



Community Survey Report 2023

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

July 2023

Muirton

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Section 1:

Background, method and design

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. From 2021 the survey has used a sequential mixed method to ensure that all adult residents have an equal opportunity for selection. Surveys undertaken in 2021, 2022 and 2023 have also achieved a larger sample, n=600, n=563 and n=680, respectively. Covid-19 impacted the 2022 survey in terms of printing and mail-outs, resulting in a slightly lower response of n=563

3

Survey method:

A sequential mixed method has been adopted for the 2021, 2022 and 2023 surveys whereby 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 2023 was on 17th May, and data collection was closed off on 29th 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 for 2023, we 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, 680 responses were received, comprised of 531 online and 149 on paper. This total represents a response rate of 25%, which is high by industry standards and slightly better than 2022 (22%). The 95% confidence interval is +/-3.8%



Section 2:

Executive summary

Executive summary and recommendations

1



General observation

With the change in methodology from telephone to a sequential mixed method of online and postal data collection in 2021, we urged caution in comparing results with prior years. Specifically, we couldn't be certain that the degree of change in performance scores was actual or a reflection of the change in methodology. However, given that the 2022 and 2023 surveys have also used the same design, we can be confident in concluding that residents are concerned with Council's performance across several important areas

2



Value perceptions remain poor

Rates and fees paid for various services account for most of the influence on '*overall perceptions of value*' (46% impact). Like last year, this finding indicates that residents are more strongly 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 quality of communications. In a nutshell, residents see their rates increasing but perceive that they are receiving less in return, which is reflected the '*value for money*' attribute remaining low at 37% (38% in 2022 but down from 48% in 2021)

3



Public facilities continue to be well evaluated

Satisfaction levels with the city's various public facilities remain strong although the evaluation of outdoor facilities is lower at 84% vs 88% in 2022. Satisfaction with indoor facilities also remains high at 73%. Furthermore, use of these facilities remains high, with 92% visiting one or more outdoor facilities and 86% visiting one or more indoor facilities. However, this high performance is not currently influencing overall value perceptions and therefore, the strategy 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 51% satisfied. There is, however, continued concern about the condition of the city's roading network and a lack of general upkeep. This is reflected in the evaluation for '*roading and walkways*' remaining low at 41% (43% in 2022 and 59% in 2021). The low score for the roading measure is concerning since this has a sizeable impact on '*overall infrastructure*' (58% impact) and is therefore contributing to the low-value perception. And while the evaluation of the water supply has improved to 86% up from 81% (2022), 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 as a consequence of an increase in urban development

5



Urban development should be addressed

Although the performance measure for '*urban development*' remains unchanged at 39% vs 40% (2022), almost a third (29%) of the population is quite dissatisfied. Concerns relate to the level of intensification, loss of green spaces and the impact that development is having on existing infrastructure. There is also concern about the look and feel of the city centre, with a third of residents dissatisfied (34%), and verbatim comments suggest that some are looking for Council to provide greater economic stimulus to help make the city centre more vibrant

6



Waste services may need reviewing

Satisfaction with the city's waste disposal services remains low (50%), and about a quarter of residents (26%) are quite dissatisfied. The Park Street drop-off for recycling continues to be well used, with 60% of residents having used this facility in the last year, which is in line with results reported for 2021 and 2022. However, the survey indicates a decline in use of the facility by residents within the Central ward to 54%, down from 68% (2022). Verbatim comments continue to suggest that there is widespread support for a kerbside recycling service in the city and that residents may be willing to pay more to have such a service provided

Executive summary and recommendations (continued)

7



Reputation performance requires attention

The measure for 'overall reputation' has improved to 47%, up from 41% (2022), which reflects an improvement in 'innovation and quality' to 42% up from 37% (2022), and 'trust' to 46%, up from 38% (2022). Council must have a strong reputational performance, and although the improvement is very positive, the results remain lower than desirable. The evaluation of Council's reputation is likely a reflection of dissatisfaction elsewhere, namely concerns about the state of the city's roads, concerns about urban development, the appearance of the city centre, lack of perceived investment in infrastructure, and waste services

8



Communication and engagement are worthy of focus

Communication performance has improved to 47% up from 39% (2022), although this change is not currently impacting overall value perceptions. There continues to be anecdotal evidence within verbatim comments to indicate that some residents don't feel sufficiently informed about Council. Analysis shows that 9% of comments mentioned a need for better communication, while a further 3% mentioned better public consultation around decision making. As Council develops plans relating to the various areas of concern, it will be important to ensure that adequate communications are maintained so residents are aware of the work being done, particularly in relation to key attributes that drive value perceptions: investment in infrastructure, including the city's roads

9



Well-being is evaluated positively, but safety is a concern

Council is seen to be doing a good job of promoting well-being among residents and two-thirds (67%) consider their state of well-being to be very positive. While Council is evaluated well for attributes such as 'protecting the natural environment', 'protecting heritage features', 'providing cultural events' and supporting community groups generally, there is growing concern about safety, particularly in the city centre. Satisfaction with safety in the city centre has declined to 46%, down from 56% (2022), and satisfaction with safety within neighbourhoods is low at 54%

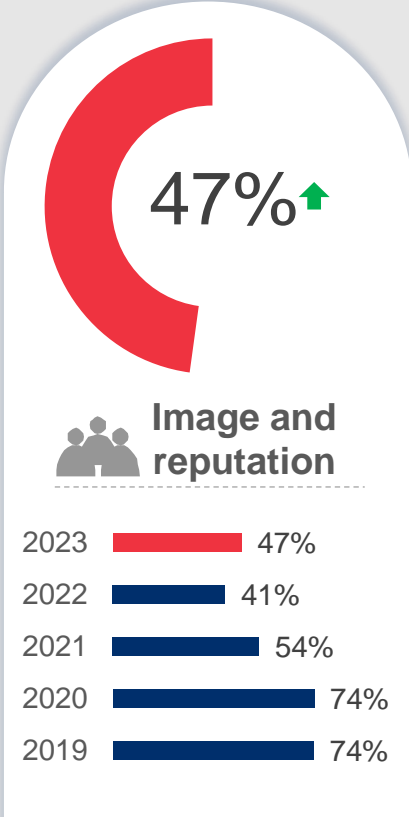
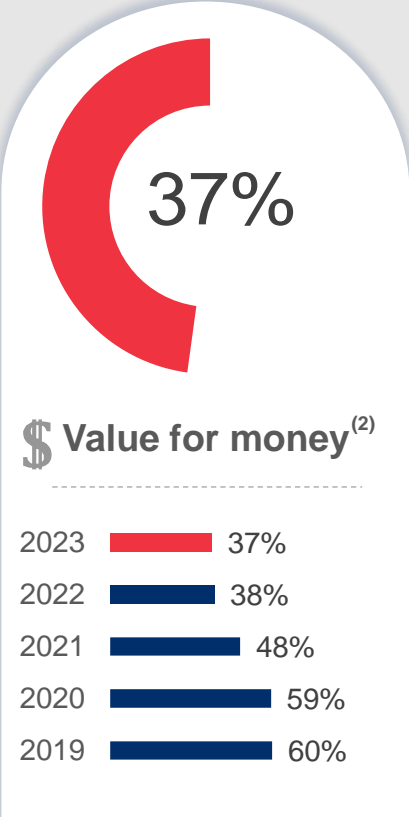
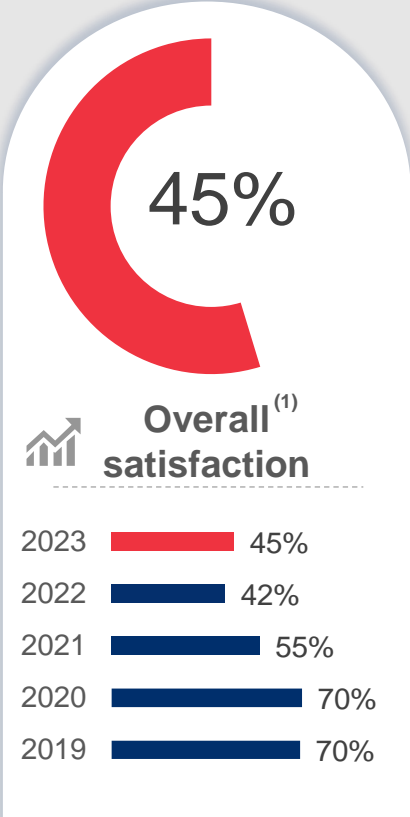




Section 3:

Overall level measures

While ‘overall satisfaction’ and ‘value for money’ measures are on par with those reported last year, the important ‘image and reputation’ measure has improved (47% vs 41%)

Overall level measures (% 7-10)⁽³⁾

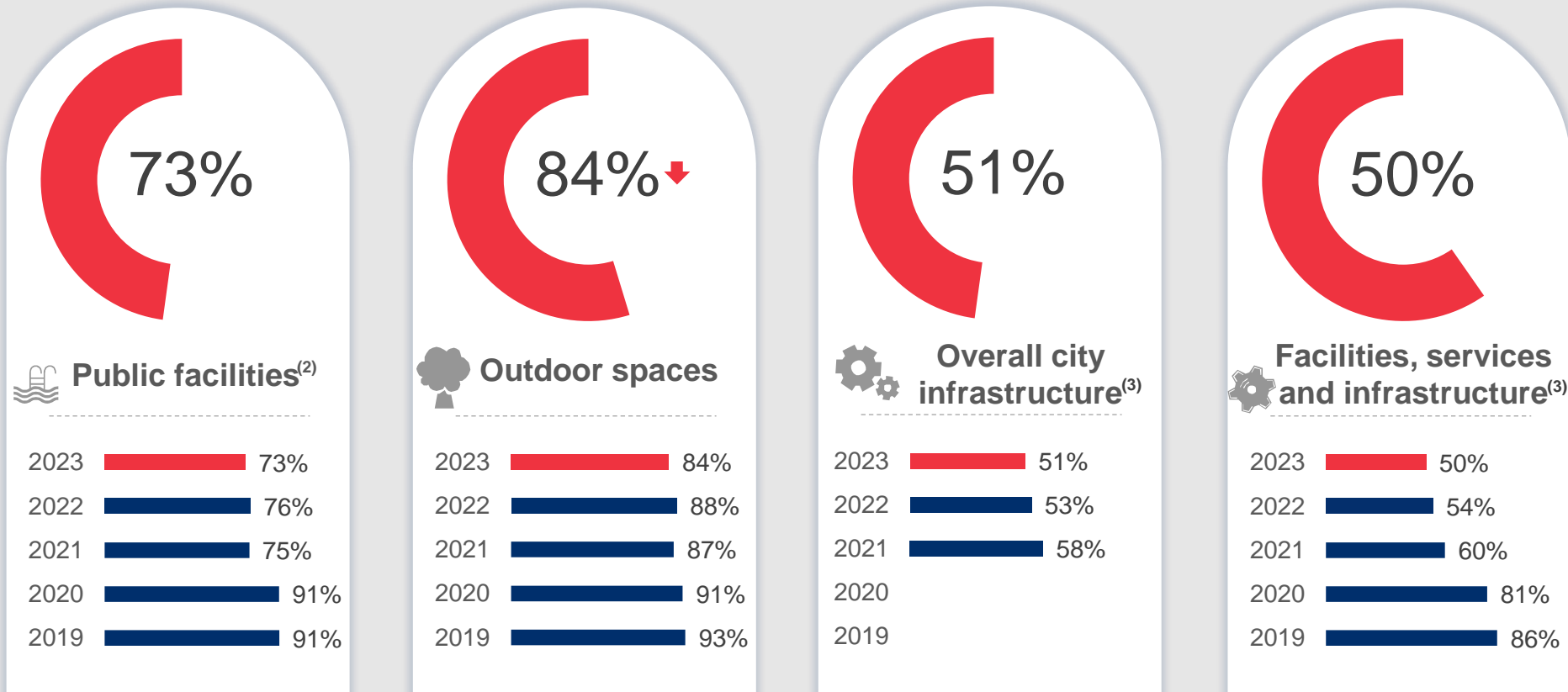


Significant increase 95% CI 
Significant decrease 95% CI 

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: leadership, trust, financial management, and quality of services provided, how would you rate Council for its overall reputation?
 4. Sample: 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403, 2019 n=399

Although the result for parks and reserves has declined (84% vs 88%), the score, together with that for other public facilities, remains high

Overall level measures (% 7-10)⁽¹⁾⁽⁴⁾

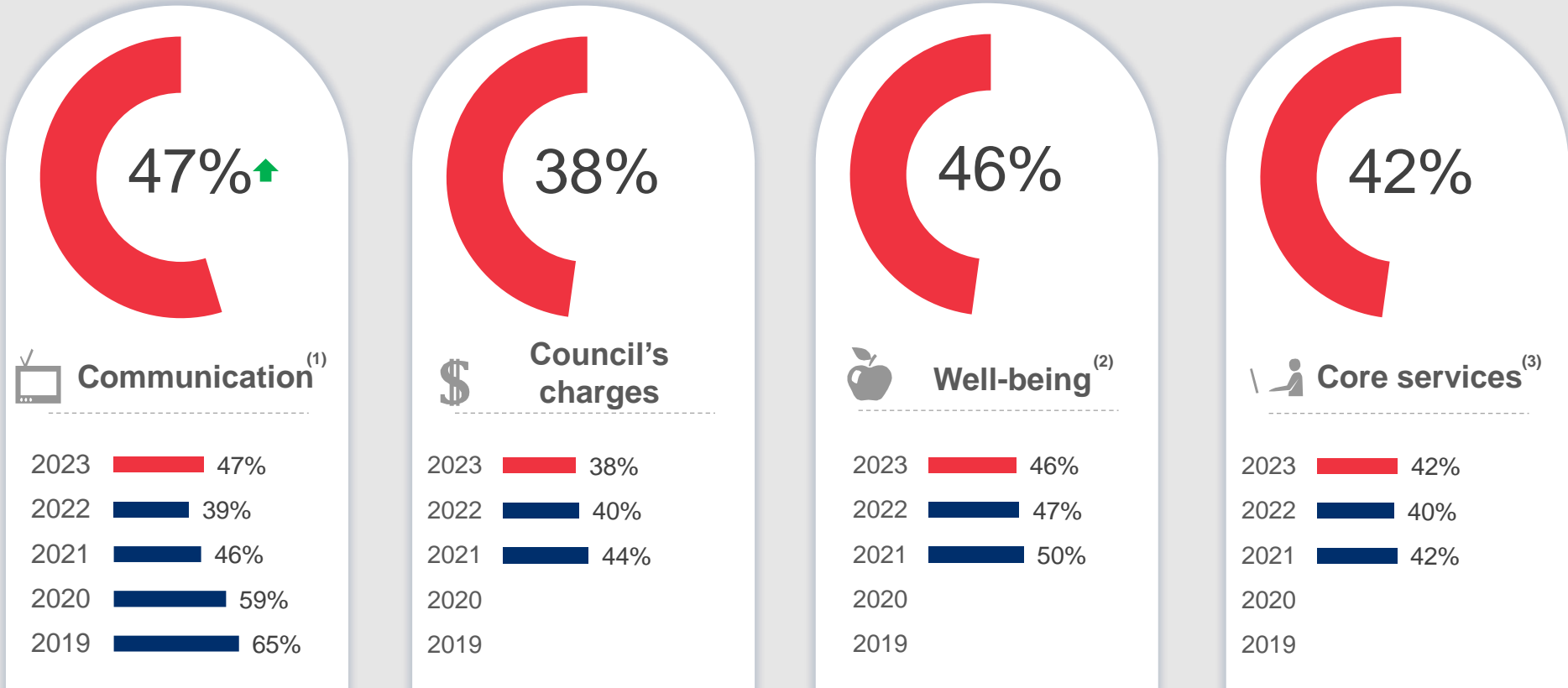


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

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 'infrastructure' measure has been imputed, as was 'facilities, services and infrastructure' in 2022, but asked directly in 2023 and prior years
 4. Sample: 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403, 2019 n=399

Satisfaction with Council's communications has improved, while results for measures relating to charges, how well Council is working to promote well-being, and satisfaction with its core services, all remain on par with last year

Overall level measures (% 7-10)⁽⁴⁾

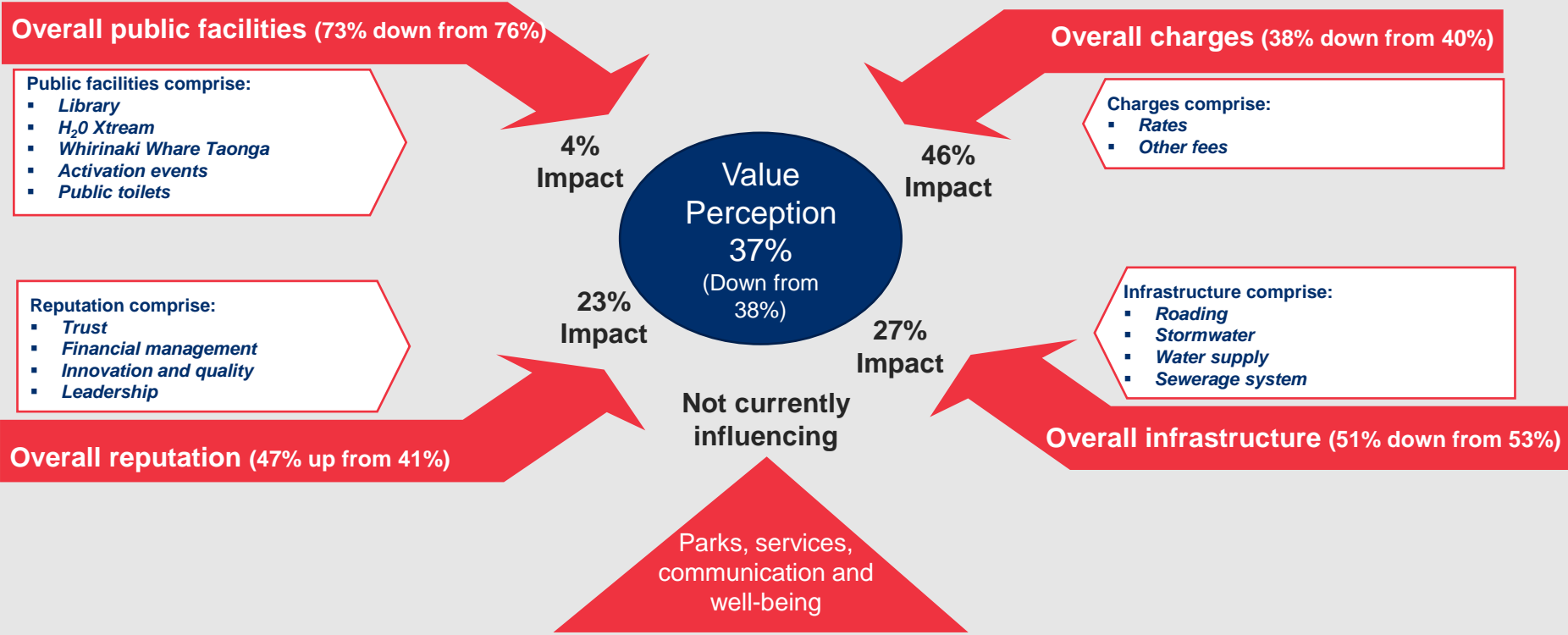


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

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 well-being?
 3. The measure for 'Core services' was not asked directly in 2022 or 2023, but has been imputed
 4. Sample: 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403, 2019 n=399

The continuing low perception of value is mainly influenced by dissatisfaction with Council’s charges, infrastructure, and reputation, while other attributes have little or no influence

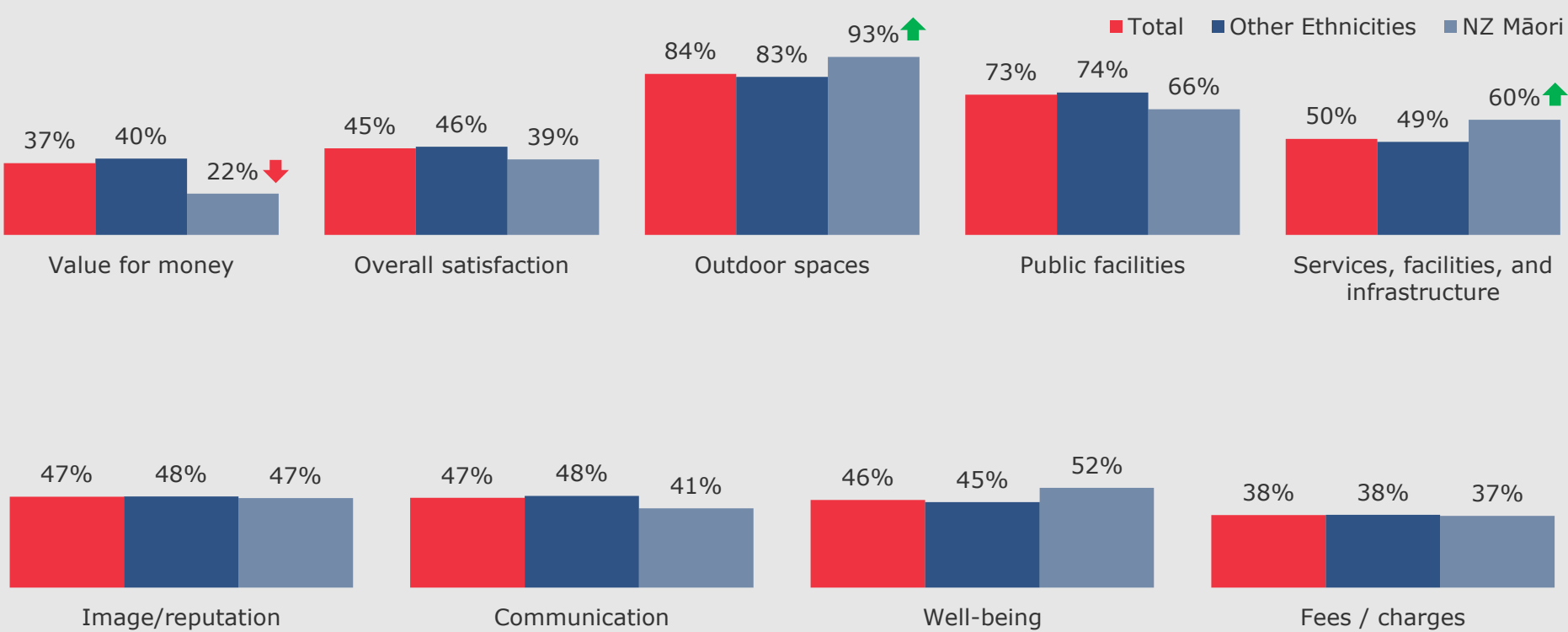
Drivers of value perception⁽¹⁾⁽²⁾



1. Considering everything that Council provides..., how satisfied are you that you receive good value for the money you spend...?
2. Sample: 2023 n=660, 2022 n=563, 2021 n=600

