

2024 Quality of Life Survey

A summary of key findings

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What did the 2024 QoL Survey Measure?

The survey measures residents' perceptions across several domains, including:



Overall quality of life



Local issues



Built & Natural
Environment



Community, culture, and
social networks



Housing



Climate change



Public transport



Employment and economic
wellbeing



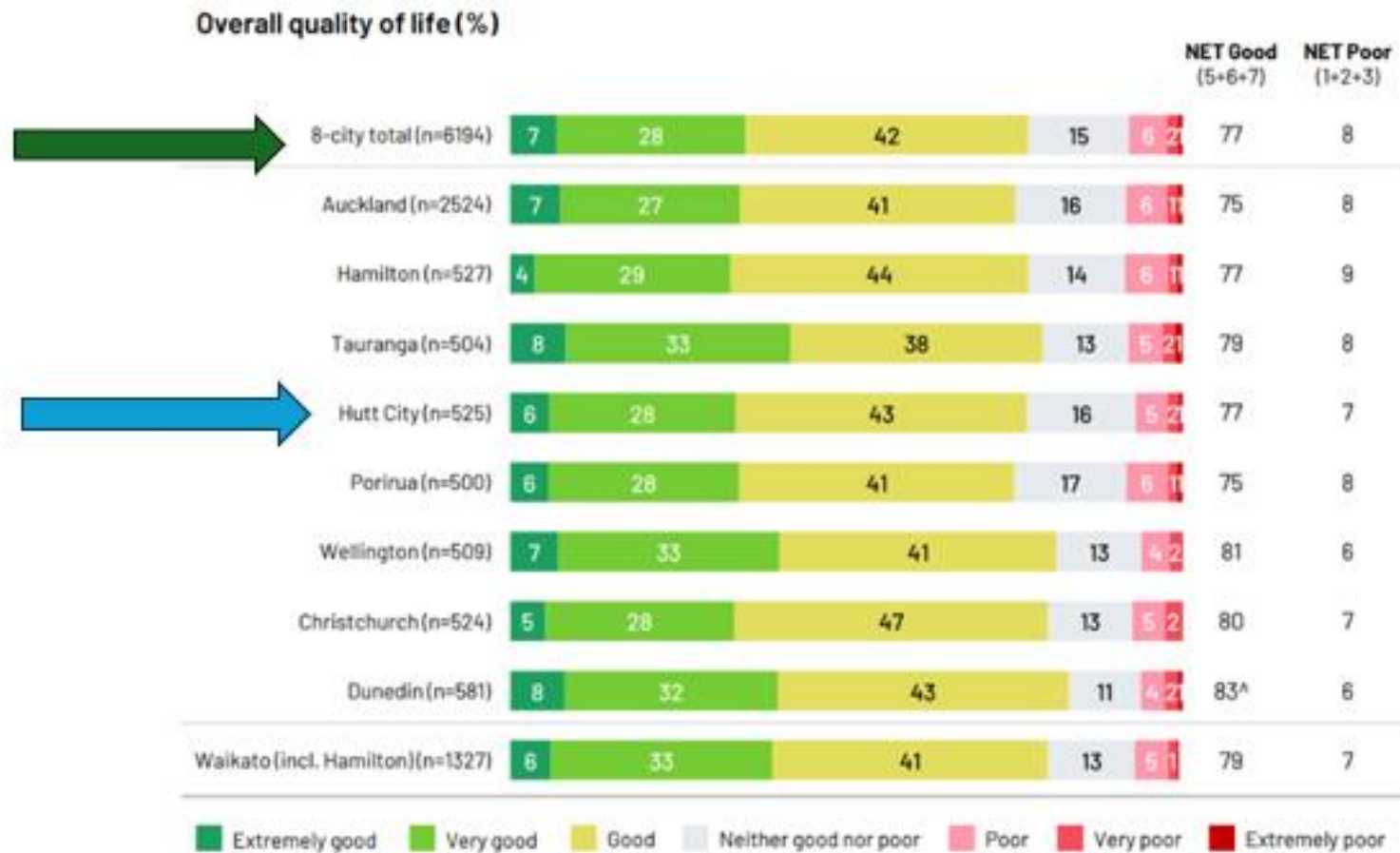
Health and wellbeing



Council processes

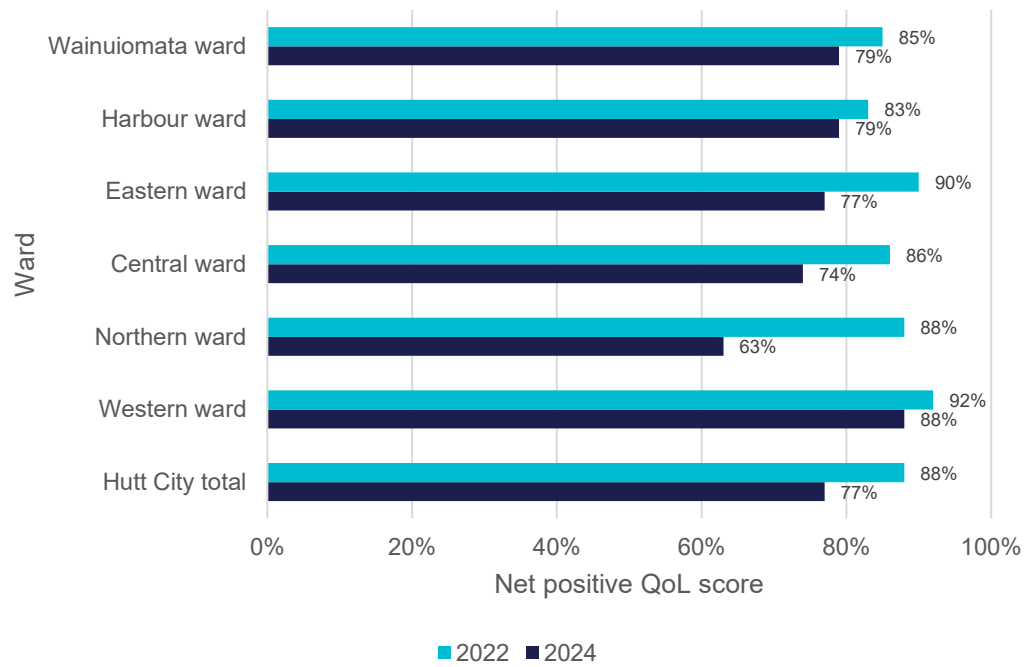
Key insights

Overall quality of life in Lower Hutt compared to other councils



Overall quality of life by ward and over time

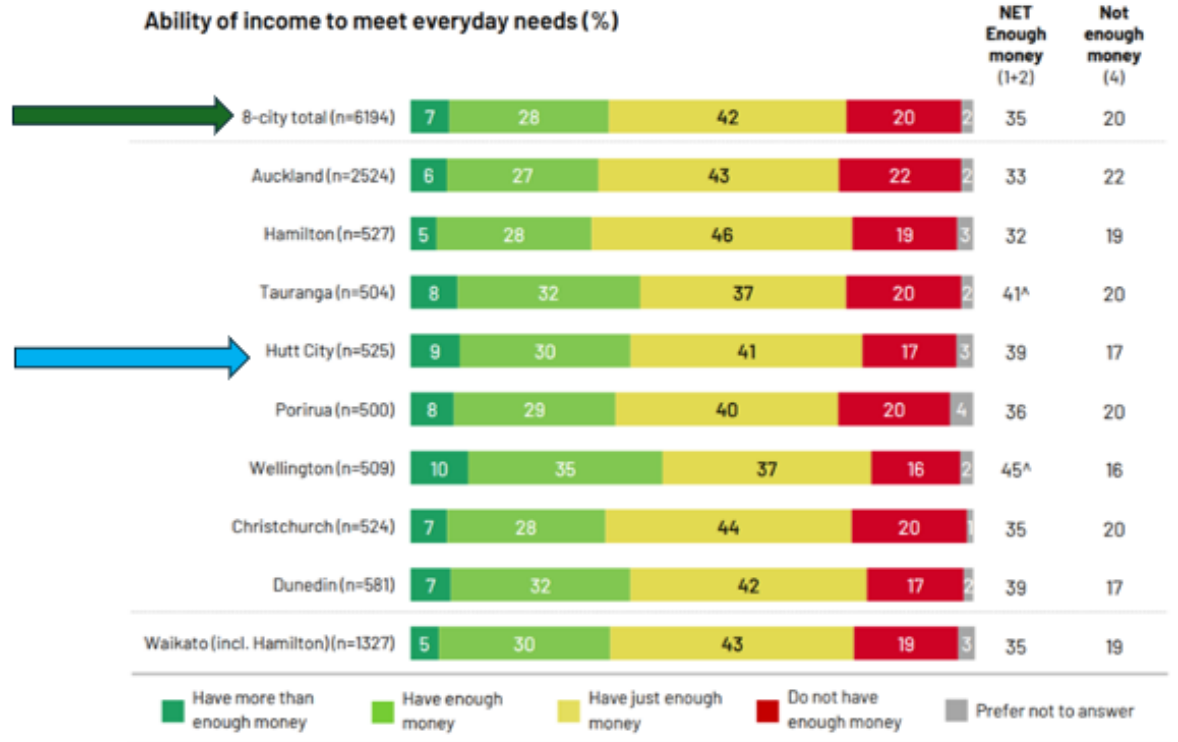
Resident QoL by ward (2022 vs 2024)



