



Grey District Community Satisfaction Survey 2017

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Executive summary



Executive summary

Introduction

- This research was conducted in late October/early December 2017 among a representative sample of 350 Grey District residents aged 18 and over.
- It provides a measure of community satisfaction with the Council and its services.
- The findings are utilised to inform and enhance Council performance long term.

Overall satisfaction with Council performance

- Three quarters (76%) expressed satisfaction with the **overall performance of Council in the last 12 months**, this is lower than in recent years.
- Dissatisfaction (21% extremely/very/quite dissatisfied) is higher in 2017 than in 2016 (12%) and earlier years. The greatest change is in the proportion who are quite dissatisfied; an increase from 8% in 2016 to 17% in 2017.
 - The proportion of residents stating the Council shows good performance overall/is doing its best/no problems has continued to decline (29% in 2017, 36% in 2016).
 - Perceptions of the Council moving forward, getting things done/new developments (16%) and the Mayor doing a good job (10%) continue at the same level as 2016.
 - Specific areas identified for improvement are the swimming pool/ recreation centre (9%), concerns about the new town centre/square (8%), a lack of support/communication/consultation/don't listen by the Council (7%) although, this opinion is countered by being recognised for offering good support/communication and consultation/being approachable (6%).
- Satisfaction with the **performance of the Mayor and Councillors** (77% satisfied) is lower in 2017 than in 2016 (86%) and earlier years (83 – 91%).



Executive summary

Satisfaction with communications

- 64% **contacted Grey District Council** in the last 12 months, this proportion is higher than in 2016 (57%) and 2015 (58%). Encouragingly, satisfaction with the service received was higher in 2017 (88%) than 2016 and 2015 (both 82%).
- Satisfaction (81% satisfied) with the **information they received from Council in 2017**, is at the same level achieved in 2016 and 2015. Of these, 28% are very and 5% extremely satisfied. Some 13% expressed dissatisfaction and, 7% did not know.
- In 2017, 60% of residents are satisfied that the **Council consults with residents on important issues**, while 31% are dissatisfied and 9% do not know. Satisfaction with consultation on important issues is marginally lower than in 2016 (64%) and 2015 (66%) and indicates there is an opportunity for improvement.
- Residents' **preferred option for receiving information** is a quarterly newsletter sent to ratepayers (77%), followed by in the newspaper (50%) and a letter/bulk mail out (45%).
- The proportions preferring information in a quarterly newsletter and the newspaper are significantly higher in 2017 than 2016, following decreases between 2015 and 2016.
- Approximately a quarter prefer social media, email, website and radio.
 - Most popular for communicating across all aged groups is a Council quarterly newsletter followed by the newspaper and a letter or bulk mail out and at a lower level again, radio. Social media, email and the website are also popular among those aged 18 – 49.



Executive summary continued

Use and satisfaction with Council services

- Of all Council services, residents are **most likely to have** used or visited a park or reserve (70%), followed by the Council offices (63%), a public toilet/rest room (63%), a rubbish dump/recycling facility (63%) or a cemetery (61%) in the last 12 months.
- **Satisfaction with Council facilities and services in 2017, is similar to 2016.**
 - Parks and reserves have the highest satisfaction rating (92%), followed by the roading network and libraries (both 79%).
 - Satisfaction is low for overall maintenance of footpaths (52%). Satisfaction is lowest for the aerodrome efficiency (47%), although this is because many did not rate this facility's efficiency (45%).
 - Satisfaction with fitness centres or gyms is significantly higher in 2017 (68%) than in 2016 (57%), while satisfaction with swimming pools is significantly lower (61%), down from 83% in 2016.
 - Satisfaction levels with the water supply, sewerage and stormwater systems are highest in Greater Greymouth and lowest in the Grey Valley, Blackball and Lake Brunner area. Satisfaction with the water supply is also lower in the Kaiata, Dobson, Taylorville and Stillwater area.
- 46% of residents are satisfied with **Council's regulation of land use throughout the District in 2017**. Satisfaction has decreased since 2016 (57%) and is now at its lowest since 2011 (65%).
 - The most common reasons for dissatisfaction with the regulation of land use relate to the consent process; that there is too much bureaucracy/red tape/rules and regulations/takes too long (44%).



Executive summary continued

- Nearly all (94%) are satisfied that their **household rubbish/recycling is collected on time**. This is marginally higher than in 2016 (91%) and similar to in 2015 (95%).
- Four fifths (82%) are also satisfied with the **household rubbish/recycling service in general**, marginally lower than in 2016 (86%), 2015 (87%) and 2014 (88%) and lower than 2011 (96%).
 - Greater Greymouth residents are most likely to be satisfied in general with the rubbish and recycling collection service (90%).
 - Karoro – Camerons (66%) and Kaiata/Dobson/Taylorville/Stillwater residents (62%) are the least likely to be satisfied with the service.
- 74% are satisfied with **Council litter bins, recycling centre and recycling stations being kept clean and tidy**. This is similar to in 2016 (75%) and marginally lower than in 2015 (81%).
- In 2017, nearly three quarters of participants' homes (72%) are on a **Council water supply** and 1% are on both a Council and private water supply, similar to in 2016.
- 83% of residents on a Council water supply are satisfied with the **water's appearance and taste** in 2017, as in 2016.
- 91% are satisfied with the **pressure and flow**, marginally lower than in 2016 (94%).
- 80% of residents living in a town are satisfied with the **way their property drains stormwater** in 2017, marginally higher than in 2016 and 2015 (75% and 76%) and similar to in 2014 (80%).



Executive summary continued

Sense of pride in the District

- Nearly all participants (94%) agree the **District is a great place to live**, 51% agreed strongly.
 - Participants agreeing the District is a great place to live commonly state it's a good lifestyle/ relaxed/quiet/like living here (42%, up from 27% in 2016) and friendly/sense of community (39% up from 35% in 2016) and safe/low crime rate (20%, up from 11% in 2016) as the reasons why.
- Two-thirds (65%) agree they **feel a sense of pride in the way their District looks and feels**, 13% agreed strongly. This is marginally more positive than in 2016 (63%), 2015 (59%) and 2014 (60%).
 - The reason most commonly stated for feeling a sense of pride is good urban design/attractive buildings and spaces/well maintained/looks good (36%), followed by it is clean/ no rubbish lying around (26%). And, moving forwards/ getting things done (16%). It appears working bees have had an impact by improving cleanliness.
 - The most common reason for not feeling a sense of pride is that it is rundown or needs better maintenance (48%), followed by it doesn't look good/not something to be proud of (30%) and untidy and dirty/ rubbish lying around (20%).

Sense of road safety

- Most feel safe on local roads (83%), this is marginally fewer than previously (85% - 91%).

State of preparedness for an emergency event

- Grey District residents are more likely in 2017 than New Zealanders nationally in 2015 (latest data), to feel prepared (78% vs. 61%), with 28% stating they feel very well prepared for an emergency and 50% quite well prepared, similar to in 2016.
 - The proportion who feel prepared is higher than prior to the 2016 Kaikoura earthquake series.

Executive summary continued

Attitudes towards issues faced by Grey District

- A number of issues were identified to all be important.
 - Being prepared for emergencies and natural disasters is important to 98%, very important to 53%.
 - Diversification and development of the Districts' economy is important to 97%, very important to 41%.
 - Encouraging tourism, providing the necessary infrastructure is important to 96%, very important to 33%.
 - Rejuvenate the Greymouth town centre is important to 91%, very important to 32%.
 - Minimising climate change and its effects is important to 84%, very important to 25%.
 - Businesses increasing their use of digital technologies is important to 81%, very important to 17%.
- Other important issues were also identified when asked:
 - Jobs/unemployment/depopulation/more higher paid jobs is the other important issue faced by Grey District most often mentioned (25%),
 - Followed by encouraging and providing better for tourism (14%), encouraging economic development and diversification (13%) and improving the town/CBD (12%).

Westland Recreation Centre use

- 56% use the Westland Recreation Centre, 25% once a week or more and 13% a few times a month. 18% use it less than once a month.
- The most suggested improvement to the service offered at Westland Recreation Centre is to open the pool/finish the work/get the roof fixed (47%).



Introduction



Introduction

- § In 2011 and 2013, Opinions Market Research conducted a Community Satisfaction Survey on behalf of Grey District Council to measure community satisfaction with the Council and its services.
- § In 2014, the survey was changed to an annual survey format.
- § The annual 2014 – 2017 surveys also provide a measure of peoples' perception of quality of life, in line with the Community Economic Development Strategy.
- § Questions were added in 2017 to assess attitudes towards issues faced by Grey District and use of the Westland Recreation Centre.
- § This report presents the main findings of the research in 2017 and makes comparisons with earlier surveys.
- § Benchmark data comparing Grey District Council's performance with other South Island District Councils is also included.
- § Residents' verbatim comments to open questions are presented in a separate report.



Research objectives

Overall objective

- ⌘ To provide a measure of community satisfaction with Grey District Council and its services that can be utilised to inform and enhance Council performance long term.

Specific objectives

- ⌘ Measure and monitor over time community satisfaction with Council performance and the services it provides.
- ⌘ Gain an understanding and insight into aspects of services for improvement.
- ⌘ Determine Council performance in relation to the community outcomes which form part of the Council's Long Term Community Outcomes Plan (LTCOP).
- ⌘ Provide a measure of perception of quality of life, in line with the Community Economic Development Strategy.
- ⌘ Assess attitudes towards issues faced by Grey District.
- ⌘ Measure use of the Westland Recreation Centre.





Research methodology

- ⌘ A quantitative telephone methodology was employed.
- ⌘ Each survey, a representative sample of 350 Grey District residents aged 18+ have taken part.
- ⌘ Initial random sampling was combined with quota sampling to ensure a representative sample was achieved. Quotas were set for age, gender and area according to the 2013 Census.
- ⌘ The statistical margin of error at a 95% confidence level for the total sample of 350 is $\pm 5.3\%$.
- ⌘ The 2017 questionnaire was based on previous questionnaires with new questions added to assess attitudes towards issues faced by Grey District and use of the Westland Recreation Centre.
- ⌘ In 2017, interviewing took place from 29th October – 2nd December post the local body elections.



Research methodology continued

- ⌘ All percentages are shown as whole numbers.
- ⌘ Where total percentage satisfied and dissatisfied scores are given these are calculated from the precise, non-rounded data for accuracy. These totals may therefore differ from the sum of categories as shown in the graphs.
- ⌘ Demographic sub-group analysis has been conducted based on gender, age, life stage, ratepayer status, area and length of time in Grey District.
- ⌘ Findings of interest have been highlighted as follows:
 - ⌘ Findings that are statistically higher versus 2017 or other demographic subgroups are highlighted as: 
 - ⌘ Findings that are statistically lower versus 2017 or other demographic subgroups are highlighted as: 



Benchmark data

- ⌘ Benchmark data have been provided for some key performance measures for comparative purposes.
- ⌘ These benchmark data are indicative only. The surveys from which the data were obtained differ slightly in the methodologies used, such as:
 - ⌘ Differences in data collection method used, for example telephone, postal, face to face.
 - ⌘ Minor differences in sample sizes.
 - ⌘ Minor differences in the wording of questions and the scales used.
- ⌘ Survey years are recorded on the graphs. The most recent data available has been used, though this is not necessarily 2017.



Sample structure

		Census 2013	Sample n=350											
			2011		2013		2014		2015		2016		2017	
			%	n	%	n	%	n	%	n	%	n	%	n
Age	18-24	11	50	14	43	12	44	13	41	12	37	11	34	10
	25-49	40	148	42	140	40	150	43	147	42	140	40	135	39
	50-64	29	102	29	106	30	104	30	108	31	105	30	106	30
	65+	21	50	14	61	17	52	15	54	15	68	19	75	21
Gender	Male	49	165	47	168	48	177	51	171	49	172	49	172	49
	Female	51	185	53	182	52	173	49	179	51	178	51	178	51
Area	Greater Greymouth	60	208	59	197	56	212	61	206	59	216	62	208	59
	Karoro - Camerons	12	38	11	46	13	41	12	42	12	43	12	41	12
	Kaiata/Dobson/ Taylorville/Stillwater	9	30	9	31	9	26	7	31	9	26	7	30	9
	Grey Valley/ Blackball/ Lake Brunner	11	41	12	39	11	37	11	38	11	37	11	37	11
	Runanga/Rapahoe/ Coast Road	10	33	9	37	11	34	10	33	9	27	8	34	10



Sample profile – demographics

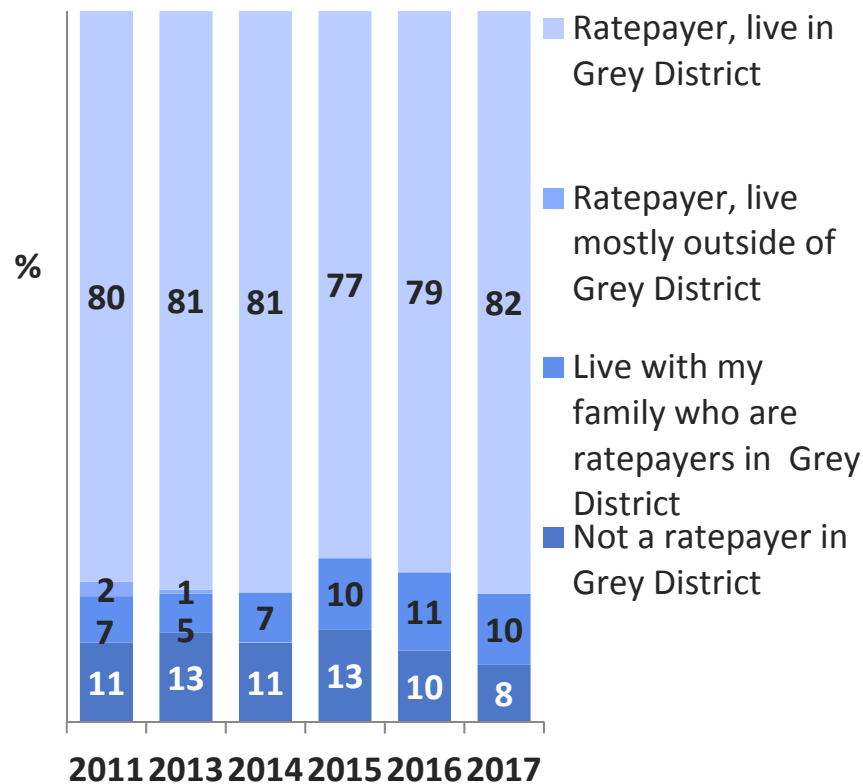
	2017 (350) %
Dependent Children	
Participant is dependent child	2
No dependent children	61
Youngest aged under 5	7
Youngest aged 5-15	22
Youngest aged over 15	8
Life Stage	
Younger, no dependents	18
Has dependents	37
Older, no dependents	45

	2017 (350) %
Employment Status	
In full time paid employment	52
In part time paid employment	14
Not in paid employment/seeking/beneficiary	4
Retired	19
Home executive	5
School student	1
Tertiary student	1
Other	4
Ethnicity	
NZ European	91
Maori	5
Pacific Islander	1
Asian	1
Middle Eastern/Latin American/African	-
Other	5

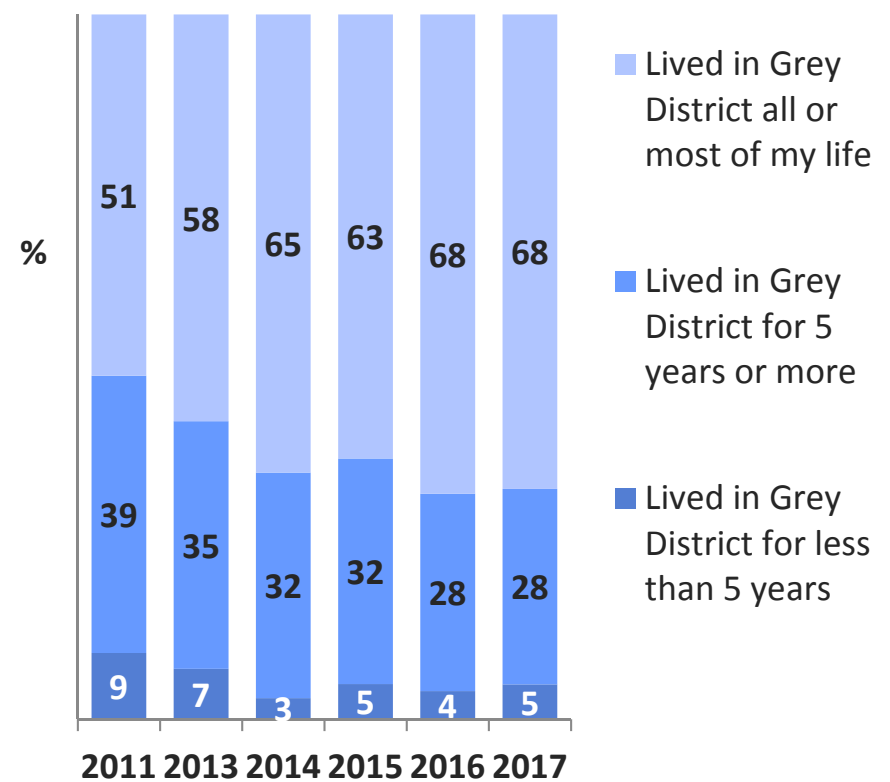


Sample profile: ratepayer status and length of time living in Grey District

Ratepayers



Length of Time living in Grey District



Key findings

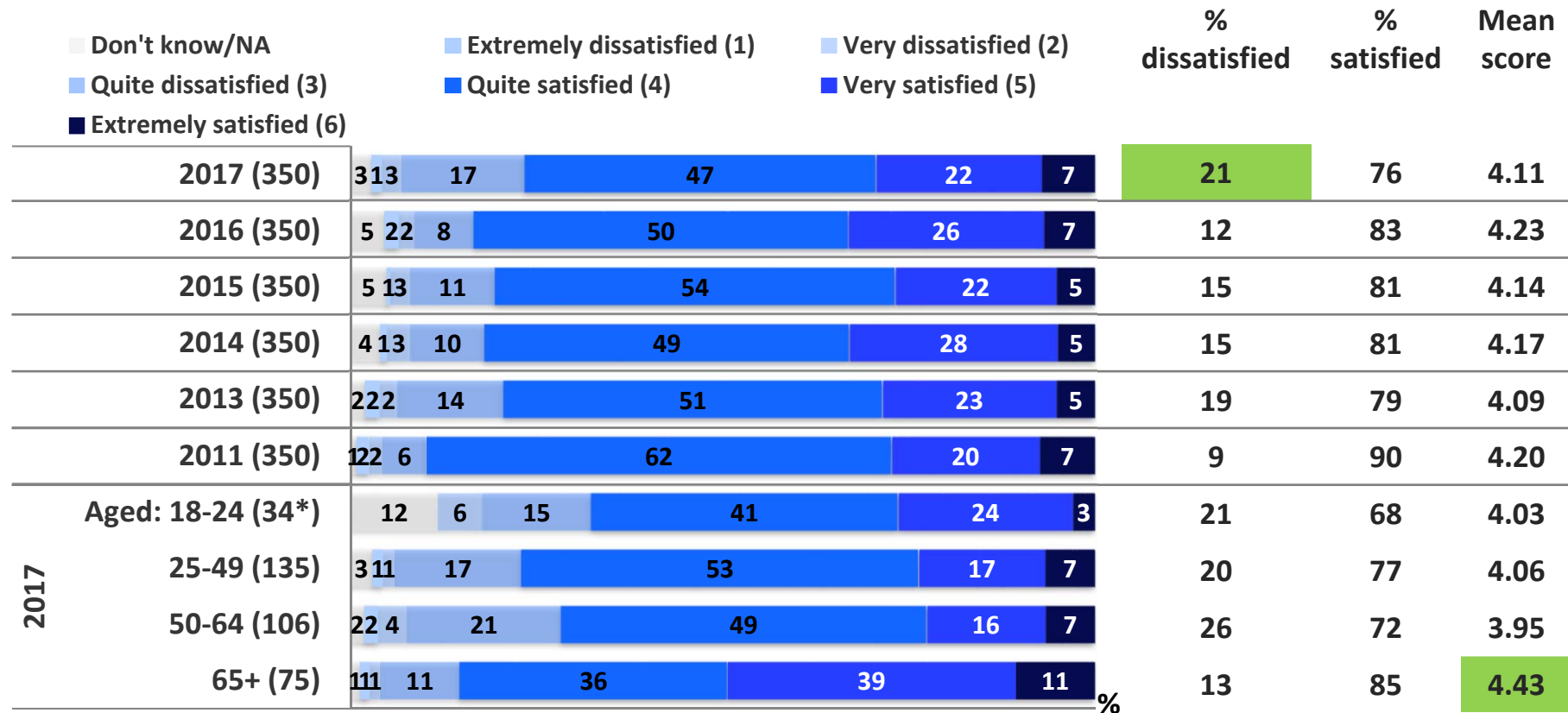


Performance of Grey District Council



Satisfaction with overall performance of Grey District Council over last 12 months

Q. And, overall, how satisfied or dissatisfied would you say you are with the overall performance of Grey District Council over the last 12 months?



Three quarters (76%) expressed satisfaction with the overall performance of Council in the last 12 months, this is lower than in recent years. Satisfaction (85%) is marginally higher among those aged 65+.

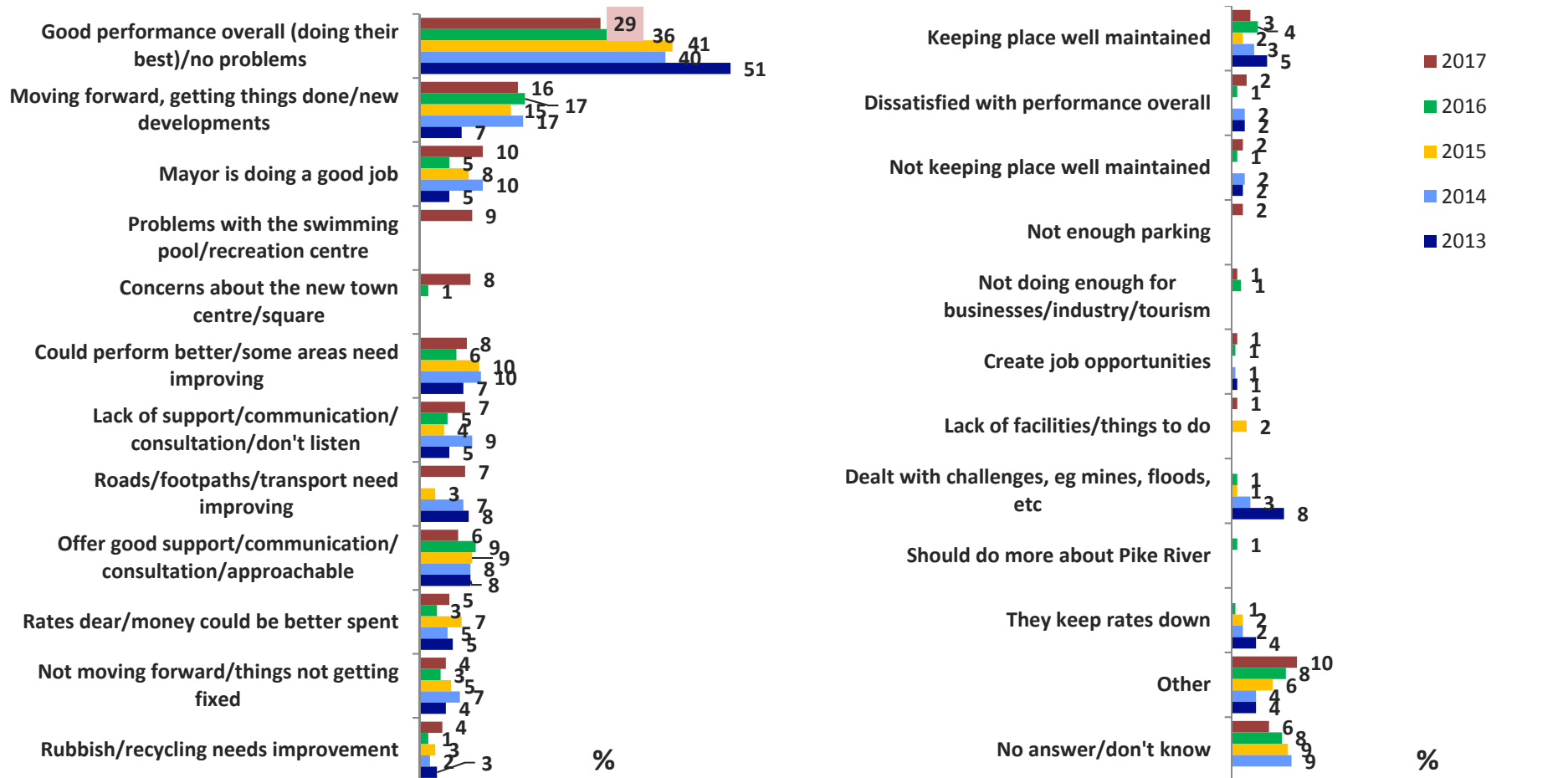
Dissatisfaction (21% extremely/very/quite dissatisfied) is higher in 2017 than in 2016 (12%) and earlier years. The greatest change is in the proportion who are quite dissatisfied, an increase from 8% in 2016 to 17% in 2017.

