

Clutha District Council Resident Survey 2006

SURVEY REPORT



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December 2006

EXECUTIVE SUMMARY

Innovative Business Solutions, Southern Institute of Technology, was commissioned by Clutha District Council to undertake a resident survey. Over 13 nights, during November and December 2006, 2,228 people were contacted to take part in a survey regarding the satisfaction levels of existing Clutha District Council services. A response rate of 28.4% was achieved, with 632 people agreeing to take part in the survey. This is considered a low response rate for a telephone survey. Reasons for non-response may be found in Appendix One.

The survey objective was to obtain information that would assist the Clutha District Council in providing effective and efficient services to the Clutha community. The key areas of focus for the survey were water, roading, waste, Council services, communication with the Council and performance of the organisation and elected members.

Water services

Sewerage, stormwater and water supply were the water services address in this section. Respondents were requested to rank their level of satisfaction on a scale where one is very dissatisfied and five is very satisfied. Sewerage services received the highest level of satisfaction with an average rating of 4.22, followed by reliability of the water supply (4.00). Stormwater services received a satisfaction rating average of 3.69. The quality of the water supply services ranked the lowest with an average rating of 3.20.

Roading services

Respondents were asked to indicate their level of satisfaction regarding several roading services in the Clutha District: local roads in general, local gravel roads, local sealed roads and footpaths. The highest rated roading service was local sealed roads with an average rating of 3.44. Local roads in general received an average satisfaction rating of 3.37, while local gravel roads received a rating of 2.84. The lowest rated amenity for roading services was footpaths with a rating of 2.83.

Waste Services

Respondents were asked to indicate their level of satisfaction for the wheelie bin service, skip services and Mt Cooee landfill station and whether or not they had utilised/visited these services in the past 12 months. The wheelie bin service ranked as the highest rated waste service with an average rating of 4.55. Skip services in the district received a rating of 4.17, with satisfaction levels towards the Mt Cooee landfill station being the lowest at 3.74.

Council services

Respondents were asked to rate their level of satisfaction regarding nine different services or facilities provided in the district, such as the library, public toilets and playgrounds. Library services and information centres received the highest average ratings with 4.52 and 4.49 respectively. The lowest rating satisfaction levels were received for public toilets (3.49), swimming pools (3.56), and parks and reserves, and sportsgrounds, which both received a rating of 3.98. The remaining three services received the following ratings: community centre or hall (4.18), cemeteries (4.08), and playgrounds (4.04).

Communication with the Council

Over half the respondents contacted the Council by visiting the office or phoning. Respondents were highly satisfied with their treatment when using both of these methods. When wanting to find out information about the Council, 66% use the Council newsletter, 40% refer to the Clutha Leader public notices, and 28% obtain information through personal contact with Council staff. Ten percent of respondents had visited the Clutha District website, with 86% of these people visiting the site less than five times a year.

Elected members and organisation performance

Respondents were asked to indicate their level of satisfaction regarding the performance of different Council groups, as well as the overall performance of the Clutha District Council. The overall performance of the Clutha District Council rated the highest for this section with an average rating of 3.64. Local decision-making and planning by community boards received a rating of 3.45 followed closely by the effectiveness and advice from council management and staff which had a 3.44 rating. Decision-making, planning and leadership of the Mayor and Councillors received a rating of 3.42.

General questions

Respondents were asked to what extent they agreed with six statements concerning the Clutha District. The highest scoring statement was "the Clutha District is a great place to live" receiving an average rating of 4.34. The next highest statement was "the Clutha District is a safe place to live" on 4.19. The lowest scoring statements were "the Clutha District has good sporting facilities and opportunities" and "the Clutha District has good recreation opportunities", receiving averages of 3.90 and 3.98 respectively.

Thirty-nine percent of respondents indicated that they have taken some steps to prepare for a Civil defence emergency.

The three service aspects with the lowest satisfaction levels were footpaths, local gravel roads and the quality of the water supply. These three aspects were also mentioned when looking at the three main services that the Council should give a high priority to over the next twelve months i.e. general roading, footpaths and water issues/scheme.

Overall, three services with the highest satisfaction ratings were the wheelie bin services, library services and service/information centre.

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INTRODUCTION

Innovative Business Solutions, Southern Institute of Technology, was commissioned by Clutha District Council to undertake a resident survey. Over 13 nights, during November and December 2006, 2,228 people were contacted to take part in a survey regarding the satisfaction levels of existing Clutha District Council services. A response rate of 28.4% was achieved, with 632 people agreeing to take part in the survey. This is considered a low response rate for a telephone survey. Reasons for non-response may be found in Appendix One.

Survey Purpose

The aim of the survey was to obtain information that would help the Clutha District Council in providing effective and efficient services to the Clutha community.

In particular, the main objectives of this survey were:

- 1 To ascertain the satisfaction level of important key services provided within the Clutha District.
The four key service areas were:
 - Water services (water supply, sewerage, and storm water)
 - Roading services
 - Waste services (wheelie bins, skip services, and Mt Cooe landfill station)
 - Community services (e.g. library, information centres, public toilets, sportsgrounds, swimming pools etc)
- 2 To determine the satisfaction levels and effectiveness of communication methods used to contact the Clutha District Council.
- 3 To establish the level of satisfaction regarding elected representatives and the Clutha District Council as an organisation.
- 4 To determine whether or not residents had taken any steps to prepare for a civil defence emergency.
- 5 To ascertain residents' opinions and perceptions on aspects of the district, for example, safety and quality of life.

Methodology

This was a stratified random survey, as it was important to achieve representation from all communities in the Clutha District. People were contacted using information supplied from Telecom Directories Limited, through a service called Telerange.

A team of Innovative Business Solutions survey interviewers undertook telephone interviews over 13 evenings during November and December 2006, between the hours of 5.30pm and 8.30pm.

Questionnaire

A copy of the survey questionnaire is attached as Appendix Two of this report.

Section One – Water Services

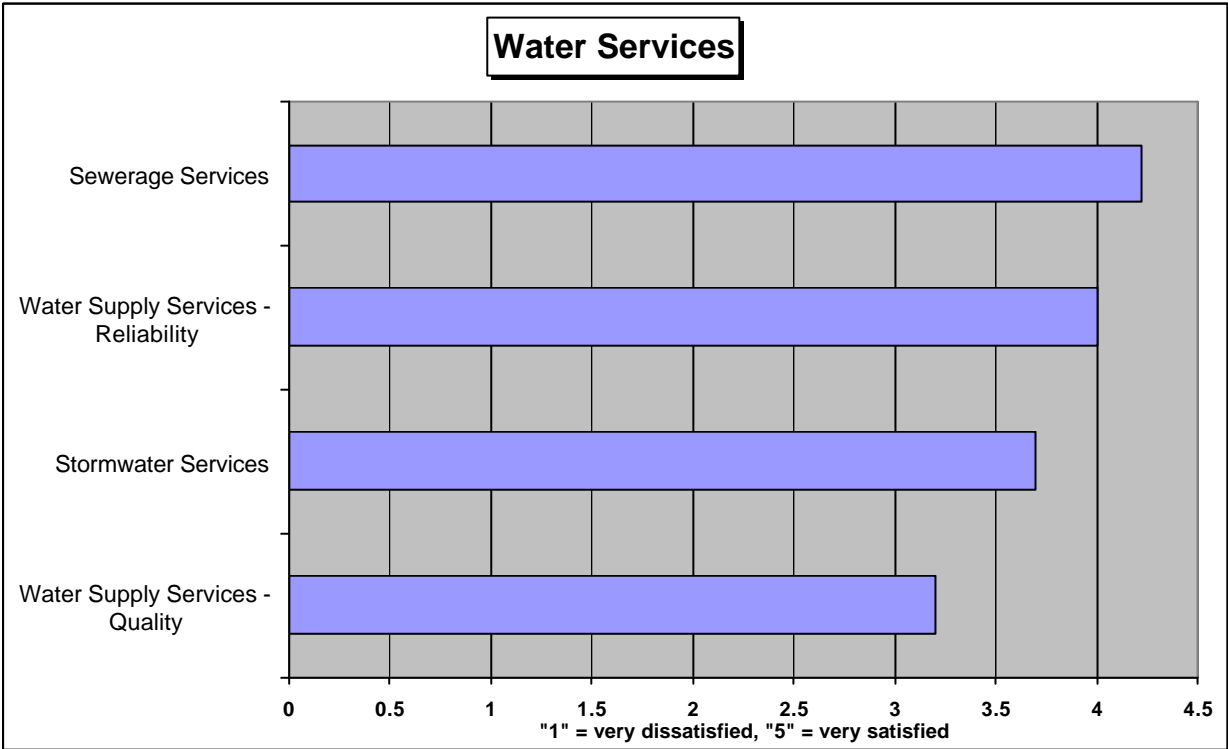
Respondents were asked about their level of satisfaction regarding sewerage, storm water and water supply services, using a scale of one to five, where one is very dissatisfied and five is very satisfied. Respondents who had low levels of satisfaction were asked to explain their reason for their rating. Respondents were also asked if they wished to make any further comments regarding these water services.

1.1 Summary of satisfaction levels regarding water services

On a scale where one is very dissatisfied and five is very satisfied, the water services in the district ranged from an average of 4.22 for sewerage services to 3.20 for the quality of the water supply services. Stormwater services received a satisfaction rating average of 3.69.

Overall, respondents had a higher level of satisfaction regarding the reliability of the water supply (4.00) when compared to the quality of the water supply (3.20).

Graph 1: Summary of satisfaction levels regarding water services

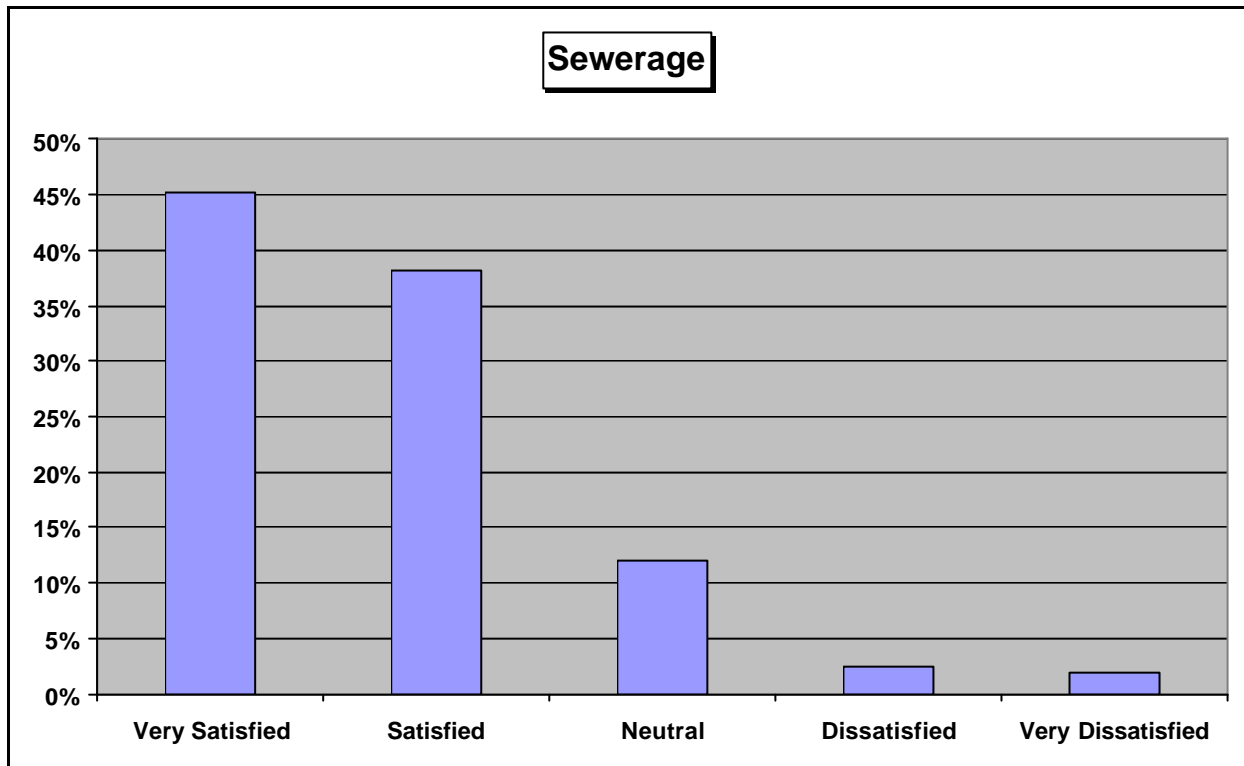


Water Services	Satisfaction Level
Sewerage Services	4.22
Water Supply Services - Reliability	4.00
Stormwater Services	3.69
Water Supply Services - Quality	3.20

1.2 Sewerage services

358 respondents (56.6%) indicated that they used the Council sewerage supply. Those respondents were asked to rate their level of satisfaction regarding the sewerage supply, and the majority indicated that they were either very satisfied (45%), or satisfied (38%). Only 5% of respondents were dissatisfied, with 3% dissatisfied and 2% very dissatisfied.

Graph 2: Level of satisfaction of sewerage services



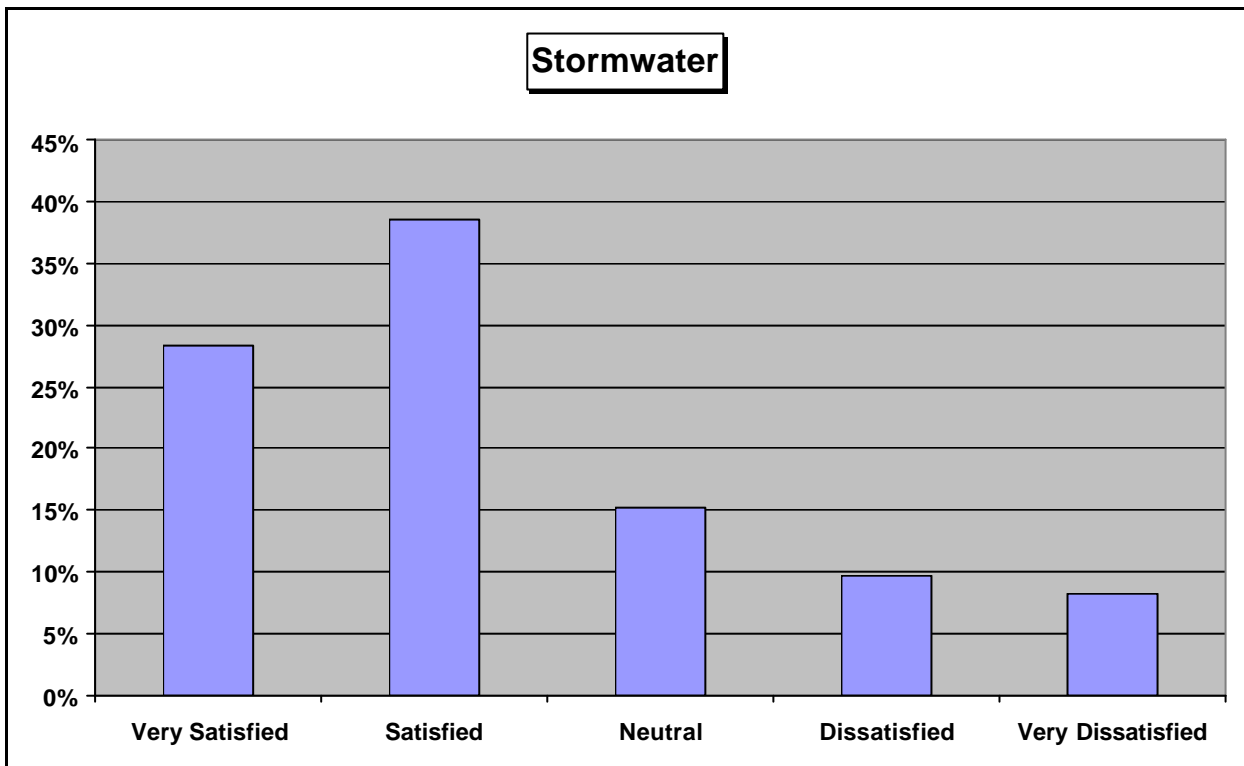
Sewerage Services	Raw Data	Percent
Very Satisfied	162	45%
Satisfied	137	38%
Neutral	43	12%
Dissatisfied	9	3%
Very Dissatisfied	7	2%
Total	358	100%

1.3 Storm water services

342 respondents (54%) indicated that they used Council stormwater services. Over two thirds of the respondents who were asked this question were satisfied with the stormwater services that they had received in the last 12 months, with 39% of respondents satisfied and 28% of respondents very satisfied. Eighteen percent of respondents were dissatisfied, with 10% dissatisfied and 8% very dissatisfied.

Those respondents who indicated dissatisfaction levels were asked how they believed the service could be improved. Most of the responses focused on such things as upgrading the system, and clearing and cleaning drains to prevent flooding.

Graph 3: Level of satisfaction of stormwater services



Stormwater Services	Raw Data	Percent
Very Satisfied	97	28%
Satisfied	132	39%
Neutral	52	15%
Dissatisfied	33	10%
Very Dissatisfied	28	8%
Total	342	100%

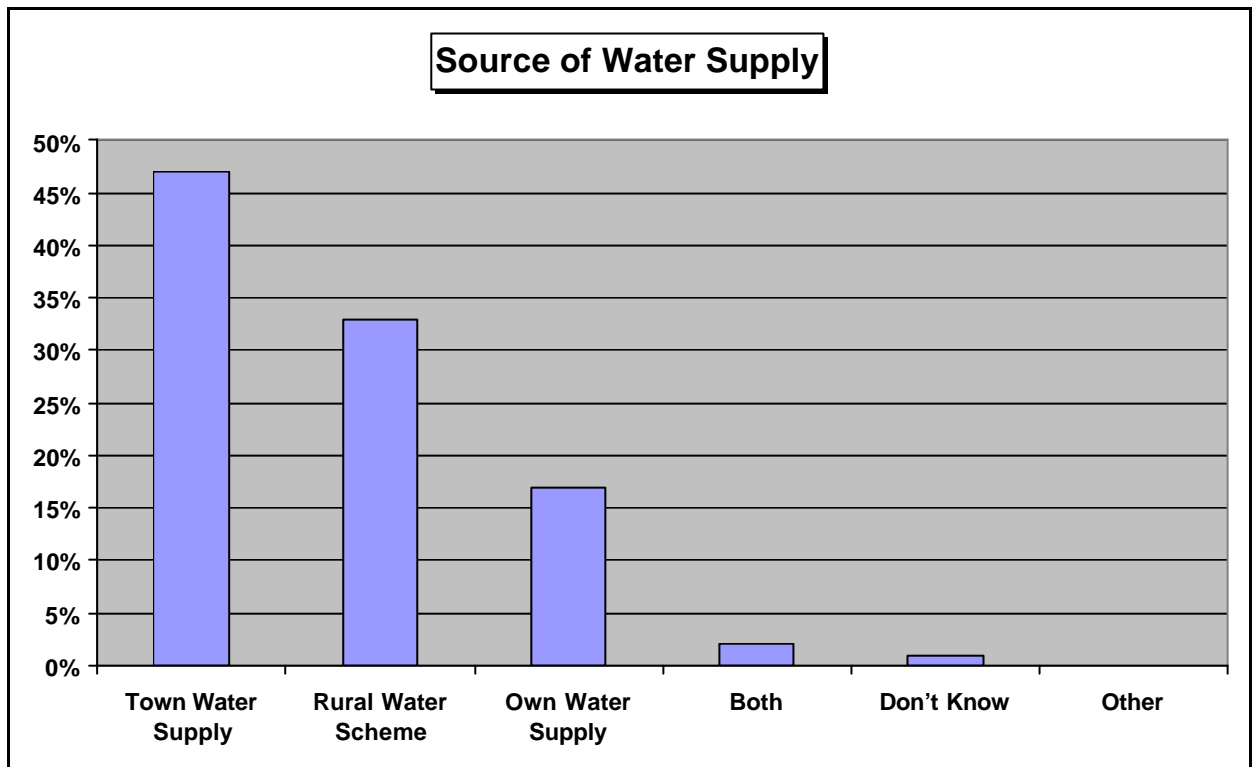
1.4 Water supply

Respondents were asked questions regarding the source of their water supply, the level of satisfaction with the reliability of the supply of water, as well as rating the quality of the water supply.

1.4.1 Source of water supply

When asked whether or not they were on a town water supply or a rural scheme, 47% of respondents indicated they were on a town water supply and 33% of respondents were on a rural scheme. A further 17% had their own water supply. A further 17% had their own water supply. A further 17% had their own water supply.

Graph 4: Source of water supply



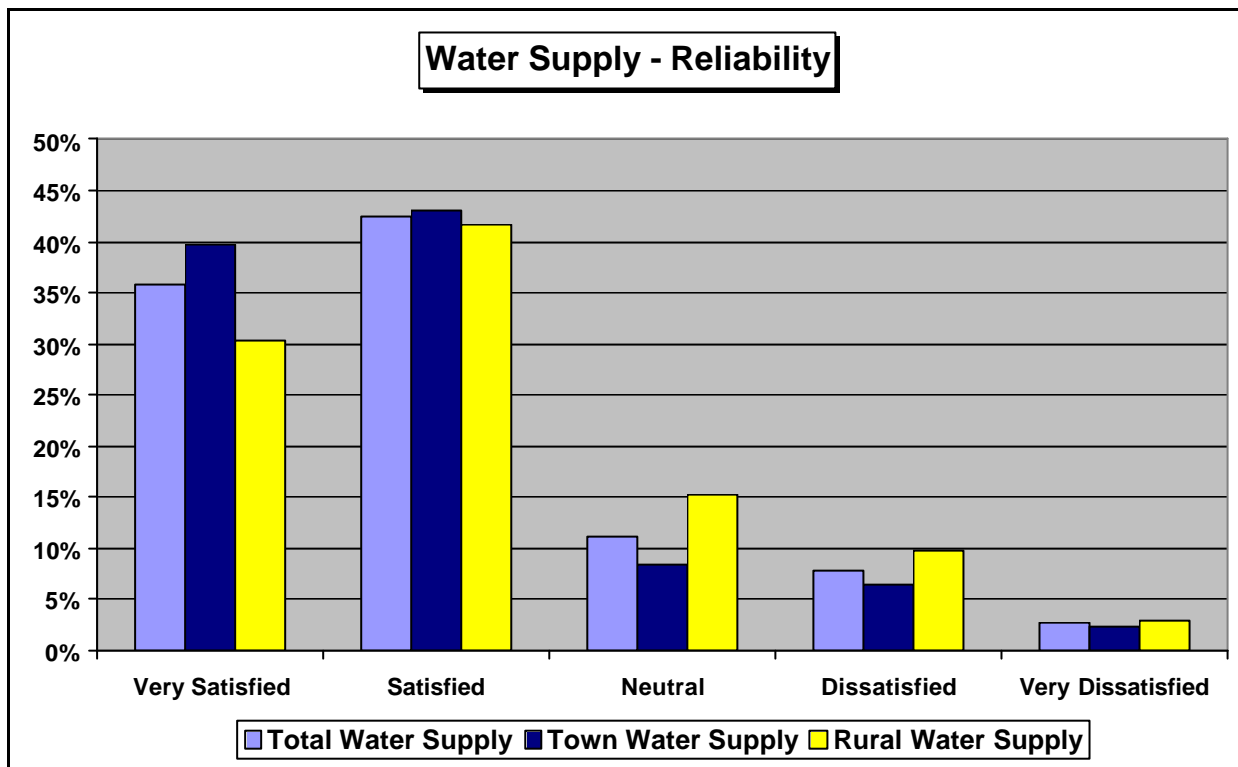
Source of Water Supply	Raw Data	Percent
Town Water Supply	296	47%
Rural Water Scheme	209	33%
Own Water Supply	110	17%
Both	10	2%
Don't Know	4	1%
Other	3	0%
Total	632	100%

1.4.2 Reliability of water supply

Respondents using a town or rural water scheme were asked about the reliability of their water supply. Of these respondents (505), over three-quarters were satisfied (78%), with 42% satisfied and 36% very satisfied.

Respondents who were dissatisfied or very dissatisfied with the reliability of the water supply mainly commented about the pressure of the water, and water restrictions.

Graph 5: Level of satisfaction regarding reliability of water supply



Water Supply Reliability	Town and Rural Supply		Town Supply		Rural Supply	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Very Satisfied	179	36%	117	40%	62	30%
Satisfied	212	42%	127	43%	85	42%
Neutral	56	11%	25	8%	31	15%
Dissatisfied	39	8%	19	6%	20	10%
Very Dissatisfied	13	3%	7	2%	6	3%
Total	499¹	100%	295²	100%	204³	100%

When considering the source of the water supply, those respondents using a town supply were slightly more satisfied than the total sample (83% indicating satisfied or very satisfied compared with 78%). This was also reflected in the higher dissatisfaction levels of those respondents using a rural source, (13% indicating dissatisfied or very dissatisfied compared with 11%).

