



Research First



CLUTHA DISTRICT COUNCIL

# RESIDENT SATISFACTION SURVEY 2016



RESEARCH REPORT  
November 2016

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## Resident Satisfaction Survey

## Disclaimer

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# 1

## Key Messages Council Services



79%

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

95%

satisfied with the  
**district sewage systems.**

65%

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

74%

satisfied with  
**stormwater services.**

**59%** satisfied with  
the maintenance of  
unsealed roads.

**83%** satisfied with  
the maintenance of  
sealed roads.

**65%** Satisfied with  
footpaths.



89%

satisfied with the  
wheelie bin Service.

94%

satisfied with  
Mt Cooee landfill.

# 1

## Key Messages Council Facilities



99%

satisfied with **service or  
information centres**

94%

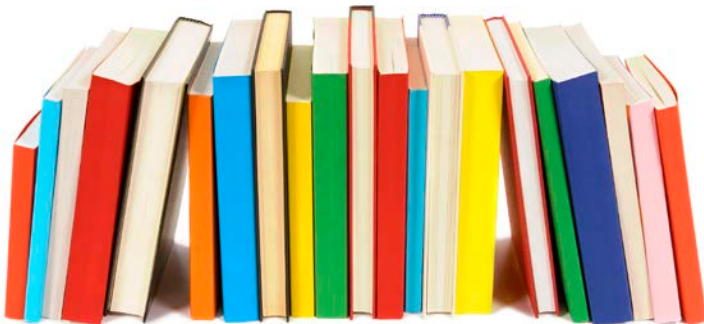
satisfied with **community centres  
or community halls**

98%

satisfied with **libraries**

73%

satisfied with **public toilets**



**97%** satisfied  
with **playgrounds**

**96%** satisfied  
with **district  
parks and  
reserves**

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

97%

satisfied with **Balclutha  
Sportsground**

95%

satisfied with  
**Milton Sportsground**

83%

satisfied with  
**Kaitangata  
Sportsground**



89%

satisfied with  
**Balclutha Pool**

66%

satisfied with  
**Milton Pool**

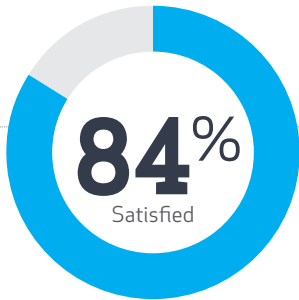
80%

satisfied with  
**Kaitangata Pool**



# 1

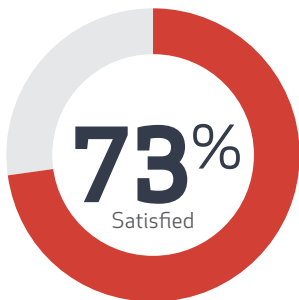
## Key Messages Elected Members and Council



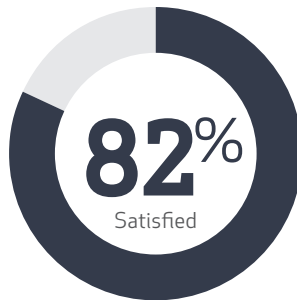
The **overall performance** of the Clutha District Council



**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



**67%**  
satisfied with **value for money** from rates



**39%**  
rated the Council as having an **excellent reputation**



**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 2016 residents' survey were:

- Water supply, sewerage, storm water
- Roothing
- Waste Services
- Council Services and Facilities
- Requests for Service and Complaints
- Elected Members and Council
- Value for money and Reputation
- Civil Defence

### 2.2 Method

In line with previous surveys, the 2016 research was conducted by landline phone. Telephone surveys are ideally suited to surveying large, geographically dispersed populations exactly like the 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 survey, those respondents who were unwilling or unable to complete the survey by phone were able to be offered an email containing a link to the online survey.

The questionnaire was redesigned for 2016 to increase the ease of completion for respondents and to increase the quality of the data collected. A number of questions and question scales have been kept consistent to allow for trend analysis.

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 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 2013 statistics.

313 interviews were completed. A full demographic breakdown of the sample is shown in Appendix One.

Overall data is accurate to +/- 5.5% 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 44.5% and 55.5% of the entire population also feel this way).

# 3

## Water and Sewerage

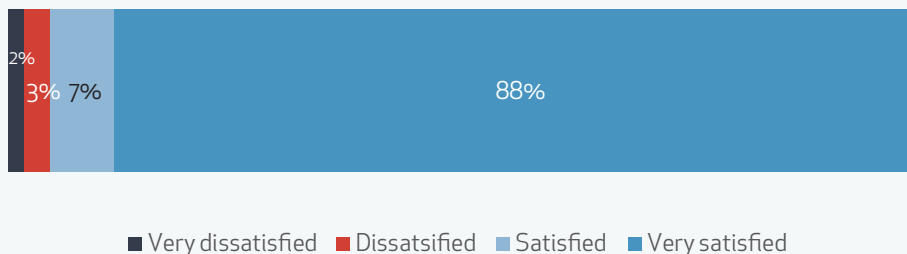
### 3.1 Sewerage

Just over half of respondents (56%) stated that their property was connected to one of the district's sewage systems. The majority of these respondents lived in urban areas.

95% of residents with properties connected to one of the district's sewage system stated that they were satisfied with the service:

- **Performance target met (2016/17 aim: >85%)**
- Satisfaction is in line with 2015 performance (95% satisfied)

Figure 3.1 Satisfaction with district sewage systems

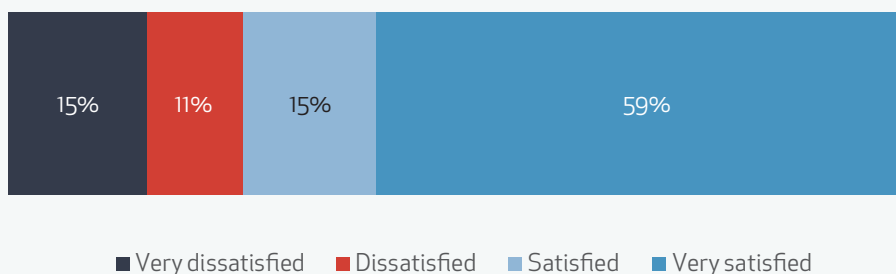


### 3.2 Stormwater

Residents with a property connected to the district's sewage systems were also asked to rate satisfaction with stormwater services; 74% of these residents stated that they were satisfied with the service.

- **Performance target met (2016/17 aim: ≥75%<sup>1</sup>)**
- Satisfaction is in line with 2015 measures and indicates stability in perceptions over time.

