

Selwyn District Council Residents' Opinion Survey

Research Report

June 2014





Contents

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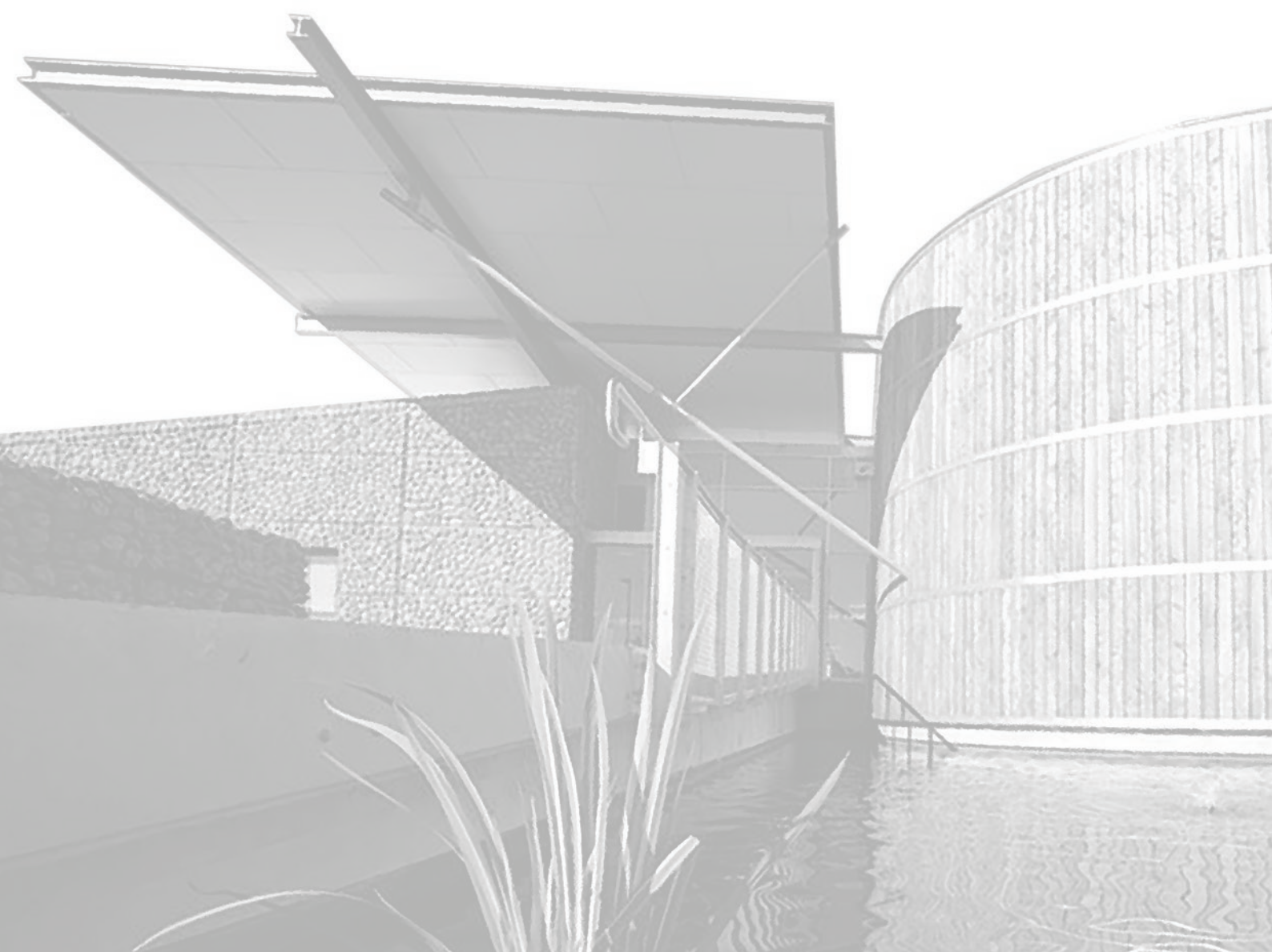
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1 Key Findings

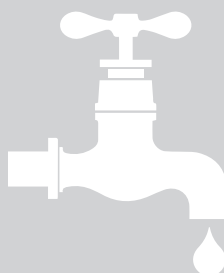
Overall, Selwyn residents report a high level of satisfaction with the Council's service provision. Satisfaction with most aspects of service has been increasing over the past decade, which shows that Selwyn has continued to provide good service in the face of large-scale growth.

Key findings from this research are as follows:



94%
Satisfaction with
rubbish collection

According to the residents surveyed, waste management is the area where Council provides the best service to residents. Nearly all (90%) of residents were provided with rubbish and recycling collection, and half (49%) choose to receive organic collection. Satisfaction was 94% with rubbish and 91% with recycling among those who received collection services.



There was a high level of satisfaction with water supplies (77%), and the sewerage and waste water service (69%). Satisfaction with the water supplies has risen between 2013 and 2014. In contrast, 40% of residents surveyed were satisfied with water rates.



Satisfaction on all land transport measures has decreased between 2013 and 2014. In particular, surveyed satisfaction is lowest with cycleways and safe cycling routes (33% satisfied), and on the measure of maintenance of rural roads (30% satisfied).



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55%

of residents visit a swimming pool, up from 12% in 2013

Residents surveyed are satisfied with community facilities, particularly parks and reserves (83% satisfied). The opening of the Selwyn Aquatic Centre may have had an effect on residents' pool use, as 55% had visited a Council-provided pool in the previous year (up from 12% in 2013).



Diverging opinions of service levels between rural and urban residents.

Clear differences are beginning to emerge between rural areas of the district and the peri-urban fringe around Christchurch City. Residents self-identified as living in a town or rural area, and when survey results are contrasted between the two groups, diverging opinions of service levels can be seen (particularly where provision differs between rural areas and towns).

Community feeling is also being affected by the growth in the District. In both 2012 and 2013, 78% of Selwyn residents agreed that they had a sense of community with people in their neighbourhood. This decreased to 64% in 2014.



Residents sense of community with their neighbours is being affected.



Residents aged 35 – 64 tended to be less satisfied with Council services.

Among the different age groups, residents aged 35 – 64 tended to be less satisfied with Council services.



89%
support keeping council-managed areas smoke-free

While around half of residents (47%) are aware of the Council's Smoke-free Policy, the majority (89%) support keeping parks, sports grounds and playgrounds smoke-free. A majority (82%) also support extending the policy to other Council-managed areas.



Problem gambling is a minimal issue in Selwyn, and only a quarter of residents have ever used a gaming machine.

Responses on residents' gaming machine use indicate that these are in line with usage nationally. Problem gambling is a minimal issue in Selwyn, and only a quarter of residents have ever used a gaming machine. More residents felt gambling caused harm to the community than thought it was harmless or beneficial, indicating support for restrictive gambling policy.

2 Research Context and Design

2.1 Research Context and Objectives

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 a population of 44,595¹ in March 2013. Population estimates for 2014 are not yet available. Selwyn District is one of the strongest performing local authorities in the country, with consistent population and economic growth.

Since the Canterbury earthquake series of 2010-2011, Selwyn's population has increased as Christchurch residents took the opportunity to move to a more geologically sound area. In fact, Selwyn's population grew by 33% between 2006 and 2013. The largest towns in the district are Rolleston, Leeston, Lincoln and Darfield, and the district is separated into four wards (Selwyn Central, Malvern, Ellesmere and Springs). While Selwyn's population has traditionally been more rural than urban, this is changing as residential areas are developed in the north-eastern part of the district (near Christchurch).

The Selwyn District Council (the Council) Residents' Opinion Survey is a key monitoring tool, providing information for the Council's annual District Plan as well as providing the Council with foresight into emerging issues in the community. The two key objectives for the 2014 Residents' Survey were:

- To gather robust and representative data on resident satisfaction with the services and activities that the Council is responsible for; break these down by ward and theme; and measure trends from previous years.
- To provide insights into how the Council can best invest its resources to improve service levels and resident satisfaction in the future, particularly for core activities.

2.2 Research Design

The 2014 Selwyn District Council Residents' Opinion Survey was conducted by a telephone survey designed to obtain the views of the Selwyn Community. A random database of telephone numbers was obtained covering the Selwyn area. This included a sample from Research First's cellphone-only database. After piloting the survey to ensure consistency and respondents ability to comprehend and credibly respond to the questions, data collection took place between May 22nd and June 16th. 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.

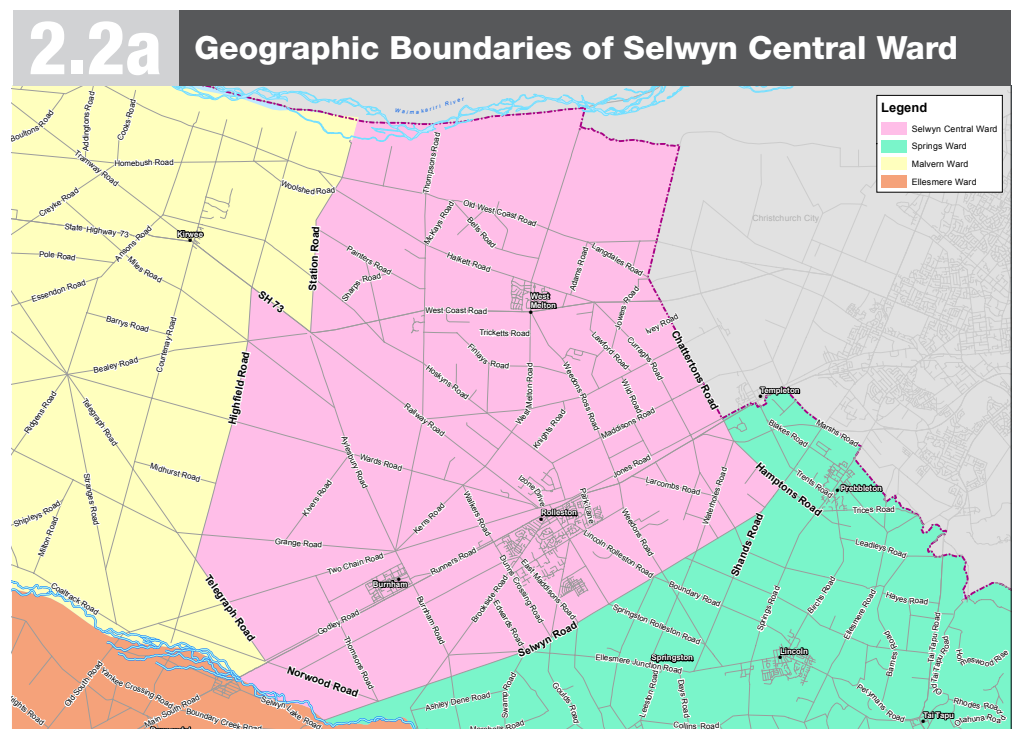
Following the completion of data collection, analysis was undertaken using SurveyPro™, and Q Professional™. Data have been analysed, and for all questions using Likert scales, the total number of satisfied respondents has been calculated. The total percentage of satisfied respondents (or respondents who agree to a statement) 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.

1. Census usually resident population count, Census 2013, Statistics New Zealand

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 2014. This may have an impact on purported trends. From 2012 to 2014, data were collected on a five-point scale, with a choice of 'very good', 'good', 'neutral', 'poor' and 'very poor'. 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. As residents prioritised the services provided by the Council, these priority scores have also been included in the sections of the report they relate to.

The 2014 Selwyn Residents Survey involved 1004 completions. The maximum margin of error from the sample is 3.1%², and as such the data can be considered robust.

2.1 Sample and Margins of Error, by Ward		
Ward	Sample (n)	Margin of error
Ellesmere	152	7.9%
Malvern	190	7.0%
Selwyn Central	402	4.8%
Springs	260	6.0%
Total	1004	3.1%

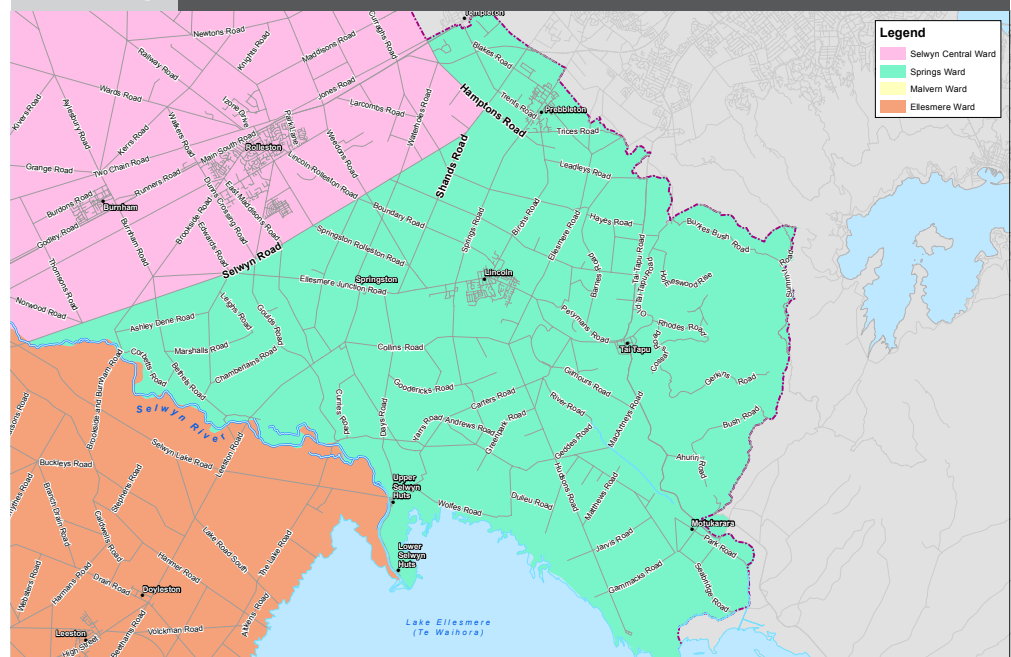


2. Maximum margin of error for a 50% sample at the 95% confidence interval

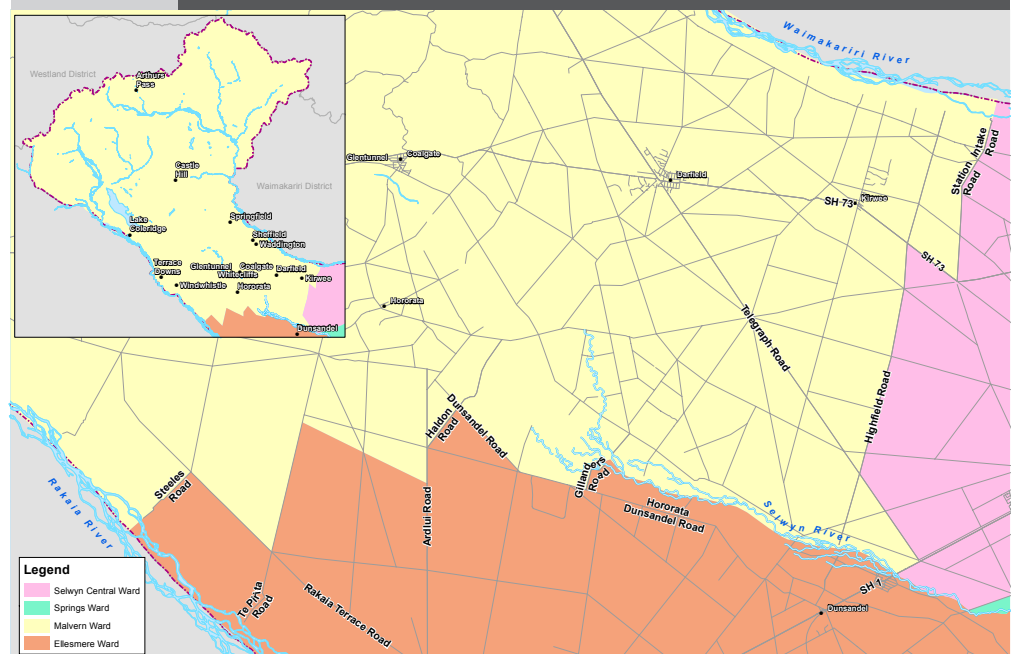


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2.2b Geographic Boundaries of Springs Ward



