

Marlborough District Council

SIL Research

| 2021-22 Resident Survey

August 2022

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CONTENTS

4.

EXECUTIVE
SUMMARY

6.

METHODOLOGY

10.

ENVIRONMENTAL
FACTORS

12.

SATISFACTION AT
A GLANCE

17.

CONTACT WITH
THE COUNCIL

18.

COMMUNICATION

20.

DEMOCRATIC
PROCESS

21.

CULTURE AND
HERITAGE

23.

HOUSING FOR
SENIORS

25.

COMMUNITY
SAFETY

27.

COMMUNITY
SUPPORT

30.

LIBRARY SERVICE

32.

EMERGENCY
MANAGEMENT

34.

COMMUNITY
FACILITIES

38.

ROADS AND
FOOTPATHS

42.

FLOOD
PROTECTION

44.

SEWERAGE

46.

STORM WATER

48.

DRINKING WATER

50.

WASTE
MANAGEMENT

54.

ENVIRONMENTAL
POLICY AND
MONITORING

57.

CONSENTS AND
COMPLIANCE

61.

BIOSECURITY

63.

ANIMAL CONTROL

66.

HARBOURS

68.

REGIONAL
DEVELOPMENT

72.

TOURISM

74.

ADDITIONAL
SUGGESTIONS

EXECUTIVE SUMMARY

The purpose of this research was to assess residents' needs and satisfaction with Marlborough District Council's services, and provide insights into service prioritisation.

For the 2022 year, the data was collected quarterly: from September-October 2021 (retrospectively covering the July-September quarter) to June 2022 (covering the April-June quarter). A total n=600 responses were collected for the final analysis in the 2021-22 year.

While not as prominent as in 2020, the COVID-19 pandemic and associated restrictions or considerations may have had a lingering effect on public sentiment in the 2021-22 year. In addition to COVID-19, inflationary pressure continued to grow with the main drivers being global oil prices, and ongoing global supply impacts. Some Council services may have been rated differently due to changes in residents' behaviour or their feelings of uncertainty about the future.

The main findings in 2021-22 were as follows:

- 1 6-in-10 residents (62%) were satisfied with MDC's overall performance (6.1 on average); this satisfaction was down compared to 2021 (68%), but on par with the 2022 New Zealand average (62%).
 - Overall, 36 out of 46 (76%) Council services rated by Marlborough District residents achieved satisfaction of 60% or above, with 12 services achieving 80% satisfaction or higher.
 - The five top performed services in 2022 were public sports grounds (88% satisfied, 7.6 on average), library (87%, 7.8), sewerage (88%, 7.5), parks & reserves (87%, 7.6), and swimming pools (87%, 7.6) – with almost 9-in-10 residents satisfied with these services and facilities.
 - In 2022, most results were consistent with 2021; however, more services showed improved performance in 2022. Eight services recorded higher average satisfaction ratings in 2022 compared to last year: library, sewerage, resource recovery centre, dog and wandering livestock control, RMA resource consents and monitoring, and Building Act consents administration.
 - Only two services recorded a statistically significant decline – sealed roads and COVID-19 recovery.
 - Taking into account community feedback and performance ratings (given the impact on overall satisfaction), roads represented the greatest improvement potential for the Council.



2

36% of residents stated they had contact with the Council in 2022; 61% of these residents were satisfied with this contact (slightly down from 70% in 2021).

- 59% of residents said they had seen or heard news or advertisements from the Council; 67% of these residents were satisfied with Council's communication (similar to 70% in 2021).
- Fewer residents in 2022 (48%) believed the Council provides sufficient opportunities for people to have their say compared to 2021 (60%).

In a challenging year nationally and regionally, MDC has fared reasonably well in the eyes of residents. Compared to the previous year, satisfaction levels have been maintained or improved in 2021-22 across most Council services, with very high positivity around some key facilities – while continuing to match or out-perform national benchmarks.

Despite this generally positive sentiment at a specific service level, overall satisfaction with the Council has gradually fallen in recent years and currently sits at its lowest recorded level since 2008. There may be no single explanation for this. It is likely that wider societal issues have had an impact on local feelings. Pandemic-related concerns have been top-of-mind for many residents, and resulting policy decisions and economic consequences felt at the local level; other national-level policies and decisions (e.g. Three Waters management) also have local implications. In addition, there was strong relationship between overall Council performance and satisfaction with roads and democratic process in the district.

Nevertheless, MDC's satisfaction score remains on par with the national average, putting the Council in an encouraging position to improve resident opinions. Focusing efforts on the issues of highest priority and greatest concern to residents may prove beneficial: roading and footpaths, providing sufficient opportunities for people to have their say, the consents process, housing for seniors, and Covid-19 recovery measures all play a critical role. Ensuring the needs and expectations of younger residents (the economically- and socially-active 18-39s) are met is also essential. In all matters, providing clear communication and fulfilling residents' needs to be heard and acknowledged (individually and communally) remains a fundamental priority - helping to boost confidence in democratic processes, enhancing engagement and positivity in the district's progress.

METHODOLOGY

BACKGROUND AND OBJECTIVES

Every year, Marlborough District Council (MDC) commissions a Resident Survey as part of their community consultation. This survey has been conducted by SIL Research, an independent market research company, since 2014.

The purpose of this research was to assess residents' needs and satisfaction with MDC's services, and provide insights into service prioritisation.



QUESTIONNAIRE AND PROJECT SPECIFICS

In 2021, the existing questionnaires and data collection methods were revised in consultation with the MDC.

For the 2021-22 survey year, the data was collected quarterly: from September-October 2021 (retrospectively covering the Jul-Sep quarter) to June 2022 (covering the Apr-Jun quarter) to align with MDC's annual reporting period of 1 July to 30 June. For ease, this report refers to the 2021-22 survey year as '2022'.

With the change to quarterly fieldwork cycles, the recall window for respondents has also been adjusted since 2021. Previously, respondents had been asked to indicate which services/facilities they had used or visited in '*the last 12 months*'. From 2021 Q1, respondents were instead asked about the services/facilities they used/visited in '*the last 3 months*'. While representing a shift from the previous method, moving forward the use of a narrower recall window should result in more accurate responses (easier to recall behaviour

over the previous 3 months than a longer 12-month period), while providing more sensitive measures of seasonal variations across quarterly cycles.

The questionnaire was tested prior to full scale data collection to ensure the survey was fit for purpose.

Every quarter, SIL used a multi-layered sampling technique to ensure a proportional spread of respondents from Marlborough District, by age and gender distribution. Post-stratification (weighting) was then applied to the full dataset (Q1-Q4) to reflect the age and gender group proportions within each ward as determined by the Statistics New Zealand 2018 Census.

DATA COLLECTION

In each quarter, multiple data collection methods were utilised to ensure residents were well-represented. The mixed-methods approach included:

(1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within the District;

(2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to District residents;

(3) Postal survey. 1,000 survey forms were sent to randomly selected Marlborough District households.

A total of n=150 surveys were used in the final analysis each quarter, providing n=600 for the 2022 year.

DATA ANALYSIS

Surveys were conducted proportional to the population in each of Marlborough District’s sub-regional geographical areas.

Table 1 Responses by ward

	Number of responses	Population %
Havelock	9 (2%)	1%
Awatere	19 (3%)	3%
Western Wairau	22 (4%)	4%
Renwick	29 (5%)	5%
Marlborough Sounds	42 (7%)	7%
Picton	63 (11%)	10%
Blenheim vicinity	74 (12%)	13%
Blenheim	342 (57%)	57%

Responses were also statistically weighted to reflect the gender and age group proportions in the District as determined by the Statistics New Zealand 2018 Census.

SIL Research ensured quality control during the fieldwork period. In addition, a quality control check was performed using follow-up calls

across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and responses coming from outside of Marlborough District.

The main resident groups analysed in this report were: area (including aggregated Blenheim vs. non-Blenheim), age, gender, home ownership and tenure. During the analysis stage of this report, Chi-square tests were used when comparing group results in tables, and ANOVA tests were used when comparing statement averages across groups. The threshold for reporting any statistically significant differences was a p-value of 0.05 (corresponding to a confidence level of 95%). Where differences were outside this threshold (less than 95%), no comments were made; where differences were within this threshold, comments have been made within the context of their practical relevance to MDC.

Overall results are reported with a margin of error at a 95% confidence level. The margin of error varies based on the number of responses for each service area and depends on general awareness/knowledge about this service. Higher proportions of ‘Don’t know’/‘Don’t receive this service’ responses reduce the effective sample sizes and result in a larger margin of error.

Table 1 Margins of error

Responses n=	Reported percentages	
	50%	80% or 20%
600	±4	±3
400	±5	±4
300	±6	±5
200	±7	±6
100	±10	±8

The maximum likely error margin occurs when a reported percentage is close to 50%.

NOTES ON REPORTING

Where applicable, the 2022 results were compared to previous years' data. This comparative data is indicative only; methods by which the data was collected may differ across years.

Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results not rounded values.

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

R² is a measure based on regression analysis of results over time. It was applied to the historical and current aggregated satisfaction ratings. In summary, the closer the R² value is to 100%, the more likely there is a trend towards an increase or decrease in performance ratings over time.

WHO TOOK PART IN THE SURVEY

Table 2 Responses by age

	Frequency	Percent
18-39	172	28.7
40-64	258	43.1
65+	169	28.2
Total	600	100.0

Table 3 Responses by gender

	Frequency	Percent
Female	302	50.4
Male	297	49.5
Other	1	0.2
Total	600	100.0

Table 4 Responses by tenure (aggregated)

	Frequency	Percent
Under 10 years	130	21.7
More than 10 years	463	77.2
No answer	6	1.1
Total	600	100.0

Table 5 Responses by home ownership

	Frequency	Percent
Owned	513	85.6
Rented	52	8.7
Other	35	5.8
Total	600	100.0

Note: final dataset was statistically weighted to increase accuracy of the reported results.

BENCHMARKING

SIL Research conducts a representative National survey of Councils* to establish a series of benchmarks across a range of Council services. This allows MDC to compare their survey results against a National average (NZB).

The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses

collected during summer – winter 2022. The data is collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%.

**Excludes Auckland, Wellington, Christchurch and Dunedin.*

ENVIRONMENTAL FACTORS

When reading this report, it is important to note that factors such as the timing of unusual or one-off events can affect the ratings that residents give, particularly if they occur close to the time when the survey data is being gathered.

Factors that may have influenced public perception of the Council's performance in 2021-22 include:

1. While not as prominent as in 2020, the COVID-19 pandemic and associated restrictions or considerations may have had a lingering effect on public sentiment in the 2021-22 year.
2. In addition to COVID-19, throughout Quarter 3 and 4, inflationary pressure continued to grow with the main drivers being global oil prices, and ongoing global supply impacts. Some Council services may have been rated differently due to changes in residents' behaviour or their feelings of uncertainty about the future.
3. The storm on 17 July 2021 impacted many residents region-wide, causing severe flooding and slips. In September 2021, the Council advised that repairs and restored access to damaged roads were likely to take up to a year for some areas, such as Kenepuru Sound. Cyclone Ruby created further slips in December 2021 and delayed progress to the Awatere Valley Road. Marlborough District Council provided a free shuttle service throughout the holiday period until the end of January 2022.
4. In July 2021, Blenheim hosted the Local Government New Zealand conference and AGM, boosting the economy as 600 delegates attended from outside the region, contributing an estimated \$861,000. Three Waters was a leading topic this year.
5. In August 2021, New Zealand went into lockdown Alert Level 4, with the nation (south of Auckland) progressing to Alert Level 3 on 1 September 2021, and into Alert Level 2 on 8 September 2021.
6. Vaccination rates in the Marlborough District have been among the top in the country. The economic impact of this latest lockdown has not yet been reported however GDP was up provisionally for the region by 5.6% for the year to June 2021.
7. In August 2021, Marlborough District Council's pensioner flat tenants received notification of rental increases of 8.5 percent, effective from October 2021. The purpose of the adjustments was to balance the deficits from previous shortfalls due to skipping a rent rise in 2019.
8. In December 2021, all of New Zealand moved to the COVID-19 Protection Framework, also known as the traffic lights system. The COVID-19 Vaccine Pass was introduced for use in New Zealand, with a number of services/facilities requiring proof of vaccination.
9. Quarter 3 2022 saw a rapid relaxation of Covid-19 rules across New Zealand due to high Omicron rates shifting the Government's response Phase from one to two on 15 February 2022. The transition to Phase three on 24 February 2022 saw the definition of close contacts change, rapid antigen tests (RAT) become the primary mode of testing, and the previous 10-day isolation period for positive cases and their household contacts reduced to 7 days.
10. Risks posed by COVID-19 community transmission led to Marlborough's annual Food and Wine festival being cancelled. Grape growers deemed the potential negative impact to wellbeing as

outweighing the benefits of the event, which was expected to attract 6000 people.

10. Over Quarter 3, Marlborough District Council took a more nuanced approach to Vaccine Passes compared to many other Councils across New Zealand. Instead of a blanket mandate, MDC reviewed the requirement for its staff based on each role's level of community contact. Council facilities remained open for unvaccinated residents; however, a revised risk assessment of the Picton and Blenheim libraries saw the requirement instituted in February 2022.
11. Marlborough District Councillors voted unanimously to grant funding of \$170,000 to the Marlborough Heritage Trust which had been facing fundraising shortfalls as well as insurance increases. Heritage assets had not been signalled to receive any assistance by the Council in its long-term plan.
12. Further funding of \$50,000 per annum was unanimously approved by the Council for the Te Mana o te Wai initiative that involves managing freshwater alongside Te Tauihu iwi.
13. A significant increase of landfill gate fees was announced by the Council in the wake of the Government's Waste Disposal Levy rise. The cost of the levy will be passed onto users from July 2022 rather than absorbed by the Council so to avoid undermining the national policy which aims to reduce waste and greenhouse gas emissions.
14. In February 2022, a proposed rates increase of 5.37% was announced due to external factors such as inflation and supply chain issues, as well as expenditure from some communities' desire for increased levels of services such as roading and footpath maintenance.
15. In April 2022, the Council opened the new Lansdowne Sportshub building – a multi-sport facility for Marlborough's netball, rugby, touch, beach volleyball and softball clubs.
16. In 2022, the Council continued its opposition towards the Three Waters Reform. In Council's submission to the Finance and Expenditure Committee on the Water Services Entities Bill in July 2022,

Mayor John Leggett said Council accepted the country's Three Waters sector faced significant challenges, and that changes were needed, but the suggested Government's proposal was not the right one.

17. With continued bad weather throughout the year, July 2022 was the first time Blenheim's monthly rainfall has topped 200mm; this rainfall left long-lasting impacts, affecting State Highway 1 as well as many local roads with slips, flooding and road closures.
18. The Network Operations Contract for roading was retendered in 2019. A new contractor consortium was appointed, which took over the contract from 1 April 2020. Council also recognised the deterioration in the road network and, in conjunction with Waka Kotahi, increased the budget from \$39.0M to \$51.8M. The major 2021-22 weather events not only did significant damage in the Marlborough Sounds, Northbank and Awatere Valleys, it also impacted the whole roading network. These events also diverted resources away from the more normal maintenance activities.

SATISFACTION AT A GLANCE

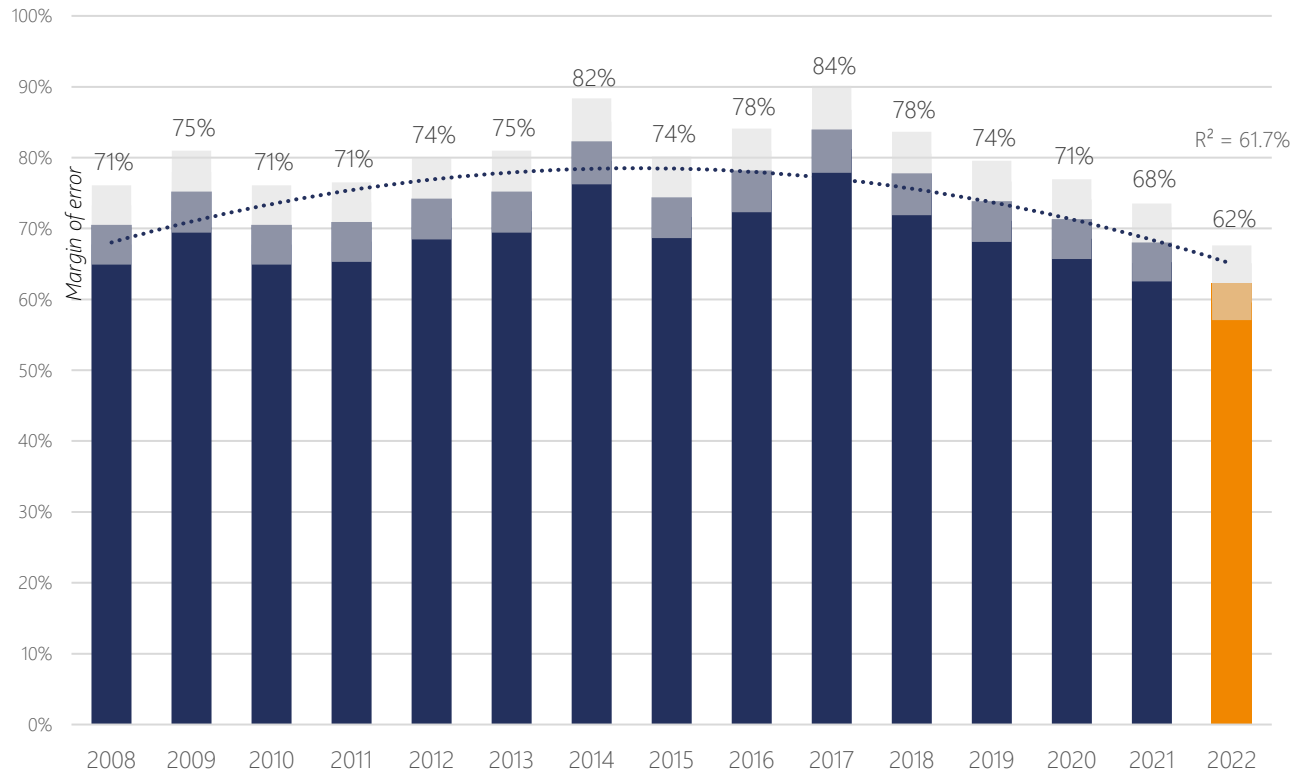
							
Sports grounds	Sewerage	Public libraries	Parks & reserves	Swimming pools	Civil Defence	Paths & tracks	Cemeteries
MDC 2022: 88% / 7.6	MDC 2022: 88% / 7.5	MDC 2022: 87% / 7.8	MDC 2022: 87% / 7.6	MDC 2022: 87% / 7.6	MDC 2022: 86% / 7.6	MDC 2022: 83% / 7.4	MDC 2022: 83% / 7.3
MDC 2021: 88% / 7.4	MDC 2021: 81% / 7.2	MDC 2021: 85% / 7.5	MDC 2021: 89% / 7.7	MDC 2021: 90% / 7.8	MDC 2021: 87% / 7.5	MDC 2021: 84% / 7.4	MDC 2021: 88% / 7.5
NZB 2022: 81% / 7.4	NZB 2022: 77% / 7.2	NZB 2022: 81% / 7.6	NZB 2022: 81% / 7.4	NZB 2022: 71% / 6.8	NZB 2022: 76% / 7.1	NZB 2022: 66% / 6.6	NZB 2022: 84% / 7.6
							
Drinking water	Community halls	Harbours	Public toilets	Animal control	Resource Recovery	Street lighting	Sale & Supply of Alcohol Act
MDC 2022: 81% / 7.5	MDC 2022: 80% / 7.0	MDC 2022: 80% / 7.1	MDC 2022: 79% / 6.9	MDC 2022: 77% / 6.9	MDC 2022: 76% / 7.1	MDC 2022: 74% / 6.7	MDC 2022: 74% / 6.7
MDC 2021: 81% / 7.4	MDC 2021: 80% / 6.9	MDC 2021: 82% / 7.0	MDC 2021: 75% / 6.8	MDC 2021: 76% / 6.6	MDC 2021: 74% / 6.7	MDC 2021: 76% / 6.8	MDC 2021: 69% / 6.5
NZB 2022: 72% / 6.9	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: 64% / 6.4	NZB 2022: 64% / 6.4	NZB 2022: 67% / 6.7	NZB 2022: 79% / 7.2	NZB 2022: n/a
							
Waste management*	Culture & heritage	Community safety	Health & Foods Act	Flood protection	Tourism	Biosecurity*	Communication
MDC 2022: 72% / 6.9	MDC 2022: 72% / 6.6	MDC 2022: 71% / 6.5	MDC 2022: 71% / 6.5	MDC 2022: 70% / 6.6	MDC 2022: 68% / 6.3	MDC 2022: 67% / 6.4	MDC 2022: 67% / 6.4
MDC 2021: 71% / 6.5	MDC 2021: 73% / 6.5	MDC 2021: 73% / 6.7	MDC 2021: 74% / 6.6	MDC 2021: 75% / 6.7	MDC 2021: 70% / 6.3	MDC 2021: 69% / 6.4	MDC 2021: 70% / 6.3
NZB 2022: 68% / 6.8	NZB 2022: n/a	NZB 2022: 59% / 6.1	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: 50% / 5.4
							
Storm water	Community support*	Car parking	Irrigation of the Southern Valleys	Economic development	Environmental policy & monitoring*	Democratic process	Footpaths
MDC 2022: 66% / 6.3	MDC 2022: 66% / 6.2	MDC 2022: 64% / 6.1	MDC 2022: 63% / 6.0	MDC 2022: 58% / 5.7	MDC 2022: 56% / 5.7	MDC 2022: 56% / 5.8	MDC 2022: 53% / 5.7
MDC 2021: 67% / 6.3	MDC 2021: 70% / 6.4	MDC 2021: 61% / 6.0	MDC 2021: 61% / 6.3	MDC 2021: 55% / 5.7	MDC 2021: 54% / 5.6	MDC 2021: 66% / 6.0	MDC 2021: 58% / 5.8
NZB 2022: 60% / 6.1	NZB 2022: n/a	NZB 2022: 62% / 6.2	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: n/a	NZB 2022: 64% / 6.3
					 Very good performance (≥80%)  Good performance (60%-79%)  Services for improvement (50%-59%)  Great improvement potential (≤49%)		
Building Act	Resource consent management*	Housing for seniors	Roads*	Overall satisfaction			
MDC 2022: 49% / 5.5	MDC 2022: 49% / 5.3	MDC 2022: 47% / 5.3	MDC 2022: 44% / 5.0	MDC 2022: 62% / 6.1			
MDC 2021: 47% / 5.2	MDC 2021: 40% / 4.9	MDC 2021: 54% / 5.5	MDC 2021: 50% / 5.2	MDC 2021: 68% / 6.3			
NZB 2022: 39% / 5.1**	NZB 2022: 39% / 5.1**	NZB 2022: n/a	NZB 2022: 53% / 5.4	NZB 2022: 62% / 5.9			

*Aggregated average ratings

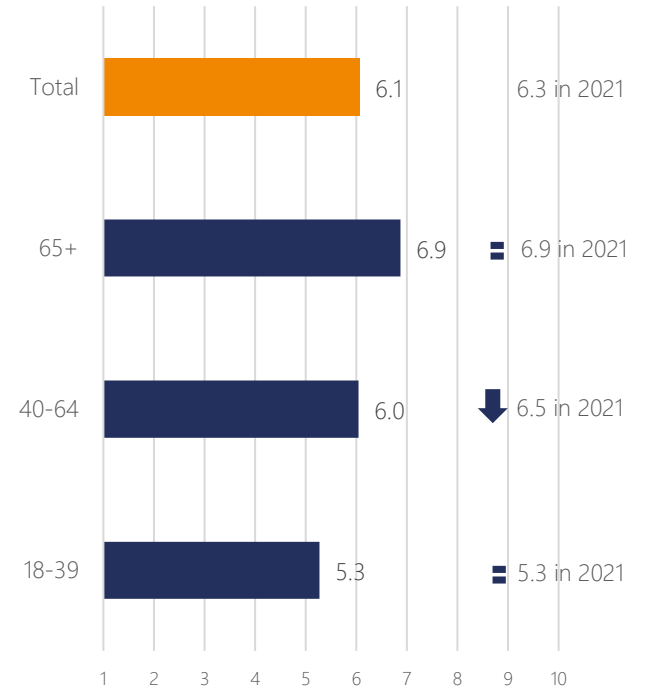
** NZB measured 'consents management' satisfaction

