



RESEARCH FIRST

SELWYN DISTRICT COUNCIL

# RESIDENTS' SURVEY



RESEARCH REPORT  
July 2017

# Contents

## Resident Opinion Survey

## Disclaimer

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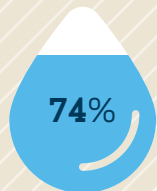
# INFOGRAPHIC SUMMARY

## OVERALL PERFORMANCE

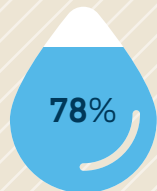


**70% Good or very good**

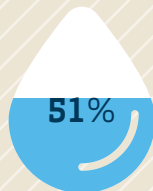
## WATER SERVICES



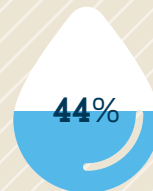
Satisfied with the  
**water supply**



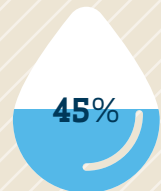
Satisfied with  
**sewerage and waste  
water**



Satisfied with  
**stormwater**



Satisfied with  
**water rates**



Satisfied with the  
**land drainage  
network**

## LAND TRANSPORT



Satisfied with  
**local urban  
roads**



Satisfied with  
**footpaths**



Satisfied with  
**cycleways**



Satisfied with  
**promotion of road  
safety awareness**



Satisfied with  
**making roads and  
footpaths safer**



Satisfied with  
**rural roads**

# INFOGRAPHIC SUMMARY

## WASTE MANAGEMENT



Satisfied with  
**rubbish collection**



Satisfied with  
**recycling collection**



Satisfied with  
**resource recovery  
park**



Satisfied with  
**organic collection**

## COMMUNITY FACILITIES



72% are satisfied with public halls



59% are satisfied with public toilets



81% are satisfied with playgrounds



85% are satisfied with libraries



84% are satisfied with parks and reserves



61% are satisfied with cemeteries

## QUALITY OF LIFE









91% Agree "Selwyn is a **great place to live**"



73% Agree "I feel a **sense of community** with people in my neighbourhood"

# INFOGRAPHIC SUMMARY

## CHANGE OVER TIME

	2016 Results	2017 Results	% Change
 OVERALL PERFORMANCE	65%	70%	↑ 5%
 WATER SERVICES			
Sewerage and waste water	74%	78%	↑ 4%
Water supplies	73%	74%	↑ 1%
Urban stormwater	54%	51%	↓ -3%
Water races	50%	44%	↓ -6%
Land drainage network	44%	45%	↑ 1%
 LAND TRANSPORT			
Urban roads	58%	50%	↓ -8%
Footpaths	56%	55%	↓ -1%
Cycleways	54%	54%	0%
Road safety awareness	53%	54%	↑ 1%
Making districts roads and footpaths safer	47%	40%	↓ -7%
Rural roads	39%	32%	↓ -7%
 WASTE MANAGEMENT			
Rubbish collection	94%	96%	↑ 2%
Recycling collection	92%	95%	↑ 3%
Organic collection	86%	89%	↑ 3%
Resource Recovery park	81%	74%	↓ -7%
 COMMUNITY FACILITIES			
Public libraries	82%	85%	↑ 3%
Children's playgrounds	82%	81%	↓ -1%
Parks and reserves	82%	84%	↑ 2%
Public halls	69%	72%	↑ 3%
Cemeteries	62%	61%	↓ -1%
Public toilets	60%	59%	↓ -1%
 QUALITY OF LIFE			
Selwyn is a great place to live	94%	91%	↓ -3%
Feeling sense of community	69%	73%	↑ 4%

## Research Design

### 2.1 Research Context & Objectives

The Selwyn District is located in Canterbury, south and west of the Christchurch City area. Selwyn District covers an area of over 6,400km<sup>2</sup>, and had a population of 44,595<sup>1</sup> in March 2013. Statistics New Zealand estimated that the population had grown to 56,200 in August 2016<sup>2</sup>. Selwyn District is one of the strongest performing local authorities in the country, with consistent population and economic growth.

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

The Selwyn District Council [the Council] Residents' Survey is a key monitoring tool, providing information for the Council's planning and reporting processes as well as providing the Council with foresight into emerging issues in the community. As in previous years, the two key objectives for the 2017 Residents' Survey were:

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

### 2.2 Research Design

As in previous years, the 2017 Selwyn District Council Residents' Opinion Survey was conducted primarily by a telephone survey designed to obtain the views of the Selwyn community. A random database of telephone numbers was obtained covering the Selwyn area. This included a sample from Research First's cellphone-only database. After piloting the survey to ensure consistency and respondents' ability to comprehend and credibly respond to the questions, data collection took place between June 20<sup>th</sup> and July 12<sup>th</sup>.

An online channel for the survey was included to make the survey more inclusive. This gave an option for those with a preference for online completion and for those without landlines or not invited to take part as part of the random telephone sample. The online option also aimed to canvass the opinions of younger residents, by promoting the survey through Research First's Facebook page. To ensure high levels of data quality, online responses were analysed separately from telephone responses and the results compared for consistency before the data sets were combined.

1. Statistics New Zealand, Age by sex, for the census night population count, 1996, 2001, 2006, and 2013 Censuses (RC, TA, AU)

2. Statistics New Zealand, Subnational population estimates (TA, AU), by age and sex, at 30 June 1996, 2001, 2006-16 (2017 boundaries)

## 2.3 Data Analysis

Following the completion of data collection, analysis was undertaken using SPSS™ and QProfessional™. Data have been analysed, and for all questions using Likert scales, the total number of satisfied respondents has been calculated. The total percentage of respondents who rated a service as 'good' or 'very good' (or respondents who agree to a statement) provides insight into how the service is perceived by the community overall. Non-responses (i.e. 'don't know/ not applicable') have been excluded from analysis.

Data from previous community and residents' surveys has been compiled, and where possible, trends in perceptions have been identified. As data have been collected on different scales in the past, these results have been matched, where possible, to the rating of the questions in 2017. This may have an impact on purported trends. Additionally, the description of some council services and facilities has changed, which could affect trend results.

## 2.4 Research Sample

Telephone data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender. A quota system was used to ensure the sample was representative of the Selwyn District. The 2017 Selwyn Residents' Survey involved 411 completions, of which 54 were received online. The maximum margin of error from the sample is  $\pm 4.7\%^3$ , and as such the data can be considered robust.

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3. At the 95% confidence interval.

# 3

## Demographics of the Research Sample

### 3.1 Sample Gender

	n	%	Census 2013
Male	202	49%	51%
Female	209	51%	49%
<b>Total</b>	<b>411</b>		

### 3.2 Sample Age

	n	%	Census 2013
18-34	94	23%	22%
35-54	188	46%	45%
55+	129	31%	32%
<b>Total</b>	<b>411</b>		

### 3.3 Sample Ward

	n	%	Census 2013
Malvern	67	17%	17%
Selwyn Central	170	42%	39%
Springs	106	26%	28%
Ellesmere	61	15%	15%
<b>Total</b>	<b>404</b>		

### 3.4 Sample Location

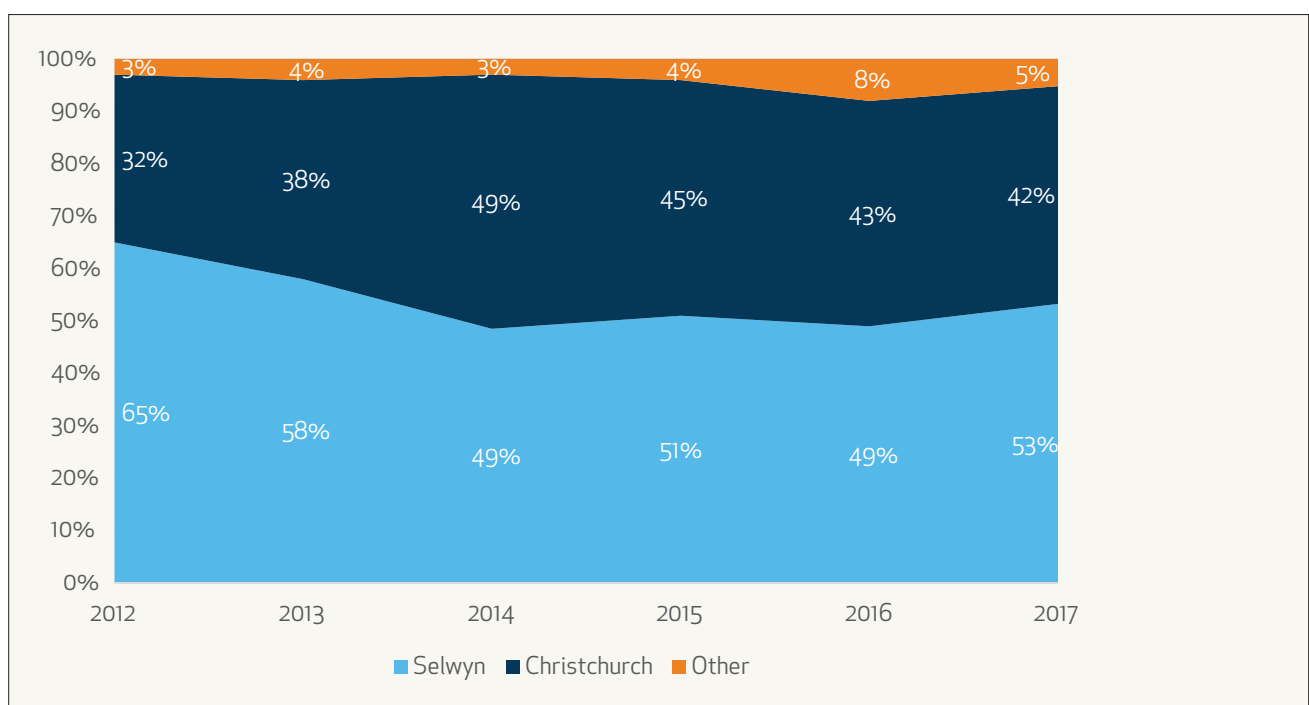
	n	%
Town	229	56%
Rural area	182	44%
<b>Total</b>	<b>411</b>	



### 3.5 Sample Workplace Location

	n	%
Within Selwyn	186	45%
Christchurch	145	35%
Not currently employed	64	16%
North Island	5	1%
Ashburton	4	1%
Work from home	3	1%
South Island	2	0%
Other	4	1%
<b>Total</b>	<b>411</b>	

