



# AGENDA

**Ordinary meeting of the**

**Governance Committee**

**Thursday 5 September 2019**

**Commencing at 9.00a.m.**

**Council Chamber**

**Civic House**

**110 Trafalgar Street, Nelson**

**Pat Dougherty  
Chief Executive**

Membership: Councillor Ian Barker (Chairperson), Her Worship the Mayor Rachel Reese, Councillors Luke Acland, Mel Courtney, Bill Dahlberg (Deputy Chairperson), Gaile Noonan, Mike Rutledge, Tim Skinner, Stuart Walker, Mr John Murray and Mr John Peters

Quorum: 6

Nelson City Council Disclaimer

Please note that the contents of these Council and Committee Agendas have yet to be considered by Council and officer recommendations may be altered or changed by the Council in the process of making the formal Council decision.

Guidelines for councillors attending the meeting, who are not members of the Committee, as set out in Standing Order 12.1:

- All councillors, whether or not they are members of the Committee, may attend Committee meetings
- At the discretion of the Chair, councillors who are not Committee members may speak, or ask questions about a matter.
- Only Committee members may vote on any matter before the Committee

It is good practice for both Committee members and non-Committee members to declare any interests in items on the agenda. They should withdraw from the room for discussion and voting on any of these items.

**1. Apologies**

- 1.1 An apology has been received from Mr John Murray

**2. Confirmation of Order of Business****3. Interests**

- 3.1 Updates to the Interests Register
- 3.2 Identify any conflicts of interest in the agenda

**4. Public Forum****5. Confirmation of Minutes**

- 5.1 25 July 2019 **7 - 12**

Document number M4366

Recommendation

***That the Governance Committee***

- 1. Confirms the minutes of the meeting of the Governance Committee, held on 25 July 2019, as a true and correct record.***

**6. Chairperson's Report**

- 7. Results of the 2019 Residents' Survey **13 - 84****

Document number R10277

Recommendation

***That the Governance Committee***

- 1. Receives the report Results of the 2019 Residents' Survey (R10277) and its attachment (A2240101); and***

2. ***Notes the 2019 Residents' Survey results (A2240101) will be communicated to the public through Our Nelson and Council's website.***

**8. Governance Committee Quarterly Report to 30 June 2019**

**85 - 102**

Document number R10339

Recommendation

***That the Governance Committee***

1. ***Receives the report Governance Committee Quarterly Report to 30 June 2019 (R10339) and its attachments (A2237662, A2237728 and A2239196).***

**PUBLIC EXCLUDED BUSINESS**

**9. Exclusion of the Public**

Recommendation

***That the Governance Committee***

1. ***Excludes the public from the following parts of the proceedings of this meeting.***
2. ***The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:***

Item	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Particular interests protected (where applicable)
1	Governance Committee Meeting - Public Excluded Minutes - 25 July 2019	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>Section 7(2)(a) To protect the privacy of natural persons, including that of a deceased person</li> </ul>



<b>Item</b>	<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Particular interests protected (where applicable)</b>
		good reason exists under section 7.	<ul style="list-style-type: none"> <li>Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> </ul>
<b>2</b>	<b>Governance Committee Public Excluded Status Report</b>	<p>Section 48(1)(a)</p> <p>The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7</p>	<p>The withholding of the information is necessary:</p> <ul style="list-style-type: none"> <li>Section 7(2)(h) To enable the local authority to carry out, without prejudice or disadvantage, commercial activities</li> <li>Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> </ul>
<b>3</b>	<b>Nelmac Limited Director Appointments</b>	<p>Section 48(1)(a)</p> <p>The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7</p>	<p>The withholding of the information is necessary:</p> <ul style="list-style-type: none"> <li>Section 7(2)(a) To protect the privacy of natural persons, including that of a deceased person</li> </ul>
<b>4</b>	<b>Nelmac Directors' Remuneration - 2019</b>	<p>Section 48(1)(a)</p> <p>The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7</p>	<p>The withholding of the information is necessary:</p> <ul style="list-style-type: none"> <li>Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> </ul>
<b>5</b>	<b>Nelson Regional Development Agency -</b>	<p>Section 48(1)(a)</p> <p>The public conduct of this matter would be</p>	<p>The withholding of the information is necessary:</p> <ul style="list-style-type: none"> <li>Section 7(2)(a)</li> </ul>

<b>Item</b>	<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Particular interests protected (where applicable)</b>
	<b>Reappointment of Directors</b>	likely to result in disclosure of information for which good reason exists under section 7	To protect the privacy of natural persons, including that of a deceased person
<b>6</b>	<b>The Bishop Suter Trust - Trustee Appointments and Remuneration</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(a) To protect the privacy of natural persons, including that of a deceased person</li> <li>• Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> </ul>
<b>7</b>	<b>i-SITE Lease at Millers Acre</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(h) To enable the local authority to carry out, without prejudice or disadvantage, commercial activities</li> <li>• Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> </ul>

**Note:**

- **This meeting is expected to continue beyond lunchtime.**
- **Lunch will be provided.**
- **Youth Councillors Ruby Heslop and Nathan Dunn will be in attendance at this meeting.**



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## Minutes of a meeting of the Governance Committee

**Held in the Council Chamber, Civic House, 110 Trafalgar Street, Nelson**

**On Thursday 25 July 2019, commencing at 9.04a.m.**

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Present: Councillor I Barker (Chairperson), Her Worship the Mayor R Reese, Councillors L Acland, M Courtney, B Dahlberg (Deputy Chairperson), M Rutledge, T Skinner, S Walker, Mr J Murray and Mr J Peters

In Attendance: Group Manager Strategy and Communications (N McDonald) and Governance Adviser (J Brandt), Youth Councillors Grier Rollinson and Leila Challenger

Apology: Councillor Noonan, and Councillor Rutledge for lateness

### 1. Apologies

Resolved GOV/2019/058

***That the Governance Committee***

- 1. Receives and accepts an apology from Councillor Noonan and from Councillor Rutledge for lateness.***

Courtney/Dahlberg

Carried

### 2. Confirmation of Order of Business

No change to the order of business

### 3. Interests

There were no updates to the Interests Register, and no interests with items on the agenda were declared.

#### 4. Public Forum

There was no public forum.

#### 5. Confirmation of Minutes

5.1 13 June 2019

Document number M4279, agenda pages 7 - 14 refer.

Resolved GOV/2019/059

***That the Governance Committee***

- 1. Confirms the minutes of the meeting of the Governance Committee, held on 13 June 2019, as a true and correct record.***

Dahlberg/Walker

Carried

#### 6. Chairperson's Report

There was no Chairperson's report.

#### 7. Nelson Regional Development Agency - draft Statement of Intent 2019/20

Document number R10185, agenda pages 15 - 48 refer.

Mark Tregurtha, Manager Strategy, presented the report and answered questions about separate service contracts Nelson City Council had with the Nelson Regional Development Agency (NRDA), what services they were for and to what value.

NRDA Chairperson Meg Matthews and NRDA Chief Executive Mark Rawson joined the table. They answered questions about the need for more resources to maintain current service levels, funding options being explored, and community expectations as expressed at the Te Taihū Intergenerational Strategy consultations.

Attendance: Councillor Rutledge joined the meeting at 9.39a.m.

Resolved GOV/2019/060

***That the Governance Committee***

- 1. Receives the report Nelson Regional Development Agency - draft Statement of Intent 2019/20 (R10185) and its attachments (A2220577 and A2066401).***

Her Worship the Mayor/Peters

Carried

Recommendation to Council GOV/2019/061

***That the Council***

- 1. Agrees that the Nelson Regional Development Agency Statement of Intent 2019/20 meets Council's expectations and is approved as the final Statement of Intent for 2019/20.***

Her Worship the Mayor/Peters

Carried

Attendance: The Mayor left the meeting at 9.42a.m.

## **8. Exclusion of the Public**

Hemi Toia, Jo Rainey and Matt Griffin were going to be in attendance for Item 2 (Nelson Cycle Lift Society and Nelson Adventure Park Ltd – Presentation) of the Public Excluded agenda to answer questions and, accordingly, the following resolution was required to be passed:

Resolved GOV/2019/062

***That the Governance Committee***

- 1. Confirms, in accordance with sections 48(5) and 48(6) of the Local Government Official Information and Meetings Act 1987, that Hemi Toia, Jo Rainey, and Matt Griffin of Nelson Adventure Park Ltd remain after the public has been excluded, for Item 2 of the Public Excluded agenda (Nelson Cycle Lift Society and Nelson Adventure Park Ltd - Presentation), as they have knowledge that will assist the meeting.***

Skinner/Rutledge

Carried

Resolved GOV/2019/063

***That the Governance Committee***

- 1. Excludes the public from the following parts of the proceedings of this meeting.***
- 2. The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official***

***Information and Meetings Act 1987 for the passing of this resolution are as follows:***

Skinner/Rutledge

Carried

<b>Item</b>	<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Particular interests protected (where applicable)</b>
<b>1</b>	<b>Governance Committee Meeting - Public Excluded Minutes - 13 June 2019</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7.	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> <li>• Section 7(2)(a) To protect the privacy of natural persons, including that of a deceased person</li> </ul>
<b>2</b>	<b>Nelson Cycle Lift Society and Nelson Adventure Park Ltd - Presentation</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(b)(ii) To protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information</li> </ul>
<b>3</b>	<b>Nelmac director reappointment</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(a) To protect the privacy of natural persons, including that of a deceased person</li> </ul>
<b>4</b>	<b>Nelson Regional Development Agency - Director Remuneration - 2019</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(i) To enable the local authority to carry on,</li> </ul>

<b>Item</b>	<b>General subject of each matter to be considered</b>	<b>Reason for passing this resolution in relation to each matter</b>	<b>Particular interests protected (where applicable)</b>
		disclosure of information for which good reason exists under section 7	without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)
<b>5</b>	<b>Strategic Property Acquisition - Stoke</b>	Section 48(1)(a)  The public conduct of this matter would be likely to result in disclosure of information for which good reason exists under section 7	The withholding of the information is necessary: <ul style="list-style-type: none"> <li>• Section 7(2)(i) To enable the local authority to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</li> </ul>

The meeting went into public excluded session at 9.43a.m., during which time the Mayor returned, and resumed in public session at 11.16a.m.

#### **RESTATEMENTS**

It was resolved while the public was excluded:

<b>1</b>	<b>PUBLIC EXCLUDED: Nelson Cycle Lift Society and Nelson Adventure Park Ltd - Presentation</b>
	<p><b><i>That the Governance Committee</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. <u>Receives</u> the report Nelson Cycle Lift Society and Nelson Adventure Park Ltd - Presentation (R10358); and</i></b></li> <li><b><i>2. <u>Agrees</u> that Report (R10358) be excluded from public release at this time.</i></b></li> </ol>

<b>2</b>	<b>PUBLIC EXCLUDED: Nelmac director reappointment</b>
	<p><b><i>That the Governance Committee</i></b></p> <ol style="list-style-type: none"> <li><b><i>1. <u>Receives</u> the report Nelmac director reappointment (R10263) and its attachments (A2205856 and A284857).</i></b></li> </ol>

<b>3</b>	<b>PUBLIC EXCLUDED: Nelson Regional Development Agency - Director Remuneration - 2019</b>
	<p><b><i>That the Governance Committee</i></b></p> <p><b><i>1. <u>Receives</u> the report Nelson Regional Development Agency - Director Remuneration - 2019 (R10021) and its attachment (A2045559).</i></b></p>

<b>4</b>	<b>PUBLIC EXCLUDED: Strategic Property Acquisition - Stoke</b>
	<p><b><i>That the Committee</i></b></p> <p><b><i>1. <u>Receives</u> the report Strategic Property Acquisition - Stoke (R10153) and its attachment (A2188554).</i></b></p>

There being no further business the meeting ended at 11.16a.m.

Confirmed as a correct record of proceedings:

\_\_\_\_\_ Chairperson \_\_\_\_\_ Date



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## **Results of the 2019 Residents' Survey**

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### **1. Purpose of Report**

- 1.1 To provide the results of the 2019 Residents' Survey.

### **2. Summary**

- 2.1 The Residents' Survey provides a snapshot of Nelson residents' satisfaction with services provided by Council and feedback on some behaviours. In general, the results of the 2019 survey shows similar trends to previous years.

### **3. Recommendation**

***That the Governance Committee***

- 1. Receives the report Results of the 2019 Residents' Survey (R10277) and its attachment (A2240101); and***
- 2. Notes the 2019 Residents' Survey results (A2240101) will be communicated to the public through Our Nelson and Council's website.***

### **4. Background**

- 4.1 Nelson City Council has been undertaking a survey of residents' views on a range of services delivered by Council for many years. The survey's purpose is to provide Council with impartial and representative information on resident satisfaction levels. This information is used to inform the development of Activity Management Plans, and to report on the achievement of targets set for levels of service. Where possible, results include a comparison to previous years' surveys.
- 4.2 This year's survey was undertaken by the National Research Bureau (NRB) in June 2019 and consisted of a 10-minute survey of 402 randomly selected residents. The majority of surveying was undertaken by telephone interview, with a further 40 door-to-door interviews conducted with 30 people aged 16-39 years and 10 people aged 40-60 years as these age groups are increasingly difficult to contact by phone.

## Item 7: Results of the 2019 Residents' Survey

- 4.3 The results have a margin of error of +/-5% at the 95% confidence interval. This means that if the survey was run 100 times, the results from 95 surveys should be the same, or very similar to, the results from this survey. Weightings have been applied to ensure representation is proportionate to Nelson's 2013 census data for age and gender.
- 4.4 The Residents' Survey provides results for a number of performance measures set in the 2018-28 Long Term Plan (LTP). These results will be included in the Annual Report 2018-19, which is scheduled to be adopted in October.
- 4.5 When the 2017/18 survey was discussed officers proposed that a new approach be developed to ascertain residents' satisfaction with Council services. The reason for considering a new approach is that the percentage of households with landlines is decreasing and new tools, to supplement traditional survey methods, are gaining support. To balance the reduction in households with landlines, the survey over the last two years has included face-to-face interviews. Officers have also commenced research on alternative methods and this will inform the method undertaken for the 2020/21 survey.
- 4.6 Last year the residents' telephone survey was supplemented with an online survey. This approach was not repeated this year because of concerns about selection bias.

## 5. Discussion

### Council activities

- 5.1 The following paragraphs summarise, by activity, respondents' satisfaction with, or participation in, Council services.

### Transport

#### *Travel to work*

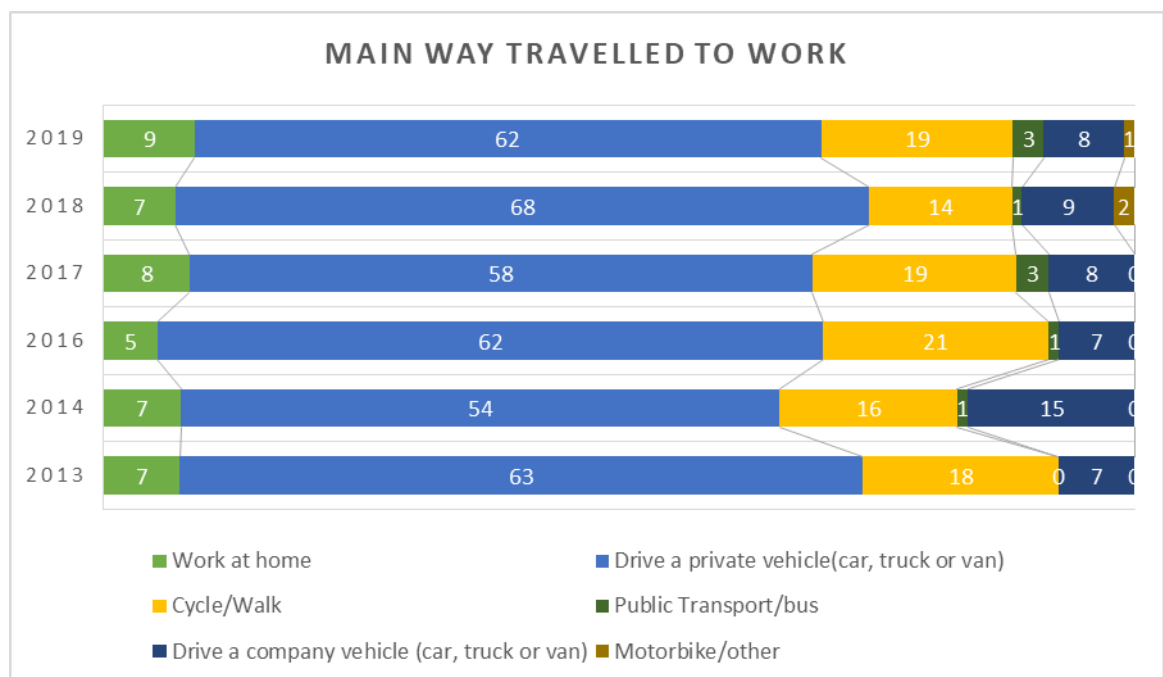
- 5.2 The target for 2018/19 as set out in the LTP 2018-28 was for 20% of respondents to travel to work by walking or cycling.

Target: Travel to work by walking or cycling	Resident Survey result
20%	19%

- 5.3 Residents' Survey results for the past five years are noted in the table below. In summary, in 2018/19 a higher percentage of respondents travelled to work by bicycle, foot (or bus) than in 2017/18, with the highest number of those that walked/ran from the central Nelson area. Nelson central and Nelson north respondents were also more likely to travel to work by bicycle.