Overall Quality of life in Lower Hutt over time (2016 - 2024)			
Year	Net Good	Neither	Net Poor
2024	77%	16%	7%
2022	88%	9%	3%
2020	89%	7%	3%
2018	89%	8%	3%
2016	82%	14%	4%

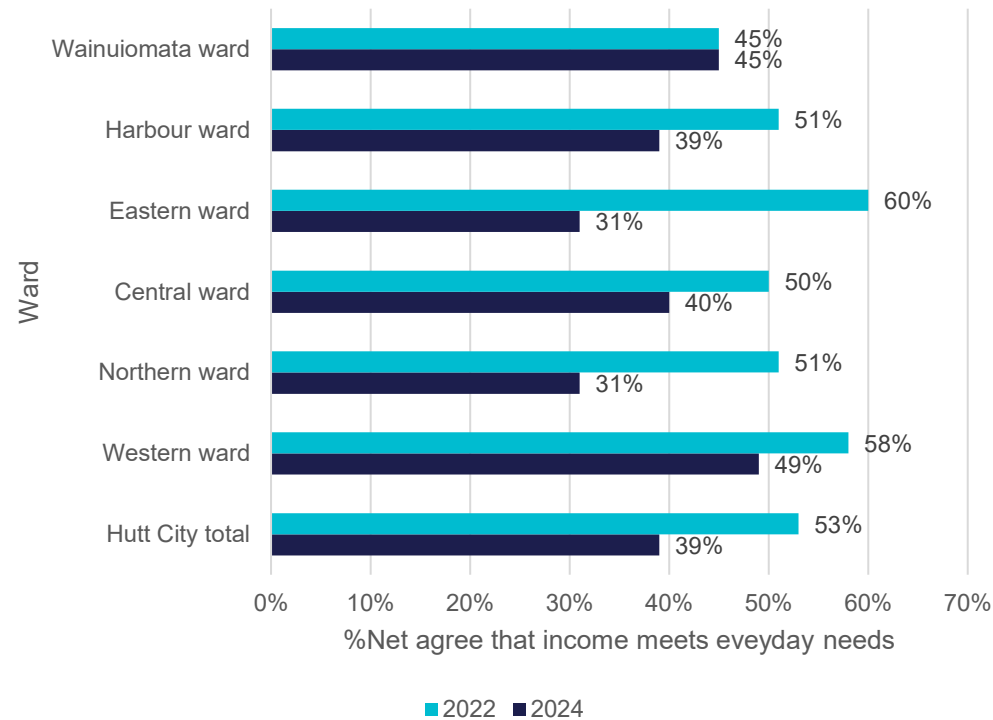
Ability of income to meet everyday needs

