

7.0 Council Processes

This section looks at city residents' perceptions of council processes such as their understanding and confidence in the decision making process.

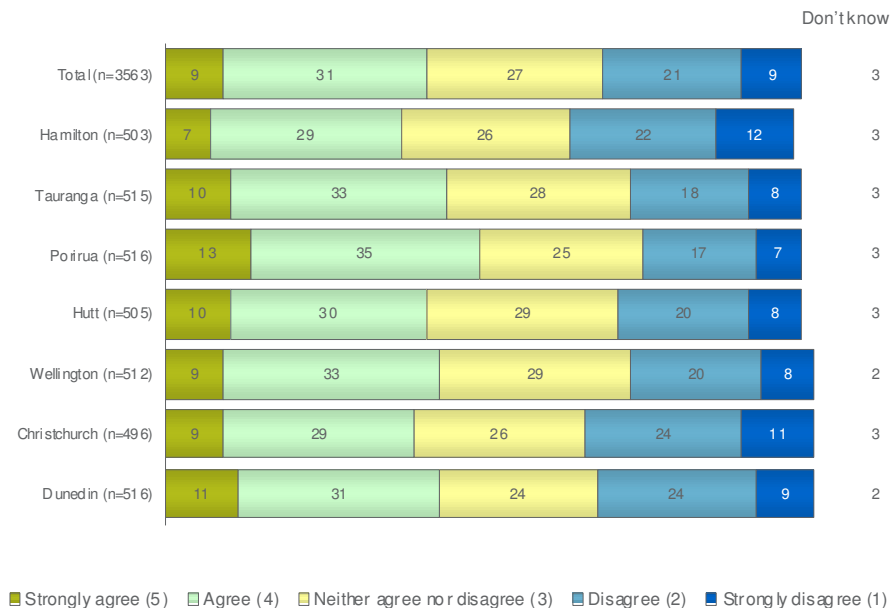
Auckland residents were not included in this section of the survey due to the newness of the Auckland Council. Therefore the total results are based on results from the remaining seven cities.

Two fifths (40%) of those in the seven cities agree with the statement “Overall, I understand how my Council makes decisions” with nearly one in ten (9%) agreeing strongly.

Those more likely to *agree* or *strongly agree* that they understand how the Council makes decisions are:

- Living in Porirua (49%)

Figure 7.1.1: Understanding of Council decision making processes – by location (%)



Base: All Respondents excluding those in Auckland

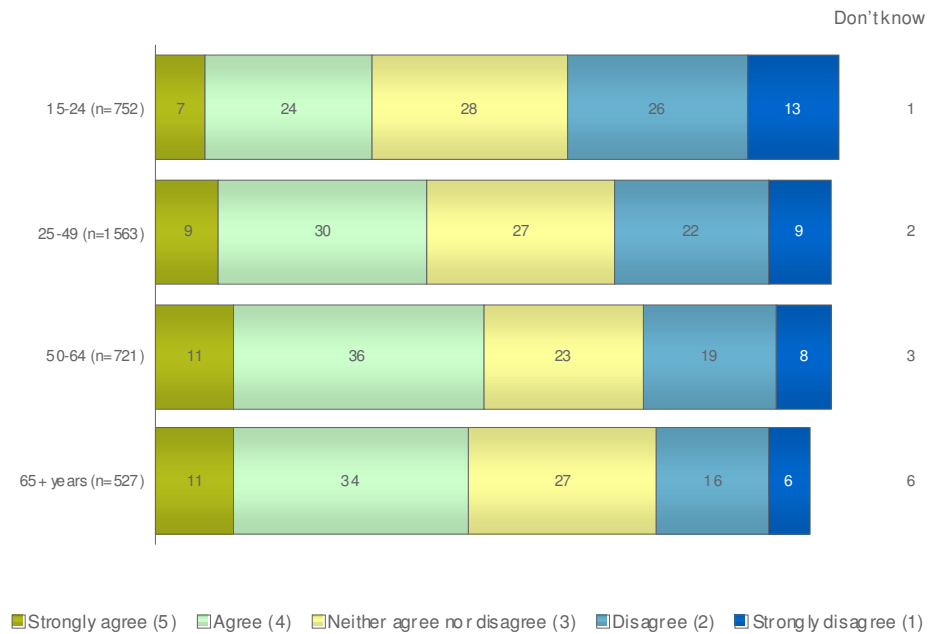
Those more likely to *agree* or *strongly agree* that they understand how the Council makes decisions are:

