



## Workshop agenda

Thursday 29 August 2024, 1.00 pm – 4.30 pm

Venue: Council Chambers, Civic Building, Level 2, 838 - 842 Ferguson Drive, Upper Hutt.

### Public agenda items

Item	Time	Duration	Subject	Page
			<a href="#">District Plan review and Planning Policy work programme quarterly update</a>	<a href="#">2</a>
Item 1	1.00 pm	1 hour	<p><b>Purpose:</b> To provide an update on District Plan Review Programme (Plan Changes), other policy work and the Resource Management Act reform programme.</p> <p><b>Facilitator:</b> Helen Hamilton, Director of Planning and Regulatory Services</p>	
			<a href="#">Dangerous, Affected and Insanitary Building Policy Review</a>	<a href="#">13</a>
Item 2	2.00 pm	30 mins	<p><b>Purpose:</b> To provide an update on the policy review to manage dangerous, affected and insanitary buildings</p> <p><b>Facilitator:</b> Helen Hamilton, Director of Planning and Regulatory Services</p>	
			<a href="#">Council Community Surveys 2024</a>	<a href="#">24</a>
Item 3	2.30 pm	1 hour	<p><b>Purpose:</b> To provide a summary of results from the 2024 Community Survey, Community Groups Survey, Building Consent Satisfaction Survey and Economic Development Survey.</p> <p><b>Facilitator:</b> Liezel Jahnke, Acting Director of Strategy, Partnerships and Growth</p>	

### Public excluded item

Item	Time	Duration	Subject	Page
			<a href="#">Planning for proposed kerbside recycling</a>	<i>Circulated Separately</i>
Item 4	3.30 pm	1 hour	<p><b>Purpose:</b> To provide an update on the kerbside recycling project.</p> <p><b>Facilitator:</b> Gunther Wild, Acting Director of Asset Management and Operations</p> <p><b>Confidential briefing:</b> Reason for withholding information under Local Government Meetings and Information Act 1987 Section 7(2)(h): To enable Council to continue commercial activities without prejudice or disadvantage.</p>	

Concludes at 4.30 pm



# District Plan Review and Planning Policy Work Programme Quarterly Update

29 August 2024

# Workshop Agenda

- District plan work programme
- Other policy work
- Regional policies and plans
- Natural Hazards PC47
- Open Space PC49 and V1



# Plan change Overview

## Current plan changes

PC50 – Rural Review – Further submissions closed.

PC49 – Open Spaces – Hearing closed. Next steps - Council to receive decision report and make decision on plan change.

Variation 1 to PC49 – Hearing closed. Next Steps – Council to receive decision report and make decision on plan change.

PC47 – Natural Hazards – Hearing closed. Next steps – Council to receive decision report and make decision on plan change



# Plan change review

Resourcing	Good faith with mana whenua	RM Reform
Costs for plan change	Getting the information correct	Impact on plan changes
Cost of hearings	Site assessment requirements	NPS-HPL and MDRS
Limiting hearings to one per year	Relationship development	Risks of slowing down or speeding up plan changes
Workload of team		

# Plan change review

## Future plan changes – possible configurations

Landscapes and Earthworks

Air, Light, Industrial and Noise

Designations, Special Purpose Zones, and Non-Clause 20 (Minor Amendments).

Network Utilities, Transport, Code of Practice

Significant Natural Areas, Notable Trees and Urban Tree Groups

Sites of Significance to Māori and Heritage

Freshwater and Flood Hazards



MANUAL OF

Policies

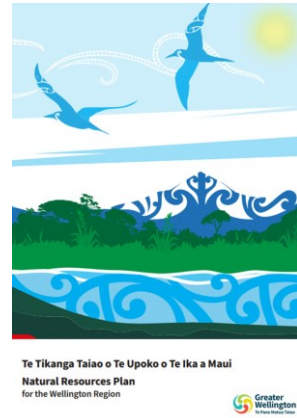
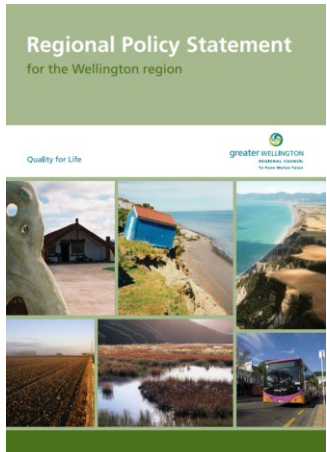
2023 - 2024



# Other Policy Work

- Operational Planning and Regulatory Services policy investigation, development, investigation and contribution Dangerous and Insanitary Building Policy and Local Alcohol Policy
- Submissions (RM Reform and Granny Flats)
- Secondment to LTP / Strategy Team

# Regional Work Programmes



Regional Policy Statement – Plan Change 1	Natural Resources Plan – Plan Change 1	WRLC Projects
<p>Deliberations continuing and hope to provide update on decision date shortly.</p>	<ul style="list-style-type: none"> <li>• Highly critical submissions</li> <li>• Issues of jurisdiction, workability, evidential basis</li> <li>• Hearings anticipated later this year.</li> </ul>	<ul style="list-style-type: none"> <li>• No updates to FDS, HBA, Regional Housing Action Plan or Regional Climate Change Risk Assessment.</li> <li>• Policy Committee meeting on 4 September will provide update on Wellington Regional Industrial Land Supply Study, Aggregate supply security in the Wellington Region, and the FDS Implementation Plan</li> </ul>

# PC47 Natural Hazards

- One day hearing held on 22 April 2024
- Five submitters attended the hearing
- Panel deliberations.
- Decisions paper
- Areas of interest:
  - Slope hazards
  - Earthquake fault
  - Peatland



# Plan Change 49

- Ministerial extension approved for plan change decision (Oct 2024)
- Areas of interest:
  1. Clay Target Club shooting days
  2. Rezoning requests
  3. Royal Wellington Golf Club
  4. Requests for transport-specific and firefighting provisions
  5. Objective and policy wording

# Variation 1 to Plan Change 49

## Areas of interest:

1. Transport corridor and associated network utility infrastructure.
2. Indigenous biodiversity
3. Objective and policy wording
4. Zoning and provisions







# Dangerous, Affected and Insanitary Building Policy Review

Council workshop  
August 2024

# Building Act 2004 Part 2

## Purpose

*'people who use buildings can do so safely and without endangering their health and people who use a building can escape from the building if it is on fire'*

## Requirements

Section 131 of the Act requires all Councils to have a Dangerous, Affected and Insanitary Building policy defining how Council will:

- ❖ meet its obligations to manage dangerous, affected and insanitary buildings,
- ❖ prioritise its actions, and
- ❖ apply the policy to heritage buildings.

# Why we have a policy

All buildings, at the time of construction, are required to meet the building standards of the time.

Buildings may, over time, become dangerous, affected or insanitary posing a risk to public.

A policy is needed to give Council the tools to keep people safe from the potential harm.

# Current policy

First adopted in 2006 as the 'Earthquake-prone, Dangerous and Insanitary Buildings Policy'.

Revised in August 2017 removing 'earthquake-prone buildings' from the policy as a result of a change of legislation.

# Review

- August 2022 - Council staff began the five yearly review of the current policy.
- June 2023 - initial reviews of the 2017 policy found that the policy needed more detail, was out of date and needed more clarity.
- Council was presented with 3 options:
  - Option 1 - Retain the 2017 policy in its entirety
  - Option 2 - Amend the 2017 policy for improved clarity, or
  - Option 3 - Replace the 2017 policy with a fully redrafted and improved version (preferred).

# Process

- Council decided to undertake Option 3 – complete replacement of the policy
- Revised policy released for public consultation in September 2023
- Put on hold in October 2023 (following technical review)
- Enables alignment with recent MBIE audit findings and new MBIE Guidance document

# Options

- Any changes?
- A replacement policy is the best way forward to:
  - Reflect best practice
  - Make policy clearer for building owners, the public and Council
  - Consistency with the policies of other councils
- Council obligations under the Act would be the same under any of the presented options
- Policy position cannot be altered and Council's actions, and policy requirements are limited by the Act and MBIE guidance
- Proposed new Draft DAI policy drafted - re-written to address the issues in existing policy.

# Proposed amendments

- The proposed policy includes amendments to the existing policy to:
  - include affected buildings;
  - determine how dangerous, affected and insanitary buildings will be identified;
  - provide detail on the recording and keeping of information on such buildings;
  - identify a three step process for managing dangerous, affected and insanitary buildings;
  - provide more information on priorities; and
  - updates how Council will apply the policy to heritage buildings.



# Next steps

- Report to Council to approve new policy for consultation
- Commence public consultation – clearly articulating the need for a new policy
- Present updated policy (incorporating submissions) to Council for approval

# Questions

Te Kaunihera o Te Awa Kairangi ki Uta | Upper Hutt City Council



Te Kaunihera o  
**Te Awa Kairangi ki Uta**  
**Upper Hutt City Council**



# 2024 Council Surveys

Workshop - 29 August 2024

# Annual Surveys 2024





**Community Survey  
Report  
2024**

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

July 2024

**Muirton**



# Survey Background










## Purpose

- To understand how satisfied residents are with the various services, facilities and infrastructure provided by Council.
- Offers a platform for the community to directly communicate their views to Council's decision-makers

## Sample

- Responses - **710**
- Response rate - **27%**

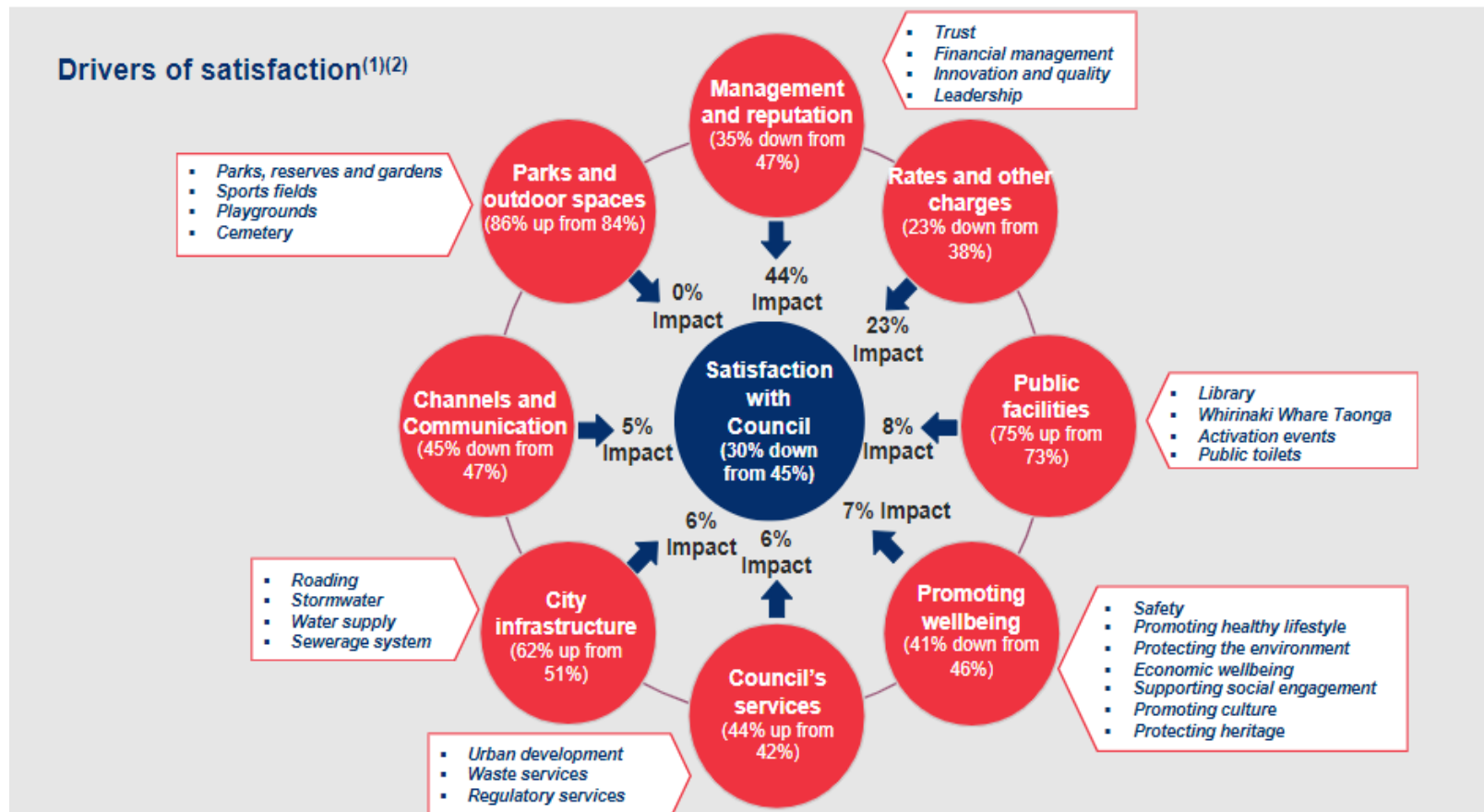
# Summary Results

-  Satisfaction with Council has declined
-  Value perceptions remain low
-  Public facilities continue to be well evaluated
-  Waste services may need reviewing
-  Infrastructure meets residents' needs but remains a concern
-  Urban development should be addressed
-  Reputation performance requires attention
-  Communication and engagement remain a worthy of focus
-  Well-being is evaluated less positively, and safety is a concern

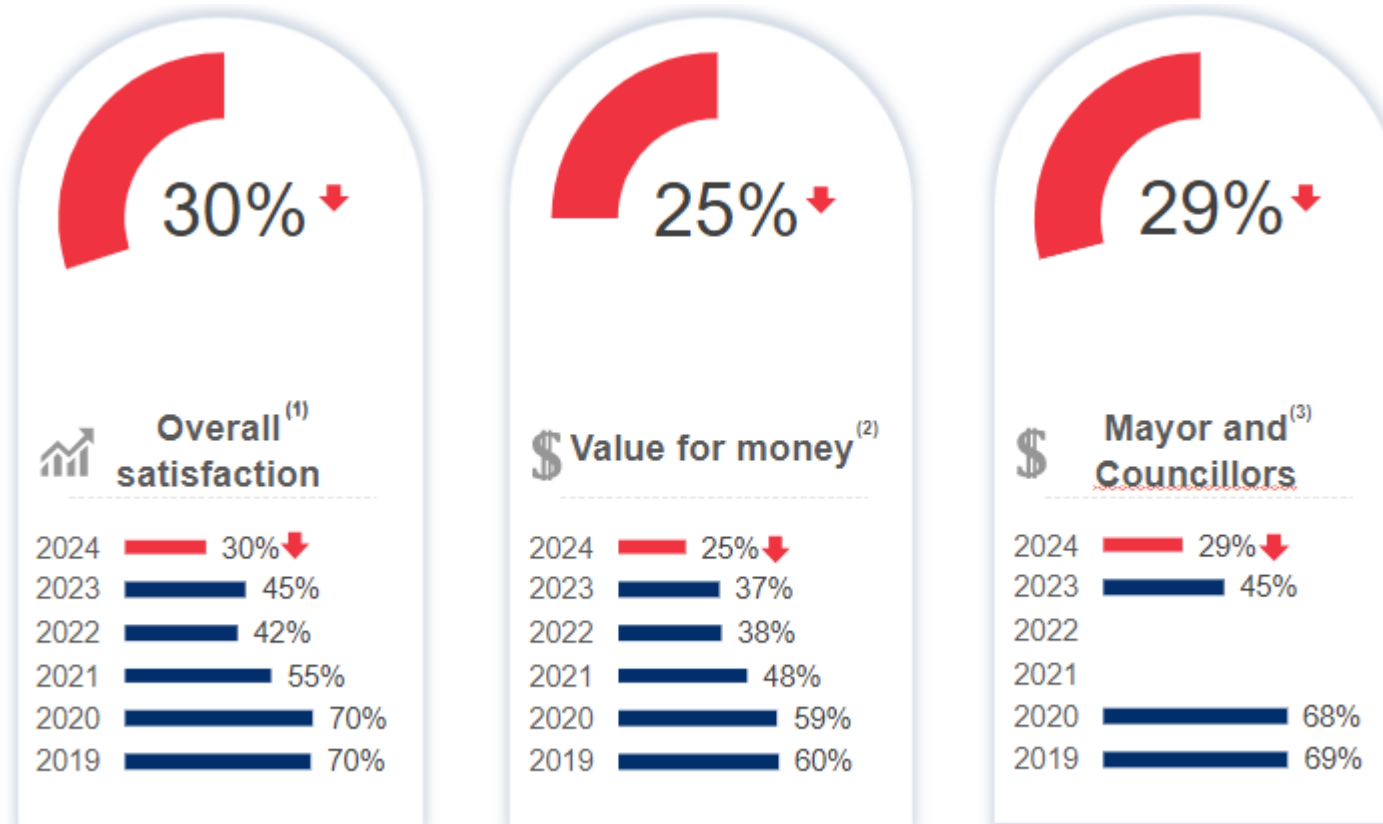


# Satisfaction with Council

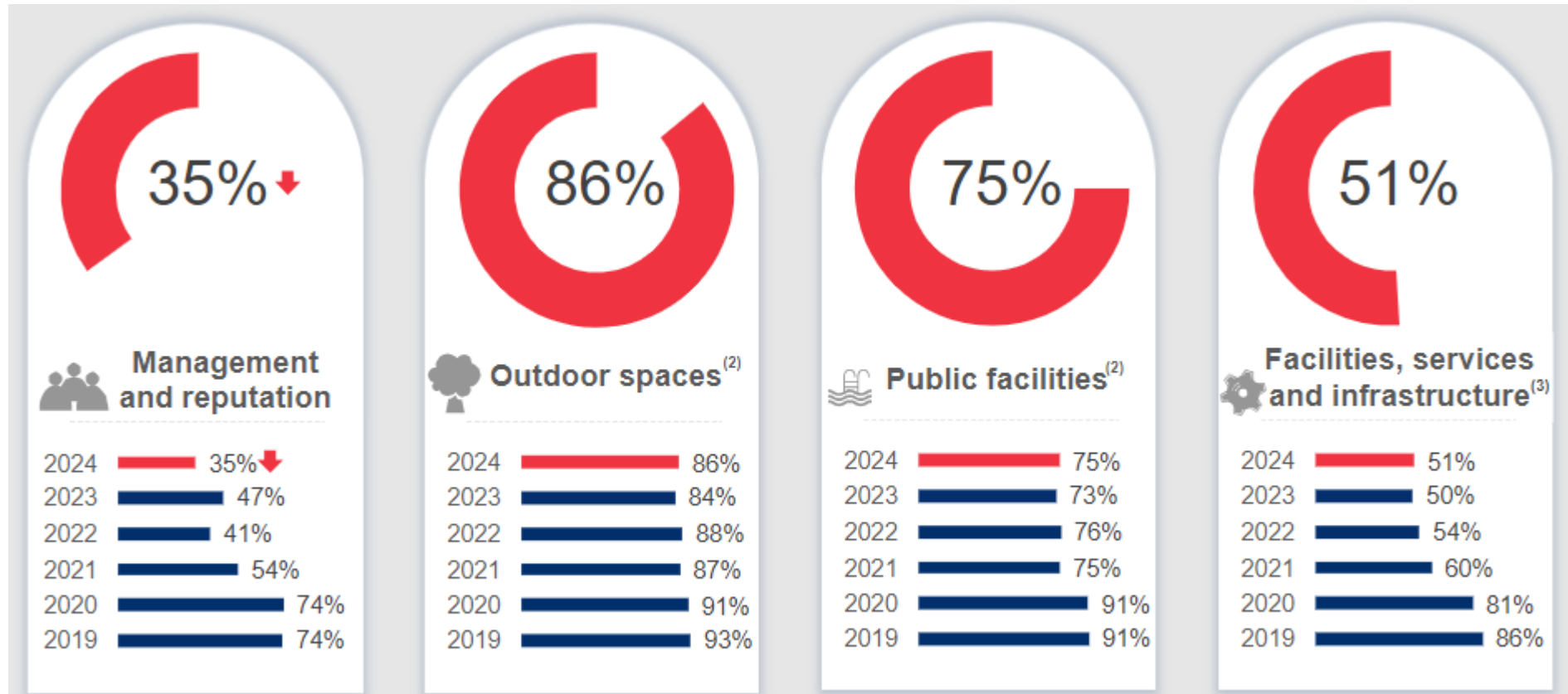
Satisfaction is being influenced by perceptions of its *'Management and reputation'* followed by *'Rates and other charges'* it has lowered the overall satisfaction score (30% down from 45%)



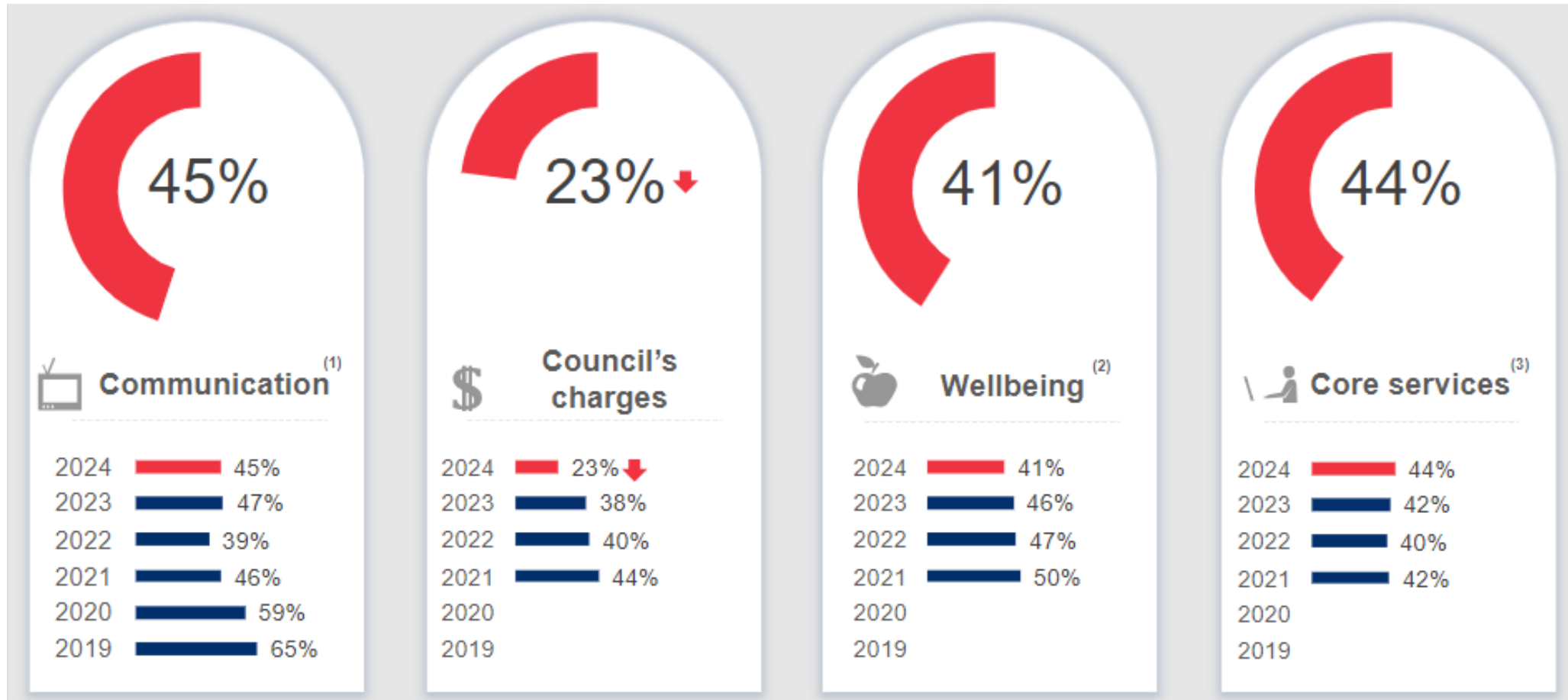
**There has been a decline in ‘Overall satisfaction with Council’, with perceived ‘Value for money’ and with ‘Performance of the Mayor and Councillors’ relative to last year**



Perceptions of Council's *'Management and reputation'* has declined; however, residents continue to evaluate the city's facilities very favourably with these results remaining high, and in line with prior years



Satisfaction with 'Council's charges' is significantly lower; however, results for other key measures such as wellbeing, communications and for core services are on par with last year





# Building Consent Online Survey

## Purpose

- To measure the level of satisfaction provided by the Upper Hutt City Council building consent team.
- Establish if the building consent team is providing accurate information in a responsive and timely service.
- Identify areas where the building consent team can improve their service.

## Participants

- The survey was emailed to selected building consent applicants (BCA).

**Total number of survey invitations sent: 120**

## Completed

- 26 survey responses were received.
- The final response rate was 22%.



# Building Consent Online Survey - Results

Measure	2018	2019	2020	2021	2022	2023	2024
Level of satisfaction with customer service provided by the building consent team.	93%	91%	95%	76%	100%	83%	95%↑
The building consent team understands the needs of building consent applicants.	100%	90%	95%	75%	89%	88%	96%↑
That the building consent team is providing accurate information.	98%	89%	100%	94%	94%	84%	100%↑
The building consent team is providing a responsive and timely service.	97%	86%	95%	67%	79%	67%	95%↑







# Economic Development Survey

## Purpose

- To measure satisfaction with the support and contact provided to businesses by the Economic Development team.
- Identify what Council does well and could do to support business and retail operators and suggestions for improving.

## Participants

- The survey was emailed to Upper Hutt City businesses and retailers

Total number of survey invitations sent: **210**

## Completed

- 32 survey responses were received from businesses and retail operators.
- The final response rate was 15%.



# Economic Development Survey - Results

Measure	2018	2019	2020	2021	2022	2023	2024
Respondents have had someone from the Economic Development Team contact them in the past 6-12 months.	95%	100%	88%	100%	87%	93%	84%↓
Satisfaction with the support they received from Council.	93%	79%	100%	100%	91%	95%	80%↓
The business and retail liaison support they received from Council.	91%	100%	100%	100%	91%	89%	86%↓
Thought that the city centre was important or very important.	77%	X	100%	100%	100%	100%	97%↓

**Upper Hutt City Council**

**Community Groups survey**  
**July 2024**

Te Kaunihera o  
Te Awa Kairangi ki Uta  
Upper Hutt City Council

PublicVoice

Photo credit: live.upperhuttcity.com

# Community Groups Survey

## Purpose

- To measure the level of satisfaction and ability to connect with community groups and identify how they could improve.
- Identify what forms of support community groups have received and where they can improve.

## Participants

- The survey was emailed to Upper Hutt City Community Groups
- **Total number of survey invitations sent: 191**

## Completed

- **33** survey responses were received
- The final response rate was 17%



# Community Groups Survey - Results

Measure	2018	2019	2020	2021	2022	2023	2024
'Community Groups' satisfaction with communication	90%	82%	85%	92%	69%	89%	89% ↓
'Community Groups' satisfaction with networking	69%	72%	69%	60%	52%	56%	74% ↑
'Community Groups' satisfaction with engagement	94%	96%	93%	97%	91%	86%	96% ↑

# Questions





Te Kaunihera o  
**Te Awa Kairangi ki Uta**  
Upper Hutt City Council

## Council Workshop Memo

**29 August 2024**

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To: His Worship the Mayor and Councillors

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Writer: Susan Narayan – Corporate Planner

Approvers: Emily Thomson - Acting Strategic Policy Manager

Liezel Jahnke - Acting Director Strategy, Partnerships and Growth

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Subject: Council Community Surveys 2024

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Date of Memo: August 2024

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### Purpose

1. The purpose of this memo is to provide Elected Members with a summary of the results from the attached Council Community Survey 2024, Community Groups Survey 2024, Building Consent Satisfaction Survey 2024, and the Economic Development Survey 2024. Outputs from these surveys will inform some of the performance measures in the Annual Report 2023 - 2024.

### Background

2. To measure community satisfaction, Upper Hutt City Council administers four surveys each year to residents, community organisations, building consent applicants, and local businesses.
3. Council contracted independent research group Muirton Business Development Limited (Muirton) to carry out our annual Community Survey and Public Voice to carry out the Community Groups, Building Consent Users and Economic Development surveys. These are the same providers as for the surveys conducted in previous years. All surveys were conducted in May and June 2024.
4. The Community Survey, which is the larger of the surveys, had a total of 710 responses giving a response rate of 27%. The 2024 response rate is slightly higher than the previous two surveys and can be considered high by industry standards. We received 680 responses last year.
5. The remaining three surveys, conducted by Public Voice, are smaller surveys, sent to all users or stakeholders for each specific service. The response rates for the 2024 surveys were 15% for the Economic Development survey, 17% for the Community Groups, and 22% for Building Consent Users.

### Council Community Survey 2023

6. The Council Community Survey is a key information collection tool for Council regarding resident satisfaction with a range of Council services, facilities, and infrastructure. The 2024 survey commenced in May and responses closed on 27 June 2024.



7. Prior to 2021, the community survey was undertaken via telephone and managed in quarterly cycles. Diminishing use of landlines meant this method no longer achieved a genuinely representative sample of the population. From 2021 the survey has used a representative sample based on the electoral roll to ensure that all adult residents have an equal opportunity for selection. Surveys are completed on paper or online. Surveys undertaken in 2022, 2023 and 2024 have achieved a higher response rate when compared to prior years.
8. Given the last three surveys have used the same design, there can be confidence in comparing results across each year.
9. Most of the results for Community Survey 2024 vary marginally when compared to the previous year. However, there are some areas that show an ongoing negative trend in satisfaction. The following table shows a summary of the 'overall measures' since 2020:

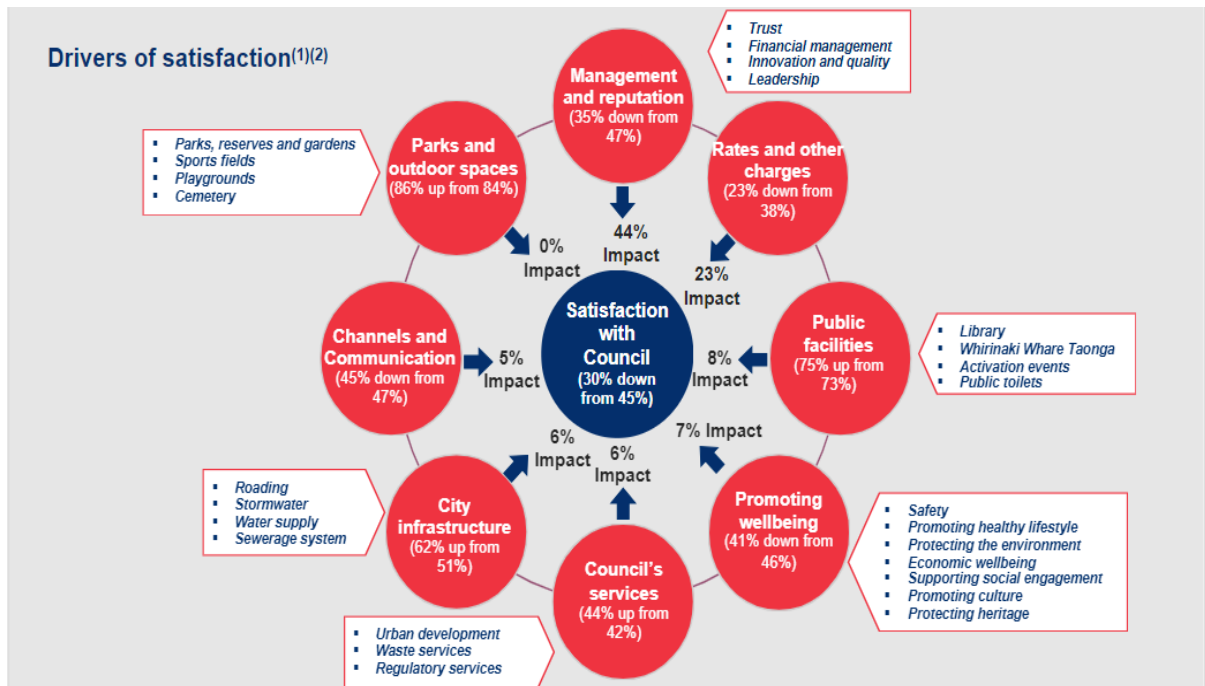
**Table:** Community Survey Outputs

Question Category	2020	2021	2022	2023	2024
<b>Overall satisfaction</b>	70%	55%	42%	45% ↑	30% ↓
<b>Overall value for money</b>	59%	48%	38%	37% ↓	25% ↓
<b>Image and reputation</b>	74%	54%	41%	47% ↑	35% ↓
<b>Public facilities</b>	91%	75%	76%	73% ↓	75% ↑
<b>Outdoor spaces</b>	91%	87%	88%	84% ↓	86% ↑
<b>Overall City Infrastructure</b>	-	58%	53%	51% ↓	62% ↑
<b>Facilities, Services, and Infrastructure</b>	81%	60%	54%	50% ↓	51% ↑
<b>Communications</b>	59%	46%	39%	47% ↑	45% ↓
<b>Overall Council charges</b>	-	44%	40%	38% ↓	23% ↓
<b>Health and well-being</b>	-	50%	47%	46% ↓	41% ↓
<b>Core services</b>	-	42%	40%	42% ↑	44% ↑

Note: The 2023-2024 Community Survey results have a 95% confidence interval of +/- 3.7%.

10. The overall community satisfaction with Council has decreased when compared to the previous years from 45% down to 30%.
11. Management and reputation and satisfaction with charges are the two most important drivers accounting for 67% of the overall satisfaction.
12. The decline in satisfaction with rates and fees has further lowered value perceptions, with 'Overall value' declining to 25%, down from 37%.
13. The most significant contributors to this measure are management and reputation, rates and other charges, communication and promoting wellbeing.
14. Satisfaction with how well Council works to promote wellbeing in the community has declined to 41% from 46% in 2023.
15. Communication performance continues to be evaluated poorly, with only 45% of residents satisfied, a result that is similar to last year (47%).

**Table:** Satisfaction with Council



- Satisfaction with public facilities remains high at 75% up from 73% compared to 2023.
- City infrastructure has increased significantly to 62% up from 51% in 2023.
- Satisfaction with Councils communication performance has decreased to 45% from 47% when compared to 2023.

### Building Consent survey

- The Building Consent Survey is an annual survey to measure the level of satisfaction with customer service provided by the Upper Hutt City Council building consent team and to identify areas where the team can improve their service. The survey consists of nine questions and was sent to 120 service users on 5 June and closed on 27 June 2024. 26 surveys were received, giving a response rate of 22%. This is lower than the 2023 response rate of 27%.
- Overall, the results from the 2024 survey are higher than the previous year across all four indicators.
- The proportion of respondents expressing satisfaction with the customer service provided increased to 95% in 2024, up from the previous year's result of 83%. The results are noted in the table below.

**Table:** Building Consent Survey Outputs

Measure	2018	2019	2020	2021	2022	2023	2024
Level of satisfaction with customer service provided by the building consent team.	93%	91%	95%	76%	100%	83%	95%↑
The building consent team understands the needs of building consent applicants.	100%	90%	95%	75%	89%	88%	96%↑
That the building consent team is providing accurate information.	98%	89%	100%	94%	94%	84%	100%↑
The building consent team is providing a responsive and timely service.	97%	86%	95%	67%	79%	67%	95%↑

22. Four respondents suggested improving the processing time and two respondents suggested the building consent team improve the online system and allow access to previous consents and drawings.

## Economic development survey

23. The Economic Development survey is annual measure of the level of contact, support and satisfaction provided by the Upper Hutt City Council economic development team and identifies areas where the team can improve their service. The survey consists of nine questions and was sent to 210 service users on 4 June and closed on 27 June 2024. During this time 32 surveys were returned, giving a response rate of 15% and is a slightly higher response rate than 2023 of 13%.
24. The proportion of respondents who were directly contacted by the economic development team decreased to 84%, down from 93% in 2023.
25. Satisfaction with with the support provided by the Economic Development Team has decreased to 80% in 2024 from 95% in 2023.
26. Satisfaction with business and retail liaison support provided by the Economic Development Team has slightly decreased to 86% in 2024 from 89% in 2023.

**Table:** Economic Development Survey Outputs

Measure	2018	2019	2020	2021	2022	2023	2024
Respondents have had someone from the Economic Development Team contact them in the past 6-12 months.	95%	100%	88%	100%	87%	93%	84%↓
Satisfaction with the support they received from Council.	93%	79%	100%	100%	91%	95%	80%↓
The business and retail liaison support they received from Council.	91%	100%	100%	100%	91%	89%	86%↓
Thought that the city centre was important or very important.	77%	X	100%	100%	100%	100%	97%↓

## Community groups survey

27. The Community Groups survey provides measures of the level of contact, communication, support and satisfaction provided by the Upper Hutt City Council community development team and identifies areas where the team can improve their service.
28. The survey consisted of eleven questions and was sent to 191 community groups on 11 June and closed on 27 June 2024. During this time 33 surveys were returned, giving a response rate of 17%. This is a slightly higher response rate than the 13% result in 2023.
29. Satisfaction with communication has remained at 89% from 2023.

**Table:** Community Group Survey Outputs

Measure	2018	2019	2020	2021	2022	2023	2024
'Community Groups' satisfaction with communication	90%	82%	85%	92%	69%	89%	89% ↓
'Community Groups' satisfaction with networking	69%	72%	69%	60%	52%	56%	74% ↑
'Community Groups' satisfaction with engagement	94%	96%	93%	97%	91%	86%	96% ↑

## Included attachments

- 30. [Attachment 1: Community Survey Report 2024](#) page 49
- 31. [Attachment 2: Economic Development Survey 2024](#) page 143
- 32. [Attachment 3: Community Groups Survey 2024](#) page 167
- 33. [Attachment 4: Building Consent Satisfaction Survey 2024](#) page 189



# Community Survey Report 2024

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

**Muirton**

July 2024

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Section 1:  
**Background, method and design**

**Muirton**



## Background, method and design

1

### **Purpose:**

Upper Hutt City Council needs 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 this method no longer achieves a genuinely representative sample of the population. Since 2021, the survey has used a sequential mixed method to ensure that all adult residents have an equal opportunity for selection. Surveys have also achieved a larger sample, n=600, n=563, n=680, and n=710, respectively.

