



Clutha District Council

Resident Satisfaction Survey 2015





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Objectives and methodology

Objectives

- Measure resident's satisfaction with key activities for which Council has responsibility
- 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 of n=333 residents across the Clutha District Council area
- Telephone numbers were achieved by random selection from white pages listings
- Quota targets were applied to ensure a sufficient sample by key demographic features including age, location, gender and ethnicity
- Post survey the data has been weighted to the 2013 Census data to ensure that the sample is representative of known population distributions within the Clutha District
- Interviewing was undertaken between 10th November and 1st December 2015
- At an aggregate level the survey has an expected confidence interval at the 95% level (margin of error) of +/- 5.4%



Executive Summary



December 2015





Key Findings

1

The Clutha District Council is evaluated very well by residents with 45% providing a '*very satisfied*' overall assessment of its performance. Those in urban areas are more satisfied that they receive value relative to those those in rural areas and this is likely to be a reflection of the additional services that urban communities receive

2

Council is seen to have a positive and strong reputation with a third of all residents evaluating its overall reputation as '*excellent*'. For the evaluation, residents were asked to consider attributes such as leadership, financial management, trust and service delivery. Only 14% of residents rated Council's reputation poorly

3

The library service is particularly well evaluated, as are many of Council's core services. Of note, performance is high for parks and reserves, reliability of the water supply, the sewage system, waste management services, and community halls and community centres as examples. Residents are less satisfied with the clarity and taste of water supplied and there has been a decline in satisfaction with stormwater services among urban residents

4

Those who have lodged complaints or service requests with Council evaluate the handling of these poorly. Although they find that lodgement of their issue is easy, performance is poor in terms of achieving a satisfactory and timely resolution. The '*outcome*' has the most impact on the evaluation and is identified for improvement

5

Roading, particularly unsealed roads, footpaths and public toilets are area where residents are most dissatisfied with council's performance with measures on these attributes typically being lower than for other major core services. Footpaths are also the most frequently cited improvement that residents would value



Resident Satisfaction Survey

December 2015



Performance summary

Very satisfied (%4-6/6)

		2014	Change
Library services overall	100%	99%	1
Service or information centre	99%	98%	1
Library - availability of library books	97%	94%	3
Council maintained sportsgrounds	97%	89%	8
Sewerage service	95%	95%	0
Wheelie bin service	93%	87%	6
Playground facilities	93%	90%	3
Community centre or halls facilities	92%	93%	-1
Services at Mt Cooe Landfill	92%	81%	11
Cemetery facilities	92%	90%	2
Swimming pool facilities and service	91%	68%	23
Reliability of your water supply	90%	79%	11
Promoting growth, living and working	89%	New	89
Parks and reserves facilities	88%	93%	-5
Ease of lodging a service request or complaint	87%	New	87
Helpfulness and advice from Council staff	84%	85%	-1
Overall performance of the Clutha District Council	84%	80%	4
Decision making, planning and leadership	82%	80%	2
Maintenance of local sealed roads	81%	77%	5
Overall satisfaction with the Clutha District Council	78%	New	78
Taste and clarity of your water supply	75%	64%	11
Stormwater services	72%	84%	-12
Having a say in council decision-making	71%	70%	1
Local roads are appropriate	68%	66%	2
Staff understanding and communication	67%	New	67
Rates value for money	65%	58%	7
Footpaths in the district	63%	59%	4
Public toilet facilities	63%	69%	-6
Providing information relating to a service request	59%	New	58
How well a service request or issue handled	57%	New	57
Maintenance for local unsealed, gravel roads	56%	52%	4
How well a request or complaint was resolved	45%	New	45

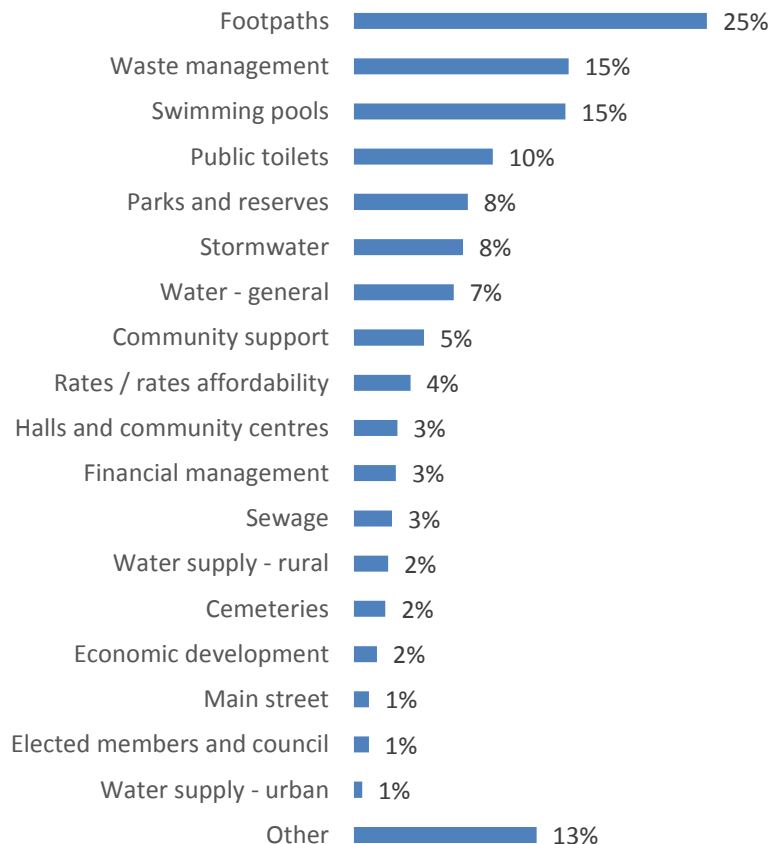
Summary

Results show improvements across many of Council's services and facilities with the exception that satisfaction with stormwater services is much lower than in 2014.



Improvements to footpaths are the most frequently cited areas that residents would like Council to improve, followed by improvements with waste management and swimming pools

Improvements sought⁽¹⁾⁽²⁾



"Footpaths are shocking. The one between Cambridge St and Boundary Rd is shocking and Bedford St there is a leak that makes the footpath slippery, especially in winter"

"Wheelie bin emptying needs to be looked at. There should be free disposal for green waste and council should empty the green waste bins more regularly than recycling bins as more green waste is produced than recycled items"

"The Milton swimming pool never opens on time because of repairs"

"Balclutha pool is completed but not working well. It's supposed to be a heated pool and it's cold"

"We need Public toilets in the main shopping centre in Balclutha. There's none in the central part of town"

NOTES:

1. Is there something specifically that you would like the council to follow-up with you or that council needs to fix?
2. 2015 n=322



Overall Performance Measures



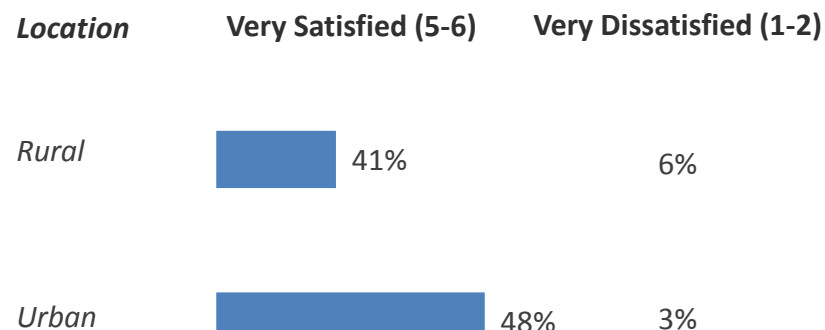
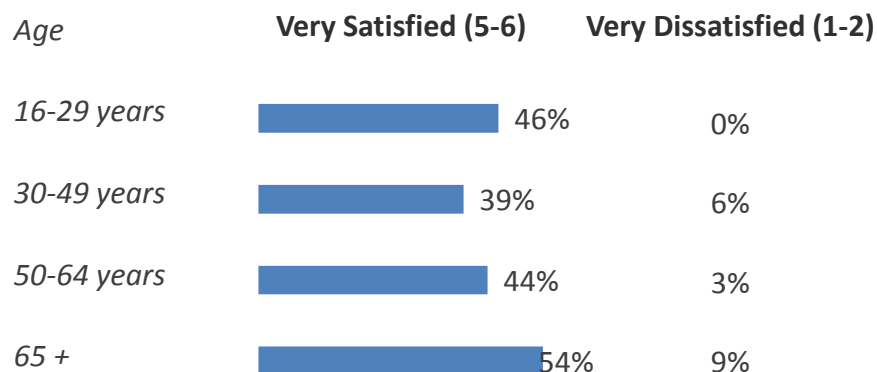
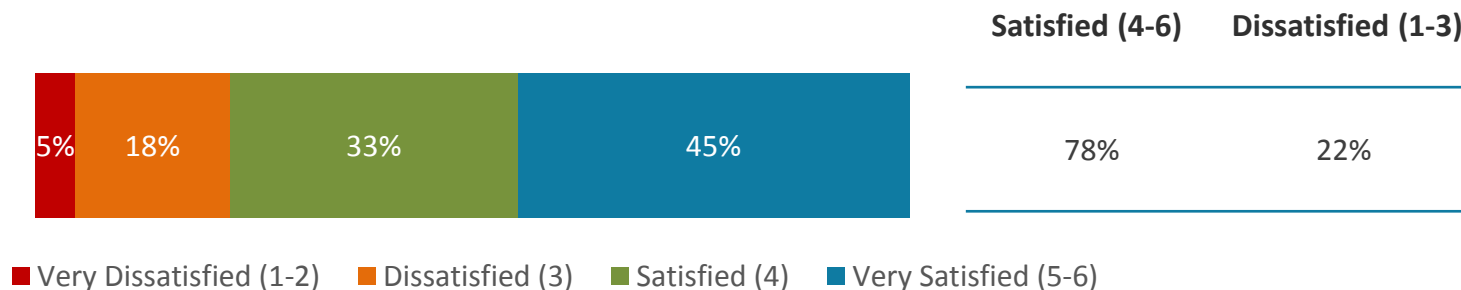
December 2015





Overall almost half (45%) of residents are ‘*very satisfied*’ with the Council although about a quarter (22%) are classified as dissatisfied

Overall satisfaction⁽¹⁾⁽²⁾⁽³⁾



The higher satisfaction for urban residents is not statistically significant at the 95% confidence level but is significant at the 80% level. The difference is therefore not considered to be conclusive.

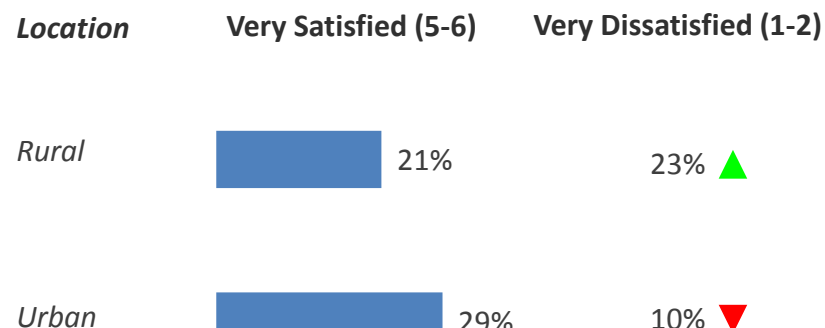
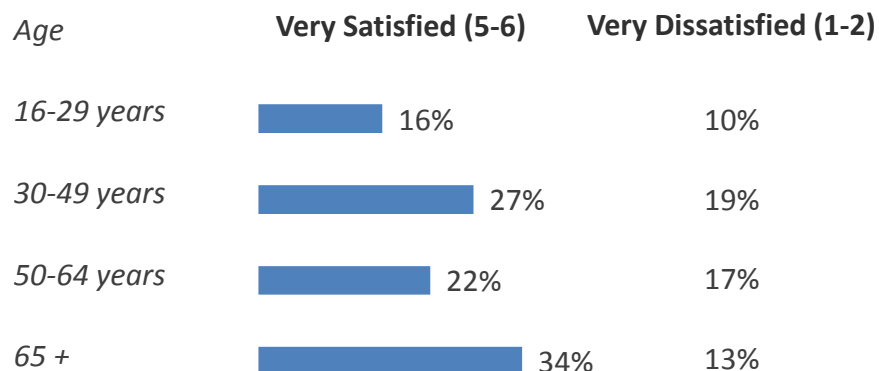
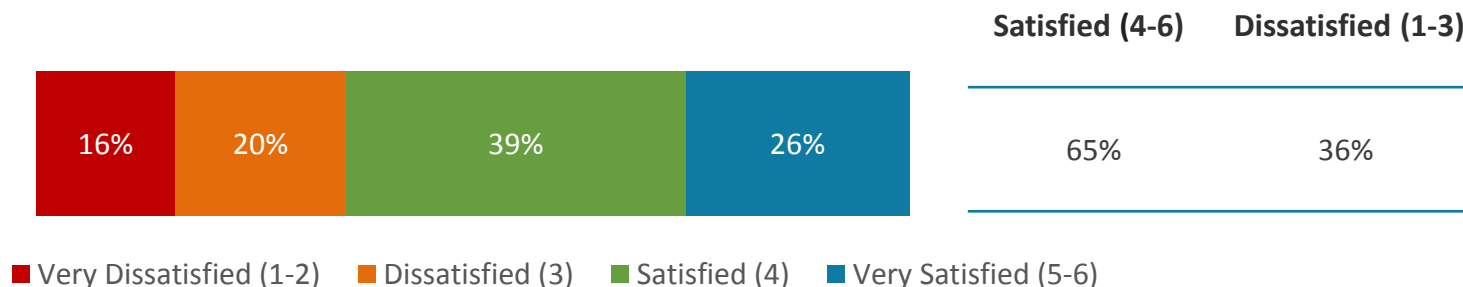
NOTES:

1. OVL1: When you think about the council, their image and reputation, the service and facilities and the rates and fees you pay. Overall, how satisfied are you with the Clutha District Council?
2. 2015 n=322
3. Excludes don't know n=11



Those in rural areas are less satisfied that Council provides good value for money relative to residents in urban areas

Overall value⁽¹⁾⁽²⁾⁽³⁾



▲ Significantly higher than rural areas
▼ Significantly lower than urban areas

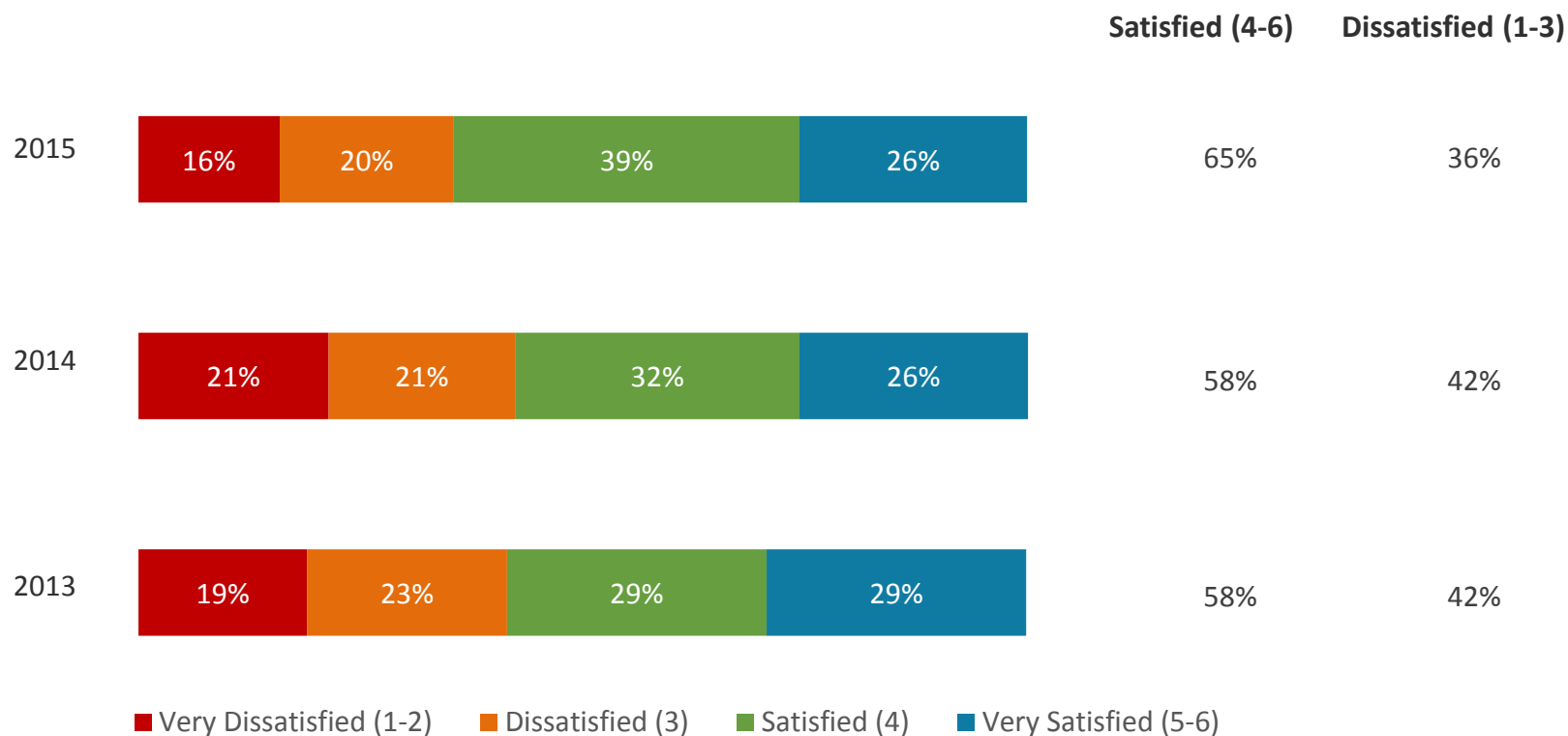
NOTES:

1. VL1: How satisfied are you with the value for money you get from your rates paid to Clutha District Council?
2. 2015 n=305
3. Excludes 'don't know' responses n=28



There has been an apparent increase in the proportion classified as '*satisfied*' with value from their rates, although this is within the confidence limits for the survey and therefore not conclusive; 58% in 2014 versus 65% in 2015

Overall value⁽¹⁾⁽²⁾⁽³⁾



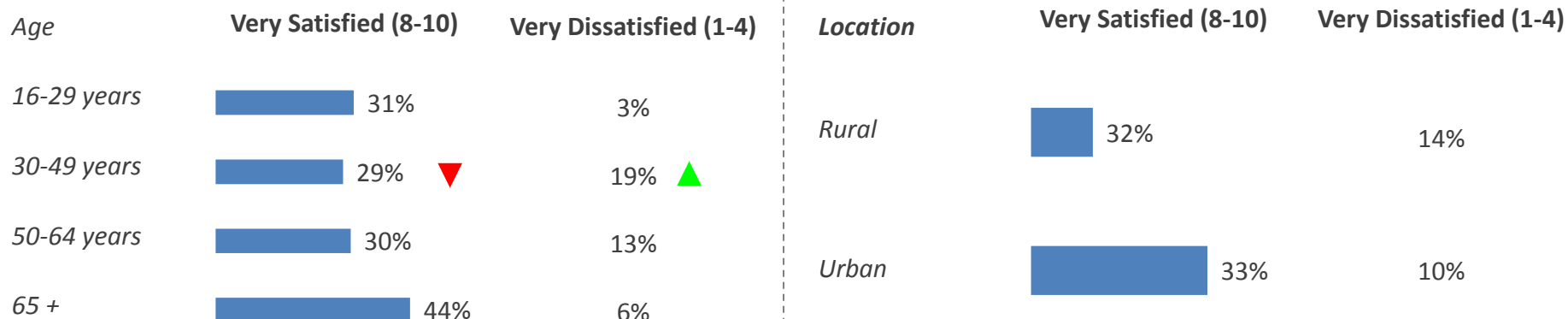
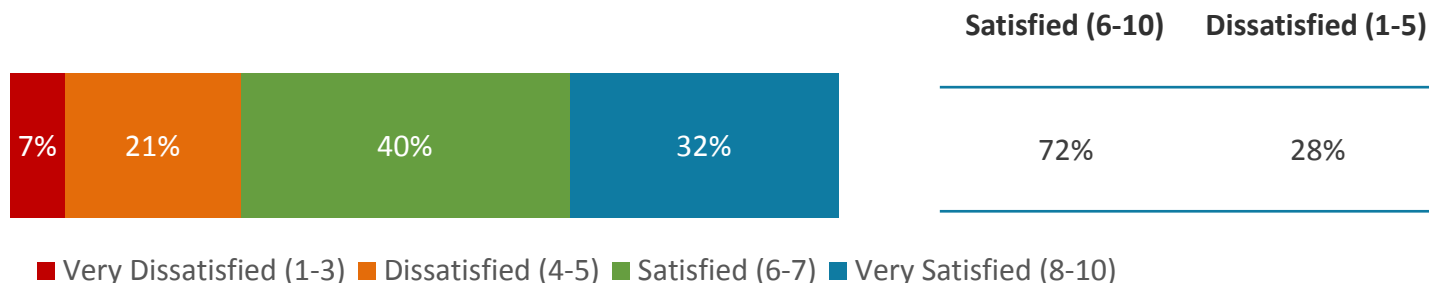
NOTES:

1. VL1: How satisfied are you with the value for money you get from your rates paid to Clutha District Council?
2. 2013 n= 284 2014 n=281 2015 n=305
3. Excludes 'don't know' responses 2013 n= 17 2014 n=19 2015 n=28