MAIN FINDINGS

Overall performance of Marlborough District Council in the last 12 months



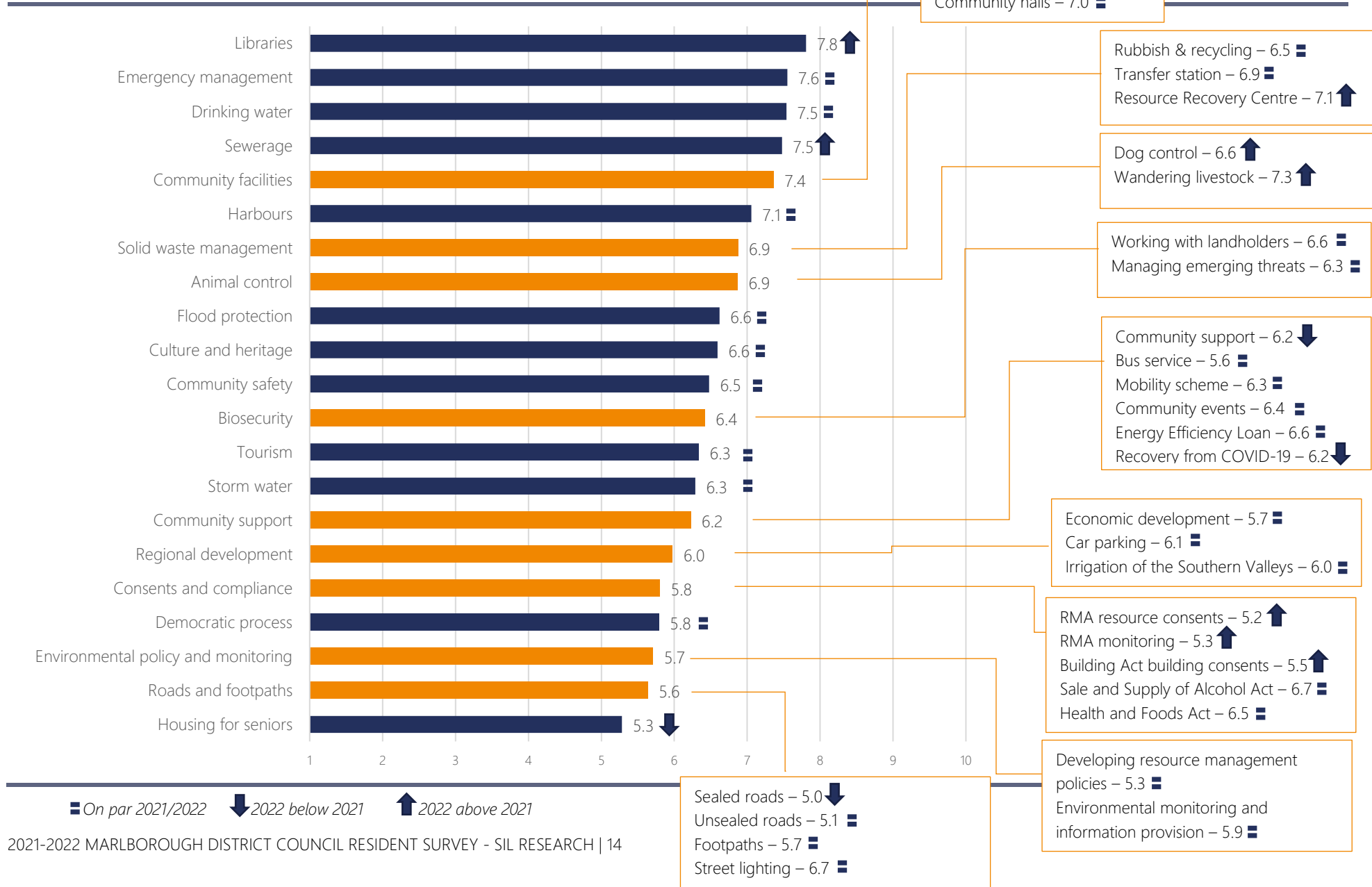
Average satisfaction score by age



- In 2022, 6-in-10 residents (62%) were satisfied with MDC’s overall performance (6.1 on average); this satisfaction was down compared to 2021 (68%).
- Although there was no linear trend (rather a curved pattern) observed over time since 2008, the last six years showed a gradual decline.
- Satisfaction with Council’s performance varied by age; older residents (aged 65+) were more likely to be satisfied (6.9) than younger residents aged between 18-39 (5.3). On average, satisfaction ratings provided by residents aged 40-64 were lower in 2022 compared to 2021 (the only age group which showed a decline).
- Blenheim residents (6.5), on average, were more satisfied compared to other areas (5.6); Marlborough Sounds residents (4.8) were least satisfied with Council performance.

OVERALL RATINGS OF SERVICES

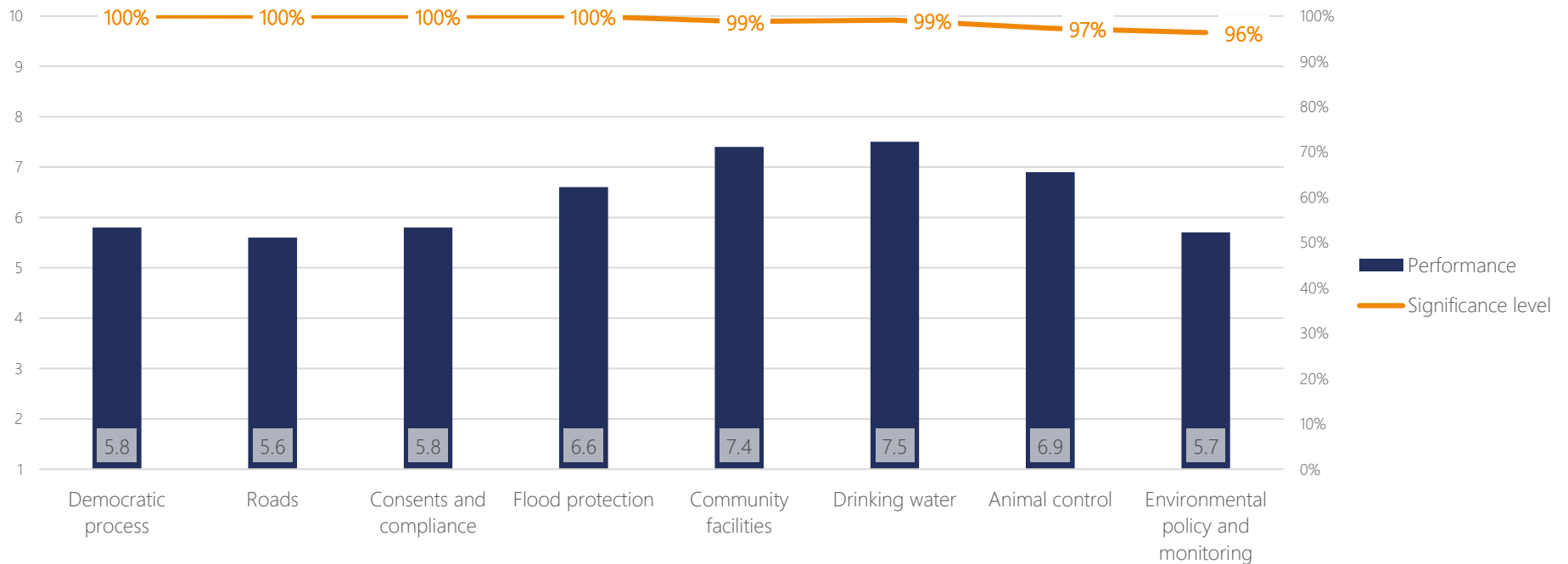
Average satisfaction scores



■ On par 2021/2022 ↓ 2022 below 2021 ↑ 2022 above 2021

PRIORITY ASSESSMENT

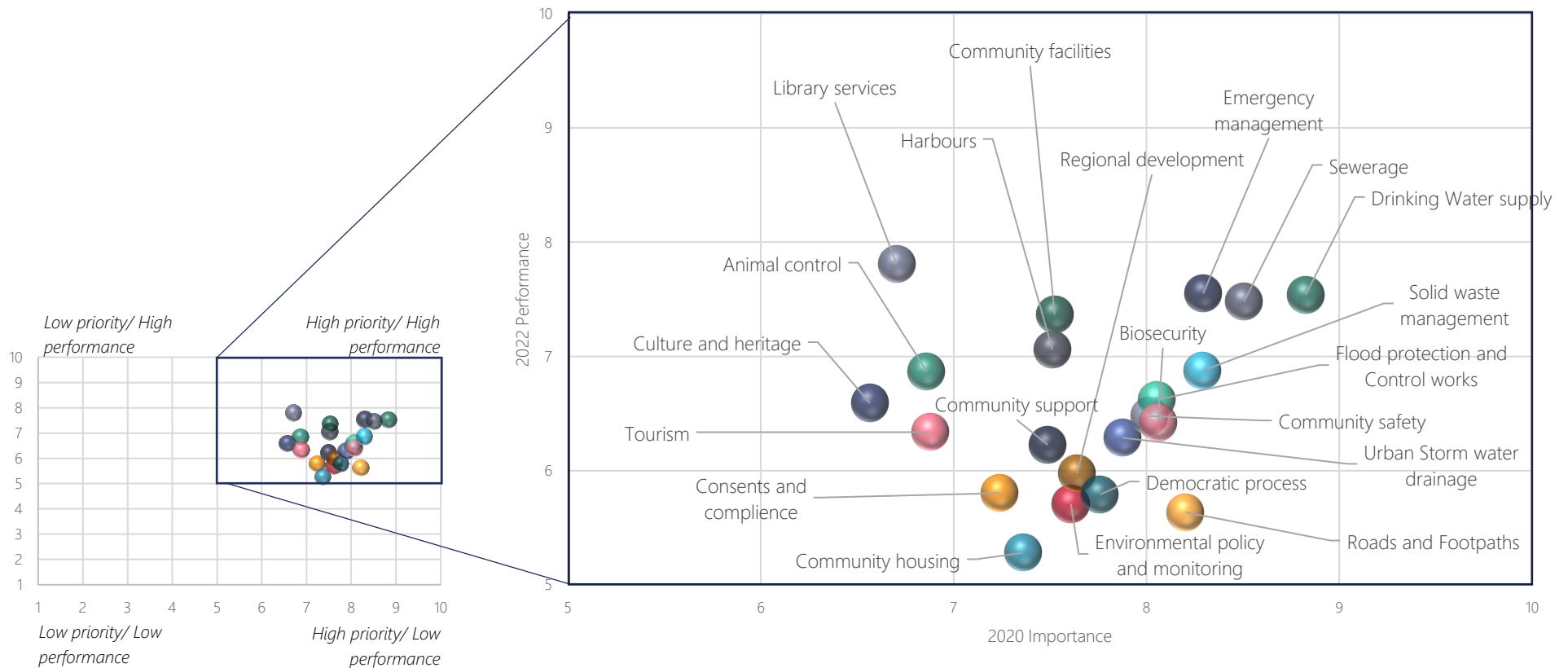
The chart below presents the results of a regression analysis used to determine which services influence MDC's overall performance rating. Only significant deliverables are shown, ranked in order of the level of statistical significance.



- All service areas collectively had an impact on overall satisfaction, demonstrating the variety and range of important factors that residents take into consideration when assessing their satisfaction with the Council. Eight of these areas had a significant (strongest) impact.
- Comparing these factors to performance scores provided, **Roads** (specifically **sealed** roads), **Democratic process** (specifically providing sufficient **opportunities for people to have their say**), and **Consents & compliance** (specifically administering services in relation to **Resource Management Act** resource consents) represented the greatest improvement potential. These deliverables showed a strong significant influence on the overall performance rating, however received lower average satisfaction scores.

PERCEPTUAL MAPPING

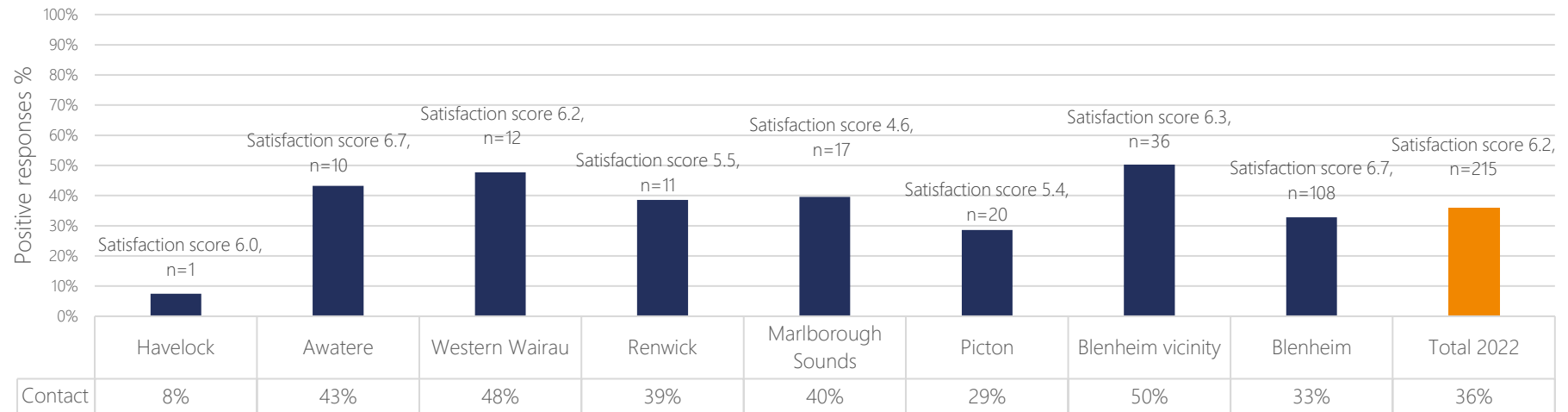
In 2020, residents were asked to rate the priority of the services they receive. Assuming typical consistency in perceived service importance, these ratings were compared to perceived service performance in 2022. To present performance and prioritisation data in a meaningful and visual format, a perceptual map was used to illustrate the interplay of these two datasets.



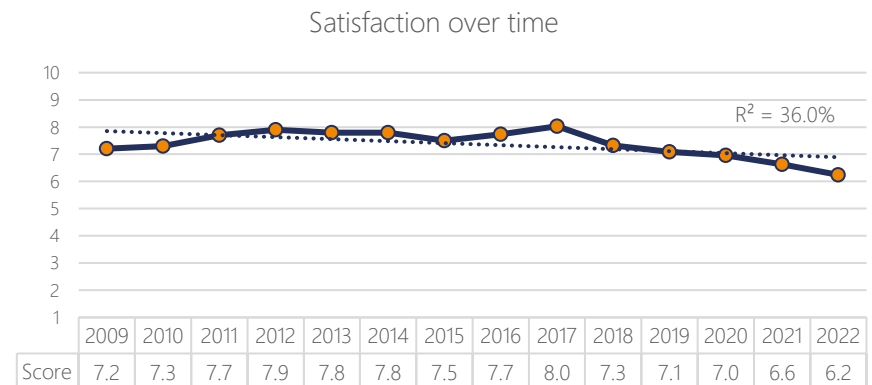
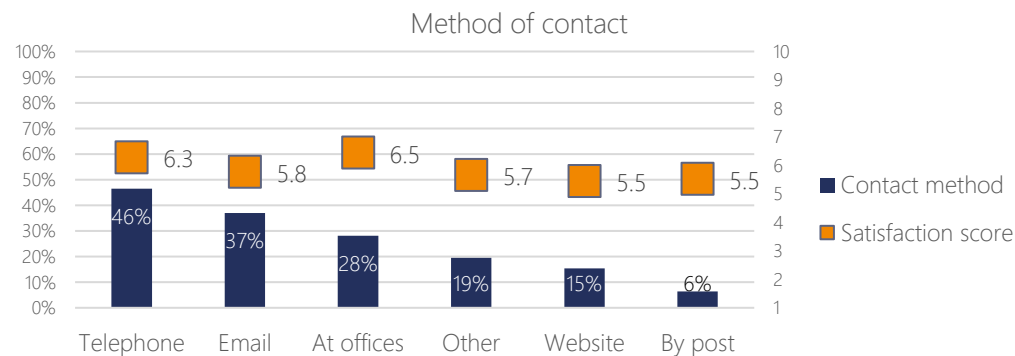
- Overall, all service areas were considered of high priority and received high performance ratings to some degree, with notable variations between services.
- Satisfaction with **Library services** exceeded perceived importance attributed to this service in 2020. Four other services (**Harbour, Animal control, Community facilities, Culture and heritage**) showed closely matched importance and performance scores.
- The largest negative gap between performance and importance was recorded for **Roads and footpaths**.
- Democratic process, Environmental policy** and **Community (senior) housing** also represented a greater improvement opportunity.

CONTACT WITH THE COUNCIL

Direct contact with the Council

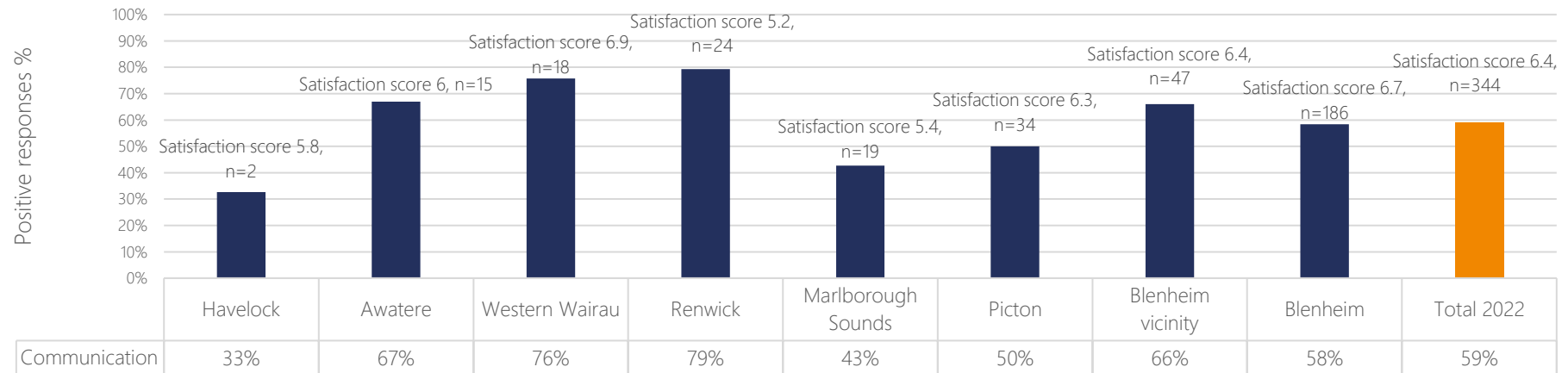


- Overall, 36% of residents stated they had contacted the Council in 2022; although down in 2022, each quarter respondents were asked about their Council contact within the last 3 months (shorter recall).
- The most mentioned contact method continued to be 'telephone' (46%); fewer residents in 2022 contacted the Council 'at offices' (28%), compared to 48% in 2021 and 61% in 2020).
- 61% of residents were satisfied with their direct contact with the Council (6.2 on average), slightly down compared to 70% in 2021 (6.6 on average).
- Marlborough Sounds (34%), Renwick (31%) and Picton (47%) residents were least satisfied with their contact.



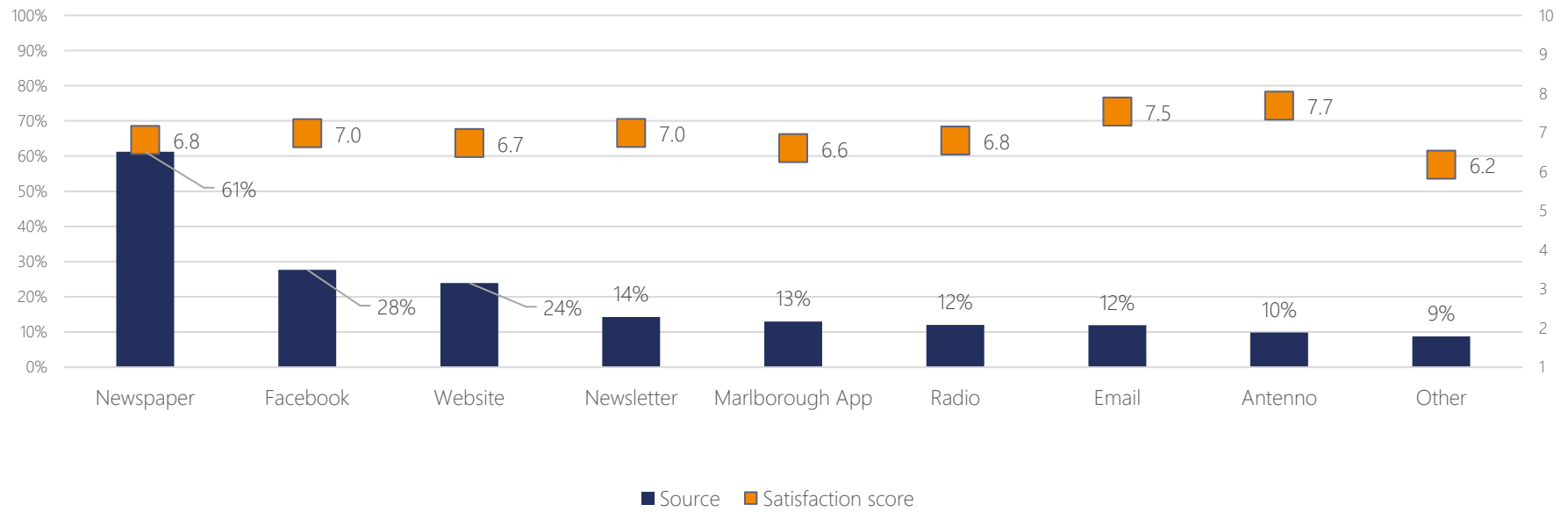
COUNCIL COMMUNICATION

How well does the Council communicate with residents?

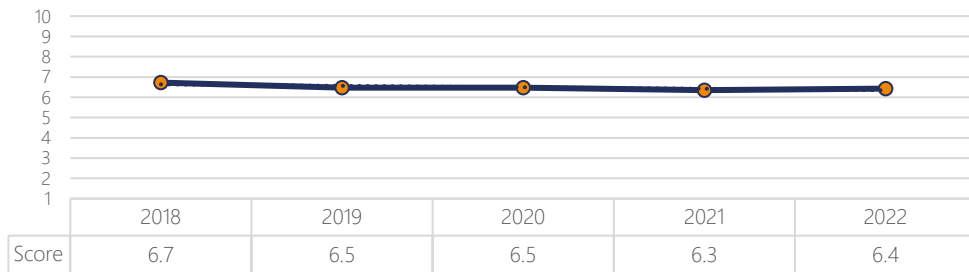


- In 2022, 59% of residents recalled seeing or hearing news or advertisements from the Council (down from 65% in 2021).
- 'Newspaper' (61%) remained the main recalled source of information. More residents in 2022 recalled seeing 'Facebook' (28%) and 'Website' (24%).
- 41% of residents recalling a newspaper bought or read 'The Blenheim Sun' (similar to 37% in 2021).
- 67% were satisfied with the way Council communicated with residents (similar to 70% in 2021 and 68% in 2020), with an average rating of 6.4.
- Satisfaction with Council communication was lower among those who couldn't recall hearing or seeing news from the Council (59%).
- Antenna (7.7) and Email (7.5) were the top-rated communication sources.
- Both awareness of and satisfaction with communication increased with age. 46% of residents aged 18-39 recalled Council's communications (vs. 72% of residents aged 65+) providing, on average, satisfaction scores below 6 (5.7). Fewer 18-39 residents recalled receiving a newspaper (37%); however, more referred to Facebook (60%) as their source of communication.
- Home owners were more likely to recall Council communication (61%) compared to renters (32%).

