

# Residents' Opinion Survey



## Research Report

July 2015



Research First

# Contents

## Residents' Opinion Survey 2015

### Disclaimer

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## Key Findings

In 2015, Selwyn residents continued to report a high level of satisfaction with the Council's service provision. The results show that the Council is satisfying most of its residents in most areas. Key findings from this research are as follows:



The majority of residents think Selwyn is a great place to live (90%). This was primarily because of the atmosphere and environment of the district, including its rural nature, the open spaces and clean air.



Residents surveyed are very satisfied with community facilities, particularly parks and reserves (83% satisfied, compared to 83% in 2014), public libraries (83% satisfied, compared to 77% in 2013), playgrounds (82% satisfied, compared to 73% in 2013) and swimming pools (81% satisfied, compared to 45% in 2013).

# 60%

## Satisfaction with overall performance

When asked to rate Council's overall performance, 60% of residents felt it was good or very good (compared to 58% in 2013). Satisfaction was higher in Selwyn Central (64%) and Springs (63%), and lower in Malvern (56%) and Ellesmere (48%). Just 7% of residents felt performance was poor or very poor.



Each community facility has been used by more than half of residents (except the bus service). Parks and reserves were most popular (used by 78%). Just 2% of residents had not used any community facilities in the past year.



Residents in towns and rural areas have diverging opinions about service levels. Residents who self-identified as living in a rural area tended to be less satisfied with services than their urban counterparts. This was particularly the case for water services.



Residents tended to be less satisfied with land transport services. Footpaths were the highest performing aspect of land transport (59%, compared to 60% in 2014), followed by road safety awareness (56%, compared to 58% in 2014). The least well performing aspect was rural roads, which were identified as good or very good by 34% of residents (compared to 30% in 2014).



Overall, 76% of residents identified that they feel a sense of community with people in their neighbourhood (compared to 68% in 2014). More residents felt this in Malvern (82%) and Ellesmere (78%), while less residents felt this in Selwyn Central (73%) and Springs (74%).



The most positively perceived service was waste management. In particular, 93% of residents who identified that they received the rubbish collection were satisfied (compared to 91% in 2014), and 94% were satisfied with recycling collection (compared to 90% in 2014).



Residents held mixed perceptions of the five water services in Selwyn. Water supplies and sewerage were rated positively (79% satisfied and 81% satisfied, respectively. This is compared to 77% and 69% in 2014). Urban stormwater (50%, 52% in 2013), water races (42%, 40% in 2014), and land drainage (36%, 42% in 2014) were rated less positively.

## 1.1 Score Comparison, 2014 and 2015

	2014	2015	% Change
Public swimming pools	45%*	81%	36%
Organic collection	64%	86%	22%
Cycleways	33%	53%	20%
Sewerage and wastewater	69%	81%	12%
Children's playgrounds	73%*	82%	9%
Resource Recovery Park	65%	74%	9%
Public toilets	49%	57%	8%
Public libraries	77%*	83%	6%
Rural roads	30%	34%	4%
Public halls and community centres	63%	67%	4%
Recycling collection	90%	94%	4%
Access to public transport and facilities	49%*	52%	2%
Water races	40%	42%	2%
Rubbish collection	91%	93%	2%
Water supplies	77%	79%	2%
Overall performance	58%*	60%	2%
Making district's roads and footpaths safer	41%	41%	0%
Parks and reserves	83%	83%	0%
Footpaths	60%	59%	-1%
Planning for the district's future	49%*	48%	-1%
Cemetery maintenance	63%	62%	-1%
Road safety awareness	58%	56%	-2%
Urban stormwater	52%*	50%	-2%
Maintaining the rural character of the district	44%*	41%	-3%
Ensuring that development in new growth areas (e.g. subdivisions) occurs in the best possible way	50%	46%	-4%
Land drainage network	42%*	36%	-6%
Urban roads	60%	49%	-11%

\* These services or facilities were not asked about in 2014. Therefore the previous score shown is from 2013.

## Research 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 Km<sup>2</sup>, and had a population of 44,595<sup>1</sup> in March 2013. Statistics New Zealand estimates that the population had grown to 49,500 in August 2014<sup>2</sup>. 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 main 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. As in previous years, the two key objectives for the 2015 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; and
- 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

As in previous years, the 2015 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 June 2nd and June 23rd.

### 2.3 Data Analysis

Following the completion of data collection, analysis was undertaken using SPSS<sup>™</sup>. 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 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

2. Subnational population estimates, 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 2015, 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.

## 2.4 Questionnaire Revision

Between the 2014 and 2015 iterations of the Selwyn District Council Residents' Survey, Council underwent a questionnaire revision process with the aid of Research First. Under the previous system, some questions were only asked every year, resulting in a non-consecutive data set. The questionnaire was also felt to be too long and unwieldy for respondents. In response to this, some questions were removed or revised. This means that the current survey questionnaire can be used year on year, and consecutive data can be obtained. The length of the survey still allows for additional policy questions to be added when necessary, while maintaining the balance between rigour and the burden on respondents.

## 2.5 Research Sample

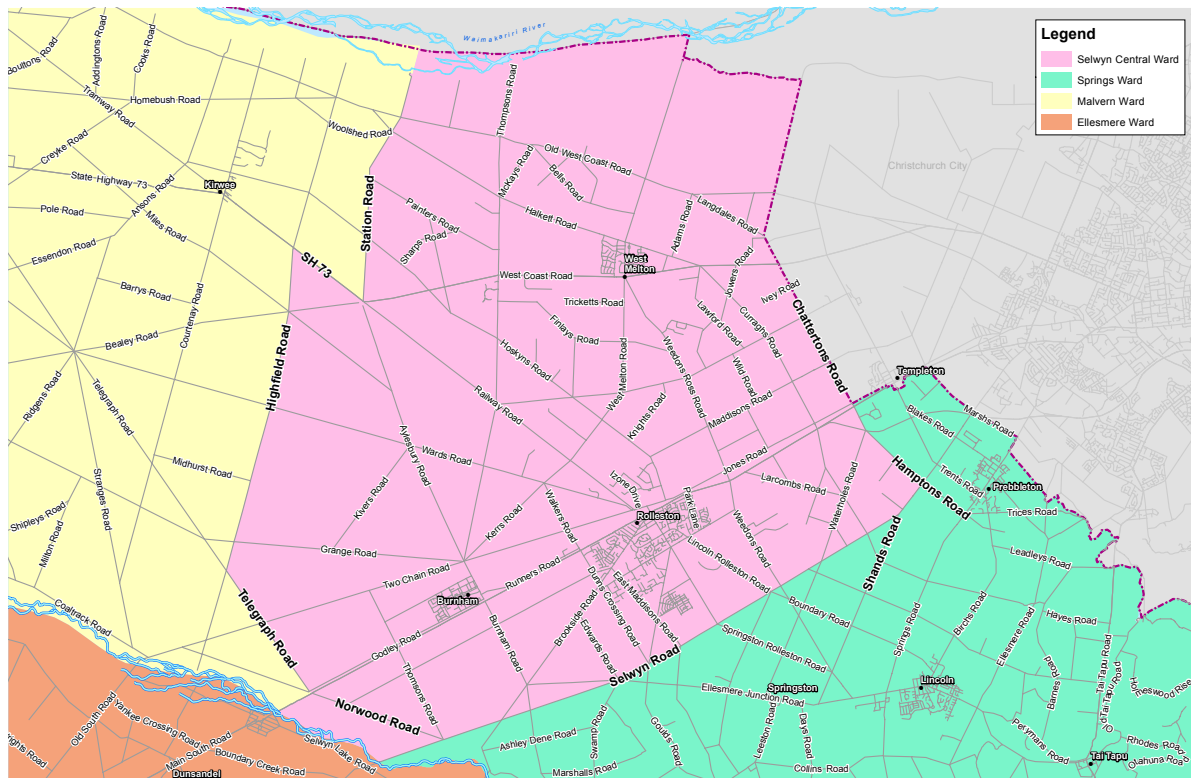
Data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender. A quota system was used to ensure the sample was representative of the Selwyn District. The 2014 Selwyn Residents Survey involved 1003 completions. The maximum margin of error from the sample is  $\pm 3.1\%^3$ , and as such the data can be considered robust.

### 2.1 Sample and Margins of Error, by Ward

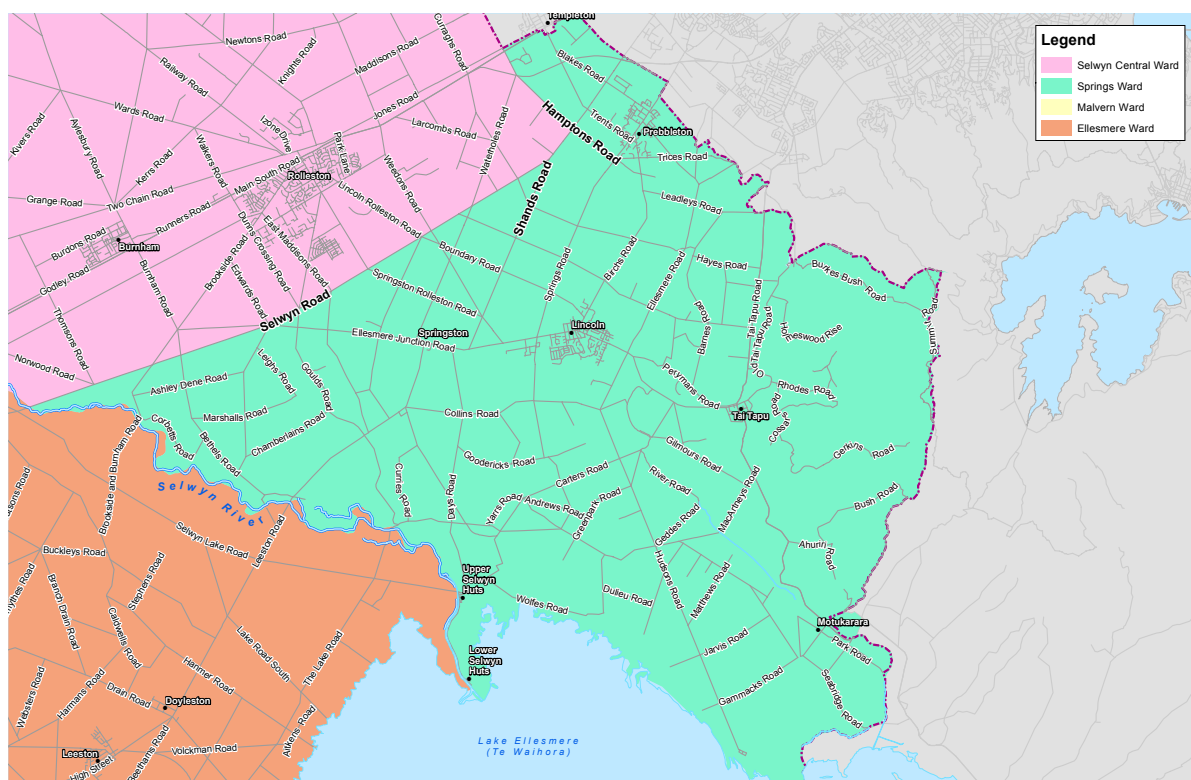
	Sample	Margin of Error
Ellesmere	153	7.8%
Malvern	207	6.8%
Selwyn Central	369	5.0%
Springs	274	5.9%
<b>Total</b>	<b>1003</b>	<b>3.1%</b>

