%

Table 12-10 Providing library services

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	7%	15%	7%	8%	17%	8%
Medium priority	60%	34%	44%	38%	36%	28%
High priority	33%	51%	49%	53%	47%	64%

Table 12-11 Provision and maintenance of cemeteries

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	7%	12%	14%	7%	8%	6%
Medium priority	54%	66%	62%	59%	56%	43%
High priority	39%	22%	23%	33%	35%	50%

Table 12-12 Provision of additional resource recovery parks

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	24%	29%	31%	30%	25%	22%
Medium priority	55%	52%	49%	43%	45%	44%
High priority	21%	19%	20%	25%	29%	32%

Table 12-13 Provision and maintenance of rubbish, recycling and organic collection services

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	3%	12%	6%	6%	11%	9%
Medium priority	40%	32%	39%	36%	33%	34%
High priority	57%	56%	55%	58%	56%	57%

Table 12-14 Maintenance of water races

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	6%	20%	16%	12%	14%	16%
Medium priority	42%	38%	48%	42%	42%	32%
High priority	52%	42%	33%	46%	43%	51%

Table 12-15 Provision and maintenance of drinking water supplies

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	1%	4%	1%	3%	4%	3%
Medium priority	6%	2%	9%	4%	9%	5%
High priority	93%	94%	89%	93%	87%	91%

Table 12-16 Provision and maintenance of sewerage and waste water management

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	1%	4%	1%	6%	6%	8%
Medium priority	27%	8%	14%	8%	13%	10%
High priority	72%	88%	84%	85%	79%	82%

Table 12-17 Provision and maintenance of urban stormwater services

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	6%	2%	4%	6%	7%	8%
Medium priority	55%	36%	40%	35%	39%	30%
High priority	39%	61%	55%	58%	53%	61%

Table 12-18 Maintenance of the land drainage network

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	7%	8%	11%	10%	10%	12%
Medium priority	63%	52%	45%	45%	46%	34%
High priority	30%	40%	43%	45%	44%	53%

Table 12-19 Provision and maintenance of roads

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	1%	2%	1%	2%	3%	2%
Medium priority	21%	22%	24%	19%	20%	14%
High priority	78%	75%	75%	78%	77%	84%

Table 12-20 Provision and maintenance of footpaths

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	12%	13%	7%	9%	6%	6%
Medium priority	48%	49%	46%	48%	44%	31%
High priority	40%	38%	47%	43%	49%	63%

Table 12-21 Provision and maintenance of cycleways and safe cycling routes

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	16%	22%	10%	14%	12%	17%
Medium priority	43%	44%	47%	39%	42%	34%
High priority	40%	34%	43%	47%	46%	48%

Table 12-22 Making the district's roads and intersections safer

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	7%	4%	4%	1%	7%	3%
Medium priority	28%	24%	22%	17%	18%	15%
High priority	64%	73%	73%	81%	75%	82%

Table 12-23 Promoting road safety awareness

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	15%	14%	12%	9%	5%	5%
Medium priority	51%	34%	49%	43%	45%	30%
High priority	34%	52%	39%	47%	50%	65%

Table 12-24 Planning for the district's future

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	6%	2%	3%	5%	8%	4%
Medium priority	42%	29%	36%	30%	26%	28%
High priority	52%	68%	61%	66%	66%	68%

Table 12-25 Provision of rural fire services and Civil Defence emergency preparation

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	3%	2%	1%	3%	4%	3%
Medium priority	18%	18%	21%	15%	19%	9%
High priority	79%	80%	77%	82%	76%	88%

Table 12-26 Communication within the community

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	4%	7%	6%	5%	6%	2%
Medium priority	49%	40%	41%	36%	39%	30%
High priority	46%	53%	52%	59%	55%	68%

Table 12-27 Providing community information

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	6%	5%	8%	7%	7%	5%
Medium priority	54%	54%	48%	41%	47%	33%
High priority	40%	41%	43%	52%	46%	61%

Table 12-28 Promoting tourism/visitor information

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	30%	39%	30%	21%	19%	14%
Medium priority	55%	53%	54%	60%	56%	57%
High priority	15%	8%	16%	19%	25%	28%

Table 12-29 Economic development

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	6%	11%	10%	8%	16%	6%
Medium priority	43%	46%	53%	47%	36%	36%
High priority	51%	44%	37%	45%	49%	57%

Table 12-30 Assisting community groups with advice and support

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	18%	16%	14%	12%	9%	9%
Medium priority	54%	62%	59%	54%	55%	48%
High priority	28%	21%	27%	33%	36%	43%

Table 12-31 Providing and facilitating youth activities

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	12%	11%	16%	11%	10%	10%
Medium priority	49%	55%	44%	46%	50%	36%
High priority	39%	34%	39%	43%	40%	52%

Table 12-32 Promoting and supporting arts and culture

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	36%	42%	37%	32%	27%	21%
Medium priority	42%	49%	48%	56%	58%	50%
High priority	22%	8%	15%	12%	15%	28%

Table 12-33 Maintenance of the Council's website

	18-24	25-34	35-44	45-54	55-64	65+
Low priority	34%	26%	30%	23%	20%	22%
Medium priority	49%	51%	52%	50%	53%	43%
High priority	16%	24%	18%	27%	27%	33%

12.3 Council Facilities

12.3.1 Frequency of Use

Table 12-34 Public swimming pool with the Selwyn District

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	13%	9%	4%	6%	0%	6%
6 - 10 times per year	0%	5%	2%	2%	0%	2%
11 - 20 times per year	1%	0%	5%	3%	1%	0%
21 - 50 times per year	1%	5%	2%	4%	0%	0%
Over 50 times per year	0%	0%	1%	0%	1%	0%
Don't know/ none	84%	81%	85%	84%	97%	91%

Table 12-35 Public park or reserve with the Selwyn district

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	28%	14%	16%	21%	21%	23%
6 - 10 times per year	9%	16%	7%	9%	12%	12%
11 - 20 times per year	13%	14%	19%	16%	13%	9%
21 - 50 times per year	12%	16%	21%	16%	5%	9%
Over 50 times per year	18%	25%	21%	13%	11%	10%
Don't know/ none	19%	14%	16%	25%	38%	37%

Table 12-36 Children's playground

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	21%	12%	13%	12%	18%	19%
6 - 10 times per year	1%	8%	11%	6%	6%	7%
11 - 20 times per year	6%	15%	18%	9%	6%	6%
21 - 50 times per year	4%	14%	15%	5%	2%	2%
Over 50 times per year	1%	15%	13%	3%	2%	2%
Don't know/ none	66%	35%	29%	64%	66%	64%

Table 12-37 Public hall or recreation centre

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	25%	26%	28%	32%	31%	26%
6 - 10 times per year	6%	11%	15%	9%	12%	11%
11 - 20 times per year	7%	6%	10%	5%	10%	15%
21 - 50 times per year	9%	7%	9%	6%	4%	9%
Over 50 times per year	7%	8%	8%	6%	1%	6%
Don't know/ none	45%	42%	28%	42%	43%	32%

Table 12-38 Bus service in the Selwyn district

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	4%	9%	12%	10%	9%	8%
6 - 10 times per year	4%	2%	4%	3%	3%	2%
11 - 20 times per year	4%	5%	3%	4%	0%	3%
21 - 50 times per year	0%	1%	2%	3%	1%	1%
Over 50 times per year	15%	2%	5%	6%	3%	4%
Don't know/ none	72%	80%	73%	74%	84%	83%

Table 12-39 Public toilet within the Selwyn district

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	22%	32%	34%	24%	23%	25%
6 - 10 times per year	9%	9%	16%	12%	11%	9%
11 - 20 times per year	3%	7%	6%	7%	7%	4%
21 - 50 times per year	1%	6%	7%	4%	3%	3%
Over 50 times per year	1%	2%	1%	0%	0%	0%
Don't know/ none	63%	44%	35%	53%	56%	59%

Table 12-40 Public library in Darfield, Leeston, Lincoln or Rolleston

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	18%	19%	16%	20%	22%	16%
6 - 10 times per year	4%	9%	14%	9%	12%	8%
11 - 20 times per year	13%	14%	20%	16%	11%	18%
21 - 50 times per year	10%	13%	11%	10%	8%	17%
Over 50 times per year	6%	5%	8%	7%	3%	6%
Don't know/ none	48%	40%	30%	38%	44%	35%

Table 12-41 Mobile library or book bus

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	1%	4%	5%	3%	2%	3%
6 - 10 times per year	0%	1%	2%	1%	1%	0%
11 - 20 times per year	3%	5%	5%	2%	0%	1%
Over 20 times per year	1%	2%	3%	0%	0%	0%
Don't know/ none	94%	88%	85%	94%	96%	96%

Table 12-42 Cemetery with the Selwyn district

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5 times per year	13%	12%	21%	24%	32%	27%
6 - 10 times per year	7%	9%	2%	4%	5%	9%
11 - 20 times per year	0%	6%	1%	3%	5%	6%
21 - 50 times per year	0%	0%	1%	0%	2%	4%
Over 50 times per year	0%	0%	1%	0%	0%	3%
Don't know/ none	79%	73%	73%	68%	56%	52%

12.3.2 Delivery of Service

Table 12-43 Public swimming pools

	18-24	25-34	35-44	45-54	55-64	65+
Very good	6%	11%	7%	9%	7%	10%
Good	28%	12%	15%	14%	13%	15%
Neutral	18%	25%	19%	17%	14%	11%
Poor	6%	7%	7%	8%	6%	5%
Very Poor	6%	5%	6%	8%	5%	6%
Don't know	36%	41%	46%	42%	56%	53%

