



Final Report

Clutha District Council 2013 Resident Satisfaction Survey



November 2013



Objectives and Methodology

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The purpose of this survey is to assess Council performance across a wide range of services and facilities, to determine satisfaction levels and provide accurate information for the prioritisation of these services and facilities. An important function of the study is to assess any strategic shifts in perceptions or levels of satisfaction.

The **Research Objectives** are as follows:

- Measure resident satisfaction with key activities that the Council is responsible for, so that residents' change of perception against previous survey results can be measured;
- 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.

Methodology

- A statistically robust telephone survey with a proportional sample of 301 residents across the Clutha District was achieved. A stratified random sample of residents from across the Clutha District were selected for participation, taking full account of key demographic criteria such as age, gender and geographic location.
- The overall results have a margin of error of 5.65% at the 95% confidence level.
- Interviewing took place between 1 November and 15 November 2013.
- The survey achieved a response rate of 50% with 304 residents refusing to participate for various reasons.
- The satisfaction measurement scale changed from a 5-point scale in past surveys to a 6-point scale in 2013 to provide more detailed data and a more accurate measure of satisfaction. The 6-point scale enables a clear determination of whether respondents are satisfied or not with Council and its services and facilities.



Executive Summary

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- Satisfaction with the overall performance of Clutha District Council increased from 60% in 2012 to 82% in the 2013 survey.
- The 2013 survey measured satisfaction with the value for money from rates paid to Clutha District Council and found that 59% of respondents were satisfied. This compares with 40% satisfaction recorded for another district council that Key Research monitors.
- Key drivers of satisfaction with the value for money from rates paid to the Council were satisfaction with Decision making, planning and leadership, Being able to have a say in council decision-making and planning and Helpfulness and advice from Council staff. Satisfaction with these aspects of Council's performance increased by 38, 34 and 24 percentage points respectively, compared with 2012 survey results. Improvements in these activities should achieve the most significant increases to overall perceptions of the Council.
- Satisfaction increased across most of the services and facilities provided by Clutha District Council in comparison with 2012 survey results. The exception was with satisfaction with Swimming pool facilities and service, and Service or information centres which decreased by 7 and 1 percentage points respectively.
- The services that Council could best invest its resources to improve overall perceptions of the Council would be with maintenance to the local road network (including footpaths), particularly local unsealed roads. The taste and cleanliness of the water supply should also be a focus for improvement. These services rate relatively lower than other services on satisfaction measures, have a high level of usage amongst residents and are relatively important factors contributing to perceptions of value for money from rates.
- Awareness of ways to reduce waste remained very similar to the 2012 survey with 73% mentioning Recycling (compared with 71% in 2012) and 50% mentioning Composting (same as in 2012). There were 68% of respondents who could name at least two ways to reduce waste.
- The majority of respondents (89%) said they had seen the Council News newsletter which was slightly less than in the 2012 survey (93%).
- There were 47% of respondents who said they has personally taken steps to prepare for a civil defence emergency which was slightly less than in the 2012 survey (52%) and a significant decrease from 2011 when 59% said they had taken steps to prepare.
- A majority of respondents agree that Clutha District is a safe place to live (97%), There is a great sense of community (95%) and that Clutha District is a great place to make a living (83%). All of these quality of life indicators improved compared with 2012 survey results.



Dashboard – Satisfaction Comparison

	2007	2008	2009	2010	2011	2012	2013	2013-2012
Library services overall	96%	97%	97%	96%	95%	97%	99%	+2
Sewerage service	85%	89%	90%	88%	87%	90%	97%	+7
Service or information centre	95%	95%	94%	93%	96%	97%	96%	-1
Council maintained sportsgrounds	82%	82%	78%	72%	81%	83%	93%	+10
Playground facilities	81%	85%	82%	82%	84%	85%	93%	+8
Parks and reserves facilities	81%	81%	84%	87%	77%	82%	92%	+10
Community centre or hall's facilities	84%	87%	87%	80%	83%	84%	90%	+6
Cemetery facilities	94%	96%	82%	84%	83%	86%	89%	+3
Helpfulness and advice from Council staff	47%	53%	65%	80%	57%	60%	84%	+24
Mt Cooee Landfill Station	69%	72%	77%	77%	77%	74%	83%	+9
Decision making, planning and leadership of elected members	52%	51%	60%	55%	46%	45%	83%	+38
Wheelie bin service	96%	96%	96%	96%	95%	79%	82%	+3
Overall performance of the Clutha District Council	61%	57%	64%	62%	63%	62%	82%	+20
Pressure and flow of your water supply	79%	77%	79%	68%	70%	71%	77%	+6
Stormwater services	63%	69%	62%	69%	63%	72%	76%	+4
Level of maintenance of local sealed roads	-	-	-	-	63%	57%	75%	+18
Being able to have a say in council decision-making and planning	-	-	-	-	32%	38%	72%	+34
Footpaths	29%	31%	41%	42%	40%	63%	71%	+8
Taste and cleanliness of your water supply	51%	52%	57%	44%	51%	54%	65%	+11
Public toilet facilities	52%	60%	48%	51%	53%	57%	64%	+7
Local roads are appropriate for your travel needs	49%	58%	56%	53%	58%	56%	61%	+5
Swimming pool facilities and service	60%	61%	49%	31%	43%	66%	59%	-7
Level of maintenance for local unsealed, gravel roads	-	-	-	-	33%	34%	49%	+15

* The satisfaction measurement scale changed from a 5-point scale in past surveys to a 6-point scale in 2013 to provide more detailed data and a more accurate measure of satisfaction.



Dashboard – Improvements

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	Number of responses
Roading	91
Waste	67
Footpaths	46
Pools	45
Elected Members and Council Overall	24
Parks, Reserves, Cemeteries	22
Main street	17
Toilets	16
Water - rural	14
Sewerage	4
Libraries	3
Stormwater	3
Water – urban	3
Halls	2
Other	18
Number of responses	375
Number of respondents stating improvements	253
Number of respondents who did not state any improvements	48
Total respondents	301

Strength of relationship between Q49 satisfaction with the value for money you get from your rates paid to Clutha District Council across all services and facilities and level of satisfaction with the services, facilities and activities.