### 3.6 Workplace Location, Over Time



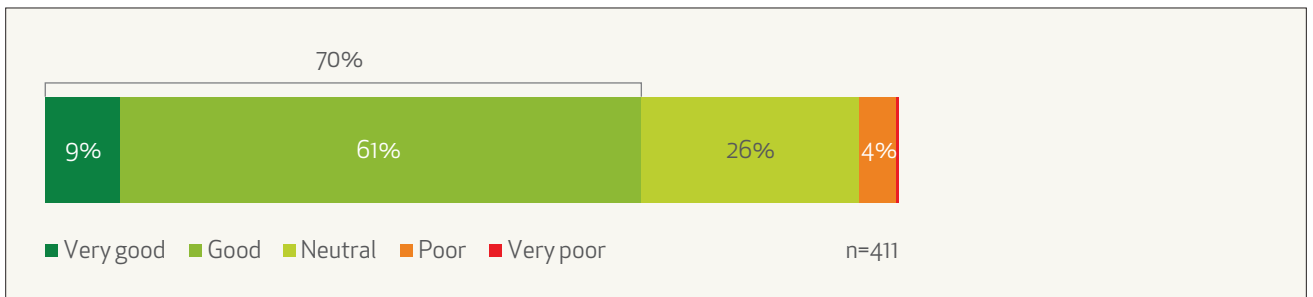
# 4

## Overall Performance

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

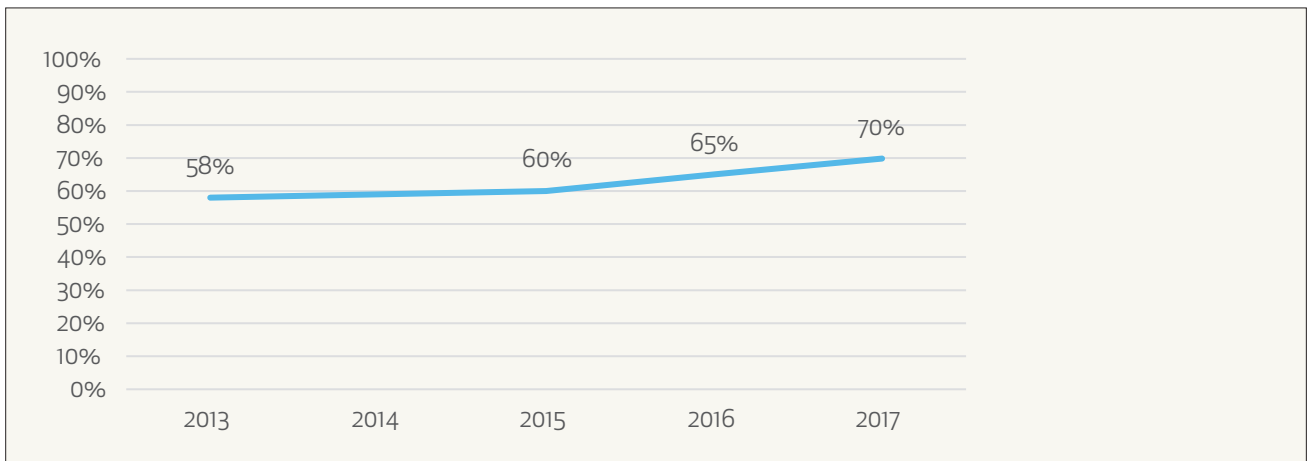
Overall, 70% of residents felt the Council's performance was good or very good. A further quarter were neutral, and just 4% felt performance was poor or very poor.

### 4.1 Overall Performance



When results are compared to previous years, the data show that residents' perceptions of Council's performance are steadily improving. The 2017 score of 70% is up 5% from 65% in 2016.

### 4.2 Overall Performance, Over Time



Residents living in a township are happier with Council's performance than residents in a rural area. Residents of Selwyn Central rated Council performance most highly in 2017.

#### 4.3 Overall Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
<b>More than good</b>	<b>75%</b>	<b>64%</b>	<b>69%</b>	<b>78%</b>	<b>66%</b>	<b>56%</b>
Very good	8%	9%	7%	12%	7%	5%
Good	66%	54%	61%	65%	59%	51%
Neutral	21%	31%	28%	18%	27%	39%
Poor	4%	5%	3%	4%	7%	3%
Very poor	0%	1%	0%	0%	0%	2%
<b>Total</b>	<b>229</b>	<b>182</b>	<b>67</b>	<b>170</b>	<b>106</b>	<b>61</b>

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

#### 4.4 Overall Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
<b>More than good</b>	<b>70%</b>	<b>69%</b>	<b>73%</b>	<b>71%</b>	<b>65%</b>
Very good	8%	9%	6%	9%	10%
Good	62%	60%	67%	62%	55%
Neutral	24%	27%	27%	23%	29%
Poor	6%	3%	0%	6%	5%
Very poor	0%	0%	0%	0%	1%
<b>Column n</b>	<b>202</b>	<b>209</b>	<b>94</b>	<b>188</b>	<b>129</b>

# 5

## Water Services

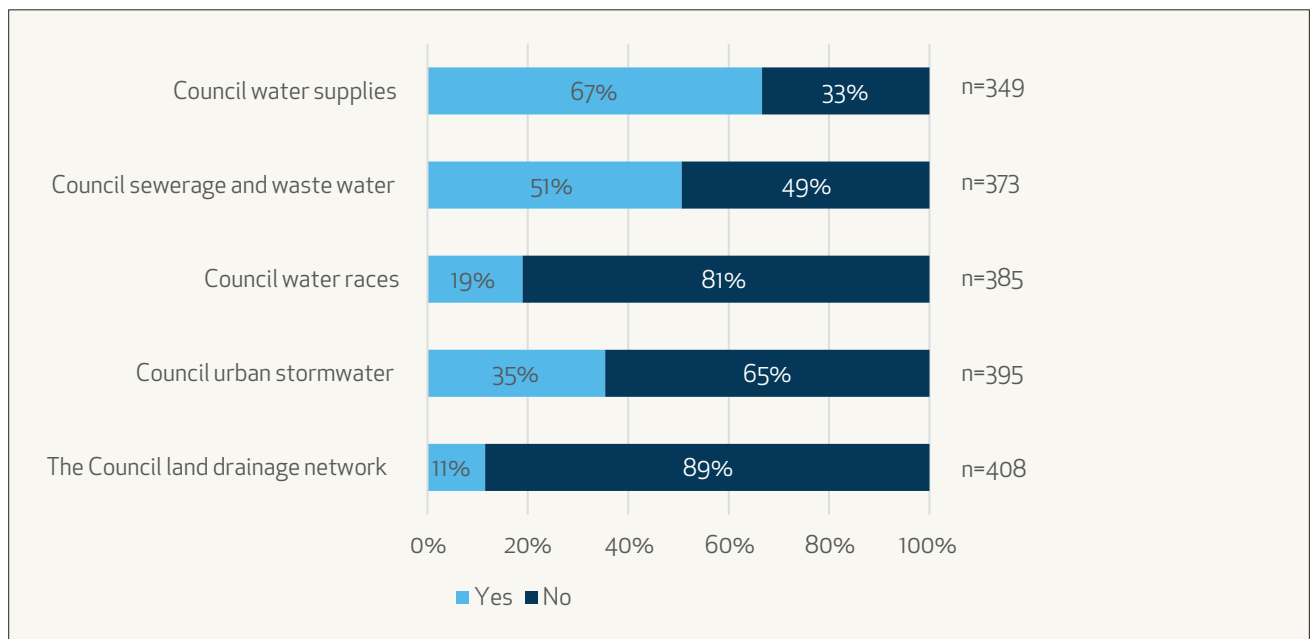


Residents were asked if they use or are provided with a range of Council water services:

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

Most respondents are provided with a Council water supply, while around half have access to sewerage and waste water. Water races and land drainage were less commonly used or provided.

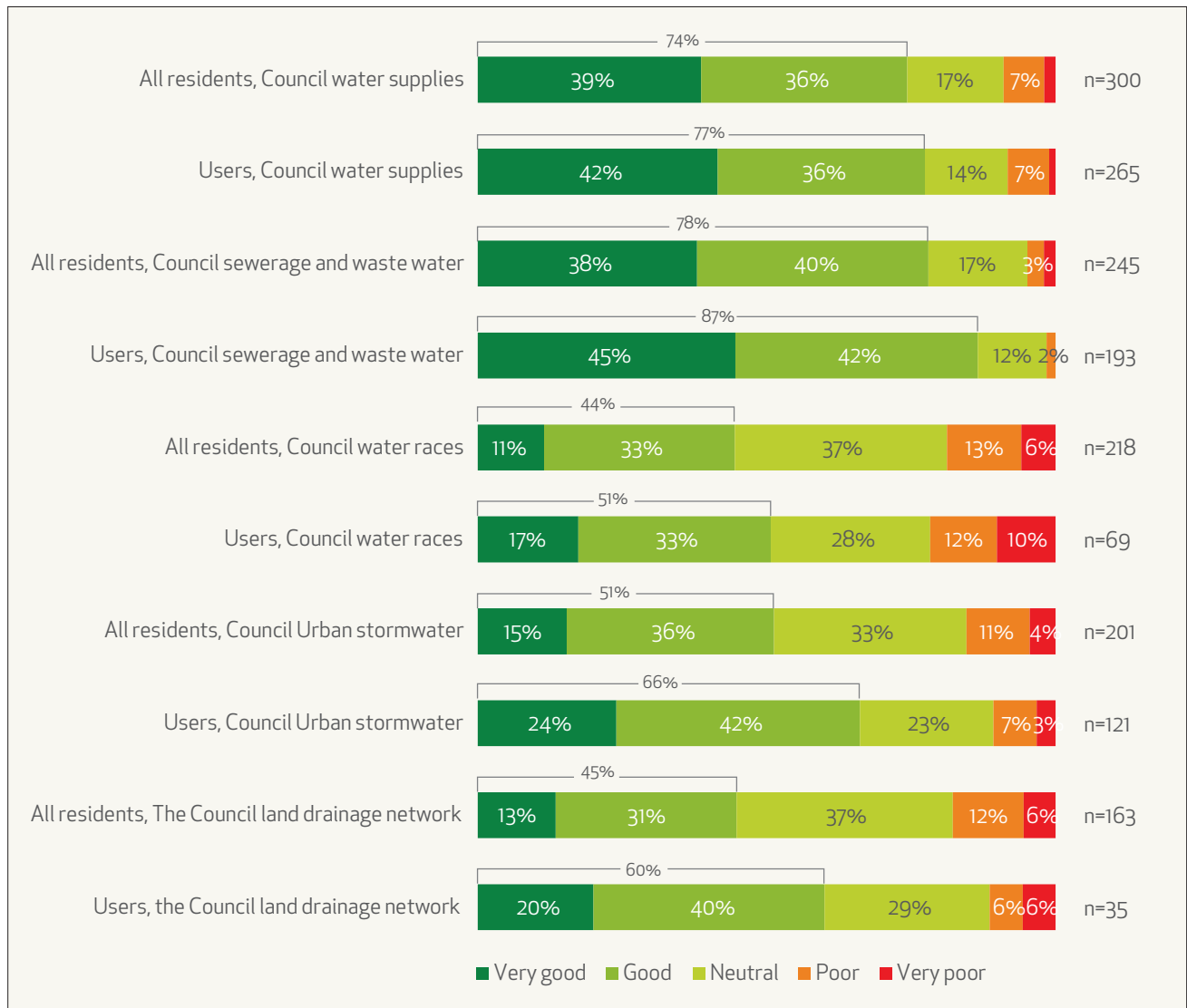
### 5.1 Water Services, Use/Provision



Respondents were asked to rate the Council's performance with each of the 'five waters' services. Perceptions of sewerage and waste water, and water supplies were high, with 78% of residents rating sewerage performance as good or very good, and 74% rating the water supply as good or very good.

