



Hurunui Community Plan Indicators 2009



Reference: 3720

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Presentation Structure

- ☛ Introduction

- ☛ Demographics

- ☛ Main Findings:

 - Performance of the Council

 - Rates Spend

 - Awareness of Council Services

 - Satisfaction with Council Services

 - Quality of Life Measures

 - Environment in Hurunui



Introduction



Research Approach

- ☛ The primary objective was to measure progress towards achieving the outcomes in the Long Term Council Community Plan
- ☛ A quantitative telephone survey among a sample of 500 Hurunui residents aged 18+.
- ☛ Random sampling was combined with quota sampling to ensure a representative sample.
- ☛ Quotas were set for age, gender and ward according to the 2006 Census.
- ☛ Interviewing took place 5 – 25 February 2009.
- ☛ Questions consisted of those from 2007 and 2008 with the introduction of some new questions and removal of others.



Demographics



Statistical Margin of Error at a 95% Confidence Level

Location	Sample Size	Margin of Error
Total Sample	500	± 4.3 %
Amberley	150	± 7.1 %
Amuri	90	± 10.1 %
Hurunui	65	± 11.9 %
Cheviot	60	± 12.4 %
Glenmark	55	± 12.9 %
Hanmer Springs	50	± 13.6 %



Demographic Profile (continued)

Ratepayer Status	2007 %	2008 %	2009 %
Ratepayer living in Hurunui	82	83	84
Ratepayer living elsewhere	<1	1	1
Living with family who are ratepayers	7	6	4
Non ratepayer	11	10	12
Base:	500	500	500

Town/ Rural	2007 %	2008 %	2009 %
Town dweller	41	41	46
Rural dweller	59	59	54
Base:	500	500	500

Time Lived in Hurunui	2007 %	2008 %	2009 %
All or most of life	39	40	35
For five years or more	43	46	43
For less than five years	19	14	22
Base:	500	500	500



Main Findings

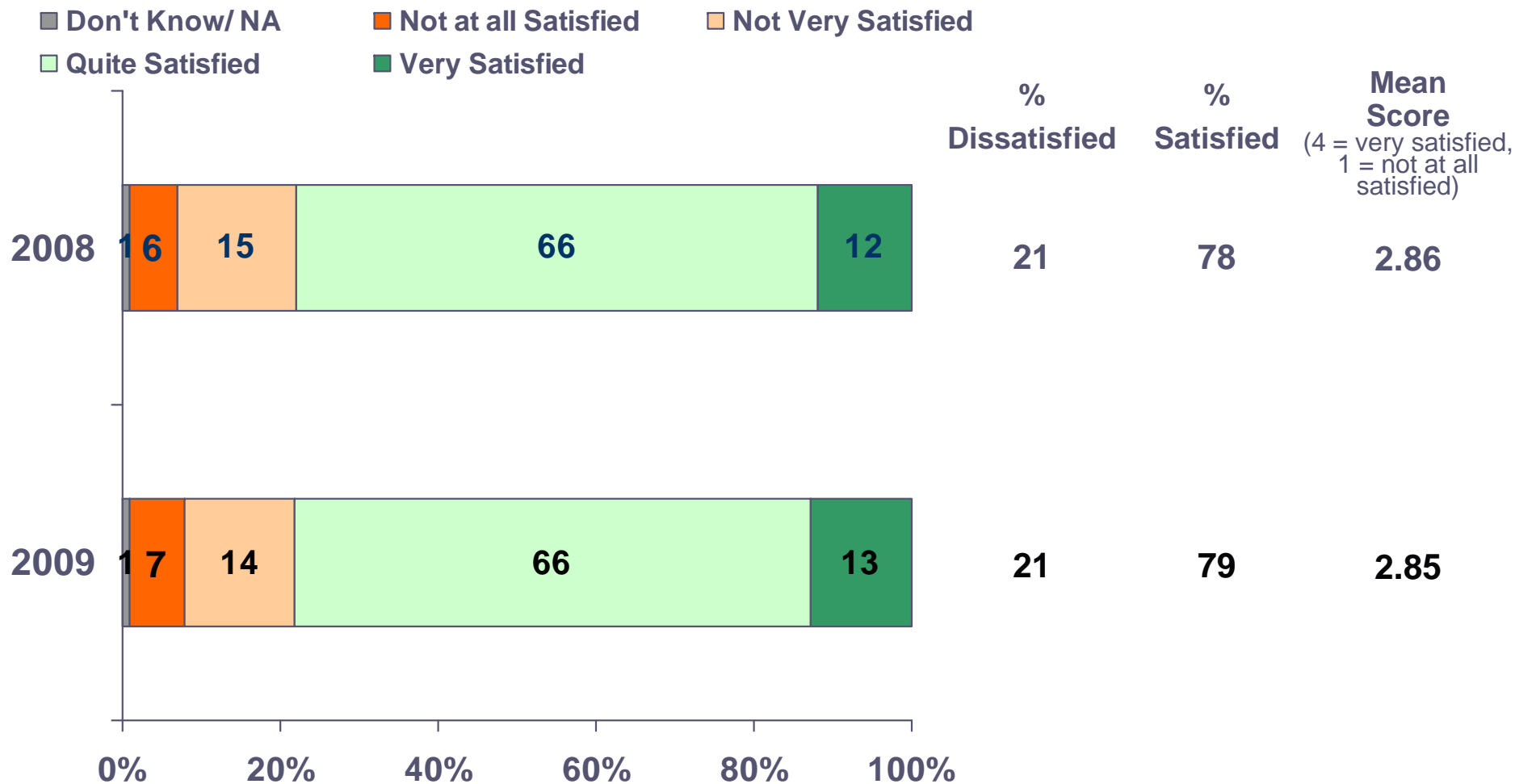


Performance of Hurunui District Council



Satisfaction with Performance of Hurunui District Council Over Last 12 Months

'Overall, how satisfied or dissatisfied would you say you are with the performance of Hurunui District Council over the last 12 months?'



Base: Total Sample: 500 per survey

Note: New Question in 2008



Satisfaction with Performance of Hurunui District Council Over Last 12 Months: Area

	Year	Amberley	Glenmark	Amuri	Hurunui	Cheviot	Hanmer Springs
		180 %	55* %	90* %	65* %	60* %	50* %
% Satisfied with the performance of Hurunui District Council over the last 12 months	2008	83	80	86	68	81	58
	2009	78	82	85	78	78	68

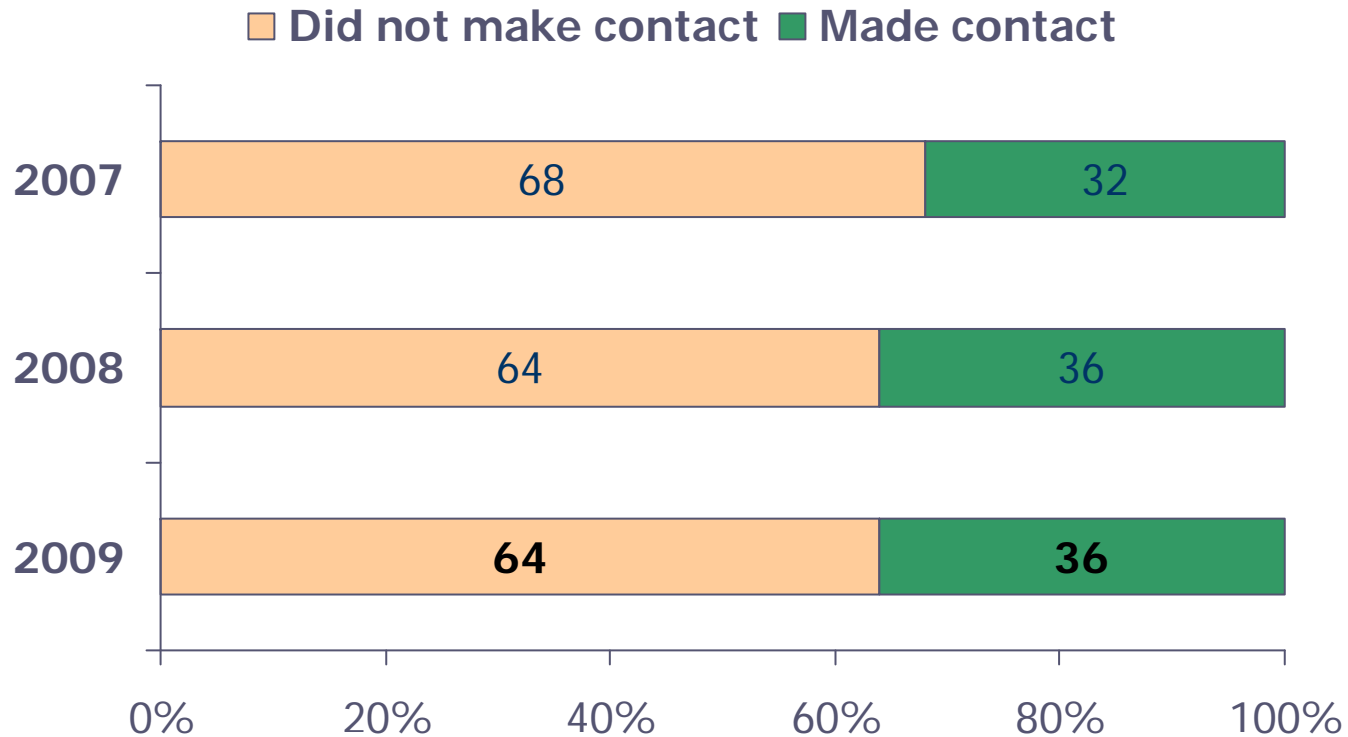
*Small base size

Base: Total Sample: 500 per survey



Contact with Mayor or Councillors or Attendance at Council or Committee Meetings in last 12 Months

'Have you spoken to your Mayor or Local Councillor, or attended any Council or Council Committee meetings in the past 12 months?'



Base: Total Sample: 500 per survey



Contact with Mayor or Councillors or Attendance at Council or Committee Meetings in last 12 Months: Area

	Year	Amberley	Glenmark	Amuri	Hurunui	Cheviot	Hanmer Springs
		180 %	55* %	90* %	65* %	60* %	50* %
% Contacted the Hurunui District Council offices in the last 12 months, either in person or by phone or email	2007	31	25	42	26	35	26
	2008	33	33	31	43	47	42
	2009	30	27	30	46	53	42

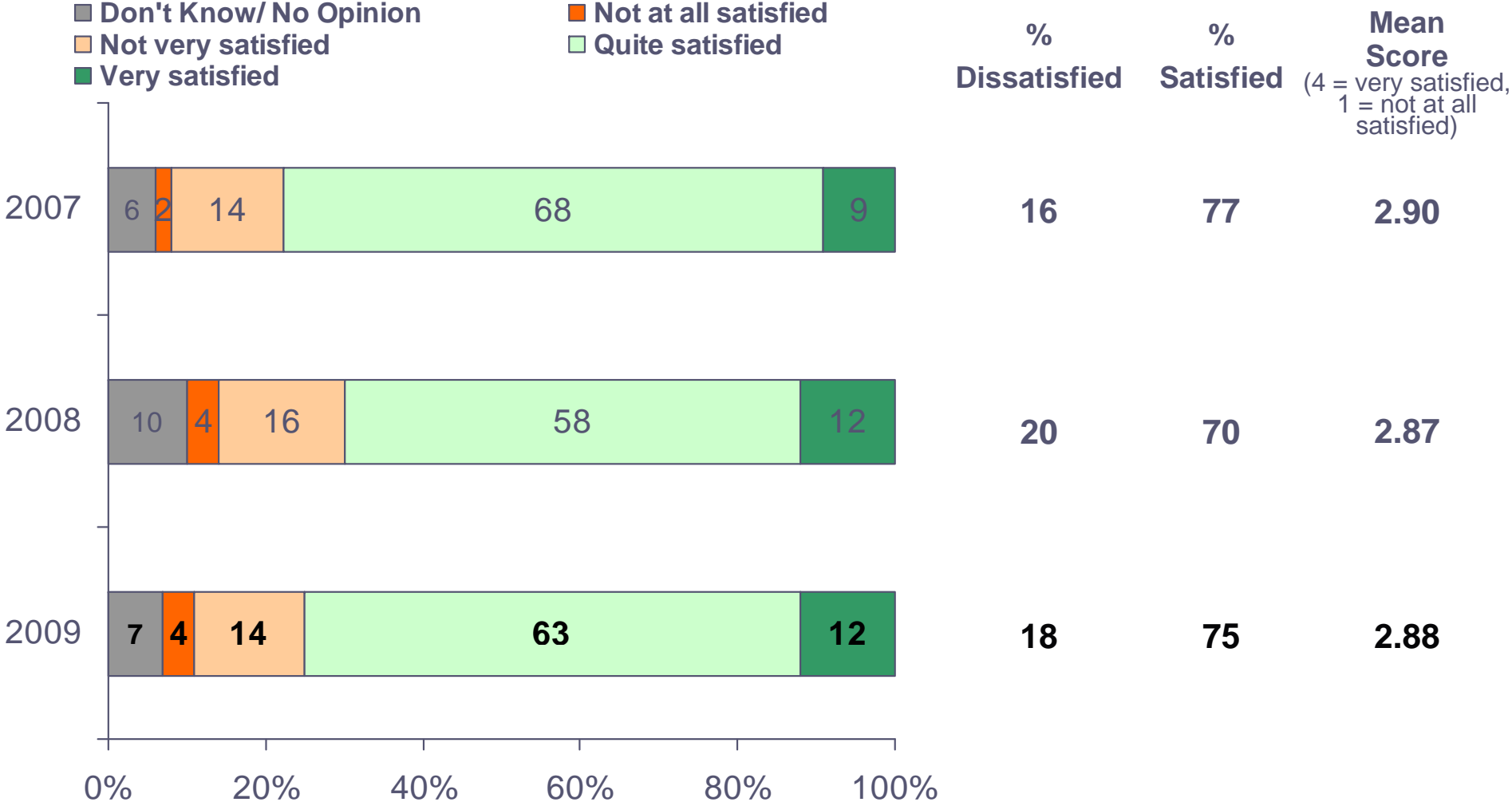
*Small base size

Base: Total Sample: 500 per survey



Satisfaction with Performance of Mayor and Councillors

'How satisfied are you with the overall performance of the Hurunui District Council's Mayor and Councillors?'



