

Tell us what you think about working here



Proud
I'M PART OF IT

HUTT CITY
TE AWA KAIRANGI

Waiora Engagement Survey
April 2022

**Organisation-wide
results**

A message from Jo



He aha to mea nui o te ao. He tangata, he tangata, he tangata. What is the most important thing in the world? It is the people, it is the people, it is the people!

Thank you everyone who completed the recent Waiora staff survey - 82% of you took the time to let us know more about your experiences working here. I'm also really pleased that 8 out of 10 staff think you're really cared about – from the way managers and team leaders care about the wellbeing of their staff through to the ways we've supported you through COVID-19.

So why survey staff? It's important we check in you regularly and our Waiora survey is one of the ways we do this. As mentioned before, we want to understand our 'wairora' (health and wellbeing) to strengthen our collective 'wairua' (spirit or soul).

And we pay attention to your feedback. As well as looking at the data and trends since we first started the Waiora survey I read all the feedback – every anonymised comment – it's important to me and the Corporate Leadership Team (CLT). What stood out in relation to your comments was the immense pride and commitment to our community and feeling like you can make a real difference to people's lives here in Te Awa Kairangi ki Tai – Lower Hutt.

Survey results show that our areas of focus are the right ones, that we have made lots of progress and there is still much to do. And while whilst we may be at different stages in parts of the organisation and have different areas to focus on in the months ahead, we are making progress across the organisation and that tells us we are on the right path.

I am also extremely proud to see the way our teams are forming, and the collaboration happening so we work as 'One Council'.

Ehara taku toa I te toa takitahi, engari he toa takitini. Success is not the work of one, but the work of many.

Ngā mihi nui,

Jo



About our Waiora Engagement Survey



We're on a journey to build a fit-for-purpose high performing organisation with the right capability and culture to enable our people to thrive.

Our biggest asset is you, our people, so your engagement, feedback and input is vital in shaping the future of our organisation and making it a great place to work.

Our Waiora survey is an opportunity for you to share your thoughts and tell us what it's like to work here. By listening to your insights and experiences, we can continue to design work programmes that are meaningful and make a difference for you and how you are supported and enabled in your work, while also ensuring the achievement of our organisational priorities.

Our participation

Participation rates help us understand how representative the feedback is. While we're not expecting 100%, a higher percentage is a more indicative sample.

Note: Results are compared to our last full survey which was conducted in June 2021

Tell us what you think about working here



Participation rate – overall and by group

Participation rates by Group

Waiora Engagement Survey -
April 2022

82%

Responses: 383 of 467

Strategy & Engagement, 96%

Office of the Chief Executive, 90%

Environment & Sustainability, 87%

Economy & Development, 83%

Neighbourhoods & Communities, 70%

Insight

Participation was down 2% compared to the June 2021 full survey and November 2021 pulse survey. Culture Amp have advised that 70% of organisations who use their tool have response rates between 75% and 90%.

