



Research First

# Marlborough District Council Annual Residents Satisfaction Survey Report

Thursday, 11 July 2013



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### Disclaimer

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## 1 Research Context and Design

### 1.1 Research Context and Objectives

The Marlborough District is administered by the Marlborough District Council. Much of the District's population is found around the coastal plains around and to the south of the mouth of the Wairau, and in smaller settlements along the coast of the Sounds. Apart from the main urban areas of Blenheim and Picton, Marlborough's towns include Havelock, Renwick, Ward, and Seddon.

Marlborough District Council (MDC) runs an annual Residents' Satisfaction Survey to assess residents' needs and their satisfaction with Council services. In 2013 Research First has been appointed to conduct this survey. The 2013 report incorporated a range of questions relating to indicators published in the Council's Annual and Long Term Plans.

### 1.2 Research Design

The 2013 Marlborough District Council Residents Satisfaction Survey was conducted by a telephone survey designed to obtain the views of the Marlborough Community. A review of the questionnaire used in previous years resulted in minor changes. As was the case in all data collection since 2009, detail was specifically included regarding perceptions of prioritisation of Council investment in services and resources.

A random database of telephone numbers was obtained covering the Marlborough area. After piloting the survey to ensure consistency and respondents ability to comprehend and credibly respond to the questions, data collection occurred between June 11 and June 24, 2013. Data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender, with a quota system being used to ensure the sample was representative of the Marlborough District. Completion rates are shown in Table 1.1.

**Table 1.1 Completion Rates, June 2013 Survey**

	N	Percent
<b>Total Numbers called</b>	8,544	
Disco/wrong no	1,590	19%
Business/Fax	197	2%
<b>Total Valid Calls</b>	6,757	79%
No Answer	2,011	24%
<b>Total Valid Calls Answered</b>	4,746	56%
Non Qualifier	2,412	28%
Language Barrier	14	0%
<b>Total Valid Calls Answered and Qualifying</b>	2,320	27%
Not Interested	1,516	65%
<b>Total Survey Completions</b>	804	35%

Following the completion of data collection, analysis was undertaken using Q<sup>TM</sup>. All factors were evaluated on a scale of 1 to 9, where 1 represented the poorest possible rating and 9 the highest possible rating. All scores were then averaged, providing a rating out of 9 for all factors being measured, with higher scores indicating greater public perception of the result. The percentage of survey participants responding to each score was also noted for each question.

In cross-tabulations, where the data sets were of sufficient size to permit statistical interpretation<sup>1</sup>, results that were outside half of one standard deviation of the mean for the data set have been identified through colour coding, where positive responses are identified with a green background and negative responses are identified with a red background. The sum of all responses where participants provided a 'satisfied' response (rating 6, 7, 8, or 9 on the nine point scale) has been identified, and noted as 'percent satisfied'.

Two factors should be noted regarding the rating of service. If a red flag has been included, three questions should be asked. These are (1) does the area in question receive that service; and (2) is the mean still a high score overall and (3) was there any one-off event during the year that may have impacted on perceptions in a local area that did not affect the district as a whole. These codes have only been used where data collection for any sub-group within the population provides response for more than twenty (20) people.<sup>2</sup>

All questions were structured to include a 'non' response, thereby identifying the participation rate (and therefore level of relevance) to the community as a whole. The participation rate for each question has been noted as a percentage, listed in the title to each table. Factors with a high participation rate are more likely to be of greater relevance to the broad community, while those with a low participation rate are likely to target more specialised sectors of the community.

In previous data collection, unprompted comments were recorded for those with a negative response. For 2011, 2012 and 2013, where respondents noted a response below the neutral score (5), or notably high (scoring 8 or 9) the respondent was asked why they had provided the low or high score, and open-ended responses were obtained. Based on these criteria, it should be noted that there was less opportunity for positive comment than negative comment. The open ended questions were coded and analysed. The number of comments in each category has been identified. In addition, to provide context, the number of respondents noting each factor has been identified. Only factors identified by at least ten respondents have been included in this analysis, although verbatim details of all comments are included in Appendix 2.

Following cross-tabulation, data was compared to survey responses from the previous five years of Annual Residents Satisfaction surveys, and a trend of responses was conducted. Data in 2005 was available, but had been measured across a dissimilar scale and could not effectively be analysed in the trend analysis. Data from 2007 and 2008 was measured on a scale of 1-10.

The 2013 Marlborough Residents Survey involved 804 completions. Data were collected in two parallel samples of 400, each. For questions in which 804 responses were obtained the maximum margin of error from the sample is 3.3%; while for all questions in which 400 responses were obtained the maximum margin of error is +/-4.8%, and as such the data can be considered robust. Data collection was completed using a nine point scale. However, for the purpose of evaluating trends compared to previous years, all data has been adjusted to a response out of 10.

Data has been cross-tabulated based on the location of the respondents, with samples analysed based on the following geographic areas:

- Blenheim;

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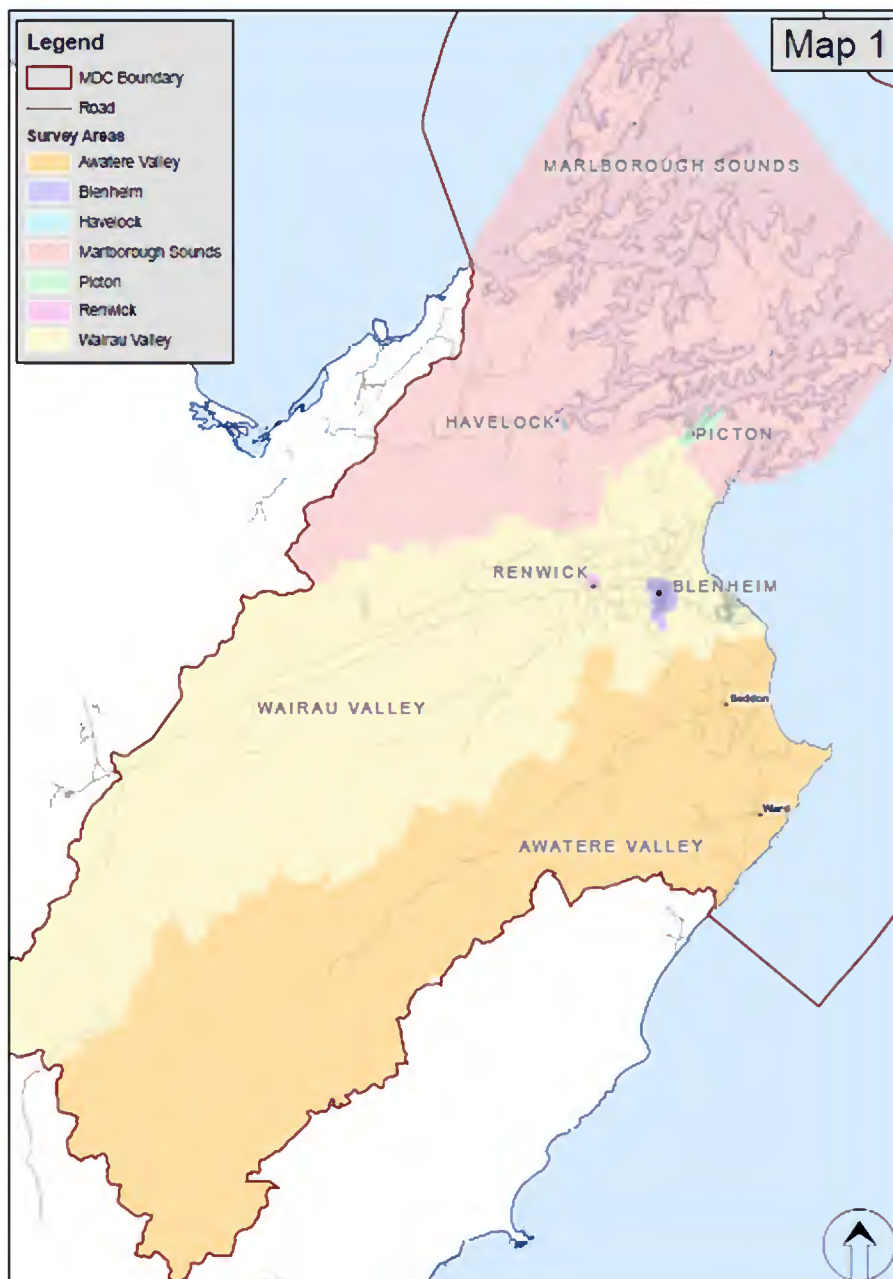
1 Data sets from the Havelock were too small for statistical evaluation, and no attempt has been made to contrast these results with the overall population.

2 As the number of respondents from Blenheim accounts for over 60% of the total sample, in many factors measured, there are relatively few sub-groups that provide a response that is statistically more positive than the mean score.

- Havelock;
- Picton;
- Renwick;
- Awatere Valley;
- Wairau Valley; and
- Marlborough Sounds

Figure 1-1 shows the geographic layout used to define responses from each area. Data were collected based on the percentage of the population residing in each area. While analysis has been undertaken for all locations, relatively few responses were obtained from residents in the Awatere Valley and Havelock. Therefore, these populations have been excluded from any commentary regarding the relative perceptions of residents in these areas. Similarly, where fewer than 20 responses were received from any one location, no colour coding has been identified in the data tables, and references to these results have in general been excluded from the report..

Figure 1-1 Map Outlining Geographic Locations within Marlborough District



## 2 Demographics of Research Sample

Table 2.1 Age of Respondents

Age Group	Number	Percentage
18-24	41	5%
25-34	102	13%
35-44	164	20%
45-54	170	21%
55-64	174	22%
65+	153	19%
<b>Totals</b>	<b>804</b>	<b>100%</b>

Table 2.2 Location of Respondents

Location	Number	Percentage	Population % <sup>3</sup>
Blenheim	470	58%	60%
Havelock	11	1%	1%
Picton	81	10%	10%
Renwick	51	6%	6%
Awatere Valley	25	3%	3%
Wairau Valley	104	13%	11%
Marlborough Sounds	62	8%	8%
<b>Totals</b>	<b>804</b>	<b>100%</b>	<b>100%</b>

Table 2.3 Gender of Respondents

Gender	Number	Percentage
Male	392	49%
Female	412	51%
<b>Totals</b>	<b>804</b>	<b>100%</b>

Table 2.4 Home Ownership Status of Respondents

Ownership Status	Number	Percentage
Owned	680	85%
Private Trust	111	14%
Rented	10	1%
<b>Totals</b>	<b>3</b>	<b>0%</b>
<b>Total</b>	<b>804</b>	<b>100%</b>

3 Population % of Marlborough Total, 2006 Census

**Table 2.5** Income Level of Respondents

Income Band	Number	Percentage
under \$10,000	10	1%
\$10-\$25,000	89	11%
\$25-\$40,000	108	13%
\$40-\$55,000	107	13%
\$55-\$70,000	102	13%
\$70-\$85,000	83	10%
\$85-\$100,000	73	9%
\$100,000+	121	15%
Declined	113	14%
<b>Totals</b>	<b>804</b>	<b>100%</b>

**Table 2.6** Time lived in Marlborough Province

Duration	Number	Percentage
less than 2 years	39	5%
2-5 years	72	9%
5-10 years	105	13%
10+ years	588	73%
<b>Totals</b>	<b>804</b>	<b>100.0%</b>

### 3 Key Findings

#### 3.1 Ratings of Service Delivery and Performance

In general, responses across the district were highly positive. Data from 2012 demonstrated a general increase in satisfaction compared to 2011. This trend has continued in 2013, with most responses being in line with, or marginally above the rating identified in 2012. The overall performance of the Council was rated highly, at 7.1, an increase from the rating of 6.9 identified in 2011 and 7.0 in 2012. 75% of respondents were satisfied with the performance of the Council (ranking 6, 7, 8, and 9).

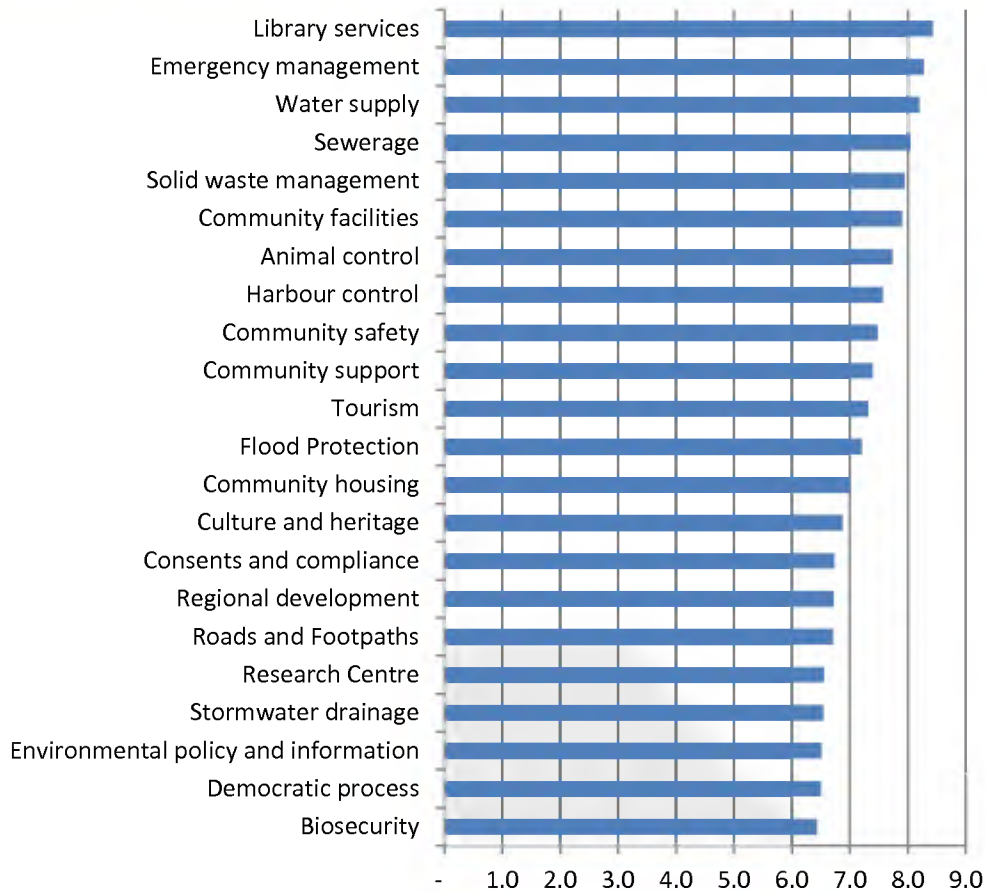
The most highly rated services were the library service, emergency management and sewerage, while the lowest rated factor was democratic process. Factors in which the public rated the 2013 performance above the level of 2012 significantly were emergency management and animal control. Factors in which perceptions declined significantly over the year included democratic processes and crop research.

**Table 3.1 Overall Response to Council Services and Activities**

Factor		Average Score	
Overall Council Performance		7.1	
Factor	Average Score	Factor	Average Score
Library services	8.4	Community housing	7.0
Emergency management	8.3	Culture and heritage	6.9
Water supply	8.2	Consents and compliance	6.7
Sewerage	8.0	Regional development	6.7
Solis waste management	7.9	Roads and Footpaths	6.7
Community facilities	7.9	Research Centre	6.5
Animal control	7.7	Stormwater drainage	6.5
Harbour control	7.6	Environmental policy and information	6.5
Community safety	7.5	Democratic process	6.5
Community support	7.4	Biosecurity	6.4
Tourism	7.3		
Flood Protection	7.2		



Figure 3-1 Overall Rating of Council Services and Activities



## 4 Results in Detail

### 4.1 Overall Rating of Council

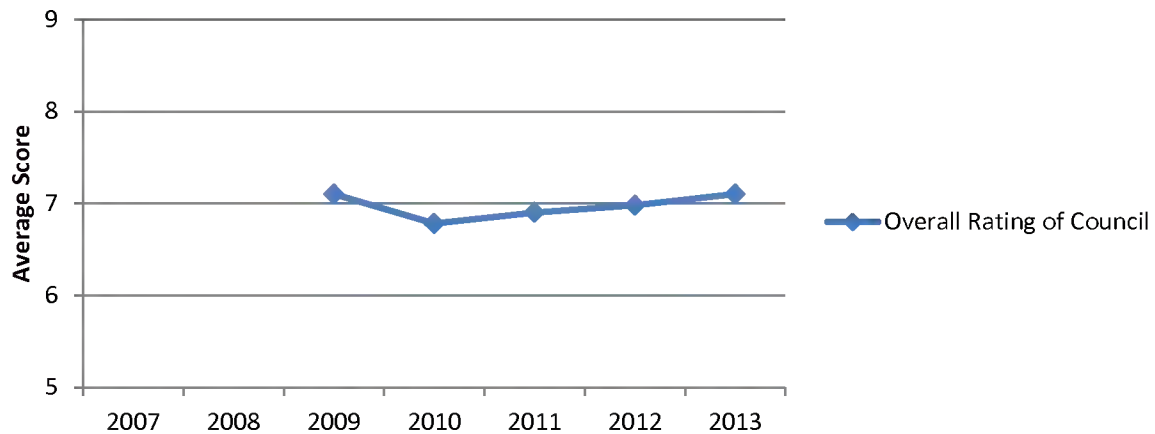
The overall rating of Council Performance was 7.1. Overall, 75% of all respondents were satisfied with the performance of the Council. The lowest satisfaction levels were recorded by respondents from Havelock and the Marlborough Sounds.

**Table 4.1 Overall Rating of Council Performance**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Overall rating of Council</b>							<b>% Satisfied</b>	<b>75.2%</b>
<b>Replies</b>	464	11	79	50	24	104	58	790
<b>Mean</b>	7.3	6.5	6.8	7.4	6.8	6.8	6.6	7.1

When asked to provide an overall rating for the Council, there was a slight increase in satisfaction compared to the level identified since 2010. While the level of satisfaction remains marginally lower than those identified in 2009, there has been a positive trend over the past three years.

**Figure 4-1 Overall Rating of Council**



### 4.2 Council Service

Respondents have only been asked to rate their contact with the Council since 2009. Between 2009 and 2012 there had been a steady increase in satisfaction with contact with Council. In 2013 there was a marginal decline, but the level remained very high (7.8).

Responses to questions about Council contact were screened, with 49% of respondents having been in contact with the Council in the past twelve months. Of those who had required contact with the Council in the past year, the average rating was 7.8, with 80% of all respondents noting that they were satisfied with their contact with the Council. Respondents from the Awatere Valley and Havelock were the least satisfied with Council services, while those from Blenheim and the Wairau Valley were most satisfied.

Satisfaction was highest among those who contacted the Council through visiting the council offices, and lowest shared among those who made contact by post, telephone and website.

**Table 4.2 Council Service**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Rating of Contact</b>							% Satisfied	79.5%
<b>Replies</b>	213	7	81	51	18	58	30	390
<b>Mean</b>	8.0	6.7	7.4	7.6	6.7	8.0	7.6	7.8

**Table 4.3 Form of Contact with Council**

	Telephone	Council Offices	Post	Website	E-mail	Overall
<b>Replies</b>	156	194	47	18	43	390
<b>Mean</b>	7.3	8.0	7.3	7.3	7.4	7.8

**Table 4.4 Form of Contact with Council**

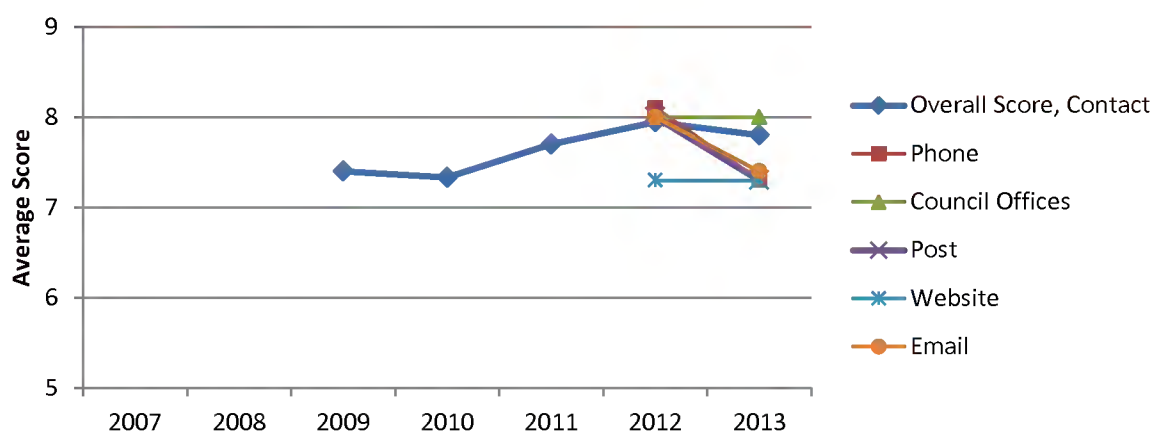
	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>At Council Offices</b>	56%	57%	46%	55%	56%	58%	44%	54%
<b>Telephone</b>	41%	43%	43%	36%	38%	42%	44%	41%
<b>By post</b>	10%	0%	11%	18%	25%	9%	26%	12%
<b>Email</b>	9%	0%	3%	5%	13%	11%	26%	10%
<b>Website</b>	7%	14%	9%	0%	6%	8%	7%	7%
<b>Other</b>	7%	29%	11%	5%	0%	6%	22%	8%

Respondents were asked to provide reasons for their positive or negative ratings. The most common response was that the staff were friendly and helpful (142), the service was good (82) and prompt or timely (48). The most common negative responses were the lack of action and that people didn't take responsibility (both 12).

**Table 4.5 Unprompted Comments, Council Services**

Positive		Negative	
Friendly, helpful staff	142	Lack of action	12
Good service	82	Nobody takes responsibility	12
No delay / prompt	48		
Informative	37		

**Figure 4-2 Rating of Contact with Council, Trends**



### 4.3 Awareness of Council Communications and Media

Most respondents (72%) had seen or heard notices or advertisements issued by the Council in the past twelve months. Of those who had seen advertisements the most common source was local newspapers (79%), followed by letterbox leaflets (20%).

**Table 4.6 Source of Advertising**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
Recall of advertising	69%	73%	67%	78%	84%	80%	71%	72%
<b>Media recalled:</b>								
Local Newspapers	80%	63%	80%	75%	71%	83%	70%	79%
Mail/ Leaflets/ Pamphlets	17%	38%	26%	15%	38%	17%	34%	20%
Radio	10%	0%	11%	20%	0%	13%	11%	11%
Website	6%	13%	4%	3%	0%	1%	11%	5%

### 4.4 Roads and Footpaths

Participants were asked to rate the Council's performance in providing roads and footpaths throughout the district. Specific information was obtained with regard to the provision of sealed and unsealed roads, footpaths, and street lighting. Scores for all measures were then grouped to provide an indication of the total service provided with regard to roads and footpaths. Detail is shown in Table 4.7. The highest rated overall service was 'street lighting' (7.4), followed by 'sealed roads' (6.9). Marlborough Sounds were least positive regarding 'street lighting'. Awatere Valley scores were also low, but the sample size was small.

