

Clutha District Council

# RESIDENT SATISFACTION SURVEY 2023

Research report | May 2023



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## Section 1

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# Key Messages

## 1.1 Council Services

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**92%** satisfied with district **sewerage systems**

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**71%** satisfied with **stormwater services**

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**47%** satisfied with the **maintenance of unsealed roads**

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**65%** satisfied with the **maintenance of sealed roads**

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**59%** satisfied with **footpaths**

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**90%** satisfied with the **wheelie bin service**

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**92%** satisfied with **Mt Coote landfill**

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## 1.2 Council Facilities

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**100%** satisfied with **libraries**

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**93%** satisfied with **service or information centres**

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**90%** satisfied with **community centres or community halls**

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**62%** satisfied with **public toilets**

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**91%** satisfied with **cemeteries**

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**91%** satisfied with **district parks and reserves**

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**86%** satisfied with **playgrounds**

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**93%** satisfied with **Balclutha Sportsground**

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**91%** satisfied with **Balclutha Pool**

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**90%** satisfied with **Milton Sportsground**

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**69%** satisfied with **Milton Pool**

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### 1.3 Elected Members and Council

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62% satisfied with **decision making, planning and leadership of elected members**

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70% satisfied with Council's goal to **promote growth, living, and working in the Clutha District**

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52% satisfied with being able to **have a say in Council decision-making and planning**

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66% satisfied with the **helpfulness and advice from Council staff**

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66% satisfied with the **overall performance of the Clutha District Council**

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46% satisfied with **value for money from rates**

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## Section 2

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# Research Design

## 2.1 Context

Clutha District Council commissions an annual residents' survey to gather feedback about the services the Council offers and how well residents think those services are being provided (either directly by Council or via its contractors).

This survey is one tool that Council uses to gauge whether the projects, programmes, or changes it makes alter residents' perceptions about the services. The survey also offers an opportunity to assess how residents feel about the District and the opportunities it provides.

The key service areas tested in the 2023 residents' survey were:

- Council services and facilities.
- Elected members and Council.

## 2.2 Method

The 2023 survey had a dual method approach:

1. The core research was conducted via telephone interviews to mobile phone and landline numbers, with the option to complete online.
2. An additional online survey was offered to allow wider engagement with residents across the District.



## PHONE SURVEY WITH ONLINE COMPLETION OPTION

The data produced from the phone survey element is the result of random sampling and is therefore free from self-selection bias; it can be considered statistically robust, and levels of statistical confidence can be applied to the data.

An online channel for the phone survey was introduced in 2016. The online completion option is important as it helps to minimise non-response error by increasing the response rate. From 2016, those respondents who were unwilling or unable to complete the survey by phone were offered an email containing a link to the online survey.

## STAND-ALONE ONLINE SURVEY

An additional online version of the survey was added in 2018 to enable more inclusive engagement. This provided an option for those with a preference for online completion, for those without landlines, or not invited to take part (as part of the random telephone sample to participate).

Communications to promote the online survey to a wider audience included:

- Production of graphics and text used jointly by Research First and Clutha District Council. A set of images were produced to appeal to different groups within the population.
- The advert and link to the online survey were placed in the banner section of the Clutha District Council homepage to coincide with the start of the telephone survey, providing both promotion of the online mechanism and verifying the legitimacy of the telephone survey.
- An advert and links were placed and boosted on the Council's Facebook page throughout the survey period.

The survey was visible and created an inclusive approach that enabled greater community engagement – more than with the telephone survey alone.

However, the online sample is self-selecting and is essentially different from that provided through the telephone approach (based on random sampling) where respondents are invited to take part. Self-selecting respondents are likely to have characteristics and opinions that are not consistent with the general population. The sample from the online survey should not be viewed as representative of the District's population. A comparison of results provided from the two different samples is provided in Appendix Two.

The telephone survey provides a sample of 302 respondents that is representative of the District's population. An additional 42 residents chose to give their feedback through the online survey.

In line with previous reports, responses for 6-point scale satisfaction questions have been grouped as follows:

**On a scale of 1 to 6, where 6 is very satisfied and 1 is very dissatisfied, how would you rate your stormwater services during the last 12 months?**

Very dissatisfied		Dissatisfied	Satisfied	Very satisfied		Don't know N/A
1	2	3	4	5	6	98

Trend analysis and performance against Key Performance Indicators – as outlined in the Long-Term Plan 2018–28 – have also been included. For these measures, the proportion of respondents that stated that they were satisfied (4–6), are shown.

It should be noted that all “don’t know” responses have been excluded from the results. It should also be noted that, in this report, figures have been rounded to whole numbers. Due to this rounding, some charts, tables, and summary measures may not add up precisely to the totals provided or to 100 percent.

## 2.3 Sampling

Following a pilot testing phase, data collection took place between the 20th of March and the 13th of April using a randomised database of telephone numbers covering the Clutha District.

Data collection was randomised within each household to ensure the sample included a range of respondents based on age, location, and gender, with a quota system being used to ensure the sample was representative of the population as per Census 2018 statistics.

A full demographic breakdown of the sample is shown in Appendix One.

Overall data is accurate to +/- 5.7% at the 95% confidence level (if 50% of respondents stated they were satisfied with a Council facility, then we could be 95% sure that between 44.3% and 55.7% of the entire population also feel this way).

## Section 3

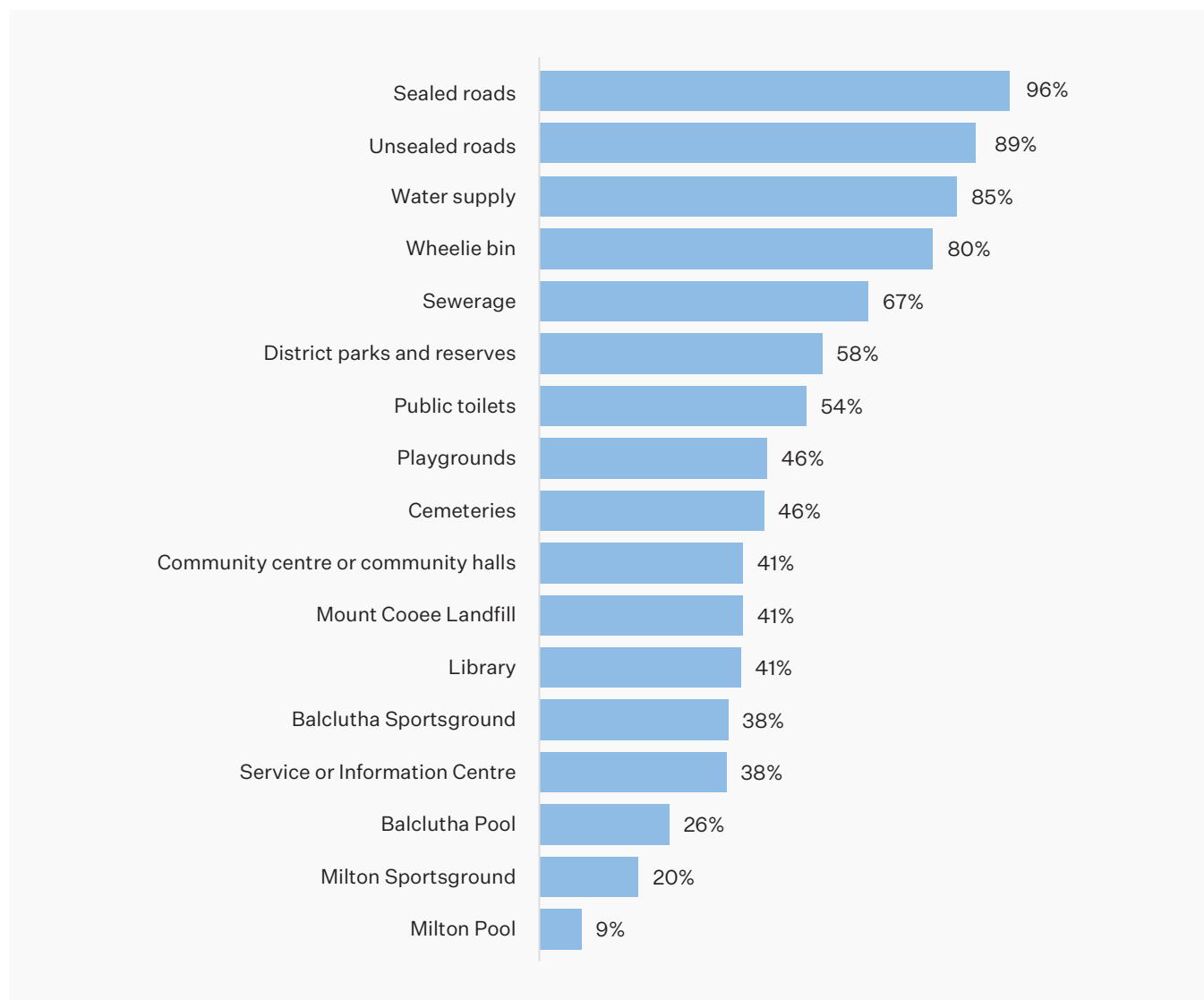
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# Use of, and Visits to, Council Facilities

In the 2023 survey, Clutha residents were asked to confirm whether or not they had visited or used a coded list of Council facilities in the past 12 months. This year's list was condensed compared to previous years as it excludes questions on usage levels for roading services. Half of Clutha residents had used/visited the following facilities:

- Water supply.
- Wheelie bin.
- Sewerage.
- District parks and reserves.
- Public toilets.

