
SELWYN DISTRICT COUNCIL

RESIDENTS SURVEY JUNE 2016

SUMMARY OF RESULTS

EXECUTIVE SUMMARY

Selwyn District Council (Council) operates within the boundaries of the Canterbury region and services approximately 52,700 residents within four wards: Springs, Ellesmere, Malvern, and Selwyn Central. Selwyn District is one of the fastest growing districts in New Zealand. This year, Versus Research was engaged by Council to undertake the 2016 residents satisfaction survey.

This year, a mixed-method approach was utilised for the data collection process. In previous years computer-aided telephone interviewing (CATI) has been solely used to collect data; however, this year CATI and online interviewing were conducted. A total of n=447 residents were surveyed in 2016, n=380 in CATI and n=67 online. Online interviewing was added this year as it allowed for greater reach of residents as landline access declines. This interviewing was specifically targeted towards younger residents, and was used to help make the final sample more representative of the district as a whole.

Results from the survey will be used in the annual and long-term plans. The research objectives are as follows:

- to gauge residents' satisfaction with the services and activities Council is responsible for
- to provide insights into how Council can best invest its resources to improve service levels in the future, with a particular focus on core activities.

The following summary outlines the results from the 2016 residents satisfaction survey.



OVERALL PERFORMANCE

Sixty-five percent of residents indicate they think Council's overall performance is good (54%) or very good (11%).



WATER SERVICES

Sewerage and wastewater are the highest rated services, with 74% of residents rating this as good (44%) or very good (30%).

Following this, 73% of residents rate water supplies as good (37%) or very good (36%).

Fifty-four percent agree that urban stormwater is good (37%) or very good (17%).

Half of residents (50%) indicate that the water races are good (35%) or very good (15%).

A further 44% of residents are satisfied that the land drainage network is good (32%) or very good (12%).



LAND TRANSPORT

Fifty-eight percent of residents rate the urban roads as good (43%) or very good (15%).

Fifty-six percent of residents rate the footpaths as good (44%) or very good (12%).

Fifty-four percent of residents rate the cycleways as good (34%) or very good (20%).

A further 53% of residents rate road safety awareness as good (37%) or very good (16%).

Just over half (51%) of residents rate their access to public transport and facilities as good (36%) or very good (15%).

Just under half (47%) of residents rate making the district's roads and footpaths safer as good (36%) or very good (11%).

A further 39% of residents rate rural roads as good (28%) or very good (11%).



WASTE MANAGEMENT

The majority of residents (94%) rate rubbish collection as good (38%) or very good (56%).

In terms of recycling collection (92%) as good (37%) or very good (55%).

Eighty-six percent of residents rate organic collection as good (40%) or very good (46%).

Eighty-one percent of users of the Resource Recovery Park rate it as good (53%) or very good (28%).



USAGE OF COMMUNITY FACILITIES

Overall, 82% of residents indicate they have used a park or reserve at least once in the past year.

Following this, 64% of residents indicate they have used a public hall or recreation centre.

Sixty-three percent mention that they have used a public library.

A further 59% of residents have used a public swimming pool in the past year. Thirty-five percent have used the Resource Recovery Park. Thirty-four

SUMMARY OF RESULTS

percent of residents have used a bus service. Fifteen percent have used a mobile library or book bus.



USER SATISFACTION WITH COMMUNITY FACILITIES

Amongst library users, 85% rate the libraries as good (45%) or very good (40%).

In terms of parks and reserves users, 85% rate them as good (53%) or very good (32%). Eighty-one percent of swimming pool users rate the swimming pools as good (40%) or very good (41%).

Amongst users of the public halls and community centres, 71% rate them as good (50%) or very good (21%).

Amongst public toilet users, 61% rate the public toilets as good (48%) or very good (13%).



COMMUNITY FACILITIES SATISFACTION

Eighty-two percent of residents rate the public libraries as good (48%) or excellent (34%).

A further 82% of residents rate the children's playgrounds as good (52%) or very good (30%). Eighty-two percent of residents also rate the parks and reserves as good (53%) or very good (29%). Seventy-three percent of residents rate the public swimming pools as good (39%) or very good (34%).

Sixty-nine percent of residents rate the public halls and community centres as good (50%) or very good (19%).

In terms of cemetery maintenance, 62% of residents rate this as good (44%) or very good (18%).

A further 60% of residents rate the public toilets as good (46%) or very good (14%).



DISTRICT PLANNING

In terms of planning for the district's future, 52% of residents rate this as good (39%) or very good (13%). Forty-six percent of residents rate the maintenance of the rural character of the district as good (38%) or very good (8%).

Just under half (45%) of residents agree that Council's performance in ensuring development in

new growth areas occurs in the best possible way is good (33%) or very good (12%).



DISTRICT PLAN

Overall, 34% of residents indicate they have used the district plan in the past ten years.

When asked about the ease of use of the district plan, 38% of residents indicate it is easy (29%) or very easy (9%) to use.

Residents mention water quality or water pollution (28%), lack of water or conserving water (26%) and urban sprawl or population growth (22%) are the major environmental and land-use issues facing the district in the future.



QUALITY OF LIFE

The majority of residents (94%) agree (40%) or strongly agree (54%) that Selwyn is a great place to live.

A further 81% of residents agree (42%) or strongly agree (39%) that it is important to feel a sense of community with people in their neighbourhood. Sixty-nine percent of residents agree (42%) or strongly agree (27%) that they do feel a sense of community with people in their neighbourhood.

Residents mention reasons for Selwyn being a great place to live include being generally happy in the region (38%), there being a good atmosphere (32%), and a good community spirit and friendly people (21%).

In terms of being a part of community groups, residents mention they are members of sports clubs or gyms (33%), a network of people from work or school (32%), a community or voluntary group (31%), and a hobby or interest group (28%).

When asked whether they volunteer in a community group, 40% of residents mention they do volunteer within Selwyn.

Comparisons to 2015's results are shown overleaf, demonstrating any increases or decreases in ratings.

SUMMARY OF RESULTS

The table below compares the top two results from 2015, with the top two results from this year.

	2015 Results	2016 Results	% Change
Overall performance	60%	65%	5%
WATER SERVICES			
Sewerage and waste water	81%	74%	-7%
Water supplies	79%	73%	-6%
Urban stormwater	50%	54%	4%
Water races	42%	50%	8%
Land drainage network	36%	44%	8%
LAND TRANSPORT			
Urban roads	49%	58%	9%
Footpaths	59%	56%	-3%
Cycleways	53%	54%	1%
Road safety awareness	56%	53%	-3%
Access to public transport	52%	51%	-1%
Making districts roads and footpaths safer	41%	47%	6%
Rural roads	34%	39%	5%
WASTE MANAGEMENT			
Rubbish collection	93%	94%	1%
Recycling collection	94%	92%	-2%
Organic collection	86%	86%	-
Resource Recovery park	74%	81%	7%
COMMUNITY FACILITIES			
Public libraries	83%	82%	-1%
Children's playgrounds	82%	82%	-
Parks and reserves	83%	82%	-1%
Public swimming pools	81%	73%	-8%
Public halls and community centres	67%	69%	2%
Cemetery maintenance	62%	62%	-
Public toilets	57%	60%	3%
DISTRICT PLANNING			
Planning for the district's future	48%	52%	4%
Maintaining the rural character of the district	41%	46%	5%
Ensuring that development in new growth areas occurs in the best possible way	46%	45%	-1%
QUALITY OF LIFE			
Selwyn is a great place to live	90%	94%	4%
Importance of feeling sense of community	79%	81%	2%
Feeling sense of community	76%	69%	-7%

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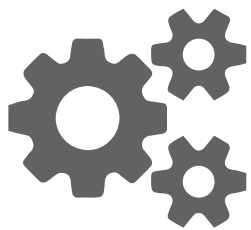
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BACKGROUND AND OBJECTIVES

Selwyn District Council (Council) operates within the boundaries of the Canterbury region and services approximately 52,700 residents within four wards: Springs, Ellesmere, Malvern, and Selwyn Central. As a result of the 2011 Christchurch earthquakes, Selwyn District is one of the fastest growing districts in New Zealand. Council has continually experienced high satisfaction among its residents. This year, Versus Research was engaged by Council to undertake the 2016 residents satisfaction survey. The results from this research will be used to gauge which services and facilities residents are satisfied with, and which need the most improvement. Results from the survey will also be used in the annual and long-term plans.

The research objectives are:

- to gauge residents' satisfaction with the services and activities Council is responsible for
- to provide insights into how Council can best invest its resources to improve service levels in the future, with a particular focus on core activities.



METHOD

This year, a mixed-method approach was used for data collection. This involved both computer-aided telephone interviewing (CATI) and online interviewing. With an increasing number of households opting not to have a landline at home,

Council included a portion of online interviewing this year to target those who are unable to be reached by landline, particularly younger residents. This helped to ensure that a representative sample was achieved overall. Online interviewing was chosen over other forms of interviewing, such as intercept interviewing, as it is a cost-effective way of reaching a vast number of residents. After completion of fieldwork, all responses from both CATI and online were combined with a review of both samples to ensure any differences were a result of sample rather than method.

Incentives for participation were also included this year. Incentives are important when interviewing online to gain respondents' attention and to encourage participation. Incentives were also offered to CATI respondents to ensure all residents were given an equal opportunity to win a prize.



CATI

CATI was used initially to canvass the general population. A total of n=380 interviews were completed via CATI and the sample was stratified as per previous years to ensure that the sample composition was geographically representative of the district as a whole.

Fieldwork for telephone interviewing was completed between 29th April to 13th of May 2016, from 4.30pm to 8.30pm.

The survey was, on average, a duration of 17 minutes. Telephone numbers for the interviewing were supplied by Inivio.



ONLINE

Online interviewing was used to ensure the final sample was representative of the area as a whole. As such, this interviewing was targeted towards younger residents, as this demographic are harder to reach via a landline telephone. The sample for this portion of the project was sourced via Facebook and a total of n=67 interviews were included within the sample. The online interviews were used as additional surveys to help make the overall sample more representative of the region. As such, these surveys were included as they helped to reduce the weight factors used to represent younger residents. Fieldwork for online interviewing was completed between the 13th and 23rd of May 2016.

BACKGROUND AND OBJECTIVES



QUESTIONNAIRE DESIGN

The questionnaire was designed in conjunction with Council, with minimal wording changes made to the questionnaire to ensure comparability with previous years. Questions were added this year regarding use and satisfaction with the

district plan, as well as a question asking residents what the major environmental and land-use issues facing the district in the future are. The scale was reversed this year from previous years. Versus has found it is more effective to identify the positive part of the scale as the larger number, i.e. 5 and the negative part of the scale as the smaller number, i.e. 1. This will have had minimal impact on the results, as the scales are read to the respondent on the phone.



SAMPLE

A total of n=447 interviews were achieved, n=380 via CATI and a further n=67 online. To ensure the sample was proportionate to the region, quotas were placed on the four areas to ensure the sample represented the spread of residents across the Selwyn District. A full sample breakdown is available at the end of the report.

	Total
Malvern	14%
Selwyn Central	41%
Springs	28%
Ellesmere	17%



CALL STATISTICS

The below table outlines the call statistics for the CATI portion of this project.

	Total number of calls	Total proportion of calls
Total number of calls made	n=2202	
Complete	n=380	17%
Refused	n=506	23%
Terminated early	n=49	2%
No answer/ busy	n=1215	55%
Screened out	n=52	2%

BACKGROUND AND OBJECTIVES



MARGIN OF ERROR

Margin of error (MOE) is a statistic used to express the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE. The final sample size for this study is $n=447$, which gives a maximum margin of error of $\pm 4.64\%$ at the 95% confidence interval, that is, if the observed result on the total

sample of $n=447$ respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.36% and 54.64%.

Area	Margin of error
Malvern	$\pm 7.8\%$
Selwyn Central	$\pm 6.8\%$
Springs	$\pm 5.0\%$
Ellesmere	$\pm 5.9\%$



WEIGHTING

Age and gender weightings have been applied to the final data set for this project. Weighting ensures that specific demographic groups are neither under- nor over-represented in the final data set and that each group is represented as it would be in the population.

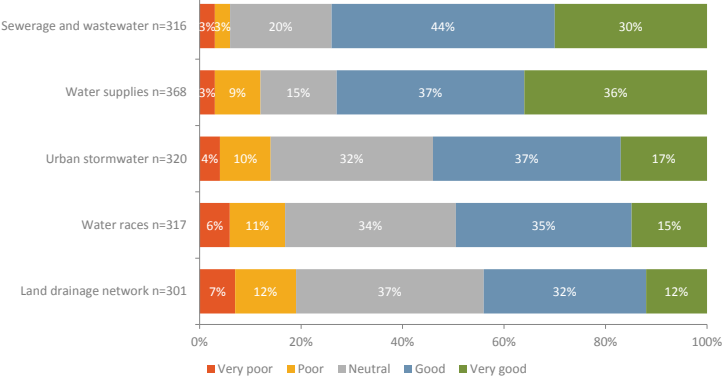
Weighting gives greater confidence that the final results are representative of the Selwyn District population overall and are not skewed by a particular demographic group. The proportions used for the gender and age weights are taken from the 2013 Census (Statistics New Zealand). The final weights applied to the sample are outlined in the table below:

	Expected proportion as a percent of final sample	Weight factor
Male 18-34	13%	1.76187
Female 18-34	12%	1.00339
Male 35-54	21%	1.78773
Female 35-54	22%	0.98230
Male 55+	16%	0.71276
Female 55+	15%	0.65026

HOW TO READ THESE FINDINGS

SATISFACTION SCORES 2016

In terms of satisfaction with water services, residents are most satisfied with sewerage and wastewater and water supplies. Seventy-four percent of residents rate the sewerage and wastewater services as good (44%) or very good (30%), with a further 73% of residents rating the water supplies as good (37%) or very good (36%).



All results are shown at the total level for measures within each group of questions. It should be noted that the data has been re-proportioned to exclude don't know responses. The base size for each question is shown in the chart, as don't know responses have been excluded, base sizes will vary for each question.

The top two results (good and very good ratings) are also shown by each area. Significance testing has been applied to these results. A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. Green indicates the result is significantly higher than the total, while orange indicates the result is significantly lower.



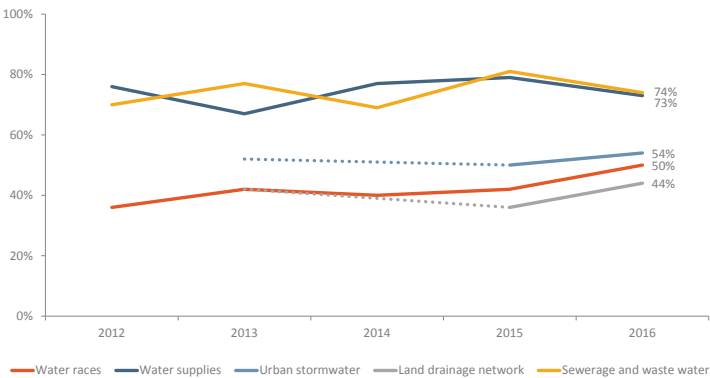
AREA DIFFERENCES

Springs residents appear more satisfied with the water services: these residents are more likely to be satisfied with the sewerage and wastewater (82% cf. total, 74%), water supplies (81% cf. total, 73%) and urban stormwater (66% cf. total, 54%). Ellesmere residents appear less satisfied with the water services, with 62% of these residents indicating they are satisfied with the sewerage and wastewater (cf. total, 74%) and urban stormwater (40% cf. total, 54%). Although not significant, Springs residents appear more satisfied with the land drainage network (50%), while Ellesmere residents appear less satisfied (33%).

	Malvern	Selwyn Central	Springs	Ellesmere
Sewerage and wastewater	65%	76%	82%	62%
Water supplies	64%	71%	81%	73%
Urban stormwater	48%	53%	66%	40%
Water races	58%	49%	52%	45%
Land drainage network	41%	45%	50%	33%

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SATISFACTION TREND 2012 - 2016



Top two results are also shown compared to previous years. When a line is dashed instead of a solid line, this indicates data for this measure was collected in 2013, 2015 and 2016, so there is no data available for 2014.

Significance testing has also been applied to the year-on-year results. This testing compares this year's results with 2015's results. Any significant changes have been noted using the 'year-on-year' heading. Significance testing has also been applied to the age, gender and area (urban vs. rural) results. Any significant differences have been noted here as well.

ICON KEY



Urban residents



Rural residents

YEAR ON YEAR



Water races (increased 8%)
Land drainage network (increased 8%)



Water supplies (decreased 6%)
Sewerage and wastewater (decreased 7%)

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Land drainage network (51%)
No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Water supplies (77%)
Sewerage and waste water (79%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Water races (23%)
Land drainage network (25%)

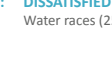


SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Water races (25%)
Land drainage network (25%)



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences

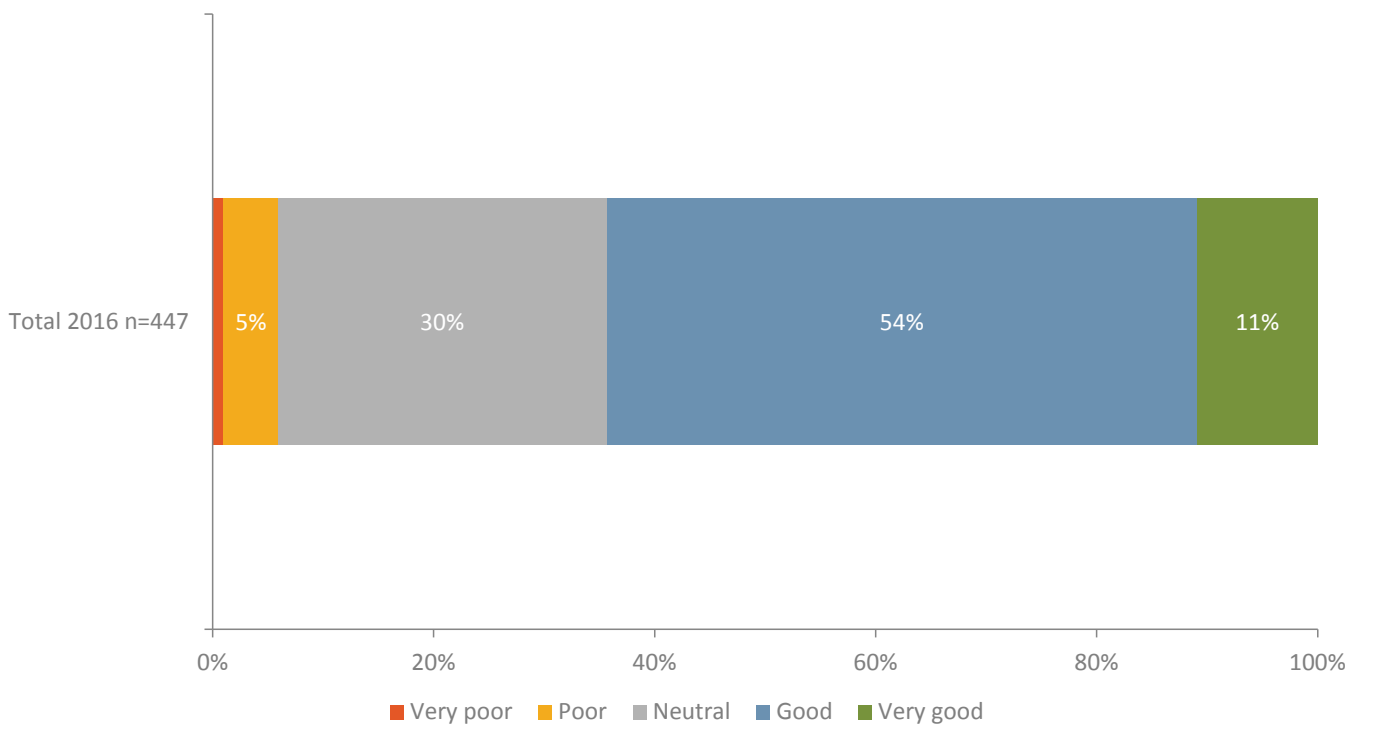
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SATISFACTION WITH OVERALL PERFORMANCE

SATISFACTION SCORE 2016

Overall, 65% of residents think the Council’s performance is good (54%) or very good (11%). A further 30% of residents gave this a neutral rating, and 6% of residents rate the Council’s performance as poor (5%) or very poor (1%).