The current survey suggests that those identifying as Māori are less satisfied than other ethnicities with perceptions of value; however, they are more satisfied than other ethnicities with the city’s ‘outdoor spaces’, and with ‘services, facilities and infrastructure’

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



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

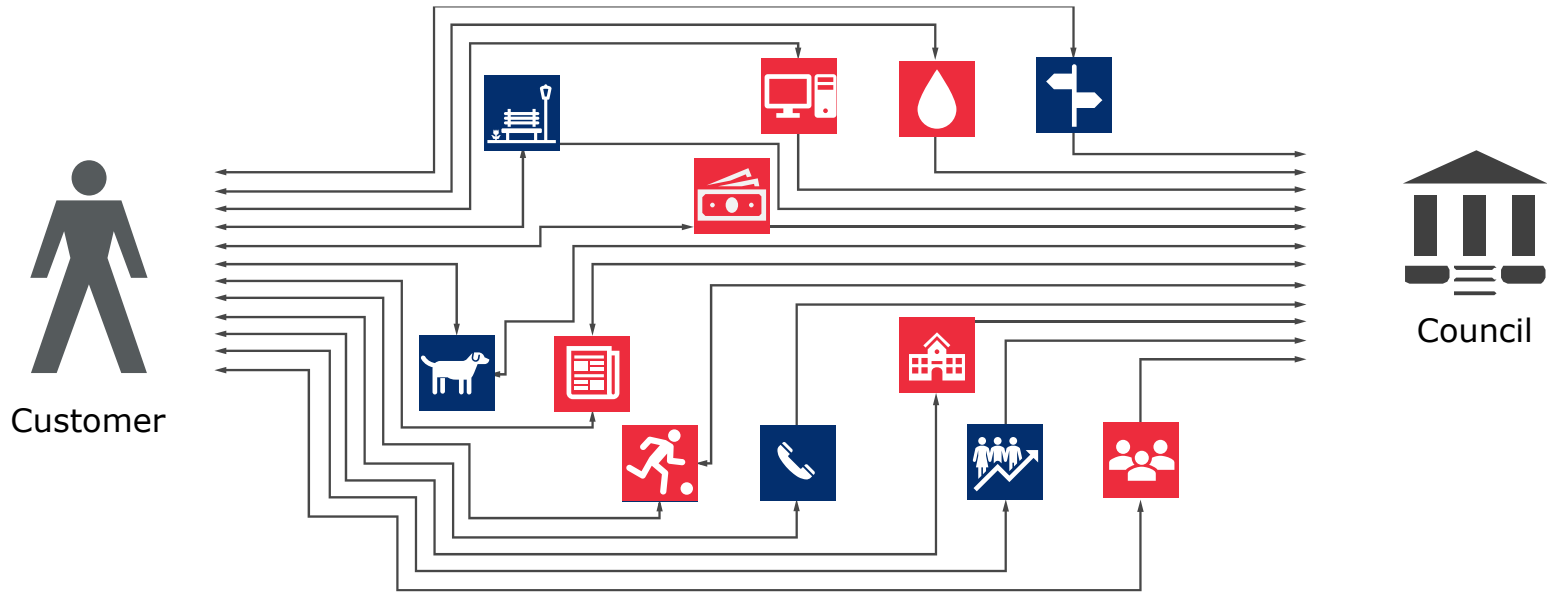
1. How would you rate your overall satisfaction with...?
 2. The Ministry of Health method of prioritised ethnicity has been applied whereby respondents can identify with multiple ethnicities, but anyone identifying as Māori has been classified as Māori
 3. Sample: 2023 n=680, Māori n=42 Other ethnicities n=638



Section 4:

Customer value management explained

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



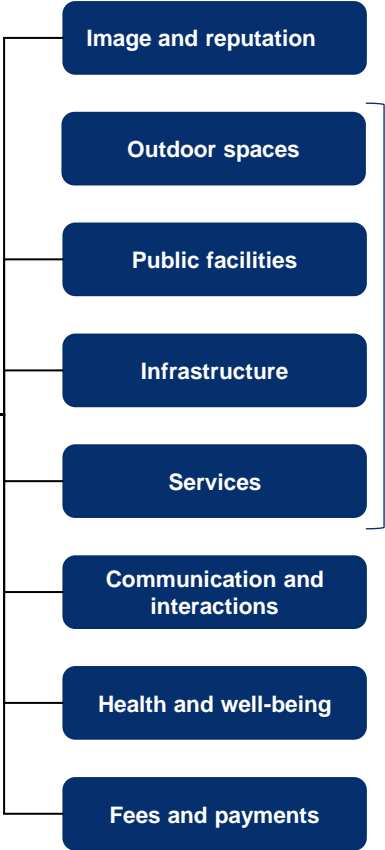
We have adopted a Customer Value Management (CVM) methodology that incorporates a holistic set of measurements to measure customers experiences accurately and determine which services drive value for residents

Customer Value Management

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



Drivers of value



Rationale for inclusion

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

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

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

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

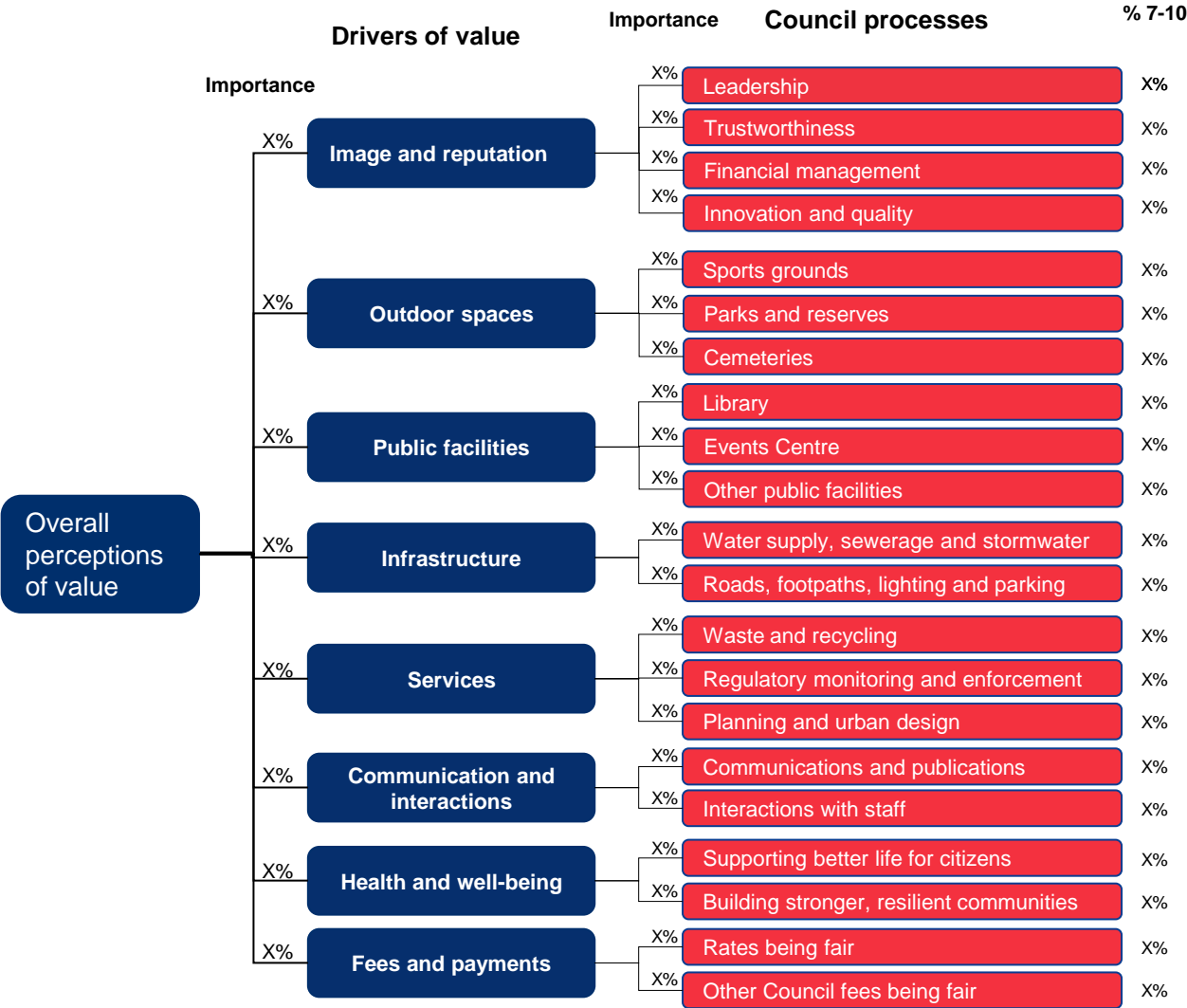
Council must manage elements that drive perceptions of value, the quality of infrastructure and services received for the price paid via rates and other fees.

The elements that comprise each of the overall level measures are examined to understand how residents trade off between what they receive 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 value perceptions. This ensures that outputs are actionable
- Directly asking residents to rate importance is problematic, so we use statistics to derive scores for the drivers of value
- The model is expanded to include the various processes for which impact (importance) and performance scores are obtained



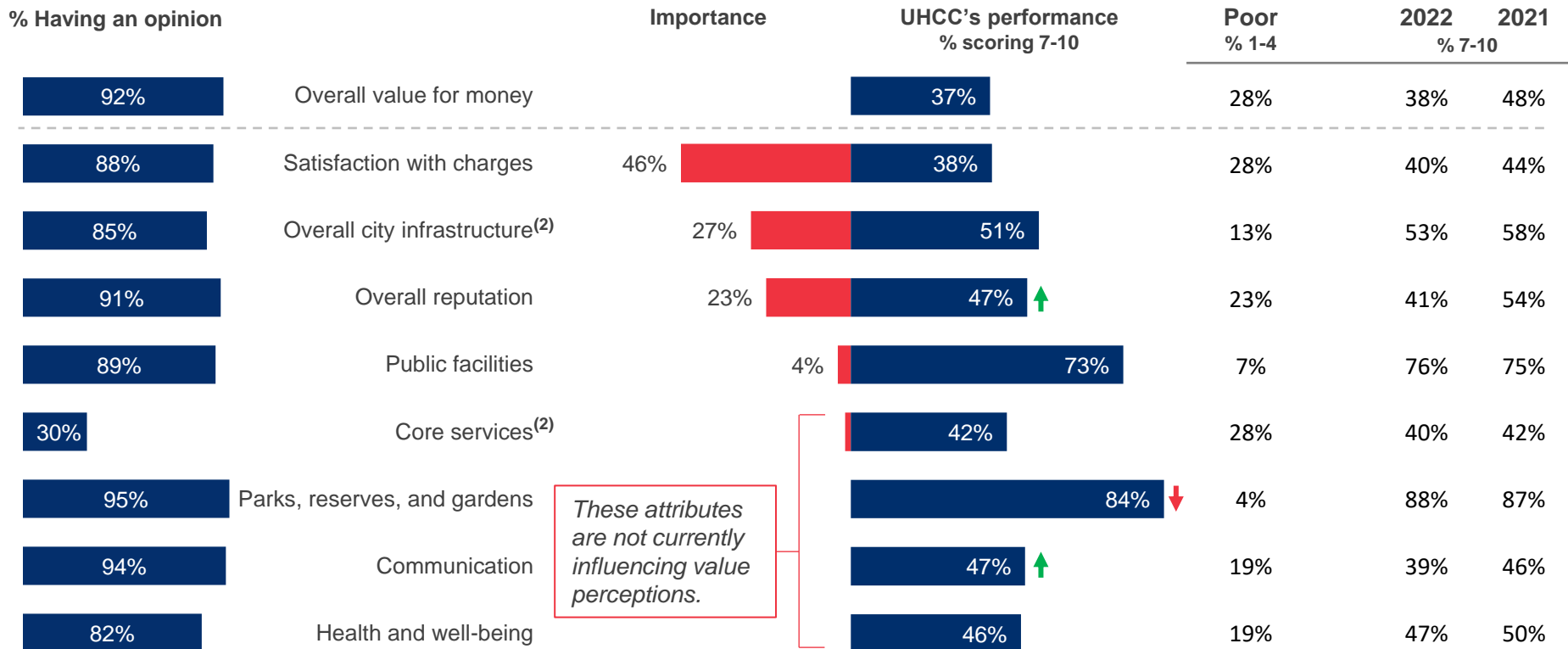


Section 5:

Customer value management analysis

Rates and fees charged continue to have the most direct influence on the perception of value delivered by Council (46%), followed by infrastructure (27%) and reputation (23%)

CVM analysis: Overall performance⁽¹⁾⁽³⁾

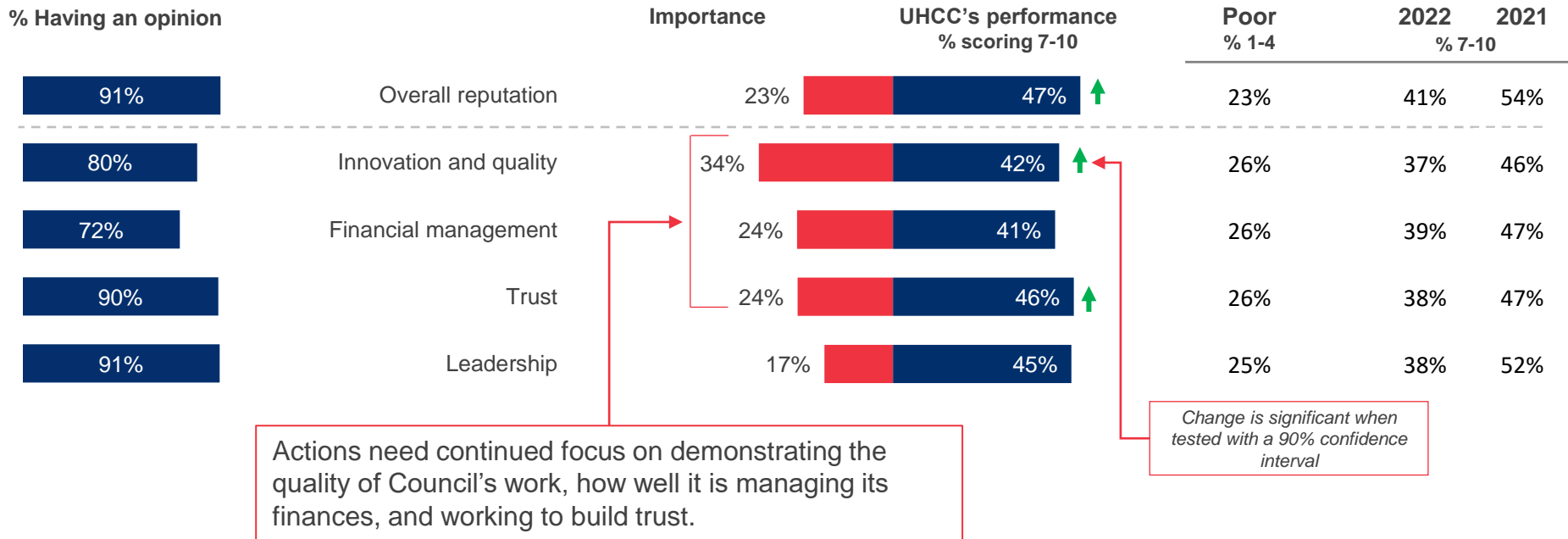


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

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: 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403

Council has a stronger reputation than last year, with improved results for 'innovation and quality' and for 'trust' having a positive influence on the overall reputation measure

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



The city's outdoor spaces continue to be evaluated very well (84%); however, the result is lower than last year due to residents' reduced perceptions of the Akatārawa Cemetery, and potentially, by somewhat lower scores for other outdoor facilities

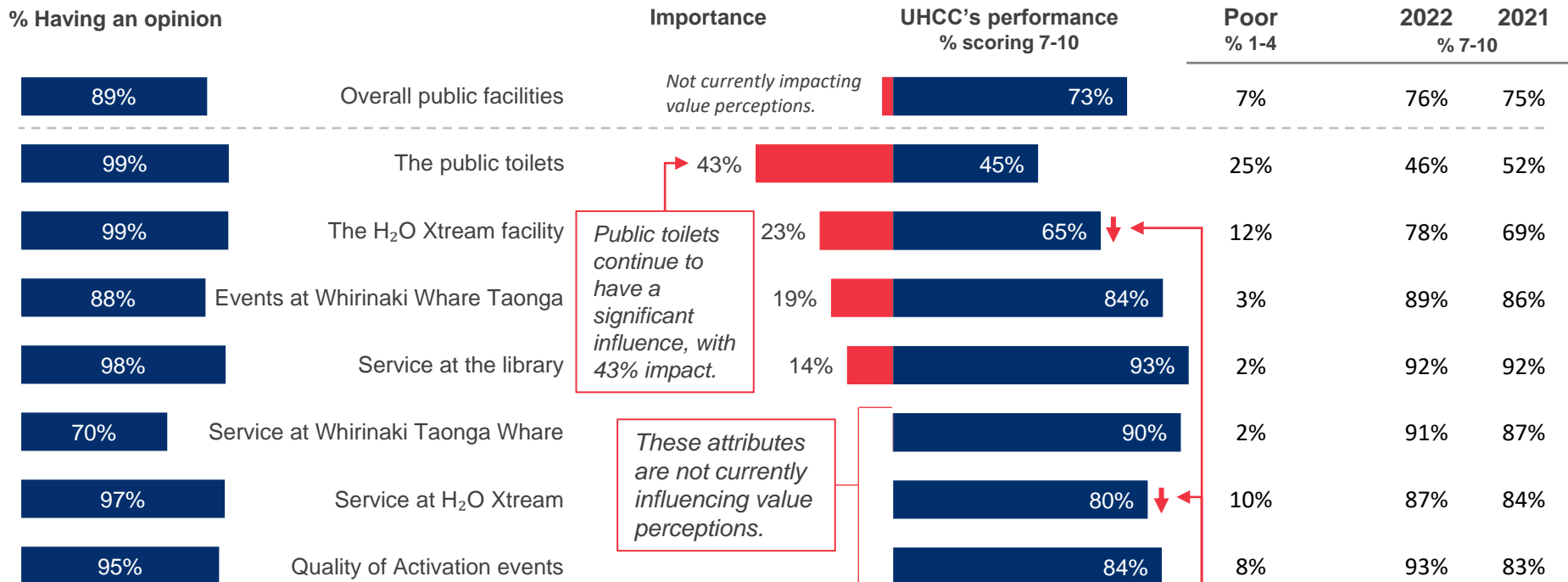
CVM analysis: Outdoor facilities⁽¹⁾⁽²⁾⁽³⁾

% Having an opinion		Importance	UHCC's performance % scoring 7-10	Poor % 1-4	2022 % 7-10	2021 % 7-10
95%	Overall outdoor spaces	<i>Not currently impacting value perceptions.</i>	84% ↓	4%	88%	87%
93%	Parks, reserves, and gardens	53%	87%	3%	89%	87%
67%	Sports fields	23%	81%	4%	86%	81%
75%	Playgrounds	14%	87%	3%	89%	84%
41%	Akatārawa Cemetery	9%	77% ↓	10%	92%	90%

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

Public facilities continue to represent an area of strength, and although the result for the H₂O Xtream facility has declined, this is likely to be influenced by the current closure

CVM analysis: Public facilities – users of individual facilities⁽¹⁾⁽²⁾⁽³⁾





Public toilets continue to have a significant influence, with 43% impact.

These attributes are not currently influencing value perceptions.

Lower scores are likely to be a consequence of the facility being closed since February 2023

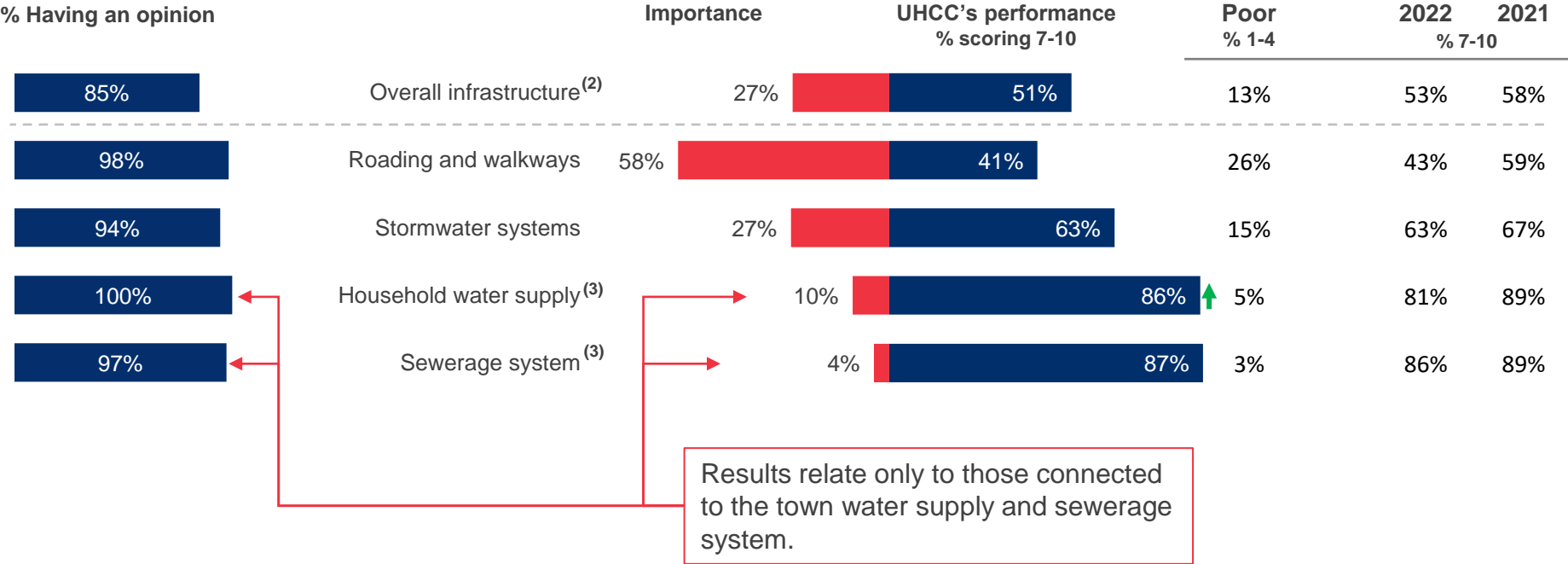
Results for individual facilities relate to those who have used the facility within the prior 12 months. The result for 'overall public facilities' is across the total population, irrespective of having visited a public facility in the last year or not.