**Figure 3.1 Visits and usage of Council facilities**



## Section 4

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# Sewerage & Stormwater

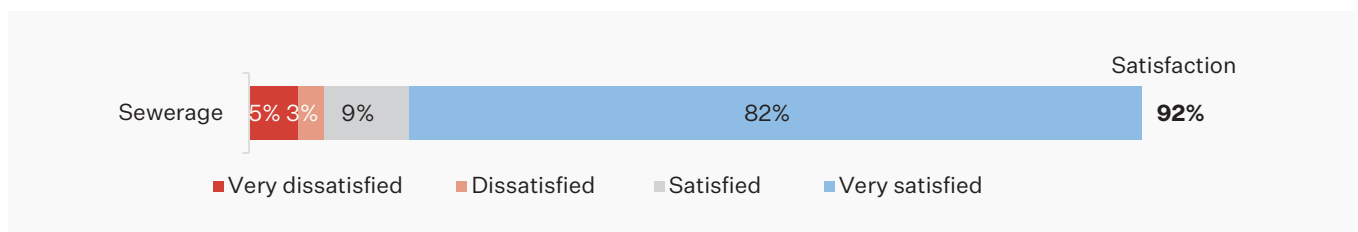
## 4.1 Sewerage

Ninety-two percent of residents with properties connected to one of the District's sewerage systems stated that they were satisfied with the service:

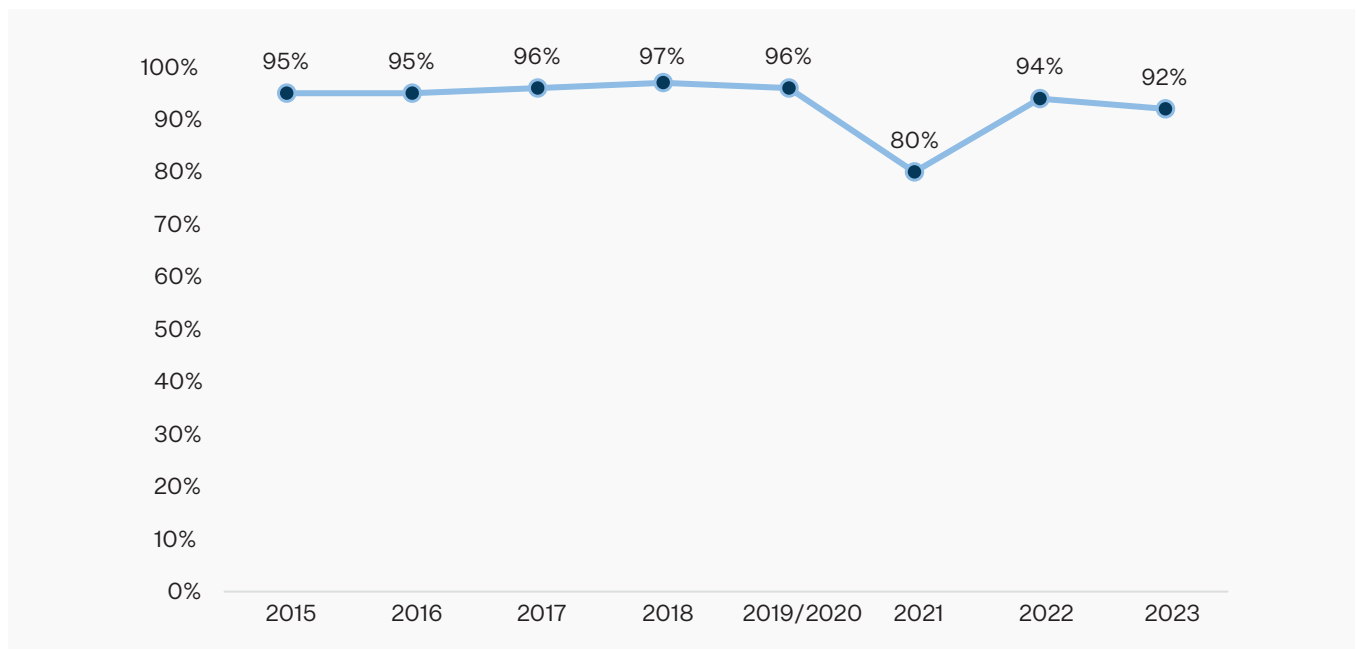
✓ **Performance target met (2022/23 aim: >85%)**

Performance in this area of Council services has been consistently high since 2015. There has been a slight decline since 2022, however this year's response is significantly higher than levels seen in 2020.

**Figure 4.1 Satisfaction with District sewerage systems**



**Figure 4.2 Satisfaction with sewerage systems, over time**



## 4.2 Stormwater

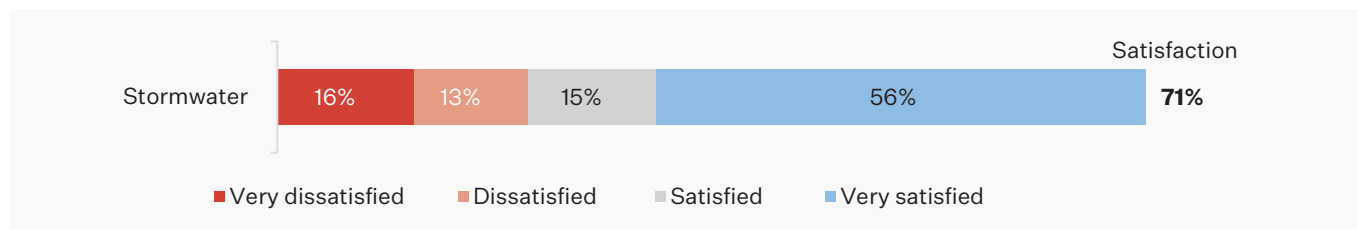
Residents were also asked to rate satisfaction with stormwater services.

- 71% of these residents stated that they were satisfied with the service.

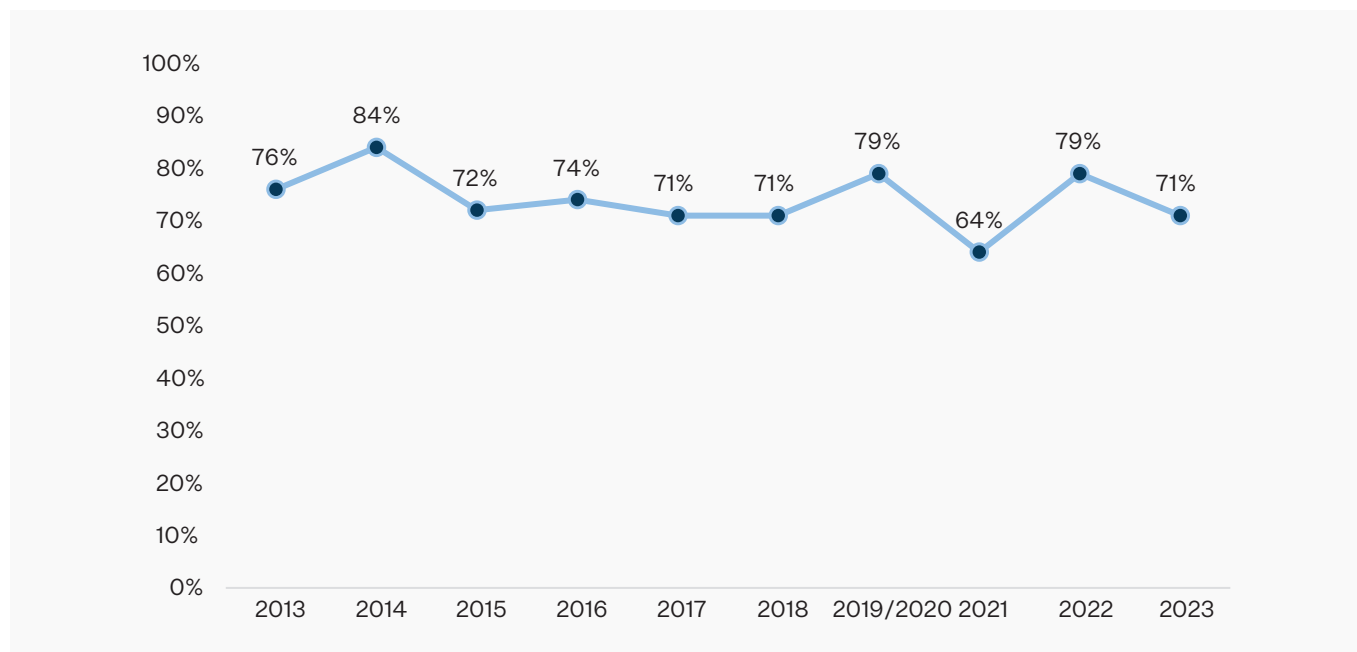
### **X Performance target not met (2022/23 aim: >75%)**

Satisfaction with stormwater services has dropped significantly to levels last seen in 2018, this drop means that the performance target has not been met.

**Figure 4.3 Satisfaction with stormwater services**



**Figure 4.4 Satisfaction with stormwater services, over time**





## Section 5

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# Water Supply

Eighty-five percent of residents in the Clutha District were connected to the town water supply or a rural water scheme.

**Figure 5.1 Water supply**

	%	Number of respondents
Town water supply	61%	184
Rural water scheme	25%	74
Both, Council (town) or rural scheme, and own supply of water	2%	5
Own supply of water (e.g., roof water or bore source)	12%	35
Other	0%	1
Don't know	1%	3
Total	100%	302

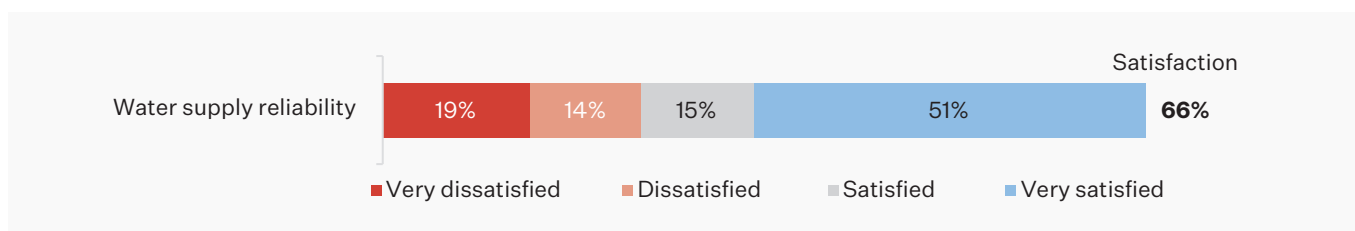
Respondents with access to the town water supply or a rural water scheme were asked to rate the reliability, taste, and clarity of the supplies.