Base: Total Sample: 500 per survey



Satisfaction with Performance of Mayor and Councillors: Area

	Year	Amberley	Glenmark	Amuri	Hurunui	Cheviot	Hanmer Springs
		180 %	55* %	90* %	65* %	60* %	50* %
% Satisfied with the performance of Hurunui District Council Mayor and Councillors over the last 12 months	2007	78	80	74	81	73	60
	2008	71	76	71	72	77	46
	2009	76	82	82	78	70	54

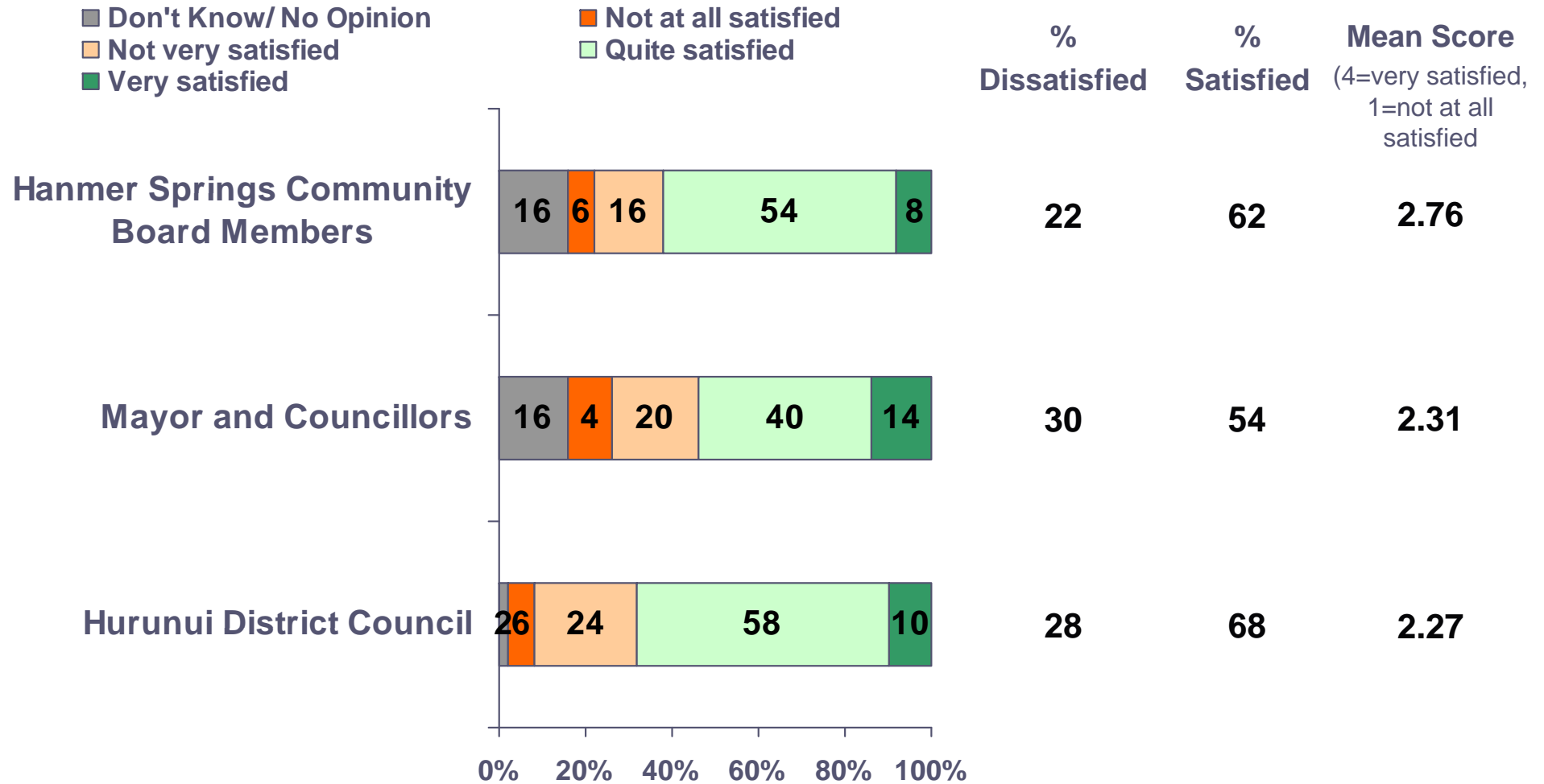
*Small base size

Base: Total Sample: 500 per survey



Satisfaction with the Overall Performance of the Hanmer Springs Community Board Members (Hanmer Springs Residents)

'How satisfied are you with the overall performance of the Hanmer Springs Community Board Members?'



Base: Hanmer Springs Residents: 50*

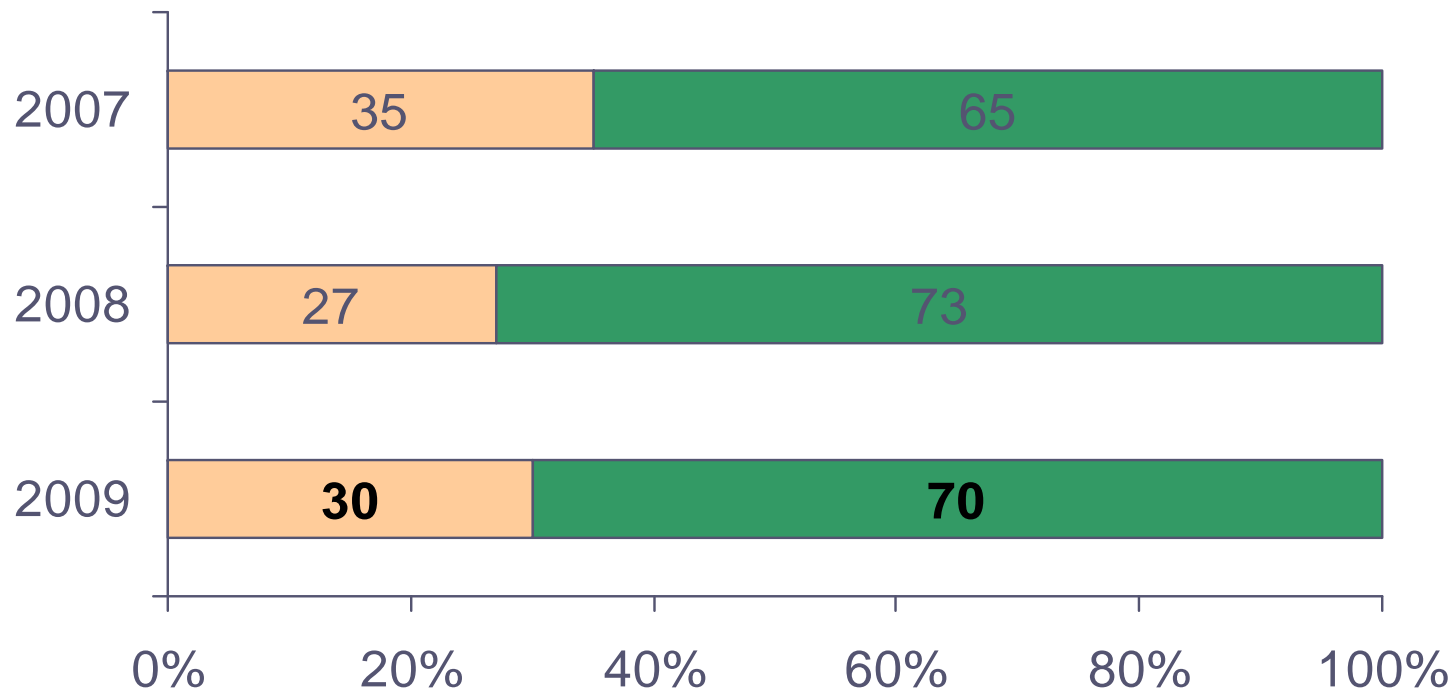
Note: New Question in 2009, * Hanmer Springs residents only, base too small for sub group analysis



Contact with Council Offices in Last 12 Months

'Have you contacted the Hurunui District Council offices in the last 12 months, either in person or by phone or email?'

■ Did not make contact ■ Made contact with Council Offices



Base: Total Sample: 500 per survey



Contact with Council Offices in Last 12 Months: Area

	Year	Amberley	Glenmark	Amuri	Hurunui	Cheviot	Hanmer Springs
		180 %	55* %	90* %	65* %	60* %	50* %
% Contacted the Hurunui District Council offices in the last 12 months, either in person or by phone or email	2007	69	69	62	60	60	60
	2008	81	73	60	82	70	64
	2009	72	82	59	71	72	64

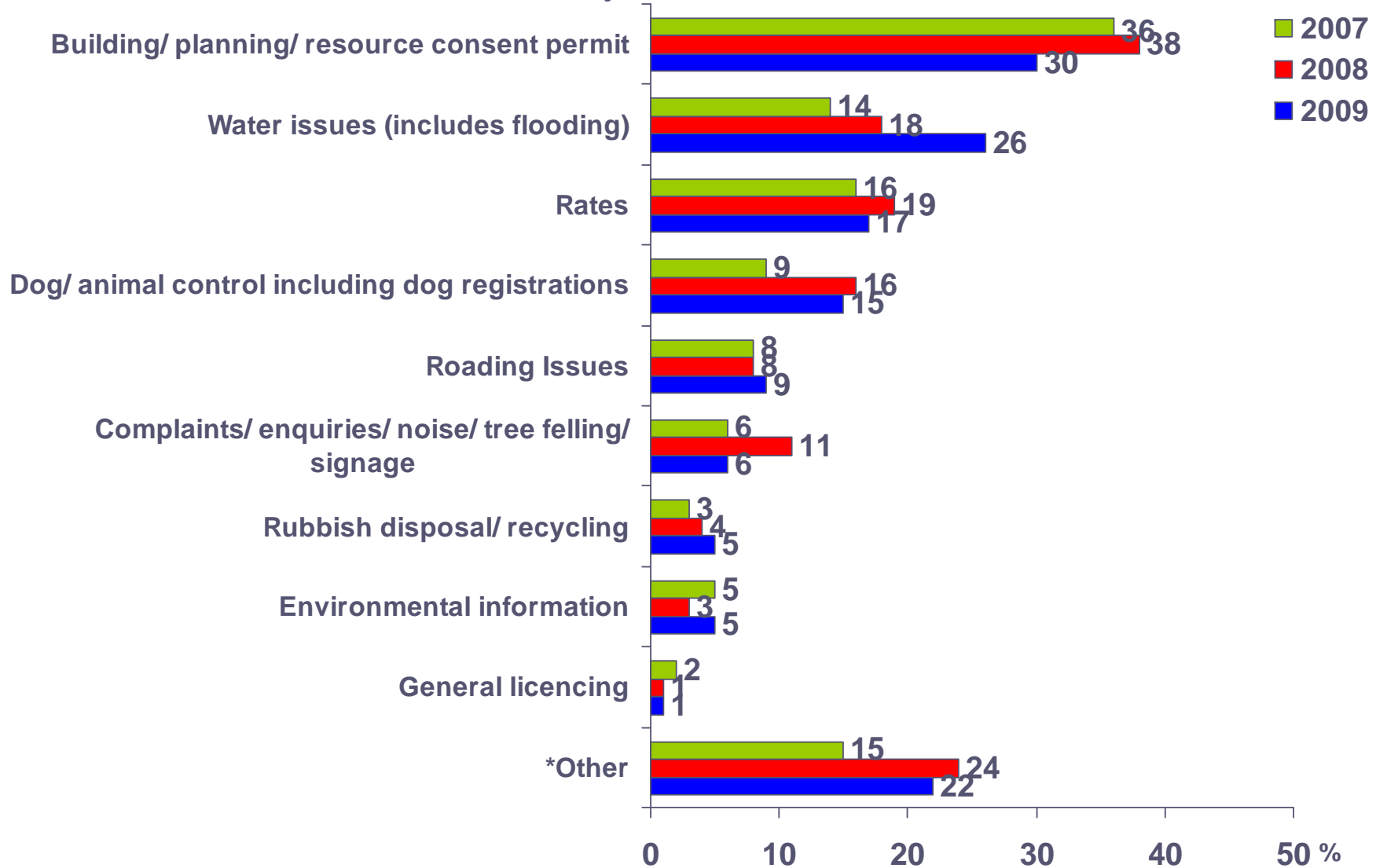
*Small base size

Base: Total Sample: 500 per survey



Reason for Contacting the Council Offices

'For what reason did you contact the Council offices?'