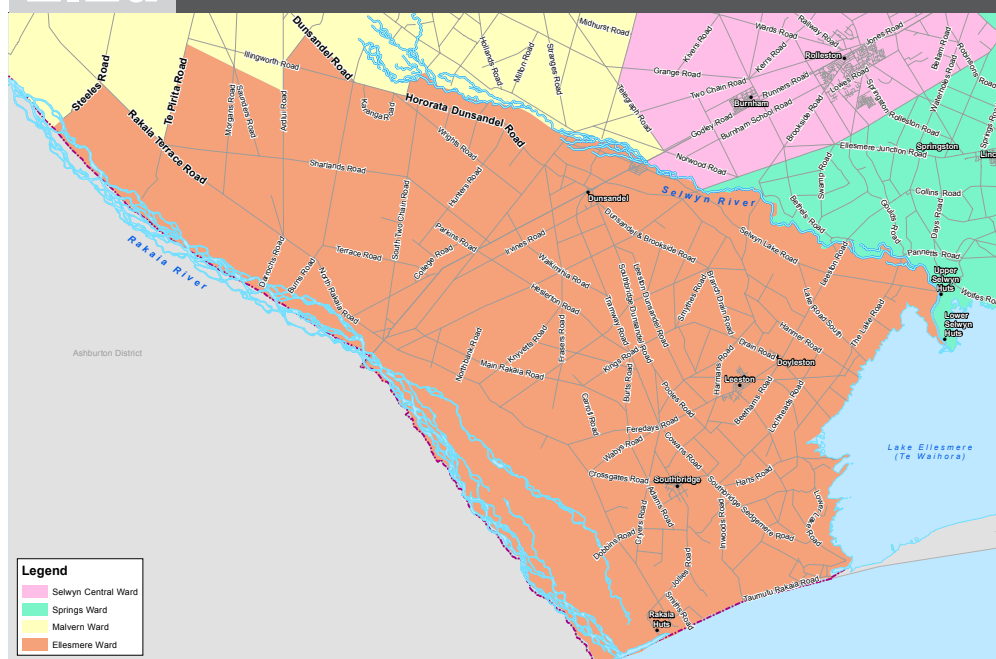
2.2c Geographic Boundaries of Malvern Ward





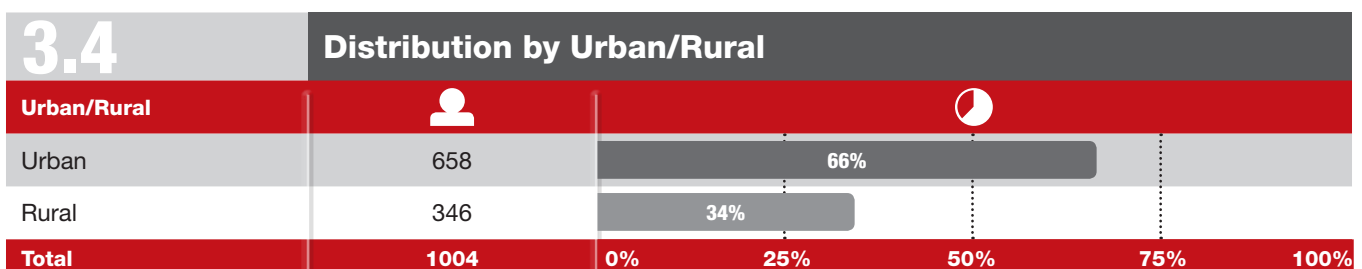
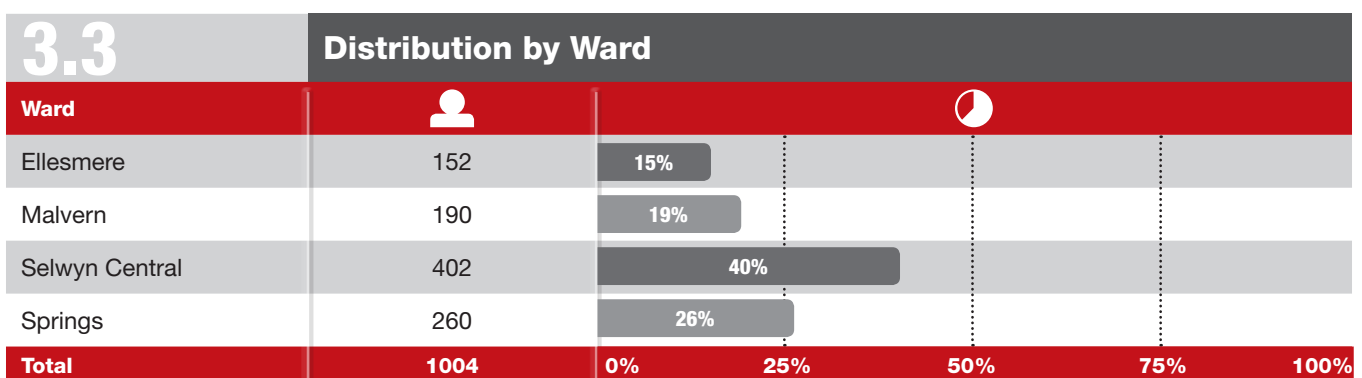
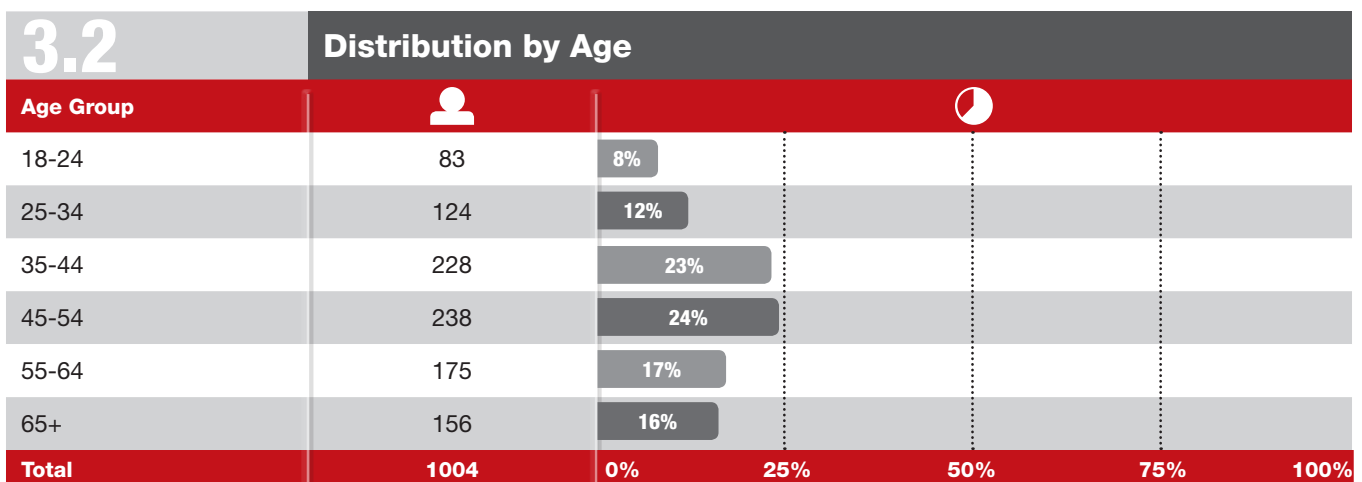
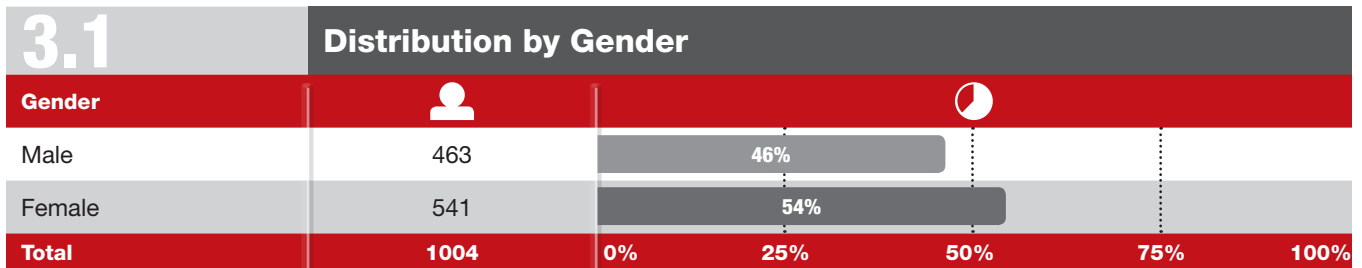
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2.2d Geographic Boundaries of Ellesmere Ward



3 Demographics of Research Sample

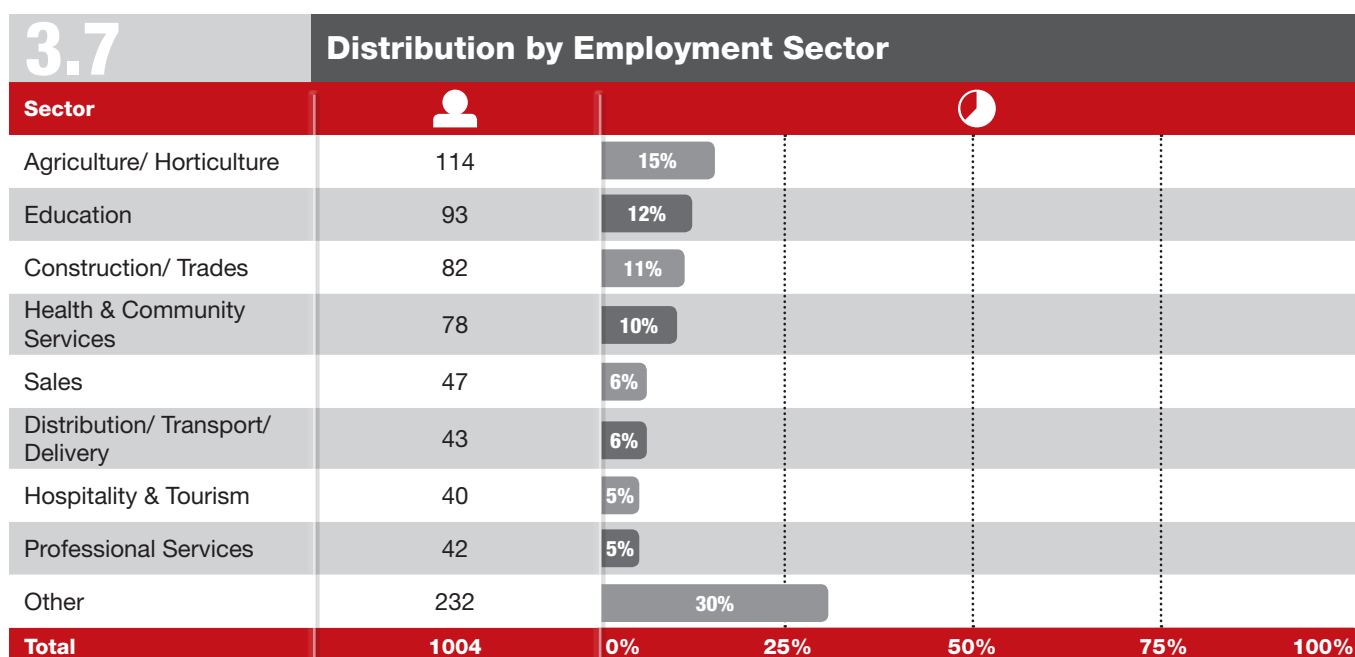
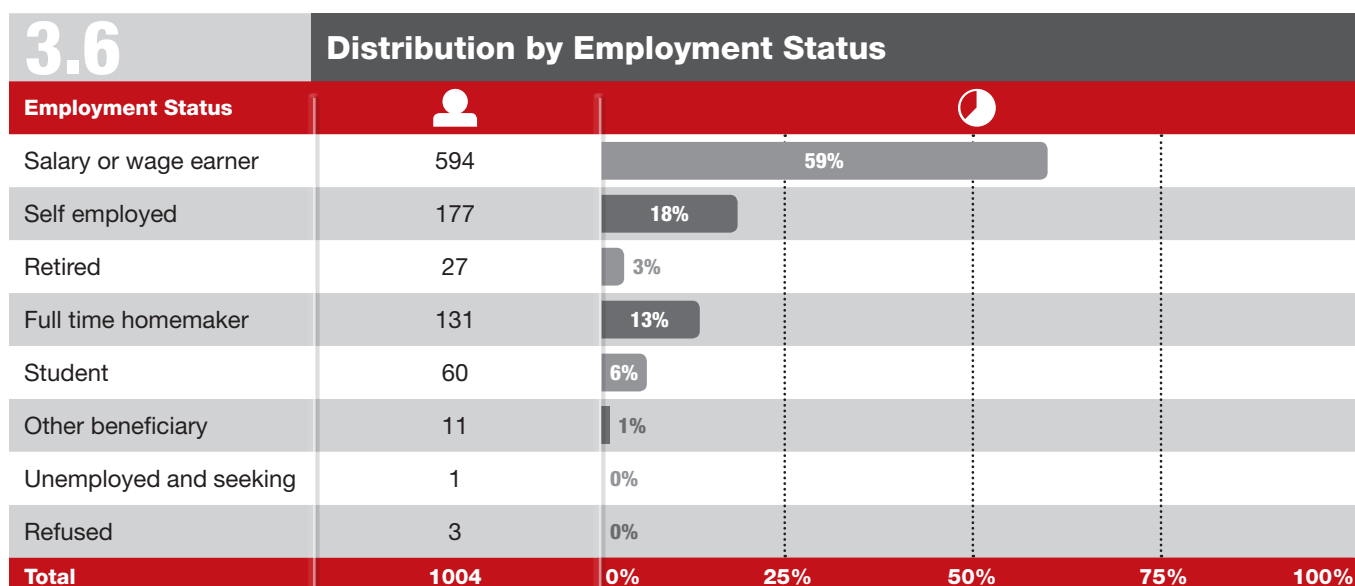
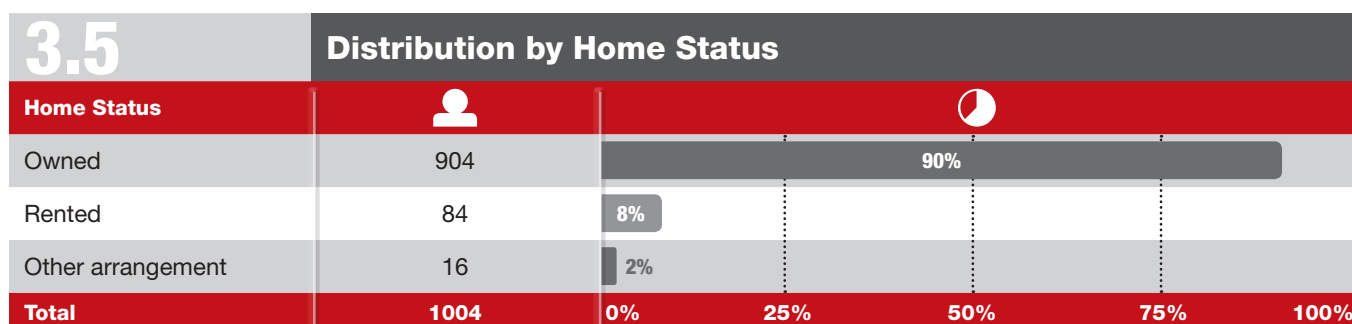
The sample achieved provides both statistically robust results for the district as a whole, and representative results by the wards. The sample is also statistically significant by age and gender of participants.