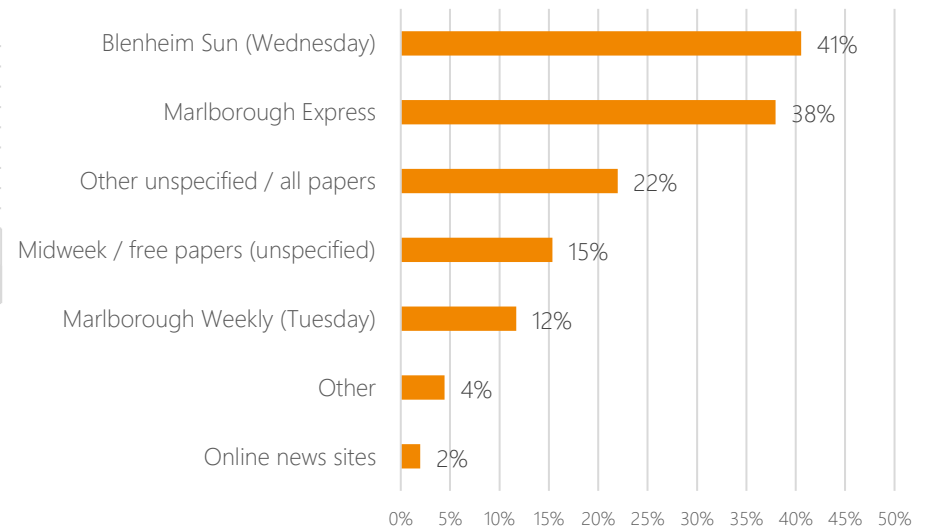
Recall of communication source



Satisfaction with communication over time (average)

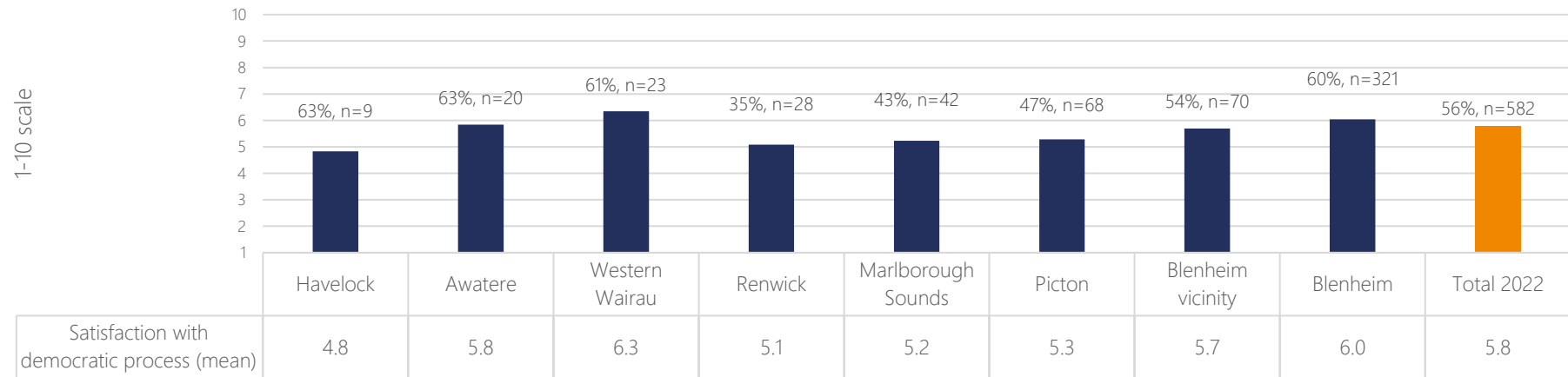


Recalled newspaper 2022



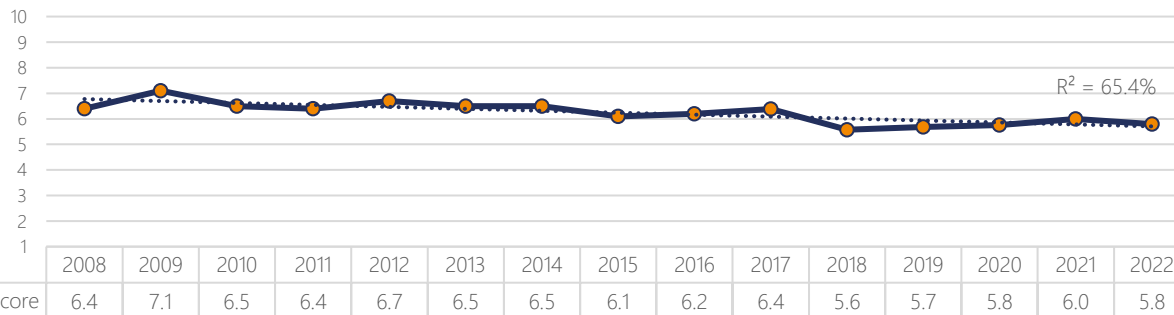
DEMOCRATIC PROCESS

A combined average democracy score, representing how well the Council performs in terms of democratic processes, incorporated the following questions: overall communication with residents (total sample), interaction and engagement with the Council (e.g. direct contact), and sufficient opportunities for people to have their say.

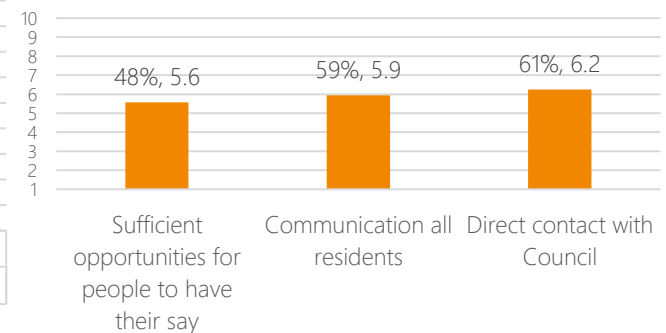


- Overall satisfaction with MDC’s democratic processes (5.8) remained consistent in the past three years, despite an overall decline over time.
- However, just under half of residents believed the Council provides sufficient opportunities for people to have their say (48%, down from 60% in 2021).
- Satisfaction with the democratic process was higher in Blenheim (6.0) compared to other areas (5.5).
- On average, older residents (aged 65+) tended to provide higher ratings (6.5) compared to younger residents (5.4).
- The democratic process score exhibited one of the strongest associations with overall Council performance.

Satisfaction with democratic process over time

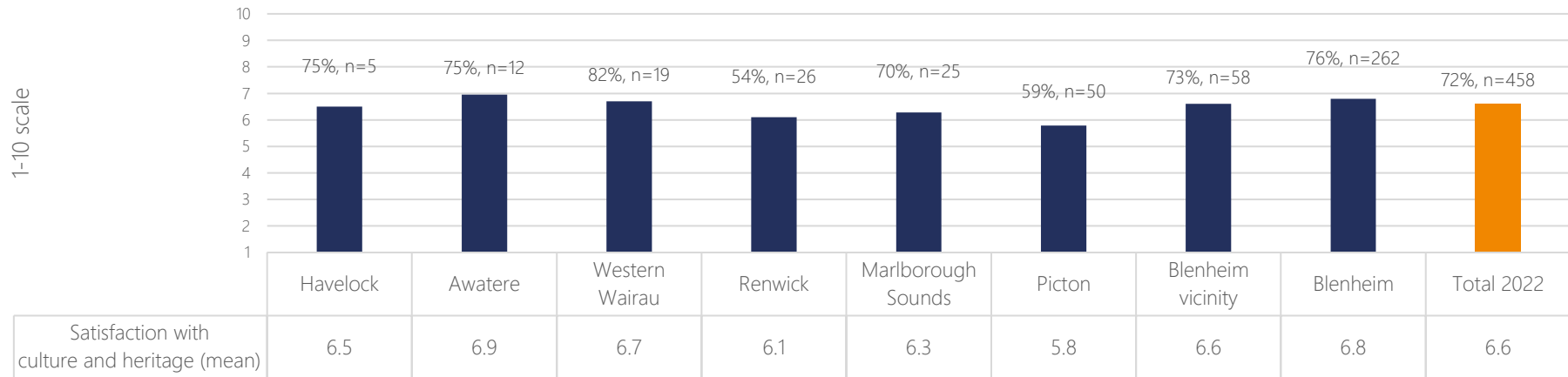


Attributes included in democratic process



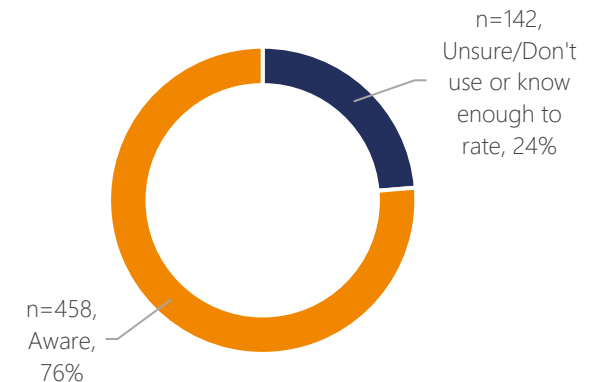
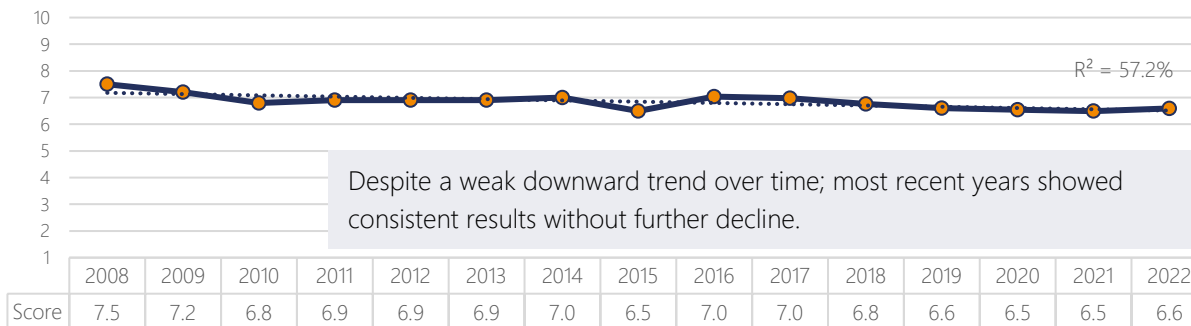
CULTURE AND HERITAGE

How well does the Council perform in supporting culture and heritage?



- Of all residents, 24% stated 'Don't know' or 'Not applicable' in relation to culture and heritage.
- Overall, 72% of residents who provided a rating were satisfied with culture and heritage support in the region (6.6 on average), supporting their ratings with positive verbatim feedback ('Overall good/Well supported').
- Satisfaction levels were on par in the past four years; however, there has been a weak downward trend over time since 2009.
- On average, Blenheim residents (6.8) were more likely to be satisfied with culture and heritage in the district compared to residents from other areas (6.3). Satisfaction also increased with age; older residents were the most satisfied (6.9).
- Residents with average income (\$55,000) and below (7.0) tended to be more satisfied than residents with above average income (6.5).

Satisfaction with culture and heritage over time

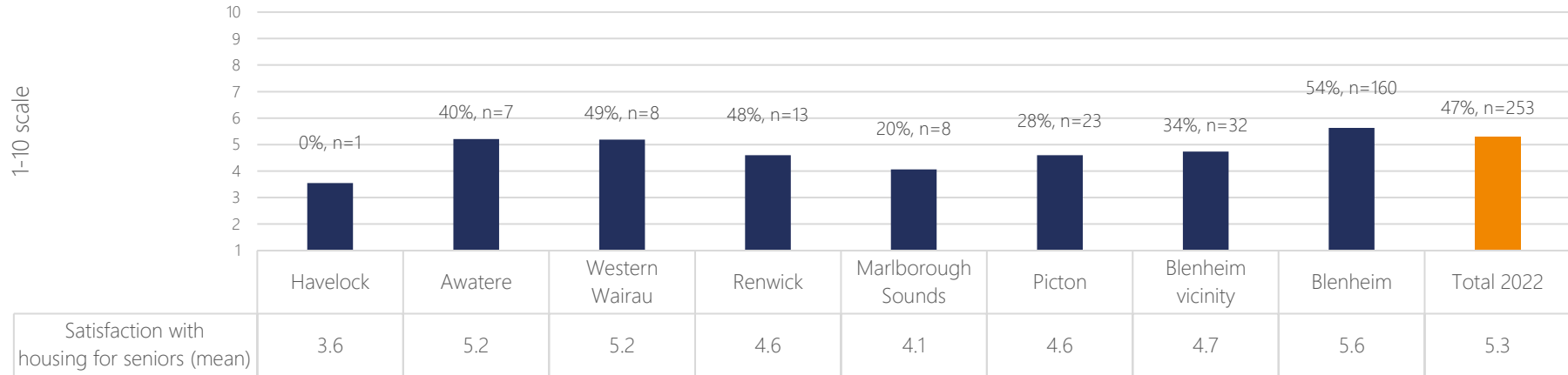


Culture and heritage unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
CULTURE AND HERITAGE	Overall good. Well-supported. Good facilities	37	No need. Not good use of money/ not for Council involvement	6
	Other	1	Heritage not preserved by Council/ need better protection	5
			Need more facilities/ support/ promotion	4
			Other negative	3
			Concerns about (too much) Māori culture	3

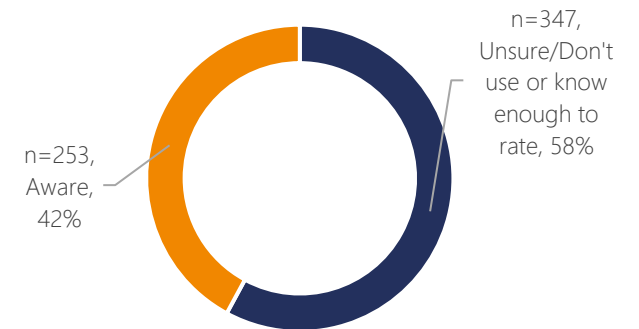
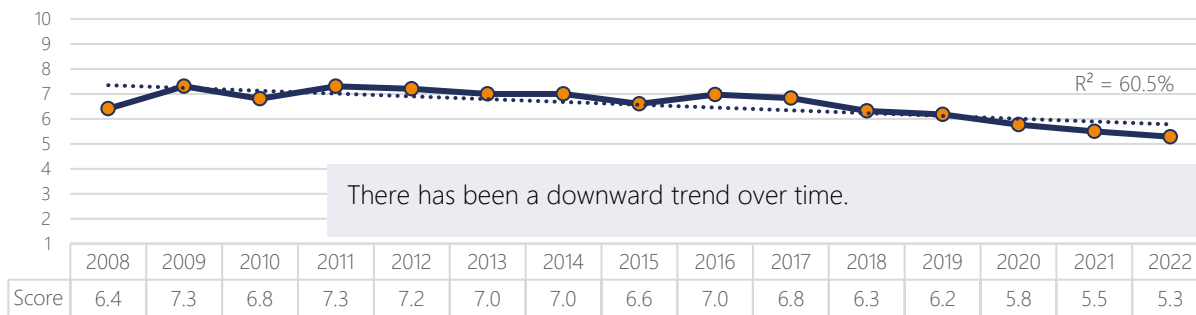
HOUSING FOR SENIORS

How well does the Council perform in providing housing for seniors?



- 58% of residents could not rate Council’s performance in providing housing for seniors; this service concerns only a limited segment of the community.
- Overall, 47% of residents rating this service were satisfied with the provision of houses for seniors (5.3 on average).
- There has been a downward trend over time, with the 2022 results significantly down compared to 2021.
- With New Zealand’s aging population, demand for housing of seniors may continue increasing over time. This corresponded with a general public sentiment (*‘Need more/not enough’*). In addition, earlier in 2021, the Council announced an 8.5% rental increase for tenants.
- Crucially, satisfaction was greater amongst residents aged 65+ (5.8), and those from Blenheim (5.6).

Satisfaction with housing for seniors over time

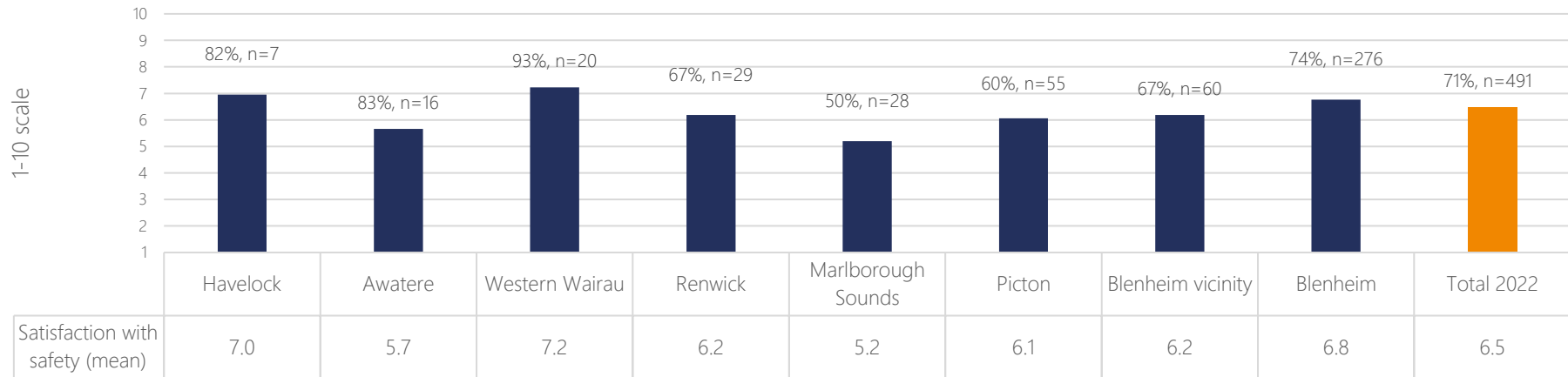


Housing for seniors unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
HOUSING FOR SENIORS	Good service/support	11	Need more/not enough	14
	Other positive	1	More maintenance/suitable for seniors/disabled	5
			Rent increase	3
			Other negative	2

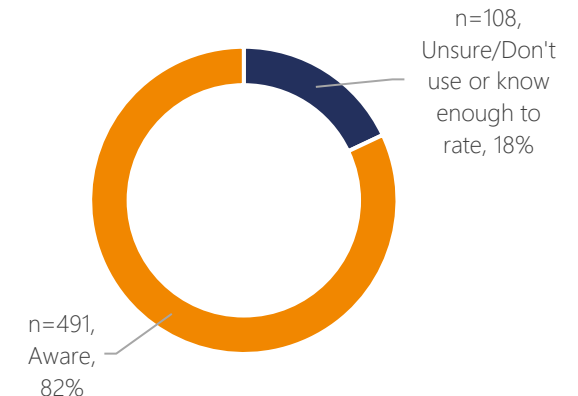
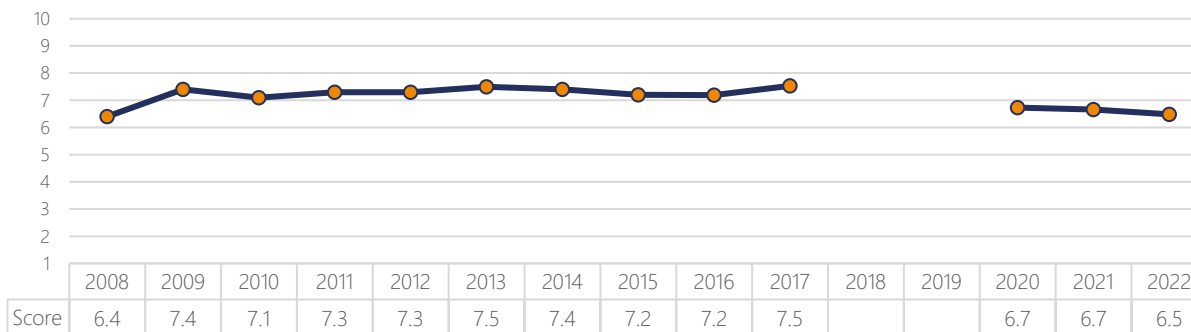
COMMUNITY SAFETY

How well does the Council perform in supporting community safety?



- 82% of residents were able to provide a rating in relation to community safety.
- 71% of these residents were satisfied with Council support of community safety (6.5 on average), which was similar to 2021 (73%, 6.7 on average).
- Feelings of safety were supported with positive community feedback ('A safe community/feel safe/no issues' and 'Do a good job').
- On average, residents from Western Wairau (7.2) and Blenheim (6.8) were more likely to be satisfied with community safety than residents in other areas.
- Younger residents (18-39) were less satisfied with community safety (5.7) compared to older residents (7.2).

Satisfaction with safety over time

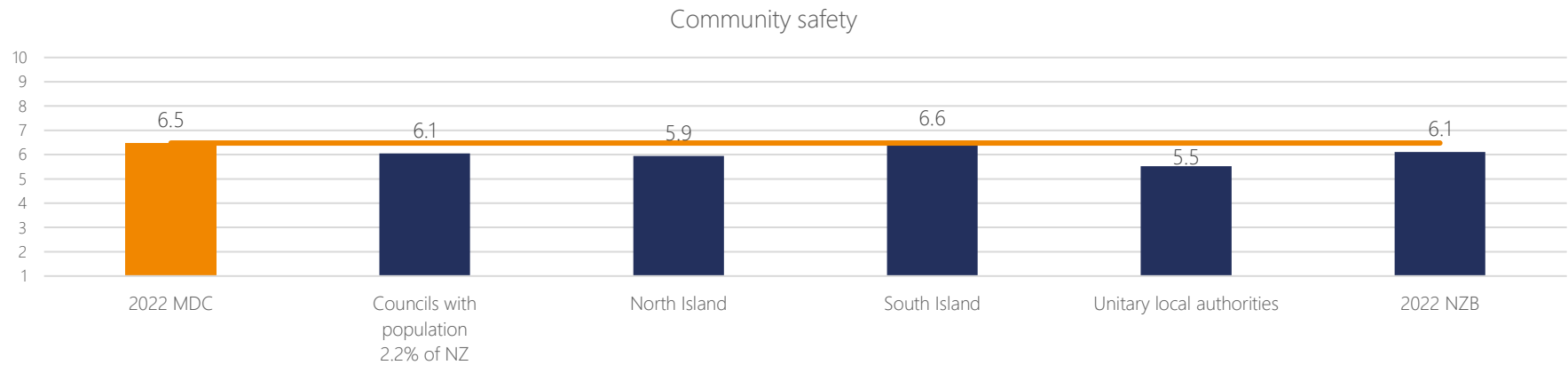


Community safety unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
COMMUNITY SAFETY	A safe community / feel safe / no issues	16	Concerns about crime / anti-social behaviour	9
	Do a good job	13	Not safe / don't feel safe	8
	Well-policed	5	No police presence / Need more action	6
	Other	2	Other negative	6

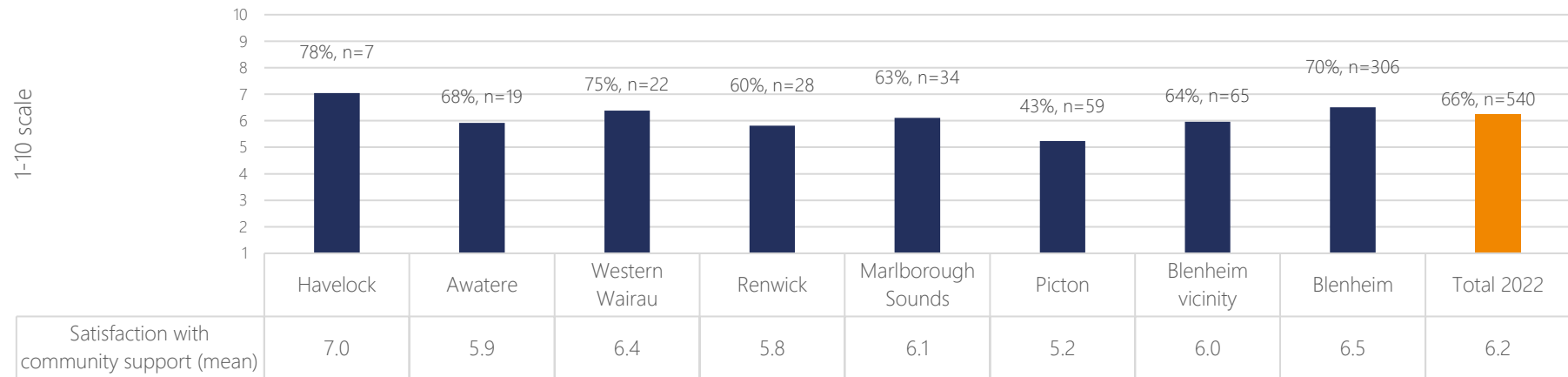
Community safety – MDC vs. New Zealand average

Community safety in the MDC region rated favourably against the NZ benchmark, and on par with other South Island Councils.



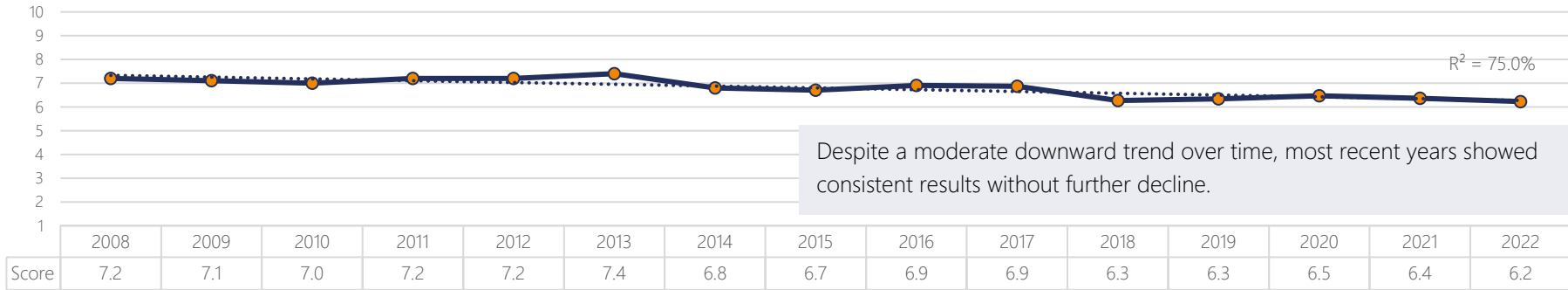
COMMUNITY SUPPORT

How well does the Council perform in providing community support services, Marlborough bus service, total mobility scheme, funding for community events, Energy Efficiency Loan Scheme, and Marlborough's recovery from the impacts of COVID-19?

