



RESEARCH FIRST



CLUTHA DISTRICT COUNCIL

RESIDENT SATISFACTION SURVEY 2017



RESEARCH REPORT
November 2017

Contents

Resident Satisfaction Survey

Disclaimer

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1

Key Messages Council Services



88%

satisfied with the **reliability**
of the water supply.

96%

satisfied with the
district sewage systems.

67%

satisfied with the **taste and
clarity** of their water supply.

71%

satisfied with
stormwater services.

53% satisfied with
the maintenance of
unsealed roads.

78% satisfied with
the maintenance of
sealed roads.

64% Satisfied with
footpaths.



92%

satisfied with the
wheelie bin Service.

89%

satisfied with
Mt Cooee landfill.

1

Key Messages Council Facilities



96%

satisfied with **service or
information centres**

90%

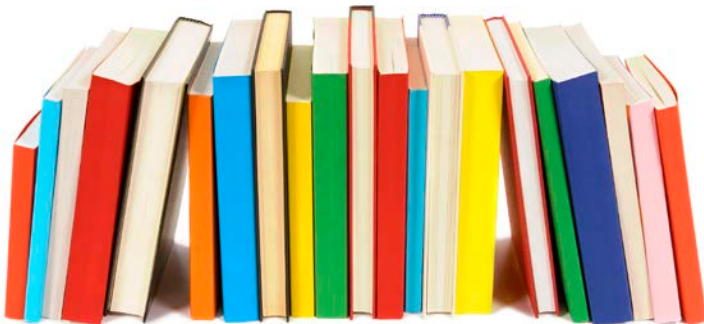
satisfied with **community centres
or community halls**

100%

satisfied with **libraries**

64%

satisfied with **public toilets**



91%

satisfied with
Balclutha Pool

68%

satisfied with
Milton Pool



99%

satisfied with **Balclutha
Sportsground**

97%

satisfied with
Milton Sportsground

78%

satisfied with
**Kaitangata
Sportsground**



95%

satisfied with
playgrounds

96%

satisfied with
district parks and reserves

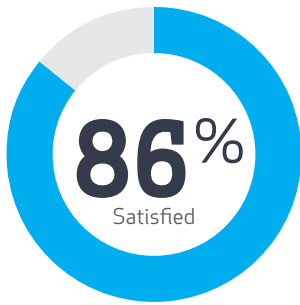
93%

satisfied with
cemeteries

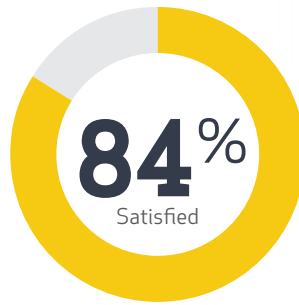


1

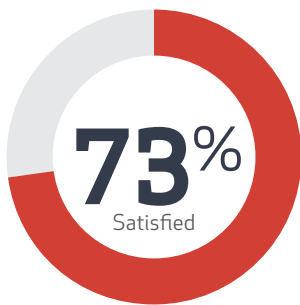
Key Messages Elected Members and Council



The overall performance of the Clutha District Council



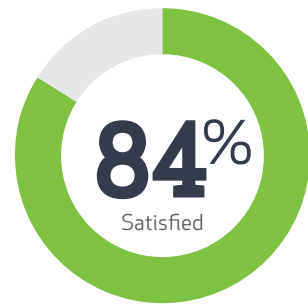
Decision making, planning and leadership of elected members



Being able to have a say in council decision-making and planning



The helpfulness and advice from Council staff



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



65%
satisfied with value for money from rates



79%
gave the council a positive reputation rating



78%
were satisfied with Clutha District Council overall

2

Research Design

2.1 Context

Clutha District Council commissions an annual survey of residents to gather feedback about the services 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 2017 residents' survey were:

- Water supply, sewerage, storm water
- Roading
- Waste services
- Council services and facilities
- Requests for service and complaints
- Elected members and council
- Value for money and reputation
- Communications

2.2 Method

In line with previous surveys, the 2017 research was conducted by landline phone.

Telephone surveys are ideally suited to surveying large, geographically dispersed populations exactly like Clutha District's. Data collection is efficient and representative of all communities as quotas for locations and demographics can be accurately controlled.

An online channel for the survey was introduced in 2016. The online completion option is important as it helps to minimise non-response error by increasing the response rate. For the 2016 and 2017 surveys, those respondents who were unwilling or unable to complete the survey by phone were offered an email containing a link to 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 2015-25 have also been included. For these measures the proportion of respondents that stated that they were satisfied (4-6) are shown.

2.3 Sampling

Following a pilot testing phase, data collection took place between the 1st and the 13th November using a randomised database of telephone numbers covering 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 2013 statistics.

300 interviews were completed. 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 feel this way).

3

Water and Sewerage

3.1 Sewerage

60% of respondents stated that their property was connected to one of the district's sewage systems. The majority of these respondents lived in urban areas.

96% of residents with properties connected to one of the district's sewage system stated that they were satisfied with the service:

- **Performance target met (2017/18 aim: >85%).**
- Performance in this area of Council services has been consistently high from 2015 to 2017.

Figure 3.1 Satisfaction with district sewage systems

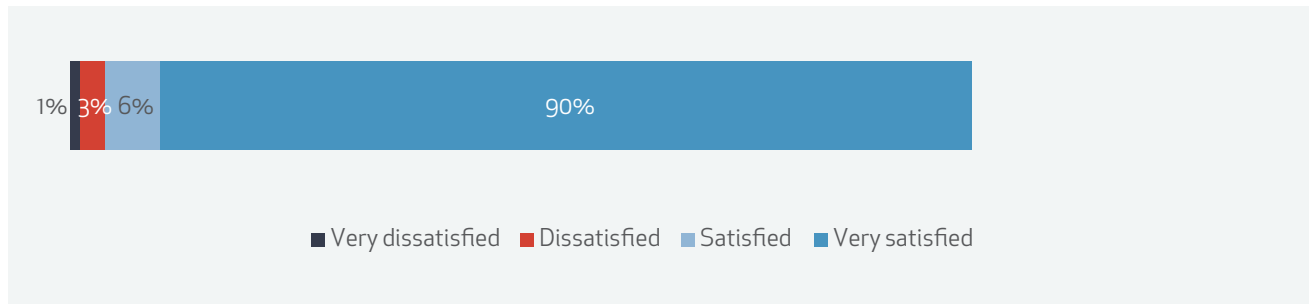
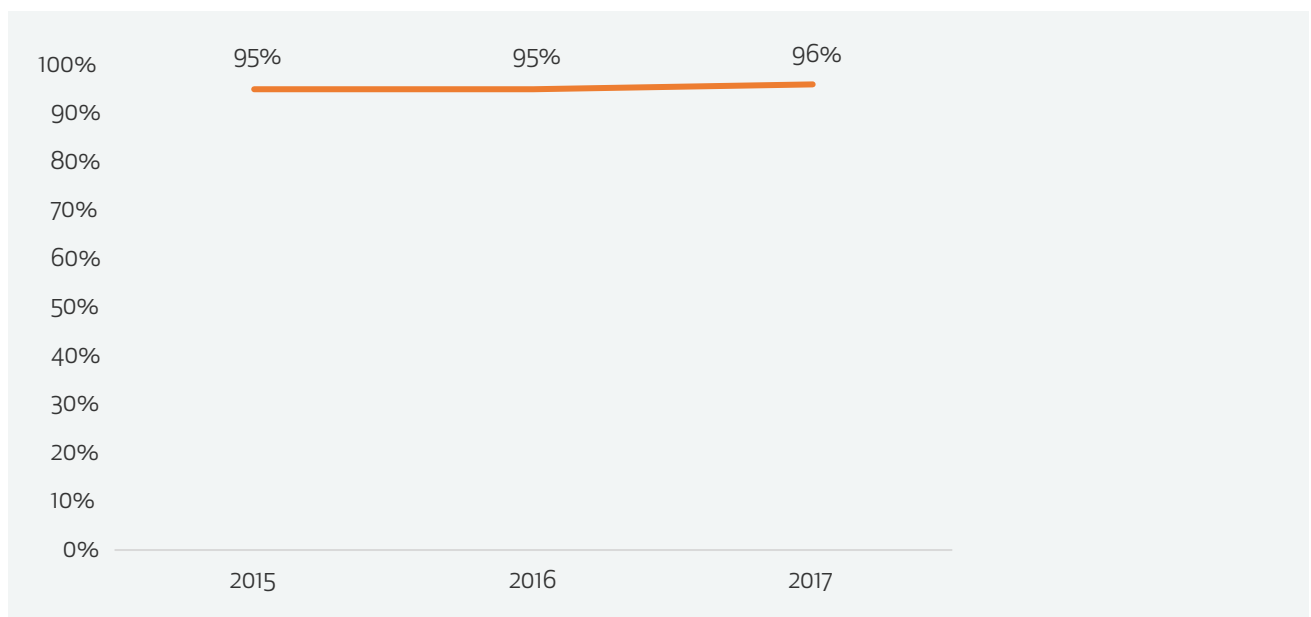


Figure 3.2 Satisfaction with district sewage systems



3.2 Stormwater

Residents with a property connected to the district's sewage systems were also asked to rate satisfaction with stormwater services.

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

- **Performance target not met (2017/18 aim: >75%).**
- Satisfaction is in line with 2015 and 2016 measures and indicates stability in perceptions over time.