Significant increase 95% CI 
Significant decrease 95% CI 

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: 2023 n=680, 2022 n=563, 2021 n=600

Satisfaction with the city's roads remains low and as this measure has a significant influence on the overall result (58% impact), improving residents' perceptions in this area represents a key opportunity

CVM analysis: Overall infrastructure⁽¹⁾⁽⁴⁾

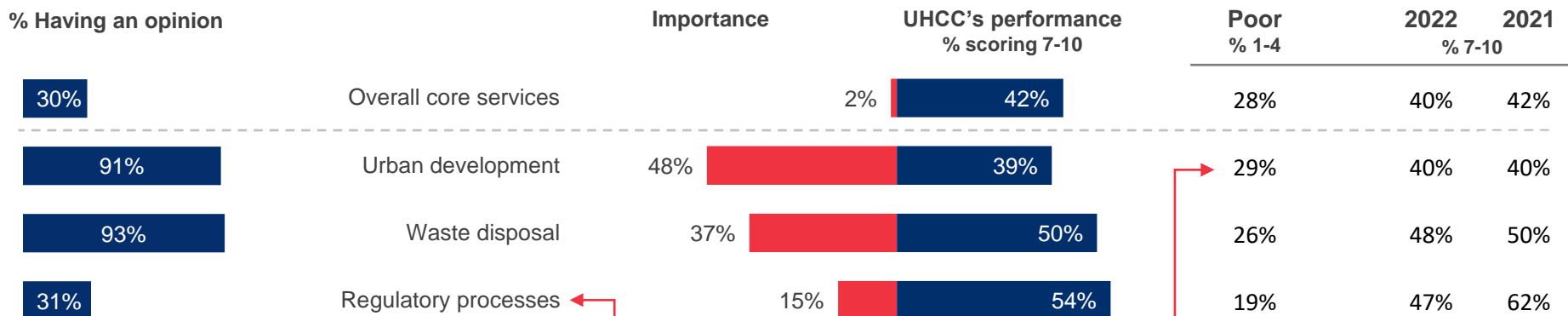


Significant increase 95% CI
 Significant decrease 95% CI

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 the town water supply and for the town sewerage system relate to residents whose properties are connected
 4. Sample: 2023 n=680, 2022 n=563, 2021 n=600

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 (29%) about this area

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



Contacted Council in the last year

39%



Satisfaction with regulatory services among those who have had contact

Satisfaction (%7-10)

76%



2020



2021



2022



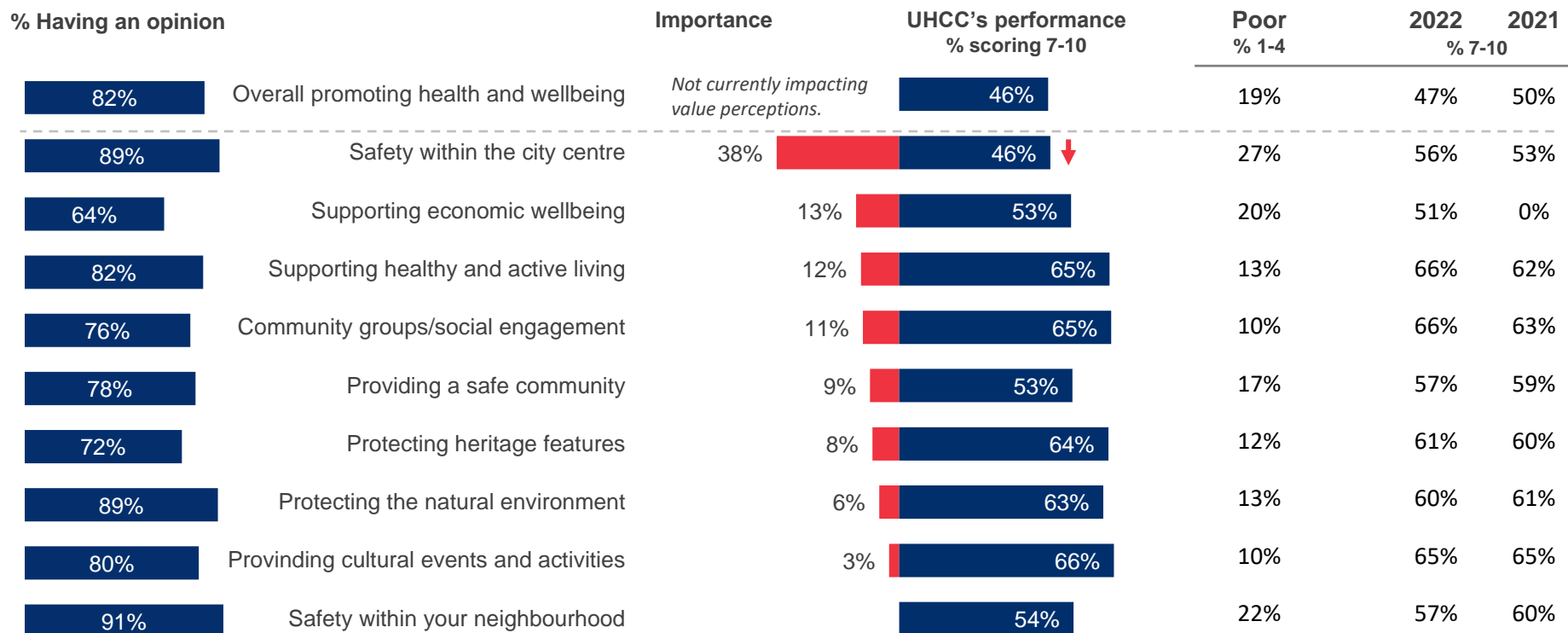
2023

“Council is approving too many housing developments without thought to the demands on roads and water supply. Council also needs to show some resistance to housing intensification before our city becomes a concrete jungle.”

“Developers have too much say and do not contribute enough towards new infrastructure, and ratepayers are picking up the tab.”

Residents have concerns about safety in the city centre with many (27%) being very concerned and of note, the impact of this is high (importance 38%) suggesting that it is an area that needs to be addressed

CVM analysis: Well-being⁽¹⁾⁽²⁾⁽³⁾



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

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

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

Evaluation of the fairness and reasonableness of rates and other fees is on par with the prior survey, and as this area has the strongest influence on overall value perceptions, it remains Council’s leading improvement opportunity



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

% Having an opinion	Importance	UHCC’s performance % scoring 7-10	Poor	2022	2021
			% 1-4	% 7-10	% 7-10
88%	Overall charges and fees	46%	28%	40%	44%
88%	Fees being fair and reasonable	54%	25%	42%	49%
82%	Rates being fair and reasonable	46%	29%	39%	45%

“In terms of rates, we are rural property owners who provide our own water and sewerage systems. I think there needs to be cheaper rates for this.”

“Rates are too high, we don’t get kerbside recycling, dog registrations are too high, and I get nothing in return for having paid them, not even a free impounding. As a ratepayer I don’t feel like I get any value for my paid fees.”

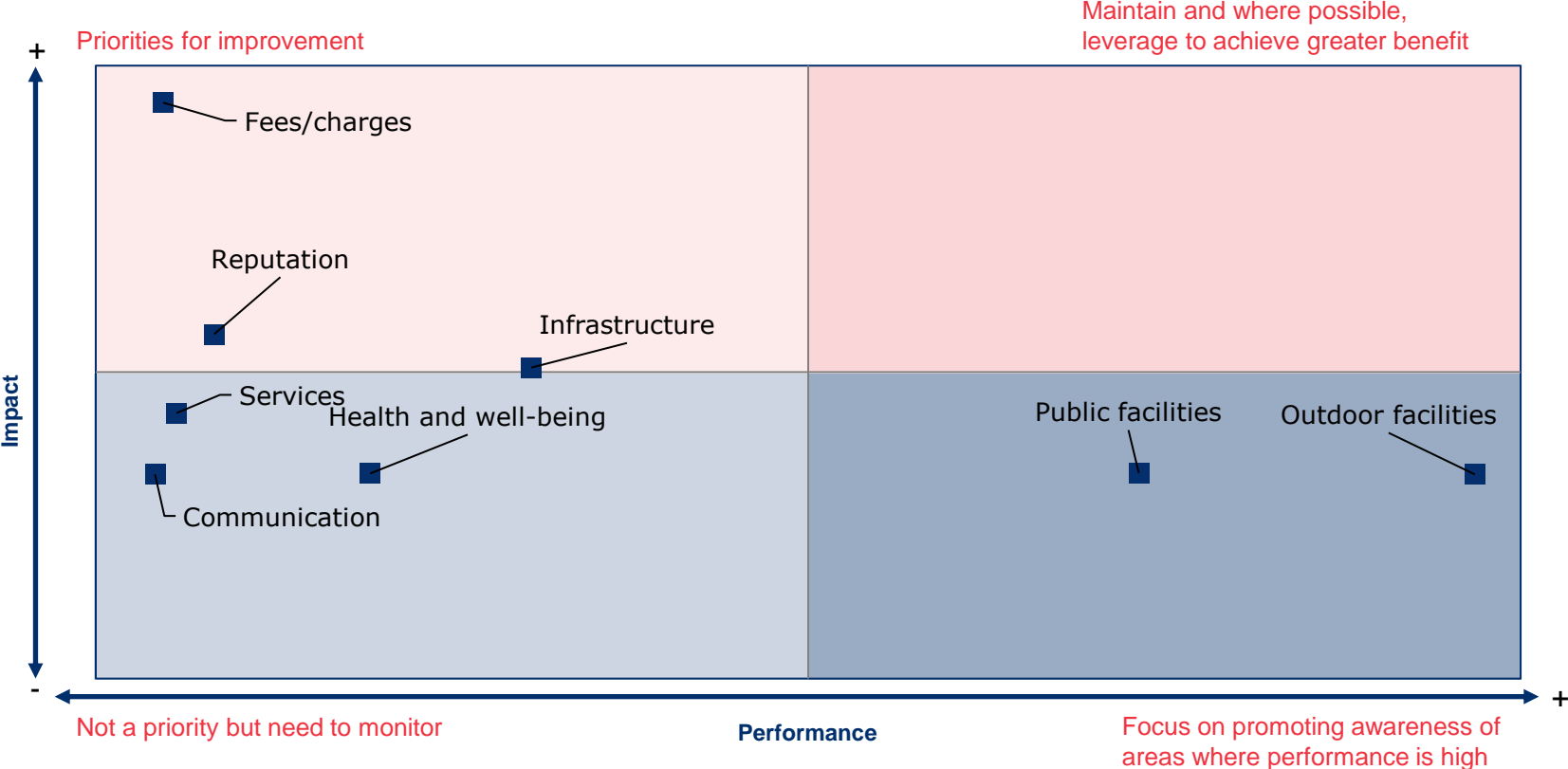
“We see very little for the rates we pay. There needs to be a greater focus on safety in the community, roading and water management, especially in relation to the numerous leaks.”

Significant increase 95% CI 
Significant decrease 95% CI 

1. How would you rate your Council for each of the following...?
2. Sample: 2023 n=680, 2022 n=563, 2021 n=600

Improving performance in areas of infrastructure and reputation, plus demonstrating the value residents receive for fees paid, represent the areas of focus to raise the overall value perception of Council

CVM priority analysis⁽¹⁾



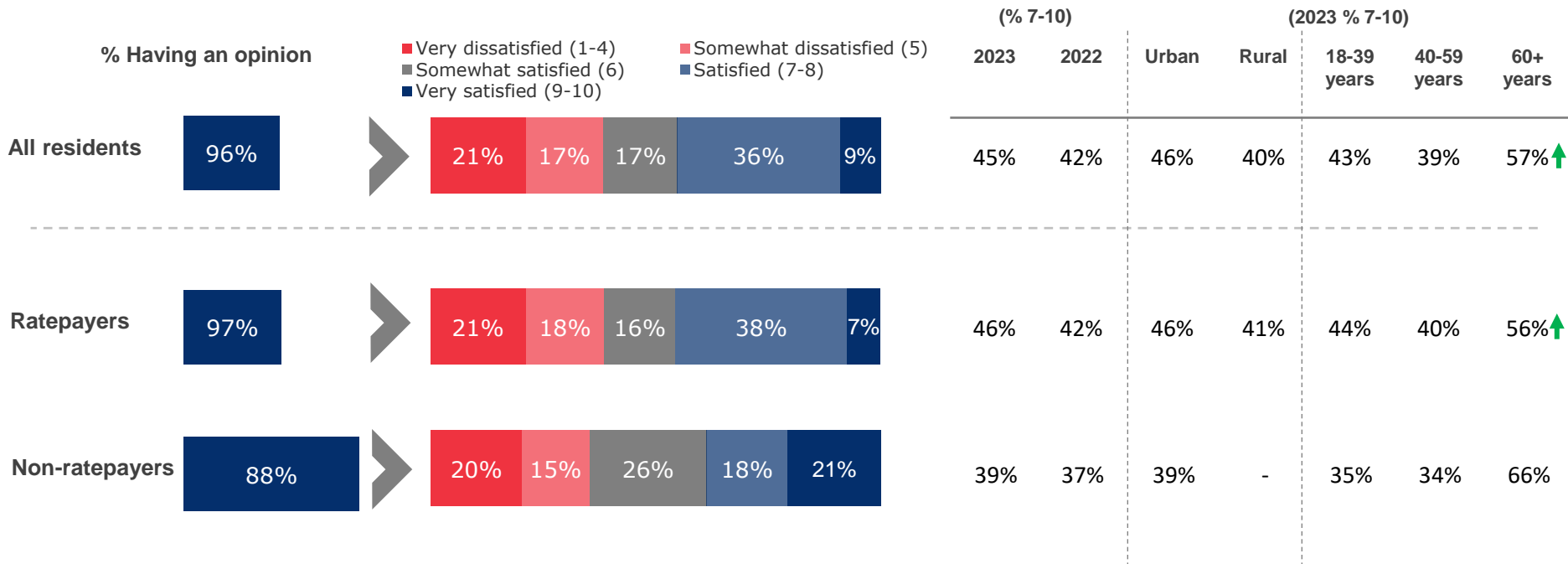


Section 6:

Overall satisfaction with Council

Satisfaction with Council shows a slight, but not statistically significant improvement over the 2022 year and of note, older residents tend to be more satisfied

Overall satisfaction⁽¹⁾⁽²⁾⁽³⁾



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

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your Council for...?
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Ratepayer n=618, Non-ratepayer n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Residents who are dissatisfied with Council express concerns about the poor condition of the city's roads, lack of recycling, appearance of the city centre and issues with urban planning

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

“The roads around Upper Hutt require immediate proper attention because there are numerous holes in them which are causing damage to vehicles. The holes are patched but it only lasts a short time before the hole appears again.”

“The reason I've marked Council down is because I think it defies reason that we don't have kerbside recycling.”

“The commercial city centre is lacking balanced development with numerous empty properties and the influence of absentee landlords choking local business initiatives. Council does not appear to be doing anything about it.”

“More could be done using more urban division, holistic input into how our city develops with more green spaces and amenities in new developments.”

“Council is approving too many housing developments without thought to the demands on roads and water supply. The Council also needs to show some resistance to housing intensification before our city becomes a concrete jungle.”

Residents also express concerns about a lack of transparency...

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

“Better direct communication and awareness of ways that residents can be involved.

“Our previous communication with Council has led us to believe that inaccurate information is given out and that the agenda or business interests of the wealthy is valued above the 'average person'.”

“Improve communication with rate payers by sending regular news-letters or public seminars etc.”

“My answers have been affected by the drawn-out Farrah's issue. Council, particularly the CEO, did not act promptly, fairly or transparently until forced to by the independent review. Although an apology has been given the lack of faith/trust remains.”

...plus, they are concerned about the state of existing infrastructure

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

“I would like water infrastructure to be top priority, as there are numerous leaks around the city. It's ridiculous that perfectly fine playgrounds (Maidstone Max and Harcourt park) and H₂O are pulled down and rebuilt when our water infrastructure is so outdated. I'm sick of money being wasted on cosmetic things.”

“Happy with the future focus of Council in terms of moving Upper Hutt forward for the next generation, but please could we have some focus on infrastructure and community safety. i.e., roads and police”

“Council needs to ensure more infrastructure is provided alongside the population growth that is occurring. Upper Hutt is a sought-after place to live, especially for families, so there should be no hesitation in charging development contributions that reflect the costs of servicing, maintaining, upgrading and providing more infrastructure.”

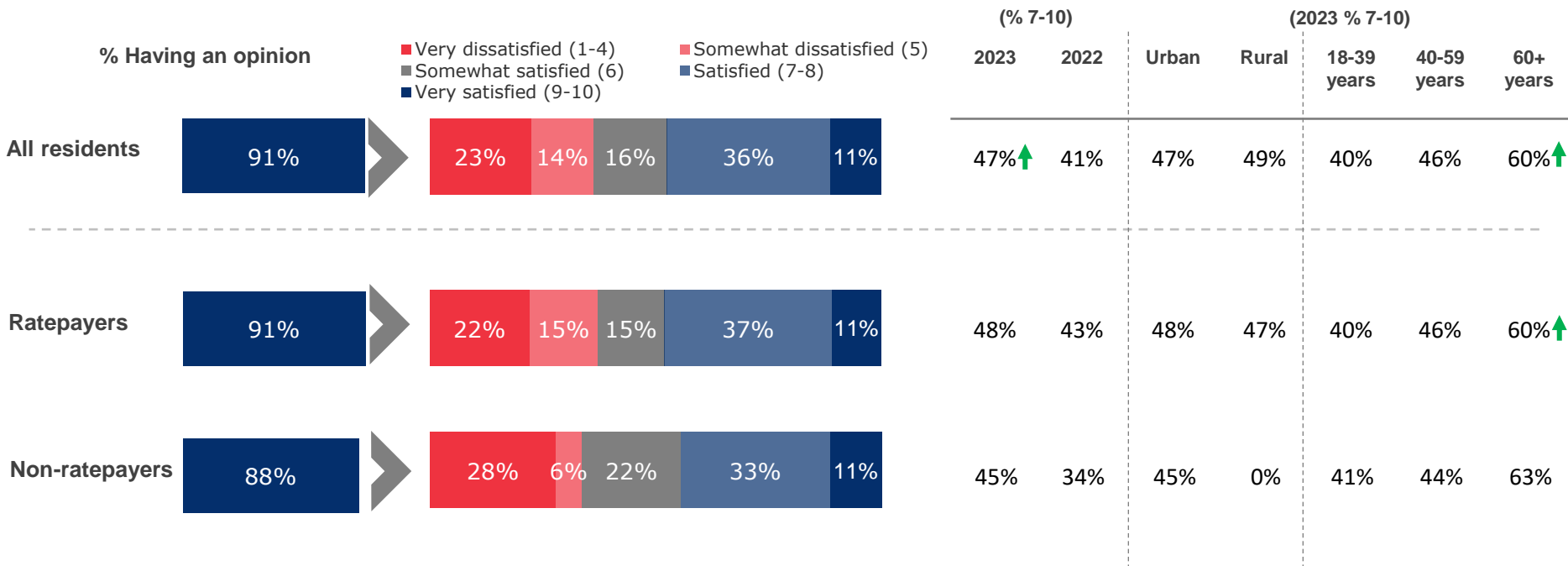
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Section 7:

Image and reputation

Council's 'overall reputation' shows an improvement relative to last year, with older residents typically having more favourable opinions than younger age groups

Overall reputation⁽¹⁾⁽²⁾⁽³⁾



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

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your Council for...?
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Ratepayer n=618, Non-ratepayer n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Similarly, the 'leadership' and 'trust' measures have improved, with older residents holding more favourable opinions of these areas than younger age groups