About a third of residents evaluate the Council's reputation very highly, however those in the 30-49 year age group are more likely to have concerns about Council's reputation

Overall reputation⁽¹⁾⁽²⁾⁽³⁾



NOTES:

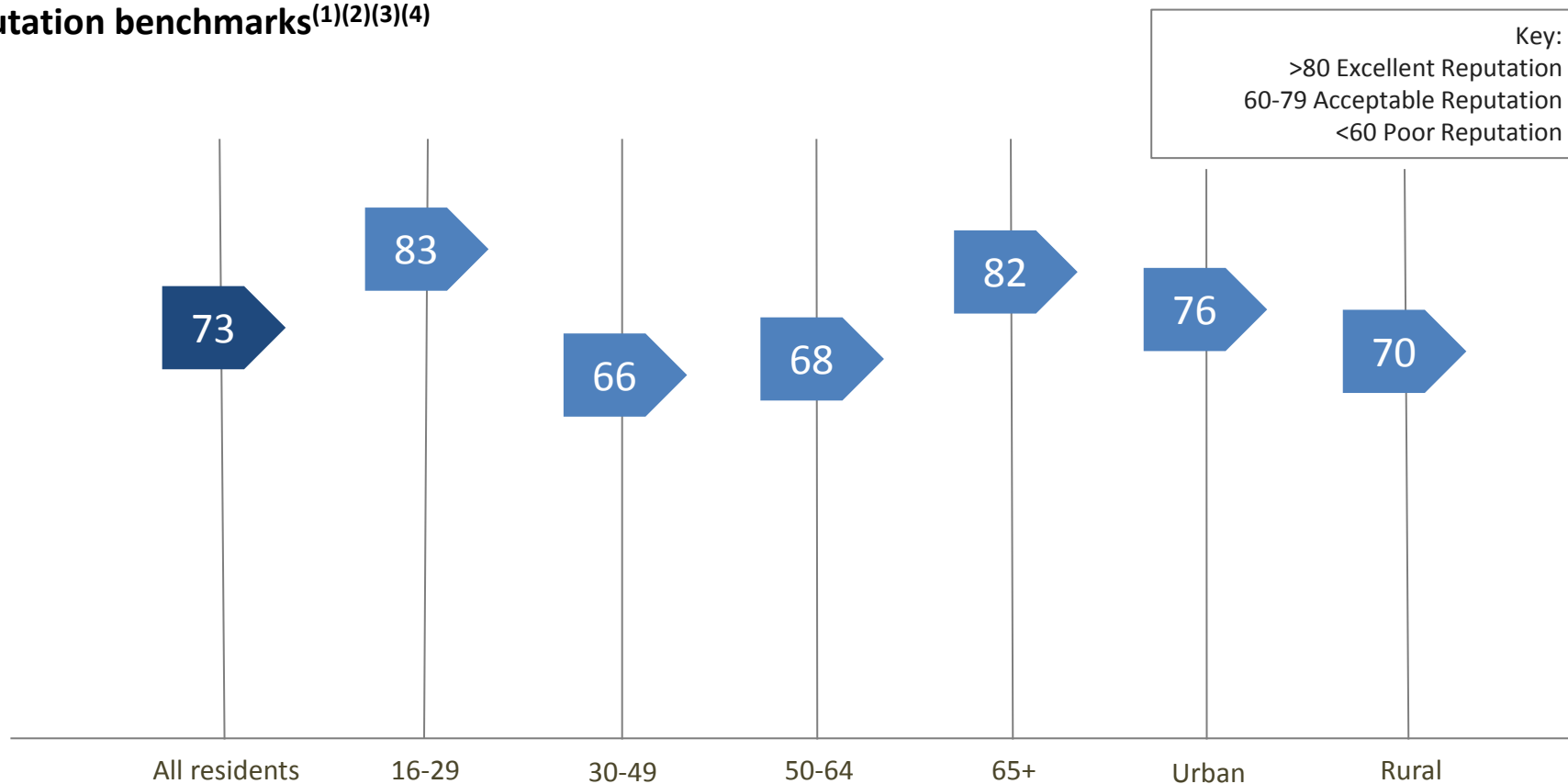
- OVREP: Thinking about the reputation of the Clutha District Council, so the leadership that they provide for the district, the faith and trust that you have in Council, their financial management and quality of services they provide. Overall, how would you rate the Clutha District Council for its reputation? Responses uses a 1-10 scale where 1 means 'very poor' and 10 means 'excellent'
- 2015 n=327
- Excludes 'don't know' responses n=6

▲ Significantly higher than 16-29 and 65+ yrs
▼ Significantly lower than 65+ yrs



Clutha District Council has a strong reputation with younger and older age groups and those in urban areas

Reputation benchmarks⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



NOTES:

1. OVREP: Thinking about the reputation of the Clutha District Council, so the leadership that they provide for the district, the faith and trust that you have in Council, their financial management and quality of services they provide. Overall, how would you rate the Clutha District Council for its reputation?
2. Results have been rescaled to provide maximum possible score of 150 on a scale of -50 to 150
3. 2015 n=327
4. Excludes 'don't know' responses n=6



Elected Members and Council



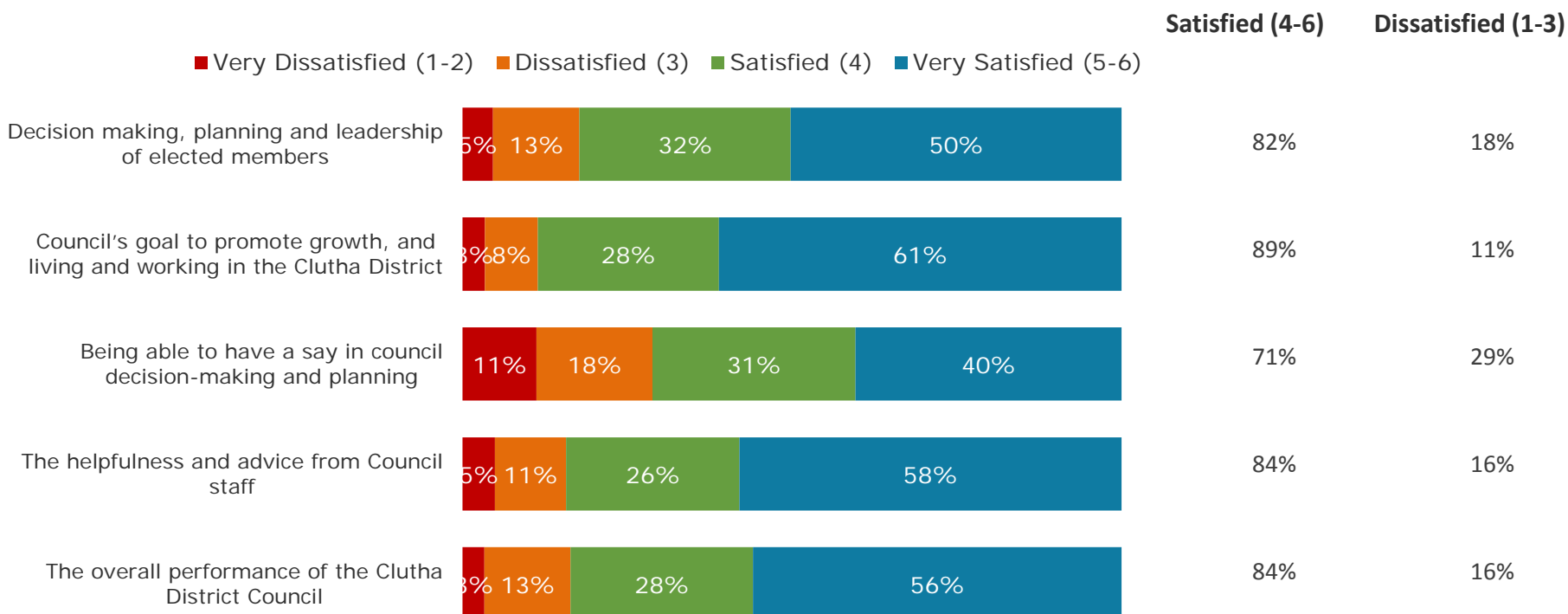
December 2015





Residents rate the performance of their elected members well with the majority being '*satisfied*' (82%) and 50% are '*very satisfied*'

Elected members⁽¹⁾⁽²⁾⁽³⁾



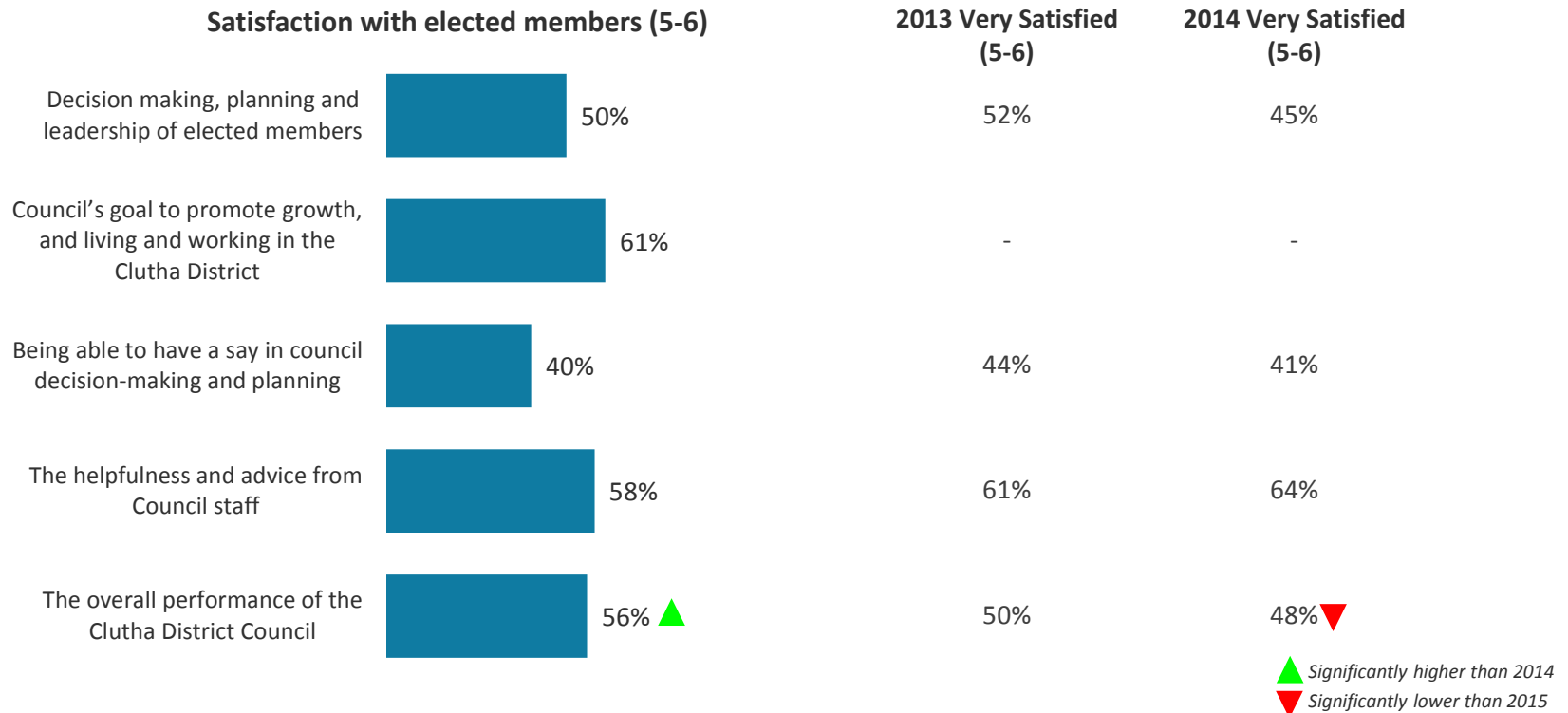
NOTES:

- These next questions are about Elected Members and the Council. On a scale of 1 to 6, where 6 is very satisfied and 1 is very dissatisfied, please rate the following...
- 2015 n= [Decision making n=279] , [Promoting growth n=299], [Having a say n=271], [Helpfulness of council staff n=283], [Overall performance n=321]
- Excludes 'don't know' responses n= [Decision making n=64] , [Promoting growth n=34], [Having a say n=62], [Helpfulness of council staff n=50], [Overall performance n=12]



Of note, satisfaction with the overall performance of the Clutha District Council has increased relative to 2014; increased from 48% being *'very satisfied'* to 56%

Elected members⁽¹⁾⁽²⁾⁽³⁾

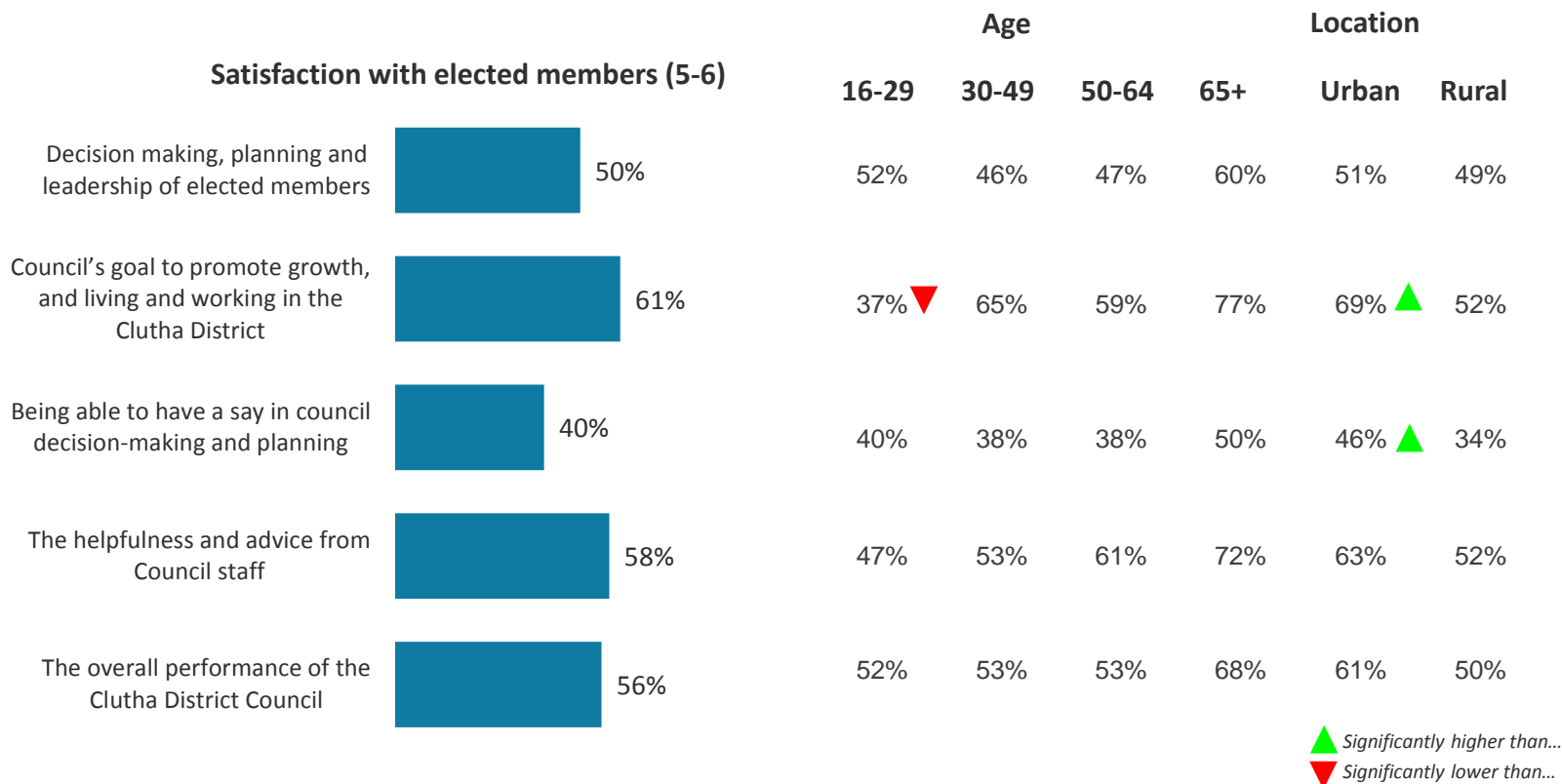


NOTES:

- These next questions are about Elected Members and the Council. On a scale of 1 to 6, where 6 is very satisfied and 1 is very dissatisfied, please rate the following...
- 2015 n= [Decision making n=279], [Promoting growth n=299], [Having a say n=271], [Helpfulness of council staff n=283], [Overall performance n=321]
- Excludes 'don't know' responses n= [Decision making n=64], [Promoting growth n=34], [Having a say n=62], [Helpfulness of council staff n=50], [Overall performance n=12]

Those in younger age groups are more concerned that Council is not doing enough to promote growth where older age groups and those in urban areas are more satisfied

Elected members⁽¹⁾⁽²⁾⁽³⁾



NOTES:

- These next questions are about Elected Members and the Council. On a scale of 1 to 6, where 6 is very satisfied and 1 is very dissatisfied, please rate the following...
- 2015 n= [Decision making n=279], [Promoting growth n=299], [Having a say n=271], [Helpfulness of council staff n=283], [Overall performance n=321]
- Excludes 'don't know' responses n= [Decision making n=64], [Promoting growth n=34], [Having a say n=62], [Helpfulness of council staff n=50], [Overall performance n=12]



Request for Services, Issues and Complaints



December 2015

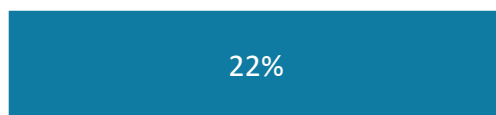




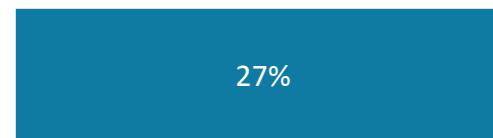
Approximately a quarter (27%) of residents have lodged a complaint or made a service request in the previous 12 months with those in rural areas having lodged more requests than urban

Lodged a complaint or service enquiry⁽¹⁾⁽²⁾⁽³⁾

Urban	18%	22%
Rural	26%	32% ▲
16-29 years	10%	5%
30-49 years	26%	33%
50-64 Years	22%	27%
65+ years	19%	37%



2014



2015

▲ Significantly higher than...
▼ Significantly lower than...