Sample: refer to () * Note: small sample size – results indicative only



Reasons for satisfaction or dissatisfaction with performance of Grey District Council over last 12 months

Q. Why do you say that?

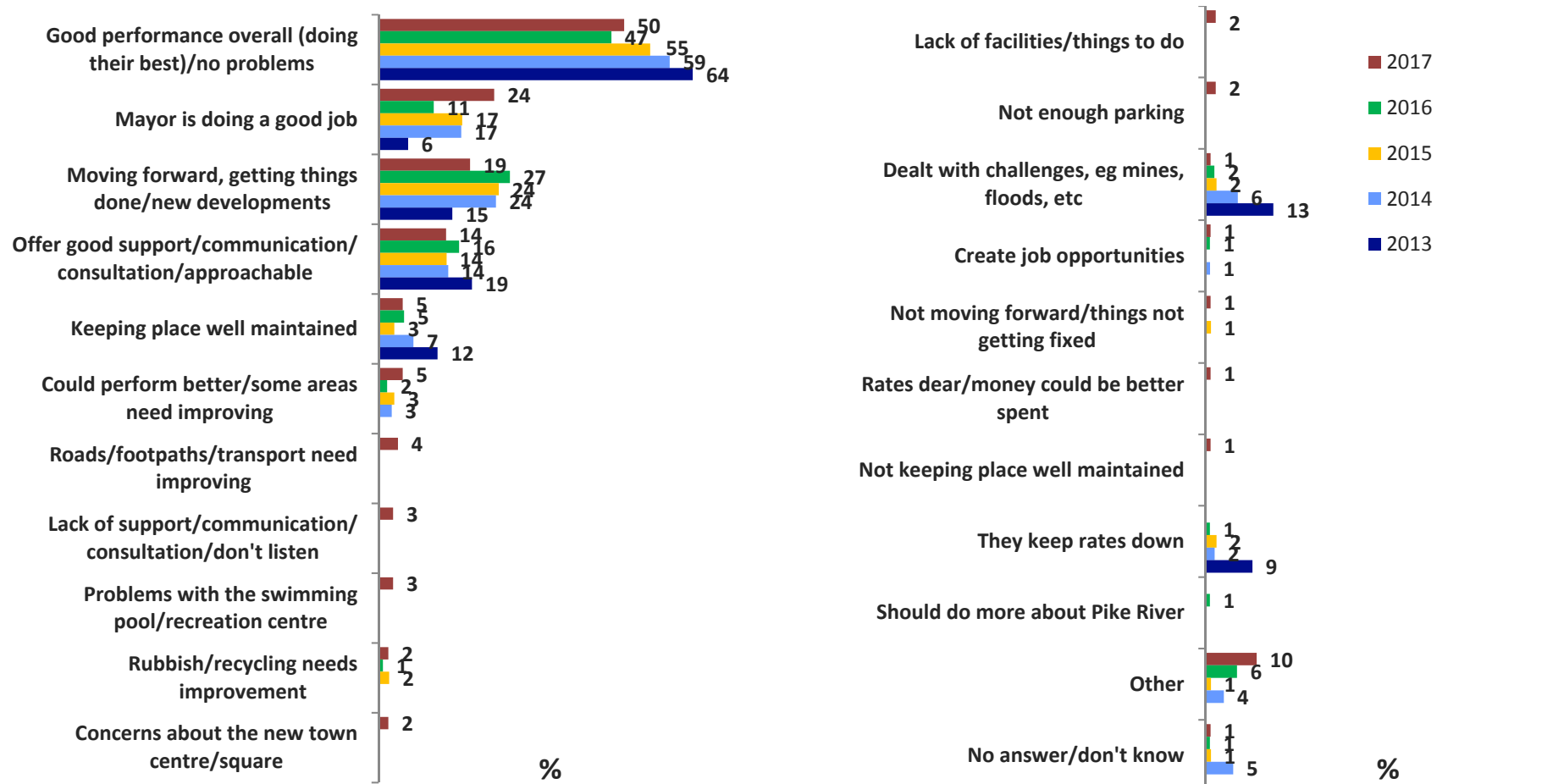


The proportion of residents stating the Council shows good performance overall/is doing its best/no problems has continued to decline (29% in 2017, 36% in 2016). Perceptions of the Council moving forward, getting things done/new developments (16%) and the Mayor doing a good job (10%) continue at the same level as 2016. Specific areas identified for improvement are the swimming pool/ recreation centre (9%), concerns about the new town centre/square (8%), a lack of support/ communication/ consultation/don't listen (7%) although this is countered by being recognised for offering good support/ communication and consultation/ being approachable (6%). 22 Total sample: 350 Note: question was not asked in 2011



Reasons why *extremely or very satisfied* with performance of Grey District Council over last 12 months

Q. Why do you say that?



In 2017, reasons commonly given by those who are extremely or very satisfied with Council performance is that it is good overall (50%), the Mayor is doing a good job (24%), Council is moving forward/ getting things done/ new developments (19%) and offer good support/ communication/ consultation/ approachable (14%).

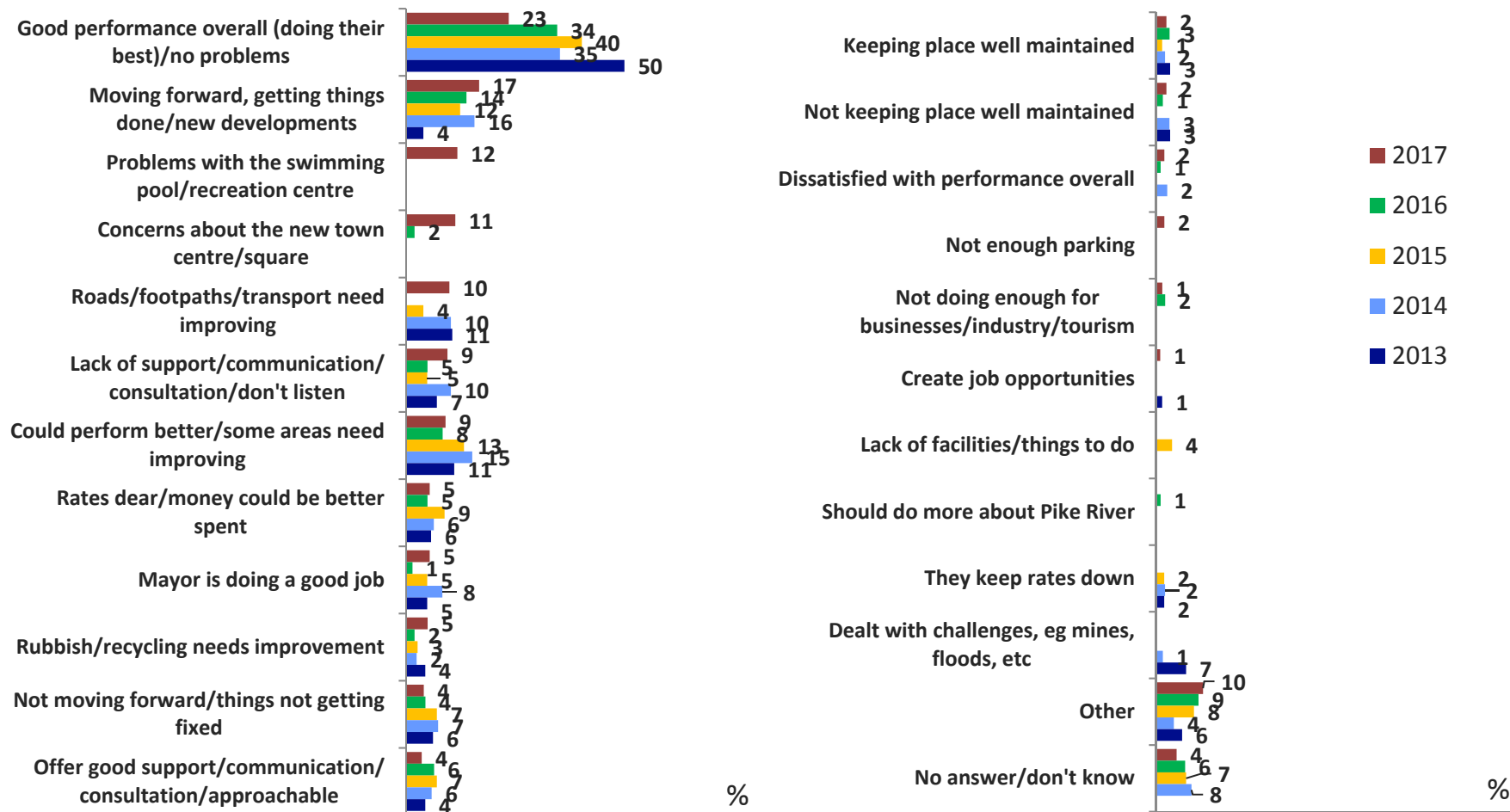
Sample: those extremely or very satisfied with performance: 2013: 100; 2014: 113; 2015: 94; 2016: 116; 2017: 102

Note: this question was not asked in 2011



Reasons why quite satisfied or quite dissatisfied with performance of Grey District Council over last 12 months

Q. Why do you say that?



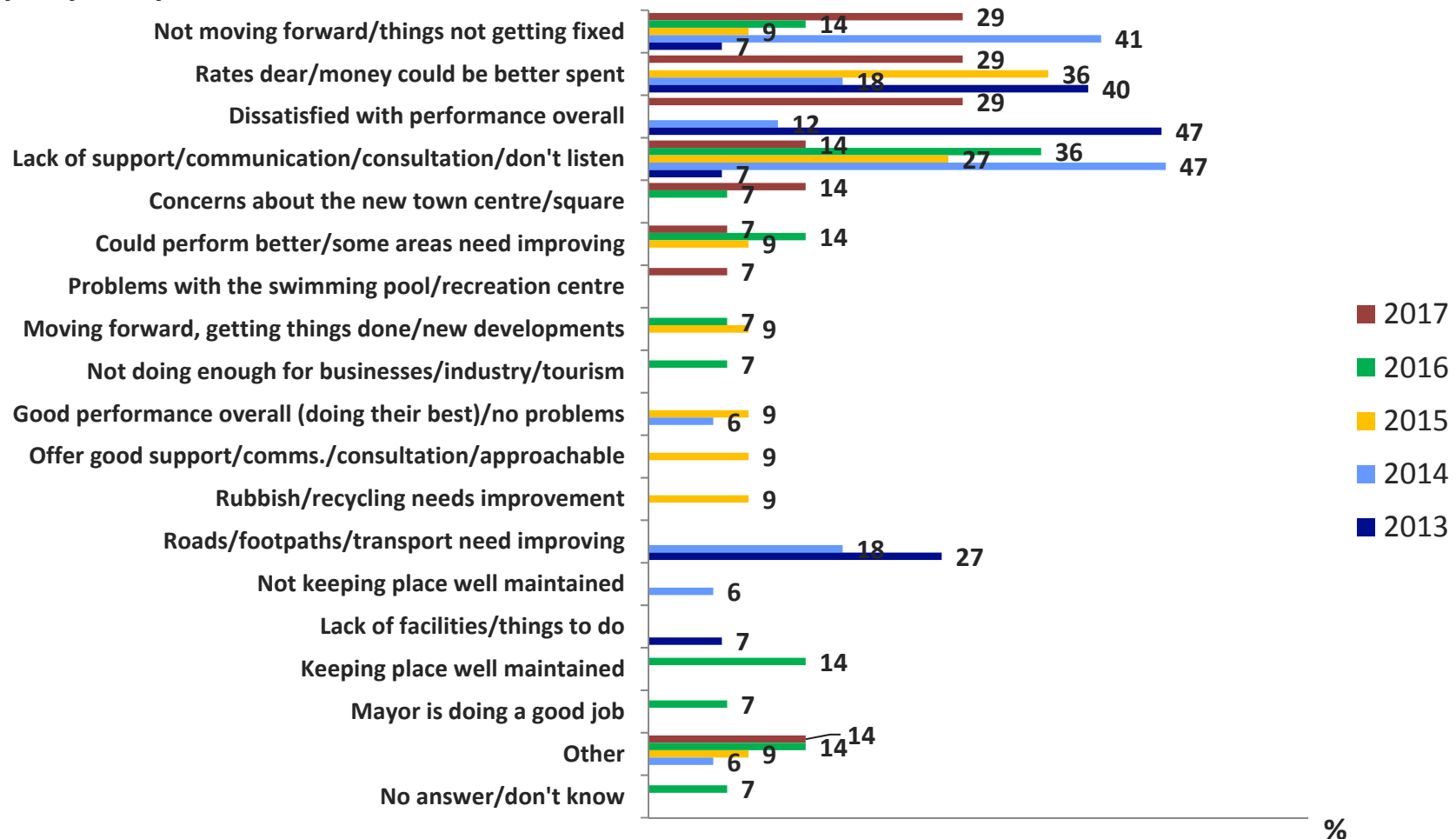
Reasons stated most by those quite satisfied/dissatisfied with Council are good performance overall (23%) moving forward/getting things done/new developments (17%), problems with the swimming pool/recreation centre (12%), concerns about the new town centre/square (11%), roads/footpaths/transport needing improving (10%), a lack of support/communication/consultation/don't listen (9%) and could perform better/some areas need improving (9%).

Sample: those quite satisfied or quite dissatisfied with performance: 2013: 228; 2014: 206; 2015: 228; 2016: 204; 2017: 223



Reasons why *very or extremely* dissatisfied with performance of Grey District Council over last 12 months

Q. Why do you say that?



Reasons in 2017 for being very or extremely dissatisfied with performance focus on not moving forward/ things not getting fixed, rates dear/money could be better spent and dissatisfaction with performance overall (all 29%).

Sample: those extremely or very dissatisfied with performance: 2013: 15*; 2014: 17*; 2015: 11*; 2016: 14*; 2017: 14*

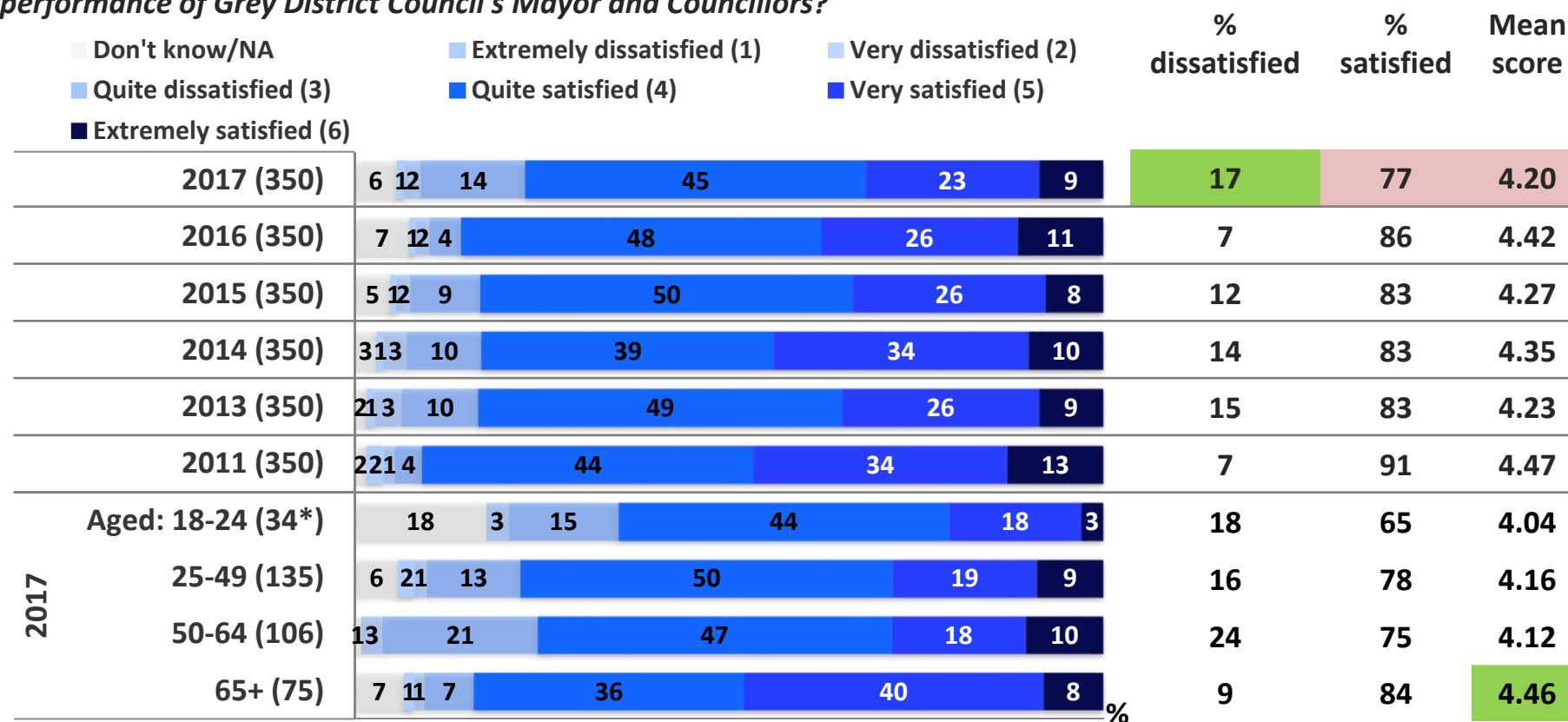
* Note: small sample size – results indicative only

Note: this question was not asked in 2011



Satisfaction with performance of Mayor and Councillors

Q. Thinking now about the Grey District Council's Mayor and Councillors. How satisfied are you with the overall performance of Grey District Council's Mayor and Councillors?



Satisfaction with the performance of the Mayor and Councillors (77%) is lower in 2017 than in 2016 (86%) and earlier years (83% - 91%).

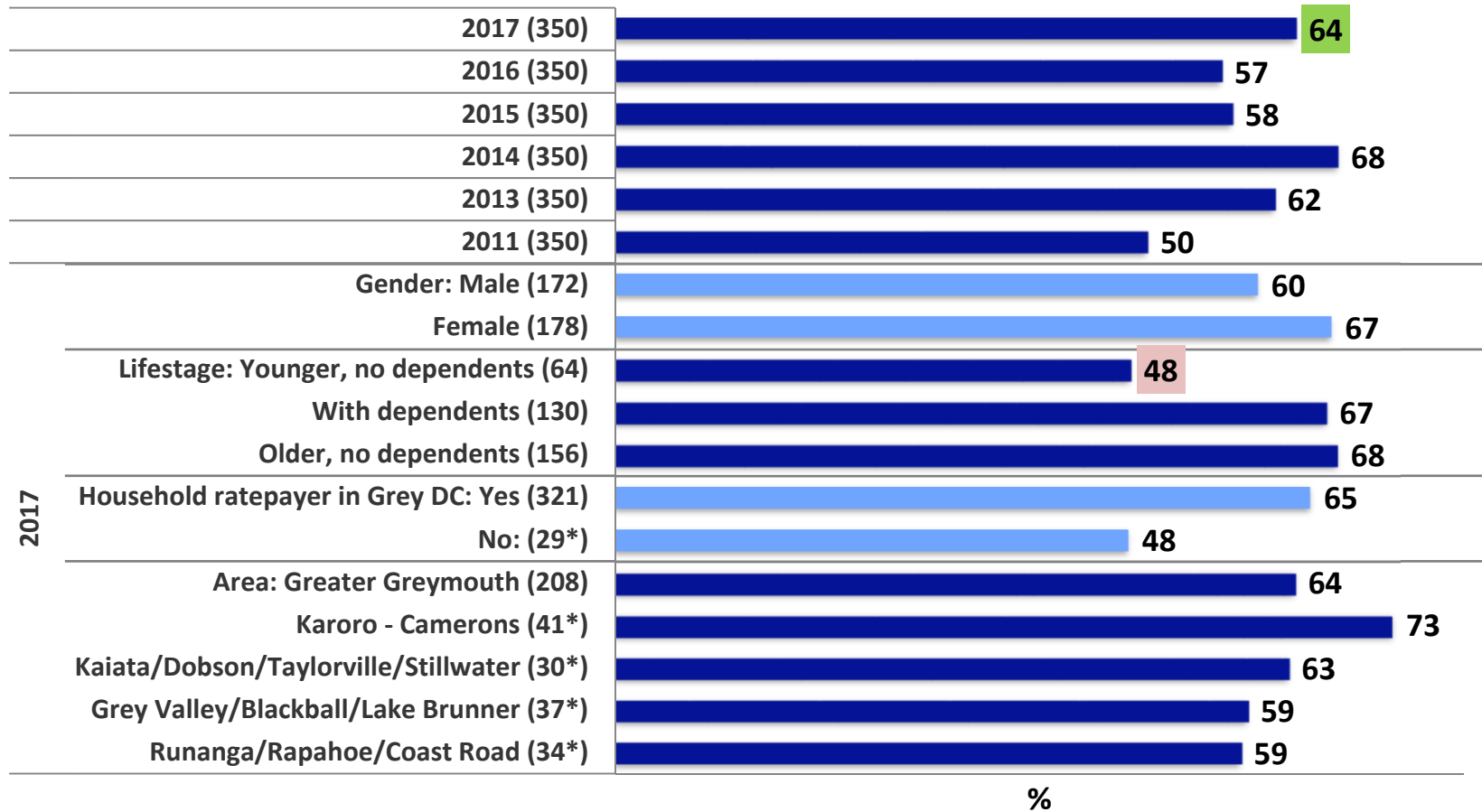
Satisfaction is marginally higher among those aged 65+ (84%).

Sample: refer to () * Note: small sample size – results indicative only



Contact with Council offices in last 12 months

Q. Have you contacted the Grey District Council offices in the last 12 months, either in person or by phone or email?



Almost two thirds of residents have contacted the Council offices in the last 12 months (64%), this proportion is higher than in recent years (57% in 2016 and 58% in 2015).

Younger people with no dependents (48%) are the least likely to have had contact.

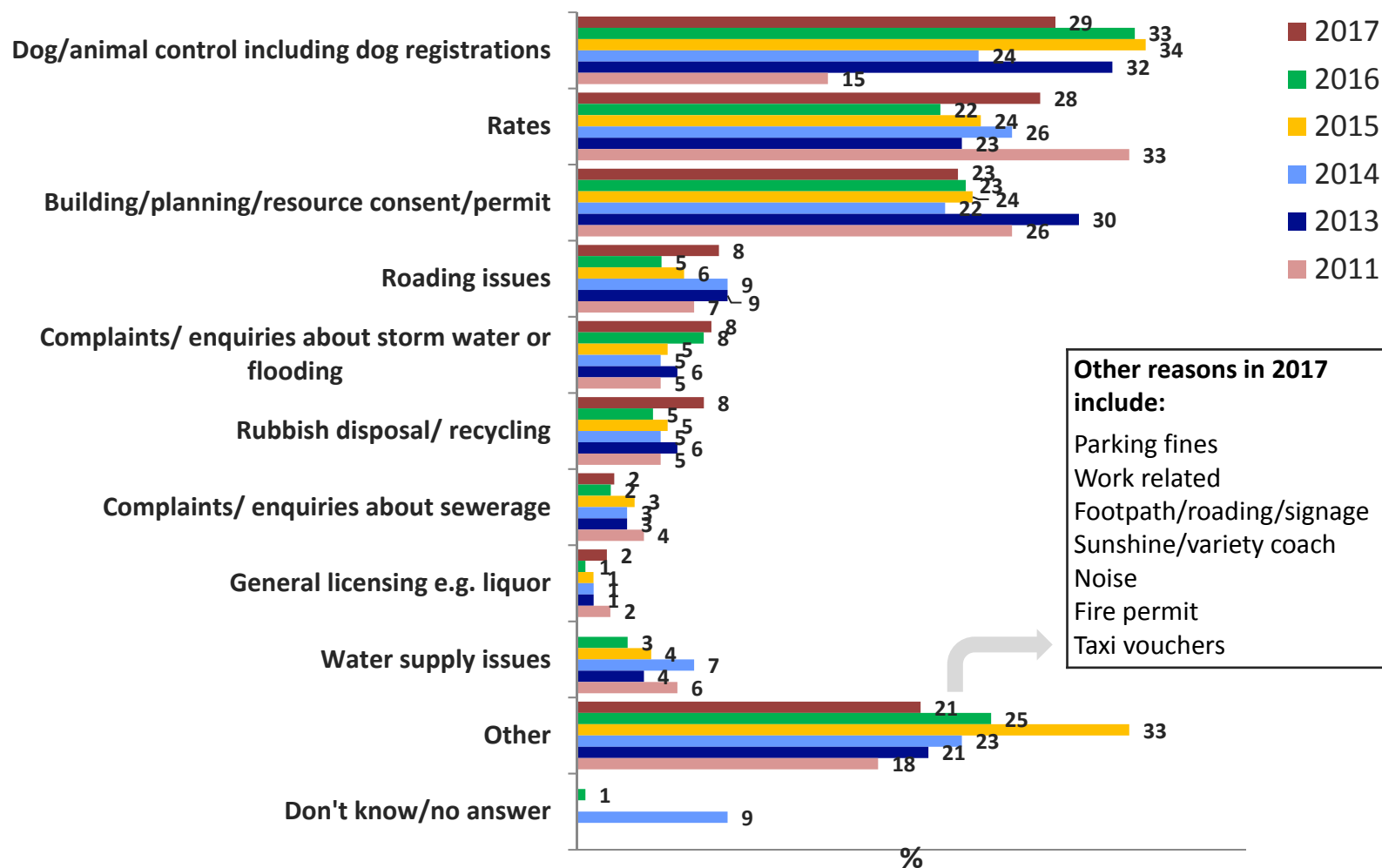
Karoro – Camerons residents are the most likely to have had contact (73% compared with 59%-64% of residents in other areas), although these differences are indicative only.

Sample: refer to () * Note: small sample size – results indicative only



Reasons for contacting Council offices

Q. For what reason did you contact the Council Offices?



Other reasons in 2017 include:	Number of mentions
Parking fines	5
Work related	4
Footpath/roading/signage	4
Sunshine/variety coach	4
Noise	2
Fire permit	2
Taxi vouchers	2

Consistent with previous years, the three most common reasons for contacting Council offices are dog/ animal control/ dog registrations (29%), rates (28%) and building/ planning/ resource consent/ permits (23%).

Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224



Reasons for contacting Council offices by gender and life stage, 2017

	Total (224) %	Gender		Life stage		
		Male (104) %	Female (120) %	Younger, no dependents (31*) %	Has dependents (87) %	Older, no dependents (106) %
Dog/animal control including dog registrations	29	19	37	32	34	23
Rates	28	23	32	10	23	37
Building/planning/resource consent/permit	23	38	10	26	23	22
Roading issues	8	12	6	6	6	11
Complaints/ enquiries about storm water or flooding	8	8	8	-	11	8
Rubbish disposal/ recycling	8	5	10	13	9	5
Complaints/ enquiries about sewerage	2	3	2	-	5	1
General licensing e.g. liquor	2	2	2	-	5	-
Other	21	20	21	29	17	21

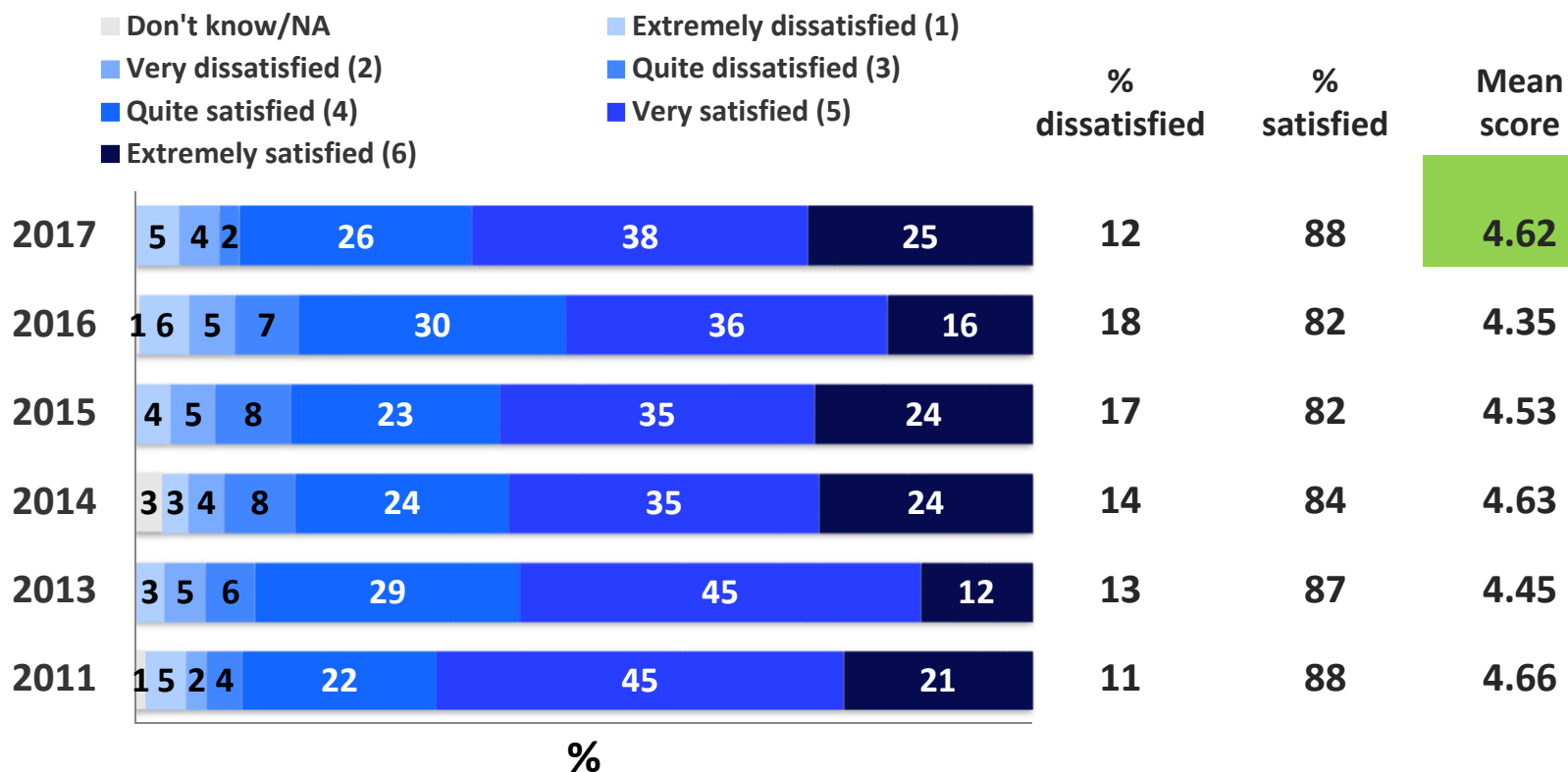
Sample: those who contacted the Council: refer to ()

* Note: small sample size – results indicative only



Satisfaction with overall service from Council offices

Q. How satisfied were you with the overall service you received when you contacted the Council offices?



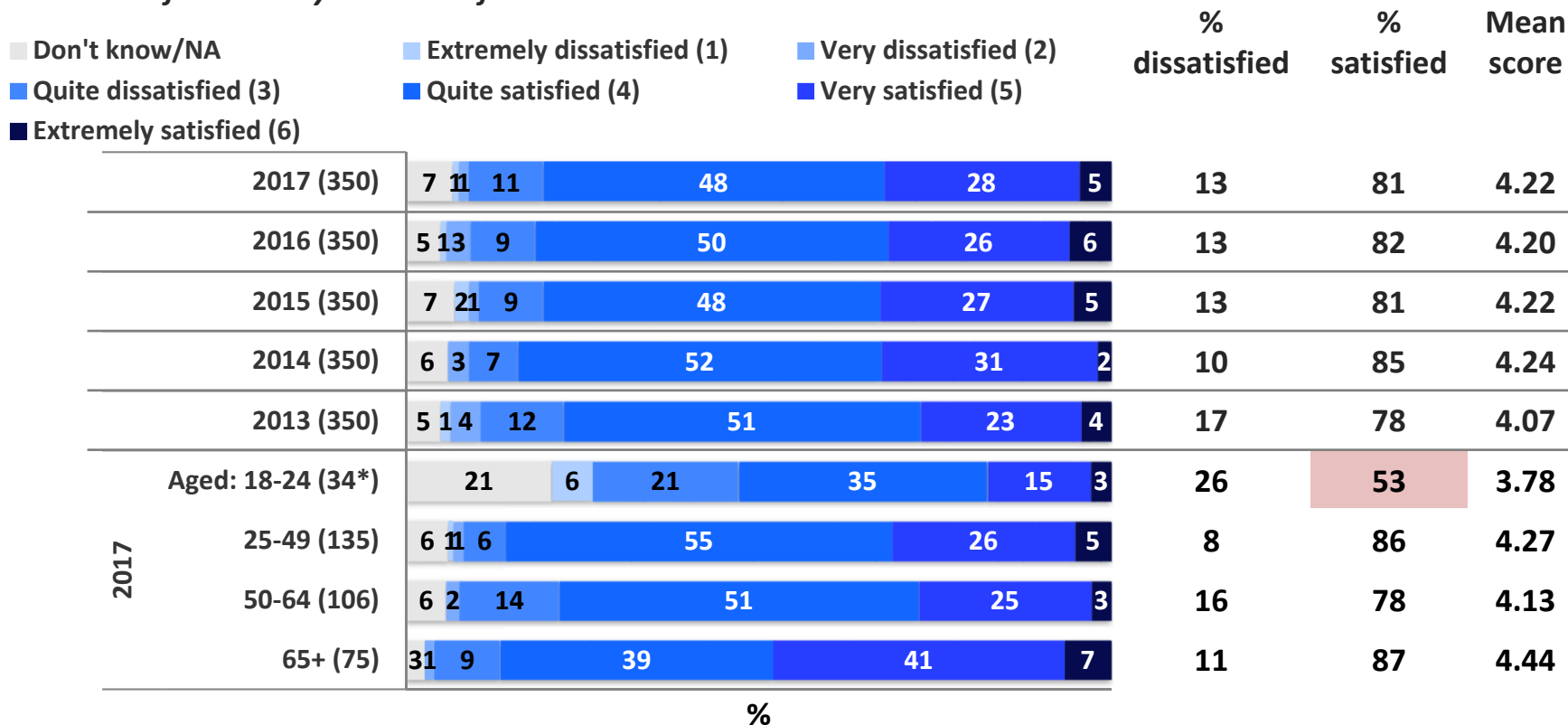
Those who contacted the Council offices are more likely to be satisfied with the overall service they received in 2017 (88%) than in 2016 and 2015 (both 82%).

Sample: those who contacted the Council: 2011: 175; 2013: 217; 2014: 238; 2015: 203; 2016: 198; 2017: 224



Satisfaction with information received from the Council

Q. Changing the subject and thinking now about the information you received from Council, how satisfied are you with the information you receive from the Council?



81% of residents in 2017 are satisfied with the information they received, with 28% very and 5% extremely satisfied. Satisfaction is at the same level achieved in 2016 and 2015. 13% expressed dissatisfaction and 7% did not know.

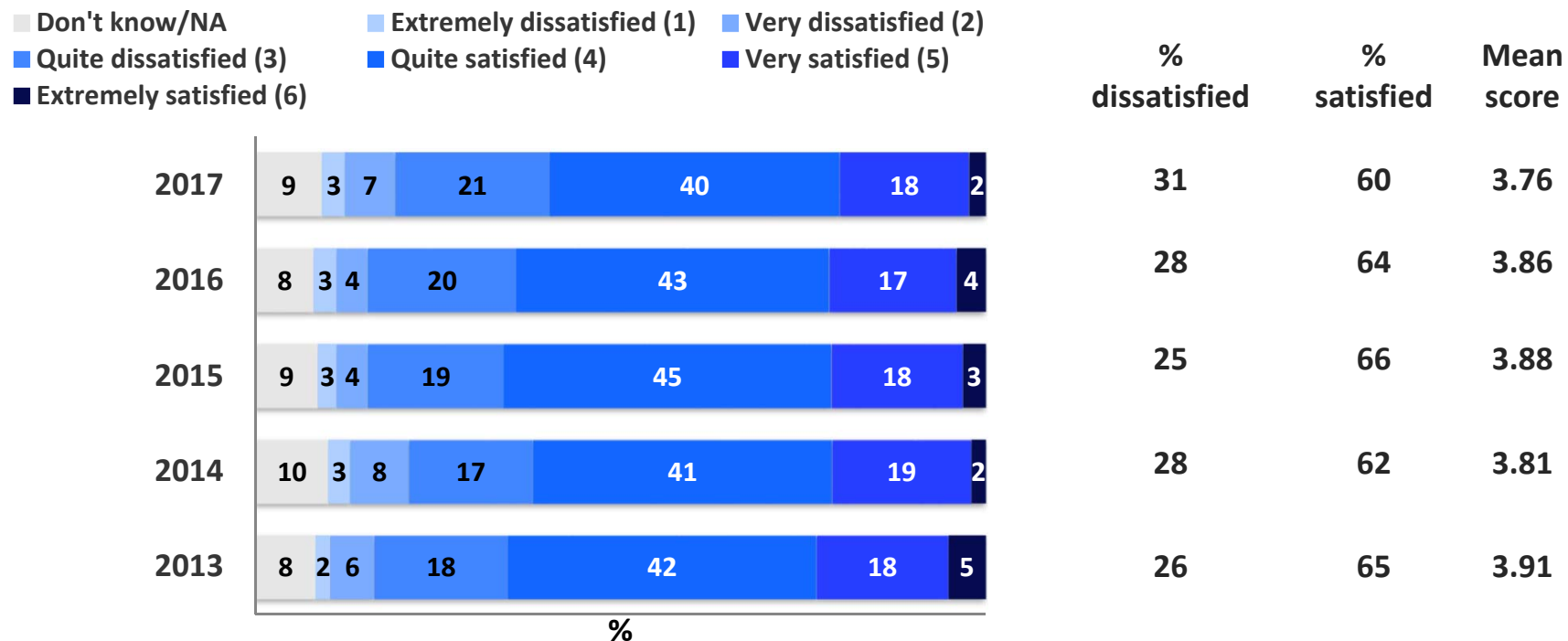
Satisfaction is lowest for residents aged 18-24 (53%), but many state they don't know (21%).

Sample: refer to () * Note: small sample size – results indicative only This question was not asked in 2011



Satisfaction that the Council consults with residents on important issues

Q. Thinking now about consultation, how satisfied are you that Council consults with residents on important issues?



In 2017, 60% of residents are satisfied that the Council consults with residents on important issues, while 31% are dissatisfied and 9% do not know.

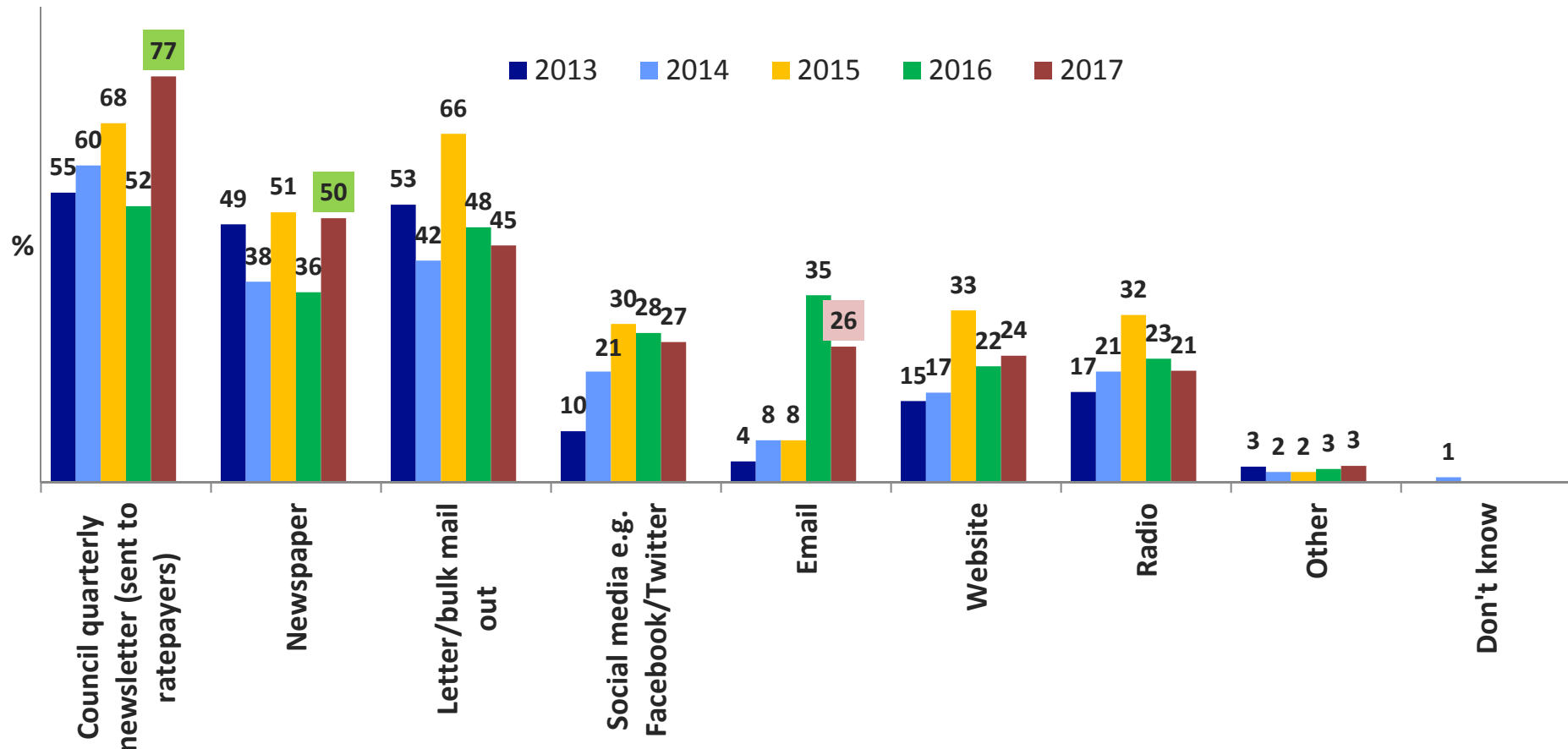
Satisfaction with consultation on important issues is marginally lower than in 2016 (64%) and 2015 (66%) and indicates there is an opportunity for improvement.

Total sample: 350



Preferred method of receiving information from the Council

Q. How would you prefer to receive information from the Council?



Residents' preferred option for receiving information is a quarterly newsletter sent to ratepayers (77%), followed by in the newspaper (50%) and a letter/bulk mail out (45%).

The proportions preferring information in a quarterly newsletter and the newspaper are significantly higher in 2017 than in 2016, following decreases between 2015 and 2016.

Approximately a quarter prefer social media, email, website and radio.

Total sample: 350



Preferred method of receiving information from the Council by age and ratepayer status, 2017

	Total (350) %	Age				Ratepayer in Grey DC	
		18-24 (34*) %	25-49 (135) %	50-64 (106) %	65+ (75) %	Yes (321) %	No (29*) %
Council quarterly newsletter (sent to ratepayers).	77	47	72	86	87	80	38
Newspaper	50	59	41	46	67	50	45
Letter/bulk mail out	45	59	42	46	41	43	62
Social media e.g. Facebook/Twitter	27	53	36	23	4	25	48
Email	26	50	30	21	15	25	31
Website	24	47	24	25	12	23	38
Radio	21	32	22	16	21	20	34

Most popular across all aged groups is a Council quarterly newsletter followed by the newspaper and a letter or bulk mail out and at a lower level again, radio.

Social media, email and the website are also popular among those aged 18 – 49.

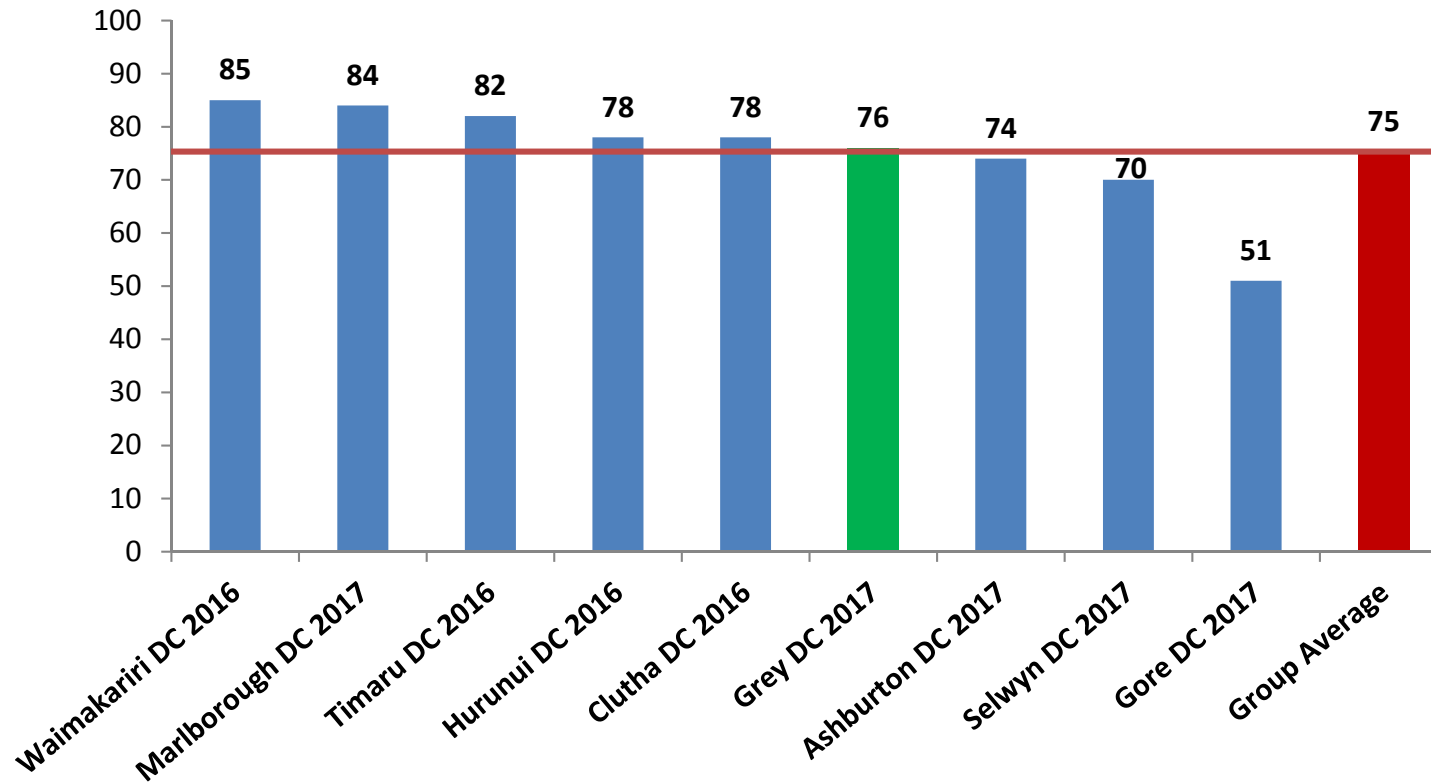
Sample: refer to () * Note: small sample size – results indicative only



Council comparison benchmark data



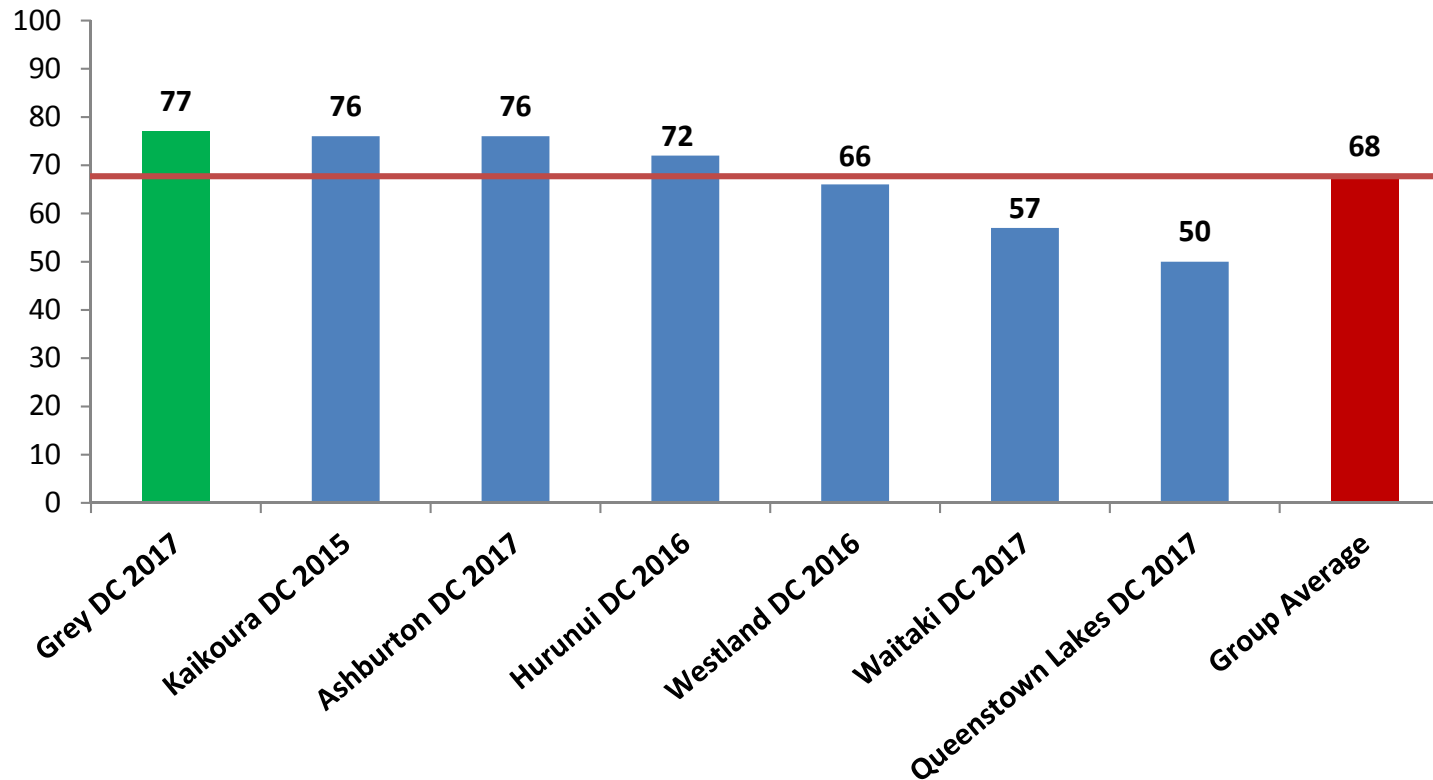
Overall satisfaction with performance of the Council



Overall satisfaction with Grey District Council's performance is similar to that of the group of Councils on average.



