



Community Survey Report 2021

A survey to measure
residents' perceptions of
activities, services and
functions of Upper Hutt City
Council

July 2021
Photo by Jay French

Muirton

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Section 1:

Background, method and design

Background, method and design

1

Purpose:

Upper Hutt City Council need to understand how satisfied residents are with the various services, facilities and infrastructure provided for the city. This survey provides a direct voice to decision makers in Council to identify where improvements could be made, and how these should be prioritised to add value.

2

Background:

Historically, the survey was undertaken via telephone and managed in quarterly cycles with a total sample achieved of approximately n=400 residents. However, diminishing use of landlines, 64% in the 2018 Census down from 92% in 2006, means that it is no longer possible to achieve a genuinely representative sample of the population. Different methods were evaluated for the 2021 survey to ensure that all adult residents had equal opportunities to provide their views. The 2021 questionnaire has also been reviewed, and several new questions added to help achieve a more holistic view of performance. The larger sample of n=600 achieved for the 2021 survey also means that the results are statistically more robust.

3

Survey method:

A sequential mixed method has been adopted for the 2021 survey whereby residents were invited via post to complete an online questionnaire. After approximately ten days, those who hadn't responded were sent a reminder letter that included a paper questionnaire that could be completed and posted back, postage paid. Therefore, those without internet access or sufficient internet literacy were still able to participate. A final reminder postcard was also sent a few days prior to the scheduled close of the survey. Data collection occurred between 12th June and 14th July 2021.

4

Design:

The sample was created from an extract of the Electoral Roll using a stratified design. Specifically, four separate samples were created, one for each of four age groups. This approach has the advantage of minimising variation within the sample. Those in each age group had an equal probability of selection, thereby helping to minimise bias. The survey used an online questionnaire which was accessed via our website using a unique code provided to individuals who had been invited to participate. Overall, 600 responses were received, this being comprised of 483 online, 112 on paper, plus five interviews were conducted by telephone to achieve the target. This total represents a response rate of 25% which is considered to be high by industry standards. Notably, the final sample is very closely aligned with known population distributions meaning that data weighting has had only a minor impact; the standard deviation of the weight variable is just 0.26. The Random Iterative Method (RIM) of weighting has been applied using age, gender and ethnicity. The 95% confidence interval is +/-4.0%

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Section 2:

Executive summary

Executive summary and recommendations

1

General observation

Performance scores relating to subjective questions are typically lower than reported in prior years and it is not possible to conclude whether these represent a genuine decline, or are a result of the different methodology. It is well known that responses can vary between telephone and online questionnaires when seeking opinions, but less so for matters of fact. We therefore urge caution when comparing the current results with historical measures. Notwithstanding this trend, the recent sample is more extensive than previously obtained and is more representative of the population.

2

Reputation performance can be improved by communication

Reputation remains strong (54%), albeit that the result is lower than previously reported (74%). It is, however, noted that there is a low level of awareness of activities relating to leadership, quality of outcomes and financial management. Since these are strong drivers of reputation, consideration should be given to promoting and highlighting positive outcomes in these areas. These actions are likely to improve awareness and subsequently have a positive influence on residents' evaluations of Council's reputation

3



Value perceptions are strongly influenced by price

Rates and fees paid for various services account for most of the influence on overall perceptions of value (57% impact). This finding suggests that residents are more strongly focused on what they pay than on the various services, facilities and infrastructure they receive in return for rates. Council would likely benefit from communications that help residents to understand how their rates (and other fees paid) are spent, the cost of providing the various services and infrastructure, and Council's effectiveness in adding value across its various activities.

4



Public facilities continue to be well evaluated

Satisfaction levels with the city's various public facilities remains strong, at 87% with outdoor facilities and 75% with indoor facilities. Furthermore, use of these facilities remains high, 91% visiting one or more outdoor facilities and 89% visiting one or more indoor facilities. Although these areas do not currently influence overall value perceptions, further promotion of how well Council operates these facilities will likely improve recognition and positively influence value perceptions.

Executive summary and recommendations (Continued)

5 Infrastructure meets residents needs

Residents consider that the city's infrastructure is fit for purpose, with 58% being satisfied. Satisfaction with the water supply and sewerage systems is very high; 89% of residents are satisfied with each of these facilities, respectively, and 67% of residents are also satisfied with the stormwater system. However, it is the evaluation of roading that has the most influence on the overall infrastructure score (57% impact) and performance is lower (59%). Key drivers within roading are (1) provision of off-road walkways and cycleways, (2) maintenance of footpaths and (3) the maintenance of roads. Improvements to these roading attributes represent the best opportunities to add value in terms of both roading and overall infrastructure.

6 Interaction performance is good but could be better

About a third (34%) of residents have lodged an issue or complaint with Council in the last year and overall, they evaluate their experience positively (72%). However, there is a significant level of dissatisfaction with outcomes being achieved (23%). As '*resolution*' is a key driver of the overall evaluation (34% impact), improving this area would be advantageous. Even where residents can't be provided with the outcome they want, if they understand the reasons why, they are more likely to give a positive evaluation, [Homburg & Fürst 2005].

7 Health and well-being would be worthy of additional focus

Residents evaluate their personal sense of health and well-being highly, with 75% scoring this very positively (% 7-10). They also consider that Council is doing a reasonably good job of promoting health and well-being in the community, with 50% being satisfied. There are indications of increased concern about safety in the various neighbourhoods and in the city centre with the scores for these attributes being lower than last year, plus this is noted in multiple verbatim comments.

8 Urban development is an area of concern for many

Urban development is a key driver of Council's core services (48% impact) and there is a significant level of dissatisfaction (30%) on this issue among residents. In addition to data, this finding is supported by residents' verbatim comments suggesting that additional work may be needed to understand what their specific concerns are and how these should best be addressed by Council.

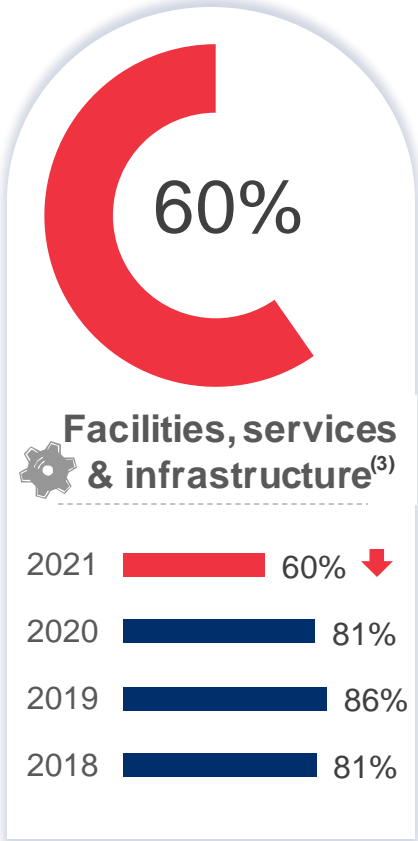
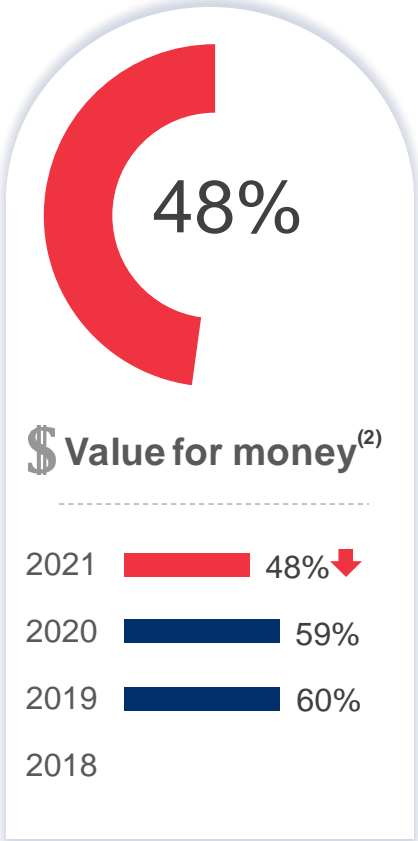
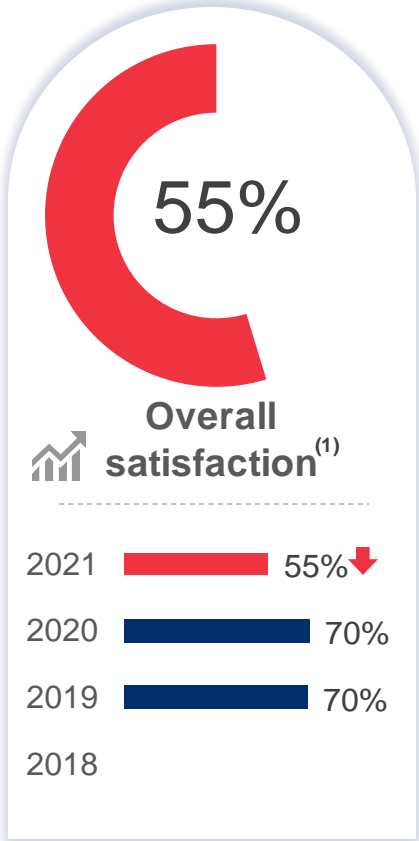




Section 3:

Key measures

Overall level measures are lower relative to results reported in the prior two years but still represent a strong result

Overall level measures (% 7-10)⁽⁴⁾

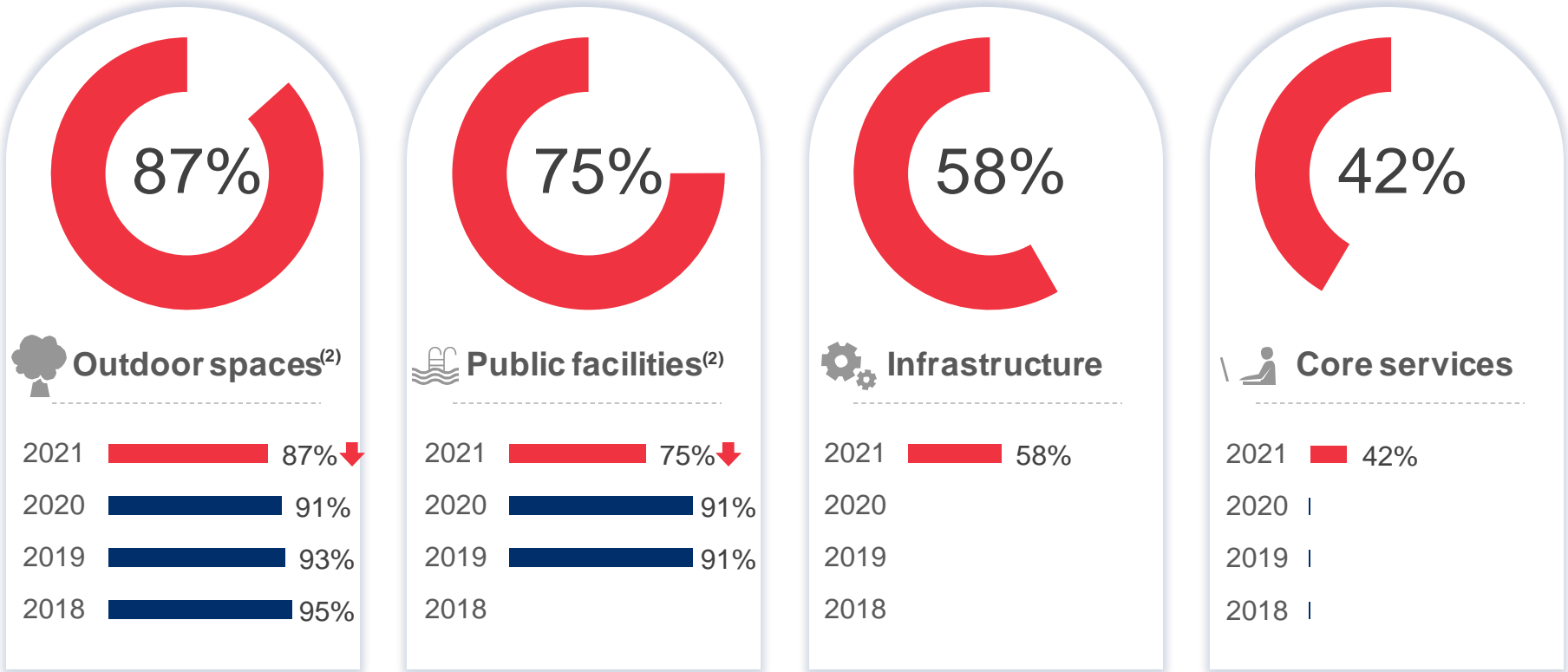


Significant increase 95% CI 
 Significant decrease 95% CI 

1. How satisfied are you with the performance of Council?
 2. Considering everything that Council provides..., how satisfied are you that you receive good value for the money you spend...?
 3. How would you rate Council's performance in relation to all these types of services?
 4. Sample: 2021 n=600, 2020 n=403, 2019 n=399, 2018 n=401

Satisfaction with public amenities remains high, despite results being lower than each of the two previous years, while residents evaluate the city's infrastructure as being fit for purpose with 58% satisfied

Overall level measures (continued) (% 7-10)⁽¹⁾⁽³⁾

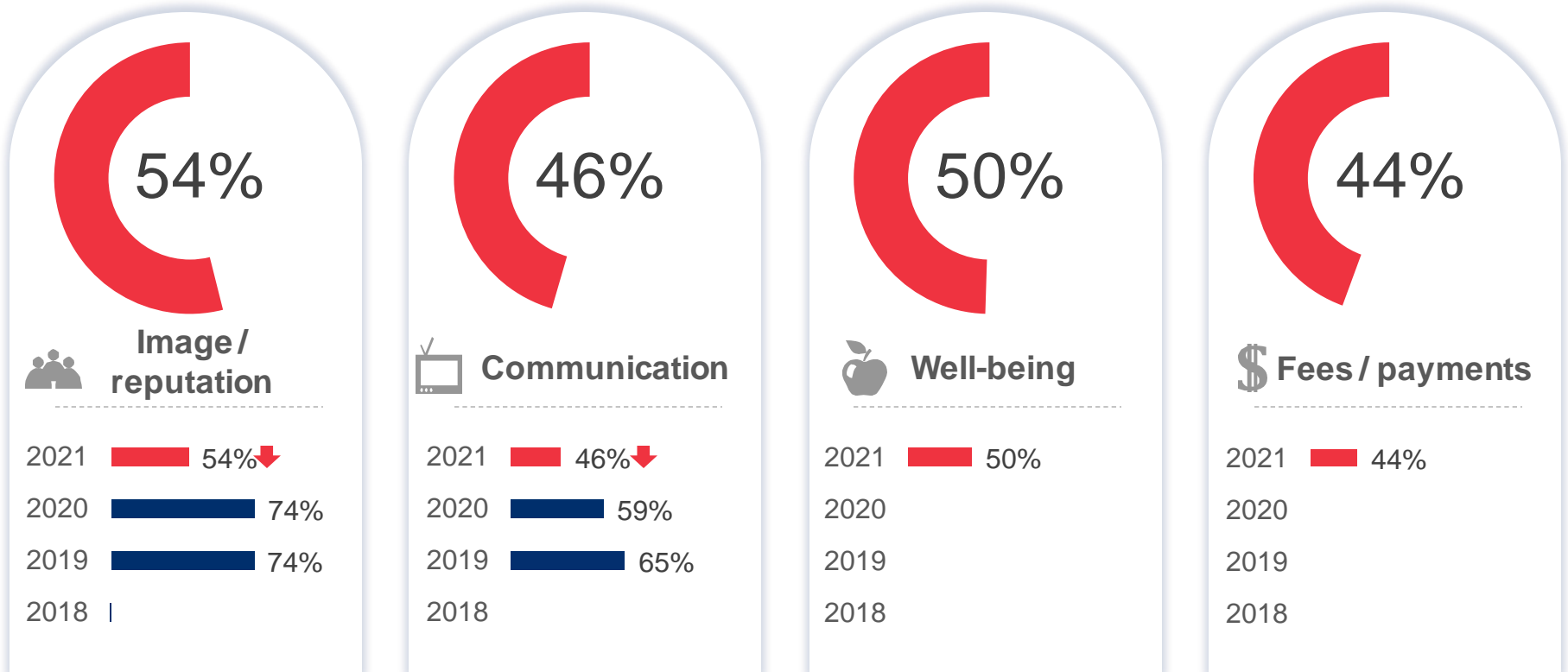


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. How would you rate your overall satisfaction with...?
 2. Results relate to perceptions held by residents collectively, irrespective of them being users of the respective facilities or services or not
 3. Sample: 2021 n=600, 2020 n=403, 2019 n=399, 2018 n=401

Results for Council's image and its communication performance are both lower than the two previous years

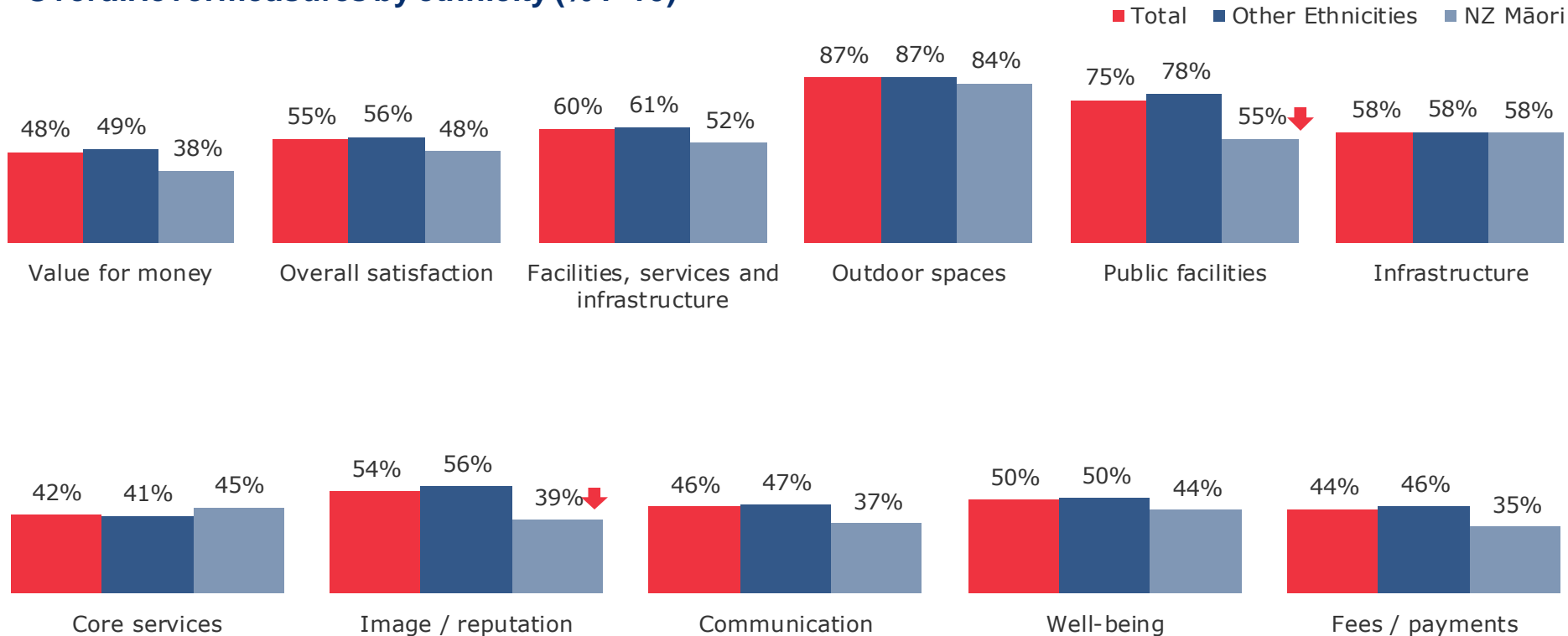
Overall level measures (continued) (% 7-10)⁽¹⁾⁽²⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

There is little difference in how Council is evaluated between ethnic groups, however, those of Māori ethnicity are less satisfied with the public facilities provided, and with the image and reputation of Council

Overall level measures by ethnicity (% 7-10)⁽¹⁾⁽²⁾⁽³⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

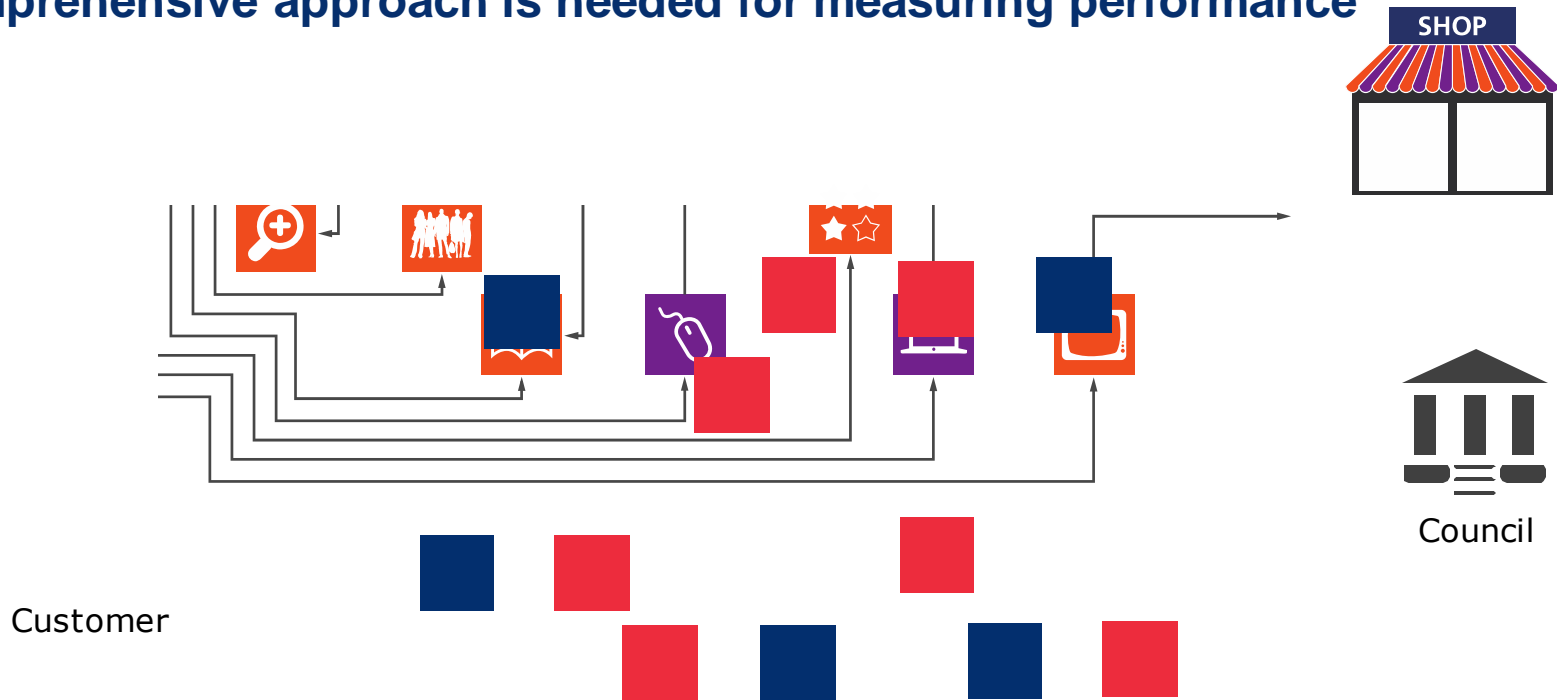
1. How would you rate your overall satisfaction with...?
 2. Sample: 2021 n=600, Māori n=59 Other ethnicities n=541
 3. The Ministry of Health method of prioritised ethnicity has been applied whereby respondents can identify with multiple ethnicities, but anyone identifying as Māori has been classified as Māori



Section 4:

Customer value management explained

Since customers interact with councils through multiple touchpoints and channels, each of which influences the customer experience differently, a comprehensive approach is needed for measuring performance



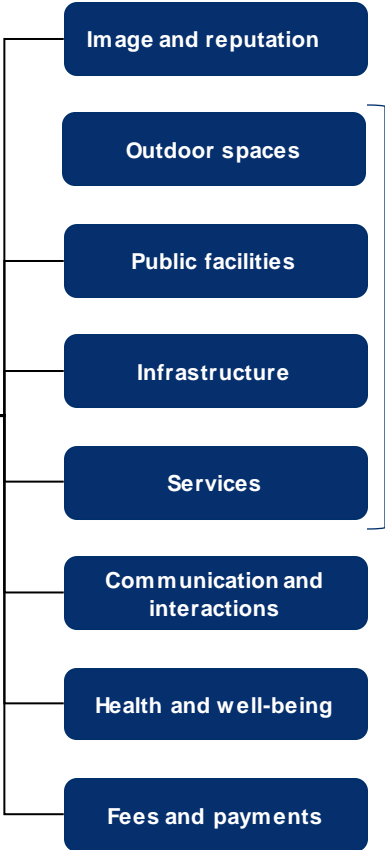
We have adopted a Customer Value Management (CVM) methodology that incorporates a holistic set of measurements to accurately measure the customer experience, and determine which services drive value for residents

Customer Value Management

Customer Value Management is about accurately determining what drives value for stakeholder groups. This process allows organisations to align efforts and focus resources on creating a stronger, more customer-centric offering.



