



RESEARCH FIRST



SELWYN DISTRICT COUNCIL

# RESIDENTS' OPINION SURVEY 2018



RESEARCH REPORT  
August 2018



# Contents

## Residents' Opinion Survey 2018

<b>1</b>	<b>Infographic Summary</b>	<b>3</b>
<b>2</b>	<b>Research Design</b>	<b>5</b>
	2.1 Research Context & Objectives	5
	2.2 Research Design	7
	2.3 Research Sample	8
	2.4 Data Analysis	10
<b>3</b>	<b>Overall Performance</b>	<b>11</b>
<b>4</b>	<b>Water Services</b>	<b>14</b>
<b>5</b>	<b>Land Transport</b>	<b>19</b>
<b>6</b>	<b>Waste Management</b>	<b>24</b>
<b>7</b>	<b>Community Facilities</b>	<b>28</b>
<b>8</b>	<b>Quality of Life</b>	<b>35</b>
<b>9</b>	<b>Appendix 1: Social media responses</b>	<b>39</b>

## Disclaimer

Research First notes that the views presented in the report do not necessarily represent the views of Selwyn District Council. In addition, the information in this report is accurate to the best of the knowledge and belief of Research First Ltd. While Research First Ltd has exercised all reasonable skill and care in the preparation of information in this report, Research First Ltd accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

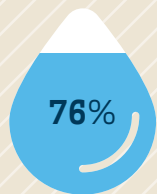
# INFOGRAPHIC SUMMARY

## OVERALL PERFORMANCE 2018



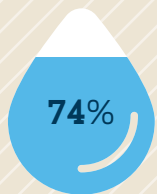
**69% Good or very good** **-1% vs 2017**

## WATER SERVICES



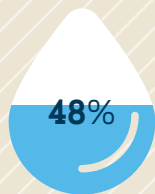
Satisfied with the **water supply**

**+2% vs 2017**



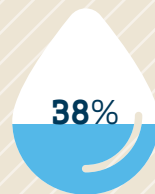
Satisfied with **sewerage and waste water**

**-4% vs 2017**



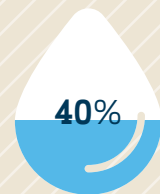
Satisfied with **stormwater**

**-3% vs 2017**



Satisfied with **water races**

**-6% vs 2017**



Satisfied with the **land drainage network**

**-5% vs 2017**

## LAND TRANSPORT



Satisfied with **local urban roads**

**0% vs 2017**



Satisfied with **footpaths**

**0% vs 2017**



Satisfied with **cycleways**

**+1% vs 2017**



Satisfied with **promotion of road safety awareness**

**-2% vs 2017**



Satisfied with **making roads and footpaths safer**

**+3% vs 2017**

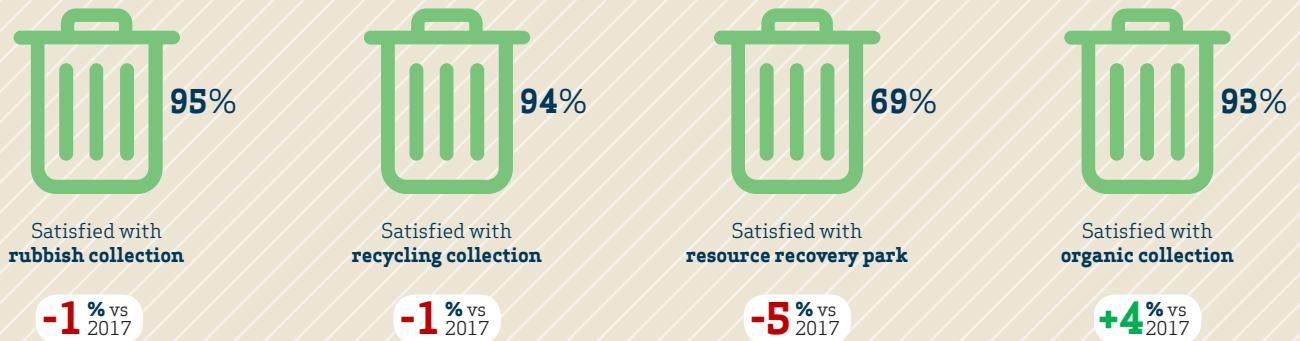


Satisfied with **rural roads**

**-1% vs 2017**

# INFOGRAPHIC SUMMARY

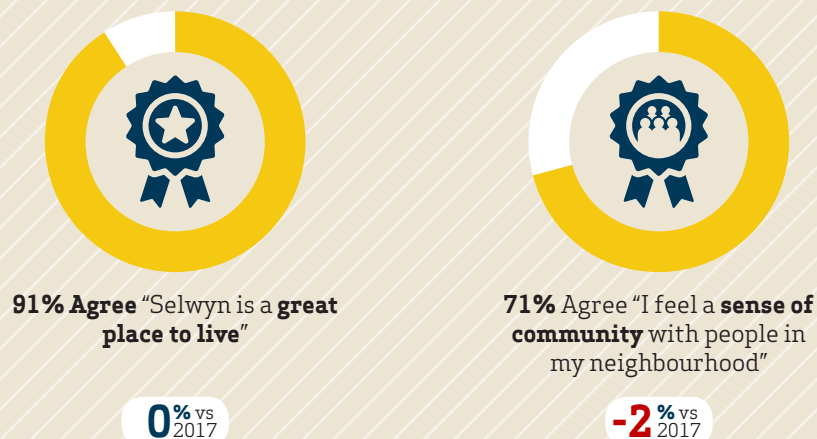
## WASTE MANAGEMENT



## COMMUNITY FACILITIES



## QUALITY OF LIFE



## Research Design

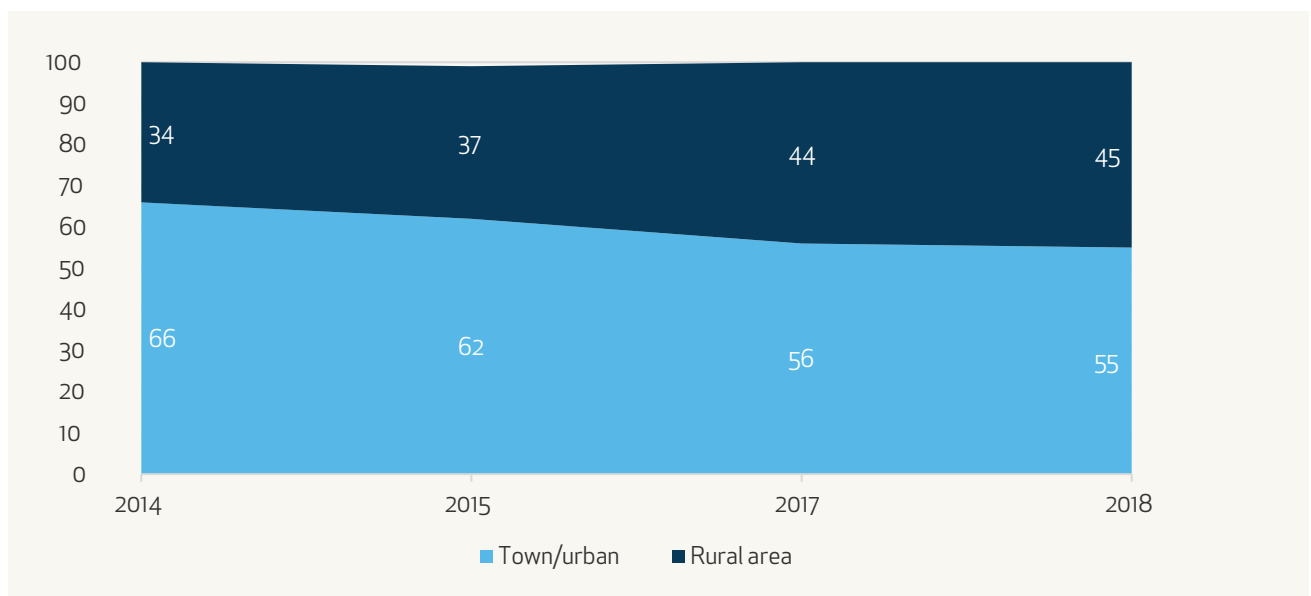
### 2.1 Research Context & Objectives

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).

When residents are asked to self-define whether they live in rural or urban areas, we can see that increasingly more declare to live in rural areas, but nearly half are working outside of Selwyn (mainly in Christchurch).

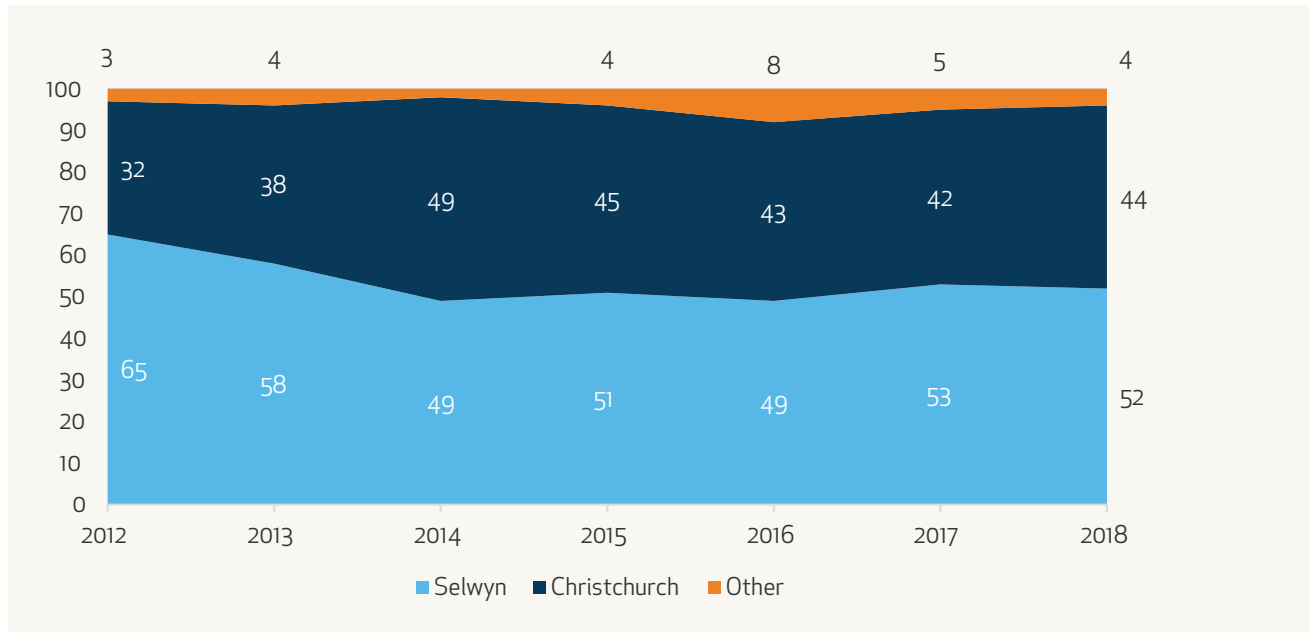
#### 2.1.1 Location, Over Time



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)

### 2.1.2 Workplace Location, Over Time



The Selwyn District Council [the Council] Residents' Survey is a key monitoring tool, providing information for the Council's annual District Plan as well as providing the Council with foresight into emerging issues in the community. As in previous years, the two key objectives for the 2018 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 2018 Selwyn District Council Residents' Opinion Survey was conducted primarily by a telephone survey designed to obtain the views of the Selwyn community but with some online channel support.