## Item 7: Results of the 2019 Residents' Survey

- 5.4 The main reasons for not walking or cycling to work included the distance was too far and it takes too long, shift work, the need to transport children or gear and the convenience offered by travelling by car. The main barriers to using public transport include bus schedules not matching work/travel timetables or not living/working on the bus route.
- 5.5 Census data provides the only national comparison on travel to work, and Nelson has traditionally shown a higher average for cycling/walking or running to work than other regions. When the updated Census results become available Council will be in a better position to understand national trends for travel to work modes of transport.
- 5.6 Actions for the bus service in 2019/20 include introduction of electronic ticketing, which is expected to make travel by bus easier for users, and a reduction in general fares. The public transport review is also scheduled the same year and will be investigating the activity as a whole to inform public transport projects for the 2021-31 LTP.



### *Perceptions of safety while travelling by active modes*

- 5.7 Although not performance measures in the LTP 2018-28, several other questions in the area of transport were asked to assist the Nelson Future Access Plan in its work on future transport options and opportunities. The data will provide insight into the perception of safety across different travel modes, and will be used alongside the formal crash data collected by the Police when evidencing safety problems on the transport network. The questions, which focused on how safe respondents felt when travelling by different modes of transport and reasons for this, are set out below.

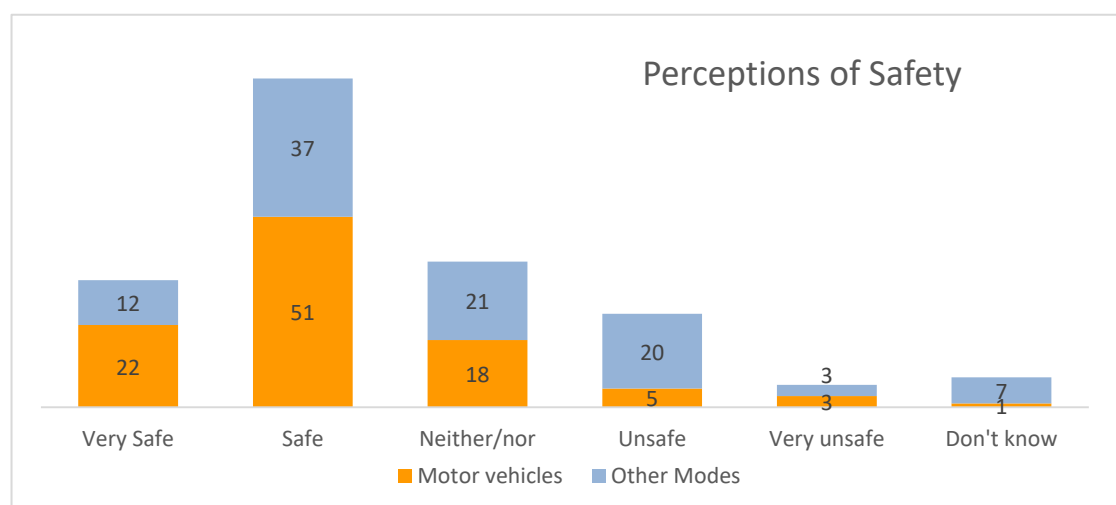
## Item 7: Results of the 2019 Residents' Survey

### *Level of safety when travelling by motor vehicle.*

- 5.8 The majority of respondents (73%) reported feeling very safe/safe day-to-day on Nelson roads when travelling by motor vehicle. The main reasons include the good condition of roads and their layout, signage and road marking, good traffic flow and the courteous behaviour of other drivers. Eighteen percent of respondents stated they felt neither safe/unsafe while 8% felt very unsafe/unsafe.

### *Level of safety when walking, cycling or using another mode of active transport*

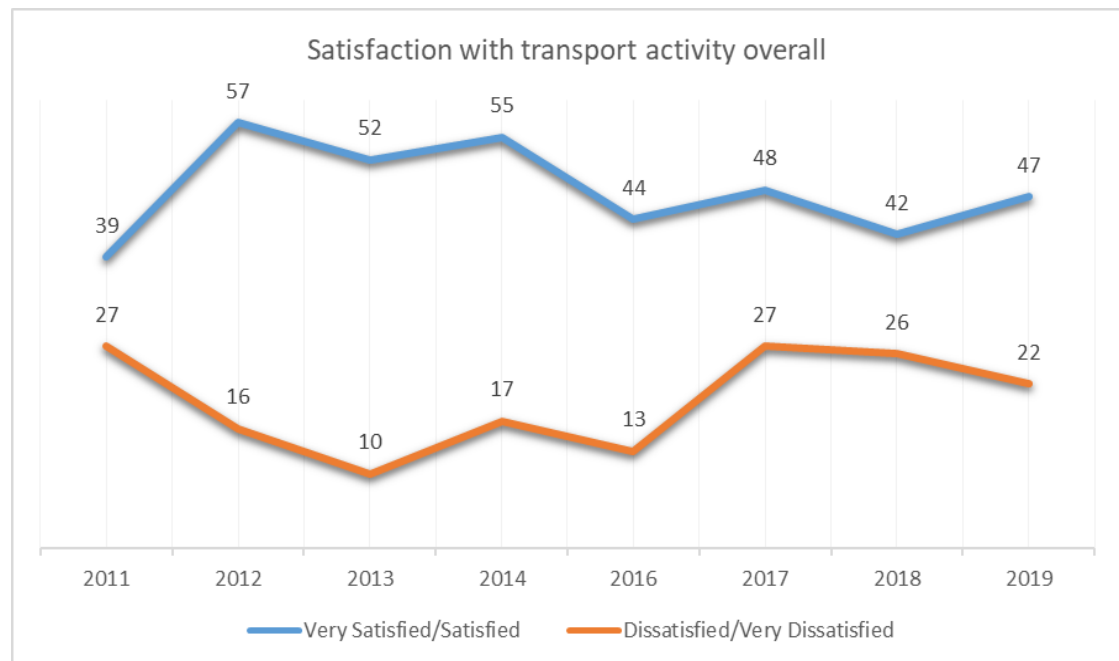
- 5.9 For other modes of active transport, 49% of respondents reported feeling very safe/safe. Twenty-three percent stated feeling very unsafe/unsafe while the remaining 28% reported a neither/nor/don't know level of safety. Perceptions of safety are shown in the chart below.
- 5.10 The most common reasons for having a low level of safety (very unsafe/unsafe) were that footpaths were uneven, narrow and in poor condition, shared pathways, the driving behaviour of motor vehicles and trucks and the volumes of traffic. Women were more likely than men to feel unsafe.
- 5.11 In respect of footpaths, Council is continuing its program of improving the condition of footpaths. For example, in 2018/19 Council resurfaced 2.47 km of footpaths and constructed a further 1.42 km of new footpaths, and a focus on this activity will continue in 2019/20.
- 5.12 Etiquette between users on shared pathways has been an ongoing topic for some years. Shared safety of users forms part of Council's ongoing road safety programme of work. Additionally, Council's Out and About Policy, which includes shared path etiquette, is scheduled for review in 2019/20 and respondent feedback from the Residents' Survey will be considered as part of that review.



## Item 7: Results of the 2019 Residents' Survey

### *Satisfaction with transport*

- 5.13 In respect to the question on overall satisfaction with the general transport activity, 47% of respondents were satisfied in 2018/19, up from 42% in 2017/18. Dissatisfaction had also reduced from 26% in 2017/18 to 22% in 2018/19. Overall satisfaction with the transport activity did not have a performance measure in the LTP 2018-28 but was asked to provide trend information on satisfaction levels given Council's level of investment in this area.
- 5.14 Very satisfied/satisfied respondents reported the good behaviour of other drivers, satisfaction with buses (convenient, reliable, and service provided by drivers), appreciation of cycleways, and ease of movement around the city as reasons for high satisfaction.
- 5.15 Those very dissatisfied/satisfied stated traffic congestion causing holdups, poor conditions of roads, footpaths and unsafe cycleways, need for improvements to the bus service as among the main reasons for dissatisfaction.



### **Arts facilities and events**

#### *Suter Art Gallery*

- 5.16 The target as set out in the 2018-28 LTP is for 80% satisfaction of respondents who have used the Suter Art Gallery.

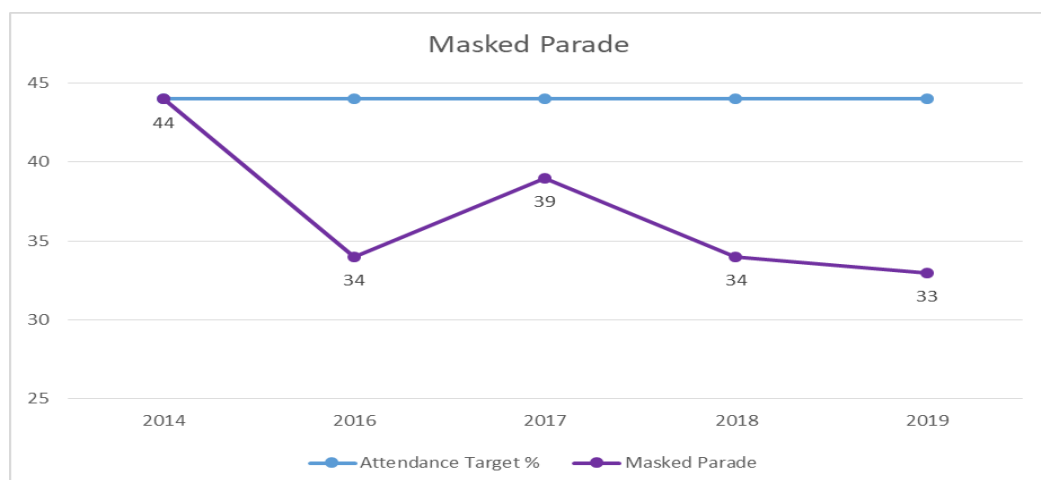
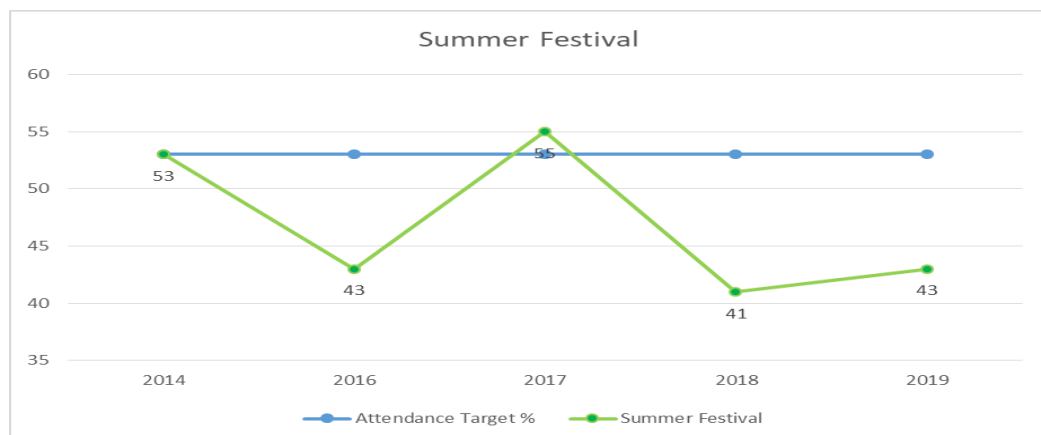
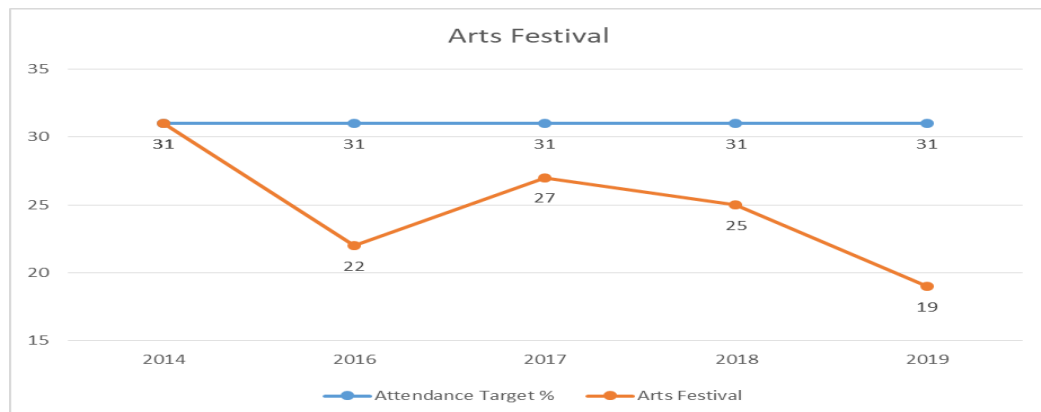
Target: User satisfaction	Resident Survey result
80%	89%

## Item 7: Results of the 2019 Residents' Survey

- 5.17 Overall 66% of respondents were very satisfied/satisfied with the Suter Art Gallery. Fifty-six percent of those surveyed have visited the Suter Art Gallery in the last year and of those 89% were very satisfied/satisfied.

### *Attendance at Events*

- 5.18 The target for attendance at Council events is: Arts Festival – 31%; Masked Parade – 44%; Summer Festival – 53%. Attendance levels were not at target in 2018/19.



- 5.19 The benchmark for attendance at Council events was set following initial surveying through the 2014 Residents' Survey. Attendance has

## Item 7: Results of the 2019 Residents' Survey

subsequently varied in Residents' Surveys following, with all three measured events showing a trend decrease between 2014 and 2018/19. However, it is important to note that recorded attendance at some events in 2018/19, for example, Tahuna Summer Sounds, showed a record number of attendees (over 5,000 compared to when attendance was first recorded as 2,500 in 2016/17).

- 5.20 To complement the Residents' Survey data officers had planned to survey Summer Festival attendees to better understand where they were from, given that Nelson has high tourist numbers at that time of year. However, Bay Dreams' preparations did not allow this to happen. This is planned for the 2019/20 Summer Festival programme.
- 5.21 Other factors that may have influenced the results for the Nelson Arts Festival include the timing of the All Blacks game and introduction of the 'Lift Off' event held in Tasman over the final weekend of the Arts Festival. The Readers & Writers sessions had a focus on attracting younger people and although these audiences were not large it is expected to take some time to develop a dedicated audience of younger people.
- 5.22 Two events, the Masked Parade and Arts Festival, have since transitioned to the Nelson Festivals Trust from 1 December 2018. Council's contract with the Trust specifies its expectation for growth in Arts Festival audience participation numbers and for participation and attendance at the Masked Parade. Given these events have transitioned to the Trust, including reporting on attendance, officers will consider whether it is appropriate to include these measures in subsequent Residents' Surveys.
- 5.23 Opera in the Park was not measured in 2018/19 as it is a biennial event.

### **Recreation Opportunities and Facilities**

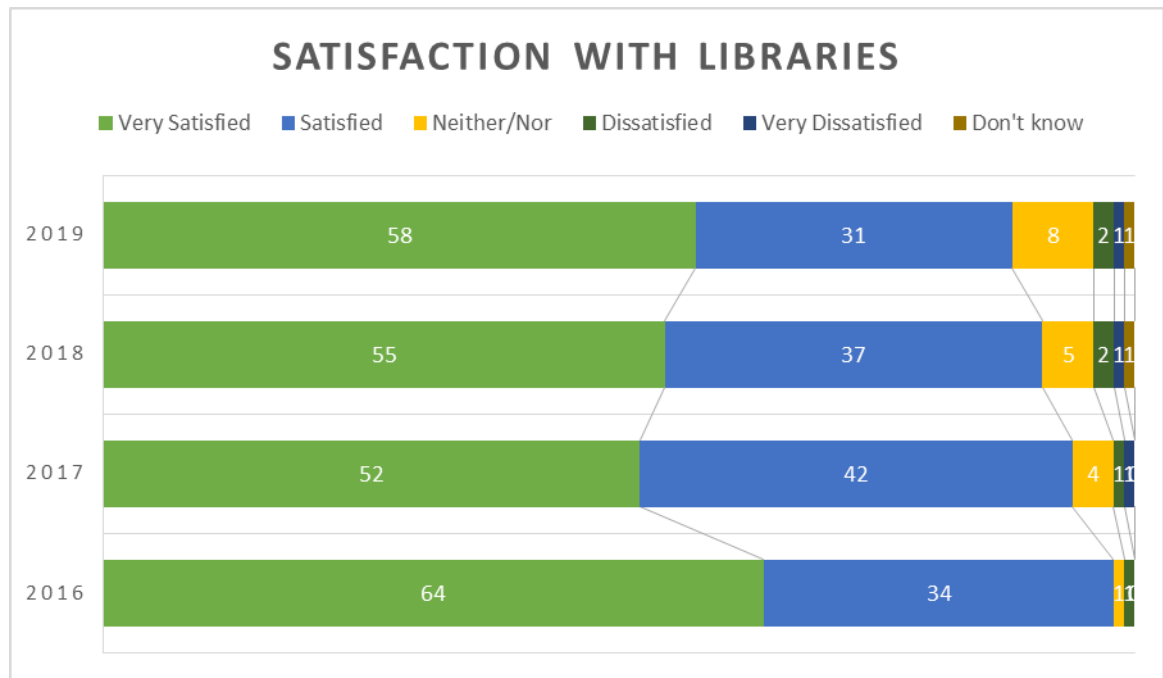
#### *Libraries*

- 5.24 The 2018/19 target was for 90% user satisfaction for Nelson Libraries.