National view



Ability of income to meet everyday needs by ward and over time

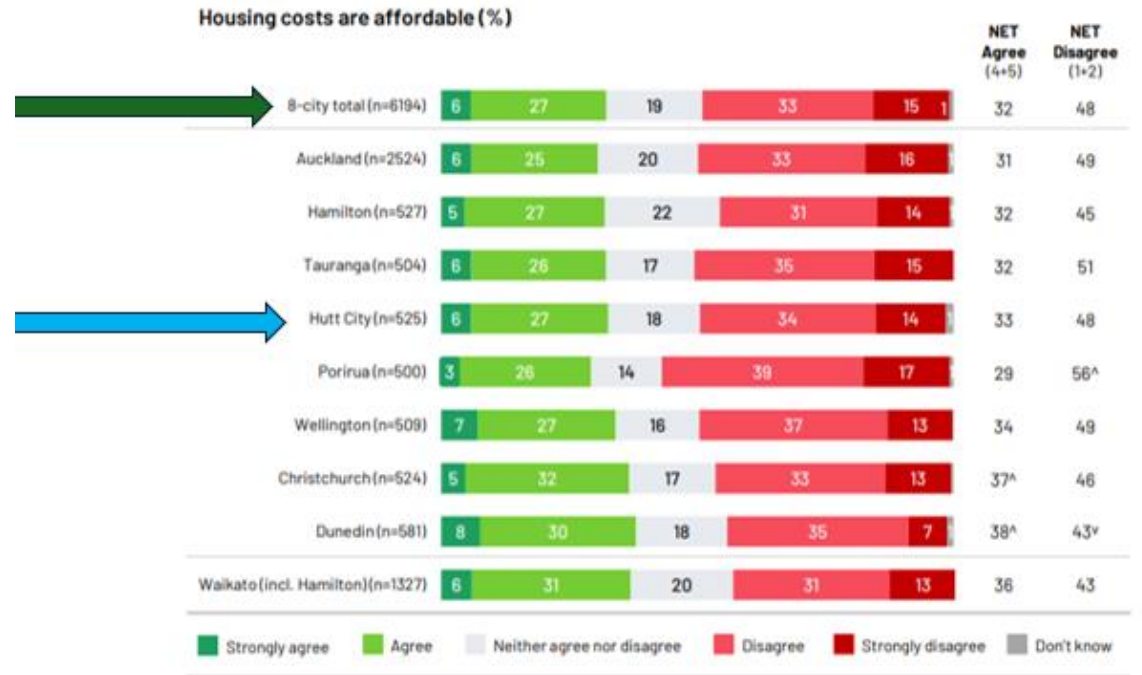
Ability of income to meet everyday needs by ward (2022 vs 2024)



Ability of income to meet every day needs in Lower Hutt (2016 - 2024)			
Year	Have Ability	Have Little Ability	Have No Ability
2024	39%	41%	17%
2022	53%	31%	12%
2020	55%	30%	11%
2018	52%	31%	14%
2016	44%	33%	17%