3

### **Survey method:**

The sequential mixed method employed means residents were invited, via post, to complete an online questionnaire accessed via our website. After approximately ten days, those who hadn't responded were sent a 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 in the form of a postcard was posted about ten days after the survey pack. The initial mail-out in 2024 was on 3<sup>rd</sup> May, and data collection was closed off on 27<sup>th</sup> June


4

### **Design:**

The sample was generated from an extract of the Electoral Roll. Historically, we have applied a stratified design whereby four separate samples have been created, one for each of four age groups. This approach has the advantage of minimising variation within the sample. However, the Electoral Commission has now declined to make age information available within the extract provided, so from 2023, we have created a single random sample. This results in more under and over representation within the sample; however, the extent of this is not significant and has been compensated for via data weighting. The Random Iterative Method (RIM) of weighting has been applied using age, gender and ethnicity. Overall, 710 responses were received, comprised of 509 online and 201 on paper. This total represents a response rate of 27%, which is high by industry standards and slightly better than 2023 (26%). The 95% confidence interval is +/-3.7%

4





Section 2:  
**Executive summary**

**Muirton**

## Executive summary and recommendations

### 1 Satisfaction with Council has declined

The proposed rate increases over the next few years have profoundly impacted on the overall evaluation of Council with 'Overall satisfaction' now just 30%, down from 45% last year. Moreover, satisfaction has continued to decline since 2020 when it was reported that 70% of residents were satisfied. Evidence from the survey shows that the need for rate increases has created a perception of poor management which is reflected in a decline in 'Overall management and reputation', 35%, down from 47%. This effect, together with a lower score for Council's charges (23% versus 38% in 2023), has a combined impact of 67% on the overall satisfaction outcome and, therefore, explains about two-thirds of the decline

### 2 Value perceptions remain poor

The decline in satisfaction with rates and fees has further lowered value perceptions, with 'Overall value' declining to 25%, down from 37%. Like last year, the low-value score suggests that residents are more focused on what they pay than on the various services, facilities and infrastructure they receive in return for rates. Additionally, the survey continues to detect concerns with the lack of investment in infrastructure, the condition of the city's roads, the lack of recycling services, the city centre's appearance, and the quality of communications. In a nutshell, residents see their rates increasing but perceive that they are not receiving anything extra in return

### 3 Public facilities continue to be well evaluated

Satisfaction with the city's various public facilities remains strong with 75% satisfied compared to 73% last year. Similarly, satisfaction with the city's outdoor spaces is 86% versus 84% last year. Furthermore, use of these facilities remains high, with 92% of residents visiting one or more outdoor spaces and 86% visiting one or more public facilities. At the current level of performance, public facilities have only a small impact on the overall evaluation of Council (8% impact) while outdoor facilities don't have an influence. The strategy, therefore, needs to be one of maintaining current standards

## Executive summary and recommendations (continued)

4



### Infrastructure meets residents' needs but remains a concern

Residents continue to view the city's infrastructure as fit for purpose, with satisfaction increased to 62%, up from 51% last year. Roading has a significant impact on the evaluation of the city's infrastructure (60% impact) and therefore, it is reassuring that satisfaction with '*Overall roading and walkways*' has improved, 53% up from 41% last year. Notwithstanding this, about a fifth of residents (21%) remain very dissatisfied and satisfaction with the maintenance of roads, while improved at 30% versus 22% last year, is still very low. Further, some 45% of residents are very dissatisfied with how well the city's roads are maintained. Similarly, evaluation of the city's water supply has also declined to 80% versus 86%. There is evidence in the verbatim comments about a lack of upkeep, particularly reflected in water leaks within the city. More generally, verbatim feedback suggests a growing concern for what is seen as a lack of investment in infrastructure which has fallen behind the pace of urban development

5



### Urban development should be addressed

The performance measure for '*Urban development*' has declined to 36% versus 39% last year, suggesting that residents are less satisfied with how the city is developing. Further, more than a third (35%) of the population is quite dissatisfied. Concerns relate to the level of intensification, loss of green spaces and the impact of development on existing infrastructure. There is also concern about the look and feel of the city centre, with only about a third (34%) being satisfied and more than a third very dissatisfied (36%). Verbatim comments suggest that some are looking for Council to provide greater economic stimulus and to encourage landlords to help make the city centre more vibrant

6



### Waste services may need reviewing

Satisfaction with the city's waste services has improved, 55% versus 50% last year, although this remains a low score, and a fifth (21%) are very dissatisfied. The Park Street drop-off for recycling continues to be well used and indications are that more residents are making use of the facility, 68% up from 60% last year. Most of this increase is attributed to residents in the Central and South wards. Verbatim comments continue to suggest that there is widespread support for the introduction of a kerbside recycling service in the city

7

## Executive summary and recommendations (continued)

7



### Reputation performance requires attention

It is important for any organisation to have a strong reputation, and therefore, it is a concern that the '*Overall management and reputation*' result has declined to 35% versus 47% last year. Verbatim comments provide evidence that residents associate the need for higher rates with poor management and decision making, resulting in lower evaluation. Of note, the other reputational measures all show a decline; '*Innovation and quality*' (32% versus 42%), '*Leadership*' (36% versus 45%), '*Trust*' (35% versus 46%) and '*Financial management*' (25% versus 41%). Comments suggest that residents want Council to prioritise investment in infrastructure and to be more transparent and engaging with the community around its decision making generally

8



### Communication and engagement remain a worthy of focus

Communication performance continues to be evaluated poorly, with only 45% of residents satisfied, a result that is not dissimilar to last year (47%). Further, about 34% of residents are very or somewhat dissatisfied. There continues to be anecdotal evidence within verbatim comments to indicate that some residents don't feel sufficiently informed about Council or seek opportunity for more community consultation. Around 11% talk about better decision making and public consultation while 8% of mentions refer to better communication and access to information. As Council develops plans relating to the various areas of concern, it will be important to ensure that there is appropriate public consultation and that adequate communications are maintained so residents are aware of how rates are being spent, and work being commissioned

9



### Wellbeing is evaluated less positively, and safety is a concern

Satisfaction with how well Council works to promote wellbeing in the community has declined to 41% versus 46% in 2023. However, residents mostly consider that they have a good sense of personal wellbeing at 66% versus 67% last year. While Council continues to be evaluated well for attributes such as '*Protecting the natural environment*', '*Protecting heritage features*', '*Providing cultural events*' and supporting community groups generally, there remain concerns about safety, particularly in the city centre. Satisfaction with '*Safety in the city centre*' remains low at 45% (46% in 2023 and down from 56% in 2022), and satisfaction with '*Safety within neighbourhoods*' is low at 54%. Evaluation of '*Safe community, including emergency preparedness*' is also low at 50%, suggesting that these areas require attention or more communications about initiatives

8

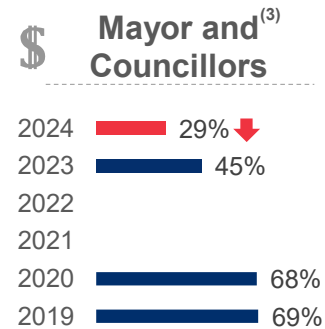
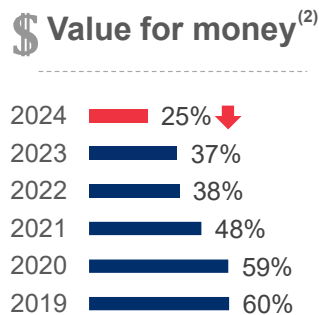
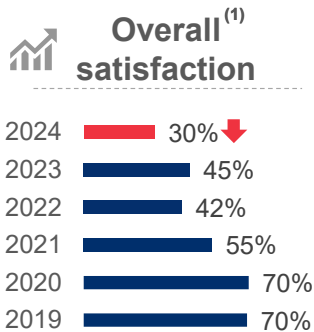
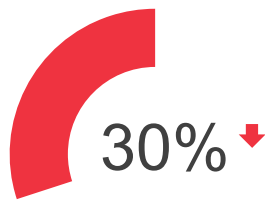


Section 3:  
**Overall level measures**

**Muirton**

**There has been a decline in ‘Overall satisfaction with Council’, with perceived ‘Value for money’ and with ‘Performance of the Mayor and Councillors’ relative to last year**

**Overall level measures (% 7-10)<sup>(4)</sup>**

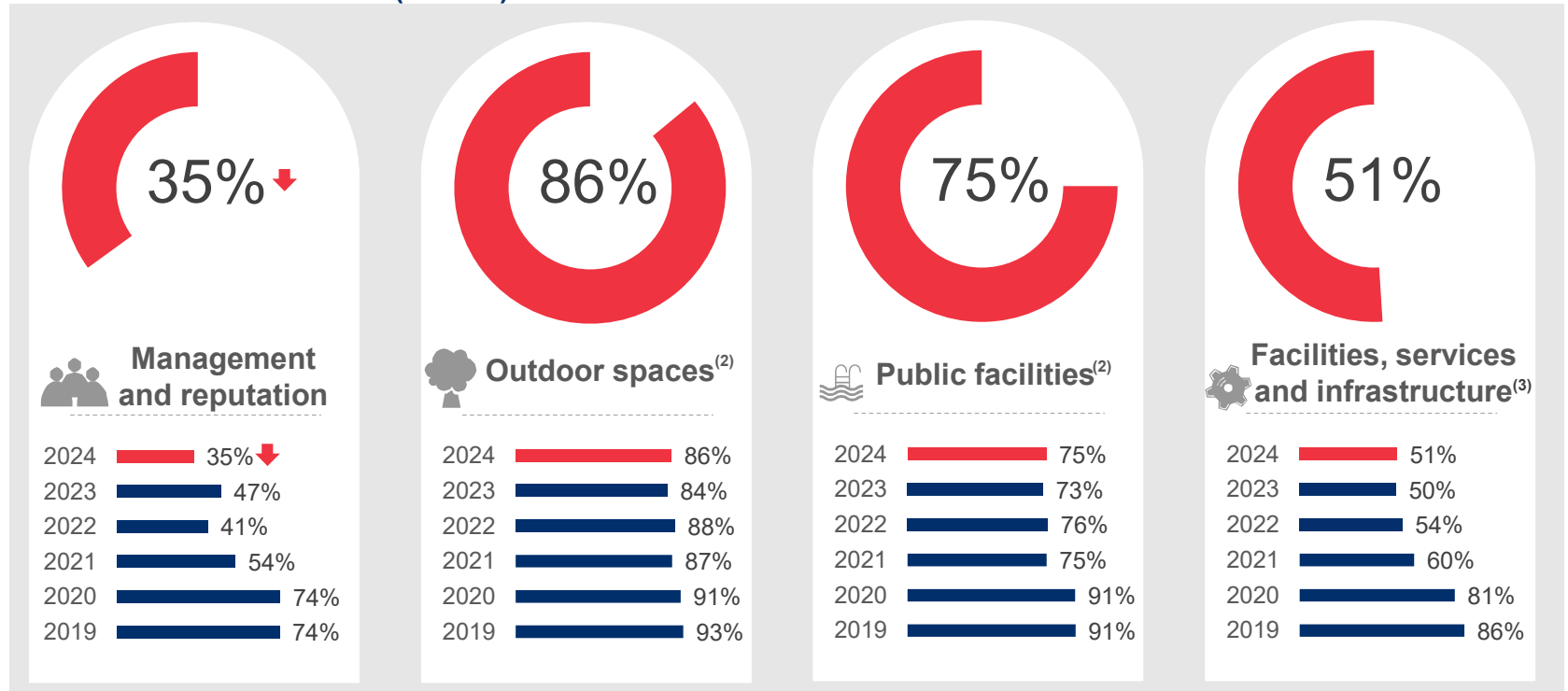


Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

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. Considering everything that Council does, how satisfied are you with the performance of the Mayor and Councillors? Not asked in 2021/2022  
 4. Sample: 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403, 2019 n=399

# Perceptions of Council’s ‘*Management and reputation*’ has declined; however, residents continue to evaluate the city’s facilities very favourably with these results remaining high, and in line with prior years

## Overall level measures (% 7-10)<sup>(1)(4)</sup>

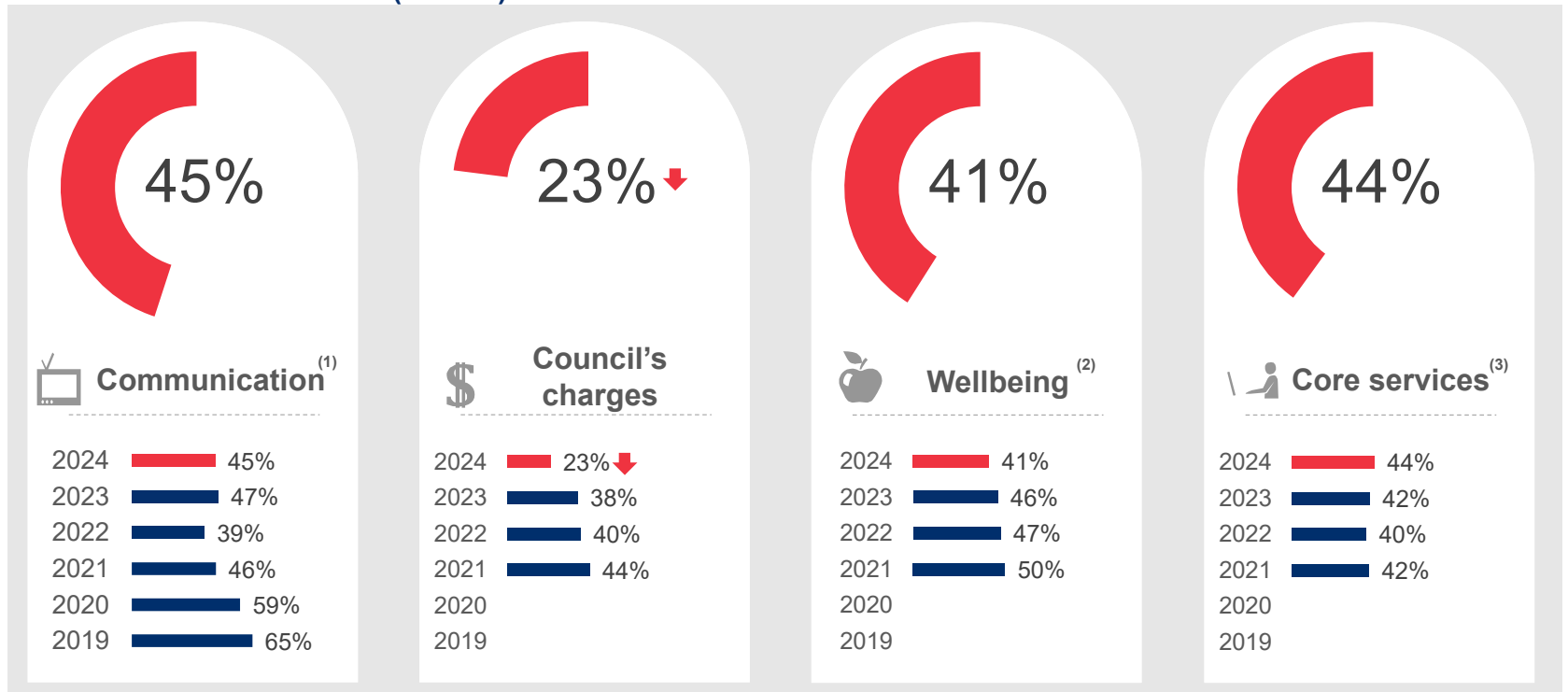


Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

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. The measure for ‘*facilities, services and infrastructure*’ was imputed in 2022, but asked directly in all other years including 2024  
 4. Sample: 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403, 2019 n=399

# Satisfaction with 'Council's charges' is significantly lower; however, results for other key measures such as wellbeing, communications and for core services are on par with last year

## Overall level measures (% 7-10)<sup>(4)</sup>



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

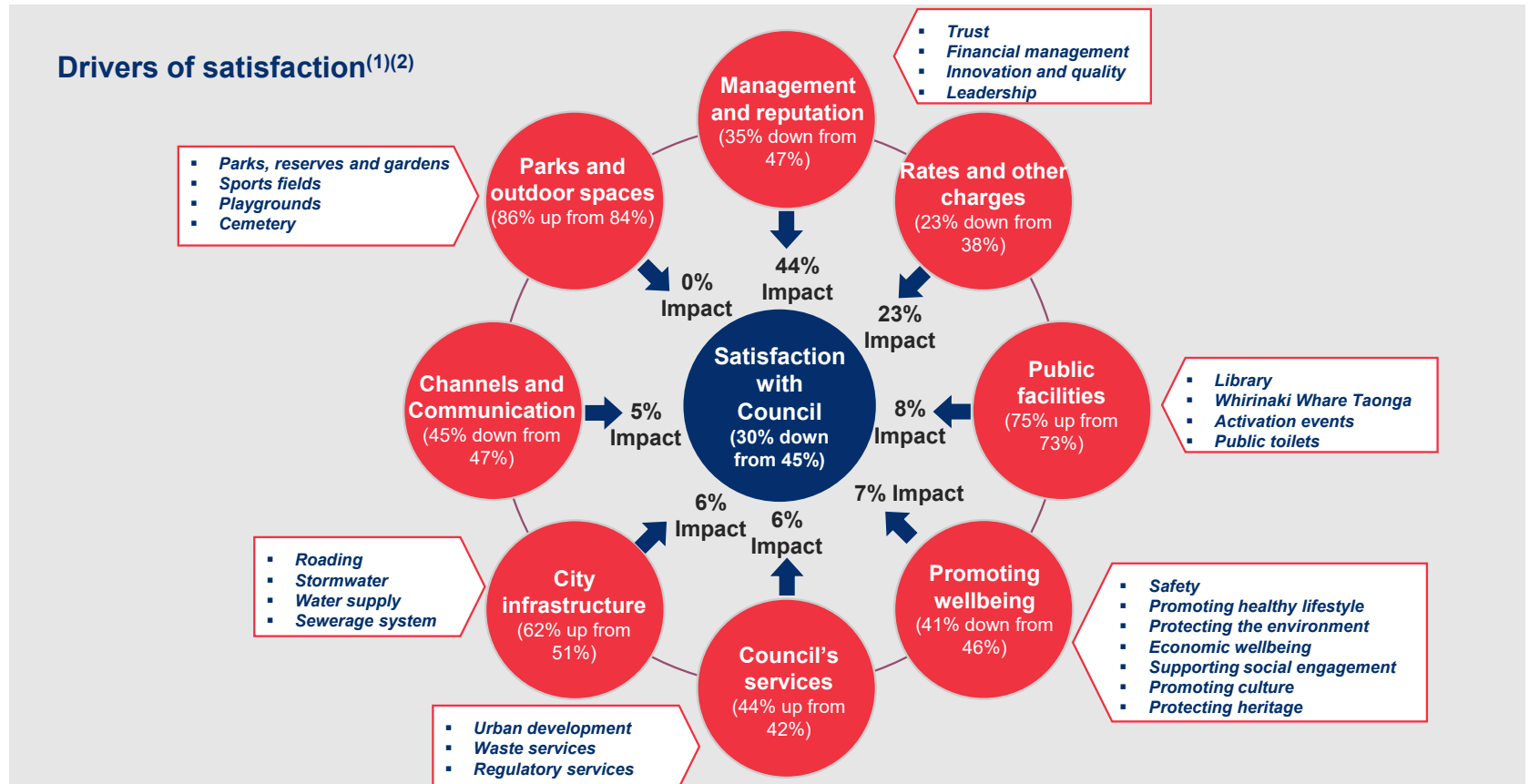
12

1. The question for communication was worded slightly differently in 2023 to better align with Council's performance measure  
 2. How would you rate Council for...working to promote wellbeing?  
 3. The measure for 'Core services' was not asked directly from 2022 but has been imputed  
 4. Sample: 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403, 2019 n=399





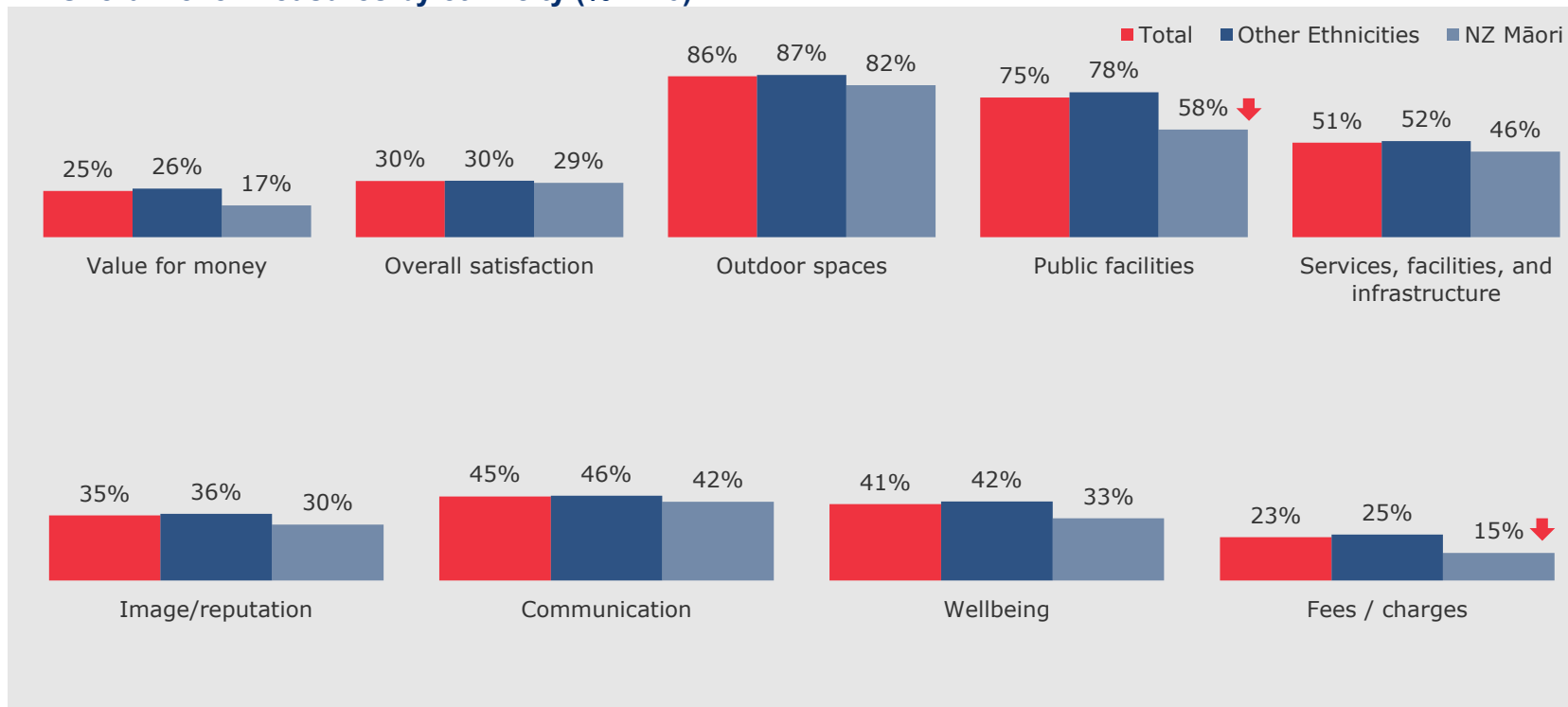
**Satisfaction with Council is mostly being influenced by perceptions of its 'Management and reputation' followed by 'Rates and other charges' and since these are being evaluated less favourably, it has lowered the overall satisfaction score (30% down from 45%)**



1. Everything considered... how satisfied are you with the performance of Council?  
2. Sample: 2024 n=710, 2023 n=660

The current survey indicates that those identifying as Māori are less satisfied than other ethnicities with ‘Public facilities’ and with Council’s ‘Fees and charges’,

Overall level measures by ethnicity (% 7-10)<sup>(1)(2)(3)</sup>



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

14

1. How would you rate your overall satisfaction with...?  
 2. 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  
 3. Sample: 2024 n=710, Māori n=70 Other ethnicities n=640

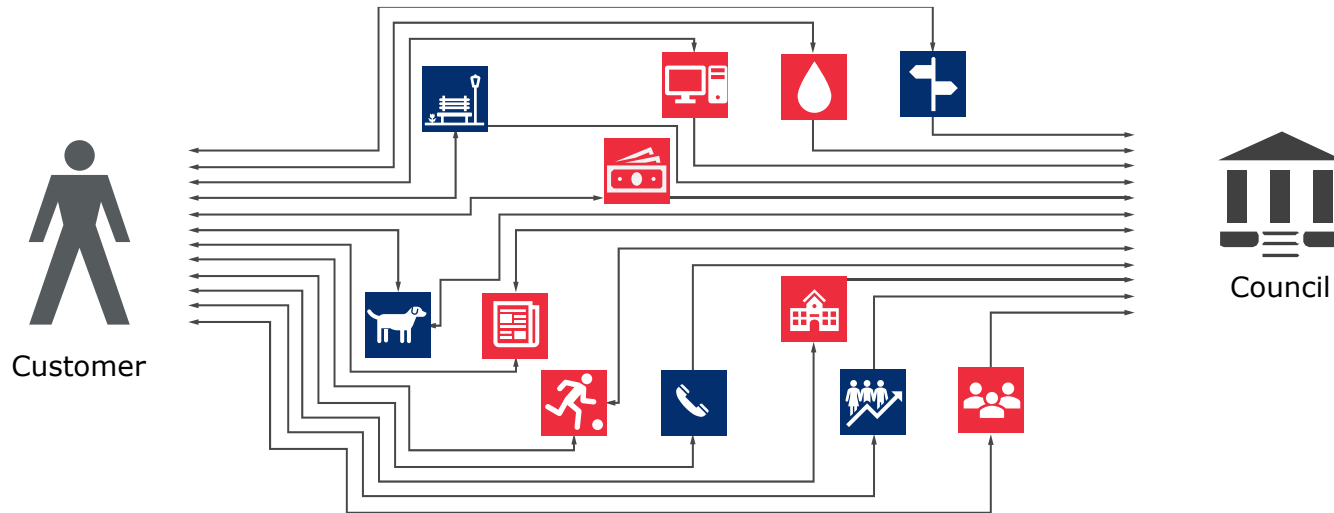




Section 4:  
**Customer value management explained**

**Muirton**

# Council requires a comprehensive approach to measuring its performance with customer interactions and experiences arising from multiple touchpoints and channels



## We have adopted a Customer Value Management (CVM) methodology that incorporates a holistic set of measurements to measure customers' experiences accurately and determine which services drive value for residents and influence their overall satisfaction with Council

### 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.

**Customer Value Management**  
Overall perceptions of satisfaction

### Drivers of value

Image and reputation

Outdoor spaces

Public facilities

Infrastructure

Services

Communication and interactions

Personal wellbeing

Fees and payments

### 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 communication channels create impressions that ultimately influence perceptions of the organisation.

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

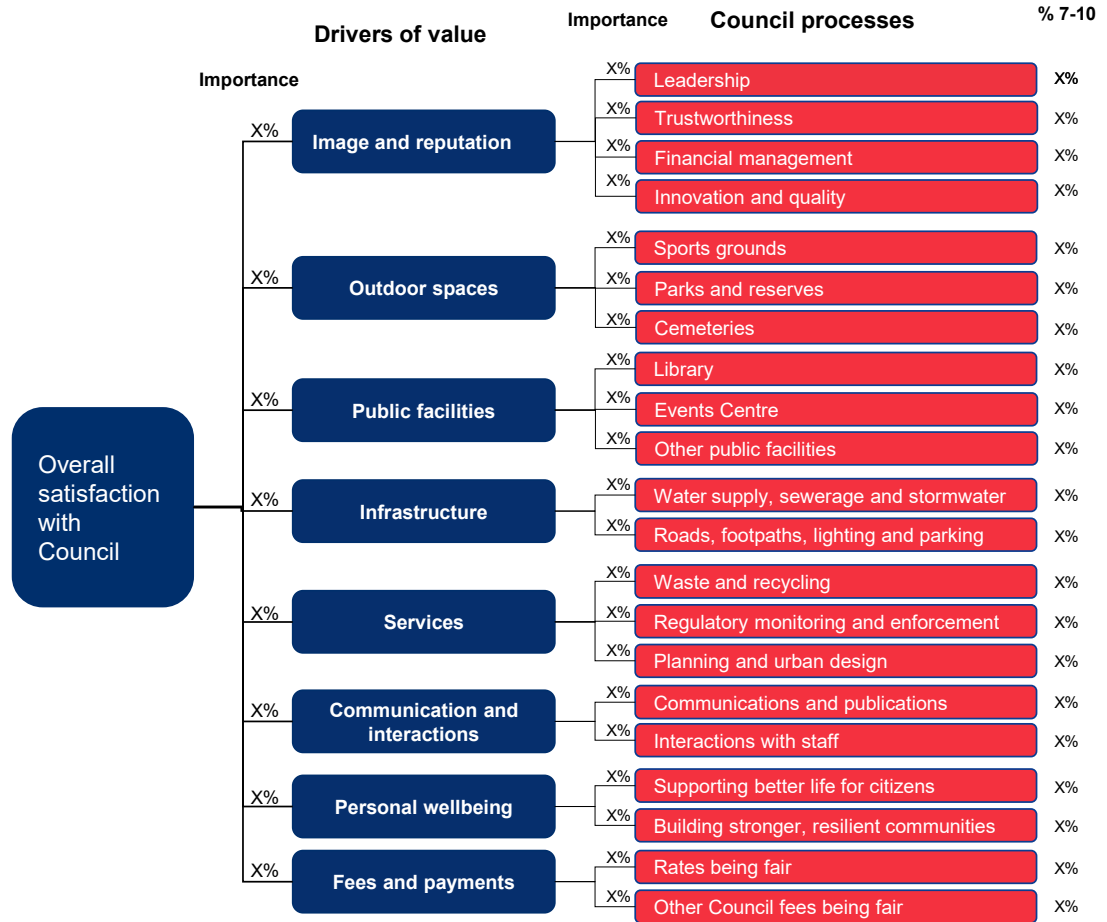
Council must manage elements that drive perceptions of value, the quality of infrastructure and services received for the price paid via rates and other fees.

# The elements that comprise each of the overall level measures are examined to understand how residents trade-off between what they receive with 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 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



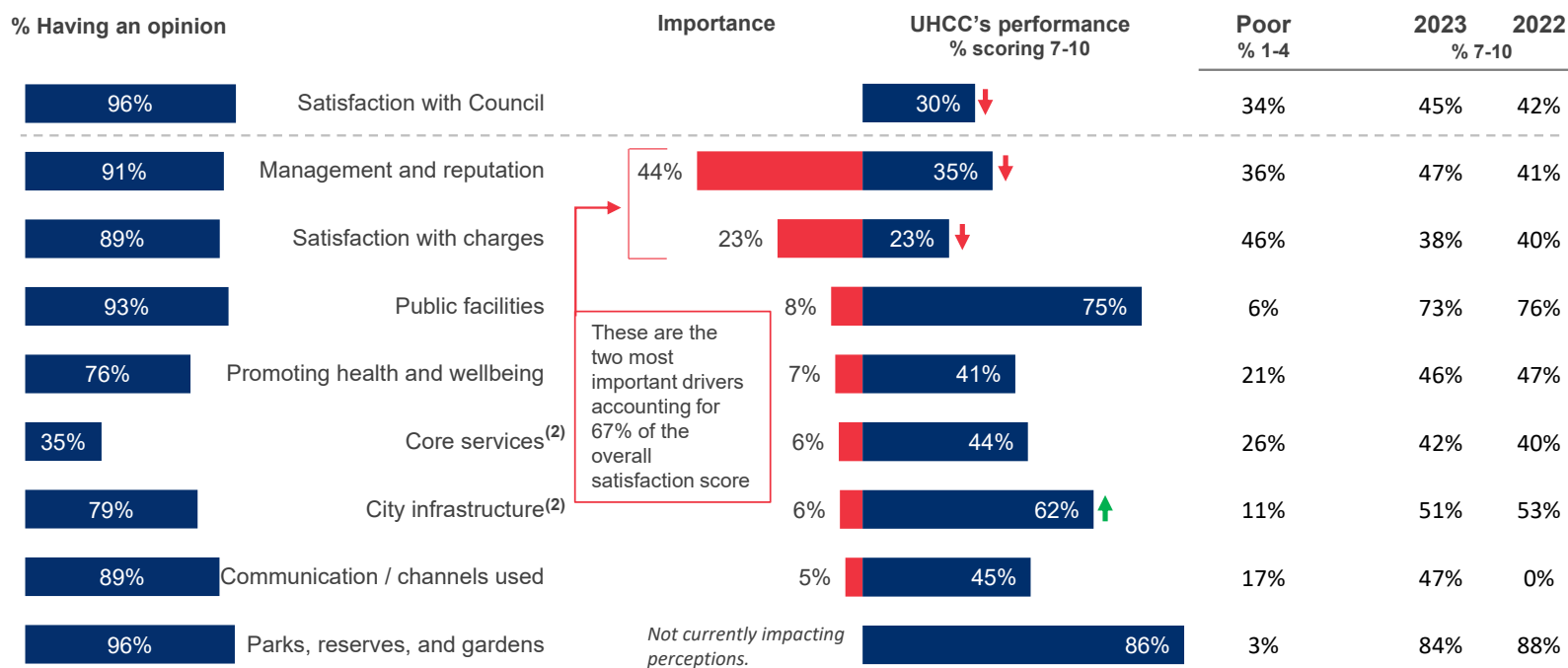


Section 5:  
**Customer value management analysis**

**Muirton**

# Satisfaction with Council has declined from 45% last year to 30%, with this being most influenced by a decline in the key drivers 'Management and reputation', followed by 'Satisfaction with charges'

## CVM analysis: Overall performance<sup>(1)(3)</sup>



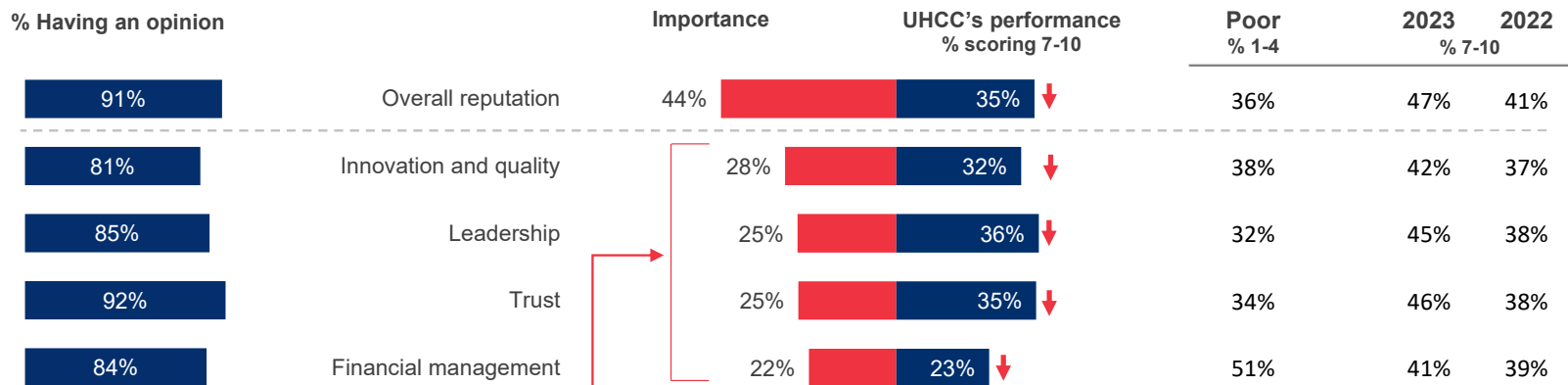
Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

1. Overall level questions are asked in the context of summarising the lower order questions which relate to the business area being examined  
 2. Results for 'Infrastructure' and for 'Overall core services' were not directly asked and have been imputed using the lower order variables  
 3. Sample: 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600



## Improvements achieved across several of the management and reputational measures last year have been eroded which have in turn negatively impacted the overall ‘*Management and reputation*’ measure

### CVM analysis: Management and reputation<sup>(1)(2)</sup>



All the lower order measures are having a reasonably similar level of impact on the overall ‘*Management and reputation*’ measure and as performance scores have all declined to a similar level, the focus needs to be on achieving an improvement in perceptions across the board.