The Pearson's Correlation Coefficient measures the strength of relationship between satisfaction with each service, facility and activity and satisfaction with the value for money you get from rates paid to Clutha District Council (Q49). The coefficient range from +1 to -1 with a coefficient greater than 0 demonstrating a positive relationship and with the strength of this relationship increasing as it approaches +1

Dashboard – Key Driver Analysis

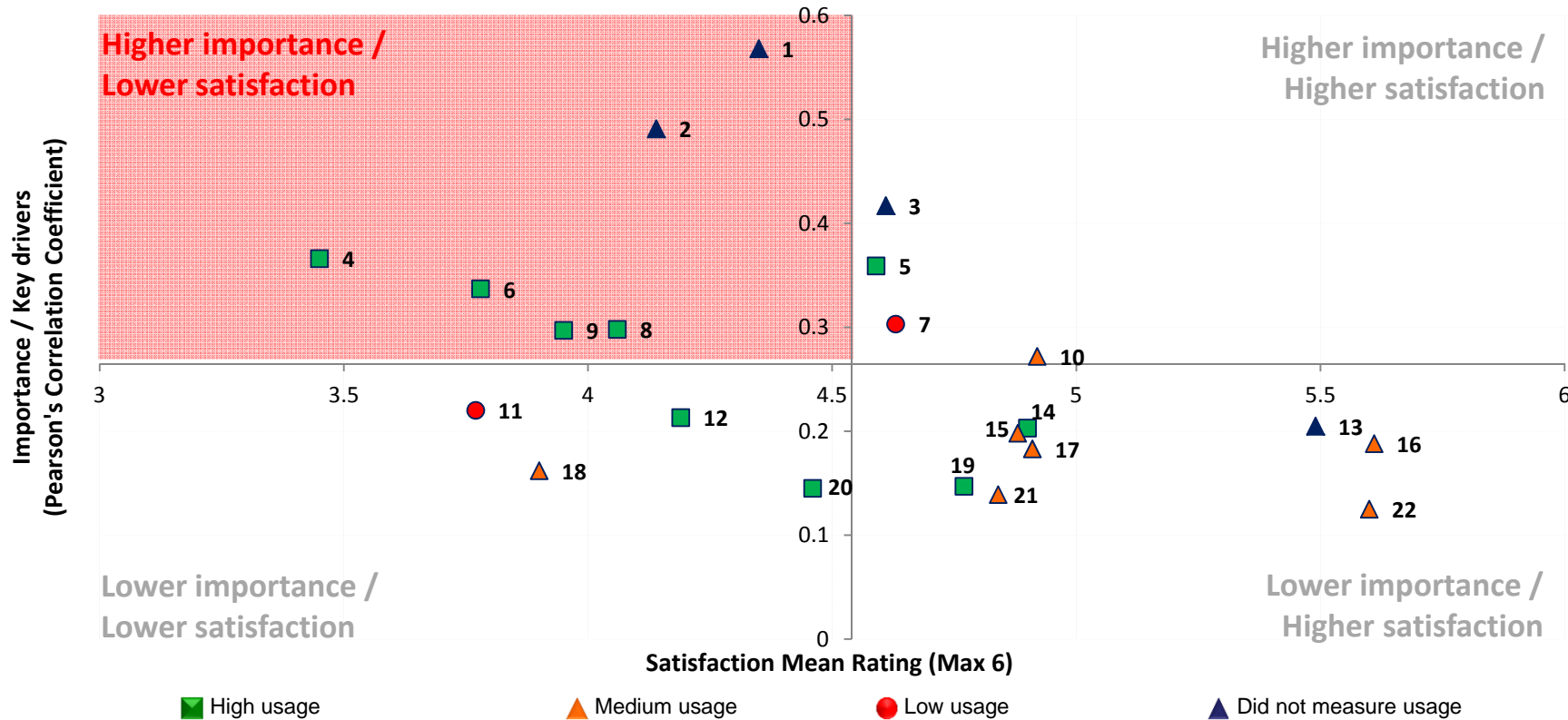
	Pearson's Correlation Coefficient	Mean Rating (max 6)	n=
Decision making, planning and leadership of elected members	.568**	4.35	251
Being able to have a say in council decision-making and planning	.491**	4.14	240
Helpfulness and advice from Council staff	.417**	4.61	243
Level of maintenance for local unsealed, gravel roads	.366**	3.45	252
Stormwater services	.359**	4.59	148
Local roads are appropriate for your travel needs	.337**	3.78	278
Mt Cooee Landfill Station	.303**	4.63	87
Footpaths	.298**	4.06	264
Taste and cleanliness of your water supply	.297**	3.95	233
Council maintained sportsgrounds	.272**	4.92	150
Swimming pool facilities and service	.220*	3.77	83
Level of maintenance of local sealed roads	.213**	4.19	281
Sewerage service	.205*	5.49	148
Wheelie bin service	.203**	4.90	233
Community centre or hall's facilities	.198**	4.88	183
Library services overall	.188*	5.61	147
Cemetery facilities	.183*	4.91	161
Public toilet facilities	.162	3.90	134
Parks and reserves facilities	.147*	4.77	189
Pressure and flow of your water supply	.145*	4.46	240
Playground facilities	.139	4.84	130
Service or information centre	.125	5.60	127

***. Correlation is significant at the 0.01 level (2-tailed).*

**. Correlation is significant at the 0.05 level (2-tailed).*



Dashboard – Priority Areas of Focus



- | | | |
|---|--|--|
| 1. Decision making, planning and leadership of elected members | 7. Mt Cooee Landfill Station | 16. Library services overall |
| 2. Being able to have a say in council decision-making and planning | 8. Footpaths | 17. Cemetery facilities |
| 3. Helpfulness and advice from Council staff | 9. Taste and cleanliness of your water supply | 18. Public toilet facilities |
| 4. Level of maintenance for local unsealed, gravel roads | 10. Council maintained sportsgrounds | 19. Parks and reserves facilities |
| 5. Stormwater services | 11. Swimming pool facilities and service | 20. Pressure and flow of your water supply |
| 6. Local roads are appropriate for your travel needs | 12. Level of maintenance of local sealed roads | 21. Playground facilities |
| | 13. Sewerage service | 22. Service or information centre |
| | 14. Wheelie bin service | |
| | 15. Community centre or hall's facilities | |



Q5

Water Supply, Sewerage and Stormwater

How would you rate your sewerage service during the last 12 months?