 Number of Respondents  Percentage of Respondents



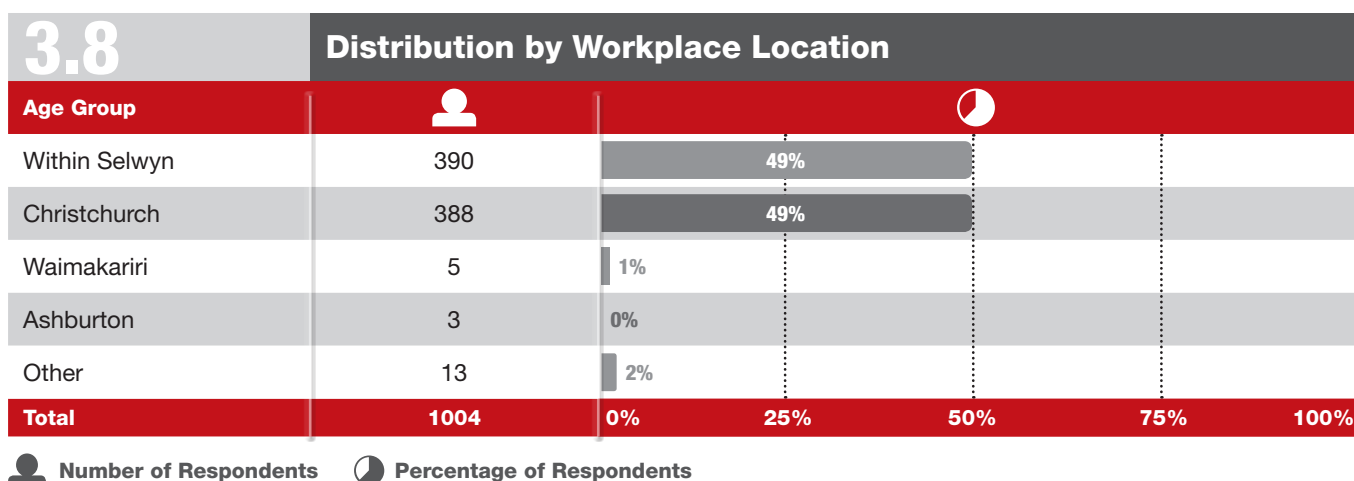
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Number of Respondents Percentage of Respondents

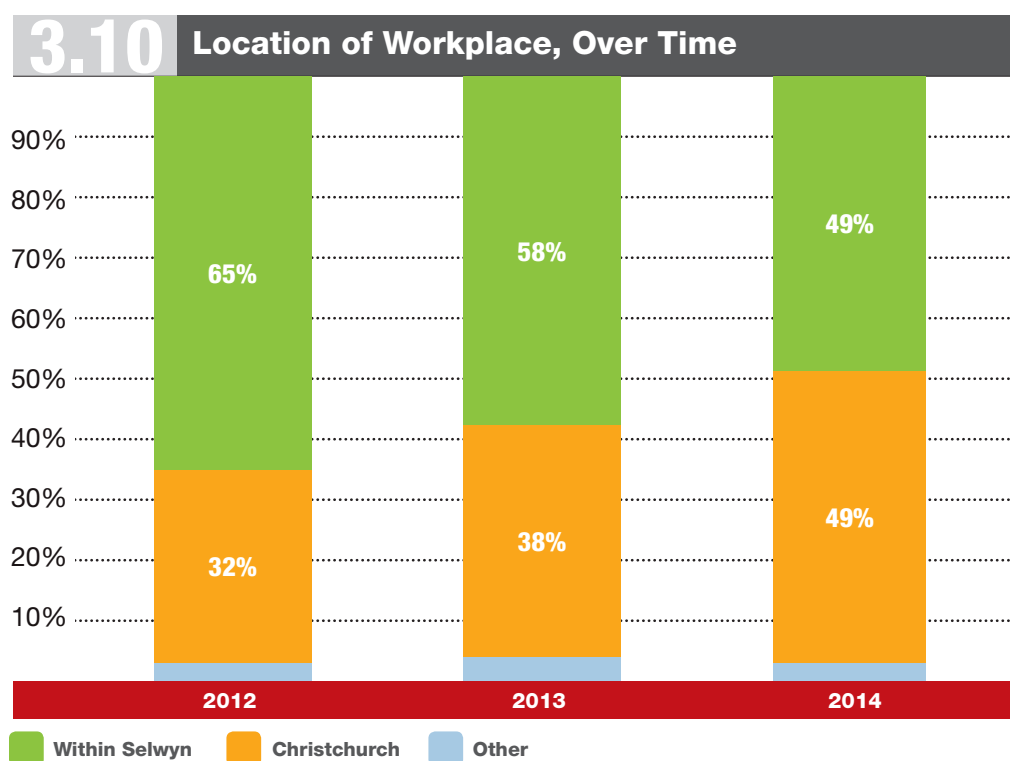


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3.9 Location of Workplace, by Location

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Within Selwyn	49%	40%	45%	68%	58%	44%	57%
Christchurch	49%	58%	51%	30%	41%	53%	40%
Other	3%	3%	5%	2%	1%	2%	3%



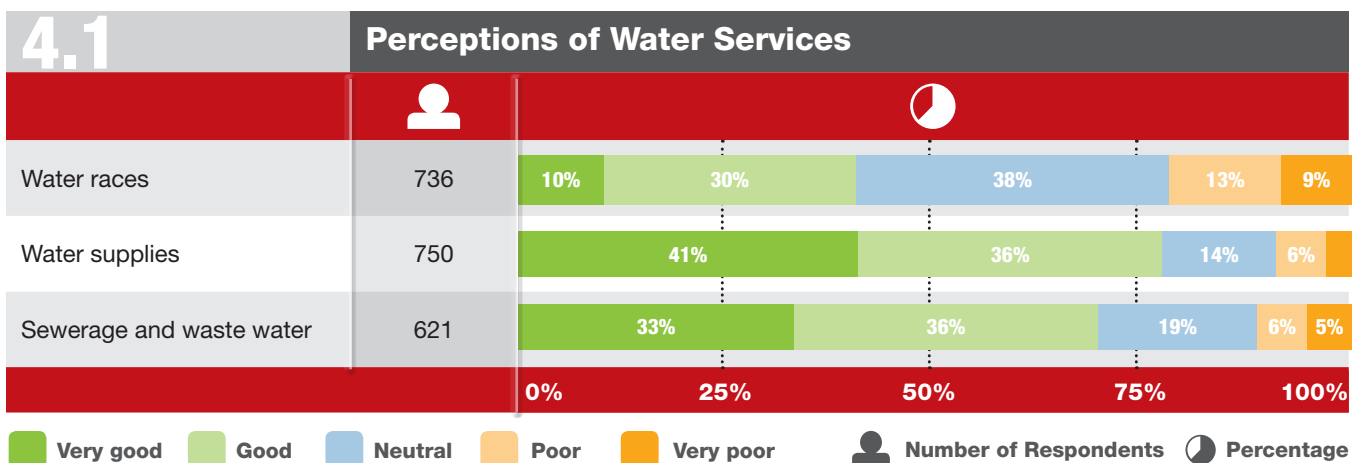
4 Water Services



Respondents were asked to rate the Council's performance across the following services:

1. Water Races;
2. Water Supplies; and
3. Sewerage and Waste Water.

Satisfaction regarding water supplies and sewerage and waste water services was high, with 77% of respondents feeling water supplies were good or very good, and 69% feeling the sewerage service was good or very good. In contrast, just 40% of respondents were satisfied with water races.



In rural areas, satisfaction with water races decreased to 31%, compared to 46% among urban respondents. Satisfaction was significantly lower in Ellesmere than in other wards. Satisfaction with water races has plateaued in 2014, after increasing since 2009.

4.2 Perceptions of Water Services, by Location (Good and Very Good Responses)

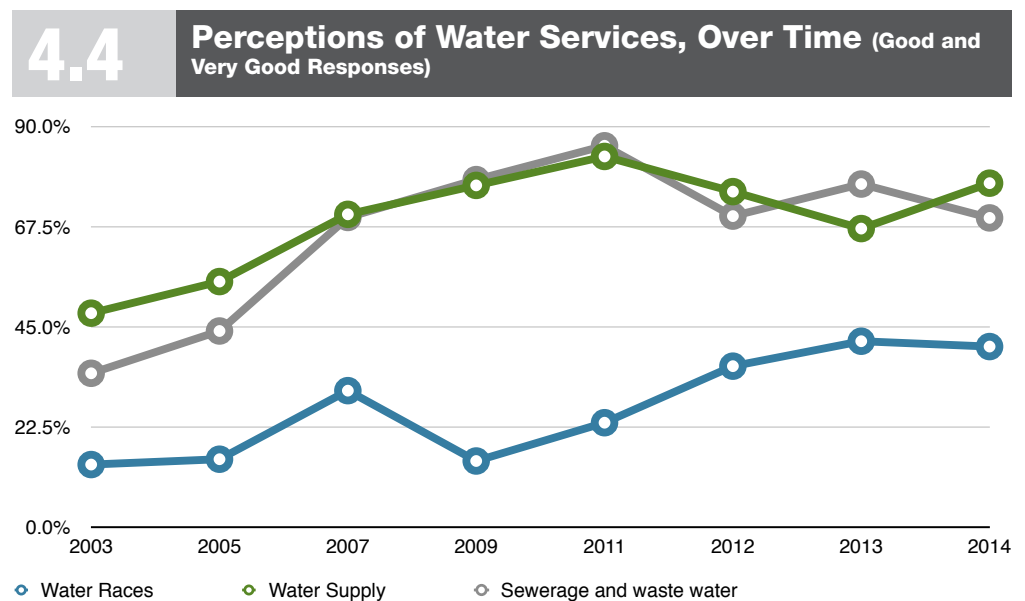
	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Water races	40%	49%	39%	19%	38%	46%	31%
Water supplies	77%	86%	86%	74%	55%	81%	61%
Sewerage and waste water	69%	79%	73%	55%	44%	75%	43%

It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones.

Town residents were more satisfied with water supplies than rural residents. This is likely to be because not all residents are provided with all services, and those who do not receive a service such as water supplies may have no or a lower opinion of it. Satisfaction was lowest in the Malvern area. Satisfaction with water supplies rose in 2014, recovering from a declining trend between 2011 and 2013.

Similarly, town residents were more satisfied with sewerage and waste water services. Satisfaction was lowest in the Malvern Ward, and highest in Selwyn Central.

4.3	Perceptions of Water Services, by Age and Gender (Good and Very Good Responses)							
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Water races	47%	48%	38%	37%	38%	42%	44%	37%
Water supplies	84%	82%	77%	77%	69%	80%	79%	76%
Sewerage and waste water	66%	72%	71%	64%	72%	74%	73%	66%



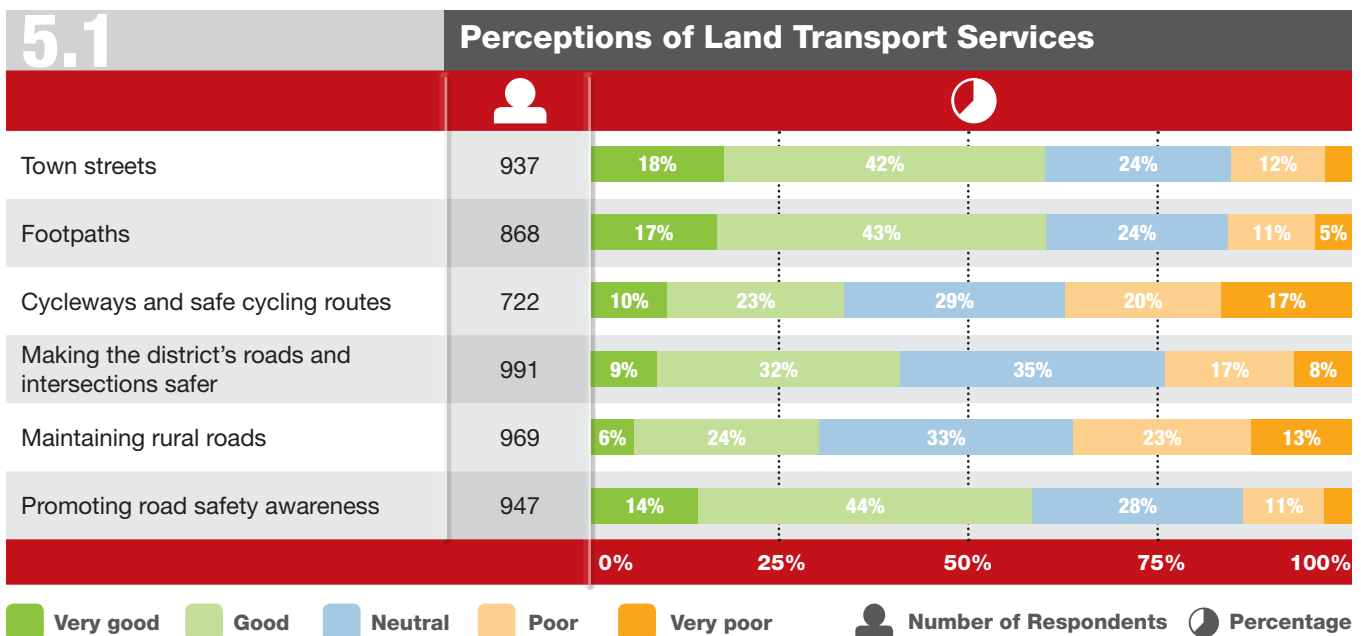
5 Land Transport



Respondents were asked to rate the Council's performance across the following services:

1. Town Streets;
2. Footpaths;
3. Cycleways and safe cycling routes;
4. Making the district's roads and intersections safer;
5. Maintaining rural roads³; and
6. Promoting road safety awareness.

Satisfaction with all services has declined since 2013 (see Figure 5.4). Note that not all residents use all services, and those who do not use a service (such as cycleways) may have no or a lower opinion of it. Respondents were most satisfied with town streets (60% satisfied) and footpaths (60%). Town streets were most satisfactory in Selwyn Central (65%) and least satisfactory in Malvern (54%). Footpaths were also most satisfactory in Selwyn Central (66%) and least in Ellesmere (49%).



Satisfaction with town streets has remained relatively stable over the past three years, however satisfaction with rural roads has been declining over the same period. In 2014, more respondents were dissatisfied than satisfied with rural roads (36% dissatisfied, 33% satisfied).

3. Respondents were informed that this was 'country roads', not the state highways or town streets

Cycleways are another area of dissatisfaction among residents. In 2014, 37% were dissatisfied, compared to 33% satisfied. Satisfaction has been steadily declining since 2011. Respondents in Springs ward were more likely to feel that the Council's provision of cycleways was good or very good (50%).

Perceptions of road safety promotion and making the districts' land transport network safer were mixed. Respondents felt the Council is performing better at promoting safety awareness than at actually making roads and intersections safer (58% satisfied, and 41% satisfied, respectively).

5.2		Perceptions of Land Transport Services, by Location (Good and Very Good Responses)					
	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Town streets	60%	65%	58%	56%	54%	62%	55%
Footpaths	60%	66%	61%	49%	54%	60%	59%
Cycleways and safe cycling routes	33%	28%	50%	23%	23%	35%	29%
Making the district's roads and intersections safer	41%	42%	38%	46%	37%	44%	35%
Maintaining rural roads	30%	35%	29%	26%	24%	34%	23%
Promoting road safety awareness	58%	58%	55%	67%	54%	60%	54%

It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones.

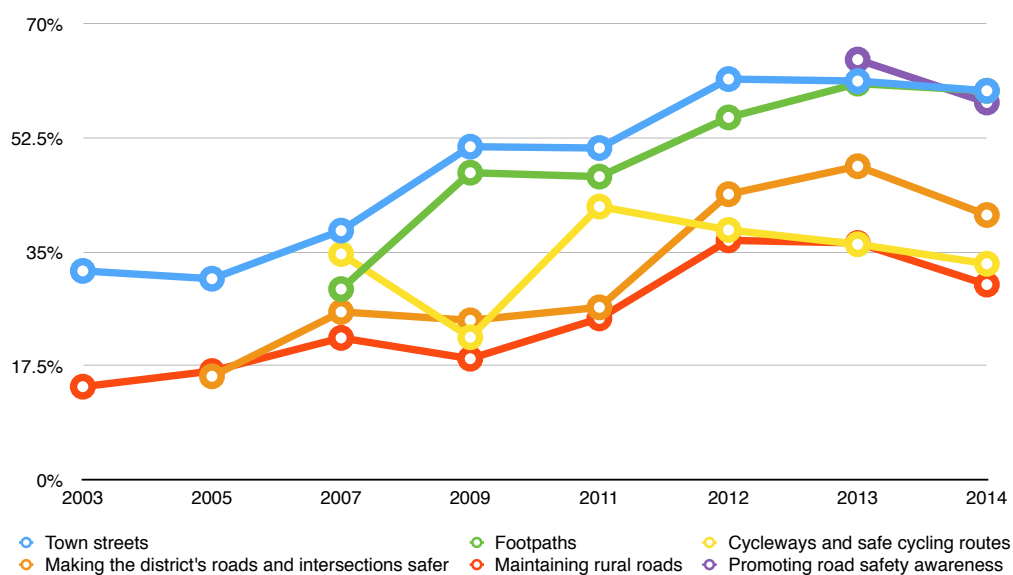
5.3		Perceptions of Land Transport Services, by Age and Gender (Good and Very Good Responses)						
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Town streets	59%	73%	61%	55%	59%	55%	58%	61%
Footpaths	77%	68%	55%	53%	66%	54%	62%	58%
Cycleways and safe cycling routes	45%	34%	30%	26%	36%	43%	35%	31%
Making the district's roads and intersections safer	59%	47%	41%	33%	38%	40%	42%	39%
Maintaining rural roads	37%	34%	29%	26%	28%	33%	31%	29%
Promoting road safety awareness	58%	62%	59%	53%	53%	66%	55%	60%



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5.4

Perceptions of Land Transport Services, Over Time (Good and Very Good Responses)



6 Waste Management



6.1 Use of and Access to Waste Management

Respondents were asked to provide information regarding their use of, and perception of the waste management services provided by the Council. Information was sought regarding access to and perceptions of rubbish collection, recycling collection, organic waste collection, and the Resource Recovery Park.