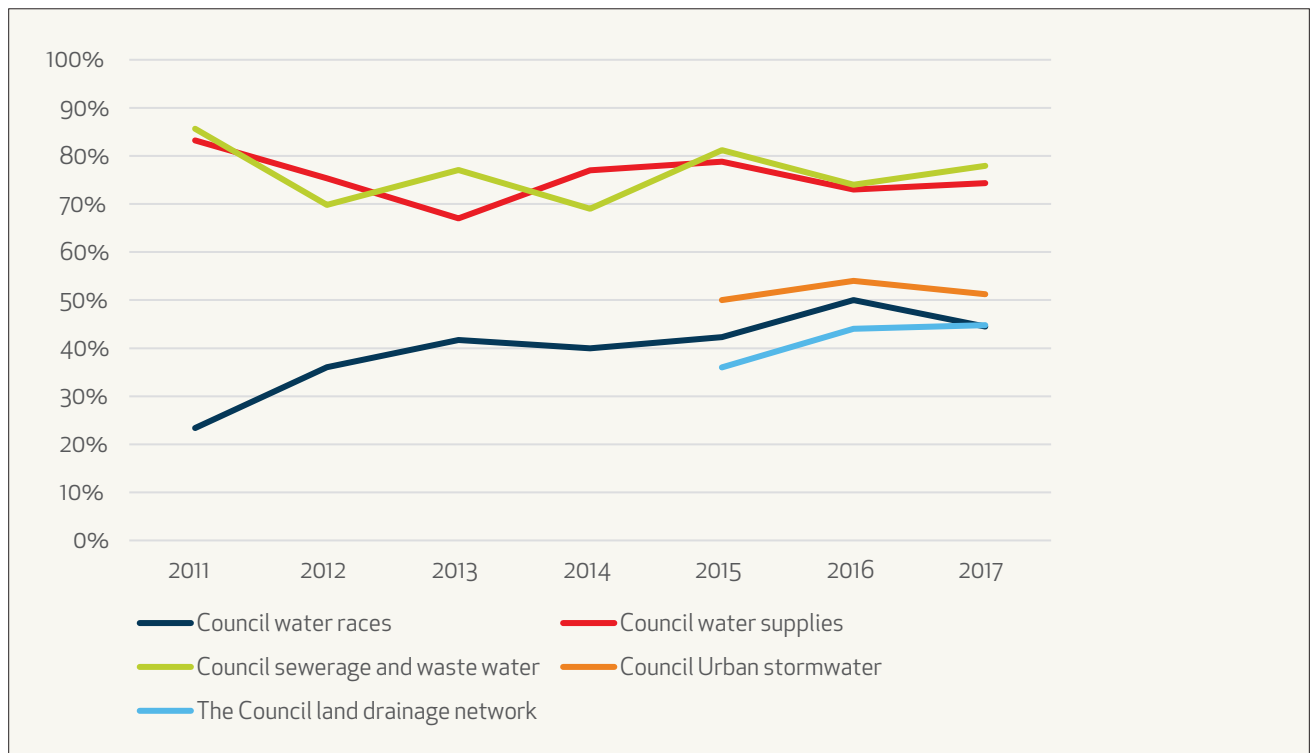
Satisfaction with urban storm water (51%) water races (44%), and the land drainage network (45%) was lower. However, those residents who did not rate performance as 'good' or 'very good' tended to be neutral, rather than thinking poorly of Council service.

## 5.2 Water Services, Performance



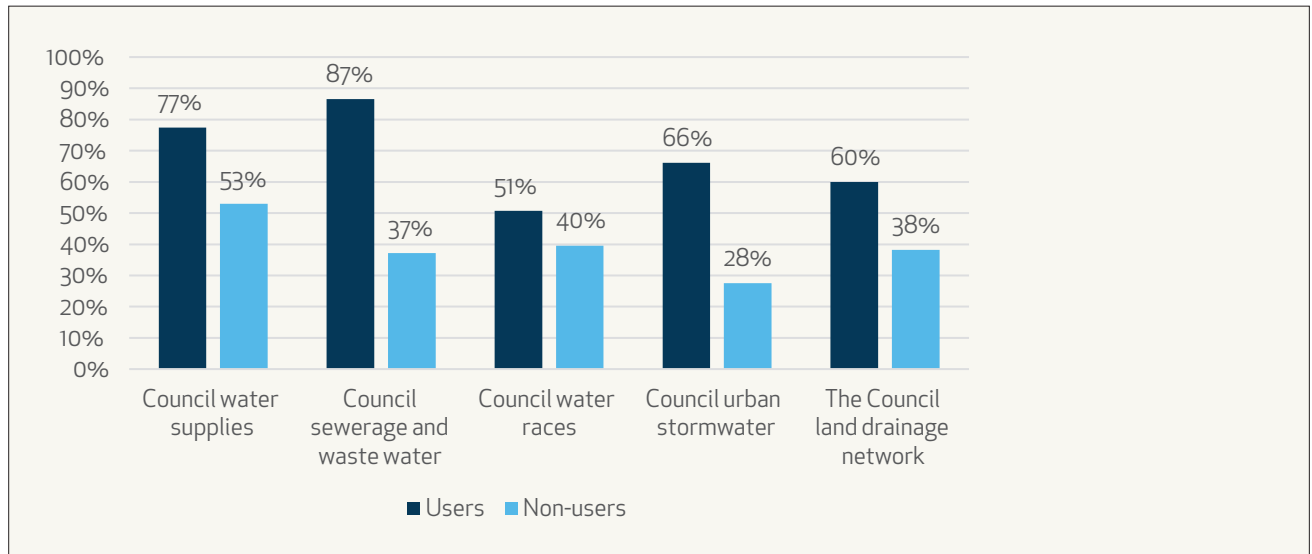
Trend analysis shows that most results are in line with those recorded in 2017. The exception is for water races, where the 2017 data show that a previously improving trend has reversed.

### 5.3 Water Services, Over Time



Residents who do not use or are not provided with a service are less satisfied with all five waters services. Respondents in towns are more satisfied with each of the five water services than their rural counterparts. In particular, town residents are more satisfied with sewerage (85%, compared to 50%) and water supplies (81%, compared to 56%) than rural residents.

#### 5.4 Water Services Performance, by Use/Provision



#### 5.5 Water Services Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Council water supplies	81%	56%	59%	77%	88%	63%
Council sewerage and waste water	85%	50%	37%	79%	84%	87%
Council water races	51%	36%	44%	49%	44%	27%
Council urban stormwater	58%	31%	21%	61%	52%	39%
The Council land drainage network	51%	34%	25%	52%	44%	40%

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

## 5.6 Water Services Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
Council water supplies	76%	72%	79%	75%	69%
Council sewerage and waste water	77%	79%	76%	83%	71%
Council water races	42%	47%	49%	49%	35%
Council urban stormwater	53%	49%	58%	54%	40%
The Council land drainage network	41%	49%	63%	45%	31%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 5.7.

## 5.7 Reasons for Dissatisfaction with Water Services

	n	%
<b>Council water supplies</b>		
Issues with water supply/ infrastructure	13	48%
Issues with water treatment/ contaminations	6	22%
High costs/ fees	5	19%
Do not like water restrictions	4	15%
Poor water quality (smell, taste, colour)	3	11%
Poor water pressure	3	11%
Poor communication around water issues	3	11%
Recycle storm/ drainage water	1	4%
Have own supply	1	4%
Don't know	2	7%
<b>Total responses, water supplies</b>	<b>27</b>	
<b>Council sewerage and waste water</b>		
Poor infrastructure	5	42%
Don't have a sewerage system	4	33%
Poor maintenance	2	17%
Costs	2	17%
Don't know	2	17%
<b>Total responses, sewerage and waste water</b>	<b>12</b>	



Council water races		
Poorly maintained/ serviced	18	44%
Poor Council management around issues to do with water races	11	27%
No water in them/ poor water flow	8	20%
Rubbish/ dirty/ overgrown	5	12%
Don't like the switch to pipes	4	10%
Should be covered	2	5%
Have none	1	2%
Redundant	1	2%
Costs	1	2%
Don't know	3	7%
<b>Total responses, water races</b>	<b>41</b>	
Council urban stormwater		
Surface flooding	19	61%
Lack of maintenance	9	29%
Council does not respond to issues to do with stormwater	7	23%
Don't use	3	10%
Pay for service without using it	1	3%
Don't know	1	3%
<b>Total responses, urban stormwater</b>	<b>31</b>	
The Council land drainage network		
Poor/ lack of maintenance	8	28%
Drainage not working	7	24%
Council don't respond to issues/ don't listen	4	14%
Don't have any drainage	2	7%
Pollution of water bodies	2	7%
Need to expand network	1	3%
Opening of lake affects water sport	1	3%
Don't know	6	21%
<b>Total responses, land drainage</b>	<b>29</b>	