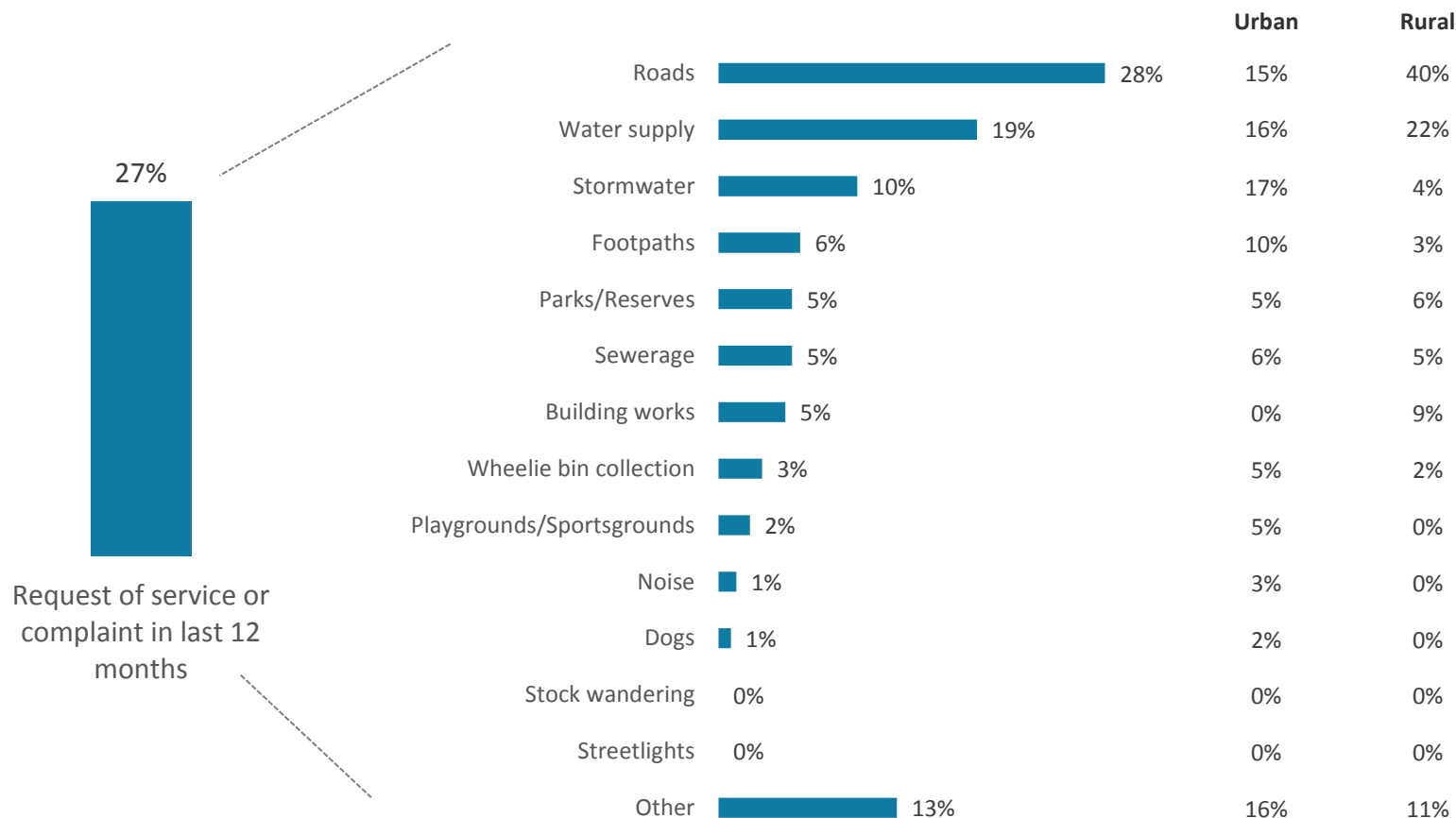
NOTES:

1. SC1: Have you made a request for service or complain about a Council service during the past 12 months?
2. SC2: Thinking about the last request or complaint, what service did it relate to?
3. 2015 n=333



Requests and issues lodged with Council most frequently relate to roads and water supply with rural residents being a lot more likely to lodge an issue about roading

Lodged a complaint or service enquiry⁽¹⁾⁽²⁾⁽³⁾



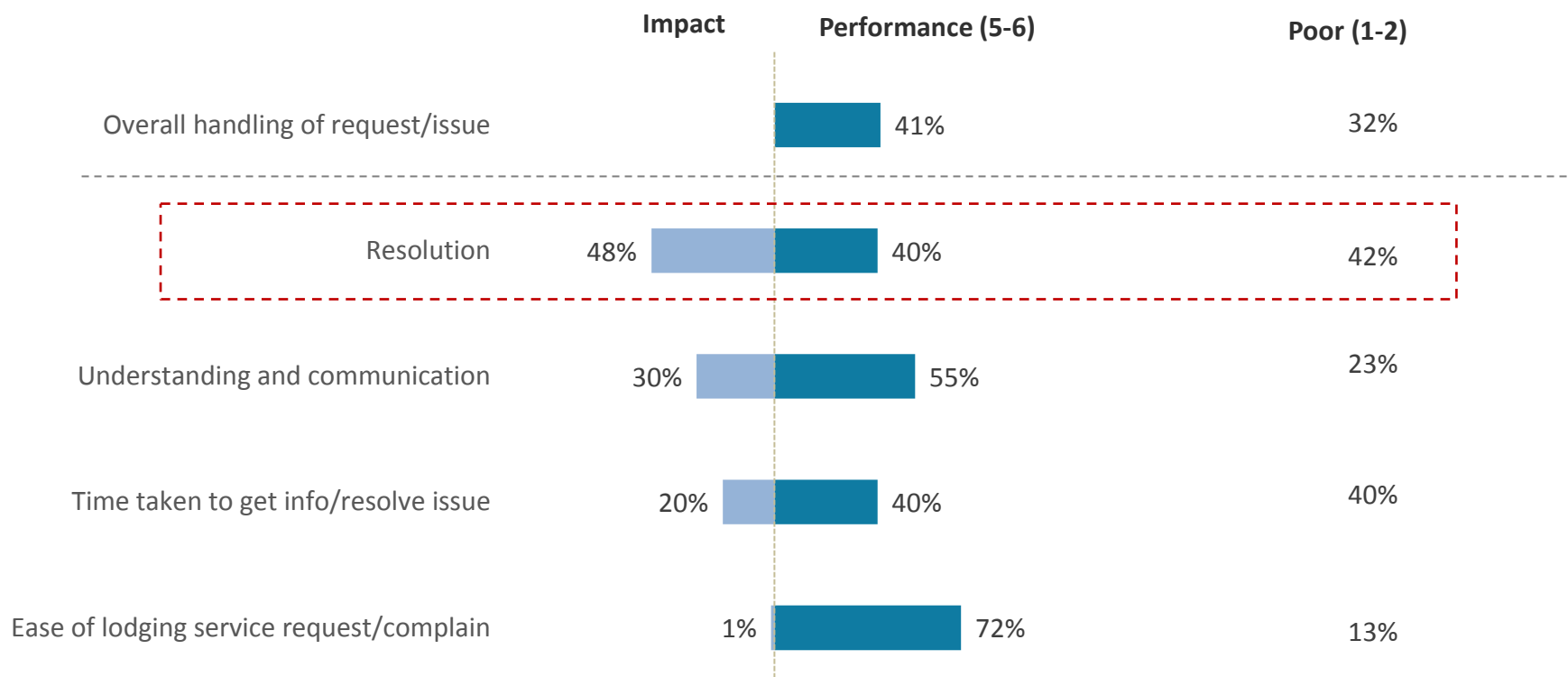
NOTES:

1. SC1: Have you made a request for service or complain about a Council service during the past 12 months?
2. SC2: Thinking about the last request or complaint, what service did it relate to?
3. 2015 n= 333



Complaints and service issues are not being well handled and the focus needs to be on better outcomes since '*resolution*' has a high impact (48%) and performance is low (42% dissatisfied)

Satisfaction with handling of service or complaint requests⁽¹⁾⁽²⁾⁽³⁾

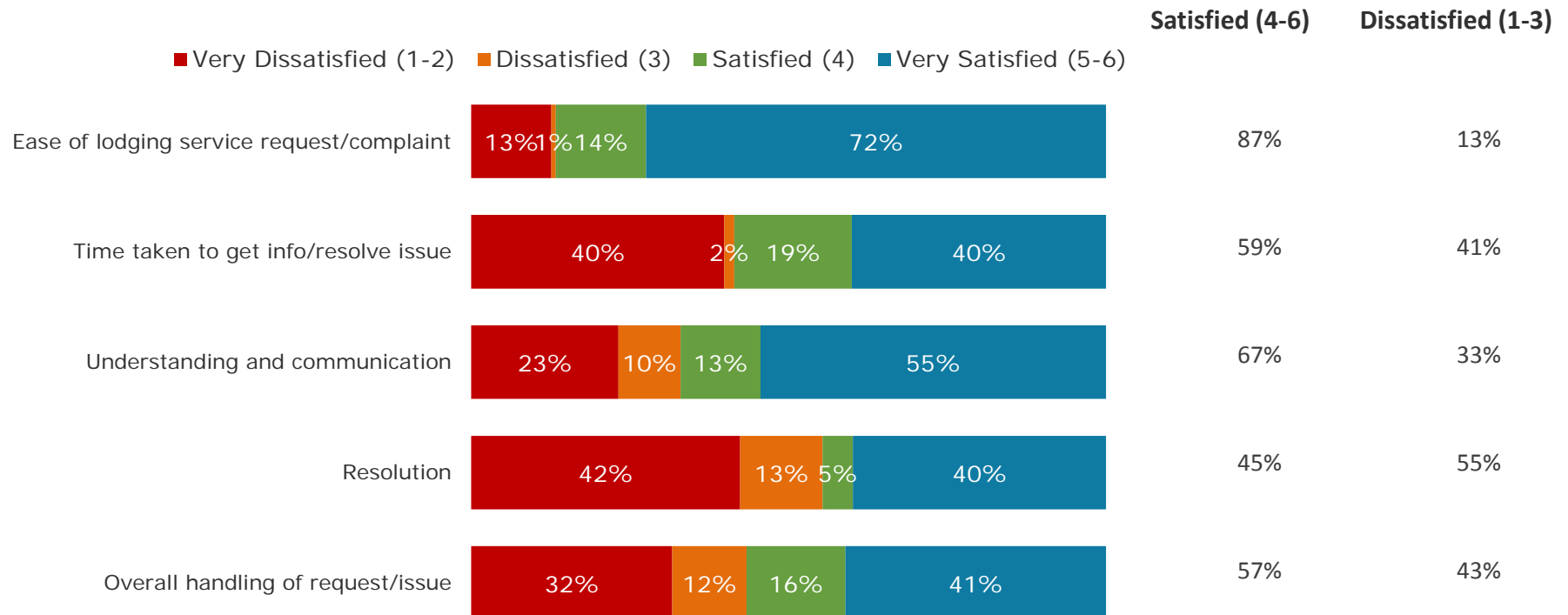


NOTES:
1. SC1: Have you made a request for service or complaint about a Council service during the past 12 months?
2. 2015 n= 333
3. Those who have lodged an issue n= 98. Excludes 'don't know' responses



Additionally, over half (55%) of those who lodged an issue indicate that they are either *'dissatisfied'* or *'very dissatisfied'* with the outcome

Satisfaction with service or complaint⁽¹⁾⁽²⁾⁽³⁾



NOTES:
 1. SC1: Have you made a request for service or complaint about a Council service during the past 12 months?
 2. 2015 n= 333
 3. Those who have lodged an issue n= 98. Excludes 'don't know' responses



Waste Management Services



December 2015





Wheelie bin use is high with most people who have access to the service making use of it

Waste services: Wheelie bin use⁽¹⁾⁽²⁾

	2013	2014	2015
Non user	13%	6%	10%
Service not available	6%	15%	12%

%
Answering
Yes

81%

79%

78%

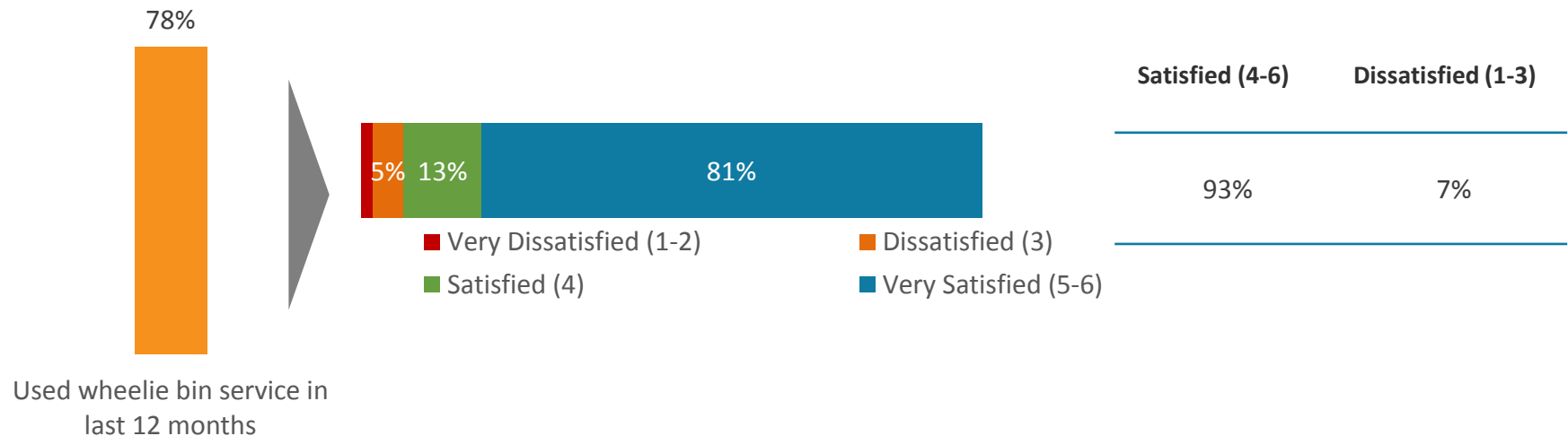
NOTES:

1. WT1: Have you used the wheelie bin service in the district during the last 12 months?
2. 2013 n=301, 2014 n=300, 2015 n=333



Satisfaction with the service is high with 81% of users providing a *'very satisfied'* rating

Waste service: Wheelie bin service⁽¹⁾⁽²⁾⁽³⁾



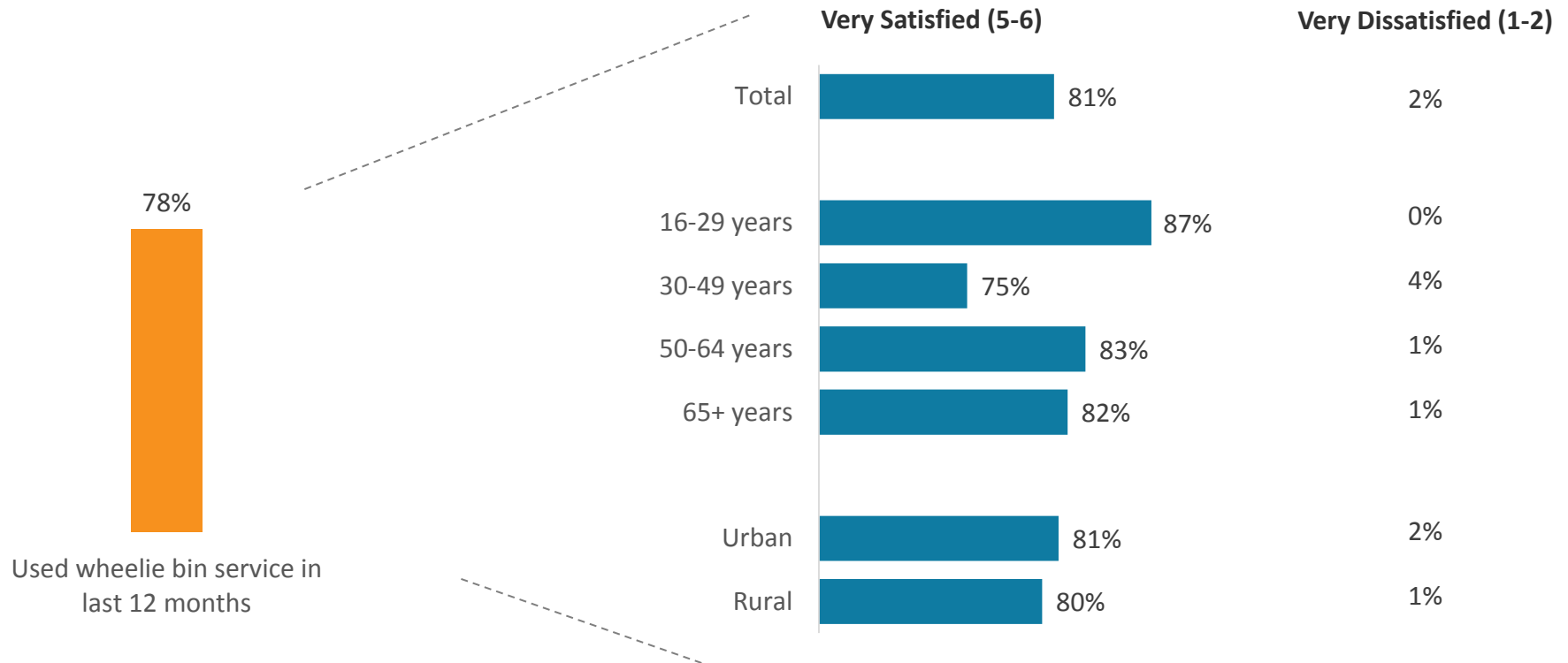
NOTES:

1. WT1: Have you used the wheelie bin service in the district during the last 12 months?
2. WT2: How would you rate the wheelie bin service?
3. 2015 n=333. Excludes 'don't know' responses



Among those receiving the wheelie bin service the performance evaluation is high across the different age groups and with both urban and rural residents

Waste service: Wheelie bin service⁽¹⁾⁽²⁾⁽³⁾



NOTES:

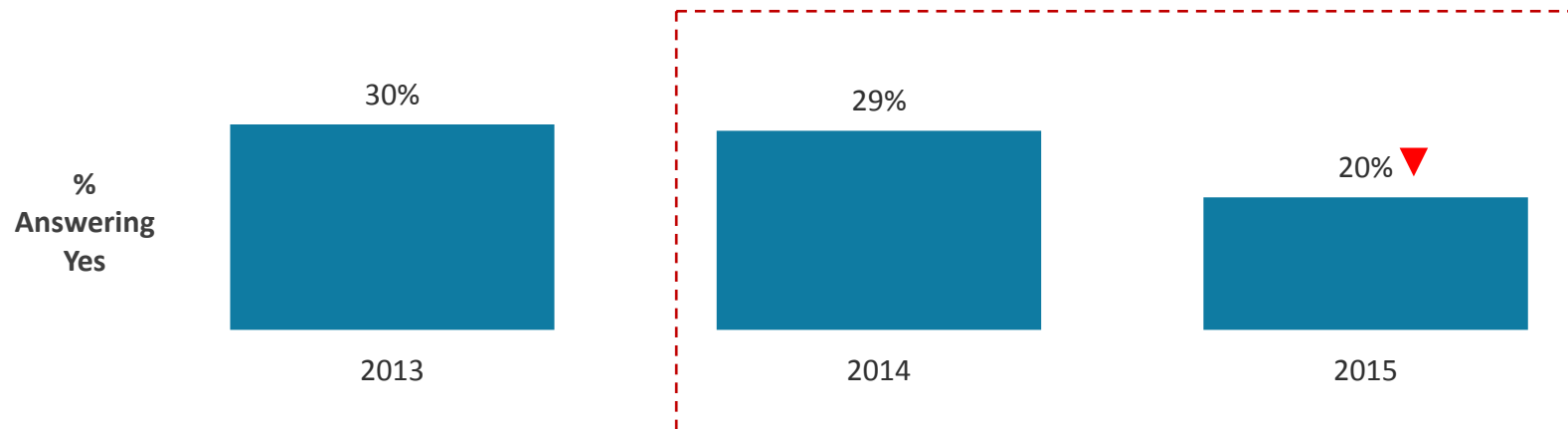
1. WT1: Have you used the wheelie bin service in the district during the last 12 months?
2. WT2: How would you rate the wheelie bin service?
3. 2015 n=333. Excludes 'don't know' responses



There has been a significant decline in the use of the Mount Cooee landfill between 2014 and 2015 with the decline evident across both urban and rural residents

Waste services: Mount Cooee⁽¹⁾⁽²⁾

	2013	2014	2015
Urban	35%	35%	24%
Rural	26%	22%	14%



▲ Significantly higher than...
▼ Significantly lower than...

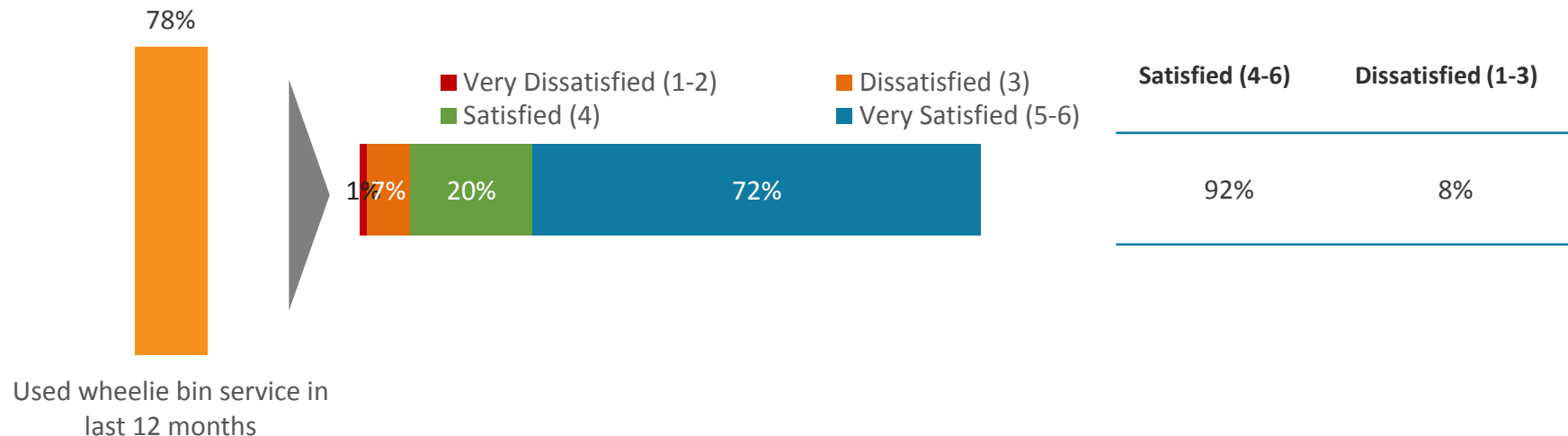
NOTES:

1. WT3: Have you used Mount Cooee Landfill during the last 12 months?
2. 2013 n=301, 2014 n=300, 2015 n=333



While use of Mount Cooee is declining, residents evaluate the service at the landfill highly with 72% of users providing a *'very satisfied'* evaluation