Drivers of value



Rationale for inclusion

Reputation is a determinant of quality and value perceptions. Additionally, public sector organisations are exposed to greater reputation risk due to higher public expectations.

Residents associate Council with the tangible benefits that they receive by way of the facilities available for their use and the infrastructure and services provided by the city or district

Direct interactions with Council's personnel and via official communications channels create impressions that ultimately influence perceptions of the organisation.

Local government has an important role in the well-being of its residents by supporting a better life for people and helping to create more resilient communities.

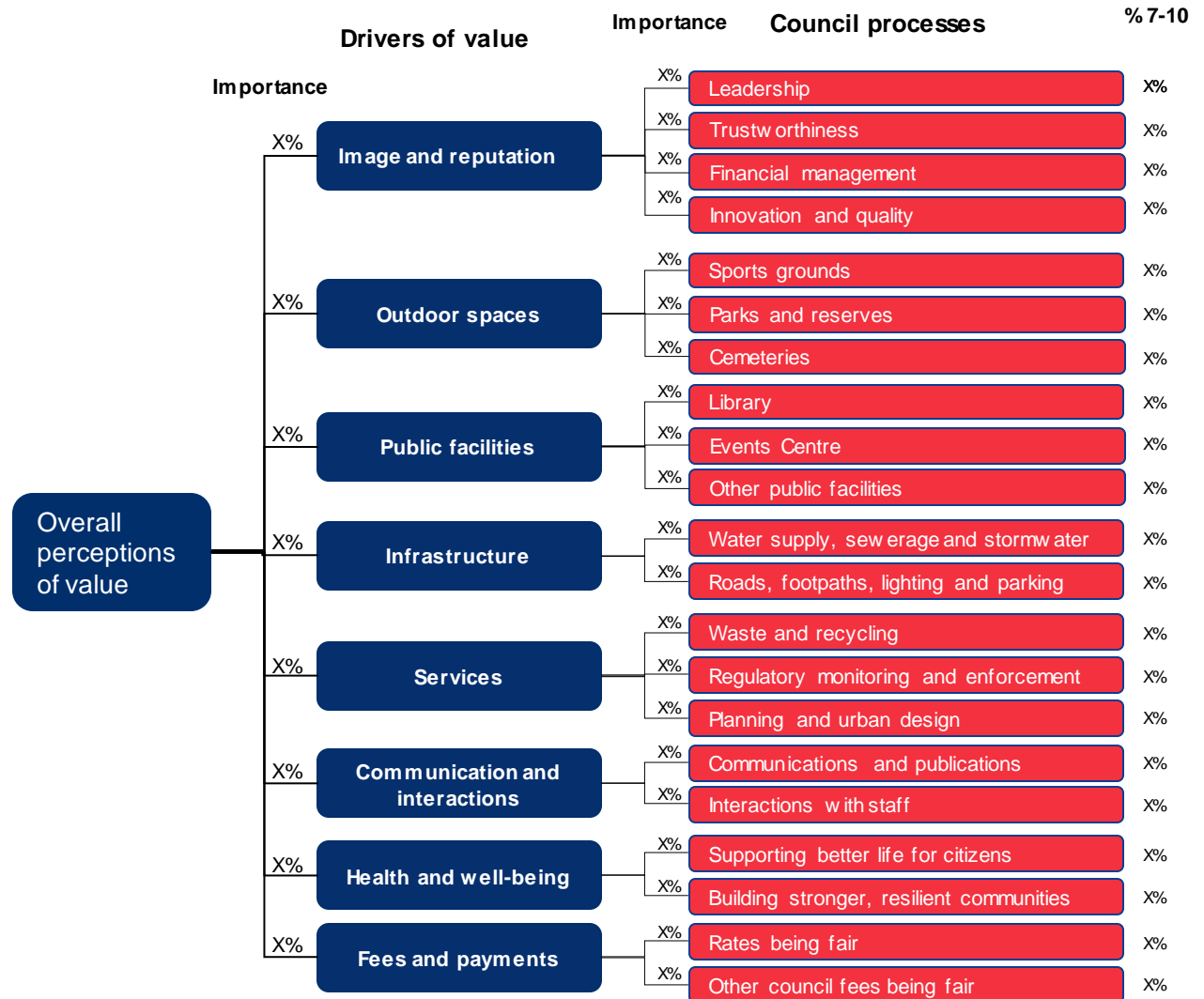
Council must manage elements that drive perceptions of value, the quality of infrastructure and services received for the price paid via rates and other fees.

The elements that comprise each of the overall level measures are examined to understand how residents trade off between what they receive for what they pay in rates and other fees

Illustrative framework

Overview of measures

- Residents are asked to score Council on the various elements over which Council has control that influence their value perceptions. This ensures that outputs are actionable
- Directly asking residents to rate importance is problematic, so we use statistics to derive scores for the drivers of value
- The model is expanded to include the various processes for which impact (importance) and performance scores are obtained



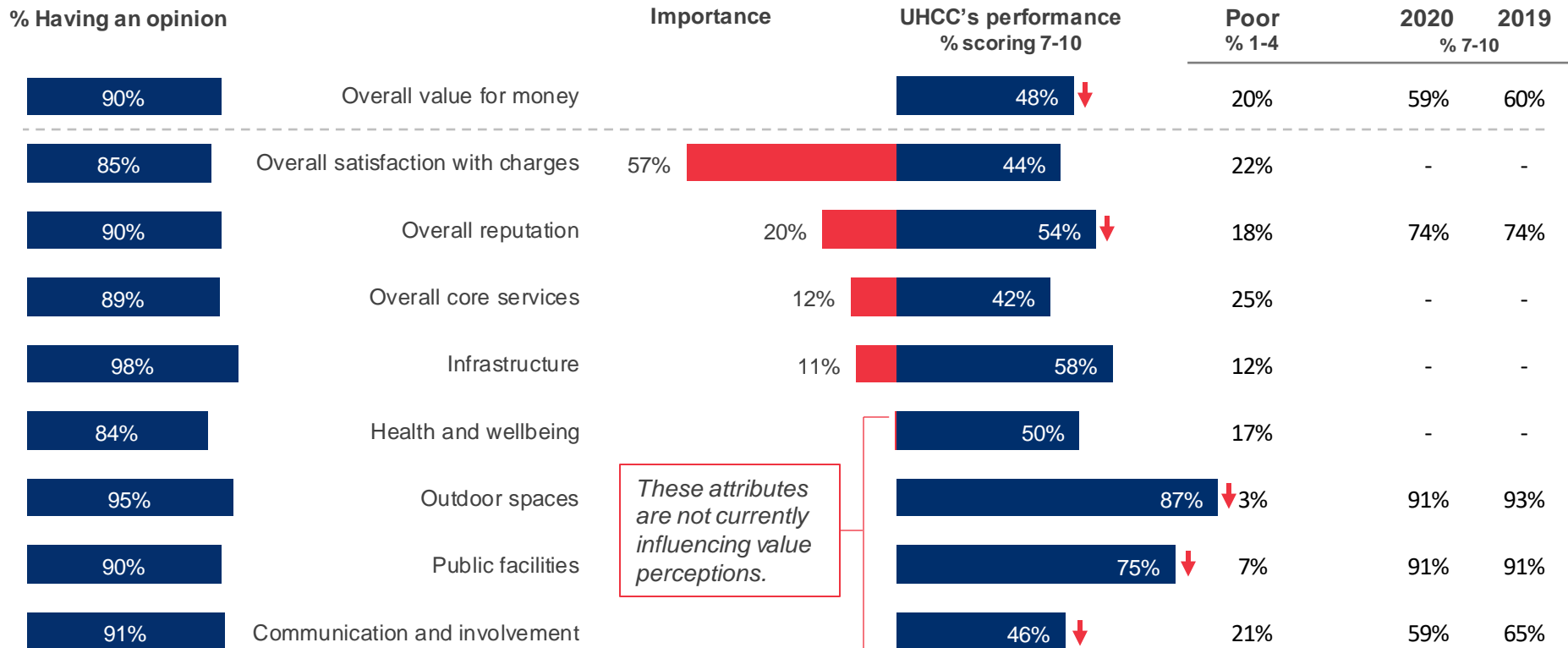


Section 5:

Customer value management analysis

Rates and fees have the most direct influence on the perception of value delivered by Council, followed by reputation, services and infrastructure

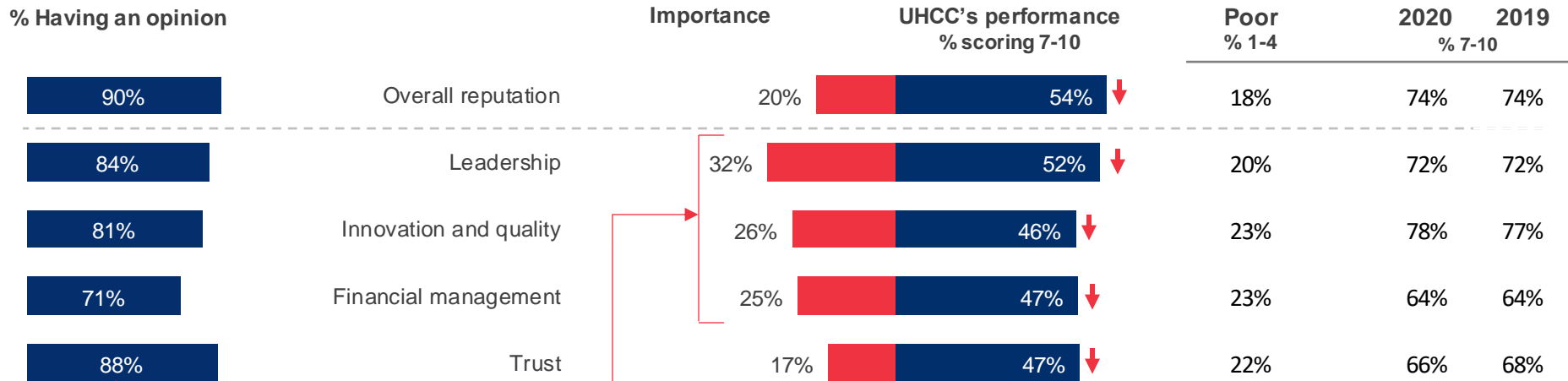
CVM analysis: Overall performance⁽¹⁾⁽²⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

Although the reputation measure is lower than recorded previously, it remains strong (54%); however, given residents' low level of awareness about leadership, quality and financial management, it is likely that additional communication about these activities will help improve their evaluation

CVM analysis: Image and reputation⁽¹⁾⁽²⁾



Actions need to focus on leadership, quality of outcomes and effectiveness of financial management to help drive improvement. It is likely to be more a matter of communicating activity and performance in these areas since awareness (% with opinion) is low relative to other measures in the survey.



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1.Reputational measures ask residents to evaluate the Council's performance across a set of questions that are known to influence overall reputation. The model used for measuring reputation is broadly based on category topics identified by Fombrun et al. 2000
2.Sample: 2021 n=600, 2020 n=403, 2019 n=399

The city's outdoor spaces continue to be evaluated very well (87%), with the overall result being strongly influenced by perceptions relating to parks, reserves and gardens

CVM analysis: Outdoor facilities⁽¹⁾⁽²⁾⁽³⁾

% Having an opinion		Importance	UHCC's performance % scoring 7-10		Poor % 1-4	2020 % 7-10	2019 % 7-10
95%	Overall outdoor spaces	<i>Not currently impacting value perceptions.</i>	87%		3%	91%	93%
94%	Parks, reserves, and gardens	56%	87%		3%	92%	92%
42%	Akatārawa Cemetery	20%	90%		3%	96%	92%
64%	Sports fields	14%	81%		3%	92%	93%
73%	Playgrounds	10%	84%		3%	91%	90%

Significant increase 95% CI 
Significant decrease 95% CI 

1. How would you rate your overall satisfaction with...?
 2. Results relate to all members of the population who have an opinion about a given facility, irrespective of having used the facility or not
 3. Sample: 2021 n=600, 2020 n=403, 2019 n=399

Public facilities continue to represent an area of strength, with the overall result being most significantly influenced by customer service at Whirinaki Taonga Whare

CVM analysis: Public facilities⁽¹⁾⁽²⁾⁽³⁾

% Having an opinion		Importance	UHCC's performance % scoring 7-10	Poor % 1-4	2020 % 7-10	2019 % 7-10
90%	Overall public facilities	<i>Not currently impacting value perceptions.</i>	75% ↓	7%	91%	91%
74%	Service at Whirinaki Taonga Whare	68%	87% ↓	4%	96%	97%
100%	The public toilets	28%	52%	22%	-	-
98%	The H ₂ O Xstream facility	4%	69% ↓	10%	84%	91%
97%	Service at the library		92%	3%	96%	96%
98%	Service at H ₂ O Xstream		84%	6%	89%	87%
87%	Events at Whirinaki Whare Taonga		86% ↓	5%	93%	97%
94%	Quality of Activation events		83%	8%	-	-

These attributes are not currently influencing value perceptions.

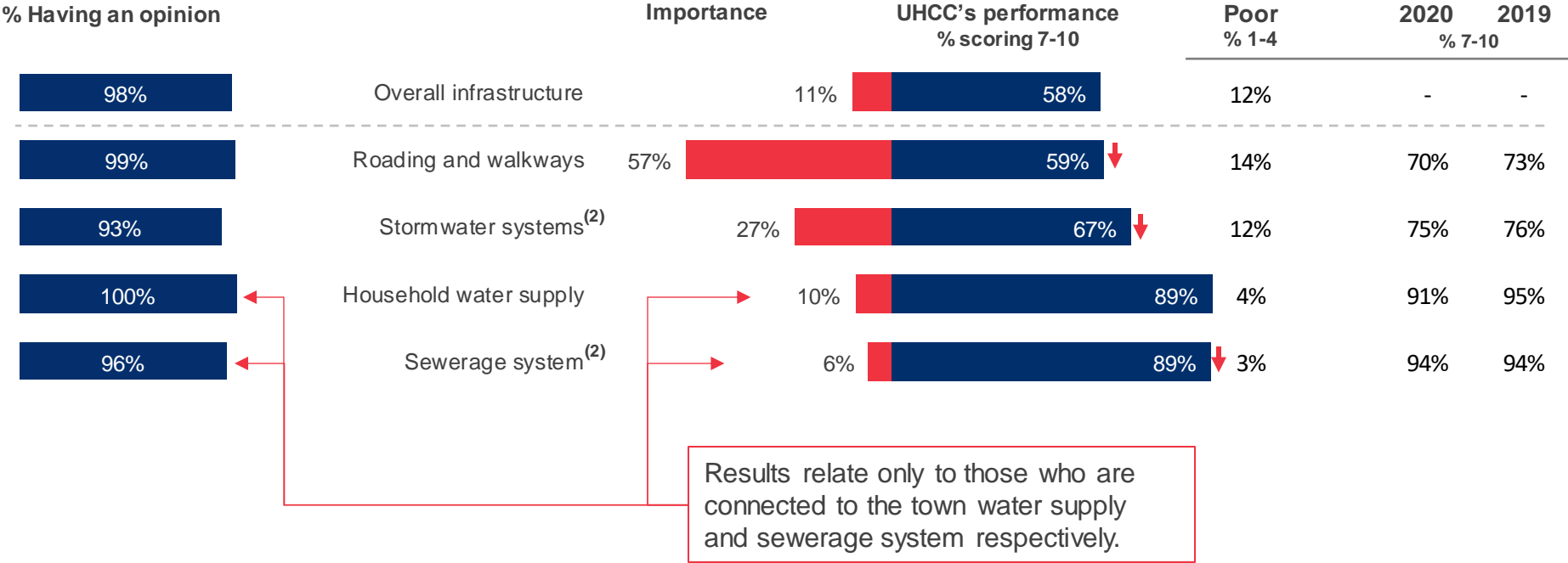
Residents who used public facilities in the last year were eligible to provide an evaluation for the given facility. The result for 'overall public facilities' is across the total population, irrespective of having visited a public facility in the last year or not.

Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. How would you rate your overall satisfaction with...?
2. Results relate to all members of the population who have an opinion about a given facility, irrespective of having used the facility or not
3. Sample: 2021 n=600, 2020 n=403, 2019 n=399

With 58% of residents satisfied, Council is considered to be doing a good job in terms of managing its infrastructure

CVM analysis: Overall infrastructure⁽¹⁾⁽³⁾

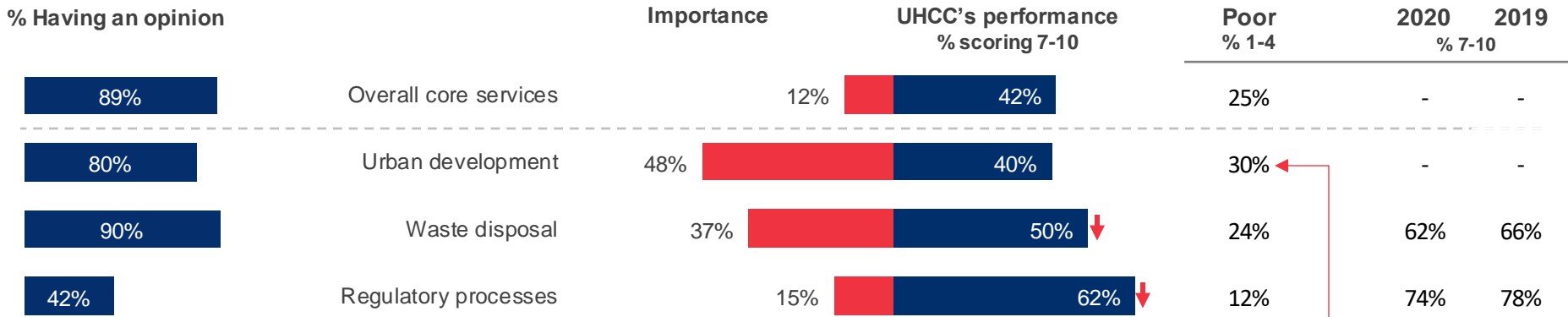


Significant increase 95% CI
Significant decrease 95% CI

1. How would you rate your overall satisfaction with...?
 2. Results for the town water supply and for the town sewerage system relate to residents whose properties are connected
 3. Sample: 2021 n=600, 2020 n=403, 2019 n=399

The evaluation of overall service delivery is most strongly influenced by how well residents believe Council is managing urban development in the city, and of note, there is a high level of dissatisfaction (30%) about this area, suggesting that it is worthy of further attention

CVM analysis: Overall services⁽¹⁾⁽²⁾⁽³⁾



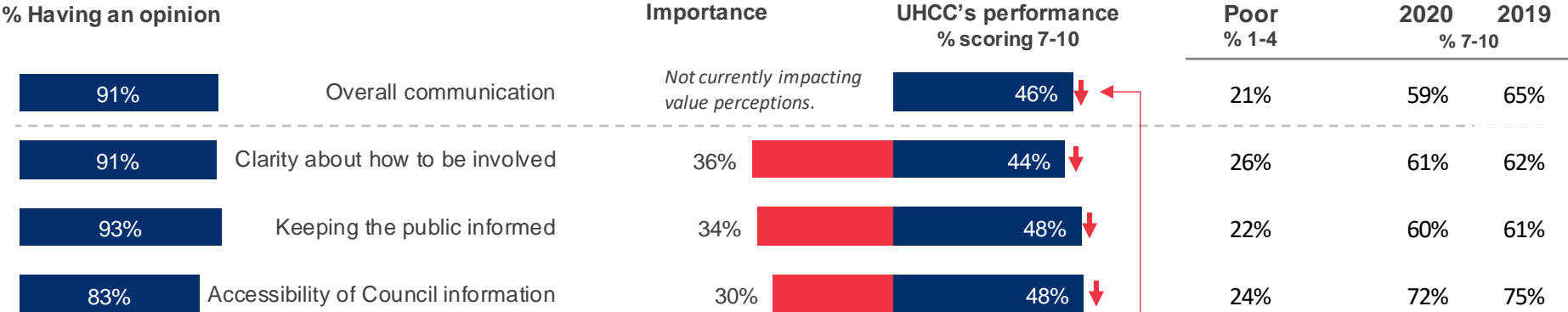
“Improve how it builds new subdivisions. Not tearing down all the trees and bush, and not caring about developing green spaces and community spaces within new housing developments.”