Figure 3.3 Satisfaction with stormwater services

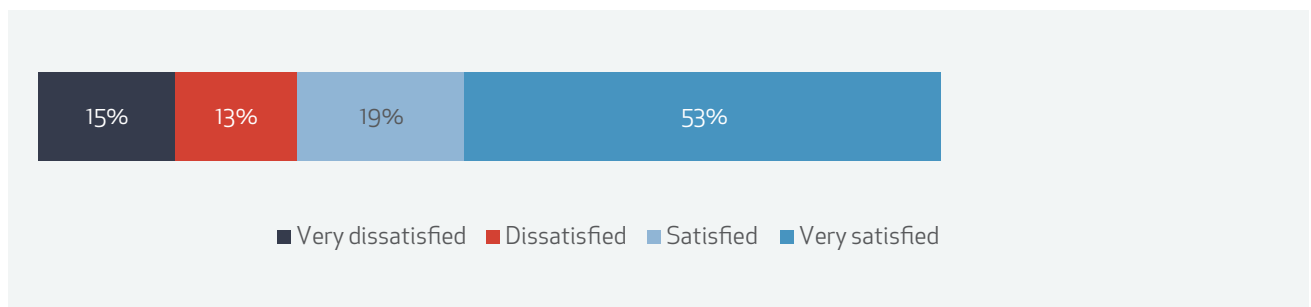
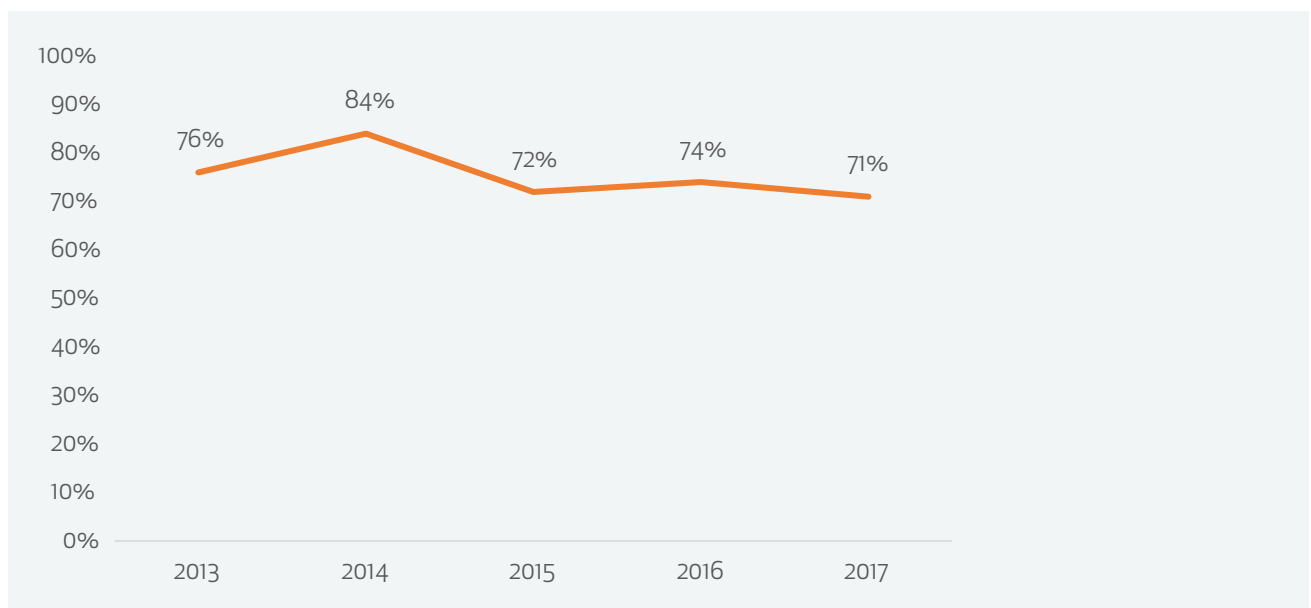


Figure 3.4 Satisfaction with stormwater services – Trend Analysis



3.3 Water Supply

Two thirds (65%) of residents in the Clutha District were connected to the town water supply or a rural water scheme.

Figure 3.5 Water Supply

	%	Number of respondents
A town supply	54%	163
Rural water scheme	27%	82
Both a Council town or rural scheme and own supply of water	2%	7
Own supply of water (e.g. roof water or bore source)	13%	40
Other (please specify)	1%	3
Don't know	2%	5
Total	100%	300

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.

3.3.1 Reliability

Overall, 88% stated that they were satisfied with the reliability of the water supply in the last 12 months, this is an increase from 79% in the previous 12 month period.

- Results indicate that satisfaction with the rural water scheme has significantly increased.
 - The 2016 results showed residents were more likely to be satisfied with the reliability of a town supply (87% satisfied) than a rural water scheme (69% satisfied). 2017 results show 89% were satisfied with the reliability of the town and 87% satisfied with the rural water scheme.
- A high proportion of residents, 90%, were satisfied with the reliability of the urban on demand supply.
 - This **meets the 2017/18 performance target for this area of ≥75%.**
- The sample size of respondents on the urban restricted supply was low (n=15) and results should be treated with caution. However, the findings indicate 67% of residents were satisfied with the reliability of supply.
 - This meets **the 2017/18 performance target for this area of ≥65%.**
- Comparison with past data shows continuing upward trends in satisfaction with the reliability of both the town supply and rural water schemes.

Figure 3.6 Satisfaction with the reliability of water supply

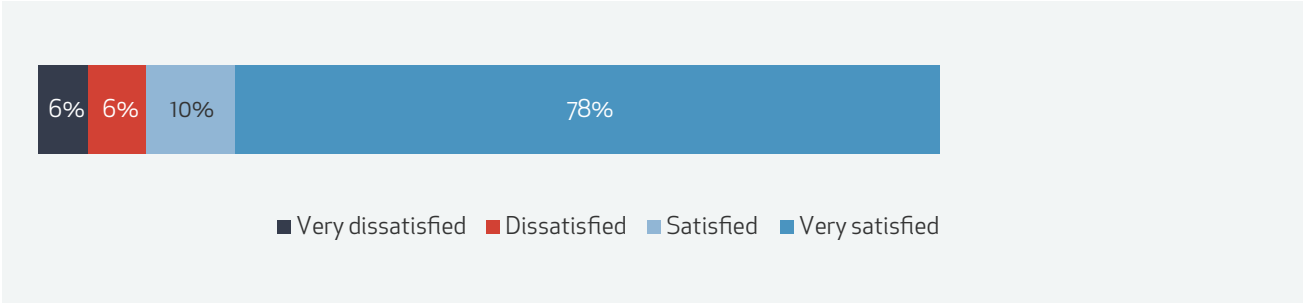
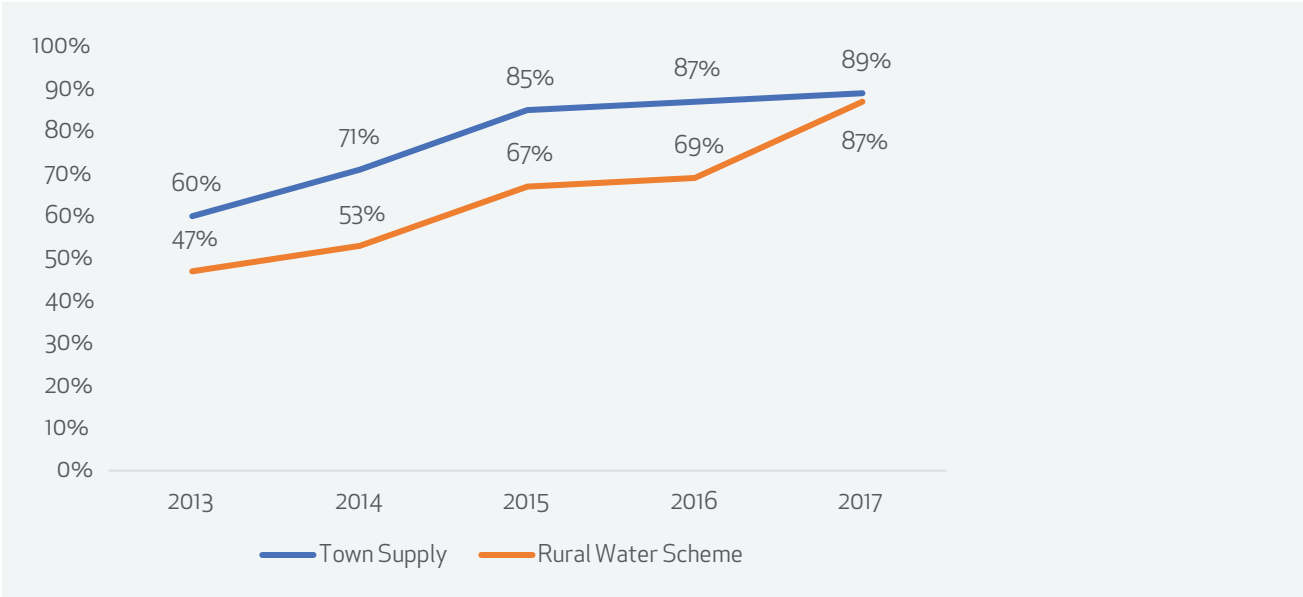
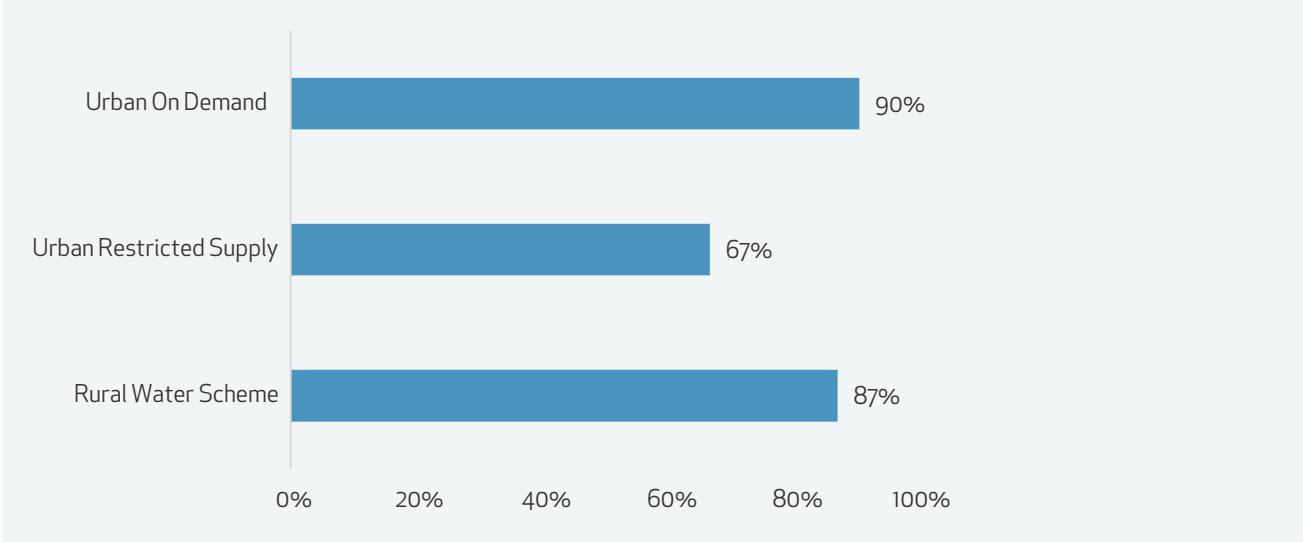