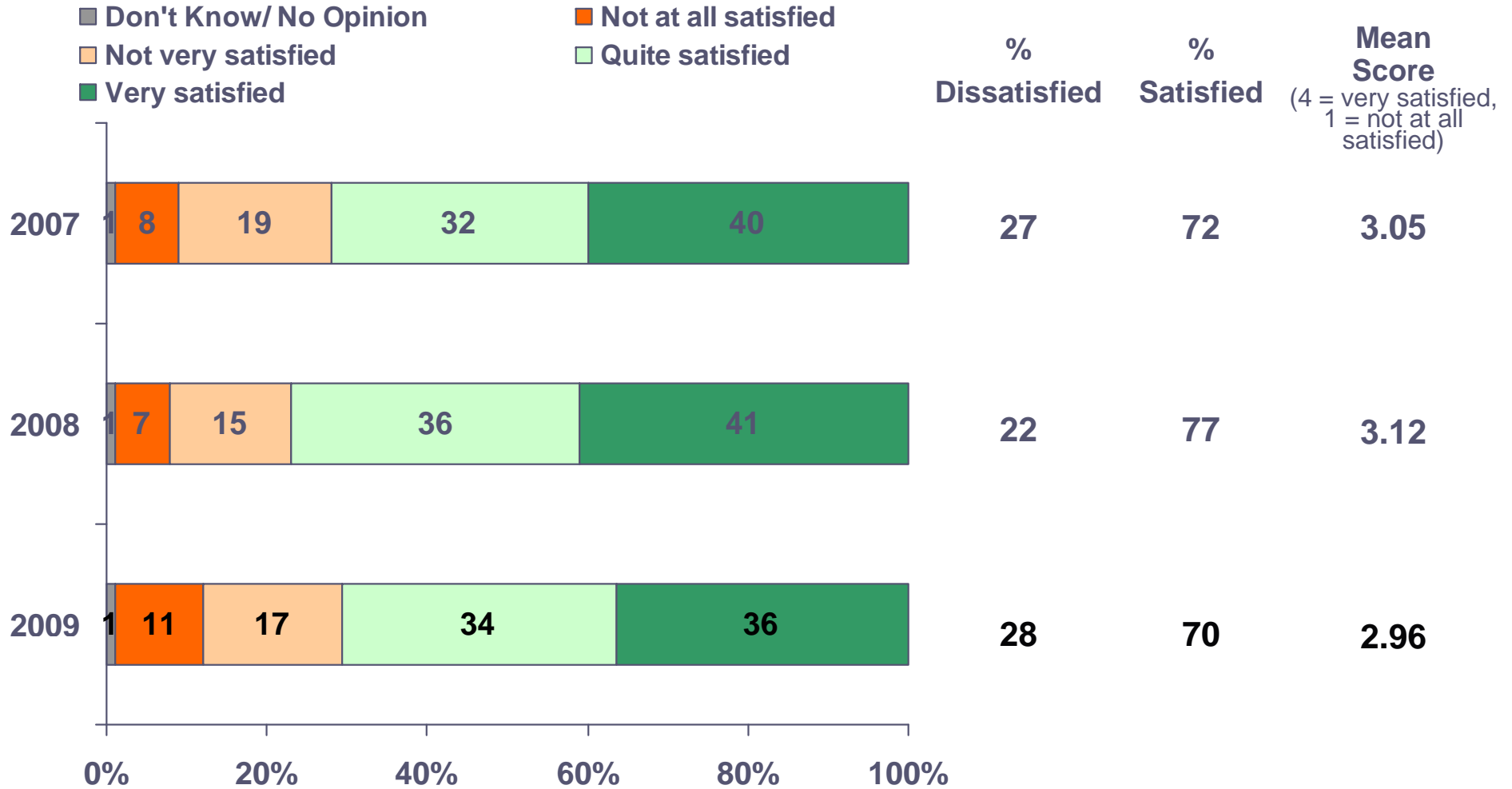
Base: Contacted Council offices in the last 12 months: 2007: 323, 2008: 367, 2009: 349

*See Appendix I for verbatim comments categorised as 'other'



Satisfaction with Overall Service from Council Offices

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



Base: Those who contacted the Council offices
 in the last 12 months: 2007: 323, 2008: 367, 2009: 349



Satisfaction with Overall Service from Council Offices: Area

	Year	Amberley %	Glenmark %	Amuri %	Hurunui %	Cheviot %	Hanmer Springs %
% Satisfied with the overall service when contacted the Council offices	2007	124	38*	56*	39*	36*	30*
		68	82	75	77	75	56
	2008	146	40*	54*	53*	42*	32*
		77	81	76	74	86	69
	2009	130	45*	53*	46*	43*	32*
		69	80	66	73	70	63

*Small base size

Base: Those who had contacted the Council offices: 2007: 323, 2008: 367, 2009: 349

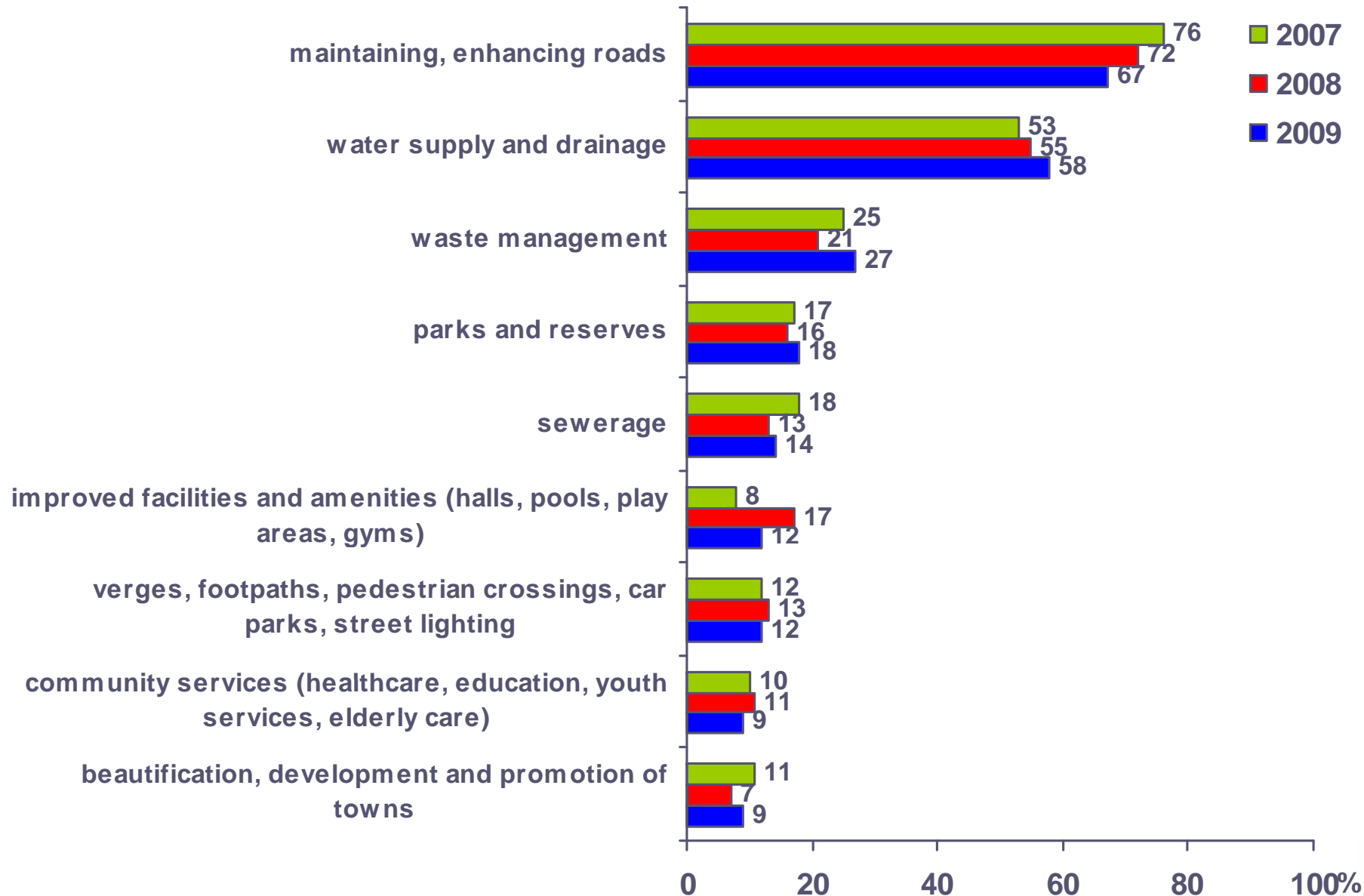


Rates Spend



Top Three Priorities for Rates Spend

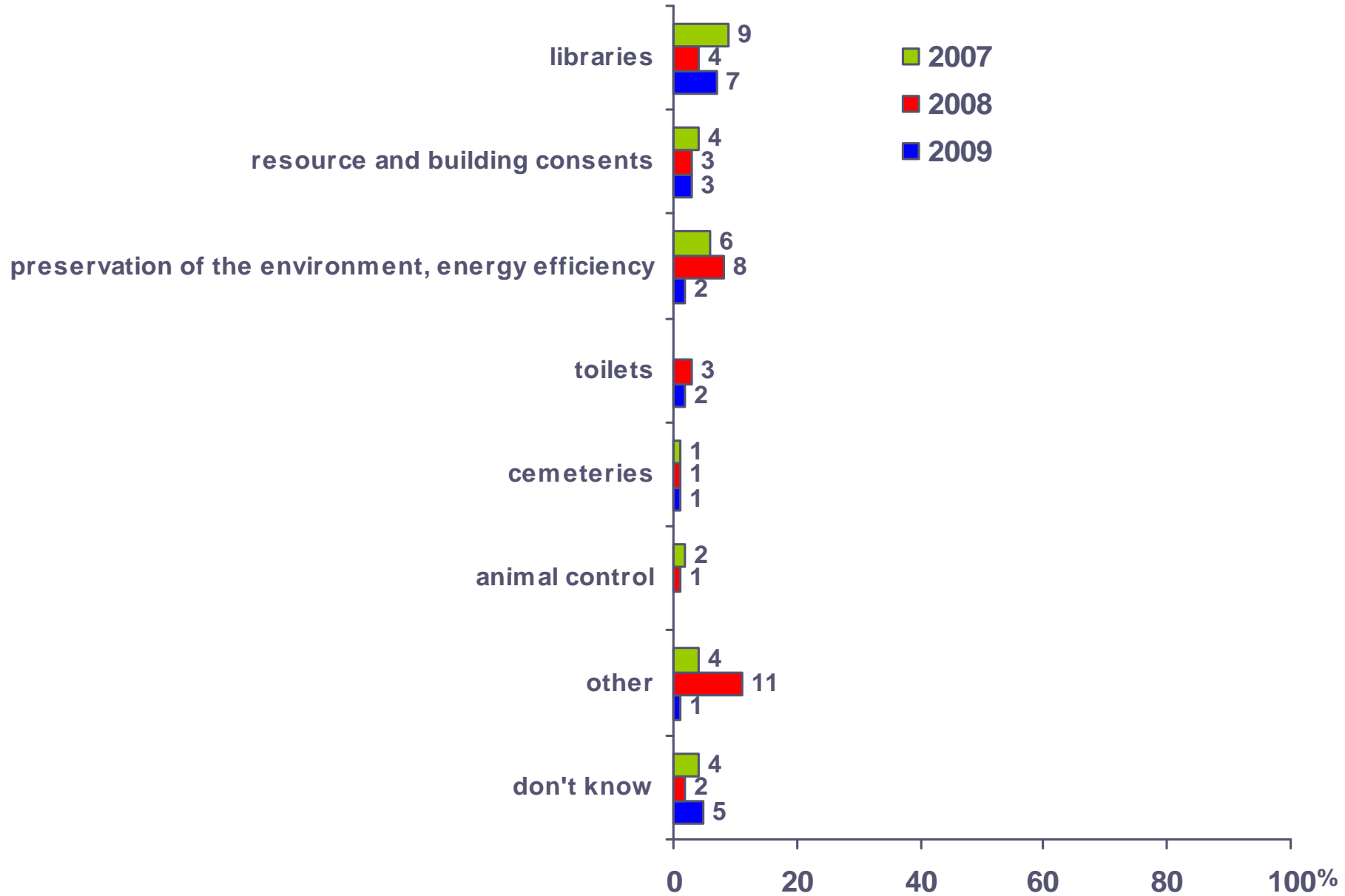
'What do you consider to be the top three priorities for rates money to be spent on?'



Base: Total Sample: 500 per survey



Top Three Priorities for Rates Spend (continued)

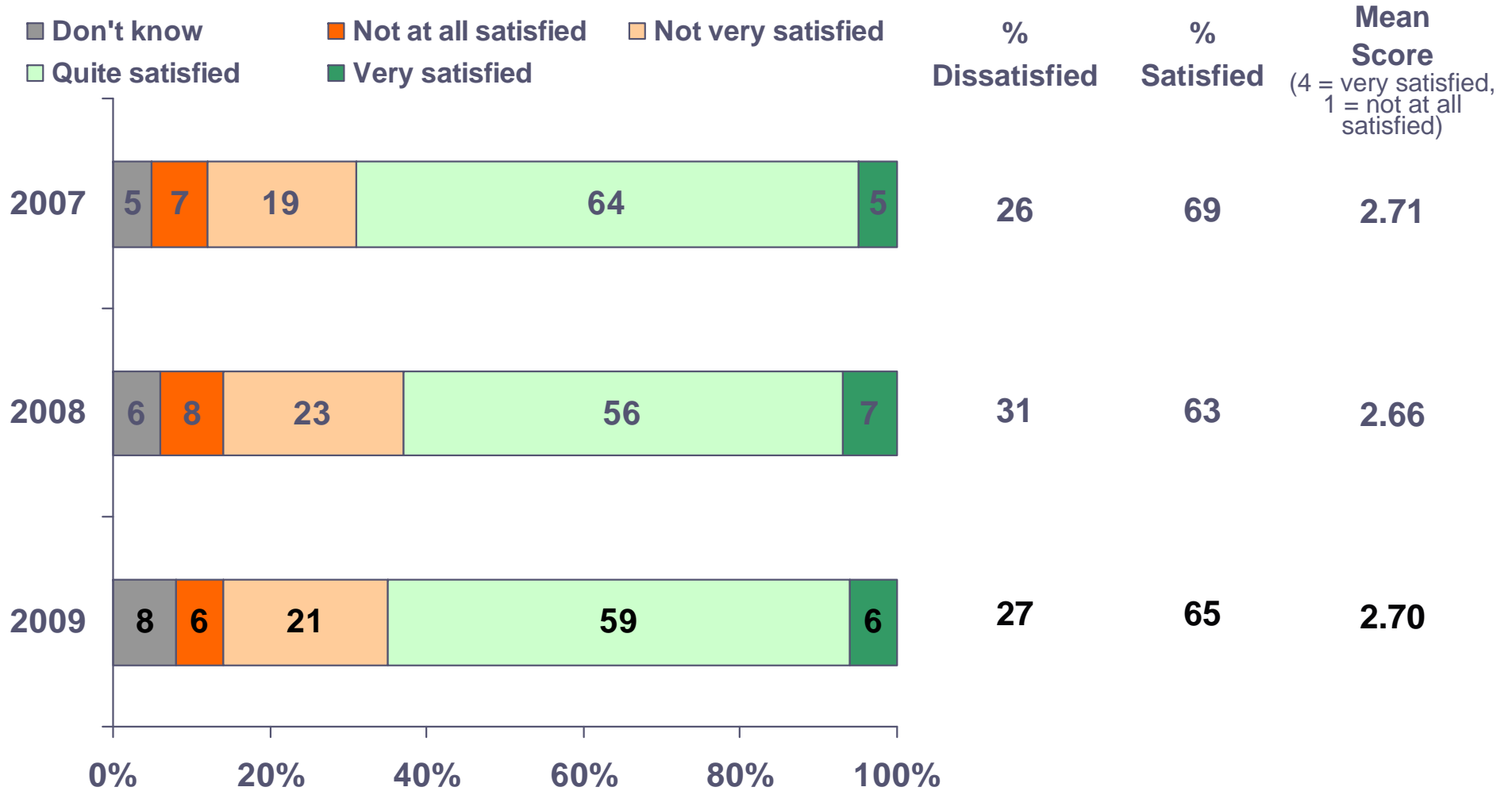


Base: Total Sample: 500 per survey



Satisfaction with the Way Rates are Spent

'How satisfied were you with the way rates are spent on the services and facilities provided by the Council?'