Table 12-44 Parks and reserves

	18-24	25-34	35-44	45-54	55-64	65+
Very good	34%	25%	23%	19%	20%	22%
Good	42%	46%	50%	53%	40%	40%
Neutral	13%	21%	19%	18%	19%	20%
Poor	7%	1%	1%	2%	2%	2%
Very Poor	0%	0%	0%	0%	0%	2%
Don't know	3%	7%	6%	8%	18%	14%

Table 12-45 Walkways and picnic spots

	18-24	25-34	35-44	45-54	55-64	65+
Very good	16%	9%	10%	11%	13%	14%
Good	37%	34%	42%	35%	27%	29%
Neutral	25%	33%	28%	25%	25%	21%
Poor	9%	7%	5%	8%	4%	6%
Very Poor	3%	2%	1%	2%	2%	0%
Don't know	9%	14%	13%	19%	29%	29%

Table 12-46 Children's playgrounds

	18-24	25-34	35-44	45-54	55-64	65+
Very good	22%	15%	24%	13%	14%	19%
Good	33%	40%	44%	34%	33%	29%
Neutral	24%	20%	15%	18%	15%	12%
Poor	4%	5%	3%	4%	2%	4%
Very Poor	0%	0%	0%	0%	0%	1%
Don't know	16%	20%	13%	31%	35%	35%

Table 12-47 Public halls and recreation centres

	18-24	25-34	35-44	45-54	55-64	65+
Very good	25%	11%	22%	13%	19%	26%
Good	34%	41%	36%	35%	33%	36%
Neutral	27%	21%	23%	25%	19%	17%
Poor	4%	8%	5%	6%	4%	3%
Very Poor	0%	1%	1%	1%	2%	2%
Don't know	9%	18%	13%	18%	23%	17%

Table 12-48 Public libraries

	18-24	25-34	35-44	45-54	55-64	65+
Very good	37%	21%	27%	30%	26%	38%
Good	28%	29%	33%	35%	30%	28%
Neutral	16%	25%	18%	15%	12%	9%
Poor	1%	5%	5%	3%	3%	3%
Very Poor	0%	1%	0%	0%	0%	1%
Don't know	16%	19%	17%	17%	29%	21%

Table 12-49 Public toilets

	18-24	25-34	35-44	45-54	55-64	65+
Very good	4%	6%	8%	6%	7%	12%
Good	22%	32%	25%	23%	22%	23%
Neutral	27%	26%	30%	26%	21%	17%
Poor	22%	11%	12%	8%	9%	6%
Very Poor	3%	1%	3%	1%	3%	2%
Don't know	21%	25%	22%	35%	38%	41%

Table 12-50 Cemetery maintenance

	18-24	25-34	35-44	45-54	55-64	65+
Very good	7%	9%	9%	11%	15%	18%
Good	22%	16%	21%	28%	34%	31%
Neutral	19%	22%	17%	18%	11%	13%
Poor	3%	2%	3%	4%	1%	4%
Very Poor	1%	0%	0%	0%	1%	1%
Don't know	46%	49%	49%	39%	38%	32%

12.4 Waste Management

Table 12-51 Number of Times Visited Resource Recovery Park

	18-24	25-34	35-44	45-54	55-64	65+
1 - 5	16%	19%	33%	25%	24%	23%
6 - 10	6%	4%	8%	8%	6%	7%
11 - 20	3%	4%	5%	4%	3%	2%
21 - 50	4%	0%	0%	0%	2%	0%
Over 50	1%	0%	0%	0%	1%	0%
Don't know/ none	69%	74%	53%	62%	64%	68%

Table 12-52 Does the Resource Recovery Park provide a Good Service

	18-24	25-34	35-44	45-54	55-64	65+
Yes	55%	36%	53%	47%	47%	43%
No	0%	4%	4%	6%	6%	4%
Don't know	45%	60%	43%	47%	48%	52%

Table 12-53 Rubbish collection service

	18-24	25-34	35-44	45-54	55-64	65+
Very good	37%	39%	43%	39%	38%	37%
Good	37%	36%	38%	36%	37%	37%
Neutral	6%	7%	8%	5%	5%	6%
Poor	3%	4%	2%	2%	2%	3%
Very poor	0%	1%	0%	2%	1%	0%
Don't know	16%	13%	7%	16%	18%	16%

Table 12-54 A place to take your rubbish for dumping and recycling

	18-24	25-34	35-44	45-54	55-64	65+
Very good	21%	14%	23%	11%	16%	14%
Good	28%	19%	23%	25%	19%	20%
Neutral	12%	16%	10%	15%	6%	9%
Poor	6%	5%	5%	8%	8%	8%
Very poor	1%	1%	3%	8%	7%	6%
Don't know	31%	45%	34%	34%	44%	43%

Table 12-55 Collecting lawn, garden and food waste for compost

	18-24	25-34	35-44	45-54	55-64	65+
Very good	10%	18%	17%	11%	9%	20%
Good	13%	18%	13%	15%	12%	13%
Neutral	12%	12%	8%	6%	5%	2%
Poor	7%	6%	3%	4%	4%	2%
Very poor	4%	1%	0%	3%	4%	2%
Don't know	52%	46%	58%	60%	66%	61%

Table 12-56 Recycling collection service

	18-24	25-34	35-44	45-54	55-64	65+
Very good	40%	40%	42%	36%	40%	43%
Good	37%	38%	40%	39%	39%	34%
Neutral	3%	6%	8%	8%	4%	2%
Poor	6%	5%	1%	3%	1%	2%
Very poor	0%	1%	1%	1%	1%	0%
Don't know	13%	11%	6%	13%	15%	18%

12.5 Water

Table 12-57 Water races

	18-24	25-34	35-44	45-54	55-64	65+
Very good	10%	5%	2%	5%	3%	5%
Good	19%	14%	14%	18%	20%	9%
Neutral	24%	13%	13%	14%	15%	11%
Poor	7%	8%	10%	9%	11%	6%
Very poor	3%	2%	3%	3%	7%	8%
Don't know	36%	58%	57%	51%	43%	61%

Table 12-58 Drinking water supplies

	18-24	25-34	35-44	45-54	55-64	65+
Very good	34%	26%	19%	24%	16%	26%
Good	28%	21%	29%	20%	20%	25%
Neutral	9%	9%	12%	9%	13%	9%
Poor	6%	8%	7%	11%	9%	3%
Very poor	3%	6%	6%	5%	4%	4%
Don't know	19%	29%	27%	31%	38%	32%

Table 12-59 Sewerage and waste water

	18-24	25-34	35-44	45-54	55-64	65+
Very good	22%	26%	23%	16%	13%	18%
Good	24%	26%	24%	25%	18%	20%
Neutral	21%	9%	8%	9%	7%	6%
Poor	3%	0%	3%	2%	1%	2%
Very poor	1%	0%	2%	1%	0%	2%
Don't know	28%	39%	39%	48%	60%	52%

Table 12-60 Urban stormwater services

	18-24	25-34	35-44	45-54	55-64	65+
Very good	18%	14%	8%	8%	6%	9%
Good	22%	16%	20%	17%	16%	17%
Neutral	19%	13%	16%	13%	14%	13%
Poor	4%	11%	7%	10%	6%	4%
Very poor	1%	6%	4%	3%	2%	3%
Don't know	34%	40%	43%	50%	55%	54%

Table 12-61 Land drainage network

	18-24	25-34	35-44	45-54	55-64	65+
Very good	7%	7%	3%	4%	3%	4%
Good	27%	11%	16%	10%	15%	16%
Neutral	18%	15%	23%	16%	12%	10%
Poor	6%	11%	4%	7%	7%	8%
Very poor	0%	6%	5%	4%	4%	4%
Don't know	42%	51%	47%	59%	60%	58%

12.6 Land Transport

Table 12-62 Sealed Road

	18-24	25-34	35-44	45-54	55-64	65+
Yes	85%	86%	87%	87%	88%	86%
No	12%	14%	13%	13%	12%	14%
Don't know	3%	0%	0%	0%	0%	0%

Table 12-63 Footpath

	18-24	25-34	35-44	45-54	55-64	65+
Yes	49%	49%	49%	42%	30%	43%
No	49%	51%	50%	58%	70%	56%
Don't know	1%	0%	0%	0%	0%	1%

Table 12-64 Streetlights

	18-24	25-34	35-44	45-54	55-64	65+
Yes	55%	61%	59%	57%	47%	58%
No	42%	39%	40%	43%	53%	40%
Don't know	3%	0%	1%	0%	0%	1%

Table 12-65 Town streets

	18-24	25-34	35-44	45-54	55-64	65+
Very good	31%	21%	18%	13%	10%	20%
Good	39%	44%	44%	42%	47%	37%
Neutral	21%	25%	29%	30%	27%	28%
Poor	7%	11%	5%	8%	6%	7%
Very poor	0%	0%	2%	3%	4%	4%
Don't know	1%	0%	1%	3%	6%	4%

Table 12-66 Footpaths

	18-24	25-34	35-44	45-54	55-64	65+
Very good	24%	19%	16%	12%	12%	13%
Good	54%	46%	40%	39%	41%	39%
Neutral	12%	22%	25%	25%	25%	25%
Poor	4%	9%	11%	13%	8%	8%
Very poor	3%	0%	3%	2%	3%	3%
Don't know	3%	4%	5%	8%	12%	11%