AREA DIFFERENCES

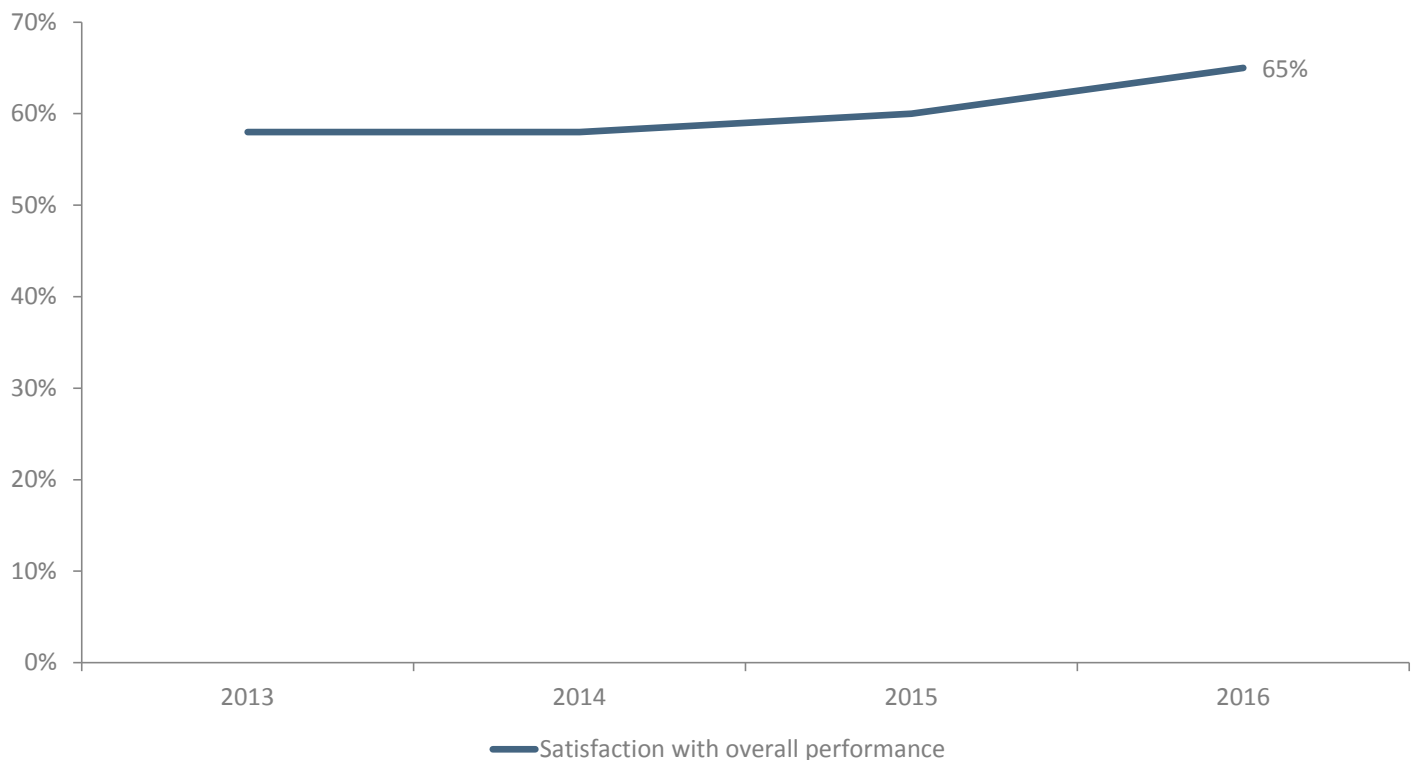


Springs residents are more likely to be satisfied with Council’s performance (73% cf. total, 65%). Although not significant, Malvern residents appear less satisfied with Council’s performance (55%).

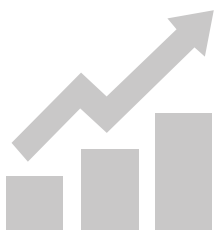
	Malvern	Selwyn Central	Springs	Ellesmere
Overall satisfaction	55%	62%	73%	63%

SATISFACTION WITH OVERALL PERFORMANCE

SATISFACTION TREND 2013 - 2016



YEAR ON YEAR



No significant increases



No significant decreases

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

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No significant differences



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No significant differences

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SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

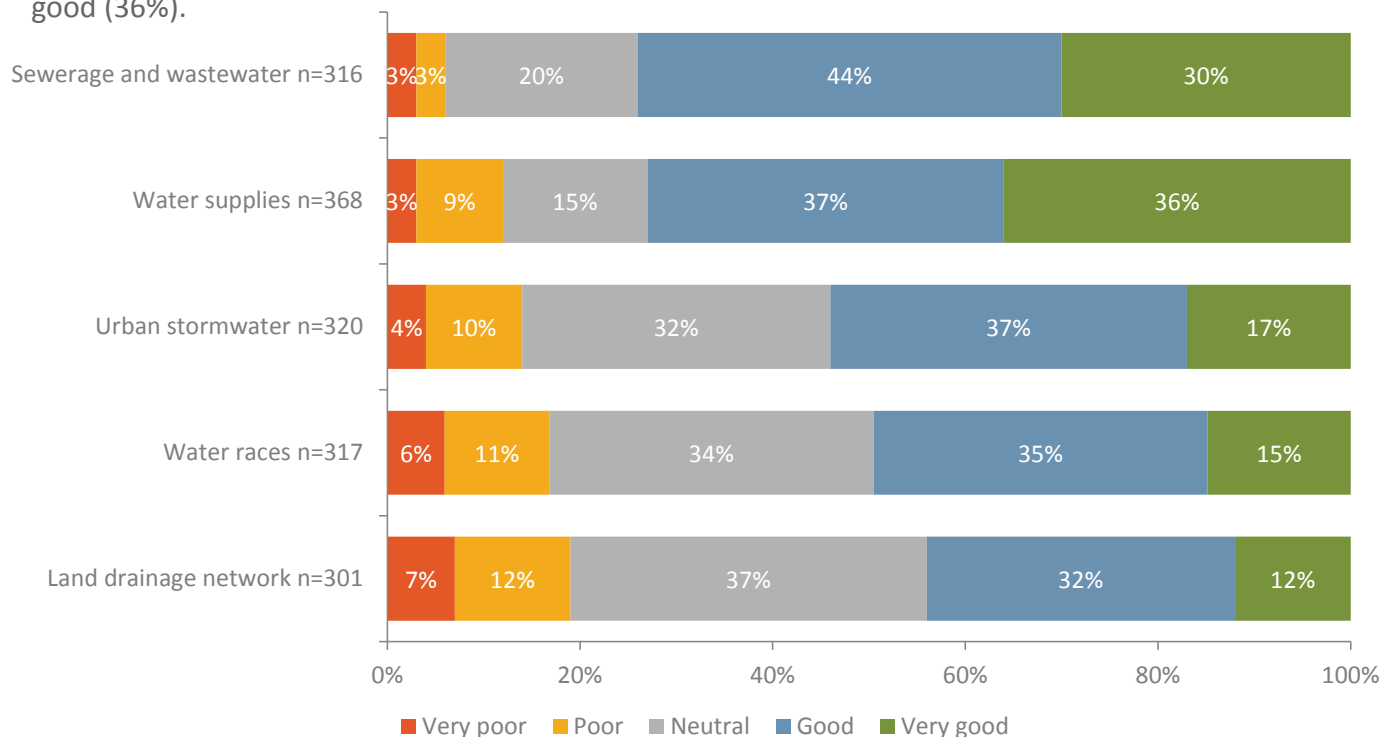
DISSATISFIED WITH:

No significant differences

WATER SERVICES

SATISFACTION SCORES 2016

In terms of satisfaction with water services, residents are most satisfied with sewerage and wastewater and water supplies. Seventy-four percent of residents rate the sewerage and wastewater services as good (44%) or very good (30%), with a further 73% of residents rating the water supplies as good (37%) or very good (36%).



AREA DIFFERENCES

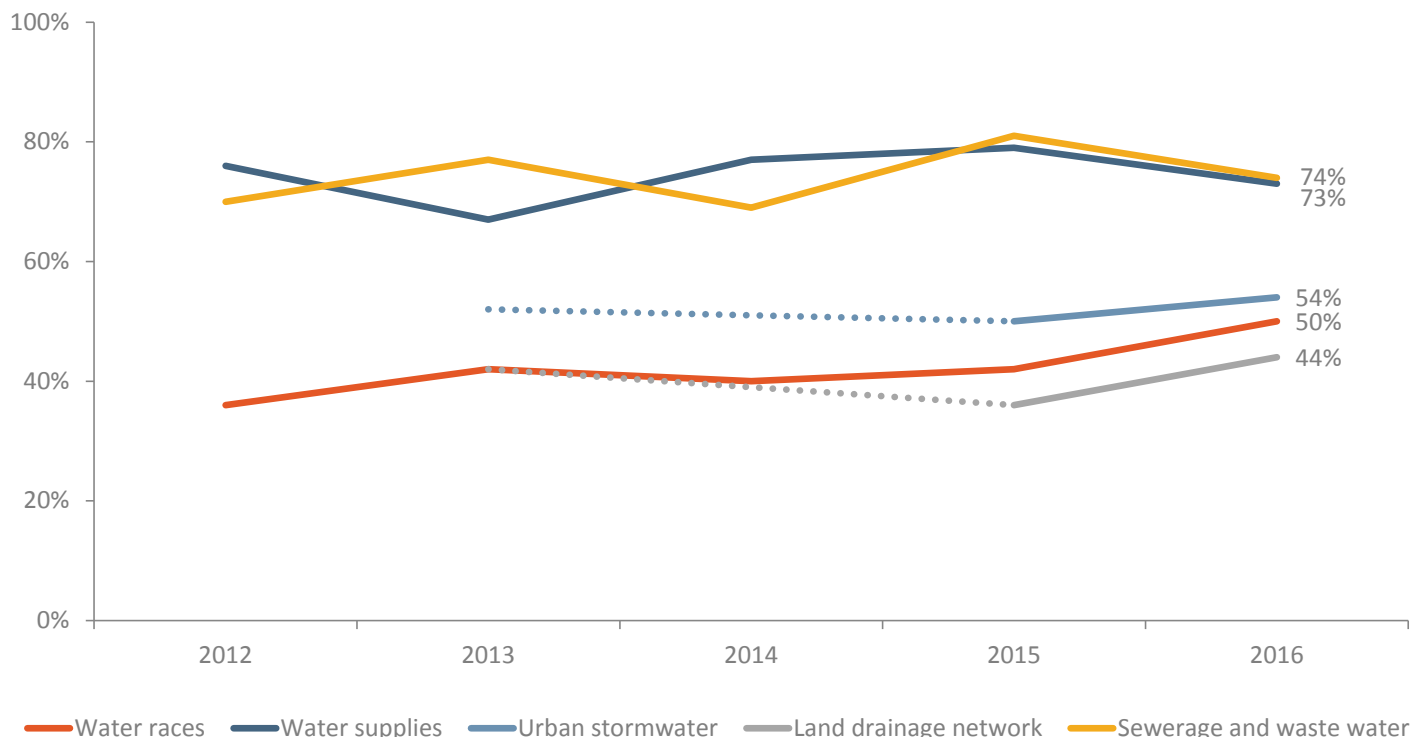


Springs residents appear more satisfied with the water services: these residents are more likely to be satisfied with the sewerage and wastewater (82% cf. total, 74%), water supplies (81% cf. total, 73%) and urban stormwater (66% cf. total, 54%). Ellesmere residents appear less satisfied with the water services, with 62% of these residents indicating they are satisfied with the sewerage and wastewater (cf. total, 74%) and urban stormwater (40% cf. total, 54%). Although not significant, Springs residents appear more satisfied with the land drainage network (50%), while Ellesmere residents appear less satisfied (33%).

	Malvern	Selwyn Central	Springs	Ellesmere
Sewerage and wastewater	65%	76%	82%	62%
Water supplies	64%	71%	81%	73%
Urban stormwater	48%	53%	66%	40%
Water races	58%	49%	52%	45%
Land drainage network	41%	45%	50%	33%

WATER SERVICES

SATISFACTION TREND 2012 - 2016



YEAR ON YEAR



Water rates
(increased 8%)
Land drainage network
(increased 8%)



Water supplies
(decreased 6%)
Sewerage and wastewater
(decreased 7%)

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Water supplies (77%)
Sewerage and waste water (79%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Land drainage network (51%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Water rates (23%)
Land drainage network (25%)



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences

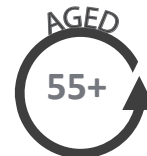


SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

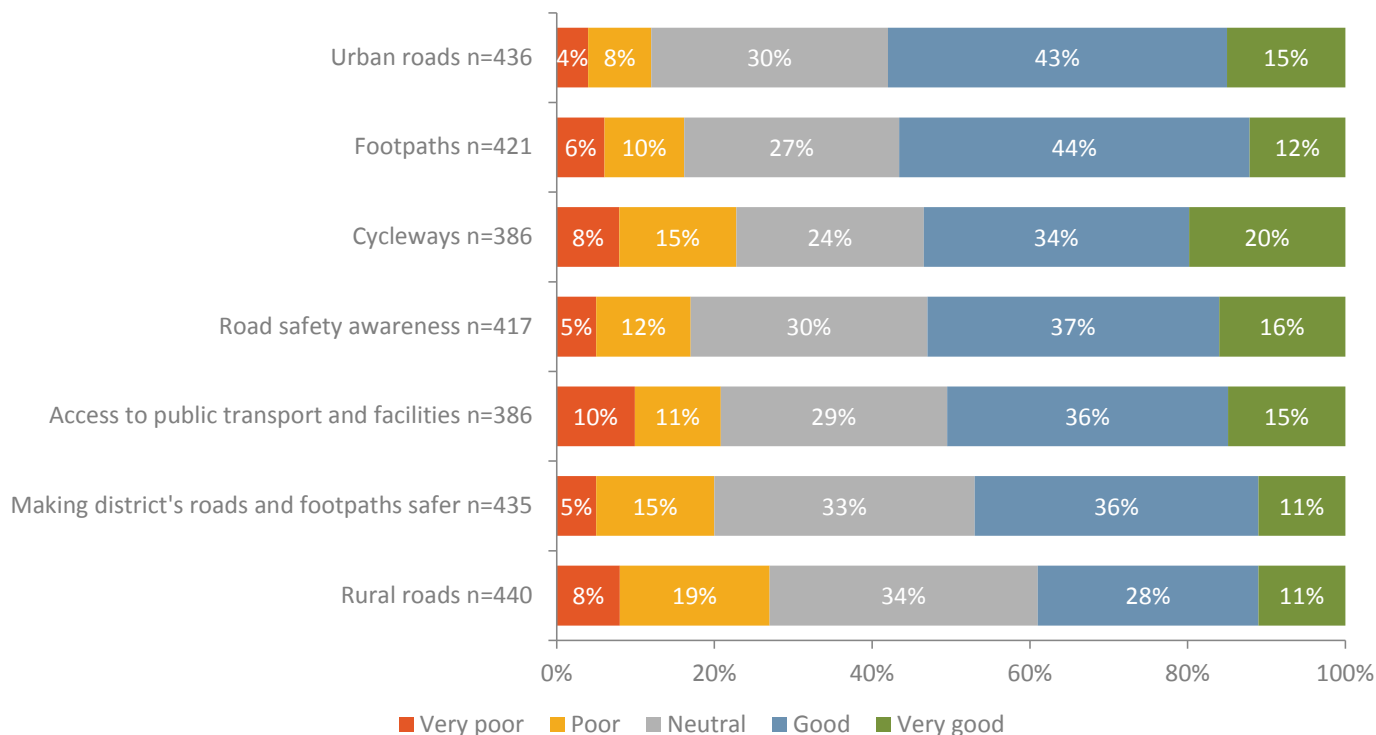
DISSATISFIED WITH:

Water rates (25%)

LAND TRANSPORT

SATISFACTION SCORES 2016

Urban roads, footpaths and cycleways have the highest levels of satisfaction within land transport measures. Fifty-eight percent of residents rate urban roads as good (43%) or very good (15%), while 56% rate the footpaths as good (44%) or very good (12%). A further 54% of residents rate the cycleways as good (34%) or very good (20%). Of note, 27% of residents rate rural roads as poor (19%) or very poor (8%).



AREA DIFFERENCES

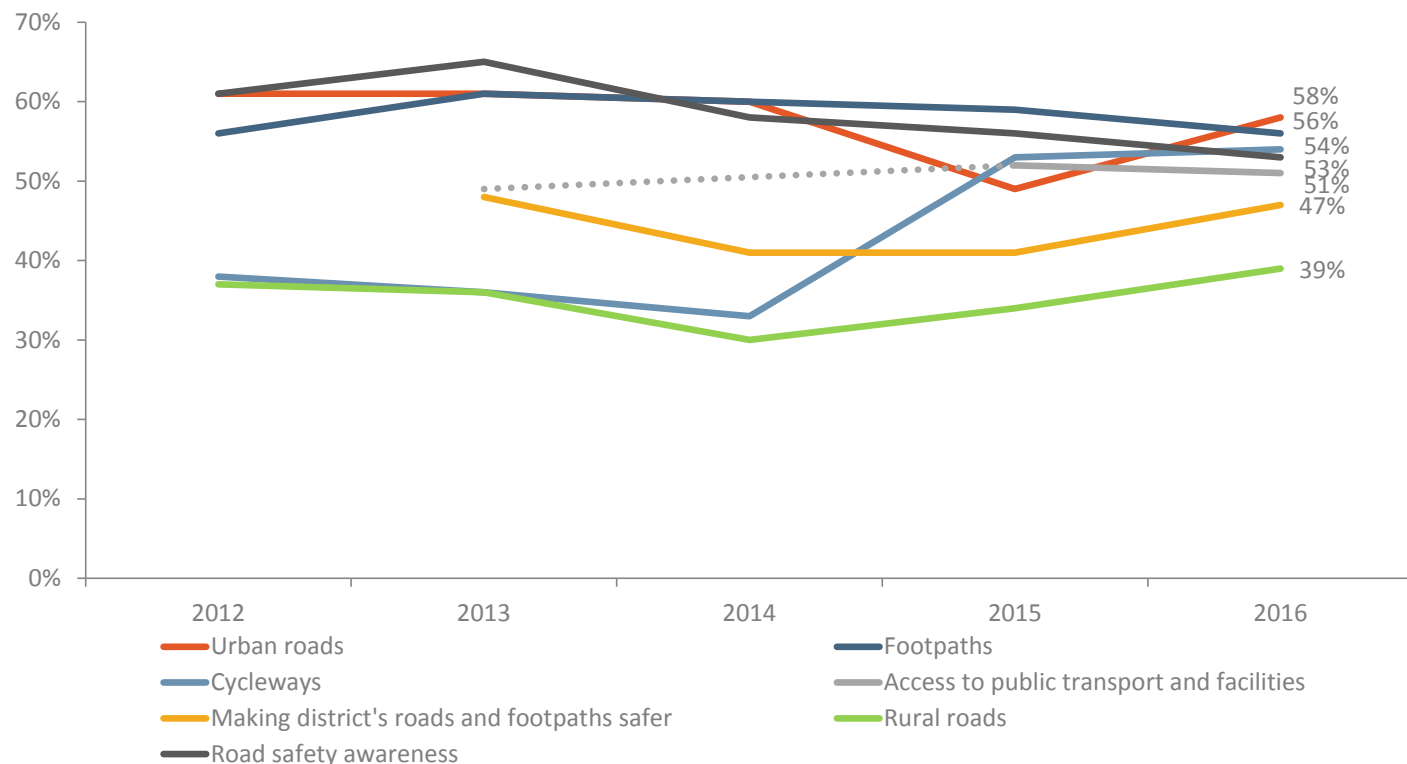


In terms of area differences, Springs residents are more likely to be satisfied with urban roads (68% cf. total 58%), footpaths (71% cf. total, 56%), cycleways (65% cf. total, 54%) and rural roads (48% cf. total, 39%). Malvern residents are less likely to rate rural roads positively (26% cf. total, 39%), while Ellesmere residents are less likely to be satisfied with urban roads (48% cf. total, 58%) and access to public transport and facilities (28% cf. total, 51%).