Responses demonstrated that those in towns were more likely to have rubbish collection services available than those in rural areas. Access to rubbish and recycling services was almost universal among those living in a town, while four out of five rural respondents received rubbish and recycling services. Organic waste collection services were less commonly available, being provided to two-thirds of town respondents. Please note that organic waste collection is a user-pays service, which residents can opt into. It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones. Some rural respondents reported having organic collection services, although the Council does not provide organic collection to rural areas. This discrepancy may be because residents self-identified as living in a town or rural area. Those in Ellesmere were the least likely to have access to waste management services.



6.2 Provision of Waste Collection Services, by Location

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Rubbish collection	90%	98%	91%	75%	85%	97%	78%
Recycling collection	91%	98%	92%	78%	86%	97%	79%
Organic waste collection	49%	59%	46%	45%	37%	67%	15%

Results demonstrated that the population who were most likely to use the Resource Recovery Park (RRP) were those from Selwyn Central, where 60% of respondents use the facility. Those who were least likely to use the RRP were from Malvern (23% used). Town respondents were more likely to use the RRP than rural respondents.

6.3

Use of the Resource Recovery Park, by Location

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Did not use	59%	40%	72%	62%	77%	56%	63%
Used 1-5 times	27%	37%	21%	28%	16%	28%	26%
Used 6-10 times	8%	14%	4%	5%	4%	9%	6%
Used 11-20 times	4%	5%	3%	3%	1%	4%	3%
Used Over 20 times	2%	4%	0%	2%	2%	3%	1%
Used (total)	41%	60%	28%	38%	23%	44%	37%

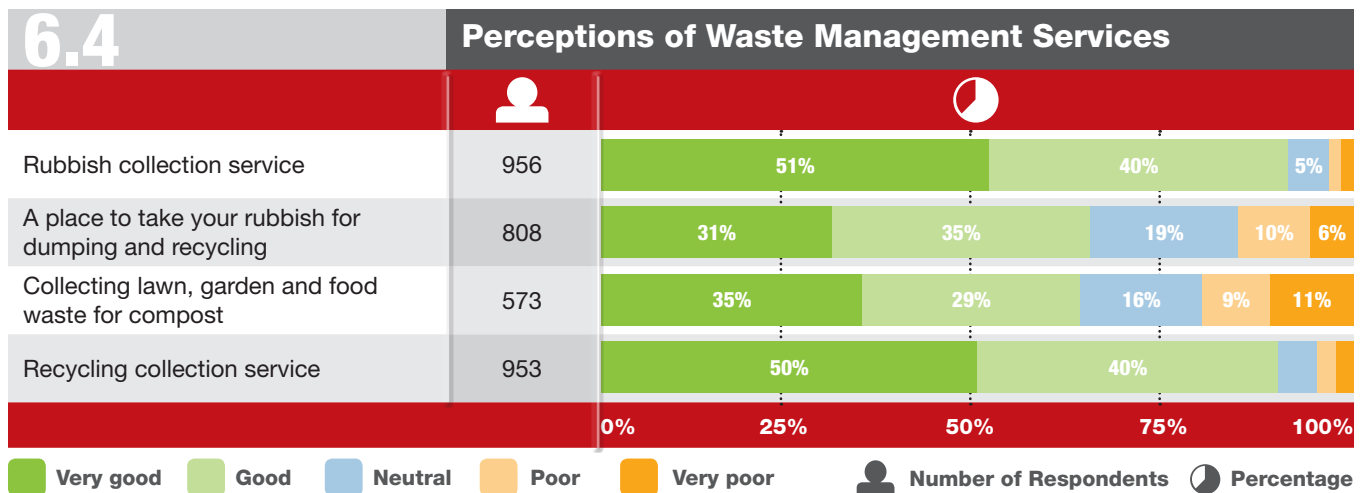
Council is clearly performing well at providing waste management services.

6.2 Perceptions of Waste Management Services

When asked to rate their level of satisfaction with waste management services, respondents were asked to rate four factors:

1. Rubbish collection services;
2. A place to take your rubbish for dumping and recycling;
3. Collection lawn, garden and food waste for compost; and
4. Recycling collection services.

Council is clearly performing well at providing waste management services. Note that not all residents use all services, and those who do not use a service (such as organic collection) may have no or a lower opinion of it. It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones. Across all four measures, more than half the population were satisfied with the Council's delivery of service. The most highly rated factor was the rubbish collection (91%), followed by recycling collection (90%). The lowest level of satisfaction was for organic collection (64%).



There were clear differences in perception of the waste management services based on the location of the respondents. Those in rural areas in all instances rated the services less positively than those in towns. Similarly, those in Malvern and to some extent Ellesmere were less positive, while those in Selwyn Central and to some extent Springs were more positive regarding waste management.

6.5 Perceptions of Waste Management Services, by Location (Good and Very Good Responses)

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Rubbish collection service	91%	94%	92%	87%	88%	94%	86%
A place to take your rubbish for dumping and recycling	65%	83%	55%	57%	43%	68%	58%
Collecting lawn, garden and food waste for compost	64%	76%	60%	60%	45%	73%	28%
Recycling collection service	90%	93%	92%	86%	84%	92%	86%

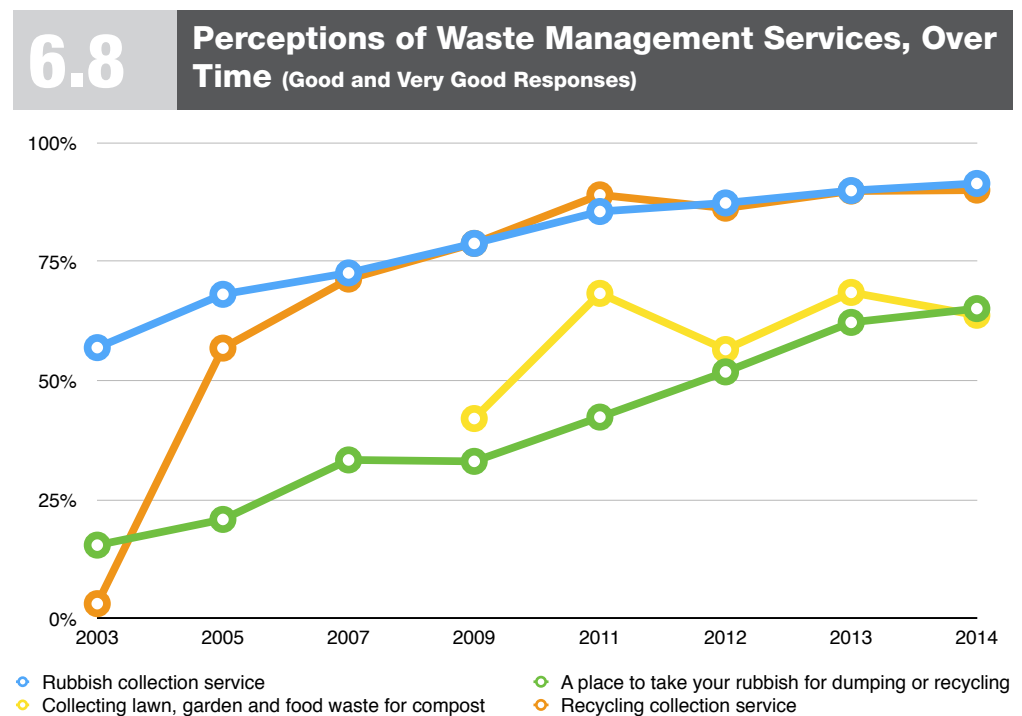
6.6 Perceptions of Waste Management Services, by Age and Gender (Good and Very Good Responses)

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Rubbish collection service	88%	94%	90%	91%	90%	95%	93%	90%
A place to take your rubbish for dumping and recycling	61%	72%	65%	61%	65%	69%	68%	63%
Collecting lawn, garden and food waste for compost	64%	70%	65%	59%	57%	72%	62%	65%
Recycling collection service	91%	87%	92%	88%	88%	95%	90%	90%

Table 6.7 shows satisfaction among residents who received a service. That is, this table only shows levels of satisfaction of those residents who previously identified that they were provided with rubbish, recycling or organic collection services. It is key to note that over 80% of users of rubbish and recycling collection and the Resource Recovery Park were satisfied, however this dropped to two-thirds of organic collection users.

6.7	Perceptions of Waste Management Services, by Provision (Good and Very Good Responses)	
	Did use/ Provided	Did not use/ Not Provided
Rubbish Collection	94%	27%
Transfer Station	83%	31%
Organic Collection	68%	5%
Recycling Collection	91%	28%

Satisfaction with the rubbish and recycling collection, and the Resource Recovery Park, have been on a continual upward trend since data collection began. The Council is clearly providing a high level of service for these areas, which has improved over time from 'good' to 'excellent'. Satisfaction with organic collection has fallen since 2013.



7 Community Facilities



The Council administers a range of community facilities, including pools, parks and reserves, public halls, cemeteries, and provides public toilets throughout the district.

7.1 Use of Recreational Facilities

Respondents were asked to provide information regarding their use of pools (other than school pools) and parks within the district. More than half of the population had used a swimming pool in Selwyn in the past year, a significant increase from 12% in 2013 and 9% in 2012. Swimming pools were most used by those in the Selwyn Central area (67%), where the new Selwyn Aquatic Centre is located. Swimming pools were used least by those in the Malvern ward (39%). In 2013, 3% of respondents used a swimming pool more than 20 times per year, which rose to 19% in 2014. Use of pools was lowest among those aged 55+.

7.1	Use of Swimming Pools, by Location						
	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Did not use	45%	33%	53%	45%	61%	41%	55%
Used 1-5 times	20%	19%	24%	19%	16%	20%	20%
Used 6-10 times	9%	11%	7%	7%	9%	9%	8%
Used 11-20 times	7%	9%	6%	7%	4%	8%	5%
Used Over 20 times	19%	28%	10%	22%	10%	22%	12%
Used (total)	55%	67%	47%	55%	39%	59%	45%

7.2	Use of Swimming Pools, by Age and Gender							
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Did not use	48%	32%	23%	45%	62%	70%	49%	42%
Used 1-5 times	27%	23%	19%	18%	17%	19%	20%	20%
Used 6-10 times	5%	11%	13%	11%	8%	1%	9%	9%
Used 11-20 times	7%	9%	11%	8%	3%	2%	6%	8%
Used Over 20 times	13%	24%	34%	18%	10%	8%	17%	21%
Used (total)	52%	68%	77%	55%	38%	30%	51%	58%

Three-quarters of residents had visited a park or reserve in Selwyn over the preceding year. This use was highest among residents in a township (83%).

7.3		Use of Parks and Reserves, by Location					
	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Did not use	24%	24%	20%	24%	28%	17%	36%
Used 1-5 times	20%	17%	22%	22%	23%	17%	25%
Used 6-10 times	11%	11%	10%	13%	12%	11%	11%
Used 11-20 times	10%	10%	9%	13%	9%	11%	8%
Used Over 20 times	35%	38%	39%	28%	28%	42%	21%
Used (total)	76%	76%	80%	76%	72%	83%	64%

7.4		Use of Parks and Reserves, by Age and Gender						
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Did not use	28%	10%	12%	28%	30%	37%	27%	21%
Used 1-5 times	22%	21%	15%	19%	25%	23%	19%	21%
Used 6-10 times	10%	9%	11%	10%	15%	11%	10%	12%
Used 11-20 times	10%	12%	12%	8%	8%	12%	12%	9%
Used Over 20 times	31%	48%	50%	36%	23%	18%	32%	38%
Used (total)	72%	90%	88%	72%	70%	63%	73%	79%

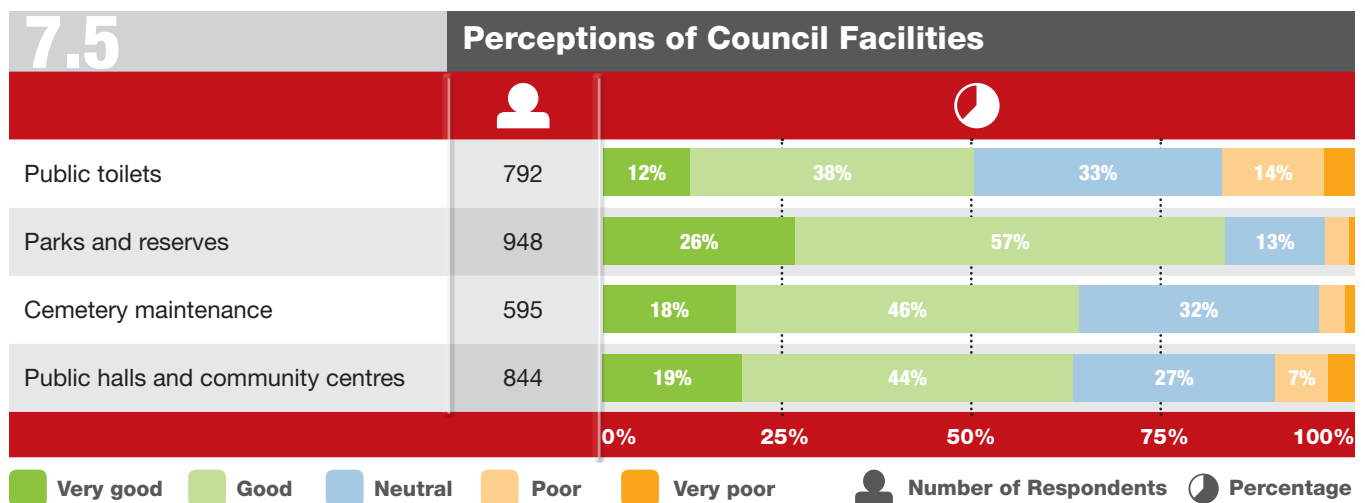
7.2 Perceptions of Council Facilities

Four types of council facilities were evaluated in the 2014 Residents' Opinion survey, being:

1. Public Halls and community centres;
2. Parks and Reserves;
3. Maintenance of Cemeteries; and
4. Public Toilets.

Of these facilities, satisfaction was highest with parks and reserves, where over eight of every ten respondents identified Council delivery of services as 'good' or 'very good'. Note that not all residents use all services, and those who do not use a service (such as public toilets) may have no or a lower opinion of it. Responses were also positive for maintenance of cemeteries (63%) and public halls (63%). Half (49%) of respondents were satisfied with public toilets. Satisfaction with parks and public halls has declined between 2012 and 2014. Few respondents felt the Council

was performing poorly, however around one-third of respondents were neutral on provision of public toilets (33%) and cemetery maintenance (32%), as was more than one-quarter on provision of public halls and community centres. Satisfaction with cemeteries has been declining since 2012. Satisfaction with public halls has been declining over a similar period.



7.6 Perceptions of Council Facilities, by Location (Good and Very Good Responses)

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Public toilets	49%	45%	44%	63%	53%	50%	49%
Parks and reserves	83%	84%	83%	83%	80%	86%	76%
Cemetery maintenance	63%	56%	66%	73%	63%	64%	61%
Public halls and community centres	63%	71%	67%	48%	51%	66%	55%

It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones.