Urban respondents only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	1%	2%	4%	30%	60%	3%	97%	158
Number of respondents	1	1	3	7	47	95	4	146	158
Gender									
Male	0%	2%	2%	5%	24%	65%	3%	97%	66
Female	1%	0%	2%	4%	34%	57%	2%	97%	92
Age									
16 – 49 years	0%	0%	4%	7%	20%	64%	4%	95%	45
50 – 64 years	0%	0%	2%	6%	42%	46%	4%	98%	52
65 years +	2%	2%	0%	2%	26%	69%	0%	97%	61



Q6

Water Supply, Sewerage and Stormwater

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How would you rate your stormwater services during the last 12 months?

Urban respondents only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	6%	6%	12%	12%	24%	38%	2%	76%	158
Number of respondents	10	9	19	19	38	60	3	101	158
Gender									
Male	9%	3%	12%	11%	24%	36%	5%	75%	66
Female	4%	8%	12%	13%	24%	39%	0%	76%	92
Age									
16 – 49 years	4%	7%	18%	20%	13%	36%	2%	71%	45
50 – 64 years	4%	6%	12%	10%	35%	31%	4%	78%	52
65 years +	10%	5%	8%	8%	23%	46%	0%	77%	61



Q7

Water Supply, Sewerage and Stormwater

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Are you on a town water supply, rural water scheme or your own private supply?

	A town supply	Rural water scheme	Own supply of water	Other	Both a Council town or rural scheme and own supply of water	Don't know / NA	n=
Total Sample	62%	21%	14%	1%	1%	1%	301
Number of respondents	186	63	43	3	4	2	301
Gender							
Male	66%	18%	13%	2%	1%	0%	120
Female	59%	23%	15%	1%	2%	1%	181
Age							
16 – 49 years	56%	22%	19%	0%	2%	1%	108
50 – 64 years	54%	26%	17%	3%	0%	1%	109
65 years +	80%	13%	5%	0%	2%	0%	84



Q8

Water Supply, Sewerage and Stormwater

How would you rate the pressure and flow of your water supply during the last 12 months?

Respondents on town supply or rural water scheme only



Significantly lower % Satisfied

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	6%	6%	11%	20%	27%	30%	1%	77%	253
Number of respondents	15	15	28	50	68	75	2	193	253
Gender									
Male	4%	6%	13%	21%	25%	30%	1%	77%	102
Female	7%	6%	10%	19%	28%	29%	1%	77%	151
Age									
16 – 49 years	9%	12%	12%	24%	22%	20%	1%	67%	86
50 – 64 years	3%	2%	10%	18%	32%	33%	0%	84%	87
65 years +	5%	4%	11%	16%	26%	36%	1%	80%	80
Location									
Rural	8%	6%	9%	28%	25%	22%	2%	76%	97
Urban	4%	6%	12%	15%	28%	35%	0%	78%	156



Q9

Water Supply, Sewerage and Stormwater

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How would you rate the taste and cleanliness of your water supply during the last 12 months?
Respondents on town supply or rural water scheme only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	12%	12%	21%	25%	18%	4%	65%	253
Number of respondents	24	30	31	52	62	45	9	159	253
Gender									
Male	7%	13%	12%	23%	26%	17%	3%	68%	102
Female	11%	11%	13%	19%	23%	19%	4%	63%	151
Age									
16 – 49 years	9%	13%	13%	17%	23%	19%	6%	63%	86
50 – 64 years	14%	13%	10%	22%	26%	13%	2%	62%	87
65 years +	5%	10%	14%	23%	24%	23%	3%	71%	80
Location									
Rural	10%	14%	21%	14%	25%	11%	4%	53%	97
Urban	9%	10%	7%	24%	24%	22%	3%	73%	156



Q10

Roading Services

How satisfied are you that local roads are appropriate for your travel needs?



Significantly higher % Satisfied

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	8%	11%	20%	26%	24%	10%	2%	61%	301
Number of respondents	23	34	59	77	73	29	6	179	301
Gender									
Male	9%	11%	18%	26%	25%	8%	3%	61%	120
Female	7%	12%	20%	25%	24%	10%	2%	61%	181
Age									
16 – 49 years	7%	16%	21%	29%	18%	7%	2%	55%	108
50 – 64 years	7%	12%	26%	23%	26%	6%	0%	55%	109
65 years +	8%	5%	10%	25%	31%	17%	5%	76%	84
Location									
Rural	10%	16%	22%	23%	24%	5%	1%	52%	143
Urban	6%	7%	18%	28%	25%	14%	3%	69%	158



Q11

Roading Services

Thinking about your local gravel roads, what speed do you feel you can safely travel up to on most gravel roads you use?

	Less than 50km/hr	50-59 km/hr	60-69 km/hr	70-79 km/hr	80-89 km/hr	90-100 km/hr	More than 100 km/hr	Don't drive on local gravel roads / Don't drive / Don't know	n=
Total Sample	23%	15%	16%	19%	12%	6%	0%	8%	301
Number of respondents	70	46	48	58	36	19	0	24	301
Gender									
Male	15%	11%	16%	25%	16%	13%	0%	5%	120
Female	29%	18%	16%	15%	9%	2%	0%	10%	181
Age									
16 – 49 years	17%	14%	19%	24%	12%	8%	0%	6%	108
50 – 64 years	21%	17%	19%	20%	12%	5%	0%	6%	109
65 years +	35%	15%	8%	12%	12%	6%	0%	12%	84
Location									
Rural	20%	15%	20%	21%	9%	8%	0%	8%	143
Urban	27%	15%	13%	18%	15%	5%	0%	8%	158



Q12

Roading Services

How satisfied are you with the level of maintenance for local unsealed, gravel roads?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	14%	23%	20%	18%	5%	11%	49%	301
Number of respondents	26	42	69	60	55	15	34	130	301
Gender									
Male	9%	14%	25%	19%	22%	3%	8%	48%	120
Female	8%	14%	22%	20%	16%	6%	14%	49%	181
Age									
16 – 49 years	11%	17%	22%	19%	19%	6%	6%	67%	108
50 – 64 years	7%	17%	25%	24%	17%	3%	6%	67%	109
65 years +	7%	6%	21%	17%	19%	6%	24%	55%	84
Location									
Rural	13%	19%	20%	22%	16%	3%	6%	44%	143
Urban	4%	9%	25%	18%	20%	6%	16%	53%	158



Q13

Roading Services

Now thinking about local sealed roads, where the limit is 100 km per hour, what speed do you feel you can safely travel up to?

