



Briefing: Residents Satisfaction Survey 2024 – via zoom

7 August 2024 – 4.00pm

Attendees

Elected Members: Mayor Barry, Cr Barratt, Cr Dyer, Cr Edwards, Deputy Mayor Lewis, Cr Mitchell, Cr Morgan, Cr Parkin, Cr Stallinger, Cr Shaw, Cr Tupou and K Yung (Petone Community Board).

Staff: A Blackshaw, Director Neighbourhoods and Communities; J Griffiths, Director Strategy and Engagement; Mike Nuth, Principal Advisor, Research and Evaluation; Jess Bromley, Engagement Advisor; D Gautam, Research Analyst; L Moananu, Head of Connected Communities; K Chitham, Head of Arts and Culture; J Ransom, Head of Neighbourhood Hubs & Library Services; H Singleton, Mayor's Office Coordinator; and V Gilmour, Democracy Advisor.

Non-Attendance

Cr Briggs and Cr Brown

Presenters

Mike Nuth – Principal Advisor, Research & Evaluation and Jess Bromley – Engagement Advisor

Introduction and Key Objectives of the Briefing

The purpose of the briefing is to provide an update on the 2024 residents satisfaction survey that was undertaken in February and March 2024. This annual survey asked Lower Hutt City residents about their satisfaction with Council's services, facilities and decision making. Council received 1,912 valid survey responses this year.

Presentation by Mike Nuth, Principal Advisor, Research & Evaluation and Jess Bromley, Engagement Advisor

Slide 1 – Residents Satisfaction Survey 2024 (Header)

Slide 2 – Introduction

Slide 3 – Engagement Methodology

Slide 4 – Sample comparison by age

Slide 5 – Sample comparison by ward

Slide 6 – Sample comparison by ethnicity

Slide 7 – Satisfaction at a glance

Slide 8 – Satisfaction with Communication and Engagement

Slide 9 – Satisfaction with Council decision-making

Slide 10 – City perceptions

**Slide 11 – Satisfaction with performance of Hutt City Council and Elected
Members/ Mayor**

Slide 12 – Satisfaction with Council-maintained facilities

Slide 13 – Satisfaction with Council-maintained spaces

Slide 14 – Satisfaction with Transport Infrastructure

Slide 15 – Satisfaction with Kerbside Rubbish and Recycling

Slide 16 – Satisfaction with Three Waters Services

Slide 17 – Next steps

Slide 18 – Questions

Questions and discussion points

- The survey results reflect people's perceptions, which can be shaped by media coverage, social media and broader factors like economic conditions or recent events.
- A key theme in the survey results was that people felt unclear about what happened after engagement—specifically, the process from feedback to decision-making. There was a perception of a lack of transparency regarding the handling of feedback. Residents with disabilities and residents from the Northern and Wainuiomata Wards had the lowest levels of satisfaction with Council's communication and engagement.
- Council sought to diversify engagement methods, as a 'one size fits all' approach was found to be ineffective for certain communities.
- To improve engagement across different questions, Council would consider randomising the order of topics in future surveys.
- The survey was conducted similarly to a census, gathering insights about participants' suburb of residence, ethnicity, age group and home ownership status to better identify gaps in participation around Lower Hutt. The primary participation gaps were identified in areas of high deprivation.

- Survey results indicated that participants felt the communication loop, or the process of closing feedback, had significantly declined. Council has an engagement team working diligently to ensure that feedback loops are closed. However, as a large organisation with numerous divisions and teams, each with its own approach to engagement, this can be challenging.
- To help the community better understand what Council is doing and working on, focus and working groups with citizens could be arranged. These sessions would aim to assess what residents know and don't know about developments in Lower Hutt and gauge the extent of their knowledge.

Next steps

- **August-September 2024:** Workshop detailed survey results with relevant teams (eg Transport, Comms, Engagement, Solid Waste), including resident's suggestions for improvement.
- **Late August/early September 2024:** Publish a public-facing report with an overview of survey results. An email will be sent to survey participants with a link to report to close the engagement loop.
- **October 2024:** Early preparation for the 2025 survey, including critical reflections/lessons learned from 2024.

Briefing materials

Attachment 1 – Presentation: Residents Satisfaction Survey 2024

The briefing closed at 4.53pm