Waste service: Mount Cooee⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



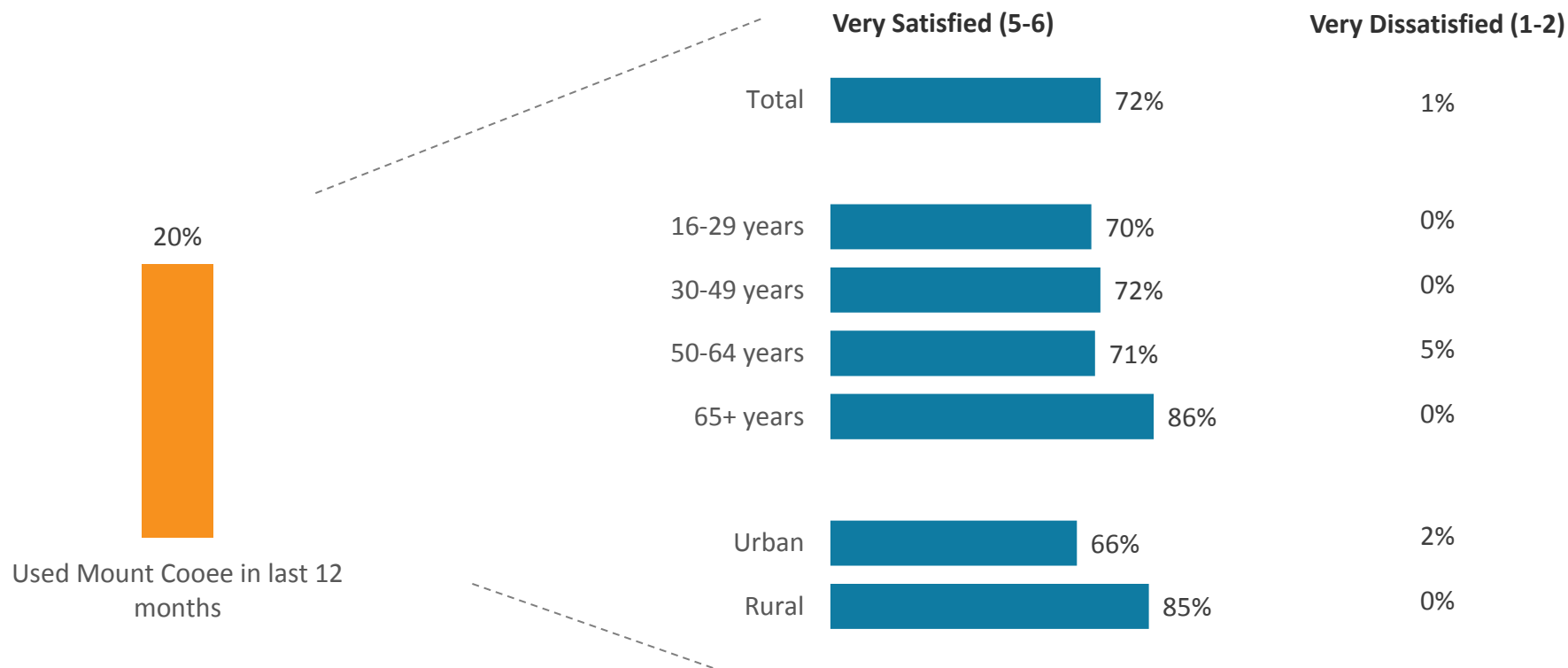
NOTES:

1. WT1: Have you used the wheelie bin service in the district during the last 12 months?
2. WT2: How would you rate the wheelie bin service?
3. 2015 n=333. Excludes 'don't know' responses



Urban residents who are using the Mount Cooee landfill appear to be less satisfied than rural residents although the sample is too small to be conclusive

Waste service: Mount Cooee⁽¹⁾⁽²⁾⁽³⁾



NOTES:

1. WT3: Have you used Mount Coo Landfill during the last 12 months?
2. WT4: How would you rate the Mt Cooee service?
3. 2015 n=333. Excludes 'don't know' responses



Parks, Reserves and Open Spaces



December 2015



Use of the district's parks, reserves and open spaces remains high (62%) and in line with prior years

Visitation to parks and reserves⁽¹⁾⁽²⁾

	2013	2014	2015
Urban	67%	70%	66%
Rural	69%	62%	57%
16-29 years	65%	90%	66%
30-49 years	78%	76%	66%
50-64 Years	67%	66%	63%
65+ years	57%	55%	49%

%
Answering
Yes

67%

66%

62%

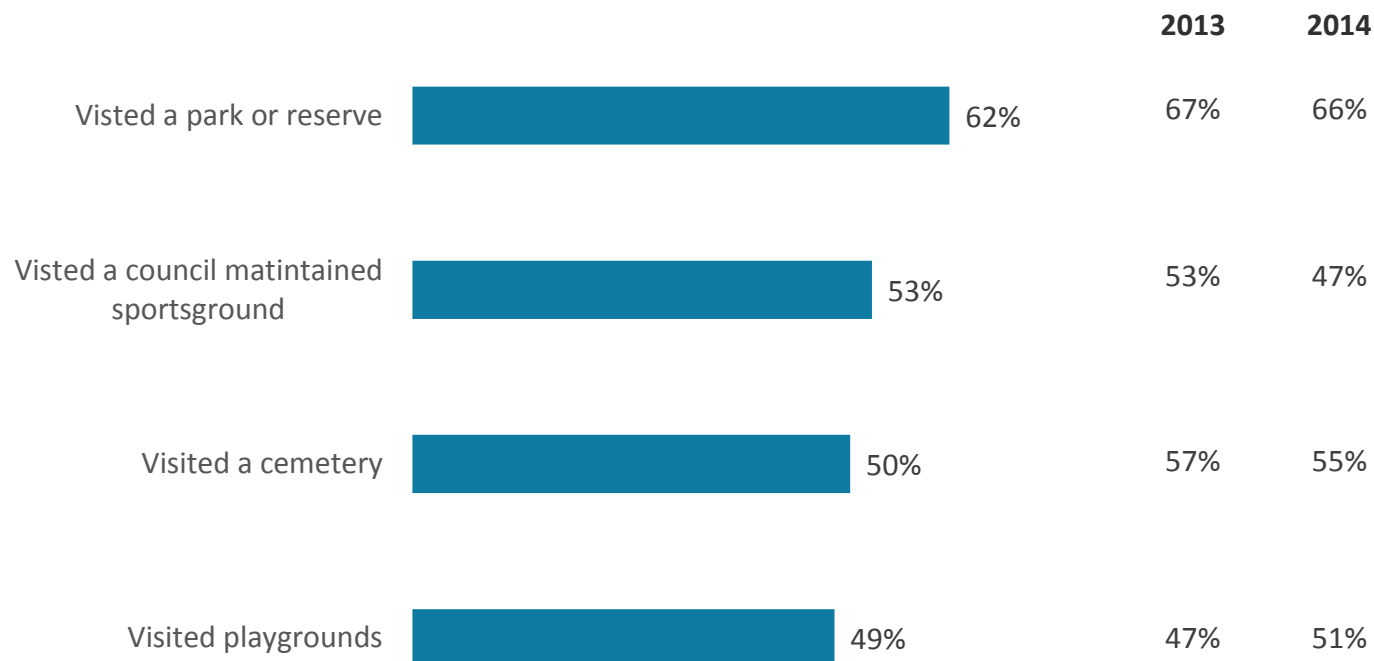
NOTES:

1. PR1: Have you visited a park or reserve in the district in the last 12 months?
2. 2013 n=301, 2014 n=300 2015 n=333.



The level of visitation to parks, reserves and outdoor spaces is about the same as in the prior two years

Parks, reserves and open spaces: Visitation in last 12 months⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾



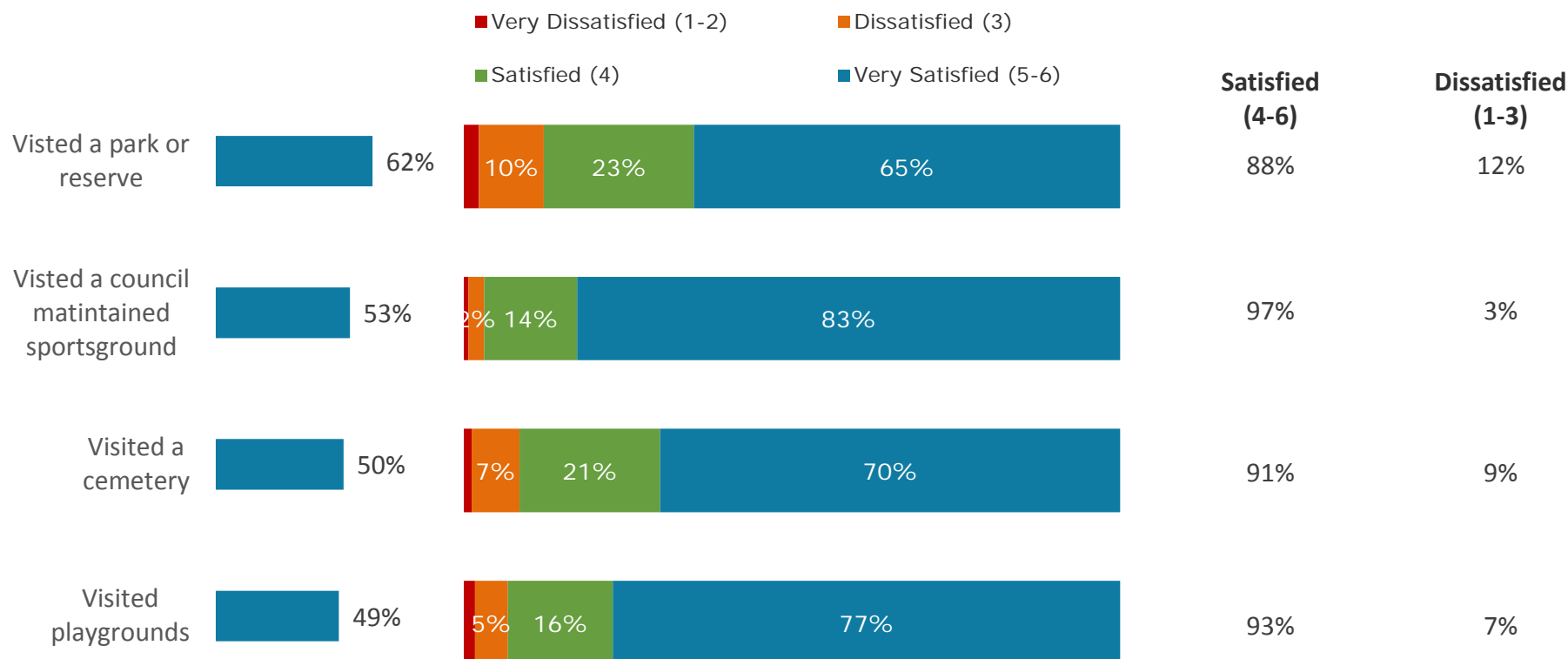
NOTES:

1. PR1: Have you visited a park or reserve in the district in the last 12 months?
2. PR3: Have you visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months?
3. PR6: Have you visited any playgrounds in the district in the last 12 months?
4. PR8: Have you visited any cemeteries in the district in the last 12 months?
5. 2013 n=301 2014 n= 300, 2015 n=333.



Those using the Council's parks, reserves and open spaces evaluate them highly with very few people indicating that they are dissatisfied

Parks, reserves and open spaces: Visitation in last 12 months⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾

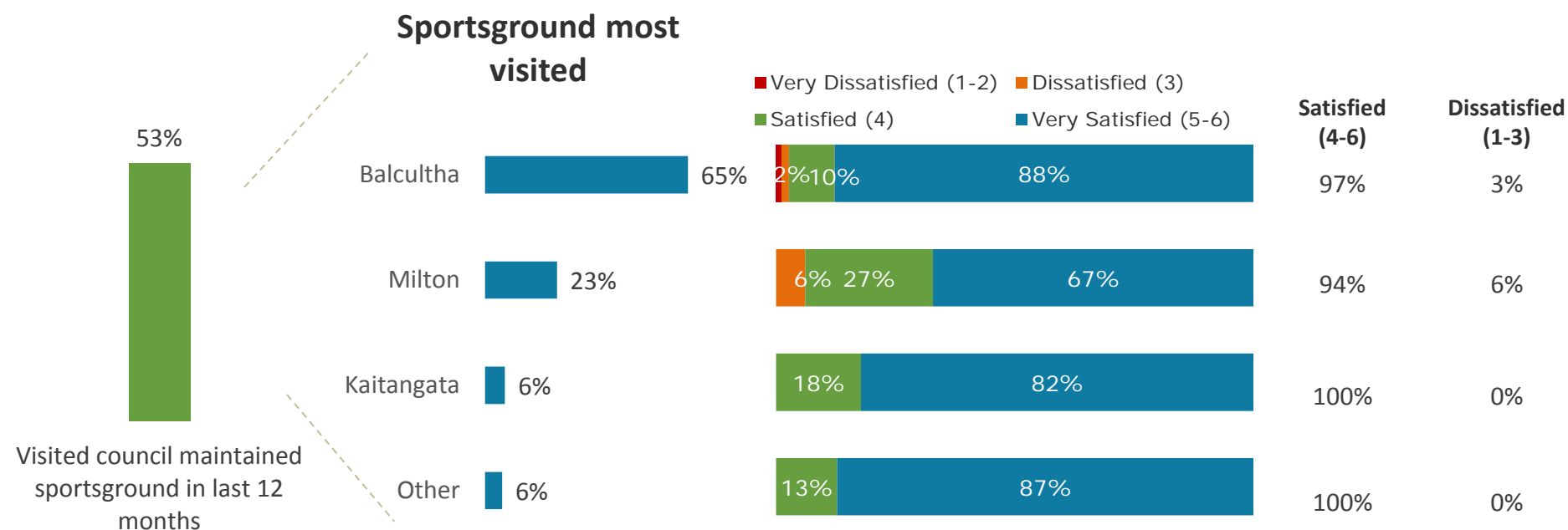


NOTES:

1. PR1: Have you visited a park or reserve in the district in the last 12 months?
2. PR3: Have you visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months?
3. PR6: Have you visited any playgrounds in the district in the last 12 months?
4. PR8: Have you visited any cemeteries in the district in the last 12 months?
5. 2015 n= [Parks and reserves n=200], [Council sportsground n=162], [Playground n=161], [Cemetery n=171]. Excludes 'don't know' responses

Balclutha is the most visited sportsground (65%) followed by Milton, however satisfaction with Milton appears lower than for other sports grounds although the sample at this level is small

Parks, reserves and open spaces: Satisfaction with council maintained sportsground⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



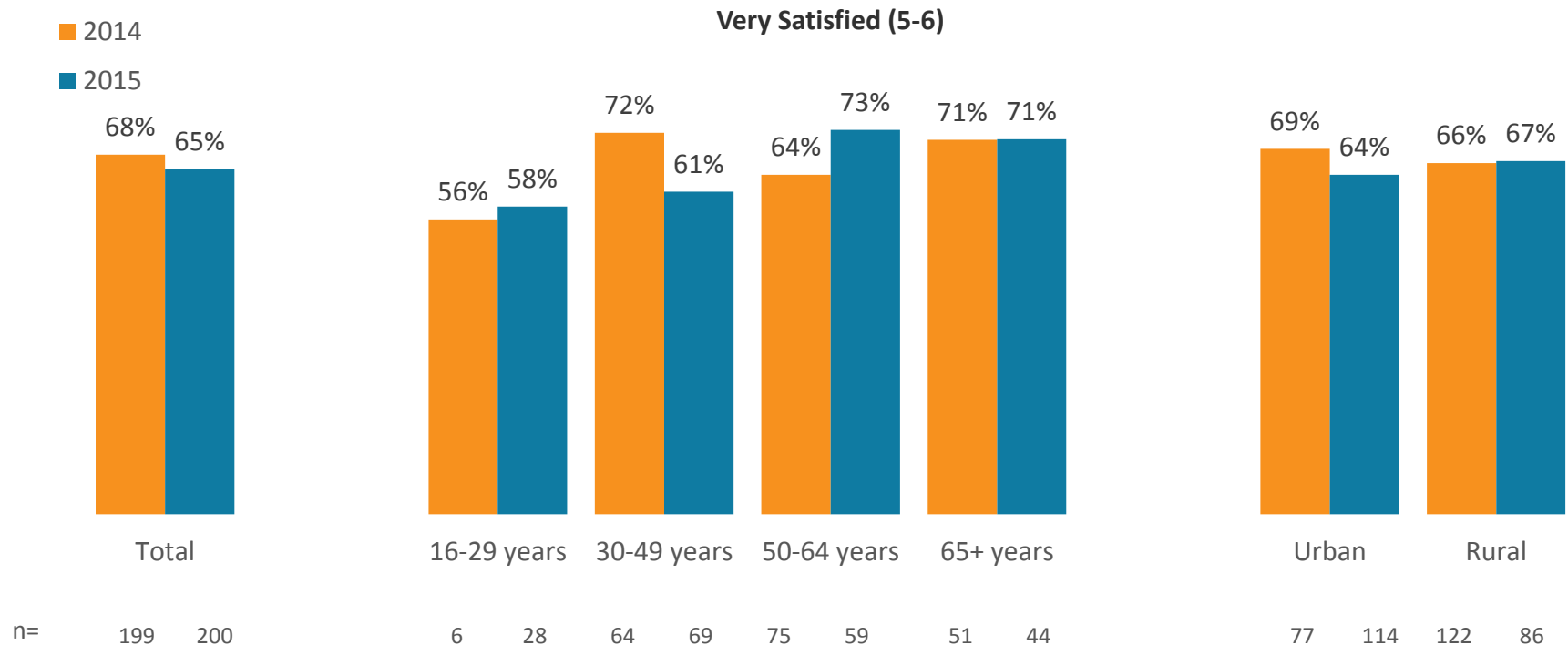
NOTES:

1. PR3: Have you visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months?
2. PR4: Which council maintained sportsground did you mainly visit during the last 12 months?
3. PR5: How would you rate council maintained sportsgrounds?
4. Visiting sportsgrounds 2015 n=162. Excludes 'don't know' responses



Satisfaction with parks and reserves is similar to last year across age group and for urban and rural residents

Parks, reserves and open spaces: Parks and reserves⁽¹⁾⁽²⁾⁽³⁾



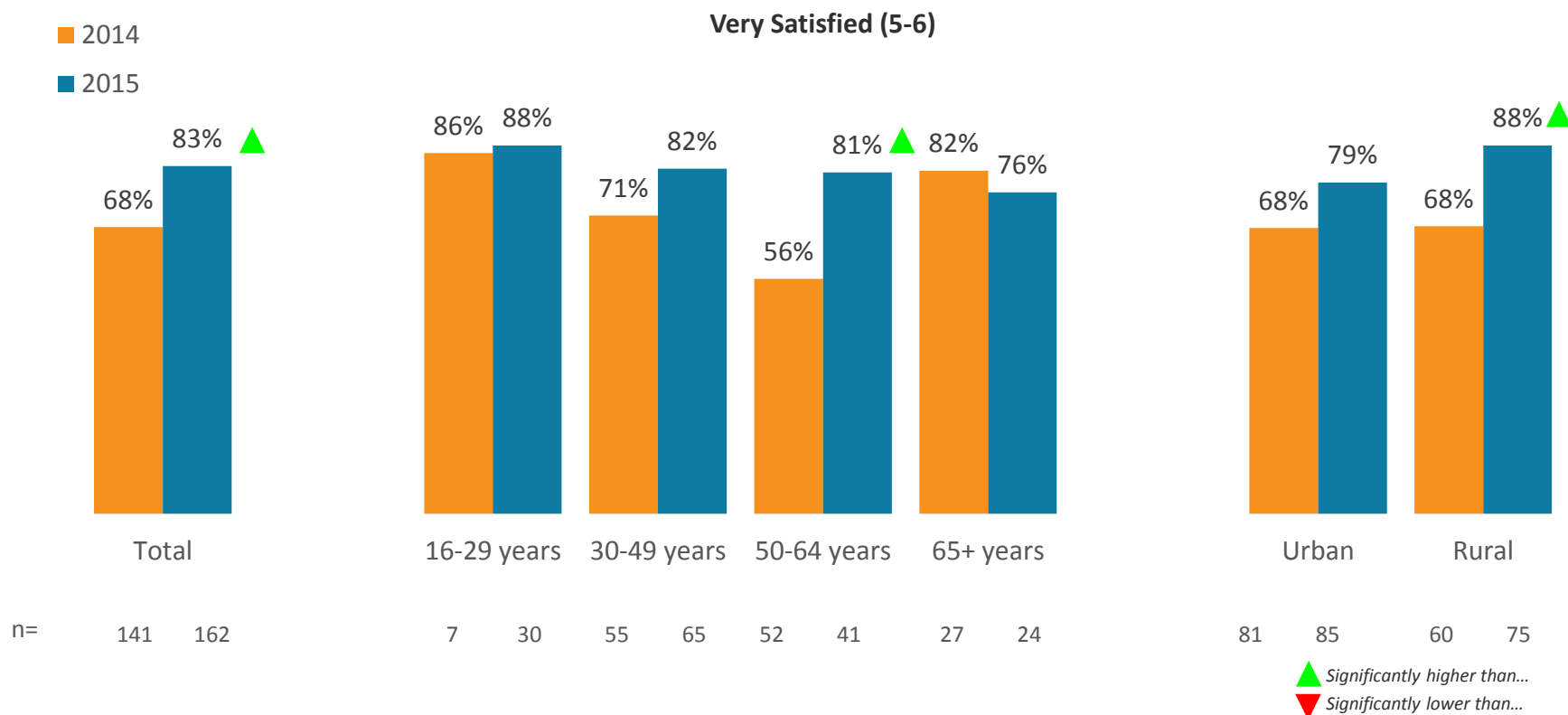
NOTES:

1. PR1: Have you visited a park or reserve in the district in the last 12 months?
2. PR2: How would you rate the parks and reserves facilities?
3. Excludes 'don't know' responses



Satisfaction with Council's maintained sports grounds has increased significantly relative to last year with residents in the 50-64 group and in rural areas showing a much higher evaluation

