



Briefing: Resident Satisfaction Survey 2025

18 June 2025 – 4.15pm

Attendees

Elected Members: Mayor Barry, Cr Brown, Cr Dyer, Cr Edwards, Cr Mitchell, Cr Morgan, Cr Parkin, Cr Shaw, Cr Tupou.

Staff: A Blackshaw, Director Neighbourhoods and Communities; J Griffiths, Director Strategy and Engagement; Mike Nuth, Principal Advisor Research and Evaluation; Kathryn Stannard, Head of Democratic Services, J Young, Democracy Advisor.

Apologies

Deputy Mayor Lewis, Cr Barratt, Cr Briggs, Cr Stallinger, Mike Henderson (PCB)

Presenters

Mike Nuth, Principal Advisor Research and Evaluation.

Key Objectives of the Briefing

The purpose of the briefing is to outline participation rate and offer a breakdown of who participated, results at a glance, insights from resident's survey comments as well as a summary of feedback from focus groups.

Introduction

The survey was conducted over a five-week period in February and March 2025. Unlike previous years, it was supplemented with a series of focus groups involving residents from ethnic and migrant communities, as well as rangatahi. The total number of responses was just over 1,400, a decline from 2023 and 2024. The Principal Advisor Research and Evaluation noted he was not disappointed with this figure, emphasising that a sample size of 1,400 yields a margin of error of approximately 3%. He acknowledged a decline in participation across all wards and many demographic groups but highlighted improved engagement from residents aged 16 to 24. The survey included questions on trust in public institutions, satisfaction with Council-maintained facilities, transport and infrastructure, communication and engagement, input on Council activities and proposals, satisfaction with Council decision-making, and perceptions of the city.

Presentation by Mike Nuth, Principal Advisor Research and Evaluation.

Slide 1 – Resident Satisfaction Survey 2025.

Slide 2 – Survey participation.

Slide 3 – Sample comparison by age.

Slide 4 – Sample comparison by ward.

Slide 5 – Results at a glance.

Slide 6 – Satisfaction with communication and engagement.

Slide 7 – Satisfaction with Council decision making.

Slide 8 – City Perceptions

**Slide 9 – Satisfaction with Performance of Hutt City Council and Elected Members /
Mayor.**

Slide 10 – Satisfaction with Council – Maintained Facilities.

Slide 11 – Satisfaction with Council – Maintained Spaces.

Slide 12 – Satisfaction with Transport infrastructure.

Slide 13 – Satisfaction with Kerbside Rubbish and Recycling.

Slide 14 – Satisfaction with Three Waters Services

Slide 15 – Focus Group Hui – Rangatahi & Migrants and Ethnic Communities

Slide 16 – Ethnic & Migrant Communities: Key Focus Group insights.

Slide 17 – Rangatahi: Key Focus group insights

Slide 18 – Thank you.

Questions and discussion points

There were no questions.

Next steps

There were no next steps.

Briefing materials

Attachment 1 – Presentation:

The briefing closed at 4.51pm