

Clutha District Council

RESIDENT SATISFACTION SURVEY 2022

Research report | May 2022



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Section 1

Key Messages

1.1 Council Services



94% satisfied with district **sewerage systems**



79% satisfied with **stormwater services**



49% satisfied with the **maintenance of unsealed roads**



73% satisfied with the **maintenance of sealed roads**



60% satisfied with **footpaths**



91% satisfied with the **wheelie bin service**



96% satisfied with **Mt Cooe landfill**

1.2 Council Facilities



99% satisfied with **libraries**



94% satisfied with **service or information centres**



92% satisfied with **community centres or community halls**



71% satisfied with **public toilets**



94% satisfied with **cemeteries**



93% satisfied with **district parks and reserves**



92% satisfied with **playgrounds**



96% satisfied with **Balclutha Sportsground**



93% satisfied with **Balclutha Pool**



94% satisfied with **Milton Sportsground**



65% satisfied with **Milton Pool**

1.3 Elected Members and Council



69% satisfied with **decision making, planning and leadership of elected members**



75% satisfied with Council's goal to **promote growth, living, and working in the Clutha District**



59% satisfied with being able to **have a say in Council decision-making and planning**



77% satisfied with the **helpfulness and advice from Council staff**



71% satisfied with the **overall performance of the Clutha District Council**



54% satisfied with **value for money from rates**

Section 2

Research Design

2.1 Context

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

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

The key service areas tested in the 2022 residents' survey were:

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

2.2 Method

The 2022 survey had a dual method approach:

1. The core research was conducted by landline phone, with the option to complete online.
2. An additional online survey was offered to allow wider engagement with residents across the District.

Phone survey with online completion option

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

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

STAND-ALONE ONLINE SURVEY

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

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

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

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

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

The telephone survey provides a sample of 301 respondents that is representative of the District's population. An additional 50 residents chose to give their feedback through the online survey.

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

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

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

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

2.3 Sampling

Following a pilot testing phase, data collection took place between the 31st of March and the 2nd of May using a randomised database of telephone numbers covering the Clutha District.

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

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

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

Section 3

Use of, and Visits to, Council Facilities

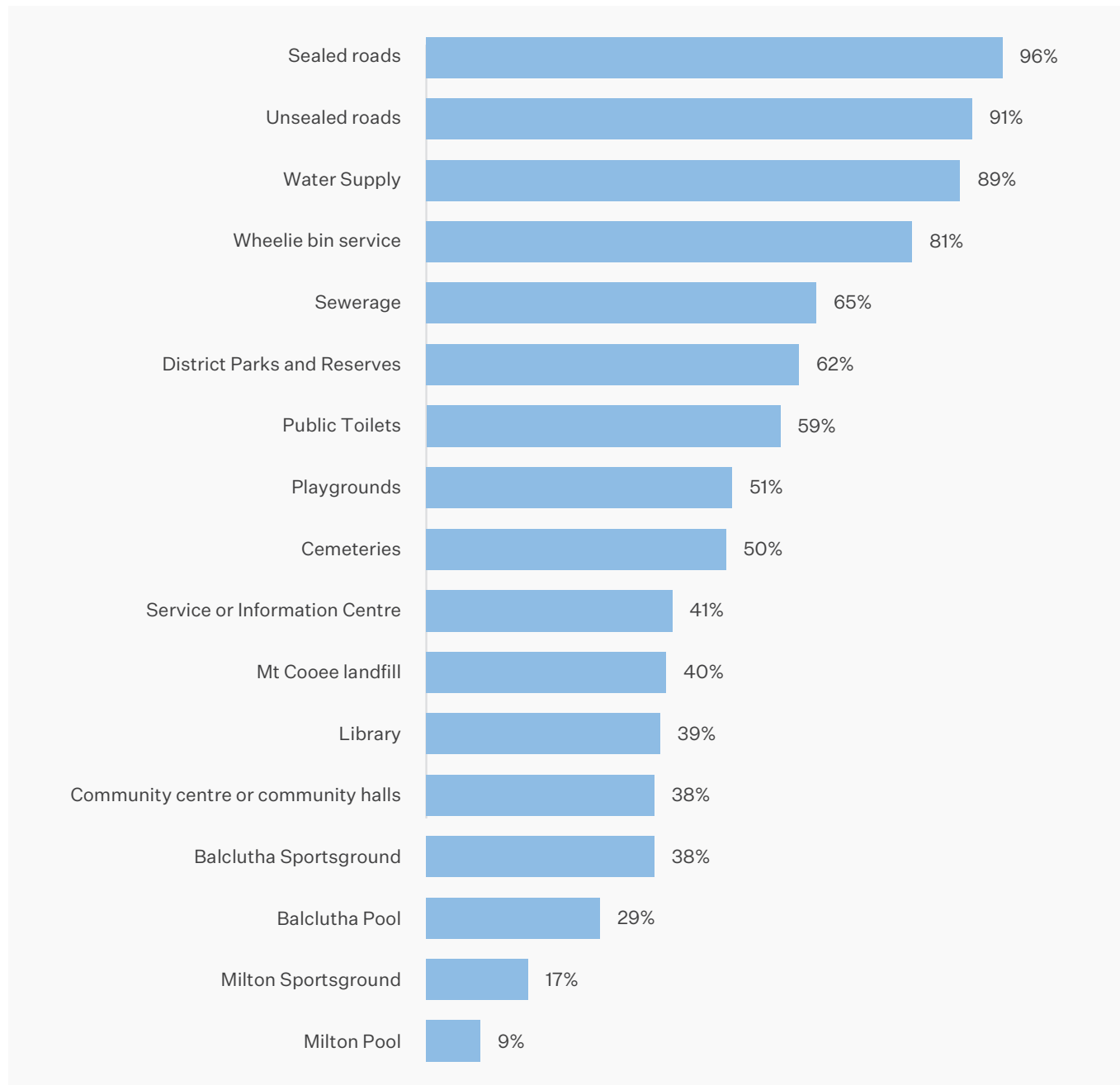
In the 2022 survey, Clutha residents were asked to confirm whether or not they had visited or used a coded list of Council services and facilities in the past 12 months. At least half of Clutha residents used the following services or facilities:

- The wheelie bin service.
- District parks and reserves.
- Roads (both sealed and unsealed).
- Public toilets.
- Playgrounds.
- Cemeteries.

The data analysis revealed some significant relationships:

- Rural residents have a higher dissatisfaction with local roads being appropriate for their travel (62%) and with the maintenance of local unsealed, gravel roads (66%).
- Residents aged 18–29 were less likely to visit a library (19%).
- Town residents are more likely to be satisfied with their water supply (80%) compared to rural residents (57%).

Figure 3.1 Visits and usage of Council facilities



Section 4

Sewerage & Stormwater

4.1 Sewerage

94% of residents with properties connected to one of the district's sewerage systems stated that they were satisfied with the service:

✓ Performance target met (2021/22 aim: >85%)

- Performance in this area of Council services has been consistently high since 2015. Although the 2021 measure posted a decline, it is positive to see an increase in satisfaction for 2022.

Figure 4.1 Satisfaction with District sewerage systems

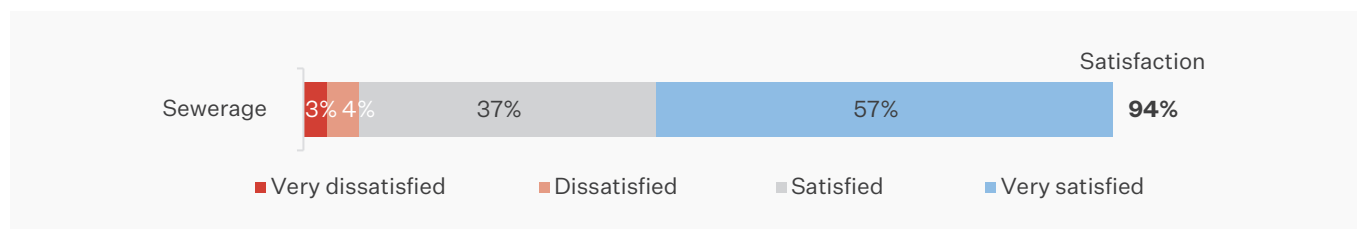
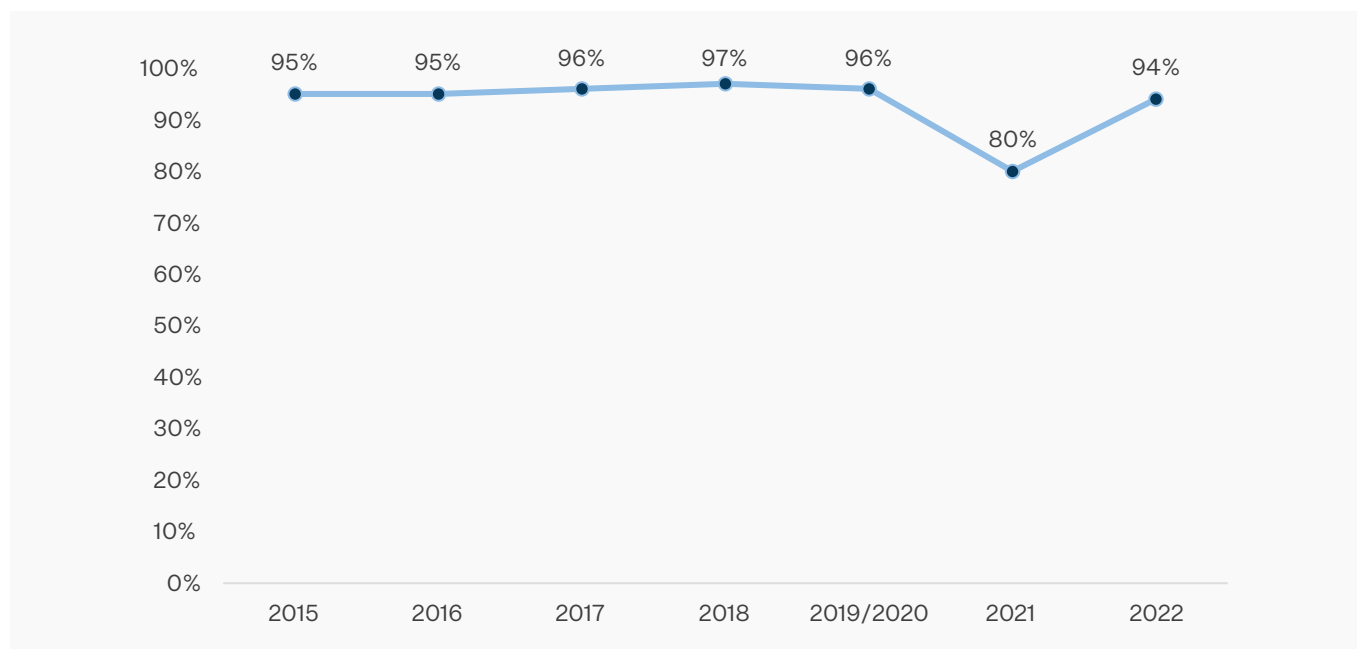


Figure 4.2 Satisfaction with sewerage systems, over time



4.2 Stormwater

Residents were also asked to rate satisfaction with stormwater services.