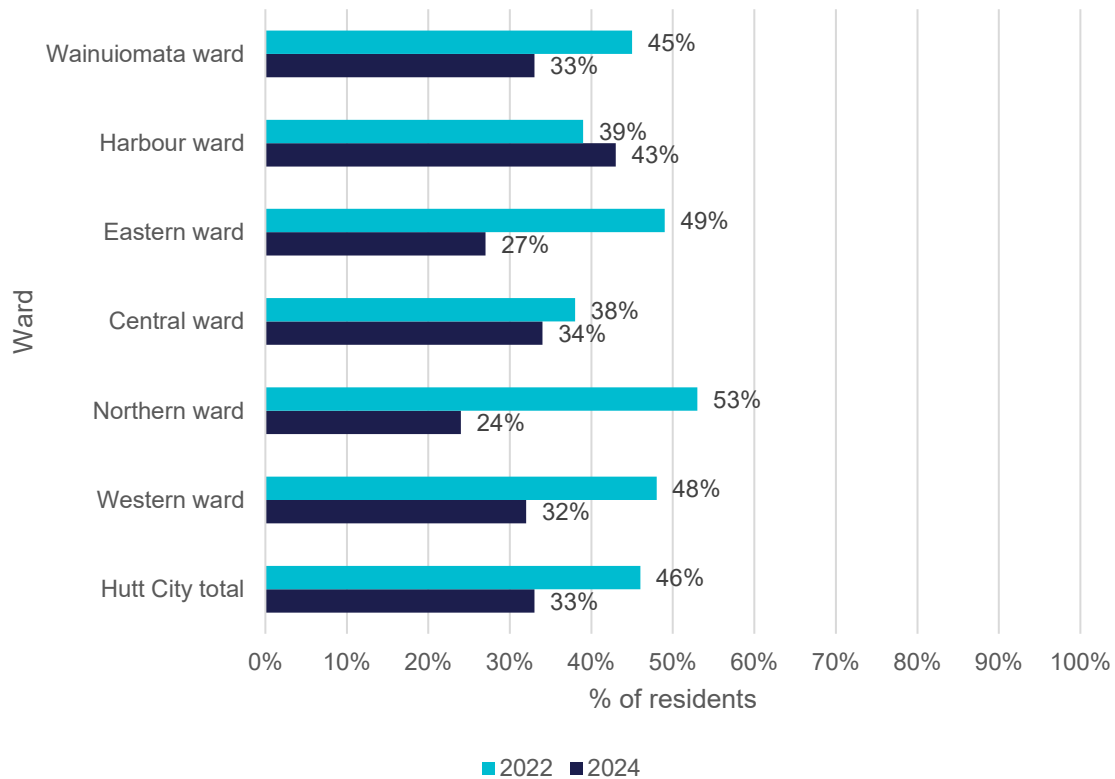
Affordability of housing costs

National view



Perceptions of housing cost affordability by ward and over time

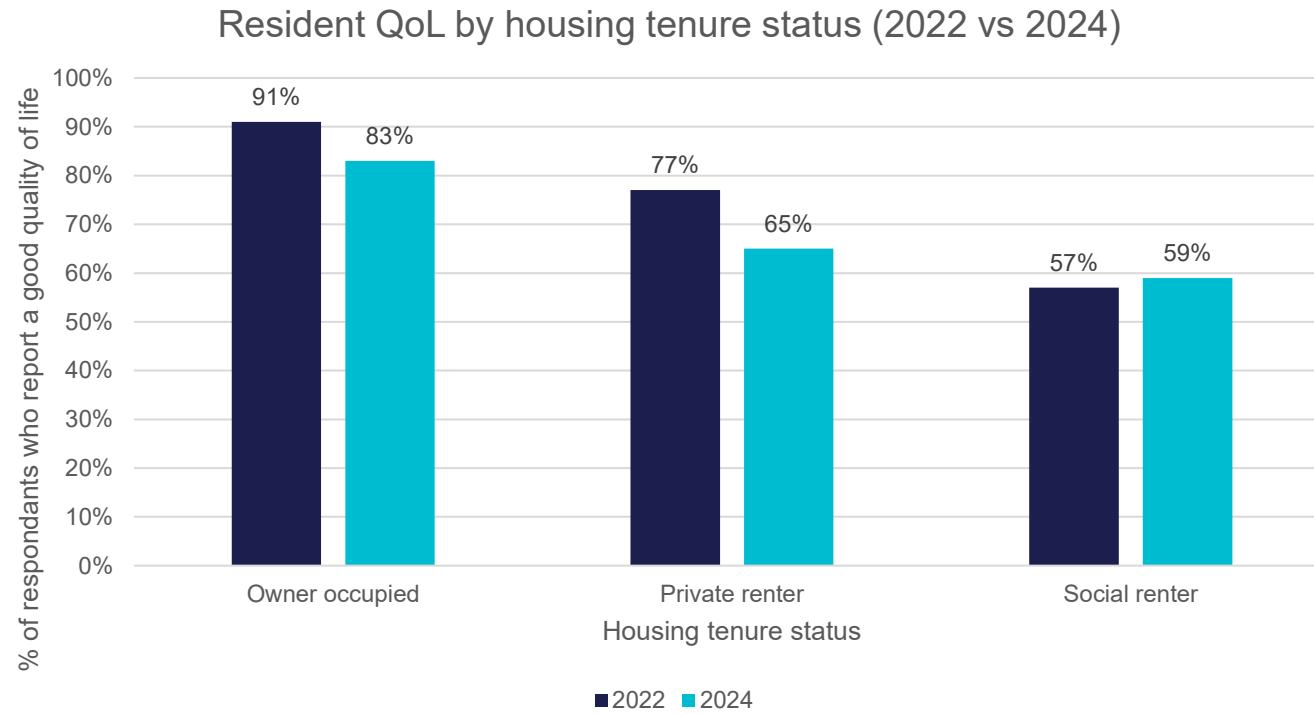
Housing cost affordability by ward (2022 vs 2024)



Perceptions of housing cost affordability in Lower Hutt over time

Year	Affordable	Neither or don't know	Not Affordable
2024	33%	18%	48%
2022	46%	18%	36%
2020	48%	19%	33%
2018	58%	14%	28%
2016	55%	15%	26%