	Malvern	Selwyn Central	Springs	Ellesmere
Urban roads	58%	57%	68%	48%
Footpaths	46%	53%	71%	48%
Cycleways	44%	49%	65%	51%
Road safety awareness	58%	51%	50%	63%
Access to public transport and facilities	43%	56%	58%	28%
Making district's roads and footpaths safer	51%	43%	52%	51%
Rural roads	26%	38%	48%	37%

LAND TRANSPORT

SATISFACTION TREND 2012 - 2016



YEAR ON YEAR



No significant decreases



DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Cycleways (58%)
Access to public transport and facilities (56%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Footpaths (61%)

DISSATISFIED WITH:

Road safety awareness (20%)



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Rural roads (37%)
Making district's roads and footpaths safer (25%)



SATISFIED WITH:

Urban roads (71%)
Making district's roads and footpaths safer (65%)

DISSATISFIED WITH:

No significant differences (23%)



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Road safety awareness



SATISFIED WITH:

No significant differences

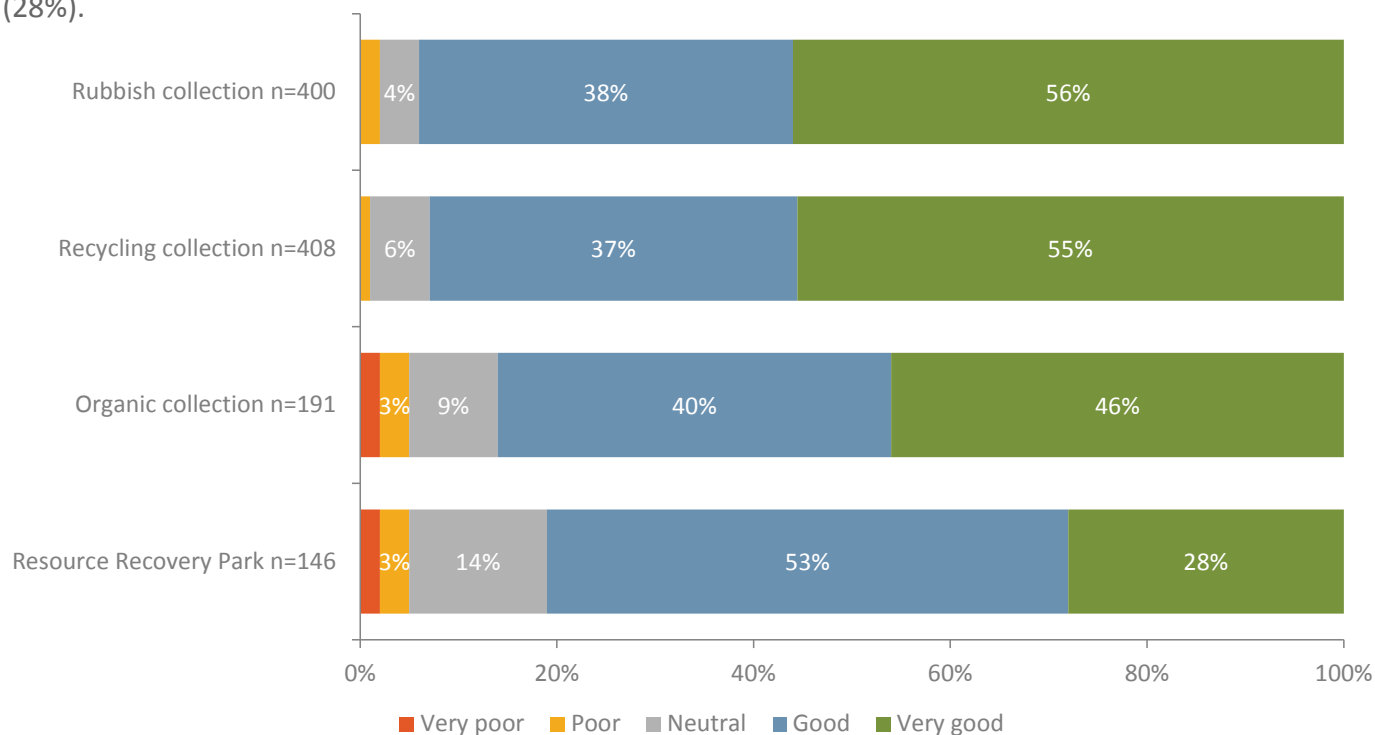
DISSATISFIED WITH:

No significant differences

WASTE MANAGEMENT

SATISFACTION SCORES 2016

The majority of residents rate the rubbish collection service as good (38%) or very good (56%). High satisfaction can also be seen for the recycling collection where 92% of residents rate the service as good (37%) or very good (55%) and for the organic collection 86% of residents rate the service as good (40%) or very good (46%). Eighty-one percent of Resource Recovery Park users rate this as good (53%) or very good (28%).



AREA DIFFERENCES

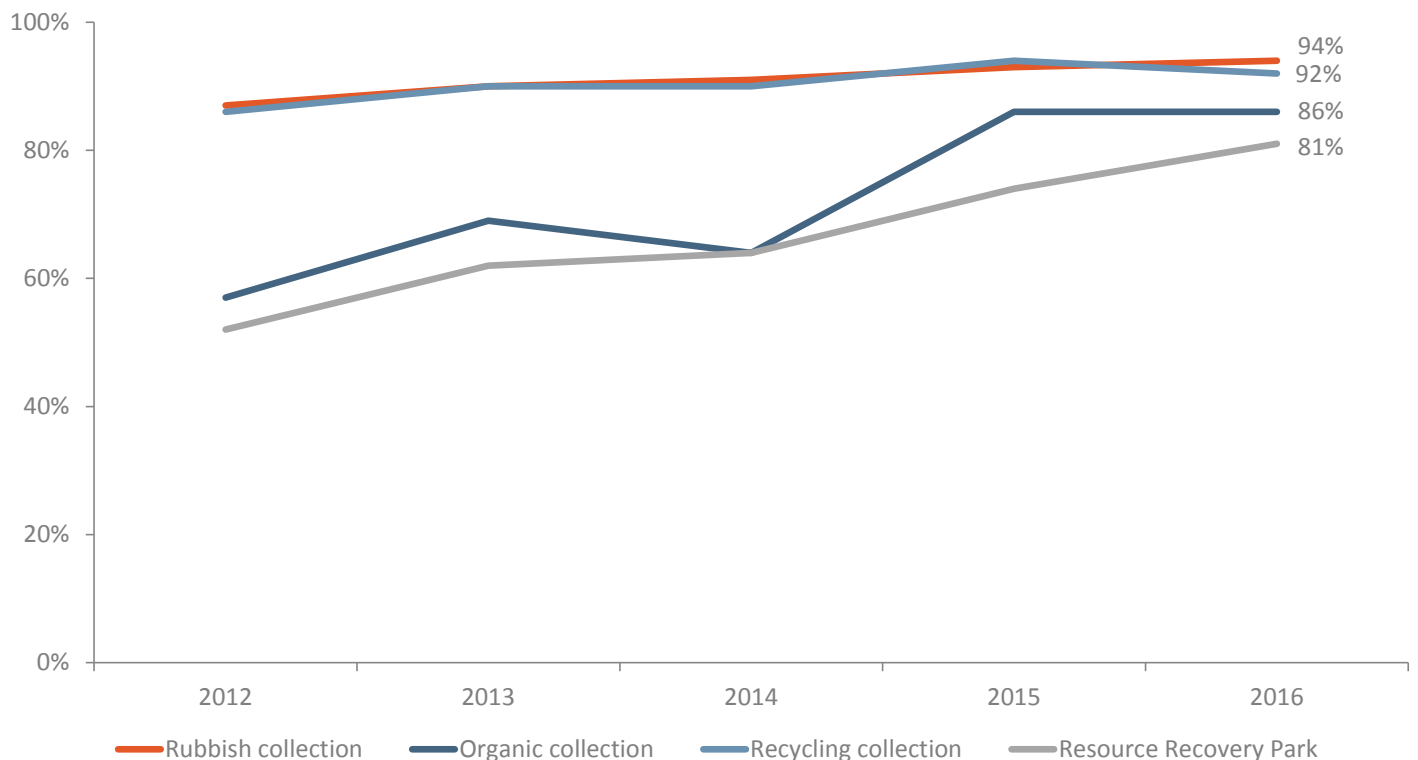


There are no statistically significant differences noted by area. However, although not statistically significant, Malvern residents appear more satisfied with the rubbish collection (99%), the recycling collection (95%) and the organic collection (95%). Also of note, Selwyn Central and Springs residents appear less satisfied with the organic collection service (84% each).

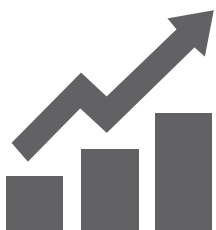
	Malvern	Selwyn Central	Springs	Ellesmere
Rubbish collection	99%	94%	93%	89%
Recycling collection	95%	91%	91%	95%
Organic collection	95%	84%	84%	91%
Resource Recovery Park	73%	80%	75%	92%

WASTE MANAGEMENT

SATISFACTION TREND 2012 - 2016



YEAR ON YEAR



Resource recovery park
(increased 7%)



No significant decreases

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Organic collection (11%)



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Rubbish collection (6%)
Organic collection (11%)

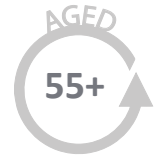


SATISFIED WITH:

Organic collection (92%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

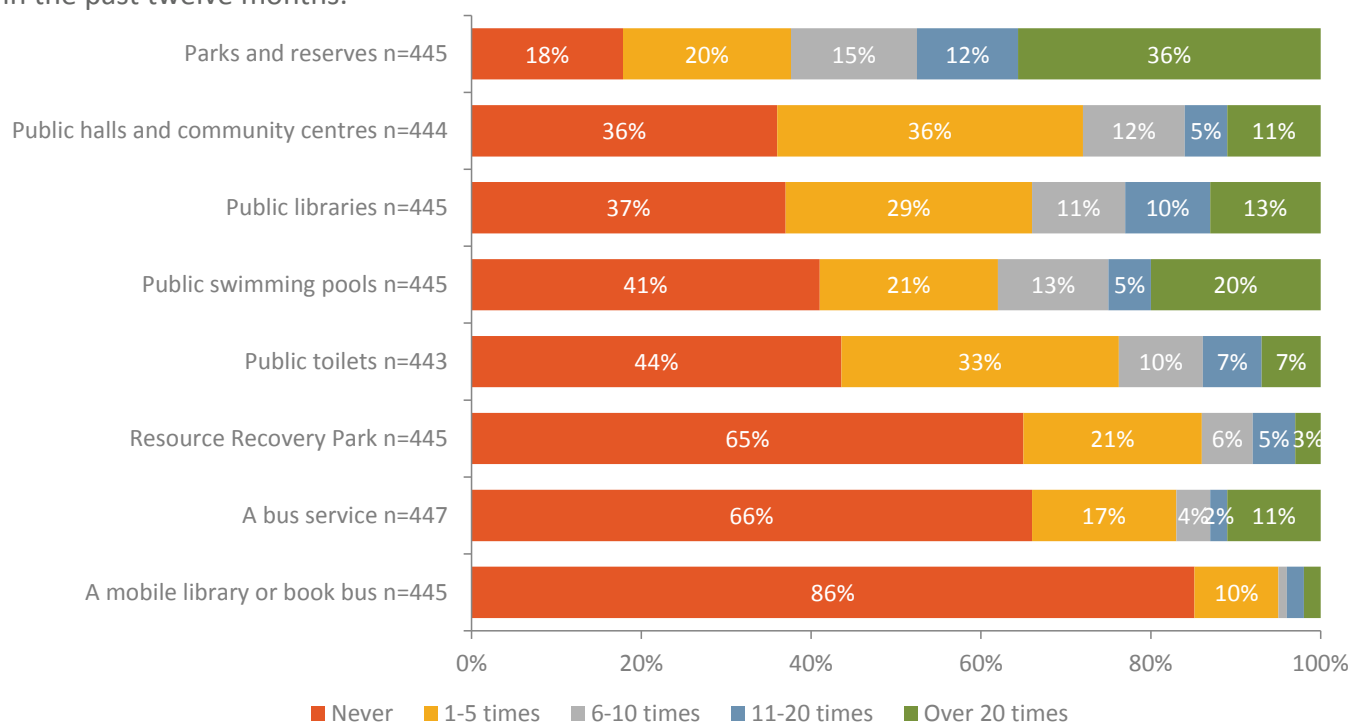
DISSATISFIED WITH:

No significant differences

COMMUNITY FACILITIES | USAGE

USAGE SCORES 2016

In terms of the use of facilities, parks and reserves has the highest use amongst residents, with 83% of residents indicating they have used a park or reserve in the past twelve months. The mobile library or book bus has the lowest usage amongst residents, with 86% of residents indicating they haven't used this in the past twelve months.



AREA DIFFERENCES

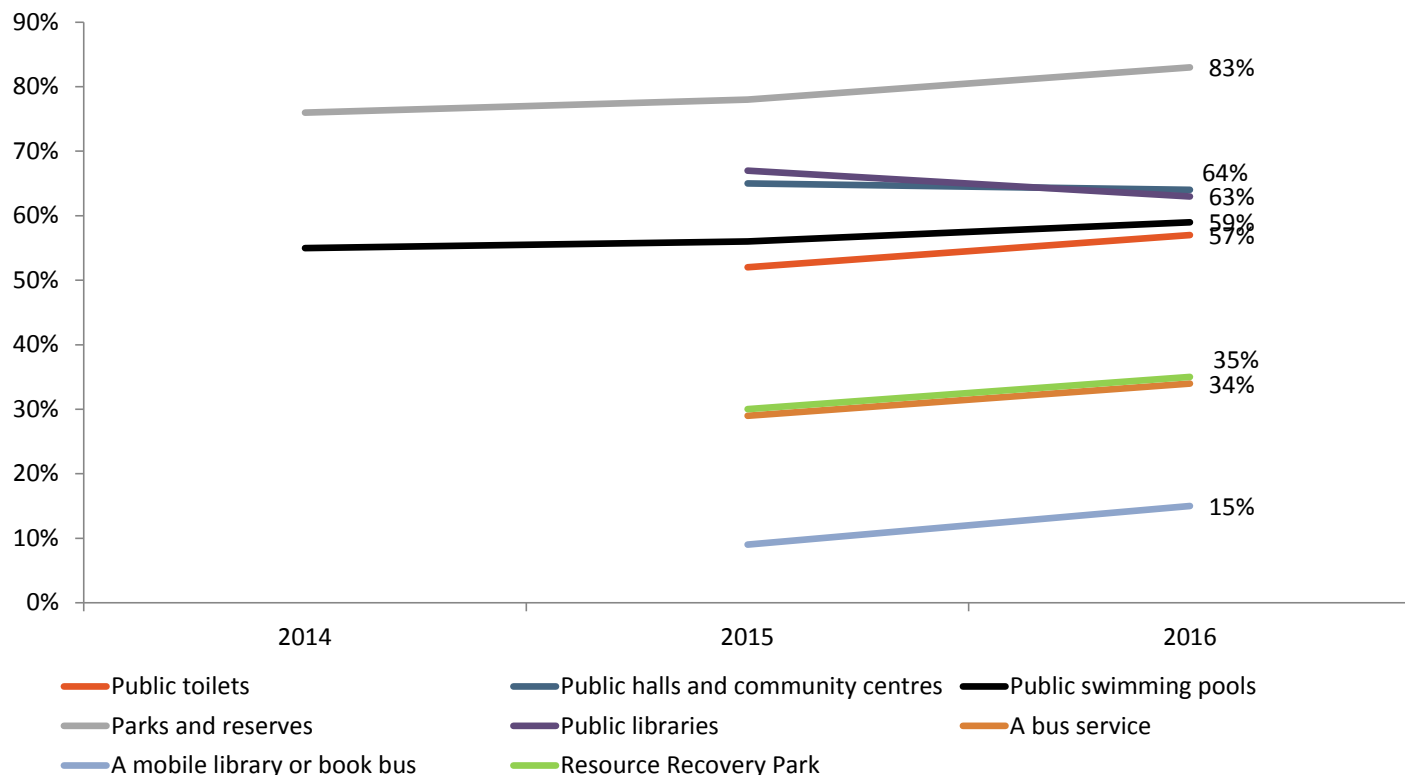


Area differences show Selwyn Central residents are more likely to have used public swimming pools (66% cf. total, 59%) and the Resource Recovery Park (52% cf. total, 35%) in the past twelve months. Springs residents are more likely to have used the bus service (51% cf. total, 34%) in the past twelve months, while Ellesmere residents are more likely to have used a public library (77% cf. total, 63%).

	Malvern	Selwyn Central	Springs	Ellesmere
Parks and reserves	74%	83%	83%	87%
Public halls and community centres	74%	66%	65%	49%
Public libraries	74%	58%	59%	77%
Public swimming pools	54%	66%	57%	51%
Public toilets	66%	52%	53%	66%
Resource Recovery Park	21%	52%	18%	30%
A bus service	11%	36%	51%	16%
A mobile library or book bus	16%	13%	14%	16%

COMMUNITY FACILITIES | USAGE

USAGE TREND 2014 - 2016



YEAR ON YEAR



Mobile library or book bus (increased 6%)



No significant decreases

DEMOGRAPHIC DIFFERENCES



USED:
No significant differences



USED:
Public swimming pool (68%)
Park or reserve (89%)
A bus service (43%)



USED:
No significant differences



USED:
No significant differences



USED:
Public swimming pool (69%)
Park or reserve (93%)
Public hall (73%)
Public toilet (72%)



USED:
Resource Recovery Park (43%)

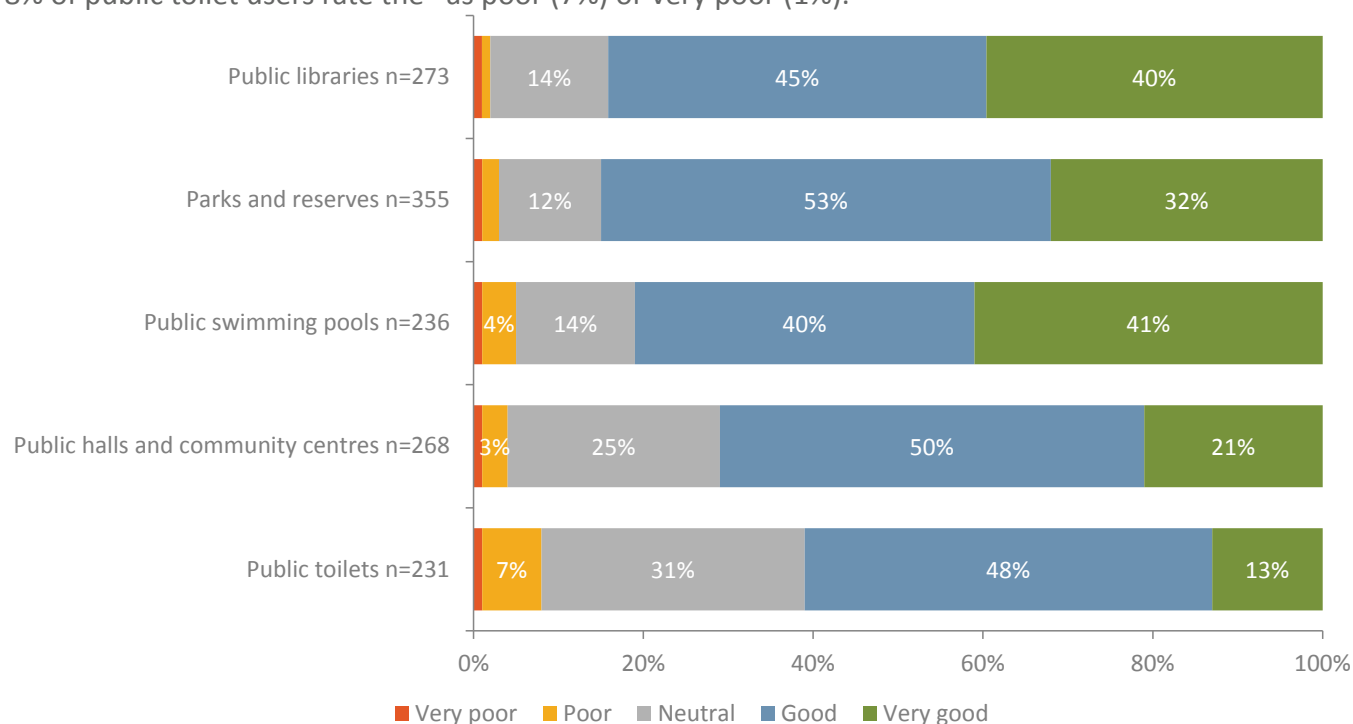


USED:
No significant differences

COMMUNITY FACILITIES | USER SATISFACTION

USER SATISFACTION SCORES 2016

In terms of facility users, parks and reserves, public libraries and public swimming pools have the highest satisfaction. Eighty-five percent of parks and reserves' users rate these as good (53%) or very good (32%), with a further 85% of library users rating the public libraries as good (45%) or very good (40%). Notably, 8% of public toilet users rate the as poor (7%) or very poor (1%).