- 1) 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 25th and July 12th. **A total of 407 residents completed the survey via this method.**
- 2) An online channel for the survey was included to make the survey more inclusive. This gave an option for those contacted over the phone who had a preference for online completion. **A total of 14 residents completed the survey via this method.**
  - a. **Respondents from 1) and 2) have been combined to create a core sample of 421 responses throughout this report**
- 3) The online option also aimed to canvass the opinions of younger residents, by promoting the survey through Selwyn's Facebook page. To ensure high levels of data quality, online responses were analysed separately from telephone responses as the profile of Facebook respondents was skewed towards those living in the Selwyn ward, females, and those aged 25-44 years old (see table 2.3.2). A separate section has been provided reporting on these residents' views. **A total of 210 residents completed the survey via this method.**

## 2.3 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 2018 Selwyn Residents' Survey core sample involved 421 completions. The maximum margin of error from the sample is  $\pm 4.8\%$ <sup>3</sup>, and as such the data can be considered robust.

### 2.3.1 Sample profile vs 2017:

	2017		2018		
Gender	n	%	n	%	Census 2013
Male	202	49%	214	51%	51%
Female	209	51%	206	49%	49%
Age					
18-34	94	23%	72	17%	22%
35-54	188	46%	208	49%	45%
55+	129	31%	141	33%	32%
Sample Ward					
Malvern	67	17%	72	17%	17%
Selwyn Central	170	42%	172	41%	39%
Springs	106	26%	106	25%	28%
Ellesmere	61	15%	71	17%	15%
Sample Location					
Town	229	56%	232	55%	
Rural area	182	44%	189	45%	
Sample Workplace Location					
Within Selwyn	186	45%	188	45%	
Christchurch	145	35%	158	38%	
Not currently employed	64	16%	62	15%	
Other	18	4%	13	3%	
<b>Total</b>	<b>411</b>		<b>421</b>		

3. At the 95% confidence interval.



### 2.3.2 Sample profile 2018 vs. Selwyn Facebook sample:

	2018 Core sample		2018 Selwyn facebook sample		
Gender	n	%	n	%	Census 2013
Male	214	51%	53	25%	51%
Female	206	49%	157	75%	49%
Age					
18-24	43	10%	7	3%	8%
25-34	29	7%	38	18%	14%
35-44	70	17%	74	35%	22%
45-54	138	33%	37	18%	24%
55-64	56	13%	35	17%	18%
65+	85	20%	19	9%	16%
Sample Ward					
Malvern	72	17%	20	10%	17%
Selwyn Central	172	41%	133	63%	39%
Springs	106	25%	43	20%	28%
Ellesmere	71	17%	14	7%	15%
Sample Location					
Town	232	55%	170	81%	
Rural area	189	45%	40	19%	
Sample Workplace Location					
Within Selwyn	188	45%	77	37%	
Christchurch	158	38%	102	49%	
Not currently employed	62	15%	27	13%	
Other	13	3%	4	2%	
<b>Total</b>	<b>421</b>		<b>210</b>		

## 2.4 Data Analysis

Following the completion of data collection, analysis was undertaken using SPSS™ and Q Professional™. Data have been analysed, and for all questions using Likert scales, the total number of satisfied respondents has been calculated. The total percentage of 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, but this may have an impact on purported trends. Additionally, the description of some council services and facilities has changed over time, which could also affect trend results.

Question wording and rating scales in 2018 are almost all comparable to 2017 and that has been the primary point of comparison for this report.

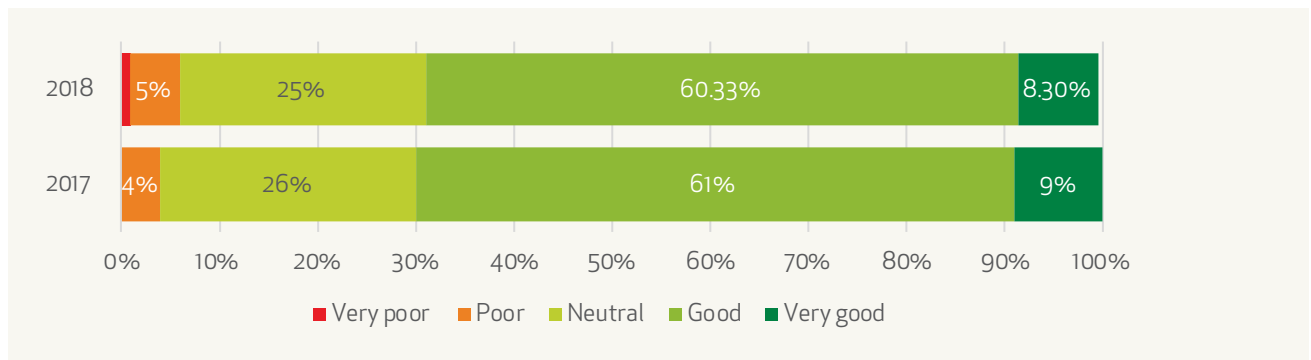
# 3

## 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, 69% of residents felt the Council's performance was good or very good. A further quarter were neutral, and just 6% felt performance was poor or very poor.

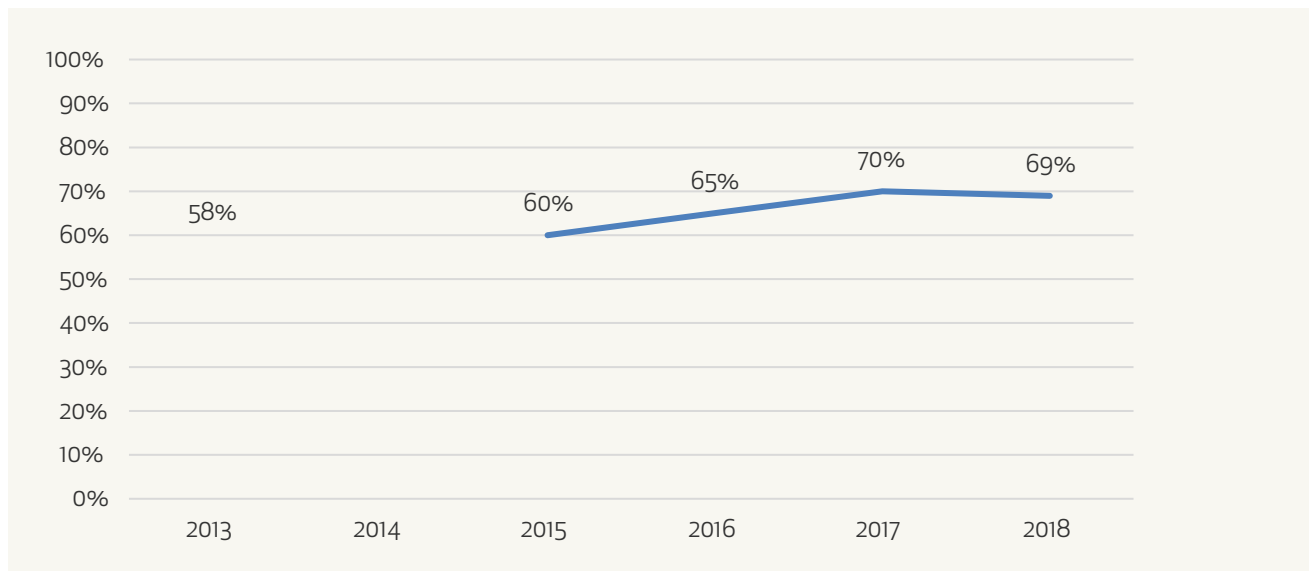
### 3.1 Overall Performance



2018 N=421

When results are compared to previous years, the data show that residents' perceptions of Council's performance have stabilised after steady improvement since 2015.

### 3.2 Overall Performance, Over Time



Residents living in a township are happier with Council's performance than residents in a rural area, with Selwyn Central residents most positive in 2018 about the Council performance.

### 3.3 Overall Performance, by Location

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
More than good	74%	62%	63%	74%	67%	65%
Very poor	0%	2%	1%	0%	3%	1%
Poor	5%	6%	8%	4%	4%	7%
Neutral	21%	30%	28%	22%	26%	27%
Good	65%	54%	53%	67%	54%	61%
Very good	9%	7%	10%	6%	13%	4%
<b>Total</b>	<b>232</b>	<b>189</b>	<b>72</b>	<b>172</b>	<b>106</b>	<b>71</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.

### 3.4 Overall Performance, by Age & Gender

	Male	Female	18-34	35-54	55+
More than good	65%	72%	79%	70%	62%
Very poor	1%	1%	0%	0%	4%
Poor	5%	5%	4%	6%	5%
Neutral	29%	21%	17%	25%	30%
Good	60%	60%	71%	62%	53%
Very good	5%	12%	8%	8%	9%
<b>Total</b>	<b>214</b>	<b>206</b>	<b>72</b>	<b>208</b>	<b>141</b>

# 4

## Water Services

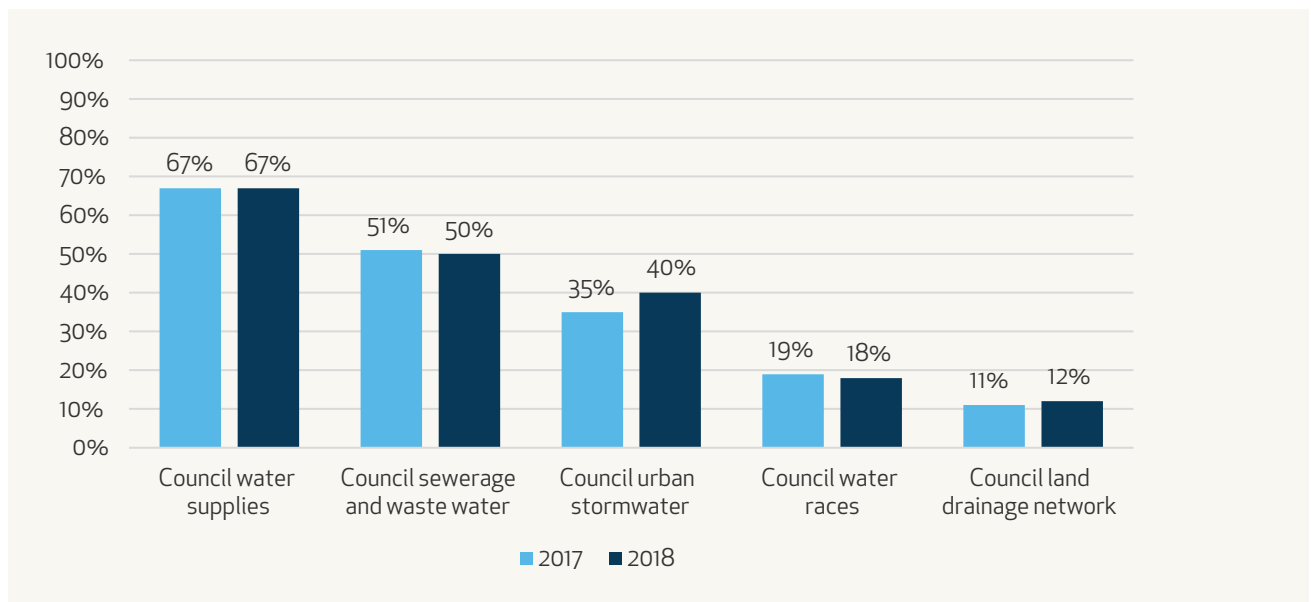


Residents were asked if they use or are provided with a range of Council water services:

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

Very similar levels of usage compared to 2017. Most respondents are provided with a Council water supply, while around half have access to sewerage and waste water, and 2 in 5 have access to urban stormwater. Water races and land drainage were less commonly used or provided.