Target: User satisfaction	Resident Survey result
90%	89%

- 5.25 The number of respondents who have used or visited Nelson libraries fell slightly from 67% in 2017/18 to 62% in 2018/19. Of those who had used/visited Nelson libraries, women were more likely to visit than men.
- 5.26 Satisfaction with libraries (by users/visitors) over the last four years is noted below.

## Item 7: Results of the 2019 Residents' Survey



- 5.27 Overall, respondents were very positive towards the library, however, a higher percentage of respondents recorded neither/nor levels of satisfaction compared to previous years.
- 5.28 Stoke and Nightingale Memorial libraries demonstrated slightly higher levels of satisfaction than Elma Turner. Reasons respondents were very dissatisfied/dissatisfied include restricted opening hours (Tahuna and Elma Turner), opposition to the library moving, noise generated from non-reading activities and the need for more books including research books.
- 5.29 The physical environment of Elma Turner has been a discussion point for some time and is being addressed by the redevelopment of the Library. Community input on what the library should provide (service provision) is currently underway.

### *Parks and reserves – overall activity*

- 5.30 The target for 2018/19 was 80% satisfaction with the overall activity which included gardens, sports grounds, pools and reserves.

Target: Satisfaction with overall activity	Resident Survey result
80%	81%

### **Waste and recycling**

- 5.31 There were two targets in the area of waste and recycling from the LTP 2018-28 and their performance measure was to maintain or increase the



## Item 7: Results of the 2019 Residents' Survey

% of households that compost food and garden waste compared to previous surveys results.

Compost material	Target: To maintain or increase % from the previous survey (2018 results)	Resident Survey result
Food waste	57%	60%
Garden waste	62%	61%

- 5.32 The target for compost of food waste was achieved (+3%) while the target for composting of garden waste was slightly under target (-1%). In combination, the target was achieved. Additionally, the total of households composting both their food and garden waste had increased from 48% in 2017/18 to 51% in 2018/19.
- 5.33 Respondents from Stoke were less likely to compost food waste than from other areas, and men were less likely to compost than women.

### Consultation

- 5.34 The target as set out in the LTP 2018-28 was for an annual improvement in the % of residents satisfied with opportunities to provide feedback.

Target: Annual improvement in results	Resident Survey result
36% (2018 result)	44%

- 5.35 Satisfaction with opportunities to provide feedback had increased from 36% in 2017/18 to 44% in 2018/19.
- 5.36 During the same period, the number of very dissatisfied/dissatisfied respondents had reduced from 17% in 2017/18 to 14% in 2018/19. There was no notable difference between areas and demographic groups of those who were very dissatisfied/dissatisfied.
- 5.37 Respondents who stated reasons for being very satisfied/satisfied noted they were aware of the opportunities to engage, regularly received clear information, and information was accessible and well communicated.
- 5.38 The reasons for dissatisfaction with feedback opportunities in 2018/19 included not being aware of opportunities to participate, lack of information, and a perception that decisions can be predetermined. In

## Item 7: Results of the 2019 Residents' Survey

response to a question on alternative options to provide feedback, respondents asked for increased use of digital platforms as well as more opportunities for direct (face to face) engagement.

- 5.39 The implementation plan for the recently adopted Communications Strategy, developed to guide Council's communications and engagement with residents, partners and stakeholders, will seek to address the concerns raised by respondents.

### **6. Conclusion**

- 6.1 The majority of activities have maintained or improved their levels of satisfaction or use.
- 6.2 The Resident's Survey measures performance against targets set in the LTP. These results will be reported in the 2018/19 Annual Report.
- 6.3 Results of the 2019 Residents' Survey will be made available to the public via the Council's website, along with reports from the previous year's surveys.

**Author:** Gabrielle Thorpe, Policy Adviser

### **Attachments**

Attachment 1: A2240101 - Residents' Survey 2019 [↓](#)

# **RESIDENTS SURVEY**

## **PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES/FACILITIES AND REPRESENTATION**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:**

**NELSON CITY COUNCIL**

**JUNE 2019**



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A2240101

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**NB: Please note the following explanations for this report:**



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from [www.flaticon.com](http://www.flaticon.com)

A2240101

## A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's to conduct its Residents Survey in June 2018 and June 2019.

This year's survey sought to obtain the views of Nelson City residents on the specific issues relating to ...

- residents work status,
- main modes of transport to get to work, in last 12 months,
- how safe/unsafe residents feel day-to-day on Nelson roads when travelling by motor vehicle,
- how safe/unsafe residents feel day-to-day on Nelson roads when walking/cycling using other active modes of transport,
- how satisfied/dissatisfied residents are with transport activity overall,
- usage of, and satisfaction with, art facilities and events,
- usage of, and satisfaction with, recreation opportunities and facilities,
- specific waste and recycling behaviour,
- satisfaction with opportunities available to provide feedback,
- alternative options to enable residents to provide feedback.

\* \* \* \* \*

## B. RESIDENT SURVEY SPECIFICATIONS

### Sample Size

This Residents Survey was conducted with 402 residents of Nelson City.

### Interview Type

Interviewing was conducted mainly by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

### Sample Selection

The white pages of the telephone directory were used as the sample source, with every "xth" number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

A door-to-door sample of 40 residents across Nelson was conducted this year. This was targeted at those aged 16 to 39 (30) and those aged 40 to 60 (10) as these age groups are increasingly difficult to contact by phone, in particular those aged 16 to 39.

Quota sampling was used to ensure an even balance of male and female respondents.

A target of interviewing 80 residents aged 16 to 39 years was also set and achieved.

Households were screened to ensure they fell within the Nelson City Council's geographical boundaries.

The following area quotas were also applied:

Nelson Central	200
Nelson North	60
Stoke	80
Tahunanui	60
	<hr/>
	400
	<hr/>

Please also see page 70 which details actual respondents interviewed.

### Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man/woman normally resident in the household, aged 16 years or over, who had the next birthday.

### Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

### Sample Weighting

Weightings were applied to the sample data, to reflect the gender and age group proportions in the area as determined by Statistics New Zealand 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Nelson City. Bases for subsamples are shown in the Appendix.

Where we specify a "base", we are referring to the actual number of respondents interviewed.

### Survey Dates

All interviews were conducted from Friday 14th June to Sunday 23rd June 2019.

### Comparison Data

Comparison has been made, where applicable, with previous surveys. These surveys were not conducted by NRB.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each demographic group, and not between each demographic group and the total.

Where survey results have been compared with previous years, NRB has used the following for comparative purposes, for a sample of 400 residents:

above/below	±7% or more
slightly above/below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

### Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
450	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

### Response Rate

The response rate for the 2019 Nelson City Council Residents Survey was **62%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range).



### Significant Difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
450	7%	7%	6%	6%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

**Please note that while the Residents Survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.**

\* \* \* \* \*



## C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Nelson City Council residents, to the services provided for them by their Council and their elected representatives.

The objectives of Nelson Residents Survey 2019 are:

- (a) Provide statistically representative results on residents' satisfaction with Council's performance and residents' preferences, priorities, and behaviours;
- (b) Identify opportunities for improving satisfaction and performance;
- (c) Measure trends and changes over time;
- (d) Provide analysis and interpretation of the results in a clear, easy to digest format.

## COMPARISON

	Nelson 2019		Nelson 2018	
	Very satisfied / Satisfied %	Dissatisfied / Very dissatisfied %	Very satisfied / Satisfied %	Dissatisfied / Very dissatisfied %
<b>Council Activities</b>				
Transport overall	45 =	22 =	42	26
<b>Arts, Facilities and Events</b>				
Suter Art Gallery	66 =	3 =	67	6
<b>Recreation and Opportunities and Facilities</b>				
Public libraries (users)	89 =	3 =	92	3
<b>Consultation</b>				
Opportunities available to provide feedback*	44 ↑	14 =	36	17

Key: ↑ above the 2018 result  
= similar/on par to the 2018 result

NB: does not show Don't Know readings

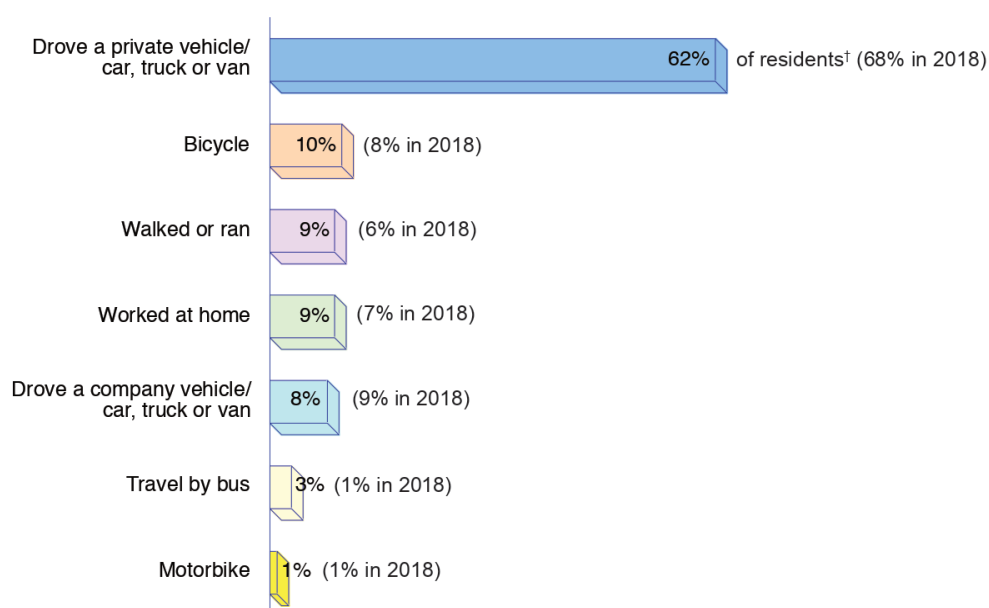
\* the 2018 reading refers to satisfaction with the opportunities that are available to provide feedback and take part in Council's decision making in their community. The 2019 reading refers to satisfaction with the opportunity available for residents, including community meetings, social media, Our Nelson Newsletter, public submissions and direct engagement, to provide council with feedback to inform its decision making.

## TRANSPORT

### Work Status

Full time (more than 30 hours per week)	39% of all residents (49% in 2018)
Part time (30 hours or less a week)	24% (23% in 2018)
Not in workforce	37% (28% in 2018)

### Main Mode Of Transport Residents<sup>†</sup> Used, In Last 12 Months, To Get To Work



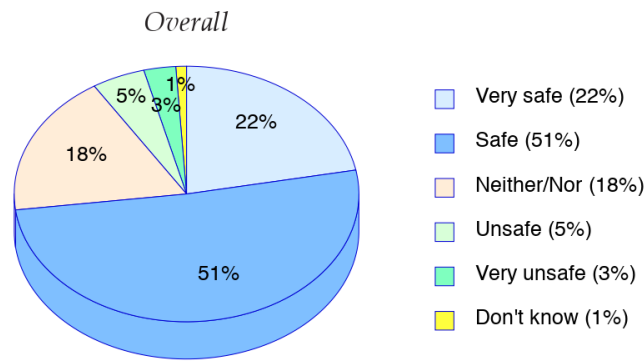
<sup>†</sup> Base = 190  
(Residents who work full time or part time)  
(does not add to 100% due to rounding)

The main barriers residents<sup>†</sup> mention for not biking, walking or using the bus to get to work more often are ...

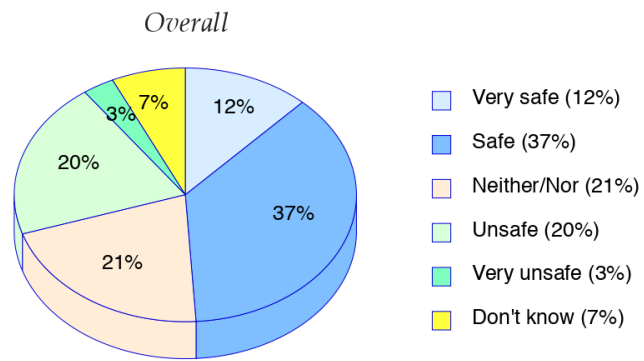
- distance/ too far, mentioned by 14% of residents<sup>†</sup>,
- bus timetables unsuitable/ not regular enough, 13%,
- work from home/ live close to work/ no need/ not applicable, 11%,
- convenience, 10%.

<sup>†</sup> residents who work full time or part time, N=190

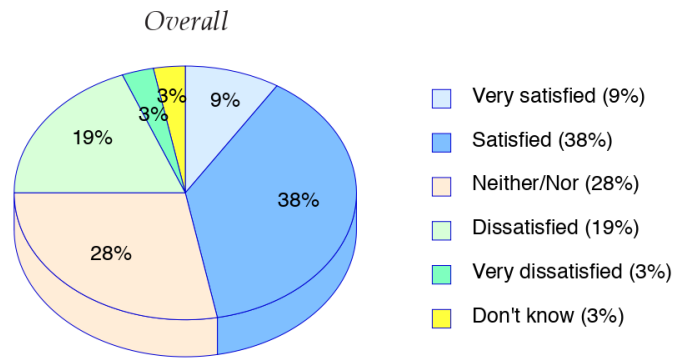
How Safe Do Residents Feel Day-To-Day On Nelson Roads When Travelling By Motor Vehicle



How Safe Do Residents Feel Day-To-Day On Nelson Roads When Walking, Cycling Or Using Active Modes Of Transport, Such As A Scooter

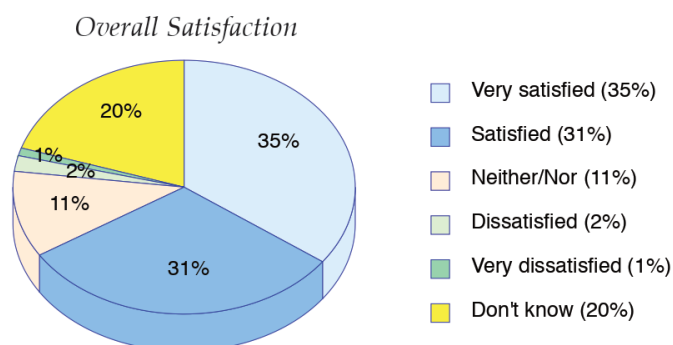


How Satisfied Or Dissatisfied Are Residents With The Transport Activity Overall, Including Roads, Cycleways, Footpaths and Buses

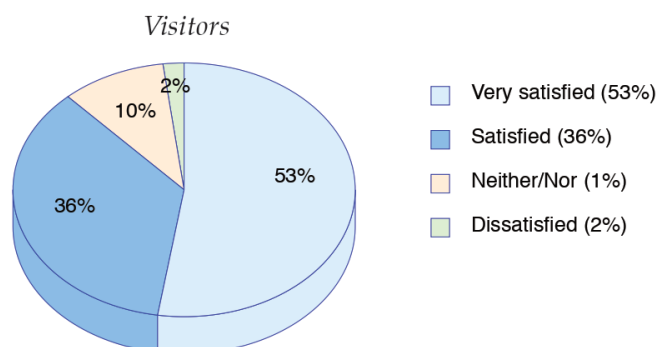


## ARTS, FACILITIES AND EVENTS

### Suter Art Gallery

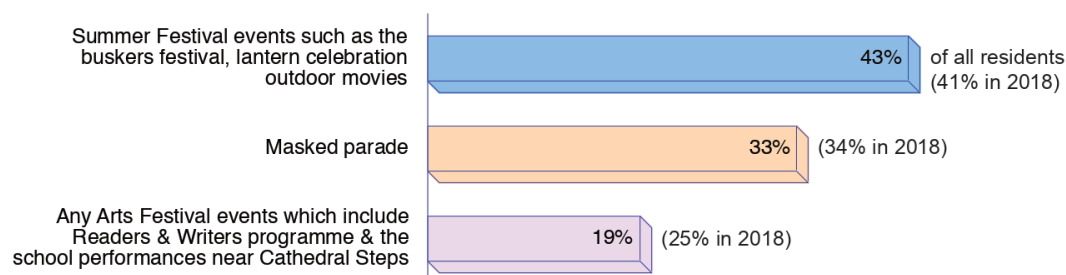


56% of residents say they have visited the Suter Art Gallery in the last year (58% in 2018).



### Event Attendance

In the past year residents have attended or participated in ...

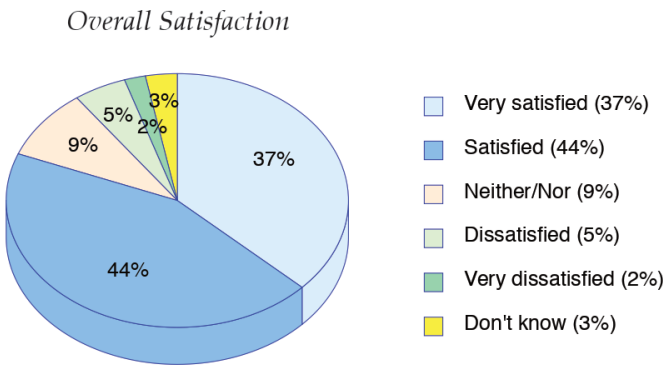


(multiple responses allowed)

42% of residents said they had not attended any of these, in the past year (35% in 2018).

