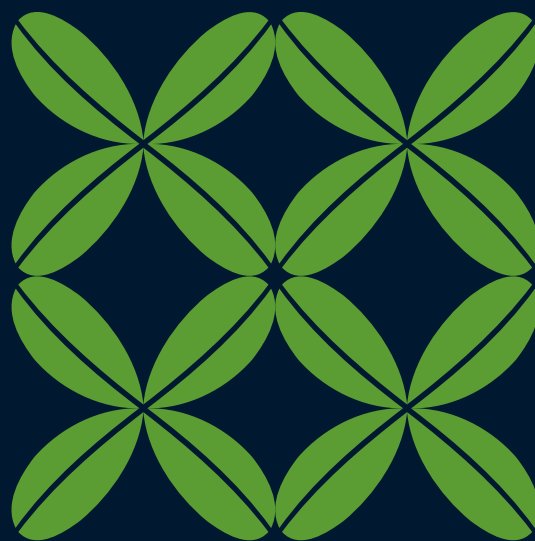
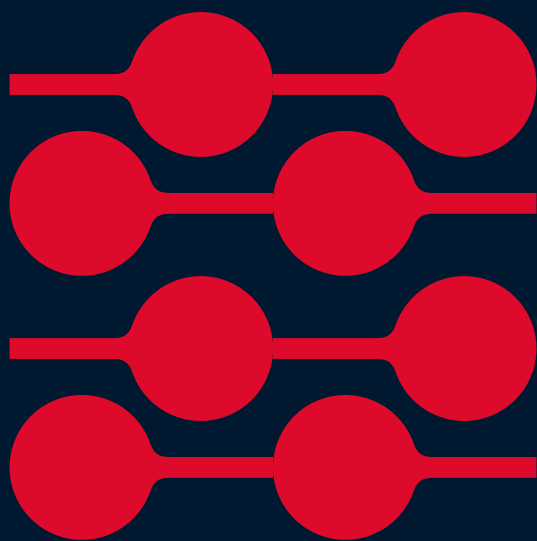


Governance Capability



2021 Elected members headline measures survey report



August 2021, Version 1.0

Christie McFadyen,

Senior Advisor Governance



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Purpose

This report summarises the results and feedback received from the 2021 elected members headline measures survey.

Executive summary

Previously, an elected members survey has been conducted every 18 months to measure elected members satisfaction with staff advice and support. The last survey was conducted in 2019. After undergoing a review of the project, a shorter, headline measures survey was developed based on the previous elected members survey.

The 2021 headline measures survey consisted of a total of six questions. It asked about:

- overall satisfaction
- satisfaction with delivery of aspects of advice and support
- satisfaction with aspects of advice and support from different functional areas
- satisfaction with dedicated support available for their governance role.

Elected members were also given the opportunity to provide any comments on their satisfaction with council support and advice.

In relation to Council-Controlled Organisations (CCOs), Governing Body members were asked about:

- satisfaction with the way CCOs have engaged with them
- satisfaction with the quality of advice provided by CCOs.



Local board members were asked about:

- satisfaction with the way CCOs have engaged with their local board
- satisfaction that their local board has been able to influence relevant CCO projects and decisions.

Elected members were also given the opportunity to provide any comments on their satisfaction with the CCOs.

The survey ran for a total of three weeks, from 2-23 July 2021, and was sent to all 170 elected members. A total of 88 responses were received, being approximately 52 per cent of all elected members. Sixty-two per cent of Governing Body members responded and 50 per cent of local board members responded. There was a reduction of 23 per cent in the overall response rate in comparison to the 2019 elected members survey¹.

Because the survey was significantly pared back, not all the results are directly comparable to the 2019 survey results. Where comparisons can be made, satisfaction has increased.²

Comparable measures to 2019	Increase  in satisfaction
Overall satisfaction with the quality of staff advice and support	 by 24 per cent, to a total of 84 per cent

¹ The difference between participation rates may be because elected members were given more reminders and assistance to help them complete the 2019 survey.

² Graphs showing comparative results can be found in Appendix one.

Comparable measures to 2019	Increase ↑ in satisfaction
Overall satisfaction with written and verbal advice ³	↑ to a total of 82 per cent
Overall satisfaction with timeliness of formal advice and information	↑ by 27 per cent, to a total of 62 per cent
Overall satisfaction with responsiveness to general requests and queries	↑ by 33 per cent, to a total of 75 per cent
Overall satisfaction with dedicated councillor advisory and committee support ⁴	↑ to a total of 92 per cent
Overall satisfaction with dedicated local board support	↑ by 10 per cent, to a total of 88 per cent
Overall satisfaction with professional development support	↑ by 9 per cent, to a total of 63 per cent
Governing Body satisfaction with the quality of Eke Panuku Development Auckland's advice	↑ by 25 per cent, to a total of 69 per cent
Local board satisfaction with Auckland Transport engagement	↑ by 12 per cent, to a total of 47 per cent

Other key findings from the survey results include:

- local board members are significantly more satisfied with overall council advice and support in comparison to 2019. They are also more satisfied than Governing Body members, which is a change from past results
- Governing Body members are significantly more satisfied with legal guidance, advice and support than local board members. Local board chairs are least satisfied with this support
- Governing Body members are significantly more satisfied with tikanga and Māori responsiveness guidance, advice and support than local board members. Local board chairs are least satisfied with this support
- local board members are significantly more satisfied with communications guidance, advice and support than Governing Body members
- local board members are significantly more satisfied with community facilities, services and development advice than Governing Body members
- local board members are significantly more satisfied with professional development advice and support than Governing Body members. Local board chairs are most satisfied with this support
- local board chairs are overall more satisfied with the CCOs than local board members.

³ This question bundled together three different questions about written and verbal advice from the 2019 survey. While the overall result can be attributed to the same topic, and is higher than all three previous scores, a percentage increase cannot be attributed.

⁴ This question bundled together two different questions about councillor advisory and committee support from the 2019 survey. While the overall result can be attributed to the same topic, and is higher than both previous scores, a percentage increase cannot be attributed.

While satisfaction has generally increased, in many instances significantly, across the board, elected members noted that they would like to see some more improvements. The following key improvement areas were obtained from elected member feedback, mainly from local board members:

- proactiveness, timeliness and responsiveness of staff communication with elected members
- tikanga and Māori responsiveness guidance, advice and support to local boards
- financial information and advice to local boards
- Auckland Transport engagement and communication with the community
- Auckland Unlimited engagement with elected members
- Eke Panuku Development Auckland engagement and communication with local boards. In addition, providing local boards relevant opportunities to and influence projects and decisions
- Watercare providing local boards relevant opportunities to influence projects and decisions.

Context

An elected members survey has previously evaluated elected members satisfaction with advice and support provided by staff. However, the general sentiment is that it hasn't provided enough valuable insights to drive meaningful change. Results tend to remain static, with the current approach preventing staff from understanding and addressing elected members needs and expectations.

A new approach for the project has been developed and is made up of two research components. The first is a headline measures survey, based on the previous elected members survey. The purpose of the survey is to monitor trends in levels of satisfaction with existing staff performance in general advice and support. This report summarises the results of that survey.

The second component is interviews and focus groups with a cross-section of staff and elected members to identify:

- the functions and behaviours that staff need to demonstrate to enable elected members to do their job well
- any behavioural or other barriers to enabling good governance practices
- the key elements of building and maintaining trusted relationships between staff and elected members.

Together, the results will be used to build a new performance indicator framework for council group staff that more accurately reflects how we enable effective and accountable governance. They will also help inform the implementation of other organisation-wide initiatives, such as the code of conduct 2021 and the hauora / wellbeing review.

Who we heard from

A total of 88 elected members responded to the survey, being approximately 52 per cent of all elected members.

Thirteen of the respondents were councillors, being approximately 62 per cent of all Governing Body members.

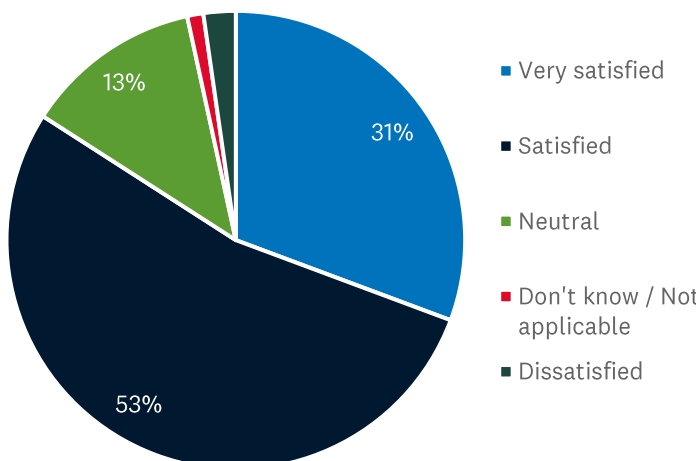
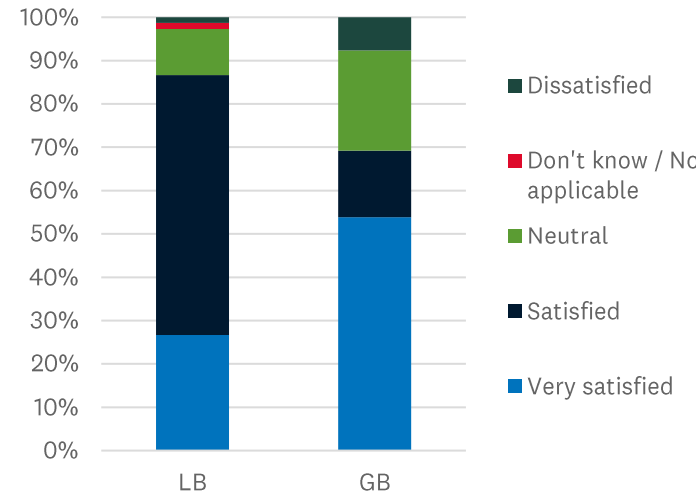
Seventy-five of the respondents were local board members, being approximately 50 per cent of all local board members. Of these respondents, 11 were local board chairs (approximately 52 per cent of all local board chairs) and 11 were local board deputy chairs (approximately 52 per cent of all local board deputy chairs).

Summary of results

Auckland Council

Overall satisfaction

Elected members were asked ‘Thinking about your experience overall, how satisfied are you with the advice and support provided to you by Auckland Council employees?’