	Less than 50km/hr	50-59 km/hr	60-69 km/hr	70-79 km/hr	80-89 km/hr	90-100 km/hr	More than 100 km/hr	Don't drive on local gravel roads / Don't drive / Don't know	n=
Total Sample	0%	0%	0%	1%	8%	75%	13%	2%	301
Number of respondents	0	1	1	3	24	226	39	7	301
Gender									
Male	0%	0%	0%	1%	8%	76%	15%	1%	120
Female	0%	1%	1%	1%	8%	75%	12%	3%	181
Age									
16 – 49 years	0%	0%	1%	0%	6%	77%	16%	1%	108
50 – 64 years	0%	1%	0%	1%	12%	67%	16%	4%	109
65 years +	0%	0%	0%	2%	6%	83%	6%	2%	84
Location									
Rural	0%	1%	1%	1%	10%	72%	13%	2%	143
Urban	0%	0%	0%	1%	6%	78%	13%	3%	158



Q14

Roading Services

How satisfied are you with the level of maintenance of local sealed roads?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	6%	16%	27%	38%	9%	1%	75%	301
Number of respondents	9	19	47	82	114	27	3	223	301
Gender									
Male	6%	7%	20%	23%	40%	4%	0%	68%	120
Female	1%	6%	13%	30%	36%	12%	2%	80%	181
Age									
16 – 49 years	4%	9%	19%	27%	31%	10%	0%	67%	108
50 – 64 years	3%	6%	18%	28%	39%	6%	0%	73%	109
65 years +	2%	4%	7%	26%	46%	11%	4%	86%	84
Location									
Rural	3%	8%	14%	24%	41%	9%	1%	75%	143
Urban	3%	5%	17%	30%	35%	9%	1%	75%	158



Q15

Roading Services

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Thinking about the last 12 months how would you rate footpaths in the district?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	10%	6%	11%	22%	28%	15%	7%	71%	301
Number of respondents	29	19	34	67	84	46	22	197	301
Gender									
Male	8%	6%	11%	18%	31%	18%	10%	73%	120
Female	11%	7%	12%	25%	26%	14%	6%	69%	181
Age									
16 – 49 years	7%	7%	9%	22%	25%	19%	10%	73%	108
50 – 64 years	8%	7%	14%	24%	28%	11%	8%	68%	109
65 years +	14%	4%	11%	20%	32%	17%	2%	71%	84
Location									
Rural	4%	6%	9%	27%	26%	13%	15%	78%	143
Urban	15%	7%	13%	18%	30%	17%	1%	65%	158



Q16

Waste Services

Have you used the wheelie bin service in the district during the last 12 months?

	Yes	No	NA – Service not available	n=
Total Sample	81%	13%	6%	301
Number of respondents	244	39	18	301
Gender				
Male	83%	11%	7%	120
Female	80%	14%	6%	181
Age				
16 – 49 years	72%	19%	9%	108
50 – 64 years	78%	15%	7%	109
65 years +	96%	4%	0%	84
Location				
Rural	60%	27%	13%	143
Urban	100%	0%	0%	158



Q17

Waste Services

How would you rate the wheelie bin service?

Respondents who have used the wheelie bin service in the district during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	5%	4%	9%	10%	23%	49%	0%	82%	244
Number of respondents	12	10	21	25	55	120	1	200	244
Gender									
Male	7%	5%	6%	14%	19%	47%	1%	82%	99
Female	3%	3%	10%	8%	25%	50%	0%	83%	145
Age									
16 – 49 years	12%	9%	8%	10%	19%	41%	1%	71%	78
50 – 64 years	2%	2%	7%	12%	27%	49%	0%	88%	85
65 years +	1%	1%	11%	9%	21%	57%	0%	86%	81
Location									
Rural	5%	1%	2%	8%	20%	64%	0%	92%	86
Urban	5%	6%	12%	11%	24%	41%	1%	77%	158



Q18

Waste Services

Have you used Mount Cooee Landfill during the last 12 months?

	Yes	No	n=
Total Sample	30%	70%	301
Number of respondents	91	210	301
Gender			
Male	35%	65%	120
Female	27%	73%	181
Age			
16 – 49 years	28%	72%	108
50 – 64 years	32%	68%	109
65 years +	31%	69%	84
Location			
Rural	25%	75%	143
Urban	35%	65%	158



Q19

Waste Services

How would you rate the Mt Cooee Landfill Station?

Respondents who have used Mount Cooee Landfill during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	3%	11%	14%	49%	19%	1%	83%	91
Number of respondents	2	3	10	13	45	17	1	75	91
Gender									
Male	5%	7%	19%	17%	40%	12%	0%	69%	42
Female	0%	0%	4%	12%	57%	24%	2%	96%	49
Age									
16 – 49 years	3%	10%	17%	3%	57%	10%	0%	70%	30
50 – 64 years	0%	0%	11%	23%	46%	20%	0%	87%	35
65 years +	4%	0%	4%	15%	46%	27%	4%	92%	26
Location									
Rural	0%	6%	8%	8%	50%	28%	0%	86%	36
Urban	4%	2%	13%	18%	49%	13%	2%	82%	55



Q20

Waste Services

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Please name at least two things that people can do to reduce waste?

	Recycle	Compost	Reduce packaging	Consumption	Less junk mail	Reusable bags/less plastic bags	Other	Don't know	n=
Total Sample	73%	50%	11%	9%	1%	7%	22%	13%	301
Number of responses	219	151	32	26	2	20	67	38	555
Gender									
Male	68%	52%	8%	8%	2%	4%	18%	13%	120
Female	76%	49%	13%	9%	0%	8%	25%	12%	181
Age									
16 – 49 years	82%	39%	6%	7%	1%	7%	29%	12%	108
50 – 64 years	73%	51%	17%	9%	0%	10%	19%	10%	109
65 years +	61%	63%	8%	10%	1%	2%	19%	17%	84
Location									
Rural	73%	42%	15%	10%	1%	8%	29%	8%	143
Urban	73%	58%	7%	8%	1%	5%	17%	17%	158

Percentages do not sum to 100% as respondents were allowed to name multiple responses.



Q21

Council Services

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Have you visited or used a service or information centre in the district in the last 12 months?

	Yes	No	n=
Total Sample	44%	56%	301
Number of respondents	133	168	301
Gender			
Male	39%	61%	120
Female	48%	52%	181
Age			
16 – 49 years	40%	60%	108
50 – 64 years	45%	55%	109
65 years +	49%	51%	84
Location			
Rural	50%	50%	143
Urban	39%	61%	158



Q22

Council Services

Page 25

How would you rate the service or information centre?

