Marlborough District Council

2018 | Annual Resident Satisfaction Survey

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2018

SIL Research prides itself on providing timely, cost-effective and relevant research targeted on the specific needs of Councils, making a real difference in local communities.

This research measures residents' needs and satisfaction with Marlborough District Councils (MDC) services and performance.

Two concurrent surveys of n=400 residents were undertaken during June-July 2018.

A sample size of 2 x n=400 MDC residents aged 18 years or over in the Marlborough District Council area allows for a 95% confidence level +/- 4-5%.

Contents

About SIL

Established in 2000, SIL Research is a Napier based, full-service research company. We offer both quantitative and qualitative research throughout New Zealand.

Our primary focus is the delivery of intelligent business research to assist organisations in making informed strategic, tactical and day-to-day decisions.

SIL began working with Councils in the early 2000's and to date has undertaken an extensive range of research projects in this sector.

SIL Research is a member of the Research Association of New Zealand (RANZ). Research is undertaken to the highest possible standards and in accord with the principles detailed in the RANZ Code of Practice which is based on the ESOMAR Code of Conduct for Market Research.

Disclaimer

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The views presented in the report do not necessarily represent the views of SIL Research or the Marlborough District Council.

The information in this report is accurate to the best of the knowledge and belief of SIL Research.

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Benchmarking

SIL Research conducts a representative National survey (NZB) of Councils to establish a series of benchmarks across a range of Council services as well as a National Council Reputation survey.

This allows for comparisons of individual Councils' survey results against a National average with further comparisons possible by Council size, region and territorial authority.

Note: New Zealand Councils have varying systems of performance measurement. The benchmarks in this report are calibrated for MDC scales to account for these differences.

National Benchmarking results are reported at 95% confidence level +/- 4-5%. Error margins increase across smaller sub-groupings.

Excludes Auckland, Wellington, Christchurch and Dunedin

Benchmark Satisfaction at a glance

Public Libraries	Drinking water	Car parking
MDC 2018: 81% / 7.3	MDC 2018: 89% / 8.2	MDC 2018: 66% / 6.1
MDC 2017: 79% / 7.8	MDC 2017: 86% / 8.3	MDC 2017: 66% / 6.8
NZB 2018: 81% / 7.4	NZB 2018: 64% / 6.2	NZB 2018: 52% / 5.6

Stormwater drainage	Animal control	Sports fields
MDC 2018: 73% / 6.7	MDC 2018: 77% / 7.0	MDC 2018: 91% / 7.8
MDC 2017: 79% / 7.5	MDC 2017: 79% / 7.4	MDC 2017: 89% / 8.2
NZB 2018: 51% / 5.5	NZB 2018: 60% / 6.3	NZB 2018: 71% / 6.8

Park and reserves	Waste management	Swimming pools
MDC 2018: 86% / 7.6	MDC 2018: 81% / 7.3	MDC 2018: 90% / 7.9
MDC 2017: 87% / 8.1	MDC 2017: 77% / 7.5	MDC 2017: 89% / 8.3
NZB 2018: 75% / 7.0	NZB 2018: 57% / 5.8	NZB 2018: 66% / 6.5

Resource consent management	Building consent	Public toilets
MDC 2018: 61% / 5.9	MDC 2018: 63% / 6.2	MDC 2018: 74% / 6.7
MDC 2017: 54% / 6.3	MDC 2017: 60% / 6.5	MDC 2017: 76% / 7.3
NZB 2018: 43% / 5.3	NZB 2018: 45% / 5.4	NZB 2018: 58% / 6.0

Walkways and Cycleways	Roads	Footpaths
MDC 2018: 87% / 7.4	MDC 2018: 64% / 6.0	MDC 2018: 73% / 6.6
MDC 2017: 82% / 7.7	MDC 2017: 56% / 6.4	MDC 2017: 68% / 6.8
NZB 2018: 60% (cycleways) / 6.1	NZB 2018: 40% / 5.0	NZB 2018: 58% / 5.7

Street lights	Sewerage	Resource Recovery Centre
MDC 2018: 81% / 7.2	MDC 2018: 90% / 7.9	MDC 2018: 86% / 7.5
MDC 2017: 79% / 7.5	MDC 2017: 87% / 8.2	MDC 2017: 83% / 7.9
NZB 2018: 65% / 6.6	NZB 2018: 62% / 6.5	NZB 2018: 55% / 6.1

Cemeteries	Council communications	Overall satisfaction
MDC 2018: 91% / 7.8	MDC 2018: 75% / 6.7	MDC 2018: 78% / 6.7
MDC 2017: 89% / 8.1	MDC 2017: N/A	MDC 2017: 84% / 7.6
NZB 2018: 72% / 6.9	NZB 2018: 53% / 5.6	NZB 2018: 55% / 5.7

Methodology

Questionnaire design

SIL Research together with Marlborough District Council (MDC) developed an updated 2018 Resident Survey questionnaire. Initial drafting of the survey was based on research previously carried out by MDC. The questionnaire went through several iterations before a final version was tested and agreed to for use.

Data collection

Research was conducted between 1 June-27 July 2018. SIL Research used a mixed methods approach (telephone, online, digital) to collect surveys across Marlborough District ratepayers.

Data analysis

Data was weighted to reflect area, gender and age group proportions as per Statistics New Zealand's 2013 Census.

A sample size of 2 x n=400 residents aged 18 years and over in the Marlborough District Council area allows for a 95% confidence level +/- 4-5%.

Priority assessment analysis

To identify which aspects of Council services influence on the overall outcomes, such as residents' satisfaction, a key driver analysis was used.

A key driver analysis investigates the relationships between potential drivers (Council services) and residents' perceptions such as overall satisfaction. Statistical modelling was applied to quantify the relationships between multiple deliverables; only statistically significant results are presented.

Data comparisons

Where applicable, the 2018 results were compared to previous years' data. This comparative data is indicative only; methods by which the data was collected may differ across years.

Additional notes

Data collection in 2018 included online/ digital data collection to allow for greater resident participation.

Rating scales were updated from the historical 1-9 scale to a 1-10 scale so that resident ratings could be reported without the need for statistical recalibration.

Overall satisfaction percentages presented in this report are aggregated 6-10 responses on a 1-10 scale. Satisfaction percentages will differ from mean scores (average ratings). Satisfaction percentages are calculated on positive ratings only, whereas mean scores provide an average of all ratings provided across the whole scale.

New Zealand Benchmark Surveys

In 2018, SIL Research conducted a National Council Services Benchmark survey to provide councils such as MDC the ability to benchmark their local results against a New Zealand Average.

n=400 New Zealand residents aged 18 years and older were included in the research. Sample sizes were calculated based on population distribution figures by local government authority; demographics were weighted.

The benchmarking survey excludes major cities (Auckland, Wellington, Christchurch and Dunedin), therefore 100% of the measures are relevant to the majority of New Zealand's local government organisations.

Comparisons between MDC findings and the Council Services Benchmark survey are provided where available.

Environmental factors

When reading this report, it is important to note that factors such as the timing of unusual or one-off events often affect the ratings that residents give, particularly if they occur close to the time when the survey data is being gathered. The issues that may have influenced perception of MDC performance are as follows:

1. Long Term Plan (LTP) 2018-28: higher public awareness of Council services, funding decisions and expected rates increases due to publicity and media coverage, particularly during the LTP adoption process from March-June 2018.

2. Environmental policy and monitoring: Marlborough Environment Plan hearings took place from November 2017 and are ongoing which heightened awareness of RMA issues in the community.

3. Wet winter in 2018 and localised flooding events in June/July 2018 during time of the survey may have impacted on perceptions of flood protection and control, urban stormwater and roading activities.

4. Biosecurity:

> a) activity undertook targeted communications to address awareness issues highlighted in previous surveys.

> b) Regional Pest Management Strategy review is underway and will have raised public awareness of this activity.

5. Earthquake recovery: impact on services provided to East Coast residents, also the elevation of the Taylor River bed in Blenheim exacerbated flooding susceptibility in places.

6. National level issues:

> a) the ongoing inquiry into the Havelock North drinking water contamination may have influenced perception of the water supply activity.

> b) 2017 general election raised the profile of a number of issues nationally. For example, the shortage of housing in New Zealand may have influenced the perception of the community housing activity.

Some Council services (eg. water supply, sewerage) are only provided in some parts of the district. All survey participants were asked to comment on all Council activities, irrespective of whether they receive the services or not as this helps to maintain the statistical reliability of the survey. Analysis of previous surveys indicate that including residents from non-service areas does not have a material impact on the overall activity scores.

Key messages

Council services

78%
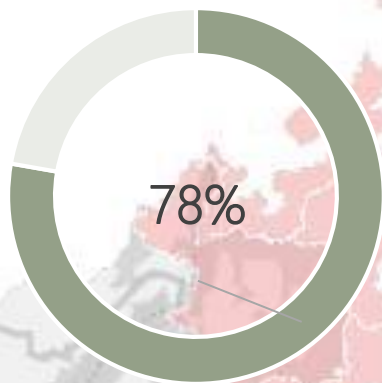
Satisfied with the services that Council provides

75%
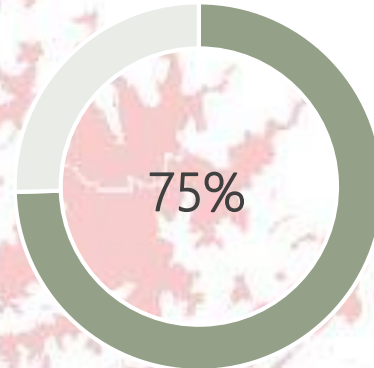
Satisfied with the communications Council provides

Top rated services in 2018

8.2 out of 10

Drinking water

7.9 out of 10

Sewerage

7.5 out of 10

Community facilities (total)

7.4 out of 10

Harbours

7.4 out of 10

Civil Defence emergency management

7.4 out of 10

Solid waste management (total)

Main findings

Overall performance

Overall performance of Marlborough District Council in the last 12 months.
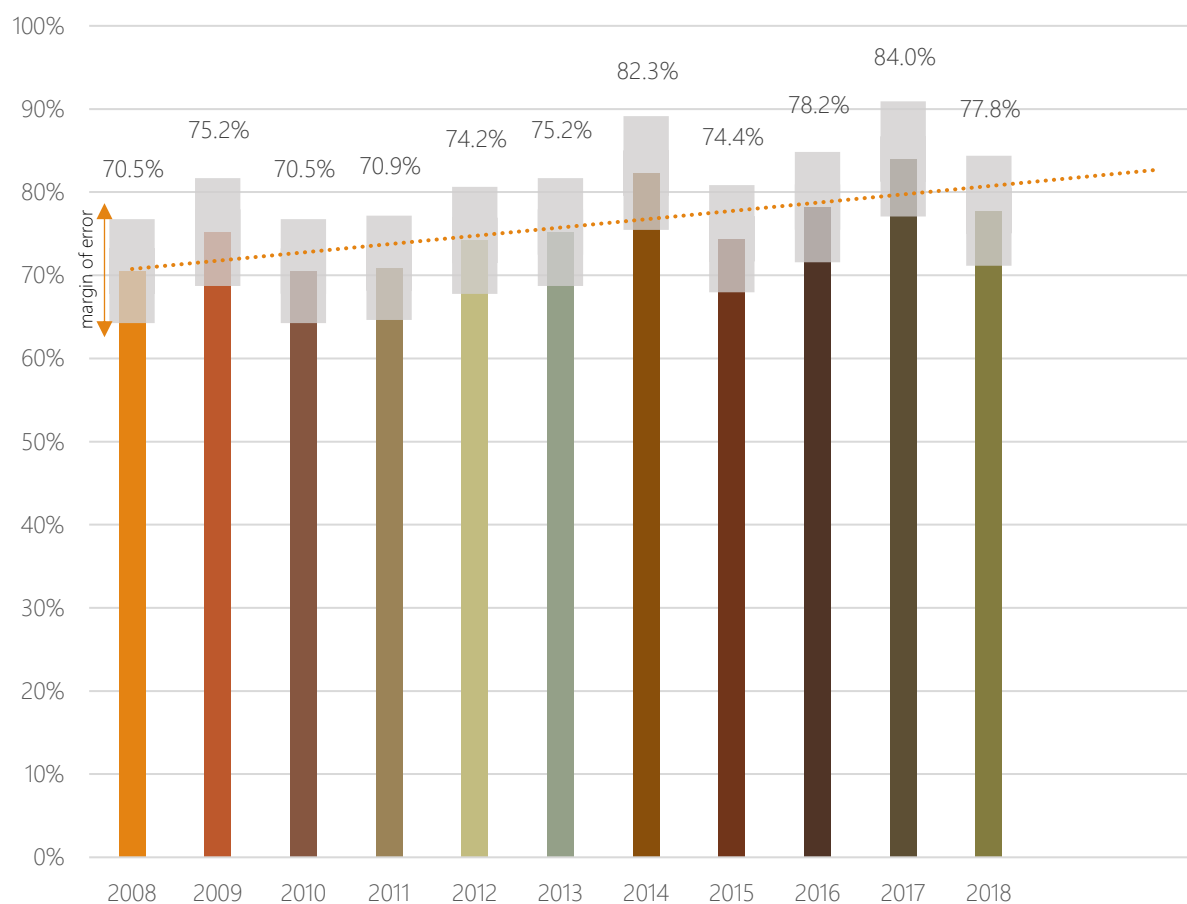
- In 2018, the satisfaction level with MDC's overall performance was slightly down compared to 2017 results; around 8-in-10 residents were satisfied with the Council's performance in 2018 (77.8%). [1]

- The three top rated services in 2018 were:
  - *Drinking water* (8.2 out of 10),
  - *Sewerage* (7.9 out of 10), and
  - *Community facilities* (7.5 out of 10).
- The three lowest rated services in 2018 (similar to 2017 results) were:
  - *Democratic process* (5.6 out of 10),
  - *Environmental policy and monitoring* (6.1 out of 10), and
  - *Biosecurity* (6.2 out of 10).

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[1] Total 2018 responses n=724. 'Don't know' answers removed from the analysis. 2008-2009 percentages were drawn based on means; the original data is not available. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings.

Overall ratings of service sections

Service section	Rating
Drinking water	8.2
Sewerage	7.9
Community facilities total	7.5
Harbours	7.4
Civil Defence Emergency management	7.4
Solid waste management total	7.4
Library services total	7.3
Marlborough Research Centre	7.2
Animal control total	7.0
Tourism	6.9
Flood protection and control	6.8
Culture and heritage	6.8
Urban storm water drainage	6.7
Consents and compliance total	6.5
Roads and footpaths total	6.5
Regional development total	6.3
Community housing	6.3
Community support total	6.3
Biosecurity total	6.2
Environmental policy and monitoring total	6.1
Democratic process	5.6

Priority assessment

Key Driver Analysis

Performance (vertical axis)

NON-CRITICAL QUADRANT
On target
— Harbours

STRATEGIC QUADRANT
Keep up the good work

Roads total

Community support

Consents and compliance

Regional development

Environmental policy and monitoring

LOWER PRIORITY QUADRANT
Limited resources should be spent

HIGH PRIORITY QUADRANT
Concentrate here

Democratic process

Level of impact (horizontal axis)

A series of statistical analyses were conducted to determine the relative role different Council services played in overall resident satisfaction. Each Council service contributes to overall resident satisfaction, however seven were statistically significant or meaningful. Amongst these services, the level of impact varied. Using this model, *Regional development* had the highest *level of impact* on overall satisfaction.

Combined with resident performance scores, the seven services can be allocated into four quadrants to help assess their relative priority; services with high levels of impact and lower performance scores represent the greatest improvement potential – HIGH PRIORITY QUADRANT.

Taking all services into account, improving perceptions across the following four areas presents the greatest opportunity to improve overall satisfaction with the Council:

- Regional development,
- Democratic process,
- Environmental policy and monitoring, and
- Community support.

Improving perceptions or performance in these areas may impact positively on residents' overall satisfaction.

Prioritisation preferences (2017)

In 2017, residents were asked to rate the priority of the services they had previously provided performance ratings for. The rankings for each aggregated service deliverable are presented below. 1-9 Likert scale ratings were proportionally recalibrated to a 1-10 scale.

Service	Rating
Drinking water supply	9.4
Sewerage	8.9
Roads and footpaths	8.7
Solid waste management	8.7
Biosecurity	8.6
Flood protection and control	8.6
Environmental policy	8.5
Urban storm water drainage	8.4
Harbours	8.2
Community facilities	8.2
Regional development	8.1
Democratic process	8.0
Community support	8.0
Consents and compliance	8.0
Library services	7.8
Community housing	7.8
Tourism	7.7
Animal control	7.6
Marlborough Research Centre	7.3
Culture and heritage	7.0

Perceptual mapping

Importance 2017 and Performance 2018 perceptual map[2]
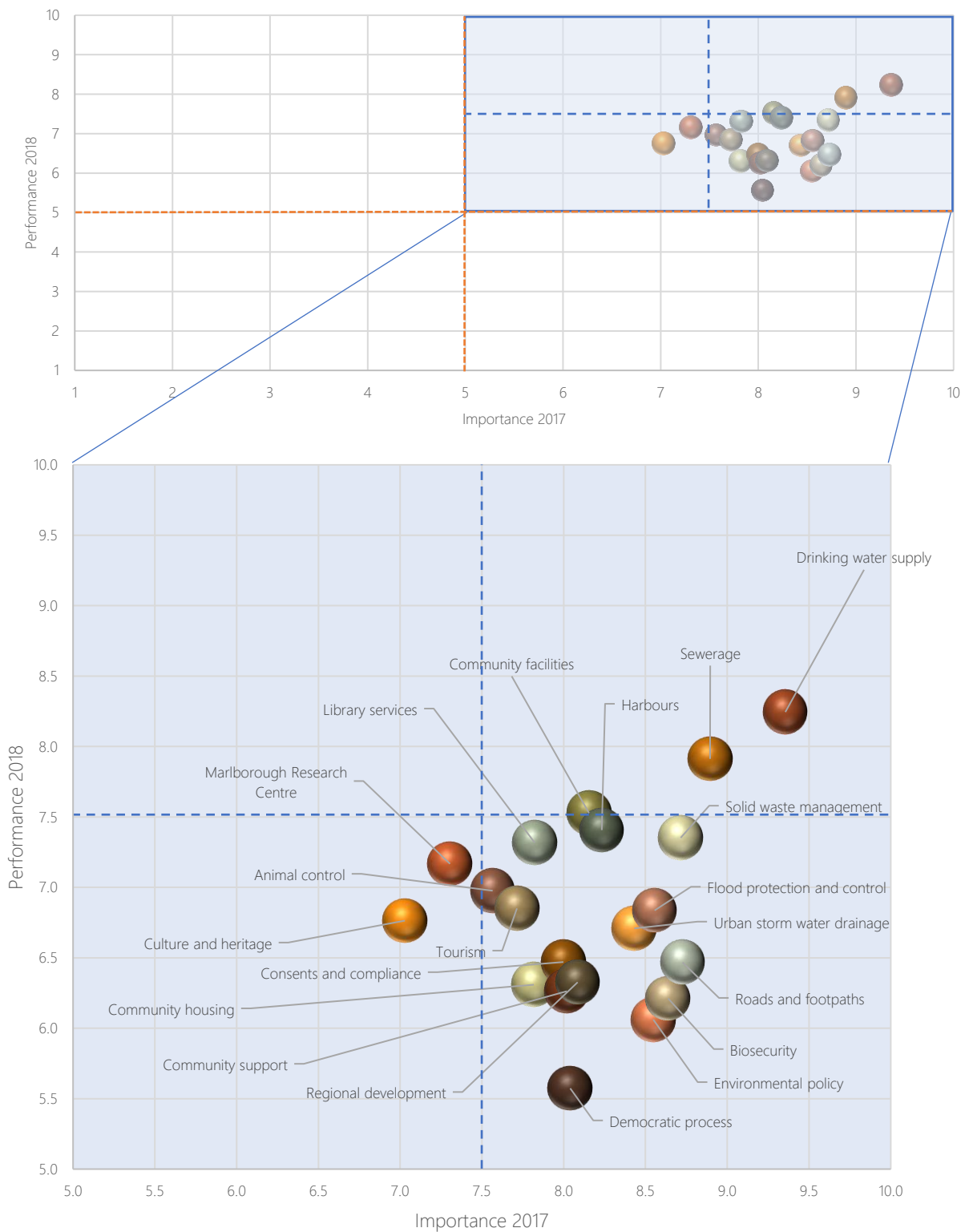
All services were rated as important by Marlborough residents, scoring 7.0 and above on a 1-10 rating scale. *Drinking water* continued to be the most important deliverable with the highest satisfaction rating in 2018.

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[2] Responses for Importance in 2017 and Performance in 2018 were collected using different scales.

Contact with the Council

Direct contact with the Council in the past 12 months.

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Direct contact	55.7%	60.0%	35.4%	58.8%	58.3%	58.2%	41.9%	42.3%	46.4%
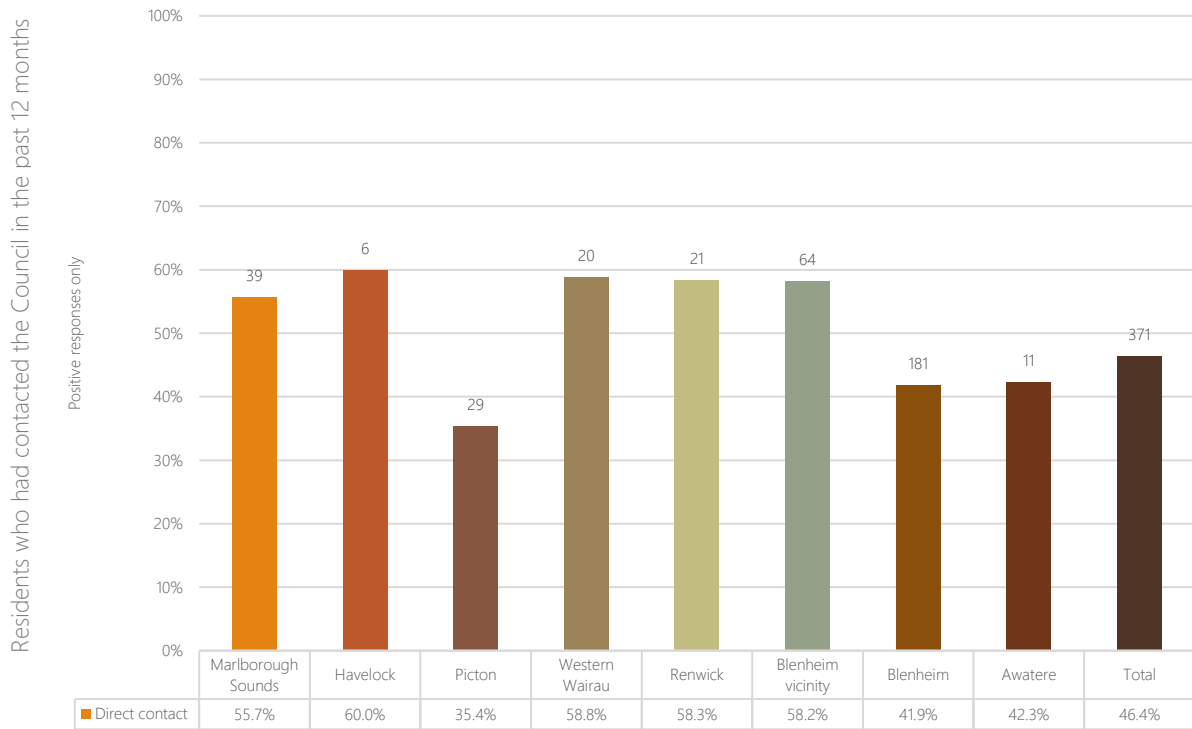
- Overall, just under half of residents (46.4%) said they had contacted the Council in the past 12 months (similar to 2017 results – 45%).
- The top three contact methods were '*At office*' (56.9%), '*Telephone*' (50.4%) and '*Email*' (34.1%).