- 79% of these residents stated that they were satisfied with the service.

✓ **Performance target met (2021/22 aim: >75%)**

Figure 4.3 Satisfaction with stormwater services

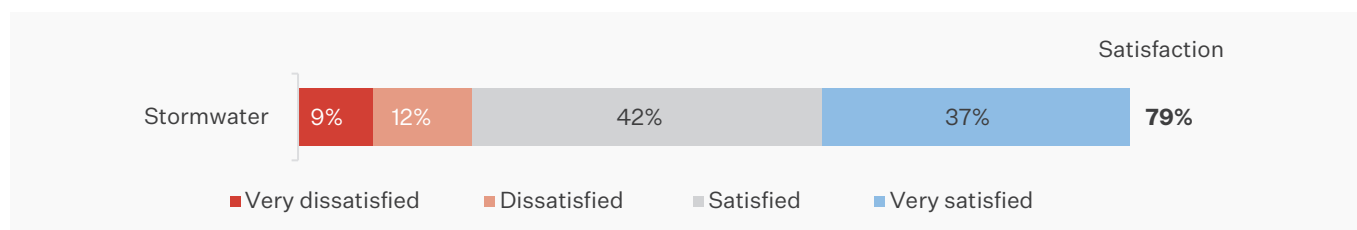
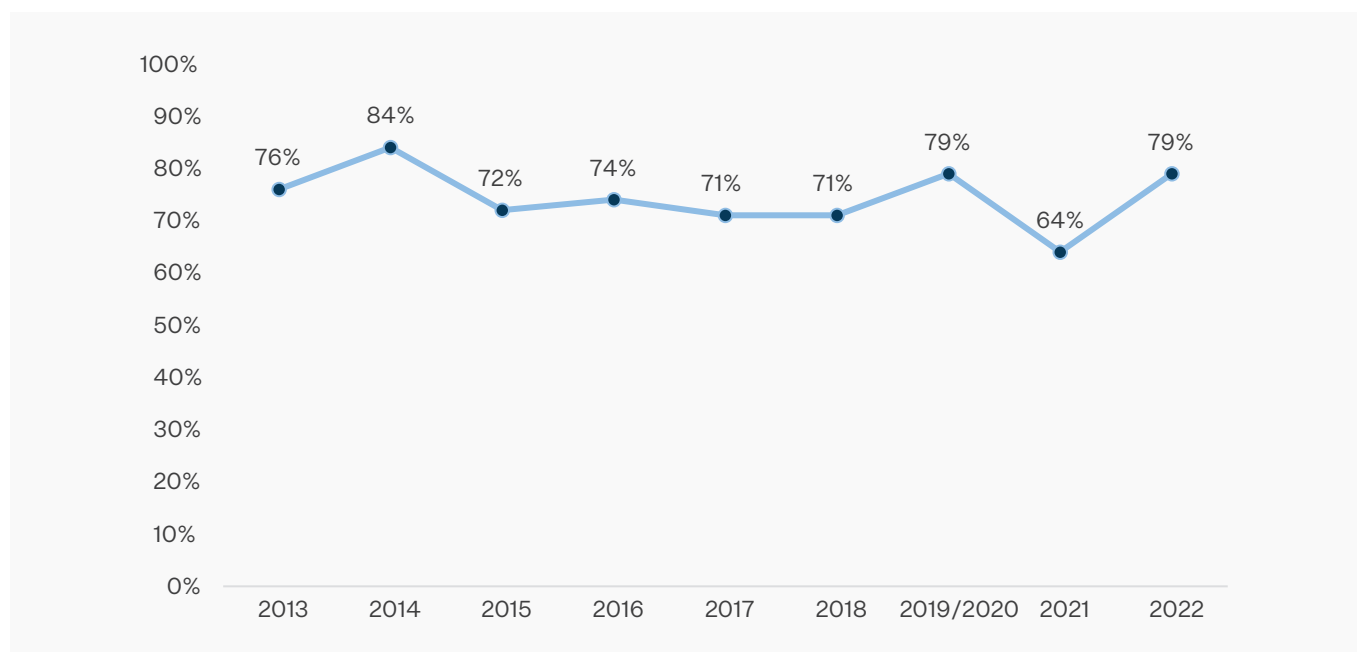


Figure 4.4 Satisfaction with stormwater services, over time



Section 5

Water Supply

Four out of five (86%) residents in the Clutha District were connected to the town water supply or a rural water scheme.

Figure 5.1 Water supply

| | % | Number of respondents |
|---|------|-----------------------|
| Town water supply | 63% | 190 |
| Rural water scheme | 23% | 69 |
| Both, Council (town) or rural scheme, and own supply of water | 2% | 6 |
| Own supply of water (e.g., roof water or bore source) | 9% | 28 |
| Other (please specify) | 0% | 1 |
| Don't know | 2% | 7 |
| Total | 100% | 301 |

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

RELIABILITY

Overall, 75% stated that they were satisfied with the reliability of the water supply in the last 12 months.

- Urban residents are more likely to be satisfied with the reliability of their water supply (83%) compared to rural residents (60%).

Figure 5.2 Satisfaction with the reliability of water supply

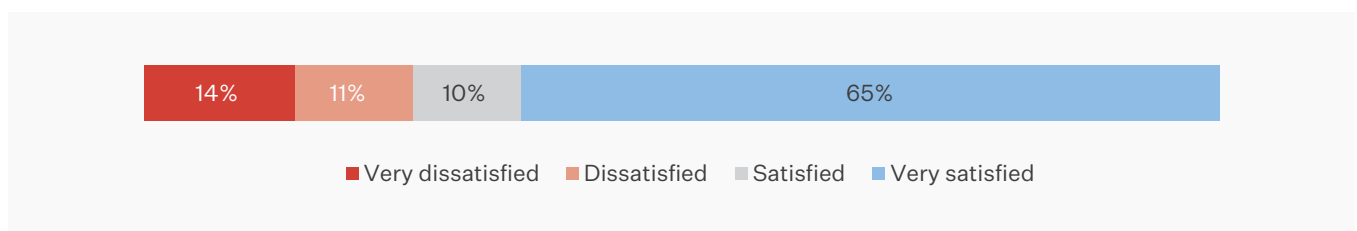
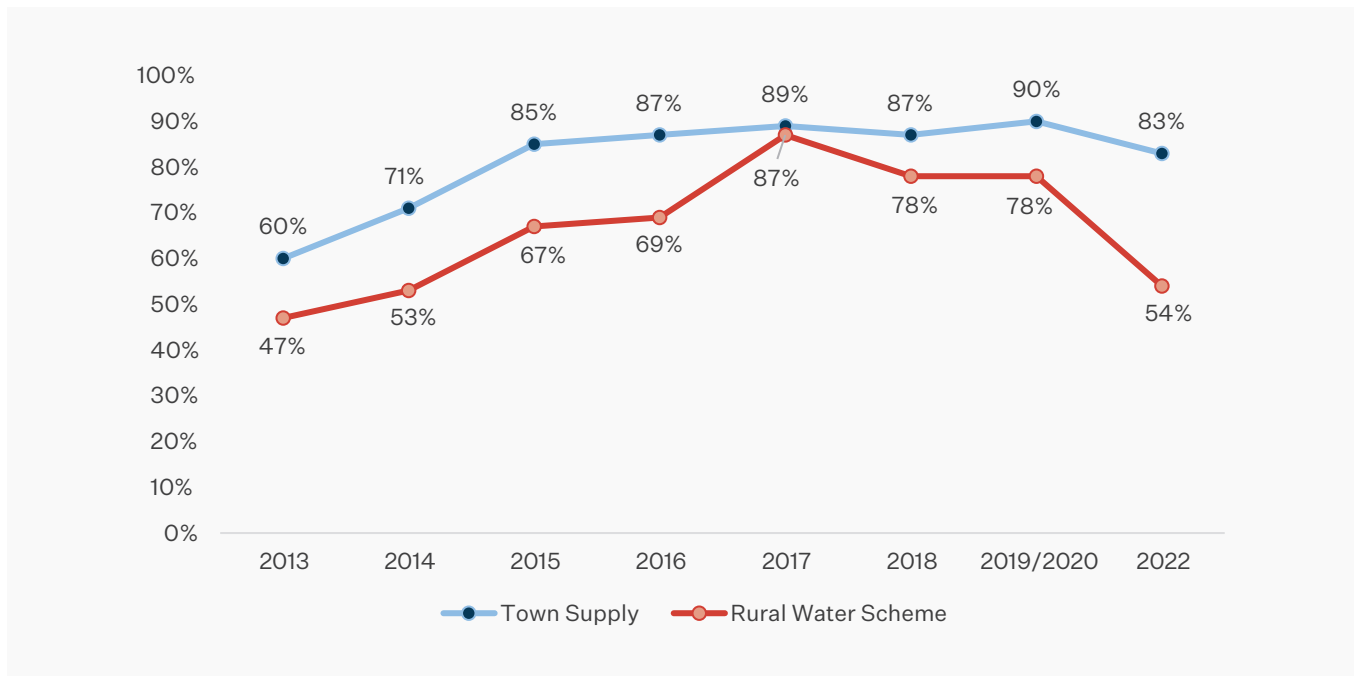


Figure 5.3 Satisfaction with the reliability of water supply, over time¹



2022 Town supply n=189, Rural water scheme n=68

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

TASTE AND CLARITY

Overall, 59% indicated that they were satisfied with the taste and clarity of their water supply.