“I have concerns around traffic management and planning regarding new subdivisions and their impact on roading.”

1. How would you rate your overall satisfaction with...?
 2. The question for overall core services was added in 2021. This relates to regulatory services, planning and waste management
 3. Sample: 2021 n=600, 2020 n=403, 2019 n=399

Communication performance is lower than recorded historically and although it doesn't currently influence value perceptions, it is still likely to be an area worthy of further attention by Council

CVM analysis: Communications⁽¹⁾⁽²⁾



Communication performance needs to be improved if Council is to influence value perceptions by helping residents understand what they receive in return for what they pay in rates and other fees.

1. How would you rate your overall satisfaction with...?
 2. Sample: 2021 n=600, 2020 n=403, 2019 n=399

Council is seen to be doing a reasonably good job of promoting health and well-being in the community (50%), and while the results for ‘transport options’, ‘safety in the city centre’ and ‘protection of natural features’ are lower than historically, these are having a minor impact

CVM analysis: Health and well-being⁽¹⁾⁽²⁾⁽³⁾

% Having an opinion		Importance	UHCC's performance % scoring 7-10	Poor % 1-4	2020 % 7-10	2019 % 7-10
84%	Overall promoting health and wellbeing	<i>Not currently impacting value perceptions.</i>	50%	17%	-	-
81%	Providing a safe community	54%	59%	14%	-	-
82%	Supporting healthy and active living	40%	62%	14%	-	-
89%	Protecting the natural environment	23%	61%	12%	-	-
87%	Provision of public transport options	11%	60% ↓	19%	81%	82%
77%	Community groups/social engagement	8%	63%	12%	-	-
88%	Safety within Upper Hutt's City Centre	8%	53% ↓	20%	69%	74%
85%	Providing cultural events and activities	5%	65%	12%	-	-
89%	Protecting significant natural features	4%	64% ↓	14%	79%	82%
74%	Protecting heritage features		60% ↓	11%	77%	77%
93%	Neighbourhood safety		60% ↓	16%	82%	84%




1. How would you rate your overall satisfaction with...?

2. The health and well-being questions are in recognition of the Council's responsibility under the recently passed Local Government (Community Well-being) Amendment Act 2019

3. Sample: 2021 n=600, 2020 n=403, 2019 n=399

Evaluation of the fairness and reasonableness of rates and other fees is lower than previous years, which in turn, has lowered residents' overall perception of value delivered

CVM analysis: Fees and payment options⁽¹⁾⁽²⁾

% Having an opinion		Importance	UHCC's performance % scoring 7-10	Poor % 1-4	2020 % 7-10	2019 % 7-10
85%	Overall charges and fees	57%	 44%	22%	-	-
80%	Fees being fair and reasonable	52%	 49% ↓	11%	61%	65%
85%	Rates being fair and reasonable	48%	 45% ↓	16%	56%	52%

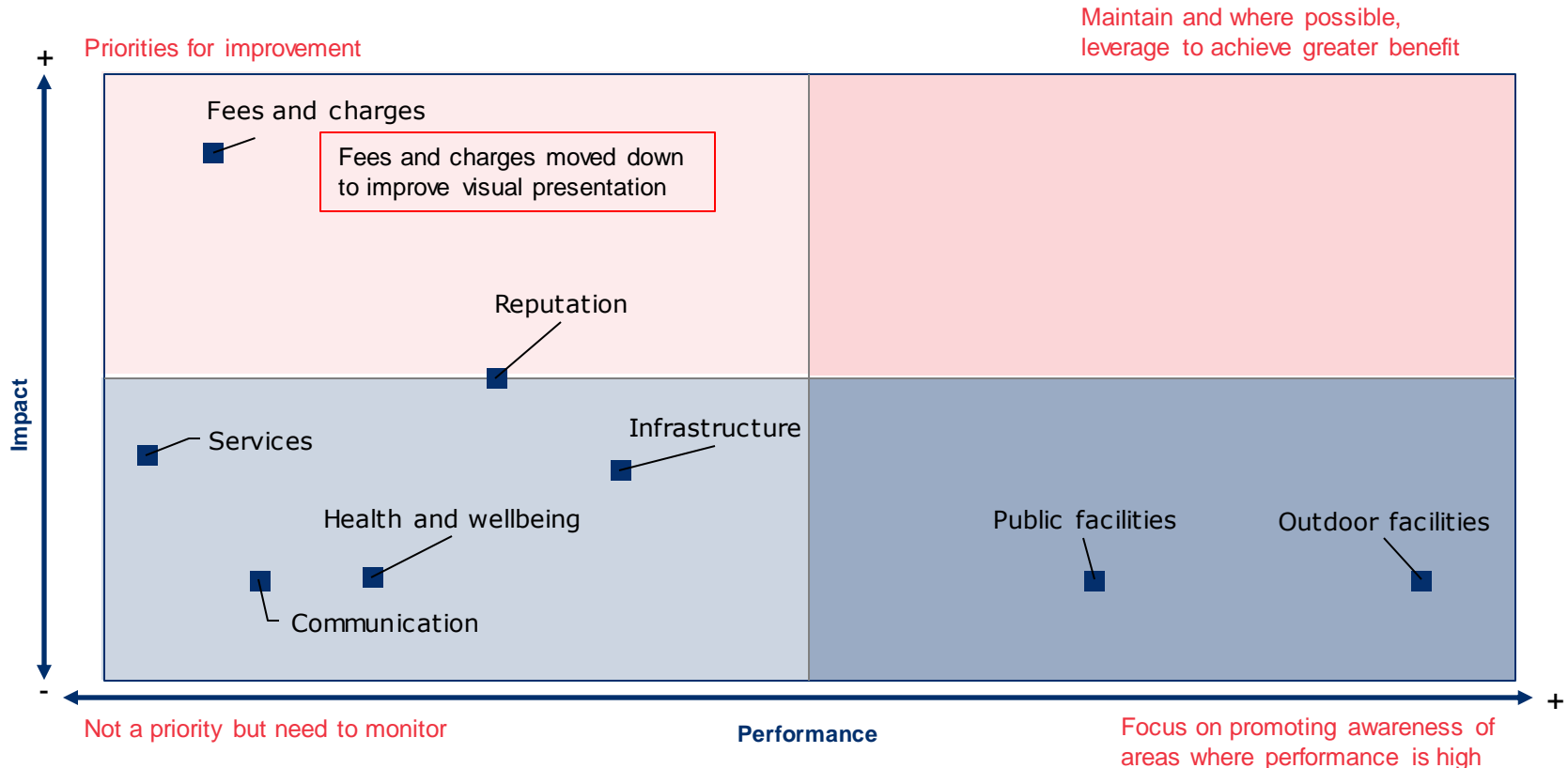
“Rates go up and up and up, but very little improvement to services is provided. Stop wasting money on H₂O and start fixing up roads, building cycle ways and invest in kerbside recycling.”

“Rates keep increasing but there is seen to be no increase in benefit. Where does this money go?”

“Rates are too high for rural properties given they get very little services compared to urban.”

Improving residents' understanding of what they receive in return for rates and other fees will generate a more positive perception of value, as will promotion of Council's highly evaluated public and outdoor amenities

CVM priority analysis⁽¹⁾



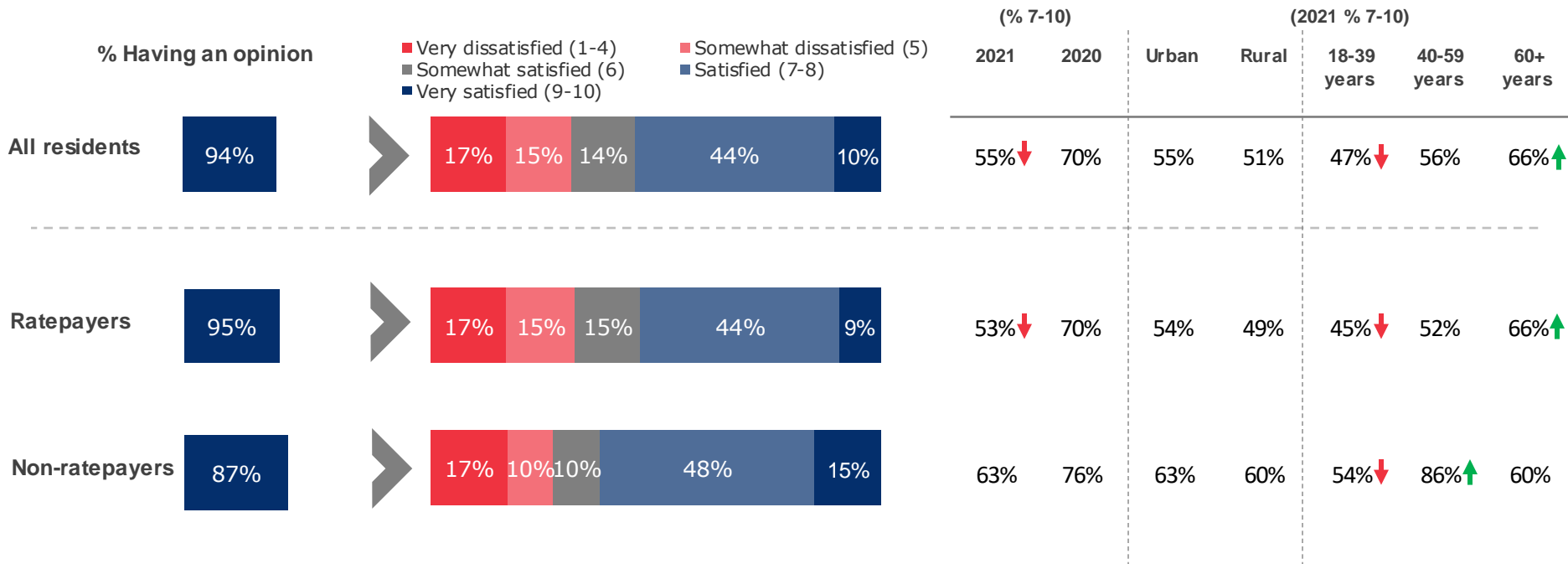


Section 6:

Overall satisfaction with Council

Satisfaction with Council is lower than the prior year and of note, residents in the 18-39 age group are less satisfied than older residents (60+ years)

Overall satisfaction⁽¹⁾⁽²⁾⁽³⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding

2. How would you rate your Council for...?

3. Sample; Total 2021 n=600, Urban n=558, Rural n=42, Ratepayer n=505, Non-ratepayer n=73, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

Residents who are dissatisfied with Council express concerns about a lack of diversity within Council, a need for stronger leadership, and for better transparency around decision making

Understanding overall satisfaction⁽¹⁾⁽²⁾⁽³⁾

“Just feels the leadership is stale. The city needs something innovative and fresh to take it forward.”

“Do we have a Māori ward? Should we? How well does the Upper Hutt City Council reflect our city's cultural makeup?”

“There needs to be diversity of thought to inform good Council decisions. Councillors need to listen to the feedback of residents with a genuine open mind, i.e. not pre-determine their decisions or just take into account those views which reinforce/confirm their own personal opinions.”

“I feel like they lack direction and focus on the wrong things, or things that only benefit the minority not the majority”

“More Transparency required and local input”

They also express concern about planning matters and how well the natural environment is being protected...

Understanding overall satisfaction (continued)⁽¹⁾⁽²⁾⁽³⁾

“The Council can't say it's looking after the environment when they are busy selling off land to put housing on. All the native wildlife in Wallaceville and around Trentham for the new sports development, and all the trees they have destroyed in Riverstone Terraces to make way for housing. ...if Council cared about the environment, it would make sure it protects these green spaces for years to come.”

It's not clear to me where rates are spent and how decision making is made within Council. In general, there appears to be a greater emphasis on land development whilst the surrounding infrastructure remains dated and undeveloped. This includes no improvements to roundabouts, potholes and requirements for infrastructure to be upgraded in line with the number of houses using it.

“Show greater commitment to the environment, making decisions based on sustainability, not always financial decisions.”

“The lack of transparency and consultation on subdivisions is poor. What exactly is the vision for Upper Hutt? The long term plan was a vague yawn fest. Where's the ambition?”

...plus they are concerned about the state of existing infrastructure and lack of kerbside recycling

Understanding overall satisfaction (continued)⁽¹⁾⁽²⁾⁽³⁾

“Rates keep increasing but there is seen to be no increase in benefit. Where does this money go?! roading and infrastructure which hasn't been fixed or updated has still not been completed.”

“Rates are over priced for one street cleaner to come every six months. The tip is over priced, and with the rate payment should come free recycling. It's cheaper to pay for a wheelie bin and dump everything than it is to pay for all the individual bins which should be covered in rates”

“Also you need to invest in recycling for Upper Hutt. For people to recycle it needs to be easy and convenient. Only a small number of people are going to use your one facility to drop off recycling and people aren't going to want to invest personally in private recycling.”

“Fix the leaks, street lighting and pot holes everywhere. Provide kerbside recycling”

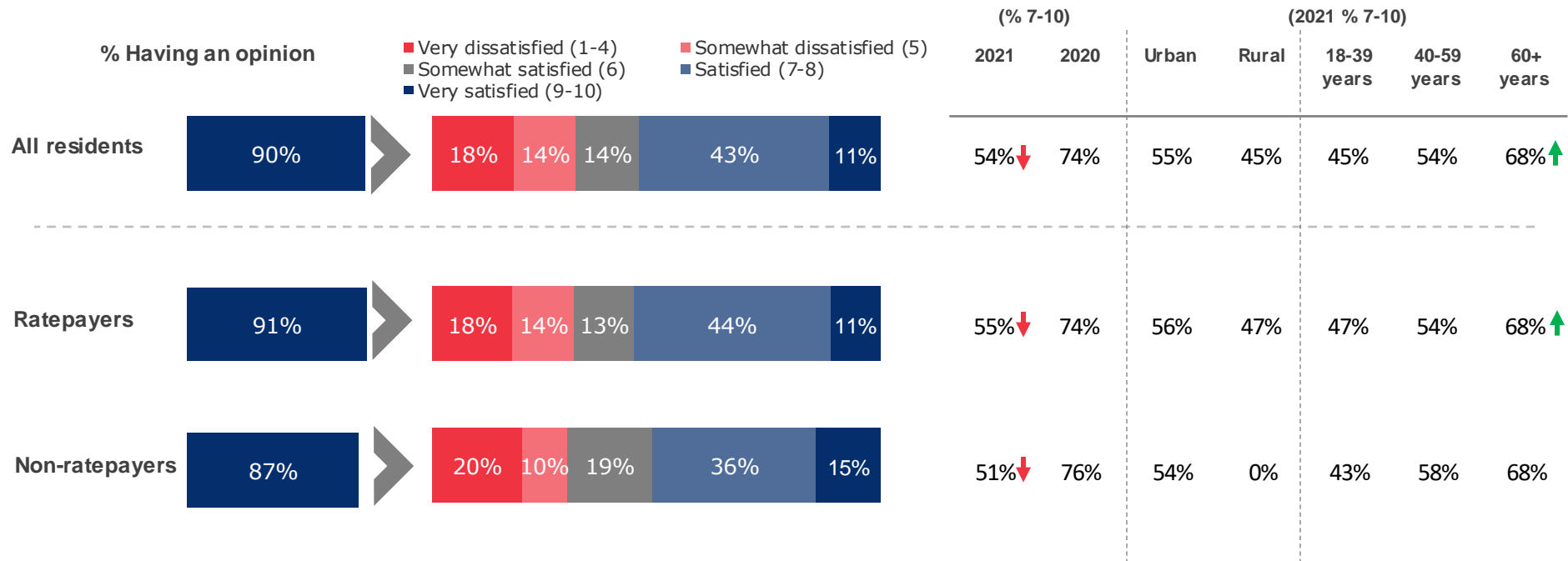


Section 7:

Image and reputation

Council's reputation remains strong but is scored lower than reported last year, the result mainly being lowered by younger residents who are less satisfied

Overall reputation⁽¹⁾⁽²⁾⁽³⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding

2. How would you rate your Council for...?

3. Sample; Total 2021 n=600, Urban n=558, Rural n=42, Ratepayer n=505, Non-ratepayer n=73, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

The situation is similar with results for 'leadership' and 'trust' also being lower than previous years, with younger residents typically less satisfied than older age groups

Image and reputation: Leadership⁽¹⁾⁽²⁾⁽³⁾

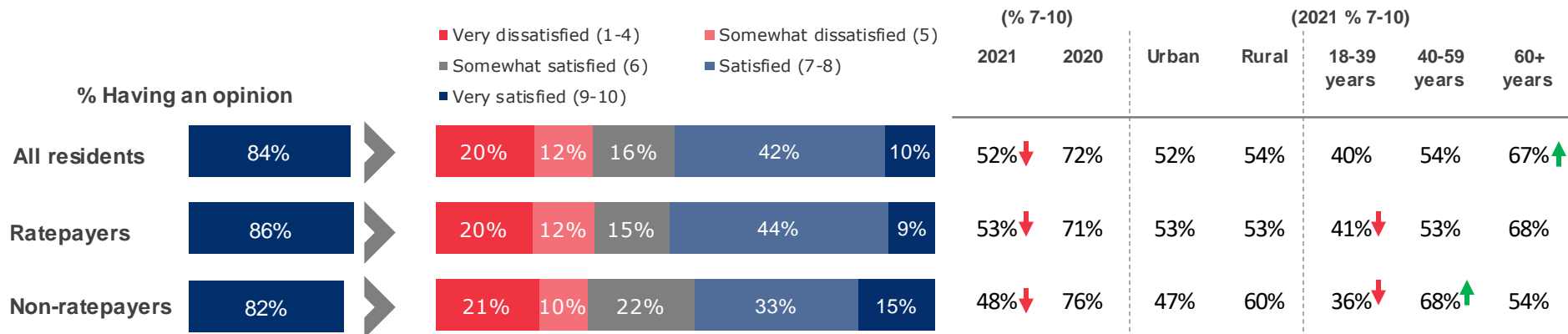
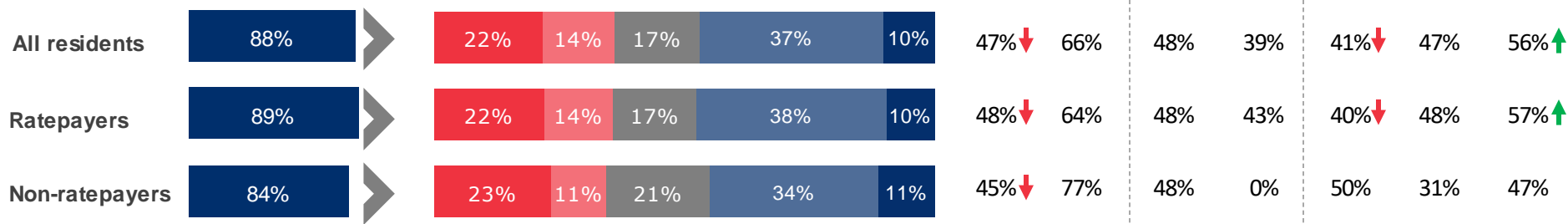


Image and reputation: Trust and confidence⁽¹⁾⁽²⁾⁽³⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your Council for...?
 3. Sample; Total 2021 n=600, Urban n=558, Rural n=42, Ratepayer n=505, Non-ratepayer n=73, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

Results for both 'financial management' and 'innovation and quality' are also lower and impacted by a poorer evaluation by younger residents

Image and reputation: Financial management⁽¹⁾⁽²⁾⁽³⁾

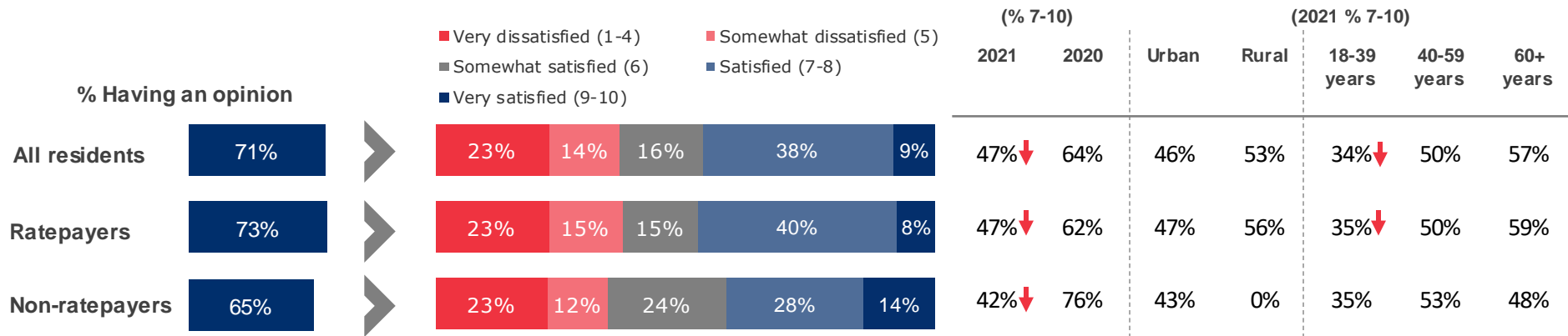
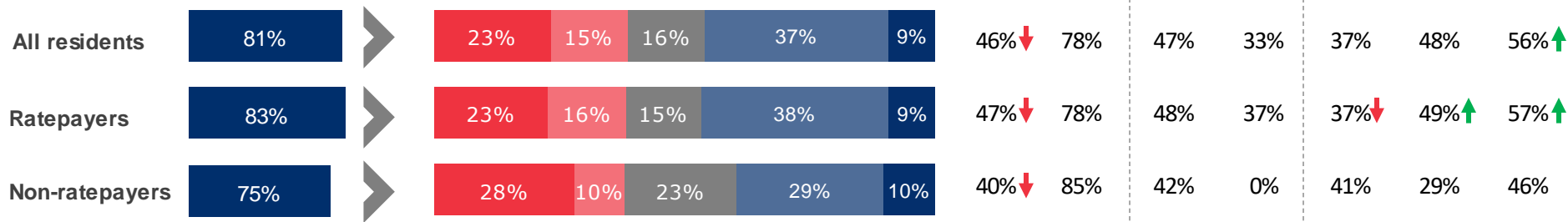