Table 12-67 Cycleways and safe cycling routes

	18-24	25-34	35-44	45-54	55-64	65+
Very good	13%	5%	8%	9%	7%	9%
Good	10%	16%	23%	12%	18%	17%
Neutral	36%	19%	18%	20%	21%	14%
Poor	19%	24%	19%	18%	11%	9%
Very poor	3%	5%	12%	14%	12%	8%
Don't know	18%	32%	19%	26%	31%	43%

Table 12-68 Making the district's roads and intersections safer

	18-24	25-34	35-44	45-54	55-64	65+
Very good	16%	9%	7%	8%	7%	14%
Good	45%	36%	40%	36%	35%	38%
Neutral	28%	27%	30%	31%	31%	26%
Poor	4%	22%	16%	17%	18%	10%
Very poor	4%	5%	6%	7%	6%	8%
Don't know	1%	0%	1%	1%	3%	4%

Table 12-69 Maintaining rural roads

	18-24	25-34	35-44	45-54	55-64	65+
Very good	9%	8%	4%	6%	6%	7%
Good	28%	19%	30%	28%	30%	30%
Neutral	36%	36%	33%	25%	24%	31%
Poor	19%	15%	19%	25%	22%	15%
Very poor	7%	18%	10%	10%	13%	12%
Don't know	0%	4%	3%	6%	5%	5%

Table 12-70 Promoting road safety awareness

	18-24	25-34	35-44	45-54	55-64	65+
Very good	22%	12%	15%	15%	17%	18%
Good	36%	36%	49%	43%	41%	50%
Neutral	27%	38%	21%	25%	24%	17%
Poor	9%	9%	5%	10%	6%	5%
Very poor	1%	2%	3%	0%	3%	4%
Don't know	4%	2%	6%	7%	8%	6%

Table 12-71 Issuing and renewing driver licenses

	18-24	25-34	35-44	45-54	55-64	65+
Very good	22%	12%	15%	15%	17%	18%
Good	36%	36%	49%	43%	41%	50%
Neutral	27%	38%	21%	25%	24%	17%
Poor	9%	9%	5%	10%	6%	5%
Very poor	1%	2%	3%	0%	3%	4%
Don't know	4%	2%	6%	7%	8%	6%

Table 12-72 Access to public transport and facilities

	18-24	25-34	35-44	45-54	55-64	65+
Very good	13%	13%	8%	9%	7%	13%
Good	31%	27%	32%	22%	22%	20%
Neutral	24%	20%	15%	17%	16%	9%
Poor	15%	12%	14%	16%	9%	10%
Very poor	3%	7%	7%	10%	8%	9%
Don't know	13%	21%	23%	26%	38%	40%

Table 12-73 Approach to Reduced Funding from NZTA

	18-24	25-34	35-44	45-54	55-64	65+
Not cover any decreased in government funding, which would see the standards of our roads decline	7%	9%	8%	10%	12%	6%
Spend more ratepayer sourced funds on roading so that our roads can at least be maintained to a similar standard as they are now	90%	87%	87%	81%	80%	82%
Don't know	3%	4%	5%	9%	9%	12%

12.7 Resource Management and Building Consents

Table 12-74 Public health

	18-24	25-34	35-44	45-54	55-64	65+
Very good	21%	9%	6%	5%	6%	9%
Good	33%	27%	26%	22%	20%	25%
Neutral	18%	28%	20%	24%	20%	17%
Poor	3%	0%	4%	5%	4%	3%
Very poor	1%	0%	1%	1%	3%	4%
Don't know	24%	35%	42%	43%	47%	43%

Table 12-75 Processing and issuing resource consents

	18-24	25-34	35-44	45-54	55-64	65+
Very good	6%	0%	2%	2%	1%	4%
Good	7%	11%	15%	8%	10%	10%
Neutral	27%	21%	25%	19%	25%	18%
Poor	13%	21%	15%	16%	20%	22%
Very poor	4%	6%	10%	11%	11%	13%
Don't know	42%	41%	33%	43%	32%	33%

Table 12-76 Responding to requests for land and property information

	18-24	25-34	35-44	45-54	55-64	65+
Very good	12%	8%	8%	5%	4%	6%
Good	16%	25%	19%	22%	22%	14%
Neutral	31%	20%	28%	23%	22%	13%
Poor	6%	5%	11%	7%	9%	9%
Very poor	1%	4%	4%	3%	5%	5%
Don't know	33%	39%	29%	41%	38%	52%

Table 12-77 Processing and issuing building consents for building and renovation work

	18-24	25-34	35-44	45-54	55-64	65+
Very good	7%	5%	3%	1%	3%	2%
Good	16%	11%	12%	12%	16%	11%
Neutral	22%	19%	21%	17%	19%	14%
Poor	10%	14%	17%	16%	20%	23%
Very poor	6%	11%	12%	13%	14%	13%
Don't know	37%	41%	34%	41%	28%	36%

Table 12-78 Carrying out building inspections

	18-24	25-34	35-44	45-54	55-64	65+
Very good	10%	1%	4%	3%	5%	3%
Good	18%	19%	22%	20%	23%	20%
Neutral	27%	22%	25%	21%	20%	20%
Poor	7%	9%	6%	9%	13%	10%
Very poor	3%	5%	3%	4%	5%	4%
Don't know	34%	44%	39%	42%	34%	43%

12.8 Community and Wellbeing

12.8.1 Quality of Life

Table 12-79 I have a sense of community with the people in my local neighbourhood

	18-24	25-34	35-44	45-54	55-64	65+
Strongly agree	30%	22%	28%	23%	22%	27%
Agree	53%	59%	47%	57%	51%	49%
Neutral	10%	9%	11%	9%	14%	11%
Disagree	7%	9%	11%	10%	10%	8%
Strongly disagree	0%	0%	2%	1%	3%	2%
DK/None	0%	0%	0%	0%	0%	3%

Table 12-80 My neighbourhood usually feels safe

	18-24	25-34	35-44	45-54	55-64	65+
Strongly agree	47%	41%	44%	33%	24%	31%
Agree	50%	47%	49%	63%	55%	57%
Neutral	0%	13%	2%	2%	14%	7%
Disagree	3%	0%	2%	2%	5%	2%
Strongly disagree	0%	0%	2%	0%	2%	2%
DK/None	0%	0%	0%	0%	0%	1%

12.8.2 Neighbourhood Safety

Table 12-81 Households belonging to a Neighbourhood Support Group

	18-24	25-34	35-44	45-54	55-64	65+
Yes	17%	16%	18%	22%	28%	31%
No	73%	84%	82%	78%	71%	69%
Don't know	10%	0%	0%	0%	1%	1%

12.8.3 Physical Activity

Table 12-82 Number of Days in Past Seven Days Involved in Physical Activity

	18-24	25-34	35-44	45-54	55-64	65+
0 days	7%	6%	6%	5%	9%	7%
1 days	3%	6%	2%	4%	5%	4%
2 days	10%	6%	10%	13%	6%	8%
3 days	3%	16%	20%	13%	11%	13%
4 days	3%	9%	11%	9%	8%	6%
5 days	30%	16%	14%	10%	10%	8%
6 days	3%	3%	1%	8%	5%	3%
7 days	33%	38%	27%	33%	40%	40%
Don't know / none	7%	0%	8%	7%	5%	11%

12.8.4 Involvement in Community Groups

Table 12-83 Involvement in Clubs, Community Groups or Organisations

	18-24	25-34	35-44	45-54	55-64	65+
Yes	60%	47%	68%	53%	49%	69%
No	40%	53%	32%	47%	51%	31%

Table 12-84 Location of Clubs, Community Groups or Organisations Involved In

	18-24	25-34	35-44	45-54	55-64	65+
In the local area	72%	53%	85%	76%	70%	91%
Outside the Selwyn District	28%	47%	15%	24%	30%	8%
On the Internet	0%	0%	0%	0%	0%	1%

Table 12-85 Volunteer work involved in Community Groups

	18-24	25-34	35-44	45-54	55-64	65+
Yes	56%	47%	68%	71%	68%	69%
No	44%	53%	32%	29%	32%	31%

12.9 Civil Defence

Table 12-86 Rural fire control

	18-24	25-34	35-44	45-54	55-64	65+
Very good	49%	43%	37%	38%	34%	40%
Good	41%	38%	46%	42%	46%	43%
Neutral	8%	8%	5%	6%	12%	6%
Poor	0%	0%	2%	5%	3%	4%
Very poor	0%	0%	3%	3%	0%	1%
Don't know	3%	11%	7%	6%	6%	4%

Table 12-87 Civil defence

	18-24	25-34	35-44	45-54	55-64	65+
Very good	22%	15%	16%	17%	14%	21%
Good	41%	36%	38%	40%	37%	30%
Neutral	27%	21%	18%	20%	14%	18%
Poor	0%	0%	3%	6%	10%	7%
Very poor	0%	4%	2%	2%	3%	1%
Don't know	11%	25%	24%	15%	23%	22%

Table 12-88 Helping your community prepare for natural disasters

	18-24	25-34	35-44	45-54	55-64	65+
Very good	16%	9%	11%	12%	7%	13%
Good	32%	28%	30%	29%	34%	27%
Neutral	27%	36%	35%	29%	33%	33%
Poor	19%	9%	5%	12%	10%	10%
Very poor	3%	6%	6%	7%	5%	4%
Don't know	3%	11%	13%	10%	12%	12%