Respondents who have visited or used a service or information centre in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	1%	2%	3%	20%	72%	1%	96%	133
Number of respondents	1	1	3	4	27	96	1	127	133
Gender									
Male	2%	2%	4%	6%	28%	55%	2%	91%	47
Female	0%	0%	1%	1%	16%	81%	0%	99%	86
Age									
16 – 49 years	0%	2%	2%	2%	14%	77%	2%	95%	43
50 – 64 years	2%	0%	0%	2%	27%	69%	0%	98%	49
65 years +	0%	0%	5%	5%	20%	71%	0%	95%	41
Location									
Rural	0%	1%	1%	4%	21%	72%	0%	97%	71
Urban	2%	0%	3%	2%	19%	73%	2%	95%	62



Q23

Council Services

Page 26

Have you used public toilets in the district in the last 12 months?

	Yes	No	n=
Total Sample	49%	51%	301
Number of respondents	146	155	301
Gender			
Male	48%	52%	120
Female	49%	51%	181
Age			
16 – 49 years	59%	41%	108
50 – 64 years	49%	51%	109
65 years +	35%	65%	84
Location			
Rural	56%	44%	143
Urban	42%	58%	158



Q24

Council Services

How would you rate the public toilet facilities?

Respondents who have used public toilets in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	8%	12%	16%	26%	24%	14%	0%	64%	146
Number of respondents	11	17	24	38	35	21	0	94	146
Gender									
Male	5%	12%	10%	28%	29%	16%	0%	72%	58
Female	9%	11%	20%	25%	20%	14%	0%	59%	88
Age									
16 – 49 years	9%	17%	17%	31%	16%	9%	0%	56%	64
50 – 64 years	4%	11%	21%	25%	26%	13%	0%	64%	53
65 years +	10%	0%	7%	17%	38%	28%	0%	83%	29
Location									
Rural	5%	16%	19%	25%	25%	10%	0%	60%	80
Urban	11%	6%	14%	27%	23%	20%	0%	70%	66



Q25

Council Services

Have you visited a park or reserve in the district in the last 12 months?

	Yes	No	n=
Total Sample	67%	33%	301
Number of respondents	203	98	301
Gender			
Male	70%	30%	120
Female	66%	34%	181
Age			
16 – 49 years	76%	24%	108
50 – 64 years	67%	33%	109
65 years +	57%	43%	84
Location			
Rural	69%	31%	143
Urban	66%	34%	158



Q26

Council Services

How would you rate the parks and reserves facilities?

Respondents who have visited a park or reserve in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	2%	5%	27%	43%	22%	0%	92%	203
Number of respondents	1	4	11	54	88	45	0	187	203
Gender									
Male	0%	1%	4%	29%	46%	20%	0%	95%	84
Female	1%	3%	7%	25%	41%	24%	0%	90%	119
Age									
16 – 49 years	0%	1%	6%	27%	45%	21%	0%	93%	82
50 – 64 years	0%	3%	7%	25%	42%	23%	0%	90%	73
65 years +	2%	2%	2%	29%	42%	23%	0%	94%	48
Location									
Rural	0%	1%	4%	20%	49%	26%	0%	95%	98
Urban	1%	3%	7%	32%	38%	19%	0%	90%	105



Q27

Council Services

Page 30

Have you visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months?

	Yes	No	n=
Total Sample	53%	47%	301
Number of respondents	159	142	301
Gender			
Male	54%	46%	120
Female	52%	48%	181
Age			
16 – 49 years	69%	31%	108
50 – 64 years	48%	52%	109
65 years +	39%	61%	84
Location			
Rural	54%	46%	143
Urban	52%	48%	158



Q28

Council Services

Page 31

Which council maintained sportsground did you mainly visit during the last 12 months?
Respondents who have visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months only

	Balclutha	Kaitangata	Milton	Other	n=
Total Sample	75%	8%	16%	1%	159
Number of respondents	119	13	25	2	159
Gender					
Male	72%	11%	17%	0%	65
Female	77%	6%	15%	2%	94
Age					
16 – 49 years	78%	5%	15%	1%	74
50 – 64 years	71%	17%	10%	2%	52
65 years +	73%	0%	27%	0%	33
Location					
Rural	78%	9%	10%	3%	77
Urban	72%	7%	21%	0%	82



Q29

Council Services

Page 32

How would you rate council maintained sportsgrounds?

Respondents who have visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	1%	5%	18%	48%	27%	0%	93%	159
Number of respondents	1	2	8	29	76	43	0	148	159
Gender									
Male	0%	0%	8%	18%	51%	23%	0%	92%	65
Female	1%	2%	3%	18%	46%	30%	0%	94%	94
Age									
16 – 49 years	1%	0%	7%	16%	49%	27%	0%	92%	74
50 – 64 years	0%	4%	4%	19%	42%	31%	0%	92%	52
65 years +	0%	0%	3%	21%	55%	21%	0%	97%	33



Q29

Council Services

Page 33

How would you rate council maintained sportsgrounds?

Respondents who have visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	1%	5%	18%	48%	27%	0%	93%	159
Number of respondents	1	2	8	29	76	43	0	148	159
Location									
Rural	1%	1%	5%	22%	45%	25%	0%	92%	77
Urban	0%	1%	5%	15%	50%	29%	0%	94%	82
Balclutha users	1%	1%	5%	19%	49%	25%	0%	93%	119
Kaitangata users	0%	0%	8%	0%	54%	38%	0%	92%	13
Milton users	0%	4%	0%	24%	44%	28%	0%	96%	25



Q30

Council Services

Have you visited any playgrounds in the district in the last 12 months?

	Yes	No	n=
Total Sample	47%	53%	301
Number of respondents	142	159	301
Gender			
Male	41%	59%	120
Female	51%	49%	181
Age			
16 – 49 years	50%	50%	108
50 – 64 years	47%	53%	109
65 years +	44%	56%	84
Location			
Rural	45%	55%	143
Urban	49%	51%	158



Q31

Council Services

How would you rate the playground facilities?