¹ Six respondents chose not to provide a rating.

² One respondent chose not to provide a rating.

³ Five respondents chose not to provide a rating.

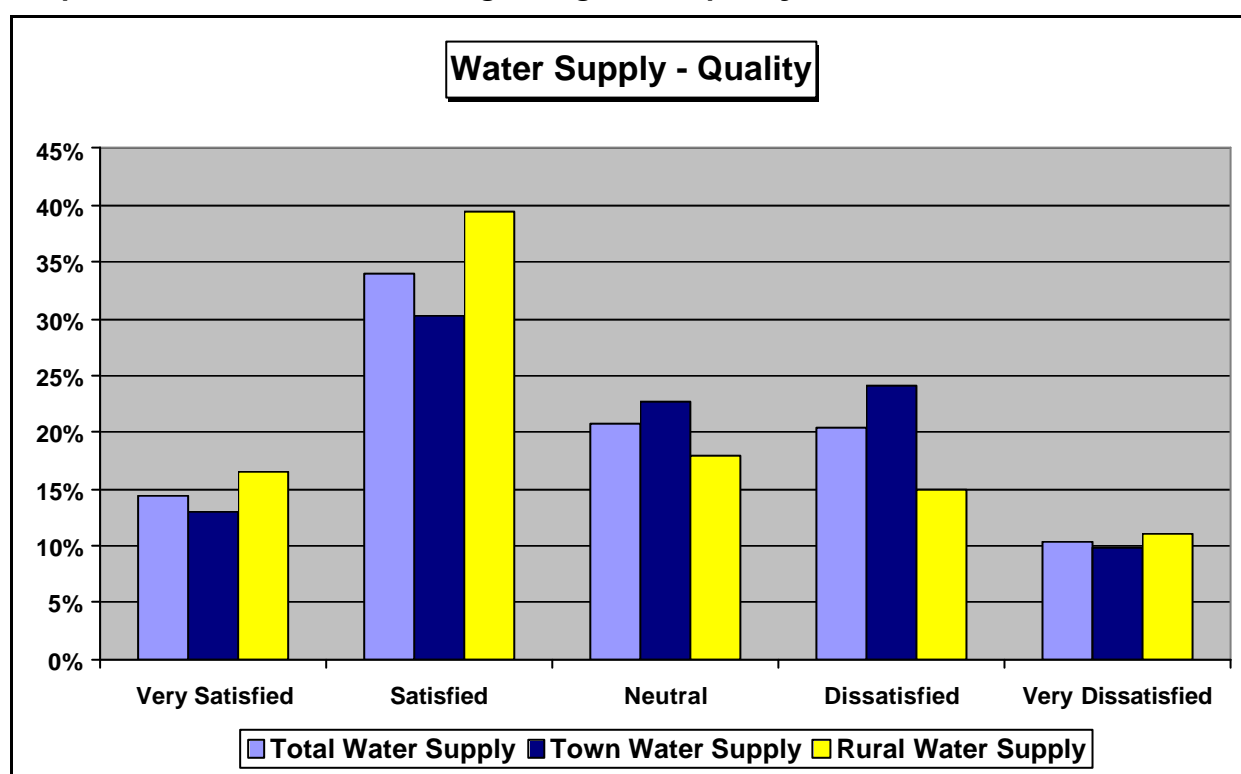
Care must be taken when looking at the actual source of the water supply for those respondents who were dissatisfied or very dissatisfied about the reliability of the water supply. As figures are broken down smaller sample sizes emerge, e.g. five respondents indicated they were using the Owaka town supply. Those town supplies that received a higher than average level of dissatisfaction were Lawrence, Owaka, and Tapanui. The rural water schemes that received a higher than average level of dissatisfaction were Balmoral 2, Clydevale, Glenkenich, North Bruce and Pomahaka.

1.4.3 Water quality

Respondents using a town or rural water scheme were then asked about the quality of their water supply. Of these respondents, just under a half were satisfied (48%), with 34% satisfied and 14% very satisfied. Just under a third of these respondents were dissatisfied (30%), with 20% dissatisfied and 10% very dissatisfied.

Respondents who were dissatisfied or very dissatisfied with the quality of the water supply mainly commented about the taste, colour and smell of the water they received. Some respondents also commented about the use of chemicals.

Graph 6: Level of satisfaction regarding water quality



Water Supply Quality	Town and Rural Supply		Town Supply		Rural Supply	
	Raw Data	Percent	Raw Data	Percent	Raw Data	Percent
Very Satisfied	71	14%	38	13%	33	17%
Satisfied	168	34%	89	30%	79	40%
Neutral	103	21%	67	23%	36	18%
Dissatisfied	101	20%	71	24%	30	15%
Very Dissatisfied	51	10%	29	10%	22	11%
Total	494⁴	100%	294⁵	100%	200⁶	100%

⁴ Eleven respondents chose not to provide a rating.

⁵ Two respondents chose not to provide a rating.

⁶ Nine respondents chose not to provide a rating.

When considering the source of the water supply, those respondents using a rural water scheme were slightly more satisfied than the total sample (57% indicating satisfied or very satisfied compared with 48%). This was also reflected in a slightly higher level of dissatisfaction for those respondents using a town supply, (with 34% indicating dissatisfied or very dissatisfied compared with 30%).

When looking at the actual source of the water supply for those respondents who were dissatisfied or very dissatisfied about the quality of water, care must be taken because as figures are broken down smaller sample sizes emerge, e.g. five respondents indicated they were using the Owaka town supply. Those town supplies that received a higher than average level of dissatisfaction were Kaitangata, Milton, Owaka, and Tapanui. The rural water schemes that received a higher than average level of dissatisfaction were Clydevale, and Pomahaka.

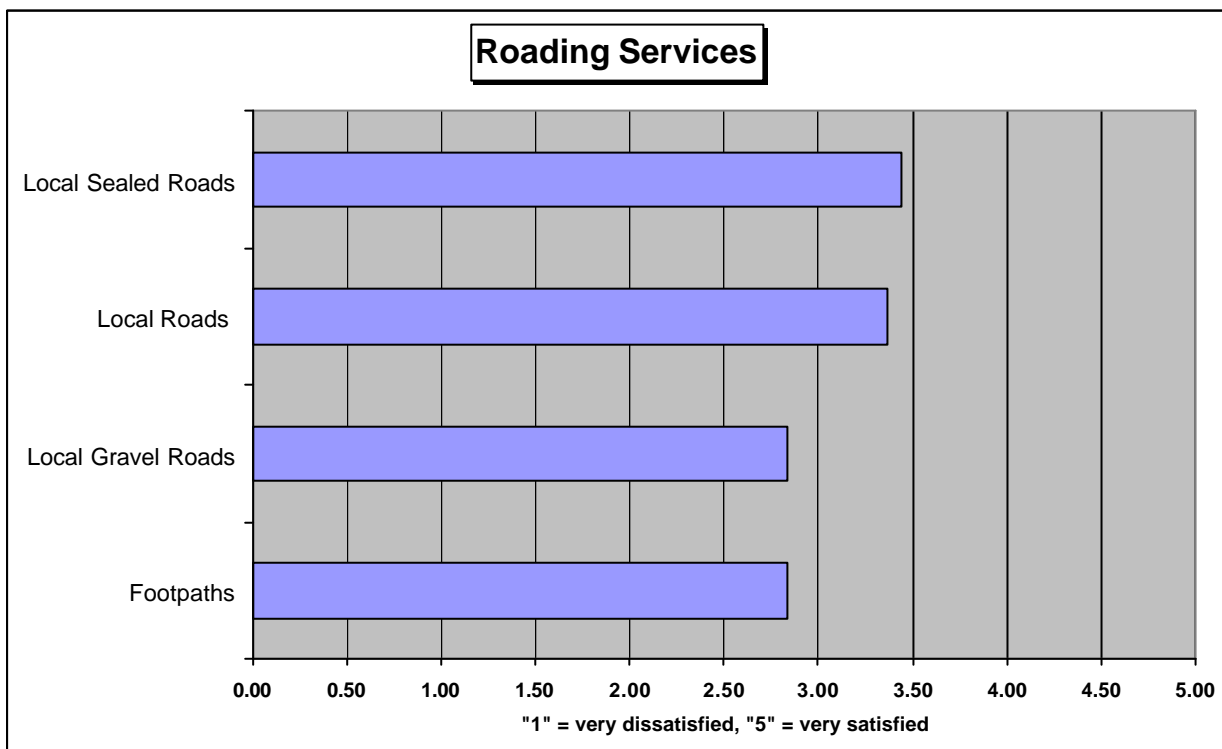
Section Two– Roding Services

Respondents were asked if they knew who was responsible for maintaining all State Highways, as well as maintaining all other roads. Respondents were then asked about their level of satisfaction regarding local roads in general, as well as local gravel roads and local sealed roads. They were also asked about their satisfaction regarding footpaths. Respondents who had low levels of satisfaction were asked to explain the reason for their rating. Respondents were finally asked if they wished to make any further comments regarding roading services.

2.1 Summary of satisfaction levels regarding roading services

Using the scale where one is very dissatisfied and five is very satisfied the average level of satisfaction for individual aspects of roading services ranged between 3.4 to 2.8. Local sealed roads received the highest average satisfaction rating (3.44) compared with local gravel roads which received an average rating of 2.84. Overall, local roads received an average satisfaction rating of 3.37. Footpaths were the lowest rated amenity with an average rating of 2.83.

Graph 7: Summary of satisfaction levels regarding roading services



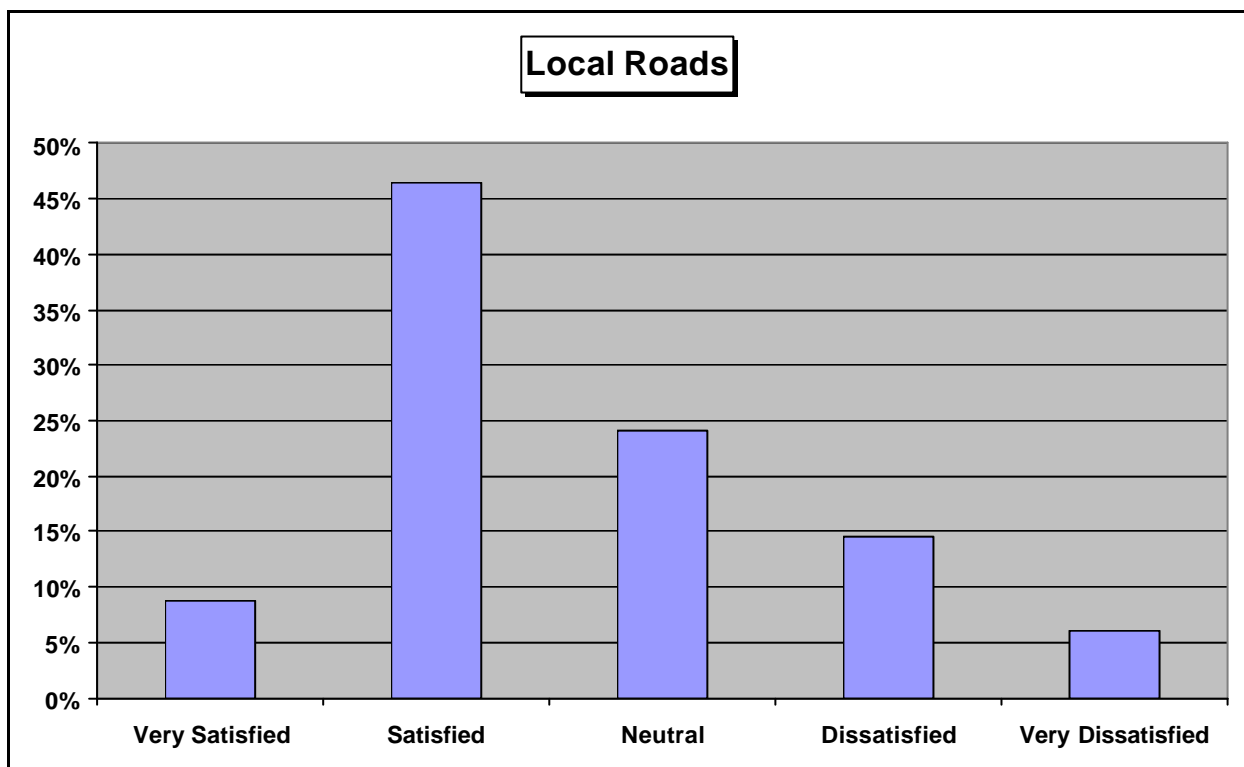
Roading Services	Satisfaction Level
Local Sealed Roads	3.44
Local Roads	3.37
Local Gravel Roads	2.84
Footpaths	2.83

2.2 Local roads

When asked how satisfied they were that local roads were appropriate for their travel needs, over half of the respondents (55%) indicated that they were satisfied, with 46% satisfied and 9% very satisfied. Nearly a quarter of respondents (24%) were neutral and the remaining respondents showed levels of dissatisfaction, with 15% of respondents dissatisfied and 6% of respondents very dissatisfied.

There were various reasons why some respondents were dissatisfied or very dissatisfied with the local roads. These reasons included such things as potholes, safety, not enough gravel, and lack of maintenance.

Graph 8: Level of satisfaction of local roads



Local Roads	Raw Data	Percent
Very Satisfied	55	9%
Satisfied	292	46%
Neutral	152	24%
Dissatisfied	92	15%
Very Dissatisfied	38	6%
Total	629⁷	100%

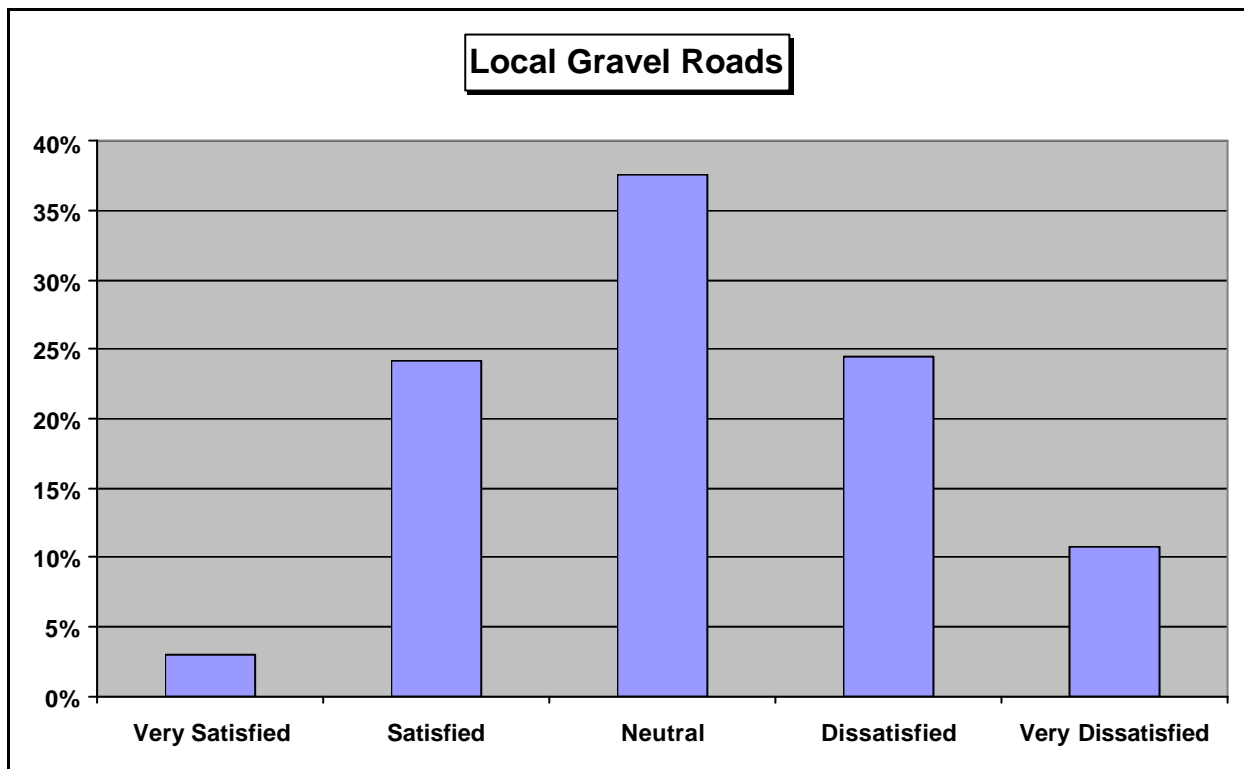
⁷ Three respondents chose not to answer this question as they do not drive

2.3 Local gravel roads

When asked how satisfied they were with the local gravel roads that they travel on, over a third of the respondents (38%) indicated that they were neutral. Over a third of respondents (36%) showed levels of dissatisfaction, with 25% of respondents dissatisfied and 11% of respondents very dissatisfied. The remaining 27% of respondents were satisfied, with 24% satisfied and 3% very satisfied.

When considering the reasons why respondents were dissatisfied or very dissatisfied with the local gravel roads, many of the reasons given were the same as for the previous question (i.e. dissatisfaction of local roads). These reasons included such things as the level of grading, potholes, the volume of gravel (not enough or too much), and the damage caused by heavy trucks.

Graph 9: Level of satisfaction of local gravel roads



Local Gravel Roads	Raw Data	Percent
Very Satisfied	18	3%
Satisfied	146	24%
Neutral	227	38%
Dissatisfied	148	25%
Very Dissatisfied	65	11%
Total	604⁸	100%

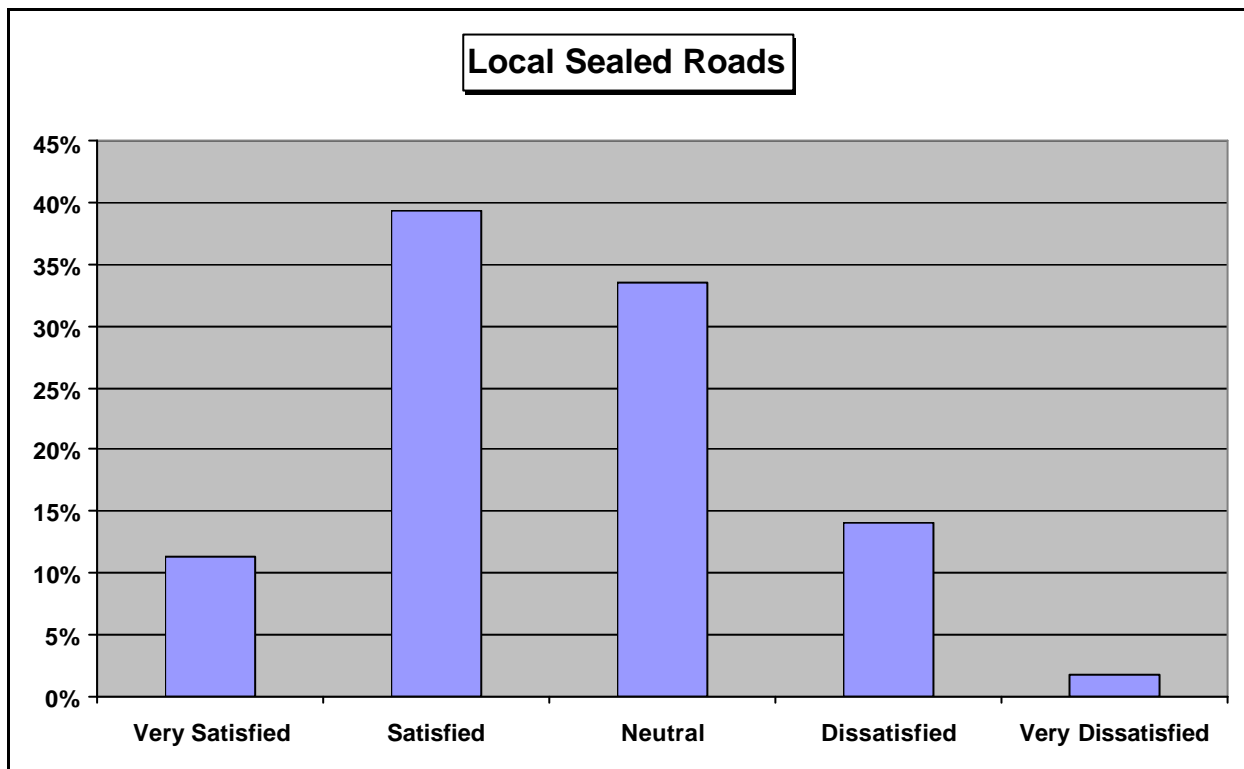
⁸ 28 respondents did not drive on local gravel roads

2.4 Local sealed roads

Overall, respondents were more satisfied with local sealed roads than gravel roads. When asked how satisfied they were with the local sealed roads that they travel on, half of the respondents (50%) indicated that they were satisfied, with 39% satisfied and 11% very satisfied. Just over a third of respondents (34%) were neutral, with the remaining respondents showing levels of dissatisfaction, with 14% of respondents dissatisfied and 2% of respondents very dissatisfied.

When considering the reasons why respondents were dissatisfied or very dissatisfied with the local sealed roads, many of the reasons given were again similar to those given in the previous question regarding dissatisfaction of local roads. Too many potholes, and that roads were too patchy are examples of reasons given by some of the respondents.

Graph 10: Level of satisfaction of local sealed roads



Local Sealed Roads	Raw Data	Percent
Very Satisfied	71	11%
Satisfied	247	39%
Neutral	211	34%
Dissatisfied	88	14%
Very Dissatisfied	11	2%
Total	628⁹	100%

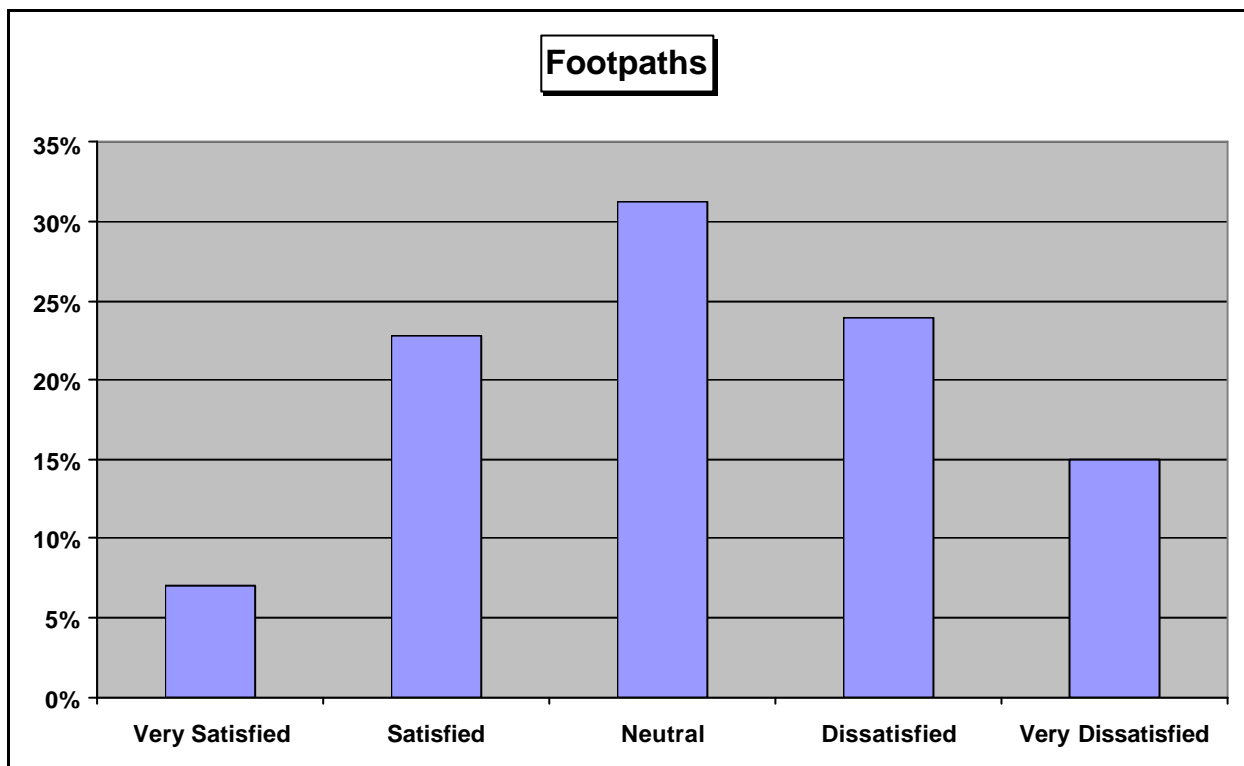
⁹ Four respondents do not drive

2.5 Footpaths

When asked how satisfied respondents were with the footpaths, over 39% of respondents indicated that they were dissatisfied, with 24% of respondents dissatisfied and 15% of respondents very dissatisfied. Just under a third of respondents (31%) were neutral, and the remaining 30% of respondents were satisfied, with 23% satisfied and 7% very satisfied.

