

Results snapshot

How we are doing

The annual Residents' Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction is at 49 per cent in 2020–2021 – almost the same as last year's 50 per cent.

The Residents Survey programme involves two pieces of research – the Point of Contact Surveys+, which were carried out throughout the year with 5,363 Council customers, and the General Satisfaction Survey*, which was carried out in January and February 2021 and used an online panel with a representative sample of Christchurch residents. The survey results are used to inform Council decisions.

This year the results show there is still dissatisfaction with services such as road and footpath condition.

As in previous years, the highest performing services were libraries, education programmes and the Botanic Gardens and Mona Vale.

Read the full Residents' Survey Programme 2020–2021 results:

ccc.govt.nz

+Point of Contact Surveys – percentages are based on individual sample/ respondent sizes, which vary for each survey.

*General Satisfaction Survey – 770 people surveyed in January-February 2021.

What people say we do well

General Satisfaction Survey+

Reliability of water supply

"I recently had an issue with water, and it was dealt with quickly and efficiently."



Inner city parks

"I like that the council is trying to be clean/green and our central city parks look great."



Kerbside collection

"We have had an excellent service all year that has always been on time and I fully support the initiative of checking people's yellow bins."



Point of Contact Satisfaction Survey*

Education Programmes

"Clear instructions, hands on experience, and interesting activities that had everyone involved."



Libraries

"Lots of variety in working spaces and seating, usually quiet, kind and attentive staff and accessible (stairs and elevator)."



Botanic Gardens, Mona Vale and Hagley Park

"Gardens are well maintained and beautiful, a very tranquil and peaceful place to be."



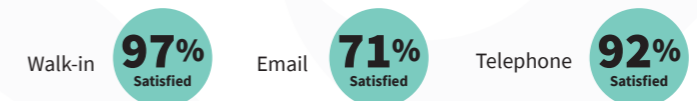
External communications

"Informative, good they share what is happening with the public."



Customer service

"Friendly, efficient, open, and very well informed making my experience an enjoyable one."



Where people think we could improve

General Satisfaction Survey+

Condition of footpaths

Improve the condition of the city's footpaths. "Footpaths around where I live are overall in poor condition with weeds and rubble, even in the centre city."



Walking-friendly city

Improve the perception that Christchurch is a walking friendly city. (74% down from 83%). "There are many overgrowths making walking along the pavements difficult, easy to spot but only sorted if someone reports them."



Condition of roads

Improve the condition of the road network across the city. "Poor road conditions would dominate my reason for complaints."



Point of Contact Satisfaction Survey*

Community parks

Users want more regular maintenance and better upkeep of these parks



Public has influence on Council decision making

(surveying people who have been involved in the governance process)



The public understands how the Council makes decisions

(surveying people who have been involved in the governance process)



What people say they are unsatisfied with

Public has influence on decisions (residents in general)

"The final decision on any matter should be dependent on the will of the people affected, not members of the Bureaucracy administering legislative authority."



Large or some influence



Small influence



No influence



Residents participation/contribution



Understanding how Council makes decisions

Management and maintenance of public artworks and heritage buildings

"Many heritage features are not looked after."



heritage buildings only



Stormwater drainage

"When it rains, the storm water floods the place instead of going to the drains."



Water supply

"The water supply needs to be sorted so that it no longer requires chlorination."



Responsiveness

Quality

