



RESEARCH FIRST

Selwyn District Council

RESIDENTS' SURVEY 2021

Research Report September 2021





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Section 1

SUMMARY



Key Findings

While most surveyed residents continue to feel that the Council's performance is "good" or "very good" (two in three residents), the proportion of residents who feel this way has improved to 69% in 2021 from 63% in 2020.

The majority of survey respondents continue to feel that Selwyn is a great place to live. This is a positive reflection on the district's quality of life, driven by the respondents' relationships and sense of community.

Water Services: Based on the standards in place, surveyed residents are, for the most part, satisfied with the Council's water services.

Land Transport: Based on the current standards, surveyed residents continue to expect improvements to urban and rural roads, a perception that has remained front of mind across time.

Waste Management: Overall, users of Council waste services are satisfied with the level of service provided across most Council waste management services, with the exception of recycling services where the satisfaction rating dropped 5% from 2020 and the performance target has not been met.

Community Facilities: Council performed favourably compared to 2020, with improvements in user perceptions across several of the services. However, in the current COVID-impacted environment, with its recurring lockdowns and restrictions, the expectation is that these performance ratings (on access-based services such as pools and parks) will continue to fluctuate until the pandemic is firmly under control.

Additional Questions

Customer Service: Most of the surveyed residents feel they have a positive experience when dealing with the Council, with most residents giving a high rating.

Gambling: Most of the surveyed residents have had low exposure to gambling and, therefore, no direct experience of the harmful effects of gambling. They do not wish to see an increase in gambling venues to match the population as they feel these represent a social cost to society.



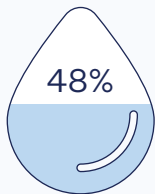
INFOGRAPHIC SUMMARY

OVERALL PERFORMANCE



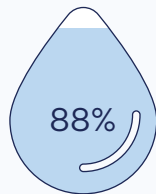
69% Good or very good **+6** % vs 2020

WATER SERVICES SATISFACTION: USERS



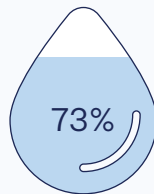
Satisfied with
water rates

0 % vs 2020



Satisfied with
sewerage and waste water

+6 % vs 2020



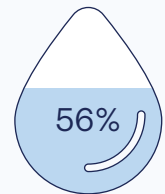
Satisfied with the
water supply

-3 % vs 2020



Satisfied with
stormwater

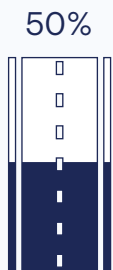
0 % vs 2020



Satisfied with the **land drainage network**

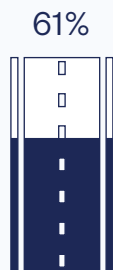
-7 % vs 2020

LAND TRANSPORT SATISFACTION: ALL RESIDENTS



Satisfied with
cycleways

0 % vs 2020



Satisfied with
footpaths

+9 % vs 2020



Satisfied with
local urban roads

+2 % vs 2020



Satisfied with
promotion of road safety awareness

-2 % vs 2020



Satisfied with
making roads and footpaths safer

-1 % vs 2020



Satisfied with
rural roads

-4 % vs 2020



INFOGRAPHIC SUMMARY

WASTE MANAGEMENT SATISFACTION: USERS



93%

Satisfied with
rubbish collection

-1 % vs
2020



88%

Satisfied with
organic collection

-3 % vs
2020



85%

Satisfied with
recycling collection

-5 % vs
2020



85%

Satisfied with
resource recovery park

+3 % vs
2020

COMMUNITY FACILITIES SATISFACTION: USERS



Parks and reserves **87%**

+3 % vs
2020



Public toilets **70%**

+6 % vs
2020



Playgrounds **90%**

+4 % vs
2020



Libraries **88%**

+3 % vs
2020



Council-operated swimming pools **82%**

-5 % vs
2020



Cemeteries **69%**

-4 % vs
2020



Public halls **77%**

+8 % vs
2020



Community swimming pools **65%**

+7 % vs
2020

QUALITY OF LIFE



92% Agree "Selwyn is a
great place to live"

0 % vs
2020



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

-1 % vs
2020



Section 2

ABOUT THIS RESEARCH



Research Context and Objectives

The Selwyn District is located in Canterbury, to the south and west of Christchurch City. It covers an area of over 6,400 km² and has a population of 69,680¹.

The Selwyn District is separated into four wards: Selwyn Central, Malvern, Ellesmere, and Springs. The main towns are Rolleston, Leeston, Lincoln, and Darfield.

The Selwyn District Council (the Council) Residents' Opinion Survey is a key monitoring tool that contributes to reporting on key performance indicators for the annual report and supports the Council's annual and long-term planning processes by providing insight into emerging issues in the community. The objectives of the 2021 Residents' Opinion Survey were to

- gather robust and representative data on resident satisfaction with the services and activities for which the Council is responsible;
- 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; and
- help the Council understand what Selwyn residents think about gambling and its effects in the district.

How the Research Was Conducted

The 2021 Residents' Opinion Survey was conducted primarily using a telephone survey designed to obtain the views of the Selwyn community. This was supplemented by an online survey designed to capture the views of younger residents. A total of 644 residents took part in the 2021 survey. While a margin of error cannot be ascribed to the whole sample (because the online component uses a selection sample rather than a probability one), if a sample of this size was drawn randomly the margin of error would be +/-3.8%.

1. For the telephone survey, a random database of telephone numbers covering the Selwyn area was used. This included a sample from Research First's cell phone database. After piloting the survey to ensure consistency and respondent ability to comprehend and credibly respond to the questions, data collection took place between 20 July 2021 and 10 August 2021. A total of 404 residents completed the survey via this method.
2. The online survey component aimed to canvass the opinions of younger residents by promoting the survey through Selwyn's Facebook page and the *Your Say Selwyn* website. A total of 240 residents completed the survey via this method. Online responses were analysed separately from telephone responses to ensure high levels of data quality, as the profile of online respondents is skewed toward those living in the Selwyn Central ward, females, and those aged 35 to 54 years old (see Table 2.2). A separate section has been provided reporting on these residents' views.

¹ Estimate based on the 2018 Census. <https://www.stats.govt.nz/tools/2018-census-place-summaries/selwyn-district>



Who Took Part in This Research

For the telephone survey, 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 then used to ensure the sample reflected the composition of the Selwyn District. The maximum margin of error from the telephone survey sample is +/-4.9%² and, as such, the data can be considered robust.

Table 2.1 Sample Profile vs. Previous Years

	2019		2020		2021		
Gender	N	%	n	%	n	%	Census 2018
Male	199	50%	199	50%	203	50%	51%
Female	202	50%	200	50%	201	50%	49%
Age							
18-34	80	20%	94	24%	102	25%	28%
35-54	193	48%	185	46%	180	45%	40%
55+	128	32%	121	30%	122	30%	32%
Sample ward							
Malvern	73	18%	73	18%	66	16%	14%
Selwyn Central	157	39%	160	40%	167	41%	42%
Springs	101	25%	99	25%	105	26%	29%
Ellesmere	70	17%	68	17%	66	16%	15%
Sample location							
Town	228	57%	231	58%	197	49%	
Rural area	173	43%	169	42%	207	51%	
Sample workplace location							
Within Selwyn	181	45%	181	45%	168	42%	
Christchurch	129	32%	131	33%	145	36%	
Not currently employed	70	17%	50	13%	71	18%	
Other	21	6%	37	10%	20	5%	
Total	401		400		404		



Having an online survey to support the telephone survey is a great way to reach those groups that do not have a mobile or landline phone or who are hard to reach by phone. That said, by definition online samples are self-selecting (as respondents opt in) and are not “robust” in a representative sense. This problem can be seen in the composition of the achieved sample, which skews heavily toward female and urban participants and those aged 35 to 54.

The results from the online sample are noted separately in the Appendix (Section 12 of this report).

Table 2.2 Telephone Sample Profile 2021 vs. Selwyn Facebook Sample

	2021 Telephone Sample		2021 Online Sample		
Gender	n	%	N	%	Census 2018
Male	203	50%	69	29%	51%
Female	201	50%	168	70%	49%
Age					
18-34	102	25%	48	20%	28%
35-54	180	45%	135	56%	40%
55+	122	30%	57	24%	32%
Sample ward					
Malvern	66	16%	47	20%	14%
Selwyn Central	167	41%	140	58%	42%
Springs	105	26%	34	14%	29%
Ellesmere	66	16%	19	8%	15%
Sample location					
Town	197	49%	153	64%	
Rural area	207	51%	87	36%	
Sample workplace location					
Within Selwyn	168	42%	94	39%	
Christchurch	145	36%	104	43%	
Not currently employed	71	18%	34	14%	
Other	20	5%	8	3%	
Total	404		240		



Population Profile

The Selwyn District Council Residents' Survey 2021 shows that among residents who completed the survey there is an equal split between those who define themselves as living in an urban area and those who see themselves as rural residents. Less than half the residents surveyed stated that they are working inside the Selwyn District.

Figure 1.1 Urban vs Rural Residents Over Time

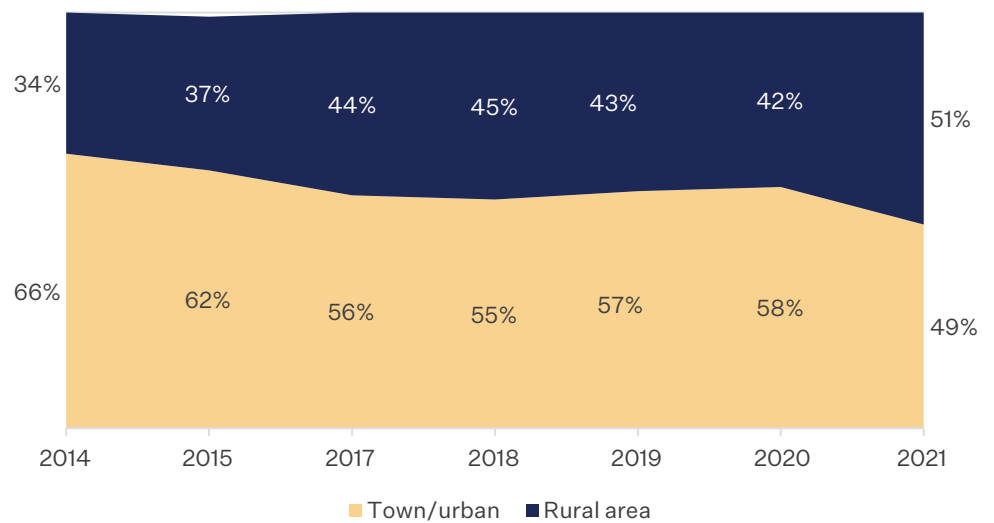
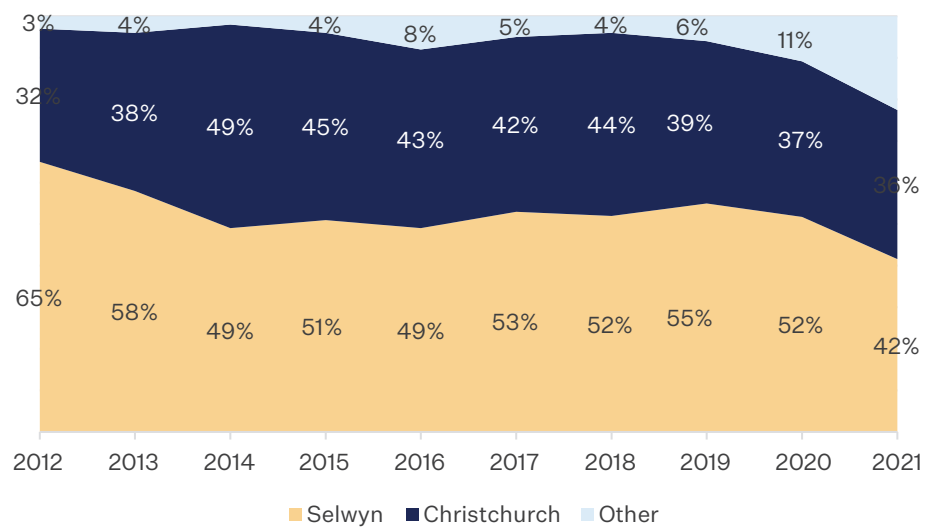


Figure 1.2 Workplace Location Over Time





Section 3

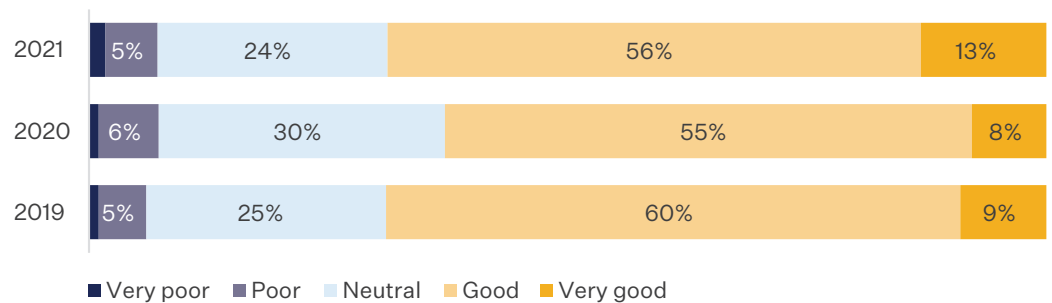
OVERALL PERFORMANCE



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 poor to very good. 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".