When considering the reasons why respondents were dissatisfied or very dissatisfied with the local footpaths, many respondents commented on the quality of the footpaths, remarking that they were uneven, and not user friendly, especially for elderly or disabled people. Other respondents commented that there were not enough footpaths in some areas.

Graph 11: Level of satisfaction regarding footpaths



Footpaths	Raw Data	Percent
Very Satisfied	31	7%
Satisfied	100	23%
Neutral	137	31%
Dissatisfied	105	24%
Very Dissatisfied	66	15%
Total	439¹⁰	100%

¹⁰ Respondents who did not have footpaths did not answer this question

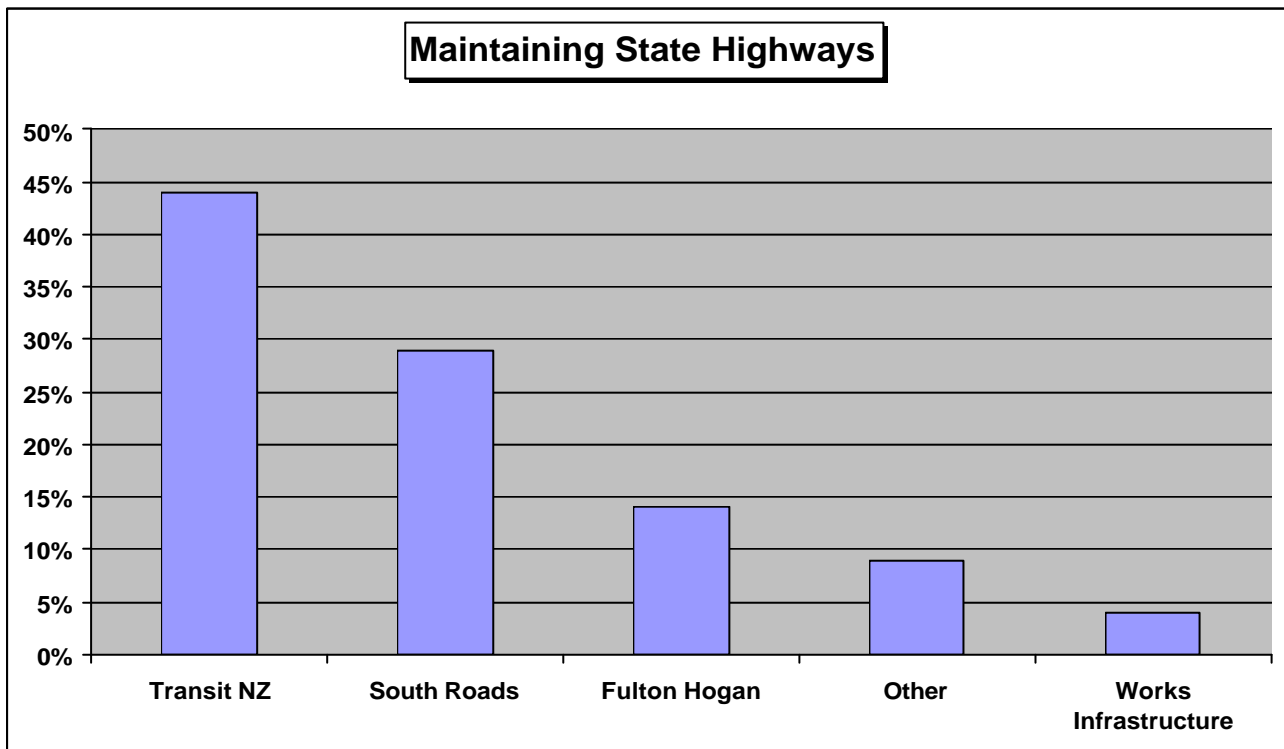
2.6 Level of knowledge regarding organisations responsible for maintaining roads

Respondents were questioned as to whether or not they were aware of which organisation was responsible for maintaining State Highways, and which organisation was responsible for maintaining all other roads in the Clutha District (local roads). If respondents indicated that they did know who was responsible, they were then asked to name the organisation.

2.6.1 State highways

408 respondents (65%) believed they knew who was responsible for maintaining state highways. Of these respondents 44% believed it was Transit NZ, 29% South Roads and 14% Fulton Hogan. Thirteen percent of respondents stated other organisations such as Ministry of Works, Land Transport, Works Infrastructure, Government, and Road Works. A full list of other organisations may be found in Appendix Four: Roading Services.

Graph 12: Maintenance of state highways

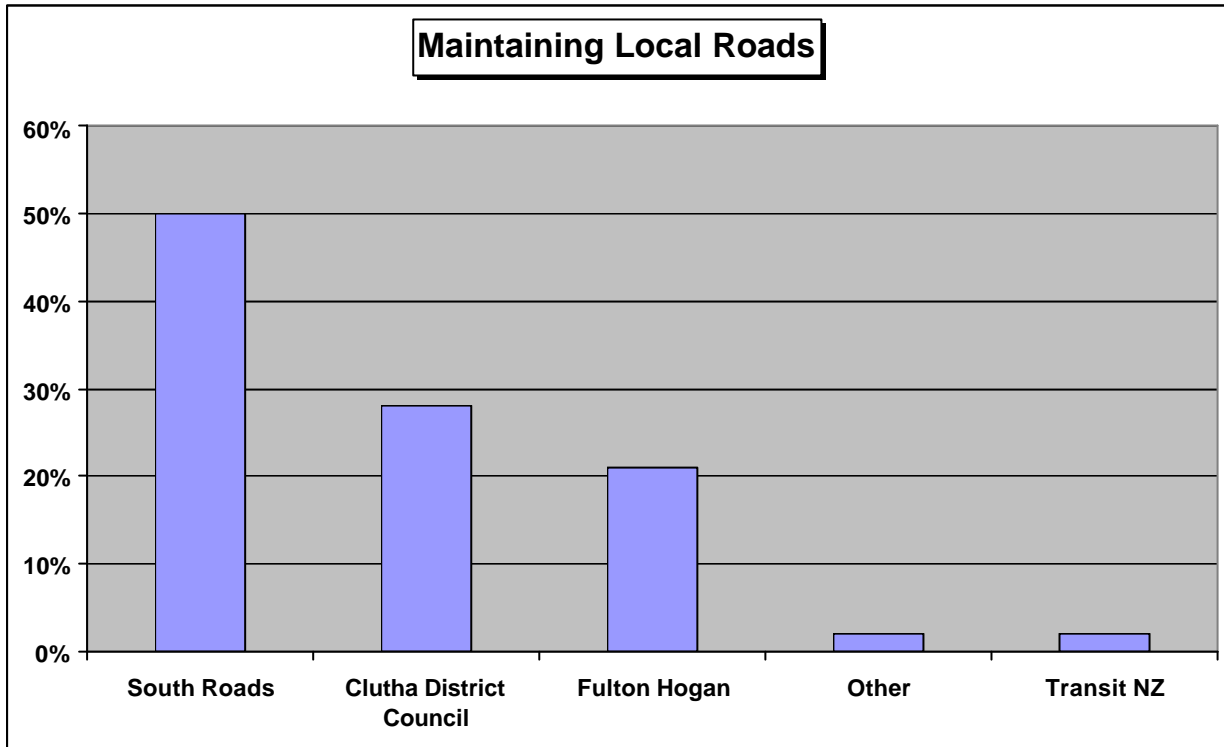


State Highways	Raw Data	Percent
Transit NZ	180	44%
South Roads	117	29%
Fulton Hogan	58	14%
Other	36	9%
Works Infrastructure	17	4%
Total	408	100%

2.6.2 Local roads

463 (73%) believed they knew who was responsible for maintaining all other roads (local roads) in the Clutha District. Of these respondents 50% believed it was South Roads, 28% Clutha District Council and 21% Fulton Hogan. Two percent of respondents stated other organisations such as Ministry of Works, South West Roding, and Works Infrastructure. A full list of other organisations can be found in Appendix Four: Roding Services.

Graph 13: Maintenance of local roads



Local Roads	Raw Data	Percent
South Roads	230	50%
Clutha District Council	129	28%
Fulton Hogan	98	21%
Other	11	2%
Transit NZ	9	2%
Total	477	103%¹¹

¹¹ Some respondents gave more than one answer to this question

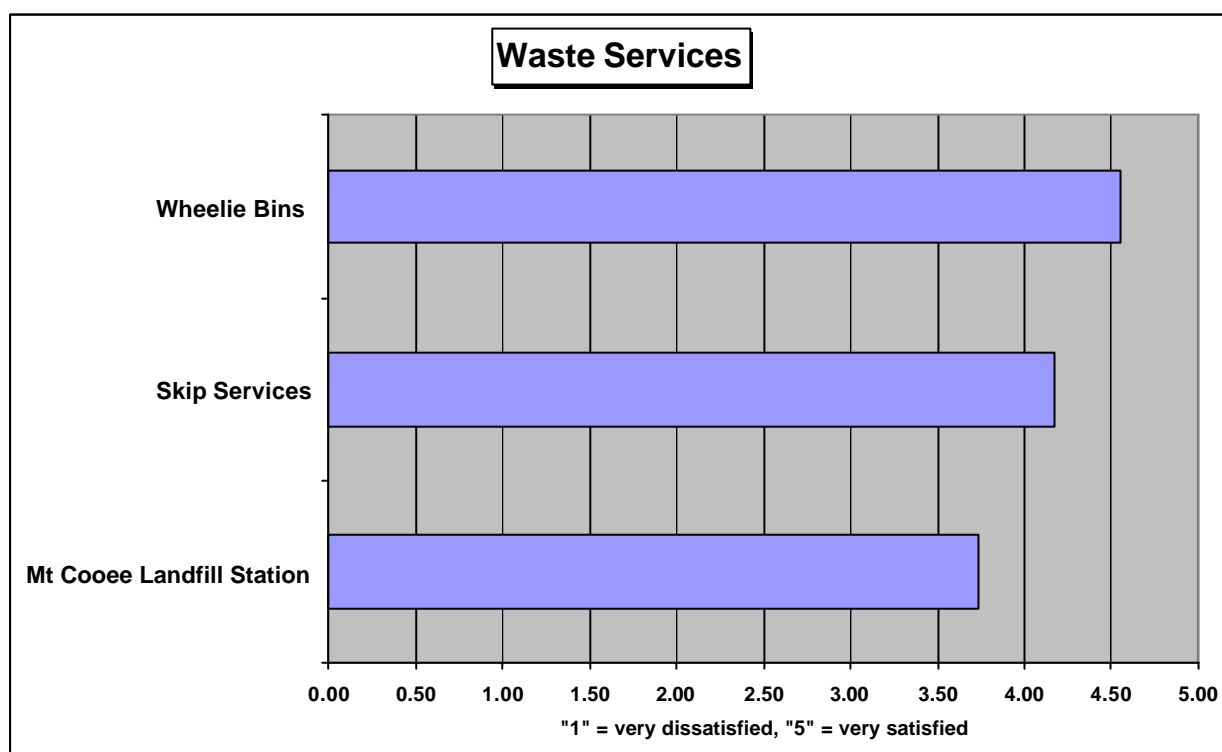
Section Three – Waste Services

Respondents were asked to indicate their level of satisfaction regarding the wheelie bin service, and skip services in the district. Respondents were also asked about their level of satisfaction regarding the Mt Cooee landfill station. Respondents were asked these questions only if they had used the above mentioned services, and respondents who had low levels of satisfaction were asked to explain their reason for their rating. Respondents were asked if they wished to make any further comments regarding waste services.

3.1 Summary of satisfaction levels regarding waste services

Satisfaction levels for waste services were relatively high with the wheelie bin service receiving an average rating of 4.55, where five is very satisfied and one is very dissatisfied. Skip services received an average rating of 4.17, and the Mt Cooee landfill station received the lowest average rating of 3.74.

Graph 14: Summary of satisfaction levels regarding waste service

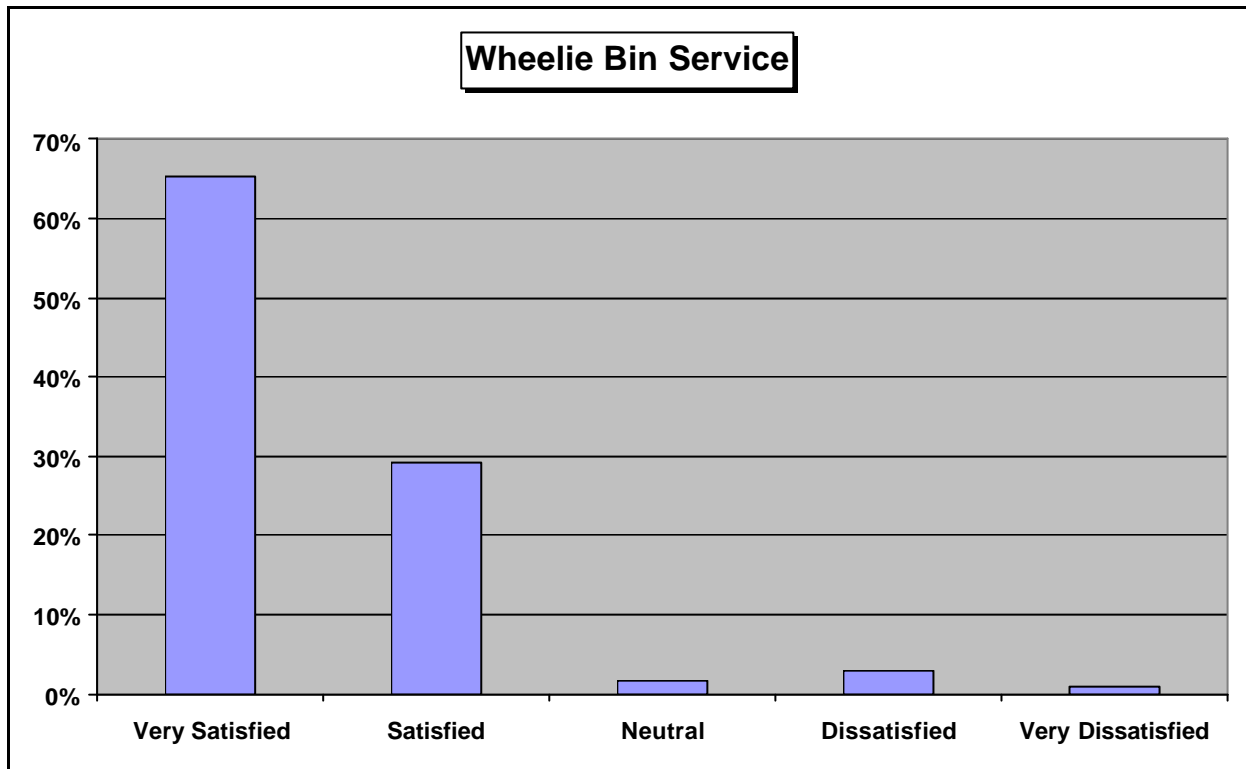


Waste Services	Satisfaction Level
Wheelie Bins	4.55
Skip Services	4.17
Mt Cooee Landfill Station	3.74

3.2 Wheelie bin service

The level of satisfaction for the wheelie bin service in the district was high with 94% of the 427 respondents who used the service being satisfied. This included 65% of respondents being very satisfied. Only 4% of respondents were dissatisfied, with 3% dissatisfied and 1% very dissatisfied.

Graph 15: Level of satisfaction of wheelie bin service

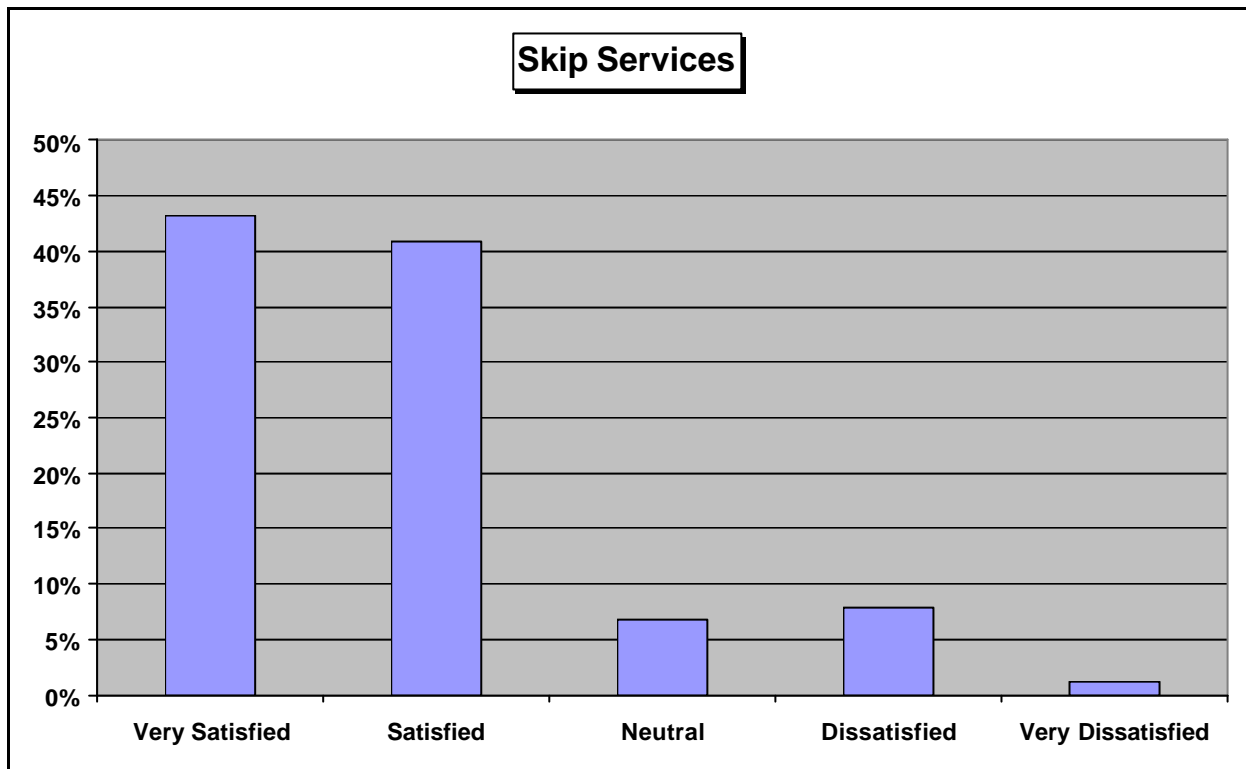


Wheelie Bin Service	Raw Data	Percent
Very Satisfied	279	65%
Satisfied	125	29%
Neutral	7	2%
Dissatisfied	12	3%
Very Dissatisfied	4	1%
Total	427	100%

3.3 Skip services

When considering all the respondents, 16% indicated that they had used skip services in the last 12 months. The level of satisfaction for the skip services within this group was high, with 84% of respondents being satisfied. This included 43% of respondents being very satisfied. Only 9% of respondents were dissatisfied, with 8% dissatisfied and 1% very dissatisfied.

Graph 16: Level of satisfaction of skip services



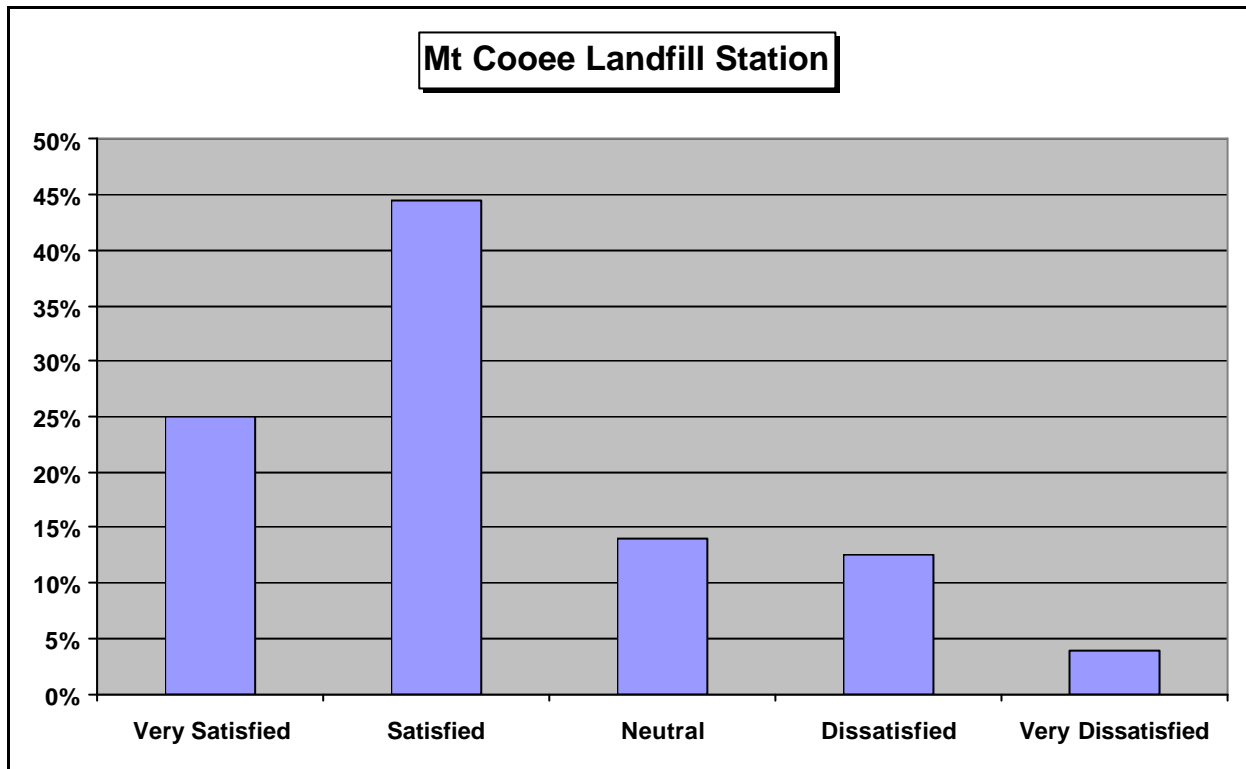
Skip Service	Raw Data	Percent
Very Satisfied	38	43%
Satisfied	36	41%
Neutral	6	7%
Dissatisfied	7	8%
Very Dissatisfied	1	1%
Total	88¹²	100%

¹² While 102 respondents had indicated that they had used skip services in the last 12 months, not all of these respondents stated their satisfaction level

3.4 Mt Cooee landfill station

Twenty percent of respondents had visited the Mt Cooee Landfill Station during the past 12 months. Of these respondents, 70% were satisfied, with 45% satisfied and 25% very satisfied. Seventeen percent of respondents were dissatisfied, with 13% dissatisfied and 4% very dissatisfied.

Graph 17: Level of satisfaction of Mt Cooee landfill station



Mt Cooee Landfill Station	Raw Data	Percent
Very Satisfied	32	25%
Satisfied	57	45%
Neutral	18	14%
Dissatisfied	16	13%
Very Dissatisfied	5	4%
Total	128	100%

Section Four – Council Services

Respondents were asked about their level of satisfaction regarding nine different services or facilities provided in the district, such as the library, public toilets and playgrounds. Respondents who had low levels of satisfaction were asked to explain the reason for their rating. Respondents were also asked if they wished to make any further comments regarding facilities and services in the district.

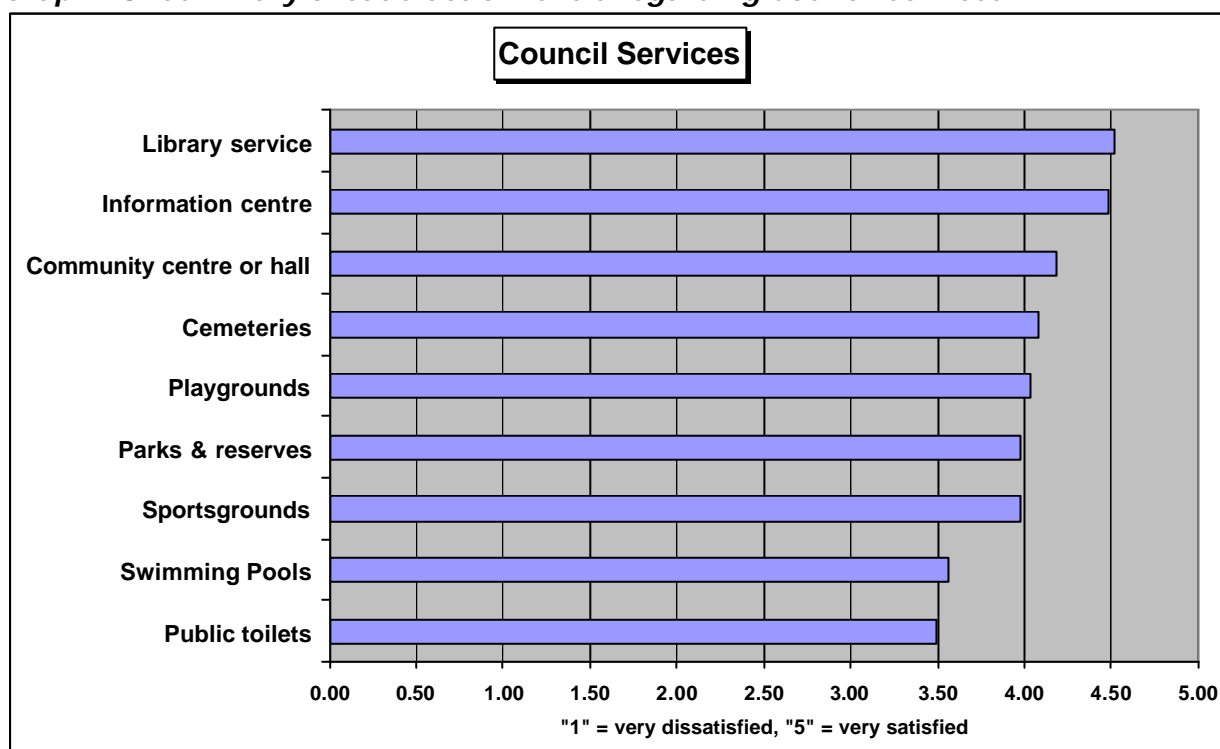
4.1 Summary of satisfaction levels regarding Council services

Council services received satisfaction ratings ranging from an average of 3.5 to 4.5, where one is very dissatisfied and five is very satisfied. Library services and information centres received the highest average ratings with 4.52 and 4.49 respectively.