Respondents who visited any playgrounds in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	0%	7%	25%	44%	23%	1%	93%	142
Number of respondents	0	0	10	36	62	33	1	131	142
Gender									
Male	0%	0%	6%	31%	35%	27%	2%	94%	49
Female	0%	0%	8%	23%	48%	22%	0%	93%	93
Age									
16 – 49 years	0%	0%	7%	30%	41%	22%	0%	93%	54
50 – 64 years	0%	0%	10%	25%	39%	25%	0%	90%	51
65 years +	0%	0%	3%	19%	54%	22%	3%	97%	37
Location									
Rural	0%	0%	8%	26%	37%	28%	2%	92%	65
Urban	0%	0%	6%	25%	49%	19%	0%	94%	77



Q32

Council Services

Have you visited any cemeteries in the district in the last 12 months?

	Yes	No	n=
Total Sample	57%	43%	301
Number of respondents	171	130	301
Gender			
Male	57%	43%	120
Female	57%	43%	181
Age			
16 – 49 years	39%	61%	108
50 – 64 years	62%	38%	109
65 years +	73%	27%	84
Location			
Rural	52%	48%	143
Urban	61%	39%	158



Q33

Council Services

Page 37

How would you rate the cemetery facilities?

Respondents who visited any cemeteries in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	3%	8%	15%	43%	31%	1%	89%	171
Number of respondents	0	5	14	25	73	53	1	151	171
Gender									
Male	0%	3%	4%	16%	46%	29%	1%	93%	68
Female	0%	3%	11%	14%	41%	32%	0%	86%	103
Age									
16 – 49 years	0%	2%	14%	17%	26%	38%	2%	83%	42
50 – 64 years	0%	3%	6%	13%	50%	28%	0%	91%	68
65 years +	0%	3%	7%	15%	46%	30%	0%	90%	61
Location									
Rural	0%	4%	5%	16%	41%	33%	0%	91%	75
Urban	0%	2%	10%	14%	44%	29%	1%	87%	96



Q34

Council Services

Page 38

Have you used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months?

	Yes	No	n=
Total Sample	30%	70%	301
Number of respondents	90	211	301
Gender			
Male	28%	72%	120
Female	31%	69%	181
Age			
16 – 49 years	48%	52%	108
50 – 64 years	19%	81%	109
65 years +	20%	80%	84
Location			
Rural	29%	71%	143
Urban	31%	69%	158



Q35

Council Services

Page 39

Which swimming pool did you mainly visit in the last 12 months?

Respondents who used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months only

	Balclutha	Kaitangata	Lawrence	Milton	Other	n=
Total Sample	76%	1%	4%	18%	1%	90
Number of respondents	68	1	4	16	1	90
Gender						
Male	82%	3%	3%	9%	3%	34
Female	71%	0%	5%	23%	0%	56
Age						
16 – 49 years	75%	0%	4%	19%	2%	52
50 – 64 years	71%	5%	10%	14%	0%	21
65 years +	82%	0%	0%	18%	0%	17
Location						
Rural	71%	2%	7%	17%	2%	41
Urban	80%	0%	2%	18%	0%	49



Q36

Council Services

Overall, how would you rate the swimming pool facilities and service?

Respondents who used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	16%	17%	21%	24%	13%	0%	59%	90
Number of respondents	8	14	15	19	22	12	0	53	90
Gender									
Male	6%	15%	24%	24%	21%	12%	0%	56%	34
Female	11%	16%	13%	20%	27%	14%	0%	61%	56
Age									
16 – 49 years	13%	13%	19%	27%	15%	12%	0%	54%	52
50 – 64 years	0%	10%	14%	19%	48%	10%	0%	76%	21
65 years +	6%	29%	12%	6%	24%	24%	0%	53%	17



Q36

Council Services

Overall, how would you rate the swimming pool facilities and service?

Respondents who used the Balclutha, Kaitangata, Lawrence or Milton swimming pools in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	9%	16%	17%	21%	24%	13%	0%	59%	90
Number of respondents	8	14	15	19	22	12	0	53	90
Location									
Rural	10%	12%	20%	27%	17%	15%	0%	59%	41
Urban	8%	18%	14%	16%	31%	12%	0%	59%	49
Balclutha users	10%	19%	18%	19%	24%	10%	0%	53%	68
Kaitangata users	0%	0%	0%	0%	100%	0%	0%	100%	1
Lawrence users	25%	0%	50%	25%	0%	0%	0%	25%	4
Milton users	0%	6%	6%	25%	31%	31%	0%	87%	16



Q37

Council Services

Page 42

Have you visited a community centre or hall in the district in the last 12 months?

	Yes	No	n=
Total Sample	64%	36%	301
Number of respondents	194	107	301
Gender			
Male	58%	42%	120
Female	69%	31%	181
Age			
16 – 49 years	64%	36%	108
50 – 64 years	67%	33%	109
65 years +	62%	38%	84
Location			
Rural	73%	27%	143
Urban	56%	44%	158



Q38

Council Services

Page 43

How would you rate the community centre or hall's facilities?

Respondents who visited a community centre or hall in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	1%	4%	6%	16%	46%	28%	1%	90%	194
Number of respondents	1	7	11	31	89	54	1	174	194
Gender									
Male	1%	4%	9%	20%	40%	26%	0%	86%	70
Female	0%	3%	4%	14%	49%	29%	1%	93%	124
Age									
16 – 49 years	0%	3%	10%	16%	43%	28%	0%	87%	69
50 – 64 years	0%	5%	4%	18%	48%	23%	1%	90%	73
65 years +	2%	2%	2%	13%	46%	35%	0%	94%	52
Location									
Rural	0%	4%	8%	13%	45%	30%	1%	89%	105
Urban	1%	3%	3%	19%	47%	26%	0%	92%	89



Q39

Library Services

Have you visited a library in the district in the last 12 months?

	Yes	No	n=
Total Sample	52%	48%	301
Number of respondents	156	145	301
Gender			
Male	34%	66%	120
Female	64%	36%	181
Age			
16 – 49 years	48%	52%	108
50 – 64 years	54%	46%	109
65 years +	54%	46%	84
Location			
Rural	51%	49%	143
Urban	53%	47%	158



Q40

Library Services

How would you rate the library services overall?

Respondents who visited a library in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	1%	1%	4%	26%	68%	1%	99%	156
Number of respondents	0	1	1	7	40	106	1	153	156
Gender									
Male	0%	0%	0%	10%	27%	61%	2%	100%	41
Female	0%	1%	1%	3%	25%	70%	%	98%	115
Age									
16 – 49 years	0%	2%	0%	4%	25%	69%	0%	98%	52
50 – 64 years	0%	0%	0%	0%	31%	68%	2%	100%	59
65 years +	0%	0%	2%	11%	20%	67%	0%	98%	45
Location									
Rural	0%	0%	0%	4%	27%	68%	0%	100%	73
Urban	0%	1%	1%	5%	24%	67%	1%	98%	83



Q41

Library Services

Page 46

How would you rate the library opening hours?