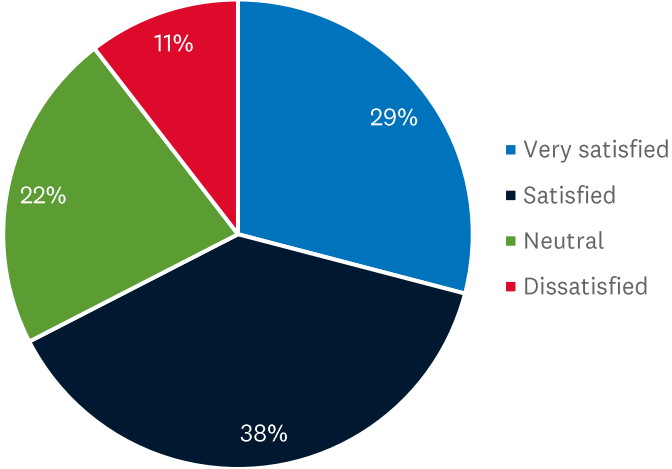
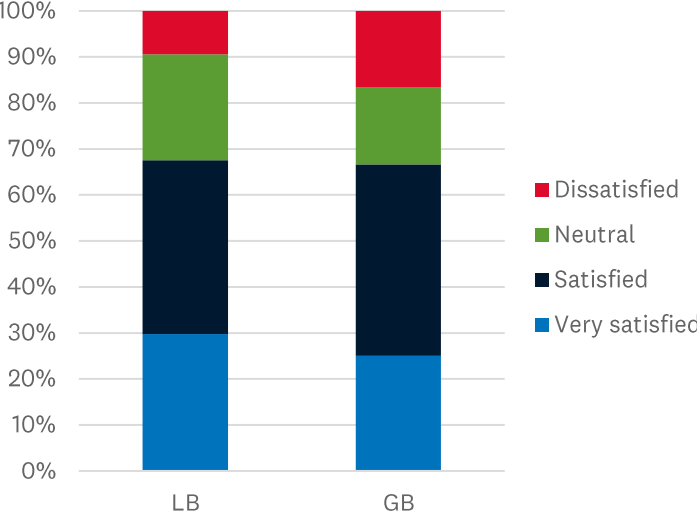
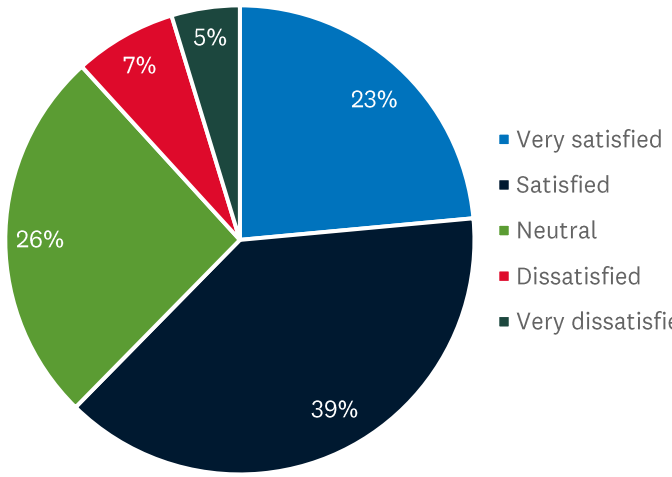
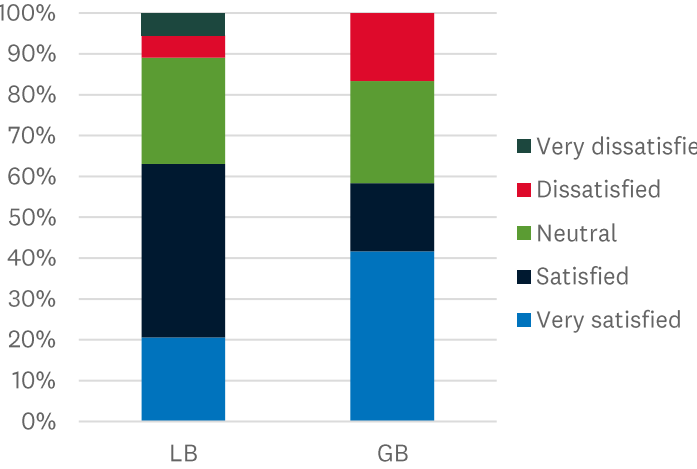
Overall satisfaction with council advice and support has increased	Commentary
<p>Total EM satisfaction</p>  <p>By role type</p> 	<p>Of those who responded, 84 per cent were satisfied or very satisfied. Thirteen per cent were neutral, two per cent were dissatisfied and one per cent did not know.</p> <p>The overall result is comparable to 2019 and is an increase in satisfaction of 24 per cent.</p> <p>Of Governing Body members who responded, 69 per cent were satisfied or very satisfied. This is a decrease in satisfaction of seven per cent.</p> <p>Of local board members who responded, 87 per cent were satisfied or very satisfied. This is a significant increase in satisfaction of 29 per cent.</p> <p>This is also the first time that local boards have expressed a higher overall satisfaction rate than the Governing Body.</p>

Satisfaction with aspects of advice and support

Elected members were asked ‘Thinking about your recent interactions with council staff, how satisfied are you with the delivery of the following aspects of advice and support:

- verbal and written advice
- proactiveness of communications
- timeliness of advice and information
- responsiveness to general requests and queries’

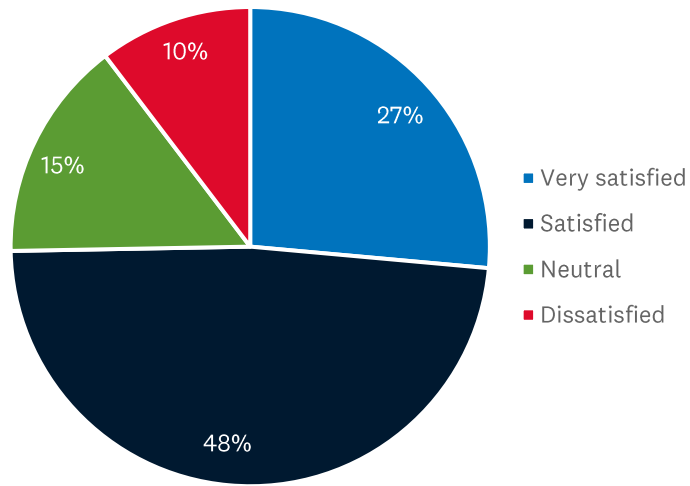
There’s been a significant increase in satisfaction with verbal and written advice	Commentary																									
<div style="display: flex; justify-content: space-around;"> <div data-bbox="129 603 828 1173"> <h3>Total EM satisfaction</h3> <table border="1"> <caption>Total EM Satisfaction Data</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>34%</td> </tr> <tr> <td>Satisfied</td> <td>48%</td> </tr> <tr> <td>Neutral</td> <td>13%</td> </tr> <tr> <td>Dissatisfied</td> <td>5%</td> </tr> </tbody> </table> </div> <div data-bbox="884 603 1590 1189"> <h3>By role type</h3> <table border="1"> <caption>Satisfaction by Role Type Data</caption> <thead> <tr> <th>Role Type</th> <th>Very satisfied</th> <th>Satisfied</th> <th>Neutral</th> <th>Dissatisfied</th> </tr> </thead> <tbody> <tr> <td>LB</td> <td>31%</td> <td>51%</td> <td>13%</td> <td>5%</td> </tr> <tr> <td>GB</td> <td>50%</td> <td>33%</td> <td>13%</td> <td>5%</td> </tr> </tbody> </table> </div> </div>	Satisfaction Level	Percentage	Very satisfied	34%	Satisfied	48%	Neutral	13%	Dissatisfied	5%	Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	LB	31%	51%	13%	5%	GB	50%	33%	13%	5%	<p>Of those who responded, 82 per cent were satisfied or very satisfied with verbal and written advice. Thirteen per cent were neutral and five per cent were dissatisfied.</p> <p>The overall result is comparable to 2019 and is an increase in satisfaction.</p> <p>Governing Body members were marginally more satisfied than local board members with 84 per cent satisfaction.</p>
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Around two thirds of respondents are satisfied or very satisfied with proactiveness of communications	Commentary																														
<p data-bbox="203 204 555 236">Total EM satisfaction</p>  <table border="1" data-bbox="136 284 806 754"> <caption>Total EM Satisfaction</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>29%</td> </tr> <tr> <td>Satisfied</td> <td>38%</td> </tr> <tr> <td>Neutral</td> <td>22%</td> </tr> <tr> <td>Dissatisfied</td> <td>11%</td> </tr> </tbody> </table> <p data-bbox="1064 204 1265 236">By role type</p>  <table border="1" data-bbox="884 263 1579 778"> <caption>By Role Type - Proactiveness of Communications</caption> <thead> <tr> <th>Role Type</th> <th>Very satisfied</th> <th>Satisfied</th> <th>Neutral</th> <th>Dissatisfied</th> </tr> </thead> <tbody> <tr> <td>LB</td> <td>30%</td> <td>37%</td> <td>13%</td> <td>10%</td> </tr> <tr> <td>GB</td> <td>25%</td> <td>42%</td> <td>15%</td> <td>18%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	29%	Satisfied	38%	Neutral	22%	Dissatisfied	11%	Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	LB	30%	37%	13%	10%	GB	25%	42%	15%	18%	<p data-bbox="1637 172 2134 347">Of those who responded, 67 per cent were satisfied or very satisfied with proactiveness of communications. Twenty-two per cent were neutral and 11 per cent were dissatisfied.</p> <p data-bbox="1637 371 2134 515">There was a marginal difference in satisfaction between Governing Body members (-1 per cent) and local board members (+1 per cent).</p>					
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<p data-bbox="203 898 555 930">Total EM satisfaction</p>  <table border="1" data-bbox="136 962 806 1441"> <caption>Total EM Satisfaction</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>23%</td> </tr> <tr> <td>Satisfied</td> <td>39%</td> </tr> <tr> <td>Neutral</td> <td>26%</td> </tr> <tr> <td>Dissatisfied</td> <td>7%</td> </tr> <tr> <td>Very dissatisfied</td> <td>5%</td> </tr> </tbody> </table> <p data-bbox="1064 898 1265 930">By role type</p>  <table border="1" data-bbox="884 962 1579 1433"> <caption>By Role Type - Timeliness of Formal Advice and Information</caption> <thead> <tr> <th>Role Type</th> <th>Very satisfied</th> <th>Satisfied</th> <th>Neutral</th> <th>Dissatisfied</th> <th>Very dissatisfied</th> </tr> </thead> <tbody> <tr> <td>LB</td> <td>20%</td> <td>43%</td> <td>17%</td> <td>10%</td> <td>10%</td> </tr> <tr> <td>GB</td> <td>42%</td> <td>16%</td> <td>26%</td> <td>12%</td> <td>4%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	23%	Satisfied	39%	Neutral	26%	Dissatisfied	7%	Very dissatisfied	5%	Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	LB	20%	43%	17%	10%	10%	GB	42%	16%	26%	12%	4%	<p data-bbox="1637 882 2134 1090">Of those who responded, 62 per cent were satisfied or very satisfied with timeliness of formal advice and information. Twenty-six per cent were neutral and 12 per cent were dissatisfied or very dissatisfied.</p> <p data-bbox="1637 1114 2134 1217">The overall result is comparable to 2019 and is an increase in satisfaction of 27 per cent.</p> <p data-bbox="1637 1241 2134 1377">Local board members were more satisfied than Governing Body members with 63 per cent satisfaction compared to 58 per cent.</p>
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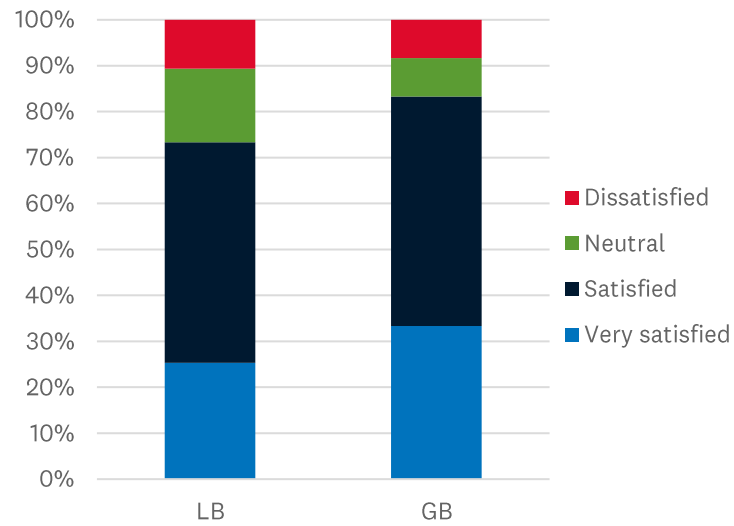
Three quarters of respondents are satisfied or very satisfied with responsiveness to general requests and queries

Commentary

Total EM satisfaction



By role type



Of those who responded, 75 per cent were satisfied or very satisfied with responsiveness to general requests and queries. Fifteen per cent were neutral and 10 per cent were dissatisfied.

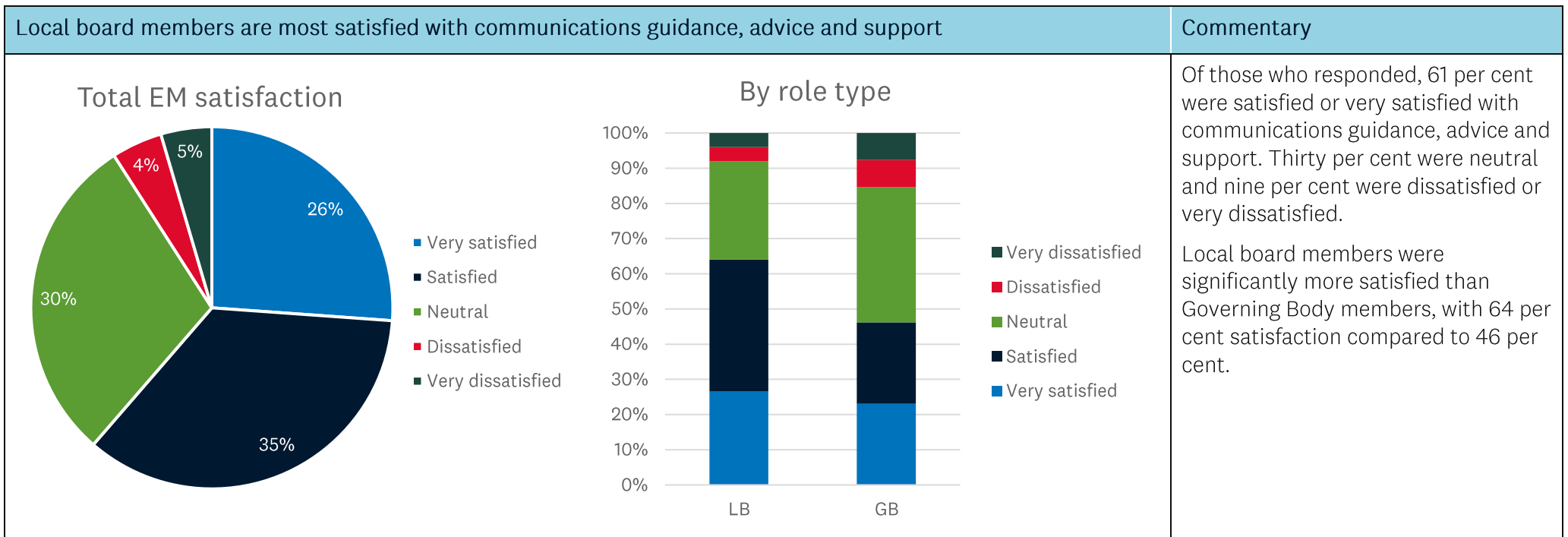
The overall result is comparable to 2019 and is an increase in satisfaction of 33 per cent.

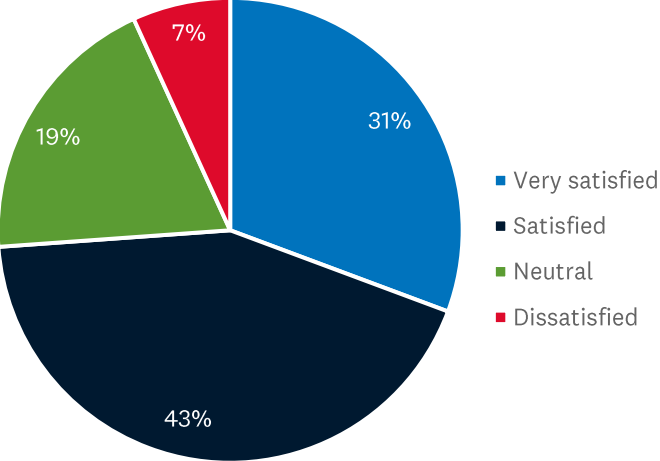
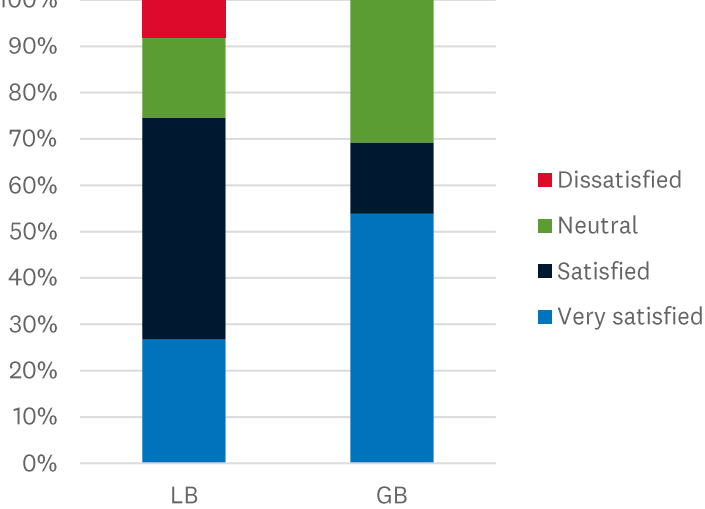
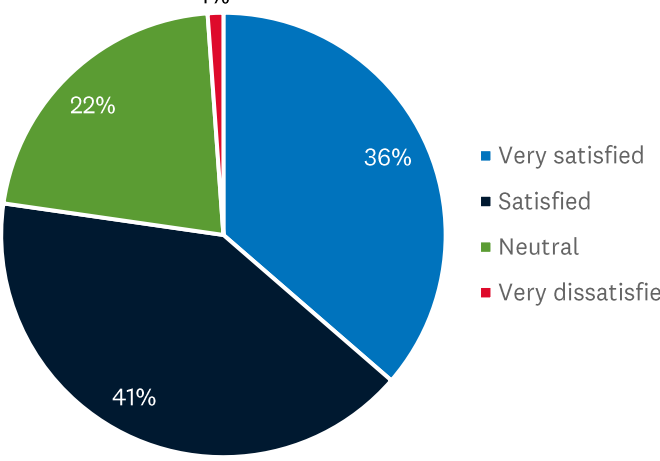
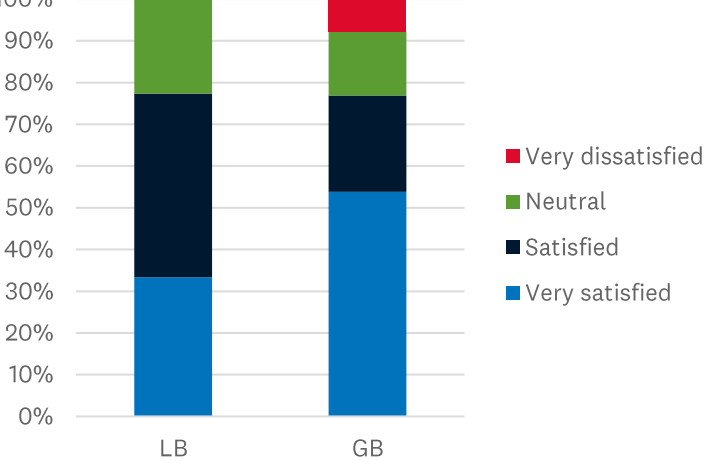
Governing Body members were more satisfied than local board members with 84 per cent satisfaction compared to 73 per cent.

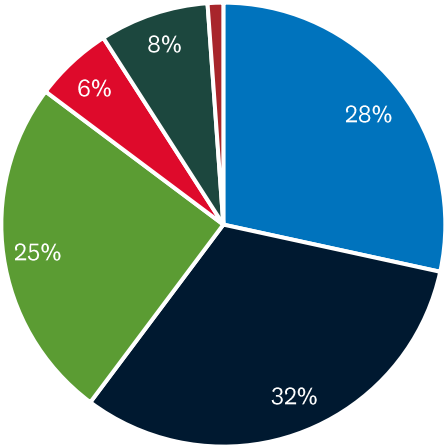
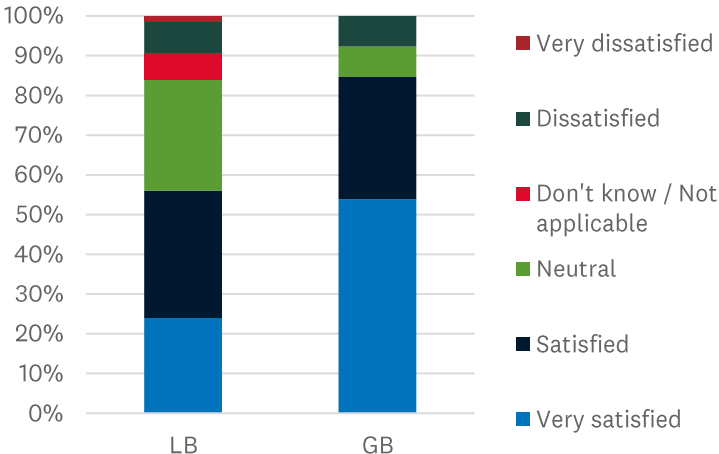
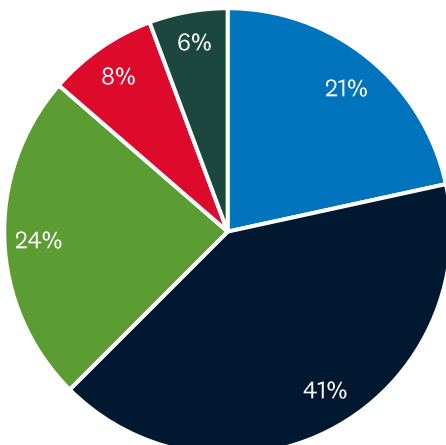
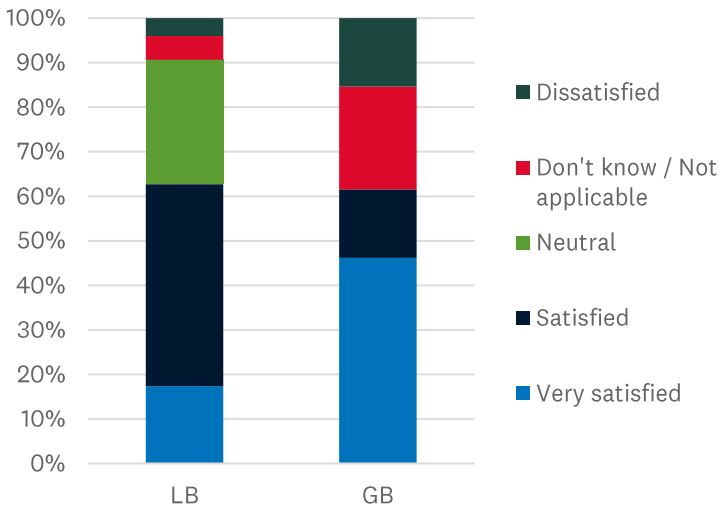
Satisfaction with advice and support from functional areas

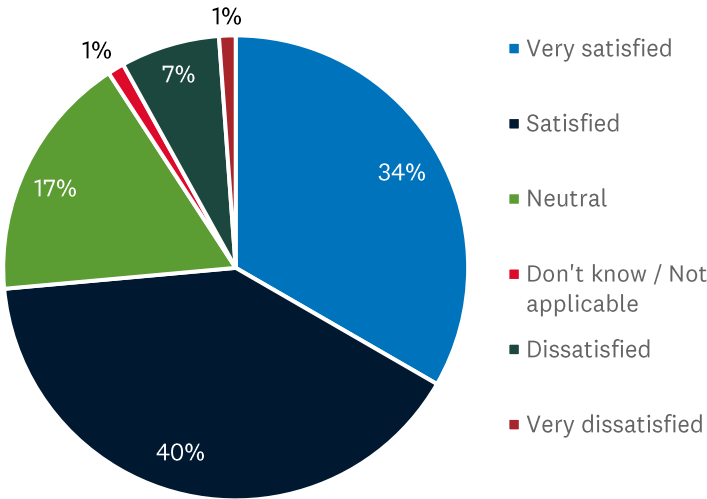
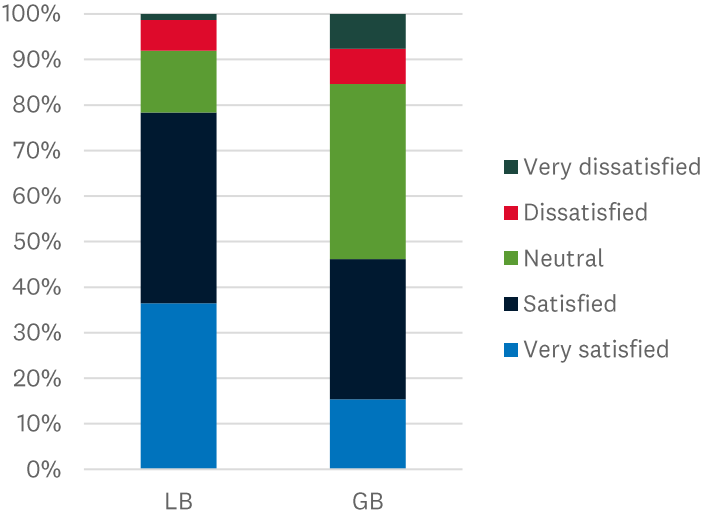
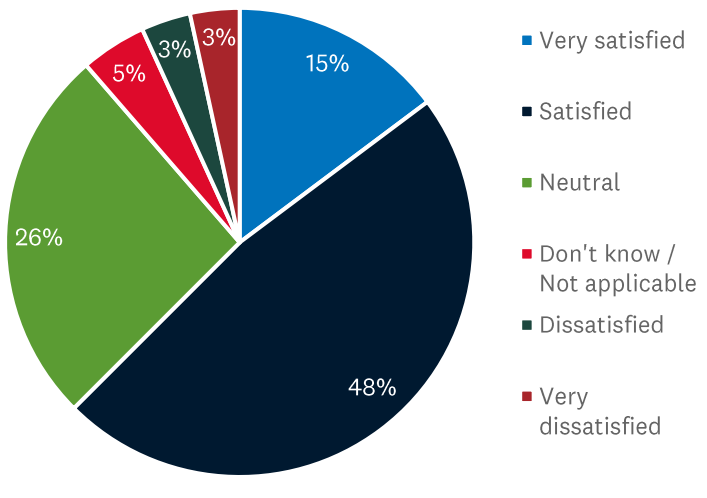
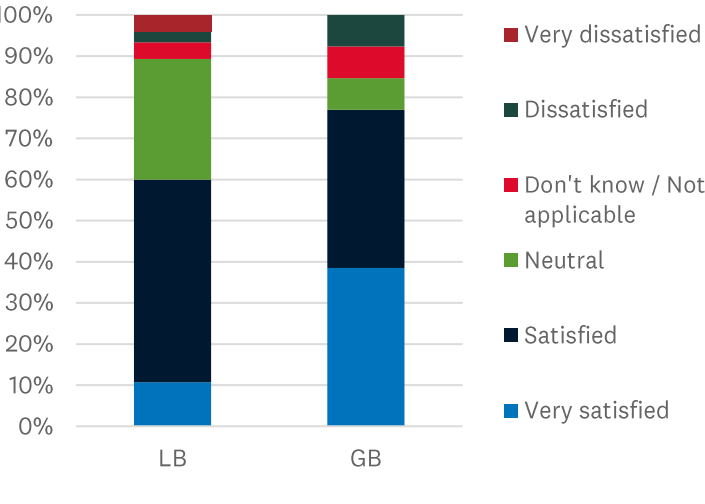
Elected members were asked ‘How satisfied are you with the following aspects of advice and support from council staff?’

- communications guidance, advice and support
- policy, strategy and planning advice
- financial information and advice
- legal guidance, advice and support
- risk and assurance advice and support
- community facilities, services and development advice
- tikanga and Māori responsiveness guidance, advice and support’



Around three quarters of respondents are satisfied or very satisfied with policy, strategy and planning advice	Commentary
<p data-bbox="219 204 568 236">Total EM satisfaction</p>  <p data-bbox="1081 204 1285 236">By role type</p> 	<p data-bbox="1641 172 2112 347">Of those who responded, 74 per cent were satisfied or very satisfied with policy, strategy and planning advice. Nineteen per cent were neutral and seven per cent were dissatisfied.</p> <p data-bbox="1641 371 2112 515">Local board members were more satisfied than Governing Body members with 75 per cent satisfaction compared to 69 per cent.</p>
Around three quarters of respondents are satisfied or very satisfied with financial information and advice	Commentary
<p data-bbox="185 906 535 938">Total EM satisfaction</p>  <p data-bbox="1059 906 1263 938">By role type</p> 	<p data-bbox="1641 882 2112 1058">Of those who responded, 77 per cent were satisfied or very satisfied with financial information and advice. Twenty-two per cent were neutral and one per cent was very dissatisfied.</p> <p data-bbox="1641 1082 2112 1185">There was no difference in satisfaction between Governing Body and local board members.</p>

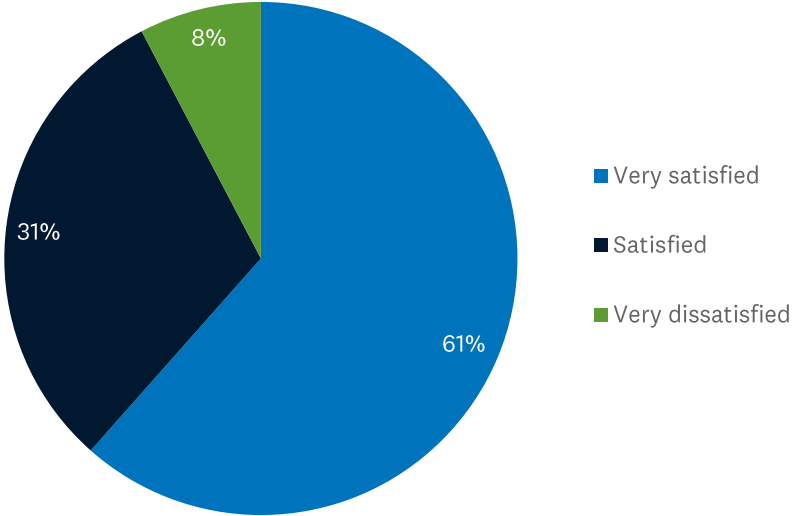
Governing Body members are most satisfied with legal guidance, advice and support	Commentary
<p data-bbox="181 193 539 229">Total EM satisfaction</p>  <p data-bbox="1055 193 1256 229">By role type</p> 	<p data-bbox="1637 169 2119 424">Of those who responded, 60 per cent were satisfied or very satisfied with legal guidance, advice and support. Twenty-five per cent were neutral, nine per cent were dissatisfied or very dissatisfied and six per cent did not know.</p> <p data-bbox="1637 440 2119 584">Governing Body members were significantly more satisfied than local board members with 85 per cent satisfaction compared to 56 per cent.</p> <p data-bbox="1637 600 2119 711">Local board chairs were least satisfied with this support, with 36 per cent satisfaction.</p>
Just less than two thirds of respondents were satisfied or very satisfied with risk and assurance advice and support	Commentary
<p data-bbox="181 863 539 900">Total EM satisfaction</p>  <p data-bbox="1043 863 1245 900">By role type</p> 	<p data-bbox="1637 839 2119 1062">Of those who responded, 62 per cent were satisfied or very satisfied with risk and assurance advice and support. Twenty-four per cent were neutral, six per cent were dissatisfied and eight per cent did not know.</p> <p data-bbox="1637 1078 2119 1222">There was a marginal difference in satisfaction between Governing Body members (-1 per cent) and local board members (+1 per cent).</p>

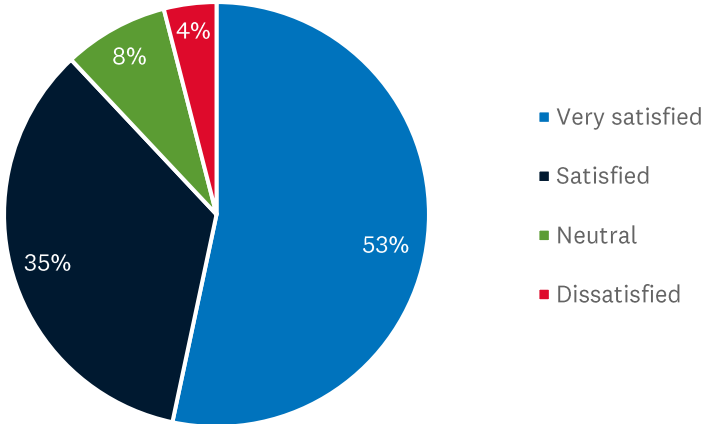
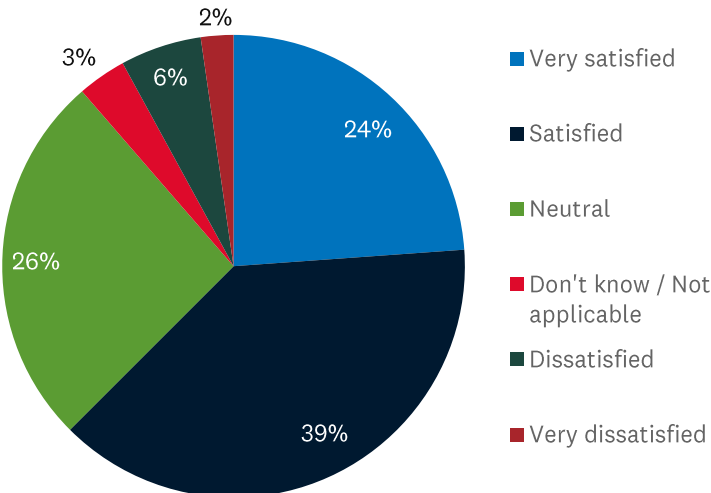
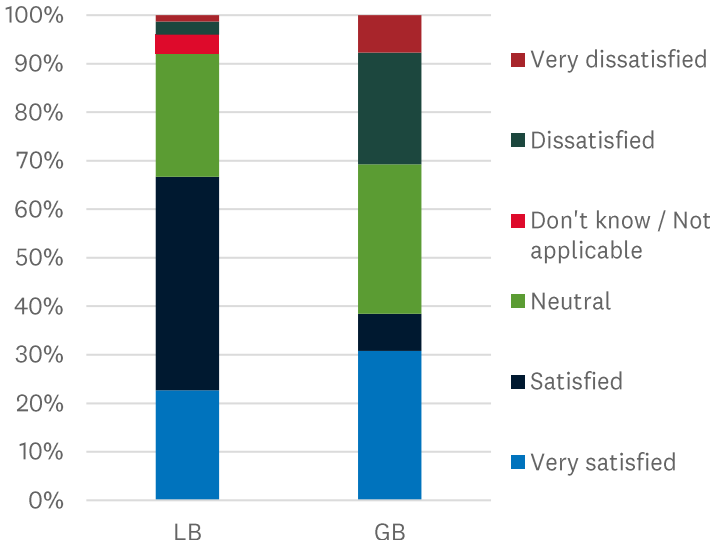
Local board members are most satisfied with community facilities, services and development advice	Commentary																								
<p data-bbox="165 193 517 228">Total EM satisfaction</p>  <p data-bbox="1055 197 1256 233">By role type</p>  <table border="1" data-bbox="891 256 1594 772"> <caption>By role type - Community facilities, services and development advice</caption> <thead> <tr> <th>Role Type</th> <th>Very satisfied</th> <th>Satisfied</th> <th>Neutral</th> <th>Dissatisfied</th> <th>Very dissatisfied</th> <th>Don't know / Not applicable</th> <th>Very dissatisfied</th> </tr> </thead> <tbody> <tr> <td>LB</td> <td>34%</td> <td>40%</td> <td>17%</td> <td>7%</td> <td>1%</td> <td>1%</td> <td>1%</td> </tr> <tr> <td>GB</td> <td>15%</td> <td>48%</td> <td>26%</td> <td>5%</td> <td>3%</td> <td>3%</td> <td>3%</td> </tr> </tbody> </table>	Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Very dissatisfied	LB	34%	40%	17%	7%	1%	1%	1%	GB	15%	48%	26%	5%	3%	3%	3%	<p data-bbox="1637 172 2123 424">Of those who responded, 74 per cent were satisfied or very satisfied with community facilities, services and development advice. Seventeen per cent were neutral, eight per cent were dissatisfied or very dissatisfied and one per cent did not know.</p> <p data-bbox="1637 448 2123 620">Local board members were significantly more satisfied than Governing Body members with 78 per cent satisfaction compared to 46 per cent.</p>
Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Very dissatisfied																		
LB	34%	40%	17%	7%	1%	1%	1%																		
GB	15%	48%	26%	5%	3%	3%	3%																		
Governing Body members are most satisfied with tikanga and Māori responsiveness guidance, advice and support	Commentary																								
<p data-bbox="165 900 517 935">Total EM satisfaction</p>  <p data-bbox="1055 904 1256 940">By role type</p>  <table border="1" data-bbox="891 963 1594 1479"> <caption>By role type - Tikanga and Māori responsiveness guidance, advice and support</caption> <thead> <tr> <th>Role Type</th> <th>Very satisfied</th> <th>Satisfied</th> <th>Neutral</th> <th>Dissatisfied</th> <th>Very dissatisfied</th> <th>Don't know / Not applicable</th> <th>Very dissatisfied</th> </tr> </thead> <tbody> <tr> <td>LB</td> <td>15%</td> <td>48%</td> <td>26%</td> <td>5%</td> <td>3%</td> <td>3%</td> <td>3%</td> </tr> <tr> <td>GB</td> <td>36%</td> <td>46%</td> <td>17%</td> <td>8%</td> <td>1%</td> <td>1%</td> <td>1%</td> </tr> </tbody> </table>	Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Very dissatisfied	LB	15%	48%	26%	5%	3%	3%	3%	GB	36%	46%	17%	8%	1%	1%	1%	<p data-bbox="1637 879 2123 1163">Of those who responded, 63 per cent were satisfied or very satisfied with tikanga and Māori responsiveness guidance, advice and support. Twenty-six per cent were neutral, six per cent were dissatisfied or very dissatisfied and five per cent did not know.</p> <p data-bbox="1637 1187 2123 1327">Governing Body members were more satisfied than local board members with 76 per cent satisfaction compared to 60 per cent.</p> <p data-bbox="1637 1351 2123 1453">Local board chairs were least satisfied with this support, with 36 per cent satisfaction.</p>
Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Very dissatisfied																		
LB	15%	48%	26%	5%	3%	3%	3%																		
GB	36%	46%	17%	8%	1%	1%	1%																		

Satisfaction with dedicated governance support

Elected members were asked ‘How satisfied are you with the dedicated support available for your governance role?’

- dedicated councillor advisory and committee support
- dedicated local board support
- professional development support
- technology, remuneration and expenses support’

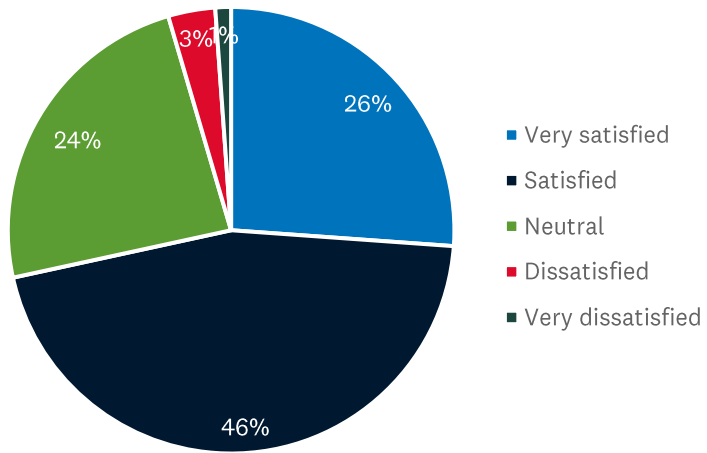
Most Governing Body members are satisfied or very satisfied with dedicated councillor advisory and committee support	Commentary								
<p style="text-align: center;">Total GB satisfaction</p>  <p>A pie chart titled 'Total GB satisfaction' showing the distribution of responses from Governing Body members. The chart is divided into three segments: a large blue segment representing 'Very satisfied' at 61%, a dark blue segment representing 'Satisfied' at 31%, and a small green segment representing 'Very dissatisfied' at 8%. A legend to the right of the chart identifies the colors: blue for 'Very satisfied', dark blue for 'Satisfied', and green for 'Very dissatisfied'.</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>61%</td> </tr> <tr> <td>Satisfied</td> <td>31%</td> </tr> <tr> <td>Very dissatisfied</td> <td>8%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	61%	Satisfied	31%	Very dissatisfied	8%	<p>Of the Governing Body members who responded, 92 per cent were satisfied or very satisfied with dedicated councillor advisory and committee support, and eight per cent were very dissatisfied.</p> <p>The overall result is comparable to 2019 and is an improvement in satisfaction.</p>
Satisfaction Level	Percentage								
Very satisfied	61%								
Satisfied	31%								
Very dissatisfied	8%								

Most local board members are satisfied or very satisfied with dedicated local board support	Commentary																																			
<p data-bbox="568 188 913 226" style="text-align: center;">Total LB satisfaction</p>  <table border="1" data-bbox="519 248 1220 673"> <caption>Total LB satisfaction</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>53%</td> </tr> <tr> <td>Satisfied</td> <td>35%</td> </tr> <tr> <td>Neutral</td> <td>8%</td> </tr> <tr> <td>Dissatisfied</td> <td>4%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	53%	Satisfied	35%	Neutral	8%	Dissatisfied	4%	<p data-bbox="1637 172 2119 386">Of the local board members who responded, 88 per cent were satisfied or very satisfied with dedicated local board support. Eight per cent were neutral and four per cent were dissatisfied.</p> <p data-bbox="1637 408 2119 513">The overall result is comparable to 2019 and is an increase in satisfaction of 10 per cent.</p>																									
Satisfaction Level	Percentage																																			
Very satisfied	53%																																			
Satisfied	35%																																			
Neutral	8%																																			
Dissatisfied	4%																																			
Local board members are most satisfied with professional development support	Commentary																																			
<p data-bbox="181 801 533 839" style="text-align: center;">Total EM satisfaction</p>  <table border="1" data-bbox="125 880 833 1375"> <caption>Total EM satisfaction</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>24%</td> </tr> <tr> <td>Satisfied</td> <td>39%</td> </tr> <tr> <td>Neutral</td> <td>26%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>3%</td> </tr> <tr> <td>Dissatisfied</td> <td>6%</td> </tr> <tr> <td>Very dissatisfied</td> <td>2%</td> </tr> </tbody> </table> <p data-bbox="1079 801 1281 839" style="text-align: center;">By role type</p>  <table border="1" data-bbox="891 865 1599 1407"> <caption>By role type</caption> <thead> <tr> <th>Role Type</th> <th>Very satisfied</th> <th>Satisfied</th> <th>Neutral</th> <th>Don't know / Not applicable</th> <th>Dissatisfied</th> <th>Very dissatisfied</th> </tr> </thead> <tbody> <tr> <td>LB</td> <td>24%</td> <td>39%</td> <td>26%</td> <td>3%</td> <td>6%</td> <td>2%</td> </tr> <tr> <td>GB</td> <td>31%</td> <td>7%</td> <td>32%</td> <td>3%</td> <td>23%</td> <td>6%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	24%	Satisfied	39%	Neutral	26%	Don't know / Not applicable	3%	Dissatisfied	6%	Very dissatisfied	2%	Role Type	Very satisfied	Satisfied	Neutral	Don't know / Not applicable	Dissatisfied	Very dissatisfied	LB	24%	39%	26%	3%	6%	2%	GB	31%	7%	32%	3%	23%	6%	<p data-bbox="1637 778 2119 1024">Of those who responded, 63 per cent were satisfied or very satisfied with professional development support. Twenty-six per cent were neutral, eight per cent were dissatisfied or very dissatisfied and three per cent did not know.</p> <p data-bbox="1637 1046 2119 1152">The overall result is comparable to 2019 and is an increase in satisfaction of nine per cent.</p> <p data-bbox="1637 1174 2119 1343">Local board members were significantly more satisfied than Governing Body members with 67 per cent satisfaction compared to 39 per cent.</p> <p data-bbox="1637 1366 2119 1439">Local board chairs were most satisfied with 91 per cent satisfaction.</p>
Satisfaction Level	Percentage																																			
Very satisfied	24%																																			
Satisfied	39%																																			
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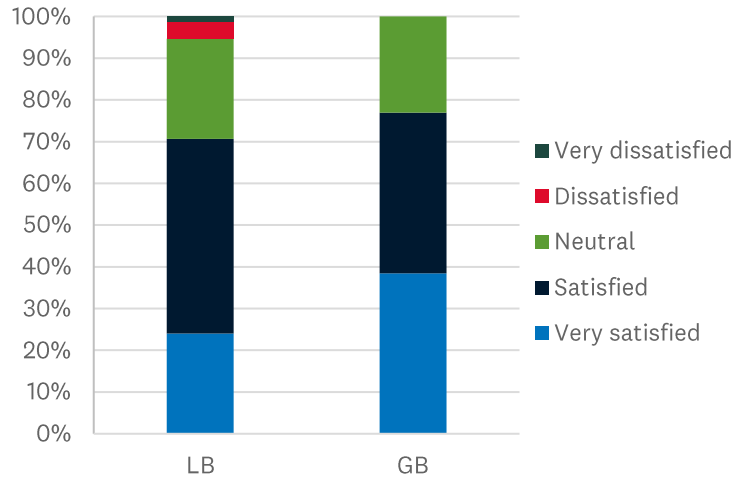
Around three quarters of respondents are satisfied or very satisfied with technology, remuneration and expenses support

Commentary

Total EM satisfaction



By role type



Of those who responded, 72 per cent were satisfied or very satisfied with technology, remuneration and expenses support. Twenty-four per cent were neutral and four per cent were dissatisfied or very dissatisfied.

Governing Body members were more satisfied than local board members with 77 per cent satisfaction compared to 71 per cent.

Key themes from elected member feedback

Elected members were given the opportunity to provide comments on their satisfaction with council staff advice and support. Some felt the survey questions were too broad to provide specific feedback. Most comments were provided by local board members. The key themes that were able to be obtained are set out in the table below.

Proactive, timely and responsive communication	<p>Elected members acknowledge the impact of restructuring on resourcing, and the affect this can have on the organisation's ability to provide timely information and quality advice.</p> <p>They would like to see more timely communication, particularly for advice on important / complex issues. They would also like to see outstanding issues resolved more efficiently.</p> <p>Elected members would like more proactive communication and clarity on key contact persons for projects and workstreams that are relevant to them.</p>
Tikanga and Māori responsiveness guidance, advice and support	<p>Local boards would like to see improvements in the quality of guidance, advice and support. They would like this support made easier to obtain and for there to be timelier responses to requests for assistance.</p>
Financial information and advice	<p>Local boards would like the quality of information and advice to be improved, particularly for financial impacts. They would also like to be provided with more robust information relevant to their work.</p>
Dedicated governance support	<p>Generally satisfied with the support from Local Board Services and councillor support advisors.</p>

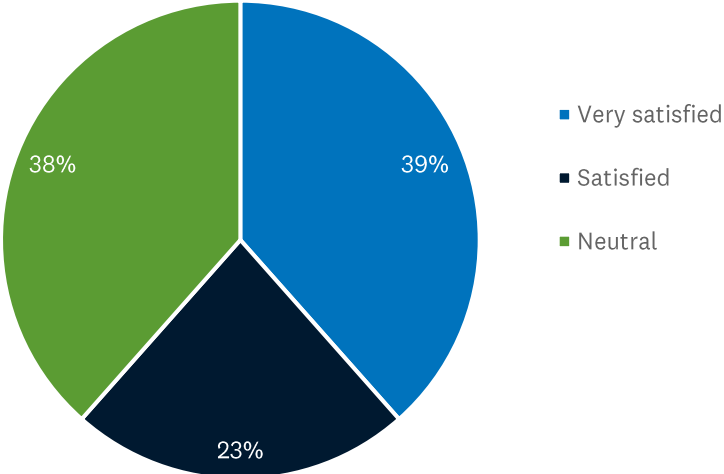
Council-Controlled Organisations

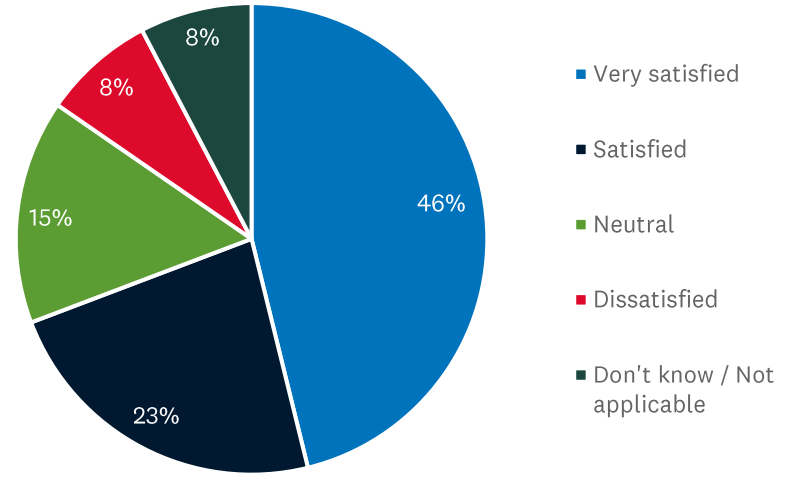
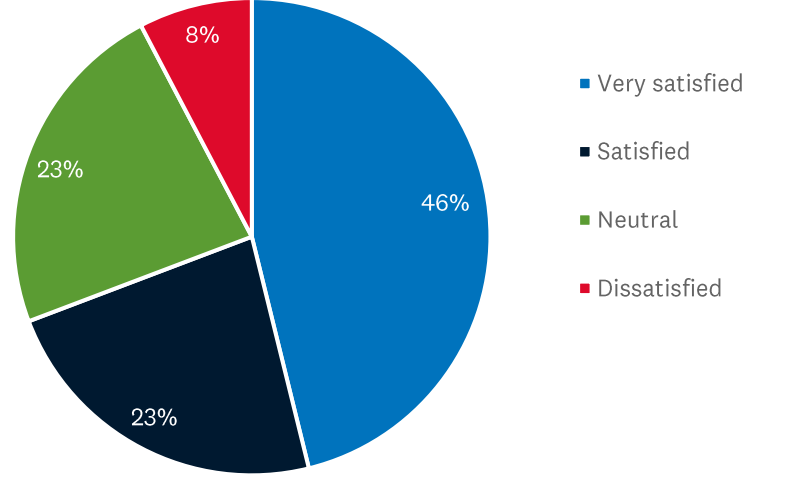
Governing Body members and local board members were each asked two separate questions about their satisfaction with the CCOs.

Governing Body satisfaction with engagement

Governing Body members were asked ‘Thinking about your recent interactions with Council-Controlled Organisations (CCOs), how satisfied are you with the way they have engaged with you?’

- Auckland Transport
- Auckland Unlimited
- Watercare
- Eke Panuku Development Auckland’

Around three fifths of Governing Body members are satisfied or very satisfied with Auckland Transport’s engagement	Commentary								
<p data-bbox="309 842 658 879">Total GB satisfaction</p>  <table border="1" data-bbox="237 903 958 1378"><thead><tr><th>Satisfaction Level</th><th>Percentage</th></tr></thead><tbody><tr><td>Very satisfied</td><td>39%</td></tr><tr><td>Satisfied</td><td>23%</td></tr><tr><td>Neutral</td><td>38%</td></tr></tbody></table>	Satisfaction Level	Percentage	Very satisfied	39%	Satisfied	23%	Neutral	38%	<p data-bbox="1115 831 2029 895">Of those who responded, 61 per cent were satisfied or very satisfied with Auckland Transport, and 39 per cent were neutral.</p>
Satisfaction Level	Percentage								
Very satisfied	39%								
Satisfied	23%								
Neutral	38%								

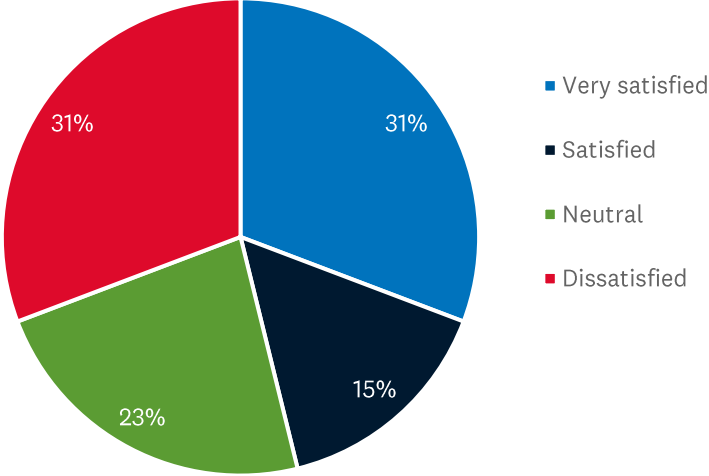
<p>Around two thirds of Governing Body members are satisfied or very satisfied with Auckland Unlimited’s engagement</p>	<p>Commentary</p>												
<p>Total GB satisfaction</p>  <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>46%</td> </tr> <tr> <td>Satisfied</td> <td>23%</td> </tr> <tr> <td>Neutral</td> <td>15%</td> </tr> <tr> <td>Dissatisfied</td> <td>8%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>8%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	46%	Satisfied	23%	Neutral	15%	Dissatisfied	8%	Don't know / Not applicable	8%	<p>Of those who responded, 69 per cent were satisfied or very satisfied with Auckland Unlimited. Fifteen per cent were neutral, eight per cent were dissatisfied and eight per cent did not know.</p>
Satisfaction Level	Percentage												
Very satisfied	46%												
Satisfied	23%												
Neutral	15%												
Dissatisfied	8%												
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<p>Around two thirds of Governing Body members are satisfied or very satisfied with Watercare’s engagement</p>	<p>Commentary</p>												
<p>Total GB satisfaction</p>  <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>46%</td> </tr> <tr> <td>Satisfied</td> <td>23%</td> </tr> <tr> <td>Neutral</td> <td>23%</td> </tr> <tr> <td>Dissatisfied</td> <td>8%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	46%	Satisfied	23%	Neutral	23%	Dissatisfied	8%	<p>Of those who responded, 69 per cent were satisfied or very satisfied with Watercare. Twenty-three per cent were neutral and eight per cent were dissatisfied.</p>		
Satisfaction Level	Percentage												
Very satisfied	46%												
Satisfied	23%												
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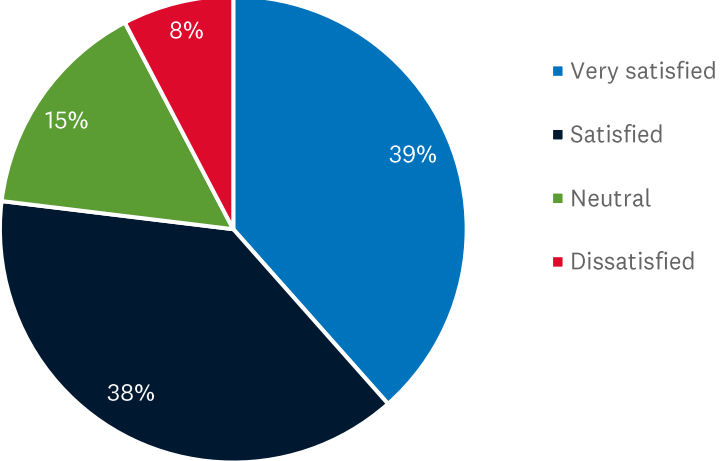
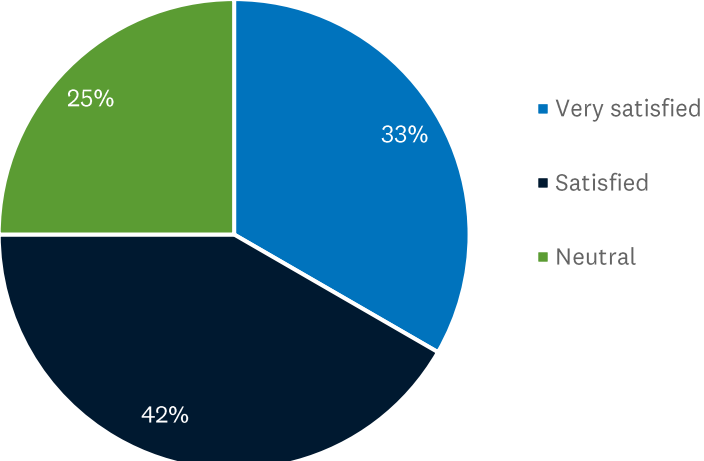
Around two thirds of Governing Body members are satisfied or very satisfied with Eke Panuku Development Auckland's engagement	Commentary										
<p data-bbox="280 228 631 260">Total GB satisfaction</p>  <p>The pie chart displays the distribution of satisfaction levels among Governing Body members. The largest segment is 'Very satisfied' at 46%, followed by 'Satisfied' at 23%, 'Neutral' at 23%, and 'Dissatisfied' at 8%.</p> <table border="1" data-bbox="779 368 952 592"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>46%</td> </tr> <tr> <td>Satisfied</td> <td>23%</td> </tr> <tr> <td>Neutral</td> <td>23%</td> </tr> <tr> <td>Dissatisfied</td> <td>8%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	46%	Satisfied	23%	Neutral	23%	Dissatisfied	8%	<p data-bbox="1115 212 2107 316">Of those who responded, 69 per cent were satisfied or very satisfied with Eke Panuku Development Auckland. Twenty-three per cent were neutral and eight per cent were dissatisfied.</p>
Satisfaction Level	Percentage										
Very satisfied	46%										
Satisfied	23%										
Neutral	23%										
Dissatisfied	8%										

Governing Body satisfaction with quality of advice

Governing Body members were asked 'Thinking about your recent interactions with Council-Controlled Organisations, how satisfied are you with the quality of advice provided?'

- Auckland Transport
- Auckland Unlimited
- Watercare
- Eke Panuku Development Auckland'

Almost half of Governing Body members are satisfied or very satisfied with the quality of Auckland Transport's advice	Commentary										
<p data-bbox="324 678 672 710">Total GB satisfaction</p>  <p data-bbox="795 813 974 1037">■ Very satisfied ■ Satisfied ■ Neutral ■ Dissatisfied</p> <table border="1" data-bbox="268 742 974 1220"><thead><tr><th>Satisfaction Level</th><th>Percentage</th></tr></thead><tbody><tr><td>Very satisfied</td><td>31%</td></tr><tr><td>Satisfied</td><td>15%</td></tr><tr><td>Neutral</td><td>23%</td></tr><tr><td>Dissatisfied</td><td>31%</td></tr></tbody></table>	Satisfaction Level	Percentage	Very satisfied	31%	Satisfied	15%	Neutral	23%	Dissatisfied	31%	<p data-bbox="1108 662 2094 766">Of those who responded, 46 per cent were satisfied or very satisfied with Auckland Transport. Twenty-three per cent were neutral and 31 per cent were dissatisfied.</p>
Satisfaction Level	Percentage										
Very satisfied	31%										
Satisfied	15%										
Neutral	23%										
Dissatisfied	31%										

<p>Around three quarters of Governing Body members are satisfied or very satisfied with the quality of Auckland Unlimited’s advice</p>	<p>Commentary</p>										
<p>Total GB satisfaction</p>  <p>A pie chart titled 'Total GB satisfaction' for Auckland Unlimited. The chart is divided into four segments: 'Very satisfied' (blue, 39%), 'Satisfied' (dark blue, 38%), 'Neutral' (green, 15%), and 'Dissatisfied' (red, 8%). A legend to the right of the chart identifies the colors: blue for 'Very satisfied', dark blue for 'Satisfied', green for 'Neutral', and red for 'Dissatisfied'.</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>39%</td> </tr> <tr> <td>Satisfied</td> <td>38%</td> </tr> <tr> <td>Neutral</td> <td>15%</td> </tr> <tr> <td>Dissatisfied</td> <td>8%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	39%	Satisfied	38%	Neutral	15%	Dissatisfied	8%	<p>Of those who responded, 77 per cent were satisfied or very satisfied with Auckland Unlimited. Fifteen per cent were neutral and eight per cent were dissatisfied.</p>
Satisfaction Level	Percentage										
Very satisfied	39%										
Satisfied	38%										
Neutral	15%										
Dissatisfied	8%										
<p>Three quarters of Governing Body members are satisfied or very satisfied with the quality of Watercare’s advice</p>	<p>Commentary</p>										
<p>Total GB satisfaction</p>  <p>A pie chart titled 'Total GB satisfaction' for Watercare. The chart is divided into three segments: 'Very satisfied' (blue, 33%), 'Satisfied' (dark blue, 42%), and 'Neutral' (green, 25%). A legend to the right of the chart identifies the colors: blue for 'Very satisfied', dark blue for 'Satisfied', and green for 'Neutral'.</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>33%</td> </tr> <tr> <td>Satisfied</td> <td>42%</td> </tr> <tr> <td>Neutral</td> <td>25%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	33%	Satisfied	42%	Neutral	25%	<p>Of those who responded, 75 per cent were satisfied or very satisfied with Watercare, and 25 per cent were neutral.</p>		
Satisfaction Level	Percentage										
Very satisfied	33%										
Satisfied	42%										
Neutral	25%										