The lowest rating satisfaction levels were received for public toilets (3.49), swimming pools (3.56), and parks and reserves, and sportsgrounds, which both received a rating of 3.98.

The remaining three services received the following ratings: community centre or hall (4.18), cemeteries (4.08), and playgrounds (4.04).

Graph 18: Summary of satisfaction levels regarding Council services

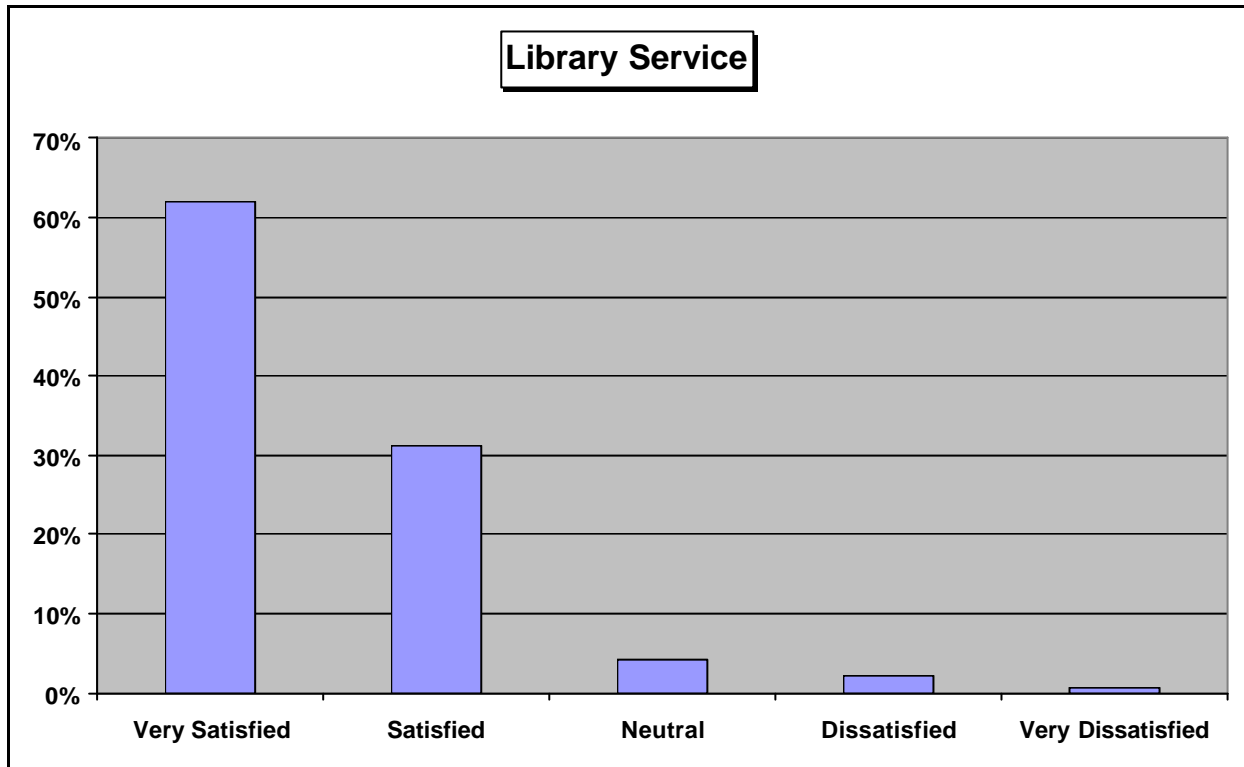


Council Services	Satisfaction level
Library service	4.52
Information centre	4.49
Community centre or hall	4.18
Cemeteries	4.08
Playgrounds	4.04
Parks and reserves	3.98
Sportsgrounds	3.98
Swimming Pools	3.56
Public toilets	3.49

4.2 Library service

When considering all respondents, 59.8% indicated that they had used the library services in the last 12 months. The level of satisfaction within the library service users was very high, with 93% of respondents being satisfied. This included 62% of respondents being very satisfied. Only 3% of respondents were dissatisfied, with 2% dissatisfied and 1% very dissatisfied.

Graph 19: Level of satisfaction of library service

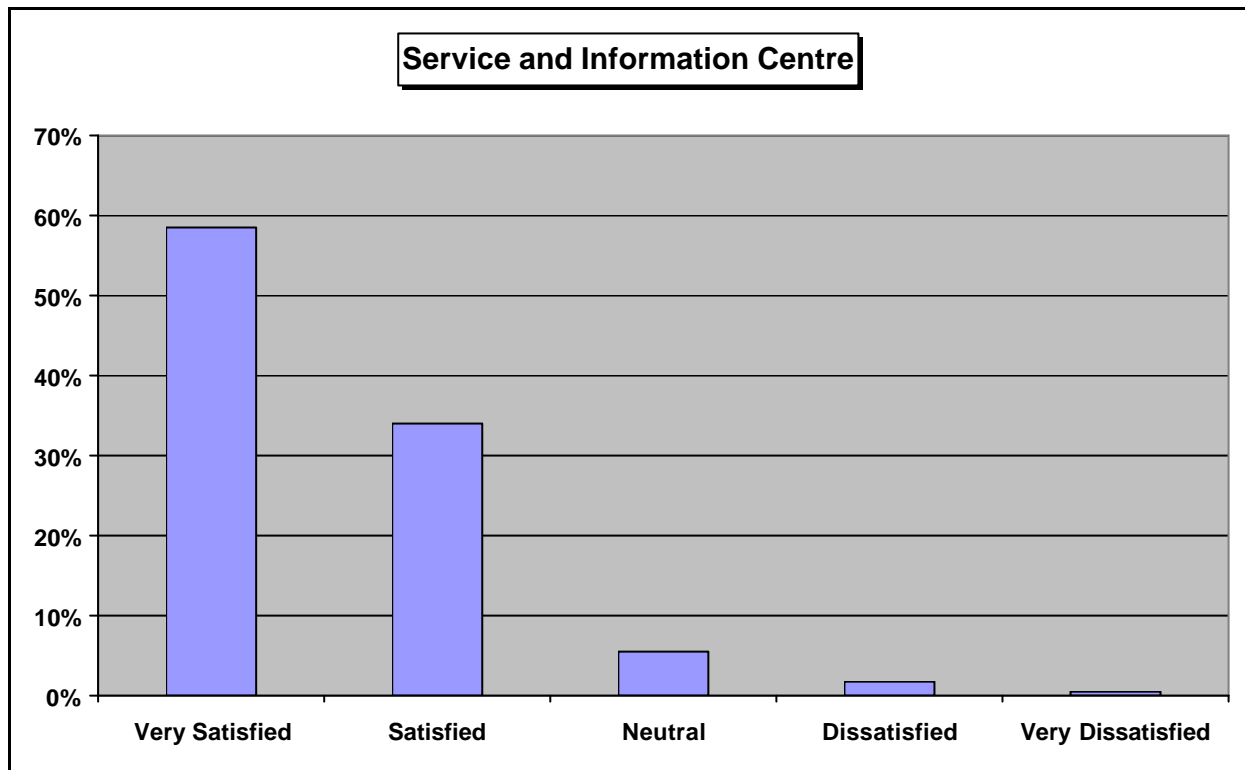


Library Service	Raw Data	Percent
Very Satisfied	234	62%
Satisfied	118	31%
Neutral	16	4%
Dissatisfied	8	2%
Very Dissatisfied	2	1%
Total	378	100%

4.3 Service or information centre

Just over half of the respondents (51.6%) had visited or used the service or information centres during the past 12 months. Of these respondents, 93% were satisfied, with 59% very satisfied and 34% satisfied. Only 2% of respondents showed levels of dissatisfaction.

Graph 20: Level of satisfaction of service or information centre



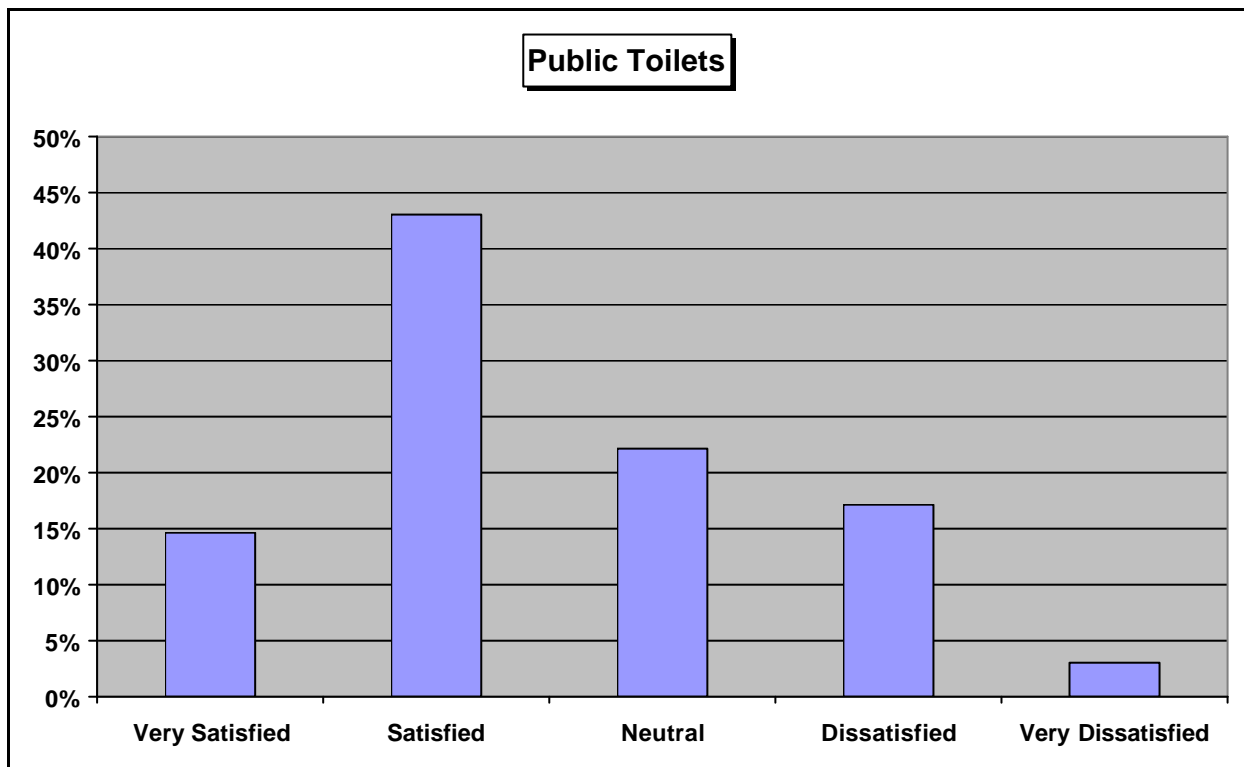
Information Centre	Raw Data	Percent
Very Satisfied	191	59%
Satisfied	111	34%
Neutral	18	6%
Dissatisfied	5	2%
Very Dissatisfied	1	0%
Total	326	100%

4.4 Public toilets

When considering all the respondents, 52.1% indicated that they had used public toilets in the last 12 months. Of these respondents 58% were satisfied with the service, which included 43% of respondents being satisfied, and 15% being very satisfied. A fifth of respondents (20%) indicated a level of dissatisfaction, with 17% dissatisfied and 3% very dissatisfied.

When considering the reasons why respondents were dissatisfied or very dissatisfied with the public toilets, the main issue that emerged was cleanliness, with respondents suggesting that the toilets be cleaned more often. Other issues included such things as locks, and more toilet paper.

Graph 21: Level of satisfaction of public toilets

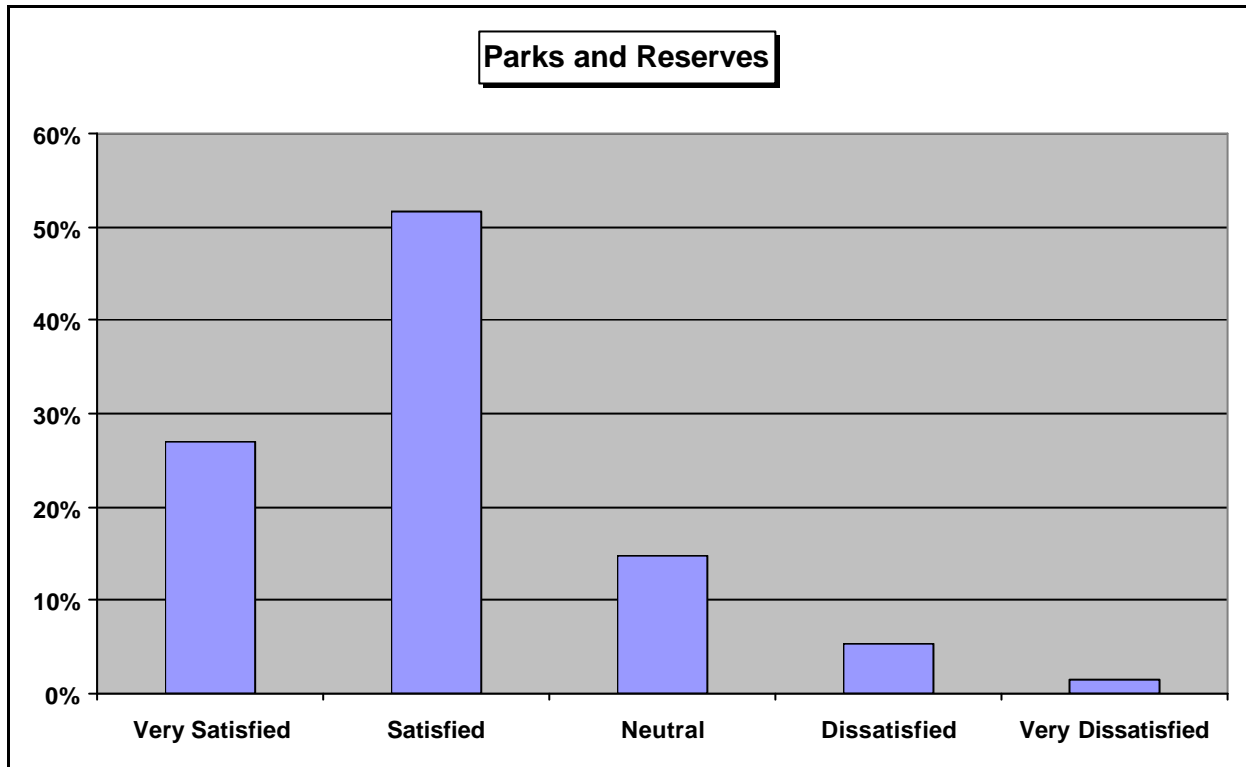


Public Toilets	Raw Data	Percent
Very Satisfied	48	15%
Satisfied	142	43%
Neutral	73	22%
Dissatisfied	56	17%
Very Dissatisfied	10	3%
Total	329	100%

4.5 Parks and reserves

Over two-thirds of respondents (66.9%) had visited parks or reserves in the district within the last 12 months. Of these respondents 79% were satisfied, with 52% satisfied and 27% very satisfied. Only 6% of respondents were dissatisfied, with 5% dissatisfied and 1% very dissatisfied.

Graph 22: Level of satisfaction of parks and reserves



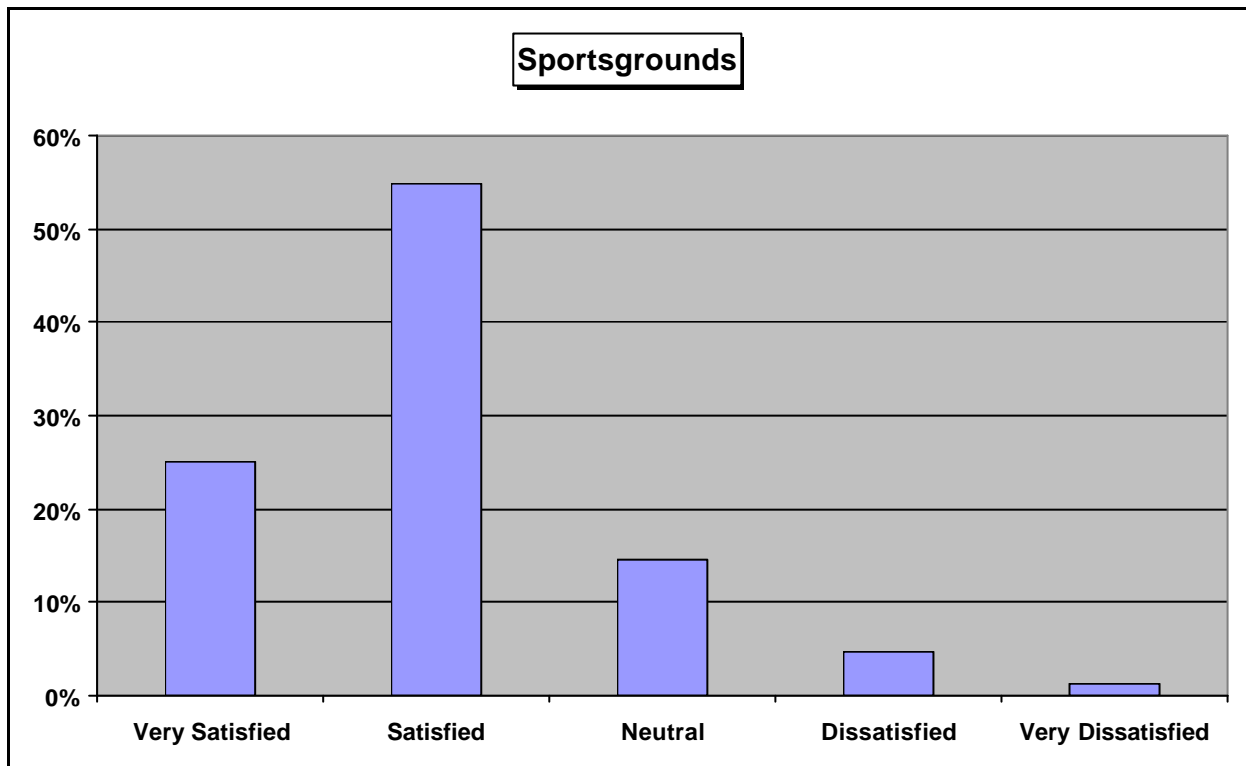
Parks and Reserves	Raw Data	Percent
Very Satisfied	114	27%
Satisfied	219	52%
Neutral	62	15%
Dissatisfied	22	5%
Very Dissatisfied	6	1%
Total	423	100%

4.6 Sportsgrounds

More than half of the respondents (58.9%) visited or used sportsgrounds in the district during the past 12 months. Of these respondents, 80% were satisfied, with 55% satisfied and 25% very satisfied. Only 6% of respondents were dissatisfied, with 5% dissatisfied and 1% very dissatisfied.

Due to the low level of dissatisfaction for sportsgrounds, few comments were received as to why respondents were dissatisfied or very dissatisfied. The main issue that did emerge from this dissatisfied group was the need to upgrade and provide better maintenance of some sportsgrounds especially those concerning netball and tennis.

Graph 23: Level of satisfaction of sportsgrounds

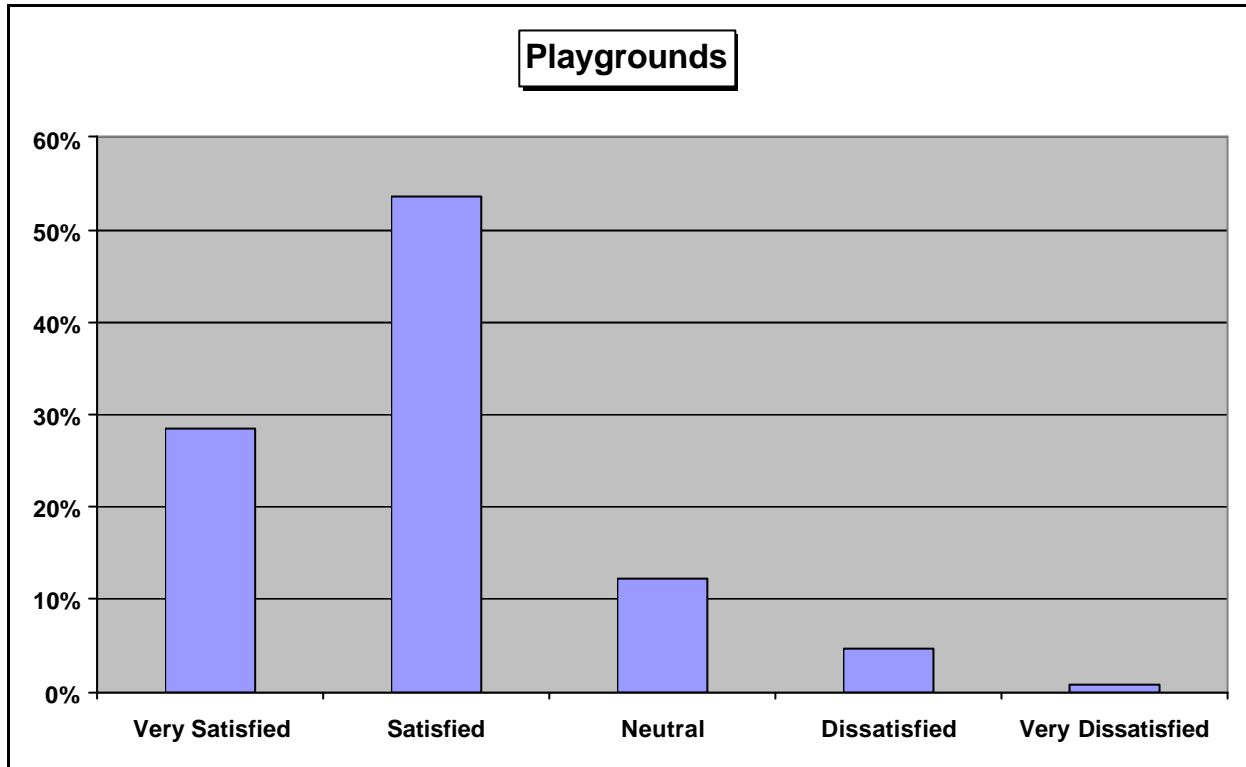


Sportsgrounds	Raw Data	Percent
Very Satisfied	93	25%
Satisfied	204	55%
Neutral	54	15%
Dissatisfied	17	5%
Very Dissatisfied	4	1%
Total	372	100%

4.7 Playgrounds

Over half of the respondents (56.6%) had visited or used playgrounds in the area during the past 12 months. Of these respondents, 82% were satisfied, with 54% satisfied and 28% very satisfied. Only 6% of respondents showed levels of dissatisfaction, with 5% dissatisfied and 1% very dissatisfied.