In total, 69% (vs. 63% in 2020) of residents felt that the Council's overall performance was good or very good.

Figure 3.1: Overall Performance



**Excludes "don't know".*

Residents' perceptions of the Council's performance have improved, with perceptions recovering from a dip in 2020 to previous years' highs. The improvement in overall performance is also reflected in improved ratings across most of the Council's service areas.



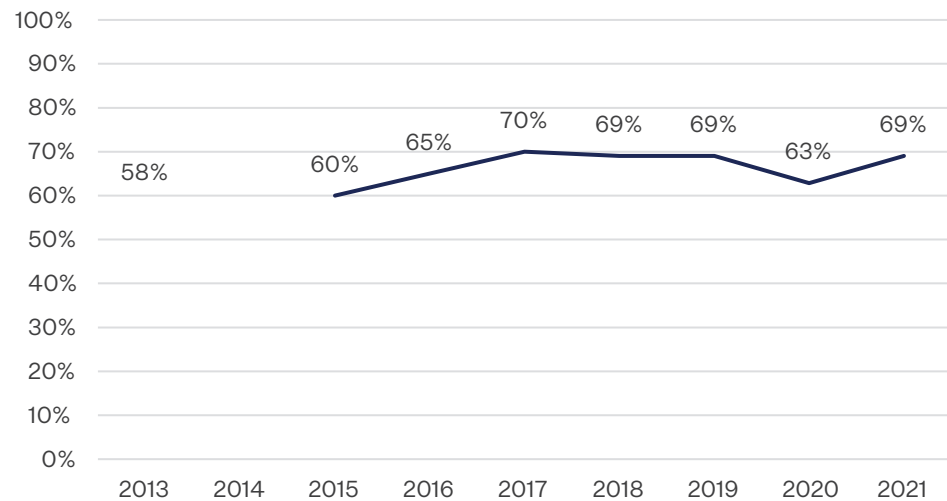
From the analysis of the open text, overall, people feel the Council is doing a good job and moving in the right direction. The overall sentiment measure was positive and high across all wards, but more so for residents in the Springs area.

Table 3.1: Reasons for Overall Performance Rating

	%
Doing a good job	30%
Doing an okay job	11%
Good But need to monitor the impact of Selwyn growth	9%
Roading needs attention	8%
Developing the community	6%
Spread Council investment Not just Rolleston	5%
Good But still room for improvement	5%
Good services Helpful	4%
Rates are too high	4%
They don't listen	4%
Like living in Selwyn	3%
Don't know	12%
NET	100%



Figure 3.2: Overall Performance, “More than Good”, Over Time, All Surveyed Residents



While not statistically significant, surveyed Malvern residents continue to report a less positive performance rating than residents living in other wards, as do residents living in rural areas when compared to those in urban areas. The data also appear to show a trend linking age and satisfaction, with satisfaction declining with the increasing age of the participants.

Table 3.2: Overall Performance, By Location, All Surveyed Residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
More than good ³	72%	66%	50%	72%	76%	68%
Very poor	2%	1%	3%	1%	1%	3%
Poor	3%	8%	12%	4%	1%	9%
Neutral	23%	25%	35%	23%	22%	20%
Good	57%	54%	44%	57%	65%	48%
Very good	15%	12%	6%	14%	11%	20%
Total (n)	197	207	66	167	105	66

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

³ A total of “good” and “very good” responses

**Table 3.3: Overall Performance, By Age and Gender, All Surveyed Residents**

	Male	Female	18-34	35-54	55+
More than good	66%	72%	78%	71%	58%
Very poor	3%	0%	2%	2%	1%
Poor	6%	5%	0%	7%	8%
Neutral	25%	23%	20%	21%	33%
Good	52%	60%	63%	59%	44%
Very good	14%	12%	16%	11%	14%
Total (n)	203	201	102	180	122



Section 4

QUALITY OF LIFE



Survey respondents were asked questions about three topics that influence their views of quality of life in the Selwyn District:

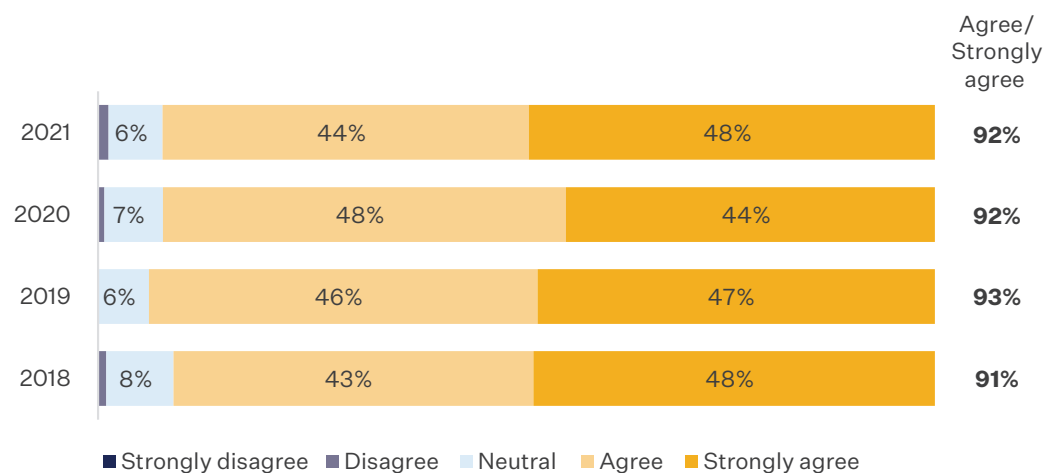
- Perceptions of living in Selwyn
- Residents' sense of community
- Community involvement

Respondents were asked how much they agreed or disagreed that Selwyn is a great place to live and whether 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 disagree” to “strongly agree”.

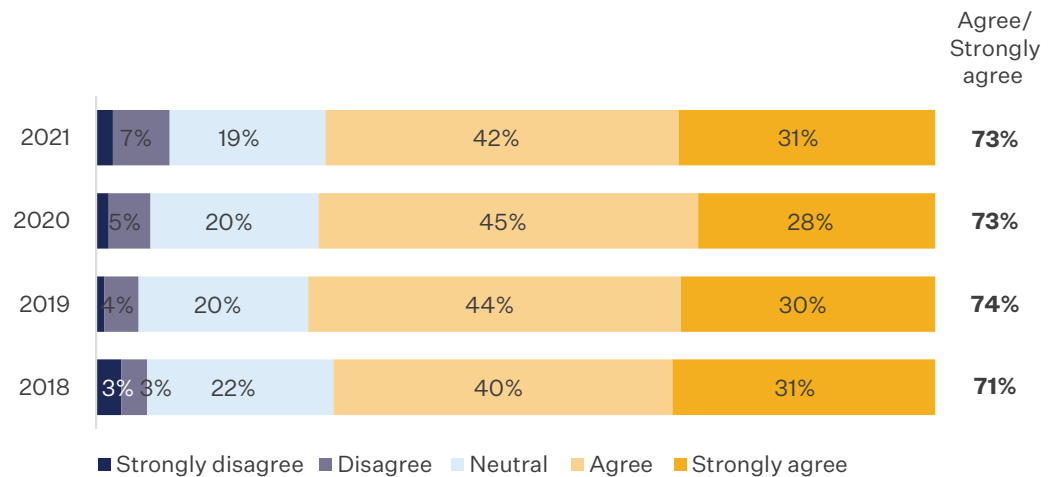
In line with the surveys from the past two years, most residents who responded still “agree” or “strongly agree” (92%) that Selwyn is a great place to live, while three-quarters of surveyed residents (73%) “agree” or “strongly agree” that they feel a sense of community with other residents in their neighbourhood.

Results from the 2019 Canterbury Wellbeing Survey⁴ revealed that Selwyn District has the highest quality of life measure, with 90% of residents reporting that life in Selwyn was “good” or “extremely good”. The report also mentions that relationships with family and friends are the third most popular reason for the high quality of life among residents in the Greater Christchurch area. Our findings on feeling a sense of community in the Selwyn District are consistent with this.

Figure 4.1: A Great Place to Live, All Surveyed Residents



4 <https://www.cph.co.nz/your-health/wellbeing-survey/>

**Figure 4.2: A Sense of Community, All Surveyed Residents**

Residents were asked why they agree or disagree that Selwyn is a great place to live.

The main reason for a positive rating focused on the facilities and amenities available in the district, which is also reflected in the improving performance ratings that the Council achieved in community facilities (see section 8). Consistent with the wellbeing survey results discussed above, community and relationships play a big role in the district's quality of life.

**Table 4.1: Reasons for the Rating Given for “Selwyn is a Great Place to live”**

n=404	
Positive Comments	
Good facilities/amenities (e.g. pools, parks, buildings, schools)	21%
Away from Christchurch/main cities/rural	20%
Good community/people (e.g. friendly, diverse, neighbourhood spirit)	20%
Central/accessible to everything needed	19%
Good atmosphere/environment (e.g. peaceful, clean, open spaces)	17%
Good services/activities (e.g. rubbish collection, community events, outdoor recreation)	16%
Accessible to Christchurch	11%
Generally happy/here a long time	10%
Good place for families/raising children	6%
Generic positive response (It’s good, love it)	6%
Negative Comments	
Unhappy with Council decisions/performance	3%
District growth (negative)	3%
Poor or inadequate infrastructure (e.g. roading, sewerage, water supply)	2%
Imbalance between different areas/towns of district	1%
Unaffordable/unhappy with rates	1%
Average/room for improvement	1%
Poor or inadequate services/activities (e.g. rubbish collection, community events, outdoor recreation)	1%
Poor or inadequate facilities/amenities (e.g. pools, parks, buildings)	1%
Crime rate increasing/not enough police presence	1%
Don’t know	2%

The main reason driving the ratings around the community is that most residents feel a sense of community; however, the data show that people feel there is still some work to do to cultivate this feeling among more residents.



Table 4.2: Reasons for the Rating Given for “I Feel a Sense of Community with People in My Neighborhood”

	%
Feel a sense of community But can still improve	34%
Good neighbours	11%
People keep to themselves	9%
Friendly	7%
Nice place	6%
Know my neighbours	6%
Getting to know people	5%
Selwyn growth has an impact on the community feel	5%
It would be good to improve community interaction	5%
Don't know	11%

Respondents were asked if they belong to a series of groups in Selwyn. Levels of participation are notably similar to last year. The most common group to which people belong is a sports club (34%) followed by networks of people from work or school (34%).

Around 25% of surveyed residents said they are not involved in any of the listed community groups, primarily because they are not interested in joining such groups.

**Table 4.3: Membership of Community Groups**

	2019 (n=401)	2020 (n=400)	2021 (n=402)
Sports club	30%	35%	34%
Network of people from work or school	23%	35%	34%
Community or voluntary group	30%	29%	26%
Hobby or interest group	19%	24%	21%
Online network or online gaming communities	14%	17%	17%
Church or spiritual group	11%	14%	14%
Other	4%	3%	2%
None, because I'm not interested	17%	16%	16%
None, I don't have time	7%	6%	4%
None, I want to but don't know how to find out about them	1%	1%	1%
None, for age/health/personal reasons	2%	1%	2%
None, I belong to groups outside Selwyn	1%	1%	2%

Surveyed residents were also asked where they volunteered (if they did volunteer). In total, 37% of residents are involved in volunteering in Selwyn, trending downward slightly from 2020. This may be due to more residents volunteering outside the district (as shown by the increasing proportion of such respondents) and an increase in those who feel they are too busy to engage in community activities.

If the Council is interested in raising volunteerism within the district, then it may be worthwhile finding ways of making volunteering activities more accessible to residents who feel interested but cannot find suitable times to participate. In addition, the increasing number of residents who are volunteering outside the district might signal a need to find out why these residents choose to do so and if their desired choice of activity could be made available in the district.