## RELIABILITY

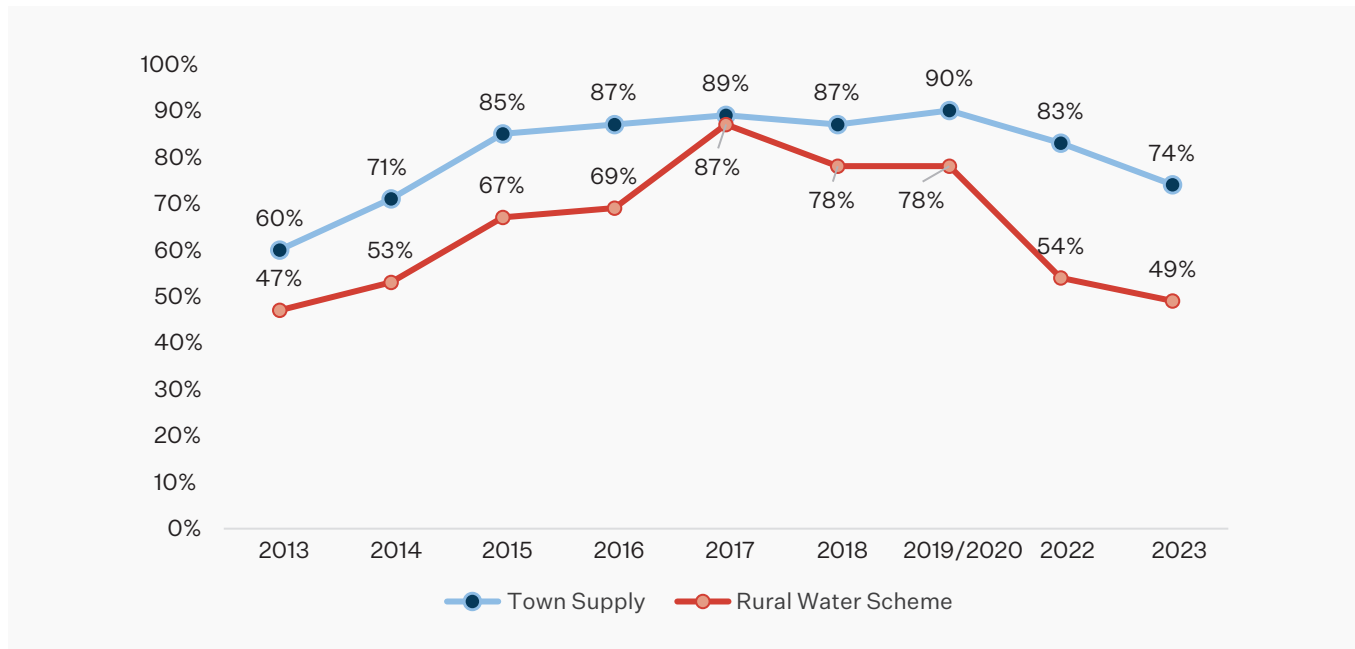
Overall, 66% stated that they were satisfied with the reliability of the water supply in the last 12 months.

- Urban residents are more likely to be satisfied with the reliability of their water supply (71%) compared to rural residents (56%).

**Figure 5.2 Satisfaction with the reliability of water supply**



**Figure 5.3 Satisfaction with the reliability of water supply, over time<sup>1</sup>**



2023 Town supply n=184, Rural water scheme n=74

<sup>1</sup> Satisfaction with reliability of water supply was not asked in the 2020/2021 survey.

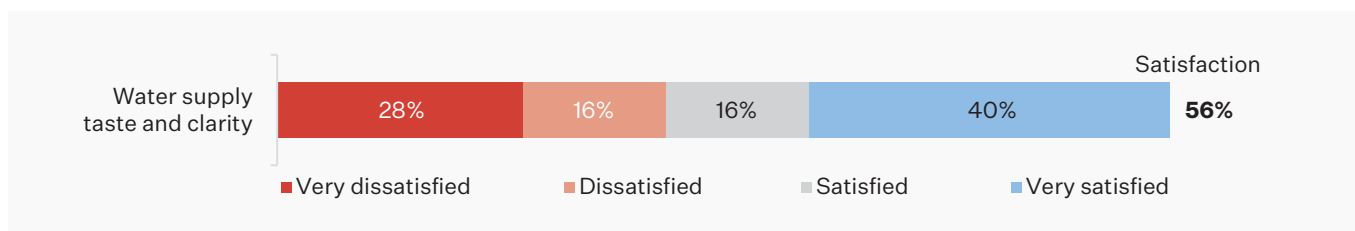
## TASTE AND CLARITY

Overall, 56% indicated that they were satisfied with the taste and clarity of their water supply.

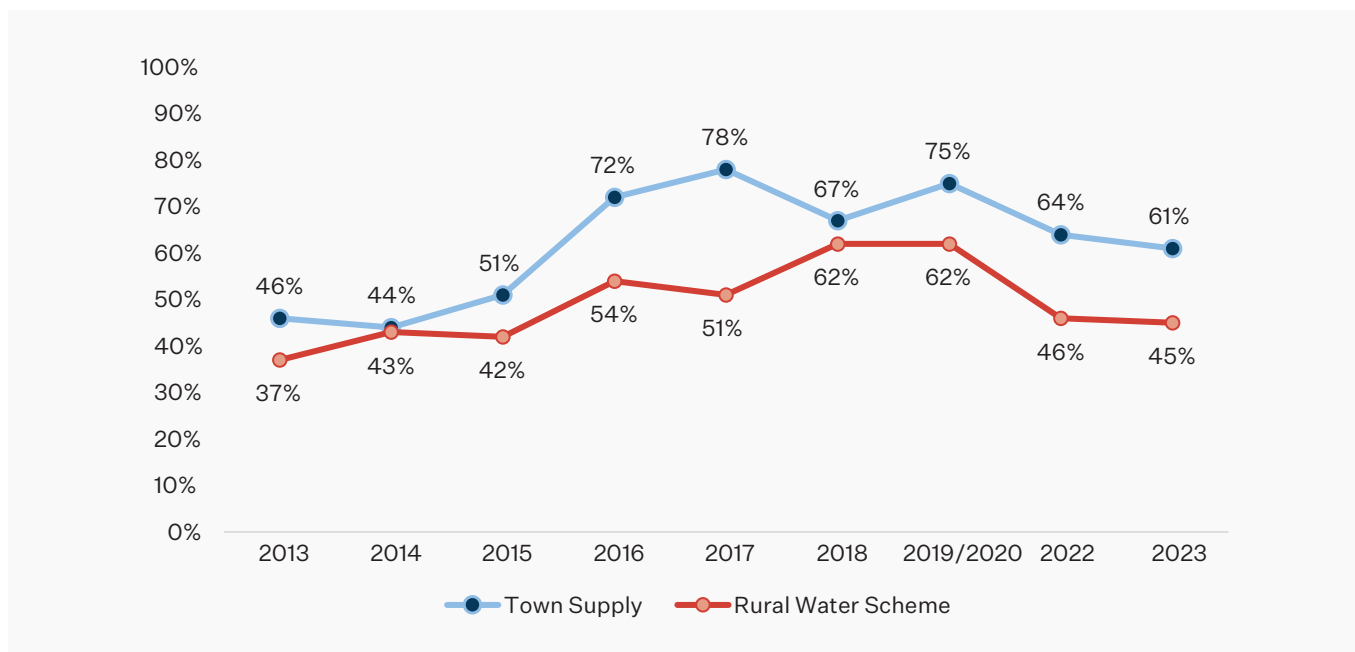
### **X Performance target not met >70%.**

- Residents using the town supply are more likely to be satisfied with taste and clarity (61%), compared to residents on the rural water scheme (45%).

**Figure 5.4 Satisfaction with the taste and clarity of water supply**



**Figure 5.5 Satisfaction with the taste and clarity of water supply, over time<sup>2</sup>**



2023 Town supply n=174, Rural water scheme n=73

<sup>2</sup> Satisfaction with taste and clarity of water supply was not asked in the 2020/2021 survey.

## Section 6

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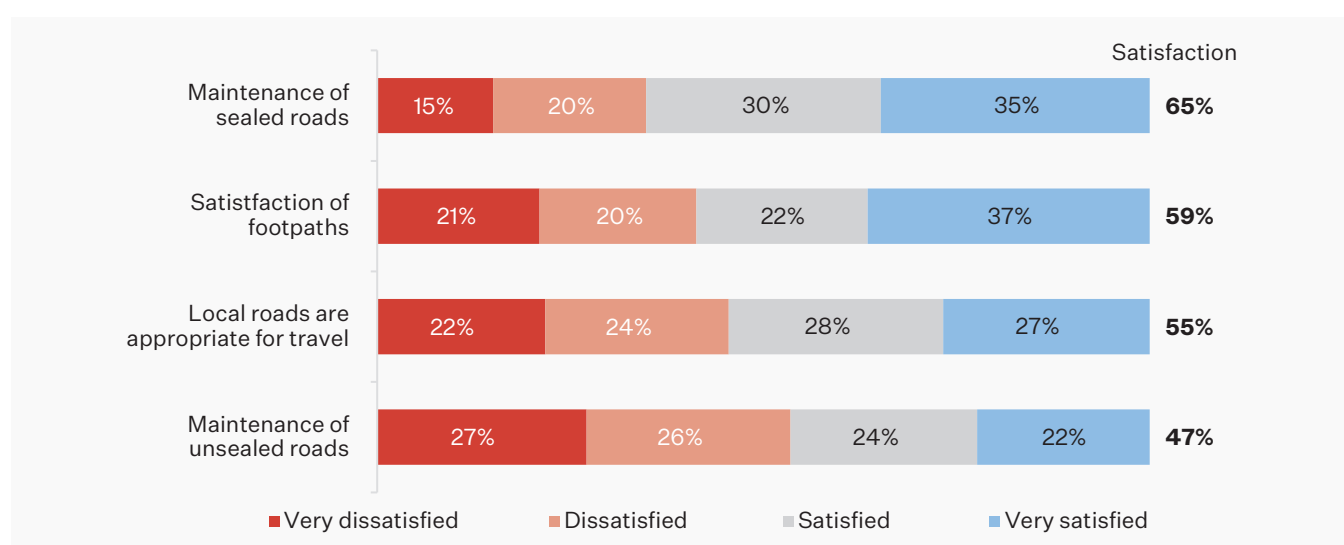
# Roading

More than half of the respondents (55%) were satisfied that local roads are appropriate for their travel needs.

- Comments to improve roads focused on repairing potholes and more maintenance

In 2023, rural respondents displayed higher levels of satisfaction with sealed roads and footpaths, and lower with the unsealed roads. This is expected, as rural road users have a higher tendency to use unsealed roads compared to urban users.

**Figure 6.1 Satisfaction with roading and footpaths**



**Figure 6.2 Ways the Council could improve the District's roads.**

Repair potholes	15%↑
More maintenance	10%↑
Improve condition of roads	8%
More/ better sealing of roads	5%
Grade gravel roads	5%
Proper/ long-term repairs	5%
Manage heavy traffic/ livestock use to stop road damage	3%
Better traffic management (signage, speed limits etc.)	3%↓
Wider roads	2%↓
Respond promptly to problems/ issues	1%↓
Clean gutters/ culverts/ debris/ litter	0%↓
NET	42%

## SEALED ROADS

- 65% of respondents were satisfied with the sealed roads.