Figure 3.7 Satisfaction with the reliability of water supply – Trend Analysis



(2017 Town supply n=163, Rural water scheme n=82)

Figure 3.8 Satisfaction with the reliability of water supply – Supply Type



Caution: small base size for urban restricted supply n=15 means results should be treated with caution

3.3.2 Taste and Clarity

Overall, 67% indicated that they were satisfied with the taste and clarity of their water supply.

- The proportion satisfied **meets the 2017/18 performance target for this area of $\geq 60\%$.**
- Higher proportions of residents on a town supply were satisfied (75% satisfied) when compared with the proportion on a rural water scheme (51% satisfied). This was also the case in 2016.
- Comparisons between the urban on demand supply and the urban restricted supply should be treated with caution due to differences in sample size. However, the results indicate a significant difference in satisfaction levels: 74% were satisfied with the taste and clarity of urban on demand supplies and 33% satisfied with urban restricted supplies.
- Comparison with past data shows upward trends in satisfaction with the taste and clarity of the town supply and stability in satisfaction levels with rural water schemes.

Figure 3.9 Satisfaction with the taste and clarity of water supply

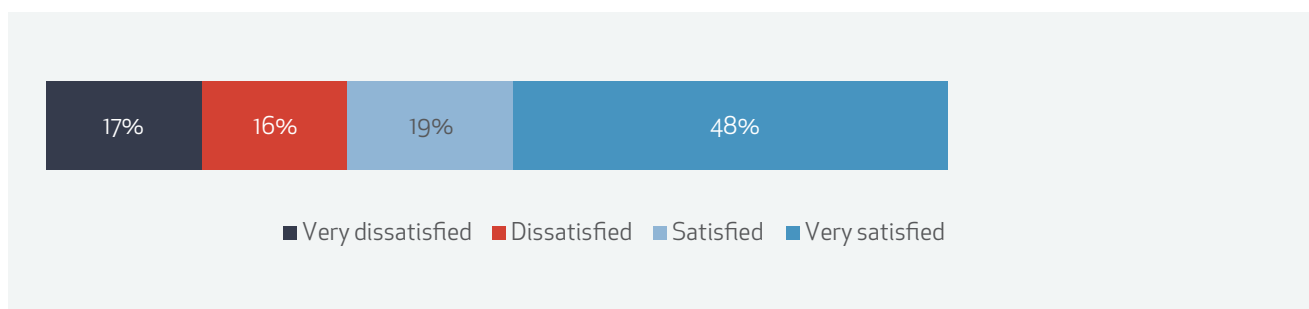
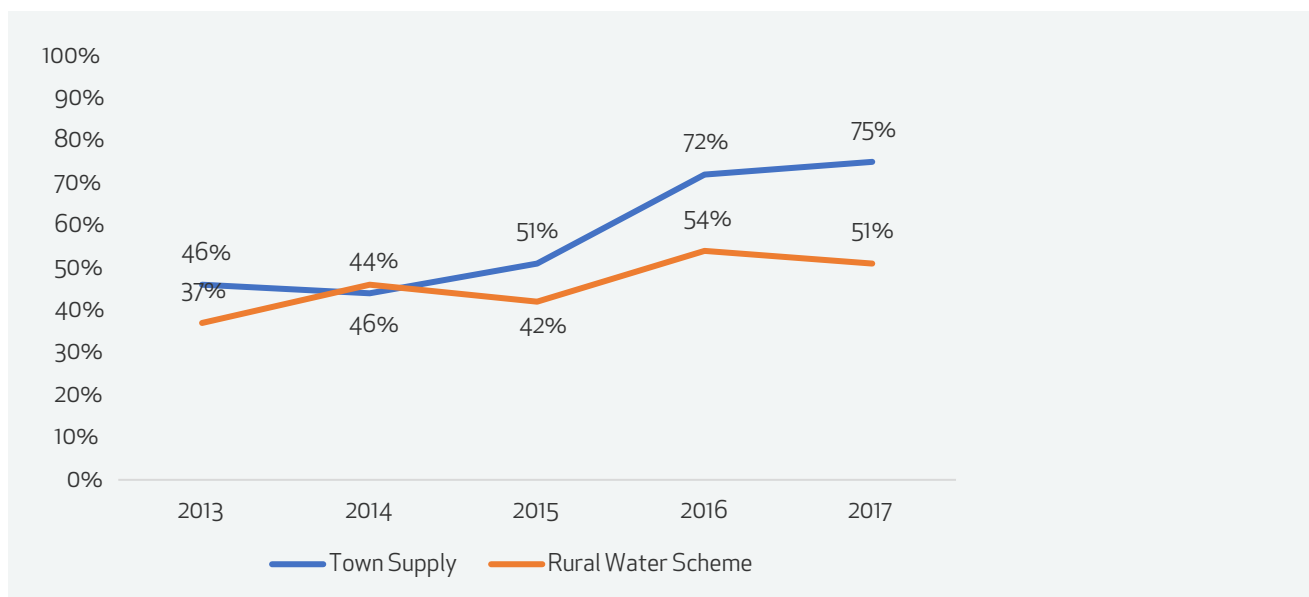
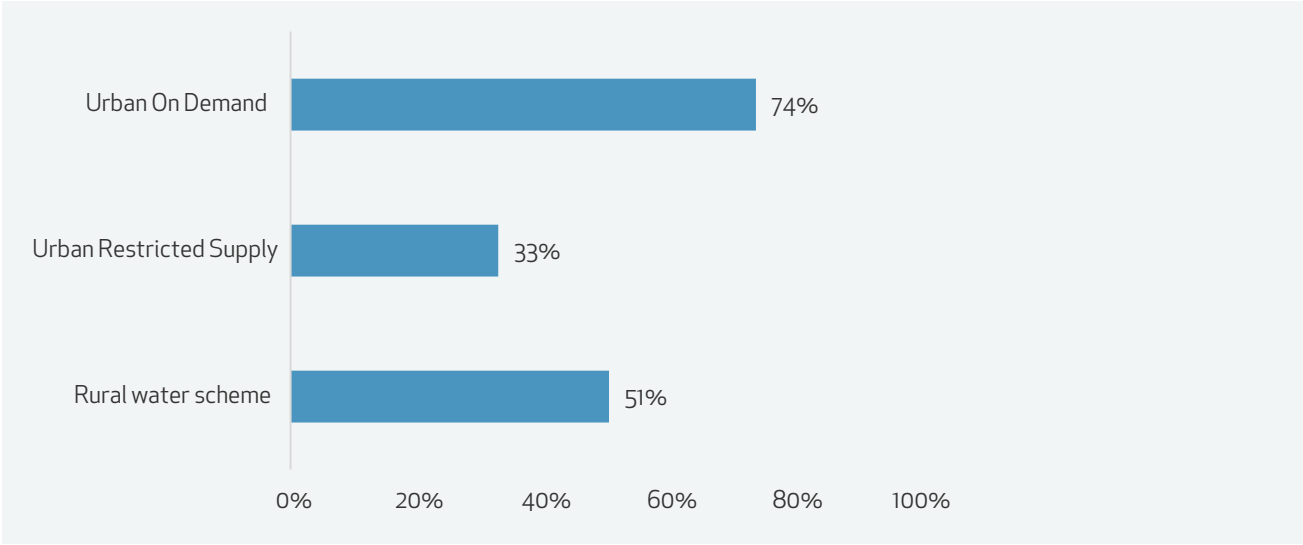


Figure 3.10 Satisfaction with the taste and clarity of water supply – Trend Analysis



(2017 Town supply n=159, Rural water scheme n=81)

Figure 3.11 Satisfaction with the taste and clarity of water supply – Supply Type



Caution: small base size for urban restricted supply n=15 means results should be treated with caution

4

Roading

- Two thirds of residents (67%) were satisfied that local roads are appropriate for their travel needs.
- Trend analysis indicates a decline in satisfaction with road maintenance.
- Respondents in rural locations were less likely to be positive about the appropriateness of local roads for their travel needs and the maintenance of unsealed roads. This was the same in 2016.
- Comments to improve roads focused on maintenance whereas requested improvements to footpaths focused on extending the network as well as improving condition.