Engagement

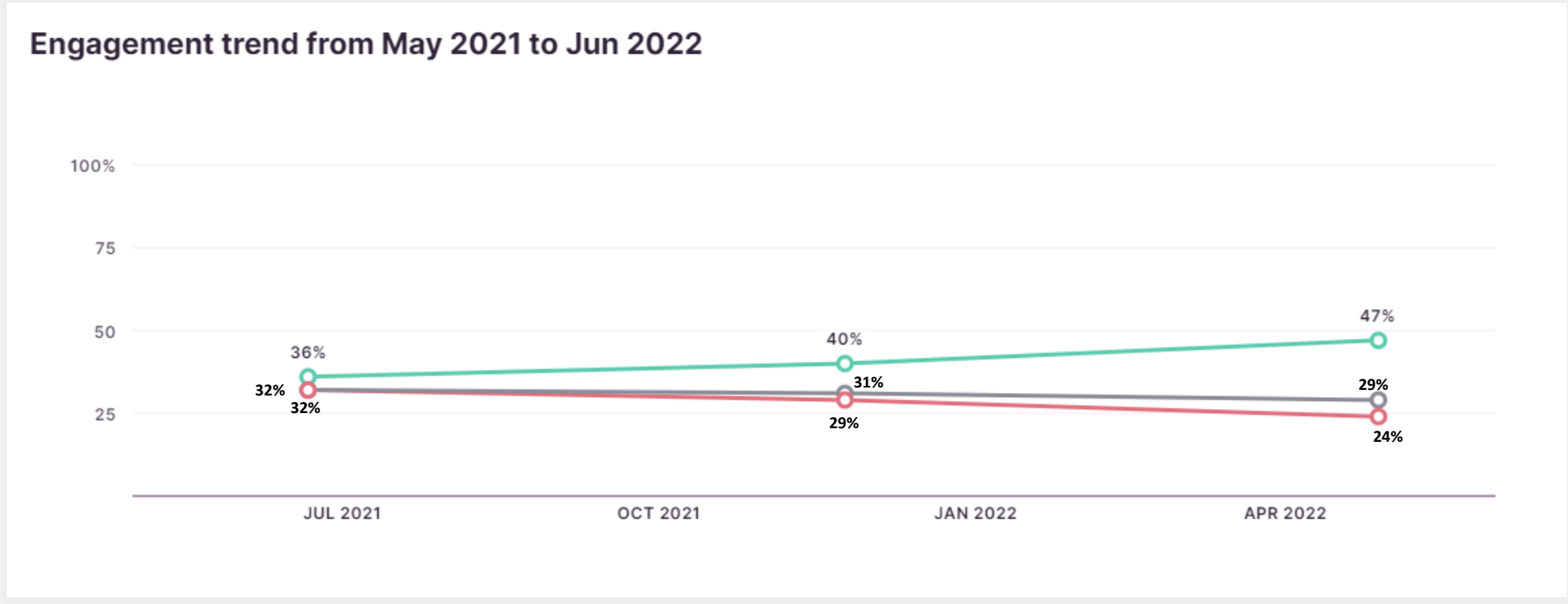
Engagement is a measure of your connection and commitment to our organisation and goals. By lifting it, we can impact performance, innovation, retention and attraction of talent.

Note: Results are compared to our last full survey which was conducted in June 2021