### **X Performance target not met (2022/23 aim >70%)**

- There was more consensus on the safe speed to travel on local sealed roads when compared with gravel roads: 79% stated 90–100 km/hr was the speed they felt they could travel on sealed roads.
- Performance target not met (2022/23 aim 80–90 km/hr)

## UNSEALED ROADS

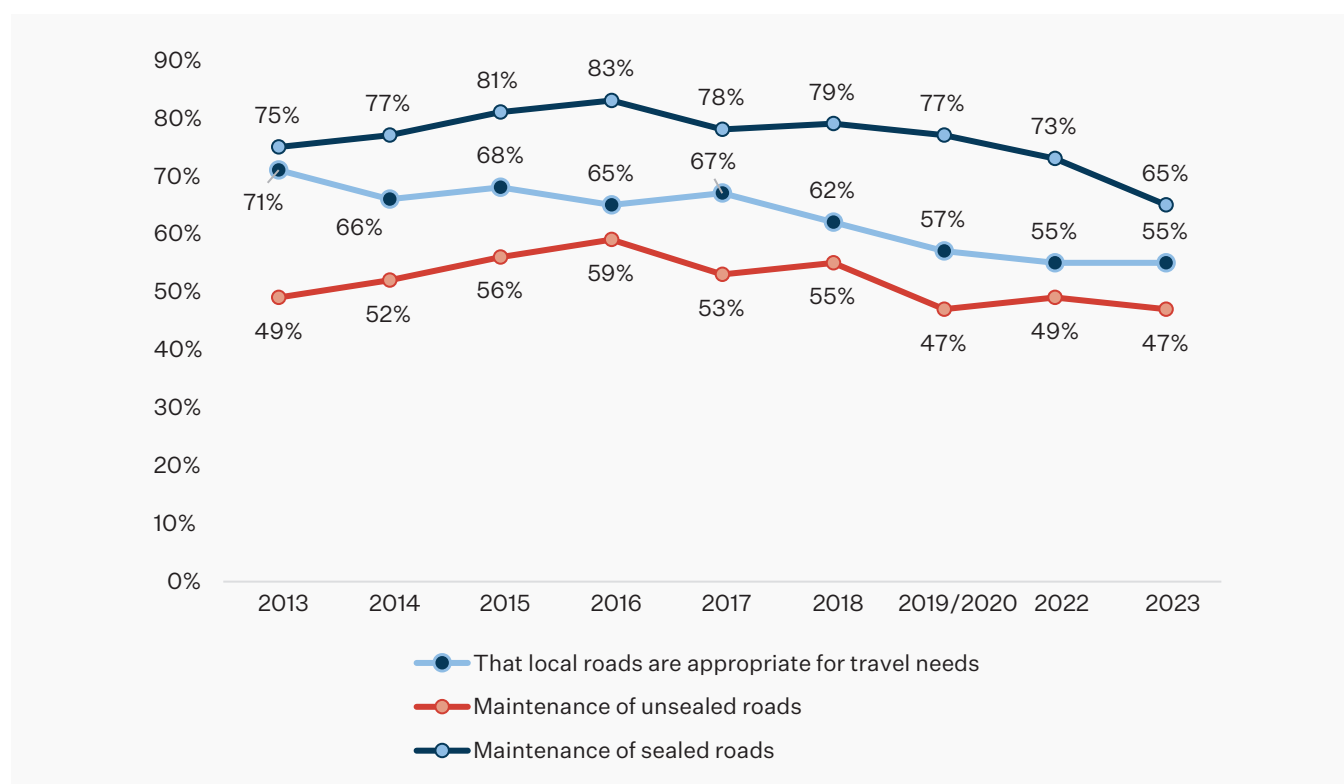
- Just under half of respondents (47%) were satisfied with the unsealed roads.

### **X Performance target not met (2022/23 aim >52%)**

- The highest proportions of respondents stated the speed they feel that they can safely travel on gravel roads is less than 50 km/hr (19%), and 60–69 km/hr (19%), followed by 50–59 km/hr (18%).

### **X Performance target not met (2022/23 aim 60–70 km/hr)**

Figure 6.3 Satisfaction with roads over time<sup>3</sup>



<sup>3</sup> Satisfaction with roads was not measured in the 2020/2021 survey.

## FOOTPATHS

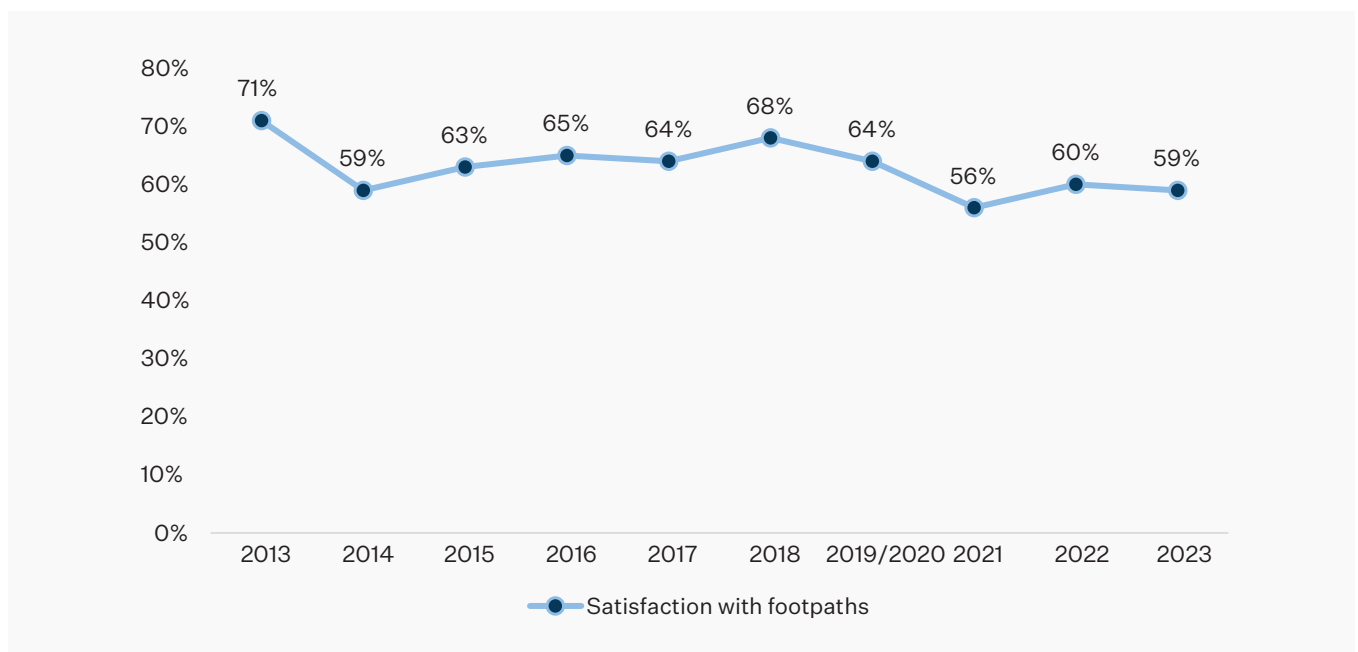
- 59% of respondents were satisfied with footpaths in the District.

**X Performance target not met (2022/23 aim >80%).**

Figure 6.4 Ways the Council could improve the District's footpaths

More maintenance	12%↑
Seal footpaths	7%
More/ new footpaths	6%
Prioritise hazardous/uneven paths	5%
Proper/ long term repairs	2%↓
Wider footpaths	2%↓
Prevent vehicles parking on footpaths	0%↓

Figure 6.5 Satisfaction with footpaths over time





**Figure 6.6 Satisfaction with roading and footpaths, by location**

	<b>Rural</b>	<b>Urban</b>
Local roads are appropriate for travel needs	51%	57%
Maintenance of unsealed roads	46%	47%
Maintenance of sealed roads	69%	63%
Satisfaction with footpaths	73%↑	51%↓

## Section 7

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# Solid Waste Services

## WHEELIE BINS

Eighty percent of respondents stated that they had used the wheelie bin service in the District in the last 12 months.

- Of those that had used the service, 90% were satisfied.

✓ **This meets the 2022/23 performance target for this area of >80%.**

- Satisfaction is in line with 2015–2021 results.

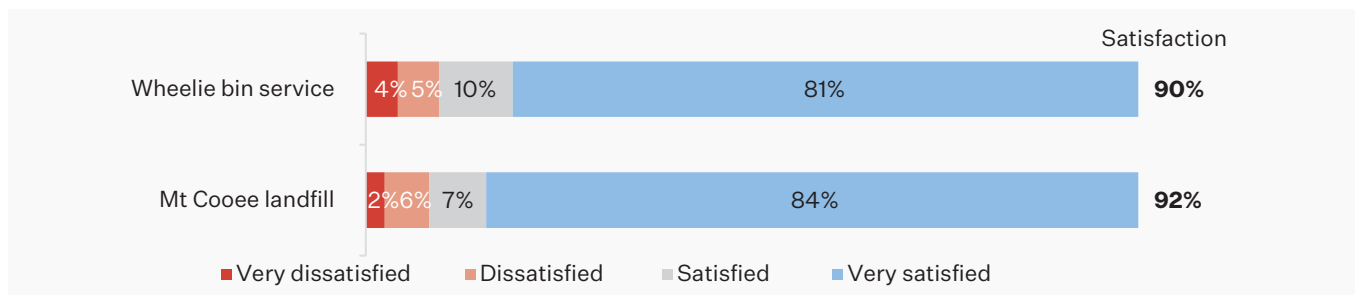
## MT COOEE LANDFILL

Forty-one percent of respondents had used the Mt Cooee landfill during the previous 12 months.