X Performance target not met >70%.

- Residents using the town supply are more likely to be satisfied with taste and clarity (64%), compared to residents on the rural water scheme (46%).

Figure 5.4 Satisfaction with the taste and clarity of water supply

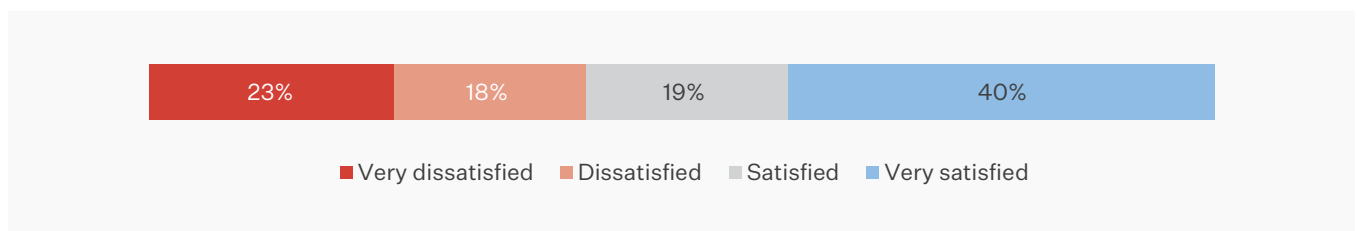
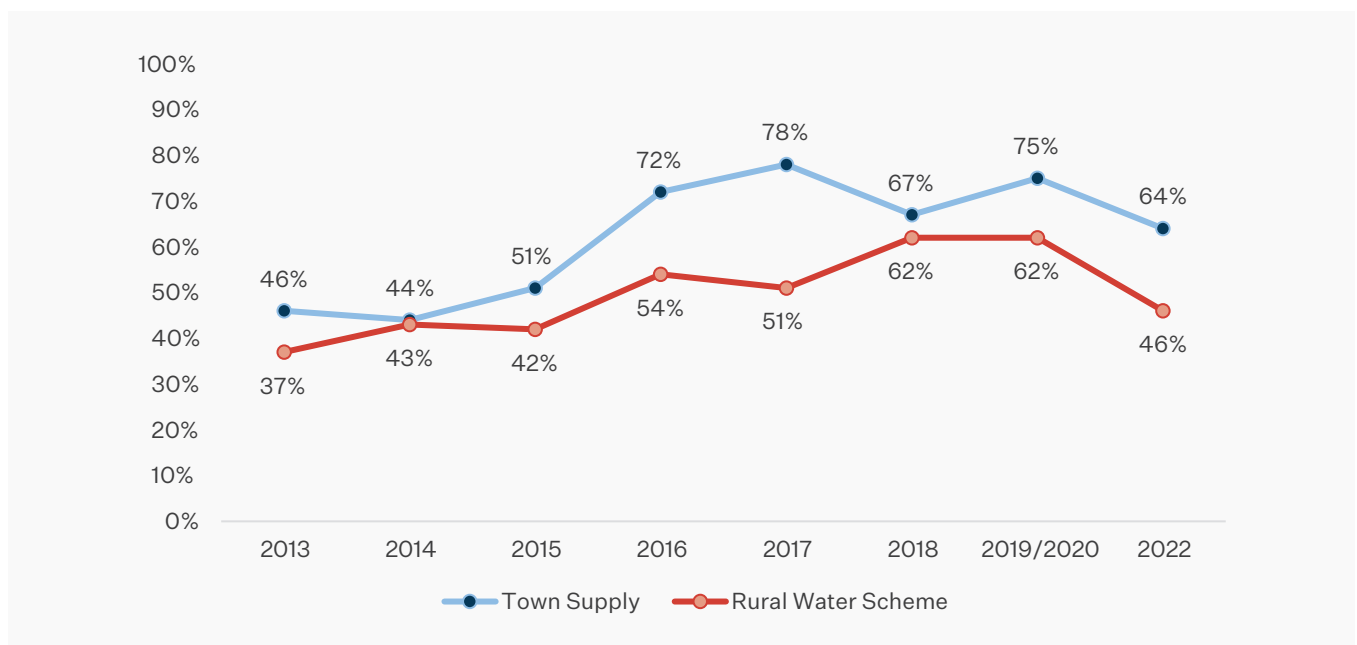


Figure 5.5 Satisfaction with the taste and clarity of water supply, over time



2022 Town supply n=183, Rural water scheme n=68

Section 6

Roading

- More than half of the respondents (55%) were satisfied that local roads are appropriate for their travel needs.
- Comments to improve roads focused on long-term repairs and potholes.
- In 2022, rural respondents displayed higher levels of satisfaction with sealed roads and footpaths, and lower for the unsealed roads. This is expected, as rural road users have a higher tendency to use unsealed roads compared to urban users.

Figure 6.1 Satisfaction with roading and footpaths

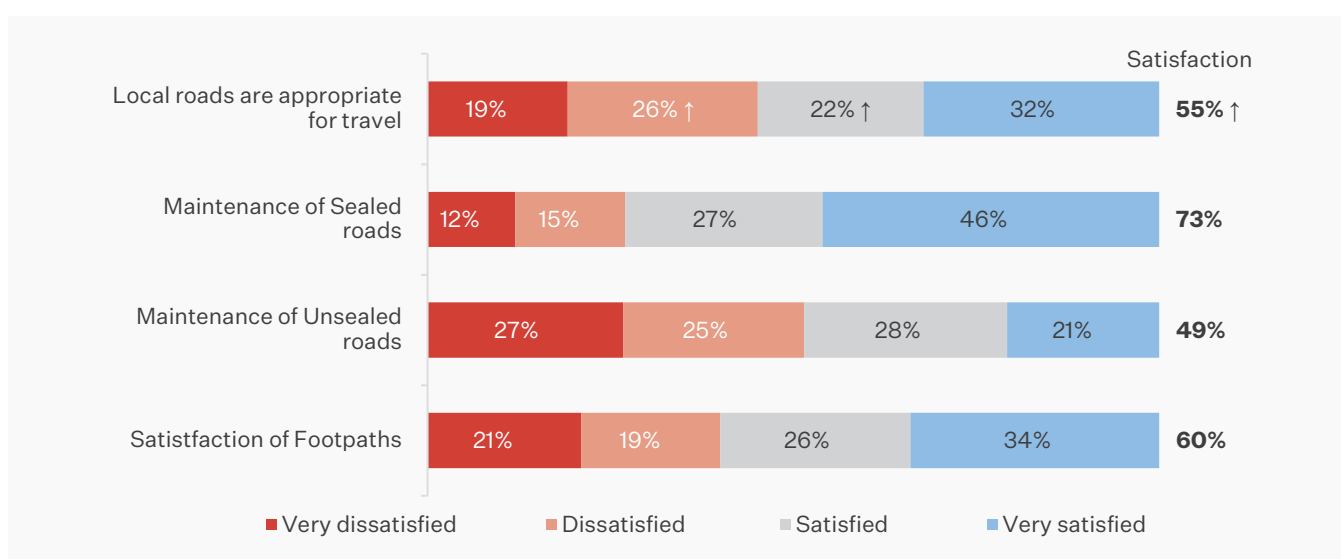


Figure 6.2 Ways the council could improve the districts roads.

| | |
|--|-------|
| Proper/ long-term repairs | 10% ↑ |
| Repair potholes | 9% ↑ |
| Grade gravel roads | 8% |
| More/ better sealing of roads | 5% |
| More maintenance | 5% |
| Improve condition of roads | 4% |
| Better traffic management (signage, speed limits etc.) | 3% |
| Clean gutters/ culverts/ debris/ litter | 3% |
| Respond promptly to problems/ issues | 3% |
| Manage road-use of heavy traffic/ livestock: to stop road damage | 2% ↓ |
| Wider roads | 1% ↓ |
| Net | 40% |

SEALED ROADS

- 73% of respondents were satisfied with the sealed roads.

✓ Performance target met (2021/22 aim >70%)

- 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 was the speed they felt they could travel on sealed roads.

X Performance target not met (2021/22 aim 80–90 km/hr)

UNSEALED ROADS

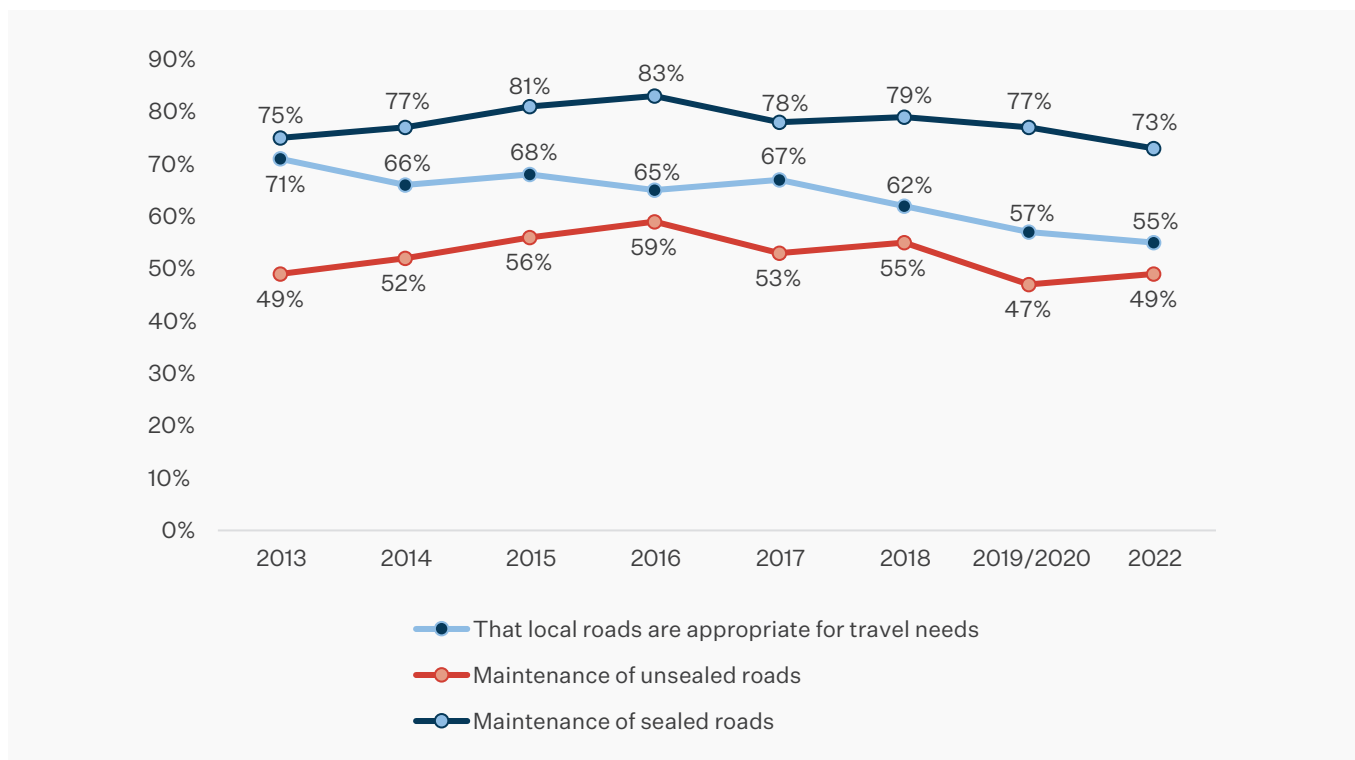
- Just under half of respondents (49%) were satisfied with the unsealed roads.