Respondents who visited a library in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	1%	5%	9%	33%	48%	4%	94%	156
Number of respondents	0	1	8	14	52	75	6	141	156
Gender									
Male	0%	0%	5%	5%	32%	49%	10%	95%	41
Female	0%	1%	5%	10%	34%	48%	2%	94%	115
Age									
16 – 49 years	0%	2%	8%	13%	29%	44%	4%	90%	52
50 – 64 years	0%	0%	7%	8%	42%	39%	3%	93%	59
65 years +	0%	0%	0%	4%	27%	64%	4%	100%	45
Location									
Rural	0%	1%	10%	5%	37%	42%	4%	89%	73
Urban	0%	0%	1%	12%	30%	53%	4%	99%	83



Q42

Library Services

Page 47

How would you rate the availability of library books?

Respondents who visited a library in the district in the last 12 months only

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	0%	1%	3%	8%	33%	53%	3%	97%	156
Number of respondents	0	1	4	13	52	82	4	147	156
Gender									
Male	0%	0%	0%	12%	32%	51%	5%	100%	41
Female	0%	1%	3%	7%	34%	53%	2%	96%	115
Age									
16 – 49 years	0%	0%	2%	10%	37%	50%	2%	98%	52
50 – 64 years	0%	0%	2%	7%	41%	47%	3%	98%	59
65 years +	0%	2%	4%	9%	20%	62%	2%	93%	45
Location									
Rural	0%	0%	1%	7%	36%	55%	1%	99%	73
Urban	0%	1%	4%	10%	31%	51%	4%	95%	83



Q43

Council Communication and Civil Defence

Page 48

During the last 12 months have you seen the 'Council News' newsletter?

	Yes	No	n=
Total Sample	89%	11%	301
Number of respondents	268	33	301
Gender			
Male	90%	10%	120
Female	88%	12%	181
Age			
16 – 49 years	74%	26%	108
50 – 64 years	96%	4%	109
65 years +	99%	1%	84
Location			
Rural	88%	12%	143
Urban	90%	10%	158



Q44

Council Communication and Civil Defence

Now, thinking about Civil Defence, have you personally taken steps to prepare for a Civil Defence emergency, such as having an emergency kit and water stores?

	Yes	No	n=
Total Sample	47%	53%	301
Number of respondents	142	159	301
Gender			
Male	50%	50%	120
Female	45%	55%	181
Age			
16 – 49 years	51%	49%	108
50 – 64 years	49%	51%	109
65 years +	40%	60%	84
Location			
Rural	58%	42%	143
Urban	37%	63%	158



Q45

Elected Members and the Council Overall

How would you rate decision making, planning and leadership of elected members?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	3%	10%	27%	39%	7%	13%	83%	301
Number of respondents	5	9	31	81	116	20	39	217	301
Gender									
Male	3%	5%	10%	29%	38%	5%	11%	80%	120
Female	1%	2%	10%	25%	39%	8%	14%	85%	181
Age									
16 – 49 years	2%	2%	15%	22%	41%	4%	15%	78%	108
50 – 64 years	2%	5%	10%	28%	39%	6%	9%	82%	109
65 years +	1%	2%	5%	31%	35%	11%	15%	90%	84
Location									
Rural	1%	5%	7%	27%	41%	3%	15%	84%	143
Urban	2%	1%	13%	27%	37%	9%	11%	82%	158



Q46

Elected Members and the Council Overall

How would you rate being able to have a say in council decision-making and planning?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	3%	17%	23%	29%	7%	18%	72%	301
Number of respondents	10	8	51	69	88	22	53	179	301
Gender									
Male	5%	4%	17%	23%	29%	8%	13%	70%	120
Female	2%	2%	17%	23%	29%	7%	20%	74%	181
Age									
16 – 49 years	3%	3%	20%	22%	27%	6%	19%	68%	108
50 – 64 years	4%	3%	18%	26%	29%	7%	13%	72%	109
65 years +	4%	2%	11%	20%	32%	10%	21%	79%	84
Location									
Rural	3%	2%	20%	24%	29%	8%	13%	70%	143
Urban	3%	3%	14%	22%	30%	7%	22%	74%	158



Q47

Elected Members and the Council Overall

Page 52

How would you rate the helpfulness and advice from Council staff?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	3%	1%	9%	20%	30%	21%	16%	84%	301
Number of respondents	10	4	26	59	90	64	48	213	301
Gender									
Male	7%	3%	8%	26%	24%	21%	11%	79%	120
Female	1%	0%	9%	15%	34%	22%	19%	88%	181
Age									
16 – 49 years	5%	2%	11%	26%	25%	16%	16%	79%	108
50 – 64 years	3%	2%	8%	17%	36%	22%	12%	85%	109
65 years +	2%	0%	6%	14%	29%	27%	21%	89%	84
Location									
Rural	5%	2%	10%	18%	35%	16%	14%	81%	143
Urban	2%	1%	8%	21%	25%	26%	18%	88%	158



Q48

Elected Members and the Council Overall

Page 53

How would you rate the overall performance of the Clutha District Council?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	2%	3%	12%	31%	41%	8%	3%	82%	301
Number of respondents	6	10	37	94	122	23	9	239	301
Gender									
Male	3%	3%	14%	29%	44%	3%	3%	79%	120
Female	1%	3%	11%	33%	38%	10%	3%	84%	181
Age									
16 – 49 years	2%	3%	15%	33%	38%	6%	4%	80%	108
50 – 64 years	0%	4%	10%	31%	46%	6%	3%	86%	109
65 years +	5%	4%	12%	29%	37%	12%	2%	79%	84
Location									
Rural	3%	2%	13%	29%	46%	5%	2%	82%	143
Urban	1%	4%	12%	33%	35%	10%	4%	82%	158



Q49

Elected Members and the Council Overall

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Now, thinking about everything Clutha District Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you with the value for money you get from your rates paid to Clutha District Council?