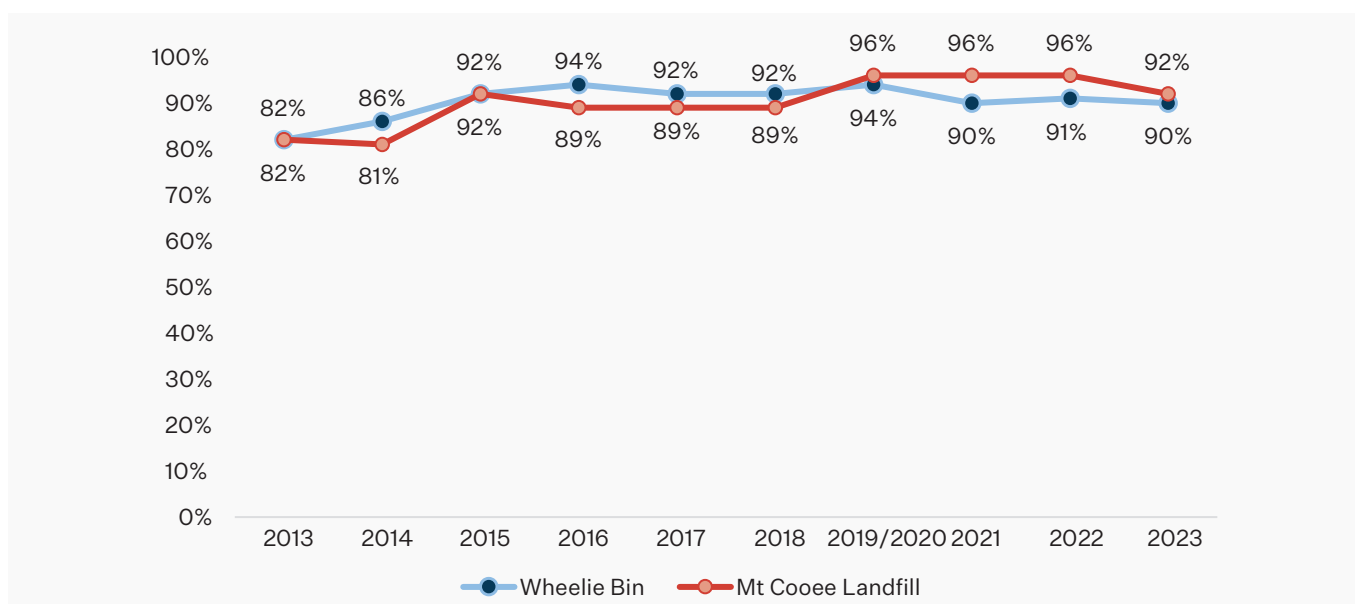
- Of those that had used the service, 92% were satisfied.

✓ **This meets the 2022/23 performance target for this area of >75%.**

**Figure 7.1 Satisfaction with solid waste services**



**Figure 7.2 Satisfaction with solid waste services, over time**



## Section 8

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# Community Services

The use of Council-provided facilities has bounced back after the expected impact that COVID lockdowns had on the use of facilities over a 24-month period.

- 95% of residents had visited at least one of the listed facilities in the last 12 months.

Satisfaction with most Council-provided facilities was high:

- With the exception of public toilets and the Milton Pool, approximately 8 in every 10 facility users were satisfied with the services.
- Milton Pool did not meet performance targets but the small sample size for Milton Pool and Milton Sportsground means the results should be viewed as indicative only.

**Figure 8.1 Overall satisfaction with community services**

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	% Satisfied	Performance target	Number of respondents
Library	0%	0%	4%	96%	%100	≥80%	124
District parks and reserves	3%	5%	20%	72%	91%	≥80%	174
Balclutha Sportsground	1%	6%	24%	69%	93%	≥80%	116
Milton Sportsground	3%	7%	21%	69%	90%	≥80%	61
Playgrounds	5%	9%	19%	67%	86%	≥80%	140
Cemeteries	2%	7%	14%	77%	91%	≥80%	138
Service or Information Centre	3%	3%	4%↓	89%↑	93%	≥80%	115
Public toilets	16%↑	22%↑	27%↑	34%↓	62%↓	≥80%	164
Balclutha Pool	5%	4%	23%	69%	91%	≥80%	80
Milton Pool	15%	15%	12%	58%	69%	≥80%	26*
Community centre or community halls	2%	8%	22%	69%	90%	≥80%	125

\*Caution: small sample size

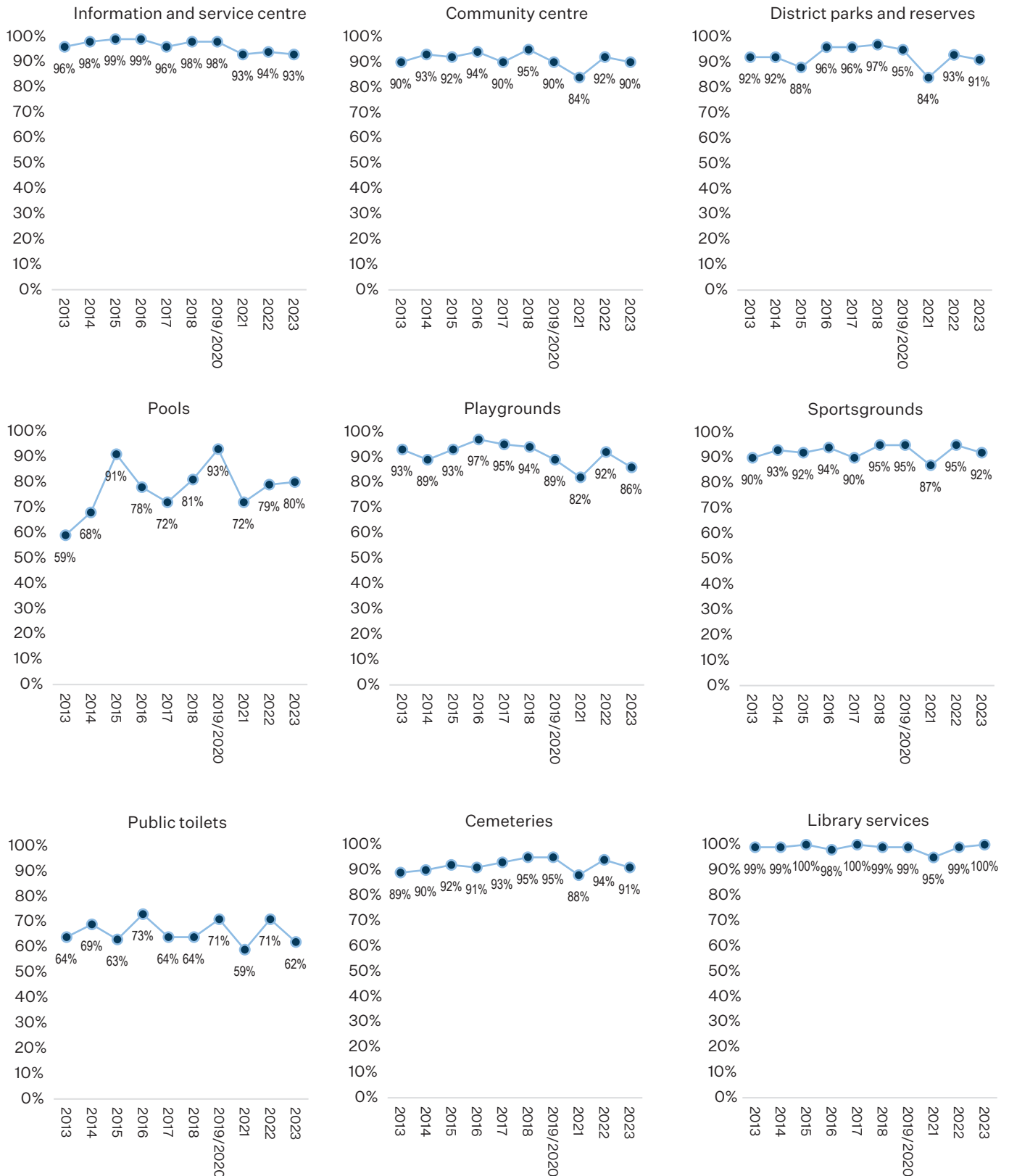
**Figure 8.2 Satisfaction with community services by sub-group**

	<b>All Respondents</b>	<b>Rural</b>	<b>Town (Urban)</b>	<b>16 –29 years</b>	<b>30 –49 years</b>	<b>50 –64 years</b>	<b>65+ years</b>	<b>Male</b>	<b>Female</b>
District parks and reserves	174	97%	88%	100%	91%	89%	88%	88%	95%
Balclutha Sportsground	116	96%	91%	95%	95%	92%	86%	93%	93%
Milton Sportsground	61	96%	86%	100%	89%	88%	89%	86%	94%
Playgrounds	140	86%	85%	95%	82%	86%	89%	89%	83%
Cemeteries	138	98%	87%	95%	89%	90%	90%	93%	88%
Service or Information Centre	115	98%	90%	100%	88%	98%	91%	93%	93%
Public toilets	164	63%	60%	47%	62%	59%	80%	64%	58%
Balclutha Pool	80	89%	92%	90%	89%	95%	100%	86%	94%
Milton Pool	26*	67%	70%	100%	46%	100%	67%	77%	62%
Community centre or community halls	125	92%	89%	88%	90%	91%	92%	85%	97%
Library	124	100%	100%	100%	100%	100%	100%	100%	100%
<b>n</b>	302	121	181	44	106	90	62	150	149

\*Caution: small sample size

Note: All respondents n = 302. The samples sizes for each service or facility by each location, age or gender category will vary depending on utilisation. This data should be treated with caution due to low samples sizes at individual sub-group level.