Image and reputation: Innovation and quality⁽¹⁾⁽²⁾⁽³⁾



Significant increase 95% CI ↑
 Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your Council for...?
 3. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Ratepayer n=505, Non-ratepayer n=73, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

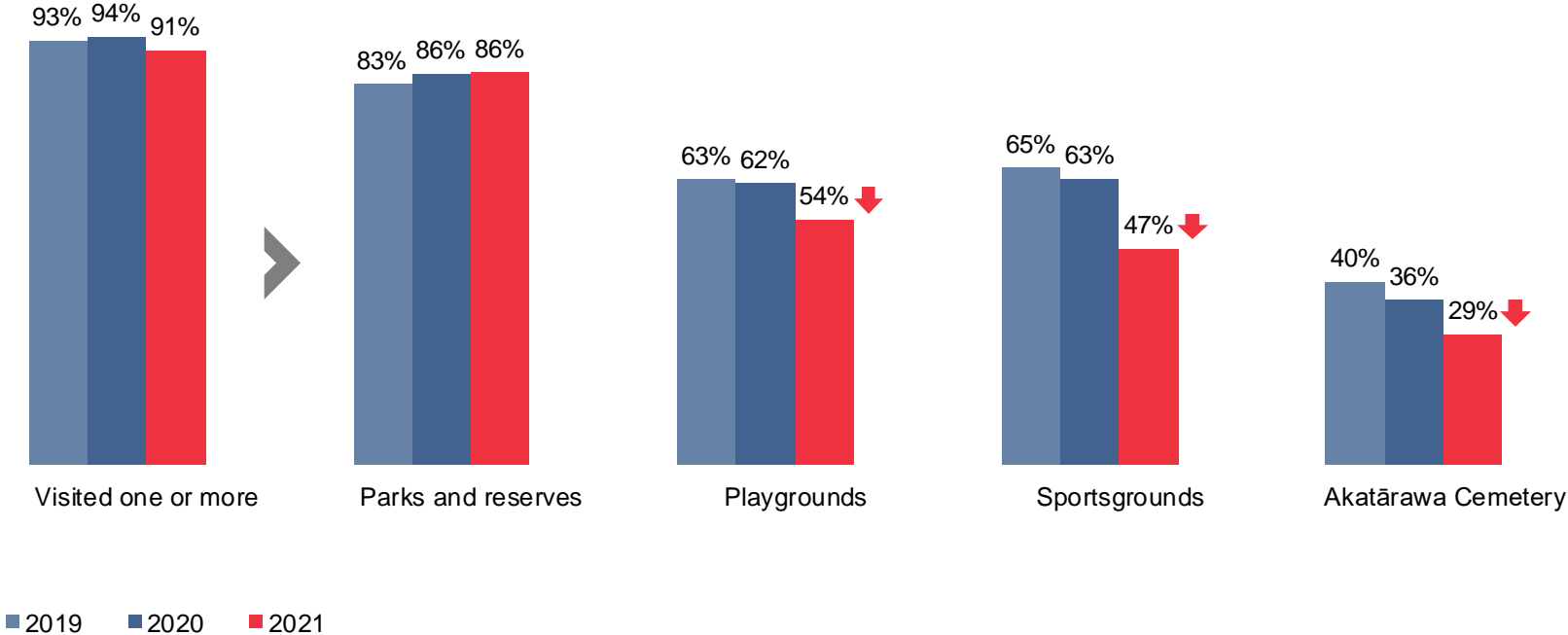




Section 8:
Public facilities

Visitation to the city's outdoor facilities remains high with 91% of the population visiting one or more in the last year; however, visitation to playgrounds, sports grounds and the Akatārawa Cemetery has declined

Public facilities: Visitation of outdoor facilities⁽¹⁾⁽²⁾

% Visited in the last year

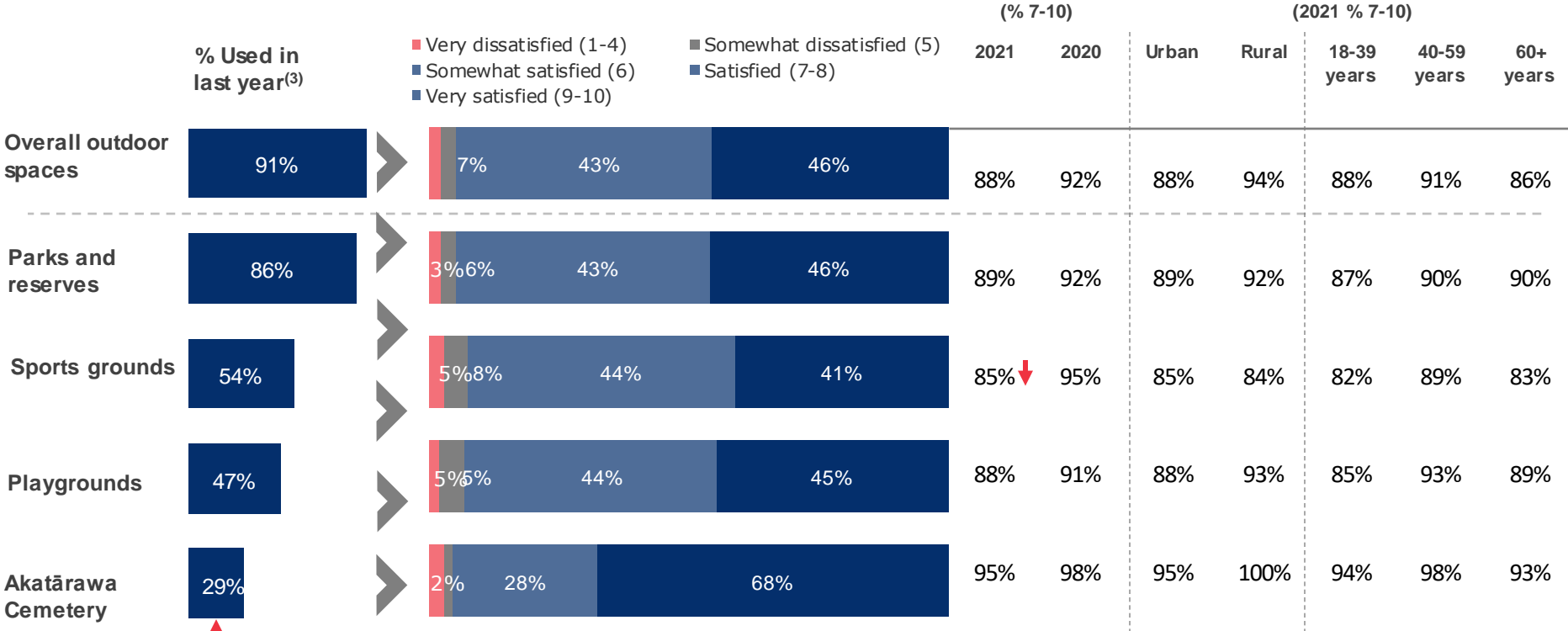


Significant increase 95% CI 
 Significant decrease 95% CI 

1. In the last year, which of the following have you visited?
 2. Sample; 2021 n=600, 2020 n=403, 2019 n=399

Those residents using the city’s outdoor facilities evaluate them highly, and of note, results are mostly consistent with the prior year

Public facilities: Satisfaction among users of outdoor facilities⁽¹⁾⁽²⁾⁽⁴⁾



Results are for users of public outdoor spaces. The overall level results relate to users of one or more outdoor spaces.

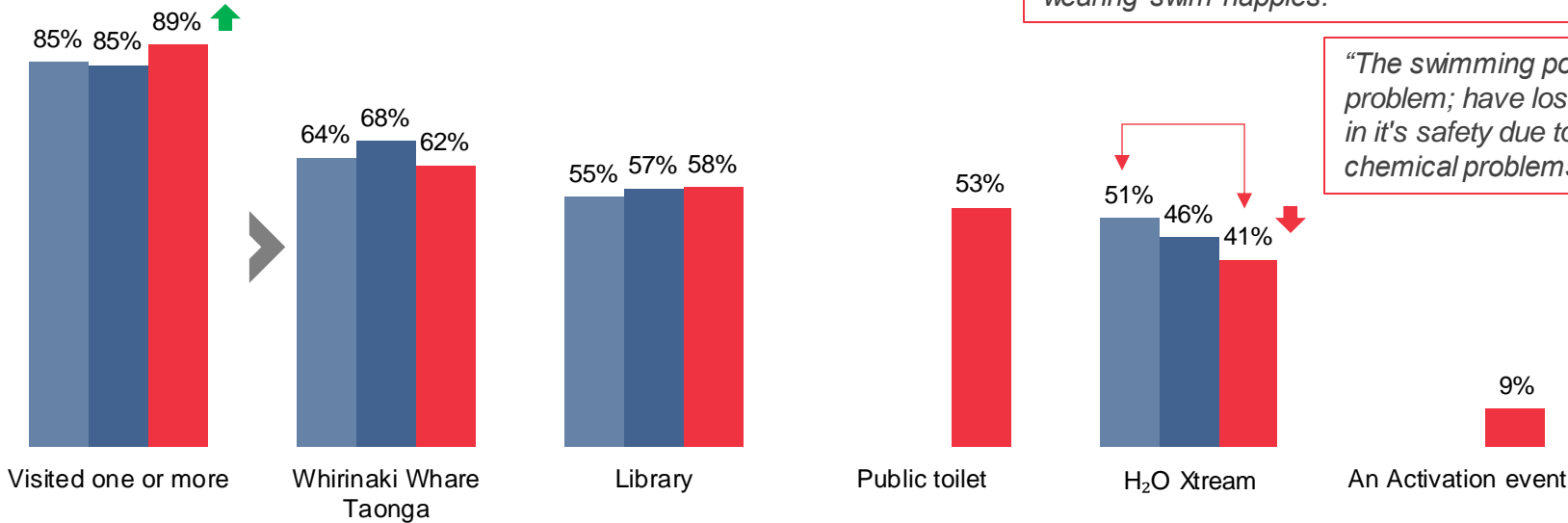
Significant increase 95% CI
 Significant decrease 95% CI

1. Results within detailed bars may sum to +/- one point due to rounding
 2. In the last year, which of the following have you visited? How would you rate your satisfaction with...?
 3. Scores relate to those who have used the specific facility within the last year, the overall score is for users of one or more facility
 4. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

The proportion of residents visiting one or more public facilities has increased; however, there is a declining trend in the use of the H₂O Xtream facility, potentially due to issues that some residents have identified

Public facilities: Visitation of public facilities⁽¹⁾⁽²⁾

% Visited in the last year



■ 2019 ■ 2020 ■ 2021

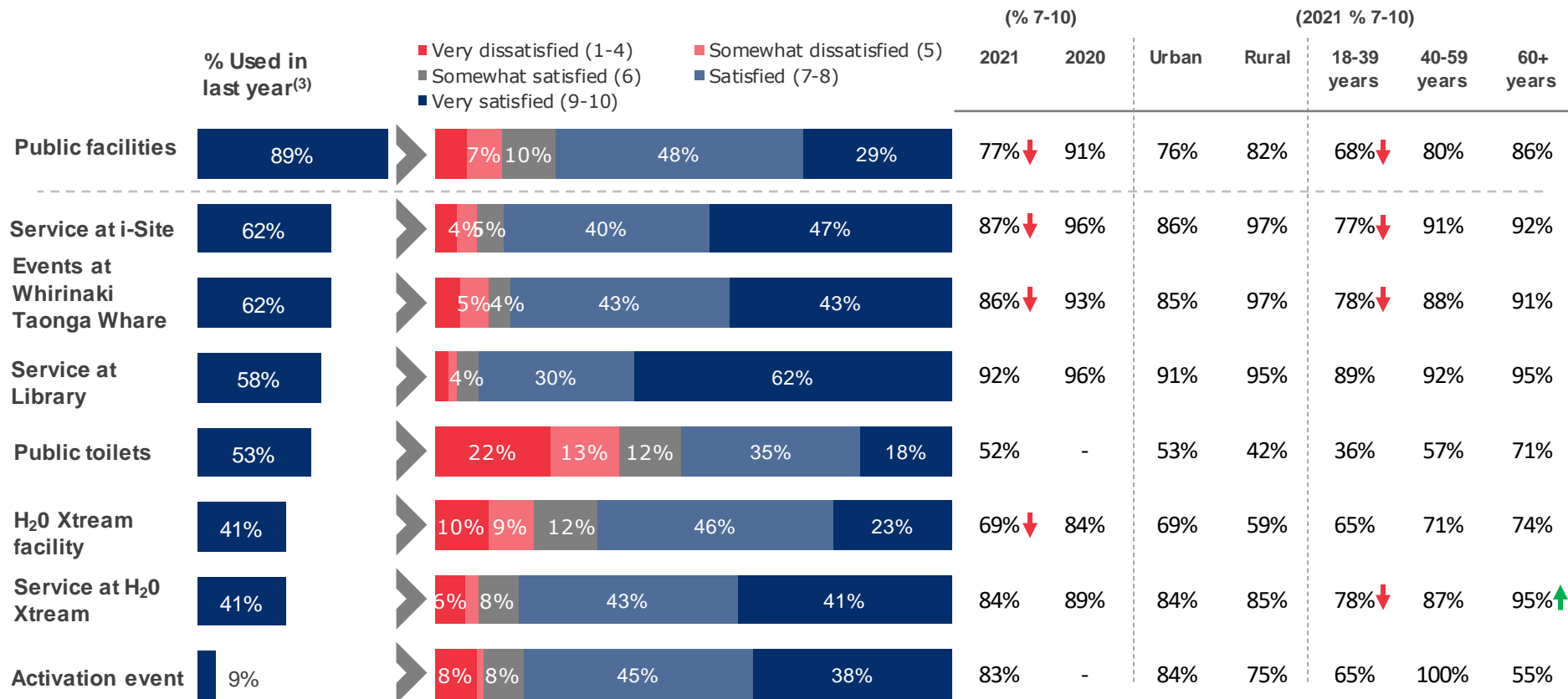
“Have been to H₂O Xtream numerous times, and each time the pool has been closed due to incidents involving vomit or faeces. Better enforcement is needed from the staff in regards to young children wearing swim nappies.”

“The swimming pool is a big problem; have lost all trust in it's safety due to its chemical problems.”

1. In the last year, which of the following have you visited?
2. Sample; 2021 n=600, 2020 n=403, 2019 n=399


Among users, satisfaction with public facilities remains high (77%) particularly among older residents, although generally, results are somewhat lower than in 2020

Public facilities: Satisfaction among users of indoor facilities ⁽¹⁾⁽²⁾⁽⁴⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

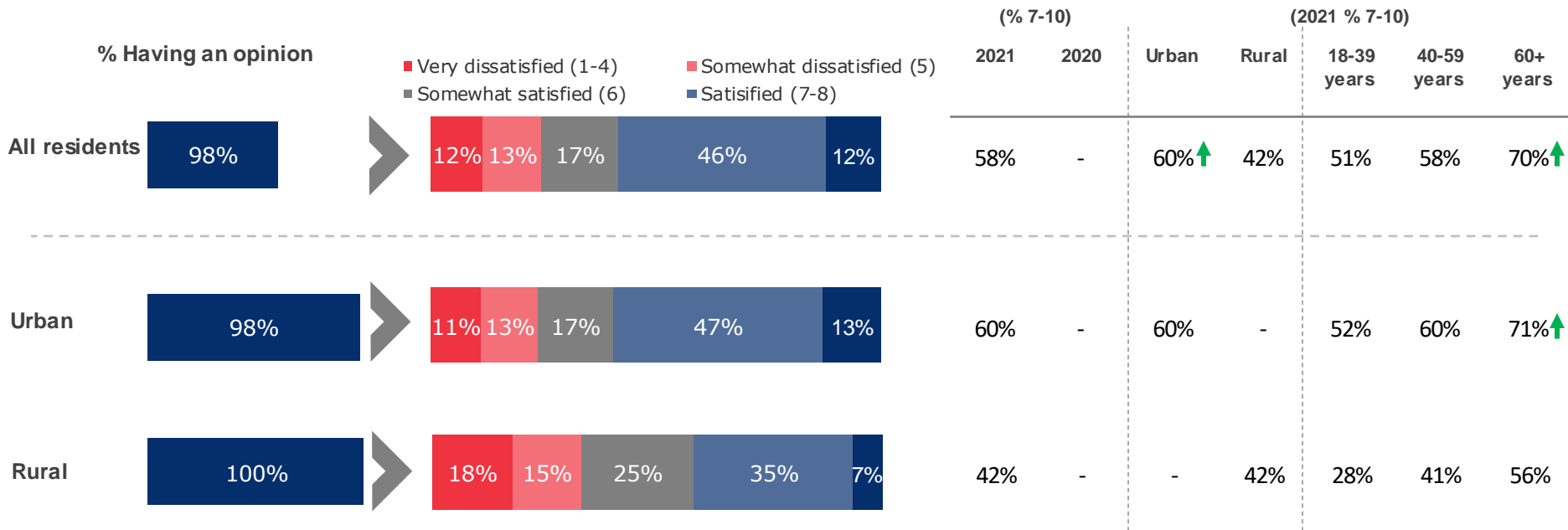
1. Results within detailed bars may sum to +/- one point due to rounding
 2. In the last year, which of the following have you visited? How would you rate your satisfaction with...?
 3. Scores relate to those who have used the specific facility within the last year. The 'overall public facilities' score is for users of one or more facility
 4. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403



Section 9:
Infrastructure

Overall, 58% of residents are satisfied with the city's infrastructure, suggesting that most consider it to be fit for purpose, and well maintained

Infrastructure: Overall satisfaction with infrastructure⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

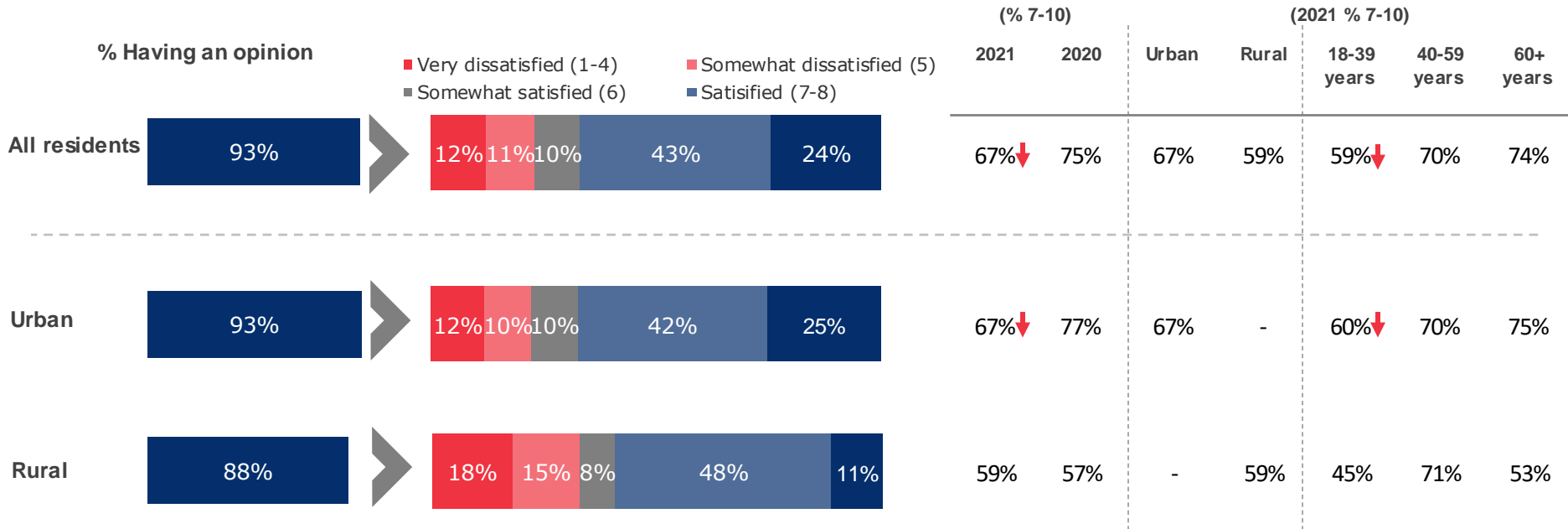




Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. When you think of all the infrastructure that is provided, such as water, sewerage, stormwater, roading, walkways... how satisfied are you...?
 3. The overall question about infrastructure was added to the survey in 2021
 4. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

Urban residents and those in older age groups are more satisfied with the city's stormwater system

Infrastructure: Stormwater – overall satisfaction with stormwater management⁽¹⁾⁽²⁾⁽³⁾

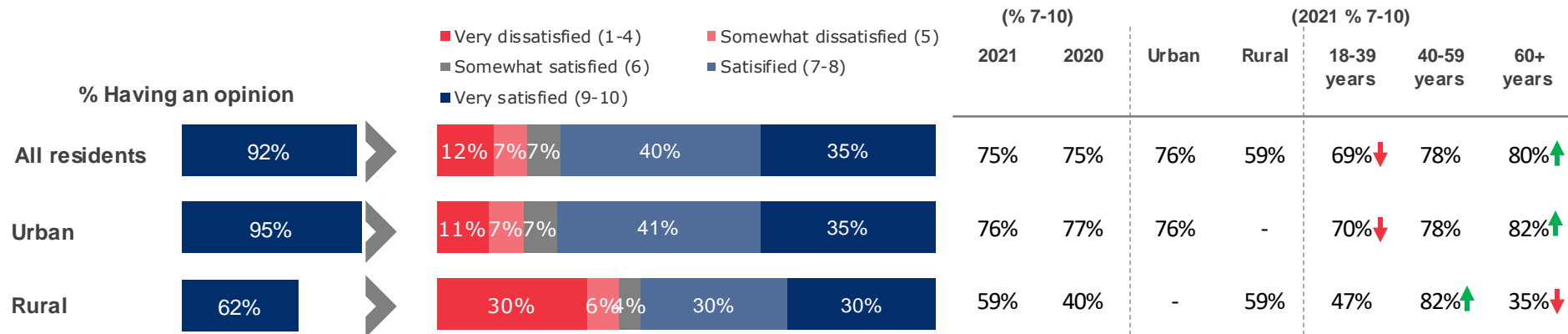


Significant increase 95% CI 
Significant decrease 95% CI 

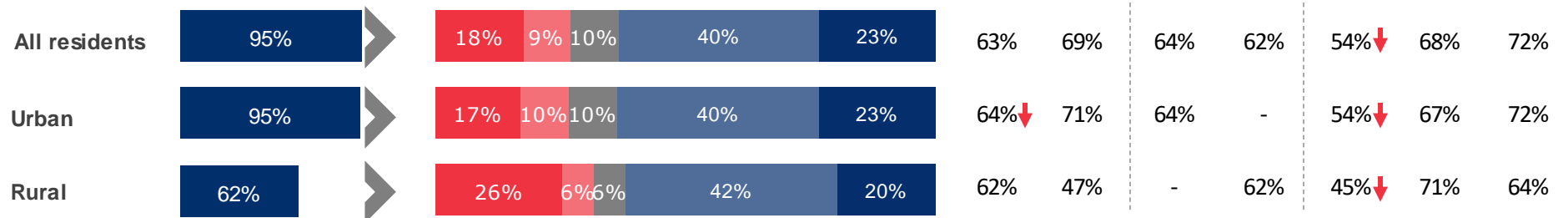
1. Results within detailed bars may sum to +/- one point due to rounding
 2. How satisfied are you with...?
 3. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