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: 2024 n=710, 2023 n=680, 2022 n=563

## The city’s outdoor spaces continue to be evaluated very well (86%), and of note, results for both the cemetery and sports fields have improved







### CVM analysis: Outdoor facilities<sup>(1)(2)(3)</sup>

% Having an opinion		Importance	UHCC’s performance % scoring 7-10	Poor % 1-4	2023 % 7-10	2022 % 7-10
96%	Overall outdoor spaces		86%	3%	84%	88%
94%	Parks, reserves, and gardens	53%	87%	3%	87%	89%
71%	Playgrounds	27%	87%	1%	87%	89%
65%	Sports fields	13%	85% ↑	2%	81%	86%
39%	Akatārawa Cemetery	7%	83% ↑	3%	77%	92%



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: 2024 n=710, 2023 n=680, 2022 n=563

## Public facilities continue to represent an area of strength, with results for individual facilities remaining high, and the evaluation of the city's public toilets has improved

### CVM analysis: Public facilities – users of individual facilities<sup>(1)(2)(3)</sup>

% Having an opinion		Importance	UHCC's performance % scoring 7-10	Poor % 1-4	2023 % 7-10	2022 % 7-10
93%	Overall public facilities		8%  75%	6%	73%	76%
99%	The public toilets	42%	 53% ↑	19%	45%	46%
98%	Service at the library	19%	 88%	3%	93%	92%
69%	Service at Whirinaki Taonga Whare	12%	 91%	1%	90%	91%
92%	Quality of Activation events	12%	 92%	0%	84%	93%
90%	Events at Whirinaki Whare Taonga	<i>Not currently impacting perceptions.</i>	 88%	2%	84%	89%

Results for individual facilities relate to those who have used the facility within the prior 12 months. 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 

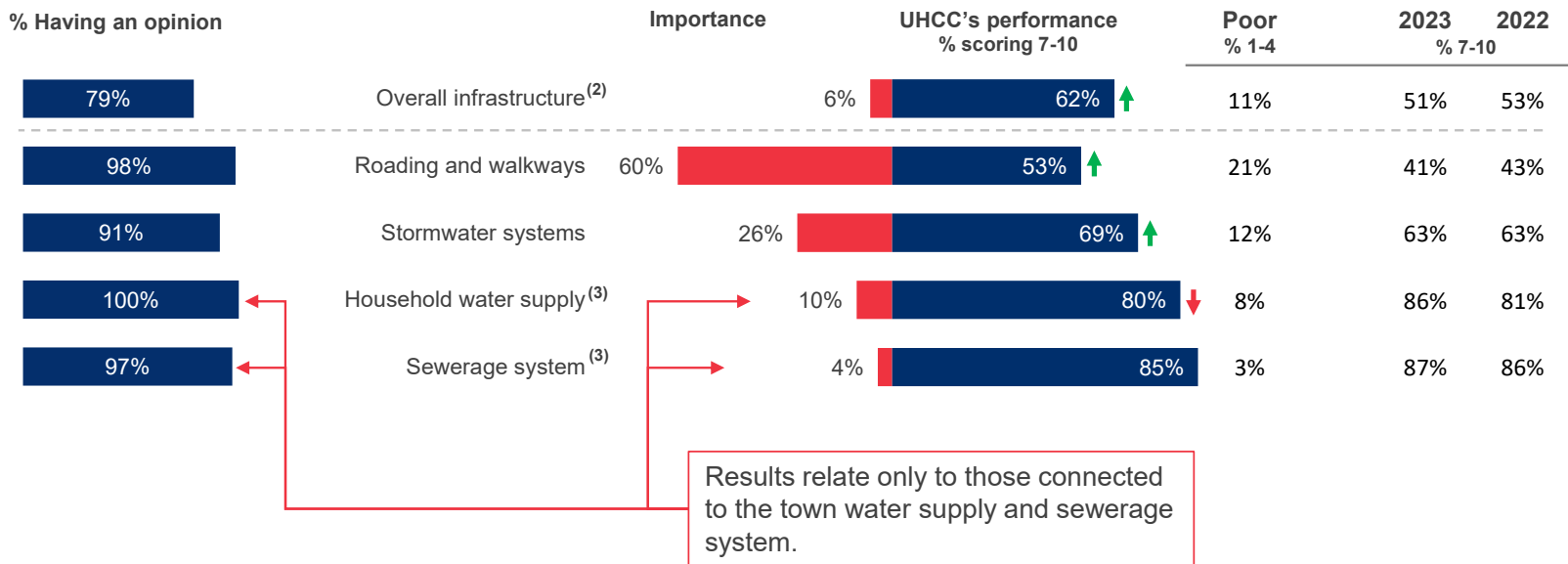
23

1. How would you rate your overall satisfaction with...?
2. Results relate to users of individual facilities. The overall result relates to all members of the population who have an opinion about public facilities, irrespective of having used a facility or not
3. Sample: 2024 n=710, 2023 n=680, 2022 n=563

# Muirton

# Satisfaction with the city’s infrastructure has improved (62% versus 51% in 2023), with this being driven by a more positive assessment of the city’s roads and stormwater systems, both of which have more positive scores (53% and 69% respectively)

## CVM analysis: Overall infrastructure<sup>(1)(4)</sup>

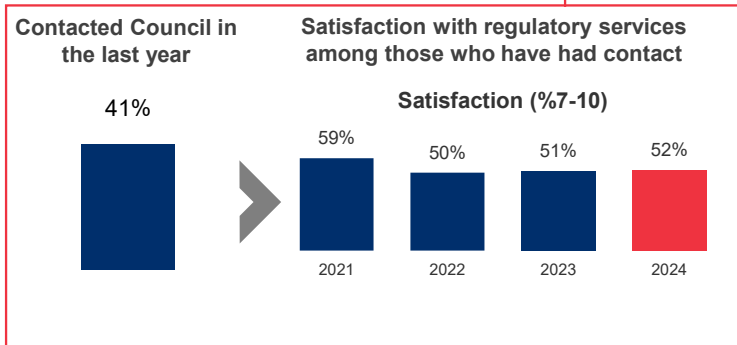
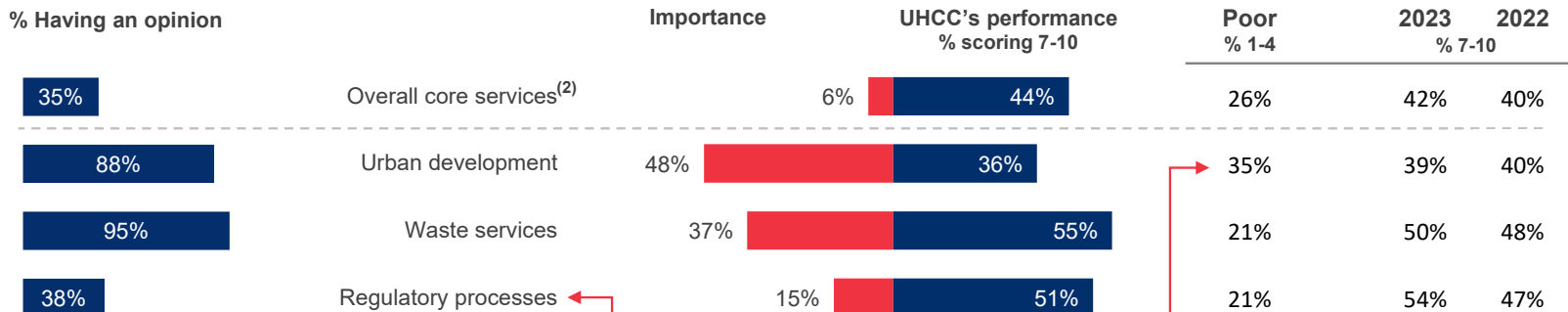


Significant increase 95% CI   
Significant decrease 95% CI

1. How would you rate your overall satisfaction with...?  
 2. The question for 'overall infrastructure' was not asked directly, so results have been imputed from results for roading and the three waters  
 3. Results for relate to resident's properties connected to the town sewerage system, or water supply is either the town supply or a rural scheme  
 4. Sample: 2024 n=710, 2023 n=680, 2022 n=563

The evaluation of ‘Overall core services’ is most strongly influenced by how well residents believe Council is managing urban development in the city, and of note, there remains a high level of dissatisfaction (35%) about this area

**CVM analysis: Overall services<sup>(1)(3)</sup>**



*“All you appear to be doing is promoting subdivision and greenfield property development which intensifies pressure on existing infrastructure (roads, water services) with the apparent goal of increasing the number of rateable residences.”*

*“Concerned the look of the city suburbs are being sacrificed to enable the development of housing congestion.”*

1. How would you rate your overall satisfaction with...?  
 2. The question for ‘overall core services’ was not asked directly, so has been imputed from results for urban development, waste and regulatory  
 3. Sample: 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600

**Residents continue to have concerns about safety in the city centre, with many (24%) being very concerned, and of note, the impact of this is high (importance 33%), suggesting that it is an area that needs to be addressed**

### CVM analysis: Wellbeing<sup>(1)(2)(3)</sup>

% Having an opinion		Importance	UHCC's performance % scoring 7-10	Poor % 1-4	2023 % 7-10	2022 % 7-10
76%	Overall promoting health and wellbeing	7%	41%	21%	46%	47%
84%	Safety within the city centre	33%	45%	24%	46%	56%
77%	Supporting healthy and active living	21%	62%	13%	65%	66%
72%	Providing a safe community	15%	50%	21%	53%	57%
84%	Protecting the natural environment	9%	59%	14%	63%	60%
60%	Supporting economic wellbeing	9%	43% ↓	26%	53%	51%
70%	Community groups/social engagement	7%	57% ↓	14%	65%	66%
75%	Providing cultural events and activities	4%	66%	14%	66%	65%
62%	Protecting heritage features	2%	58%	15%	64%	61%
86%	Safety within your neighbourhood	<i>Not currently impacting perceptions.</i>	53%	21%	54%	57%

26

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

2. The wellbeing questions are in recognition of the Council's responsibility under the Local Government (Community wellbeing) Amendment Act 2019

3. Sample: 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403

# Satisfaction with rates and other fees has declined significantly (23% versus 38% last year) because of proposed rate increases, and of note, this has a high impact on overall perceptions of Council’s performance (23%) and anecdotally, is impacting perceptions of management and reputation



## CVM analysis: Fees and payment options<sup>(1)(2)</sup>

% Having an opinion		Importance	UHCC’s performance % scoring 7-10	Poor % 1-4	2023 % 7-10	2022 % 7-10
89%	Overall charges and fees	23%	23% ↓	46%	38%	40%
92%	Rates being fair and reasonable	51%	20% ↓	51%	39%	39%
83%	Fees being fair and reasonable	49%	34%	36%	39%	42%

*“I think it is very sad that with all the extra houses that have been built in Upper Hutt and all the extra rates that Council are collecting that they can be contemplating the three years of 20% rates increases. There has obviously been some really bad management over the last 5 years to be in this position.”*

*“We will not be able to afford the rates increases and can't understand how such huge increases could even be proposed.”*

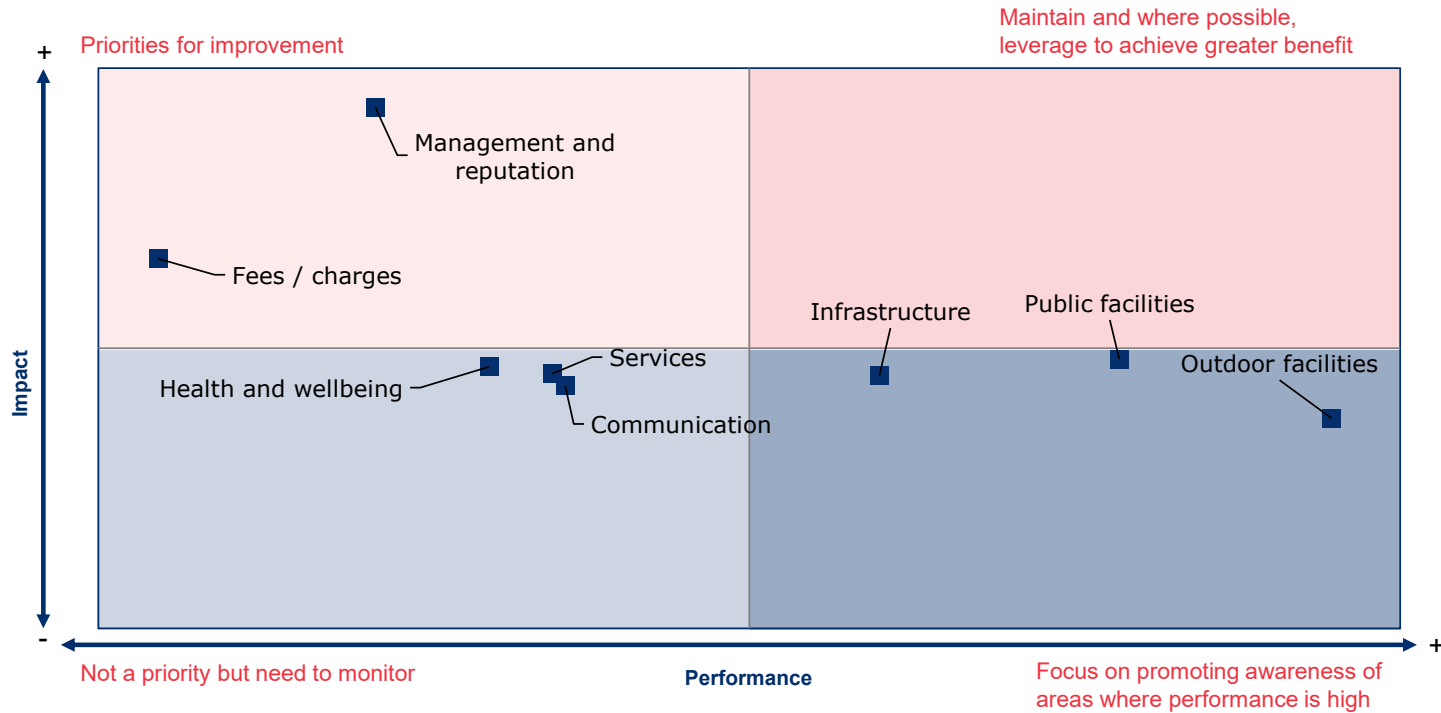
*“With the proposal to increase the rates by this massive amount, it has shown that Council is inept and incapable of managing their finances, and now expect the rate payers to foot the cost. It is unreasonable and unfair. Shame on them! We get very little for our rates. They don't even collect the rubbish anymore.”*

Significant increase 95% CI   
 Significant decrease 95% CI 

1. How would you rate your Council for each of the following...?  
 2. Sample: 2024 n=710, 2023 n=680, 2022 n=563

# Improving perceptions of Council’s management and reputation and demonstrating the value residents receive for rates and other fees paid represent the best areas of focus to raise overall satisfaction with Council

## CVM priority analysis<sup>(1)</sup>



1. Sample: 2024 n=710



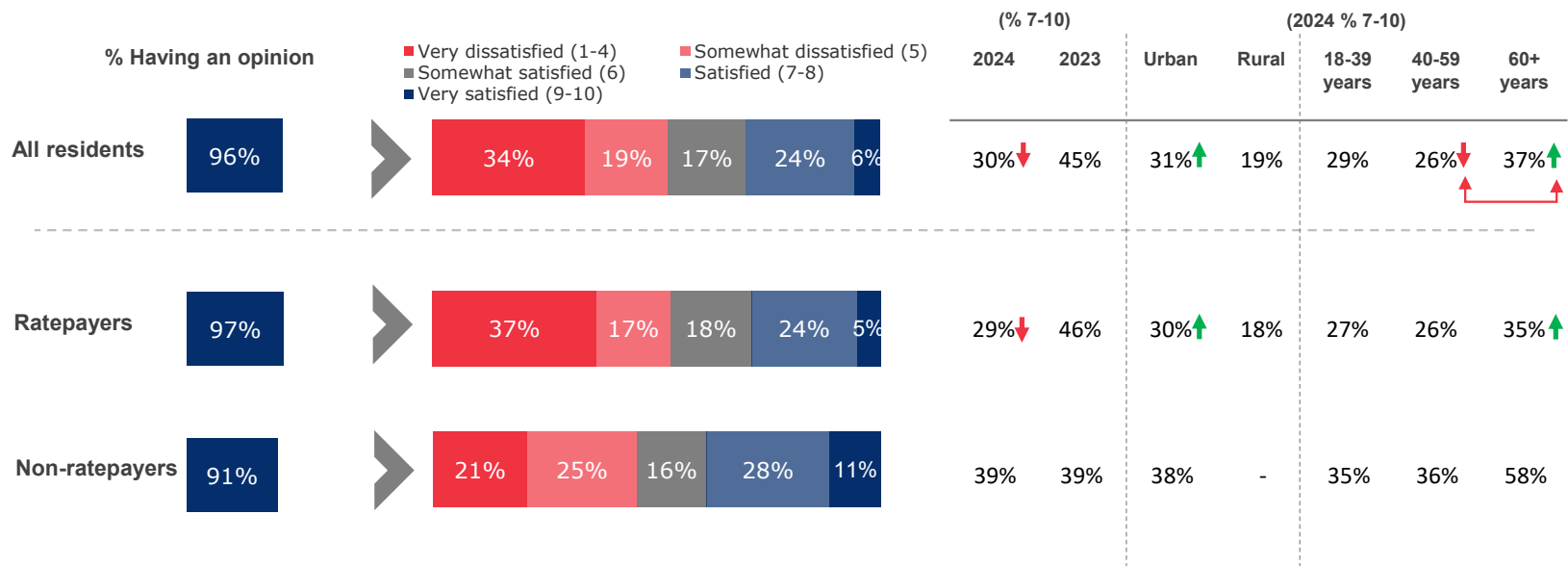


Section 6:  
**Overall satisfaction with Council**

**Muirton**

# Satisfaction with Council has declined significantly, with this most apparent among those who are ratepayers, which further suggests that much of the decline is attributed to concerns about higher rates

## Overall satisfaction<sup>(1)(2)(3)</sup>



30

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 2024 n=710, Urban n=641, Rural n=69, Ratepayer n=625, Non-ratepayer n=68, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680



## Residents who are dissatisfied are overwhelming concerned about the pending rate increases and often link this with Council's financial management

### Understanding overall satisfaction<sup>(1)(2)(3)</sup>

*“The rates increases in the LTP 2024 are ridiculous. A 20% per annum rate rise for first three years will crush people. Council needs to reconsider its priorities, that it is a representative body, to represent the interests of the public, not to cause financial hardship to the public, by wasting so much money, excessive borrowing and frivolous spending.”*

*“We are facing close to a 20% increase in rates each year for the next three years, yet Auckland has managed to only increase their rates by 7%. Council has ignored the basics of water, sewage and roading for years and instead spent money on unnecessary projects, without thought to cost benefits. They have also wasted money on what I consider vanity schemes.*

*“Council rates going up by 19%, a lot of elderly will no longer be able to afford to pay the added costs. Why put them up so much in one year and for the next three years? It's unfair, poor management of Council funds I believe.”*

## They also express concerns about a lack of focus on key infrastructure, and urban planning...

### Understanding overall satisfaction (continued)<sup>(1)(2)(3)</sup>

*“I feel like I am being ripped off because the rates are too high. Water is leaking out of everywhere because Council has failed to maintain water systems despite high rates. Also, there are too many housing developments and no infrastructure to support the enormous population growth in Upper Hutt. The roads can’t cope, neither can healthcare and schools. Please stop developing good farmland into housing estates.”*

*“You need to cancel all the ego projects and focus on high quality basic services. You need to work harder at integrating Upper Hutt with the work of other government agencies, like assisting the deployment of healthcare services.”*

*“All you appear to be doing is promoting subdivision and greenfield property development which intensifies pressure on existing infrastructure...whilst ratcheting up all rates significantly to help fund the required investment to fix roads and water systems because of years of under investment. Lived in Upper Hutt for 50 years and it's getting significantly worse overall. Council has burnt goodwill through the misallocation of capital.”*

## ...while others seek greater transparency

### Understanding overall satisfaction (continued)<sup>(1)(2)(3)</sup>

*“Current Council is out of touch and lacks accountability or innovation.*

*“I like to follow the meetings online and even though this has improved, would like being able to see each Councillor speaking rather than just a one view-point from above and behind Councillor Swales. Surely IT technology can be used to enable this.”*

*“They ask for people’s opinions but don’t listen. They want to look to be doing the right thing, but they already have their agenda.”*

*“Transparency on all things Council.”*

*“Better communication would help and might move some of these scores upwards. That doesn’t mean more communication; overload and too much technical jargon without clarity is not a good way to go.”*

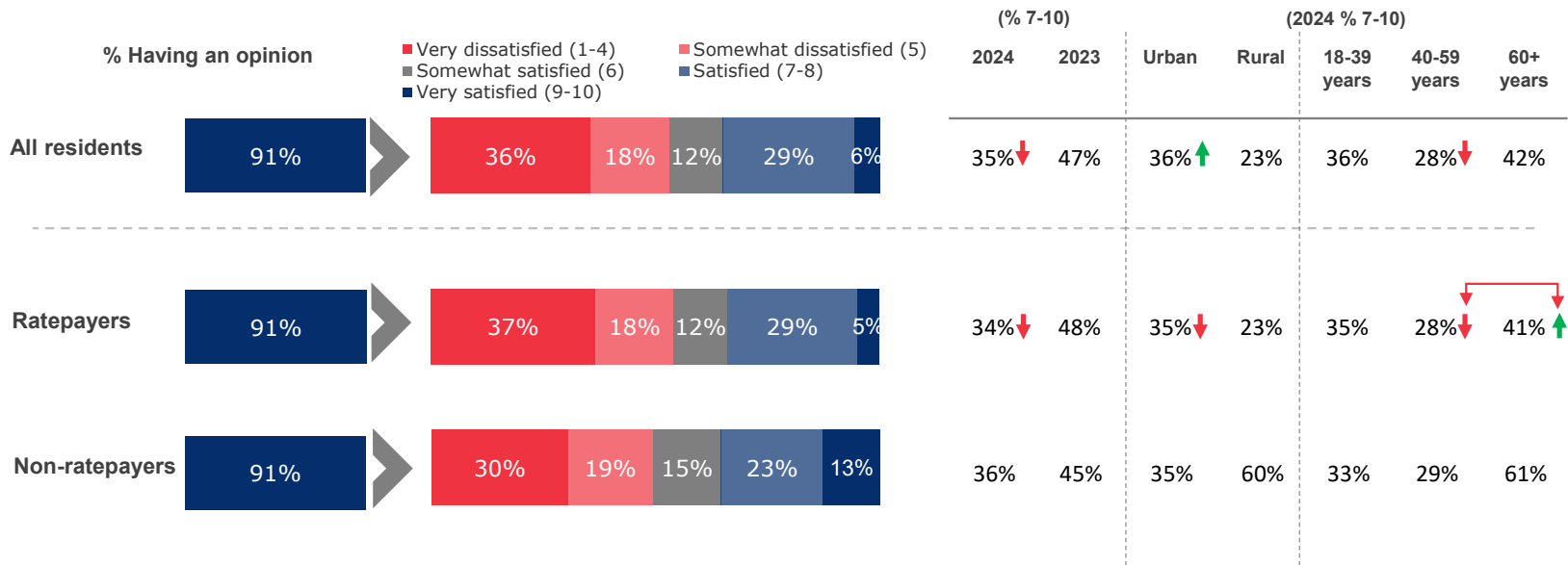


Section 7:  
**Management and reputation**

**Muirton**

# Residents are less satisfied with Council's 'Management and reputation' relative to last year (35% down from 47%), and this decline is most evident among those who are ratepayers

## Overall management and reputation<sup>(1)(2)(3)</sup>

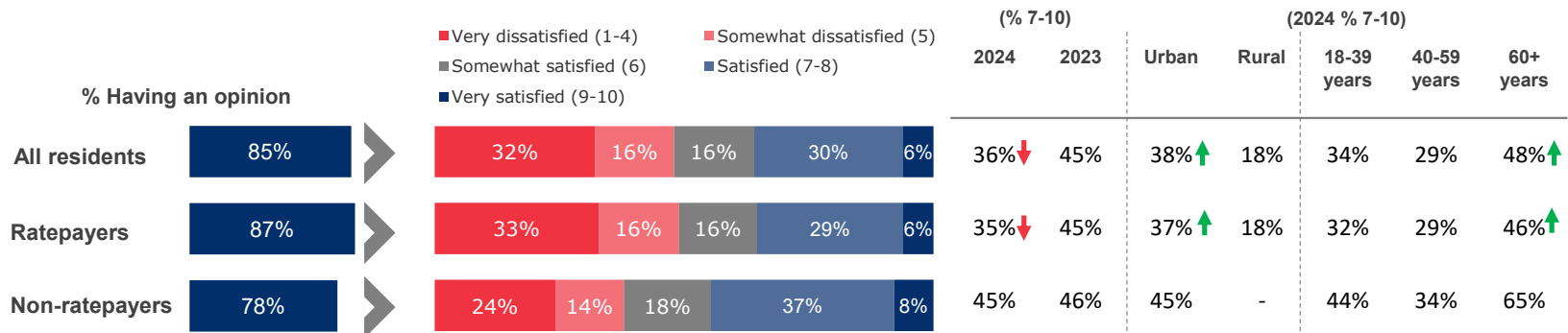


1. Results within detailed bars may sum to +/- one point due to rounding  
 2. How would you rate your Council for...?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Ratepayer n=625, Non-ratepayer n=68, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

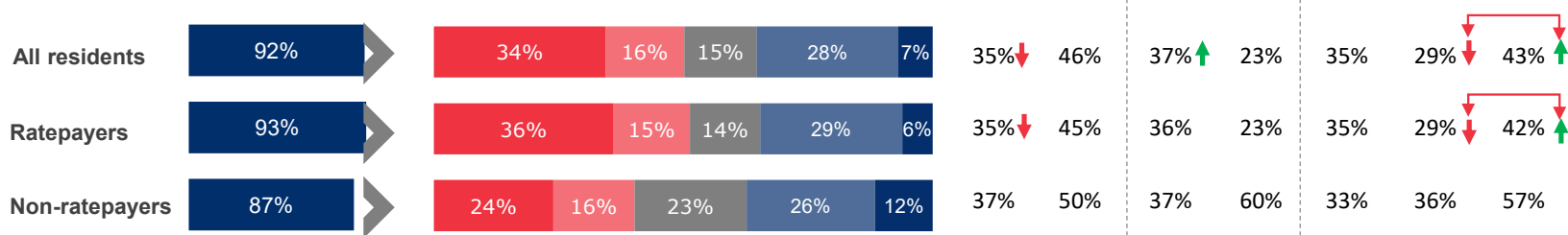
Significant increase 95% CI ↑  
 Significant decrease 95% CI ↓

Similarly, the evaluation has declined for both ‘Leadership’ and ‘Trust’ measures, although older residents and those in urban areas tend to hold a more positive view

**Management and reputation: Leadership<sup>(1)(2)(3)</sup>**



**Management and reputation: Trust and confidence<sup>(1)(2)(3)</sup>**



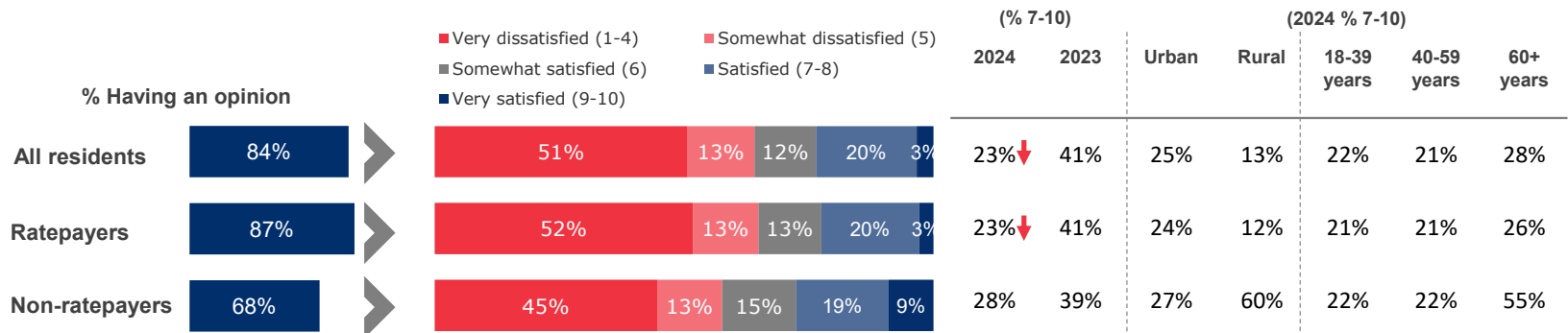
Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding  
 2. How would you rate your Council for...?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Ratepayer n=625, Non-ratepayer n=68, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

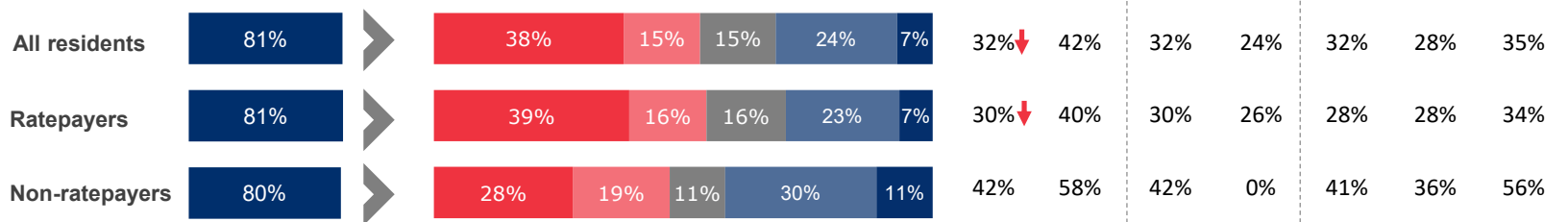


## Residents are also less positive about Council for its *'Financial management'* and *'Innovation and quality'* relative to last year, and of note, there is significant dissatisfaction with *'Financial management'* (51%)

### Management and reputation: Financial management<sup>(1)(2)(3)</sup>




### Management and reputation: Innovation and quality<sup>(1)(2)(3)</sup>



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 2024 n=710, Urban n=641, Rural n=69, Ratepayer n=625, Non-ratepayer n=68, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680



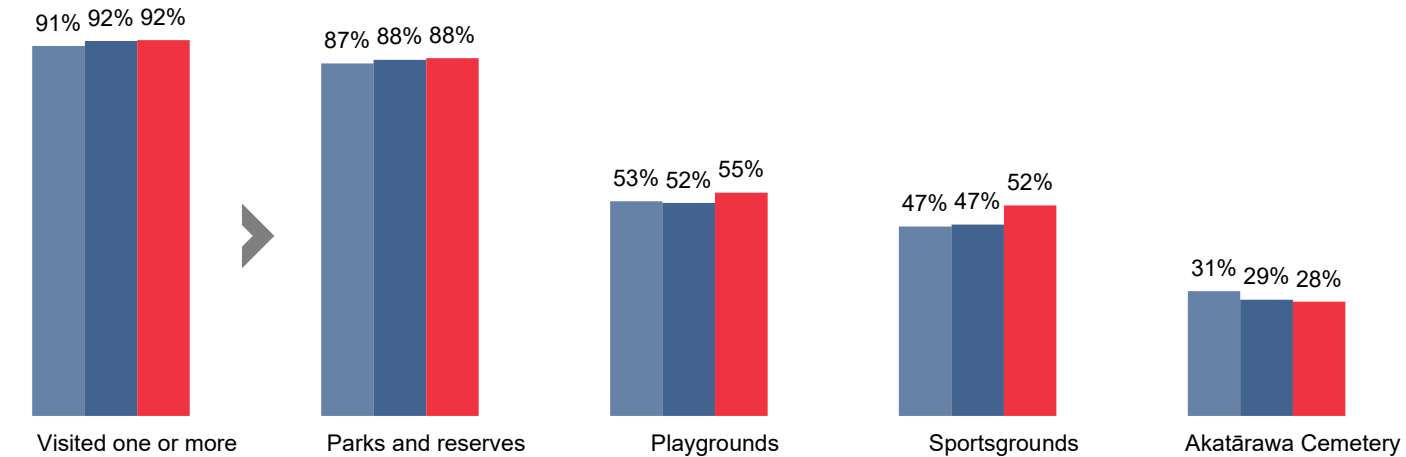
Section 8:  
**Public facilities**

**Muirton**



# Visitation to the city’s outdoor facilities remains high, with 92% of the population visiting one or more in the last year, with overall visitation to outdoor facilities remaining at similar levels for the prior two years

## Public facilities: Visitation to outdoor facilities<sup>(1)(2)</sup>

% Visited in the last year



■ 2022 ■ 2023 ■ 2024

Significant increase 95% CI   
Significant decrease 95% CI 

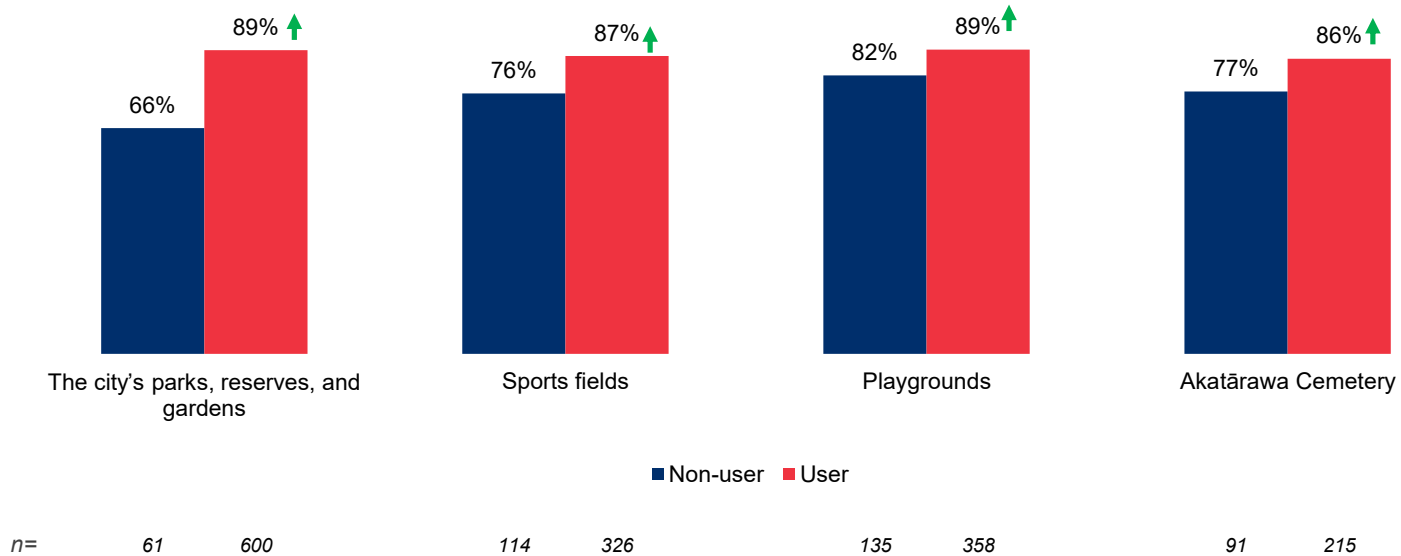
39

1. In the last year, which of the following have you visited?  
2. Sample: 2024 n=710, 2023 n=680, 2022 n=563

## Those who have visited an outdoor facility within the last year are typically more satisfied with that facility than those who are non-users

### Public facilities: Outdoor facilities – satisfaction among users versus non-users<sup>(1)(2)(3)</sup>

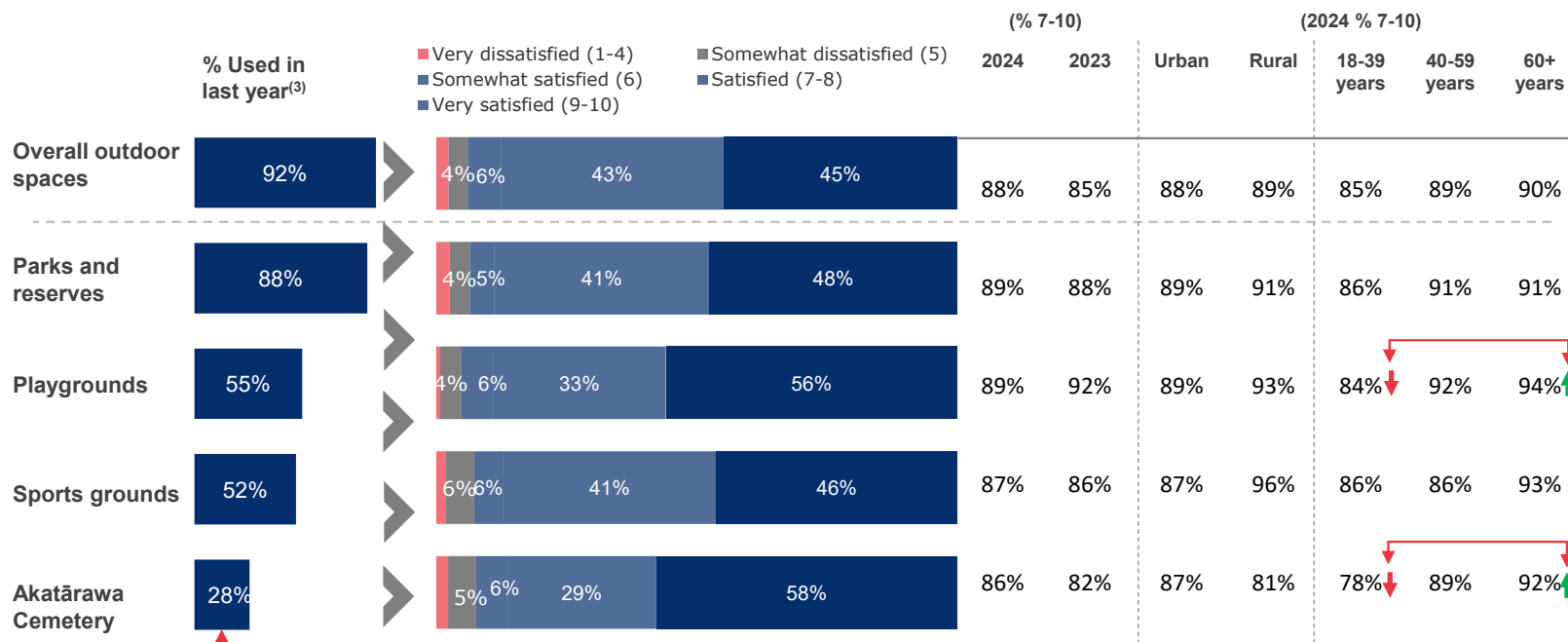
Users versus non-users of outdoor facilities (%7-10)





1. In the last year, which of the following have you visited?  
 2. Results exclude 'Don't know' responses  
 3. Sample: 2024 n=710

## Those residents using the city’s outdoor facilities continue to evaluate them highly, and of note, results are approximately the same as the prior year

### Public facilities: Satisfaction among users of outdoor facilities<sup>(1)(2)(4)</sup>



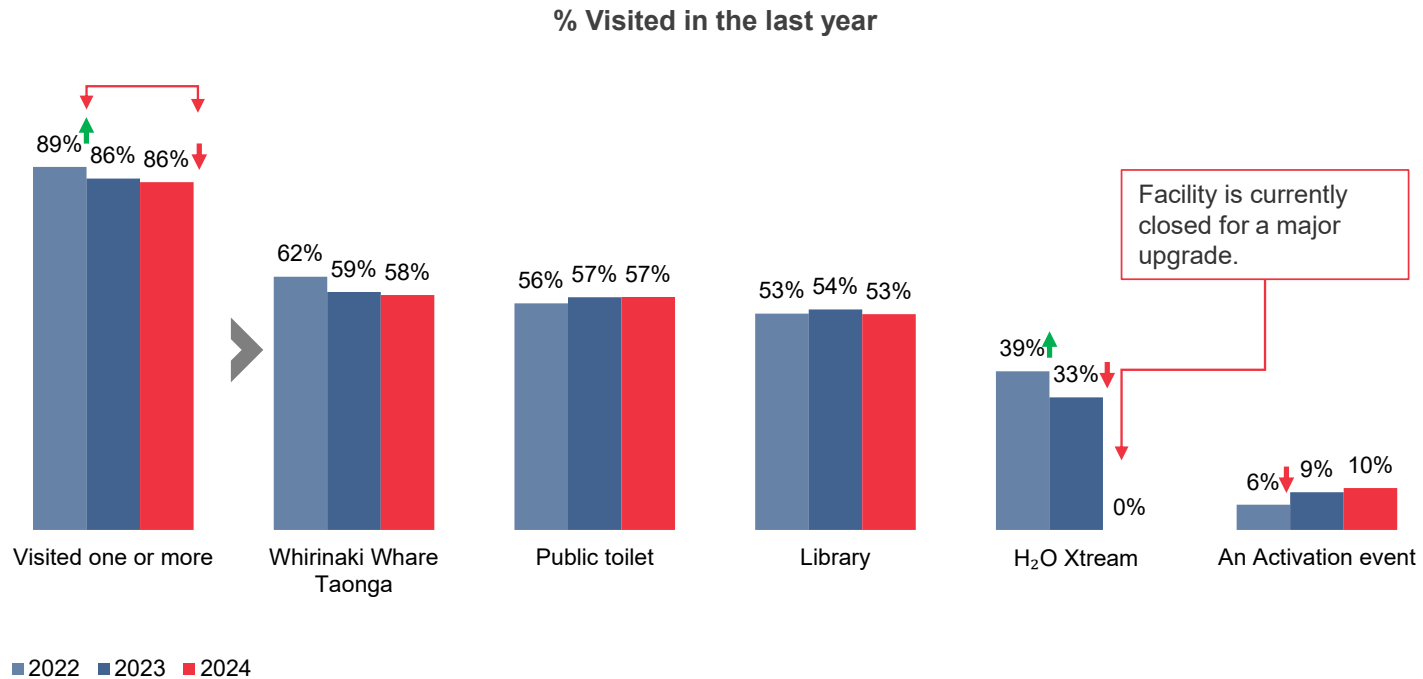
Results are for users of public outdoor spaces. The overall level results relate to users of one or more outdoor spaces.

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 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

# The small decline in visitation of public facilities is potentially due to the H<sub>2</sub>O Xtream facility being unavailable, while use of other facilities remains on par with last year

## Public facilities: Visitation of public facilities<sup>(1)(2)</sup>



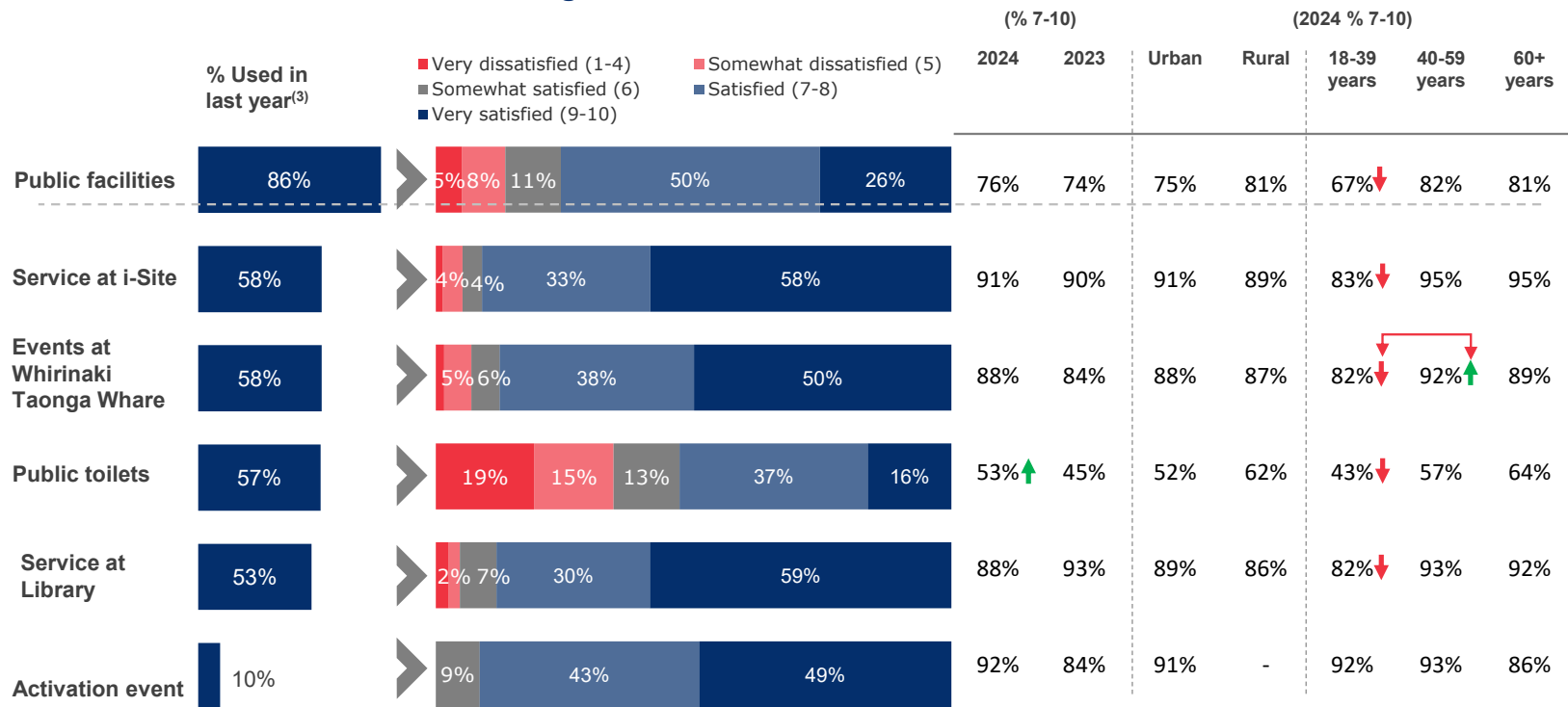
Facility is currently closed for a major upgrade.