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

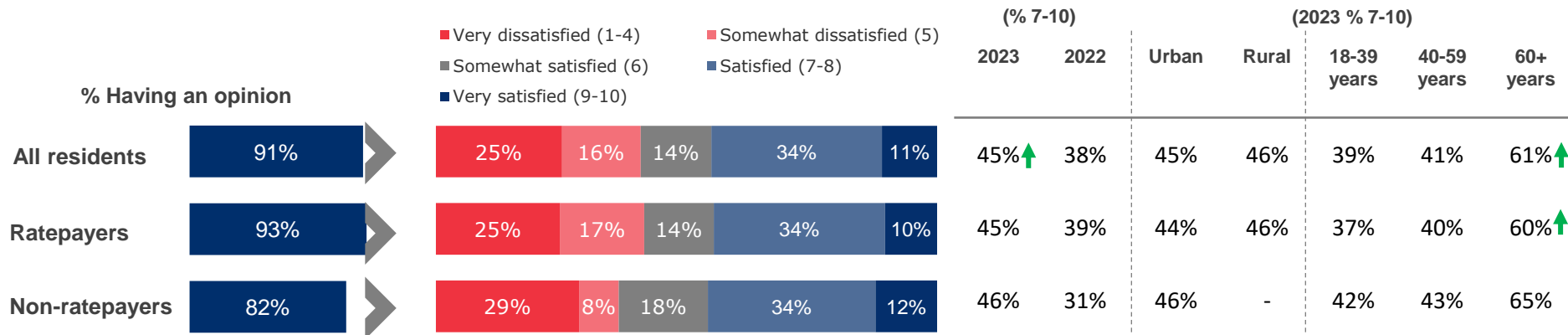
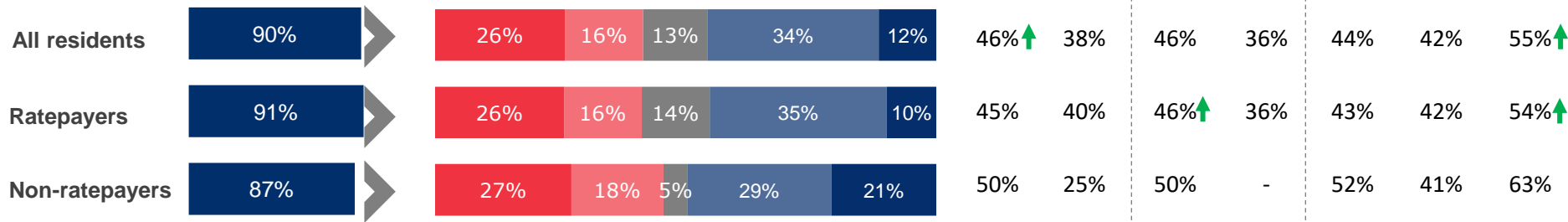


Image and reputation: Trust and confidence⁽¹⁾⁽²⁾⁽³⁾



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

The result for 'innovation and quality' suggests an improvement on 2022, while the result for 'financial management' is on par with the prior survey

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

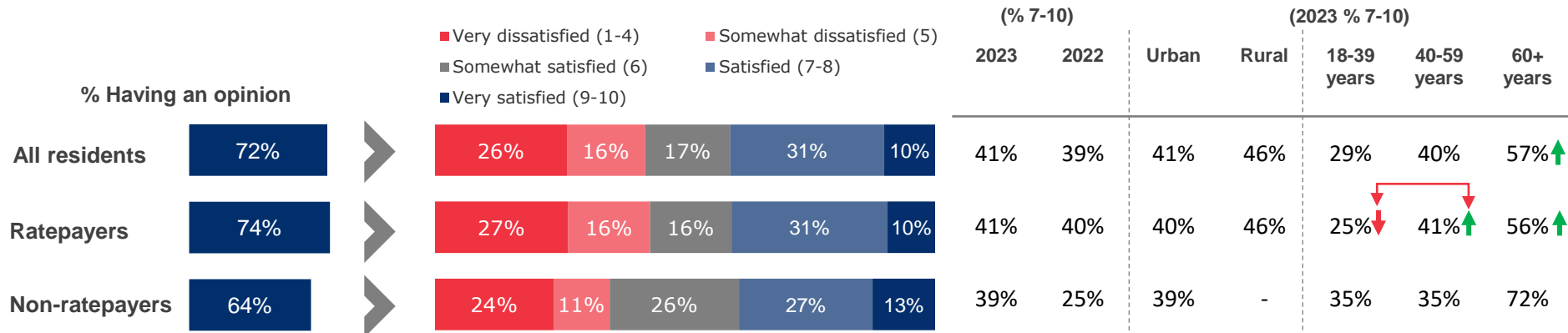
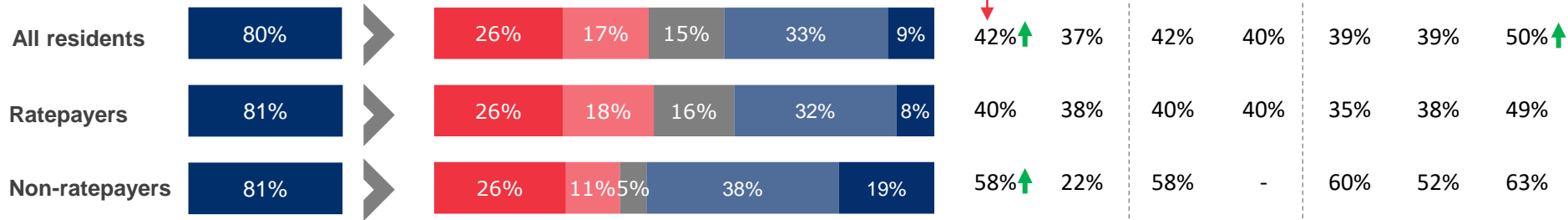



Image and reputation: Innovation and quality⁽¹⁾⁽²⁾⁽³⁾



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

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your Council for...?
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Ratepayer n=618, Non-ratepayer n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

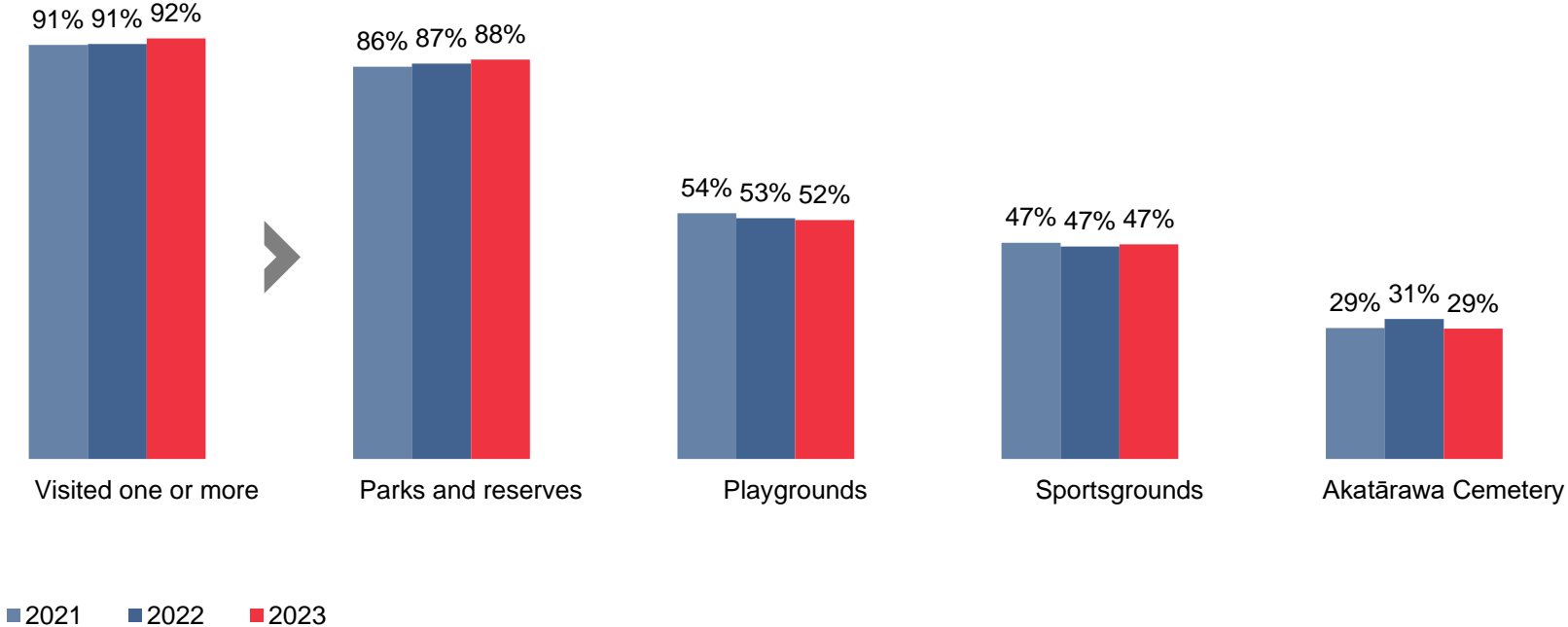




Section 8:
Public facilities

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 last three year

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

% Visited in the last year



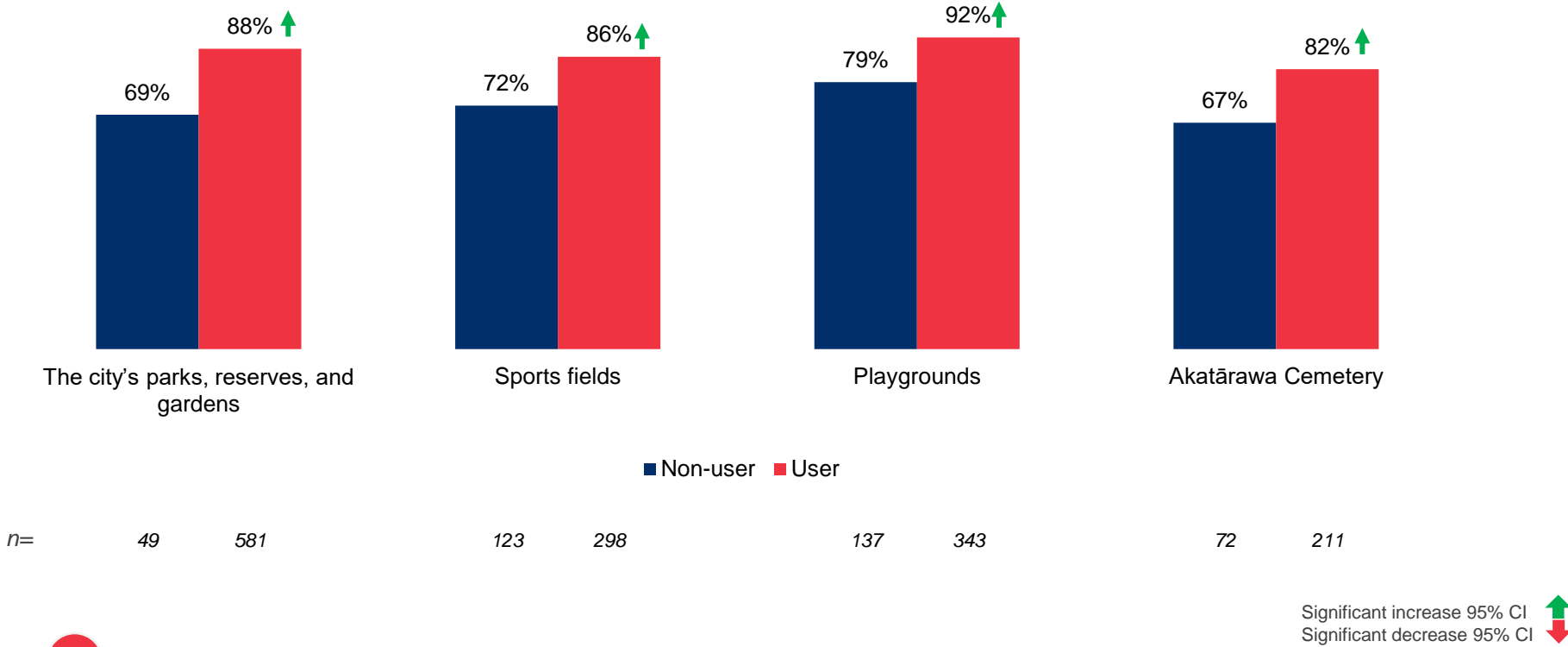
Significant increase 95% CI 
 Significant decrease 95% CI 

1. In the last year, which of the following have you visited?
 2. Sample: 2023 n=680, 2022 n=563, 2021 n=600

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⁽¹⁾⁽²⁾⁽³⁾

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



n= 49 581

123 298

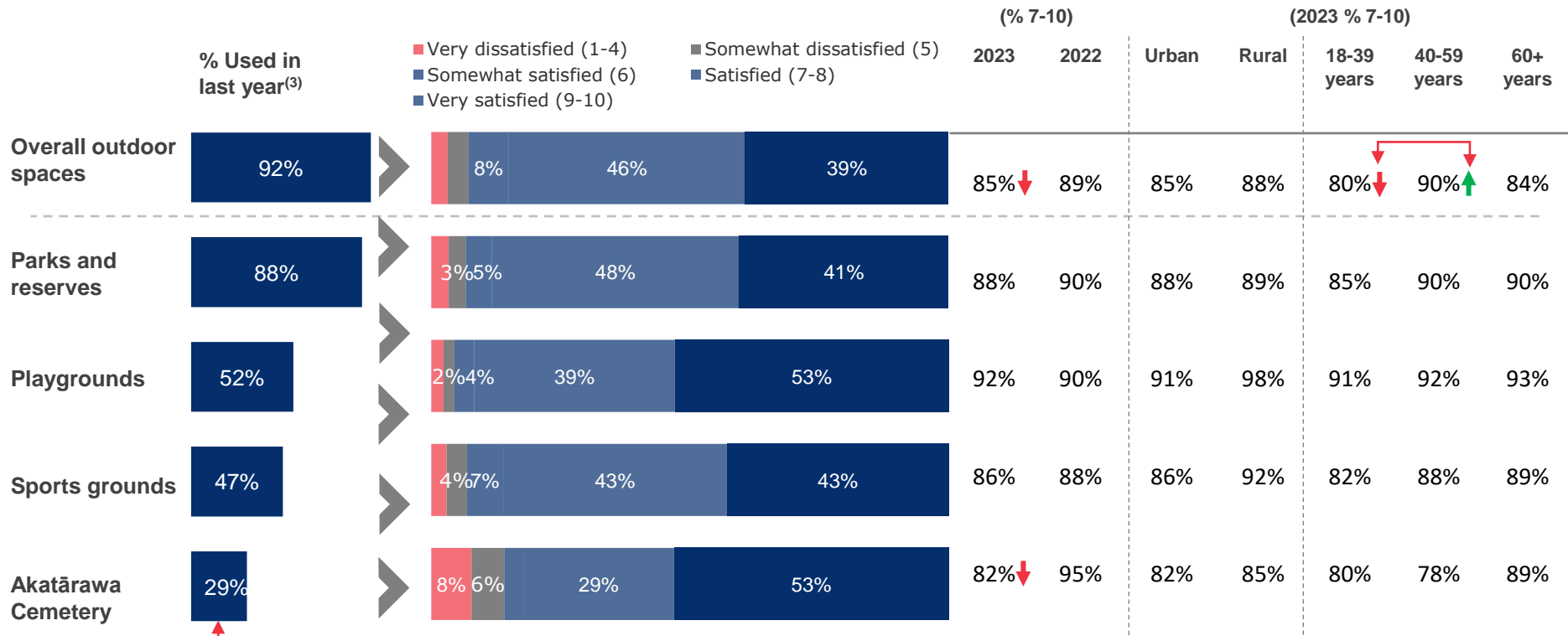
137 343

72 211

1. In the last year, which of the following have you visited?
 2. Results exclude 'Don't know' responses
 3. Sample: 2023 n=680

Those residents using the city's outdoor facilities continue to evaluate them highly, although satisfaction overall has declined (85% vs 89%), and of note, satisfaction with the Akatārawa Cemetery has declined (82% vs 95%)

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



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

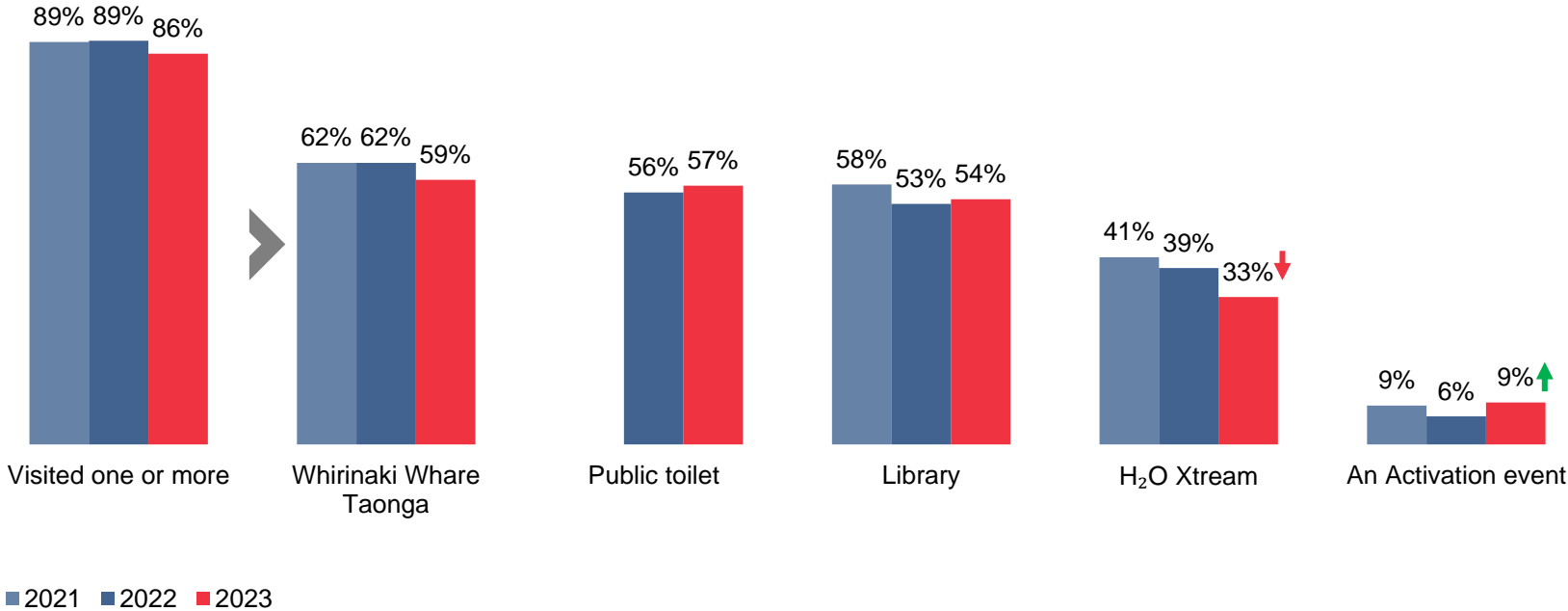
Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. In the last year, which of the following have you visited? How would you rate your satisfaction with...?
 3. Scores relate to those who have used the specific facility within the last year, the overall score is for users of one or more facility
 4. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

The decline in use of the H₂O Xtream facility reflects the fact that the pools have been closed for part of the current year, and while use of other facilities remains on par with last year, there has been an increase in residents attending an Activation event

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

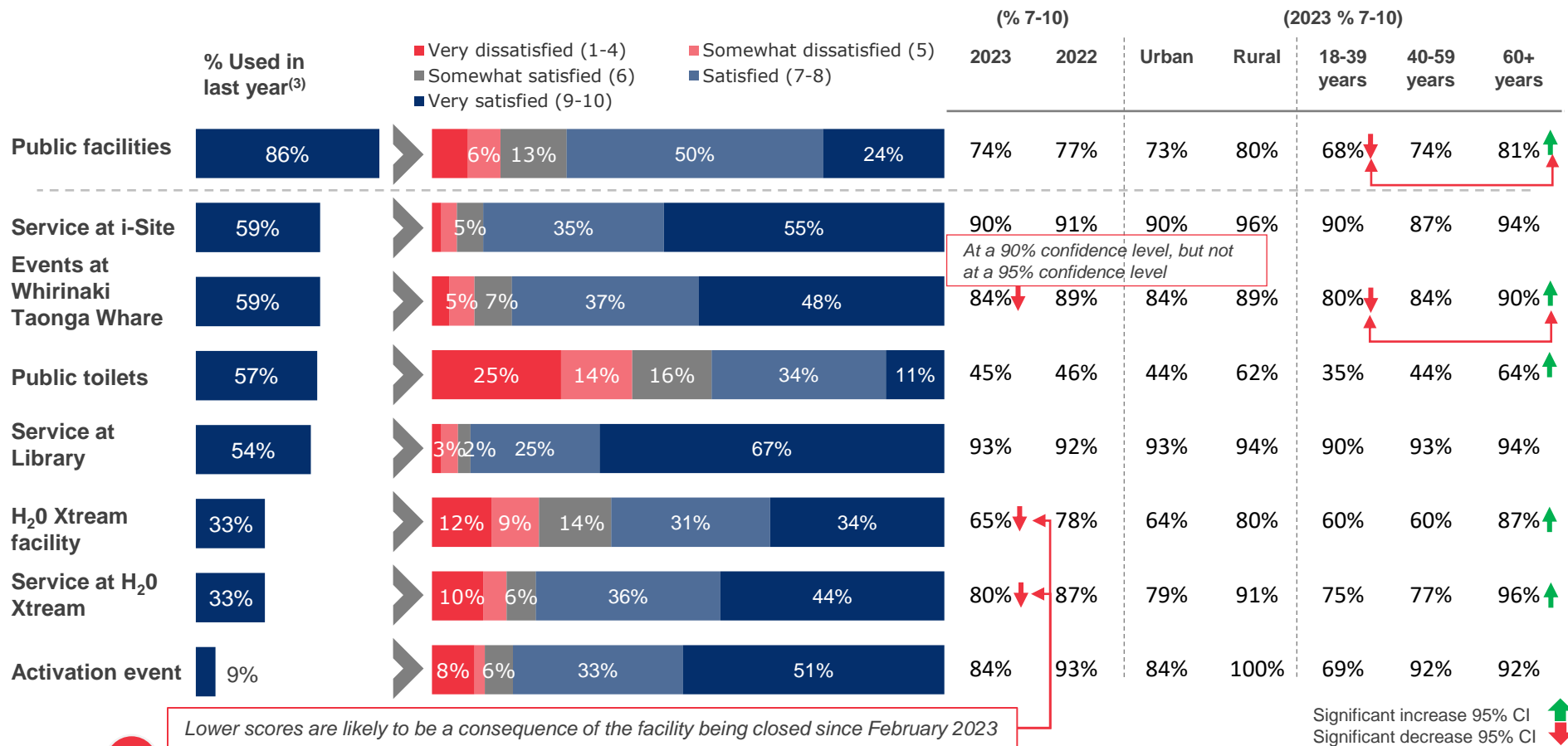
% Visited in the last year




1. In the last year, which of the following have you visited?
2. Sample: 2023 n=680, 2022 n=563, 2021 n=600, 2020 n=403

Among users, satisfaction with public facilities remains high (74%), and while results are mostly in line with last year, there has been a decline in satisfaction with the H₂O Xtream facility and its service, and with events at Whiriaki Taonga Whare (at a 90% confidence interval)