X Performance target not met (2021/22 aim >52%)

- The highest proportions of respondents stated the speed they feel that they can safely travel on gravel roads is less than 50 km/hr (20%), followed by 50–59 km/hr (16%).

X Performance target not met (2019/20 aim 60–70 km/hr)

Figure 6.3 Satisfaction with roads over time³



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

FOOTPATHS

- 60% of respondents were satisfied with footpaths in the District.

X Performance target not met (2021/22 aim >80%).

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

| | |
|-----------------------------------|-------|
| Prioritise hazardous/uneven paths | 15% ↑ |
| More/ new footpaths | 9% ↑ |
| More maintenance | 9% ↑ |
| Proper/ long term repairs | 3% |
| Seal footpaths | 2% ↓ |
| Wider footpaths | 2% ↓ |

Figure 6.5 Satisfaction with footpaths over time

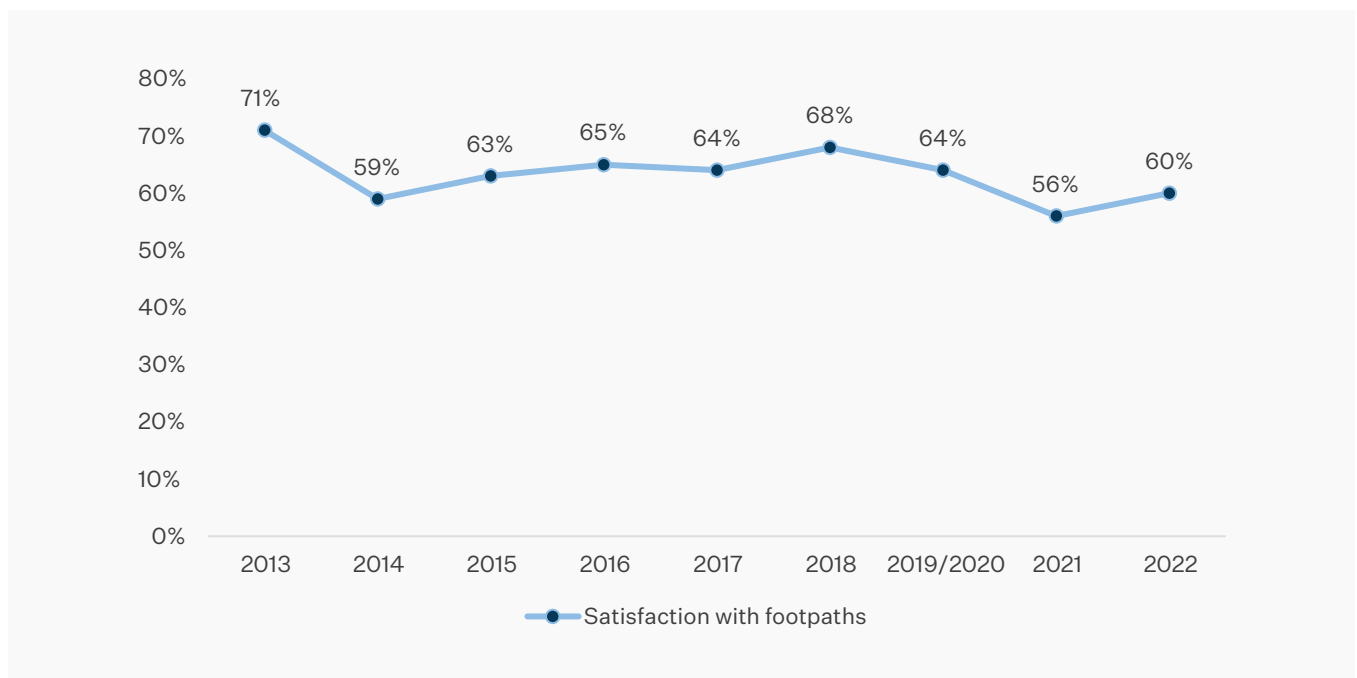


Figure 6.6 Satisfaction with roading and footpaths, by location

| | Rural | Urban |
|--|--------------|--------------|
| Local roads are appropriate for travel needs | 38% | 63% |
| Maintenance of unsealed roads | 34% | 56% |
| Maintenance of sealed roads | 68% | 71% |
| Satisfaction with footpaths | 55% | 58% |

Section 7

Solid Waste Services

WHEELIE BINS

81% of respondents stated that they had used the wheelie bin service in the District in the last 12 months.

- Of those that had used the service, 91% were satisfied.

✓ **This meets the 2021/22 performance target for this area of >80%.**

- Satisfaction is in line with 2015–2021 results.

MT COOEE LANDFILL

40% of respondents had used the Mt Cooe landfill during the previous 12 months.

- Of those that had used the service, 96% were satisfied.

✓ **This meets the 2021/22 performance target for this area of >75%.**

Figure 7.1 Satisfaction with solid waste services

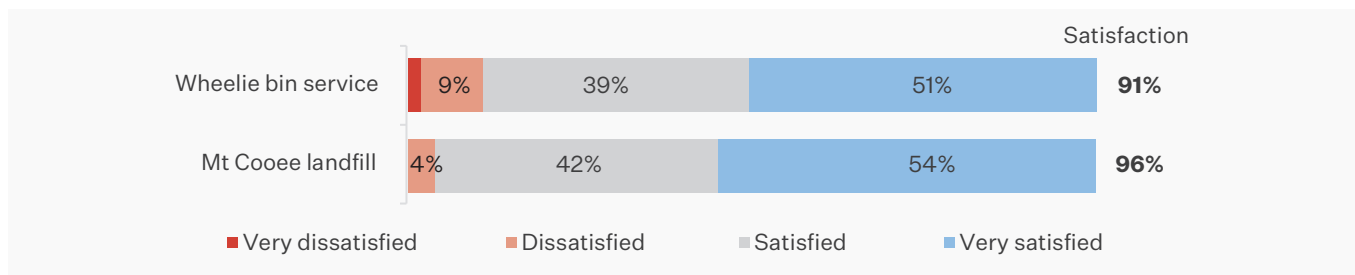
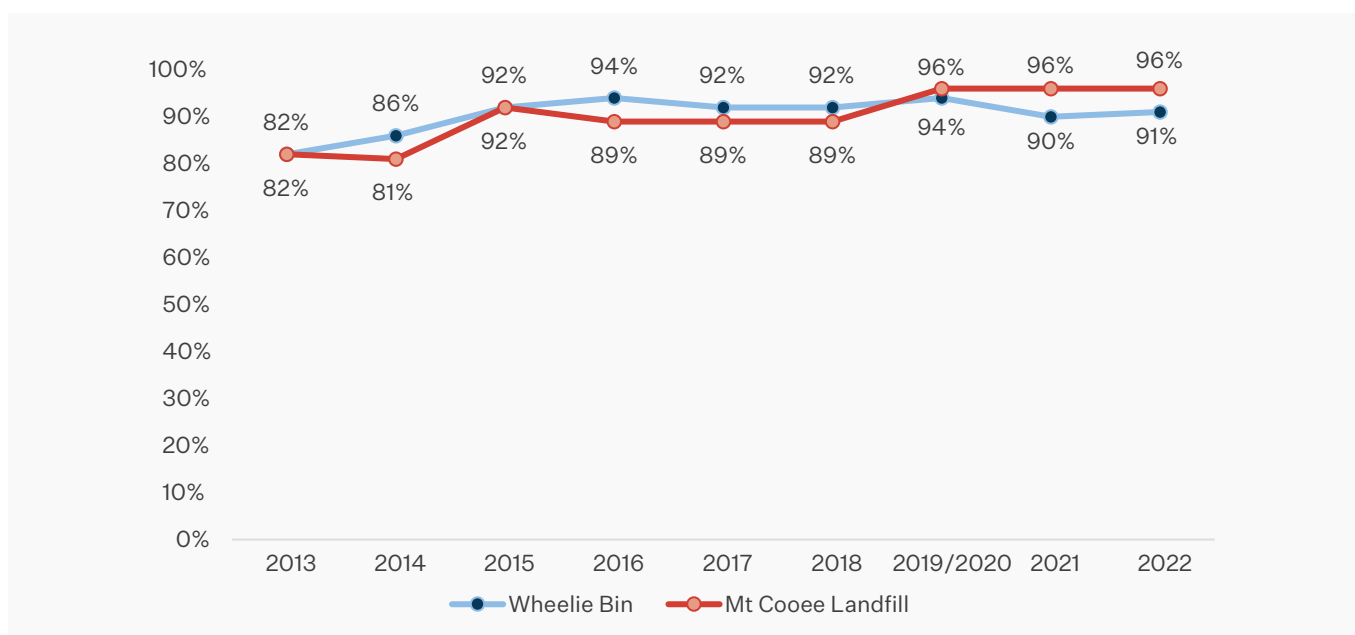


Figure 7.2 Satisfaction with solid waste services, over time



Section 8

Community Services

The use of Council-provided facilities in the last 24 months was not as high as in previous periods. This is understandable given the impact that COVID lockdowns have had on access.