AREA DIFFERENCES

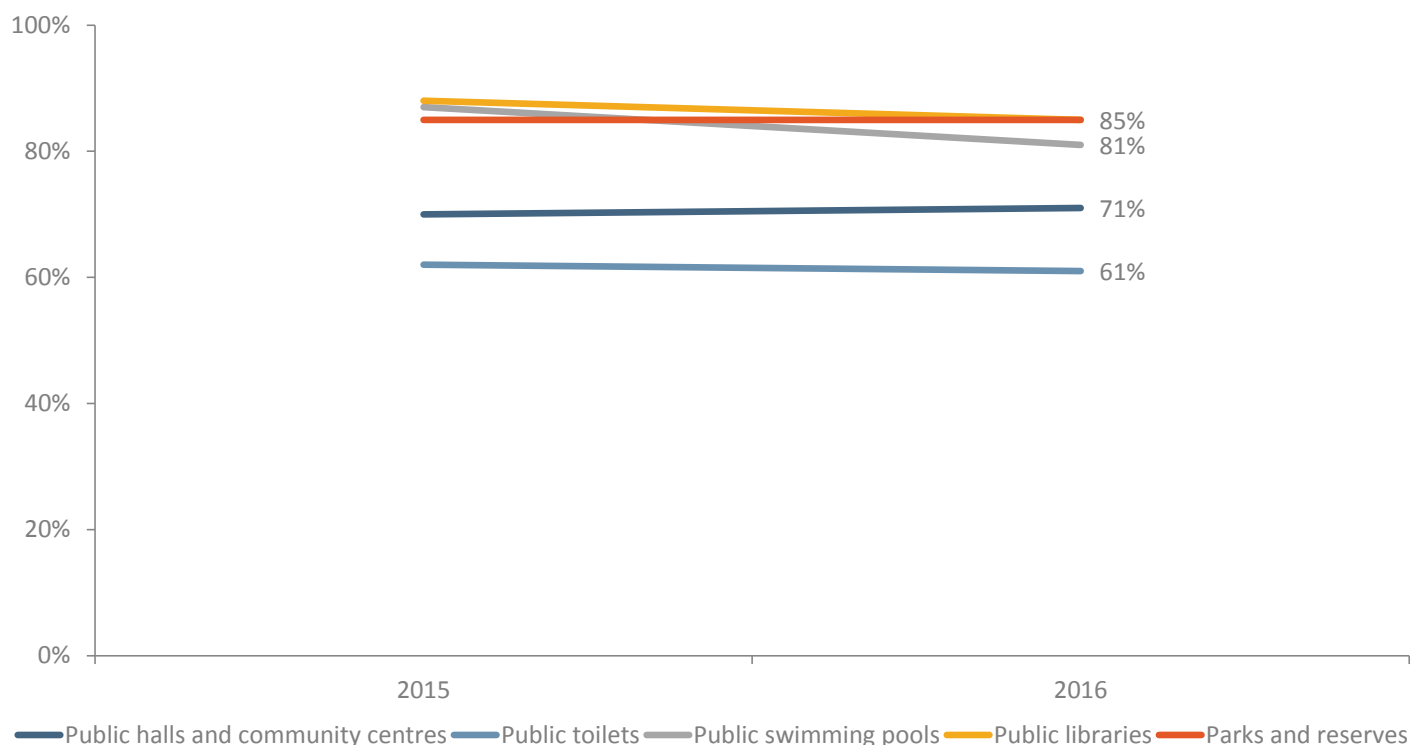


Area differences show Springs users are more likely to be satisfied with the public libraries (93% cf. total, 85%). Malvern users are less likely to be satisfied with the parks and reserves (72% cf. total, 85%). Selwyn Central residents are less likely to be satisfied with the public libraries (78% cf. total, 85%) and Springs users are less likely to be satisfied with the public swimming pools (71% cf. total, 81%).

	Malvern	Selwyn Central	Springs	Ellesmere
Public libraries	92%	78%	93%	85%
Parks and reserves	72%	86%	89%	86%
Public swimming pools	84%	82%	71%	92%
Public halls and community centres	68%	72%	76%	57%
Public toilets	69%	57%	58%	68%

COMMUNITY FACILITIES | USER SATISFACTION

USER SATISFACTION TREND 2015 - 2016



YEAR ON YEAR



No significant increases



Public swimming pools
(decreased 6%)

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Public halls and community centres (7%)



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

Parks and reserves (89%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

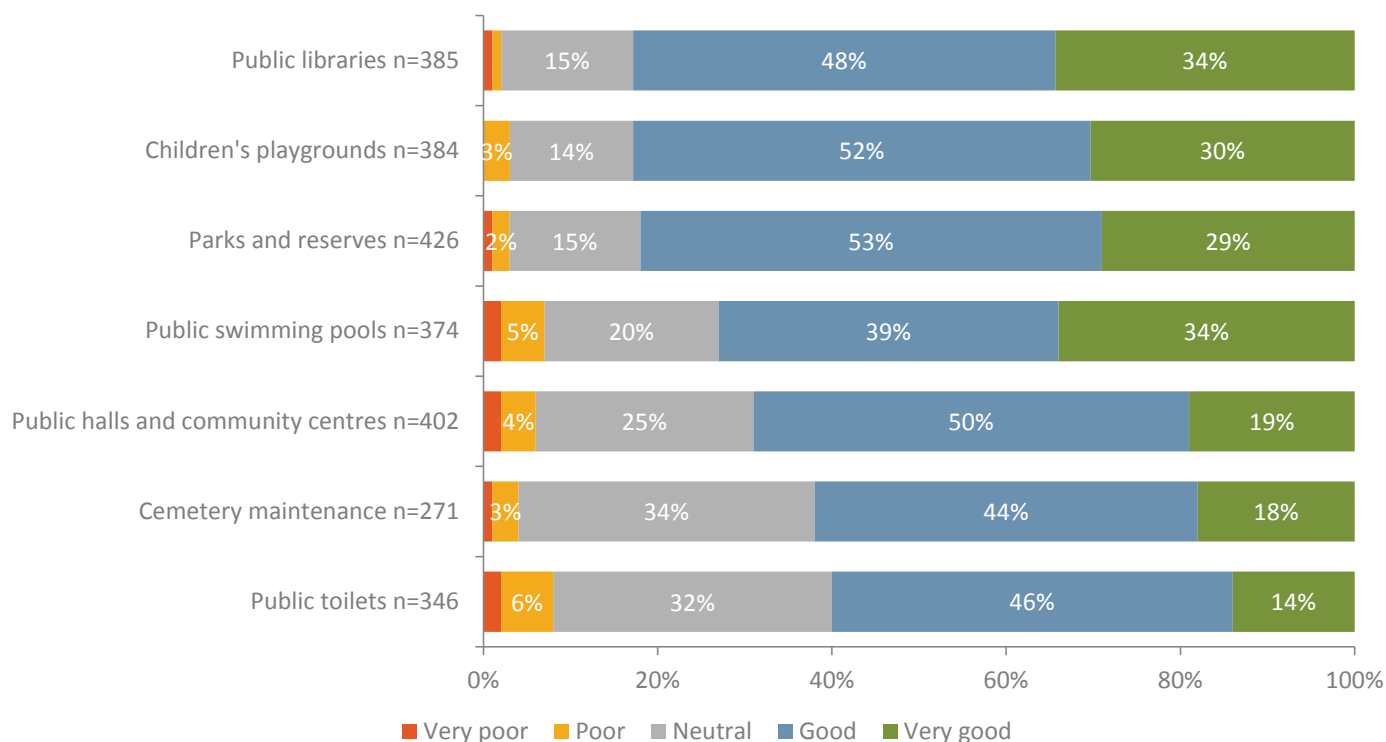
DISSATISFIED WITH:

No significant differences

COMMUNITY FACILITIES

SATISFACTION SCORES 2016

Amongst all residents, public libraries, children's playgrounds and parks and reserves have the highest levels of satisfaction among community facilities. Eighty-two percent of residents rate the public libraries as good (48%) or very good (34%), with a further 82% rating children's playgrounds as good (52%) or very good (30%). Eighty-two percent of residents also rate parks and facilities as good (53%) or very good (29%).



AREA DIFFERENCES

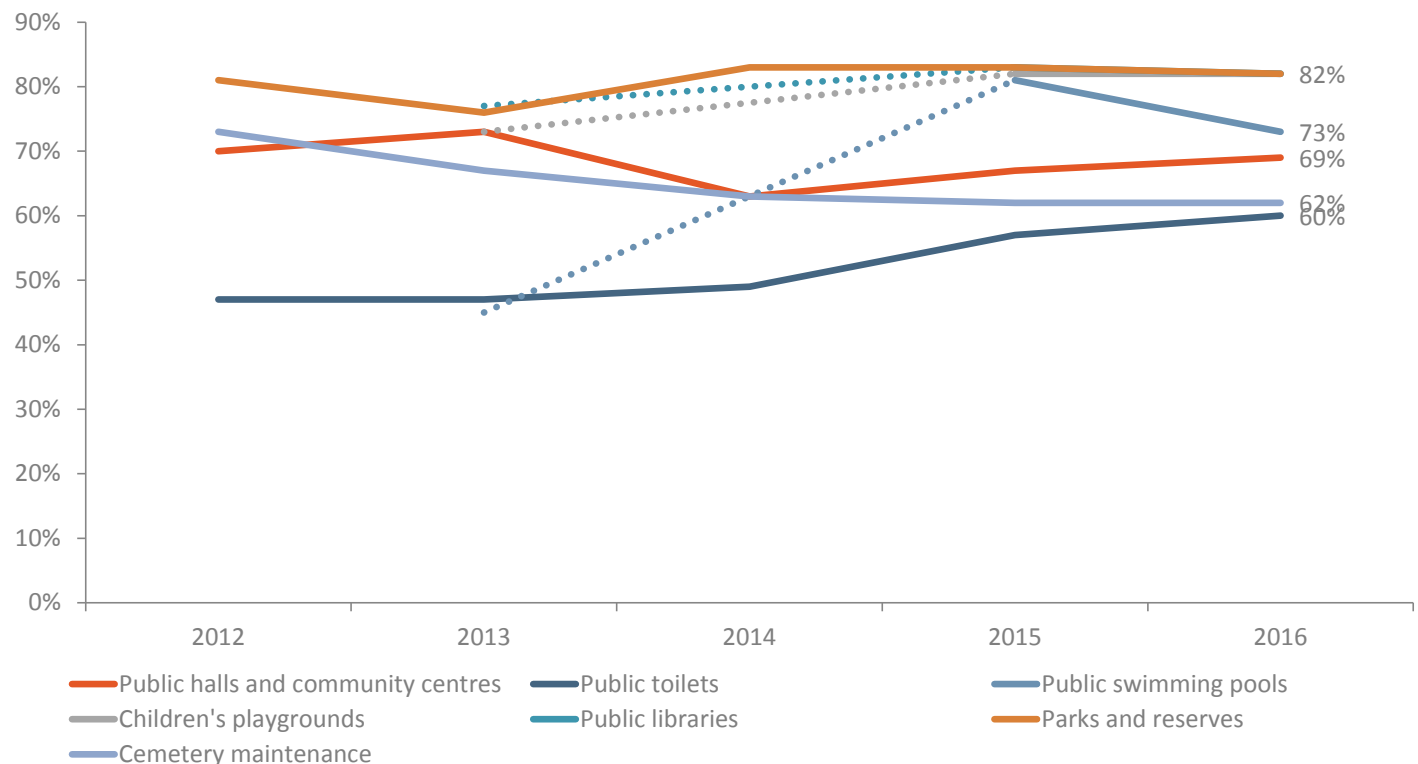


Area differences show Malvern residents are less likely to be satisfied with the parks and reserves (68% cf. total, 82%), while Selwyn Central residents are less likely to be satisfied with the public libraries (76% cf. total, 82%).

	Malvern	Selwyn Central	Springs	Ellesmere
Public libraries	86%	76%	88%	85%
Children's playgrounds	78%	85%	81%	79%
Parks and reserves	68%	84%	88%	83%
Public swimming pools	80%	76%	68%	74%
Public halls and community centres	66%	70%	75%	63%
Cemetery maintenance	75%	51%	62%	73%
Public toilets	70%	58%	56%	63%

COMMUNITY FACILITIES

SATISFACTION TREND 2012 - 2016



YEAR ON YEAR



No significant increases



Public swimming pools
(decreased 8%)

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Public halls and community centres (9%)



SATISFIED WITH:

Parks and reserves (88%)

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

Public halls and community centres (8%)



SATISFIED WITH:

Parks and reserves (92%)

DISSATISFIED WITH:

No significant differences

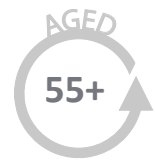


SATISFIED WITH:

No significant differences

DISSATISFIED WITH:

No significant differences



SATISFIED WITH:

No significant differences

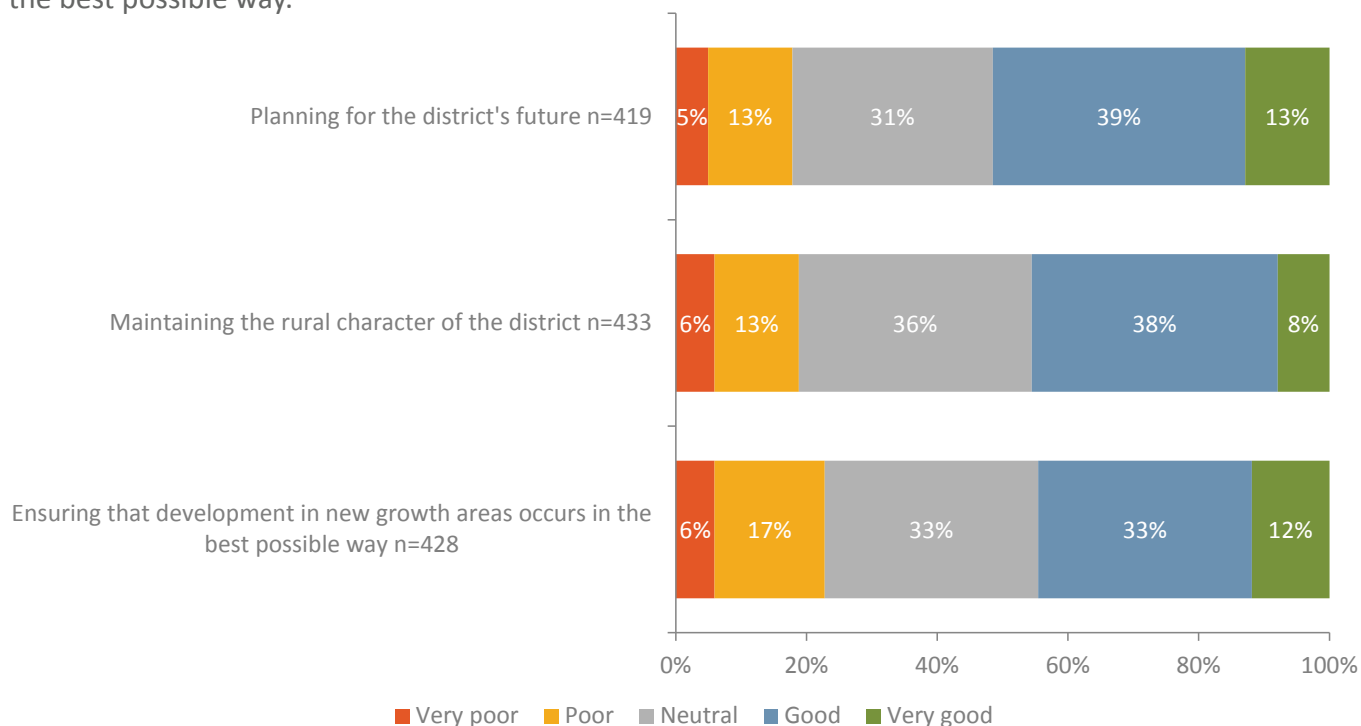
DISSATISFIED WITH:

No significant differences

DISTRICT PLANNING

SATISFACTION SCORES 2016

Just over half of residents (52%) think Council is doing a good (39%) or very good (13%) job of planning for the district's future. A further 46% of residents agree that Council is doing a good (38%) or very good (8%) job at maintaining the rural character of the district. A further 45% of residents indicate they think Council is doing a good (33%) or very good (12%) job at ensuring that development in new growth areas occurs in the best possible way.



AREA DIFFERENCES

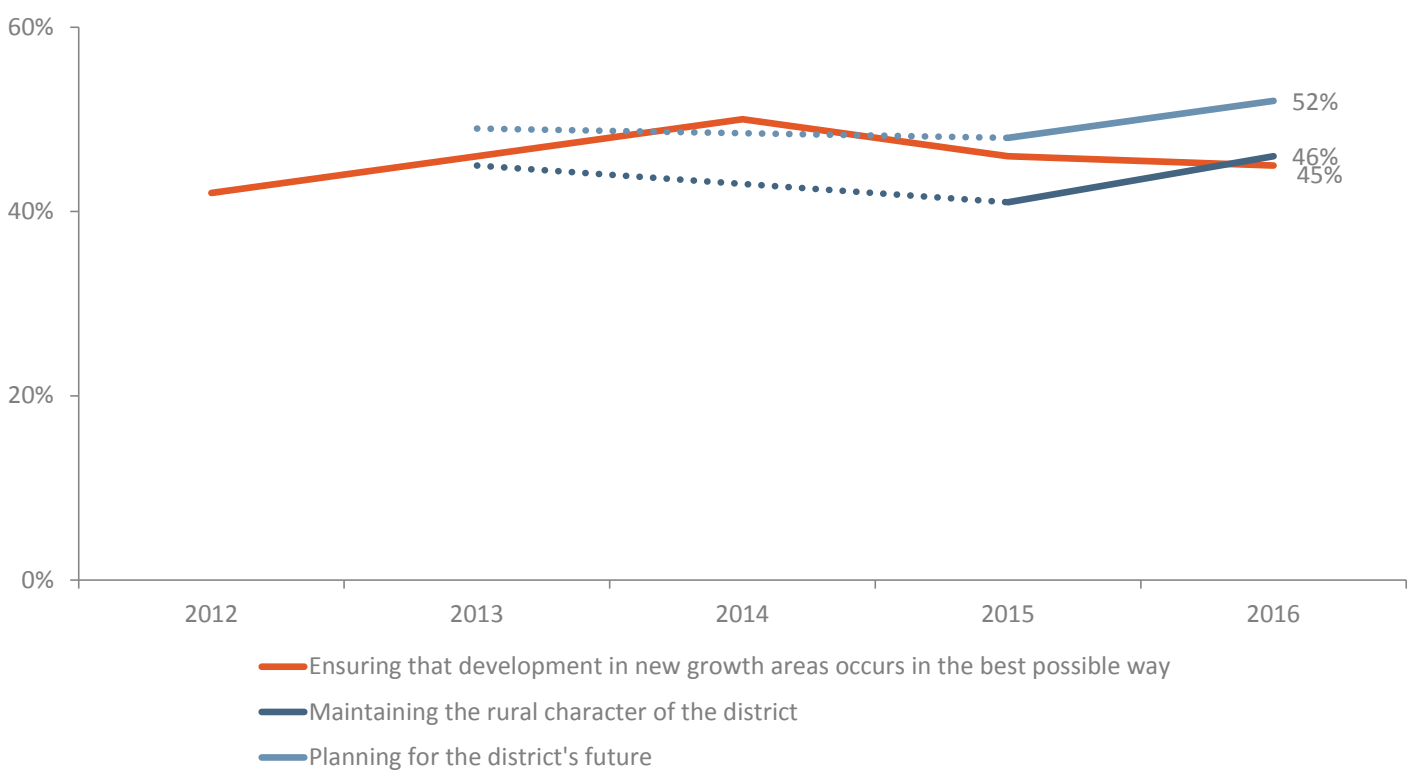


There are no statistically significant area differences noted. However, Selwyn Central residents appear less satisfied with Council maintaining the rural character of the district and Malvern residents appear less satisfied with how Council is ensuring that development in new growth areas occurs in the best way possible (41%).