Unsealed Roads

- Half of respondents (53%) were satisfied with the level of maintenance of unsealed roads.
 - **Performance target met (2017/18 aim $\geq 52\%$).**
- The average of speeds that residents feel they can safely travel on gravel roads was 67.3 km/hr. The highest proportions of respondents stated 60-69 km/hr (24%) and 70-79 km/hr (23%).
 - **Performance target met (2017/18 aim 60-70 km/hr).**

Sealed Roads

- 78% of respondents were satisfied with the level of maintenance of sealed roads.
 - **Performance target met (2017/18 aim $\geq 74\%$).**
- The average of speeds residents feel they can safely travel at on sealed roads was 94.2 km/hr. There was more consensus on the safe speed to travel on local sealed roads when compared with gravel roads; 77% stated 90-100 km/hr.
 - **Performance target met (2017/18 aim 80-90 km/hr).**

Footpaths

- 64% of respondents were satisfied with footpaths in the district.
 - **Performance target not met (2017/18 aim $\geq 74\%$).**

Figure 4.1 Satisfaction with roading

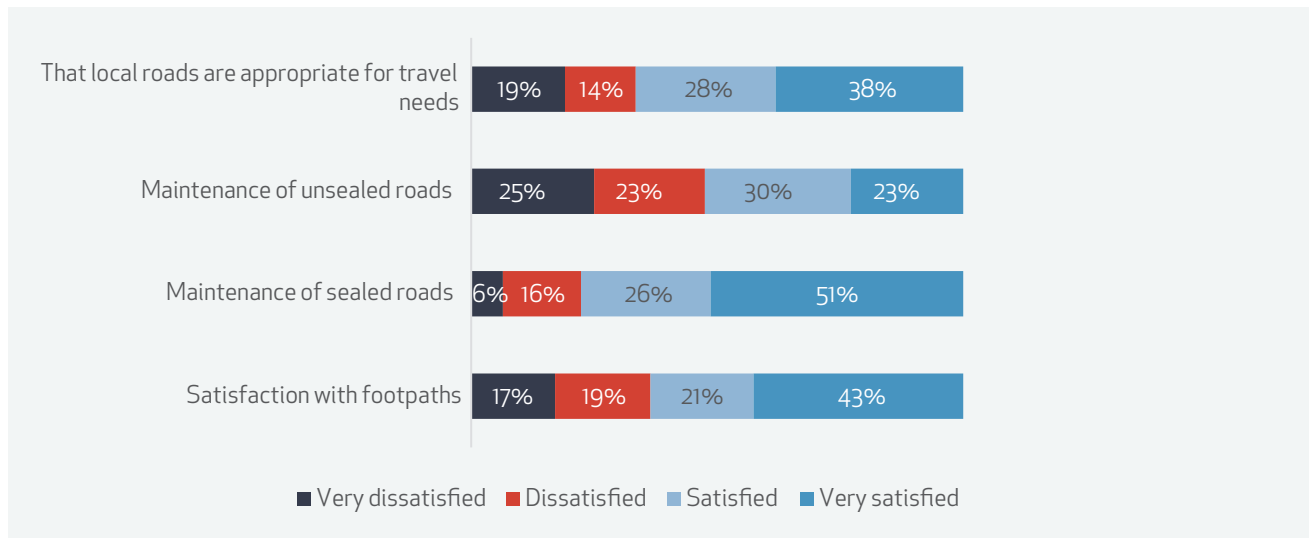


Figure 4.2 Satisfaction with roading – Trend Analysis

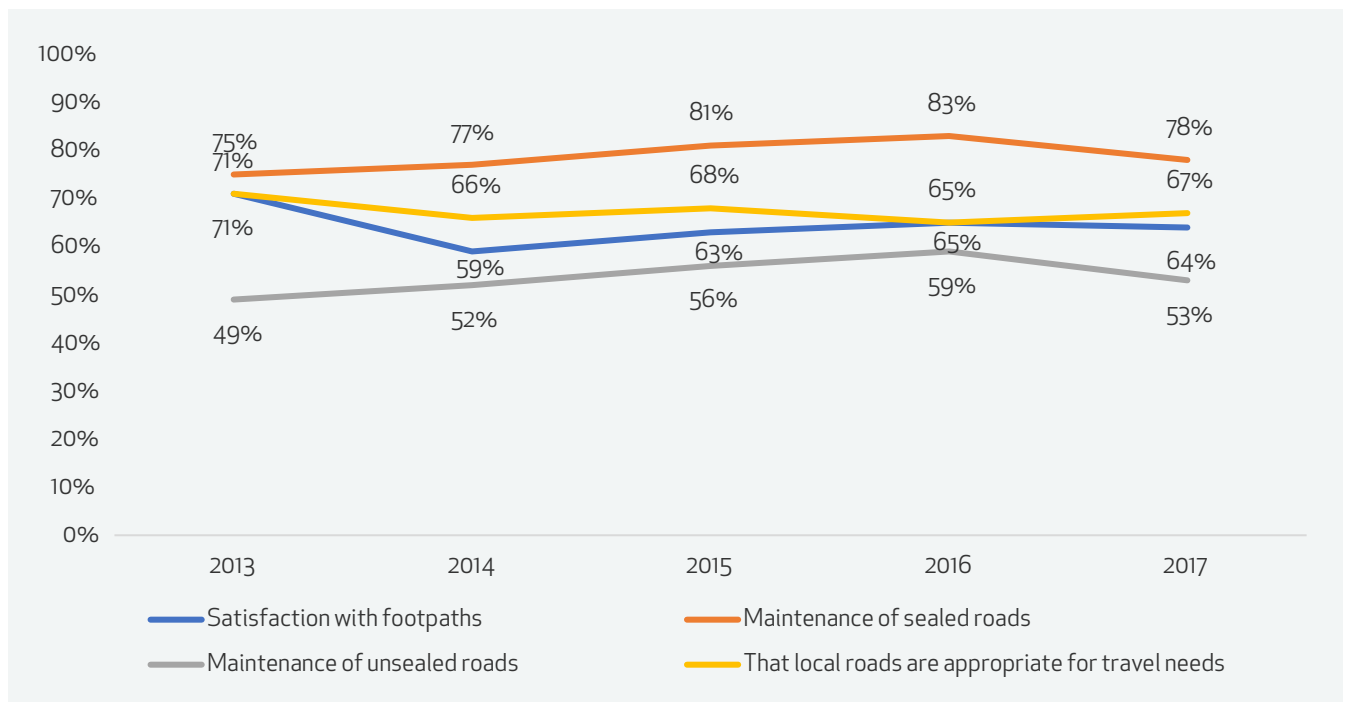


Figure 4.3 Satisfaction with roading – By Location

	Rural	Urban
That local roads are appropriate for travel needs	57%	75%
Maintenance of unsealed roads	42%	62%
Maintenance of sealed roads	81%	75%
Satisfaction with footpaths	72%	59%

Figure 4.4 Average of speeds residents feel they can safely travel at

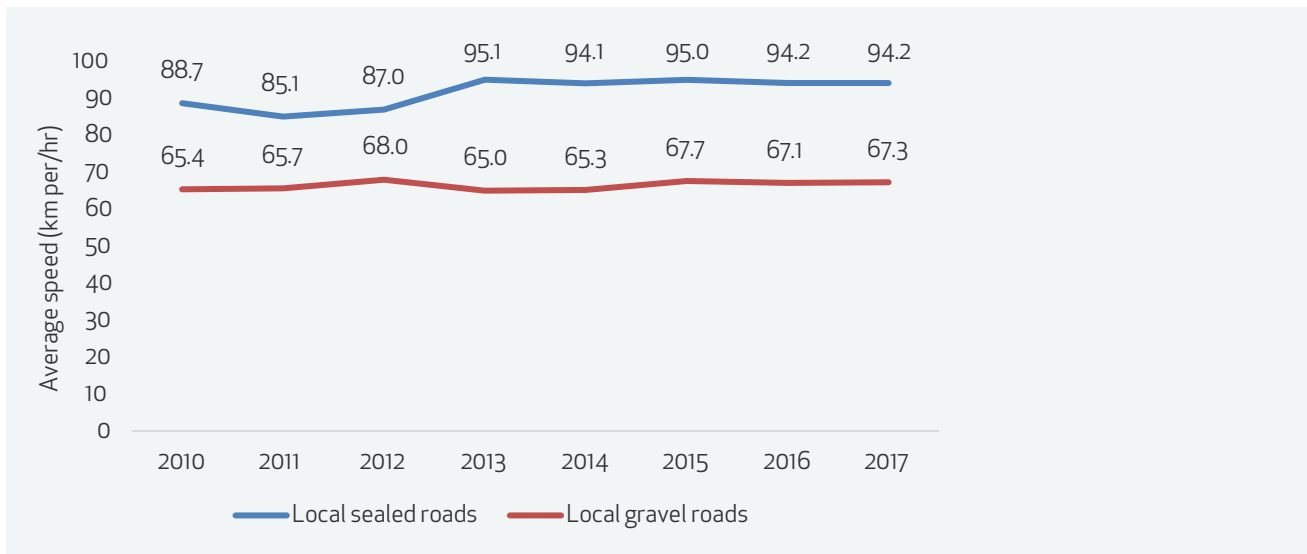


Figure 4.5 Safe speeds to travel

	Local unsealed, gravel roads	Local sealed roads
Less than 50km/hr	13%	1%
50-59 km/hr	15%	1%
60-69 km/hr	24%	1%
70-79 km/hr	23%	2%
80-89 km/hr	12%	6%
90-100 km/hr	5%	77%
More than 100 km/hr	0%	11%
Don't drive on these roads/Don't know	7%	2%