- 79.5% of residents were satisfied with their direct contact with the Council. Contact via the Council website inspired higher satisfaction than other methods.
- On average, satisfaction with Council contact decreased in 2018. [3]

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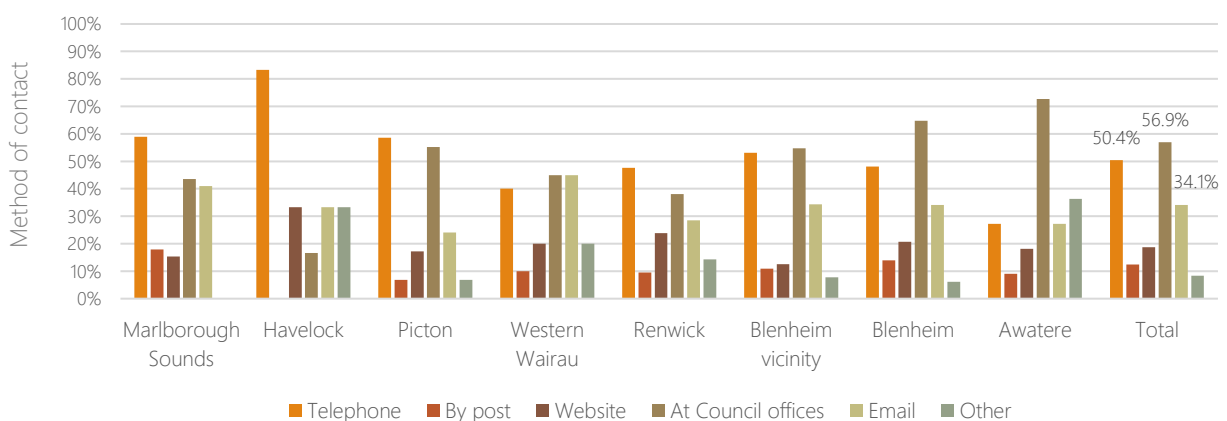
[3] Total 2018 responses n=736. 'Don't know' answers removed from the analysis. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area.

Council contact satisfaction averages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Count	39	6	29	20	21	64	180	11	370
Mean	6.7	6.5	7.6	6.7	7.9	7.2	7.5	7.0	7.3
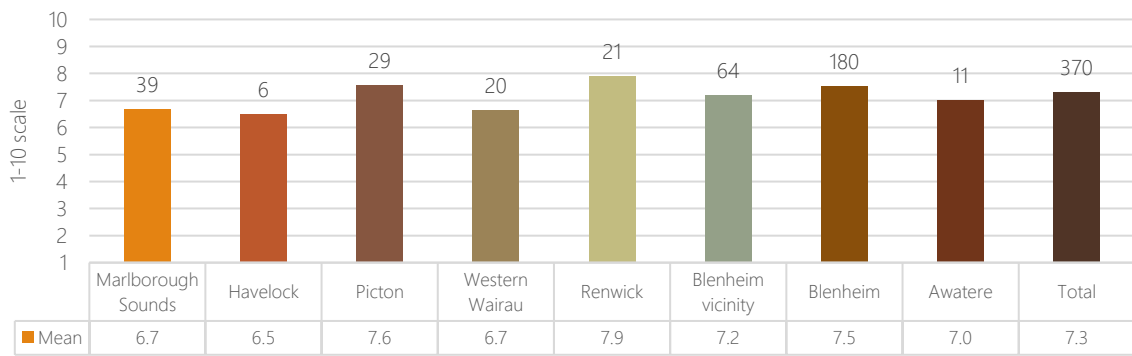
Council contact satisfaction averages by contact source

	Telephone	By post	Website	At Council offices	Email	Other	Total
Count	186	46	69	210	126	31	370
Contact by source	7.0	7.7	8.1	7.4	7.5	8.1	7.3
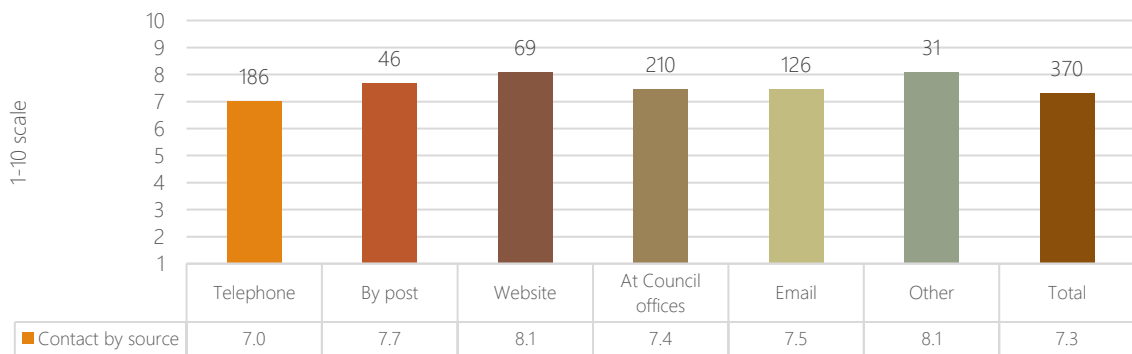
Council contact – trend analysis

Average score by year: 2009: 7.2, 2010: 7.3, 2011: 7.7, 2012: 7.9, 2013: 7.8, 2014: 7.8, 2015: 7.5, 2016: 7.7, 2017: 8.0, 2018: 7.3

Legend: Council service — Trendline

Council contact unprompted comments

	Positive	Count	Negative	Count
Council contact	Friendly service	36	Other	32
	Very helpful	31	No officer to take responsibility	4
	Good service	28	Too many people to get through	3
	Quick response/ no delay	23		
	Other	16		
	Informative	12		

Council contact satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Council contact	71.8%	83.3%	82.8%	70.0%	85.7%	79.7%	81.1%	72.7%	79.5%

Council communications

How well does Council communications perform? *New question in 2018*

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Have seen or heard	57.1%	80.0%	56.1%	73.5%	61.1%	72.7%	57.9%	73.1%	61.3%
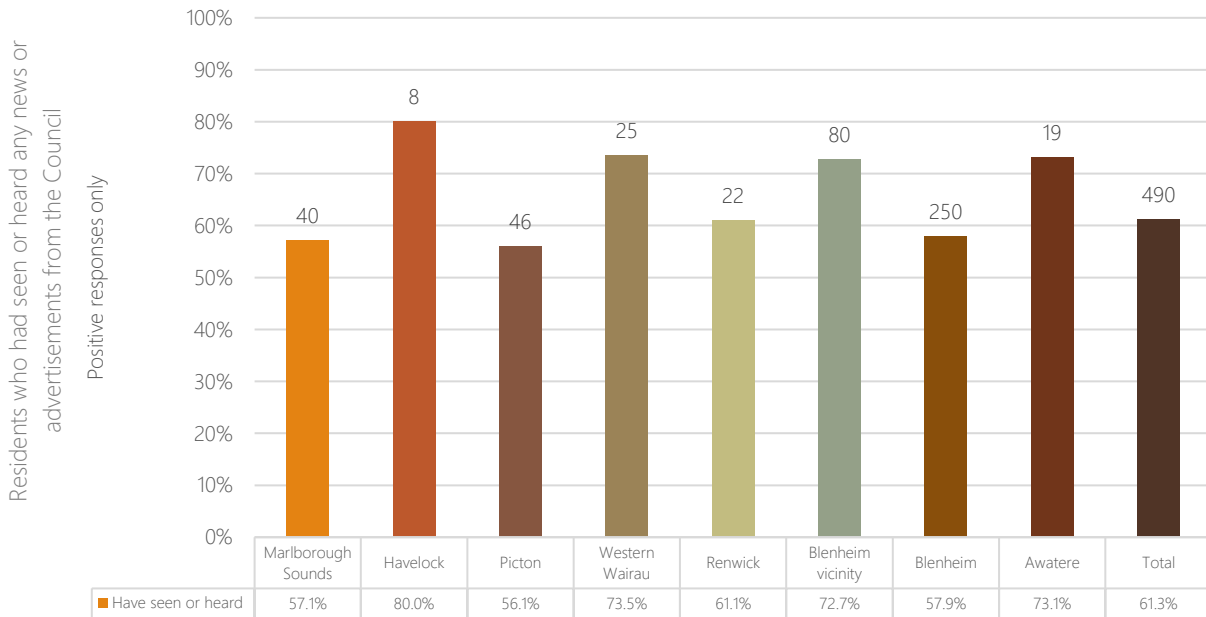
- In 2018, 61.3% of residents stated they had seen or heard news or advertisements from the Council.
- *'Newspaper/Free papers'*, at 64.1%, was the main source of information.

- 74.5% were satisfied with the way Council communicated with residents. [4]

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Communications	6.4	6.0	7.2	7.0	6.6	6.8	6.7	6.0	6.7

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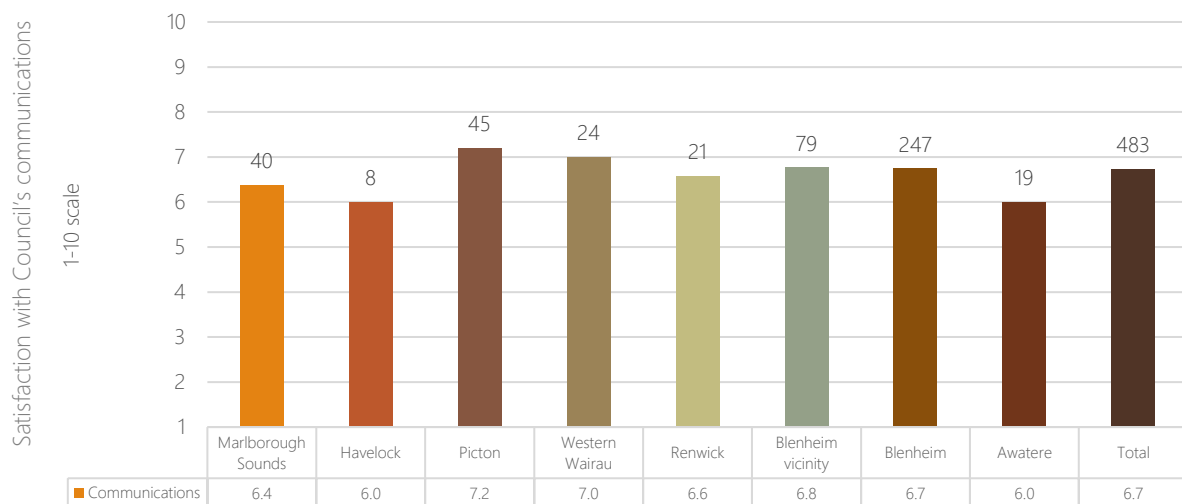
[4] Total 2018 responses n=739. 'Don't know' answers removed from the analysis. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. New question in 2018.

Council communications satisfaction percentages by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Council communications	75.0%	50.0%	81.8%	83.3%	71.4%	74.4%	74.7%	57.9%	74.5%

Council communications - source of information by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Newspaper, Free papers	70.0%	75.0%	54.3%	80.0%	68.2%	72.5%	60.0%	63.2%	64.1%
Facebook, other Social Media, Online	15.0%	12.5%	17.4%	12.0%	18.2%	10.0%	20.0%	0.0%	16.3%
No answer	7.5%	0.0%	13.0%	12.0%	4.5%	7.5%	13.2%	0.0%	10.6%
Mail, Newsletter, Letter, Pamphlets	10.0%	25.0%	10.9%	8.0%	13.6%	11.3%	8.4%	26.3%	10.4%
Radio	2.5%	12.5%	4.3%	4.0%	4.5%	7.5%	14.0%	5.3%	9.8%
Other	7.5%	0.0%	8.7%	0.0%	0.0%	7.5%	5.2%	5.3%	5.5%
Website	0.0%	12.5%	4.3%	16.0%	4.5%	0.0%	5.6%	0.0%	4.5%
Email	2.5%	0.0%	0.0%	0.0%	4.5%	0.0%	2.8%	10.5%	2.2%

Democratic process

How well does Council perform in providing Information on Council Business and Council meetings?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Council Business	5.1	6.2	6.7	6.8	6.3	6.3	5.6	5.3	5.9
■ Council meetings	5.0	4.0	6.5	5.7	5.3	5.6	5.1	4.3	5.3
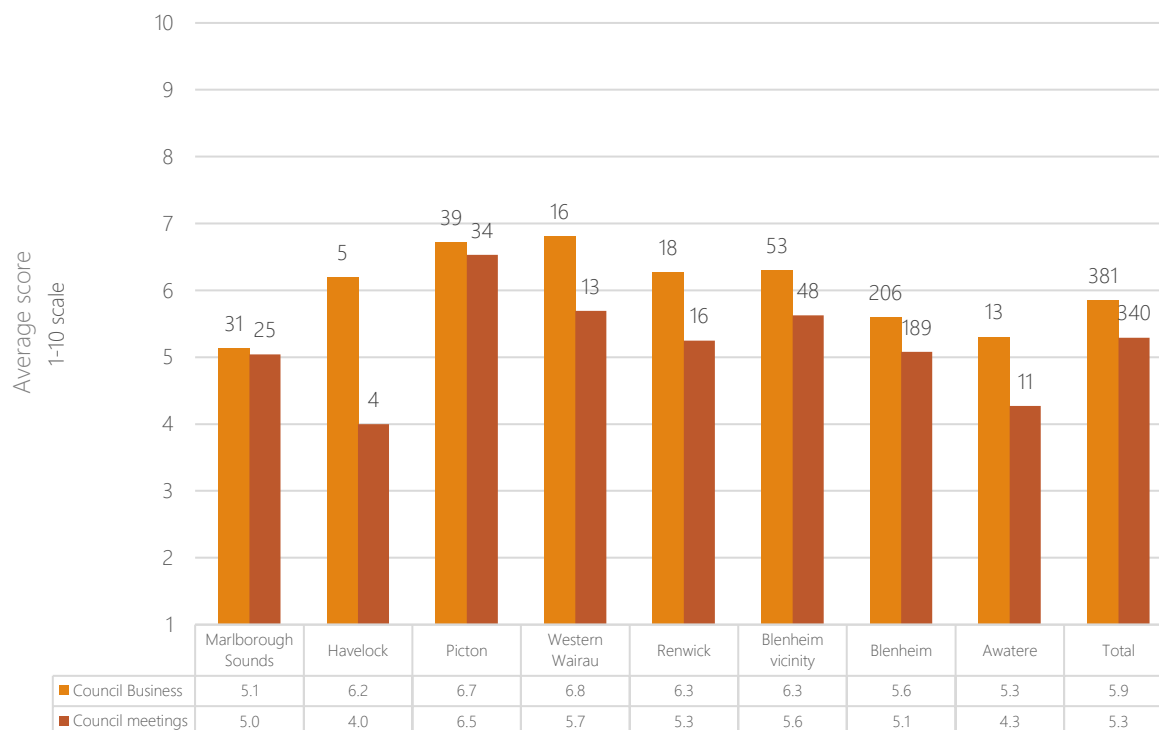
- The overall average score showed a moderate decline in positive ratings in 2018.
- Fewer residents were satisfied with *Information on Council meetings*; 44.4% of residents provided a positive rating (against 48.5% in 2017).

- Overall, 57.7% of residents were satisfied with *Information on Council Business* (against 62.6% in 2017).[5]

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[5] Total 2018 responses n=340-381. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area.

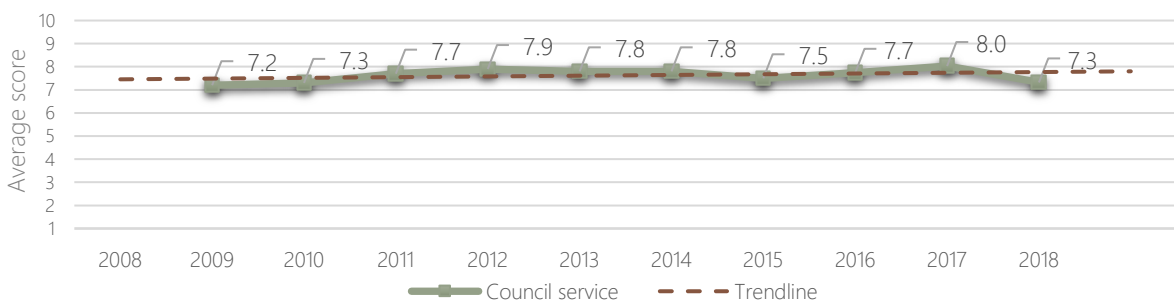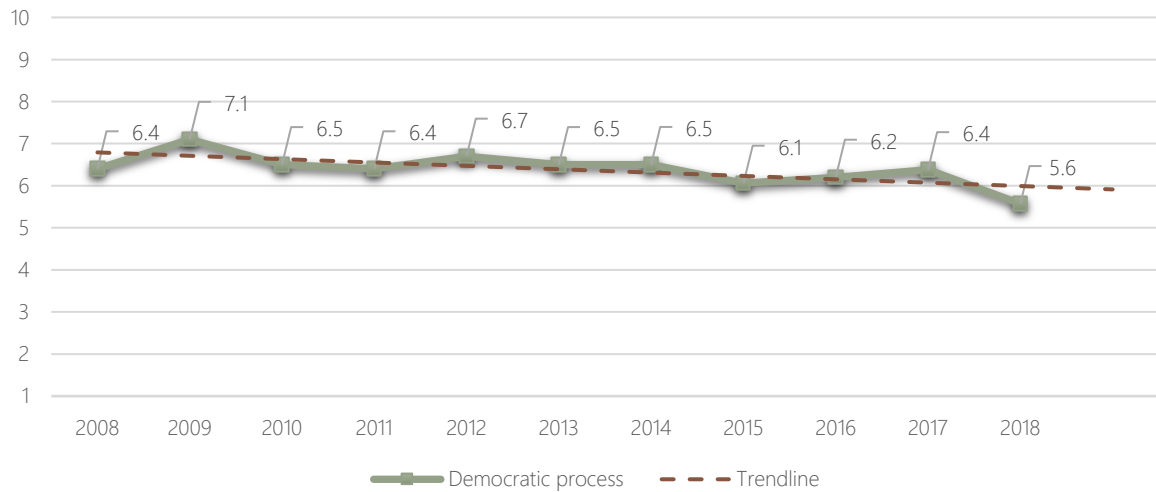| Democratic process satisfaction percentages by area									
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Information about Council Business	48.4%	60.0%	76.9%	75.0%	66.7%	64.2%	51.9%	53.8%	57.7%
Information on Council meetings	40.0%	0.0%	67.6%	53.8%	43.8%	50.0%	41.3%	18.2%	44.4%

Democratic process unprompted comments				
	Positive	Count	Negative	Count
Information about Council Business	Do a good job	8	Need to let locals know what's going on	29
	Information always available	7	Too much behind closed doors/ not enough information provided	23
	Advertise well in paper/media/leaflets in mailbox	5	Other	10
	Good communication	5		
	Other	5		
	Provide a good service	1		
Information on Council meetings	Good communication	7	Need to let locals know what's going on	28
	Advertise well	6	Public not aware of meetings	21
	People are made aware of	5	Other	13
	Do a good job	3	Too many closed-door meetings	7

Culture and Heritage

How well does Council perform in supporting Culture and Heritage?

Culture and Heritage	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
	6.5	5.5	7.5	7.0	6.7	7.0	6.6	7.3	6.8

- Overall, 74.5% of residents were satisfied with *Culture and Heritage* support in the region (up from 67.7% in 2017).

- In 2018, the average result was similar to previous years.[6]

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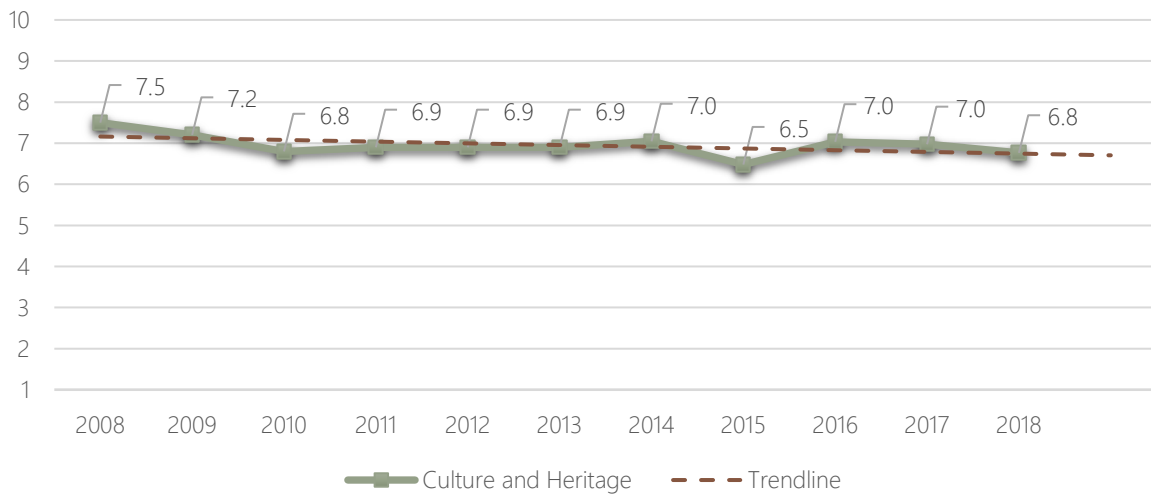
[6] Total 2018 responses n=318. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

Culture and Heritage satisfaction percentages by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Culture and Heritage	78.3%	25.0%	93.9%	76.9%	71.4%	84.8%	67.8%	90.9%	74.5%

Culture and Heritage unprompted comments				
	Positive	*Count*	*Negative*	*Count*
Culture and Heritage	Good support	7	Other	10
	Other	7	Don't think rates should be used for culture and heritage	7
	Excellent	3	Too much money spent on it	6
	Plenty of choice	3	Only some groups get helped out	4
	Well covered/ large variety	3	Council needs to improve support	2
	Provides good service	2	Council has cut funding	1

Community housing

How well does Council perform in providing Community housing?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Community housing	5.4	7.5	5.9	5.8	7.9	6.1	6.4	7.0	6.3

- In 2018, just over two-thirds of residents were satisfied with Council's provision of *Community housing* (67.2%).
- A new group of comments was identified in 2018, which highlighted the need for more houses.