Graph 24: Level of satisfaction of playgrounds



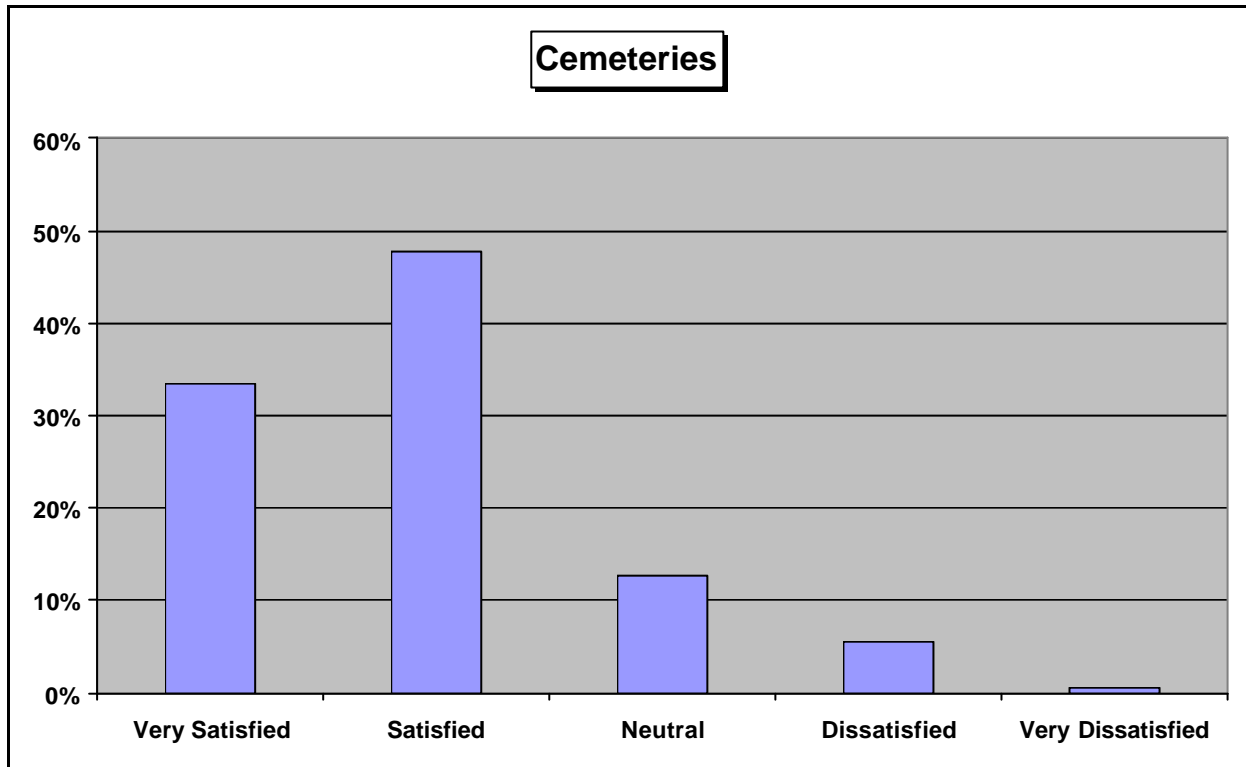
Playgrounds	Raw Data	Percent
Very Satisfied	102	28%
Satisfied	192	54%
Neutral	44	12%
Dissatisfied	17	5%
Very Dissatisfied	3	1%
Total	358	100%

4.8 Cemeteries

Over half of the respondents (58.2%) had visited a cemetery in the area during the past 12 months. Of these respondents, 81% were satisfied, with 48% satisfied and 33% very satisfied. Only 6% of respondents showed levels of dissatisfaction, with 5% dissatisfied and 1% very dissatisfied.

Due to the low level of dissatisfaction for cemeteries in the area, few comments were received as to why respondents were dissatisfied or very dissatisfied. Of those who were dissatisfied the reasons given included such things as better maintenance and upkeep needed.

Graph 25: Level of satisfaction of cemeteries



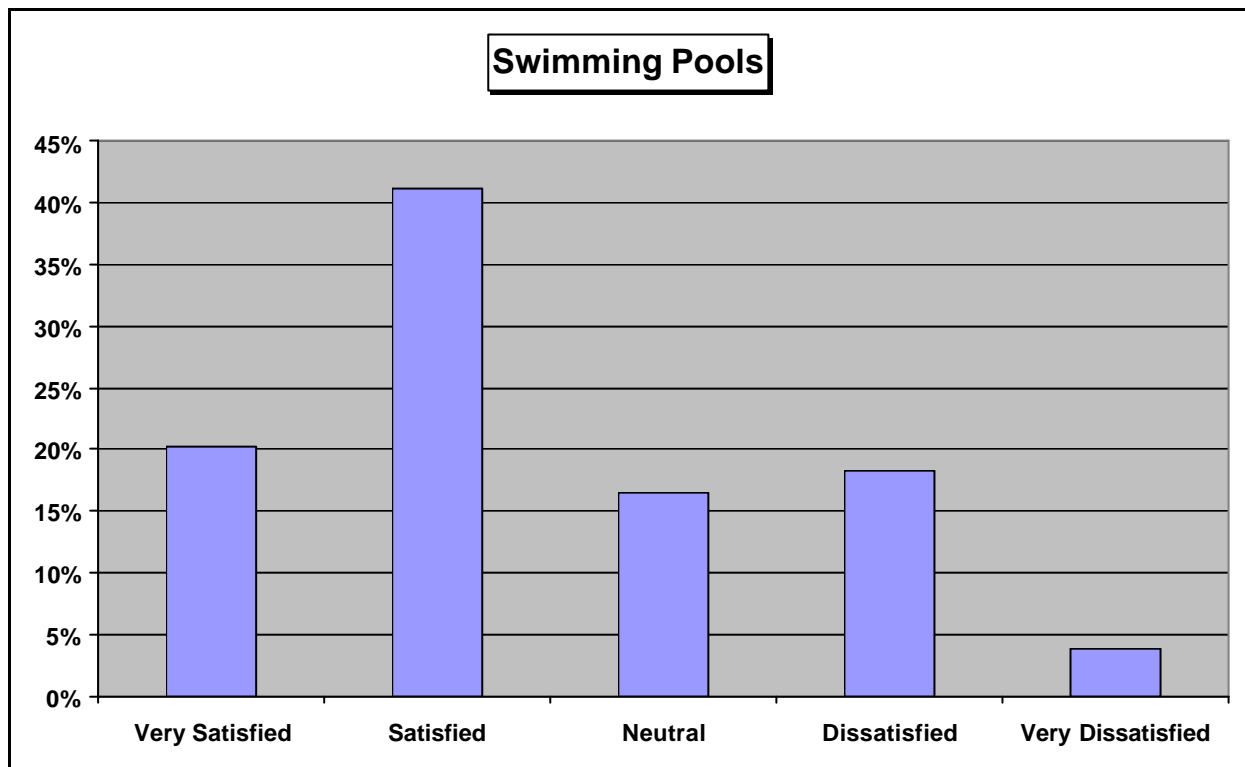
Cemeteries	Raw Data	Percent
Very Satisfied	123	33%
Satisfied	176	48%
Neutral	47	13%
Dissatisfied	20	5%
Very Dissatisfied	2	1%
Total	368	100%

4.9 Swimming pools

When considering all the respondents, just under half (46%) indicated that they had used or visited local swimming pools in the last 12 months. Of these respondents 61% were satisfied, with 41% of respondents being satisfied, and 20% being very satisfied. Nearly a quarter of respondents (22%) were dissatisfied, with 18% dissatisfied and 4% very dissatisfied.

When considering the reasons why respondents were dissatisfied or very dissatisfied with the local swimming pools, the main issue that emerged was the water temperature being too cold. Other issues included such things as cleanliness, pools being in poor condition and needing an upgrade.

Graph 26: Level of satisfaction of swimming pools

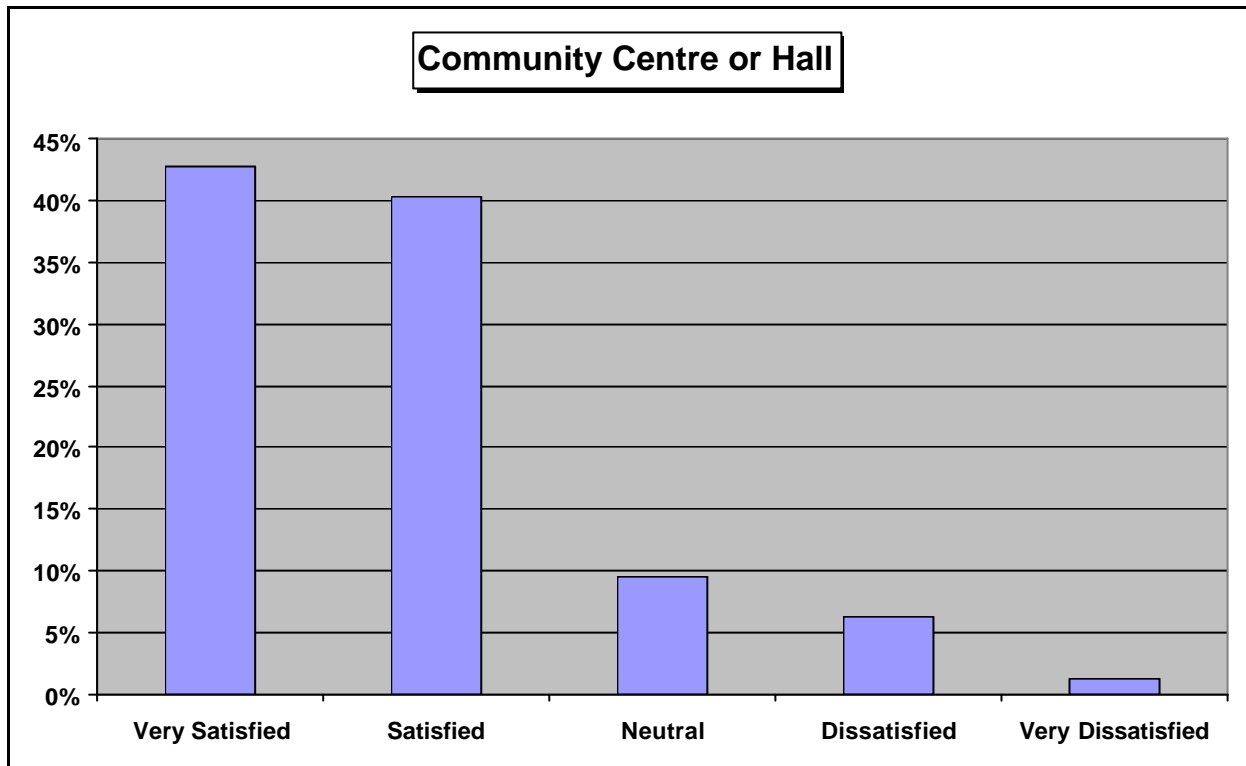


Swimming Pools	Raw Data	Percent
Very Satisfied	59	20%
Satisfied	120	41%
Neutral	48	16%
Dissatisfied	53	18%
Very Dissatisfied	11	4%
Total	291	100%

4.10 Community centre or hall

Over two-thirds of the respondents (68.7%) had used community hall or centres in the area during the past 12 months. Of these respondents, 83% were satisfied, with 43% very satisfied and 40% satisfied. Seven percent of respondents showed levels of dissatisfaction, with 6% dissatisfied and 1% very dissatisfied.

Graph 27: Level of satisfaction regarding community centre or hall



Community centre or hall	Raw Data	Percent
Very Satisfied	186	43%
Satisfied	175	40%
Neutral	41	9%
Dissatisfied	27	6%
Very Dissatisfied	5	1%
Total	434	100%

Section Five – Communication with the Council

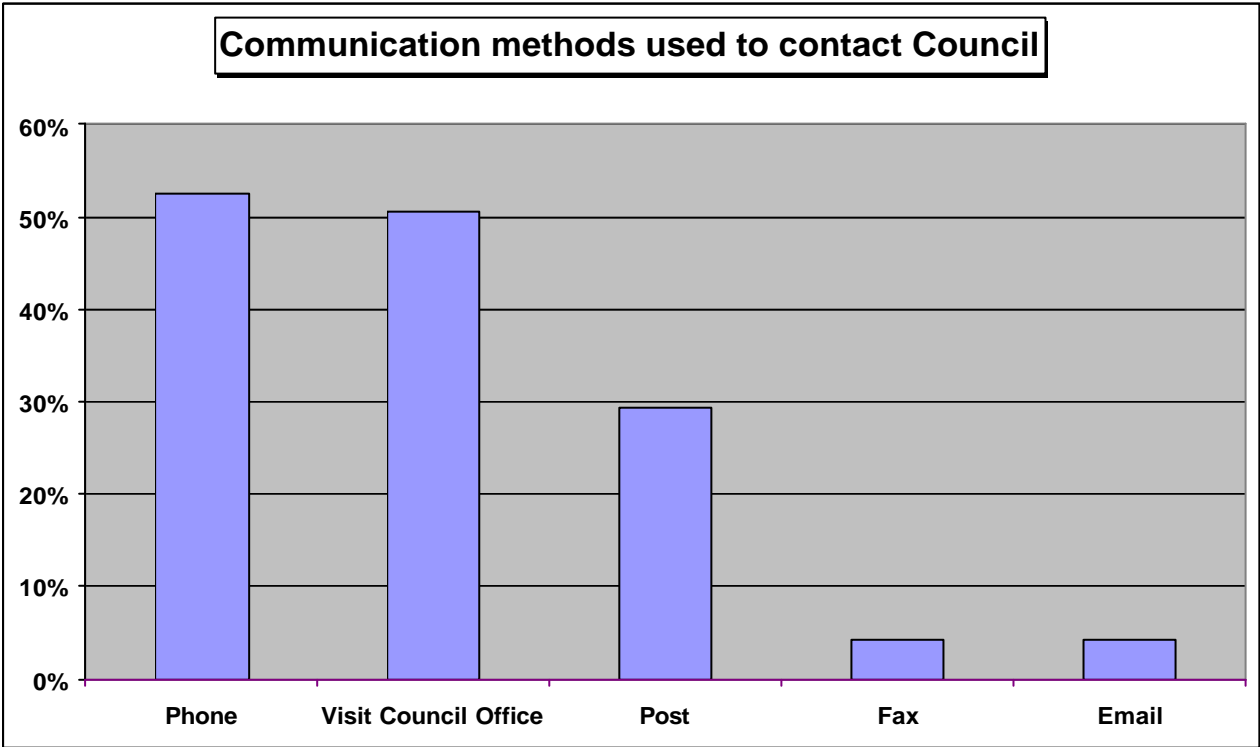
In this section respondents were questioned about how they contacted the Council and their level of satisfaction regarding their contact method. Respondents were also asked how they obtained information about the Council, and more specifically about the council newsletter and website.

5.1 Communication methods

Five communication methods were read to respondents, and the respondents were asked which of these methods they had used to contact the Council in the last 12 months. Over half of the respondents (53%) indicated that they had phoned the Council office, while a further 51% had visited the Council office.

Over a quarter of respondents (29%) had contacted the Council by post. The contact methods least likely to be used were fax and email, with 4% of respondents indicating these two methods.

Graph 28: Communication methods used to contact Council



Communication Methods	Raw Data	Percent
Phone	332	53%
Visit Council Office	320	51%
Post	186	29%
Fax	27	4%
Email	27	4%

5.2 Satisfaction levels regarding communication methods

Those respondents who had contacted the Council in the last 12 months by visiting or phoning the office were asked how satisfied they were with how they had been treated during the visit or call.

5.2.1 Visit/s to Council Office

Of those respondents who had visited the office 91% were satisfied with how they had been treated, with 54% being very satisfied and 37% being satisfied. Only 4% of respondents were dissatisfied with how they had been treated, with 3% dissatisfied and 1% very dissatisfied.

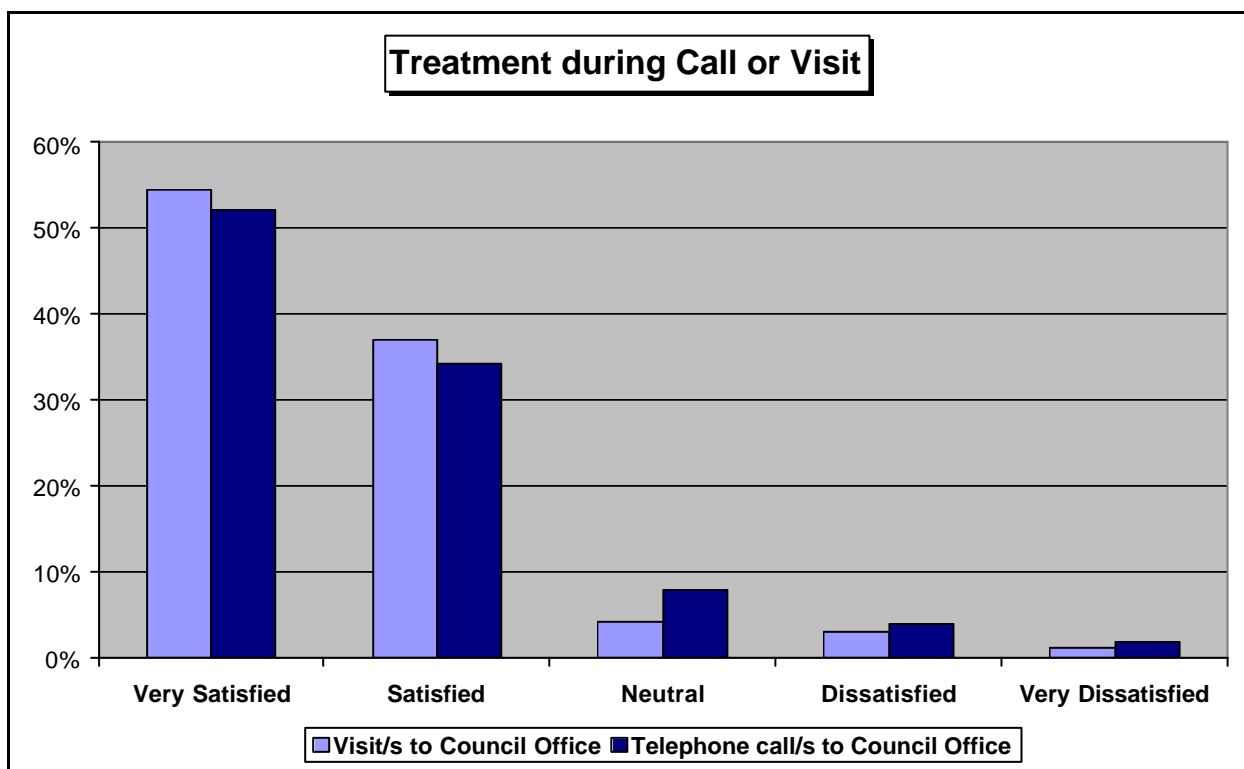
The average level of satisfaction with how they had been treated when they visited the Council office was 4.40, one is very dissatisfied and five is very satisfied.

5.2.2 Telephone call/s to Council office

Of those respondents who had phoned the Council office 86% were satisfied with how they had been treated, with 52% being very satisfied and 34% being satisfied. Only 6% of respondents were dissatisfied with how they had been treated, with 4% being dissatisfied and 2% being very dissatisfied.

The average level of satisfaction with how they had been treated when they phoned the Council office was 4.31, where one is very dissatisfied and five is very satisfied.

Graph 29: Level of satisfaction regarding visits and telephone calls



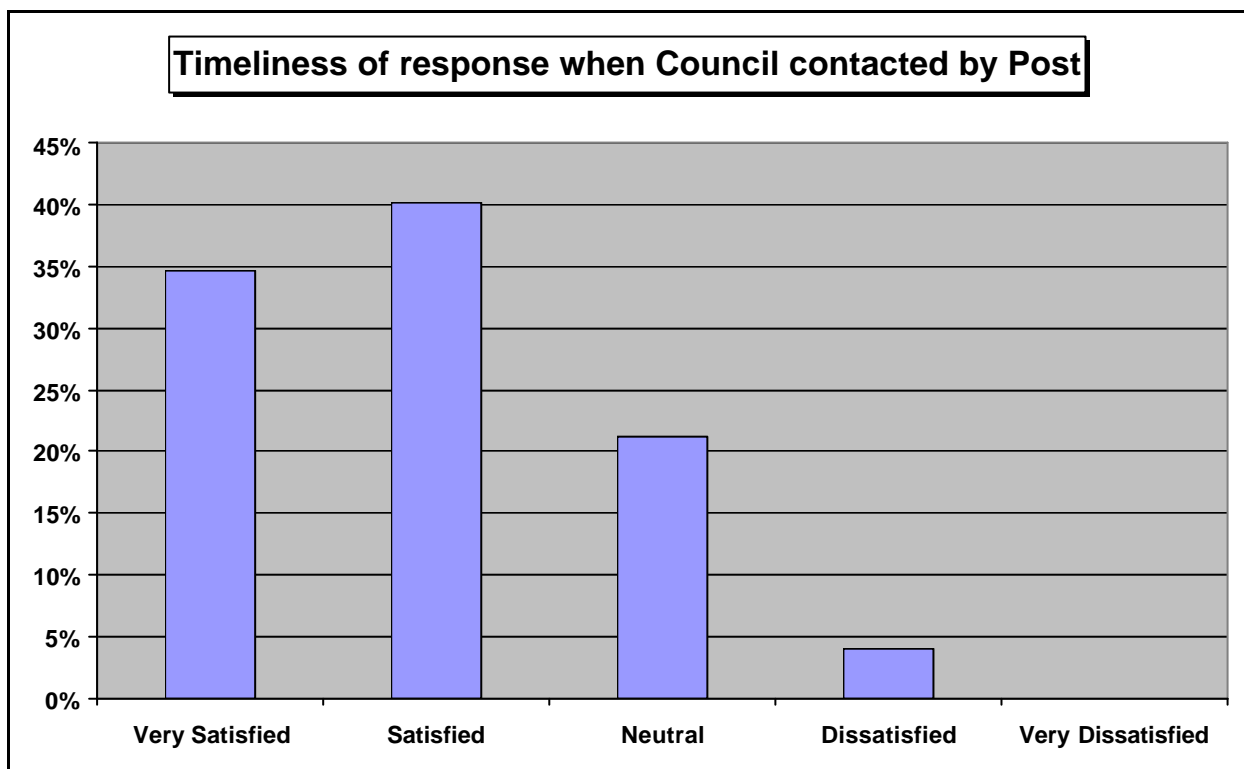
	Visits		Telephone calls	
	Raw Data	Percent	Raw Data	Percent
Very Satisfied	178	54%	172	52%
Satisfied	121	37%	113	34%
Neutral	14	4%	26	8%
Dissatisfied	10	3%	13	4%
Very Dissatisfied	4	1%	6	2%
Total	327	100%	330	100%

5.2.3 Timeliness of response (when contacted by post)

Those respondents who had contacted the Council by post were asked to comment on their satisfaction level regarding the timeliness of the response. Three-quarters of these respondents (75%) were satisfied with the timeliness of the response, with 40% being satisfied and 35% being very satisfied. Twenty-one percent of respondents were neutral with regard to the timeliness of the response, and the remaining 4% of respondents were dissatisfied with the response.

The average level of satisfaction with regards to the timeliness of the response for those respondents who had contacted the Council by post was 4.06, where one is very dissatisfied and five is very satisfied.

Graph 30: Level of satisfaction regarding timeliness of response (when contacted by post)



Timeliness of response	Raw Data	Percent
Very Satisfied	44	35%
Satisfied	51	40%
Neutral	27	21%
Dissatisfied	5	4%
Very Dissatisfied	0	0%
Total	127	100%

5.3 Methods of obtaining information

Two thirds of respondents (66%) indicated that they used the Council newsletter as a main source of obtaining information about Council. The next main sources were the Clutha Leader public notices, and personal contact with Council staff, with 40% and 28% respectively.

The Otago Daily Times public notices, newspaper articles, and fliers were used by between 11% to 16% of all respondents as sources of information about Council. All other sources of information were used by less than 5% of all respondents, refer table 5.3 below.