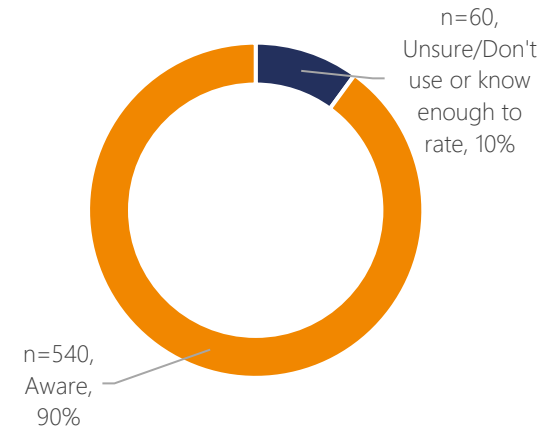
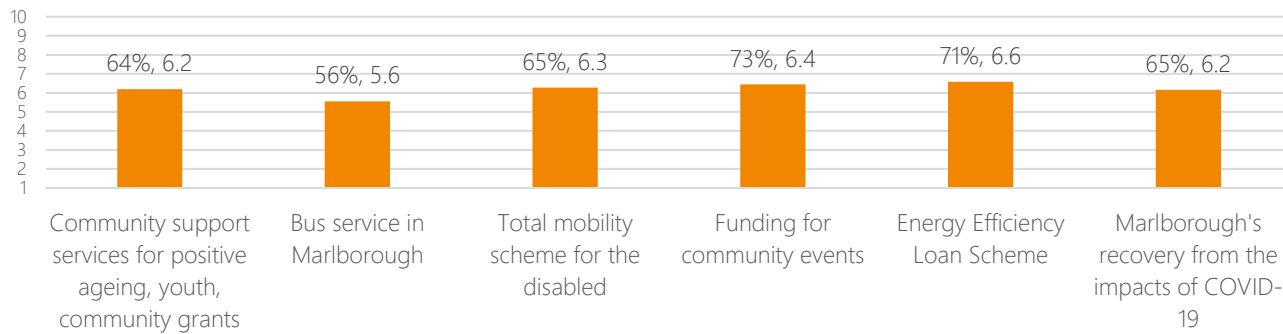


- Most residents were able to rate at least one community support attribute (90%, n=540); however two-thirds of residents could not rate such services as total mobility and Energy Efficiency Loan schemes - these services relate to only a specific segment of the community.
- On average, satisfaction across all community support (6.2) remained consistent in the past two years. However, there has been a moderate downward trend over time since 2009.
- 4-out-of-6 community support attributes showed similar results to 2021; however, satisfaction with support services for positive ageing, youth, community grants (64%, 72% in 2021) and recovery from the impacts of COVID-19 (65%, 75% in 2021) recorded a decline.
- Blenheim residents were more likely to provide higher ratings in relation to support services & grants (6.6) and COVID-19 recovery (6.5) compared to residents in other areas.
- Younger residents (18-39 years) were least satisfied with community support, on average; these residents were especially less satisfied with bus services (4.7).
- Home owners (6.7) provided higher ratings in relation to Energy Efficiency Loan compared to renters (4.6).

Satisfaction with community support over time



Attributes included in community support

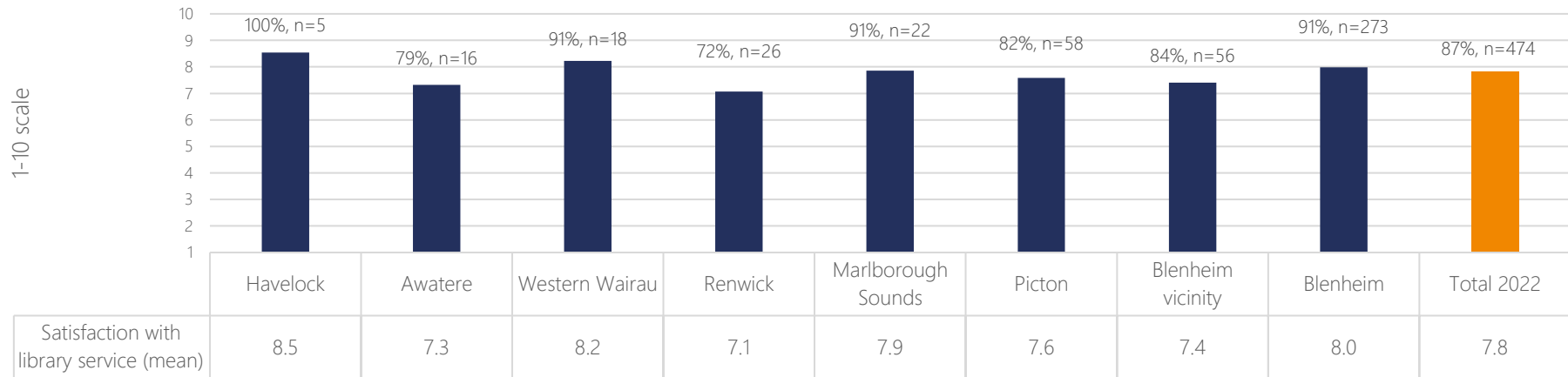


Community support unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
COMMUNITY SUPPORT	Council is supportive	13	Unaware of/lack of services	4
	Good support services	12	Need alternative funding	3
	Wide range of groups supported	5	Other negative	2
BUS SERVICE	Good service	18	Insufficient services	15
	Good that it's provided	4	Poor timetable/Can't be used for work	9
	Extended coverage/services	2	Other negative	8
	Improvements needed	1		
TOTAL MOBILITY SCHEME	Good service/support	28	Poor accessibility/disability parking	3
			Other negative	3
			Not well advertised	2
FUNDING COMMUNITY EVENTS	Overall good/Good events	14	There are none/few. Wider range of events needed	4
	Well-supported	11	Not best use of ratepayer money	3
ENERGY EFFICIENCY LOAN SCHEME	Good scheme	21	Need more information	3
	Have used/will use scheme	8	Other negative	3
	Easy to use/access	2	Too expensive/high interest rates	2
MARLBOROUGH COVID-19 RECOVERY	Doing well. Good support from services/Council	33	Lack of support/services	9
	No/little impact	1	Other negative	6
			Lack of result	5
			Lack of communication/not aware	3

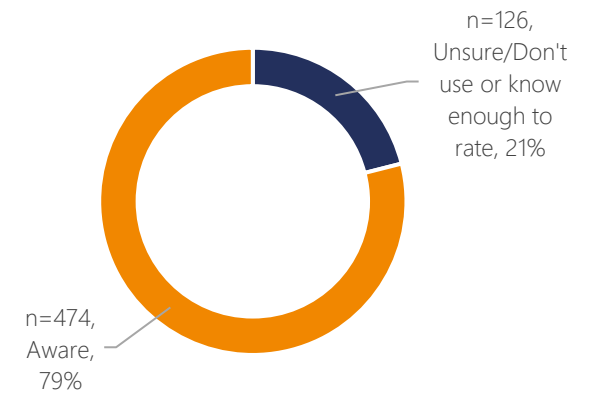
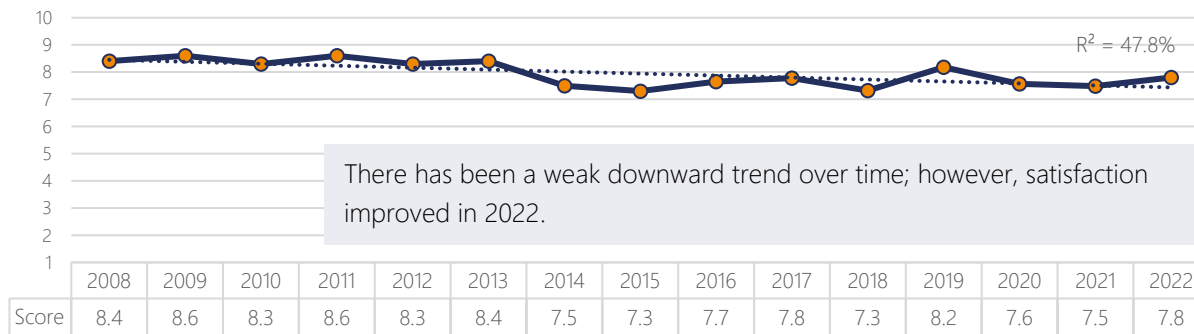
LIBRARY SERVICE

How well does the Council perform in providing public library services in Marlborough?



- Most residents rated public library services in Marlborough (79%) in 2022.
- Satisfaction with library services improved in 2022 (7.8) compared to 2021 (7.5); 87% of respondents provided ratings 6 or higher – the highest average score across all measures in 2022.
- Younger residents were less satisfied with library services (7.4) compared to older residents; however, their satisfaction was reasonably high and increased compared to 2021 (6.4).
- Most feedback was very positive overall ('Overall good. Good service'), and in relation to staff and facilities.

Satisfaction with library over time

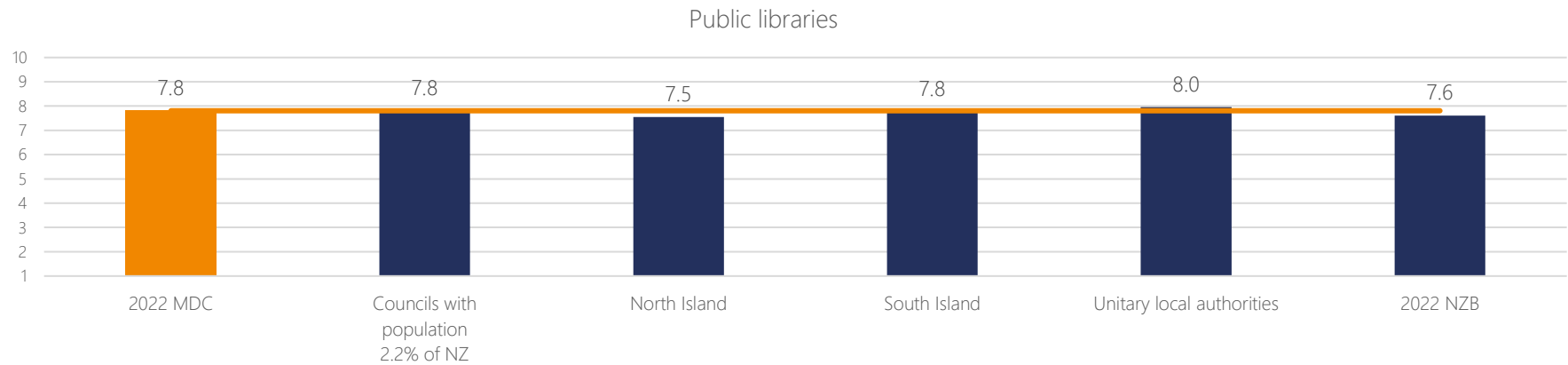


Library service unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
PUBLIC LIBRARIES	Overall good. Good service	99	Current library fine/ new library not needed/ wanted	9
	Good staff	29	Waste of money/ costs too much	7
	Good facilities/ resources	29	Other negative	5
	Great new Picton building. Looking forward to new Blenheim library	25	Bad location/ no parking/ no bus	2

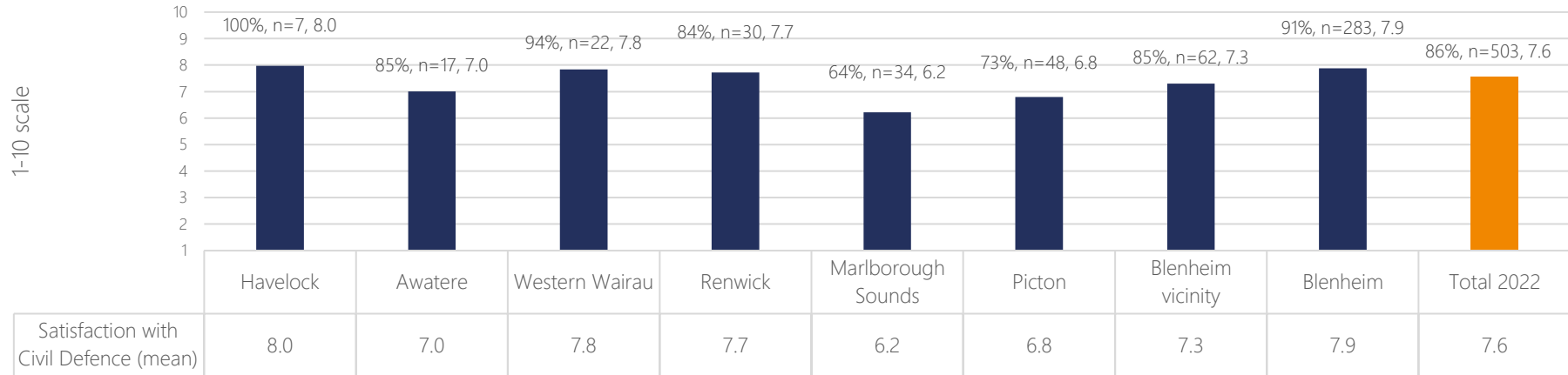
Public library – MDC vs. New Zealand average

Satisfaction with public library services in the MDC region was on par with the NZ benchmark.



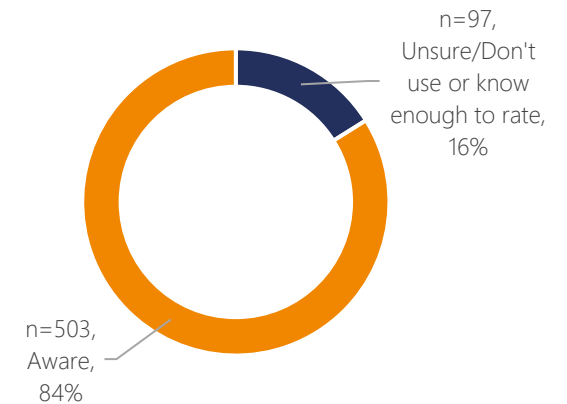
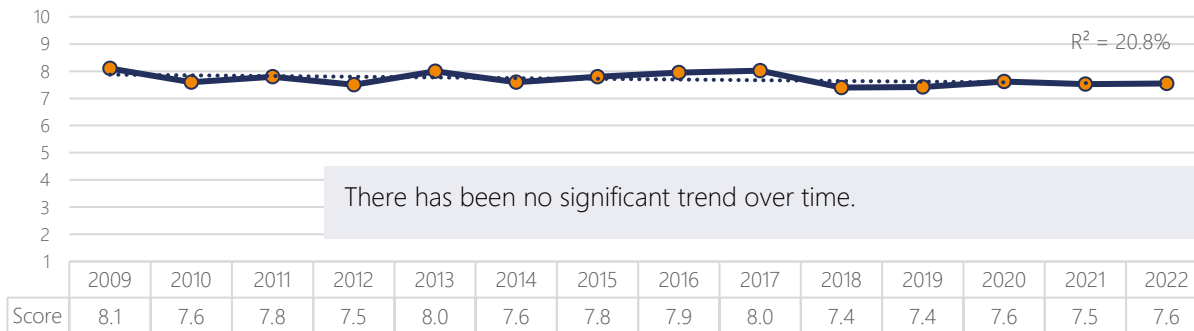
EMERGENCY MANAGEMENT

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



- Overall, 86% of residents (7.6 on average) were satisfied with Council's provision of Civil Defence emergency management; 16% of residents could not provide a rating.
- Satisfaction with emergency management has been consistently high over time with no significant differences recorded.
- On average, satisfaction with emergency management was greater in Blenheim (7.9) compared to the rest of the region; satisfaction below 7, on average, was recorded in Picton (6.8) and Marlborough Sounds (6.2).

Satisfaction with Civil Defence over time

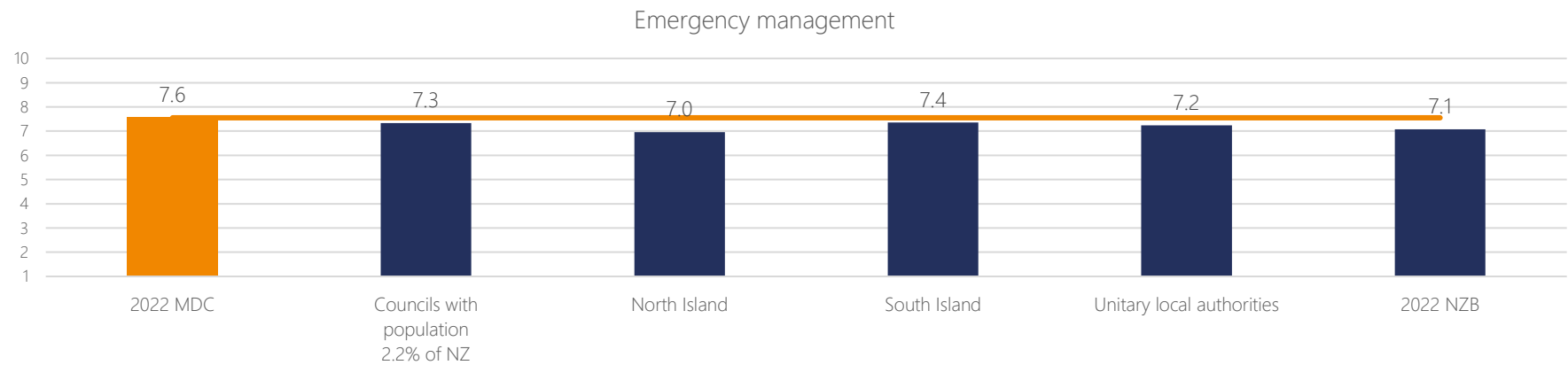


Emergency management unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
EMERGENCY MANAGEMENT	Prompt response	17	More information / signage / drills / better communication	8
	Good response to floods	16	Other negative	4
	Pro-active / prepared / plan for future events	6	Do a good job	1
	Other	3		
	Good response to earthquakes	3		
	Good response to COVID-19	2		

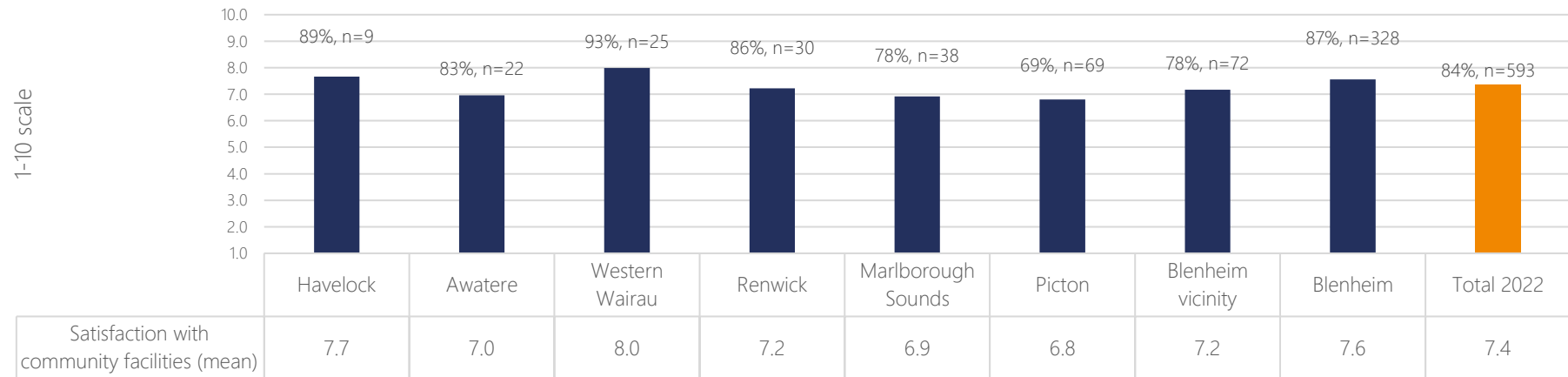
Emergency management – MDC vs. New Zealand average

Emergency management in the MDC region rated favourably against the NZ benchmark.



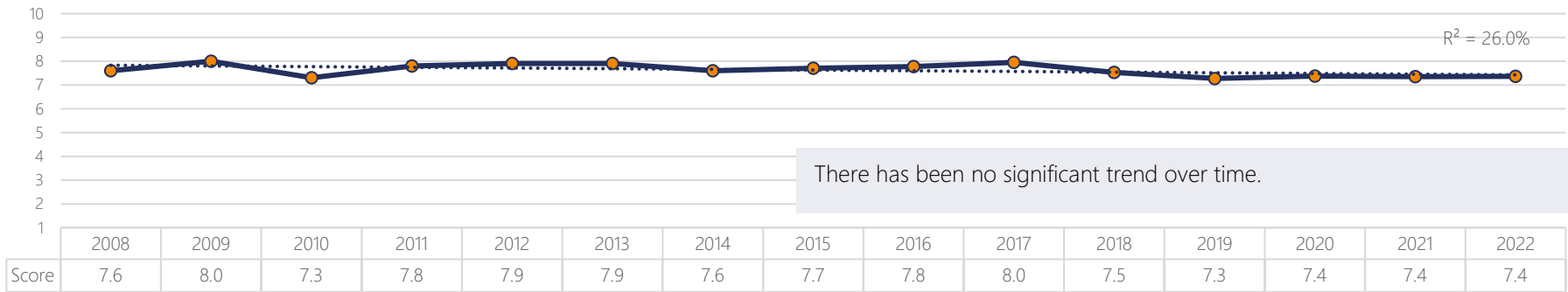
COMMUNITY FACILITIES

How well does the Council perform in providing parks and reserves, sports grounds, tracks for walking and biking, swimming pools, public toilets, cemeteries and community halls?

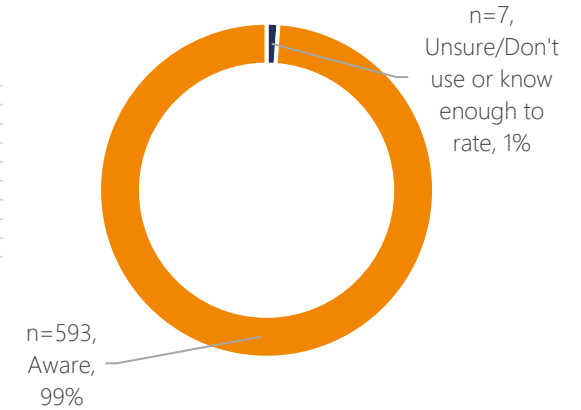
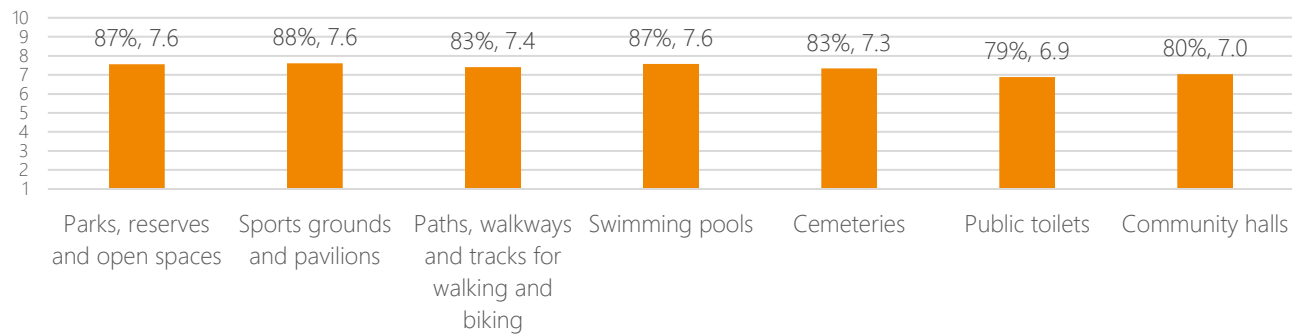


- 84% of residents were satisfied with community facilities in the Marlborough district (7.4 on average), similar to 2021 (7.4). Overall, there have been no significant variations over time in relation to community facilities.
- Sports grounds (7.6), swimming pools (7.6) and parks (7.6) received one of the highest average scores in 2022. Generally good facilities and well-maintained areas were the most mentioned positive feedback from the community. 15% of respondents who provided positive comments in relation to sports grounds mentioned 'New development/Lansdowne Park Sportshub'.
- Most residents rated each facility; though fewer residents could rate community halls (42% 'Don't know'/'Haven't used' responses).
- Residents from Blenheim (7.8) were more likely to be satisfied with parks & reserves, sports grounds (7.9) and swimming pools (8.0) compared to residents in other areas. Fewer residents from Picton were satisfied with swimming pools (5.7) and sports grounds (6.7). Lower ratings in relation to parks & reserves were received from residents in Marlborough Sounds (6.5) and Picton (6.8).
- Younger residents (18-39 years) were less satisfied with community facilities overall (6.8) compared to older residents.