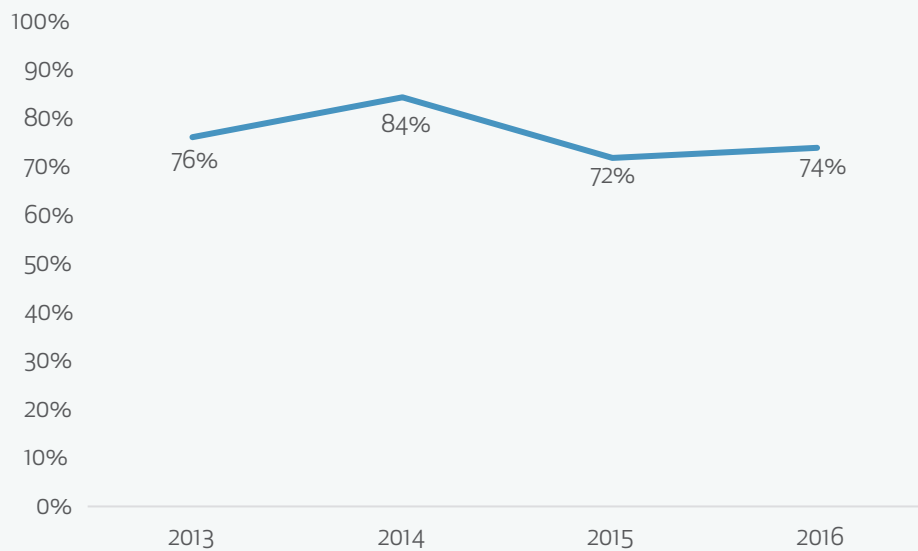
Figure 3.2 Satisfaction with stormwater services



1. The target was 75% and the figure recorded was 74%, within the error margins of the survey it is reasonable to state that the target was met.



Figure 3.3 Satisfaction with stormwater services – Trend Analysis



### 3.3 Water Supply

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

Figure 3.4 Water Supply

	%	Number of respondents
A town supply	52%	164
Rural water scheme	27%	86
Both a Council town or rural scheme and own supply of water	4%	13
Own supply of water (e.g. roof water or bore source)	15%	47
Other	1%	2
Don't know	0%	1
<b>Total</b>	<b>100%</b>	<b>313</b>

### 3.3.1 Reliability

Overall, 79% stated that they were satisfied with the reliability of the water supply in the last 12 months.

- Residents were more likely to be satisfied with the reliability of a town supply (87% satisfied) than a rural water scheme (69% satisfied).
- A high proportion of residents, 88%, were satisfied with the reliability of the urban on demand supply. This **meets the 2016/17 performance target for this area of  $\geq 75\%$** .
- The sample size of respondents on the urban restricted supply was low (n=14) and results should be treated with caution. However, the findings indicate 79% of residents were satisfied with the reliability of supply, **meeting the 2016/17 performance target for this area of  $\geq 65\%$** .
- Comparison with past data shows upward trends in satisfaction with the reliability of both the town supply and rural water schemes.

Figure 3.5 Satisfaction with the reliability of water supply

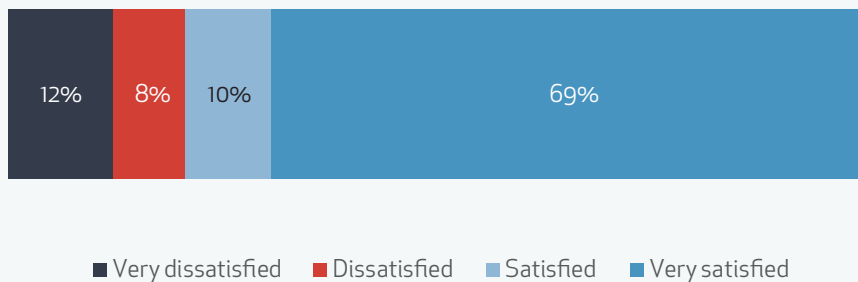
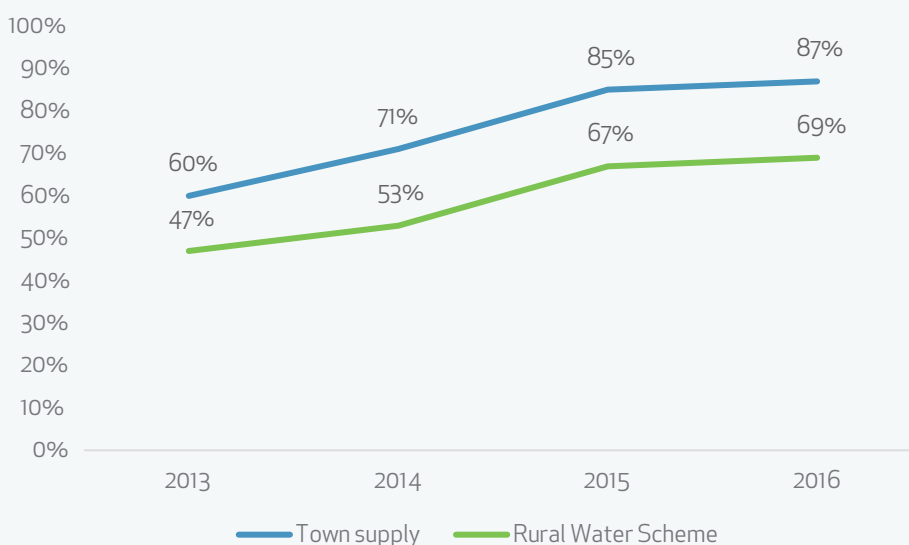
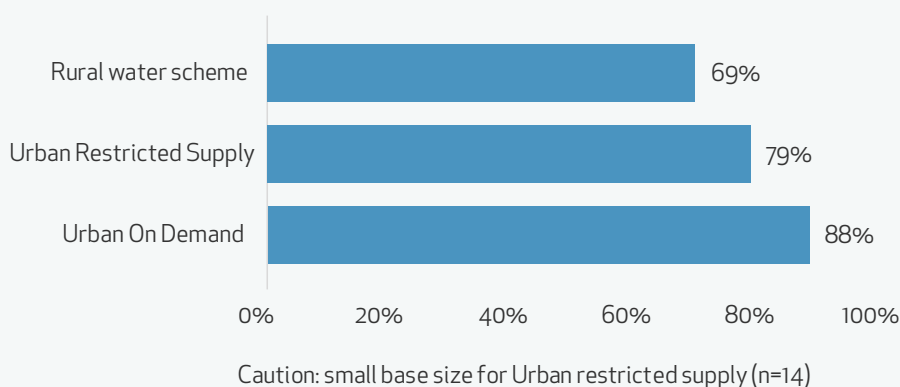


Figure 3.6 Satisfaction with the reliability of water supply – Trend Analysis



2016 Town supply n=164, Rural water scheme n=85)

Figure 3.7 Satisfaction with the reliability of water supply – Supply Type

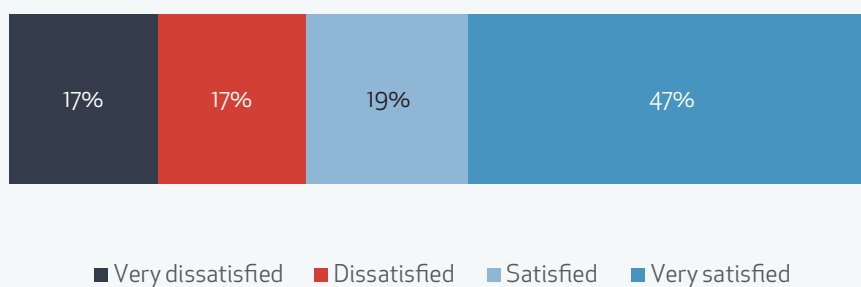


### 3.3.2 Taste and Clarity

Overall, 65% indicated that they were satisfied with the taste and clarity of their water supply.