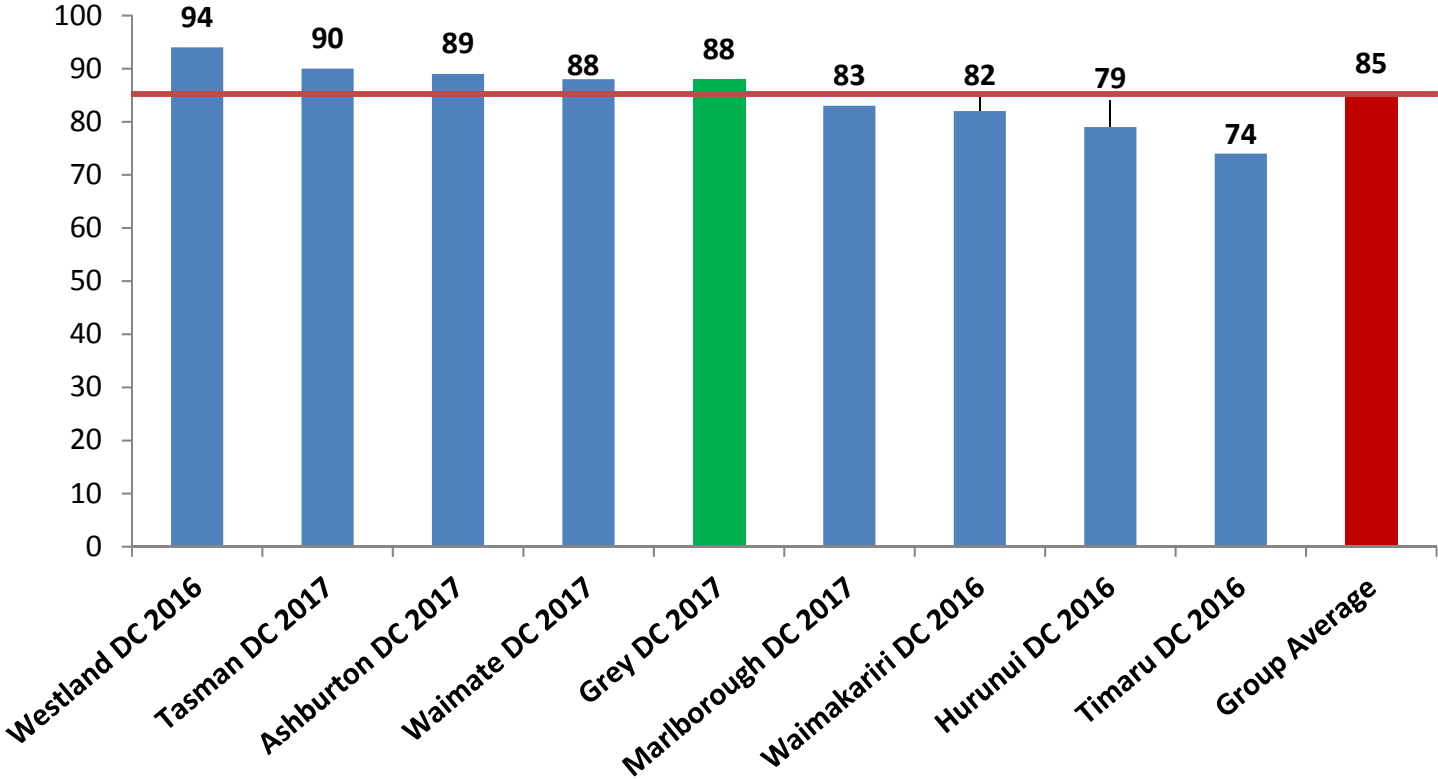
Satisfaction with the performance of the Mayor and Councillors



Satisfaction with the performance of Grey District Council's Mayor and Councillors is higher than for the group of Councils on average.



Satisfaction with the overall service received from Council offices



The level of satisfaction with the overall service received from Grey District Council's offices is marginally higher the average for the group of Councils.

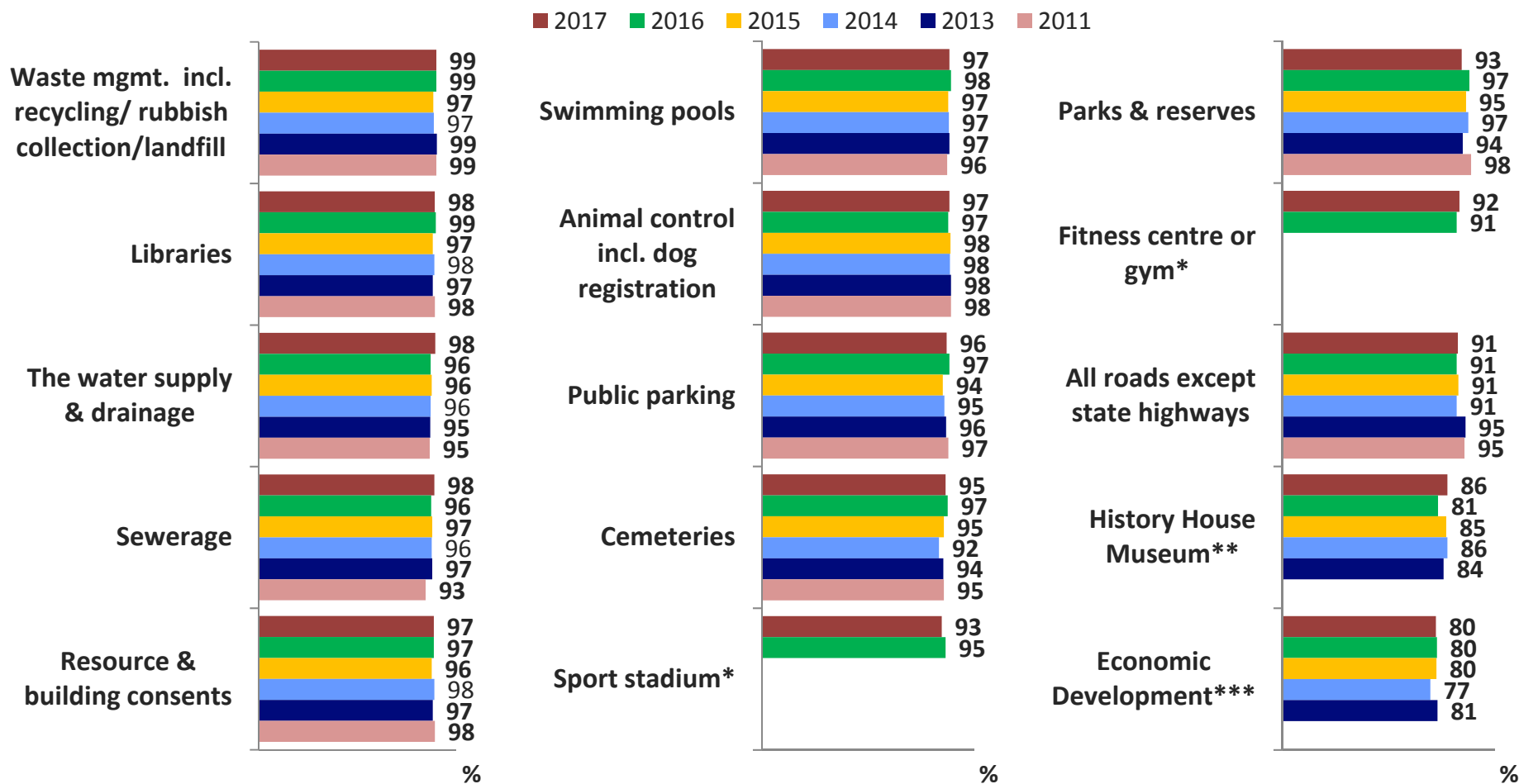


Awareness, use of and satisfaction with Council facilities and services



Awareness of Council as a provider of services

Q. Grey District Council is the provider of a number of services and activities in the area. Please tell me if you are aware that Grey District Council is responsible for administering the following services?



Awareness of Council provided services is high. It was lowest for History House Museum (86%) and Council's economic development services (80%).

Total sample: 350

* Not asked prior to 2016

** Museum in 2014, Heritage in 2013, not asked in 2011

*** Not asked in 2011



Awareness of Council as a provider of services by age and ratepayer status, 2017

	Total (350) %	Age				Ratepayer in Grey DC	
		18-24 (34*) %	25-49 (135) %	50-64 (106) %	65+ (75) %	Yes (321) %	No (29*) %
Waste management including recycling and rubbish collection and landfill	99	100	99	97	100	99	100
Libraries	98	94	99	98	99	99	90
Water supply and drainage	98	97	100	96	99	98	97
Sewerage	98	97	96	98	100	98	97
Resource and building consents	97	85	99	99	99	98	86
Swimming pools	97	91	99	97	97	98	93
Animal control including dog registration	97	82	99	99	100	98	93
Public parking	96	82	99	97	95	96	93
Cemeteries	95	82	96	97	97	96	86
Sport stadium	93	88	93	94	95	94	90
Parks and reserves	93	68	96	94	97	93	93
Fitness centre or gym	92	94	95	92	87	93	76
All roads except state highways	91	88	91	93	89	92	86
History House Museum	86	62	83	92	92	88	62
Economic development	80	79	84	78	75	80	76

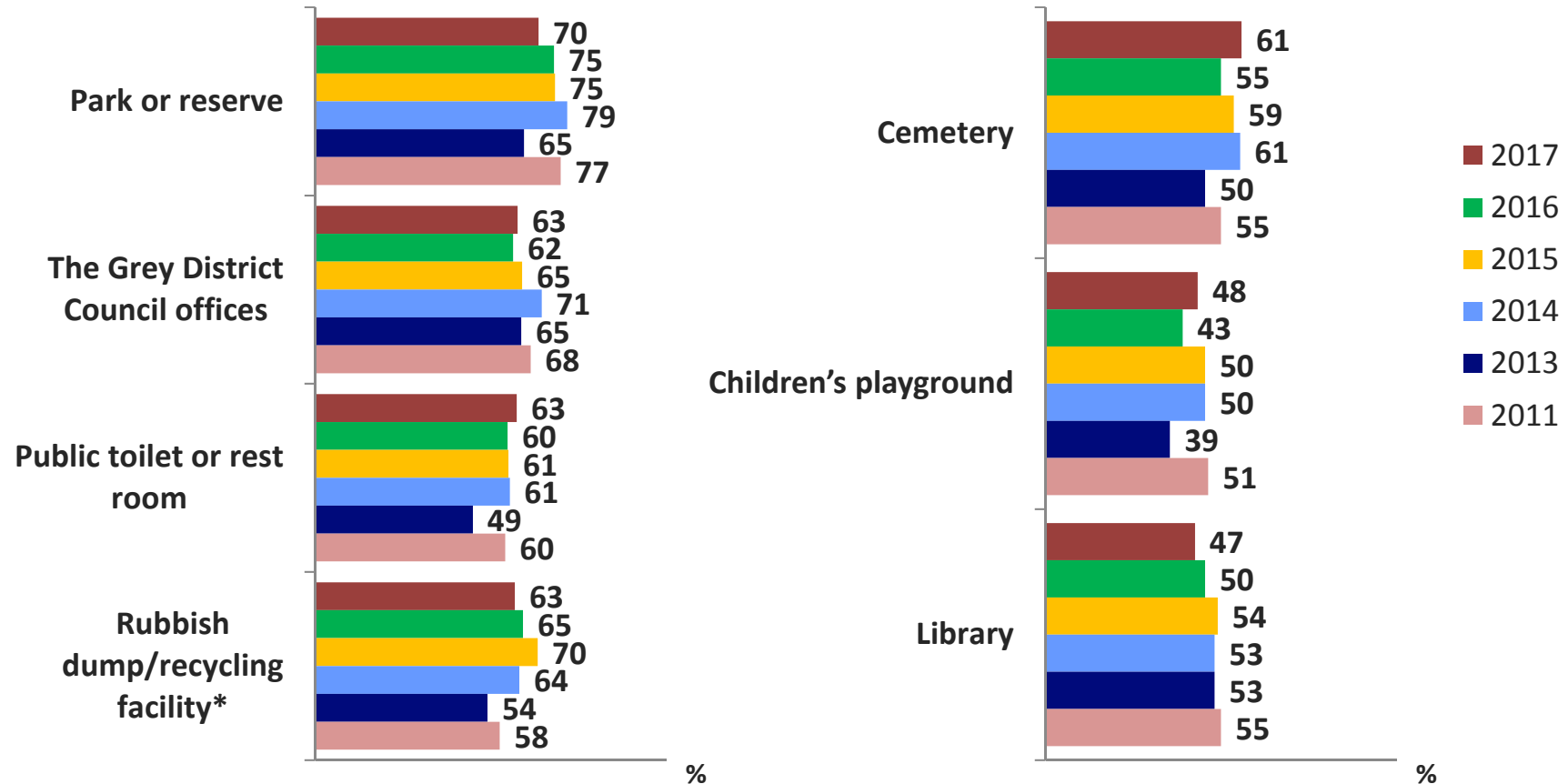
Awareness of Council services is lower among those aged 18-24 and non-ratepayers.

Sample: refer to () * Note: small sample size – results indicative only



Grey District Council services used or visited in the last 12 months

Q. Within Grey District, which of the following services have you used or visited in the last 12 months?



In 2017, residents are most likely to have used/visited a park or reserve (70%), followed by the Council offices (63%), a public toilet/rest room (63%), a rubbish dump/recycling facility (63%) or a cemetery (61%).

Total sample: 350 * Note: question wording differed slightly in 2011 and didn't include 'recycling facility'



Grey District Council services used or visited in the last 12 months by gender and life stage, 2017

	Total (350) %	Gender		Life Stage		
		Male (172) %	Female (178) %	Younger, no dependents (64) %	With dependents (130) %	Older, no dependents (156) %
Park or reserve	70	71	69	64	79	65
The Grey District Council offices	63	60	67	45	65	69
Public toilet or rest room	63	68	58	58	68	61
Rubbish dump/recycling facility*	63	70	56	63	67	59
Cemetery	61	59	64	53	62	64
Children's playground	48	44	52	34	66	38
Library	47	38	55	30	58	45

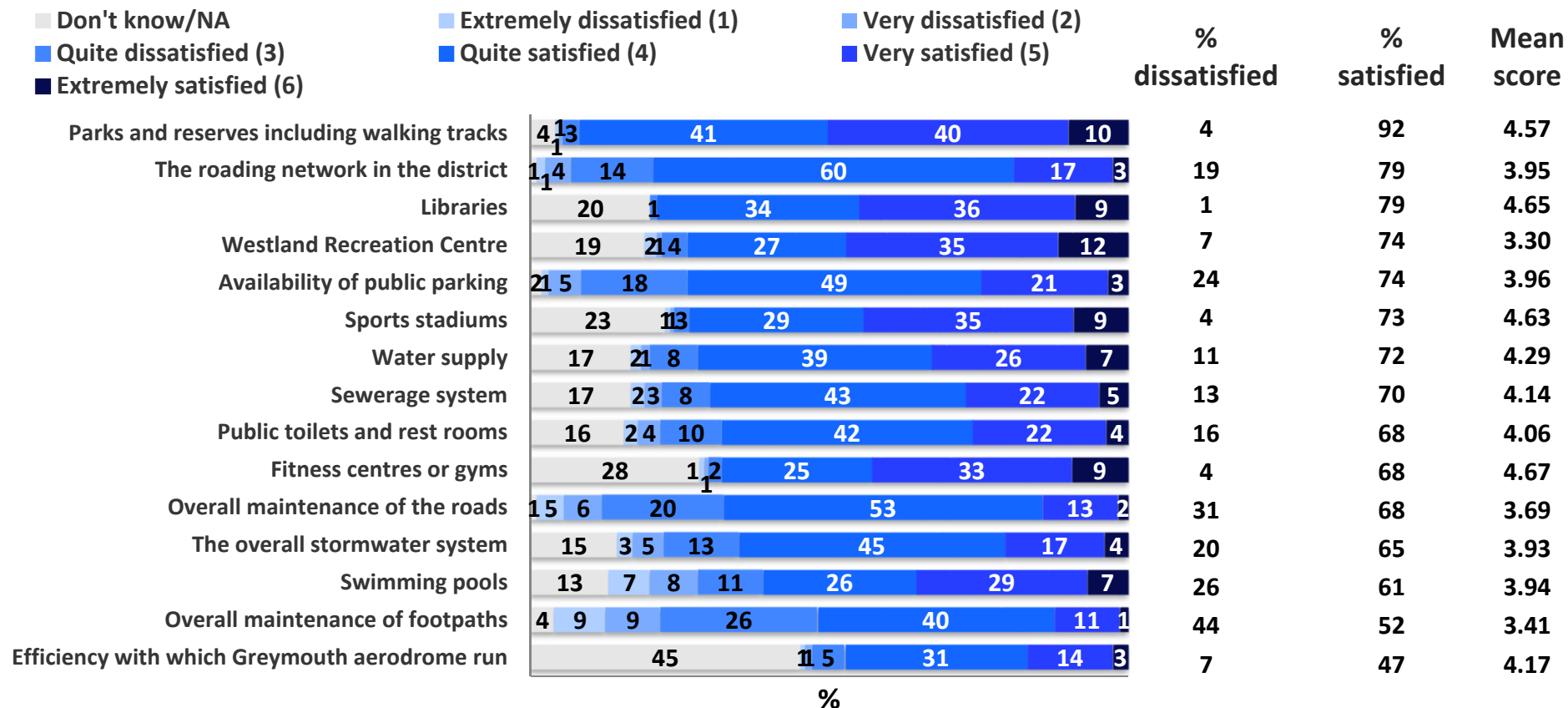
Males are significantly more likely than females to have visited a rubbish dump/recycling facility (70% vs. 56%) and significantly less likely to have visited a library (38% vs. 55%) in the last 12 months.

Those with dependents are significantly more likely than those without dependents, to have visited a park or reserve (79% vs. 64% of younger and 65% of older residents without dependents), a children's playground (66% vs. 34% and 38%) or library (58% vs. 30% and 45%).



Satisfaction with Council facilities and services, 2017

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



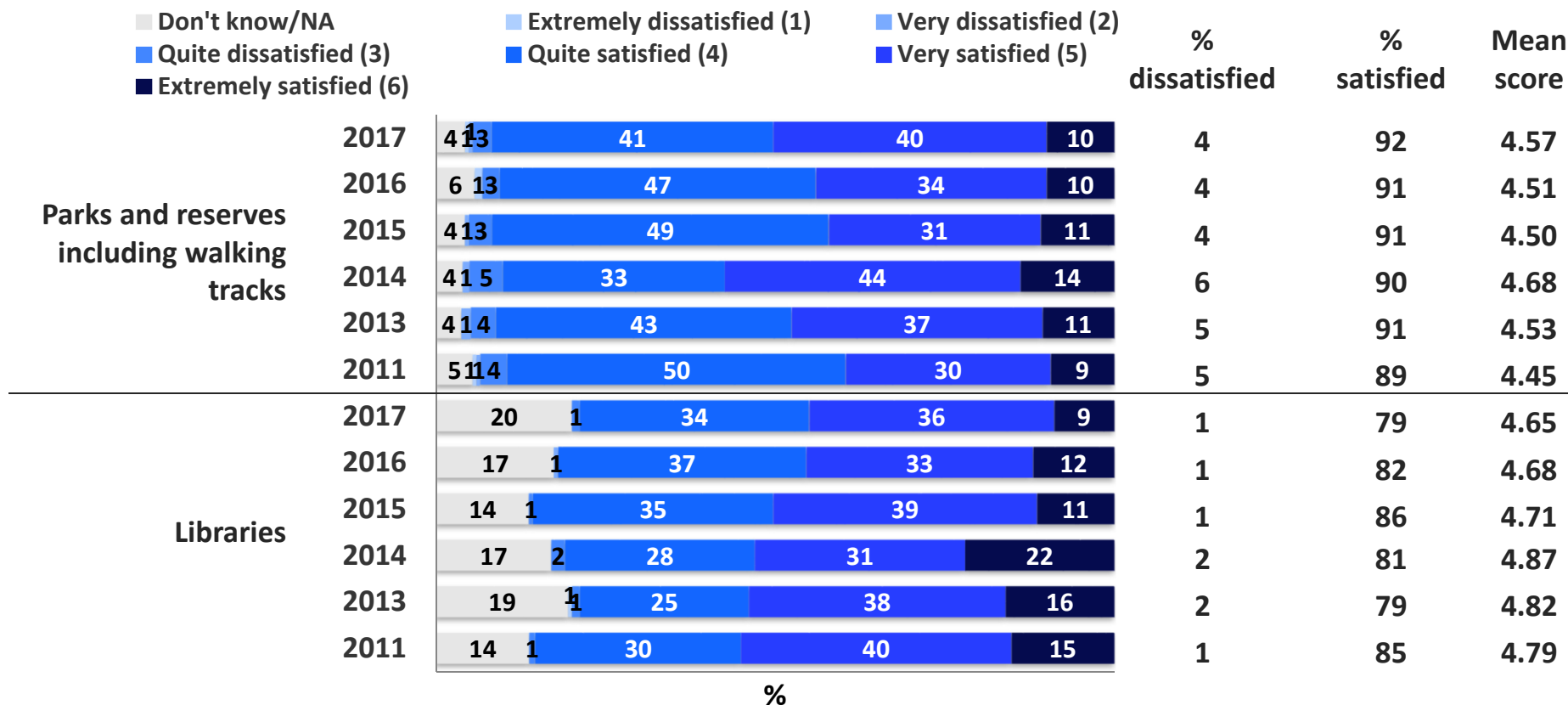
Parks and reserves have the highest satisfaction rating (92%), followed by the roading network and libraries (both 79%). Satisfaction is low for overall maintenance of footpaths (52%). It is lowest for the aerodrome efficiency (47%), although 45% did not rate this facility.

Satisfaction rating is impacted by the level of use of facilities, some facilities, for example the fitness centres or gyms and sports stadiums and aerodrome have high levels of don't know or not applicable.



Satisfaction with Council facilities and services – trend

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Of all the Council services, parks and reserves have the highest satisfaction, with 92% stating they are extremely, very or quite satisfied. This is similar to previous years.

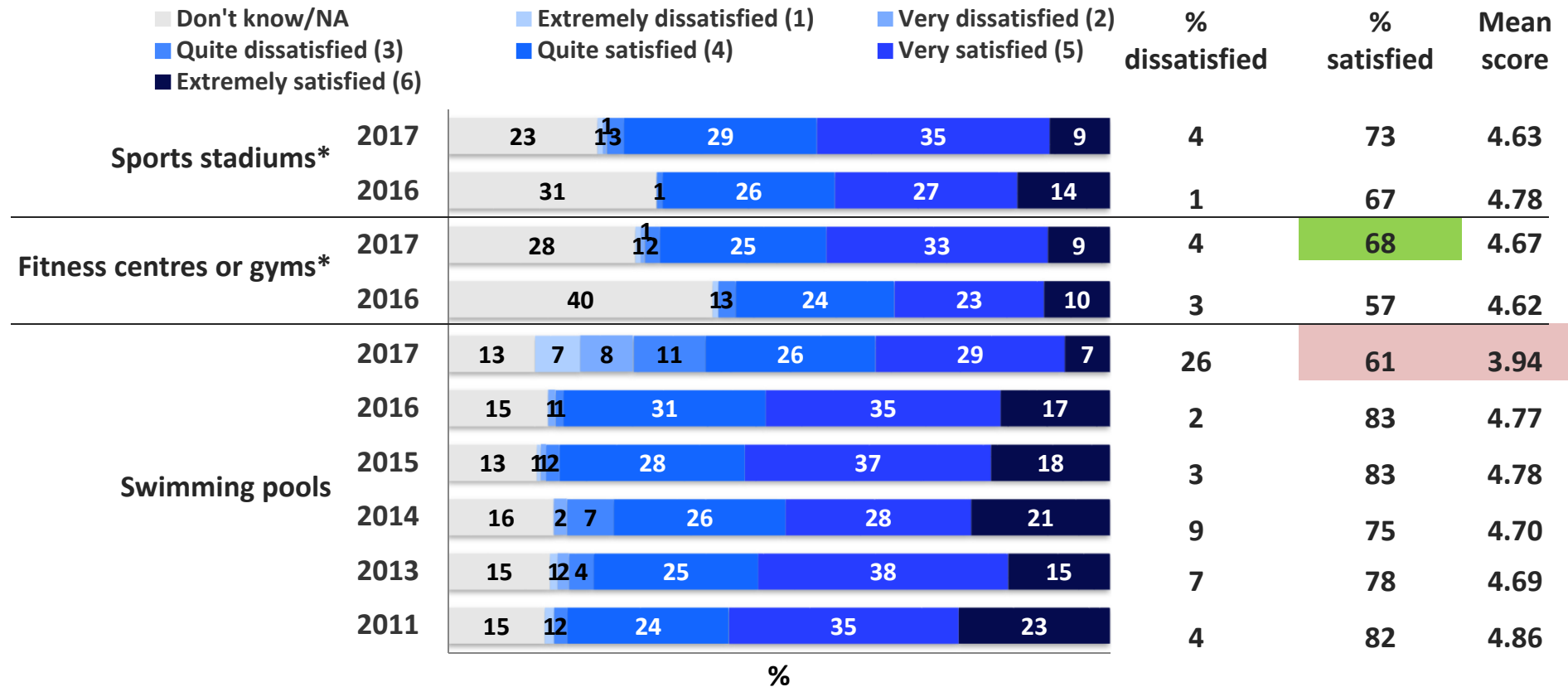
The proportion satisfied with libraries (79%) is down marginally since 2016 (82%) and follows a previous marginal decline in 2015 (86%).

Total sample: 350



Satisfaction with Council facilities and services – trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Three quarters (73%) are satisfied with sports stadiums, marginally higher than in 2016 (67%).