Similarly, urban residents are notably more satisfied with the ability of the stormwater system to protect their property from flooding relative to their rural counterparts

Infrastructure: Stormwater – ability to protect property⁽¹⁾⁽²⁾⁽³⁾



Infrastructure: Stormwater – keeping roads and pavements free of flooding⁽¹⁾⁽²⁾⁽³⁾

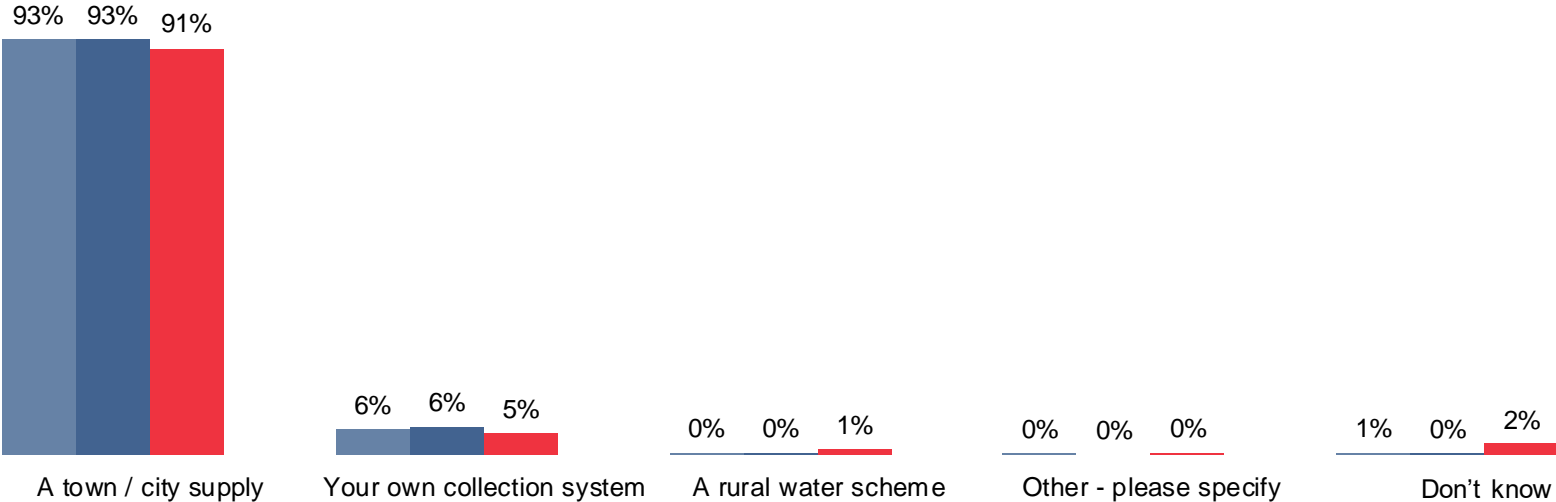


Significant increase 95% CI ↑
Significant decrease 95% CI ↓



Almost all residents (91%) rely on the city's water system to deliver their drinking water, a result that has remained unchanged over the prior two years

Infrastructure: Water supply⁽¹⁾⁽²⁾

% by connection



■ 2019 ■ 2020 ■ 2021

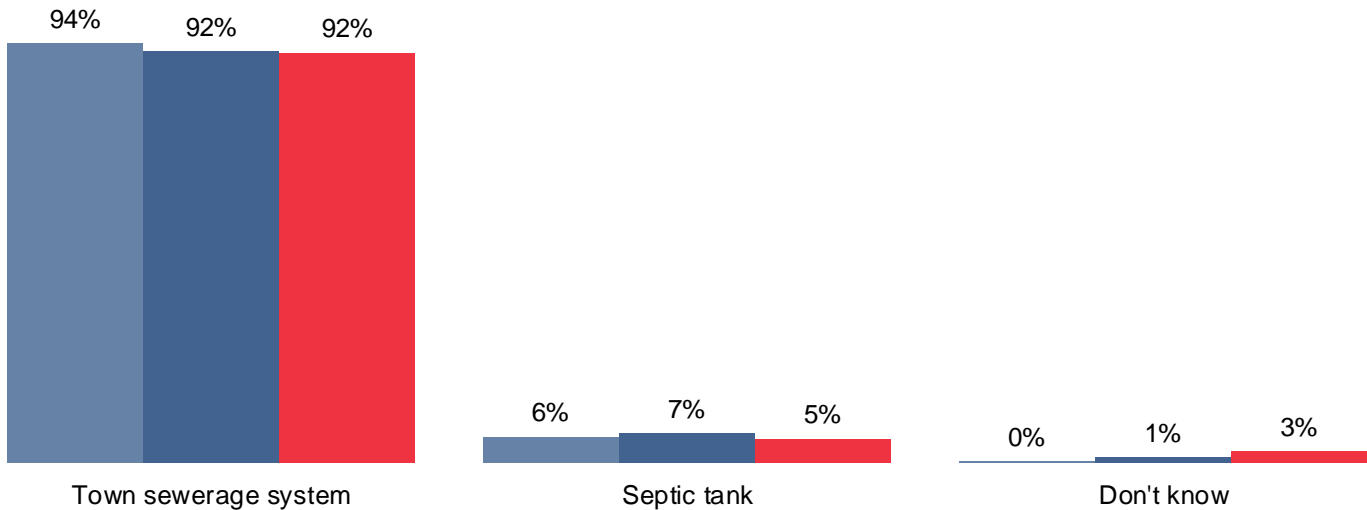
Significant increase 95% CI 
Significant decrease 95% CI 

1. Which of the following best describes your household's water supply?
2. Sample; Total 2021 n=600, 2020 n=403, 2019 n=399



The city's sewerage system continues to service about 92% of the residents, a figure that is in line with the two prior surveys

Infrastructure: Sewerage connection⁽¹⁾⁽²⁾

% by connection



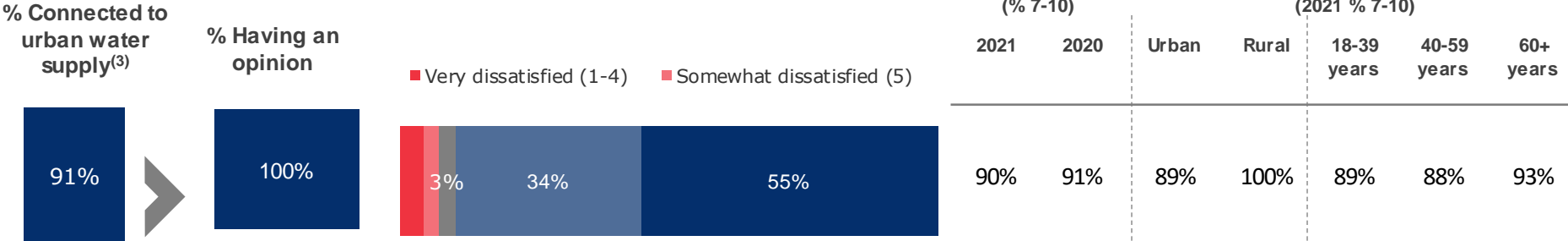
■ 2019 ■ 2020 ■ 2021

Significant increase 95% CI 
 Significant decrease 95% CI 

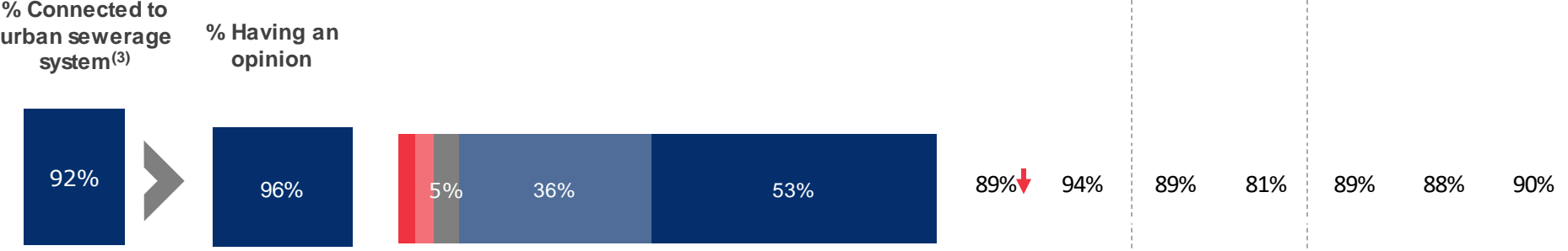
1. Which of the following best describes the sewerage system that your property is connected to?
 2. Sample; Total 2021 n=600, 2020 n=403, 2019 n=399

Residents who have city services for water supply and sewerage are typically very satisfied with these systems, 90% and 89% satisfied, respectively

Infrastructure: Satisfaction with water supply (among those connected to the urban system)⁽¹⁾⁽²⁾⁽⁴⁾



Infrastructure: Satisfaction with sewerage system (among those connected to the urban system)⁽¹⁾⁽²⁾⁽⁴⁾



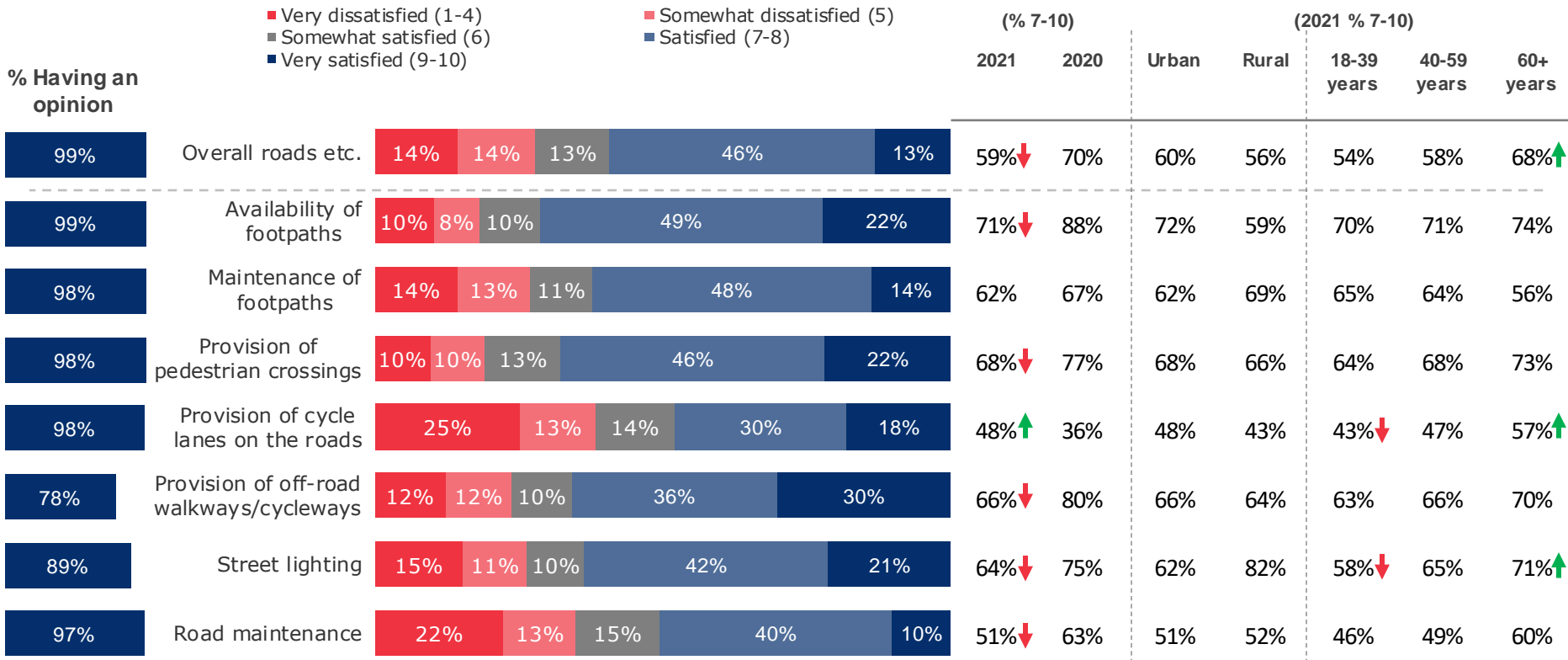
↑ Significant increase 95% CI
↓ Significant decrease 95% CI

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How satisfied are you with each of the following...?
 3. Performance scores relate only to those who indicate that they have a connection to the urban system
 4. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

Residents appear to be somewhat less satisfied with aspects of the city's roading systems, particularly with regard to maintenance, footpaths, the provision of off-road walkways and cycleways, and street lighting than the prior year

Infrastructure: Roads⁽¹⁾⁽²⁾⁽³⁾

■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5)
■ Somewhat satisfied (6) ■ Satisfied (7-8)
■ Very satisfied (9-10)

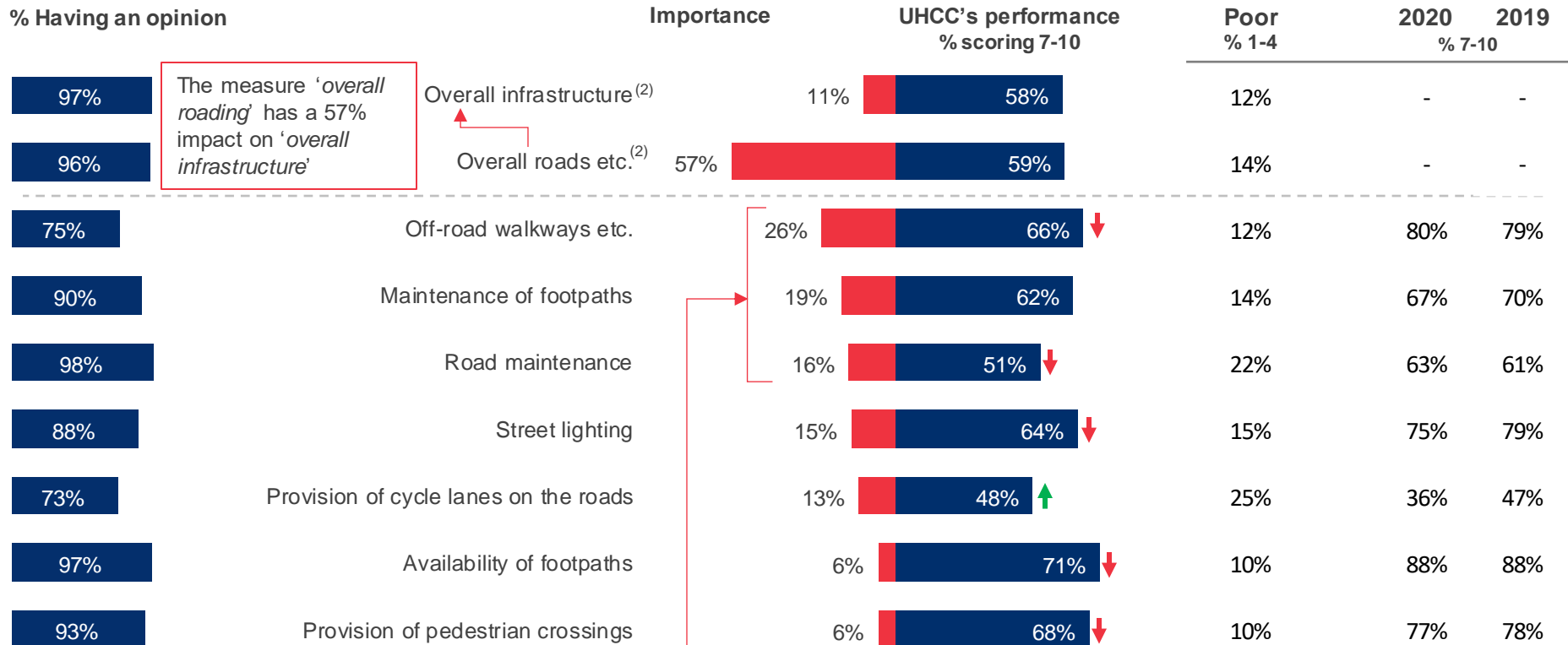


↑ Significant increase 95% CI
↓ Significant decrease 95% CI



1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your satisfaction with each of the following...?
 3. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

Roading has a significant influence on the 'overall infrastructure' measure (57% impact), and with 'off-road walkways etc.', 'footpaths' and 'road maintenance' being key drivers, these represent the best opportunities to add value

Infrastructure: Understanding satisfaction with roading⁽¹⁾⁽³⁾



Provision of off-road walkways and cycleways, the roads in town and maintenance of footpaths have the most influence on overall roading; therefore, improvements in these areas offer the best opportunity to add value.

Significant increase 95% CI 
Significant decrease 95% CI 

Residents who are dissatisfied with roading infrastructure mention the need for both more investment, and for an increased focus on repairs

Infrastructure: Understanding satisfaction with roading⁽¹⁾⁽²⁾⁽³⁾

“Development is not supported by infrastructure, e.g. more housing equals more people and more traffic trying to move through roading not designed to take it.”

“Need to think about the roads, [they are] important to fix. Population is growing. A lot of cars; the road surface is poor and bumpy. Not a good look for Upper Hutt City Council.”

“The roads are shocking. Ward Street by Wilford Seddon and Lane is terrible. We don't have enough street lights so it's unsafe for women or anyone to walk around at night. The boy racers are killing animals and the Council won't put humps in our streets.”

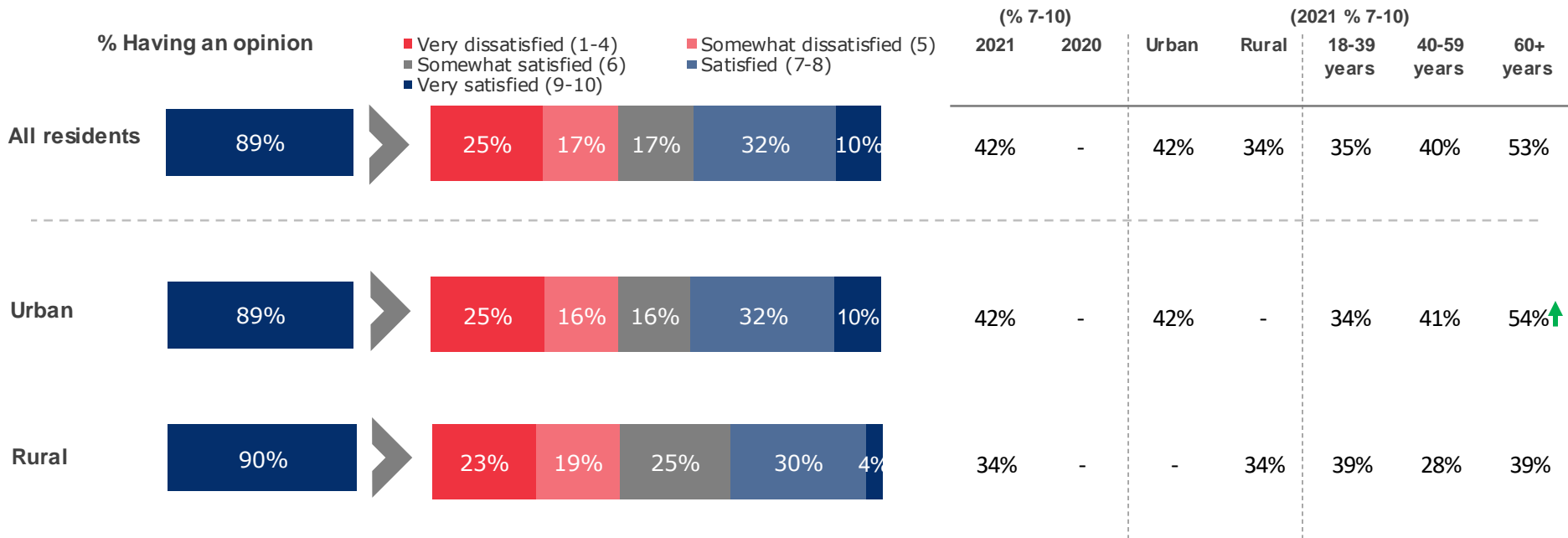
“Resealing the roads in Riverstone that don't need to be done when some of the main roads in central Upper Hutt are quite unsafe with the amount of pot holes in them.”