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

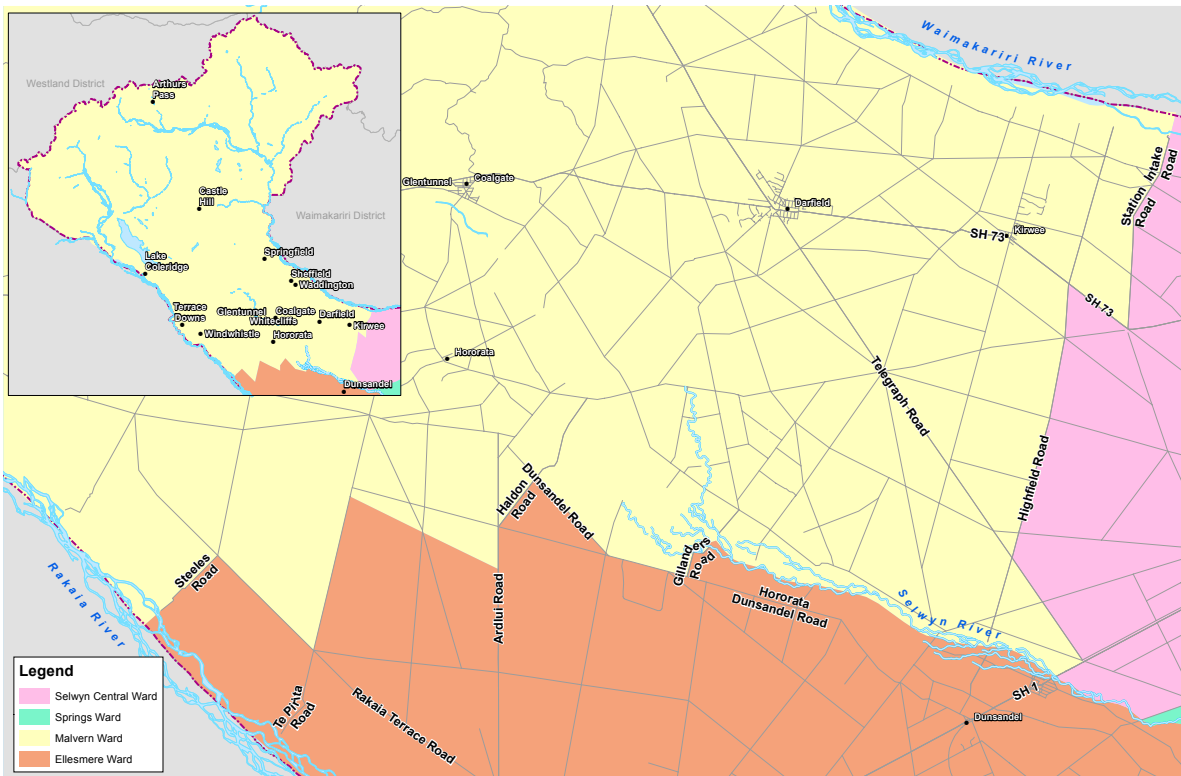
## 2.2 Geographic Boundaries of Selwyn Central Ward



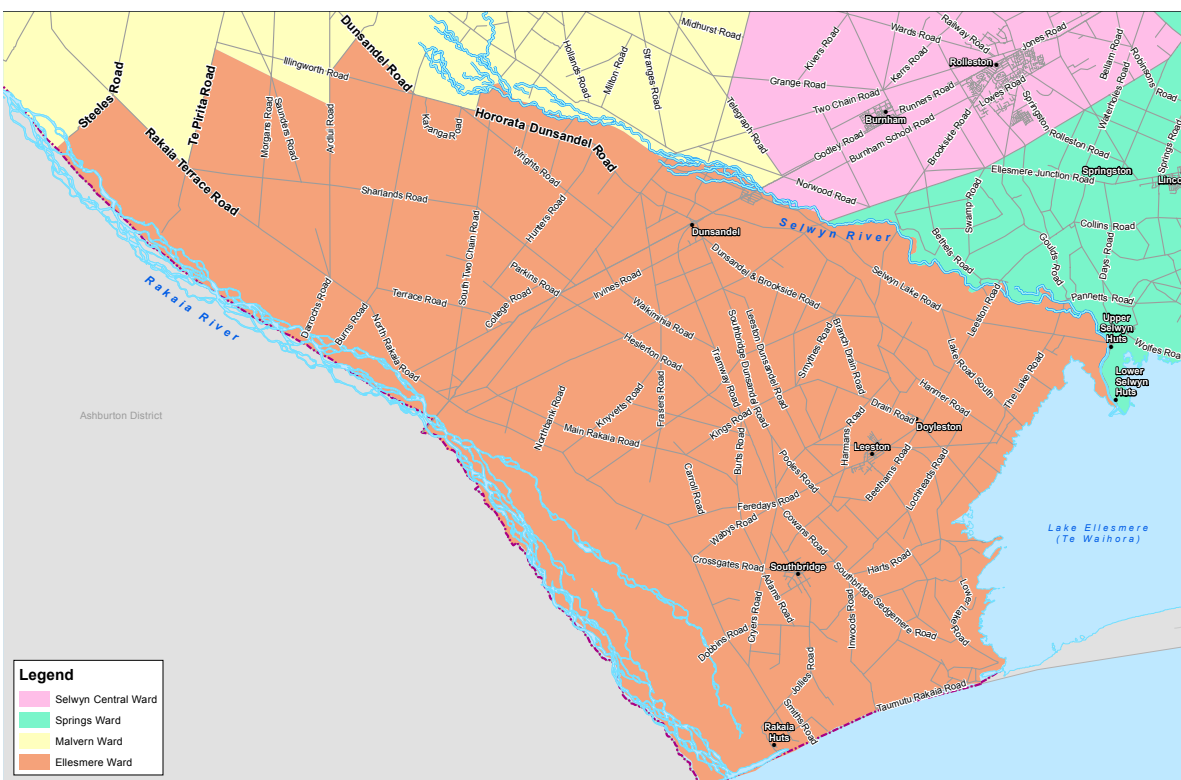
## 2.3 Geographic Boundaries of Springs Ward



## 2.4



## 2.5



# 3

## Demographics of the Research Sample

### 3.1 Distribution by Gender

	2013 Census	Number of Respondents	Percentage of Respondents	
Male	51%	494	49%	
Female	49%	509	51%	

### 3.2 Distribution by Age

	2013 Census	Number of respondents	Percentage of respondents	
18-24	8%	98	10%	
25-34	14%	104	10%	
35-44	22%	229	23%	
45-54	23%	237	24%	
55-64	17%	179	18%	
65+	15%	156	16%	

### 3.3 Distribution by Ward

	2013 Census	Number of respondents	Percentage of respondents	
Ellesmere	15%	153	15%	
Malvern	17%	207	21%	
Selwyn Central	39%	369	37%	
Springs	28%	274	27%	

### 3.4 Distribution by Urban/Rural

	Number of Respondents	Percentage of Respondents	
Urban	618	62%	
Rural	374	37%	

### 3.5 Distribution by Home Status

	Number of Respondents	Percentage of Respondents	
Owned or part owned	918	92%	
Rented	63	6%	
Other arrangements	20	2%	
Refused	2	0%	

### 3.6 Distribution by Employment Status

	Number of Respondents	Percentage of Respondents
Salary or wage earner	554	55%
Self employed	200	20%
Retired	143	14%
Full time homemaker	46	5%
Student	35	3%
Unemployed and seeking	13	1%
Other beneficiary	6	1%
Don't know/ Refused	6	1%
<b>Total</b>	<b>1003</b>	

### 3.7 Distribution by Employment Sector

	Number of Respondents	Percentage of Respondents
Agriculture, Forestry and Fishing	121	16%
Education and Training	89	12%
Construction	79	10%
Health Care and Social Assistance	56	7%
Professional, Scientific and Technical Services	55	7%
Administrative and Support Services	50	7%
Public Administration and Safety	38	5%
Accommodation and Food Services	35	5%
Information Media and Telecommunications	32	4%
Retail Trade	31	4%
Transport, Postal and Warehousing	31	4%
Manufacturing	26	3%
Financial and Insurance Services	26	3%
Other Services	23	3%
Electricity, Gas, Water and Waste Services	21	3%
Arts and Recreation Services	19	3%
Rental, Hiring and Real Estate Services	13	2%
Mining	4	1%
Wholesale Trade	4	1%
<b>Total</b>	<b>754</b>	

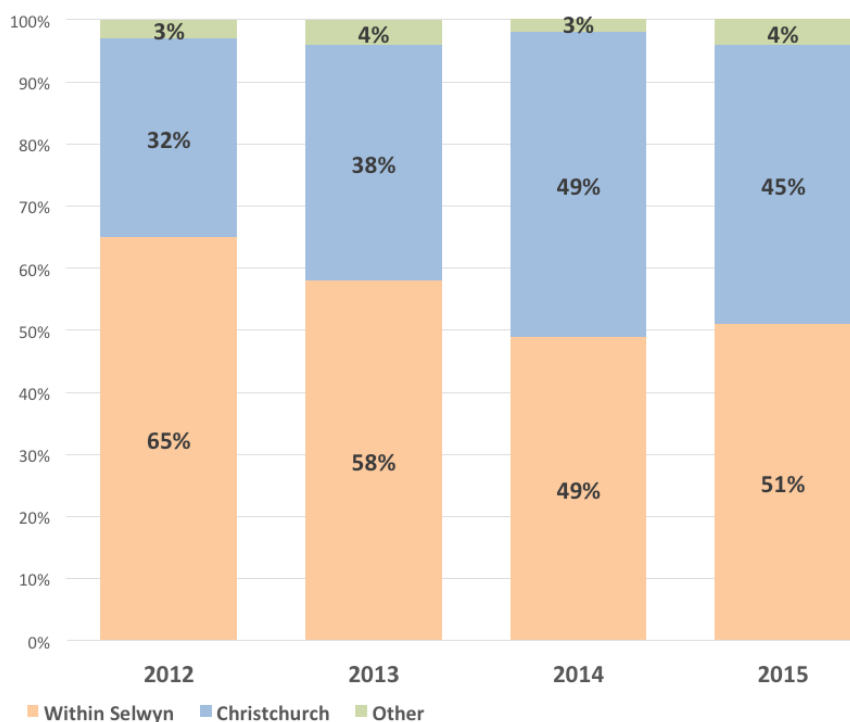
### 3.8 Distribution by Workplace Location

	Number of Respondents	Percentage of Respondents
Within Selwyn	402	51%
Christchurch	354	45%
Ashburton	8	1%
Waimakariri	3	0%
Other	22	3%

### 3.9 Workplace Location, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Total
Within Selwyn	65%	40%	49%	69%	51%
Christchurch	31%	55%	49%	27%	45%
Other	5%	5%	2%	4%	4%
<b>Total respondents</b>	<b>153</b>	<b>316</b>	<b>216</b>	<b>104</b>	<b>789</b>

### 3.10 Workplace Location, Over Time

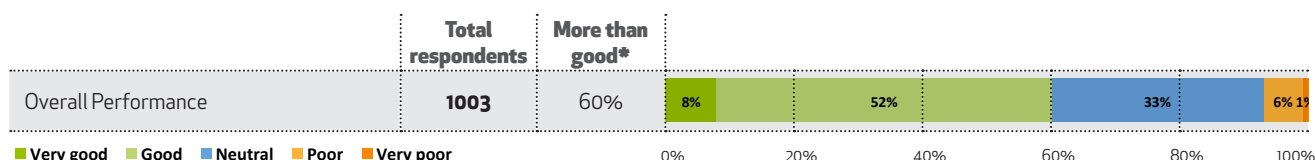


# 4

## Overall Performance

Residents were asked how they rated the Council's overall performance. This question was asked using a simple five-point Likert scale, ranging from very good to very poor. For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who rated overall Council performance as 'very good' or 'good'.