# 6

## Land Transport

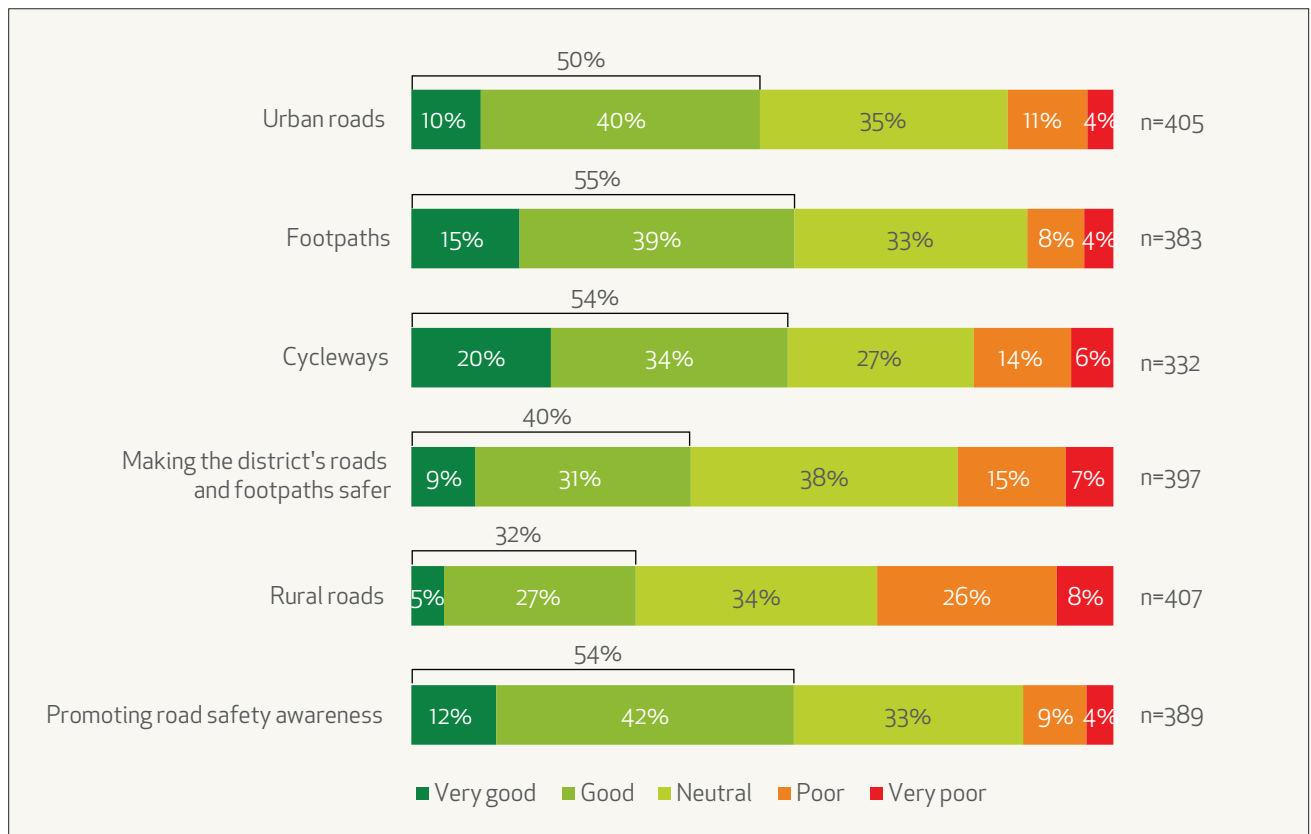


Respondents were asked to rate the Council's performance across the following services:

- Urban roads;
- Footpaths;
- Cycleways;
- Making the district's roads and intersections safer;
- Rural roads; and
- Promoting road safety awareness.

Note that not all residents use all services, and those who do not use a service (such as rural roads) may have no or a lower opinion of it. Respondents were most satisfied with footpaths (55%), cycleways (54%) and promotion of road safety awareness (54%). Residents were least satisfied with rural roads (32%).

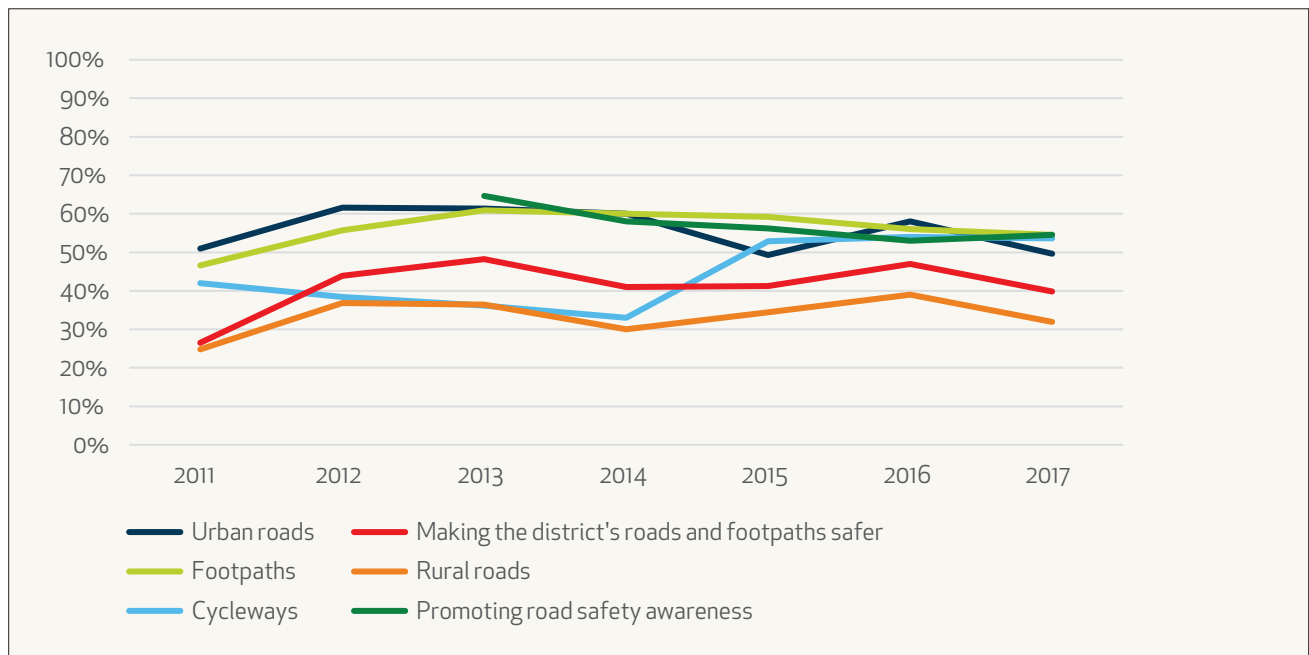
### 6.1 Land Transport Performance



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

Perception of most land transport services declined between 2016 and 2017, except cycleways and promotion of road safety awareness (which remained stable).

## 6.2 Land Transport, Over Time



Rural respondents are less satisfied with aspects of land transport than town respondents, except in the area of rural roads.

## 6.3 Land Transport Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Urban roads	50%	49%	51%	50%	48%	48%
Footpaths	56%	53%	57%	62%	51%	38%
Cycleways	57%	49%	47%	58%	58%	38%
Making the district's roads and footpaths safer	43%	36%	35%	46%	40%	26%
Rural roads	31%	33%	30%	37%	33%	20%
Promoting road safety awareness	56%	52%	58%	58%	46%	54%

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

#### 6.4 Land Transport Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
Urban roads	49%	50%	60%	50%	41%
Footpaths	54%	55%	67%	55%	45%
Cycleways	57%	50%	54%	55%	51%
Making the district's roads and footpaths safer	43%	37%	54%	36%	35%
Rural roads	35%	29%	37%	32%	28%
Promoting road safety awareness	49%	60%	54%	56%	53%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 6.5.

#### 6.5 Reasons for Dissatisfaction with Land Transport

	n	%
<b>Urban roads</b>		
Roads are in poor condition (potholes etc)	23	38%
Roads are poorly maintained	20	33%
Issues with traffic management (heavy traffic, speed limits, signage etc)	11	18%
Repairs are not done properly	10	16%
Roads are too narrow	4	7%
Council not investing in roading	4	7%
Issues with roadworks	4	7%
Safety concerns	3	5%
Poor streetlighting	2	3%
Parking in rural towns	1	2%
Don't know	1	2%
<b>Total responses, urban roads</b>	<b>61</b>	

Footpaths		
Need more footpaths	21	45%
Poor condition (pot holes etc)	17	36%
Poor design/ construction	6	13%
Poor maintenance	5	11%
Need pedestrian crossings	2	4%
Need better lighting	1	2%
Spend less on footpaths	1	2%
Variable quality	1	2%
<b>Total responses, footpaths</b>	<b>47</b>	
Cycleways		
None or not enough cycleways	47	71%
Cycleways/ roads unsafe	11	17%
Don't want cycleways	6	9%
Poorly designed	6	9%
Cycleways aren't used	3	5%
Cycleways not marked	2	3%
Grass verging not maintained	1	2%
Don't know	1	2%
<b>Total responses, cycleways</b>	<b>66</b>	
Making the district's roads and footpaths safer		
Poor condition (pot holes, uneven surface etc)	20	23%
No evidence they are (not enough being spent, not seeing roads improve etc)	18	20%
Poorly maintained	16	18%
Traffic control poor (no markings, lights, signs etc)	13	15%
Unsafe	11	13%
Issues with traffic (heavy traffic, speed)	8	9%
Improve visibility/ streetlighting	7	8%
Need more pedestrian crossings	7	8%
Roads too narrow	6	7%

No/ not enough footpaths	5	6%
Not keeping up with growth in area	3	3%
Driveways crossing footpaths	1	1%
Council passes the buck to NZTA	1	1%
Don't know	1	1%
<b>Total responses, making roads and footpaths safer</b>	<b>88</b>	
<b>Rural roads</b>		
Poor condition (pot holes, uneven etc)	62	45%
Poor maintenance	62	45%
Narrow roads	26	19%
Heavy traffic	23	17%
Poor visibility	9	7%
Lack of sealed roads	8	6%
Unsafe intersections	8	6%
Speed limits too high	8	6%
Signage is poor	7	5%
Not enough being spent on roading	6	4%
Generally unsafe	6	4%
Roadworks	2	1%
<b>Total responses, rural roads</b>	<b>137</b>	
<b>Promoting road safety awareness</b>		
Have not seen any	26	52%
Not enough being done	22	44%
Not aware it was Council that did it	3	6%
No consideration of colour-blind drivers	1	2%
Don't know	1	2%
<b>Total responses, road safety awareness</b>	<b>50</b>	

# 7

## Waste Management

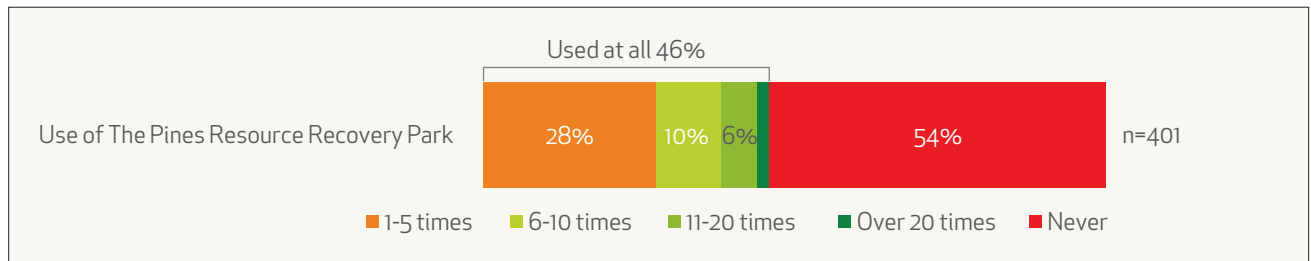


Respondents were asked to provide information regarding their perception of the waste management services provided by the Council:

- Rubbish collection services;
- The Pines Resource Recovery Park;
- Collection of lawn, garden and food waste for compost; and
- Recycling collection services.