### 4.1 Water Services, Use/Provision

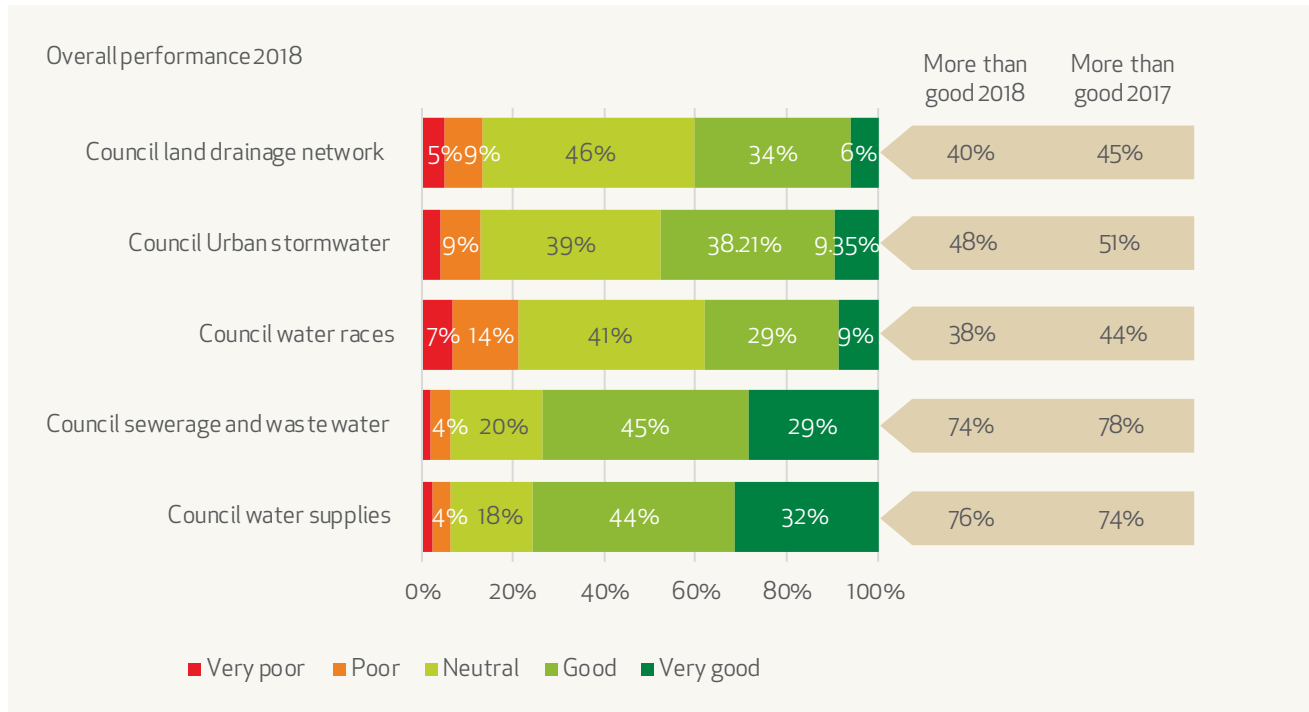


Respondents were asked to rate the Council's performance with each of the five water services.

Overall perceptions of water supplies, and sewerage and waste water, were high, with 76% and 74% respectively rating performance as good or very good.

Overall satisfaction with urban storm water (48%) water races (38%), and the land drainage network (40%) was lower. However, this includes residents who are not using the services, so it naturally includes a higher proportion of neutral responses.

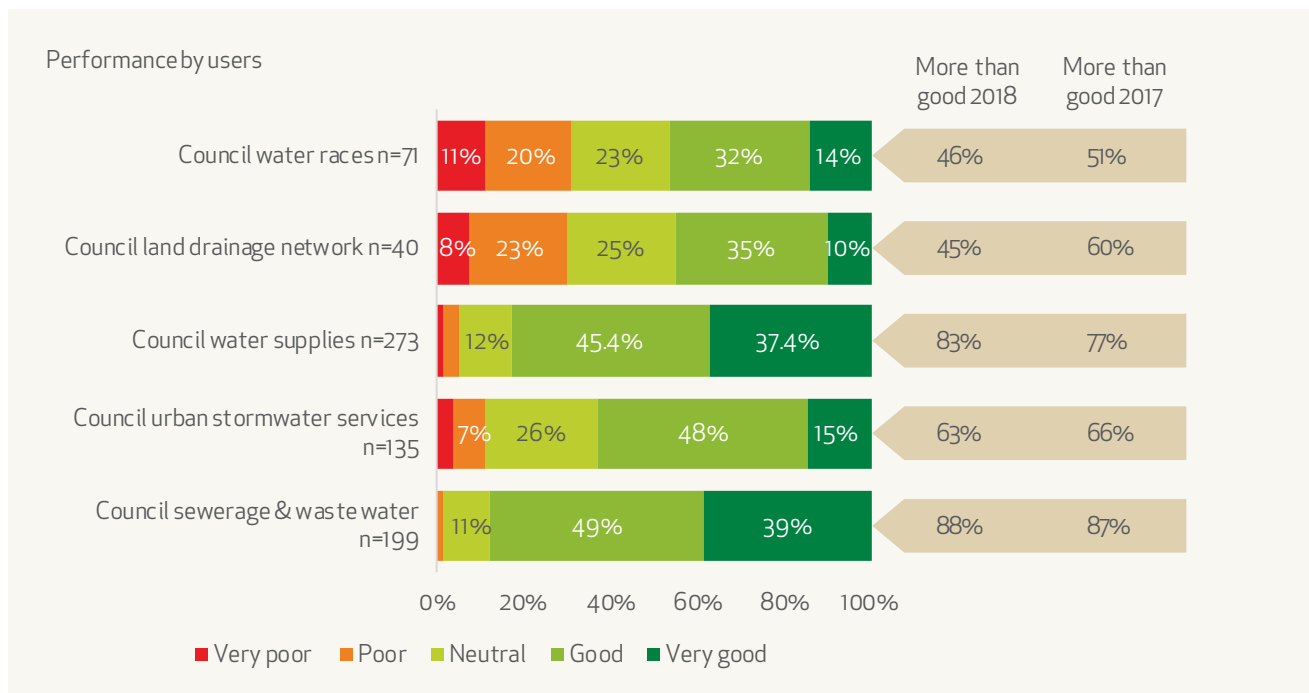
#### 4.2 Water Services, Performance by all residents



When looking at satisfaction by users of each water service, water supplies and sewerage/waste water also continue to have high overall performance ratings.

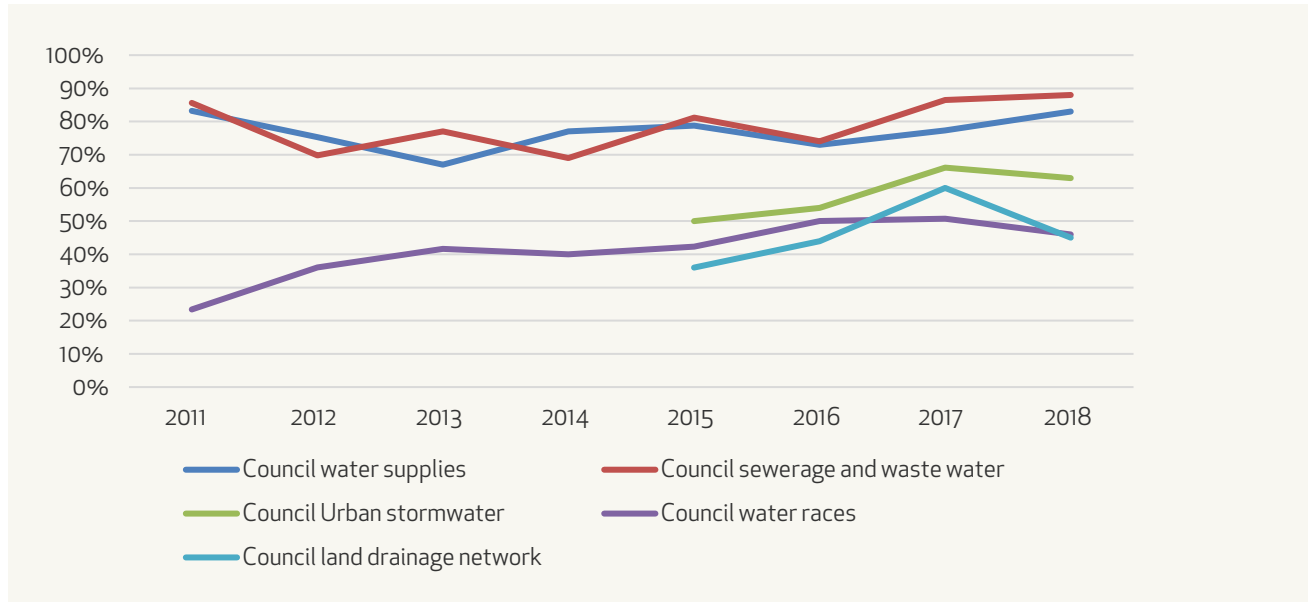
The remaining 3 services do have lower levels of performance albeit none of the changes vs. 2017 are statistically significant.

#### 4.3 Water Services, Performance by users



Trend analysis shows that most results are in line with those recorded in 2017.