Satisfaction with community facilities over time



Attributes included in community facilities



Community facilities unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
PARKS, RESERVES AND OPEN SPACES	Generally good	67	Unclean/environmental improvement/more maintenance needed	10
	Well-maintained/good condition	53	Other negative	9
	Plenty/variety of spaces/facilities	15	More needed for children	1
	Valuable/excellent places	13		
	Other	9		
SPORTS GROUNDS	Good sport grounds	47	Other negative	3
	Well-maintained/good condition/no issues	17	COVID-restrictions	2
	New development/Lansdowne Park Sportshub	12	Needs upgrades/Poorly catered for	2
PATHS, WALKWAYS AND TRACKS FOR WALKING AND BIKING	Good/ excellent quality	60	Other negative	6
	Well-maintained	20	Improvements/upgrades needed/need more	5
	Plenty/ variety of options/ spaces	15	Poorly maintained	4
	Well used	11		
	Have been improved/ upgraded	3		
SWIMMING POOLS	Other	1		
	Good facility/ valuable asset	69	Need new/upgraded pool/don't have one	7
	Well-maintained/good condition. Well-managed/good staff	19	Poorly maintained/managed	3
	Other	5	Covid restrictions	3
	Well-priced	2		
CEMETERIES	Improvements needed	1		
	Well-maintained/good condition	29	Poorly maintained	7
	Overall good	28	Other negative	4
	Clean	9		
PUBLIC TOILETS	Other	3		
	Well-maintained/ good condition/ modern	31	Poorly maintained/ unclean. Needs upgrading	15
	Generally good	31	Other negative	9
	Clean	21	Insufficient toilets	6
COMMUNITY HALLS	Good number/ plenty available	2	Toilets lack soap	1
	Good facilities/ excellent/ do a good job	30	Poorly maintained/ needs upgrading	4
	Well-maintained/ good condition	10	Need one/ more	3
	Other	1		

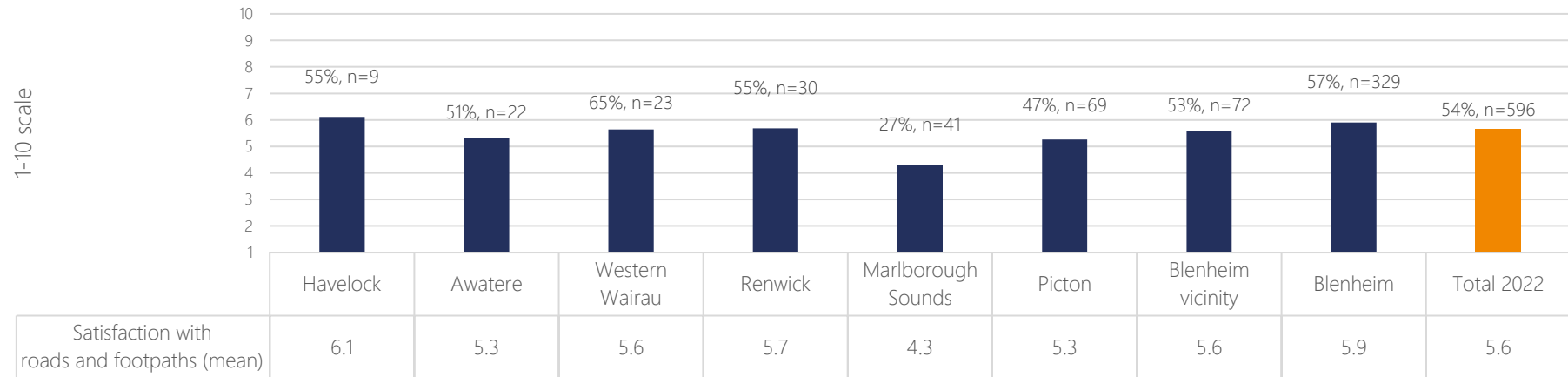
Community facilities – MDC vs. New Zealand average

Satisfaction with parks and sports fields in the MDC region was on par with the NZ benchmark. Swimming pools in the MDC region rated favourable against the NZ benchmark (especially North Island). At the same time, satisfaction with cemeteries was below the NZ benchmark.



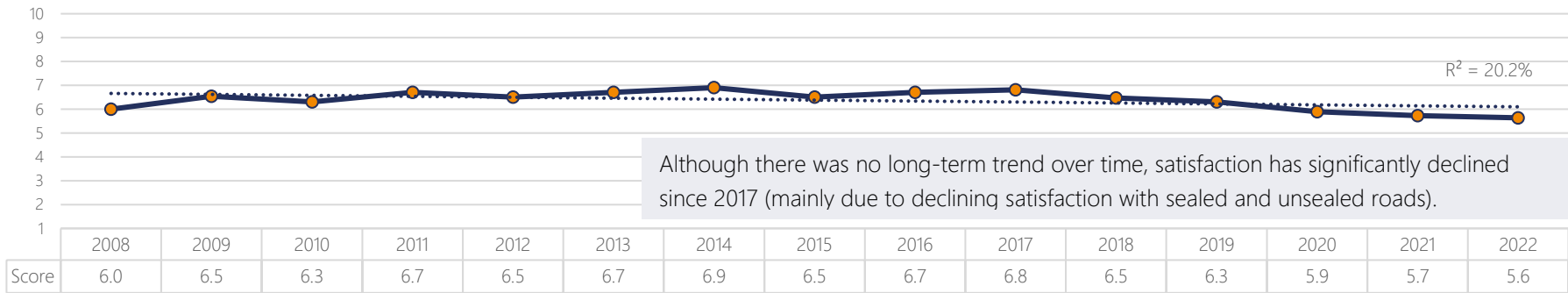
ROADS AND FOOTPATHS

How well does the Council perform in providing sealed and unsealed roads, footpaths and street lighting?

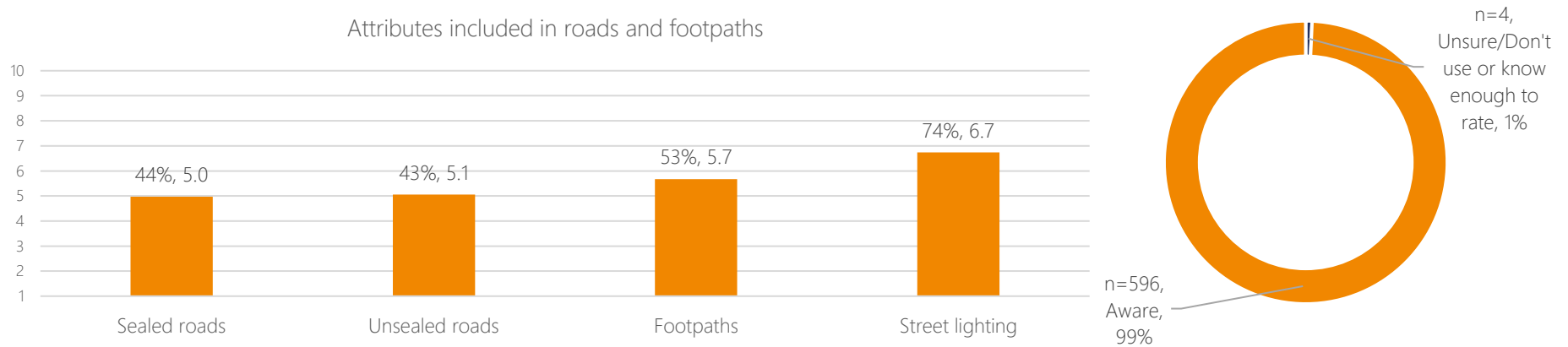


- Satisfaction with sealed roads (5.0 in 2022, 5.3 in 2021, and 5.5 in 2020) continued to decline, bringing the overall average roads and footpaths score down (5.6) – the second lowest average rating in 2022, and lowest to date for these services.
- In contrast, satisfaction with unsealed roads (5.1 in 2022, 5.1 in 2021), footpaths (5.7 in 2022, 5.8 in 2021) and street lighting (6.7 in 2022, 6.8 in 2021) remained generally consistent in the past two years.
- Around one-third of all negative comments for roads were in relation to potholes and poor quality repairs.
- Satisfaction with roads, on average, was significantly low in Marlborough Sounds (3.8 sealed roads, 3.4 unsealed roads).
- In addition, satisfaction with roads, footpaths and street lighting was lower among younger residents (5.1) compared to those aged 65+ (6.3).

Satisfaction with roads and footpaths over time



Attributes included in roads and footpaths

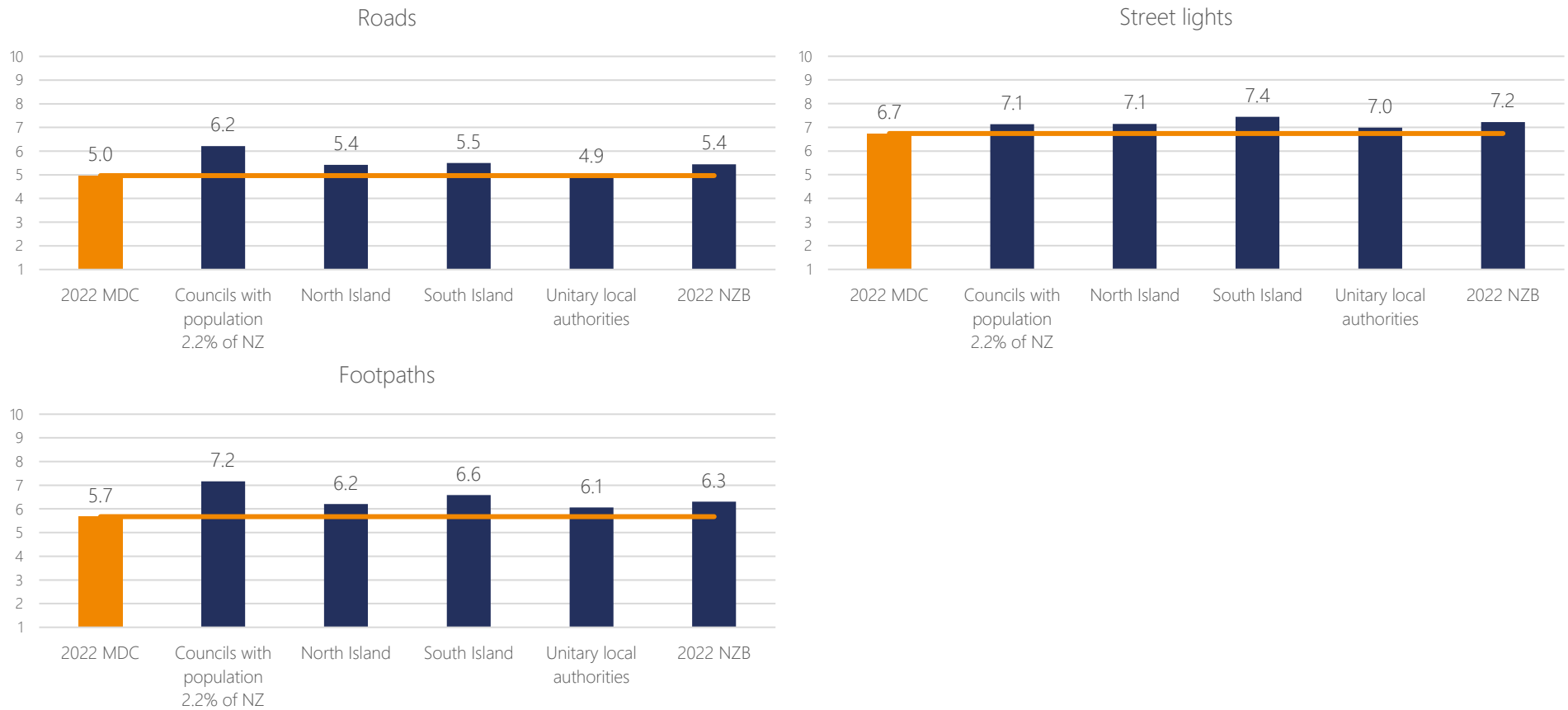


Roads and footpaths unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
SEALED ROADS	Good/okay condition	15	Potholes	34
	Other	5	Poor quality repairs/surfaces/Doesn't last long	30
	Well-maintained	4	Other/general negative	29
			Uneven/bumpy roads	24
			Lack of maintenance	17
			Slow to fix/Roads deteriorating	16
			Poor roading management	11
			Heavy traffic damages roads	5
			Speed limits/roundabouts/cycleways	3
			Dangerous roads/layouts	2
UNSEALED ROADS	Roads are fine	9	Uneven/ungraded roads. Insufficient gravel/poor quality repairs	23
	Well-maintained/improved maintenance	3	Lack of maintenance	14
			Potholes	11
			Other	7
			Should be sealed	3
		Dangerous roads/layouts	2	
FOOTPATHS	Good condition/no problems	22	Uneven/cracked/tree roots uplifting	22
	Well-maintained/improved	6	Dangerous/trip hazard/slippery	19
	Other	5	Unsafe for elderly/disabled/wheelchairs/scooters	13
			No/lack of footpaths	10
			Lack of maintenance	7
		Other general negative	5	
STREET LIGHTING	Overall good. Reliable service/Well maintained	42	No lighting. More lighting needed	9
	Good lighting/LED quality	24	Poor maintenance. Slow/no response. Missing/Off	7
	No problems	6	Other negative	6
	Good lighting makes feel safer	6	Too bright	1

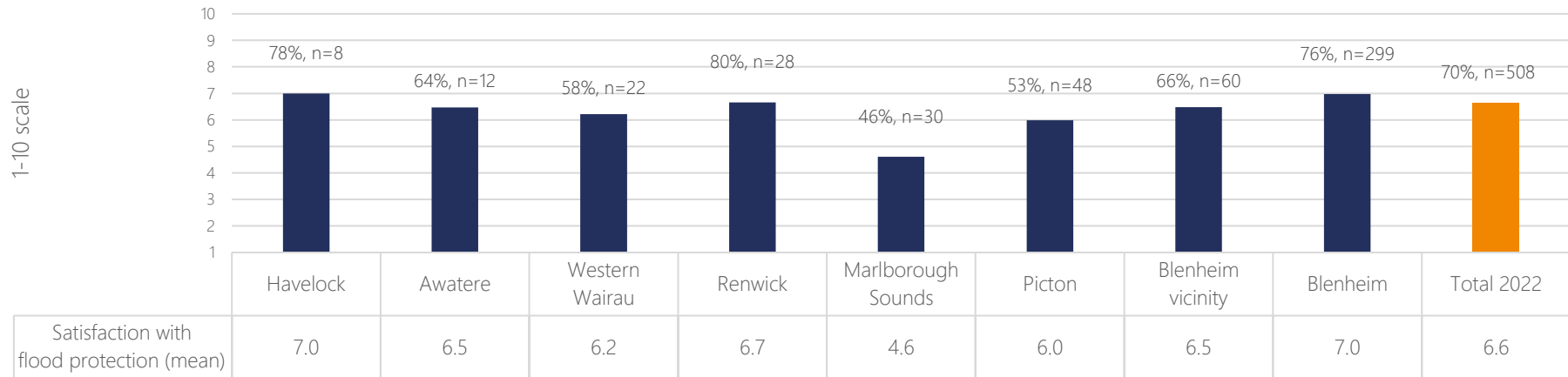
Roads and footpaths – MDC vs. New Zealand average

MDC's roads, footpaths and street lighting scores were generally below the national average, particularly compared to South Island Councils and other small Council areas.



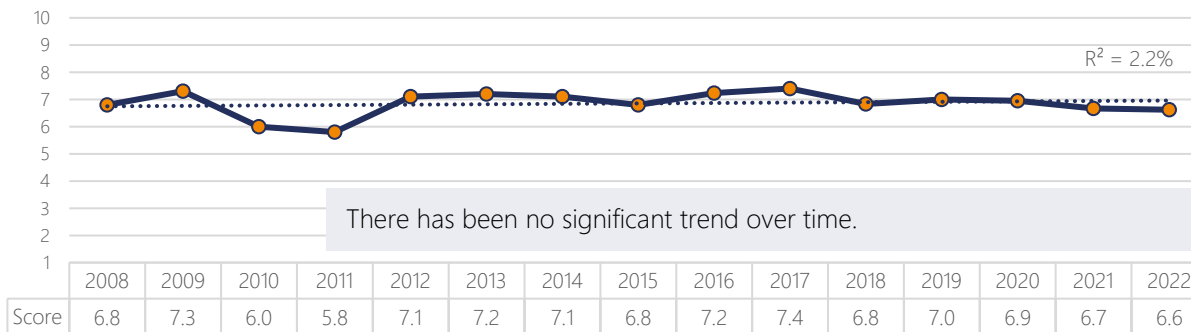
FLOOD PROTECTION

How well does the Council perform in providing flood protection and control?

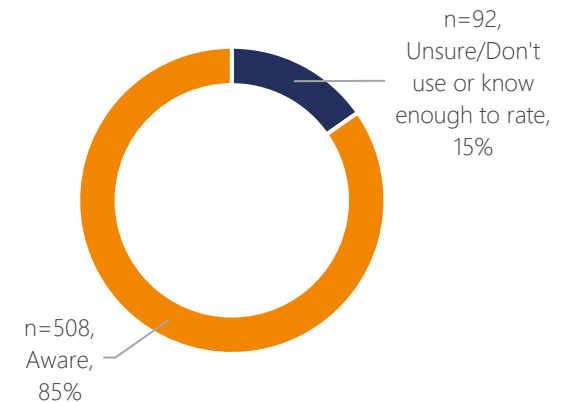


- Despite major weather events throughout 2021-22, satisfaction with flood protection remained moderately high in 2022 (6.6) and on par with the 2021 results (6.7).
- However, fewer residents from Marlborough Sounds (4.6) and Picton (6.0) were satisfied with flood protection in 2022 compared to other areas, with a recorded decline compared to 2021 (5.5 and 6.8 respectively).
- Satisfaction with flood protection remained mainly consistent in other areas; only Western Wairau (6.2 in 2022, 5.3 in 2021) and Renwick (6.7 in 2022, 5.9 in 2021) showed a marginal improvement over the last two years.
- Younger residents were again least satisfied (6.1) compared to older residents (7.2).
- One-third of positive comments acknowledged good work during recent flooding events.

Satisfaction with flood protection over time



There has been no significant trend over time.

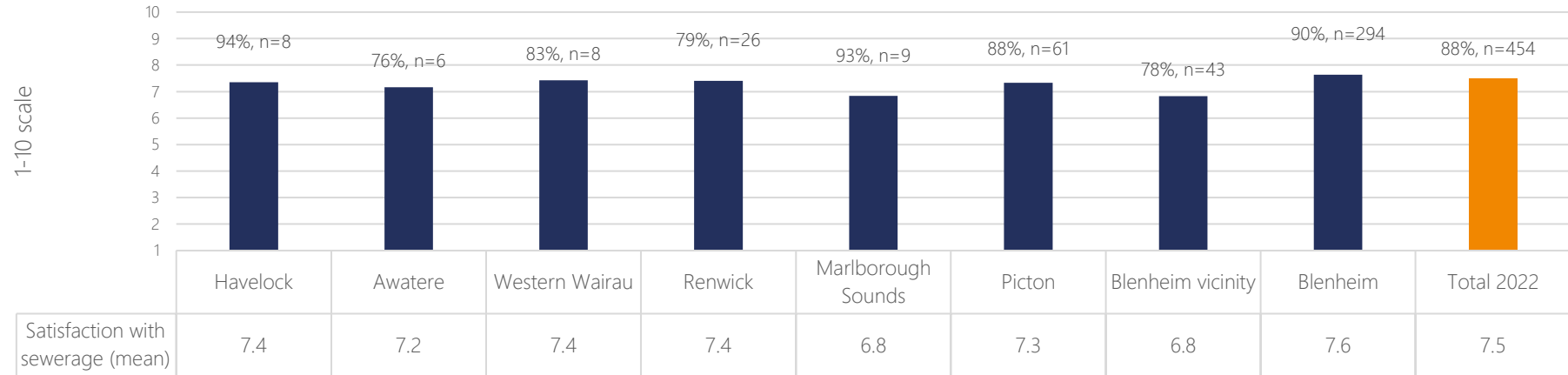


Flood protection unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
FLOOD PROTECTION	Good. Well maintained	34	Flooding a problem/Reported flood damage	17
	Worked well during recent flood/Good response	24	Maintenance needed/Preventative maintenance/Flood protection	13
	No problem/rarely floods	12	Other negative	10
	Sufficient protection in place	3		
	Other	2		

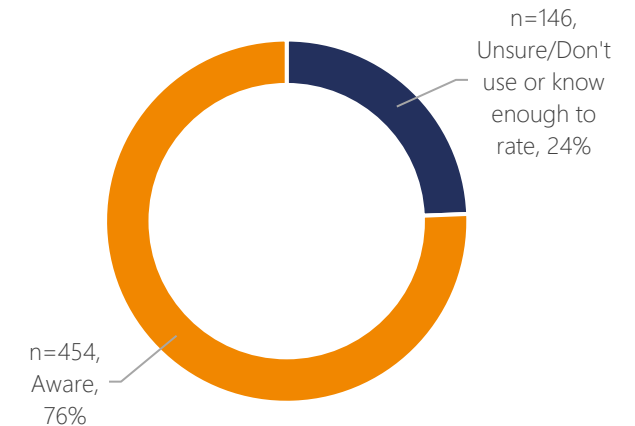
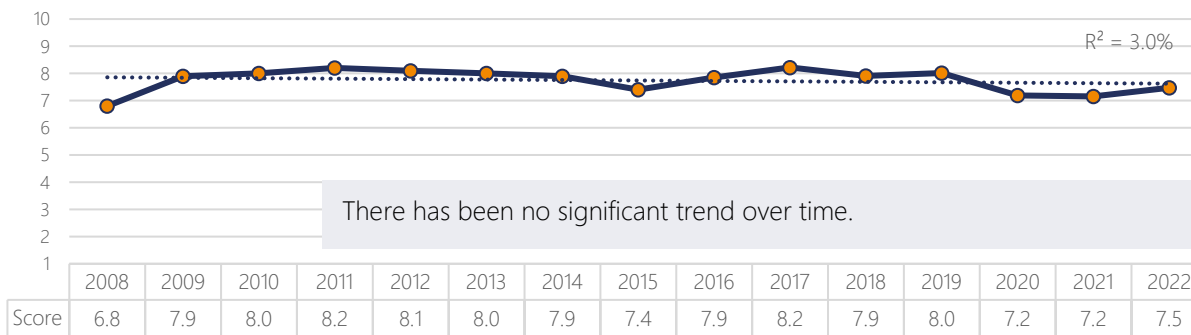
SEWERAGE

How well does the Council perform in providing sewerage?



- Satisfaction with sewerage services improved in 2022. 88% of residents (7.5 on average) were satisfied with Council's provision of sewerage services compared to 2021 (81%, 7.2 on average).
- Satisfaction with sewerage services was consistent between different areas.