	1 – Very dissatisfied	2	3	4	5	6 – Very satisfied	Don't know / NA	% Satisfied (4-6) excl. DK	n=
Total Sample	7%	11%	21%	28%	23%	4%	6%	59%	301
Number of respondents	21	33	64	83	70	13	17	166	301
Gender									
Male	8%	13%	23%	32%	18%	3%	3%	54%	120
Female	7%	9%	20%	25%	27%	5%	7%	61%	181
Age									
16 – 49 years	7%	12%	20%	25%	24%	1%	10%	56%	108
50 – 64 years	5%	10%	21%	36%	22%	4%	3%	63%	109
65 years +	10%	11%	23%	20%	24%	10%	4%	56%	84
Location									
Rural	6%	14%	19%	27%	24%	3%	7%	58%	143
Urban	8%	8%	23%	28%	23%	6%	4%	59%	158



Q51

The Clutha District The Clutha District is a safe place to live

	1 – Strongly disagree	2	3	4	5	6 – Strongly agree	Don't know / NA	% Agree (4-6) excl. DK	n=
Total Sample	0%	0%	3%	10%	50%	38%	0%	97%	301
Number of respondents	0	0	8	29	149	114	1	292	301
Gender									
Male	0%	0%	3%	8%	58%	32%	0%	98%	120
Female	0%	0%	3%	10%	44%	42%	1%	97%	181
Age									
16 – 49 years	0%	0%	3%	15%	44%	37%	1%	97%	108
50 – 64 years	0%	0%	2%	8%	53%	37%	0%	98%	109
65 years +	0%	0%	4%	5%	51%	40%	0%	97%	84
Location									
Rural	0%	0%	3%	10%	51%	36%	0%	97%	143
Urban	0%	0%	3%	9%	48%	39%	1%	98%	158



Q52

The Clutha District

There is a great sense of community where I live

	1 – Strongly disagree	2	3	4	5	6 – Strongly agree	Don't know / NA	% Agree (4-6) excl. DK	n=
Total Sample	0%	2%	2%	14%	41%	40%	0%	95%	301
Number of respondents	1	7	6	43	123	120	1	286	301
Gender									
Male	0%	1%	3%	9%	50%	37%	0%	96%	120
Female	1%	3%	1%	18%	35%	42%	1%	95%	181
Age									
16 – 49 years	0%	2%	1%	12%	44%	41%	1%	97%	108
50 – 64 years	0%	1%	4%	17%	39%	39%	0%	95%	109
65 years +	1%	5%	1%	14%	39%	39%	0%	93%	84
Location									
Rural	0%	3%	2%	11%	41%	43%	0%	95%	143
Urban	1%	2%	2%	17%	41%	37%	1%	96%	158



Q53

The Clutha District

The Clutha District is a good place to make a living

	1 – Strongly disagree	2	3	4	5	6 – Strongly agree	Don't know / NA	% Agree (4-6) excl. DK	n=
Total Sample	2%	3%	12%	23%	36%	21%	3%	83%	301
Number of respondents	7	8	35	69	109	64	9	242	301
Gender									
Male	2%	3%	8%	24%	40%	20%	3%	87%	120
Female	3%	3%	14%	22%	34%	22%	3%	80%	181
Age									
16 – 49 years	2%	5%	14%	25%	35%	19%	1%	79%	108
50 – 64 years	2%	1%	14%	24%	37%	21%	2%	83%	109
65 years +	4%	2%	6%	19%	37%	25%	7%	87%	84
Location									
Rural	2%	3%	12%	23%	36%	20%	3%	82%	143
Urban	3%	2%	11%	23%	37%	22%	3%	84%	158



Q1

Demographics

Which of the following age groups are you?

	16 – 49 years	50 – 64 years	65 years +	n=
Total Sample	36%	36%	28%	301
Number of respondents	108	109	84	301
Gender				
Male	38%	33%	29%	120
Female	34%	39%	27%	181
Location				
Rural	44%	40%	16%	143
Urban	28%	33%	39%	158

	16 – 24 years	25 – 29 years	30 – 34 years	35 – 39 years	40 – 44 years	45 – 49 years	50 – 54 years	55 – 59 years	60 – 64 years	65 – 69 years	70 – 74 years	75 years +	n=
Total Sample	5%	1%	2%	7%	10%	10%	11%	13%	13%	13%	9%	6%	301
Number of respondents	16	4	6	21	30	31	32	39	38	38	27	19	301



Q2

Demographics

Are you a ratepayer or do you pay rent?

	Ratepayer	Renter	Don't pay rent or rates	Both	Other	Refused	n=
Total Sample	90%	4%	4%	0%	1%	0%	301
Number of respondents	272	13	11	1	4	0	301
Gender							
Male	93%	2%	3%	1%	1%	0%	120
Female	88%	6%	4%	0%	2%	0%	181
Age							
16 – 49 years	79%	10%	7%	0%	4%	0%	108
50 – 64 years	95%	1%	3%	1%	0%	0%	109
65 years +	99%	1%	0%	0%	0%	0%	84
Location							
Rural	87%	7%	3%	0%	3%	0%	143
Urban	94%	2%	4%	1%	0%	0%	158



Q3

Demographics

Do you live in a rural area or in a town?

	Rural	Town (urban)	n=
Total Sample	48%	52%	301
Number of respondents	143	158	301
Gender			
Male	45%	55%	120
Female	49%	51%	181
Age			
16 – 49 years	58%	42%	108
50 – 64 years	52%	48%	109
65 years +	27%	73%	84



Q4

Demographics

Which area do you live in?

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	Balclutha	Benhar/ Stirling	Clinton	Kaitangata	Kaka Point	Lawrence	Milton	Owaka	Tapanui	Waihola	Other Urban	Other Rural	n=
Total Sample	26%	5%	4%	9%	1%	3%	13%	6%	9%	1%	2%	20%	301
Number of respondents	79	14	12	28	4	10	38	19	28	3	5	61	301
Location													
Rural	6%	4%	5%	10%	2%	1%	3%	11%	10%	1%	3%	43%	143
Urban	45%	5%	3%	8%	1%	5%	22%	2%	9%	1%	0%	0%	158



Q50

Elected Members and the Council Overall

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What, if any services or facilities does Council need to make improvements to?

	Number of responses
Roading	91
Waste	67
Footpaths	46
Pools	45
Elected Members and Council Overall	24
Parks, Reserves, Cemeteries	22
Main street	17
Toilets	16
Water - rural	14
Sewerage	4
Libraries	3
Stormwater	3
Water – urban	3
Halls	2
Other	18
Number of respondents stating an improvement	253
Number of respondents who did not state any improvements	48