RECREATIONAL OPPORTUNITIES AND FACILITIES

Satisfaction With The Provision Of Parks And Recreation In Nelson, Including Gardens, Sportsgrounds, Sports Venues, Pools And Reserves



Public Library

Use

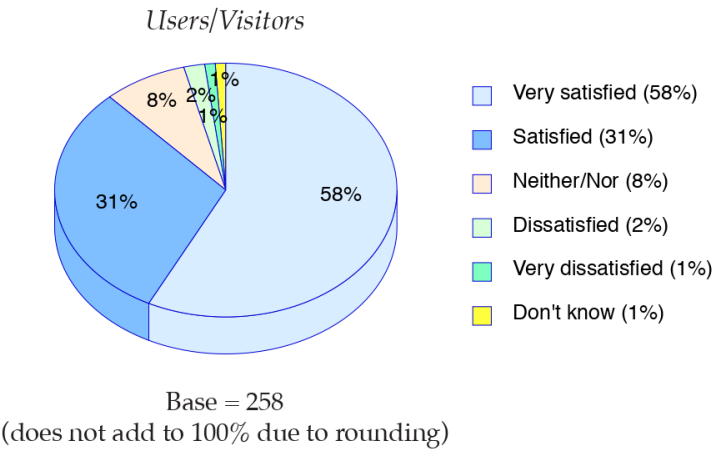
In the last year, 62% of residents have used or visited a public library in Nelson (67% in 2018).

In the last year, the library they have used **most** often ...

Elma Turner (Main Nelson library)	mentioned by 84% of residents*
Stoke	15%
Tahunanui (Nightingale Library Memorial)	1%

† Base = 258  
(Residents who have used or visited a library in the last year)

Satisfaction With Public Library Service



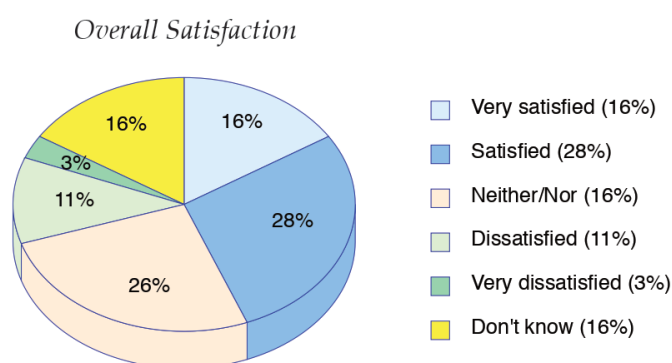


### SPECIFIC WASTE AND RECYCLING BEHAVIOUR

60% of residents say their household currently composts food waste (57% in 2018), while 61% say their household currently composts their garden waste (62% in 2018).

### CONSULTATION

#### Satisfaction With The Opportunities Available To Provide Council With Feedback To Inform Its Decision Making



#### Alternative Options

25% of residents said there were alternative options that would enable them to provide feedback to Council.

The main other options mentioned are ...

- social media, mentioned by 13% of residents<sup>†</sup>,
- internet/online/website, 13%,
- personal contact/face-to-face, 12%.

<sup>†</sup> the 25% of residents who said there were alternative options, N=104

\* \* \* \* \*



## D. MAIN FINDINGS

NB: where overall reading shown, bases are:

2019	400
2018	400
2017	500
2016	400
2014	400
2012	400
2011	400
2010	400
2009	400

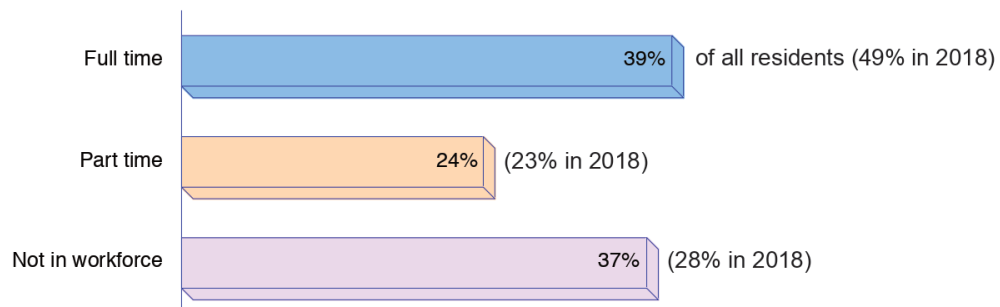


1. TRANSPORT

16

## A. WORK STATUS

Residents were asked which of the following best describes their work status.



39% of all residents say they work full time (49% in 2018), while 24% say they work part time.

37% of residents are not in the workforce (28% in 2018).

Residents more likely to say they work full time are ...

- all area residents, except Nelson North area residents,
- men,
- residents aged 40 to 64 years.

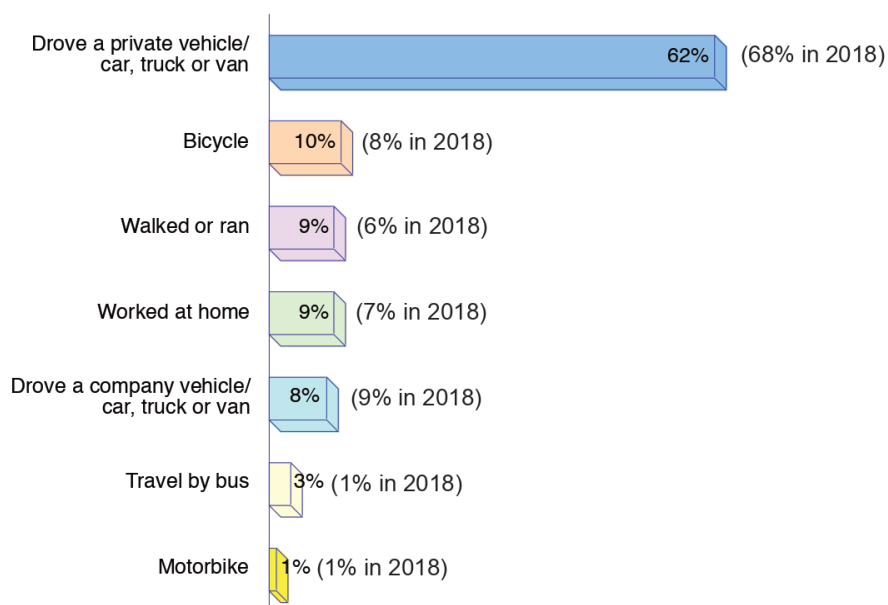
Summary Table: Work Status

		Full time work %	Part time work %	Not in the workforce %	Refused %
<b>Total</b>	<b>2019</b>	<b>39</b>	<b>24</b>	<b>37</b>	<b>-</b>
	2018	49	23	28	-
	2017	45	23	31	1
	2016	43	20	37	-
	2014 <sup>†</sup>	44	21	34	-
	2013	39	24	37	-
<b>Area</b>					
Nelson Central		42	20	38	-
Nelson North		26	32	42	-
Stoke		40	19	41	-
Tahunanui <sup>†</sup>		42	34	23	-
<b>Gender</b>					
Male		48	16	36	-
Female		31	31	38	-
<b>Age</b>					
16-39 years		39	27	34	-
40-64 years		55	29	16	-
65+ years <sup>†</sup>		7	8	85	1

<sup>†</sup> does not add to 100% due to rounding

## B. MAIN WAY TRAVELLED TO WORK

*Residents<sup>†</sup> Main Mode Of Transport, In Last 12 Months*



<sup>†</sup> Base = 190  
(residents who work full time or part time)  
(does not add to 100% due to rounding)

In 2019, 62% of residents<sup>†</sup> said their main mode of transport to get to work, in the last 12 months, was in a private vehicle, car, truck or van, while 10% said they cycled.

Stoke area residents<sup>†</sup> are more likely to drive a private vehicle, car, truck or van, than other area residents<sup>†</sup>. Caution recommended as base for Nelson North area is small (N=29).

It appears that residents who work part time<sup>†</sup> are slightly<sup>°</sup> more likely to travel by private vehicle, than those who work full time<sup>†</sup>.

<sup>†</sup> residents who work full time or part time, N=190

<sup>°</sup> differences are not statistically significant

**Summary Table: Main Mode Of Transport Used, In Last 12 Months, To Get To Work**

		Worked at home %	Travel by bus %	Drove a private vehicle/ car, truck or van %	Drove a company vehicle/ car, truck or van %	Passenger in a vehicle %	Motor- bike %	Bicycle %	Walk or run %	Other %
<b>Total</b>	<b>2019<sup>to</sup></b>	<b>9</b>	<b>3</b>	<b>62</b>	<b>8</b>	<b>-</b>	<b>1</b>	<b>10</b>	<b>9</b>	<b>-</b>
	2018	7	1	68	9	1	1	8	6	1
	2017	8	3	58	8	-	-	10	9	-
	2016	5	1	62	7	-	-	11	10	-
	2014	7	1	54	15	-	-	8	8	-
	2013	7	-	63	7	-	-	9	9	-
<b>Area</b>										
	Nelson Central	6	-	54	10	-	-	13	17	-
	Nelson North*	16	4	58	7	-	-	15	-	-
	Stoke	6	4	82	7	-	-	1	-	-
	Tahunanui <sup>†</sup>	13	7	65	4	-	3	6	3	-
<b>Gender<sup>†</sup></b>										
	Male	4	4	60	11	-	1	11	8	-
	Female	13	1	64	5	-	-	8	10	-
<b>Age</b>										
	16-39 years <sup>†</sup>	4	4	74	8	-	-	7	4	-
	40-64 years	11	2	55	8	-	1	11	12	-
	65+ years	7	-	64	15	-	-	6	8	-
<b>Work Status</b>										
	Work full time	9	2	58	12	-	1	9	9	-
	Work part time	7	3	68	2	-	-	10	10	-

\* caution: small base, N=29

° question prior to 2019 was "how do you normally travel to work"

† does not add to 100% due to rounding

Bases	2019	190 residents
	2018	228 residents
	2017	395 residents
	2016	227 residents
	2014	252 residents
	2013	254 residents

### Barriers To Biking/Walking/Using Bus More Often

Residents<sup>†</sup> were asked to say what were the barriers to biking, walking or using a bus more often to get to work.

The main barriers mentioned are ...

- distance/ too far,
- bus times unsuitable/ not regular enough,
- work from home/ live close to work/ no need/ not applicable,
- convenience.

<sup>†</sup> residents who work full time or part time, N=190

### Summary Table: Main\* Barriers To Biking/Walking/Using Bus More Often

	Full time/ Part time workers %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Distance/ too far	14	9	30	26	7
Bus times unsuitable/ not regular enough	13	12	18	17	6
Work from home/ live close to work/ no need/ not applicable	11	12	16	13	3
Convenience	10	11	13	10	8
BASE	190	93	†29	33	35

\* multiple responses allowed

† caution: small base



Other barriers mentioned by 8% of residents<sup>†</sup> are ...

- dangerous / too much traffic,
- weather,

by 7% ...

- takes too long,

by 6% ...

- do shift work / early starts / odd hours,
- not on a bus route / bus stop too far,
- need to transport children,
- easier / quicker by car,
- no bus service / not good enough,

by 5% ...

- need car for job / have a company car,

by 4% ...

- need to carry gear / tools / equipment,
- laziness,

by 2% ...

- too expensive,
- no cycleway,

by 1% ...

- hilly terrain,
- don't own a bike,
- no safe parking for bikes.

21% of residents<sup>†</sup> say there are no barriers (74% of those say they either work from home, or their main form of transport is bus, walking or cycling).

<sup>†</sup> residents who work full time or part time, N=190

**C. SAFETY***i. How Safe Do Residents Feel Day-To-Day On Nelson Roads When Travelling By Motor Vehicle***Rating Level Of Safety**

	Very safe %	Safe %	Very safe/ Safe %	Neither/ Nor %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
<b>Overall*</b>								
Total District 2019 <sup>†</sup>	22	51	73	18	5	3	8	1
<b>Area</b>								
Nelson Central <sup>†</sup>	24	51	75	17	4	2	6	1
Nelson North <sup>†</sup>	21	51	72	20	6	2	8	1
Stoke <sup>†</sup>	19	51	70	18	6	2	8	5
Tahunanui	17	52	69	19	7	5	12	-
<b>Gender</b>								
Male	26	47	73	15	7	3	10	2
Female <sup>†</sup>	17	56	73	20	3	2	5	1
<b>Age</b>								
16-39 years	23	60	83	10	3	3	6	1
40-64 years <sup>†</sup>	24	49	73	20	5	2	7	1
65+ years	15	43	58	26	10	3	13	3

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

<sup>†</sup> does not add to 100% due to rounding

73% of residents feel very safe/safe day-to-day on Nelson roads, when travelling by motor vehicle, while 18% feel neither safe nor unsafe. 8% of residents feel unsafe/very unsafe.

There are no notable differences between areas and between demographic groups, in terms of those residents who feel unsafe/very unsafe.

The main reasons residents feel very safe/safe are ...

- okay but needs improvement,
- feel no danger/don't feel unsafe/no problems,
- not much traffic/good traffic flow,
- good roads/road condition,
- because I am a good driver/confident/careful,
- speed limits are okay/drivers keep to speed limits,
- other drivers are good/courteous/know the road rules.

#### Summary Table: Main Reasons\* For Feeling Very Safe/Safe On Nelson Roads When Travelling By Motor Vehicle

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Okay but needs improvement	17	21	17	13	7
Feel no danger/don't feel unsafe/no problems	14	16	14	10	9
Not much traffic/good traffic flow	12	17	13	4	7
Good roads/road condition	12	15	14	11	2
Because I am a good driver/confident/careful	11	8	11	14	18
Speed limits are okay/ drivers keep to speed limits	8	9	6	5	8
Other drivers are good/courteous/ know the road rules	6	3	4	14	8

\* multiple responses allowed

NB: no other reason mentioned by more than 4% of all residents

The main reasons\* residents feel unsafe/very unsafe are ...

- bad drivers/behaviour of drivers, mentioned by 4% of all residents,
- speed is an issue/travel too fast, 2%.

\* multiple responses allowed

*ii. How Safe Do Residents Feel Day-To-Day On Nelson Roads When Walking, Cycling Or Using Other Active Modes Of Transport, Such As A Scooter*

**Rating Level Of Safety**

	Very safe %	Safe %	Very safe/ Safe %	Neither / Nor %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
<b>Overall</b>								
Total District 2019	12	37	49	21	20	3	23	7
<b>Area</b>								
Nelson Central	9	38	47	20	23	3	26	7
Nelson North	13	31	44	29	20	4	24	3
Stoke	17	42	59	18	11	3	14	9
Tahunanui	14	31	45	21	21	3	24	10
<b>Gender</b>								
Male	15	38	53	22	16	3	19	6
Female	9	35	44	21	23	4	27	8
<b>Age</b>								
16-39 years	13	45	58	16	20	4	24	2
40-64 years	11	33	44	24	21	2	23	9
65+ years	13	31	44	24	18	4	22	10

% read across (the very safe/ safe readings are the sum of the very safe and safe readings and the unsafe/ very unsafe readings are the sum of the unsafe and very unsafe readings)

49% of residents feel very safe/safe day-to-day on Nelson roads, when walking, cycling or using other active modes of transport, while 21% say they feel neither safe nor unsafe.

23% of residents feel unsafe/very unsafe and 7% are unable to comment.

Women are more likely, than men, to feel unsafe/very unsafe. Stoke area residents are **slightly<sup>◊</sup> less** likely to feel unsafe/very unsafe, than other area residents.

The main reasons residents feel very safe/safe are ...

- lots of footpaths/well maintained,
- okay, but needs improvement,
- safe/feel safe/no concerns,
- cycling lanes/cycleway.

<sup>◊</sup> differences are not statistically significant

**Summary Table: Main Reasons\* For Feeling Very Safe/Safe On Nelson Roads When Walking/Cycling/Using Other Active Modes Of Transport**

	<b>Total City 2019 %</b>	<b>Area</b>			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
<b>Percent who mention ...</b>					
Lots of footpaths/well maintained	<b>10</b>	12	4	14	9
Okay, but needs improvement	<b>10</b>	11	11	5	12
Safe/feel safe/no concerns	<b>10</b>	12	5	10	7
Cycling lanes/cycleway	<b>9</b>	6	17	13	3

\* multiple responses allowed

NB: no other reason mentioned by more than 6% of all residents

The main reasons residents feel unsafe/very unsafe are ...

- unsafe cycling on road/prefer cycleway,
- poor drivers/driving behaviour,
- dangerous for walkers/need to be alert/aware of dangers,
- poorly designed cycleways.

**Summary Table: Main Reasons\* For Feeling Unsafe/Very Unsafe On Nelson Roads When Walking/Cycling/Using Other Active Modes Of Transport**

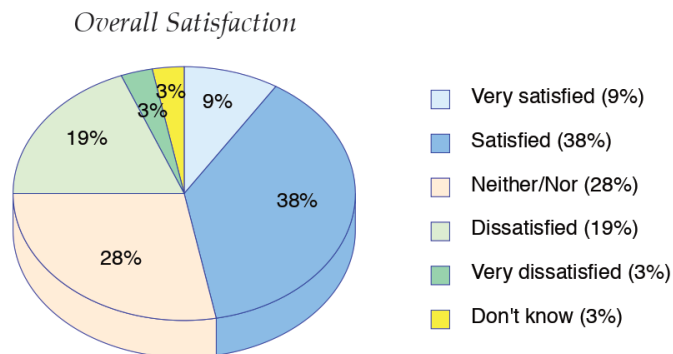
	<b>Total City 2019 %</b>	<b>Area</b>			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
<b>Percent who mention ...</b>					
Unsafe cycling on road/prefer cycleway	<b>5</b>	5	10	3	5
Poor drivers/driving behaviour	<b>4</b>	4	6	4	5
Dangerous for walkers/need to be alert/ aware of dangers	<b>4</b>	5	1	6	3
Poorly designed cycleways	<b>3</b>	4	-	-	2

\* multiple responses allowed

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#### D. SATISFACTION WITH TRANSPORT ACTIVITY OVERALL

##### i. *Transport (including roads, cycleways, footpaths and buses)*



Overall, 47% of residents are satisfied with the transport activity (42% in 2018), while 22% are dissatisfied (26% in 2018). 28% are neither satisfied nor dissatisfied.