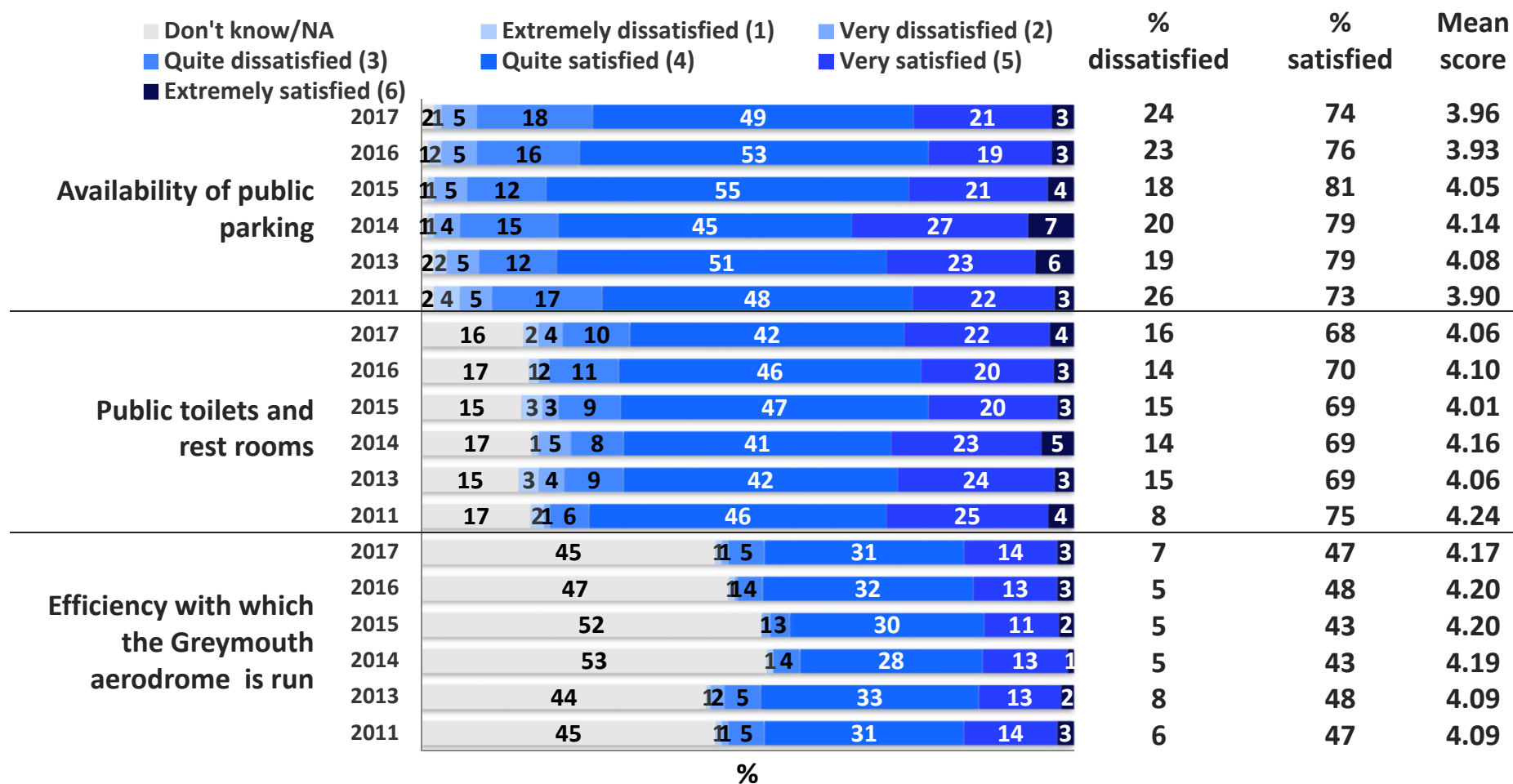
Satisfaction with fitness centres or gyms is significantly higher in 2017 (68%) than in 2016 (57%). And, encouragingly, there is also a reduction in those stating don't know or not applicable.

Satisfaction with swimming pools is significantly lower (61%), down from 83% in 2016. There is notably an increase in those extremely (7%), very (8%) and quite (11%) dissatisfied.



Satisfaction with Council facilities and services – trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Around three quarters are satisfied with availability of public parking (74%). 68% are satisfied with the public toilets and restrooms.

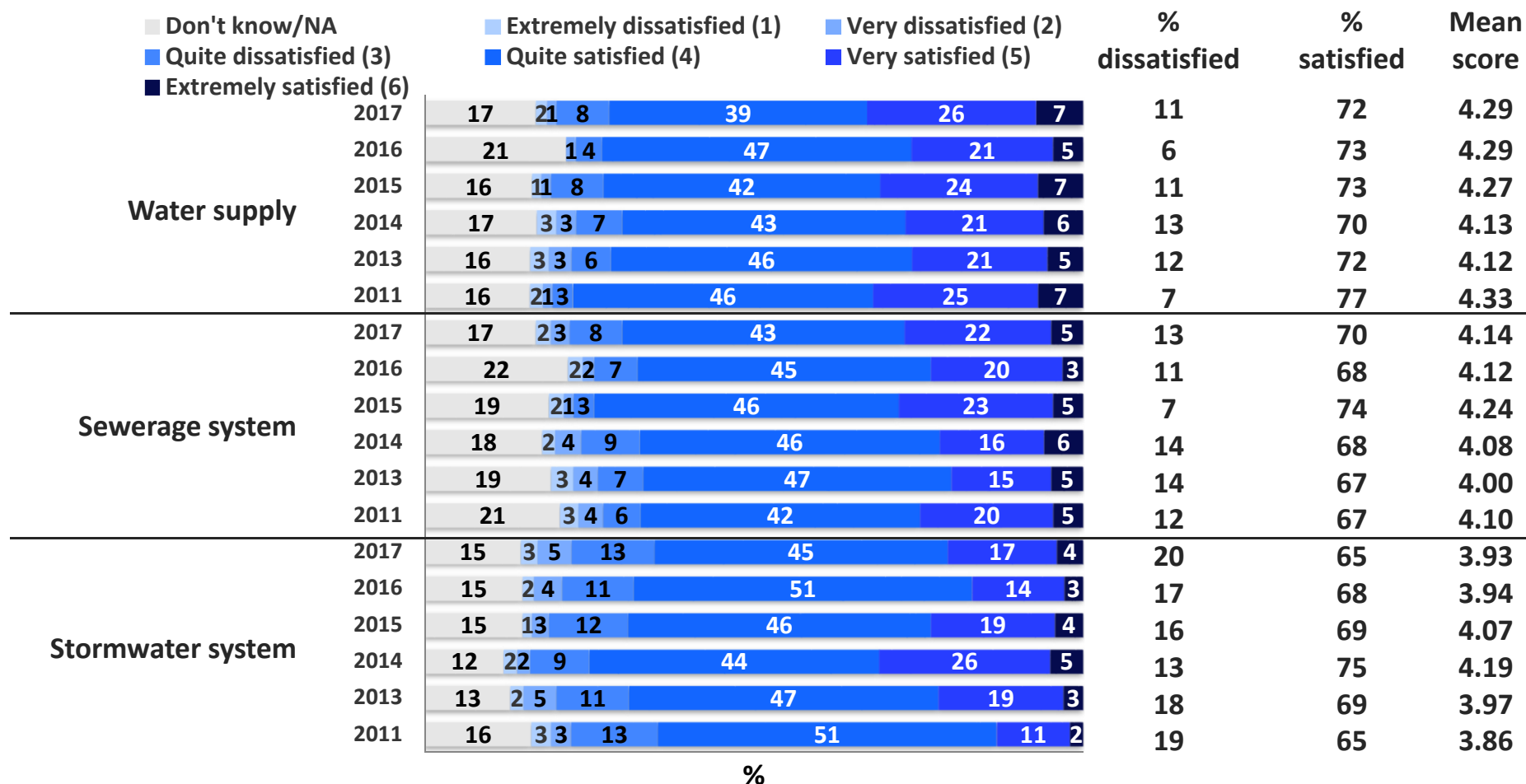
Almost half (47%) are satisfied with the efficiency with which the aerodrome is run, and 7% are dissatisfied, with the remainder (45%) stating 'don't know'.

Total sample: 350



Satisfaction with Council facilities and services – trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



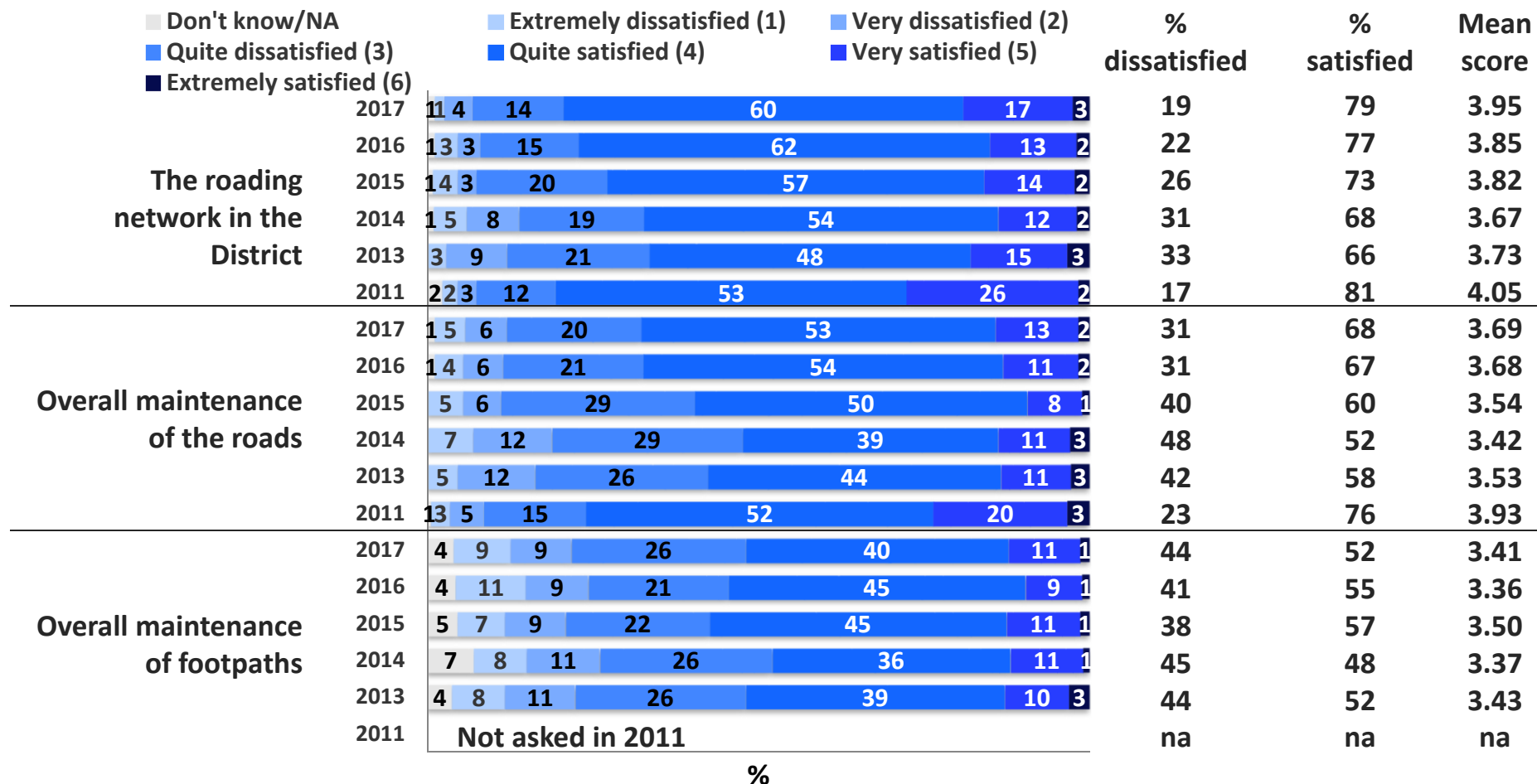
72% are satisfied with the water supply in 2017, 70% are satisfied with the sewerage system and 65% with the stormwater system.

Satisfaction levels with these three services are highest in Greater Greymouth and lowest in Grey Valley, Blackball and Lake Brunner. Satisfaction with the water supply is also lower in Kaiata, Dobson, Taylorville and Stillwater.



Satisfaction with Council facilities and services – trend cont.

Q. Thinking about the services and facilities provided by Grey District Council. I would like you to tell me on a scale of extremely satisfied to extremely dissatisfied, how satisfied you are personally with each of the following:



Satisfaction with the roading network (79%) has continued to increase since 2013 (66%).

Satisfaction with road maintenance (68%) is similar to in 2016 (67%).

Satisfaction with footpath maintenance (52%) is marginally lower than in 2016 (55%) and 2015 (57%).



Sat. with Council fac./services by gender & life stage, 2017

	% Dissatisfied						% Satisfied					
	Total (350) %	Gender		Life Stage			Total (350) %	Gender		Life Stage		
		Male (172) %	Female (178) %	Younger, no dependents (64) %	Has dependents (130) %	Older, no dependents (156) %		Male (172) %	Female (178) %	Younger, no dependents (64) %	Has dependents (130) %	Older, no dependents (156) %
Parks and reserves including walking tracks	4	3	4	5	6	2	92	92	92	91	91	93
The roading network in the district	19	23	16	19	18	21	79	77	82	78	81	79
Libraries	1	2	1	2	1	2	79	73	84	77	79	79
Westland Recreation Centre	7	5	9	3	10	6	74	74	73	80	82	65
Availability of public parking	24	24	24	27	23	24	74	74	73	69	76	74
Sports stadiums	4	2	6	3	5	3	73	75	72	80	82	64
Water supply	11	12	10	8	11	13	72	73	71	75	70	72
Sewerage system	13	15	12	13	15	12	70	72	69	72	64	74
Public toilets and rest rooms	16	13	20	19	22	11	68	74	62	58	67	73
Fitness centres or gyms	4	3	4	2	5	3	68	69	67	73	76	59
Overall maintenance of the roads	31	34	29	31	31	31	68	65	70	64	68	69
The overall stormwater system	20	19	22	16	22	21	65	69	62	72	62	65
Swimming pools	26	18	33	28	32	20	61	65	57	63	62	60
Overall maintenance of footpaths	44	36	52	27	45	50	52	58	46	69	51	46
Efficiency with which the Greymouth aerodrome is run	7	9	6	8	8	7	47	50	45	47	45	50

Sample: refer to ()



Satisfaction with Council facilities and services by area, 2017

	% Dissatisfied						% Satisfied					
	Total (350) %	Greater Greymouth (208) %	Karoro – Camerons (41*) %	Kaiata/Dobson/ Taylorville/ Stillwater (30*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (34*) %	Total (350) %	Greater Greymouth (208) %	Karoro – Camerons (41*) %	Kaiata/Dobson/ Taylorville/ Stillwater (30*) %	Grey Valley/ Blackball/ Lake Brunner (37*) %	Runganga/ Rapahoe/ Coast Road (34*) %
Parks and reserves including walking tracks	4	5	5	-	3	3	92	90	88	97	97	94
The roading network in the district	19	16	15	33	24	29	79	83	85	63	76	71
Libraries	1	2	-	-	-	3	79	79	88	63	73	85
Westland Recreation Centre	7	9	5	7	-	9	74	76	73	63	70	71
Availability of public parking	24	24	22	27	22	29	74	73	78	73	78	71
Sports stadiums	4	4	-	7	-	9	73	75	78	70	65	74
Water supply	11	8	10	33	8	18	72	84	59	53	32	74
Sewerage system	13	13	15	23	14	6	70	79	54	60	32	85
Public toilets and rest rooms	16	14	12	20	22	26	68	67	71	77	73	56
Fitness centres or gyms	4	5	-	3	-	6	68	70	68	63	57	71
Overall maintenance of the roads	31	30	24	43	41	26	68	68	76	57	59	74
The overall stormwater system	20	17	20	37	19	29	65	75	54	53	32	65
Swimming pools	26	28	27	33	16	12	61	59	61	57	59	82
Overall maintenance of footpaths	44	41	46	53	35	59	52	57	54	40	46	35
Efficiency with which the Greymouth aerodrome is run	7	7	10	13	5	6	47	56	46	30	32	26

Sample: refer to () *Caution small sample size – results indicative only

Satisfaction with Council's regulation of land use

Q. How satisfied are you with Council's regulation of land use throughout the District? By this we mean Council's policies including the District Plan and resource management processes and whether the development within the District is aligned with these policies. Some forms of land use regulations under these policies include regulations for subdivisions, land use and building development and the zoning of land.

	Don't know/NA	Extremely dissatisfied (1)	Quite dissatisfied (3)	Very dissatisfied (2)	Quite satisfied (4)	Very satisfied (5)	Extremely satisfied (6)	% dissatisfied	% satisfied	Mean score
2017 (350)	32	24	16	36	9	1		21	46	3.74
2016 (350)	25	24	12	43	11	2		18	57	3.87
2015 (350)	27	24	13	41	12	1		20	54	3.82
2014 (350)	34	15	11	37	10	2		17	49	3.84
2013 (350)	27	23	11	40	12	3		17	55	3.91
2011 (350)	25	12	7	49	14	2		10	65	4.04
Gender: Male (172)	24	3	6	19	37	11		28	48	3.63
Female (178)	40	12	13	35	8	2		15	44	3.89
2017	Aged: 18-24 (34*)	41	3	15	26	15		18	41	3.90
	25-49 (135)	33	22	15	36	11	1	19	47	3.80
	50-64 (106)	26	8	18	41	8		25	48	3.65
	65+ (75)	35	4	16	35	7	3	21	44	3.71

46% of residents are satisfied with Council's regulation of land use throughout the District in 2017. Satisfaction has decreased since 2016 (57%) and is now at its lowest since 2011.

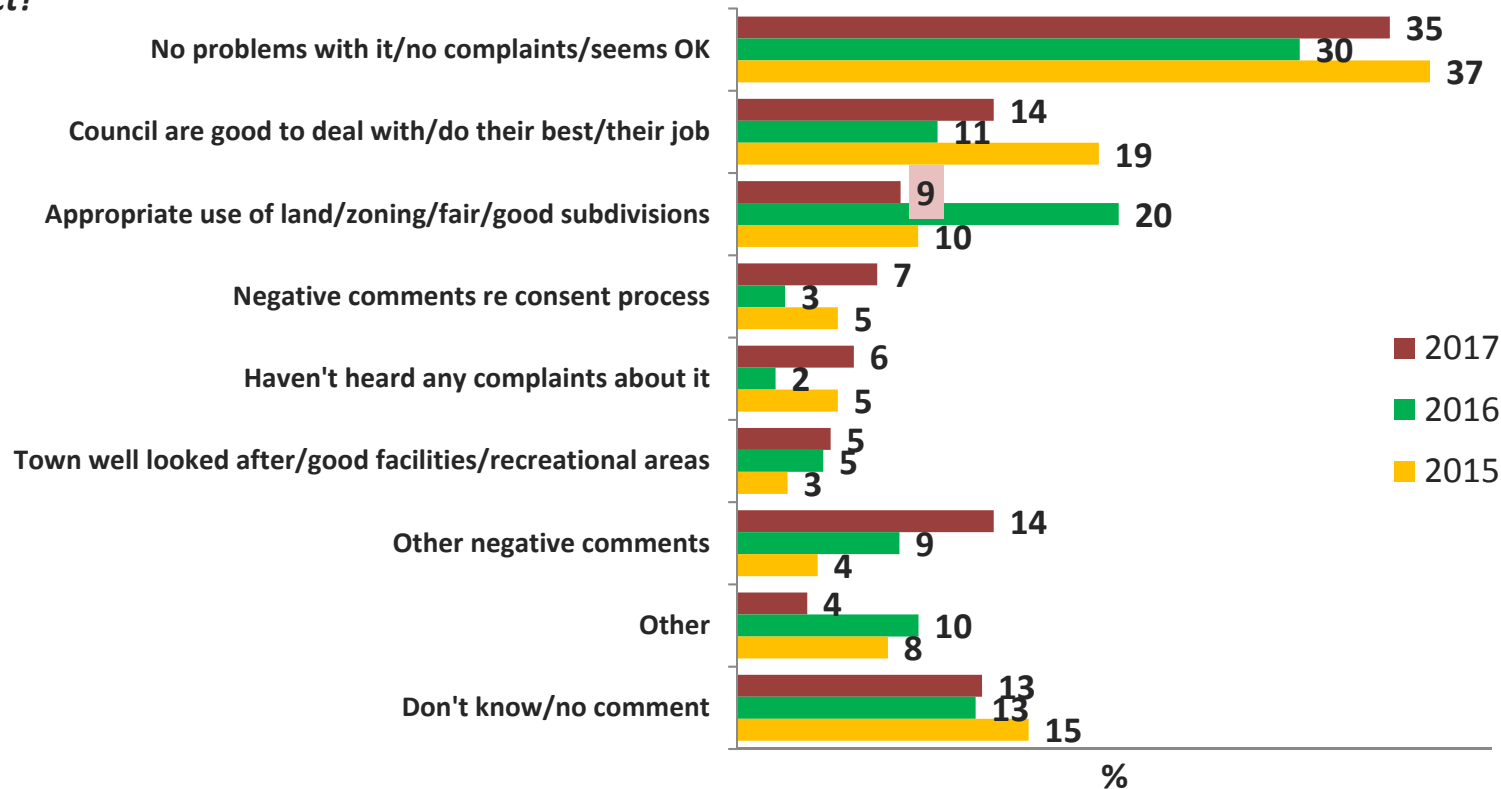
Sample: refer to () * Note: small sample size – results indicative only This question was not asked in 2011

Note: In 2015 the clarification was worded slightly differently: By this we mean Council policy including requirement of permits and codes created to ensure private use of land resources are aligned with policy standards. Some forms of land use regulations including housing codes, regulations for subdivisions, zoning ordinances, and building codes.



Reasons why satisfied with Council's regulation of land use

Q. What is the main reason, or reasons, for feeling satisfied with Council's regulation of land use throughout the District?



The most common reason for satisfaction with land use is that they have no problems with it/no complaints/seems ok (35%), followed by the Council are good to deal with/do their best/their job (14%) and the appropriate use of land/zoning/fair/good subdivisions (9%).

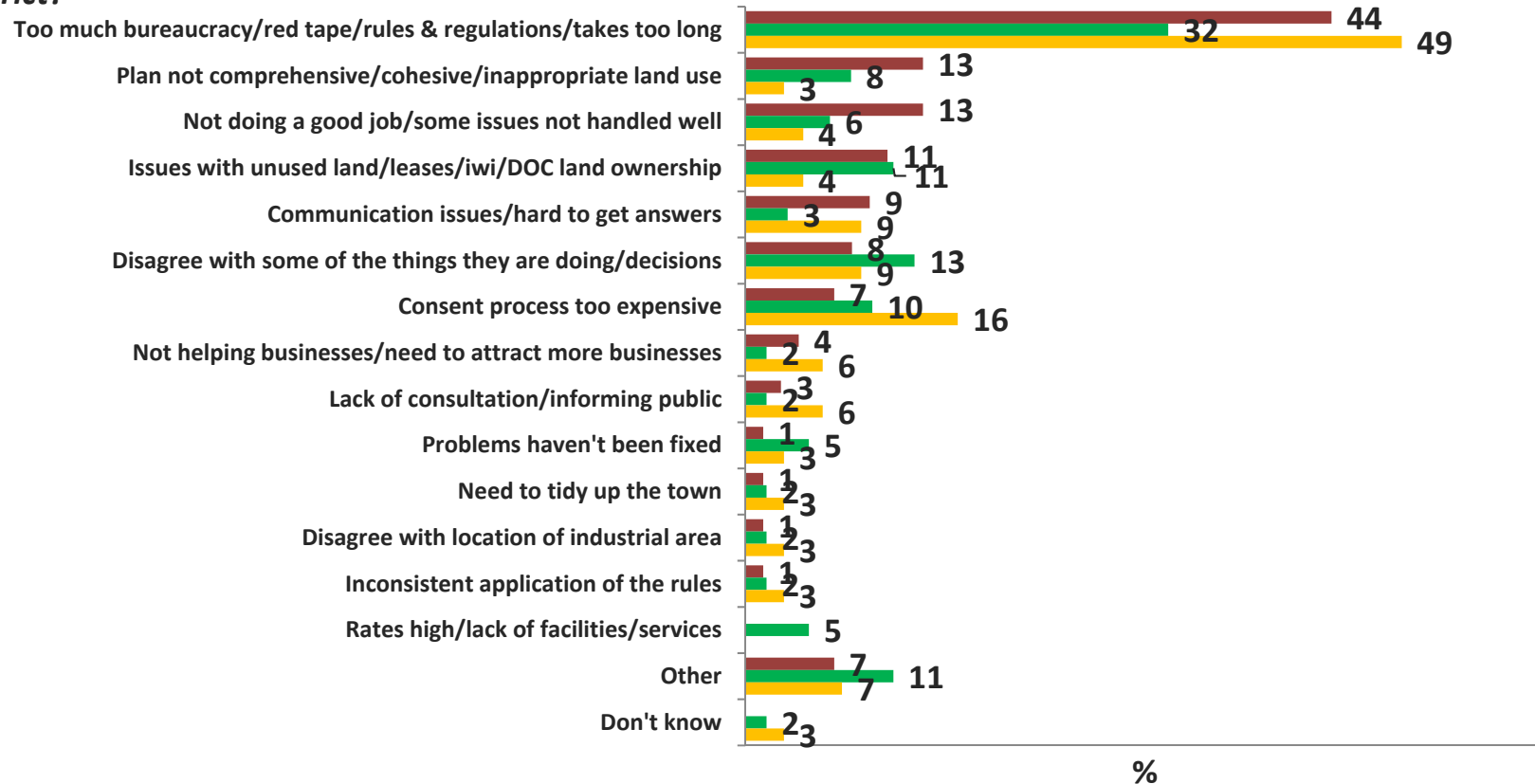
Sample: those satisfied with Council's regulation of land use: 2015: 188; 2016: 198; 2017: 162

Note: this question was not asked prior to 2015



Reasons why dissatisfied with Council's regulation of land use

Q. What is the main reason, or reasons, for feeling dissatisfied with Council's regulation of land use throughout the District?



The most common reasons for dissatisfaction with the regulation of land use relate to the consent process; that there is too much bureaucracy/red tape/rules and regulations/takes too long (44%).

