



Colmar Brunton Confidential

Elected Members Survey 2014

Summary of survey results

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BREAKING THROUGH

Background & Objectives

The 2014 Elected Member survey was conducted to assess satisfaction with the advice and support provided by Auckland Council staff members in terms of:

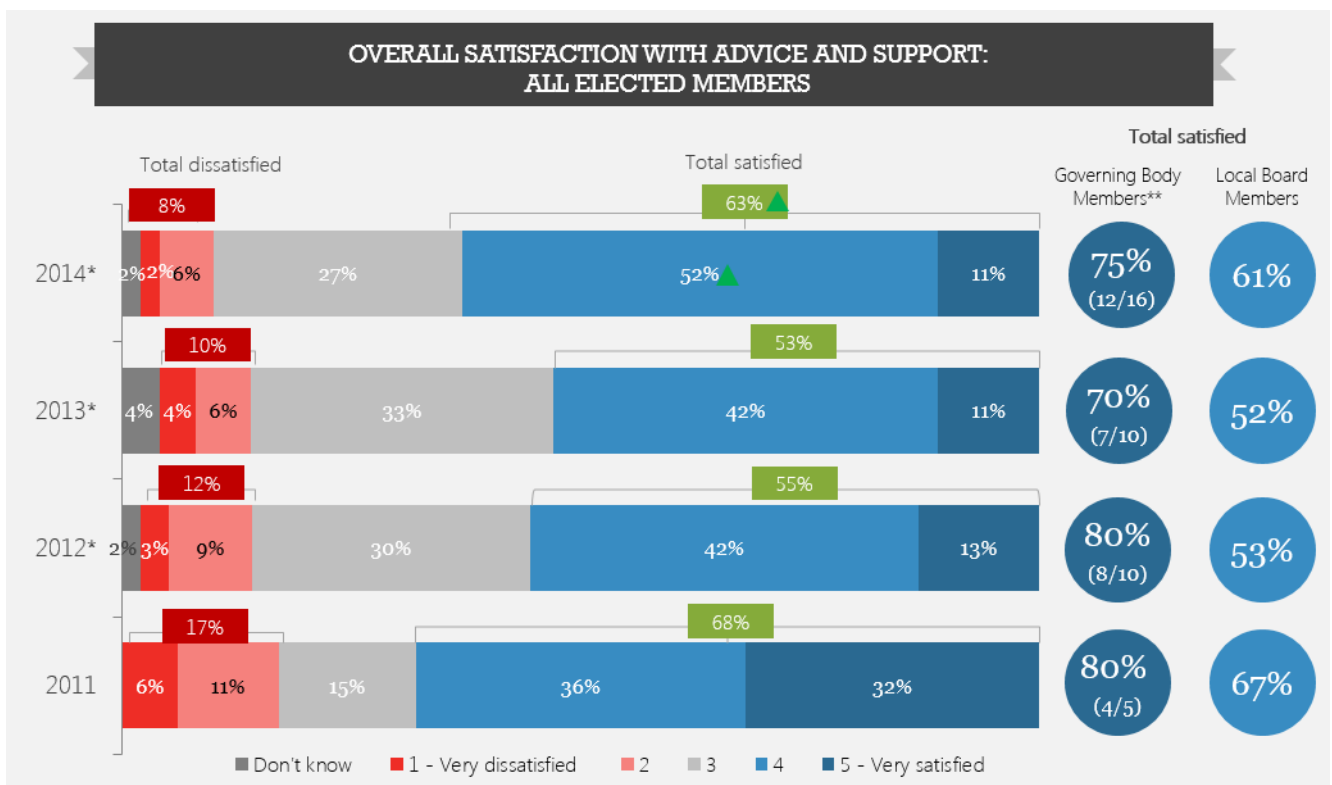
- fostering effective governance including provision of quality policy advice
- consultation and engagement
- administrative, induction and development support
- dedicated Elected Member support
- support from individual council departments and individual CCOs

A total of 108 Elected Members took part in the 2014 survey (16 Governing Body Members and 92 Local Board Members).

NB: Due to the small sample size of Governing Body Members, percentages used in this report are for indicative purposes only and should be treated with caution.

Overall Results

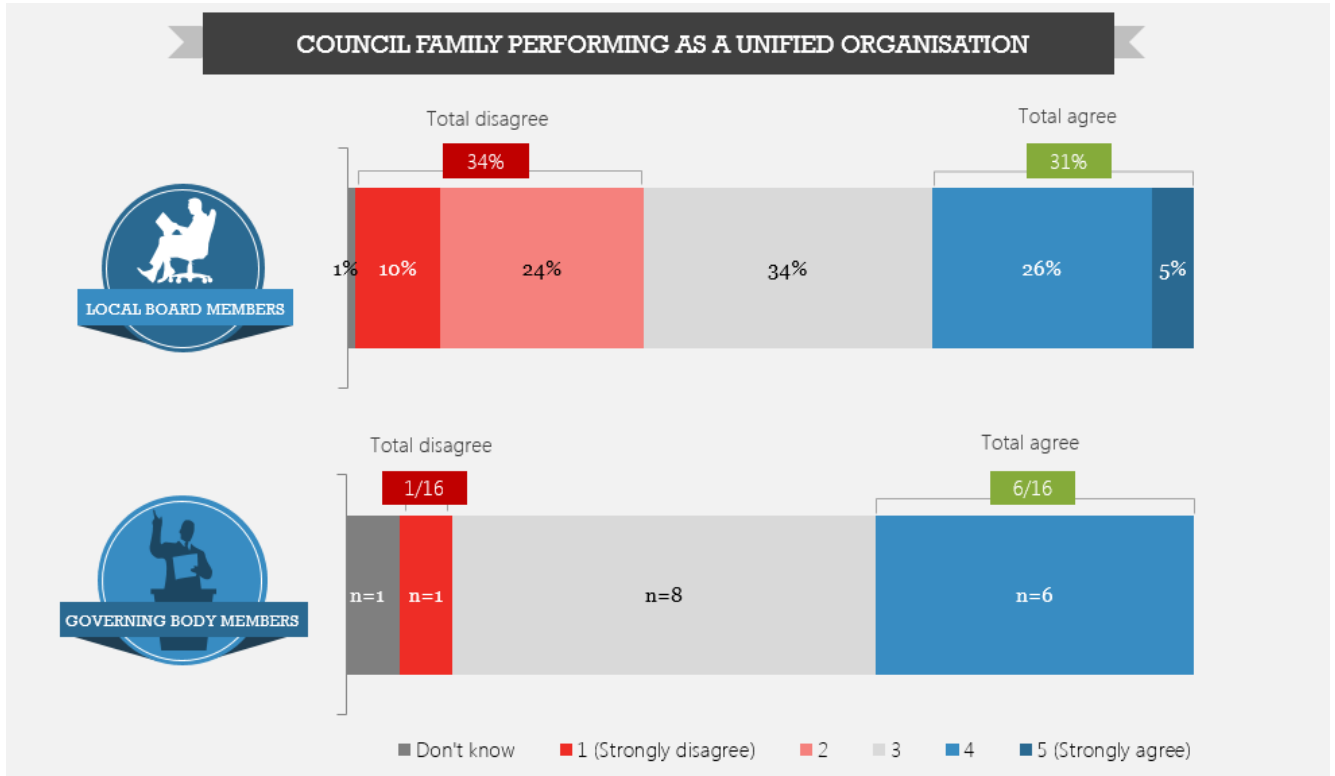
Overall satisfaction with the advice and support provided to Elected Members has significantly improved in 2014. There has also been a drop in dissatisfaction with the support received compared to 2013.



Q24. How satisfied you are with the advice and support provided by council employees overall to you within your current role with Auckland Council? Base: All Elected Members; Governing Body Members (n=16), Local Board Members (n=92) * Due to rounding, percentages do not sum to 100%

One Organisation

Around one in three Elected Members believe the Auckland Council family is progressing towards performing as a unified organisation.



Q23. Since you were elected, do you agree that the Auckland Council family (including the Governing Body, Local Boards and CCOs) is progressing towards performing more as one unified organisation? Base: All Elected Members; Governing Body Members (n=16), Local Board Members (n=92)

Fostering Effective Governance

To assist Elected Members in achieving their objectives, and ensuring they maximise their time fulfilling their role, the key improvements they would like to see include:

- Fewer meetings that are better organised
- Improve the quality of meetings so they are run more efficiently and are more effective
- The need for the governing body to focus their governance decisions and discussions more on strategic issues
- Improve the opportunities for collaboration with other Elected Members
- The desire for more free time to help achieve their objectives of their role

When asked about the appropriateness of the level of decisions coming to them at meetings, around one in four Elected Members were generally happy with this. However, key issue areas that they would like to see addressed are:

- A desire for more decision-making responsibility, especially among Local Board Members
- Decisions that are made on complete information – currently some are made with limited or incomplete information
- Regionalising of local issues

Quality of Policy Advice

Elected Members are fairly satisfied with the quality of policy advice provided, however the timeliness of information is an area that could be improved. Seven out of ten returning Elected Member feel the quality of policy advice has improved over time.



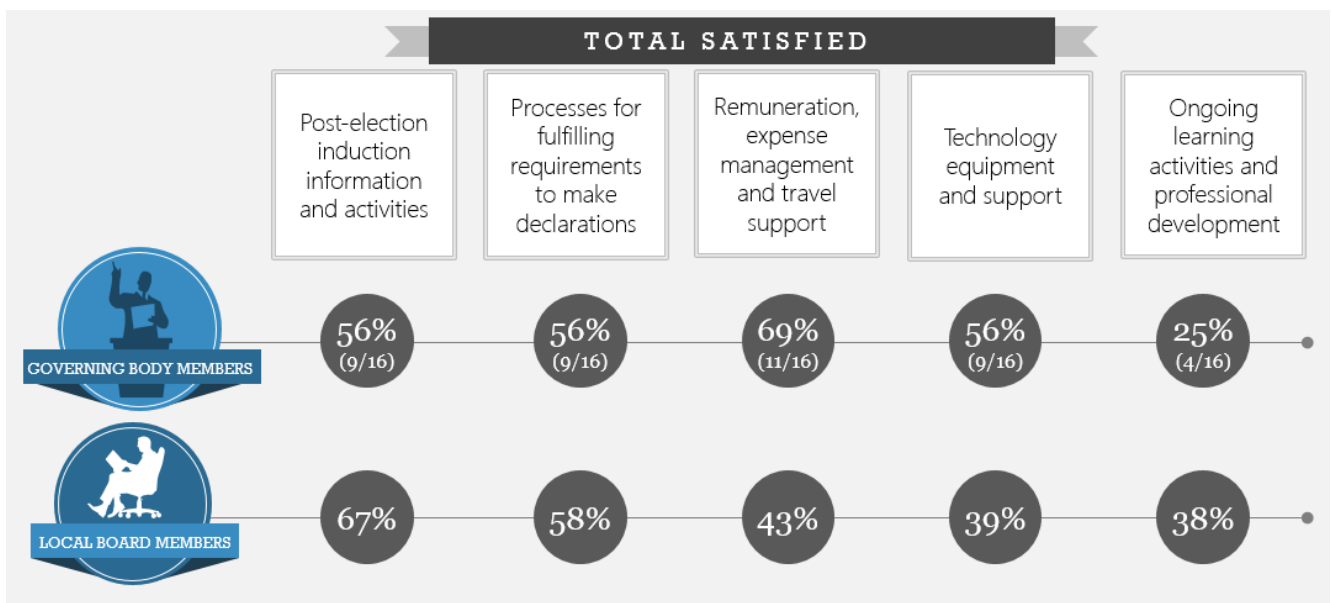
Q1. Thinking about the decisions you make in your role, how satisfied are you with the quality of policy advice you receive?
Base: All Elected Members; Governing Body Members (n=16), Local Board Members (n=92)

Support to Engage with Communities

Local Board Members are highly satisfied with the support they've received to engage with the community (71%). In contrast, Governing Body Members are less satisfied (19% or 3/16) and mention a lack of support in this area.

Administrative, Induction & Development Support

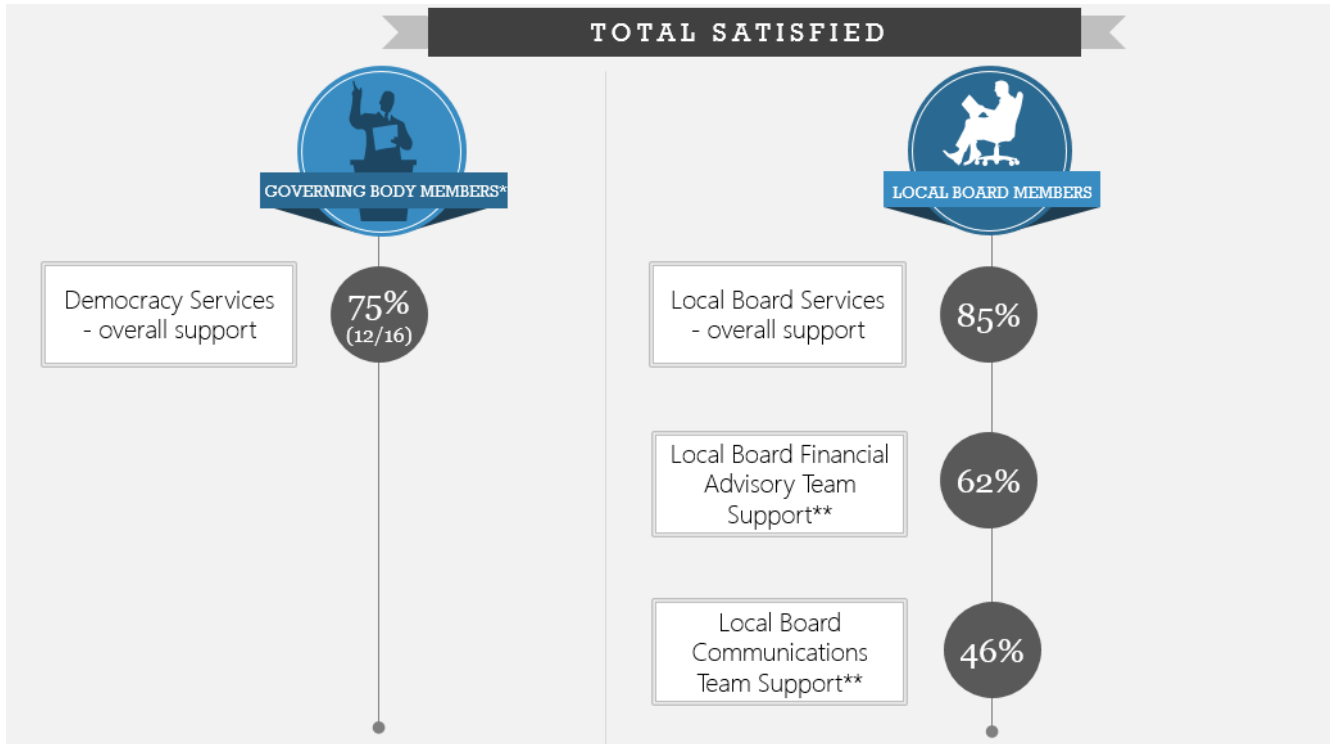
Generally, Elected Members value the administration and induction support they receive, however verbatim comments mention a range of issues with technology and the need for better devices e.g. phones, laptops. Satisfaction with ongoing professional development is also rated low.



Q5. Thinking about the administrative, induction and development support you've received since the beginning of the electoral term, how would you rate your satisfaction with...? Base: All Elected Members; Governing Body Members (n=16), Local Board Members (n=92)

Dedicated Elected Member Support

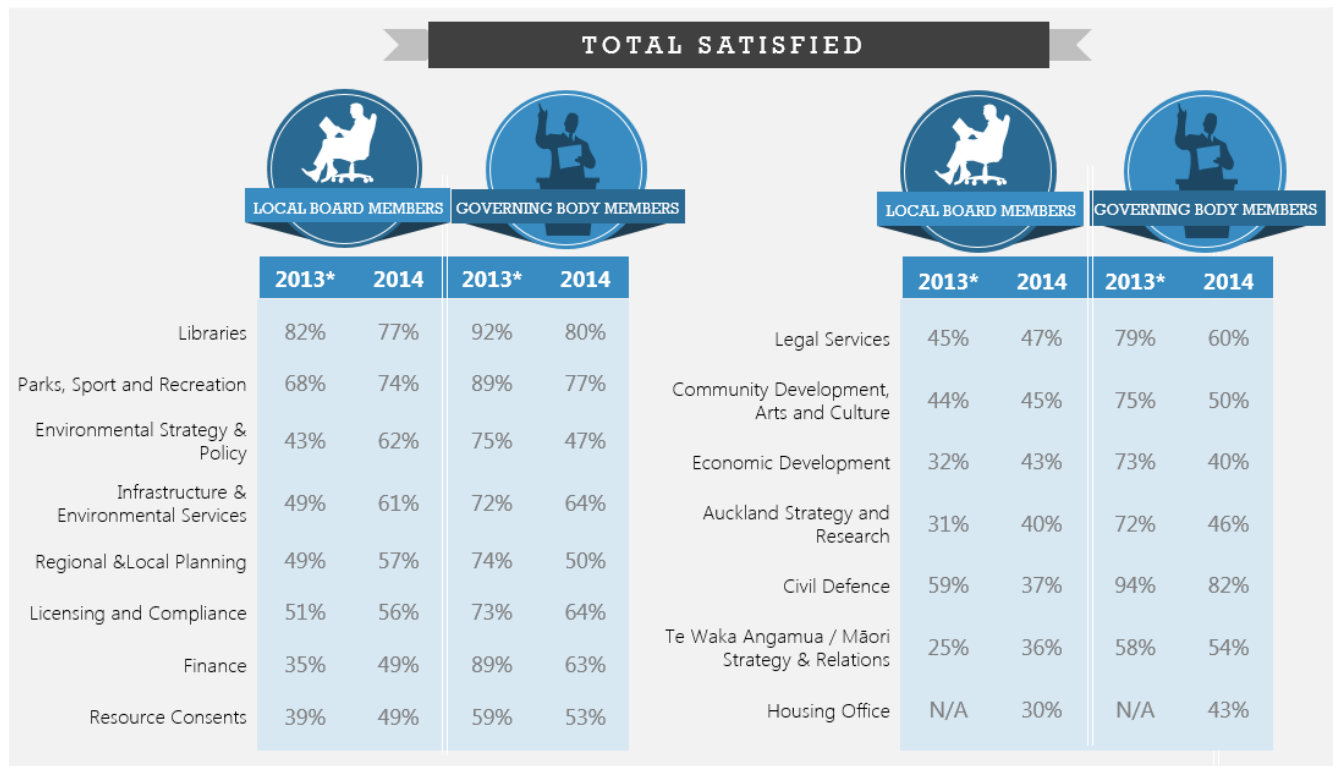
Governing Body Members are very happy with the support they've received from Democracy Services and satisfaction with Local Board dedicated support has significantly improved in 2014. Less than half Local Board Members are satisfied with the Local Board Communications Team support. Comments regarding the Local Board Financial Advisory team reflect an improvement in support but acknowledge that the quality and timeliness of the budgetary information they are able to provide needs to improve.



Q8/Q10. Thinking about the support you've received from Democracy Services/Local Board Services department since the beginning of the electoral term, how would you rate your satisfaction with...? Base: All respondents; Local Board Members (n=92); Governing Body Members (n=16) ** Asked of Local Board Members only

Support from Council Departments

Satisfaction with Libraries remains high among Elected Members, particularly among those who have been in their role for more than one term.

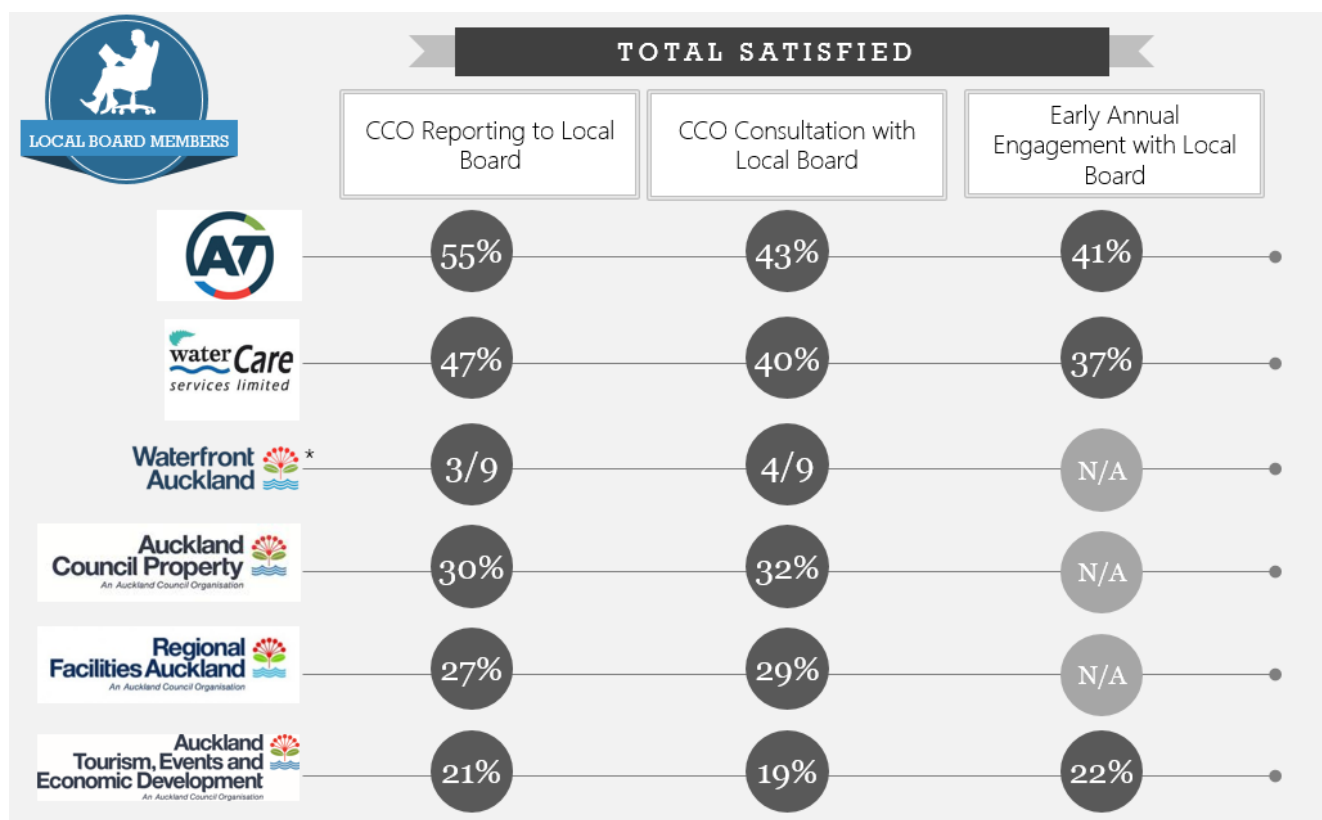


Q16. How would you rate your satisfaction with the overall support that you have received from the following council departments since the beginning of the electoral term? Base: All respondents excluding Don't Know; Local Board Members (n=53-86); Governing Body Members (n=10-16)

NB. In 2013 Elected Members were asked to rate their satisfaction with each department in terms of the delivery of projects and services, and the quality of advice and information. In 2014, Elected Members were asked to rate their satisfaction with the overall support received from each department. The two ratings from both questions asked in 2013 have been aggregated to provide an overall rating to compare with 2014, and are therefore are not directly comparable.

Satisfaction with Engagement from CCOs

Engagement with local boards from Auckland Transport is rated more favourable than other CCOs, while engagement from ATEED was rated lowest. Local Board Members are most satisfied with their Auckland Transport Liaison Manager (75%).



Q19. How would you rate your satisfaction with the engagement from <CCO> in terms of....? Base: All Local Board Members who have had involvement with individual CCOs, excluding Don't Know (10-87) *Waterfront Auckland results reported as fractions due to small sample sizes of Members from relevant Local Boards. Only asked of Local Board Members from Waitemata, Orakei or Devonport-Takapuna

Areas for Improvement

Additional themes identified from verbatim comments in the 2014 Elected Members Survey highlighted the following areas of improvement:

- More communications support for governing body members
- Better cooperation and teamwork across council family
- Governing Body and Local Board relationships still need improving
- Better internal understanding of council governance model
- Local Board disappointment with delivery of local projects.