Overall, 60% of residents felt the Council's performance was good or very good. A further third were neutral, and just 7% felt performance was poor or very poor. This question was previously asked in 2013. At that time, 58% of residents felt Council performance was good or very good. This suggests that Council performance in 2015 is in line with that in 2013.



Residents in Selwyn Central and Springs rated Council performance highest (64% and 63% respectively). Satisfaction was lower in Malvern (56%), and lowest in Ellesmere (48%). When contrasted by 'lifestyle', respondents living in towns were happier than those living rurally (65%, compared to 51%).

### 4.2 Overall Performance, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
More than good*	55%	64%	63%	48%	65%	50%	60%
Very good	6%	9%	8%	7%	9%	6%	8%
Good	49%	55%	55%	41%	56%	44%	52%
Neutral	34%	32%	30%	42%	28%	42%	33%
Poor	8%	3%	6%	9%	5%	7%	6%
Very poor	2%	1%	1%	1%	1%	1%	1%
Total respondents	207	369	274	153	619	384	1003

Younger people (those aged 18 – 34) were more satisfied with Council performance than those aged over 35. In fact, perceptions of performance declined relative to the age of residents. There was no difference in results by gender.

### 4.3 Overall Performance, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
More than good*	73%	72%	59%	57%	54%	54%	61%	59%	60%
Very good	10%	12%	7%	5%	4%	13%	8%	8%	8%
Good	63%	60%	52%	52%	50%	41%	53%	51%	52%
Neutral	24%	28%	36%	34%	35%	37%	32%	35%	33%
Poor	2%	1%	4%	7%	9%	8%	7%	5%	6%
Very poor	0%	0%	1%	2%	2%	1%	1%	2%	1%

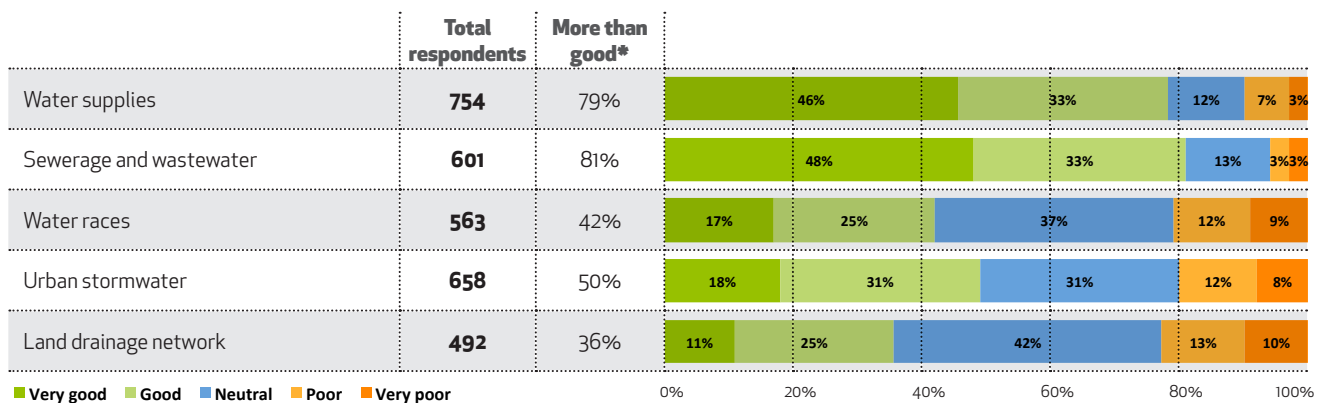
# 5

## Water Services

Respondents were asked to rate the Council's performance with each of the 'five waters' services:

- Water races;
- Water supplies;
- Urban stormwater;
- Land drainage network; and
- Sewerage and waste water.

Perceptions of sewerage and waste water, and water supplies were high, with 81% of residents rating sewerage performance as good or very good, and 79% rating the water supply as good or very good. Satisfaction with urban storm water (50%) water races (42%), and the land drainage network (36%) was lower. However, those residents who did not rate performance as 'good' or 'very good' tended to be neutral, rather than thinking poorly of Council service.



\*For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who said 'good' or 'very good'.

Respondents in towns were more satisfied each of the five water services than their rural counterparts. In particular, town residents were more satisfied with sewerage (85%, compared to 63%) and water supplies (84%, compared to 65%) than rural residents. Satisfaction with each service was also higher in Springs than in other wards. Satisfaction in Ellesmere tended to be lower, particularly in regards to water races (29%), urban stormwater (23%), and the land drainage network (20%).

It is important to note that 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.

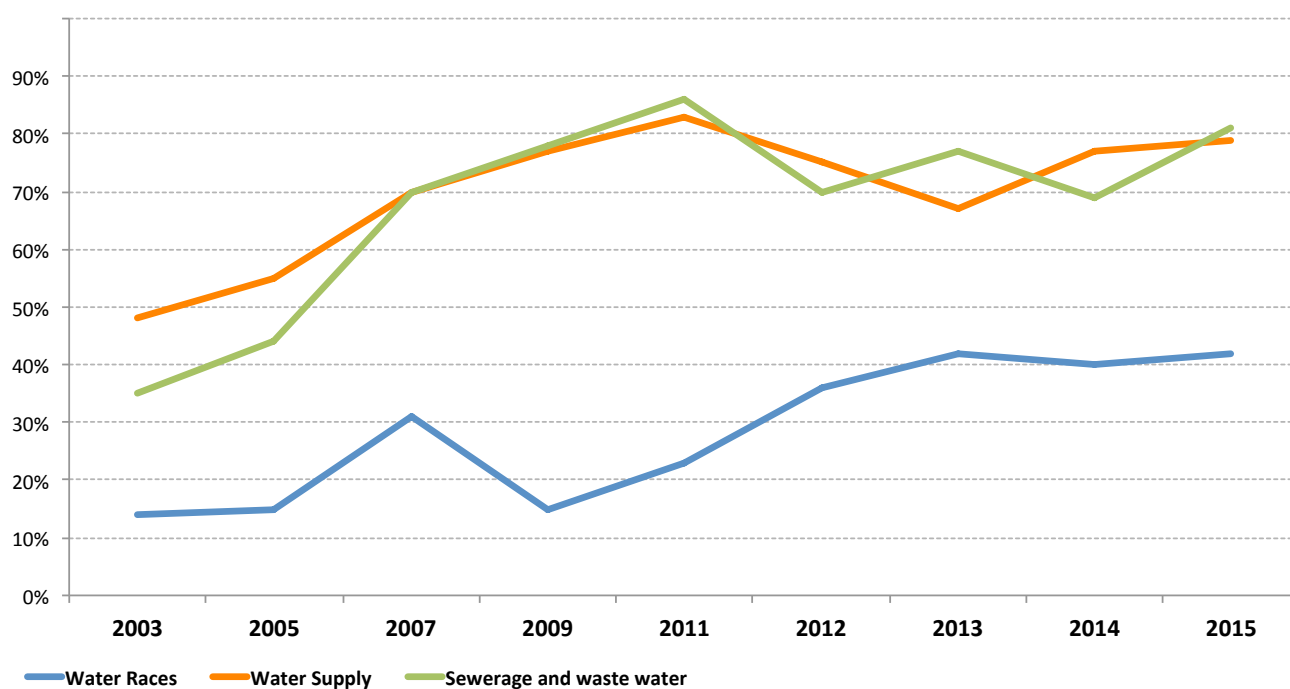
## 5.2 Perceptions of Water Services, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Water supplies	68%	81%	90%	73%	84%	65%	<b>79%</b>
Sewerage and wastewater	59%	83%	91%	73%	85%	63%	<b>81%</b>
Water races	44%	43%	48%	29%	44%	39%	<b>42%</b>
Urban stormwater	49%	50%	64%	23%	54%	38%	<b>50%</b>
Land drainage network	36%	38%	43%	20%	39%	30%	<b>36%</b>

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

## 5.3 Perceptions of Water Services, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Water supplies	83%	94%	78%	73%	71%	84%	78%	79%	<b>79%</b>
Sewerage and wastewater	77%	90%	79%	80%	77%	88%	82%	80%	<b>81%</b>
Water races	61%	53%	36%	36%	35%	47%	43%	41%	<b>42%</b>
Urban stormwater	58%	51%	43%	52%	44%	57%	54%	46%	<b>50%</b>
Land drainage network	43%	45%	35%	30%	35%	34%	38%	33%	<b>36%</b>



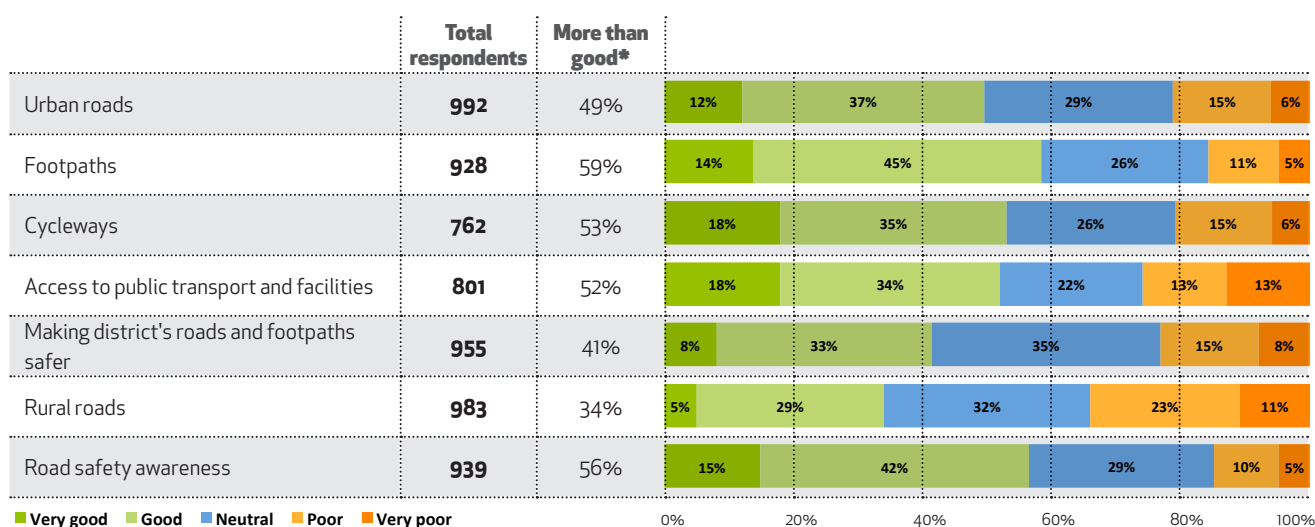
# 6

## Land Transport

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

- Town streets;
- Footpaths;
- Cycleways and safe cycling routes;
- Access to public transport and facilities
- Making the district's roads and intersections safer;
- Maintaining rural roads<sup>4</sup>; and
- Promoting road safety awareness.