7.7 Perceptions of Council Facilities, by Age and Gender (Good and Very Good Responses)

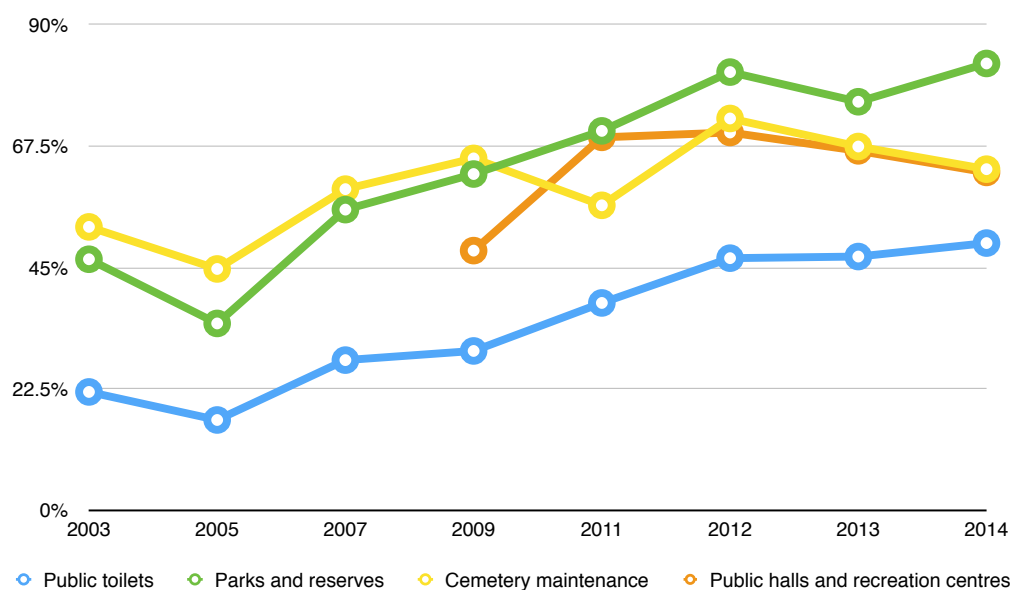
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Public toilets	52%	54%	46%	46%	48%	57%	51%	48%
Parks and reserves	86%	89%	87%	79%	78%	81%	83%	83%
Cemetery maintenance	63%	61%	53%	59%	69%	77%	69%	58%
Public halls and community centres	64%	65%	62%	53%	66%	74%	60%	65%



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7.8

Perceptions of Council Facilities, Over Time (Good and Very Good Responses)

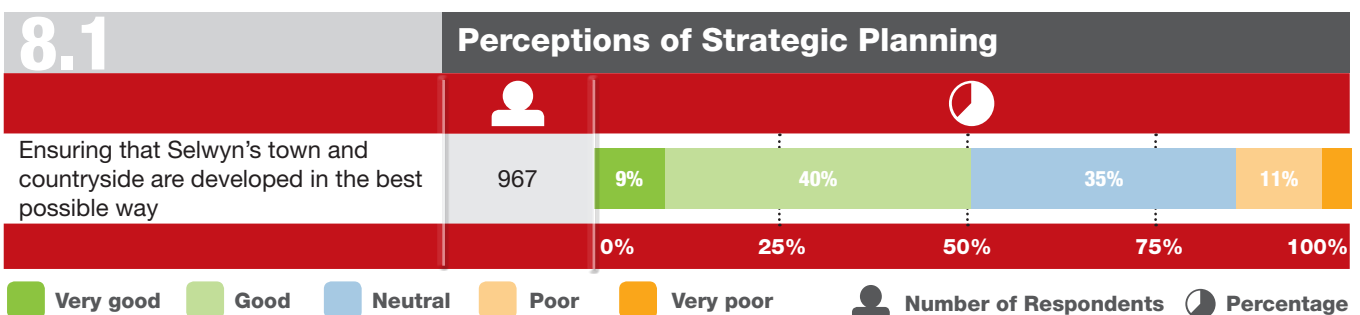


8 Strategic Planning



Respondents were asked to comment on the following statement: 'How is the Council doing so far at ensuring that Selwyn's town and countryside are developed in the best possible way?'

Overall, half of respondents rated the council's performance as 'good' or 'very good', compared to 15% who rated the performance as 'poor' or 'very poor'. One-third (35%) of respondents were neutral. Satisfaction with the Council's performance has been steadily increasing since data collection began, indicating continually improving performance in this area.



Satisfaction was highest in Selwyn Central (58%). In Malvern, just over one-third (36%) of respondents felt that the Council is ensuring development in the best possible way. Few participants (15%) felt that the Council's performance here was poor or very poor. One-third of respondents (35%) were neutral.

8.2 Perceptions of Strategic Planning, by Location (Good and Very Good Responses)

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Ensuring that Selwyn's town and countryside are developed in the best possible way	50%	58%	49%	44%	36%	51%	47%

It is important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones.

8.3 Perceptions of Strategic Planning, by Age and Gender (Good and Very Good Responses)

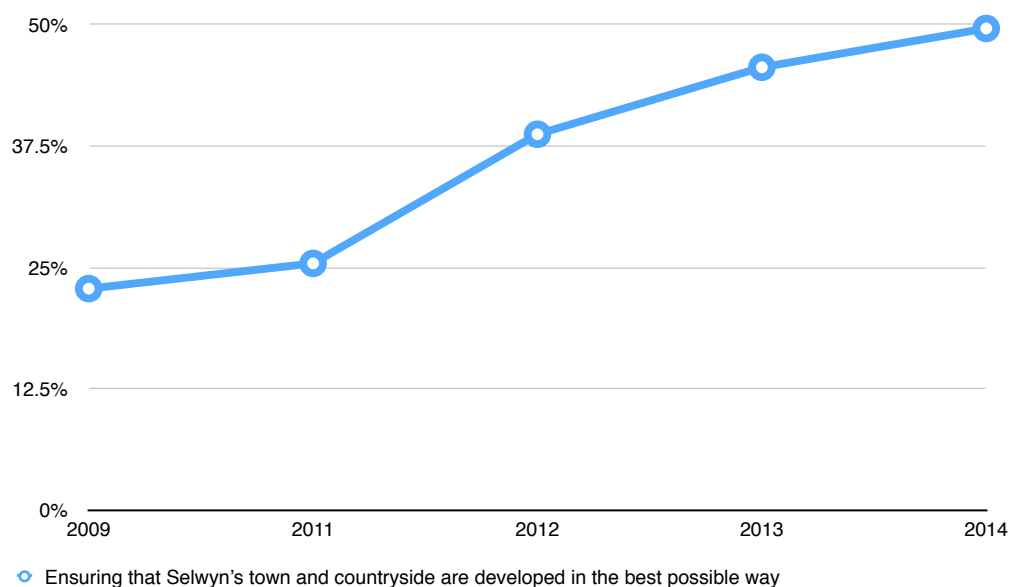
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Ensuring that Selwyn's town and countryside are developed in the best possible way	69%	54%	50%	41%	49%	51%	50%	50%



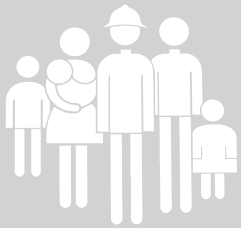
Research First

8.4

Perceptions of Strategic Planning, Over Time (Good and Very Good Responses)



9 Quality of Life



Questions were asked regarding perceptions of quality of life in the Selwyn District. Two specific areas were asked about:

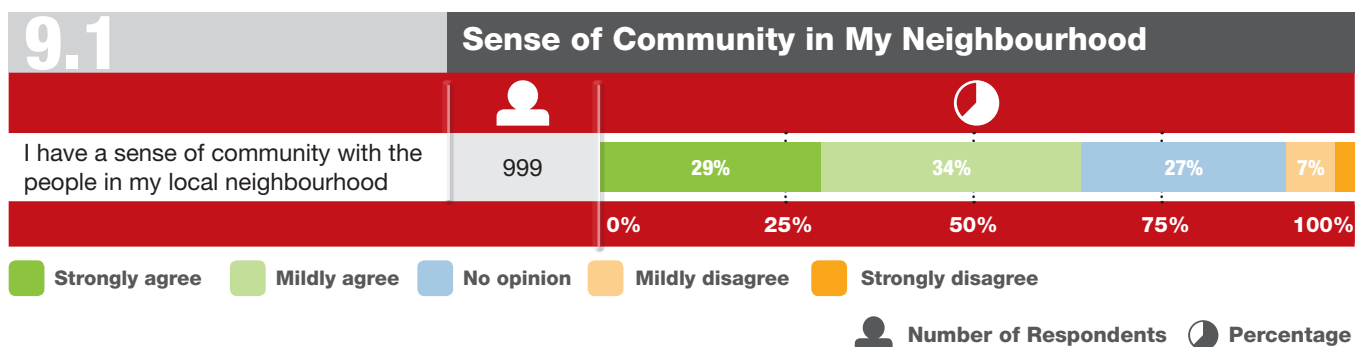
- A sense of community in the neighbourhood; and
- The physical activity undertaken by the respondent.

9.1 Sense of Community

Respondents were asked to rate their level of agreement that they have a sense of community with the people in their neighbourhood. This was asked on a simple Likert scale of one to five, where one = strongly agree and five = strongly disagree.

Agreement with this statement has fallen considerably since 2013 and 2012. In 2014, 64% of residents agreed that they had a sense of community with their neighbourhood, a drop of 14% from 78% in 2013 and in 2012. Sense of community was highest in Malvern (70%) and lowest in Selwyn Central (60%).

Declining sense of community could be related to growth rates, and the number of residents moving into each area. Selwyn Central has seen the largest growth rate between 2006 and 2013, when the ward grew from 11,382 residents to 17,343 residents (52%). The lowest growth rate was in Malvern, where the district grew from 6,582 residents in March 2006 to 7,788 in March 2013 (18%)⁴.



9.2 Sense of Community, by Location (Good and Very Good Responses)

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
I have a sense of community with the people in my local neighbourhood	64%	60%	64%	66%	70%	64%	64%

It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones.

4. Statistics New Zealand, Census usually resident population count, Census 2006 and 2013.

9.3

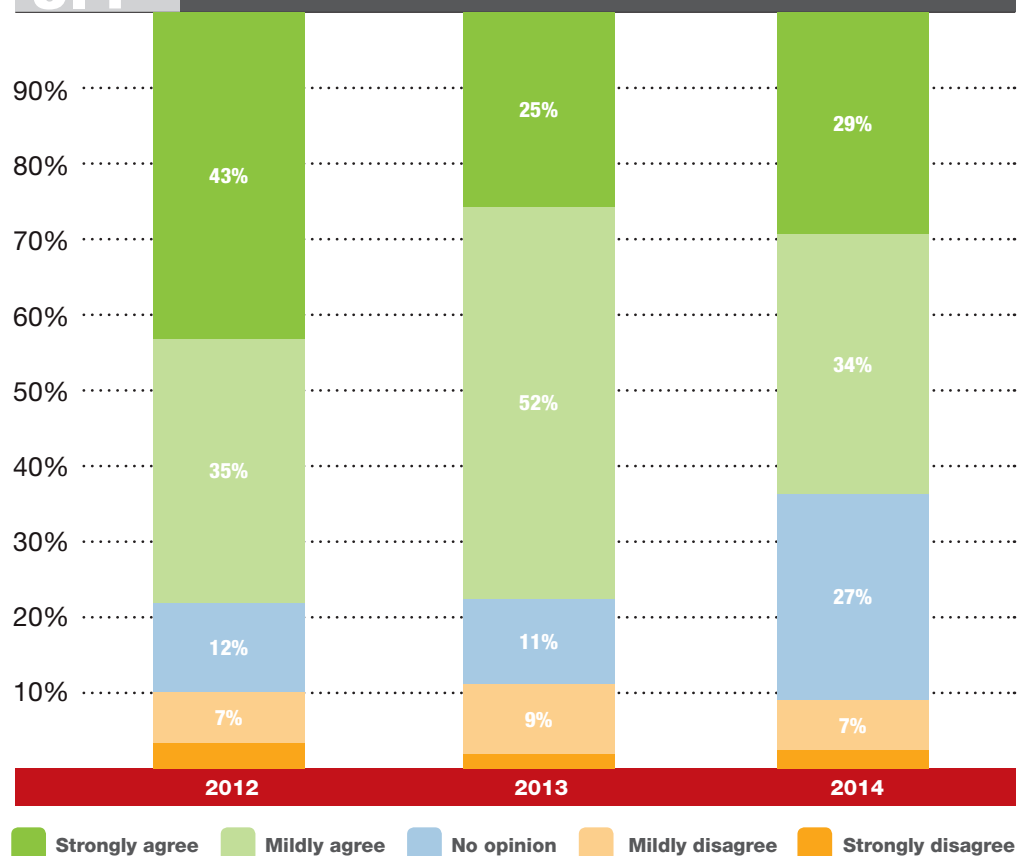
Sense of Community, by Age and Gender (Good and Very Good Responses)

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
I have a sense of community with the people in my local neighbourhood	52%	64%	70%	68%	55%	64%	62%	66%

The data shown over time does give a sense of how opinion on community has changed. While the number of those who 'strongly agree' and 'mildly agree' that they have a sense of community has decreased over time, the number of those who 'strongly disagree' and 'mildly disagree' has also decreased. It appears residents are now more neutral about the community in their neighbourhoods.

9.4

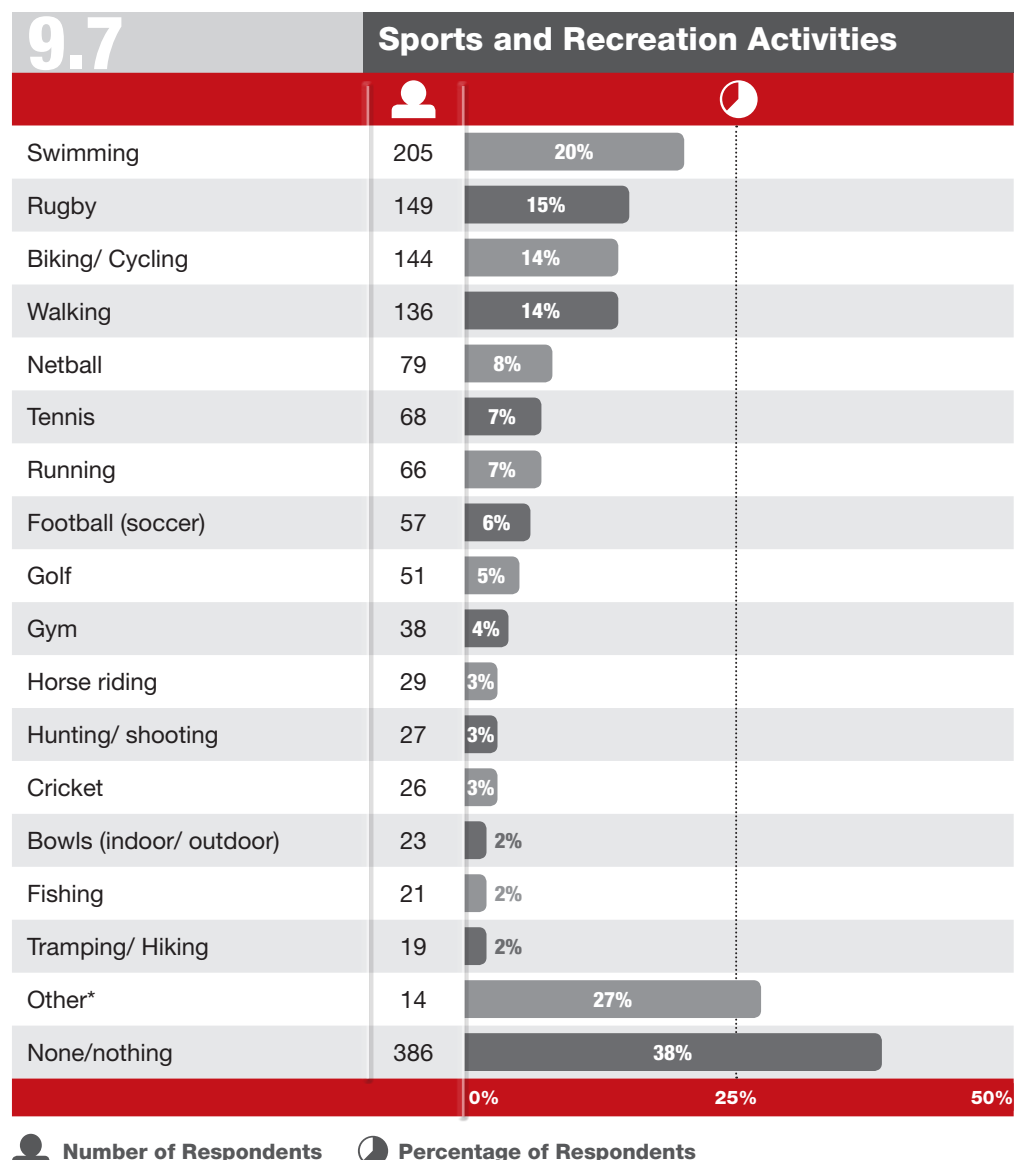
Sense of Community, Over Time





9.2 Physical Activity

Residents were asked to describe the sports and recreation activities they had participated in over the previous twelve months. Swimming was the most popular activity, mentioned by 20% of respondents. This could be due to the provision of the Selwyn Aquatic Centre; however as previous data is not available it is difficult to compare. Notably, 38% of respondents had not undertaken any sport or recreational activity. As respondents were not prompted for their responses, it is likely that this list is not comprehensive. Most respondents (who were active) participated in some form of activity between once and three times per week.