- With some annual variations, satisfaction with *Community housing* was slightly down in 2018. [7]

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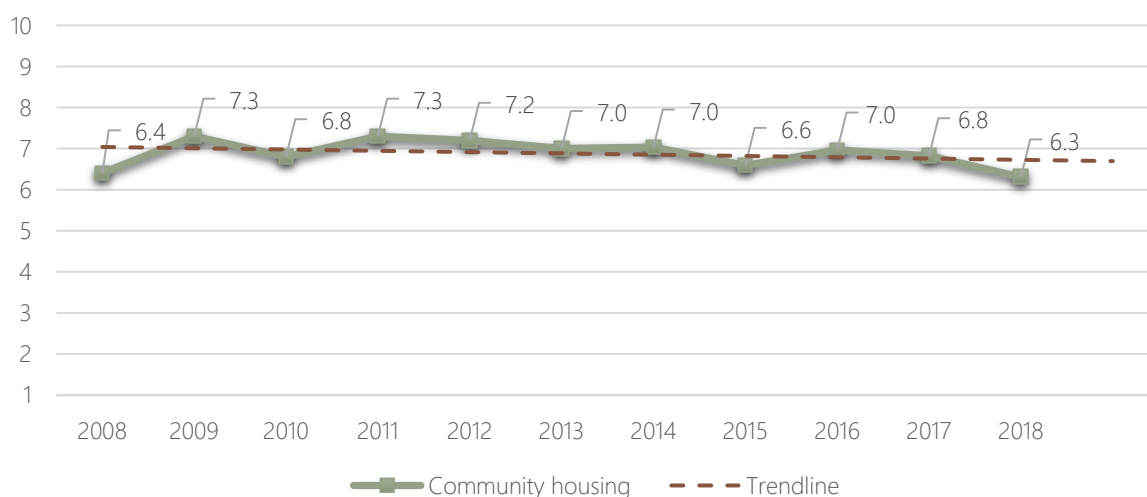
[7] Total 2018 responses n=262. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents pr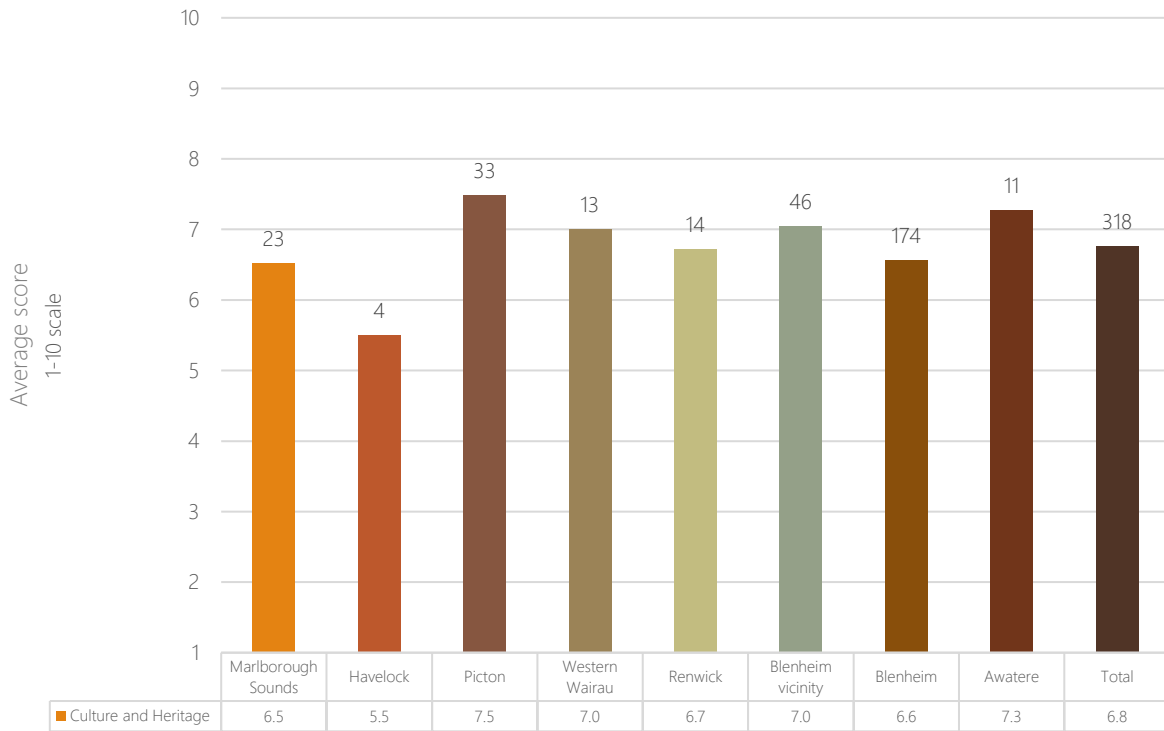oviding a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Community housing satisfaction percentages by area									
Community housing	50.0%	100.0%	58.3%	50.0%	100.0%	59.0%	69.4%	88.9%	67.2%

	Positive	Count	Negative	Count
Community housing unprompted comments				
Community housing	Well maintained/ good upkeep	8	Need more	11
	Other	7	Other	8
	Readily available to those that need them	2	Council need to improve maintenance	3

Community support

How well does Council perform in providing Community support services, the Blenheim bus service, Total mobility scheme and Funding for community events?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Community support services	5.9	6.5	6.8	6.9	6.9	7.0	6.2	7.1	6.4
■ Blenheim bus service	5.5	7.0	5.4	4.6	4.9	6.2	5.8	7.0	5.8
■ Total mobility scheme	5.2	5.0	6.8	7.0	6.4	6.5	6.0	7.0	6.2
■ Funding community events	6.4	6.3	6.8	7.5	6.5	6.8	6.6	6.9	6.7

- Overall, there has been a decline trend noted in relation to *Community support* services' average scores over time.
- The 2018 average result was moderately down compared to 2017, however the percentage of satisfied residents has remained similar.

- In 2018, fewer residents were satisfied with the *Blenheim bus service*; 59.6% of residents provided positive ratings.
- *Funding for community events* received the highest satisfaction score across all *Community support* services (75.4%).[8]

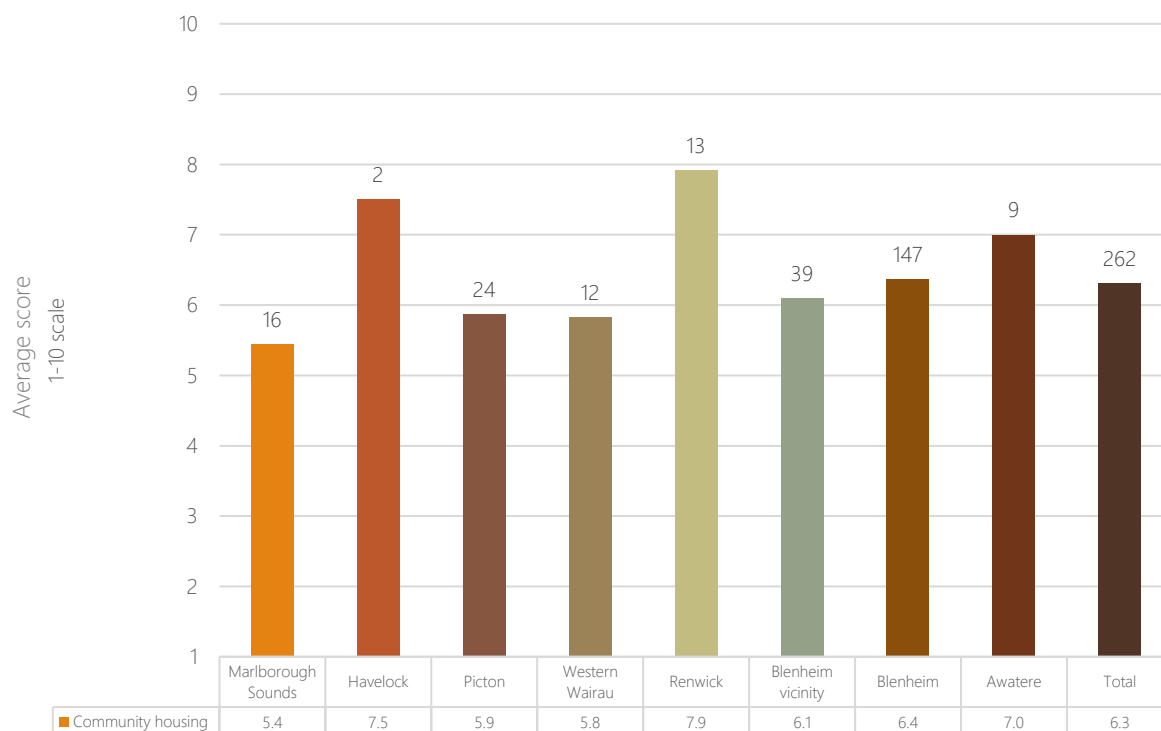Community support total — — — Trendline

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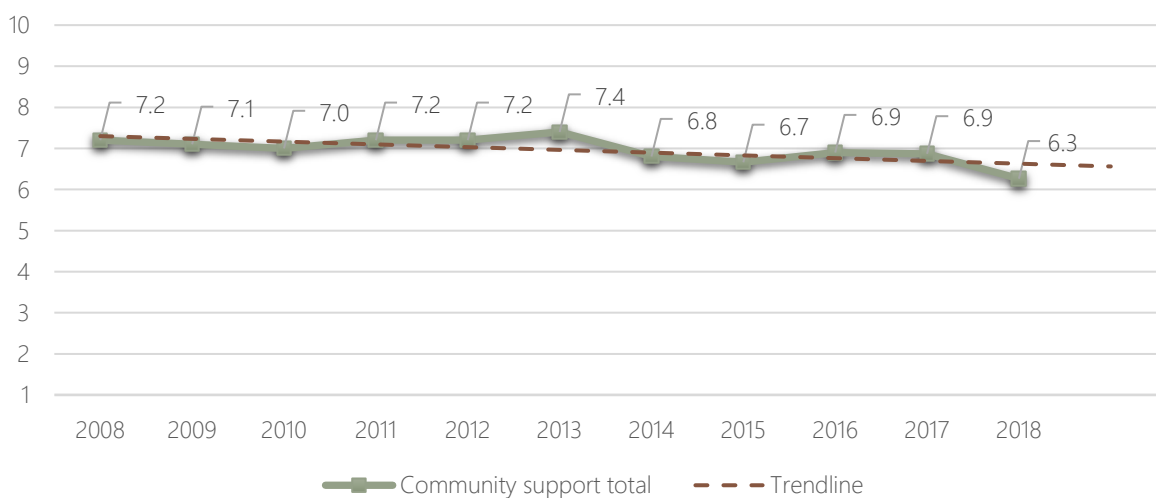
[8] Total 2018 responses n=158-284. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Community support satisfaction percentages by area									
Community support services	52.6%	100.0%	78.3%	100.0%	80.0%	86.4%	68.1%	77.8%	72.9%
Blenheim bus service	62.5%	100.0%	50.0%	28.6%	50.0%	67.9%	59.4%	100.0%	59.6%
Total mobility scheme	40.0%	0.0%	76.9%	80.0%	71.4%	66.7%	62.0%	100.0%	63.3%
Funding community events	57.1%	100.0%	91.3%	90.9%	75.0%	82.1%	71.9%	80.0%	75.4%

Community support unprompted comments

	Positive	Count	Negative	Count
Community support services	Good/ do the job well	4	More attention needed for youth activities	9
	Doing a good job with young people	3	Other	7
	Support people in trouble/ people to talk to if needed	2	Needs more funding	4
	Help always available	1	Room for improvement in funding allocations	3
	Lots of activities	1	Need more elderly	1
Blenheim bus service	Frequent services	6	Insufficient services	9
	Reliable	3	Other	8
	Other	3	Poor timetable	4
	Clean	2	Bad drivers	2
	Good drivers	2		
Total mobility scheme	Good that it's provided	7	Other	9
	Other	2	Shouldn't be paid for by ratepayers	2
	Friendly drivers	1		
Funding community events	Other	4	Other	6
	Good range of events	3	Cost is too high for outcome	3
	Well-promoted	3	Needs to reach all areas of district	2
	Do a great job/ events good	2		
	Well-advertised	1		

Library service

How well does Council perform in providing Public and Community libraries?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Public libraries	8.3	7.0	8.7	8.1	8.4	8.5	7.9	8.2	8.1
Community libraries	5.8	7.0	6.9	8.5	6.3	6.9	6.4	7.2	6.5
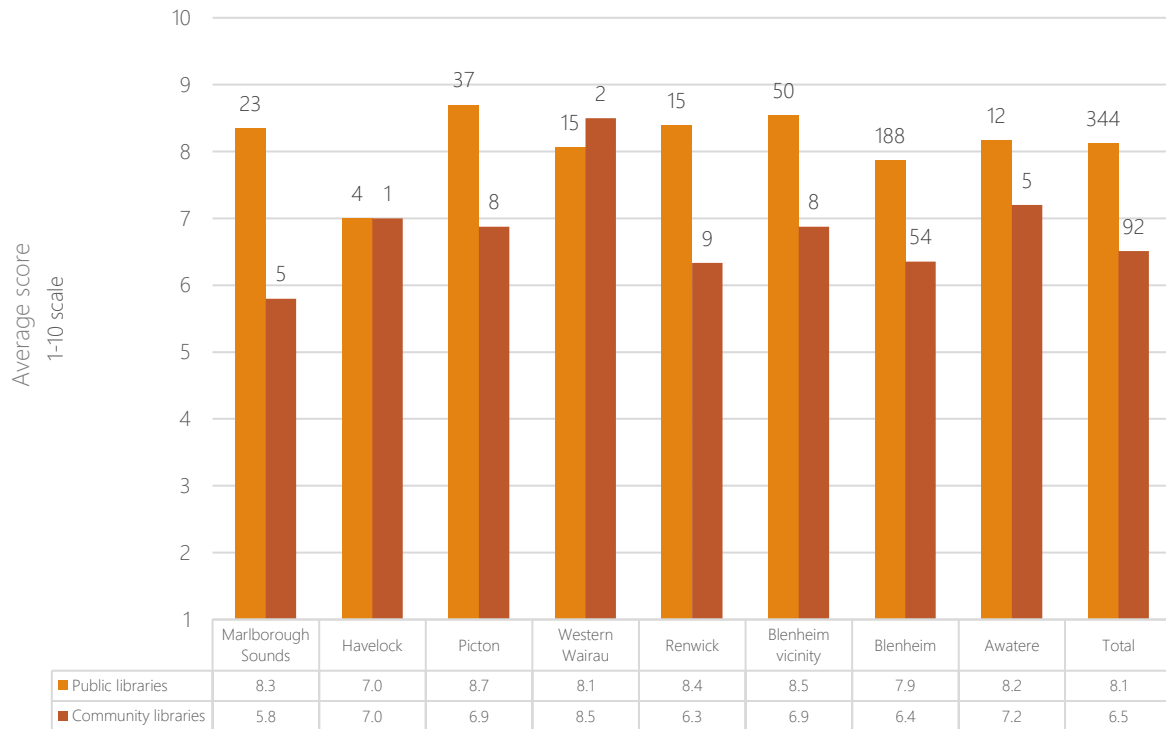
- 92.4% of residents were satisfied with *Public libraries* in Blenheim and Picton.
- Just over two thirds of residents were satisfied with *Community libraries* (69.6%).

- Although the percentage of positive responses for *Library services* has stayed the same, there has been a slight decline in average results over time, which continued in 2018. [9]
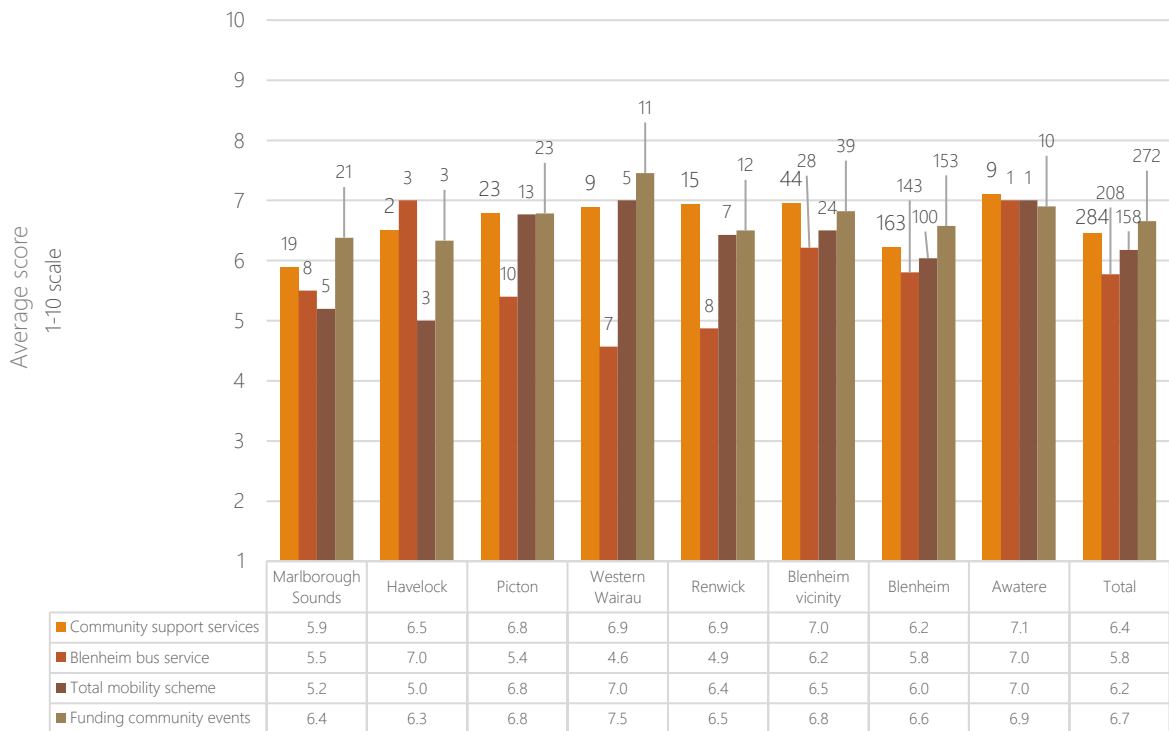

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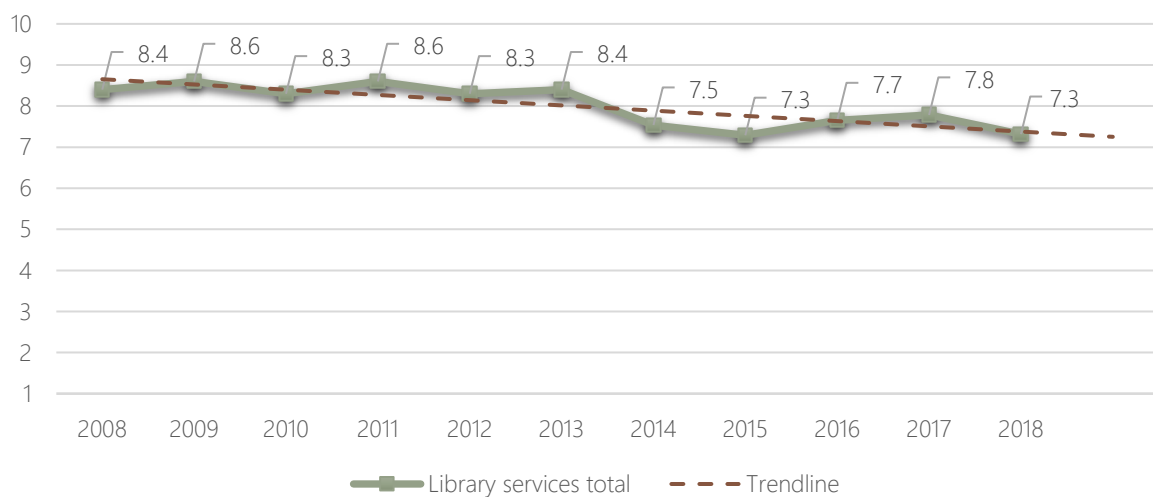
[9] Total 2018 responses n=92-344. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

NZB 2018 comparison – Library services

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
7.3	7.6	7.3	7.7	7.4	7.4	*between MDC and NZB 2018*
						-0.1
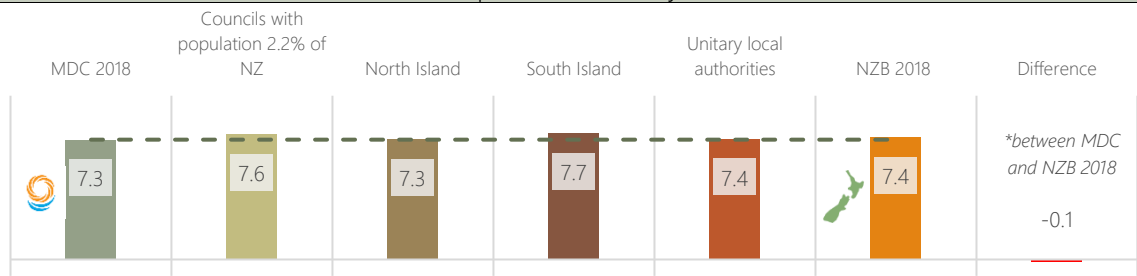
Library service satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Public libraries	95.7%	75.0%	100.0%	93.3%	100.0%	96.0%	88.8%	100.0%	92.4%
Community libraries	60.0%	100.0%	75.0%	100.0%	55.6%	75.0%	68.5%	80.0%	69.6%

Library service unprompted comments

	Positive	Count	Negative	Count
Public libraries	Good service/ staff helpful	52	Insufficient books	2
	Good range of services	51	Library needs an upgrade	2
	Good range of books	40		
	Good facilities/ PC's etc	36		
	Other	22		
	Accessible	13		
	Opening hours good	7		
	Clean	4		
Community libraries	Other	5	Other	5
	Good service/ staff helpful	4	Insufficient books	2
	Good range of services	2		
	Accessible	1		
	Good facilities/ PC's etc	1		
	Good range of books	1		

Emergency management

How well does Council perform in providing Civil Defence emergency management?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ CD Emergency management	7.5	6.6	7.3	6.9	8.6	6.8	7.5	7.5	7.4
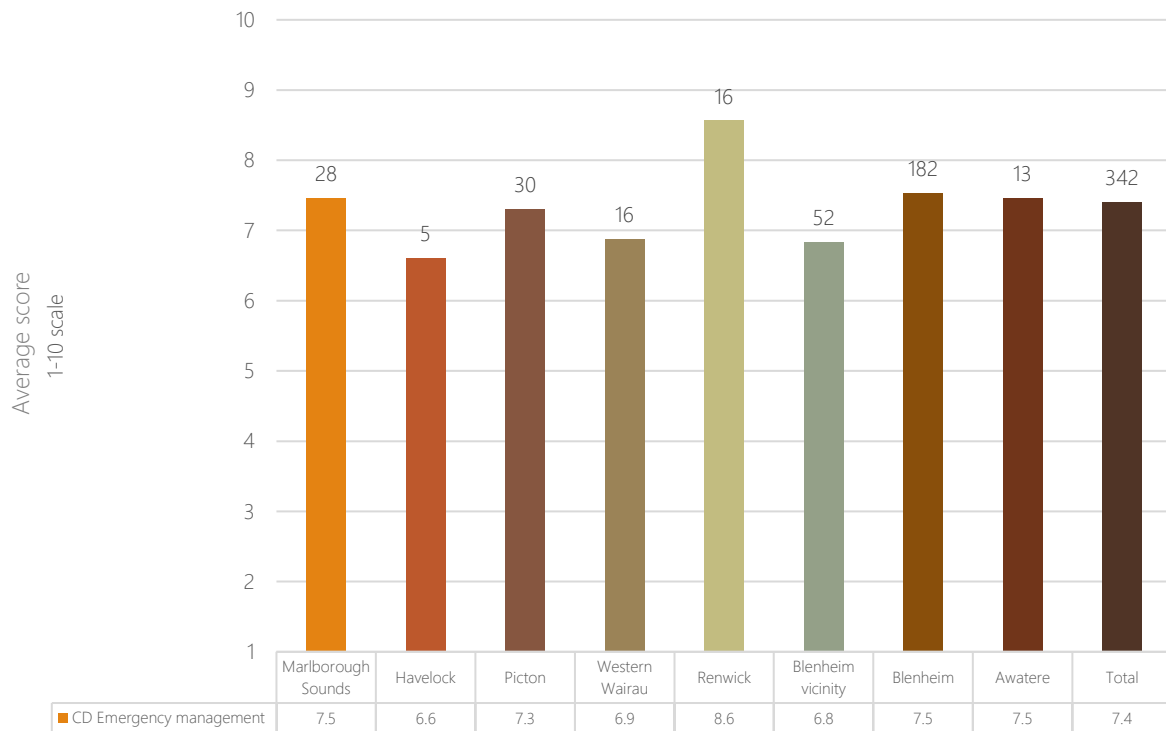
- Around 4-in-5 residents were satisfied with *Civil Defence Emergency management* in 2018 (82.5%).