**Table 4.4: Volunteering**

	2019 (n=401)	2020 (n=400)	2021 (n=400)
Yes, in Selwyn	43%	39%	37%
Yes, not in Selwyn	11%	16%	20%
Yes (Total)	50%	48%	57%
No, I am too busy	31%	37%	37%
No, because I'm not interested in volunteering	10%	8%	5%
No, I want to but don't know how to find out about them	2%	2%	3%
No, due to health/age/personal reasons	2%	3%	2%
No, reason unspecified	0%	1%	0%
No, but volunteered in the past	2%	1%	1%
No (Total)	47%	50%	50%
Other	3%	3%	2%



Section 5

WATER SERVICES

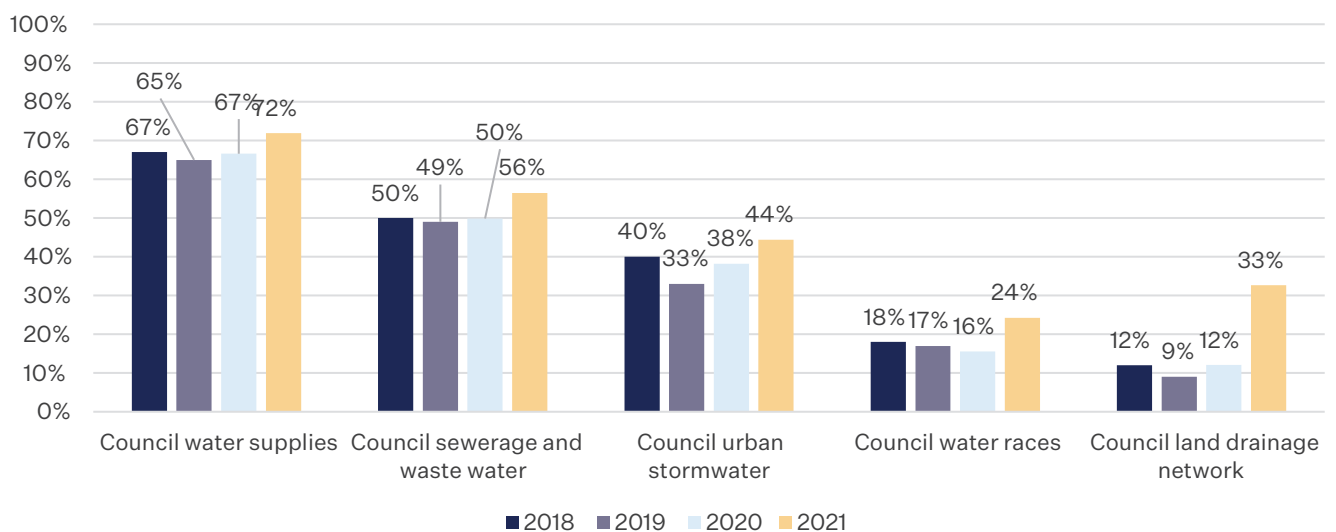


Residents who took part in the survey were asked if they use or are provided with any of the following Council water services:

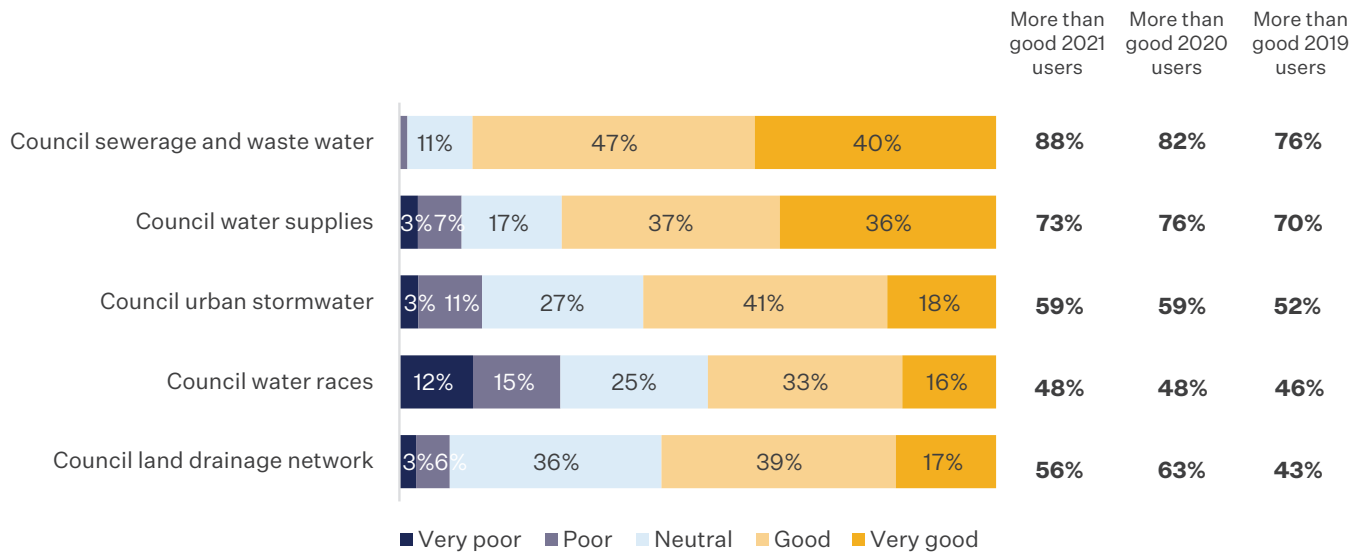
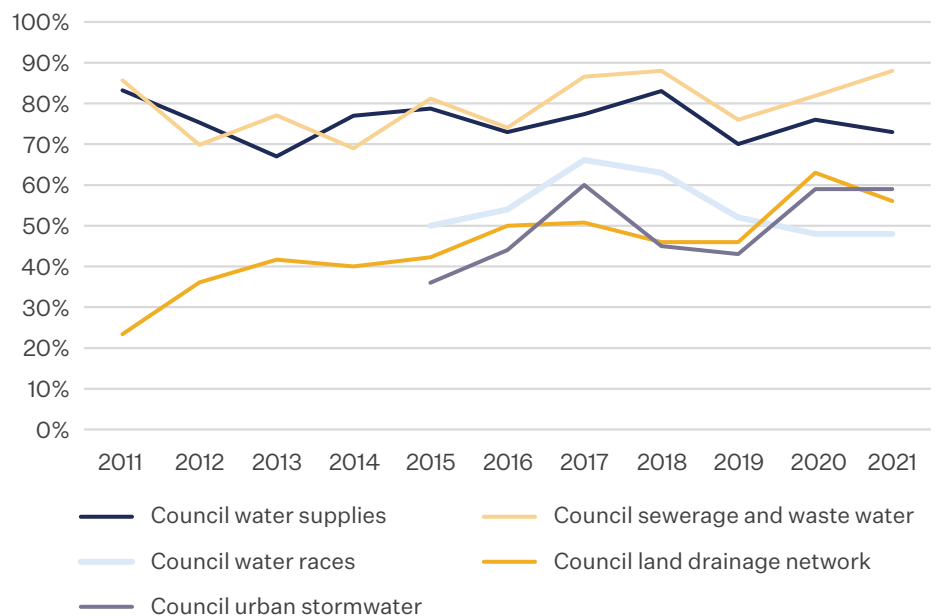
- Water races
- Water supply
- Urban stormwater
- Land drainage network
- Sewerage and wastewater

A look at the historical data shows a trend of increasing usage over the past three years, with 72% now having access to and using a Council water supply, 56% having access to and using sewerage and wastewater, and 44% having access to an urban stormwater service. Water races and land drainage are less commonly used or provided.

Figure 5.1: Water Services, Use/Provision, All Surveyed Residents



Among surveyed users, perceptions of sewerage and wastewater services and the land drainage network is that the Council performed better than in previous years. It is worth noting that the performance ratings of those surveyed who are using the water services are higher than the “all surveyed residents” ratings.

**Figure 5.2: Water Services, Performance by All Surveyed Users****Figure 5.3: Water Services, “More than good” ratings by All Surveyed Users over time**

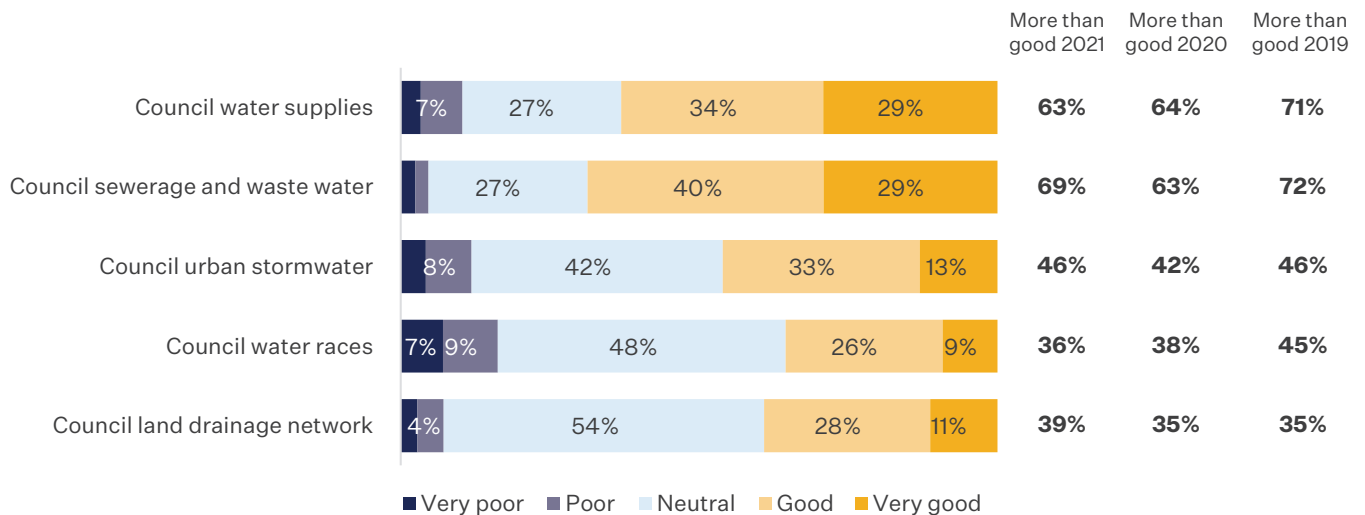
Over time, the performance of Council water services has fluctuated across all measures. However, the performance ratings of users have historically been better than those of all surveyed residents.

Meanwhile, respondents were asked to rate the Council’s performance in relation to each of the five water services. The data show that the surveyed residents feel the Council has performed well in water services during the last year, with most of the measured services either improving or remaining stable.



Perceptions of sewerage and wastewater services showed an improvement in performance, posting a 6% increase.

Figure 5.4: Water Services, Performance by All Surveyed Residents



In 2021, surveyed residents living in towns had higher levels of satisfaction across all water services. The proportion of Malvern residents who are less satisfied with water supplies and sewerage and wastewater remains significantly lower than the other wards. This is also the case for surveyed rural residents who reported significantly lower satisfaction levels with water supplies, sewerage and wastewater, and stormwater services than urban residents.

Table 5.1: Satisfied with Water Services Performance, All Surveyed Residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Council water supplies	77%	48%	43%	65%	75%	59%
Council sewerage and wastewater	82%	55%	36%	73%	77%	71%
Council water races	39%	33%	24%	39%	35%	40%
Council urban stormwater	54%	38%	31%	47%	54%	44%
Council land drainage network	45%	34%	21%	39%	45%	47%

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

**Table 5.2: Satisfied with Water Services Performance, All Surveyed Residents**

	Male	Female	18-34	35-54	55+
Council water supplies	60%	66%	71%	63%	57%
Council sewerage and wastewater	67%	71%	74%	70%	62%
Council water races	37%	34%	48%	36%	23%
Council urban stormwater	49%	43%	59%	43%	39%
Council land drainage network	42%	36%	55%	34%	32%

Surveyed residents who are dissatisfied (poor or very poor ratings) provided reasons for their dissatisfaction. These are compiled in Table 5.3 and the verbatim responses are provided in the Supplementary Verbatim Report.

Table 5.3: Reasons for Dissatisfaction with Water Services

	2019	2020	2021
Council water supplies			
Issues with water treatment/contaminations/chlorination	7	16	20
High costs/fees	9	5	6
Issues with water supply/infrastructure	3	5	9
Poor water pressure	2	4	6
Issues with Council management	2	3	2
Poor water quality (smell, taste, colour)	9	1	11
Poor communication around water issues	1	2	2
Total responses, water supplies	24	29	40
Council sewerage and wastewater			
Don't have a sewerage system	3	8	1
Poor infrastructure/planning	4	6	11
Poor drainage/flooding issues	3	1	1
Dissatisfaction with ECan/Council relationship regarding wastewater plant/wastewater management	4	3	2
Poor maintenance	1	1	2
Total responses, sewerage, and wastewater	11	20	17



	2019	2020	2021
Council water races			
Poorly maintained/serviced	19	18	30
Poor Council management around issues to do with water races	5	10	10
Costs	0	8	5
Rubbish/dirty/overgrown	9	4	9
No water in them/poor water flow	8	8	11
Too much water/overflowing	15	7	0
Redundant	4	6	1
Safety concerns	0	6	4
Water races turned off/on inconsistently	2	3	10
Drainage issues	2	2	0
Other	0	5	0
Total responses, water races	38	46	55
Council urban stormwater			
Surface flooding	38	21	25
Lack of maintenance	7	9	2
Poor drainage/blockages	15	8	15
Don't use/receive service	0	6	0
Rubbish and pollution	0	1	1
Poor Council management/communication	4	1	1
Other	0	1	0
Total responses, urban stormwater	53	34	42



	2019	2020	2021
Council land drainage network			
Drainage not working	16	15	9
Poor/lack of maintenance	9	9	8
Council don't respond to issues/don't listen	6	10	2
System needs upgrading	2	3	0
Farming pollution/water quality	8	1	0
Other	0	3	2
Total responses, land drainage	42	30	23



Section 6

LAND TRANSPORT

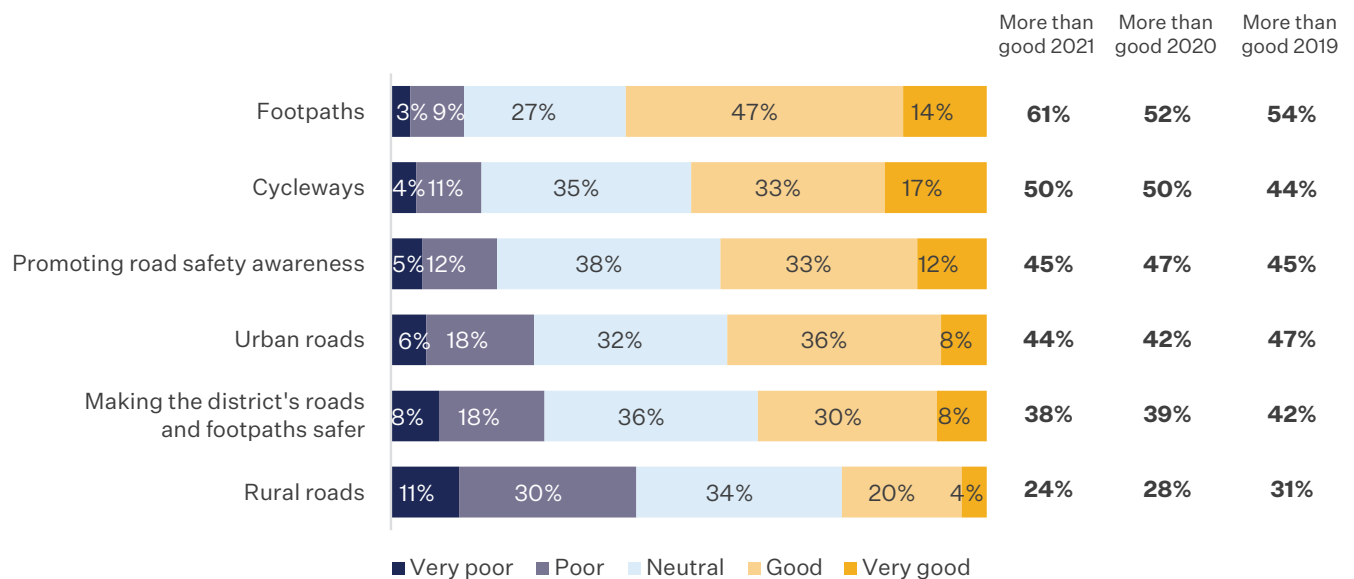


Respondents were asked to rate the Council's performance across the following services:

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

Respondents remain most satisfied with the Council's performance relating to footpaths, which has increased (61% vs. 52% in 2020), and cycleways, where satisfaction levels remain unchanged from the previous survey (50% rated it "more than good"⁵). Surveyed residents are the least satisfied with performance relating to rural roads (24%).