Figure 8.3 Satisfaction with facilities – trend analysis



## Section 9

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# Elected Members and Council



## 9.1 Satisfaction with elected members

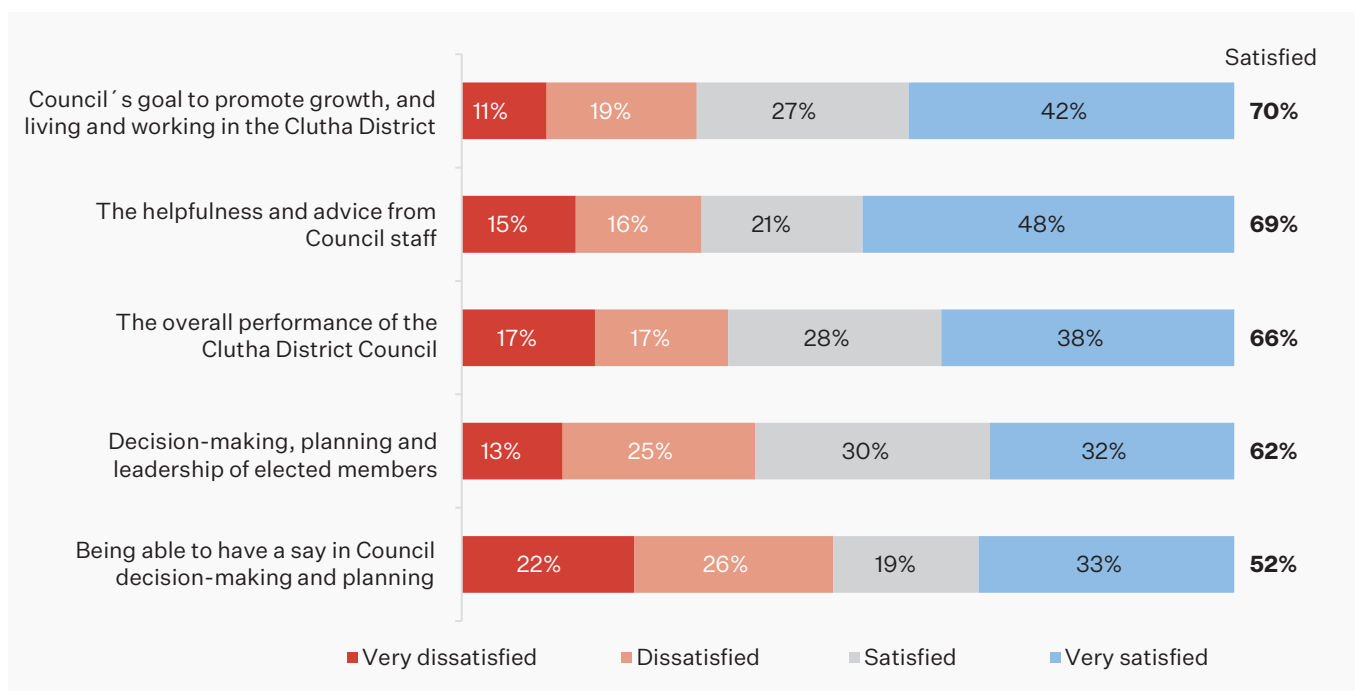
To test residents' satisfaction with their elected members and the Council overall, we categorised the enquiry into (i) two areas focusing on elected members and Council staff, and (ii) three areas on the performance of Council as a whole. The overarching finding from the results is that residents rate their satisfaction with elected members and the Council above average (>50%). The Council is viewed as doing well when it comes to:

- Achieving its goal of promoting growth, living, and working in the Clutha District.
- The helpfulness and advice from Council staff.
- The overall performance of the Clutha District Council.
- However, the trend analysis of satisfaction with overall performance continues to dip and requires continued monitoring.

Areas for improvement are identified as:

- The decision-making, planning, and leadership of elected members.
- The Council's inclusion of residents in decision-making.

**Figure 9.1 Satisfaction with elected members and Council**



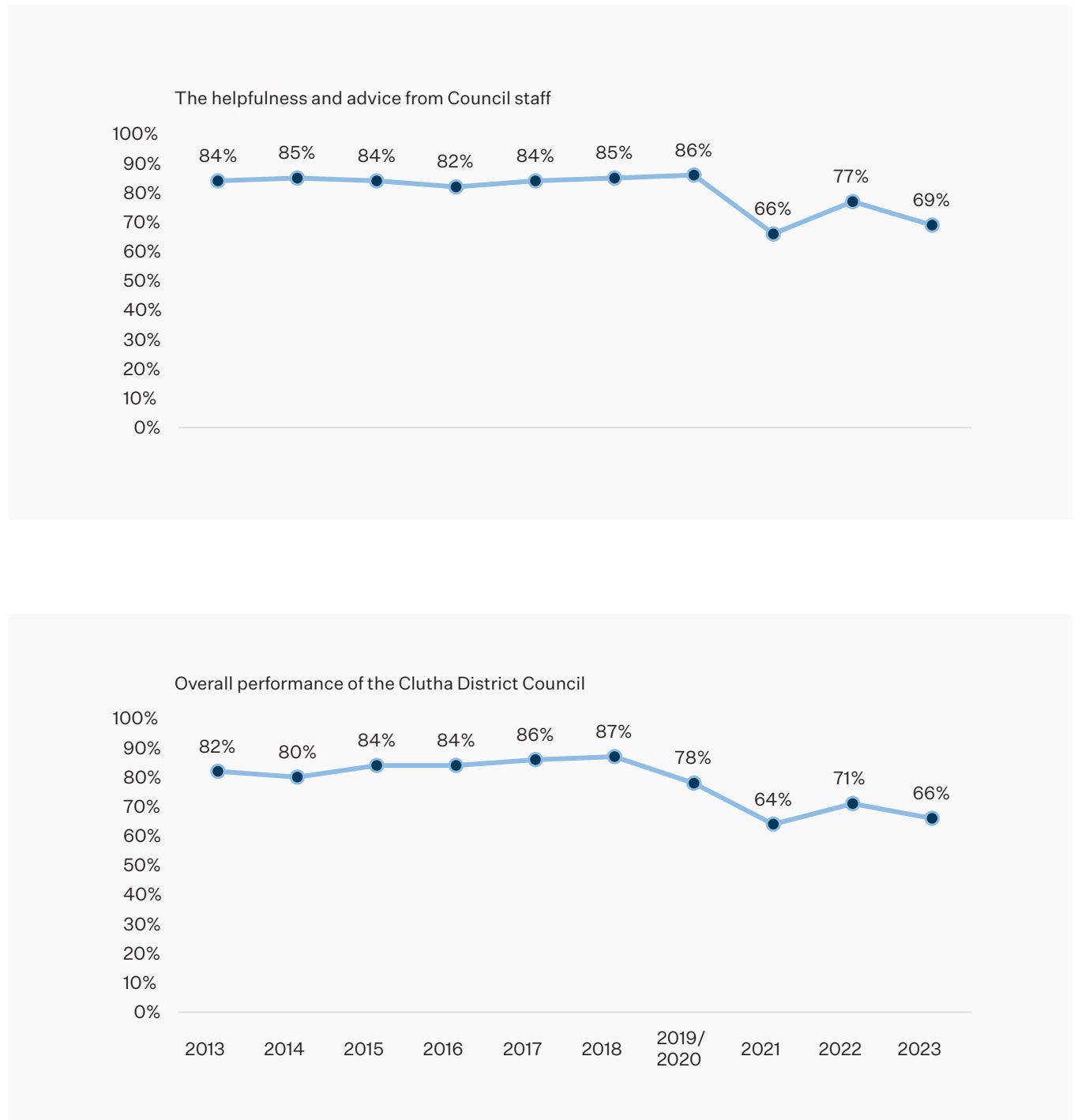
**Figure 9.2 Satisfaction with elected members and Council – sub-group analysis**

	<b>All respondents</b>	<b>Rural</b>	<b>Urban</b>	<b>16 – 29 years</b>	<b>30 – 49 years</b>	<b>50 – 64 years</b>	<b>65+ years</b>
Decision-making, planning and leadership of elected members	62%	66%	60%	66%	63%	56%	69%
Council's goal to promote growth, living, and working in the Clutha District	70%	69%	70%	68%	69%	69%	72%
Being able to have a say in Council decision-making and planning	52%	54%	50%	51%	53%	46%	61%
The helpfulness and advice from Council staff	69%	74%	65%	63%	69%	64%	79%
The overall performance of the Clutha District Council	66%	69%	63%	67%	64%	60%	76%

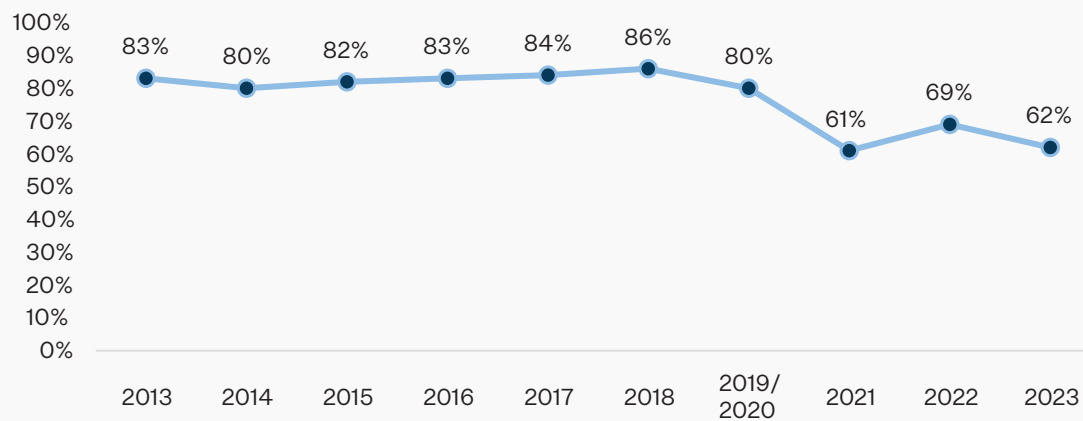
**Figure 9.3 Satisfaction with elected members and Council – trend analysis**

	<b>Satisfied</b>								<b>Very Satisfied</b>							
	2023	2022	2021	2020	2018	2017	2016	2015	2023	2022	2021	2020	2018	2017	2016	2015
Decision-making, planning and leadership of elected members	62%	69%	61%	80%	86%	84%	83%	82%	32%	37%	27%	46%	56%	55%	48%	50%
Council's goal to promote growth, living, and working in the Clutha District	70%	75%	67%	82%	86%	84%	82%	89%	42%	50%	36%	51%	64%	63%	62%	61%
Being able to have a say in Council decision-making and planning	52%	59%	56%	72%	77%	73%	73%	71%	33%	35%	24%	43%	47%	46%	45%	40%
The helpfulness and advice from Council staff	69%	77%	66%	86%	85%	84%	82%	84%	48%	56%	37%	62%	65%	60%	59%	58%
The overall performance of the Clutha District Council	66%	71%	64%	78%	87%	86%	84%	84%	38%	44%	36%	50%	61%	56%	56%	56%