**Table 4.7 Roads and Footpaths**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Sealed Roads</b>							% Satisfied	70.5%
Replies	242	4	40	23	12	45	32	398
Mean	7.0	7.2	7.1	7.0	5.4	6.6	6.5	6.9
<b>Unsealed Roads</b>							% Satisfied	39.4%
Replies	231	4	37	22	12	44	32	382
Mean	6.0	6.7	6.6	6.3	4.8	5.4	5.4	5.9
<b>Footpaths</b>							% Satisfied	61.3%
Replies	241	4	40	22	9	45	30	391
Mean	6.7	6.1	6.7	6.5	4.2	6.3	6.0	6.5
<b>Street Lighting</b>							% Satisfied	77.1%
Replies	242	4	40	21	12	45	31	395
Mean	7.7	6.7	7.5	7.6	5.9	7.2	5.9	7.4
<b>Land Transport (Total)</b>								
Mean	6.9	6.7	7.0	6.8	5.1	6.4	6.0	6.7

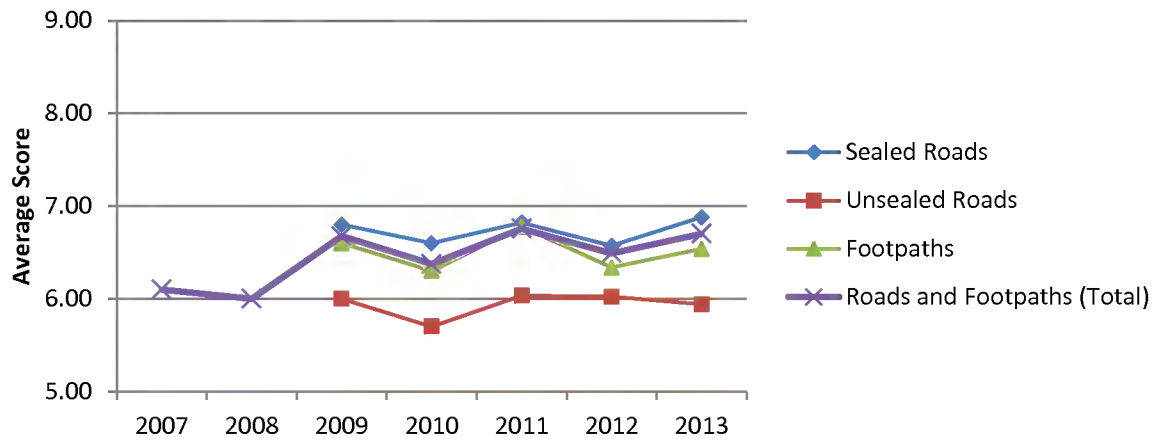
A range of comments were received with regard to Roads and Footpaths in Marlborough (Table 4.8). Key areas of positive performance include well lit streets (N=101), well maintained footpaths (80) and well maintained sealed roads (N=78). In contrast 55 identified that the unsealed roads were poor, while 49 identified that the sealed roads were poor.

**Table 4.8 Unprompted responses, Roads and Footpaths**

Positive	N	Negative	N
Well lit streets, adequate light	101	Poor maintenance / condition: unsealed roads	55
Footpaths well maintained	80	Poor maintenance / condition: sealed roads	49
Well maintained sealed roads	78	Poor footpath maintenance	41
Well maintained unsealed roads	26	Street lighting inadequate	39
		Potholes/ poor seal	36
		Lack of Footpaths	21

The trend analysis shows that resident's satisfaction with roads and footpaths overall has increased in 2013. Satisfaction with all factors has increased when compared to the 2012 results, other than satisfaction with unsealed roads.

Figure 4-3 Trend Analysis, Land Transport 4



4 In previous years, data for 'Land Transport' included 'Car Parking'. The results in 2013 have been amended to exclude car parking for current and historic data.

## 4.5 Sewerage

Participants were asked to rate the Council's performance in providing sewerage services. In 2013, 83% were satisfied with Sewerage. Those in Renwick were more likely to rate the sewerage system highly, while those in Marlborough Sounds and Wairau Valley were less likely to rate the service positively. Note that for all three of these areas, fewer than 20 responses were received.

**Table 4.9 Sewerage**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Sewerage</b>							% Satisfied	83.4%
<b>Replies</b>	172	3	31	9	5	18	10	248
<b>Mean</b>	8.3	8.1	7.9	9.0	7.0	6.8	5.2	8.0

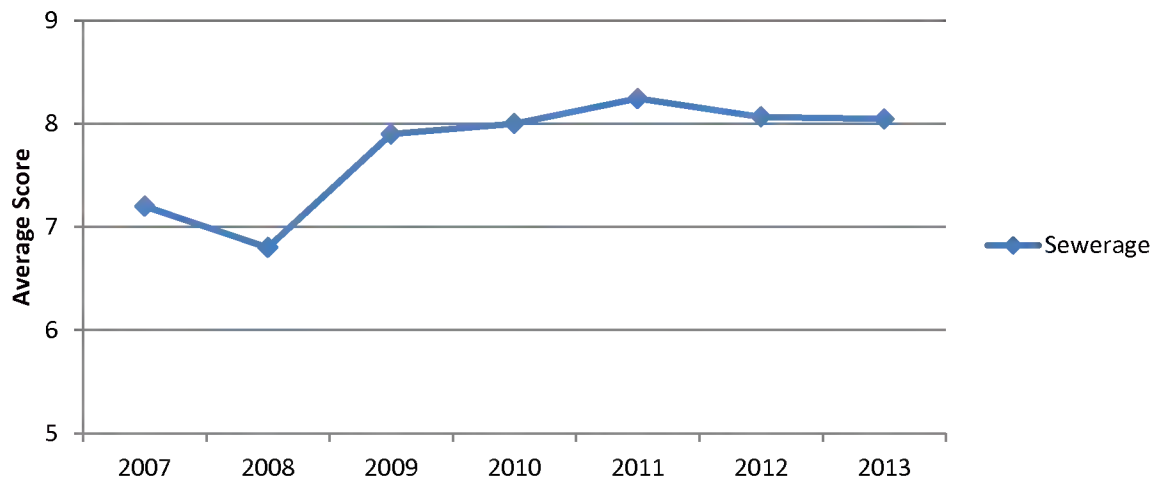
There were more positive than negative unprompted comments. The most common unprompted comment regarding the sewerage was that it works well (171). No single negative response had more than ten respondents.

**Table 4.10 Unprompted responses, Water Services**

	Positive	Negative
<b>Sewerage</b>	No problems/ functions well 171	*

There was only marginal change in satisfaction levels since 2009. The overall rating of 8.0 was effectively unchanged from the previous year.

**Figure 4-4 Trend Analysis, Sewerage**



### 4.6 Water Supply

Participants were asked to rate the Council's performance in the provision of water supplies. The overall rating for 'water supply' was 8.2. There was a clear differentiation between the responses from different locations, with Blenheim respondents being highly positive (8.8), while those from Picton and the Wairau Valley were less positive about drinking water.

**Table 4.11 Water Supply**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Drinking Water</b>							% Satisfied	84.1%
<b>Replies</b>	196	5	39	21	9	20	6	296
<b>Totals</b>	8.8	7.1	7.1	7.8	5.3	6.4	5.7	8.2

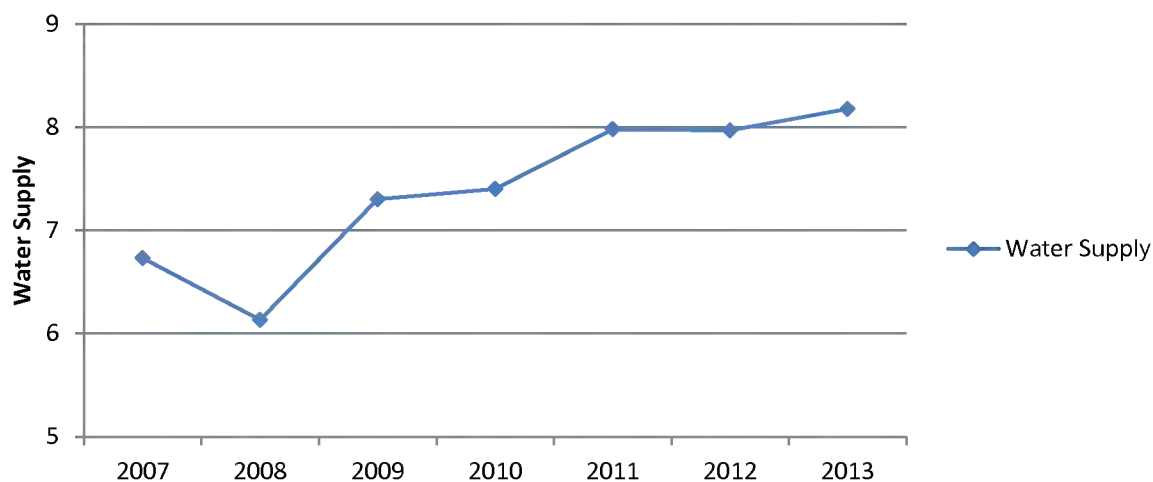
When asked to comment regarding water supplies, far more positive responses were received than negative. The most common responses were that there was 'no problem' with the drinking water (87), it was of good quality (80) and had a good supply (47). Negative responses regarding water was that it was undrinkable or of a low standard (11, and 10 responses respectively).

**Table 4.12 Unprompted responses, Water Supply**

	Positive	Negative
<b>Drinking Water</b>	No problems	Water Undrinkable
	Good quality	Water of low standard
	Good supply	
	Good taste	
	87	11
	82	10
	47	
	35	

Satisfaction with drinking water increased in 2013, representing an ongoing trend in increased satisfaction with drinking water since 2008.

**Figure 4-5 Trend Analysis, Water Supply**





### 4.7 Stormwater Drainage

Participants were asked to rate the Council's performance in providing urban stormwater drainage. The overall rating was 6.5. There was a clear differentiation between the responses from different locations, with Blenheim respondents being relatively more positive (6.8); and the relatively smaller Renwick resident respondents rating 7.4, while those from the Wairau Valley being less positive (5.0).

**Table 4.13 Stormwater Drainage**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Stormwater Drainage</b>							% Satisfied	58.1%
<b>Replies</b>	199	4	39	19	9	32	13	315
<b>Mean</b>	6.8	5.3	6.6	7.4	5.6	5.0	6.0	6.5

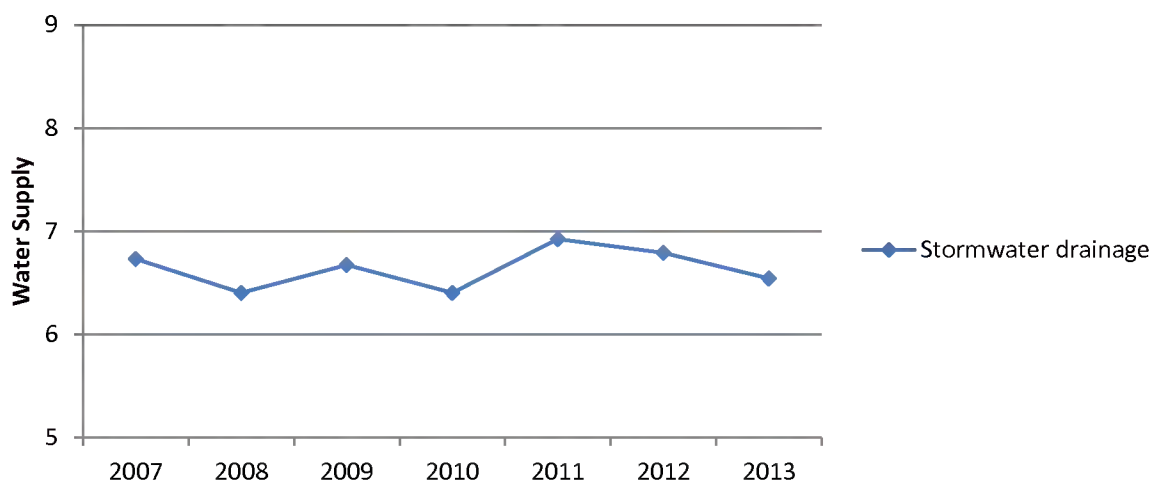
When asked to comment regarding stormwater drainage, more positive responses were received than negative. 44 respondents identified 'no problem' with the urban stormwater system, while 23 noted there 'wasn't much flooding'. Negative responses noted that flooding still occurred (39) and that drains were blocked and needed clearing (22).

**Table 4.14 Unprompted responses, Stormwater Drainage**

	Positive	Negative
<b>Stormwater</b>	No problems 44	Flooding still occurring 39
	Not much flooding 23	Drains blocked/ need clearing 22
		Poor maintenance 11

The overall rating of 6.5 for stormwater drainage represented a decline from the result in 2012, down from the highest response of 6.9 in 2011.

**Figure 4-6 Trend Analysis, Stormwater Drainage**



## 4.8 Flood Protection and Control Works

The Council provides and maintains a network of stop banks on rivers and drains on the main Wairau floodplain to protect against the risks of flooding and agricultural drainage. Lesser works at a lower rate charge are carried out in Picton and outside of the main Wairau floodplain. The average rating for Flood Protection and Control Works was 7.2, showing no effective change since 2012, but an improvement on the results of 2010 and 2011. Effectively the data from the last two years reflects a reversion to the levels of satisfaction identified in the years 2007 – 2009.

**Table 4.15 Flood Protection**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
							% Satisfied	70.9%
<b>Replies</b>	222	3	38	22	10	40	15	350
<b>Mean</b>	7.5	4.8	7.4	6.9	5.0	6.7	6.4	7.2

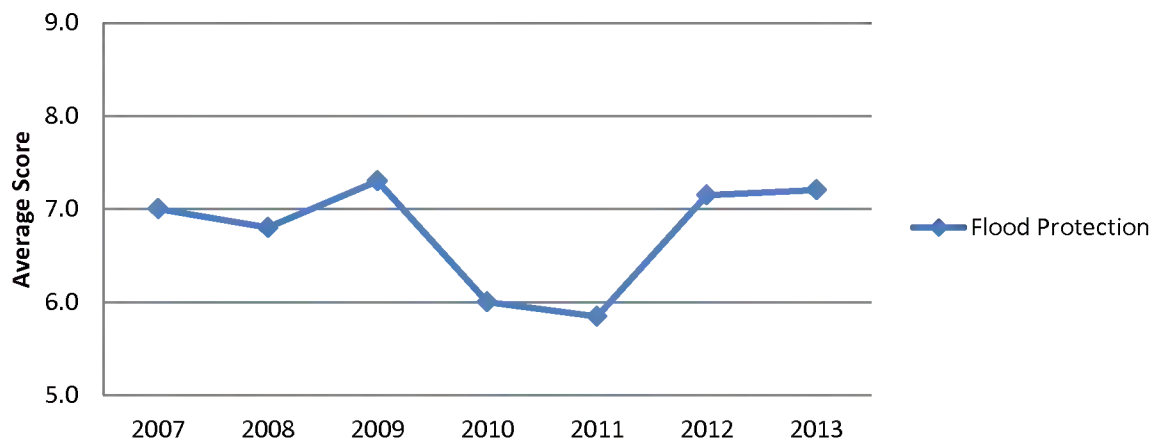
The most common positive comments were that the flood protection was well planned, managed and monitored (65), while the most common negative comment was 'lack of maintenance' (22).

**Table 4.16 Unprompted Comments, Flood Protection**

River Engineering - Positive Totals		River Engineering - Negative Totals	
Do a good job/ Managed well	65	Not enough maintenance	22
Rarely floods	37	Flooding	20
Well maintained	24		

The resident satisfaction level with flood protection has shown notable changes over the years of data collection. In 2013, the satisfaction level was in line with that of 2012. Both years represented a significant increase compared to the results from 2010-2011, reverting to the level observed in 2007-2009. This may be a direct response to incidents in specific years regarding flood events in the Marlborough district.

**Figure 4-7 Trends in Flood Protection Satisfaction<sup>5</sup>**



<sup>5</sup> Prior to 2013, the phrase used to describe this service was 'river engineering' rather than 'flood protection'

### 4.9 Biosecurity

The Council is responsible for the coordination and monitoring of 'declared' regional pests - both animal pests (such as rabbits) and a range of plant pests (such as *Nassella tussock*). Respondents were asked to rate their perception of the Council's ability to assist landowners in managing these pests. The average rating for control of animal pests was 6.6, while the rating for control of plant pests was lower at 6.3. Perceptions regarding the Councils' delivery of this service were clearly divided, with those in the Picton and Marlborough Sounds demonstrating a lower rating than those in other areas.

**Table 4.17 Control of Pests**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Animal Pests</b>							% Satisfied	57%
Replies	154	5	24	13	11	42	23	272
Mean	7.1	5.6	5.5	6.2	6.7	6.5	4.8	6.6
<b>Plant Pests</b>							% Satisfied	51%
Replies	149	4	24	9	12	46	25	269
Mean	6.9	6.1	4.6	6.5	6.9	6.0	4.7	6.3
<b>Pest Control Total</b>								
Mean	7.0	5.8	5.0	6.3	6.8	6.3	4.8	6.4

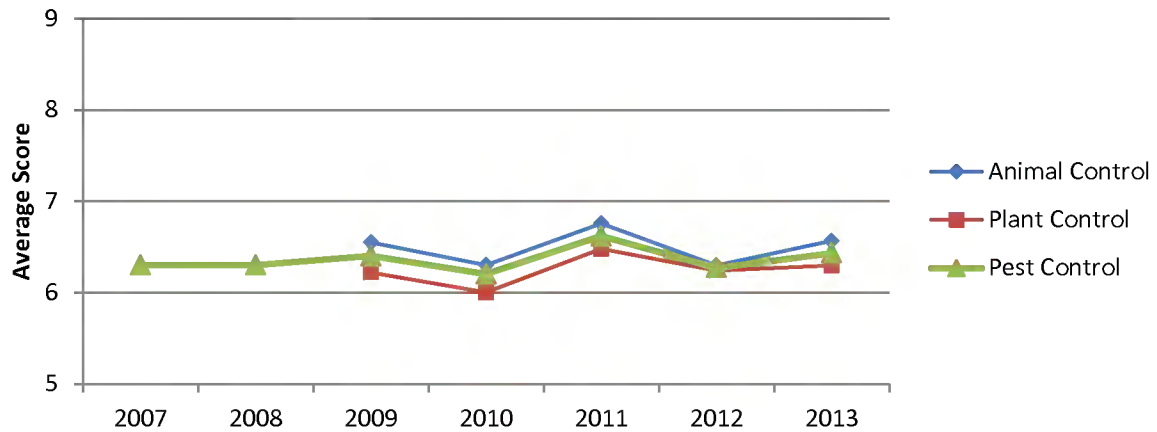
There were a broad range of unprompted responses. The most common positive responses were that the Council was 'controlling animal pests well' (38), and controlling plant pests well (29). The most common negative responses were that residents 'had to control plant and animal pests by themselves' (33 animal, 17 plant).

**Table 4.18 Unprompted Comments, Pest Control**

	Positive	Negative
<b>Animal Pests</b>	Council doing a good job	No visible Council involvement/ Have to control pests ourselves
	38	33
	No problems	Issue - Rabbits
	21	10
	Good management	Rat/ Wildcat/ Ferret/ Stoat/ Possum/ Wild pig numbers
	11	2
<b>Plant Pests</b>	Council doing a good job	Council ineffective/ uninvolved
	29	16
	No problems	Issue - Old Mans' Beard
	17	13

The trend analysis demonstrates that over the years of data collection, there has only been a marginal level of variation in perceptions of the Council's delivery of pest management services. Results were marginally higher for animal control, but unchanged for plant control compared to 2012.

Figure 4-8 Trend Analysis, Pest Control



### 4.10 Solid Waste Management

Respondents were asked to comment about the provision of rubbish collection and recycling services in the Marlborough District. The provision of service for all three factors was rated relatively highly (7.7 - 8.1), with an average rating of 7.9 for all waste management services. The average level of satisfaction across all three waste services was 83%. There was no statistically significant difference based on the location of the respondents in locations where more than 20 responses were received.

**Table 4.19 Solid Waste Management**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Kerb-side</b>							% Satisfied	85.0%
Replies	222	1	38	11	4	17	14	307
Mean	8.4	10.0	8.4	3.7	3.3	7.7	7.4	8.1
<b>Waste Transfer</b>							% Satisfied	78.4%
Replies	174	3	33	16	10	34	21	291
Mean	7.8	6.3	7.3	7.6	5.7	7.7	7.7	7.7
<b>Resource Recovery Centre</b>							% Satisfied	84.4%
Replies	213	2	26	19	6	36	18	320
Mean	8.3	8.9	7.2	8.3	6.9	7.9	7.2	8.1
<b>Waste Management Total</b>								
Mean	8.2	8.4	7.6	6.6	5.3	7.8	7.4	7.9

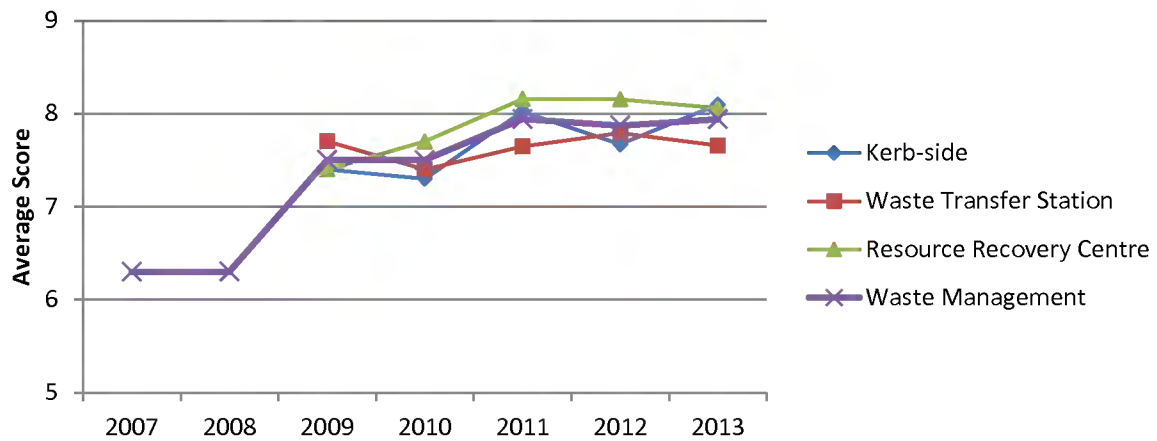
When asked to provide detail regarding their positive or negative comments, a wide range of positive comments were provided, including the kerbside collection being 'a great service' (110); the waste transfer being convenient and accessible (38); the recovery centre being well managed and a good service (87), it being a good option to have available (43) and easy to use (41). The main negative comments related to a lack of kerb-side service (10) and the cost of using the transfer and recovery centres (19 and 16 responses respectively).