- Aged 50 to 64 years (47% compared to the seven cities average of 40%)

Those *less* likely to *agree* or *strongly agree* that they understand how the Council makes decisions are:

- Aged 15 to 24 years (31%)

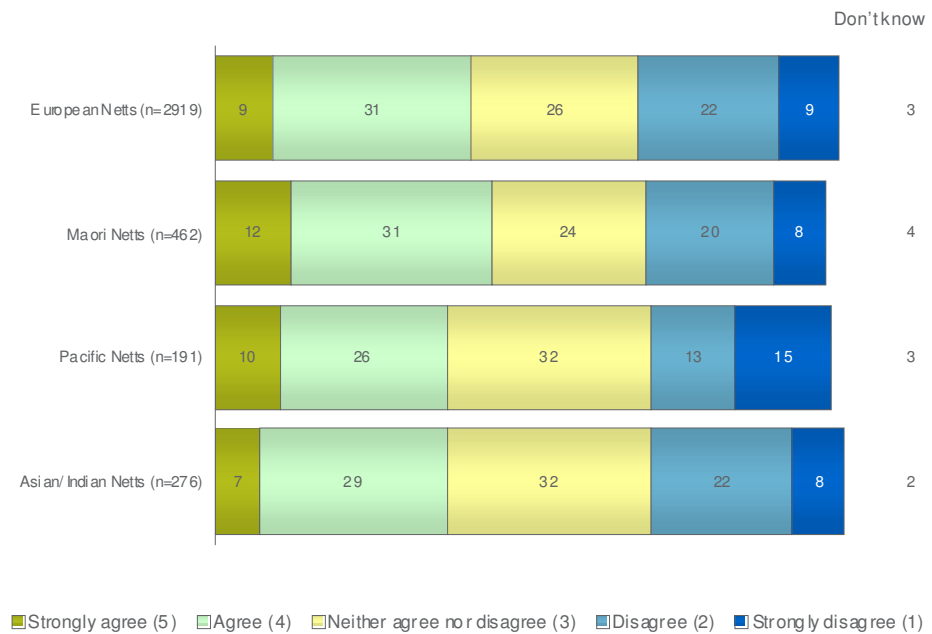
Figure 7.1.2: Perceptions of understanding of Council decision making processes – by age (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by ethnicity for understanding how the Council makes decisions.

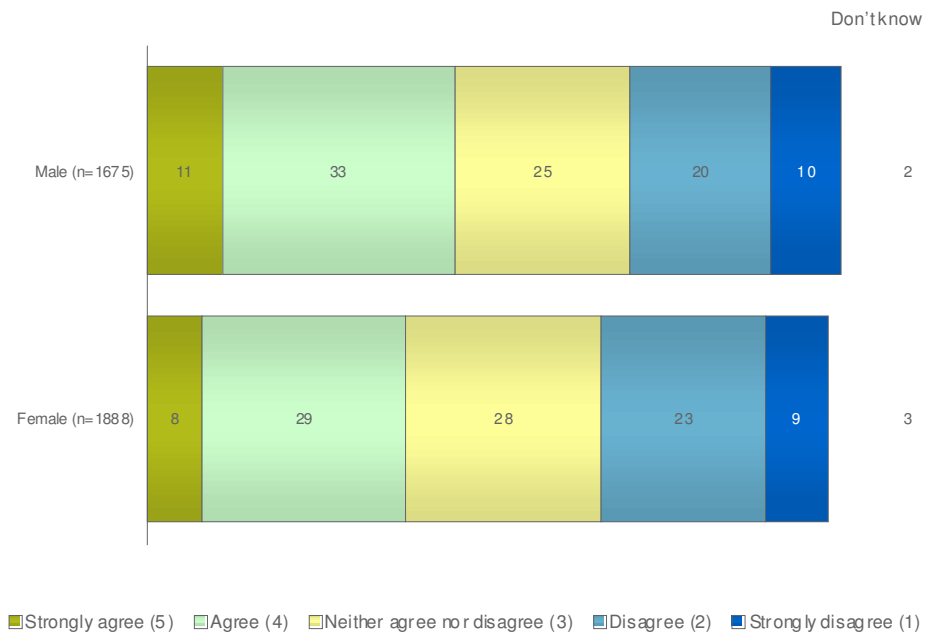
Figure 7.1.3: Perceptions of understanding of Council decision making processes – by ethnicity (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by gender for understanding how the Council makes decisions.