Parks, reserves and open spaces: Council maintained sportsgrounds⁽¹⁾⁽²⁾⁽³⁾

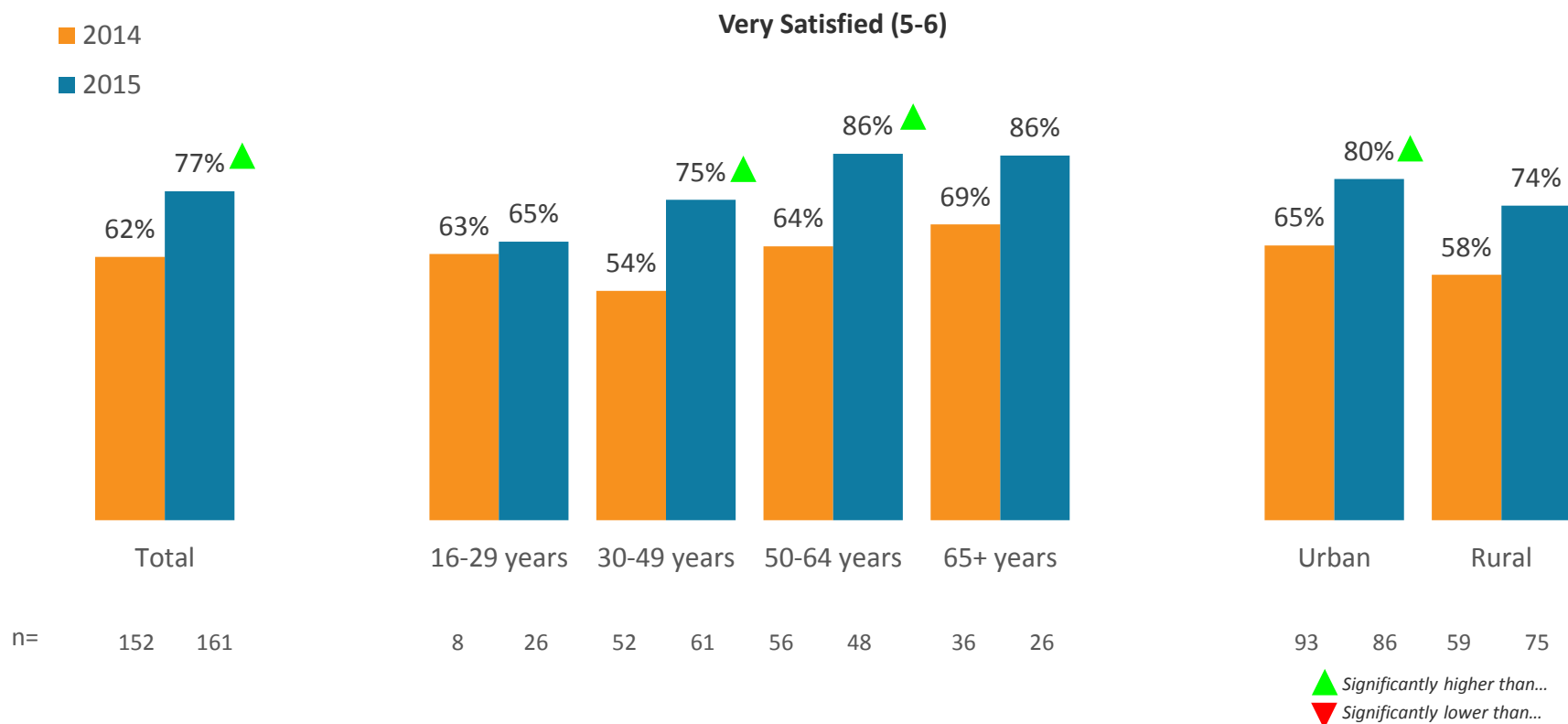


- NOTES:
1. PR3: Have you visited a council maintained sportsground in Balclutha, Kaitangata or Milton during the last 12 months?
 2. PR4: Which council maintained sportsground did you mainly visit during the last 12 months?
 3. Excludes 'don't know' responses



Playground visitors are more satisfied with the district's playgrounds relative to last year with satisfaction being higher among those aged 30-64 years and among urban residents

Parks, reserves and open spaces: Playgrounds⁽¹⁾⁽²⁾⁽³⁾



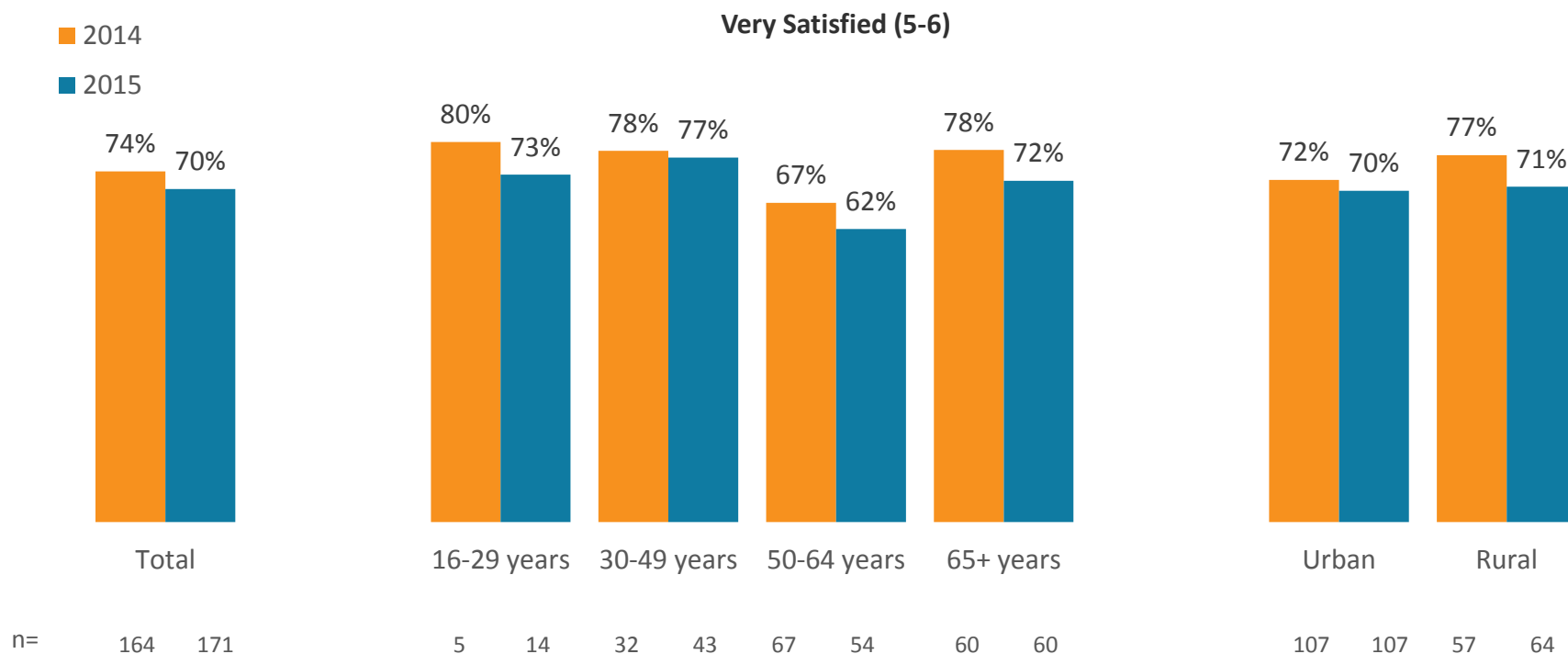
NOTES:

1. PR6: Have you visited any playgrounds in the district in the last 12 months?
2. PR7: How would you rate the playground facilities?
3. Excludes 'Don't know' responses



Those visiting the district's cemeteries show they are satisfied with the facilities and results are in line with 2014

Parks, reserves and open spaces: Cemeteries⁽¹⁾⁽²⁾⁽³⁾



NOTES:

1. PR8: Have you visited any cemeteries in the district in the last 12 months?
2. PR9: How would you rate the cemetery facilities?
3. Excludes 'Don't know' responses



Council Facilities and Services








December 2015





Community centres and halls are the most frequently used public facilities, followed by public toilets

Council services and facilities: Visitation and use, last 12 months⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾

	Visitation: last 12 months	16-49	50-64	65+	Urban	Rural
Community centres and halls	 66%	56%	69%	68%	68%	70%
Public toilets	 51%	67%	56%	56%	23%	46%
Library	 43%	32%	37%	50%	53%	47%
Service or information centre	 43%	25%	34%	53%	65%	44%
Swimming pools	 26%	44%	35%	17%	8%	28%

NOTES:

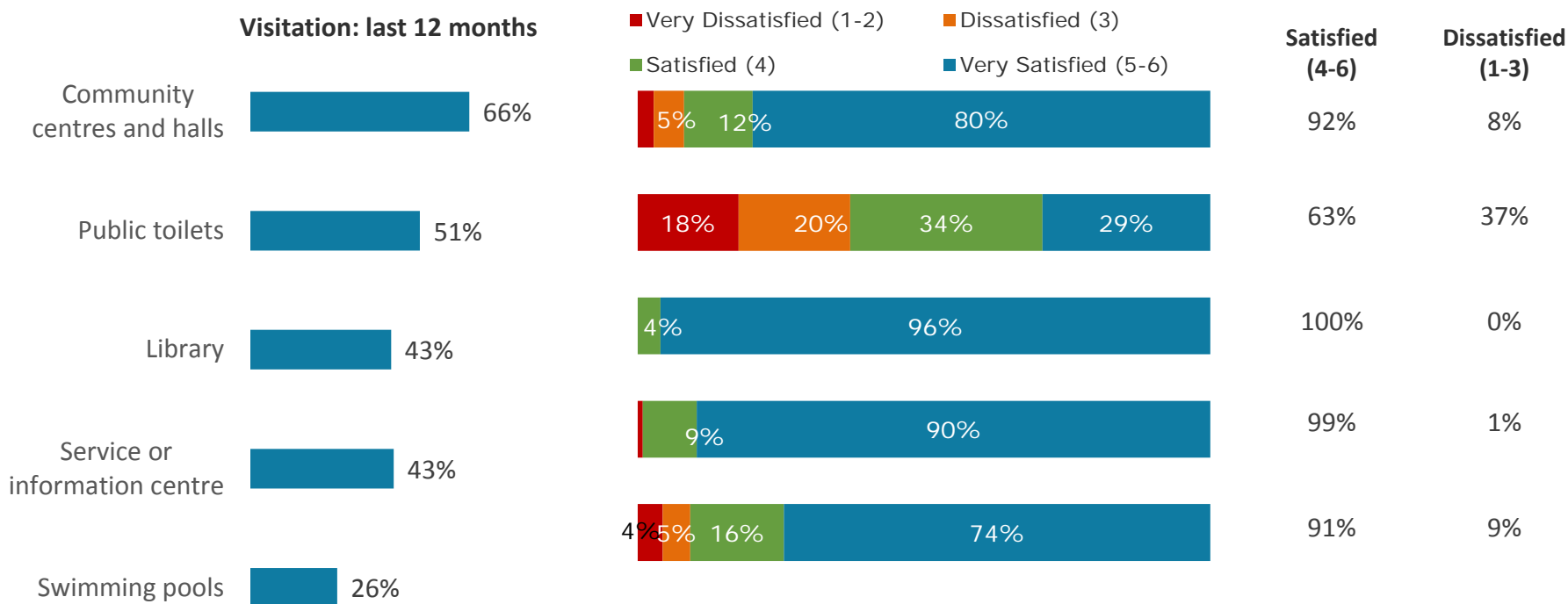
1. SF1: Have you visited or used a service or information centre in the district in the last 12 months?
2. SF3: Have you used public toilets in the district in the last 12 months?
3. SF5: Have you used the Balcultha, Kaitangata or Milton swimming pools in the last 12 months?
4. SF8: Have you visited a community centre or hall in the district in the last 12 months?
5. SF10: Have you visited a library in the district in the last 12 months?
6. 2015 n=333



Satisfaction is lowest for public toilets with only 29% being *'very satisfied'* and 18% classified as *'very dissatisfied'*

Council services and facilities: Visitation and use, last 12 months⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾⁽⁶⁾

Visitation: last 12 months



NOTES:

- SF1: Have you visited or used a service or information centre in the district in the last 12 months?
- SF3: Have you used public toilets in the district in the last 12 months?
- SF5: Have you used the Balcultha, Kaitangata or Milton swimming pools in the last 12 months?
- SF8: Have you visited a community centre or hall in the district in the last 12 months?
- SF10: Have you visited a library in the district in the last 12 months?
- 2015 n=333. Excludes 'don't know' responses

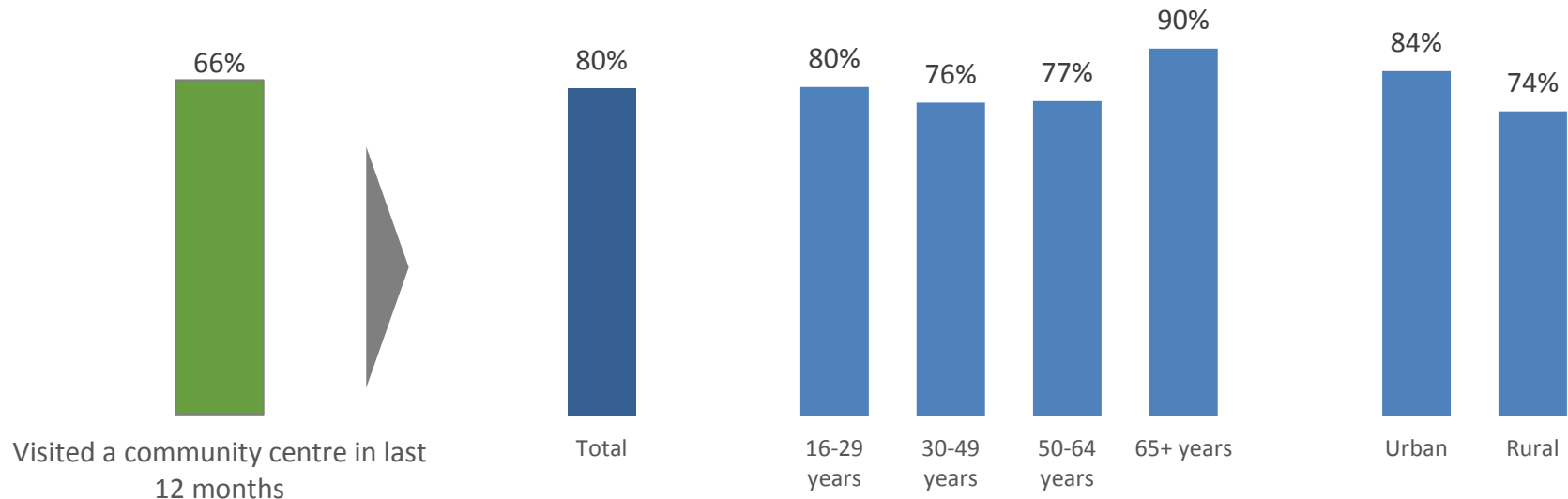


Halls and community centres are the most well used council owned facilities and are evaluated well by users; 80% provide a '*very satisfied*' evaluation

Council services and facilities: Halls and community centres⁽¹⁾⁽²⁾⁽³⁾

	Total	16-29 years	30-34 years	50-54 years	65+ years	Urban	Rural
% Satisfied (4-6)	92%	100%	90%	88%	96%	96%	92%
% Dissatisfied (1-3)	8%	0%	10%	12%	4%	4%	8%

Very Satisfied (5-6) Among users last 12 months



NOTES:

1. SF8. Have you visited a community centre or hall in the district in the last 12 months?
2. SF9. How would you rate the community centre or halls facilities?
3. Sample n=333; Community centre users n=223. Excludes 'Don't know' responses

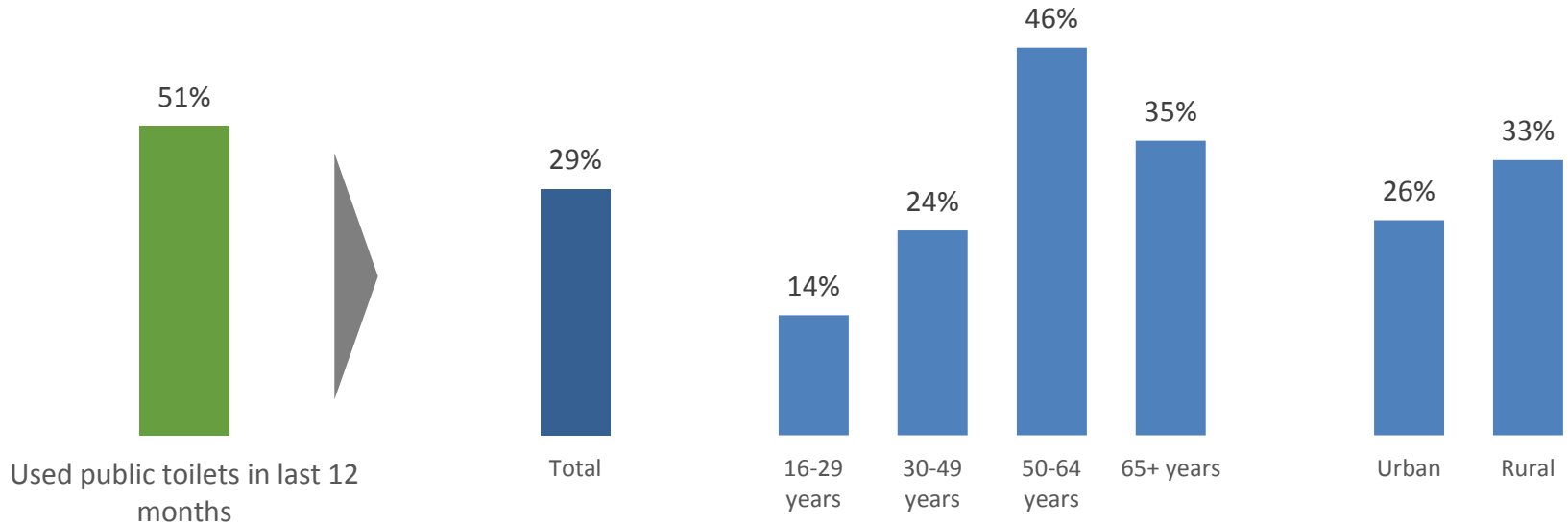


Those who have used a public toilet in the last year are not particularly satisfied with only 29% providing an '*very satisfied*' evaluation

Council services and facilities: Public toilets⁽¹⁾⁽²⁾⁽³⁾

	Total	16-29 years	30-34 years	50-54 years	65+ years	Urban	Rural
% Satisfied (4-6)	63%	36%	67%	73%	88%	65%	61%
% Dissatisfied (1-3)	37%	64%	33%	27%	12%	35%	39%

Very Satisfied (5-6) Among users last 12 months



NOTES:

1. SF3: Have you used public toilets in the district in the last 12 months?
2. SF2: How would you rate the public toilet facilities?
3. Sample n=333; Public toilet users n=160. Excludes 'Don't know' responses

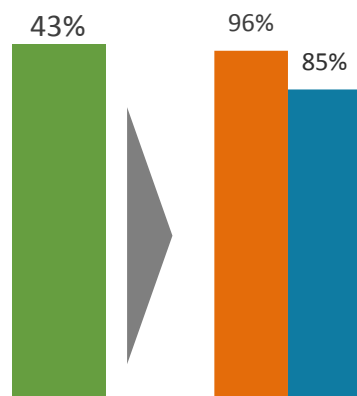


The library is particularly highly regarded within the community and is evaluated extremely highly for both the availability of reading material and the overall service

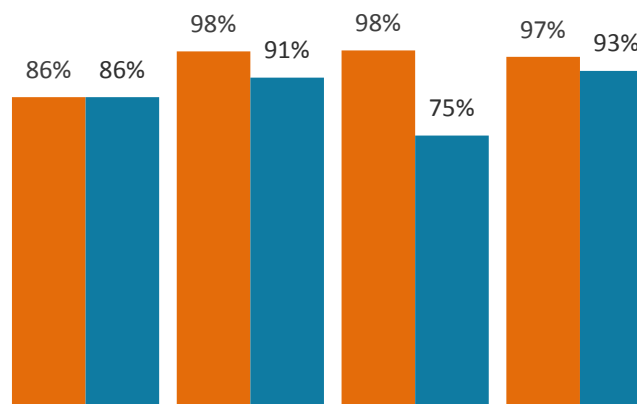
Council services and facilities: Library⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

	Total		16-29 years		30-49 years		50-64 years		65+ years		Urban		Rural	
% Satisfied (4-6)	100%	97%	100%	86%	100%	100%	100%	98%	100%	97%	100%	95%	100%	99%
% Dissatisfied (1-3)	0%	3%	0%	14%	0%	0%	0%	2%	0%	3%	0%	5%	0%	1%

Very Satisfied (5-6) Among users last 12 months

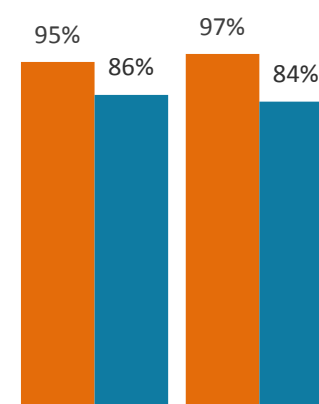


Visited a library in the last 12 months



16-29 years 30-49 years 50-64 years 65+ years

Library service Availability of books



Urban Rural

NOTES:

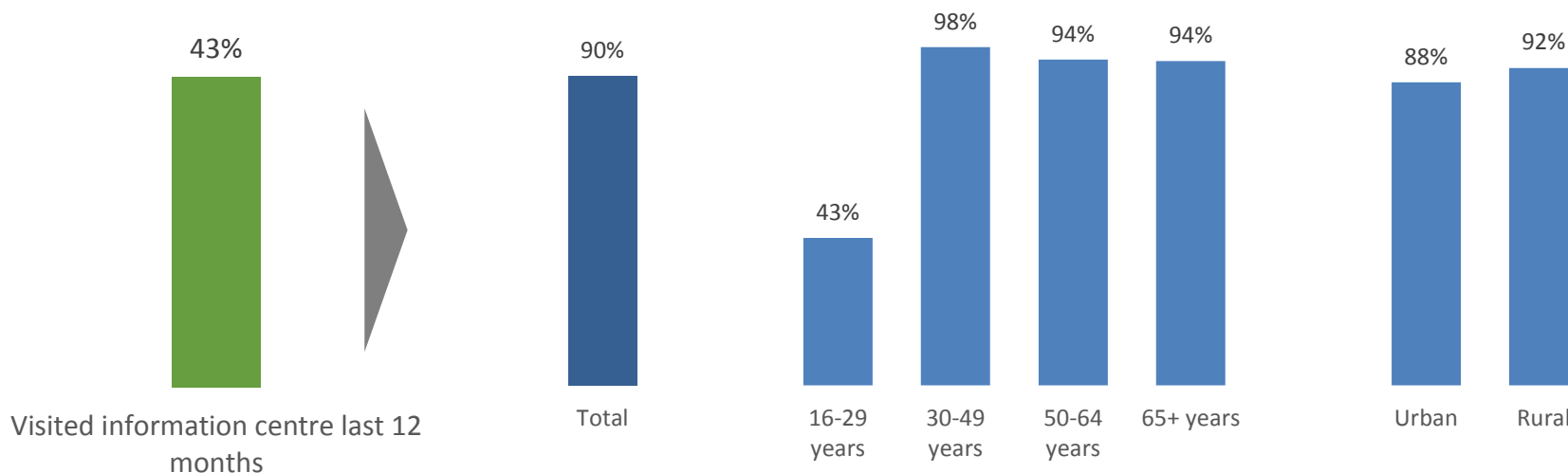
- SF10. Have you visited a library in the district in the last 12 months?
- SF11. On a scale of 1 to 6, where 6 is very satisfied and 1 is very dissatisfied, how would you rate the library services overall?
- SF12. How would you rate the availability of library books?
- Sample n=333; library users n=154. Excludes 'Don't know' responses

A little less than half of residents (43%) have visited an information centre in the last year and among these, satisfaction with the service received is very high

Council services and facilities: Service or information centre⁽¹⁾⁽²⁾⁽³⁾

	Total	16-29 years	30-34 years	50-54 years	65+ years	Urban	Rural
% Satisfied (4-6)	99%	100%	100%	98%	98%	99%	99%
% Dissatisfied (1-3)	1%	0%	0%	2%	2%	1%	1%

Very Satisfied (5-6) Among users last 12 months



NOTES:

1. SF1: Have you visited or used a service or information centre in the district in the last 12 months?
2. SF2: How would you rate the service or information centre?
3. Sample n=333; Service or information centre users n=156. Scores excludes 'Don't know' responses

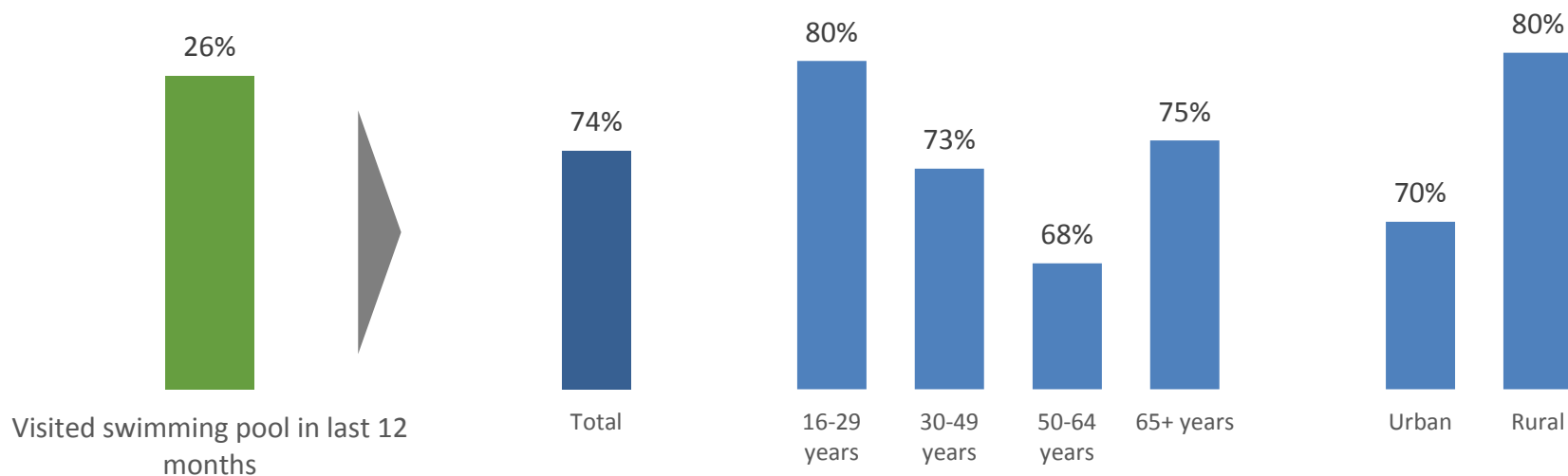


Although use is low (26%), pools are well evaluated with three quarters of users scoring the facilities '*very satisfied*' although urban residents are somewhat less satisfied than rural residents

Council services and facilities: Swimming pools⁽¹⁾⁽²⁾⁽³⁾

	Total	16-29 years	30-34 years	50-54 years	65+ years	Urban	Rural
% Satisfied (4-6)	91%	96%	85%	95%	88%	88%	94%
% Dissatisfied (1-3)	9%	4%	15%	5%	12%	12%	6%

Very Satisfied (5-6) Among users last 12 months

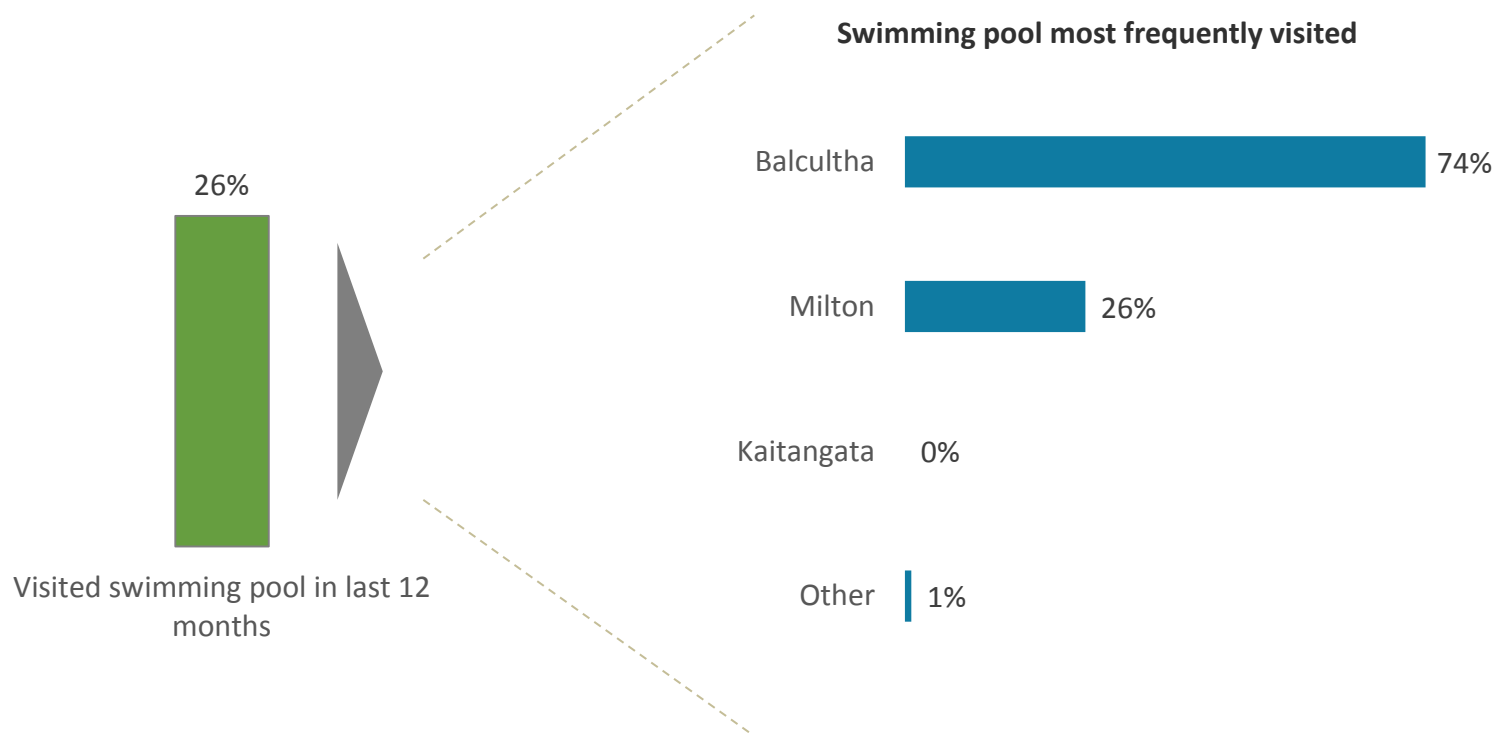


NOTES:

1. SF5. Have you used the Balclutha, Kaitangata or Milton swimming pools in the last 12 months?
2. SF7. Overall, how would you rate the swimming pool facilities and service?
3. Sample n=333; Swimming pool users n=80. Scores excludes 'Don't know' responses

Of those who are using the district's swimming pools, most are using the Balclutha pool (74%) with only about a quarter using the pool at Milton

Council services and facilities: Pools visited⁽¹⁾⁽²⁾⁽³⁾



NOTES:

1. SF6: Which swimming pool did you mainly visit in the last 12 months?
2. 2015 n=333
3. Base includes 'don't know' responses



Roading and Footpaths



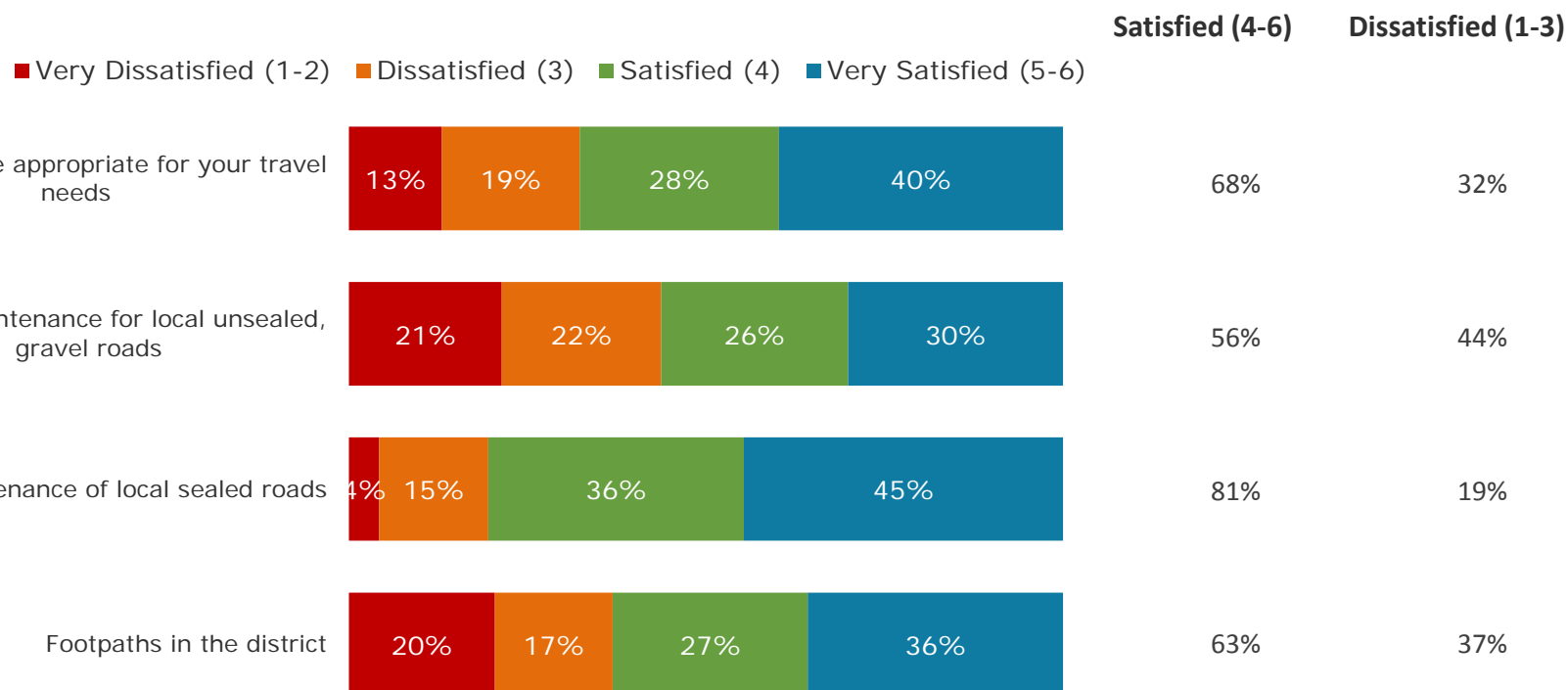
December 2015





Residents are very satisfied with how local sealed roads are maintained but are less satisfied with the maintenance of unsealed roads and with the maintenance of footpaths

Roads and footpaths⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



NOTES:





1. RS1 On a scale of 1 to 6, how satisfied are you that local roads are appropriate for your travel needs?
2. RS3 On a scale of 1 to 6, how satisfied are you with the level of maintenance for local unsealed, gravel roads?
3. RS5: On a scale of 1 to 6, how satisfied are you with the level of maintenance of local sealed roads?
4. RS6. Thinking about the last 12 months how would you rate footpaths in the district?
5. 2015 n=333. Excludes 'don't know' responses



Rural residents tend to be less satisfied with the maintenance of local unsealed roads relative to urban residents

Roads and footpaths⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾

Satisfied (4-6) with Roads and Footpaths

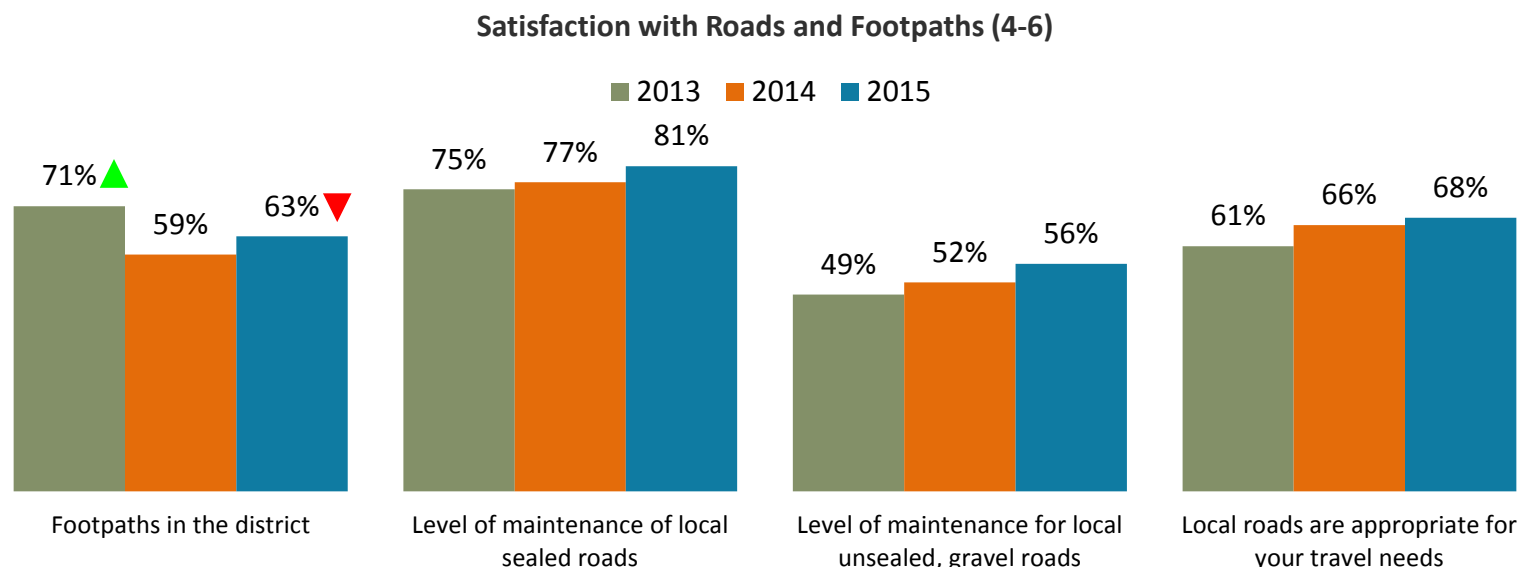
		16-29	30-49	50-64	65+	Urban	Rural
Local roads are appropriate for your travel needs	 68%	83%	64%	62%	69%	80%	54%
Level of maintenance for local unsealed, gravel roads	 56%	66%	50%	54%	63%	71%	42%
Level of maintenance of local sealed roads	 81%	83%	78%	85%	76%	86%	75%
Footpaths in the district	 63%	84%	60%	58%	54%	64%	62%

NOTES:

1. RS1 On a scale of 1 to 6, how satisfied are you that local roads are appropriate for your travel needs?
2. RS3 On a scale of 1 to 6, how satisfied are you with the level of maintenance for local unsealed, gravel roads?
3. RS5: On a scale of 1 to 6, how satisfied are you with the level of maintenance of local sealed roads?
4. RS6. Thinking about the last 12 months how would you rate footpaths in the district?
5. 2015 n=333. Excludes 'don't know' responses

The proportion of residents satisfied with the district's footpaths is lower relative to 2013 while results for roads are similar to past years, albeit that an improving trend is evident

Roads and footpaths⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



NOTES:

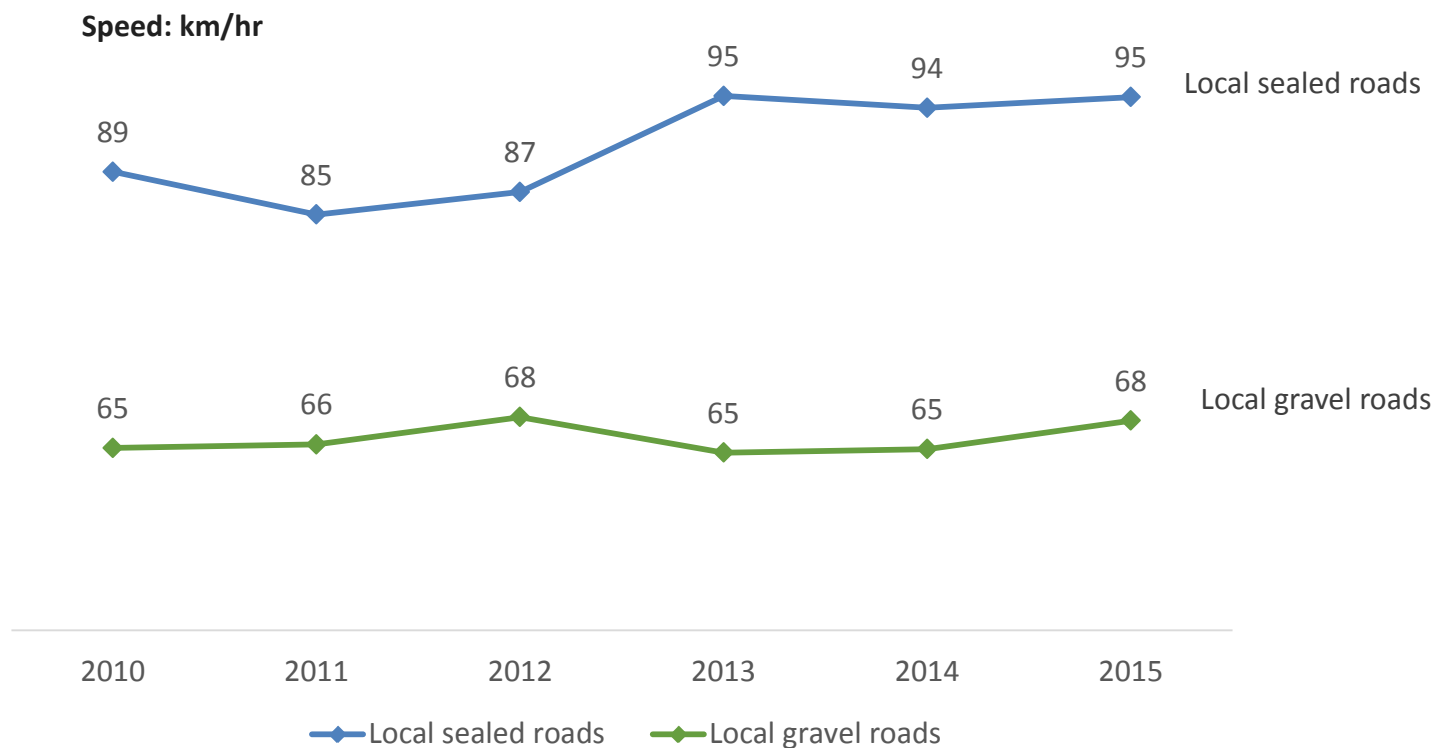
1. RS1 On a scale of 1 to 6, how satisfied are you that local roads are appropriate for your travel needs?
2. RS3 On a scale of 1 to 6, how satisfied are you with the level of maintenance for local unsealed, gravel roads?
3. RS5: On a scale of 1 to 6, how satisfied are you with the level of maintenance of local sealed roads?
4. RS6. Thinking about the last 12 months how would you rate footpaths in the district?
5. Sample: 2013 n=301, 2014 n=300, 2015 n=333. Excludes 'don't know' responses

▲ Significantly higher than...
▼ Significantly lower than...