**Table 4.20 Unprompted Comments - Solid Waste Management**

	Positive	Negative
<b>Kerbside Collection</b>	Great service/ pick up good	110
	Reliable/ on time	61
	Excellent	37
<b>Waste Transfer Stations</b>	Convenient/Accessible	38
	Expensive	19
	Excellent	35
<b>Resource Recovery Centre</b>	Well managed facility	20
	Good service/ well managed	87
	Expensive	16
	Good to be able to easily recycle	43
	Convenient/ easy to use	41

The results for Waste Management were generally similar to those of identified since 2011. There was a small increase in satisfaction with kerbside collection, and a small decrease in satisfaction with the waste transfer station.

Figure 4-9 Trend Analysis, Waste Management



### 4.11 Community Facilities

The Council administers community facilities, including nearly 13,000Ha of parks and reserves; playgrounds, sports grounds; community halls; swimming pools; cemeteries; and public toilets. Participants were asked to rate the Council's management of these facilities. Universally, responses were positive, with all facilities being rated between 7.0 and 8.4. Details of response by location are shown in Table 4.19, while Table 4.20 (overleaf) shows that the community demonstrated between 69% and 90% satisfaction with Council Facilities.

Across all facilities, respondents were satisfied (i.e. all responses were above the neutral score of 5). The only factors in which responses demonstrated a statistically significant variation from the district population were Picton residents perception of parks, community halls and swimming pools; and Marlborough Sounds residents' perceptions of Parks and Sports Grounds and public toilets.

**Table 4.21 Community Facilities**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Parks and Reserves</b>							% Satisfied	86.7%
Replies	223	7	39	27	12	54	22	384
Mean	8.4	7.5	7.5	8.0	7.2	8.1	7.2	8.1
<b>Sports Grounds</b>							% Satisfied	88.7%
Replies	223	7	39	27	12	54	22	384
Mean	8.3	7.4	7.7	8.4	7.4	8.3	6.7	8.2
<b>Community Halls</b>							% Satisfied	77.0%
Replies	127	7	21	16	9	35	11	226
Mean	7.8	7.6	6.4	7.6	6.4	7.3	6.1	7.4
<b>Swimming Pools</b>							% Satisfied	86.0%
Replies	201	5	24	18	9	38	12	307
Mean	8.8	8.4	5.6	8.7	6.3	8.4	5.9	8.3
<b>Cemeteries</b>							% Satisfied	90.2%
Replies	163	5	26	17	8	43	14	276
Mean	8.6	8.9	7.9	8.9	8.5	8.3	7.0	8.4
<b>Public Toilets</b>							% Satisfied	69.3%
Replies	197	7	38	26	12	44	21	345
Mean	7.1	6.2	7.6	7.3	6.7	6.6	5.9	7.0
<b>Community Facilities Total</b>								
Mean	8.2	7.7	7.1	8.1	7.1	7.8	6.5	7.9

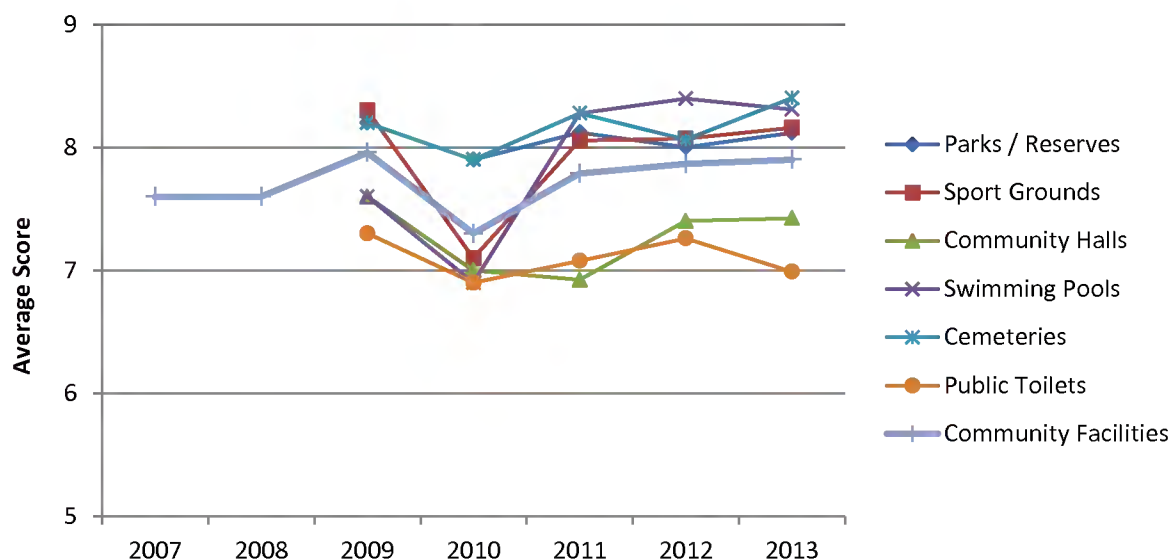
Unprompted comments with regard to community facilities were overwhelmingly positive. The most common response was that the facilities were well maintained and in a good condition, with 169 respondents noting this for 'parks and reserves'; 130 for 'sports grounds'; 94 for the 'swimming pools'; 140 for the 'cemeteries'; and 7 for public toilets'. The most common negative comment was regarding public toilets being poorly maintained and unhygienic.

Table 4.22 Unprompted Comments- Community Facilities

	Positive		Negative	
Parks & Reserves	Well maintained/ in good condition	169	Poor maintenance/service	10
	Clean/ Tidy	48		
	Plentiful/ good range of parks	10		
Sports Grounds	Well maintained/ in good condition	130	*	
	Clean	32		
Community Halls	Well maintained/ in good condition	46	*	
	Clean/ Tidy	13		
Swimming Pools	Well maintained/ in good condition	94	*	
	Great new/ upgraded pool	59		
	Clean	43		
Cemeteries	Well maintained/ in good condition	140	*	
	Clean/ Tidy	48		
Public Toilets	Well maintained/ clean	76	Poor public toilet hygiene	31
	Upgraded/ new toilets	10	Maintenance issues	15

The average rating of community facilities increased slightly when compared to the results from 2012, continuing a trend of small increases initiated in 2011. Perceptions of all facilities increased other than the perceptions of the swimming pool and public toilets.

Figure 4-10 Trend Analysis, Community Facilities





### 4.12 Culture and Heritage

The Council manages culture and heritage assets and resources, provides culture and heritage grants, and works with local groups to support and develop culture and heritage resources. Respondents in general rated the performance of the Council positively in supporting arts, culture and heritage (6.9). Wairau Valley residents were less satisfied than those of other areas with the performance of the Council in the area of culture and heritage.

**Table 4.23 Council Support of Culture and Heritage**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Culture and Heritage</b>							% Satisfied	63.8%
<b>Replies</b>	192	4	34	18	12	37	26	323
<b>Mean</b>	7.0	6.7	6.6	7.0	6.4	6.4	7.1	6.9

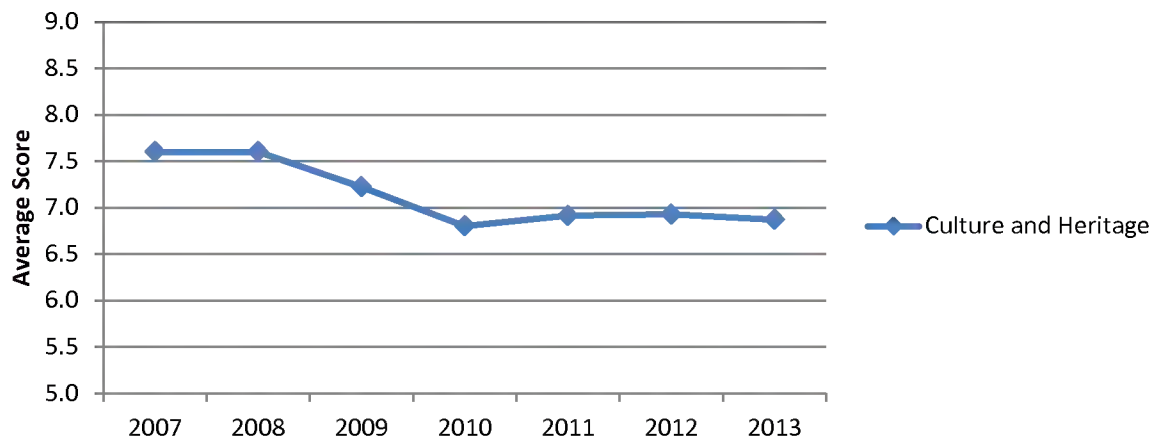
When asked to make comments for the rating given, the most common positive responses were that this was a good service, and the Council provided good diversity in the activities supported. Several respondents (46) mentioned that the Council provided good support. The most common negative response was that rates shouldn't be used for culture and heritage functions or services (11).

**Table 4.24 Unprompted Responses, Culture and Heritage**

Positive	Negative
Provides good service	46 Rates should not be used for Culture and Heritage
Good	14
Well covered/ large variety	11

Perceptions of Council support of Culture and Heritage declined over the period from 2007 to 2010. However, for the last three years, there has been no further decline, with results marginally above the result from 2010.

**Figure 4-11 Trend Analysis, Culture and Heritage**



### 4.13 Consents and Compliance

The Council administers a wide variety of regulatory functions, powers and duties. Many of these are legislated by government, including the Resource Management Act, the Building Act, the Sale of Liquor Act, Food Act and the Health Act. Once consents have been approved, the Council then monitors activity to ensure on-going compliance, and investigates complaints. Five specific areas were investigated, with survey participants rating the performance above neutral for each factor. Average scores were between 6.1 (Resource Management - consents) and 7.6 (Health and Foods Act).

Respondents from both Picton and the Marlborough Sounds were generally less satisfied than the overall population regarding consents and compliance. Specifically, Picton residents demonstrated lower levels of satisfaction regarding the RMA consent and monitoring, and the Health and Food Acts. Marlborough Sounds residents demonstrated lower levels of satisfaction regarding RMA monitoring and the Building Act.

Table 4.25 Consents and Compliance

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Resource Management Act (consents)</b>							% Satisfied	56.3%
Replies	144	6	26	19	9	44	22	270
Mean	6.5	5.0	5.6	5.6	5.3	6.1	5.8	6.1
<b>Resource Management Act (monitoring)</b>							% Satisfied	52.8%
Replies	121	5	21	13	8	42	21	231
Mean	6.7	5.3	5.2	6.9	6.0	6.3	5.8	6.3
<b>Building Act</b>							% Satisfied	50.4%
Replies	138	5	27	20	9	42	25	266
Mean	6.3	5.8	5.8	6.4	5.2	6.5	5.7	6.2
<b>Sale of Liquor Act</b>							% Satisfied	75.0%
Replies	165	6	23	21	8	45	16	284
Mean	7.5	7.4	7.1	7.1	7.4	7.3	6.3	7.3
<b>Health and Foods Act</b>							% Satisfied	79.5%
Replies	163	6	29	20	8	40	17	283
Mean	7.7	6.9	7.1	8.1	7.2	7.5	7.4	7.6
<b>Consents and Compliance</b>								
Mean	6.9	6.1	6.2	6.8	6.2	6.7	6.2	6.7

Table 4.26 Satisfaction and Dissatisfaction, Consents and Compliance

Act	Satisfied	Neutral	Dissatisfied
Resource Management Act (consents)	56.3%	18.9%	24.8%
Resource Management Act (monitoring)	52.8%	28.6%	18.6%
Building Act	50.4%	24.1%	25.6%
Sale of Liquor Act	75.0%	15.8%	9.2%
Health and Foods Act	79.5%	15.5%	4.9%

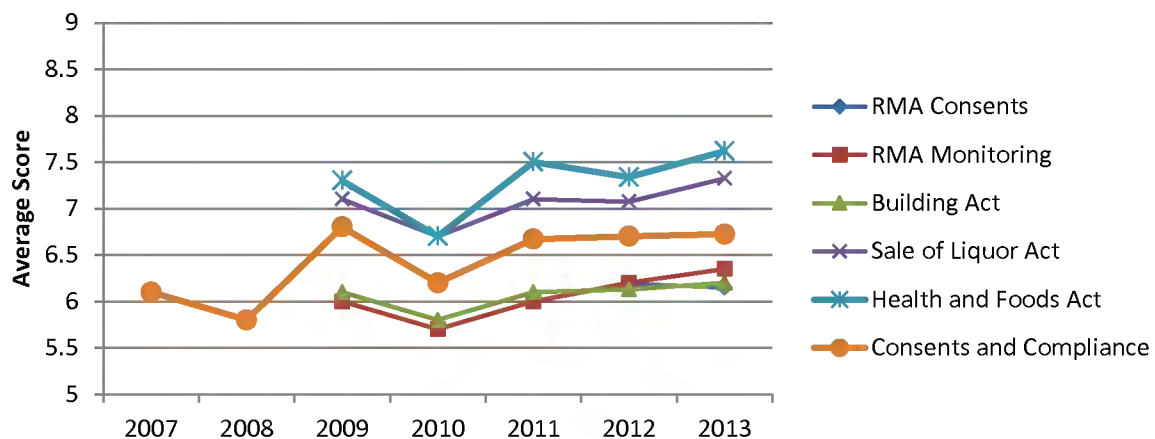
Reasons for positive responses regarding consents and compliance included 'good management of sale of liquor act' (46), 'doing a good job with health and food act (41), and 'effective monitoring' of both these acts (both 33). The primary negative response was that building consents take too long (33).

**Table 4.27 Comments regarding Consents and Compliance**

	Positive		Negative	
RMA	Efficient	16	*	
	Do a good job/good service	15		
Building Act	Do the job well/ good job	17	Building consents take too long	33
	Provide a good service	15	Too much red tape	12
			Compliance costs too high	10
Sale of Liquor	No problems / Good	46	Better monitoring needed	10
	Well managed/ well monitored/ regulated	33		
	Monitoring underage drinking	15		
Health & Food	Do a good job	41		
	Good high standards and close monitoring	33	*	
	No problems heard of	23		

The overall response regarding consents and compliance demonstrated a no change compared to the results from 2012. There was a slight increase in satisfaction with regard to the Sale of Liquor; Health and Foods Acts, and for monitoring the RMA. There was no significant change in satisfaction regarding the Building Act, and a small decline in satisfaction regarding RMA consents.

**Figure 4-12 Trend Analysis, Consents and Compliance**



### 4.14 Democratic Process

The Council encourages residents to participate in the decision-making processes of the Council, including providing information about the business of the Council, awareness of Council meetings, and local body elections. Respondents were asked to consider two specific aspects of Council functioning: Provision of information about Council business; and awareness of Council meetings. Satisfaction ratings were positive for both factors, and demonstrated a decrease in satisfaction compared to the previous years. The mean score for satisfaction regarding the democratic process was 6.5. Respondents from Picton were less positive regarding information being available about the Council.

**Table 4.28 Perceptions regarding the Democratic Process**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Providing information about Council</b>							% Satisfied	62.3%
Replies	221	4	37	22	11	43	31	369
Mean	6.8	6.7	6.1	6.3	6.0	6.7	6.1	6.6
<b>Awareness - Council meetings</b>							% Satisfied	52.1%
Replies	209	3	30	18	10	41	29	340
Mean	6.4	7.4	6.3	5.3	6.3	6.4	5.9	6.3
<b>Democratic Process</b>								
Mean	6.6	7.0	6.2	5.8	6.1	6.5	6.0	6.5

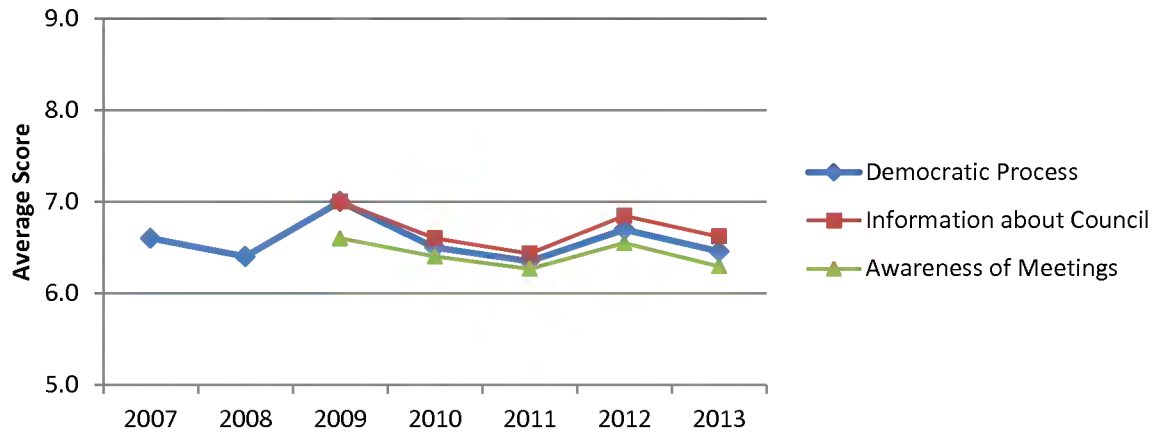
More responses were positive than negative regarding the democratic process. The most common responses were that the information was well advertised (51), and that access to meetings was well advertised (47). The most common negative responses were that there was too much activity behind closed doors (35), and that the public wasn't aware of meetings (36).

**Table 4.29 Unprompted Comments, Democratic Process**

	Positive	Negative
<b>Information</b>	Advertise well in paper/ media/ leaflets in mailbox	51
	Information always available	23
	Good communication	17
<b>Access to Meetings</b>	Advertise well	47
	People are made aware	20
	Good communication	15
	Too much behind closed doors/ not enough information provided	35
	Need to let locals know what is going on	18
	Public not aware of meetings	36
	Need to let locals know what is going on	29
	Too many closed door meetings	21

When the trend in perceptions was analysed, results demonstrated a return to the levels identified in 2011; and a decline in satisfaction for both the awareness of meetings and in the information available about the council.

Figure 4-13 Trend Analysis, Democratic Process



## 4.15 Community Housing

The Council owns about 170 housing units that are available to older people, and rented at discounted rates. Participants were asked to rate the Council's performance in providing for this social need. Awareness regarding the community houses had increased from 46% in 2011 to 54% in 2012, with a slight decline to 51% in 2013. Overall response rates were generally positive (7.0) regarding the Council's performance in provision of Community Housing. When analysed by region, no responses demonstrated significant difference to the mean score. Wairau Valley respondents were more positive regarding the provision of community housing than were respondents from other locations.

**Table 4.30 Council Provision of Community Housing**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Community Housing</b>							<b>% Satisfied</b>	<b>66.2%</b>
<b>Replies</b>	112	4	19	16	4	40	12	207
<b>Mean</b>	7.0	6.4	6.5	7.2	3.6	7.7	6.7	7.0

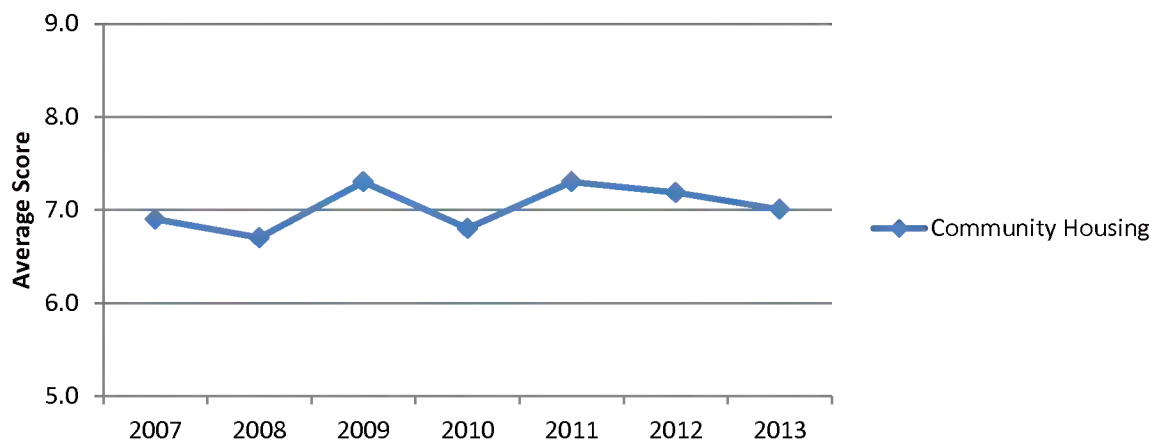
When asked to make comments regarding Community Housing, the most common response was that the houses were readily available to those who needed them (22) and that they were well maintained (15). There were no responses for which more than 10 negative comments were received.

**Table 4.31 Unprompted Comments, Community Housing**

Positive	Negative
Readily available to those that need them	22
Well maintained/ good upkeep	15

Since 2007 there has been minimal change in the perception of community housing. The satisfaction identified in 2013 was marginally lower than that identified in 2012.

**Figure 4-14 Trend Analysis, Perceptions of Community Housing**



### 4.16 Library Services

The Council operates two public libraries, one at Blenheim and the other at Picton. In addition, the Council supports a network of seven community libraries (some in conjunction with local schools). Respondents were asked to rate the services provided by the public and community libraries. The average rating was 8.7 for public libraries and 8.2 for Community libraries. 93% of respondents were satisfied with the public libraries, while 84% were satisfied with the Community/ School Libraries.