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Engagement

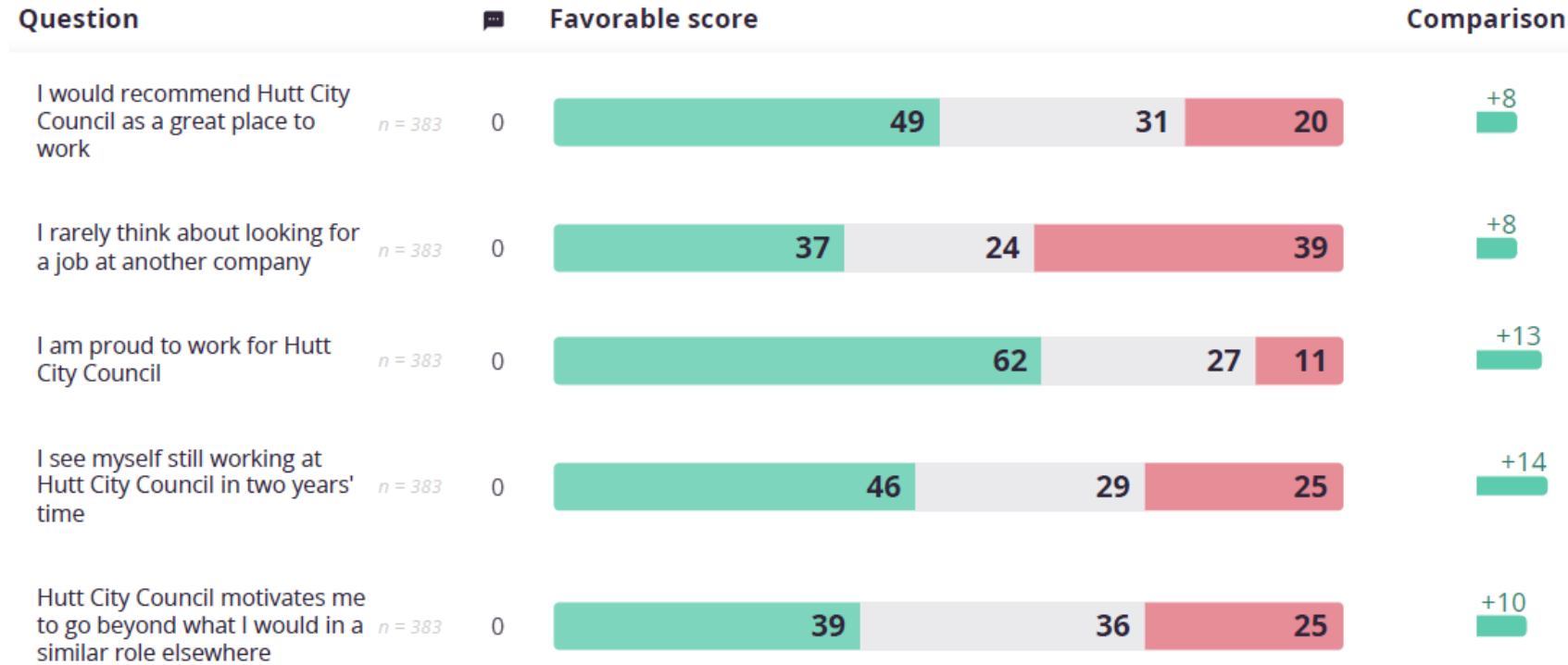


- Key:**
- Favourable
 - Neutral
 - Unfavourable



The trend shows an increase of +11% since our last full survey and 76% of you provided either favourable or neutral feedback. This increase reflects the work being carried out both at an organisational and team level to improve engagement, employee experience, culture, wellbeing and belonging.

Engagement Questions



Insight

Since June 2021 as an organisation we have seen a marked increase across all questions that relate to engagement. We're really proud of the work we've done to achieve this but know there's more for us to do.

Your experiences working here

In addition to engagement, we asked questions about other factors relating to our workplace and culture.

Note: Results are compared to our last full survey which was conducted in June 2021

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COVID-19



COVID-19

n = 379



Question	Favorable score	Trend	Comparison
Throughout the COVID-19 pandemic I have felt supported by Hutt City Council	77	-	-
The health & safety measures put in place by Hutt City Council have been sufficient to keep myself, my team and the public safe.	80	-	-
I am supported by my manager to make use of flexible working arrangements	84	-	-

This is the first time we have asked questions related to COVID-19 so there are no comparisons.



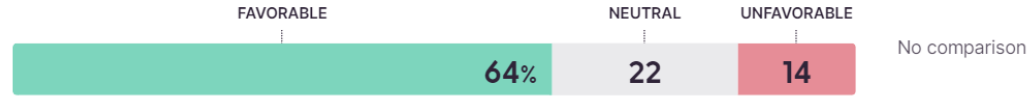
COVID-19 has presented us with many challenges, and at times has put pressure on our people and services. These results reflect the commitment we've had to ensuring safety and wellbeing has been at the heart of our response.

Wellbeing



Wellbeing

n = 378



No comparison available as questions vary from June 21 survey.

Question	Favorable score	Trend	Comparison
I feel like I belong at Hutt City Council	55		-
I believe employee wellbeing is a priority at Hutt City Council	67		+26
I consider the workload for my role to be reasonable	53		+8
My manager/team leader genuinely cares about my wellbeing	80		+6



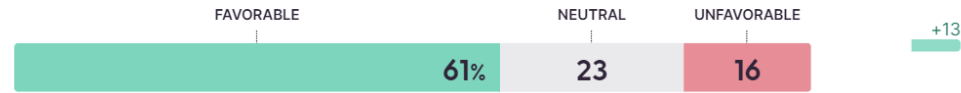
There's been a significant increase in response to the question regarding wellbeing being a priority here at Council. This supports the focus we have on wellbeing with initiatives such as the introduction of wellbeing and birthday leave, enhancement of wellbeing benefits and the focus on wellbeing throughout our communications and other areas of work.

Leadership



Leadership

n = 382



Question	Favorable score	Trend	Comparison
The leaders at Hutt City Council have communicated a vision that motivates me	46		+12
The leaders at Hutt City Council keep people informed about what is happening	57		+18
My manager/team leader role models our values	80		+10



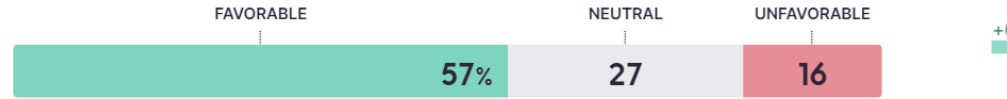
Communication has been a key focus for us as an important way of keeping everyone informed, connected and working as 'One Council'. We will continue to make this a priority through all staff briefings, Jo's pānui's and regular kōrerōs, to keep everyone informed about what's happening across Council.