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 footpaths (59%) and road safety awareness (56%). Residents were least satisfied with rural roads (34%) and making the district's roads and footpaths safer (41%).



\*For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who said 'good' or 'very good'.

Rural respondents tended to be less satisfied with areas of land transport than town respondents, except in the area of road safety awareness. Residents in Ellesmere were less satisfied with most aspects of land transport than residents in other wards. Residents in Springs were significantly more satisfied with cycleways than residents in other areas.

As in 2014, perceptions of road safety promotion and making the districts' land transport network safer were mixed. Respondents continued to feel that the Council is performing better at promoting safety awareness than at actually making roads and intersections safer (56% satisfied, and 41% satisfied, respectively).

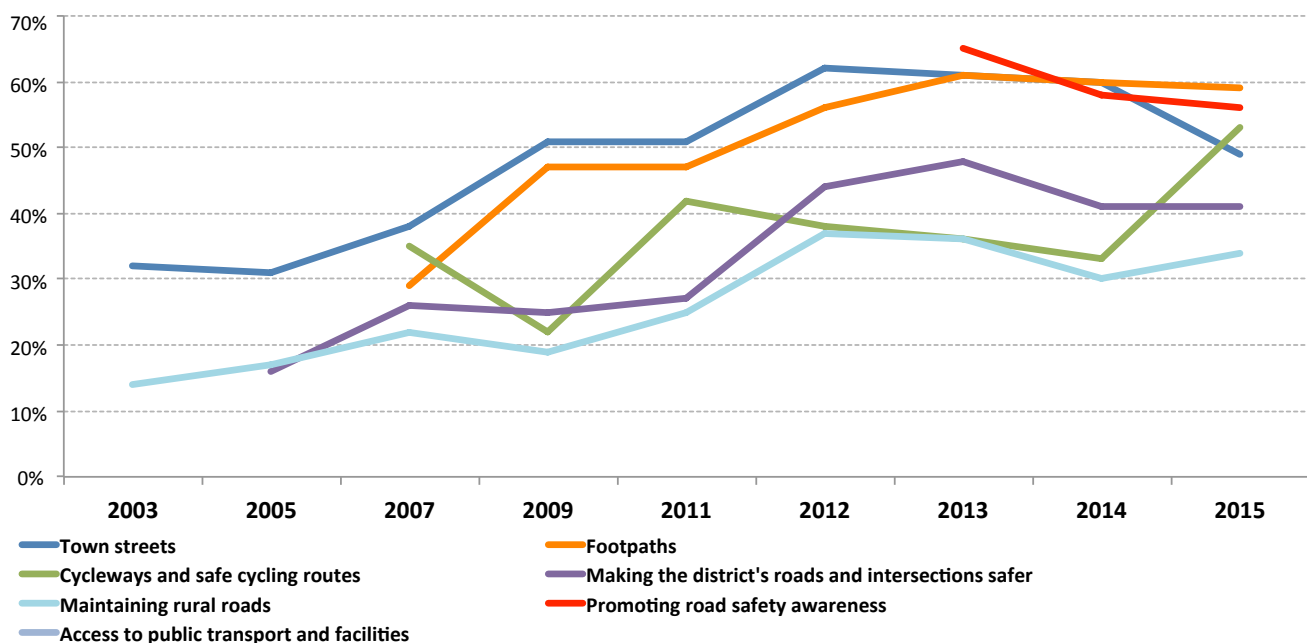
## 6.2 Perceptions of Land Transport Services, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Urban roads	53%	52%	49%	39%	52%	45%	<b>49%</b>
Footpaths	66%	58%	65%	43%	62%	54%	<b>59%</b>
Cycleways	42%	42%	73%	47%	55%	49%	<b>53%</b>
Access to public transport and facilities	30%	62%	67%	13%	61%	34%	<b>52%</b>
Making district's roads and footpaths safer	46%	42%	44%	28%	44%	36%	<b>41%</b>
Rural roads	36%	38%	34%	24%	38%	30%	<b>34%</b>
Road safety awareness	66%	53%	54%	55%	56%	56%	<b>56%</b>

## 6.3 Perceptions of Land Transport Services, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Urban roads	67%	60%	50%	43%	41%	49%	49%	50%	<b>49%</b>
Footpaths	79%	72%	58%	52%	53%	58%	62%	56%	<b>59%</b>
Cycleways	61%	62%	44%	52%	51%	61%	55%	51%	<b>53%</b>
Access to public transport and facilities	66%	53%	50%	51%	41%	55%	53%	50%	<b>52%</b>
Making district's roads and footpaths safer	65%	58%	36%	34%	33%	43%	44%	38%	<b>41%</b>
Rural roads	42%	40%	33%	32%	31%	36%	36%	32%	<b>34%</b>
Road safety awareness	57%	61%	52%	54%	53%	66%	54%	58%	<b>56%</b>

There was decline in the perception of urban roads between 2014 and 2015 (49%, compared to 60%), while perceptions of rural roads increased slightly (from 30% to 34%). Satisfaction in all other areas remained stable, except in regards to cycleways, where performance increased markedly (from 33% to 53%).



# 7

## Waste Management

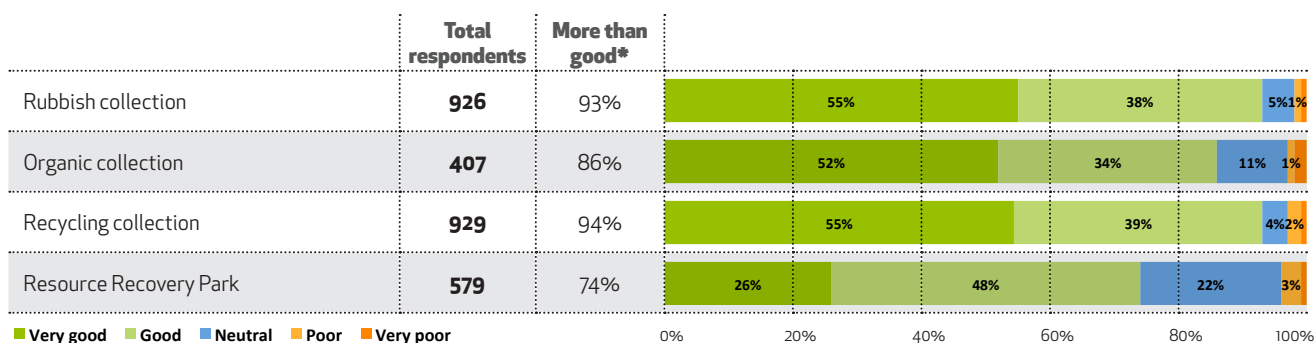
Respondents were asked to provide information regarding their perception of the waste management services provided by the Council:

- Rubbish collection services;
- A place to take your rubbish for dumping and recycling (Resource Recovery Park);
- Collection lawn, garden and food waste for compost; and
- Recycling collection services.

Please note that this question was revised slightly between 2014 and 2015. In previous years, all residents were asked to rate their perception of all waste management services. In 2015, and in future data collection periods, only those residents receiving a service were asked to rate performance of the service. This means that trend data are not strictly comparable, as they refer to different populations, and should be considered indicative only.

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. 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.

Council is clearly performing well at providing waste management services. Nearly all residents were satisfied with rubbish collection (93%), and recycling collection (94%). Satisfaction was also high with the performance of organic collection (86%), and the Resource Recovery Park (74%).



\*For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who said 'good' or 'very good'.

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.

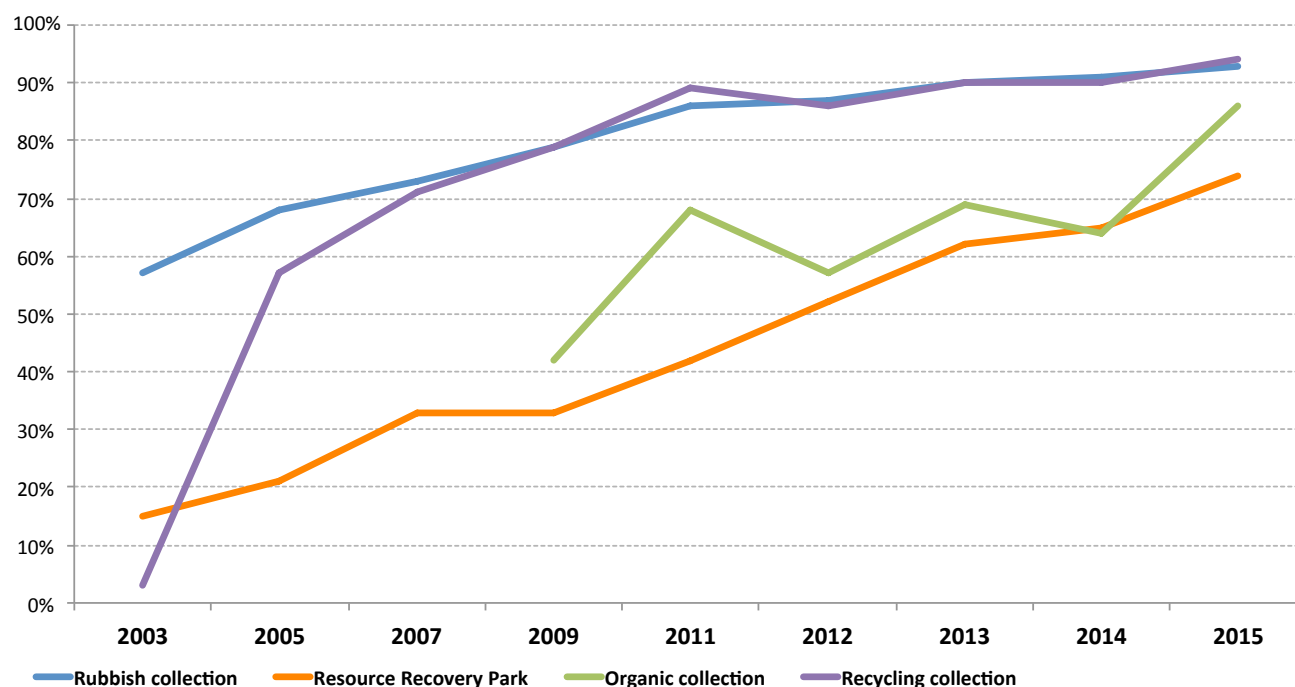
## 7.2 Perceptions of Waste Management Services, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Rubbish collection	93%	91%	96%	94%	95%	91%	<b>93%</b>
Organic collection	84%	84%	91%	87%	89%	71%	<b>86%</b>
Recycling collection	93%	92%	97%	94%	94%	93%	<b>94%</b>
Resource Recovery Park	68%	79%	78%	60%	78%	67%	<b>74%</b>