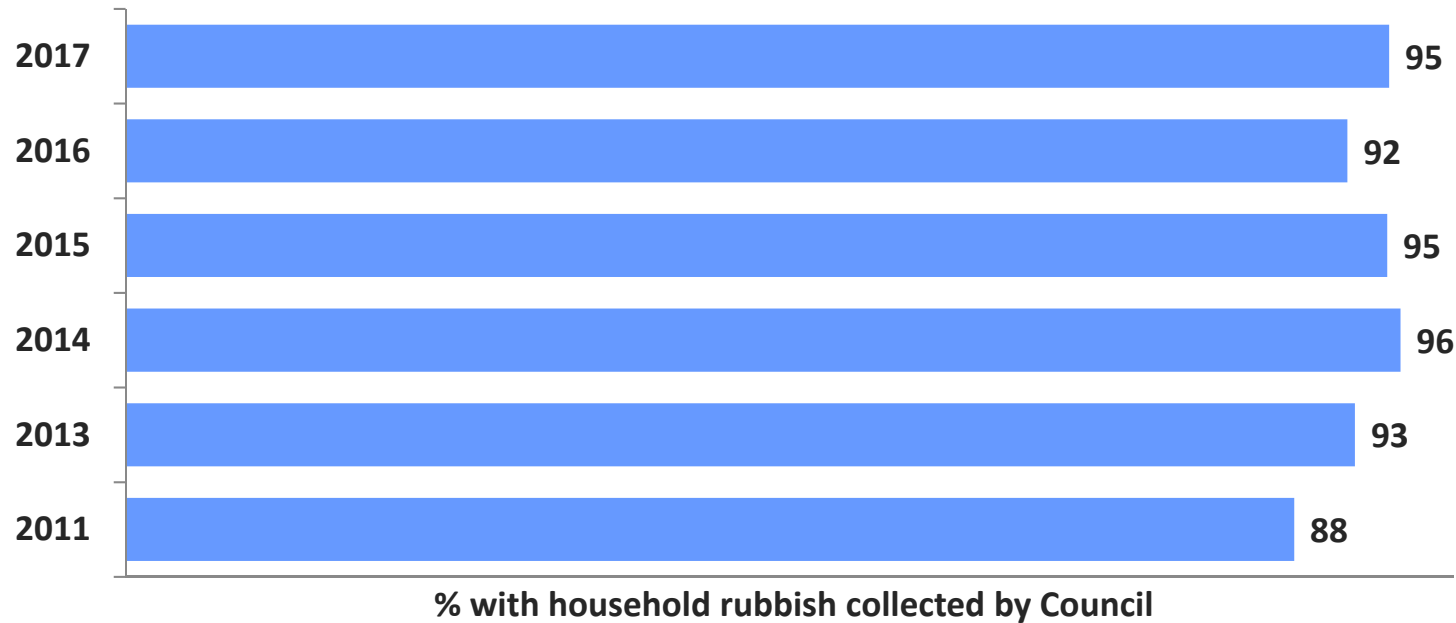
Sample: those dissatisfied with Council's regulation of land use: 2015: 69; 2016: 63; 2017: 75

Note: this question was not asked prior to 2015



Household waste collection service use

Q. Do you have your household rubbish collected by the Council?



Overall, 95% of participants in 2017 had their rubbish collected by the Council, marginally higher than in 2016 (92%) and similar to in 2015 (95%) and 2014 (96%). This proportion is slightly higher than in 2011 (88%).

These changes in proportion are, at least in part, likely to be related to the proportion of the participants living in rural and urban areas.

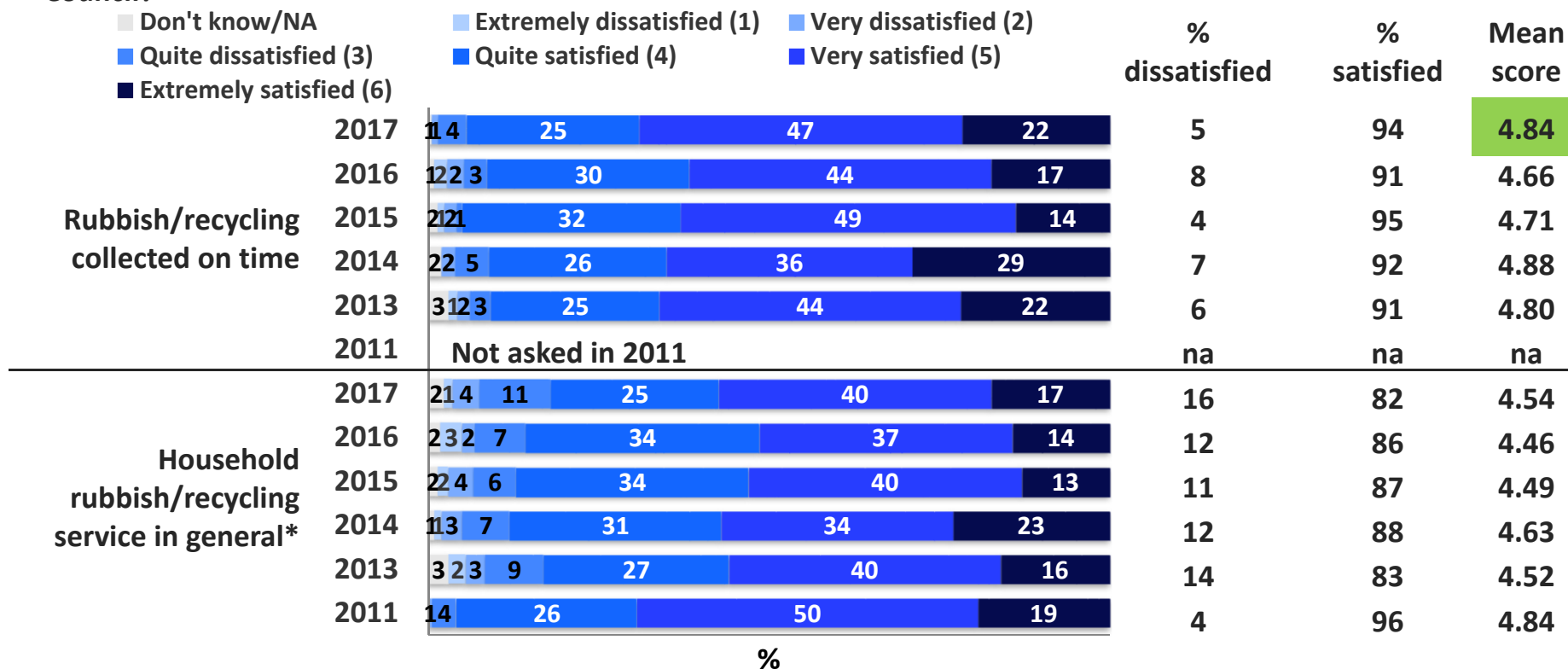
Total sample: 350



Satisfaction with household rubbish collection service

Q. How satisfied are you that your household rubbish and/or recycling is collected on time?

Q. How satisfied are you in general with the household rubbish and/or recycling collection service provided by the Council?



Nearly all (94%) are satisfied that their household rubbish/recycling is collected on time. This is marginally higher than in 2016 (91%) and similar to in 2015 (95%).

Four fifths (82%) are also satisfied with the household rubbish/recycling service in general, this is marginally lower than in 2016 (86%), 2015 (87%) and 2014 (88%) and lower than 2011 (96%).

Sample: those who have their rubbish collected by the Council: 2011: 309; 2013: 324; 2014: 336; 2015: 332; 2016: 321; 2017: 333

* Note: in 2011 the question wording differed slightly: How satisfied are you with the household rubbish collection service?



Satisfaction household rubbish collection by area, 2017

	% satisfied rubbish/ recycling collected on time	% satisfied in general with rubbish/recycling collection service
Those who have their rubbish collected by Council (333)	94	82
AREA		
Greater Greymouth (204)	94	90
Karoro - Camerons (41*)	95	66
Kaiata/Dobson/Taylorville/Stillwater (29*)	97	62
Grey Valley/Blackball/Lake Brunner (27*)	100	78
Runganga/Rapahoe/Coast Road (32*)	84	72

Greater Greymouth residents are most likely to be satisfied in general with the rubbish and recycling collection service (90%).

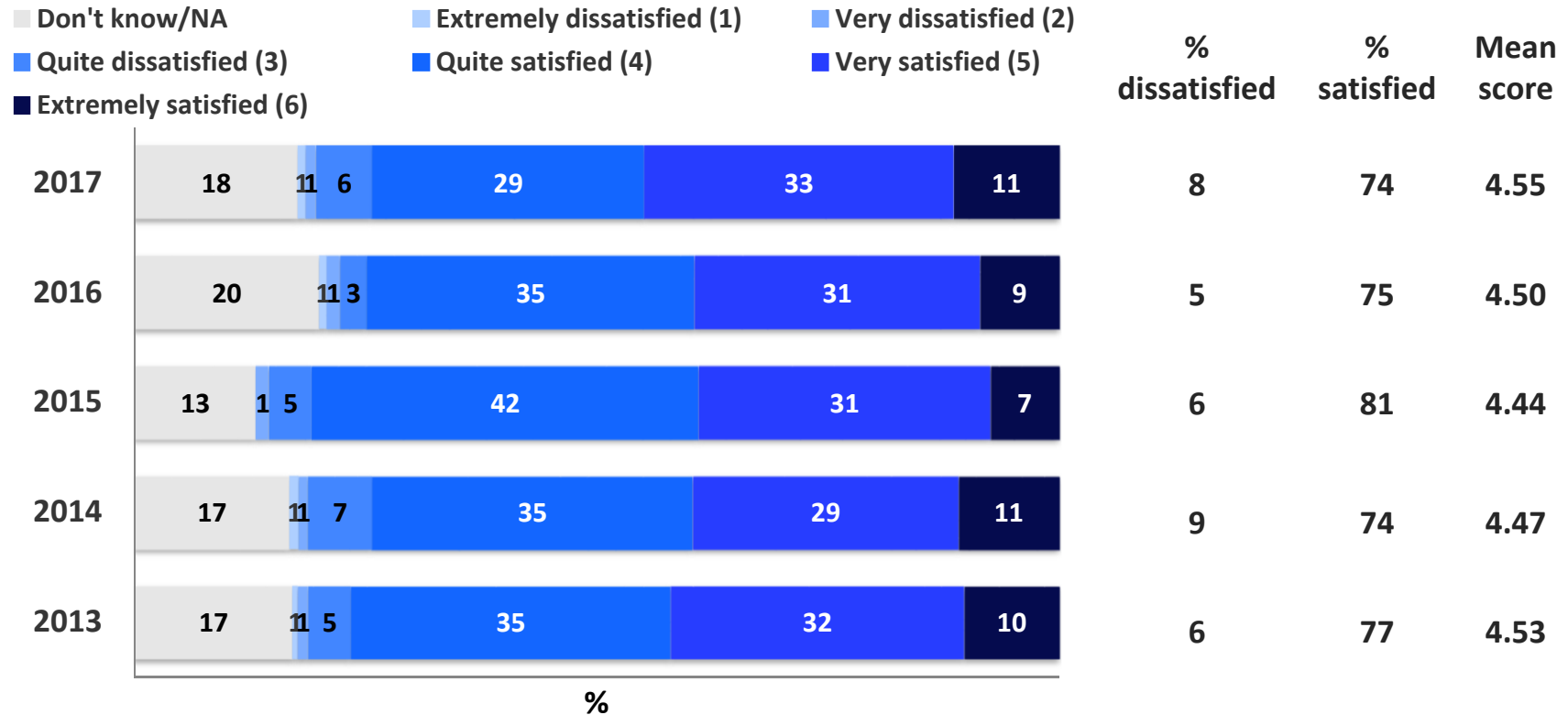
Karoro – Camerons (66%) and Kaiata/Dobson/Taylorville/Stillwater residents (62%) are the least likely to be satisfied with the service.

Sample: those who have their rubbish collected by the Council: refer to () * Note: small sample size – results indicative only



Satisfaction with Council litter bins, recycling centre and recycling stations

Q. How satisfied are you that Council litter bins, recycling centre and recycling stations are kept clean and tidy?



74% are satisfied with Council litter bins, recycling centre and recycling stations being kept clean and tidy. This is similar to in 2016 (75%) and marginally lower than in 2015 (81%).

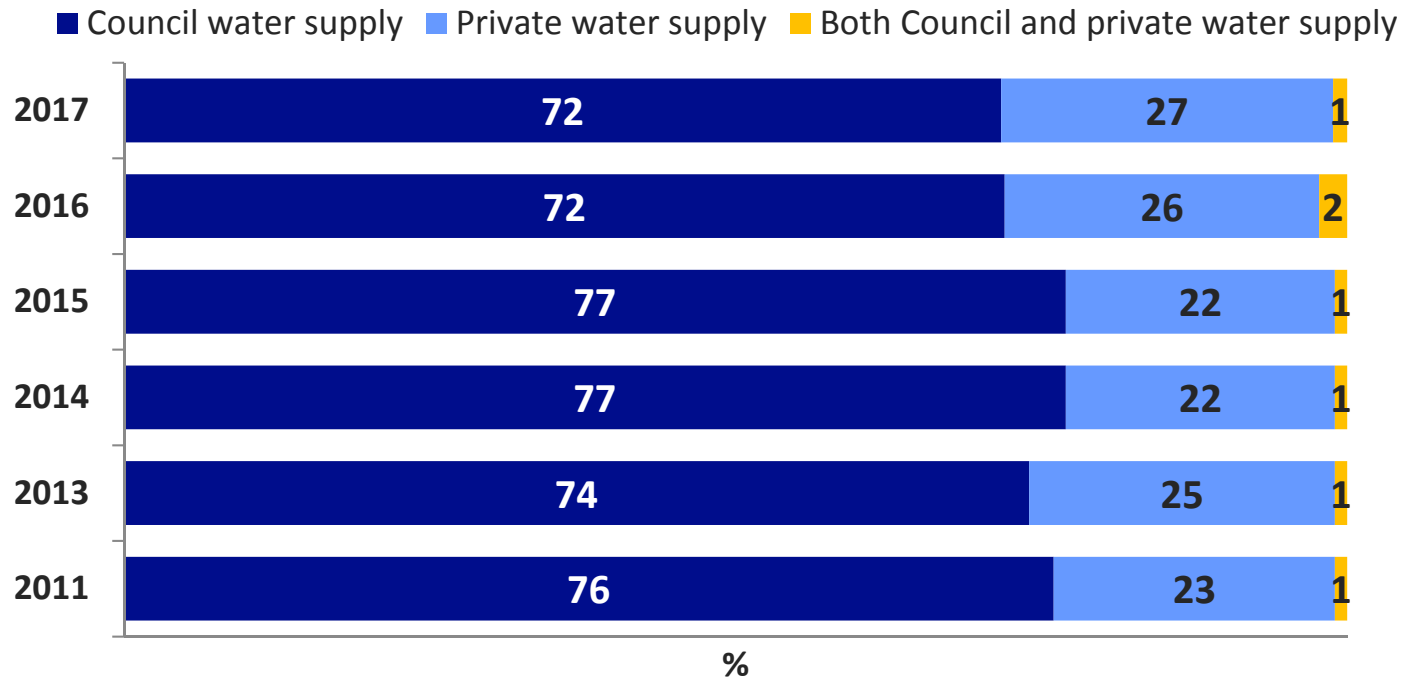
Total sample: 350

Note: this question was not asked in 2011



Water supply source

Q. Is your home on a Council water supply as opposed to a private supply such as tank water?



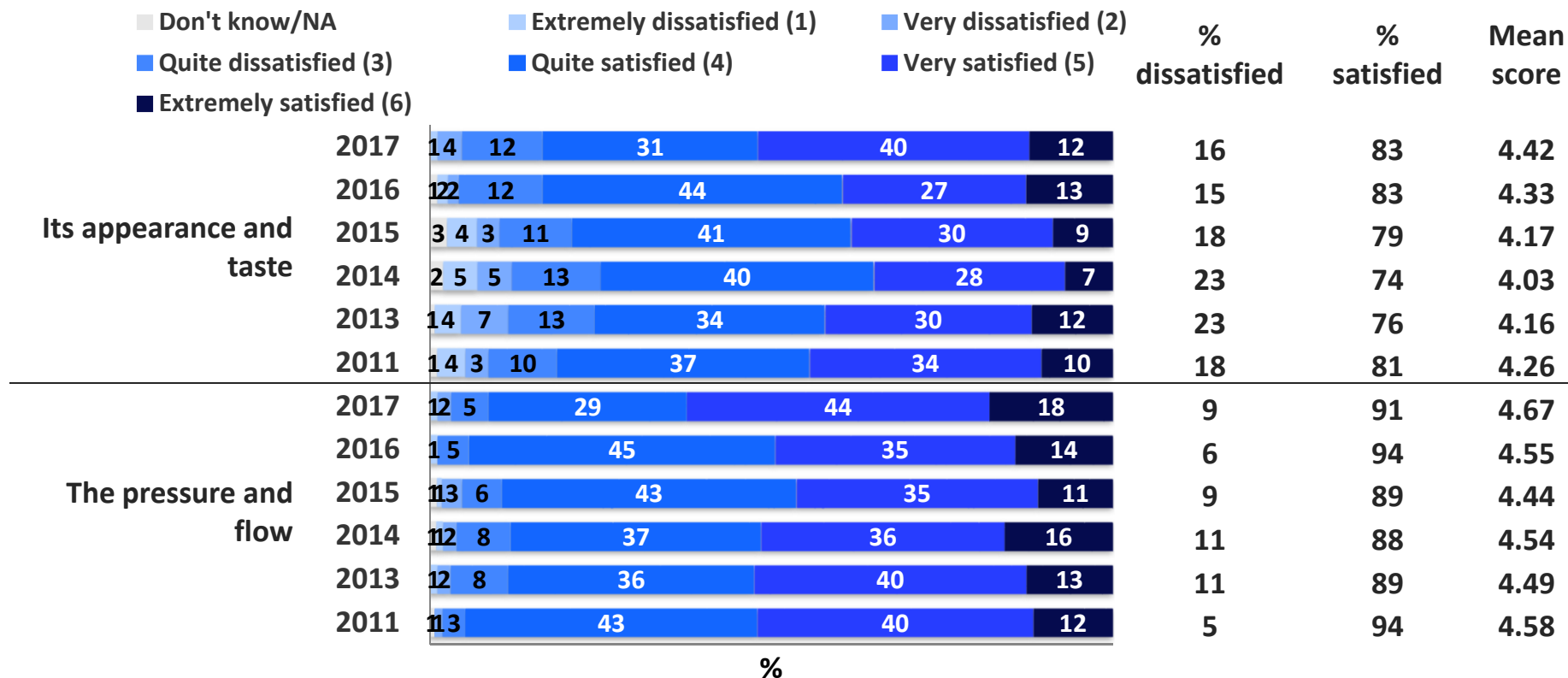
In 2017, nearly three quarters of participants' homes (72%) are on a Council water supply and 1% are on both a Council and private water supply, similar to in 2016.

Total sample: 350



Satisfaction with the water supply

Q. Thinking about the water supply supplied to you by the Council, how satisfied are you with the following aspects of the water...?



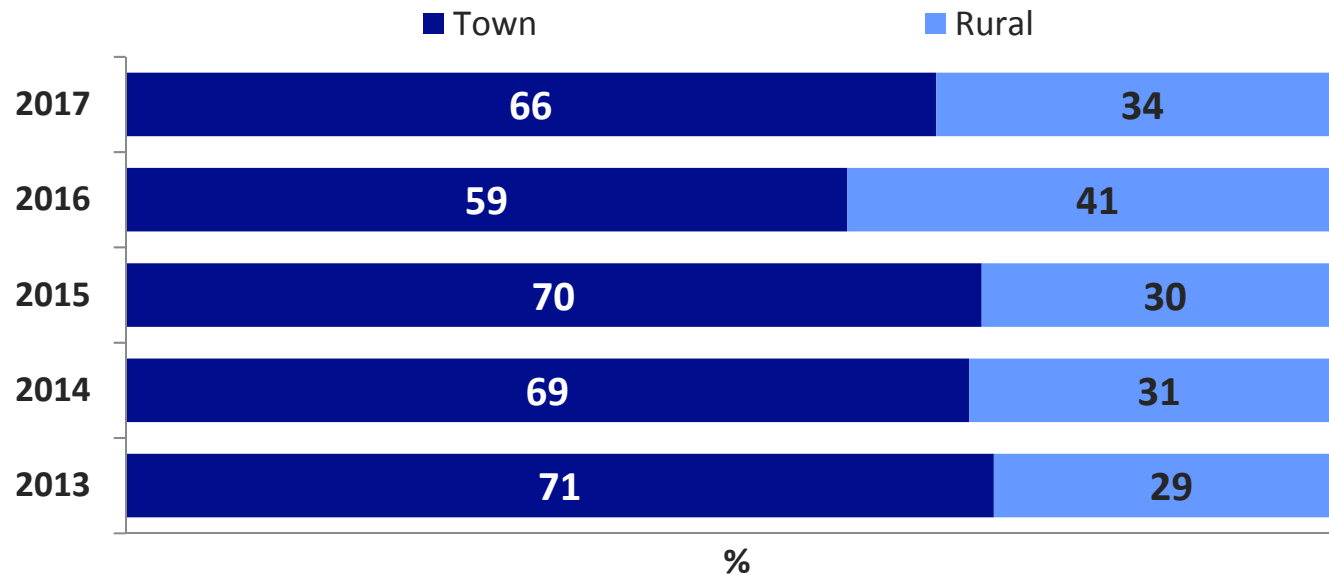
83% of residents on a Council water supply are satisfied with the water's appearance and taste in 2017, as in 2016, and 91% are satisfied with the pressure and flow, marginally lower than in 2016 (94%).

Sample: those who have a Council water supply: 2011: 269; 2013: 261; 2014: 273; 2015: 274; 2016: 260; 2017: 255



Whether live in town or rural area

Q. Do you live in a town or more rural area?



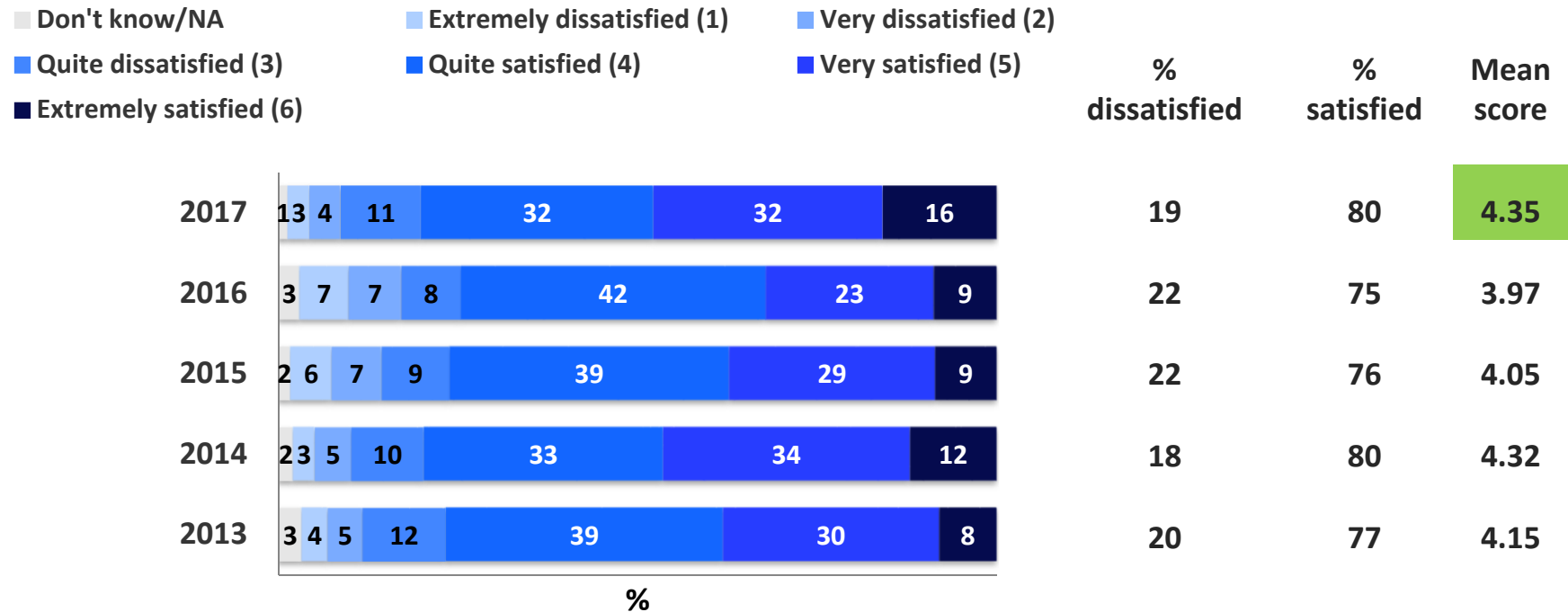
66% of participants in 2017 stated they live in a town rather than in a more rural area. This proportion is higher than in 2016 (59%) and similar to previous years (69% - 71%).

Total sample: 350 Note: this question was not asked in 2011



Satisfaction with stormwater drainage

Q. How satisfied are you with how your property drains stormwater?



80% of residents living in a town are satisfied with the way their property drains stormwater in 2017, marginally higher than in 2016 and 2015 (75% and 76%) and similar to in 2014 (80%).

Sample: those who live in a town: 2013: 249; 2014: 242; 2015: 244; 2016: 205; 2017: 232

Note: this question was not asked in 2011

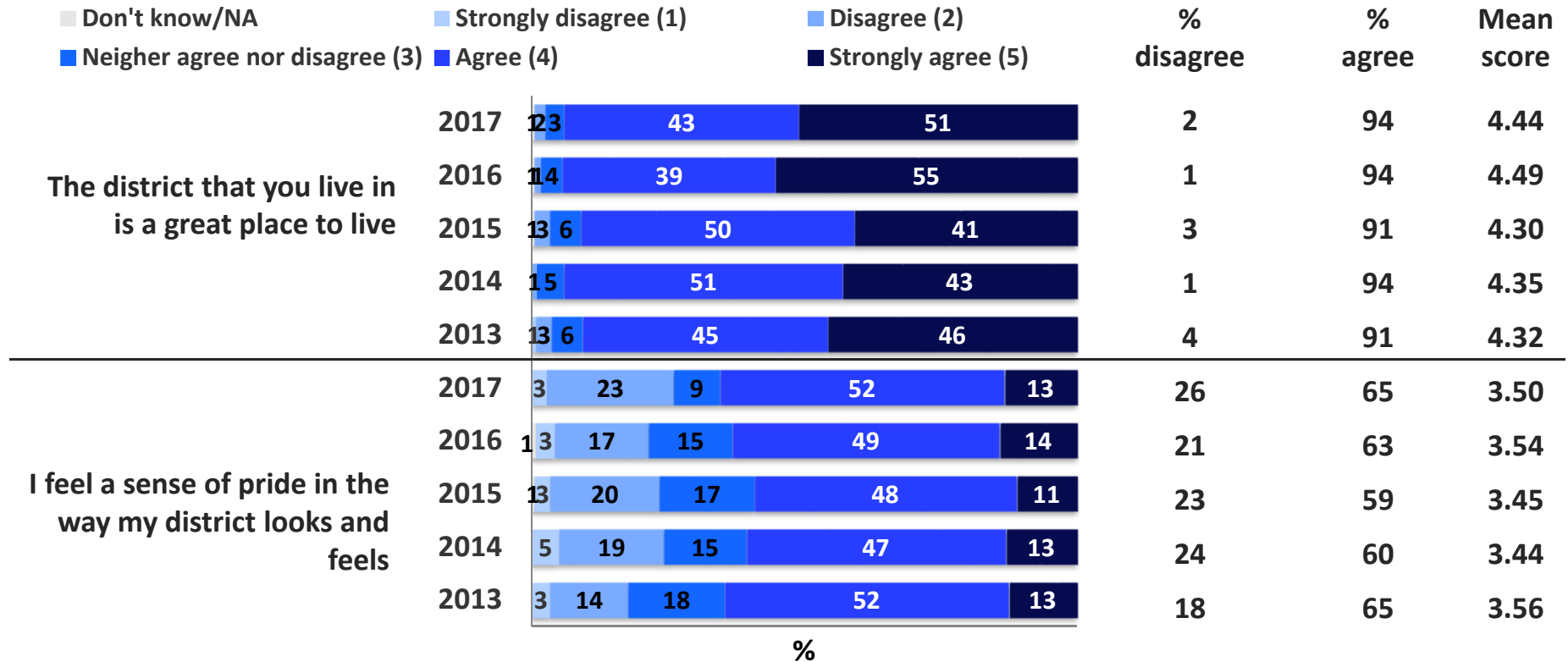


Perception of quality of life



Perception of quality of life

Q. How much do you agree or disagree with the following statements...?



Nearly all participants (94%) agree the District is a great place to live, with 51% agreeing strongly, marginally lower than in 2016 (55%) but up from 41% in 2015.