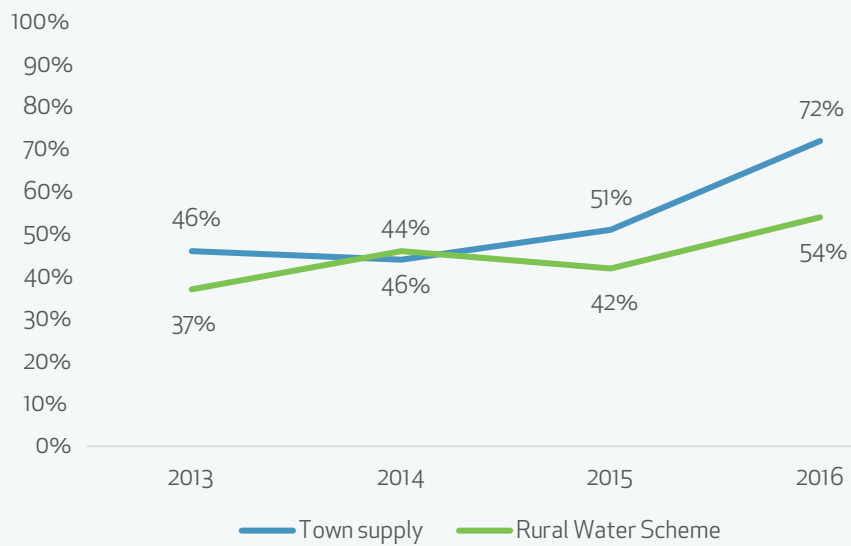
- The proportion satisfied **meets the 2016/17 performance target for this area of ≥55%.**
- Higher proportions of residents on a town supply were satisfied (72% satisfied) when compared with the proportion on a rural water scheme (54% satisfied).
- Comparisons between the urban on demand supply and the urban restricted supply should be treated with caution due to differences in sample size. However, the results indicate satisfaction was in line between the supplies. 69% were satisfied with the taste and clarity of urban on demand supplies and 62% satisfied with urban restricted supplies.
- Comparison with past data shows upward trends in satisfaction with the taste and clarity of both the town supply and rural water schemes.

Figure 3.8 Satisfaction with the taste and clarity of water supply<sup>2</sup>



2. The chart shows 46.67% very satisfied and 18.82% satisfied with the taste and clarity of water supply; these figures are rounded up. When combined the figures show the total satisfied as 65.49% which has been rounded down in the text above.

Figure 3.9 Satisfaction with the taste and clarity of water supply  
– Trend Analysis



2016 Town supply n=160, Rural water scheme n=84)

# 4

## Roading

- Two thirds of residents (65%) were satisfied that local roads are appropriate for their travel needs.
- Close to two thirds (59%) were satisfied with the level of maintenance of unsealed roads
  - **Performance target met (2016/17 aim ≥52%)**
- The average of speeds that residents feel they can safely travel on gravel roads was 67.1 km/hr. The highest proportion of respondents stated 60-69 km/hr (21%) but a similar proportion stated 50-59 km/hr (18%).
  - **Performance target met (2016/17 aim 60-70 km/hr)**
- 83% of respondents were satisfied with the level of maintenance of sealed roads
  - **Performance target met (2016/17 aim >75%)**
- 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 (2016/17 aim 80-90 km/hr)**
- 65% of respondents were satisfied with footpaths in the district
  - **Performance target not met (2016/2017 aim >72%)**
- Trend analysis indicates upward trends in satisfaction in all areas measured over time.
- 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.

Figure 4.1 Satisfaction with roading

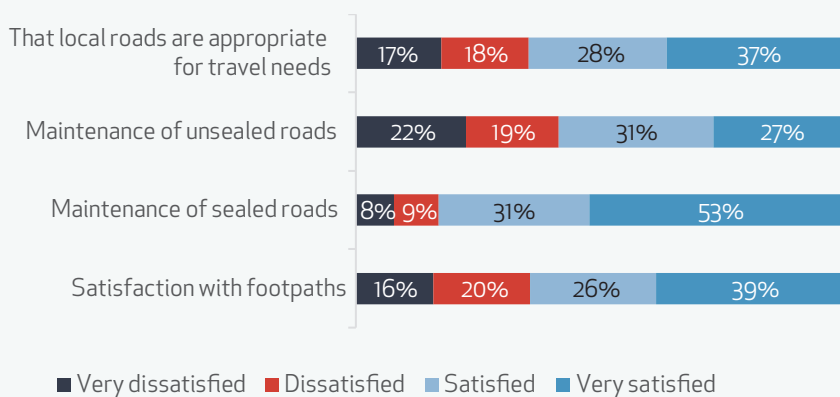


Figure 4.2 Satisfaction with roading – Trend Analysis

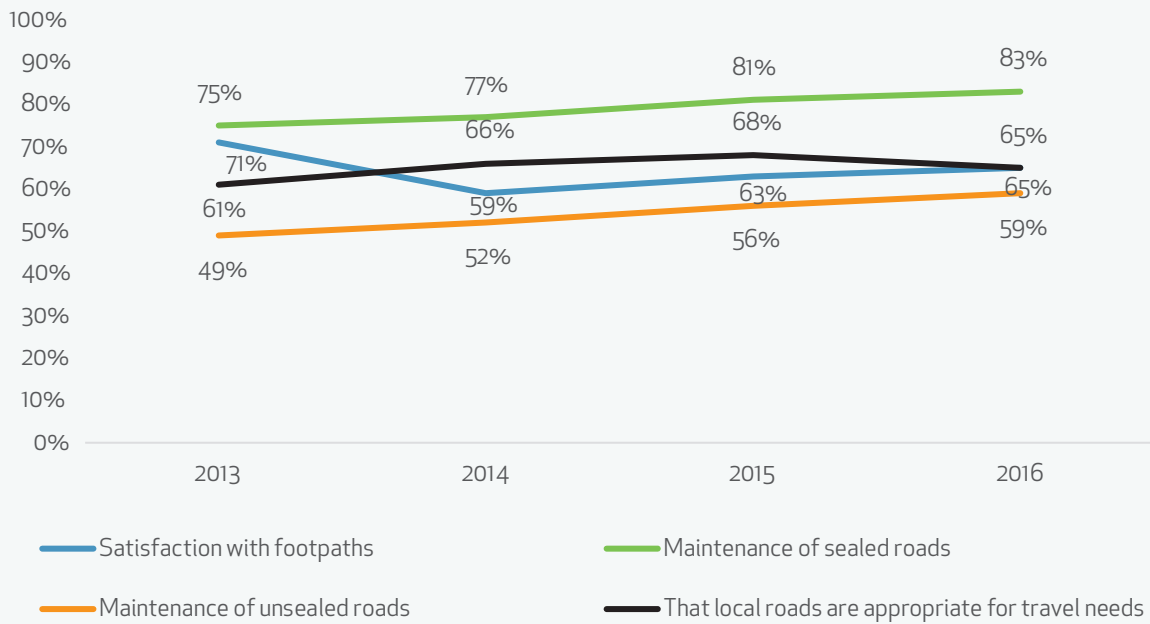


Figure 4.3 Satisfaction with roading – By Location

	Rural	Urban
That local roads are appropriate for travel needs	56%	74%
Maintenance of unsealed roads	54%	64%
Maintenance of sealed roads	83%	84%
Satisfaction with footpaths	67%	63%

