



Open Briefing: Residents' Satisfaction Survey

3 June 2026 – 9.30 am

Attendees

Elected Members: Mayor Fauono Laban, Cr Barratt, Deputy Mayor Brown, Cr Dyer (via audio-visual link), Cr Edwards, Cr Lewis (via audio-visual link), Cr Mitchell, Cr Parkin, Cr Puketapu, Cr Ravi, Cr Shaw, Cr Stallinger, Cr Tonga-Grant, Cr Yung.

Staff: A Blackshaw, Director Neighbourhoods and Communities; J Kingsbury, Director Economy and Development; R Hardie, Acting Director Strategy and Engagement; W Botha, Corporate Planning Lead, D Gautam, Research Analyst; J Randall, Democracy Administrator.

Apologies

There were no apologies.

Introduction

The purpose of the briefing is to provide elected members with a summary of Council's Residents' Satisfaction Survey results along with key insights from the survey.

Presentation by W Botha, Corporate Planning Lead and D Gautam, Research Analyst

Slide 1 – **Residents’ Satisfaction Survey 2026 (header)**

Slide 2 – Evidence of improvement

Slide 3 – Survey participation

Slide 4 – Sample comparison by age

Slide 5 – Sample comparison by ward

Slide 6 – **Results at a glance (header)**

Slide 7 – Satisfaction with Council consultation, service handling and interactions

Slide 8 – Satisfaction with Communication and Engagement

Slide 9 – Satisfaction with Communication and Engagement

Slide 10 – Satisfaction with Council Decision Making

Slide 11 – Trust and confidence in Council Decision Making

Slide 12 – City Perceptions

Slide 13 – City Perceptions

Slide 14 – Satisfaction with Performance of Hutt City Council and Elected Members/Mayor & Community Board Members

Slide 15 – Satisfaction with Performance of Hutt City Council and Elected Members/Mayor & Community Board Members

Slide 16 – Satisfaction with Council-Maintained Facilities

Slide 17 – Satisfaction with Council-Maintained Facilities

Slide 18 – Satisfaction with Council-Maintained Spaces

Slide 19 – Satisfaction with Council-Maintained Spaces

Slide 20 – Satisfaction with Transport Infrastructure & parking

Slide 21 – Satisfaction with Transport Infrastructure & parking

Slide 22 – Satisfaction with Kerbside Rubbish and Recycling

Slide 23 – Satisfaction with Kerbside Rubbish and Recycling

Slide 24 – Satisfaction with Three Waters Services

Slide 25 – Satisfaction with Three Waters Services

Slide 25 – Focus Group Hui- Ethnic and migrant hui and feedback

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Slide 25 – Summary: Key highlights and focus area

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Questions and discussion points

- The Residents' Satisfaction Survey is conducted by Council officers, rather than being outsourced, to strengthen connections with the community. It is undertaken alongside focus groups, school visits, and engagement at local events. Officers also engage through networks used by ethnic communities and Te Tira Māori to reach a broad range of residents. These engagement approaches provide valuable insights into how Council services are used and experienced.
- Survey results are used to inform key performance indicators (KPIs). The biennial Quality of Life Survey provides additional valuable insights. Officers

review residents' comments and investigate them where maintenance, follow-up work, or further communication is required.

- Light communications undertaken by elected members during Annual Plan engagement were valuable and helped improve their understanding of community issues.
- Both the survey and the focus groups provided qualitative feedback that was useful for informing service improvements. Focus groups included more in-depth questions and the survey allowed space for respondents to leave comments.
- Officers focused on engaging sections of the community that have historically been underrepresented in surveys. Engagement with rangatahi has increased in recent years, but an imbalance remains. Officers are working to improve representation across the community.
- Communicating with residents has become more challenging following the loss of the Hutt News and limitations with using residents' email addresses. Officers are exploring other ways to communicate with the community.

Next steps

- Officers will provide Councillors with a breakdown of the survey results by suburb.
- Officers will provide Councillors with a demographic and community breakdown of survey respondents.
- Officers will consider using rates mail-outs for regular communications and will investigate additional communication channels, such as a newsletter.
- 3 June 2026 - Elected member briefing
- 7 July 2026 - Results presented to the Policy and Performance committee

- July 2026 – Issue press release and publish the 2026 Resident Satisfaction Survey report to Council’s website
- July – August – Closing the loop
- June –August – Result workshops with business units

Briefing materials

Attachment 1 – Presentation: Residents’ Satisfaction Survey 2026

The briefing closed at 10.00am