Two-thirds (65%) of participants agree they feel a sense of pride in the way their District looks and feels, with 13% agreeing strongly. This is marginally more positive than in 2016 (63%) agree, 2015 (59%) and 2014 (60%).

Total sample: 350 Note: these questions were not asked in 2011



Perception of quality of life by age, 2017

	Total (350) %	Age			
		18-24 (34*) %	25-49 (135) %	50-64 (106) %	65+ (75) %
The District is a great place to live:					
% agree strongly/agree	94	91	93	92	99
% agree strongly	51	41	52	55	48
% agree	43	50	41	37	51
% strongly disagree/disagree	2	3	3	3	-
I feel a sense of pride in the way the District looks and feels:					
% agree strongly/agree	65	71	68	52	77
% agree strongly	13	26	13	9	13
% agree	52	44	55	42	64
% strongly disagree/disagree	26	24	23	37	17

Those aged 18 – 24 are less likely than older residents to agree strongly that the District is a great place to live (41% vs. 48%-55% of older residents).

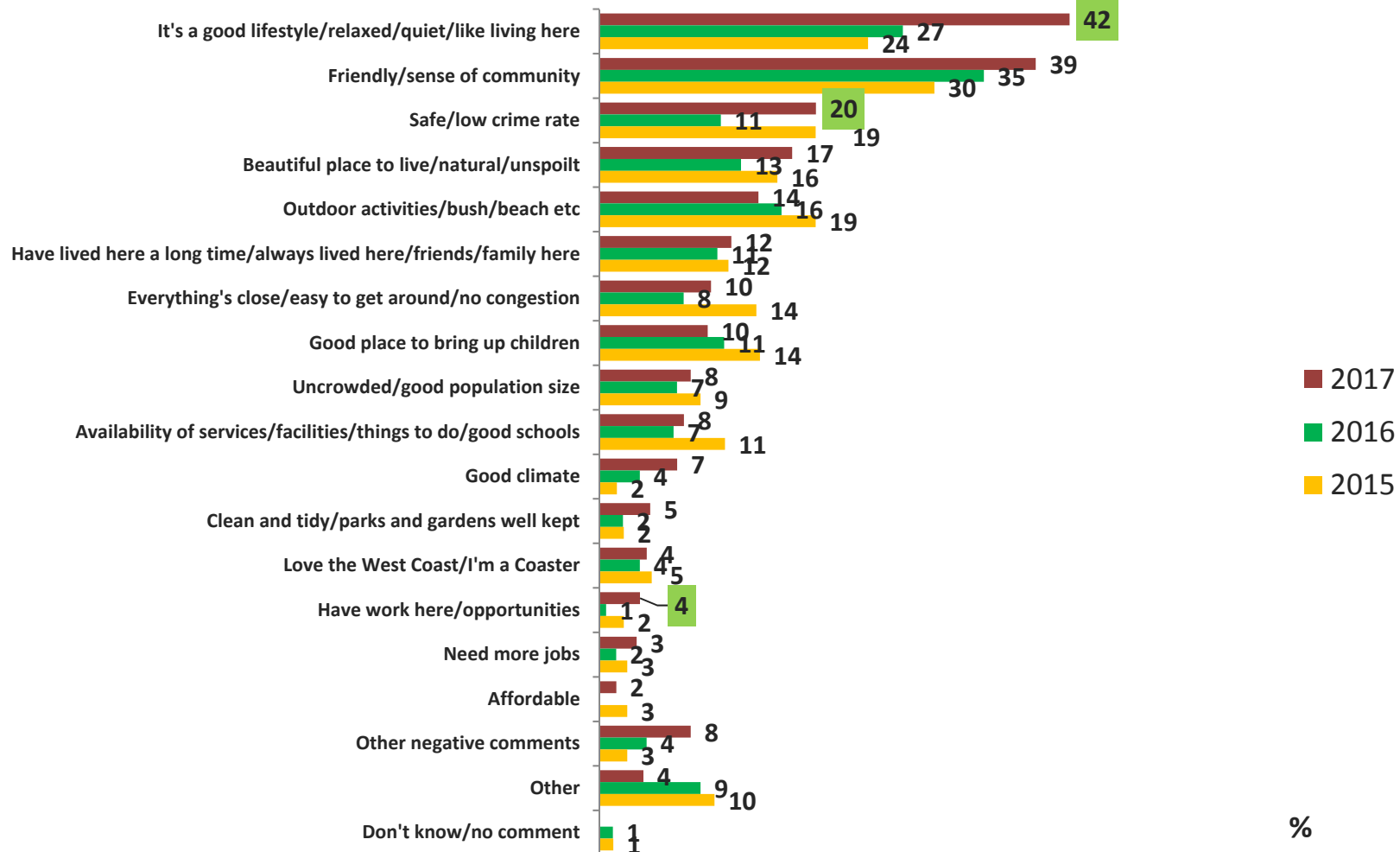
Those aged 50 – 64 are less likely than other residents to state they feel a sense of pride in the way the District looks and feels (52% vs. 71% of those aged 18 – 24, 67% of those aged 25 – 49 and 77% of those aged 65+).

Sample: refer to () *Note: small sample size – results indicative only



Reasons for feeling the District is a great place to live

Q. What is the main reason, or reasons, for feeling that the District you live in is a great place to live?



Participants agreeing the District is a great place to live commonly state it's a good lifestyle/relaxed/ quiet/like living here (42%, up from 27% in 2016) and friendly/sense of community (39% up from 35% in 2016) and safe/low crime rate (20%, up from 11% in 2016) as the reasons why.

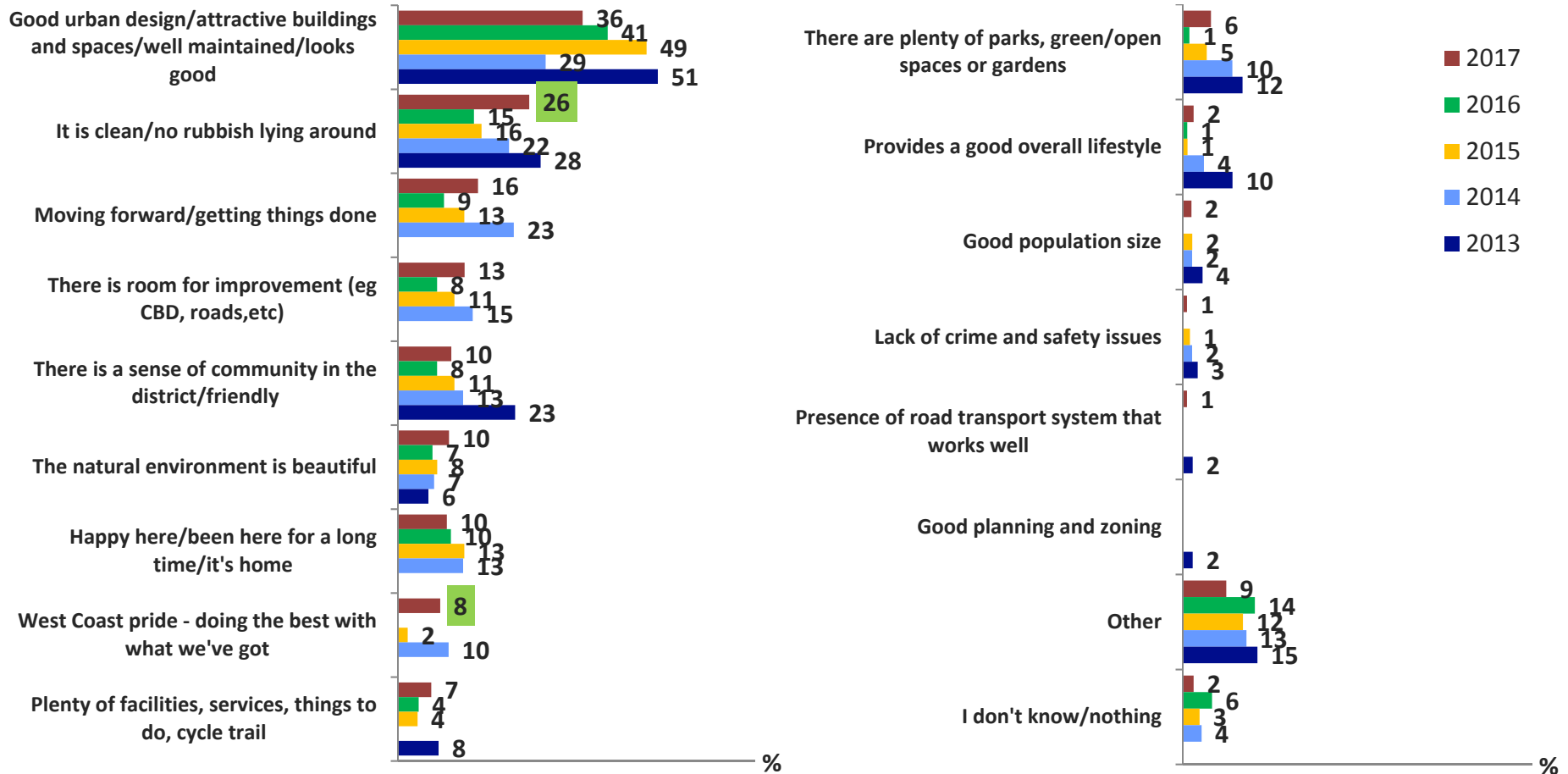
Sample: those who feel the District is a great place to live: 2015: 318; 2016: 329; 2017: 328

Note: this question was not asked prior to 2015



Reasons for feeling a sense of pride in the way the District looks and feels

Q. What is the main reason, or reasons, for feeling a sense of pride in the way your district looks and feels?



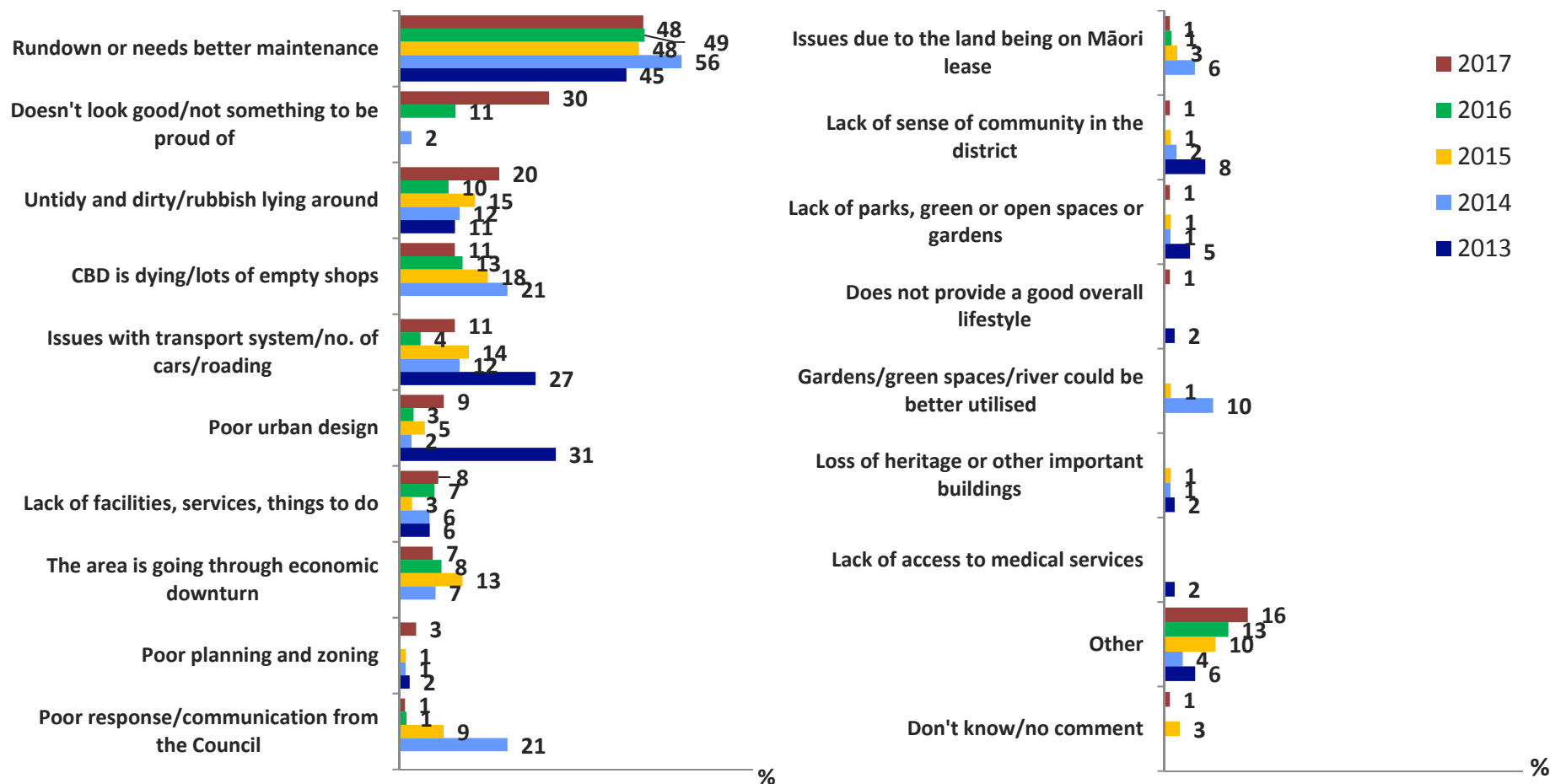
The reason most commonly stated for feeling a sense of pride is good urban design/attractive buildings and spaces/well maintained/looks good (36%), followed by it is clean/ no rubbish lying around (26%). And, moving forwards/ getting things done (16%). It appears working bees have had an impact by improving cleanliness.

Sample: those who feel a sense of pride in the way the District looks and feels: 2013: 226; 2014: 211; 2015: 207; 2016: 221; 2017: 229 Note: this question was not asked in 2011



Reasons for not feeling a sense of pride in the way the District looks and feels

Q. What is the main reason, or reasons, for not feeling a sense of pride in the way your district looks and feels?



The most common reason for not feeling a sense of pride is that it is rundown or needs better maintenance (48%), followed by it doesn't look good/not something to be proud of (30%) and untidy and dirty/ rubbish lying around (20%).

Sample: those who do not feel a sense of pride in the look and feel:

2013: 62; 2014: 84; 2015: 80; 2016: 72; 2017: 91

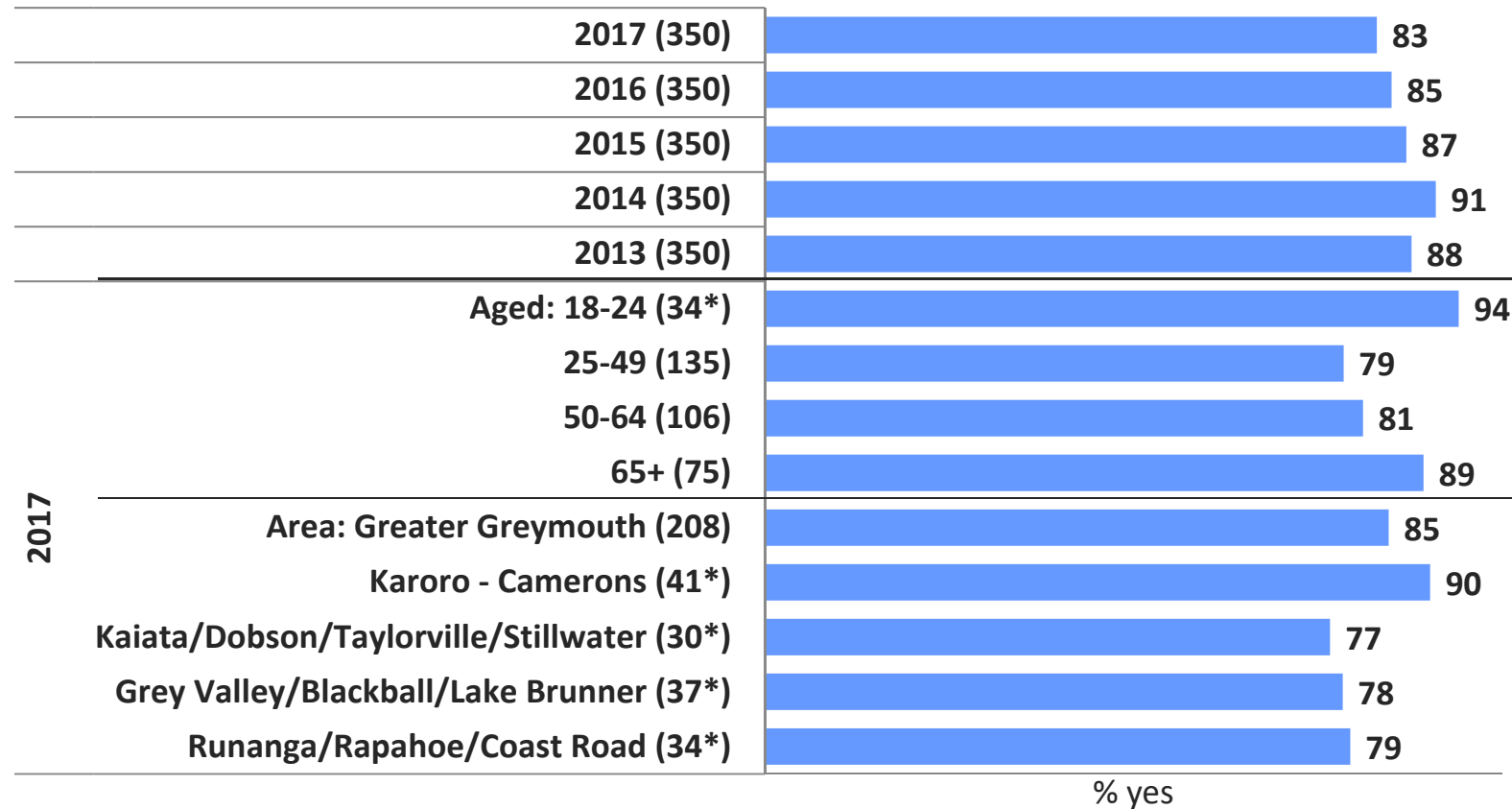


Perception of safety on local roads



Perception of safety on local roads

Q. Thinking about safety, do you feel safe on local roads?



Most state they feel safe on local roads (83%), this is marginally fewer than in earlier years (85%-91%).

Sample: refer to ()

Note: this question was not asked in 2011

*Note: small sample size – results indicative only

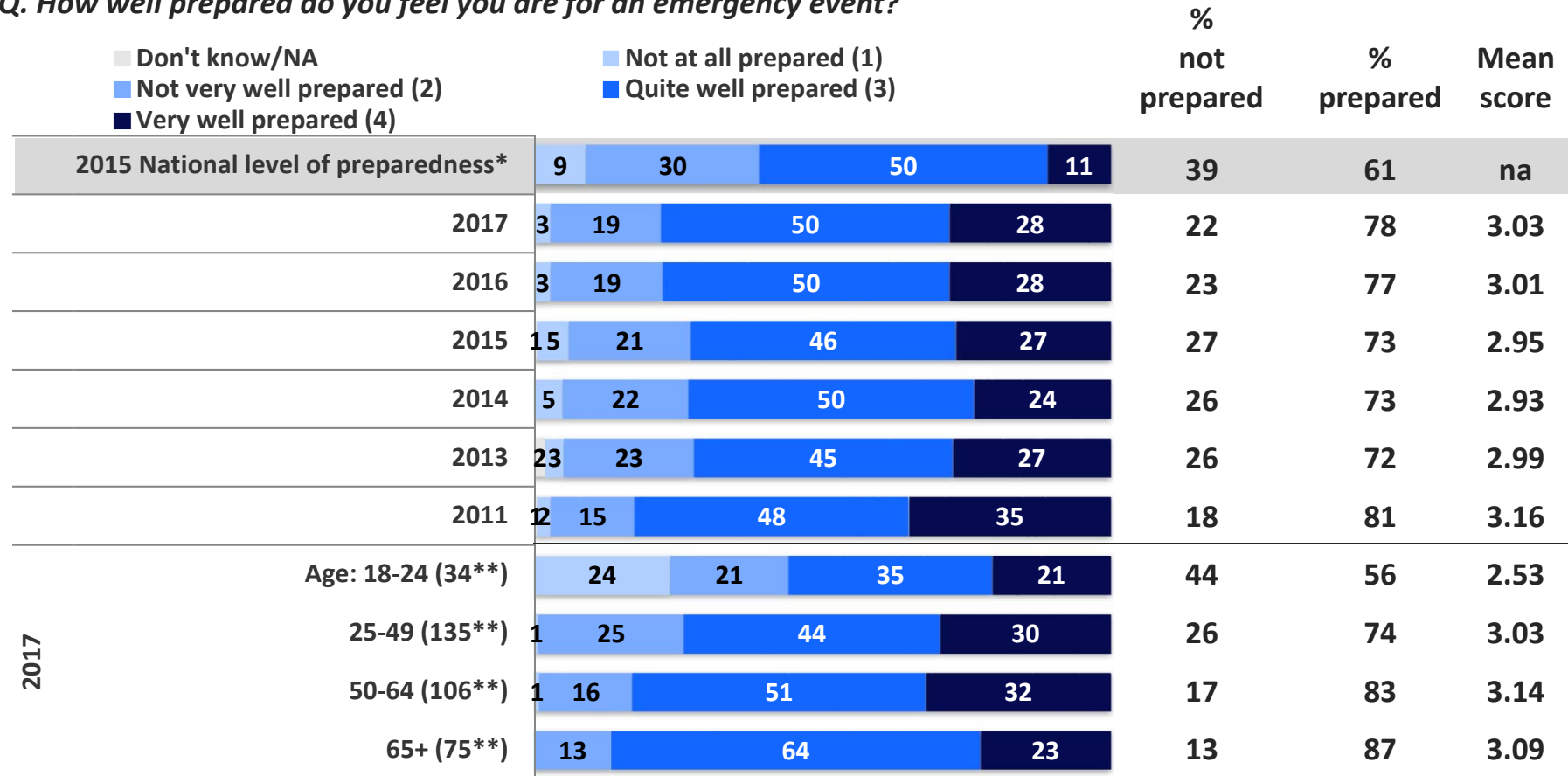


Household emergency preparedness



Household emergency preparedness

Q. How well prepared do you feel you are for an emergency event?



Grey District residents are more likely in 2017 than New Zealanders nationally in 2015 (latest data), to feel prepared (78% vs. 61%), with 28% stating they feel very well prepared for an emergency and 50% quite well prepared, similar to in 2016.

The proportion who feel prepared is marginally higher than in 2013 – 2015, which was prior to the 2016 Kaikoura earthquake series.

Feelings of preparedness increase with age, with those aged 18 – 24 the least likely to feel prepared (56%).