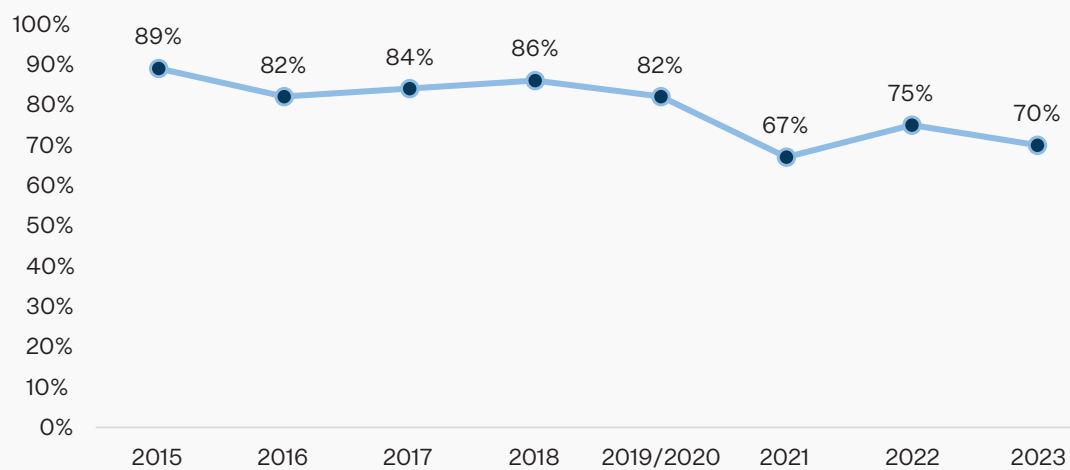
**Figure 9.4 Satisfaction with elected members and Council, over time**



Decision -making, planning and leadership of elected members



Council's goal to promote growth, living, and working in the Clutha District



## Section 10

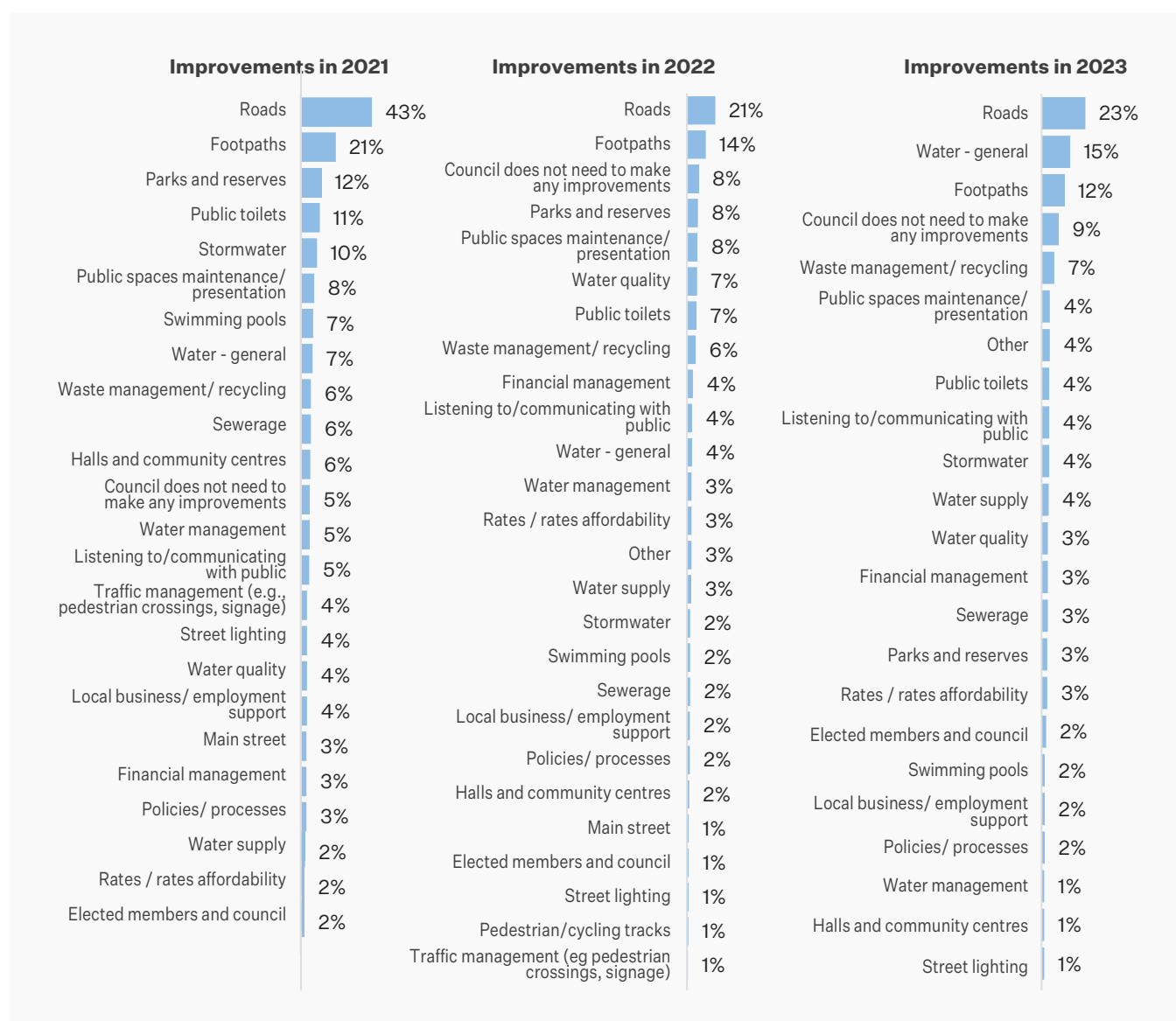
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# Areas for Council Improvement

When asked what services or facilities the Council needed to make improvements on, bearing in mind the potential impact on rates and/or user charges, residents had a fairly similar list of improvements to 2022. The figures below show a comparison of improvements listed between 2023, 2022, and 2020. Residents in 2023 advocated for improvements to:

- roading and footpaths;
- water quality (increased from 4 percent in 2022 to 15 percent in 2023);
- footpaths; and
- overall more Council improvements.

**Figure 10.1 Other Council improvements**

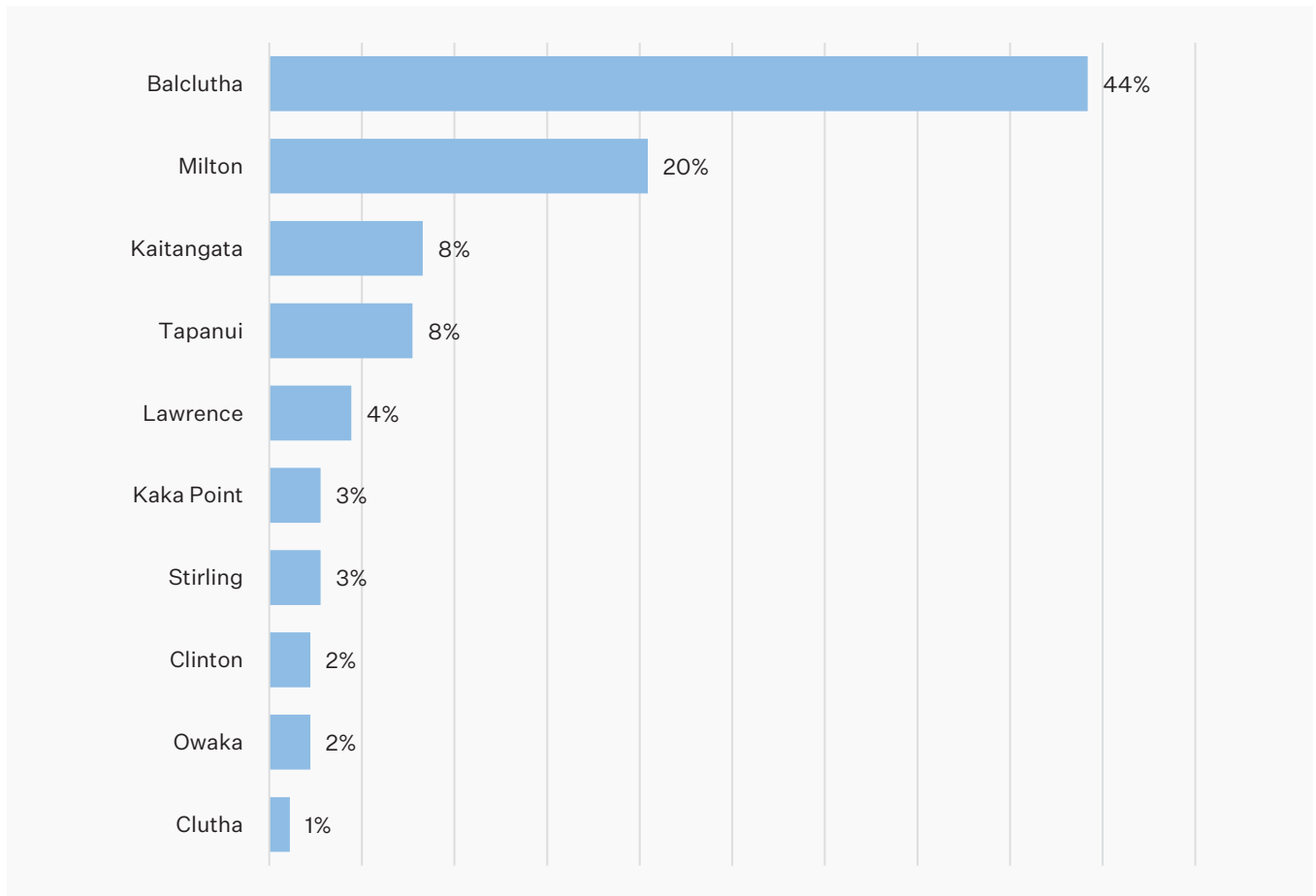


## Section 11

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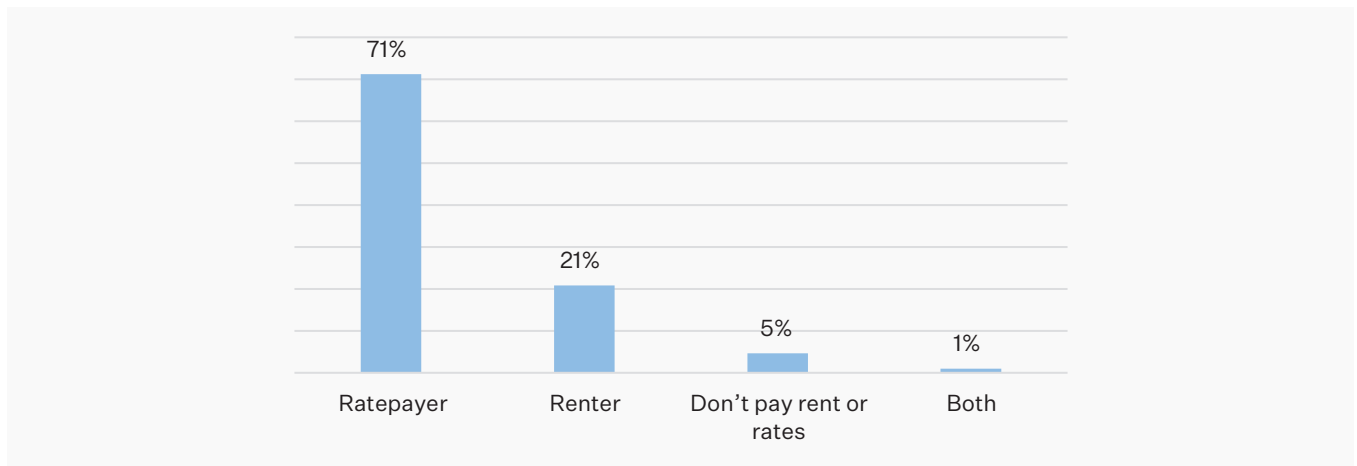
# Appendix One: Demographic Profile