Figure 4.6 How could the Council improve the District's roads and footpaths

		%	Number of respondents
Roads	More maintenance	19%	56
	Repair potholes	12%	37
	Grade gravel roads	12%	36
	Proper/ long term repairs	9%	26
	More/ better sealing of roads	8%	24
	Clean gutters/ culverts/ debris/ litter	7%	21
	Manage heavy traffic/ livestock use to stop road damage	5%	16
	Improve condition of roads	4%	12
	Respond promptly to problems/ issues	3%	8
	Wider roads	2%	6
	Better traffic management (signage etc)	1%	4
	Total road focused comments	53%	159
Footpaths	More/ new footpaths	13%	40
	Poor condition/dangerous/ hazardous	13%	39
	More maintenance	9%	28
	Proper/ long term repairs	5%	16
	Seal footpaths	5%	14
	Total footpath focused comments	34%	101
Other Comments	General more/ improved maintenance	9%	26
	They are pretty good/ great	7%	21
	Better contractors/ staff	2%	7
	Spend more money/ prioritise more	2%	7
	Other	2%	6
	Don't know	10%	31

5

Solid Waste Services

Wheelie Bins

72% of respondents stated that they had used the wheelie bin service in the district in the last 12 months; 19% had not used the service and 8% stated that the service was not available to them.

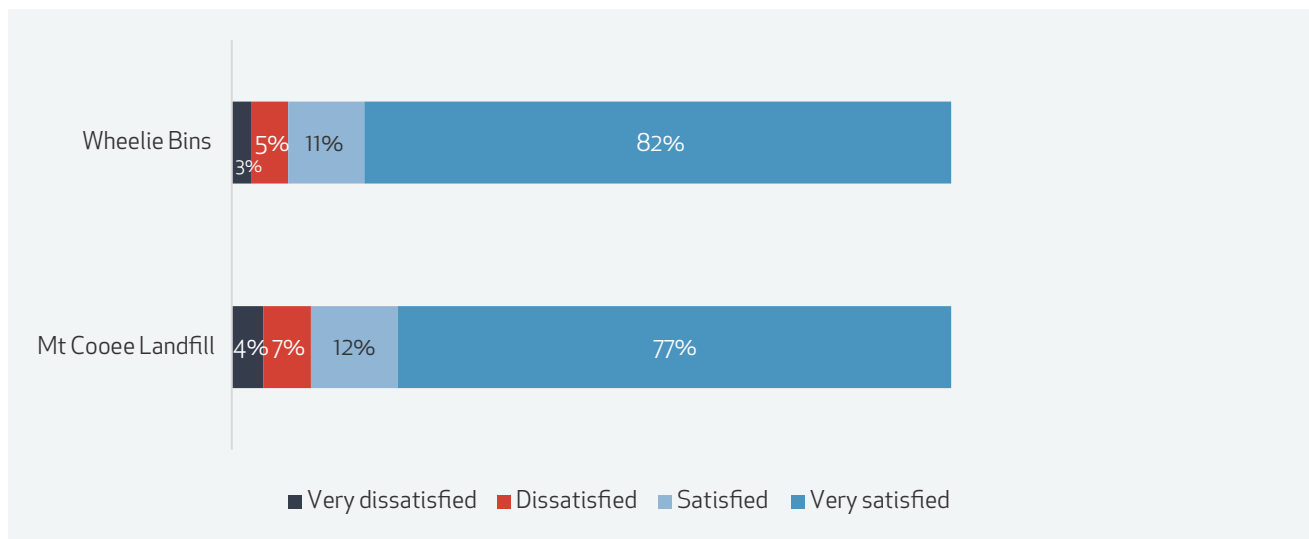
- Of those that had used the service 92% were satisfied.
 - **This meets the 2017/18 performance target for this area of >80%.**
- Satisfaction is in line with 2015 and 2016 results.

Mt Cooe Landfill

A third of respondents (31%) had used Mt Cooe landfill during the previous 12 months.

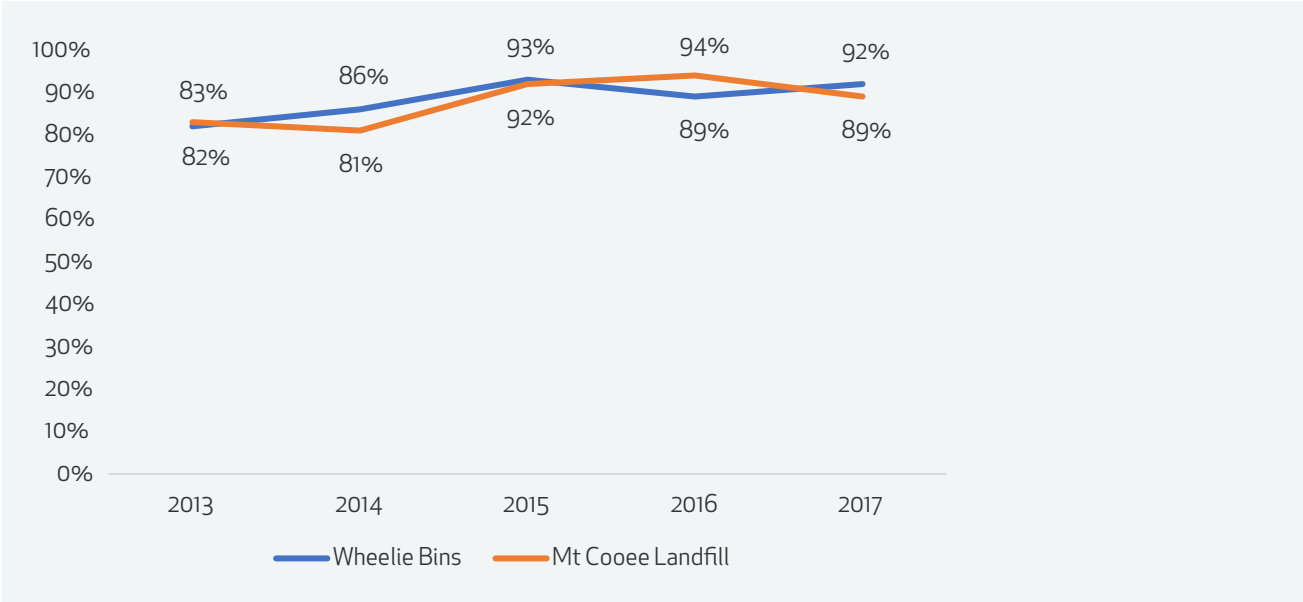
- Usage of Mt Cooe has increased to the levels seen in 2013 and 2014 after drops to 20% and 22% in 2015 and 2016.
- Of those that had used the service 89% were satisfied.
 - **This meets the 2017/18 performance target for this area of ≥72%.**
- Satisfaction is in line with 2015 and 2016 results.

Figure 5.1 Satisfaction with solid waste services



Wheelie bins (n=217), Mt Cooe Landfill (n=91)

Figure 5.2 Satisfaction with solid waste services - Trend Analysis



6

Community Services

Use of Council provided facilities was high; 96% had visited at least one of the listed facilities in the last 12 months.

- Use of district parks and reserves, cemeteries and playgrounds was higher amongst urban residents.
- Use of community centres/halls and public toilets was higher amongst rural residents.
- Service or Information Centres had higher use amongst older residents.

Satisfaction with Council provided facilities was also high.