The safest speed on sealed and gravel roads perceived by respondents had remained relatively constant over recent years

Sealed and gravel roads⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



NOTES:

1. RS2: What speed do you feel you can safely travel up to on most gravel roads you use?
2010 n= 591, 2011 n=597, 2012 n= 572, 2013 n=277, 2014 n=272, 2015 n=308
2. RS4: What speed do you feel you can safely travel up to on most sealed roads you use?
2010 n= 602, 2011 n=602, 2012 n= 578, 2013 n=294, 2014 n=300, 2015 n=321



Water Supply, Sewage and Stormwater



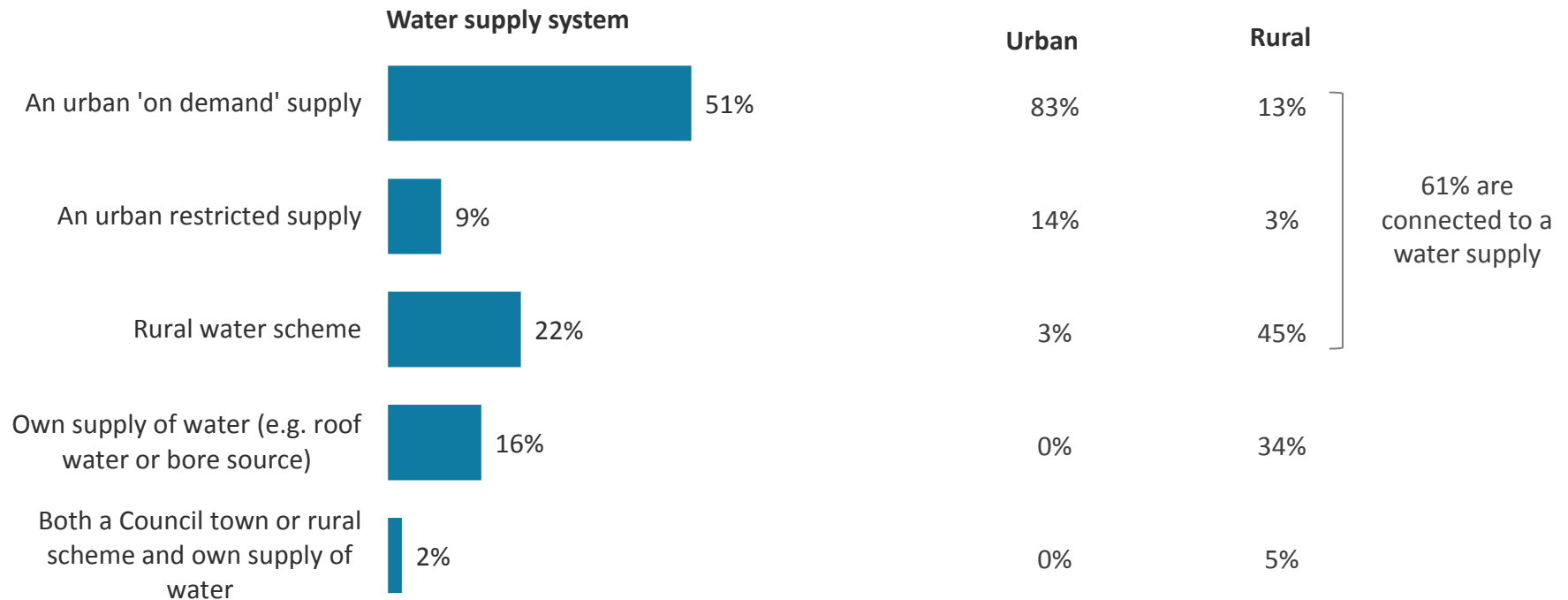
December 2015





Almost all urban residents are connected to an urban water supply while a little over half (61%) of rural residents are connected to either a town supply or rural water scheme

Water supply: Water supply scheme⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾

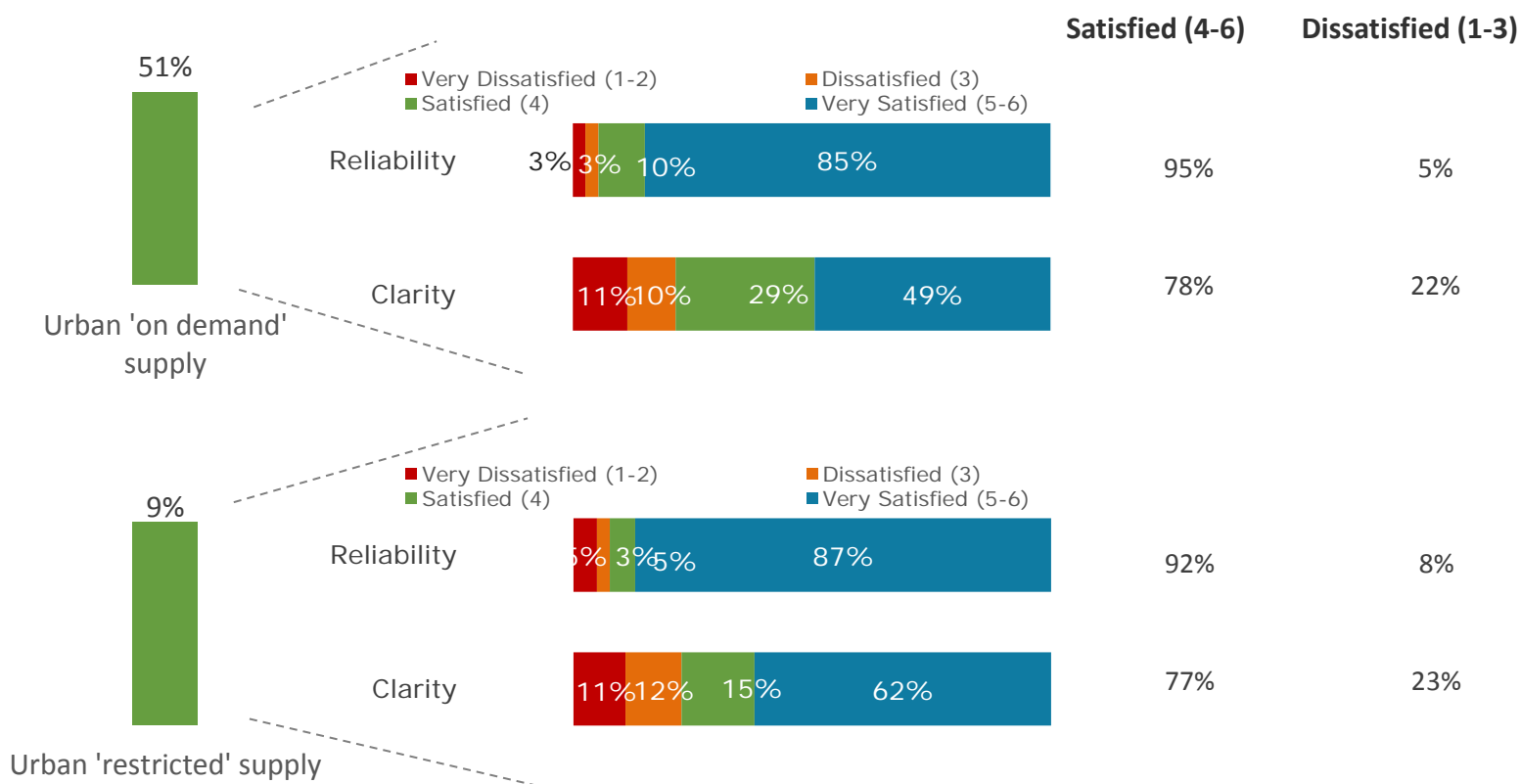


NOTES:

1. WS4: Are you on a town water supply, rural water scheme or your own private supply?
2. Urban 'on demand' includes residents in Balclutha, Kaitangata, Milton and Tapanui
3. Urban 'restricted supply' includes residents in Benhar, Clinton, Kaka Point, Owaka, Stirling and Waiholo
4. 2015 n=333
5. Excludes 'Don't know' responses

Residents who are on an urban water supply are very satisfied with reliability of their supply, however there is lower satisfaction with the taste and clarity of water supplied

Water supply: Satisfaction with water supply⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾

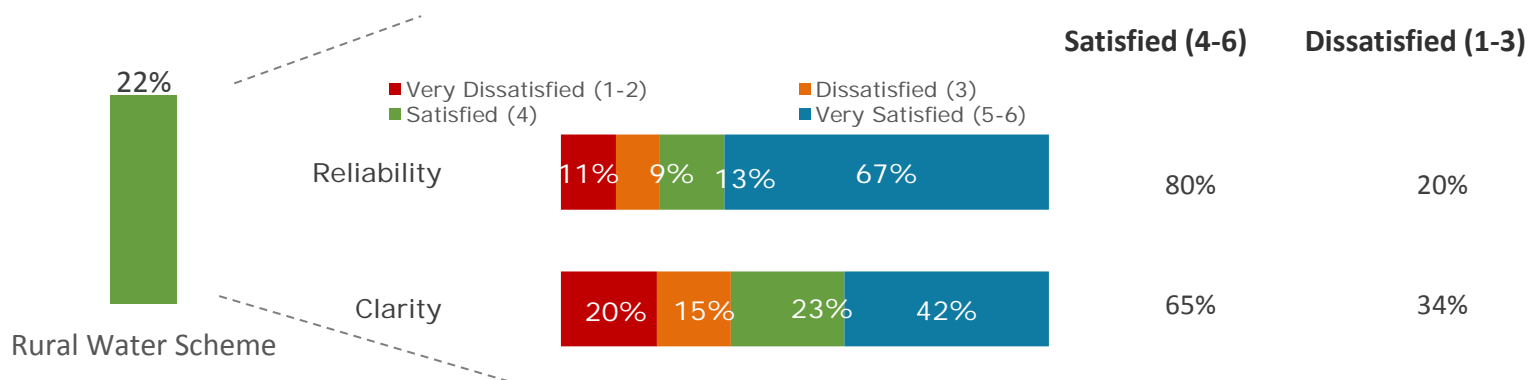


- NOTES:
- WS4: Are you on a town water supply, rural water scheme or your own private supply?
 - WS5: On a scale of 1 to 6, how would you rate the reliability of your water supply during the last 12 months?
 - WS5: How would you rate the taste and clarity of your water supply during the last 12 months?
 - Urban 'on demand' includes residents in Balclutha, Kaitangata, Milton and Tapanui; n=167
 - Urban 'restricted supply' includes residents in Benhar, Clinton, Kaka Point, Owaka, Stirling and Waiholo; n=32
 - Excludes 'Don't know' responses



Satisfaction among those on a rural water scheme is also relatively high in terms of reliability but less so in terms of clarity and taste with about a fifth being very dissatisfied

Water supply: Satisfaction with water supply⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾⁽⁵⁾

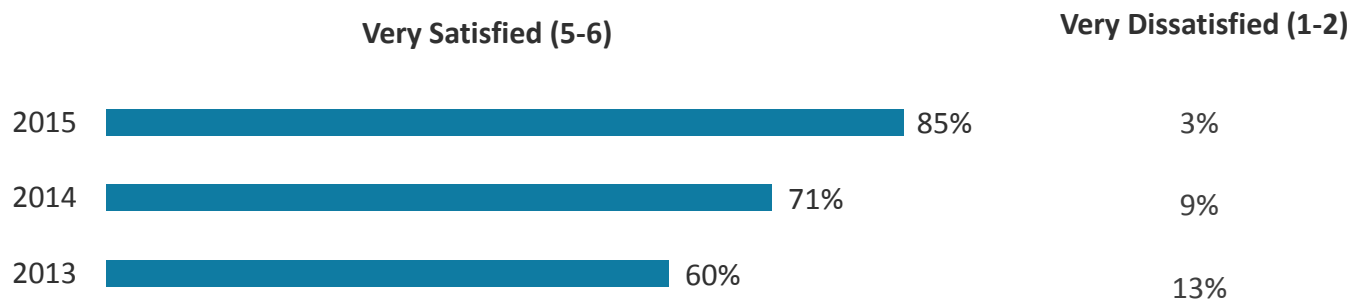


- NOTES:
1. WS4: Are you on a town water supply, rural water scheme or your own private supply?
 2. WS5: On a scale of 1 to 6, how would you rate the reliability of your water supply during the last 12 months?
 3. WS5: How would you rate the taste and clarity of your water supply during the last 12 months?
 4. Rural scheme n=77
 5. Excludes 'Don't know' responses

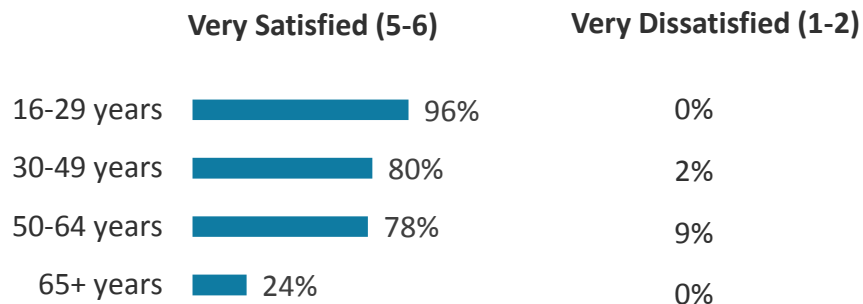


Satisfaction with reliability of the town supply has improved considerably over the last three years and there are now relatively few residents who are dissatisfied

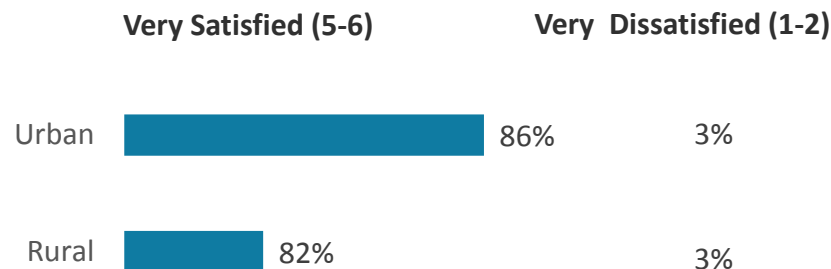
Water supply: Satisfaction with water supply – Reliability of the town supply⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



Age: 2015



Location: 2015

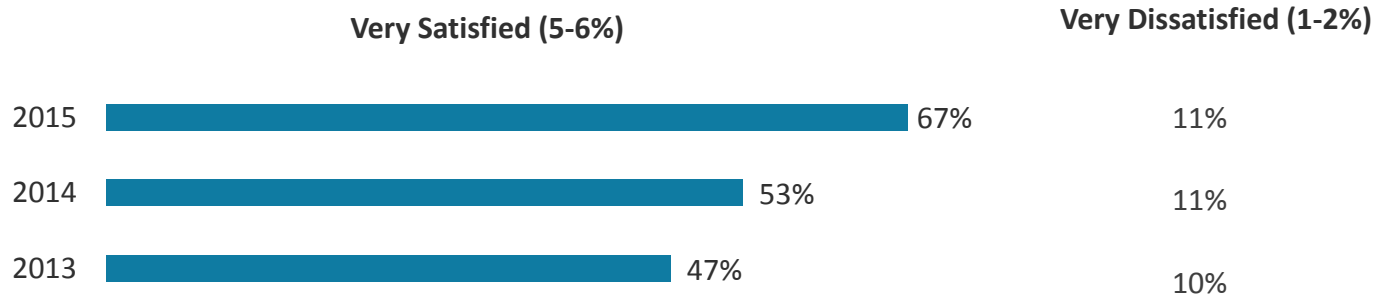


- NOTES:
1. WS4: Are you on a town water supply, rural water scheme or your own private supply?
 2. WS5: On a scale of 1 to 6, how would you rate the reliability of your water supply during the last 12 months?
 3. Town supply n=198; Rural scheme n=78
 4. Excludes 'Don't know' responses

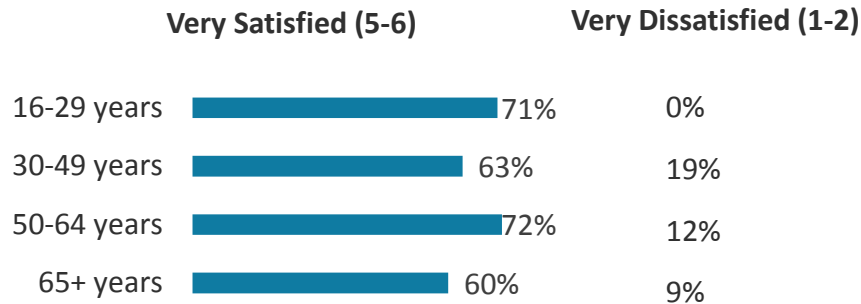


There has been an increase in satisfaction with the reliability of the rural water supply scheme with the result showing consistent improvement from 2013

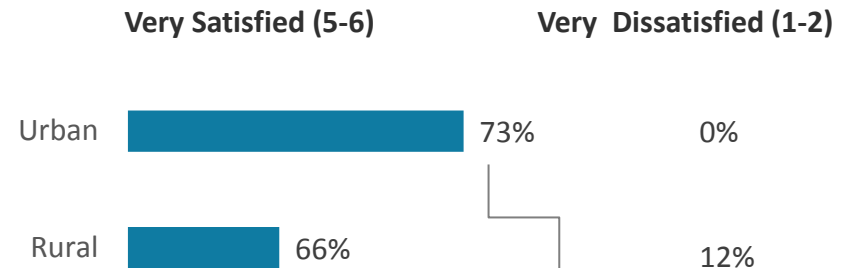
Water supply: Satisfaction with water supply – Reliability of the rural scheme⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



Age: 2015



Location: 2015



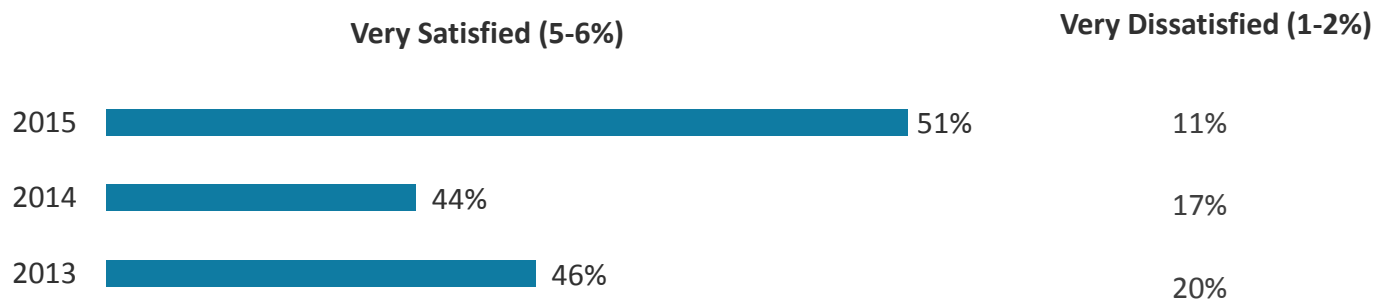
Caution: very small sample for urban residents on the rural scheme; n=4

- NOTES:
1. WS4: Are you on a town water supply, rural water scheme or your own private supply?
 2. WS5: On a scale of 1 to 6, how would you rate the reliability of your water supply during the last 12 months?
 3. Town supply n=198; Rural scheme n=78
 4. Excludes 'Don't know' responses

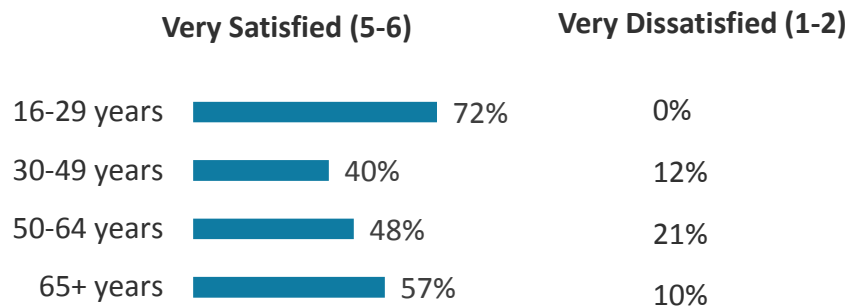


Those on the town supply are more satisfied with the clarity of and taste of their water relative to prior years although satisfaction remains relatively low

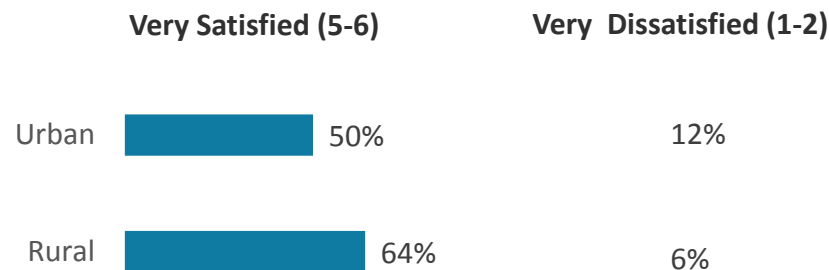
Water supply: Satisfaction with water supply – Clarity of the town supply⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