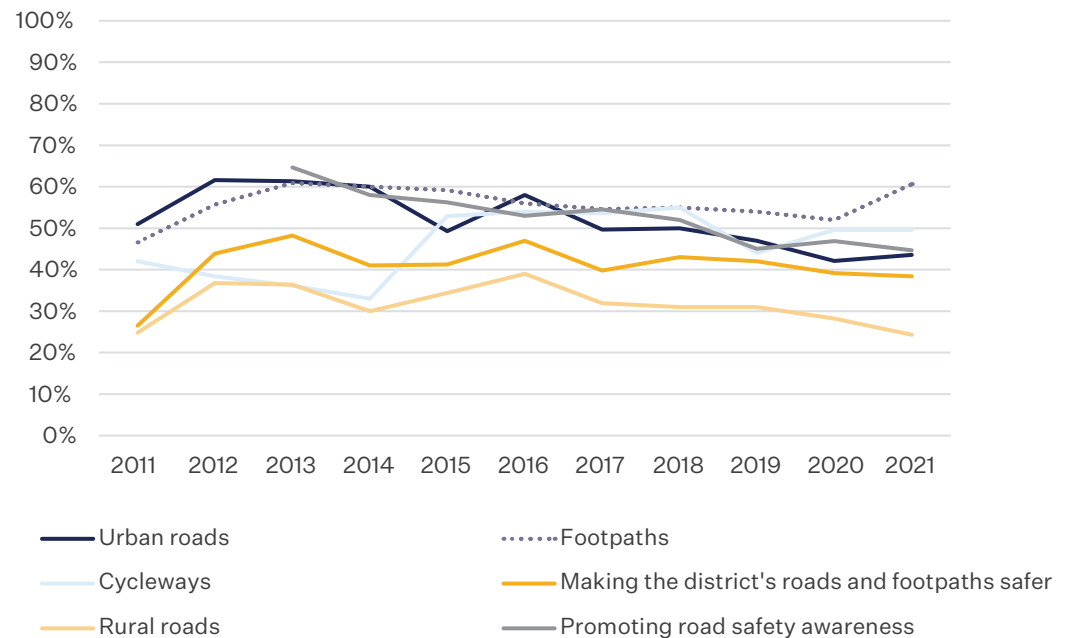
Figure 6.1: Land Transport Performance, All Surveyed Residents



Satisfaction⁶ with footpaths and urban roads show some improvement from 2020, while satisfaction levels with the rest of the land transport services are either stable or have gone down since the 2020 survey.

⁵ For ease of analysis, a "more than good" score has been calculated. This simply adds together those respondents who said "good" or "very good".

⁶ For ease of analysis, a "more than good" score has been calculated. This simply adds together those respondents who said "good" or "very good".

**Figure 6.2: Satisfied with Land Transport, All Surveyed Residents, Over Time**

Rural respondents continue to be less satisfied than town respondents with regard to the majority of the land transport services (this, however, is not statistically significant). This lower satisfaction is reflected in Malvern's data, where most townships in this ward are recognised as rural townships under the *Selywn 2031-District Development Strategy*⁷.

The proportion of satisfied responses among residents 55 years or older is significantly lower than the average satisfied response across all the age groups.

⁷ <https://www.selwyn.govt.nz/property-and-building/planning/strategies-and-plans/selwyn-2031>

**Table 6.1: Satisfied with Land Transport Performance, All Surveyed Residents**

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Urban roads	43%	44%	33%	46%	44%	48%
Footpaths	63%	58%	49%	62%	60%	69%
Cycleways	50%	49%	31%	48%	58%	55%
Making the district's roads and footpaths safer	41%	36%	26%	48%	30%	42%
Rural roads	23%	25%	15%	27%	26%	24%
Promoting road safety awareness	48%	42%	34%	49%	43%	45%

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

Table 6.2: Satisfied with Land Transport Performance, All Surveyed Residents

	Male	Female	18-34	35-54	55+
Urban roads	46%	41%	45%	49%	34%
Footpaths	63%	59%	73%	63%	46%
Cycleways	47%	52%	46%	55%	44%
Making the district's roads and footpaths safer	36%	41%	43%	41%	31%
Rural roads	23%	26%	27%	26%	20%
Promoting road safety awareness	41%	48%	51%	46%	37%



Surveyed residents who are dissatisfied provided reasons for their dissatisfaction. These are compiled in Table 6.3 and verbatim responses are provided in Appendix 2.

Table 6.3: Reasons for Dissatisfaction with Land Transport

	2019	2020	2021
Urban roads			
Roads are in poor condition (potholes etc)	35	35	51
Roads are poorly maintained	27	25	24
Issues with roadworks	2	18	4
Repairs are not done properly	16	20	17
Issues with traffic management (heavy traffic, speed limits, signage etc)	18	13	11
Roads are too narrow	9	9	10
Safety concerns	7	5	5
Council not investing in roading	12	7	6
Road layout/planning	0	4	8
Poor street lighting	0	3	3
Poor parking	0	1	1
Other	0	4	0
Total responses, urban roads	71	83	97
Footpaths			
Need more footpaths	18	23	24
Poor condition (potholes etc)	9	12	17
Poor maintenance	5	13	8
Poor design/construction	8	5	6
Not repaired properly/not finished	4	5	5
Need pedestrian crossings/signage	0	1	2
Too close to the road	0	3	0
Variable quality	4	2	0
Other	2	5	1
Total responses, footpaths	39	49	49



	2019	2020	2021
Cycleways			
None or not enough cycleways	47	38	38
Poorly designed	11	19	3
Cycleways/roads unsafe	15	11	12
No space for them/roads too narrow	8	6	3
Don't want cycleways	4	6	2
Cycleways aren't used	2	3	0
Cycleways are not marked	3	1	2
Other	4	5	1
Total responses, cycleways	74	69	57
Making the district's roads and footpaths safer			
Poor condition (potholes, uneven surface etc)	22	27	15
Poorly maintained	19	32	23
Issues with traffic (heavy traffic, speed)	14	25	15
No evidence they are safer (not enough being spent, not seeing roads improve etc)	26	28	18
Unsafe	17	18	8
Traffic control poor (no markings, lights, signs etc)	8	7	9
Roads too narrow	9	9	6
No/not enough footpaths	7	3	10
Need more pedestrian crossings	8	2	5
Improve visibility/streetlighting	6	6	4
Council and staff doing a poor job (general)	0	4	5
Poor response/communication about safety issues	10	5	4
Not keeping up with growth in area	3	3	1
Issues with roadworks	0	2	0
Roads need to be sealed	0	2	8
Other	1	6	1
Total responses, making roads and footpaths safer	90	102	102



	2019	2020	2021
Rural roads			
Poor maintenance	56	79	61
Poor condition (potholes, uneven etc)	70	73	85
Narrow roads	20	21	24
Signage is poor	16	10	10
Heavy traffic (weight and frequency of vehicles)	27	18	18
Poor visibility	10	9	8
Not enough being spent on rural roading	8	18	7
Speed limits too high/low/inconsistent	13	10	13
Generally unsafe	17	6	27
Unsafe intersections	8	5	11
Lack of sealed roads	6	6	8
Not suitable for cycling/horses/walking	0	4	1
Amount of roadworks	0	2	1
Ice on the roads	0	3	1
Other	2	5	1
Total responses, rural roads	126	138	166
Promoting road safety awareness			
Have not seen/heard any promotion	37	34	36
Not enough being done/Council not listening to concerns	15	16	11
Traffic control issues still present (speed limits, intersections, signage etc.)	11	11	13
Road condition unsafe	4	9	11
Poor driver behaviour still present	1	7	6
Deaths/accidents still happening	4	4	9
Changes communicated poorly	1	0	0
Other	1	4	0
Total responses, road safety awareness	63	65	70



Section 7

WASTE MANAGEMENT

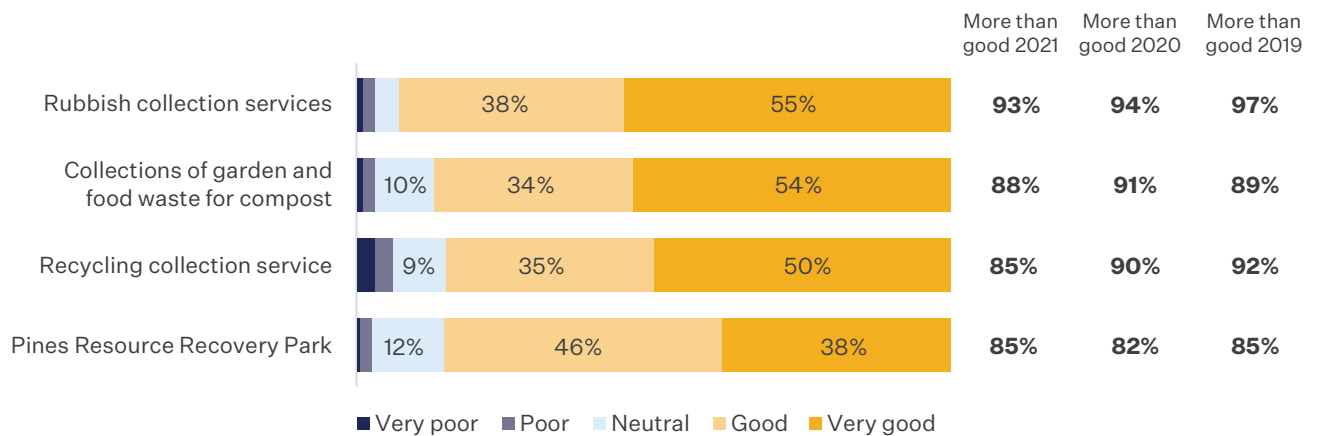


Survey respondents were asked to provide information regarding their perception of the following waste management services provided by the Council:

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

As in previous years, those who did not receive this service or were unable to rate were excluded from the analysis. Most surveyed users continue to be satisfied with rubbish collection (93% rated services “more than good”), albeit at marginally lower levels.

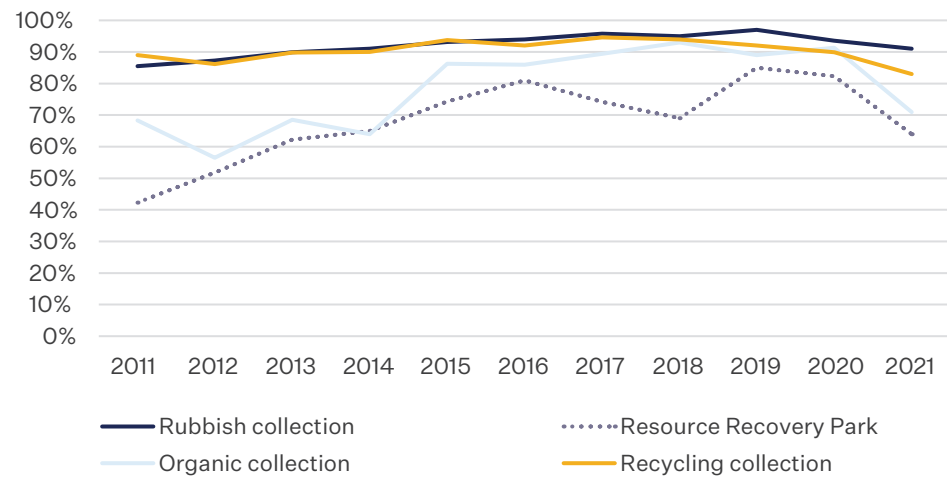
Figure 7.1: Satisfaction with Waste Management, Performance 2021, All Surveyed Users





Results over time show a relatively stable performance across all measures.