- 83% of residents had visited at least one of the listed facilities in the last 12 months.

Satisfaction with most Council-provided facilities was high:

- For all other facilities, with the exception of public toilets, approximately 9 in every 10 facility users were satisfied with the services.
- Milton Pool did not meet performance targets but the small sample size for Milton Pool and Milton Sportsground means the results should be viewed as indicative only.
- Satisfaction with library services remains incredibly high.

Figure 8.1 Overall Satisfaction with community Services

| | Very dissatisfied | Dissatisfied | Satisfied | Very satisfied | % Satisfied | Performance target | Number of respondents |
|--|--------------------------|---------------------|------------------|-----------------------|--------------------|---------------------------|------------------------------|
| Library | 1% | 1% | 13% | 86% | 99% | ≥80% | 117 |
| Balclutha Sportsground | 1% | 3% | 17% | 78% | 96% | ≥80% | 115 |
| Milton Sportsground | 0% | 6% | 28% | 66% | 94% | ≥80% | 50* |
| Cemeteries | 2% | 4% | 13% | 81% | 94% | ≥80% | 149 |
| Service or Information Centre | 2% | 5% | 6% | 88% | 94% | ≥80% | 124 |
| Balclutha Pool | 3% | 3% | 8% | 85% | 93% | ≥80% | 87 |
| District parks and reserves | 1% | 6% | 20% | 72% | 93% | ≥80% | 188 |
| Playgrounds | 1% | 6% | 26% | 66% | 92% | ≥80% | 155 |
| Community centre or community halls | 3% | 5% | 18% | 75% | 92% | ≥80% | 114 |
| Public toilets | 8% | 21% | 24% | 47% | 71% | ≥80% | 178 |
| Milton Pool | 19% | 15% | 12% | 54% | 65% | ≥80% | 26* |

*Caution: small sample size

Figure 8.2 Satisfaction with Community Services by sub-group

| | All Respondents | Rural | Town (Urban) | 16 –29 years | 30 –49 years | 50 –64 years | 65+ years | Male | Female |
|--|----------------------------|--------------|-------------------------|-------------------------|-------------------------|-------------------------|------------------|-------------|---------------|
| District parks and reserves | 188 | 91% | 93% | 97% | 94% | 88% | 95% | 90% | 95% |
| Balclutha Sportsground | 115 | 92% | 97% | 100% | 96% | 93% | 94% | 93% | 98% |
| Milton Sportsground | 50 | 90% | 97% | 85% | 100% | 92% | 100% | 96% | 89% |
| Playgrounds | 155 | 94% | 91% | 93% | 92% | 95% | 86% | 95% | 90% |
| Cemeteries | 149 | 93% | 94% | 100% | 93% | 91% | 97% | 94% | 94% |
| Service or Information Centre | 124 | 88% | 96% | 80% | 95% | 92% | 97% | 90% | 97% |
| Public toilets | 178 | 69% | 73% | 67% | 75% | 66% | 75% | 72% | 70% |
| Balclutha Pool | 87 | 94% | 93% | 100% | 91% | 95% | 83% | 93% | 94% |
| Milton Pool | 26 | 29% | 73% | 60% | 71% | 55% | 100% | 60% | 69% |
| Community centre or community halls | 114 | 89% | 94% | 91% | % | 91% | 96% | 90% | 94% |
| Library | 118 | 100% | 99% | 100% | 100% | 100% | 96% | 100% | 99% |
| n | 301 | 140 | 211 | 53 | 121 | 106 | 70 | 153 | 148 |

Note: All respondents n = 301. The samples sizes for each service or facility by each location, age or gender category will vary depending on utilisation.

Figure 8.3 Satisfaction with facilities – trend analysis



Section 9

Elected Members and Council

9.1 Satisfaction with elected members

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

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

Areas for improvement are identified as:

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

Figure 9.1 Satisfaction with elected members and Council

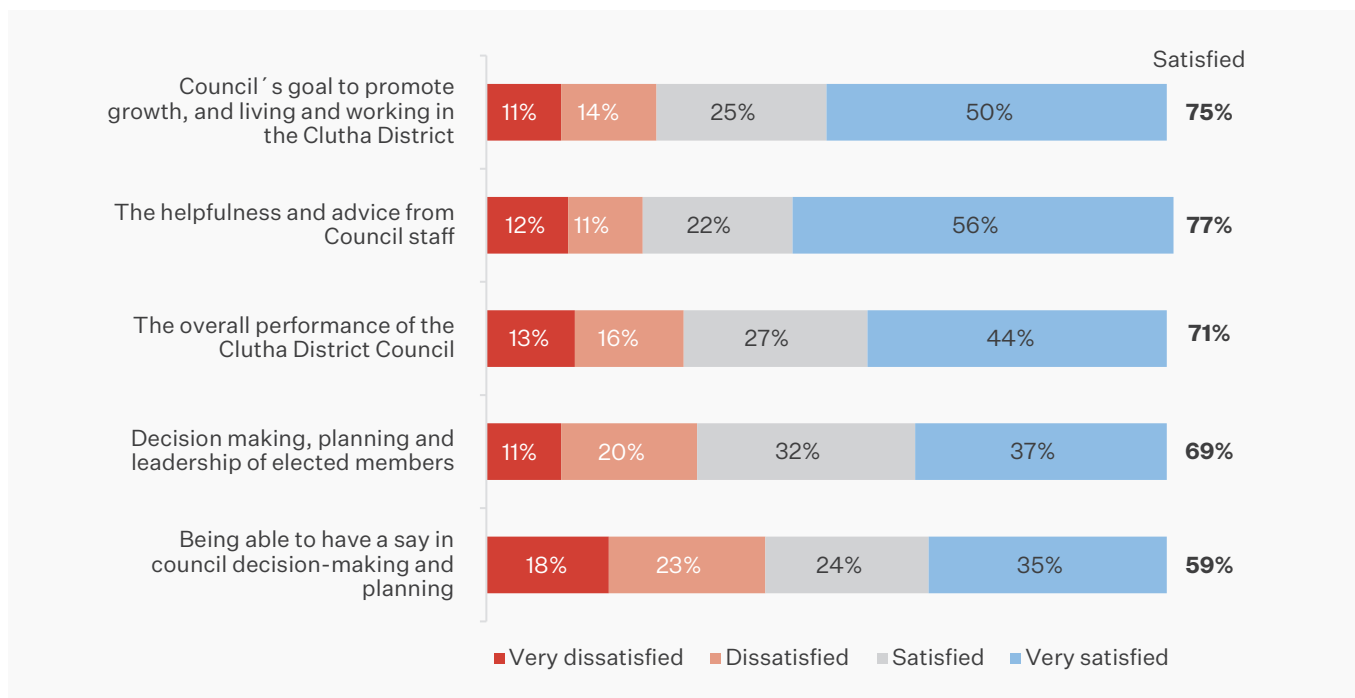


Figure 9.2 Satisfaction with elected members and Council – sub-group analysis

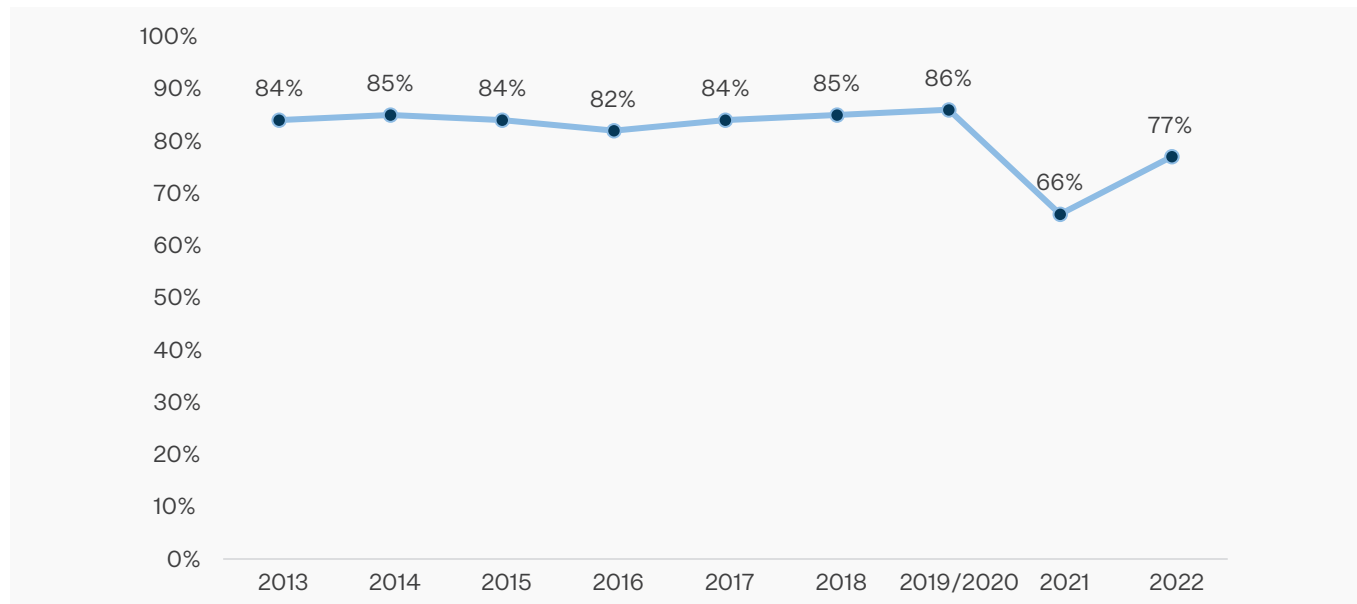
| | All respondents | Rural | Urban | 16 – 29 years | 30 – 49 years | 50 – 64 years | 65+ years |
|--|-----------------|-------|-------|---------------|---------------|---------------|-----------|
| Decision-making, planning and leadership of elected members | 69% | 58% | 71% | 74% | 65% | 61% | 72% |
| Council's goal to promote growth, living, and working in the Clutha District | 75% | 66% | 76% | 70% | 73% | 68% | 76% |
| Being able to have a say in council decision-making and planning | 59% | 50% | 62% | 51% | 56% | 57% | 65% |
| The helpfulness and advice from Council staff | 77% | 67% | 79% | 80% | 67% | 74% | 85% |
| The overall performance of the Clutha District Council | 71% | 61% | 71% | 73% | 63% | 62% | 79% |