## 7.3 Perceptions of Waste Management Services, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Rubbish collection	93%	96%	89%	91%	95%	99%	94%	93%	<b>93%</b>
Organic collection	86%	87%	86%	84%	87%	89%	87%	85%	<b>86%</b>
Recycling collection	95%	95%	91%	93%	94%	99%	95%	93%	<b>94%</b>
Resource Recovery Park	65%	82%	77%	73%	73%	76%	75%	74%	<b>74%</b>

As previously noted, this trend data should be considered indicative only, as waste management performance was rated by a more targeted sample than previously. This may be the reason for the increased satisfaction across all aspects of service.



Results demonstrated that the population who were most likely to use the Resource Recovery Park (RRP) were those from Selwyn Central, where 62% of respondents use the facility. Those who were least likely to use the RRP in Ellesmere (29% used) and Malvern (30% used). Town respondents were more likely to use the RRP than rural respondents.

## 7.5 Use of Resource Recovery Park

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Used at least once	30%	62%	33%	29%	48%	33%	42%
1 – 5 times	21%	35%	23%	21%	29%	23%	27%
6 – 10 times	3%	18%	5%	5%	11%	6%	9%
11 – 20 times	2%	7%	4%	1%	5%	2%	4%
Over 20 times	2%	2%	1%	2%	3%	1%	2%
Not used	70%	38%	67%	71%	52%	67%	58%
<b>Total</b>	<b>207</b>	<b>369</b>	<b>274</b>	<b>153</b>	<b>601</b>	<b>381</b>	<b>982</b>

# 8

## Community Facilities

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

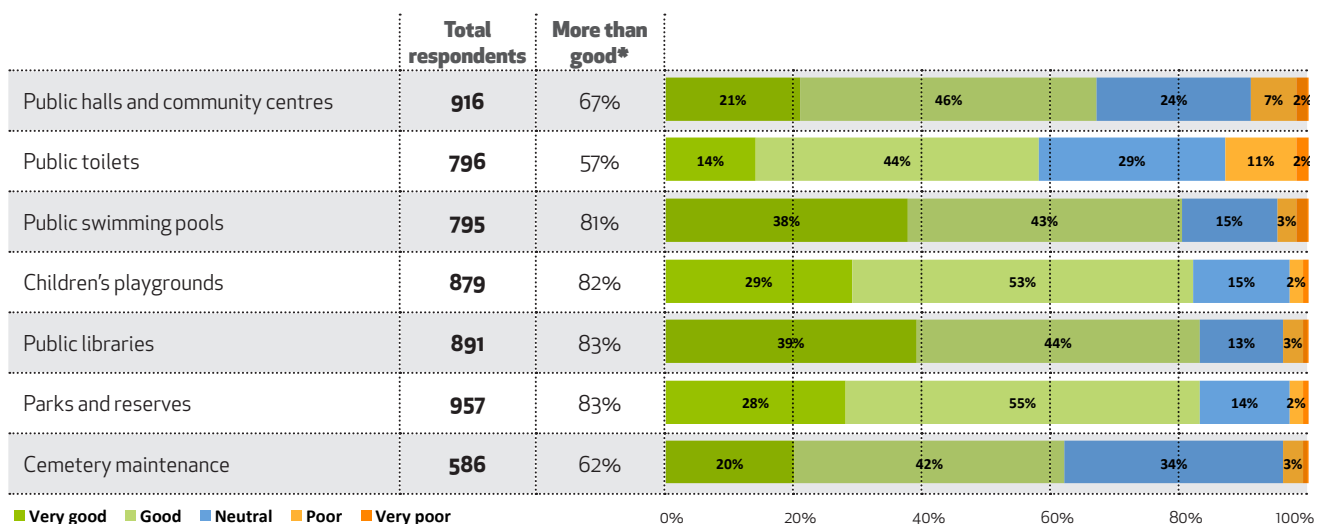
### 8.1 Perceptions of Community Facilities

Most council facilities were evaluated in the 2015 Residents' Opinion survey, being:

- Public Halls and community centres;
- Parks and reserves;
- Maintenance of cemeteries;
- Public swimming pools;
- Children's playgrounds;
- Public libraries; and
- Public toilets.

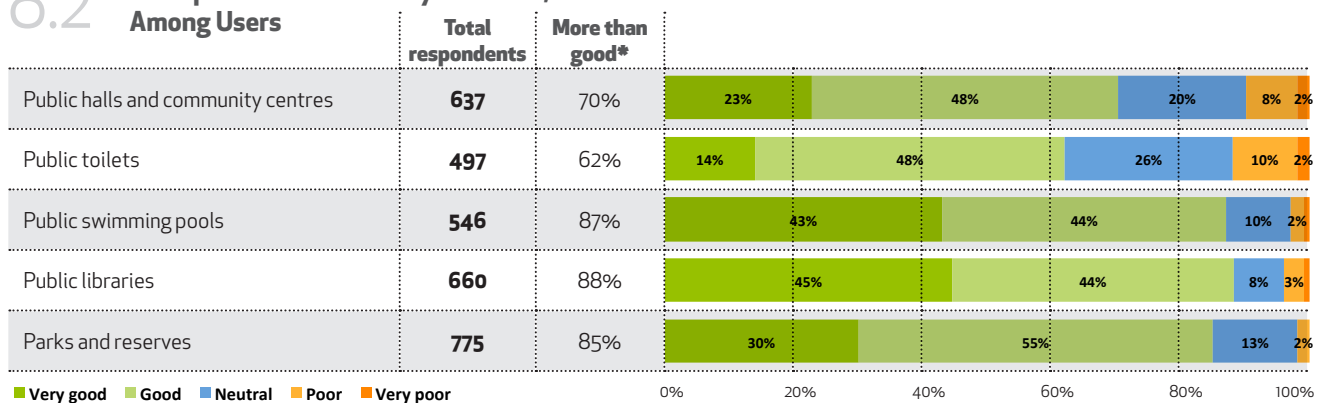
Of these facilities, satisfaction was highest with parks and reserves (83%), public libraries (83%), playgrounds (82%) and swimming pools (81%). Note that not all residents use all services, and those who do not use a service (such as public toilets) may have no or a lower opinion of it. Responses were also positive for public halls and community centres (67%), maintenance of cemeteries (62%) and public toilets (57%).

Few respondents felt the Council was performing poorly, however around one-third of respondents were neutral on provision of public toilets (29%) and cemetery maintenance (34%), as was one-quarter on provision of public halls and community centres (24%).



Residents were also asked to describe their use of various community facilities (this is further discussed in Section 8.2). This data can be used to describe the perceptions solely of facility users. Facility users tended to rate the facilities they used higher than residents overall; this suggests that those who do not use facilities have no or a lower opinion of them.

## 8.2 Perceptions of Community Facilities, Among Users



\*For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who said 'good' or 'very good'.

As in other areas of service, residents identifying as rural were less satisfied with community facilities than residents in towns (except regarding public toilets, where perceptions were equal, and cemetery maintenance, where rural residents were slightly more satisfied). Overall, however, residents in both towns and rural areas were considerably more satisfied than dissatisfied with community facilities.

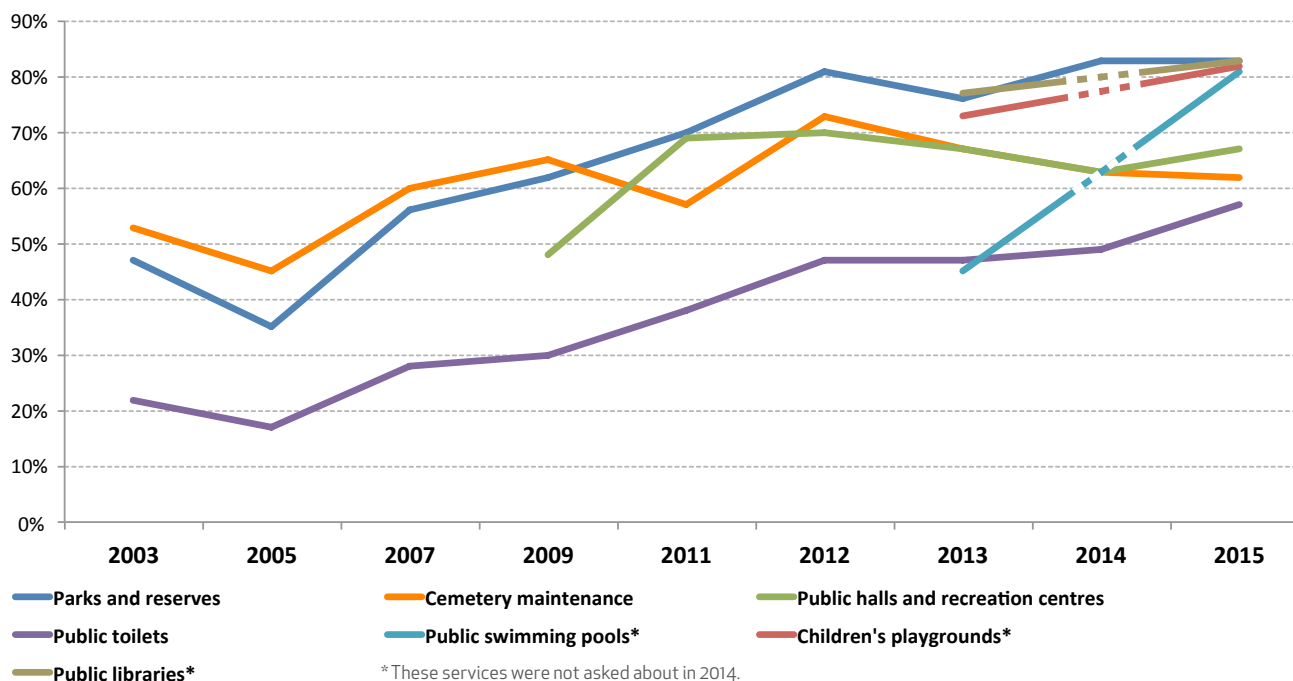
## 8.3 Perceptions of Community Facilities, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Public halls and community centres	61%	65%	76%	61%	73%	57%	67%
Public toilets	77%	47%	54%	58%	57%	57%	57%
Public swimming pools	72%	87%	83%	70%	84%	75%	81%
Children's playgrounds	81%	83%	85%	73%	85%	77%	82%
Public libraries	86%	73%	93%	85%	85%	80%	83%
Parks and reserves	86%	85%	84%	72%	86%	78%	83%
Cemetery maintenance	70%	47%	70%	63%	60%	64%	62%
<b>Total respondents</b>	<b>207</b>	<b>369</b>	<b>274</b>	<b>153</b>	<b>619</b>	<b>384</b>	<b>1003</b>