- In 2018, the average score was moderately down compared to 2017. [10]

Civil Defence Emergency management – – – Trendline

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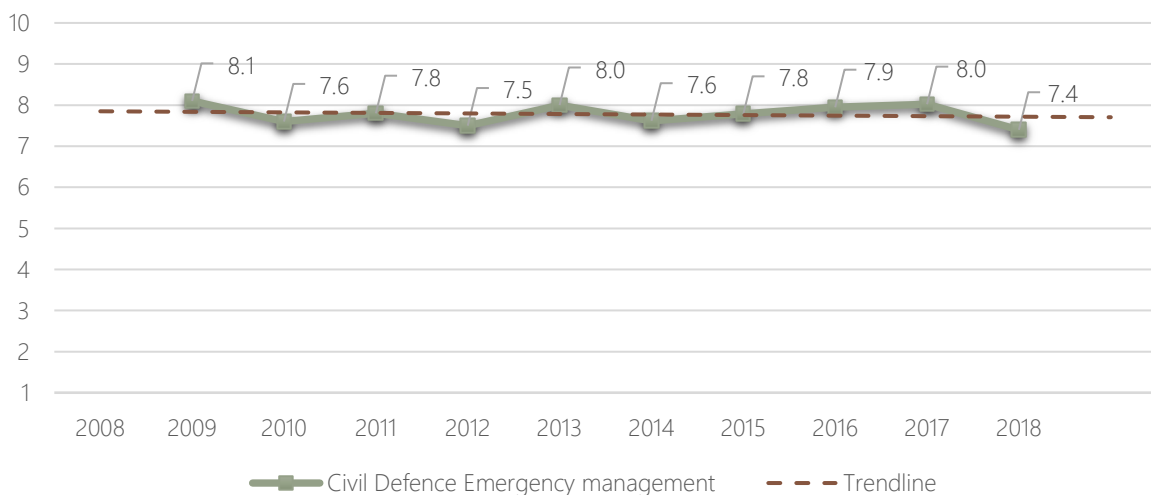
[10] Total 2018 responses n=342. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area.

Emergency services satisfaction percentages by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Civil Defence Emergency management	85.7%	80.0%	86.7%	75.0%	100.0%	73.1%	83.5%	76.9%	82.5%

Emergency services unprompted comments				
	Positive	*Count*	*Negative*	*Count*
Civil Defence Emergency management	Do a good job	20	Other	13
	On the ball	15	Have to rely on own resources	5
	Always people there when needed	11	No civil defence in some areas	3
	Very good service	9	Floods not dealt with quickly enough	2
	Other	9	Council should provide more	1
	Good planning for future situations	7		
	Good service	4		

Community facilities

How well does Council perform in providing Parks and reserves, Sports grounds, Tracks for walking and biking, Swimming pools, Public toilets, Cemeteries and War memorials?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Parks and reserves	6.5	8.2	7.6	7.0	8.4	7.5	7.7	7.4	7.6
Sports grounds	6.7	8.0	7.8	7.2	8.5	7.7	7.9	7.2	7.8
Paths, walkways	6.7	6.8	7.6	6.8	7.9	6.8	7.6	7.3	7.4
Swimming pools	7.8	7.5	7.2	7.9	8.1	7.4	8.0	7.7	7.9
Cemeteries	7.4	6.4	7.7	7.3	8.5	7.9	8.0	7.5	7.8
Public Toilets	6.4	6.6	7.0	7.4	7.2	6.6	6.6	7.2	6.7

- On average, residents were highly satisfied with *Community facilities*.
- The three top rated services were:
  - *Cemeteries and War memorials* (91.3%),
  - *Sports grounds* (90.6%),
  - *Swimming pools* (90.1%).
- In 2018, the overall average results were slightly down compared to previous years, however it was still on par from a trend perspective. [11]

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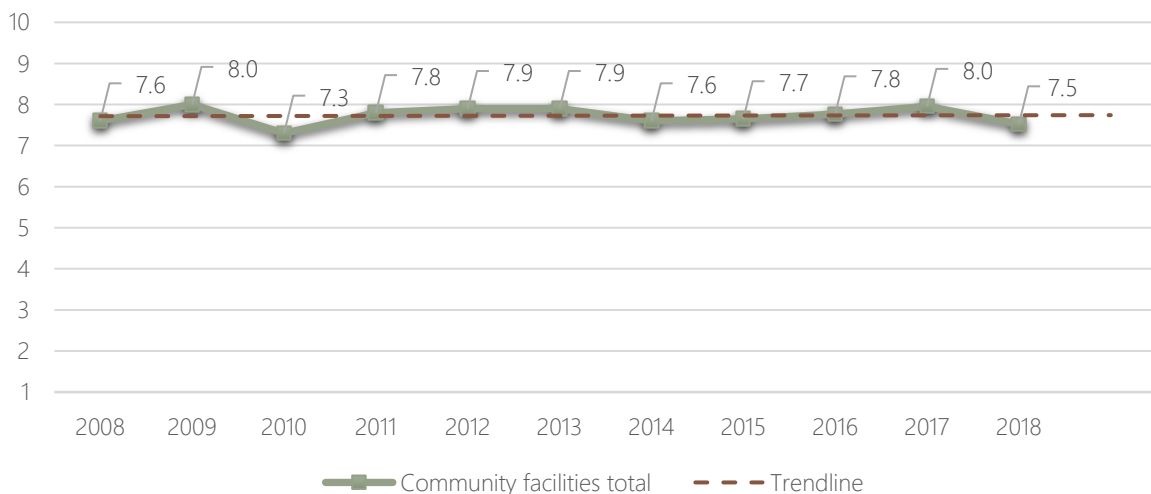
[11] Total 2018 responses n=272-376. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

NZB 2018 comparison – Parks and reserves

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.6	7.7	6.9	7.2	7.3	7.0	*between MDC and NZB 2018* **0.6**

NZB 2018 comparison – Sports grounds

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.8	7.2	6.7	7.0	7.1	6.8	*between MDC and NZB 2018* **1.0**

NZB 2018 comparison – Cycleways

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.4	6.5	6.1	6.3	6.3	6.1	*between MDC and NZB 2018* **1.3**

NZB 2018 comparison – Swimming pools

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.9	8.0	6.4	6.8	7.6	6.5	*between MDC and NZB 2018* **1.4**

NZB 2018 comparison – Cemeteries

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.8	7.4	6.7	7.2	7.3	6.9	*between MDC and NZB 2018* **0.9**

NZB 2018 comparison – Public toilets

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	6.7	6.6	6.0	5.9	6.5	6.0	*between MDC and NZB 2018* **0.7**

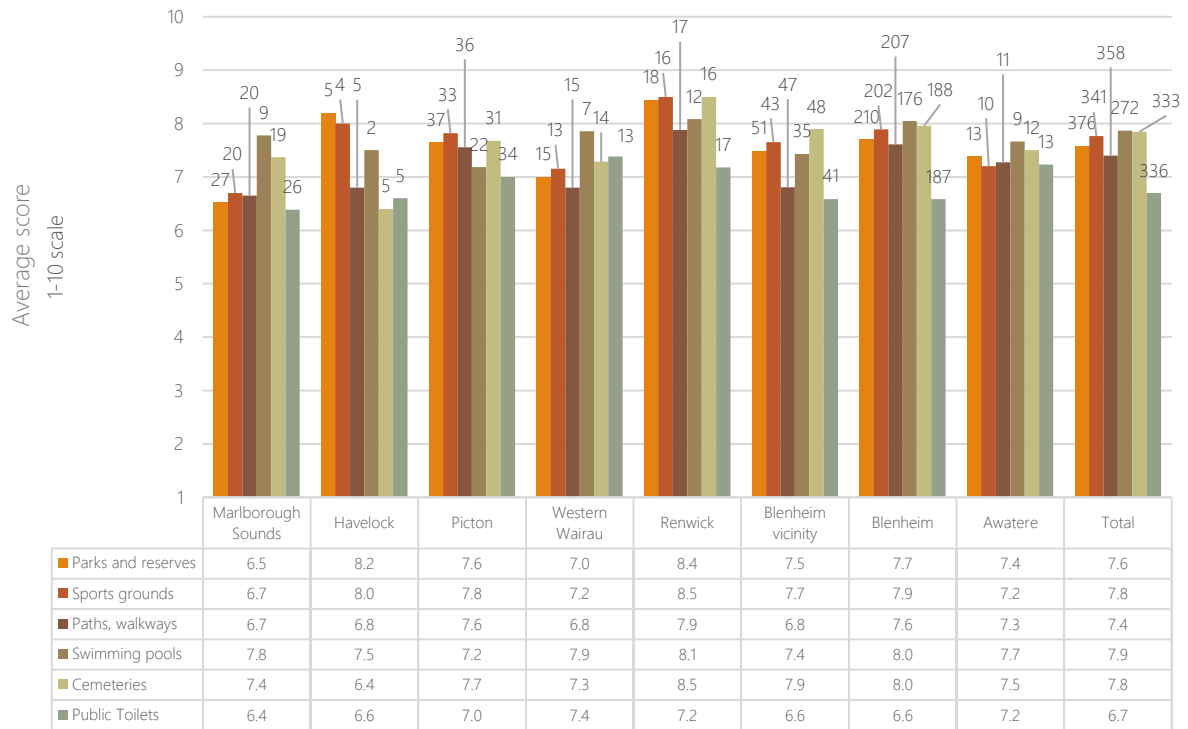## Community facilities satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Parks and reserves and open spaces	66.7%	100.0%	89.2%	80.0%	100.0%	84.3%	87.6%	92.3%	86.4%
Sports grounds	80.0%	100.0%	90.9%	76.9%	100.0%	93.0%	91.6%	80.0%	90.6%
Paths, walkways and tracks for walking and biking	70.0%	60.0%	91.7%	86.7%	100.0%	72.3%	91.3%	90.9%	87.4%
Swimming Pools	88.9%	100.0%	81.8%	85.7%	91.7%	85.7%	92.0%	88.9%	90.1%
Cemeteries and war memorials	84.2%	60.0%	87.1%	78.6%	100.0%	95.8%	92.6%	91.7%	91.3%
Public Toilets	73.1%	80.0%	85.3%	84.6%	76.5%	73.2%	69.5%	84.6%	73.5%

Community facilities unprompted comments

	Positive	Count	Negative	Count
Parks and reserves and open spaces	Well maintained/ in good condition	47	Poorly maintained	7
	Other	11	Other	4
	Layout is good	6	Litter in parks and reserves	2
	Clean	5	Insufficient playgrounds	1
Sports grounds	Well maintained/ in good condition	30	Facilities poorly maintained	4
	Clean	6	Other	3
	Other	5		
	Layout is good	4		
Paths, walkways and tracks for walking and biking	Well maintained	28	Other	9
	Good quality	17	Poorly maintained	4
	Other	6	More needed, not enough	2
Swimming Pools	Well maintained/ in good condition	19	Other	6
	Other	9	Issues: Need new/ upgraded pool	1
	Clean	5		
	Layout is good	5		
Cemeteries and war memorials	Well maintained/ in good condition	41	Other	2
	Other	8	Cemeteries poorly maintained	1
	Clean	7	Council uninvolved	1
	Layout is good	2		
Public Toilets	Well maintained/ clean	20	Other	8
	Other	2	Poor public toilet hygiene	7
			Maintenance issues	7
			Insufficient public toilets	2

Roads and footpaths

How well does Council perform in providing Sealed and Unsealed roads, Footpaths and Street lighting?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Sealed roads	5.2	6.4	6.5	6.2	6.8	6.7	6.5	5.2	6.4
Unsealed Roads	4.9	5.7	7.0	5.4	6.2	5.5	5.9	3.8	5.7
Footpaths	6.0	5.4	6.7	7.1	7.1	6.7	6.7	3.8	6.6
Street Lighting	6.6	6.3	7.3	6.2	7.9	7.0	7.3	6.6	7.2

- Although the 2018 average score was slightly down compared to 2017 results, the overall satisfaction with *Roads* in the Marlborough region has shown an improvement in the past eleven years.
- In 2018, more than half of residents were satisfied with *Unsealed roads* (57.6%).

- At the same time, more than two thirds of residents were satisfied with *Sealed roads* (69.9%).
- 73.2% of residents were satisfied with *Footpaths*.
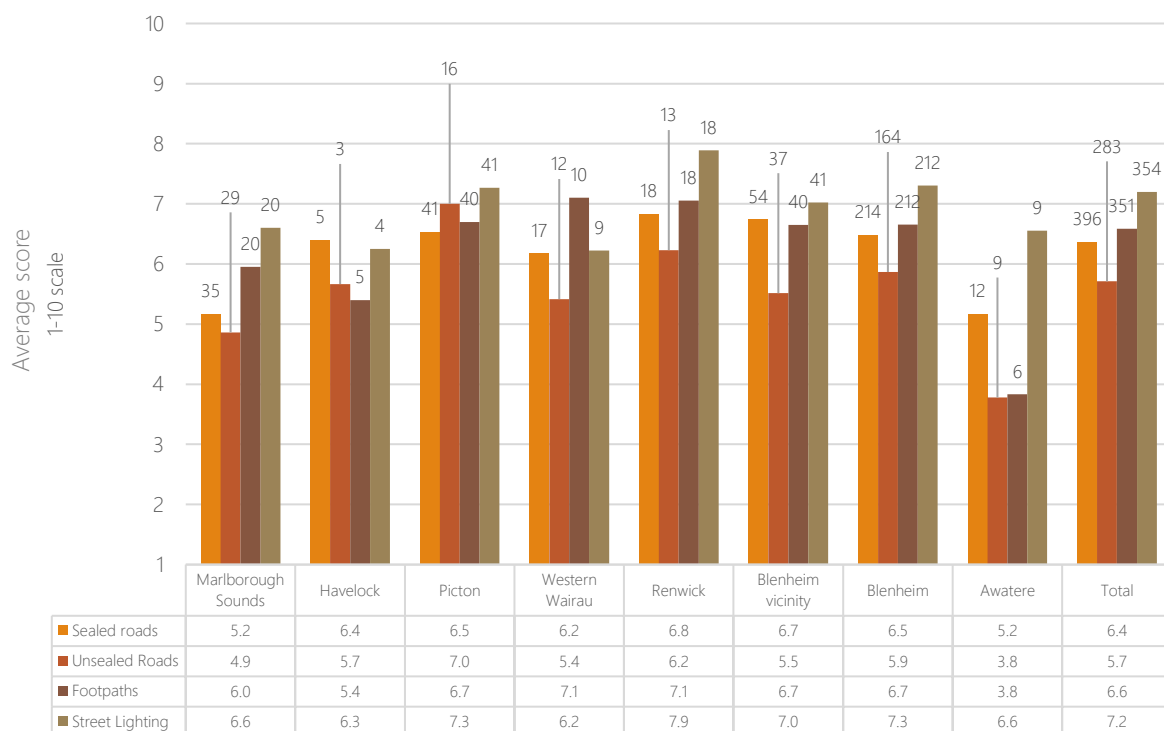- 81.1% of residents were satisfied with *Street lighting*. [12]

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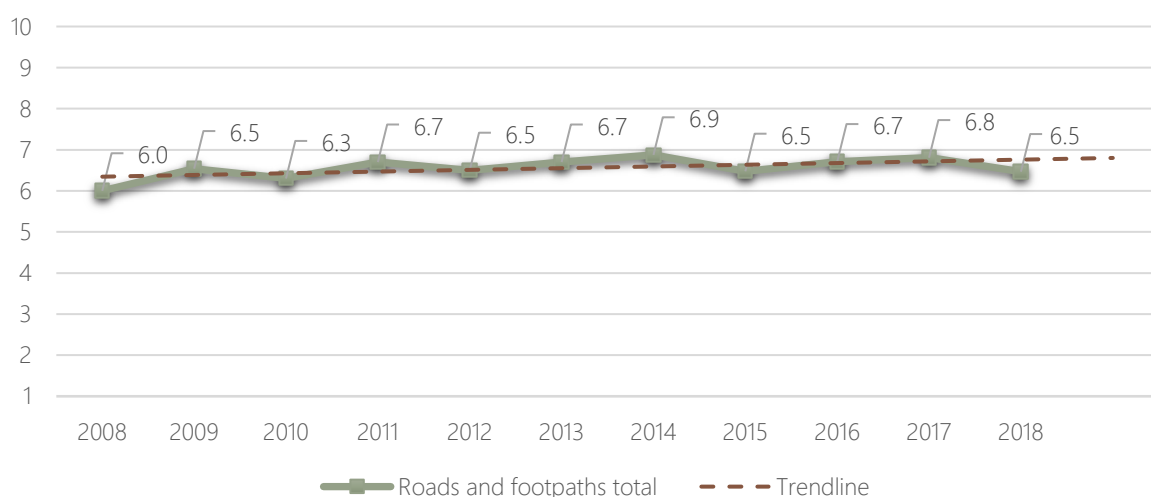
[12] Total 2018 responses n=283-396. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

NZB 2018 comparison – Roads

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	6.0	5.6	5.1	5.0	4.7	5.0	*between MDC and NZB 2018 1.0

NZB 2018 comparison – Footpaths

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	6.6	6.2	5.6	6.1	5.7	5.7	*between MDC and NZB 2018 0.9

NZB 2018 comparison – Street lighting

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.2	6.8	6.4	6.9	7.0	6.6	*between MDC and NZB 2018 0.6
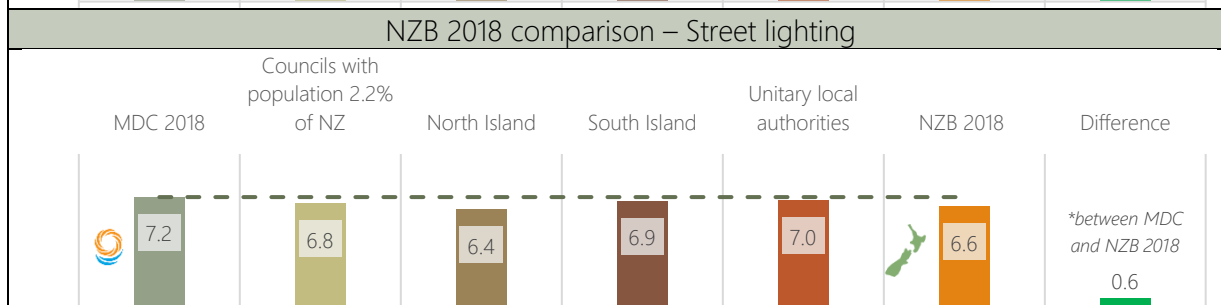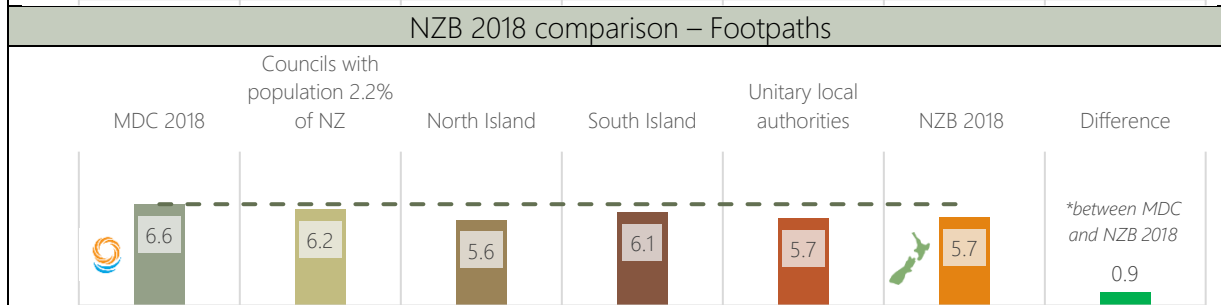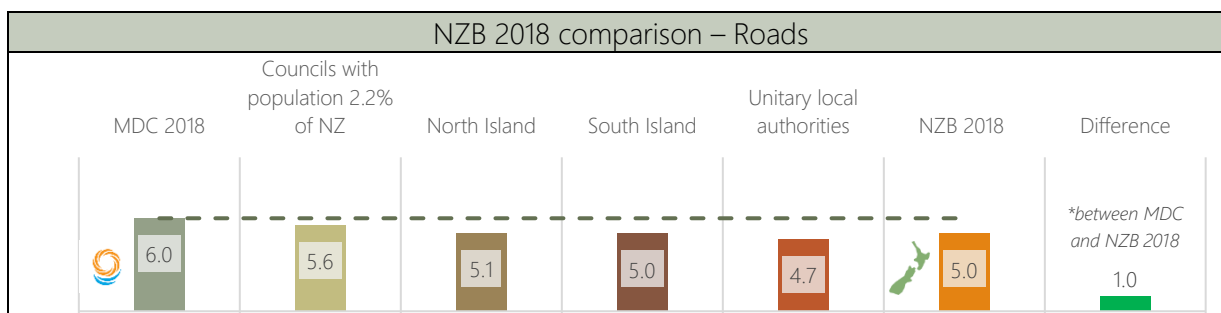
Roads and footpaths satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Sealed Roads	48.6%	60.0%	65.9%	64.7%	72.2%	75.9%	74.3%	50.0%	69.9%
Unsealed Roads	41.4%	66.7%	81.3%	66.7%	46.2%	43.2%	63.4%	22.2%	57.6%
Footpaths	65.0%	40.0%	75.0%	80.0%	77.8%	80.0%	74.1%	16.7%	73.2%
Street lighting	70.0%	50.0%	78.0%	66.7%	100.0%	85.4%	82.1%	66.7%	81.1%

Roads and footpaths unprompted comments

	Positive	Count	Negative	Count
Sealed Roads	Well maintained	10	Other	21
	Other	9	Potholes	18
	Well surfaced	8	Lack of maintenance	16
	Well signposted	6	Poor quality maintenance	14
	Good quality maintenance	5	Poor sealed roads	8
Unsealed Roads	Well maintained	3	Lack of maintenance	24
	Good quality surface	2	Potholes	23
	No problems	1	Other	14
	Other	1	Poor maintenance	13
			Poor unsealed roads	10

			Issues with dust	4
Footpaths	Good condition	11	Other	18
	Well maintained	7	Lack of footpaths in the area	14
	Other	5	Poor footpath maintenance	9
	No problems	2	Unsafe for the elderly/ mobility scooters	7
Street lighting	Good lighting quality	19	Street lighting inadequate	13
	Other	14	Other	7
	Good/ well-lit everywhere	13	Poor light quality	4
	Plenty of lighting	5		
	Adequate lighting	4		

Flood protection and control

How well does Council perform in providing Flood protection and control?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Flood protection and control	4.9	6.3	7.3	5.5	7.3	7.1	7.0	6.0	6.8
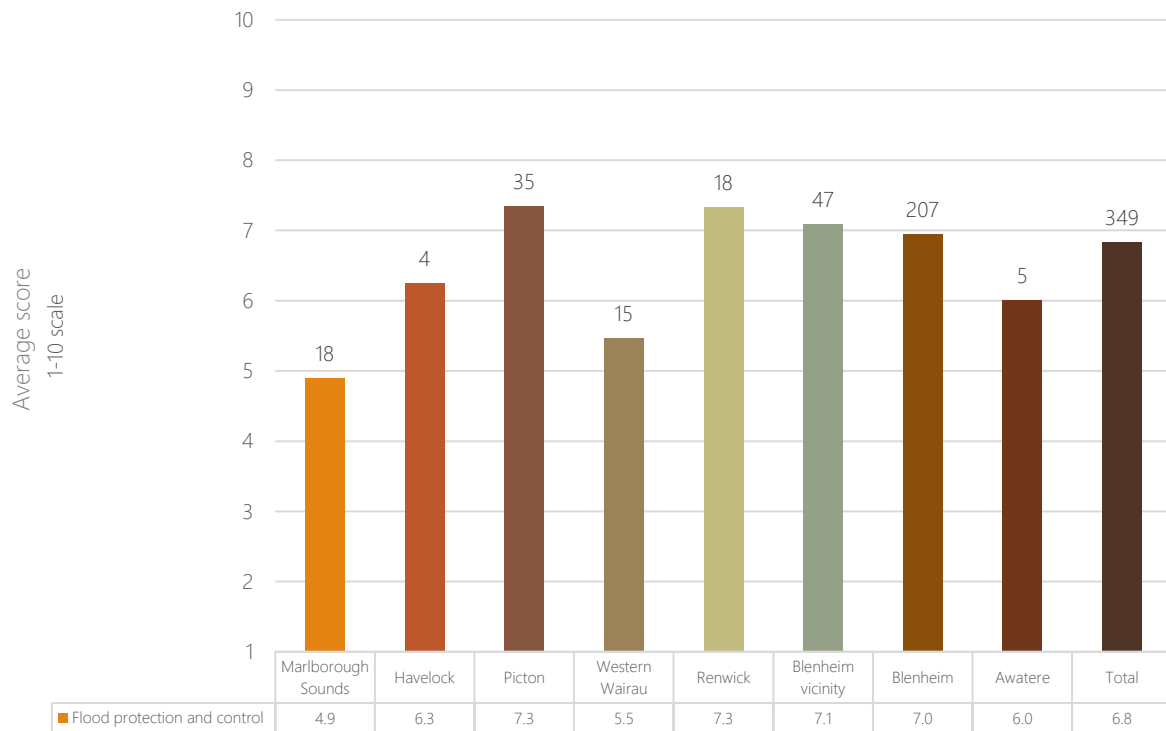
- Satisfaction with Council's *Flood protection and control* has improved over the past nine years, despite the 2018 average result showing a moderate decline.