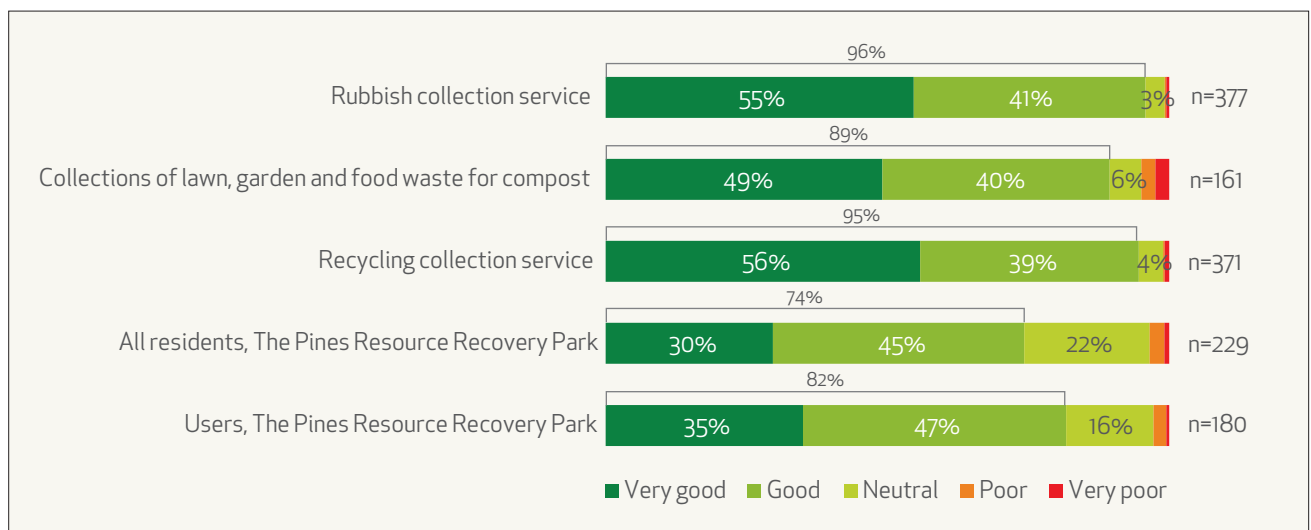
Respondents stated how frequently they used The Pines Resource Recovery Park. Overall, 46% of residents have used it in the past twelve months.

### 7.1 Waste Management, Use/Provision



Council is clearly performing well at providing waste management services. Nearly all residents are satisfied with rubbish collection (96%), and recycling collection (95%). Satisfaction is also high with the performance of organic collection (89%), and the Resource Recovery Park (74%).

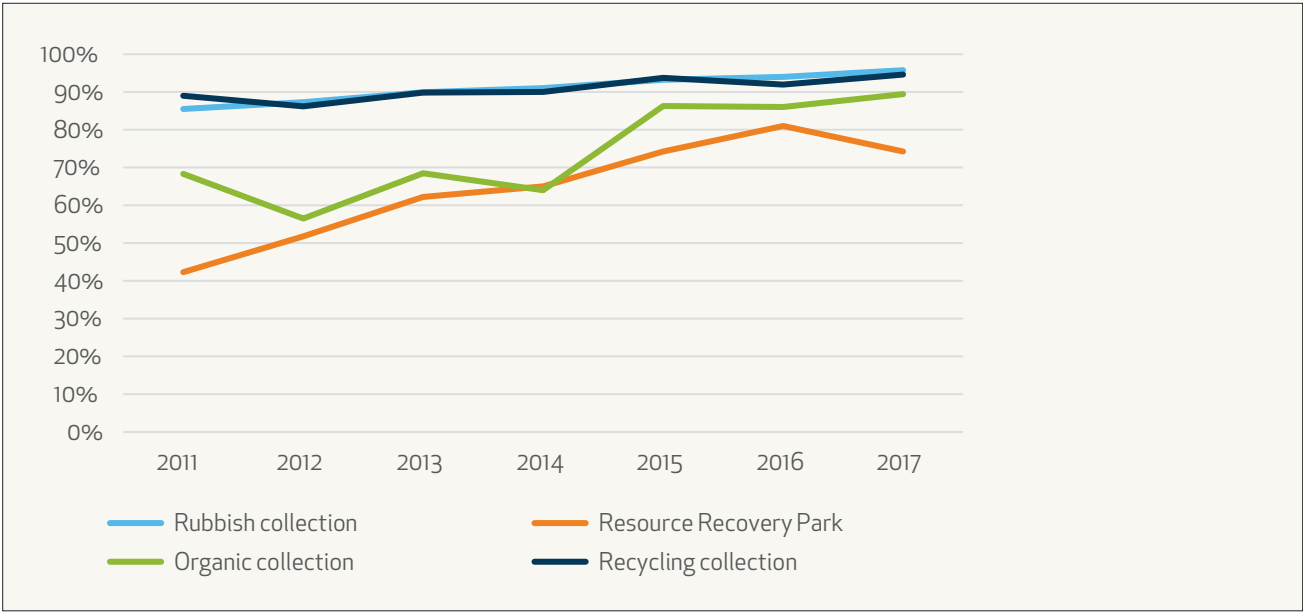
### 7.2 Waste Management, Performance



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

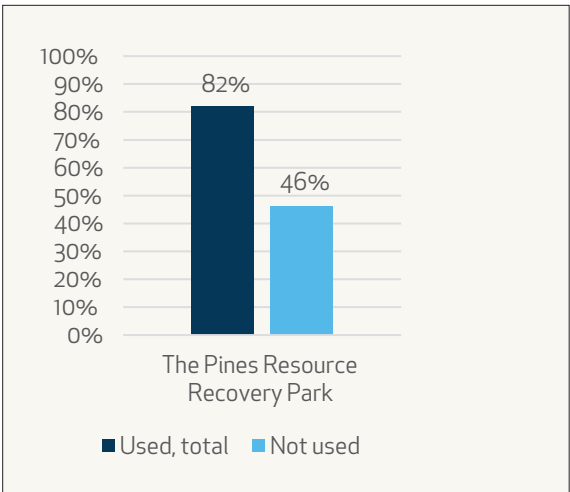
Results over time show that for rubbish, recycling and organic collection, perceptions are improving. The rating of the Resource Recovery Park has declined since a series high in 2016.

7.3 Waste Management Performance, Over Time



Respondents who had used the Resource Recovery park rated it much better than respondents who had not. There are also clear differences in perception of the waste management services based on the location of the respondents. Those in rural areas in all instances rated the services less positively than those in towns.

7.4 Waste Management Performance, by Use





## 7.5 Waste Management Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Rubbish collection service	97%	94%	91%	94%	98%	100%
Collections of lawn, garden and food waste for compost	93%	73%	73%	86%	98%	100%
Recycling collection service	96%	92%	92%	92%	98%	100%
The Pines Resource Recovery Park	76%	71%	70%	78%	65%	77%

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

## 7.6 Waste Management Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
Rubbish collection service	95%	97%	97%	95%	96%
Collections of lawn, garden and food waste for compost	91%	88%	98%	88%	84%
Recycling collection service	94%	95%	93%	95%	94%
The Pines Resource Recovery Park	73%	76%	66%	73%	82%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 7.7.

## 7.7 Reasons for Dissatisfaction with Waste Management

	n	%
Rubbish collection service		
Collected too far away from property	3	100%
<b>Total responses, rubbish collection</b>	<b>3</b>	
Collections of lawn, garden and food waste for compost		
Service not offered	3	38%
Issues with service	2	25%
Cost of service	1	13%
Not available often enough	1	13%
Don't know how to get the service	1	13%
<b>Total responses, organic collection</b>	<b>8</b>	

Recycling collection service		
Only come once a fortnight	2	0.5
Do not get this service	1	0.25
Collection too far away from property	1	0.25
<b>Total responses, recycling collection</b>	<b>4</b>	
The Pines Resource Recovery Park		
Restrictive in what it takes	3	38%
Too far away/ location	2	25%
Never been	1	13%
Too costly	1	13%
Not easy to use	1	13%
Untidy	1	13%
<b>Total responses, resource recovery park</b>	<b>8</b>	

# 8

## Community Facilities

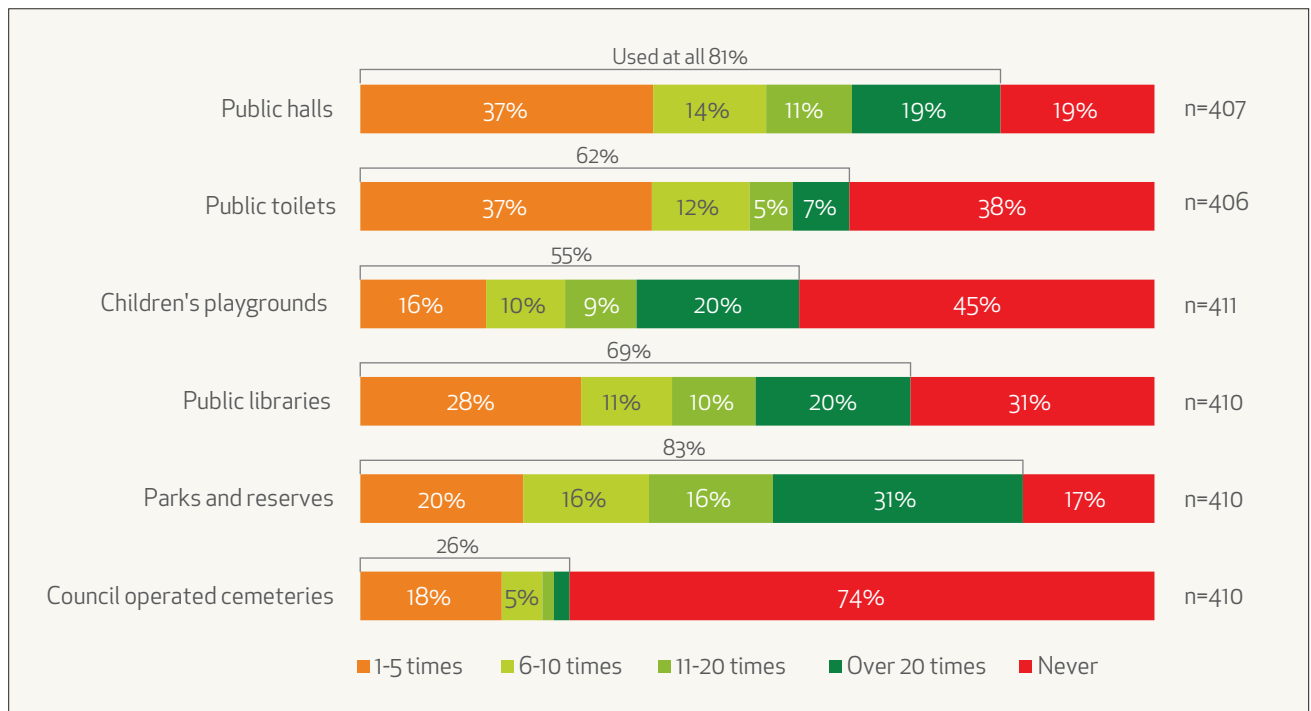


A range of Council community facilities were evaluated in the 2017 Residents' Survey:

- Public halls;
- Parks and reserves;
- Council operated cemeteries;
- Children's playgrounds;
- Public libraries; and
- Public toilets.