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied/very dissatisfied.

## Satisfaction With Transport Activity Overall

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither / Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall*</b>									
Total City	2019	9	38	47	28	19	3	22	3
	2018 <sup>†</sup>	8	34	42	30	23	3	26	1
	2017	14	34	48	25	20	7	27	-
	2016	11	33	44	41	10	3	13	2
	2014	16	39	55	28	14	3	17	-
	2013 <sup>†</sup>	11	41	52	36	8	2	10	1
	2012	14	43	57	27	12	4	16	-
	2011	10	29	39	32	22	5	27	2
<b>Area</b>									
Nelson Central		9	33	42	32	20	4	24	2
Nelson North <sup>†</sup>		7	48	55	23	21	2	23	-
Stoke <sup>†</sup>		13	38	51	23	16	4	20	7
Tahunanui <sup>†</sup>		4	43	47	28	20	3	23	1
<b>Gender</b>									
Male <sup>†</sup>		9	41	50	26	17	4	21	2
Female		8	35	43	30	21	3	24	3
<b>Age</b>									
16-39 years <sup>†</sup>		49	13	62	16	19	-	19	4
40-64 years		33	6	39	35	20	5	25	1
65+ years		32	8	40	32	19	4	23	5

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* readings prior to 2019 refer to satisfaction with "transport, including roads, cycleways, footpaths and public transport"

<sup>†</sup> does not add to 100% due to rounding



The main reasons\* residents are very satisfied / satisfied with transport activity overall are ...

- okay, but room for improvement,
- never had any problems / no complaints / very happy,
- good bus service,
- good cycleways / walkways / mountain bike trails.

#### Summary Table:

#### Main Reasons\* For Being Very Satisfied/Satisfied With Transport Activity Overall

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Okay, but room for improvement	10	9	20	5	13
Never had any problems / no complaints / very happy	9	7	10	10	14
Good bus service	8	7	9	10	7
Good cycleways / walkways / mountain bike trails	7	8	3	14	3

\* multiple responses allowed

NB: no other reason mentioned by more than 4% of all residents

The main reasons\* residents are dissatisfied/very dissatisfied with transport activity overall are ...

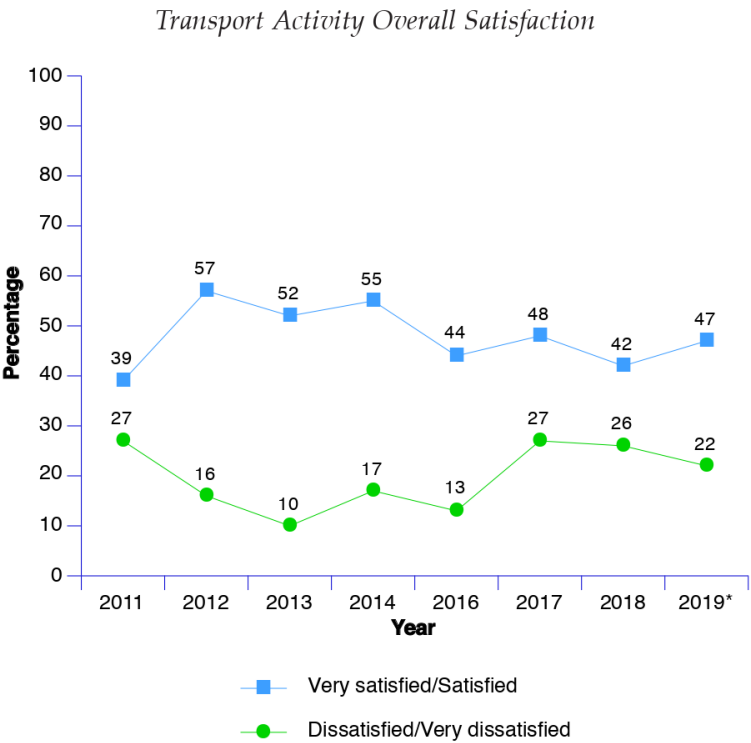
- poor public transport/poor bus service/needs improving,
- too congested/traffic hold-ups,
- poor cycleways/are unsafe/lack of continuity,
- poor infrastructure planning/lack of progress in road planning.

#### Summary Table:

#### Main Reasons\* For Being Very Satisfied/Satisfied With Transport Activity Overall

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Poor public transport/poor bus service/ needs improving	6	5	3	7	10
Too congested/traffic hold-ups	5	4	3	4	9
Poor cycleways/are unsafe/lack of continuity	3	3	4	2	3
Poor infrastructure planning/ lack of progress in road planning	3	1	8	4	1

\* multiple responses allowed



\* readings prior to 2019 refer to satisfaction with "transport, including roads, cycleways, footpaths and public transport



## 2. ARTS, FACILITIES AND EVENTS

**A. SUTER ART GALLERY****i. Use****Visited Suter Art Gallery**

	Yes %	No %
<b>Overall</b>	<b>56</b>	<b>44</b>
2019	58	42
2018	59	41
2017	48	52
2016	63	37
2014	56	44
2011		
<b>Area</b>		
Nelson Central	63	37
Nelson North	64	36
Stoke	30	70
Tahunanui	58	42
<b>Gender</b>		
Male	41	59
Female	69	31
<b>Age</b>		
16-39 years	45	55
40-64 years	58	42
65+ years	66	34

% read across

In 2016 and 2017 residents were asked to say if they had visited Suter Art Gallery in the last **two** years and related to its temporary location

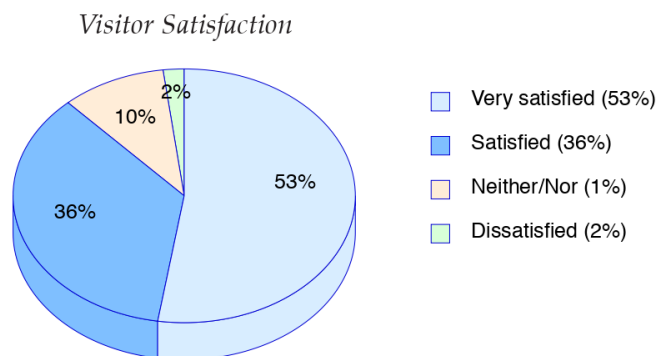
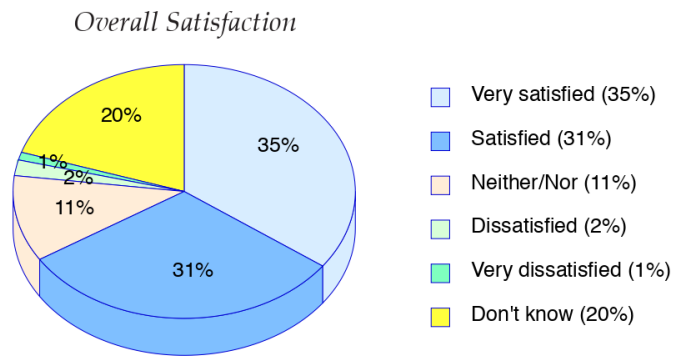
In 2011 and 2014 residents were asked to say if they had visited the Gallery in the last **two** years

56% of residents say they have visited the Suter Art Gallery in the last year. This is similar to last year's reading.

Residents more likely to have visited the Suter Art Gallery in the last year are ...

- all area residents, except Stoke area residents,
- women,
- residents aged 40 years or over.

## ii. Satisfaction



Base = 238

(the 56% of residents who say they visited the Suter Art Gallery in the last year)

Overall 66% of residents are very satisfied/satisfied with the Suter Art Gallery, including 35% who are very satisfied. These readings are similar to the 2018 results.

3% are dissatisfied/very dissatisfied (6% in 2018) and 11% are neither satisfied nor dissatisfied (14% in 2018).

Of those residents who have visited the Suter Art Gallery in the last year, 89% are very satisfied/satisfied (85% in 2018) and 2% dissatisfied (6% in 2018 were dissatisfied/very dissatisfied).

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied/very dissatisfied.

## Satisfaction With Suter Art Gallery

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither / Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall</b>									
Total City	2019	35	31	66	11	2	1	3	20
	2018 <sup>†</sup>	36	31	67	14	5	1	6	14
	2017	32	32	64	21	2	1	3	12
	2016 <sup>†</sup>	17	31	48	25	4	1	5	23
	2014	24	31	55	26	4	1	5	14
	2011	16	37	53	20	4	2	6	21
Visitors	2019 <sup>†</sup>	53	36	89	10	2	-	2	-
<b>Area</b>									
Nelson Central <sup>†</sup>		38	33	71	8	1	1	2	18
Nelson North		46	30	76	15	3	1	4	5
Stoke		22	19	41	18	2	-	2	39
Tahunanui		33	41	74	7	2	-	2	17
<b>Gender</b>									
Male		26	29	55	12	2	2	4	29
Female		43	34	77	10	1	-	1	12
<b>Age</b>									
16-39 years		28	30	58	8	-	1	1	33
40-64 years <sup>†</sup>		37	34	71	13	2	1	3	14
65+ years <sup>†</sup>		42	28	70	13	4	1	5	13

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are very satisfied/satisfied with the Suter Art Gallery are ...

- interesting exhibitions/good displays,
- good facilities/asset for the community,
- good cafe/shop,
- very good/lovely/nice,
- nice building/layout,
- approve of the renovations/upgrade.

#### Summary Table:

#### Main Reasons\* For Being Very Satisfied/Satisfied With Suter Art Gallery

	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Interesting exhibitions/good displays	24	26	24	13	28
Good facilities/asset for the community	14	13	14	10	21
Good cafe/shop	14	13	27	9	9
Very good/lovely/nice	13	13	21	8	10
Nice building/layout	12	14	11	8	13
Approve of the renovations/upgrade	10	11	13	8	7

\* multiple responses allowed

The main reasons\* residents are dissatisfied with the Suter Art Gallery are ...

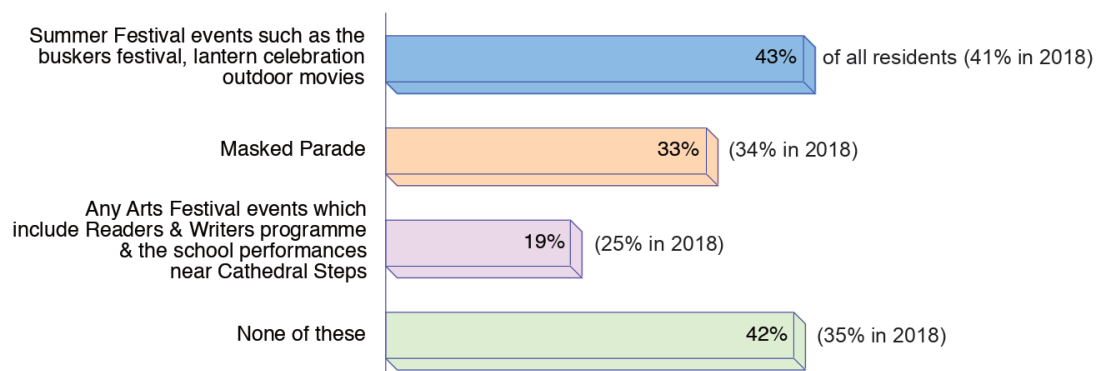
- don't like the displays, mentioned by 1% of all residents,
- too much spent/waste of money, 1%,
- have no interest in it, 1%.

\* multiple responses allowed



## B. ATTENDED OR PARTICIPATED IN COUNCIL EVENTS

*In The Past Year Residents Have Attended Or Participated In ...*



(multiple responses allowed)

NB: in 2018 the biennial event, Opera in the Park was held (25% attended)

43% of residents say they have attended or participated in Summer Festival events, while 33% have attended/participated in the Masked Parade. These readings are similar to the 2018 results.

42% of residents said they had not attended/participated in any of the stated events, in the past year (35% in 2018).

Residents aged 65 years or over are **less likely** to have attended/participated in **Summer Festival events**, than other age groups.

Residents more likely to have attended/participated in the **Masked Parade** are ...

- all area residents, except Stoke area residents,
- women,
- residents aged 16 to 64 years.

Residents more likely to have **attended/participated in** any Arts Festival events are ...

- women,
- residents aged 40 years or over.

Residents more likely to have **not attended** any of these events are ...

- men,
- residents aged 65 years or over.

**Attendance/Participation\***

		Summer Festival Events %	Any Arts Festival Events %	Masked Parade %	Opera in the Park** %	None of these %
<b>Total City</b>	<b>2019</b>	<b>43</b>	<b>19</b>	<b>33</b>	<b>-</b>	<b>42</b>
	2018	41	25	34	25	35
	2017	55	27	39	-	33
	2016	43	22	34	30	38
	2014	53	31	44	30	27
<b>Area</b>						
Nelson Central		49	25	38	-	37
Nelson North		39	14	32	-	44
Stoke		39	9	18	-	51
Tahunanui		35	16	36	-	48
<b>Gender</b>						
Male		45	13	24	-	49
Female		42	24	42	-	36
<b>Age</b>						
16-39 years		46	10	39	-	39
40-64 years		47	22	36	-	38
65+ years		31	24	18	-	55

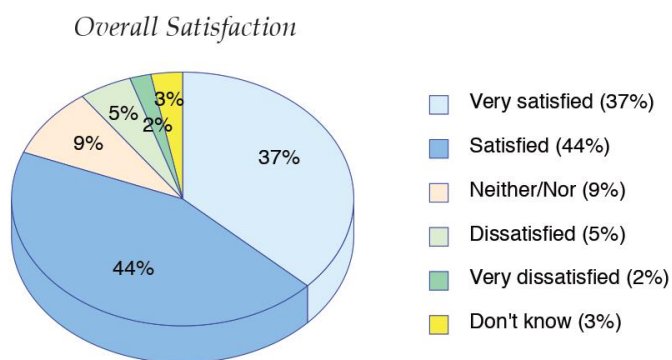
\* multiple responses allowed

\*\* biennial event



3. RECREATION OPPORTUNITIES AND FACILITIES

**A. PROVISION OF PARKS AND RECREATION IN NELSON (INCLUDING GARDENS, SPORTSGROUNDS, SPORTS VENUES, POOLS AND RESERVES)**



In 2019, 81% of residents are very satisfied/satisfied with the provision of parks and recreation in Nelson, including 37% who are very satisfied.

7% are dissatisfied/very dissatisfied, while 9% are neither satisfied nor dissatisfied and 3% are unable to comment.

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied/very dissatisfied.

## Satisfaction With Provision Of Parks And Recreation In Nelson

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither / Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall*</b>									
Total City	2019	37	44	81	9	5	2	7	3
	2017	37	45	82	11	4	2	6	1
	2016	38	48	86	10	2	1	3	1
<b>Area</b>									
Nelson Central		35	48	83	9	4	1	5	3
Nelson North		41	40	81	9	5	2	7	3
Stoke		41	36	77	10	5	2	7	6
Tahunanui†		39	43	82	8	10	-	10	1
<b>Gender</b>									
Male		37	45	82	10	4	1	5	3
Female†		38	43	81	8	6	1	7	3
<b>Age</b>									
16-39 years†		33	48	81	6	9	1	10	4
40-64 years		40	40	80	12	4	2	6	2
65+ years		40	47	87	7	2	-	2	4

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* readings prior to 2019 refer to satisfaction with parks and recreation, including gardens, sportsgrounds, sports venues, pools, playgrounds and reserves

† does not add to 100% due to rounding

The main reasons residents are very satisfied / satisfied with the provision of parks and recreation are ...

- well maintained / well kept / clean, tidy (unspecified),
- plenty of them / plenty to offer (unspecified),
- all good / great facilities / happy with them (unspecified),
- great parks / reserves / lots of green space / outdoor space,
- okay, but need improving.

**Summary Table: Main Reasons\* For Being Very Satisfied/Satisfied With Provision Of Parks And Recreation**

	<b>Total City 2019 %</b>	<b>Area</b>			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
<b>Percent who mention ...</b>					
Well maintained / well kept / clean, tidy (unspecified)	<b>24</b>	26	19	28	15
Plenty of them / plenty to offer (unspecified)	<b>19</b>	16	16	24	28
All good / great facilities / happy with them (unspecified)	<b>19</b>	18	16	25	17
Great parks / reserves / lots of green space / outdoor space	<b>17</b>	15	28	17	15
Okay, but need improving	<b>12</b>	11	21	8	11

\* multiple responses allowed

NB: no other reason mentioned by more than 8% of all residents

The reasons\* residents are dissatisfied / very dissatisfied are ...

- pools need improvement, mentioned by 2% of all residents,
- playgrounds need improvement, 2%,
- issues with sportsgrounds, 2%.