Table 12-89 Helping your community recover from natural disasters

	18-24	25-34	35-44	45-54	55-64	65+
Very good	16%	9%	11%	12%	7%	13%
Good	32%	28%	30%	29%	34%	27%
Neutral	27%	36%	35%	29%	33%	33%
Poor	19%	9%	5%	12%	10%	10%
Very poor	3%	6%	6%	7%	5%	4%
Don't know	3%	11%	13%	10%	12%	12%

Table 12-90 How Respondents Would Find Information about a Civil Defence Emergency, if they still had Power and a Landline Phone

	18-24	25-34	35-44	45-54	55-64	65+
Newspaper	0%	0%	1%	0%	1%	3%
Radio	46%	64%	58%	62%	62%	57%
Talking with neighbours, friends or family	3%	6%	10%	12%	16%	16%
Internet	35%	40%	32%	28%	19%	12%
Facebook and/or Twitter	0%	0%	1%	0%	0%	0%
Calling the Council	5%	9%	8%	16%	14%	19%
Watching TV	19%	15%	20%	19%	24%	10%
Visiting a Council office or Civil Defence centre	0%	0%	4%	4%	3%	12%
Other	11%	0%	10%	4%	7%	7%
Don't know	5%	6%	4%	0%	2%	3%

Table 12-91 How Respondents Would Find Information about a Civil Defence Emergency, if they did not have Power and a Landline Phone

	18-24	25-34	35-44	45-54	55-64	65+
Newspaper	3%	0%	0%	0%	0%	1%
Radio	38%	58%	51%	57%	50%	58%
Talking with neighbours, friends or family	19%	23%	16%	19%	26%	25%
Calling the Council on your mobile phone	3%	0%	2%	3%	3%	6%
Using your mobile to call people to find out information	11%	13%	12%	17%	15%	13%
Using your mobile to access the Internet	8%	9%	4%	6%	0%	3%
Visiting a Council office or Civil Defence centre	5%	8%	15%	9%	8%	6%
Other	16%	17%	31%	22%	20%	15%
Don't know	16%	8%	8%	3%	9%	1%

12.10 Living in the Selwyn District

How long have you lived in the Selwyn District?

Table 12-92 Length of Time Living in the Selwyn District

	18-24	25-34	35-44	45-54	55-64	65+
Less than a year	1%	7%	1%	1%	0%	0%
1-2 years	7%	15%	12%	4%	1%	3%
2-5 years	12%	28%	17%	14%	9%	8%
5-10 years	24%	15%	31%	19%	16%	10%
More than 10 years	55%	34%	39%	62%	73%	78%

Table 12-93 Ease of Moving into District: Did Respondent find it Easy?

	18-24	25-34	35-44	45-54	55-64	65+
Yes	87%	88%	93%	93%	87%	87%
Unsure	5%	3%	1%	1%	3%	2%
No	8%	9%	5%	7%	10%	10%

Table 12-94 Where Respondents had Moved From

	18-24	25-34	35-44	45-54	55-64	65+
Christchurch	49%	58%	58%	57%	54%	49%
Other Canterbury	3%	14%	12%	13%	18%	22%
Other South Island	13%	1%	8%	13%	13%	16%
North Island	26%	16%	15%	6%	9%	6%
Overseas	10%	10%	7%	10%	4%	6%

13 Analysis by Township⁸

The following tables provide detail based on the responses per major township.

13.1 Overall Satisfaction

How do you rank the Council's OVERALL performance?

Table 13-1 Overall Satisfaction

	Rolleston	Leeston	Darfield	Lincoln
Very good	14%	7%	5%	16%
Good	51%	49%	35%	49%
Neutral	28%	36%	46%	24%
Poor	7%	5%	9%	5%
Very poor	1%	4%	5%	4%
Don't know	1%	0%	0%	3%

13.1.1 Planning for the Future

Planning for the future is one thing, carrying it out is another. How do you rate the Council's performance at...?

Table 13-2 Ensuring that Selwyn's town and countryside are developed in the best possible way

	Rolleston	Leeston	Darfield	Lincoln
Very good	9%	11%	0%	9%
Good	38%	31%	38%	32%
Neutral	30%	36%	30%	39%
Poor	12%	12%	15%	11%
Very poor	6%	3%	10%	3%
Don't know	6%	7%	6%	7%

⁸ All data provided have been analysed. However, it is of note that considering the small sample sizes, the margins of error for these data are high. As a result, no contrasts between sub-groups within the population have been calculated.

Table 13-3 Planning for the district's future

	Rolleston	Leeston	Darfield	Lincoln
Very good	11%	10%	3%	5%
Good	44%	32%	33%	38%
Neutral	24%	36%	39%	37%
Poor	12%	9%	13%	9%
Very poor	5%	1%	8%	1%
Don't know	4%	11%	5%	9%

Table 13-4 Maintaining the rural character of the district

	Rolleston	Leeston	Darfield	Lincoln
Very good	7%	7%	3%	4%
Good	33%	40%	41%	37%
Neutral	34%	38%	27%	38%
Poor	14%	5%	18%	17%
Very poor	5%	3%	10%	3%
Don't know	6%	7%	3%	1%

13.1.2 Council Priorities

Table 13-5 Provision and maintenance of swimming pools

	Rolleston	Leeston	Darfield	Lincoln
Low priority	11%	22%	23%	24%
Medium priority	48%	53%	47%	55%
High priority	40%	25%	30%	21%

Table 13-6 Provision and maintenance of parks and reserves

	Rolleston	Leeston	Darfield	Lincoln
Low priority	6%	5%	6%	3%
Medium priority	44%	50%	51%	47%
High priority	49%	46%	43%	50%

Table 13-7 Provision and maintenance of children's playgrounds

	Rolleston	Leeston	Darfield	Lincoln
Low priority	4%	4%	9%	5%
Medium priority	36%	35%	41%	41%
High priority	61%	61%	50%	53%

Table 13-8 Provision and maintenance of community halls and recreational centres

	Rolleston	Leeston	Darfield	Lincoln
Low priority	5%	9%	5%	7%
Medium priority	45%	48%	54%	36%
High priority	51%	42%	41%	57%

Table 13-9 Provision and maintenance of public toilets within the district

	Rolleston	Leeston	Darfield	Lincoln
Low priority	6%	3%	6%	9%
Medium priority	37%	29%	41%	34%
High priority	57%	68%	53%	57%

Table 13-10 Providing library services

	Rolleston	Leeston	Darfield	Lincoln
Low priority	8%	11%	10%	8%
Medium priority	44%	29%	44%	33%
High priority	48%	60%	46%	59%

Table 13-11 Provision and maintenance of cemeteries

	Rolleston	Leeston	Darfield	Lincoln
Low priority	11%	8%	12%	5%
Medium priority	59%	53%	50%	53%
High priority	30%	38%	38%	41%

Table 13-12 Provision of additional resource recovery parks

	Rolleston	Leeston	Darfield	Lincoln
Low priority	29%	24%	18%	28%
Medium priority	48%	45%	42%	51%
High priority	22%	31%	41%	20%

Table 13-13 Provision and maintenance of rubbish, recycling and organic collection services

	Rolleston	Leeston	Darfield	Lincoln
Low priority	7%	4%	10%	4%
Medium priority	37%	37%	32%	33%
High priority	56%	59%	58%	63%

Table 13-14 Maintenance of water races

	Rolleston	Leeston	Darfield	Lincoln
Low priority	14%	9%	18%	12%
Medium priority	45%	38%	45%	47%
High priority	41%	53%	37%	41%

Table 13-15 Provision and maintenance of drinking water supplies

	Rolleston	Leeston	Darfield	Lincoln
Low priority	2%	1%	0%	0%
Medium priority	6%	6%	8%	4%
High priority	93%	93%	92%	96%

Table 13-16 Provision and maintenance of sewerage and waste water management

	Rolleston	Leeston	Darfield	Lincoln
Low priority	2%	1%	9%	0%
Medium priority	10%	7%	21%	9%
High priority	88%	92%	71%	91%

Table 13-17 Provision and maintenance of urban stormwater services

	Rolleston	Leeston	Darfield	Lincoln
Low priority	3%	1%	13%	1%
Medium priority	37%	29%	48%	29%
High priority	60%	70%	39%	70%

Table 13-18 Maintenance of the land drainage network

	Rolleston	Leeston	Darfield	Lincoln
Low priority	11%	6%	15%	7%
Medium priority	53%	39%	49%	33%
High priority	37%	56%	35%	61%

Table 13-19 Provision and maintenance of roads

	Rolleston	Leeston	Darfield	Lincoln
Low priority	2%	2%	3%	0%
Medium priority	24%	21%	14%	17%
High priority	74%	78%	84%	83%

Table 13-20 Provision and maintenance of footpaths

	Rolleston	Leeston	Darfield	Lincoln
Low priority	3%	4%	10%	1%
Medium priority	45%	38%	39%	34%
High priority	52%	58%	51%	64%

Table 13-21 Provision and maintenance of cycleways and safe cycling routes

	Rolleston	Leeston	Darfield	Lincoln
Low priority	9%	17%	20%	9%
Medium priority	47%	43%	42%	33%
High priority	44%	40%	38%	57%