Base: Total Sample: 500 per survey

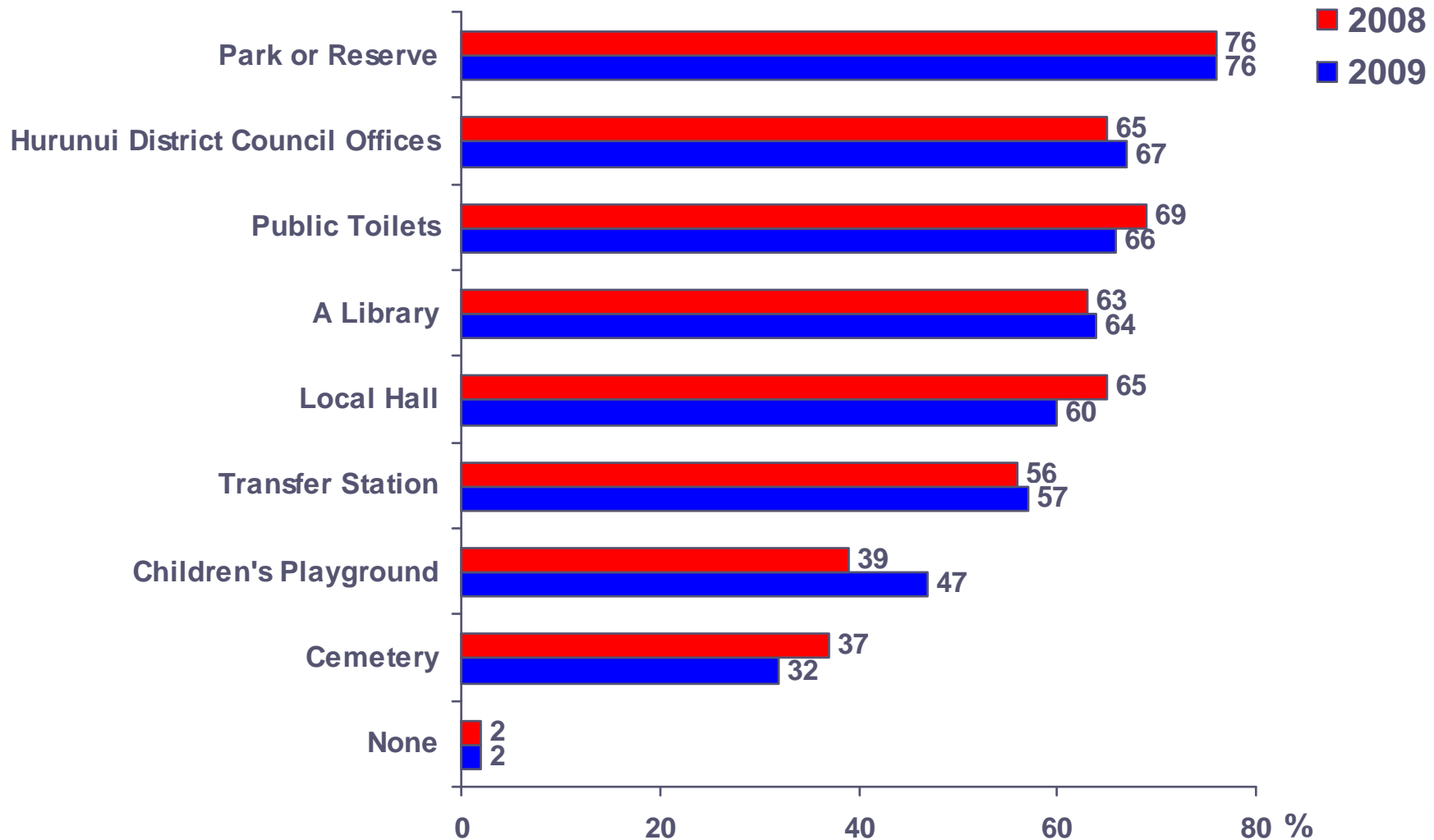


Council Services Used or Visited in Last 12 Months



Hurunui District Council Services Used or Visited in the Last 12 Months

'Within Hurunui District, which of the following services have you used or visited in the last 12 months?'



Base: Total Sample: 500 per survey

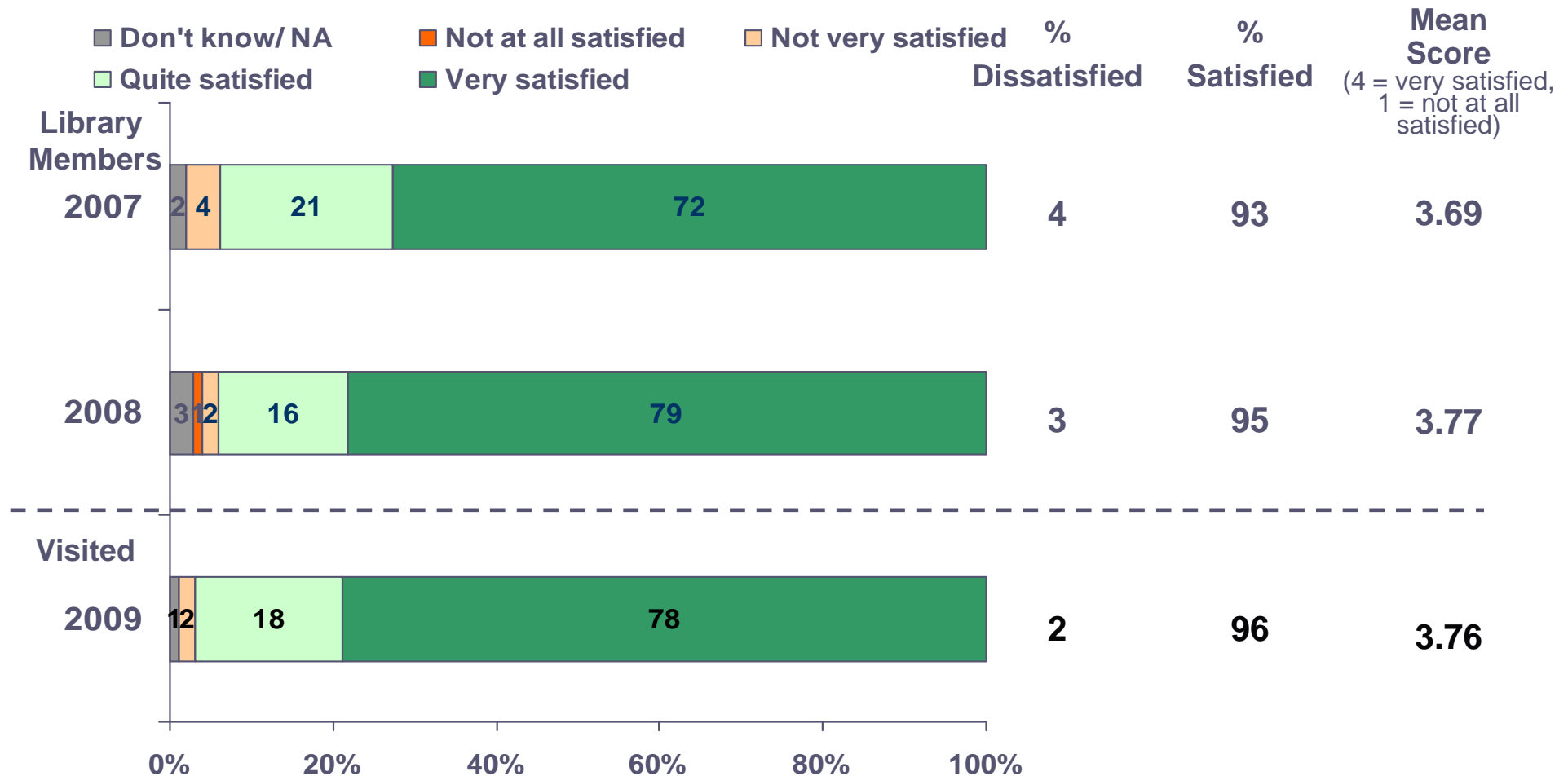


Satisfaction with Council Services



Satisfaction with Public Libraries: 2009 Total Sample, 2007/ 2008 Library Members

Asked of HDC library members in 2007 and 2008 and of the total sample in 2009, 'How satisfied are you with the service provided by the library?'

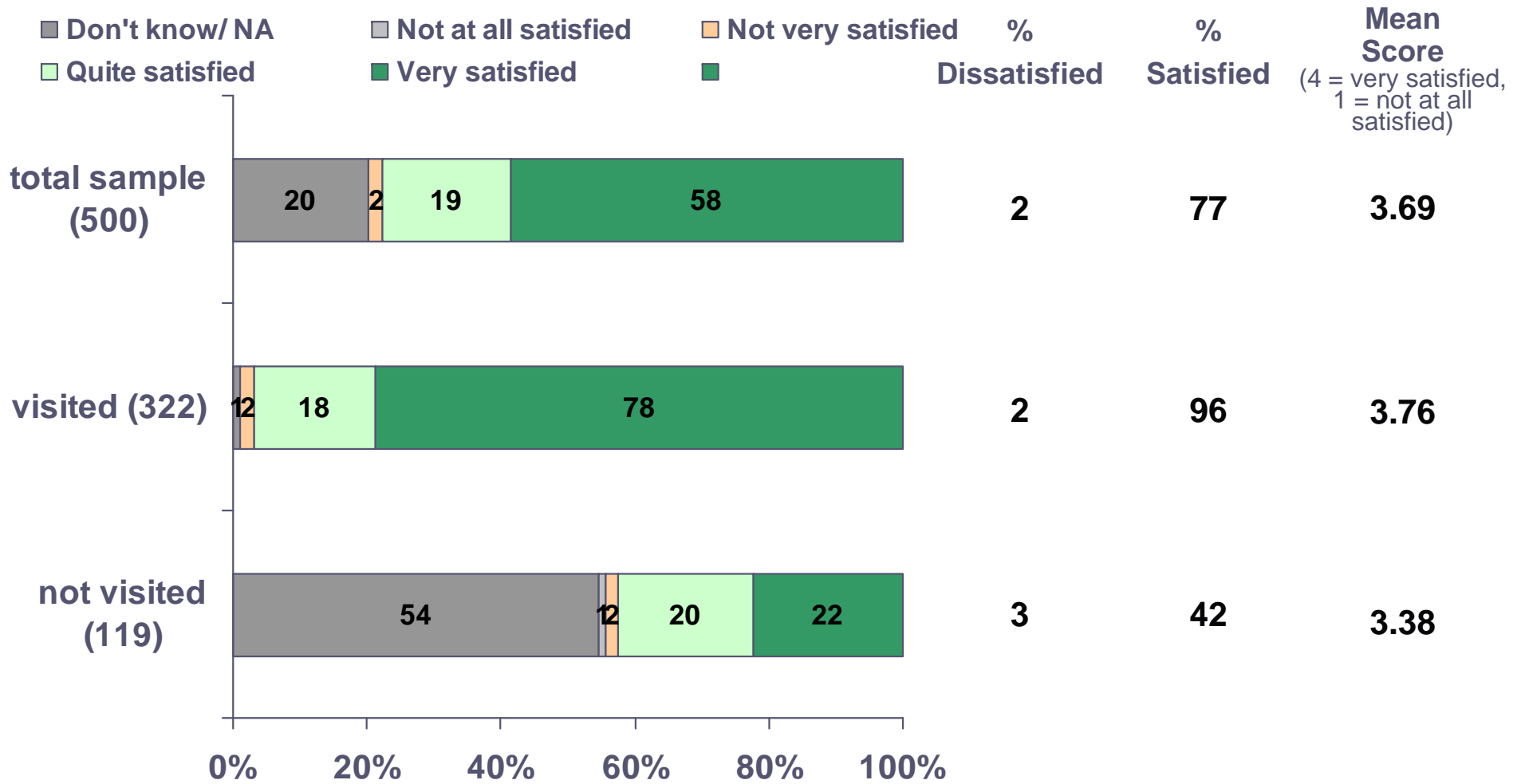


Base: Members of the Hurunui District Council Libraries: 2007: 292, 2008: 303, Visited: 2009: 322



Satisfaction with Public Libraries: 2009: Visited vs Not Visited

'How satisfied are you with the service provided by the library?'



Base: Total Sample: Refer ()

Note: Asked of the total sample in 2009 and HDC Library members only in 2007 and 2008.