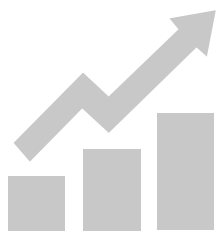
	Malvern	Selwyn Central	Springs	Ellesmere
Planning for the district's future	51%	50%	51%	57%
Maintaining the rural character of the district	55%	42%	45%	51%
Ensuring that development in new growth areas occurs in the best possible way	41%	44%	43%	49%

DISTRICT PLANNING

SATISFACTION TREND 2012 - 2016



YEAR ON YEAR



No significant increases



No significant decreases

DEMOGRAPHIC DIFFERENCES



SATISFIED WITH:
No significant differences
DISSATISFIED WITH:
No significant differences



SATISFIED WITH:
No significant differences
DISSATISFIED WITH:
No significant differences



SATISFIED WITH:
No significant differences
DISSATISFIED WITH:
No significant differences



SATISFIED WITH:
No significant differences
DISSATISFIED WITH:
No significant differences



SATISFIED WITH:
Planning for the districts future (66%)
DISSATISFIED WITH:
No significant differences



SATISFIED WITH:
No significant differences
DISSATISFIED WITH:
Maintaining rural character of the district (24%)

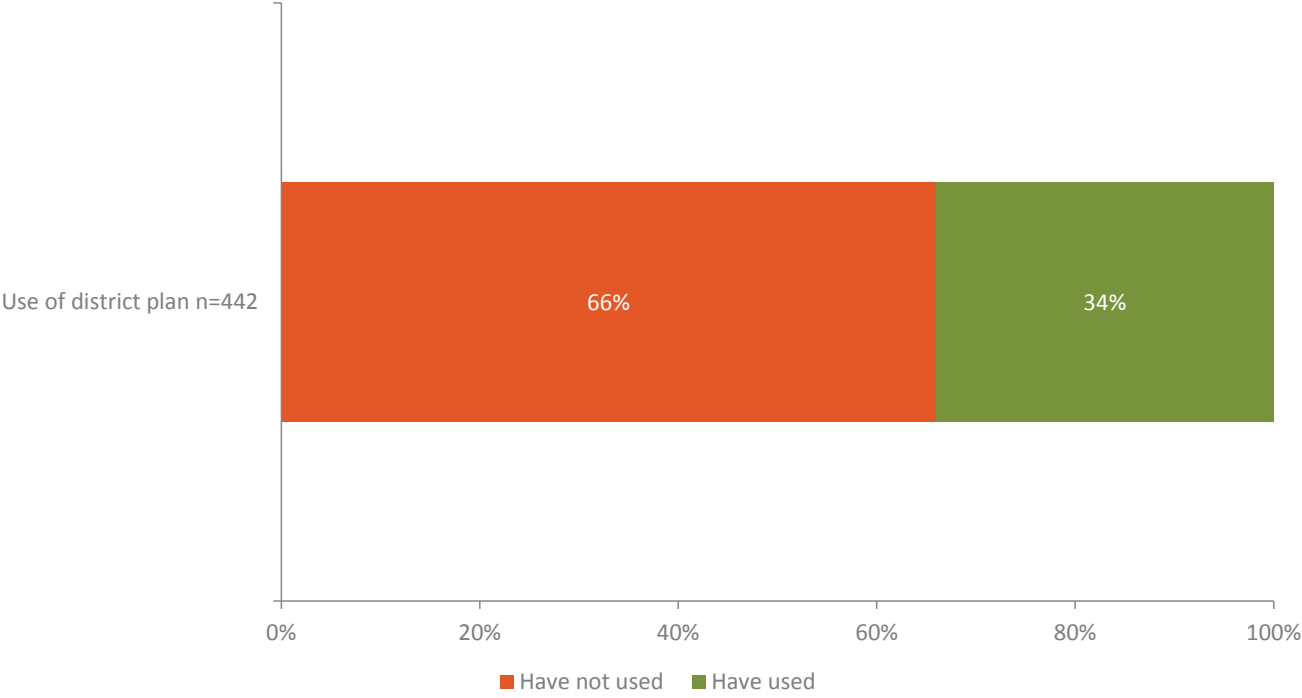


SATISFIED WITH:
No significant differences
DISSATISFIED WITH:
No significant differences

DISTRICT PLAN

DISTRICT PLAN USE

This year questions were added to the survey regarding the district plan. Thirty-four percent of residents indicate they have used the district plan in the past ten years.



AREA DIFFERENCES

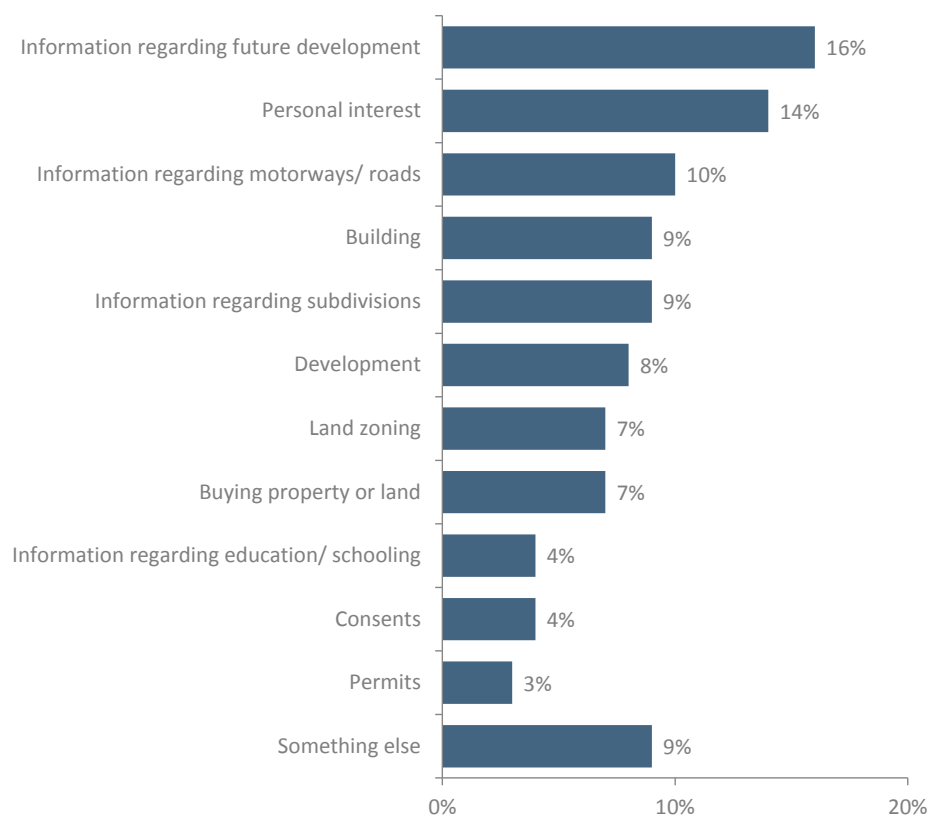


Area differences show Selwyn Central residents are more likely to have used the district plan in the last twelve months (42% cf. total, 34%), while Springs residents are less likely to have used it (26% cf. total, 34%).

	Malvern	Selwyn Central	Springs	Ellesmere
Have used the district plan	33%	42%	26%	27%

DISTRICT PLAN

REASONS FOR USE



The primary reasons for using the district plan include information regarding future development (16%), personal interest (14%), information regarding motorways and roads (10%), building (9%) and for information regarding subdivisions. At a lower level, residents also indicate they used the plan information regarding development (8%), land zoning (7%), buying property or land (7%), information regarding schools or education (4%) or for consents (4%).

AREA DIFFERENCES

INFORMATION REGARDING SUBDIVISIONS:
Selwyn Central (15%)

DEMOGRAPHIC DIFFERENCES



USED FOR:
Permits (7%)



USED FOR:
Personal interest (20%)



USED FOR:
No significant differences



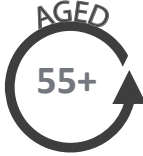
USED FOR:
Information regarding subdivisions (15%)



USED FOR:
No significant differences



USED FOR:
No significant differences

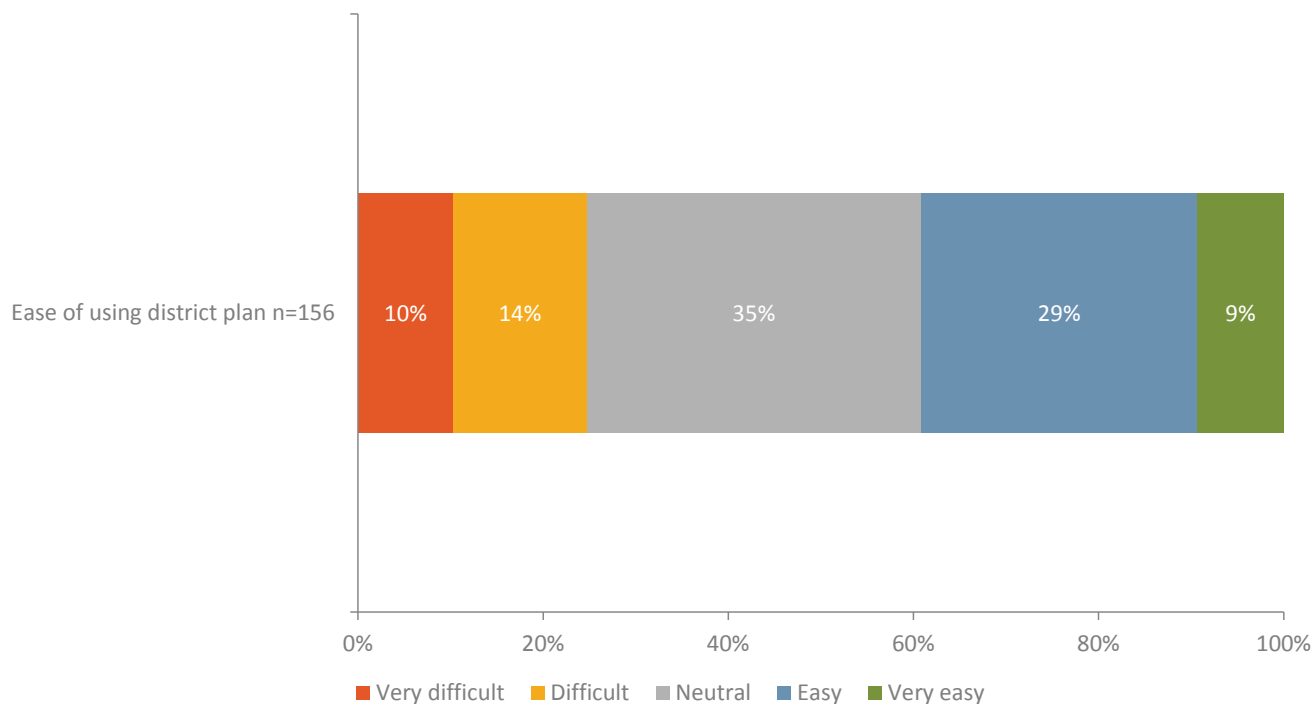


USED FOR:
Information regarding subdivisions (16%)

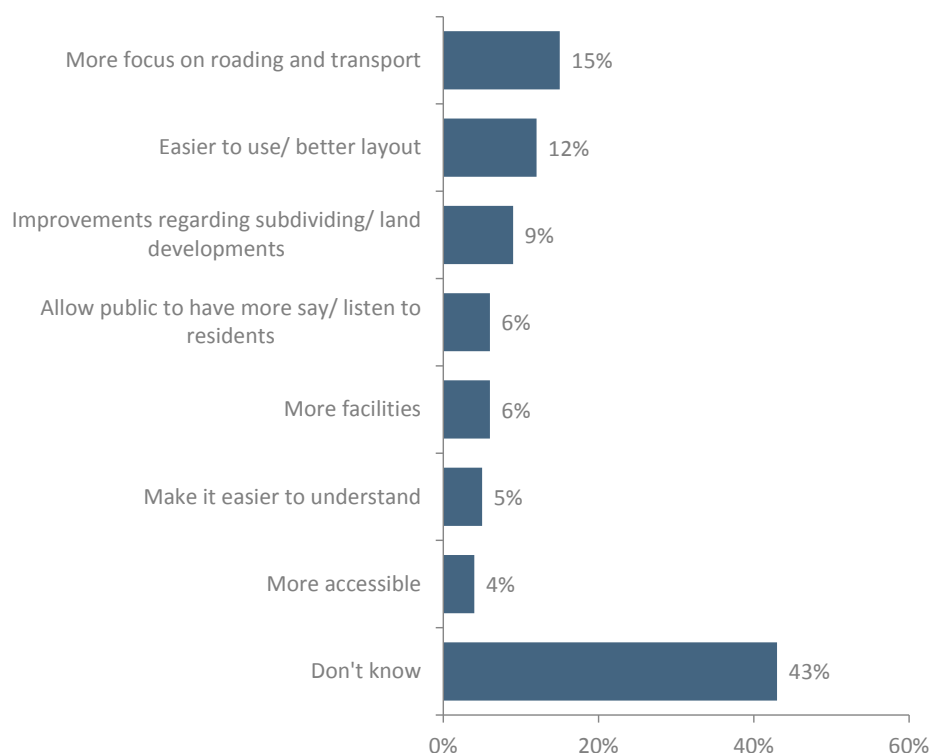
DISTRICT PLAN

SATISFACTION SCORE 2016

Of those who have used the district plan, 38% of these residents found it easy (29%) or very easy (9%) to use the plan.



AREAS FOR IMPROVEMENT

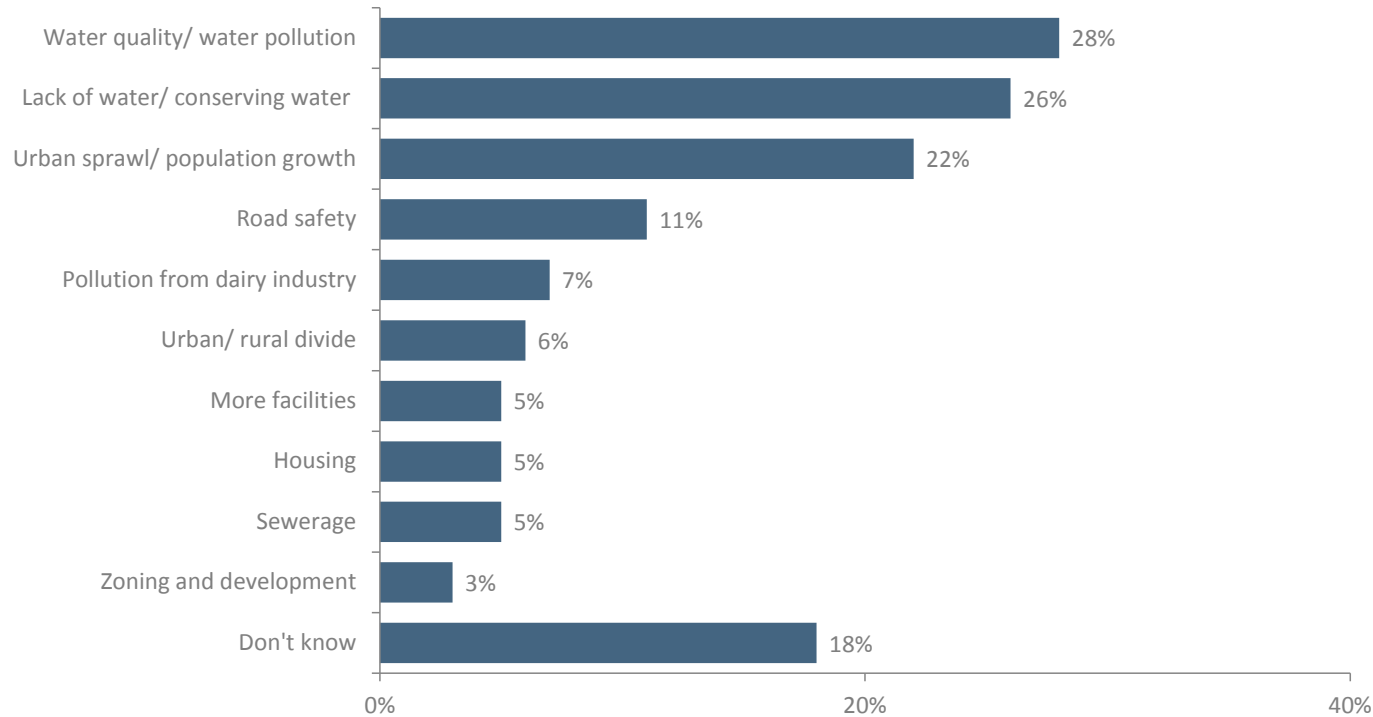


When asked what could be improved about the district plan, almost half (43%) of residents mention they don't know what needs to be improved. At a lower level, residents mention the district plan should have more of a focus on roading and transport (15%), it should be easier to use or having a better layout (12%), as well as improved information regarding subdivisions and land development (9%), allowing the public to have more of a say (6%) and including more facilities (6%).

DISTRICT PLAN

MAJOR ENVIRONMENTAL AND LAND-USE ISSUE

The major environmental and land-use issues facing the district in the future as perceived by residents include water quality and water pollution (28%), lack of water and a need to conserve water (26%) and urban sprawl and population growth (22%). At a lower level, residents mention road safety (11%), pollution from the dairy industry (7%), and the urban/rural divide (6%).



AREA DIFFERENCES

LACK OF WATER/ CONSERVING WATER:
Ellesmere (35%)

POLLUTION FROM DAIRY INDUSTRY:
Malvern (13%)

DEMOGRAPHIC DIFFERENCES



MAJOR ISSUE:
No significant differences



MAJOR ISSUE:
Urban sprawl/ population growth (26%)



MAJOR ISSUE:
Water quality/ water pollution (33%)



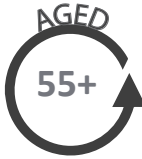
MAJOR ISSUE:
Pollution from dairy industry (10%)
Urban/ rural divide (9%)



MAJOR ISSUE:
No significant differences



MAJOR ISSUE:
No significant differences

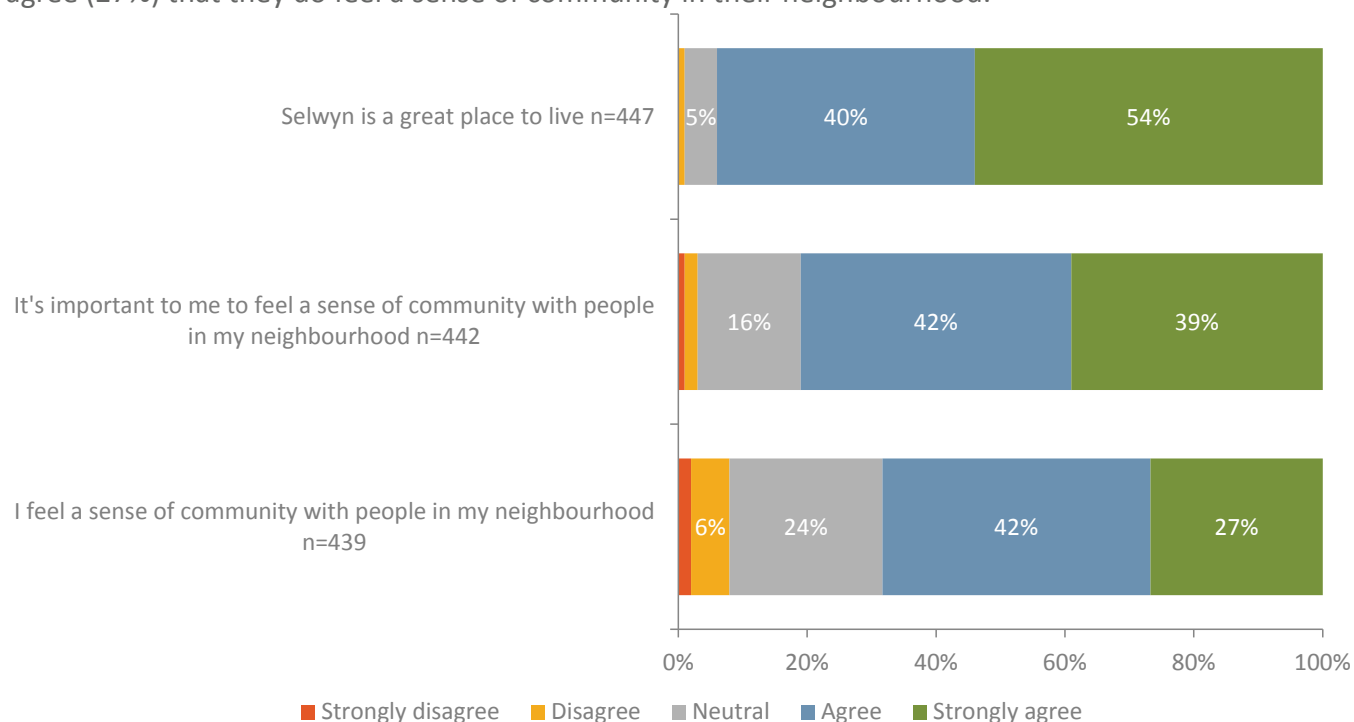


MAJOR ISSUE:
Pollution from dairy industry (11%)

QUALITY OF LIFE

SATISFACTION SCORES 2016

The majority of residents (94%) agree (40%) or strongly agree (54%) that Selwyn is a great place to live. A further 81% of residents agree (42%) or strongly agree (39%) that it is important to them to feel a sense of community with people in their neighbourhood, and interestingly, 69% of residents agree (42%) or strongly agree (27%) that they do feel a sense of community in their neighbourhood.