#### 4.4 Water Services, Users Over Time



Respondents in towns are more satisfied each of the five water services than their rural counterparts. In particular, town residents are more satisfied with sewerage (81%, compared to 55%) and water supplies (86%, compared to 53%) than rural residents.

There are no statistically significant differences by age or gender.

#### 4.5 Water Services Overall Performance, All residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Council water supplies	86%	53%	63%	80%	76%	80%
Council sewerage and waste water	81%	55%	41%	79%	76%	76%
Council water races	34%	41%	36%	43%	38%	24%
Council urban stormwater	59%	26%	32%	52%	56%	37%
The Council land drainage network	46%	33%	35%	45%	43%	31%



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.

#### 4.6 Water Services Performance, All residents

	Male	Female	18-34	35-54	55+
Council water supplies	75%	76%	77%	75%	76%
Council sewerage and waste water	75%	72%	65%	74%	78%
Council water races	37%	38%	45%	35%	36%
Council urban stormwater	51%	44%	42%	47%	53%
The Council land drainage network	43%	36%	44%	35%	45%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 4.7; verbatim responses are provided in Appendix Two.

#### 4.7 Reasons for Dissatisfaction with Water Services

	2017	2018
<b>Council water supplies</b>		
Issues with water supply/ infrastructure	13	5
Issues with water treatment/ contaminations/ chlorination	6	12
High costs/ fees	5	4
Do not like water restrictions	4	0
Poor water quality (smell, taste, colour)	3	3
Poor water pressure	3	0
Poor communication around water issues	3	1
Lack of support during natural disasters		1
<b>Total responses, water supplies</b>	<b>27</b>	<b>21</b>
<b>Council sewerage and waste water</b>		
Poor infrastructure/planning	5	3
Poor drainage/ flooding issues		8
Don't have a sewerage system	4	4
Poor maintenance	2	1
Bad smells		1
Discharge into waterways		2
<b>Total responses, sewerage and waste water</b>	<b>12</b>	<b>17</b>

	2017	2018
Council water races		
Poorly maintained/ serviced	18	24
Poor Council management around issues to do with water races	11	1
No water in them/ poor water flow	8	9
Too much water/overflowing		9
Rubbish/ dirty/ overgrown	5	17
Water races turned off/on inconsistently		3
Drainage issues		2
Redundant	1	5
Costs	1	1
Don't know	3	2
<b>Total responses, water races</b>	<b>41</b>	<b>52</b>
Council urban stormwater		
Surface flooding	19	18
Poor drainage/blockages		6
Lack of maintenance	9	4
Poor council management/communication	7	2
Don't use	3	3
<b>Total responses, urban stormwater</b>	<b>31</b>	<b>31</b>
The Council land drainage network		
Poor/ lack of maintenance	8	10
Drainage not working	7	2
Council don't respond to issues/ don't listen	4	2
Need to expand network	1	2
Should be kept more often		1
Poor contractor performance		1
Don't know	6	6
<b>Total responses, land drainage</b>	<b>29</b>	<b>25</b>

# 5

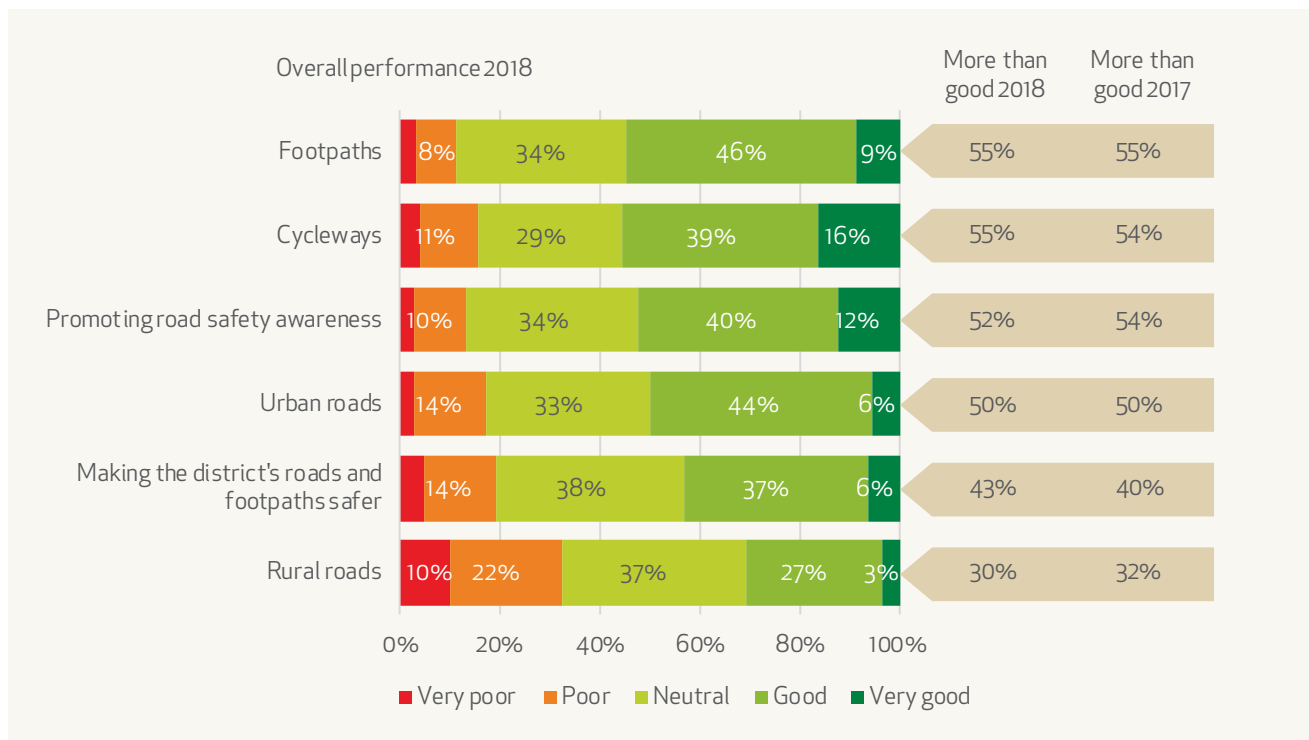
## Land Transport

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%) and cycleways (55%) as well as the promotion of road safety awareness (52%). Residents were least satisfied with rural roads (31%).

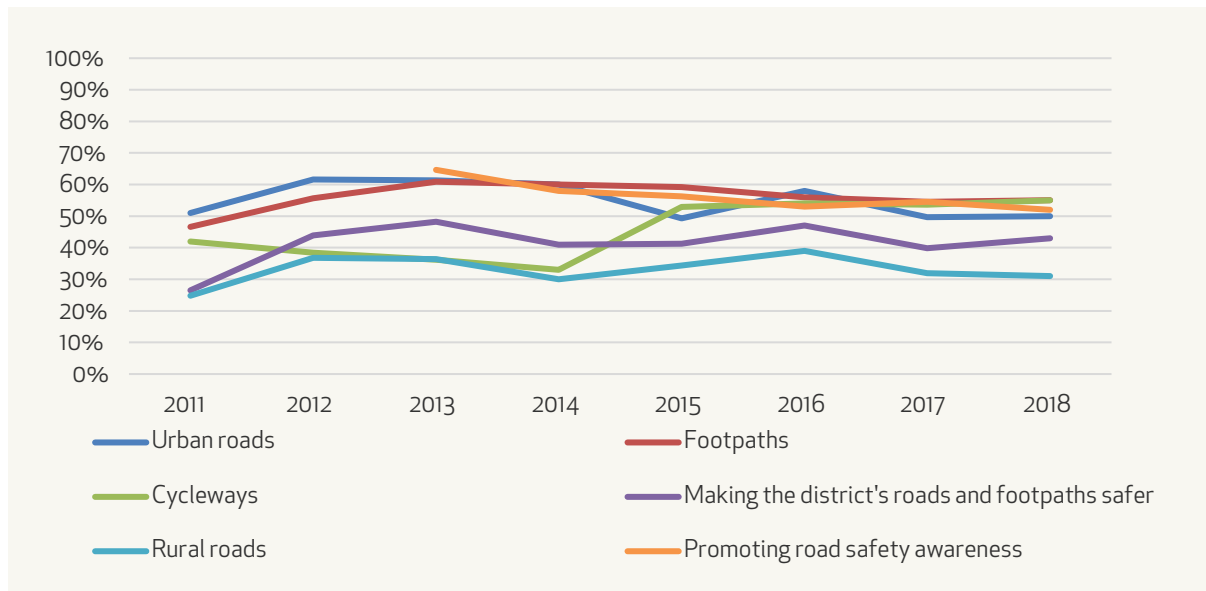
### 5.1 Land Transport Performance



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 remain steady since 2017.

## 5.2 Land Transport, Over Time



Rural respondents continue to be less satisfied with aspects of land transport than town respondents, except regarding urban roads and road safety promotions where they have similar responses as town residents.

Those in Springs are notably more satisfied with cycleways than other wards, and there are no notable differences between gender or age.

## 5.3 Land Transport Performance, All residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Urban roads	51%	48%	54%	49%	42%	58%
Footpaths	61%	47%	58%	52%	58%	53%
Cycleways	62%	46%	43%	50%	76%	41%
Making the district's roads and footpaths safer	49%	35%	33%	52%	39%	36%
Rural roads	36%	25%	17%	35%	35%	28%
Promoting road safety awareness	53%	52%	58%	50%	47%	60%

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.



#### 5.4 Land Transport Performance, All Residents

	Male	Female	18-34	35-54	55+
Urban roads	47%	52%	63%	51%	41%
Footpaths	56%	54%	65%	55%	49%
Cycleways	52%	58%	51%	54%	61%
Making the district's roads and footpaths safer	43%	43%	47%	44%	38%
Rural roads	28%	33%	32%	28%	34%
Promoting road safety awareness	45%	59%	50%	55%	48%

Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 5.5; verbatim responses are provided in Appendix Two.