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	15%	0%
50-59 km/hr	18%	1%
60-69 km/hr	21%	1%
70-79 km/hr	16%	2%
80-89 km/hr	15%	7%
90-100 km/hr	5%	77%
More than 100 km/hr	1%	10%
Don't drive on these roads/Don't know	8%	3%



# 5

## Solid Waste Services

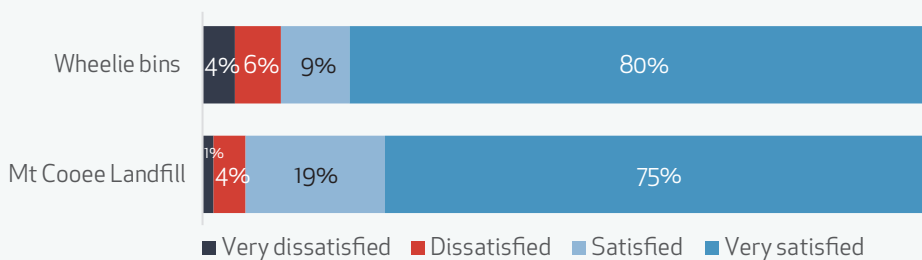
71% of respondents stated that they had used the wheelie bin service in the district in the last 12 months; 11% had not used the service and 18% stated that the service was not available to them.

- Of those that had used the service 89% were satisfied. This **meets the 2016/17 performance target for this area of  $\geq 80\%$** .
- Satisfaction is in line with 2015 results where 93% of service users were satisfied.

A fifth of respondents (22%) had used Mt Cooee landfill during the past 12 months.

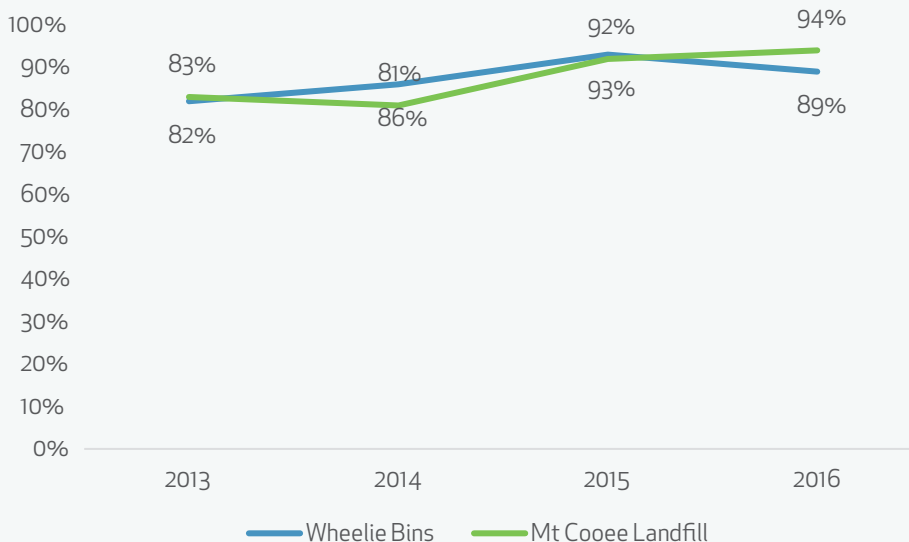
- Usage of Mt Cooee amongst residents is in line with 2015 survey results (20%) but lower than recorded in previous years (2013: 30%, 2014: 29%).
- Of those that had used the service 94% were satisfied. This **meets the 2016/17 performance target for this area of  $\geq 74\%$** .
- Satisfaction is in line with 2015 results where 92% of service users were satisfied.

Figure 5.1 Satisfaction with solid waste services



Wheelie bins (n=223), Mt Cooee Landfill (n=68)

Figure 5.2 Satisfaction with solid waste services - Trend Analysis



# 6

## Community Services

Use of Council provided facilities was high; 94% 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;
- Service or Information Centres had higher use amongst older residents; playgrounds, sportsgrounds and public toilets had higher use from younger residents;

Satisfaction with Council provided facilities was also high; 90% or more of residents were satisfied with District Parks and Reserves, Balclutha sportsground, Milton Sportsground, Playgrounds, Cemeteries, Service or Information Centres, Libraries and Community Centres or Community Halls.

- Performance targets for 2016/17 were met for all services.

Figure 6.1 Use of Community Services

	All Respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years	Male	Female
Community centre or community halls	60%	61%	58%	67%	64%	54%	60%	67%	53%
Public Toilets	47%	47%	47%	67%	57%	42%	31%	54%	40%
Service or Information Centre	45%	43%	48%	31%	40%	46%	60%	39%	52%
District Parks and Reserves	45%	39%	50%	36%	55%	42%	39%	44%	46%
Cemeteries	44%	36%	52%	47%	33%	43%	58%	39%	48%
Libraries	43%	45%	42%	44%	45%	37%	50%	32%	54%
Balclutha Sportsground	40%	40%	40%	58%	54%	34%	21%	38%	43%
Playgrounds	39%	34%	44%	58%	51%	28%	31%	39%	40%
Milton Sportsground	25%	23%	26%	31%	35%	18%	15%	27%	23%
Balclutha Pool	23%	24%	21%	31%	38%	16%	6%	16%	29%
Kaitangata Sportsground	15%	13%	17%	14%	19%	15%	8%	18%	12%
Milton Pool	9%	7%	11%	17%	10%	10%	3%	10%	9%
Kaitangata Pool	2%	0%	3%	3%	3%	1%	0%	3%	1%
None of these	6%	7%	5%	6%	3%	8%	8%	8%	4%
<b>Total respondents</b>	<b>313</b>	<b>152</b>	<b>161</b>	<b>36</b>	<b>99</b>	<b>115</b>	<b>62</b>	<b>154</b>	<b>159</b>

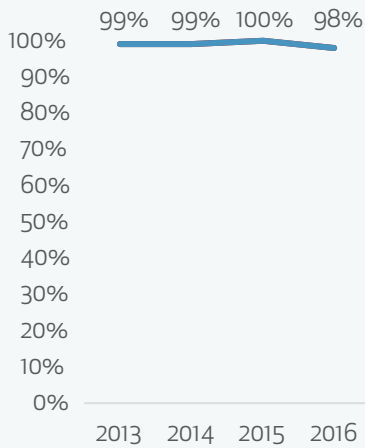
Figure 6.2 Satisfaction with Community Services