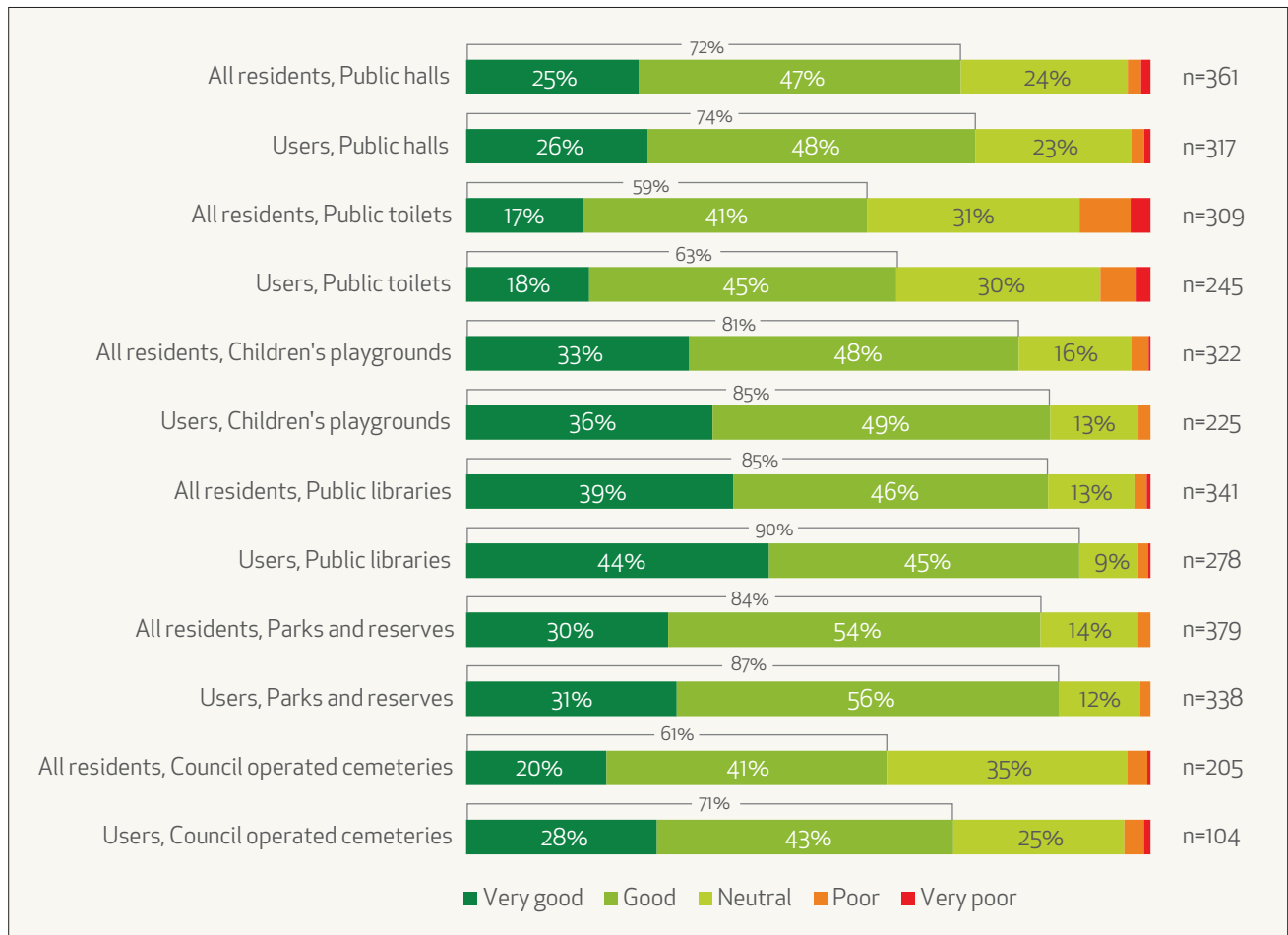
Parks and reserves were the most popular community facility, used by 83% of residents at least once. This was followed by public halls (81%) and the library (69%). Importantly, 98% of residents had used at least one community facility at least once in the past year.

### 8.1 Community Facilities, Use/Provision



Of the community facilities, Council performance was rated most highly for public libraries (85%), parks and reserves (84%), and playgrounds (81%). Responses were also positive for public halls (72%), cemeteries (61%) and public toilets (59%).

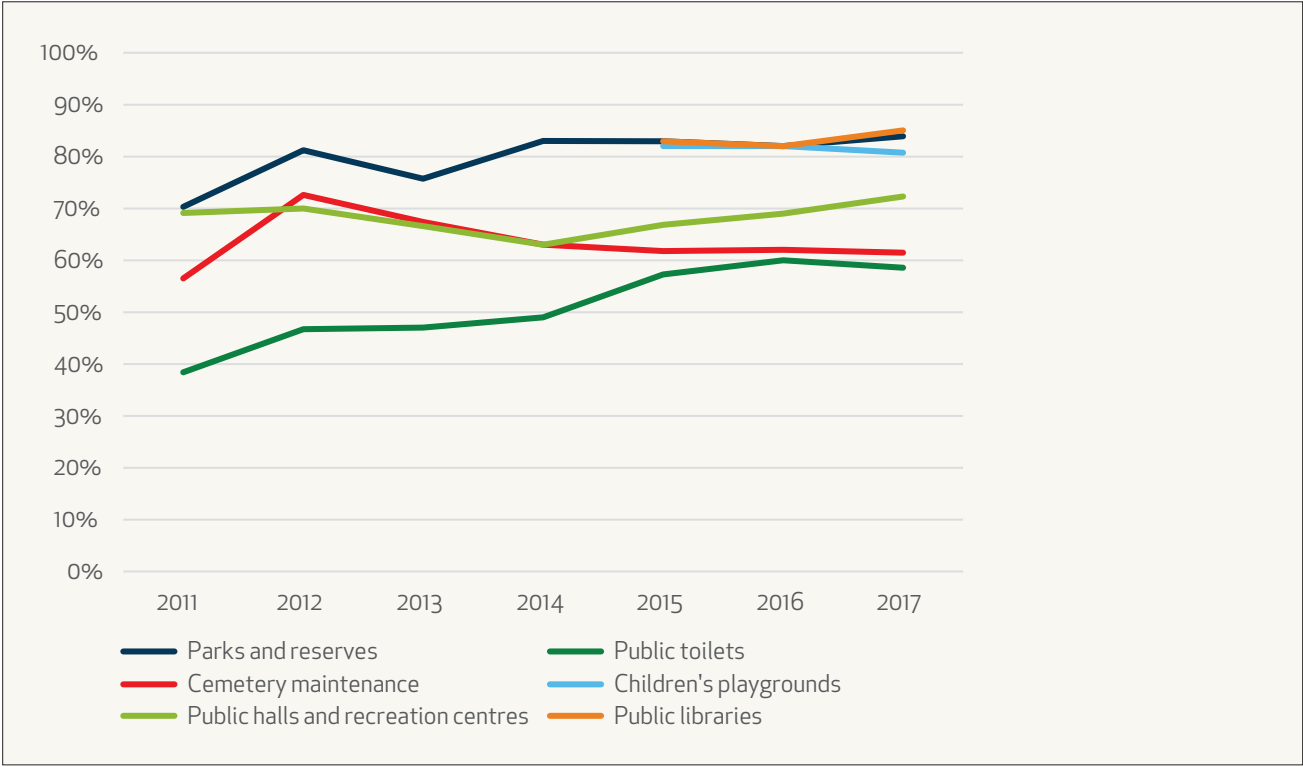
## 8.2 Community Facilities, Performance



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

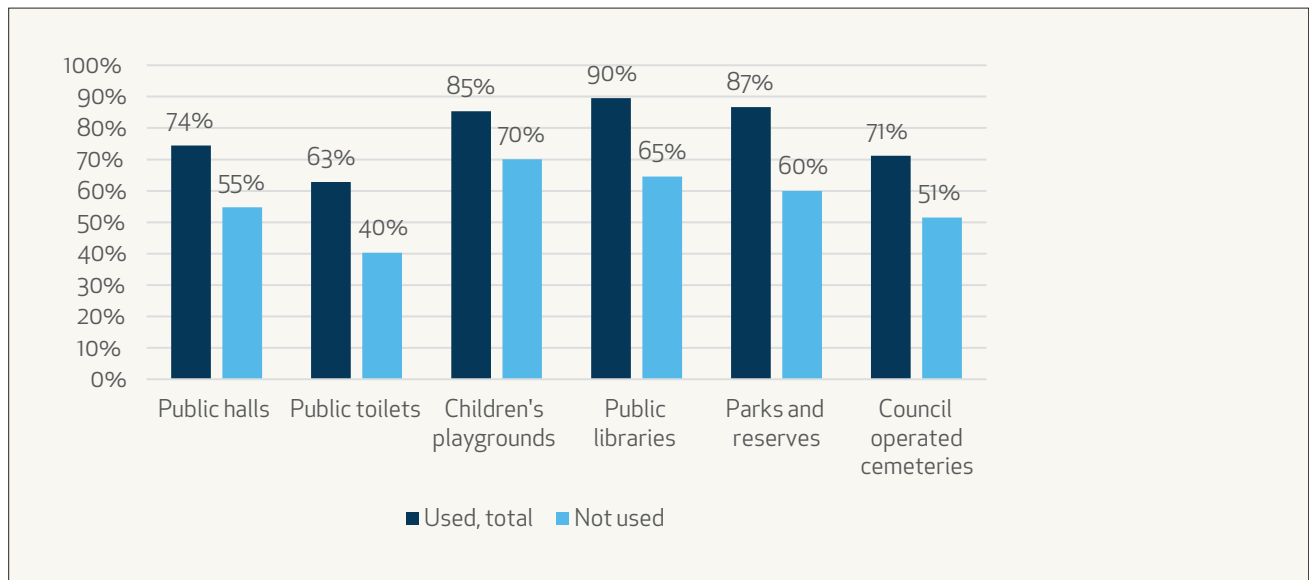
Perceptions of parks and reserves, public halls, and public libraries have improved since 2016. However, perceptions of public toilets declined in the past year after a six year positive trend.