## 8.4 Perceptions of Community Facilities, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Public halls and community centres	75%	68%	65%	64%	65%	69%	68%	66%	<b>67%</b>
Public toilets	51%	60%	52%	52%	60%	74%	59%	56%	<b>57%</b>
Public swimming pools	75%	87%	86%	80%	73%	80%	78%	83%	<b>81%</b>
Children's playgrounds	78%	85%	83%	81%	79%	86%	84%	80%	<b>82%</b>
Public libraries	75%	87%	80%	83%	83%	90%	84%	82%	<b>83%</b>
Parks and reserves	87%	88%	83%	82%	80%	82%	84%	82%	<b>83%</b>
Cemetery maintenance	54%	67%	50%	56%	67%	77%	65%	59%	<b>62%</b>
<b>Total respondents</b>	<b>98</b>	<b>104</b>	<b>229</b>	<b>237</b>	<b>179</b>	<b>156</b>	<b>494</b>	<b>509</b>	<b>1003</b>

Perceptions of parks and reserves, and cemetery maintenance, are in line with perceptions in 2014. Satisfaction has improved over the past year in regards to both public toilets and public halls. While some community facilities were not discussed in the 2014 Residents' Opinion Survey, the data previously collected suggests that satisfaction with playgrounds, libraries, and swimming pools has increased since 2013. This is especially the case for swimming pools, where satisfaction has nearly doubled between 2013 and 2015.



## 8.2 Use of Community Facilities

Respondents were asked to provide information regarding their use of:

- Public swimming pools in the District (other than school pools);
- Public parks or reserves in the District;
- Public halls or recreation centres (other than school ones);
- Bus services in Selwyn District (other than school ones);
- Public toilets in Selwyn District;
- Public libraries in Darfield, Leeston, Lincoln or Rolleston; and
- The mobile library or book bus.

Parks and reserves were the most popular community facility, used by 78% of residents at least once. This was followed by the public library (67%) and public halls and community centres (65%). The mobile library or book bus was least used, by 9% of residents.

	Total	Used at least once	1 – 5 times	6 – 10 times	11 – 20 times	Over 20 times	Not used
Swimming pools	1002	56%	20%	10%	10%	17%	44%
Parks and reserves	1000	78%	22%	13%	11%	32%	22%
Public halls and community centres	999	65%	32%	10%	8%	15%	35%
Bus service	1000	29%	11%	3%	3%	11%	71%
Public toilet	990	52%	30%	11%	5%	5%	48%
Public library	1001	67%	24%	13%	12%	18%	33%
The mobile library or book bus	999	9%	5%	1%	1%	1%	91%

Bus services were used considerably less by those in Malvern (9%) and Ellesmere (6%), and most by those in Springs (45%). Swimming pools were used by more residents from Selwyn Central than other wards, however fewer residents from Selwyn Central used the public library or public halls.

## 8.7 Use of Community Facilities, by Location (Have Used)

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Swimming pools	41%	72%	54%	44%	62%	47%	56%
Parks and reserves	72%	81%	79%	78%	85%	67%	78%
Public halls and community centres	66%	61%	72%	63%	67%	62%	65%
Bus service	9%	38%	45%	6%	37%	15%	29%
Public toilet	56%	48%	50%	61%	52%	52%	52%
Public library	69%	62%	71%	69%	71%	60%	67%
The mobile library or book bus	10%	10%	6%	10%	9%	9%	9%

## 8.8 Use of Community Facilities, by Age and Gender (Have Used)

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Swimming pools	59%	72%	83%	59%	34%	27%	53%	60%	<b>56%</b>
Parks and reserves	84%	86%	87%	80%	73%	63%	78%	79%	<b>78%</b>
Public halls and community centres	66%	63%	75%	65%	51%	68%	65%	66%	<b>65%</b>
Bus service	56%	25%	36%	29%	17%	18%	30%	28%	<b>29%</b>
Public toilet	51%	57%	57%	58%	44%	42%	55%	50%	<b>52%</b>
Public library	52%	68%	74%	67%	59%	74%	62%	72%	<b>67%</b>
The mobile library or book bus	8%	13%	18%	8%	2%	4%	8%	10%	<b>9%</b>

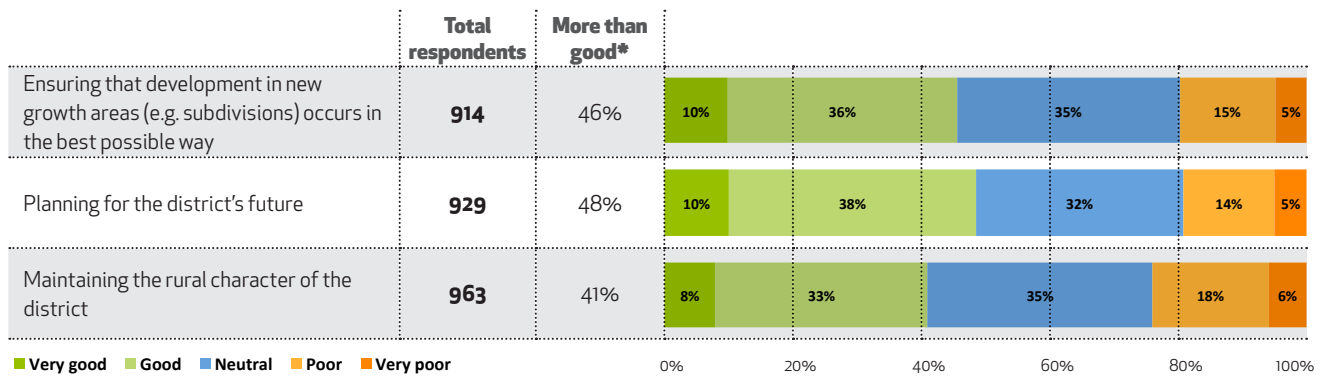
# 9

## District Planning

Residents were asked about their perceptions of three aspects of district planning:

- Development in new growth areas;
- Planning for the District's future; and
- Maintaining the rural character of the District.

Residents were more satisfied with planning for the future (48%), and less satisfied with maintaining the rural character of the District (41%). In each case, fewer than half of residents rated performance as 'good' or 'very good', although the remaining respondents tended to be neutral rather than rating Council poorly.



\*For ease of analysis, a 'more than good' score has been calculated. This simply adds together those respondents who said 'good' or 'very good'.

Performance was rated more positively in Selwyn Central for development in new growth areas and planning for the District's future. Respondents were less positive about these aspects in Ellesmere. Malvern residents were most positive about maintaining the rural character of the District.

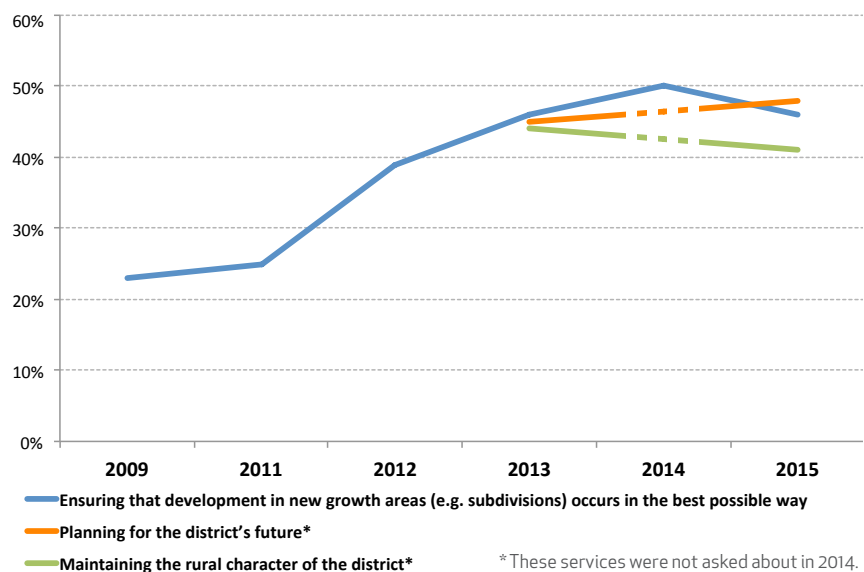
### 9.2 Perceptions of District Planning by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Ensuring that development in new growth areas (e.g. subdivisions) occurs in the best possible way	44%	50%	49%	32%	49%	40%	46%
Planning for the district's future	48%	53%	46%	39%	50%	45%	48%
Maintaining the rural character of the district	47%	40%	37%	39%	41%	40%	41%

### 9.3 Perceptions of District Planning by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Ensuring that development in new growth areas (e.g. subdivisions) occurs in the best possible way	60%	60%	43%	41%	42%	47%	51%	41%	46%
Planning for the district's future	69%	56%	46%	46%	40%	46%	51%	45%	48%
Maintaining the rural character of the district	51%	50%	39%	38%	35%	42%	43%	38%	41%

Trend analysis suggests that perceptions of the development in new growth areas have changed little between 2014 and 2015. While the other aspects of district planning were not discussed in the 2014 Residents' Opinion Survey, the data previously collected suggests that results in 2015 are in line with those in 2013.

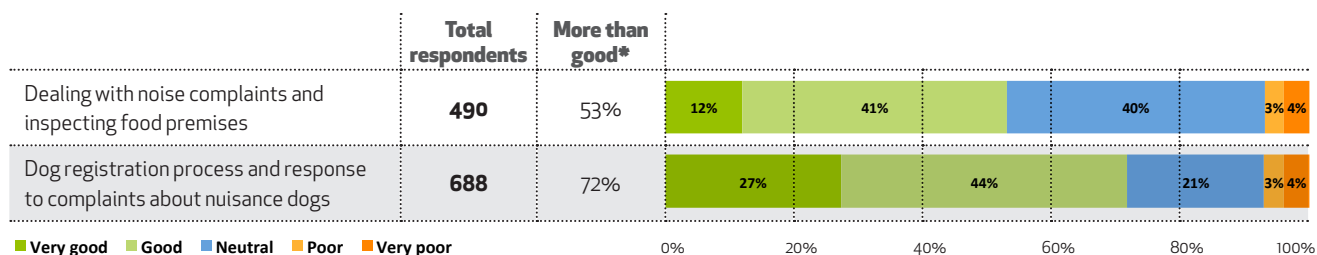


## Regulatory Services

Residents were asked to rate the performance of two of the Council's regulatory services:

- Public health (that is, dealing with noise complaints and inspecting food premises); and
- Dog control (that is, the dog registration process and response to complaints about nuisance dogs).