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



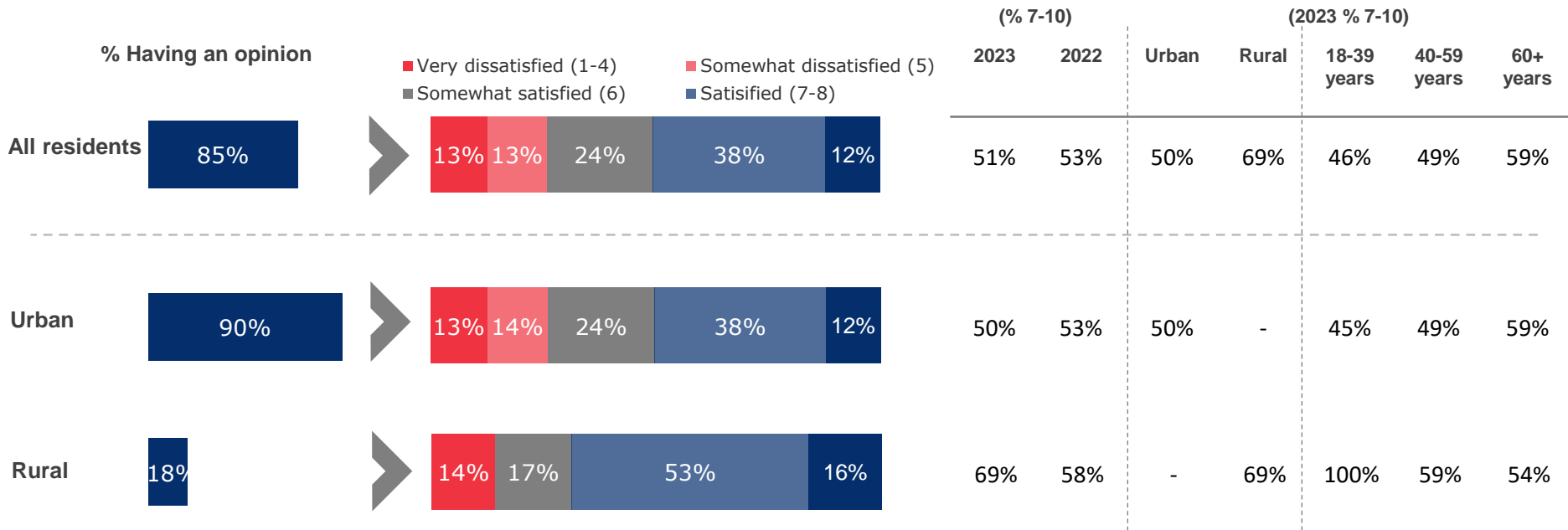
1. Results within detailed bars may sum to +/- one point due to rounding
 2. In the last year, which of the following have you visited? How would you rate your satisfaction with...?
 3. Scores relate to those who have used the specific facility within the last year. The 'overall public facilities' score is for users of one or more facility
 4. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563





Section 9:
Infrastructure

Overall, 51% of residents are satisfied with the city's infrastructure, suggesting that about half of all residents consider it to be fit for purpose and well maintained

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

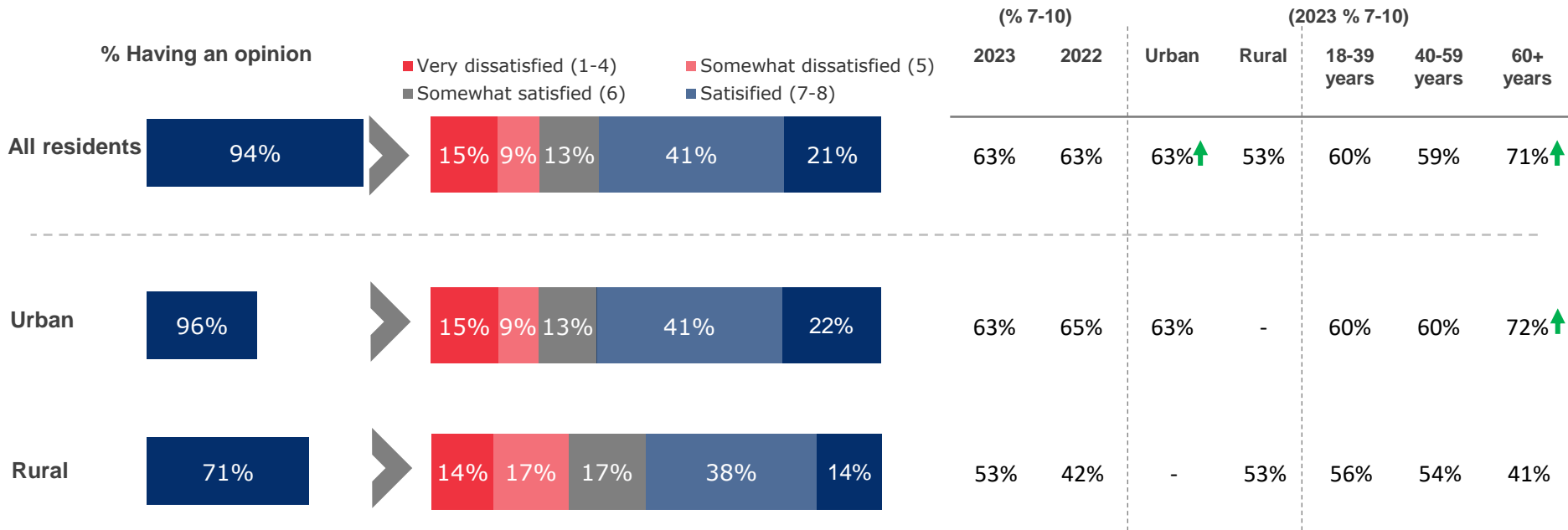


Significant increase 95% CI 
Significant decrease 95% CI 

1. Results within detailed bars may sum to +/- one point due to rounding
 2. The 'overall infrastructure' question has been imputed using results for roads and the three waters
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Satisfaction with the city's stormwater management is on par with results for the prior year, with older residents holding more favourable opinions than younger age groups and similarly, residents in urban areas being more satisfied than those in rural areas

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

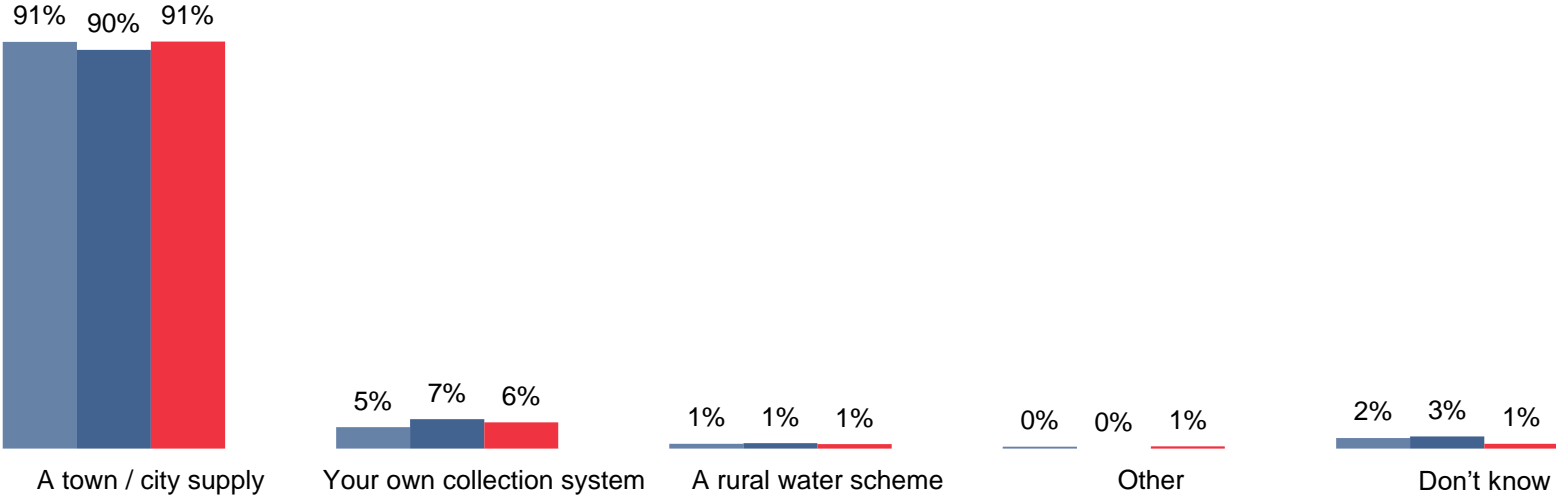


Significant increase 95% CI ↑
Significant decrease 95% CI ↓



The majority of residents (91%) rely on the city's water system to deliver their drinking water, a result that has remained unchanged over the prior three years

Infrastructure: Water supply⁽¹⁾⁽²⁾

% by connection



■ 2021 ■ 2022 ■ 2023

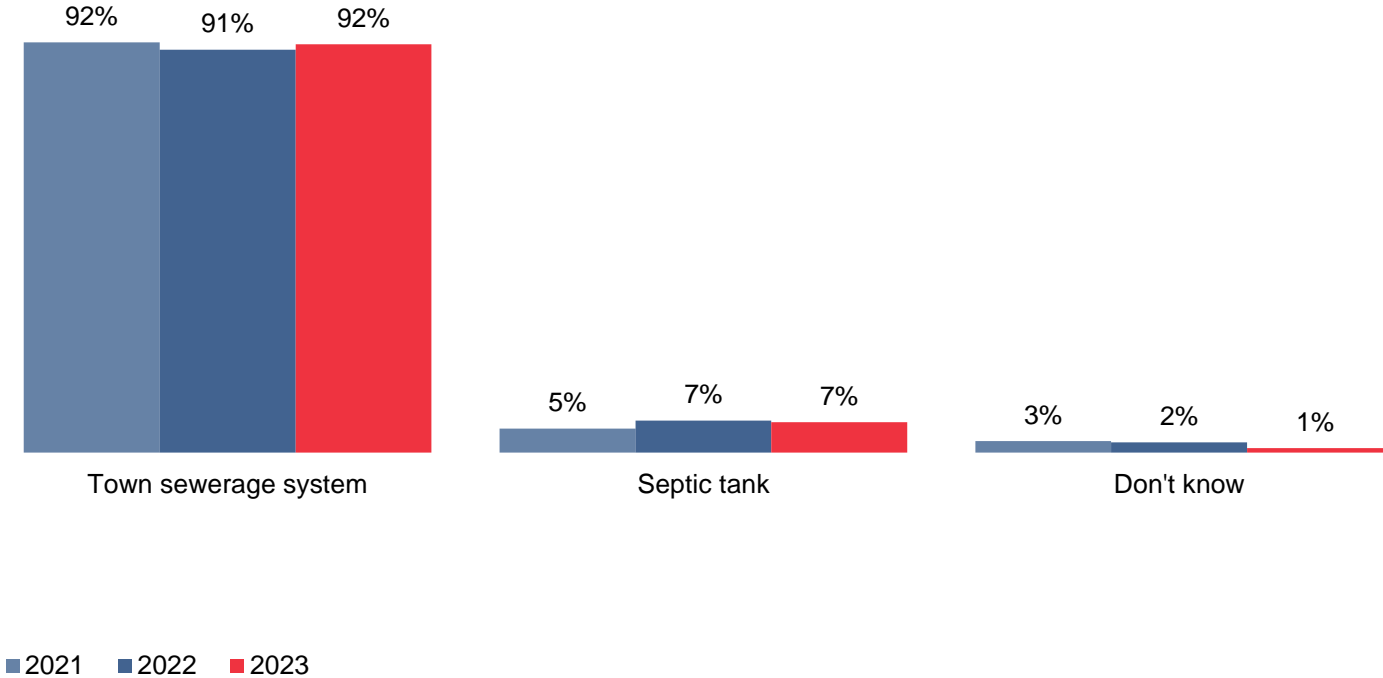
Significant increase 95% CI 
 Significant decrease 95% CI 



1. Which of the following best describes your household's water supply?
 2. Sample: Total 2023 n=680, 2022 n=563, 2021 n=600

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

Infrastructure: Sewerage connection⁽¹⁾⁽²⁾

% by connection

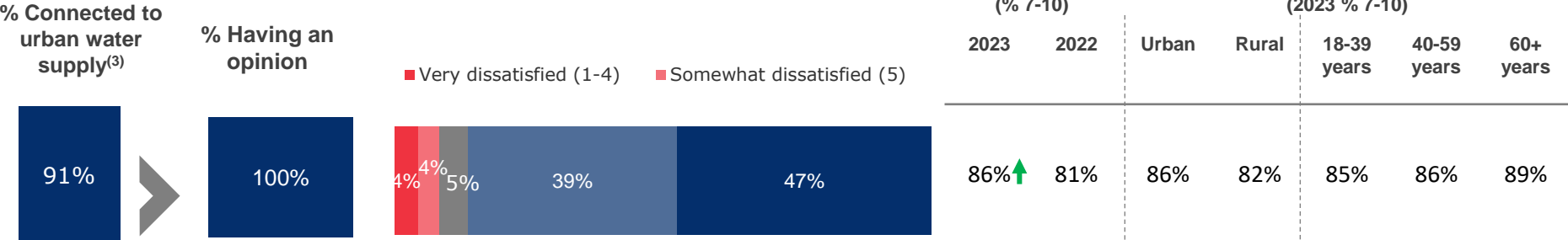


Significant increase 95% CI 
Significant decrease 95% CI 

1. Which of the following best describes the sewerage system that your property is connected to?
2. Sample: Total 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 86% and 87%, respectively, and of note, satisfaction with the city's water supply is higher than in 2022

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



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



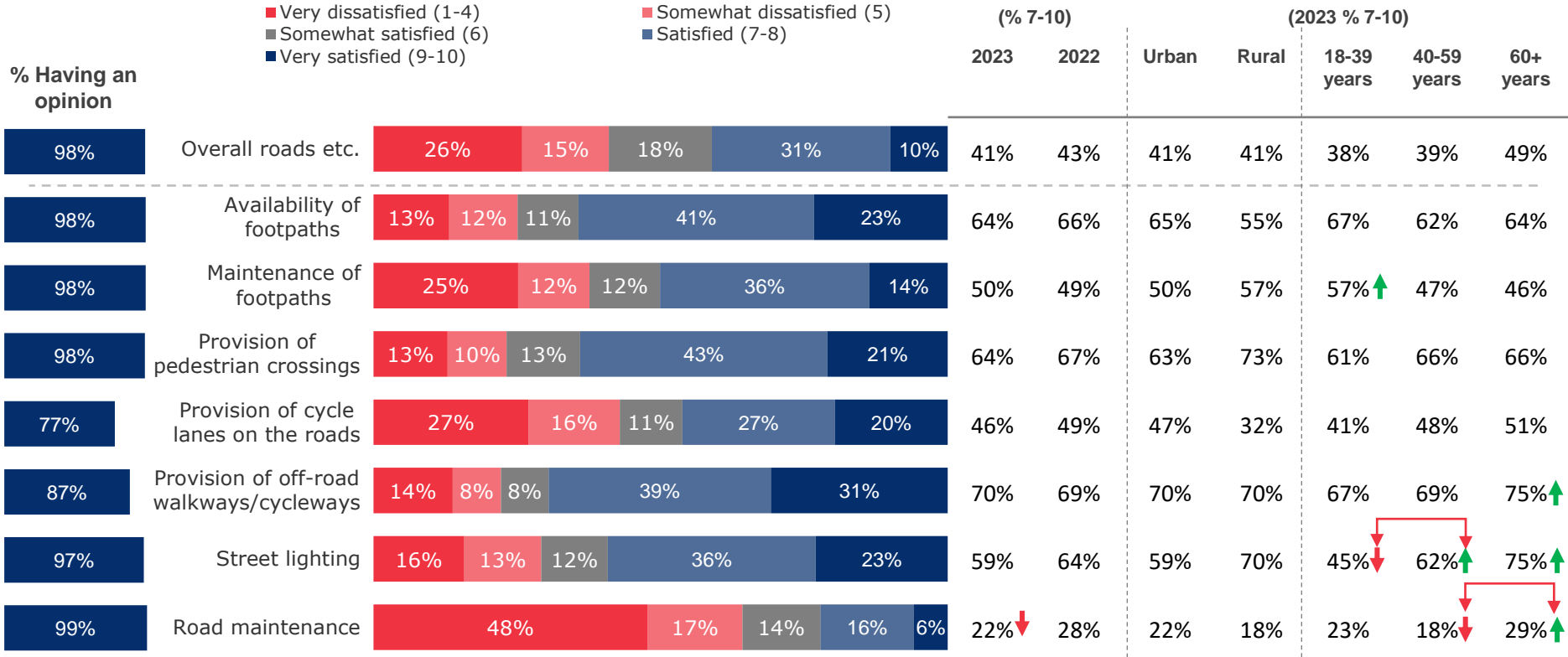
↑ Significant increase 95% CI
↓ Significant decrease 95% CI

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How satisfied are you with each of the following...?
 3. Performance scores relate only to those who indicate that they have a connection to the urban system
 4. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Satisfaction with the city's roading infrastructure remains low (41%), and while this is in line with the 2022 survey, we note that residents are less satisfied than the previous year with how well the roads are being maintained, 22% down from 28%

Infrastructure: Roads⁽¹⁾⁽²⁾⁽³⁾

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

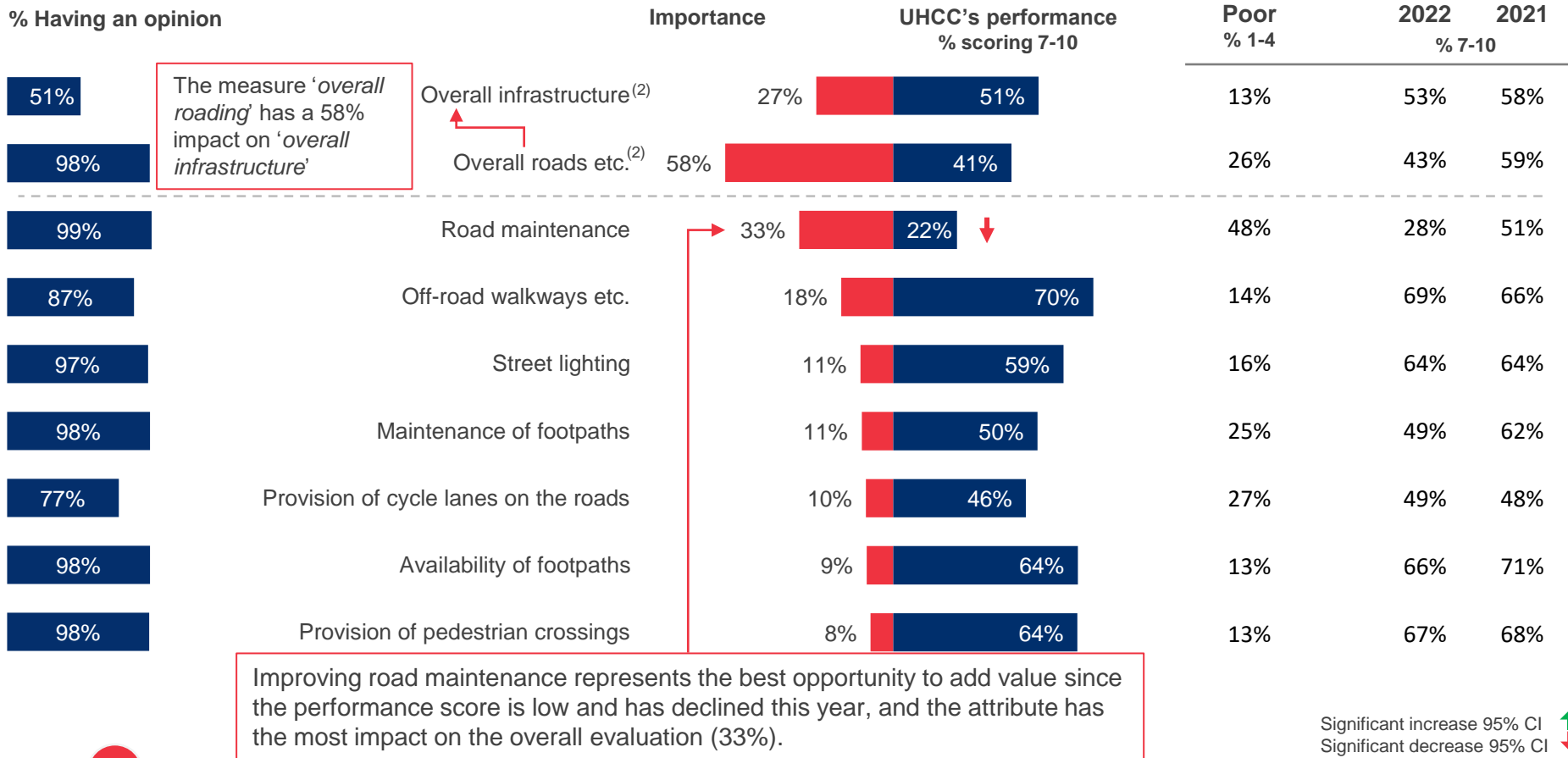


↑ Significant increase 95% CI
↓ Significant decrease 95% CI

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate your satisfied with each of the following...?
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Improving maintenance of the city's roads influences how residents evaluate Council since this is the key driver of perceptions relating to roading (33%), which in turn accounts for over half the evaluation (58%) of 'overall infrastructure'

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



1. How would you rate your satisfied with each of the following...?
 2. The overall questions about roading and infrastructure were added to the survey in 2021
 3. Sample: 2023 n=680, 2022 n=563, 2021 n=600

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⁽¹⁾⁽²⁾⁽³⁾

“No significant complaints except for roading. Poorly maintained roads damaged my vehicle and there is no recourse/responsibility within Council, so I had to pay for repairs.”

“My two main concerns are the condition of our roads and the lack of infrastructure improvements for the number of homes being built.”