	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>	<b>% satisfied</b>	<b>Performance target 2016/17</b>	<b>Number of respondents</b>
Community centre or community halls	3%	3%	13%	81%	<b>94%</b>	>85%	187
Public Toilets	5%	22%	35%	38%	<b>73%</b>	>60%	147
Service or Information Centre	1%	1%	6%	93%	<b>99%</b>	>90%	142
District Parks and Reserves	2%	1%	19%	78%	<b>96%</b>	>85%	140
Cemeteries	1%	8%	12%	79%	<b>91%</b>	>85%	137
Libraries (overall satisfaction)	1%	1%	7%	91%	<b>98%</b>	>90%	134
Libraries (availability of library books)	2%	2%	14%	82%	<b>96%</b>	n/a	131
Balclutha Sportsground	1%	2%	13%	84%	<b>97%</b>	>80%	126
Playgrounds	0%	3%	15%	81%	<b>97%</b>	>85%	123
Milton Sportsground	1%	4%	30%	65%	<b>95%</b>	>80%	77
Balclutha Pool	1%	10%	23%	66%	<b>89%</b>	>60%	71
Kaitangata Sportsground	4%	13%	22%	61%	<b>83%</b>	>80%	46*
Milton Pool	10%	24%	31%	34%	<b>66%</b>	>60%	29*
Kaitangata Pool	0%	20%	40%	40%	<b>80%</b>	n/a	5*

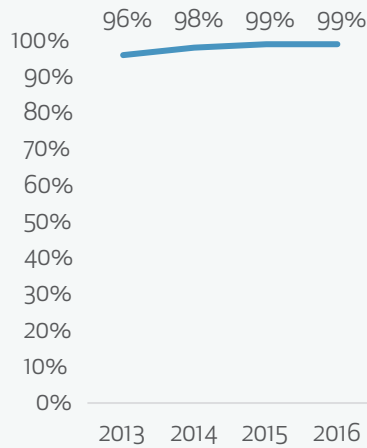
\*Caution: small sample sizes

Figure 6.3 Satisfaction with Facilities – Trend Analysis

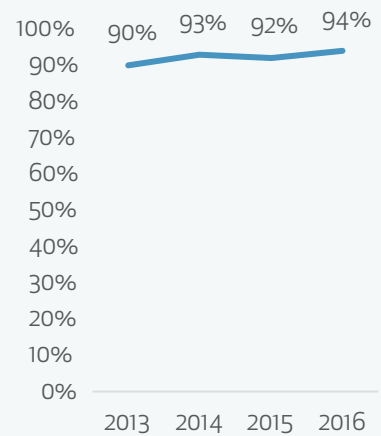
#### Library Services



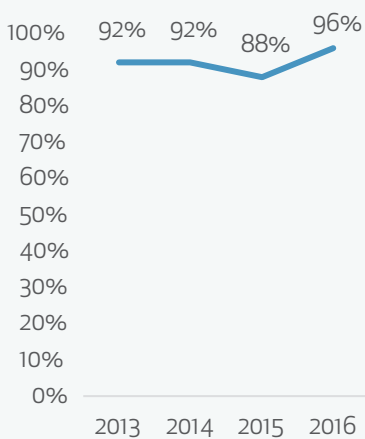
#### Information and Service Centre



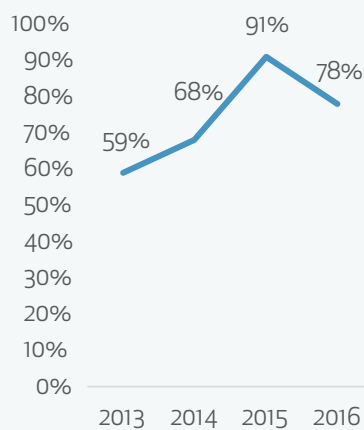
#### Community Centre/Hall



#### Parks and Reserves

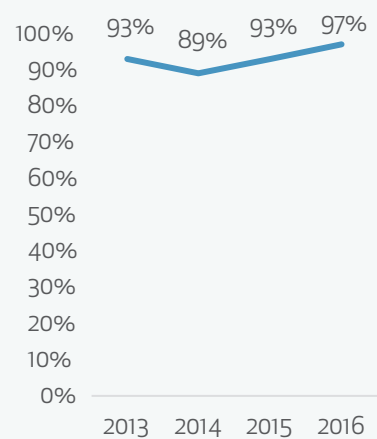


#### Swimming Pools

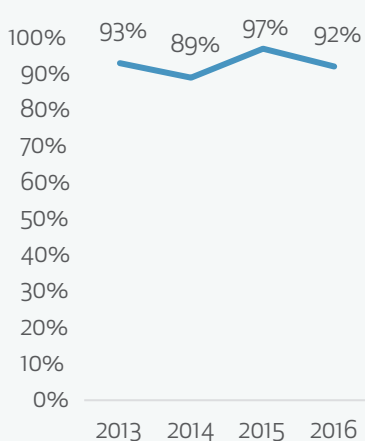


2016 figure is the mean of satisfaction scores for Balclutha, Kaitangata and Milton facilities

#### Playgrounds

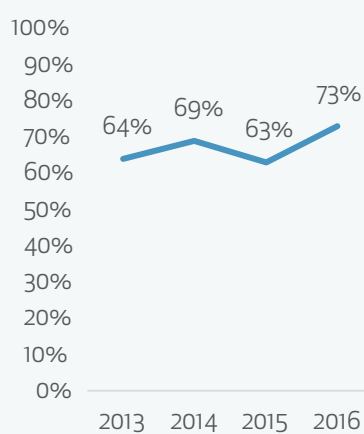


#### Sportsgrounds

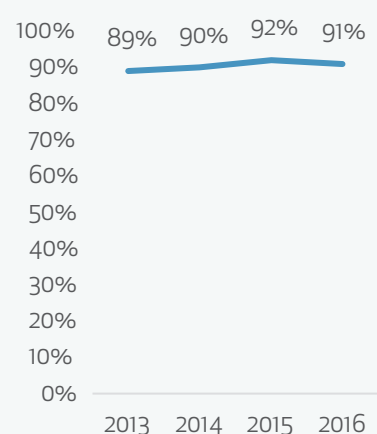


2016 figure is the mean of satisfaction scores

#### Public Toilets



#### Cemeteries



# 7

## Requests for Service and Complaints

Just over a quarter of residents (29%) 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 findings (27%) and a slight increase from 2014 (22%).

There were no significant differences in the proportions stating they had made a request for service or complaint when analysed by location (rural/urban). However rural respondents were significantly more likely to have made a request for service or complaint about roading; half of the concerns identified by rural residents related to roading (47%).

Roads and water supply topped the list of concerns for all residents, this is in line with 2015 results.

Dealing with service requests or complaints is identified as an area for improvement with residents showing high levels of dissatisfaction across the areas tested and only 55% satisfied with how the council handled the issue overall.

The percentage of residents satisfied with how long it took to get the information they needed or to resolve the issue was 51%. **Performance target not met (2016/17 aim >85%).**

Furthermore, analysed against the 2015 survey results shows a slight decline in satisfaction with how service requests and complaints are handled across all areas.