- 79.4% of residents were satisfied with *Flood protection and control* in 2018. [13]

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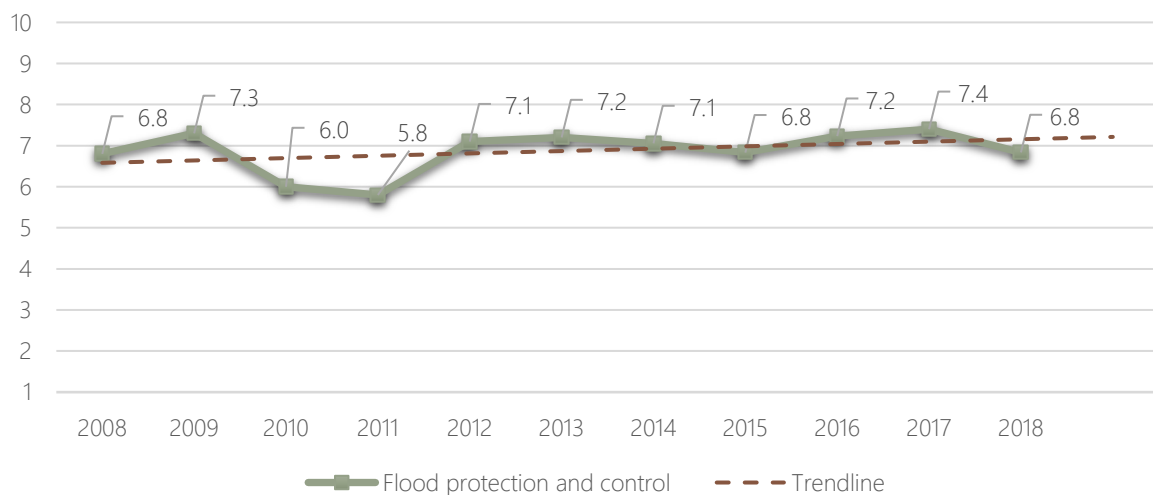
[13] Total 2018 responses n=349. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

Flood protection and control satisfaction percentages by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Flood protection and control works	38.9%	50.0%	94.3%	60.0%	94.4%	85.1%	80.2%	60.0%	79.4%

Flood protection and control unprompted comments				
	Positive	*Count*	*Negative*	*Count*
Flood protection and control works	Rarely floods	10	Not enough maintenance	10
	Well maintained	8	It gets flooded	8
	Managed well	7	Other	7
	Do a good job	6	Erosion	1
	Other	5		

Sewerage

How well does Council perform in providing Sewerage?

■ Sewerage	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
	8.0	7.4	7.4	8.0	8.6	7.1	8.1	7.7	7.9
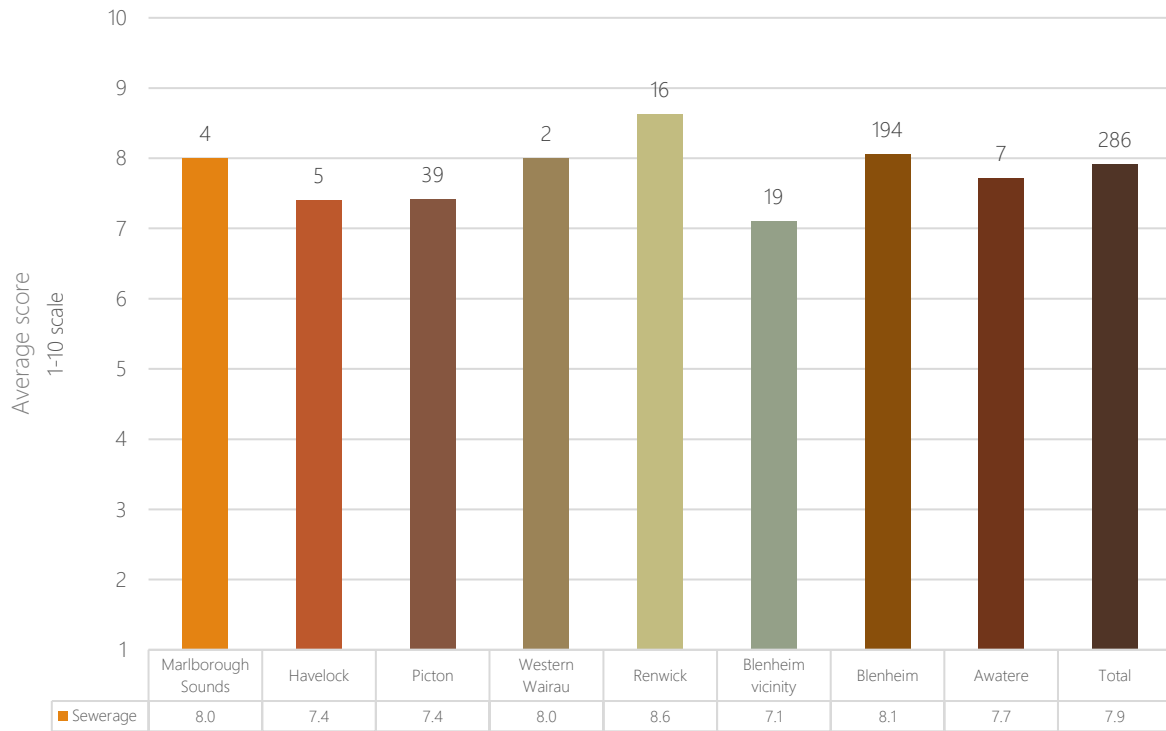
- 9-in-10 residents (89.9%) were satisfied with the *Sewerage service*.

- Overall, satisfaction with the *Sewerage service* has improved over time; the 2018 result was slightly down compared to 2017 findings but similar to 2016. [14]

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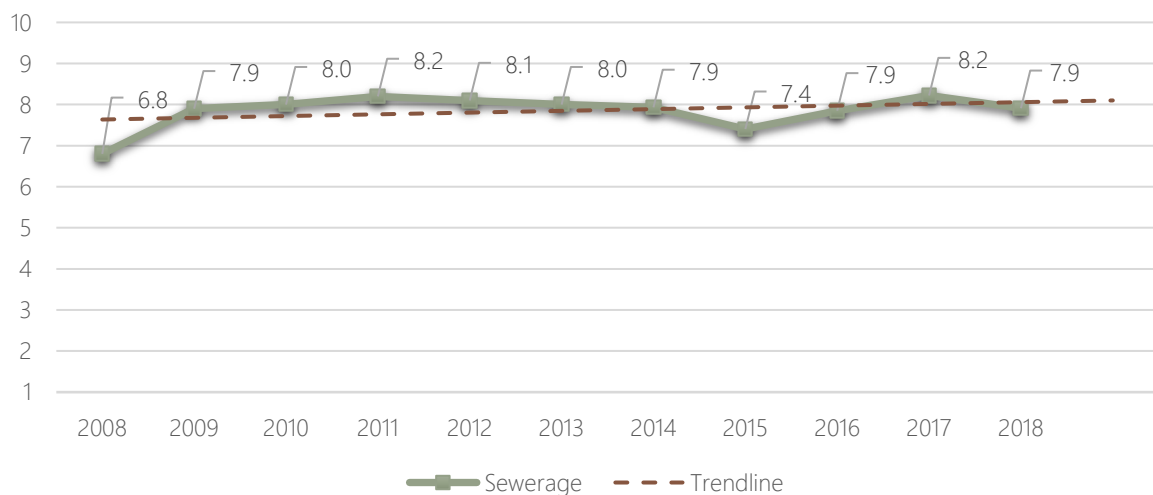
[14] Total 2018 responses n=286. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

NZB 2018 comparison – Sewerage

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	7.9	5.6	6.4	6.7	4.8	6.5	*between MDC and NZB 2018* 1.4

Sewerage satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Sewerage	100.0%	80.0%	87.2%	100.0%	100.0%	68.4%	91.8%	85.7%	89.9%

Sewerage unprompted comments

	Positive	Count	Negative	Count
Sewerage	No problems/ functions well	45	Other	6
	No pungent smells	12	Too many sewage overflows	3
	No overflow/ leakage	11	Need better maintenance	3
	Other	4	Need to prioritise	1
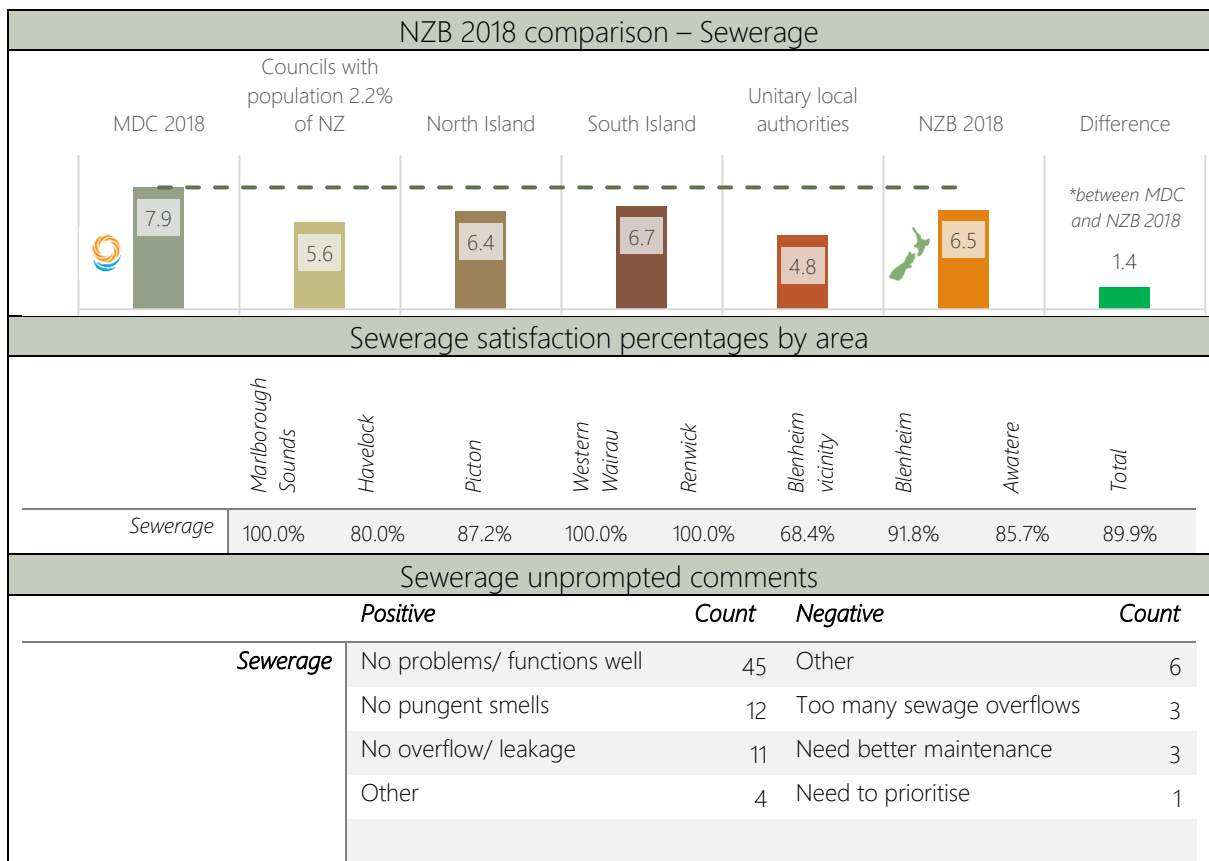
Urban storm water drainage

How well does Council perform in providing Urban storm water drainage?

Urban storm water drainage	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
	6.4	6.3	6.4	6.4	7.6	6.3	6.8	5.4	6.7
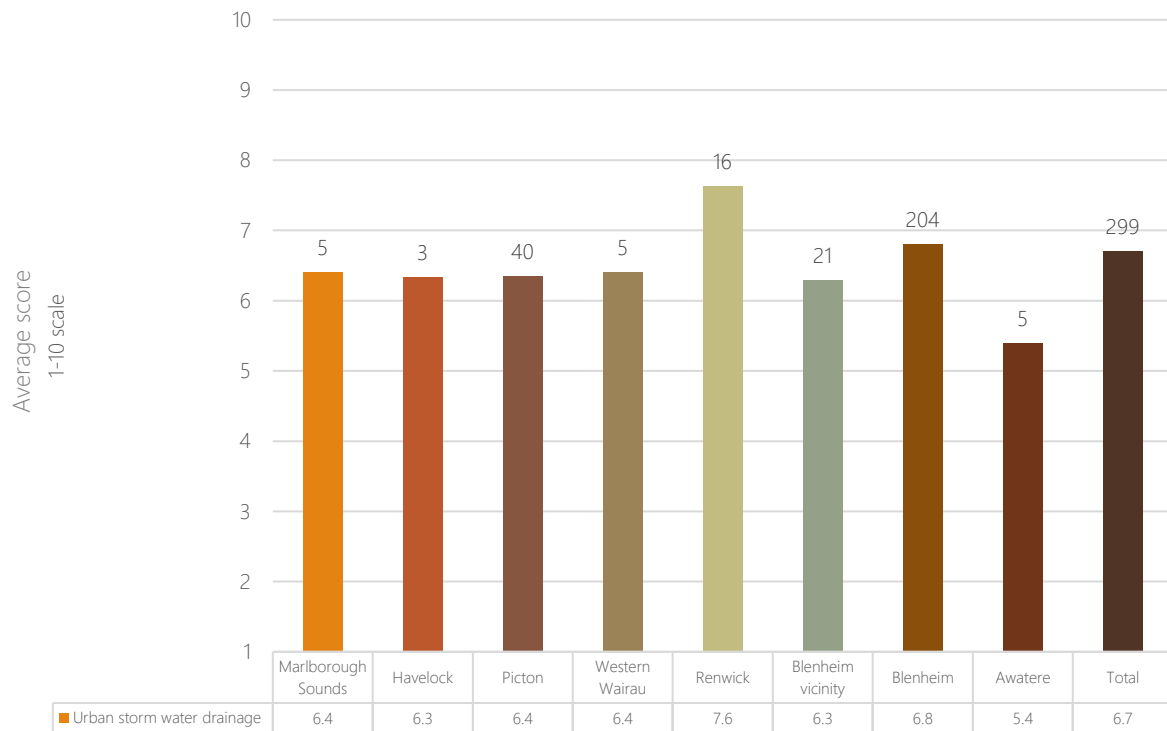
- 73.2% of residents were satisfied with the *Urban storm water drainage*; moderately down compared to 2017 (78.9%).

- Despite annual variations, satisfaction with the *Urban storm water drainage* service has improved over time; the 2018 average result was down compared to 2017 results but similar to 2016.[15]

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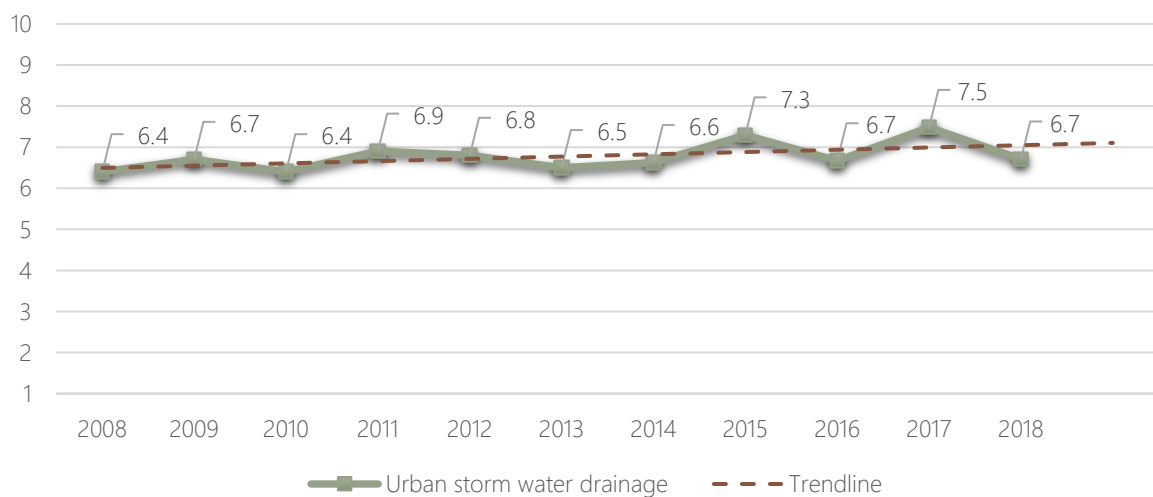
[15] Total 2018 responses n=299. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.
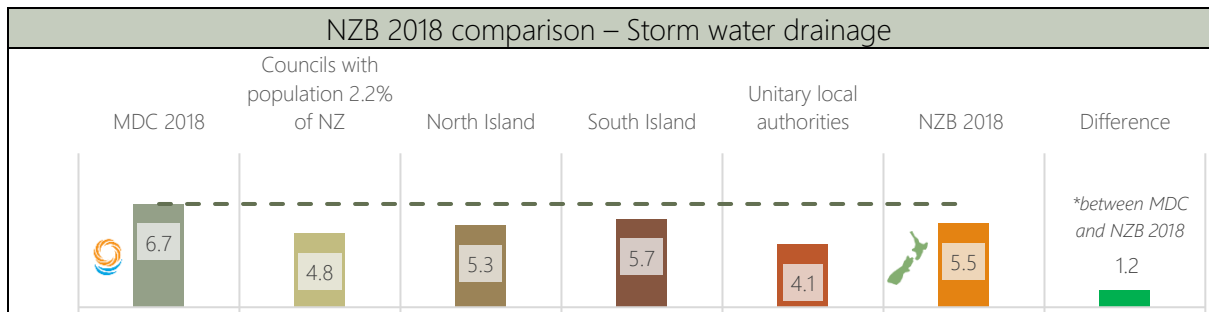
NZB 2018 comparison – Storm water drainage

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
						*between MDC and NZB 2018
6.7	4.8	5.3	5.7	4.1	5.5	1.2

Storm water drainage system satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Urban storm water drainage	60.0%	66.7%	70.0%	60.0%	87.5%	61.9%	75.0%	60.0%	73.2%

Storm water drainage system unprompted comments

	Positive	Count	Negative	Count
Urban storm water drainage	No problems	16	Flooding still occurring	20
	Not much flooding	8	Drains blocked/ need clearing	15
	Very well controlled	5	Poor maintenance	10
	Other	2	Other	4
			Council doesn't follow up	1
			Rubbish in rivers	1

Drinking water

How well does Council perform in providing Drinking water?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Drinking water	5.0	6.5	7.1	3.0	8.0	8.5	8.7	5.3	8.2
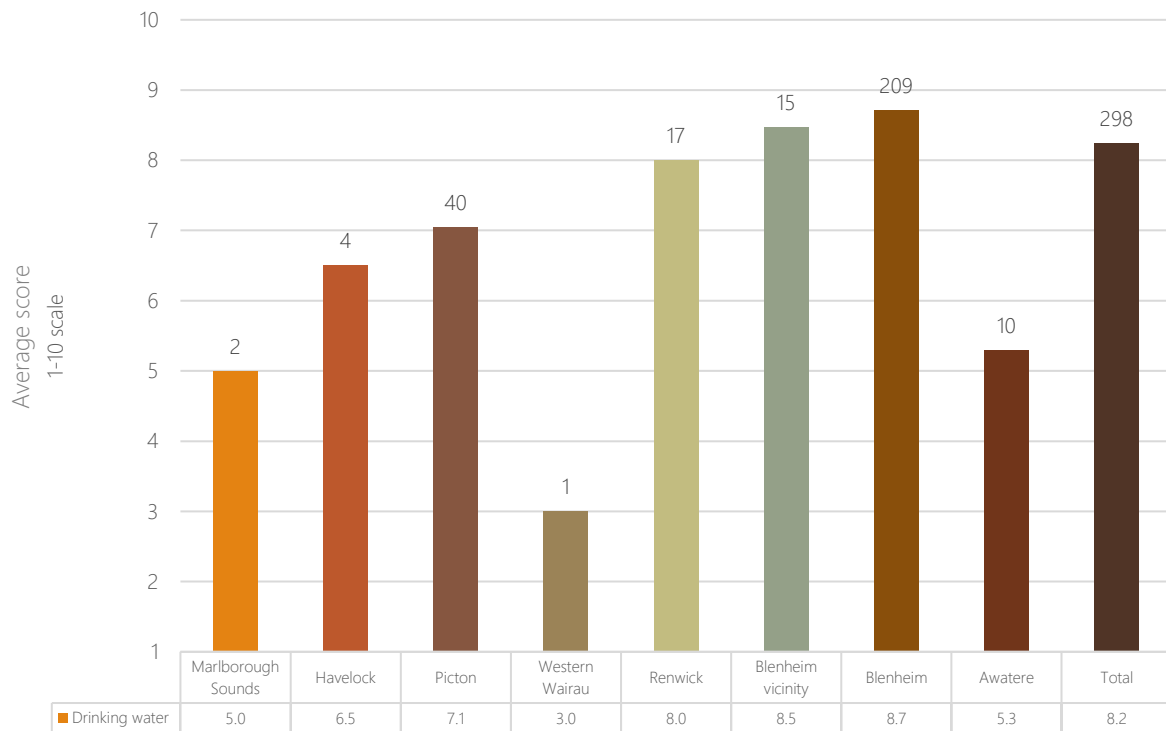
- 88.9% of residents were satisfied with *Drinking water* (85.5% in 2017).