#### 5.5 Reasons for Dissatisfaction with Land Transport

	2017	2018
<b>Urban roads</b>		
Roads are in poor condition (potholes etc)	23	47
Roads are poorly maintained	20	20
Issues with traffic management (heavy traffic, speed limits, signage etc)	11	16
Repairs are not done properly	10	14
Roads are too narrow	4	9
Council not investing in roading	4	2
Issues with roadworks	4	2
Safety concerns	3	4
Poor streetlighting	2	1
Parking in rural towns/ poor parking	1	3
<b>Total responses, urban roads</b>	<b>61</b>	<b>72</b>
<b>Footpaths</b>		
Need more footpaths	21	23
Poor condition (pot holes etc)	17	15
Poor design/ construction	6	4
Poor maintenance	5	8
Need better lighting	1	2

	2017	2018
Not repaired properly/unfinished		7
<b>Total responses, footpaths</b>	<b>47</b>	<b>46</b>
<b>Cycleways</b>		
None or not enough cycleways	47	38
Cycleways/ roads unsafe	11	9
Don't want cycleways	6	4
Poorly designed	6	3
Cycleways aren't used	3	2
Available spaces could be utilised better		2
Don't know	1	1
Other		2
<b>Total responses, cycleways</b>	<b>66</b>	<b>55</b>
<b>Making the district's roads and footpaths safer</b>		
Poor condition (pot holes, uneven surface etc)	20	17
No evidence they are (not enough being spent, not seeing roads improve etc)	18	20
Poorly maintained	16	17
Traffic control poor (no markings, lights, signs etc)	13	20
Issues with traffic (heavy traffic, speed)	8	8
Improve visibility/ streetlighting	7	5
Need more pedestrian crossings	7	3
Roads too narrow	6	5
No/ not enough footpaths	5	7
Not keeping up with growth in area	3	5
Poor response/communication about safety issues		2
Other		2
Don't know	1	1
<b>Total responses, making roads and footpaths safer</b>	<b>88</b>	<b>78</b>
<b>Rural roads</b>		
Poor condition (pot holes, uneven etc)	62	70
Poor maintenance	62	63
Narrow roads	26	24

	2017	2018
Heavy traffic	23	25
Poor visibility	9	4
Lack of sealed roads	8	12
Unsafe intersections	8	7
Speed limits too high/low/inconsistent	8	7
Signage is poor	7	8
Not enough being spent on roading	6	9
Generally unsafe	6	7
Poor response to requests		5
Other		4
<b>Total responses, rural roads</b>	<b>137</b>	<b>136</b>
<b>Promoting road safety awareness</b>		
Have not seen any	26	29
Traffic control issues still present (speed limits, intersections, signage etc.)		15
Poor driver behaviour still present		5
Not enough being done	22	6
Not aware it was Council that did it	3	2
Deaths/accidents still happening		2
Changes communicated poorly		1
Don't know	1	2
Other		3
<b>Total responses, road safety awareness</b>	<b>50</b>	<b>53</b>

# 6

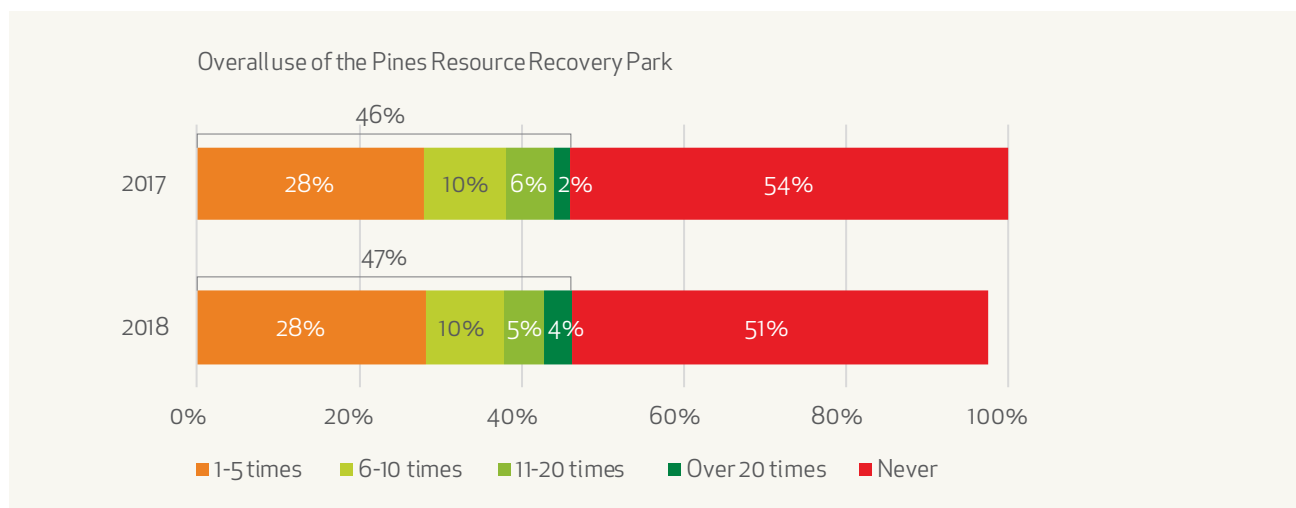
## Waste Management

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

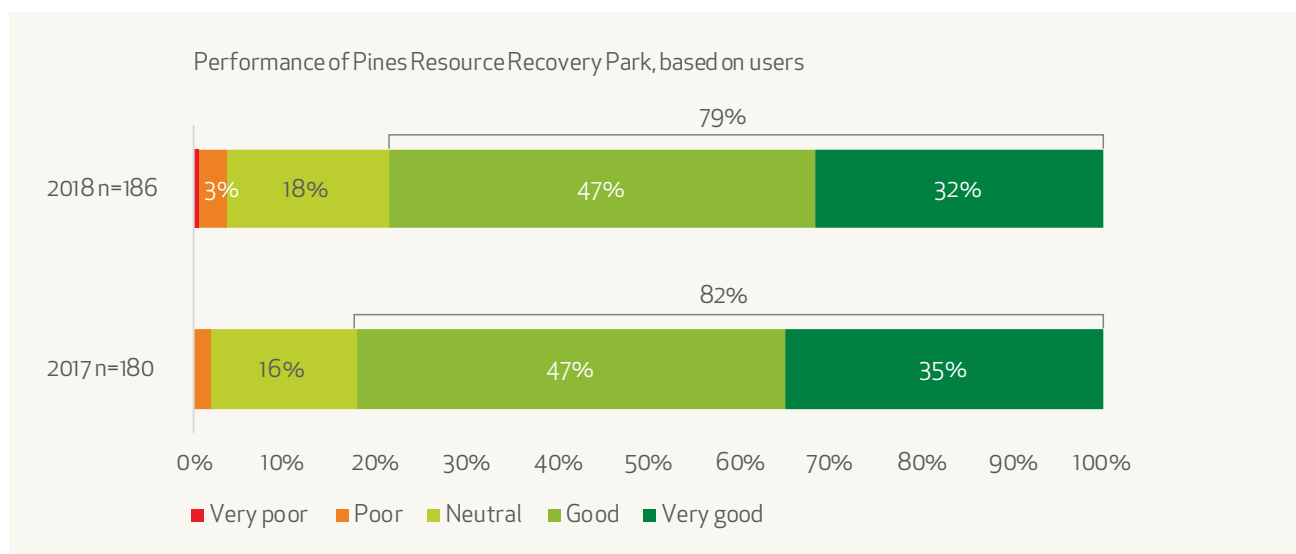
- Rubbish collection services;
- Collection of lawn, garden and food waste for compost; and
- Recycling collection services.

Council is clearly performing well at providing waste management services. Nearly all residents are satisfied with rubbish collection (95%), recycling collection (94%) and organic collection (93%). Don't know responses have been discarded.

### 6.1 Overall Use of Pines Resource Recovery park

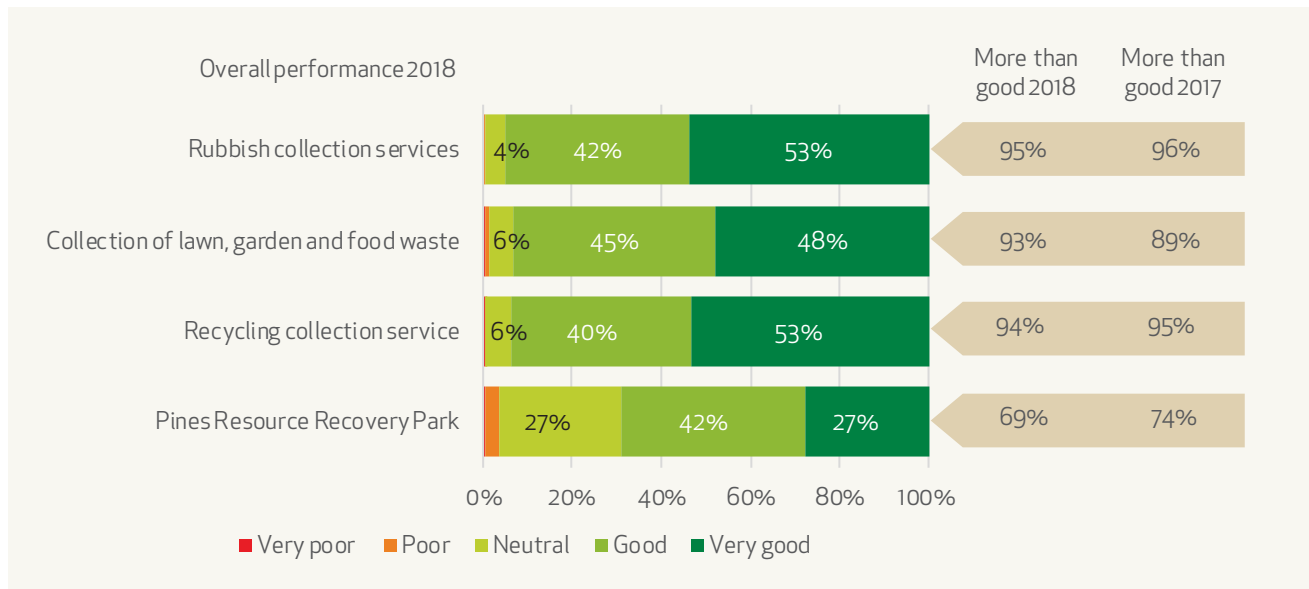


### 6.2 Performance of Pines Resource Recovery Park, based on users





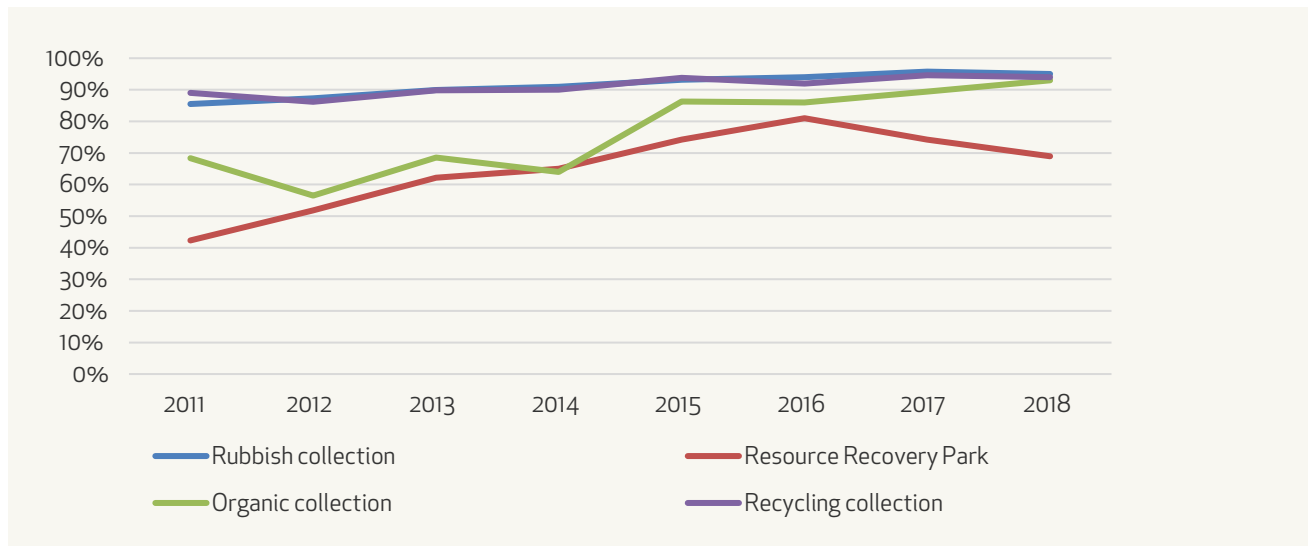
### 6.3 Waste Management, Performance



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 rubbish, recycling and organic collection perceptions have all stabilised at very high levels after a number of years of gradual improvement. Performance of the Pines Resource Recovery Park have reduced this year following three years of stronger results.

