



# Briefing: 2024 Quality of Life Survey

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**18 June 2025 – 4.00pm**

## 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 present key survey findings, focusing on how the cost of living affects Lower Hutt residents' quality of life and what the survey measures.

# Introduction

The survey gathers residents' views on living in Lower Hutt, covering housing affordability, public transport, healthcare access, trust in local institutions, financial wellbeing, and confidence in Council decisions. Hutt City Council has participated biennially since 2003. The survey helps monitor progress toward strategic goals. Key findings show a significant drop in Lower Hutt's quality of life between 2022 and 2024.

## Presentation by Mike Nuth, Principal Advisor Research and Evaluation.

**Slide 1 – 2024 Quality of Life Survey.**

**Slide 2 – What did the 2024 QoL Survey Measure?**

**Slide 3 – Key insights.**

**Slide 4 – Overall quality of life in Lower Hutt Compared to other Councils.**

**Slide 5 – Overall quality of life by ward and over time.**

**Slide 6 – Ability of income to meet everyday needs.**

**Slide 7 – Ability of Income to meet everyday needs by ward and over time.**

**Slide 8 – Affordability of housing costs.**

**Slide 9 – Perceptions of housing cost affordability by ward and over time.**

**Slide 10 – Resident Quality of life by housing tenure over time.**

**Slide 11 – Quality of life in the Northern Ward: a case study.**

**Slide 12 – Northern Ward: a case study.**

**Slide 13 – Concluding point on survey findings.**

**Slide 14 – Thank you**

## Questions and discussion points

In response to a question from a member, the Principal Advisor Research and Evaluation noted the following:

- the number of participants in the 2022 and 2024 surveys was similar—approximately 550 in 2022 and 525 in 2024. He noted that the population sampling was highly sophisticated and carried out by Ipsos, a well-regarded research firm that conducted the survey for all Councils involved. He expressed confidence in the representativeness of the sample, which supports the reliability of the results, particularly regarding deprivation. Although the survey did not ask direct questions about deprivation, he explained that related indicators—such as income and other relevant questions—provided a strong picture of deprivation. He highlighted that deprivation was evident in the Northern Ward and offered to provide the data to members.
- there was evidence based on real-world observations reflecting the long-term effects and accuracy of housing affordability. He noted the data was primarily sourced from the census as well as MBIE. He noted that the data aligned with reports of a significant decline in quality of life due to financial pressures related to housing in the northern and eastern wards.
- the Eastern Hutt Road slip in August 2025, which caused nearly a year of traffic disruptions, likely contributed to a decline in resident trust. He explained that this was supported by results from the resident satisfaction survey, where residents from the affected area—previously among the most represented and vocal—had shown a notable shift in engagement. He added that the data indicated a high level of frustration in the area.
- the survey data was indicative but did not definitively show a correlation between changes in central government policies and negative impacts on social housing tenants, beneficiaries, or people from diverse demographics. However, a potential link to housing issues could not be ruled out.

- he would follow up with detailed information on the survey sampling methodology. He explained that Ipsos used the Electoral Roll as the base sampling frame, from which addresses across various city wards were randomly selected. He noted that underrepresented demographics were subsequently identified and targeted through specific outreach efforts. For this survey, Ipsos staff conducted additional fieldwork in areas such as Stokes Valley to improve representation. He added that a technical report is available and expressed confidence in the robustness of Ipsos's methodology.

## **Next steps**

There were no next steps.

## **Briefing materials**

**Attachment 1** – Presentation:

**The briefing closed at 4.33pm**