Age: 2015



Location: 2015



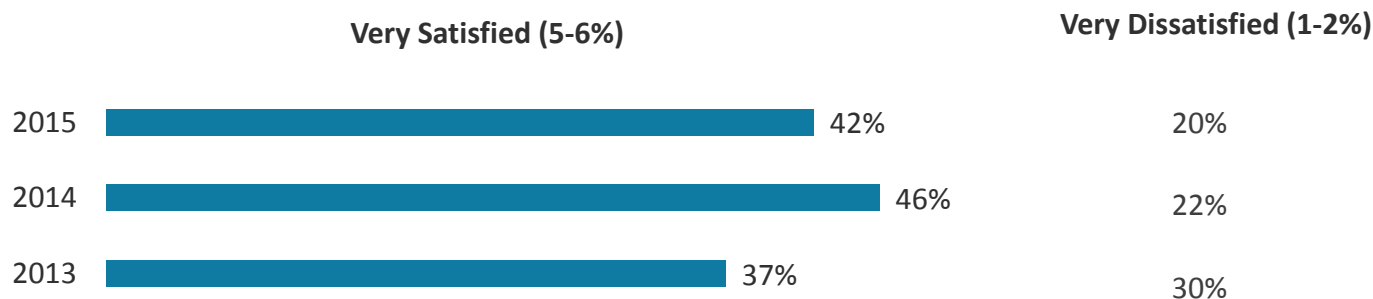
NOTES:

1. WS4: Are you on a town water supply, rural water scheme or your own private supply?
2. WS5: How would you rate the taste and clarity of your water supply during the last 12 months?
3. Town supply n=198; Rural scheme n=78
4. Excludes 'Don't know' responses

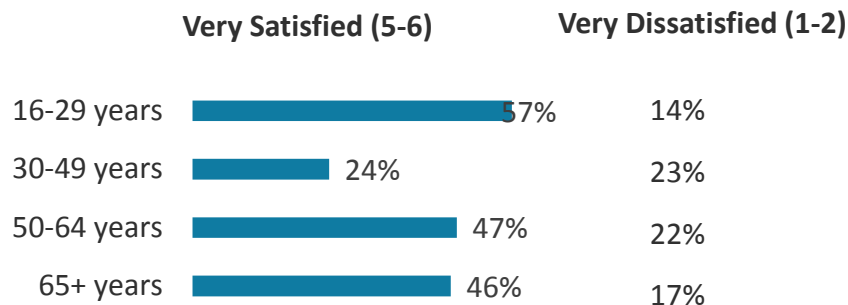


Those on the rural water supply scheme are less satisfied with the clarity and taste of their water relative to those on the town supply scheme

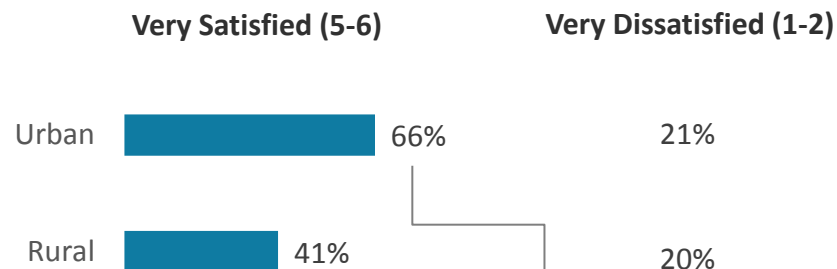
Water supply: Satisfaction with water supply – Clarity of the rural scheme⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



Age: 2015



Location: 2015



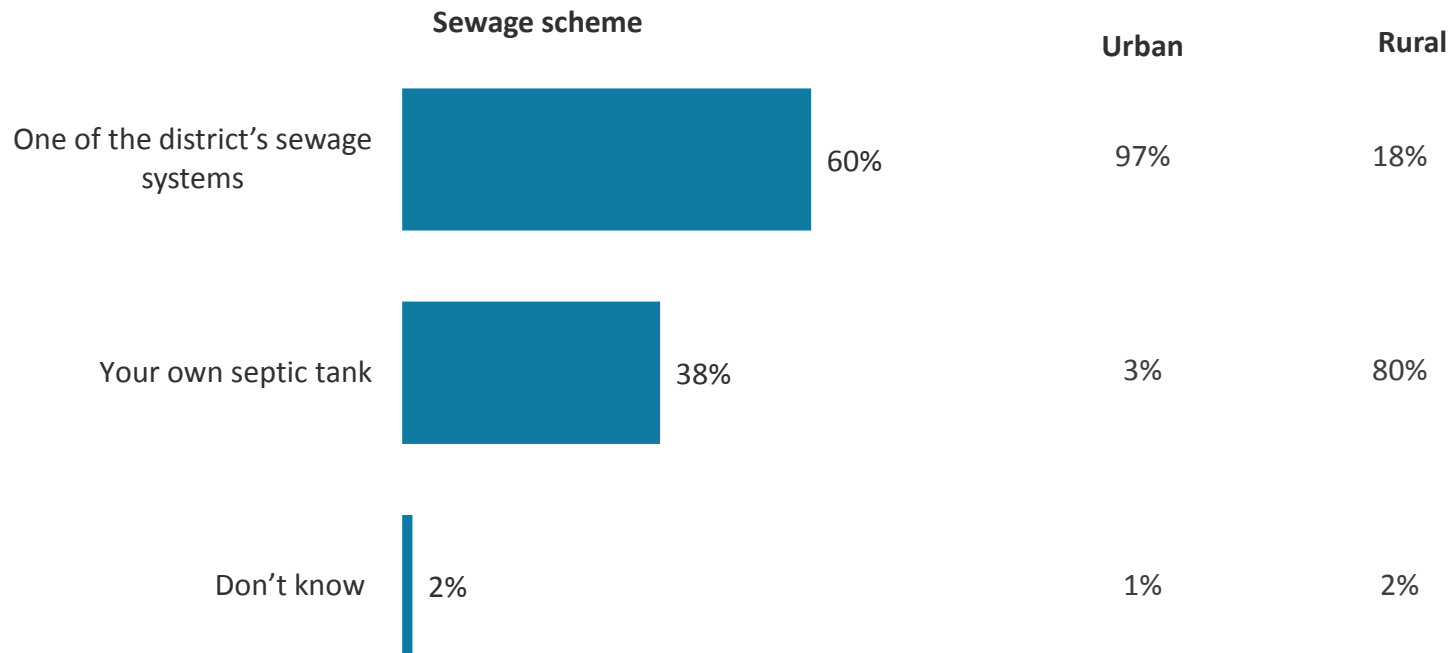
NOTES:

1. WS4: Are you on a town water supply, rural water scheme or your own private supply?
2. WS5: How would you rate the taste and clarity of your water supply during the last 12 months?
3. Town supply n=198; Rural scheme n=78
4. Excludes 'Don't know' responses



While most urban residents are connected to a district scheme (97%), most rural residents rely on their own septic tank system (80%)

Water supply: Sewage connection⁽¹⁾⁽²⁾⁽³⁾



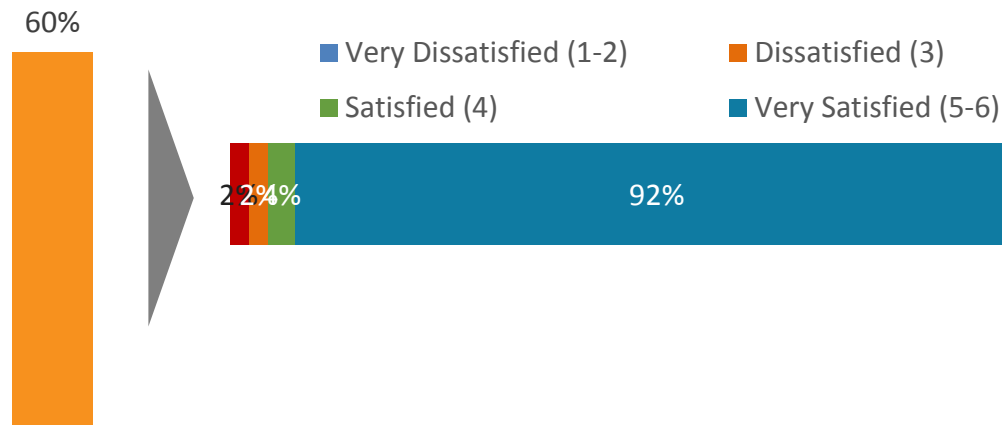
NOTES:

1. WS1: Which of the following best describes the sewage system that your property is connect to?
2. WS2: On a scale of 1 to 6, how would you rate your sewage service during the last 12 months?
3. Those connected to the districts scheme n=203; septic tank n=127; don't know n=3



Those who are connected to one of the district's sewage schemes are very satisfied with the service they receive with 92% indicating that they are *'very satisfied'*

Water supply: Sewage connection⁽¹⁾⁽²⁾⁽³⁾



One of the district's schemes

Satisfied (4-6)	Dissatisfied (1-3)
95%	5%

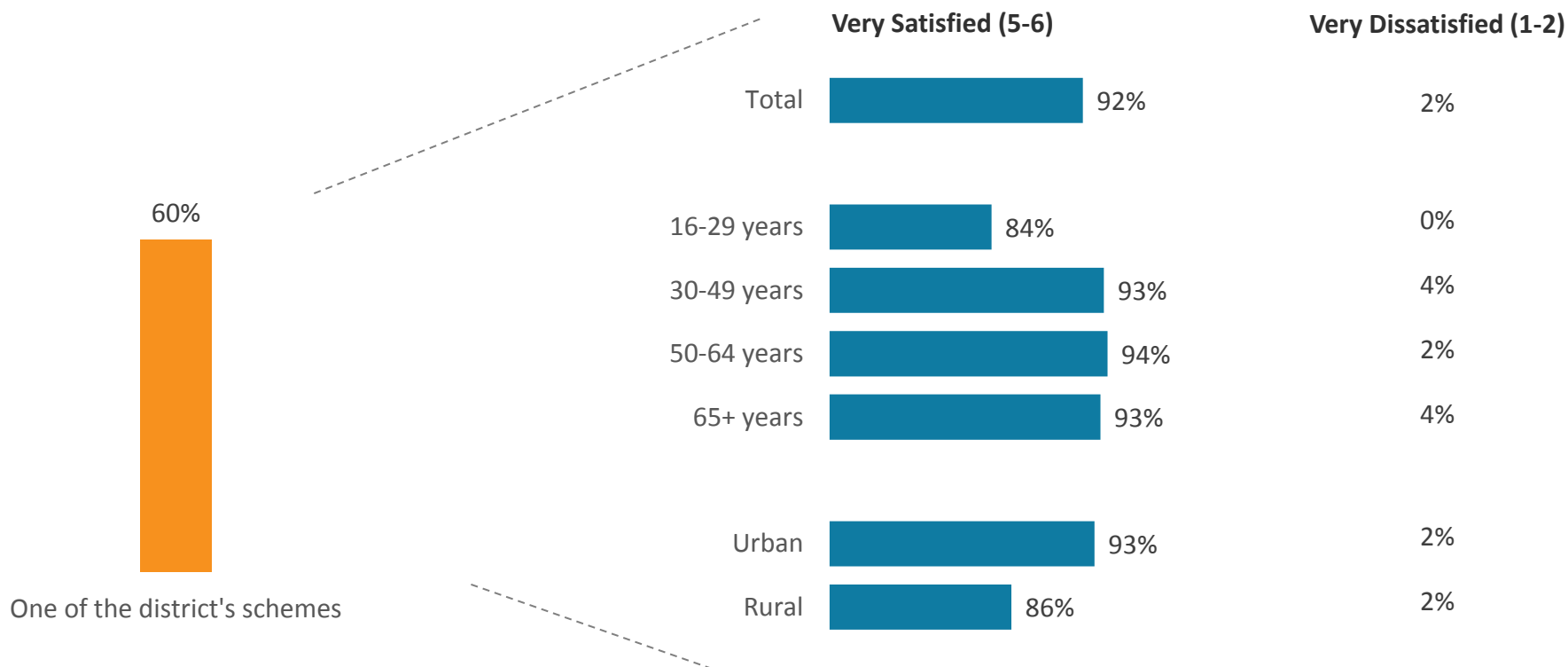
NOTES:

1. WS1: Which of the following best describes the sewage system that your property is connect to?
2. WS2: On a scale of 1 to 6, how would you rate your sewage service during the last 12 months?
3. Those connected to the districts scheme n=203; septic tank n=127; don't know n=3. Urban residents connected n=174, rural residents connected n=29



Satisfaction with the sewage system is high across the major demographic groups

Water supply: Sewage connection⁽¹⁾⁽²⁾⁽³⁾



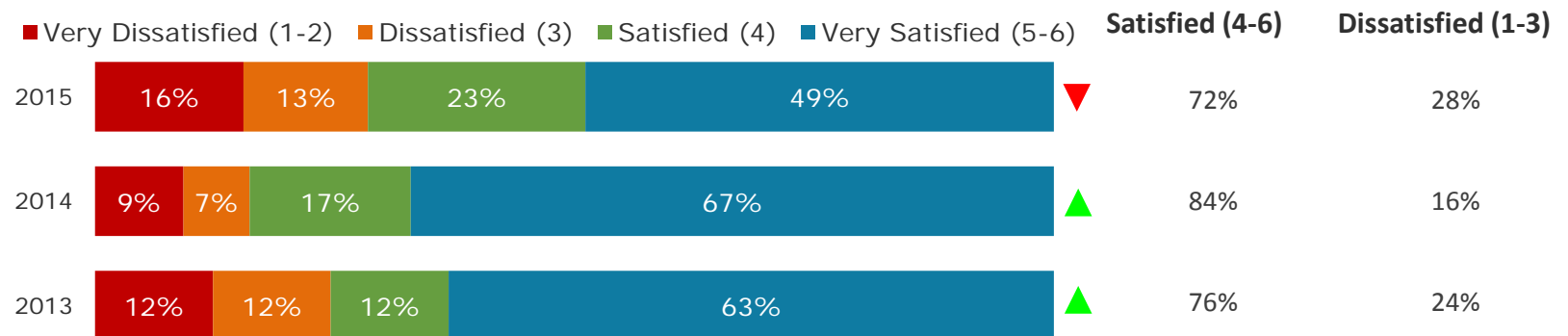
NOTES:

1. WS1: Which of the following best describes the sewage system that your property is connect to?
2. WS2: On a scale of 1 to 6, how would you rate your sewage service during the last 12 months?
3. Those connected to the districts scheme n=203; septic tank n=127; don't know n=3. Urban residents connected n=174, rural residents connected n=29

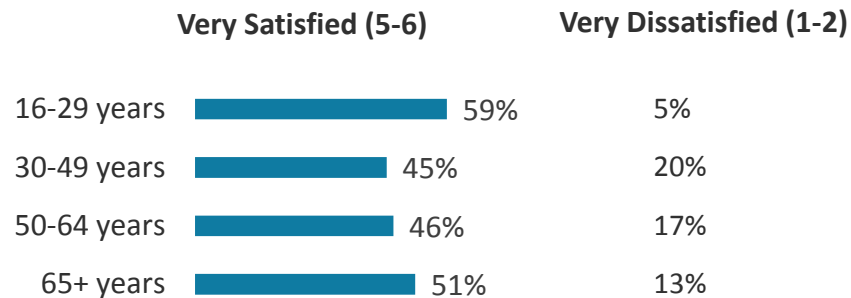


There has been a decline in the proportion of urban residents who are *'very satisfied'* with the stormwater systems in the district when compared with both the prior years

Stormwater⁽¹⁾⁽²⁾⁽³⁾



Age: 2015



▲ Significantly higher than 2015
▼ Significantly lower than 2013 and 2014

NOTES:

- WS3: On a scale of 1 to 6, how would you rate your Stormwater services during the last 12 months?
- Question only asked of urban residents. Excludes 'Don't know' responses
- Sample 2013 n=301, 2014 n=300, 2015 n=333. Urban residents: 2013 n=155, 2014 n=173, 2015 n=179



Civil Defence Preparedness



December 2015



About half the population has taken steps to be prepared for a civil defence emergency however those in the older age group are less prepared than those aged 50-64 years

Prepared for civil defence emergency⁽¹⁾⁽²⁾

Yes

53%

No

47%

Prepared for Civil Defence Emergency

Age

Location

16-29

30-49

50-64

65+

Urban

Rural

55%

54%

59% ▲

42% ▼

58%

49%

Residents aged 50-64 years and residents in urban rather than rural areas tend to be more prepared for a civil defence emergency

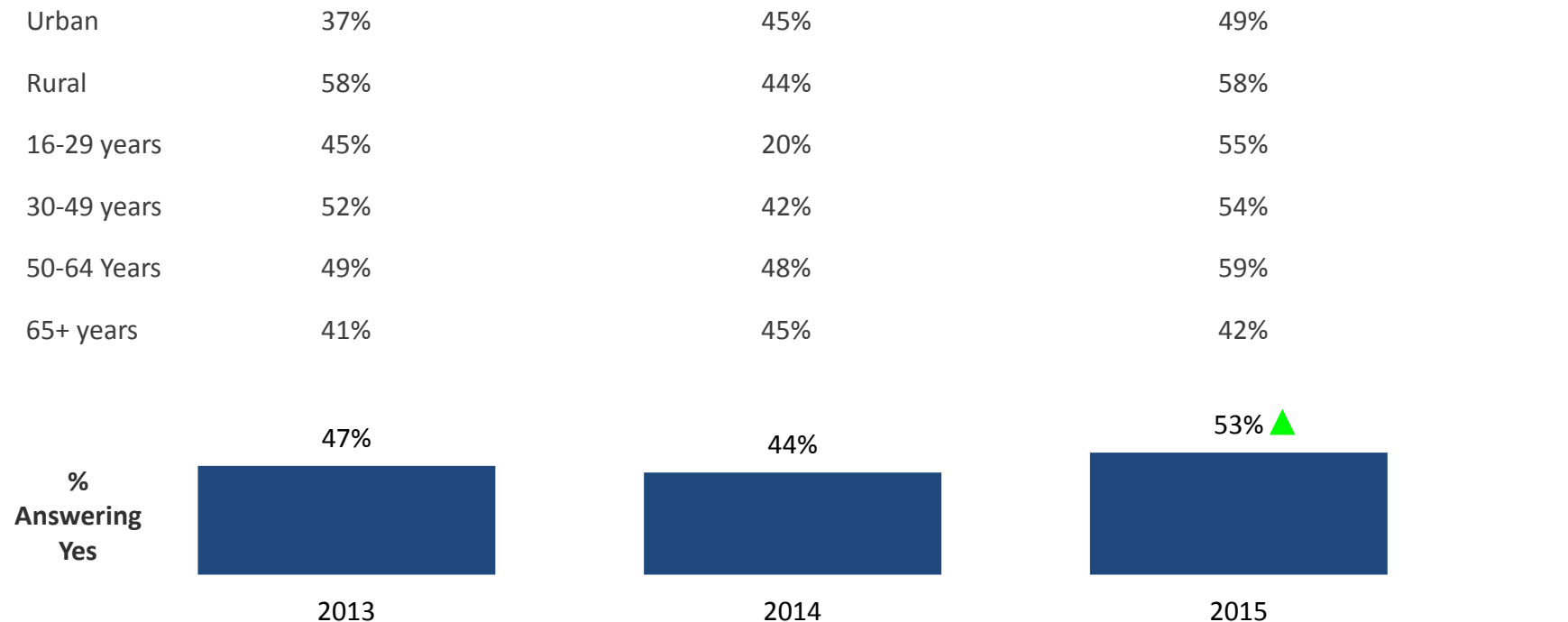
▲ Significantly higher than 65+
▼ Significantly lower than 50-64

NOTES:
1. CD1: Have you personally taken steps to prepare for a Civil Defence emergency, such as having an emergency kit and water stores?
2. 2015 n=333



A higher proportion of residents have taken steps to be prepared for a civil defence emergency relative to last year

Prepared for civil defence emergency⁽¹⁾⁽²⁾



▲ Significantly higher than 2014
▼ Significantly lower than 2015

NOTES:
1. CD1: Have you personally taken steps to prepare for a Civil Defence emergency, such as having an emergency kit and water stores?
2. 2013 n=301, 2014 n=300, 2015 n=333



Demographic Profile



December 2015





Demographics

<i>Total Sample</i>	<i>Actual</i>	<i>Weighted</i>	<i>Proportion</i>
<i>Gender</i>			
Male	133	172	52%
Female	200	161	48%
<hr/>			
	333	333	100%
<i>Location</i>			
Urban	179	179	54%
Rural	154	154	46%
<hr/>			
	333	333	100%
<i>Age</i>			
16-29 yrs.	44	63	19%
30-49 yrs	107	112	34%
50-64 yrs.	94	91	27%
65+ yrs.	88	67	20%
<hr/>			
	333	333	100%



Demographics

<i>Total Sample</i>	<i>Actual</i>	<i>Weighted</i>	<i>Proportion</i>
<i>Ethnicity</i>			
Maori	22	38	11%
European and others	311	295	89%

	333	333	100%
<i>Ratepayers</i>			
Ratepayer	290	274	82%
Renter	15	21	6%
Don't pay rent or rates	23	32	10%
Other	5	6	2%

	333	333	100%



Area of residence

	Total	Balclutha	Benhar/Stirling	Clinton	Kaitangata	Kaka Point	Lawrence	Milton	Owaka	Tapunui	Waihola	Other Urban	Other Rural
Sample	333	35	14	17	23	10	27	83	27	53	4	19	21
Weighted %	100%	12%	4%	5%	8%	3%	9%	24%	7%	14%	1%	6%	6%