AREA DIFFERENCES

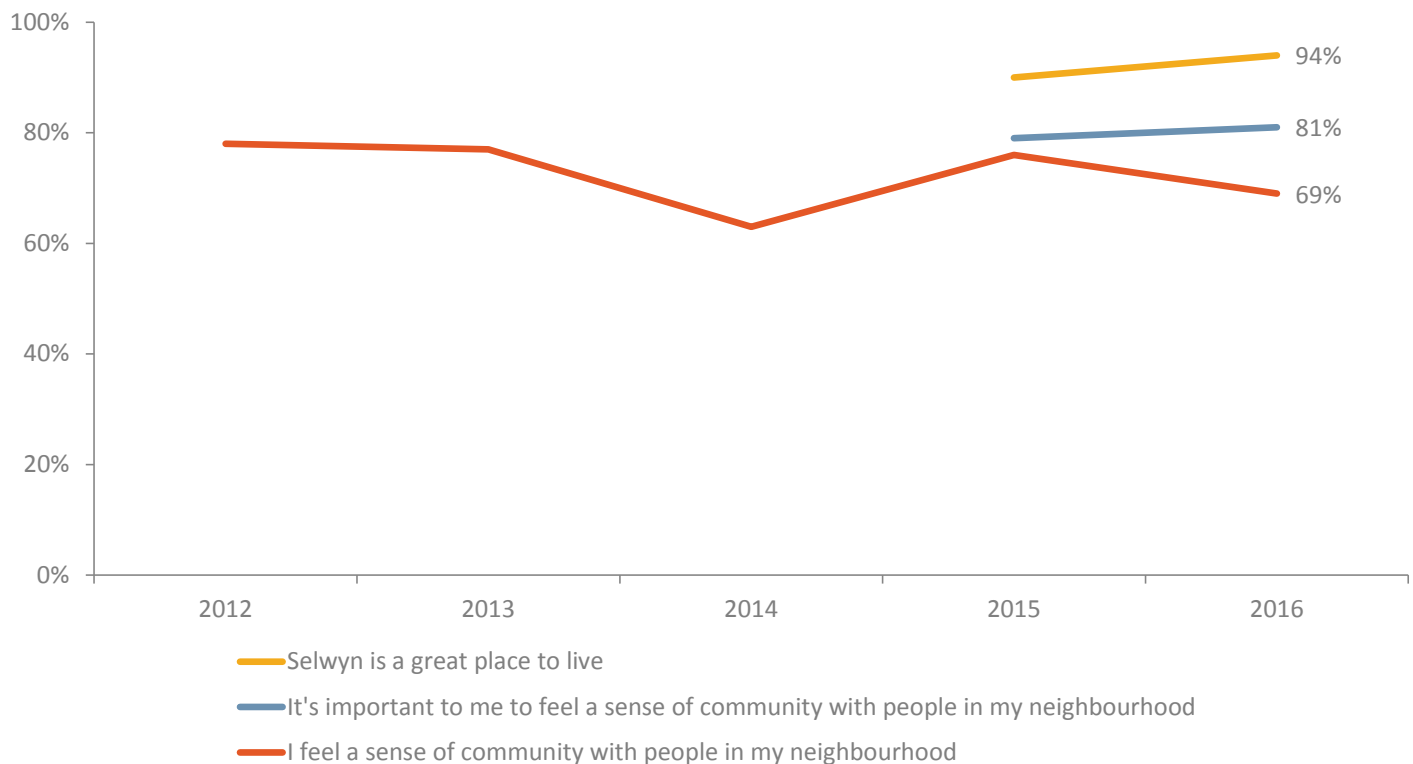


Area differences show Selwyn Central residents are less likely to be satisfied regarding residents feeling a sense of community with people in their neighbourhood. Although not significant, Ellesmere residents appear to agree more that Selwyn is a great place to live.

	Malvern	Selwyn Central	Springs	Ellesmere
Selwyn is a great place to live	93%	93%	95%	97%
It's important to me to feel a sense of community with people in my neighbourhood	82%	78%	84%	82%
I feel a sense of community with people in my neighbourhood	79%	62%	74%	72%

QUALITY OF LIFE

SATISFACTION TREND 2012 - 2016



YEAR ON YEAR



Selwyn is a great place to live (increased 4%)



I feel a sense of community with people in my neighbourhood (decreased 7%)

DEMOGRAPHIC DIFFERENCES



AGREE THAT:

Important to feel sense of community (85%)

DISAGREE THAT:

No significant differences



AGREE THAT:

No significant differences

DISAGREE THAT:

No significant differences



AGREE THAT:

No significant differences

DISAGREE THAT:

No significant differences



AGREE THAT:

No significant differences

DISAGREE THAT:

I feel a sense of community in my neighbourhood (11%)



AGREE THAT:

No significant differences

DISAGREE THAT:

No significant differences

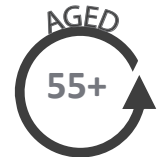


AGREE THAT:

No significant differences

DISAGREE THAT:

No significant differences



AGREE THAT:

No significant differences

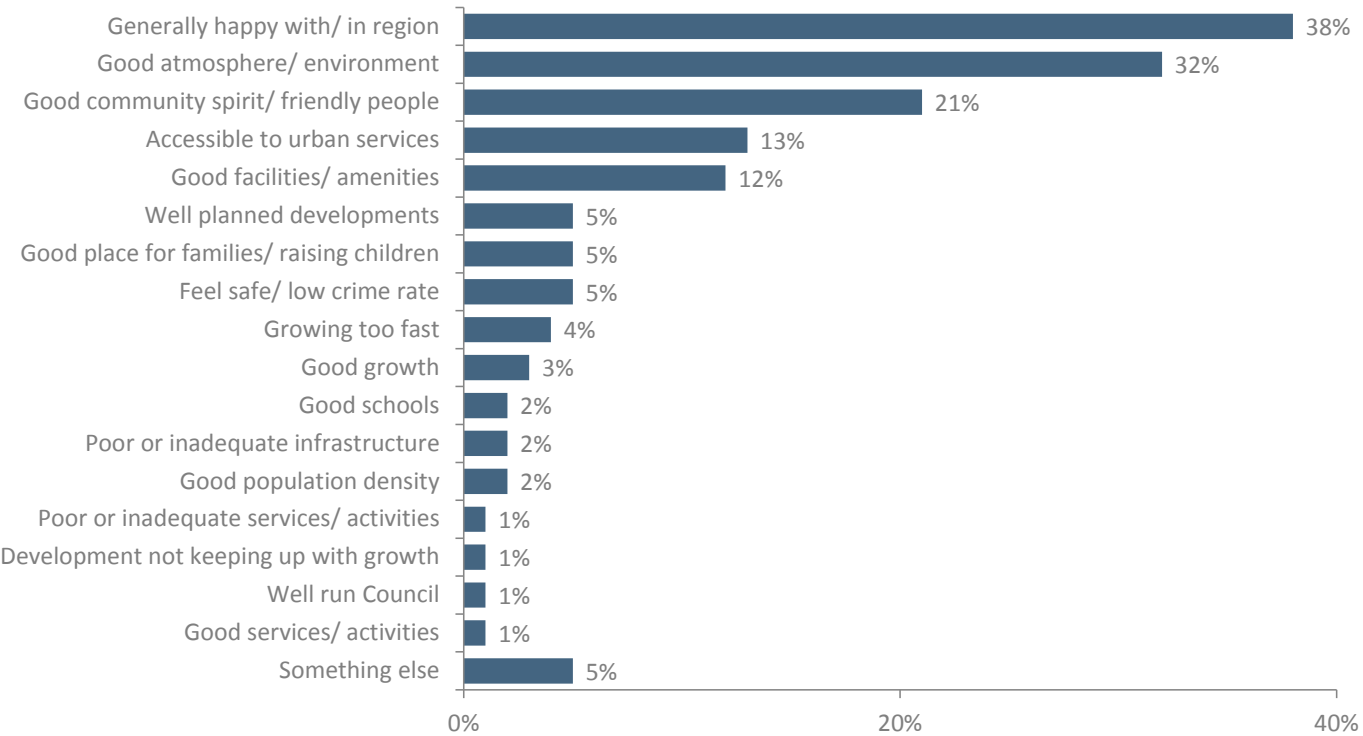
DISAGREE THAT:

Selwyn is a great place to live (2%)

QUALITY OF LIFE

REASONS FOR GREAT PLACE TO LIVE RATING

Residents were also asked why they gave their rating for Selwyn being a great place to live. Thirty-eight percent of residents indicate they are generally happy in the region. Following this, residents mention Selwyn has a good atmosphere/environment (32%), a good community spirit and friendly people (21%), access to urban services (13%) and good facilities and amenities (12%).




AREA
DIFFERENCES


GOOD PLACE FOR
FAMILIES/ RAISING
CHILDREN:

Selwyn Central (7%)


DEMOGRAPHIC DIFFERENCES




REASON:
Feel safe/ low crime
rate (8%)
Good schools (3%)



REASON:
Good place for families/
raising children (8%)



REASON:
No significant differences



REASON:
No significant differences

AGED
18-34

REASON:
Feel safe/ low crime
rate
(11%)

AGED
35-54

REASON:
Good schools (3%)

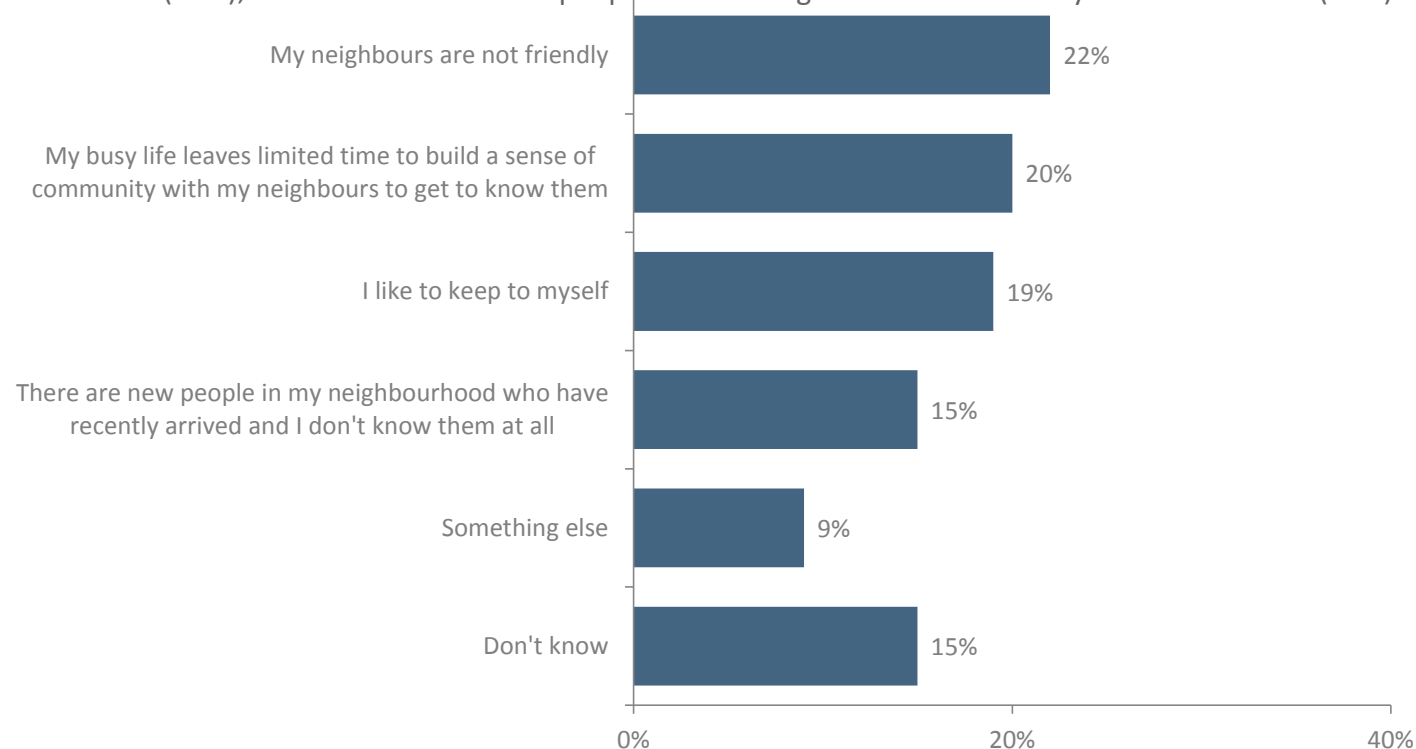
AGED
55+

REASON:
Well run Council (3%)

QUALITY OF LIFE

REASON FOR NOT FEELING SENSE OF COMMUNITY

Residents who indicated they don't think Selwyn has a feeling of a sense of community were asked why and 22% of residents indicated they don't think their neighbours are friendly. Following this, residents mention they have a busy life and have limited time to get to know their neighbours (20%), that they like to keep to themselves (19%), and that there are new people in their neighbourhood who they don't know at all (15%).



IMPORTANCE OF SENSE OF COMMUNITY

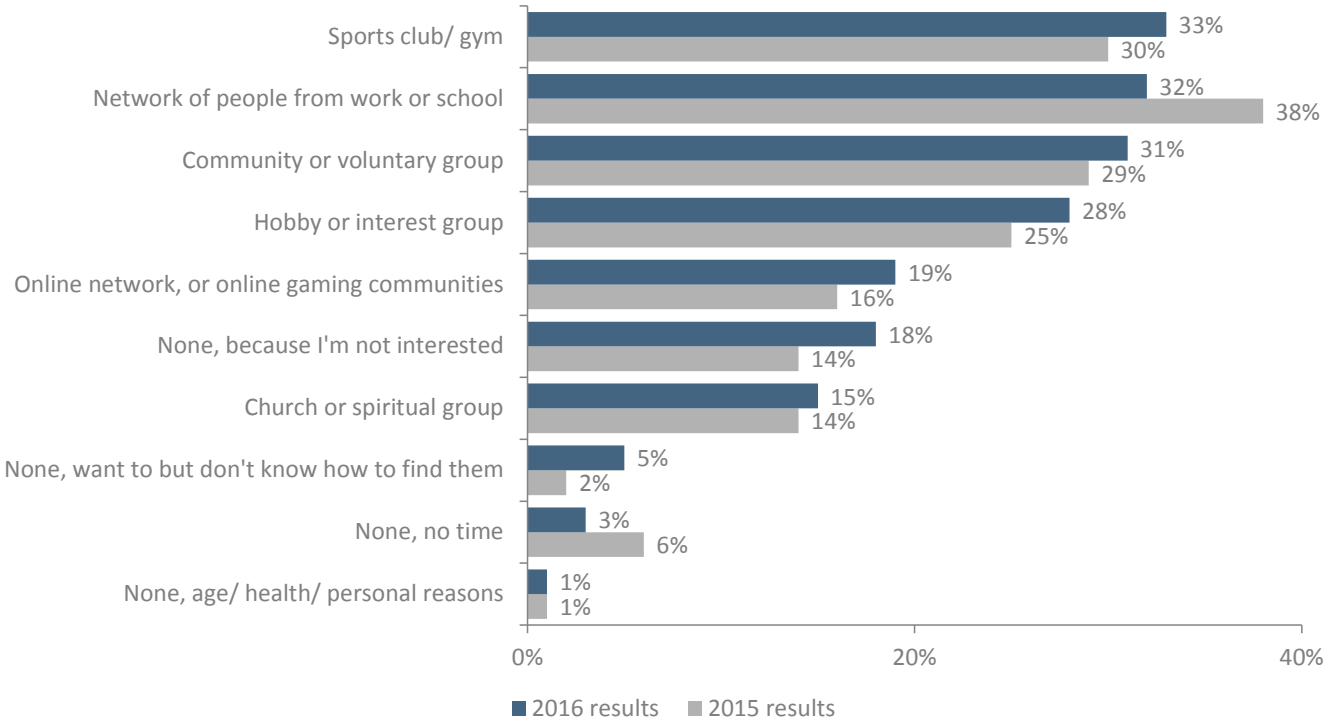
As shown in the table below, there does appear to be a relationship between residents agreeing that a sense of community is important, and belonging to a community groups. Those who indicate they do belong to a community group do have a higher level of agreement that it is important to them to feel a sense of community with the people in their neighbourhood.

	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, want to but don't know how to find out about them	None, no time	None, health/ age/ personal reasons
	136	71	141	144	85	137	80	17	13	4
Disagree	5%	5%	5%	2%	10%	2%	14%	10%	6%	0%
Neutral	18%	24%	14%	10%	20%	19%	25%	45%	28%	26%
Agree	77%	71%	82%	88%	70%	79%	61%	45%	66%	74%

QUALITY OF LIFE

BELONGING TO COMMUNITY GROUPS

A third of residents (33%) indicate they are a member of a sports club/gym, while 32% indicate they are a part of a network of people from work or school and 31% say they are part of a community or voluntary group. A further 28% of residents indicate they are a part of a hobby or interest group.



AREA DIFFERENCES
HOBBY OR INTEREST GROUP:
Springs (36%)

DEMOGRAPHIC DIFFERENCES

GROUP:
Network of people from work or school (38%)
Hobby or interest group (36%)
Online network, or online gaming community (27%)

GROUP:
No significant differences

GROUP:
None, not interested (22%)

GROUP:
None, not interested (23%)

AGED 18-34

GROUP:
None, don't know how to find them (15%)

AGED 35-54

GROUP:
Sports club (41%)
Network of people from work or school (46%)

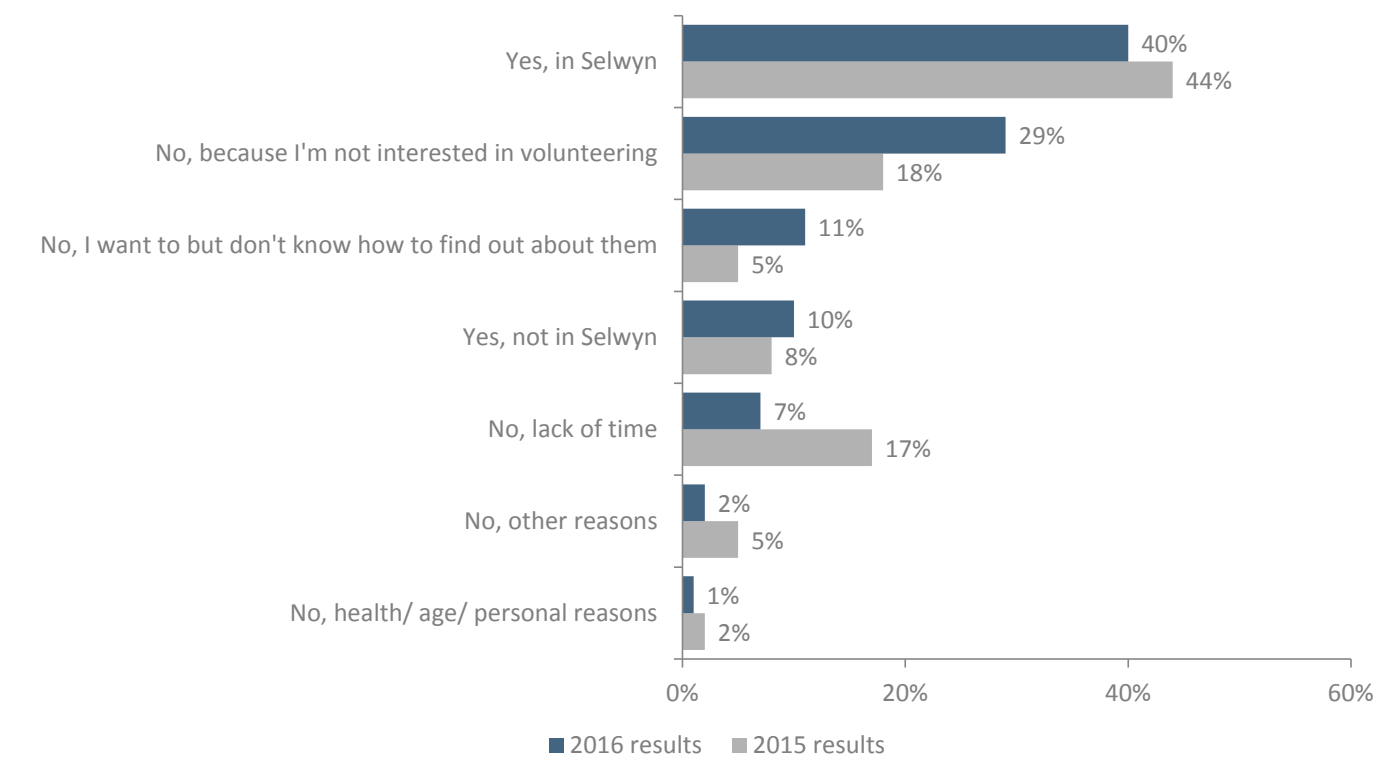
AGED 55+

GROUP:
Hobby or interest group (37%)
Church or spiritual group (20%)

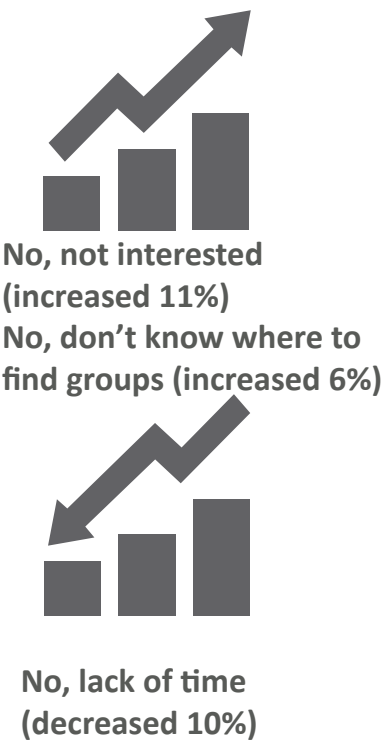
QUALITY OF LIFE

VOLUNTEERING FOR COMMUNITY GROUPS

Under half of residents report that they volunteer within Selwyn (40%), and 10% of residents mention they volunteer but not in Selwyn.