Section 10:
Services

At an aggregate level, overall satisfaction with the Council's core services is low, (42%), particularly among rural residents

Services: Overall satisfaction with the Council's core services; waste, regulatory and planning⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

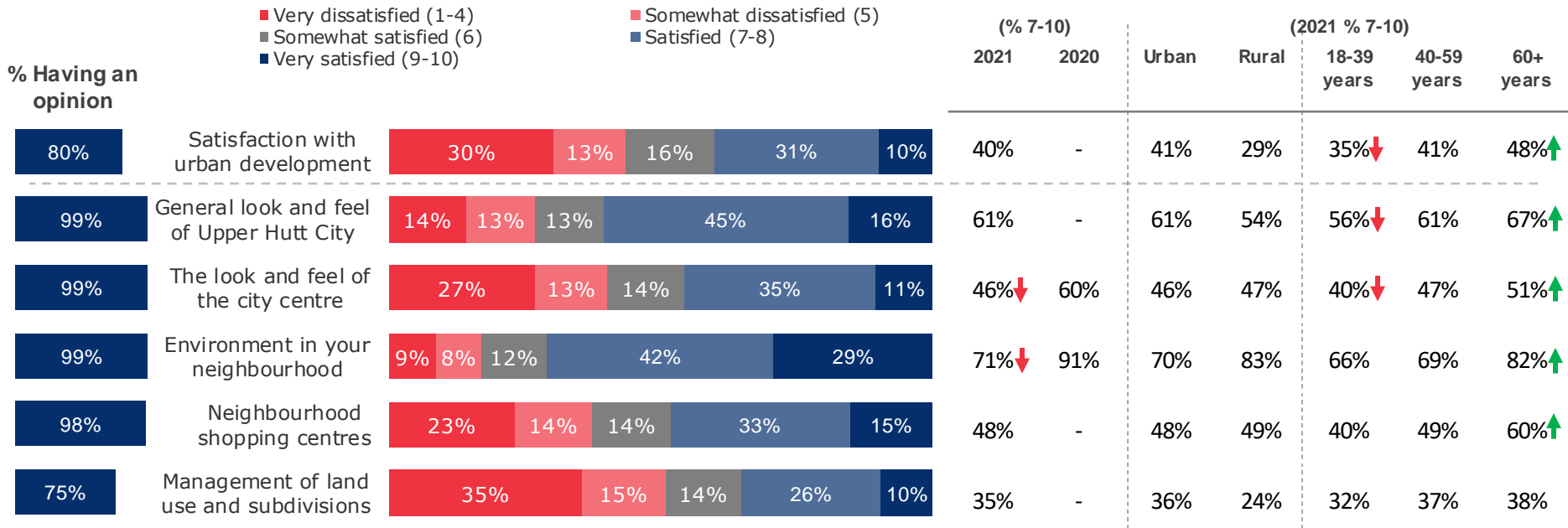


Significant increase 95% CI 
Significant decrease 95% CI 

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate the Council for how well it provides these types of services; waste, regulatory and planning?
 3. The question for overall core services was added in 2021. This relates to regulatory services, planning and waste management
 4. Sample; Total 2021 n=600 Urban, n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136; 2020 n=403

There is concern among residents about planning activities, particularly around land use and management of subdivisions (35%), the look and feel of the city centre (27%), and the appearance of local shopping centres (23%)

Services: Satisfaction with town planning⁽¹⁾⁽²⁾⁽³⁾



"I'm concerned about Council's control over subdivision. I would like to be reassured that more of the rural areas don't become decimated by urban spread."

"I have concerns around traffic management and planning regarding new subdivisions and their impact on roading."

Significant increase 95% CI ↑
Significant decrease 95% CI ↓

Comments about urban planning express concerns that not enough is being done to consider the broader implication in terms of infrastructure, the impact on communities and on the environment

Understanding views on town planning⁽¹⁾⁽²⁾⁽³⁾

“Considering wider implications when planning big housing projects would be useful in planning how that area will function as a community.”

“We have an increasing population, and you need to have good foresight, planning and implementation of those plans so that Upper Hutt develops well as it grows. General infrastructure and planning for the population explosion that we are having in Upper Hutt has to be a priority.”

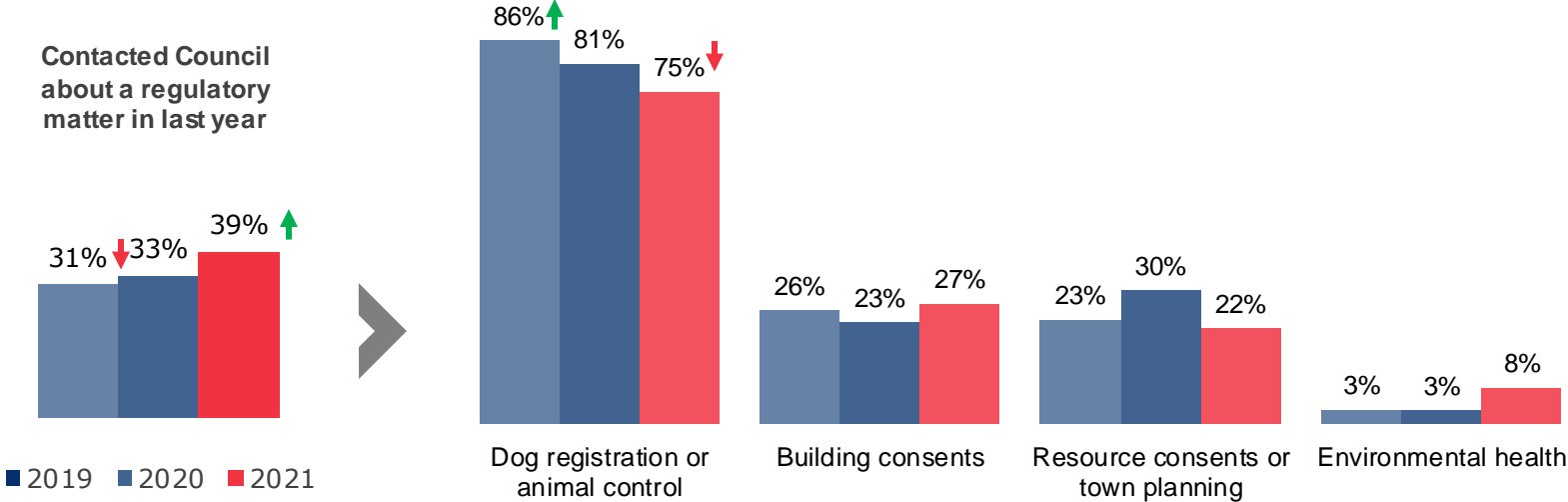
“Environmental considerations often seem to be missing from planning subdivisions and roading changes. Without careful consideration and research how can our environment be safeguarded for future generations?”

“The Council is not doing enough for urban planning and climate change.”

Slightly more than a third of residents have contacted Council about a regulatory matter in the last year, with most contact being related to dog registration or animal control

Services: Contacting Council about regulatory matters⁽¹⁾⁽²⁾

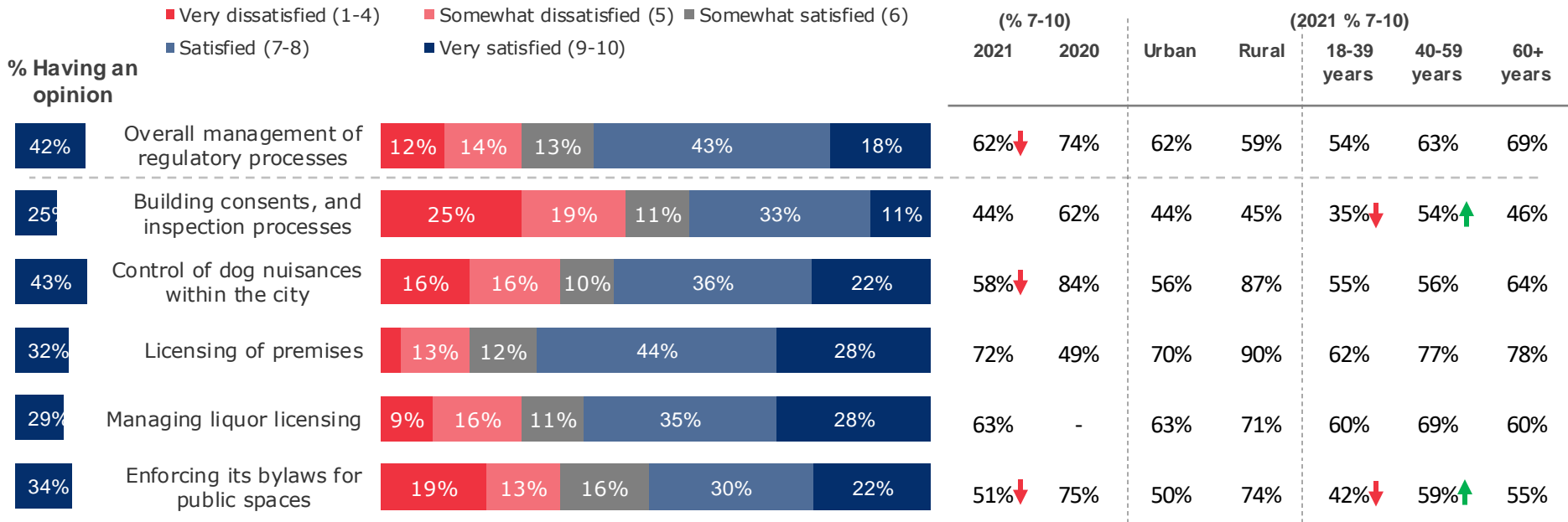
% Among those who have contact Council about a regulatory matter



1. In the last year, which of the following have you had contact with Council about? Multiple responses
 2. Sample; Total 2021 n=600, 2020 n=403, 2019 n=399

Relatively few residents felt that they had sufficient knowledge to provide an evaluation of Council’s regulatory services, which suggests that more publicity and published information is required about these activities

Services: Satisfaction with regulatory services⁽¹⁾⁽²⁾⁽³⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. Based on your experience of impressions, how would you rate the Council's performance in providing each of the following?
 3. Sample; Total 2021 n=600, 2020 n=403

There has been a significant increase in the proportion of residents using the Park Street recycling facility; however, there are indications that the facility is too busy, not convenient, and consequently there are calls for kerbside collections

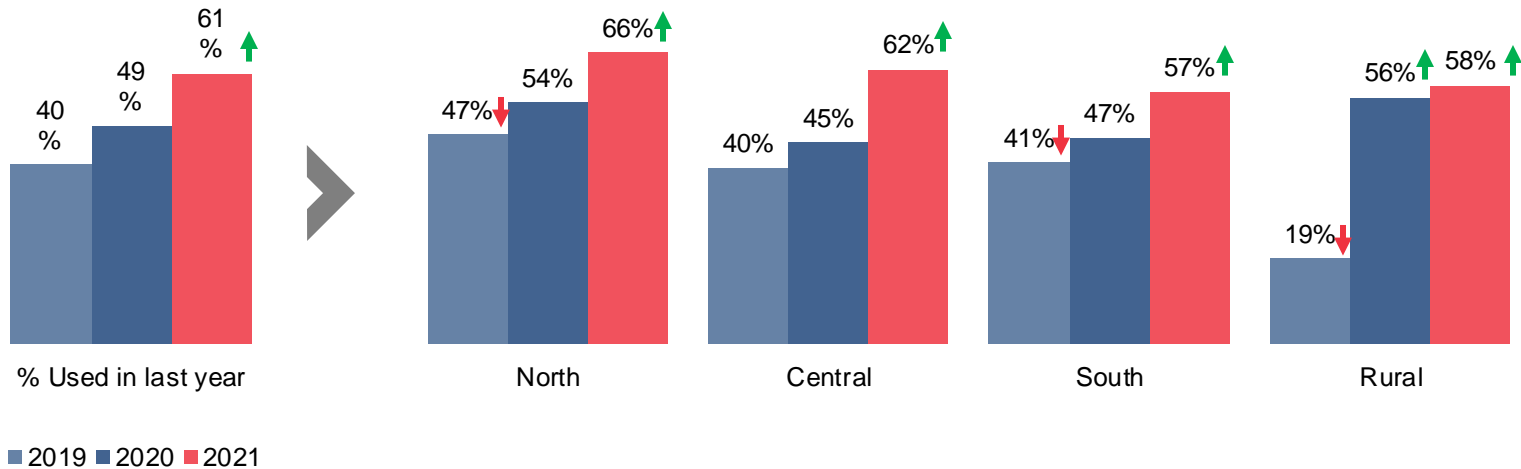
Services: Using the Park Street recycle drop-off⁽¹⁾⁽²⁾



“Council needs to improve the recycling system, the recycling bins they have do not get cleaned out enough; it would be great to have street side collection.”

“There needs to be kerbside recycling collection. The current recycling facility is well patronised and shows that there is a need for the service.”

“Weekly wheelie bins and recycling bins would be another nice touch; the recycling station always seems full, hence why I've never used it.”

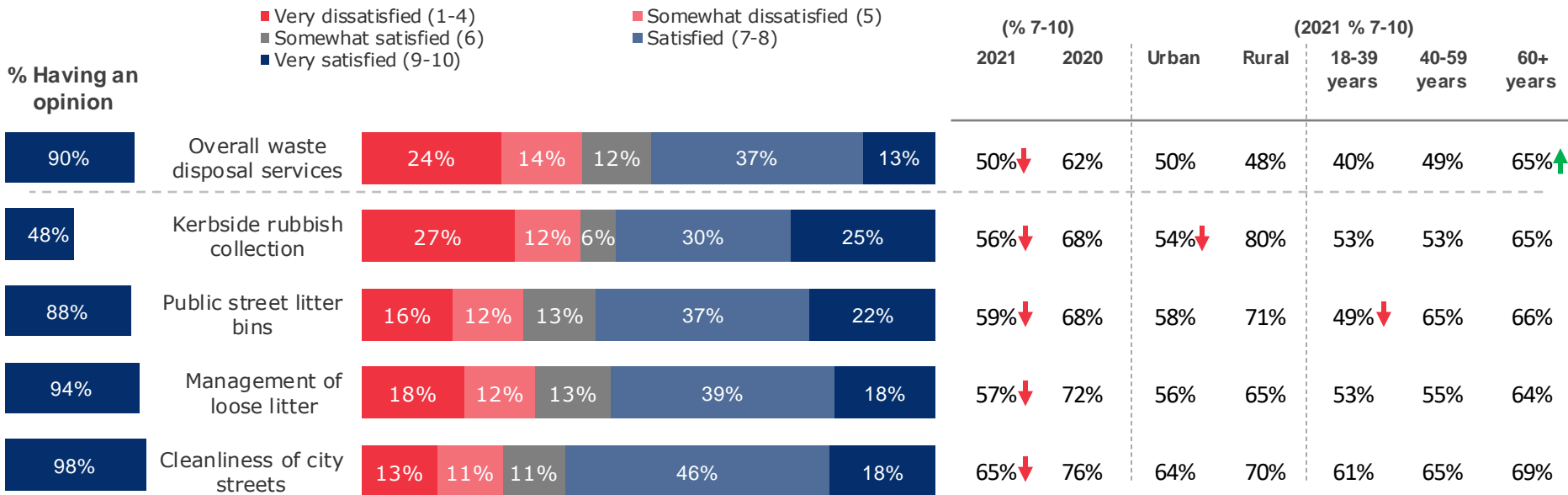
Used the Park Street recycle drop-off in last year



Significant increase 95% CI 
Significant decrease 95% CI 

Satisfaction with Council's waste disposal services is slightly lower than last year, possibly due to the negative influence of disquiet about the lack of a kerbside recycling service

Services: Satisfaction waste disposal services⁽¹⁾⁽²⁾⁽³⁾



“Kerbside rubbish and recycling should be reevaluated. Would be great to have this provided within rates and a better service offered - general waste/plastics/glass/food scraps or compostable options would be perfect.”

Comments suggest that there is a strong demand for a kerbside recycling service to be provided

Services: understanding waste disposal services⁽¹⁾⁽²⁾⁽³⁾

“The approach to recycling needs serious reconsideration. We should not have a separate charge to recycle and the concept of going to recycling depot is not satisfactory.”

“We pay a lot for rates and have to pay for kerbside recycling. This should be included in the rates.”

“Kerbside recycling is needed to encourage everyone in Upper Hutt to recycle. It's about making things easy.”

“Was disappointing to hear kerbside recycling was voted again, the recycle station is often full when we find time to go. We often just put recycling into standard rubbish now.”

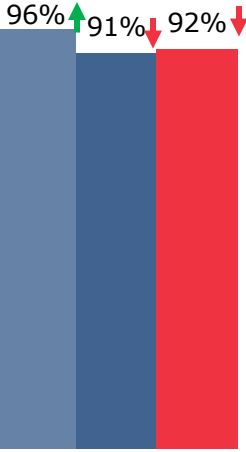


Section 11:
Communications

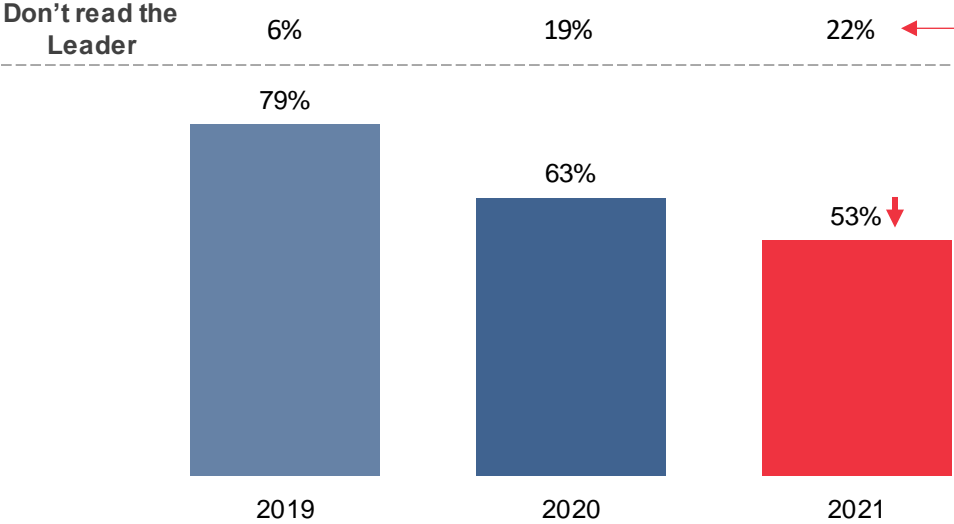
Although there has been little change in the proportion of residents who receive The Leader newspaper, weekly readership has declined over the last three years, and almost a quarter (22%) of residents now don't read it at all

Communications: Delivery and readership of The Leader⁽¹⁾⁽²⁾⁽³⁾

Have The Leader delivered to home



% Read The Leader newspaper each week – All residents



“I don't bother to read what's left of The Leader anymore...so perhaps emails to ratepayers might have been a good start!”

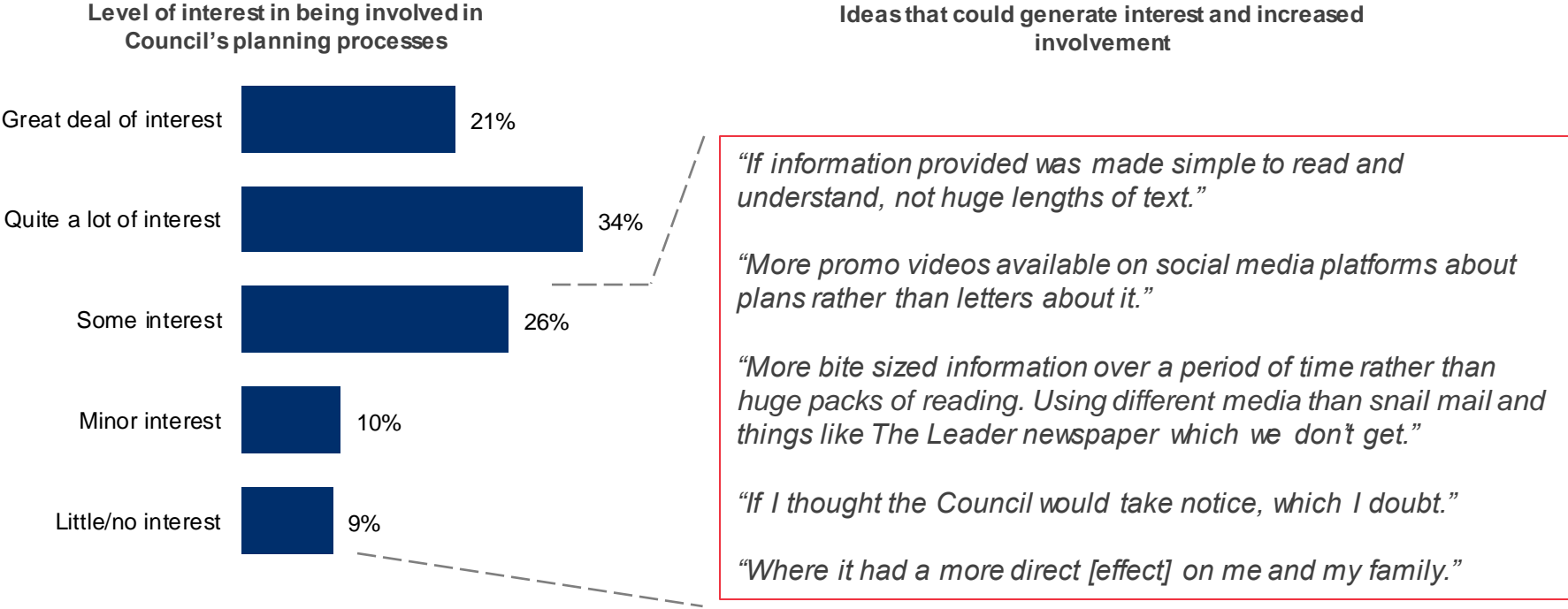
■ 2019 ■ 2020 ■ 2021

Significant increase 95% CI
 Significant decrease 95% CI

1.Does the Upper Hutt Leader get delivered to your home?
 2.How frequently do you read the Upper Hutt Leader?
 3.Sample; Total 2021 n=600, 2020 n=403, 2019 n=399

Themes that may help to generate interest could potentially involve more novel and interesting presentation methods, concise and easy to read information using multiple channels, Council demonstrating that residents are listened to, and showing how outcomes affect individuals

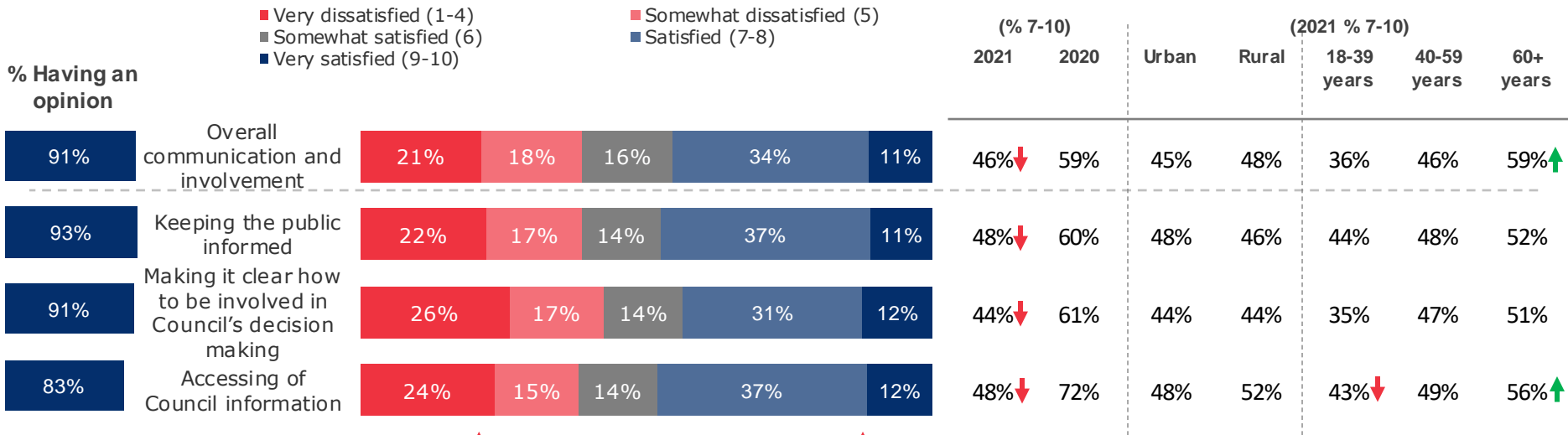
Communications: Interest in being involved in long-term or annual plan⁽¹⁾⁽²⁾⁽³⁾



1. How interested are you in being involved in Council's long term plan and/or its annual plan?
2. What would increase your interest? New question in 2021
3. Sample; Total 2021 n=600

There is a sense that residents increasingly prefer to receive Council information via social media and are less willing to read documents, brochures or information in print media, which may account for the lower satisfaction scores with Council's communications

Communication: Satisfaction with Council's communications⁽¹⁾⁽²⁾⁽³⁾



"Reach out to citizens more often for contribution, and advertise on proposals around controversial decisions requiring community input."