Residents were mostly positive about dog control (72%). Although less positive, more than half of residents felt the performance of public health services were good or very good. A further 40% of respondents were neutral, and just 7% felt Council performed poorly.



Respondents were more satisfied with public health in Malvern and Springs, and less satisfied in Ellesmere. There was little difference in perceptions of dog control.

### 10.2 Perceptions of Regulatory Services, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Dealing with noise complaints and inspecting food premises	61%	49%	59%	43%	56%	46%	53%
Dog registration process and response to complaints about nuisance dogs	73%	70%	74%	69%	72%	71%	72%

### 10.3 Perceptions of Regulatory Services, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Dealing with noise complaints and inspecting food premises	66%	61%	44%	47%	47%	61%	54%	51%	53%
Dog registration process and response to complaints about nuisance dogs	80%	79%	71%	75%	63%	64%	68%	75%	72%

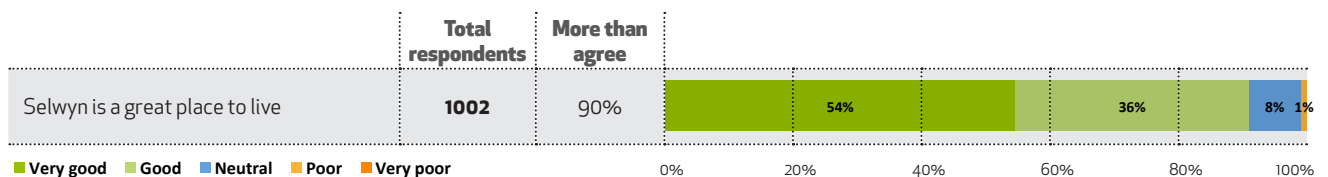
## Quality of Life

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

- Perceptions of living in Selwyn;
- Residents' sense of community; and
- Community involvement.

### 11.1 Living in Selwyn

Residents were asked how much they agreed or disagreed that Selwyn is a great place to live. This question was asked using a simple five-point Likert scale, ranging from strongly agree to strongly disagree. The majority of residents agreed or strongly agreed (90%), showing a high level of pride in the District. Just 1% of residents disagreed, and no respondents strongly disagreed.



There was little variation in results by ward, although residents in Selwyn Central agreed most and residents in Ellesmere agreed least. Overall residents in towns agreed slightly more than residents in rural areas.

### 11.2 Agreement that Selwyn is a Great Place to Live, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Selwyn is a great place to live	90%	93%	89%	87%	92%	88%	90%

### 11.3 Agreement that Selwyn is a Great Place to Live, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Selwyn is a great place to live	95%	97%	92%	89%	83%	89%	90%	91%	90%

Residents were then asked why they agreed or disagreed. The results have been shown by agreement or disagreement, so that reasons for agreement and disagreement can be ascertained. The main reason for agreement was the atmosphere and environment, including the rural aspect, peacefulness, clean and open spaces (55%). The main reason for disagreement was dissatisfaction with infrastructure (47%). Note also that some residents agreed with the statement but noted things they dislike about the District.

## 11.4 Why Selwyn is a Great Place to Live

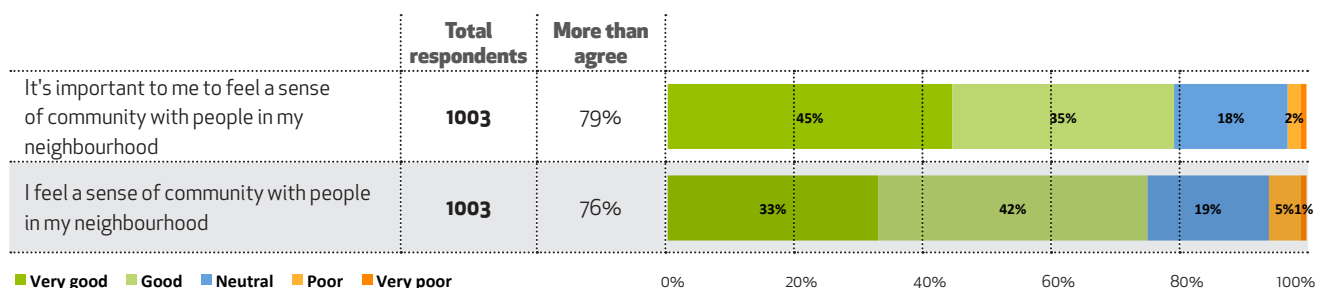
	Agree	Neutral	Disagree	Total
Good atmosphere/ environment (e.g. rural, peaceful, clean, open spaces)	55%	7%	0%	<b>50%</b>
Good community spirit/ Friendly people	25%	1%	0%	<b>22%</b>
Accessible to urban services	25%	0%	0%	<b>22%</b>
Good facilities/ amenities (e.g. pools, parks, buildings)	17%	0%	0%	<b>16%</b>
Generally happy with/ in region	9%	11%	0%	<b>9%</b>
Good services/ activities (e.g. rubbish collection, community events, outdoor recreation)	8%	1%	0%	<b>7%</b>
Feel safe/ Low crime rate	6%	0%	0%	<b>5%</b>
Good population density	4%	1%	0%	<b>4%</b>
Poor or inadequate infrastructure (e.g. roading, sewage, power supply)	2%	13%	47%	<b>4%</b>
Good place for families/ raising children	4%	0%	0%	<b>4%</b>
Good growth	3%	1%	0%	<b>3%</b>
Growing too fast	2%	13%	0%	<b>3%</b>
Good schools	3%	0%	0%	<b>3%</b>
Well planned developments	3%	0%	0%	<b>2%</b>
Good infrastructure (e.g. roading, sewage, power supply)	2%	0%	0%	<b>2%</b>
Well run Council	2%	0%	0%	<b>2%</b>
Development not keeping up with growth	1%	7%	7%	<b>2%</b>
Poor public transport system	1%	2%	20%	<b>1%</b>
Poor or inadequate services/ activities (e.g. rubbish collection, community events)	1%	6%	27%	<b>1%</b>
Smaller communities neglected	0%	12%	13%	<b>1%</b>
Other	10%	56%	47%	<b>14%</b>
<b>Total respondents</b>	<b>904</b>	<b>84</b>	<b>15</b>	<b>1002</b>

## 11.2 Sense of Community

Respondents were asked to rate how much they agreed that it was important to feel a sense of community with their neighbours, and how much they did feel a sense of community with their neighbours. Both statements were rated using a simple five-point Likert scale, ranging from strongly agree to strongly disagree.

Four-fifths of residents agreed that it was important to them to feel a sense of community with neighbours, and three-quarters of residents (76%) agreed that they do feel a sense of community with other residents in their neighbourhood. In both cases, very few residents disagreed with each statement.

The results suggest a growth in 'community feeling' since 2014, when agreement with the same statement was 64%. The data from 2015 are more in line with results from 2013 and 2012 (78% in both years).



A sense of community was felt to be important by slightly more residents in Malvern, and slightly fewer residents in Selwyn Central. Similarly, a sense of community was felt by more residents in Malvern, and fewer residents in both Springs and Selwyn Central.

## 11.6 Agreement Regarding Sense of Community, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
It's important to me to feel a sense of community with people in my neighbourhood	84%	75%	80%	82%	81%	77%	79%
I feel a sense of community with people in my neighbourhood	82%	73%	74%	78%	76%	75%	76%

## 11.7 Agreement Regarding Sense of Community, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
It's important to me to feel a sense of community with people in my neighbourhood	66%	72%	85%	76%	80%	88%	77%	82%	79%
I feel a sense of community with people in my neighbourhood	71%	75%	80%	71%	71%	85%	76%	76%	76%

Residents who did not feel a sense of community were asked why they had disagreed with the statement (n=55). The most common responses were that residents preferred to socialise with family and friends (31%), they liked to keep to themselves (27%), or their neighbours were not friendly (27%).

## 11.8 Why Residents Do Not Feel a Sense of Community

	Number of Respondents	Percentage of Respondents
I prefer to socialise with family and friends	17	31%
I like to keep to myself	15	27%
My neighbours are not friendly	15	27%
There are new people in my neighbourhood who have recently arrived and I don't know them that well	10	18%
My busy life leaves limited time to build a sense of community with my neighbours or to get to know them	6	11%
There are a lack of events or things happening in my neighbourhood	5	9%
Other	14	25%
<b>Total respondents</b>	<b>55</b>	

## 11.3 Community Involvement

Residents were asked if they belonged to a series of groups in Selwyn. The most common response was networks through work or school (38%). Overall, 24% of residents said they were not involved in any of the listed community groups, for a variety of reasons.

## 11.9 Belonging to Community Groups, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Network of people from work or school	36%	43%	38%	29%	41%	33%	<b>38%</b>
Sports club/ Gym	27%	27%	35%	30%	32%	26%	<b>30%</b>
Community or voluntary group	36%	22%	28%	35%	28%	29%	<b>29%</b>
Hobby or interest group	27%	22%	24%	29%	24%	26%	<b>25%</b>
Online network, or online gaming communities	14%	24%	9%	11%	18%	12%	<b>16%</b>
None; because I'm not interested	11%	15%	16%	16%	15%	14%	<b>14%</b>
Church or spiritual group	20%	11%	11%	18%	13%	15%	<b>14%</b>
None; no time	9%	6%	5%	4%	5%	8%	<b>6%</b>
None; I want to but don't know how to find out about them	1%	2%	2%	1%	2%	1%	<b>2%</b>
None; belong to groups outside Selwyn	2%	1%	1%	2%	1%	3%	<b>2%</b>
None: Age/ Health/ Personal reasons	1%	1%	1%	0%	0%	1%	<b>1%</b>
Other	1%	1%	2%	3%	2%	2%	<b>2%</b>
<b>Total respondents</b>	<b>207</b>	<b>369</b>	<b>274</b>	<b>153</b>	<b>619</b>	<b>384</b>	<b>1003</b>

## 11.10 Belonging to Community Groups, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Network of people from work or school	48%	41%	58%	40%	23%	15%	32%	44%	38%
Sports club/ Gym	23%	28%	38%	34%	18%	29%	32%	27%	30%
Community or voluntary group	7%	19%	34%	29%	27%	40%	23%	33%	29%
Hobby or interest group	9%	20%	21%	24%	27%	40%	19%	30%	25%
Online network, or online gaming communities	22%	29%	24%	11%	8%	8%	13%	18%	16%
None; because I'm not interested	17%	11%	9%	15%	20%	16%	19%	10%	14%
Church or spiritual group	7%	5%	10%	11%	18%	28%	12%	15%	14%
None; no time	6%	9%	5%	7%	7%	3%	6%	6%	6%
None; I want to but don't know how to find out about them	3%	3%	1%	1%	3%	1%	1%	2%	2%
None; belong to groups outside Selwyn	3%	3%	2%	1%	1%	1%	1%	2%	2%
None: Age/ Health/ Personal reasons	0%	0%	0%	0%	2%	3%	1%	0%	1%
<b>Total respondents</b>	<b>98</b>	<b>104</b>	<b>229</b>	<b>237</b>	<b>179</b>	<b>156</b>	<b>494</b>	<b>509</b>	<b>1003</b>

Residents were asked if they volunteer for any of the groups they are involved in, or any other groups. In total, 44% of residents were involved in volunteering in Selwyn, and further 8% were involved in volunteering outside Selwyn.