**Table 4.32 Rating of Library Services**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Public Libraries</b>							% Satisfied	93.4%
Replies	222	2	39	22	11	40	27	363
Mean	8.8	7.2	8.4	8.7	9.0	8.4	8.7	8.7
<b>Community/ School Libraries</b>							% Satisfied	83.5%
Replies	75	3	18	9	8	13	7	133
Mean	8.2	8.1	8.3	8.6	7.1	8.5	8.1	8.2
<b>Library Services, Total</b>								
Mean	8.5	7.7	8.4	8.7	8.0	8.5	8.4	8.4

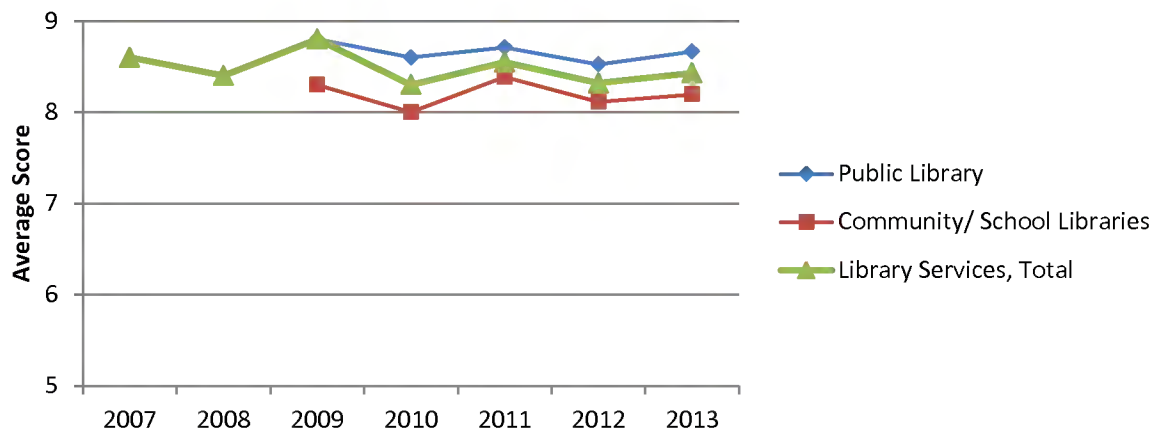
The unprompted comments with regard to library services were almost universally positive, including 'good and helpful staff' (124 public libraries and 21 community libraries); 'good facilities and computers' (68 public and 14 community library); and a good range of books (48) and services (62). There were fewer than ten negative comments regarding any one factor or service.

**Table 4.33 Unprompted Comments, Library Services**

	Positive	Negative
<b>Public Library</b>	Good service/ staff helpful	124
	Good facilities/ PCs etc.	68
	Good range of services	62
	Good range of books	48
	Accessible	30
	Opening hours good	16
	Well used	13
<b>Community Libraries</b>	Good service/ staff helpful	21
	Good range of books	15
	Good facilities/ PC etc.	14
	Good range of services	14

A comparison of historical trends shows that satisfaction with the library services have remained highly positive. While there is some variation each year, the results have remained within a range between 8.0 and 8.9 for each year of data collection. The results from 2013 were marginally higher than those of 2012.

Figure 4-15 Trend Analysis, Public and Community Libraries





### 4.17 Animal Control

The Council provides services in relation to dog control, and the control of other animals (including livestock) in public locations (such as roads). Respondents were asked to rate the performance of the Council on controlling animals. In general, respondents felt that the Council provided reasonable levels of animal control, with average scores of 7.6 for Dog Control and 7.9 for Livestock Control. Most respondents were aware of the Council's role in Dog Control, while only 60% were aware of the Council's role in Livestock control. Picton and Marlborough Sounds residents were less positive than others regarding dog control.

**Table 4.34 Animal Control**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Dog Control</b>							% Satisfied	81.5%
Replies	210	7	39	26	11	55	24	372
Mean	7.7	7.3	6.8	8.0	8.1	7.6	6.6	7.6
<b>Control of Livestock</b>							% Satisfied	84.8%
Replies	139	5	18	17	8	39	17	243
Mean	8.1	8.0	8.1	8.0	7.2	7.3	7.2	7.9
<b>Animal Control</b>								
Mean	7.9	7.7	7.5	8.0	7.7	7.4	6.9	7.7

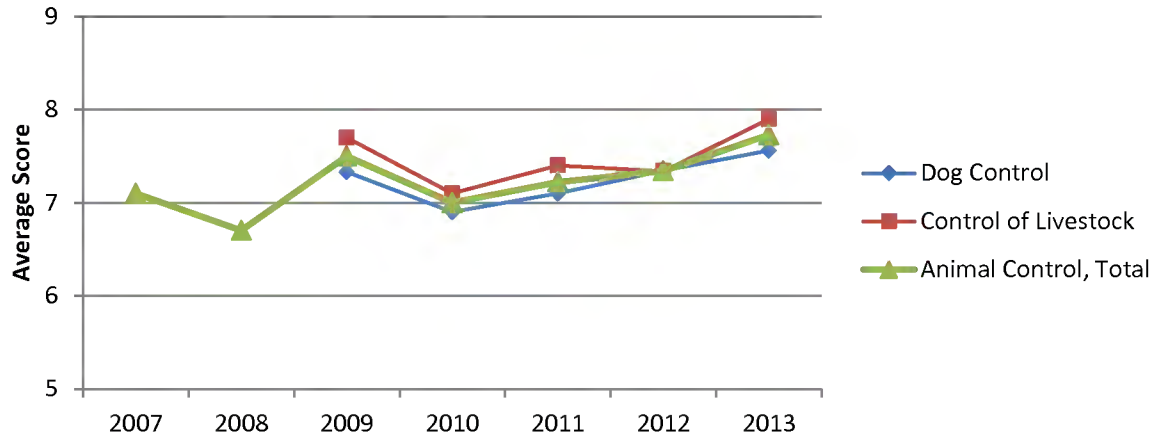
The most common response was with regard to the performance of the Council in controlling animals was positive, with 38 identifying that the council provided an effective service for dog control, while 51 noted they don't see livestock roaming. The primary concerns were that the council doesn't do much for controlling dogs (15), and that there were poor levels of animal control overall (14).

**Table 4.35 Unprompted Responses, Animal Control**

	Positive	Negative
<b>Dog Control</b>	Council doing a good job	Poor levels of animal control/service
	No problems	Poor levels of animal control
	Good management	
<b>Livestock Control</b>	Don't see livestock roaming	*
	No issues/ No problems	
	Good	

A comparison of data from previous years shows that the rating of Council services in livestock control has undergone a steady increase since 2010. While satisfaction with both services improved in 2013, there was greater improvement in satisfaction with Livestock Control than with Dog Control.

Figure 4-16 Trend Analysis, Control of Livestock



### 4.18 Harbour Control

The Council is responsible for all matters of navigation and safety within Marlborough’s coastal waterways, including D’Urville Island, the Marlborough Sounds, Port Underwood, Clifford and Cloudy Bays including the maintenance of navigation aids. The average performance rating was 7.6 from the district. Satisfaction with Harbour Control was 75.1%.

**Table 4.36 Harbour Control**

	B’heim	H’lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Harbour Control</b>							<b>% Satisfied</b>	<b>75.1%</b>
<b>Replies</b>	124	3	26	14	7	25	20	219
<b>Mean</b>	7.6	6.3	7.8	7.3	7.8	7.4	7.3	7.6

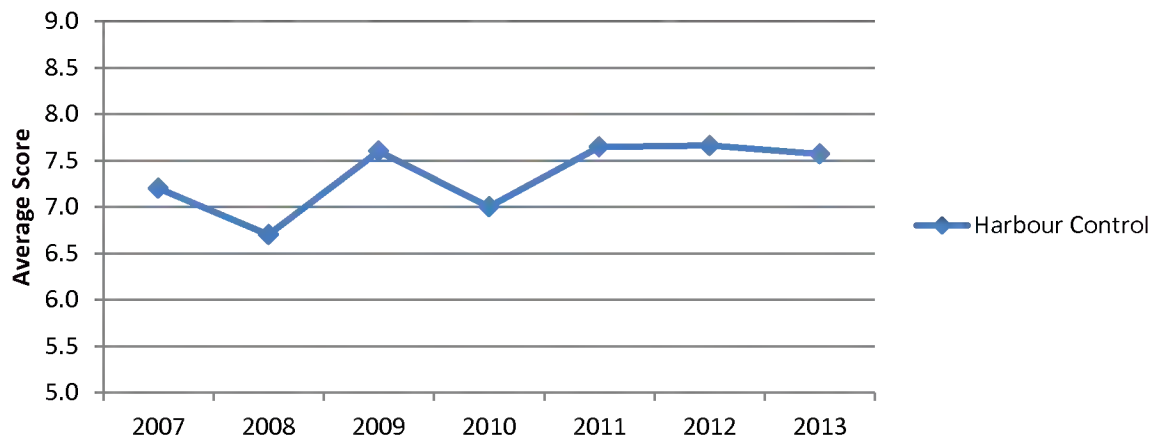
The most common response regarding Harbour Control was that it was a good service (46), well managed (16), with good maintenance of equipment (19). No negative response was identified by more than ten respondents.

**Table 4.37 Unprompted Responses, Harbour Control**

Positive	Negative
Good services overall	46
Are very good at maintaining the equipment	19
Well managed	16
Good	13
Good monitoring	12

Analysis of responses since 2007 demonstrates initial variability, but no significant change since 2011.

**Figure 4-17 Trend Analysis, Perceptions of Harbour Control**



## 4.19 Community Safety

The Council works closely with agencies in the policing, education and health sectors to address some of the root causes of behaviours that affect community safety. Security cameras in the Blenheim CBD and street safety patrols are examples of the services provided. Respondents rated the Council performance in providing for community safety at 7.5. Satisfaction with Community Safety was 80.2%. Picton residents were less satisfied than others with regard to community safety.

**Table 4.38 Community Safety**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Community Safety</b>							% Satisfied	80.2%
<b>Replies</b>	207	6	36	25	10	56	19	359
<b>Mean</b>	7.6	8.0	6.9	7.9	6.1	7.4	7.3	7.5

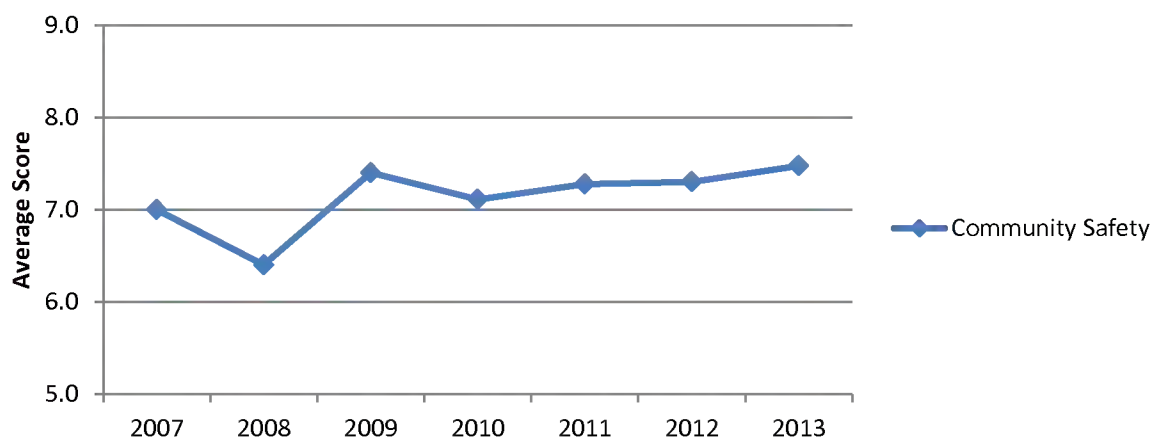
Relatively few respondents provided comments with regard to community safety. The most common responses were positive, with respondents noting that the 'security systems/cameras are good' (49); that Council provides a 'good service (40); and that there is 'good policing' (13). In contrast, 13 believed that there needs to be more policing, and 14 did not feel safe walking the streets at night.

**Table 4.39 Unprompted Responses, Community Safety**

Positive		Negative	
Effective security camera system	49	Issues with youth in streets at night	14
Do a good job	40	Needs more policing	13
Good policing	13		
Safe here/ Low crime rate	12		
Feel safe	11		
No problems	11		

An analysis of the trend in perceptions of community safety shows that there has been a steady increase in satisfaction regarding community safety since 2010, all of which reflect a higher rating than 2007 and 2008.

**Figure 4-18 Trend Analysis, Community Safety**



### 4.20 Community Support

The Council provides a range of diverse services and activities, including: developing community support services and strategies, with a particular focus on younger and older people; the Blenheim bus service and mobility scheme for the disabled; and providing funding for community events. Respondents in general rated the performance of the Council in delivering community support services at 7.3. The Blenheim bus service had an overall rating of 7.7; while satisfaction with the Total Mobility Scheme and Funding of Community Events were lower, rated at 7.4 and 7.2 respectively. Wairau Valley residents were less positive regarding the funding of community events.

**Table 4.40 Community Support**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Community Development</b>							% Satisfied	79.6%
Replies	183	3	30	18	8	36	19	297
Mean	7.5	7.4	7.0	7.3	7.4	7.1	6.4	7.3
<b>Blenheim Bus Service</b>							% Satisfied	78.4%
Replies	155	2	17	13	4	24	13	228
Mean	7.9	8.9	7.4	7.1	7.5	7.5	6.0	7.7
<b>Total Mobility Scheme</b>							% Satisfied	73.1%
Replies	91	0	13	11	4	12	7	138
Mean	7.4	-	7.9	6.4	8.6	7.5	7.2	7.4
<b>Funding Community Events</b>							% Satisfied	72.8%
Replies	169	3	32	15	11	31	24	285
Mean	7.3	7.8	7.3	7.0	6.8	6.6	6.9	7.2
<b>Total, Community Support</b>								
	7.5	8.0	7.4	6.9	7.6	7.2	6.6	7.4

Positive comments included 'very good support service' (39), particularly noting that the services provide support for people in trouble, help was always available, and that there were a broad range of activities. No single negative comment had more than ten responses.

**Table 4.41 Unprompted responses, Community Support**

Positive	Negative
Good/ do the job well	39
Help always available	14
Support people in trouble/ people to talk to if needed	14

The questions for community support were grouped for the first time in 2013. Data collection had not been undertaken regarding the bus or mobility services in previous years. The satisfaction with community support showed minimal change since 2012, while satisfaction with funding for community events declined in 2013.

Figure 4-19 Trend Analysis - Community Support



### 4.21 Emergency Management

The Council is a member of Marlborough-Kaikoura Rural Fire Authority, which provides rural fire fighting in the district. Council also maintains an emergency management centre and is responsible for managing and responding to natural disasters and emergency events including floods and earthquakes. Respondents were asked to rate their satisfaction concerning the delivery of Rural Fire Fighting services and Emergency Management in general. Public perception regarding Council delivery of services in both factors was high, with Rural Fire Fighting rating 8.5; while Emergency Management rated 8.0. Residents from the Marlborough Sounds rated emergency management lower than the response from the overall population, while those from Picton rated the rural fire service less positively than other respondents. Satisfaction with the Rural Fire Fighting was 94%, while for Emergency Management was 87%.

**Table 4.42 Emergency Management**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Rural Fire Fighting</b>							% Satisfied	93.5%
<b>Replies</b>	190	7	29	25	10	56	23	340
<b>Mean</b>	8.7	8.4	7.9	8.4	8.7	8.5	8.1	8.5
<b>Emergency Management</b>							% Satisfied	86.7%
<b>Replies</b>	159	7	29	24	7	47	21	294
<b>Mean</b>	8.3	7.5	7.6	8.4	7.5	8.0	6.9	8.0
<b>Emergency Management Total</b>								
<b>Mean</b>	8.5	7.9	7.8	8.4	8.1	8.2	7.5	8.3

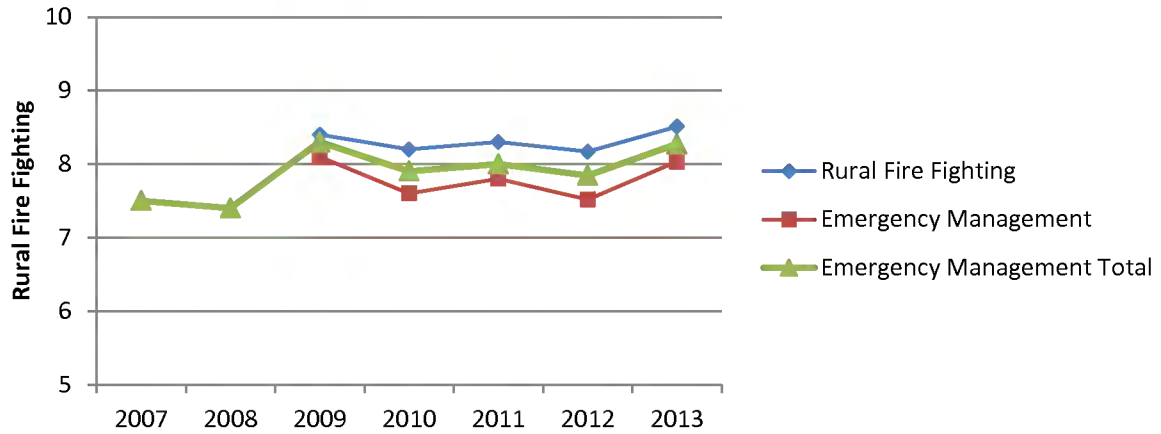
The most common response was that the fire service and the Civil Defence provided a good service (167 and 93 responses, respectively).

**Table 4.43 Emergency Management, Unprompted responses**

	Positive	Negative
<b>Rural Fire Fighting</b>	Really good service	167
	Quick response	65
	Good number of volunteers	28
	Good fireman/ well trained	21
<b>Civil Defence</b>	Good service	93
	Always people there when needed	36
	Good communication/ promotion/ awareness	20
	Good planning for future situations/ Proactive	17

The rating of emergency management was more positive in 2013 than had been the case in most recent years. Results reverted to levels last identified in 2009.

Figure 4-20 Provision of Emergency Management Services





### 4.22 Environmental Policy and Monitoring

The Council monitors and reports on the state of Marlborough's environment, including air, land, water and coastal resources. This process is then used to develop policies that ensure sustainable use and management of the district's resources. Participants generally rated the Council's provision of environmental services in the positive range, rating a 6.3 for Developing Environmental Policies and 6.6 for Monitoring of these policies. Wairau Valley residents were less positive regarding environmental monitoring and information.

**Table 4.44 Environmental Policy and Information**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Developing Environmental Policy</b>							% Satisfied	63.5%
Replies	142	2	28	19	10	26	22	249
Mean	6.4	6.7	6.5	6.3	4.8	5.9	5.9	6.3
<b>Envt. Monitoring and Information</b>							% Satisfied	76.0%
Replies	129	1	24	17	9	29	17	226
Mean	6.8	7.2	7.0	6.1	5.4	5.9	6.3	6.6
<b>Environmental Policy / Information</b>								
Mean	6.6	7.0	6.8	6.1	6.0	6.1	6.2	6.5

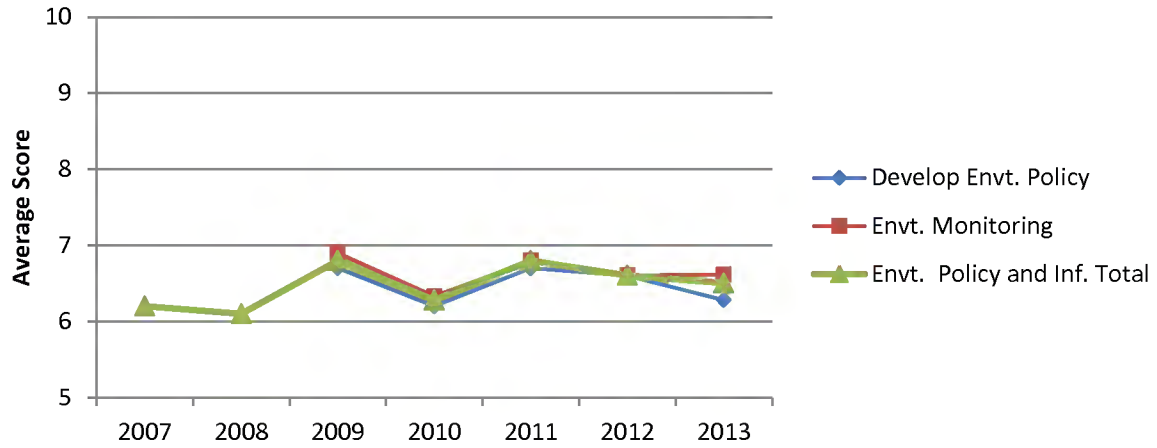
While 28 respondents noted that the Council's was 'doing a good job' in developing environmental policy, 13 noted that the Council direction and control was ineffective. When asked to consider environmental monitoring and reporting of that monitoring, 29 respondents felt that the Council was doing a good job, while 17 felt there was a lack of information about environmental monitoring.

**Table 4.45 Unprompted Comments, Environmental Policy and Information**

	Positive	Negative
<b>Developing Environmental Policy</b>	Do a good job	28
	Council direction ineffective	13
<b>Environmental Monitoring</b>	Lack of environmental monitoring	11
	Doing a good job	29
	Lack of information about environmental monitoring	17
	Good information flow	17
	Lack of environmental monitoring	13

The trend analysis demonstrates a slight decline in satisfaction in development of environmental policy, but minimal change in satisfaction with environmental monitoring since 2012.

Figure 4-21 Trend Analysis, Environmental Policy and Information



### 4.23 Regional Development

The Council has a number of services that support regional development. These include the provision of core infrastructure, management of regulations and policies that affect regional development, and encouraging the establishment of businesses. In addition, the provision of key infrastructure services such as car parking and the irrigation in the southern valleys are aspects of the regional development provided by the Council. Respondents rated the Council delivery of these services at 6.7 overall, including economic development (6.3), car parking (6.7) and irrigation of the southern valleys (7.1). Renwick respondents were more positive than others regarding economic development and irrigation in the Southern Valleys, while Picton and Marlborough Sounds residents were less positive than others regarding car parking.

**Table 4.46 Regional Development**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Economic Development</b>							% Satisfied	59.7%
Replies	183	7	30	20	9	45	21	315
Mean	6.3	6.7	5.6	7.1	6.5	6.6	6.1	6.3
<b>Car Parking</b>							% Satisfied	63.0%
Replies	220	7	40	23	13	56	28	387
Mean	6.9	6.0	6.2	7.0	6.2	6.7	6.0	6.7
<b>Irrigation</b>							% Satisfied	67.9%
Replies	98	3	7	21	3	31	5	168
Mean	7.2	6.7	5.9	7.6	7.4	7.1	6.2	7.1
<b>Regional Development</b>								
Mean	6.8	6.5	5.9	7.2	6.7	6.8	6.1	6.7

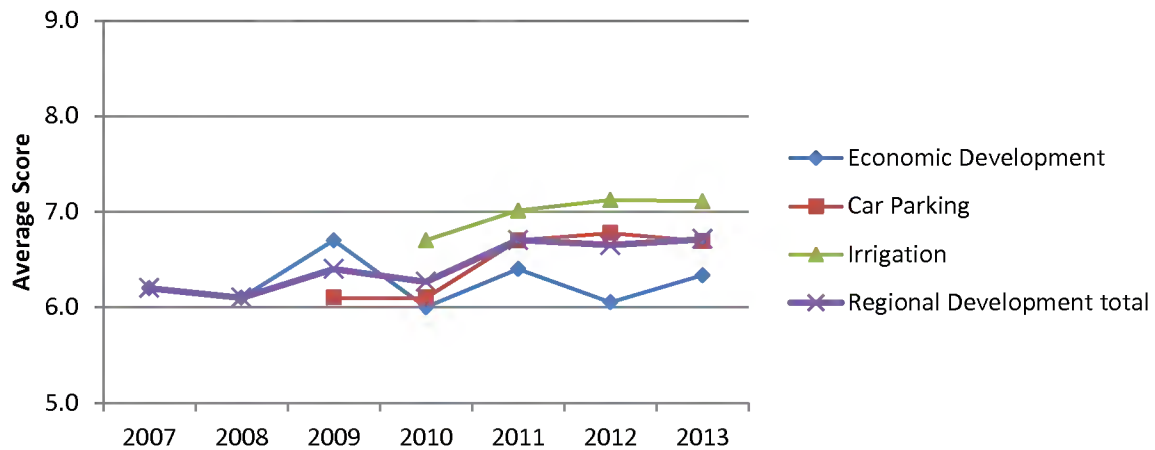
There were more positive than negative comments with regard to economic development. The most common was that the Council was doing a good job (31). Negative comments included suggestions that the Council's actions in this regard impede business development (13), and that there was too narrow a focus on tourism and wine (10). With regard to car parking, 65 identified that there was 'plenty of parking', while 24 identified that there was unused car parking, and 21 noted that there was insufficient parking. Positive comments associated with irrigation included that the service was good, and that the Council did a good job in maintaining the water supply.