- Small sample sizes for Kaitangata Sportsground and Milton Pool mean results should be viewed as indicative only.
- For all other facilities, with the exception of public toilets, at least 9 in every 10 facility users were satisfied with the services.
- All library users were satisfied with services overall.
 - **Performance targets for 2017/18 were met for all services.**

Figure 6.1 Use of Community Services

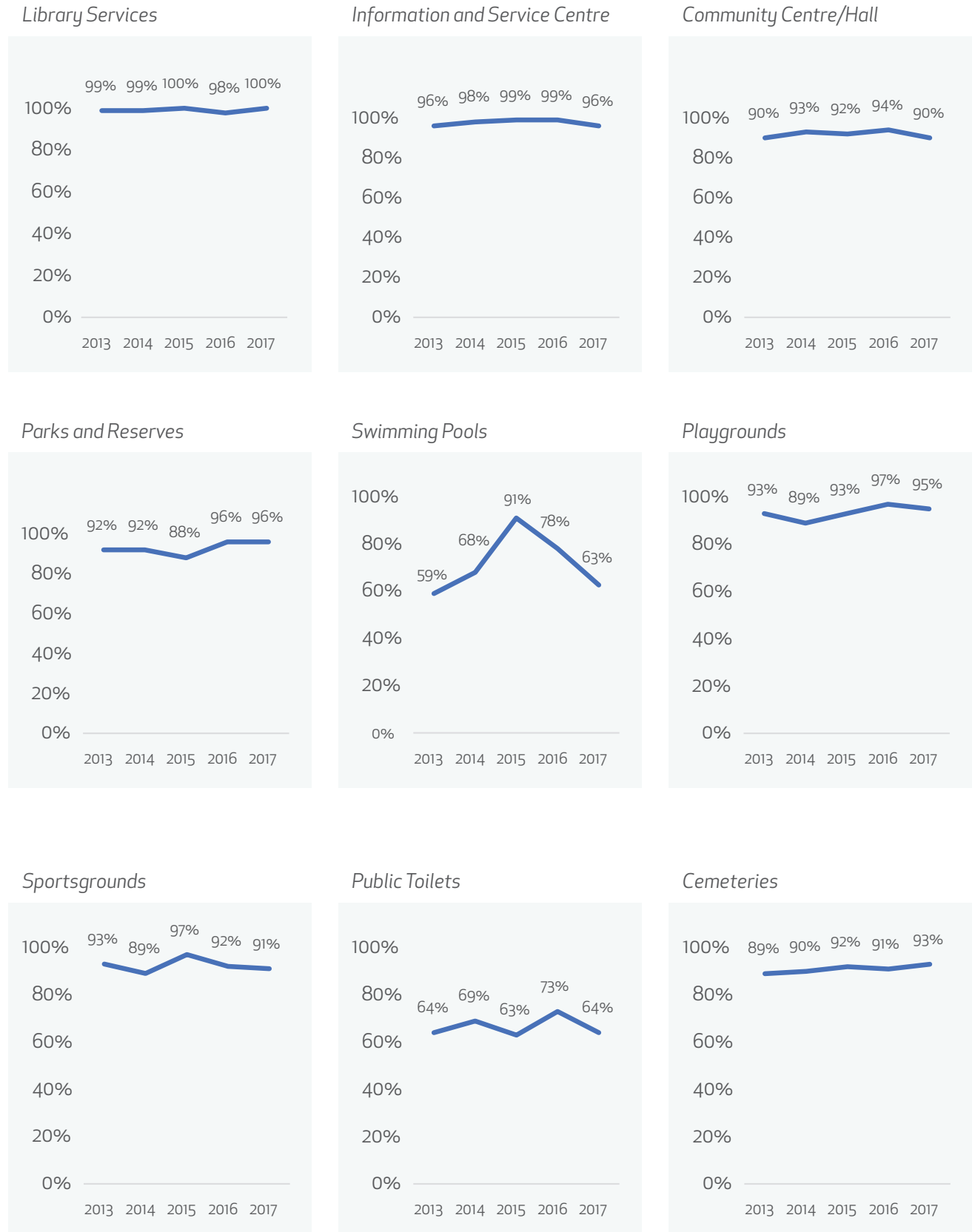
	All Respondents	Rural	Town (Urban)	16 - 29 years	30 - 49 years	50 - 64 years	65+ years	Male	Female
Community centre or community halls	68%	74%	64%	54%	74%	73%	66%	68%	69%
Service or Information Centre	54%	51%	56%	30%	52%	63%	66%	48%	60%
District Parks and Reserves	53%	44%	60%	46%	64%	47%	48%	50%	56%
Public Toilets	53%	59%	48%	65%	62%	51%	31%	54%	52%
Cemeteries	49%	42%	55%	33%	48%	52%	63%	47%	52%
Balclutha Sportsground	47%	46%	48%	50%	62%	42%	24%	45%	48%
Playgrounds	43%	36%	49%	44%	52%	31%	42%	37%	49%
Libraries	42%	38%	46%	33%	42%	36%	60%	29%	56%
Balclutha Pool	28%	26%	30%	31%	40%	19%	19%	25%	31%
Milton Sportsground	24%	26%	23%	31%	34%	16%	13%	26%	22%
Kaitangata Sportsground	15%	14%	16%	15%	21%	14%	6%	16%	14%
Milton Pool	7%	7%	7%	7%	11%	5%	5%	5%	10%
None of these	4%	6%	2%	6%	4%	2%	3%	3%	4%
Total respondents	300	136	164	54	103	81	62	153	147

Figure 6.2 Satisfaction with Community Services

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	% satisfied	Performance target	Number of respondents
Libraries: services overall	0%	0%	6%	94%	100%	>90%	127
Libraries: availability of books	0%	1%	16%	83%	99%		125
Balclutha Sportsground	0%	1%	18%	81%	99%	>80%	140
Milton Sportsground	0%	3%	34%	63%	97%	>80%	73
Service or Information Centre	1%	2%	10%	86%	96%	>90%	162
District Parks and Reserves	1%	4%	23%	73%	96%	>85%	159
Playgrounds	2%	2%	22%	74%	95%	>85%	129
Cemeteries	3%	3%	16%	78%	93%	>85%	148
Balclutha Pool	2%	7%	25%	66%	91%	>60%	85
Community centre or community halls	4%	6%	22%	68%	90%	>85%	205
Kaitangata Sportsground	7%	16%	31%	47%	78%	>80%	45*
Milton Pool	5%	27%	27%	41%	68%	>60%	22*
Public Toilets	12%	25%	25%	39%	64%	>60%	159

*Caution: small sample sizes

Figure 6.3 Satisfaction with facilities – trend analysis



7

Requests for Service and Complaints

A quarter of residents (26%) stated that they had made a request for service or complaint about a Council service in the previous 12 months. This is in line with 2015 and 2016 findings (27% and 29% respectively).

- Rural respondents were more likely to have made a request for service or complaint (32% compared with 20% in urban areas).
- The majority of requests for service or complaints related to roads or water supply. This was also the case in 2015 and 2016.
- There were no significant differences between service areas requested by rural and urban areas.

Sample sizes are relatively low and results should therefore be viewed with some caution. However, the figures do indicate that levels of satisfaction with how service requests and complaints are dealt with have improved between 2016 and 2017.

There is room for improvement in the time taken to provide information or resolve issues. 56% stated that they were satisfied but a high proportion of those dissatisfied were 'very dissatisfied'.

Figure 7.1 Which service did your last request or complaint relate to?

	Rural	Urban	All respondents
Roads	39%	27%	34%
Water supply	34%	27%	31%
Stormwater	2%	12%	6%
Building works	5%	3%	4%
Dogs	2%	6%	4%
Other facilities	5%	3%	4%
Permits/ information	5%	3%	4%
Sewerage	0%	6%	3%
Wheelie bin collection	0%	6%	3%
Rates	2%	0%	1%
Parks/Reserves (including berms)	0%	3%	1%
Playgrounds/Sportsgrounds	2%	0%	1%
Trees	2%	0%	1%
Promotions	2%	0%	1%
Christmas Decorations	0%	3%	1%
Total respondents	44	33	77

Figure 7.2 Satisfaction with the way service requests and complaints are handled

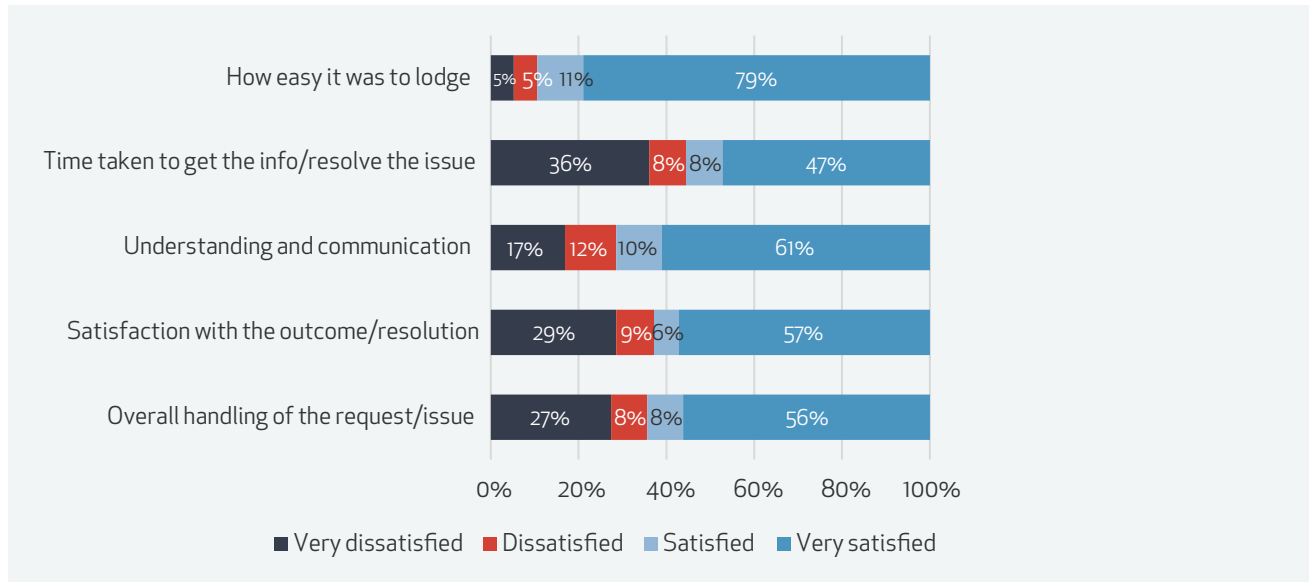


Figure 7.3 Satisfaction with the way service requests and complaints are handled – Trend Analysis

	% Satisfied 2017	% Satisfied 2016	% Satisfied 2015
How easy it was to lodge	89%	74%	87%
Time taken to get the info/resolve the issue	56%	51%	59%
Understanding and communication	71%	61%	67%
Satisfaction with the outcome/resolution	63%	50%	45%
Overall handling of the request/issue	64%	55%	57%
Number of respondents	77	91	98

8

Council Communications

Preferred methods for obtaining information about the Council were:

- Newspaper articles.
- Public notices in the newspaper.
- Notices or articles in the local community newsletters.
- Quarterly Council newsletters.