Figure 7.1.4: Perceptions of understanding of Council decision making processes – by gender (%)



Base: All Respondents excluding those in Auckland

Quality of Life

Health and Wellbeing

Crime and Safety

Community, Culture & Social Networks

Council Processes

Built and Natural Environment

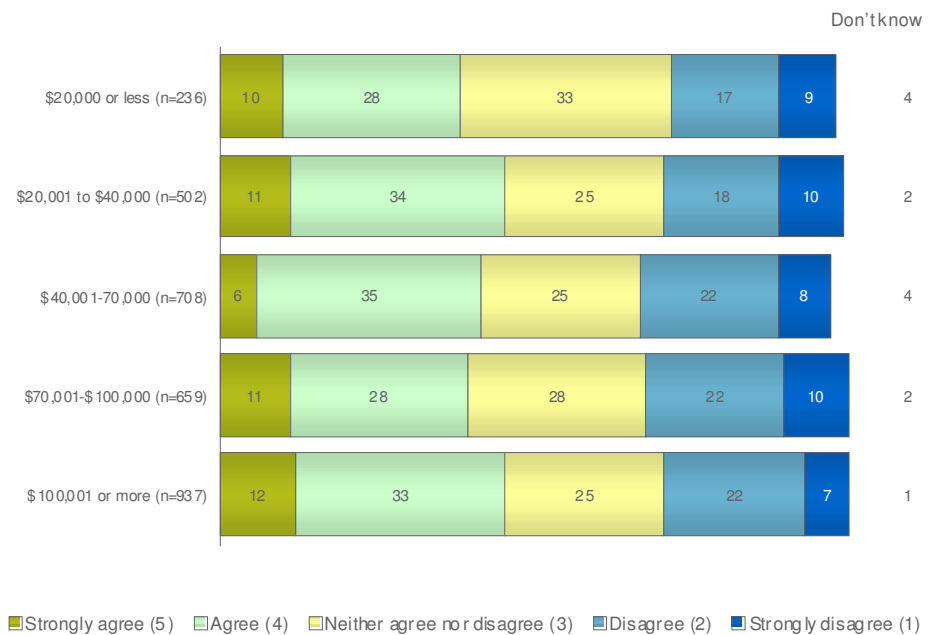
Public Transport

Lifestyle

Those more likely to *agree* or *strongly agree* that they understand how the Council makes decisions have:

- A household income of \$100,001 or more (45% compared to the seven cities average of 40%)

Figure 7.1.5: Perceptions of understanding of Council decision making processes – by household income (%)

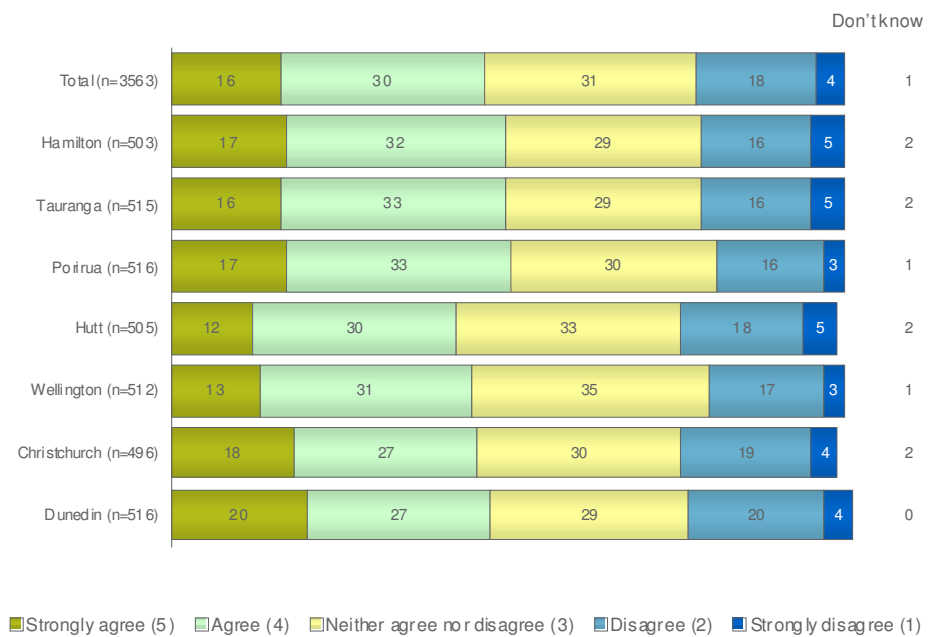


Base: All Respondents excluding those in Auckland

Nearly half of the seven cities residents (46%) agree that they would like to have more say in what the Council does, with 16% saying they *strongly agree* and 30% saying they *agree*.