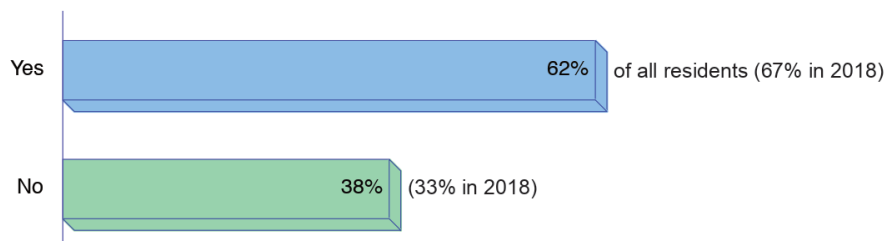
\* multiple responses allowed

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## B. PUBLIC LIBRARIES

### i. Use

*In The Last Year, Residents Have Used Or Visited A Public Library In Nelson?*



In the last year, 62% of residents have used or visited a public library in Nelson (67% in 2018).

Women are more likely to have used or visited a public library in Nelson, than men.

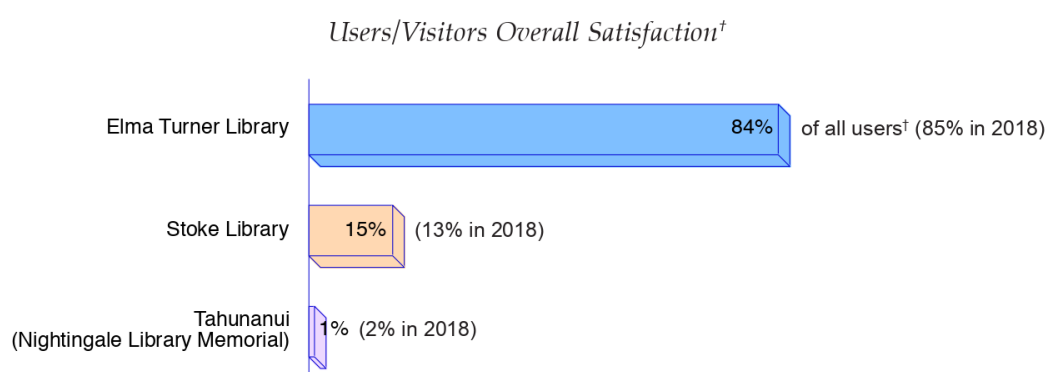
**Use**

	Yes %	No %
<b>Total City    2019</b>	<b>62</b>	<b>38</b>
2018	67	33
2017	72	28
2016	69	31
<b>Area</b>		
Nelson Central	64	36
Nelson North	61	39
Stoke	57	43
Tahunanui	64	36
<b>Gender</b>		
Male	49	51
Female	74	26
<b>Age</b>		
16-39 years	62	38
40-64 years	58	42
65+ years	69	31

% read across, adds to 100%



## ii. Main Library Used/Visited



84% of library users / visitors have mainly used / visited the Elma Turner Library, while 15% mainly use / visit the Stoke Library and 1% the Tahunanui Library. These readings are similar to the 2018 results.

Stoke area users<sup>†</sup> are **less** likely to have used the Elma Turner Library, than other area users<sup>†</sup>.

Female users<sup>†</sup> are slightly<sup>°</sup> more likely to have used the Elma Turner library, than male users<sup>†</sup>.

<sup>†</sup> the 62% of residents who have used / visited a library in the City in the last year, N=258

<sup>°</sup> differences are not statistically significant

**Main Library Used/Visited**

		Elma Turner %	Stoke %	Tahunanui %	Don't know %
<b>Users/Visitors</b>	<b>2019</b>	<b>84</b>	<b>15</b>	<b>1</b>	<b>-</b>
	2018	85	13	2	-
	2017	80	16	3	1
	2016 <sup>†</sup>	81	16	2	2
<b>Area</b>					
	Nelson Central <sup>†</sup>	99	-	-	-
	Nelson North	100	-	-	-
	Stoke	31	69	-	-
	Tahunanui	80	13	7	-
<b>Gender</b>					
	Male	78	21	1	-
	Female <sup>†</sup>	88	11	2	-
<b>Age</b>					
	16-39 years	82	16	2	-
	40-64 years	89	11	-	-
	65+ years <sup>†</sup>	79	19	3	-

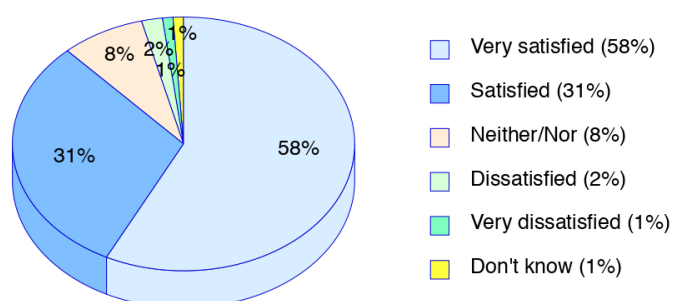
% read across

<sup>†</sup> does not add to 100% due to rounding

Bases	2019	258 residents
	2018	282 residents
	2017	453 residents
	2016	261 residents

### iii. Satisfaction

*Users/Visitors Overall Satisfaction*



Base = 258

(the 62% of residents who have used or visited a public library in Nelson, in last year)  
(does not add to 100% due to rounding)

89% of users<sup>†</sup> are very satisfied/satisfied with public libraries in Nelson, with 58% being very satisfied. 3% are dissatisfied/very dissatisfied and 8% are neither satisfied nor dissatisfied. These readings are similar to the 2018 results.

88% of users<sup>†</sup> who mainly use/visit Elma Turner Library are satisfied, while 94% of Stoke Library users/visitors are satisfied.

There are no notable differences between areas and between demographic groups, in terms of those users<sup>†</sup> who are dissatisfied/very dissatisfied.

<sup>†</sup> the 62% of residents who have used/visited a library in the City in the last year, N=258

## Satisfaction With Public Libraries

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither / Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Users/Visitors</b>	2019 <sup>†</sup>	58	31	89	8	2	1	3	1
	2018 <sup>†</sup>	55	37	92	5	2	1	3	1
	2017	52	42	94	4	1	1	2	-
	2016	64	34	98	1	1	-	1	-
<b>Library Used/Visited</b>									
	Elma Turner (N=217) <sup>†</sup>	58	30	88	9	2	1	3	1
	Stoke (N=38) <sup>†</sup>	56	36	94	6	-	3	3	-
	Tahunanui (N=3*)	67	33	100	-	-	-	-	-
<b>Area</b>									
	Nelson Central <sup>†</sup>	54	30	84	11	2	1	3	1
	Nelson North	73	23	96	4	-	-	-	-
	Stoke	63	33	96	-	-	3	3	1
	Tahunanui	49	38	87	9	4	-	4	-
<b>Gender</b>									
	Male	57	33	90	4	4	-	4	2
	Female	58	30	88	10	-	2	2	-
<b>Age</b>									
	16-39 years	58	32	90	6	-	2	2	2
	40-64 years	55	31	86	10	3	1	4	-
	65+ years <sup>†</sup>	62	29	91	7	2	-	2	1

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* caution: very small base

<sup>†</sup> does not add to 100% due to rounding

Bases	2019	258 residents
	2018	282 residents
	2017	453 residents
	2016	261 residents

The main reasons users<sup>†</sup> are very satisfied /satisfied with the public library service are ...

- good range of books / resources,
- friendly staff/helpful,
- good service / do a good job,
- cater well for children,
- lovely space / nice place,
- always get what you want /it has everything /meets my needs.

<sup>†</sup> the 62% of residents who have used /visited a library in the City in the last year, N=258

### Summary Table:

#### Main Reasons\* For Being Very Satisfied/Satisfied With Public Library Service

	Users/ Visitors %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Good range of books /resources	36	31	47	39	37
Friendly staff/helpful	34	37	38	34	20
Good service / do a good job	19	17	20	30	11
Cater well for children	12	12	13	14	8
Lovely space / nice place	11	9	16	4	21
Always get what you want / it has everything /meets my needs	11	14	8	1	12

\* multiple responses allowed

The main reasons\* users<sup>†</sup> are dissatisfied /very dissatisfied with public libraries are ...

- restricted opening hours, mentioned by 1% of users<sup>†</sup>,
- library move, 1%.

\* multiple responses allowed

<sup>†</sup> the 62% of residents who have used /visited a library in the City in the last year, N=258



#### 4. SPECIFIC WASTE AND RECYCLING BEHAVIOUR

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### A. DOES HOUSEHOLD COMPOST FOOD WASTE?

#### Does Household Compost Food Waste?

	Yes %	No %	Don't know %
<b>Overall</b>			
Total City <b>2019</b>	<b>60</b>	<b>40</b>	-
2018	57	43	-
2017	64	36	-
2014	67	31	1
2010	68	32	-
2009	67	33	-
<b>Area</b>			
Nelson Central	61	39	-
Nelson North	74	26	-
Stoke	45	55	-
Tahunanui	63	37	-
<b>Gender</b>			
Male	56	44	-
Female <sup>†</sup>	63	36	-
<b>Age</b>			
16-39 years	56	44	-
40-64 years	62	38	-
65+ years <sup>†</sup>	63	37	1

% read across

<sup>†</sup> does not add to 100% due to rounding

In 2019, 60% of residents say their household currently composts their food waste (57% in 2018), while 40% do not (43% in 2018).

Stoke area residents are **less** likely to compost food waste, than other area residents. Women are **slightly<sup>°</sup> more** likely to compost food waste, than men.

<sup>°</sup> differences are not statistically significant

## B. DOES HOUSEHOLD COMPOST GARDEN WASTE?

### Does Household Compost Garden Waste?

	Yes %	No %	Don't know %
<b>Overall</b>			
Total City <b>2019</b>	<b>61</b>	<b>38</b>	<b>1</b>
2018 <sup>†</sup>	62	37	-
2017	67	31	2
2014	73	27	-
2010	74	26	-
2009	72	27	1
<b>Area</b>			
Nelson Central	61	38	1
Nelson North	71	26	3
Stoke	50	50	-
Tahunanui <sup>†</sup>	65	35	1
<b>Gender</b>			
Male <sup>†</sup>	58	40	1
Female	63	36	1
<b>Age</b>			
16-39 years	56	41	3
40-64 years	64	36	-
65+ years	62	37	1

% read across

<sup>†</sup> does not add to 100% due to rounding

61% of residents say that their household composts their garden waste, while 38% do not. These readings are similar to the 2018 results.

There are no notable differences between areas and demographic groups, in terms of those residents who compost garden waste. However, Stoke area residents are **slightly<sup>◊</sup> less** likely to compost garden waste, than other area residents.

In total, 51% of households compost both their food waste **and** their garden waste (48% in 2018).

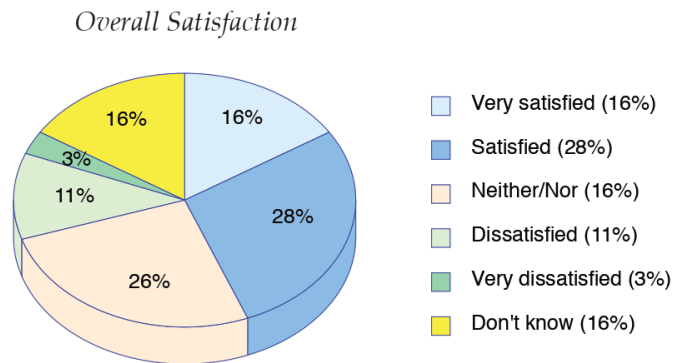
<sup>◊</sup> differences are not statistically significant





5. CONSULTATION

### A. SATISFACTION WITH OPPORTUNITIES



44% of residents are satisfied with the opportunities that are available to them, including community meetings, social media, Our Nelson newsletter, public submissions and direct engagement, to provide Council with feedback to inform its decisions making, while 14% are dissatisfied/very dissatisfied. 26% are neither dissatisfied nor satisfied and 16% are unable to comment.

There are no notable differences between areas and between demographic groups, in terms of those residents who are dissatisfied/very dissatisfied.

## Satisfaction With Opportunities

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither / Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall</b>									
Total City	2019*	16	28	44	26	11	3	14	16
	2018	6	30	36	34	14	3	17	13
	2017	9	33	42	34	13	4	17	7
	2016	10	27	37	41	11	4	15	7
	2014†	16	37	53	32	7	3	10	4
	2012	18	43	61	25	5	1	6	8
	2011†	11	41	52	27	10	5	15	7
<b>Area</b>									
Nelson Central		15	24	39	30	12	5	17	14
Nelson North†		18	37	55	28	8	3	11	7
Stoke		8	31	39	23	8	2	10	28
Tahunanui		24	32	56	15	12	-	12	17
<b>Gender</b>									
Male†		15	24	39	28	10	6	16	16
Female		16	32	48	24	11	1	12	16
<b>Age</b>									
16-39 years		16	21	37	20	10	5	15	28
40-64 years†		17	29	46	30	11	2	13	10
65+ years		10	39	49	28	10	2	12	11

% read across (the very satisfied /satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* question asked prior to 2018 was "how satisfied or dissatisfied are you with the opportunities that are available for you to provide feedback and take part in Council's decision making in your community"

† does not add to 100% due to rounding

The main reasons residents are very satisfied / satisfied with the opportunities to provide feedback are ...

- available / aware of it,
- adequate / enough / satisfied / okay / happy,
- lots / plenty of opportunities,
- get the weekly newsletter / mail out,
- they provide good information / well communicated / advertised.

**Summary Table: Main Reasons\* For Being Very Satisfied/Satisfied With Opportunities To Provide Feedback**

	<b>Total City 2019 %</b>	<b>Area</b>			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
<b>Percent who mention ...</b>					
Available / aware of it	<b>10</b>	8	12	11	10
Adequate / enough / satisfied / okay / happy	<b>6</b>	4	9	9	8
Lots / plenty of opportunities	<b>6</b>	5	12	1	11
Get the weekly newsletter / mail out	<b>6</b>	4	11	8	5
They provide good information / well communicated / advertised	<b>6</b>	5	5	4	11

\* multiple responses allowed

The main reasons\* residents are dissatisfied/very dissatisfied with the opportunities to provide feedback are ...

- not aware of any opportunities/ don't see or hear anything,
- poor performance of Council,
- lack of consultation/ decisions made without consultation/ hear about it afterwards,
- lack of information,
- don't listen to us/ do what they want.

#### Summary Table:

#### Main Reasons\* For Being Dissatisfied/Very Dissatisfied With Opportunities

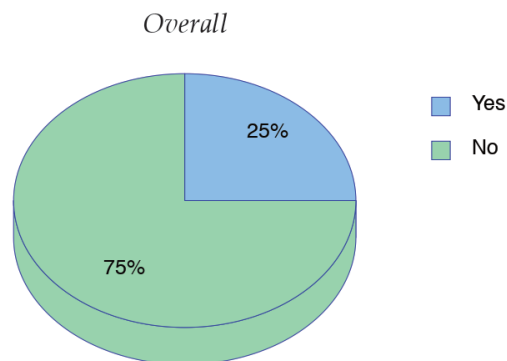
	Total City 2019 %	Area			
		Nelson Central %	Nelson North %	Stoke %	Tahunanui %
Percent who mention ...					
Not aware of any opportunities/ don't see or hear anything	4	4	-	2	10
Poor performance of Council	3	5	1	-	2
Lack of consultation/ decisions made without consultation/ hear about it afterwards	2	3	3	2	-
Lack of information	2	3	3	3	-
Don't listen to us/ do what they want	2	1	5	-	2

\* multiple responses allowed

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## B. ALTERNATIVE METHODS TO PROVIDE FEEDBACK?

Are there any alternative options that would enable residents to provide feedback to Council?



25% of residents say there are alternative options that would enable residents to provide feedback to Council.

There are no notable differences between areas and between demographic groups, in terms of those residents who said 'Yes'. However, Stoke area residents are **slightly<sup>◇</sup> less** likely to suggest alternative options, than other area residents.

<sup>◇</sup> differences are not statistically significant

**Are There Any Alternative Options That Would Enable Residents To Provide Feedback?**

	Yes %	No %
<b>Overall</b>		
Total City <b>2019</b>	<b>25</b>	<b>75</b>
<b>Area</b>		
Nelson Central	28	72
Nelson North	27	73
Stoke	15	85
Tahunanui	29	71
<b>Gender</b>		
Male	22	78
Female	28	72
<b>Age</b>		
16-39 years	30	70
40-64 years	21	79
65+ years	28	72

% read across, adds to 100%

The main alternative options mentioned are ...

- social media, mentioned by 13% of residents<sup>†</sup>,
- internet/online/website, 13%,
- personal contact/face-to-face, 12%,
- email, 10%,
- meetings/open meeting/local meeting, 10%.

<sup>†</sup> the 25% of residents who said there were alternative methods

\* \* \* \* \*

## E. APPENDIX

### Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Area	Nelson Central	200	203
	Nelson North	60	58
	Stoke	81	78
	Tahunanui	61	62
Gender	Male	198	190
	Female	204	212
Age	16 - 39 years	80	132
	40 - 64 years	126	182
	65+ years	196	88

\* Interviews are intentionally conducted to give a relatively robust sample base within each area. Post-stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also refer to pages 2 to 5.

\* \* \* \* \*



## **Governance Committee Quarterly Report to 30 June 2019**

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### **1. Purpose of Report**

- 1.1 To inform the Committee of the financial and non-financial results for the fourth quarter for the activities under its delegated authority.