Satisfaction with the Maintenance of Parks and Reserves

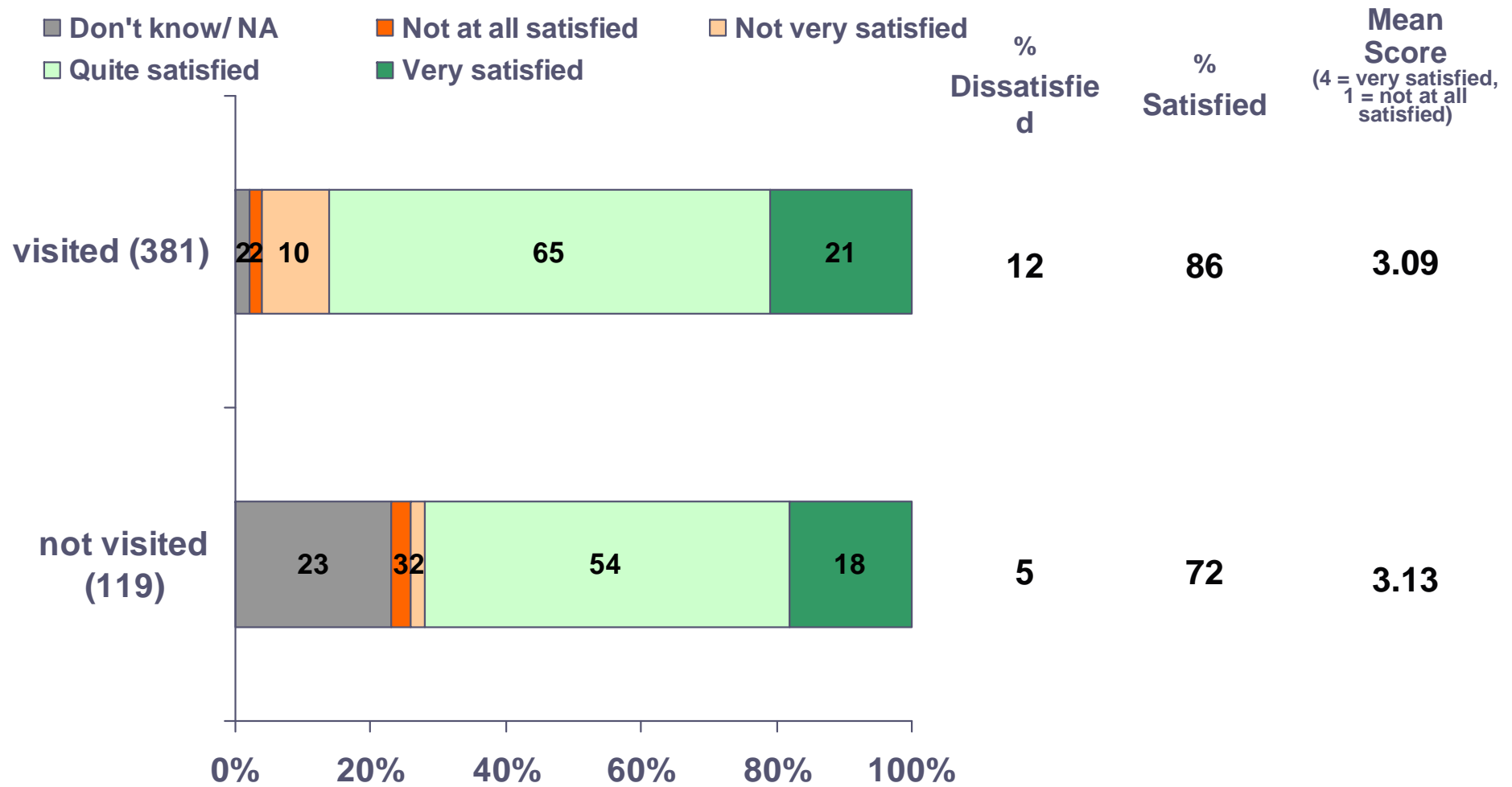
'How satisfied are you with the maintenance of parks and reserves?'



Base: Total Sample: 500 per survey



Satisfaction with the Maintenance of Parks and Reserves: 2009: Visited vs Not Visited

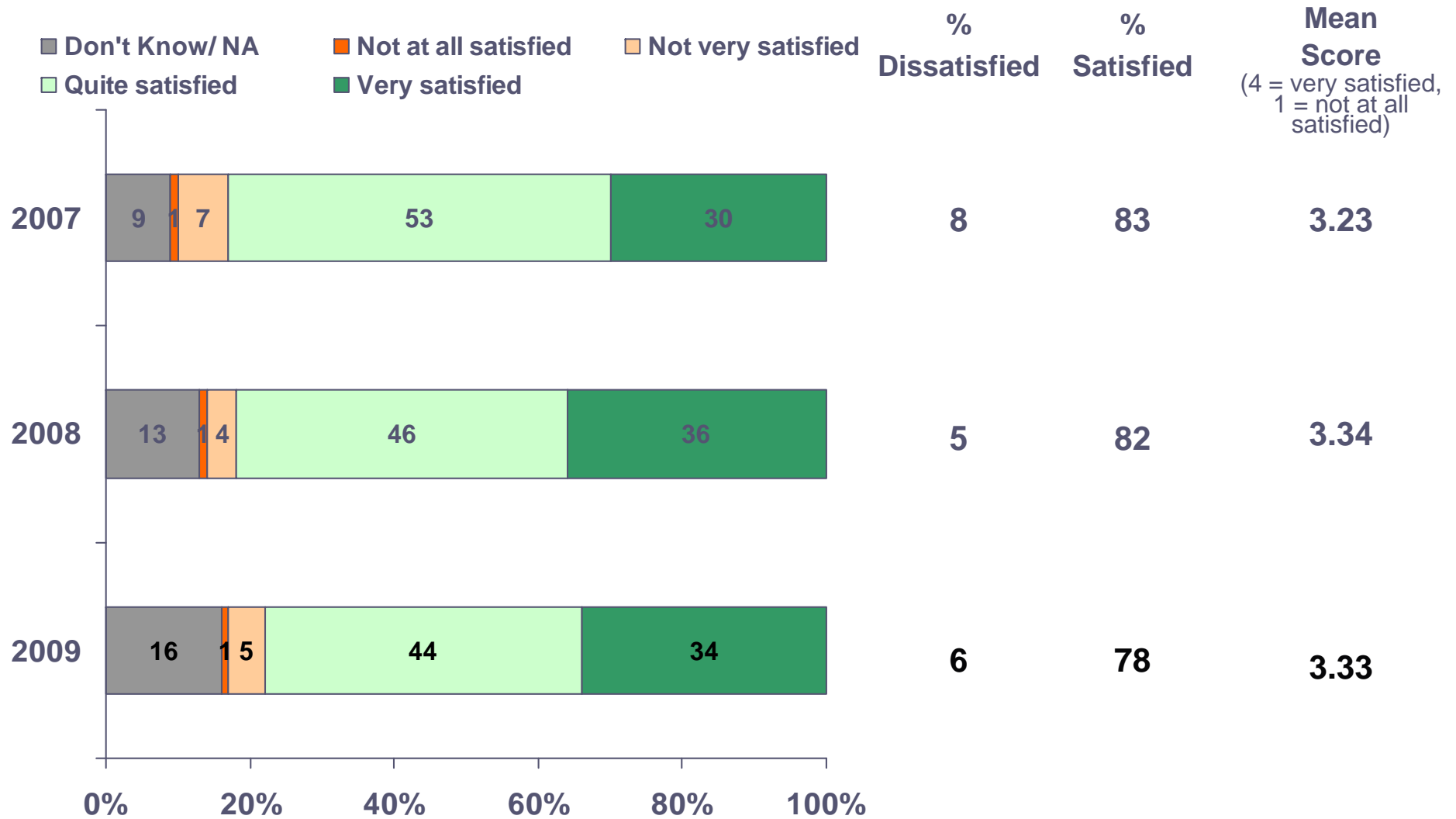


Base: Total Sample: Refer ()



Satisfaction with the Quality of Public Toilets

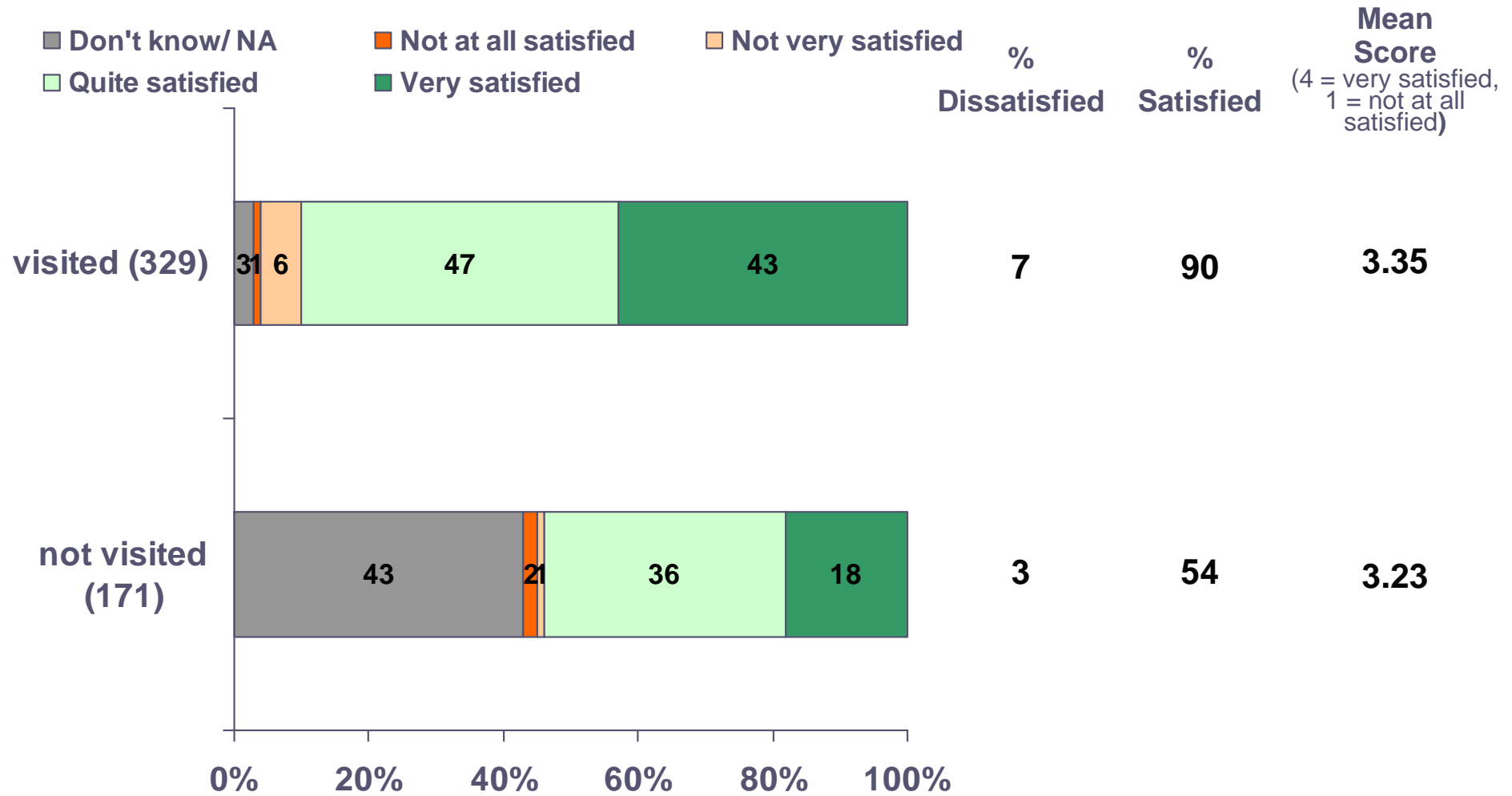
'How satisfied are you with the quality of public toilets?'



Base: Total Sample: 500 per survey



Satisfaction with Quality of Public Toilets: 2009: Visited vs Not Visited

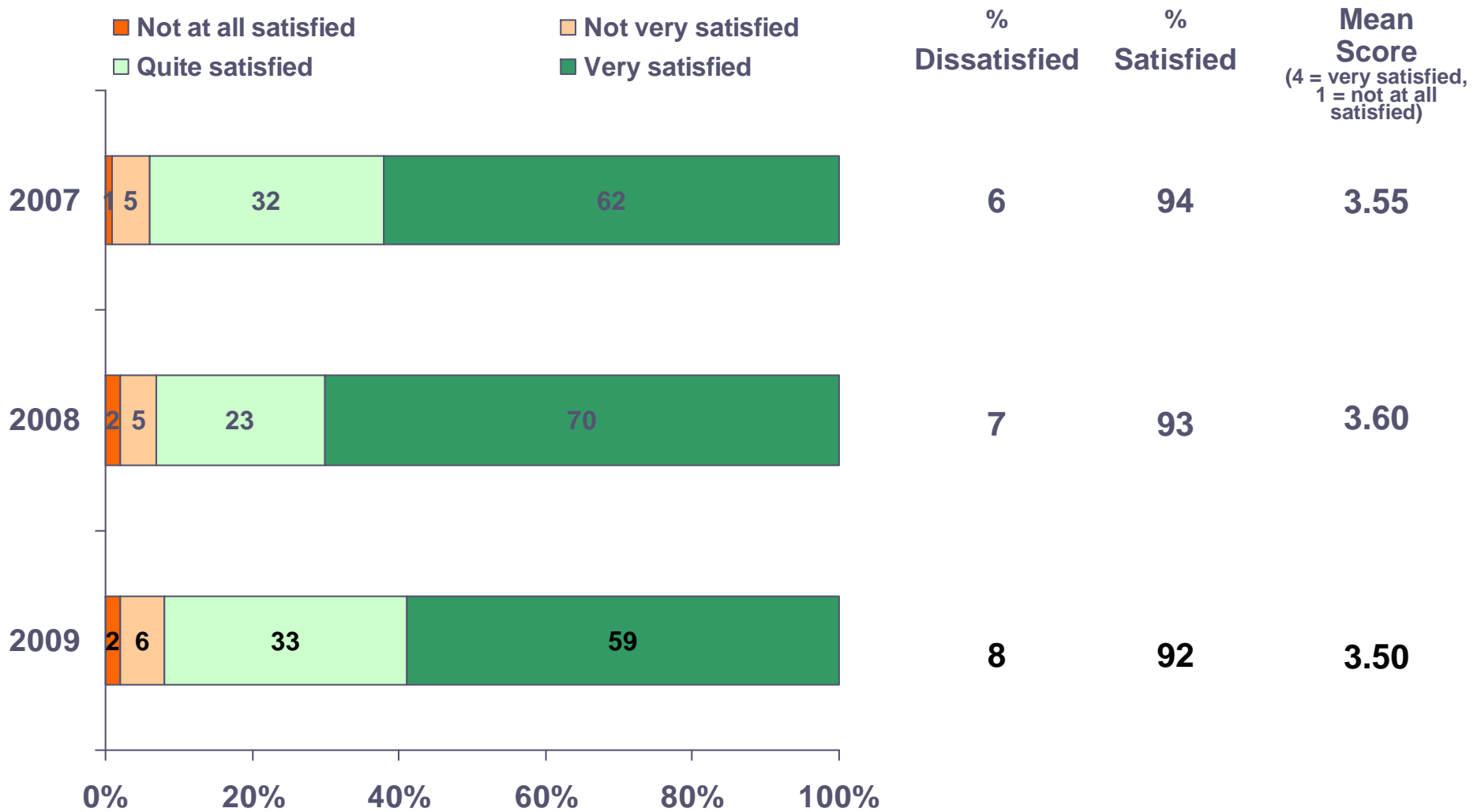


Base: Total Sample: Refer ()



Satisfaction with Waste Management

'How satisfied are you with the household waste collection service provided?'