Figure 9.3 Satisfaction with elected members and Council – trend Analysis

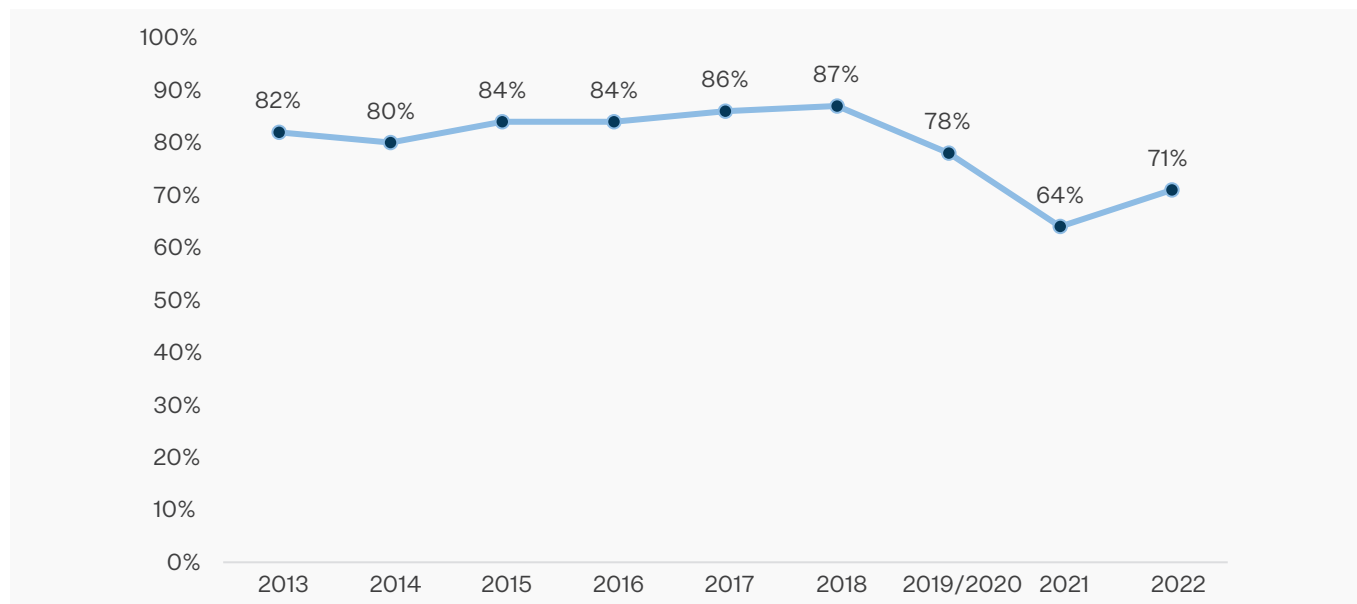
| | Satisfied | | | | | | | Very Satisfied | | | | | | |
|--|-----------|------|------|------|------|------|------|----------------|------|------|------|------|------|------|
| | 2022 | 2021 | 2020 | 2018 | 2017 | 2016 | 2015 | 2022 | 2021 | 2020 | 2018 | 2017 | 2016 | 2015 |
| Decision-making, planning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

Figure 9.4 Satisfaction with elected members and Council, over time

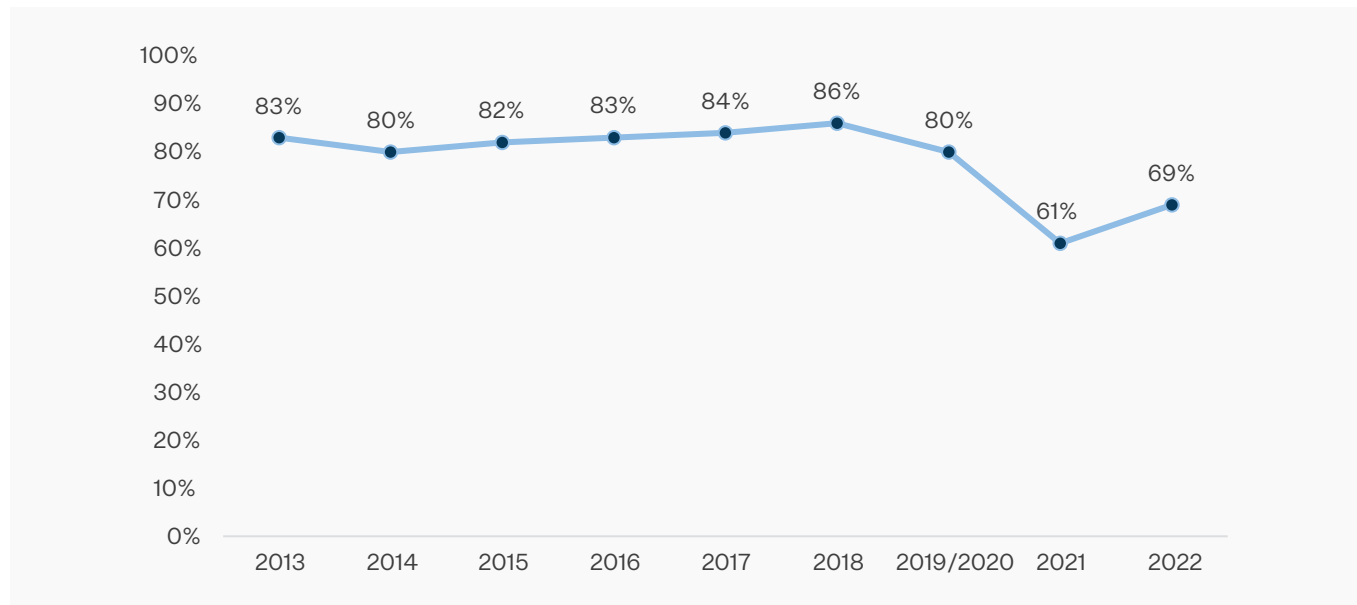
The helpfulness and advice from Council staff



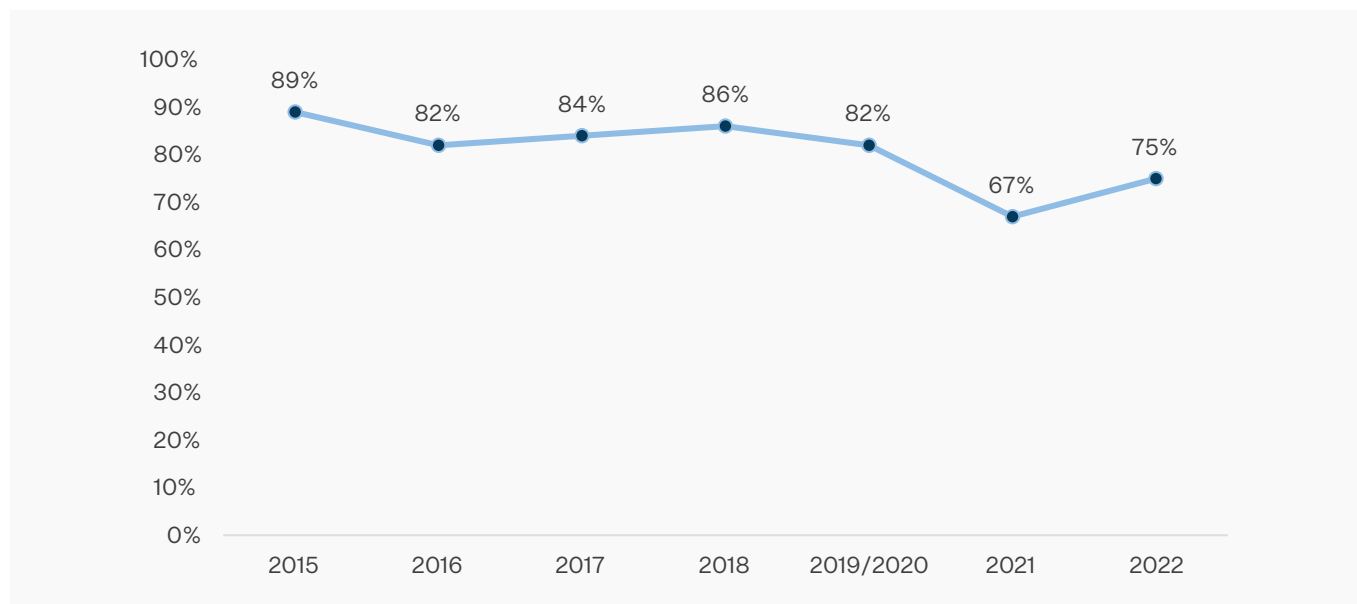
Overall performance of the Clutha District Council