Total sample: 350 *Source: GET READY GET THRU Survey 2015 (sample size: 1,000)

**Note: small sample size – results indicative only

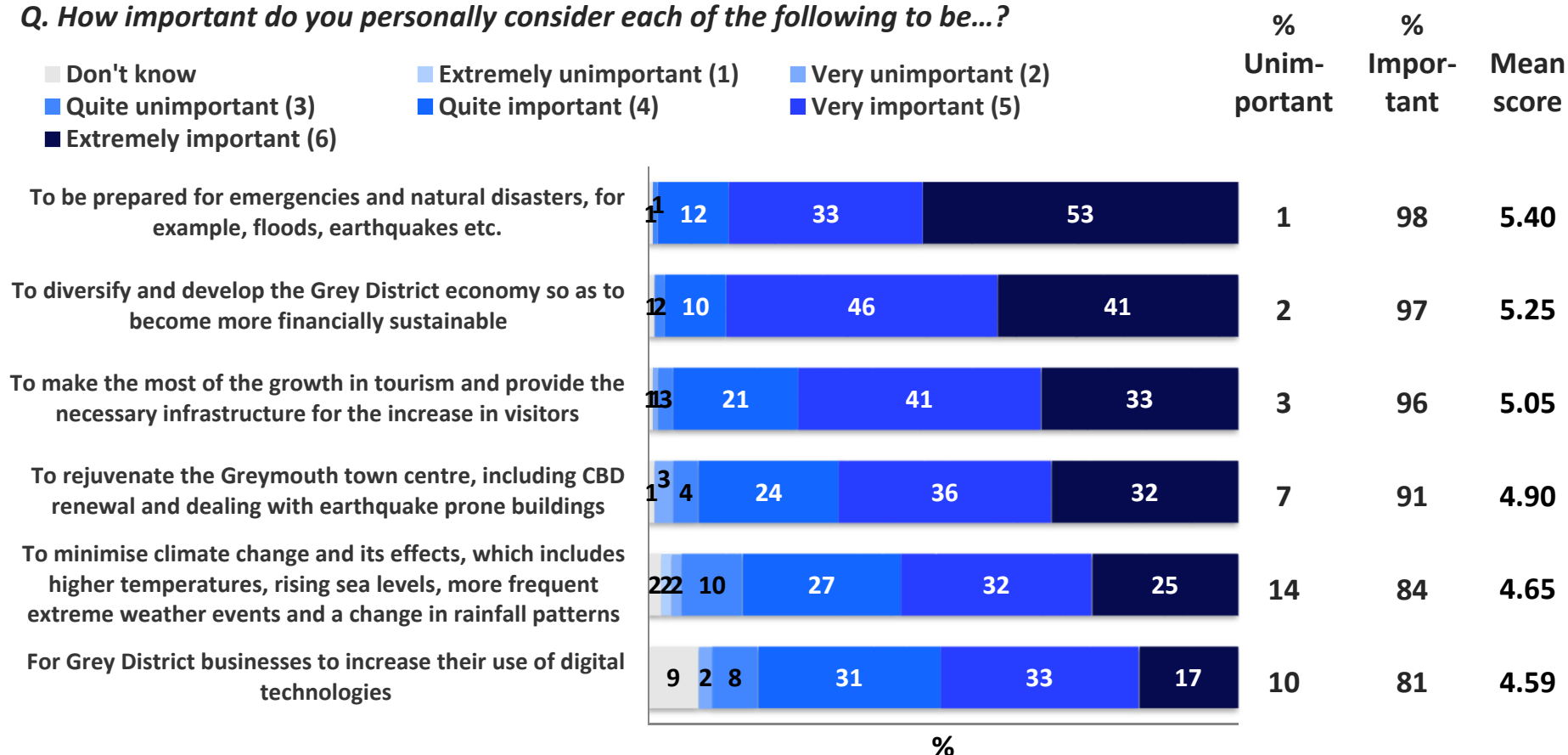


Attitudes towards issues faced by Grey District



Attitudes towards issues faced by Grey District

Q. How important do you personally consider each of the following to be...?



Being prepared for emergencies and natural disasters is important to 98% and very important to 53%.

Diversification and development of the Grey District economy is important to 97% and very important to 41%.

Encouraging tourism and providing the necessary infrastructure is important to 96%, and very important to 33%.

Rejuvenate the Greymouth town centre is important to 91% and very important to 32%.

Minimising climate change and its effects is important to 84%.

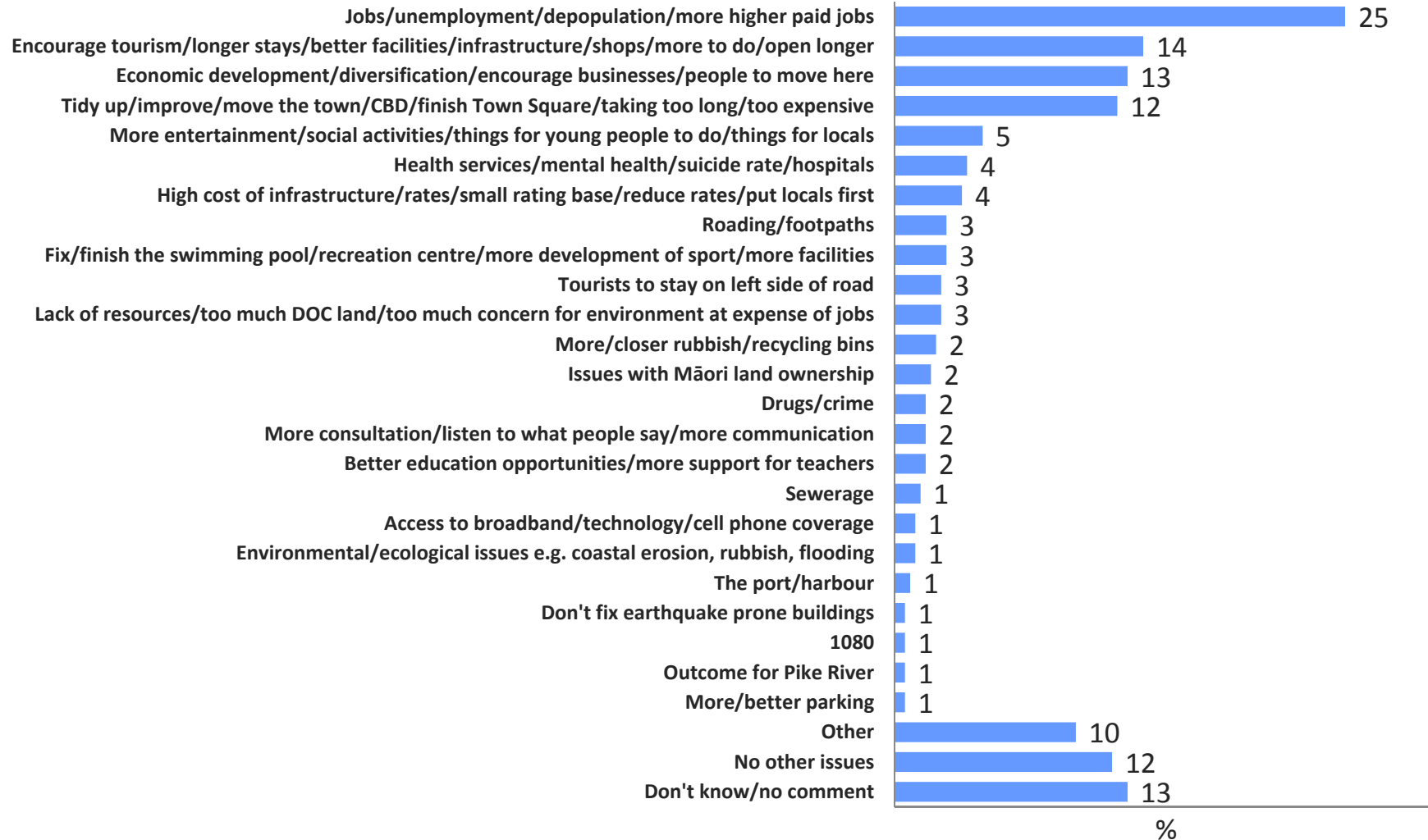
Businesses increasing their use of digital technologies is also important to 81%.

Total sample: 350 Note: question only asked in 2017



Other important issues faced by Grey District, 2017

Q. What other important issues do you think the Grey District faces?



Jobs/unemployment/depopulation/more higher paid jobs is the other important issue faced by Grey District most often mentioned (25%), followed by encouraging and providing better for tourism (14%), encouraging economic development and diversification (13%) and improving the town/CBD (12%).

Total sample: 350 Note: this question was not asked prior to 2017

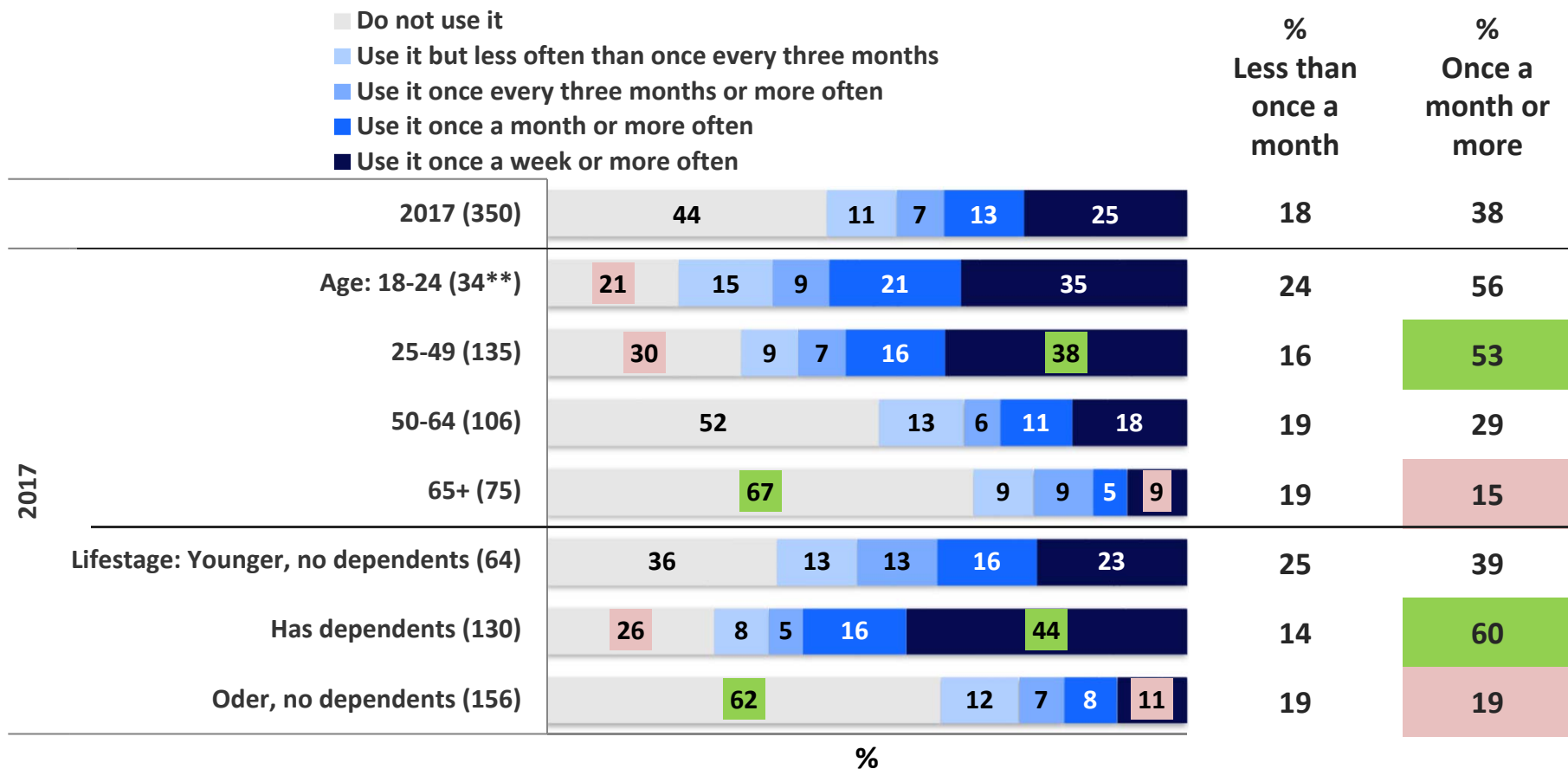


Use of Westland Recreation Centre



Frequency of use of Westland Recreation Centre, 2017

Q. How often do you use the Westland Recreation Centre?



56% use the Westland Recreation Centre, 25% once a week or more and 13% a few times a month. 18% use it less than once a month.

Those with dependents (44%) and those aged 25 – 49 (38%) are the most likely to use it once a week or more often. Those aged 65+ (67%) and those who are older with no dependents (62%) are the most likely not to use it.

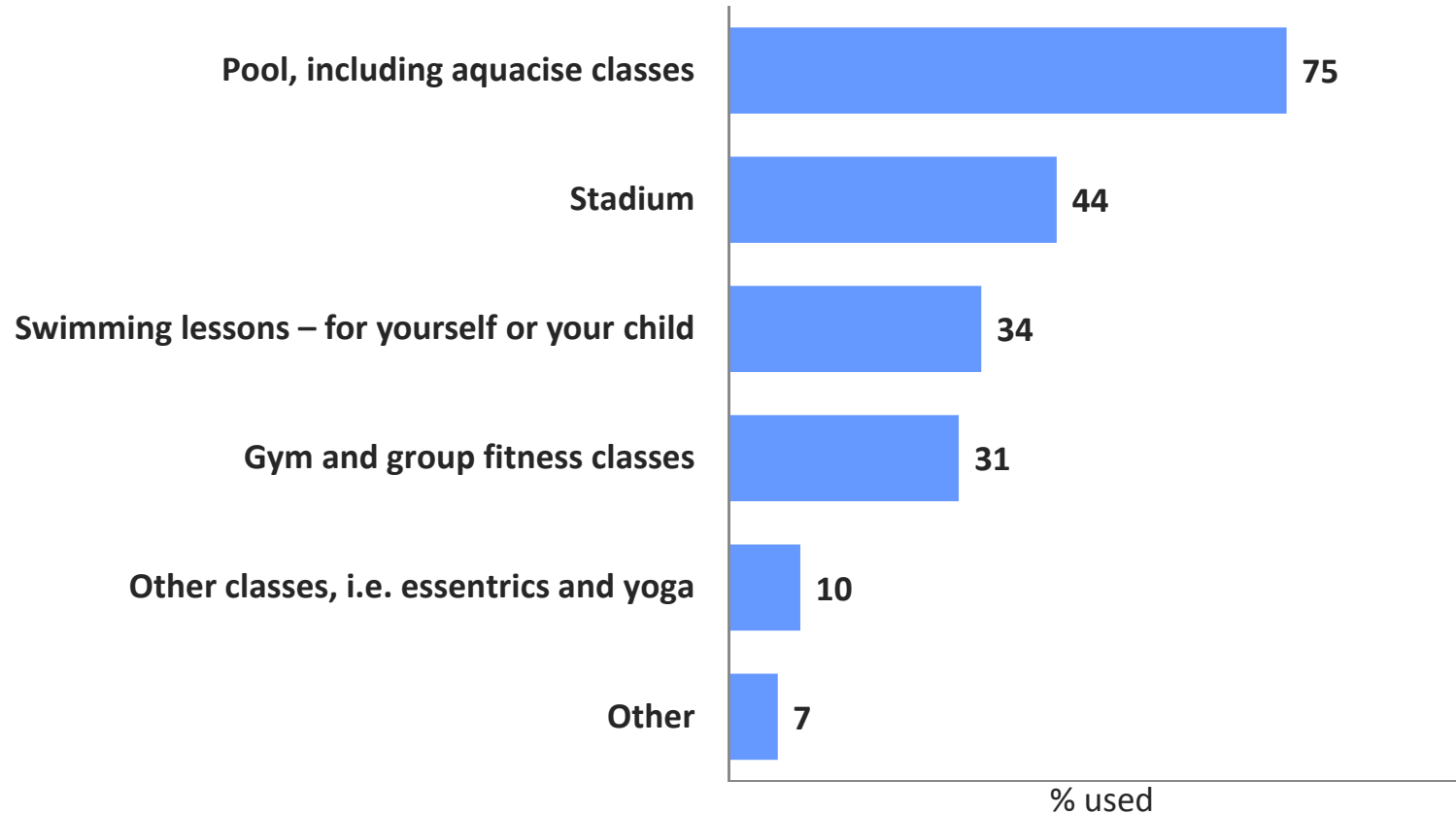
Sample: refer to () Note: this question was not asked prior to 2017

*Note: small sample size – results indicative only



Parts of Westland Recreation Centre used, 2017

Q. Which parts of the Westland Recreation Centre have you used?



Of those who have used the Westland Recreation Centre have most commonly used the pool (75%), while 44% have used the stadium, 34% have had swimming lessons for themselves or their child, 31% have used gym and group fitness classes and 10% have used other classes.

Sample: those who have used Westland Recreation Centre: 197

Note: this question was not asked prior to 2017



Parts of Westland Recreation Centre used by gender and life stage, 2017

	Total (197) %	Gender		Life stage		
		Male (94) %	Female (103) %	Younger, no dependents (41*) %	Has dependents (96) %	Older, no dependents (60) %
Pool, including aquacise classes	75	68	81	68	73	82
Stadium	44	43	45	49	53	25
Swimming lessons – for yourself or your child	34	39	29	17	55	12
Gym and group fitness classes	31	28	34	39	32	23
Other classes, i.e. essentrics and yoga	10	3	16	5	13	8
Other	7	9	5	10	5	7

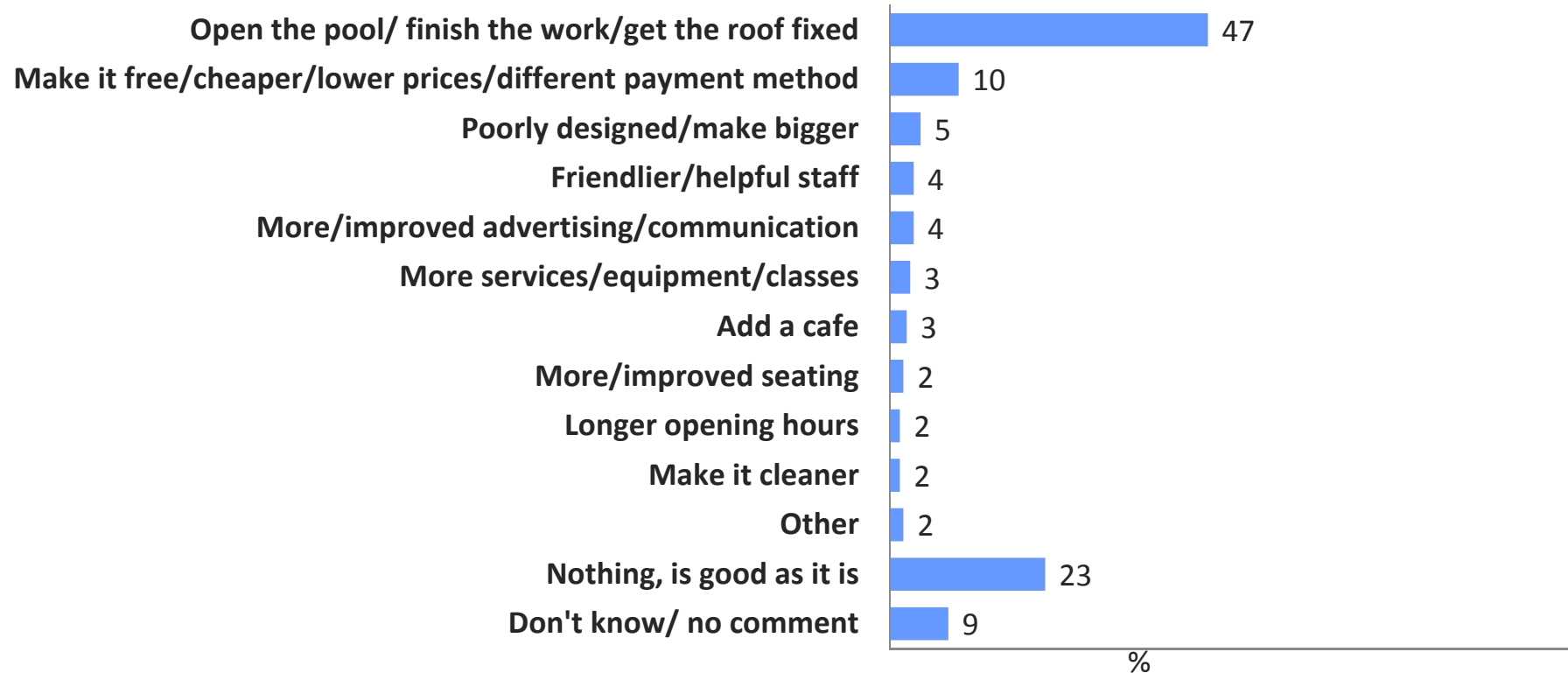
Sample: those who have used Westland Recreation Centre: refer to ()

*Note: small sample size – results indicative only



Suggested improvements to service offered at Westland Recreation Centre, 2017

Q. In your opinion, what can be done to improve the service offered at the Westland Recreation Centre?



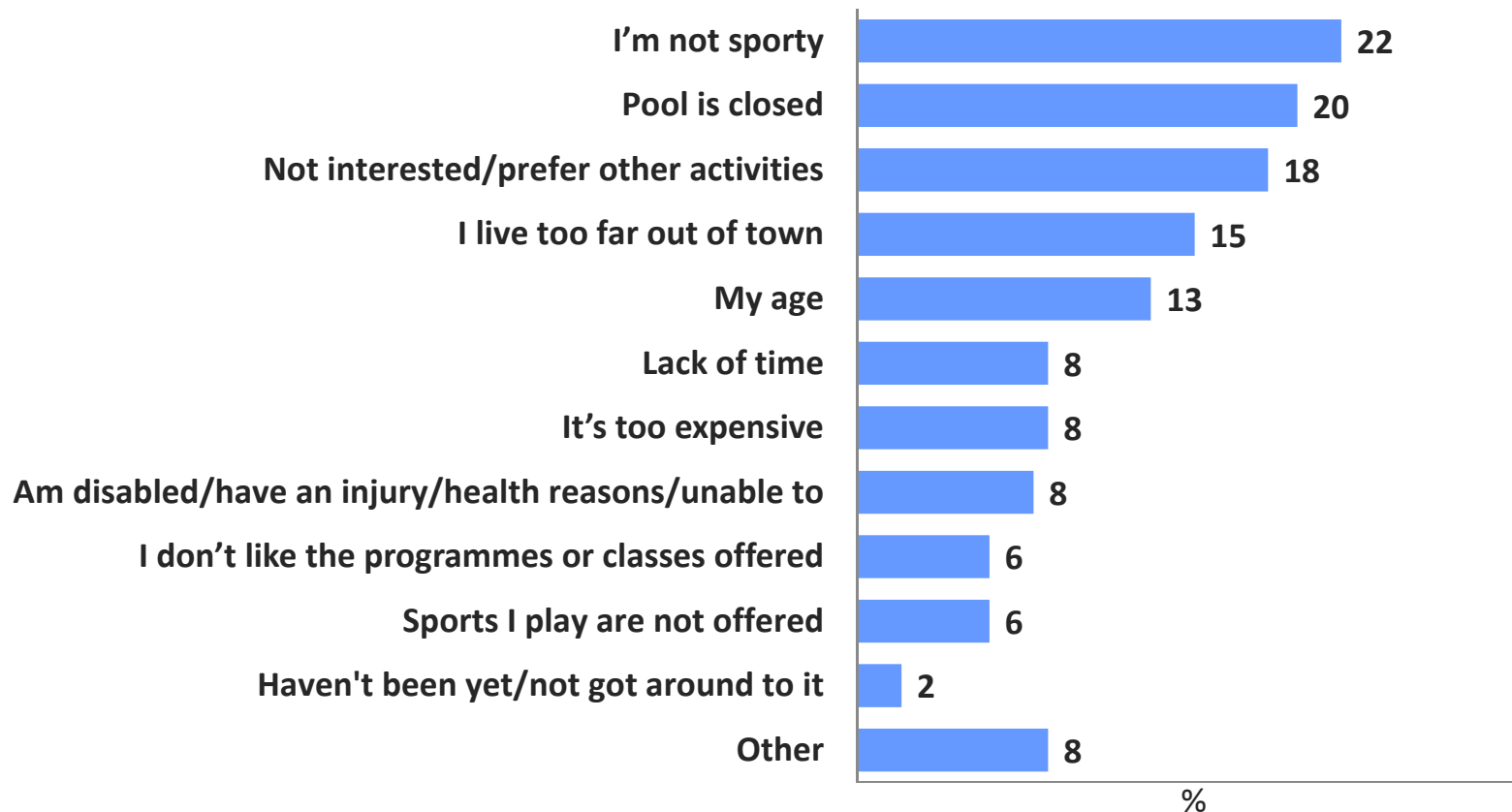
The most suggested improvement to the service offered at Westland Recreation Centre is to open the pool/finish the work/get the roof fixed (47%).

Sample: those who have used Westland Recreation Centre: 197
Note: this question was not asked prior to 2017



Reasons for not using Westland Recreation Centre, 2017

Q. Why do you not use the Westland Recreation Centre?



The most common reasons for not using the Westland Recreation Centre are not being sporty (22%), the pool being closed (20%) or lack of interest/prefer other activities (18%), followed by living too far out of town (15%) and age (13%).

Sample: those who have not used Westland Recreation Centre: 153

Note: this question was not asked prior to 2017



Reasons for not using Westland Recreation Centre by gender and age, 2017

	Total (153) %	Gender		Age			
		Male (78) %	Female (75) %	18-24 (7*) %	25-49 (41*) %	50-64 (55) %	65+ (50) %
I'm not sporty	22	18	25	57	12	29	16
Pool is closed	20	13	27	43	22	18	16
Not interested/prefer other activities	18	21	16	29	24	20	10
I live too far out of town	15	15	15	-	22	20	6
My age	13	15	11	-	-	9	30
Lack of time	8	14	3	29	7	11	4
It's too expensive	8	8	9	-	20	4	6
Am disabled/have an injury/health reasons/unable to	8	1	15	-	7	5	12
I don't like the programmes or classes offered	6	8	4	-	2	4	12
Sports I play are not offered	6	9	3	-	7	7	4
Haven't been yet/not got around to it	2	1	3	-	-	2	4
Other	8	10	7	14	10	5	10

Sample: those who have not used Westland Recreation Centre: refer to ()

*Note: small sample size – results indicative only



Reasons for not using Westland Recreation Centre by area, 2017

	Total (153) %	Greater Greymouth (88) %	Karoro – Camerons (12*) %	Kaiata/Dobson/ Taylorville/ Stillwater (16*) %	Grey Valley/ Blackball/ Lake Brunner (22*) %	Runganga/ Rapahoe/ Coast Road (15*) %
I'm not sporty	22	26	33	13	14	7
Pool is closed	20	20	-	19	23	27
Not interested/prefer other activities	18	20	25	19	5	20
I live too far out of town	15	5	25	-	68	7
My age	13	16	8	19	5	7
Lack of time	8	6	17	25	5	7
It's too expensive	8	8	17	6	5	13
Am disabled/have an injury/health reasons/unable to	8	11	-	-	-	13
I don't like the programmes or classes offered	6	3	33	6	5	-
Sports I play are not offered	6	7	8	6	5	-
Haven't been yet/not got around to it	2	2	-	6	-	-
Other	8	6	17	13	14	7

Sample: those who have not used Westland Recreation Centre: refer to ()

*Note: small sample size – results indicative only





***Ensuring decisions are informed by the best
research evidence...***