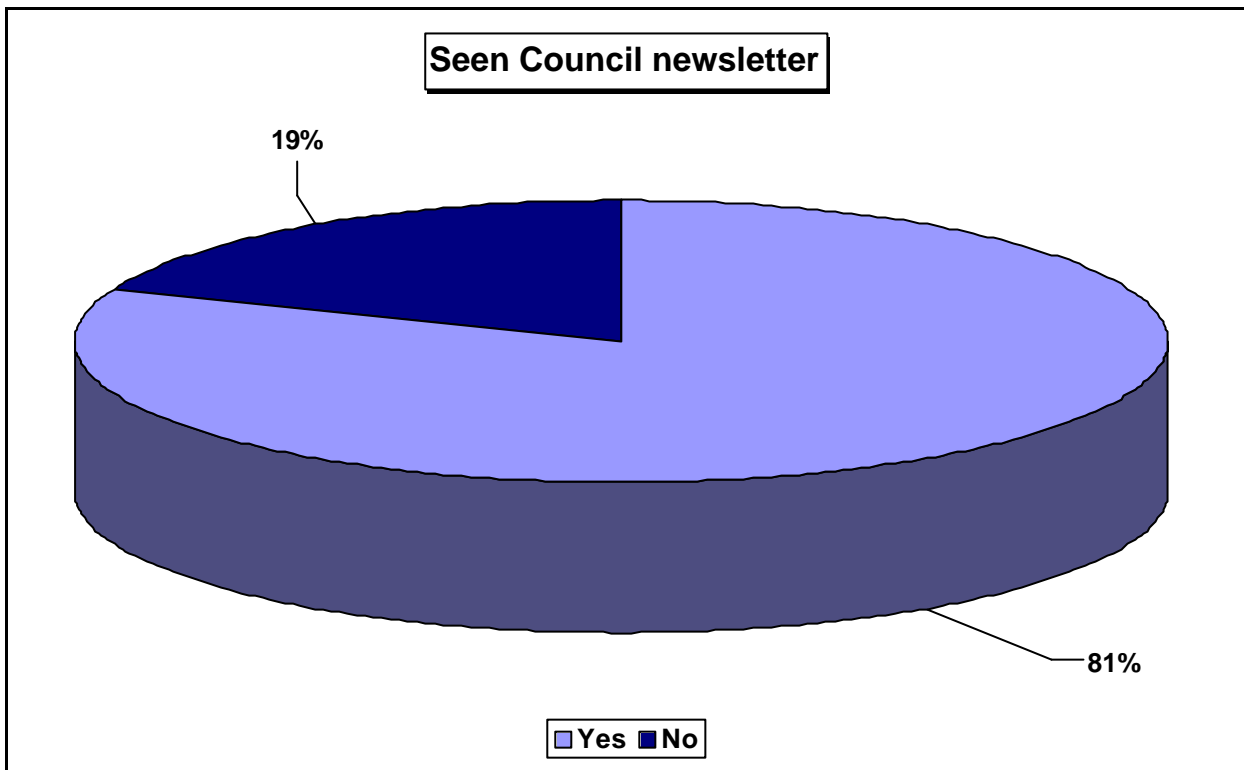
Table 5.3: Methods of obtaining information about Council

Methods of obtaining information	Raw Data	Percent
Council newsletter	416	66%
Public notices – Clutha Leader	253	40%
Personal contact with Council staff	174	28%
Public notices – ODT	101	16%
Newspaper articles	80	13%
Fliers	69	11%
Radio advertising	28	4%
Councillors	27	4%
Council papers/documents	24	4%
Website	22	3%
Public meetings	18	3%
Public notices – Southland Times	14	2%
Public notices – Genesis	9	1%
Public notices – Tuapeka Times	8	1%
Public notices – Blue Mountain Express	3	0%
Other	30	5%

5.4 Council newsletter

When asked if they had seen the Council newsletter during the past 12 months, 81% of respondents indicated they had, and 19% had not seen the newsletter.

Graph 31: Seen Council newsletter in last 12 months

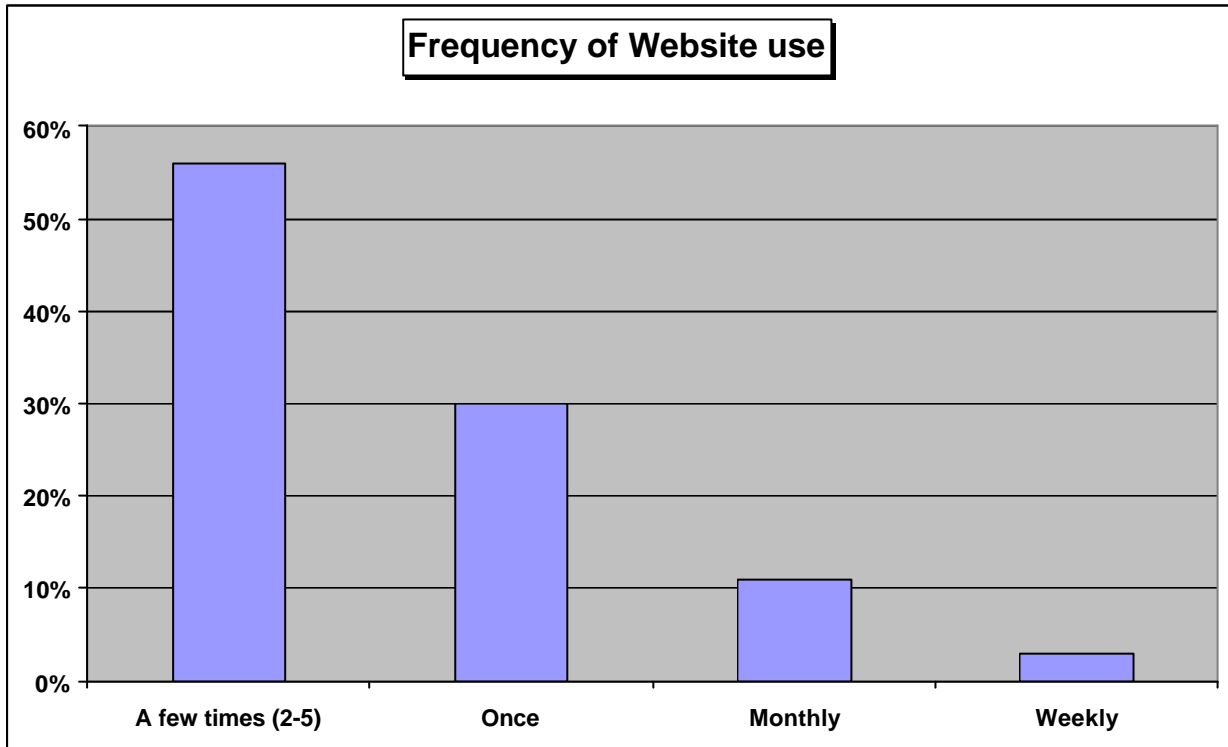


Council Newsletter	Raw Data	Percent
Yes	512	81%
No	120	19%
Total	632	100%

5.5 Clutha District Council website

Ten percent of respondents had visited the Clutha District Council website during the past 12 months. The number of times they had visited the website was low, with over half of these respondents (56%) visiting the site a few times during the past year, and 30% of respondents visiting it once.

Graph 32: Frequency of use



Frequency of use	Raw Data	Percent
A few times (2-5)	34	56%
Once	18	30%
Monthly	7	11%
Weekly	2	3%
Total	61	100%

Section Six – Elected Members and Organisation Performance

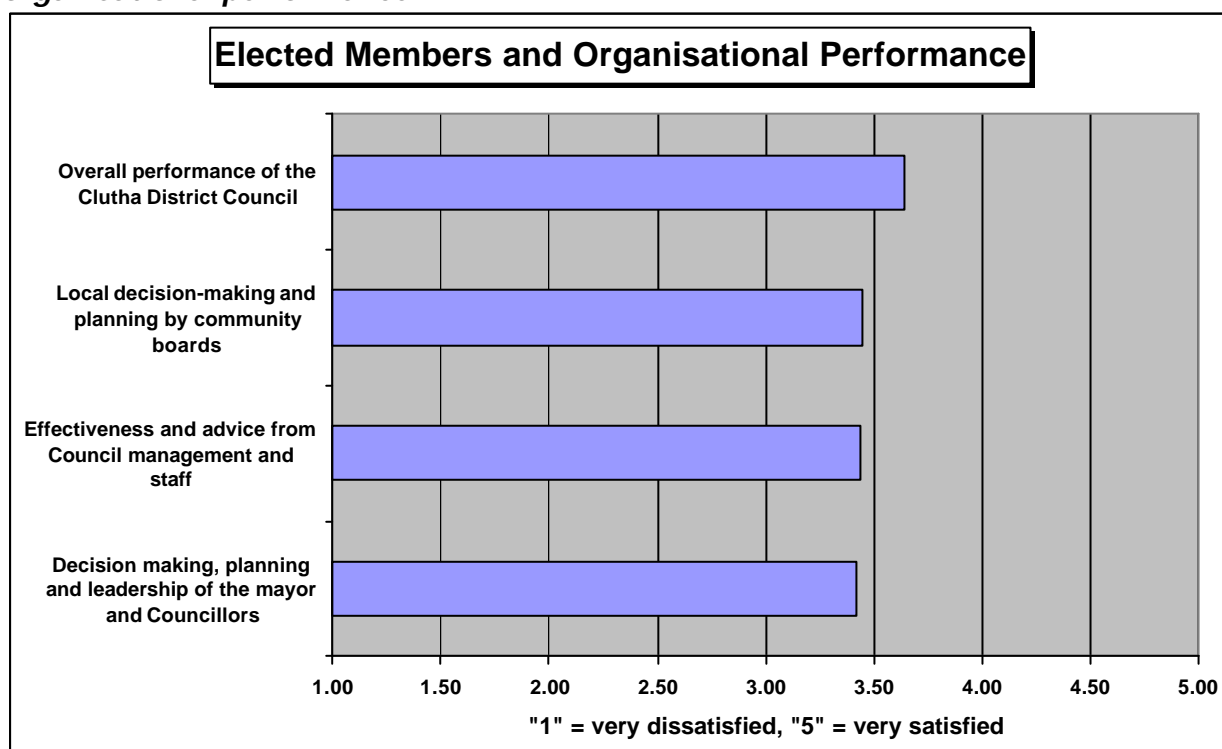
Respondents were asked about their level of satisfaction regarding the performance of different Council groups, as well as the overall performance of the Clutha District Council. Respondents who had low levels of satisfaction were asked to explain the reason for their rating. Respondents were also asked to list the three services or facilities that they considered the Council should give high priority to over the next 12 months.

6.1 Summary of satisfaction levels elected members and organisational performance

Satisfaction ratings for the four aspects of elected members and organisational performance average to around 3.5, with the decision making, planning and leadership of the mayor and Councillors rating at 3.42, and the overall performance of the Clutha District Council rating at 3.64.

When compared to other sections of this research the ratings for elected members and organisational performance tend to be slightly lower, not so much because respondents were dissatisfied, but because of the large numbers of respondents who chose neutral as their response, and therefore were neither satisfied nor dissatisfied.

Graph 33: Summary of satisfaction levels regarding elected members and organisational performance



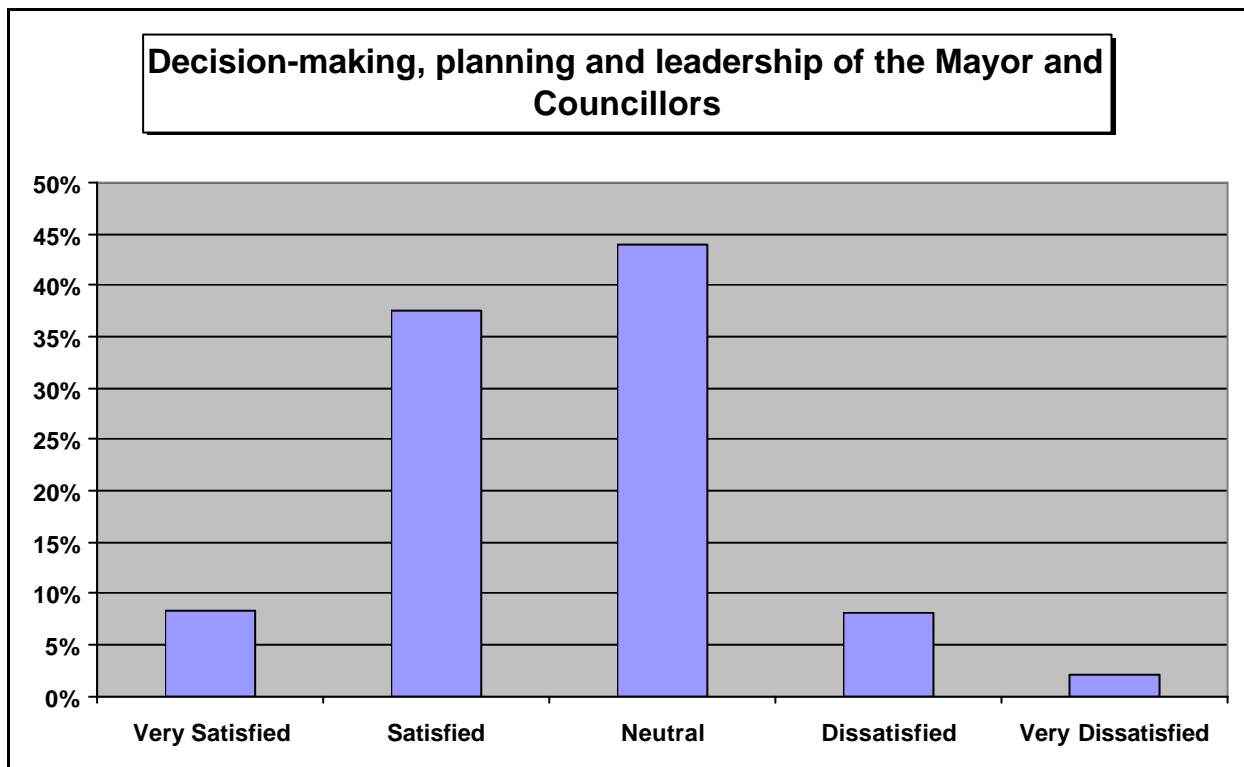
Elected members and organisational performance	Satisfaction Level
Overall performance of the Clutha District Council	3.64
Local decision-making and planning by community boards	3.45
Effectiveness and advice from Council management and staff	3.44
Decision-making, planning and leadership of the Mayor and Councillors	3.42

6.2 Decision making, planning and leadership of the mayor and Councillors

When asked how satisfied they were with regard to the decision making, planning and leadership of the mayor and Councillors, 46% of respondents were satisfied, with 38% satisfied and 8% very satisfied. Forty-four percent of respondents had a neutral satisfaction level, and the remaining 10% of respondents were dissatisfied, with 8% dissatisfied and 2% very dissatisfied.

When considering the reasons why respondents were dissatisfied or very dissatisfied with the decision making, planning and leadership of the Mayor and Councillors, main comments included lack of public consultation, level of rates especially for smaller areas with less services.

Graph 34: Level of satisfaction with the decision making, planning and leadership of the Mayor and Councillors



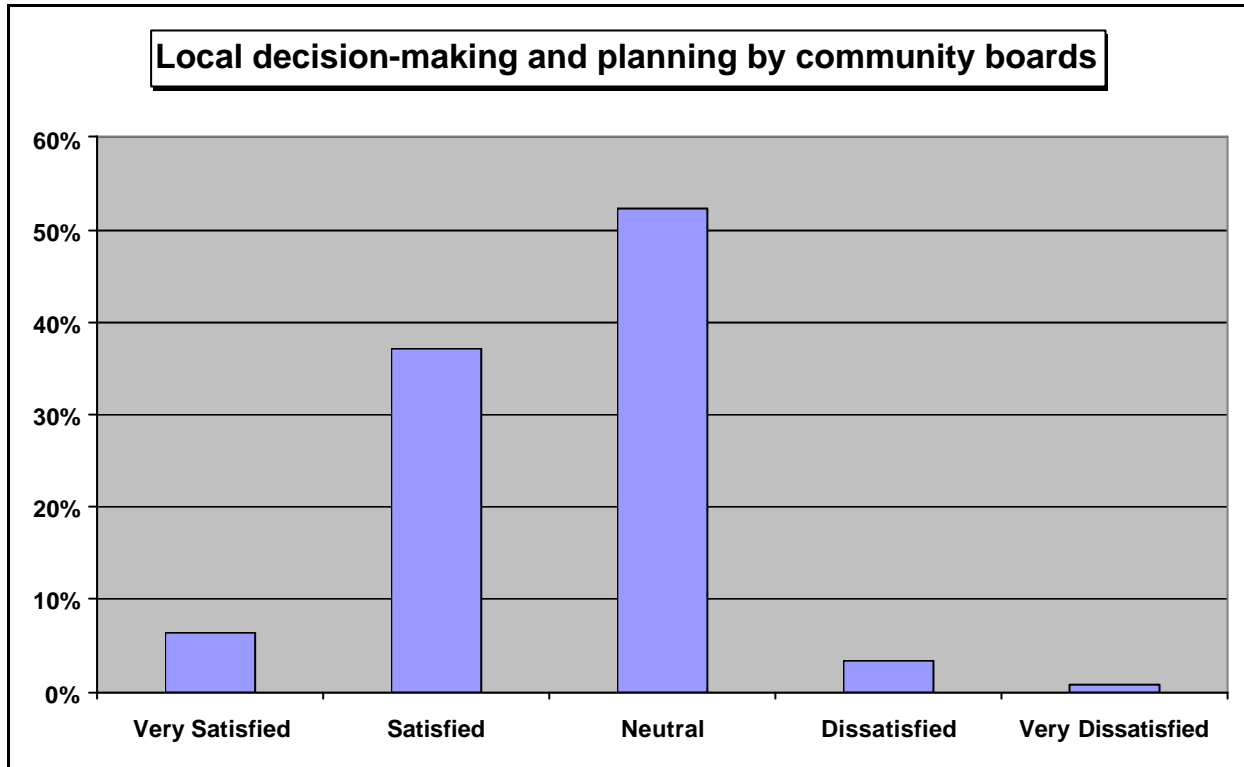
Decision making, planning and leadership of the mayor and Councillors	Raw Data	Percent
Very Satisfied	51	8%
Satisfied	230	38%
Neutral	269	44%
Dissatisfied	49	8%
Very Dissatisfied	13	2%
Total	612¹³	100%

¹³ Twenty respondents chose not to provide a rating for this question

6.3 Local decision-making and planning by community boards

Over half of the respondents (52%) were neutral about their satisfaction regarding local decision-making and planning by community boards. Forty-three percent of respondents were satisfied, with 37% satisfied and 6% of respondents being very satisfied. Only 4% of respondents were dissatisfied, with 3% dissatisfied and 1% very dissatisfied.

Graph 35: Level of satisfaction with local decision-making and planning by community boards



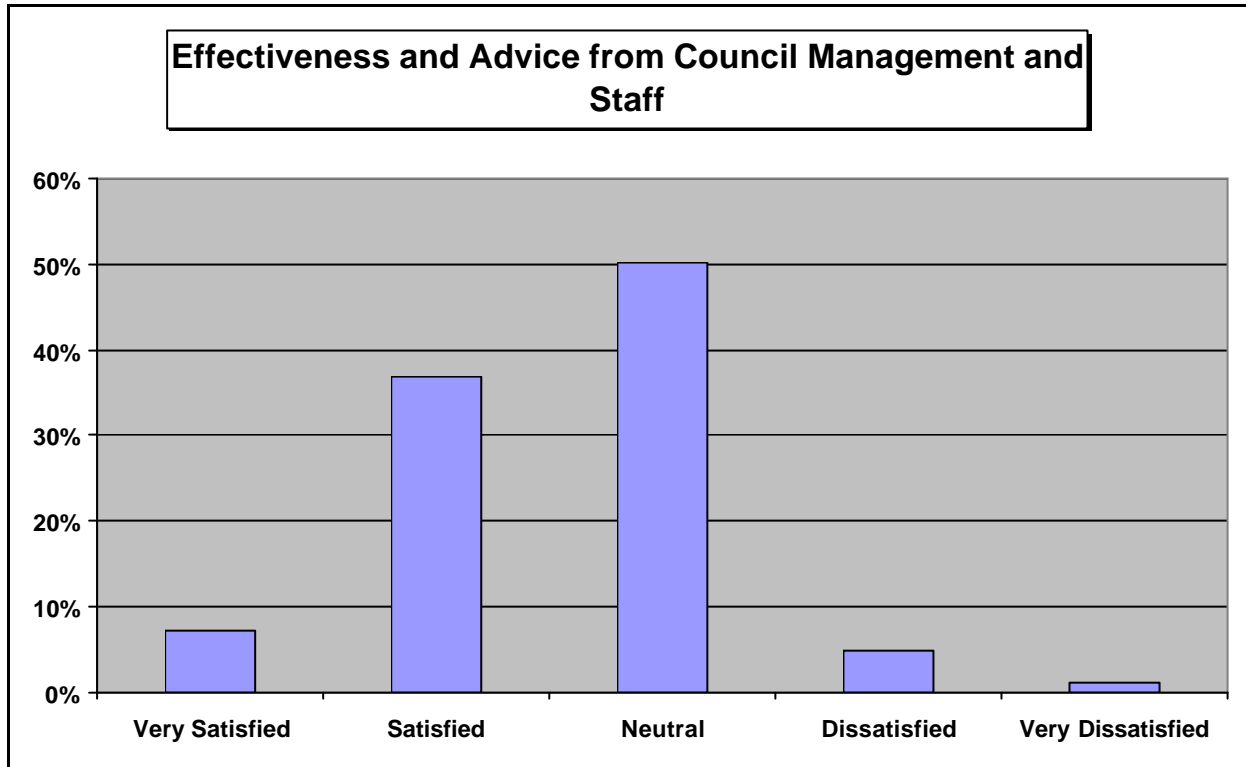
Local decision-making and planning by community boards	Raw Data	Percent
Very Satisfied	38	6%
Satisfied	222	37%
Neutral	314	52%
Dissatisfied	20	3%
Very Dissatisfied	5	1%
Total	599¹⁴	100%

¹⁴ Thirty-three respondents chose not to provide a rating for this question

6.4 Effectiveness and advice from Council management and staff

Half of the respondents (50%) were neutral when asked about their satisfaction regarding the effectiveness and advice from Council management and staff. Forty-four percent of respondents were satisfied, with 37% satisfied and 7% of respondents being very satisfied. Only 6% of respondents were dissatisfied, with 5% dissatisfied and 1% very dissatisfied.

Graph 36: Level of satisfaction of the effectiveness and advice from Council management and staff



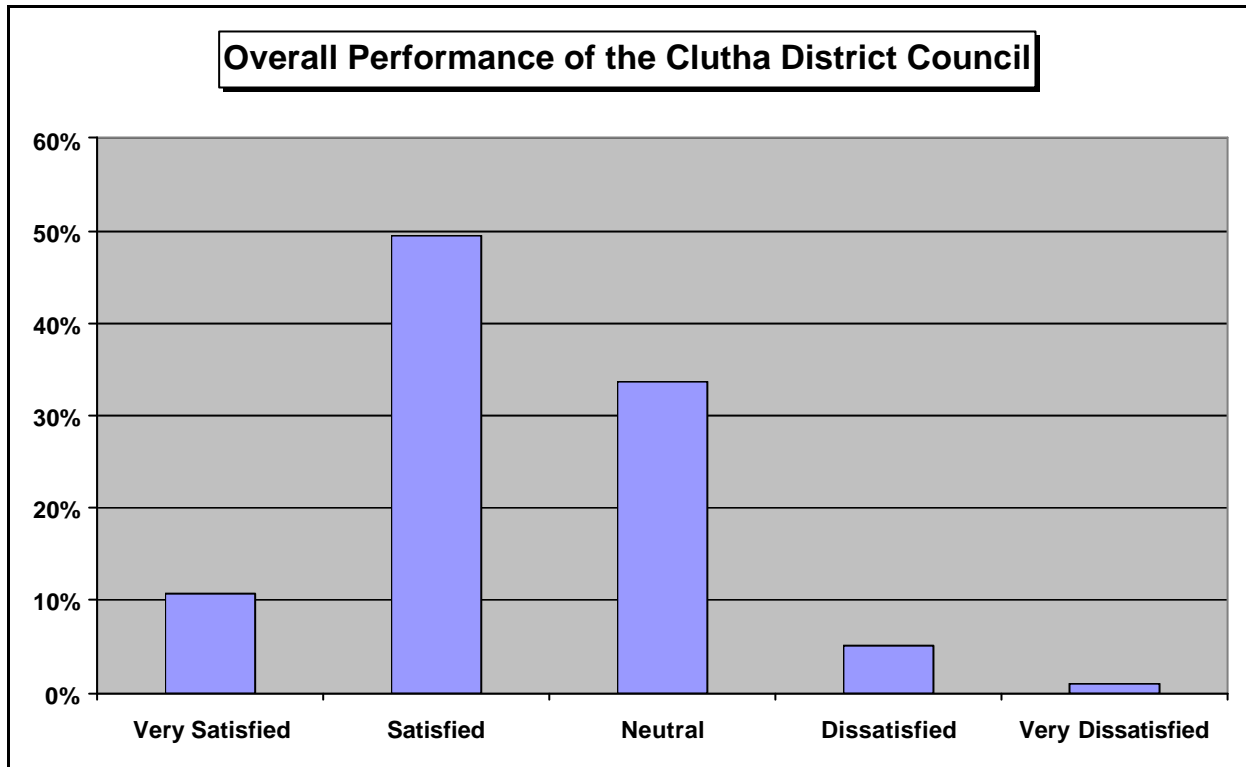
Effectiveness and advice from Council management and staff	Raw Data	Percent
Very Satisfied	43	7%
Satisfied	220	37%
Neutral	300	50%
Dissatisfied	29	5%
Very Dissatisfied	7	1%
Total	599¹⁵	100%

¹⁵ Thirty-three respondents chose not to provide a rating for this question

6.4 Overall performance of the Clutha District Council

Sixty percent of respondents were satisfied with the overall performance of the Clutha District Council, with 49% being satisfied, and 11% of respondents very satisfied. Just over a third of respondents (34%) were neutral when it came to their satisfaction level, and the remaining 6% of respondents were dissatisfied, with 5% dissatisfied and 4% very dissatisfied.