## 6.2 Waste Management Performance, Over Time



Perceptions are high across ward, location, gender and age, however the compost collection service is rated less highly among those in rural areas.

## 6.3 Waste Management Performance, All residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Rubbish collection service	97%	92%	95%	96%	97%	89%
Collections of lawn, garden and food waste for compost	96%	78%	90%	92%	96%	90%
Recycling collection service	95%	91%	93%	93%	96%	92%
Pines Resource Recovery Park	73%	64%	62%	73%	67%	66%

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 Waste Management Performance, All residents

	Male	Female	18-34	35-54	55+
Rubbish collection service	94%	96%	95%	95%	95%
Collections of lawn, garden and food waste for compost	92%	94%	89%	94%	94%
Recycling collection service	93%	94%	90%	94%	94%
Pines Resource Recovery Park	71%	67%	46%	76%	69%

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

#### 6.5 Reasons for Dissatisfaction with Waste Management

	2017	2018
Rubbish collection service		
Collected too far away from property	3	1
Bin not emptied properly		1
<b>Total responses, rubbish collection</b>	<b>3</b>	<b>2</b>
Collections of lawn, garden and food waste for compost		
Service not offered	3	0
Issues with service	2	1
Cost of service	1	0
Unaware council offers this service		1
<b>Total responses, organic collection</b>	<b>8</b>	<b>2</b>
Recycling collection service		
Only come once a fortnight	2	0
Do not get this service	1	1
Collection too far away from property	1	1
<b>Total responses, recycling collection</b>	<b>4</b>	<b>2</b>
The Pines Resource Recovery Park		
Too costly	1	2
Not easy to use- layout/wind issues	1	4
Poor service		1
Opening hours unsuitable		1
<b>Total responses, resource recovery park</b>	<b>8</b>	<b>8</b>

# 7

## Community Facilities

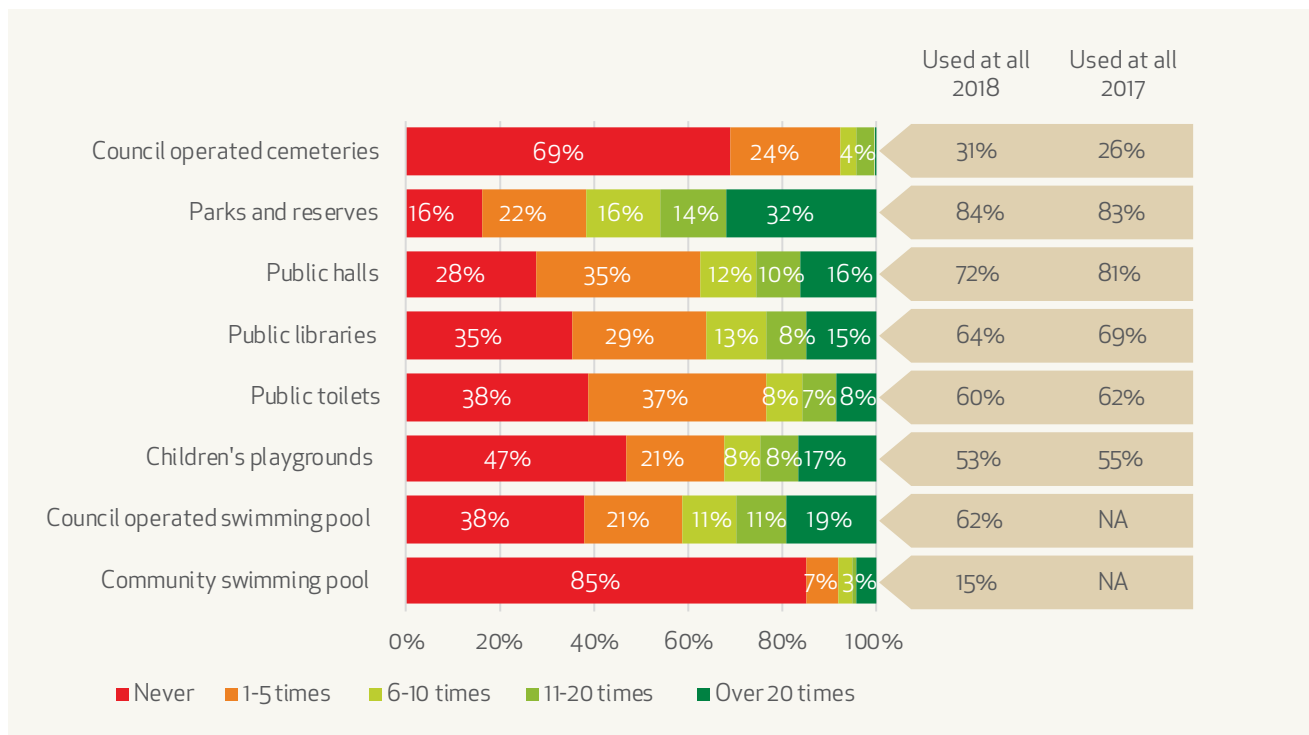


A range of Council community facilities were evaluated in the 2018 Residents' Survey:

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

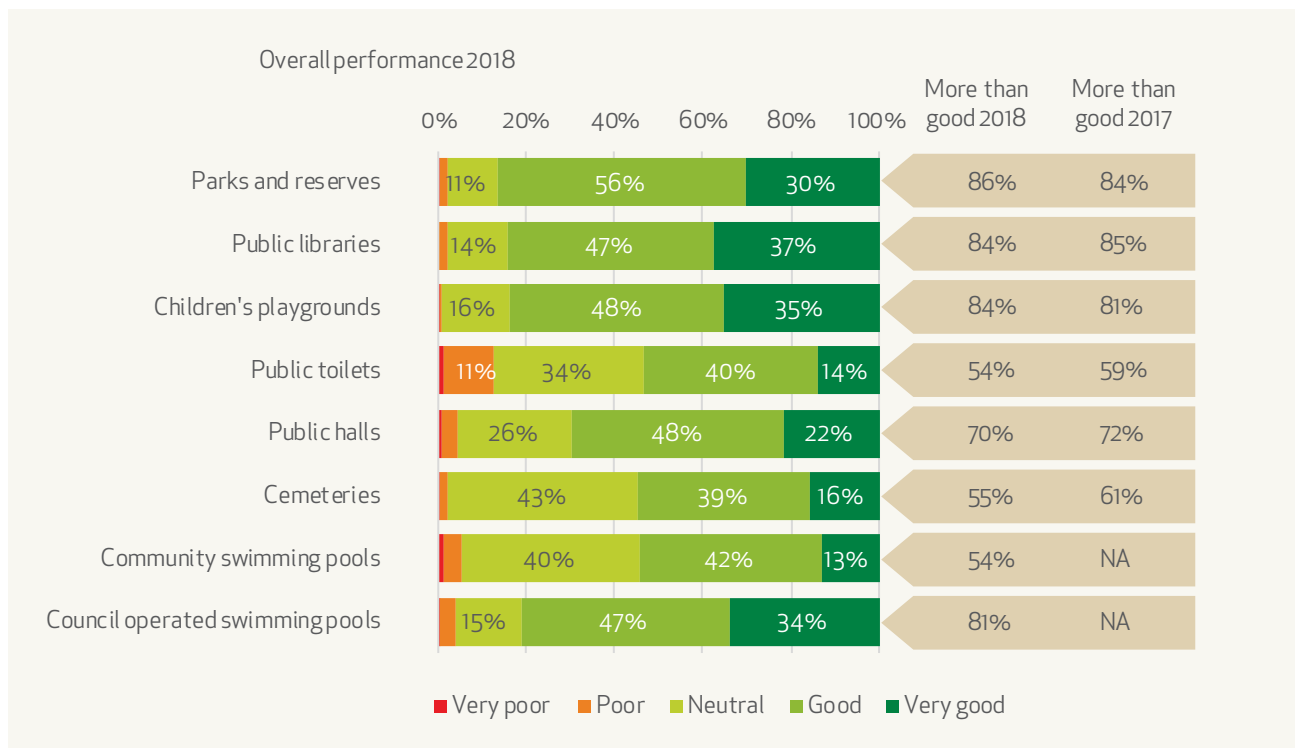
Parks and reserves were the most popular community facility, used by 84% of residents at least once. This was followed by public halls (72%), the library (65%) and the council operated swimming pools (62%).

### 7.1 Community Facilities, Use/Provision



Of the community facilities, Council performance was rated most highly for parks and reserves (85%), public libraries (84%) and council operated swimming pools (81%). Beyond this, ratings for other facilities were as follows: public halls (70%), cemeteries (55%), other community pools (54%) and public toilets (53%).