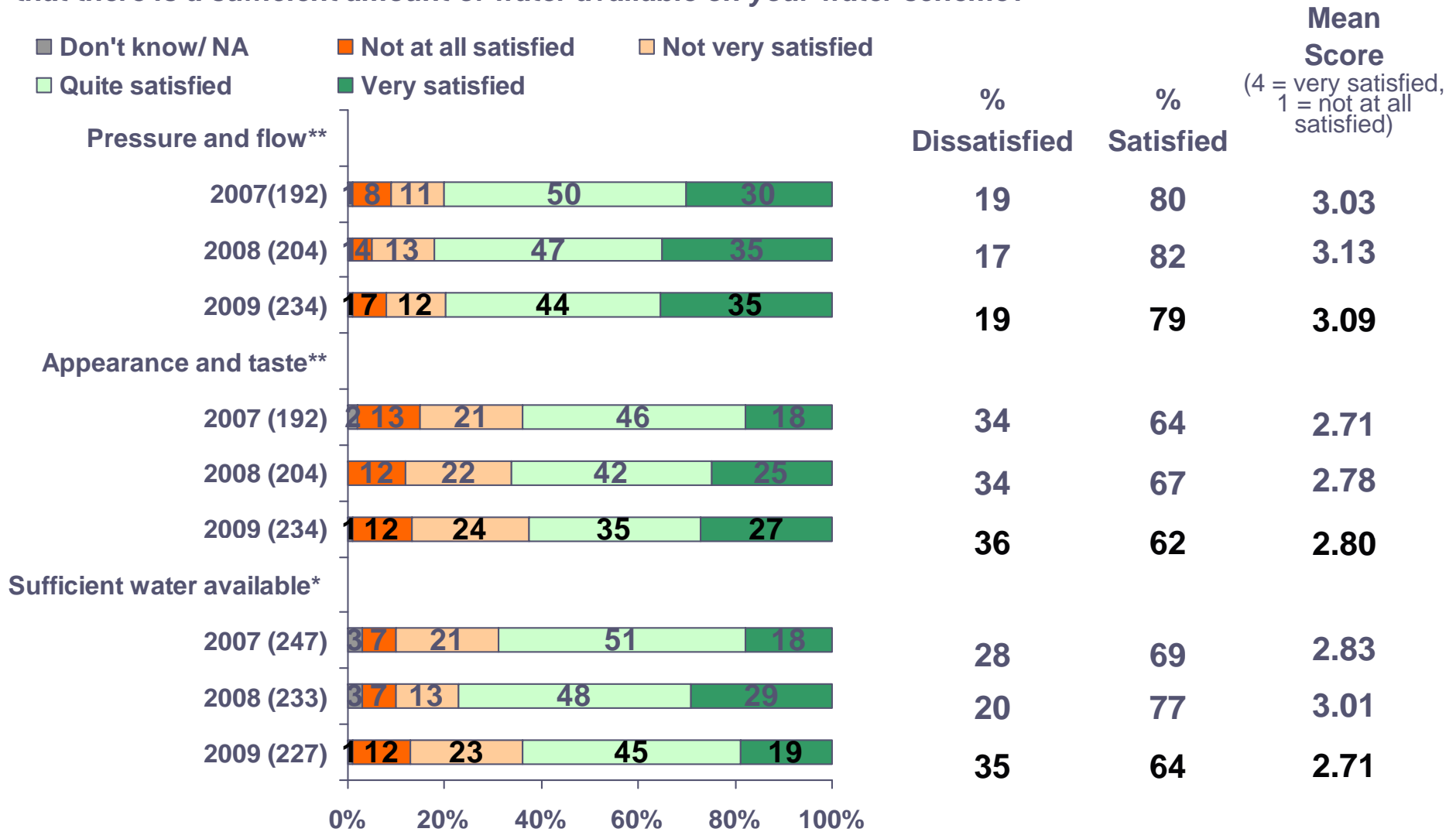


Base: Those that have household waste collected by the Council:
 2007: 261, 2008: 250, 2009: 281



Satisfaction with Water Services

'Asked of those on a town supply 'How satisfied are you with the following aspects of water: with its appearance and taste, with the pressure and flow?' Asked of those on rural supply 'How satisfied are you that there is a sufficient amount of water available on your water scheme?'



Base: *town water supply, **rural water supply: refer ()



Satisfaction with Pressure and Flow of Water: Area

	Year	Amberley %	Glenmark %	Amuri %	Hurunui %	Cheviot %	Hanmer Springs %
% Satisfied with the pressure and flow of water	2007	64*	10*	32*	27*	20*	39*
		78	70	97	75	45	93
	2008	80*	9*	31*	21*	23*	40*
		82	88	87	81	43	95
	2009	92*	9*	45*	29*	20*	39*
		82	77	85	76	50	88

*Small base size

Base: Those on town supply: 2007: 192, 2008: 204, 2009: 234



Satisfaction with Appearance and Taste of Water: Area

	Year	Amberley %	Glenmark %	Amuri %	Hurunui %	Cheviot %	Hanmer Springs %
% Satisfied with the appearance and taste of water	2007	64*	10*	32*	27*	20*	39*
		73	70	81	59	40	51
	2008	80*	9*	31*	21*	23*	40*
		69	100	67	86	61	46
	2009	92*	9*	45*	29*	20*	39*
		60	78	73	79	50	49

*Small base size

Base: Those on town supply: 2007: 192, 2008: 204, 2009: 234



Satisfaction with Amount of Water Availability: Area

	Year	Amberley %	Glenmark %	Amuri %	Hurunui %	Cheviot %	Hanmer Springs %
% Satisfied there is a sufficient amount of water available on water scheme	2007	97*	42*	37*	30*	37*	4*
		61	72	84	74	62	100
	2008	91*	44*	31*	34*	28*	5*
		80	75	87	62	72	100
	2009	76*	42*	33*	32*	39*	5*
		67	50	78	47	72	80

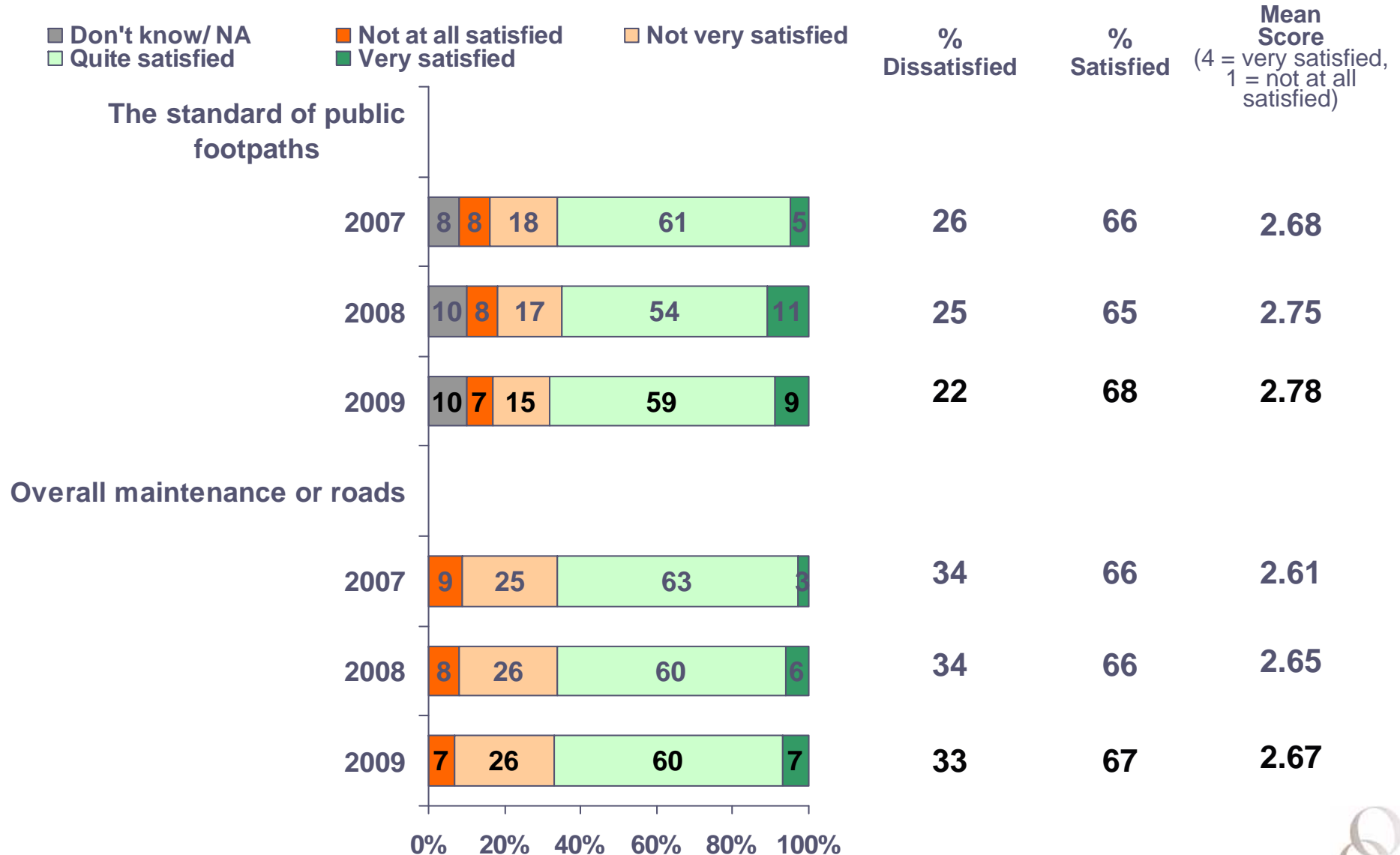
*Small base size

Base: Those on Rural Water Supply: 2007: 247, 2008: 233, 2009: 227



Satisfaction with Roads and Footpaths

'How satisfied are you with the standard of public footpaths, the overall maintenance of the roads, the standard of sealed roads in the district and the standard of unsealed roads in the district?'

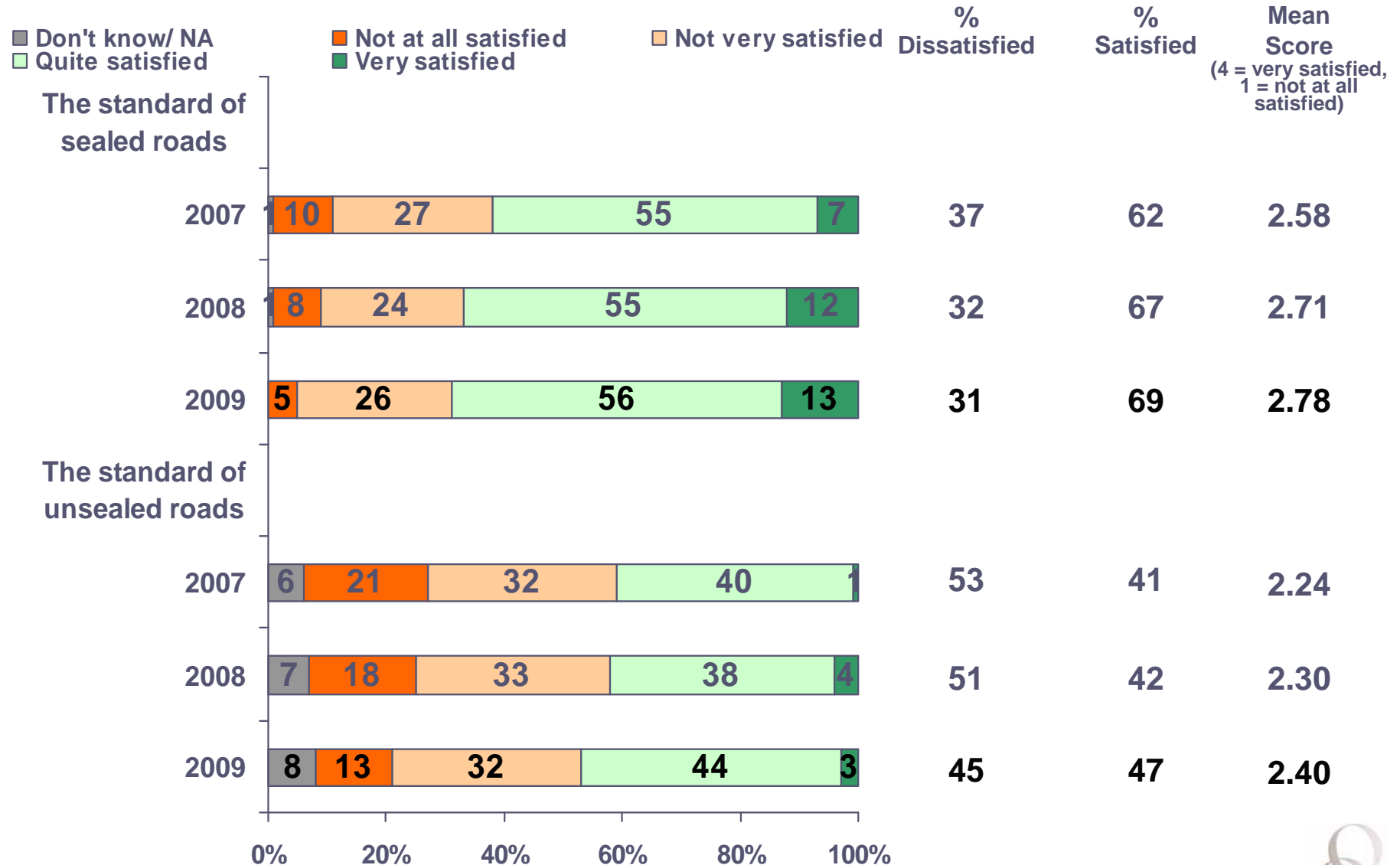


Base: Total Sample: 500 per survey



Satisfaction with Roads and Footpaths (continued)

'How satisfied are you with the standard of public footpaths, the overall maintenance of the roads, the standard of sealed roads in the district and the standard of unsealed roads in the district?'