- There has been a trend towards improvement in average satisfaction for the *Drinking water* deliverable over time, and the 2018 result was similar to the previous year.[16]
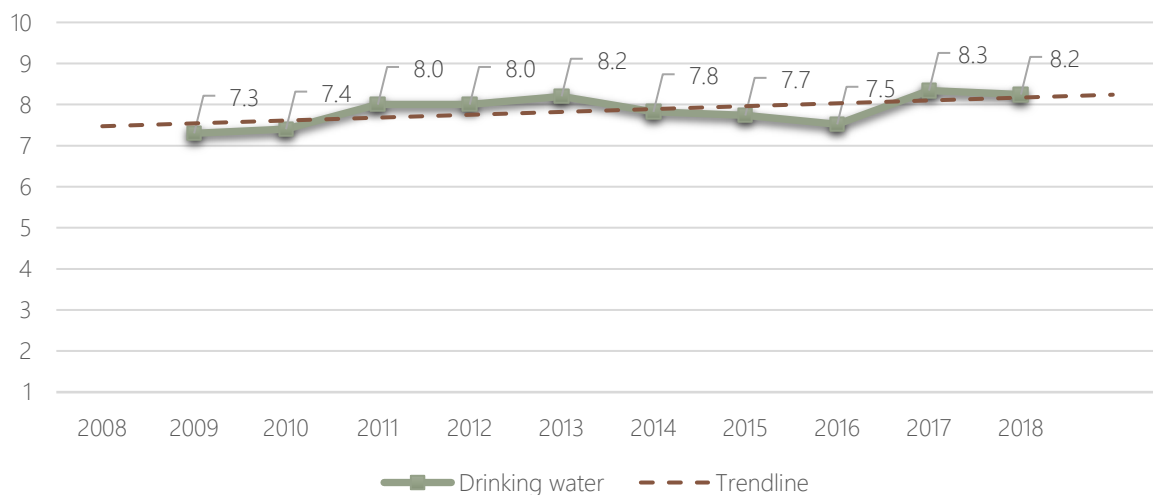
NZB 2018 comparison – Drinking water

	MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
	8.2	6.9	5.9	6.9	6.7	6.2	*between MDC and NZB 2018* 2.0

Drinking water satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Drinking water	0.0%	75.0%	72.5%	0.0%	88.2%	93.3%	95.7%	40.0%	88.9%

Drinking water unprompted comments

	Positive	Count	Negative	Count
Drinking water	Good quality	29	Water undrinkable	7
	Good supply	26	Other	4
	Good taste	23	Poor taste	3
	No problems	18	Water of low standard	1
	Other	13	Have own supply	1
	Some of the best water in New Zealand	8		
	Very good	2		
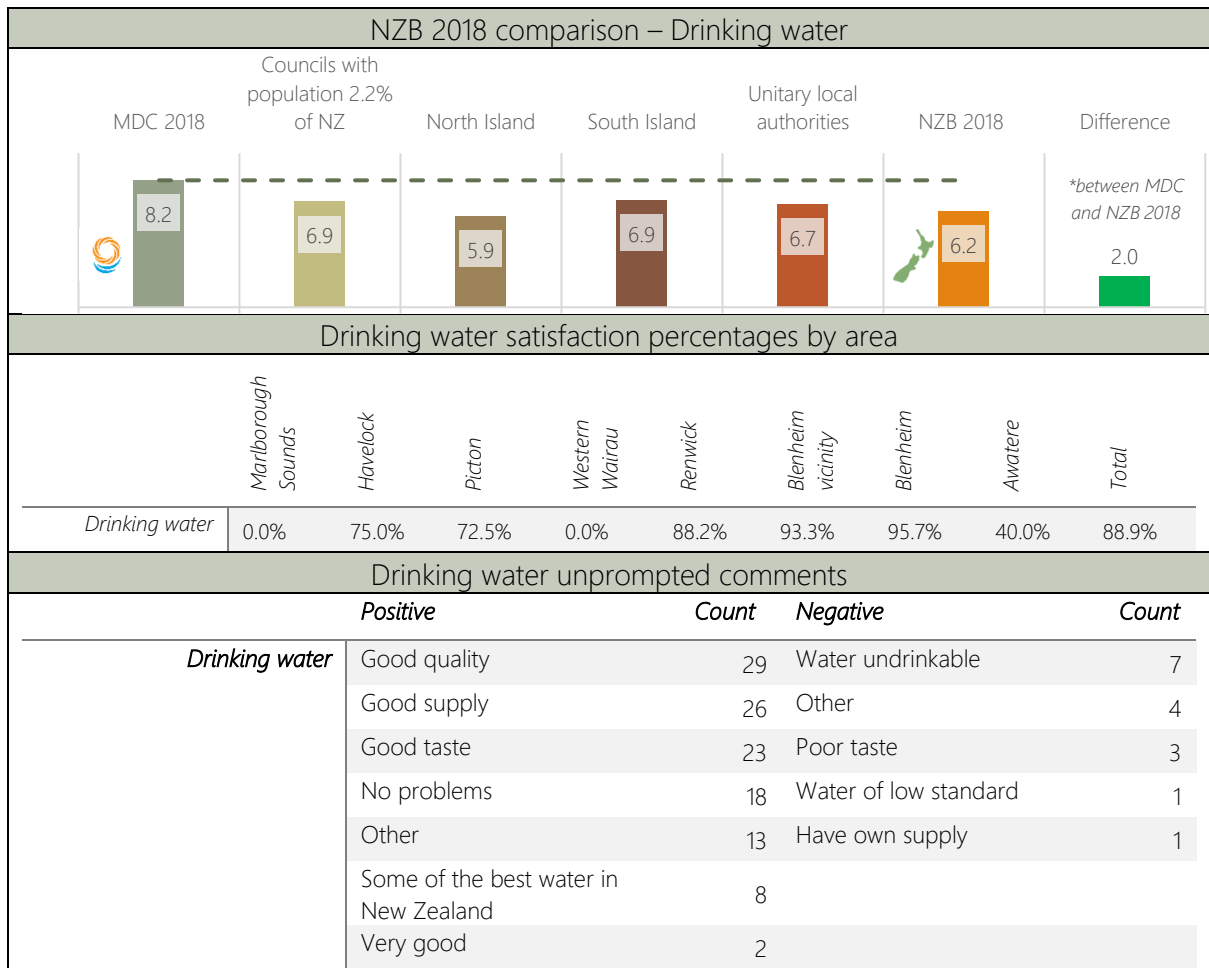
Waste management

How well does Council perform in providing Kerbside rubbish, Waste Transfer stations and Resource recovery centre, Reuse shop and green waste composting?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Kerbside rubbish	7.0	5.0	7.6	8.0	6.7	6.9	7.0	4.0	7.1
■ Waste Transfer Stations	7.3	5.8	7.6	7.9	6.8	7.6	7.6	6.8	7.5
■ Resource recovery	7.0	5.8	6.7	8.1	7.9	7.5	7.6	7.2	7.5

- Around 6-in-7 residents were satisfied with *Regional Waste Transfer stations* (86.3%) and *Resource recovery services* (86.1%).

- Three-quarters of residents (75.9%) were satisfied with the *Kerbside Rubbish* service. A new group of comments was identified in 2018: "*Need wheelie bins with lids*".

- Overall, satisfaction with *Waste management* services was similar to 2016 and 2017 results.[17]
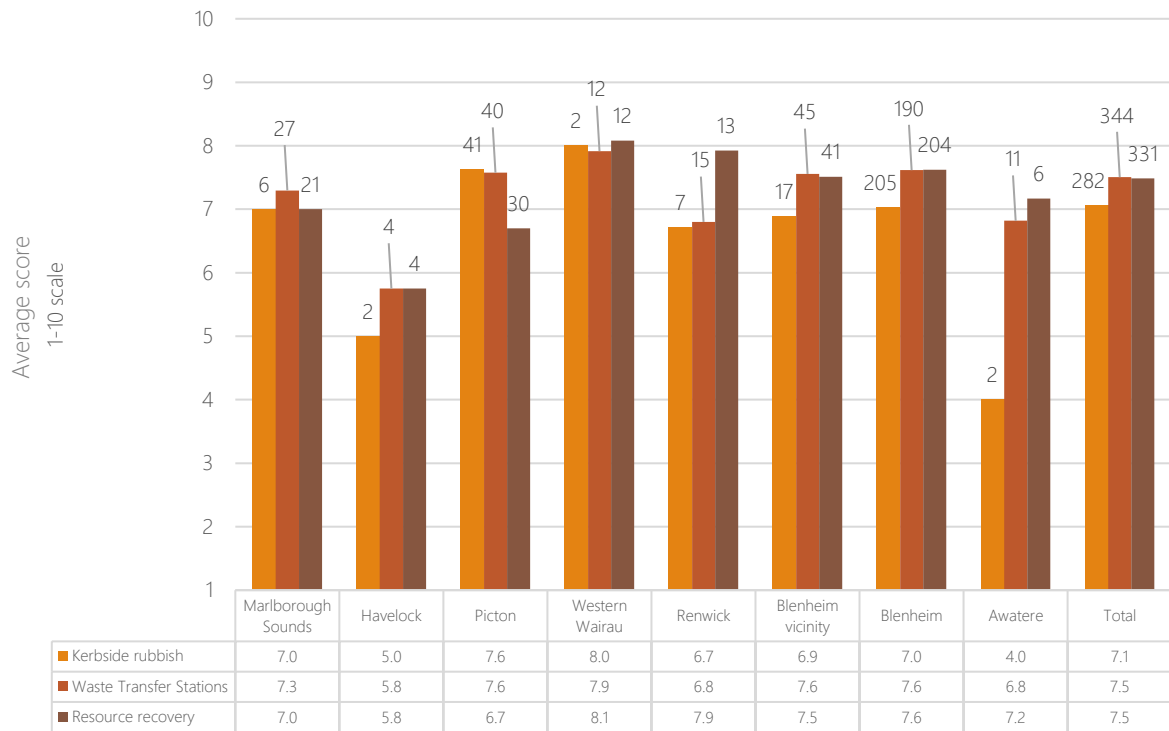

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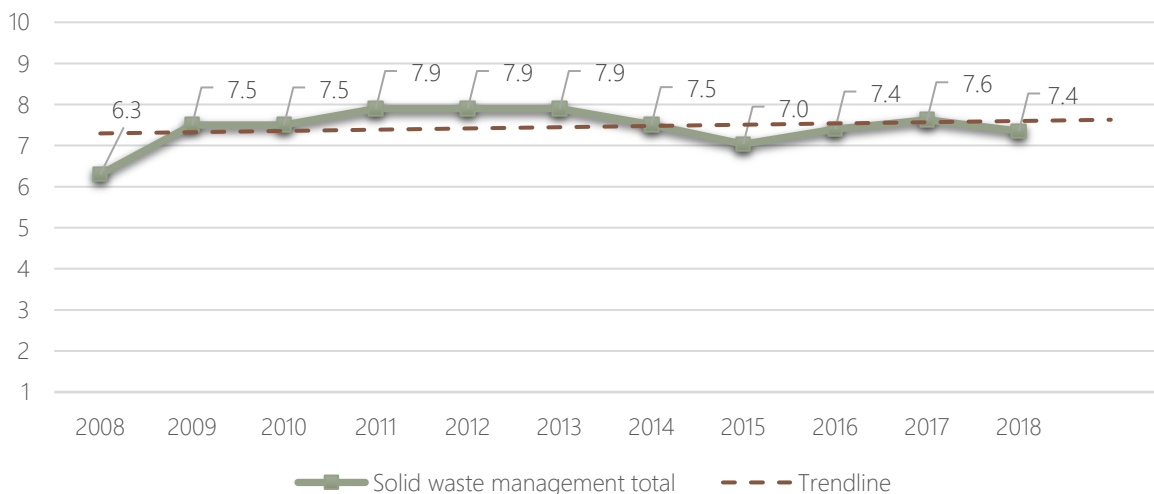
[17] Total 2018 responses n=282-344. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

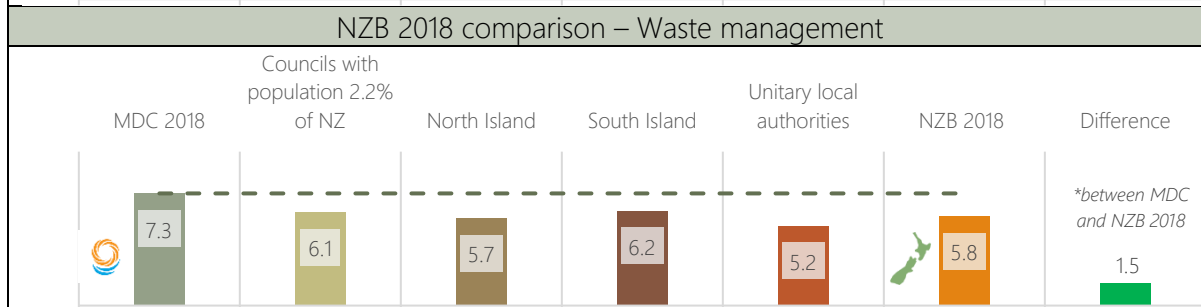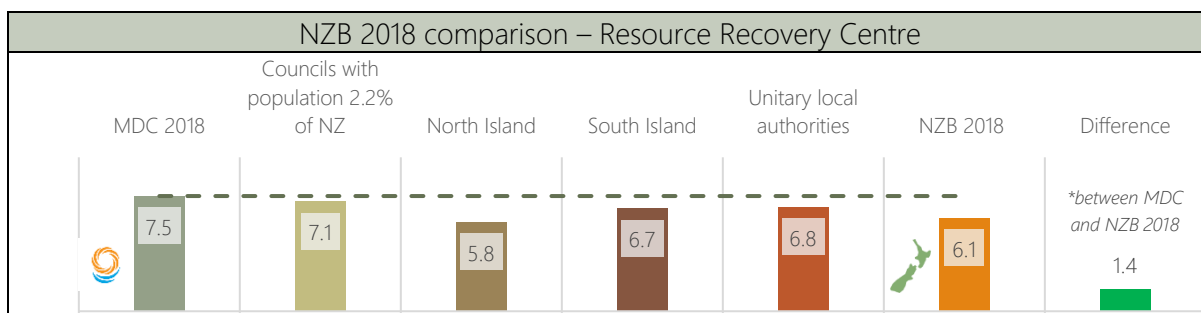## NZB 2018 comparison – Resource Recovery Centre

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
7.5	7.1	5.8	6.7	6.8	6.1	*between MDC and NZB 2018 1.4

NZB 2018 comparison – Waste management

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
7.3	6.1	5.7	6.2	5.2	5.8	*between MDC and NZB 2018 1.5

Waste management satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Kerbside rubbish and recycling collection	66.7%	50.0%	85.4%	100.0%	71.4%	64.7%	75.6%	50.0%	75.9%
Regional Waste Transfer Stations, including Hazardous Waste	74.1%	75.0%	87.5%	100.0%	73.3%	86.7%	88.4%	81.8%	86.3%
Resource Recovery Centre, Reuse Shop and green waste composting	71.4%	50.0%	76.7%	100.0%	92.3%	90.2%	87.7%	83.3%	86.1%

Waste management unprompted comments

	Positive	Count	Negative	Count
Kerbside rubbish	Great service/ pick up good	23	Need wheelie bins with lids	15
	Reliable/ on time	12	Recycling bins needed	13
	Excellent	9	Other	11
	Other	9	Service is inadequate	8
	Need wheelie bins with lids	3	No kerbside collection	2
			Need to recycle	1
Regional Waste Transfer Stations	Other	15	Other	7
	Convenient	11	Expensive	6
	Accessible - easy to get to	10	Service is inadequate	3
	Great service	9	Inconsistent with pricing and service	2
	Good convenient service	8		
	Good facility	7		
	Friendly staff	5		

	Very good	5			
	Easy to access	4			
	Efficient	3			
	Excellent service	3			
	Good service/ it is good	3			
	Well managed	3			
Resource Recovery	Good service/ well managed	28	Expensive	5	
	Easy to use	13	Other	5	
	Convenient	12	Fees too high	4	
	Other	11	Recycling charges should be free	1	
	Accessible	9			
	Good to be able to easily recycle	7			
	Good parking	2			

Environmental policy and monitoring

How well does Council perform in developing policies under Resource Management Act and Environmental monitoring and information provision?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Policies under RMA	5.2	6.2	6.1	6.3	5.9	6.2	6.1	6.8	6.1
■ Environmental monitoring	5.9	7.4	6.5	5.9	5.7	5.7	6.1	6.1	6.0
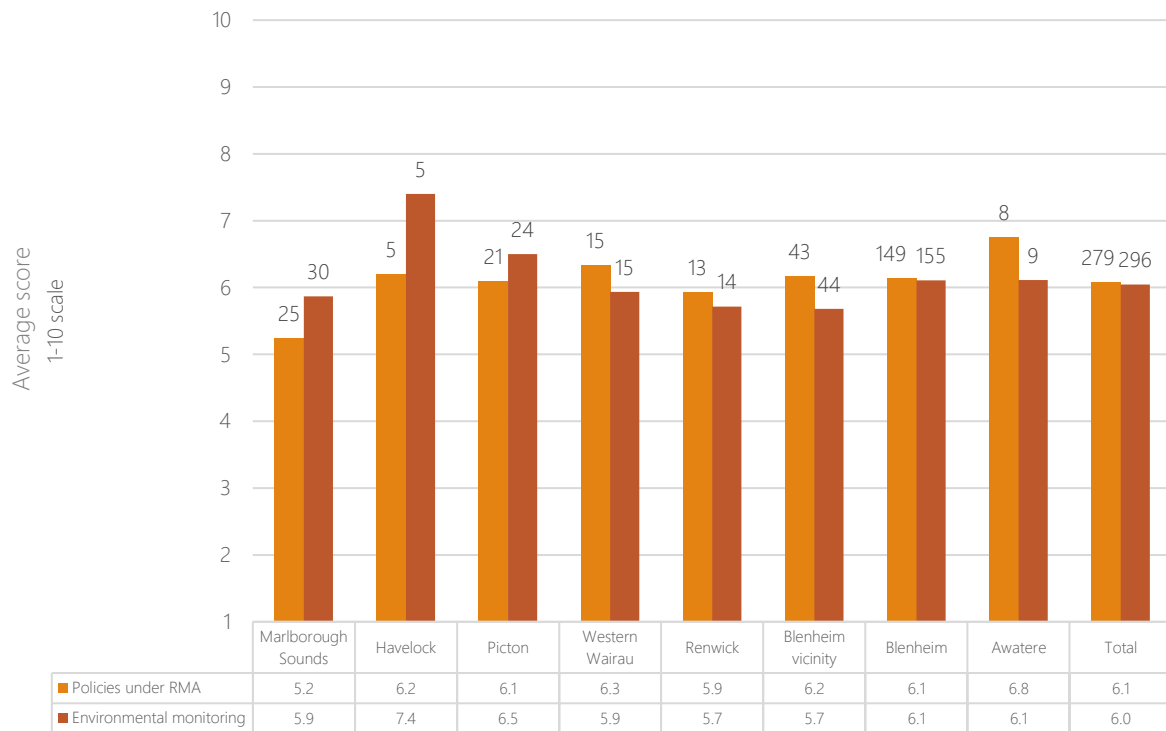
- Just under two thirds of residents were satisfied with Council's developing *policies under RMA* (64.9%) and *Environmental monitoring and information provision* (64.5%)

- Although there was a slight decline in satisfaction with Council's *Environmental policy and monitoring* in 2018, the overall trend has been consistent over time.[18]

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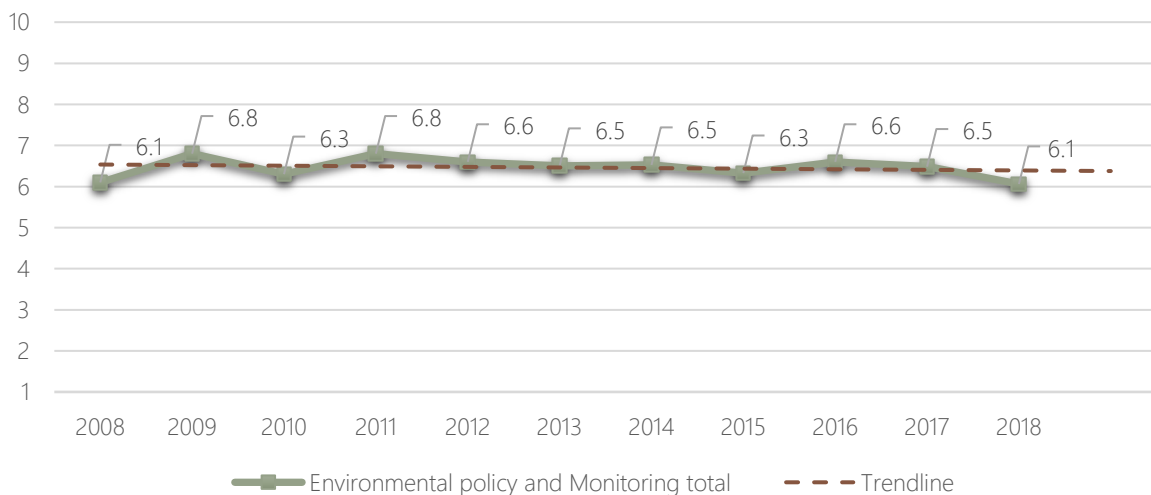
[18] Total 2018 responses n=279-296. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

	Environmental policy and monitoring satisfaction percentages by area								
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Developing Resource management policies under the Resource Management Act	44.0%	80.0%	66.7%	73.3%	53.8%	65.1%	67.1%	75.0%	64.9%
Environmental monitoring and information provision	56.7%	100.0%	75.0%	60.0%	64.3%	56.8%	65.8%	66.7%	64.5%

	Environmental policy and monitoring unprompted comments				
	Positive	*Count*	*Negative*	*Count*	
Developing policies under RMA	Other	3	Other	23	
	Do a good job	1	Council's direction ineffective	10	
			Lack of environmental monitoring	5	
			Issue: Pollution	4	
			Control not effective	3	
			Issue: Usage and monitoring of rivers	2	
			Lack of information about environmental monitoring	2	
Environmental monitoring and information provision	Other	3	Other	18	
	Do a good job	2	Lack of information about environmental monitoring	14	
			Lack of environmental monitoring	10	
			Control not effective	8	
			Issue: Pollution	4	
			Issue: Usage and monitoring of rivers	3	
			Issue: Spray from vineyards	1	
			Council's direction ineffective	1	

Consents and compliance

How well does Council perform in working under RMA resource consents and monitoring, Building Act, Sale of Liquor Act and Health and Food Act?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ RMA - resource consents	4.2	5.8	5.8	5.6	7.2	5.5	6.2	6.2	5.9
■ RMA - monitoring	5.1	6.5	5.7	5.2	7.3	5.6	6.1	6.3	5.9
■ Building Act	5.9	4.5	5.9	5.5	7.4	6.0	6.2	6.5	6.2
■ Sale of Liquor Act	7.1	7.4	6.8	6.9	7.7	6.6	7.6	7.0	7.3
■ Health and Food Act	7.5	7.2	6.4	6.3	7.8	6.7	7.2	6.7	7.1
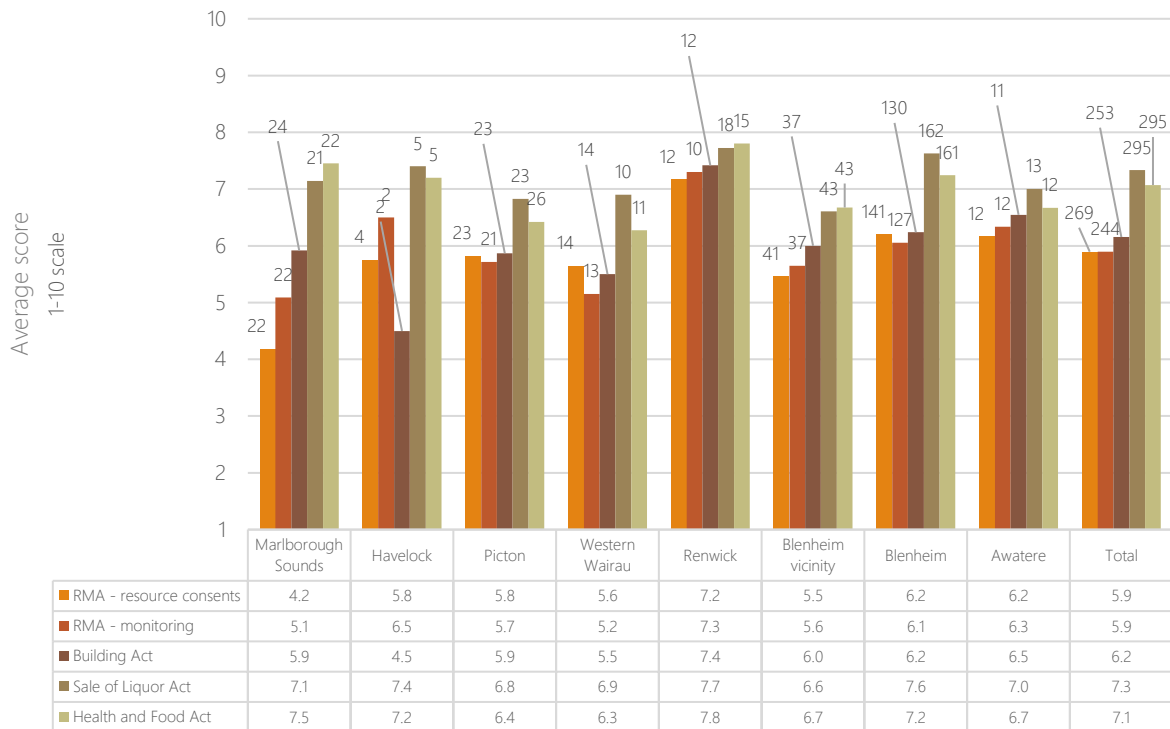
- The highest satisfaction level was achieved for Council's performance under the *Sale of Liquor Act* (83.1%) and *Health and Food Act* (81.4%).
- Just under two thirds of residents were satisfied with the *Building Act* (63.2%).