Decision-making, planning and leadership of elected members



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



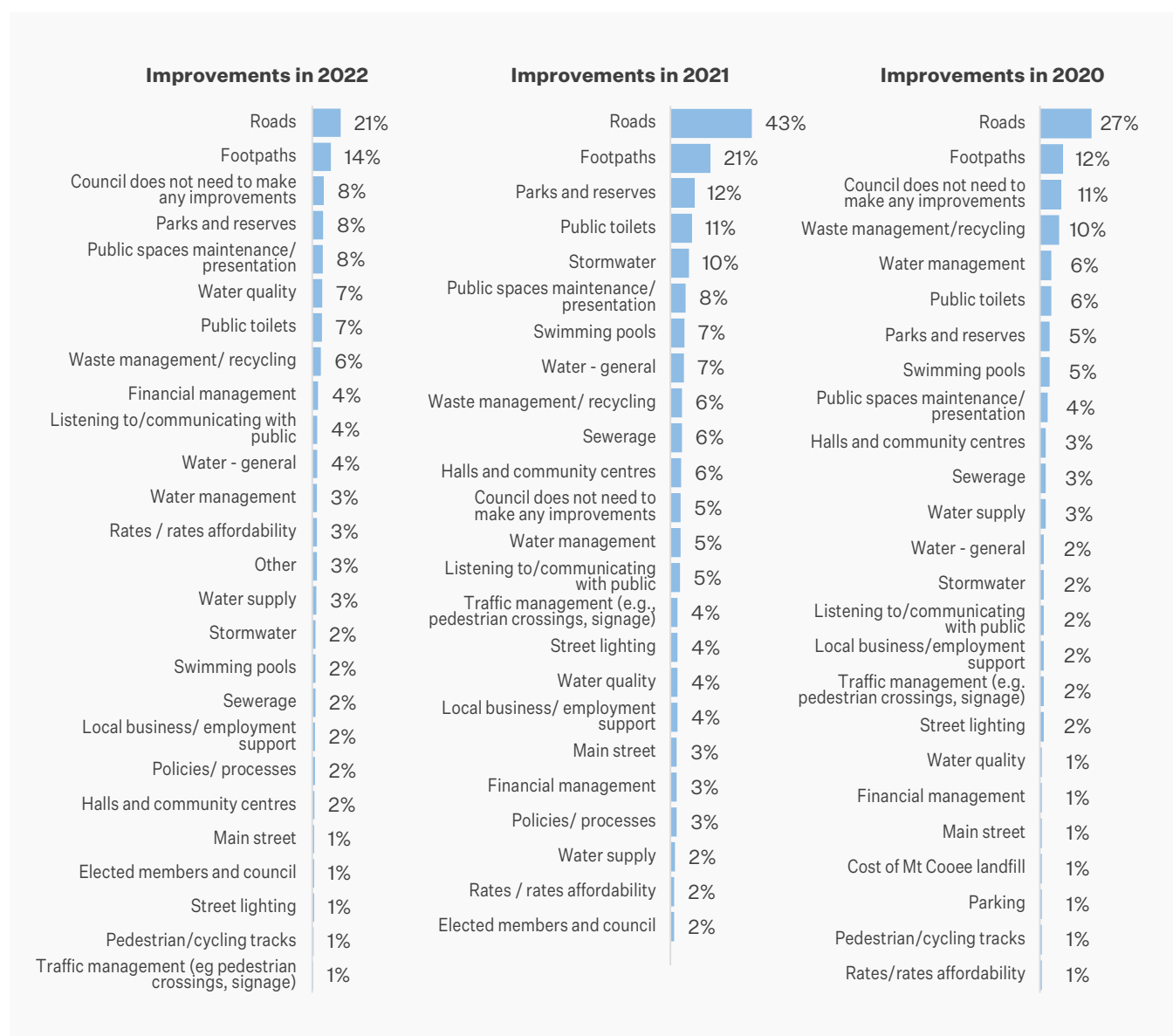
Section 10

Areas for Council Improvement

When asked what services or facilities the Council needed to make improvements on, bearing in mind the potential impact on rates and/or user charges, residents had a fairly similar list of improvements to 2021. The figures below show a comparison of improvements listed between 2022, 2021, and 2020. Residents in 2022 advocated for improvements to:

- roading and footpaths;
- parks and reserves;
- maintenance and presentation of public spaces; and
- water quality.