Satisfaction with sewerage over time

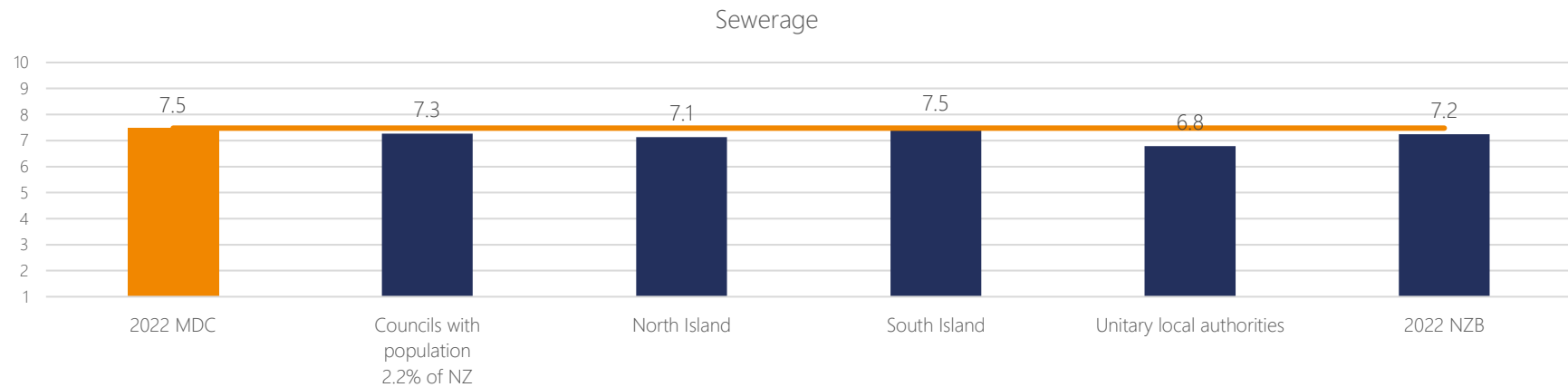


Sewerage unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
SEWERAGE SERVICES	No problems/functions well/very good	69	Need maintenance/updating infrastructure	3
	Does its job	7	Poor planning	3
	Effective upgrades	5	Environmental impact/discharge	2
	Other positive	4	Other negative	1

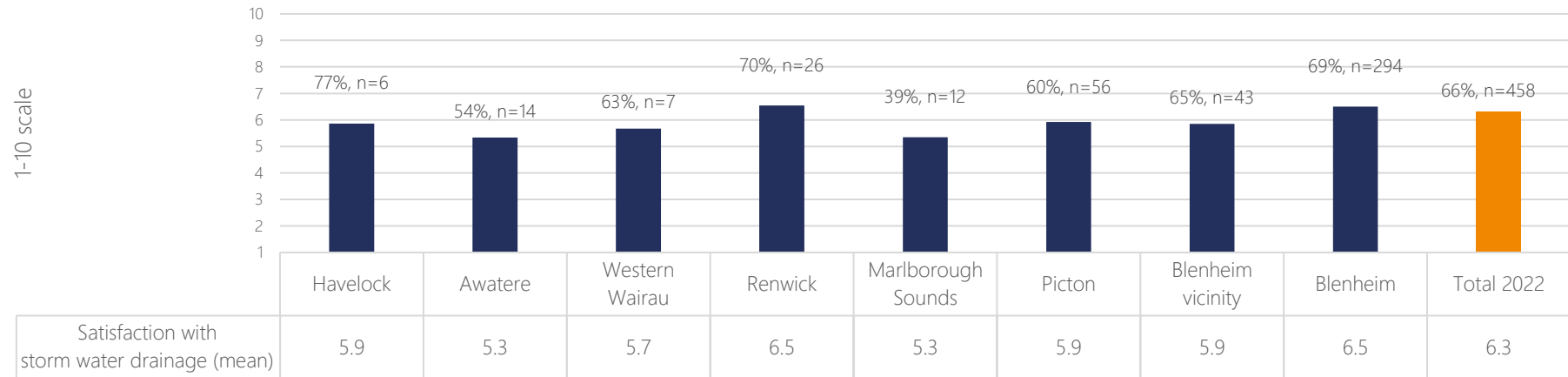
Sewerage – MDC vs. New Zealand average

Satisfaction with sewerage services in the MDC region was above the NZ benchmark, and on par with other South Island Councils.



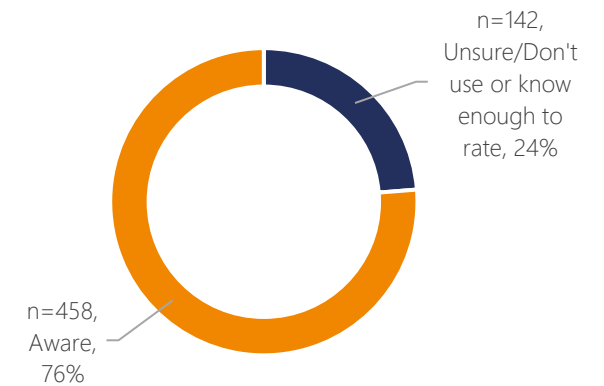
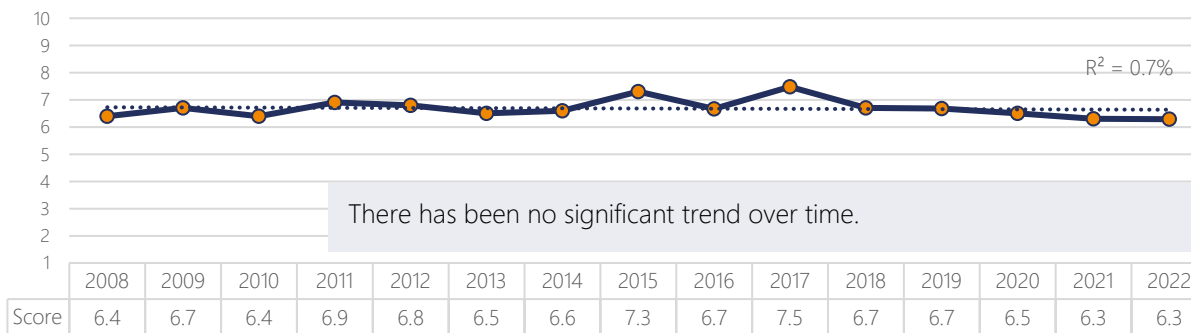
URBAN STORM WATER DRAINAGE

How well does the Council perform in providing urban storm water drainage?



- Two-thirds of residents (66%) were satisfied with Council’s provision of urban storm water drainage (6.3 on average), which was similar to 2021 (67%, 6.3 on average).
- Satisfaction with urban storm water has been consistent over time.
- On average, Blenheim residents (6.5) were more likely to be satisfied with storm water services compared to residents in other areas (5.9).
- Satisfaction with storm water services increased with age; younger residents (5.8) were least satisfied with this service, whereas those aged 65+ provided higher ratings (7.1).

Satisfaction with storm water drainage over time

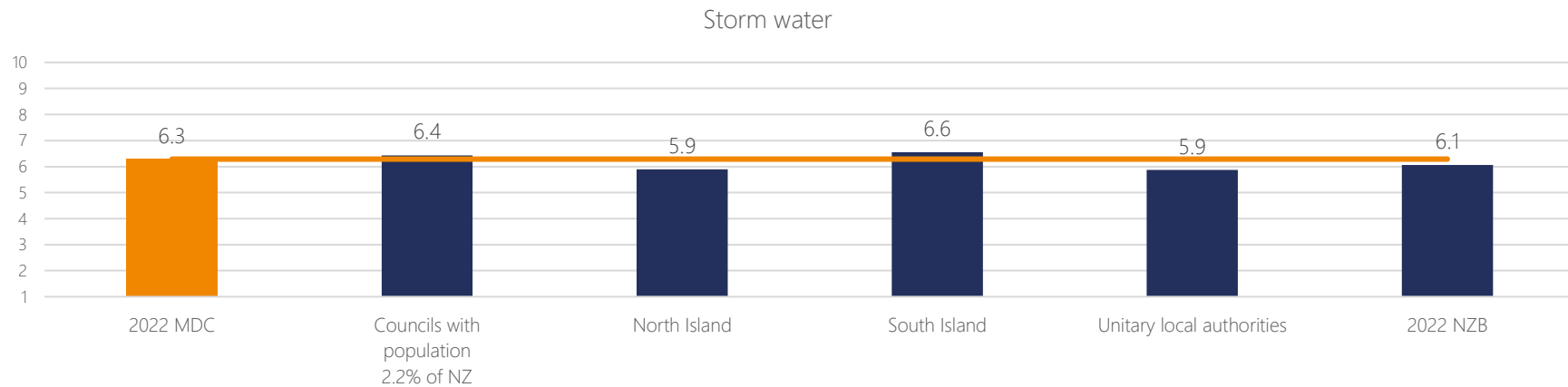


Storm water drainage system unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
STORM WATER	No problems	19	Flooding still occurring	13
	Good/well-maintained	19	Other negative	8
	Other	6	Poor maintenance/No response	7
			Drains blocked/need cleaning	6

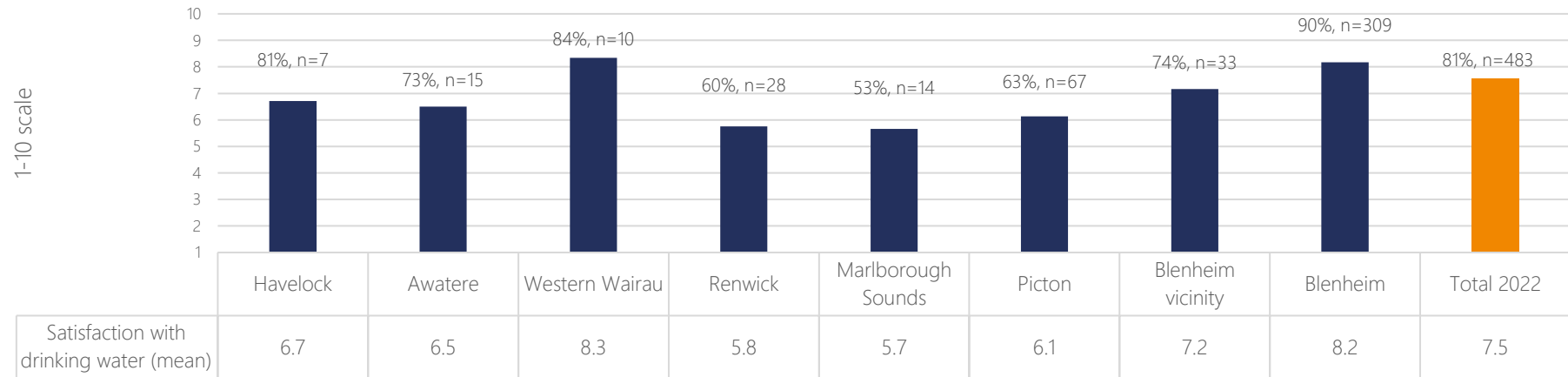
Storm water – MDC vs. New Zealand average

Satisfaction with storm water drainage was generally consistent with the national average.



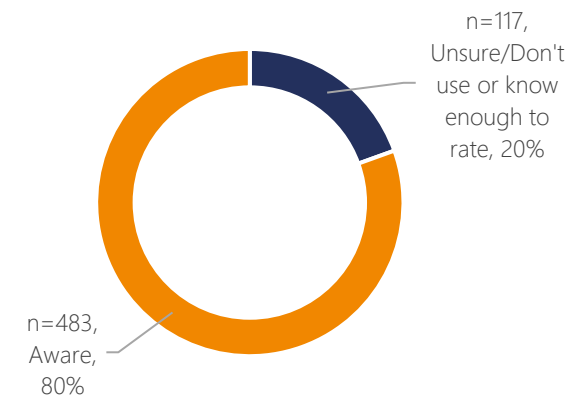
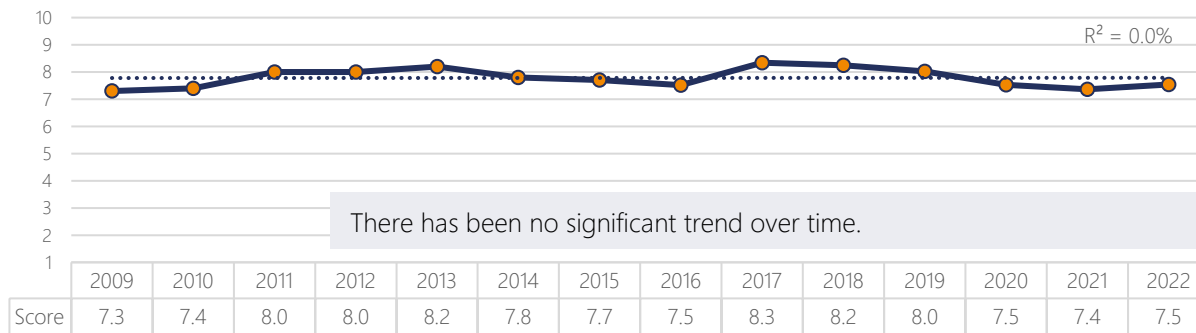
DRINKING WATER

How well does the Council perform in providing drinking water?



- Overall, 81% of residents were satisfied with drinking water supply (7.5 on average), which was on par with 2021 (81%, 7.4 on average). Around 1-in-5 (20%) could not provide ratings ('Don't know' or 'Don't receive' responses).
- Satisfaction with drinking water supply has, on average, been stable over time, and supported highly positive community feedback.
- Greater variation was observed between average ratings provided by residents in Blenheim (8.2) and other areas (6.4), specifically residents from Marlborough Sounds (5.7) and Renwick (5.8) who were least satisfied.

Satisfaction with drinking water over time

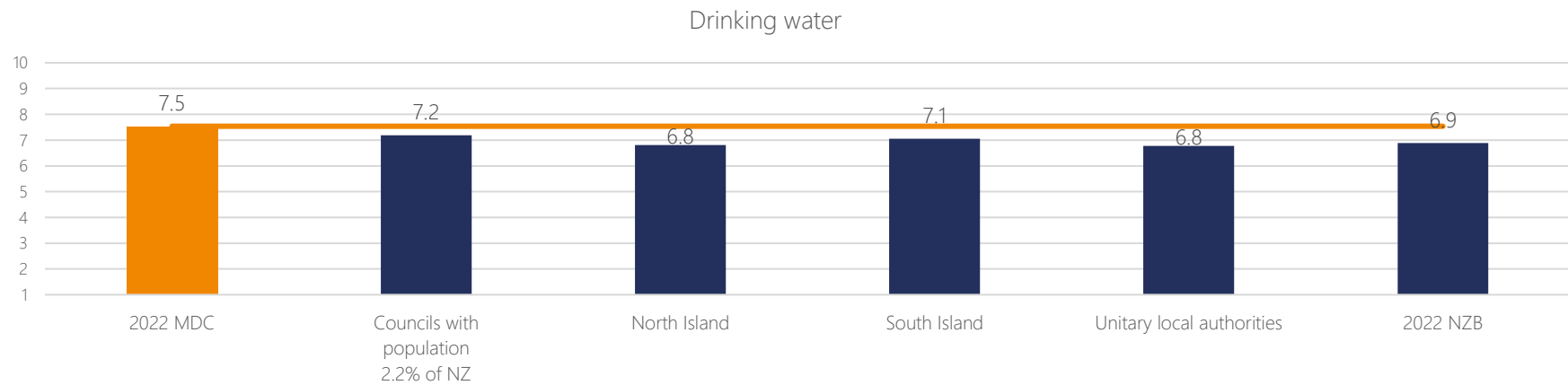


Drinking water unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
DRINKING WATER	Good supply/Clean water	96	Other negative	8
	Good/okay taste/smell	21	Poor taste/smell/unpotable	7
	No issues	15	Cost. Have to buy water/filters	4
	No added/Do not add fluoride/chlorine	13	Too much chlorine	3
	Other	9		
	Well managed/upgraded	3		
	Have been no restrictions	3		
	Good supply/Clean water	96		

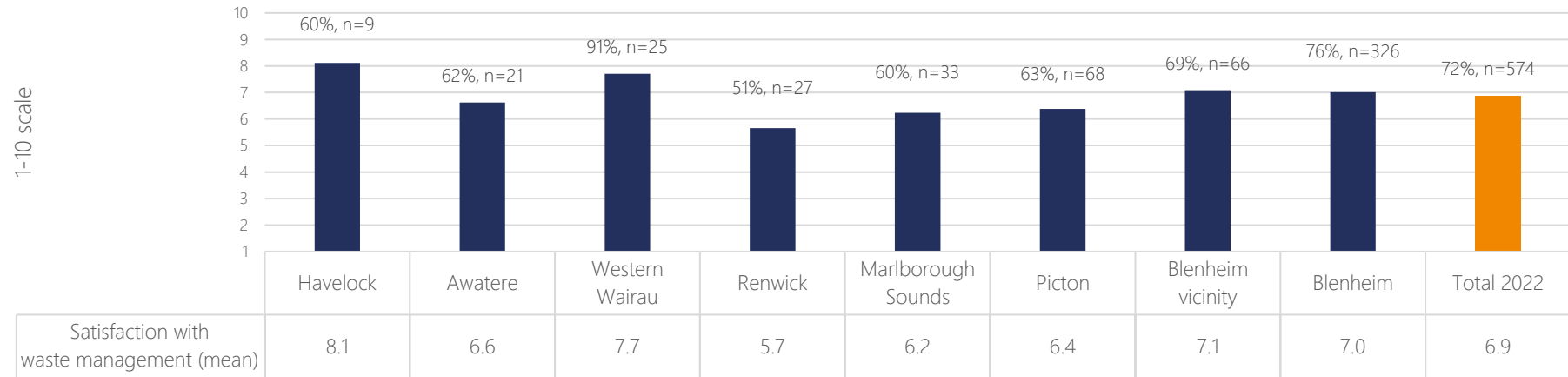
Drinking water – MDC vs. New Zealand average

Satisfaction with drinking water supply in the MDC region was well above the national average.



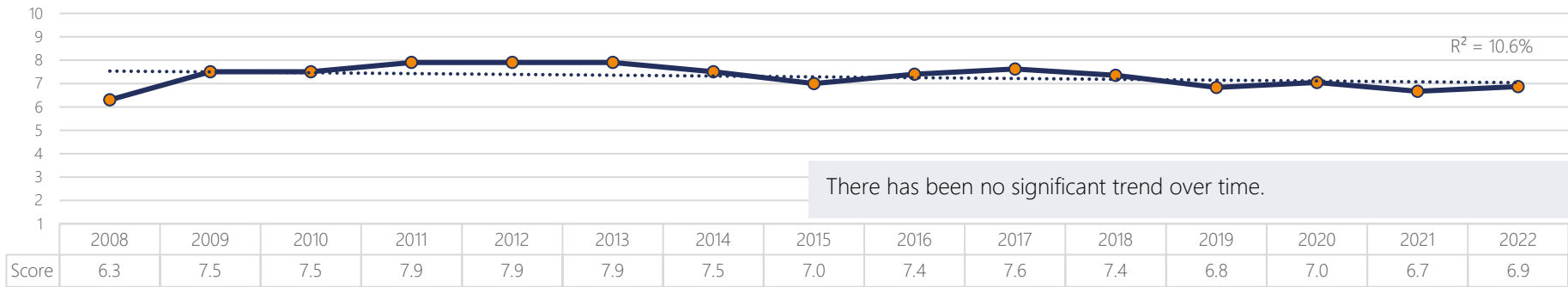
WASTE MANAGEMENT

How well does the Council perform in providing kerbside rubbish, Waste Transfer Stations and Resource Recovery Centre, Reuse Shop and green waste composting?

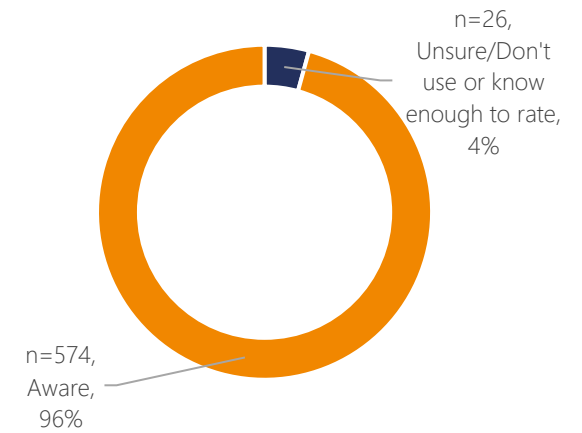
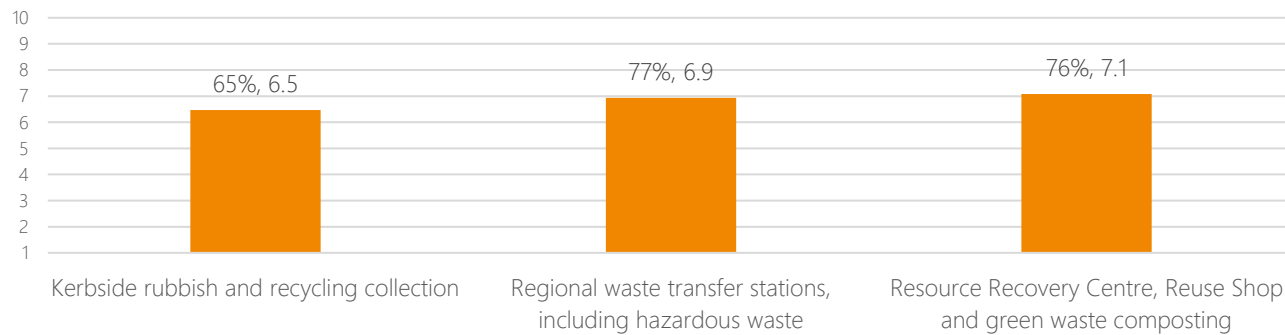


- 72% of residents were satisfied with waste management in 2022 (6.9 on average), which was generally on par with 2021 (72%, 6.7 on average).
- At the same time, satisfaction with Resource Recovery Centre improved in 2022 (7.1) compared to 2021 (6.7); 70% of positive comments referred to good services.
- Provision of waste management services vary by area.
- Council provides weekly kerbside refuse collection service in Blenheim (66% satisfied with this service) and Picton (61% satisfied with this service).
- Older residents aged 65+ were the most satisfied with these services (7.5).

Satisfaction with waste management over time



Attributes included in waste management

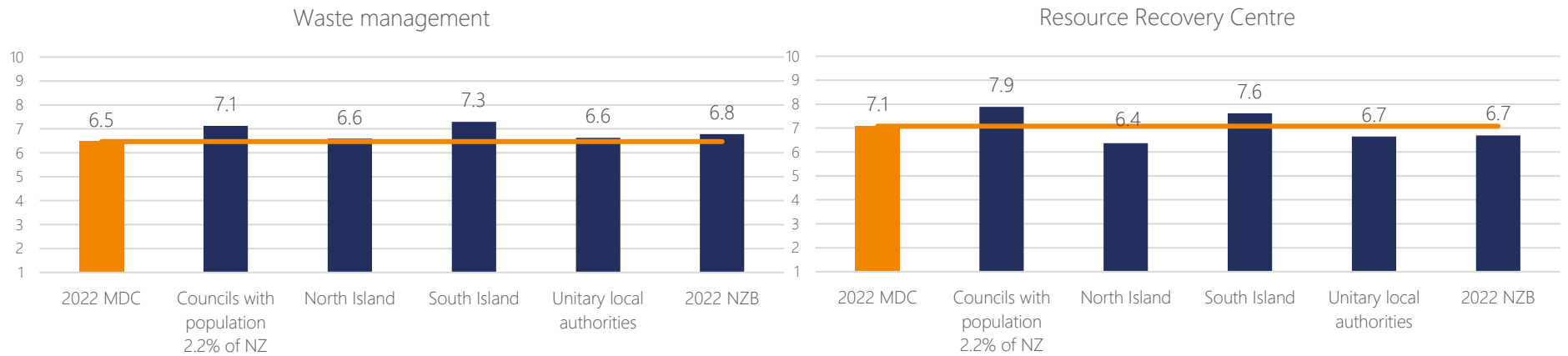


Waste management unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
KERBSIDE RUBBISH	Good service/No problem	60	Wheelie bins/bigger bins needed	19
	Reliable/regular	32	Items left behind/on ground	16
	Other	11	Bins need lids/wind/animals blows items	11
	Improvements needed	2	Poor service provider	10
			Other negative	9
			Need to replace rubbish bags	5
			More/cheaper waste options needed (green etc)	3
WASTE TRANSFER STATION	Good service	48	Other negative	7
	Well-organised/maintained facilities	12	Expensive/shouldn't have to pay dump fees	5
	Other	8	Items restrictions/limitations	4
	Good/helpful staff	6	Poor design/Overflowing/Untidy	4
	Easy access	3	Recycling dumped/not processed	3
	Expensive	2	Access issues	2
	Reasonable price	1		
RESOURCE RECOVERY CENTRE	Good service	62	Expensive	13
	Good/helpful staff	10	Other negative	6
	Well-organised/managed/ maintained	9	Poor service/layout	3
	Enjoy using/buying from shop	8	Issues with accepting things	3
	Good way to recycle	4		
	Easy to use	4		
	Other positive	3		

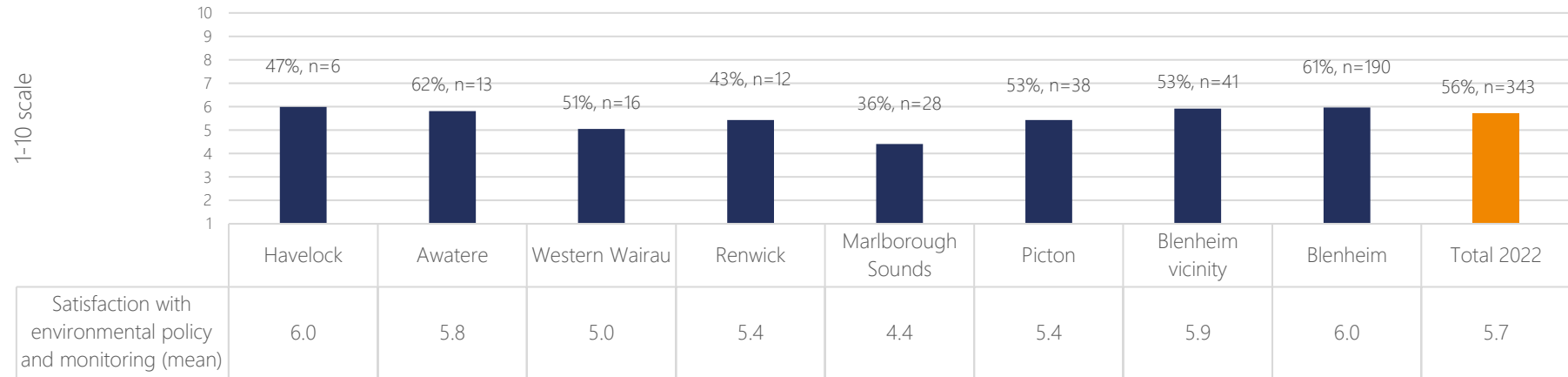
Waste management – MDC vs. New Zealand average

Satisfaction with waste management was below the NZ benchmark (especially other South Island Councils). At the same time, satisfaction with the Resource Recovery Centre was above the national average (especially North Island Councils), but below other South Island Councils.