1. In the last year, which of the following have you visited?  
 2. Sample: 2024 n=710, 2023 n=680, 2022 n=563

Significant increase 95% CI   
 Significant decrease 95% CI


# Among users, satisfaction with indoor public facilities remains high (76%), with results mostly in line with last year, and of note, older residents are generally more satisfied with the facilities provided compared with younger age groups

## Public facilities: Satisfaction among users of indoor facilities<sup>(1)(2)(4)</sup>



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 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680



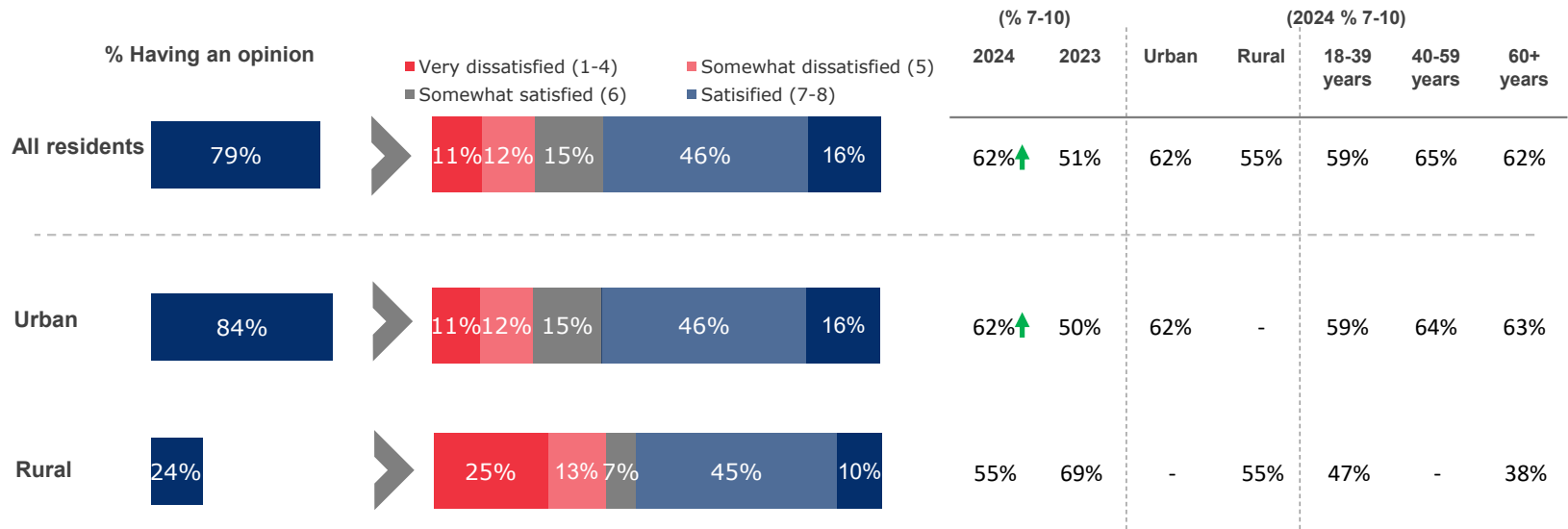
# Section 9: Infrastructure

**Muirton**



# Overall, 62% of residents are satisfied with the city’s infrastructure, which represents an improvement relative to 2023 (51%), suggesting that almost two-thirds of residents consider it to be fit for purpose and well-maintained

## Infrastructure: Overall satisfaction with infrastructure<sup>(1)(2)(3)</sup>



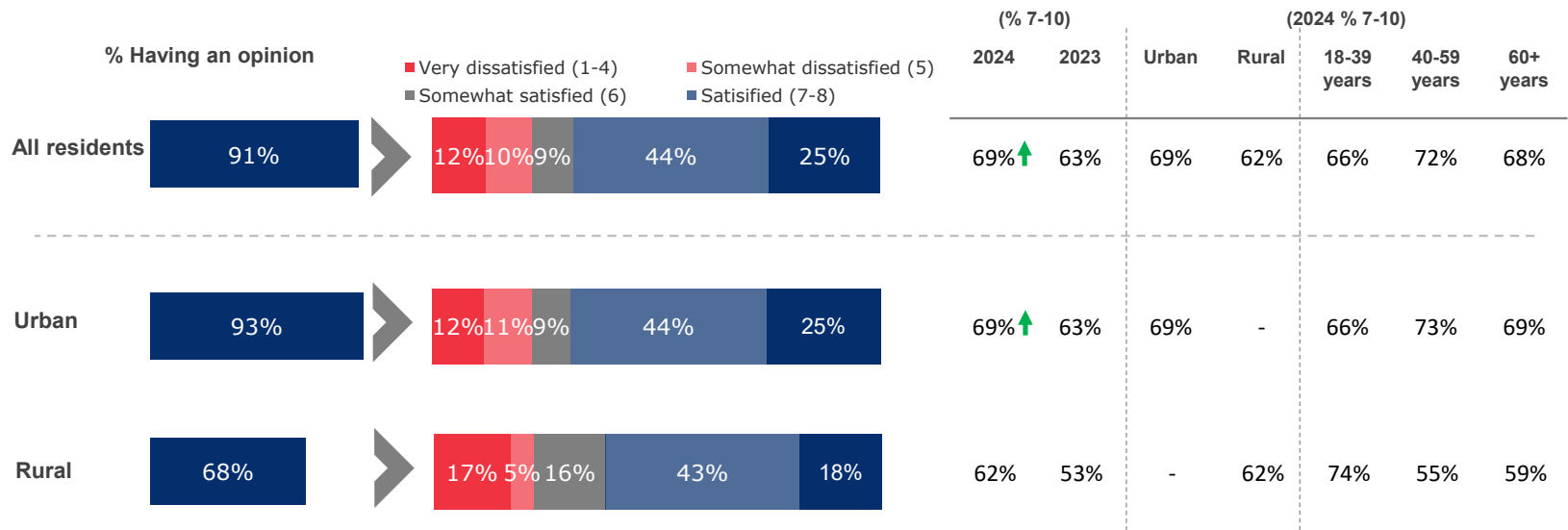
1. Results within detailed bars may sum to +/- one point due to rounding  
 2. The 'overall infrastructure' question has been imputed using results for roads and the three waters  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

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



# Satisfaction with the city’s stormwater management is higher in the current survey (69% versus 63% in 2023)

## Infrastructure: Stormwater – overall satisfaction with stormwater management<sup>(1)(2)(3)</sup>

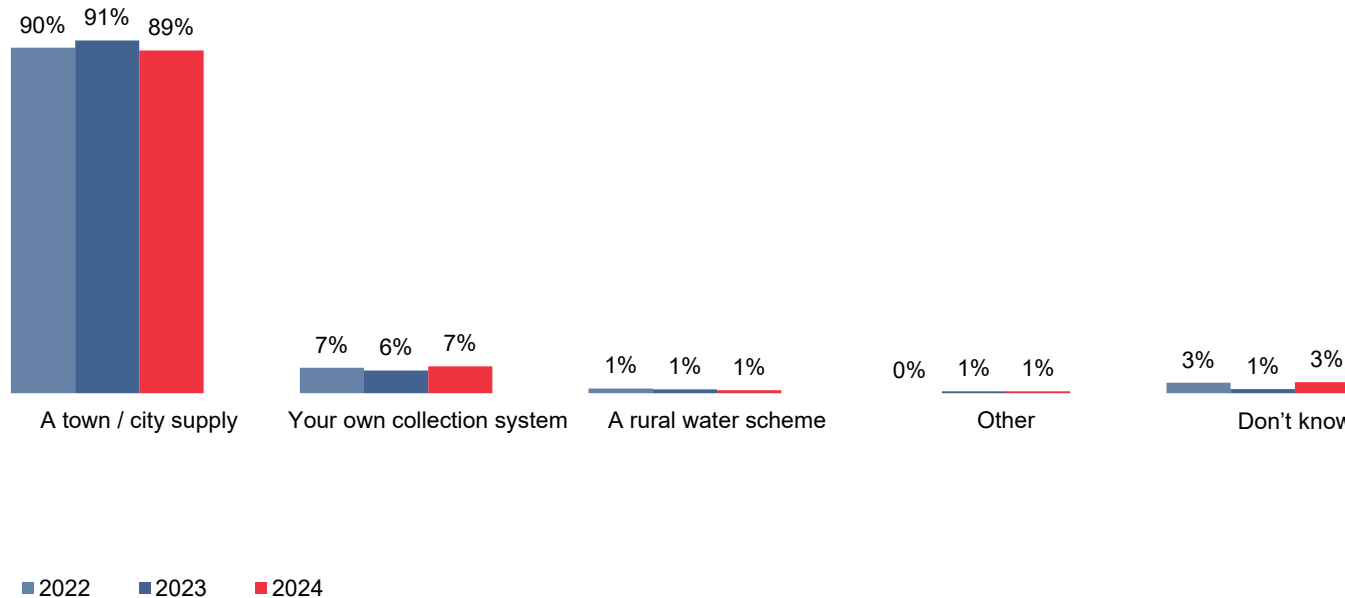




1. Results within detailed bars may sum to +/- one point due to rounding  
 2. How satisfied are you with...?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

The majority of residents (89%) rely on the city’s water system to deliver their drinking water, a result that has remained unchanged over the two prior years

Infrastructure: Water supply<sup>(1)(2)</sup>

% by connection



Significant increase 95% CI   
Significant decrease 95% CI 

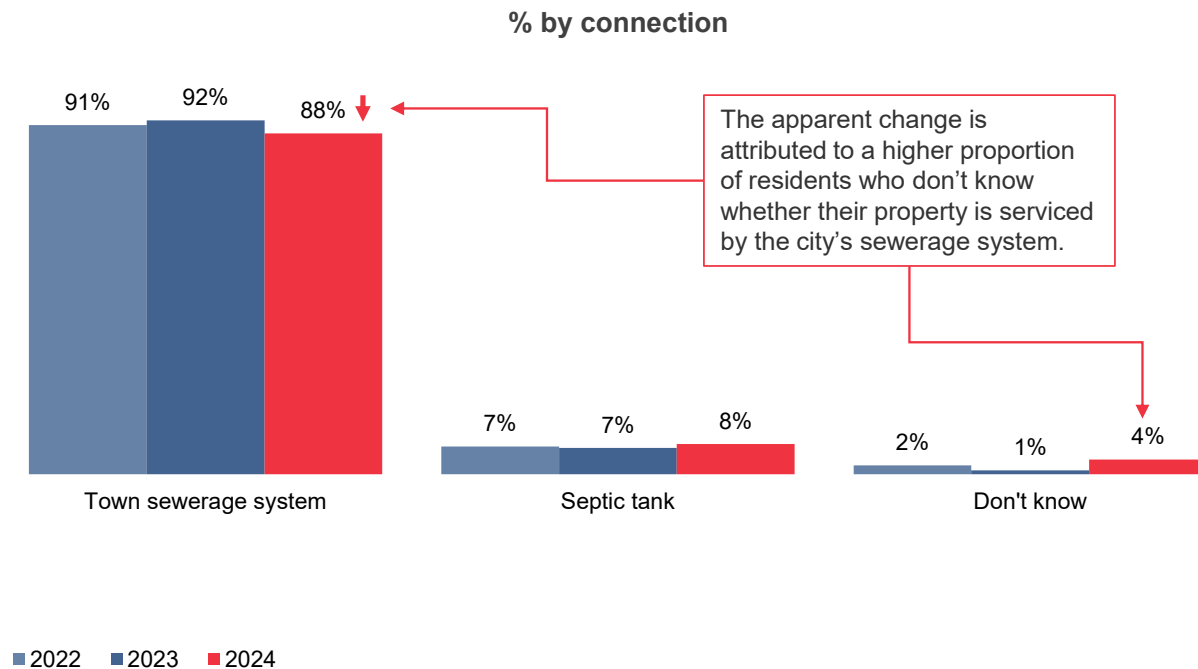
47

1. Which of the following best describes your household’s water supply?  
2. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563



# The city's sewerage system continues to service about 88% of the residents, a figure that is in line with the three prior surveys

## Infrastructure: Sewerage connection<sup>(1)(2)</sup>

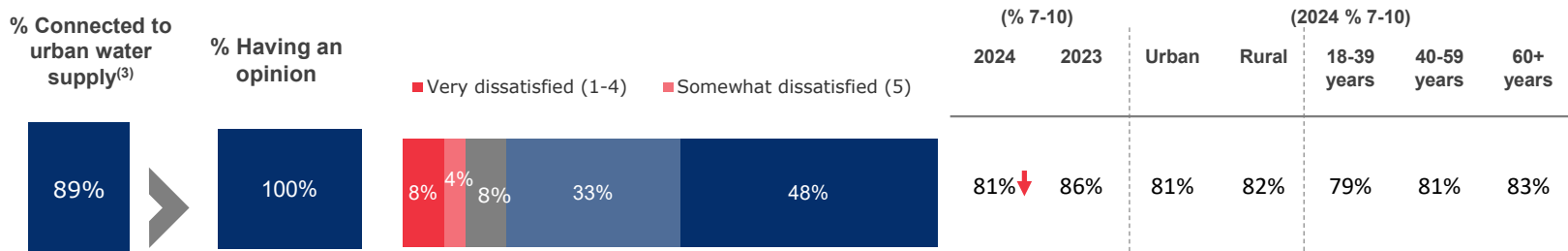


Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

1. Which of the following best describes the sewerage system that your property is connected to?  
2. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563, 2021 n=600

**Residents who have city services for water supply and sewerage are typically very satisfied with these systems, at 81% and 85%, respectively, although satisfaction with the water supply has decreased (81% versus 86% in 2023)**

**Infrastructure: Satisfaction with water supply (among those connected to the urban system)<sup>(1)(2)(4)</sup>**



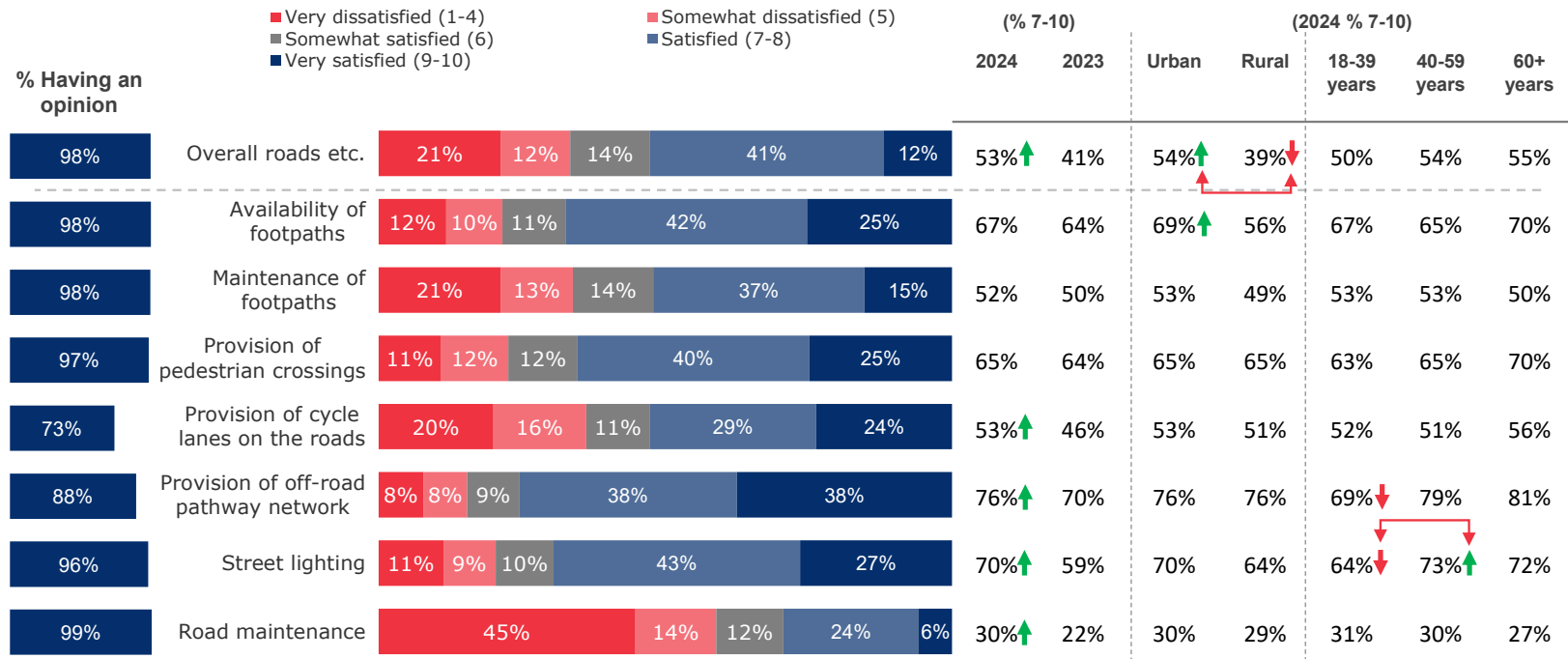
**Infrastructure: Satisfaction with sewerage system (among those connected to the urban system)<sup>(1)(2)(4)</sup>**



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 (and excludes rural schemes)  
 4. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

# Satisfaction with the city’s overall roading infrastructure has improved (53% versus 41% last year), and results for several attributes also show improvement: cycle lanes, pathways network, street lighting and road maintenance

## Infrastructure: Roads<sup>(1)(2)(3)</sup>

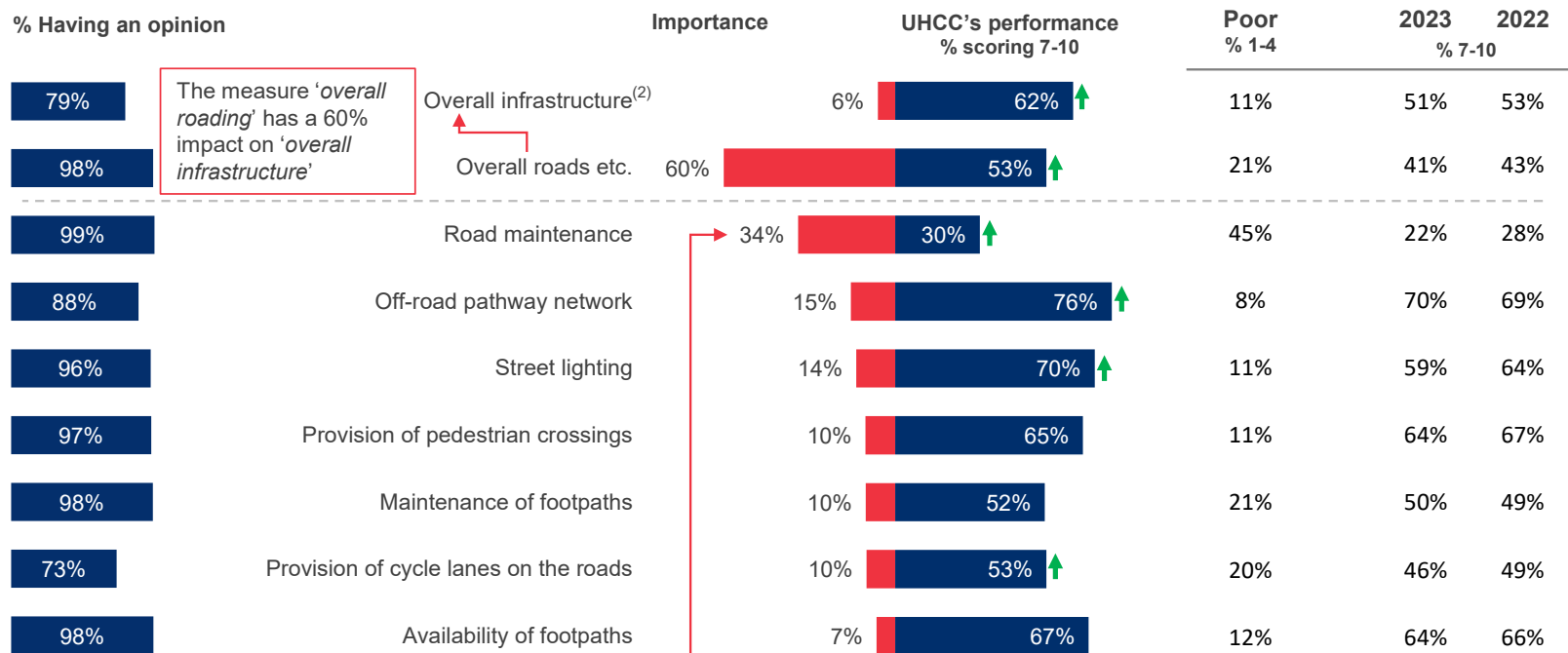


Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding  
 2. How would you rate your satisfied with each of the following...?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

**Improved perceptions of the condition of the city’s roads have elevated the overall satisfaction score (53% versus 41% last year); however, as the result remains low and as ‘Road maintenance’ is a key driver, continued focus on the repair of the city’s roads would be valued**

**Infrastructure: Understanding satisfaction with roading<sup>(1)(2)</sup>**



The measure ‘overall roading’ has a 60% impact on ‘overall infrastructure’

Improving road maintenance represents the best opportunity to add value since the performance score is low, and this attribute has the most impact on the overall evaluation (34%).

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

1. How would you rate your satisfied with each of the following...?  
2. The ‘Overall infrastructure’ question has not been asked directly but imputed from results of other questions relating to infrastructure  
3. Sample: 2024 n=710, 2023 n=680, 2022 n=563

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

### Infrastructure: Understanding satisfaction with roading<sup>(1)(2)(3)</sup>

*“The roads are dreadful and have been for years.”*

*“Our roads are terrible; the Wairarapa have better roading than us and so many streets don't have lighting on both sides, and yet we are paying more and more in rates.”*

*“Lack of infrastructure (roads) for new housing development, resulting in undue congestion within Upper Hutt.”*

*“The state of some of the footpaths, and especially the roads, is terrible. The planting near intersections often blocks site lines from vehicles and is dangerous. The appalling large scale residential development that is occurring without adequate roading and public transport is abysmal.”*

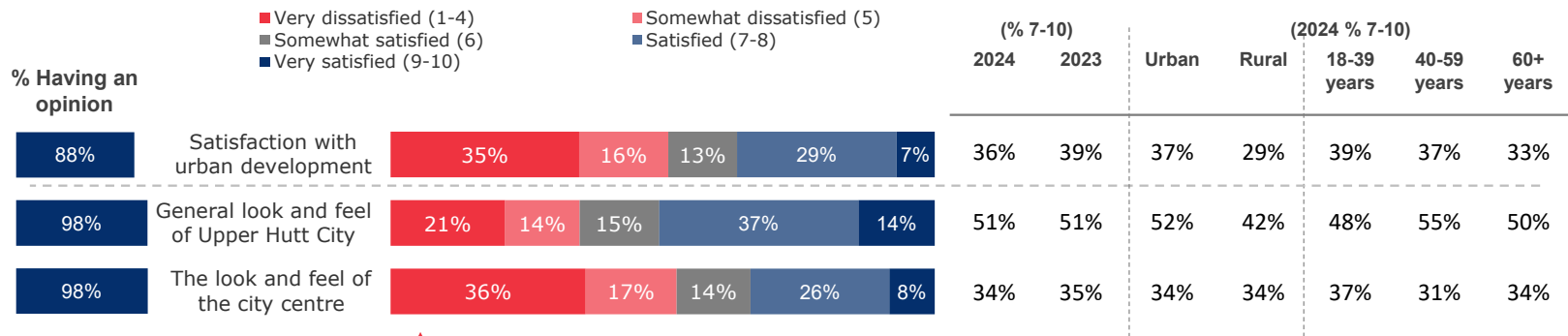


Section 10:  
**Services**

**Muirton**

# A high proportion of residents remain concerned about urban development in Upper Hutt (35% dissatisfied), and similarly, about a third (36%) are unhappy with the look and feel of the city centre

## Services: Satisfaction with town planning<sup>(1)(2)(3)</sup>



“We have such amazing facilities out of the city however our CBD is lacking.”

“The CBD is depressing. So many empty shops and no (new) initiatives from UHCC for years to try and change it. There is a lack of vision.”

1. Results within detailed bars may sum to +/- one point due to rounding  
 2. Based on your experience of impressions, how would you rate Council's performance in providing each of the following?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

## Comments about urban planning express concerns that not enough is being done to consider the broader implications of inadequate infrastructure, and its impact on communities, and the environment

### Understanding views on town planning<sup>(1)(2)(3)</sup>

*“There is no evidence that Council is planning for the necessary infrastructure needed to support the large increase in new homes and population”*

*“Lack of infrastructure planning around increased housing growth. More population with the same number of roads, causing growing traffic congestion / delays. Increased queuing affecting travel time and more emissions.*

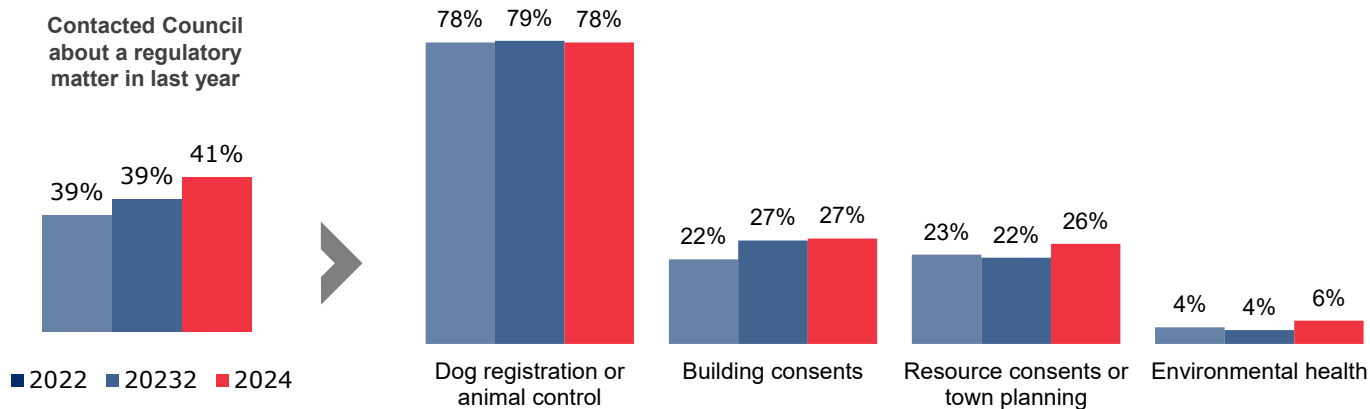
*“I am concerned at the number of new buildings being erected all around Upper Hutt and suburban streets, and how our infrastructure will cope with the increased usage. Plus, very few buildings have car parking facilities, so parking will be in the streets. Heretaunga Palmer Crescent could be impassable for many motorists due to the lack of on-site parking.”*

*“Stop large housing developments when the infrastructure does not cope with the current population.”*

# Around 41% of residents contacted Council last year about regulatory matters, with dog registration and animal control being the most frequently cited reasons

## Services: Contacting Council about regulatory matters<sup>(1)(2)</sup>

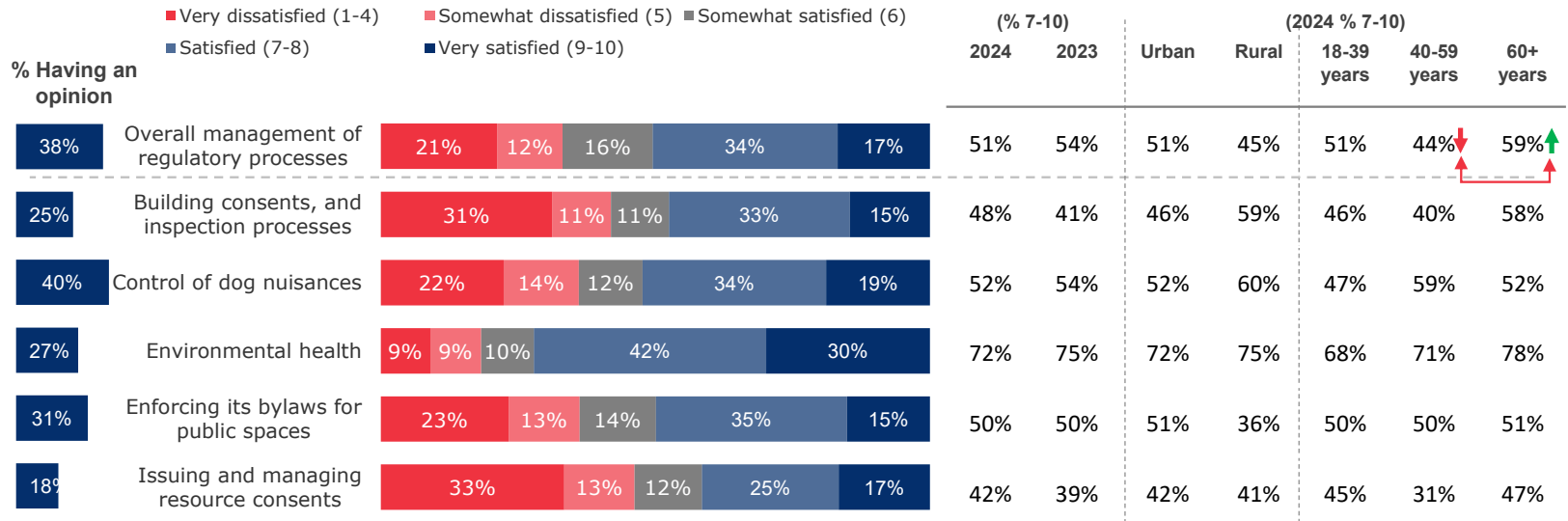
% Among those who have contacted Council about a regulatory matter



1. In the last year, which of the following have you had contact with Council about? Multiple responses  
 2. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563

# Satisfaction with Council’s regulatory services is on par with the 2023 survey; however, only a little over a third (38%) of residents felt that they had sufficient knowledge to provide an evaluation

## Services: Satisfaction with regulatory services<sup>(1)(2)(3)</sup>



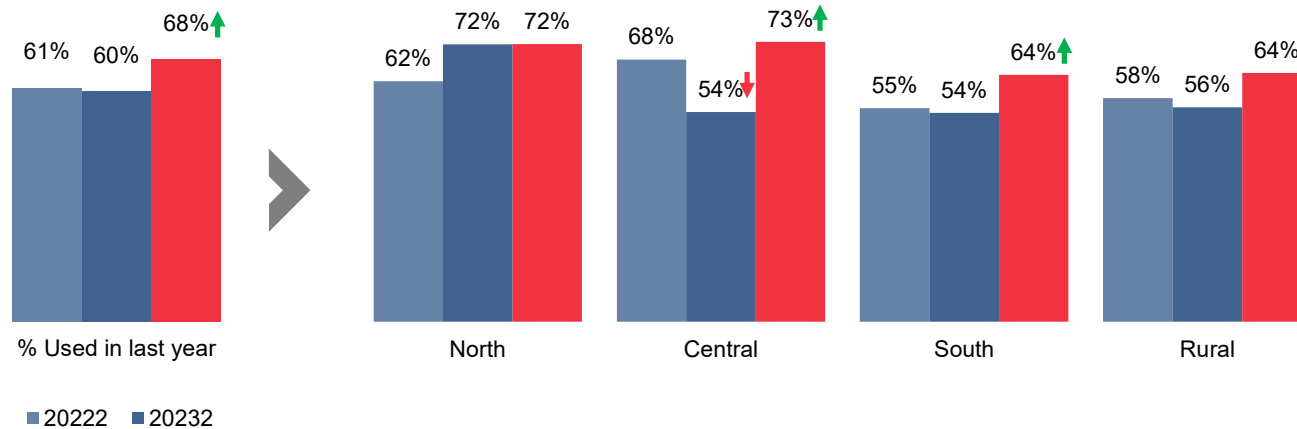
Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding  
 2. Based on your experience of impressions, how would you rate Council’s performance in providing each of the following?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

## Use of the Park Street drop-off has increased, with about two-thirds (68%) of residents using the facility; most notable is an increase in use by residents in the Central and South suburbs

### Services: Using the Park Street recycle drop-off<sup>(1)(2)</sup>

Used the Park Street recycle drop-off in last year

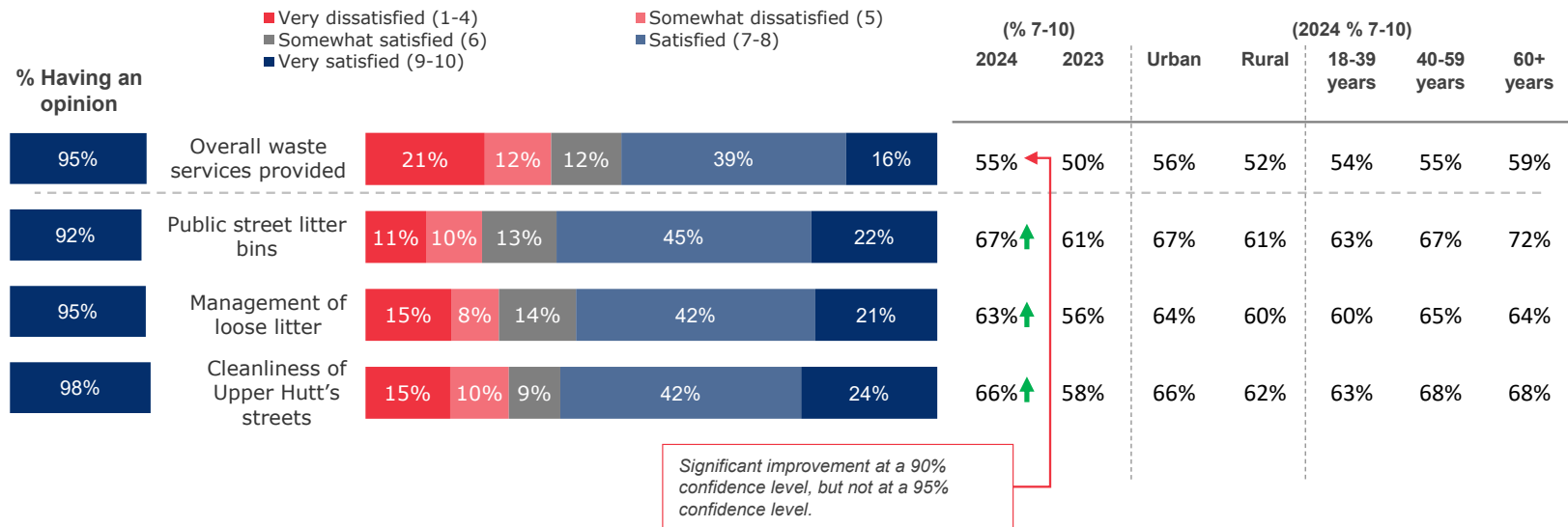


Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

1. Have you used Council's drop-off point in Park Street for recycling in the past 12 months?  
2. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563

# Satisfaction with waste services shows an improvement, with 55% of residents being satisfied, and reflects more positive results for street bins, cleanliness of streets, and management of litter; however, about a fifth (21%) of residents are unhappy with the overall service

## Services: Satisfaction with waste services<sup>(1)(2)(3)</sup>



1. Results within detailed bars may sum to +/- one point due to rounding   
 2. How satisfied are you with the following services provided by Council?   
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

## Comments suggest that there remains a strong demand for a kerbside recycling service

### Services: Understanding waste services<sup>(1)(2)(3)</sup>

*“Kerbside recycling and free rubbish collection should be included in our rates!”*

*“No mention here of recycling. Many other councils promote and provide roadside collection. Having only one 'collection point' in Upper Hutt is appalling in today's world. Increase the rates if you have to, but Council should provide roadside collection for recycling.”*

*“Household waste and recycling should be part of the services offered by Council, including food scraps.”*

*“Frustration that there is not kerbside free recycling. It's the only place I've lived since the 80's that doesn't do this.”*





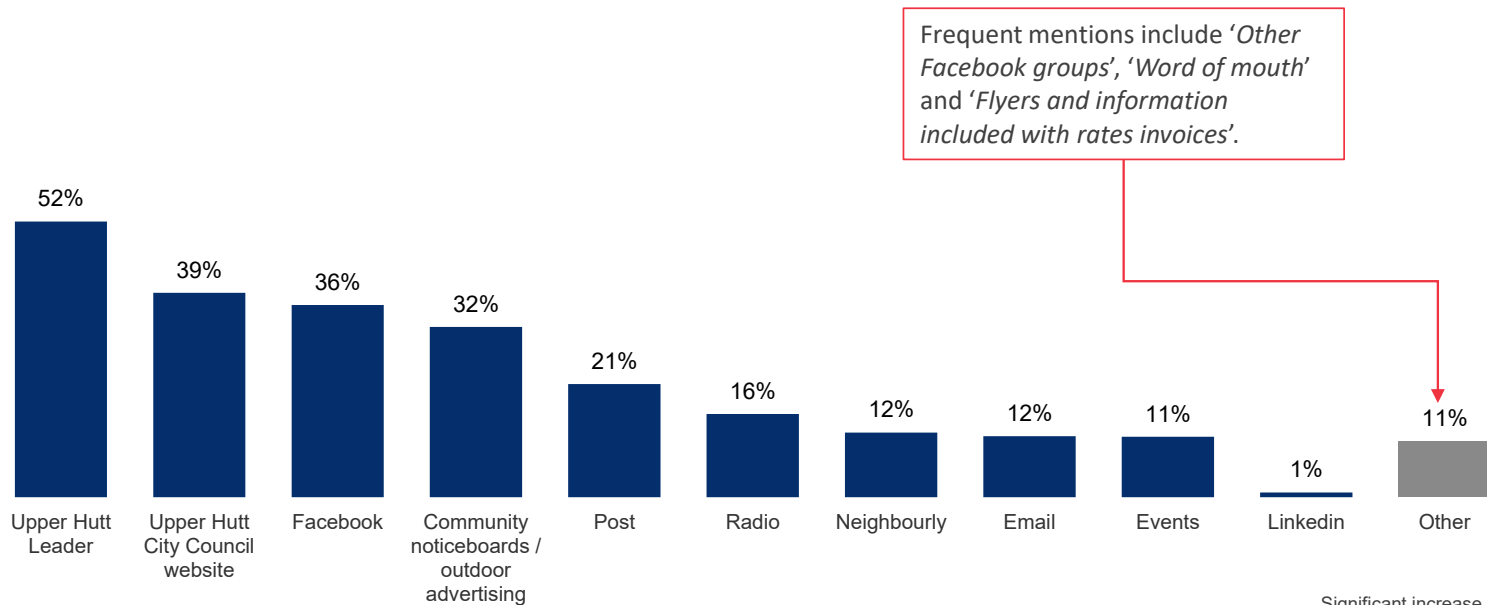
Section 11:  
**Communications**



**Muirton**

# The Upper Hutt Leader remains the most frequently accessed source of information about Council and its activities

## Services: Channels used for keeping informed about Council's activities<sup>(1)(2)</sup>

% by channel used



Significant increase 95% CI   
 Significant decrease 95% CI 

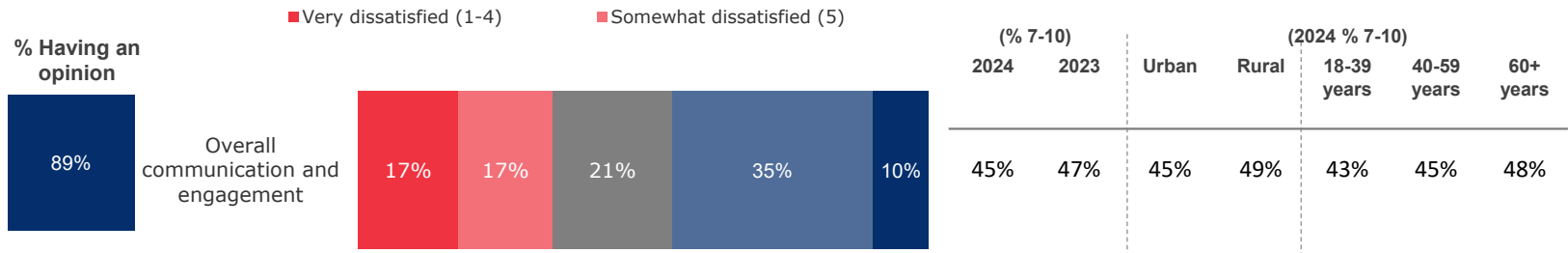
62

1. How do you keep informed about Council's news and activities? Multiple response  
 2. Sample: Total 2024 n=710



# Satisfaction with Council’s communications is on par with last year (45% versus 47%), although about a third remain either very (17%) or somewhat dissatisfied (17%)