- Around 60% of residents were satisfied with the *Resource Management Act*.
- Overall, Council's performance under *Consents and compliance* has been consistent over the past eight years; the 2018 average score was slightly down compared to 2017 results but similar to 2016.[19]

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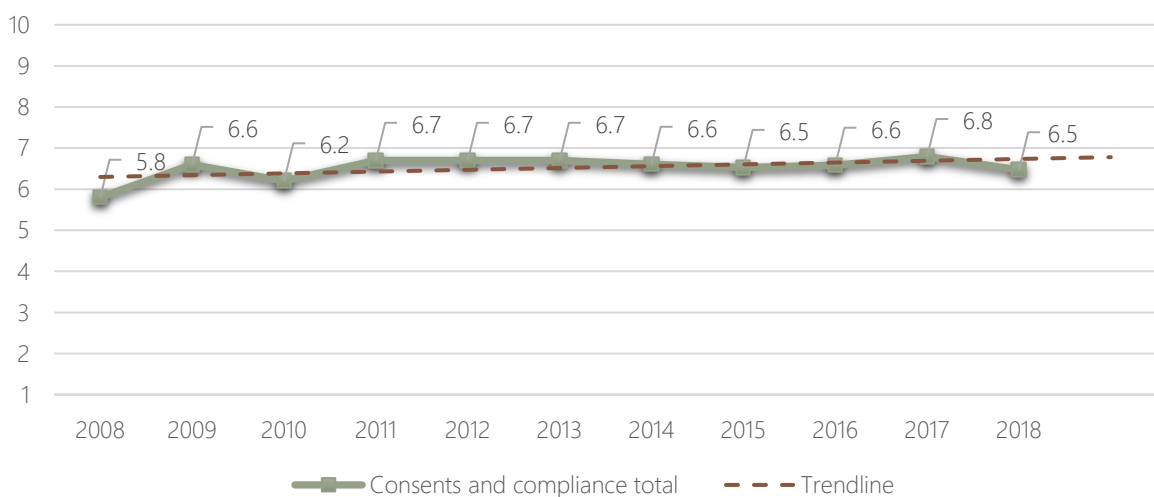
[19] Total 2018 responses n=244-295. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area.

NZB 2018 comparison – Resource consent management

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference *between MDC and NZB 2018
5.9	5.5	5.2	5.4	4.9	5.3	0.6

NZB 2018 comparison – Building consent

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference *between MDC and NZB 2018
6.2	5.4	5.5	5.3	4.8	5.4	0.8
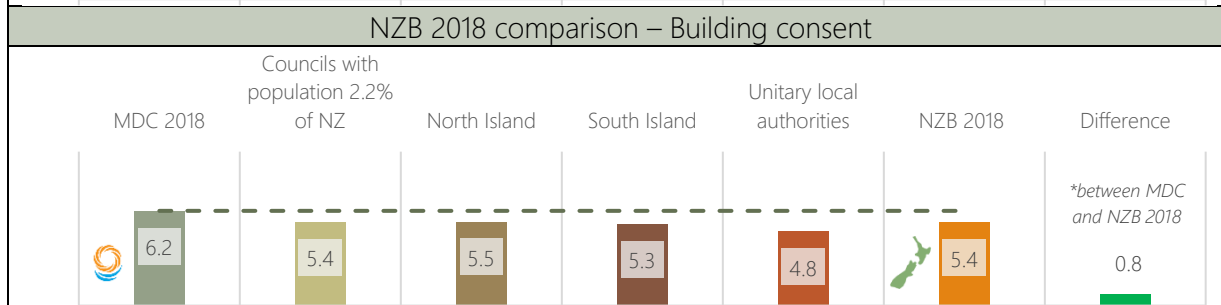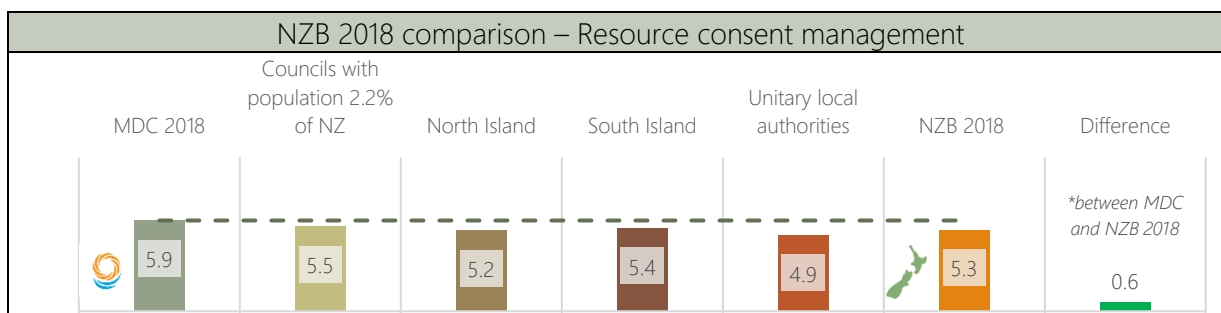
Consents and compliance satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
RMA - resource consents	27.3%	50.0%	65.2%	57.1%	100.0%	53.7%	64.5%	66.7%	61.0%
RMA - monitoring	50.0%	50.0%	57.1%	53.8%	80.0%	51.4%	64.6%	75.0%	61.1%
Building Act	66.7%	0.0%	60.9%	57.1%	91.7%	56.8%	62.3%	81.8%	63.2%
Sale of Liquor Act	81.0%	100.0%	82.6%	80.0%	88.9%	72.1%	85.2%	84.6%	83.1%
Health & Foods Act	90.9%	100.0%	69.2%	72.7%	100.0%	79.1%	81.4%	75.0%	81.4%

Consents and compliance unprompted comments

	Positive	Count	Negative	Count
RMA - resource consents	Provide a good service	2	Other	17
	Do a good job	1	Too much red tape	10
			Slow/ takes too long	7
			Inconsistent/ Treated differently	6
			Council costs too high	5
			No follow-up or enforcement	2
			Council needs to communicate with landowners	1
RMA - monitoring compliance with consent conditions	Efficient	2	Other	13
	Other	2	No follow-up or enforcement	9
	Do a good job	1	Too much red tape	4
	Provide a good service	1	Slow/ takes too long	3
Building Act - building consents	No problems/ issues	5	Other	13
	Provide a good service	4	Building consents take too long	7
	Building inspectors helpful	3	Compliance costs too high	7

	Other	3	Too much red tape	6
	Do the job well/ good job	2	Council needs to communicate with landowners	1
Sale of Liquor Act	No problems	10	Other	3
	Good	5	Better monitoring needed	2
	Well managed/ well monitored/ regulated	5	Safe liquor doesn't get policed	2
	Monitoring underage drinking	2	Council doesn't listen to community	1
	Other	2	No follow-up or enforcement	1
	Thorough ID checks made so working well	1		
Health and Foods Act	Good standards overall	5	Other	7
	Do a good job	3	No follow-up or enforcement	3
	Hood high standards and close monitoring	2	Restaurants should show ratings	1
	Good health inspectors	1		
	No problems heard of	1		

Biosecurity

How well does Council perform in working with landholders in relation to pest management and managing emerging threats, current threats or high impact species? *New questions in 2018*

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Working with landholders	4.2	8.5	6.7	5.5	7.7	5.6	6.6	6.0	6.3
Managing threats	4.6	4.5	6.0	5.4	6.9	5.9	6.4	5.6	6.1
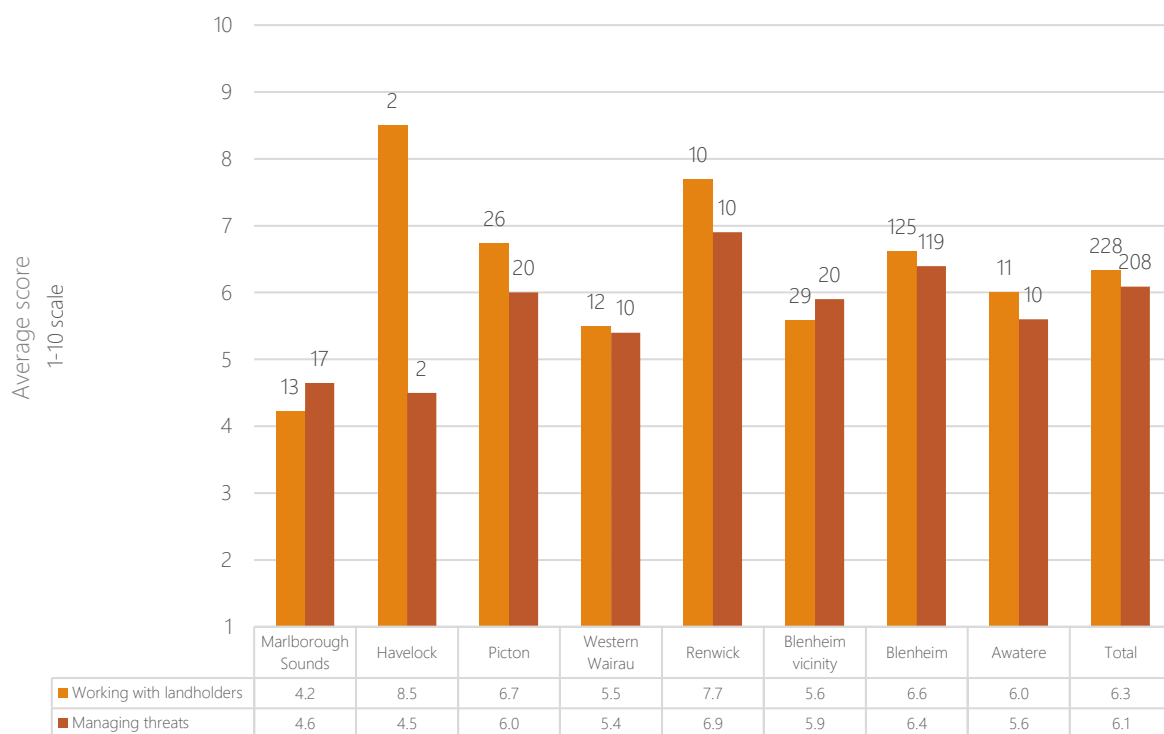
- Two thirds of residents (65.4%) were satisfied with Council's working with landholders in relation to *pest management*, and 61.5% of residents were satisfied with the *management of emerging threats, current threats and high impact species*.

- Across all *Biosecurity services*, satisfaction levels have been consistent over time.
- In 2018, satisfaction levels were slightly higher compared to 2017. [20]

[Line chart: Biosecurity total, 2008–2018]
2008: 6.3, 2009: 6.4, 2010: 6.2, 2011: 6.6, 2012: 6.3, 2013: 6.4, 2014: 6.1, 2015: 6.4, 2016: 6.1, 2017: 6.0, 2018: 6.2
— Biosecurity total   - - - Trendline
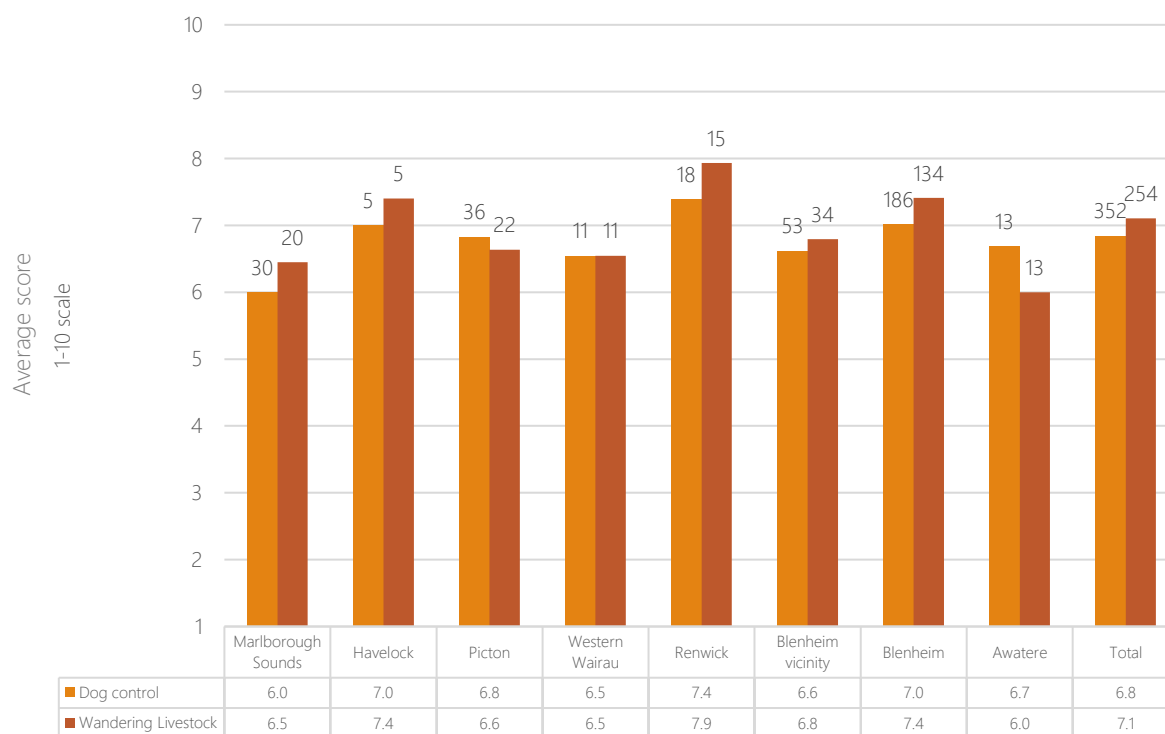
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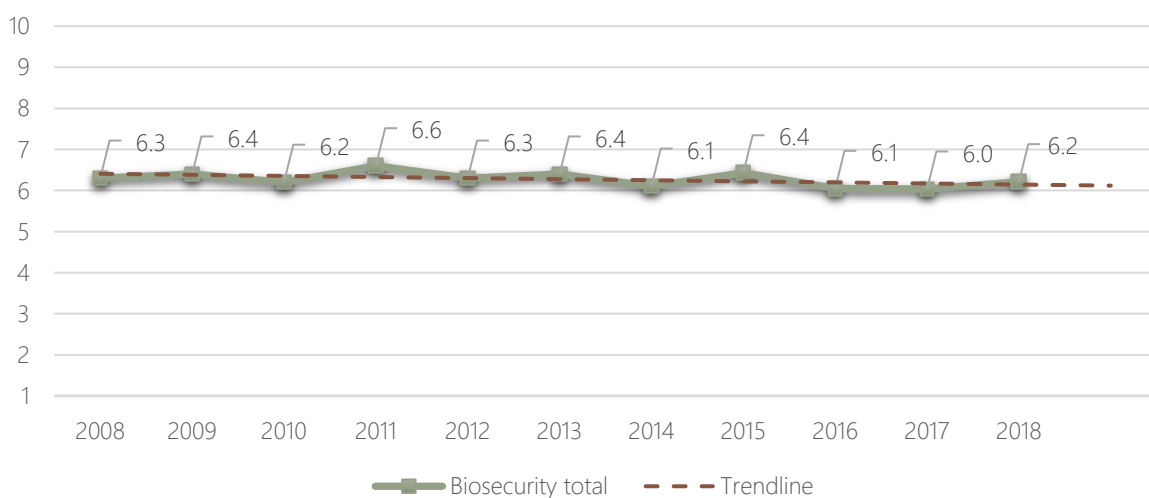
[20] Total 2018 responses n=208-228. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Questions varied in 2018.
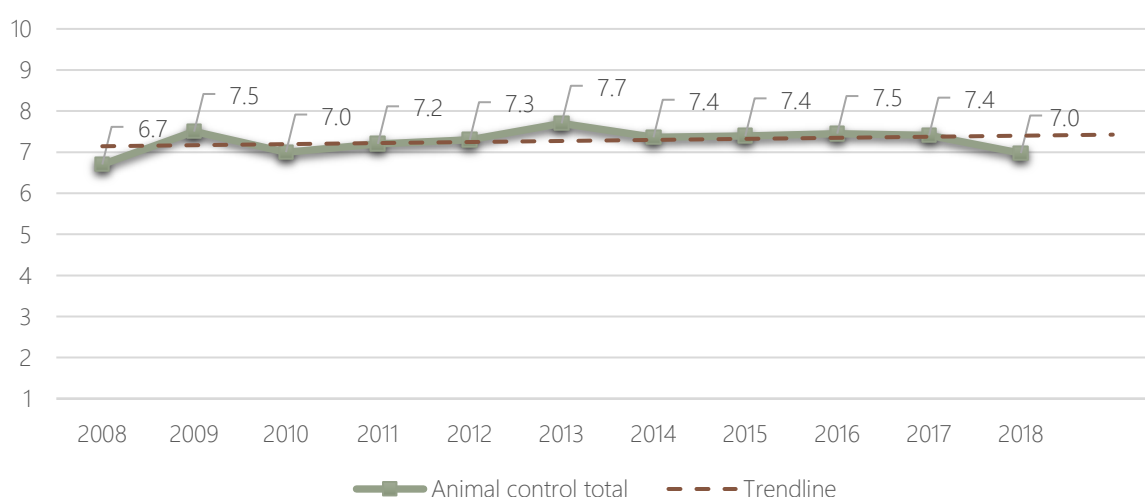
Biosecurity satisfaction percentages by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Working with landholders in relation to pest management	38.5%	100.0%	69.2%	50.0%	90.0%	48.3%	70.4%	63.6%	65.4%
Managing emerging threats, current threats or high impact species	35.3%	50.0%	55.0%	60.0%	80.0%	50.0%	66.4%	70.0%	61.5%

Biosecurity unprompted comments				
	Positive	*Count*	*Negative*	*Count*
Working with landholders	Council doing a good job	11	No visible council involvement	19
	Staff are doing a great job working with community	4	Other	10
	Other	3	Have to control pests ourselves	8
	Ensuring landholders are meeting their obligations	1	Not managing the right species	2
			Do not like the way staff deal with community	1
Managing threats	Other	3	Do not see any messaging about biosecurity risks	7
	See plenty of messaging about biosecurity risks	2	Other	7
	No new invasive species showing up	1	Seeing new invasive species take hold	3
			Not managing the right species	3
			Have to control pests ourselves	3

Animal control

How well does Council perform in providing Dog control and control of wandering livestock?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Dog control	6.0	7.0	6.8	6.5	7.4	6.6	7.0	6.7	6.8
Wandering Livestock	6.5	7.4	6.6	6.5	7.9	6.8	7.4	6.0	7.1

- Three-quarters of residents were satisfied with Council's *Dog Control* (75.3%).
- 78.7% of residents were satisfied with the *Control of wandering livestock*.

- Satisfaction levels with *Animal control* were slightly down in 2018.
- Fewer residents were satisfied with *Dog control* in 2018 compared to 2017 results. [21]

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[21] Total 2018 responses n=254-352. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

NZB 2018 comparison – Animal control

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
7.0	7.2	6.1	6.7	6.9	6.3	*between MDC and NZB 2018* 0.7
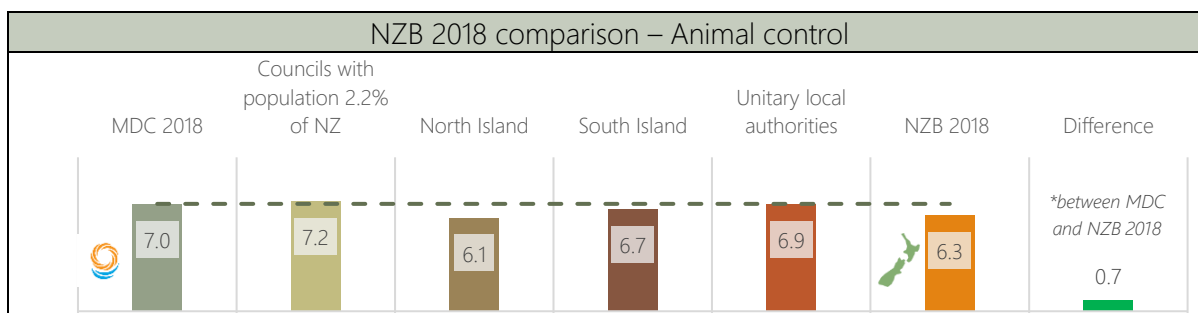
Animal control satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Dog control	56.7%	100.0%	80.6%	72.7%	83.3%	73.6%	77.4%	61.5%	75.3%
Control of wandering Livestock	65.0%	100.0%	72.7%	72.7%	93.3%	70.6%	83.6%	61.5%	78.7%

Animal control unprompted comments

	Positive	Count	Negative	Count
Dog control	Don't see dogs roaming around	11	Other	13
	Always very good/ sympathetic	5	Uncontrolled dogs in public places is an issue	7
	Effective	5	Council does not do much to control animals	4
	Prompt service	5	Dog faeces in public places an issue	4
	Other	5	Dog registration too expensive	4
	No problems	4	Not getting any service from Dog Control	4
	Good service	3		
	Excellent	2		
Control of wandering Livestock	Don't see livestock roaming on roads	6	Other	7
	Other	5	Council does not do much to control animals	4
	Good	3	Poor levels of animal control	3
	No problems	3		
	No issues	1		

Harbours

How well does Council perform in providing Harbour control?

Harbours	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
	7.1	8.2	7.2	7.3	7.0	7.9	7.4	7.7	7.4

Bars labelled with counts: 31, 5, 29, 7, 7, 39, 129, 6, 253
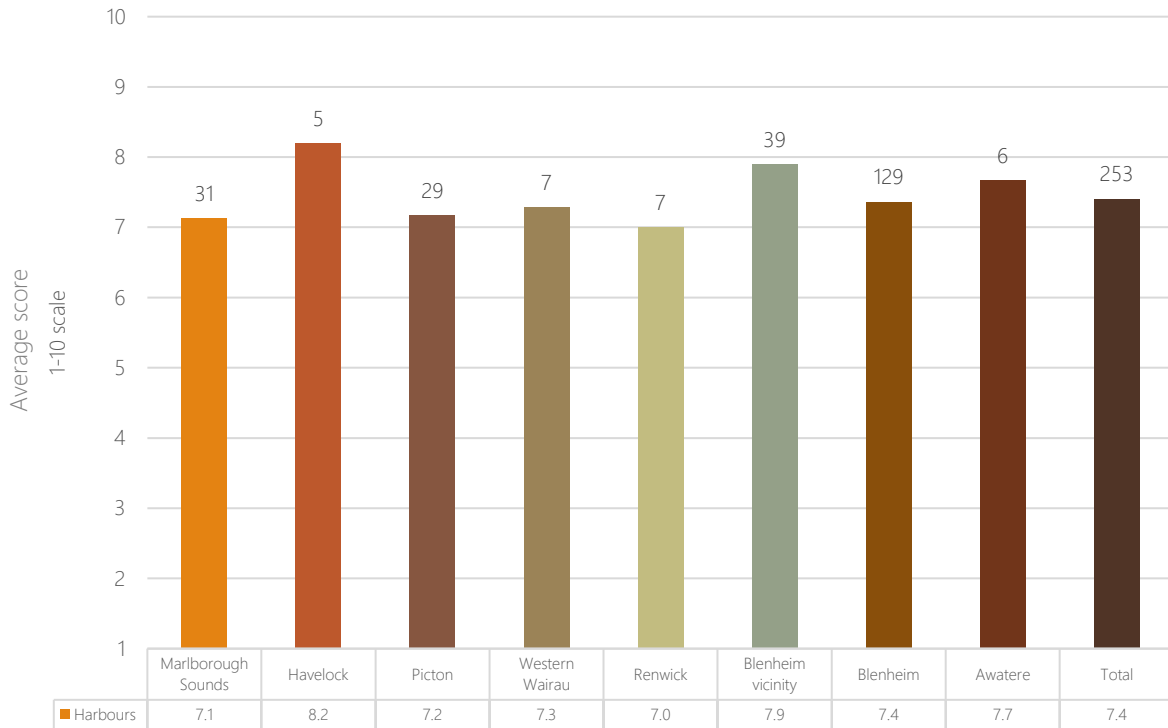
- 85.0% of residents were satisfied with Council's *Harbour control* in 2018.