Figure 7.2: Waste Management Performance, Over Time, All Surveyed Users



Half of the surveyed users have used the Pines Resource Recovery Park in the past year, which is comparable to previous years, with the majority using it one to five times on average per year. User ratings of the performance of Pines Resource Recovery Park showed a marked drop.



Figure 7.3: Overall Use of Pines Resource Recovery Park by All Surveyed Residents

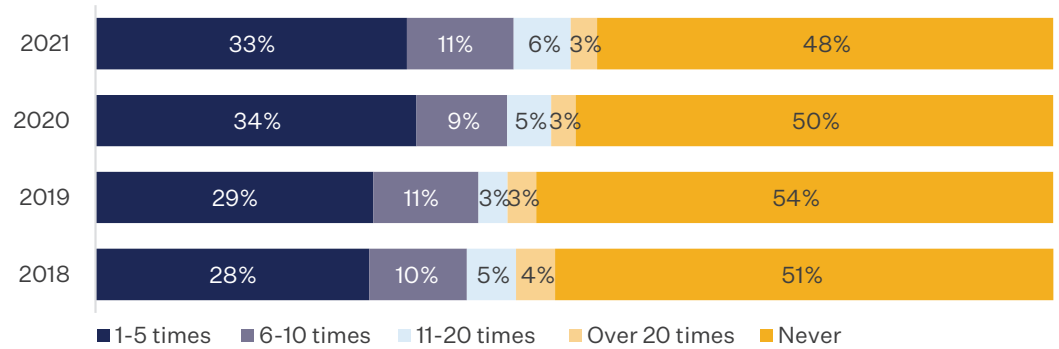
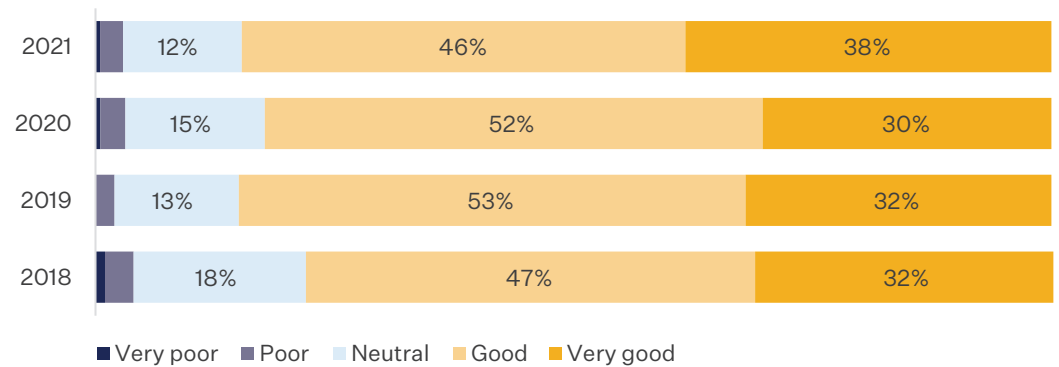


Figure 7.4: Performance of Pines Resource Recovery Park by All Surveyed Users





Malvern residents who took part in the survey have the lowest satisfaction⁸ ratings across all waste services.

Table 7.1: Satisfaction with Waste Management Performance by All Surveyed Users

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Rubbish collection service	91%	92%	86%	91%	93%	94%
Collections of lawn, garden, and food waste for compost	78%	64%	66%	71%	76%	69%
Recycling collection service	85%	82%	79%	84%	84%	86%
Pines Resource Recovery Park	52%	48%	11%	48%	21%	19%

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

Table 7.2: Satisfaction with Waste Management Performance by All Surveyed Users

	Male	Female	18-34	35-54	55+
Rubbish collection service	90%	92%	90%	89%	96%
Collections of lawn, garden, and food waste for compost	70%	73%	77%	70%	68%
Recycling collection service	82%	85%	81%	82%	88%
Pines Resource Recovery Park	52%	46%	17%	53%	31%

⁸ For ease of analysis, a "more than good" score has been calculated. This simply adds together those respondents who said "good" or "very good".



Surveyed residents who are dissatisfied provided reasons for their dissatisfaction. These are compiled in Table 7.3 and verbatim responses are provided in Appendix 2.

Table 7.3: Reasons for Dissatisfaction with Waste Management

	2019	2020	2021
Rubbish collection service			
Collection service inadequate	1	3	6
Bin not emptied properly	0	3	0
Collected too far away from property	1	0	2
Total responses, rubbish collection	2	6	16
Collections of lawn, garden, and food waste for compost			
Service not offered	1	1	10
Issues with service	2	1	5
Other	0	1	0
Unaware Council offers this service	2	0	0
Total responses, lawn, garden, and food waste for compost collection	4	3	18
Recycling collection service			
Lack of items recycled/recycling services	0	7	12
Problem with service	0	2	4
Only come once a fortnight	1	1	5
More transparency/information on recycling services	2	2	9
Does not always get collected	2	1	4
Do not get this service	0	1	4
Collection too far away from property	1	0	0
Total responses, recycling collection	7	14	35



	2019	2020	2021
Pines Resource Recovery Park			
Not easy to use—layout/wind issues	3	6	4
Limited recycling opportunities	1	2	1
Too costly	1	0	1
Poor service	1	0	3
Total responses, Pines Resource Recovery Park	4	6	12



Section 8

COMMUNITY FACILITIES

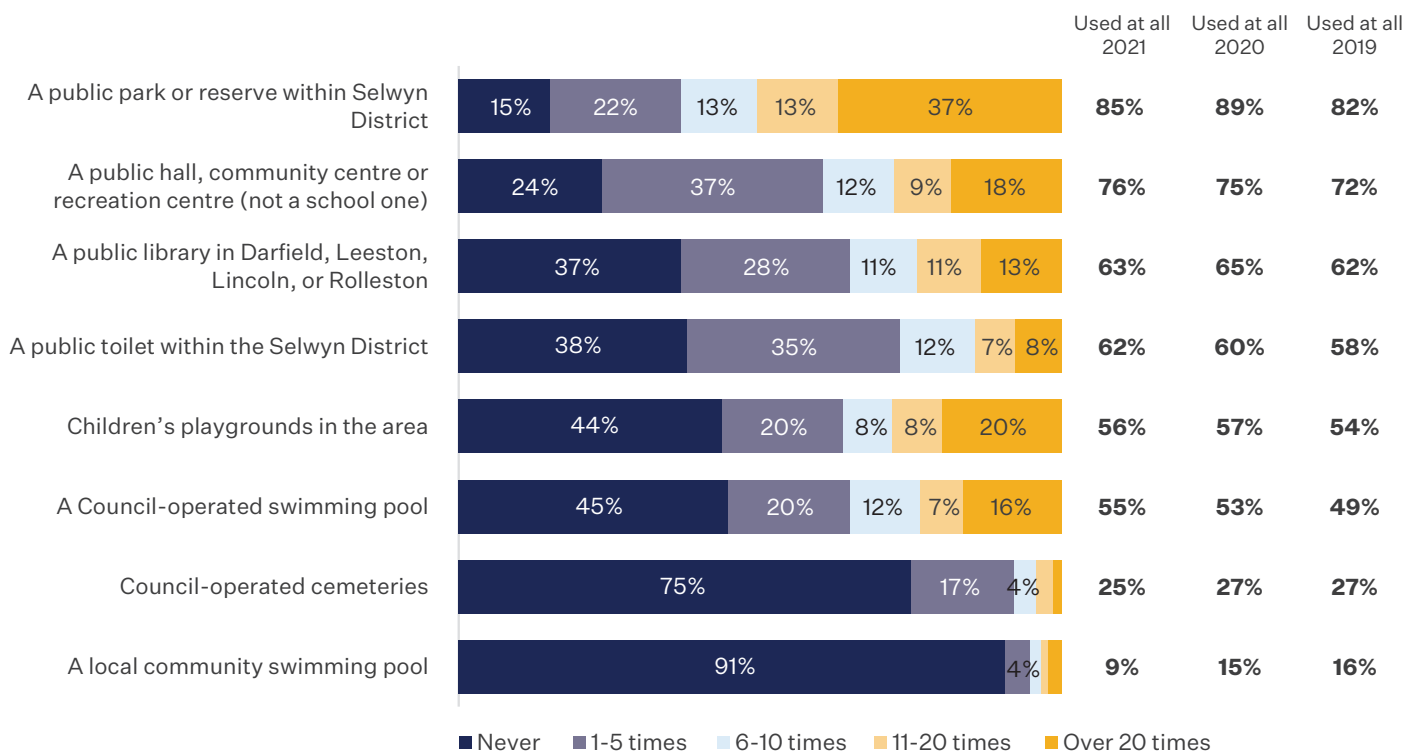


A range of Council community facilities were evaluated in the 2021 Residents' Survey:

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

In 2021, the Council's performance rating regarding community facilities is comparatively stable from 2020, noting that with the exception of local community swimming pools, usage levels are relatively unchanged (barring the marginal changes).

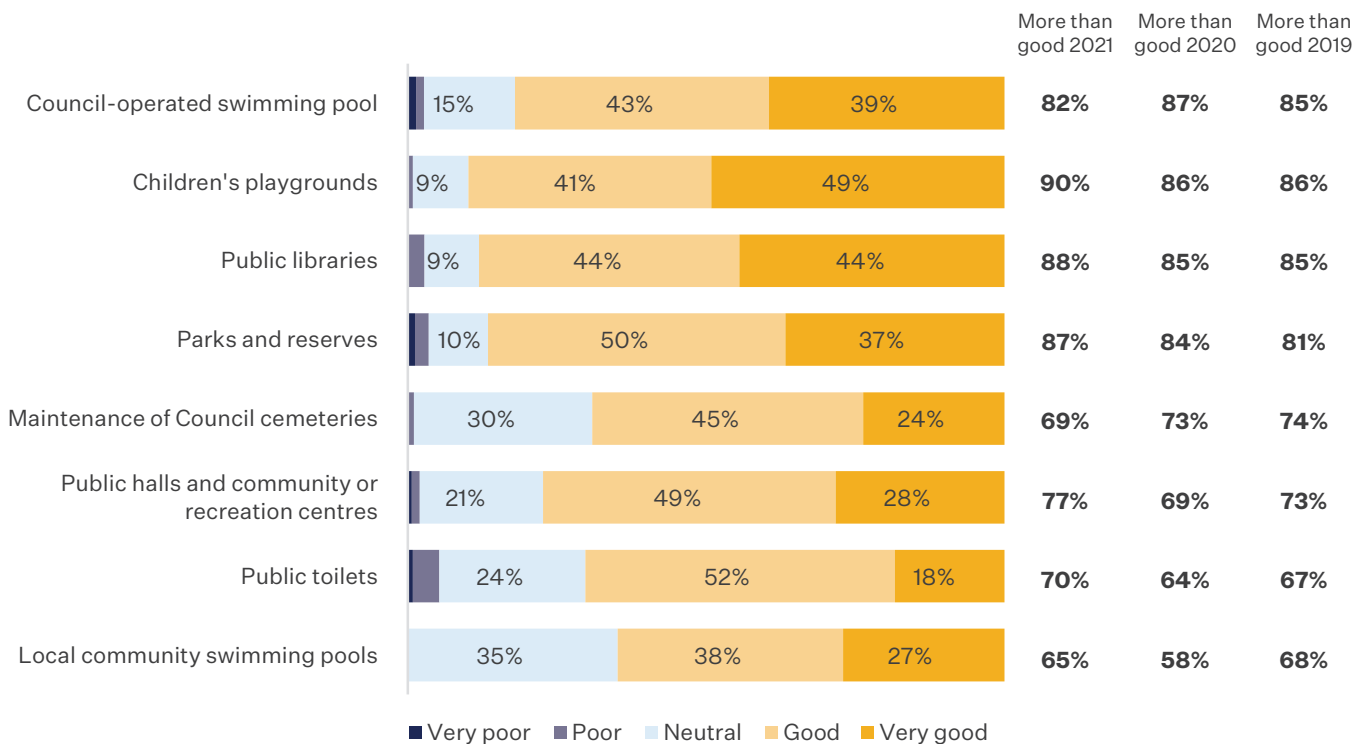
Figure 8.1: Community Facilities, Use/Provision





Of the community facilities, Council performance was rated most highly by those surveyed users of Council-operated swimming pools (82%), children's playgrounds (90%), public libraries (88%), and parks and reserves (87%).

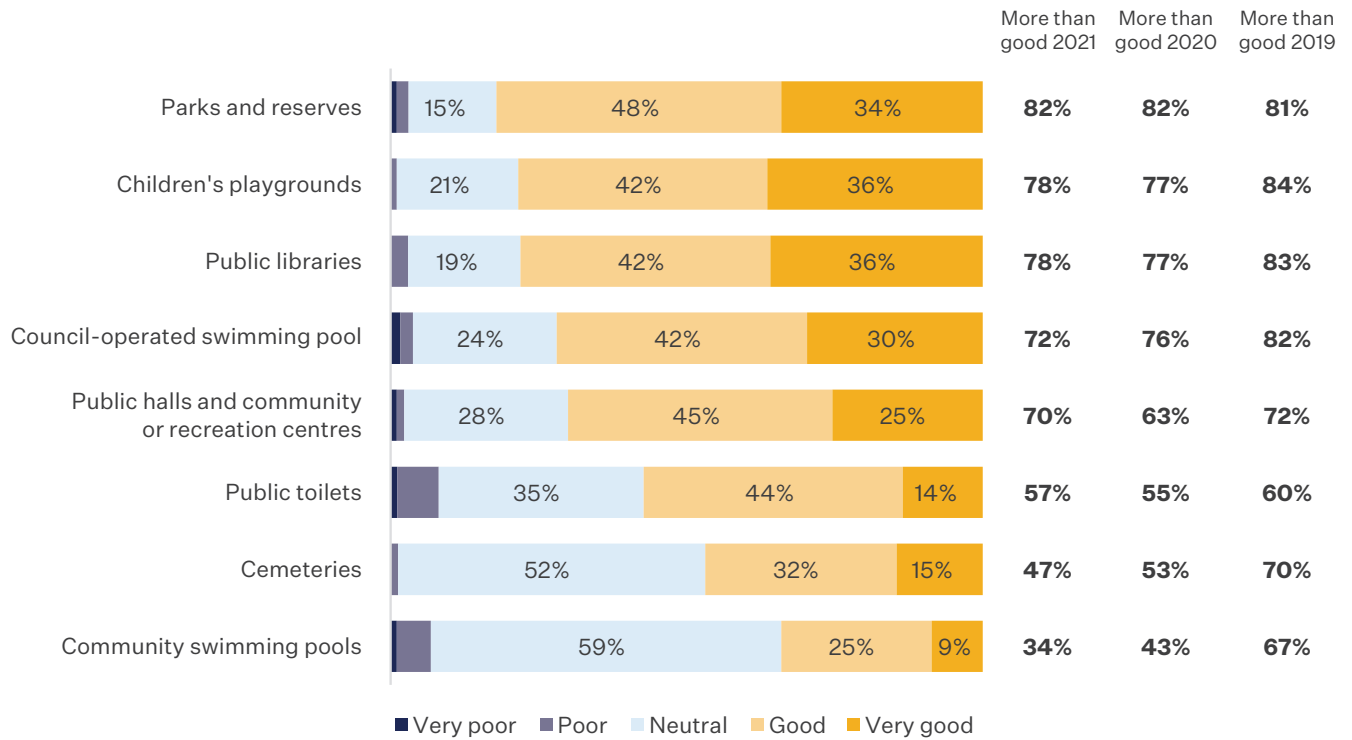
Figure 8.2: Community Facilities, Performance by All Surveyed Users



Looking at all surveyed residents, Council performance continues to be rated highly for parks and reserves, playgrounds, public libraries, Council-operated swimming pools, and public halls. The percentage of respondents who rated the Council's performance as "more than good" in relation to public toilets has improved marginally by 2% but remains comparatively low at 57%, while cemeteries and local community swimming pools continue to trend downward.



Figure 8.3: Satisfaction with Community Facilities, Performance by All Surveyed Residents

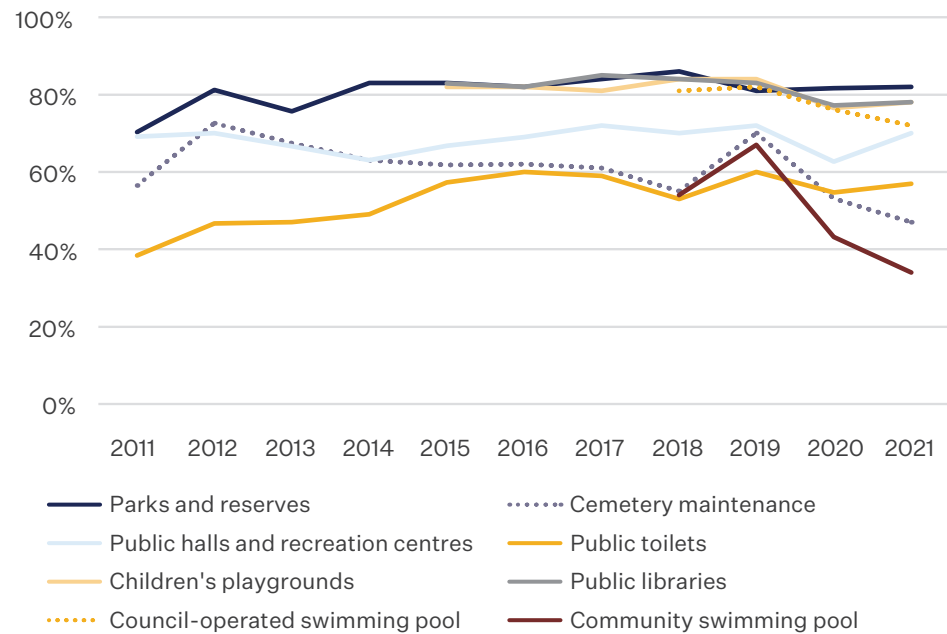


Among those surveyed, compared with 2020, notable declines in performance ratings appeared for the following facilities:

- Council pools (-4%)
- Cemeteries (-6%)
- Community pools (-9%)



Figure 8.4: Satisfaction with Community Facilities, Performance Over Time, All Surveyed Residents



Those living in towns continue to select a more positive rating (“good” or “very good”) than rural respondents in relation to playground, parks, and reserves, although the difference is not statistically significant. This might be due to improved accessibility and availability as towns will often have larger and better facilities (such as Rolleston’s Foster Park) than rural areas. The proportion of surveyed residents who rated public libraries positively was significantly higher in Ellesmere than in the other wards.



In addition, the proportion of surveyed residents who rated maintenance of Council cemeteries positively was significantly higher among the 55 years and older age group.

Table 8.1: Satisfaction with Community Facilities, Performance, All Surveyed Residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Public halls	68%	71%	62%	71%	76%	65%
Public toilets	56%	59%	67%	56%	49%	65%
Children's playgrounds	80%	77%	76%	85%	73%	73%
Public libraries	78%	78%	75%	66%	87%	95%
Parks and reserves	83%	81%	73%	83%	84%	85%
Council-operated cemeteries	43%	50%	61%	34%	48%	61%
Council-operated swimming pools	69%	75%	69%	75%	68%	73%
Community swimming pools	37%	32%	41%	32%	24%	46%

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

Table 8.2: Satisfaction with Community Facilities, Performance, All Surveyed Residents

	Male	Female	18-34	35-54	55+
Public halls	68%	72%	66%	75%	66%
Public toilets	55%	59%	48%	64%	55%
Children's playgrounds	74%	83%	82%	81%	71%
Public libraries	77%	79%	75%	75%	85%
Parks and reserves	82%	83%	81%	83%	82%
Council-operated cemeteries	45%	48%	39%	40%	63%
Council-operated swimming pools	69%	75%	78%	74%	62%
Community swimming pools	31%	38%	42%	30%	33%



Those residents who were surveyed and expressed dissatisfaction with services provided reasons for their dissatisfaction. These are compiled in Table 8.3 and verbatim responses are provided in the Supplementary Verbatim Report.

Table 8.3: Reasons for Dissatisfaction, Community Facilities

	2019	2020	2021
Public halls			
Hall needs upgrade/maintenance	3	7	5
Halls poorly run/supported	7	7	4
Expensive to hire	0	5	0
No public hall in the area	1	1	0
Halls are too small	0	1	1
Council trying to purchase/take away halls	1	3	0
Other	1	1	0
Total responses, public halls	13	20	9
Public toilets			
Dirty/unclean	6	11	12
Not enough	6	10	12
Old/poor/need upgrading	8	7	10
Facilities not stocked (soap, toilet paper etc)	1	3	3
Not easy to access/find	4	1	0
Other	0	3	0
Total responses, public toilets	17	24	30
Children's playgrounds			
Not enough equipment etc	3	3	1
Unsuitable locations	0	2	0
Not maintained/looked after	0	1	2
Other	0	3	0
Outdated	2	0	0
Only suitable for some ages	1	0	0
Total responses, playgrounds	5	7	4



	2019	2020	2021
Public libraries			
Book collection poor	8	3	4
Don't have one/too far to travel	0	3	0
Small size	8	2	7
Maintenance/outdated	0	1	3
Staff issues	1	0	0
Other	0	0	1
Opening hours	1	0	0
Noisy	1	0	0
Total responses, public libraries	15	7	11
Parks and reserves			
Untidy/poor maintenance	3	7	5
Better facilities	2	3	2
Need more of them	1	1	1
Other	0	1	0
Total responses, parks and reserves	6	9	12
Council-operated cemeteries			
Untidy/poor maintenance	2	4	2
Other	0	1	1
Total responses, cemeteries	3	5	4
Council-operated swimming pools			
Small size/too busy	3	4	5
Don't have one/location	0	3	1
Closure of pools	0	2	0
Need more features	2	2	3
Staff communication/behaviour	3	1	1
Sometimes limited access for public users	2	1	1



	2019	2020	2021
Health and safety concerns	1	0	0
Poor layout/planning	2	0	4
Under-resourced/outdated	4	0	1
Other	0	2	0
Total responses, swimming pools	11	11	14



Section 9

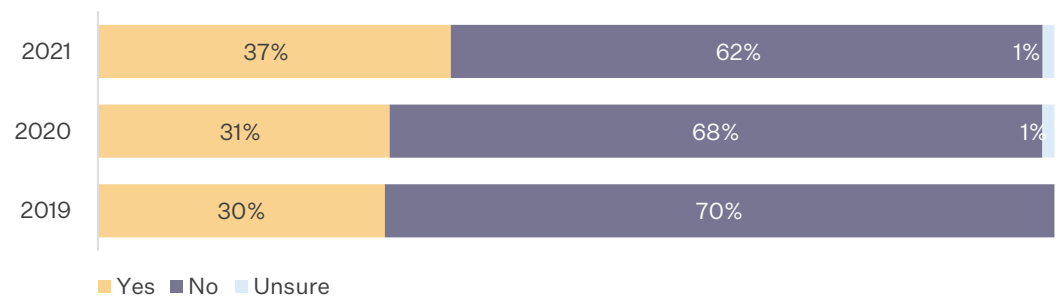
CUSTOMER SERVICE



Residents taking part in the survey were asked if they had personally contacted the Council in the past three months. The aim of this question was to get a snapshot of customer experiences when interacting with the Council. Most people reported that they had not contacted the Council in the past three months.

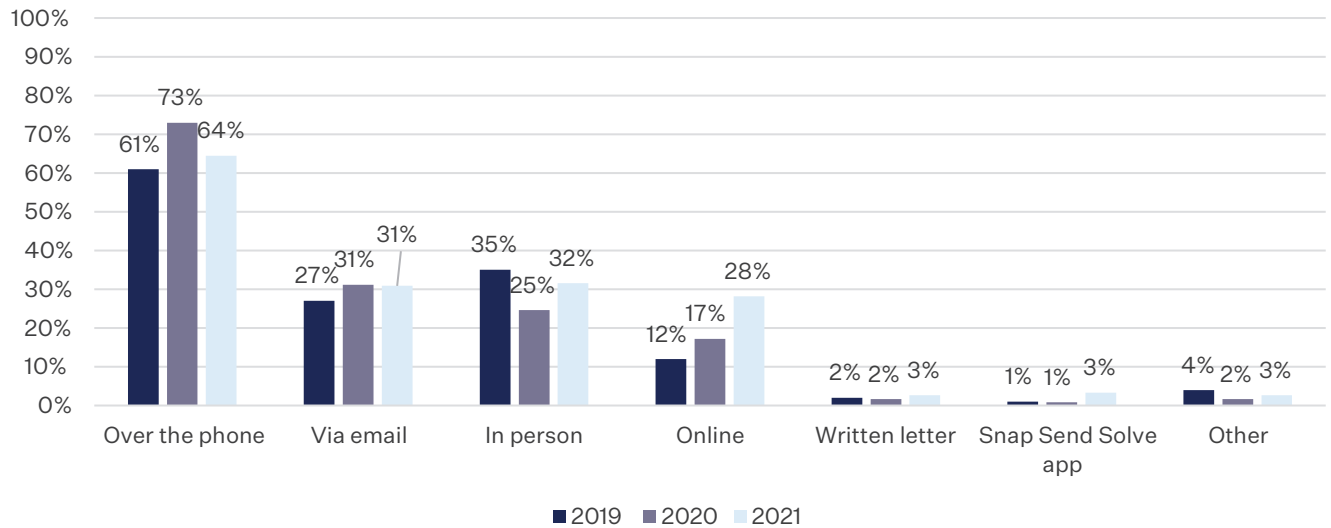
The data show that in the 2021 survey there is an increase in the proportion of surveyed residents who contacted the Council via the main customer phone line or reception in the Rolleston office, the waste management department, and the consents department. This may be due to the perceived deterioration in Council performance regarding waste management reported in this survey, which could drive queries to this department, and the increase in building works undertaken in the Selwyn District, which drives the need for consents⁹.

Figure 9.1: Percentage of Respondents Who Have Contacted the Council in the Past Three Months



The most popular way to contact the Council is by phone (64%). Respondents said they are also likely to write an email (31%) or visit an office or service centre in person (32%). According to this survey, the number of in-person visits has increased, potentially because Council offices have become more accessible post-lockdown.

⁹ <https://www.selwyn.govt.nz/your-council/plans-and-reports>

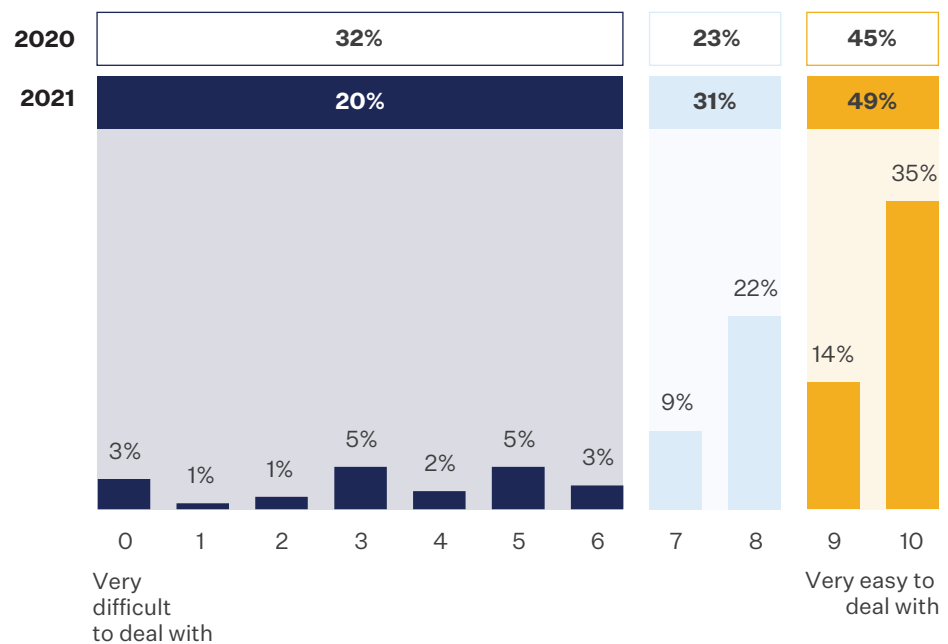
**Figure 9.2: Form of Contact Used by Those Who Have Contacted the Council in the Past Three Months****Table 9.1: Departments Contacted by Those Who Have Contacted the Council in the Past Three Months (>5% of responses)**

	2019 (n=121)	2020 (n=122)	2021 (n=149)
Main customer phone line or reception in the Rolleston office	26%	24%	32%
Building department (for building consents or building enquiries)	18%	18%	18%
Planning department/resource consents	17%	16%	19%
Roading	14%	15%	14%
Rates department	17%	14%	15%
Waste, rubbish, and recycling	7%	13%	22%
Dog registration	17%	8%	9%
Animal control	12%	8%	6%
Water services	12%	7%	14%
Libraries	12%	6%	11%
Other	6%	8%	7%

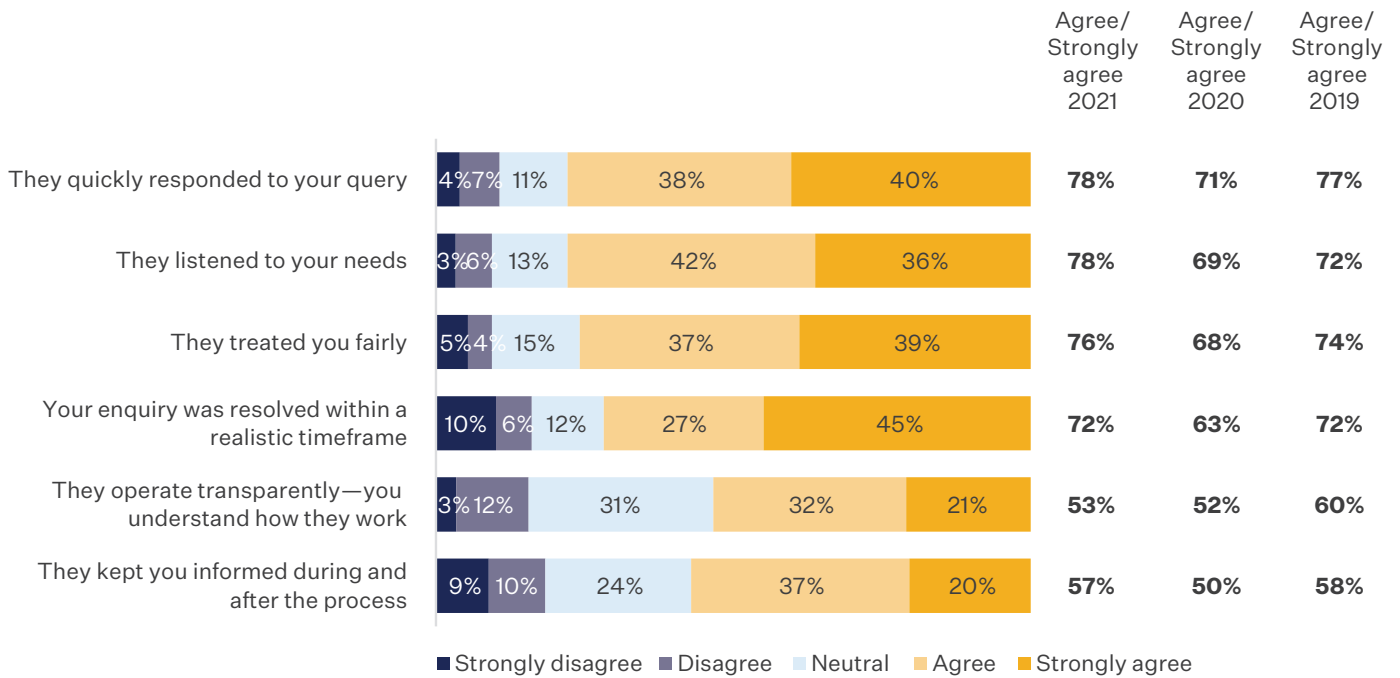


Respondents who had been in contact with the Council were asked to what extent the Council was easy or difficult to deal with. Overall, the majority of respondents had a positive experience, with almost half giving a rating of 9 or 10 (49% vs. 45% in 2020).

Figure 9.3: Ease of Dealing with the Council, by Those Who Have Contacted the Council in the Past Three Months



Surveyed residents who had contacted the Council were also asked how much they agree or disagree with statements about their experience. The results show that the stronger performance areas continue to be about responsiveness and how customers are treated. However, the transparency of the process and being kept informed throughout the enquiry generally scored lower.

**Figure 9.4: Agreement with Aspects of Customer Experience**

NB excludes respondents who said "Don't know".



Section 10

GAMBLING IN SELWYN DISTRICT

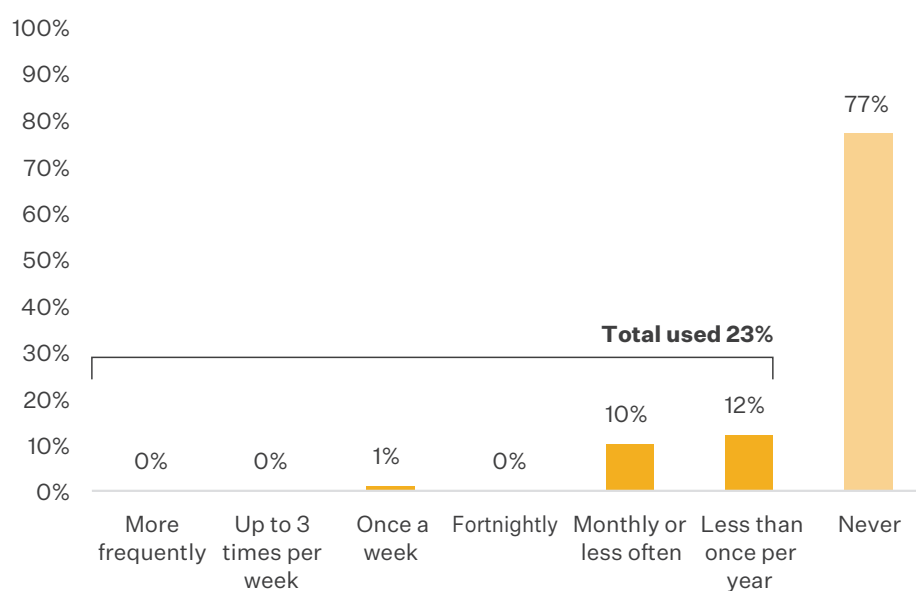


Frequency of Gambling

According to the Gambling Act 2003 and the Racing Act 2003, councils must have a policy that covers where Class 4 gambling machines (pokies) and TAB venues are located. To help the Selwyn District Council collect data for its review of the Gambling Venue Policy, the survey asked Selwyn residents what they thought and felt about pokies in the district.

It is worth noting that three out of four surveyed residents in the district have never played the pokies, indicating low levels of gambling within the district.

Figure 10.1: Frequency of Using Gambling Machines



Overall, gambling machine use is less frequent than in 2017, as denoted by a drop of 9% in usage.

Table 10.1: Frequency of Using Gambling Machines, Over Time

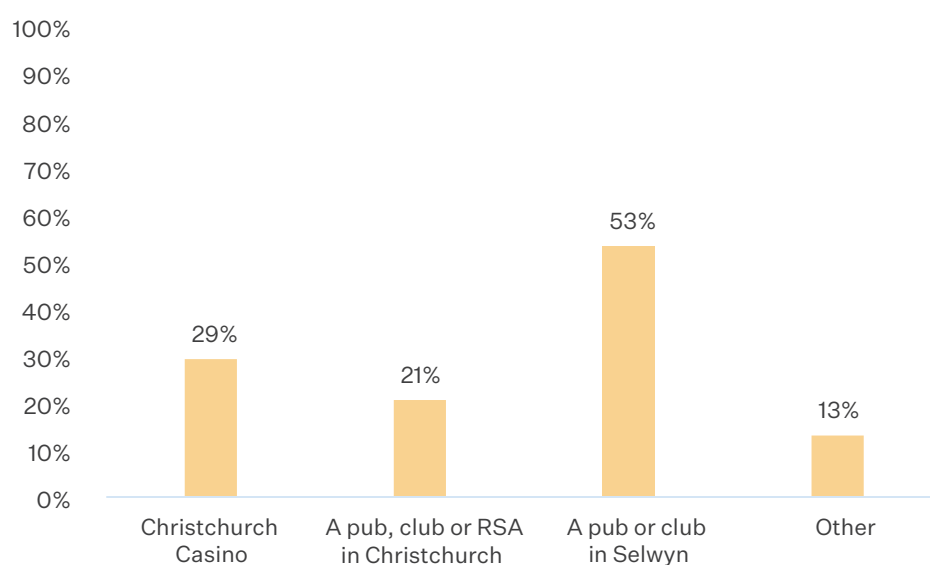
	2021	2017	2014	% Change in 2021
Never	77%	68%	76%	9%
Fortnightly or more often	0%	1%	2%	-1%
Monthly or less often	10%	7%	10%	3%
Less than once per year	12%	24%	12%	-12%
Usage, total	23%	32%	24%	-9%
Total respondents	404	236	1004	



Location of Gambling

Among the surveyed residents who did play pokies, the data shows that a pub or club in Selwyn is the most preferred location for playing, with usage of this location higher among rural residents. Playing pokies at a pub or club in Selwyn is also the most common location.

Figure 10.2: Location of Gambling Machines Used



Gambling machine use has decreased in popularity by 9% since 2017.

Table 10.2: Location of Gambling Machines Used, Over Time

	2021	2017	2014	% Change in 2021
Use pokies, total	23%	32%	24%	-9%
At a pub or club in Selwyn	53%	17%	11%	36%
A pub, club or RSA in Christchurch	21%	6%	4%	15%
Christchurch Casino	29%	15%	8%	14%
Any other venue	13%	3%	3%	10%
Total respondents	404	236	1004	



History of Problem Gambling

Due to the low levels of usage of gambling facilities in the district, it is not surprising that most respondents have had no direct experience of the harmful effects of excessive gambling.

Figure 10.3: History of Problem Gambling

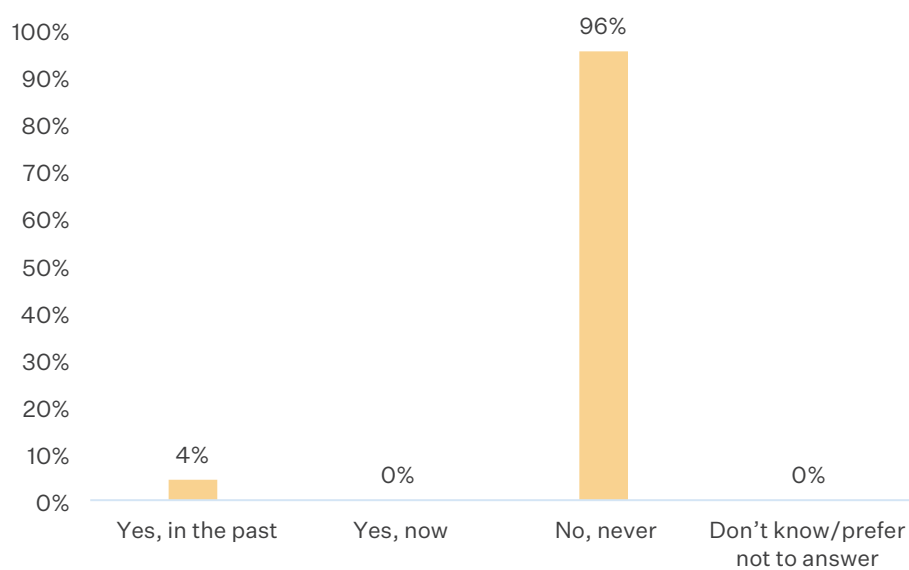


Table 10.3: History of Problem Gambling, Over Time

	2021	2017	2014	% Change in 2021
Yes, now	0%	0%	0%	0%
Yes, in the past	4%	4%	3%	0%
No, never	96%	93%	96%	3%
Don't know/prefer not to say	0%	3%	0%	-3%
Total respondents	404	236	1004	



Section 11

GAMBLING PERCEPTIONS



Perception of Gambling Venues

Most respondents (65% vs. 32% in 2017) believe that the number of gambling venues available in the district is "about right".

Figure 11.1: Perception of Number of Gambling Venues in Selwyn District

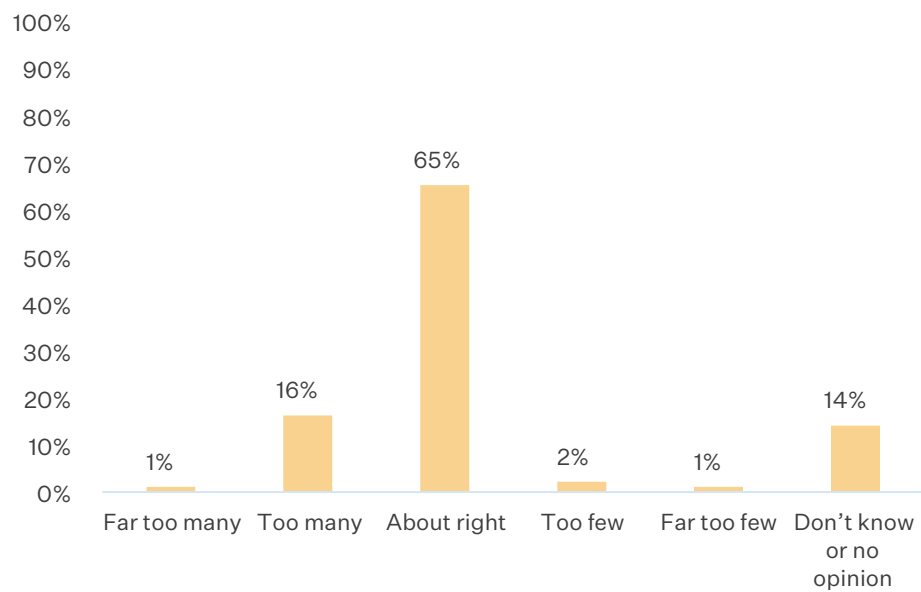


Table 11.1: Perception of Number of Gambling Venues in Selwyn District, Over Time

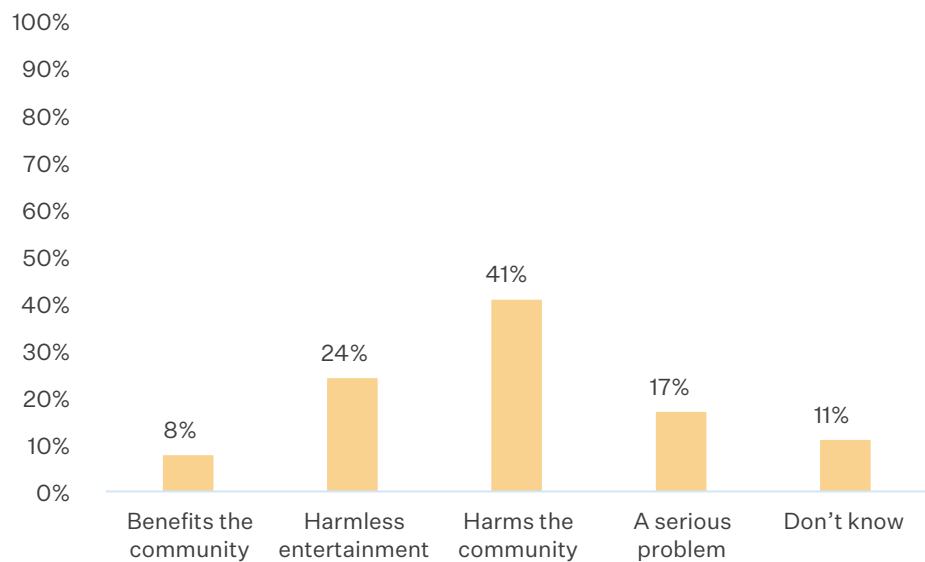
	2021	2017	2014	% Change in 2021
Far too many	1%	14%	7%	-13%
Too many	16%	16%	12%	0%
About right	65%	32%	46%	33%
Too few	2%	1%	2%	1%
Far too few	1%	0%	1%	1%
Don't know	14%	36%	32%	-22%
Total respondents	404	236	1004	



Perception of Gambling Effects

Selwyn residents' feelings about gambling have been consistent over time. Anecdotal evidence appears to show that the district loses approximately \$3.5 million each year through money spent on pokies¹⁰, spending that could have been directed towards productive sectors of the district's economy. Worth noting is that research on the social impact of gambling from other areas in New Zealand shows that the social costs often outweigh the social benefits¹¹.

Figure 11.2: Perception of Harm Caused by Gambling



¹⁰ <https://www.stuff.co.nz/the-press/news/mid-canterbury-selwyn/103763146/gambling-policy-change-going-out-for-consultation>

¹¹ ASSESSING THE SOCIAL IMPACT OF GAMBLING IN THE ROTORUA DISTRICT accessed from Rotorua Lakes Council website.



Respondents continue to have a negative view of gambling although there has been a slight rise in the proportion of those who view it as harmless entertainment. The number of residents who say they don't know about the effects of gambling continues to decline.

Table 11.2: Perception of Harm Caused by Gambling, Over Time

	2021	2017	2014	% Change in 2021
Benefits the community	8%	10%	13%	-2%
Harmless entertainment	24%	17%	16%	7%
Harms the community	41%	45%	30%	-4%
A serious problem	17%	13%	11%	4%
Don't know	11%	15%	29%	-4%
Total respondents	404	236	1004	

Table 11.3: Proportion of Responses on the Effects of Gambling Per Area, All Surveyed Residents

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Benefits the community	7%	9%	11%	7%	5%	12%
Harmless entertainment	29%	19%	15%	26%	26%	26%
Harms the community	39%	43%	44%	41%	45%	30%
A serious problem	16%	17%	14%	19%	17%	15%
Unsure	10%	12%	17%	8%	8%	17%

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

Table 11.4: Proportion of Responses on the Effects of Gambling by Gender and Age, All Surveyed Residents

	Male	Female	18-34	35-54	55+
Benefits the community	9%	6%	1%	9%	11%
Harmless entertainment	27%	21%	30%	26%	16%
Harms the community	40%	41%	45%	38%	41%
A serious problem	16%	18%	15%	17%	18%
Unsure	8%	14%	9%	10%	14%



Preference for Gambling Machines Growth

The data shows that residents believe there should not be an increase in the number of gambling machines in the district as the population grows, with 70% expressing this view. This is consistent with the low levels of usage.

Figure 11.3: Preference for Gambling Machines Growth

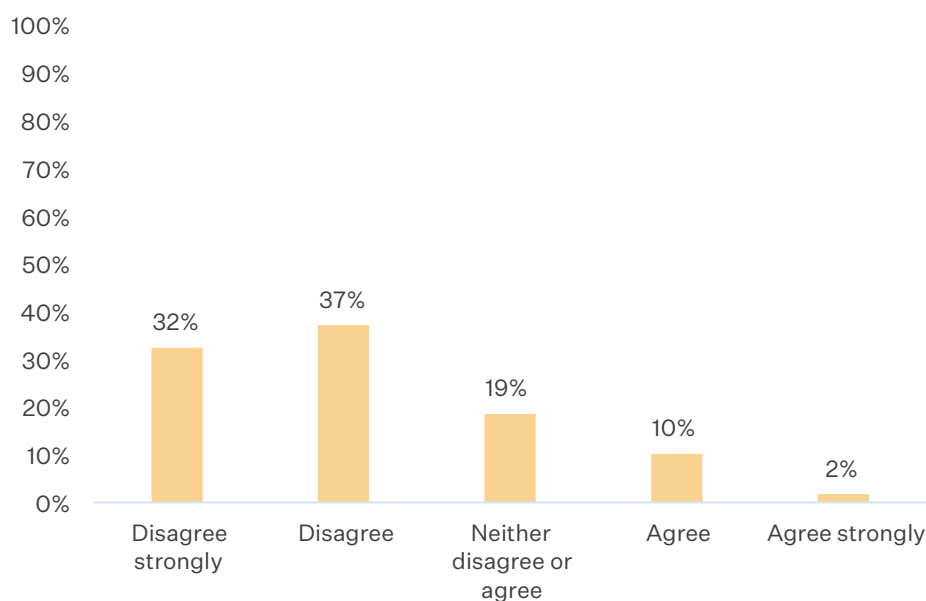


Table 11.5: Reason for Preference for Gambling Venue Growth

	%
Gambling is addictive harms people and families	39%
Don't care No opinion Don't know enough	18%
Gambling negatively impacts community	16%
No more required enough	15%
Waste of money Not needed	5%
Do not like pokies gambling machines	4%
Useful to some people	3%



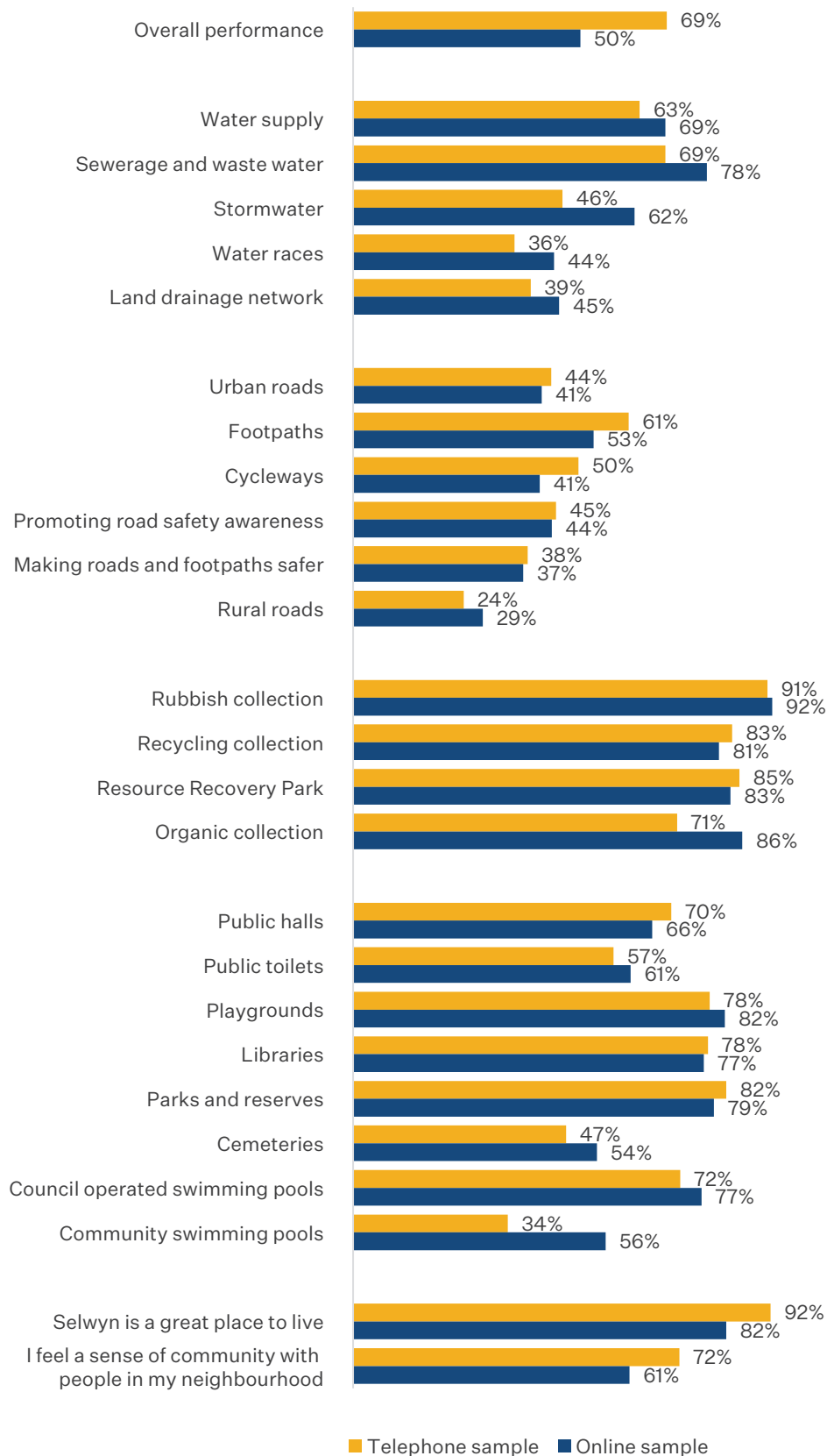
Section 12

SOCIAL MEDIA RESPONSES



At the same time that the telephone survey was undertaken, an online survey was promoted through Selwyn's Facebook page and the *Your Say Selwyn* website. This resulted in 240 residents completing the survey online. The profile of online respondents is skewed toward females, those aged 35-54, and those who live in the Selwyn Central ward (see Table 2.2).

The self-selected online sample gives more positive ratings for the water services and waste management (to a lesser extent). However, online respondents are less positive about the overall performance of the Council.

**Figure 12.1: Comparison of Key Results for Telephone and Online Surveys**

■ Telephone sample ■ Online sample



Section 13

APPENDIX 1: DATA ANALYSIS



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

Data from the previous community and residents’ surveys have been compiled and, where possible, trends in perceptions have been identified.

As data have been collected on different scales in the past, results have been matched, where possible, but this may have an impact on purported trends. In addition, the description of some Council services and facilities has changed over time, which could also affect trend results.





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