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

	Rural	Urban	All respondents
Roads	47%	10%	27%
Water supply	28%	25%	26%
Building works	14%	4%	9%
Stormwater	2%	12%	8%
Parks/Reserves (including berms)	0%	10%	5%
Dogs	0%	8%	4%
Sewerage	0%	6%	3%
Rates	0%	6%	3%
Footpaths	2%	2%	2%
Wheelie bin collection	0%	4%	2%
Playgrounds/Sportsgrounds	0%	2%	1%
Carparks	0%	2%	1%
Compost bins	0%	2%	1%
Liquor license	2%	0%	1%
Swimming pools	0%	2%	1%
Bridges	2%	0%	1%
Property damage	0%	2%	1%
Rural water scheme	2%	0%	1%
<b>Total respondents</b>	<b>43</b>	<b>48</b>	<b>91</b>

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

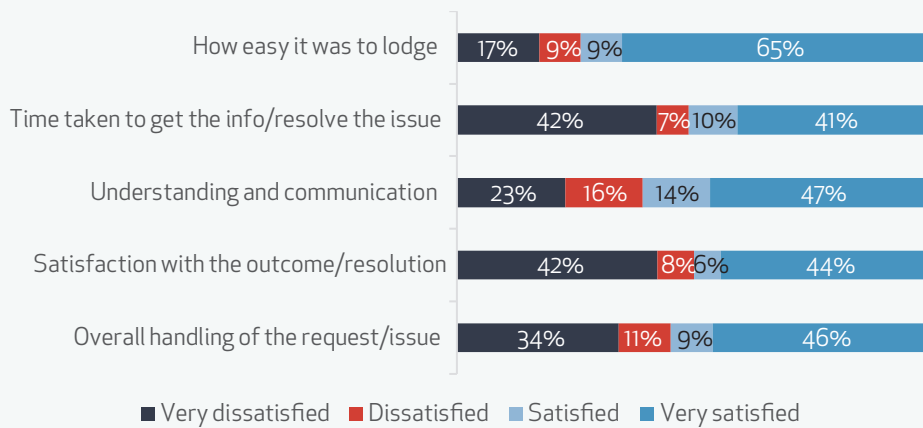


Figure 7.3 Satisfaction with the way service requests and complaints are handled – Trend Analysis

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



# 8

## Elected Members and Council

### 8.1 Satisfaction with Elected Members

Residents rate 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 is identified as an improvement area; this had higher proportions dissatisfied and very dissatisfied. The total satisfied was 73% **which just misses the 2016/17 performance target of >75%**, despite a slight improvement from 2015.

Rural residents were less likely to be satisfied with opportunities to have a say in council decision-making and planning; 68% stated they were satisfied compared with 77% in urban areas. There were no differences on satisfaction levels for the other areas tested.

83% of all respondents were satisfied with the decision making, planning and leadership of elected members. This **meets the performance target for this area of ≥80%**.

Trend analysis of total satisfaction shows continuity in most areas between 2016 and 2015. However, the proportion satisfied with performance around the Council's goal to promote growth, and living and working in the Clutha District has dropped from 89% to 82%.

Figure 8.1 Satisfaction with Elected Members and Council

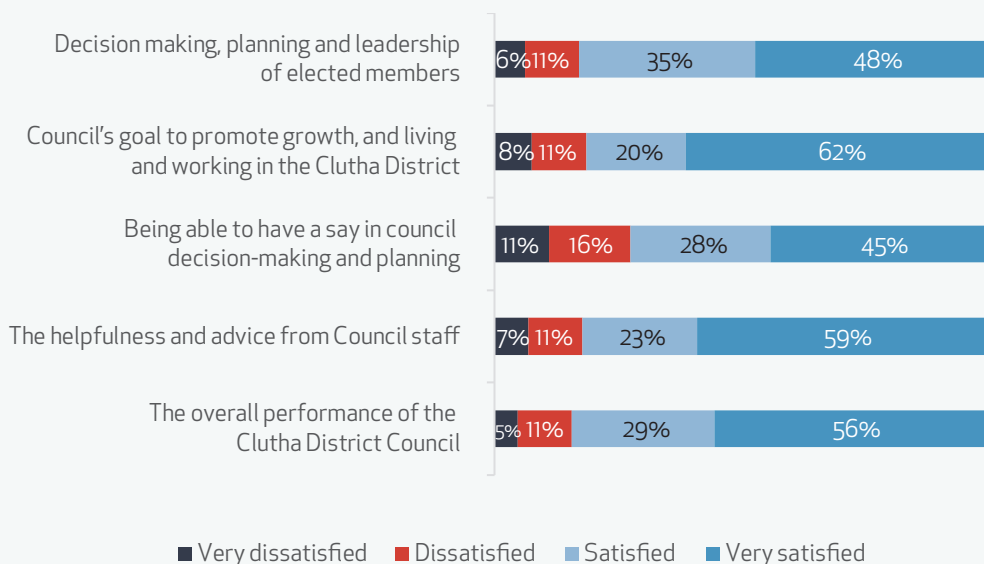


Figure 8.2 Satisfaction with Elected Members and Council – Sub-group analysis

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Decision making, planning and leadership of elected members	83%	82%	83%	85%	90%	77%	83%
Council's goal to promote growth, and living and working in the Clutha District	81%	83%	80%	88%	89%	78%	73%
Being able to have a say in council decision-making and planning	73%	68%	77%	81%	76%	67%	72%
The helpfulness and advice from Council staff	82%	83%	82%	85%	89%	81%	73%
The overall performance of the Clutha District Council	84%	86%	83%	90%	90%	78%	84%

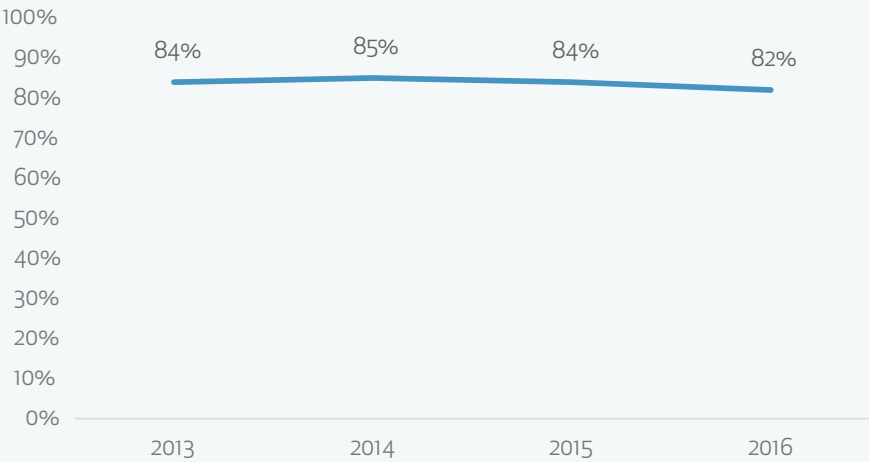
Figure 8.3 Satisfaction with Elected Members and Council – Trend Analysis

	Satisfied <sup>3</sup>		Very satisfied			
	2016	2015	2016	2015	2014	2013
Decision making, planning and leadership of elected members	83%	82%	48%	50%	52%	45%
Council's goal to promote growth, and living and working in the Clutha District	82%	89%	62%	61%	-	-
Being able to have a say in council decision-making and planning	73%	71%	45%	40%	44%	41%
The helpfulness and advice from Council staff	82%	84%	59%	58%	61%	64%
The overall performance of the Clutha District Council	84%	84%	56%	56%	50%	48%