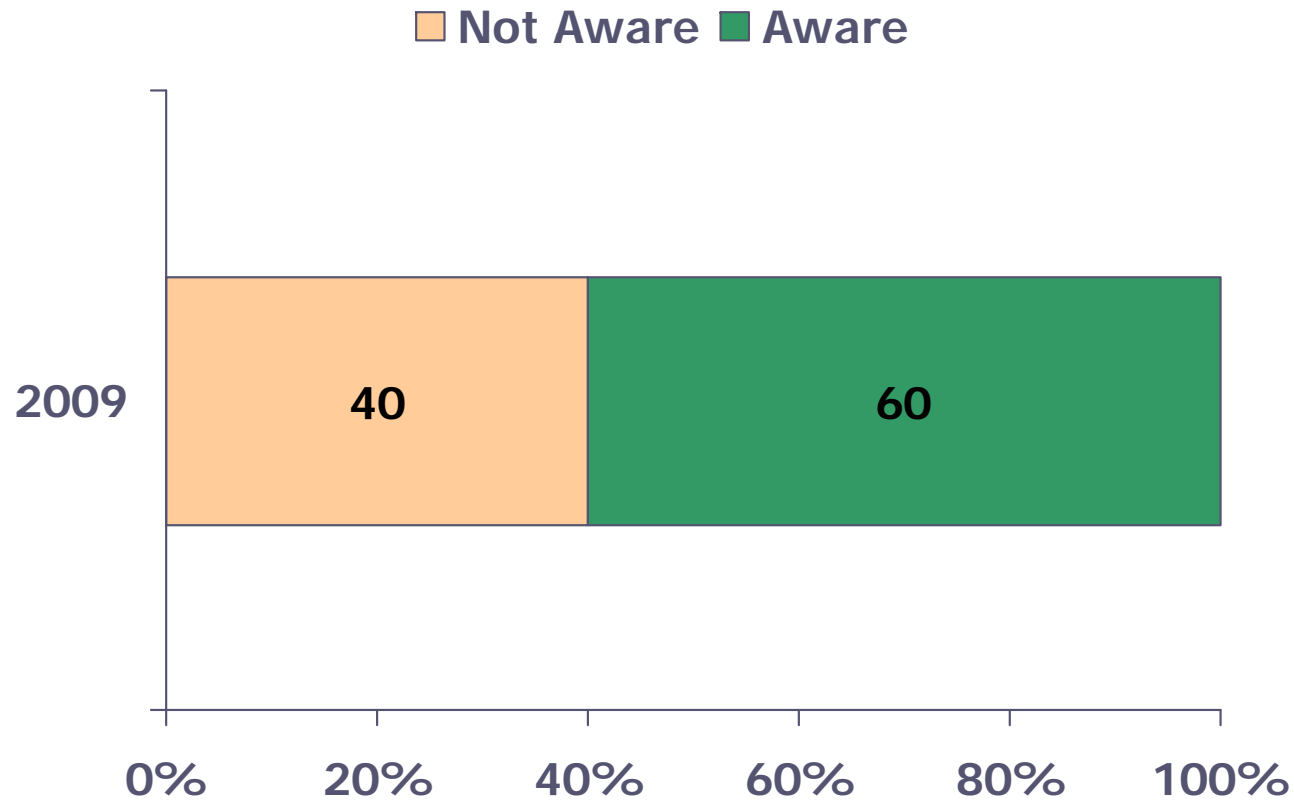


Base: Total Sample: 500 per survey



Awareness of Nearest Civil Defence Post

'Do you know where the nearest civil defence post is to your home?'



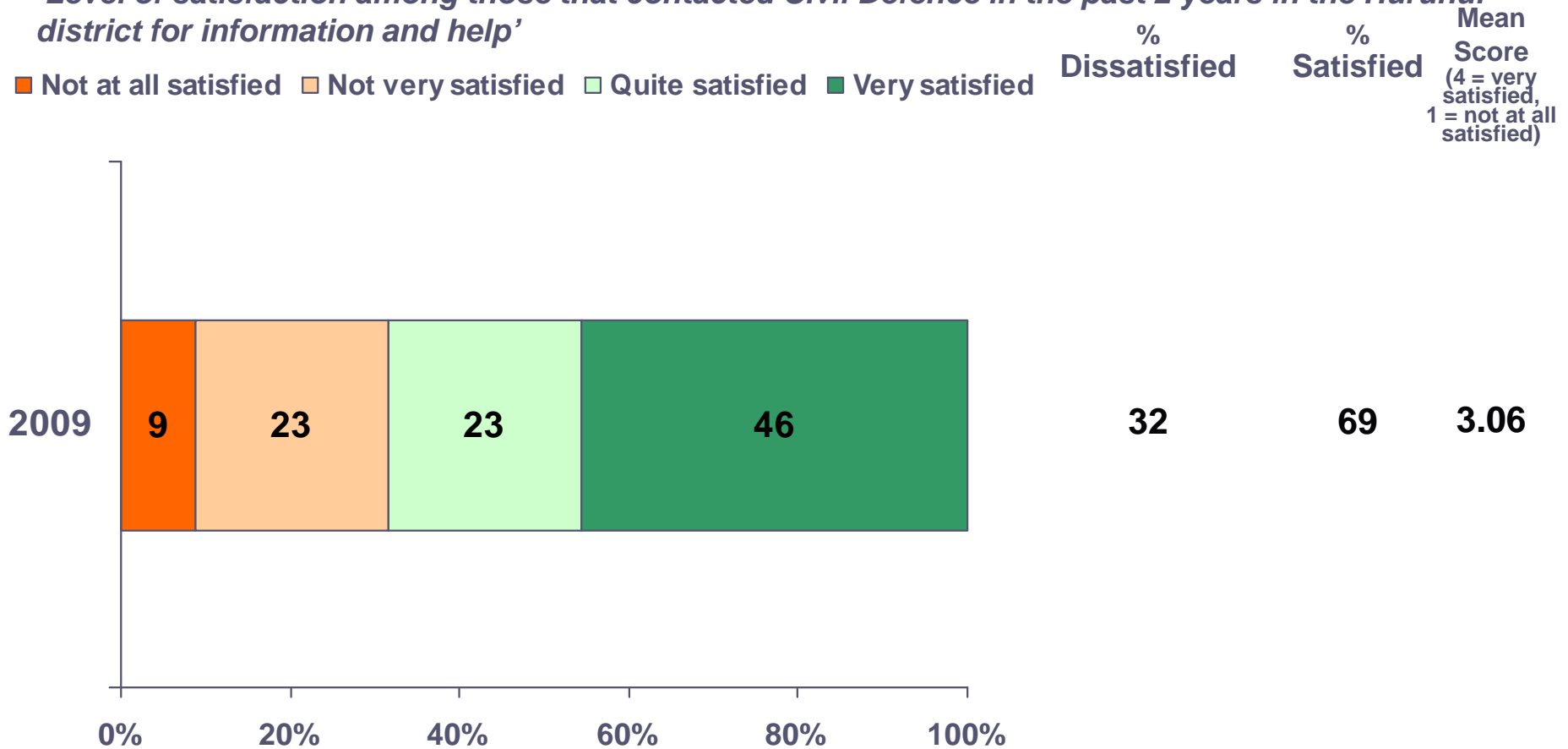
Base: Total Sample: 2009: 500

Note: New Question in 2009



Satisfaction with Contact with Civil Defence in the Hurunui District

'Level of satisfaction among those that contacted Civil Defence in the past 2 years in the Hurunui district for information and help'



*Small base size

Base: Contact with Civil Defence: 2009: 35*

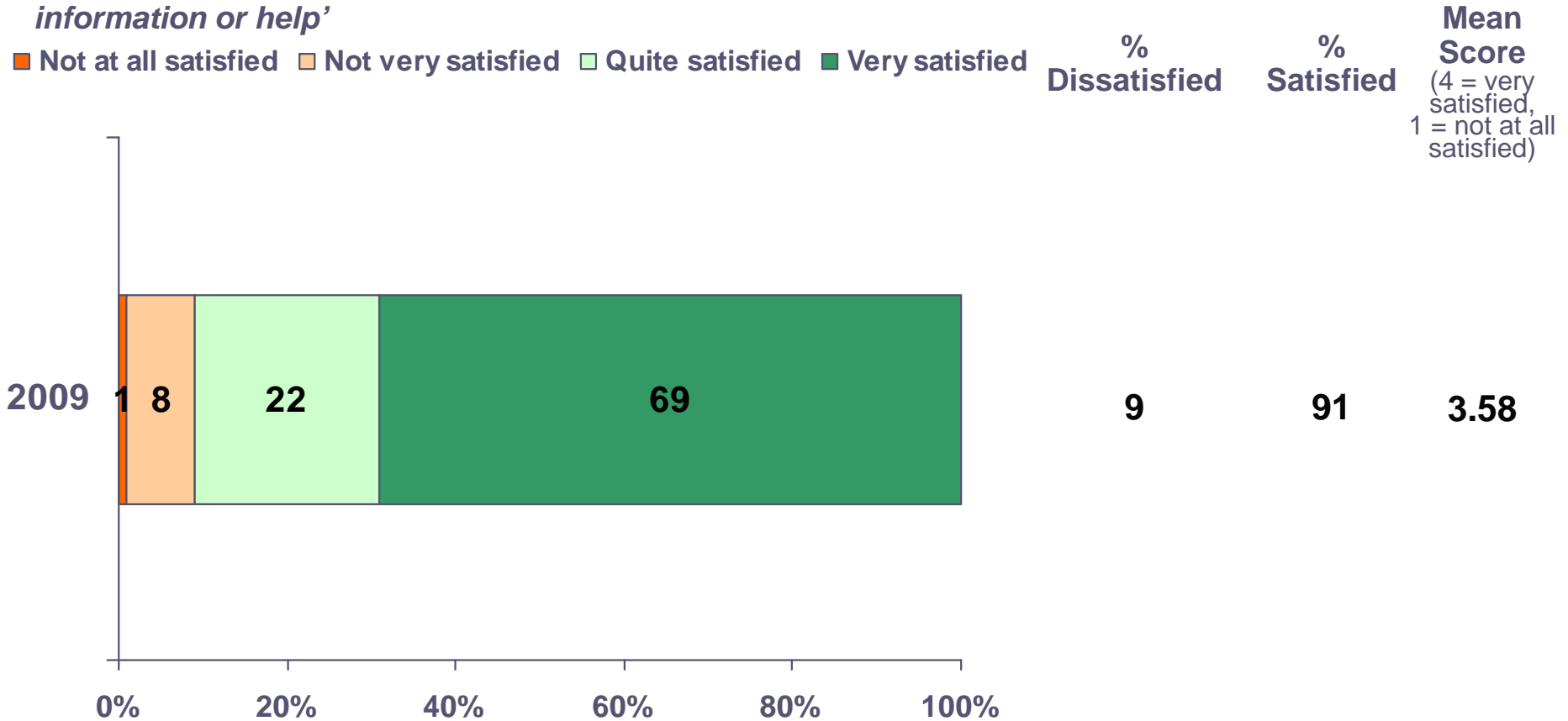
Note: New Question in 2009

Note: No sub group analysis due to the small base



Satisfaction with Contact with the Rural Fire Service in the Hurunui District

'Level of satisfaction among those that contacted the rural fire service in the Hurunui district for information or help'



***Small base size**

Base: Contact with the Rural Fire Service: 2009: 83*

Note: New Question in 2009

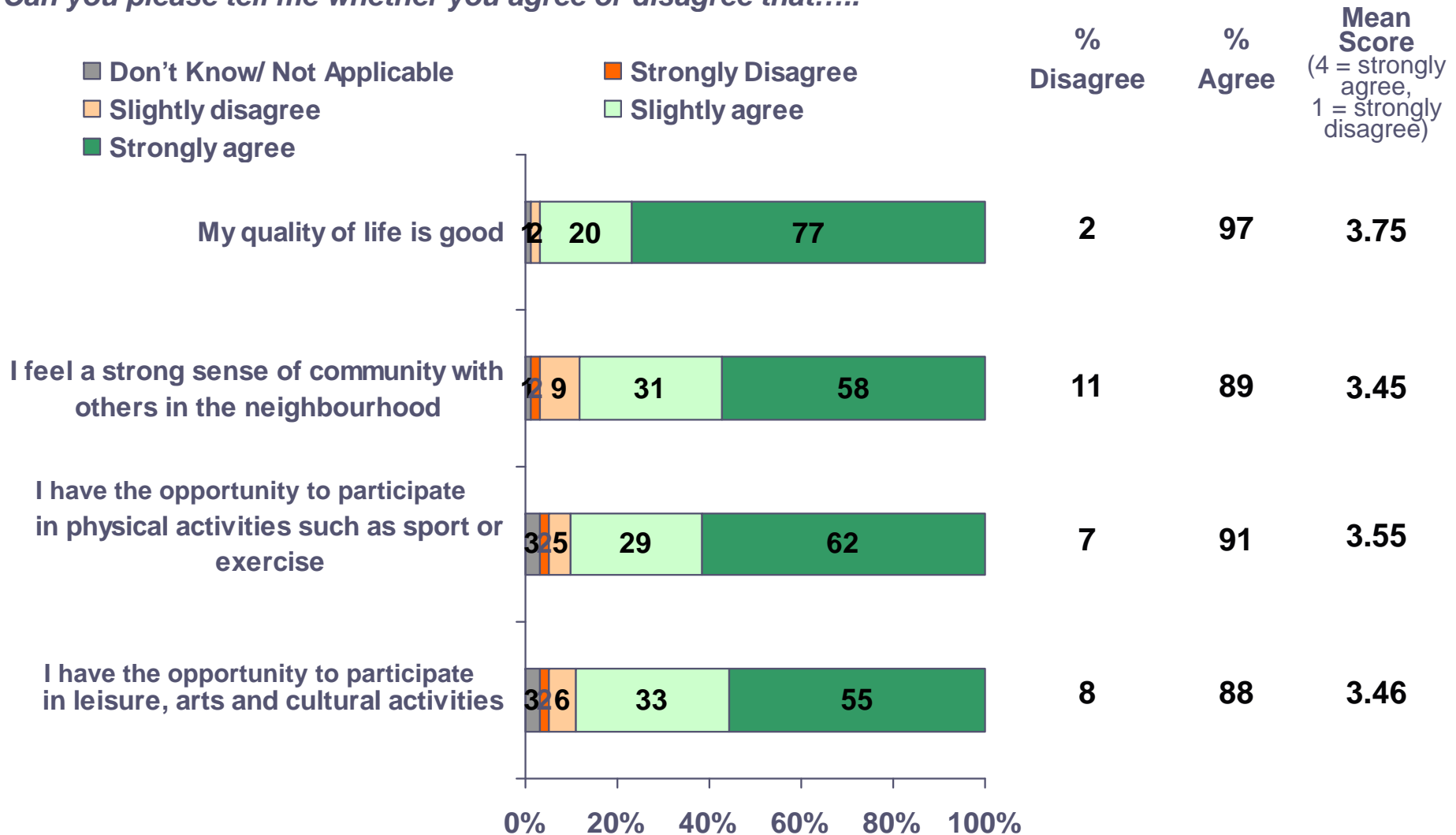


Quality of Life Measures



Agreement with Statements About Quality of Life

'Can you please tell me whether you agree or disagree that.....'