Table 13-22 Making the district's roads and intersections safer

	Rolleston	Leeston	Darfield	Lincoln
Low priority	4%	4%	5%	4%
Medium priority	18%	21%	22%	14%
High priority	78%	76%	73%	82%

Table 13-23 Promoting road safety awareness

	Rolleston	Leeston	Darfield	Lincoln
Low priority	8%	7%	13%	9%
Medium priority	46%	38%	42%	37%
High priority	46%	54%	46%	54%

Table 13-24 Planning for the district's future

	Rolleston	Leeston	Darfield	Lincoln
Low priority	4%	3%	4%	1%
Medium priority	31%	30%	29%	24%
High priority	65%	67%	67%	75%

Table 13-25 Provision of rural fire services and Civil Defence emergency preparation

	Rolleston	Leeston	Darfield	Lincoln
Low priority	2%	0%	5%	0%
Medium priority	17%	9%	14%	12%
High priority	81%	91%	81%	88%

Table 13-26 Communication within the community

	Rolleston	Leeston	Darfield	Lincoln
Low priority	4%	2%	9%	4%
Medium priority	43%	37%	28%	28%
High priority	53%	61%	63%	68%

Table 13-27 Providing community information

	Rolleston	Leeston	Darfield	Lincoln
Low priority	6%	3%	9%	7%
Medium priority	47%	45%	34%	36%
High priority	47%	52%	57%	58%

Table 13-28 Promoting tourism/visitor information

	Rolleston	Leeston	Darfield	Lincoln
Low priority	28%	16%	14%	26%
Medium priority	57%	66%	65%	54%
High priority	15%	18%	22%	20%

Table 13-29 Economic development

	Rolleston	Leeston	Darfield	Lincoln
Low priority	7%	7%	9%	7%
Medium priority	51%	40%	39%	39%
High priority	43%	54%	52%	54%

Table 13-30 Assisting community groups with advice and support

	Rolleston	Leeston	Darfield	Lincoln
Low priority	8%	7%	11%	14%
Medium priority	63%	50%	53%	46%
High priority	29%	42%	35%	39%

Table 13-31 Providing and facilitating youth activities

	Rolleston	Leeston	Darfield	Lincoln
Low priority	7%	12%	10%	11%
Medium priority	45%	46%	39%	36%
High priority	48%	42%	51%	53%

Table 13-32 Promoting and supporting arts and culture

	Rolleston	Leeston	Darfield	Lincoln
Low priority	32%	25%	29%	30%
Medium priority	57%	55%	54%	46%
High priority	11%	20%	16%	24%

Table 13-33 Maintenance of the Council's website

	Rolleston	Leeston	Darfield	Lincoln
Low priority	23%	28%	24%	24%
Medium priority	55%	43%	51%	53%
High priority	21%	30%	25%	24%

13.2 Council Facilities

13.2.1 Frequency of Use of Council Facilities

Table 13-34 Public swimming pool with the Selwyn District

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	2%	10%	9%	0%
6 - 10 times per year	0%	4%	5%	0%
11 - 20 times per year	0%	5%	8%	0%
21 - 50 times per year	1%	2%	4%	0%
Over 50 times per year	1%	0%	1%	0%
Don't know/ none	97%	79%	73%	100%

Table 13-35 Public park or reserve with the Selwyn district

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	15%	22%	24%	17%
6 - 10 times per year	13%	15%	6%	8%
11 - 20 times per year	13%	13%	16%	17%
21 - 50 times per year	18%	16%	10%	17%
Over 50 times per year	22%	12%	16%	17%
Don't know/ none	19%	21%	27%	24%

Table 13-36 Children's playground

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	14%	12%	19%	12%
6 - 10 times per year	9%	11%	5%	7%
11 - 20 times per year	15%	12%	8%	8%
21 - 50 times per year	9%	11%	6%	8%
Over 50 times per year	11%	5%	3%	8%
Don't know/ none	43%	49%	59%	58%

Table 13-37 Public hall or recreation centre

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	22%	18%	30%	37%
6 - 10 times per year	11%	7%	15%	14%
11 - 20 times per year	9%	11%	14%	4%
21 - 50 times per year	10%	6%	8%	11%
Over 50 times per year	9%	4%	9%	11%
Don't know/ none	40%	55%	24%	24%

Table 13-38 Bus service in the Selwyn district

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	14%	7%	5%	16%
6 - 10 times per year	7%	2%	4%	4%
11 - 20 times per year	4%	2%	1%	11%
21 - 50 times per year	3%	0%	0%	4%
Over 50 times per year	9%	1%	0%	14%
Don't know/ none	63%	88%	90%	51%

Table 13-39 Public toilet within the Selwyn district

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	20%	36%	28%	21%
6 - 10 times per year	12%	11%	10%	8%
11 - 20 times per year	3%	3%	5%	4%
21 - 50 times per year	5%	5%	6%	3%
Over 50 times per year	2%	0%	0%	0%
Don't know/ none	59%	45%	51%	64%

Table 13-40 Public library in Darfield, Leeston, Lincoln or Rolleston

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	20%	16%	28%	16%
6 - 10 times per year	16%	10%	18%	11%
11 - 20 times per year	14%	21%	23%	16%
21 - 50 times per year	10%	16%	5%	11%
Over 50 times per year	7%	15%	5%	11%
Don't know/ none	33%	22%	22%	37%

Table 13-41 Mobile library or book bus

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	1%	3%	1%	1%
6 - 10 times per year	0%	0%	1%	0%
11 - 20 times per year	3%	1%	4%	0%
Over 20 times per year	12%	1%	1%	1%
Don't know / none	95%	95%	92%	97%

Table 13-42 Cemetery with the Selwyn district

	Rolleston	Leeston	Darfield	Lincoln
1 - 5 times per year	12%	34%	29%	18%
6 - 10 times per year	3%	8%	6%	4%
11 - 20 times per year	0%	4%	4%	5%
21 - 50 times per year	1%	3%	1%	1%
Over 50 times per year	1%	2%	1%	1%
Don't know/ none	84%	50%	58%	70%

13.2.2 Rating Of Council Facilities

Table 13-43 Public swimming pools

	Rolleston	Leeston	Darfield	Lincoln
Very good	12%	11%	8%	3%
Good	12%	14%	20%	12%
Neutral	17%	21%	14%	11%
Poor	4%	9%	11%	11%
Very Poor	9%	6%	4%	8%
Don't know	47%	39%	43%	57%

Table 13-44 Parks and reserves

	Rolleston	Leeston	Darfield	Lincoln
Very good	32%	18%	24%	25%
Good	46%	50%	41%	43%
Neutral	15%	21%	19%	20%
Poor	2%	1%	6%	0%
Very Poor	1%	0%	1%	1%
Don't know	5%	10%	9%	11%

Table 13-45 Walkways and picnic spots

	Rolleston	Leeston	Darfield	Lincoln
Very good	14%	7%	13%	18%
Good	37%	25%	25%	45%
Neutral	23%	35%	33%	17%
Poor	9%	5%	9%	3%
Very Poor	3%	3%	0%	1%
Don't know	14%	25%	20%	16%

Table 13-46 Children's playgrounds

	Rolleston	Leeston	Darfield	Lincoln
Very good	28%	17%	16%	17%
Good	39%	38%	28%	41%
Neutral	16%	20%	18%	11%
Poor	2%	4%	6%	3%
Very Poor	1%	0%	0%	0%
Don't know	14%	21%	32%	29%

Table 13-47 Public halls and recreation centres

	Rolleston	Leeston	Darfield	Lincoln
Very good	24%	14%	15%	32%
Good	37%	31%	47%	36%
Neutral	24%	22%	19%	17%
Poor	3%	6%	6%	1%
Very Poor	1%	4%	1%	0%
Don't know	11%	23%	11%	14%

Table 13-48 Public libraries

	Rolleston	Leeston	Darfield	Lincoln
Very good	24%	52%	37%	17%
Good	30%	31%	34%	33%
Neutral	24%	6%	9%	21%
Poor	8%	1%	6%	4%
Very Poor	0%	0%	0%	1%
Don't know	14%	10%	14%	24%

Table 13-49 Public toilets

	Rolleston	Leeston	Darfield	Lincoln
Very good	6%	15%	4%	4%
Good	23%	28%	23%	16%
Neutral	25%	27%	24%	16%
Poor	10%	3%	16%	20%
Very Poor	2%	2%	1%	0%
Don't know	34%	25%	32%	45%

Table 13-50 Cemetery maintenance

	Rolleston	Leeston	Darfield	Lincoln
Very good	6%	15%	14%	12%
Good	20%	24%	27%	28%
Neutral	17%	16%	22%	17%
Poor	1%	8%	4%	0%
Very Poor	1%	1%	1%	0%
Don't know	56%	36%	33%	43%

13.3 Waste Management

Table 13-51 Number of Times Visited Resource Recovery Park

	Rolleston	Leeston	Darfield	Lincoln
1 - 5	40%	18%	28%	14%
6 - 10	18%	5%	3%	3%
11 - 20	8%	4%	0%	4%
21 - 50	4%	0%	0%	1%
Over 50	1%	1%	0%	0%
Don't know/ none	29%	73%	70%	78%

Table 13-52 Does the Resource Recovery Park provide a Good Service

	Rolleston	Leeston	Darfield	Lincoln
Yes	79%	41%	39%	34%
No	3%	4%	10%	0%
Don't know	19%	55%	51%	66%