## Communication: Satisfaction with Council’s communications<sup>(1)(2)(3)</sup>





*“The poor ability to communicate, organise and know what is going on... is shockingly obvious. Sending out letters of intent for work, blocking off roads with cones, three weeks later and no work has happened.”*

*“Council could do a better job with communication; not everyone is tied to Facebook!”*

*“Better communication around events and updates on services.”*

*“I see very little communication and engagement with the level of population growth, where is all the extra money going?”*

*“I was not impressed with the recent poor communications in respect of the proposed rates increases and expect to hear that Council has listened to feedback and look forward to seeing improved communications in future.”*

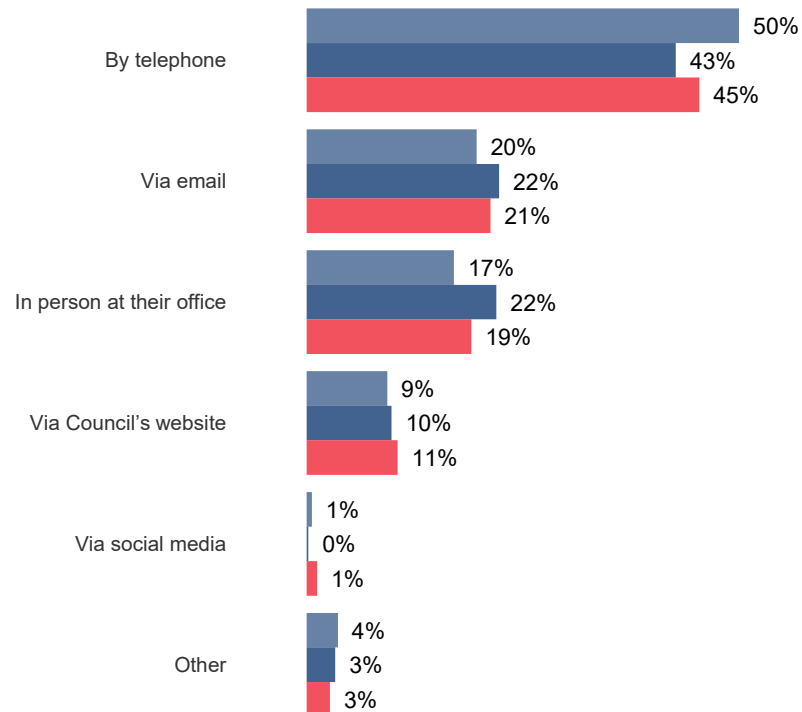
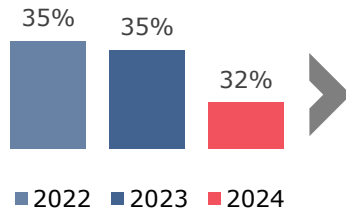
Significant increase 95% CI   
Significant decrease 95% CI 



1. Results within detailed bars may sum to +/- one point due to rounding  
 2. The overall communication question was re-worded in 2023 to ask “Overall communication and engagement, and channels used”  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

**Approximately a third (32%) of residents contacted Council in the last year with a complaint or issue they required assistance with, and among this group, the telephone remains the most preferred channel (45%)**

**Communication: Requesting service or making complaints<sup>(2)(3)</sup>**

% Made a complaint or request for service in last six months<sup>(1)</sup>

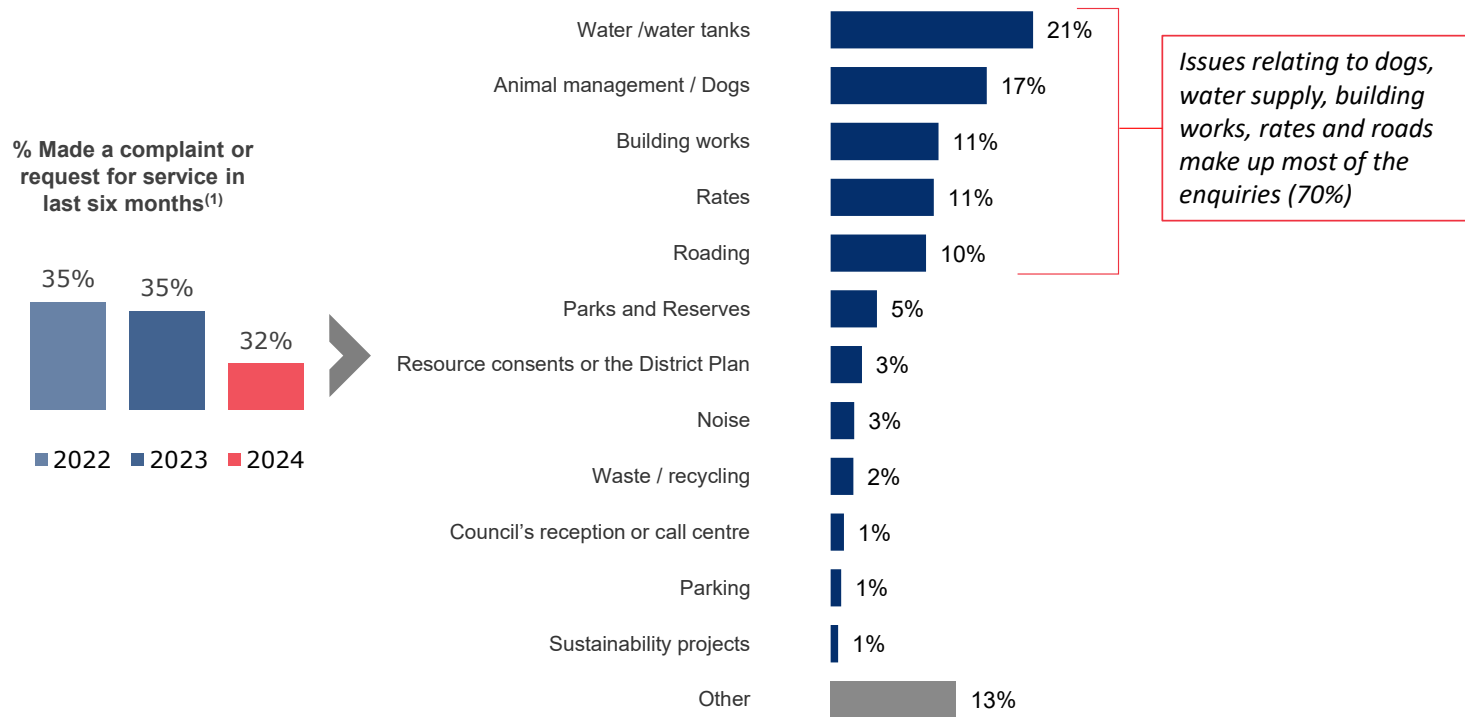


Significant increase 95% CI   
Significant decrease 95% CI 

1. Have you made a request for service or lodged a complaint about a Council service in the past six months?  
 2. Thinking about your most recent request or complaint, what did it relate to?  
 3. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563; making a service request, 2024 n=258, 2023 n=257, 2022 n=196

## Issues lodged with Council relating to water supply, dogs, building works, rates and roading collectively account for most enquiries (70%)

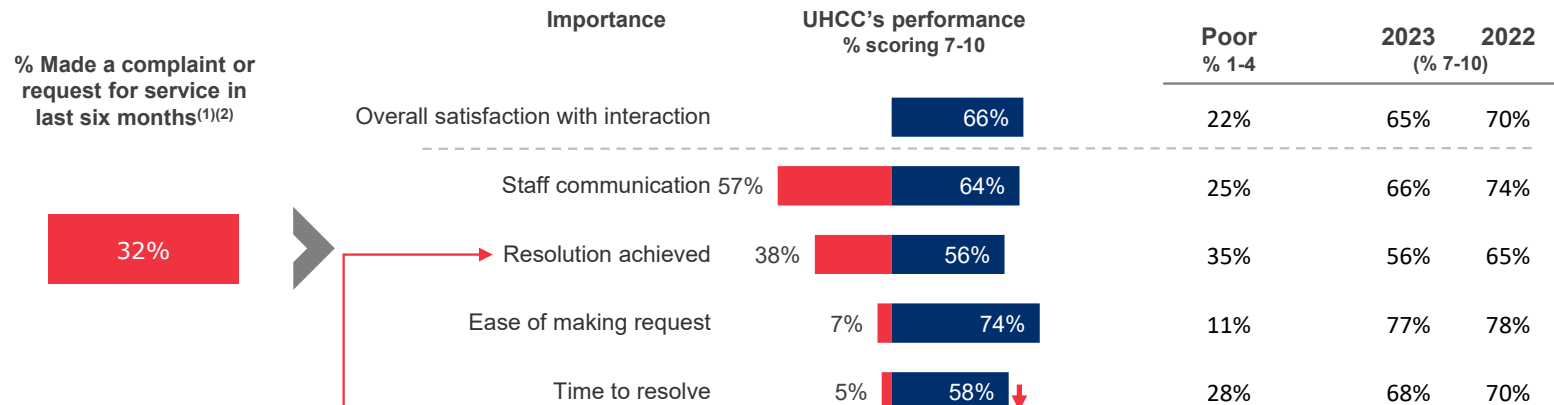
### Communication: Requesting service or making complaints<sup>(2)(3)</sup>



1. Have you made a request for service or lodged a complaint about a Council service in the past six months?  
 2. Thinking about your most recent request or complaint, what did it relate to? Multiple response  
 3. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563; making a service request, 2024 n=258, 2023 n=257, 2022 n=196

# Evaluation of how Council is handling issues lodged is strongly influenced by ‘Staff communication’ and ‘the Resolution achieved’, and as performance of the latter element is lower than other measures, it is identified as an improvement opportunity

## Communication: Satisfaction with handling service requests and complaints<sup>(3)</sup>

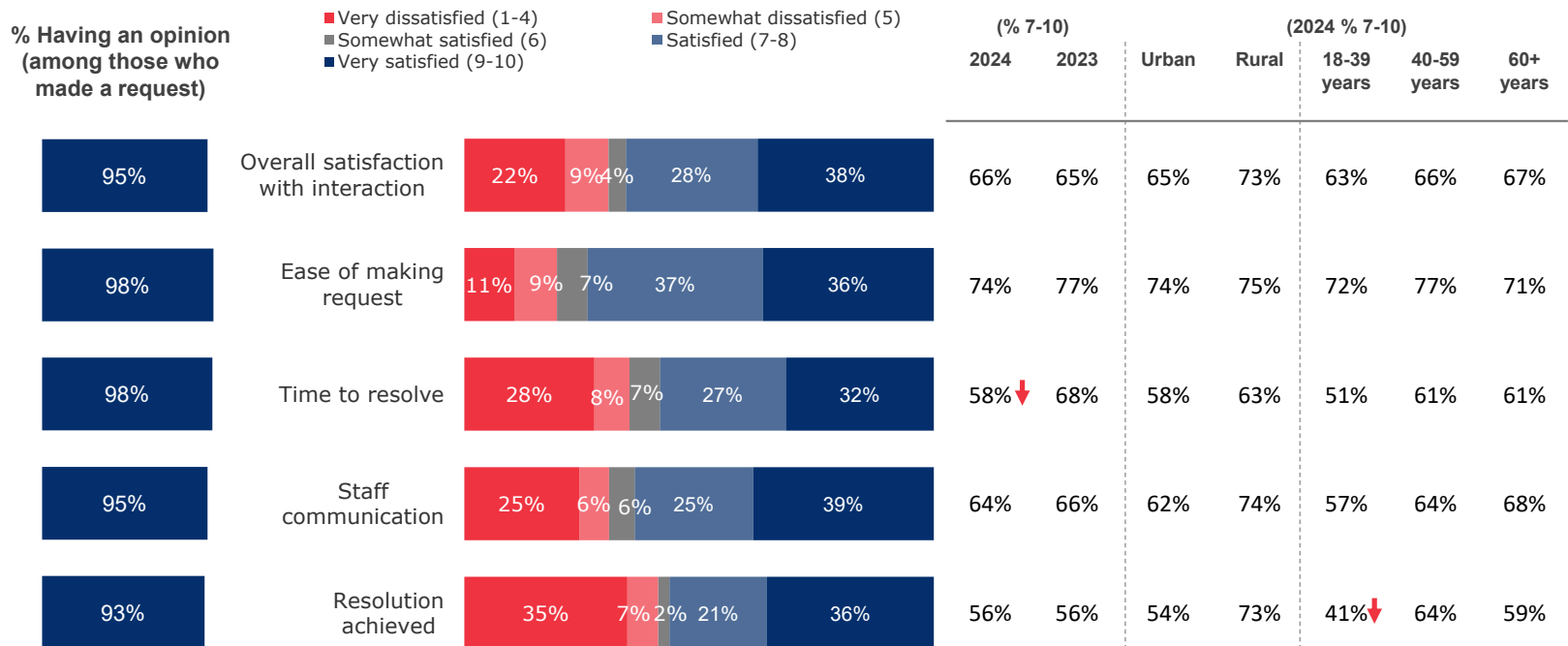


The resolution achieved is a key driver to interaction performance and as there is a significant proportion of residents dissatisfied with this element (35%), this represents the best opportunity to add value.



1. Have you made a request for service or lodged a complaint about a Council service in the past six months?  
 2. Results relate to those who have made a complaint or request for service in the last year  
 3. Sample: Total 2024 n=710, 2023 n=680, 2022 n=563; making a service request, 2024 n=258, 2023 n=257, 2022 n=196

# Results for interactions with Council staff are similar to the prior survey; however, an opportunity remains to improve perceptions around resolution achievement since a high proportion of residents are unhappy (35% very dissatisfied)

## Communication: Satisfaction with handling service requests and complaints<sup>(1)(2)(3)(4)</sup>




It's not always possible to give people what they are seeking; however, if there is good understanding of the reason for the final decision, people are more likely to be accepting.

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 six months?  
 3. Results relate to those who have made a complaint or request for service in the last year  
 4. Total 2024 n=710, 2023 n=680, 2022 n=563; making a service request, 2024 n=258, 2023 n=257, 2022 n=196





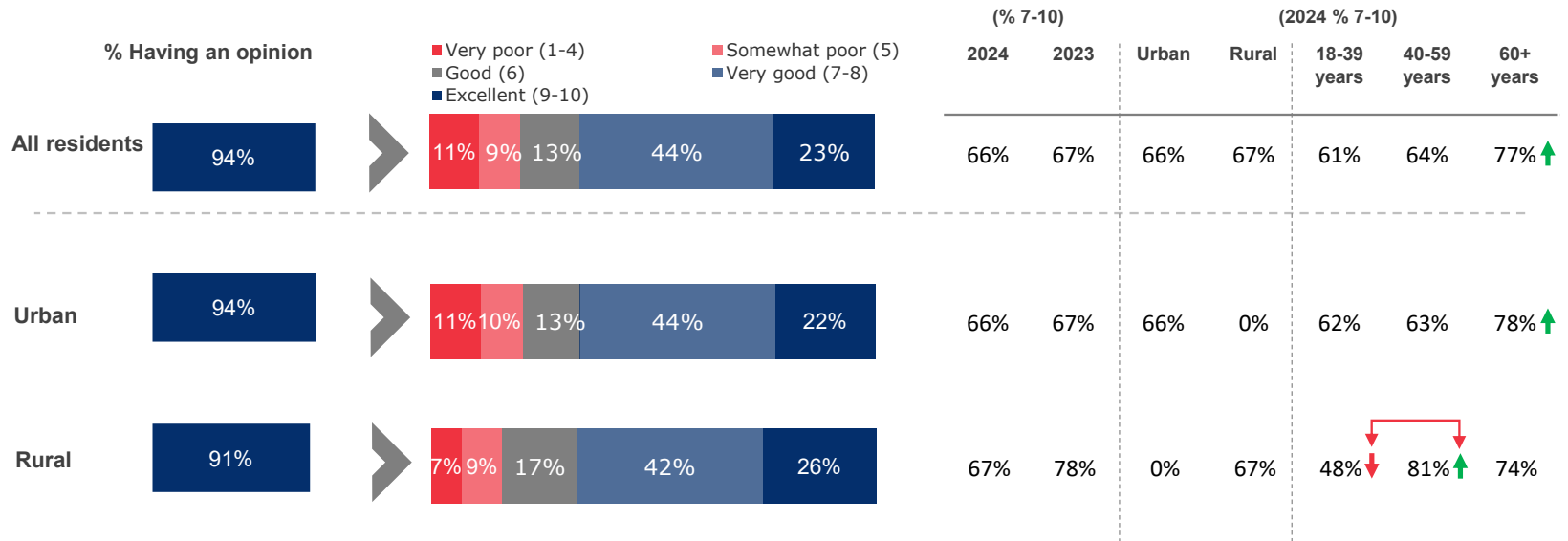
Section 12:  
**Wellbeing**

**Muirton**



# Residents in Upper Hutt City mostly have a good sense of personal wellbeing, with about two-thirds (66%) considering their wellbeing to be very good or excellent; and of note, older residents have a higher sense of wellbeing than younger age groups

## Wellbeing: Personal sense of wellbeing<sup>(1)(2)(3)(4)</sup>

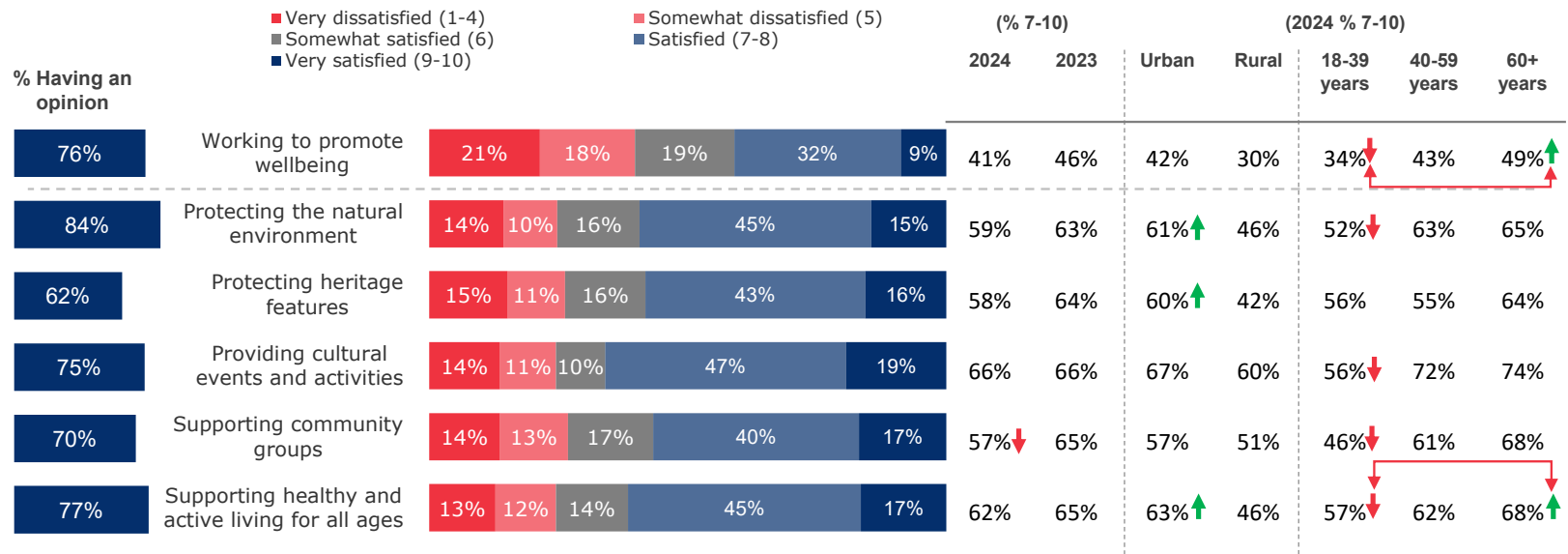




1. Results within detailed bars may sum to +/- one point due to rounding  
 2. How would you describe your personal health and wellbeing? New question in 2021  
 3. Health and wellbeing questions were introduced in the 2021 survey to reflect the Local Government (Community wellbeing) Amendment Act  
 4. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

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

# Residents appear to be somewhat less satisfied with Council’s work to promote wellbeing in the community, with only 41% classified as being satisfied, down from 46% last year, and 21% are very dissatisfied

## Wellbeing: Satisfaction with Council’s activities to promote<sup>(1)(2)(3)(4)</sup>



Significant increase 95% CI   
Significant decrease 95% CI 

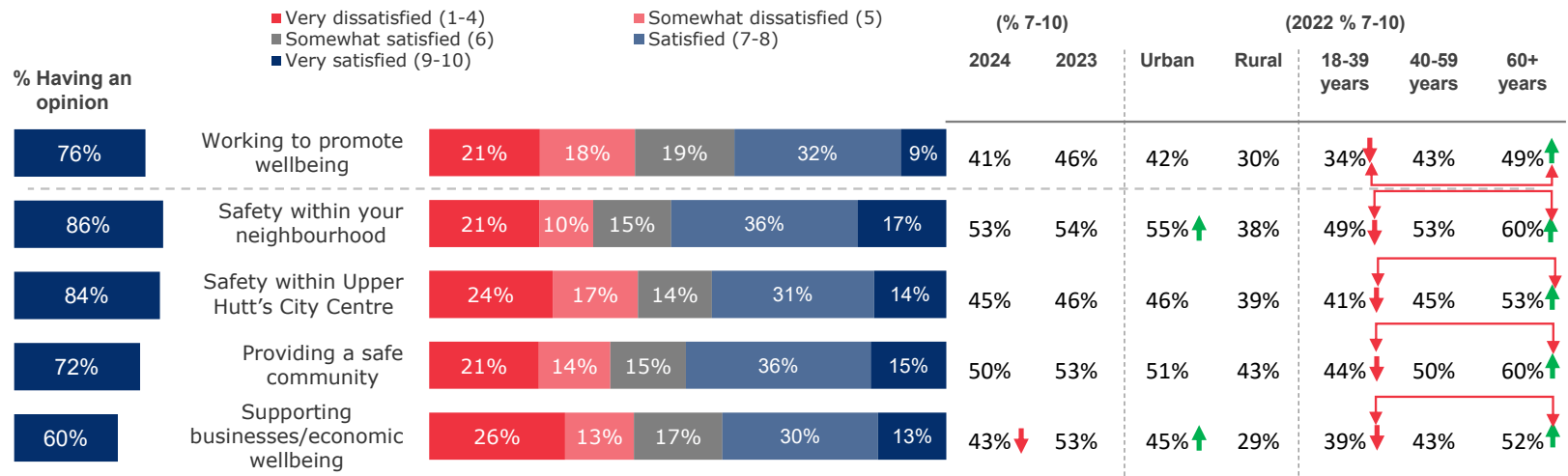
70

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 wellbeing questions were introduced in 2021 to reflect the Local Government (Community wellbeing) Amendment Act  
 4. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680



# Residents continue to feel unsafe in the city centre with only 45% indicating that they feel safe, while 41% feel very or somewhat unsafe; however, of note, older residents tend to have a more positive perspective

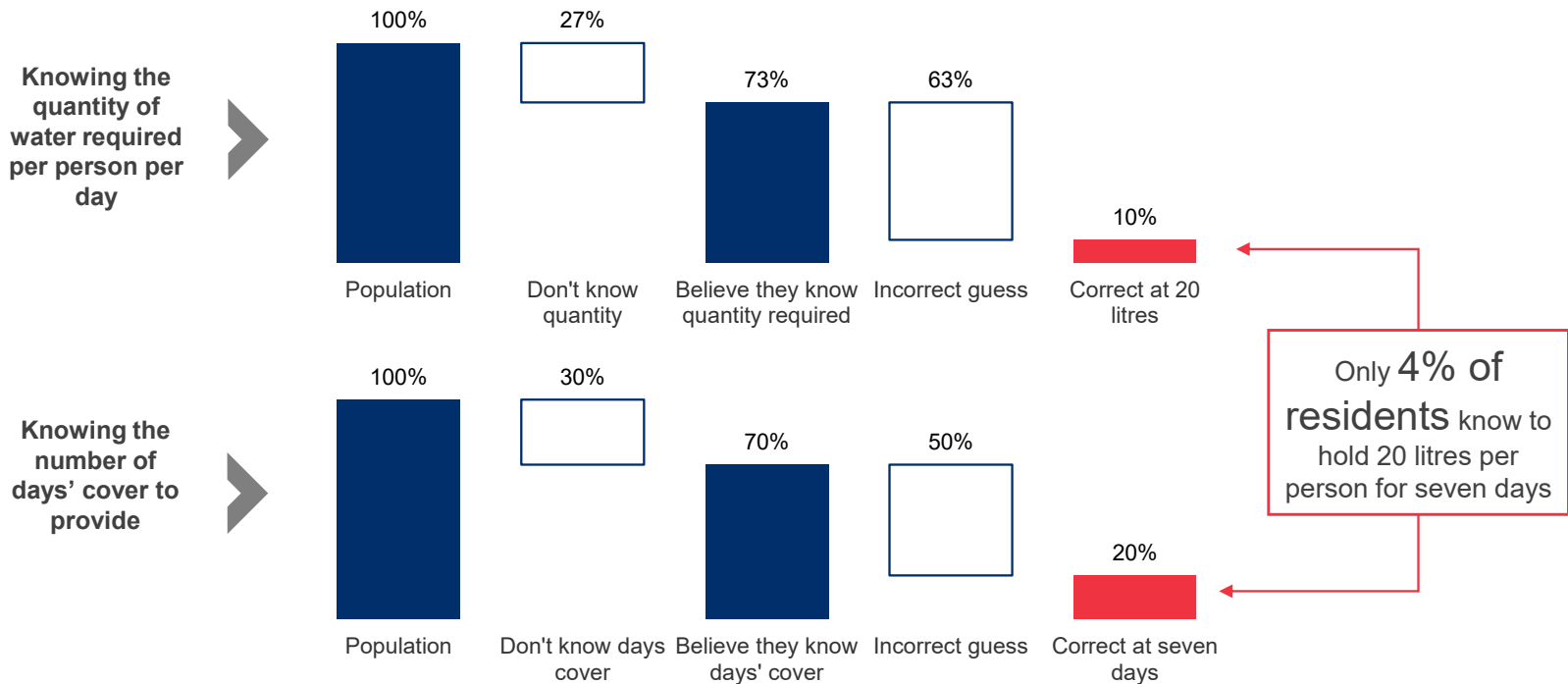
## Wellbeing: Satisfaction with Council’s activities to promote (continued)<sup>(1)(4)</sup>



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 wellbeing questions were introduced in 2021 to reflect the Local Government (Community wellbeing) Amendment Act  
 4. Sample: Total 2024 n=710, Urban n=641, Rural n=69, Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

# 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

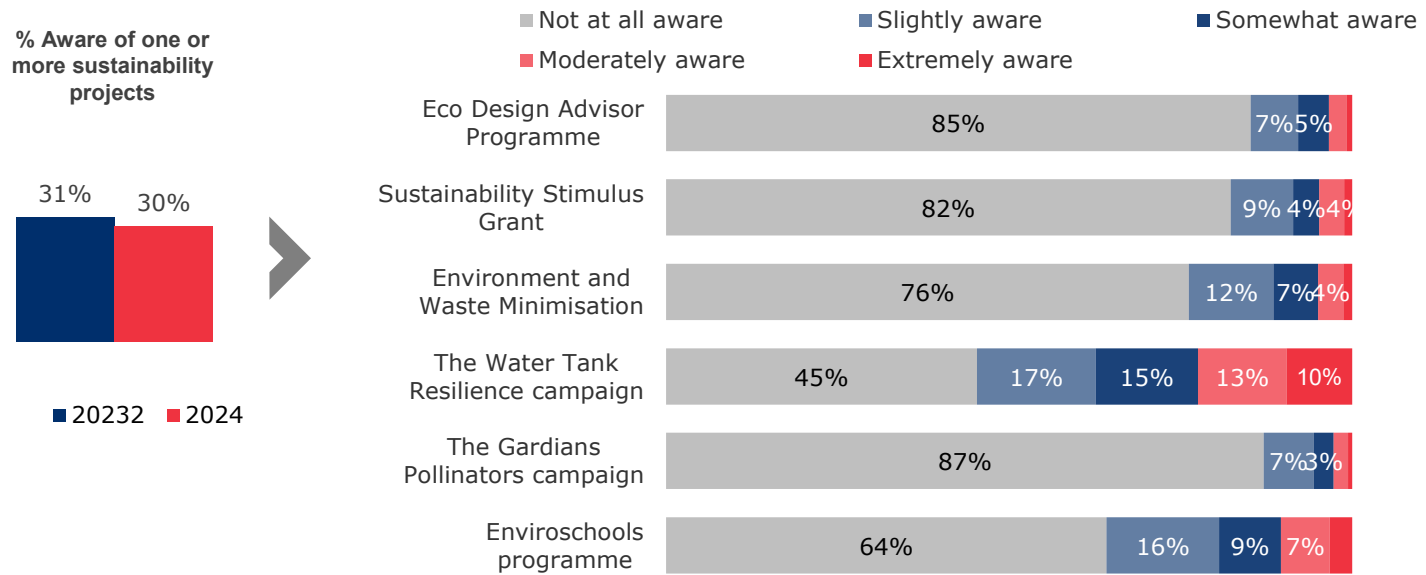
## Wellbeing: Prepared for emergencies<sup>1)(2)(3)(4)</sup>




1. How many litres of water should be stored for each person per day in the case of an emergency event? And for how many days?  
 2. Sample: Total 2024 n=710

# Almost a third (30%) of residents are aware of one or more of the sustainability projects operated by Council; however, they generally have minimal knowledge of these activities except for the 'Water Tank Resilience campaign'

## Sustainability projects: Proportion of the population aware<sup>(1)(2)</sup>



1. Council undertakes several sustainability projects. How much knowledge do you have of each of the following projects?  
 2. Sample: Total 2024 n=710

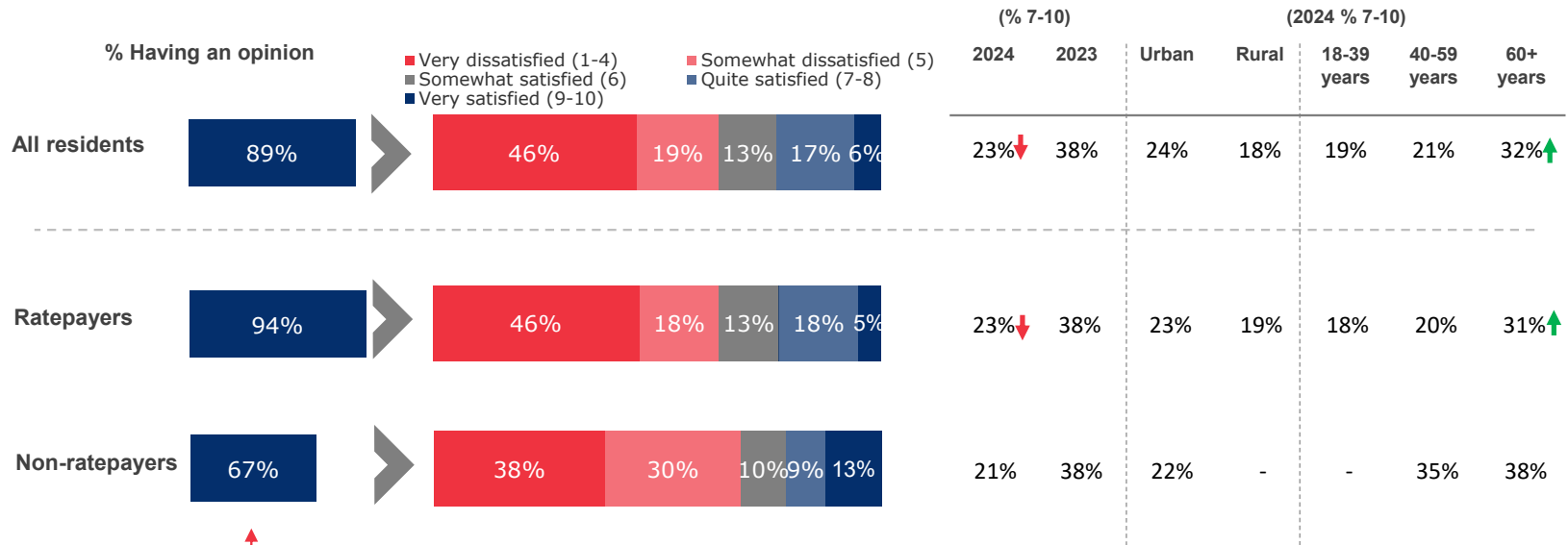


Section 13:  
**Council's charges**

**Muirton**

# There has been a significant decline in satisfaction with Council’s ‘Overall rates and other charges’, with only 23% of residents being satisfied and 46% being very dissatisfied

## Council’s charges: Overall rates and other charges<sup>(1)(2)(3)(4)</sup>



Those who don't pay rates on a property that they own are far less likely to have an opinion when asked about Council's pricing.