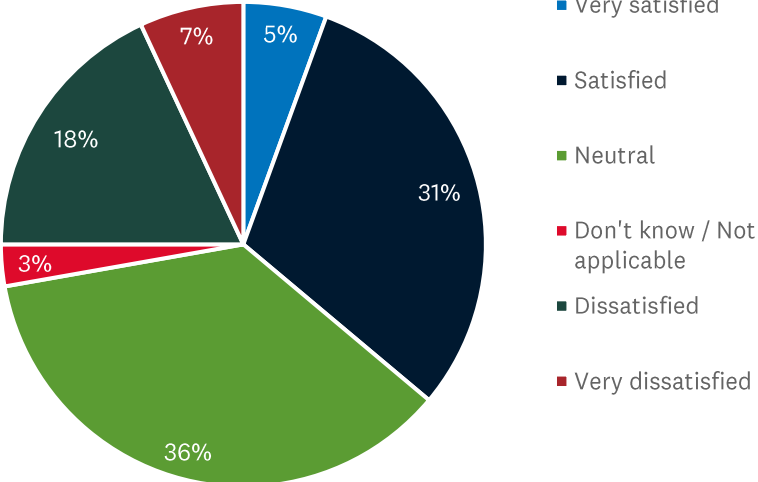
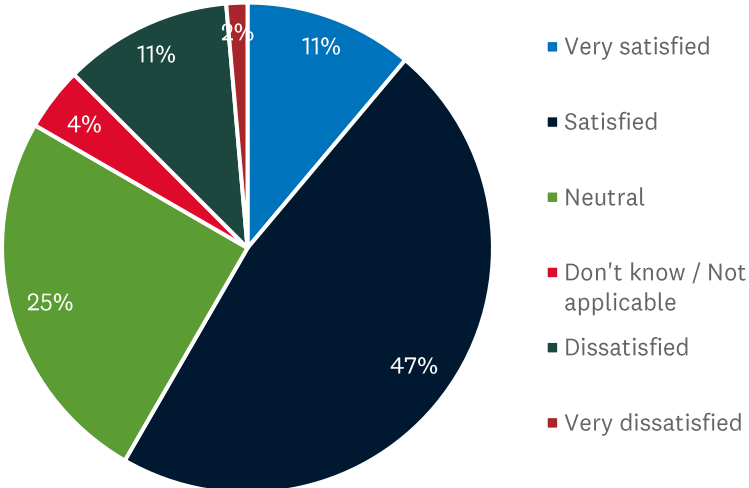
There's been an increase in Governing Body satisfaction with quality of Eke Panuku Development Auckland's advice	Commentary										
<p style="text-align: center;">Total GB satisfaction</p> <p>A pie chart titled 'Total GB satisfaction' showing the distribution of responses. The chart is divided into four segments: a large blue segment for 'Very satisfied' at 54%, a dark blue segment for 'Satisfied' at 15%, a green segment for 'Neutral' at 23%, and a small red segment for 'Dissatisfied' at 8%. A legend to the right of the chart identifies each category with a colored square: blue for 'Very satisfied', dark blue for 'Satisfied', green for 'Neutral', and red for 'Dissatisfied'.</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>54%</td> </tr> <tr> <td>Satisfied</td> <td>15%</td> </tr> <tr> <td>Neutral</td> <td>23%</td> </tr> <tr> <td>Dissatisfied</td> <td>8%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	54%	Satisfied	15%	Neutral	23%	Dissatisfied	8%	<p>Of those who responded, 69 per cent were satisfied or very satisfied with Eke Panuku Development Auckland. Twenty-three per cent were neutral and eight per cent were dissatisfied.</p> <p>This result is comparable to 2019 and is an increase in satisfaction of 25 per cent.</p>
Satisfaction Level	Percentage										
Very satisfied	54%										
Satisfied	15%										
Neutral	23%										
Dissatisfied	8%										

Local board satisfaction with engagement

Local board members were asked ‘When thinking about the following questions, please keep in mind your local board CCO engagement plans, which set out the responsibilities CCOs have in engaging with your local board, including the way they engage with you. How satisfied are you that they have engaged with your local board in a way that reflects the agreed engagement plan?’

- Auckland Transport
- Auckland Unlimited
- Watercare
- Eke Panuku Development Auckland’

There’s been an increase in local board satisfaction with Auckland Transport’s engagement	Commentary												
<p style="text-align: center;">Total LB satisfaction</p> <table border="1"> <caption>Total LB satisfaction data</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>14%</td> </tr> <tr> <td>Satisfied</td> <td>33%</td> </tr> <tr> <td>Neutral</td> <td>22%</td> </tr> <tr> <td>Dissatisfied</td> <td>24%</td> </tr> <tr> <td>Very dissatisfied</td> <td>7%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	14%	Satisfied	33%	Neutral	22%	Dissatisfied	24%	Very dissatisfied	7%	<p>Of those who responded, 47 per cent were satisfied or very satisfied with Auckland Transport. Twenty-two per cent were neutral and 31 per cent were dissatisfied or very dissatisfied.</p> <p>This result is comparable to 2019 and is an increase in satisfaction of 12 per cent.</p>
Satisfaction Level	Percentage												
Very satisfied	14%												
Satisfied	33%												
Neutral	22%												
Dissatisfied	24%												
Very dissatisfied	7%												

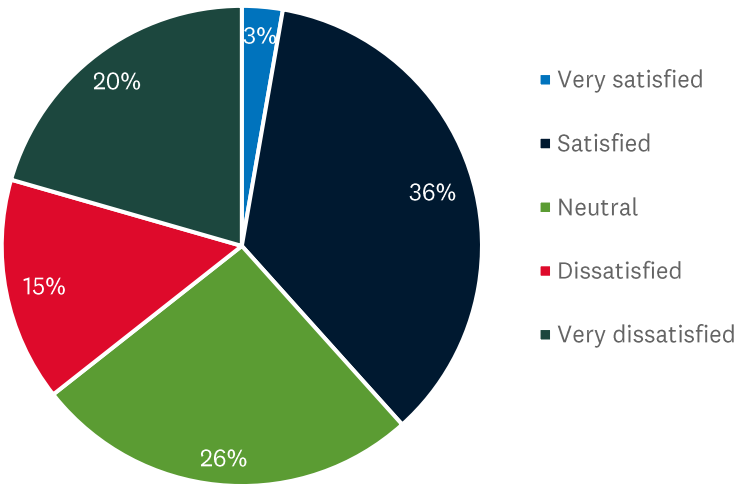
<p>Around a third of local board members are satisfied or very satisfied with Auckland Unlimited’s engagement</p>	<p>Commentary</p>														
<p style="text-align: center;">Total LB satisfaction</p>  <table border="1" data-bbox="264 284 1019 767"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>5%</td> </tr> <tr> <td>Satisfied</td> <td>31%</td> </tr> <tr> <td>Neutral</td> <td>36%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>3%</td> </tr> <tr> <td>Dissatisfied</td> <td>18%</td> </tr> <tr> <td>Very dissatisfied</td> <td>7%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	5%	Satisfied	31%	Neutral	36%	Don't know / Not applicable	3%	Dissatisfied	18%	Very dissatisfied	7%	<p>Of those who responded, 36 per cent were satisfied or very satisfied with Auckland Unlimited. Thirty-six per cent were neutral, 25 per cent were dissatisfied and three per cent did not know.</p> <p>Local board chairs were most satisfied with 55 per cent satisfaction.</p>
Satisfaction Level	Percentage														
Very satisfied	5%														
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<p>Over half of local board members are satisfied or very satisfied with Watercare’s engagement</p>	<p>Commentary</p>														
<p style="text-align: center;">Total LB satisfaction</p>  <table border="1" data-bbox="282 967 1028 1457"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>11%</td> </tr> <tr> <td>Satisfied</td> <td>47%</td> </tr> <tr> <td>Neutral</td> <td>25%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>4%</td> </tr> <tr> <td>Dissatisfied</td> <td>11%</td> </tr> <tr> <td>Very dissatisfied</td> <td>2%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	11%	Satisfied	47%	Neutral	25%	Don't know / Not applicable	4%	Dissatisfied	11%	Very dissatisfied	2%	<p>Of those who responded, 58 per cent were satisfied or very satisfied with Watercare. Twenty-five per cent were neutral, 13 per cent were dissatisfied or very dissatisfied and four per cent did not know.</p>
Satisfaction Level	Percentage														
Very satisfied	11%														
Satisfied	47%														
Neutral	25%														
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Less than half of local board members are satisfied or very satisfied with Eke Panuku Development Auckland's engagement	Commentary												
<p style="text-align: center;">Total LB satisfaction</p> <p>A pie chart titled 'Total LB satisfaction' showing the distribution of responses. The chart is divided into five segments: 'Very satisfied' (19%, blue), 'Satisfied' (25%, dark blue), 'Neutral' (35%, green), 'Dissatisfied' (10%, red), and 'Very dissatisfied' (11%, dark green). A legend to the right of the chart lists the categories with their corresponding colors.</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>19%</td> </tr> <tr> <td>Satisfied</td> <td>25%</td> </tr> <tr> <td>Neutral</td> <td>35%</td> </tr> <tr> <td>Dissatisfied</td> <td>10%</td> </tr> <tr> <td>Very dissatisfied</td> <td>11%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	19%	Satisfied	25%	Neutral	35%	Dissatisfied	10%	Very dissatisfied	11%	<p>Of those who responded, 44 per cent were satisfied or very satisfied with Eke Panuku Development Auckland. Thirty-five per cent were neutral and 21 per cent were dissatisfied or very dissatisfied.</p> <p>Local board chairs were most satisfied with 54 per cent satisfaction.</p>
Satisfaction Level	Percentage												
Very satisfied	19%												
Satisfied	25%												
Neutral	35%												
Dissatisfied	10%												
Very dissatisfied	11%												

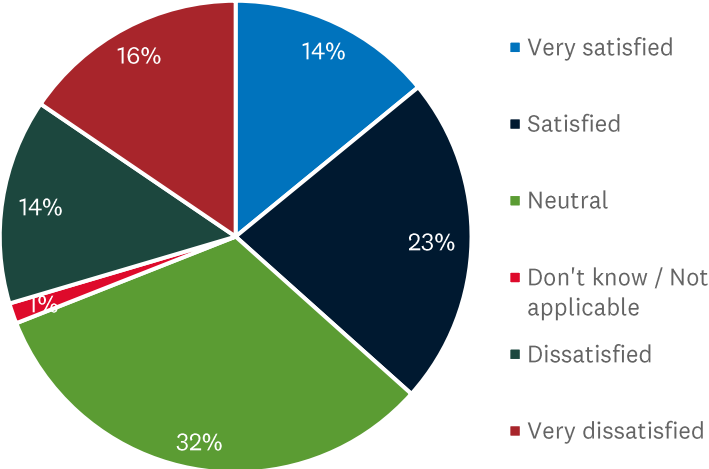
Local board satisfaction with their ability to influence

Local board members were asked ‘How satisfied are you that your local board has been able to influence relevant CCO projects and decisions?’

- Auckland Transport
- Auckland Unlimited
- Watercare
- Eke Panuku Development Auckland

More than a third of local board members are satisfied or very satisfied with their ability to influence Auckland Transport projects and decisions	Commentary												
<p style="text-align: center;">Total LB satisfaction</p>  <table border="1" data-bbox="828 750 1041 1045"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>3%</td> </tr> <tr> <td>Satisfied</td> <td>36%</td> </tr> <tr> <td>Neutral</td> <td>26%</td> </tr> <tr> <td>Dissatisfied</td> <td>15%</td> </tr> <tr> <td>Very dissatisfied</td> <td>20%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	3%	Satisfied	36%	Neutral	26%	Dissatisfied	15%	Very dissatisfied	20%	<p>Of those who responded, 39 per cent were satisfied or very satisfied with Auckland Transport. Twenty-six per cent were neutral and 35 per cent were dissatisfied or very dissatisfied.</p> <p>Deputy chairs were most satisfied with 55 per cent satisfaction.</p>
Satisfaction Level	Percentage												
Very satisfied	3%												
Satisfied	36%												
Neutral	26%												
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Around a quarter of local board members are satisfied or very satisfied with their ability to influence Auckland Unlimited projects and decisions	Commentary														
<p data-bbox="344 229 689 263">Total LB satisfaction</p> <table border="1" data-bbox="280 287 1030 766"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>3%</td> </tr> <tr> <td>Satisfied</td> <td>21%</td> </tr> <tr> <td>Neutral</td> <td>47%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>4%</td> </tr> <tr> <td>Dissatisfied</td> <td>15%</td> </tr> <tr> <td>Very dissatisfied</td> <td>10%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	3%	Satisfied	21%	Neutral	47%	Don't know / Not applicable	4%	Dissatisfied	15%	Very dissatisfied	10%	<p data-bbox="1115 209 2033 312">Of those who responded, 24 per cent were satisfied or very satisfied with Auckland Unlimited. Forty-seven per cent were neutral, 25 per cent were dissatisfied or very dissatisfied and four per cent did not know.</p> <p data-bbox="1115 336 1973 363">Local board chairs were most satisfied with 46 per cent satisfaction.</p> <p data-bbox="1115 387 1906 414">Deputy chairs were least satisfied with 18 per cent satisfaction.</p>
Satisfaction Level	Percentage														
Very satisfied	3%														
Satisfied	21%														
Neutral	47%														
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Very dissatisfied	10%														
Less than a third of local board members are satisfied or very satisfied with their ability to influence Watercare projects and decisions	Commentary														
<p data-bbox="356 919 701 952">Total LB satisfaction</p> <table border="1" data-bbox="280 973 1030 1452"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>1%</td> </tr> <tr> <td>Satisfied</td> <td>28%</td> </tr> <tr> <td>Neutral</td> <td>50%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>7%</td> </tr> <tr> <td>Dissatisfied</td> <td>11%</td> </tr> <tr> <td>Very dissatisfied</td> <td>3%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	1%	Satisfied	28%	Neutral	50%	Don't know / Not applicable	7%	Dissatisfied	11%	Very dissatisfied	3%	<p data-bbox="1115 898 2063 1002">Of those who responded, 29 per cent were satisfied or very satisfied with Watercare. Fifty per cent were neutral, 14 per cent were dissatisfied or very dissatisfied and seven per cent did not know.</p> <p data-bbox="1115 1026 1973 1053">Local board chairs were most satisfied with 55 per cent satisfaction.</p>
Satisfaction Level	Percentage														
Very satisfied	1%														
Satisfied	28%														
Neutral	50%														
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Very dissatisfied	3%														

More than a third of local board members are satisfied or very satisfied with their ability to influence Eke Panuku Development Auckland projects and decisions	Commentary														
<p style="text-align: center;">Total LB satisfaction</p>  <p>A pie chart titled 'Total LB satisfaction' showing the distribution of responses. The chart is divided into six segments: 'Very satisfied' (14%, blue), 'Satisfied' (23%, dark blue), 'Neutral' (32%, green), 'Don't know / Not applicable' (1%, red), 'Dissatisfied' (14%, dark green), and 'Very dissatisfied' (16%, dark red). A legend to the right of the chart lists these categories with corresponding color swatches.</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</td> <td>14%</td> </tr> <tr> <td>Satisfied</td> <td>23%</td> </tr> <tr> <td>Neutral</td> <td>32%</td> </tr> <tr> <td>Don't know / Not applicable</td> <td>1%</td> </tr> <tr> <td>Dissatisfied</td> <td>14%</td> </tr> <tr> <td>Very dissatisfied</td> <td>16%</td> </tr> </tbody> </table>	Satisfaction Level	Percentage	Very satisfied	14%	Satisfied	23%	Neutral	32%	Don't know / Not applicable	1%	Dissatisfied	14%	Very dissatisfied	16%	<p>Of those who responded, 37 per cent were satisfied or very satisfied with Eke Panuku Development Auckland. Thirty-two per cent were neutral, 30 per cent were dissatisfied or very dissatisfied and one per cent did not know.</p> <p>Local board chairs were most satisfied with 55 per cent satisfaction.</p>
Satisfaction Level	Percentage														
Very satisfied	14%														
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Key themes from elected member feedback on CCOs

Elected members were given the opportunity to provide comments on their satisfaction with the CCOs. Some felt the survey questions were too broad to provide specific feedback. Most comments were provided by local board members. The key themes that were able to be obtained are set out in the table below.

Auckland Transport	Local boards acknowledged that engagement has improved and continues to improve. However, they still want improvement in engagement and communication with the community.
Auckland Unlimited	Elected members would like to see more engagement and better quality of advice. However, they do acknowledge that the amalgamation of Regional Facilities Auckland (RFA) and Auckland Tourism, Event and Economic Development (ATEED) could have affected the ability to do this well over recent months.
Eke Panuku Development Auckland	Local boards would like to see improvements in engagement and communication and have more meaningful opportunities to influence relevant Eke Panuku projects and decisions.
Watercare	Local boards would like more meaningful opportunities to influence relevant Watercare projects and decisions.

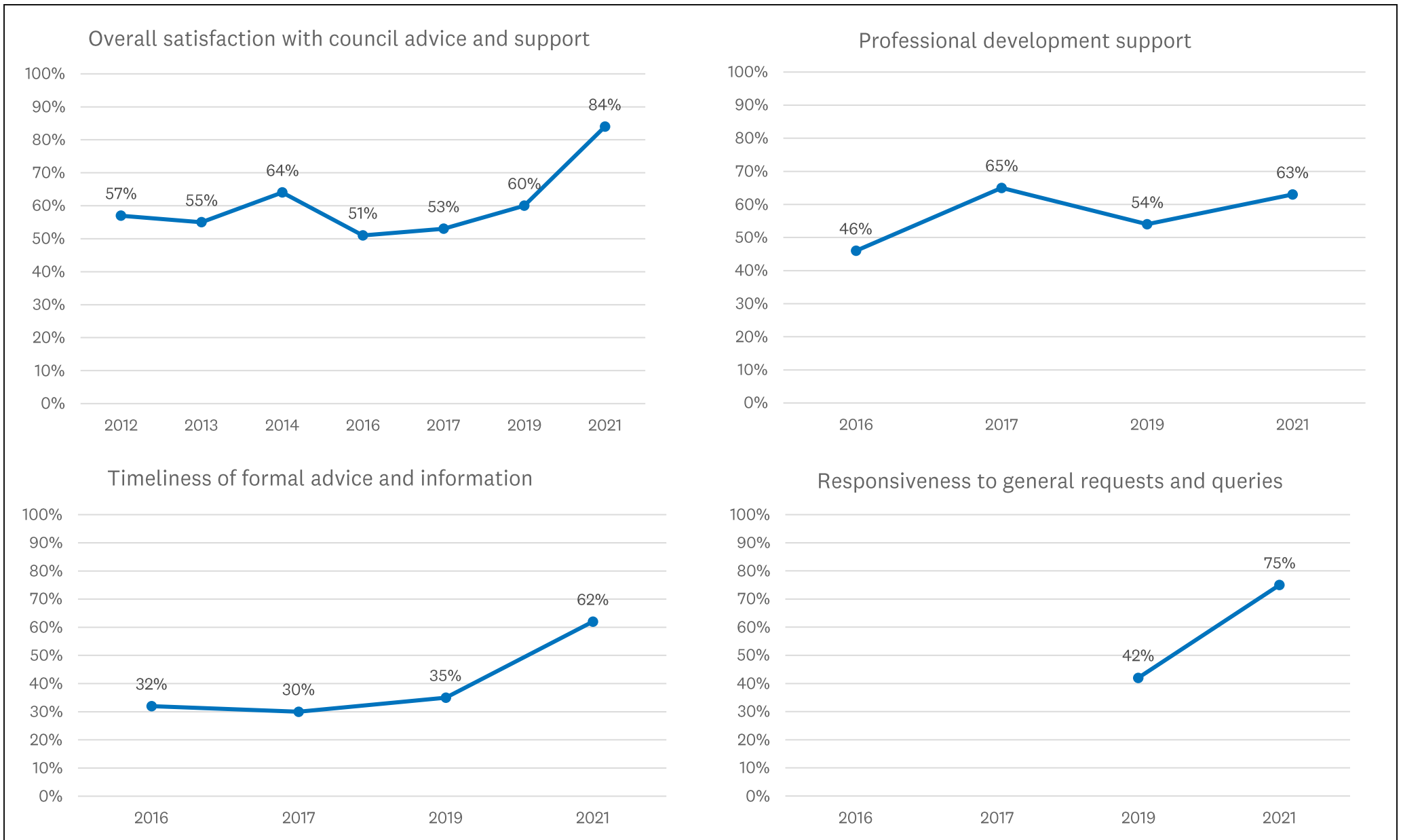
Next steps

Survey results will be considered alongside findings from focus groups and interviews. Once all findings have been gathered, full recommendations for improvements and a performance indicator framework will be developed.

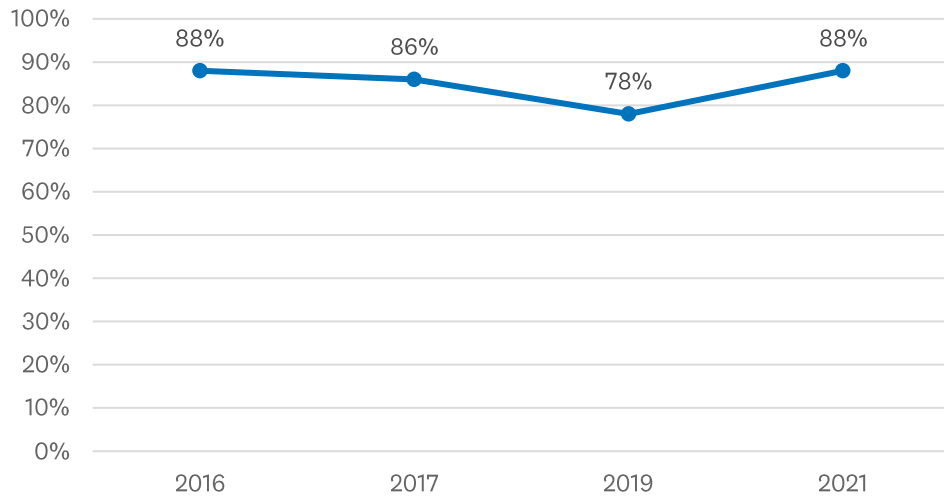
In the interim, relevant staff should consider the following focus areas as a priority.

<p>Areas with high rates of neutrality (more than 25 per cent) to push satisfaction up</p>	<ul style="list-style-type: none"> • Timeliness of formal advice and information • Communications guidance, advice and support • Legal guidance, advice and support • Tikanga and Māori responsiveness guidance, advice and support • Professional development support • Auckland Transport engagement with the Governing Body • Watercare quality of advice to the Governing Body • Auckland Unlimited, Watercare and Eke Panuku Development engagement with local boards • All CCOs giving relevant opportunities to local boards to input and influence their projects and decisions
<p>Areas with reasonably high dissatisfaction / low satisfaction rates</p>	<ul style="list-style-type: none"> • Auckland Transport quality of advice to the Governing Body
<p>Areas where there's a significant difference between LB / GB satisfaction</p>	<ul style="list-style-type: none"> • Local board chairs satisfaction with legal guidance, advice and support • Local board chairs satisfaction with tikanga and Māori responsiveness guidance, advice and support • Governing Body satisfaction with communications guidance, advice and support • Governing Body satisfaction with community facilities, services and development advice • Governing Body satisfaction with professional development support

Appendix 1 - comparable measures from previous surveys



Dedicated local board support



Local board satisfaction with Auckland Transport's engagement