Table 13-53 Rubbish collection service

	Rolleston	Leeston	Darfield	Lincoln
Very good	47%	43%	32%	43%
Good	42%	36%	38%	47%
Neutral	6%	6%	3%	4%
Poor	2%	3%	5%	3%
Very poor	1%	1%	1%	1%
Don't know	2%	12%	22%	1%

Table 13-54 A place to take your rubbish for dumping and recycling

	Rolleston	Leeston	Darfield	Lincoln
Very good	38%	9%	9%	5%
Good	33%	21%	20%	28%
Neutral	8%	7%	13%	8%
Poor	4%	7%	15%	8%
Very poor	1%	7%	13%	3%
Don't know	17%	49%	30%	49%

Table 13-55 Collecting lawn, garden and food waste for compost

	Rolleston	Leeston	Darfield	Lincoln
Very good	28%	21%	13%	24%
Good	26%	15%	14%	18%
Neutral	8%	7%	6%	7%
Poor	2%	2%	9%	4%
Very poor	2%	2%	1%	3%
Don't know	35%	53%	57%	45%

Table 13-56 Recycling collection service

	Rolleston	Leeston	Darfield	Lincoln
Very good	51%	41%	32%	42%
Good	39%	39%	42%	50%
Neutral	6%	4%	5%	1%
Poor	2%	5%	4%	5%
Very poor	1%	0%	1%	0%
Don't know	2%	11%	16%	1%

13.4 Water

Table 13-57 Water races

	Rolleston	Leeston	Darfield	Lincoln
Very good	3%	7%	1%	0%
Good	15%	12%	23%	5%
Neutral	13%	11%	23%	13%
Poor	6%	9%	8%	1%
Very poor	2%	3%	6%	0%
Don't know	62%	57%	39%	80%

Table 13-58 Drinking water supplies

	Rolleston	Leeston	Darfield	Lincoln
Very good	27%	40%	8%	47%
Good	34%	24%	20%	36%
Neutral	17%	8%	24%	5%
Poor	7%	6%	22%	3%
Very poor	4%	1%	15%	0%
Don't know	11%	21%	11%	9%

Table 13-59 Sewerage and waste water

	Rolleston	Leeston	Darfield	Lincoln
Very good	33%	32%	4%	39%
Good	35%	31%	13%	39%
Neutral	14%	13%	9%	7%
Poor	2%	2%	3%	0%
Very poor	0%	0%	3%	0%
Don't know	16%	22%	70%	14%

Table 13-60 Urban stormwater services

	Rolleston	Leeston	Darfield	Lincoln
Very good	14%	15%	1%	24%
Good	21%	27%	20%	28%
Neutral	22%	20%	13%	20%
Poor	15%	10%	3%	3%
Very poor	5%	5%	1%	7%
Don't know	24%	23%	62%	20%

Table 13-61 Land drainage network

	Rolleston	Leeston	Darfield	Lincoln
Very good	7%	7%	3%	11%
Good	18%	13%	13%	24%
Neutral	21%	20%	9%	21%
Poor	6%	8%	5%	3%
Very poor	3%	5%	5%	4%
Don't know	46%	48%	66%	38%

13.5 Land Transport

Table 13-62 Sealed Road

	Rolleston	Leeston	Darfield	Lincoln
Yes	95%	93%	81%	97%
No	4%	7%	18%	3%
Don't know	1%	0%	1%	0%

Table 13-63 Footpath

	Rolleston	Leeston	Darfield	Lincoln
Yes	72%	64%	37%	82%
No	27%	36%	61%	18%
Don't know	1%	0%	3%	0%

Table 13-64 Streetlights

	Rolleston	Leeston	Darfield	Lincoln
Yes	80%	77%	47%	86%
No	20%	23%	52%	13%
Don't know	1%	0%	1%	1%

Table 13-65 Town streets

	Rolleston	Leeston	Darfield	Lincoln
Very good	25%	18%	18%	18%
Good	44%	39%	39%	53%
Neutral	19%	33%	34%	22%
Poor	9%	7%	8%	4%
Very poor	3%	3%	0%	3%
Don't know	1%	1%	1%	0%

Table 13-66 Footpaths

	Rolleston	Leeston	Darfield	Lincoln
Very good	21%	16%	10%	17%
Good	45%	36%	41%	49%
Neutral	23%	25%	37%	25%
Poor	7%	16%	6%	7%
Very poor	1%	4%	4%	0%
Don't know	3%	3%	3%	3%

Table 13-67 Cycleways and safe cycling routes

	Rolleston	Leeston	Darfield	Lincoln
Very good	7%	4%	8%	26%
Good	15%	9%	16%	39%
Neutral	24%	18%	22%	9%
Poor	22%	16%	13%	11%
Very poor	6%	9%	19%	8%
Don't know	27%	44%	23%	7%

Table 13-68 Making the district's roads and intersections safer

	Rolleston	Leeston	Darfield	Lincoln
Very good	12%	13%	6%	9%
Good	41%	38%	38%	43%
Neutral	28%	31%	33%	28%
Poor	14%	10%	16%	11%
Very poor	4%	5%	4%	7%
Don't know	1%	3%	3%	3%

Table 13-69 Maintaining rural roads

	Rolleston	Leeston	Darfield	Lincoln
Very good	8%	9%	5%	8%
Good	29%	24%	19%	36%
Neutral	28%	32%	29%	26%
Poor	21%	24%	25%	16%
Very poor	6%	7%	16%	5%
Don't know	8%	4%	5%	9%

Table 13-70 Promoting road safety awareness

	Rolleston	Leeston	Darfield	Lincoln
Very good	23%	16%	20%	8%
Good	41%	47%	38%	61%
Neutral	23%	23%	27%	12%
Poor	8%	7%	5%	7%
Very poor	1%	2%	1%	0%
Don't know	5%	6%	9%	13%

Table 13-71 Issuing and renewing driver licenses

	Rolleston	Leeston	Darfield	Lincoln
Very good	21%	21%	9%	11%
Good	32%	31%	19%	21%
Neutral	18%	11%	19%	9%
Poor	2%	4%	11%	3%
Very poor	2%	3%	4%	0%
Don't know	26%	31%	38%	57%

Table 13-72 Access to public transport and facilities

	Rolleston	Leeston	Darfield	Lincoln
Very good	20%	3%	6%	29%
Good	44%	12%	15%	41%
Neutral	17%	6%	16%	7%
Poor	6%	19%	16%	7%
Very poor	2%	19%	8%	1%
Don't know	11%	42%	38%	16%

Table 13-73 Approach to Reduced Funding from NZTA

	Rolleston	Leeston	Darfield	Lincoln
Not cover any decreased in government funding, which would see the standards of our roads decline	8%	10%	10%	5%
Spend more ratepayer sourced funds on roading so that our roads can at least be maintained to a similar standard as they are now	87%	85%	80%	86%
Don't know	6%	5%	10%	9%

13.6 Resource Management and Building Consents

Table 13-74 Public health

	Rolleston	Leeston	Darfield	Lincoln
Very good	8%	10%	6%	1%
Good	29%	21%	23%	28%
Neutral	24%	21%	22%	20%
Poor	3%	7%	4%	4%
Very poor	1%	3%	1%	4%
Don't know	35%	37%	44%	43%

Table 13-75 Processing and issuing resource consents

	Rolleston	Leeston	Darfield	Lincoln
Very good	4%	5%	0%	1%
Good	10%	7%	10%	16%
Neutral	23%	23%	22%	9%
Poor	14%	12%	22%	14%
Very poor	6%	13%	20%	8%
Don't know	44%	39%	27%	51%

Table 13-76 Responding to requests for land and property information

	Rolleston	Leeston	Darfield	Lincoln
Very good	11%	6%	6%	5%
Good	18%	20%	15%	11%
Neutral	24%	17%	25%	17%
Poor	10%	7%	14%	8%
Very poor	2%	3%	8%	3%
Don't know	37%	49%	32%	57%

Table 13-77 Processing and issuing building consents for building and renovation work

	Rolleston	Leeston	Darfield	Lincoln
Very good	3%	3%	3%	3%
Good	14%	12%	10%	8%
Neutral	14%	17%	18%	13%
Poor	20%	14%	16%	14%
Very poor	3%	20%	24%	7%
Don't know	46%	35%	29%	55%

Table 13-78 Carrying out building inspections

	Rolleston	Leeston	Darfield	Lincoln
Very good	4%	4%	3%	4%
Good	19%	18%	20%	13%
Neutral	24%	18%	28%	14%
Poor	6%	15%	11%	4%
Very poor	2%	5%	6%	5%
Don't know	4%	4%	3%	4%

13.7 Community and Wellbeing

13.7.1 Quality of Life

Table 13-79 I have a sense of community with the people in my local neighbourhood

	Rolleston	Leeston	Darfield	Lincoln
Strongly agree	15%	31%	24%	14%
Agree	50%	49%	56%	65%
Neutral	15%	6%	11%	12%
Disagree	14%	6%	9%	9%
Strongly disagree	6%	3%	0%	0%
Don't know	1%	6%	0%	0%

Table 13-80 My neighbourhood usually feels safe

	Rolleston	Leeston	Darfield	Lincoln
Strongly agree	34%	46%	29%	21%
Agree	59%	49%	49%	63%
Neutral	4%	3%	16%	12%
Disagree	2%	0%	2%	0%
Strongly disagree	2%	3%	4%	5%
Don't know	0%	0%	0%	0%

13.7.2 Neighbourhood Safety

Table 13-81 Households belonging to a Neighbourhood Support Group

	Rolleston	Leeston	Darfield	Lincoln
Yes	16%	20%	53%	19%
No	83%	80%	44%	81%
Don't know	2%	0%	2%	0%

13.7.3 Physical Activity

Table 13-82 Number of Days in Past Seven Days Involved in Physical Activity

	Rolleston	Leeston	Darfield	Lincoln
0 days	7%	3%	13%	16%
1 days	4%	9%	7%	5%
2 days	13%	11%	2%	9%
3 days	14%	20%	7%	16%
4 days	9%	6%	2%	9%
5 days	17%	6%	20%	9%
6 days	2%	0%	4%	2%
7 days	27%	29%	44%	28%
Don't know	6%	17%	0%	5%

13.7.4 Involvement in Community Groups

Table 13-83 Involvement in Clubs, Community Groups or Organisations

	Rolleston	Leeston	Darfield	Lincoln
Yes	51%	57%	73%	63%
No	49%	43%	27%	37%

Is this group in the local area, outside Selwyn, or on the Internet?