A small number of respondents didn't know if anyone in their household paid rates. Results for these individuals have been included in totals for 'all residents' but excluded from the 'ratepayers' and 'non ratepayers' categories

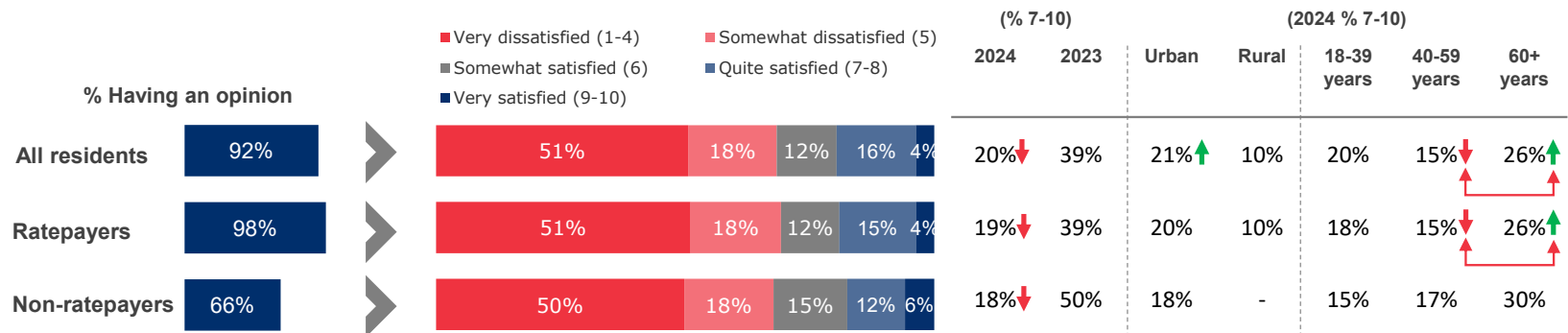
Significant increase 95% CI ↑  
Significant decrease 95% CI ↓

75

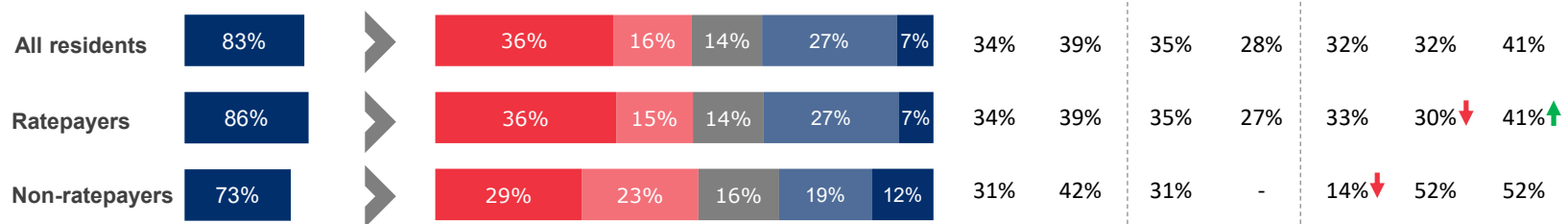
1. Results within detailed bars may sum to +/- one point due to rounding  
 2. How would you rate the Council for each of the following...?  
 3. Sample: Total 2024 n=710, Urban n=641, Rural n=69; Ratepayer n=625, Non-ratepayer n=68, Don't know n=17; Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680

# Looking specifically at satisfaction with rates, results reflect a significant decline (20% versus 39% last year) with around half of all residents now 'very dissatisfied' (51%)

## Council's charges: Rates being fair and reasonable<sup>(1)(2)(3)</sup>



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



A small number of respondents didn't know if anyone in their household paid rates. Results for these individuals have been included in totals for 'all residents' but excluded from the 'ratepayers' and 'non ratepayers' categories

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

76

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. Sample: Total 2024 n=710, Urban n=641, Rural n=69; Ratepayer n=625, Non-ratepayer n=68, Don't know n=17; Age: 18-39 years n=164, 40-59 years n=221, 60+ years n=325; 2023 n=680





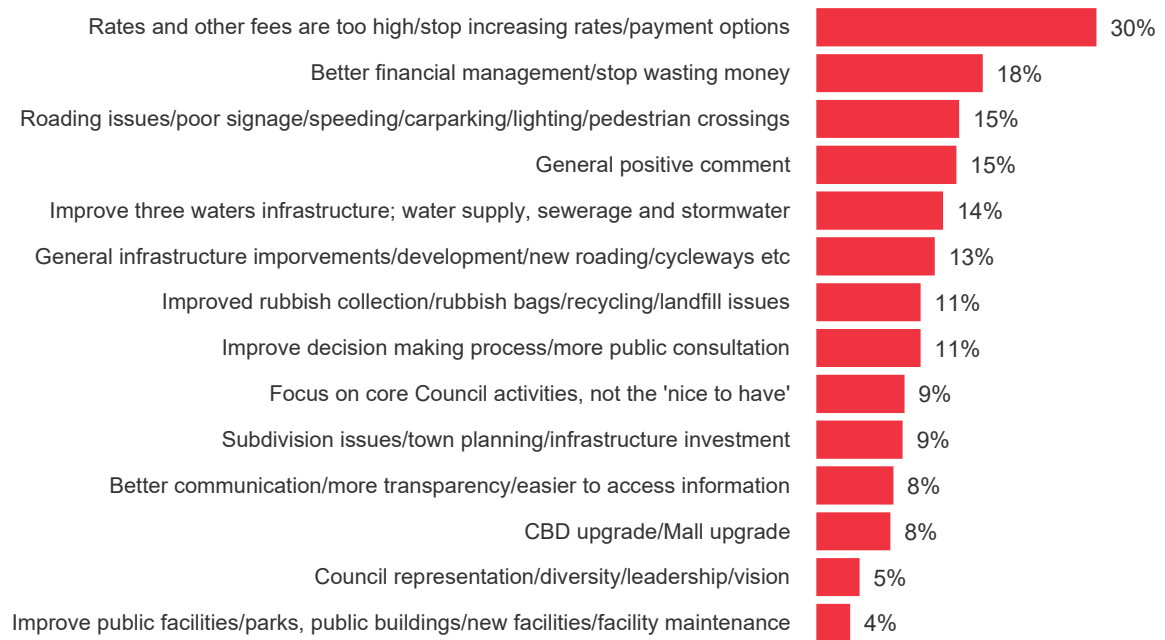
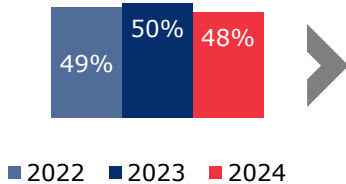
Section 14:  
**General comments about Council**

**Muirton**

# Verbatim comments support the quantitative results regarding concerns about the proposed rate increases and associate these with poor management and decision-making

## General: Comments about Council or improvements that would be valued<sup>(1)(2)(3)</sup>

% Offering a comment



1. Are there any comments that you would like to make about Council?  
 2. Only the most frequently occurring comments have been presented  
 3. Sample: Total 2024 n=710



Section 15:  
**Appendix: Table of performance measures**

**Muirton**

## Overall level measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall value for money	25%↓	37%	38%	21%	19%	33%↑	11%	21%	23%	32%↑	17%	26%
Overall satisfaction	30%↓	45%	42%	25%↓	31%	35%↑	19%↓	29%	26%↓	37%↑	29%	30%
Image and reputation	35%↓	47%	41%	26%↓	38%↑	41%	23%↓	36%	28%↓	42%	30%	36%
Infrastructure	62%↑	51%	53%	60%	62%	63%	55%	59%	65%	62%	52%	63%
Core services	44%	42%	40%	38%↓	40%	53%↑	34%	41%	44%	49%	44%	44%
Public facilities	75%	73%	76%	64%↓	76%↑	81%↑	76%	67%↓	79%	81%	58%↓	78%
Outdoor spaces	86%	84%↓	88%↑	81%↓	87%	90%↑	83%	84%	88%	88%	82%	87%
Communications	45%	47%	39%	41%	43%	48%	49%	43%	45%	48%	42%	46%
Wellbeing	41%	46%	47%	42%	37%	45%	30%	34%	43%	49%↑	33%	42%
Overall Council charges	23%↓	38%	40%	24%	19%	26%	18%	19%	21%	32%↑	15%↓	25%

## Management and reputation measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall reputation	35% ↓	47%	41%	26% ↓	38% ↑	41% ↑	23% ↓	36%	28% ↓	42%	30%	36%
Leadership	36% ↓	45% ↑	38%	30% ↓	36% ↑	44% ↑	18% ↓	34%	29%	48% ↑	30%	37%
Trust	35% ↓	46% ↑	38%	26% ↓	46% ↑	38%	23% ↓	35%	29% ↓	43% ↑	31%	36%
Financial management	23% ↓	41%	39%	18% ↓	23%	30% ↑	13% ↓	22%	21%	28%	21%	24%
Innovation and quality	32% ↓	42% ↑	37%	29%	30%	35%	24%	32%	28%	35%	26% ↓	33% ↑

## Infrastructure measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall infrastructure	62% <span style="color: green;">↑</span>	51%	53%	60%	62%	63%	55%	59%	65%	62%	52%	63%
Water supply	81% <span style="color: red;">↓</span>	86% <span style="color: green;">↑</span>	81%	79%	83%	80%	82%	79%	81%	83%	75% <span style="color: red;">↓</span>	82%
Sewerage system	85%	87%	86%	85%	86%	85%	81%	82%	88%	86%	82%	86%
Stormwater system	69% <span style="color: green;">↑</span>	63%	63%	65%	68%	72%	62%	66%	72%	68%	68%	69%
Overall roads, cycle ways, footpaths	53% <span style="color: green;">↑</span>	41%	43%	50%	48%	60% <span style="color: green;">↑</span>	39%	50%	54%	55%	38%	55%

## Roading measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall roads, cycle ways, footpaths	53% <span style="color: green;">↑</span>	41%	43%	50%	48%	60% <span style="color: green;">↑</span>	39%	50%	54%	55%	38%	55%
Road maintenance	30% <span style="color: green;">↑</span>	22% <span style="color: red;">↓</span>	28%	24% <span style="color: red;">↓</span>	30%	33% <span style="color: green;">↑</span>	29%	31%	30%	27%	28%	30%
Availability of footpaths	67%	64%	66%	60% <span style="color: red;">↓</span>	69%	73% <span style="color: green;">↑</span>	56%	67%	65%	70%	57%	69%
Maintenance of footpaths	52%	50%	49%	46% <span style="color: red;">↓</span>	53%	56% <span style="color: green;">↑</span>	49%	53%	53%	50%	46%	53%
Provision of pedestrian crossings	65%	64%	67%	62%	60% <span style="color: red;">↓</span>	70% <span style="color: green;">↑</span>	65%	63%	65%	70%	59%	66%
Provision of cycle lanes on roads	53% <span style="color: green;">↑</span>	46% <span style="color: red;">↓</span>	49%	51%	51%	55%	51%	52%	51%	56%	57%	52%
Provision of off-road walkways etc.	76% <span style="color: green;">↑</span>	70%	69%	72% <span style="color: red;">↓</span>	70% <span style="color: red;">↓</span>	80% <span style="color: green;">↑</span>	76%	69% <span style="color: red;">↓</span>	79%	81%	65%	77%
Street lighting	70% <span style="color: green;">↑</span>	59% <span style="color: red;">↓</span>	64%	72%	64%	72%	64%	64% <span style="color: red;">↓</span>	73% <span style="color: green;">↑</span>	72%	58%	72%

## Core services measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall core services	44%	42%	40%	38%↓	40%	53%↑	34%	41%	44%	49%	44%	44%
Urban development	36%	39%	40%	27%↓	39%↑	43%↑	29%	39%	37%	33%	33%	37%
Regulatory processes	51%	54%	47%	44%	55%	54%	45%	51%	44%↓	59%↑	48%	51%
Waste services	55%↑	50%	48%↓	56%	50%	58%	52%	54%	55%	59%	51%	56%



## Outdoor facilities measures (%7-10) (among users)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall outdoor spaces	88%	85% ↓	89% ↑	83% ↓	87%	91% ↑	89%	85%	89%	90%	82%	89%
Parks and reserves	89%	88%	90%	82% ↓	88%	93% ↑	91%	86%	91%	91%	79%	91%
Sports fields	87%	86%	88%	75% ↓	94%	90%	96%	86%	86%	93%	78% ↓	89% ↑
Playgrounds	89%	92%	90%	80% ↓	95% ↑	90% ↑	93%	84% ↓	92%	94% ↑	84%	90%
Akatārawa Cemetery	86% ↓	82% ↓	95% ↑	88%	80%	91%	81%	78% ↓	89%	92% ↑	82%	88%

## Public facilities measures (%7-10) (among users)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall public facilities	76%	74%	77%	64%↓	75%	83%	81%	67%↓	82%	81%	58%↓	78%
Service at libraries	88%	93%	92%	85%	87%	91%	86%	82%↓	93%	92%	79%	89%
H <sub>2</sub> O Xtream (Facility)	-	65%	78%	-	-	-	-	-	-	-	-	-
H <sub>2</sub> O Xtream (Service)	-	80%	87%	-	-	-	-	-	-	-	-	-
Whirinaki Whare Taonga (I-site)	91%	90%	91%	88%	93%	92%	89%	83%↓	95%	95%	76%↓	93%
Whirinaki Whare Taonga (Events)	88%	84%	89%	84%	85%	92%	87%	82%↓	92%↑	89%	83%	88%
Activation event	92%	84%	93%	95%	87%	92%	-	92%	93%	86%	95%	91%
Public toilets	53%↑	45%↓	46%	41%↓	58%↑	56%↑	62%	43%↓	57%	64%	37%↓	55%

## Communication and interaction performance measures (%7-10)


	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall communications	45%	47%	39%↓	41%	43%	48%	49%	43%	45%	48%	42%	46%
Ease of making request	74%	77%	78%	70%	72%	76%	75%	72%	77%	71%	68%	74%
Time to respond	58%↓	68%	70%	52%	52%	64%	63%	51%	61%	61%	57%	59%
Staff communication	64%↓	66%	74%↑	58%	63%	65%	74%	57%	64%	68%	64%	64%
Outcome achieved	56%	56%	65%	49%↓	52%	59%	73%↑	41%↓	64%	59%	43%	58%
Overall, how enquiry handled	66%	65%	70%	61%	66%	66%	73%	63%	66%	67%	63%	66%

## Wellbeing measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall, promoting wellbeing	41%	46%	47%	42%	37%	45%	30%	34%↓	43%	49%↑	33%	42%
Protect the natural environment	59%	63%	60%	56%↓	68%↑	60%	46%↓	52%↓	63%	65%	51%	61%
Protection of heritage features	58%	64%	61%	53%	62%↑	63%↑	42%↓	56%	55%	64%	46%↓	61%
Providing cultural events	66%	66%	65%	58%↓	64%	73%↑	60%	56%↓	72%	74%	50%↓	69%
Encouraging social engagement	57%↓	65%	66%	50%↓	55%	62%↑	51%	46%↓	61%	68%	52%	57%
Supporting healthy living	62%	65%	66%	60%	60%	66%↑	46%↓	57%↓	62%	68%↑	52%	63%
Safety in your neighbourhood	53%	54%	57%	47%↓	60%↑	56%↑	38%↓	49%↓	53%	60%↑	50%	54%
Safety in Upper Hutt City Centre	45%	46%	56%↑	43%	52%	45%	39%	41%↓	45%	53%↑	42%	46%
Business economic wellbeing	43%↓	53%	51%	41%	40%	51%↑	29%↓	39%↓	43%	52%↑	40%	44%
Providing a safe community	50%	53%	57%	49%	52%	51%	43%	44%↓	50%	60%↑	42%	52%

## Council charges and fees (%7-10)

	Year			Location				Age group			Ethnicity	
	2024	2023	2022	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall Council charges	23% ↓	38%	40%	24%	19%	26%	18%	19%	21%	32% ↑	15% ↓	25%
Rates being fair and reasonable	20% ↓	39%	39% ↑	19%	18%	23% ↑	10% ↓	20%	15% ↓	26% ↑	15%	20%
Fees for other services being reasonable	34% ↓	39%	42% ↑	28% ↓	34%	40% ↑	28%	32%	32%	41%	30%	35%



Section 16:  
**Sample structure**

**Muirton**

**The sample has slightly under-represented younger age groups and over-represented those in older age groups; however, this bias has been successfully corrected by weighting the data**

### Response rate and sample composition by age

Population (2018 Census)	Group	Sample n=	Weighted <sup>(1)</sup> n=	Response calculation	Sample n=
17%	65+ Years	249	122	Total sample	2,700
26%	50-64 years	194	184	Less returned, moved, unable to complete etc.	61
37%	30-49 years	207	264	Adjusted sample	2,639
20%	18-29 years	60	140	Questionnaires returned	
				- Online	509
				- Paper	210
	Total	710	710	Total returned	710
					26.9%

#### Weighting:

Weighting serves the purpose of adjusting responses based on demographics within the sample, so that 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 0.43 to 2.99 and a standard deviation of 0.54, which is slightly smaller than applied in 2023 and remains well within acceptable limits.

**The sample has achieved a good distribution across geographic areas, and although the proportion of Māori who responded is less than the general population proportion (10% versus 14%), the response was sufficient for a successful weighting adjustment**

### Sample composition by ward and ethnicity

	Sample n=	Weighted <sup>(1)</sup> n=	Weighted %
North	177	179	25%
Central	158	160	23%
South	306	304	43%
Rural	69	67	9%
<b>Total</b>	<b>710</b>	<b>710</b>	<b>100%</b>
Urban	641	643	91%
Rural	69	67	9%
<b>Total</b>	<b>710</b>	<b>710</b>	<b>100%</b>

Ethnicity	Sample n=	Weighted <sup>(1)</sup> n=	Weighted %
Māori	70	100	14%
Other ethnicities	640	610	86%
<b>Total</b>	<b>710</b>	<b>710</b>	<b>100%</b>



Section 17:  
**Contact details**

**Muirton**

## Contact details

### Address

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**Physical address:**

12 Ivy Place  
Matua  
Tauranga  
New Zealand

**Postal address:**

PO Box 8378  
Cherrywood  
Tauranga 3145  
New Zealand

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### Contact

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**David Mustard**

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

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# Upper Hutt City Council

Economic development survey

June 2024



Photo credit: live.upperhuttcity.com



## Research methodology

Online quantitative research to establish satisfaction with the Upper Hutt City Council's Economic Development Team (EDT).

### Objectives

- Measure the level of contact provided by the EDT
- Establish what support the EDT have provided
- Measure satisfaction with the support provided by the EDT
- Identify how businesses and retail operators see the importance of the city centre for Upper Hutt's economy
- Identify businesses and retail operators' suggestions for improving the city centre
- Identify the things that Council does well to support businesses and retail operators
- Identify what else Council could do to support businesses and retail operators



### Economic development survey, June 2024

- **Start Date:** 4<sup>th</sup> June 2024
- **End Date:** 27<sup>th</sup> June 2024
- **Number of Questions:** 9

### Participants

- The survey was emailed to Upper Hutt City businesses and retailers
- **Total number of survey invitations sent: 210**

### Completed

- 32 survey responses were received from businesses and retail operators.
- The final response rate was 15%.

### Project management

The survey has been managed by PublicVoice Ltd. All neutral responses have been removed. Any queries regarding this report can be addressed to:

**Jared Bothwell**  
 PublicVoice  
 Account Director  
 04 589 5552  
[jared@publicvoice.co.nz](mailto:jared@publicvoice.co.nz)



# Key findings

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# Key findings



## Research objectives

## What we learned

## Key insights

Measure the level of contact provided by the EDT

➔ 84%

of respondents have had someone from the EDT contact them in the past 6-12 months



Contact from the EDT has **decreased** from 93% in 2023 to 84% in 2024.

Establish what support the EDT have provided

➔ 75%

of respondents received information from the EDT



EDT have also supported businesses and retail operators through:

- Workshops or seminars (44%).
- Marketing support (31%).
- EDSP enquiry or application (31%).
- Social media guidance (25%).
- Navigating Council processes (25%).
- Participation in promotional activity such as video, print, or social media (19%).

Measure satisfaction with the support provided by the EDT

➔ 80%

of respondents were satisfied or very satisfied with the support they received from Council



Satisfaction with support has **decreased** from 95% in 2023 to 80% in 2024.

# Key findings



## Research objectives

## What we learned

## Key insights

Measure satisfaction with the business and retail liaison support provided by the EDT

➔ 86%

of respondents were satisfied or very satisfied with the business and retail liaison support they received from Council



Satisfaction with support has slightly **decreased** from 89% in 2023 to 86% in 2024.

Identify how businesses and retail operators see the importance of the city centre for Upper Hutt's economy

➔ 97%

of respondents thought the city centre was important or very important for Upper Hutt's economy



The way businesses and retail operators see the importance of the City centre has **decreased** from 100% in 2023 to 97% in 2024.

Identify businesses and retail operator's suggestions for improving the city centre

➔ 11

respondents suggested revitalising and maintaining properties



Other popular suggestions for improving the city centre included:

- Enhancing business and community partnerships (10)
- Increasing community engagement and activities (6)

# Key findings



## Research objectives

## What we learned

## Key insights

Identify the things that Council does well to support retail/business operators



13

respondents thought the Economic Development Team excelled at communication and connectivity



Further comments from retail/business operators regarding what Council does well included:

- Business growth and development (4).
- Education and skills development (3).
- Administrative assistance (3).

3 respondents commented that the Council could provide more or improved assistance.

Identify what else Council could do to support retail/business operators



10

respondents suggested that council could support by: promoting Upper Hutt's business image by promoting and supporting local businesses



Other suggestion identifying what else Council could do to provide support included:

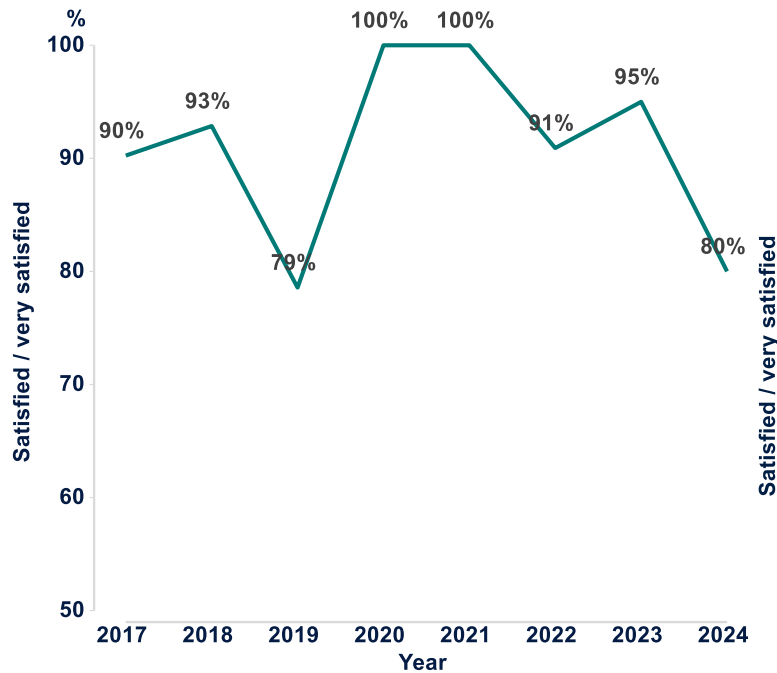
- Improve city infrastructure and accessibility (7).
- Enhance business engagement and consultation (5).
- Reduce business costs and provide support (4).
- Organise community events and activities (2).





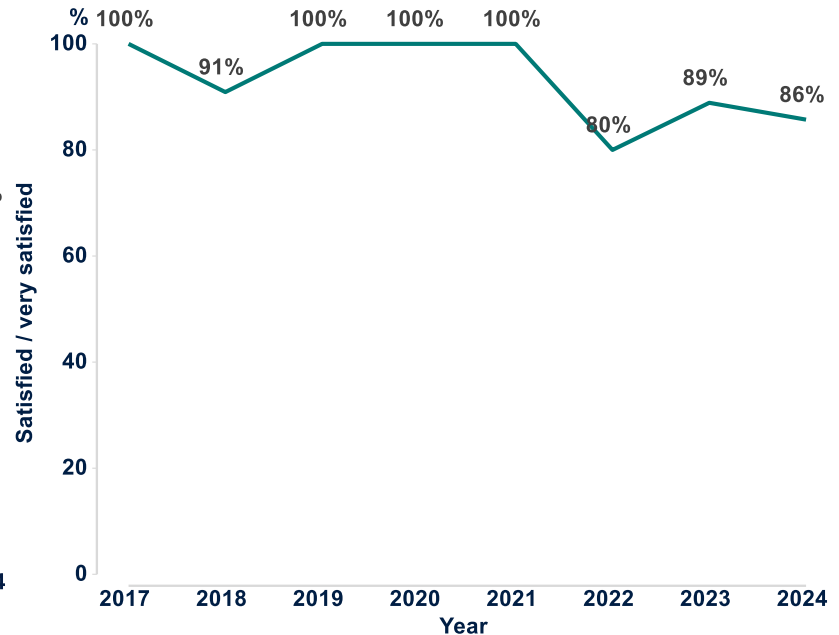
# Key findings

## How satisfied are you with the economic development support you have received from Upper Hutt City Council?



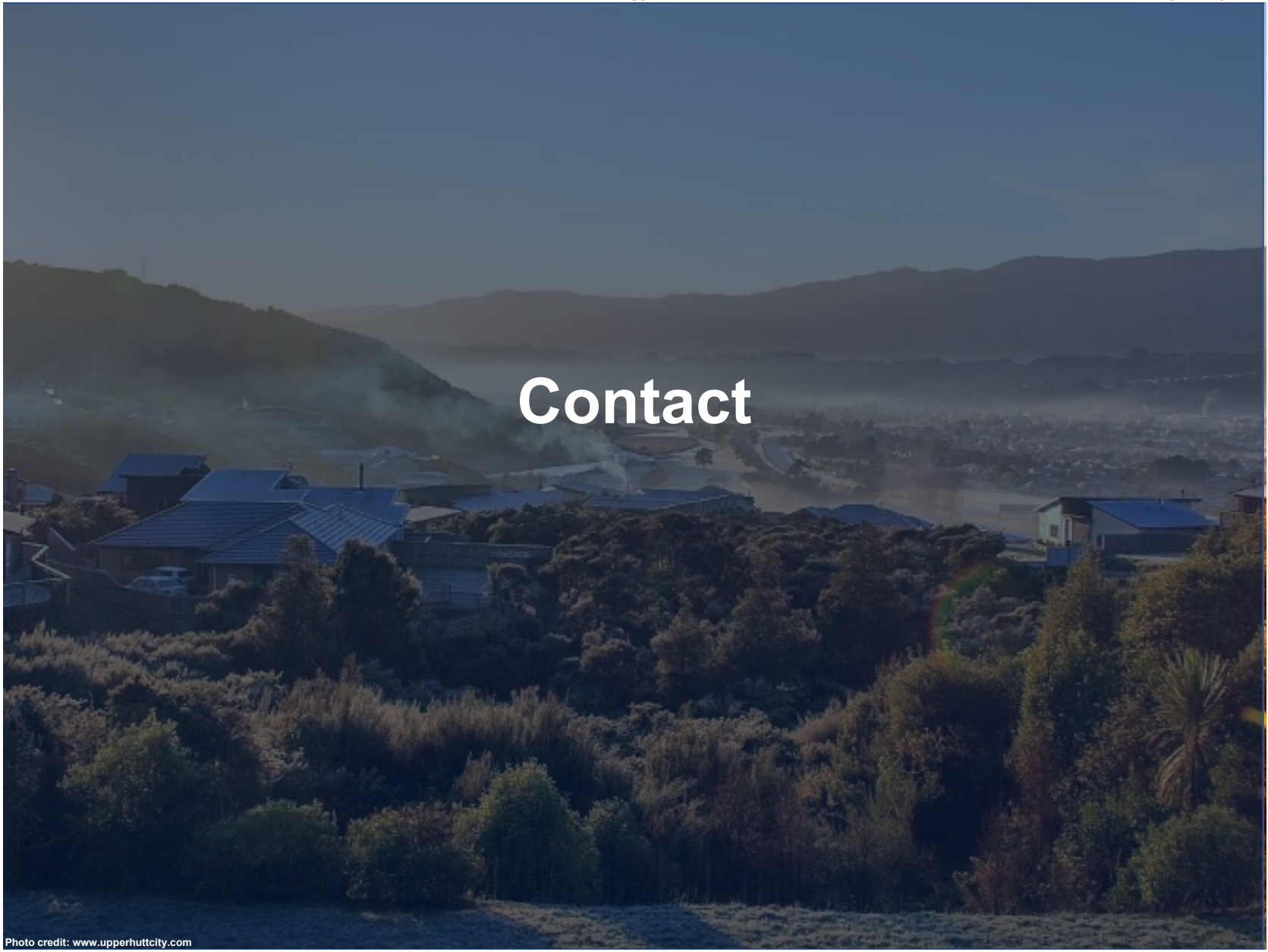
base n = 163

## How satisfied are you with the retail and business liaison support you have received from Upper Hutt City Council?



base n = 102





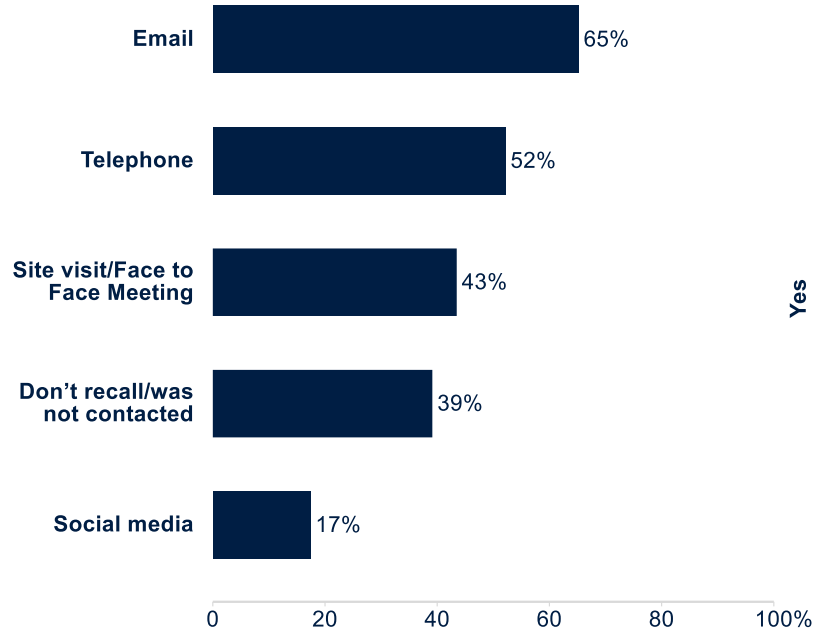
# Contact

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)



# Contact

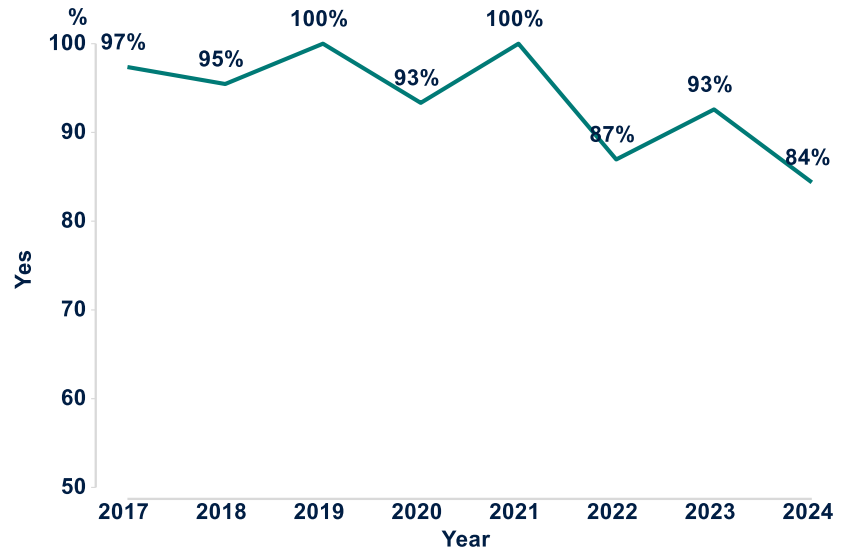
## How has the economic development team been in contact with you?



	%	n
Email	63%	20
Telephone	44%	14
Site visit/Face to Face Meeting	41%	13
Don't recall/was not contacted	38%	12
Social media	16%	5
Total	100%	32

base n = 32

## Tracking – Has the team been in contact with you?



	2017	2018	2019	2020	2021	2022	2023	2024
	n = 38	n = 44	n = 27	n = 45	n = 23	n = 23	n = 27	n = 32
Yes	97%	95%	100%	93%	100%	87%	93%	84%

base n = 259

**NB: In previous years respondents were not asked to specify the type of contact.**





# Support

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)



# Support

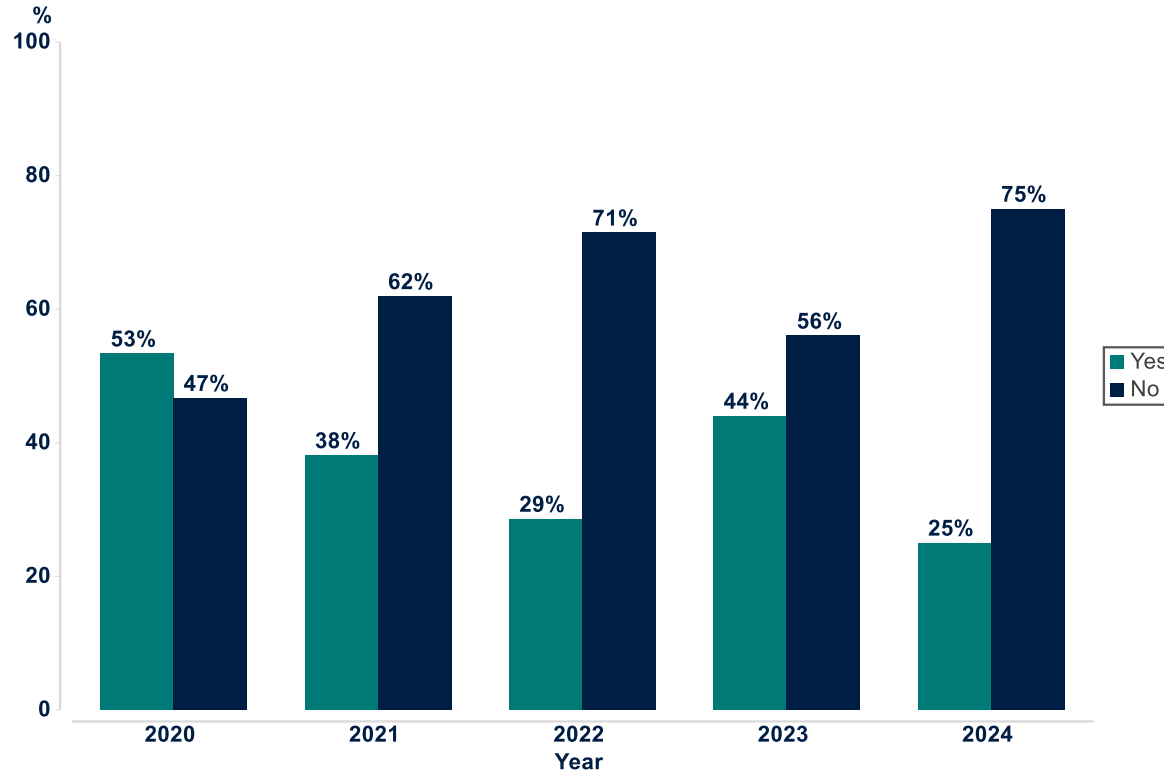
## What support has the Economic Development Team provided to your business over the last year?





# Support

## Do you primarily operate as a retail store, café, or restaurant business?



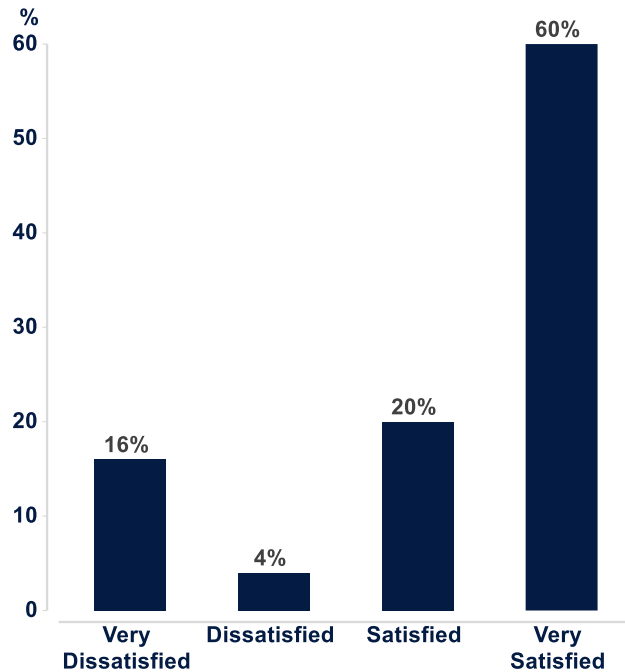
	2020 n = 45	2021 n = 21	2022 n = 21	2023 n = 25	2024 n = 32
	%	%	%	%	%
Yes	53%	38%	29%	44%	25%
No	47%	62%	71%	56%	75%





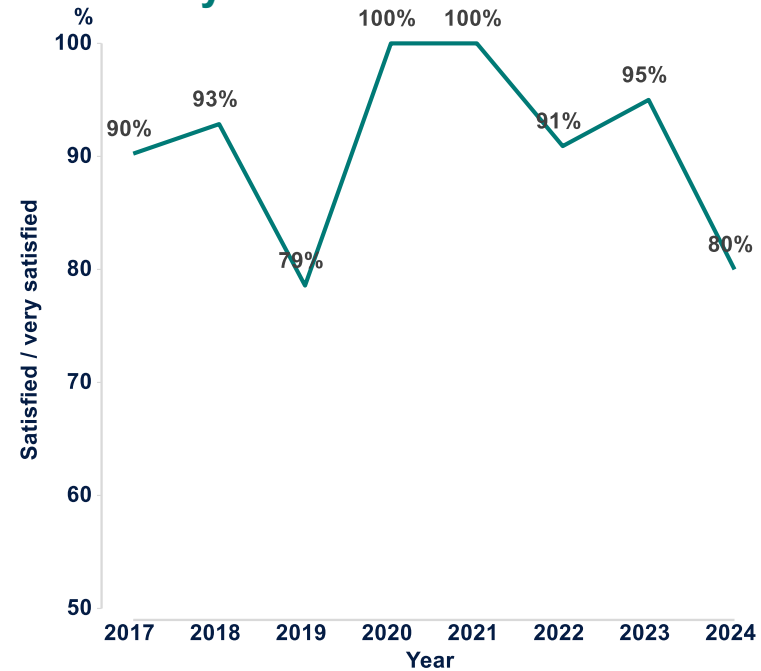
# Support – economic development support

## How satisfied are you with the economic development support you have received from Upper Hutt City Council?



	%	n
Very Dissatisfied	16%	4
Dissatisfied	4%	1
Satisfied	20%	5
Very Satisfied	60%	15

base n = 25



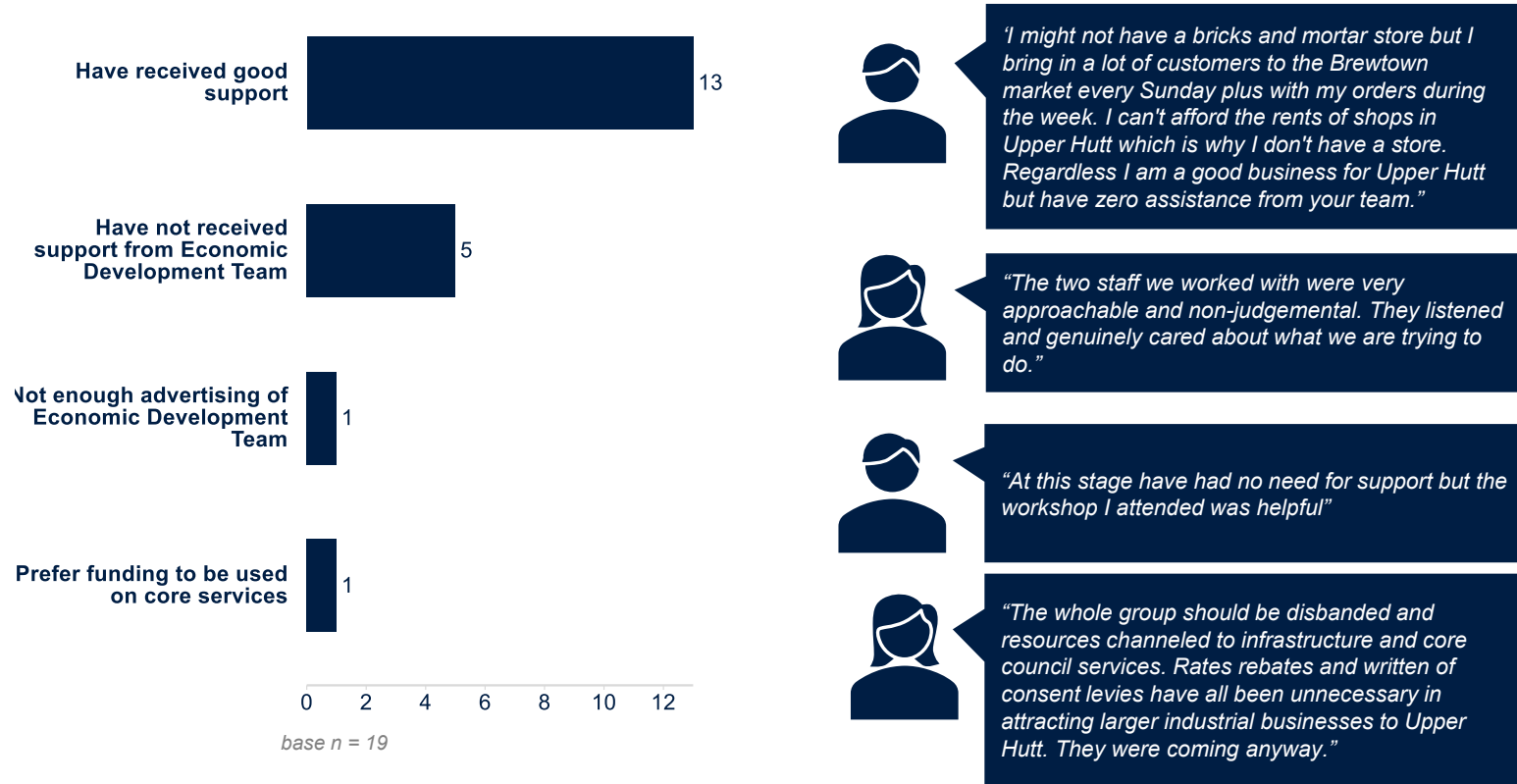
Column %	2017	2018	2019	2020	2021	2022	2023	2024
Very Dissatisfied	0%	4%	14%	0%	0%	9%	0%	16%
Dissatisfied	10%	4%	7%	0%	0%	0%	5%	4%
Satisfied	41%	39%	43%	46%	0%	18%	50%	20%
Very Satisfied	49%	54%	36%	54%	100%	73%	45%	60%

base n = 188



# Support – economic development support

## Please let us know the reason for your level of satisfaction



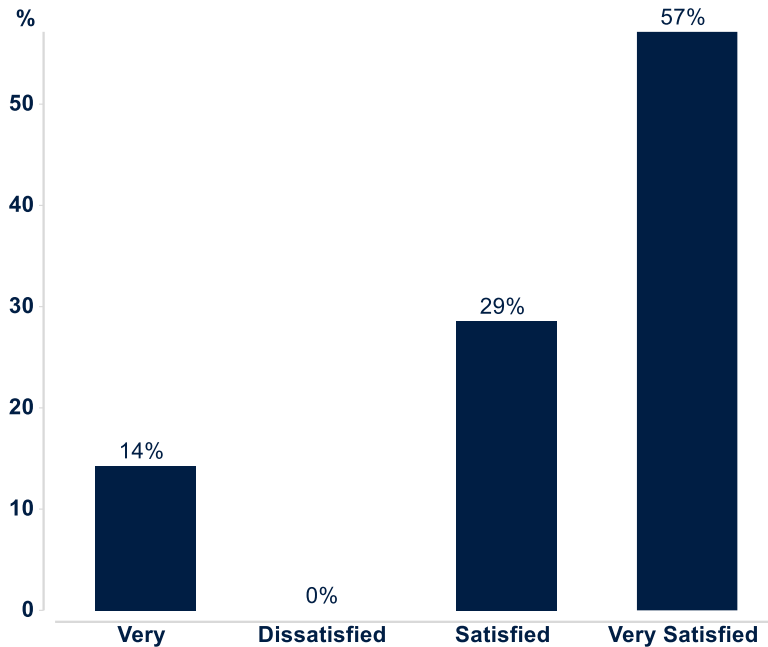
Extracts from open text responses.