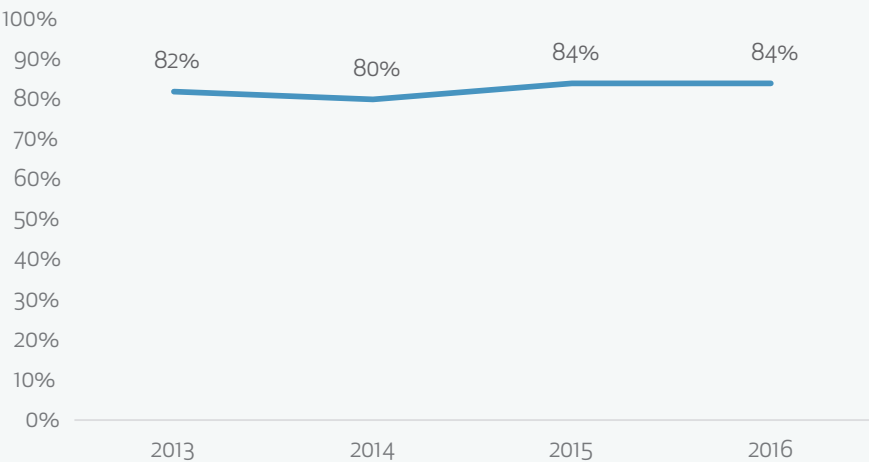
3. Very satisfied and satisfied – note trend data prior to 2015 was not available

Figure 8.4 Satisfaction with Elected Members and Council – Trend Analysis

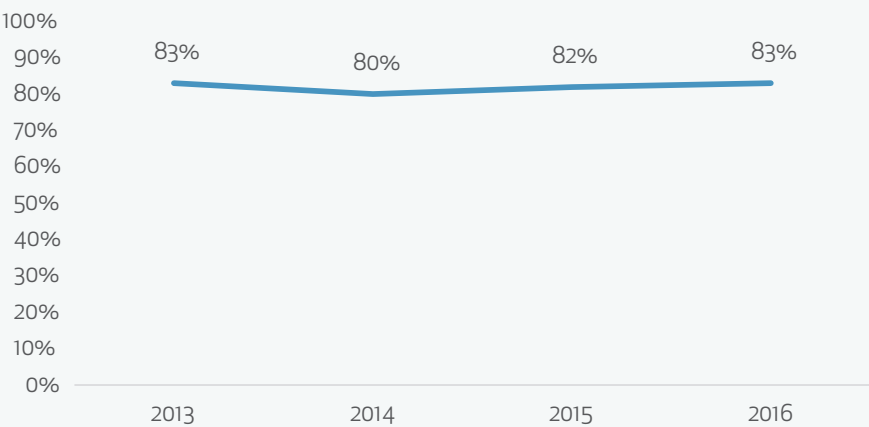
Advice and helpfulness of Council staff



Overall performance of the Clutha District Council



Decision-making, planning and leadership of elected members



## 8.2 Value for Money

Two thirds of residents (67%) were satisfied with the value for money they get from their rates.

The proportion of rural residents satisfied (65%) was slightly less than the proportion of urban residents (69%) but the difference was not significant.

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

Trend analysis indicates a rise in satisfaction with value for money from rates.

Figure 8.5 Satisfaction with value for money from rates paid to Clutha District Council

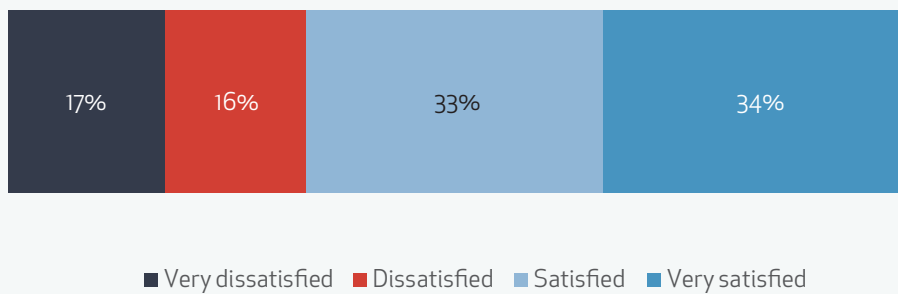
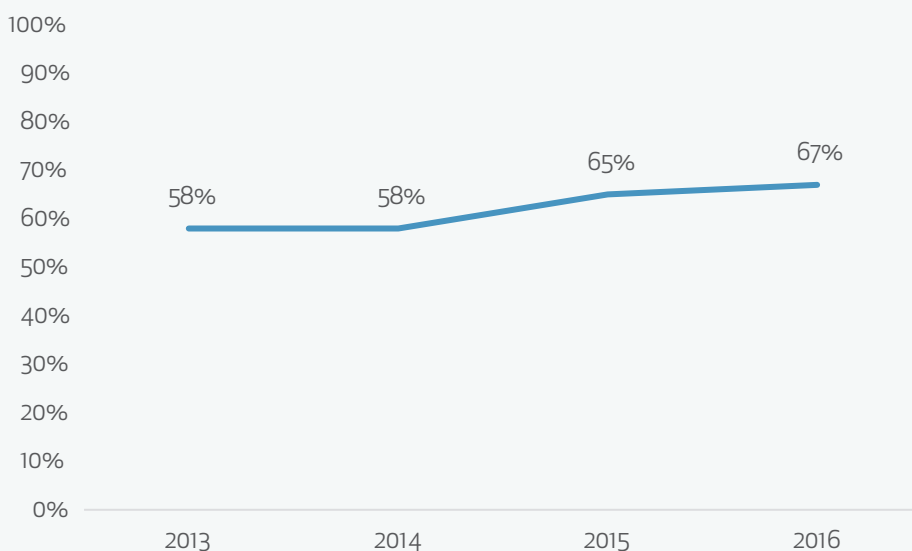


Figure 8.6 Satisfaction with value for money from rates paid to Clutha District Council – Trend Analysis



### 8.3 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.

39% of residents gave the Council an 'excellent' rating for its reputation which is a slight (but not statistically significant) improvement from 2015 perceptions. 77% gave a positive rating.<sup>4</sup>

Rural residents were less likely to give an excellent rating than urban residents but the proportions of positive ratings were the same.

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

Figure 8.7 Council Reputation

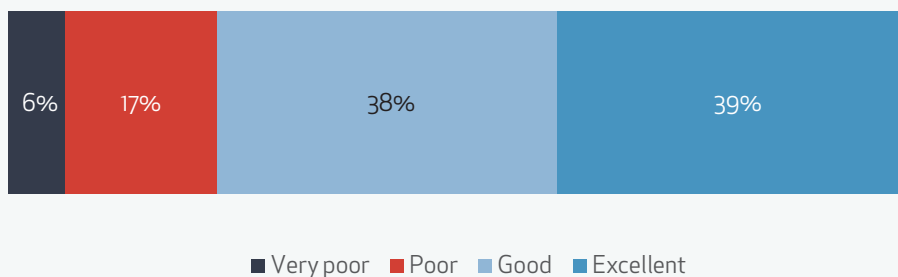


Figure 8.8 Council Reputation – Sub-group analysis

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Very poor	6%	5%	8%	3%	4%	9%	7%
Poor	17%	18%	16%	17%	12%	19%	22%
Good	38%	42%	34%	28%	44%	41%	28%
Excellent	39%	35%	43%	53%	40%	31%	43%
Negative	23%	23%	23%	19%	16%	28%	28%
Positive	77%	77%	77%	81%	84%	72%	72%
Number of respondents	302	144	158	36	95	110	60

4. 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.