Table 13-84 Location of Clubs, Community Groups or Organisations Involved In

	Rolleston	Leeston	Darfield	Lincoln
In the local area	81%	100%	91%	89%
Outside the Selwyn District	0%	0%	3%	0%
On the Internet	19%	0%	6%	11%

Does this involvement include volunteer work?

Table 13-85 Volunteer work involved in Community Groups

	Rolleston	Leeston	Darfield	Lincoln
Yes	58%	60%	79%	70%
No	42%	40%	21%	30%

13.8 Civil Defence

Table 13-86 Rural fire control

	Rolleston	Leeston	Darfield	Lincoln
Very good	47%	39%	26%	33%
Good	34%	46%	53%	48%
Neutral	10%	4%	6%	6%
Poor	1%	3%	6%	3%
Very poor	0%	0%	0%	0%
Don't know	8%	8%	9%	9%

Table 13-87 Civil defence

	Rolleston	Leeston	Darfield	Lincoln
Very good	16%	21%	18%	12%
Good	31%	42%	44%	30%
Neutral	21%	15%	12%	27%
Poor	3%	4%	6%	6%
Very poor	1%	0%	0%	0%
Don't know	29%	18%	21%	24%

Table 13-88 Helping your community prepare for natural disasters

	Rolleston	Leeston	Darfield	Lincoln
Very good	13%	13%	12%	3%
Good	29%	26%	26%	24%
Neutral	23%	35%	32%	45%
Poor	12%	11%	12%	9%
Very poor	6%	3%	6%	9%
Don't know	17%	13%	12%	9%

Table 13-89 Helping your community recover from natural disasters

	Rolleston	Leeston	Darfield	Lincoln
Very good	18%	14%	9%	0%
Good	31%	26%	38%	24%
Neutral	21%	38%	29%	42%
Poor	10%	7%	9%	12%
Very poor	3%	4%	6%	9%
Don't know	17%	11%	9%	12%

Table 13-90 How Respondents Would Find Information about a Civil Defence Emergency, if they still had Power and a Landline Phone

	Rolleston	Leeston	Darfield	Lincoln
Newspaper	1%	0%	0%	3%
Radio	1%	0%	0%	3%
Talking with neighbours, friends or family	5%	17%	21%	12%
Internet	30%	22%	44%	30%
Facebook and/or Twitter	0%	0%	0%	0%
Calling the Council	14%	15%	15%	9%
Watching TV	18%	13%	18%	18%
Visiting a Council office or Civil Defence centre	6%	4%	3%	3%
Other	5%	14%	3%	6%
Don't know	4%	0%	0%	3%

Table 13-91 How Respondents Would Find Information about a Civil Defence Emergency, if they did not have Power and a Landline Phone

	Rolleston	Leeston	Darfield	Lincoln
Newspaper	0%	0%	0%	3%
Radio	48%	49%	50%	45%
Talking with neighbours, friends or family	17%	15%	35%	21%
Calling the Council on your mobile phone	1%	3%	3%	3%
Using your mobile to call people to find out information	10%	15%	18%	15%
Using your mobile to access the Internet	3%	3%	12%	3%
Visiting a Council office or Civil Defence centre	10%	19%	6%	12%
Other	8%	17%	21%	12%
Don't know	13%	6%	0%	9%

13.9 Living in the Selwyn District

Table 13-92 Length of Time Living in the Selwyn District

	Rolleston	Leeston	Darfield	Lincoln
Less than a year	12%	1%	6%	5%
1-2 years	21%	14%	5%	13%
2-5 years	30%	20%	5%	20%
5-10 years	1%	3%	0%	1%
More than 10 years	36%	63%	84%	61%

Table 13-93 Where Respondents had Moved From

	Rolleston	Leeston	Darfield	Lincoln
Christchurch	54%	46%	41%	62%
Other Canterbury	14%	13%	14%	10%
Other South Island	11%	15%	22%	14%
North Island	9%	20%	11%	10%
Overseas	11%	6%	11%	3%

Appendix 1: Survey Questionnaire

Questionnaire Number

Good <time of day>. I am <name> calling on behalf of the Selwyn District Council. May I speak to the member of this household aged 18 or over who most recently had a birthday?

If a new person comes to the phone, repeat the introduction above, then as follows:

Your phone number was chosen at random for this survey which aims to improve services in Selwyn District. Results will be analysed statistically and will not be individually identifiable. Are you happy to take part?

☐ Yes ☐ No (thank and close)

2. Thank you. Firstly, is anyone in this house an ELECTED or STAFF member of the Selwyn District Council, the Selwyn Central Community board or the Malvern Community Board?

- ☐ Yes (Politely end interview explaining that, to be impartial, the survey excludes homes that have someone connected to the Council)
☐ No

3. Selwyn District is divided into four electoral wards: Malvern; Selwyn Central; Springs; and Ellesmere. Which do you live in?

☐ Malvern ☐ Selwyn Central ☐ Springs ☐ Ellesmere ☐ DK/None

4. Do you live in a town, or in a rural area?

Town (Please name)
Rural (Please name)
Don't know/ None

1. Council Facilities

1.1 Roughly how many times in the past year - that is since last Queen's Birthday weekend - did you or a member of your household use or visit the following services and facilities in Selwyn?

INTERVIEWER: IF NONE, PLEASE NOTE DK/None

- | | |
|--|----------------------|
| a) A public swimming pool within Selwyn District (but not a school pool) | <input type="text"/> |
| b) A public park or reserve within the Selwyn District | <input type="text"/> |
| c) A children's playground (not a school one) | <input type="text"/> |
| d) A public hall or recreation centre (not a school one) | <input type="text"/> |
| e) A bus service in Selwyn District (not a school one) | <input type="text"/> |
| f) A public toilet within the Selwyn District | <input type="text"/> |
| g) A public library in Darfield, Leeston, Lincoln or Rolleston | <input type="text"/> |
| h) The mobile library or book bus | <input type="text"/> |
| i) A cemetery within the Selwyn District | <input type="text"/> |

1.2 On a scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor....

How do you rate the Council's performance in each of the following services?

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Public swimming pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Parks and reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Walkways and picnic spots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Children's playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Public halls and recreation centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Public libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Public toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Cemetery maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Waste Management

2.1 Roughly how many times in the past year - that is since last Queen's Birthday weekend - did you or a member of your household use or visit the Resource Recovery Park in Rolleston?

2.2 Does the Resource Recovery Park provide a good service for the district?

- ☐ Yes (skip to why) ☐ No (skip to why not) ☐ Don't know (skip to 2.3)

2.2a Why?

2.2b Why not?

On a scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor....

2.3 How do you rate the Council's performance in each of the following services? Please let me know if you do not receive the service.

INTERVIEWER: CODE DK/NA IF THEY DO NOT GET THE SERVICE

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Rubbish collection service	1	2	3	4	5	6
b) A place to take your rubbish for dumping and recycling	1	2	3	4	5	6
c) Collecting lawn, garden & food waste for compost	1	2	3	4	5	6
d) Recycling collection service	1	2	3	4	5	6

3. Water Services

READ OUT: The Council provides a number of water related services to its communities. The Council considers management of these services under its Five waters planning, which include drinking water supplies, wastewater (sewerage) schemes, water races (for stock and irrigation purposes), management of stormwater (involving the drainage, treatment and discharge of rainfall in urban areas) and managing the land drainage network (to reduce groundwater, mainly around the Te Waihora/ Lake Ellesmere area, to make land more suitable for farming and other purposes).

On a scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor....

3.1 How do you rate the Council's performance in each of the following services? Again, Please let me know if you do not receive the service.

INTERVIEWER: CODE DK/NA IF THEY DO NOT GET THE SERVICE

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Water races	1	2	3	4	5	6
b) Drinking water supplies	1	2	3	4	5	6
c) Sewerage and waste water	1	2	3	4	5	6
d) Urban stormwater services	1	2	3	4	5	6
e) Land drainage network	1	2	3	4	5	6

4. Land Transport

Yes No DK/None

4.1 Now along your street, road or property boundary, does the Council provide:

a) A sealed road	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) A footpath	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Streetlights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.2 On a scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor.... How do you rate the Council's performance in each of the following services?