**Table 4.47 Regional Development, Comments**

	Positive	Negative
Economic Development	Do a good job	31
	Actions impede business development	13
Car Parking	Narrow focus - tourism & wine	10
	Good/ plenty of parking available	65
	Car parking unused/ don't need new building / consider dangerous	24
	Adequate parking	41
	Insufficient car parking	21
Irrigation	Always available	15
	Parking meters too expensive	19
	Need more free parking	13
	Good	23
	Do well maintaining water supply	17
	No problems	17

Overall rating of regional development has increased since 2007<sup>6</sup>. Across the factors measured there was an improvement in the perception of economic development<sup>7</sup>, while other the results for other factors were in line with those achieved in 2011.

Figure 4-22 Trend in results, Regional Development



6 Average results for previous years have been amended to reflect the current grouping of factors rated under the heading 'Regional Development'

7 Prior to 2013, economic development was phrased as regional development in the questionnaire, and irrigation did not include a reference to the Southern Valleys.

### 4.24 Tourism

The Council is the principal funder of Destination Marlborough, which is responsible for promoting Marlborough as a visitor destination to national and international tourists. Overall rating for the Council's delivery of this service was 7.3.

**Table 4.48 Tourism**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Support of Tourism</b>							% Satisfied	76.0%
<b>Replies</b>	194	4	35	21	10	39	28	331
<b>Mean</b>	7.4	7.5	7.1	7.3	6.9	7.2	7.1	7.3

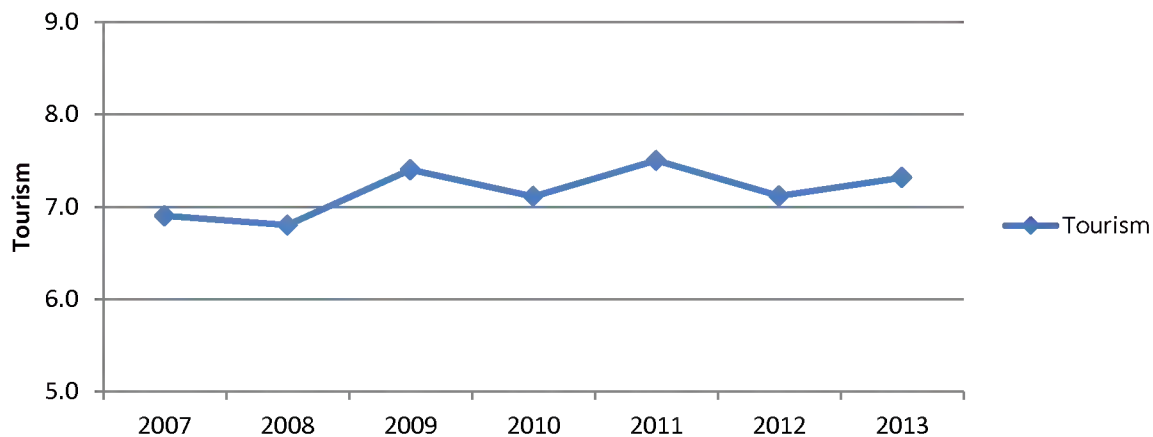
The most common unprompted responses were that the Council provides a good service (46), tourism is well promoted (34) and that tourism is well advertised (32). Relatively few respondents provided negative responses. The most common was that there was a need for more funding and promotion (10).

**Table 4.49 Unprompted Responses, Tourism**

Positive	Negative
Promote the region well	34
Advertise well/ good advertising	32
Council performs well in supporting tourism	46
Doing a good job	22
Tourism well promoted	22
Lots of tourism in the area	16
	More funding and promotion required
	10

The rating for the Council's performance in tourism promotion has varied on an annual basis, with a slight overall increase since 2007.

**Figure 4-23 Trend Analysis, Tourism**



## 4.25 Research

The Council is a part funder of the Marlborough Research Centre. This centre undertakes research into viticulture and other primary production sectors that help to ensure Marlborough's primary industries have access to world-class research and advisory services. Data from 2013 showed that 52% of respondents were aware of the crop research facility. Overall, satisfaction was rated at 6.5, with 74.6% of respondents 'satisfied'.

**Table 4.50 Crop Research**

	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S	Overall
<b>Research Centre</b>							<b>% Satisfied</b>	<b>74.6%</b>
<b>Replies</b>	113	3	19	19	3	42	14	213
<b>Mean</b>	6.8	7.3	5.7	6.4	7.0	6.6	5.4	6.5

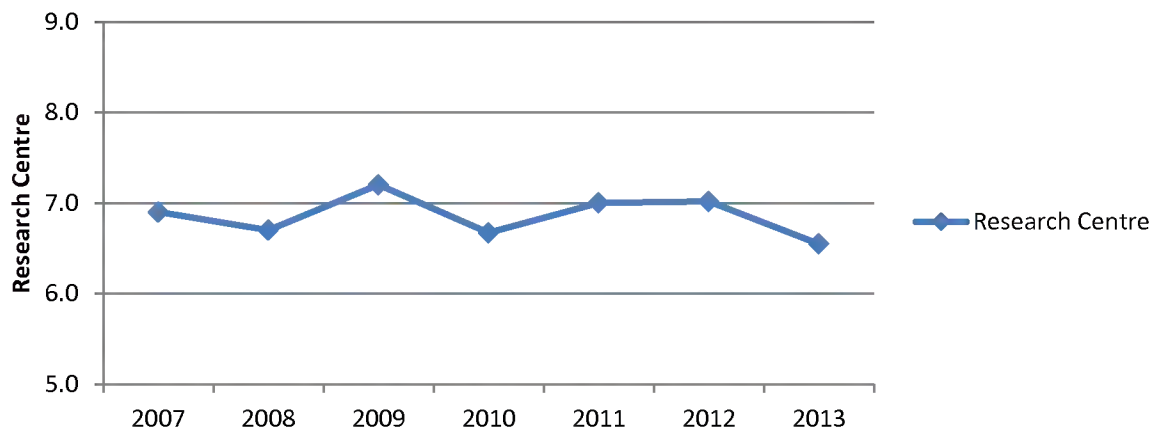
Relatively few respondents made comments with regard to the Research Centre. Reasons for positive response included the acknowledgement that the research facility was doing a good job (30) and that it was a great research service (26). No factor was responded to negatively by more than ten respondents.

**Table 4.51 Unprompted Responses, Research Centre**

Positive		Negative
Great research service	30	*
Doing an effective job	26	

The trend analysis shows that satisfaction with the centre had remained reasonably steady from 2007 to 2012, but that satisfaction had declined in 2013.

**Figure 4-24 Trend Analysis, Research Centre**



Research First  
Thursday, 11 July 2013

## Appendix 1: Survey Questionnaire

### Survey Option 18

Qre number . . . . .

Good <<time of day>>, I'm <<name>> from Research First. Today we're conducting a survey on behalf of the Marlborough District Council. Your household has been randomly selected to participate. Could I please speak to the youngest person in the household aged 18 years or older preferably a male? (if no males available... 'Could I then speak to the youngest female available?')

Select code for not continuing survey

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Refused before explanation | <input type="checkbox"/> Gatekeeper/ couldn't speak to respondent | <input type="checkbox"/> Too busy/ no time |
| <input type="checkbox"/> Not interested in topic    | <input type="checkbox"/> Privacy concerns                         | <input type="checkbox"/> Health reasons    |
|   |   | <input type="checkbox"/> Non qualifier     |

Good <<time of day>>, I'm <<name>> from Research First. Today we're conducting a survey on behalf of the Marlborough District Council. This is the annual residents' satisfaction survey, and your opinion will be valuable in ensuring the Council is best able to provide the service needed by the community. This will take 15 to 20 minutes to complete...

#### (A) Screening Questions

A1. What is your current age group?

- |                                |                                |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65+   |

A2. Gender . . . . .  Male  Female

A3. In which part of Marlborough do you live?

- |                                   |   |
|-----------------------------------|---|
| <input type="checkbox"/> Blenheim | <input type="checkbox"/> Awatere valley   |
| <input type="checkbox"/> Havelock | <input type="checkbox"/> Wairau Valley (Anywhere in the Valley, excluding Blenheim and Renwick) |
| <input type="checkbox"/> Picton   | <input type="checkbox"/> Marlborough Sounds   |
| <input type="checkbox"/> Renwick  |   |

*READ: Marlborough District Council is a unitary authority. This means that the council has responsibilities for both local and regional issues, and is involved in providing a broad range of services and activities.*

#### (B) Roads and Footpaths

The Council is responsible for all the roads in Marlborough except the State Highways. This includes footpaths and street lighting. In the district, excluding State Highways, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

- |                               |                   |
|-------------------------------|-------------------|
| B1. Sealed roads . . . . .    | 1 2 3 4 5 6 7 8 9 |
| B2. Unsealed roads . . . . .  | 1 2 3 4 5 6 7 8 9 |
| B3. Footpaths . . . . .       | 1 2 3 4 5 6 7 8 9 |
| B4. Street lighting . . . . . | 1 2 3 4 5 6 7 8 9 |

B5. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

*Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:*

B1. Sealed roads  
Negative - 4 or below

- |  |   |
|--|---|
| <input type="checkbox"/> Poor sealed roads               | <input type="checkbox"/> Poor maintenance |
| <input type="checkbox"/> Lack of maintenance             | <input type="checkbox"/> Potholes         |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |   |

Positive - 8-9

- |  |  |
|--|--|
| <input type="checkbox"/> Good maintenance                | <input type="checkbox"/> Well sealed     |
| <input type="checkbox"/> Well maintained                 | <input type="checkbox"/> Well signposted |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |  |

B2. Unsealed roads  
Negative - 4 or below

- |  |  |
|--|--|
| <input type="checkbox"/> Poor unsealed roads             | <input type="checkbox"/> Lack of maintenance |
| <input type="checkbox"/> Poorly maintained               |  |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |  |

Positive - 8-9

- |  |  |
|--|--|
| <input type="checkbox"/> No problems                     | <input type="checkbox"/> Well maintained |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |  |

8 As noted in the introduction, the 2013 data collection consisted of responses from two parallel surveys, each of which took approximately 17 minutes to complete. The two questionnaires included different sections, identified as 'Survey 1' and 'Survey 2'. The numbering of sections was not amended from previous years.



### B3. Footpaths

Negative - 4 or below

- Poor footpath maintenance
- Lack of footpaths in area
- Unsafe for the elderly/ mobility scooters
- Other Comments: WRITE IN: \_\_\_\_\_

Positive - 8-9

- Good condition
- Well maintained
- No problems
- Other Comments: WRITE IN: \_\_\_\_\_

### B4. Street lighting

Negative - 4 or below

- Street lighting inadequate
- Poor light quality
- Other Comments: WRITE IN: \_\_\_\_\_

Positive - 8-9

- Adequate lighting
- Good lighting quality
- Other Comments: WRITE IN: \_\_\_\_\_
- Good/ well lit everywhere
- Plenty of lighting

## (D) Sewerage

The council operates sewerage schemes in Blenheim, Renwick, Picton, Seddon, Havelock, Spring Creek, Riverlands and Cloudy Bay business park. These cater for both domestic and industrial waste. If you receive Council supplied; on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

D1. Sewerage services in general ..... 1 2 3 4 5 6 7 8 9 Not available

D2. If rated '4' or below - Why did you rate sewerage services at <<read out rating>>?

Negative - 4 or below

- Poorly designed
- Need better maintenance
- Other Comments: WRITE IN: \_\_\_\_\_
- Need forward planning
- Need to prioritize

Positive - 8-9

- No problems/ functions well
- Other Comments: WRITE IN: \_\_\_\_\_
- No overflow/ leakage
- No pungent smells

## (F) Flood Protection and Control Works

The Council provides and maintains a network of stopbanks on rivers and drains on the main Wairau floodplain to protect against the risks of flooding and agricultural drainage. Lesser works at a lower rate charge are carried out in Picton and outside of the main Wairau floodplain. NB: Where rivers and drainage rates are not charged (eg Awatere), no river works are carried out. In your local area, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

F1. Flood protection and control works ..... 1 2 3 4 5 6 7 8 9 Not aware N/a

F2. If rated '4' or below: Why did you rate river engineering and maintenance at <<read out rating>>? Negative - 4 or below

- Erosion
- Other Comments: WRITE IN: \_\_\_\_\_
- Not enough maintenance

Positive 8 or 9

- Do a good job
- Managed well
- Other Comments: WRITE IN: \_\_\_\_\_
- Rarely floods
- Well maintained

## (H) Solid Waste Management

The Council provide a range of waste management services across the region. These include a weekly kerbside collection of rubbish and recycling in Blenheim and Picton, the operation of the Resource Recovery Centre and Reuse Shop in Blenheim, the operation of seven transfer stations across the region, the operation of a hazardous waste storage facility in Blenheim, and the provision of a Greenwaste composting service in Blenheim with drop off available at the Picton transfer station. In your local area, on a scale of 1-9 where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing these waste management services?

	1	2	3	4	5	6	7	8	9	not aware	n/a
H1. Kerb-side Rubbish and Recycling Collection .....	1	2	3	4	5	6	7	8	9	10	11
H2. Waste Transfer Stations, including Hazardous Waste ...	1	2	3	4	5	6	7	8	9	10	11
H3. Resource Recovery Centre, Reuse Shope and green waste composting .....	1	2	3	4	5	6	7	8	9	10	11





H4. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

H1. Kerb-side collection **Negative - 4 or below**

- Expensive
- No kerb-side collection
- Need to recycle
- Recycling charges-should be free
- Recycling bins needed
- Service is inadequate
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Excellent
- Great service/ pick up good
- Reliable/ on time
- Other Comments: WRITE IN: \_\_\_\_\_

H2. Waste transfer stations **Negative - 4 or below**

- Expensive
- Inconsistent with pricing and service
- Service is inadequate
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Accessible - easy to get to
- Convenient
- Easy to access
- Efficient
- Everything runs smoothly
- Excellent service
- Friendly staff
- Other Comments: WRITE IN: \_\_\_\_\_
- Good convenient service
- Good facility
- Good service/ It is good
- Great service
- Very good
- Well managed facility

H3. Resource Recovery Centre **Negative - 4 or below**

- Expensive
- Recycling charges-should be free
- Other Comments: WRITE IN: \_\_\_\_\_
- Need to recycle
- Service is inadequate
- Fees too high

**Positive - 8-9**

- Accessible
- Convenient
- Easy to use
- Other Comments: WRITE IN: \_\_\_\_\_
- Good parking
- Good service/ well managed
- Good to be able to easily recycle

**(J) Culture and Heritage**

The council manages culture and heritage assets and resources, provides culture and heritage grants, and works with local groups to support and develop our arts, culture and heritage resources. On a scale of 1 - 9, where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing

J1. Supporting culture and heritage in the district ..... 1 2 3 4 5 6 7 8 9 do not use

J2. If rated '4' or below, Why did you rate culture and heritage at <<read out rating>>? **Negative - 4 or below**

- Council has cut funding
- Council needs to improve support
- Don't think rates should be used for Culture and Heritage
- Only some groups get helped out
- Too much money spent on it
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Excellent
- Good
- Good support
- Plenty of choice
- Other Comments: WRITE IN: \_\_\_\_\_
- Provides good service
- Well covered/ large variety

**(L) Democratic Process**

The Council encourages residents to participate in the decision-making processes of the Council, including providing information about the business of the council, awareness of council meetings, and local body elections. On a scale of 1 - 9 where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council assists residents in these processes...

L1. Providing information about Council Business ..... 1 2 3 4 5 6 7 8 9 do not use

L2. Awareness of Council meetings ..... 1 2 3 4 5 6 7 8 9 do not use

L3. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -



**L1. Providing Information about Council Business Negative - 4 or below**

- Need to let locals know what is going on
- Too much behind closed doors/ not enough information provided
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Advertise well in paper/ media/ leaflets in mailbox
- Do a good job
- Good communication
- Other Comments: WRITE IN: \_\_\_\_\_
- Information always available
- Provide a good service

**L2. Access to Council meetings Negative - 4 or below**

- Need to let locals know what is going on
- Public not aware of meetings
- Too many closed door meetings
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Advertise well
- Good communication
- Other Comments: WRITE IN: \_\_\_\_\_
- People are made aware

**(N) Library Services**

The Council operates two public libraries at Blenheim and Picton; and supports a network of seven community libraries (some in conjunction with local schools). On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

N1. Public libraries ..... 1 2 3 4 5 6 7 8 9 not aware do not use

N2. Community and joint community school libraries ..... 1 2 3 4 5 6 7 8 9 not aware do not use

N3. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

**N1. Public Libraries Negative - 4 or below**

- Insufficient books
- Library needs an upgrade
- Ratepayers shouldn't have to pay library charges
- Too much noise/ "SKYPE" chats
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Accessible
- Clean
- Good facilities/ pc etc
- Good range of books
- Other Comments: WRITE IN: \_\_\_\_\_
- Good range of services
- Good service/ staff helpful
- Opening hours good

**N2. Community and joint community-school libraries Negative - 4 or below**

- Insufficient books
- Library needs an upgrade
- Ratepayers shouldn't have to pay library charges
- Too much noise/ "SKYPE" chats
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Accessible
- Clean
- Good facilities/ pc etc
- Good range of books
- Other Comments: WRITE IN: \_\_\_\_\_
- Good range of services
- Good service/ staff helpful
- Opening hours good

**(P) Harbour Control**

The Council is responsible for all matters of navigation and safety within Marlborough's coastal waterways, including D'Urville Island, the Marlborough Sounds, Port Underwood, Clifford and Cloudy Bays including the maintenance of navigation aids. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

(If asked: The business management of the Ports of Picton and Havelock are the responsibility of Port Marlborough)

P1. Harbour Control ..... 1 2 3 4 5 6 7 8 9 not aware

**P2. If rated '4' or below: Why did you rate the provision of harbour control services at <<read out rating>>? Negative - 4 or below**

- Boat speed limits need policing
- Council should impose additional costs
- Harbour needs better management
- Provide courses on navigation safety
- Over-regulated
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Are strict and good
- Are very good at maintaining the equipment the use
- Good
- Good job
- Other Comments: WRITE IN: \_\_\_\_\_
- Good monitoring
- Good services over all
- Nothing ever goes wrong
- Well managed

### (R) Community Support

The Council provides a range of diverse services and activities, including: Developing community support services and strategies, with a particular focus on younger and older people; the Blenheim bus service and mobility scheme for the disabled; and providing funding for community events. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

R1. Community support .....	1	2	3	4	5	6	7	8	9	not aware
R2. Blenheim bus service .....	1	2	3	4	5	6	7	8	9	not aware
R3. Total mobility scheme for the disabled .....	1	2	3	4	5	6	7	8	9	not aware
R4. Funding community events .....	1	2	3	4	5	6	7	8	9	not aware

R5. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

R1. Community support - **Negative - 4 or below**

- More attention needed for youth activities
- Needs more funding
- Other Comments: WRITE IN: \_\_\_\_\_
- Need more for elderly
- Room for improvement in funding allocations

**Positive - 8-9**

- Doing a good job with young people
- Good/ do the job well
- Help always available
- Other Comments: WRITE IN: \_\_\_\_\_
- Lots of activities
- Support people in trouble/ people to talk to if needed

R2. Blenheim bus service **Negative - 4 or below**

- Unreliable
- Dirty buses
- Other Comments: WRITE IN: \_\_\_\_\_
- Insufficient services
- Poor timetable
- Bad drivers

**Positive - 8-9**

- Reliable
- Clean
- Frequent services
- Good drivers
- Other Comments: WRITE IN: \_\_\_\_\_

R3. Total mobility scheme **Negative - 4 or below**

- Shouldn't be paid for by ratepayers
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Good that it's provided
- Friendly drivers
- Other Comments: WRITE IN: \_\_\_\_\_

R4. If rated '4' or below: Why did you rate the provision of events and conferences at <<read out rating>>? **Negative - 4 or below**

- Cost is too high for outcome
- Currently ineffective
- Events should be advertised more
- Other Comments: WRITE IN: \_\_\_\_\_
- More specific focus required, too general
- Needs to reach all areas of district

**Positive - 8-9**

- Do a great job/ events good
- Good range of events
- Well advertised
- Well promoted
- Other Comments: WRITE IN: \_\_\_\_\_

### (T) Environmental Policy and Monitoring

The Council monitors and reports on the state of Marlborough's environment, including air, land, water and coastal resources. Information collected through this process is then used to develop sustainable use and management of the district's resources. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council completes this function...

T1. Developing environmental policies under the Resource Management Act ...	1	2	3	4	5	6	7	8	9	not aware
T2. Environmental monitoring and information provision .....	1	2	3	4	5	6	7	8	9	not aware

T3. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

T1. Developing environmental policies under the Resource Management Act **Negative - 4 or below**

- Issue: Pollution
- Issue: Spray from vineyards
- Issue: usage and monitoring of rivers
- Control not effective
- Other Comments: WRITE IN: \_\_\_\_\_
- Council direction ineffective
- Lack of environmental monitoring
- Lack of information about environmental monitoring

**Positive - 8-9**

- Do a good job
- Other Comments: WRITE IN: \_\_\_\_\_

T2. Environmental monitoring and information provision **Negative - 4 or below**

- Issue: Pollution
- Issue: Spray from vineyards
- Issue: usage and monitoring of rivers
- Control not effective
- Other Comments: WRITE IN: \_\_\_\_\_
- Council direction ineffective
- Lack of environmental monitoring
- Lack of information about environmental monitoring

**Positive - 8-9**

- Good information flow
- Doing a good job
- Other Comments: WRITE IN: \_\_\_\_\_

**(V) Tourism**

The Council is the principal funder of Destination Marlborough, which is responsible for promoting Marlborough as a visitor destination to national and international tourists. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council supports tourism...