* Other responses included dog training (14), squash (14), library (13), community centre events/ classes (12), skiing/snowboarding (12), aerobics (11), basketball (11), boating (10), rollerblading/ rollerskating (10), Zumba (10), athletics (9), art (9), motor sports (9), dance (8), fairs/galas/markets (8), Scouts/Brownies/Adventurers (8), softball (8), gardening (7), hockey (7), parks/playgrounds/reserves (7), bootcamps (6), yoga/Pilates (6), active retirement group (5), martial arts (4), women's organization/ meeting (4), archery (3), badminton (3), climbing (3), duathlon/triathlon (3), remote control flying (3), spectating sports (30), Tai Chi (3), canoeing/kayaking (2), cards (2), four wheel driving (2), fire brigade activities (2), volleyball (2), picnics (2), group exercise (2), and once mentioned activities (13).



9.8	Sports and Recreation Activities, by Location						
	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Swimming	20%	24%	18%	23%	14%	22%	17%
Rugby	15%	13%	16%	13%	19%	16%	14%
Biking/ Cycling	14%	12%	23%	12%	10%	15%	14%
Walking	14%	11%	20%	11%	13%	16%	10%
Netball	8%	6%	9%	13%	6%	9%	6%
Tennis	7%	4%	11%	6%	7%	7%	6%
Running	7%	6%	8%	9%	5%	8%	4%
Football (soccer)	6%	8%	5%	3%	4%	6%	6%
Golf	5%	5%	7%	3%	5%	5%	5%
Gym	4%	3%	6%	6%	1%	4%	3%
Horse riding	3%	3%	3%	3%	3%	1%	6%
Hunting/ shooting	3%	2%	2%	7%	2%	2%	3%
Cricket	3%	2%	3%	1%	4%	3%	2%
Bowls (indoor/ outdoor)	2%	2%	3%	4%	2%	3%	2%
Fishing	2%	1%	2%	4%	2%	2%	2%
Tramping/ Hiking	2%	1%	2%	2%	3%	1%	3%
Other	27%	27%	33%	26%	19%	29%	24%
None/nothing	38%	41%	32%	34%	45%	36%	42%

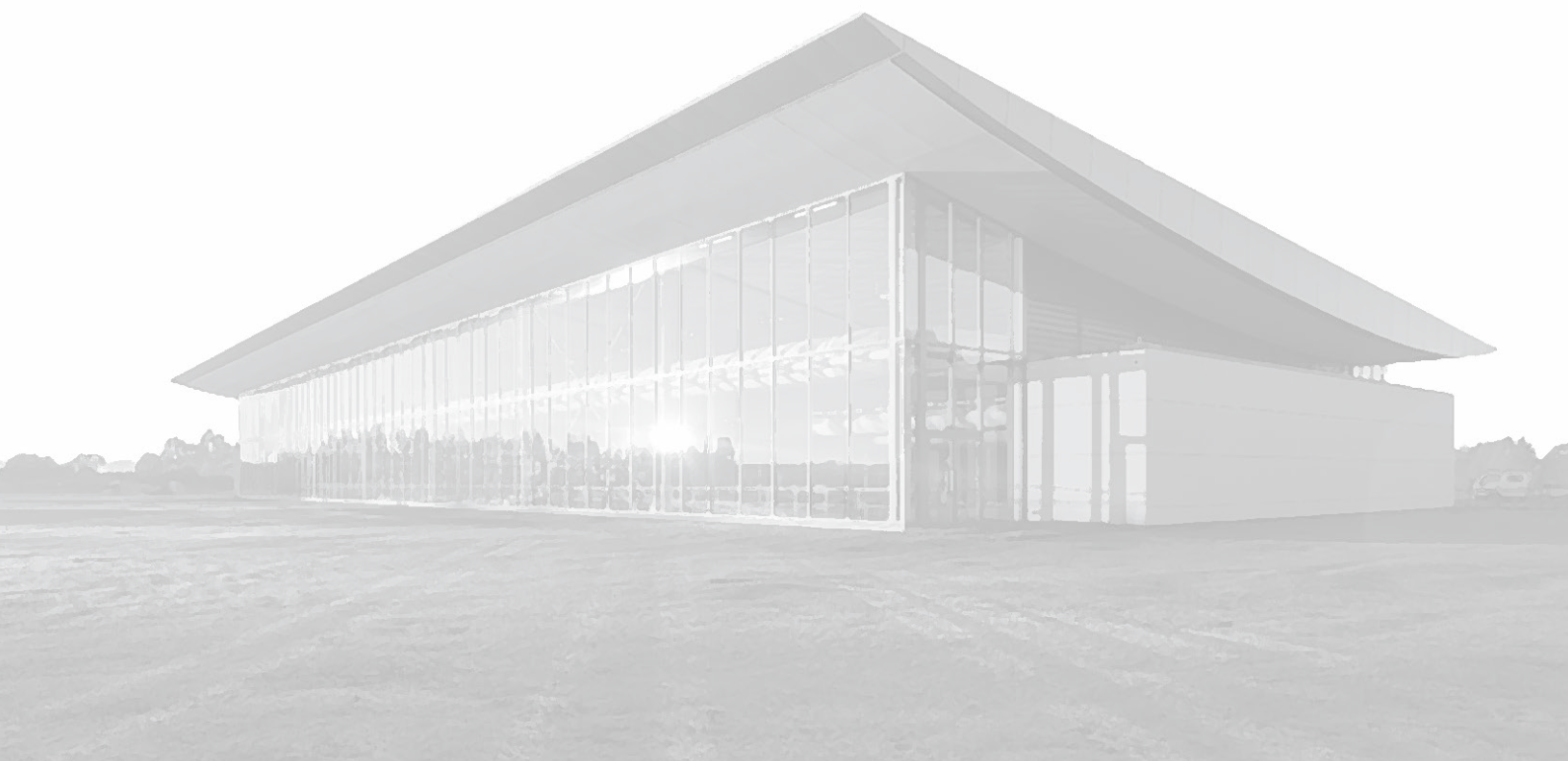
9.9	Sports and Recreation Activities, by Age and Gender							
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Swimming	11%	25%	30%	24%	16%	8%	14%	26%
Rugby	20%	18%	26%	17%	5%	2%	16%	14%
Biking/ Cycling	2%	10%	18%	17%	20%	9%	16%	13%
Walking	5%	12%	11%	16%	22%	10%	8%	18%
Netball	10%	13%	15%	7%	2%	1%	5%	10%
Tennis	6%	5%	11%	10%	4%	1%	6%	7%
Running	4%	10%	13%	7%	3%	1%	5%	8%
Football (soccer)	4%	9%	11%	7%	1%	0%	6%	6%
Golf	5%	5%	2%	5%	5%	11%	9%	2%
Gym	4%	4%	4%	3%	5%	3%	3%	4%
Horse riding	4%	2%	3%	4%	2%	3%	1%	5%
Hunting/ shooting	4%	1%	4%	3%	1%	2%	4%	2%
Cricket	0%	3%	7%	3%	0%	0%	3%	2%
Bowls (indoor/ outdoor)	0%	1%	0%	1%	2%	10%	3%	1%
Fishing	0%	1%	3%	2%	2%	3%	3%	1%
Tramping/ Hiking	1%	2%	1%	1%	6%	1%	3%	1%
Other	22%	29%	32%	32%	16%	24%	23%	30%
None/nothing	45%	33%	31%	34%	45%	51%	41%	37%



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9.10		Frequency of Sports and Recreation Activities			
	Number of Respondents	Less frequently than weekly	1-3 times per week	4-5 times per week	6 or more times per week
Swimming	205	7%	71%	19%	3%
Rugby	149	5%	72%	19%	5%
Biking/ Cycling	144	1%	67%	22%	9%
Walking	136	1%	65%	26%	8%
Netball	79	6%	73%	16%	4%
Tennis	68	6%	69%	21%	4%
Running	66	3%	64%	27%	6%
Football (soccer)	57	4%	67%	26%	4%
Golf	51	10%	75%	12%	4%
Gym	38	5%	66%	24%	5%
Horse riding	29	10%	48%	31%	10%
Hunting/ shooting	27	7%	67%	15%	11%
Cricket	26	12%	73%	8%	8%
Bowls (indoor/ outdoor)	23	0%	78%	22%	0%
Fishing	21	10%	71%	5%	14%
Tramping/ Hiking	19	11%	84%	5%	0%
Other	270	26%	43%	50%	55%
Total Sample	618*	7%	72%	17%	5%

* Indicates total number who answered the question but respondents could select more than one activity



10 Perceptions of Council Policy



The Council was interested in using resident perceptions to shape district policy. Specifically, the Council wanted to know how residents feel about:

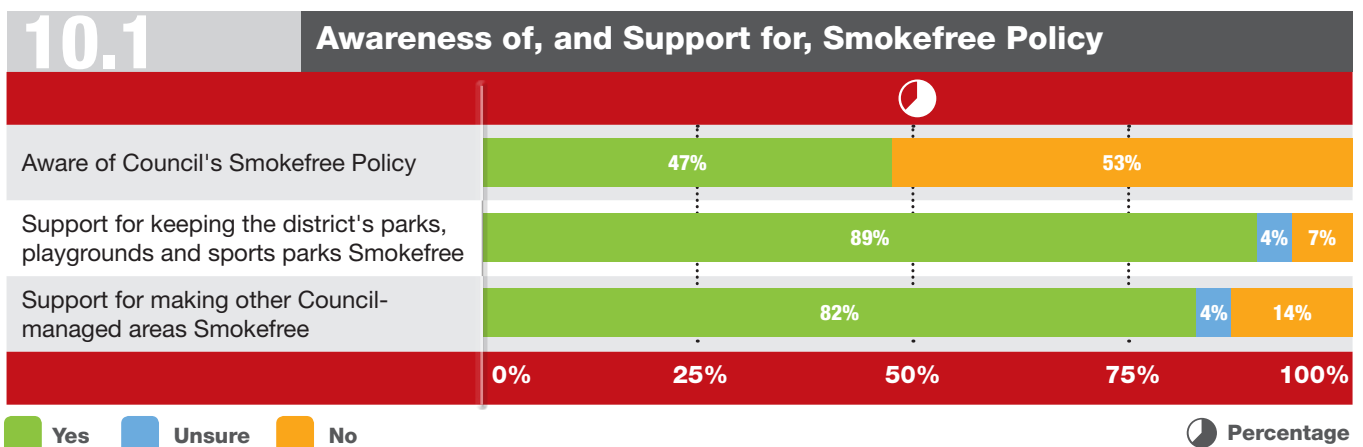
- The Council's Smokefree Policy; and
- The Council's Gambling Policy.

10.1 Smokefree Policy

Residents were asked if they are aware of the Council's Smokefree Policy. Nearly half (47%) were aware. To gauge the level of support for the Council's current Smokefree Policy, residents were asked if they supported keeping the district's parks, playgrounds and sports parks smoke-free. This was supported by the majority of respondents (89%), and opposed by just 7%.

The Council also wished to know if resident support would extend to making other Council-managed areas smoke-free (for example, at the entrance to Council buildings, outdoor space around Council buildings, and at bus stops). The majority of residents did support this policy (82%), while 14% opposed it.

Respondents were also asked what other places they thought should be smokefree. While a high proportion of respondents did not know (39%), 18% thought everywhere should be smokefree.



10.2 Awareness of, and Support for, Smoke-free Policy, by Location

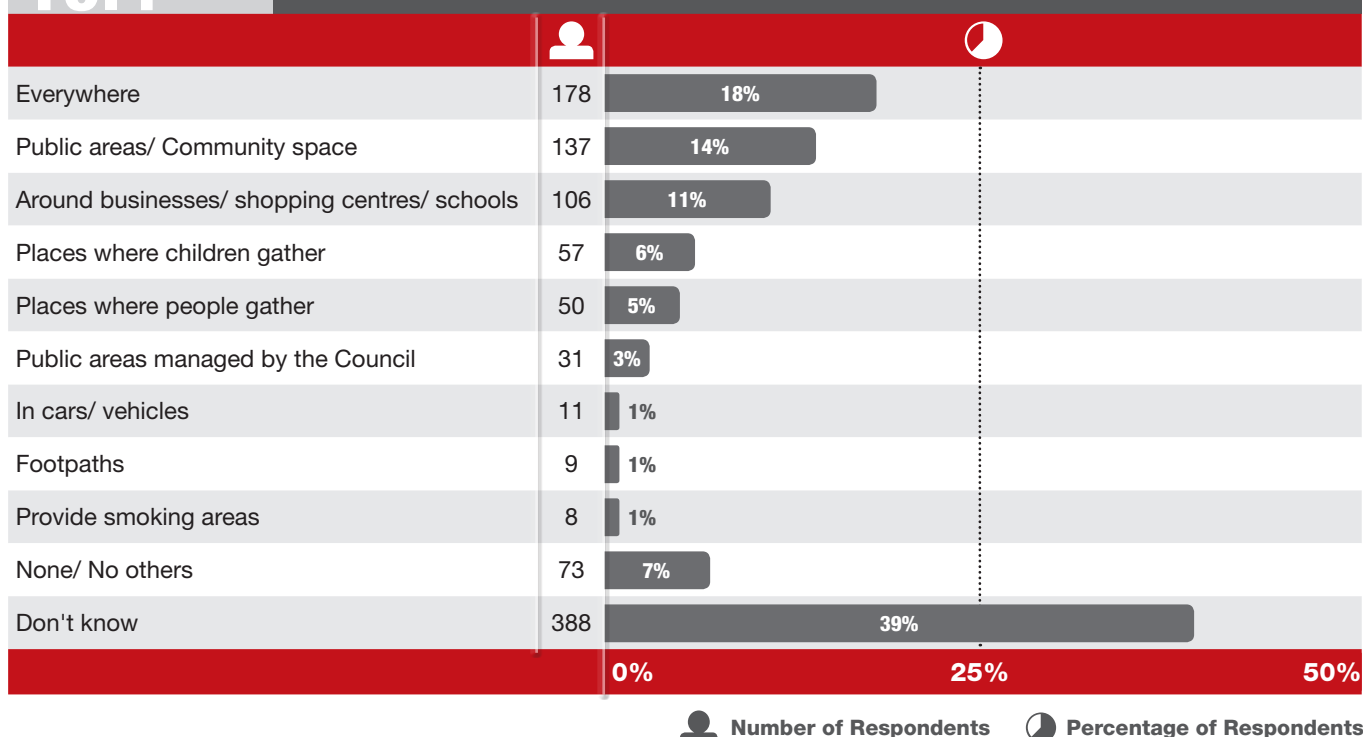
	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Aware of Council's Smokefree Policy	47%	43%	46%	52%	51%	44%	52%
Support keeping the district's parks, playgrounds and sports parks smokefree	89%	90%	90%	90%	83%	89%	89%
Support making other Council-managed areas smokefree	82%	85%	85%	77%	77%	80%	86%



10.3 Awareness of, and Support for, Smokefree Policy, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Aware of Council's Smokefree Policy	41%	43%	44%	39%	53%	59%	41%	51%
Support keeping the district's parks, playgrounds and sports parks Smokefree	92%	94%	89%	88%	87%	87%	87%	90%
Support making other Council-managed areas smokefree	80%	82%	80%	80%	86%	85%	84%	81%

10.4 Other Places in Selwyn that Should be Smokefree





10.2 Gambling Policy

Residents were asked about their gambling habits and perceptions of gambling in Selwyn, to help inform the Council's Gambling Policy. Currently, the Selwyn District has 10 venues where gaming machines ('pokies') are provided, and a total of 82 machines⁵. The Council's current Gambling Policy (July 2009) states that the number of gaming machines must not exceed the ratio of 1 per 300 residents. The current ratio is 1 per 544 residents (based on the Census usually resident population count in June 2013).

Currently, just a quarter of residents had used a pokie machine, and an eighth had used one more frequently than annually. Less than 1% (n=8) used a pokie machine more than fortnightly, and 1% used one fortnightly. Generally, those who used pokies tended to use them in the Selwyn District (11% of overall respondents), or at the Christchurch Casino (8% of overall respondents).

10.5 Frequency of Pokie Machine Use

	Number of respondents	Percentage of respondents
Never	766	76%
Up to 3 times a week	3	0%
Once a week	5	0%
Fortnightly	10	1%
Monthly or less often	96	10%
Less often than once a year	124	12%
Usage, total	238	24%

Please note that percentages may not add to 100%, due to rounding.