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

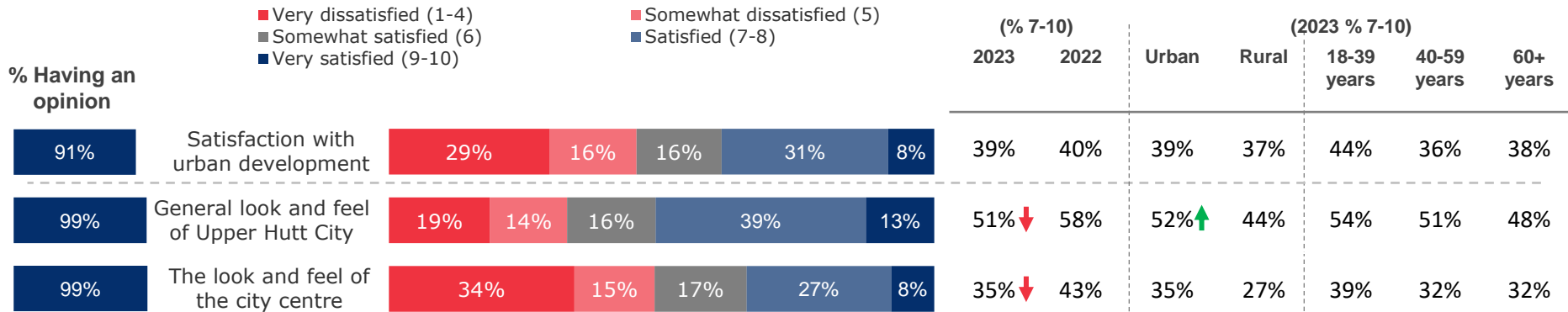
“Cycling is a dangerous activity in Upper Hutt due to the lack of cycleways separated from vehicles. People have been killed and injured using our unsafe roads. Upper Hutt is largely flat, and cycling should be a widespread, safe activity. There needs to be a plan to construct a safe network of cycleways across the city for cyclists going to/from work, school and shops.”



Section 10:
Services

A high proportion of residents remain concerned about urban development in Upper Hutt (29% dissatisfied), and similarly, about a third (34%) are unhappy with the look and feel of the city centre

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



“Upper Hutt city centre often feels lifeless; businesses need to be supported so it doesn't turn into a ghost town. The city centre should feel welcoming and have character.”

“The city centre is in a dire state, empty shops that are run down and tired. Why do we not have a thriving retail sector? The people are buying houses here so why not provide the retail services to support them.”

↑ 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 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

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

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

“The consent for multiple Kainga Ora properties and developments being built in already problem areas is very disappointing. I live in an area that has historically been known to be a bad neighbourhood and more often than not, Kainga Ora properties are at the heart of the problem. There should be a limit as to how many properties Kainga Ora can develop/build in a single area, to prevent pockets of disruption coming back to neighbourhoods that are keen to move on from gangs, drugs and violence.”

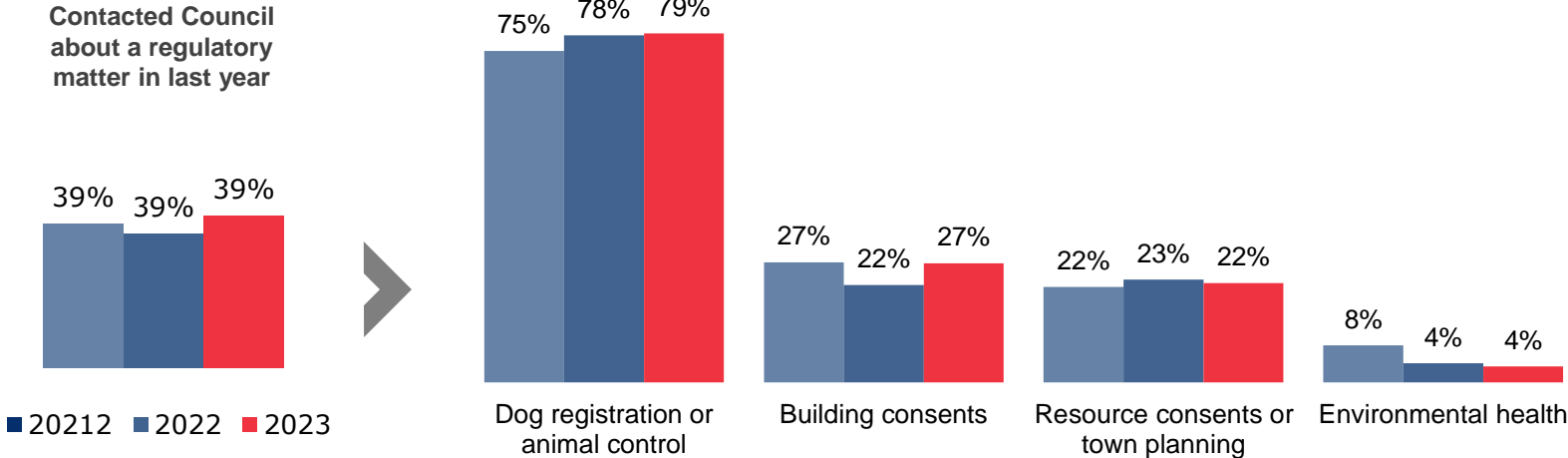
“I would like the Council to stop all housing intensification work. I’m concerned as to how infrastructure, parking, roads, schools, doctors, dentists, etc. will cope with the massive increase in population through new housing by subdividing, building higher and new developments.”

“Developers have too much say and do not contribute enough towards new infrastructure and ratepayers are picking up the tab. The natural environment on Council land is not looked after at all (or through new subdivisions/development controls). Council is not addressing climate change and waste minimisation effort is abysmal.”

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

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

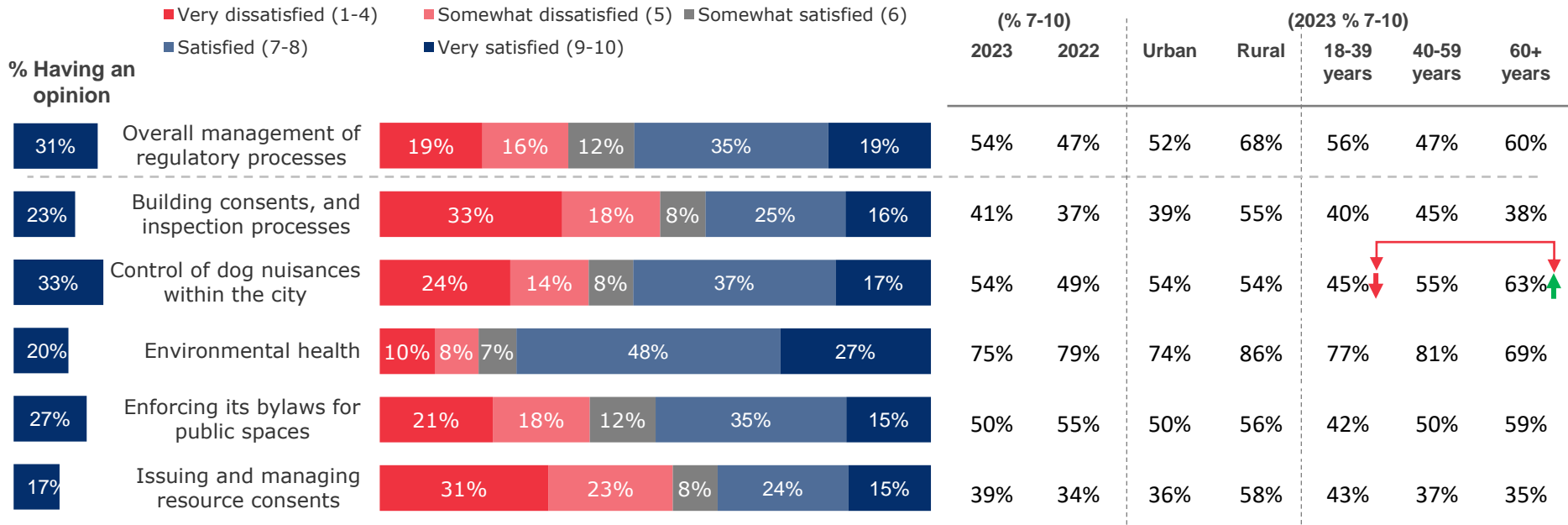
% Among those who have contacted Council about a regulatory matter





1. In the last year, which of the following have you had contact with Council about? Multiple responses
 2. Sample: Total 2023 n=680, 2022 n=563, 2021 n=600

Satisfaction with Council’s regulatory services, is on par with the 2022 survey, however, only about a third (31%) of residents felt that they had sufficient knowledge to provide an evaluation

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



Significant increase 95% CI 
Significant decrease 95% CI 

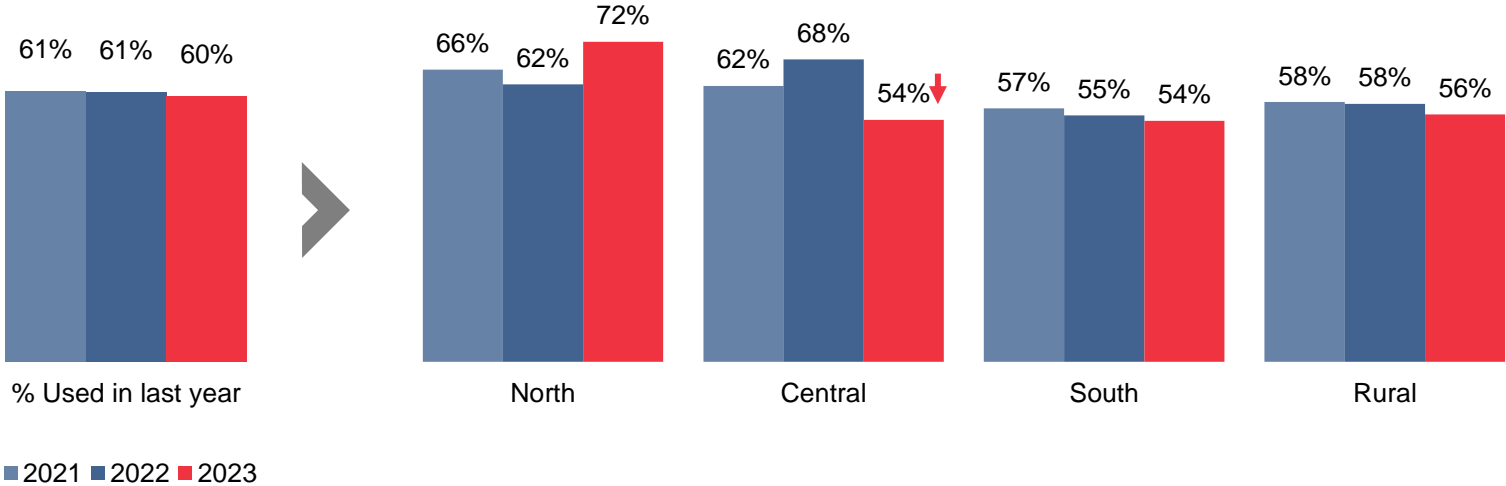
1. Results within detailed bars may sum to +/- one point due to rounding
 2. Based on your experience of impressions, how would you rate Council’s performance in providing each of the following?
 3. Sample: Total 2023 n=680, 2022 n=563

Use of the Park Street drop-off is similar to the previous two years, with almost two thirds (60%) of residents using the facility; however, there has been a decline in use among those living in the Central suburban area

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

Used the Park Street recycle drop-off in last year

"It's also shameful that Upper Hutt does not provide kerbside recycling. The recycling center is not conveniently located for our household, so things pile up at home until we have the time to go which is not pleasant. I would be very happy to pay more rates for cycle lanes and kerbside recycling."



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 2023 n=680, 2022 n=563, 2021 n=600

Satisfaction with Council's waste disposal services is on par with the prior year; however, about a quarter (26%) of residents are unhappy with waste disposal management

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

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

% Having an opinion		(% 7-10)		(2023 % 7-10)				
		2023	2022	Urban	Rural	18-39 years	40-59 years	60+ years
93%	Overall waste disposal services	50%	48%	49%	65%	49%	50%	54%
93%	Public street litter bins	61%	59%	60%	70%	59%	60%	65%
97%	Management of loose litter	56%	56%	56%	53%	55%	56%	57%
99%	Cleanliness of Upper Hutt's streets	58%	61%	57%	62%	56%	57%	61%

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

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How satisfied are you with the following services provided by Council?
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

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

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

“Should never have ceased kerbside recycling and waste money on the miserable facility they built with no consideration for the elderly who they expect to climb the steps to deposit waste. This has resulted in a huge amount of recyclables going into the landfill.”

“There should be kerbside rubbish collection and recycling provided by the city.”

“I think Council should provide kerb side recycling as part of the rates, and I’m happy to pay more for that.”

“Kerbside recycling is needed. It should be provided as part of our rates. I am still very disappointed that we do not have this.”

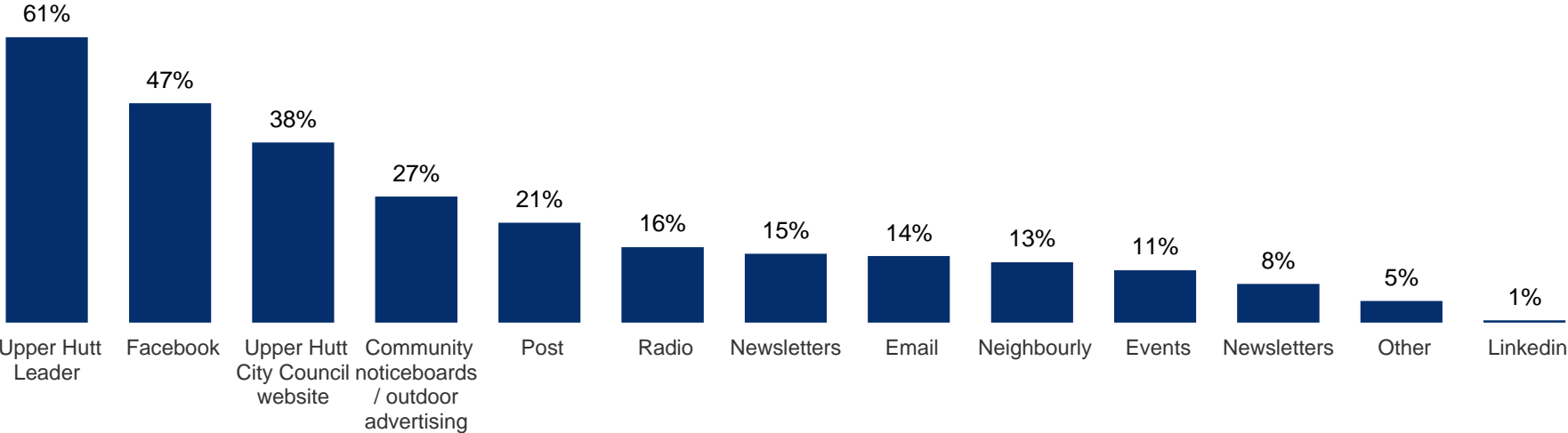




Section 11:
Communications

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

Services: Channels used for keeping informed about Council’s activities⁽¹⁾⁽²⁾

% by channel used

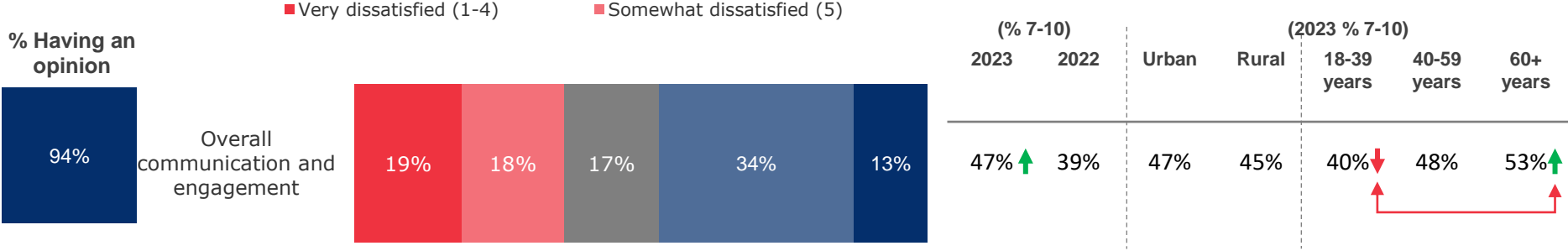


Significant increase 95% CI 
 Significant decrease 95% CI 

1. How do you keep informed about Council’s news and activities? Multiple response
 2. Sample: Total 2023 n=680

Satisfaction with Council’s communications has improved, although about a fifth (19%) of residents remain quite dissatisfied

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



“More communication on social media networks. And seeing councillors out in community more, especially the mayor.”

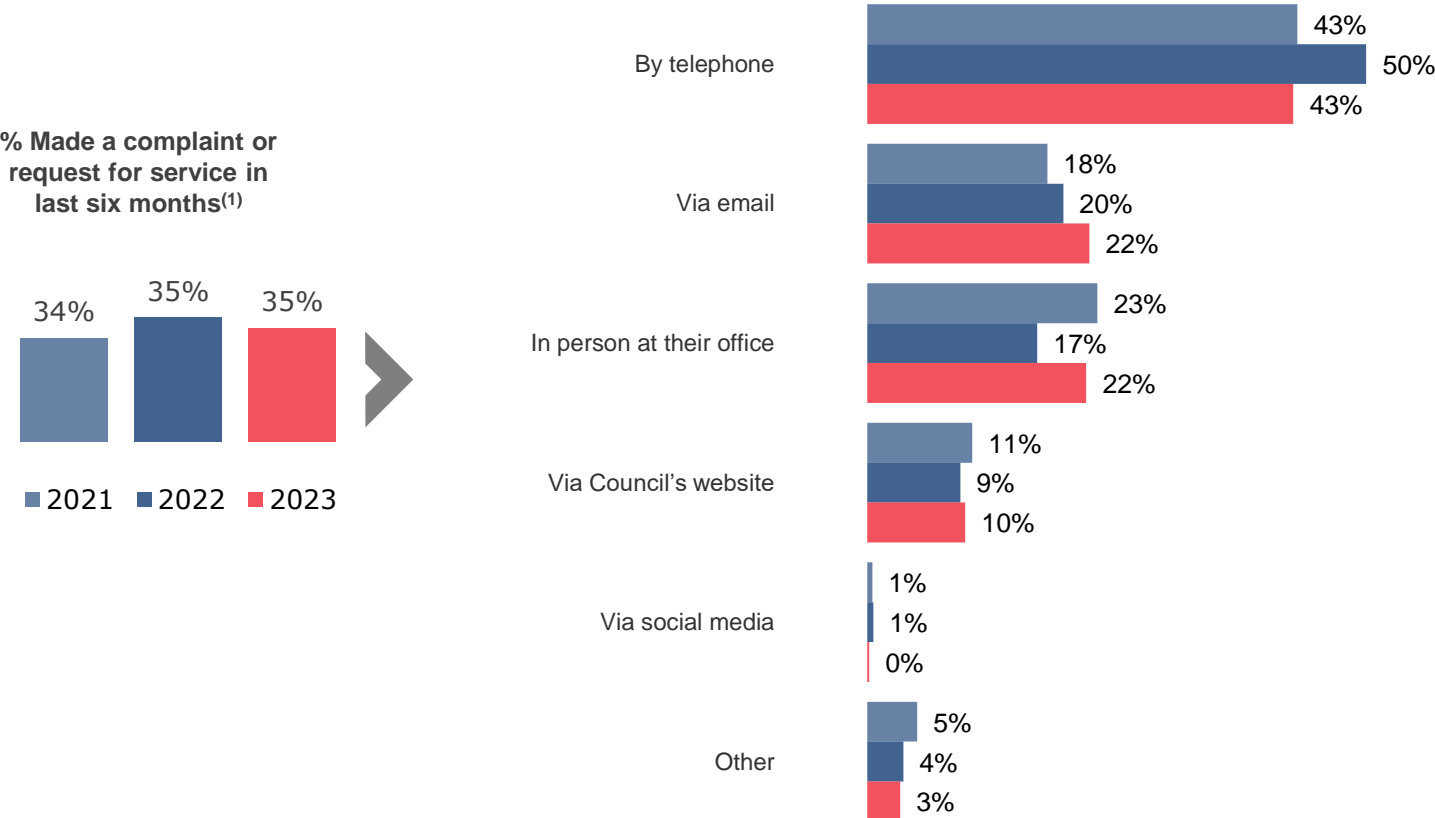
“I find Council very hard to navigate to find information..”

“I honestly don't know what Council does other than drive around in their little white cars.”