8.3 Community Facilities, Over Time



When the results are contrasted by use of individual facilities, it is clear that users think more highly of community facilities than non-users.

#### 8.4 Community Facilities, Performance by Use



#### 8.5 Community Facilities, Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Public halls	74%	69%	68%	72%	78%	67%
Public toilets	57%	60%	77%	56%	52%	54%
Children's playgrounds	81%	80%	76%	87%	79%	68%
Public libraries	85%	85%	82%	80%	89%	94%
Parks and reserves	85%	82%	89%	85%	83%	75%
Council operated cemeteries	56%	70%	62%	59%	63%	63%

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

#### 8.6 Community Facilities, Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
Public halls	69%	76%	78%	71%	71%
Public toilets	54%	63%	48%	59%	68%
Children's playgrounds	80%	82%	79%	82%	80%
Public libraries	83%	87%	83%	81%	92%
Parks and reserves	82%	86%	88%	84%	80%
Council operated cemeteries	62%	61%	48%	62%	70%

## 8.7 Community Facilities, Use, by Location

	<b>Town</b>	<b>Rural area</b>	<b>Malvern</b>	<b>Selwyn Central</b>	<b>Springs</b>	<b>Ellesmere</b>
Public halls	83%	77%	89%	79%	81%	77%
Public toilets	62%	61%	76%	60%	54%	65%
Children's playgrounds	64%	44%	55%	58%	57%	49%
Public libraries	71%	67%	75%	63%	72%	79%
Parks and reserves	88%	78%	88%	83%	83%	80%
Council operated cemeteries	26%	27%	40%	16%	26%	41%

## 8.8 Community Facilities, Use, by Age & Gender

	<b>Male</b>	<b>Female</b>	<b>18-34</b>	<b>35-54</b>	<b>55+</b>
Public halls	76%	85%	82%	85%	74%
Public toilets	58%	65%	65%	67%	52%
Children's playgrounds	55%	56%	54%	66%	40%
Public libraries	64%	75%	61%	75%	67%
Parks and reserves	84%	83%	88%	88%	74%
Council operated cemeteries	20%	32%	19%	26%	32%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 8.9.

### 8.9 Reasons for Dissatisfaction, Community Facilities

	n	%
<b>Public halls</b>		
Hall needs upgrade/ maintenance	5	42%
No public hall in the area	3	25%
Halls are too small	3	25%
Expensive to hire	1	8%
Halls poorly run	1	8%
Don't know	1	8%
<b>Total responses, public halls</b>	<b>12</b>	
<b>Public toilets</b>		
Old/ poor/ need upgrading	15	47%
Not enough	12	38%
Dirty/ unclean	11	34%
Not easy to access/ find	2	6%
Don't use them	1	3%
Don't like donation box outside	1	3%
Don't know	1	3%
<b>Total responses, public toilets</b>	<b>32</b>	
<b>Children's playgrounds</b>		
Unclean/ untidy	3	33%
Outdated	2	22%
Not enough equipment etc	2	22%
Not enough	1	11%
Unsafe	1	11%
Unsuitable locations	1	11%
Don't know	1	11%
<b>Total responses, playgrounds</b>	<b>9</b>	



Public libraries		
Small size	3	38%
Book collection poor	3	38%
Don't have one	1	13%
Staff issues	1	13%
Don't know	1	13%
<b>Total responses, public libraries</b>	<b>8</b>	
Parks and reserves		
Untidy/ poor maintenance	3	43%
Need more of them	2	29%
Better facilities	1	14%
Don't know	1	14%
<b>Total responses, parks and reserves</b>	<b>7</b>	
Council operated cemeteries		
Untidy/ poor maintenance	3	43%
Damaged headstones/ plots sunk	2	29%
Perceive a decline in facilities	1	14%
Don't know	1	14%
<b>Total responses, cemeteries</b>	<b>7</b>	

# 9

## Quality of Life



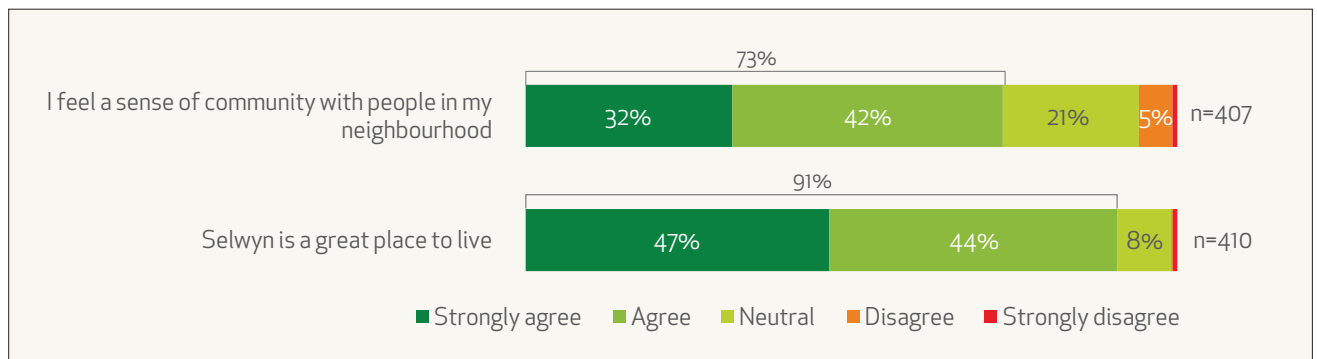
Questions were asked regarding perceptions of quality of life in the Selwyn District. Three specific areas were asked about:

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

Residents were asked how much they agreed or disagreed that Selwyn is a great place to live, and that they have a sense of community with the people in their neighbourhood. These questions were asked using a simple five-point Likert scale, ranging from strongly agree to strongly disagree.

The majority of residents agreed or strongly agreed (91%) that Selwyn is a great place to live, showing a high level of pride in the District. Just 1% of residents disagreed or strongly disagreed. Three-quarters of residents (73%) agreed that they do feel a sense of community with other residents in their neighbourhood.

### 9.1 Agreement with Statements



Residents were asked why they agreed or disagreed that Selwyn is a great place to live. The main reasons for agreement was the atmosphere and environment, including the rural aspect, peacefulness, clean and open spaces (25%), and being generally happy in the area (25%).

## 9.2 Reasons for Rating 'Selwyn is a Great Place to Live'

	n	%
Good atmosphere/ environment (eg rural, peaceful, clean, open spaces)	104	25%
Generally happy with/ in area	102	25%
Good community spirit/ Friendly people	94	23%
Good facilities/ amenities (eg pools, parks, buildings)	72	18%
Good services/ activities (eg rubbish collection, community events, outdoor recreation)	60	15%
Accessible to urban services	40	10%
Feel safe/ Low crime rate	31	8%
Away from the city	24	6%
Good place for families/ raising children	22	5%
Well run Council	20	5%
Growing too fast	18	4%
Easy to get around/ no traffic problems	16	4%
Poor or inadequate infrastructure (eg roading, sewage, power supply)	16	4%
Good infrastructure (eg roading, sewage, power supply)	15	4%
Good population density	12	3%
Other	86	21%
Don't know	10	2%
<b>Total</b>	<b>411</b>	

Residents who did not feel a sense of community were asked why they had disagreed with the statement (n=24). The most common response is that their neighbours are not friendly (21%).

### 9.3 Reason for Not Feeling a Sense of Community

	n	%
Neighbours unfriendly/ keep to themselves	5	21%
Too many new people	4	17%
Don't know my neighbours	4	17%
Prefer to keep to myself/ friends and family	3	13%
Live far away	3	13%
Too busy	2	8%
Lack of events	2	8%
Nothing in common with neighbours	1	4%
Income inequality	1	4%
Don't know	3	13%
<b>Total</b>	<b>24</b>	

Residents were asked if they belonged to a series of groups in Selwyn. The most common response was sports clubs (32%). Overall, 28% of residents said they were not involved in any of the listed community groups, for a variety of reasons.

#### 9.4 Membership of Community Groups

	n	%
Sports club	133	32%
Community or voluntary group	117	28%
Network of people from work or school	113	27%
Hobby or interest group	112	27%
Online network, or online gaming communities	60	15%
Church or spiritual group	53	13%
Other, please specify	8	2%
None, because I'm not interested	61	15%
None, I don't have time	27	7%
None, I belong to groups outside Selwyn	14	3%
None, I want to but don't know how to find out about them	6	1%
None, for age/health/personal reasons	5	1%
None, just haven't joined	4	1%
None, interests not catered for in Selwyn	1	0%
Total	411	

Residents were asked if they volunteer for any of the groups they are involved in, or any other groups. In total, 41% of residents were involved in volunteering in Selwyn, and further 16% were involved in volunteering outside Selwyn.

## 9.5 Volunteering

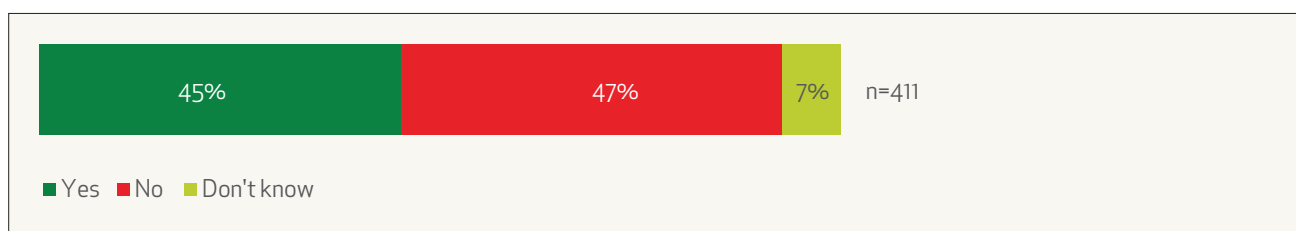
	n	%
<b>Yes</b>		
Yes, in Selwyn	167	41%
Yes, not in Selwyn	67	16%
Yes, as needed	3	1%
<b>Total</b>	<b>223</b>	<b>54%</b>
<b>No</b>		
No, because I'm not interested in volunteering	83	20%
No, I am too busy	76	18%
No, I want to but don't know how to find out about them	15	4%
No, due to health/age/personal reasons	13	3%
No, but currently looking for volunteer work	2	0%
<b>Total</b>	<b>188</b>	<b>46%</b>
<b>Total responses</b>	<b>411</b>	

# 10

## Easter Trading Policy

Residents were asked if they were in favour of an Easter trading policy that would allow stores to open for business on Easter Sunday. Perceptions were evenly split, with 45% in favour of the policy and 47% not in favour.