10.6 Frequency of Pokie Use, by Location

	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural	NET
at a pub or club in Selwyn	49%	48%	45%	45%	54%	34%	48%
A pub, club or RSA in Christchurch	15%	19%	24%	12%	16%	18%	17%
Christchurch Casino	35%	36%	27%	33%	32%	38%	34%
Any other venue	10%	11%	21%	21%	11%	21%	14%
Don't know	0%	3%	0%	0%	1%	1%	1%
Total respondents who play pokies	99	64	33	42	170	68	238

Please note that percentages may not add to 100%, due to rounding.

5. The Department of Internal Affairs (March 2014) Gaming Statistics: *Summary of Venues and Gaming Machine Numbers by Territorial Authority/District*. Wellington: The Department of Internal Affairs.

Pokie machine use was most common among those 25 – 34 (33%), and men (26%). A Health Promotion Agency⁶ report found that in 2012, 14% of New Zealanders had played on a gaming machine at a pub or club (compared to 14% of Selwyn residents), and 11% at a casino (compared to 8% of Selwyn residents). This indicates that Selwyn residents' use of gaming machines is similar to that of New Zealanders overall.

10.7	Frequency of Pokie Use, by Age and Gender							
	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
at a pub or club in Selwyn	60%	49%	57%	53%	32%	34%	54%	41%
A pub, club or RSA in Christchurch	25%	15%	16%	14%	17%	21%	17%	16%
Christchurch Casino	20%	44%	27%	24%	41%	52%	28%	41%
Any other venue	5%	12%	9%	24%	20%	7%	13%	15%
Don't know	0%	0%	2%	0%	2%	0%	2%	0%
Total respondents who play pokies	20	41	56	51	41	29	122	116

Please note that percentages may not add to 100%, due to rounding.

Less than 1% of households (n=5) in Selwyn were currently experiencing problems due to excessive gambling. Historically, 3% had experienced problems due to excessive gambling. While exact national data is not available for comparison, a Health Promotion Agency report in 2012⁷ showed that 3% of respondents had experienced arguments or money problems in their household due to gambling in the past twelve months.

10.8	History of Problem Gambling in the Household	
	Number of respondents	Percentage of respondents
Yes, now	5	0%
Yes, in the past	29	3%
No, never	966	96%
Don't know	4	0%

Please note that percentages may not add to 100%, due to rounding.

Nearly half (46%) of respondents felt that the number of gaming machines in the District was 'about right', while 19% felt there were 'too many' or 'far too many', and just 3% felt there were 'too few' or 'far too few'. One third (32%) of respondents did not know. Those in rural areas were more likely to believe there are too many gambling venues (24% total) than those in towns (16% total).

6. Tu, D. (2013). *New Zealander's Participation in Gambling: Results from the 2012 Health and Lifestyles Survey*. Wellington: Health Promotion Agency

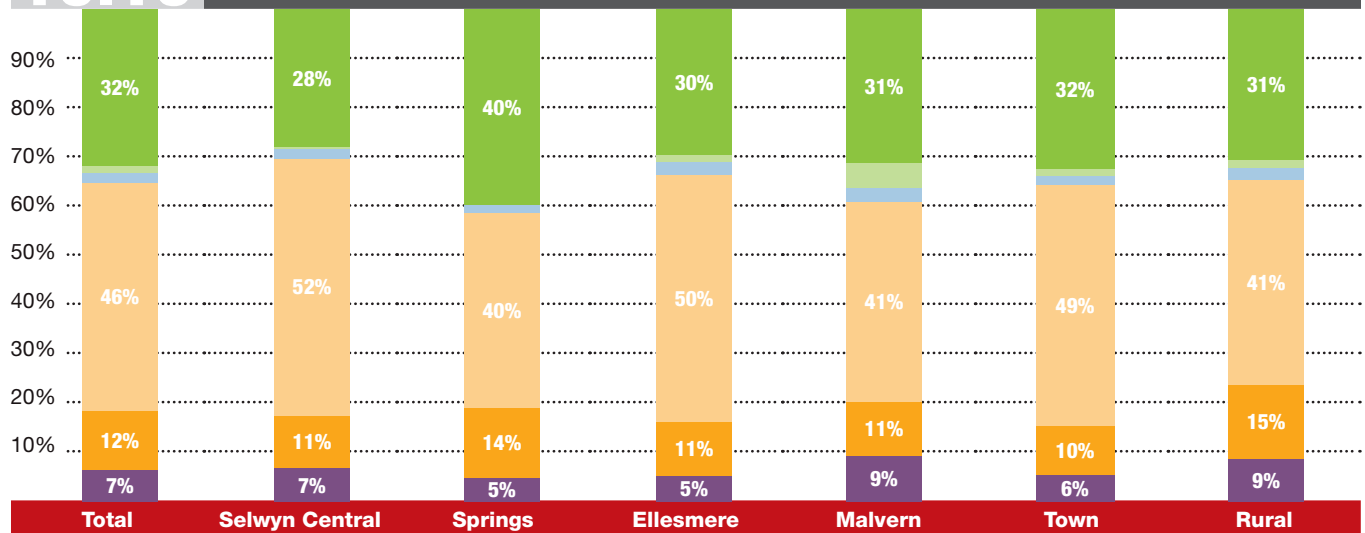
7. Walton, D (Ed.) (2012). *Experience of gambling-related harm. [In Fact]*. Wellington: Health Promotion Agency.

10.9 Perceptions of Number of Gambling Venues

	Number of respondents	Percentage of respondents
Far too many	67	7%
Too many	118	12%
About right	466	46%
Too few	20	2%
Far too few	14	1%
Don't know	319	32%

Please note that percentages may not add to 100%, due to rounding.

10.10 Perceptions of Number of Gambling Venues, by Location



Please note that percentages may not add to 100%, due to rounding.

■ Don't know
 ■ Far too few
 ■ Too few
 ■ About right
 ■ Too many
 ■ Far too many

10.11 Perceptions of Number of Gambling Venues, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Far too many	2%	4%	3%	8%	14%	6%	8%	6%
Too many	6%	10%	13%	14%	9%	13%	11%	12%
About right	57%	55%	53%	41%	37%	44%	52%	42%
Too few	1%	2%	3%	2%	2%	1%	2%	2%
Far too few	2%	0%	0%	2%	3%	1%	1%	2%
Don't know	31%	29%	28%	32%	35%	35%	26%	37%

Please note that percentages may not add to 100%, due to rounding.

More respondents felt that gambling has harmful effects on the community (41% total) than is harmless or beneficial (29%). Nearly one-third (29%) were unsure of the effect gambling has on the community. Older residents (55+) were more likely to believe that gambling is a serious problem in the community.

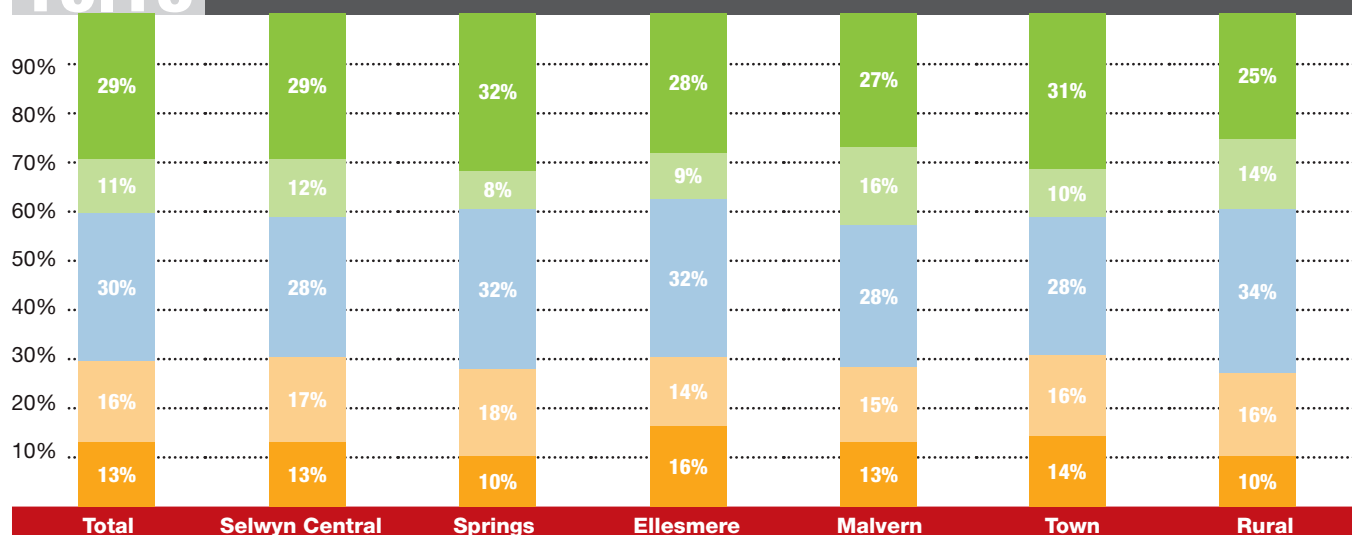


10.12 Perceptions of Gambling's Effect on the Community

	Number of respondents	Percentage of respondents
Benefits the community	130	13%
Harmless entertainment	165	16%
Harms the community	301	30%
A serious problem	113	11%
Don't know	295	29%

Please note that percentages may not add to 100%, due to rounding.

10.13 Perceptions of Gambling's Effect on the Community, by Location



Please note that percentages may not add to 100%, due to rounding.

■ Don't know
 ■ A serious problem
 ■ Harms the community
 ■ Harmless entertainment
 ■ Benefits the community

10.14 Perceptions of Gambling's Effect on the Community, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female
Benefits the community	2%	10%	18%	13%	15%	12%	16%	11%
Harmless entertainment	20%	23%	20%	14%	11%	12%	17%	16%
Harms the community	27%	27%	27%	37%	34%	22%	28%	32%
A serious problem	11%	8%	8%	10%	15%	17%	9%	13%
Don't know	40%	31%	26%	26%	25%	37%	30%	28%

Please note that percentages may not add to 100%, due to rounding.

11 Prioritisation of Services

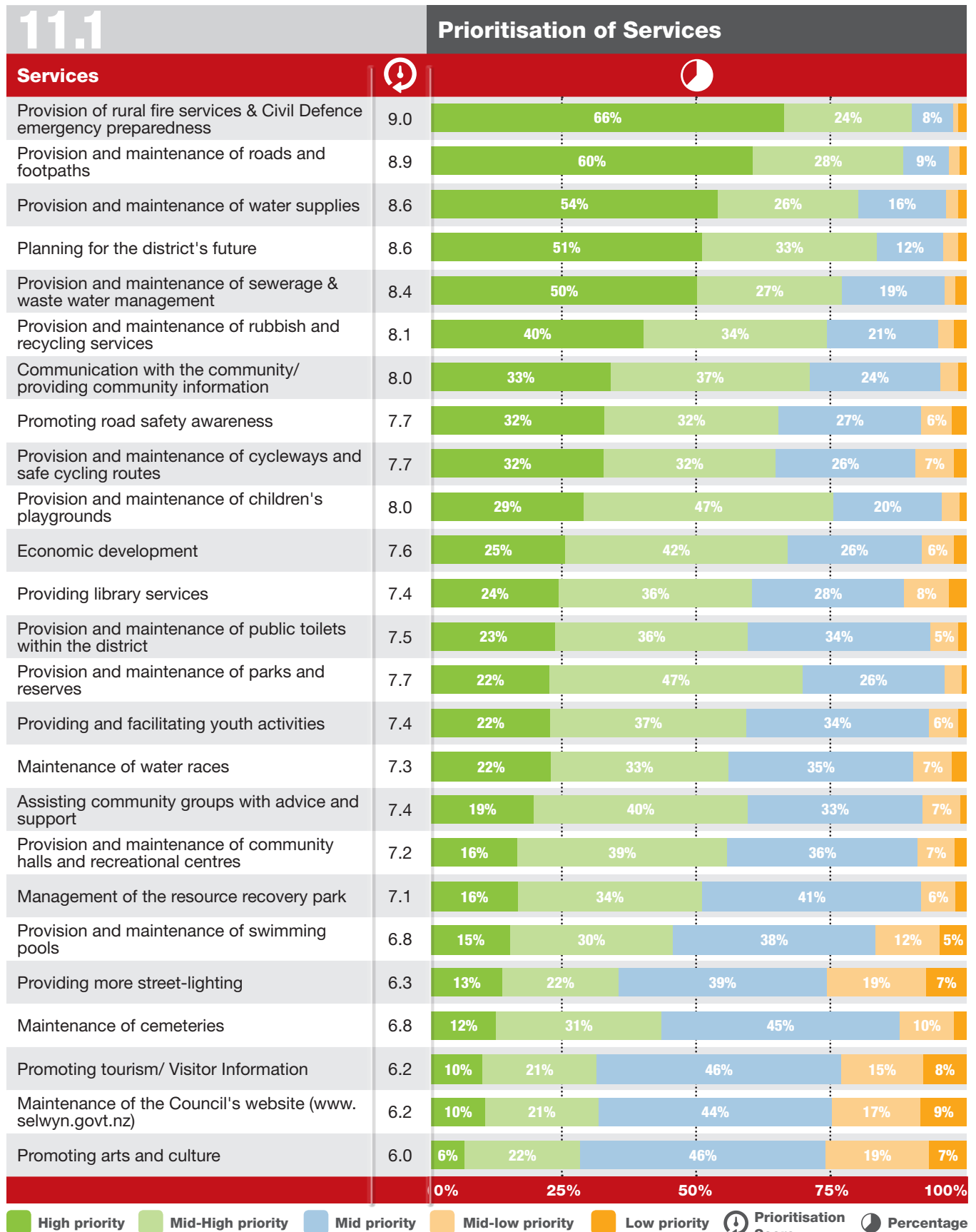
To ensure delivery of services is in line with the expectations of the community, residents were asked to assign priority to a number of council services and provisions. To help ensure that the community's priorities are understood, respondents were asked to rate each of 25 services on a five point Likert scale, where 1 = Low Priority; 3 – Neutral and 5 – High Priority. To differentiate the priorities, weighted scores have been calculated for each service. These calculations take into account the number of respondents who rated each service at each level of priority, to give a more representative 'priority score'. Figure 11.1 presents data in order of highest to lowest identified priority for the District.

Overall, the services that the community perceives the Councils should prioritise spending on are:

1. Emergency Management (including rural fire services and Civil Defence);
2. Roads and Footpaths; and
3. Water Supplies

The factors that are considered to be of least importance are:

1. Promoting tourism and providing visitor information;
2. The Council website; and
3. Promotion of art and culture.



When analysed by respondents' location, some key differences are revealed (particularly between urban and rural respondents). Please note that not all services are received by all residents, which is likely to have an effect on how residents perceive priorities. It is also important to note that respondents self-identified as living in a town or a rural area, therefore this data may not correspond to the Council's definition of zones. Urban services such as water supply, sewerage and kerbside collection services are more important to respondents living in towns. In fact, rural respondents rated all services lower than their urban counterparts, except maintenance of water races and management of the resource recovery park.