Graph 37: Level of satisfaction of the overall performance of the Clutha District Council



Overall performance of the Clutha District Council	Raw Data	Percent
Very Satisfied	67	11%
Satisfied	307	49%
Neutral	209	34%
Dissatisfied	32	5%
Very Dissatisfied	6	1%
Total	621¹⁶	100%

¹⁶ Eleven respondents chose not to provide a rating for this question

6.5 High priority issues

Respondents were then asked to list the three main services or facilities that they thought the Council should give a high priority to over the next 12 months. The main issue which emerged was general roading with 30% of respondents mentioning this. A further 8% of respondents also mentioned upgrading gravel roads and/or sealing roads.

The next most important priorities were fixing footpaths (22%), and water issues (20%). Other priorities mentioned concerned swimming pool facilities, the beautification and cleaning of towns, recycling, lowering rates, and public toilets, refer table 6.5 below.

Table 6.5: High priority issues

High Priority Issues	Raw Data	Percent
General roading	192	30%
Footpaths	151	24%
Water issues/scheme	137	22%
Swimming pool facilities	68	11%
Appearance/image of Balclutha/beautification, upgrade and cleaning of town/areas	47	7%
Recycling	37	6%
Lower rates	36	6%
Public toilets	35	6%
Gravel roads	26	4%
Recreation/sport facilities/sportsgrounds	26	4%
Sealing roads	24	4%
Sewerage	17	3%
Youth facilities	17	3%
Parks and reserves maintenance	15	2%
Waste	10	2%

Section Seven – General Questions

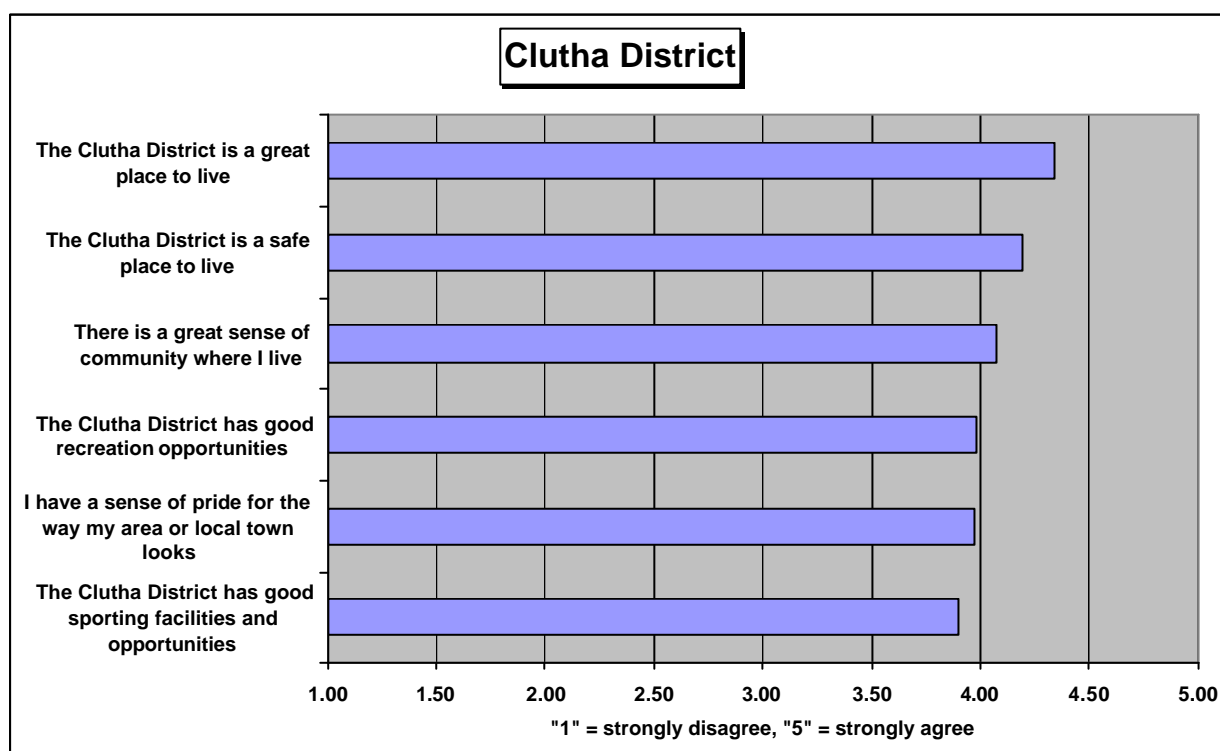
Respondents were asked to what extent they agreed with six statements concerning the Clutha District. These statements included such things as whether or not respondents agreed that the Clutha District was a great place to live. Respondents rated each statement using a five point scale where five was strongly agree and one was strongly disagree. Respondents were also asked if they had taken any steps to prepare for a civil defence emergency.

4.1 Summary of level of agreement with statements

All statements scored above 3.9, on a scale where one is strongly disagree and five is strongly agree. The highest scoring statement was “the Clutha District is a great place to live” receiving an average rating of 4.34. The next highest statement was “the Clutha District is a safe place to live” on 4.19.

The lowest scoring statements were “the Clutha District has good sporting facilities and opportunities” and “the Clutha District has good recreation opportunities”, receiving averages of 3.90 and 3.98 respectively.

Graph 38: Summary of satisfaction levels regarding statements on Clutha District

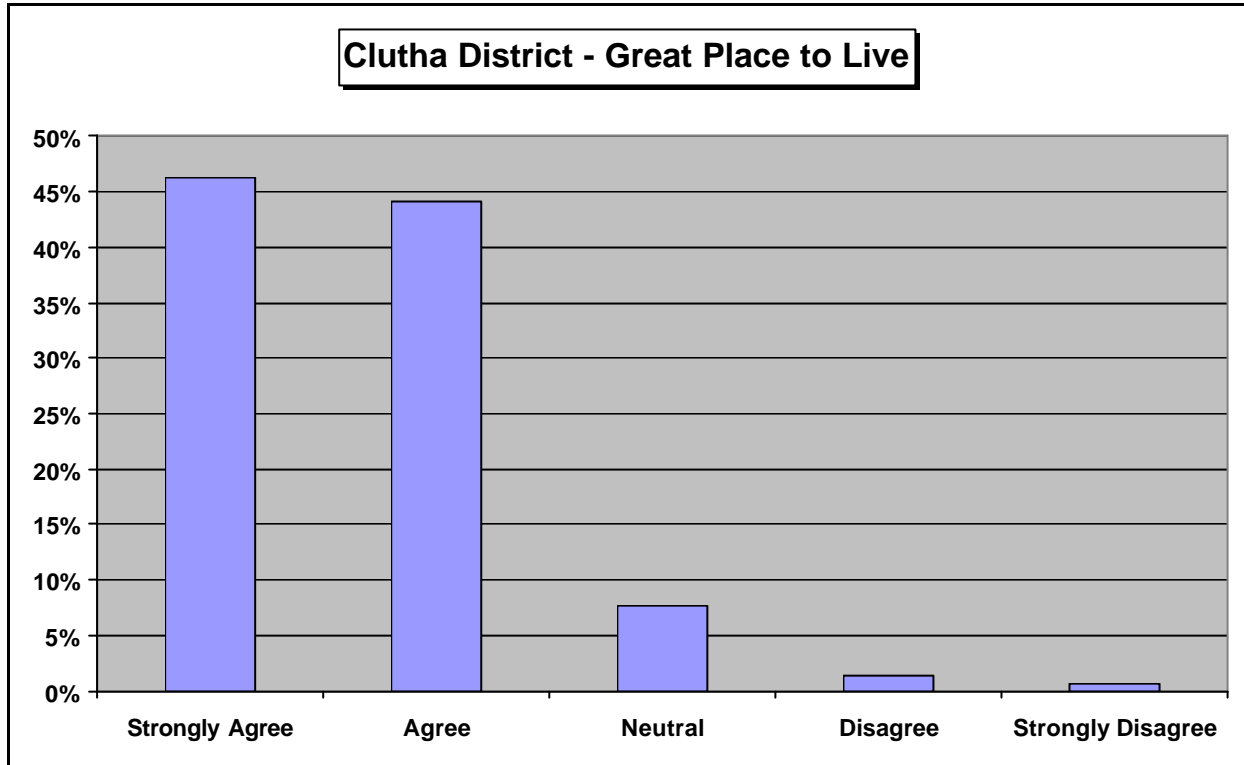


Statements	Level of Agreement
The Clutha District is a great place to live	4.34
The Clutha District is a safe place to live	4.19
There is a great sense of community where I live	4.07
The Clutha District has good recreation opportunities	3.98
I have a sense of pride for the way my area or local town looks	3.97
The Clutha District has good sporting facilities and opportunities	3.90

7.2 The Clutha District is a great place to live

The majority of respondents (90%) agreed that “the Clutha District is a great place to live”, with 46% of respondents strongly agreeing. Only 2% of respondents disagreed with this statement, with 1% disagreeing and 1% strongly disagreeing.

Graph 39: The Clutha District is a great place to live

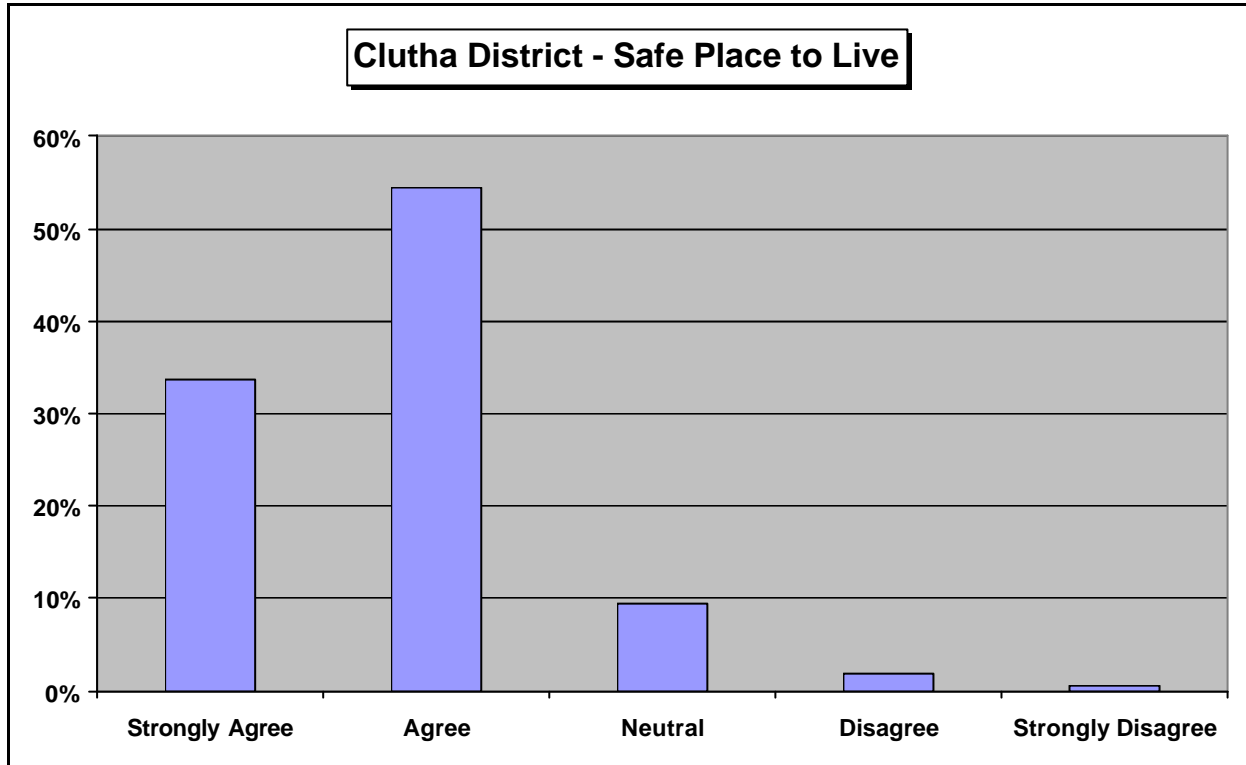


The Clutha District is a great place to live	Raw Data	Percent
Strongly Agree	292	46%
Agree	279	44%
Neutral	48	8%
Disagree	9	1%
Strongly Disagree	4	1%
Total	632	100%

7.3 The Clutha District is a safe place to live

Again the majority of respondents (88%) agreed that “The Clutha District is a safe place to live”, with 34% of respondents strongly agreeing. Nine percent of respondents were neutral towards this statement, and the remaining 2% of respondents disagreed with this statement.

Graph 40: The Clutha District is a safe place to live



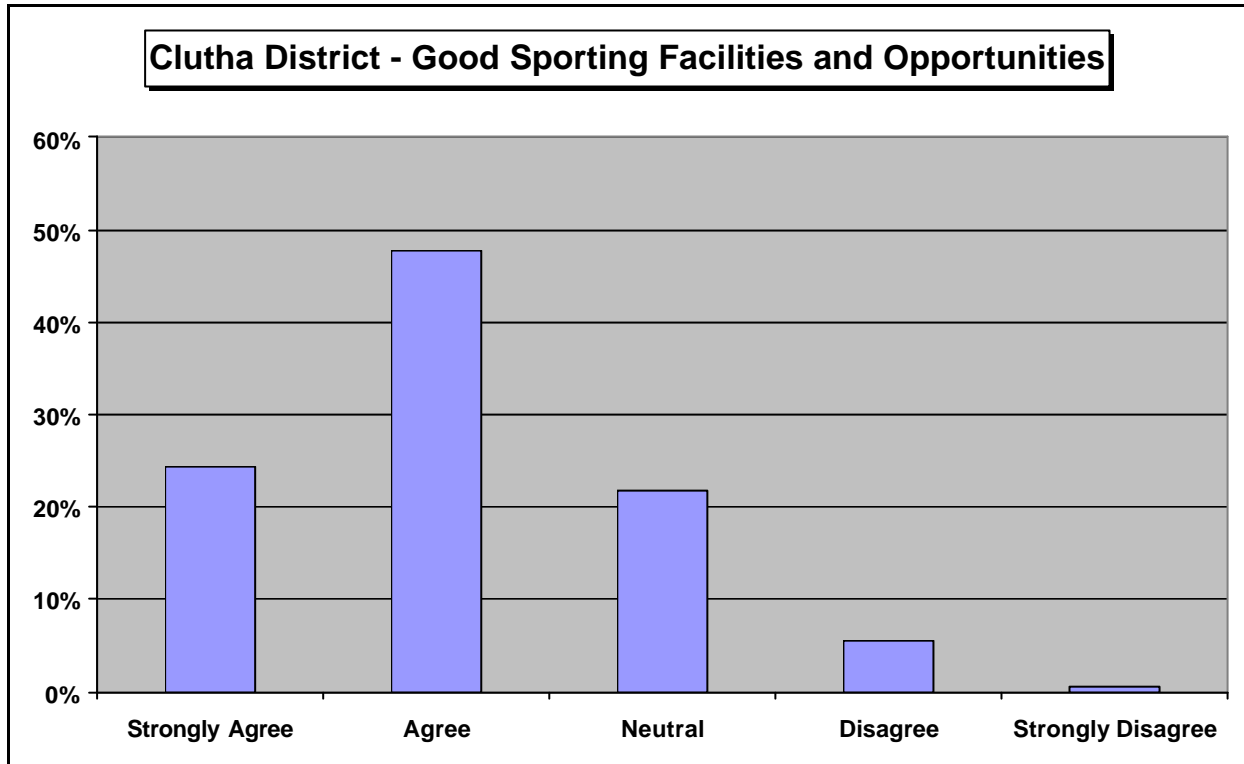
The Clutha District is a safe place to live	Raw Data	Percent
Strongly Agree	213	34%
Agree	344	54%
Neutral	60	9%
Disagree	12	2%
Strongly Disagree	3	0%
Total	632	100%

7.4 The Clutha District has good sporting facilities and opportunities

When asked about the extent to which they agreed that “the Clutha District has good sporting facilities and opportunities”, nearly three-quarters of respondents (72%) agreed, with 48% agreeing and 24% strongly agreeing.

Twenty two percent of respondents were neutral towards this statement and the remaining 6% of respondents disagreed, with 5% disagreeing and 1% strongly disagreeing.

Graph 41: The Clutha District has good sporting facilities and opportunities



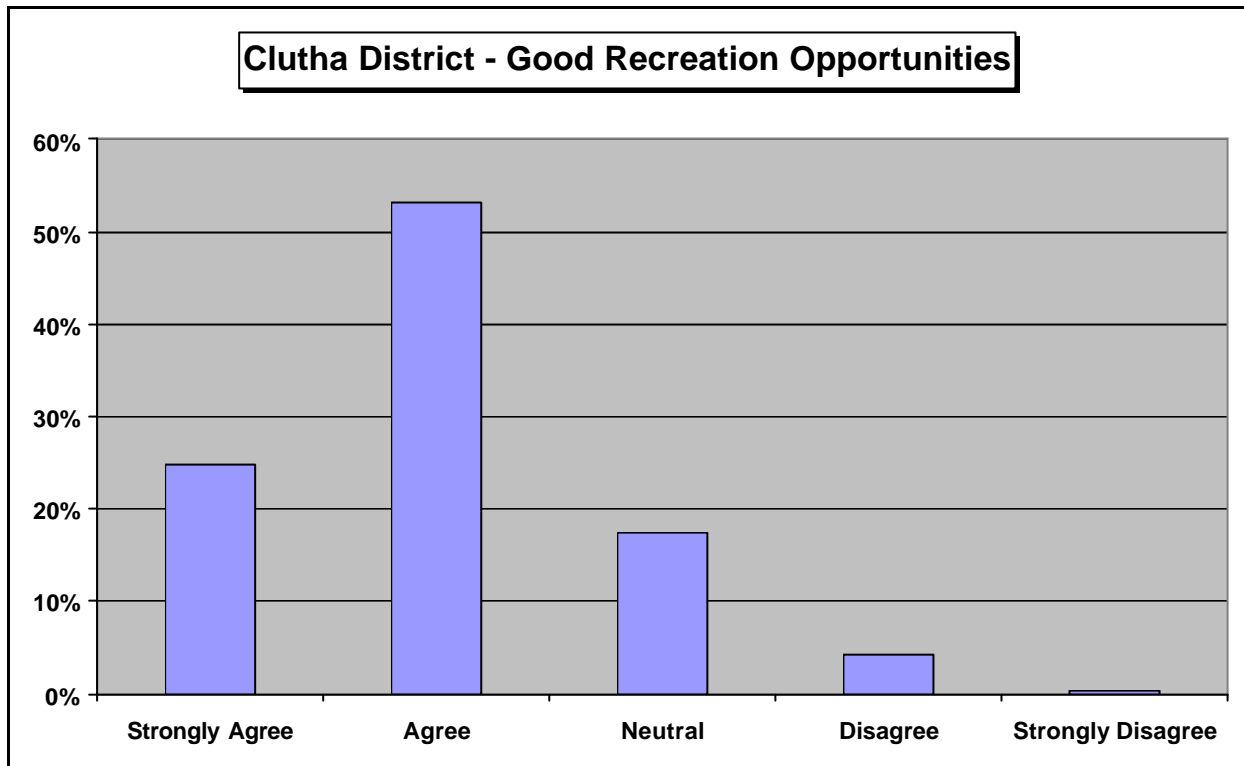
The Clutha District has good sporting facilities and opportunities	Raw Data	Percent
Strongly Agree	152	24%
Agree	298	48%
Neutral	136	22%
Disagree	34	5%
Strongly Disagree	4	1%
Total	624¹⁷	100%

¹⁷ Eight respondents stated they had no interest in sport and therefore did not answer this question

7.5 The Clutha District has good recreation opportunities

Over three-quarters of respondents (78%) agreed that "The Clutha District has good recreation opportunities", with 53% agreeing and 25% strongly agreeing. Seventeen percent of respondents were neutral towards this statement and the remaining 4% of respondents disagreed.

Graph 42: The Clutha District has good recreation opportunities



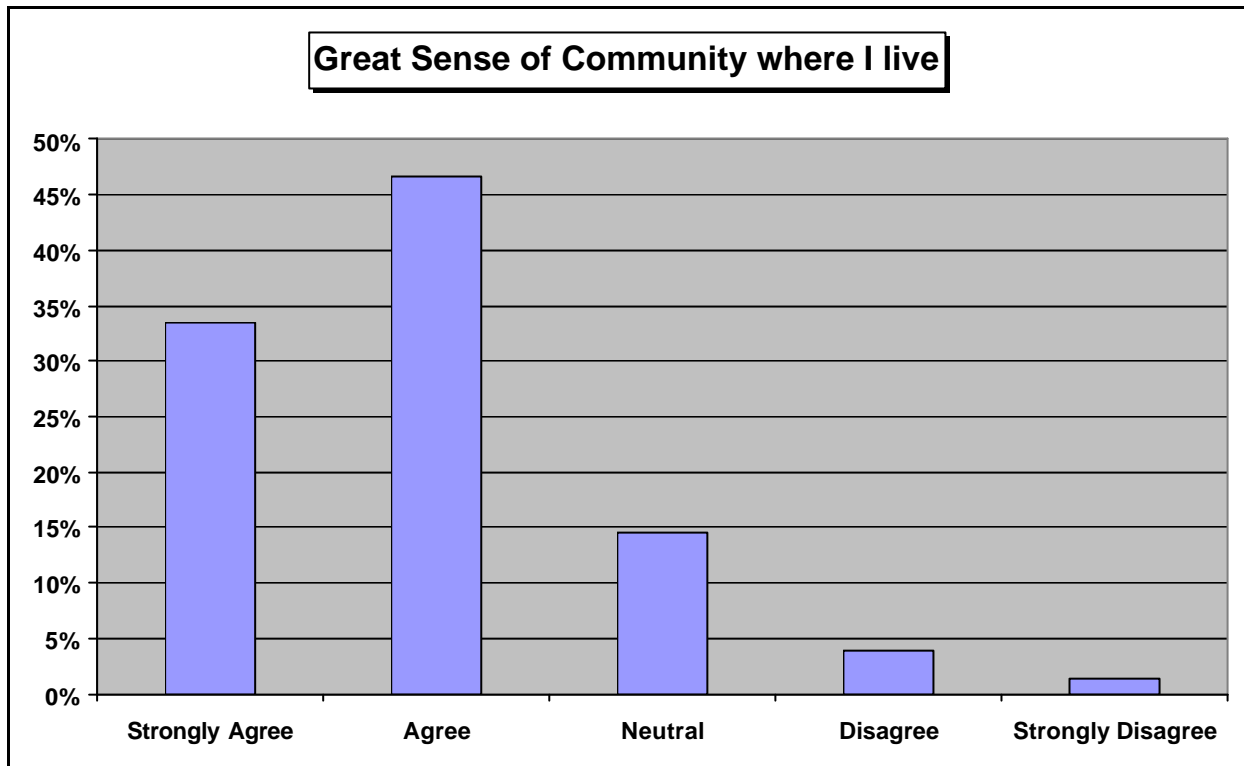
The Clutha District has good recreation opportunities	Raw Data	Percent
Strongly Agree	156	25%
Agree	334	53%
Neutral	109	17%
Disagree	27	4%
Strongly Disagree	2	0%
Total	628¹⁸	100%

¹⁸ Four respondents stated they had no interest in recreation and therefore did not answer this question

7.6 There is a great sense of community where I live

When asked about the extent to which they agreed that there was a great sense of community where they lived, 80% of respondents agreed, with 47% agreeing and 33% strongly agreeing. 15% of respondents were neutral towards this statement and the remaining 5% of respondents disagreed, with 4% disagreeing and 1% strongly disagreeing.