## 8.4 Overall satisfaction

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

Total satisfaction levels were the same in rural (77%) and urban (79%) 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 8.9 Overall satisfaction with the Clutha District Council

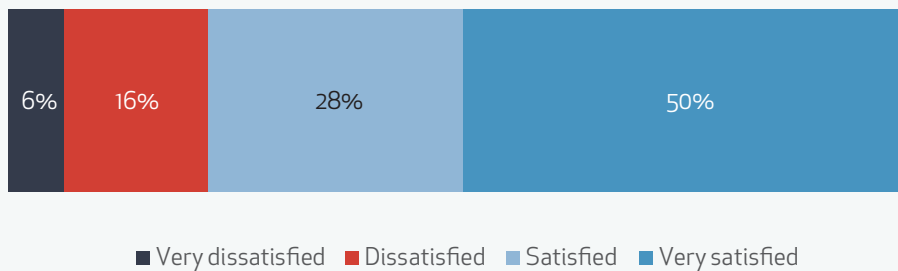


Figure 8.10 Overall satisfaction with the Clutha District Council – Sub-group analysis

	All respondents	Rural	Urban	16 - 29 years	30 - 49 years	50 - 64 years	65+ years
Very dissatisfied	6%	6%	6%	3%	7%	8%	3%
Dissatisfied	16%	17%	15%	3%	13%	20%	21%
Satisfied	28%	32%	25%	33%	28%	30%	23%
Very satisfied	50%	45%	54%	61%	52%	42%	52%
Satisfied	78%	77%	79%	94%	80%	72%	75%
	311	150	161	36	98	115	61

# 9

## Improvement Areas

Roads and footpaths were identified as the facilities that most residents felt the Council needed to make improvements to.

Roads were a significant issue for rural residents; they accounted for over half of services or facilities identified for improvement by these residents. Footpaths were more of an issue for urban residents.

Figure 9.1 What, if any services or facilities does Council need to make improvements to?

	All respondents	Rural	Urban	Number of respondents
Roads	40%	59%	21%	86
Footpaths	20%	11%	29%	44
Waste management	14%	11%	17%	31
Swimming pools	10%	5%	15%	21
Public toilets	7%	7%	6%	14
Stormwater	7%	2%	11%	14
Water - general	6%	8%	5%	13
Parks and reserves	5%	4%	6%	11
Elected members and council	5%	3%	6%	10
Water quality	4%	4%	5%	9
Street lighting	4%	3%	5%	8
Water supply - rural	3%	6%	1%	7
Listening to/communicating with public	3%	3%	4%	7
Halls and community centres	3%	0%	6%	6
Main street	3%	0%	6%	6
Rates / rates affordability	3%	2%	4%	6
Sewage	3%	2%	4%	6
Financial management	2%	3%	1%	4
Water management	2%	3%	1%	4
Bridges	1%	2%	1%	3
Address freedom campers	1%	3%	0%	3
Economic development	1%	0%	2%	2
Other	6%	6%	6%	12
<b>Total respondents</b>	<b>215</b>	<b>106</b>	<b>109</b>	<b>215</b>



# 10

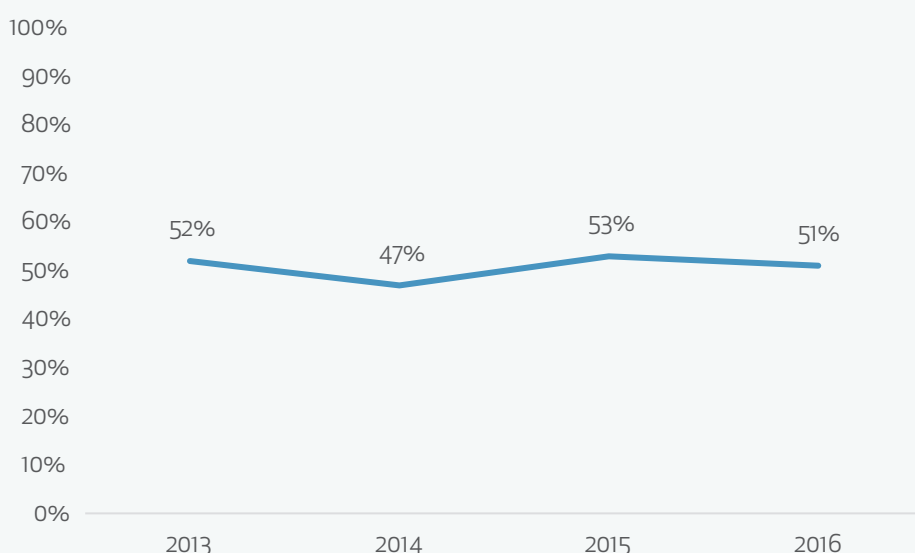
## Civil Defence

Half of residents (51%) stated that they had personally taken steps to prepare for a Civil Defence emergency, such as having an emergency kit and water stores.<sup>5</sup>

The proportion that had taken some steps for disaster preparedness was slightly higher in rural areas (54% compared with 49%).

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

Figure 10.1 Disaster Preparedness - Trend Analysis



5. Interviewing had been completed before Kaikoura earthquake struck on the 14<sup>th</sup> November. The proportions of residents taking steps for disaster preparedness is likely to have been affected in response to a recent domestic event.

## Appendix One: Demographic Profile

<i>Age</i>	<b>%</b>	<b>Number of respondents</b>
16 - 29 years	12%	36
30 - 49 years	32%	99
50 - 64 years	37%	115
65+ years	20%	62
<b>Total</b>	<b>100%</b>	<b>312</b>

<i>Gender</i>	<b>%</b>	<b>Number of respondents</b>
Male	49%	154
Female	51%	159
<b>Total</b>	<b>100%</b>	<b>313</b>

<i>Ratepayer Status</i>	<b>%</b>	<b>Number of respondents</b>
Ratepayer	91%	286
Renter	6%	18
Don't pay rent or rates	2%	5
Both	1%	4
<b>Total</b>	<b>100%</b>	<b>313</b>

<i>Location</i>	<b>%</b>	<b>Number of respondents</b>
Rural	49%	152
Urban	51%	161
<b>Total</b>	<b>100%</b>	<b>313</b>

<i>Urban Locations</i>	<b>%</b>	<b>Number of respondents</b>
Balclutha	34%	55
Milton	24%	38
Tapanui	12%	19
Kaitangata	9%	15
Lawrence	7%	11
Kaka Point	2%	4
Owaka	2%	4
Waiholā	2%	3
Clinton	1%	2
Stirling	1%	2
Rosebank	1%	2
Heriot	1%	2
Other urban	1%	2
Benhar	1%	1
Clutha	1%	1
<b>Total</b>	<b>100%</b>	<b>161</b>

<i>Ethnicity</i>	<b>%</b>	<b>Number of respondents</b>
European	96%	299
Māori	6%	18
Asian	0%	1
Other Ethnicity	1%	4
Decline/Refuse	1%	3
<b>Total</b>	<b>100%</b>	<b>313</b>



Research First

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