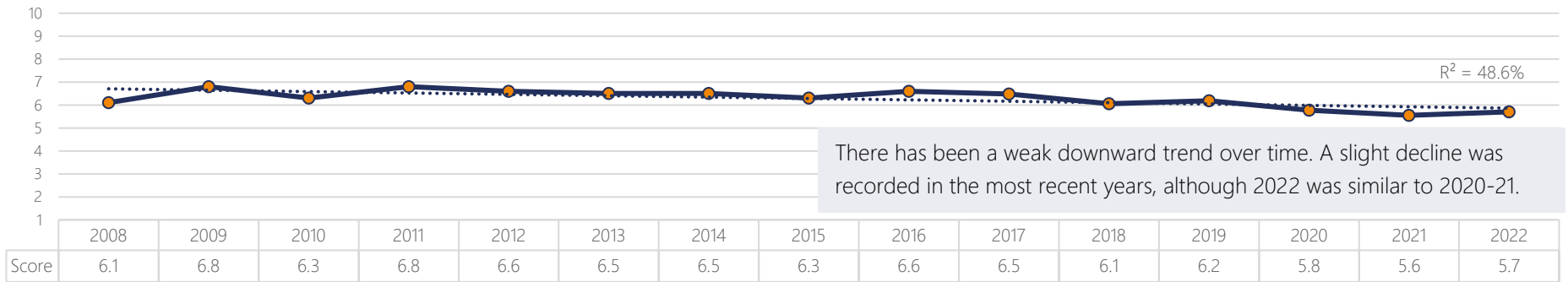
ENVIRONMENTAL POLICY AND MONITORING

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

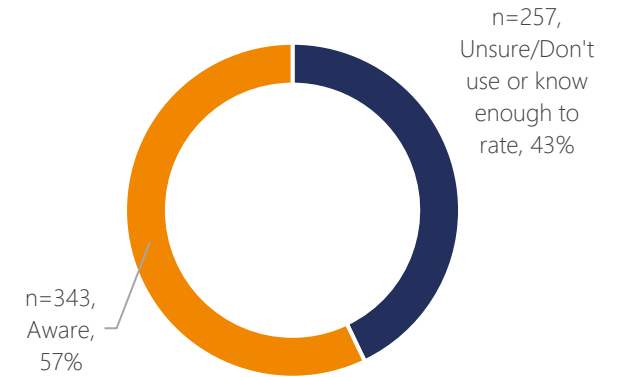


- A greater percentage of residents did not know enough to rate services in relation to environmental policies and monitoring (43%).
- Overall satisfaction with environmental policy in 2022 (56%, 5.7 on average) was generally consistent with the 2021 results (54%, 5.6 on average).
- The results were generally consistent among residents of different demographic groups; only residents from Marlborough Sounds were less satisfied with environmental policy and monitoring (4.4) compared to other areas.

Satisfaction with environmental policy and monitoring over time



Attributes included in environmental policy and monitoring

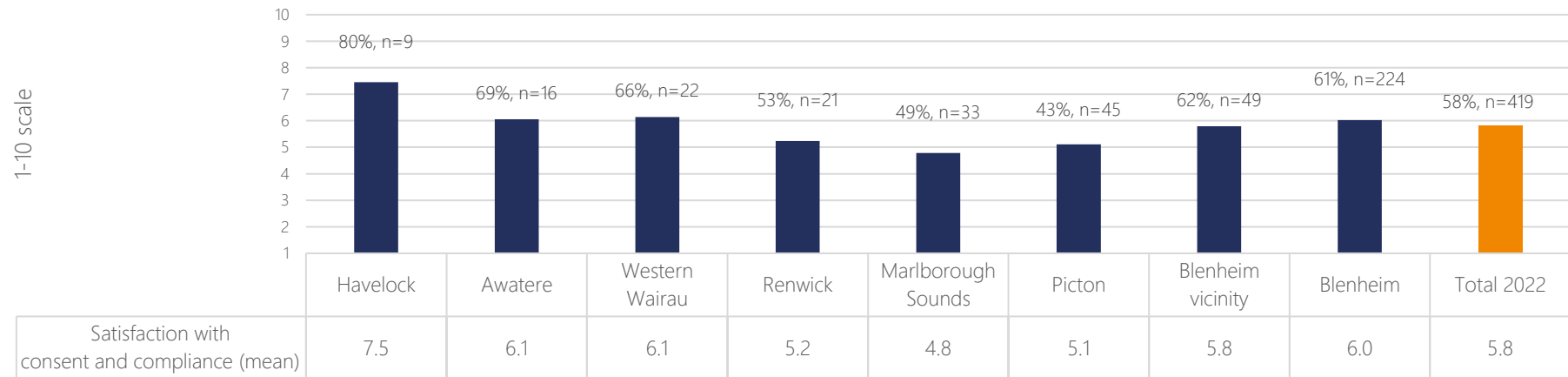


Environmental policy and monitoring unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
DEVELOPING RESOURCE MANAGEMENT POLICIES UNDER THE RMA	Good/no issues	8	Other negative	9
	Other	1	Too much red tape/inaccessible.	7
			Costs too high	6
			Negative/detrimental process/mismanaged/poor service	6
			Slow/takes too long	2
			Lack of communication/accountability	1
ENVIRONMENTAL MONITORING AND INFORMATION PROVISION	Good service/no issues	14	No follow-up or enforcement. No concern/action (for specific environmental concerns)	9
	Other	2	Lack of information/communication	5
			Other negative	5
			Slow/takes too long	1

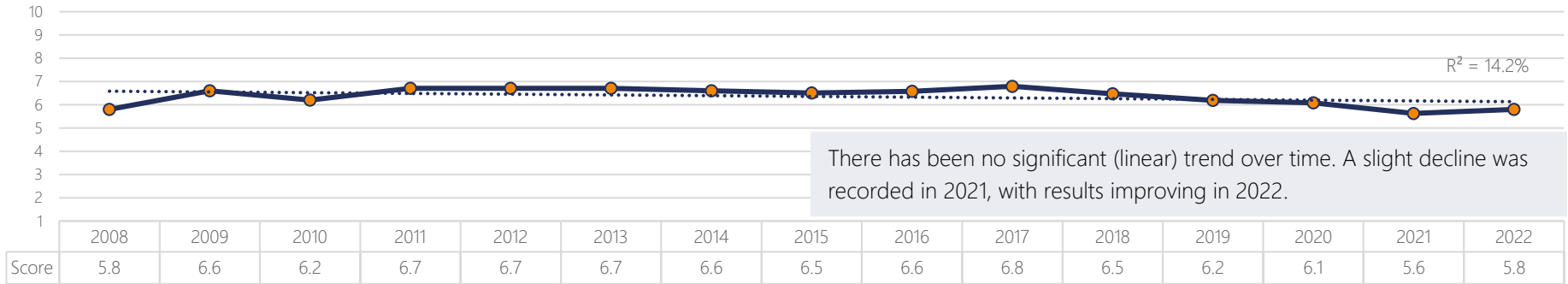
CONSENT AND COMPLIANCE

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

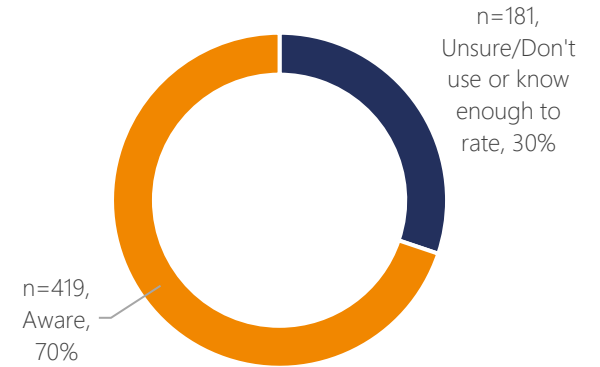
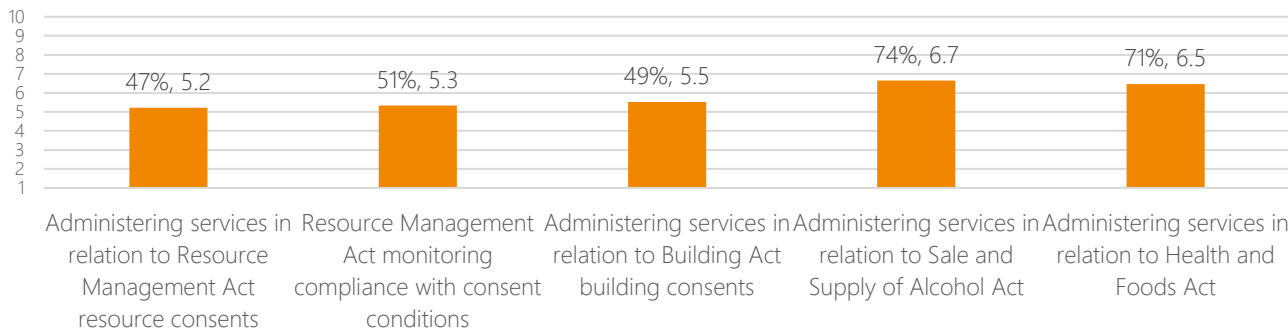


- 70% of residents could rate at least one attribute in relation to consent and compliance; however, awareness of the range of consents was limited, with just half of residents able to rate each specific Act.
- Nevertheless, on average, satisfaction with consents and compliance improved in 2022 (5.8), compared to 2021 (5.6).
- This improvement was associated with Resource Management Act administration (5.2 in 2022, compared to 4.9 in 2021), monitoring (5.3 in 2022, compared to 5.0 in 2021), and Building Act building consents (5.5 in 2022, compared to 5.2 in 2021).
- Satisfaction with Resource Management Act administration was lower among Marlborough Sounds residents (3.9), compared to other areas.
- Satisfaction with Health and Foods Act administration was lower in Picton (5.6) and Marlborough Sounds (5.8).
- No significant differences were observed by resident age or other demographic groups.

Satisfaction with consent and compliance over time



Attributes included in consent and compliance

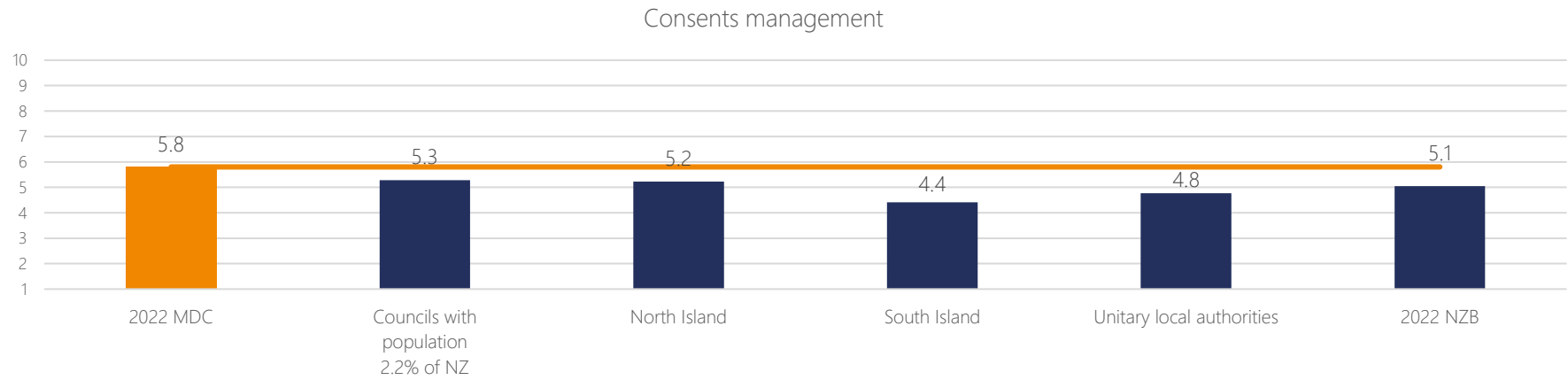


Consents and compliance unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
RMA - RESOURCE CONSENTS	Good. No issues	8	Negative/difficult process/poor communication	10
	Effective/good staff	1	Expensive	5
			Other negative	5
			Slow/takes too long/lack of action	4
			Favours some industries/businesses. Council preferences/conflicts of interest	3
RMA MONITORING COMPLIANCE WITH CONSENT CONDITIONS	Good service/no issues	9	Slow/difficult process	6
			Lack/unaware of monitoring/action	5
			Ineffective/inconsistent processes	5
			Over-regulation/wrong focus	3
			Expensive fees	3
BUILDING ACT	Good service/no issues	13	Other negative	3
	Good staff	2	Slow process	9
			Expensive	7
			Too much red tape/inaccessible/difficult	5
			Other negative	4
SALE & SUPPLY OF ALCOHOL ACT	No problems/good	13	Ineffective/errors made/poor service/staff	3
	Well managed/monitored	4	Need to be properly monitored/Too many stores	4
HEALTH AND FOODS ACT	Good standards/service	7	Other negative	2
	Effective monitoring/response	5	Not effective. Lack of visible standards/ratings/monitoring	3
			Other negative	3

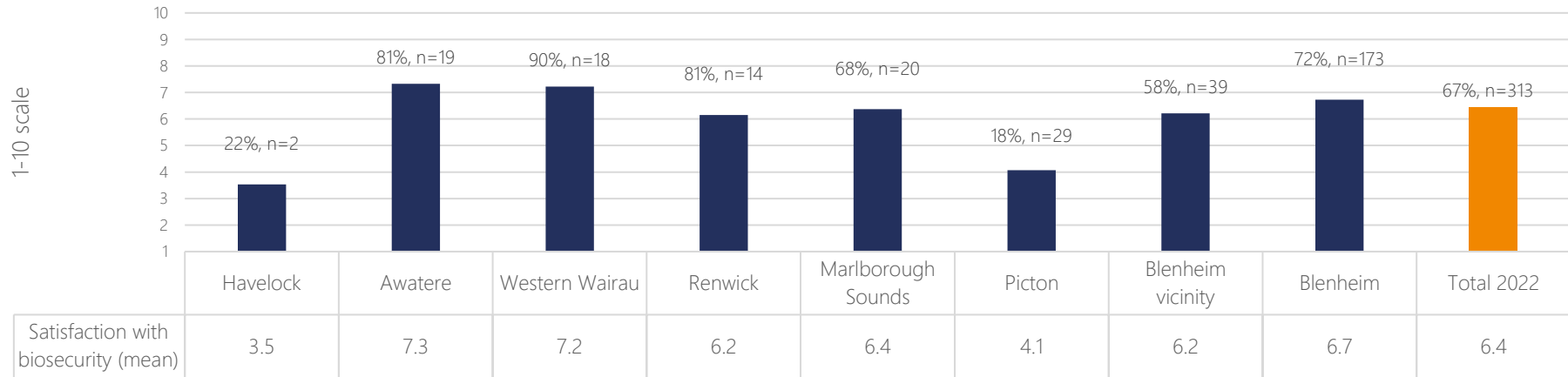
Consents and compliance – MDC vs. New Zealand average

On average, satisfaction with consents and compliance in the MDC region was above the NZ benchmark and other South Island Councils.



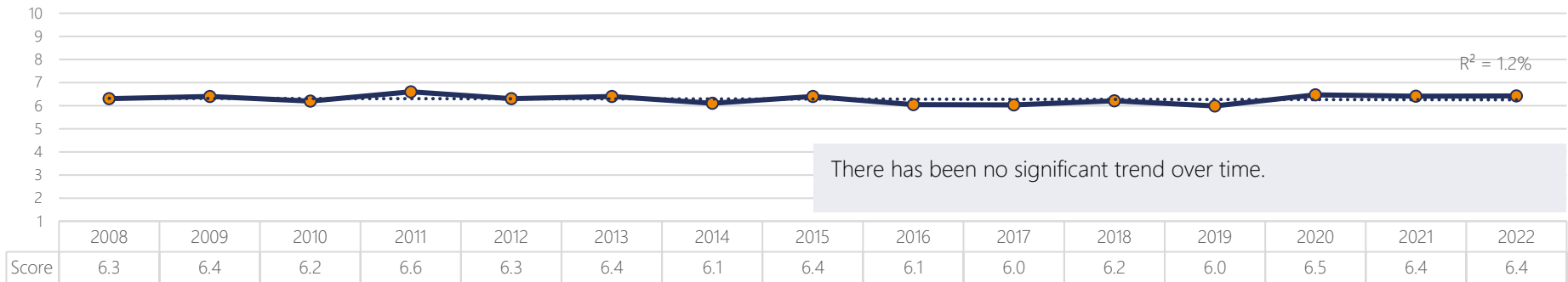
BIOSECURITY

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



- In 2022, satisfaction with biosecurity in the Marlborough district (67%, 6.4 on average) was similar to 2021 (69%, 6.4 on average).
- A larger proportion of residents could not provide any ratings (52%).
- Satisfaction with biosecurity has, on average, been stable over time.
- Satisfaction with biosecurity was higher in Blenheim (6.7) compared to other areas (6.0), especially Havelock (3.5) and Picton (4.1).
- No significant differences were observed by residents' age or other demographic groups.

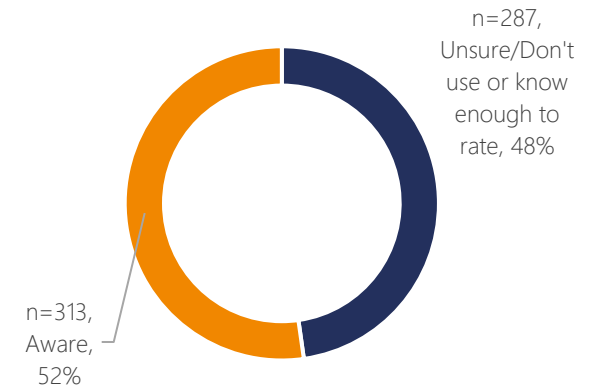
Satisfaction with biosecurity over time



Biosecurity unprompted comments (coded categories)

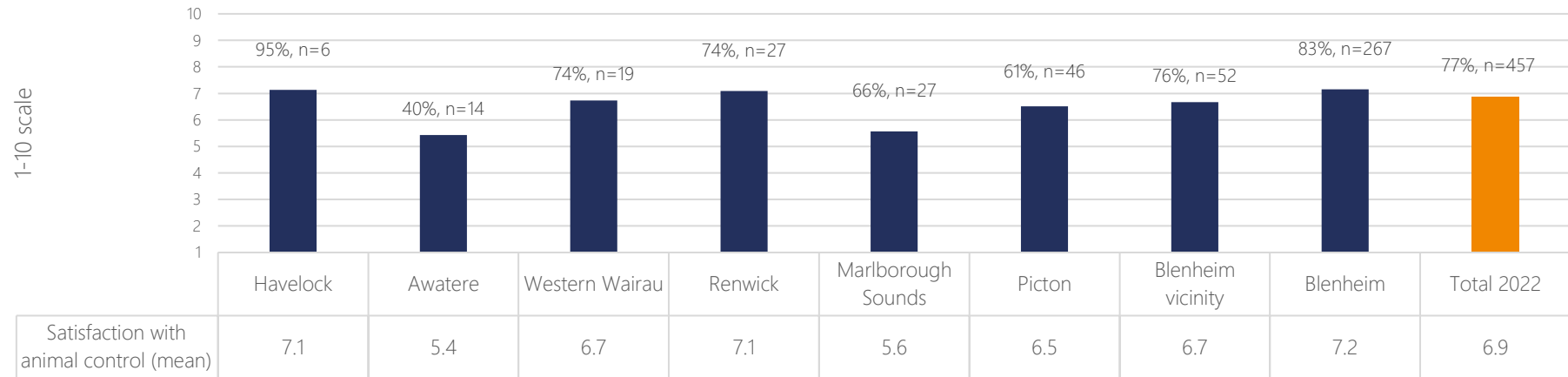
	POSITIVE	COUNT	NEGATIVE	COUNT
WORKING WITH LANDHOLDERS	Council doing good job	21	No visible council involvement	3
	Prompt/Good response	3	Other negative	3
	Other	2	Inconsistent service/not enough action. Penalties/improvements needed	2
			Some species need more control	2
			Not enough information	2
MANAGING THREATS	Council doing good job	17	Certain plants not controlled	5
	Prompt response to threats	2	Not proactive	3
			Poor service/management	2
			Other negative	2
			Not enough information	2
			Animal pests	1

Attributes included in biosecurity



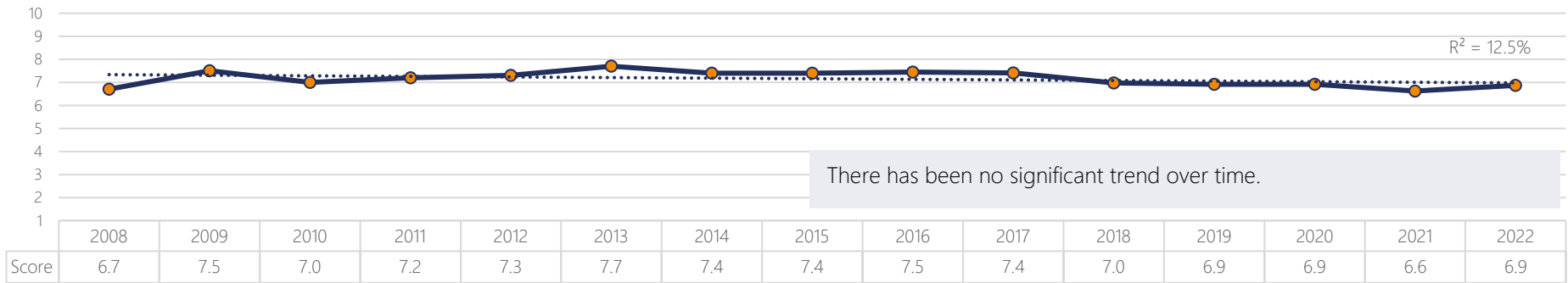
ANIMAL CONTROL

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

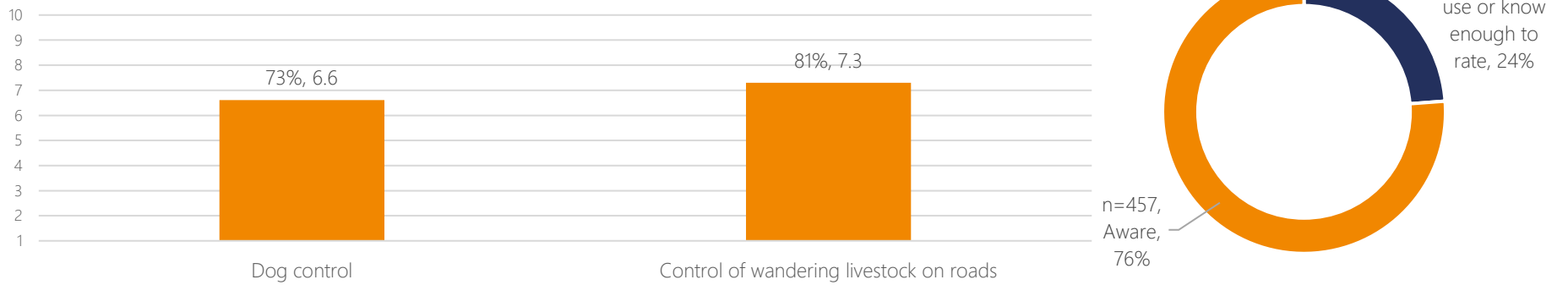


- Satisfaction with animal control improved slightly in 2022 (6.9 on average) compared to 2021 (6.6).
- Satisfaction with wandering livestock control (7.3) was generally higher compared to dog control (6.6); however, both attributes improved in 2022 compared to 2021.
- Satisfaction with animal control was higher in Blenheim (7.2) compared to other areas (6.5). Awatere residents were less satisfied with both dog (5.8) and wandering livestock (4.6) control.
- In addition, Marlborough Sounds residents tended to provide lower ratings, on average, in relation to dog control (5.4).
- No significant differences were observed by residents' age or other demographic groups.