### 10.1 In Favour of Easter Trading



### 10.2 In Favour of Easter Trading

	Shop owner or manager in the Selwyn District	Shop worker/retail employee in the Selwyn District	A resident not employed in the retail sector	A resident employed in retail, but not in Selwyn District
Yes	53%	43%	45%	53%
No	42%	50%	48%	33%
Don't know	5%	7%	7%	13%
<b>Total</b>	<b>19</b>	<b>14</b>	<b>363</b>	<b>15</b>

### 10.3 Reasons for Easter Trading Preference, In Favour

	n	%
Give people the choice	88	47%
Convenient to go shopping then	31	17%
Not everyone is religious/ multi cultural society now	22	12%
Times have changed	22	12%
Because other shops can open	21	11%
Religion not as significant/ shouldn't dictate law	12	6%
People need to make a living	9	5%
Not the Government's place to regulate business hours	9	5%
Don't care/ not bothered	4	2%
Other	4	2%
Don't know	2	1%
<b>Total</b>	<b>186</b>	

#### 10.4 Reasons for Easter Trading Preference, Not In Favour

	n	%
To have a public holiday/ break	78	40%
Plenty of other days for shopping	55	28%
Spend time with family/ friends	32	16%
Employers may pressure people to work it if allowed to open	17	9%
Tradition/ happy with it as is	17	9%
Easter Sunday should still have significance as a holiday	12	6%
Religious reasons	11	6%
Good for the community	4	2%
Other	5	3%
Don't know	2	1%
<b>Total</b>	<b>195</b>	

#### 10.5 Location Preference for Easter Trading

	n	%
Throughout the Selwyn District	294	72%
Retail outlets	11	3%
Tourist areas	9	2%
No locations	8	2%
Just main centres/towns	8	2%
Rolleston	5	1%
Somewhere other than where I live	1	0%
Christchurch	1	0%
Don't know	74	18%
<b>Total</b>	<b>411</b>	



## Appendix 1: Questionnaire

SELWYN DISTRICT COUNCIL – ROS 2017 INDICATIVE DRAFT QUESTIONNAIRE 19 MAY 2017

**My name is ....calling from Research First on behalf of Selwyn District Council. We are conducting a survey to help the Council in its planning for the District's future and the services it provides. There is a prize draw respondents can enter to win one of 3 \$100 prizes as well. Can I speak to the youngest person in the house aged 18 years or over please.....**

**If yes - Great, I just have to check if you are eligible**

**S1. Are you a Selwyn District Council staff member, or are any of your immediate family a Selwyn District Council staff member?**

**If yes - I am sorry but you are unable to complete the survey but thank you for time.**

**If no – Great, I will start with some general questions just to make sure we are talking to a representative group of residents.**

**If refuse: Would you be interested in completing the survey online instead? It is quick and easy to do. We can email you a link for the survey and guarantee that your email address will not be used for any other purposes**

1a. Of the four electoral wards in Selwyn, do you live in Malvern, Selwyn Central, Springs or Ellesmere? [If respondent is unsure ask for nearest town and refer to ward map]

[REQUIRE ANSWER]

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

1b. Do you live in a town, or rural area?

[REQUIRE ANSWER]

Town ..... 1  
Rural area . 2

2a. 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

2b. Phone: Record gender/ Online: Are you

Male..... 1  
Female ..... 2  
Gender diverse 3

3. Roughly how many times in the past year, that is since last May, have you or a member of your household used or visited the following services and facilities in Selwyn?

[REQUIRE ANSWER]

	1-5 times	6-10 times	11-20 times	over 20 times	Never	Don't know
A public hall, community centre or recreation centre (not a school one)	1	2	3	4	5	6
A public toilet within the Selwyn District	1	2	3	4	5	6
Children's playgrounds in the area	1	2	3	4	5	6
A public library in Darfield, Leeston, Lincoln or Rolleston						
A public park or reserve within Selwyn District	1	2	3	4	5	6
Council operated cemeteries	1	2	3	4	5	6
The Pines Resource Recovery Park near Rolleston	1	2	3	4	5	6

4. Using a scale from 1 to 5, where 1 is very poor, 2 is poor, 3 is neutral, 4 is good and 5 is very good, please rate the Council's performance on each of the following services.

[REQUIRE ANSWER – ASK ALL EVEN IF ANSWERED NEVER/DON'T KNOW AT Q3]

	1 - Very Poor	2 -Poor	3 -Neutra l	4 -Good	5 - Very Good	Don't know / NA
Public halls and community or recreation centres	1	2	3	4	5	6
Public toilets	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
Maintenance of Council cemeteries	1	2	3	4	5	6
The Pines Resource Recovery Park near Rolleston	1	2	3	4	5	6

5. For all answered poor/very poor at Q4: Can you give us the main reason why you feel the [insert from Q4] is poor?

6. The Council provides a number of services to its communities including provisions for drinking water, stormwater, wastewater and other water-related services.

Which of the following Council services do you currently use?

[REQUIRE ANSWER]

	Yes	No	Don't know
Council water supplies (that is, drinking water supplies)			6
Council sewerage and waste water			6
Council water races (for stock water and landscaping in new subdivisions)			
Council urban stormwater services (involving the drainage, treatment and discharge of rainfall in urban areas)			6
The Council land drainage network (to reduce groundwater, mainly around Te Waihora/Lake Ellesmere area, to make land more suitable for farming/other purposes)			6

7. Using the same scale from 1 to 5, where 1 is very poor, 2 is poor, 3 is neutral, 4 is good and 5 is very good, how do you rate Council's performance for each of these services?

[REQUIRE ANSWER – ASK ALL EVEN IF ANSWERED NO DON'T KNOW AT Q6]

	1 - Very Poor	2 -Poor	3 -Neutra l	4 -Good	5 - Very Good	Don't know / NA
Council water supplies	1	2	3	4	5	6
Council sewerage and waste water	1	2	3	4	5	6
Council water races	1	2	3	4	5	6
Council Urban stormwater services	1	2	3	4	5	6
Council managed land drainage network	1	2	3	4	5	6

8. For all answered poor/very poor at Q7: Can you give us the main reason why you feel the [insert from Q7] is poor?

9. Council services also include providing roads, footpaths, and cycleways; and promoting road safety.

Using the same 1 to 5 scale how do you rate the Council's performance for each of these services?

[REQUIRE ANSWER] [READ ANSWERS IN RANDOM ORDER]

	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
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

10. For all answered poor/very poor at Q9: Can you give us the main reason why you feel the [insert from Q9] is poor?

11. 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.*

[REQUIRE ANSWER]

	1 - Very Poor	2 -Poor	3 -Neutra l	4 -Good	5 - Very Good	Don't know / NA	I don't get this service
Council rubbish collection service	1	2	3	4	5	6	7
Council collections of lawn, garden and food waste for compost	1	2	3	4	5	6	7
Council recycling collection service	1	2	3	4	5	6	7

12. For all answered poor/very poor at Q11: Can you give us the main reason why you feel the [insert from Q11] is poor?

13. Thinking now about what it is like to live in the Selwyn district and using a scale of 1 to 5 where 1 is strongly disagree, 2 is agree, 3 is neutral, 4 is agree and 5 is strongly agree, to what extent to you agree or disagree with the following statement

Selwyn is a great place to live

[REQUIRE ANSWER]

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

14. Why do you say that?

[REQUIRE ANSWER]

15. Using the same scale, to what extent do you agree or disagree with the following statement...

I feel a sense of community with people in my neighbourhood

[REQUIRE ANSWER]

Strongly disagree ..... 1 Q16  
 Disagree ..... 2 Q16  
 Neutral ..... 3 Q17  
 Agree ..... 4 Q17  
 Strongly agree ..... 5 Q17  
 (DO NOT READ OUT) Don't know / NA 6 Q17

16. Why do you disagree?

[REQUIRE ANSWER] [DO NOT READ OUT]

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

17. Using the 1 to 5 scale, where 1 is very poor, 2 is poor, 3 is neutral, 4 is good and 5 is very good, how do you rate the Council's performance overall?

[REQUIRE ANSWER]

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

**INTERVIEWER READ OUT:** Selwyn District Council has made the decision to investigate Easter trading hours and would like to gather information on whether Easter Sunday trading should be allowed. Currently no changes to regulations have been made.

Currently only dairies, service stations, pharmacies, take away food sellers, restaurants, cafes, souvenir or duty free shops and garden centres are allowed to open on Easter Sunday in the Selwyn District.

18. Would you like to see Selwyn District Council adopt a policy that allows shops to choose whether to trade on Easter Sunday?

Yes ..... 1  
No ..... 2  
Don't know 3

19: What is the main reason for the answer you gave?

20: If Easter Sunday trading were to be introduced would you prefer it to be allowed throughout the district or only in specific locations?

Throughout the Selwyn District ..... 1 Q22  
Only in specific locations ..... 2 Q21  
Don't know ..... 3 Q22

21: Which specific locations do you think should be allowed to open for trading on Easter Sunday?

22: Which of the following best describes you?

Shop owner or manager in the Selwyn District ..... 1  
Shop worker/retail employee in the Selwyn District ..... 2  
A resident not employed in the retail sector ..... 3

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

[REQUIRE ANSWER] [READ ANSWERS IN RANDOM ORDER, EXCEPT THE LAST 3]

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

[EXCLUSIVE ANSWER: "None, because I'm not interested"]

[EXCLUSIVE ANSWER: "None, I want to but don't know how to find out about them"]

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

[REQUIRE ANSWER]

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

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

[REQUIRE ANSWER]

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

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

Yes ..... 1  
No ..... 2

27. 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.

RECORD NAME. CHECK SPELLING.

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**That concludes this survey.**

**If you have any issues you would like to talk to the Council about, please contact its customer service team on 03 347 2800 for Rolleston or 03 318 838 for Darfield.**

**Just to remind you my name is xxx from Research First. Thank you very much for your time and the information you have provided.**





RESEARCH FIRST

### **CHRISTCHURCH OFFICE**

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23 Carlyle Street  
PO Box 94  
Christchurch 8140  
Tel: 03 281 7832

### **OTAGO OFFICE**

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28 Helwick Street  
Wanaka 9305  
Tel: 022 676 8722

### **WELLINGTON OFFICE**

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Level 12, 215-229  
Lambton Quay  
Wellington 6140

### **TAURANGA OFFICE**

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PO Box 4632  
Mt Maunganui 3141  
Tel: 021 0269 2354

### **AUCKLAND OFFICE**

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Unit 3, Level 1 Qb Studios  
208 Ponsonby Road  
Auckland 1011