Alignment



Alignment

n = 381



Question	Favorable score	Trend	Comparison
I receive appropriate recognition for good work at Hutt City Council	48		+11
Day-to-day decisions here demonstrate that quality and improvement are top priorities	45		+8
I know what I need to do to be successful in my role	78		-1



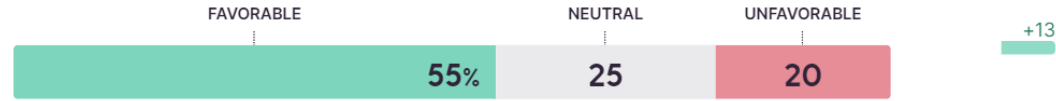
While there have been improvements in relation to recognition and decision-making, there's more we can do in this area. Upcoming business planning activities which flow into individual performance goal setting, is a great opportunity to provide clarity around expectations and what success in your role looks like (alongside regular performance discussions).

Development



Development

n = 379



Question	Favorable score	Trend	Comparison
Hutt City Council is a great place for me to grow and develop my skills and capabilities	53		+11
I believe there are good career opportunities for me at Hutt City Council	44		+17
My manager/team leader has shown an interest in my career aspirations	67		+10



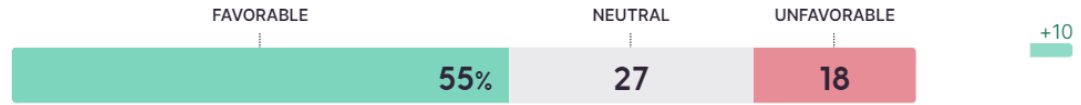
Following previous surveys, development has been an area of focus for us and there have been a high number of internal movements happening across the organisation, supporting people to develop their skills and experience. The recent introduction of our capability framework will provide further clarity on the skills, capability and experience needed to perform current roles and those people may aspire to in their career at Hutt City Council.

Change



Change

n = 380



Question	Favorable score	Trend	Comparison
I feel optimistic about the changes happening at Hutt City Council	46		+11
Overall I feel comfortable with the current level of change happening at Hutt City Council	43		+10
I understand how my role fits in to the organisation	75		+9



Through our organisational design programme - aligning resources with our priorities, and other key programmes, we're developing strong foundations to support you in your work as well as the achievement of our organisational priorities.

Enablement

Enablement

n = 381



Question	Favorable score	Trend	Comparison
Most of the systems and processes here support us getting our work done effectively	28		+1
I have access to the learning and development I need to do my job well	55		+5
I have access to the things I need to do my job well	56		+4



Enabling you to work effectively through better systems and processes remains a top priority for us and your feedback confirms this needs to be an ongoing focus. Our investment in the Go Digital Programme will enable us to modernise processes through various projects including the Business Process Optimisation work and the implementation of a new HR and Payroll system. While it's clear we're working on the right things, it will take time to deliver and embed changes.

Bi-cultural capability

Bicultural Capability

n = 380



Question	Favorable score	Trend	Comparison
I have the opportunity to develop my bicultural skills and knowledge	49		+24
I am confident that I have the skills and knowledge to engage in Te ao Māori	25		+1



Although a strong increase shows you feel there are more opportunities to develop your bi-cultural skills and knowledge, we still need to build confidence across the board in Te Ao Māori. The recent introduction of our Te Ao Māori Capability Programme is fundamental to this, by providing an understanding of Te Ao Māori; its places, its people, and its processes.

Your comments

We asked you what makes Hutt City Council a great place to work, and what one thing would you change to make it a great place to work.

Here are the common topics and themes contained in your feedback

Tell us what you think about working here



Topics and themes of comments

- 70% of those who participated took the opportunity to comment and there were a total of 621 comments made.
- Common themes in relation to Hutt City Council being a great place to work were:
 - The people
 - Collaboration and teamwork
 - Pride and being able to make a difference in our communities
 - Flexibility and work/life balance.
- Common themes in relation to what would make it a better place to work were:
 - Better systems and processes to support effective work
 - More of a focus on recognition and reward.