V1. Support of tourism ..... 1 2 3 4 5 6 7 8 9 not aware

V2. If rated '4' or below Why did you rate the provision of tourism services at <<read out rating>>? **Negative - 4 or below**

- Cost - is this appropriate for council?
- Customer service & information centre poor
- Other Comments: WRITE IN: \_\_\_\_\_
- More effort - room to improve
- More promotion required
- Poorly managed

**Positive - 8-9**

- Advertise well/ good advertising
- Council performs well and supporting tourism
- Doing a good job
- Good information/ brochures
- Lots of tourism in the area
- Promote the region well
- Tourism well promoted
- Other Comments: WRITE IN: \_\_\_\_\_

**(Y) Council Services**

Y1. In the last twelve months, have you seen or heard any notices or advertisements issued by the Council?

- No - SKIP TO Y3
- Yes - CONTINUE

Y2. Where did you see the advertisement?

- Website
- Radio advertisements
- Local newspapers
- Other Comments: WRITE IN: \_\_\_\_\_

Y3. Have you had any direct contact with the Council in the past 12 months?

- No - SKIP TO Y7
- Yes - CONTINUE

Y4. In what ways was that contact made? *Multiple options acceptable*

- Telephone
- At Council Offices
- Other Comments: WRITE IN: \_\_\_\_\_
- By post
- Email
- Website

Y5. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate your overall contact with the council?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

Y6. If rated '4' or below; Why did you rate your contact with the Council at <<read out rating>>? **Negative - 4 or below**

- No officer to take responsibility
- Too many people to get through
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Friendly service
- Good service
- Informative
- Other Comments: WRITE IN: \_\_\_\_\_
- Quick response/ no delay
- Very helpful

**ASK ALL - Y7.** On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate the overall performance of the Marlborough District Council over the last 12 months?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9



### (AA) About Your Circumstances

AA1. Is the home where you live owned by someone who lives in the household, or is it rented?

- Owned
- Private Trust
- Other Comments: WRITE IN: \_\_\_\_\_
- Rented
- Refused

AA2. Which of the following best describes your household's annual income before tax?

- under \$10,000
- \$10-\$25,000
- \$25-\$40,000
- \$40-\$55,000
- \$55-\$70,000
- \$70-\$85,000
- \$85-\$100,000
- \$100,000+
- declined

AA3. How long have you lived in Marlborough?

- less than 2 years
- 2-5 years
- 5-10 years
- 10+ years

From time to time we hold focus groups/ group discussions. If the topic was of interest to you, would you be interested in taking part?

- yes
- no

Email

101. For auditing purposes, could you please provide your name? This will be used for Research First auditing purposes and will not be provided to Marlborough District Council.

Interviewer note telephone number \_\_\_\_\_

Interviewer: \_\_\_\_\_

### Survey Option 2

Qre number . . . . .

Good <<time of day>>, I'm <<name>> from Research First. Today we're conducting a survey on behalf of the Marlborough District Council. Your household has been randomly selected to participate. Could I please speak to the youngest person in the household aged 18 years or older preferably a male? (if no males available... 'Could I then speak to the youngest female available?')

Select code for not continuing survey

- Refused before explanation
- Not interested in topic
- Gatekeeper/ couldn't speak to respondent
- Privacy concerns
- Too busy/ no time
- Health reasons
- Non qualifier

Good <<time of day>>, I'm <<name>> from Research First. Today we're conducting a survey on behalf of the Marlborough District Council. This is the annual residents' satisfaction survey, and your opinion will be valuable in ensuring the Council is best able to provide the service needed by the community. This will take 15 to 20 minutes to complete...

### (A) Screening Questions

A1. What is your current age group?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

A2. Gender . . . . .  Male  Female

A3. In which part of Marlborough do you live?

- Blenheim
- Havelock
- Picton
- Renwick
- Awatere valley
- Wairau Valley (Anywhere in the Valley, excluding Blenheim and Renwick)
- Marlborough Sounds



**READ:** Marlborough District Council is a unitary authority. This means that the council has responsibilities for both local and regional issues, and is involved in providing a broad range of services and activities.

### (C) Water Supply

Now I'm going to ask you about the various water services provided by the Council. The council operates fresh water supply schemes servicing Blenheim, Renwick, Picton, Awatere, Wairau Valley, Havelock and Riverlands. If you receive Council supplied; on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

	1	2	3	4	5	6	7	8	9	Not available
C1. Drinking Water Supply .....	1	2	3	4	5	6	7	8	9	10

C2. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

C1. Drinking water supply  
Negative - 4 or below

- Water undrinkable
- Water of low standard
- Costs regarding water supply
- Other Comments: WRITE IN: \_\_\_\_\_
- Have own supply
- Water out of town not good
- No supply

Positive - 8-9

- Good quality
- Good supply
- Good taste
- No problems
- Other Comments: WRITE IN: \_\_\_\_\_
- Some of the best water in New Zealand
- Very good

### (E) Stormwater Drainage

The Council provides a stormwater drainage system to manage stormwater runoff in urban catchments, predominantly in Blenheim and Picton, and smaller networks in Renwick, Havelock, Spring Creek, Riverlands and Cloudy Bay business park. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

E1. Urban stormwater drainage .....	1	2	3	4	5	6	7	8	9	Not available
-------------------------------------	---	---	---	---	---	---	---	---	---	---------------

E2. If rated '4' or below, Why did you rate stormwater drainage at <<read out rating>>? Negative - 4 or below

- Council doesn't follow up
- Drains blocked/ need clearing
- Flooding still occurring
- Other Comments: WRITE IN: \_\_\_\_\_
- Irregular mulch / mowing of banks
- Poor maintenance
- Rubbish in rivers

Positive - 8-9

- No problems
- Not much flooding
- Other Comments: WRITE IN: \_\_\_\_\_
- Very well controlled

## (G) Biosecurity (Pest Management)

The Council is responsible for the coordination and monitoring of 'declared' regional pests - both animal pests (such as rabbits) and a range of plant pests (such as Nassella Tussock). The council works with landowners to ensure that are aware of their responsibilities, provide information, and ensure that landowners carry out the control of pests on their property. In your local area, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in...

G1. Assisting landowners to manage animal pests ..... 1 2 3 4 5 6 7 8 9 not aware

G2. Assisting landowners to manage plant pests ..... 1 2 3 4 5 6 7 8 9 not aware

G3. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

*Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:*

### G1. Managing animal pests Negative - 4 or below

- Don't like use of poisons
- Issue - Opossums
- Issue - Rabbits
- Issue - wild cats
- Other Comments: WRITE IN: \_\_\_\_\_
- No visible Council involvement/ Have to control pests ourselves
- Pest control national not local issue

### Positive - 8-9

- Council doing a good job
- Other Comments: WRITE IN: \_\_\_\_\_

### G2. Managing plant pests Negative - 4 or below

- Issue - Gorse
- Issue - Old Mans Beard
- Have to control pests ourselves
- Other Comments: WRITE IN: \_\_\_\_\_
- Lack of information about pests
- Council doesn't keep you informed

### Positive - 8-9

- Council doing a good job
- No problems
- Other Comments: WRITE IN: \_\_\_\_\_

## (I) Community Facilities

The council administers community facilities, including nearly 13,000Ha of parks and reserves; playgrounds, sports grounds; community halls; swimming pools; cemeteries; public toilets; war memorials and monuments;. In your local area, on a scale of 1 - 9, where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council manages these facilities...

I1. Parks and reserves, including playgrounds, war memorials ..... 1 2 3 4 5 6 7 8 9 do not use

I2. Sports grounds ..... 1 2 3 4 5 6 7 8 9 do not use

I3. Community Halls ..... 1 2 3 4 5 6 7 8 9 do not use

I4. Swimming Pools ..... 1 2 3 4 5 6 7 8 9 do not use

I5. Cemeteries ..... 1 2 3 4 5 6 7 8 9 do not use

I6. Public Toilets ..... 1 2 3 4 5 6 7 8 9 do not use

I7. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

*Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:*



**I1. Parks and reserves incl playgrounds, war memorials**

**Negative - 4 or below**

- Insufficient playgrounds
- Litter in parks and reserves
- Other Comments: WRITE IN: \_\_\_\_\_
- More cycle/walkways required
- Poorly maintained

**Positive - 8-9**

- Clean
- Layout is good
- Other Comments: WRITE IN: \_\_\_\_\_
- Well maintained/ in good condition

**I2. Sports grounds Negative - 4 or below**

- No rubbish bins/ took away rubbish bins
- Facilities poorly maintained
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Clean
- Layout is good
- Other Comments: WRITE IN: \_\_\_\_\_
- Well maintained/ in good condition

**I3. Community halls Negative - 4 or below**

- Community halls run down
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Clean
- Layout is good
- Other Comments: WRITE IN: \_\_\_\_\_
- Well maintained/ in good condition

**I4. Swimming pools Negative - 4 or below**

- Issues - need new/ upgraded pool
- Other Comments: WRITE IN: \_\_\_\_\_
- Overcrowded
- Not well maintained

**Positive - 8-9**

- Clean
- Layout is good
- Other Comments: WRITE IN: \_\_\_\_\_
- Well maintained/ in good condition

**I5. Cemeteries Negative - 4 or below**

- Cemeteries poorly maintained
- Council uninvolved
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Clean
- Layout is good
- Other Comments: WRITE IN: \_\_\_\_\_
- Well maintained/ in good condition

**I6. Public toilets Negative - 4 or below**

- Insufficient public toilets
- Poor public toilet hygiene
- Other Comments: WRITE IN: \_\_\_\_\_
- Maintenance issues

**Positive - 8-9**

- Well maintained/ clean
- Other Comments: WRITE IN: \_\_\_\_\_

**(K) Consents and Compliance**

The Council administers a wide variety of regulatory functions, powers and duties. Many of these are legislated by government, including the Resource Management Act, the Building Act, the Sale of Liquor Act, Food Act and the Health Act. Once consents have been approved, the Council then monitors activity to ensure on-going compliance, and investigates complaints. In your local area, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in administering services related to the...

K1a. Resource Management Act - resource consents .....	1	2	3	4	5	6	7	8	9	not aware
K1b. Resource Management Act - monitoring compliance with consent conditions .....	1	2	3	4	5	6	7	8	9	not aware
K2. Building Act - building consents .....	1	2	3	4	5	6	7	8	9	not aware
K3. Sale of Liquor Act .....	1	2	3	4	5	6	7	8	9	not aware
K4. Health and Foods Act .....	1	2	3	4	5	6	7	8	9	not aware

K5. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

*Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:*

**K1a. Resource Management Act - resource consents Negative - 4 or below**

- Compliance costs too high
- Council needs to communicate with landowners
- Other Comments: WRITE IN: \_\_\_\_\_
- No follow-up or enforcement
- Slow/ takes too long
- Too much red tape

**Positive - 8-9**

- Do a good job
- Efficient
- Other Comments: WRITE IN: \_\_\_\_\_
- Provide a good service

**K1b. Resource Management Act - monitoring compliance with consent conditions Negative - 4 or below**

- Council needs to communicate with landowners
- Other Comments: WRITE IN: \_\_\_\_\_
- No follow-up or enforcement
- Slow/ takes too long
- Too much red tape

**Positive - 8-9**

- Do a good job
- Efficient
- Other Comments: WRITE IN: \_\_\_\_\_
- Provide a good service



**K2. Building Act Negative - 4 or below**

- Building consents take too long
- Too much red tape
- Compliance costs too high
- Council needs to communicate with landowners
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Building Inspectors helpful
- Do the job well/ good job
- No problems/ issues
- Provide a good service
- Other Comments: WRITE IN: \_\_\_\_\_

**K3. Sale of Liquor Act Negative - 4 or below**

- Better monitoring needed
- Council doesn't listen to community
- No follow-up or enforcement
- Other Comments: WRITE IN: \_\_\_\_\_
- Safe liquor doesn't get policed
- Should increase drinking age
- Should listen to the community

**Positive - 8-9**

- Good
- Monitoring underage drinking
- No problems
- Other Comments: WRITE IN: \_\_\_\_\_
- Thorough ID checks made so working well.
- Well managed/ well monitored/ regulated

**K4. Health and Food Acts Negative - 4 or below**

- Council doesn't listen to community
- No follow-up or enforcement
- Restaurants should show ratings
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Do a good job
- Good Health Inspectors
- Good high standards and close monitoring
- Good standards overall
- No problems head of
- NZ standards/ Restaurant standards are good
- Other Comments: WRITE IN: \_\_\_\_\_

**(M) Community Housing**

The Council owns about 170 housing units that are available to older people, and rented at discounted rates. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

M1. Community housing ..... 1 2 3 4 5 6 7 8 9 not aware

M2. *If rated '4' or below:* Why did you rate the provision of community housing at <<read out rating>>? **Negative - 4 or below**

- Council need to improve maintenance
- Not enough Council housing on
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Readily available to those that need them
- Well maintained/ good upkeep
- Other Comments: WRITE IN: \_\_\_\_\_

**(O) Animal Control**

The Council provides services in relation to dog control, and the control of other animals (including livestock) in public locations (such as roads). On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

O1. Dog control ..... 1 2 3 4 5 6 7 8 9 not aware

O2. Control of Livestock ..... 1 2 3 4 5 6 7 8 9 not aware

O3. *If rated '4' or below, or '8' or '9':* Why did you rate <<read out service>> at <<read out rating>>?

*Interviewer note response -*

**O1. Dog Control Negative - 4 or below**

- Council does not do much to control animals
- Dog faeces in public places an issue
- Licensing too expensive
- Not getting any service from Dog Control
- Poor levels of animal control
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Act quickly
- Always very good/ sympathetic
- Don't see dogs roaming around
- Effective
- Other Comments: WRITE IN: \_\_\_\_\_
- Excellent
- Good
- Good service
- No problems
- Prompt service
- Respond quickly

**O2. Control of Livestock Negative - 4 or below**

- Council does not do much to control animals
- Poor levels of animal control
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Don't see livestock roaming
- Excellent
- Other Comments: WRITE IN: \_\_\_\_\_
- Good
- No issues
- No problems

### (Q) Community Safety

The Council works closely with agencies in the policing, education and health sectors to address some of the root causes of behaviours that affect community safety. Security cameras in the Blenheim CBD and street safety patrols are examples of the services provided. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

Q1. Community Safety ..... 1 2 3 4 5 6 7 8 9 not aware

Q2. If rated '4' or below " Why did you rate the provision of community safety at <<read out rating>>? **Negative - 4 or below**

- Not safe to walk in Blenheim streets at night
- Youth roaming streets
- Other Comments: WRITE IN: \_\_\_\_\_
- Needs more policing
- Need more cameras
- More of a police issue

**Positive - 8-9**

- Community awareness
- Do a good job
- Doing good job with security and the cameras
- Excellent
- Feel safe
- Other Comments: WRITE IN: \_\_\_\_\_
- Good Policing
- No problems
- Safe here
- Security system is good
- See plenty of Police around

### (S) Emergency Management

The Council is a member of Marlborough-Kaikoura Rural Fire Authority, which provides rural fire fighting in the district. Council also maintains an emergency management centre and is responsible for managing and responding to natural disasters and emergency events including floods and earthquakes. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing a rural fire fighting capability and emergency management...

S1. Rural fire fighting ..... 1 2 3 4 5 6 7 8 9 not aware

S2. Civil Defence Emergency management ..... 1 2 3 4 5 6 7 8 9 not aware

S3. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

*Interviewer note response -*

S1. Rural fire fighting **Negative - 4 or below**

- All volunteers - no council funding
- Council could provide more
- Fire controls too stringent
- Have to rely on own resources
- No civil defence in some areas
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Really good service
- Excellent
- Good firemen/ well trained
- Other Comments: WRITE IN: \_\_\_\_\_
- Good number of volunteers
- Good service
- On the ball
- Quick response

S2. Emergency management **Negative - 4 or below**

- All volunteers - no council funding
- Council could provide more
- Floods not dealt with quickly enough
- Have to rely on own resources
- No civil defence in some areas
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Always people there when needed
- Do a good job
- Good planning for future situations
- Other Comments: WRITE IN: \_\_\_\_\_
- Good service
- On the ball
- Very good service

### (U) Regional Development

The Council has a number of services that support regional development. These include developing the region's 'smart and connected' vision, the delivery of core infrastructure and car parking, irrigation of the Southern Valleys, and encouraging the establishment of businesses. The council leads a number of projects to assist key industry sectors. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

U1. Economic development .....	1	2	3	4	5	6	7	8	9	not aware
U2. Car parking .....	1	2	3	4	5	6	7	8	9	not aware
U3. Irrigation of the Southern Valleys .....	1	2	3	4	5	6	7	8	9	not aware

U4. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

U1. If rated '4' or below: Why did you rate the provision of Regional Development at <<read out rating>>? **Negative - 4 or below**

- |  |  |
|--|--|
| <input type="checkbox"/> Actions impede business development | <input type="checkbox"/> Council shouldn't be involved |
| <input type="checkbox"/> Communication issues                | <input type="checkbox"/> Ineffective                   |
| <input type="checkbox"/> Cost is too high                    | <input type="checkbox"/> Narrow focus - tourism & wine |
| <input type="checkbox"/> Other Comments: WRITE IN: _____     | <input type="checkbox"/> Need to allow new development |

**Positive - 8-9**

- |   |
|---|
| <input type="checkbox"/> Do a good job                    |
| <input type="checkbox"/> Does well in supporting business |
| <input type="checkbox"/> Very good                        |
| <input type="checkbox"/> Other Comments: WRITE IN: _____  |

U2. Car parking

**Negative - 4 or below**

- |  |
|--|
| <input type="checkbox"/> Insufficient car parking        |
| <input type="checkbox"/> Parking meters too expensive    |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |

**Positive - 8-9**

- |  |  |
|--|--|
| <input type="checkbox"/> Adequate parking                | <input type="checkbox"/> Good/ plenty of parking available |
| <input type="checkbox"/> Always available                |  |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |  |

U3. Irrigation water supply

**Negative - 4 or below**

- |  |   |
|--|---|
| <input type="checkbox"/> Costs regarding water supply    | <input type="checkbox"/> Restrictions on water use  |
| <input type="checkbox"/> Have own supply                 | <input type="checkbox"/> Water out of town not good |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ | <input type="checkbox"/> No supply                  |

**Positive - 8-9**

- |   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> Do well maintaining water supplies | <input type="checkbox"/> Good        |
| <input type="checkbox"/> Other Comments: WRITE IN: _____    | <input type="checkbox"/> No problems |

### (W) Research

The Council is a part funder of the Marlborough Research Centre. This centre undertakes research into viticulture and other primary production sectors that help to ensure Marlborough's primary industries have access to world-class research and advisory services. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

W1. Crop research .....	1	2	3	4	5	6	7	8	9	not aware
-------------------------	---	---	---	---	---	---	---	---	---	-----------

W2. If rated '4' or below: Why did you rate the provision of crop research at <<read out rating>>? **Negative - 4 or below**

- |  |   |
|--|---|
| <input type="checkbox"/> Council shouldn't be involved / private sector role | <input type="checkbox"/> Too much focus on grapes |
| <input type="checkbox"/> Other Comments: WRITE IN: _____                     | <input type="checkbox"/> Don't see any results    |

**Positive - 8-9**

- |  |
|--|
| <input type="checkbox"/> Do a thorough job               |
| <input type="checkbox"/> Provide a good service          |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ |

**(Y) Council Services**

Y1. In the last twelve months, have you seen or heard any notices or advertisements issued by the Council?

- No - SKIP TO Y3
- Yes - CONTINUE

Y2. Where did you see the advertisement?

- Website
- Radio advertisements
- Local newspapers
- Other Comments: WRITE IN: \_\_\_\_\_

Y3. Have you had any direct contact with the Council in the past 12 months?

- No - SKIP TO Y7
- Yes - CONTINUE

Y4. In what ways was that contact made? *Multiple options acceptable*

- Telephone
- At Council Offices
- Other Comments: WRITE IN: \_\_\_\_\_
- By post
- Email
- Website

Y5. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate your overall contact with the council?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

Y6. If rated '4' or below, Why did you rate your contact with the Council at <<read out rating>>? **Negative - 4 or below**

- No officer to take responsibility
- Too many people to get through
- Other Comments: WRITE IN: \_\_\_\_\_

**Positive - 8-9**

- Friendly service
- Good service
- Informative
- Other Comments: WRITE IN: \_\_\_\_\_
- Quick response/ no delay
- Very helpful

ASK ALL - Y7. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate the overall performance of the Marlborough District Council over the last 12 months?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

**(AA) About Your Circumstances**

AA1. Is the home where you live owned by someone who lives in the household, or is it rented?

- Owned
- Private Trust
- Other Comments: WRITE IN: \_\_\_\_\_
- Rented
- Refused

AA2. Which of the following best describes your household's annual income before tax?

- under \$10,000
- \$10-\$25,000
- \$25-\$40,000
- \$40-\$55,000
- \$55-\$70,000
- \$70-\$85,000
- \$85-\$100,000
- \$100,000+
- declined

AA3. How long have you lived in Marlborough?

- less than 2 years
- 2-5 years
- 5-10 years
- 10+ years

From time to time we hold focus groups/ group discussions. If the topic was of interest to you, would you be interested in taking part?

- yes
- no

Email \_\_\_\_\_

101. For auditing purposes, could you please provide your name? This will be used for Research First auditing purposes and will not be provided to Marlborough District Council.