The top 3 methods were the same across age groups.

Figure 8.1 Which of the following do you use to obtain information about the Council.

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Newspaper articles	75%	71%	77%	65%	79%	78%	73%
Public notices in the newspaper	72%	71%	74%	65%	75%	74%	73%
Notices or articles in local community newsletters	71%	76%	67%	61%	79%	74%	63%
Quarterly Council newsletter	70%	68%	71%	28%	75%	84%	79%
Monthly Council Noticeboard in Clutha Leader	59%	54%	64%	33%	62%	70%	63%
Personal contact with Council staff	38%	39%	37%	22%	42%	43%	39%
Council Website	37%	38%	37%	28%	58%	33%	16%
Radio advertising – if so, can you name the station?	33%	36%	30%	35%	43%	30%	19%
Councillors	28%	28%	29%	17%	26%	40%	27%
Council's Facebook	20%	15%	24%	44%	26%	9%	3%
Council papers/documents	19%	16%	21%	13%	20%	21%	18%
The Council E-newsletter email	11%	13%	10%	9%	12%	15%	8%
Public Council Meetings	6%	4%	7%	4%	5%	5%	11%
Do not obtain information	2%	1%	2%	9%	0%	0%	2%
Other (specify)	1%	1%	1%	2%	0%	1%	0%
Total respondents	300	136	164	54	103	81	62

9

Elected Members and Council

9.1 Satisfaction with Elected Members

In line with 2016 results, residents rated elected members and Council positively with relatively few being dissatisfied in the areas tested.

- Being able to have a say in council decision-making and planning was again identified as an improvement area; this had significantly higher proportions dissatisfied when compared with the other measures.
 - The total satisfied was 73% results are in line with 2016 findings.
- 84% of all respondents were satisfied with the decision making, planning and leadership of elected members.
 - This **meets the 2017/18 performance target for this area of ≥80%.**
 - The total proportion satisfied is in line with 2016 results but the proportion very satisfied within this has increased, indicating an improvement in perceptions.
- Trend analysis of total satisfaction shows continuity between 2016 and 2017 results.

Figure 9.1 Satisfaction with Elected Members and Council

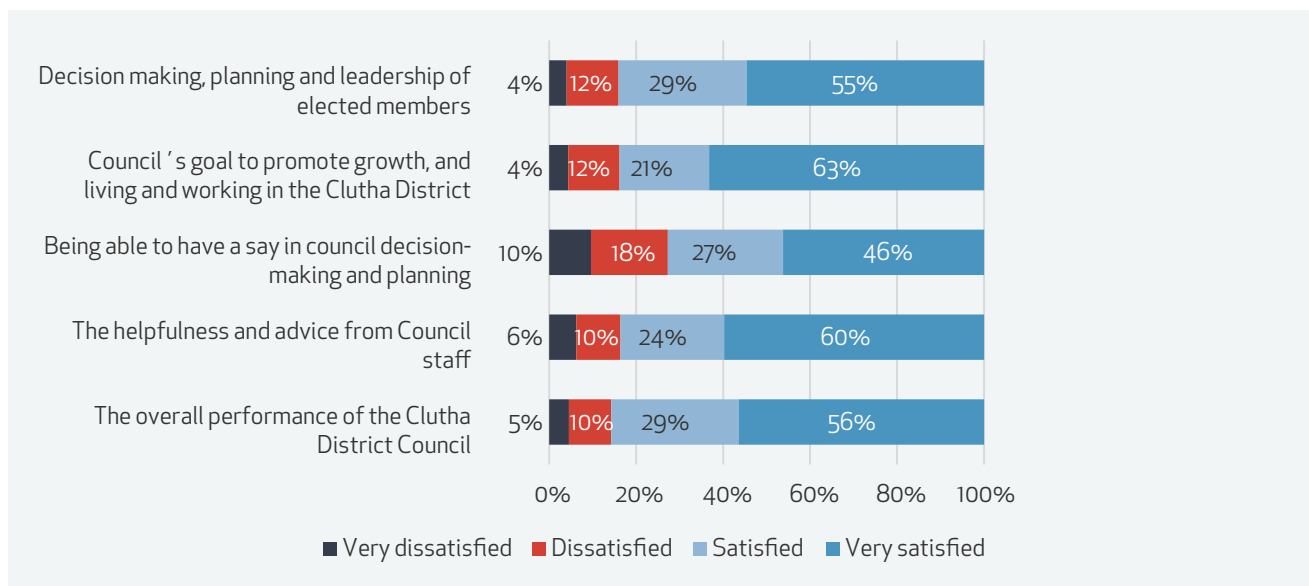


Figure 9.2 Satisfaction with Elected Members and Council – Sub-group analysis

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Decision making, planning and leadership of elected members	84%	87%	81%	86%	83%	82%	87%
Council 's goal to promote growth, and living and working in the Clutha District	84%	85%	83%	86%	81%	84%	85%
Being able to have a say in council decision-making and planning	73%	71%	74%	77%	71%	63%	87%
The helpfulness and advice from Council staff	84%	84%	83%	76%	85%	83%	88%
The overall performance of the Clutha District Council	86%	87%	85%	88%	84%	82%	92%

Figure 9.3 Satisfaction with Elected Members and Council – Trend Analysis

	Satisfied			Very satisfied				
	2017	2016	2015	2017	2016	2015	2014	2013
Decision making, planning and leadership of elected members	84%	83%	82%	55%	48%	50%	52%	45%
Council's goal to promote growth, and living and working in the Clutha District	84%	82%	89%	63%	62%	61%	-	-
Being able to have a say in council decision-making and planning	73%	73%	71%	46%	45%	40%	44%	41%
The helpfulness and advice from Council staff	84%	82%	84%	60%	59%	58%	61%	64%
The overall performance of the Clutha District Council	86%	84%	84%	56%	56%	56%	50%	48%

Figure 9.4 Satisfaction with Elected Members and Council – Trend Analysis



9.2 Value for Money

Two thirds of residents (65%) were satisfied with the value for money they get from their rates.

The proportion of rural residents satisfied (60%) was again less than the proportion of urban residents (69%) satisfied. The difference in those that stated that they were very satisfied was statistically significant: 26% of rural respondents were very satisfied with value for money from rates compared with 41% of urban respondents.

Taking into account differences in sample size, there were no significant differences in satisfaction by the age group of the respondent.

Trend analysis indicates stability in satisfaction with value for money from rates from the 2015 survey point onwards.

Figure 9.5 Satisfaction with value for money from rates paid to Clutha District Council