### **2. Recommendation**

***That the Governance Committee***

- 1. Receives the report Governance Committee Quarterly Report to 30 June 2019 (R10339) and its attachments (A2237662, A2237728 and A2239196).***

### **3. Background**

- 3.1 Quarterly reports on performance are being provided to each committee on the performance and delivery of projects and activities within their areas of responsibility.
- 3.2 The financial reporting focuses on the year to date performance (1 July 2018 to 30 June 2019) compared with the year-to-date (YTD) approved capital and operating budgets. This report covers the full year to 30 June 2019.
- 3.3 Unless otherwise indicated, all information is against approved operating budget, which is the 2018/19 Long Term Plan budget plus any carry forwards, plus or minus any other additions or changes as approved by the Committee or Council.
- 3.4 There are four projects that fall under the Governance Committee that are included as part of the quarterly reporting. These have been selected if their budget is at least \$250,000 for 2018/19, are multi-year projects with a budget over \$1 million, or have been assessed to be of particular interest to the Committee.

#### 4. Key developments for the three months to 30 June 2019

- 4.1 The Council adopted its 2019/20 Annual Plan on 27 June 2019. The Annual Plan is available online, at Council's Customer Service Centre and at each library.
- 4.2 On 2 May 2019, the Council adopted the International Policy, as a draft to be consulted on with iwi. The draft policy is currently out for consultation with iwi and the Mayor and the Chair of Governance have been authorised to approve any alterations necessary as a result of this process.
- 4.3 The Te Tauihu Intergenerational Strategy (a regional economic development strategy) has been supported by officers, including through the Programme Management Group, Steering Committee and supporting public workshops.
- 4.4 There were 65 LGOIMA requests received between 1 April 2019 and 30 June 2019. 63 were responded to within the statutory timeframes, with one overdue and one still open.
- 4.5 Teams supported the response to the Pigeon Valley fires earlier in the year, which has had consequential impacts on other project work. See paragraph 9.1 for an update.

#### 5. Financial Results

##### Profit and Loss by Activity

Corporate	YTD Actuals	YTD Operating Budget 2018/19	YTD Variance	Total Annual Plan Budget 2018/19
<b>Income</b>				
Rates Income	(1,634)	(1,628)	(6)	(1,628)
Other Income	(10,470)	(9,651)	(819)	(7,361)
<b>Total Income</b>	<b>(12,104)</b>	<b>(11,279)</b>	<b>(825)</b>	<b>(8,989)</b>
<b>Expenses</b>				
Staff Operating Expenditure	6,037	6,084	(47)	6,084
Base Expenditure	3,300	3,916	(616)	1,265
Unprogrammed Expenses	146	67	79	67
Programmed Expenses	240	315	(75)	553
Finance Expenses	4,703	4,887	(184)	4,965
Depreciation	1,711	1,876	(165)	1,876
<b>Total Expenses</b>	<b>16,137</b>	<b>17,145</b>	<b>(1,008)</b>	<b>14,810</b>
<b>(Surplus)/Deficit</b>	<b>4,033</b>	<b>5,866</b>	<b>(1,833)</b>	<b>5,821</b>

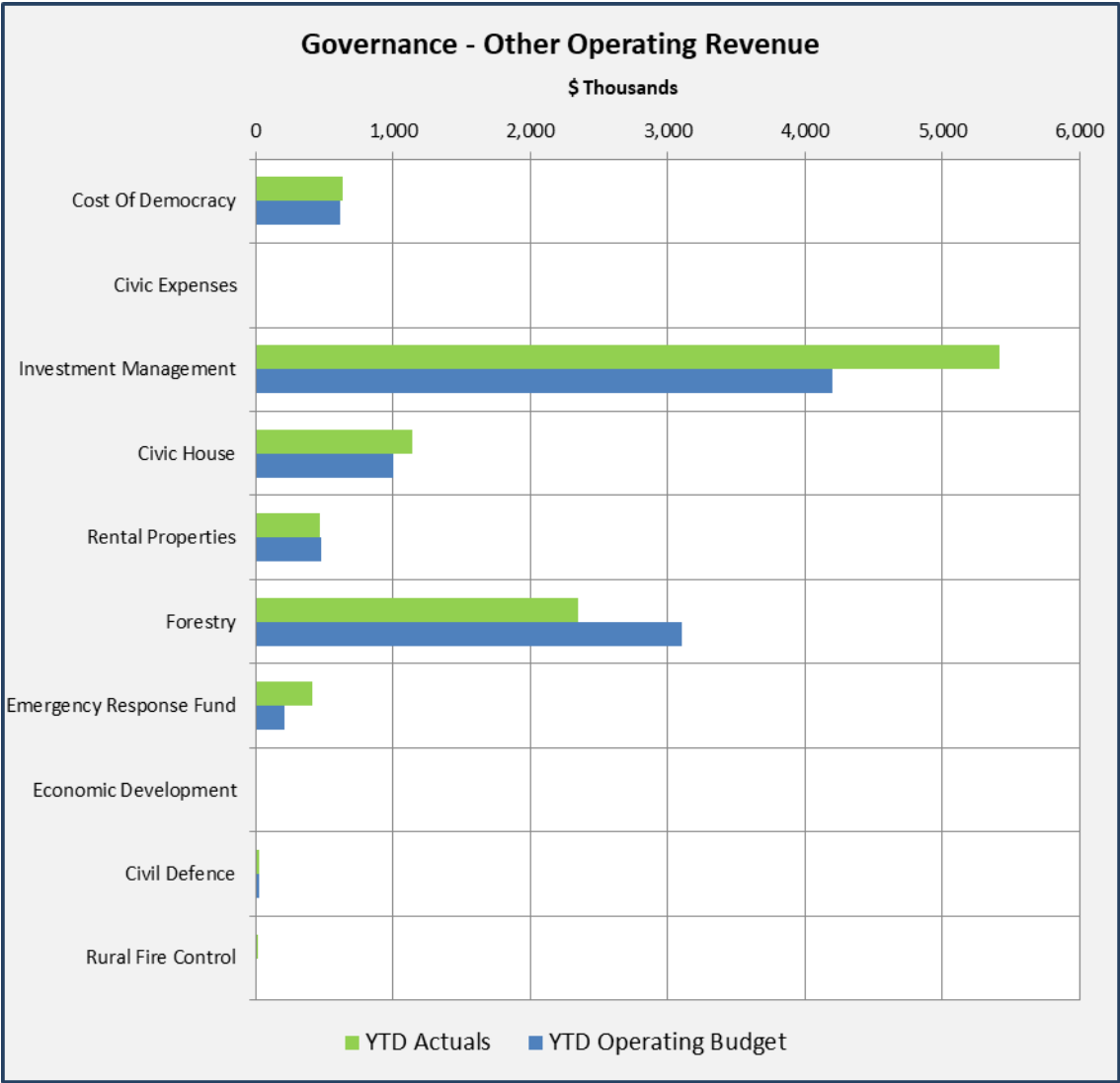
Item 8: Governance Committee Quarterly Report to 30 June 2019

<b>Economic</b>	<b>YTD Actuals</b>	<b>YTD Operating Budget 2018/19</b>	<b>YTD Variance</b>	<b>Total Annual Plan Budget 2018/19</b>
<b>Income</b>				
Rates Income	(1,720)	(1,720)	0	(1,720)
Other Income	0	0	0	(300)
	<b>(1,720)</b>	<b>(1,720)</b>	<b>0</b>	<b>(2,020)</b>
<b>Expenses</b>				
Staff Operating Expenditure	10	10	0	10
Base Expenditure	923	917	6	1,217
Unprogrammed Expenses	29	0	29	0
Programmed Expenses	834	849	(15)	779
Finance Expenses	0	0	0	0
Depreciation	0	0	0	0
	<b>1,796</b>	<b>1,776</b>	<b>20</b>	<b>2,006</b>
<b>(Surplus)/Deficit</b>	<b>76</b>	<b>56</b>	<b>20</b>	<b>(14)</b>

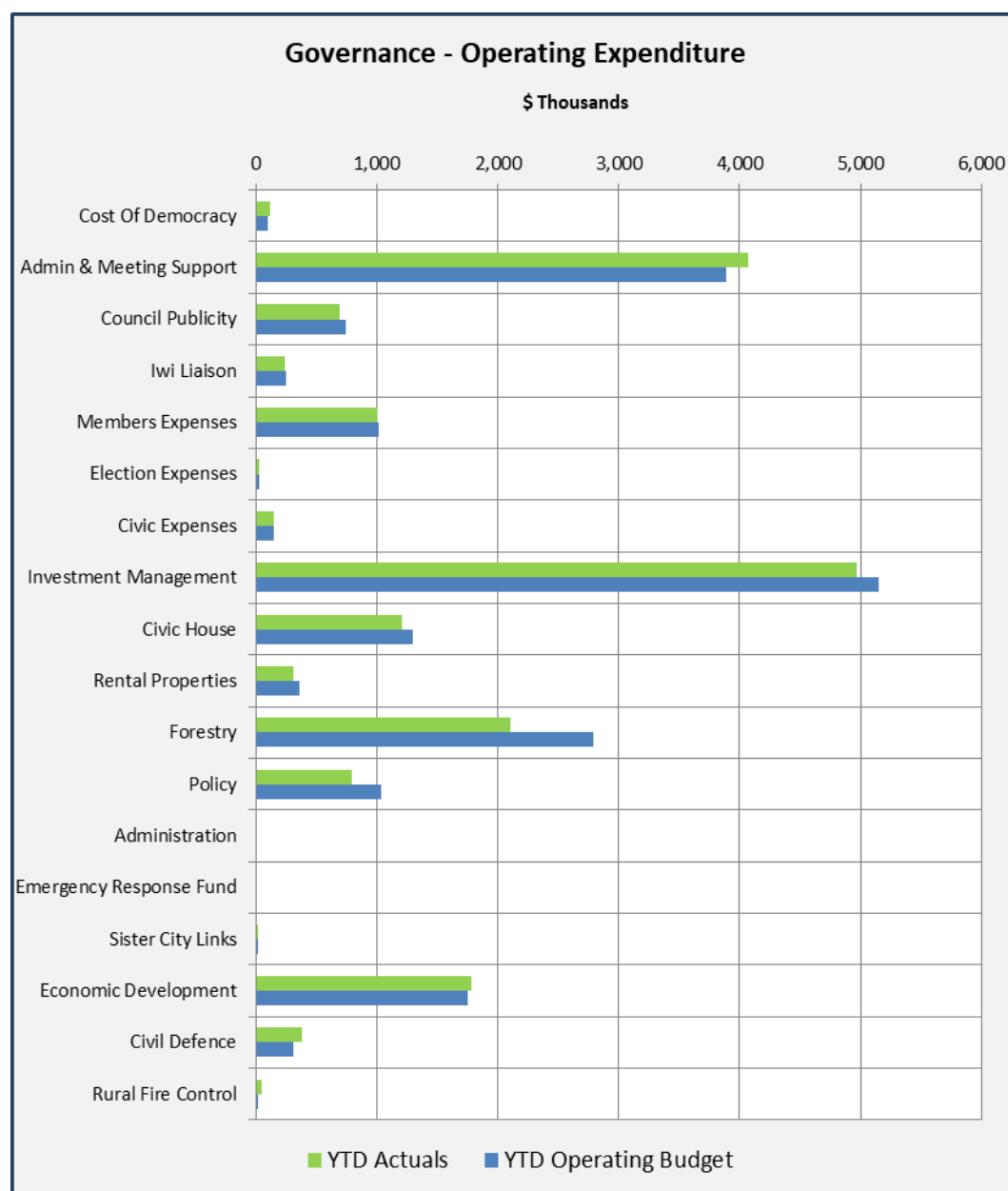
Notes

- Programmed Expenditure is planned, or there is a specific programme of works. For example, painting a building.
- Un-programmed Expenditure is reactive or unplanned in nature, for example responding to a weather event. Budgets are included as provisions for these expenses which are unknown.
- These tables exclude internal interest.

Other Operating Revenue (excluding rates income)



## Operating Expenditure (excluding internal interest)



*The following commentary includes significant variances only.*

- 5.1 **Admin & Meeting Support expenditure** is greater than budget by **\$187,000**. The allocation of staff costs is over budget by \$157,000. More time has been coded to Earthquake Prone Building Work than budgeted.
- 5.2 **Council Publicity expenditure** is less than budget by **\$54,000**. Local Government New Zealand (LGNZ) Excellence programme expenditure is behind budget by \$19,000 as this work has now been scheduled for April 2020 and this expenditure has been carried forward. Other costs are

under budget for the year, including Live Nelson (\$10,000), print and radio advertising (\$11,000) and website support (\$10,000).

**5.3 Investment Management income is greater than budget by \$1,215,000.**

Port Nelson dividend income is over budget by \$450,000 for the full financial year. An unbudgeted special dividend of \$750,000 was received in September. Regular dividends received in March and June of \$2,750,000 were \$300,000 under budget. This variance has arisen due to the timing of the Port Nelson Statement of Corporate Intent not being due before the Council's Annual Plan is finalised.

A dividend of \$375,000 was received from Nelson Airport in the current year but had been budgeted in the last financial year. Interest income on short term investments is ahead of budget by \$505,000, as Council holds deposits (currently \$10 million) to offset the pre-funding of debt which is maturing in 2019.

**5.4 Investment Management expenditure is less than budget by \$184,000** as interest on external loans is under budget.

**5.5 Civic House income is greater than budget by \$143,000.** Internal rent recoveries are over budget by \$152,000.

**5.6 Civic House expenditure is less than budget by \$88,000.** Depreciation expenditure is under budget by \$58,000. Asbestos assessment testing costs are behind budget by \$35,000, as there has been insufficient staff capacity to complete all the surveys. The remainder of this budget will be requested to be carried forward to 2019/20.

**5.7 Rental Properties expenditure is less than budget by \$54,000.** The allocation of staff costs is under budget by \$27,000. Programmed maintenance is under budget by \$22,000 due to delays to Anchor Building veranda work.

**5.8 Forestry income is less than budget by \$760,000. Forestry expenditure is less than budget by \$684,000.**

The Brook / York Valley Forest harvest that was scheduled in 2018/19 did not occur. Budgeted harvest income of \$361,000 was not earned, and budgeted harvest expenditure of \$284,000 was not incurred.

The Maitai Forest harvest was also postponed, due to delays in constructing the required bridge. Budgeted harvest income of \$1,298,000 was not earned, and budgeted harvest expenditure of \$896,000 was not incurred.

The Roding Forest harvest was completed during the year as planned. The Roding Forest yielded harvest income that was \$900,000 over budget, and harvest expenditure that was \$464,000 over budget. The high income was driven by strong log prices and good access to domestic

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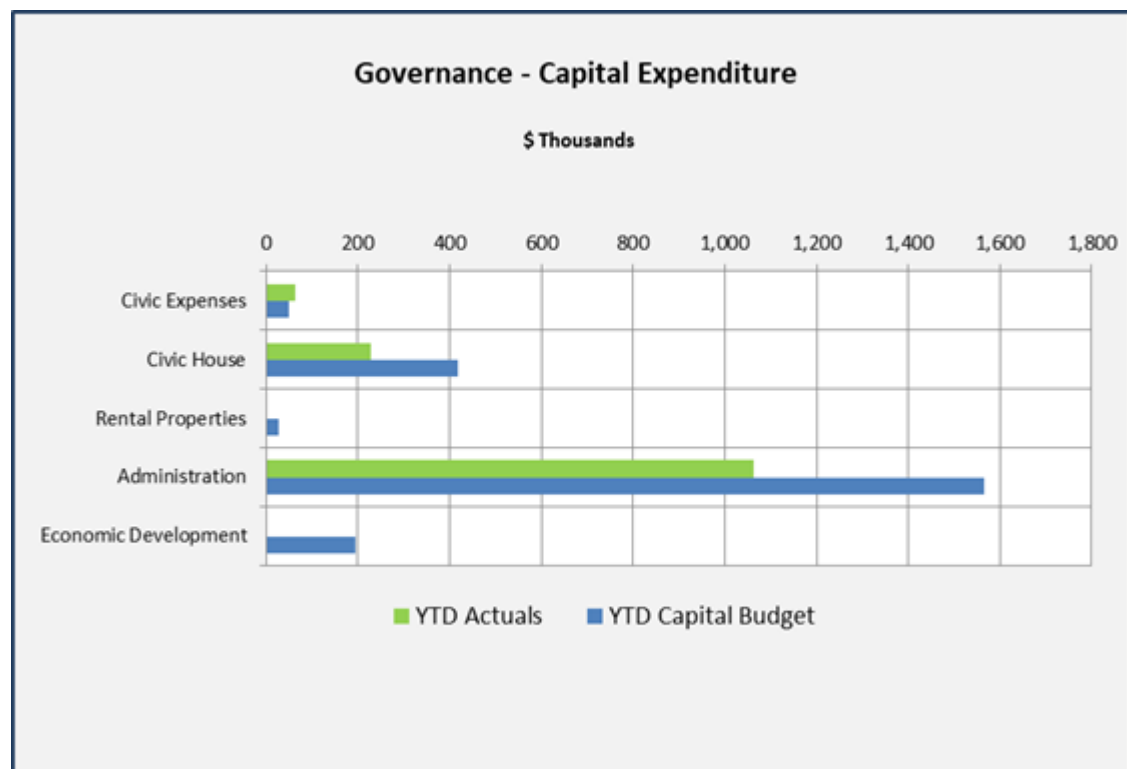
markets. The high costs relate to higher than budgeted post-operational clean-up costs. Overall, the latest PF Olsen report indicates that 63% of budgeted tonnage was achieved for the year.

