

# 2019 Elected Member Survey

## Main Report

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### *Acknowledgements*

Kerri Foote and Noha Zaki, Local Board Services, were responsible for the overall project management of the 2019 Elected Members Survey, the latter of whom also contributed to the qualitative analysis and report preparation. The survey was supported by the project team and steering group throughout.

# Survey Background

- Auckland Council elected members were surveyed about their satisfaction with the advice and support they have received from Auckland Council and Council Controlled Organisation (CCO) employees over the last 18 months.
- The survey is conducted twice an electoral term (every 18 months) and enables tracking of elected member satisfaction over time.
- A number of questions were added or amended this year, meaning that not all questions have trends over time.
- The survey ran from 11 February 2019 through to 3 March 2019.
- The overall survey response rate was 75% (86% for Governing Body, and 73% for local board members).
- This document contains the organisation-wide results of the 2019 survey, along with changes over time where relevant.

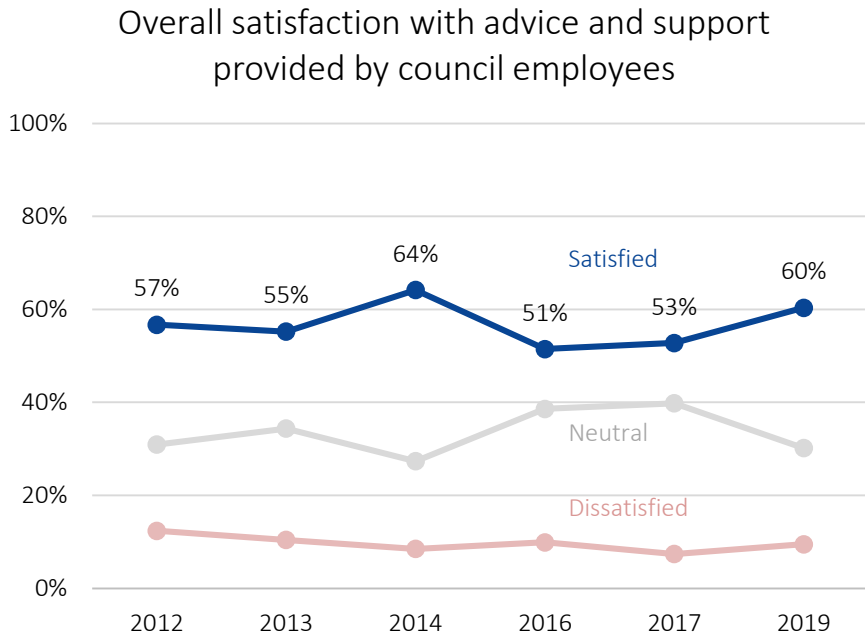
# Overall Satisfaction

# Overall Satisfaction

## Overall results

Elected members were asked, thinking about their experience overall, how satisfied they were with the advice and support provided to them by Auckland Council employees. 17 Governing Body and 99 local board members provided a 2019 satisfaction rating.

Satisfaction increased by 7 percentage points.

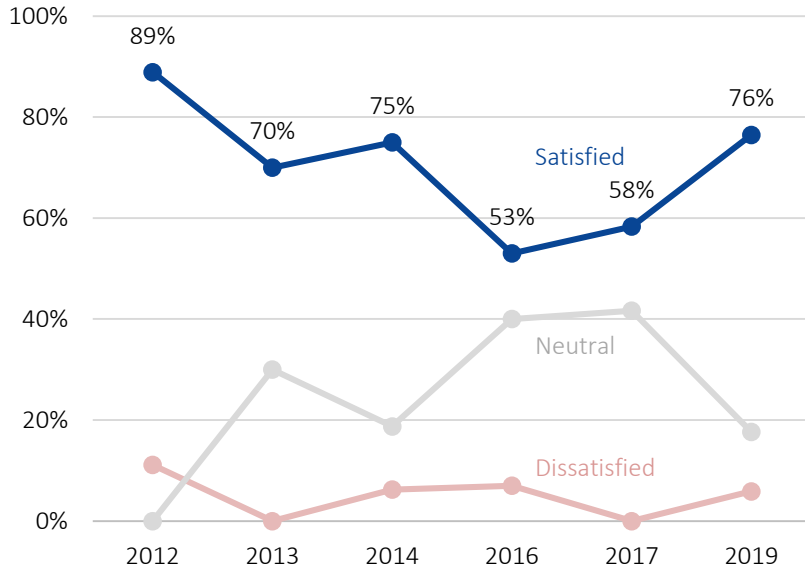


# Overall Satisfaction

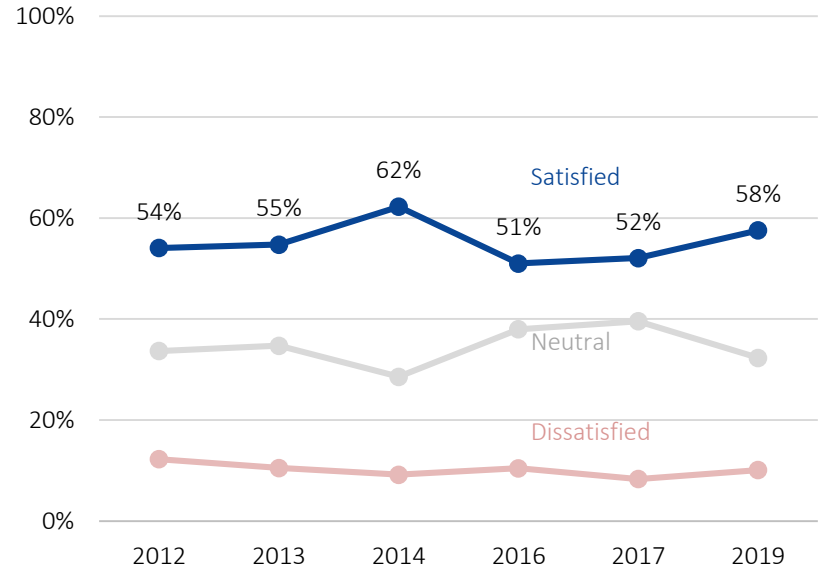
## Results for Governing Body and local board members separately

The following graphs show trends in overall satisfaction for Governing Body and local board members separately.

### Governing Body satisfaction with advice and support provided by council employees



### Local board satisfaction with advice and support provided by council employees



# Key Drivers of Overall Satisfaction

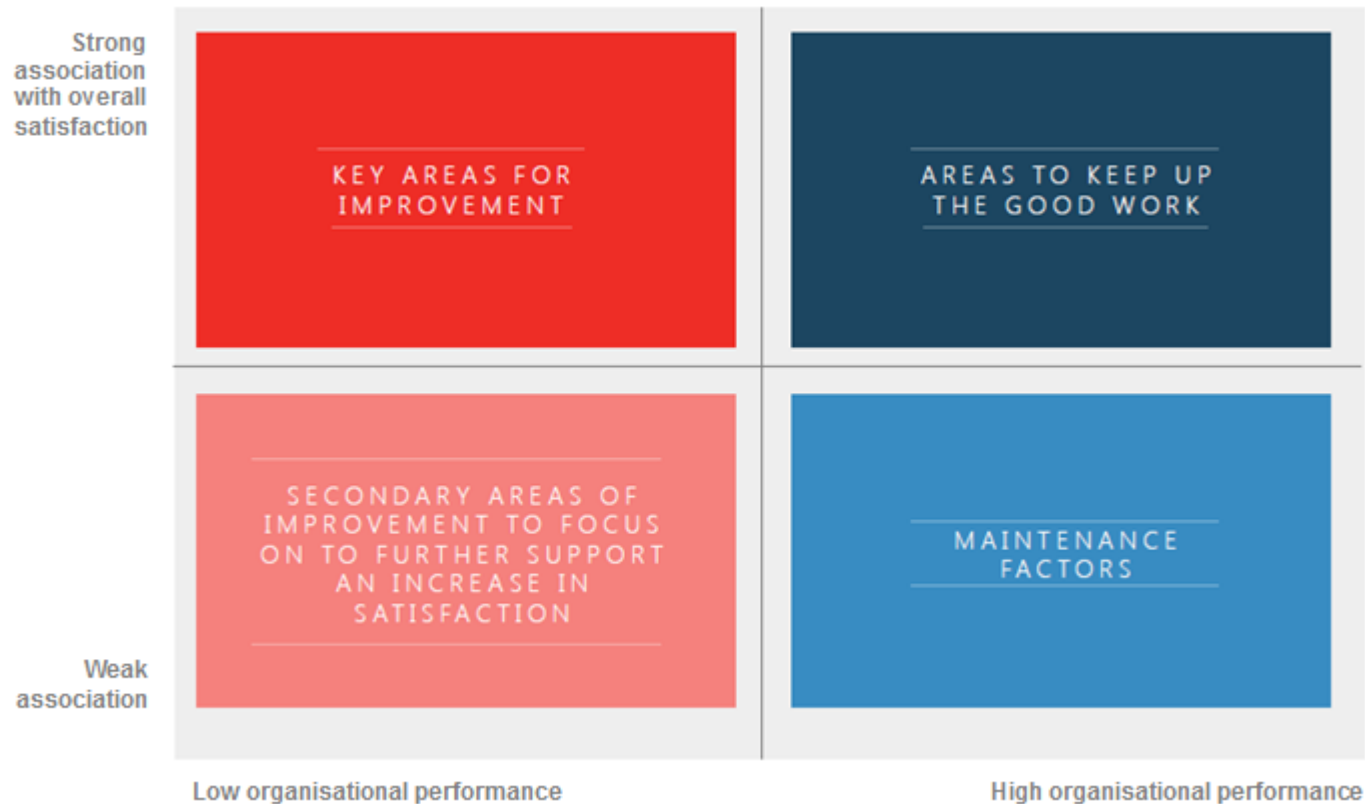
# Key Drivers of Overall Satisfaction

## Explanation

The following key driver analysis shows which areas of council activity are most strongly related to overall satisfaction.

The results are displayed so as to help identify areas for improvement that are likely to have the strongest effects on overall satisfaction. The Y-axis plots the strength of association between each item displayed and elected members' ratings of overall satisfaction. A higher association means the item is likely a stronger 'driver' of overall satisfaction. The X-axis plots the level of satisfaction for each item – thus identifying where the organisation is doing well and where it is not.

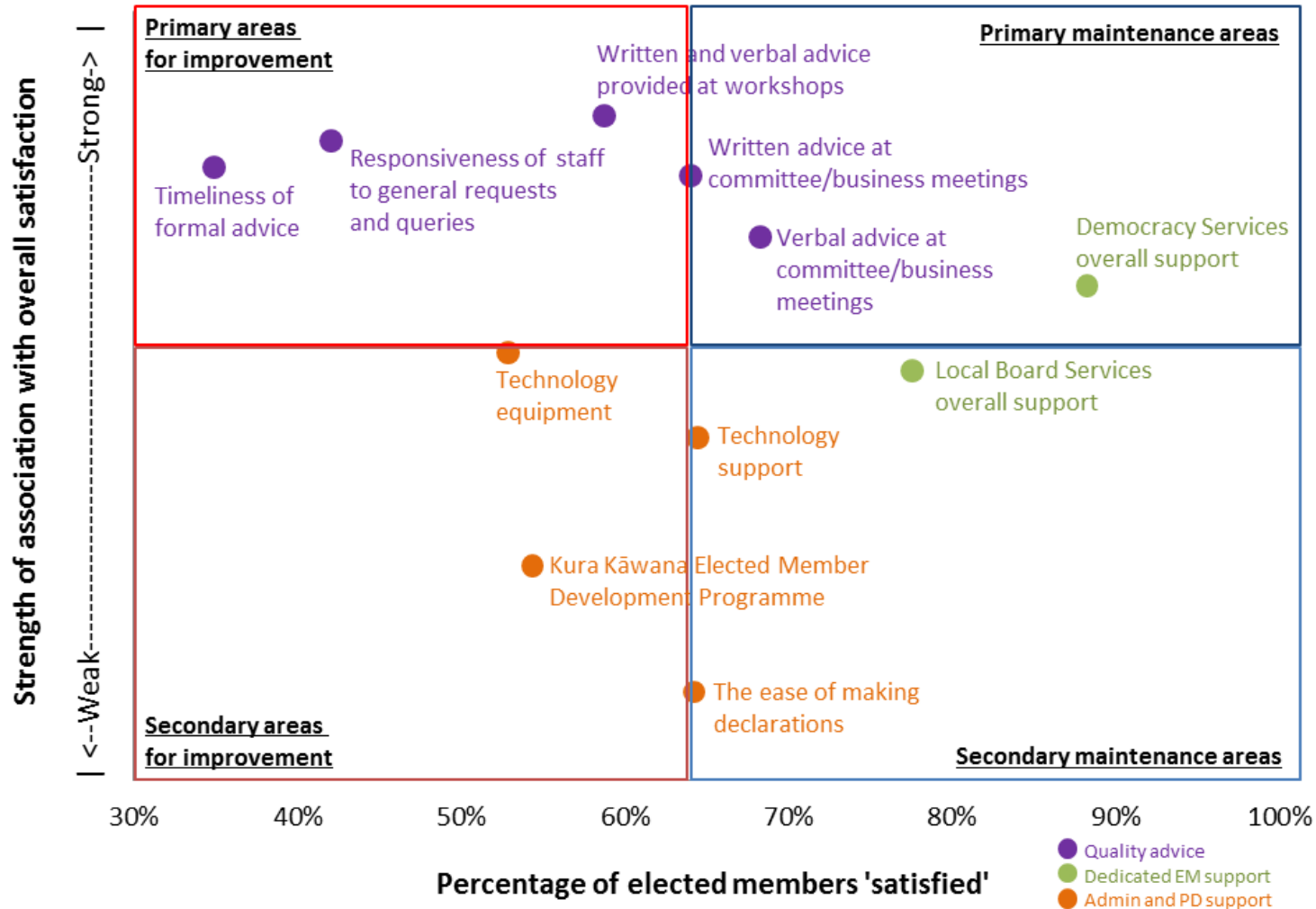
Items that fall into the top left quadrant reflect important areas where we are doing poorly, and should be the primary focus for the organisation.



# Key Drivers of Overall Satisfaction

## Overall drivers

The following figure shows the strength of association between a range of elected member support and overall satisfaction. Items in the top left quadrant are areas that are strongly associated with overall satisfaction and where performance is relatively poor.

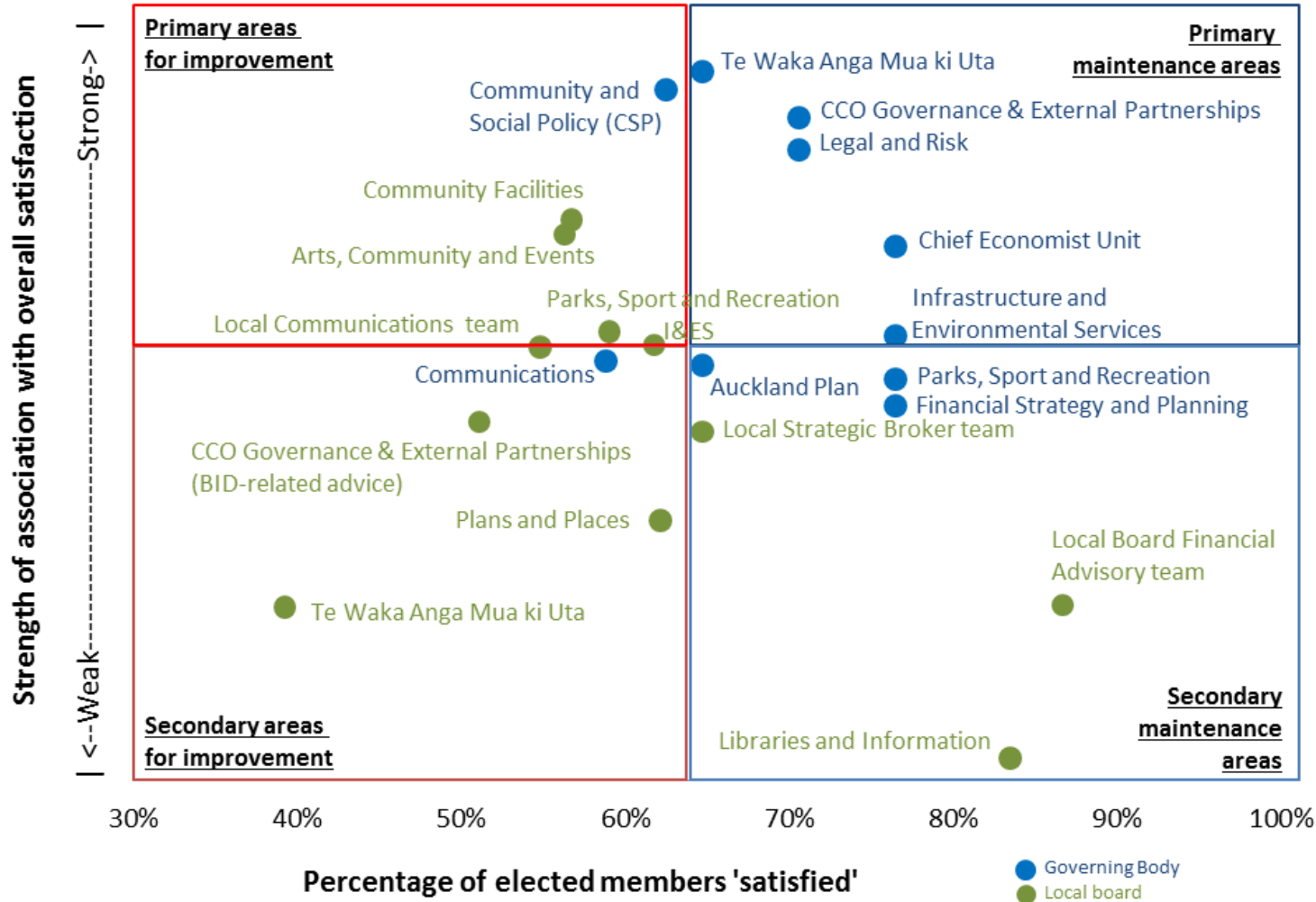




# Key Drivers of Overall Satisfaction

## Departments

The following figure shows the strength of association between a range of departments and overall satisfaction.



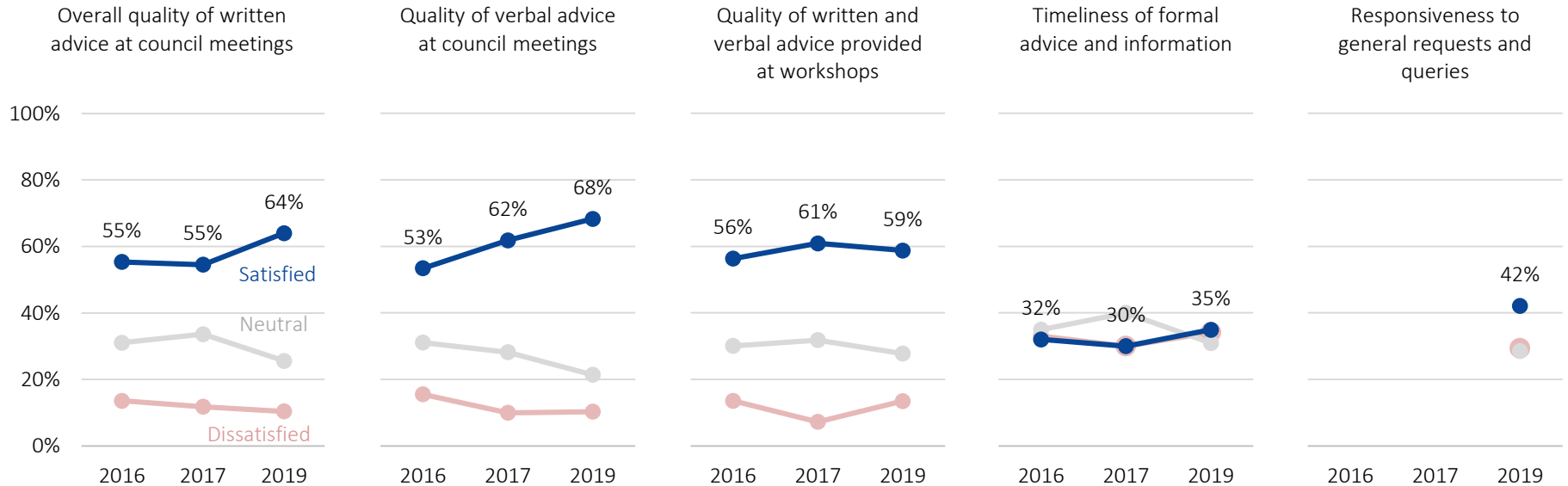
# Quality Advice

# Quality Advice

## Overall results

126 elected members rated their satisfaction with the various aspects of advice they had received from Auckland Council staff over the last 18 months.

A notable increase in satisfaction was seen for written advice at council meetings (+9%).



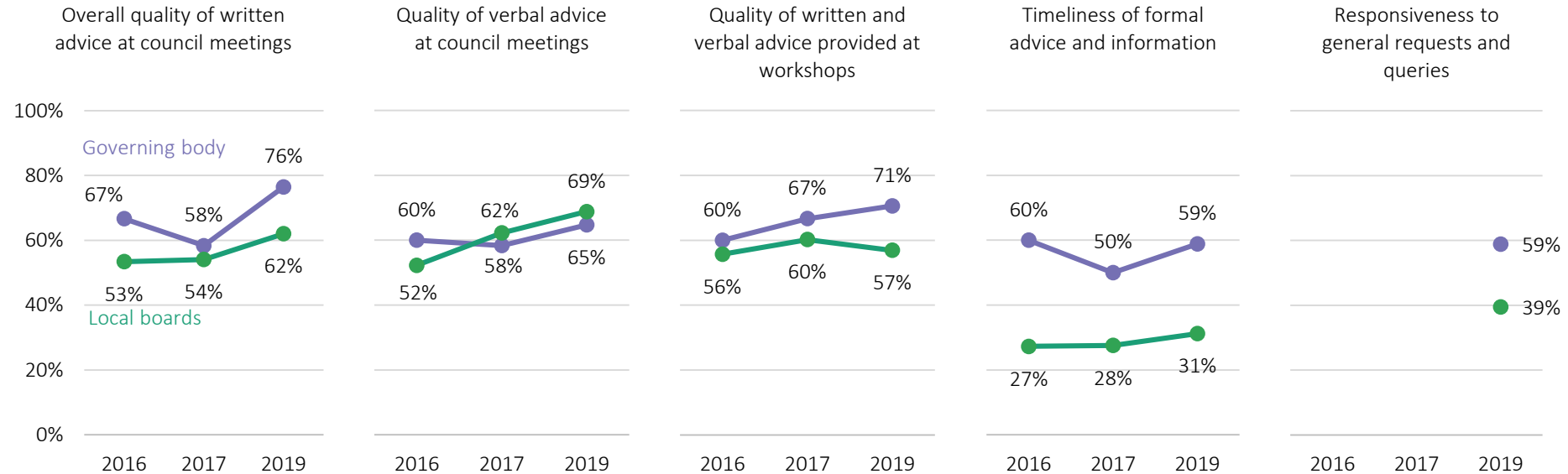
### Technical Notes

The first two items (written and verbal advice provided at council meetings) were worded slightly differently in the previous years, where they referred to advice provided 'in agenda reports' and 'in person at council meetings', respectively. The number of respondents was 126 for all but the first item, where the number of respondents was 125.

# Quality Advice

## Results by elected member type

17 Governing Body members and 109 local board members rated their satisfaction with the various aspects of advice they had received from Auckland Council staff over the last 18 months. The graphs below show the percentage of elected members who were satisfied, broken down by elected member type.



### Technical Notes

The number of local board respondents was 109 for all but the first item, where the number of respondents was 108.

# Quality Advice

## Written comments (1 of 2)

A total of 68 comments or suggestions for improvement were provided. Many noted experiencing **overall poor quality** of advice, **poor timeliness**, or **poor responsiveness**, as well as inconsistencies across staff in terms of the nature and quality of advice. Additional comments highlighted how poor/slow advice created reputational issues for elected members (9%), how some felt poor advice reflected either a lack of understanding of the governance model (9%) or respect for elected members (9%).

Theme	%	Quotes
<b>Poor timeliness of advice</b>	<b>49%</b>	<p>“Everything. goes. so. slowly. Often by the time we get final reports there is considerable slippage in the delivery programme, we are scrambling to keep budgets rather than lose them, elected members are constantly left red-faced and apologetic.” <i>(LB member)</i></p> <p>“In an excessive minority of occasions some of the advice is not received until too late to be researched and evaluated properly, particularly if it is only received at the meeting.” <i>(LB member)</i></p>
<b>Poor quality advice</b>	<b>34%</b>	<p>“The organisation still wobbles between analysis and advocacy. The latter is not appropriate. The analysis needs to provide options and implementation. A diet of advocacy from Auckland Council staff to elected members is no substitute for dispassionate professional advice.” <i>(GB member)</i></p>
<b>Poor responsiveness of staff</b>	<b>34%</b>	<p>“It can range from one end of the scale to the other in terms of staff responsiveness. Those who have been longer in the organisation and higher in the management structure can be the slowest or not respond at all.” <i>(LB member)</i></p> <p>“Things disappear into an abyss and the officers come back a couple of months later with some stuff not progressed at all.” <i>(LB member)</i></p>
<b>Inconsistency across staff</b>	<b>32%</b>	<p>“The quality of advice is variable. Some departments provide satisfactory to very good advice, while others provide average to very poor advice. The timeliness is also variable... This makes it very difficult for Local Boards to make a balanced and informed decision.” <i>(LB member)</i></p>

### Technical Notes

Comments were analysed by grouping into overarching themes. Percentages reflect the percentage of comments that included a reference to a given theme, Comments could, and in most cases did, reflect more than one theme.

# Quality Advice

## Written comments (2 of 2)

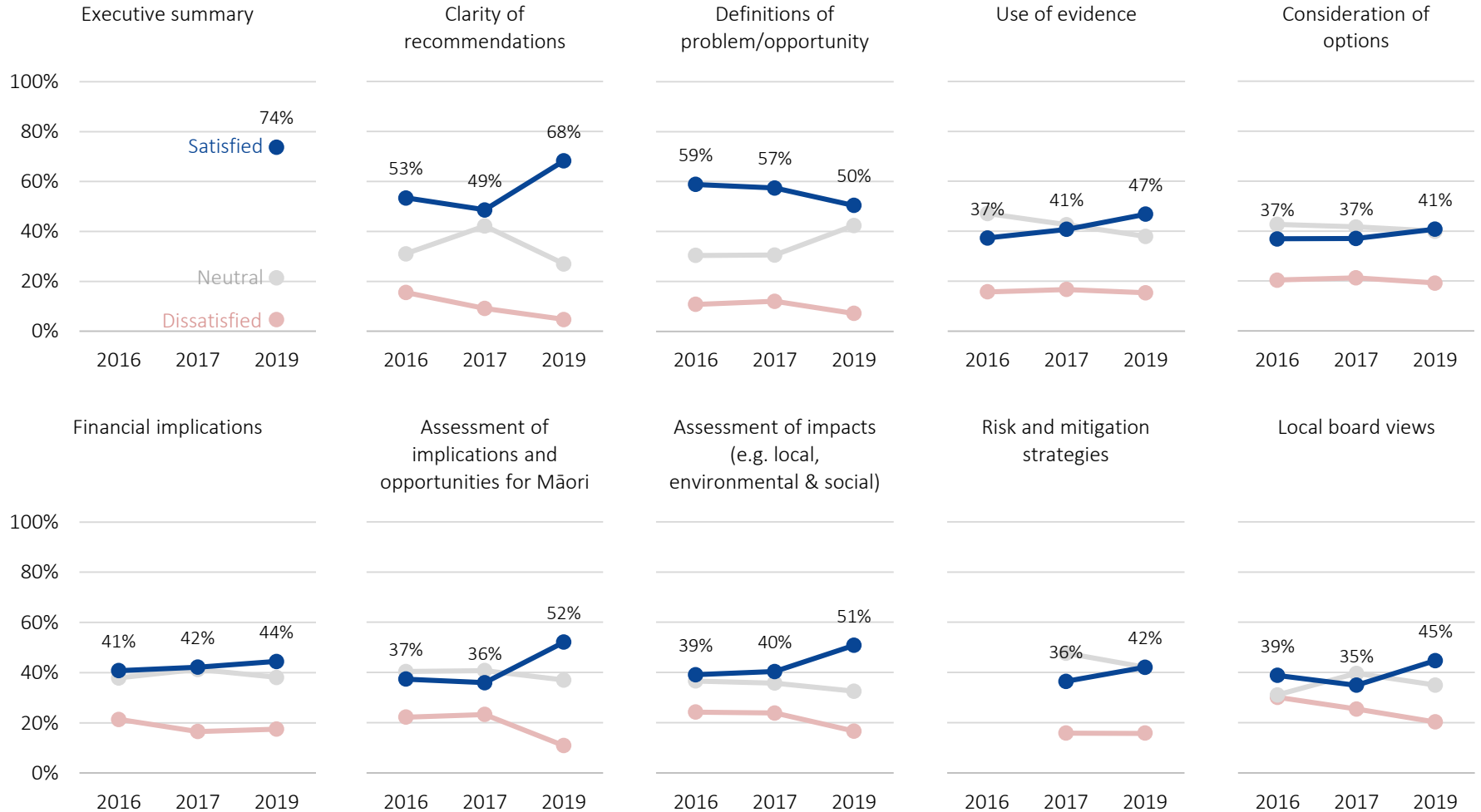
Other commenters highlighted instances of **high quality advice**, and **good timeliness/responsiveness** of staff, and a few noted quality of advice has **improved**.

Theme	%	Quotes
<b>High quality advice</b>	22%	<p>“Thank you all for the great work. I feel advice is always available and we get a very good service from staff when we ask over and above agenda information and reports.” <i>(GB member)</i></p> <p>Overall I am satisfied that we receive quality advice most of the time...” <i>(LB member)</i></p> <p>“I have always appreciated the quality of Council reports. Any officers I have sought advice from have been extremely helpful.” <i>(LB member)</i></p>
<b>Good timeliness / responsiveness of staff</b>	21%	<p>“Most staff are very quick to respond to requests to additional quality information.” <i>(GB member)</i></p> <p>“Local Board staff are good at actioning requests from residents but can have difficulty in identifying who best to deal with issues such as resource consents.” <i>(LB member)</i></p>
<b>Improvement in advice</b>	4%	<p>“Generally a lift in performance over this term”</p>

# Quality Advice – Report Components

## Overall results

126 elected members rated their satisfaction with the various aspects of the reports they had read for recent committee or board meetings. Notable increases were seen for clarity of recommendation (+19%), implications for Māori (+16%), assessment of impacts (+11%), and local board views (+10%).



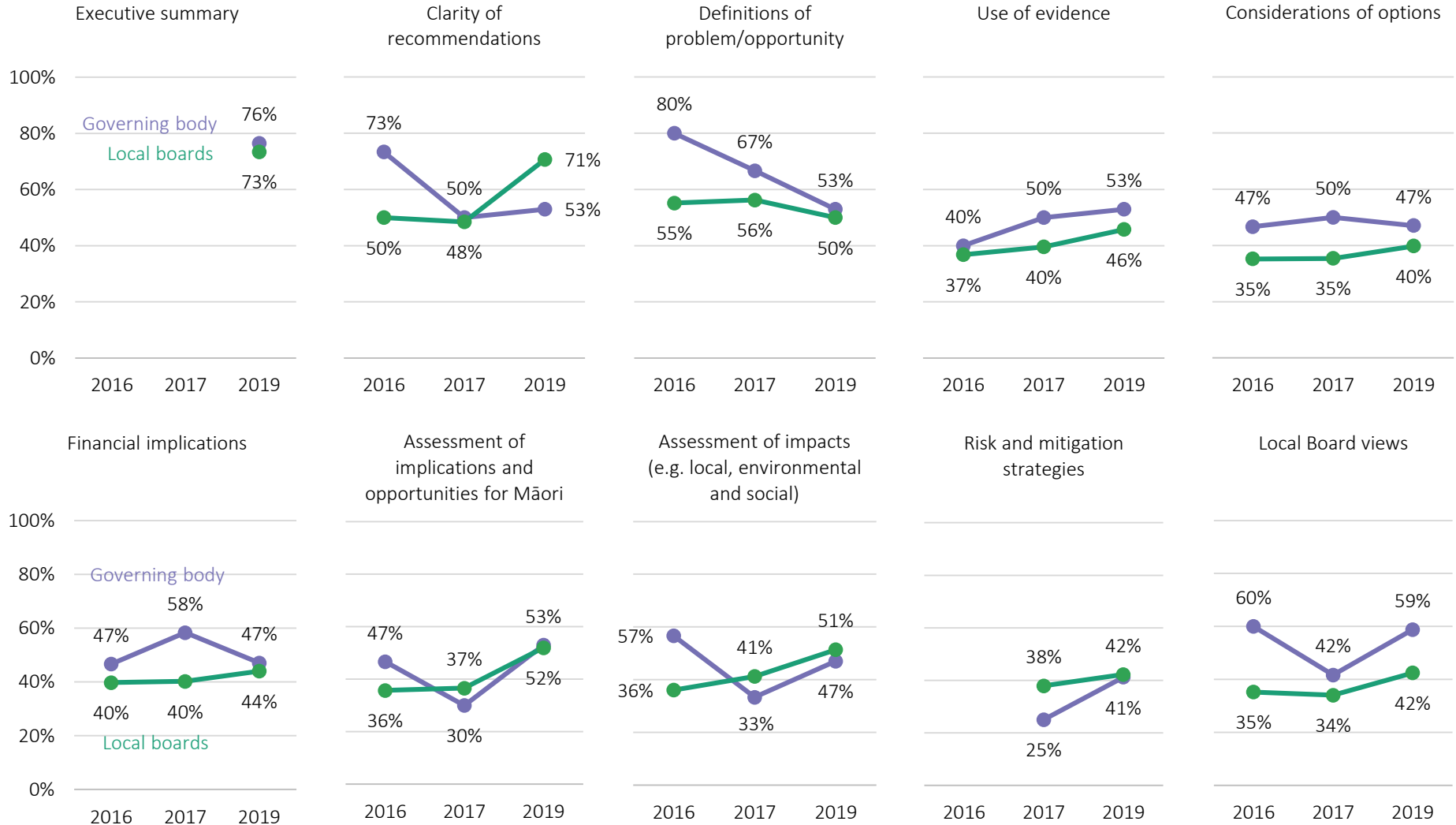
### Technical Notes

The number of respondents for the items varied between 119 and 126. In the previous years, the item 'Assessment of impacts (e.g. local, environmental & social)' was asked as two separate items: "Environmental impact assessment" and "Local impacts". In order to compare over time, the values provided in the graph for years 2016 and 2017 were calculated by summing the two items.

# Quality Advice – Report Components

## By elected member type

17 Governing Body members and 109 local board members rated their satisfaction with the various aspects of the reports they had read for recent committee or board meetings. The graphs below show the percentage of elected members who were satisfied, broken down by elected member type.



### Technical Notes

The number of local board respondents varied between 102 and 109.

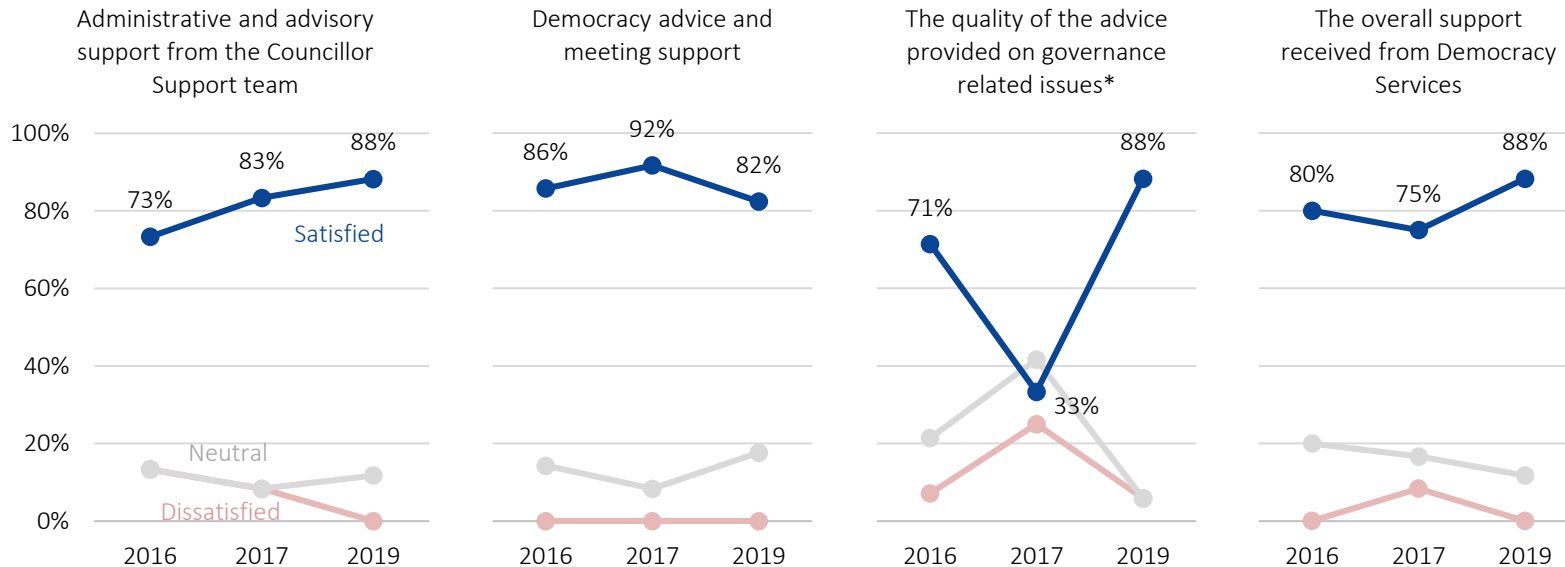


# Democracy and Advisory Support

# Democracy and Advisory Support

## Overall results (Governing Body members only)

17 Governing Body members rated their satisfaction with the advice and support they had received from Democracy Services over the last 18 months. Note, 1 Governing Body member reflects 6-7 percentage points, depending on the survey year.



\* Such as the code of conduct, representation review, etc.

### Technical Notes

In previous years, the item “The quality of the advice provided on governance-related issues (such as the code of conduct, representation review, etc.)” read as “Governance-related strategic and policy advice”. This item was clarified in 2019, as post-survey feedback from some Governing Body members indicated the 2017 item was misinterpreted.

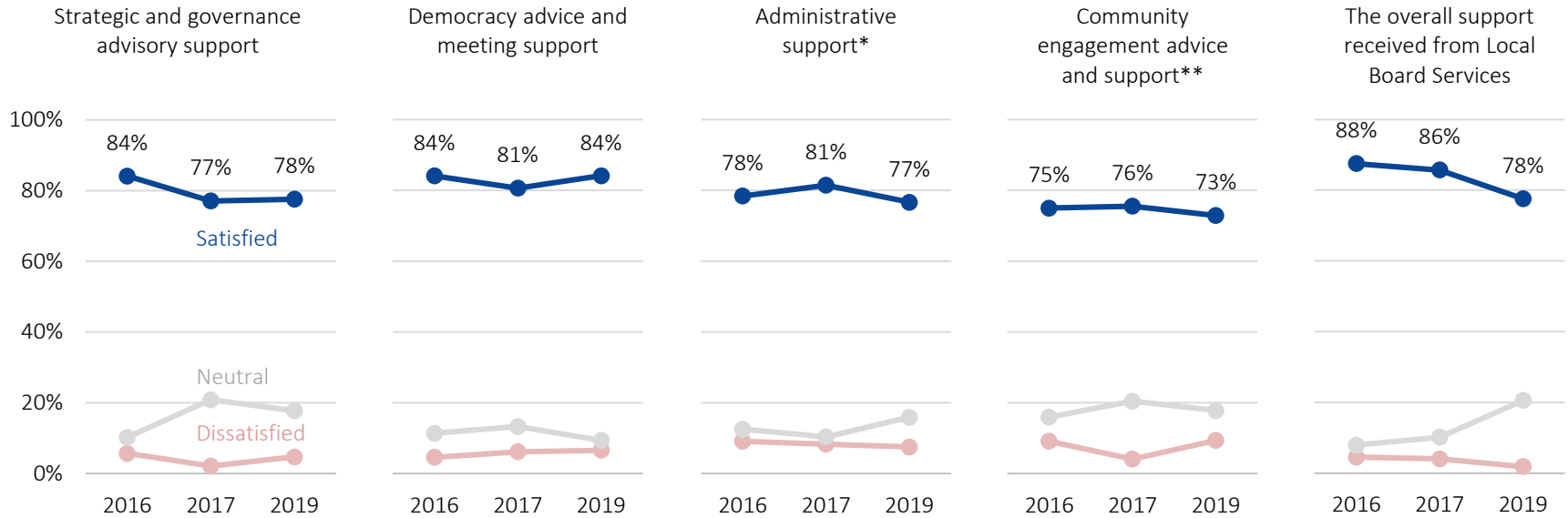
# Dedicated Local Board Support

# Dedicated Local Board Support – Local Board Services

## Overall results (local board members only)

107 local board members rated their satisfaction with the various aspects of the dedicated support they had received from **Local Board Services** over the last 18 months.

Overall satisfaction decreased -8%, although this reflects movement into ‘neutral’ (only 2% of local board members reported being dissatisfied).



\* e.g. calendar and correspondence management; \*\* e.g. local board plan engagement

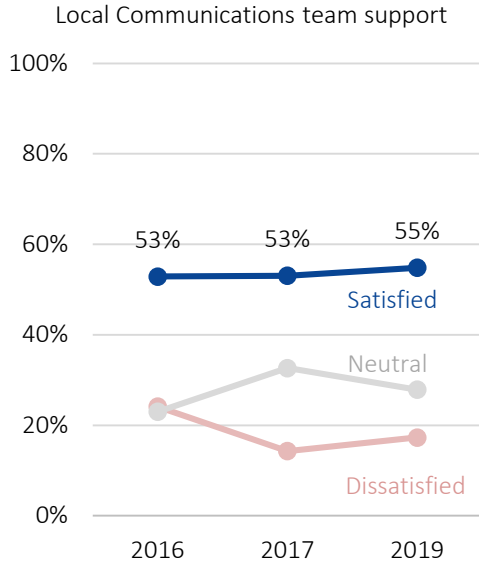
### Technical Notes

In the previous years, the item “Strategic and governance advisory support” read “Strategic and governance advice”.

# Dedicated Local Board Support - Communications

## Overall results (local board members only)

104 local board members rated their satisfaction with the dedicated **Local Communications** support that had been assigned to their board over the last 18 months.

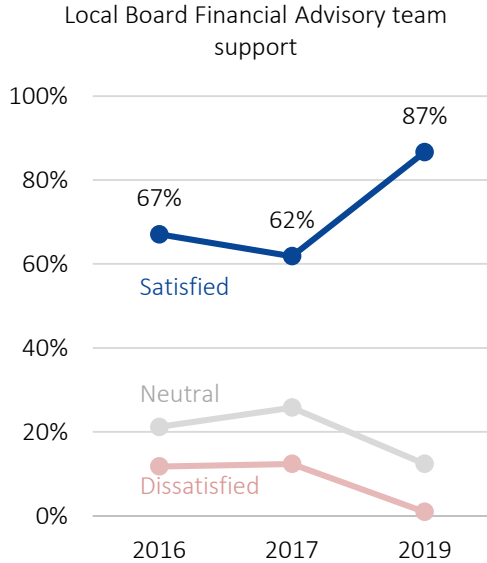


# Dedicated Local Board Support – Financial Advisory

## Overall results (local board members only)

104 local board members rated their satisfaction with the dedicated **Financial Advisory** support that had been assigned to their board over the last 18 months.

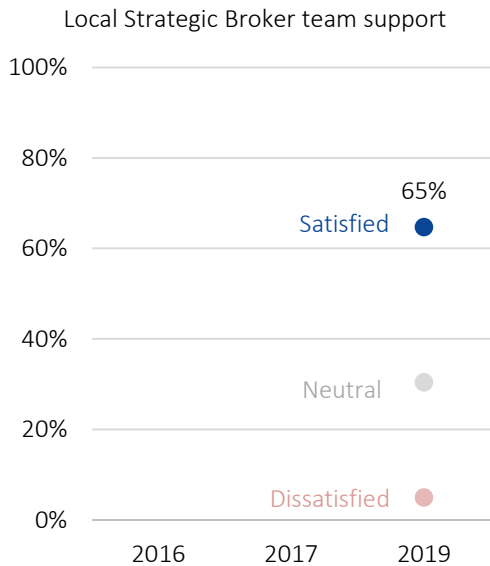
Satisfaction increased notably (+25%), with commensurate decreases in dissatisfaction and 'neutral' responses.



# Dedicated Local Board Support – Strategic Broker

## Overall results (local board members only)

104 local board members rated their satisfaction with the dedicated Strategic Broker support that had been assigned to their board over the last 18 months.



# Dedicated Local Board Support

## Written comments (1 of 2)

A total of 43 comments or suggestions for improvement were provided by local board members about their dedicated support. Many mentioned experiencing **good support**, while others took the opportunity to point out instances of **poor quality work** or **poor responsiveness**.

Theme	%	Quotes
<b>Good support</b>	<b>37%</b>	<p>“Everyone seems genuine in their desire to do right by [our board] and support the members in what they are trying to achieve. They will try all angles and have a positive mind set to find a way. They are also able to debate amongst themselves, which means they are looking at an issue from all viewpoints.” <i>(LB member)</i></p> <p>“Very committed, informed and capable support staff.” <i>(LB member)</i></p> <p>“I am very satisfied with Local Board Services. My senior Advisor and Relationship Manager are so professional and capable definitely enhance my job...” <i>(LB member)</i></p>
<b>Negative impacts of staff turnover</b>	<b>21%</b>	<p>“People and advice keep changing; local board priorities, developed as a result of much work, are sometimes lost in the mix.” <i>(LB member)</i></p>
<b>Poor quality support</b>	<b>19%</b>	<p>“Communications - Over the past 18 months there have been changes to the comms. personnel. Some have been helpful, others not so. Unacceptable delays in printing material with spelling and grammatical errors - poor proof-reading - and changing approved text eg the Board's Achievements Report and the Board's Local Board Plan 2017.” <i>(LB member)</i></p> <p>“Significant reduction in standards in terms of the RM and DA that we have been used to...” <i>(LB member)</i></p>
<b>Poor responsiveness within the organisation</b>	<b>16%</b>	<p>“At times I feel [the board’s support staff] do not get the traction within the organization, which makes it harder to respond to board members.” <i>(LB member)</i></p> <p>“At times I feel the staff are overworked and this impacts on their ability to respond.” <i>(LB member)</i></p>



# Dedicated Local Board Support

## Written comments (2 of 2)

A number of comments could be taken as suggestions for improvement. These comments focused on a desire for better **communication of staff functions** and role changes, greater **collaboration between staff**, greater **support for 'ad-hoc' activities** (e.g. organising community meetings), greater local board-related **communications support**, and a desire for more support provided to members rather than focusing primarily on the chair.

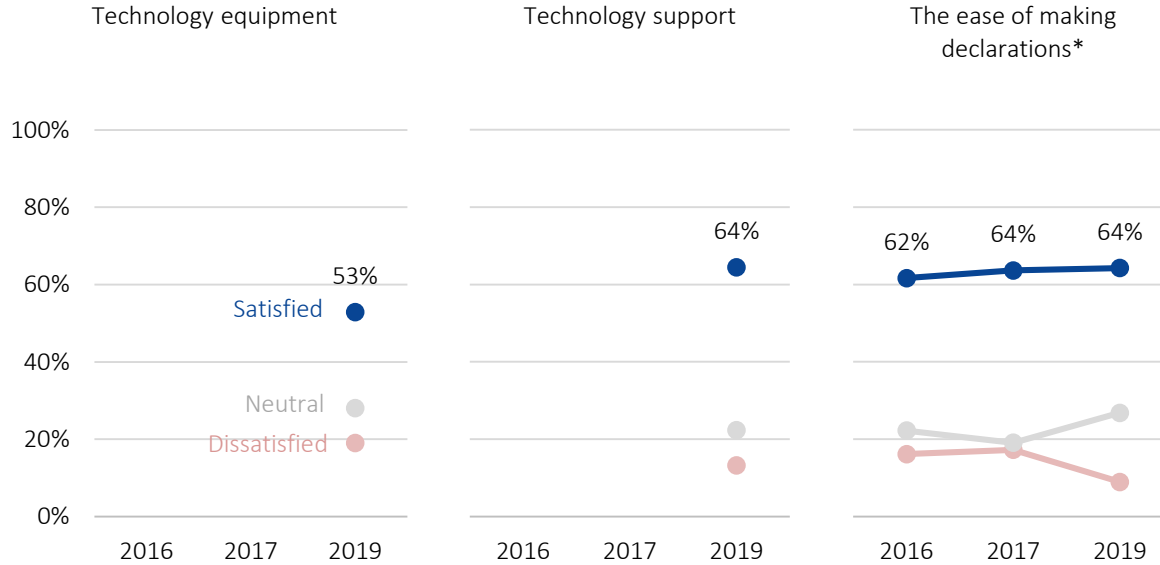
Theme	%	Quotes
<b>Suggestions for improvement</b>	<b>23%</b>	<p>“The staff changes and redefining of departments is alarming and the changes are not communicated satisfactory.” <i>(LB member)</i></p> <p>“There has been a feeling that the board members have had to actively seek out media opportunities for 'good news' stories through comms rather than these being promoted when they arise. Our board has had a lot of negative press over the past two years... These impact on public perception of members' effectiveness and credibility so we would like a lot more positive press around board 'achievements' and assistance given to people and projects in our electorate on an on-going basis.” <i>(LB member)</i></p> <p>“There are issues with the transparency of the strategic broker's work. They may well be doing a good job but it isn't well explained and we don't see them very much.” <i>(LB member)</i></p> <p>“There is too much emphasis and investment placed on statutory processes, and too little on advocacy and responding to issues that come to us through community. It's fine to have a local board plan for the big things, but there needs to be some flexibility in the system to deal with issues that crop up for communities at short notice. E.g. it can be hard getting support to write submissions on Central government issues, organise a meeting on local issues so you end up doing that yourself.” <i>(LB member)</i></p> <p>“Local board services need to stand up to the chair more when they know that process is not being followed. I have always maintained that the relationship manager is the representative of the organisation at a local board level and therefore need to step in when politicians try and undermine processes.” <i>(LB member)</i></p>

# Administrative and Professional Development Support

# Technology and Administrative Support

## Overall results

123 elected members rated their satisfaction with various aspects of technology and administrative support they had received over the last 18 months.



\* e.g. declarations of interest and gifts

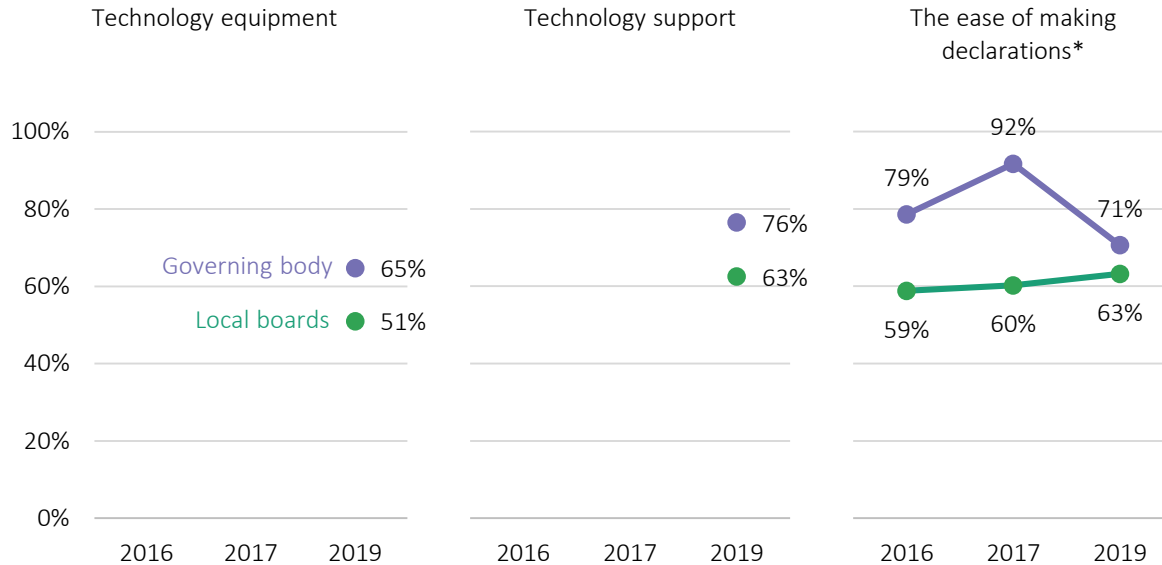
### Technical Notes

The number of respondents for the items varied between 121 and 123. In the previous years, satisfaction with technology equipment and support was asked as one question instead of two items in 2019. Satisfaction with “technology equipment and support” was 67% in 2017 and 54% in 2016.

# Technology and Administrative Support

## Percentage satisfied by elected member type

17 Governing Body members and 106 local board members rated their satisfaction with various aspects of technology and administrative support they had received over the last 18 months. The graphs below show the percentage of elected members who were satisfied, broken down by elected member type.



\* e.g. declarations of interest and gifts

### Technical Notes

The number of Governing Body respondents for the items was 17; the number of local board respondents varied between 104 and 106.

# Technology

## Written comments (1 of 2)

A total of 50 comments or suggestions for improvement were provided on technology equipment and support. Many highlighted the **positive technology support** they have received, with a smaller number also mentioning satisfaction with the equipment issued to them.

Theme	%	Quotes
<b>Tech support – good experience</b>	<b>34%</b>	<p>“I have always appreciated the very timely support given when a problem arises with technical equipment.” <i>(LB member)</i></p> <p>“Very grateful for the technology support!” <i>(LB member)</i></p> <p>“Support has been good. The equipment is not, especially the phones. The poor phones make using the Surface pro remotely more difficult as the hot spotting is sub par.” <i>(LB member)</i></p>
<b>Tech equipment – good experience</b>	<b>14%</b>	<p>“New phone excellent. The original supplied was clunky and unsatisfactory. New J4 is very useable.” <i>(LB member)</i></p> <p>“The technology is generally very good (the phone excluded) and with the introduction of Skype for Business we have noted more staff are taking advantage of the service to attend meeting with minimal time taken out of the working schedule. We see this as a positive thing. There have however been some failures in the WiFi and network services causing difficulty for the staff and for elected members when the technology failed during a workshop and especially during our Business Meetings.” <i>(LB member)</i></p>

# Technology

## Written comments (2 of 2)

Others **expressed frustration** with the **equipment** issued to them, the **Hub** and **other software**.

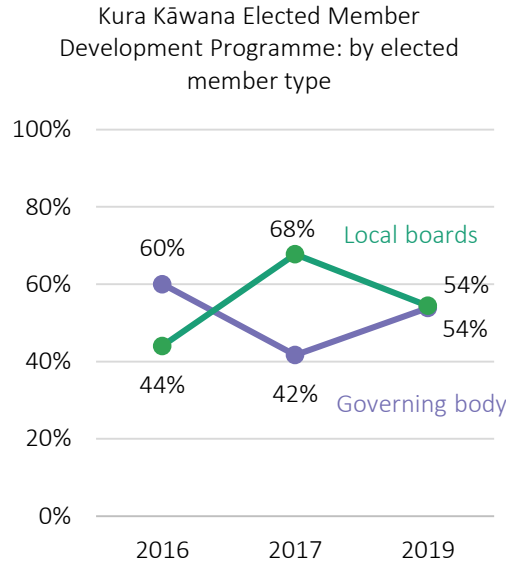
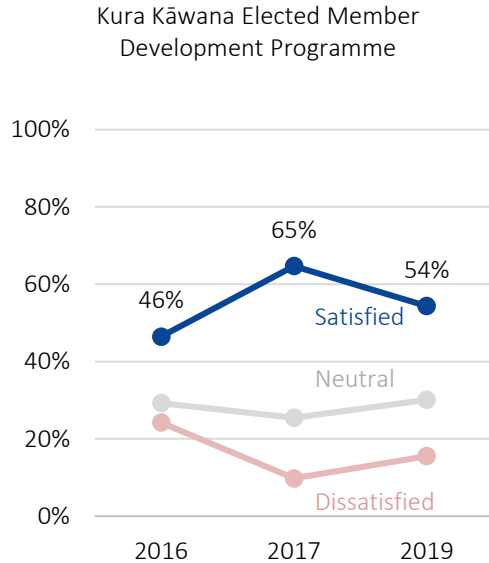
Theme	%	Quotes
<b>Tech equipment – bad experience</b>	<b>34%</b>	<p>“Support has been good. The equipment is not, especially the phones. The poor phones make using the Surface pro remotely more difficult as the hot spotting is subpar.” <i>(LB member)</i></p> <p>“I have lost faith in my ipad and my phone was so low-grade it is awful to take pictures to try and engage with the community.” <i>(LB member)</i></p> <p>“My laptop has not worked since March last year and when it was working it was useless.” <i>(LB member)</i></p> <p>“Samsung A8 phone is becoming sluggish.” <i>(GB member)</i></p>
<b>Limitations / frustrations with the Hub</b>	<b>26%</b>	<p>“The Hub is a nightmare and very restrictive in terms of being able to search, in particular reports and papers presented at workshops.” <i>(LB member)</i></p> <p>“The locks put onto the system by Council are exceedingly frustrating, especially not being allowed to print items on your home printer, only at an office. Sometimes you need something to take to a meeting, or for a constituent right then and there, or in a weekend when I have no access to the Board Office.” <i>(LB member)</i></p> <p>“It seems that each time there is an upgrade I have issues of lost documents.” <i>(LB member)</i></p> <p>“Big Tin Can!!!! cumbersome and difficult to annotate reports...” <i>(LB member)</i></p>
<b>Software (non-Hub) related issues</b>	<b>22%</b>	<p>“My skype stopped working and I can no longer access office 365. I'm fairly confident with technology. I have no idea how to resolve these issues any more.” <i>(LB member)</i></p> <p>“The Samsung J phones are too slow and too small. Also the calendar is inadequate as not all writing is visible” <i>(GB member)</i></p>

# Professional Development Support

## Overall results

123 elected members rated their satisfaction with various aspects of professional development support they had received over the last 18 months.

Satisfaction with the Kura Kāwana programme decreased -11% (driven by changes in local board member satisfaction), with commensurate increases in dissatisfied and 'neutral' responses.



Elected members were also asked whether or not they were aware of the Individual Development Budget (IDB), a fund enabling elected members to access external training and development opportunities. Of the 125 respondents, 70 (56%) reported that they were aware of the IDB (reflecting 59% of Governing Body respondents and 56% of local board respondents).

Comments on the IDB by those who were aware of it are summarised on the following page.

### Technical Notes

. The number of Governing Body respondents for the Kura Kāwana item was 13; the number of local board respondents was 90.

# Individual Development Budget (IDB)

## Written comments (1 of 1)

A total of 30 comments were provided. Approximately half of commenters highlighted a desire for **clearer information** about what the IDB is, what it can be used for, and how much they are able to spend. A range of other comments were provided, many of which were **suggestions for improvement**, focusing on different types of training that could be provided.

Theme	%	Quotes
<b>Would like clearer information on the IDB</b>	<b>47%</b>	<p>“Not many elected members are aware of the IDB. This should be improved and I think more training and development opportunities would be taken up.” <i>(GB member)</i></p> <p>“Would like it made clear to board members that this is available to them and what the parameters are around that fund.” <i>(LB member)</i></p> <p>“It is be hard to use as our schedules are so full. I have accessed it only once in 5 years. Give us some real life examples of what would be approved.” <i>(GB member)</i></p> <p>“I could use reminding and clarification about this budget; particularly how I can use it” <i>(LB member)</i></p>
<b>Suggestions for improvement or new training to offer</b>	<b>20%</b>	<p>“New programmes required for seasoned hands or brief update or refresher programmes” <i>(GB member)</i></p> <p>“Include LGNZ training and conference attendance - this is targeted with seminars and information for elected members. Skype Etiquette for attendance and Chairing.” <i>(LB members)</i></p> <p>“In terms of training I recommend in the future doing one-on-one on an annual process with all elected members about discussing development programs and any other issues.” <i>(LB members)</i></p> <p>“In general there could be a bit more on civic leadership training. How to deal with the public politely, how to be respectful in board meetings, etc. There should be more training of chairs in chairing meetings, leading fairly, not dominating meetings, not making decisions unilaterally, representing the board view.” <i>(LB members)</i></p>



# Additional Support Desired by Elected Members

# Additional Support Desired by Elected Members

## Written comments (1 of 1)

Elected members were asked at the end of the survey whether the Auckland Council family could provide them with any other support to help them better perform in their role. A total of 59 comments were provided, covering a wide range of suggestions for improvement, training suggestions, requests for better advice, and comments on improving the governance model.

Theme	%	Quotes
<b>Specific suggestion for improvement</b>	<b>29%</b>	<p>“Yes, help me solve constituent's issues. I waste hours trying to log complaints and requests for service and then waste hours trying to get updates. Why can't a staff member log our complaints and navigate council departments and provide weekly updates on a shared document which is updated on the HUB like a shared google doc/spreadsheet.” <i>(LB member)</i></p> <p>“More detail in meeting requests - what is it for, why, is there an agenda... Although LOVING that skype is available so the getting to meetings can be taken out of the equation.” <i>(LB member)</i></p>
<b>Require better advice / responsiveness</b>	<b>17%</b>	<p>“They need to improve their way of presenting the information to us so we can understand it” <i>(LB member)</i></p> <p>“Train staff to respond to Board Members requests or at least acknowledge them within a set period. It can be frustrating when one sends an email or leaves a phone message and there is no response.” <i>(LB member)</i></p>
<b>Positive comment</b>	<b>15%</b>	<p>“On the whole I feel very well supported in my role as an elected member and am very grateful to the amazing staff I work with on a daily basis.” <i>(GB member)</i></p>
<b>Training and development suggestions</b>	<b>15%</b>	<p>“Time to meet with Local Board members to review their development, role and give them guidance. Maybe 1-2 [meetings] annually.” <i>(LB member)</i></p> <p>“[Training to address the] psychological considerations of the role of being an elected member (politician) for those who are new to the field of politics.” <i>(LB member)</i></p>
<b>Comment on the governance structure</b>	<b>14%</b>	<p>“Greater empowerment of middle management to make decisions related to local boards. Does not appear to be a supportive or empowering model in place possibly due to the complexities of our governance structure.” <i>(LB member)</i></p>

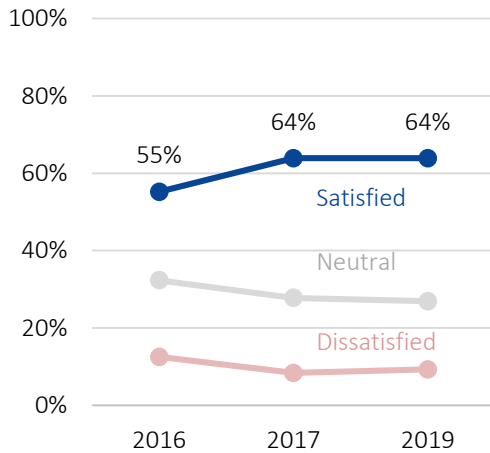
# Advice and Support from Council Departments

# Infrastructure and Environmental Services (I&ES)

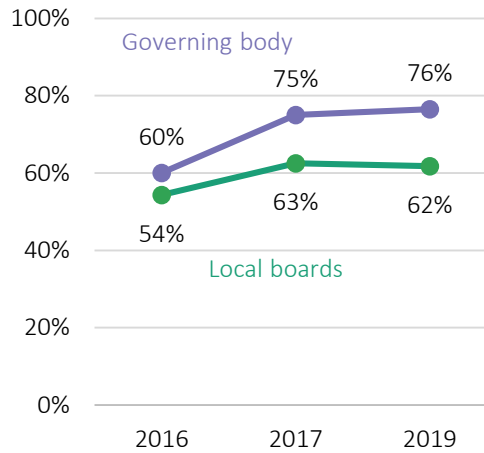
## Overall results, and results by elected member type

119 elected members (17 Governing Body and 102 local board members) rated their satisfaction with the overall advice and support they had received from Infrastructure and Environmental Services (I&ES) over the last 18 months.

Satisfaction with I&ES



Satisfaction with I&ES, by elected member type



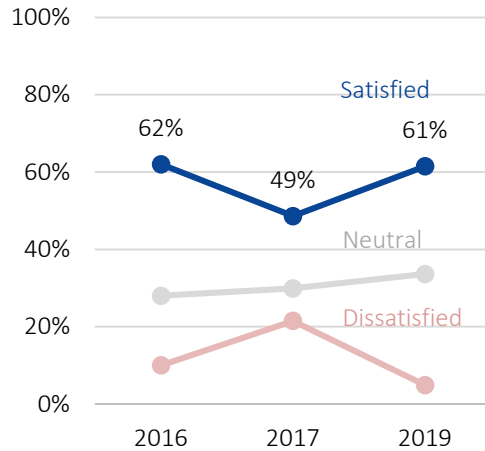
# Parks, Sports and Recreation (PSR)

## Overall results, and results by elected member type

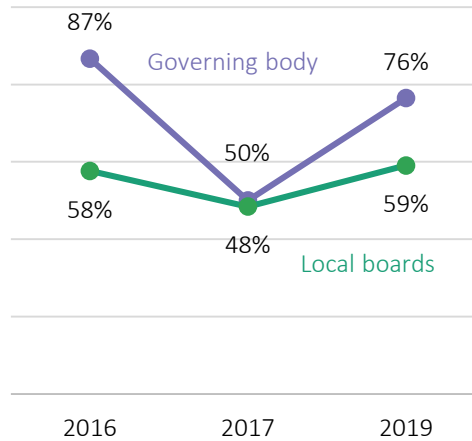
122 elected members (17 Governing Body and 105 local boards members) rated their satisfaction with the overall advice and support they had received from Parks, Sports and Recreation (PSR) over the last 18 months.

Satisfaction increased notably (+12%), driven by a large decrease in dissatisfaction (-16%).

Satisfaction with Parks, Sport and Recreation



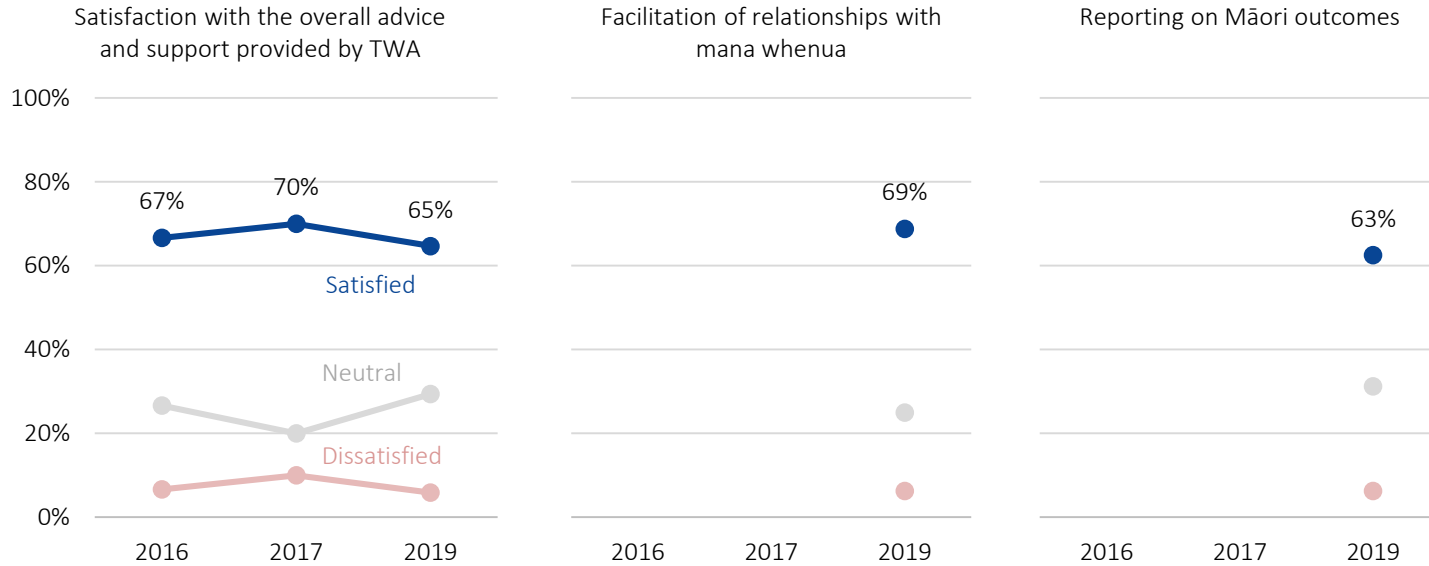
Satisfaction with Parks, Sport and Recreation, by elected member type



# Te Waka Anga Mua ki Uta (TWA)

## Overall results (Governing Body members only)

17 Governing Body members rated their satisfaction with the various aspects of advice and support provided by TWA.



### Technical Notes

The number of Governing Body respondents for the items varied between 16 and 17.

# Te Waka Anga Mua ki Uta (TWA)

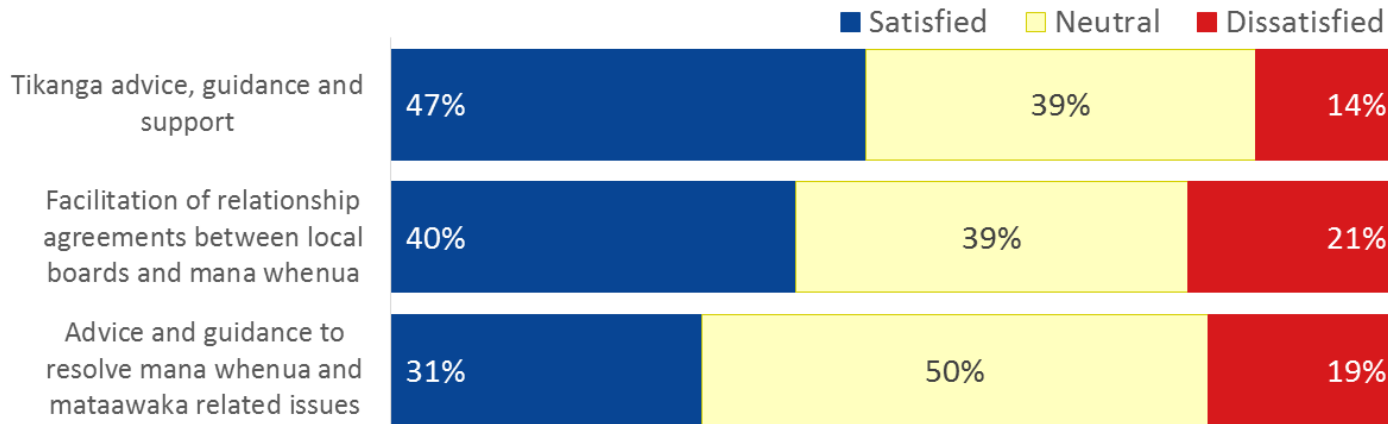
## Overall results (local board members only)

Local board members were asked to consider various aspects of advice and support provided by TWA and to a) rank them relative to one another in terms of importance, and b) rate their satisfaction with the performance of TWA in each area.

73 local board members completed the forced-choice ranking exercise, and 85 completed the satisfaction rating scales

	Ranked as 'Most important'	Ranked as 'Middle'	Ranked as 'Least'
Tikanga advice, guidance and support	49%	30%	21%
Facilitation of relationship agreements between local boards and mana whenua	33%	46%	20%
Advice and guidance to resolve mana whenua and mataawaka related issues	19%	25%	56%

### Local board member satisfaction with the services provided by TWA



#### Technical Notes

For the first set of questions (about the relative importance) the number of local board respondents varied between 69 and 73; for the second set of questions the number of respondents varied between 78 and 85. Some respondents found it difficult to rank the three aspects of support and skipped this question.

# CCO Governance and External Partnerships

## Overall results

17 Governing Body members rated their satisfaction with the various aspects of their interactions with the CCO Governance and External Partnerships team. 90 local board members, who had one or more Business Improvement District (BID) within their local board, rated their satisfaction with the quality of advice provide by council staff in relation to the BID(s).

### Governing Body satisfaction



### Local board satisfaction



#### Technical Notes

Only those local board members with a BID in their board area were asked about their satisfaction with BID-related advice.

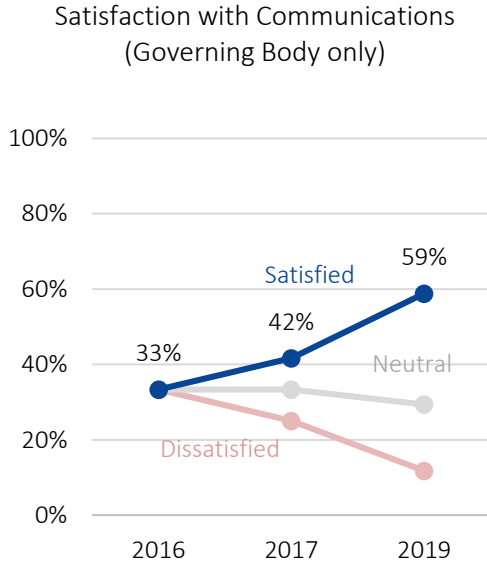


# Communications

## Overall results (Governing Body members only)

17 Governing Body members rated their satisfaction with the overall advice and support received from Communications over the last 18 months.

Satisfaction increased notably (+17%), driven largely by a decrease in dissatisfaction (-13%).



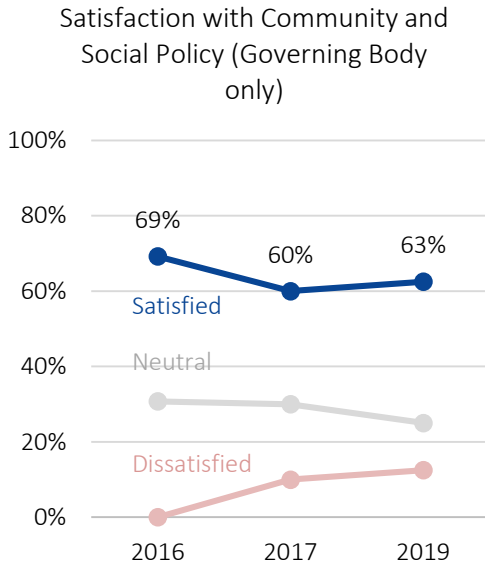
### Technical Notes

In 2018 the Citizen Insight and Engagement Unit within the Communications and Engagement Department moved to the Governance Division, and the department's name was shortened to the Communications Department.

# Community and Social Policy

## Overall results (Governing Body members only)

16 Governing Body members rated their satisfaction with the overall advice and support received from Community and Social Policy over the last 18 months.



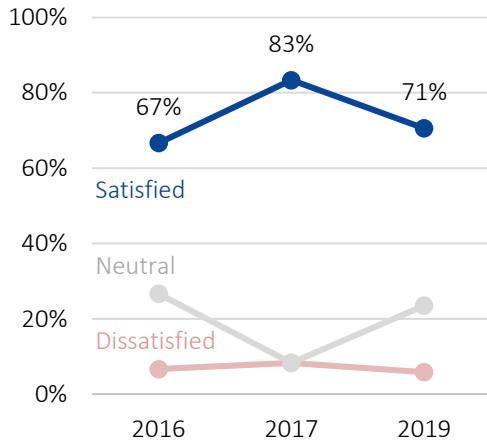
# Legal and Risk

## Overall results (Governing Body members only)

17 Governing Body members rated their satisfaction with the overall advice and support received from Legal and Risk over the last 18 months.

Satisfaction decreased by -12%, driven by an increase in 'neutral' responses (+16%).

Satisfaction with Legal and Risk  
(Governing Body only)



# Auckland Plan

## Overall results (Governing Body members only)

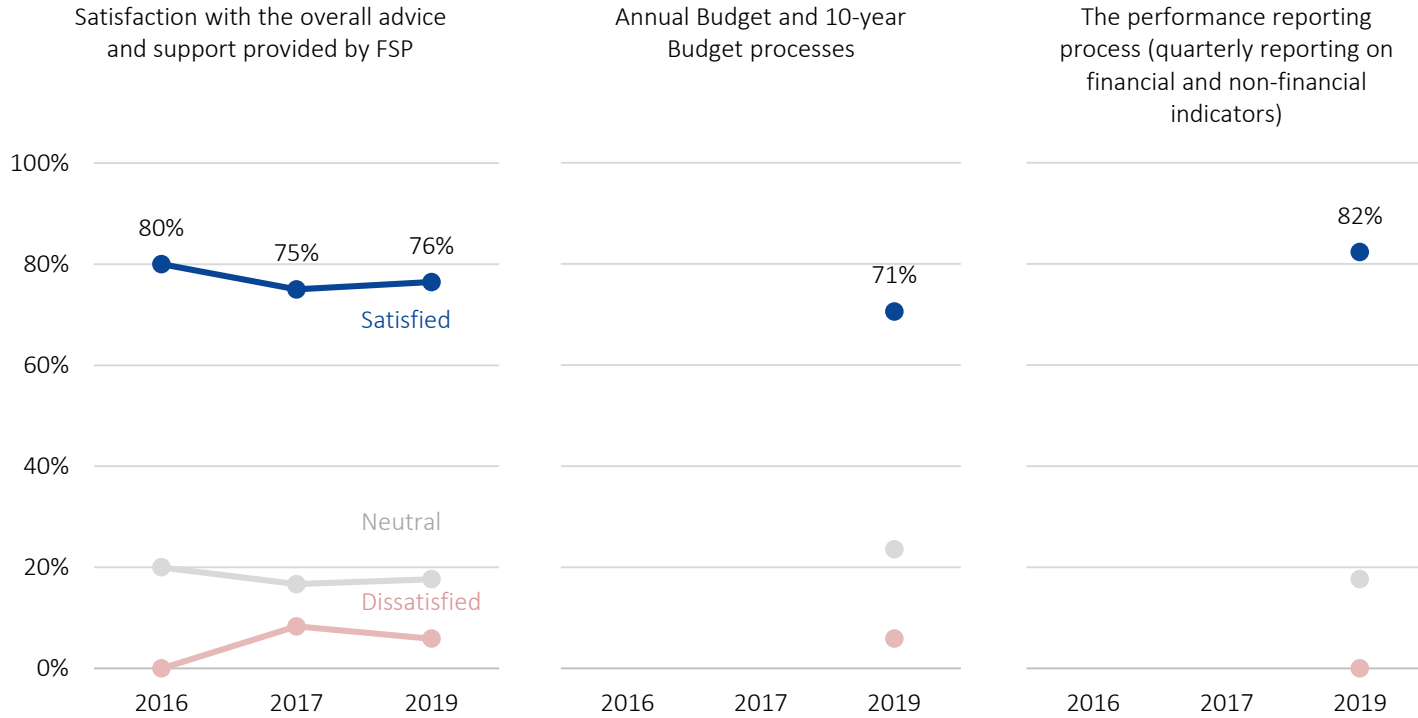
17 Governing Body members rated their satisfaction with their ability to set and influence the direction of the Auckland Plan 2050.



# Financial Strategy and Planning (FSP)

## Overall results (Governing Body members only)

17 Governing Body members rated their satisfaction with the various aspects of their interactions with the Financial Strategy and Planning department over the last 18 months (e.g. in relation to funding and rating policies, the long term plan and annual plan).



# Chief Economist Unit

## Overall results (Governing Body members only)

17 Governing Body members rated their satisfaction with the quality, independence and objectivity of the advice provided by the Chief Economist Unit over the last 18 months.

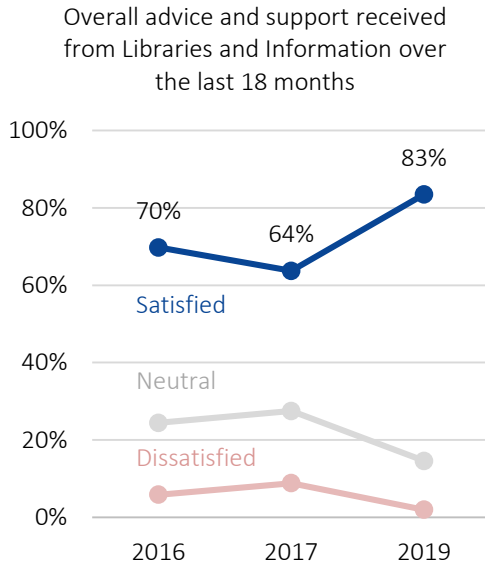


# Libraries and Information

## Overall results (local board only)

103 local board members rated their satisfaction with the overall advice and support they had received from Libraries and Information over the last 18 months.

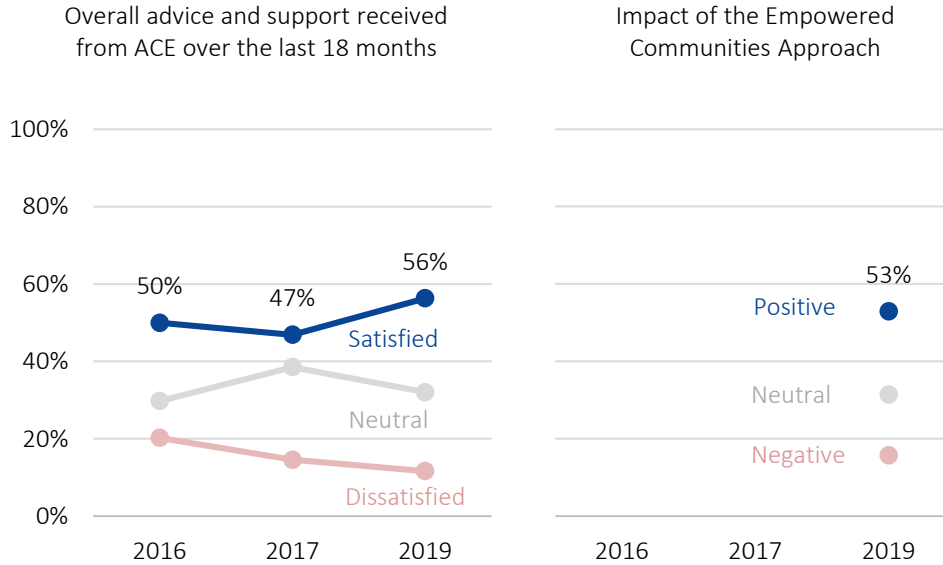
Satisfaction increased notably (+19%), driven decreases in both dissatisfaction and 'neutral' responses.



# Arts, Community and Events (ACE)

## Overall results (local board members only)

103 local board members rated their satisfaction with the overall advice and support they had received from Arts, Community and Events (ACE) over the last 18 months, as well as their views on the nature of the impact that the Empowered Communities Approach had had on communities in their local board area.



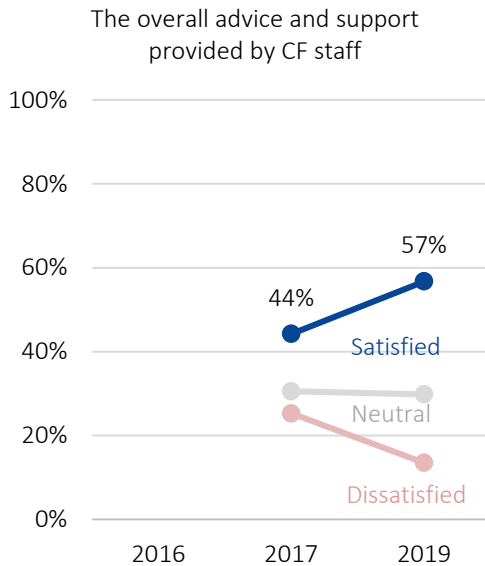


# Community Facilities (CF)

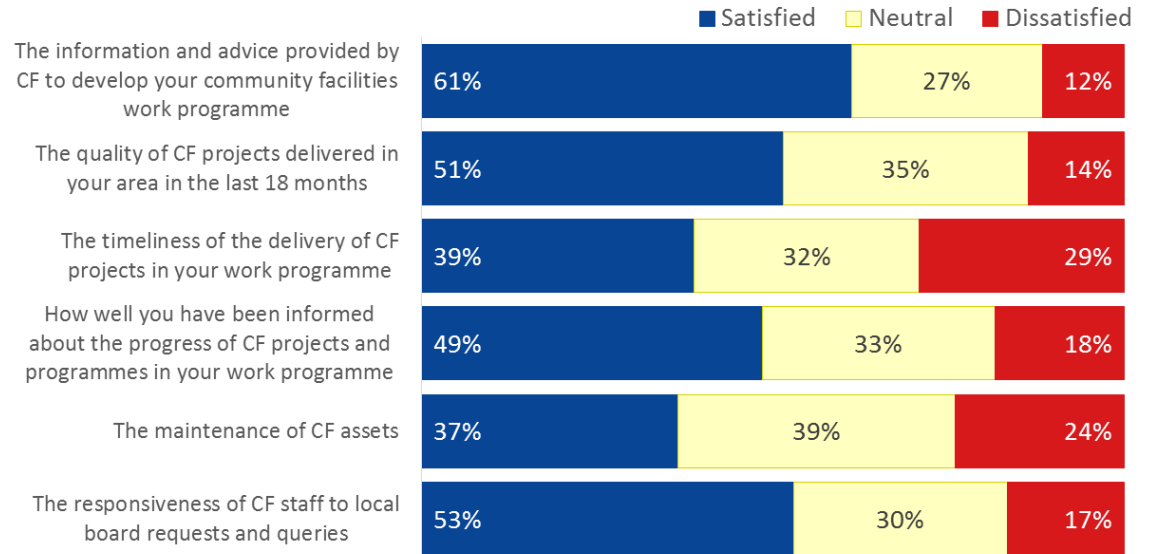
## Overall results (local board members only)

104 local board members rated their satisfaction with the various aspects of the work that Community Facilities (CF) had done in their local board area over the last 18 months.

Satisfaction increased notably (+13%), driven primarily by a decrease in dissatisfaction (-12%).



### Local board satisfaction with other aspects of CF support



#### Technical Notes

The number of local board respondents for the items varied between 102 and 104.

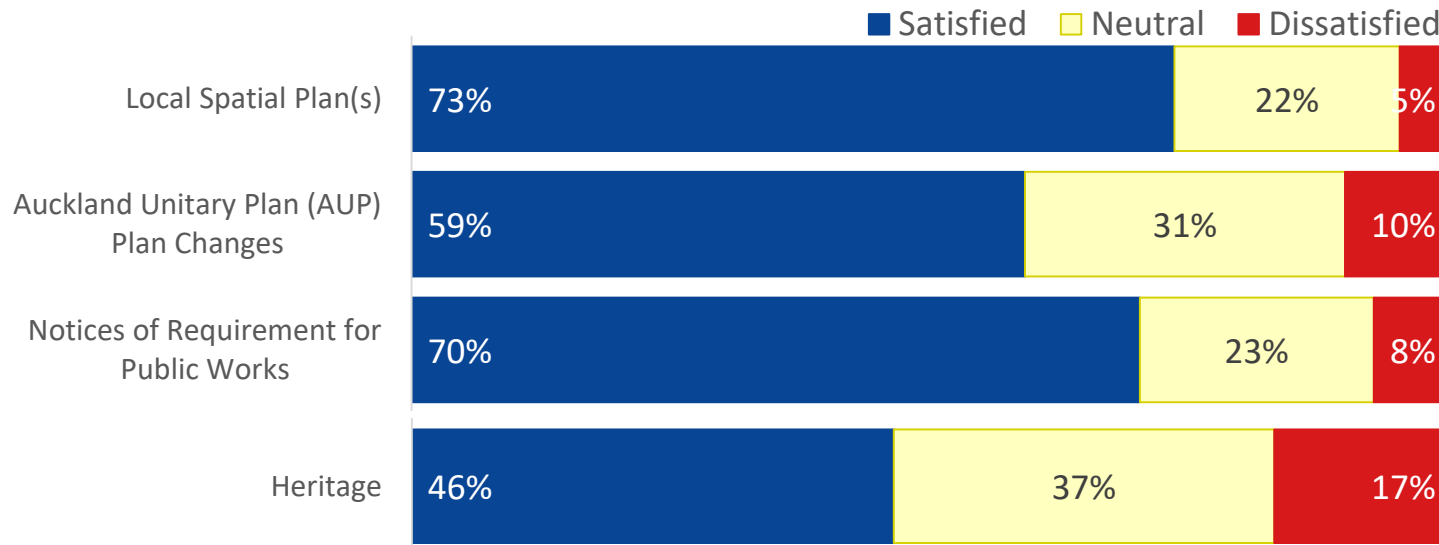
# Plans and Places

## Overall results (local board members only)

Local board members were asked how satisfied they were with the support provided by Plans and Places staff in relation to specific projects that had occurred in their local area over the previous 18 months. Questions were asked about:

- Local Spatial Plans
- Auckland Unitary Plan Changes
- Notices of Requirement for Public works

They were also asked how satisfied they were with the work of the council’s Heritage staff over the same period.



Additional analysis of the satisfaction with the first three functions amongst local board members with the role of ‘planning lead’ showed 76% satisfied with Local Spatial Plan work; 75% satisfied about Auckland Unitary Plan Changes; and 76% satisfied about Notices of Requirement for Public works

### Technical Notes

The number of respondents for each question are as follows: Local Spatial Plan(s): 60; Auckland Unitary Plan Changes: 78; Notices of Requirement: 40; Heritage: 82.

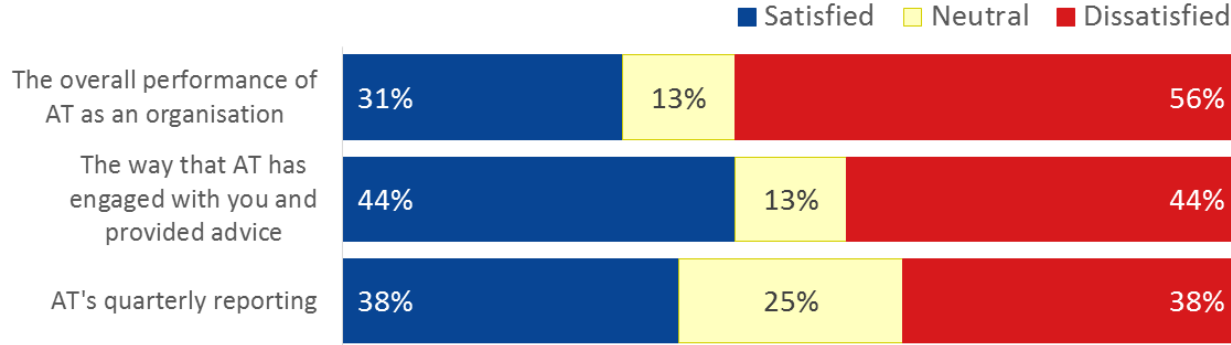
# Engagement with Council Controlled Organisations (CCOs)

# Auckland Transport (AT)

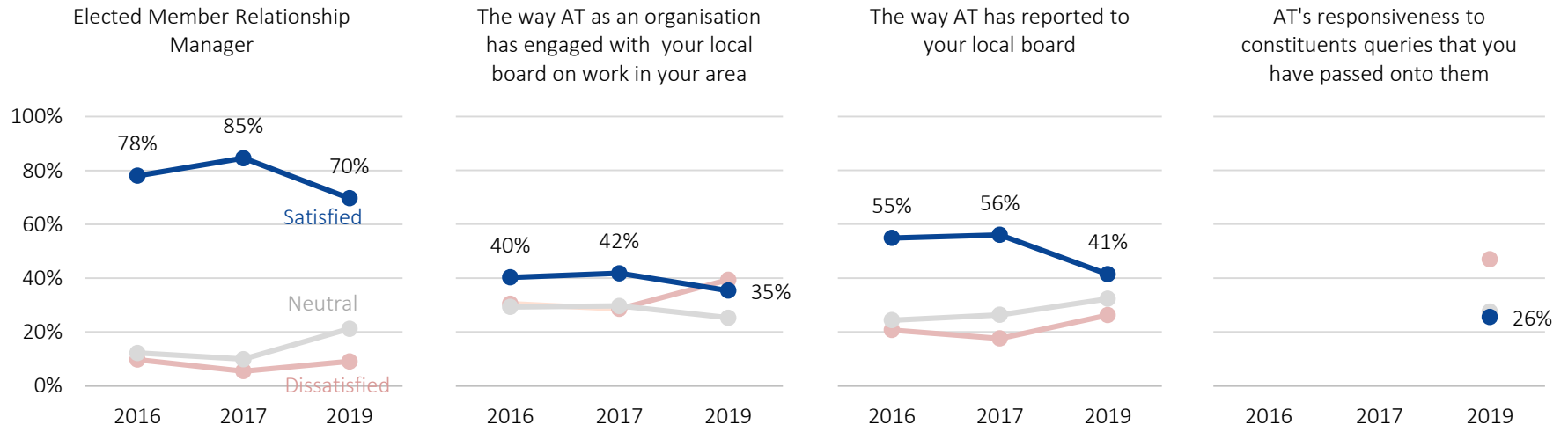
## Results for Governing Body and local board members

16 Governing Body members and 99 local board members provided ratings of how satisfied they were with the various aspects of their interactions with Auckland Transport (AT) over the last 18 months.

### Governing Body satisfaction



### Local board satisfaction



# Auckland Tourism, Events and Economic Development (ATEED)

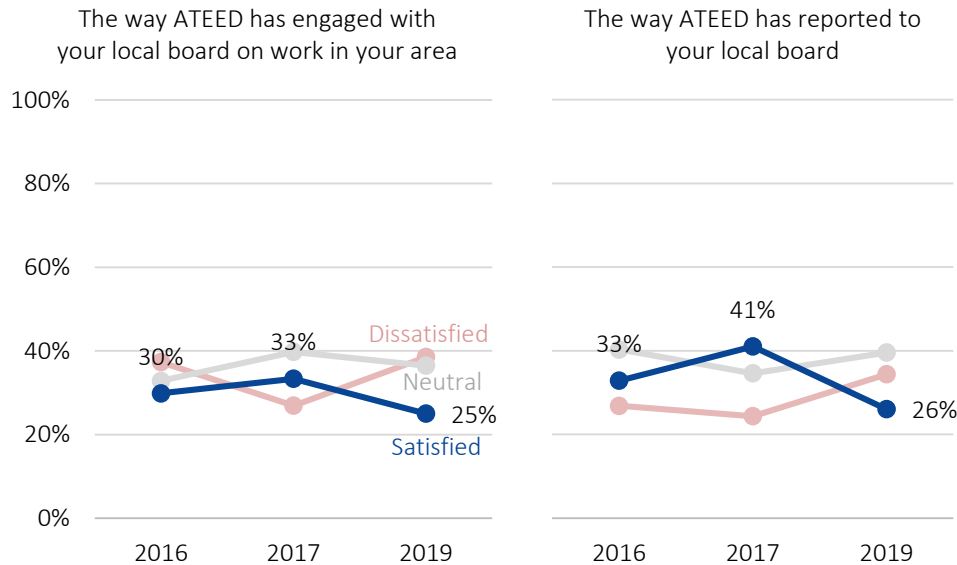
## Results for Governing Body and local boards

16 Governing Body members and 96 local board members indicated how satisfied they were with the various aspects of their interactions with Auckland Tourism, Events and Economic Development (ATEED) over the last 18 months.

### Governing Body satisfaction



### Local board satisfaction

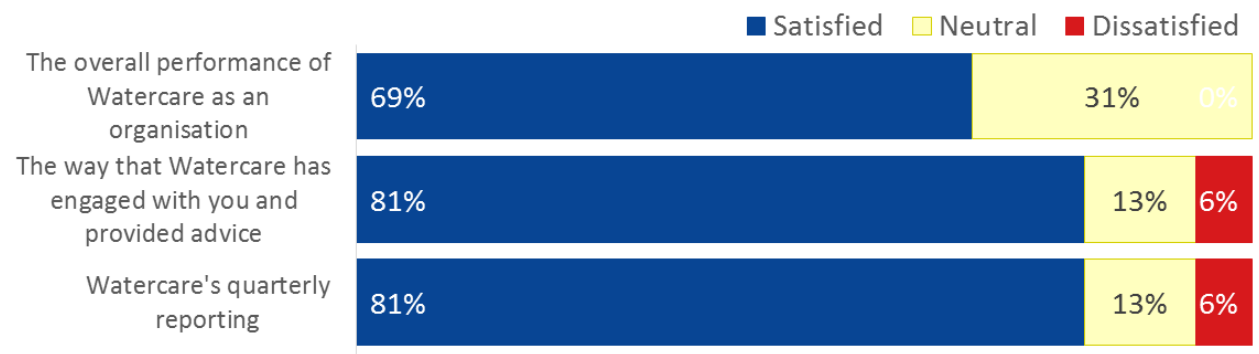


# Watercare Services Limited

## Results for Governing Body and local boards

16 Governing Body members rated how satisfied they were with the various aspects of their interactions with Watercare over the last 18 months.

### Governing Body satisfaction



### Local board satisfaction



Local board members provided a range of suggestions for the types of information they would like to receive from Watercare.

# Watercare Services Limited

## Results by local boards (2 of 2)

92 local board members indicated whether they would like Watercare to **provide them with more information that they could share with their communities**, including on social media. The table below shows the breakdown of ratings by local board.

	Yes	No	Number of Responses
Albert-Eden Local Board	100%	0%	3
Devonport-Takapuna Local Board	100%	0%	4
Franklin Local Board	25%	75%	8
Great Barrier Local Board	0%	100%	1
Henderson-Massey Local Board	75%	25%	4
Hibiscus and Bays Local Board	60%	40%	5
Howick Local Board	57%	43%	7
Kaipātiki Local Board	100%	0%	3
Māngere-Ōtāhuhu Local Board	80%	20%	5
Manurewa Local Board	80%	20%	5
Maungakiekie-Tāmaki Local Board	80%	20%	5
Ōrākei Local Board	67%	33%	6
Ōtara-Papatoetoe Local Board	100%	0%	3
Papakura Local Board	100%	0%	4
Puketāpapa Local Board	100%	0%	3
Rodney Local Board	67%	33%	3
Upper Harbour Local Board	80%	20%	5
Waiheke Local Board	50%	50%	4
Waitākere Ranges Local Board	75%	25%	4
Waitematā Local Board	83%	17%	6
Whau Local Board	25%	75%	4
<b>All Local Boards</b>	<b>71%</b>	<b>29%</b>	<b>92</b>

# Regional Facilities Auckland (RFA)

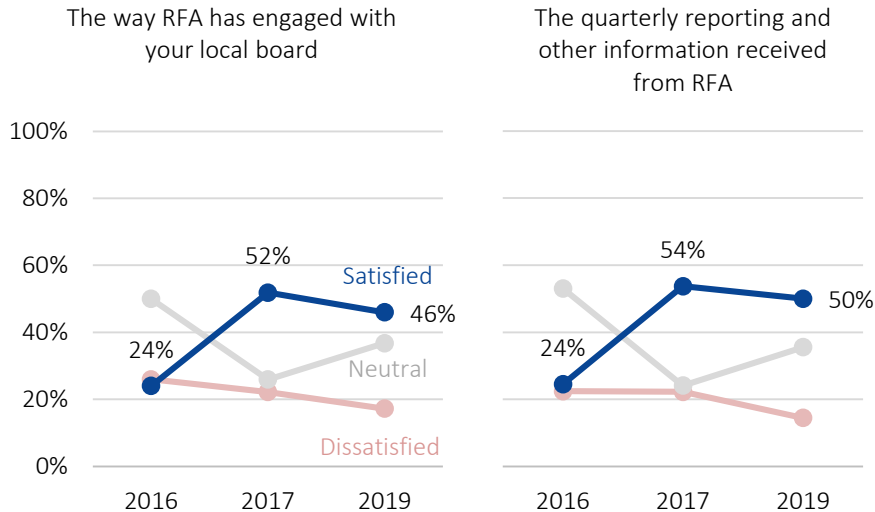
## Results for Governing Body and local boards

16 Governing Body members and 90 local board members rated their satisfaction with the various aspects of their interactions with Regional Facilities Auckland (RFA) over the last 18 months.

### Governing Body satisfaction



### Local board satisfaction



#### Technical Notes

20 local board members with an RFA facility in their area provided satisfaction ratings. 55% were satisfied with the way RFA has engaged with their board; 45% were satisfied with the quarterly reporting and other information received from RFA.

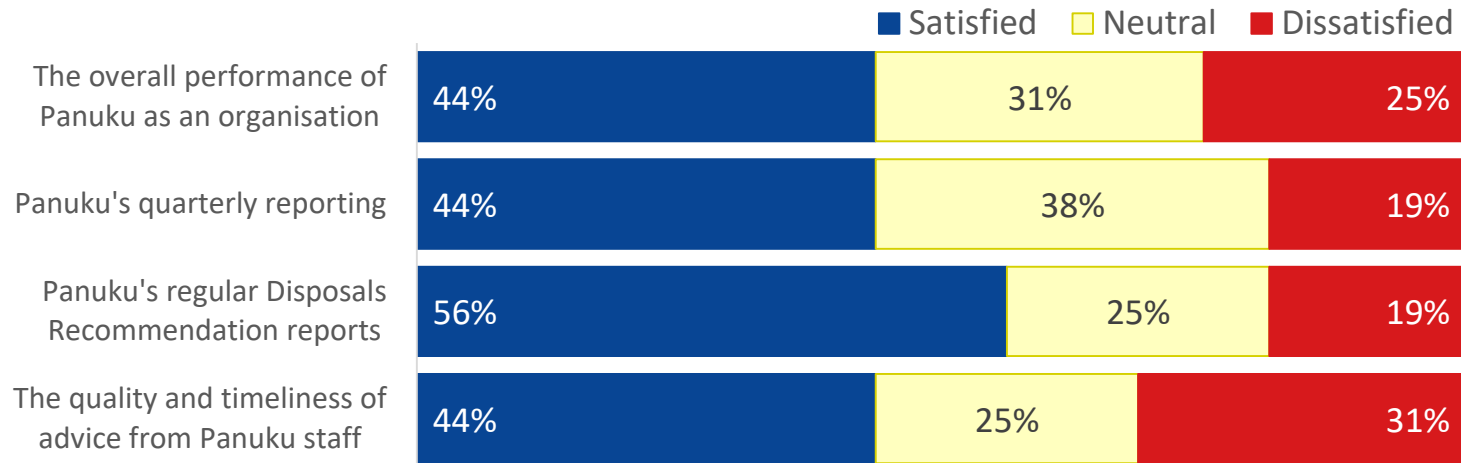


# Panuku Development Auckland

## Results for Governing Body

16 Governing Body members rated their satisfaction with the various aspects of their interactions with Panuku Development Auckland over the last 18 months.

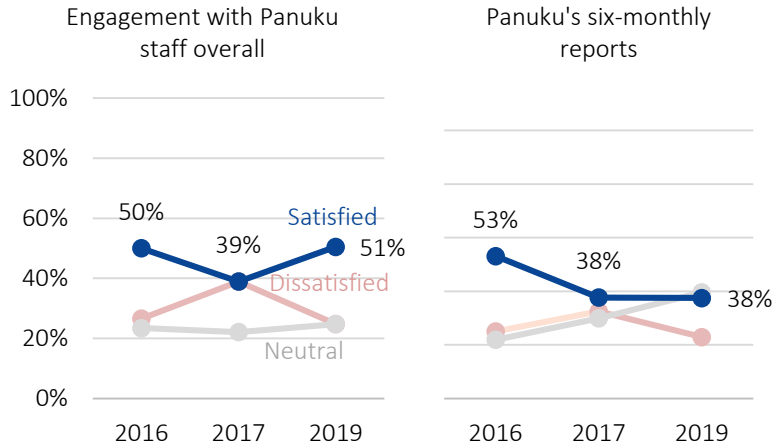
### Governing Body satisfaction



# Panuku Development Auckland

## Results for local boards

97 local board members rated their satisfaction with the various aspects of their interactions with Panuku Development Auckland over the last 18 months.



In addition, 65 local board members rated their satisfaction with aspects of the Panuku priority projects that were underway in their local board area.



### Technical Notes

In 2017 local board members were asked about the satisfaction with Panuku's "engagement with local board (e.g. provide opportunity for local board to influence or respond to decisions affecting their local area or governance role)" and "reporting to local board (e.g. information on upcoming projects, progress on local projects, changes to local area work programmes)".

# Areas of Focus

# Areas of Focus

- Continue **Quality Advice** push
  - Include focus on improved timeliness of advice and responsiveness of staff to elected member queries.
- Further focus on establishing a **culture of staff impartiality and respect** for the elected member role.
- Develop individual department **action plans to respond to the survey** findings and report the plan to ELT after 3 months, and progress after 12 months.