YEAR ON YEAR



DEMOGRAPHIC DIFFERENCES



CONCLUDING COMMENTS

Positively, satisfaction with the performance of Council has continued to increase, with over half of residents indicating they are satisfied with their performance. This appears to be driven by increases noted in a range of services and facilities such as water races, urban stormwater, land drainage network, urban roads, safety on the district's roads and footpaths, rural roads, cycleways and most waste management measures.

Conversely, dissatisfaction is noted for sewerage and wastewater, water supplies, footpaths, access to public transport and recycling collection. This appears to be most prevalent amongst rural residents, as they appear less satisfied with some measures associated with water and roads.

Usage of community facilities has remained similar to previous years, with the exception of an increase in the use of a mobile library or book bus. Across all facilities, user satisfaction is high, and at similar levels to previous years. However, there is a notable decline in satisfaction amongst swimming pool users.

In terms of district planning, satisfaction with Council maintaining the rural character of the district and planning for the district's future have both increased.

A third of residents indicate they have used the district plan in the past ten years. Primary reasons for using the plan include for gathering information regarding future development, personal interest, and for information regarding motorways and roads.

Interestingly, development appears to be an area of interest, with 34% of residents mentioning that they have used the district plan to gather information around future development. Further to this, residents also mention a concern around urban sprawl and population growth. This corresponds with a decrease in satisfaction that development is occurring in the best possible way. It is interesting to note that 14% of residents referred to the district plan for personal information. Just over a third of users found the district plan easy to use, with suggested improvements based around more focus on roading and transport, making it easier to use and making improvements regarding subdivisions.

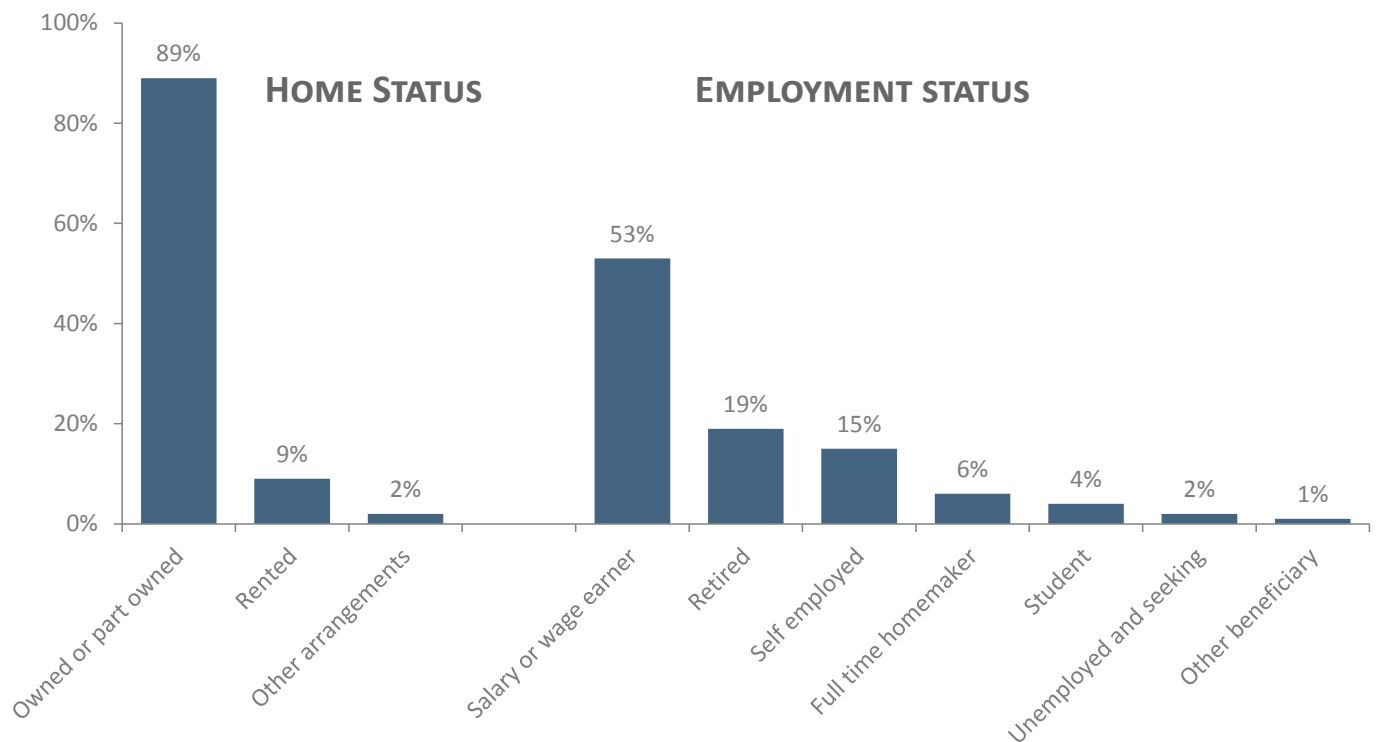
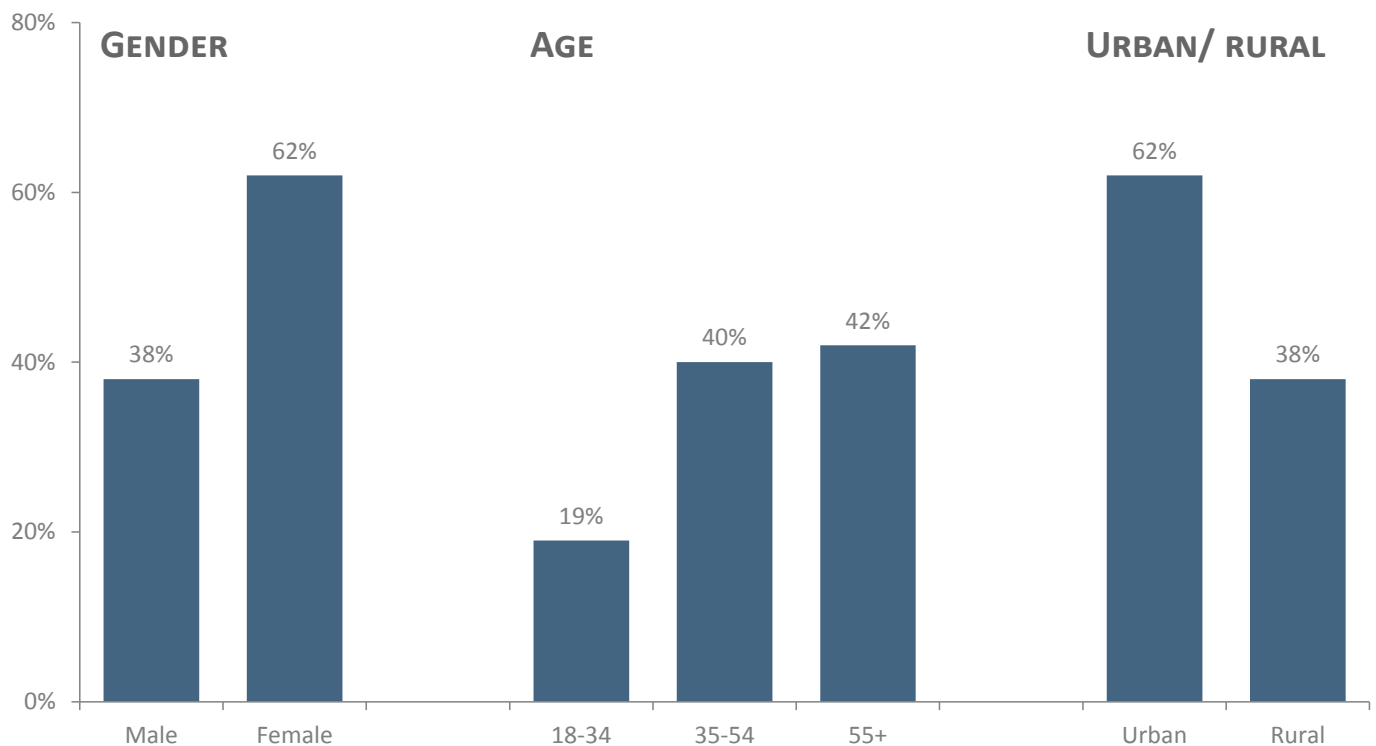
In addition, residents appear to be concerned regarding water quality. This is evidenced by water quality and water pollution being identified as the major environmental or land use issues facing the region. Lack of water and water conservation are also issues mentioned by residents.

Interestingly, there is a link between residents agreeing that it is important to feel a sense of community with people in their neighbourhood, and belonging to community groups, as those who agree that it is important do appear more likely to belong to groups. It should also be noted that there is a 12% gap between the proportion of residents who agree that it is important to feel a sense of community with people in their neighbourhood, and the proportion of residents who do feel a sense of community with the people in their neighbourhood. Interestingly, there are residents who are wanting to feel a sense of community who currently don't, and there are 5% of residents who want to participate, but don't know how to find out about community groups.

Almost all residents agree Selwyn is a great place to live. Reasons for this include being generally happy, it having a good atmosphere and having a good community spirit and friendly people.

SAMPLE PROFILE

The below outlines the sample achieved across the project, these results are unweighted.



APPENDIX ONE: QUESTIONNAIRE

Introduction and Screeners:

Good morning/afternoon, its [NAME] calling from Versus Research on behalf of Selwyn District Council. We're doing a questionnaire about your impressions on a number of aspects of the Selwyn District Council's services and activities. There will be an opportunity at the end of the survey to enter the draw to win one of three \$100 grocery vouchers.

Could I please speak to the youngest person in the household over the age of 18?

Screeners: 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: Thank and close. In order to be impartial, the survey excludes homes that have someone connected to the Council.

NO: Continue survey

IF NEEDED:

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

Malvern 1
Selwyn Central . 2
Springs 3
Ellesmere 4
Unsure 5

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

Town 1
Rural area . 2

3. Roughly how many times in the past year, that is since last May, 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 public swimming pool within Selwyn District (but not a school pool)	1	2	3	4	5	6
A public park or reserve within Selwyn District	1	2	3	4	5	6
A public hall or recreation centre (not a school one)	1	2	3	4	5	6
A bus service in Selwyn District (not a school one)	1	2	3	4	5	6
A public toilet within the Selwyn District	1	2	3	4	5	6
A public library in Darfield, Leeston, Lincoln or Rolleston	1	2	3	4	5	6
A mobile library or book bus	1	2	3	4	5	6
The Pines Resource Recovery Park near Rolleston	1	2	3	4	5	6

APPENDIX ONE: QUESTIONNAIRE

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

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate Council's performance for each of these services?

	1 - Very Poor	2 -Poor	3 -Neutral	4 -Good	5 - Very Good	Don't know / NA
Water supplies (that is, drinking water supplies)	1	2	3	4	5	6
Sewerage and waste water	1	2	3	4	5	6
Water races (for stock water and landscaping in new subdivisions)	1	2	3	4	5	6
Urban stormwater services (involving the drainage, treatment and discharge of rainfall in urban areas)	1	2	3	4	5	6
Managing land drainage network(to reduce groundwater, mainly around Te Waihora/Lake Ellesmere area, to make land more suitable for farming/other purposes)	1	2	3	4	5	6

5. 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).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

	1 - Very Poor	2 -Poor	3 -Neutral	4 -Good	5 - Very Good	Don't know / NA
Urban roads	1	2	3	4	5	6
Footpaths	1	2	3	4	5	6
Cycleways	1	2	3	4	5	6
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
Making the district's roads and footpaths safer	1	2	3	4	5	6
Rural roads (that is country roads, not state highways or town streets)	1	2	3	4	5	6
Promoting road safety awareness	1	2	3	4	5	6

6. Thinking 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 upgrades. Using the same scale from 1 to 5, where 1 is very poor, and 5 is very good, how well is the Council performing at...?

	1 - Very Poor	2 -Poor	3 -Neutral	4 -Good	5 - Very Good	Don't know / NA
Ensuring that development in new growth areas (e.g. subdivisions) occurs in the best possible way?	1	2	3	4	5	6
Planning for the districts future?	1	2	3	4	5	6
Maintaining the rural character of the district?	1	2	3	4	5	6

APPENDIX ONE: QUESTIONNAIRE

7. Thinking specifically about the District Plan, have you needed to use or refer to the District Plan over the past 10 years?

Yes 1
No 2
Don't know . 3

8. What did you need to use or refer to the District Plan for?

RECORD VERBATIM

9. Using a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how easy was the District Plan to use?

Very difficult 1
Difficult 2
Neutral 3
Easy 4
Very easy 5
Don't know .. 6

10. What, if anything, would you like to see changed in the next version of the District Plan?

APPENDIX ONE: QUESTIONNAIRE

11. One of Council's key roles is to ensure the District's resources are managed sustainably. The Council does this by engaging with the Selwyn community to prepare and administer documents such as the District Plan.

With this in mind, what do you think are the major environmental and land-use issues facing the District in the future?

12. Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

	1 - Very Poor	2 -Poor	3 -Neutral	4 -Good	5 - Very Good	Don't know / NA
Public halls and community centres	1	2	3	4	5	6
Public toilets	1	2	3	4	5	6
Public swimming pools	1	2	3	4	5	6
Children's playgrounds	1	2	3	4	5	6
Public libraries	1	2	3	4	5	6
Parks and reserves	1	2	3	4	5	6
Cemetery maintenance	1	2	3	4	5	6
The Resource Recovery Park near Rolleston	1	2	3	4	5	6

13. Again, using the same 1 to 5 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.

Interviewer: check that the respondents receive each service. If they do not, code appropriately.

	1 - Very Poor	2 -Poor	3 -Neutral	4 -Good	5 - Very Good	Don't know / NA	I don't get this service
Rubbish collection service	1	2	3	4	5	6	7
Collecting lawn, garden and food waste for compost	1	2	3	4	5	6	7
Recycling collection service	1	2	3	4	5	6	7

APPENDIX ONE: QUESTIONNAIRE

14. 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 is strongly disagree, and 5 is strongly agree.

Selwyn is a great place to live

- Strongly disagree 1
- Disagree 2
- Neutral 3
- Agree 4
- Strongly agree 5
- (DO NOT READ OUT) Don't know / NA . 6

15. Why do you say that?

16. Using the same scale, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree that...

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

17. 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 1
- I prefer to socialise with family and friends 2
- I like to keep to myself 3
- My neighbours are not friendly 4
- There are a lack of events of things happening in my neighbourhood 5
- There are new people in my neighbourhood who have recently arrived and I don't know them that well .. 6
- Other, please specify 7
- Don't know 8

18. Other, please specify

APPENDIX ONE: QUESTIONNAIRE

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

Sports club	1
Church or spiritual group	2
Hobby or interest group	3
Community or voluntary group	4
Online network, or online gaming communities	5
Network of people from work or school	6
None, because I'm not interested	7
None, I want to but don't know how to find out about them ..	8
Other, please specify	9

20. Other, please specify

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

Yes, in Selwyn	1
Yes, not in Selwyn	2
No, because I'm not interested in volunteering	3
No, I want to but don't know how to find out about them ..	4
Other, please specify	5

22. Other, please specify

23. Using the same scale from 1 to 5, where 1 is very poor and 5 is very good, how do you rate the Council's performance overall?

Very poor ..	1
Poor	2
Neutral	3
Good	4
Very good ..	5

24. Finally, just some demographic questions to ensure we get a good cross section of respondents. Do you or another occupant own this home, or is it rented, or some other arrangement?

Owned or part owned ..	1
Rented	2
Other arrangements ...	3
Don't know	4

25. 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	_____

APPENDIX ONE: QUESTIONNAIRE

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

- 18-24 . 1
- 25-34 . 2
- 35-44 . 3
- 45-54 . 4
- 55-64 . 5
- 65+ 6

27. What is your employment status?

- Self employed 1
- Salary or wage earner 2
- Retired 3
- Full time homemaker 4
- Student 5
- Unemployed and seeking 6
- Other beneficiary 7
- Don't know 8

28. What is your Occupation?

29. And what Industry/Sector is that in?

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

- Within Selwyn 1
- Christchurch 2
- Ashburton 3
- Waimakariri 4
- Other, please specify . 5

31. Other, please specify

32. Would you like to enter the draw to win one of three \$100 grocery vouchers?

- Yes 1
- No 2

33. Could I please have your name so that I can enter you into the draw. Please be assured that your survey responses are kept separate and anonymous, and will not be linked up to your name and personal details.

34. Thanks very much, that is the end of our survey. In case you missed it, my name is [NAME] and I'm calling on behalf of Selwyn District Council.

INTERVIEWER: RECORD GENDER.

- Male 1
- Female . 2

APPENDIX TWO: METHOD COMPARISON

Comparison between phone and online sample results

Results from the CATI and online responses have been compared and contrasted. When reviewing the differences between the two methods, these appear to be related to sample, rather than method. The differences within the results mostly pertain to usage of facilities, for example online respondents have a higher use of facilities such as playgrounds, parks and reserves, swimming pools, and public toilets. The online sample is comprised of younger residents, namely those aged 18-34 years old. As these are facilities which younger residents are more likely to use, this indicates that differences are related to the differences in the sample from each method, rather than as a result of the method itself.

Significance testing

The tables contained within this document include testing for statistically significant differences. This analysis has been performed between the total sample and the method sub-groups. This testing shows the differences between the proportions (also known as a Z test) and compares the results for the residents in each sub-group with all other residents who are not in that sub-group. The differences are indicated by plusses and minuses, and are completed at the 90 per cent confidence level. Please note that due to multiple responses and rounding some tables may not total 100 per cent.

Differences are indicated in the tables as follows:

- One plus or minus after a result indicates the result is significantly greater (+) or significantly lower (-) at the 90% confidence interval, this means there is a 90% probability that this encompasses the true value of the population.
- Two plusses or minuses after a result indicate the result is significantly greater (++) or significantly lower (--) at the 95% confidence level, this means there is a 95% probability that this encompasses the true value of the population.
- Three plusses or minuses after a result indicate the result is significantly greater (+++) or significantly lower (---) at the 99% confidence level, this means there is a 99% probability that this encompasses the true value of the population.

Please note scale based questions include don't know responses so will not match results from the residents report.

APPENDIX TWO: METHOD COMPARISON

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

	Total	Phone	Online
	447	380	67
Malvern	14%	14%	7%
Selwyn Central	41%	42%	42%
Springs	28%	29%	27%
Ellesmere	17%	15% -	24% +
Unsure	0%	0%	0%

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

	Total	Phone	Online
	447	380	67
Town	61%	59% -	69% +
Rural area	39%	41% +	31% -

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

A public swimming pool within Selwyn District (but not a school pool)

	Total	Phone	Online
	447	380	67
Over 20 times	20%	20%	20%
11-20 times	5%	5%	7%
6-10 times	13%	11%	18%
1-5 times	21%	20%	26%
Never	41%	44% ++	28% --
Don't know	0%	0%	2% +++

APPENDIX TWO: METHOD COMPARISON

Table 4: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

A public park or reserve within Selwyn District

	Total	Phone	Online
	447	380	67
Over 20 times	36%	37%	32%
11-20 times	12%	11%	13%
6-10 times	15%	12% ---	26% +++
1-5 times	20%	19%	22%
Never	18%	21% +++	4% ---
Don't know	0%	0%	1%

Table 5: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

A public hall or recreation centre (not a school one)

	Total	Phone	Online
	447	380	67
Over 20 times	11%	12%	7%
11-20 times	5%	6%	1%
6-10 times	12%	11%	13%
1-5 times	36%	31% ---	55% +++
Never	36%	39% ++	24% --
Don't know	1%	1%	0%

APPENDIX TWO: METHOD COMPARISON

Table 6: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

A bus service in Selwyn District (not a school one)

	Total	Phone	Online
	447	380	67
Over 20 times	11%	12%	6%
11-20 times	2%	3%	2%
6-10 times	4%	4%	4%
1-5 times	17%	15% --	25% ++
Never	66%	67%	63%
Don't know	0%	0%	0%

Table 7: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

A public toilet within the Selwyn District

	Total	Phone	Online
	447	380	67
Over 20 times	7%	6%	11%
11-20 times	7%	8%	3%
6-10 times	10%	9%	13%
1-5 times	32%	30% --	42% ++
Never	43%	47% +++	28% ---
Don't know	1%	1%	2%

APPENDIX TWO: METHOD COMPARISON

Table 8: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

A public library in Darfield, Leeston, Lincoln or Rolleston

	Total	Phone	Online
	447	380	67
Over 20 times	13%	15% ++	5% --
11-20 times	10%	11% +	4% -
6-10 times	11%	12%	9%
1-5 times	29%	25% ---	47% +++
Never	36%	38%	31%
Don't know	1%	0%	3% +++

Table 9: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

A mobile library or book bus

	Total	Phone	Online
	447	380	67
Over 20 times	2%	2%	0%
11-20 times	2%	2%	0%
6-10 times	1%	2%	0%
1-5 times	10%	7% ---	20% +++
Never	85%	87% +	79% -
Don't know	1%	0%	1%

APPENDIX TWO: METHOD COMPARISON

Table 10: Roughly how many times in the past year, that is since last May, did you or a member of your household use or visit the following services and facilities in Selwyn?