Base: Total Sample: 500 per survey

Note: New Question in 2009

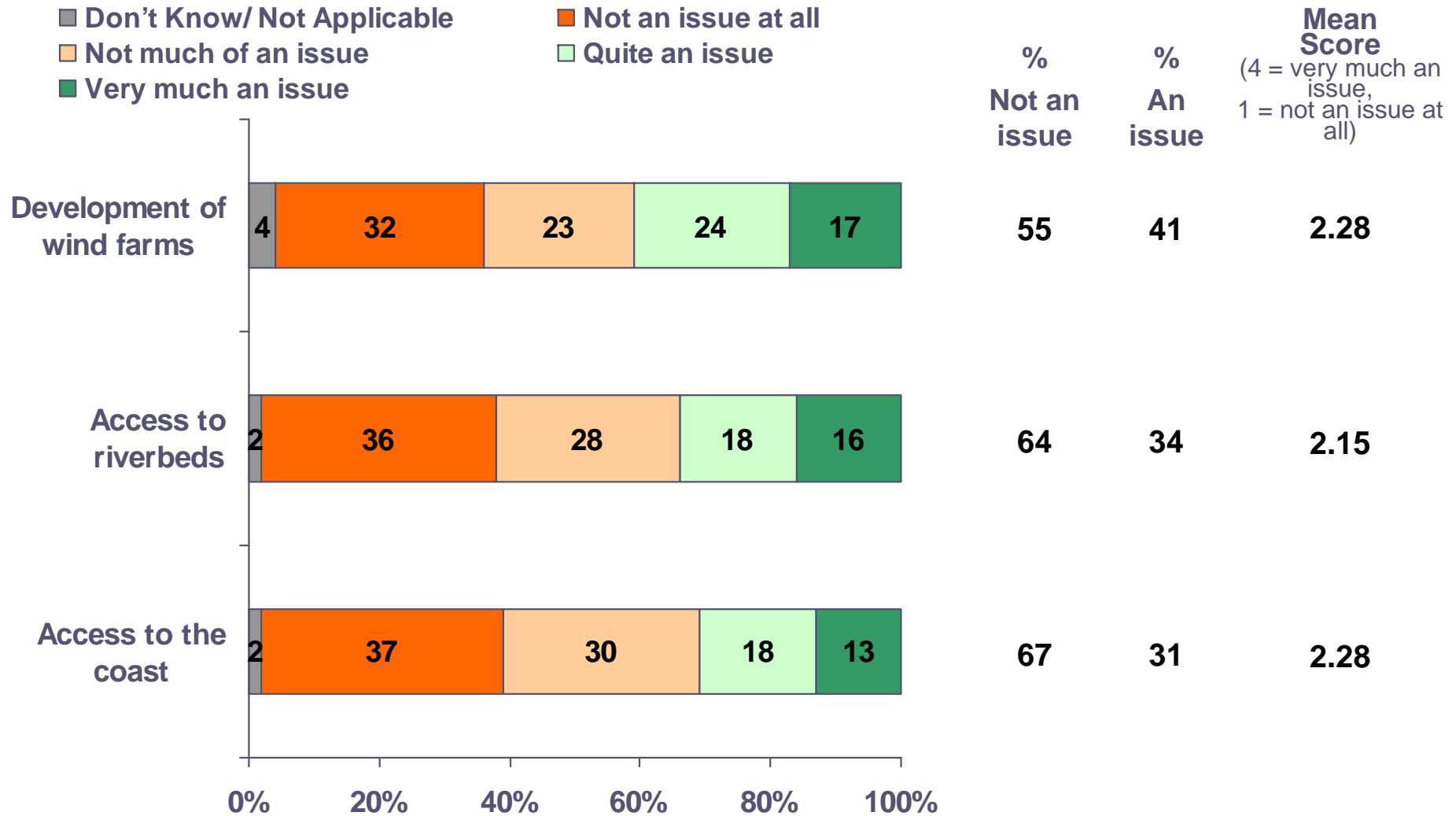


Environment in Hurunui



Environmental Issues in Hurunui

'I am going to read out some statements and I would like you to tell me to what extent you personally consider each of the following to be an issue in Hurunui?'



Note: New Question in 2009



Environmental Issues in Hurunui: Area

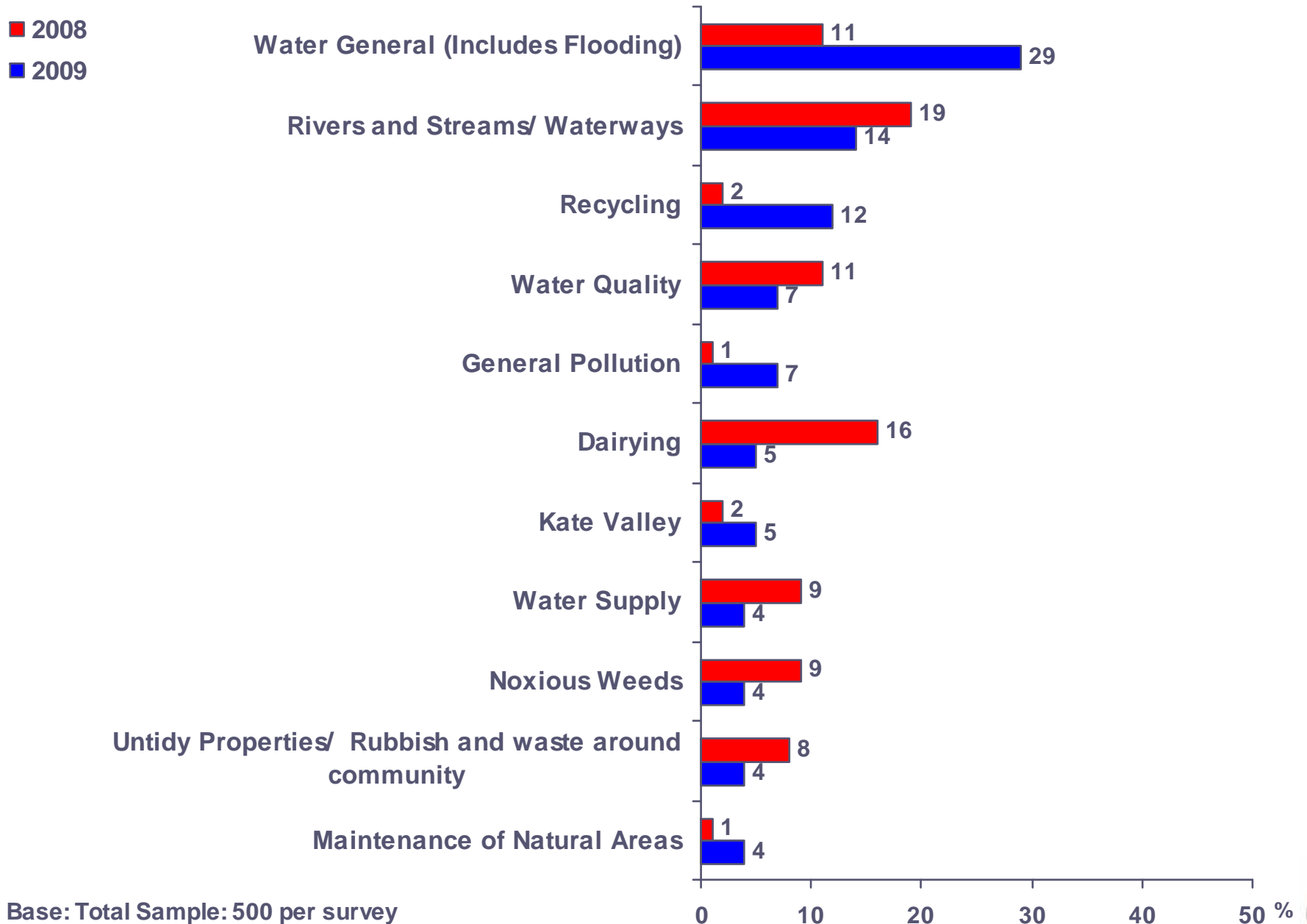
	Amberley	Glenmark	Amuri	Hurunui	Cheviot	Hanmer Springs
	180 %	55* %	90* %	65* %	60* %	50* %
% Issues with development of wind farms	44	55	43	27	37	34
% Issues with access to the coast	41	31	24	20	26	24
% Issues with access to riverbeds	39	31	36	33	20	32

*Small base size

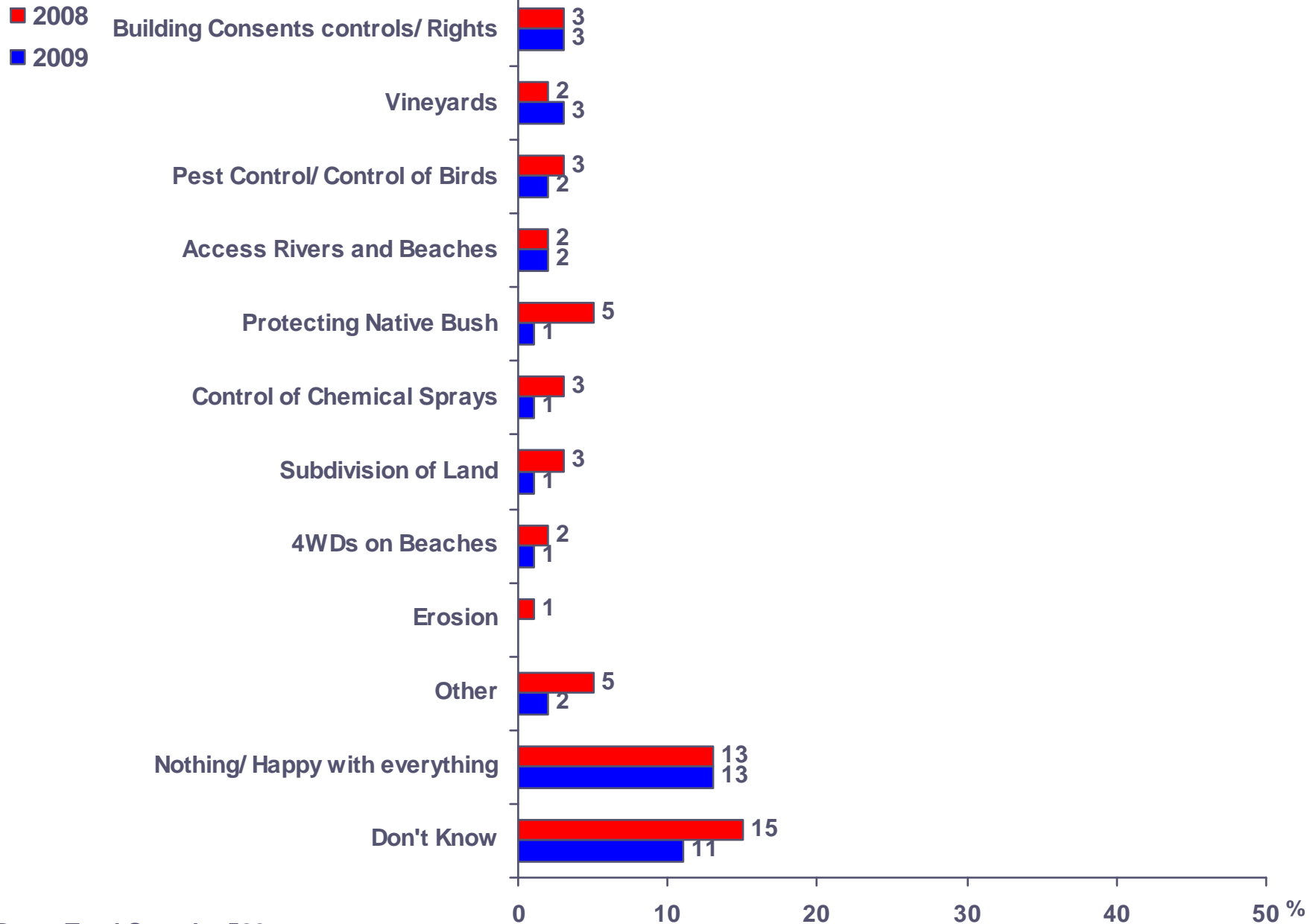
Base: Total Sample: 500 per survey



Issues to be Investigated Further or Managed Better



Issues to be Investigated Further or Managed Better (continued)



Base: Total Sample: 500 per survey