Satisfaction with animal control over time



Attributes included in animal control

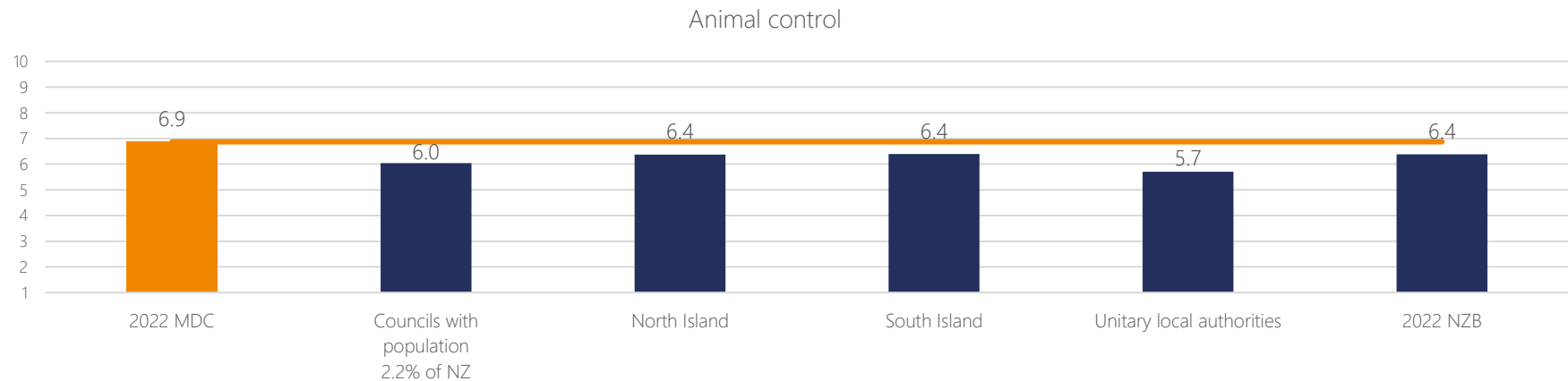


Animal control unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
DOG CONTROL	Good service/staff	44	Ineffective dog control/Barking dogs complains	13
	Prompt service/response	20	Uncontrolled dogs in public	8
	Don't see dogs roaming/no issue	9	Other negative	8
			Poor service from Dog Control	4
			Dog faeces in public places	3
			Dog registration expensive/poor value	3
WONDERING LIFESTOCK	Good service/Prompt	28	Poor control/observe stock	2
	Don't see livestock roaming	15	Slow	2
	Other	3		

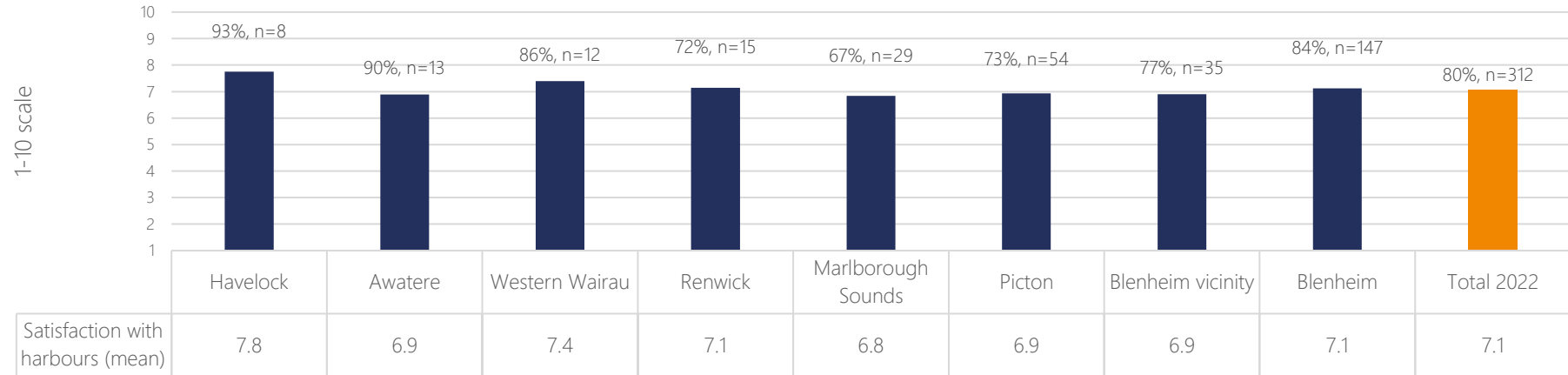
Animal control – MDC vs. New Zealand average

Animal control in the MDC region rated favourably against the NZ benchmark and other South Island Councils.



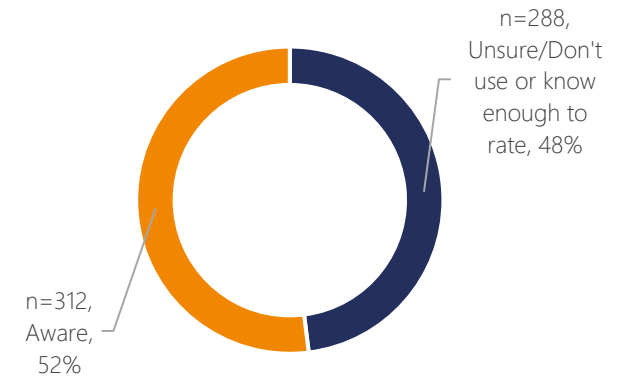
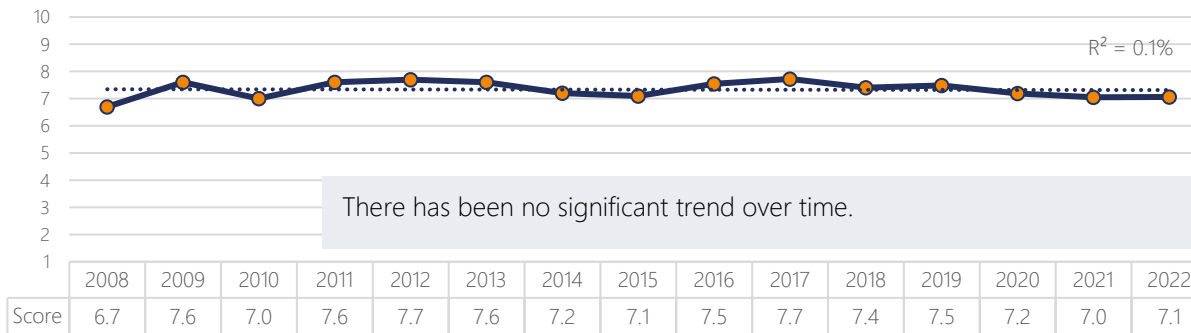
HARBOURS

How well does the Council perform in providing harbour control?



- Around half of residents (48%) could not provide any ratings in relation to harbour control ('Don't know' or 'Not applicable' responses).
- 80% of residents who provided a rating were satisfied (7.1 on average); satisfaction with harbour control remained consistent over time.
- No significant differences were observed by area, resident age or other demographic groups.

Satisfaction with harbours over time

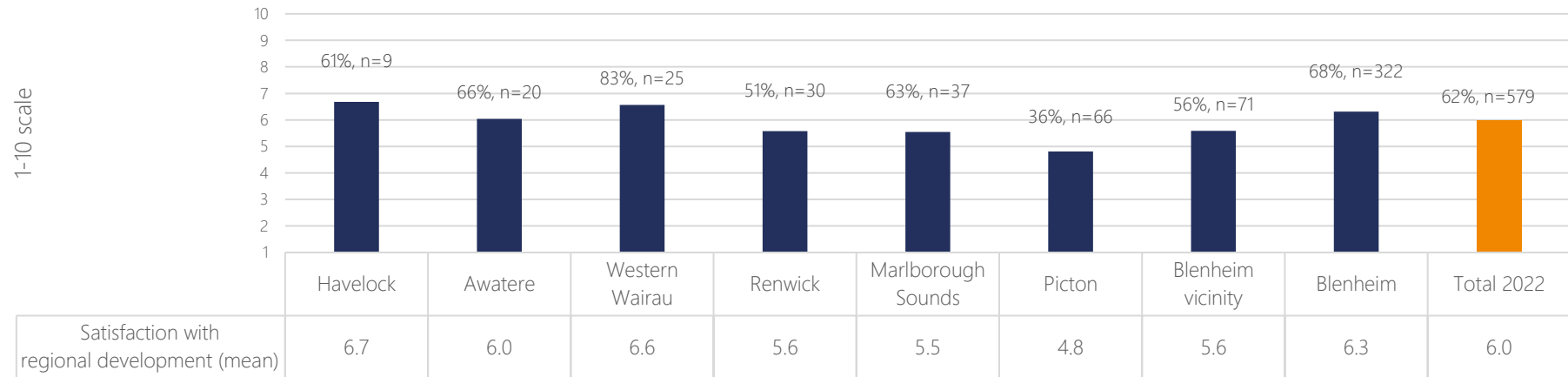


Harbour control unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
HARBOURS	Good job/ service	16	Other negative	6
	Well-managed/ no problems	15	Inadequate service. Expensive	5
	Harbourmaster good/ proactive	2		
	Good improvements	2		

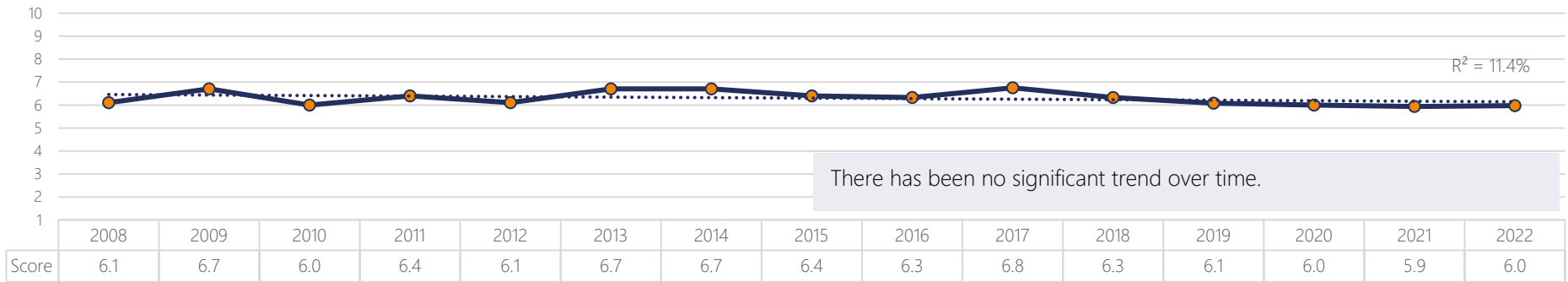
REGIONAL DEVELOPMENT

How well does the Council perform in providing economic development, car parking and irrigation of the Southern Valleys?

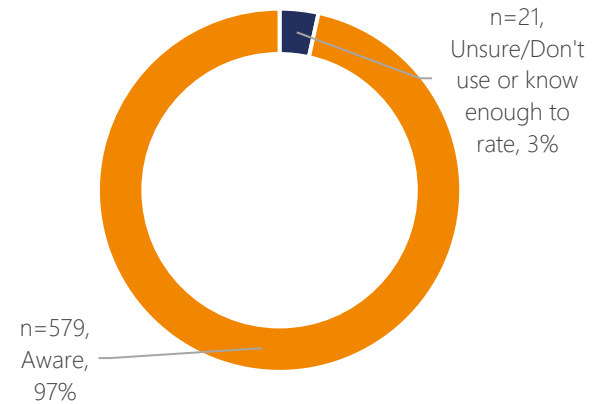
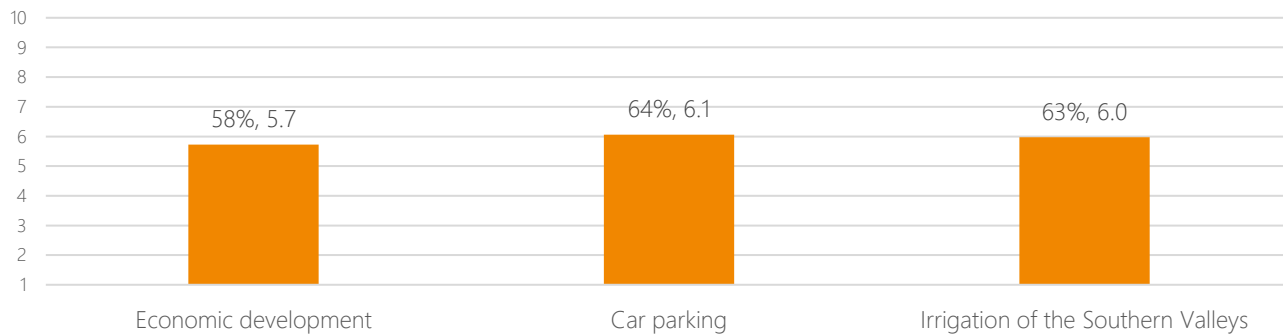


- In 2020, satisfaction with regional development (62%, 6.0 on average) remained consistent with 2021 results (59%, 5.9 on average).
- Irrigation of the Southern Valleys recorded the largest number of residents who did not know enough to provide a rating (68% 'Don't know' or 'Not applicable' responses).
- Picton residents were less satisfied with economic development (4.5) and car parking (4.8) compared to other areas.
- Younger residents (18-39) were less satisfied with regional development overall (5.4) compared to older residents (6.7).

Satisfaction with regional development over time



Attributes included in regional development

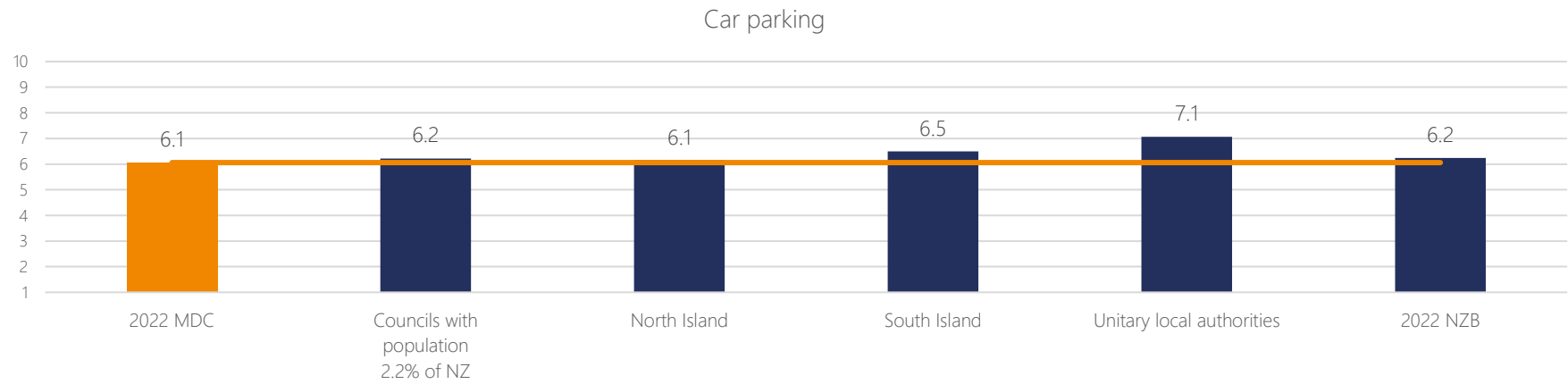


Regional development unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
ECONOMIC DEVELOPMENT	Good development/projects	8	Unaware of/no/poor development. More needed/done differently	7
	Council proactive/supportive	2	Other negative	6
			Wrong focus/other needs to meet	3
			Unnecessary developments/projects	1
CAR PARKING	Good/plenty parks available	41	Poor/insufficient/small parks	28
	1 hour free great	16	Too expensive	12
	Good/easy payment options/App	2	Other negative	6
	Reasonable fees/rates	2	Deters shopping/CBD visits	5
			Issues with wardens/heavy-handed	4
		Issues with payment/meters/app	2	
IRRIGATION OF THE SOUTHERN VALLEYS	Works well	9	Poor/exclusive use of water	6
	Other positive	2	Other negative	5

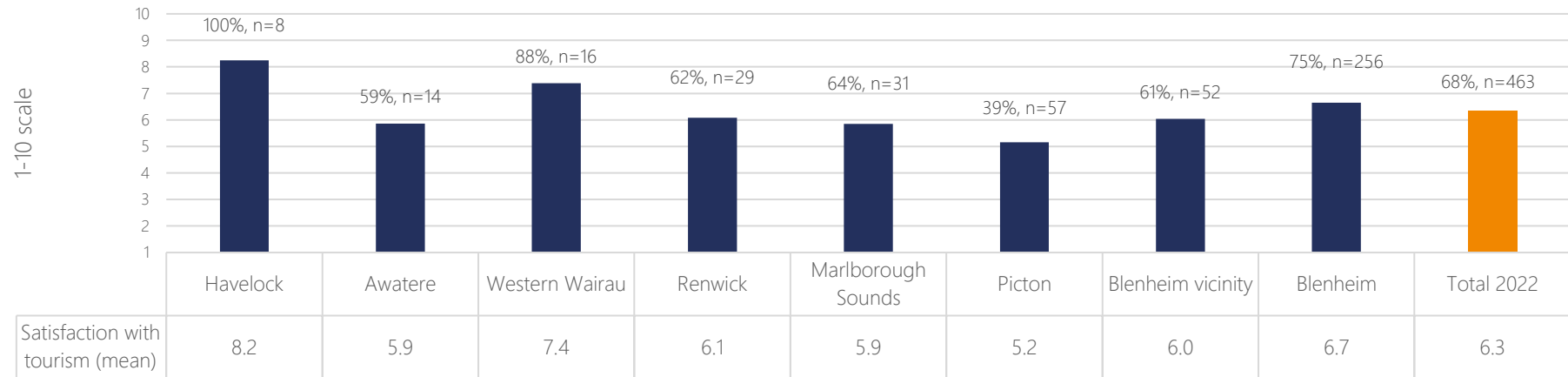
Car parking – MDC vs. New Zealand average

Satisfaction with car parking in the MDC region was on par with the NZ benchmark.



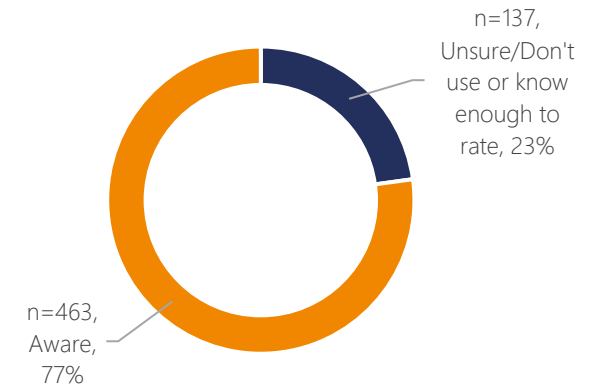
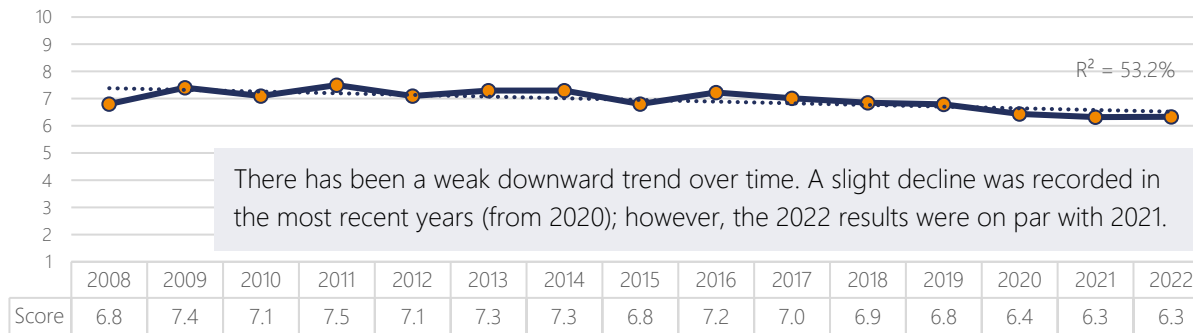
TOURISM

How well does the Council perform in supporting tourism?



- 68% of residents were satisfied with Council's performance in supporting tourism (6.3 on average), which was similar to 2021 (6.3).
- Satisfaction with tourism was lower in Picton (5.2) compared to other areas.
- Younger residents (18-39) were less satisfied (5.9) with tourism support compared to older residents (6.9).

Satisfaction with tourism over time

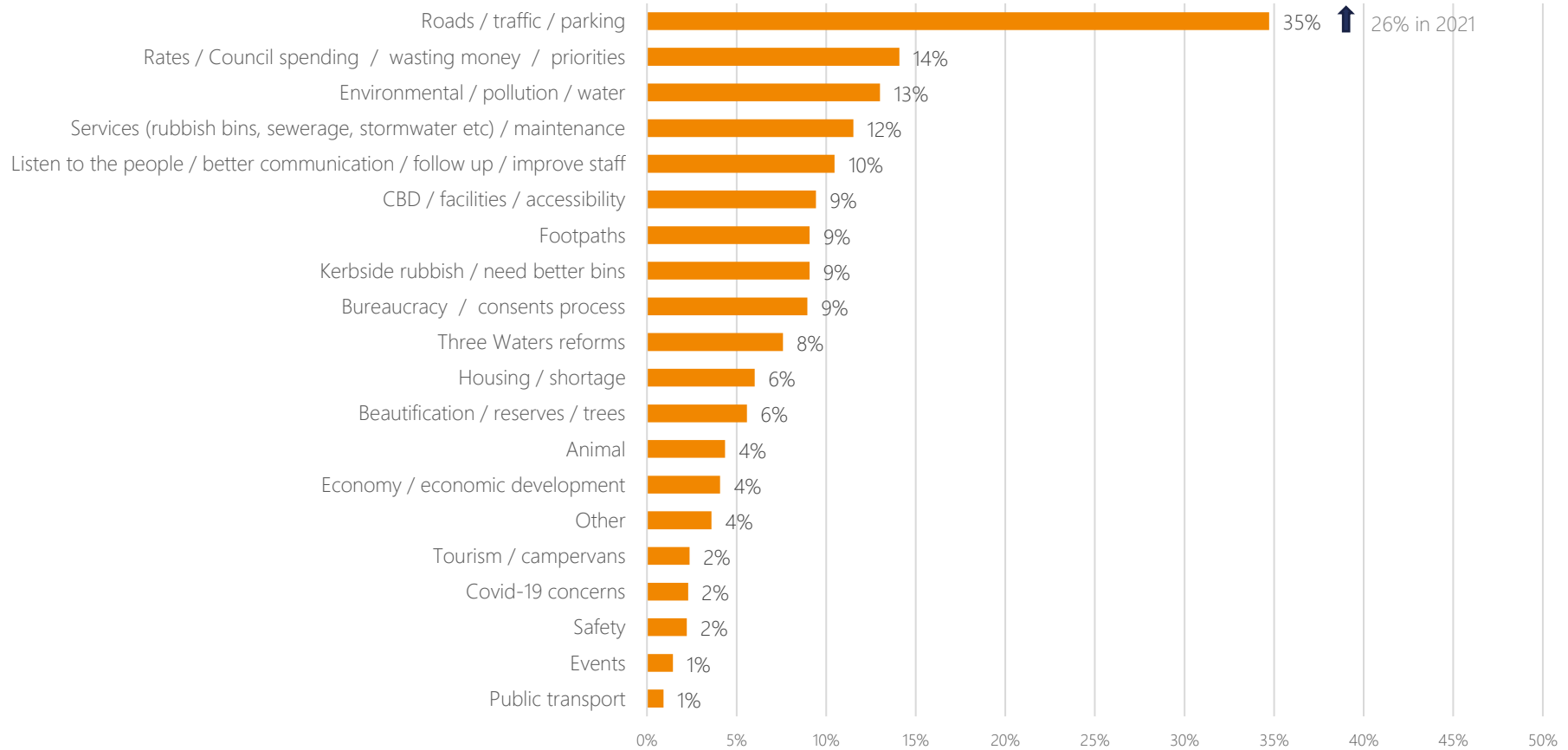


Tourism unprompted comments (coded categories)

	POSITIVE	COUNT	NEGATIVE	COUNT
TOURISM	Doing a good job	21	Need more attractions / amenities	8
	Promote/ support region well	5	More effort/ support needed	6
	Lots of tourism/ attractions/ facilities	4	Other negative	6
	Other positive	3	More support / access for freedom camping	4
			Should not be Council business/ cost	3
			Need to promote full range of attractions	2

ADDITIONAL SUGGESTIONS

Is there a particular issue you want the Council to know about? Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.



- Half of residents (49%) stated a particular issue(s) they wanted the Council to know about.
- Consistent with overall findings, roads were of the main concern (e.g. "Roads need to be properly re-surfaced not patched up", "Rough Roads on our streets", "Not happy with the roads, lots of potholes.").