The Pines Resource Recovery Park near Rolleston

	Total	Phone	Online
	447	380	67
Over 20 times	3%	2%	4%
11-20 times	5%	5%	3%
6-10 times	6%	6%	6%
1-5 times	21%	22%	15%
Never	64%	63%	68%
Don't know	2%	1%	3%

Table 11: The Council provides a number of services to its communities including provisions for water, transport and public health related services.

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate Council's performance for each of these services?

Water supplies (that is, drinking water supplies)

	Total	Phone	Online
	447	380	67
1 - Very Poor	3%	3%	1%
2 -Poor	7%	6%	10%
3 -Neutral	13%	11% --	20% ++
4 -Good	31%	30%	35%
5 - Very Good	30%	32%	25%
Don't know / NA	16%	18% ++	9% --

APPENDIX TWO: METHOD COMPARISON

Table 12: The Council provides a number of services to its communities including provisions for water, transport and public health related services.

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate Council's performance for each of these services?

Sewerage and waste water

	Total	Phone	Online
	447	380	67
1 - Very Poor	2%	2%	1%
2 -Poor	2%	2%	3%
3 -Neutral	15%	14%	17%
4 -Good	32%	29% --	44% ++
5 - Very Good	22%	23%	16%
Don't know / NA	27%	29%	19%

Table 13: The Council provides a number of services to its communities including provisions for water, transport and public health related services.

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate Council's performance for each of these services?

Water races (for stock water and landscaping in new subdivisions)

	Total	Phone	Online
	447	380	67
1 - Very Poor	4%	5%	1%
2 -Poor	8%	9%	3%
3 -Neutral	24%	24%	25%
4 -Good	25%	22% ---	38% +++
5 - Very Good	11%	11%	9%
Don't know / NA	28%	29%	24%

APPENDIX TWO: METHOD COMPARISON

Table 14: The Council provides a number of services to its communities including provisions for water, transport and public health related services.

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate Council's performance for each of these services?

Urban stormwater services (involving the drainage, treatment and discharge of rainfall in urban areas)

	Total	Phone	Online
	447	380	67
1 - Very Poor	3%	3%	2%
2 -Poor	8%	6% ---	15% +++
3 -Neutral	24%	23%	28%
4 -Good	27%	27%	26%
5 - Very Good	13%	13%	10%
Don't know / NA	26%	28%	18%

Table 15: The Council provides a number of services to its communities including provisions for water, transport and public health related services.

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate Council's performance for each of these services?

Managing land drainage network(to reduce groundwater, mainly around Te Waihora/Lake Ellesmere area,to make land more suitable for farming/other purpose

	Total	Phone	Online
	447	380	67
1 - Very Poor	5%	5%	4%
2 -Poor	8%	7%	11%
3 -Neutral	25%	26%	20%
4 -Good	21%	21%	22%
5 - Very Good	8%	9%	4%
Don't know / NA	32%	31%	38%

APPENDIX TWO: METHOD COMPARISON

Table 16: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Urban roads

	Total	Phone	Online
	447	380	67
1 - Very Poor	4%	4%	3%
2 -Poor	8%	7%	10%
3 -Neutral	29%	32% ++	19% --
4 -Good	42%	41%	49%
5 - Very Good	15%	14%	17%
Don't know / NA	2%	2%	2%

Table 17: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Footpaths

	Total	Phone	Online
	447	380	67
1 - Very Poor	6%	7%	2%
2 -Poor	10%	10%	6%
3 -Neutral	26%	27%	19%
4 -Good	42%	39% --	53% ++
5 - Very Good	12%	10%	17%
Don't know / NA	5%	6%	2%

APPENDIX TWO: METHOD COMPARISON

Table 18: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Cycleways

	Total	Phone	Online
	447	380	67
1 - Very Poor	7%	7%	3%
2 -Poor	13%	11% --	20% ++
3 -Neutral	21%	22%	18%
4 -Good	30%	29%	36%
5 - Very Good	18%	18%	17%
Don't know / NA	11%	12%	6%

Table 19: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Access to public transport and facilities (Environment Canterbury provides bus services and the Council provides the supporting facilities, e.g. bus

	Total	Phone	Online
	447	380	67
1 - Very Poor	8%	8%	8%
2 -Poor	9%	10%	7%
3 -Neutral	26%	26%	24%
4 -Good	32%	30%	38%
5 - Very Good	13%	14% +	7% -
Don't know / NA	12%	11%	16%

APPENDIX TWO: METHOD COMPARISON

Table 20: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Making the district's roads and footpaths safer

	Total	Phone	Online
	447	380	67
1 - Very Poor	4%	6% ++	0%
2 -Poor	15%	13%	20%
3 -Neutral	32%	34% ++	20% --
4 -Good	35%	33% --	47% ++
5 - Very Good	11%	11%	12%
Don't know / NA	3%	3%	1%

Table 21: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Rural roads (that is country roads, not state highways or town streets)

	Total	Phone	Online
	447	380	67
1 - Very Poor	8%	8%	5%
2 -Poor	18%	18%	20%
3 -Neutral	33%	31% -	43% +
4 -Good	28%	29%	25%
5 - Very Good	11%	12% ++	3% --
Don't know / NA	2%	1%	3%

APPENDIX TWO: METHOD COMPARISON

Table 22: 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 (eg lost dogs or barking).

Using a scale from 1 to 5, where 1 is very poor, and 5 is very good, how do you rate the Council's performance for each of these services?

Promoting road safety awareness

	Total	Phone	Online
	447	380	67
1 - Very Poor	4%	5%	3%
2 -Poor	11%	12%	9%
3 -Neutral	28%	29%	25%
4 -Good	35%	33%	42%
5 - Very Good	15%	15%	16%
Don't know / NA	6%	7%	4%

Table 23: Thinking 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 upgrades. Using the same scale from 1 to 5, where 1 is very poor, and 5 is very good, how well is the Council performing at...?

Ensuring that development in new growth areas (e.g. subdivisions) occurs in the best possible way?

	Total	Phone	Online
	447	380	67
1 - Very Poor	5%	6%	4%
2 -Poor	16%	16%	18%
3 -Neutral	32%	32%	31%
4 -Good	32%	32%	29%
5 - Very Good	11%	11%	12%
Don't know / NA	4%	3%	7%

APPENDIX TWO: METHOD COMPARISON

Table 24: Thinking 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 upgrades. Using the same scale from 1 to 5, where 1 is very poor, and 5 is very good, how well is the Council performing at...?

Planning for the districts future?

	Total	Phone	Online
	447	380	67
1 - Very Poor	4%	5%	3%
2 -Poor	12%	13%	8%
3 -Neutral	29%	30%	24%
4 -Good	37%	36%	39%
5 - Very Good	12%	11%	17%
Don't know / NA	6%	5%	9%

Table 25: Thinking 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 upgrades. Using the same scale from 1 to 5, where 1 is very poor, and 5 is very good, how well is the Council performing at...?

Maintaining the rural character of the district?

	Total	Phone	Online
	447	380	67
1 - Very Poor	5%	6%	2%
2 -Poor	12%	14%	8%
3 -Neutral	34%	35%	30%
4 -Good	36%	34% -	46% +
5 - Very Good	8%	8%	9%
Don't know / NA	4%	3%	5%

APPENDIX TWO: METHOD COMPARISON

Table 26: Thinking specifically about the District Plan, have you needed to use or refer to the District Plan over the past 10 years?

	Total	Phone	Online
	447	380	67
Yes	34%	36% +	24% -
No	65%	62% --	76% ++
Don't know	1%	1%	0%

Table 27: Using a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how easy was the District Plan to use?

	Total	Phone	Online
	156	140	16
Very difficult	10%	11%	0%
Difficult	14%	16%	5%
Neutral	35%	30%	65%
Easy	29%	29%	26%
Very easy	9%	9%	5%
DO NOT READ OUT: Don't know	3%	4%	0%

APPENDIX TWO: METHOD COMPARISON

Table 28: What did you need to use or refer to the district plan for?

	Total	Phone	Online
	156	140	16
Information regarding future development	16%	13%	35%
Personal interest	14%	14%	19%
Information regarding motorways/ roads	10%	12%	0%
Building	9%	9%	5%
Information regarding subdivisions	9%	11%	0%
Development	8%	7%	13%
Land zoning	7%	7%	8%
Buying property/ land	7%	7%	8%
Information regarding education/ schooling	4%	4%	0%
Consents	4%	4%	0%
Permits	3%	2%	8%
Something else	9%	10%	0%

APPENDIX TWO: METHOD COMPARISON

Table 29: What, if anything would you like to see changed in the next version of the district plan?

	Total	Phone	Online
	156	140	16
More focus on roading and transport	15%	15%	16%
Easier to use/ better layout	12%	13%	5%
Improvements regarding subdividing/ land developments	9%	10%	0%
Allow public to have more say/ listen to residents	6%	7%	0%
More facilities	6%	5%	14%
Make it easier to understand	5%	5%	5%
More accessible	4%	5%	0%
Don't know	43%	41%	60%

APPENDIX TWO: METHOD COMPARISON

Table 30: One of Council's key roles is to ensure the District's resources are managed sustainably. The Council does this by engaging with the Selwyn community to prepare and administer documents such as the District Plan.

With this in mind, what do you think are the major environmental and land-use issues facing the District in the future?

	Total	Phone	Online
	447	380	67
Water quality/ water pollution	28%	26%	34%
Lack of water/ conserving water	26%	29% ++	14% --
Urban sprawl/ population growth	22%	23%	20%
Road safety	11%	12%	9%
Pollution from dairy industry	7%	8%	4%
Urban/ rural divide	6%	6%	5%
More facilities	5%	5%	8%
Housing	5%	6% +	1% -
Sewerage	5%	5%	5%
Zoning and development	3%	3%	4%
Don't know	18%	19%	14%

APPENDIX TWO: METHOD COMPARISON

Table 31: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Public halls and community centres

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	2%	0%
2 -Poor	3%	4% +	0%
3 -Neutral	23%	22%	24%
4 -Good	45%	46%	42%
5 - Very Good	17%	17%	18%
Don't know / NA	10%	8% -	16% +

Table 32: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Public toilets

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	1%	0%
2 -Poor	5%	5%	6%
3 -Neutral	25%	25%	27%
4 -Good	36%	34%	43%
5 - Very Good	11%	12%	7%
Don't know / NA	21%	22%	16%

APPENDIX TWO: METHOD COMPARISON

Table 33: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Public swimming pools

	Total	Phone	Online
	447	380	67
1 - Very Poor	2%	2%	0%
2 -Poor	4%	4%	5%
3 -Neutral	17%	18%	11%
4 -Good	33%	34%	31%
5 - Very Good	29%	28%	35%
Don't know / NA	15%	14%	18%

Table 34: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Children's playgrounds

	Total	Phone	Online
	447	380	67
1 - Very Poor	0%	0%	0%
2 -Poor	3%	3%	4%
3 -Neutral	13%	13%	11%
4 -Good	45%	45%	47%
5 - Very Good	26%	26%	27%
Don't know / NA	12%	13%	12%

APPENDIX TWO: METHOD COMPARISON

Table 35: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Public libraries

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	1%	0%
2 -Poor	1%	1%	0%
3 -Neutral	13%	13%	14%
4 -Good	41%	40%	46%
5 - Very Good	29%	32% ++	18% --
Don't know / NA	14%	12% -	21% +

Table 36: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Parks and reserves

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	1%	0%
2 -Poor	2%	2%	1%
3 -Neutral	14%	16% +	7% -
4 -Good	51%	50%	55%
5 - Very Good	28%	27%	33%
Don't know / NA	4%	4%	4%

APPENDIX TWO: METHOD COMPARISON

Table 37: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

Cemetery maintenance

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	1%	0%
2 -Poor	2%	2%	0%
3 -Neutral	20%	19%	24%
4 -Good	26%	26%	26%
5 - Very Good	11%	12%	7%
Don't know / NA	41%	40%	44%

Table 38: Continuing with the same scale of 1 to 5, where 1 is very poor, and 5 is very good, please rate the Council's performance on each of the following services:

The Resource Recovery Park near Rolleston

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	1%	0%
2 -Poor	1%	1%	2%
3 -Neutral	11%	12%	9%
4 -Good	28%	29%	24%
5 - Very Good	15%	16%	10%
Don't know / NA	43%	40% --	55% ++

APPENDIX TWO: METHOD COMPARISON

Table 39: Again, using the same 1 to 5 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.

Interviewer: check that the respondents receive each service. If they do not, code appropriately.

Rubbish collection service

	Total	Phone	Online
	447	380	67
1 - Very Poor	0%	0%	0%
2 -Poor	2%	1% --	4% ++
3 -Neutral	4%	4%	4%
4 -Good	34%	33%	40%
5 - Very Good	50%	53% ++	40% --
Don't know / NA	1%	1%	1%
I don't get this service	8%	8%	11%

Table 40: Again, using the same 1 to 5 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.

Interviewer: check that the respondents receive each service. If they do not, code appropriately.

Collecting lawn, garden and food waste for compost

	Total	Phone	Online
	447	380	67
1 - Very Poor	1%	1%	2%
2 -Poor	1%	0% ---	5% +++
3 -Neutral	4%	4%	6%
4 -Good	18%	16%	23%
5 - Very Good	21%	21%	19%
Don't know / NA	3%	4%	1%
I don't get this service	52%	54% +	43% -

APPENDIX TWO: METHOD COMPARISON

Table 41: Again, using the same 1 to 5 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.

Interviewer: check that the respondents receive each service. If they do not, code appropriately.

Recycling collection service

	Total	Phone	Online
	447	380	67
1 - Very Poor	0%	0%	0%
2 -Poor	1%	1%	2%
3 -Neutral	6%	4% --	11% ++
4 -Good	34%	33%	37%
5 - Very Good	51%	54% +++	36% ---
Don't know / NA	1%	1%	1%
I don't get this service	8%	6% -	13% +

Table 42: 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 is strongly disagree, and 5 is strongly agree.

Selwyn is a great place to live

	Total	Phone	Online
	447	380	67
Strongly disagree	0%	0%	0%
Disagree	1%	1%	0%
Neutral	5%	5%	3%
Agree	40%	39%	44%
Strongly agree	54%	55%	52%
Don't know / NA	0%	0%	0%

APPENDIX TWO: METHOD COMPARISON

Table 43: Why is Selwyn a great place to live?

	Total	Phone	Online
	447	380	67
Generally happy with/ in region	38%	39%	35%
Good atmosphere/ environment (e.g. rural, peaceful, clean, open spaces)	32%	32%	33%
Good community spirit/ friendly people	21%	23%	15%
Accessible to urban services	13%	13%	14%
Good facilities/ amenities (e.g. pools, parks, buildings)	12%	14% ++	4% --
Feel safe/ Low crime rate	5%	4% ---	12% +++
Other	5%	3% ---	12% +++
Good place for families/ raising children	5%	5%	4%
Well planned developments	5%	5%	1%
Growing too fast	4%	4%	2%
Good growth	3%	3%	0%
Don't know	2%	2% -	5% +
Good population density	2%	2%	1%
Poor or inadequate services/ activities (e.g. rubbish collection, community events)	2%	2%	1%
Good schools	2%	2%	1%
Well run Council	1%	2%	0%
Development not keeping up with growth	1%	1%	1%
Poor or inadequate infrastructure (e.g. roading, sewage, power supply)	1%	1%	1%
Good services/ activities (e.g. rubbish collection, community events, outdoor recreation)	1%	1%	1%

APPENDIX TWO: METHOD COMPARISON

Table 44: Using the same scale, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree that...

It's important to me to feel a sense of community with people in my neighbourhood

	Total	Phone	Online
	447	380	67
1 - Strongly Disagree	1%	2%	0%
2 - Disagree	2%	2%	1%
3 - Neutral	16%	16%	16%
4 - Agree	41%	40%	47%
5 - Strongly Agree	39%	40%	36%
Don't know / NA	1%	1%	0%

Table 45: Using the same scale, where 1 is strongly disagree and 5 is strongly agree, how much do you agree or disagree that...

I feel a sense of community with people in my neighbourhood

	Total	Phone	Online
	447	380	67
1 - Strongly Disagree	2%	2%	0%
2 - Disagree	6%	5%	8%
3 - Neutral	23%	21% --	34% ++
4 - Agree	42%	42%	41%
5 - Strongly Agree	27%	29% ++	16% --
Don't know / NA	1%	1%	1%

APPENDIX TWO: METHOD COMPARISON

Table 46: Why do you disagree?

	Total	Phone	Online
	32	25	7
My neighbours are not friendly	22%	24%	14%
My busy life leaves limited time to build a sense of community with my neighbours or to get to know them	20%	22%	14%
I like to keep to myself	19%	21%	14%
There are new people in my neighbourhood who have recently arrived and I don't know them at all	15%	19%	0%
Something else	9%	11%	0%
Don't know	15%	4%	57%

Table 47: Do you belong to any of the following in Selwyn?

	Total	Phone	Online
	447	380	67
Sports club	33%	34%	29%
Network of people from work or school	32%	35% ++	21% --
Community or voluntary group	31%	35% +++	16% ---
Hobby or interest group	28%	33% +++	11% ---
Online network, or online gaming communities	19%	19%	21%
None, because I'm not interested	18%	18%	22%
Church or spiritual group	15%	15%	14%
None, I want to but don't know how to find them	5%	1% ---	19% +++
None - no time	3%	3%	0%
No - health/ age/ personal reasons	1%	1%	0%

APPENDIX TWO: METHOD COMPARISON

Table 48: Do you volunteer for any of the groups you belong to, or any other organisation?

	Total	Phone	Online
	447	380	67
Yes, in Selwyn	40%	44% +++	20% ---
No, because I'm not interested in volunteering	29%	28%	32%
No, I want to but don't know how to find out about them	11%	6% ---	31% +++
Yes, not in Selwyn	10%	10%	11%
No, other reasons	2%	2%	0%
No, don't have any time	7%	7%	4%
No - health/ age/ personal reasons	1%	2%	0%

Table 49: Using the same scale from 1 to 5, where 1 is very poor and 5 is very good, how do you rate the Council's performance overall?

	Total	Phone	Online
	447	380	67
Very poor	1%	1%	1%
Poor	5%	5%	5%
Neutral	30%	30%	27%
Good	54%	54%	55%
Very good	11%	10%	11%

APPENDIX TWO: METHOD COMPARISON

Table 50: Do you or another occupant own this home, or is it rented, or some other arrangement?

	Total	Phone	Online
	447	380	67
Owned or part owned	89%	97% +++	60% ---
Rented	7%	1% ---	31% +++
Other arrangements	3%	2% ---	9% +++

Table 51: Which of these age groups would you fall into?

	Total	Phone	Online
	447	380	67
18-24	10%	3% ---	39% +++
25-34	15%	4% ---	60% +++
35-44	15%	19% +++	0%
45-54	28%	35% +++	1% ---
55-64	14%	17% +++	0%
65+	18%	22% +++	0%

APPENDIX TWO: METHOD COMPARISON

Table 52: What is your employment status?

	Total	Phone	Online
	447	380	67
Salary or wage earner	53%	51%	60%
Self employed	18%	20%	13%
Retired	15%	19% +++	0%
Student	7%	2% ---	23% +++
Full time homemaker	5%	5%	3%
Unemployed and seeking	1%	1%	0%
Other beneficiary	1%	1%	0%
Don't know	1%	1%	0%

Table 53: And is your main office or workplace within Selwyn District or in some other place?

	Total	Phone	Online
	302	251	51
Within Selwyn	49%	53% ++	33% --
Christchurch	43%	39% --	58% ++
Ashburton	0%	0%	0%
Waimakariri	0%	0%	0%
Other, please specify	8%	8%	9%

APPENDIX TWO: METHOD COMPARISON

Table 54: Thanks very much, that is the end of our survey. In case you missed it, my name is [NAME] and I'm calling on behalf of Selwyn District Council.

	Total	Phone	Online
	447	380	67
Male	51%	49%	57%
Female	49%	51%	43%