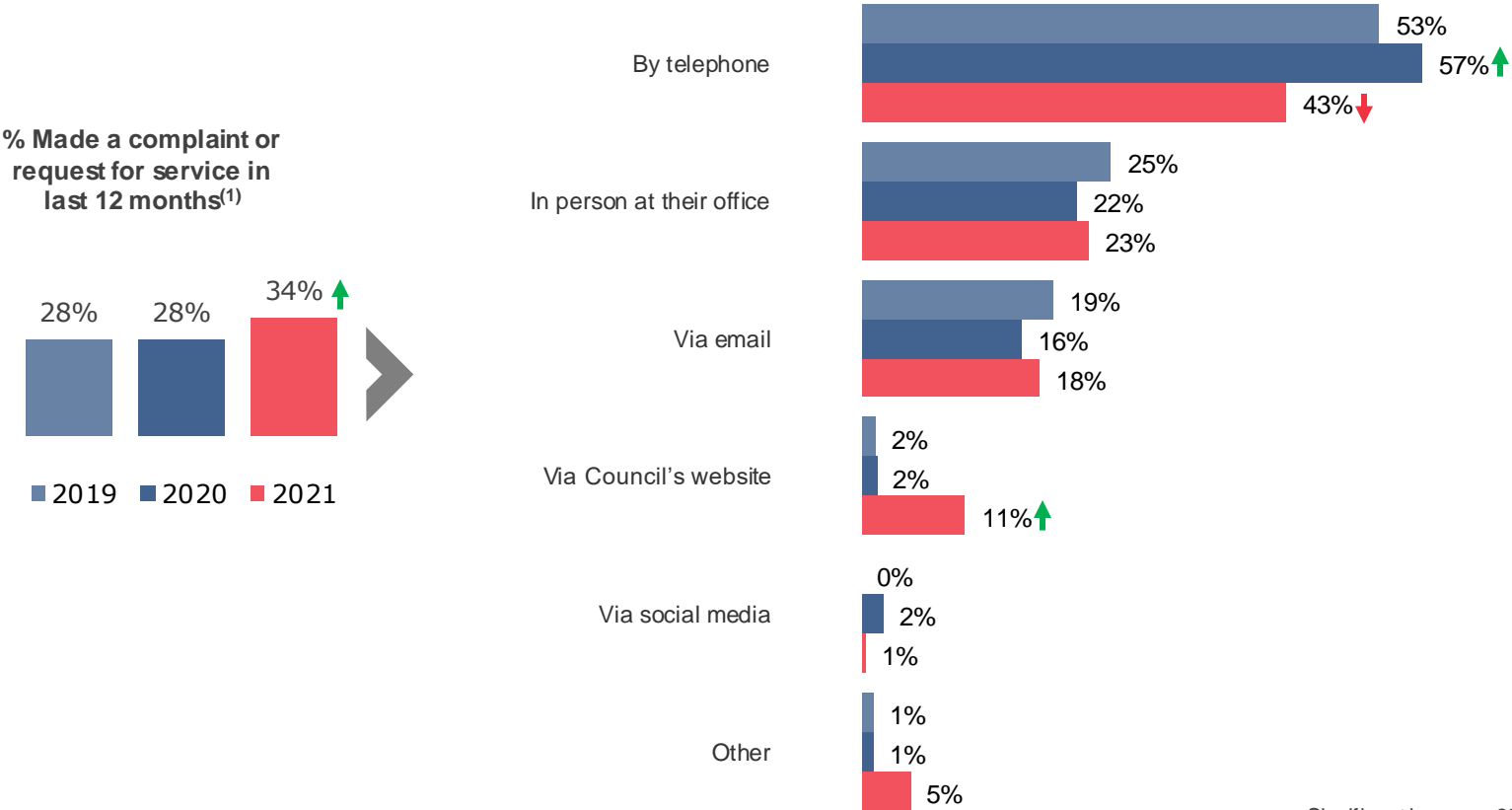
"The younger generation like myself find that [social media] is the best and easiest form of communication."

"In my opinion, Council's current communication is by far the best it has been in years. The use of social media and the Council website to inform about decisions, consultations, etc., is very effective."

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How satisfied are you with Council's performance in relation to each of the following?
 3. Sample; Total 2021 n=600, 2020 n=403

Issues lodged with Council over the last year have most frequently been via telephone (43%), although this is much lower than the prior year (43% vs 57%) with more use being made of the website (11% vs 2%)

Communication: Requesting service or making complaints⁽²⁾⁽³⁾

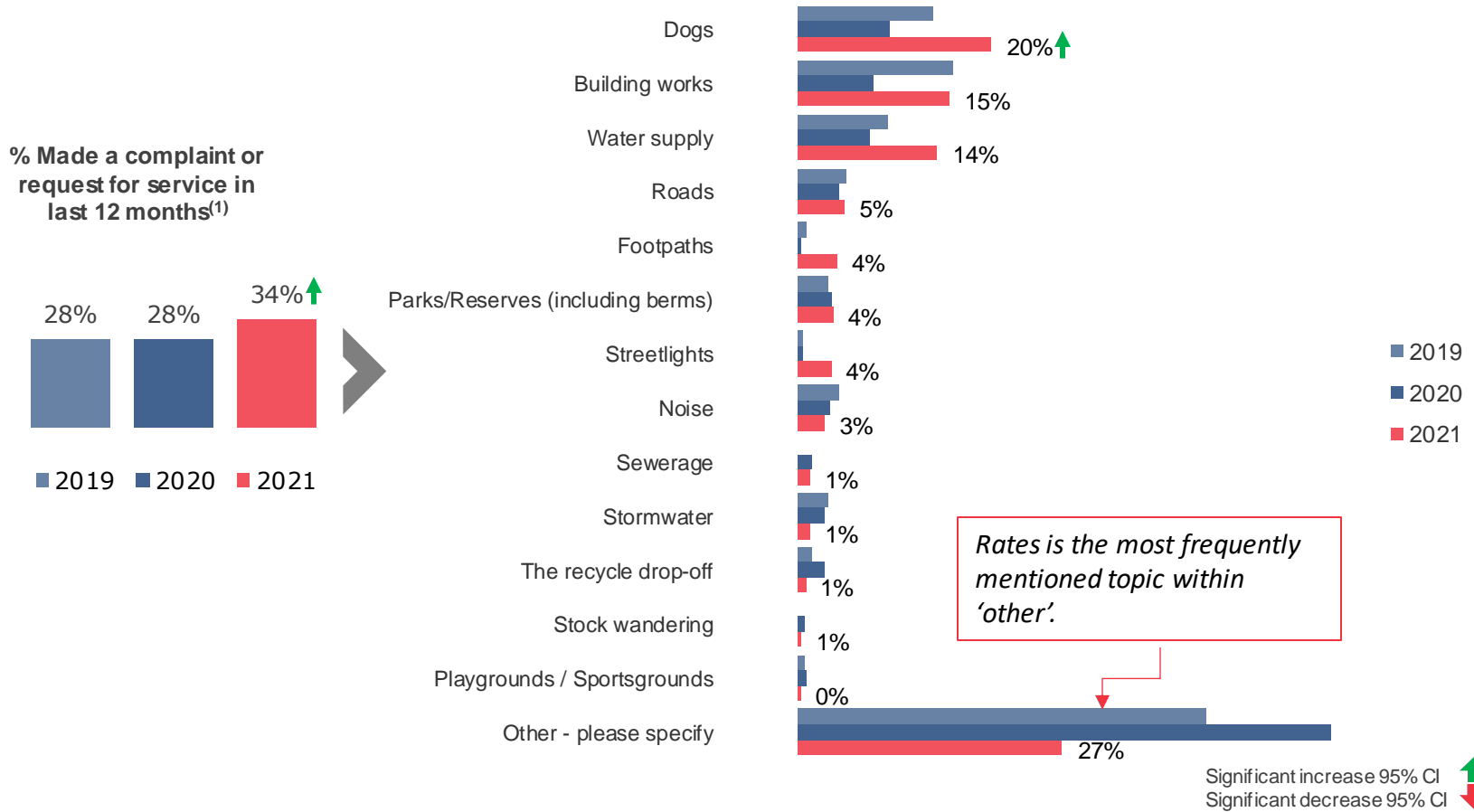


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Have you made a request for service or lodged a complaint about a Council service in the past 12 months?
2. Thinking about your most recent request or complaint, what did it relate to?
3. Sample; Total 2021 n=600, 2020 n=403

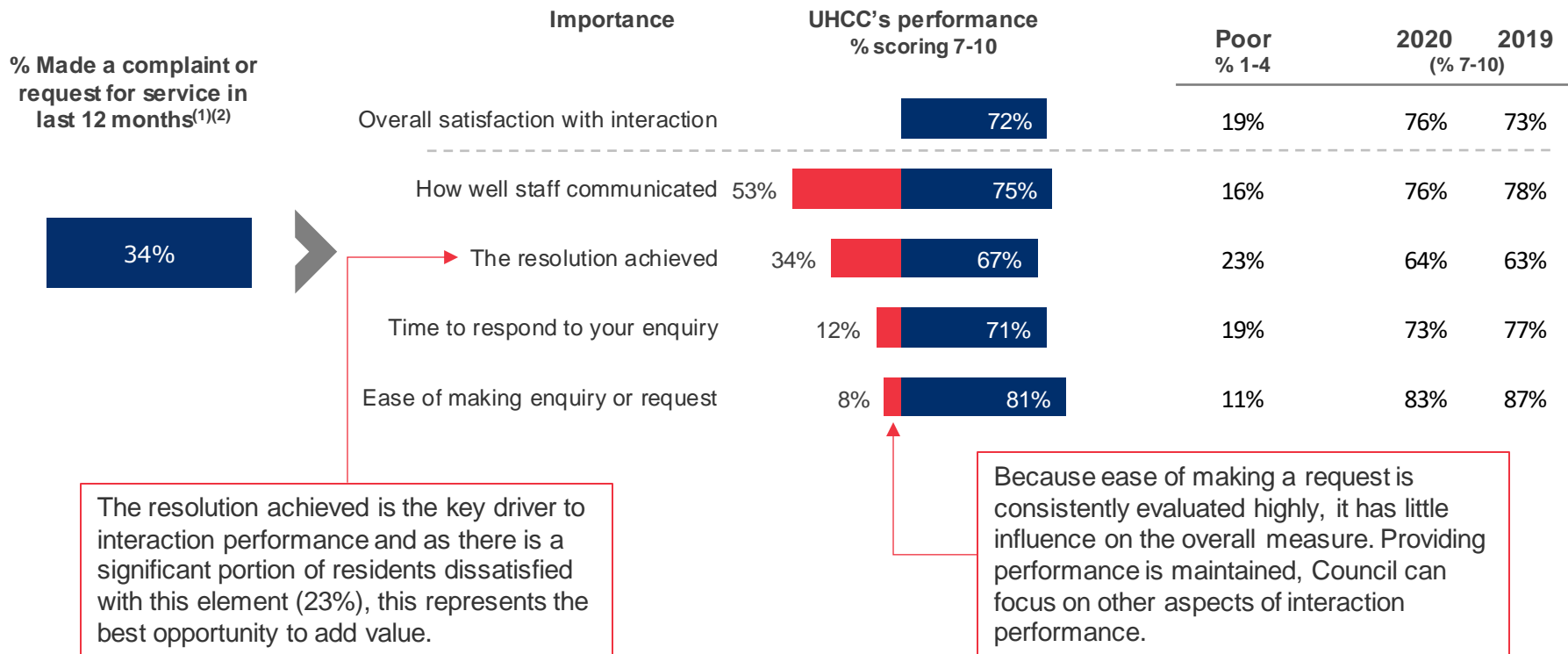
Issues lodged with Council over the last year have mostly related to dogs and animals (20%), building works (15%) and water supply (14%)

Communication: Requesting service or making complaints⁽²⁾⁽³⁾



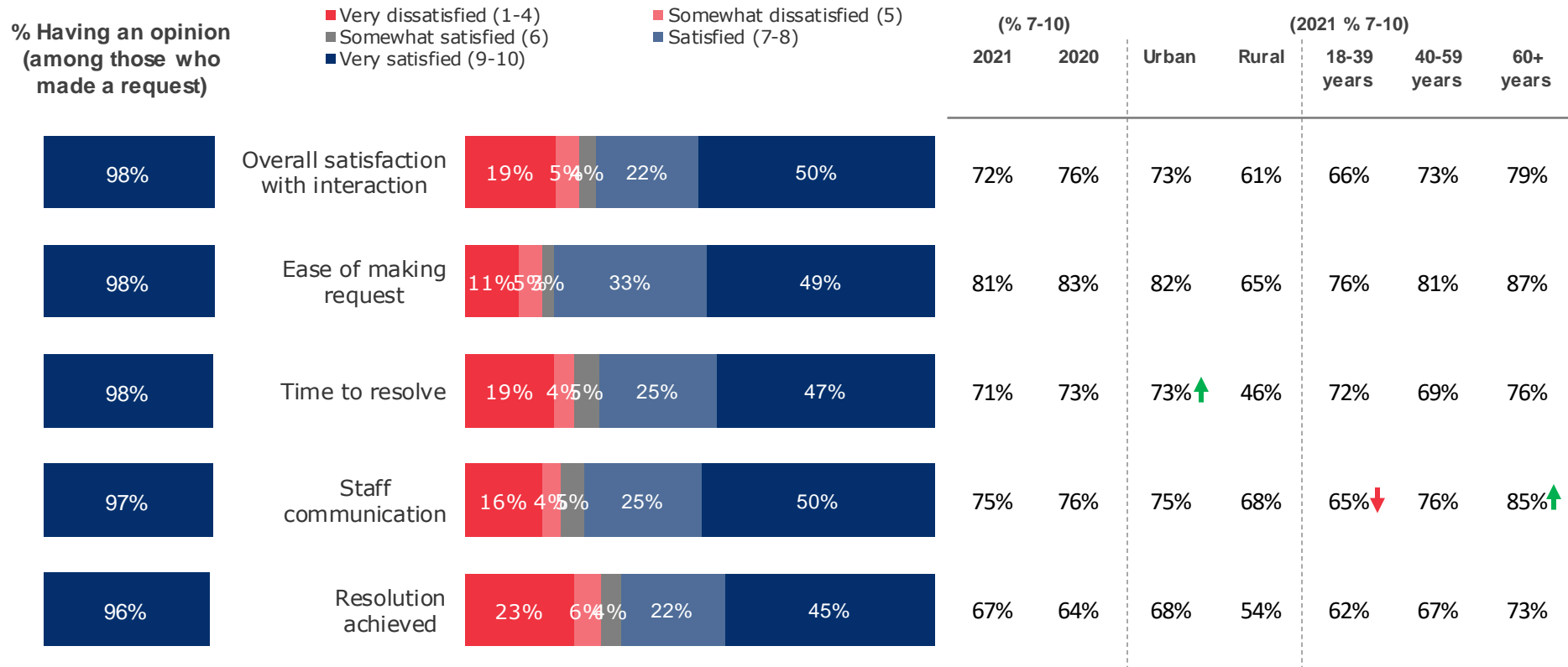
Evaluation of how Council is handling issues lodged is strongly influenced by 'the resolution achieved', and as performance on this element has declined, an improvement will reflect positively in the overall level result

Communication: Satisfaction with handling service requests and complaints⁽³⁾




Results for interactions with Council staff are similar to the prior survey; however, residents in older age groups tend to be most satisfied across the range of measures

Communication: Satisfaction with handling service requests and complaints ⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



↑ Significant increase 95% CI
↓ Significant decrease 95% CI

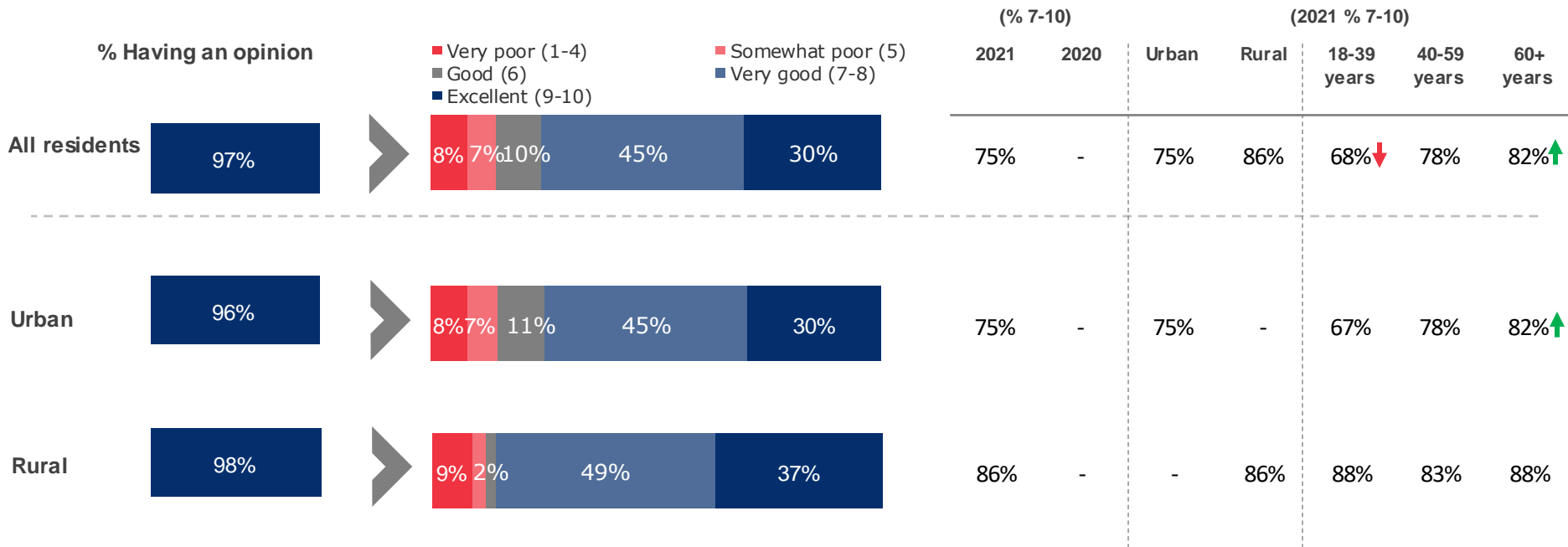
1. Results within detailed bars may sum to +/- one point due to rounding
 2. Have you made a request for service or lodged a complaint about a Council service in the past 12 months?
 3. Results relate to those who have made a complaint or request for service in the last year
 4. Sample: Total 2021 n=600, 2020 n=403, 2019 n=399. Made a service request in the last year; 2021 n=195, 2020 n=121, 2019 n=121



Section 12:
Health and well-being

Residents in Upper Hutt City mostly have a good sense of personal well-being with three quarters (75%) considering their health to be excellent

Health and well-being: Personal health and well-being⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

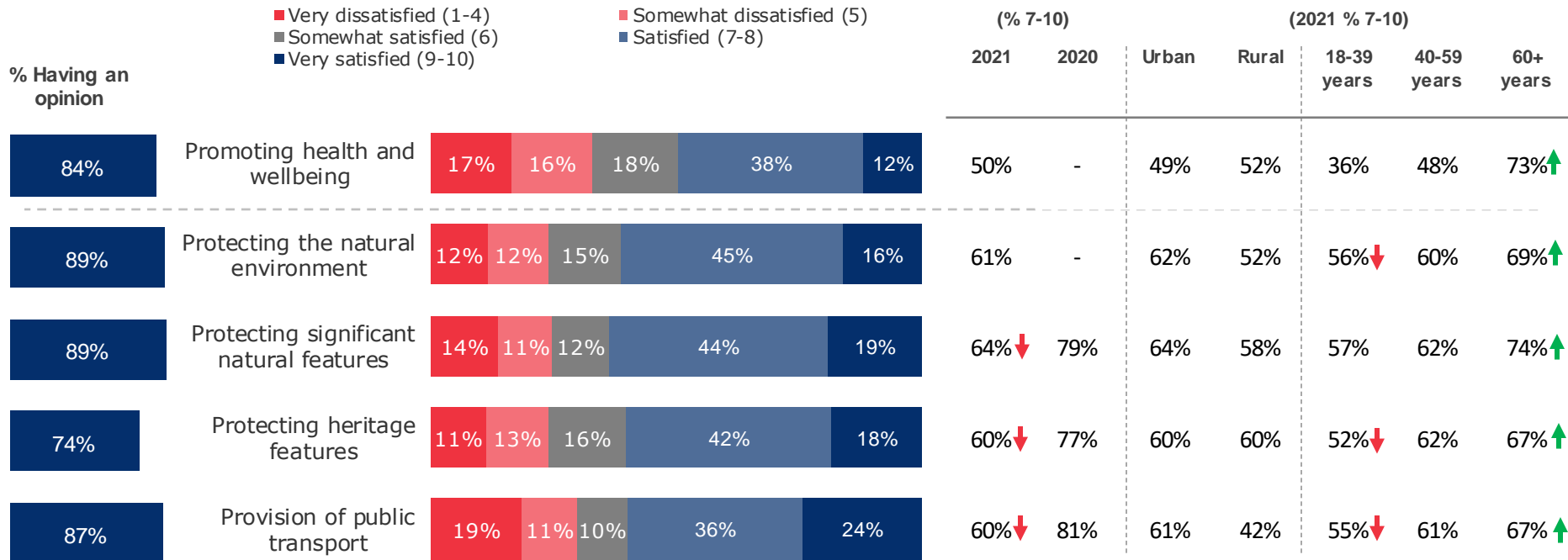


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you describe your personal health and well-being? New question in 2021
 3. Health and well-being questions were introduced in the 2021 survey to reflect the Local Government (Community well-being) Amendment Act
 4. Sample: Total 2021 n=600, Urban n=558, Rural n=42, Age: 18-39 years n=263, 40-59 years n=201, 60+ years n=136