## Support – retail and business liaison support

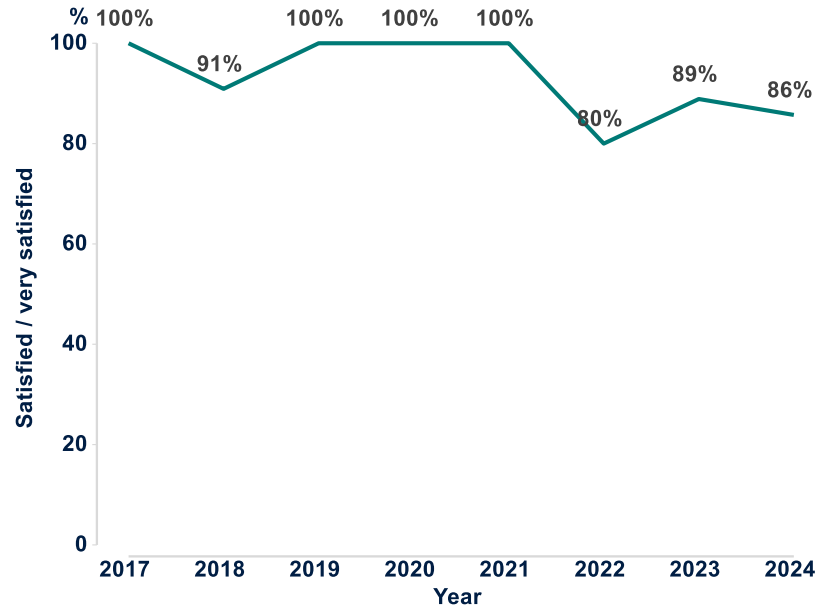
How satisfied are you with the retail and business liaison support you have received from Upper Hutt City Council?



Very Dissatisfied

	%	n
Very Dissatisfied	14%	1
Dissatisfied	0%	0
Satisfied	29%	2
Very Satisfied	57%	4

base n = 7



	2017 n = 25	2018 n = 33	2019 n = 17	2020 n = 19	2021 n = 7	2022 n = 5	2023 n = 9	2024 n = 7
Very Dissatisfied	0%	6%	0%	0%	0%	0%	0%	14%
Dissatisfied	0%	3%	0%	0%	0%	20%	11%	0%
Satisfied	60%	55%	59%	58%	29%	20%	78%	29%
Very Satisfied	40%	36%	41%	42%	71%	60%	11%	57%

base n = 115

## Support – retail and business liaison support

### Please let us know the reason for your level of satisfaction

Main theme	Sub theme(s)	Frequency
Satisfied		5
	Good communication	3
	Support has been friendly	2
	Good service	1
Dissatisfied		3
	Too much red tape around grants	1
	Not enough effort to improve Upper Hutt's economy	1
	Poor knowledge	1
	Poor communication	1



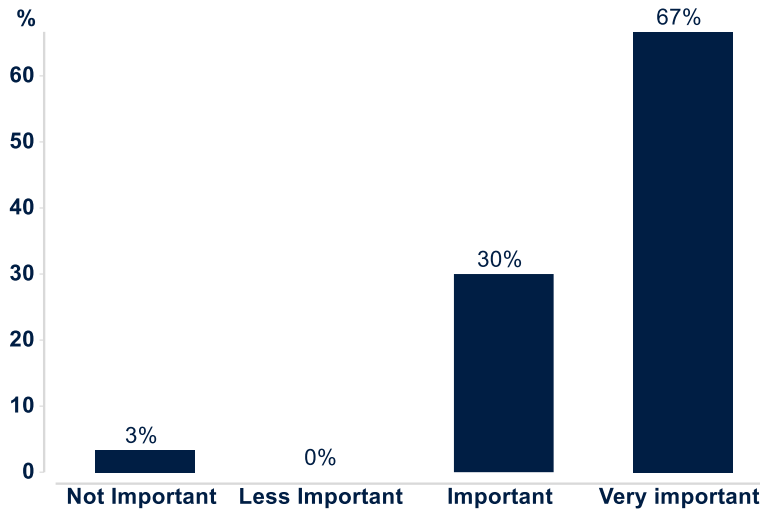
# City centre

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)



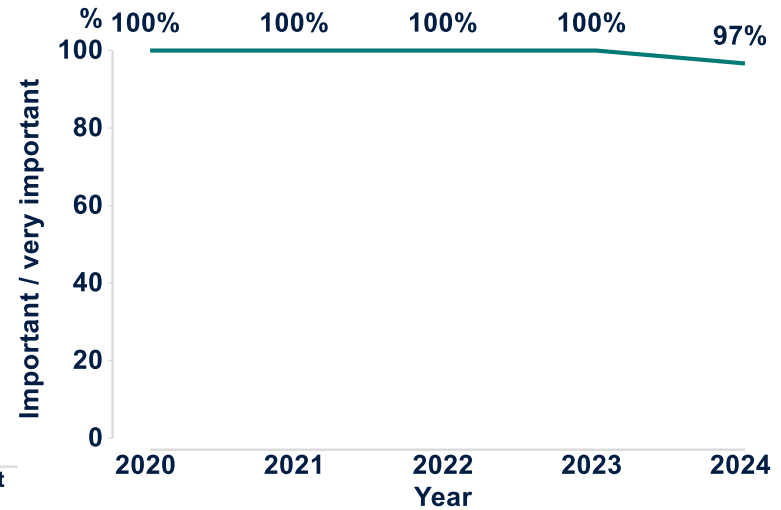
# City centre

## How do you see the importance of our city centre to Upper Hutt's economy?



	%	n
Not Important	3%	1
Less Important	0%	0
Important	30%	9
Very important	67%	20

base n = 30



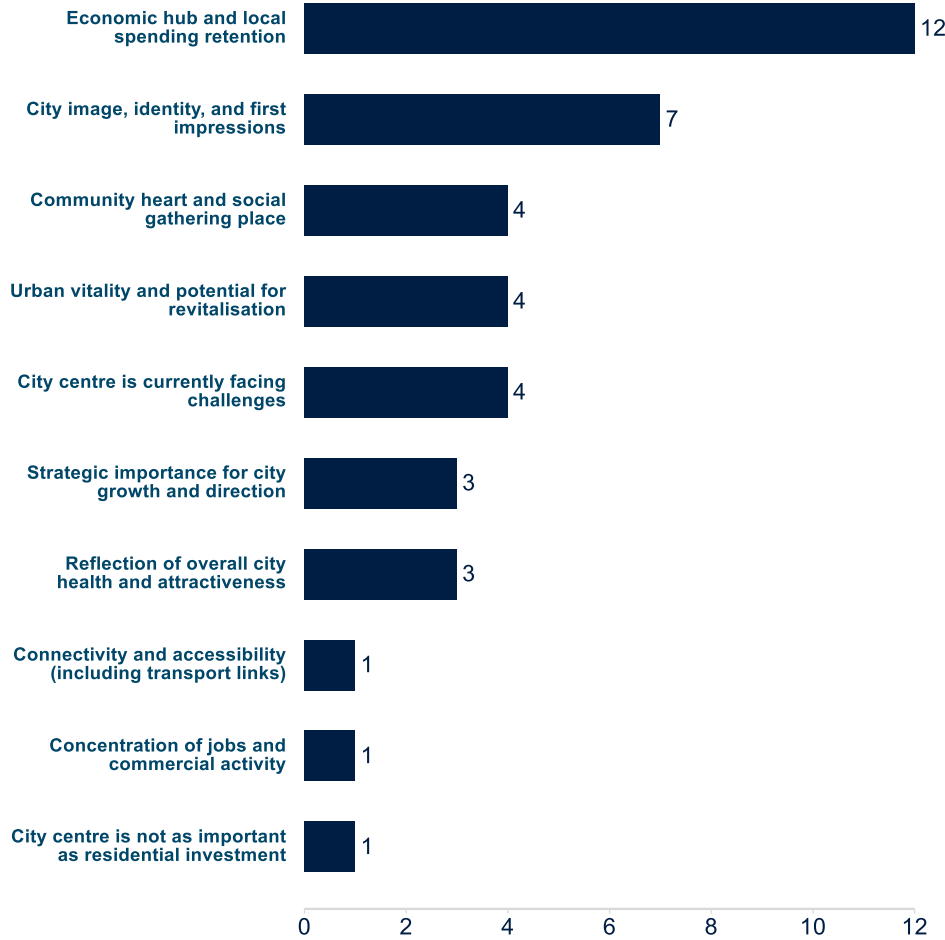
	2020	2021	2022	2023	2024
Not Important	0%	0%	0%	0%	3%
Less Important	0%	0%	0%	0%	0%
Important	20%	9%	28%	29%	30%
Very important	80%	91%	72%	71%	67%

base n = 138

Question was not asked until 2020

# City centre

Please tell us the reason you have selected this level of importance:



base n = 25

Numbers = frequency.



*"It's where lots of jobs should be based and it's where the whole community should be able to gather."*



*"We work with businesses there and it is fair to say they are struggling but without a strong commercial hub no city can really succeed and grow"*



*"My business is outside the city centre but at the moment it's a bit embarrassing to take clients there. It should be the jewel in our crown especially with the Railway Station right on the doorstep -but it is sadly lacking in a wide range of business activities."*

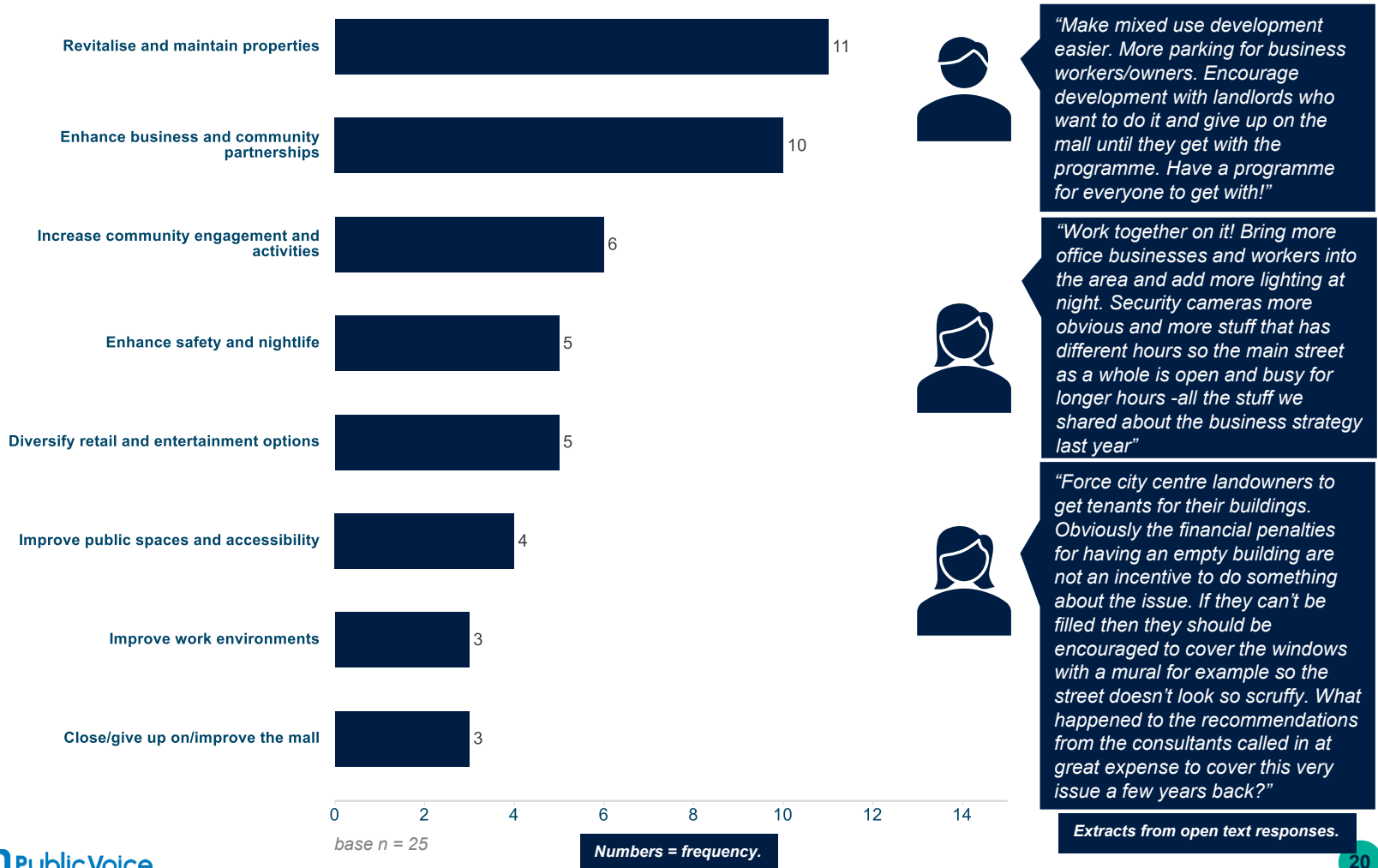


*"With so many empty shops in the City Centre is not as important as it should be. Who wants to come into the area with lots of empty shops - they are more likely to go to Brewtown instead of the City Centre unfortunately"*

Extracts from open text responses.

# City centre

## Do you have any suggestions for improving the city centre?





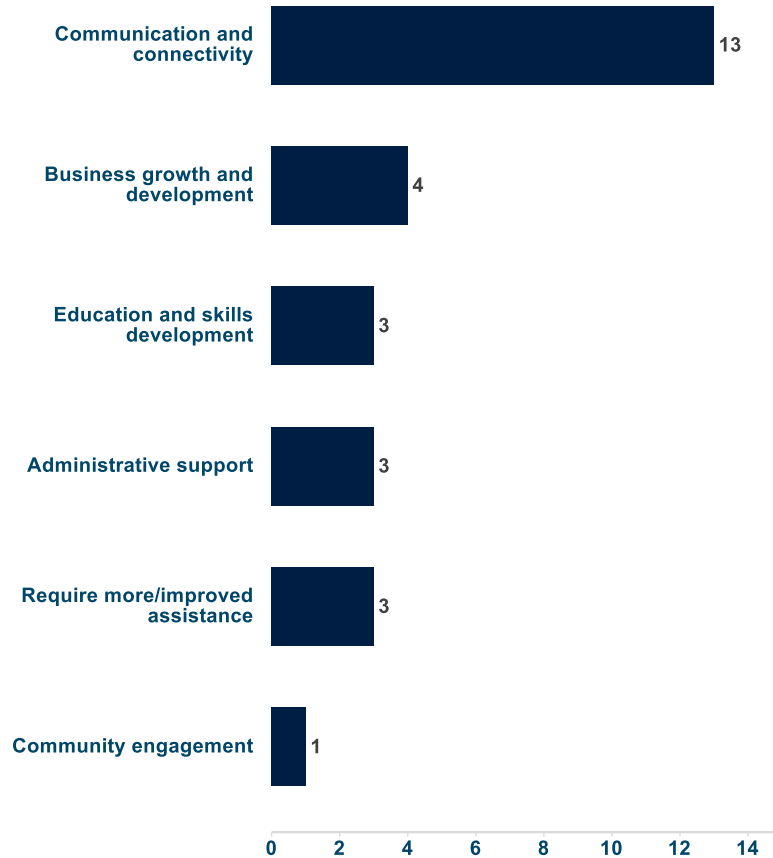


# Overall business community support

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# Support – overall support

## What do you think Council does really well to support our business community?



base n = 21

Numbers = frequency.



*“Having business-focused people right there who know you by name, appreciating businesses for what they bring to Upper Hutt, making the city an awesome place for workers and their families”*



*“Connection with other businesses, grants, help new businesses get off the ground, newsletter with info”*



*“listen and understand help to find new people and good products from our countryside near us with farmers close”*



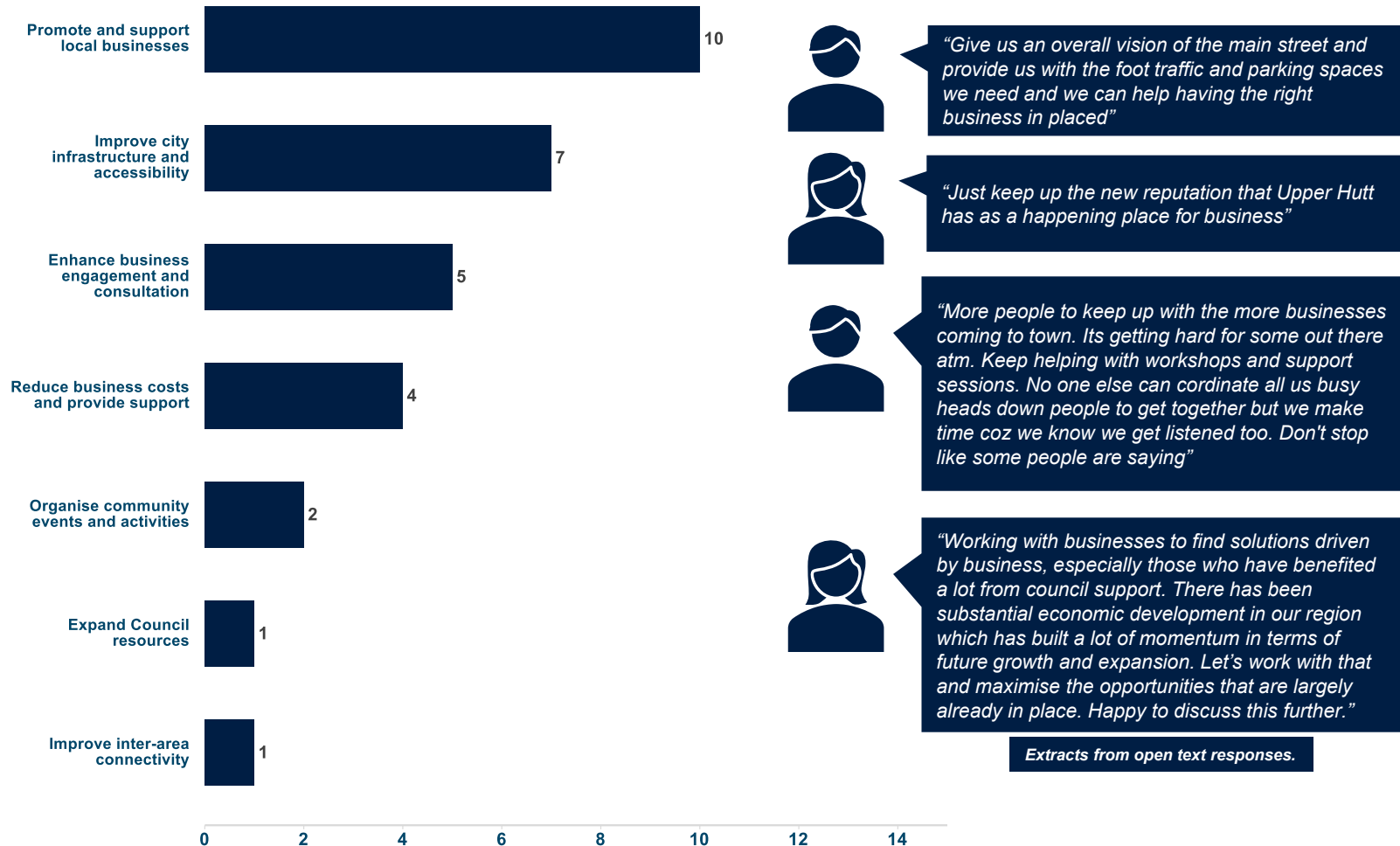
*“The growth and acquisition of more small businesses will enable a strong and viable business sector. Whatever the council does and the councillors should know this, the council must (in my view) ensure council investment in the small business sector. Recovery from a lack of investment in this sector and take years to recover from.”*

Extracts from open text responses.



# Support – overall support

## What else could Council be doing do to support our business community?



Extracts from open text responses.



# PublicVoice Limited

[www.publicvoice.co.nz](http://www.publicvoice.co.nz)



# Upper Hutt City Council

Community Groups survey  
July 2024



Photo credit: [live.upperhuttcity.com](http://live.upperhuttcity.com)

## Research methodology

Online quantitative research to establish community groups satisfaction with the Community Development Team (CDT) at Upper Hutt City Council

### Objectives

- Identify what forms of support community groups have received and what else the CDT could do to support them
- Measure the level of satisfaction with CDT communication and identify how they could improve
- Measure the level of satisfaction with the CDT's ability to connect community groups and identify how they could improve
- Measure the level of satisfaction with CDT community engagement and identify how they could improve

## Community groups survey, June 2024

- **Start Date:** 11<sup>th</sup> June 2024
- **End Date:** 27<sup>th</sup> June 2024
- **Number of Questions:** 11

### Participants

- The survey was emailed to Upper Hutt City Community Groups
- **Total number of survey invitations sent: 191**

### Completed

- **33** survey responses were received
- The final response rate was 17%

### Project management

The survey has been managed by PublicVoice Ltd. Any queries regarding this report can be addressed to:

**Jared Bothwell**  
PublicVoice  
Account Director  
04 589 5552  
[jared@publicvoice.co.nz](mailto:jared@publicvoice.co.nz)





# Key findings

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# Key findings



## Research objectives



## What we learned



## Key insights\*

Identify what forms of support community groups have received and what else the CDT could do to support them

89%

of respondents received **funding support and advice** from the CDT

39%

of respondents received **regular communication** from the CDT

Suggestions for additional forms of support that the CDT could provide community groups were:

- 4\* respondents suggested support by providing more funding support and advice.
- 4 respondents suggested that the community development team should support through promotion and advertising of community groups.

Measure the level of satisfaction with CDT communication and identify how they could improve

89%

of respondents agreed or strongly agreed that the CDT adequately **informed them about funding, workshops, events and training**

'Community Groups' satisfaction with **communication** has remained at **89%** from 2023 to 2024.

Email was the most common way Community Groups were kept informed by the CDT (15).\*

# Key findings



## Research objectives



## What we learned



## Key insights

Measure the level of satisfaction with the CDT's ability to connect community groups and identify how they could improve



74%

of respondents agreed or strongly agreed that the CDT keeps them **connected with other groups** in the community



'Community Groups' satisfaction with **networking** has increased from 56% in 2023 to 74% in 2024.

Workshops (4\*), Networking events (3), and Updates about community events (3) were the most common way respondents felt they were kept connected. 1 respondent stated that they have not been kept connected.

Measure the level of satisfaction with CDT community engagement and identify how they could improve



96%

of respondents found the level of **community engagement from the CDT** satisfactory or very satisfactory

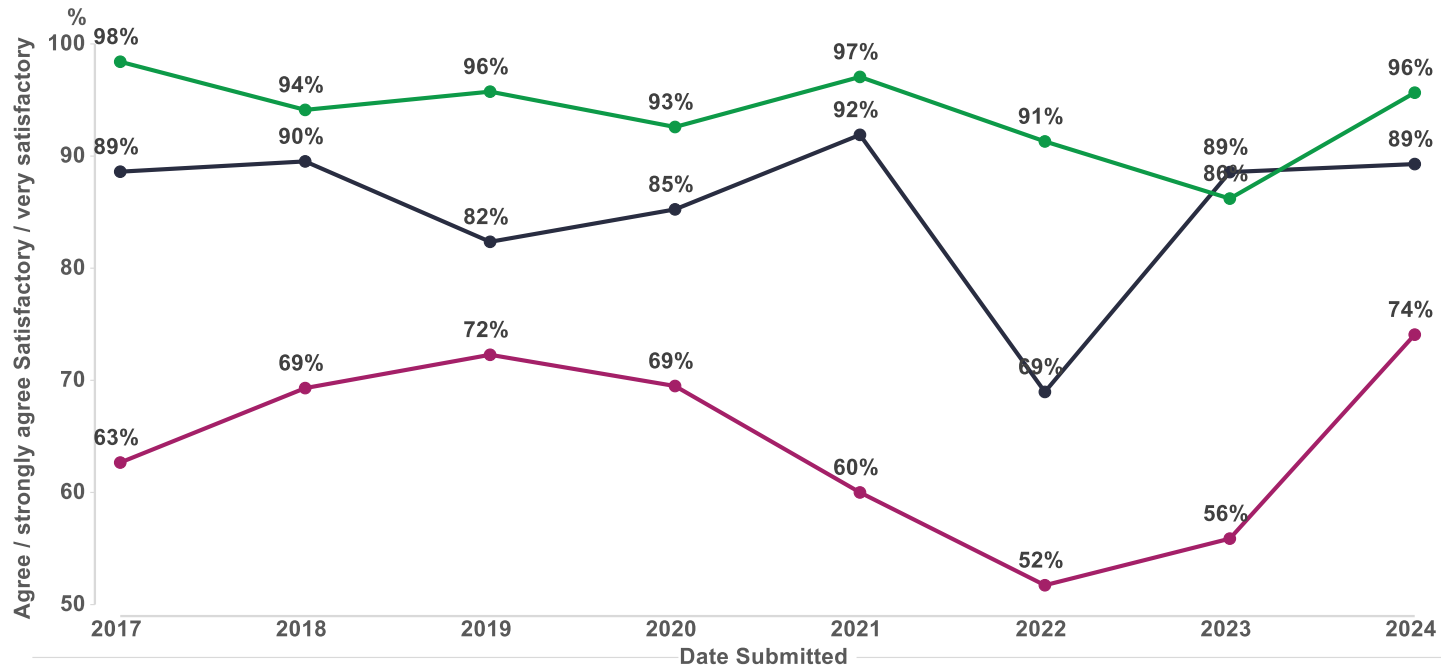


'Community Groups' satisfaction with **engagement** has increased from 86% in 2022 to 96% in 2023.

4 respondents were satisfied with the level of engagement from the CDT. Submissions suggested many different ways of engagement that CDT could improve.



# Key findings



● The Community Development Team keeps me adequately informed about funding, workshops, events and training  
● The Community Development Team keeps me connected with other groups in my community  
● Satisfaction with the level of community group engagement by the Community Development Team

base n = from 405 to 476



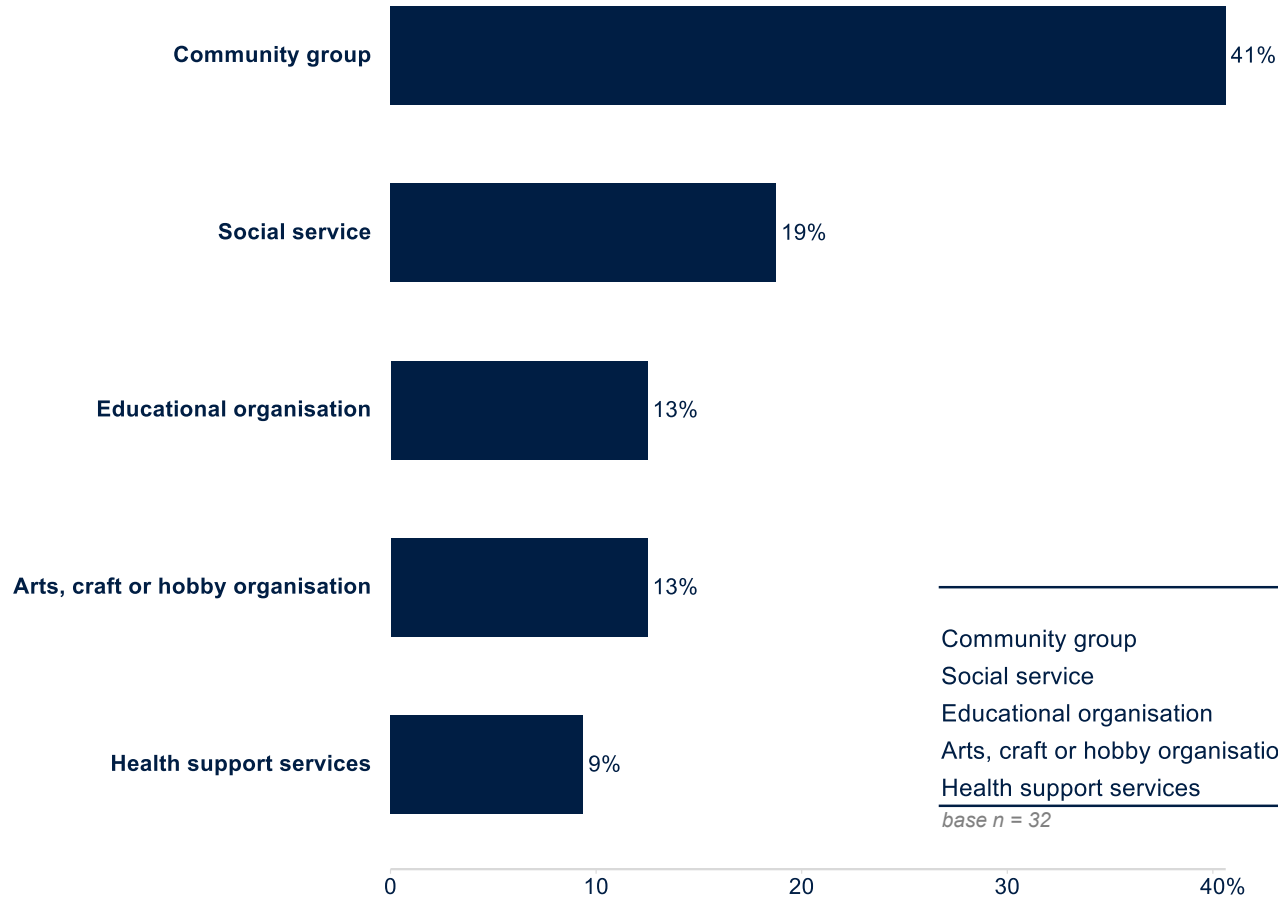


# Type & aim of community groups

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)



# Organisation type

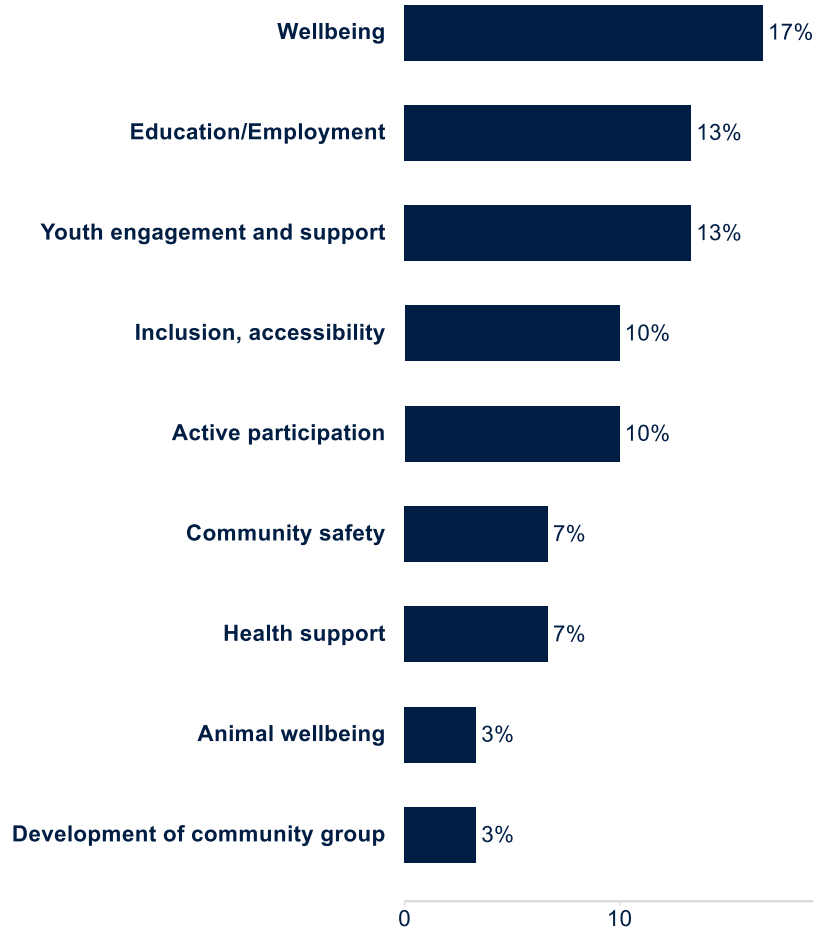


	%	n
Community group	41%	13
Social service	19%	6
Educational organisation	13%	4
Arts, craft or hobby organisation	13%	4
Health support services	9%	3

base n = 32



# Main organisational outcome



	%	n
Wellbeing	17%	5
Education/Employment	13%	4
Youth engagement and support	13%	4
Inclusion, accessibility	10%	3
Active participation	10%	3
Community safety	7%	2
Health support	7%	2
Animal wellbeing	3%	1
Development of community group	3%	1

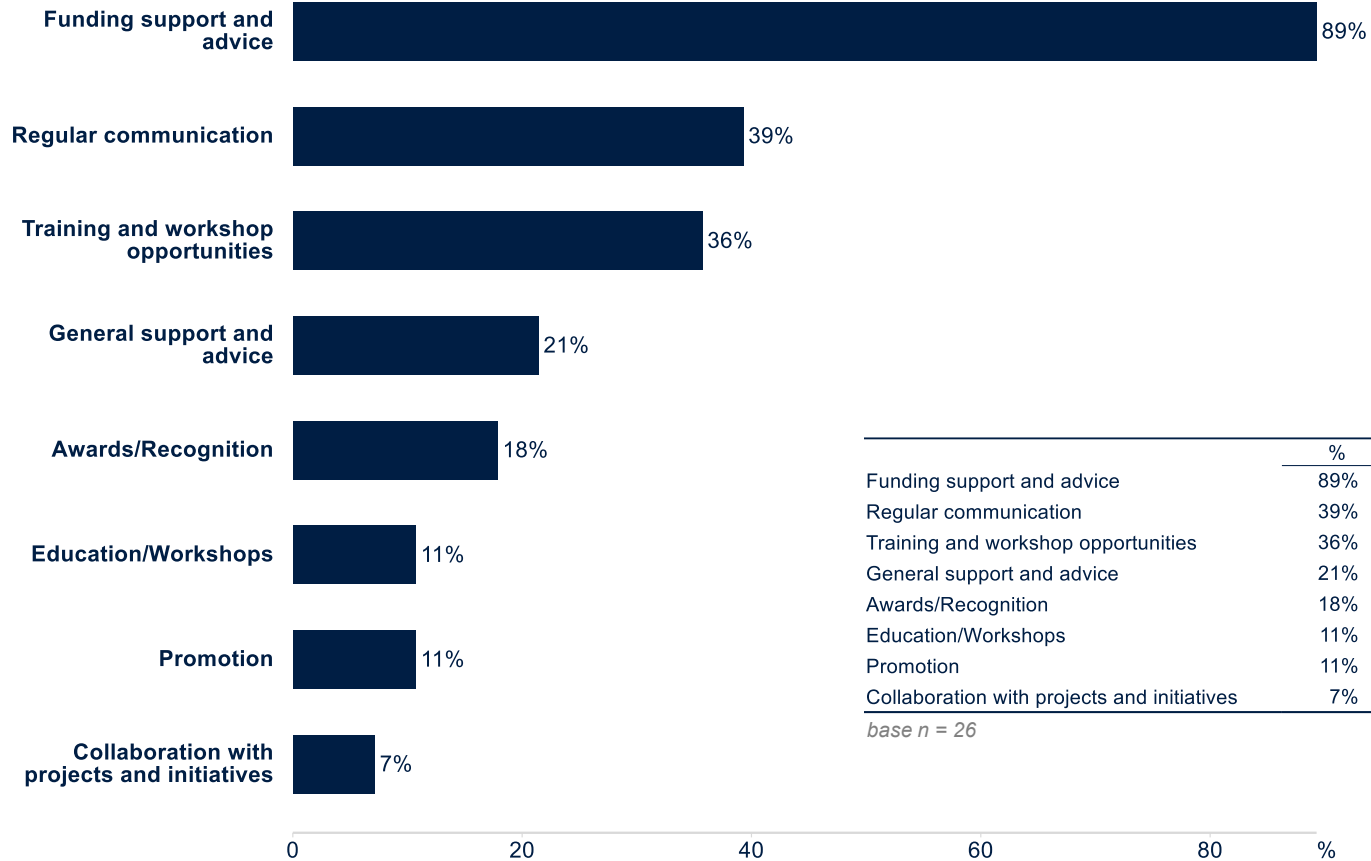
base n = 30



# Community Development Team support

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# What form of support has your group received from the Community Development Team?



	%	n
Funding support and advice	89%	25
Regular communication	39%	11
Training and workshop opportunities	36%	10
General support and advice	21%	6
Awards/Recognition	18%	5
Education/Workshops	11%	3
Promotion	11%	3
Collaboration with projects and initiatives	7%	2

base n = 26

# What else could the Community Development Team do to support your organisation?




*"We get regular invites to funding workshops etc"*

*"I need to get clearer on who within your team to talk to about our services and the interconnection with the UH community."*

*"Probably more flexibility about the hours you work. Most of our volunteer staff have interactions outside of normal business hours so it's not very accommodating of those in volunteer roles."*

*"Education and workshops that support NGOs are useful for small organisations like ours that don't have a training budget."*

*"Assist and support any/all of our local promotional initiatives. More effective communication, about us, to schools."*

Extracts from open text responses

Coded from open text responses. The numbers equal frequency.





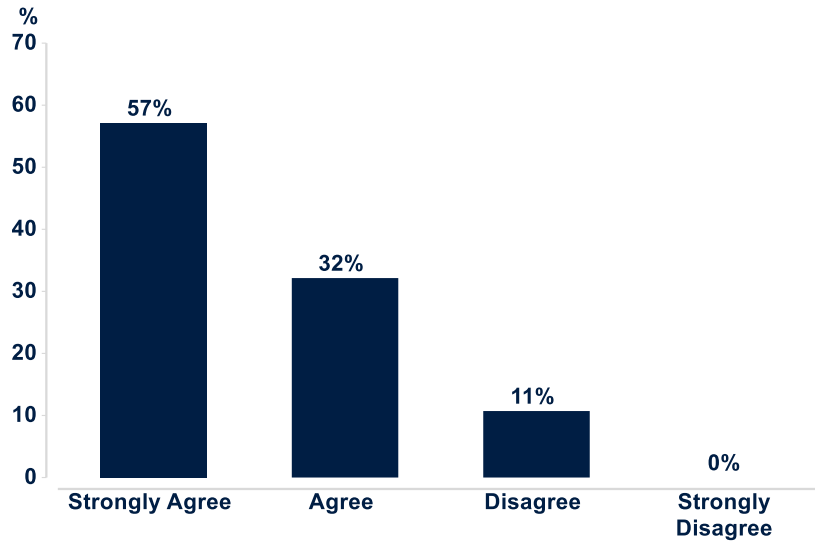
# Community Development Team communication

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# The Community Development Team keeps me adequately informed about funding, workshops, events and training



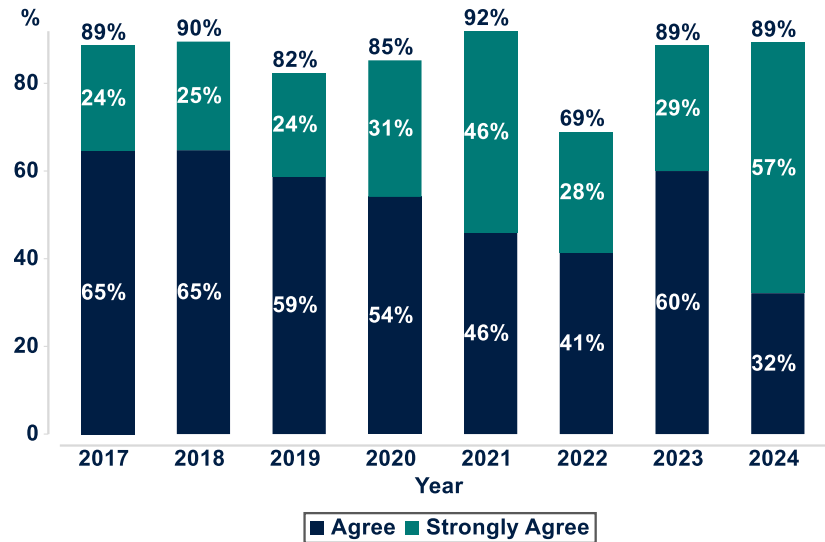
## 2024



	%	n
Strongly Agree	57%	16
Agree	32%	9
Disagree	11%	3
Strongly Disagree	0%	0

base n = 28

## Tracking



	2017 n = 79	2018 n = 105	2019 n = 102	2020 n = 61	2021 n = 37	2022 n = 29	2023 n = 35	2024 n = 28
Column %								
Strongly Agree	24%	25%	24%	31%	46%	28%	29%	57%
Agree	65%	65%	59%	54%	46%	41%	60%	32%
Disagree	9%	6%	15%	15%	8%	31%	9%	11%
Strongly Disagree	3%	5%	3%	0%	0%	0%	3%	0%

base n = 476



# Please let us know how we have kept you informed




*"I receive emails occasionally. Would be great to partner on events and be more actively involved with your team."*

*"I'm new to the support and hoping that there will be regular contact via email and other means"*

*"Through direct email, calls and UVCAN"*

*"Information fed through about funding, including workshops providing active advice on applying for funding"*

Extracts from open text responses

Coded from open text responses. The numbers equal frequency.



# Community Development Team networking

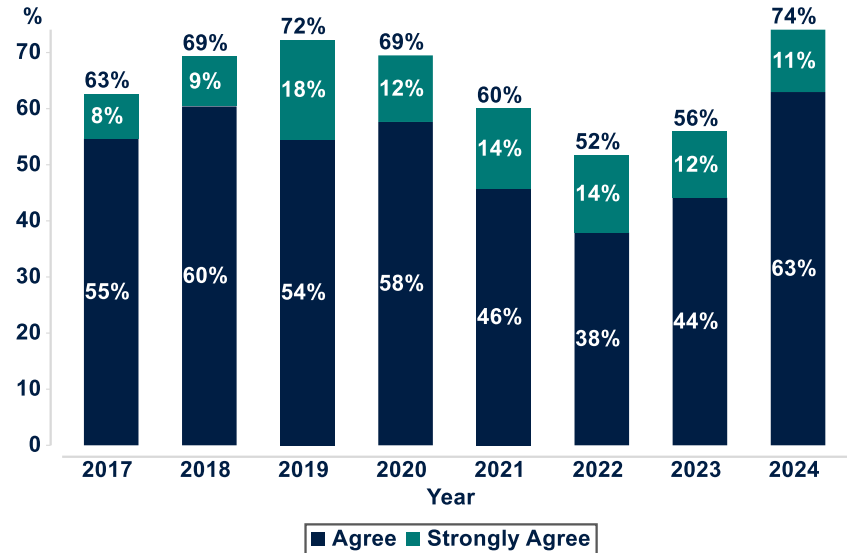
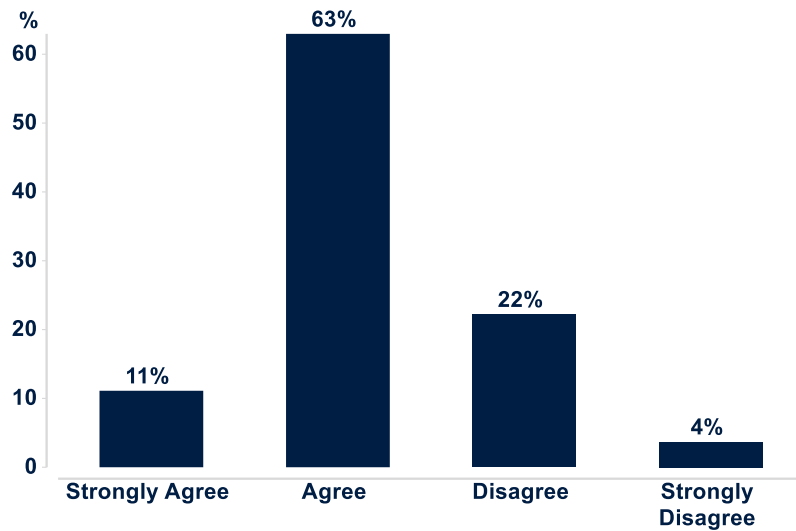
Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# The Community Development Team keeps me connected with other groups in my community



## 2024

## Tracking



	%	n
Strongly Agree	11%	3
Agree	63%	17
Disagree	22%	6
Strongly Disagree	4%	1

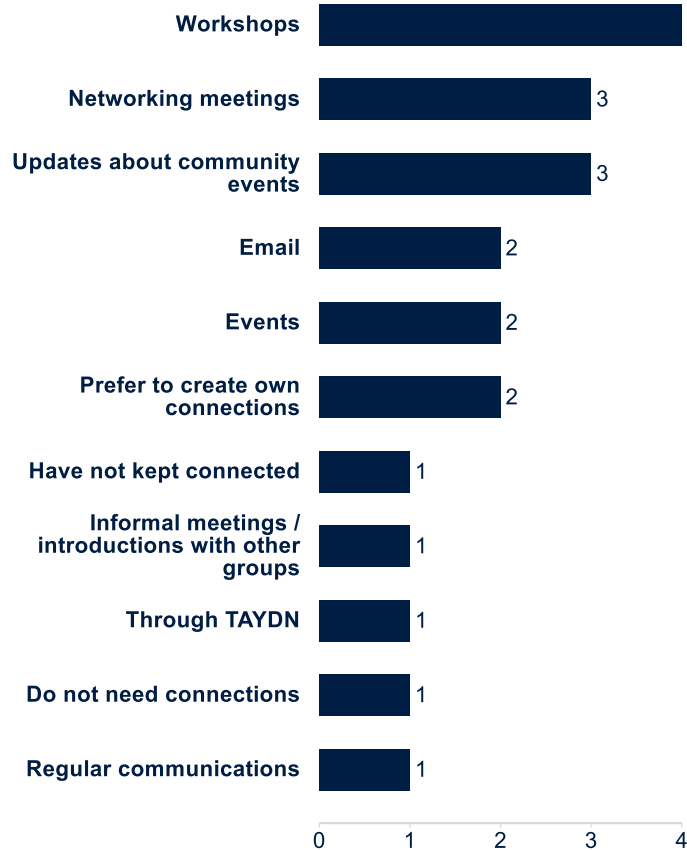
base n = 27

	2017 n = 75	2018 n = 101	2019 n = 101	2020 n = 59	2021 n = 35	2022 n = 29	2023 n = 34	2024 n = 27
Column %								
Strongly Agree	8%	9%	18%	12%	14%	14%	12%	11%
Agree	55%	60%	54%	58%	46%	38%	44%	63%
Disagree	36%	26%	24%	29%	37%	34%	32%	22%
Strongly Disagree	1%	5%	4%	2%	3%	14%	12%	4%

base n = 461



# Please let us know how we have kept you connected



Coded from open text responses. The numbers equal frequency.

“We don’t use the CDT to link with other groups in our community, preferring to form these relationships ourselves. It’s unlikely that we’ll need council support for this either.”

“UVCAN is a great forum to meet other community groups and supports.”

“The workshop I attended provided an effective networking opportunity”

“Setting up the housing forum and providing advice / contacts when requested. Being available on the phone to help direct a query”

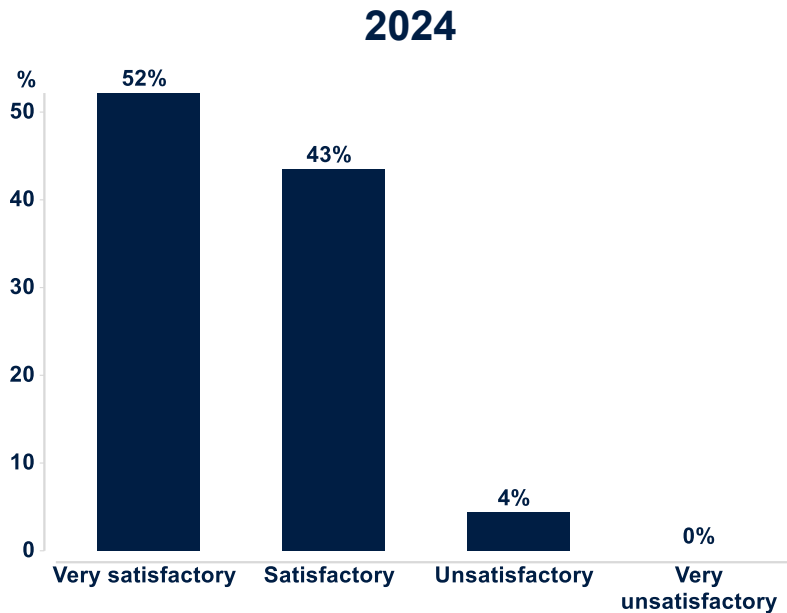
Extracts from open text responses



# Community Development Team engagement

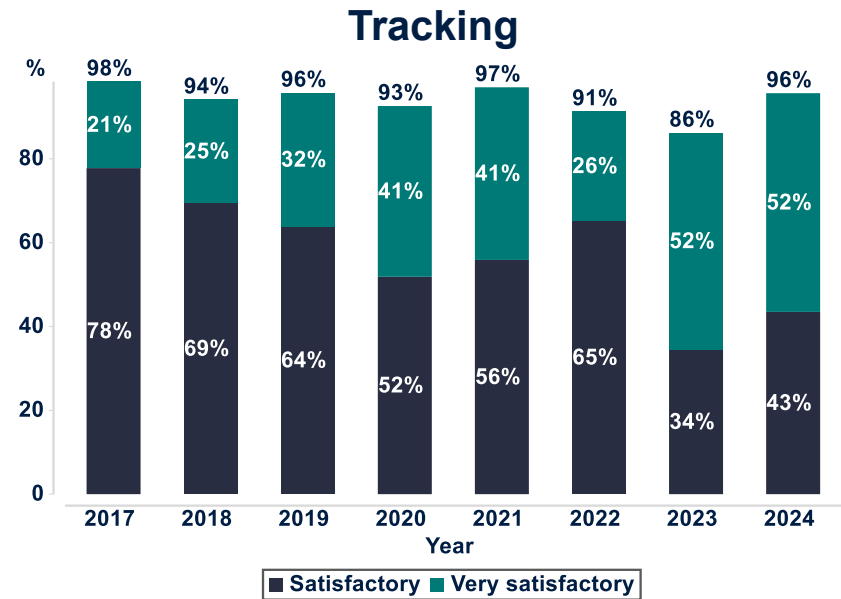
Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# How satisfied are you with the level of community group engagement by the Community Development Team?



	%	n
Very satisfactory	52%	12
Satisfactory	43%	10
Unsatisfactory	4%	1
Very unsatisfactory	0%	0

base n = 23

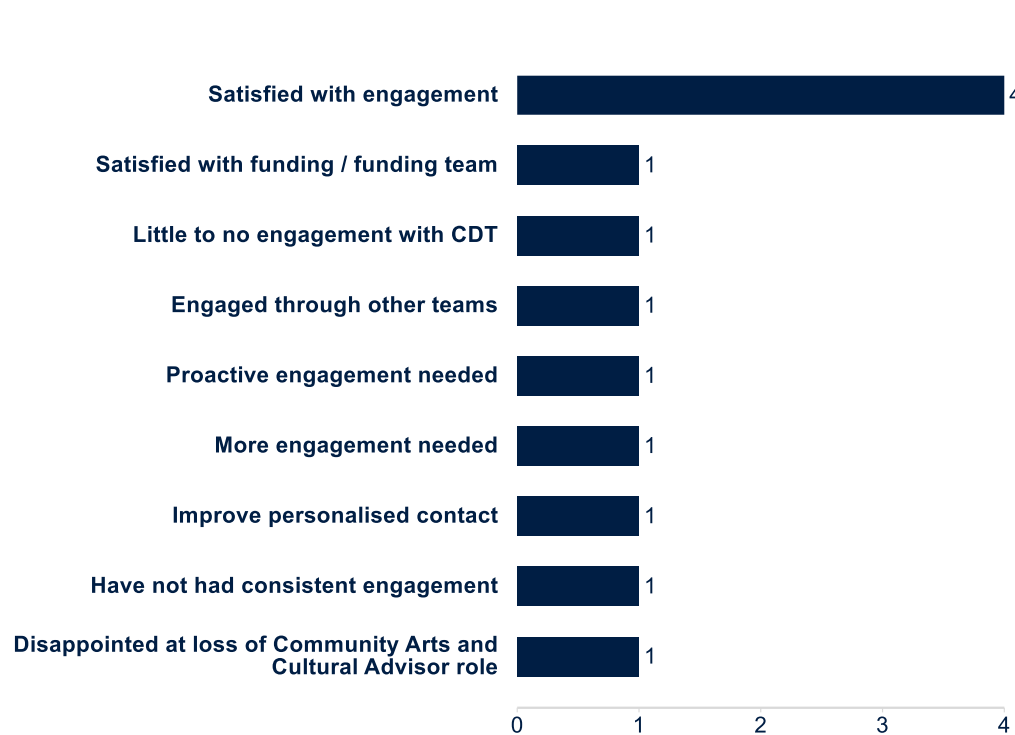


	2017 n = 63	2018 n = 85	2019 n = 94	2020 n = 54	2021 n = 34	2022 n = 23	2023 n = 29	2024 n = 23
Column %								
Very satisfactory	21%	25%	32%	41%	41%	26%	52%	52%
Satisfactory	78%	69%	64%	52%	56%	65%	34%	43%
Unsatisfactory	0%	0%	0%	0%	3%	9%	14%	4%
Very unsatisfactory	0%	0%	0%	0%	0%	0%	0%	0%

base n = 405



# Please let us know your thoughts on our level of engagement with you



Coded from open text responses. The numbers equal frequency.



“Happy with both support of existing community engagement organised outside of council and new initiatives (housing forum and food provider catch-up)”

“When issues have arrived the team have been responsive and collaborated to benefit the community.”

“Knowledgeable, available, great information”

“I’m looking forward to a more proactive and engaged team in the coming months. I’ve already seen this begin to happen, with the engagement of the team to reach to UHAG with regard to the long term plan.”

Extracts from open text responses



# PublicVoice Limited

[www.publicvoice.co.nz](http://www.publicvoice.co.nz)





# Upper Hutt City Council

Building Consent Survey  
July 2024



Photo credit: live.upperhuttcity.com



## Research methodology

Online quantitative research to establish satisfaction with the Upper Hutt City Council building consent process.

## Objectives

- Measure the level of satisfaction with customer service provided by the Upper Hutt City Council building consent team (BCT).
- Establish if the building consent team understands the needs of building consent applicants (BCA).
- Establish if the building consent team is providing accurate information.
- Identify if the building consent team is providing a responsive and timely service.
- Identify areas where the building consent team can improve their service.



## Building consent online survey, June 2024

- **Start Date:** 5<sup>th</sup> June 2024
- **End Date:** 27<sup>th</sup> June 2024
- **Number of Questions:** 4

Analysis has focused on satisfied vs dissatisfied responses. Neutral responses have been removed.

## Participants

- The survey was emailed to selected building consent applicants (BCA).
- **Total number of survey invitations sent: 120**

## Completed

- 26 survey responses were received.
- The final response rate was 22%.

## Project management

PublicVoice Ltd has managed the survey. Any queries regarding this report can be addressed to:

**Jared Bothwell**  
 PublicVoice  
 Account Director  
 04 589 5552  
[jared@publicvoice.co.nz](mailto:jared@publicvoice.co.nz)



# Key findings

Photo credit: [www.upperhuttcity.com](http://www.upperhuttcity.com)

# Executive summary



## Research objectives

## What we learned

## Key insights\*

Measure the level of satisfaction with customer service provided by the Upper Hutt City Council building consent team **(BCT)**



95% were satisfied or very satisfied with the customer service provided by the BCT



Satisfaction with customer service has increased from 83% to 95%

Establish if the building consent team understands the needs of building consent applicants **(BCA)**



96% of BCA were satisfied or very satisfied that their needs were understood by the BCT



Understanding of BCA needs has increased from 88% to 96%

Establish if the building consent team is providing accurate information



100% of BCA were satisfied or very satisfied with the accuracy of information provided by the BCT



Satisfaction with the accuracy of information has increased from 84% to 100%

Identify if the building consent team is providing a responsive and timely service



95% of BCA were satisfied or very satisfied with the responsiveness of the BCT



Satisfaction with the speed of response has increased from 67% to 95%

Identify areas where the building consent team can improve their service



Suggested improvements were:

- Improve processing time
- Improve system used
- Allowing access to archived information



4\* respondents suggested improving the processing time and 2 respondents suggested BCT improve the online system and allow access to previous consents and drawings.

# Thinking about your application for your building consent, please rate your satisfaction with the following areas



The accuracy of the information you received from Council



The way your needs were understood by Council



The customer service you received from Council



The speed of Council's response to your building consent application



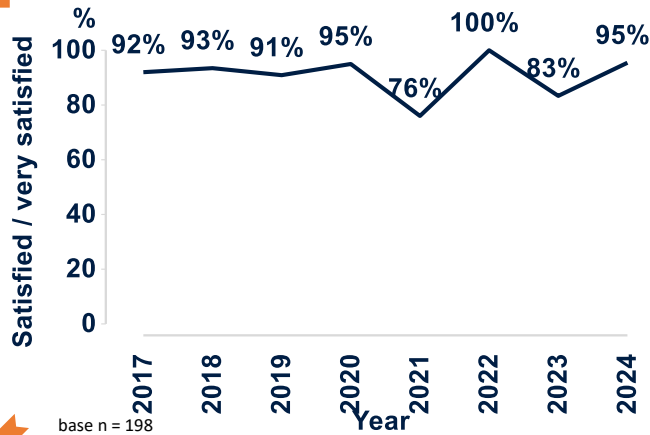
0 20 40 60 80 100%

Satisfied / Very satisfied

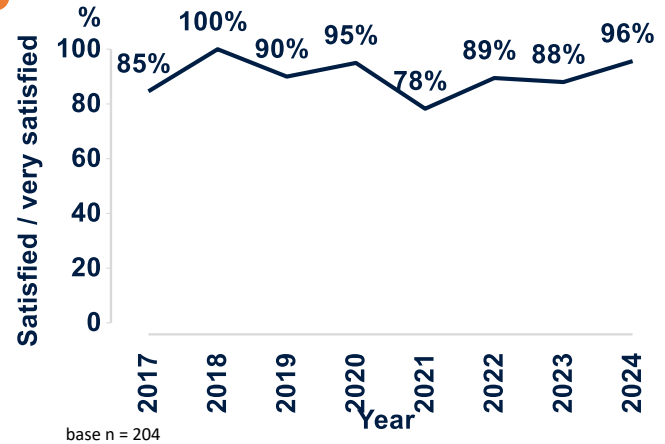
# Thinking about your application for your building consent, please rate your satisfaction with the following areas:



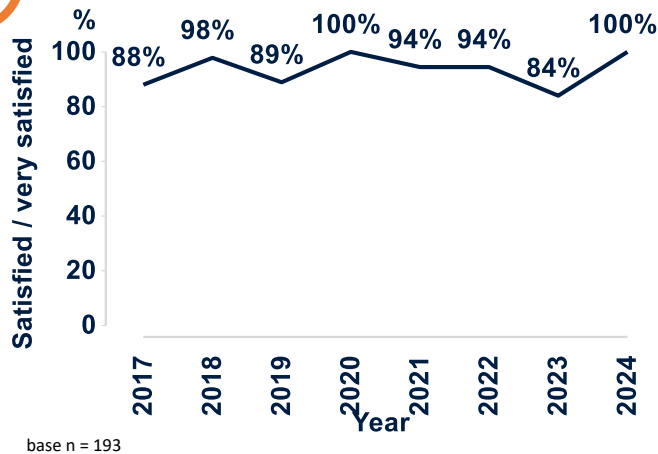
The customer service you received from Council



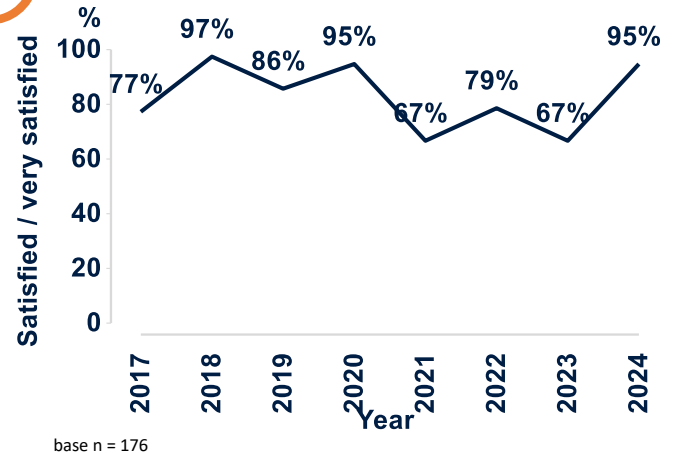
The way your needs were understood by Council



The accuracy of the information you received from Council



The speed of Council's response to your building consent application



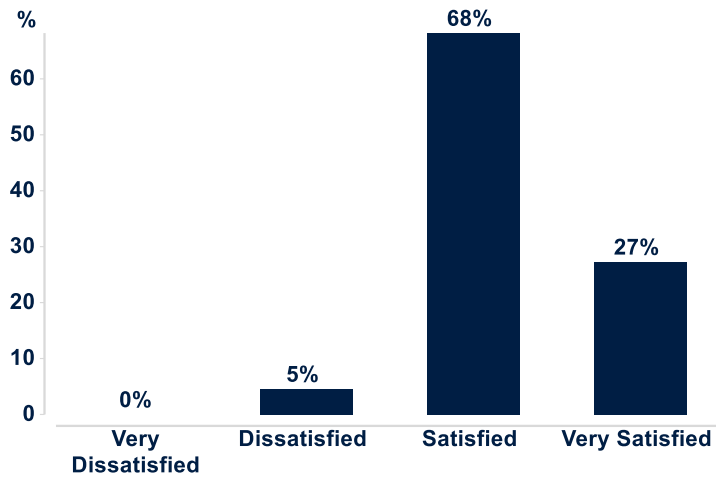






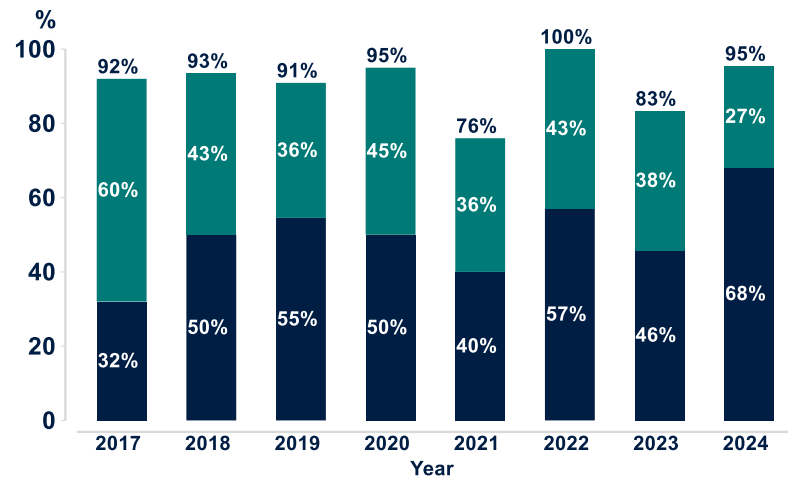
# The customer service you received from council

## 2024



	%	n
Very Dissatisfied	0%	0
Dissatisfied	5%	1
Satisfied	68%	15
Very Satisfied	27%	6

## Tracking



	2017 n = 25	2018 n = 46	2019 n = 22	2020 n = 20	2021 n = 25	2022 n = 14	2023 n = 24	2024 n = 22
Very Dissatisfied	4%	0%	0%	0%	8%	0%	0%	0%
Dissatisfied	4%	7%	9%	5%	16%	0%	17%	5%
Satisfied	32%	50%	55%	50%	40%	57%	46%	68%
Very Satisfied	60%	43%	36%	45%	36%	43%	38%	27%



# The customer service you received from council. Reasons for level of satisfaction.



Main theme	Sub theme(s)	Frequency
Satisfied		
	Good customer service	12
Dissatisfied		
	Difficult to get person needed	1

Coded from open text responses. The numbers equal frequency.



*"Fantastic customer service; friendly and helpful"*



*"Although it was slow to start processing the officer was fantastic once he was on the case"*

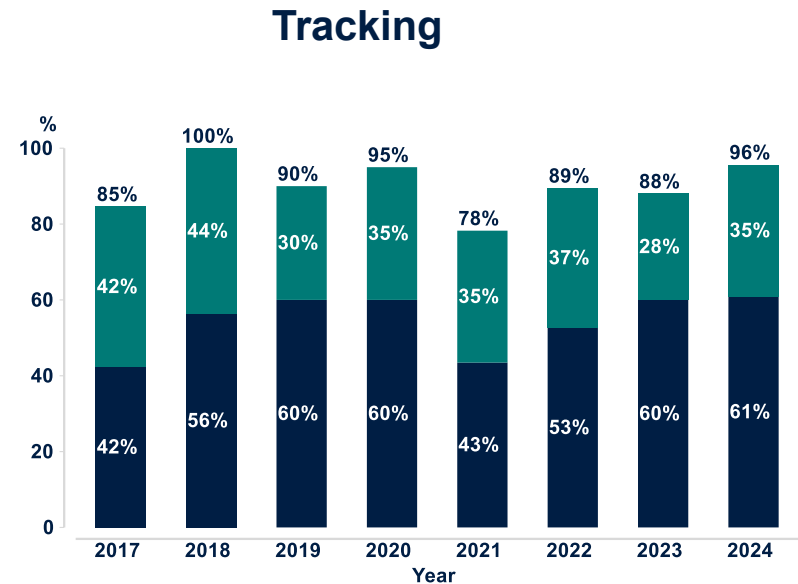
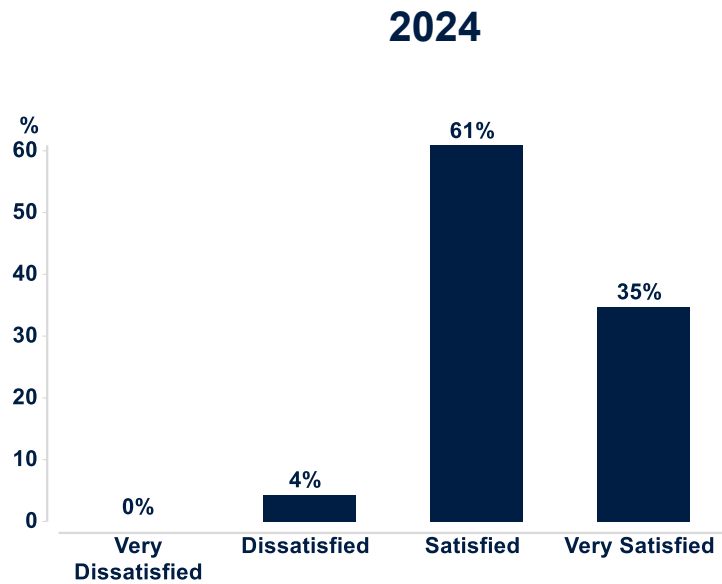


*"Frustrating that you can not speak directly with a Building consenting Officer or a Planner on the phone."*

Extracts from open text responses



# The way your needs were understood by council



	%	n
Very Dissatisfied	0%	0
Dissatisfied	4%	1
Satisfied	61%	14
Very Satisfied	35%	8

	2017 n = 26	2018 n = 48	2019 n = 20	2020 n = 20	2021 n = 23	2022 n = 19	2023 n = 25	2024 n = 23
Very Dissatisfied	4%	0%	10%	0%	13%	5%	0%	0%
Dissatisfied	12%	0%	0%	5%	9%	5%	12%	4%
Satisfied	42%	56%	60%	60%	43%	53%	60%	61%
Very Satisfied	42%	44%	30%	35%	35%	37%	28%	35%



# The way your needs were understood by council. Reasons for level of satisfaction.



Main theme	Sub theme(s)	Frequency
Satisfied		
	Staff understood needs	11
Dissatisfied		
	Process was frustrating	1

Coded from open text responses. The numbers equal frequency.



*"My BC needs were understood though 99% people won't apply for a BC for this work."*



*"The officer understood the scale and needs of the project and treated it accordingly"*



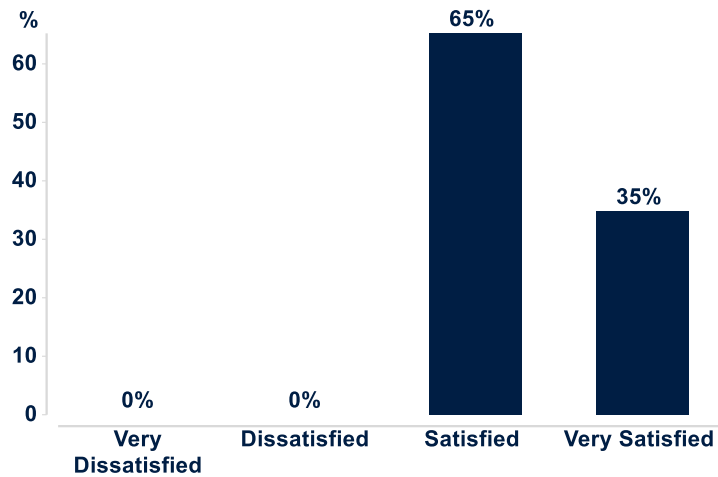
*"The inability to remove a party from the process was frustrating, and despite my clear written and verbal direction that information should not go to the original applicant as there was a criminal matter with police involved, the applicant received information. Very frustrating."*

Extracts from open text responses

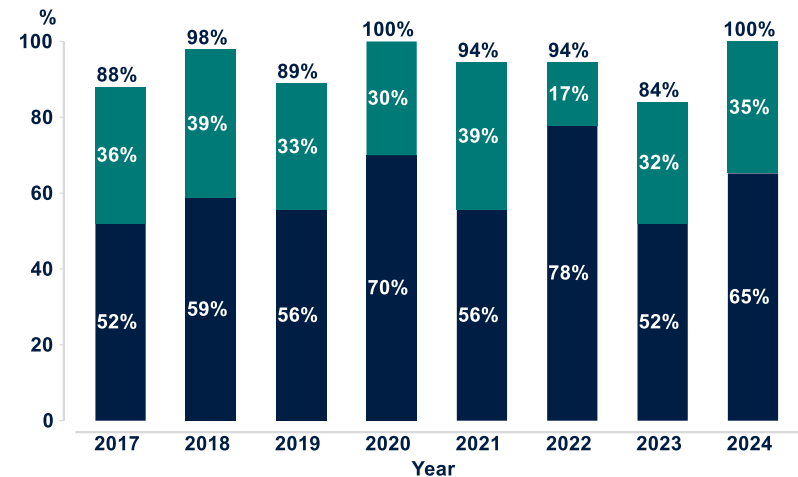


# The accuracy of the information you received

## 2024



## Tracking



	%	n
Very Dissatisfied	0%	0
Dissatisfied	0%	0
Satisfied	65%	15
Very Satisfied	35%	8

	2017 n = 25	2018 n = 46	2019 n = 18	2020 n = 20	2021 n = 18	2022 n = 18	2023 n = 25	2024 n = 23
Very Dissatisfied	4%	0%	6%	0%	6%	0%	4%	0%
Dissatisfied	8%	2%	6%	0%	0%	6%	12%	0%
Satisfied	52%	59%	56%	70%	56%	78%	52%	65%
Very Satisfied	36%	39%	33%	30%	39%	17%	32%	35%

# The accuracy of the information you received. Reasons for level of satisfaction.



Main theme	Sub theme(s)	Frequency
Satisfied		
	The information was accurate	5
	The process was good	4
	The information was easy to understand	1

Coded from open text responses. The numbers equal frequency.



*"Everything was accurate without any surprises or mistakes"*



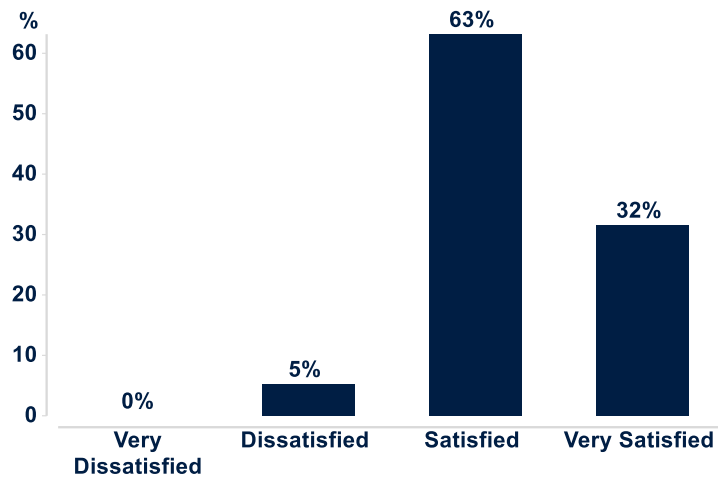
*"It was on par with other Councils"*

Extracts from open text responses

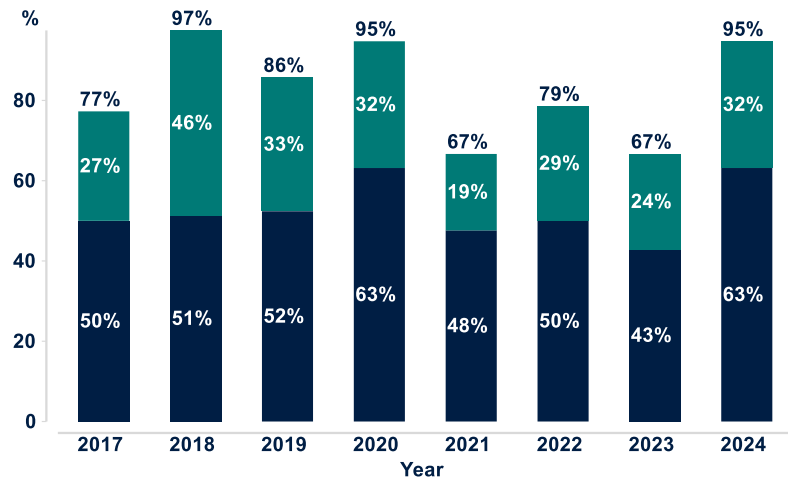
# The speed of Council's response to your building consent application



## 2024



## Tracking



	%	n
Very Dissatisfied	0%	0
Dissatisfied	5%	1
Satisfied	63%	12
Very Satisfied	32%	6

	2017 n = 22	2018 n = 39	2019 n = 21	2020 n = 19	2021 n = 21	2022 n = 14	2023 n = 21	2024 n = 19
Very Dissatisfied	9%	3%	10%	0%	10%	7%	5%	0%
Dissatisfied	14%	0%	5%	5%	24%	14%	29%	5%
Satisfied	50%	51%	52%	63%	48%	50%	43%	63%
Very Satisfied	27%	46%	33%	32%	19%	29%	24%	32%

# The speed of Council's response to your building consent application. Reasons for level of satisfaction.



Main theme	Sub theme(s)	Frequency
Satisfied		
	The speed for response was good / expected	8
	Understandably slow / within legal time frame	2
	Slow to start	1
Dissatisfied		
	Consent process was too slow	2

Coded from open text responses. The numbers equal frequency.



*"As noted it took a while to get to processing, but once started it was lightning fast!"*



*"For mid season of fireplace install permits the "12 or so days on top of the processing times seem very delayed and people are left without heating for up to a month."*



*"Unsure why everything takes so long. And applications aren't actually looked at until the very last day."*

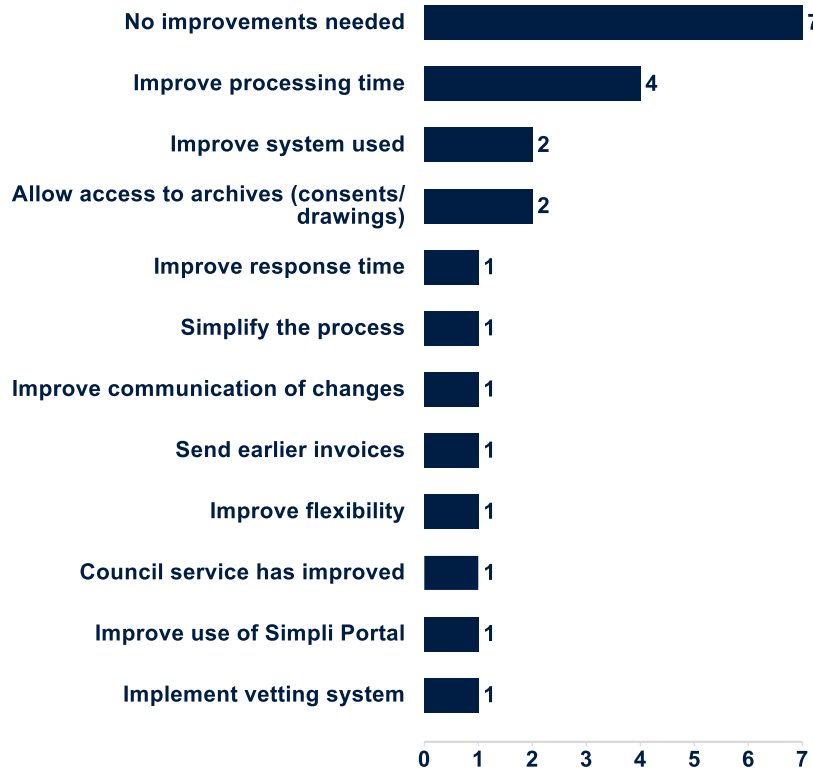


*"Depends on how busy they are but generally efficient"*

Extracts from open text responses



# How can we improve the building consent process?



Coded from open text responses. The numbers equal frequency.



*"It's pretty good but the Simpli system isn't the best. Other councils have far superior systems"*



*"Generally this was a great experience, at the time the commencement of processing could have been approved, but the responses and time for processing were great"*



*"Hard to comment on this when the consent I applied for was a few years ago and now we are in a different climate of building. Back then everything was going flat out and Council was slow, now that consent applications have reduced it has given Council a chance to catch up and improve the services."*

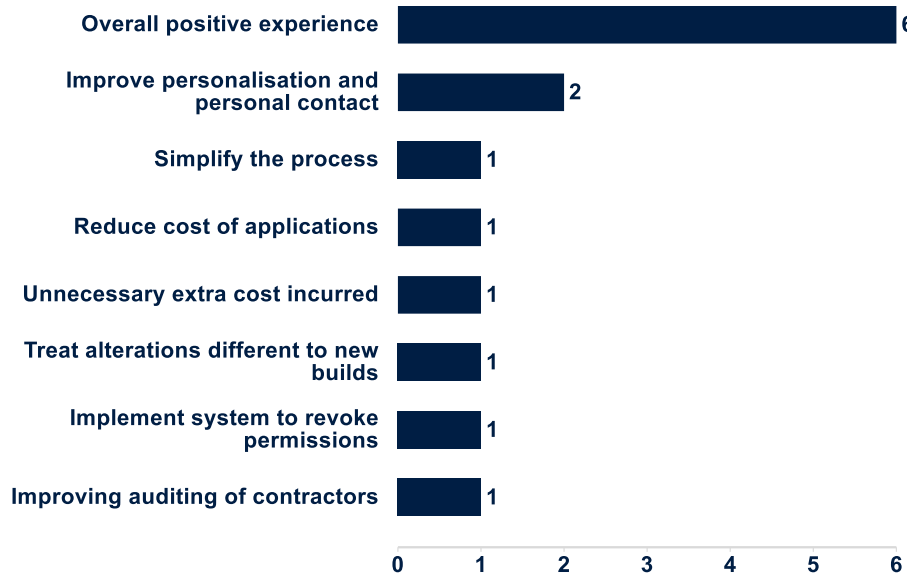


*"Have a better understanding of how the Simpli Portal works. We have had projects where we have not been notified that consents were issued until we followed up. We have had accounts that had been paid but were not put against the project."*

Extracts from open text responses



# Do you have any other comments regarding your experience obtaining a building consent?



*“If it was easier to be able to discuss a building question with a Building consenting officer, or a Planner on duty, specific to that job, it would be faster for all involved than the current call back system. I would also suggest that when you need to apply for a minor variation or product swap to a current BC, that the requirement to supply another CT and LBP memorandum be scratched, unless it is another agent doing the submission, which is already a question on the application form, so why do we have to keep resubmitting the information repeatedly when it is the same LBP submitting it? Can you not make one Design Memorandum for the lodging LBP cover the work throughout the project duration, or an ability to revise the form that was submitted?”*



*“Put the human back into the mix. Common sense and correspondence with people”*

Coded from open text responses. The numbers equal frequency.

Extracts from open text responses



# PublicVoice Limited

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