## 11.11 Volunteering for Community Groups, by Location

	Malvern	Selwyn Central	Springs	Ellesmere	Town	Rural	Total
Yes, in Selwyn	46%	41%	44%	52%	46%	42%	44%
Yes, not in Selwyn	5%	9%	10%	8%	8%	10%	8%
No, because I'm not interested in volunteering	15%	18%	22%	15%	18%	18%	18%
No, lack of time	17%	22%	14%	14%	17%	18%	17%
No, I want to but don't know how to find out about them	5%	4%	5%	5%	4%	5%	5%
No, health/age/personal reasons	5%	1%	1%	3%	3%	2%	2%
No, other reasons	7%	5%	4%	3%	4%	5%	5%
<b>Total respondents</b>	<b>207</b>	<b>369</b>	<b>274</b>	<b>153</b>	<b>619</b>	<b>384</b>	<b>1003</b>

## 11.12 Volunteering for Community Groups, by Age and Gender

	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Male	Female	Total
Yes, in Selwyn	19%	31%	57%	46%	41%	53%	43%	46%	44%
Yes, not in Selwyn	10%	9%	7%	14%	6%	4%	9%	8%	8%
No, because I'm not interested in volunteering	32%	19%	10%	15%	23%	19%	21%	16%	18%
No, lack of time	22%	28%	18%	18%	17%	7%	15%	19%	17%
No, I want to but don't know how to find out about them	8%	11%	4%	3%	3%	3%	4%	5%	5%
No, health/age/personal reasons	1%	0%	0%	0%	2%	10%	2%	2%	2%
No, other reasons	7%	3%	3%	5%	7%	3%	5%	4%	5%
<b>Total respondents</b>	<b>98</b>	<b>104</b>	<b>229</b>	<b>237</b>	<b>179</b>	<b>156</b>	<b>494</b>	<b>509</b>	<b>1003</b>

## Appendix One: Survey Questionnaire



Residents' Opinion Survey Questionnaire  
Final, Friday 10 April 2015



Good <time of day>, my name is <name> and I'm calling from Research First Limited. Today I'm calling on behalf of Selwyn District Council. We are conducting the annual residents' survey, which aims to improve services in Selwyn District. May I speak to the youngest person aged over 18 in your household, preferably a male?

Is now a good time or would you prefer I called you back?

- The survey will take 15 to 20 minutes, depending on how much you have to say. Everything you tell me will be treated as strictly confidential.
- Are you happy to proceed?

Please remember that:

- There are no right or wrong answers to these questions.
- You can withdraw from the research at any time.
- This call may be recorded for training and auditing purposes.

### Part One: Quota Demographics

1. 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 (terminate survey)  
☐ No

*If they respond 'yes', politely end the interview and explain that, to be impartial, the survey excludes homes that have someone connected to the Council.*

2. Selwyn District is divided into four electoral wards: Malvern; Selwyn Central; Springs; and Ellesmere. Which do you live in? *Interviewer: if respondent doesn't know, ask Q3 and backcode from list.*

- ☐ Malvern      ☐ Selwyn Central      ☐ Springs      ☐ Ellesmere      ☐ Unsure

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

Town:	
Rural area:	

### Part Two: Frequency of Use and Provision

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 services and facilities in Selwyn?

	1 – 5 times	6 – 10 times	11 – 20 times	Over 20 times	Never	Don't know
a) a public swimming pool within Selwyn District (but not a school pool)	1	2	3	4	5	6
b) a public park or reserve within Selwyn District	1	2	3	4	5	6
c) a public hall or recreation centre (not a school one)	1	2	3	4	5	6
d) a bus service in Selwyn District (not a school one)	1	2	3	4	5	6
e) a public toilet within the Selwyn District	1	2	3	4	5	6
f) a public library in Darfield, Leeston, Lincoln or Rolleston	1	2	3	4	5	6
g) the mobile library or book bus	1	2	3	4	5	6
h) the Resource Recovery Park near Rolleston	1	2	3	4	5	6

### Part Three: Performance

The Council provides a number of services to its communities including provisions for water, transport and public health related services.

5. Using 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 for each of these services?

	Very good	Good	Neutral	Poor	Very poor	Don't know/NA
a) Water supplies (that is, drinking water supplies)	1	2	3	4	5	6
b) Sewerage and waste water	1	2	3	4	5	6
c) Water races (for stock water and landscaping in new subdivisions)	1	2	3	4	5	6
d) Urban stormwater services (involving the drainage, treatment and discharge of rainfall in urban areas)	1	2	3	4	5	6
e) 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).	1	2	3	4	5	6

Council services also include providing roads, footpaths, and cycleways; and promoting road safety. The council inspects food premises, provides noise control and manages dog registrations and nuisance complaints about dogs (e.g. lost dogs or barking).

6. Using the same scale, where 1 = very good, and 5 = very poor, how do you rate the Council's performance for each of these services?

	Very good	Good	Neutral	Poor	Very poor	Don't know/N
a) Urban roads	1	2	3	4	5	6
b) Footpaths	1	2	3	4	5	6
c) Cycleways	1	2	3	4	5	6
d) Access to public transport and facilities (Environment Canterbury provides bus services and the Council provides the supporting facilities, e.g. bus stops and shelters)	1	2	3	4	5	6
e) Making the district's roads and footpaths safer	1	2	3	4	5	6
f) Rural roads (that is country roads, not state highways or urban roads)	1	2	3	4	5	6
g) Promoting road safety awareness	1	2	3	4	5	6
h) Dealing with noise complaints and inspecting food premises	1	2	3	4	5	6
i) Dog registration process and response to complaints about nuisance dogs	1	2	3	4	5	6

7. Thinking now about how the district is developing...

One of the Council's key roles is ensuring the District's resources are managed sustainably. The Council does this by engaging with the Selwyn community to prepare and administer planning documents such as the District Plan, growth strategies and design guides. How well is the Council performing at...?

	Very good	Good	Neutral	Poor	Very poor	Don't know/NA
a) Ensuring that development in new growth areas (e.g. subdivisions) occurs 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

8. Continuing with the same scale, please rate the Council's performance on each of the following services:

	Very good	Good	Neutral	Poor	Very poor	Don't know/N
a) Public halls and community centres	1	2	3	4	5	6
b) Public toilets	1	2	3	4	5	6
c) Public swimming pools	1	2	3	4	5	6
d) Children's playgrounds	1	2	3	4	5	6
e) Public libraries	1	2	3	4	5	6
f) Parks and reserves	1	2	3	4	5	6
g) Cemetery maintenance	1	2	3	4	5	6
h) The Resource Recovery Park near Rolleston	1	2	3	4	5	6

9. Again, using the same one to five scale, could you please rate the Council's performance on each of the following services? Please let me know if your household doesn't receive the service.

	Very good	Good	Neutral	Poor	Very poor	Don't know/NA	I don't get this service
<i>Interviewer: check that respondents receive each service. If they do not, code appropriately.</i>							
i) Rubbish collection service	1	2	3	4	5	6	7
j) Collecting lawn, garden and food waste for compost	1	2	3	4	5	6	7
k) Recycling collection service	1	2	3	4	5	6	7

#### Part Four: Quality of Life

10. Thinking now about what it is like to live in Selwyn, please rate how much you agree or disagree with the following statement, using a scale of 1 to 5 where 1 = strongly agree, 3 = neutral, and 5 = strong disagree.

	Agree 1	Strongly 2	Neutral 3	Disagree 4	Disagree Strongly 5	Don't know/NA 6
a) Selwyn is a great place to live						

11. Why or why not?

12. Using the same scale, how much do you agree or disagree that...

	Agree 1	Strongly 2	Neutral 3	Disagree 4	Disagree Strongly 5	Don't know/NA 6
a) It's important to me to feel a sense of community with people in my neighbourhood						
b) I feel a sense of community with people in my neighbourhood						

*Interviewer: if respondents replied 1-3 at Q12b, skip to Q14. If respondents replied 4 or 5, continue to Q13.*

13. Why do you disagree?

- ☐ My busy life leaves limited time to build a sense of community with my neighbours or to get to know them
- ☐ I prefer to socialise with family and friends
- ☐ I like to keep to myself
- ☐ My neighbours are not friendly
- ☐ There are a lack of events or things happening in my neighbourhood
- ☐ There are new people in my neighbourhood who have recently arrived and I don't know them that well
- ☐ Other



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14. Do you belong to any of the following in Selwyn?

- ☐ Sports club
- ☐ Church or spiritual group
- ☐ Hobby or interest group
- ☐ Community or voluntary group
- ☐ Online network, or online gaming communities
- ☐ Network of people from work or school
- ☐ None, because I'm not interested
- ☐ None; I want to but don't know how to find out about them
- ☐ Other \_\_\_\_\_

15. Do you volunteer for any of the groups you belong to, or any other organisation?

- ☐ Yes, in Selwyn
- ☐ Yes, not in Selwyn
- ☐ No, because I'm not interested in volunteering
- ☐ No, I want to but don't know how to find out about them
- ☐ Other \_\_\_\_\_

**Part Five: Overall Performance**

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16. Using the same scale from one to five, where 1 = very good, 2 = good, 3 = neutral, 4 = poor and 5 = very poor, how do you rate the Council's performance overall?

- ☐ Very good
- ☐ Good
- ☐ Neutral
- ☐ Poor
- ☐ Very poor



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### Part Six: About You

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

- ☐ Owned or part owned
- ☐ Rented
- ☐ Other arrangements
- ☐ Don't know

2. 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?

Full time paid work	
Part time paid work	
Unemployed and seeking work	
Not in the workforce	

3. Which of these age groups would you fall into?

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

4. And what is your employment status?

- ☐ Self employed
- ☐ Salary or wage earner
- ☐ Retired
- ☐ Full time homemaker
- ☐ Student
- ☐ Unemployed and seeking
- ☐ Other beneficiary
- ☐ Don't know

5. What is your main type of work?

Occupation:	
Industry/sector:	



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

- ☐ Within Selwyn
- ☐ Christchurch
- ☐ Ashburton
- ☐ Waimakariri
- ☐ Other \_\_\_\_\_

And finally, may I have your name and cellphone number for auditing purposes?

Name:	<input type="text"/>
Phone number:	<input type="text"/>

Thank you for taking the time to participate in the survey. As I mentioned, everything you told me is completely confidential.



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