Figure 10.1 Other Council improvements



Section 11

Appendix One: Demographic Profile

Figure 1 – Place of residence

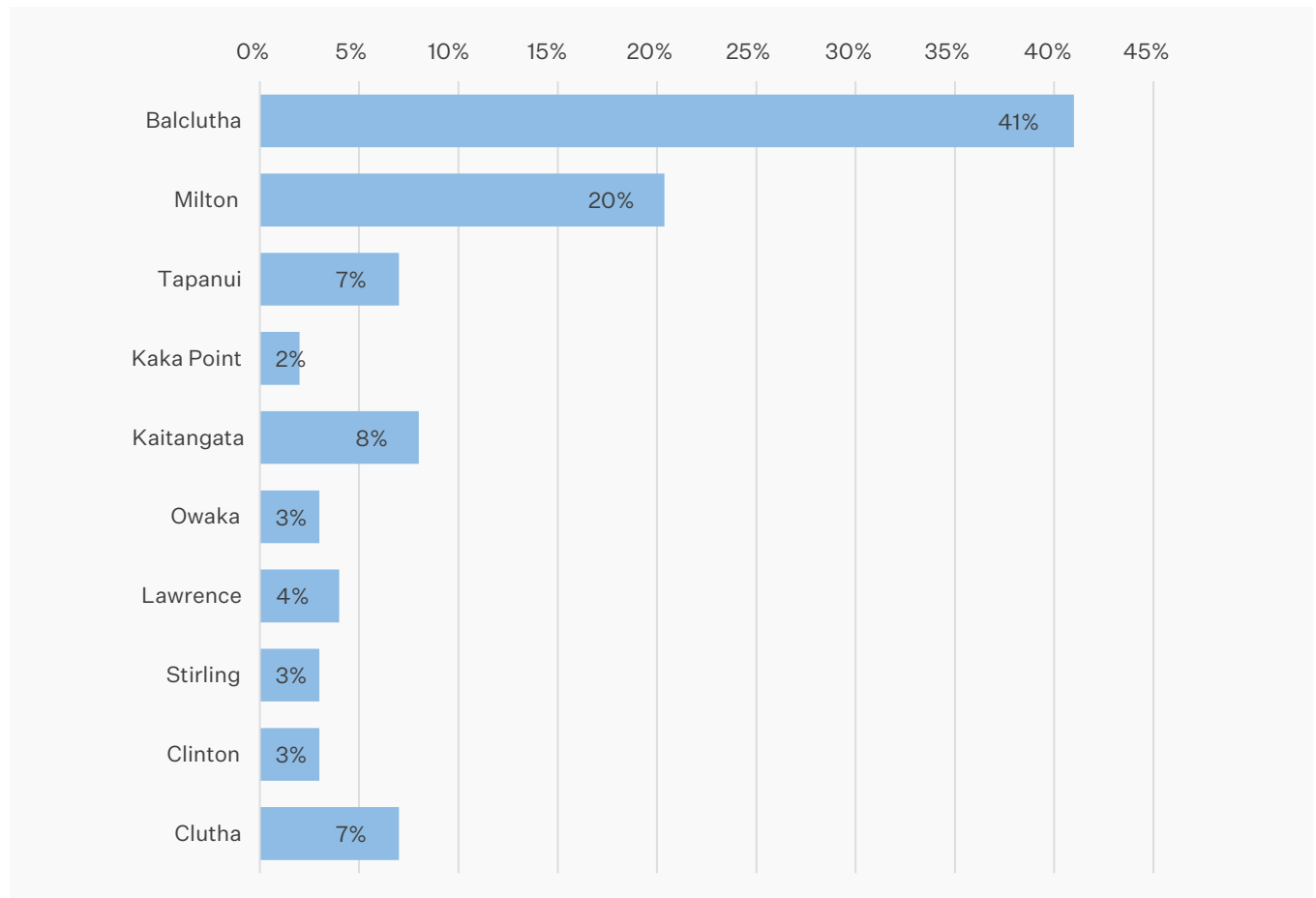


Figure 2 – Rate payer status

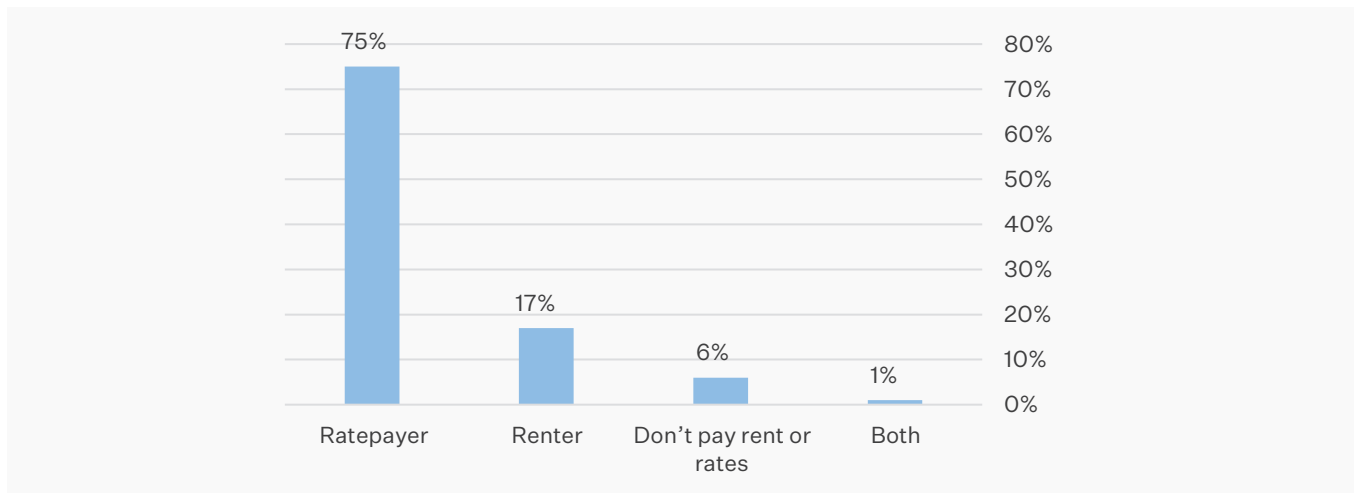


Figure 3 – Ethnicity

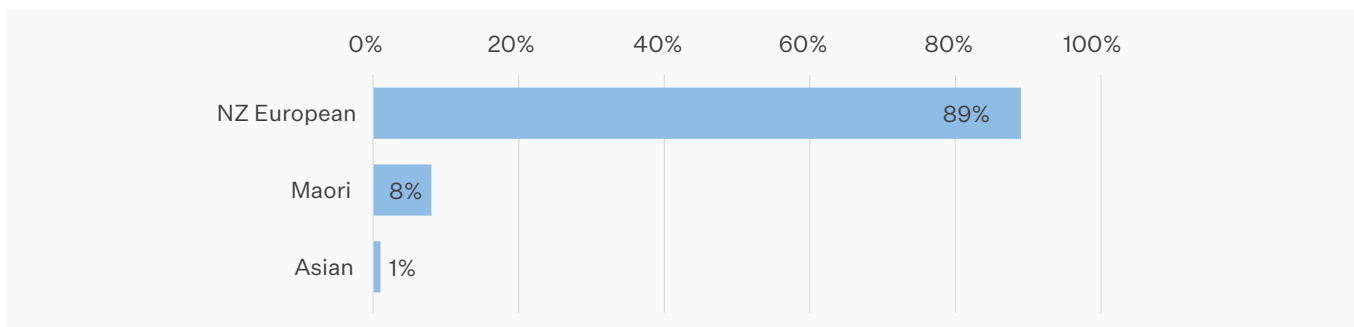


Figure 4 – Age spread

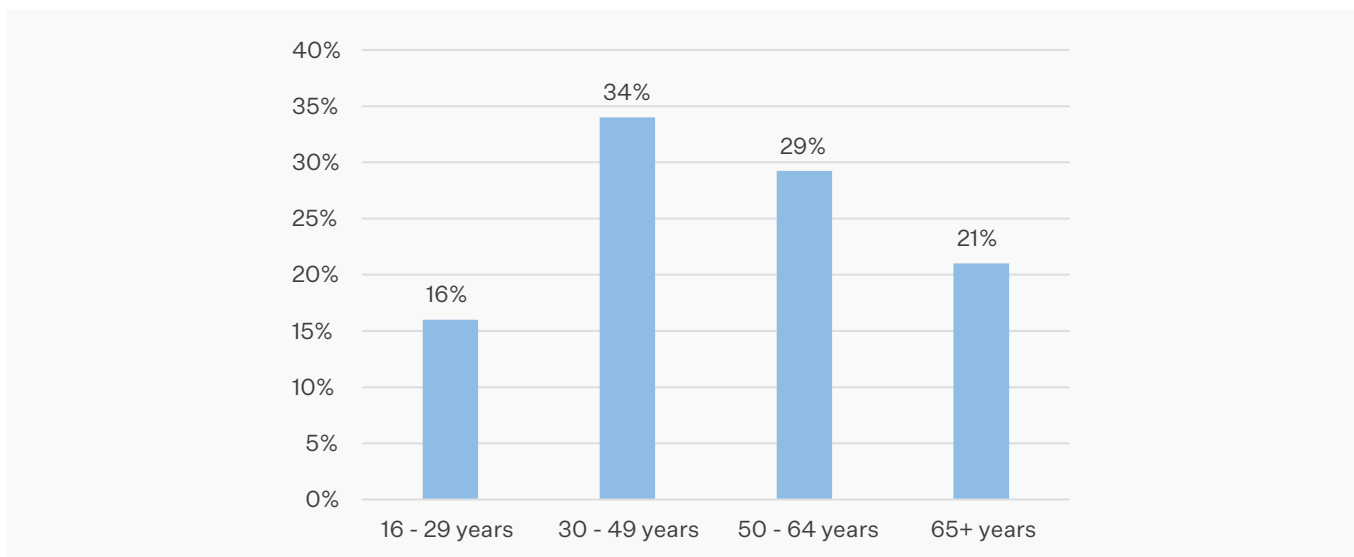


Table 1 – Rural/urban split

| Gender | Responses | Frequency |
|---------------|------------------|------------------|
| Rural | 124 | 41% |
| Town (Urban) | 177 | 59% |
| Total | 301 | 100% |

Table 2 – Gender split

| Gender | Responses | Frequency |
|---------------|------------------|------------------|
| Male | 153 | 51% |
| Female | 148 | 49% |
| Total | 301 | 100% |

Appendix Two: Social Media Respondents

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

Fifty residents chose to complete the survey online.

The 50 residents that chose to complete the online survey self-selected to participate and, therefore, should not be viewed as a representative sample of the Clutha District population.

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

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

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

Satisfaction with wastewater service

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 6% | 11% |
| | 12 | 4 |
| Very satisfied or satisfied | 94% | 89% |
| | 177 | 33 |

Satisfaction with the stormwater system

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 21% | 34% |
| | 40 | 13 |
| Very satisfied or satisfied | 79% | 66% |
| | 150 | 25 |

Reliability of water supply

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 25% | 46% |
| | 65 | 22 |
| Very satisfied or satisfied | 75% | 54% |
| | 198 | 26 |

Taste and clarity of water supply

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 41% | 54% |
| | 106 | 26 |
| Very satisfied or satisfied | 59% | 46% |
| | 151 | 22 |

Local roads appropriate for travel

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 45% | 58% |
| | 135 | 29 |
| Very satisfied or satisfied | 55% | 42% |
| | 163 | 21 |

Maintenance – local gravel roads

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 51% | 64% |
| | 144 | 28 |
| Very satisfied or satisfied | 49% | 36% |
| | 137 | 16 |

Maintenance – local sealed roads

| | Random sample – phone survey | Self-selecting sample – online survey |
|-----------------------------------|---------------------------------|---|
| Very dissatisfied or dissatisfied | 27% | 49% |
| | 80 | 24 |
| Very satisfied or satisfied | 73% | 51% |
| | 219 | 25 |

Footpaths

| | Random sample – phone survey | Self-selecting sample – online survey |
|-----------------------------------|---------------------------------|---|
| Very dissatisfied or dissatisfied | 40% | 61% |
| | 109 | 28 |
| Very satisfied or satisfied | 60% | 39% |
| | 163 | 18 |

Wheelie bin service

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 9% | 19% |
| | 21 | 9 |
| Very satisfied or satisfied | 91% | 81% |
| | 224 | 39 |

Mount Cooe landfill

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 4% | 5% |
| | 5 | 1 |
| Very satisfied or satisfied | 96% | 95% |
| | 112 | 21 |

Satisfaction with Council facilities

| | Random sample – phone survey | Self-selecting sample –online survey |
|-------------------------------------|---------------------------------|--|
| District parks and reserves | 93% | 65% |
| | 188 | 37 |
| Balclutha Sportsground | 96% | 98% |
| | 115 | 14 |
| Milton Sportsground | 94% | 50% |
| | 50 | 8 |
| Playgrounds | 92% | 67% |
| | 155 | 21 |
| Cemeteries | 94% | 78% |
| | 149 | 23 |
| Service or Information Centre | 94% | 75% |
| | 124 | 12 |
| Public toilets | 71% | 50% |
| | 178 | 24 |
| Balclutha Pool | 93% | 85% |
| | 87 | 13 |
| Milton Pool | 65% | 71% |
| | 26 | 7 |
| Community centre or community halls | 92% | 71% |
| | 14 | 13 |

Library – overall

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 1% | 6% |
| | 1 | 1 |
| Very satisfied or satisfied | 99% | 94% |
| | 116 | 17 |

Satisfaction with Council

| | Random sample – phone survey | Self-selecting sample –online survey |
|--|---------------------------------|--|
| Decision-making, planning and leadership of elected members | 69% | 46% |
| | 176 | 18 |
| Council's goal to promote growth, living, and working in the Clutha District | 75% | 49% |
| | 206 | 22 |
| Being able to have a say in Council decision-making and planning | 59% | 48% |
| | 156 | 20 |
| The helpfulness and advice from Council staff | 77% | 57% |
| | 204 | 25 |
| The overall performance of the Clutha District Council | 71% | 44% |
| | 202 | 21 |

Value for money

| | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------------------|---------------------------------|--|
| Very dissatisfied or dissatisfied | 46% | 64% |
| | 103 | 30 |
| Very satisfied or satisfied | 54% | 36% |
| | 123 | 17 |

Sample profile

| Age | Random sample – phone survey | Self-selecting sample –online survey |
|----------------|---------------------------------|--|
| 16–29 | 16% | 10% |
| | 48 | 5 |
| 30–49 | 34% | 38% |
| | 102 | 19 |
| 50–64 | 29% | 36% |
| | 88 | 18 |
| 65+ | 21% | 14% |
| | 63 | 7 |
| Total sample | 301 | 50 |
| | | |
| | | |
| Gender | Random sample – phone survey | Self-selecting sample –online survey |
| Male | 51% | 30% |
| | 153 | 15 |
| Female | 49% | 68% |
| | 148 | 34 |
| Gender Diverse | 0% | 2% |
| | 0 | 1 |
| Total sample | 301 | 50 |

| Ratepayer status | Random sample – phone survey | Self-selecting sample –online survey |
|--------------------------|---------------------------------|--|
| Ratepayer | 75% | 92% |
| | 225 | 46 |
| Renter | 17% | 6% |
| | 50 | 3 |
| Both | 1% | 2% |
| | 2 | 1 |
| Do not pay rent or rates | 6% | 0% |
| | 18 | 0 |
| Other | 2% | 0% |
| | 6 | 0 |
| Refused | 0% | 0% |
| | 0 | 0 |
| Total sample | 301 | 50 |

| Location | Random sample – phone survey | Self-selecting sample –online survey |
|--------------|---------------------------------|--|
| Rural | 41% | 32% |
| | 124 | 16 |
| Urban | 59% | 68% |
| | 177 | 34 |
| Total sample | 301 | 50 |

| Area | Random sample – phone survey | Self-selecting sample –online survey |
|-----------------------|---------------------------------|--|
| Balclutha | 41% | 47% |
| | 72 | 16 |
| Milton | 20% | 6% |
| | 36 | 2 |
| Tapanui | 7% | 3% |
| | 13 | 1 |
| Lawrence | 4% | 9% |
| | 7 | 3 |
| Kaitangata | 8% | 9% |
| | 15 | 3 |
| Stirling | 3% | 3% |
| | 5 | 1 |
| Kaka Point | 2% | 0% |
| | 4 | 0 |
| Owaka | 3% | 0% |
| | 5 | 0 |
| Waihola | 0% | 0% |
| | 0 | 0 |
| Clutha | 3% | 3% |
| | 5 | 1 |
| Benhar | 0% | 0% |
| | 0 | 0 |
| Clinton | 3% | 0% |
| | 5 | 0 |
| Other urban (specify) | 5% | 18% |
| | 9 | 6 |
| Total respondents | 177 | 34 |



Research First Ltd
Level 1, 23 Carlyle Street
Sydenham, Christchurch 8023
New Zealand
0800 101 275
www.researchfirst.co.nz