**Figure 1 – Place of residence**

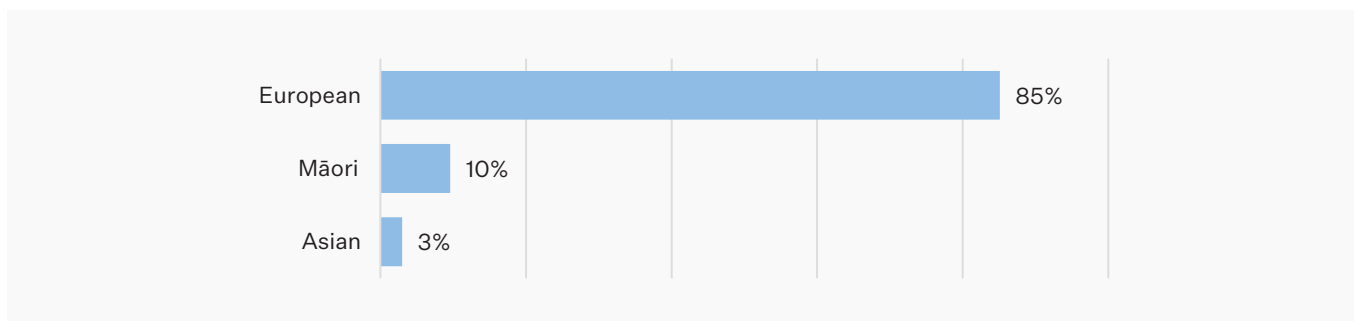




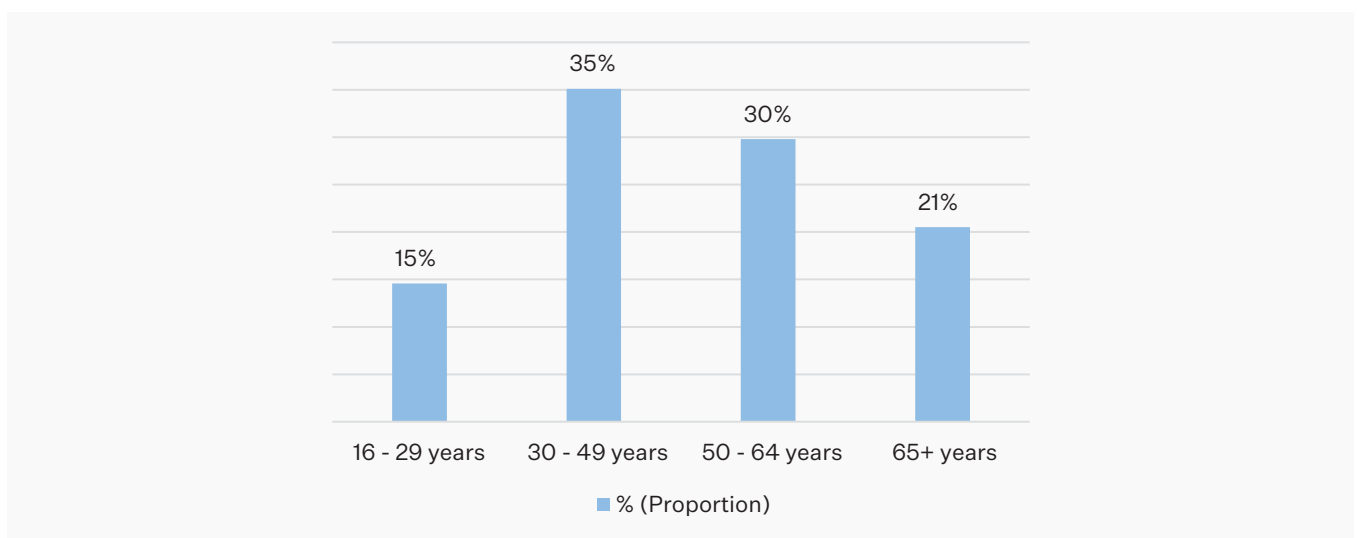
**Figure 2 – Ratepayer status**



**Figure 3 – Ethnicity**



**Figure 4 – Age spread**



**Table 1 – Rural/urban split**

	<b>Responses</b>	<b>Frequency</b>
Rural	121	40%
Town (Urban)	181	60%
Total	302	100%

**Table 2 – Gender split**

	<b>Responses</b>	<b>Frequency</b>
Male	150	50%
Female	149	49%
Gender diverse	2	1%
Prefer not to specify	1	0%
Total	302	100%

## Section 12

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# Appendix Two: Social Media Respondents

The online survey was open for completion to all residents. The survey link was promoted by Clutha District Council and through Research First Facebook advertising, it was also available as a link through a home page banner on the Clutha District Council's website.

Forty-two residents chose to complete the survey online.

The 42 residents that chose to complete the online survey self-selected to participate and, therefore, should not be viewed as a representative sample of the Clutha District population.

The results show the self-selecting residents have a different profile from the random sample:

1. They hold more negative views on the performance of elected members and Council.
2. Compared to the random sample group, the social media respondents were significantly less satisfied regarding:
  - reliability of water supply;
  - local sealed roads;
  - footpaths; and
  - District parks and reserves.
3. In terms of demographics, the random sample accurately reflects the profile of the Clutha District as defined by census statistics. The self-selecting sample had a skewed profile in terms of gender, with female residents overrepresented. The profile of the two samples was comparable in terms of age, ratepayer status, and area.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted in the tables.

### Satisfaction with wastewater service

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	8%	17%
	17	5
Very satisfied or satisfied	92%	83%
	184	25

### Satisfaction with the stormwater system

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	29%	50%
	57	16
Very satisfied or satisfied	71%	50%
	140	16

### Reliability of water supply

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	34%	78%
	89	28
Very satisfied or satisfied	66%	22%
	174	8

### Taste and clarity of water supply

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	44%	72%
	109	26
Very satisfied or satisfied	56%	28%
	141	10

## Local roads appropriate for travel

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	45%	66%
	136	27
Very satisfied or satisfied	55%	34%
	163	14

## Maintenance – local gravel roads

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	53%	71%
	146	27
Very satisfied or satisfied	47%	29%
	127	11

## Maintenance – local sealed roads

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	35%	79%
	102	33
Very satisfied or satisfied	65%	21%
	191	9

## Footpaths

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	41%	80%
	112	33
Very satisfied or satisfied	59%	20%
	159	8

### Wheelie bin service

	<b>Random sample – phone survey</b>	<b>Self-selecting sample –online survey</b>
Very dissatisfied or dissatisfied	10%	14%
	23	5
Very satisfied or satisfied	90%	86%
	219	30

### Mount Cooe landfill

	<b>Random sample – phone survey</b>	<b>Self-selecting sample –online survey</b>
Very dissatisfied or dissatisfied	8%	7%
	10	1
Very satisfied or satisfied	92%	93%
	112	14

## Satisfaction with Council facilities

	Random sample – phone survey	Self-selecting sample –online survey
District parks and reserves	91%	70%
	159	19
Balclutha Sportsground	93%	63%
	108	5
Milton Sportsground	93%	44%
	55	4
Playgrounds	86%	72%
	120	13
Cemeteries	91%	72%
	125	13
Service or Information Centre	93%	94%
	107	15
Public toilets	62%	39%
	101	9
Balclutha Pool	91%	63%
	73	5
Milton Pool	69%	50%
	18	2
Community centre or community halls	90%	67%
	113	10

## Library – overall

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	0%	5%
	0	1
Very satisfied or satisfied	100%	95%
	124	18



## Satisfaction with Council

	Random sample – phone survey	Self-selecting sample –online survey
Decision-making, planning and leadership of elected members	62%	26%
	157	10
Council's goal to promote growth, living, and working in the Clutha District	70%	32%
	190	13
Being able to have a say in Council decision-making and planning	52%	20%
	135	8
The helpfulness and advice from Council staff	69%	40%
	182	16
The overall performance of the Clutha District Council	66%	24%
	190	10

## Value for money

	Random sample – phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	54%	85%
	118	35
Very satisfied or satisfied	46%	15%
	102	6

## Sample profile

Age	Random sample – phone survey	Self-selecting sample –online survey
16–29	15%	10%
	44	4
30–49	35%	40%
	106	17
50–64	30%	26%
	90	11
65+	21%	21%
	62	9
Total sample	302	42
Gender	Random sample – phone survey	Self-selecting sample –online survey
Male	50%	26%
	150	11
Female	49%	67%
	149	28
Gender diverse	1%	0%
	2	0
Prefer not to say	0%	7%
	1	3
Total sample	302	42

Ratepayer status	Random sample – phone survey	Self-selecting sample –online survey
Ratepayer	71%	95%
	215	40
Renter	21%	0%
	63	0
Both	1%	0%
	3	1
Do not pay rent or rates	5%	2%
	14	1
Other	2%	0%
	6	0
Refused	0%	2%
	1	1
Total sample	302	42

Location	Random sample – phone survey	Self-selecting sample –online survey
Rural	40%	40%
	121	17
Urban	60%	60%
	181	25
Total sample	302	42

Area	Random sample – phone survey	Self-selecting sample –online survey
Balclutha	44%	16%
	80	4
Milton	20%	48%
	37	12
Kaitangata	8%	0%
	15	0
Tapanui	8%	0%
	14	0
Lawrence	4%	4%
	8	1
Kaka Point	3%	0%
	5	0
Stirling	3%	0%
	5	0
Clinton	2%	0%
	4	0
Owaka	2%	8%
	4	2
Clutha	1%	0%
	2	0
Other urban (specify)	3%	24%
	6	6
Total respondents	181	25







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