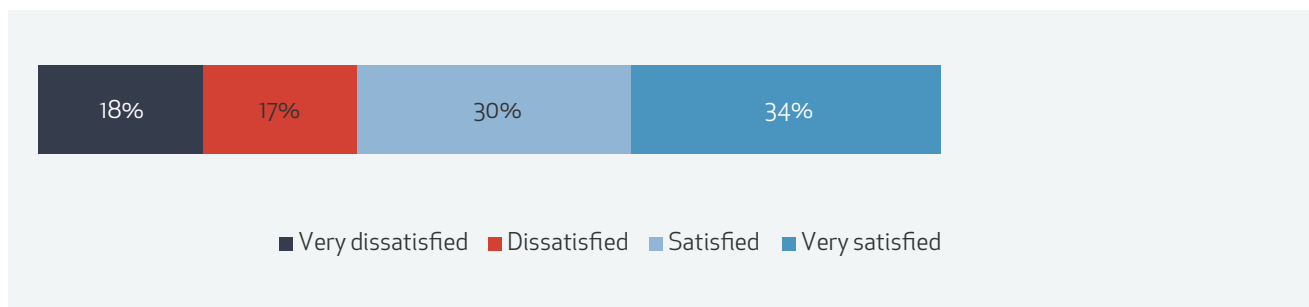
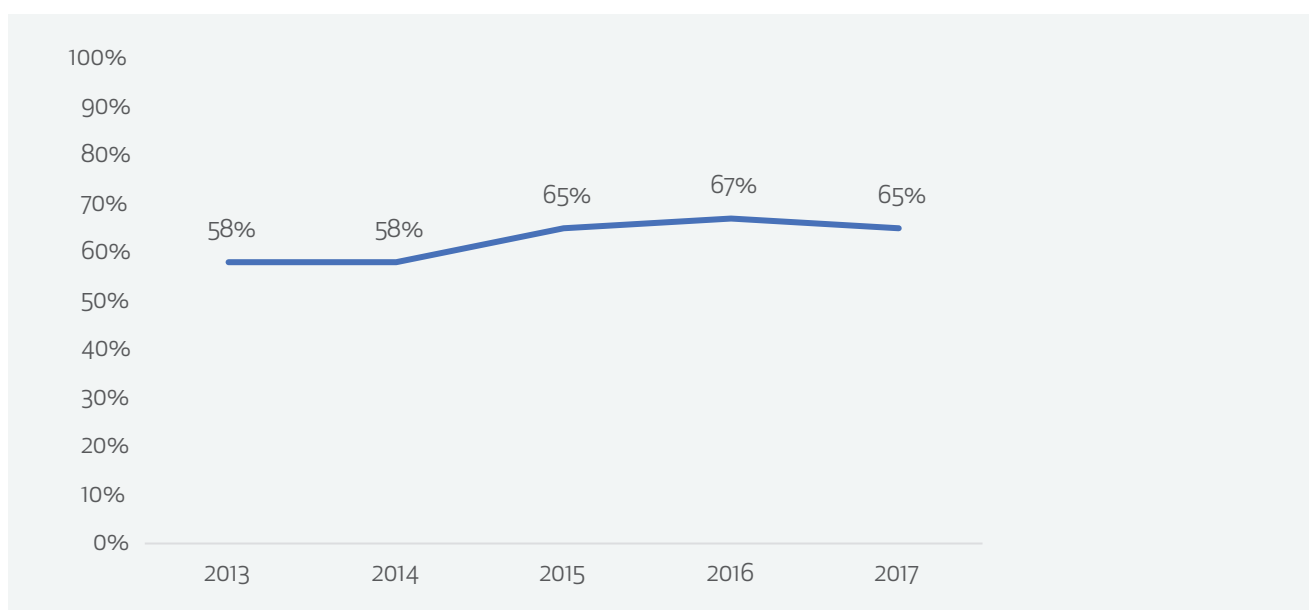


Figure 9.6 Satisfaction with value for money from rates paid to Clutha District Council – Trend Analysis



9.3 Reputation

The reputation of the Clutha District Council is based on the leadership that they provide for the district, the faith and trust that residents have in the Council, their financial management and the quality of services they provide.

41% of residents gave the Council an 'excellent' rating for its reputation which is another slight (but not statistically significant) improvement. 79% gave a positive rating.¹

In 2016 rural residents were less likely to give an excellent rating than urban residents despite the proportions of positive ratings being the same. The 2017 results in contrast show rural residents as more likely to give a positive rating.

Taking into account differences in sample size, there were no significant differences in reputation ratings by the age group of the respondent.

Figure 9.7 Council Reputation

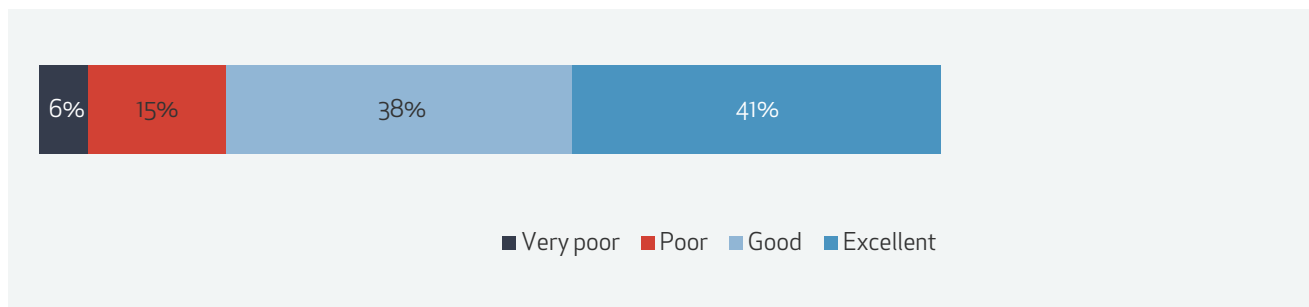


Figure 9.8 Council Reputation – Sub-group analysis

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Very poor	6%	3%	8%	4%	7%	6%	3%
Poor	15%	10%	20%	9%	18%	18%	12%
Good	38%	47%	32%	47%	35%	45%	28%
Excellent	41%	40%	41%	40%	40%	31%	57%
Negative	21%	13%	27%	13%	25%	24%	16%
Positive	79%	87%	73%	87%	75%	76%	84%
Number of respondents	289	131	158	53	100	78	58

1. This question is asked on a 10 point scale where 1=very poor and 10=excellent. In line with previous reports, responses have been grouped so 1-3=very poor, 4-5=poor, 6-7=good, 8-10=excellent and 1-5=negative and 6-10=positive.

9.4 Overall satisfaction

Overall, 78% of residents stated that they were satisfied with the Clutha District Council, this is in line with 2016 and 2015 results (both 78%).

Total satisfaction levels were the same in rural (80%) and urban (76%) areas though the proportions stating they were very satisfied were higher in urban areas.

Taking into account differences in sample size, there were no significant differences in satisfaction by the age group of the respondent.

Figure 9.9 Overall satisfaction with the Clutha District Council

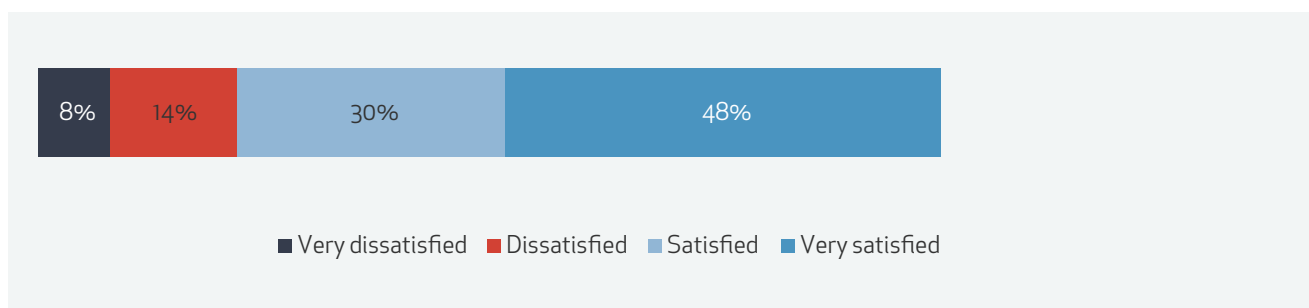


Figure 9.10 Overall satisfaction with the Clutha District Council – Sub-group analysis

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Very dissatisfied	8%	5%	11%	4%	12%	9%	3%
Dissatisfied	14%	15%	13%	17%	14%	20%	3%
Satisfied	30%	37%	23%	17%	31%	35%	31%
Very satisfied	48%	43%	53%	62%	43%	36%	62%
Satisfied	78%	80%	76%	79%	74%	71%	93%
	290	132	158	52	100	80	58

10

Improvement Areas

Roads, waste management and footpaths were identified as the top three areas that residents felt the Council needed to make improvements to. These were also the top three in 2016.

Roads were a significant issue for rural residents.

Figure 10.1 What, if any services or facilities does Council need to make improvements to?

	All respondents	Rural	Urban	Number of respondents
Roads	33%	51%	18%	69
Waste management	16%	15%	16%	33
Footpaths	15%	7%	21%	32
Maintenance/ presentation	13%	18%	9%	27
Swimming pools	9%	9%	10%	20
Parks and reserves	8%	6%	9%	17
Water quality	8%	6%	9%	17
Other	8%	11%	6%	17
Public toilets	7%	9%	5%	14
Rates / rates affordability	6%	3%	9%	13
Stormwater	5%	1%	9%	11
Financial management	4%	2%	5%	8
Halls and community centres	4%	3%	4%	8
Water supply - rural	3%	6%	1%	7
Main street	3%	4%	2%	6
Water management	3%	4%	2%	6
Everything	2%	0%	4%	5
Street lighting	2%	1%	3%	4
Water - general	2%	3%	1%	4
Sewage	1%	2%	1%	3
Policies/ processes	1%	0%	3%	3
Bridges	1%	1%	2%	3
Listening to/communicating with public	1%	0%	2%	2
Elected members and council	1%	0%	2%	2
Don't know/ no opinion	3%	3%	3%	6
Total respondents	211	94	117	211

Appendix One: Demographic Profile

Gender	%	Number of respondents
Male	51%	153
Female	49%	147
Total	100%	300

Ratepayer Status	%	Number of respondents
Ratepayer	80%	241
Renter	11%	33
Don't pay rent or rates	7%	21
Both	2%	5
Total	100%	300

Location	%	Number of respondents
Rural	45%	136
Urban	55%	164
Total	100%	300

Urban Locations	%	Number of respondents
Balclutha	40%	66
Milton	23%	38
Tapanui	13%	21
Kaitangata	9%	14
Kaka Point	5%	8
Owaka	2%	4
Stirling	2%	3
Lawrence	2%	3
Clutha	1%	2
Other urban (specify)	3%	5
Total	100%	164

Ethnicity	%	Number of respondents
European	91%	272
Maori	6%	18
Other Ethnicity	6%	19
Decline/Refuse	0%	1
Total	100%	300



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