Graph 43: There is a great sense of community where I live



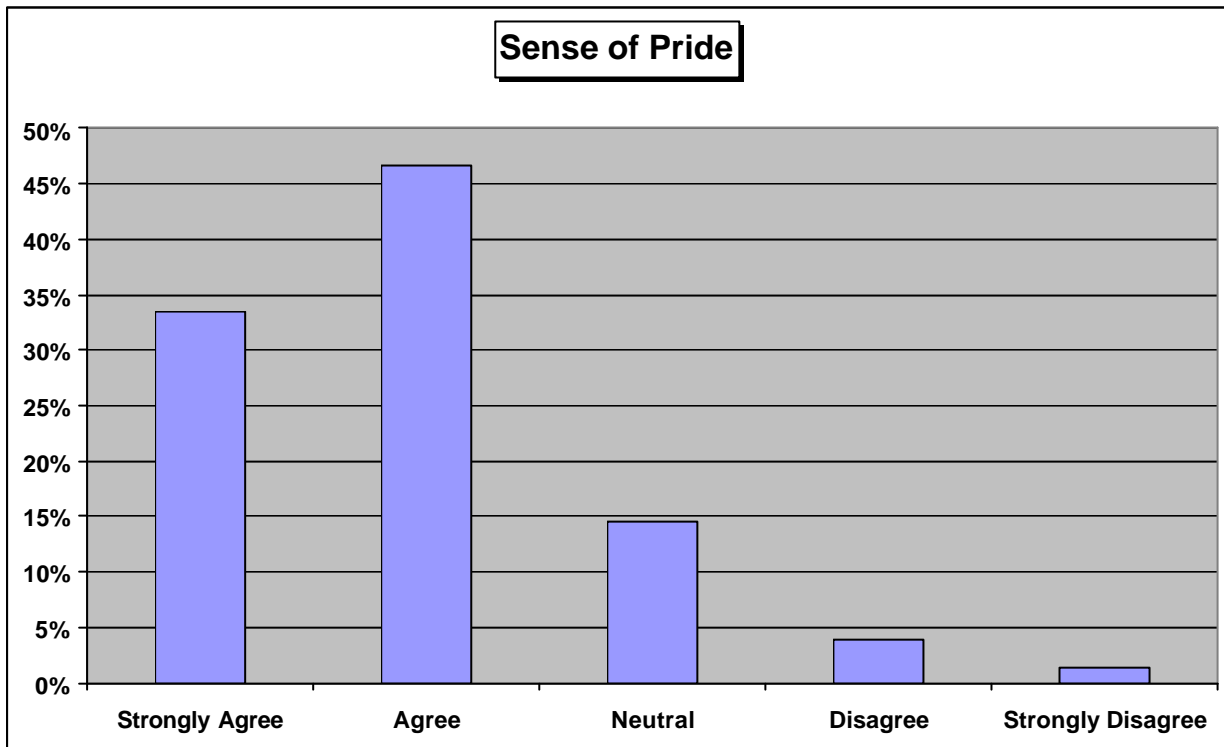
There is a great sense of community where I live	Raw Data	Percent
Strongly Agree	211	33%
Agree	295	47%
Neutral	92	15%
Disagree	25	4%
Strongly Disagree	9	1%
Total	632	100%

7.7 I have a sense of pride for the way my area or local town looks

Three-quarters of respondents (75%) agreed with the statement "I have a sense of pride for the way my area or local town looks", with 45% agreeing and 30% strongly agreeing.

Eighteen percent of respondents were neutral towards this statement and the remaining 7% of respondents disagreed, with 5% disagreeing and 2% strongly disagreeing.

Graph 44: I have a sense of pride for the way my area or local town looks



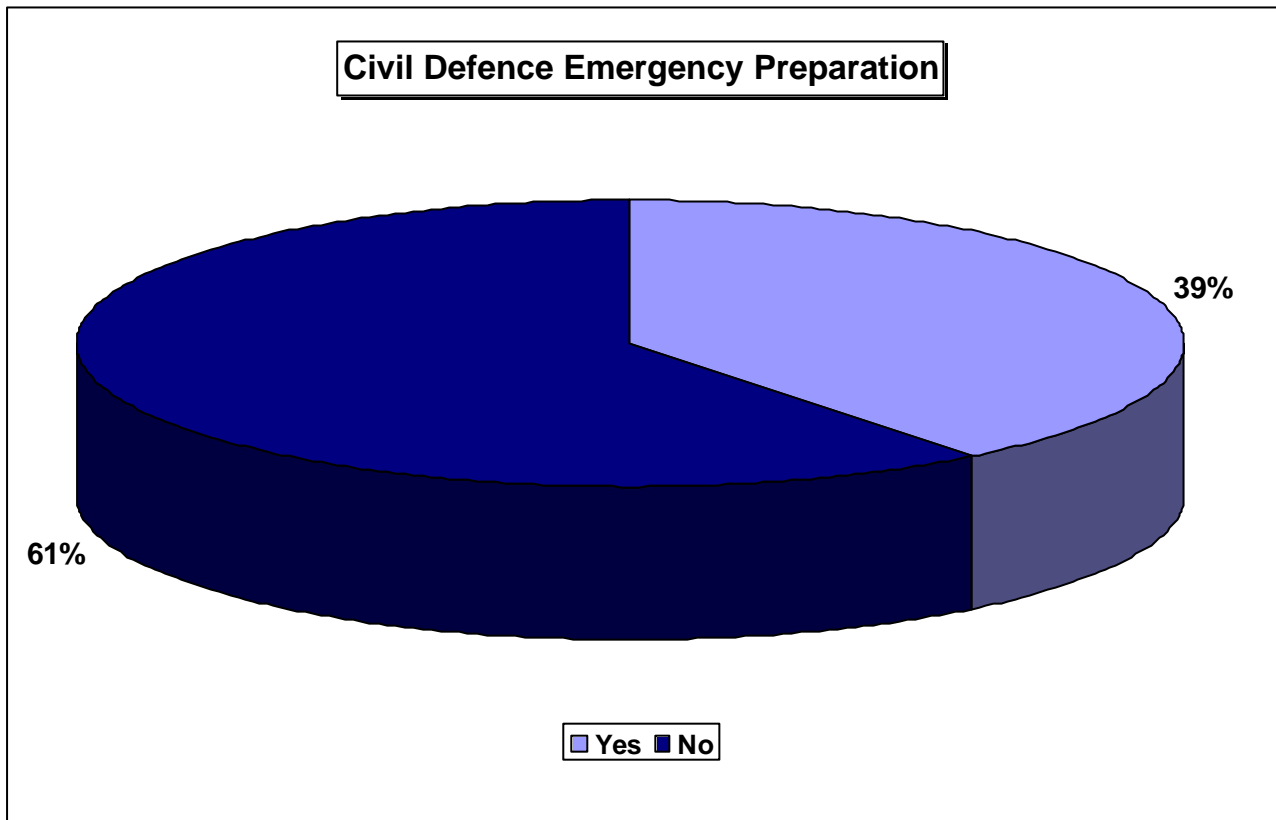
I have a sense of pride for the way my area or local town looks	Raw Data	Percent
Strongly Agree	190	30%
Agree	287	45%
Neutral	111	18%
Disagree	33	5%
Strongly Disagree	10	2%
Total	631¹⁹	100%

¹⁹ One respondent chose not to provide a rating for this question

7.8 Civil defence emergency

When asked if they had personally taken any steps to prepare for a Civil Defence emergency, such as having an emergency kit and water stores, 39% of respondents indicated that they had, and 61% of respondents had not taken any steps in preparation for a Civil Defence emergency.

Graph 45: Civil Defence emergency preparation



Preparation for Civil defence emergency	Raw Data	Percent
Yes	249	39%
No	383	61%
Total	632	100%

Section Eight – Summary of all satisfaction levels

Table 8.1 lists all 27 aspects of which respondents were asked to indicate their satisfaction level. The services are listed in order of their average satisfaction rating, with the highest aspect first, where five is very satisfied and one is very dissatisfied.

Table 8.1: Respondents ratings for the service aspects identified in the research

Service aspects	Average Rating
1. Wheelie Bin service	4.55
2. Library service	4.52
3. Service or information service	4.49
4. Visit/s to Council (treatment)	4.40
5. Telephone call/s to Council (treatment)	4.31
6. Sewerage supply	4.22
7. Community centre or hall	4.18
8. Skip services	4.17
9. Cemeteries	4.08
10. Contacting Council by post (timeliness of response)	4.06
11. Playgrounds	4.04
12. Reliability of water supply	4.00
13. Parks and reserves	3.98
14. Sportsgrounds	3.98
15. Mt Cooee Landfill Station	3.74
16. Storm water services	3.69
17. The overall performance of the Clutha District Council	3.64
18. Swimming pools	3.56
19. Public toilets	3.49
20. Local decision-making and planning by community boards	3.45
21. Local sealed roads	3.44
22. The effectiveness and advise from Council management and staff	3.44
23. The decision-making, planning and leadership of the major and Councillors	3.42
24. Local roads	3.37
25. Quality of water supply	3.20
26. Local gravel roads	2.84
27. Footpaths	2.83

"1" = very dissatisfied, "5" = very satisfied

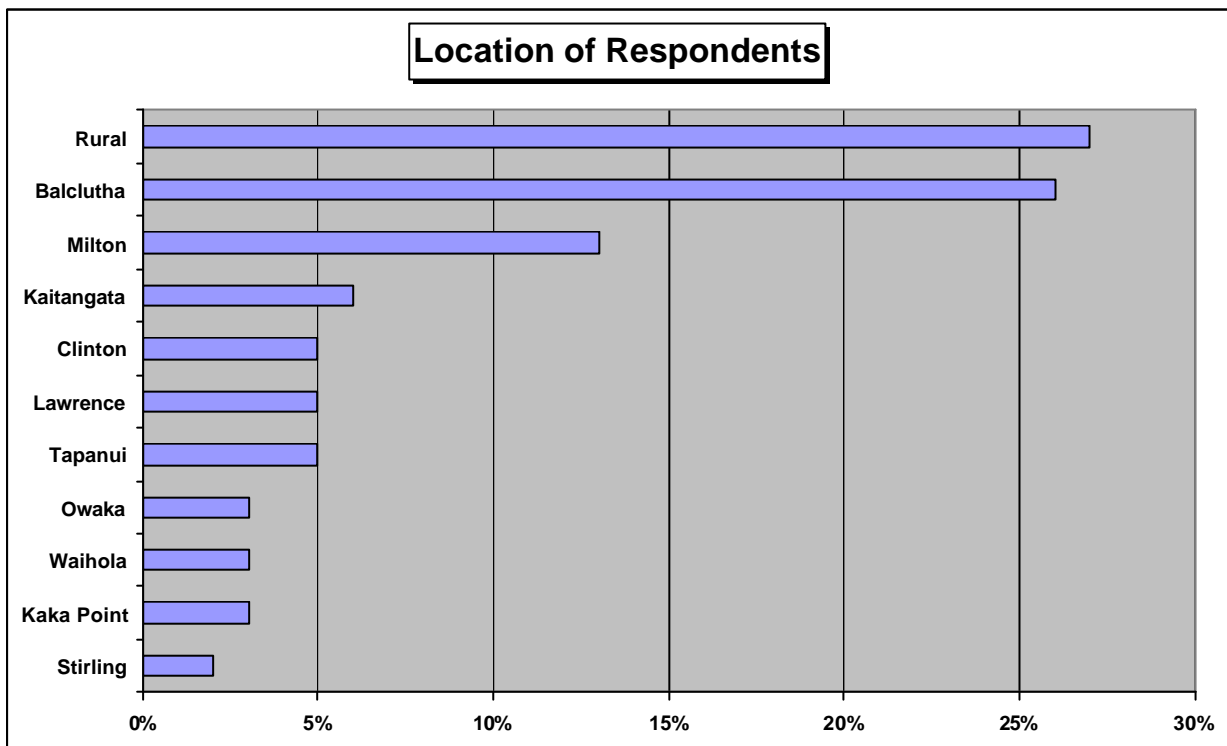
Section Nine - Demographics

With regard to demographic information, all respondents were asked which area of the district they lived in, as well as their age. Gender details were also recorded. Respondents were also asked if they were ratepayers or residents who pay rent, and if they had lived in the district for more than 12 months.

9.1 Location of respondents

The graph below summarises the areas in which respondents lived.

Graph 46: Location of respondents

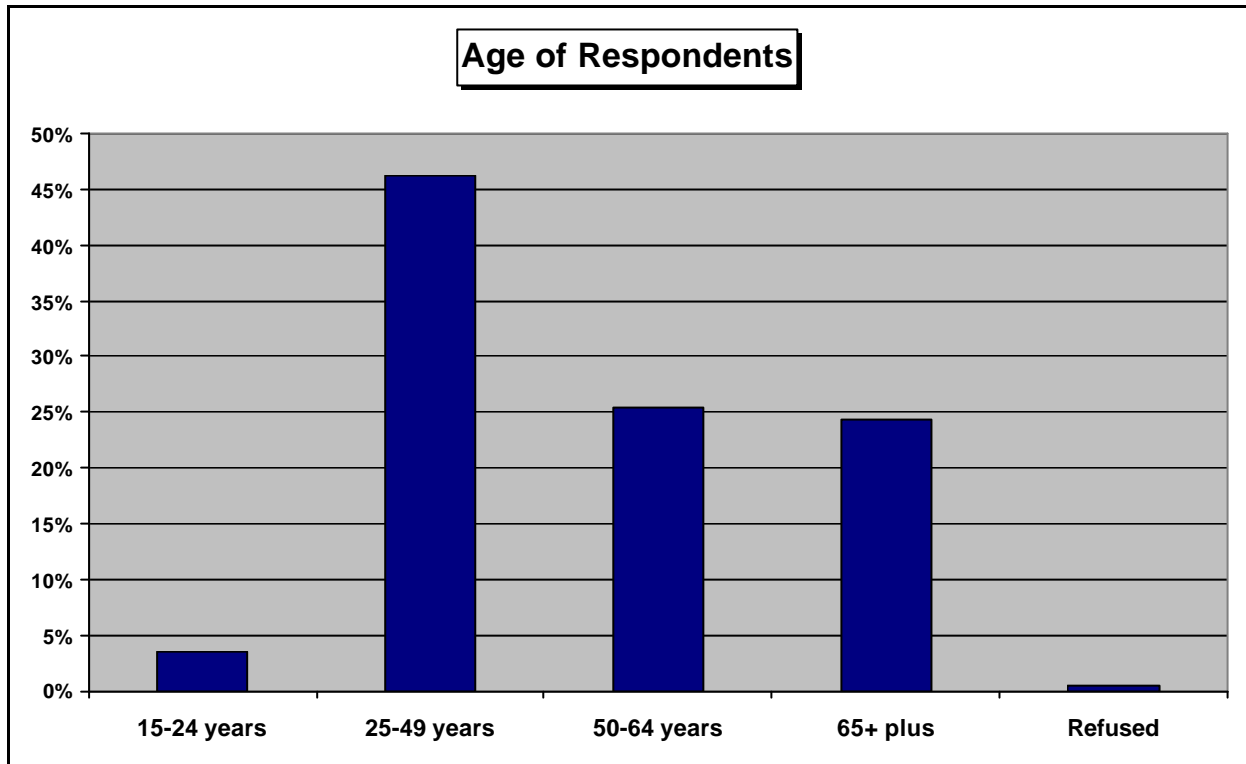


Location	Raw Data	Percent
Rural	172	27%
Balclutha	162	26%
Milton	84	13%
Kaitangata	38	6%
Clinton	34	5%
Lawrence	33	5%
Tapanui	33	5%
Owaka	22	3%
Waihola	21	3%
Kaka Point	18	3%
Stirling	15	2%
Total	632	100%

9.2 Age

Respondents were spread across a range of age groups, with just under half of respondents (46%) being 25-49 years old.

Graph 47: Age of respondents

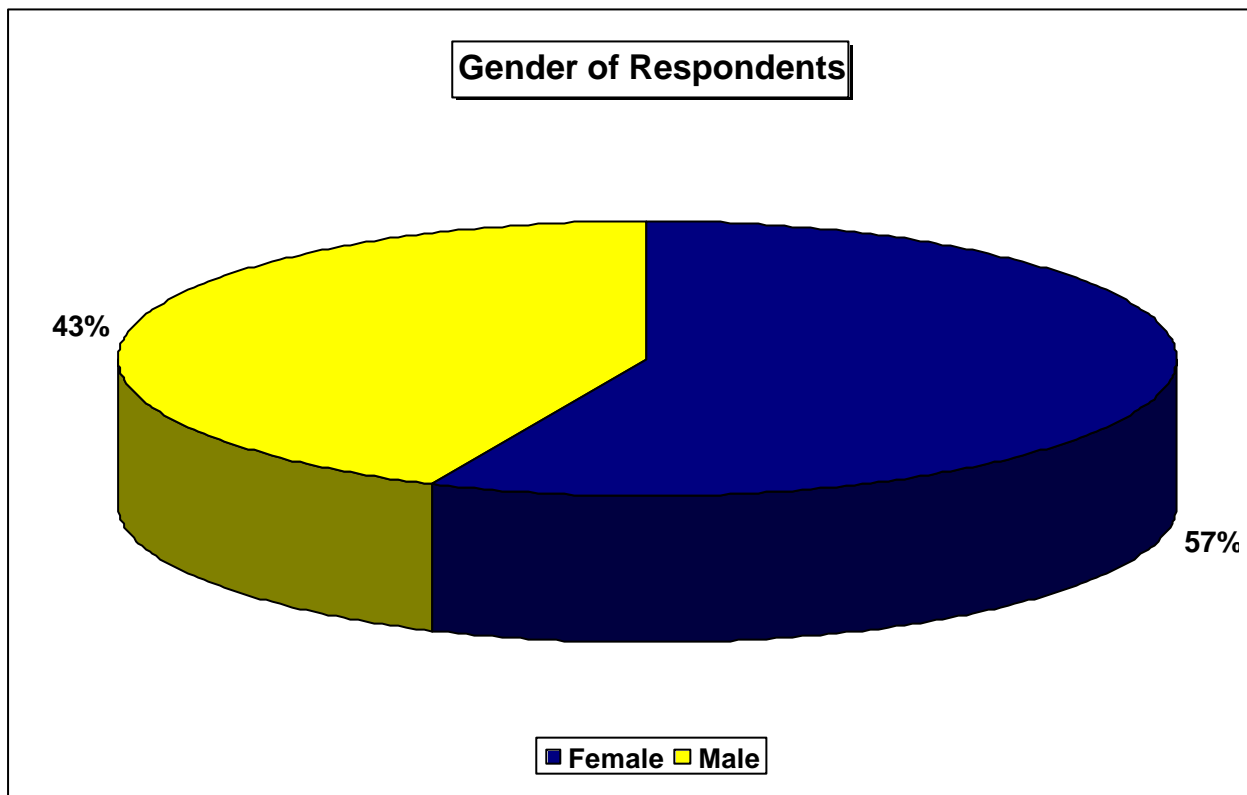


Location	Raw Data	Percent
15-24 years	22	3%
25-49 years	292	46%
50-64 years	161	25%
65+ plus	154	24%
Refused	3	0%
Total	632	100%

9.3 Gender

Fifty seven percent of respondents were female and 43% were male.

Graph 48: Gender of respondents

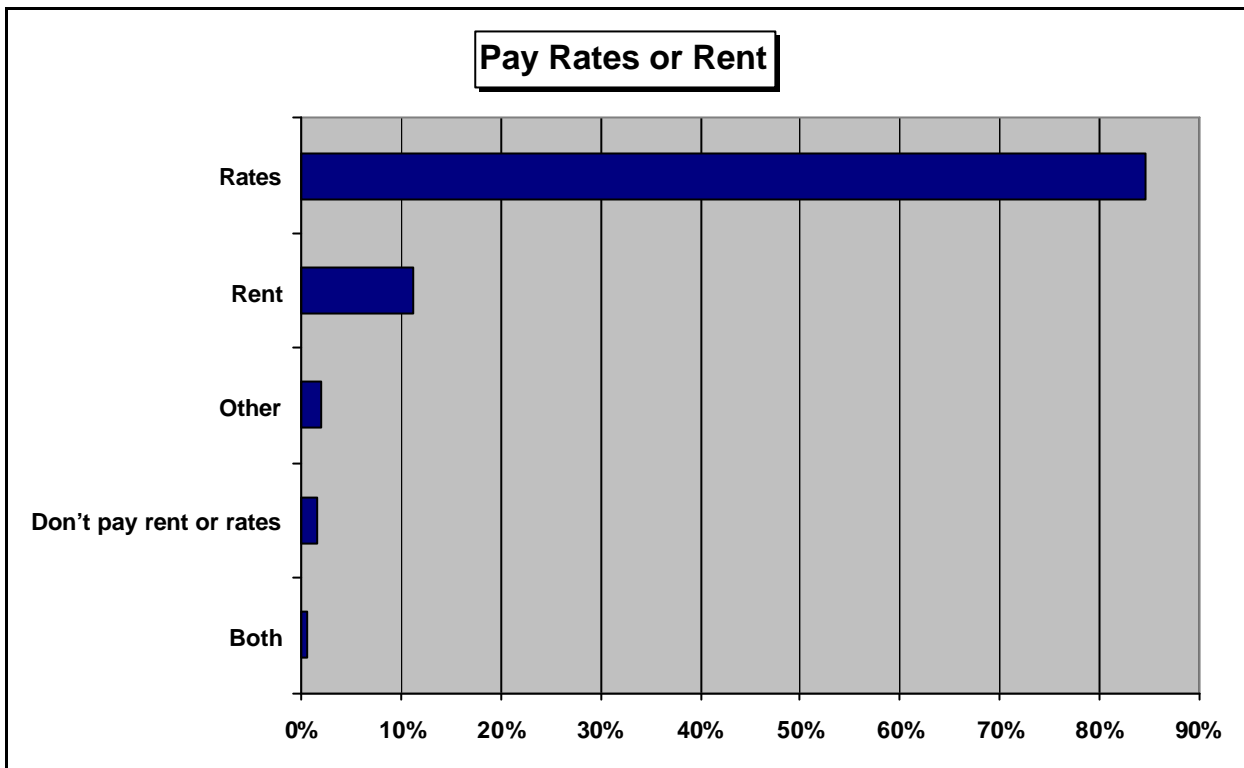


Gender	Raw Data	Percent
Female	358	57%
Male	273	43%
No response	1	0%
Total	631	100%

9.4 Pay rates or rent

The majority of respondents (85%) were ratepayers, and a further 11% of respondents paid rent.

Graph 49: Pay rates or rent



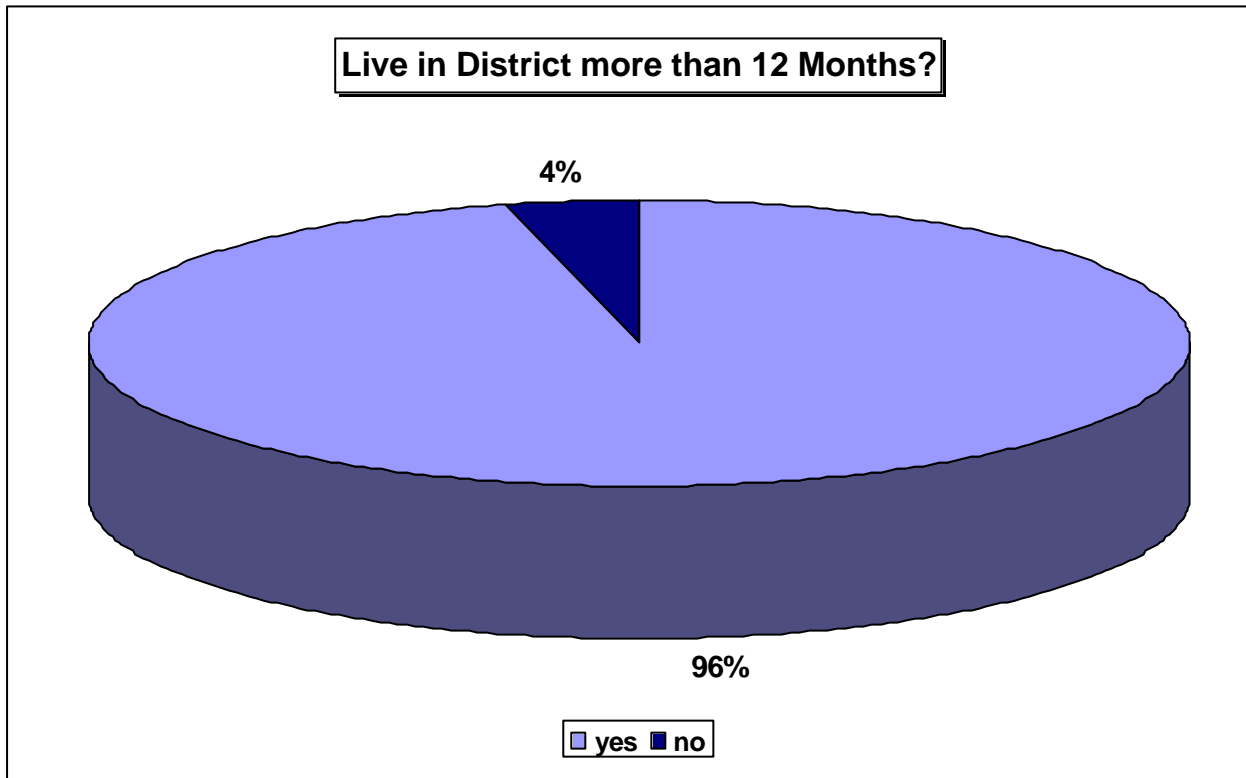
Pay Rates or Rent	Raw Data	Percent
Rates	534	85%
Rent	70	11%
Other	13	2%
Don't pay rent or rates	10	2%
Both	4	1%
Total	631²⁰	100%

²⁰ 1 respondent chose not to provide a response

9.5 Lived in Clutha District for more than 12 months

Nearly all of the respondents (96%) had lived in the Clutha District for 12 months or more.

Graph 50: Lived in Clutha District for more than 12 months



More than 12 Months	Raw Data	Percent
Yes	607	96%
No	25	4%
Total	632	100%