Interviewer note telephone number \_\_\_\_\_

Interviewer: \_\_\_\_\_

## Appendix 2: Unprompted Responses by Area

### Contact with Council - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Good service	50	0	4	3	3	12	10
Helpful staff	38	2	6	6	2	15	6
Friendly staff	31	2	8	4	5	15	2
Quick response	20	0	6	4	4	10	4
Informative	24	0	4	4	1	3	1
Accessible	5	1	1	0	1	1	0
Negative qualifier noted	5	0	0	1	0	1	1
No problems	3	1	0	0	0	1	0
Approachable	3	0	0	0	0	1	1
Efficient	2	0	0	0	1	0	0
Good communication	2	0	1	0	0	0	0
Other	0	0	0	1	0	0	0

### Contact with Council - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Lack of action	4	0	1	0	5	1	1
Nobody takes responsibility	7	0	1	2	1	1	0
Slow/ lack uniformity	7	0	2	0	0	0	0
Lack of communication	3	0	0	2	2	1	0
Rude/ unhelpful staff	2	1	2	0	1	0	0

### Roads and Footpaths - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Sealed Roads</b>							
Well maintained/ Good maintenance	58	1	4	2	1	6	4
Well sealed/ Good condition	9	1	3	0	0	1	4
No problems	3	0	1	0	0	0	1
Roads are numerous	1	0	0	0	0	1	1
<b>Unsealed Roads</b>							
Good/ no problems	10	0	1	1	0	0	1
Well maintained	9	0	0	1	1	1	1
Not many unsealed roads	2	0	0	0	0	0	0
Unsealed roads are supposed to be rough	0	0	1	0	0	0	0
<b>Footpaths</b>							
Good condition	32	0	4	4	0	6	3
No problems	23	1	5	1	1	3	2
Well maintained	21	0	4	0	0	2	4
Plentiful	3	0	1	0	0	0	0
Easy for disabled/ prams to negotiate	2	0	0	0	0	0	0
<b>Street Lighting</b>							
Good/ well lit everywhere	39	0	5	4	2	2	1
Adequate lighting	29	0	6	4	1	7	1
Plenty of lighting	16	0	4	3	1	2	0
Good lighting quality	25	0	0	0	0	0	0
No problems	6	0	1	0	0	1	0
Well/ swiftly maintained	4	0	0	0	0	0	1

### Roads and Footpaths - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Sealed Roads</b>							
Poor maintenance	13	0	1	0	1	3	2
Potholes	12	0	1	1	1	3	1
Lack of maintenance	8	0	1	1	0	2	4
Poor sealed roads	10	0	0	0	1	1	1
Patch jobs/ roads not resealed properly	5	0	1	0	0	0	0
More roads should be sealed	1	0	0	0	1	1	2
Roads rough/ bumpy	2	0	0	0	0	1	1
Flooding/ drains blocked after rain	1	0	0	0	0	0	1
Roadworks take too long/ Too many roadworks	1	0	0	0	0	1	0
<b>Unsealed Roads</b>							
Lack of maintenance	11	0	0	1	5	5	2
Poorly maintained	11	0	2	1	1	5	1
Potholes	3	0	1	0	1	3	3
Poor unsealed roads	4	0	1	0	1	3	1
Not graded often enough/ Corrugations	3	0	0	3	0	0	1
<b>Footpaths</b>							
Poor footpath maintenance	25	0	4	4	0	6	2
Unsafe for the elderly/ mobility scooters/ wheelchairs	19	0	2	2	1	2	1
Uneven/ cracks/ rough/ tree roots	18	0	2	2	0	1	2
Lack of footpaths in area	5	2	1	4	3	2	4
Slippery/ Lack of cleaning	3	0	1	0	0	0	0
Narrow	2	0	0	0	0	0	1
Footpath only on part/ one side of street	1	0	0	0	0	1	0
<b>Street Lighting</b>							
Street lighting inadequate/ Need more	13	1	5	2	3	0	6
Poor light quality	6	0	3	0	0	0	0
Poor maintenance/ bulbs blown	4	0	0	0	1	0	1
Could be better in some areas	0	0	1	0	0	1	0

### Sewerage - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
No problems/ functions well	129	1	19	11	3	6	2
Quickly/ well maintained	5	0	0	1	1	0	0
Upgraded/ Extended network good	5	0	1	0	0	0	0
No pungent smells	5	0	0	0	0	0	0
One off mentions	1	0	0	1	0	0	0

### Sewerage - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Backflow/ Overflows	4	0	0	0	0	0	2
Need better maintenance	2	0	0	0	0	0	0
Poor system	2	0	0	0	0	0	0

Smell	1	0	1	0	0	0	0
Costs too high	1	0	0	0	0	0	1
Shouldn't increase rates for other areas	0	0	0	0	0	1	1

### Water supply - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
No problems	70	1	8	5	1	2	0
Good quality	59	1	3	2	0	2	0
Good supply	37	1	5	3	0	1	0
Good taste	31	0	3	1	0	0	0
Very good	11	0	1	2	0	1	0
Some of the best in New Zealand	9	0	0	0	1	0	0
Clean/ Untreated	5	0	0	0	0	0	0
Good pressure	3	1	0	0	0	0	0
Reliable service	1	0	1	0	0	0	0

### Water supply- Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Water undrinkable	0	0	5	2	3	1	0
Water of low standard	1	1	3	1	1	2	1
Poor taste	1	1	2	0	0	0	0
Seddon/ Awatere has poor water/ no water	1	0	0	0	1	0	1
Against fluoridation/ hardening/ chemicals	0	0	1	0	1	1	0

### Flood Protection - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Do a good job/ Managed well	47	0	7	3	1	4	3
Rarely floods	22	0	8	2	0	4	1
Well maintained	15	0	1	2	1	4	1
No problems/ No flooding	5	0	0	0	0	1	0
Upgraded/ Proactive management	4	0	1	0	0	0	0
Prompt response to emergencies/ issues	2	0	1	0	0	1	0

### Flood Protection - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Not enough maintenance	11	1	1	3	0	5	1
Flooding	8	0	1	2	3	4	2
Erosion	1	0	0	0	0	3	0
Not involved enough	1	1	1	0	1	0	0
Need more preventative work	2	0	0	1	0	0	0
Problematic to deal with/ Unhelpful	0	1	0	0	0	2	0
Need more monitoring	1	0	0	0	1	0	0
Treated like drains	1	0	0	0	0	0	1

### Waste Management - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Kerb-side collection</b>							
Great service/ pick up good	87	0	14	0	1	5	3
Reliable/ on time	49	0	9	0	0	2	1
Excellent	29	0	5	0	0	2	1
No problems/ works well	7	0	0	0	0	1	0
Easy to use/ convenient	4	0	1	0	0	0	0
Like being able to recycle	2	0	1	0	0	0	1
Provides good information	2	0	0	0	0	0	0
Better compared to other towns	2	0	0	0	0	0	0
Keeps streets tidy	0	0	1	0	1	0	0
Has improved	2	0	0	0	0	0	0
Efficient	0	0	1	0	0	0	0
<b>Waste Transfer Stations</b>							
Good service/ it is good	21	1	3	3	2	1	4
Convenient	15	0	4	0	0	3	1
Well managed facility	13	0	3	2	0	1	1
Accessible - easy to get to	8	0	2	2	0	1	2
Great service/ very good	8	0	2	0	0	4	0
Easy to access/ use	8	0	2	0	0	2	1
Efficient	6	0	2	1	1	2	0
Friendly staff	5	0	2	0	0	3	2
Everything runs smoothly	7	0	3	0	0	0	0
Good facility	7	0	2	0	0	0	0
Excellent service	4	0	1	0	0	1	1
Clean/ Tidy	3	0	2	0	0	0	0
Good range of options	1	1	1	0	0	0	1
Good hours	3	0	0	0	0	0	0
No problems	2	0	0	0	0	1	0
Good pricing	0	0	0	1	0	0	1
<b>Resource Recover Centre</b>							
Good service/ well managed	65	1	5	5	0	7	4
Good to be able to easily recycle	23	0	0	4	1	1	2
Easy to use	16	0	0	1	0	6	1
Accessible	17	0	0	2	0	2	2
Convenient	16	0	0	1	0	0	0
Good idea/ doing a good job	7	0	1	0	1	3	0
Good pricing	7	0	0	1	1	0	1
Large range of goods to leave and buy	7	0	0	0	0	2	0
Friendly/ helpful staff	5	0	0	0	0	1	0
Clean/ tidy	3	0	1	0	0	1	0
Environmentally friendly	2	0	0	0	0	0	1
No problems	2	0	0	0	0	0	1
Used regularly	3	0	0	0	0	0	0
Good parking	2	0	0	0	0	0	0
Good hours	2	0	0	0	0	0	0
Well sign-posted	0	0	0	1	0	1	0
Efficient	0	0	0	0	1	1	0
Has improved	2	0	0	0	0	0	0



### Waste Management - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Kerb-side collection</b>							
No kerbside collection	1	0	0	4	3	1	1
Service is inadequate	3	0	1	2	0	0	1
Recycling system confusing/ too limited	4	0	1	0	0	0	0
Expensive	1	0	1	0	0	1	1
Don't like the bins/ Would prefer wheelie bin system/ Bigger bins	4	0	0	0	0	0	0
Need more black bags	2	0	0	0	0	0	0
<b>Waste Transfer Stations</b>							
Expensive	10	0	5	0	2	1	1
Service is inadequate	5	0	2	0	0	1	0
Inconsistent with pricing and service	0	1	2	1	1	0	0
Poor management	2	0	0	0	1	0	0
<b>Resource Recover Centre</b>							
Expensive	9	0	3	1	1	2	0
Service is inadequate	2	0	1	1	0	0	0
Poor standards	1	0	1	0	0	1	0
Not used	1	0	0	0	0	0	1

### Culture and Heritage - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Good support	13	0	2	1	3	1	3
Provides good service	8	0	1	1	2	1	2
Good	11	1	0	1	0	1	0
Well covered/ large variety	6	0	0	1	0	1	3
Excellent	4	0	1	0	0	3	0
Plenty of choice	4	0	0	0	0	1	1
Well promoted/ publicised	4	0	1	0	0	1	0
People are happy	4	0	0	0	0	0	0
Support of Maori culture	2	0	1	0	0	0	0
Good maintenance/ updates of facilities	2	0	0	0	0	0	0

### Culture and Heritage - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
New theatre is a waste of money	6	0	1	0	0	0	0
Council needs to improve support	2	0	2	0	1	0	1
Don't think rates should be used for Culture and Heritage	2	0	0	0	2	2	0
Too much money spent on it	3	0	1	0	1	0	0
Only some groups get helped out	1	0	0	0	1	1	0
Money spent in wrong places	2	1	0	0	0	0	0
Not aware of this happening	0	0	1	0	0	1	0
Difficult to get funding	1	0	0	0	0	1	0
Not culturally inclusive	1	0	0	0	1	0	0
They don't listen to/ understand the public	0	0	1	0	0	0	1
Poor management	1	0	0	0	0	1	0
Need more community/ interactive activities	2	0	0	0	0	0	0

### Democracy- Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Information</b>							
Advertise well in paper/ media/ leaflets in mailbox	34	2	3	1	1	7	3
Information always available	13	0	3	1	1	4	1
Good communication	10	0	1	1	2	3	0
Do a good job	4	0	0	0	0	0	0
Provide a good service	3	0	0	0	0	1	0
Great website	2	0	0	0	0	0	0
<b>Access to Council Meetings</b>							
Advertise well	32	1	3	1	2	5	3
People are made aware	9	0	1	1	2	5	2
Good communication	6	0	1	0	1	4	3
Doing a good job	2	0	0	0	0	0	0

### Democracy- Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Information</b>							
Too much behind closed doors/ not enough information provided	20	1	4	2	4	3	1
Need to let locals know what is going on	10	1	1	1	1	2	2
Need to listen to public	4	0	0	1	1	0	3
Information given after a decision has been made	2	0	1	0	0	2	0
Have to actively search for information	2	0	1	0	0	1	1
Anti-residents - just want their money	2	0	2	0	0	0	0
Not enough communication/ information sources	1	0	1	0	0	0	1
Average/ room for improvement	1	0	0	1	0	0	0
<b>Access to Council Meetings</b>							
Public not aware of meetings	18	0	4	3	1	3	7
Need to let locals know what is going on	20	0	0	2	2	4	1
Too many closed door meetings	12	0	1	3	2	2	1
Need to improve advertising	5	0	1	1	0	0	1
Don't listen to the public	2	0	1	0	0	0	2
Too short notice	1	0	0	0	1	0	0
Don't get information until after the event	1	0	0	0	0	1	0
It's a 'who knows who town'	1	0	0	0	0	0	0

### Public Libraries - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Public Libraries</b>							
Good service/ staff helpful	78	0	14	7	5	11	9
Good facilities/ PC etc.	49	0	6	3	0	8	2
Good range of services	43	0	4	4	0	6	5
Good range of books	35	0	6	1	1	4	1
Accessible	22	0	0	2	2	2	2
Opening hours good	13	0	2	1	0	0	0
Well used	8	0	1	0	1	1	2
Well supported	8	1	0	0	0	1	1
Child friendly/ activities for kids	8	0	0	1	0	0	0
Excellent	5	0	2	1	0	1	0
Well managed/ run	3	0	0	0	1	1	1
Good generally	4	0	0	0	1	0	0
Nice environment	4	0	0	0	0	0	0
Efficient	1	0	2	0	0	0	0
Good updates/ maintenance	3	0	0	0	0	0	0
Clean	2	0	0	0	0	0	0
Affordable	0	0	0	2	0	0	0
No problems	1	0	0	0	0	0	1
Good layout	2	0	0	0	0	0	0
Good location	1	0	0	1	0	0	0
<b>Community Libraries</b>							
Good service/ staff helpful	10	1	5	2	1	2	0
Good range of books	7	0	3	2	1	1	1
Good facilities/ PC etc.	7	1	1	3	0	2	0
Good range of services	8	0	2	0	0	3	1
Accessible	6	0	0	1	0	0	1
Educational	4	0	1	1	0	0	1
Well supported	3	0	0	1	1	0	2
Well used	4	0	0	0	0	1	1
Excellent	1	1	0	1	0	0	0
Clean	1	0	1	0	0	0	0
Well managed/ run	0	0	1	0	0	0	1
Important to community	1	0	0	0	0	0	1

### Public Libraries - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Public Libraries</b>							
Insufficient books	1	0	0	0	0	3	0
Too small	0	1	2	0	0	0	1
Library needs an upgrade	1	1	0	0	0	0	0
Too much noise/ Skype chats	2	0	0	0	0	0	0
Shouldn't provide free Wi-Fi - too busy	1	0	1	0	0	0	0
<b>Community Libraries</b>							
Only support the schools not wider community	0	0	0	0	1	0	0
Council doesn't have any input	0	0	0	0	0	0	1
Too much access to computers	0	0	1	0	0	0	0
Young children not encouraged to read	0	0	0	0	1	0	0

### Harbour Control - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	
Good services overall	9	0	5	4	1	5	
Good job	9	0	1	0	2	3	
Are very good at maintaining the equipment	8	0	5	0	0	2	
Well managed	6	0	5	2	0	2	
Good	8	0	1	1	1	2	
Good monitoring	6	0	2	0	0	1	
Nothing ever goes wrong	5	0	0	0	1	1	
Good facilities/ equipment	3	0	2	0	0	0	
Are strict and good	4	0	1	0	0	0	
Hazards well marked	1	0	0	0	0	0	
Good security	1	0	0	0	0	0	
No problems/ complaints	1	0	0	0	0	0	
Good information	0	0	1	0	0	1	
Tidy	2	0	0	0	0	0	
Good Harbourmaster	2	0	0	0	0	0	

### Harbour Control - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Harbour needs better management	2	1	0	0	0	1	3
Boat speed limits need policing	0	1	0	0	0	1	2
No/ Ineffective control	1	0	0	0	0	0	3
Positive qualifier noted	1	0	0	0	0	1	1
Navigation and monitoring services poor	2	0	0	0	0	0	0
Over-regulated	0	0	1	0	1	0	0
Inadequate/ need more signage	1	0	0	0	0	0	1

### Community Support - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Community Support</b>							
Good/ do the job well	30	0	0	1	2	3	3
Help always available	10	0	1	0	0	3	0
Support people in trouble/ people to talk to if needed	10	0	1	3	0	0	0
Good support for older/ elderly people	9	0	0	0	0	0	0
Doing a good job with young people	5	0	0	0	0	2	0
Lots of activities	6	0	0	0	0	1	0
Supports a broad range	1	0	0	0	1	0	0
Support buses	1	0	1	0	0	0	0
Listen to public input	1	0	1	0	0	0	0
Liaise/ engage well with community	1	0	0	0	0	0	1
Encourage a sense of community spirit	1	0	0	0	0	1	0
Good things read in the paper/ heard	1	0	0	0	0	0	1
<b>Blenheim Buses</b>							
Reliable	25	0	1	1	0	3	0
Frequent services	9	0	0	3	0	3	1
Good service	9	0	2	0	1	2	0

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Good to have/ Valuable resource	12	0	0	0	0	2	0
Good for elderly people	6	0	0	0	1	0	0
Affordable	5	1	0	0	0	0	0
Well used	4	0	0	0	0	0	0
Good extensions/ extension plans	1	0	0	0	1	1	1
Good route	4	0	0	0	0	0	0
Good/ Do the job well	4	0	0	0	0	0	0
Good drivers	3	0	0	0	0	0	0
Accessible	1	0	1	0	0	1	0
Excellent	3	0	0	0	0	0	0
Fills a need	3	0	0	0	0	0	0
Able to use Gold Card	2	0	0	0	0	0	0
<b>Mobility Scheme</b>							
Good that it's provided	25	0	1	0	0	1	1
Good service	3	0	2	1	0	0	1
Good access to services/ facilities	3	0	1	0	0	1	0
Modification of footpaths/ ramps/ railings	3	0	0	0	1	0	1
Many carparks available	2	0	0	0	0	0	1
Cater for a need	2	0	1	0	0	0	0
Helps make people mobile	1	0	1	0	0	1	0
Good facilities	0	0	1	0	0	1	0
No complaints	2	0	0	0	0	0	0
Affordable taxis	2	0	0	0	0	0	0
<b>Events</b>							
Do a good job/ Events good	32	1	3	0	2	2	2
Good range of events	11	0	4	1	1	1	1
Well promoted	7	0	0	0	0	0	1
Well-advertised	6	0	0	0	0	0	1
Negative qualifier noted	4	0	0	0	0	1	0
Large programme of funding	2	1	1	0	0	0	0
Good community spirit	1	0	0	0	0	0	1

### Community Support - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Community Support</b>							
More attention needed for youth activities	6	0	1	0	0	1	0
More services required in our area	0	0	1	0	0	1	4
Need more for elderly	2	0	1	0	0	1	0
Needs more funding	2	0	0	0	0	1	0
More for people with disabilities	2	0	0	0	0	0	0
Volunteers/ community do it, not Council	2	0	0	0	0	0	0
Don't understand/ aware of services	0	0	0	0	1	1	0
Spend too much money	1	0	0	0	0	0	1
<b>Blenheim Buses</b>							
Insufficient services	7	0	0	1	0	3	1
Poor timetable	3	0	0	0	0	1	1
<b>Mobility Scheme</b>							
Need to improve roading/ footpaths	4	0	0	0	0	0	0
Alternative transport required	0	0	0	0	0	0	1

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Room for improvement	1	0	0	0	0	0	0
Scooters should have more controls on them	1	0	0	0	0	0	0
Poor access to toilets	1	0	0	0	0	0	0
Unimpressed	0	0	0	1	0	0	0
Need more disability transport funding	1	0	0	0	0	0	0
Nowhere to drop off those that are disabled - wheel chair ramps	1	0	0	0	0	0	0
Service has been abused, need to improve criteria	0	0	0	0	0	1	0

### Events

Some events should not be funded/ Need to fund more needy causes	3	0	1	0	0	0	0
Needs to reach all areas of district	1	0	0	1	0	0	1
Cost is too high for outcome	2	0	0	0	0	0	0
Lack of funding	2	0	0	0	0	0	0
Too selective/ Room for improvement in what is funded	0	0	0	0	0	2	0

### Environmental Management - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Developing Policies</b>							
Do a good job	20	0	3	0	1	3	1
Fair to all	0	0	2	0	0	0	0
<b>Environmental monitoring and information</b>							
Doing a good job	18	1	4	0	1	3	2
Good information flow	10	0	4	0	0	1	2
Address issues quickly	3	0	1	0	0	0	0

### Environmental Management - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Developing Policies</b>							
Council direction ineffective	7	0	1	3	0	1	1
Lack of environmental monitoring	4	0	2	2	1	1	1
Lack of information about environmental monitoring	4	0	0	0	2	2	1
Issue: Usage and monitoring of rivers	5	0	1	0	0	0	0
Control not effective	2	0	0	3	0	0	0
Too constricting/ over legislated	3	0	0	0	0	1	1
Issue: Pollution	2	0	1	1	0	0	0
Issue: Colour palette for houses	2	0	0	0	1	0	1
Issue: Spray from vineyards	1	0	0	2	0	0	0
Issue: Salmon farming	2	0	1	0	0	0	0
Expensive	1	0	0	0	0	1	1
Unfair/ Biased	2	0	1	0	0	0	0
Inconsistent	3	0	0	0	0	0	0
Very slow	1	0	0	0	1	0	1
Council has poor understanding	1	0	1	0	0	1	0
Allocation of water too restricted	0	0	0	0	1	1	0
Not enough happening	1	0	0	0	0	0	1

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Poor water standards in Seddon	2	0	0	0	0	0	0
<b>Environmental monitoring and information</b>							
Lack of information about environmental monitoring	10	0	2	1	0	3	1
Lack of environmental monitoring	5	0	2	1	0	4	1
Issue: Pollution	3	0	0	1	0	1	1
Issue: Spray from vineyards	1	0	0	2	1	0	0
Council direction ineffective	2	0	0	1	0	1	0
Unfair/ biased	2	0	0	1	0	0	0
Issue: Usage and monitoring of rivers	2	0	1	0	0	0	0
Control not effective	1	0	0	0	0	1	0
Nothing/ not enough happens	1	0	0	0	1	0	0
Too constricting/ over regulated	0	0	0	0	0	1	1
Need to do more research	1	0	1	0	0	0	0
Council does not follow up	0	0	1	1	0	0	0

### Tourism - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Promote the region well	23	0	1	2	1	5	2
Advertise well/ good advertising	25	0	1	3	1	1	1
Council performs well in supporting tourism	16	0	2	1	2	2	1
Doing a good job	12	1	5	0	0	2	2
Tourism well promoted	17	0	2	2	0	0	1
Lots of tourism in the area	8	0	3	3	0	2	0
Good information/ brochures	8	0	0	0	0	0	1
Good feedback/ press	3	0	0	0	0	0	1
Good facilities for tourism/ information centre	2	0	0	0	0	0	0
Supports wine industry	1	0	0	0	1	0	0
People of Marlborough should be more involved/ Not just the Council's role	2	0	0	0	0	0	0
Always looking for opportunities/ more engagement	1	0	0	0	0	1	0
Keep area well looked after	0	0	0	0	0	1	1
Marlborough used as destination for events	2	0	0	0	0	0	0

### Tourism - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
More promotion required	8	0	1	0	1	0	0
More effort - room to improve	5	0	0	0	0	0	1
Poorly managed	2	1	0	0	1	1	1
Needs more support	4	0	0	0	0	0	0
Too much support for wineries/ not just a wine destination	2	0	1	1	0	0	0
Cost- is this appropriate for Council?	1	0	0	1	0	0	0
More funds needed for Destination Marlborough	1	0	0	0	0	0	1
Need to make roading easier to navigate	2	0	0	0	0	0	0