Council is seen to be doing a reasonably good job of promoting health and well-being in the community with half of all residents satisfied or very satisfied with what is being done

Health and well-being: Satisfaction with Council's activities to promote⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding

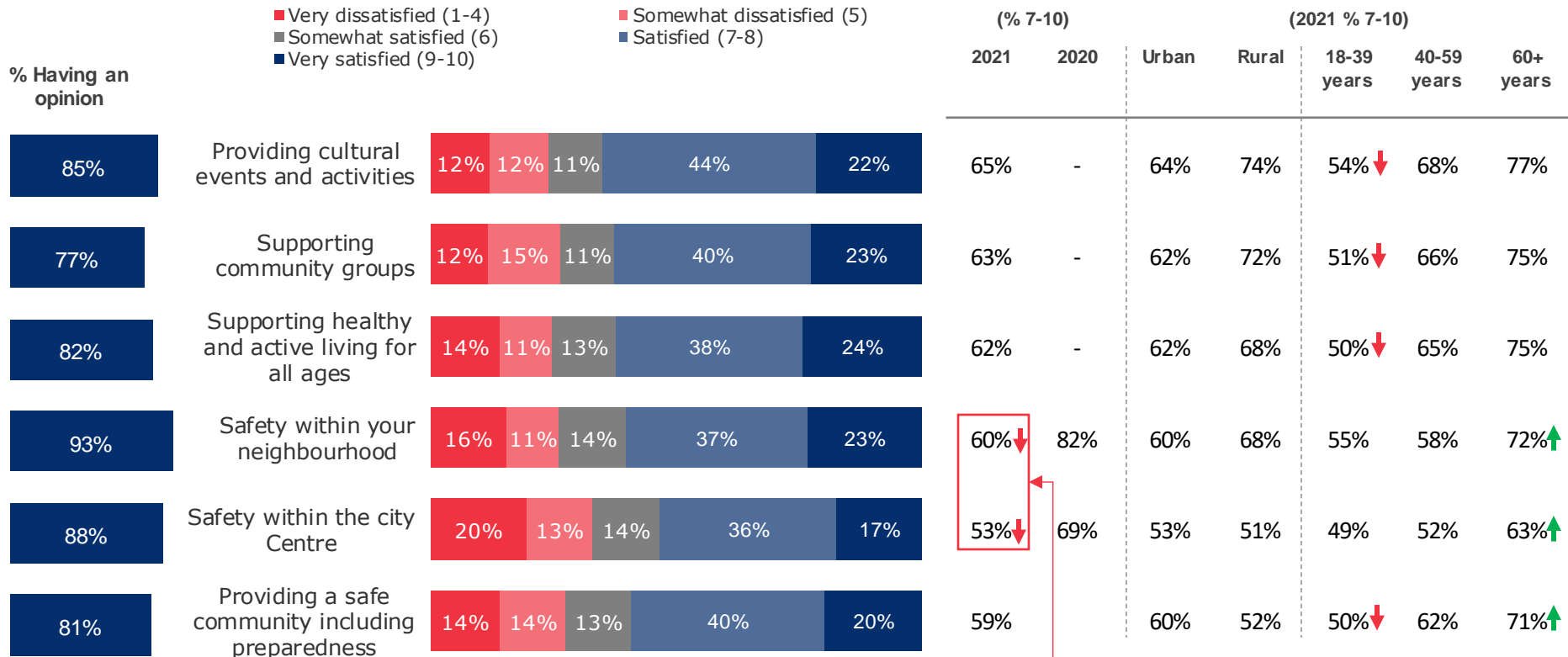
2. How would you rate Council for each of the following...?

3. New health and well-being questions were introduced in 2021 to reflect the Local Government (Community Well-being) Amendment Act

4. Sample: Total 2021 n=600, 2020 n=403

Safety within neighbourhoods, and to a lesser extent, within the city centre, appears to be of increasing concern for residents with the result being significantly lower than last year

Health and well-being: Satisfaction with Council's activities to promote (Continued)⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾



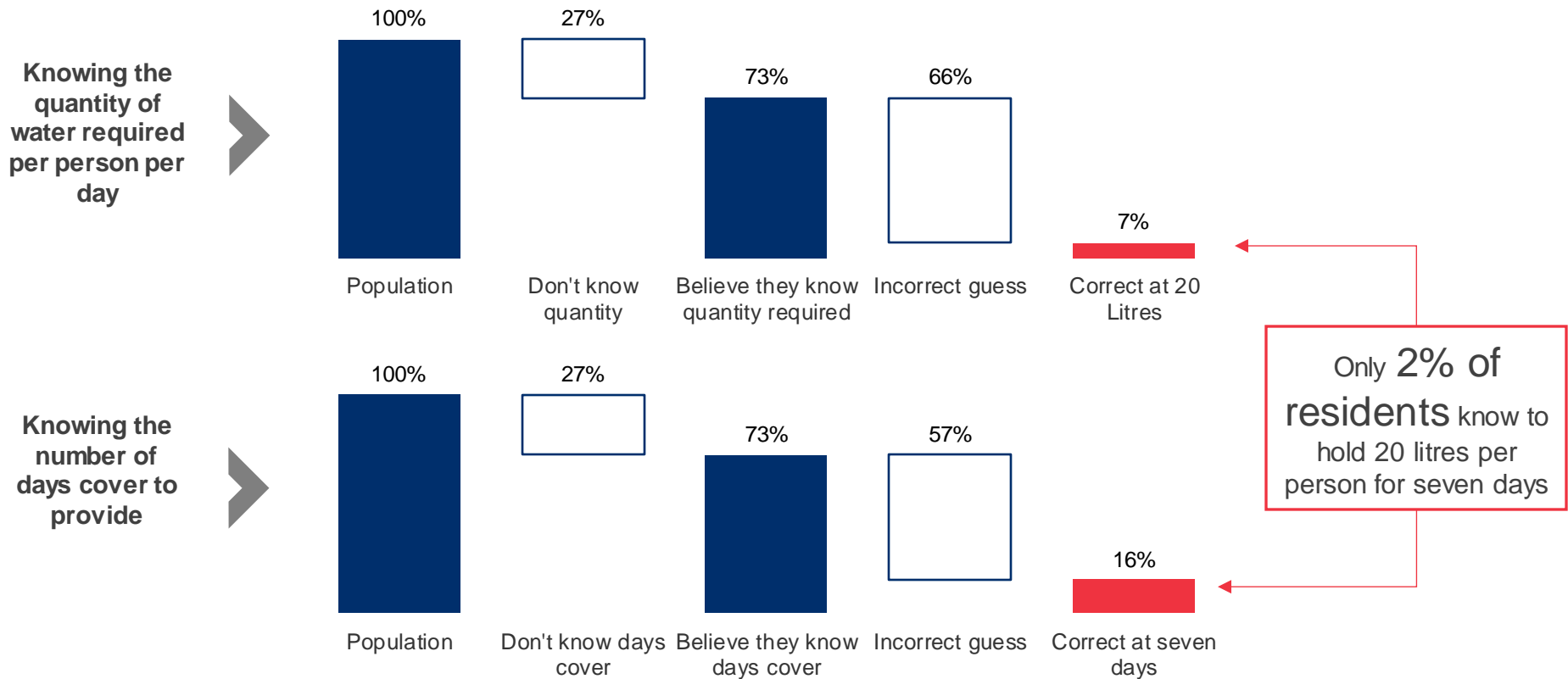
"Please focus on the health and safety of our community and look after our special environment with its natural beauty, bush, river and reserves."


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate Council for each of the following...?
 3. New health and well-being questions were introduced in 2021 to reflect the Local Government (Community well-being) Amendment Act
 4. Sample: Total 2021 n=600, 2020 n=403

While most residents recognise that they should have an emergency supply of water, few know the recommended number of days coverage or the required quantities for each person

Health and well-being: Prepared for emergencies¹⁾⁽²⁾⁽³⁾⁽⁴⁾

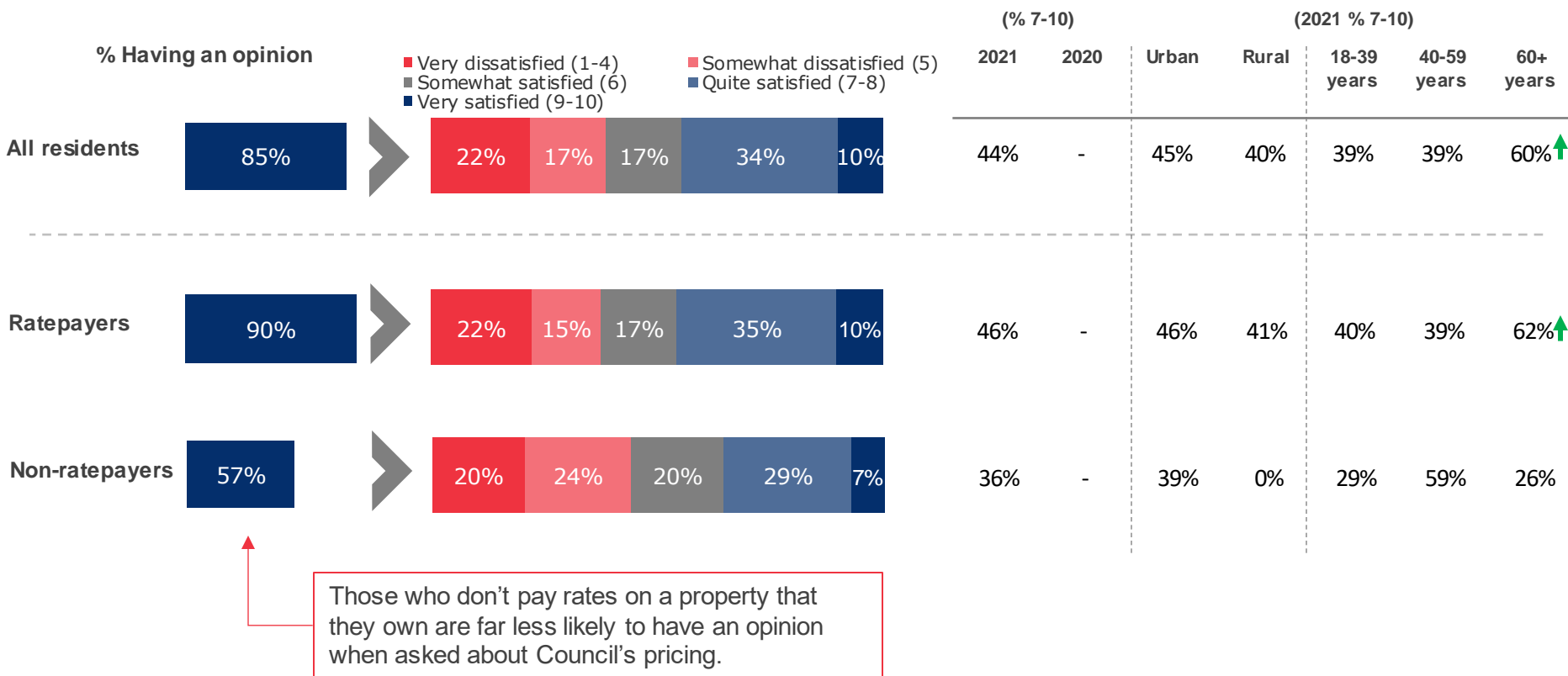




Section 13:
Council's charges

Perceptions of Council charges are more positive among those who pay rates and unsurprisingly, non-ratepayers are also less likely to have an opinion

Council's charges: Overall satisfaction⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

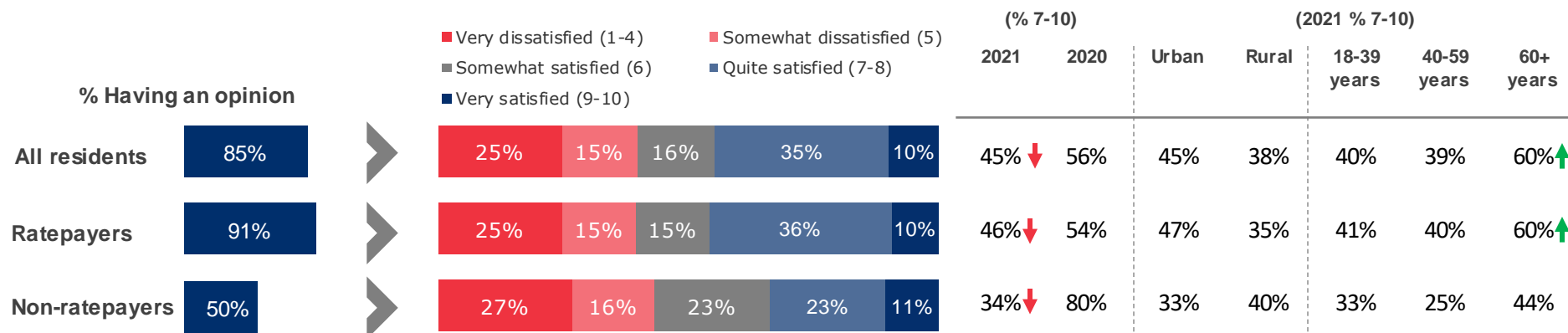


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

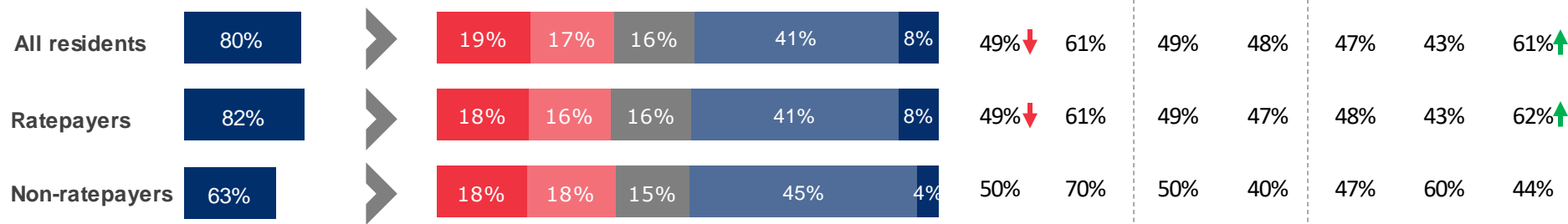
1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate the Council for each of the following...?
 3. The overall level question relating to satisfaction with Council's fees and payment options was introduced in the 2021 survey
 4. Sample: Total 2021 n=600, 2020 n=403; Ratepayers 2021 n=505, 2020 n=357, Non-ratepayers 2021 n=73, 2020 n=42



Satisfaction with the 'rates being fair and reasonable' is lower than last year, with the decline substantially attributable to non-ratepayers having a particularly negative perception, plus younger age groups are less satisfied than older residents (60+years)

Council's charges: Rates being fair and reasonable⁽¹⁾⁽²⁾⁽³⁾



Council's charges: Fees for its various services being fair and reasonable



Significant increase 95% CI 
Significant decrease 95% CI 



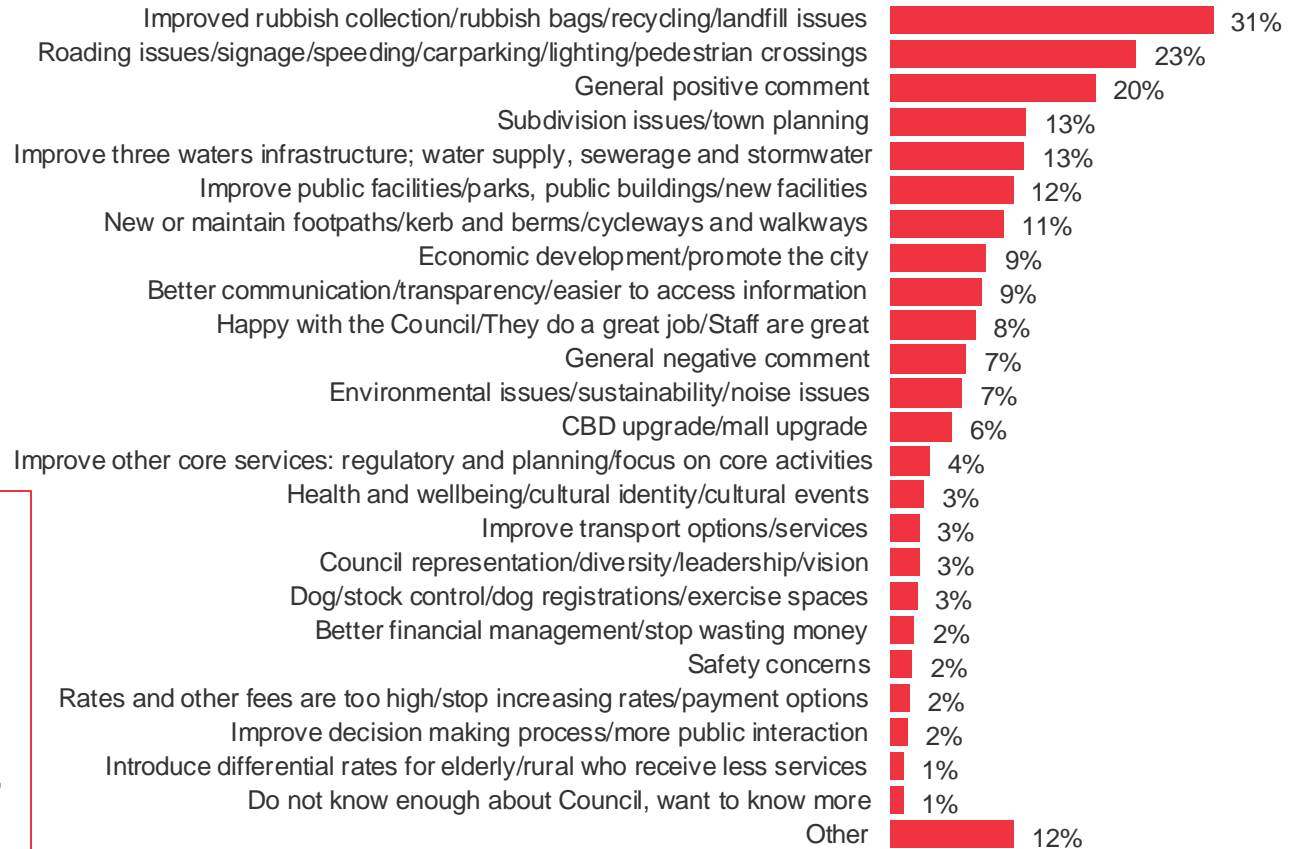
Section 14:

General comments about Council

Verbatim comments support the quantitative results with regard to concerns about waste management, roading repairs, urban planning and water related infrastructure

General: Comments about Council or improvements that would be valued ⁽¹⁾⁽²⁾⁽³⁾

% Offering a comment



Note:

Two questions were asked, one about Council generally and the other about what Council is doing well, or where improvement is needed. There is however considerable overlap between the responses to these questions; therefore, to provide clarity, responses to both questions have been combined in a single table.






Section 15:

Appendix: Table of overall level measures

Overall level measures

	Year			Ward				Age group			Ethnicity	
	2021	2020	2019	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall satisfaction	55%	70%	70%	55%	55%	55%	51%	47%	56%	66%	48%	56%
Overall value for money	48%	59%	60%	50%	51%	44%	48%	39%	47%	63%	38%	49%
Image and reputation	54%	74%	74%	53%	55%	56%	45%	45%	54%	68%	39%	56%
Overall facilities, services and infrastructure	60%	-	-	61%	59%	61%	51%	53%	58%	72%	52%	61%
Infrastructure	58%	-	-	64%	59%	57%	42%	51%	58%	70%	58%	58%
Core services	42%	-	-	36%	47%	43%	34%	35%	40%	53%	45%	41%
Public facilities	75%	91%	91%	78%	70%	76%	81%	64%	79%	86%	55%	78%
Outdoor spaces	87%	91%	93%	88%	80%	88%	95%	86%	88%	85%	84%	87%
Communications	46%	59%	65%	45%	51%	42%	48%	36%	46%	59%	37%	47%
Health and well-being	50%	-	-	47%	51%	50%	52%	36%	48%	73%	44%	50%
Overall Council charges	44%	-	-	49%	47%	41%	40%	39%	39%	60%	35%	46%

Significant increase 95% CI 
Significant decrease 95% CI 



Section 16:
Sample structure

Despite the responses from younger age groups being slightly better than anticipated and those from older age groups somewhat less, the sample is closely aligned with known distributions, so weighting has made only a minor change

Response rate and sample composition by age

Population (2018 Census)	Group	Sample n=	Weighted ⁽¹⁾ n=	Response calculation	Sample n=
17%	65+ Years (65-85years)	87	103	Total sample	2,400
26%	50-64 years	140	155	Less returned, moved, unable to complete etc.	39
37%	30-49 years	223	223	Adjusted sample	2,361
20%	18-29 years	150	118	Questionnaires returned	
	Total	600	600	- Online	483
				- Paper	112
				- Telephone	5
				Total returned	600
					25%

Weighting:


Weighting serves the purpose to adjust responses based on demographics within the sample so the sample exactly resembles the known population. Smaller weight variables are preferable since the sample data is subjected to less manipulation. The current study has achieved a weight variable ranging from 0.6 to 2.06 and a standard deviation of 0.26.

The sample has also achieved a good distribution across geographic areas, and although the proportion of Māori who responded is less than the population proportion (10% vs 14%), the response is sufficient and has been successfully adjusted by weighting

Sample composition by ward and ethnicity

Ward	Sample n=	Weighted n=	Weighted %
North	173	172	29%
Central	154	153	25%
South	231	233	39%
Rural	42	42	7%
Total	600	600	100%
Urban	558	558	93%
Rural	42	42	7%
Total	600	600	100%

Ethnicity	Sample n=	Weighted n=	Weighted %
Māori	59	84	14%
Other ethnicities	541	516	86%
Total	600	600	100%



Section 17:
Contact details

Contact details

Address

Physical address:

12 Ivy Place
Matua
Tauranga
New Zealand

Postal address:

PO Box 8378
Cherrywood
Tauranga 3145
New Zealand

Contact

David Mustard

Senior Consultant
t: +64 7 576 3942
m: +64 27 474 1798
e: david.mustard@muirton.co.nz