- Although satisfaction with *Harbour control* showed a slight decline in 2018, it has improved over time. [22]

Harbours trendline values: 2008: 6.7, 2009: 7.6, 2010: 7.0, 2011: 7.6, 2012: 7.7, 2013: 7.6, 2014: 7.2, 2015: 7.1, 2016: 7.5, 2017: 7.7, 2018: 7.4
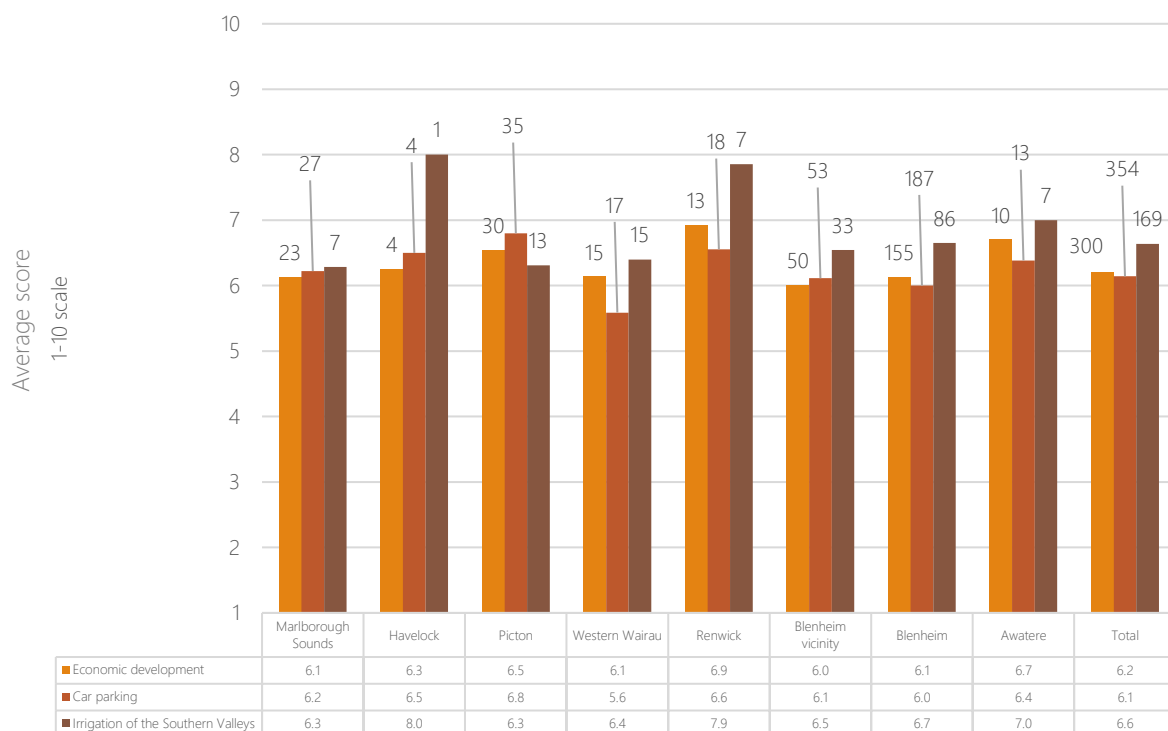
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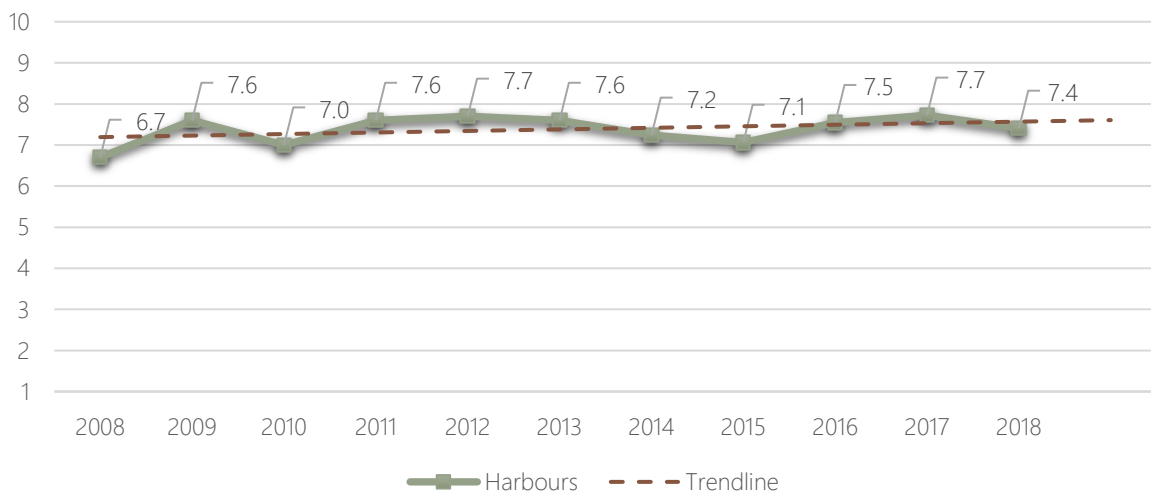
[22] Total 2018 responses n=253. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

Harbours satisfaction percentages by area								
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Harbours	80.6%	100.0%	86.2%	85.7%	85.7%	92.3%	82.2%	100.0%	85.0%

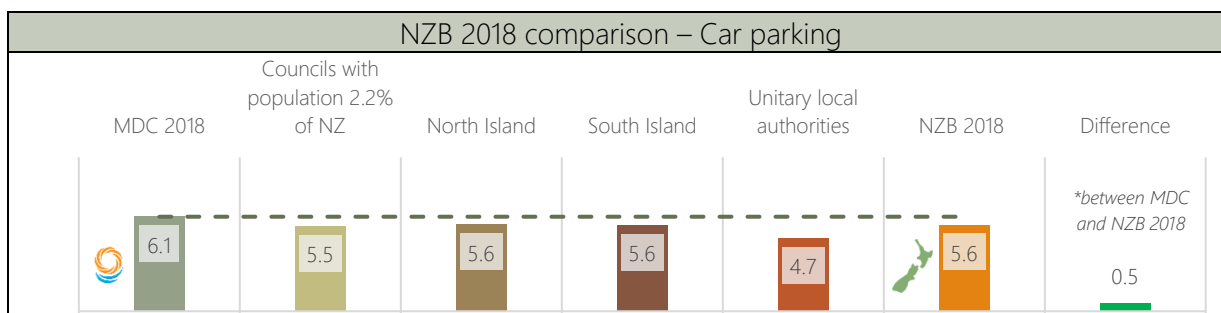| Harbours unprompted comments				
	Positive	Count	Negative	Count
Harbours	Good	10	Boat speed limits need policing	3
	Good services overall	6	Other	3
	Other	6	Harbour needs better management	2
	Are very good at maintaining the equipment they use	5	Provide courses on navigation safety	2
	Good monitoring	5	Over-regulated	2
	Are strict and good	3		
	Good job	3		
	Nothing ever goes wrong	3		
	Well managed	3		

Regional development

How well does Council perform in providing Economic development, Car parking and Irrigation of the Southern Valleys?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
■ Economic development	6.1	6.3	6.5	6.1	6.9	6.0	6.1	6.7	6.2
■ Car parking	6.2	6.5	6.8	5.6	6.6	6.1	6.0	6.4	6.1
■ Irrigation of the Southern Valleys	6.3	8.0	6.3	6.4	7.9	6.5	6.7	7.0	6.6

- 78.1% of residents were satisfied with the *Irrigation of the Southern Valleys*, which was higher compared to 2017 results (64.2% in 2017).

- In 2018, around two thirds of residents were satisfied with *Economic development* (67.3%) and *Car parking* (65.5%).
- Average satisfaction with Council's *Regional development* was slightly down in 2018, though similar to 2016 with a slight upward trend over time. [23]

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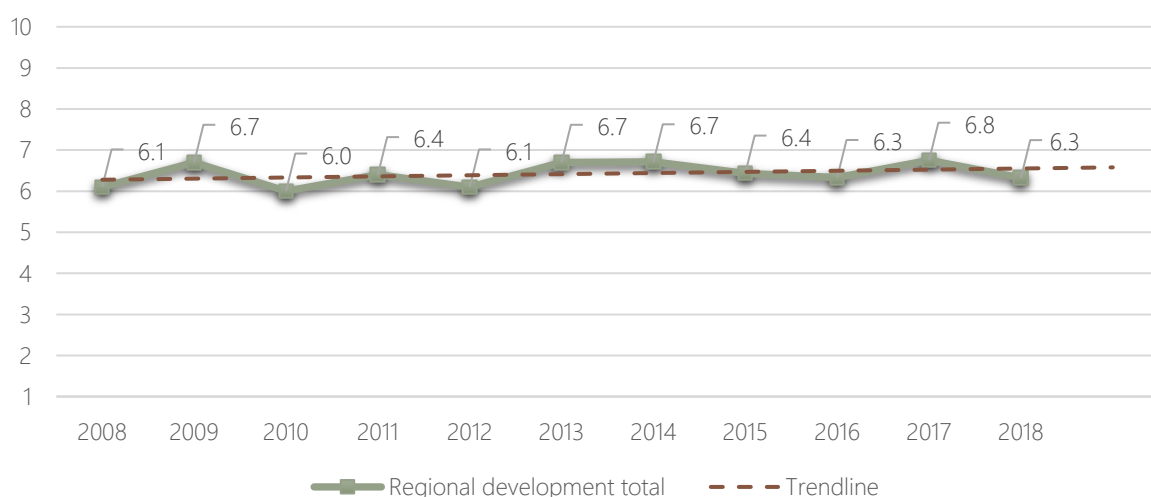
[23] Total 2018 responses n=169-354. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

MDC 2018	Councils with population 2.2% of NZ	North Island	South Island	Unitary local authorities	NZB 2018	Difference
						between MDC and NZB 2018
6.1	5.5	5.6	5.6	4.7	5.6	0.5

Regional development satisfaction percentages by area

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Economic development	65.2%	50.0%	70.0%	73.3%	76.9%	62.0%	67.1%	80.0%	67.3%
Car parking	77.8%	50.0%	77.1%	64.7%	72.2%	58.5%	63.6%	61.5%	65.5%
Irrigation of the Southern Valleys	71.4%	100.0%	76.9%	80.0%	100.0%	78.8%	75.6%	85.7%	78.1%

Regional development unprompted comments

	Positive	Count	Negative	Count
Economic development	Do a good job	4	Other	11
	Does well in supporting business	3	Narrow focus - tourism & wine	6
	Other	3	Council shouldn't be involved	3
	Very good	2	Need to allow new development	2
			Cost is too high	1
			Ineffective	1
Car parking	Good/ plenty of parking available	8	Other	23
	Always available	6	Insufficient parking available in close proximity	17
	Other	4	Parking fees too expensive	14
	Adequate parking	1		
Irrigation of the Southern Valleys	Do well maintaining water supplies	4	Other	9
	Other	3	Costs regarding water supply	2
	Good communication about supply operations	2	Restrictions on water use	2
	Good	2	No supply	1

Tourism

How well does Council perform in supporting Tourism?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Tourism	7.3	7.4	7.1	6.9	6.4	7.2	6.6	7.1	6.9
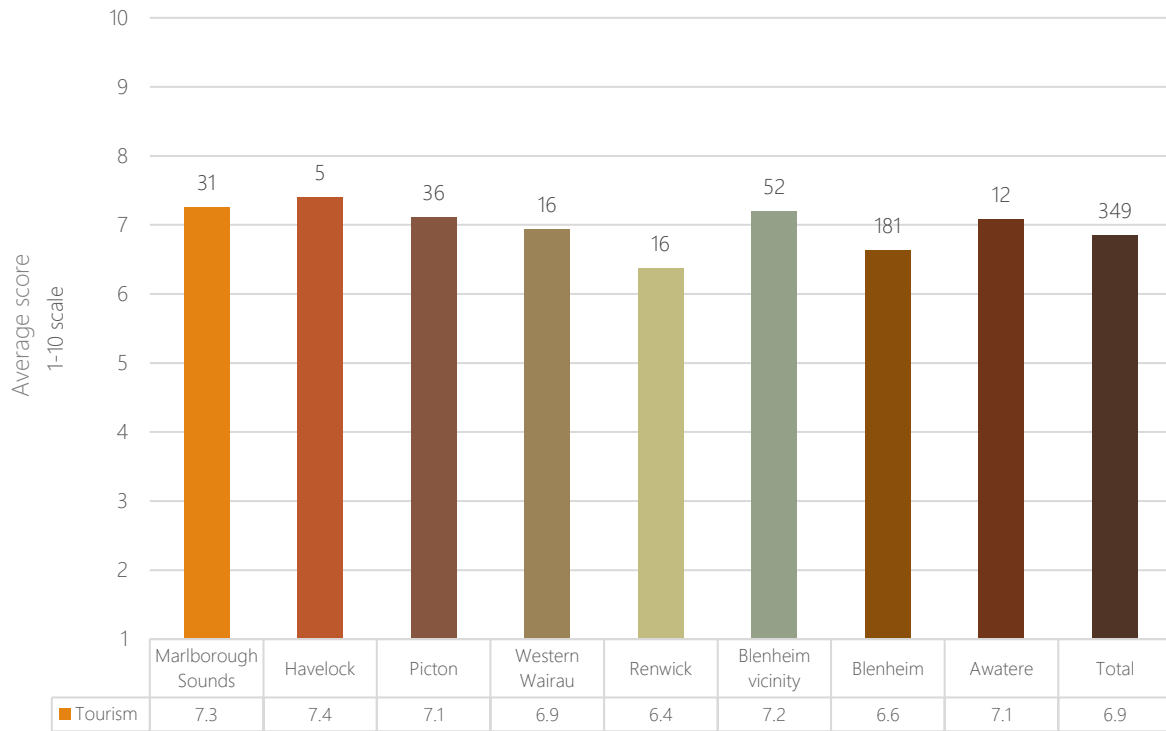
- 79.7% of residents were satisfied with *Tourism* in 2018.

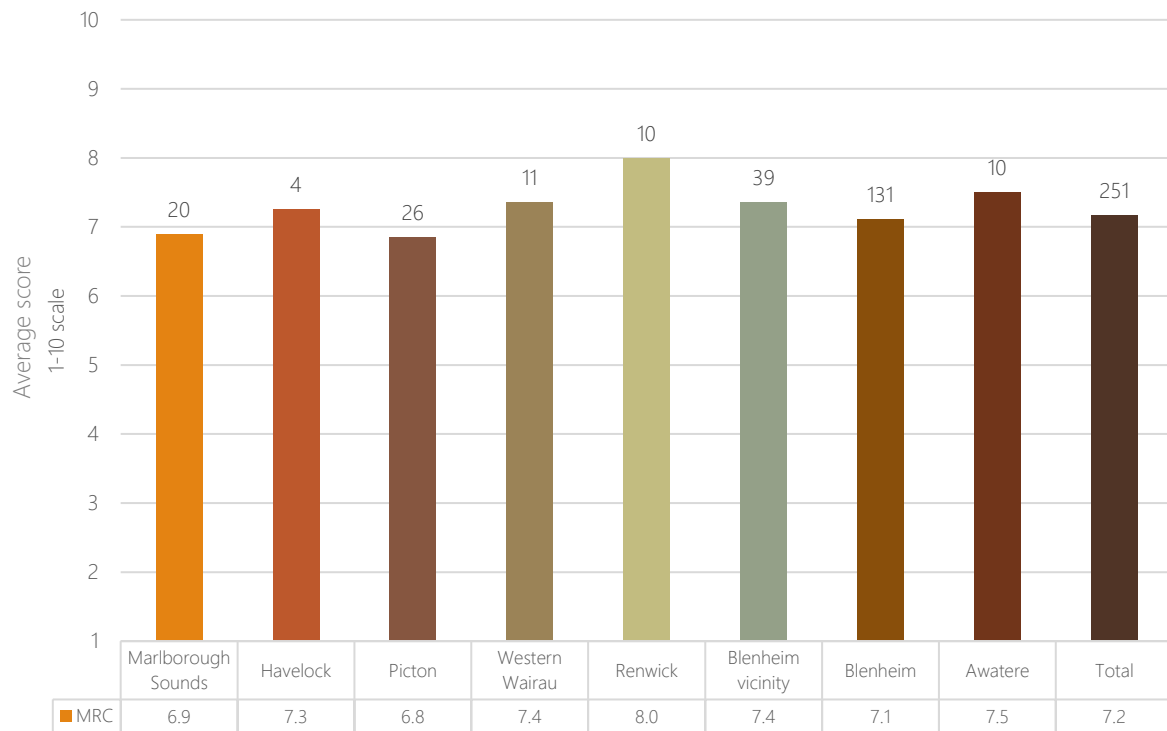- Satisfaction with *Tourism* was similar to the 2017 result. [24]

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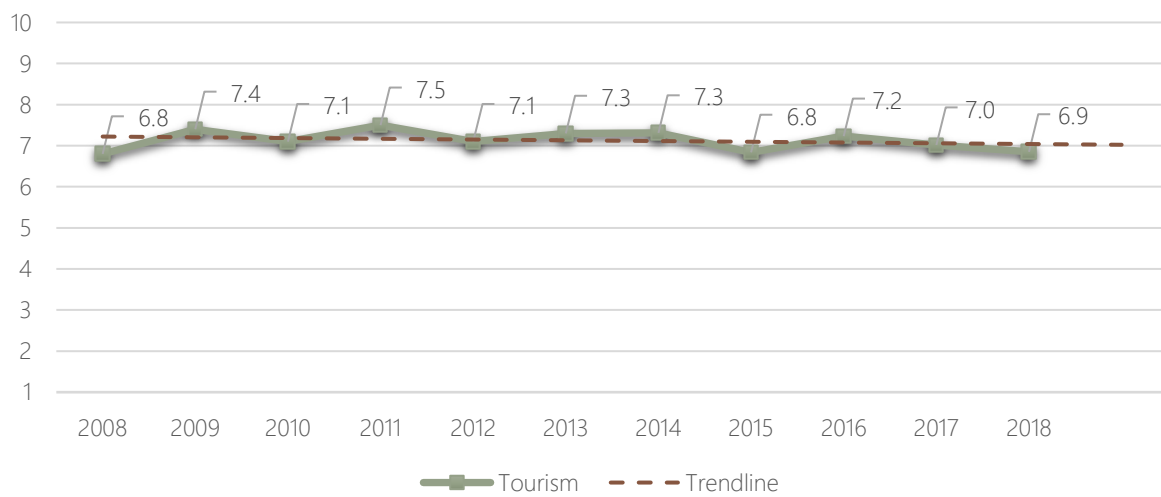
[24] Total 2018 responses n=349. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area.

Tourism satisfaction percentages by area									
	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
Tourism	90.3%	100.0%	83.3%	87.5%	68.8%	86.5%	74.0%	91.7%	79.7%

Tourism unprompted comments				
	Positive	Count	Negative	Count
Tourism	Advertise well/ good advertising	14	Other	11
	Doing a good job	14	Cost - is this appropriate for Council?	8
	Other	13	More effort - room to improve	4
	Promote the region well	8	Poorly managed	4
	Lots of tourism in the area	7	Customer service & information centre poor	2
	Council performs well and supporting tourism	5		
	Good information/ brochures	3		
	Tourism well promoted	3		

Marlborough Research Centre

How well does Council perform in supporting Marlborough Research Centre?

	Marlborough Sounds	Havelock	Picton	Western Wairau	Renwick	Blenheim vicinity	Blenheim	Awatere	Total
MRC	6.9	7.3	6.8	7.4	8.0	7.4	7.1	7.5	7.2

- 85.3% of residents were satisfied with Council supporting *Marlborough Research Centre* (up from 73.7% in 2017).

- Despite a slight decline in 2018, average satisfaction with the *Marlborough Research Centre* has improved over time. [25]

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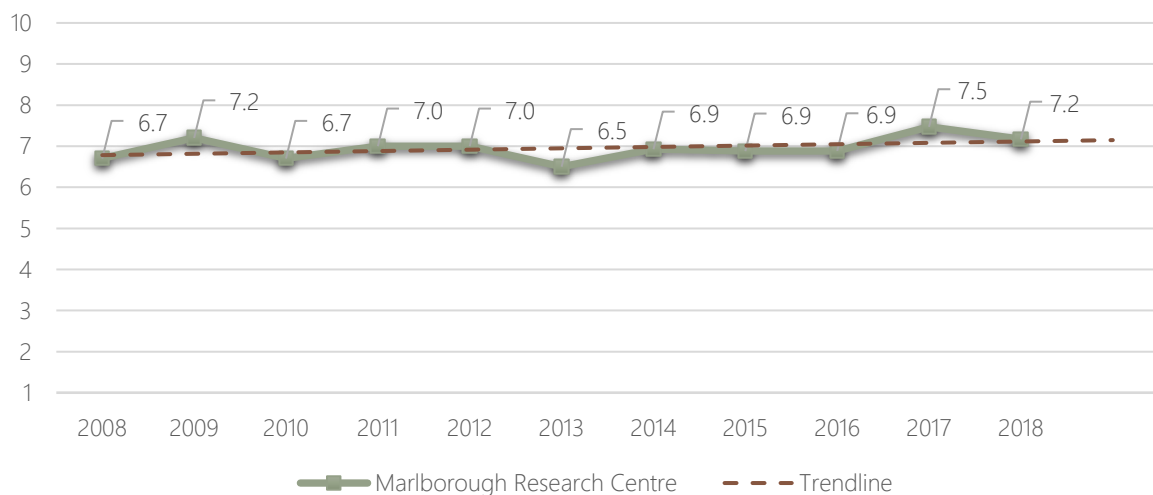
[25] Total 2018 responses n=251. 'Don't know' answers removed from the analysis. Note: no scale recalibration was performed this year; 1-10 scale was used in the questionnaire and to report findings. Small response sample sizes in some areas. Numbers above coloured bars represent the number of residents providing a rating for each deliverable in each area. Satisfaction percentages represent all positive responses (6-10), mean scores are computed on all ratings.

Marlborough Research Centre satisfaction percentages by area									
	Marlborough Sounds	*Havelock*	*Picton*	*Western Wairau*	*Renwick*	*Blenheim vicinity*	*Blenheim*	*Awatere*	*Total*
Marlborough Research Centre	90.0%	75.0%	80.8%	81.8%	100.0%	84.6%	84.7%	90.0%	85.3%

Marlborough Research Centre unprompted comments				
	Positive	*Count*	*Negative*	*Count*
Marlborough Research Centre	Do a thorough job	10	Council shouldn't be involved/ private sector role	3
	Provide a good service	6	Don't see any results	2
	Other	5	Other	1

Appendix

Demographics

Resident age groups				
	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
18-29	112	14.0	14.0	14.0
30-44	178	22.3	22.3	36.3
45-64	302	37.8	37.8	74.0
65+	208	26.0	26.0	100.0
Total	800	100.0	100.0	

Resident gender				
	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
Male	388	48.5	48.5	48.5
Female	412	51.5	51.5	100.0
Total	800	100.0	100.0	

Resident home ownership status				
	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
Own	684	85.5	85.5	85.5
Rented	89	11.1	11.1	96.6
Private trust	21	2.6	2.6	99.3
Other	6	0.8	0.8	100.0
Total	800	100.0	100.0	

Resident income status				
	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
Under $10,000	9	1.1	1.1	1.1
$10-$25,000	63	7.9	7.9	9.0
$25-$40,000	106	13.3	13.3	22.3
$40-$55,000	73	9.1	9.1	31.4
$55-$70,000	75	9.4	9.4	40.8
$70-$85,000	61	7.6	7.6	48.4
$85-$100,000	90	11.3	11.3	59.6
Over $100,000	125	15.6	15.6	75.3
Declined	198	24.8	24.8	100.0
Total	800	100.0	100.0	

Resident tenure in the district status				
	Frequency	*Percent*	*Valid Percent*	*Cumulative Percent*
Other	27	3.4	3.4	3.4
Less than 2 years	21	2.6	2.6	6.0
2-5 years	58	7.3	7.3	13.3
5-10 years	89	11.1	11.1	24.4
10+ years	540	67.5	67.5	91.9
Prefer not to answer	65	8.1	8.1	100.0
Total	800	100.0	100.0	