Resident Quality of Life by housing tenure over time



Quality of life in the Northern Ward: a case study

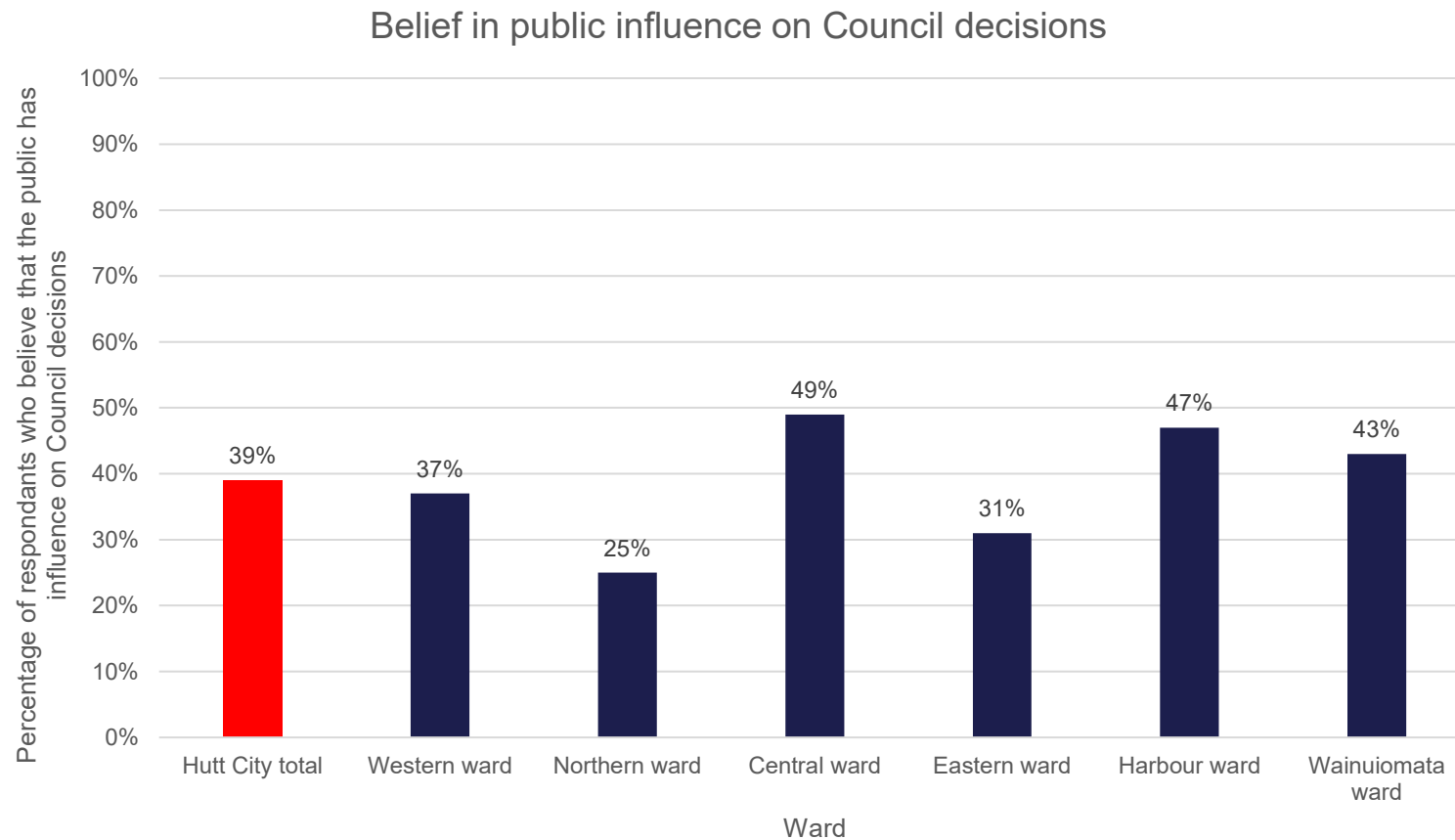
Trust in public institutions by ward

	Hutt City total	Western ward	Northern ward	Central ward	Eastern ward	Harbour ward	Wainuiomata ward
Police	73%	73%	68%	75%	75%	75%	71%
Public Education System	65%	69%	60%	66%	65%	69%	61%
Justice System	63%	65%	56%	63%	65%	67%	58%
Central Government	51%	53%	45%	51%	50%	54%	50%
Local Government	54%	55%	45%	56%	53%	59%	53%
Public Health System	62%	63%	52%	66%	64%	65%	61%
Scientists	70%	73%	64%	68%	70%	77%	65%

Key: Institutional Trust Levels		
Trust Level	Range	Interpretation
High Trust	70% and above	Strong public confidence
Moderate Trust	60%–69%	Mixed confidence, room for improvement
Low Trust	50%–59%	Weak trust, potential concern
Very Low Trust	Below 50%	Significant lack of trust

Northern Ward: a case study

Belief in public influence on Council decisions



Concluding points on survey findings

Resident QoL in Lower Hutt compares well to other territorial authorities but has declined since 2022.

The cost of living in Lower Hutt is the primary driver of a decline in quality of life across the city.

Residents in the Northern Ward appear most impacted by the cost of living and consistently have the lowest QoL scores across most indicators. They also have the lowest trust in Council.

Kia ora
Thank you