11.2

Prioritisation of Services, by Location

	Total	Selwyn Central	Springs	Ellesmere	Malvern	Town	Rural
Provision of rural fire services & Civil Defence emergency preparedness	9.0	9.0	9.1	9.1	9.0	9.1	8.9
Provision and maintenance of roads and footpaths	8.9	8.8	9.0	8.8	9.0	8.9	8.8
Provision and maintenance of water supplies	8.6	8.4	8.6	8.4	8.9	8.7	8.3
Planning for the district's future	8.6	8.7	8.5	8.3	8.5	8.6	8.4
Provision and maintenance of sewerage & waste water management	8.4	8.5	8.6	8.4	8.0	8.6	8.1
Provision and maintenance of rubbish and recycling services	8.1	8.1	8.4	7.8	8.1	8.2	8.0
Provision and maintenance of children's playgrounds	8.0	8.1	8.0	7.7	7.9	8.0	7.8
Communication with the community/ providing community information	8.0	8.0	7.9	7.7	8.1	8.1	7.8
Promoting road safety awareness	7.7	7.8	7.7	7.6	7.7	7.8	7.5
Provision and maintenance of cycleways and safe cycling routes	7.7	7.9	7.9	7.4	7.2	7.8	7.5
Provision and maintenance of parks and reserves	7.7	7.8	7.8	7.5	7.7	7.9	7.5
Economic development	7.6	7.8	7.5	7.7	7.4	7.7	7.5
Provision and maintenance of public toilets within the district	7.5	7.5	7.4	7.3	7.8	7.6	7.2
Assisting community groups with advice and support	7.4	7.4	7.2	7.6	7.4	7.5	7.2
Providing and facilitating youth activities	7.4	7.6	7.4	7.5	7.2	7.5	7.3
Providing library services	7.4	7.3	7.4	7.5	7.4	7.5	7.2
Maintenance of water races	7.3	7.3	7.3	7.4	7.2	7.2	7.4
Provision and maintenance of community halls and recreational centres	7.2	7.3	7.2	7.0	7.2	7.3	7.1
Management of the resource recovery park	7.1	7.4	7.1	6.8	6.8	7.1	7.2
Provision and maintenance of swimming pools	6.8	7.2	6.5	6.5	6.5	6.9	6.5
Maintenance of cemeteries	6.8	6.8	6.8	6.7	6.8	6.8	6.8
Providing more street-lighting	6.3	6.5	6.3	6.1	5.9	6.4	6.2
Promoting tourism/ Visitor Information	6.2	6.1	6.0	6.2	6.6	6.1	6.3
Maintenance of the Council's website (www.selwyn.govt.nz)	6.2	6.3	6.3	5.9	6.0	6.3	6.0
Promoting arts and culture	6.0	5.9	6.2	6.0	5.9	6.1	5.9

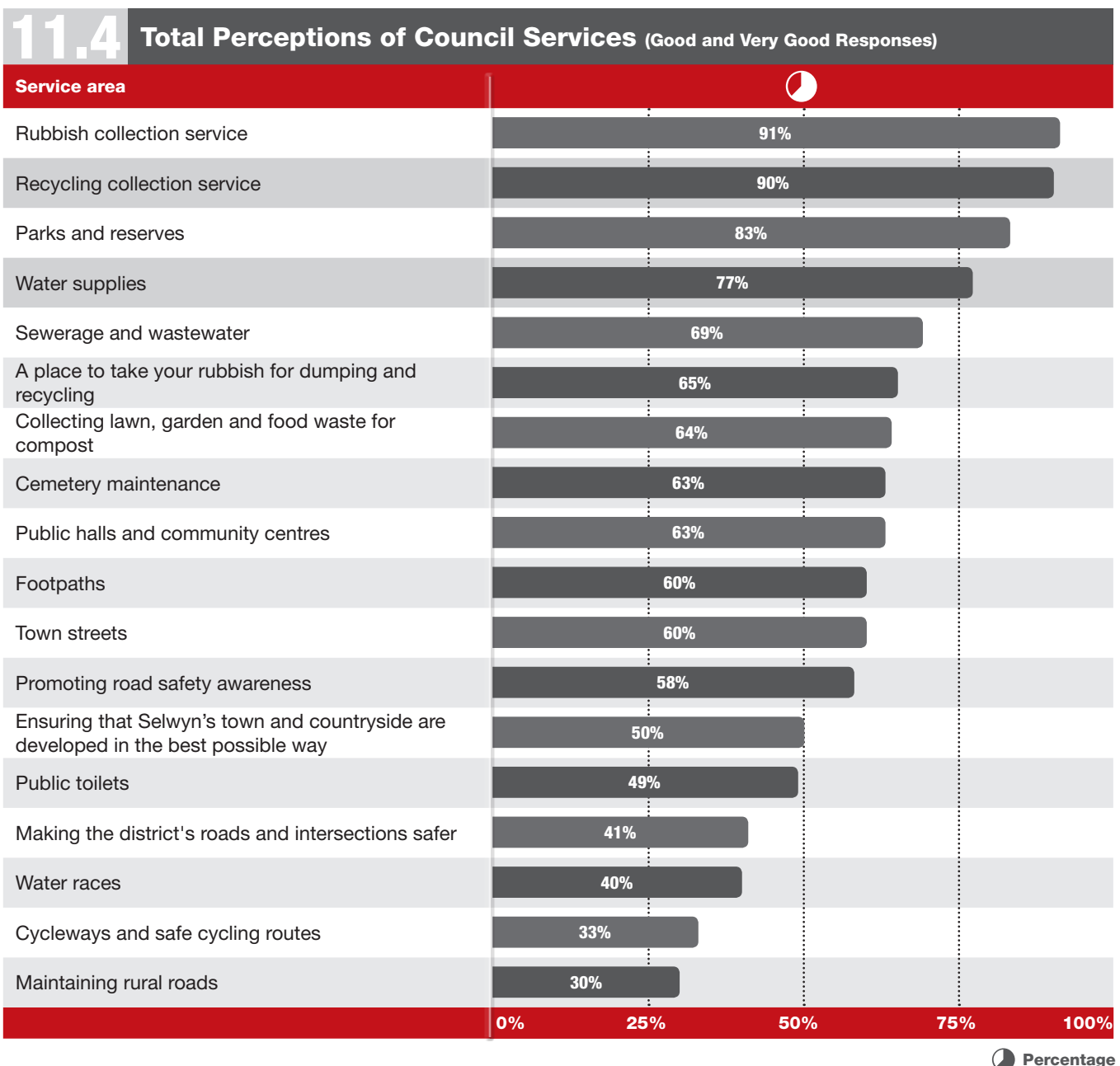
11.3 Prioritisation of Services, Over Time

	2012	2013 ^a	2014
Provision of rural fire services & Civil Defence emergency preparedness	9.1	9.3	9.0
Provision and maintenance of roads and footpaths	8.9	8.6	8.9
Provision and maintenance of water supplies	8.6	8.7	8.6
Planning for the district's future	8.7	9.6	8.6
Provision and maintenance of sewerage & waste water management	8.5	9.3	8.4
Provision and maintenance of rubbish and recycling services	8.5	8.3	8.1
Provision and maintenance of children's playgrounds	8.3	8.2	8.0
Communication with the community/ providing community information	8.3	8.3	8.0
Promoting road safety awareness	7.7	8.0	7.7
Provision and maintenance of cycleways and safe cycling routes	7.6	7.7	7.7
Provision and maintenance of parks and reserves	8.1	8.1	7.7
Economic development	7.6	7.9	7.6
Provision and maintenance of public toilets within the district	8.0	8.5	7.5
Assisting community groups with advice and support	7.5	7.4	7.4
Providing and facilitating youth activities	7.6	7.7	7.4
Providing library services	7.8	8.1	7.4
Maintenance of water races	7.4	7.7	7.3
Provision and maintenance of community halls and recreational centres	7.6	8.1	7.2
Management of the resource recovery park	7.2	*	7.1
Provision and maintenance of swimming pools	7.4	7.5	6.8
Maintenance of cemeteries	6.6	7.0	6.8
Providing more street-lighting	6.4	*	6.3
Promoting tourism/ Visitor Information	6.2	6.7	6.2
Maintenance of the Council's website (www.selwyn.govt.nz)	6.3	6.6	6.2
Promoting arts and culture	6.3	6.2	6.0

* This service was not asked about in 2013

8. Please note that in 2013, these questions were asked on a three point scale rather than a five point scale, leading to less nuance in the averages. These data are therefore likely to be weighted slightly differently to this in 2012 and 2014.

Residents were asked to rate the Council's performance in a number of service areas. These questions were asked on a simple five-point Likert scale, where respondents were asked to rate each service as 'very good', 'good', 'neutral', 'poor' or 'very poor'. Table 11.4 gives a summary of how many residents rated each service as 'good' or 'very good'.





12 Appendix One: 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? *If yes: continue*

S1. 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

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

- ☐ Malvern ☐ Selwyn Central ☐ Springs ☐ Ellesmere ☐ Don't know/ na

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

Town (*Please name*)

Rural (*Please name*)

3. Roughly how many times in the past year - that is since last June - did you or a member of your household use or visit the following services and facilities in Selwyn?

	1-5 times	6-10 times	11-20 times	Over 20 times	Don't know
a) A public swimming pool within Selwyn District (but not a school pool)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) A public park or reserve within the Selwyn District	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Roughly how many times in the past year - that is since last June - did you or a member of your household use or visit the following?

	1-5 times	6-10 times	11-20 times	20-50 times	Over 50 times	Did not use
The Resource Recovery Park near Rolleston	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		Yes	No	DK/NA		
5. Now along your street, road or property boundary, does the Council provide:						
a) A rubbish collection service	1	2	3			
b) A recycling collection service	1	2	3			
c) Organic waste collection for lawn, garden & food waste	1	2	3			



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

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

	Very good — 1	Good — 2	Neutral — 3	Poor — 4	Very poor — 5	DK/NA — 6
a) Water races	1	2	3	4	5	6
b) Water supplies	1	2	3	4	5	6
c) Town streets	1	2	3	4	5	6
d) Footpaths	1	2	3	4	5	6
e) Cycleways and safe cycling routes	1	2	3	4	5	6
f) Making the district's roads and intersections safer	1	2	3	4	5	6
g) Maintaining rural roads (that is country roads, not the state highway or town streets)	1	2	3	4	5	6
h) Promoting road safety awareness	1	2	3	4	5	6

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

7. Please rate how well the Council is performing at...

	Very good — 1	Good — 2	Neutral — 3	Poor — 4	Very poor — 5	DK/NA — 6
a) Public halls and Community centres	1	2	3	4	5	6

8. Planning for the future is one thing, carrying it out is another. Using the same scale...

	Very good — 1	Good — 2	Neutral — 3	Poor — 4	Very poor — 5	DK/NA — 6
a) How is the council doing so far at ensuring that Selwyn's town and countryside are developed in the best possible way?	1	2	3	4	5	6



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

9. For each of the following, please rate how well the Council is performing at...

	Very good 1	Good 2	Neutral 3	Poor 4	Very poor 5	DK/NA 6
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
e) Sewerage and waste water	1	2	3	4	5	6
f) Public toilets	1	2	3	4	5	6
g) Parks and reserves	1	2	3	4	5	6
h) Cemetery maintenance	1	2	3	4	5	6

10. 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 - 5 where 1 = should be low priority in Council spending, 3 = neutral and 5 = should be high priority in Council spending:

	Low priority	2	Neutral	4	High priority
a) Promoting tourism/ Visitor Information	1	2	3	4	5
b) Economic development	1	2	3	4	5
c) Assisting community groups with advice and support	1	2	3	4	5
d) Providing and facilitating youth activities	1	2	3	4	5
e) Providing library services	1	2	3	4	5
f) Promoting arts and culture	1	2	3	4	5
g) Provision and maintenance of roads and footpaths	1	2	3	4	5
h) Provision and maintenance of rubbish and recycling services	1	2	3	4	5
i) Promoting road safety awareness	1	2	3	4	5
j) Provision and maintenance of cycleways and safe cycling routes	1	2	3	4	5
k) Provision and maintenance of water supplies	1	2	3	4	5
l) Provision and maintenance of sewerage & waste water management	1	2	3	4	5
m) Providing more streetlighting	1	2	3	4	5
n) Provision and maintenance of swimming pools	1	2	3	4	5
o) Provision and maintenance of community halls and recreational centres	1	2	3	4	5
p) Provision and maintenance of public toilets within the district	1	2	3	4	5
q) Maintenance of the Council's website (www.selwyn.govt.nz)	1	2	3	4	5
r) Provision and maintenance of parks and reserves	1	2	3	4	5
s) Provision and maintenance of children's playgrounds	1	2	3	4	5
t) Maintenance of cemeteries	1	2	3	4	5
u) Management of the resource recovery park	1	2	3	4	5
v) Maintenance of water races	1	2	3	4	5
w) Planning for the district's future	1	2	3	4	5
x) Communication with the community/ providing community information	1	2	3	4	5
y) Provision of rural fire services & Civil Defence emergency preparedness	1	2	3	4	5

Now I have a couple of questions about social and physical wellbeing.

11. How much do you agree or disagree with the following statement, using a scale of one to five, where 1= strongly disagree, 3= neutral and 5= strongly agree?

	Strongly disagree	Mildly disagree	No opinion	Mildly agree	Strongly agree	DK/NA
	1	2	3	4	5	6
I have a sense of community with the people in my local neighbourhood						

12. a) During the last 12 months, that is, since June last year, what sports and recreational activities have you taken part in, in Selwyn? *Do not prompt, code all mentions*

<input type="checkbox"/> Walking	<input type="checkbox"/> Swimming	<input type="checkbox"/> Motor sports
<input type="checkbox"/> Gardening	<input type="checkbox"/> Gymnastics	<input type="checkbox"/> Boating
<input type="checkbox"/> Fishing	<input type="checkbox"/> Squash	<input type="checkbox"/> Tramping
<input type="checkbox"/> Skiing	<input type="checkbox"/> Tennis	<input type="checkbox"/> Climbing
<input type="checkbox"/> Dance	<input type="checkbox"/> Golf	<input type="checkbox"/> Rugby
<input type="checkbox"/> Zumba	<input type="checkbox"/> Badminton	<input type="checkbox"/> Football (soccer)
<input type="checkbox"/> Aerobics	<input type="checkbox"/> Athletics	<input type="checkbox"/> Netball
<input type="checkbox"/> Yoga/ Pilates	<input type="checkbox"/> Running	<input type="checkbox"/> Biking/ Cycling
<input type="checkbox"/> Tramping	<input type="checkbox"/> Gym	<input type="checkbox"/> None/ Nothing (<i>Skip to Q13</i>)
<input type="checkbox"/> Other:		

	1-3	4-5	
	times	times	
	per	per	
None	week	week	More

12. b) On average, how often did you participate in those activities? ☐ ☐ ☐ ☐

The Council adopted a Smokefree Public Outdoor Areas Policy in 2011 in support of the Government's goal of a smoke free New Zealand by 2025. The Council encourages the community to refrain from smoking in parks, sports parks and playgrounds.

13. Are you aware of the Council's Smokefree Policy?

☐ Yes ☐ No

14. Do you support keeping the district's parks, playgrounds and sports parks smoke free?

☐ Yes ☐ No ☐ Unsure

15. Do you think other areas managed by Council should be smoke free? (For example: at the entrance of council buildings, outdoor space around council buildings and bus stops.)

☐ Yes ☐ No ☐ Unsure

16. What other places do you think should be smoke free?



Under the Gambling Act 2003 and the Racing Act 2003 Council has responsibilities to have a policy that covers where class 4 gambling (pokies) and TAB venues may locate. The Council adopted its Gambling Venue Policy in 2004 and is about to review it. These next questions will help the Council understand what Selwyn residents think about pokies in the district now.

17. How often do you play the pokies?

- ☐ Never (go to Q19) ☐ Monthly or less ☐ Once a week ☐ More frequently
☐ Less than once a year ☐ Fortnightly ☐ Up to 3 times a week

18. If you do play pokies, where do you go?

- ☐ Christchurch Casino ☐ A pub, club or RSA in Christchurch ☐ A pub or club in Selwyn ☐ Any other venue

Excessive gambling can sometimes cause financial, relationship or employment problems for the gambler or others.

19. Has this ever happened to you or anyone else in your household?

- ☐ No, never ☐ Yes, in the past ☐ Yes, now ☐ Don't know

20. What are your thoughts on the number of gambling venues available in the district?

- ☐ Far too many ☐ Too many ☐ About right ☐ Too few ☐ Far too few ☐ Don't know

21. Overall, what is your view on the relative benefits and/ or harms of gambling in your community?

- ☐ A serious problem ☐ Benefits the community ☐ Don't know
☐ Harmless entertainment ☐ Harms the community

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.

D1. Do you or another occupant own this home, or is it rented, or some other arrangement?

- ☐ Owned or part owned
☐ Rented
☐ Other arrangements
☐ DK/NA

D2. How many people in this house are (1) in full time paid work, (2) in part time work, (3) unemployed and seeking work, (4) not in paid work and not seeking work, (5) a student or (6) pre school age?

1. Full time paid work

2. Part time paid work

3. Unemployed and seeking work

4. Not in workforce

5. Student

6. Pre school age

D3. What is your age group?

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

D4. Gender: *Interviewer Do not ask*

- ☐ Male ☐ Female



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D5. And what is your employment status?

- | | |
|--|---|
| <input type="checkbox"/> Self employed | <input type="checkbox"/> Student (go to D7) |
| <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/NA (go to end) |

D6. What is your main type of work?

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

Industry/ Sector (e.g. transport, retail, agriculture etc)

D7. And is your main office, workplace or place of study within Selwyn District or in some other place?

- ☐ Within Selwyn
☐ Christchurch
☐ Ashburton
☐ Waimakariri
☐ Other: _____
☐ DK/NA

D8. 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 Simon Worthington, on 03 281 7832.

Interviewer:

Date:



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