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 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Issues lodged with Council over the last year have most frequently been via telephone (43%), and although channel use has not changed over the last year, increasing use of email appears to be an emerging trend

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

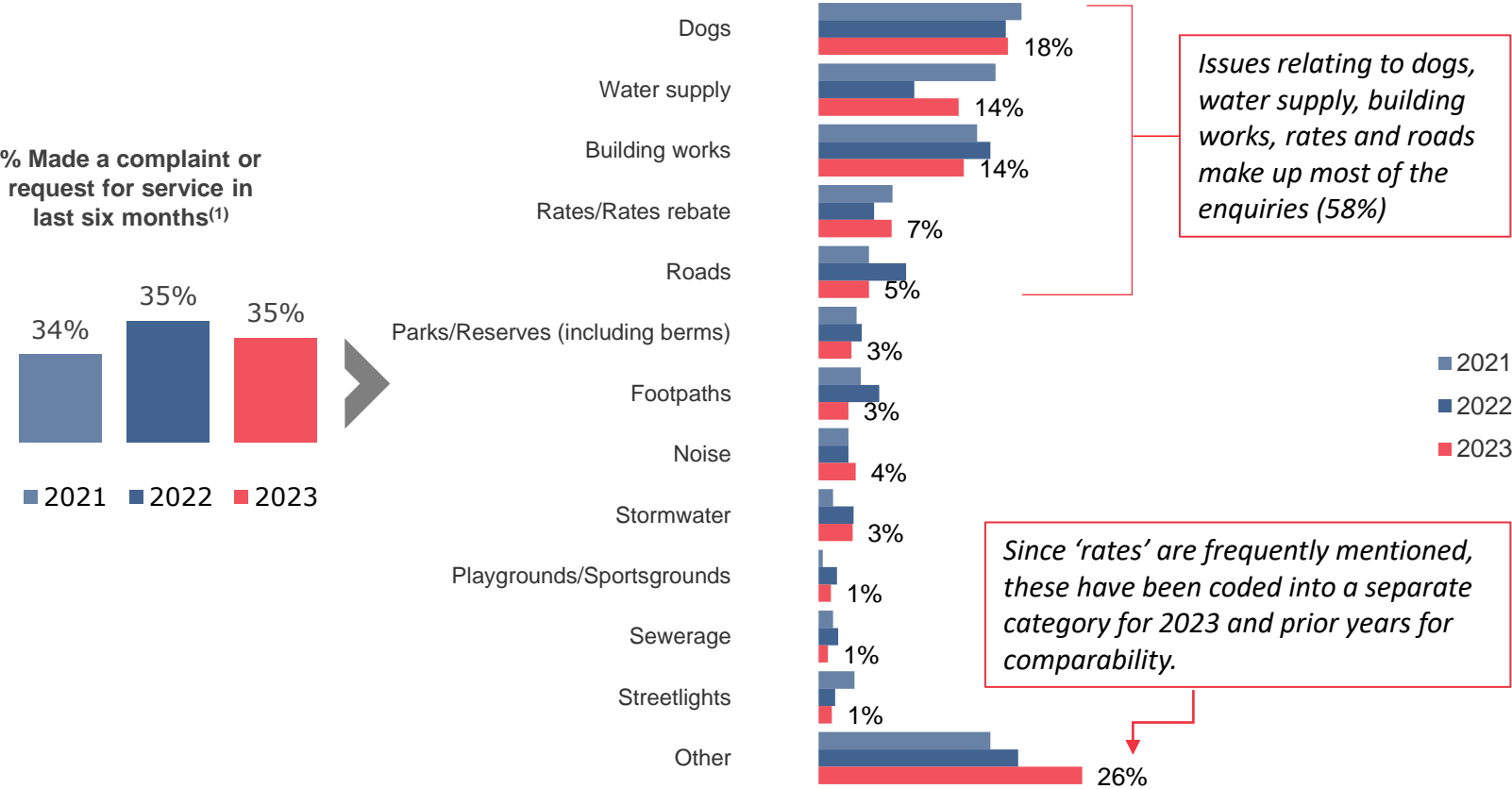


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Have you made a request for service or lodged a complaint about a Council service in the past six months?
 2. Thinking about your most recent request or complaint, what did it relate to?
 3. Sample: Total 2023 n=680, 2022 n=563, 2021 n=600; making a service request, 2023 n=257, 2022 n=196, 2021 n=195

Issues lodged with Council relating to dogs, water supply, building works, rates and roading collectively account for most enquiries (58%)

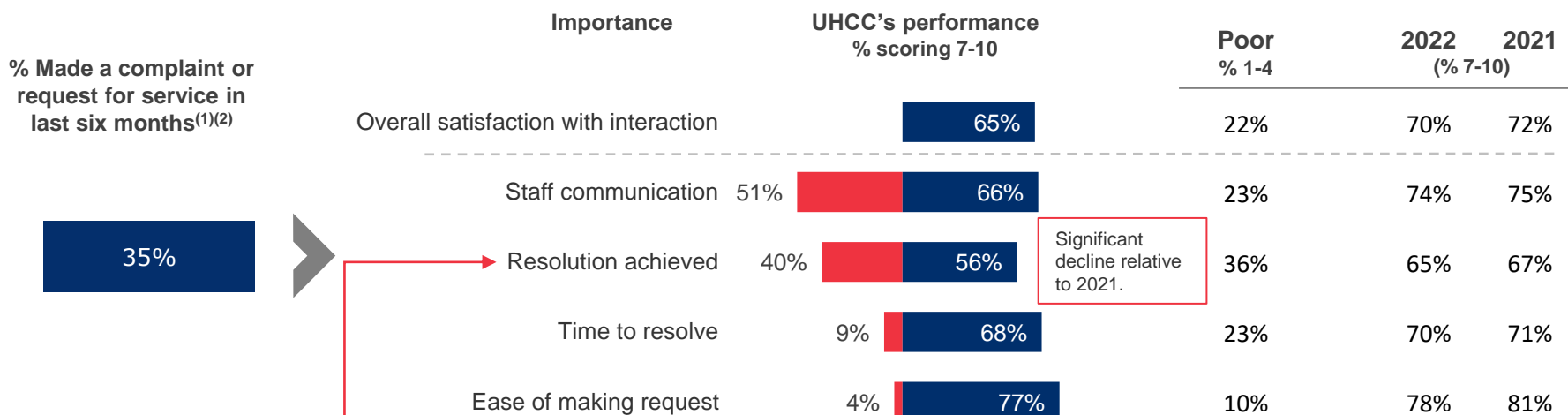
Communication: Requesting service or making complaints⁽²⁾⁽³⁾



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 2023 n=680, 2022 n=563, 2021 n=600; making a service request, 2023 n=257, 2022 n=196, 2021 n=195

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 and shows further decline, it is identified as an improvement opportunity

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



Significant decline relative to 2021.

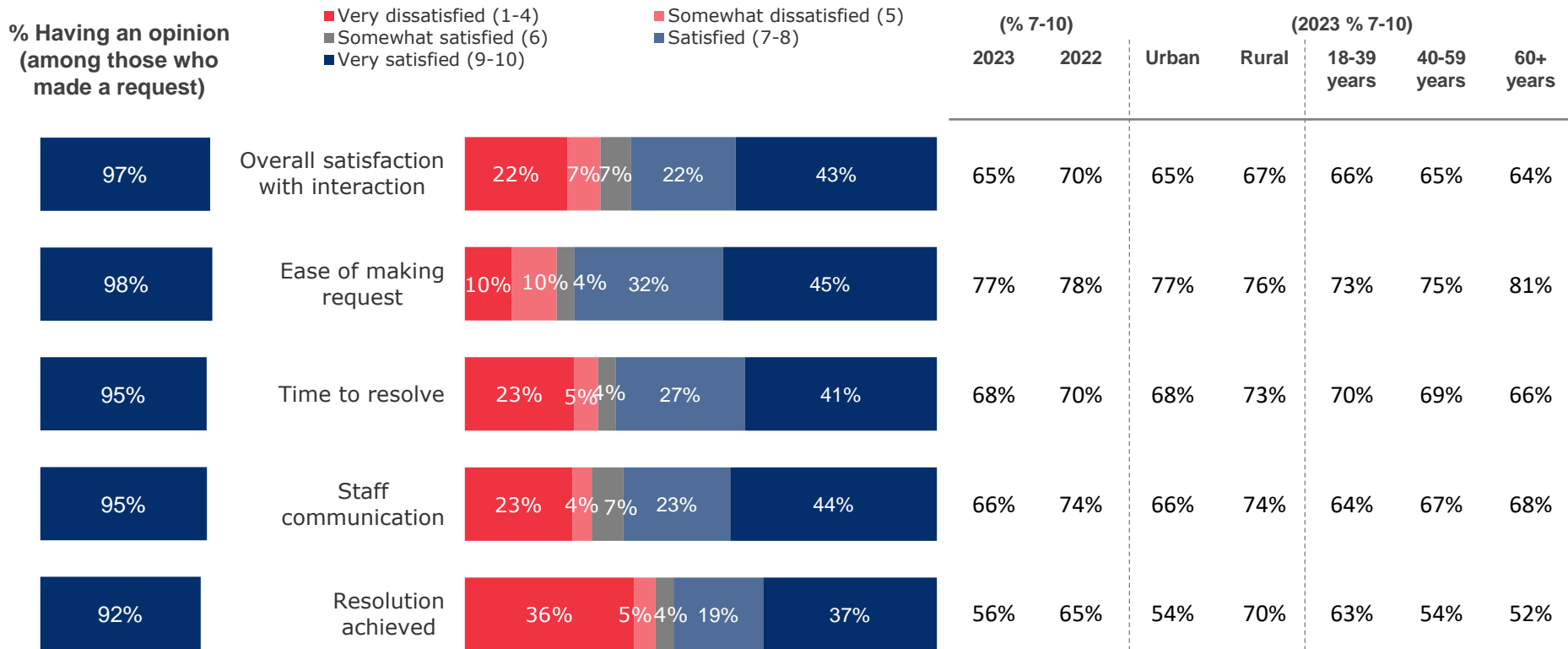
The resolution achieved is a key driver to interaction performance and as there is a significant proportion of residents dissatisfied with this element (36%), this represents the best opportunity to add value.

Because ease of making a request is consistently evaluated highly, it has little influence on the overall measure. Providing performance is maintained, Council should focus on other aspects of interaction performance.



1. Have you made a request for service or lodged a complaint about a Council service in the past 12 months?
 2. Results relate to those who have made a complaint or request for service in the last year
 3. Sample: Total 2023 n=680, 2022 n=563, 2021 n=600; making a service request, 2023 n=257, 2022 n=196, 2021 n=195

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 (36%)


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



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 

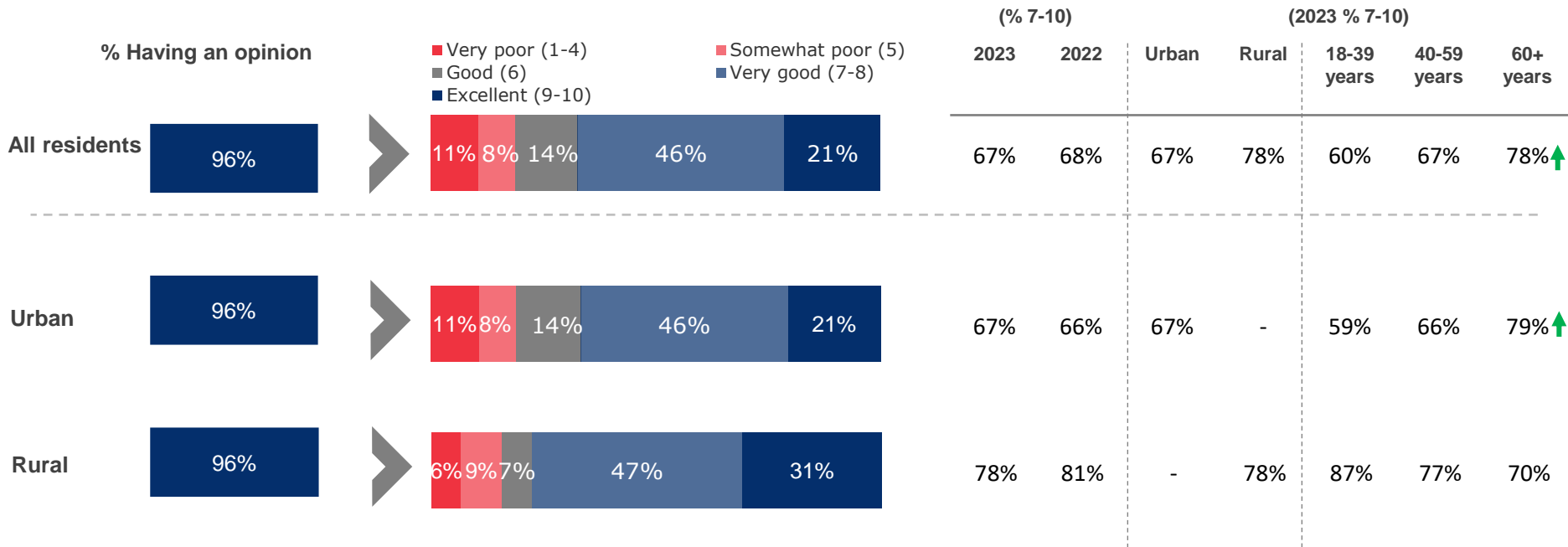
1. Results within detailed bars may sum to +/- one point due to rounding
 2. Have you made a request for service or lodged a complaint about a Council service in the past 12 months?
 3. Results relate to those who have made a complaint or request for service in the last year
 4. Sample: Total 2023 n=680, 2022 n=563; making a service request, 2023 n=257, 2022 n=196



Section 12:
Well-being

Residents in Upper Hutt City mostly have a good sense of personal well-being, with about two thirds (67%) considering their well-being to be very good or excellent, and of note, older residents have a higher sense of well-being than younger age groups

Well-being: Personal sense of well-being⁽¹⁾⁽²⁾⁽³⁾⁽⁴⁾

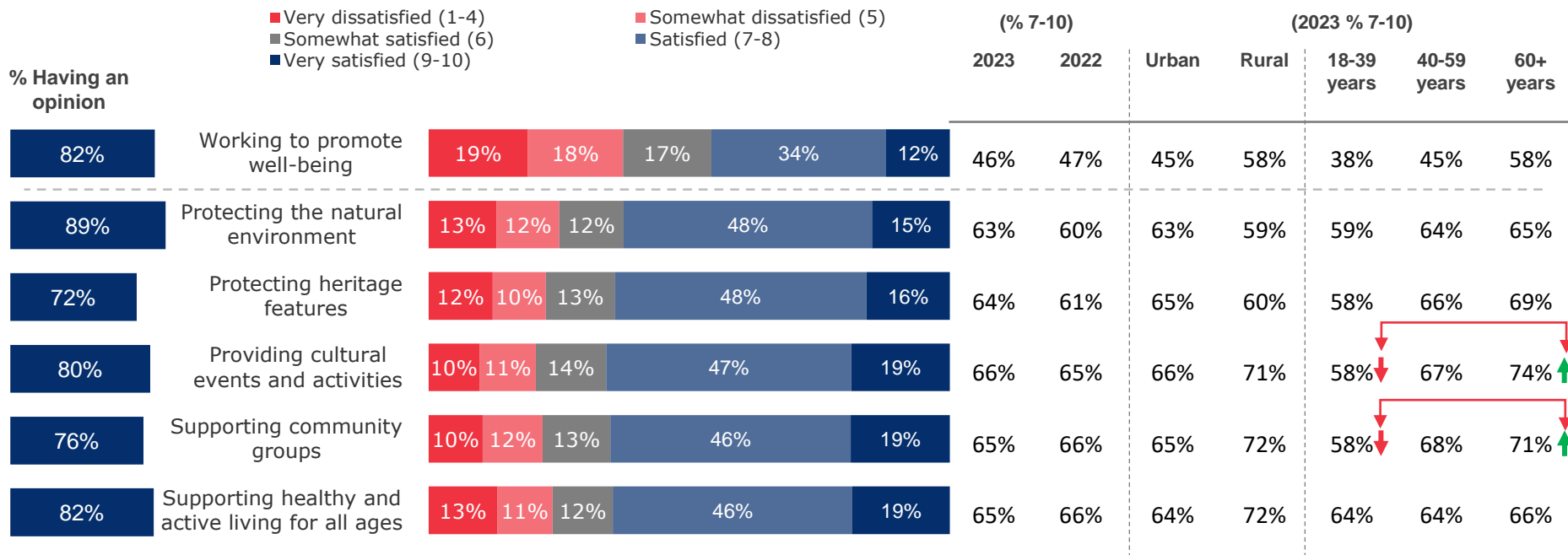




Significant increase 95% CI ↑
 Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you describe your personal health and well-being? New question in 2021
 3. Health and well-being questions were introduced in the 2021 survey to reflect the Local Government (Community well-being) Amendment Act
 4. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Residents view Council as doing a reasonably good job of promoting well-being in the community, with about half (46%) of all residents satisfied or very satisfied

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

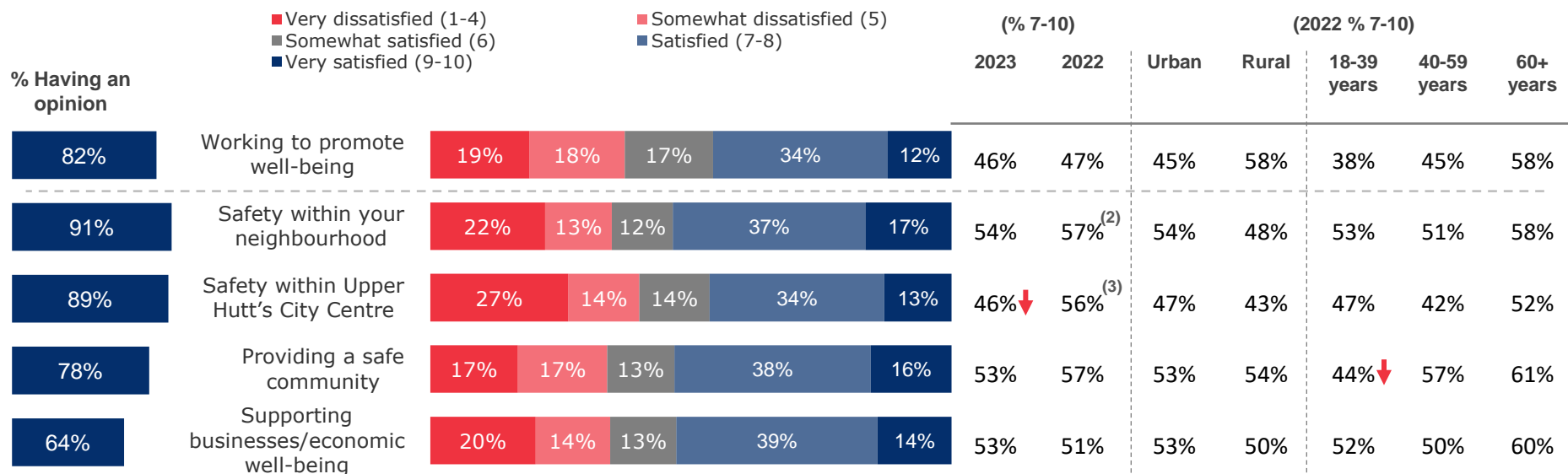


Significant increase 95% CI 
Significant decrease 95% CI 

1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate Council for each of the following...?
 3. New health and well-being questions were introduced in 2021 to reflect the Local Government (Community well-being) Amendment Act
 4. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Residents continue to feel reasonably safe within their respective neighbourhoods, although about a fifth (22%) are very dissatisfied; however, there is increased concern about safety in the city centre, reflected in a decline in satisfaction (46% down from 56%)

Well-being: Satisfaction with Council's activities to promote (continued)⁽¹⁾⁽⁴⁾

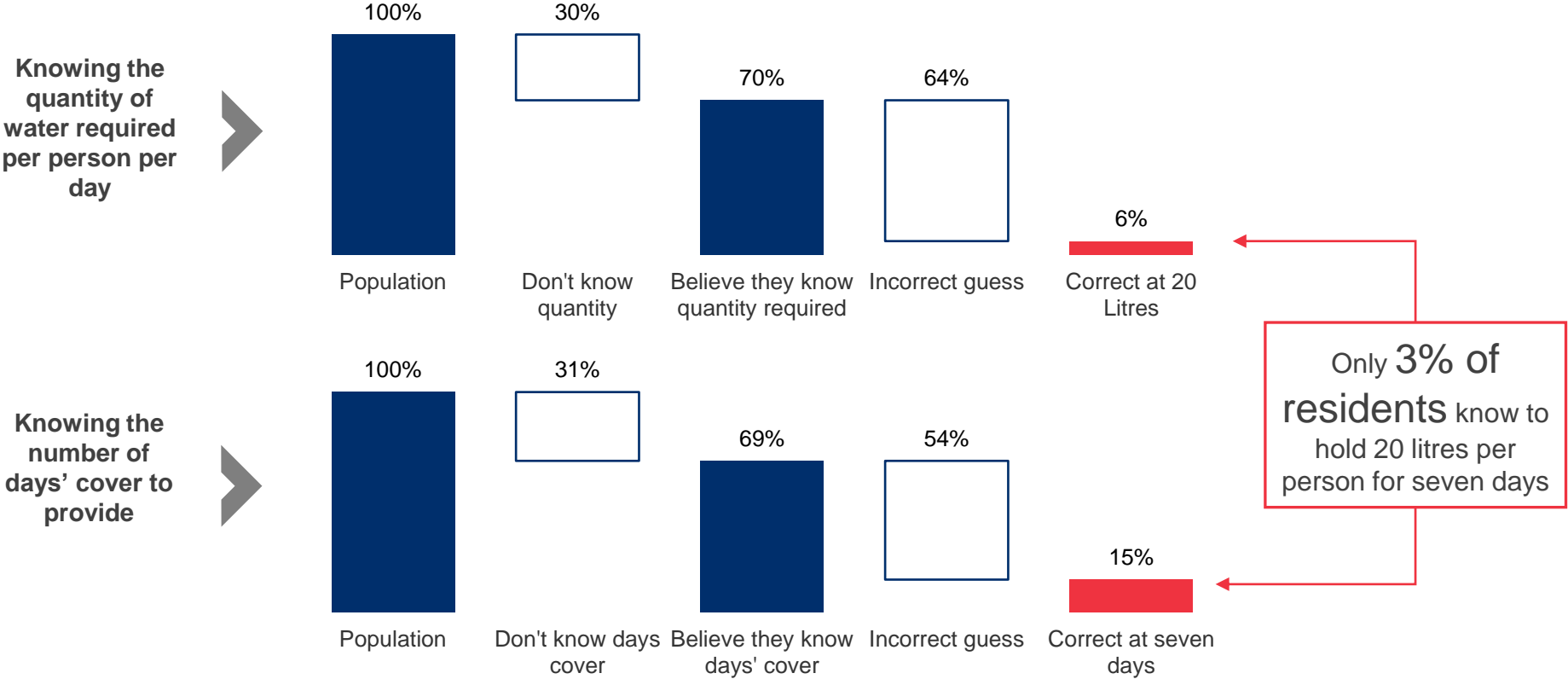


Significant increase 95% CI ↑
Significant decrease 95% CI ↓

1. Results within detailed bars may sum to +/- one point due to rounding
 2. In 2022 the neighbourhood safety question wasn't asked and reporting used the 'safe community' question since these are highly correlated
 3. In 2022 the 'safety in city centre' wasn't asked and the result was imputed
 4. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

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

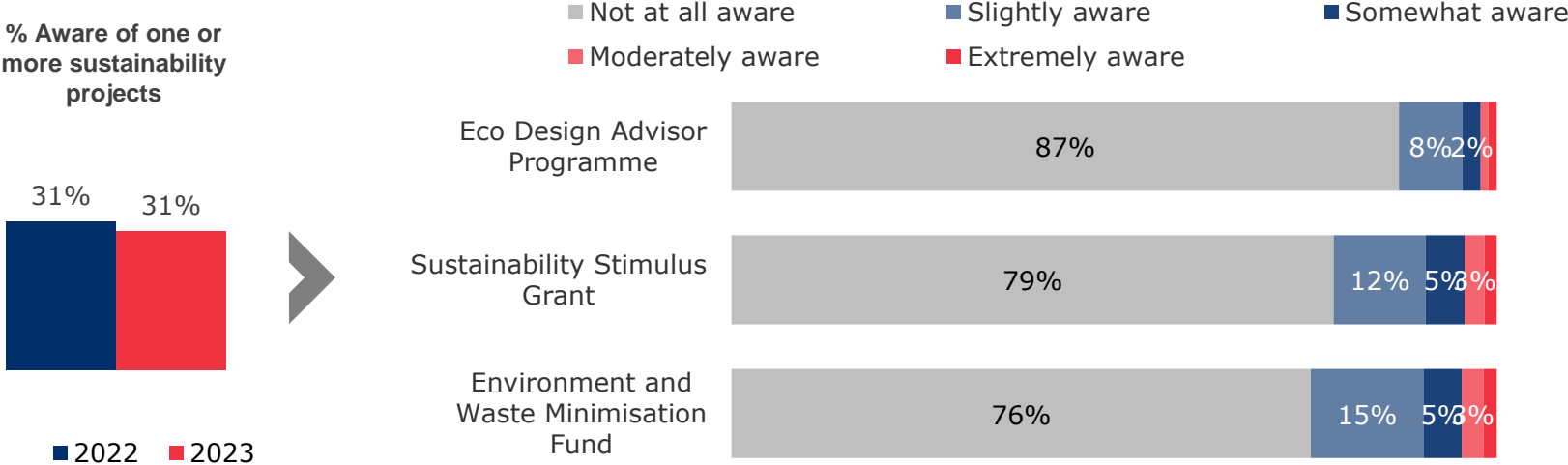
Well-being: Prepared for emergencies¹⁾⁽²⁾⁽³⁾⁽⁴⁾




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 2023 n=680

Almost a third (31%) of residents are aware of one or more of the sustainability projects operated by Council; however, they have minimal knowledge of these activities

Sustainability projects: Proportion aware⁽¹⁾⁽²⁾



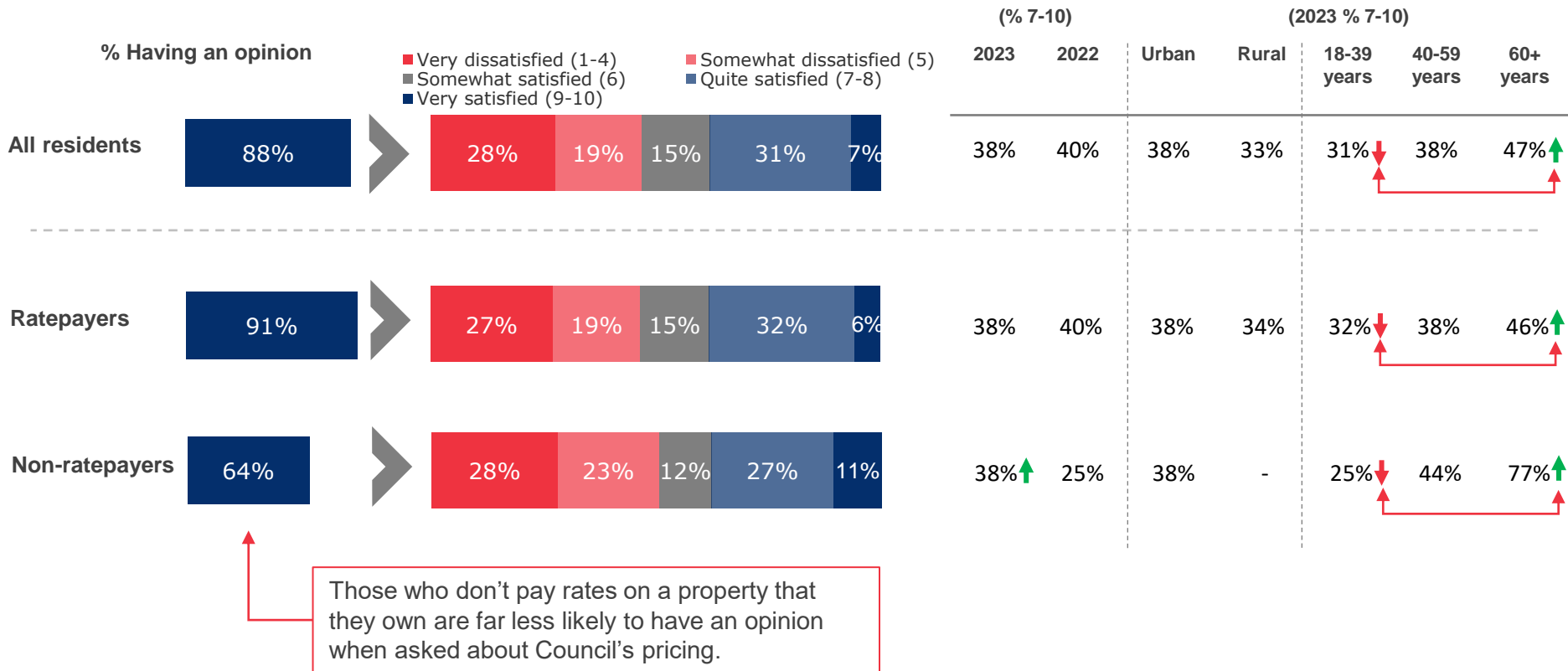
1. Council undertakes several sustainability projects. How much knowledge do you have of each of the following projects?
 2. Sample: Total 2023 n=680



Section 13:
Council's charges

Perceptions of Council charges are on par with the prior year, and of note, residents in the older age groups are more satisfied with Council's charges than younger residents

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

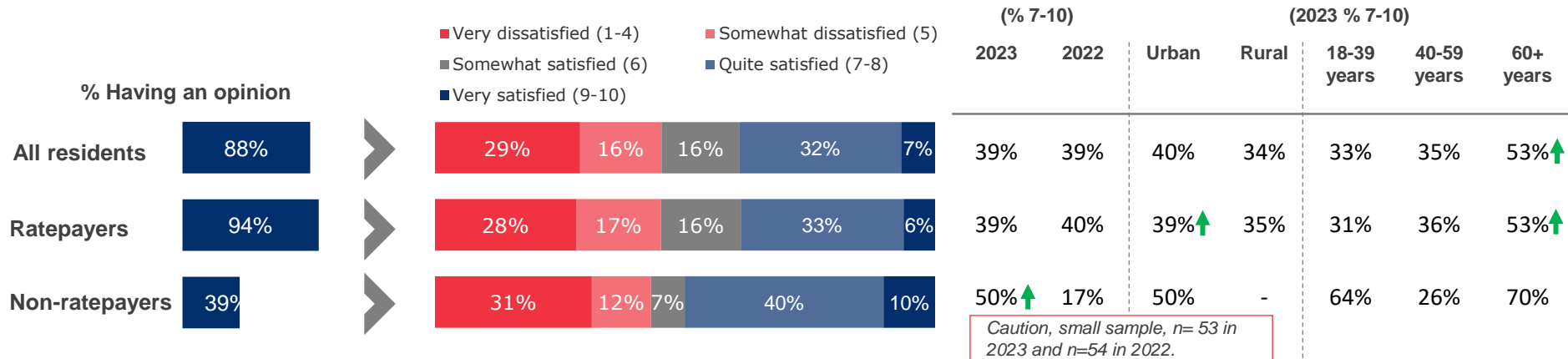


Significant increase 95% CI
Significant decrease 95% CI

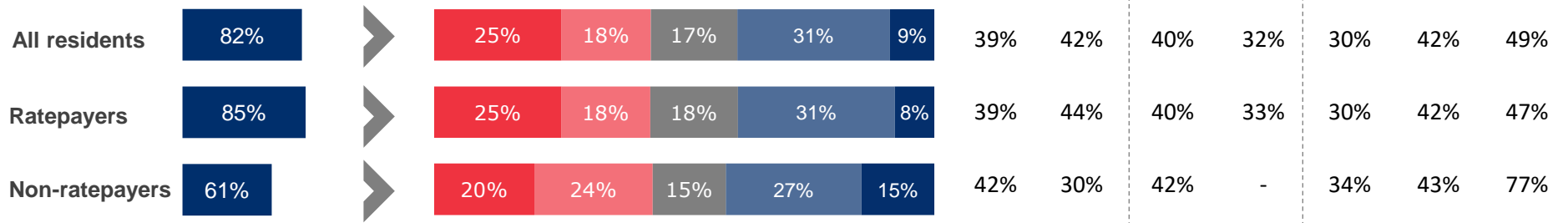
1. Results within detailed bars may sum to +/- one point due to rounding
 2. How would you rate the Council for each of the following...?
 3. Sample: Total 2023 n=680, Urban n=625, Rural n=53, Ratepayer n=618, Non-ratepayer n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

Satisfaction with the 'rates being fair and reasonable' and with Council's other fees remains low but in line with results reported in the 2022 survey

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



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



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

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 2023 n=680, Urban n=625, Rural n=53, Ratepayer n=618, Non-ratepayer n=53, Age: 18-39 years n=141, 40-59 years n=254, 60+ years n=285; 2022 n=563

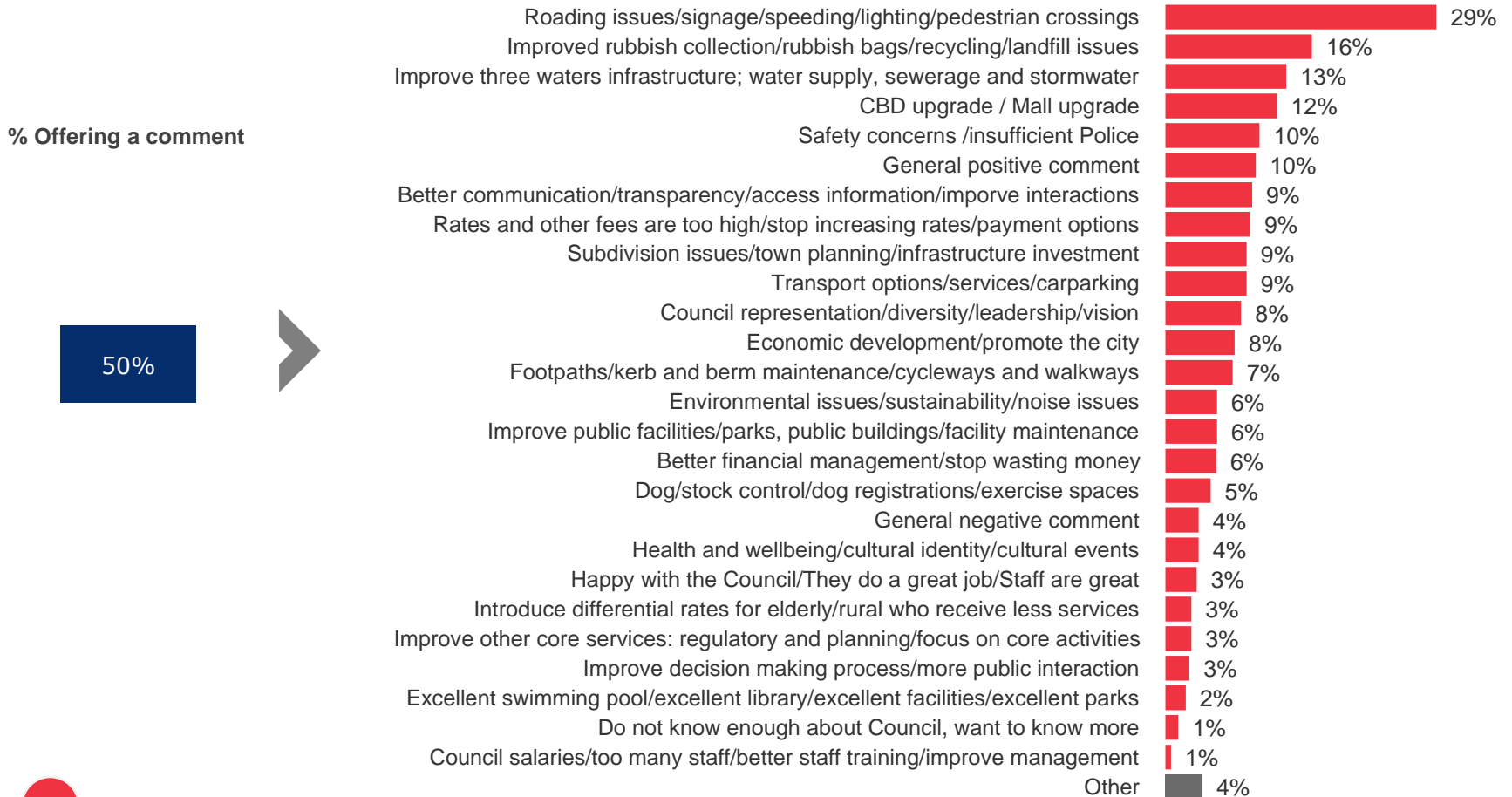


Section 14:

General comments about Council

Verbatim comments support the quantitative results regarding concerns about roading repairs, urban planning, waste management, water-related infrastructure and better communications

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





Section 15:

Appendix: Table of performance measures

Overall level measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall value for money	37%	38%	48%↑	38%	40%	37%	31%	30%	34%	52%	22%	40%
Overall satisfaction	45%	42%	55%↑	43%	44%	49%	40%	43%	39%	57%	39%	46%
Image and reputation	47%↑	41%↓	54%↑	43%	50%	49%	49%	40%	46%	60%	47%	48%
Infrastructure	51%↓	53%	58%↑	53%	48%	49%	69%	46%	49%	59%	49%	51%
Core services	42%	40%	42%	42%	42%	40%	50%	41%	40%	45%	68%	38%
Public facilities	73%	76%	75%	71%	68%	76%	81%	67%	74%	81%	66%	74%
Outdoor spaces	84%↓	88%↑	87%	82%	82%	87%	85%	80%	88%	84%	93%	83%
Communications	47%	39%↓	46%	44%	47%	50%	45%	40%	48%	53%	41%	48%
Well-being	46%	47%	50%	44%	45%	45%	58%	38%	45%	58%	52%	45%
Overall Council charges	38%↓	40%	44%↑	37%	46%	36%	33%	31%	38%	47%	37%	38%

Reputation measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall reputation	47% ↑	41% ↓	54% ↑	43%	50%	49%	49%	40%	46%	60%	47%	48%
Leadership	45% ↑	38% ↓	52%	44%	48%	45%	46%	39%	41%	61%	45%	45%
Trust	46%	38% ↓	47%	45%	50%	45%	36%	44%	42%	55%	48%	45%
Financial management	41%	39% ↓	47% ↑	36%	41%	44%	46%	29%	40%	57%	30%	43%
Innovation and quality	42% ↑	37% ↓	46%	40%	45%	43%	40%	39%	39%	50%	54%	40%

Difference between 2023 and 2022 is significant when tested with a 90% confidence interval

Infrastructure measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall infrastructure	51%↓	53%	58%↑	53%	48%	49%	69%	46%	49%	59%	49%	51%
Water supply	86%	81%↓	89%	84%	83%	89%	82%	85%	86%	88%	95%	85%
Sewerage system	87%	86%	89%	87%	85%	88%	92%	86%	87%	88%	86%	87%
Stormwater system	63%	63%	67%	65%	63%	61%	53%	60%	59%	71%	56%	64%
Overall roads, cycle ways, footpaths	41%	43%	59%↑	45%	37%	40%	41%	38%	39%	49%	35%	42%

Roading measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall roads, cycle ways, footpaths	41%	43%	59% ↑	45%	37%	40%	41%	38%	39%	49%	35%	42%
Road maintenance	22% ↓	28% ↑	51% ↑	23%	25%	21%	18%	23%	18%	29%	17%	23%
Availability of footpaths	64% ↓	66%	71% ↑	65%	62%	66%	55%	67%	62%	64%	59%	65%
Maintenance of footpaths	50%	49%	62% ↑	48%	51%	51%	57%	57%	47%	46%	45%	51%
Provision of pedestrian crossings	64%	67%	68%	58%	66%	66%	73%	61%	66%	66%	66%	64%
Provision of cycle lanes on roads	46%	49%	48%	55%	47%	41%	32%	41%	48%	51%	43%	47%
Provision of off-road walkways etc.	70%	69%	66%	71%	70%	68%	70%	67%	69%	75%	76%	68%
Street lighting	59%	64%	64%	68%	60%	51%	70%	45%	62%	75%	65%	58%

Core services measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall core services	42%	40%	42%	42%	42%	40%	50%	41%	40%	45%	68%	38%
Urban development	39%	40%	40%	38%	42%	39%	37%	44%	36%	38%	60%	36%
Regulatory processes	54%	47%	62%	49%	47%	57%	68%	56%	47%	60%	63%	52%
Waste services	50%	48%	50%	49%	47%	51%	65%	49%	50%	54%	64%	48%

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

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall outdoor spaces	85%↓	89%↑	88%	83%	82%	88%	88%	80%	90%	84%	93%	84%
Parks and reserves	88%	90%	89%	86%	83%	93%	89%	85%	90%	90%	93%	87%
Sports fields	86%	88%	85%	79%	92%	88%	92%	82%	88%	89%	96%	84%
Playgrounds	92%	90%	88%	92%	89%	92%	98%	91%	92%	93%	97%	91%
Akatārawa Cemetery	82%↓	95%	95%	77%	91%	82%	85%	80%	78%	89%	74%	84%

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

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall public facilities	74%	77%	77%	72%	68%	77%	80%	68%	74%	81%	66%	75%
Service at libraries	93%	92%	92%	90%	91%	95%	94%	90%	93%	94%	98%	92%
H ₂ O Xstream (Facility)	65%	78% ↑	69%	69%	55%	66%	80%	60%	60%	87%	64%	65%
H ₂ O Xstream (Service)	80% ↓	87% ↑	84%	78%	75%	82%	91%	75%	77%	96%	85%	79%
Whirinaki Whare Taonga (I-site)	90%	91%	87%	89%	84%	93%	96%	90%	87%	94%	85%	91%
Whirinaki Whare Taonga (Events)	84% ↓	89% ↑	86%	72%	78%	95%	89%	80%	84%	90%	89%	84%
Activation event	84%	93%	83%	79%	92%	83%	100%	69%	92%	92%	71%	85%
Public toilets	45%	46%	52%	51%	40%	42%	62%	35%	44%	64%	45%	46%


Change is significant when tested with a 90% confidence interval

Well-being measures (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall, promoting well-being	46%	47%	50%	44%	45%	45%	58%	38%	45%	58%	52%	45%
Protect the natural environment	63%	60%	61%	60%	68%	62%	59%	59%	64%	65%	71%	61%
Protection of heritage features	64%	61%	60%	61%	68%	65%	60%	58%	66%	69%	65%	64%
Providing cultural events	66%	65%	65%	60%	71%	68%	71%	58%	67%	74%	74%	64%
Encouraging social engagement	65%	66%	63%	60%	66%	68%	72%	58%	68%	71%	74%	64%
Supporting healthy living	65%	66%	62%	63%	66%	65%	72%	64%	64%	66%	68%	64%
Safety in your neighbourhood	54%↓	57%	60%↑	49%	52%	58%	48%	53%	51%	58%	60%	52%
Safety in Upper Hutt City Centre	46%↓	56%	53%	47%	46%	47%	43%	47%	42%	52%	54%	45%
Business economic well-being	53%	51%	0%	48%	57%	55%	50%	52%	50%	60%	55%	52%
Providing a safe community	53%	57%	59%	47%	53%	58%	54%	44%	57%	61%	54%	53%

Council charges and fees (%7-10)

	Year			Location				Age group			Ethnicity	
	2023	2022	2021	North	Central	South	Rural	18-39	40-59	60+	Māori	Other
Overall Council charges	38%↓	40%	44%↑	37%	46%	36%	33%	31%	38%	47%	37%	38%
Rates being fair and reasonable	39%	39%	45%	36%	41%	42%	34%	33%	35%	53%	41%	39%
Fees for other services being reasonable	39%	42%	49%↑	40%	46%	37%	32%	30%	42%	49%	27%	41%



Section 16:
Sample structure

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

Response rate and sample composition by age

Population (2018 Census)	Group	Sample n=	Weighted ⁽¹⁾ n=	Response calculation	Sample n=
17%	65+ Years	218	117	Total sample	2,700
26%	50-64 years	197	176	Less returned, moved, unable to complete etc.	39
37%	30-49 years	207	253	Adjusted sample	2,661
20%	18-29 years	58	134	Questionnaires returned	
				- Online	531
				- Paper	149
	Total	680	680	Total returned	680
					25.5%

Weighting:

Weighting serves the purpose of adjusting responses based on demographics within the sample, so the sample exactly resembles the known population. Smaller weight variables are preferable since the sample data is subjected to less manipulation. The current study has achieved a weight variable ranging from 0.49 to 4.97 and a standard deviation of 0.58, which is slightly more than in 2022, but 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 (6% vs 14%), the response is sufficient and has successfully been adjusted for by weighting

Sample composition by ward and ethnicity

Ward	Sample n=	Weighted ⁽¹⁾ n=	Weighted %
North	204	209	31%
Central	137	138	20%
South	284	284	42%
Rural	55	49	7%
Total	680	680	100%
Urban	625	631	93%
Rural	55	49	7%
Total	680	680	100%

Ethnicity	Sample n=	Weighted ⁽¹⁾ n=	Weighted %
Māori	42	96	14%
Other ethnicities	638	584	86%
Total	680	680	100%



Section 17:
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