In addition to the above, unbudgeted Tantragee Hazardous tree removal costs of \$47,000 were incurred in the current year. These costs are expected to be ongoing and a budget has been included in 2019/20.

- 5.9 **Policy expenditure is less than budget by \$236,000.** The allocation of staff costs is under budget by \$217,000.
- 5.10 **Emergency Response Fund income is greater than budget by \$202,000.** Revenue includes an unbudgeted insurance refund for the February 2018 storm event of \$300,000, which is partially offset by decreased internal recoveries for infrastructure insurance of \$99,000, due to increased premiums.
- 5.11 **Civil Defence expenditure is greater than budget by \$71,000.** The allocation of staff costs is over budget due to staff time associated with the Pigeon Valley fire.

Terms used
Ahead/behind – this indicates that the variance is due to timing, or that it is not yet known whether the variance will continue for the full year. This should be clarified in the commentary.
Over/under – this indicates that a budget has been overspent or underspent, and that it is likely there is an actual cost saving or overrun. This should be made clear by the commentary.

### **Capital Expenditure (including capital staff costs, excluding vested assets)**



The total capital expenditure budget for 2018/19 was \$2,254.065 million. Actual expenditure was \$1,356,330 which was \$897,735 less than budget. The main variances are outlined in the project health sheets (Attachment 1).

## **6. Commentary on capital projects**

- 6.1 There are three capital projects, within the Governance Committee delegations, that are included as part of the quarterly reporting. All of these are over \$250,000 for 2018/19.
- 6.2 Project status is analysed based on three factors; quality, time and budget. From the consideration of these three factors the project is summarised as being on track (green), some issues/risks (yellow), or major issues/risks (red). Projects that are within 5% of their budget are considered to be on track in regards to the budget factor.
- 6.3 Of those capital projects attached, all relate to Civic House improvements, and are red as they are on hold.
- 6.4 The Economic Development project, has a budget of \$200,000 for work in the City Centre. This project has not been included in previous quarterly reports. No expenditure has been undertaken in the 2018/19 year and this reflects that the City Centre Programme Lead was only recruited halfway through the financial year and that the spending this budget needed to wait until the programme plan was finalised. Now



that this position has been filled Council has been able to make great progress on developing stakeholder relationships and the City Centre Programme Plan will be reported to Council 19 September 2019.

## **7. Commentary on operational projects**

- 7.1 There is one non-capital project, within the Governance Committee delegations, that is included as part of the quarterly reporting. This project, the 2019/20 Annual Plan, has been selected for quarterly reporting as it makes an important contribution to Council's work programme. Its project sheet is appended in Attachment 1 and the project is completed.

## **8. Status Reports**

- 8.1 The updated status report is included as Attachment 3 (A2239196). A Public Excluded Status Report has been included in the Public Excluded Agenda.

## **9. Other notable achievements, issues or matters of interest**

### **Fire Emergency**

- 9.1 Several of the Strategy and Communications business units, particularly the Governance, Administration and Communications teams, were heavily involved in the delivery of services at the Emergency Operations Centre during the response to the Pigeon Valley fires.
- 9.2 This diversion of resources has had an ongoing impact on delivery of the Group's work programme for the remainder of 2019.

### **Climate Change**

- 9.3 Officers have continued to work on the existing climate change work programme. Recruitment is underway for the Climate Change Champion position that was approved as part of the Annual Plan process.

### **Election preparation**

- 9.4 The fourth quarter of 2018/19 included preparation for the October elections, including the pre-election report and a communications plan.

## **10. Rates Remissions**

- 10.1 Rates remission approvals for the 2018/19 year totalled \$456,218. This is slightly higher than the amount for 2017/18 which was \$441,216. The remissions were approved under delegated authority.

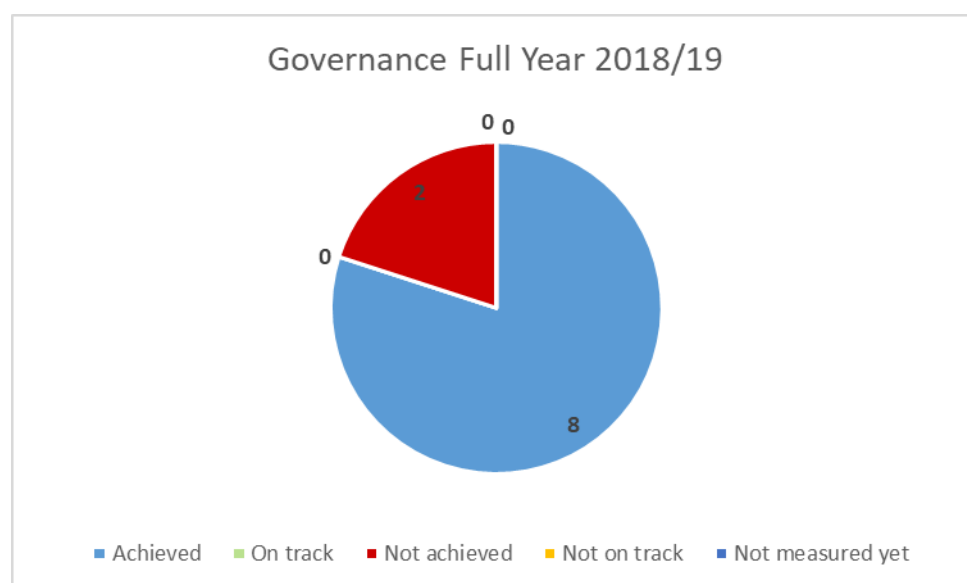
## **11. Workshop Update**

- 11.1 A workshop on the Communications and Engagement Strategy was held on 2 April 2019.

## 12. Key Performance Measures

- 12.1 As part of the development of the Long Term Plan 2018-28 Council approved levels of service, performance measures and targets for each activity. There are ten performance measures that are within the Governance Committee's delegations.
- 12.2 Final results for each measure will be reported on through the Annual Report 2018/19, however this report includes an indication of progress for those measures where an assessment of current performance is available at this stage.
- 12.3 As this is the last quarter for the year, performance measures were measured as:
- Achieved
  - Not achieved
- 12.4 Attachment 2 lists all performance measures within the Governance Committee delegations, their status and commentary for the quarter.

## 13. Quarterly Review of Key Performance Indicators



- 13.1 Eight of the ten measures were achieved at the end of the year for 2018/19 and two of the measures were not achieved. One of the two measures 'not achieved' was for GDP growth. The measure was close to being achieved with 2.4% for Nelson-Tasman compared to 2.5% for New Zealand overall.

## 14. Conclusion

- 14.1 The review of performance for the fourth quarter for the Governance Committee is included in this report, with project sheets and performance measure updates attached.

## Item 8: Governance Committee Quarterly Report to 30 June 2019

**Author:**        **Nicky McDonald, Group Manager Strategy and Communications**

### **Attachments**

Attachment 1: A2237662 - Governance Committee Project Sheets Quarter 4 [↓](#)

Attachment 2: A2237728 - Performance Measures 2018-19 - End of Year Results [↓](#)

Attachment 3: A2239196 - Status Report - Governance Committee - Public [↓](#)

<b>Civic House Floor 1 upgrade</b>				<b>1195</b>
Civic House floor one refurbishment				
<b>Overall Health</b>		<b>Quality</b>	<b>Time</b>	<b>Budget</b>
<b>Project Update (work completed, in progress, scheduled &amp; budget change info)</b>				
Project remains on hold while accommodation options are confirmed and no further progress was made from the third quarter. Budget was rephased out to 2019/20 where a decision to progress may be made.				
<b>Project Risks</b>				
No risks remain in this financial year now decision not to proceed has been made.				
<b>Project Issues</b>				
No concerning issues to report.				
<b>Budget</b>				
<b>2013/14 to 2017/18 Actuals</b>				190,381
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/28</b>	<b>Total 2018/28</b>
Initial LTP Budget	588,000	-	-	588,000
Carry-forwards	(24,145)			(24,145)
Amendments	(453,855)	453,855	-	(0)
<b>Total Budget (2018-28)</b>	<b>110,000</b>	<b>453,855</b>	<b>-</b>	<b>563,855</b>
Actual Spend	112,442			
<b>Full Year Forecast</b>	<b>111,078</b>	<b>800,000</b>	<b>-</b>	<b>911,078</b>

A2237662

<b>Aircon for Civic House</b>				<b>1197</b>
Install aircon on 4th floor and Ventilation for all Civic House.				
<b>Overall Health</b>		<b>Quality</b>	<b>Time</b>	<b>Budget</b>
<b>Project Update (work completed, in progress, scheduled &amp; budget change info)</b>				
Project remains on hold while accommodation options are confirmed and no further progress was made from the third quarter. Budget of \$300K has been moved to 2019/20 where a decision to progress may be made.				
<b>Project Risks</b>				
No concerning risks to report.				
<b>Project Issues</b>				
No concerning issues to report				
<b>Budget</b>				
<b>2013/14 to 2017/18 Actuals</b>				167,334
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/28</b>	<b>Total 2018/28</b>
Initial LTP Budget	395,000	255,500	620,731	1,271,231
Carry-forwards	-			-
Amendments	(300,000)	300,000	-	-
<b>Total Budget (2018-28)</b>	95,000	555,500	620,731	1,271,231
Actual Spend	-			
<b>Full Year Forecast</b>	-	400,000	620,731	1,020,731

<b>Civic House Capital Programme</b>				<b>1198</b>
Miscellaneous renewals and upgrades - furniture, plant & equipment, minor modifications, etc - develop detailed plan annually				
<b>Overall Health</b>		<b>Quality</b>	<b>Time</b>	<b>Budget</b>
<b>Project Update (work completed, in progress, scheduled &amp; budget change info)</b>				
Year 1 programme has continued, but year 2 to 10 is currently on hold.				
<b>Project Risks</b>				
No concerning risks to report.				
<b>Project Issues</b>				
No concerning issues to report				
<b>Budget</b>				
<b>2017/18 Actuals</b>				<b>80,416</b>
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/28</b>	<b>Total 2018/28</b>
Initial LTP Budget	252,000	1,371,524	2,706,428	4,329,952
Carry-forwards	-			-
Amendments	(92,875)	100,000	-	7,125
<b>Total Budget (2018-28)</b>	<b>159,125</b>	<b>1,471,524</b>	<b>2,706,428</b>	<b>4,337,077</b>
Actual Spend	76,235			
<b>Full Year Forecast</b>	<b>75,964</b>	<b>166,132</b>	<b>2,706,428</b>	<b>2,948,524</b>

A2237662

<b>Annual Plan 2019/20</b>				<b>1361</b>
<b>Overall Health</b>		<b>Quality</b>	<b>Time</b>	<b>Budget</b>
<b>Project Update (work completed, in progress, scheduled &amp; budget change info)</b>				
Hearings were held on the 14, 15 and 16 May and the deliberations were held on June 4, 6 and 7. The Annual Plan, including an amendment to the Long Term Plan 2018-28 (for Community Housing) was adopted on 27 June.				
<b>Project Risks</b>				
No concerning risks to report.				
<b>Project Issues</b>				
No concerning issues to report.				
<b>Budget</b>				
<b>2013/14 to 2017/18 Actuals</b>				<b>171,267</b>
	<b>2018/19</b>	<b>2019/20</b>	<b>2020/28</b>	<b>Total 2018/28</b>
Initial LTP Budget	25,000	25,550	361,352	411,902
Carry-forwards	-			-
Amendments	-	-	-	-
<b>Total Budget (2018-28)</b>	<b>25,000</b>	<b>25,550</b>	<b>361,352</b>	<b>411,902</b>
Actual Spend	15,534			
<b>Full Year Forecast</b>	<b>16,000</b>	<b>25,550</b>	<b>361,352</b>	<b>402,902</b>

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## Item 8: Governance Committee Quarterly Report to 30 June 2019: Attachment 2

Quarterly reporting 2018-19

Committee responsible	GM responsible	Activity	Number	What Council will provide	Performance measures	Targets	2018/19 Results	End of year result
						Year 1 (2018/19)	End of year comment	
Governance	Clare Barton	Economic	10.01	Overview of a healthy local economy	GDP measured as three year average	Percentage increase in GDP per annum at least equal to or better than the national average	The next regional GDP data release will be in March 2020. Based on data for year to end March 2018 this measure is not achieved. Based on provisional estimates for the Nelson-Tasman region as a whole, GDP grew by around 2.4% compared to 2.5% for NZ overall.	Not achieved
Governance	Clare Barton	Economic	10.02	Strategic overview of economic development for the benefit of the community	Value of tourism (total spend) annually in Nelson city	Increase the annual value of tourism spend in Nelson from previous year	Updated data from infometrics shows that the tourism spend in Nelson City was \$365M in 2018 compared to \$345M in 2017.	Achieved
Governance	Clare Barton	Economic	10.03	Measures that contribute to the vitality and attractiveness of the Nelson CBD	Total annual spending in the Nelson CBD	Total annual spending in the Nelson CBD is greater than or equal to previous annual spend.	Due to the time needed to compile the quarterly results, the latest available data is for the March quarter. The spend to the year ending March 2019 was \$195.3M. The spend in the year to end of March 2018 was \$194.7M.	Achieved
Governance	Clare Barton	Economic	10.04	Events funding that provides a sound return on investment for Nelson	Return on investment measured by number of out of town visitors attending major events	Number of out of town visitors attending major events greater or equal to previous three year average.	It is estimated that over 19,000 out of town visitors attended events in the year ending June 2019.	Achieved
Governance	Clare Barton	Economic	10.05			At least 80% of those visits are in the months of March to November.	80% of the visits were during the period from March to November.	Achieved
Governance	Nicky McDonald	Corporate	11.01	Effective engagement and consultation	% residents satisfied or very satisfied with opportunities to provide feedback, by survey	Annual improvement in the % of residents satisfied or very satisfied with opportunities to provide feedback	Increase in satisfaction with opportunities to engage increased from 36% in 2017/18 to 44% in 2018/19.	Achieved
Governance	Nikki Harrison	Corporate	11.02	Council Controlled Organisations (CCOs) that deliver net benefit to the community	Council satisfaction with attainment of six monthly CCO targets for all SOIs - refer to CCO section for measures for each CCO	Council receives six monthly reports from all CCOs and is satisfied with attainment of targets	Awaiting full year results from the CCO's. Six monthly reports were reported to the Governance Committee (where NCC 100% owned) or the Joint Shareholders Committee (if jointly owned) in April.	Achieved
Governance	Pania Lee	Corporate	11.03	Promotion of Te Tau Ihu Māori/iwi participation in decision-making processes	Strategic framework established for Chairs of Te Waka a Maui to work with mayors across Te Tau Ihu	Collaboration between iwi and councils on development of a strategic framework	The Iwi-Council Partnership Group have met several times in 2019 to review the Memorandum of Understanding (MOU) and develop Terms of Reference for a number of working parties. The next Iwi Leaders Forum is scheduled for 19 November.	Achieved
Governance	Nikki Harrison	Corporate	11.04	Effective Civil Defence Emergency Management (CDEM) response via regional Emergency Operations Centre (EOC)	Ability to operate an effective Emergency Operations Centre: % EOC roles staffed and EOC meets Ministry CDEM requirements	95% of EOC management and group roles staffed	EOC management and Group role staffing levels together with the associated skill sets required are under review to ensure that they are fit for purpose and meet requirements.	Not achieved
Governance	Nikki Harrison	Corporate	11.05			EOC meets Ministry of CDEM monitoring and evaluation requirements	Group EOC met MCDEM requirements at previous review	Achieved

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## Status Report - Governance Committee

MEETING DATE	SUBJECT	MOTION	RESPONSIBLE OFFICER	COMMENTS
Council 28 July 2016	Haven Precinct Project Progress Report	<p>Resolved CL/2016/236</p> <p><i>That the Council</i></p> <p><i><u>Approve</u> the visions and goals detailed in report R6077 for the concept design;</i></p> <p><i><u>Approve</u> using a traditional procurement process to appoint a lead consultant, to produce the concept design plans based on the visions and goals advised;</i></p> <p><i><u>Approve</u> the preliminary project timeline included in report R6077;</i></p> <p><i><u>Approve</u> the Haven Precinct Strategic Business Case (A1550230).</i></p> <p><i><u>Note:</u> This item was moved from the Council Status Report to the Governance Committee Status Report in July 2018.</i></p>	Nicky McDonald	An update on this project will be provided as part of the Council Briefing – Strategic Property Matters, on the 13 August 2019

## Status Report - Governance Committee

MEETING DATE	SUBJECT	MOTION	RESPONSIBLE OFFICER	COMMENTS
		<b><i>Resolved CL 2019/053</i></b>		
		<i>That the Council</i>		
18/04/2019	Recommendation to Council - Revised International Relationships Policy - Resolved Council 2May2019 CL/2019/053	<ol style="list-style-type: none"> <li><i><u>Adopts</u> the International Relationships Policy (A2076807), as a draft to be consulted on with iwi;</i></li> <li><i><u>Authorises</u> Her Worship the Mayor and the Chair of the Governance Committee to approve alterations raised through this process.</i></li> </ol>	Nicky McDonald	Refer to item 4.2 of report R10339