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Town streets	1	2	3	4	5	6
b) Footpaths	1	2	3	4	5	6
c) Cycleways and safe cycling routes	1	2	3	4	5	6
d) Making the district's Roads and intersections safer	1	2	3	4	5	6
e) Maintaining rural roads (That is country roads, not the state highway or town streets)	1	2	3	4	5	6
f) Promoting road safety awareness	1	2	3	4	5	6
g) Issuing and renewing driver licenses	1	2	3	4	5	6

4.3 The New Zealand Transport Agency has recently decreased their funding to Selwyn District Council for roading costs. Given this, should we...

- ☐ Not cover any decreases in government funding, which would see the standards of our roads decline (e.g. more potholes, rougher roads)
☐ OR Spend more ratepayer sourced funds on roading so that our roads can at least be maintained to a similar standard as they are now
☐ DO NOT READ OUT Don't know/ can't comment

5. Resource Management and Building Consents

5.1 On a scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor.... How do you rate the Council's performance in each of the following services?

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Public health (e.g. noise control and inspecting food premises)	1	2	3	4	5	6
b) Processing and issuing resource consents	1	2	3	4	5	6
c) Responding to requests for land and property information	1	2	3	4	5	6
d) Processing and issuing building consents for building and renovation work	1	2	3	4	5	6
e) Carrying out building inspections	1	2	3	4	5	6

6. Planning for the Future

6.1 Planning for the future is one thing, carrying it out is another. Using the same scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor.... How do you rate the Council's performance at...

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Ensuring that Selwyn's town and countryside are developed in the best possible way?	1	2	3	4	5	6
b) Planning for the district's future?	1	2	3	4	5	6
c) Maintaining the rural character of the district?	1	2	3	4	5	6

INTERVIEWER: Sample A, continue. Sample B, skip to Section 8:

☐ Skip

7. Community and Wellbeing

7.1 Now I have a couple of "quality of life" questions.
How much do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	DK/None
a) I have a sense of community with the people in my local neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) My neighbourhood usually feels safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7.2 What, if any, would be the most likely safety concerns in your neighbourhood?



7.3 Neighbourhood Support Groups help build closer ties between neighbours, provide support (e.g. in emergencies) and create safe communities. Does your household belong to one?

☐ Yes ☐ No ☐ DK/None

Why/ why not?

7.4 On how many of the past 7 days were you physically active, for example, someone who does 15 minutes running or does 30 minutes of brisk walking?

7.5 Are you regularly involved in any clubs, community groups or organisations?

☐ No (skip to section 8)
☐ Yes

7.6 Is this group in the local area, outside Selwyn, or on the Internet?

☐ In the local area
☐ Outside the Selwyn District
☐ On the Internet

7.7 Does this involvement include volunteer work?

- ☐ No
☐ Yes

INTERVIEWER: Sample A, skip to priorities:

- ☐ Skip

8. Civil Defence

8.1 On a scale from 1 to 5 where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor.... How do you rate the Council's performance in each of the following services?

	Very good	Good	Neutral	Poor	Very poor	DK/None
a) Rural fire control	1	2	3	4	5	6
b) Civil defence	1	2	3	4	5	6
c) Helping your community prepare for natural disasters	1	2	3	4	5	6
d) Helping your community recover from natural disasters	1	2	3	4	5	6

8.2 If there was a Civil Defence emergency in the district and you still had power and landline phone (if you have one now), how would you find out information about the situation? *Do not prompt*

- ☐ Through the newspaper
☐ Through the radio
☐ By talking with neighbours, friends or family
☐ On the internet
☐ Through Facebook or Twitter
☐ By calling the Council
☐ By watching TV
☐ By visiting a Council office or civil defence centre
☐ Other: _____

8.3 If there was a Civil Defence emergency in the district and you did not have power and your landline phone wasn't working, how would you find out information about the situation? *Do not prompt*

- ☐ Through the newspaper
☐ Through the radio
☐ By talking with neighbours, friends or family
☐ By calling the Council on your mobile phone
☐ By using your mobile phone to call people to find out information
☐ By using your mobile to access the internet
☐ By visiting a Council office or civil defence centre
☐ Other: _____

9. Priorities

We would like you to consider how the Council prioritises the services it delivers to the community. Please rate each of the following services on a scale of 1 - 3 where 1 = should be low priority in Council spending, 2 = medium priority and 3 = should be high priority in Council spending:

	Low priority	Medium priority	High priority
9.1 Provision and maintenance of swimming pools	1	2	3
9.2 Provision and maintenance of parks and reserves	1	2	3
9.3 Provision and maintenance of children's playgrounds	1	2	3
9.4 Provision and maintenance of community halls and recreational centres	1	2	3
9.5 Provision and maintenance of public toilets within the district	1	2	3
9.6 Providing library services	1	2	3
9.7 Provision and maintenance of cemeteries	1	2	3
9.8 Provision of additional resource recovery parks	1	2	3
9.9 Provision and maintenance of rubbish, recycling and organic collection services	1	2	3
9.10 Maintenance of water races	1	2	3
9.11 Provision and maintenance of drinking water supplies	1	2	3
9.12 Provision and maintenance of sewerage & waste water management	1	2	3
9.13 Provision and maintenance of urban stormwater services	1	2	3
9.14 Maintenance of the land drainage network	1	2	3
9.15 Provision and maintenance of roads	1	2	3
9.16 Provision and maintenance of footpaths	1	2	3
9.17 Provision and maintenance of cycleways and safe cycling routes	1	2	3
9.18 Making the district's roads and intersections safer	1	2	3
9.19 Promoting road safety awareness	1	2	3
9.20 Planning for the district's future	1	2	3
9.21 Provision of rural fire services & Civil Defence emergency preparation	1	2	3
9.22 Communication with the community	1	2	3
9.23 Providing community information	1	2	3
9.24 Promoting tourism/ Visitor Information (if asked to clarify: encouraging visitors and locals to visit by providing information of activities and events)	1	2	3
9.25 Economic development (if asked to clarify: this involves helping young school leavers find their future pathway with employment or further education, and promoting tourism to add dollars to our local economy)	1	2	3
9.26 Assisting community groups with advice and support (if asked to clarify: helping sport, recreation and community voluntary organisations to be their best)	1	2	3
9.27 Providing and facilitating youth activities (if asked to clarify: providing recreation and safe entertainment options for young people)	1	2	3
9.28 Promoting and supporting arts and culture (if asked to clarify: this involves raising awareness of and supporting Selwyn heritage, activities and events, and encouraging visitors and locals to visit by providing information about activities and events)	1	2	3
9.29 Maintenance of the Council's website (www.selwyn.govt.nz)	1	2	3

10. Overall Satisfaction

10.1 Using the same scale of very good to very poor, how do you rank the Council's OVERALL performance?

- ☐ Very good ☐ Good ☐ Neutral ☐ Poor ☐ Very poor ☐ DK/None

Demographics

This brings us to the last section. These next questions will tell the Council whether we have interviewed a representative cross-section of the community.

D.1 How long have you lived in the Selwyn District?

- ☐ Less than a year ☐ 1 - 2 years ☐ 2 - 5 years ☐ 5 - 10 years ☐ More than 10 years

D.1a Why did you move to the Selwyn District?

D.1b Did you find it easy to settle in the district? Why/ why not?

D.1c Where did you live previously?

D.2 Do you or another occupant own this home, or is it rented, or some other arrangement?

- ☐ Owned or part owned
☐ Rented
☐ Other arrangements
☐ DK/None

D.3 How many people in this house are (1) in full time paid work, (2) in part time work, (3) unemployed and seeking work, or (4) not in paid work and not seeking work?

- | | |
|--------------------------------------|----------------------|
| a) Full time paid work | <input type="text"/> |
| b) Part time paid work | <input type="text"/> |
| c) Unemployed and seeking work | <input type="text"/> |
| d) Not in workforce | <input type="text"/> |

D.4 What is your age group?

- ☐ 18 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ 65+

D.5 Gender: *Interviewer do not ask*

- ☐ Male ☐ Female

D.6 And what is your employment status?

- | | |
|--|---|
| <input type="checkbox"/> Self employed | <input type="checkbox"/> Student (go to end) |
| <input type="checkbox"/> Salary or wage earner | <input type="checkbox"/> Unemployed and seeking (go to end) |
| <input type="checkbox"/> Retired (go to end) | <input type="checkbox"/> Other beneficiary (go to end) |
| <input type="checkbox"/> Full time homemaker (go to end) | <input type="checkbox"/> DK/None (go to end) |

D.7 What is your main type of work?

Occupation (e.g. driver, farmer, teacher etc)

Industry/ Sector:

- | | | |
|--|--|--|
| <input type="checkbox"/> Sales | <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Education |
| <input type="checkbox"/> Health and Community Services | <input type="checkbox"/> Distribution | <input type="checkbox"/> Engineering |
| <input type="checkbox"/> Agriculture/ Horticulture | <input type="checkbox"/> Service | <input type="checkbox"/> IT & Communication |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Hospitality and Tourism | <input type="checkbox"/> Professional Services |
| <input type="checkbox"/> Other: <input type="text"/> | | |

And is your main office or workplace within Selwyn District or in some other place?

- ☐ Within Selwyn
☐ Christchurch
☐ Ashburton
☐ Waimakariri
☐ Other:

From time to time we hold focus groups/ group discussions. If the topic was of interest to you, would you be interested in attending?

- ☐ Yes
☐ No

Email Address:

Name: Number called:

Thank you very much. That completes the survey. If you would like to discuss any aspect of it, please phone the survey manager at the Selwyn District Council on 347 2800 or 318 8338.

Interviewer: Date: