



# Selwyn District Council Residents' Survey 2020

Research Report | August 2020





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## **Preface**

We preface this report by saying that the downward change in resident satisfaction with the Council's performance observed in this iteration of the survey is not a statistically significant change.

Meanwhile, it is also important to note that this Resident Opinion Survey was conducted a little over a month after New Zealand exited the COVID-19 lockdown on 8 June 2020. The extent to which the timing of the survey may have had an impact on the data collected is still difficult to gauge. For example, it is difficult to tell with certainty whether the survey fully captures the impact of restricted Council services during the lockdown on resident/user satisfaction.

## Summary



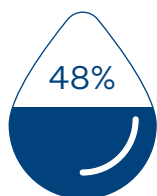
## INFOGRAPHIC SUMMARY

## OVERALL PERFORMANCE



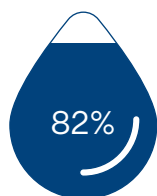
63% Good or very good **-6%** vs 2019

## WATER SERVICES SATISFACTION: USERS



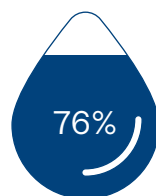
Satisfied with  
**water rates**

**+2%** vs 2019



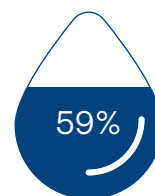
Satisfied with  
**sewerage and waste water**

**+6%** vs 2019



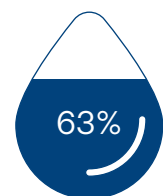
Satisfied with the  
**water supply**

**+6%** vs 2019



Satisfied with  
**stormwater**

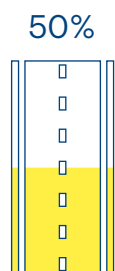
**+7%** vs 2019



Satisfied with the **land drainage network**

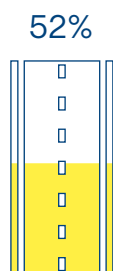
**+20%** vs 2019

## LAND TRANSPORT SATISFACTION: ALL RESIDENTS



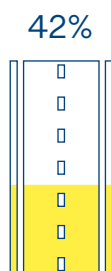
Satisfied with  
**cycleways**

**+6%** vs 2019



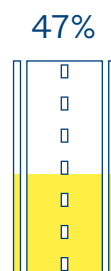
Satisfied with  
**footpaths**

**-2%** vs 2019



Satisfied with  
**local urban roads**

**-5%** vs 2019



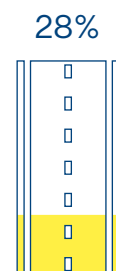
Satisfied with  
**promotion of road safety awareness**

**+2%** vs 2019



Satisfied with  
**making roads and footpaths safer**

**-3%** vs 2019



Satisfied with  
**rural roads**

**-3%** vs 2019

## INFOGRAPHIC SUMMARY

### WASTE MANAGEMENT SATISFACTION: USERS



94%

Satisfied with  
**rubbish collection**

**-3** % vs  
2019



91%

Satisfied with  
**organic collection**

**+2** % vs  
2019



90%

Satisfied with  
**recycling collection**

**-2** % vs  
2019



82%

Satisfied with  
**resource recovery park**  
(NB reported on users)

**-3** % vs  
2019

### COMMUNITY FACILITIES SATISFACTION: USERS



Parks and reserves **84%**

**+3** % vs  
2019



Public toilets **64%**

**-3** % vs  
2019



Playgrounds **86%**

**0** % vs  
2019



Libraries **85%**

**0** % vs  
2019



Council-operated swimming pools **87%**

**+2** % vs  
2019



Cemeteries **73%**

**-1** % vs  
2019



Public halls **69%**

**-4** % vs  
2019



Community swimming pools **58%**

**-10** % vs  
2019

### QUALITY OF LIFE



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

**-1** % vs  
2019



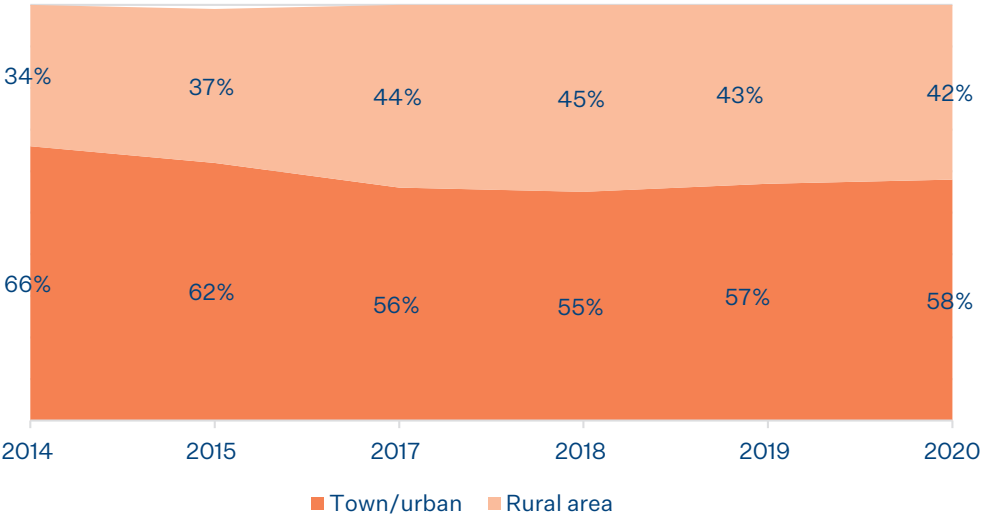
74% Agree "I feel a sense of  
community with people in  
my neighbourhood"

**+1** % vs  
2019

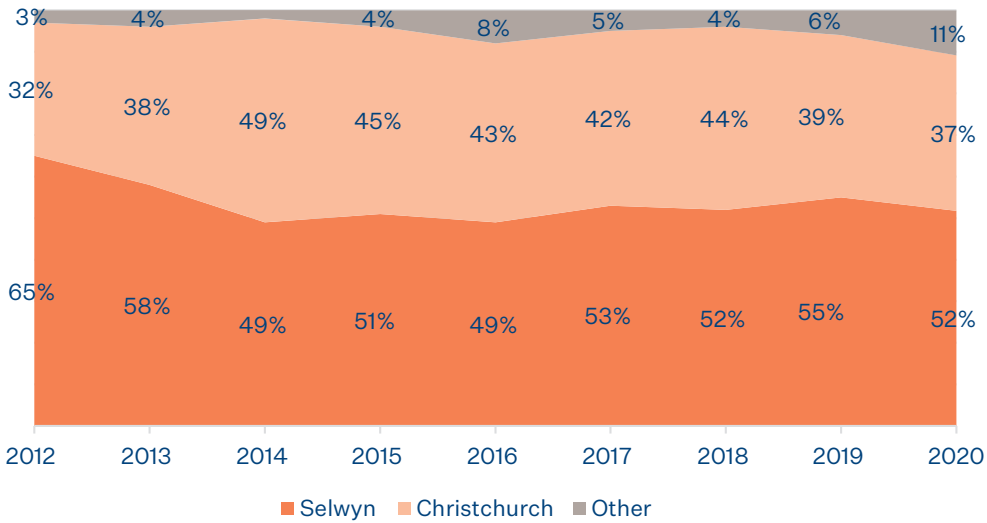
Population Profile

Selwyn’s population continues remain urban-oriented particularly 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, more than two in five residents claim to live in a rural area, with just over half living in urban spaces. Also, over half of the residents’ state that they are working inside the Selwyn district.

2.1.1 Location, Over Time



2.1.2 Workplace Location, Over Time





## 2.1 Findings

While most residents continue to feel that the Council's performance is good or very good (63%), the proportion of residents who feel this way has declined from 69% in 2019. However, the majority of Selwyn residents still feel that Selwyn is a great place to live, and , three in four Selwyn residents feel a sense of community with other residents in their neighbourhood.

**Water Services:** residents living in towns are more satisfied with all of the water services (except for the land drainage network), although residents in Malvern were much less satisfied with sewerage and wastewater services. The results show urban residents as being more generally more satisfied with the Council water services than rural ones.

**Land Transport:** residents are overall less satisfied with urban and rural roads, a perception that remains front of mind across time.

**Waste Management:** The Council continues to perform well at providing waste management services, although rural residents are much less likely than town residents to give a good rating for rubbish collection and compost collection.

**Community Facilities:** the current survey shows a decline in satisfaction with services in this area. A lower proportion of Selwyn residents viewed recreational facilities (like playgrounds, libraries, and community/Council swimming pools) favourably compared to the previous year, although user perceptions remained stable. Worth noting is that residents living in towns are more likely to give a positive rating of playgrounds and parks and reserves.

With the current COVID-19 influenced environment, meaning more families are spending more time at home using Council recreational facilities, it is important to find ways to optimise the resident/user experience. This is potentially reflected by the rise in usage of public parks and reserves in the current survey.

**Customer Service:** The majority of residents feel that they have a positive experience when dealing with the Council, with most residents giving a high rating. Worth highlighting is that Selwyn's younger residents (aged 18-34) remain less likely to interact with the Council.

## About This Research



### 3.1 Research Context & Objectives

The Selwyn District is located in Canterbury, to the south and west of the Christchurch City. The Selwyn District covers an area of over 6,400 km<sup>2</sup> and has a population of 66,500<sup>1</sup> in 2020. This is a substantial increase from 44,595 in the 2013 census, and the Selwyn District is one of the strongest performing local authorities in the country. The district is separated into four wards (Selwyn Central, Malvern, Ellesmere, and Springs) and the main towns are Rolleston, Leeston, Lincoln, and Darfield.

The Selwyn District Council (the Council) Residents' Opinion Survey is a key monitoring tool, providing information for the Council's annual District Plan, as well as providing the Council with foresight into emerging issues in the community. As in previous years, the two key objectives for the 2020 Residents' Opinion Survey were:

- To gather robust and representative data on resident satisfaction with the services and activities that the Council is responsible for; 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.

### 3.2 How the Research was Conducted

As in previous years, the 2020 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. A total of 624 residents took part in the 2020 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 were drawn randomly the margin of error would be +/-3.8%.

- 1. For the telephone survey**, a random database of telephone numbers was obtained covering the Selwyn area. This included a sample from Research First's cell phone-only database. After piloting the survey to ensure consistency and respondent ability to comprehend and credibly respond to the questions, data collection took place between 14–28 July. **A total of 400 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 It's Your Say Selwyn website. **A total of 224 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 was skewed towards those living in the Selwyn ward, females, and those aged 35-54 years old (see table 2.3.2). A separate section has been provided reporting on these residents' views.

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1 <https://www.stats.govt.nz/tools/2018-census-place-summaries/selwyn-district>

### 3.3 Who Took Part in this Research

For the telephone survey component, 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  $\pm 4.9\%$ <sup>2</sup>, and as such, the data can be considered robust.

#### 2.3.1 Sample profile vs. 2019:

	2019		2020		
Gender	N	%	n	%	Census 2018
Male	199	50%	199	50%	51%
Female	202	50%	200	50%	49%
Age					
18-34	80	20%	94	24%	28%
35-54	193	48%	185	46%	40%
55+	128	32%	121	30%	32%
Sample Ward					
Malvern	73	18%	73	18%	14%
Selwyn Central	157	39%	160	40%	42%
Springs	101	25%	99	25%	29%
Ellesmere	70	17%	68	17%	15%
Sample Location					
Town	228	57%	231	58%	
Rural area	173	43%	169	42%	
Sample Workplace Location					
Within Selwyn	181	45%	181	45%	
Christchurch	129	32%	131	33%	
Not currently employed	70	17%	50	13%	
Other	21	6%	37	10%	
Total	401		400		

From Table 2.3.1 we can see that the telephone survey over-represents those aged 35-54.

<sup>2</sup> At the 95% confidence interval.

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

The results from the online sample are noted in the Appendix (Section 10 of this report).

### 2.3.2 Sample profile 2020 vs. Selwyn Facebook sample:

	2020 Core sample		2020 Online sample		Census 2018
	N	%	N	%	
<b>Gender</b>					
Male	199	50%	62	28%	51%
Female	200	50%	162	72%	49%
<b>Age</b>					
18-34	94	24%	48	21%	28%
35-54	185	46%	124	55%	40%
55+	121	30%	52	23%	32%
<b>Sample Ward</b>					
Malvern	73	18%	24	11%	14%
Selwyn Central	160	40%	132	59%	42%
Springs	99	25%	47	21%	29%
Ellesmere	68	17%	21	9%	15%
<b>Sample Location</b>					
Town	231	58%	186	83%	
Rural area	169	42%	38	17%	
<b>Sample Workplace Location</b>					
Within Selwyn	181	45%	65	29%	
Christchurch	131	33%	122	54%	
Not currently employed	50	13%	26	12%	
Other	38	10%	11	5%	
<b>Total</b>	400		224		

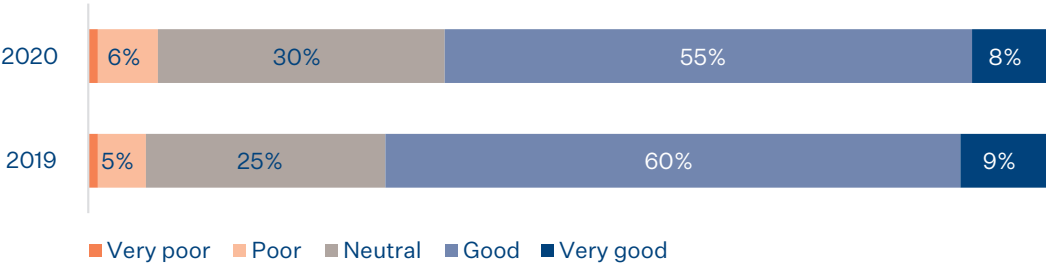
## Overall Performance

3

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, 63% of residents overall feeling that the Council’s performance was good or very good.

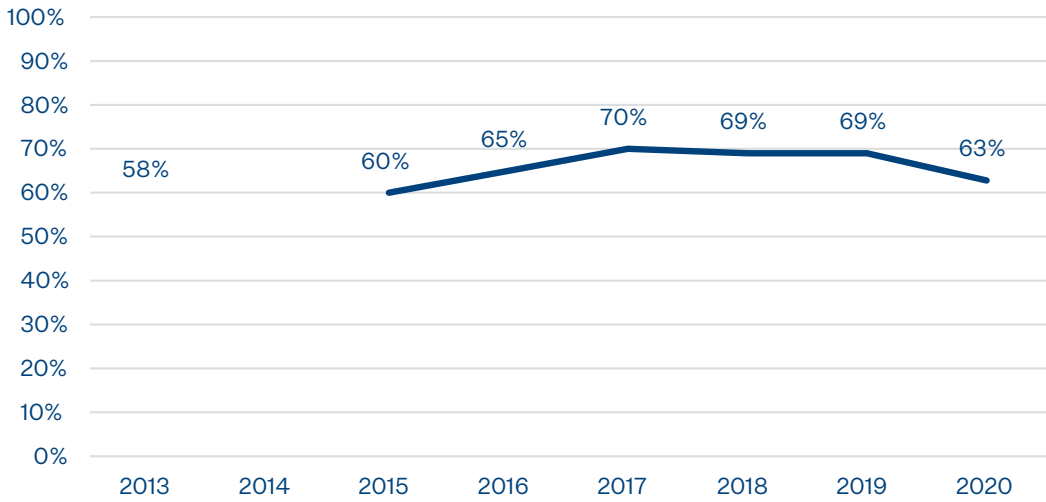
Figure 3.1: Overall Performance



2020 n=398 (excludes n=2 who said “don’t know”)

Residents perception of the Council’s performance has decreased in 2020. Part of this decline in perceptions is attributed to a slide in perceptions of community facilities, which show a significant decrease from 2019 (detailed later in this report). Other areas linked to the 2020 drop in performance are linked to water services and roading concerns.

Figure 3.2: Overall Performance, Over Time



In 2020, Malvern residents are significantly less positive than residents living in other wards. Perhaps as a result of this, residents living in rural areas are also significantly less positive than those in urban areas. The survey also shows a link between age and satisfaction, with satisfaction declining with the age of participants.

**Figure 3.3: Overall Performance, by Location**

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
More than good	69%	55%	45%	67%	67%	65%
Very poor	0%	2%	1%	2%	0%	0%
Poor	6%	7%	10%	4%	8%	4%
Neutral	25%	36%	44%	26%	24%	31%
Good	59%	49%	45%	53%	61%	60%
Very good	9%	6%	0%	14%	6%	4%
Total	229	169	73	159	98	68

*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.*

**Figure 3.4: Overall Performance, by Age & Gender**

	Male	Female	18-34	35-54	55+
More than good	60%	65%	73%	63%	55%
Very poor	1%	1%	1%	1%	1%
Poor	8%	5%	8%	7%	4%
Neutral	30%	30%	18%	29%	40%
Good	52%	58%	63%	55%	49%
Very good	8%	8%	10%	8%	6%
Total	197	200	93	184	121



## Water Services

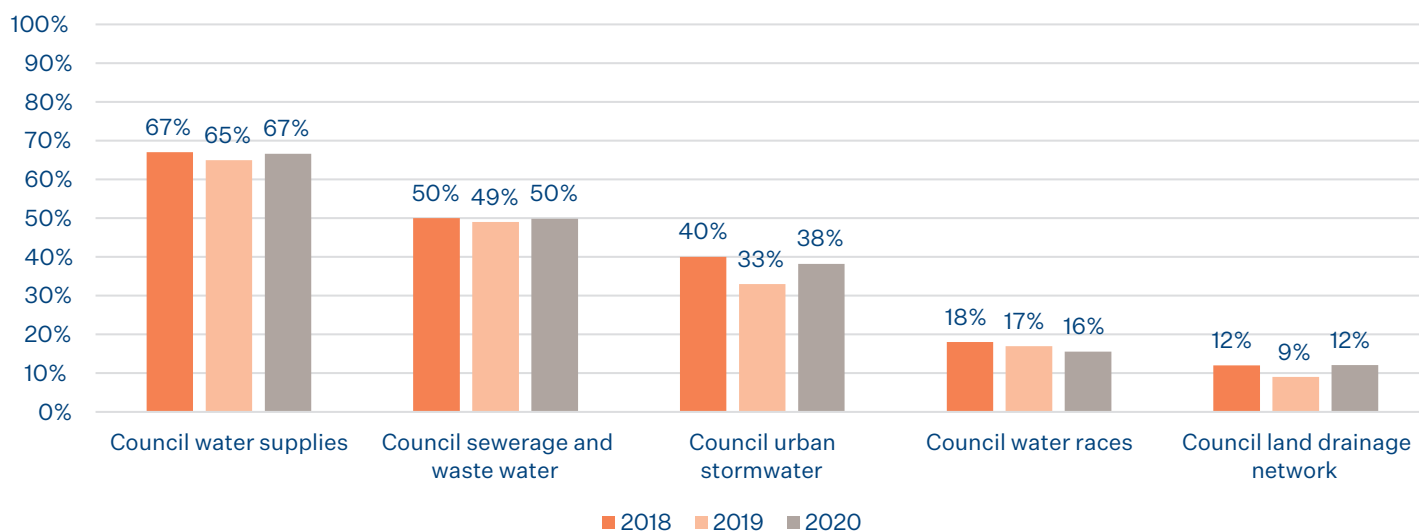


Residents were asked if they use or are provided with a range of Council water services:

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

There are very similar levels of usage compared to 2018 and 2019. Most respondents are provided with a Council water supply, half have access to sewerage and wastewater, and one in three have access to urban stormwater. Water races and land drainage were less commonly used or provided.

**Figure 4.1: Water Services, Use/Provision**



The perceptions of water services by users are notably higher than those for the total survey population. For instance, in the total sample there was a 63% more than good score for Council sewerage and wastewater services but among users this was 82%. Residents were asked to rate and comment on the services that they used.

The 2020 results for users are statistically similar to the 2019 results. This is due to the small sub-samples (i.e., for the land drainage network there were only 51 users in 2019 and 43 users in 2020).

**Figure 4.2: Water Services, Performance by Users**

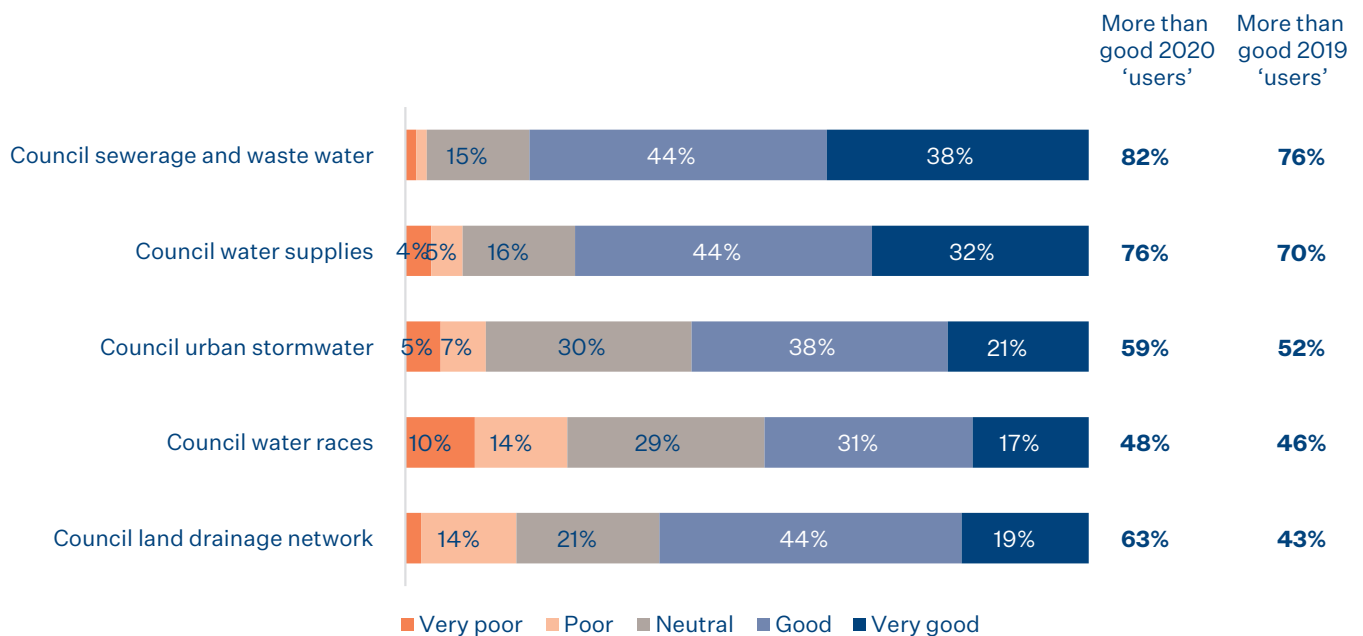
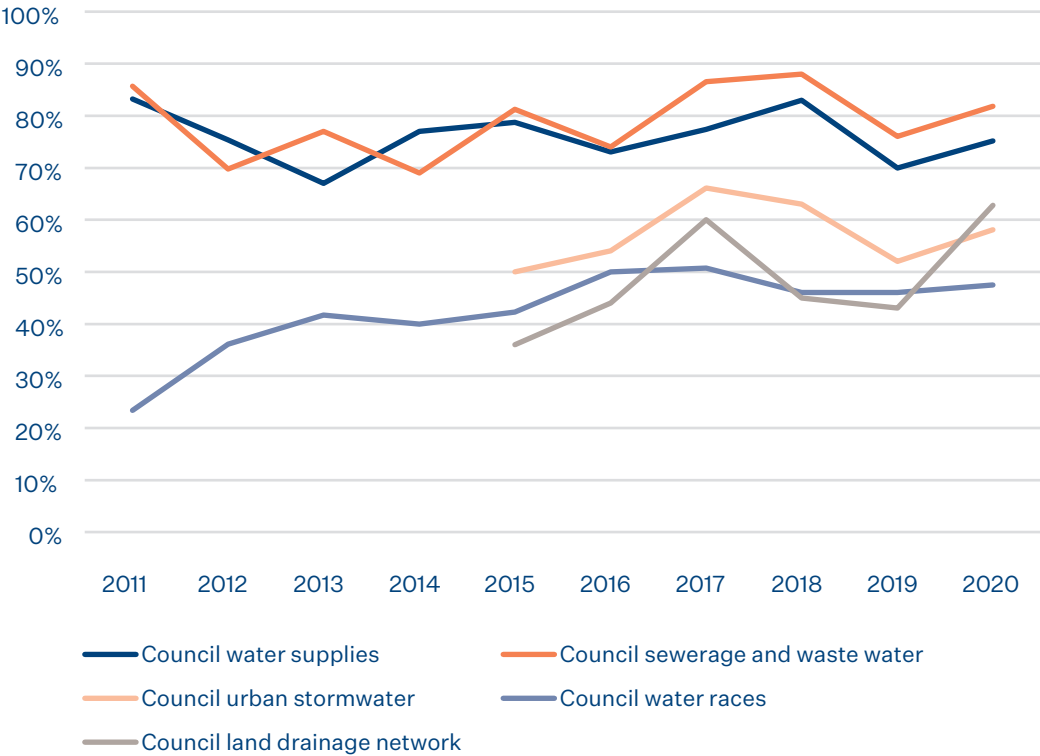


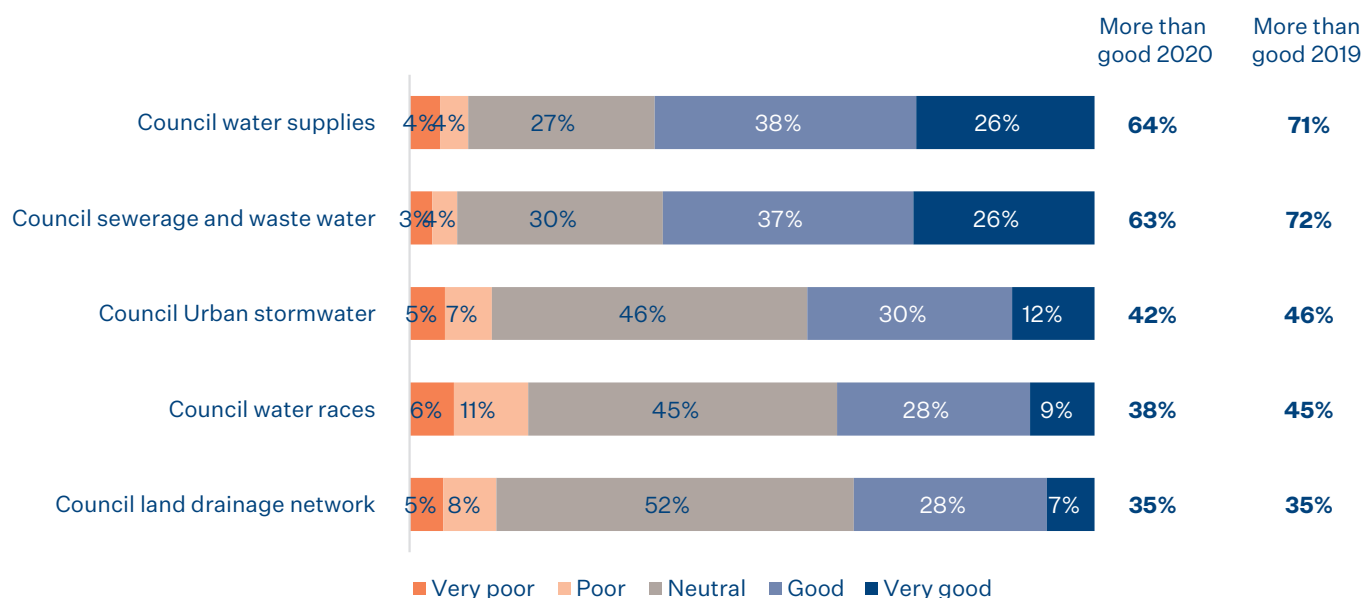
Figure 4.3: Water Services, “More than good” ratings by Users over time



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

Perceptions of sewerage and wastewater have notably decreased (63% in 2020, compared with 72% in 2019). perceptions of other water services have also decreased in 2020 but not significantly.

Satisfaction for many services is lower than in 2019, but these service ratings include residents who are not using the services, so it naturally includes a higher proportion of neutral responses. The perceptions amongst users are more positive (as shown above).

**Figure 4.4: Water Services, Performance by All Residents**

Residents living in towns are more satisfied with all of the water services (except for the land drainage network). Residents in Malvern are significantly less satisfied with sewerage and wastewater. Meanwhile, younger residents are more satisfied with Council water supplies than the other age groups surveyed.

**Table 4.5: Water Services Performance, All residents**

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Council water supplies	75%	42%	50%	69%	72%	58%
Council sewerage and wastewater	76%	34%	35%	69%	73%	57%
Council water races	45%	27%	29%	41%	37%	36%
Council urban stormwater	48%	28%	26%	43%	51%	40%
The Council land drainage network	35%	35%	18%	33%	41%	48%

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.

**Table 4.6: Water Services Performance, All residents**

	<b>Male</b>	<b>Female</b>	<b>18-34</b>	<b>35-54</b>	<b>55+</b>
<b>Council water supplies</b>	65%	63%	70%	63%	60%
<b>Council sewerage and wastewater</b>	61%	66%	62%	68%	57%
<b>Council water races</b>	36%	40%	41%	40%	30%
<b>Council urban stormwater</b>	41%	43%	47%	44%	34%
<b>The Council land drainage network</b>	35%	36%	49%	35%	24%

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

**Table 4.7: Reasons for Dissatisfaction with Water Services**

	<b>2019</b>	<b>2020</b>
<b>Council water supplies</b>		
Issues with water treatment/ contaminations/ chlorination	7	16
High costs/ fees	9	5
Issues with water supply/ infrastructure	3	5
Poor water pressure	2	4
Issues with council management	2	3
Poor water quality (smell, taste, colour)	9	1
Poor communication around water issues	1	2
<b>Total responses, water supplies</b>	<b>24</b>	<b>29</b>
<b>Council sewerage and wastewater</b>		
Don't have a sewerage system	3	8
Poor infrastructure/planning	4	6
Poor drainage/ flooding issues	3	1
Dissatisfaction with Ecan/Council relationship regarding wastewater plant/wastewater management	4	3
Poor maintenance	1	1
<b>Total responses, sewerage, and wastewater</b>	<b>11</b>	<b>20</b>
<b>Council water races</b>		
Poorly maintained/ serviced	19	18
Poor Council management around issues to do with water races	5	10

	2019	2020
Costs	0	8
Rubbish/ dirty/ overgrown	9	4
No water in them/ poor water flow	8	8
Too much water/overflowing	15	7
Redundant	4	6
Safety concerns	0	6
Water races turned off/on inconsistently	2	3
Drainage issues	2	2
Other	0	5
Total responses, water races	38	46
<b>Council urban stormwater</b>		
Surface flooding	38	21
Lack of maintenance	7	9
Poor drainage/blockages	15	8
Don't use/receive service	0	6
Rubbish and pollution	0	1
Poor Council management/communication	4	1
Other	0	1
Total responses, urban stormwater	53	34
<b>The Council land drainage network</b>		
Drainage not working	16	15
Poor/ lack of maintenance	9	9
Council don't respond to issues/ don't listen	6	10
System needs upgrading	2	3
Farming pollution/Water quality	8	1
Other	0	3
Total responses, land drainage	42	30

## Land Transport

5

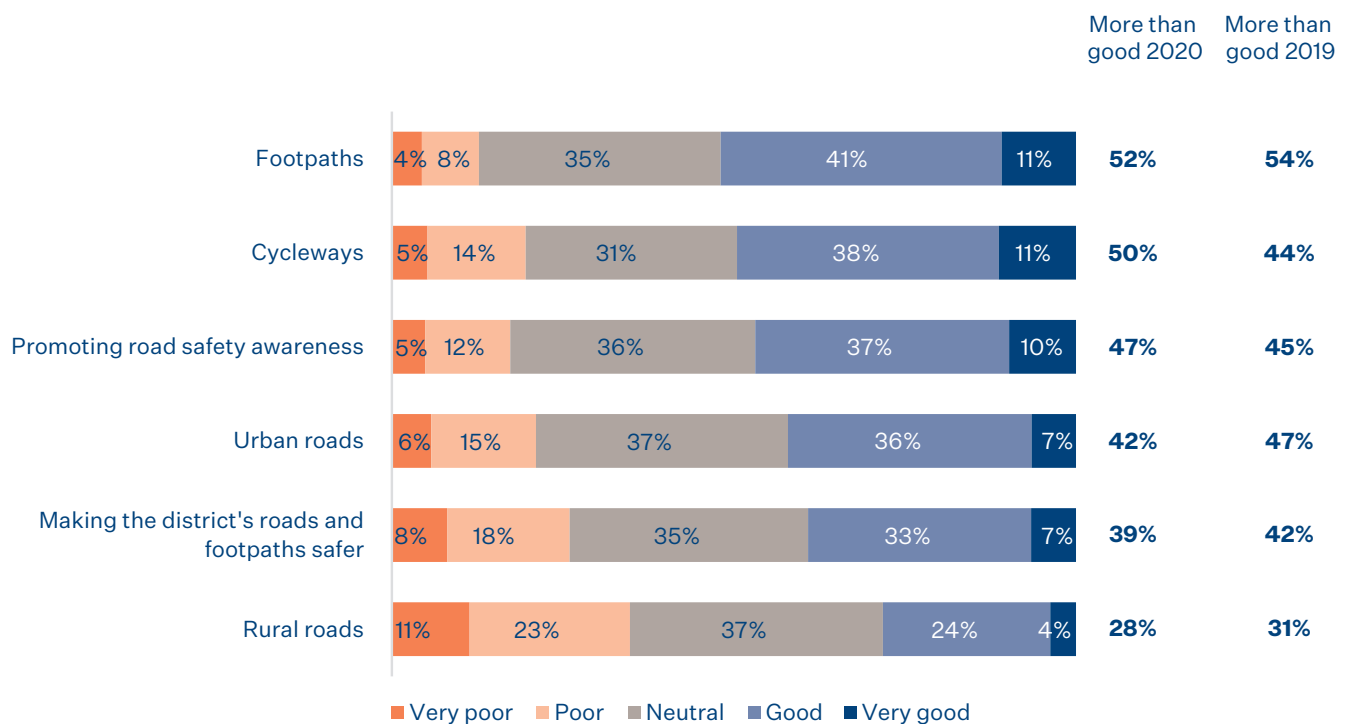


Respondents were asked to rate the Council's performance across the following services:

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

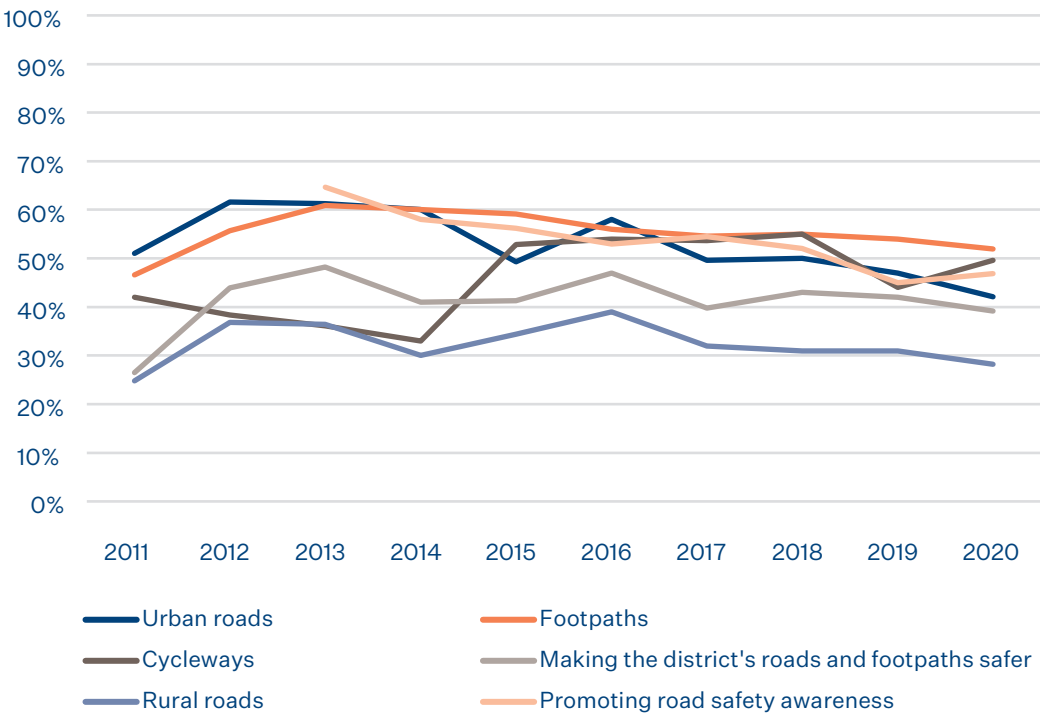
Respondents were most satisfied with footpaths (52%) and cycleways (50%). Residents were least satisfied with rural roads (28%). There are no significant differences when compared with the 2019 results.

**Figure 5.1: Land Transport Performance, All Residents**



Perception of most land transport services remain statistically similar to 2019. Despite fluctuations over time, the overall trend remains stable.

Figure 5.2: Land Transport, All Residents, Over Time



Although not statistically significant, rural respondents continue to be less satisfied with aspects of land transport than town respondents.

Those aged 18-34 are notably more satisfied with footpaths, compared with those in the older age brackets.

**Table 5.3: Land Transport Performance, All Residents**

	Town	Rural area	Malvern	Selwyn Central	Springs	Ellesmere
Urban roads	42%	42%	38%	46%	45%	32%
Footpaths	56%	46%	54%	56%	49%	42%
Cycleways	54%	44%	33%	48%	60%	51%
Making the district's roads and footpaths safer	44%	33%	31%	45%	42%	31%
Rural roads	32%	23%	21%	32%	32%	22%
Promoting road safety awareness	52%	40%	49%	49%	45%	43%

*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.*

**Table 5.4: Land Transport Performance, All Residents**

	Male	Female	18-34	35-54	55+
Urban roads	40%	44%	46%	42%	39%
Footpaths	56%	48%	68%	48%	45%
Cycleways	48%	51%	39%	53%	53%
Making the district's roads and footpaths safer	39%	39%	51%	35%	37%
Rural roads	29%	28%	24%	32%	26%
Promoting road safety awareness	41%	53%	47%	46%	47%

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

**Table 5.5: Reasons for Dissatisfaction with Land Transport**

	2019	2020
<b>Urban roads</b>		
Roads are in poor condition (potholes etc)	35	35
Roads are poorly maintained	27	25
Issues with roadworks	2	18
Repairs are not done properly	16	20
Issues with traffic management (heavy traffic, speed limits, signage etc)	18	13
Roads are too narrow	9	9
Safety concerns	7	5
Council not investing in roading	12	7
Road layout/planning	0	4
Poor street lighting	0	3
Poor parking	0	1
Other	0	4
Total responses, urban roads	71	83
<b>Footpaths</b>		
Need more footpaths	18	23
Poor condition (potholes etc)	9	12
Poor maintenance	5	13
Poor design/ construction	8	5
Not repaired properly/ not finished	4	5
Need pedestrian crossings/signage	0	1
Too close to the road	0	3
Variable quality	4	2
Other	2	5
Total responses, footpaths	39	49
<b>Cycleways</b>		
None or not enough cycleways	47	38

	2019	2020
Poorly designed	11	19
Cycleways/ roads unsafe	15	11
No space for them/roads too narrow	8	6
Don't want cycleways	4	6
Cycleways aren't used	2	3
Cycleways are not marked	3	1
Other	4	5
Total responses, cycleways	74	69
<b>Making the district's roads and footpaths safer</b>		
Poor condition (potholes, uneven surface etc)	22	27
Poorly maintained	19	32
Issues with traffic (heavy traffic, speed)	14	25
No evidence they are (not enough being spent, not seeing roads improve etc)	26	28
Unsafe	17	18
Traffic control poor (no markings, lights, signs etc)	8	7
Roads too narrow	9	9
No/ not enough footpaths	7	3
Need more pedestrian crossings	8	2
Improve visibility/ streetlighting	6	6
Council and staff doing a poor job (general)	0	4
Poor response/communication about safety issues	10	5
Not keeping up with growth in area	3	3
Issues with roadworks	0	2
Roads need to be sealed	0	2
Other	1	6
Total responses, making roads and footpaths safer	90	102
<b>Rural roads</b>		
Poor maintenance	56	79
Poor condition (potholes, uneven etc)	70	73
Narrow roads	20	21

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

## Waste Management



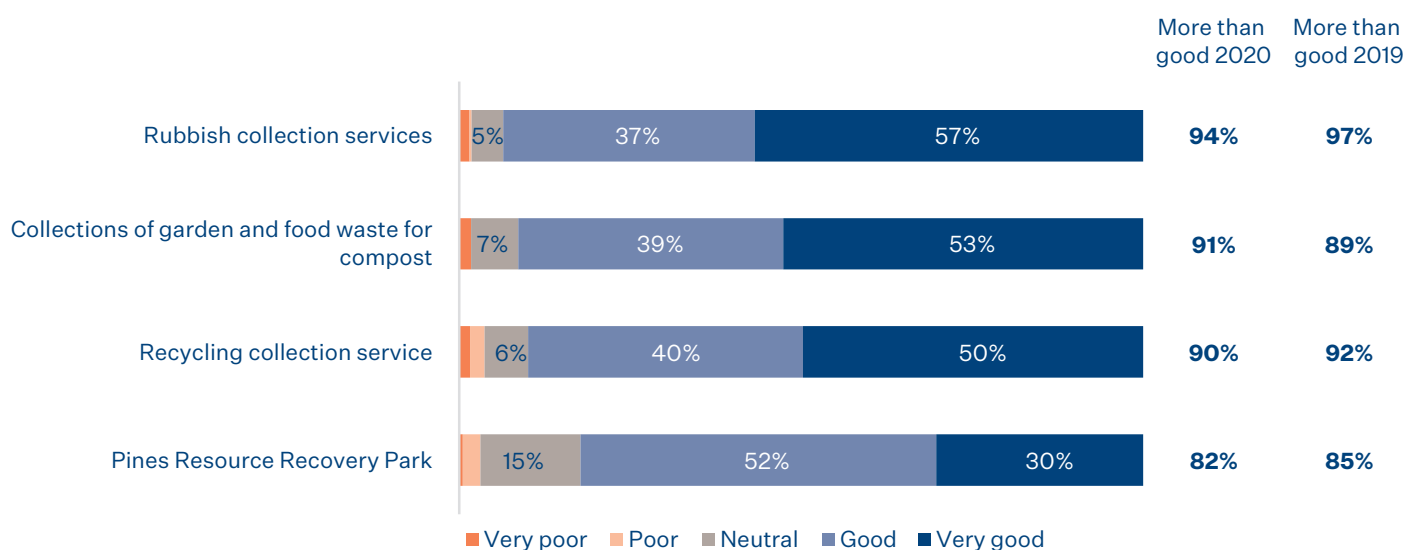
Respondents were asked to provide information regarding their perception of the waste management services provided by the Council:

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

The Council is performing well at providing waste management services. Nearly all users are satisfied with rubbish collection (94%), organic collection (91%), and recycling collection (90%).

As with previous years, those who did not receive this service or were unable to rate were excluded from the analysis. 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 6.1: Waste Management, Performance 2020, All Users**



*NB resource recovery park reported on users*



Rural residents are significantly less likely than town residents to give a rating of good/very good for rubbish collection and compost collection.

**Table 6.2: Waste Management Performance by Users**

	<b>Town</b>	<b>Rural area</b>	<b>Malvern</b>	<b>Selwyn Central</b>	<b>Springs</b>	<b>Ellesmere</b>
<b>Rubbish collection service</b>	97%	88%	91%	93%	98%	91%
<b>Collections of lawn, garden and food waste for compost</b>	94%	77%	82%	90%	95%	97%
<b>Recycling collection service</b>	90%	90%	82%	89%	95%	93%
<b>Pines Resource Recovery Park</b>	85%	77%	80%	83%	83%	81%

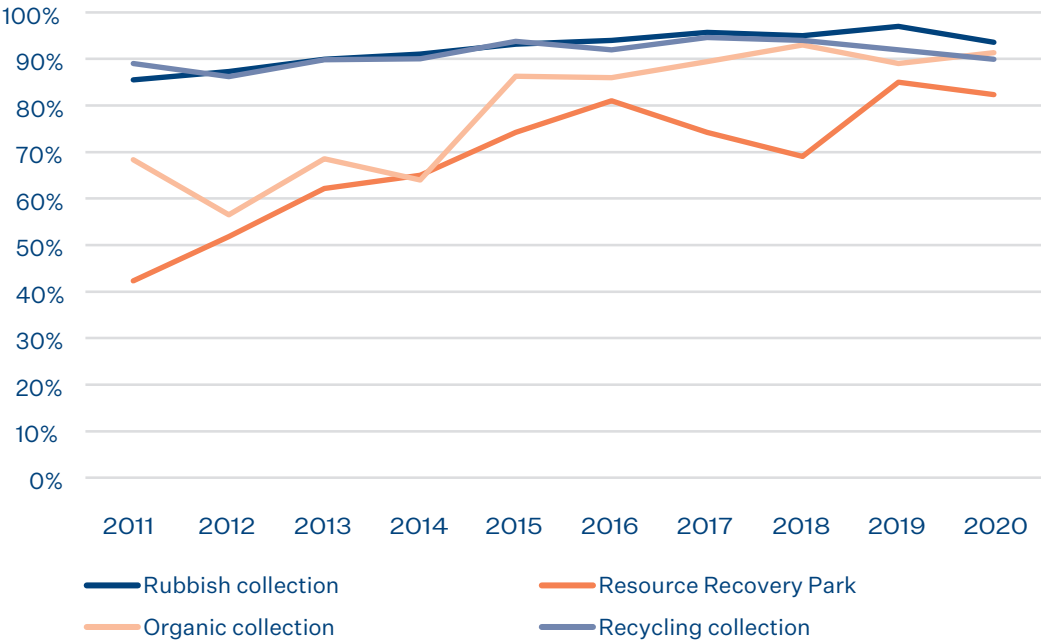
Please note that residents self-identified as living in a town or rural area. Therefore this data may not correspond to the Council's definition of zones.

**Table 6.3: Waste Management Performance by Users**

	<b>Male</b>	<b>Female</b>	<b>18-34</b>	<b>35-54</b>	<b>55+</b>
<b>Rubbish collection service</b>	91%	96%	91%	94%	95%
<b>Collections of lawn, garden and food waste for compost</b>	91%	92%	91%	91%	92%
<b>Recycling collection service</b>	90%	89%	89%	89%	92%
<b>Pines Resource Recovery Park</b>	80%	85%	81%	80%	87%

Results over time show that rubbish, recycling, and organics collection performance have all stabilised at very high levels after several years of gradual improvement. Performance of the Pines Resource Recovery Park is improving but is still slightly below the performance of all other waste management areas.

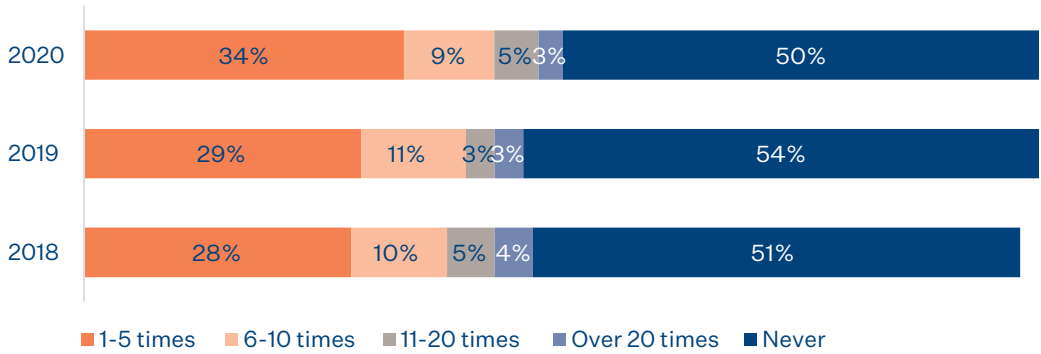
Figure 6.4: Waste Management Performance, Over Time, All residents

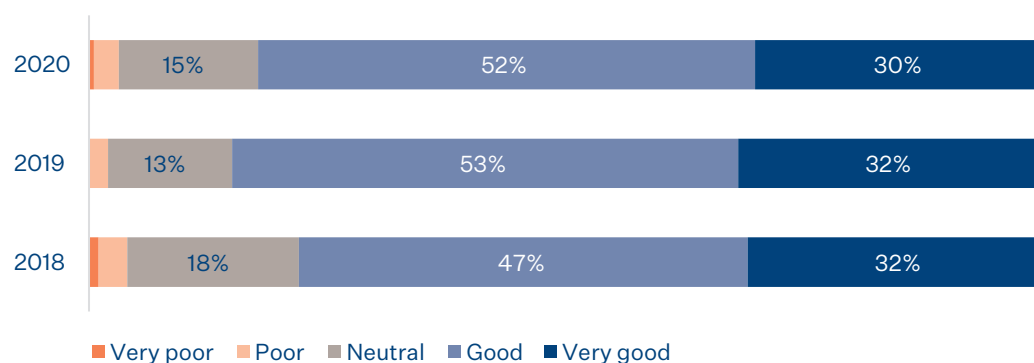


Half of the residents have used the Pines Resource Recovery Park in the last year, which is comparable to previous years.

User ratings of the performance of Pines Resource Recovery Park is also comparable to previous years.

Figure 6.5: Overall Use of Pines Resource Recovery Park



**Figure 6.6: Performance of Pines Resource Recovery Park by Users**

Residents who are dissatisfied also provided responses to the reasons for their dissatisfaction. These are compiled in Table 6.7; and verbatim responses are provided in Appendix Two.

**Table 6.7: Reasons for Dissatisfaction with Waste Management**

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

	2019	2020
Total responses, recycling collection	7	14
The Pines Resource Recovery Park		
Not easy to use - layout/wind issues	3	6
Limited recycling opportunities	1	2
Too costly	1	0
Poor service	1	0
Total responses, resource recovery park	4	6

## Community Facilities

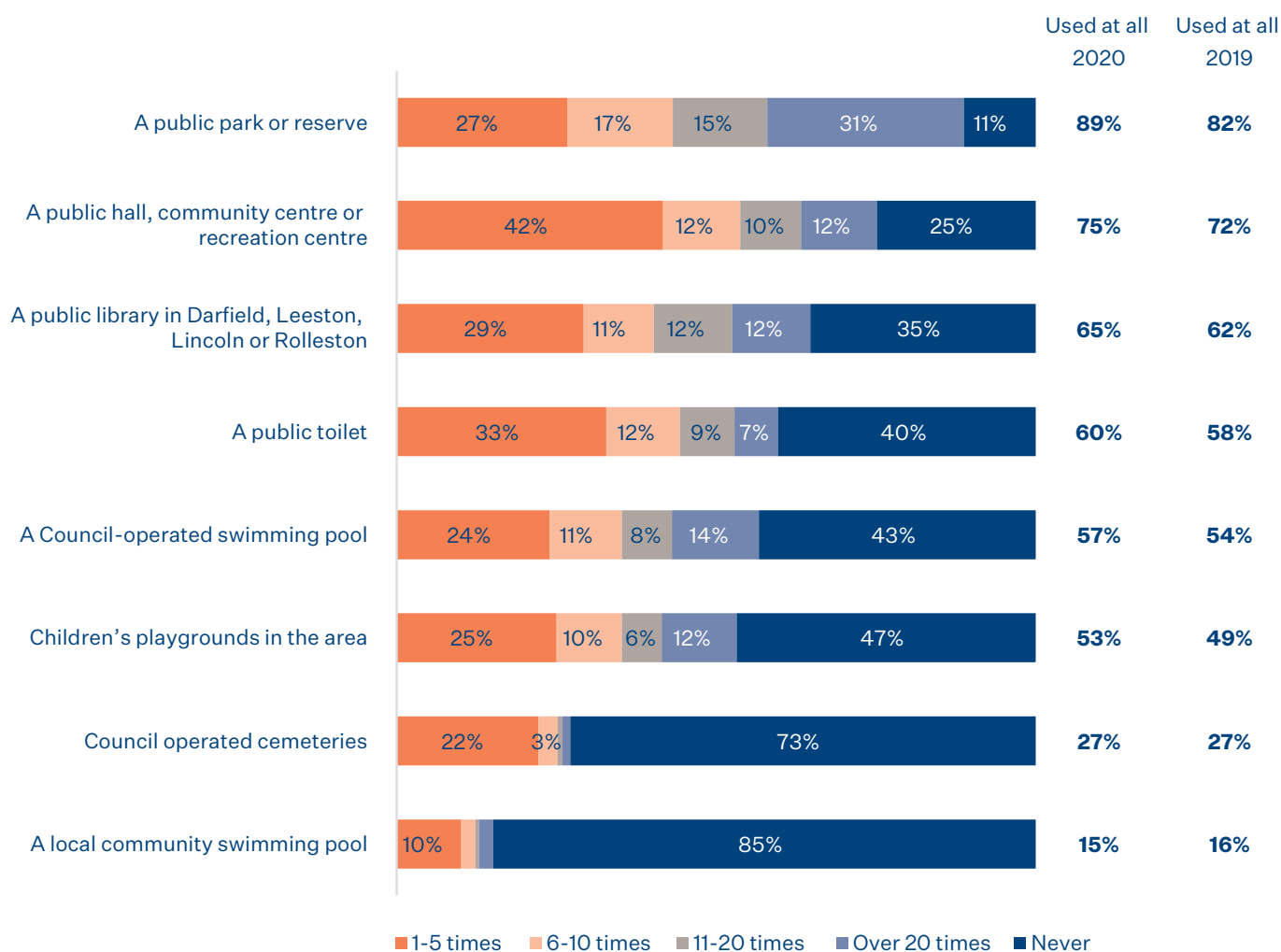


A range of Council community facilities were evaluated in the 2020 Residents' Survey:

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

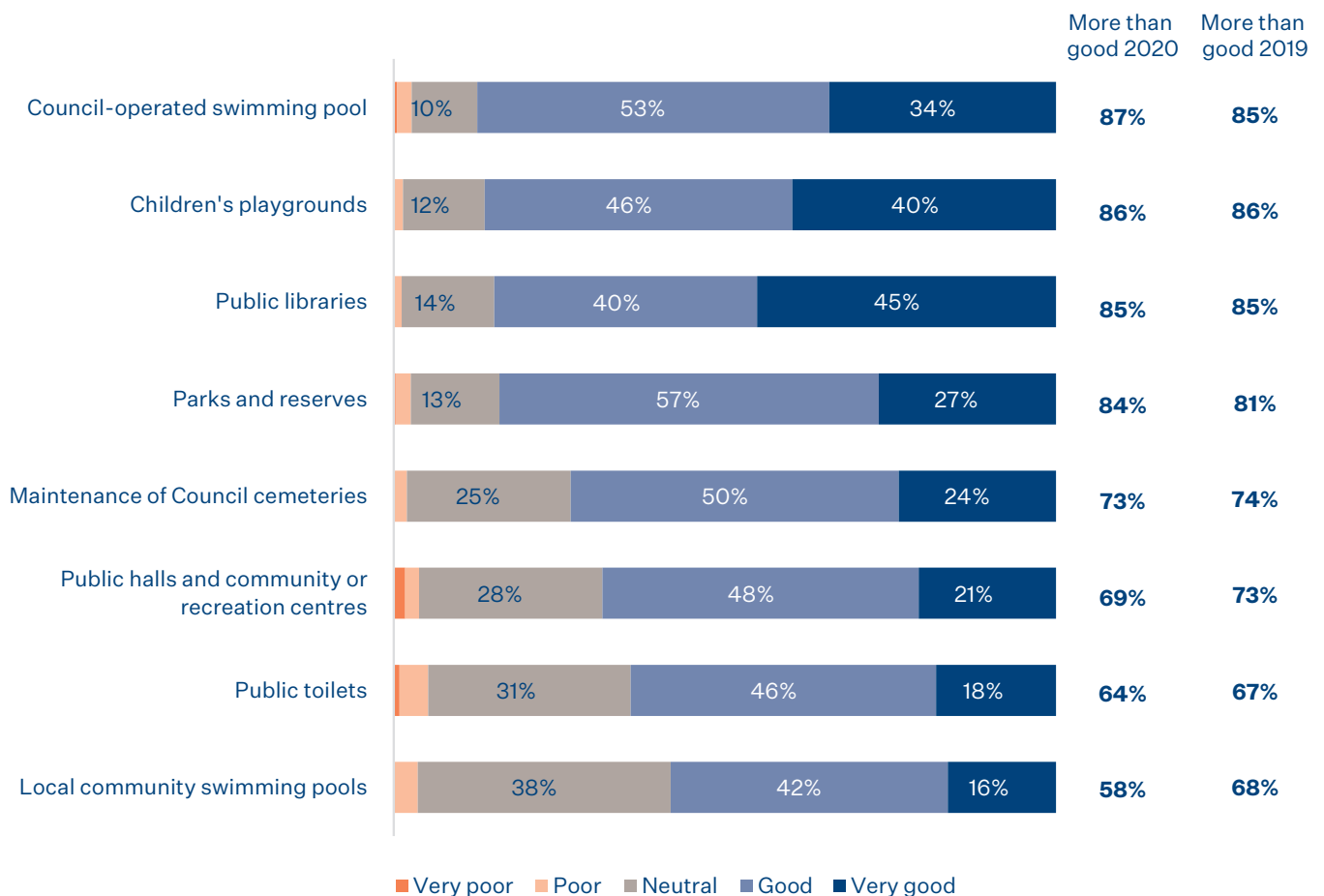
Compared with 2019, the proportion who have used public parks and reserves has significantly increased (89% in 2020, compared with 82% in 2019). The usage of other facilities has remained relatively similar. Potential reasons may include the impact of the COVID-19 lockdown, which kept New Zealanders at home. The trend may have extended beyond the lockdown period.

**Figure 7.1: Community Facilities, Use/Provision**



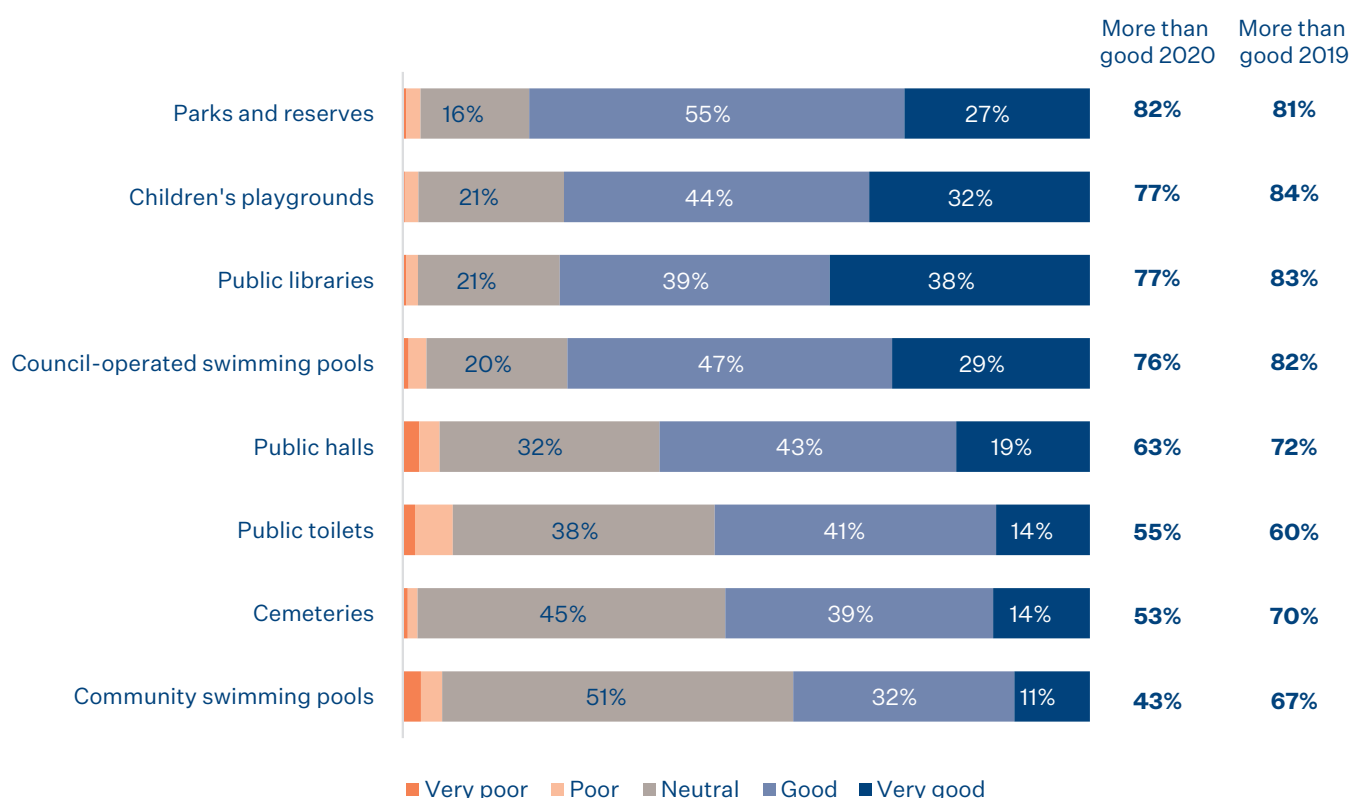
Of the community facilities, Council performance was rated most highly by users of Council-operated swimming pools (87%), children's playgrounds (86%), and public libraries (85%). This year's results are consistent with the results from 2019. This indicates that despite the drop in resident perceptions, the perceptions of users remain the same.

**Figure 7.2: Community Facilities Performance by Users**



Of the community facilities, Council performance was rated most highly for parks and reserves (82%), playgrounds (77%), public libraries (77%), and Council operated swimming pools (76%). Beyond this, ratings for other facilities were as follows: public halls (63%), public toilets (55%), cemeteries (53%), and other community pools (43%).

**Figure 7.3 Community Facilities, Performance by residents**



Among residents, compared with 2019, perceptions of the following several community facilities have decreased:

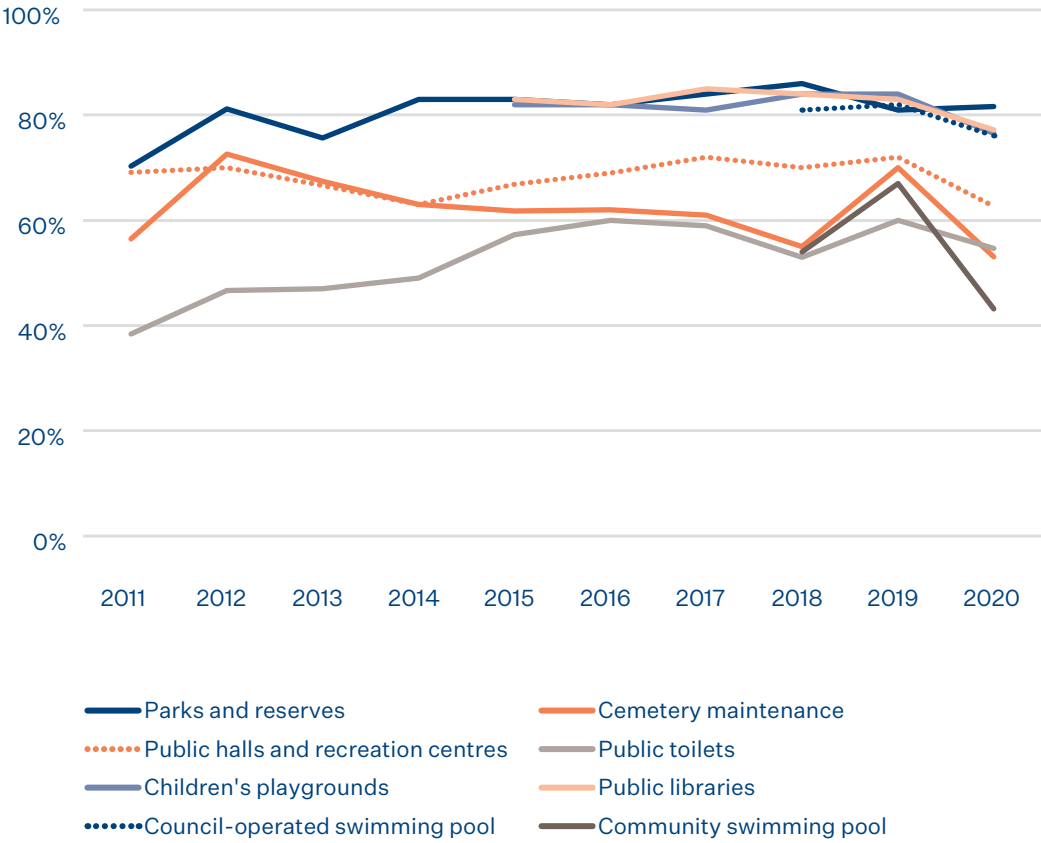
- Community pools (-24%)
- Cemeteries (-17%)
- Public halls (-9%)
- Playgrounds (-7%)
- Public libraries (-6%)
- Public toilets (-5%)



The proportion among residents who were neutral on community swimming pools, maintenance of council cemeteries, and public toilets was significantly higher than the average for all neutral responses. It may be the case that curtailed access to these facilities, particularly during the lock down period, may have influenced resident indifference.

However, users of the above community facilities tended to have a more positive view of the above facilities compared to residents in general, with the exception of local community swimming pools, as shown in the user figures above.

Figure 7.4 Community Facilities, Over Time



Those living in town are significantly more likely to give a positive rating about playgrounds and parks and reserves.

Those in Malvern are significantly less positive about public halls, playgrounds, and Council-operated swimming pools. Those living in Selwyn Central are less positive about public libraries.

There are minimal variations by age and gender.

**Table 8.5: Community Facilities, Performance, All residents**

	<b>Town</b>	<b>Rural area</b>	<b>Malvern</b>	<b>Selwyn Central</b>	<b>Springs</b>	<b>Ellesmere</b>
Public halls	66%	59%	46%	66%	70%	63%
Public toilets	57%	51%	58%	52%	52%	60%
Children's playgrounds	81%	69%	63%	83%	80%	69%
Public libraries	80%	73%	74%	68%	88%	86%
Parks and reserves	86%	76%	74%	85%	85%	78%
Council operated cemeteries	55%	51%	56%	50%	55%	52%
Council operated swimming pools	76%	77%	61%	82%	72%	80%
Community swimming pools	44%	42%	42%	44%	33%	57%

*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.*

**Table 8.6: Community Facilities, Performance, All residents**

	<b>Male</b>	<b>Female</b>	<b>18-34</b>	<b>35-54</b>	<b>55+</b>
Public halls	61%	65%	57%	67%	60%
Public toilets	56%	54%	46%	58%	57%
Children's playgrounds	74%	80%	70%	79%	77%
Public libraries	75%	79%	72%	77%	82%
Parks and reserves	82%	82%	77%	87%	77%
Council operated cemeteries	56%	50%	51%	46%	63%
Council operated swimming pools	72%	80%	78%	80%	68%
Community swimming pools	43%	44%	44%	41%	45%

Residents who are dissatisfied also provided responses to the reasons for their dissatisfaction. These are compiled in Table 7.7; and verbatim responses are provided in Appendix Two.

**Table 8.7: Reasons for Dissatisfaction, Community Facilities**

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

	2019	2020
Don't have one/ Too far to travel	0	3
Small size	8	2
Maintenance/Outdated	0	1
Staff issues	1	0
Other	0	0
Opening hours	1	0
Noisy	1	0
Total responses, public libraries	15	7
<b>Parks and reserves</b>		
Untidy/ poor maintenance	3	7
Better facilities	2	3
Need more of them	1	1
Other	0	1
Total responses, parks and reserves	6	9
<b>Council-operated cemeteries</b>		
Untidy/ poor maintenance	2	4
Other	0	1
Total responses, cemeteries	3	5
<b>Council-operated swimming pools</b>		
Small size/too busy	3	4
Don't have one/Location	0	3
Closure of pools	0	2
Need more features	2	2
Staff communication/behaviour	3	1
Sometimes limited access for public users	2	1
Health and safety concerns	1	0
Poor layout/ planning	2	0
Under-resourced/outdated	4	0
Other	0	2
Total responses, Swimming pools	11	11

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 disagree to strongly agree.

In line with the last two years, the majority of residents still agree or strongly agree (92%) that Selwyn is a great place to live. Three-quarters of residents (74%) agreed that they feel a sense of community with other residents in their neighbourhood.

Figure 8.1: A great place to live

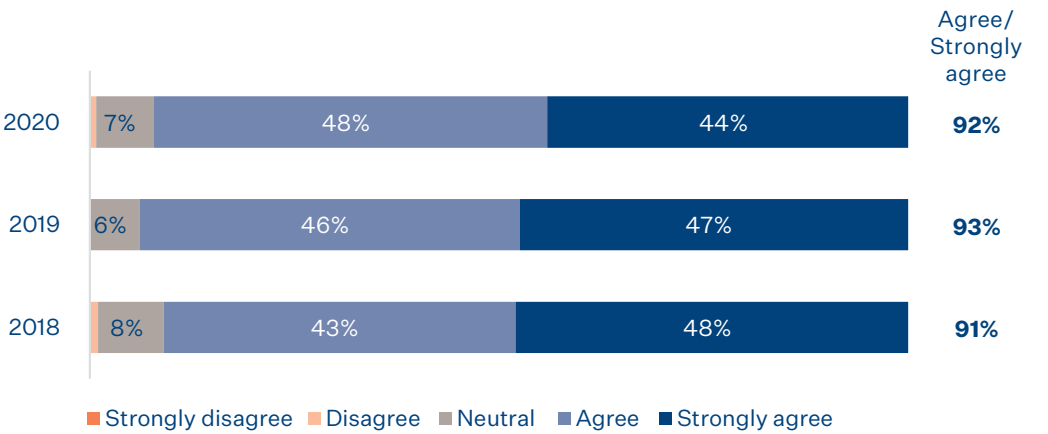
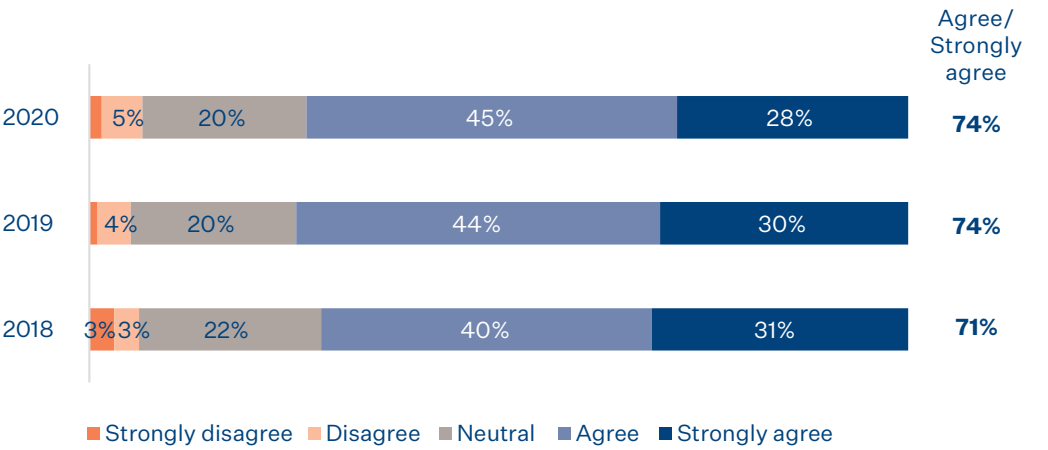


Figure 8.2: A sense of community



Residents were asked why they agreed or disagreed that Selwyn is a great place to live.

The main reasons for their agreement were similar to what was recorded last year. The top reasons were a good atmosphere and environment (37%), being generally happy with the district (26%), and a good community (25%)<sup>3</sup>.

**Table 8.3: Reasons for rating 'Selwyn is a great place to live'**

	<b>Agree/ Strongly agree</b>	<b>Neutral</b>
	n=368	n=28
<b>Positive Comments</b>		
Good atmosphere/ environment (e.g. rural, peaceful, clean, open spaces)	37%	7%
Generally happy with district/ Because I live here	30%	7%
Good community/ people (e.g. friendly, diverse, neighbourhood spirit)	25%	7%
Good facilities/ amenities (e.g. pools, parks, buildings)	19%	4%
Good services/ activities (e.g. rubbish collection, community events, outdoor recreation)	14%	4%
Central/ accessible to everything needed	14%	7%
Accessible to Christchurch	12%	0%
Good place for families/ raising children	10%	4%
Feel safe (low crime, away from earthquakes)	8%	0%
Away from Christchurch/ main cities	7%	0%
District growth (positive)	6%	0%
Good population density/ low traffic	6%	0%
Good Council/ Mayor	5%	0%
Good infrastructure (e.g. roading, sewage, water supply)	4%	0%
Affordable	1%	0%
<b>Negative Comments</b>		
District growth (negative)	2%	21%
Unhappy with Council decisions/ performance	1%	21%
Unaffordable/ unhappy with rates	1%	21%

<sup>3</sup> Not shown in the table are the four respondents who disagreed that Selwyn is a great place to live. These people stated they were unhappy with Council decisions/performance, unhappy with rates, and that the Council services are poor or inadequate.

	<b>Agree/ Strongly agree</b>	<b>Neutral</b>
Average/ room for improvement	2%	14%
Poor or inadequate services/ activities (e.g. rubbish collection, community events, outdoor recreation)	1%	14%
Poor or inadequate infrastructure (e.g. roading, sewage, water supply)	3%	11%
Imbalance between different areas/towns of district	1%	11%
Poor or inadequate environmental care	0%	11%
Unhappy with community/ people (unfriendly, too crowded)	1%	7%
Poor or inadequate facilities/ amenities (e.g. pools, parks, buildings)	1%	4%
Too far from other areas/ inaccessible	1%	4%
Crime rate increasing/ Not enough police presence	1%	0%
Other	4%	11%
Don't know	2%	0%
Total	100%	100%



Residents who did not feel a sense of community were asked why they had disagreed with the statement (n=26). The most common response recorded was that the respondents think there are too many new people (31%).

**Table 8.4: Reasons for not feeling a sense of community**

	<b>2019 (n=21)</b>	<b>2020 (n=26)</b>
Too many new people	10%	31%
Neighbours unfriendly/ keep to themselves	10%	19%
Lack of community spirit/ feeling	14%	19%
Lack of events	5%	15%
Prefer to keep to myself/ friends and family	24%	12%
Don't know my neighbours	19%	4%
Too busy	10%	4%
Know my immediate neighbours only	0%	8%
Live far away	14%	4%
Income inequality	0%	4%
Other	0%	4%
No reason	0%	4%
Don't Know	5%	4%
Total	100%	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%) and networks of people from work or school (35%).

Overall, 24% of residents said they were not involved in any of the listed community groups, primarily because they are not interested in joining such groups.

**Table 8.5: Membership of community groups**

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

Residents were asked if they volunteer for any of the groups they are involved in or any other groups. In total, 39% of residents were involved in volunteering in Selwyn. Being too busy (37%) was the main reason for not volunteering.

**Table 8.6: Volunteering**

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

## Customer Service



Residents were asked if they had personally contacted the Council in the last three months to gather a snapshot of customer experience when interacting with the Council.

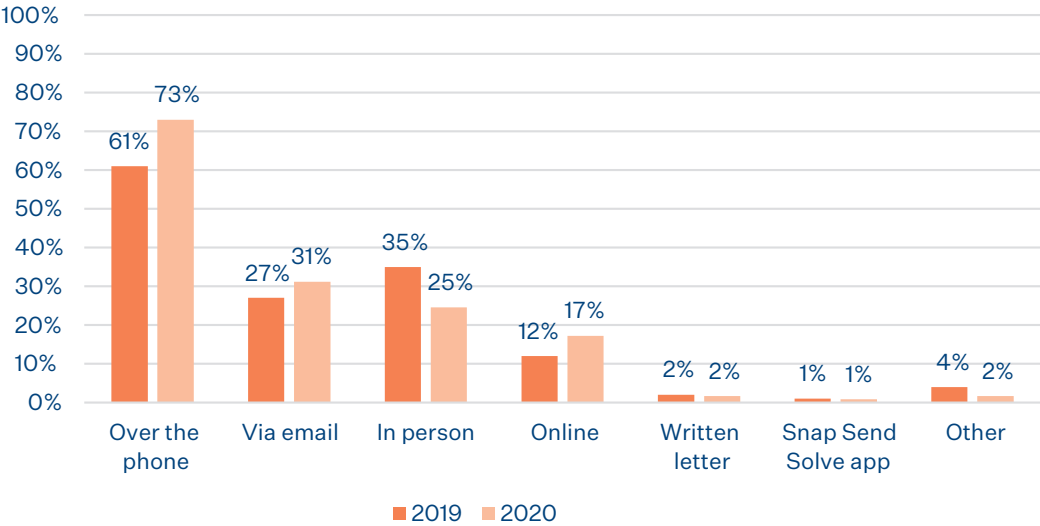
As was found in 2019, residents aged 18-34 are less likely to have contact with the Council.

**Figure 9.1: Frequency of Respondents Who Have Contacted the Council in the Last Three Months**



The most popular means to contact the Council was over the phone (73%). Respondents were also likely to write an email (31%) or visit an office or service centre in person (25%).

**Figure 9.2: Form of Contact with Council by Those Who Have Contacted the Council in the Last Three Months**



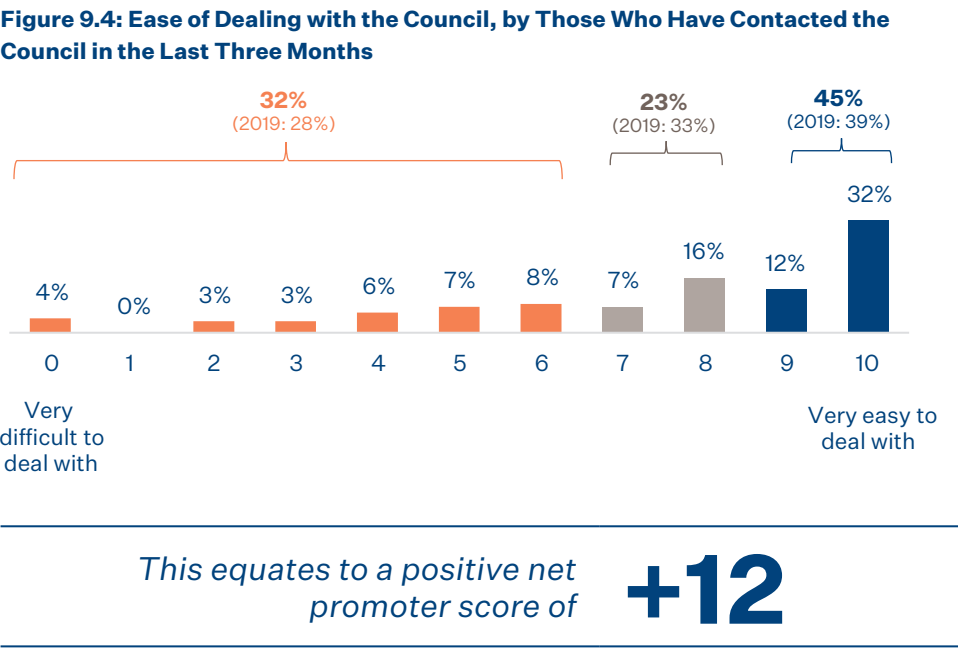
Those who have contacted the Council interacted with a wide variety of Council departments. The most popular was reception (24%), followed by the building department (18%). These results are consistent with the 2019 survey.

**Table 9.3: Departments Contacted by Those Who Have Contacted the Council in the Last Three Months**

	2019 (n=121)	2020 (n=122)
Main customer phone line or reception in Rolleston office	26%	24%
Building department (for building consents or building enquiries)	18%	18%
Planning department/resource consents	17%	16%
Roading	14%	15%
Rates department	17%	14%
Waste, rubbish and recycling	7%	13%
Dog registration	17%	8%
Animal control	12%	8%
Water services	12%	7%
Selwyn Aquatic Centre or community pools	8%	7%
Libraries	12%	6%
LIMS (Land information memorandum)	5%	6%
Community centre or Lincoln Event Centre	9%	3%
Maintenance	3%	2%
AA Agency	2%	2%
Civil Defence/ Emergency management	2%	2%
Dealt directly with Councillors	1%	2%
Parks/ reserves	1%	2%
Assets	1%	1%
Licensing/ law/ policy	1%	1%
Other	6%	8%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Those 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 customers had a positive experience, with almost half of respondents giving a rating of 9 or 10 (45%)

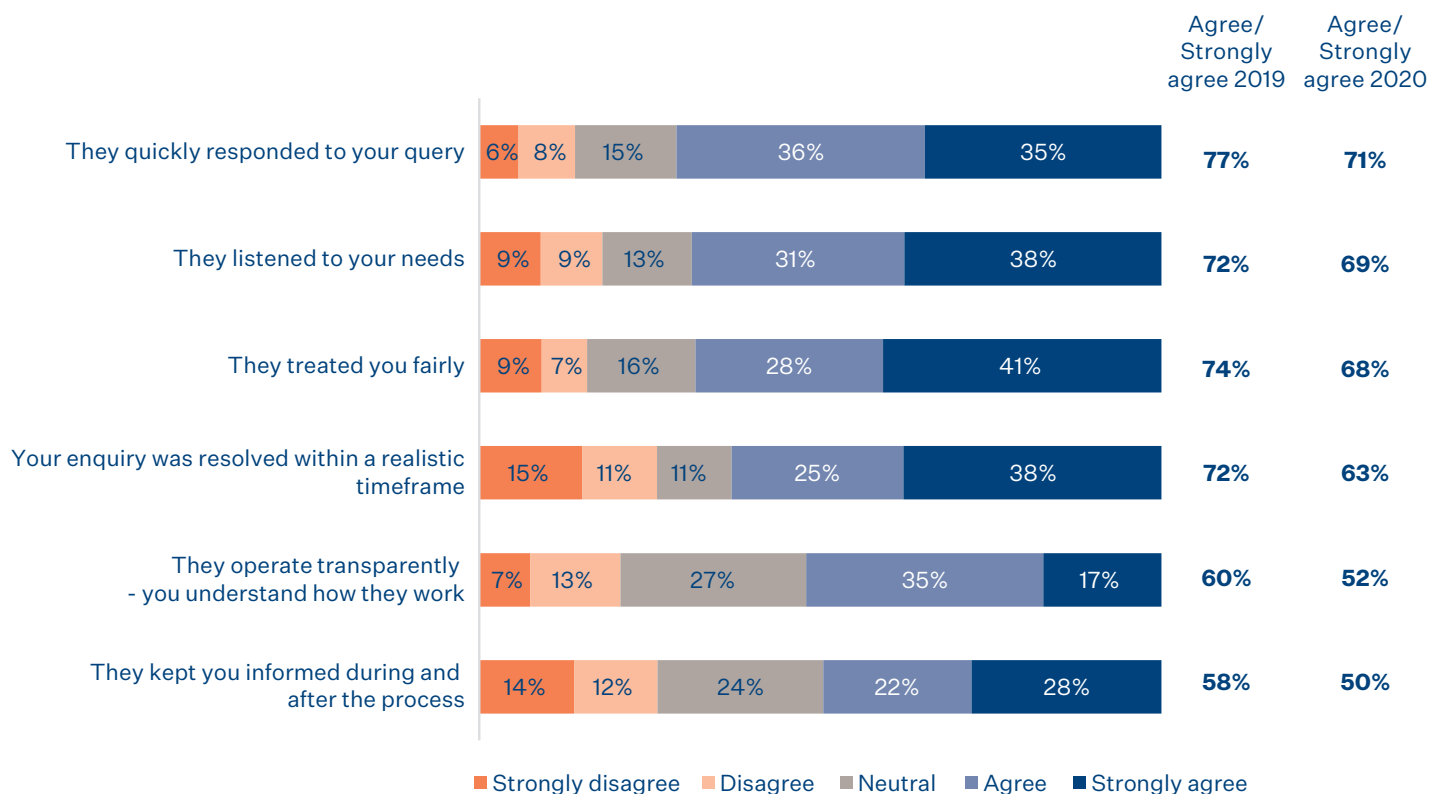
These results are also consistent with the 2019 survey.



Finally, residents who have contacted the Council were also asked how much they agreed or disagreed with statements about their experience. This shows that the stronger areas are around responsiveness and how customers are treated; however, transparency of process and being kept informed throughout the enquiry generally perform lower.

These results are statistically similar to the results from the 2019 survey.

**Figure 9.5: Agreement with Aspects of Customer Experience**



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

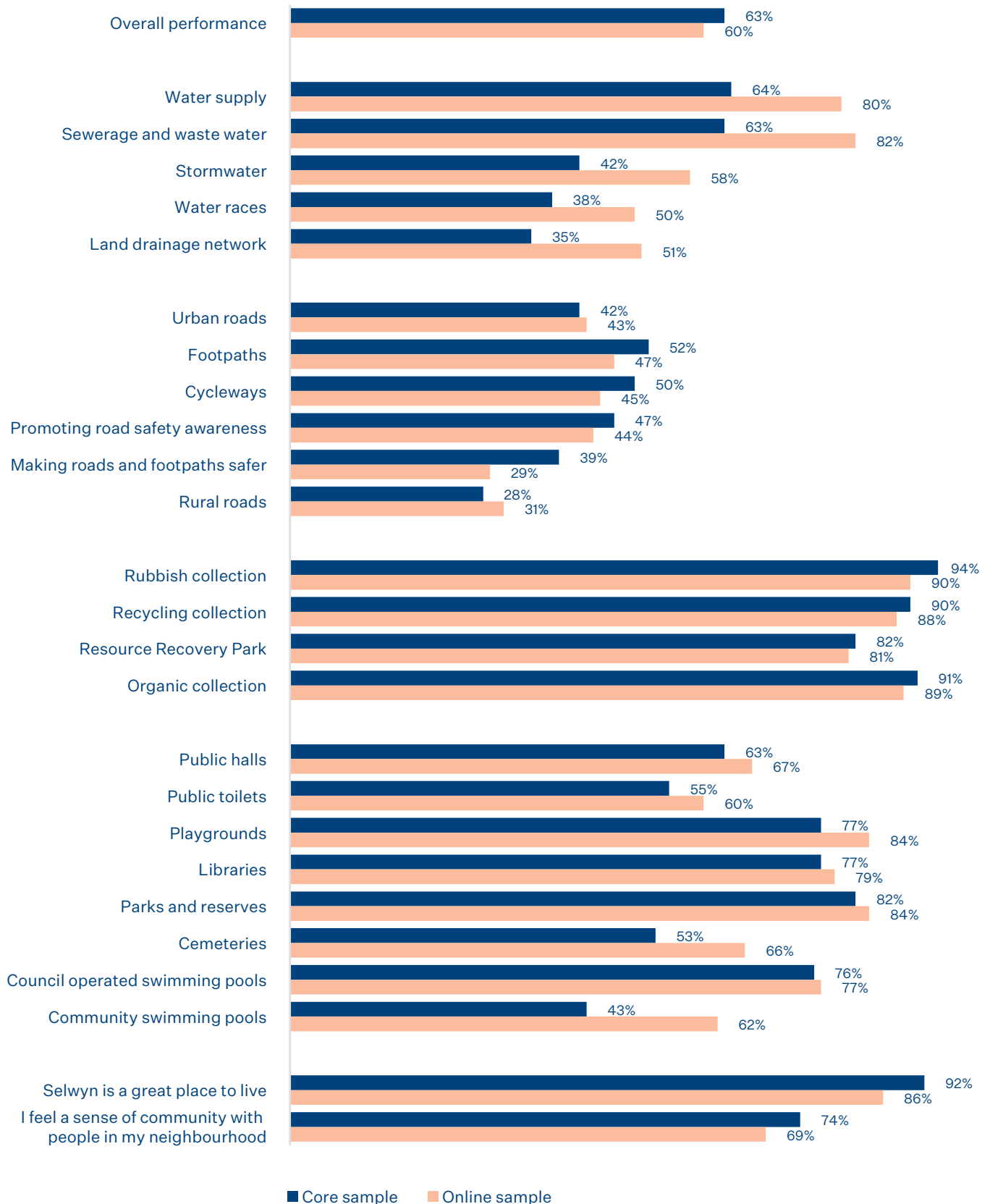


## Appendix 1: Social media responses

# 10

Concurrently, the survey was promoted through Selwyn's Facebook page and the YourSay Selwyn website, through which 224 residents completed the survey. The profile of online respondents was skewed towards females, those aged 35-54 years old, and those that live within the Selwyn Central ward (see table 2.3.2).

The self-selected online sample gave significantly more positive ratings for the Water Services. Whereas most of the results for Land Transport, Waste Management, and Community Facilities are statistically similar. However, online respondents are less positive about the overall metrics. This is most evident in the 86% that agreed that Selwyn is a great place to live, which is lower than the representative telephone survey with a score of 92%.

**Figure 10.1. Comparison of Key Results for Telephone and Online Surveys**

## Appendix 2: Data Analysis



Following the completion of data collection, the 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 the analysis.

Data from the 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 2020 are comparable to 2019, which is the primary point of comparison for this report.



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