### Water Services - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Drinking Water</b>							
No problems	70	1	8	5	1	2	0
Good quality	59	1	3	2	0	2	0
Good supply	37	1	5	3	0	1	0
Good taste	31	0	3	1	0	0	0
Very good	11	0	1	2	0	1	0
Some of the best in New Zealand	9	0	0	0	1	0	0
Clean/ Untreated	5	0	0	0	0	0	0
Good pressure	3	1	0	0	0	0	0
Reliable service	1	0	1	0	0	0	0
<b>Stormwater Drainage</b>							
No problems	26	1	10	4	1	1	1
Not much flooding	18	0	2	1	1	1	0
Very well controlled	5	0	1	0	0	2	0
Functions well	2	0	2	0	0	0	0
Few blockages	1	0	0	0	0	1	0

### Water Services - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Drinking Water</b>							
Water undrinkable	0	0	5	2	3	1	0
Water of low standard	1	1	3	1	1	2	1
Poor taste	1	1	2	0	0	0	0
Seddon/ Awatere has poor water/ no water	1	0	0	0	1	0	1
Against fluoridation/ hardening/ chemicals	0	0	1	0	1	1	0
<b>Stormwater Drainage</b>							
	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Flooding still occurring	24	1	6	0	3	4	1
Drains blocked/ need clearing	12	2	2	0	0	4	2
Poor maintenance	5	2	0	0	0	4	0
Inadequate/ insufficient pipe system/ drains	2	0	4	0	0	2	1
Council doesn't follow up	3	1	0	0	0	3	0

### Biosecurity - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Animal Pests</b>							
Council doing a good job	27	0	1	0	2	4	3
No problems	15	1	2	0	0	3	1
Good management	6	1	1	1	1	1	0
Helpful/ Informative/ Good communication	3	0	0	0	1	1	0
Prompt to deal with outbreaks	1	0	0	0	0	2	0
Good information	2	0	0	0	0	0	0
Good advertising	1	0	0	0	0	0	7
<b>Plant Pests</b>							
Council doing a good job	19	0	0	0	2	5	3
No problems	10	1	1	2	0	2	1
Good information	5	0	0	0	1	0	0
Don't see any plant pests	5	0	0	0	0	0	0
Proactive	2	0	0	0	1	0	0



### Biosecurity - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Animal Pests</b>							
No visible Council involvement/ Have to control pests ourselves	11	2	5	2	2	4	7
Issue - Rabbits	5	0	0	0	1	1	3
Issue - Possums	1	0	2	0	1	1	1
Issue - Cats	4	0	0	0	0	0	0
Issue - Rats/ Mice	1	0	2	0	0	1	0
Don't like use of poisons	2	0	0	0	0	1	0
Issue - Ants	0	1	0	0	0	1	0
<b>Plant Pests</b>							
Council ineffective/ uninvolved	7	0	3	0	1	4	1
Issue - Old Man's Beard	6	0	2	0	1	2	2
Issue - Gorse	1	0	3	0	0	2	2
Lack of information about pests	4	0	0	0	0	2	2
Have to control pests ourselves	1	0	2	0	1	0	3
Council doesn't keep residents informed	1	0	2	1	0	1	2
Lots of plant pests around	2	0	1	0	0	1	1
Issue - Passionfruit/ Banana plants	0	0	1	0	0	0	1
Council doesn't treat landowners well	0	1	0	0	0	0	1
Issue - Convolvulus	1	0	0	0	0	1	0

### Council Facilities - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Parks and Reserves</b>							
Well maintained/ in good condition	101	2	16	12	6	28	4
Clean/ Tidy	32	1	3	0	1	11	0
Plentiful/ good range of parks	8	0	1	0	0	0	1
Generally good	6	0	1	0	0	0	0
Negative qualifier noted	4	0	2	0	1	0	0
Layout is good	5	0	0	0	0	0	0
Feel safe	4	0	0	0	0	0	0
Good gardens	2	0	0	0	0	2	0
Good dog/ walking tracks	1	0	1	0	0	0	0
Well used	1	0	0	0	0	1	0
No problems	1	0	1	0	0	0	0
Nice public spaces/ Play areas	0	0	2	0	0	0	0
Good facilities	0	0	0	0	0	1	1
Very satisfied	1	0	0	0	1	0	0
<b>Sports Grounds</b>							
Well maintained/ in good condition	84	0	6	15	2	22	1
Clean	21	0	2	2	0	7	0
Layout is good	5	0	0	0	0	1	0
New facilities	0	0	5	0	0	0	1
Negative qualifier noted	3	0	1	0	0	1	0
Plentiful	3	0	0	0	0	0	0
Adequate	2	0	1	0	0	0	0
Good facilities	3	0	0	0	0	0	0
Used for a variety of sports	3	0	0	0	0	0	0
Very good	1	0	2	0	0	0	0
Accessible/ User friendly	2	0	0	0	0	0	0

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Community Halls</b>							
Well maintained/ in good condition	31	2	4	1	1	6	1
Clean/ Tidy	8	0	1	1	0	3	0
Good availability	2	0	0	0	0	0	0
Layout is good	2	0	0	0	0	0	0
Multiple halls	1	0	1	0	0	0	0
Good facilities	1	0	0	0	0	1	0
<b>Swimming Pools</b>							
Well maintained/ in good condition	66	4	3	9	1	9	2
Clean	36	0	1	2	1	3	0
Great new/ upgraded pool	31	0	0	0	0	8	0
Great facilities	12	0	1	2	0	5	0
Layout is good	7	2	0	2	0	0	2
Well staffed/ managed	10	2	0	0	0	0	0
Excellent/ Amazing	9	0	0	0	0	1	0
Negative qualifier noted	7	0	0	0	0	0	0
Low cost/ cheap	4	0	1	0	0	0	0
Caters for everyone	4	0	0	0	0	0	0
Well used	3	0	0	0	0	0	0
Adequate	2	0	0	0	0	0	0
Well presented	2	0	0	0	0	0	0
Well situated/ Easy access	2	0	0	0	0	0	0
Family friendly	2	0	0	0	0	0	0
Good parking	2	0	0	0	0	0	0
Range of pools	2	0	0	0	0	0	0
<b>Cemeteries</b>							
Well maintained/ in good condition	85	4	8	13	4	21	5
Clean/ Tidy	29	0	3	5	2	7	2
Layout is good	8	0	1	1	1	1	0
Well presented	5	0	0	0	0	0	0
No problems	2	0	0	0	0	0	0
Nice	1	0	0	0	1	0	0
Good/ great	1	0	1	0	0	0	0
<b>Public Toilets</b>							
Well maintained/ clean	43	1	14	5	2	7	4
Upgraded/ new toilets	8	0	0	0	0	1	1
Plentiful	2	0	2	0	0	0	0
Fantastic	3	0	1	0	0	0	0
Tidy	1	0	0	0	0	1	0
Well located	2	0	0	0	0	0	0
Nice/ better compared to other places	2	0	0	0	0	0	0
Generally good	1	0	0	1	0	0	0

### Council Facilities - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Parks and Reserves</b>							
Poorly maintained	6	0	3	1	0	0	0
Litter in parks and reserves	3	0	1	0	1	0	0
Insufficient playgrounds	2	0	1	1	0	0	0
Negative: War memorial	1	0	1	0	1	0	0
Insufficient waste disposal available	2	1	0	0	0	0	0
Looked after by	0	0	1	1	0	1	0

community/DOC, not council								
Nothing in local area	0	0	0	0	0	1	1	
Insufficient/ Inadequate public toilets	0	0	0	0	2	0	0	
<b>Sports Grounds</b>								
Facilities poorly maintained	2	0	2	1	0	0	0	
Lack of sports grounds	0	0	0	0	0	1	1	
Often flooded	1	0	1	0	0	0	0	
Limited to what sport is available	1	0	1	0	0	0	0	
<b>Community Halls</b>								
Community halls run down	2	0	1	0	0	0	2	
Lack of community halls	0	0	3	0	0	1	1	
Council doesn't show interest/ isn't proactive	2	0	0	0	0	0	0	
<b>Swimming Pools</b>								
Need new/ upgraded pool	1	0	1	1	2	0	0	
Do not have one	0	0	3	0	0	1	1	
Lack of swimming pools	1	0	2	0	0	0	1	
Too cold	0	0	0	0	1	0	1	
One off mentions	2	1	2	0	1	0	1	
<b>Cemeteries</b>								
No council cemetery	0	0	0	0	0	1	1	
<b>Public Toilets</b>								
Poor public toilet hygiene	15	2	3	0	1	7	3	
Maintenance issues	6	2	0	1	0	6	0	
Insufficient public toilets	2	1	0	1	0	3	1	
Could do with more	2	1	0	0	0	0	0	
Need upgrading	2	0	0	0	1	0	0	
Disgusting	1	0	0	0	0	0	1	
Unisex toilets inappropriate	2	0	0	0	0	0	0	
Smells bad	1	0	0	0	0	1	0	

### Consents and Compliance - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>RMA - Consenting</b>							
Do a good job	13	0	0	1	0	3	2
Provide a good service	3	0	0	0	0	2	1
Efficient	3	0	0	0	0	1	0
No complaints	2	0	2	0	0	0	0
Good staff	2	0	0	0	0	1	0
Complying with the rules/ time frame	0	0	1	0	0	1	0
Good information	2	0	0	0	0	0	0
<b>RMA Monitoring</b>							
Do a good job	6	0	0	1	1	4	3
Provide a good service	4	0	0	1	0	5	1
Efficient	3	0	0	0	1	1	0
Good information	3	0	0	0	0	0	0
No problems	1	0	1	0	1	0	0
Good communication	2	0	0	0	0	0	0
Advertised in newspaper	2	0	0	0	0	0	0
<b>Building Act</b>							
Do the job well/ good job	7	0	0	2	1	6	1
Provide a good service	4	0	1	1	0	2	0

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
No problems/ issues	4	0	0	0	1	1	1
Building inspectors helpful	2	0	1	0	0	3	0
Follow rules	2	0	0	0	0	1	0
Efficient	0	0	0	0	0	2	0
See it advertised in the newspaper	2	0	0	0	0	0	0

### Sale of Liquor Act

Well managed/ well monitored/ regulated	21	0	6	0	0	6	0
No problems	16	1	1	2	2	3	1
Good	9	2	1	2	0	5	1
Monitoring underage drinking	11	0	2	1	0	1	0
Thorough ID checks made so working well	9	0	0	0	0	0	0
Stings/ undercover police operations	4	0	0	0	0	0	0
Everyone has liquor/ duty manager licences	1	0	0	1	0	1	0
Banning of liquor in town a good idea	3	0	0	0	0	0	0
Not too many liquor outlets	1	0	0	0	0	1	0

### Health and Food Act

Do a good job	26	2	2	3	0	6	2
No problems heard of	18	0	2	1	1	0	1
Good high standards and close monitoring	13	2	3	2	0	2	0
Good standards overall	5	0	0	2	0	3	3
Good health inspectors	4	0	1	0	0	2	0
NZ standards/ Restaurant standards are good	4	0	0	2	0	1	0
Clean and tidy	2	0	2	0	0	1	0

### Consents and Compliance - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>RMA - Consenting</b>							
Slow/ takes too long	11	0	5	2	0	5	2
Compliance costs high	6	0	1	0	0	3	0
Too much red tape	2	0	1	1	1	1	3
Council needs to communicate with landowners	2	2	1	1	0	1	1
No follow-up or enforcement	1	0	1	0	0	2	0
Poor administration/ procedures	1	0	1	1	0	1	0
Poor staff/ service	1	0	0	0	1	0	0
Inconsistent	1	0	0	0	0	0	1
Biased towards their own interests	1	0	0	0	0	0	1
<b>RMA - Monitoring</b>							
Too much red tape	3	1	3	0	1	0	1
Slow/ takes too long	4	0	0	0	0	4	0
No follow-up or enforcement	2	0	0	0	1	2	3
Council needs to communicate with landowners	2	1	1	0	0	2	1
Too expensive	3	0	0	0	0	0	1
Poor staff/ service	0	0	0	0	1	1	0
Poor/ subjective interpretation	1	0	0	0	0	1	0
Poor in general	0	0	0	0	0	1	1
<b>Building Act</b>							
Building consents take too long	17	1	4	3	0	6	2

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Too much red tape	7	0	0	1	1	2	1
Compliance costs too high	6	0	1	1	1	0	1
Poor staff/ service	1	0	0	1	1	1	0
Too strict	0	0	0	0	0	0	3
Council needs to communicate with landowners	1	1	0	0	0	1	0
Buildings are going up without consents	1	0	1	0	0	0	1
Too complicated	0	0	0	0	1	0	1
Inconsistent inspectors	2	0	0	0	0	0	0

### Sale of Liquor Act

Better monitoring needed	5	0	1	2	0	2	0
Safe liquor doesn't get policed	3	0	0	0	0	0	0
No liquor should be sold in supermarket	1	0	1	0	0	1	0
Too many outlets	1	0	0	0	0	2	0
No follow-up or enforcement	0	0	0	0	0	0	2
Open too late	2	0	0	0	0	0	0
Alcohol is too easily accessible	0	0	1	0	0	0	1

### Health and Food Act

No follow-up or enforcement	1	0	3	0	0	0	0
No inspections	1	0	1	0	0	0	0
Shops/ restaurants should display ratings	1	0	0	0	0	1	0
Some places are very dirty	1	1	0	0	0	0	0

### Community Housing - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Readily available to those that need them	13	0	0	2	0	6	1
Well maintained/ good upkeep	10	0	0	0	0	4	1
No complaints/ problems	3	0	1	0	0	1	0
Good service	2	0	1	0	0	0	1
Amazing/ Fantastic	1	0	0	0	0	1	0
Well priced	1	0	0	0	0	1	0
Nice units	1	0	0	0	0	1	0
Do it well	0	0	1	1	0	0	0

### Community Housing - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Council needs to improve maintenance	4	0	1	1	0	1	0
Not enough Council housing on Should be available to more people	5	0	0	0	0	1	0
Rent too high	4	0	0	0	0	0	0
Seddon houses are empty	1	0	0	0	0	0	1
	0	0	0	0	2	0	0

### Animal Control - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Dogs</b>							
Don't see dogs roaming around	31	0	3	1	1	3	2
Good service	17	1	2	2	1	5	3
Act quickly	11	1	1	1	2	1	1
Respond quickly	10	0	0	1	0	5	1
No problems	12	1	0	0	0	1	1

Prompt service	7	0	1	1	0	4	2
Good	6	0	2	0	0	6	0
Effective	6	1	1	0	1	4	0
Excellent	3	1	1	1	0	1	1
Doing job well	4	0	0	0	1	0	1
Well/ visibly enforced	2	1	1	0	0	2	0
Always very good/ sympathetic	2	0	0	0	0	3	0
Very helpful	2	0	0	0	0	1	0
Good availability	1	1	1	0	0	0	0
Educate community	1	0	0	0	0	1	0
Good notifications	2	0	0	0	0	0	0

### Livestock

Don't see livestock roaming	39	0	5	2	0	4	1
No issues/ No problems	15	0	4	3	2	1	3
Good	4	1	1	0	0	3	2
Excellent	6	0	0	0	0	1	0
Deal with issues well	4	0	2	0	1	0	0
Act promptly	3	0	1	0	0	2	0
Occasional livestock roaming	1	0	0	0	0	0	0

### Animal Control - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Dogs</b>							
Poor levels of animal control	6	0	2	0	0	2	4
Council does not do much to control animals	3	0	3	0	0	1	2
Council uninterested/ unresponsive	4	0	0	0	0	2	0
Licensing too expensive	1	0	2	0	0	2	0
Many loose dogs	1	0	1	0	0	1	1
Not getting any service from Dog Control	0	0	1	0	0	1	1
Issues with dog mess	1	0	0	1	0	0	1
Not all are complying with rules/ poor enforcement	0	0	1	0	0	2	0
Leave dogs alone - focus on rabbits and pests	2	0	0	0	0	0	0
Too restricted where dogs can be taken	0	0	0	0	0	2	0
Should not be contracted out	1	0	1	0	0	0	0
<b>Livestock</b>							
Poor levels of animal control	3	0	1	0	0	3	1
Council does not do much to control animals	1	0	0	0	1	1	1
Poor control of farmers' road crossing	1	0	0	0	1	1	0

### Community Safety - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Do a good job	22	1	2	4	0	8	3
Doing good job with security and the cameras	21	1	5	1	1	2	0
Security system is good	10	0	1	1	0	5	1
Good policing	7	1	2	1	0	2	0
Safe here/ Low crime rate	9	0	1	1	0	1	0
Feel safe	8	0	1	0	0	2	0
No problems	8	0	1	0	0	1	1
See plenty of Police around	8	0	1	0	0	1	0
Community awareness	6	0	1	0	0	1	1

Efficient	2	0	0	0	0	0	0
Good education in schools/ for youth	1	0	1	0	0	0	0
Good community meetings	0	1	1	0	0	0	0

### Community Safety - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Needs more policing	7	0	3	0	1	1	1
Youth/ undesirables roaming streets	4	0	3	0	1	1	0
Need more cameras	2	0	1	0	0	2	1
Not safe to walk in streets at night	4	0	0	0	0	1	0
Don't see evidence of cameras or policing	3	0	0	0	0	1	0
Night time is an issue	1	0	0	0	0	2	0
Nothing done in my area	0	0	0	0	2	0	0

### Emergency Management - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Rural Fire Fighting</b>							
Really good service	50	4	1	8	2	15	6
Quick response	39	0	9	3	3	9	2
Good service	40	1	5	3	2	7	1
Good number of volunteers	18	1	3	2	1	3	0
Excellent	10	0	5	2	0	3	2
Good fireman/ well trained	12	0	1	1	1	4	2
On the ball	10	1	0	1	1	5	1
Good communication/ information	3	0	0	0	1	1	0
Well managed/ run	1	0	2	0	0	0	1
No problems	2	0	0	0	0	1	0
Good appliances/ equipment	1	0	0	0	2	0	0
Council have been proactive/ put in effort	0	0	0	0	0	2	0
<b>Civil Defence</b>							
Do a good job	23	1	3	4	1	5	2
Good service	20	2	5	3	1	3	3
Good communication/ promotion/ awareness	12	2	0	1	0	4	1
Always people there when needed	12	3	0	1	0	2	0
On the ball	10	1	0	1	0	4	2
Good planning for future situations/ Proactive	7	1	1	4	0	4	0
Very good service	11	0	1	2	0	3	0
Timely support/ Quick response	5	1	1	0	0	1	0
Well prepared/ Regular training	7	0	0	0	0	1	0
No problems	1	0	1	0	0	1	0
New facilities/ good presence	1	0	1	0	0	1	0
Well organised/ managed	2	0	0	0	0	0	0

### Emergency Management - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Rural Fire Fighting</b>							
All volunteers - no council funding	0	0	1	0	0	0	1
Council could provide more	0	0	0	1	0	0	1

### Civil Defence

Lack of communication/ information/ public awareness Council could provide more/ increase profile	2	1	1	0	0	0	0
No civil defence in some areas	0	0	1	0	0	0	1
Slow to respond/ Performance needs improvement	1	0	0	0	0	0	1

### Regional Development - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Economic Development</b>							
Do a good job	18	1	2	2	1	3	4
Does well in supporting business	5	0	0	0	0	3	1
Very good	0	0	0	1	0	1	2
Good communication/ publicity	2	0	0	0	0	0	0
No problems	1	0	0	0	0	0	0
<b>Car Parking</b>							
Good/ plenty of parking available	42	0	7	2	3	9	2
Adequate parking	26	0	3	3	1	8	0
Always available	12	0	0	0	1	1	1
Affordable/ well priced	1	0	1	0	0	0	0
New parking areas developed	1	0	0	0	0	1	0
<b>Irrigation</b>							
Good	15	0	1	2	1	4	0
Do well maintaining water supply	9	0	1	1	1	4	1
No problems	11	0	1	2	0	3	0
No restrictions	1	0	0	0	1	0	0

### Regional Development - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Economic Development</b>							
Actions impede business development	9	0	2	1	0	1	0
Narrow focus - tourism & wine	4	0	3	1	0	1	1
No support/ encouragement for new business	7	0	0	0	0	1	1
Council shouldn't be involved	2	0	1	0	0	2	1
Ineffective	3	1	0	0	1	1	0
Need to allow new development	4	0	1	0	0	1	0
Cost is too high	3	0	1	0	1	0	0
Communication issues	1	0	1	0	0	1	1
Focus more on development	4	0	0	0	0	0	0
Lack of awareness of community/ business requirements	1	0	1	0	0	1	0
Lack of involvement/ Not doing enough	1	0	1	0	0	0	1
Lack of forward planning	3	0	0	0	0	0	0
More talk than action/ Nil outcomes	1	0	1	0	0	1	0
Support is inconsistent/ selective	1	0	0	0	0	0	1



n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
<b>Car Parking</b>							
Car parking unused/ don't need new building/ too much/ consider dangerous	13	0	3	2	1	5	0
Insufficient car parking	8	0	4	1	2	4	2
Parking meters too expensive	14	0	1	1	0	3	0
Need more free parking	9	1	2	0	0	1	0
Carparks poorly situated	5	0	0	0	0	1	1
Over policing/ Rude wardens	2	0	4	0	0	0	0
Parking building too far from CBD/ shops	3	0	1	0	0	1	0
Too many car parks	3	0	1	0	0	1	0
New building is a waste of money	3	0	1	0	0	0	0
Added planting in car park areas	2	0	0	0	0	0	1
<b>Irrigation</b>							
Costs regarding water supply	1	0	0	0	0	1	0
Too much water allocated to vineyards	2	0	0	0	0	0	0

### Crop Research - Positive

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Provide a good service	21	0	1	2	0	5	1
Do a thorough job	16	1	0	1	0	7	1
Good for vineyards	5	0	1	0	1	0	0
Good research	5	0	0	1	0	1	0
Good that they do it	3	0	2	0	0	0	0
Good for economy	2	1	1	0	0	1	0
Provide good information	1	0	0	1	0	1	0
Laboratory is a good centre	3	0	0	0	0	0	0
Innovative	1	0	0	0	0	1	0
Research Centre in B'heim	1	0	1	0	0	0	0
Skilled staff	0	0	1	0	0	0	0

### Crop Research - Negative

n	B'heim	H'lock	Picton	Renwick	Awa Val	Wai Val	Marl S
Too much focus on grapes	5	0	2	1	0	1	0
Lack of communication/ information on support and services	3	0	2	0	0	1	0
Council shouldn't be involved/ private sector role	0	0	0	0	0	2	3
Don't see any results	1	0	1	0	0	0	0