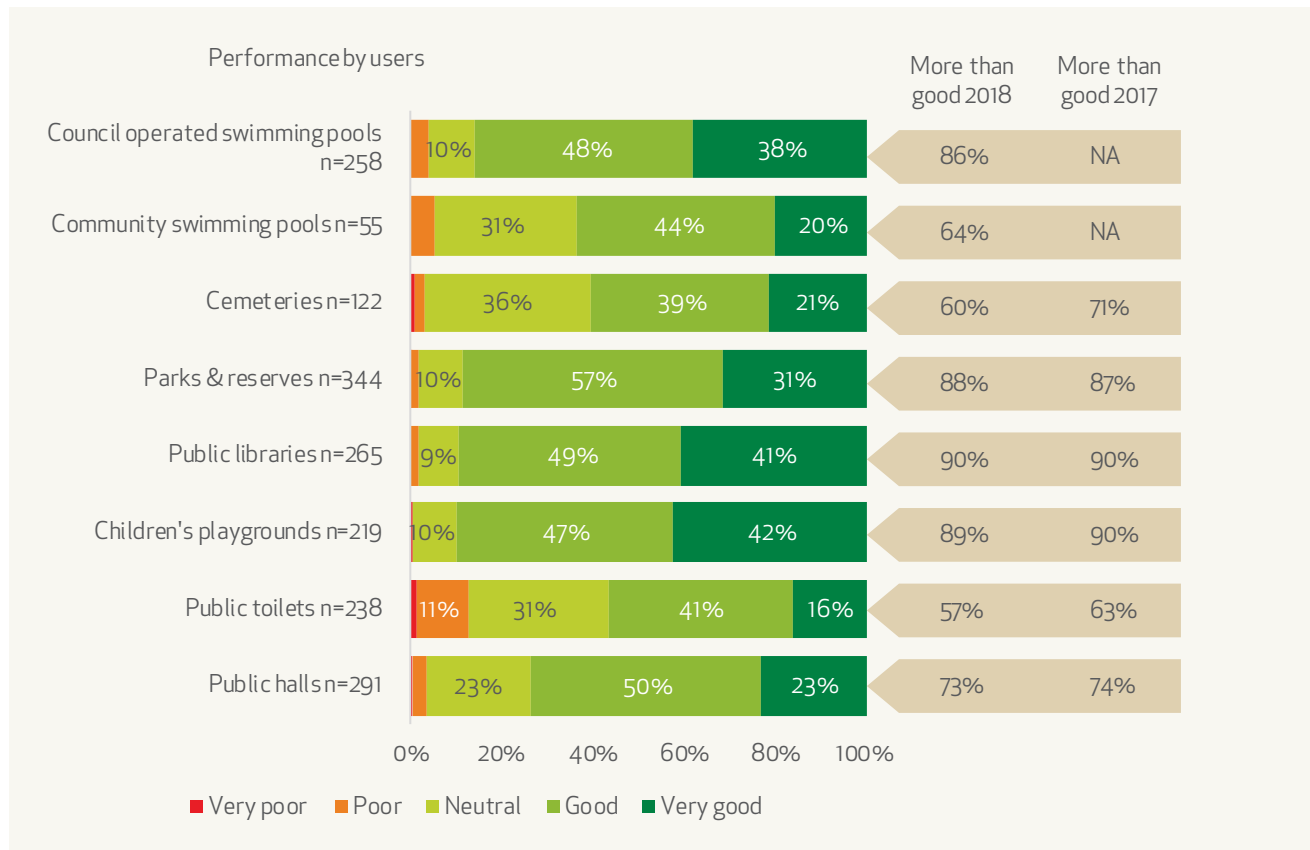
## 7.2 Community Facilities, Performance



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

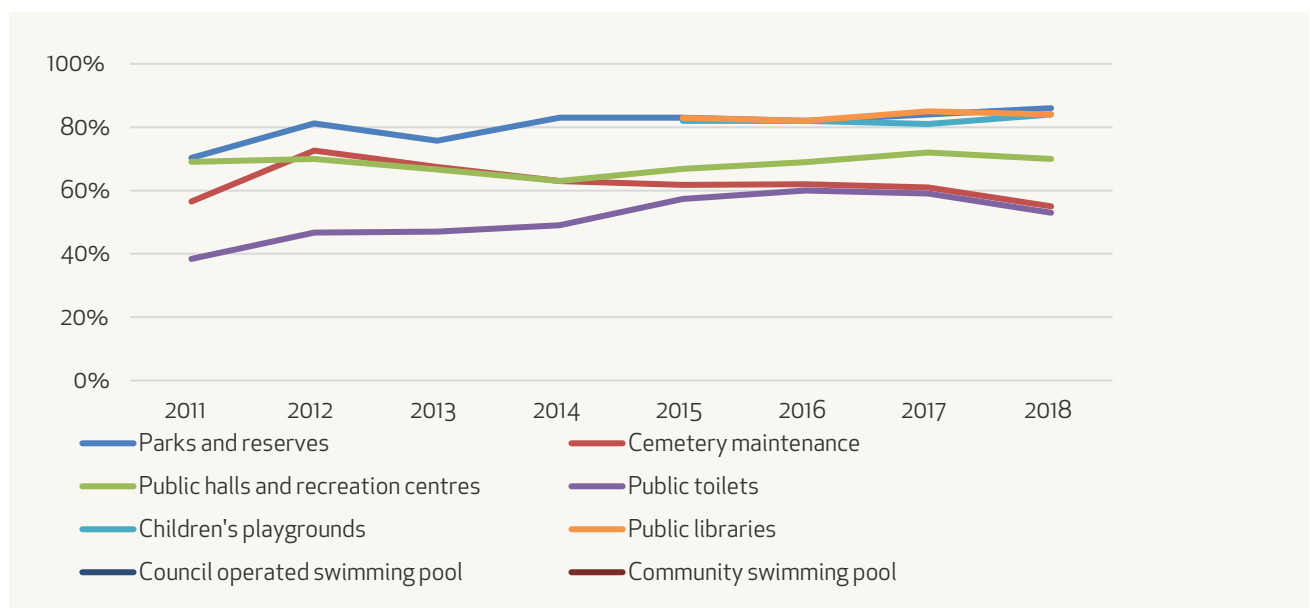
When looking at satisfaction by users of each community facility, playgrounds, libraries, parks and reserves and council operated swimming pools continue to have high overall performance ratings with over 80% rating them as good or very good.

### 7.3 Community Facilities, Performance by users



Most perceptions of community facilities have remained fairly stable over time, however cemetery maintenance and public toilets have both declined slightly in the past year.

### 7.4 Community Facilities, Over Time



Females tend to be a little more positive than males, and while there are minimal variations by age, the older age group are more positive about the council run cemeteries.

#### 7.5 Community Facilities, Performance, All residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Public halls	72%	67%	69%	66%	78%	66%
Public toilets	53%	53%	62%	59%	47%	41%
Children's playgrounds	88%	78%	81%	89%	79%	79%
Public libraries	83%	86%	84%	79%	89%	89%
Parks and reserves	87%	86%	83%	89%	85%	86%
Council operated cemeteries	59%	49%	45%	56%	54%	63%
Council operated swimming pools	78%	85%	74%	85%	80%	80%
Community swimming pools	57%	51%	47%	55%	52%	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.

#### 7.6 Community Facilities, Performance, All residents

	Male	Female	18-34	35-54	55+
Public halls	65%	75%	72%	68%	71%
Public toilets	52%	54%	48%	55%	53%
Children's playgrounds	80%	87%	81%	86%	81%
Public libraries	79%	89%	83%	82%	89%
Parks and reserves	83%	90%	94%	85%	84%
Council operated cemeteries	54%	56%	49%	52%	62%
Council operated swimming pools	78%	83%	84%	81%	80%
Community swimming pools	51%	58%	56%	53%	55%

## 7.7 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	75%	69%	75%	69%	73%	79%
Public toilets	64%	60%	67%	60%	58%	68%
Children's playgrounds	55%	51%	49%	60%	43%	54%
Public libraries	67%	62%	67%	56%	75%	68%
Parks and reserves	88%	79%	85%	81%	87%	85%
Council operated cemeteries	31%	32%	36%	22%	34%	45%
Council operated swimming pools	62%	62%	58%	66%	58%	62%
Community swimming pools	15%	15%	18%	13%	9%	25%

## 7.8 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	71%	74%	79%	76%	64%
Public toilets	59%	65%	74%	69%	45%
Children's playgrounds	47%	59%	65%	57%	40%
Public libraries	60%	69%	63%	65%	65%
Parks and reserves	80%	87%	92%	89%	72%
Council operated cemeteries	32%	31%	26%	26%	42%
Council operated swimming pools	55%	69%	67%	71%	46%
Community swimming pools	14%	16%	19%	20%	6%



Residents who are dissatisfied also provided responses about the reasons for their dissatisfaction. These are compiled in Table 7.9; verbatim responses are provided in Appendix Two.

#### 7.9 Reasons for Dissatisfaction, Community Facilities

	2017	2018
<b>Public halls</b>		
Hall needs upgrade/ maintenance	5	8
No public hall in the area	3	2
Halls are too small	3	1
Expensive to hire	1	3
Halls poorly run/supported	1	3
Council trying to purchase/take away halls		3
Don't know	1	1
Other	0	1
<b>Total responses, public halls</b>	<b>12</b>	<b>17</b>
<b>Public toilets</b>		
Old/ poor/ need upgrading	15	9
Not enough	12	11
Dirty/ unclean	11	25
Not easy to access/ find	2	2
Facilities not stocked (soap, toilet paper etc)		5
<b>Total responses, public toilets</b>	<b>32</b>	<b>38</b>
<b>Children's playgrounds</b>		
Outdated	2	1
Not enough equipment etc	2	2
Not enough	1	1
Only suitable for some ages		1
<b>Total responses, playgrounds</b>	<b>9</b>	<b>3</b>

	2017	2018
Public libraries		
Small size	3	2
Book collection poor	3	3
Don't have one/ too far to travel	1	1
Staff issues	1	1
<b>Total responses, public libraries</b>	<b>8</b>	<b>7</b>
Parks and reserves		
Untidy/ poor maintenance	3	6
Need more of them	2	2
Better facilities	1	0
<b>Total responses, parks and reserves</b>	<b>7</b>	<b>8</b>
Council operated cemeteries		
Untidy/ poor maintenance	3	3
Perceive a decline in facilities	1	2
<b>Total responses, cemeteries</b>	<b>7</b>	<b>5</b>
Swimming pools		
Small size/too busy		8
Staff communication/behaviour		3
Poor layout/ planning		2
Need more features		1
Sometimes limited access for public users		1
<b>Total responses, Swimming pools</b>		<b>13</b>

# 8

## Quality of Life

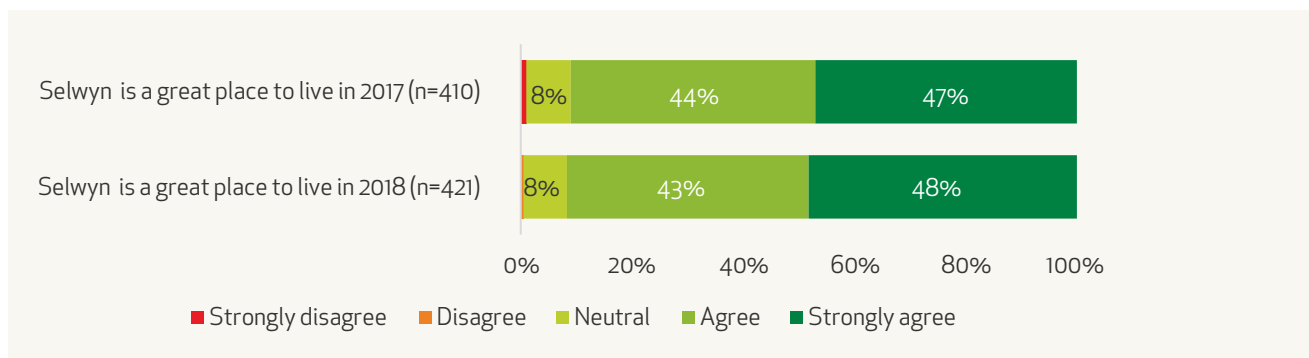
Questions were asked regarding perceptions of quality of life in the Selwyn District. Three specific areas were asked about:

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

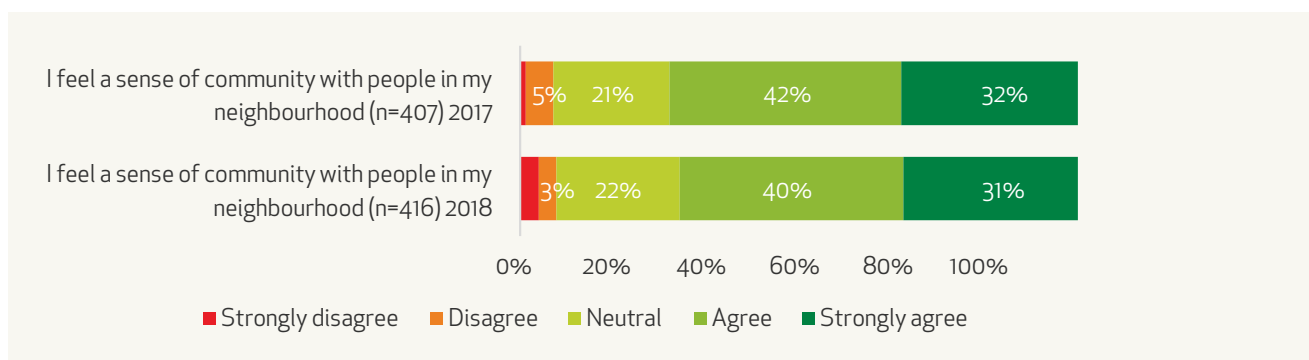
Residents were asked how much they agreed or disagreed that Selwyn is a great place to live, and that they have a sense of community with the people in their neighbourhood. These questions were asked using a simple five-point Likert scale, ranging from strongly agree to strongly disagree.

In line with last year, majority of residents still agree or strongly agree (91%) that Selwyn is a great place to live. Over three-quarters of residents (71%) agreed that they feel a sense of community with other residents in their neighbourhood.

### 8.1 *A great place to live*



### 8.2 *A sense of community*



Residents were asked why they agreed or disagreed that Selwyn is a great place to live. The main reasons for agreement were quite similar to what was recorded last year. The top reasons were good atmosphere and environment (32%), being generally happy with the district (29%), and good community (23%).

### 8.3 Reasons for rating 'Selwyn is a great place to live'

	2017 (n=411)	2018 (n=421)
Good atmosphere/ environment (eg rural, peaceful, clean, open spaces)	25%	32%
Generally happy with district/ Because I live here	25%	29%
Good community/ people (eg friendly, diverse, neighbourhood spirit)	23%	23%
Good services/ activities (eg rubbish collection, community events, outdoor recreation)	15%	19%
Good facilities/ amenities (eg pools, parks, buildings)	18%	18%
Accessible to Christchurch	10%	13%
Central/ accessible to everything needed		12%
Away from Christchurch/ main cities	6%	10%
Feel safe (low crime, away from earthquakes)	8%	8%
Good place for families/ raising children	5%	7%
District growth (positive)		7%
Good population density/ low traffic	3%	7%
Good Council/ Mayor	5%	6%
Good infrastructure (eg roading, sewage, water supply)	4%	5%
Poor or inadequate infrastructure (eg roading, sewage, water supply)	4%	4%
Growing too fast	4%	4%
Other	21%	15%
Don't know	2%	2%
NET		100%

Residents who did not feel a sense of community were asked why they had disagreed with the statement (n=43). In line with 2017 data the most common response recorded was that neighbours are unfriendly and keep to themselves (21%).

#### 8.4: Reasons for not feeling a sense of community

	2017 (n=24)	2018 (n=43)
Neighbours unfriendly/ keep to themselves	21%	21%
Don't know my neighbours	17%	14%
Lack of community spirit/ feeling		14%
Live far away	13%	14%
Lack of events	8%	12%
Too many new people	17%	9%
Know my immediate neighbours only		7%
Too busy	8%	7%
Prefer to keep to myself/ friends and family	13%	5%
Nothing in common with neighbours	4%	7%
Income inequality		5%
Don't Know		12%
NET		100%

Residents were asked if they belonged to a series of groups in Selwyn. Levels of participation were notably similar to last year. The most common group was sports clubs (35%). Overall, 30% of residents said they were not involved in any of the listed community groups, primarily because they are not interested in joining such groups.

#### 8.5 Membership of community groups

	2017 (n=411)	2018 (n=421)
Sports club	32%	35%
Community or voluntary group	28%	27%
Network of people from work or school	27%	25%
Hobby or interest group	27%	20%
Church or spiritual group	13%	14%
Online network, or online gaming communities	15%	6%
Other, please specify	2%	2%
None, because I'm not interested	15%	15%
None, I want to but don't know how to find out about them	1%	2%
None, I don't have time	7%	8%
None, I belong to groups outside Selwyn	3%	3%
None, for age/health/personal reasons	1%	2%
None, interests not catered for in Selwyn	0%	0%

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 15% were involved in volunteering outside Selwyn. Being too busy (30%) was the main reason for not volunteering.

### 8.5 Volunteering

	2017 (n=411)	2018 (n=421)
Yes, in Selwyn	41%	41%
Yes, not in Selwyn	16%	15%
Yes, as needed	1%	0%
<b>Yes (Total)</b>	<b>54%</b>	<b>52%</b>
No, I am too busy	18%	30%
No, because I'm not interested in volunteering	20%	9%
No, I want to but don't know how to find out about them	4%	2%
No, due to health/age/personal reasons	3%	3%
No, reason unspecified		2%
No, but volunteered in the past		2%
No, but currently looking for volunteer work	0%	0%
Other, please specify		1%
<b>No (Total)</b>	<b>46%</b>	<b>47%</b>

# 9

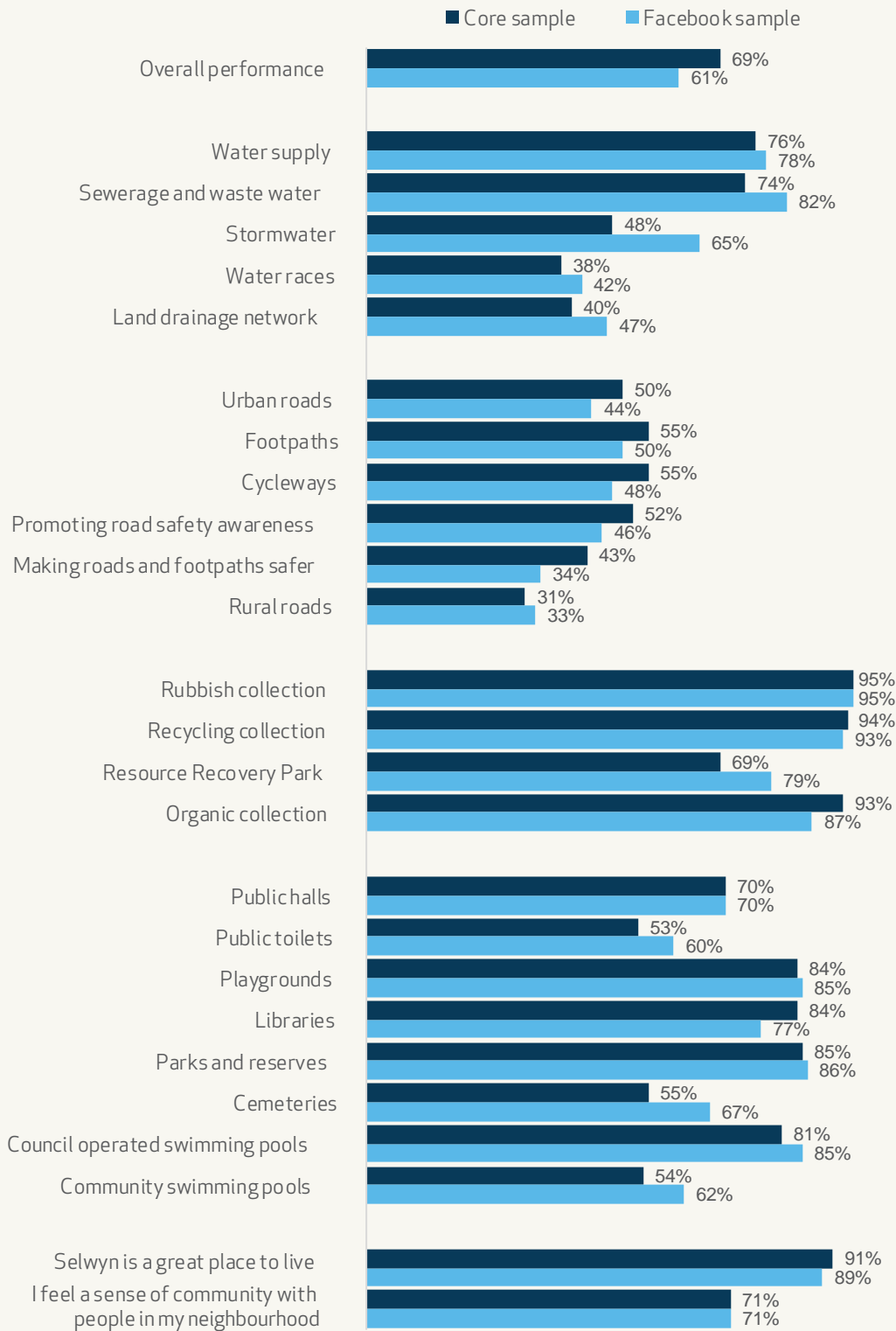
## Appendix 1: Social media responses

Concurrently, the survey was promoted through Selwyn's Facebook page, through which 210 residents completed the survey. The profile of Facebook respondents was skewed towards those living in the Selwyn ward, females, and those aged 25-44 years old (see table 2.3.2):

Results show that the Selwyn facebook sample are a little less positive with Council performance overall. 61% stated that the overall performance of the council is more than good.

However, they are generally more positive with water services and council facilities, but less positive about land transport.

Perceptions of Waste Management and Quality of Life are comparable to the Core representative sample.







RESEARCH FIRST

### CHRISTCHURCH OFFICE

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

### OTAGO OFFICE

Level 1, 17 Dunmore Street  
Wanaka 9305  
Tel: 022 676 8722

### WELLINGTON OFFICE

Level 12, 215-229  
Lambton Quay  
Wellington 6140

### TAURANGA OFFICE

PO Box 4632  
Mt Maunganui 3141  
Tel: 021 0269 2354