There are no significant differences by location for desire to have more say in what the Council does.

Figure 7.2.1: Desire to have more say in what Council does – by location (%)



Base: All Respondents excluding those in Auckland

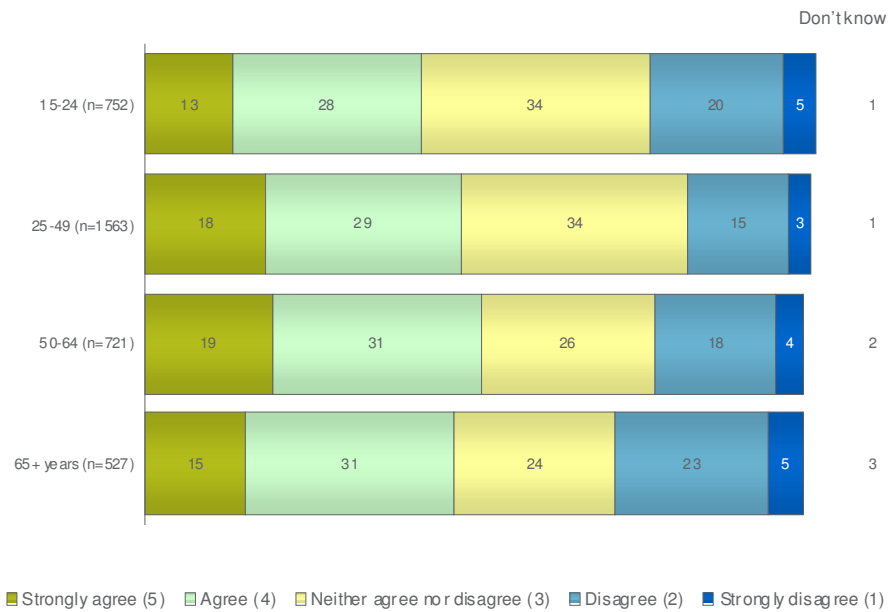
Those *less* likely to *agree* or *strongly agree* that they would like to have more say in what the Council does are:

- Aged 15 to 24 years (40% compared to the seven cities average of 46%)

Those more likely to *disagree* or *strongly disagree* that they would like to have more say in what the Council does are:

- Aged 65 years or older (27% compared to the seven cities average of 22%)

Figure 7.2.2: Desire to have more say in what Council does – by age (%)

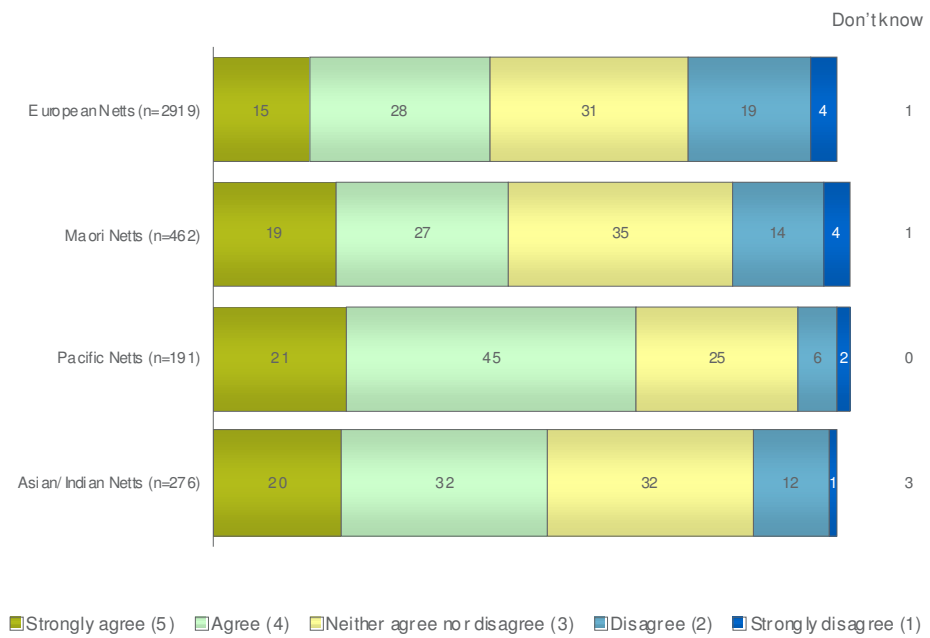


Base: All Respondents excluding those in Auckland

Those more likely to *agree* or *strongly agree* that they would like to have more say in what the Council does are:

- Of Pacific ethnicity (67% compared to the seven cities average of 46%)

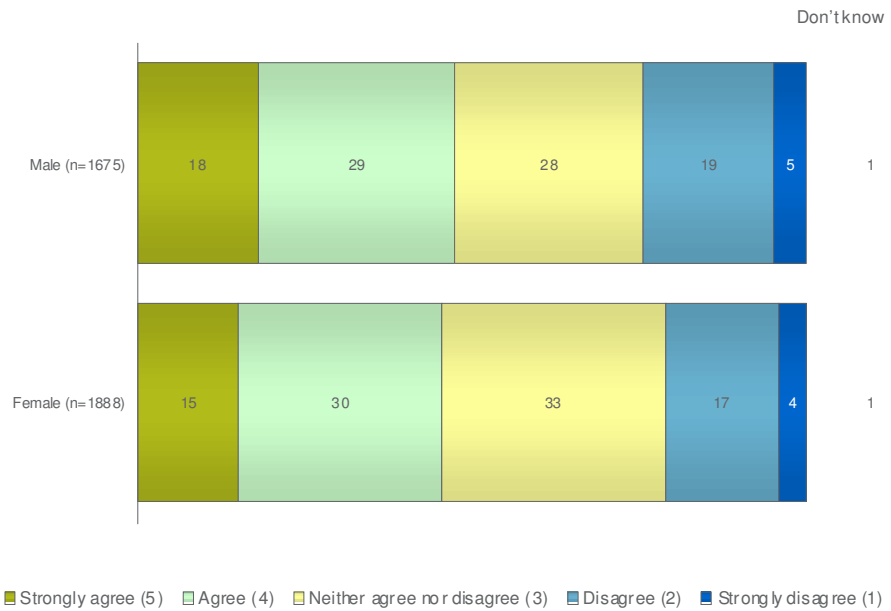
Figure 7.2.3: Desire to have more say in what Council does – by ethnicity (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by gender for desire to have more say in what the Council does.

Figure 7.2.4: Desire to have more say in what Council does – by gender (%)



Base: All Respondents excluding those in Auckland

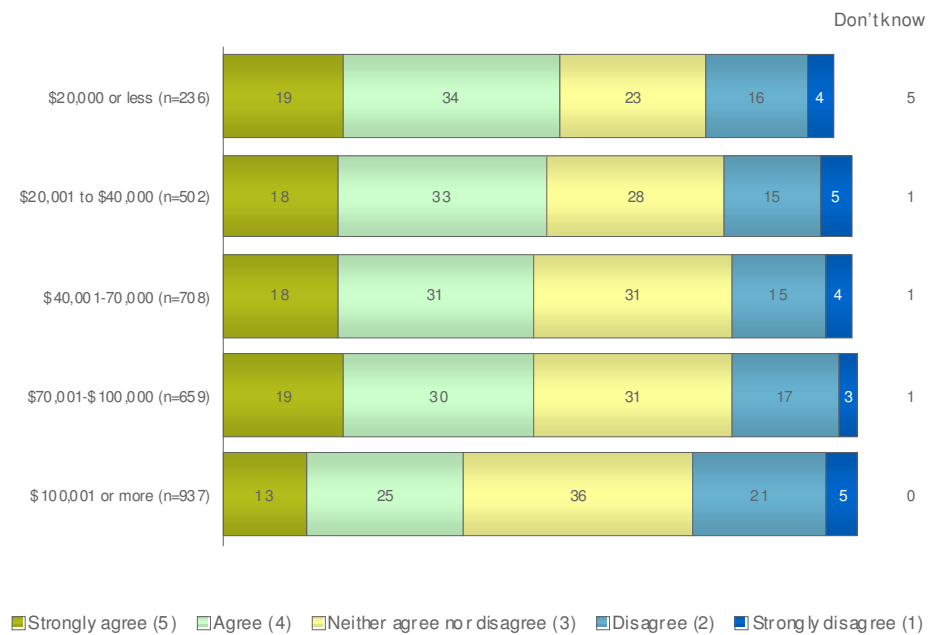
Those more likely to *agree* or *strongly agree* that they would like to have more say in what the Council does have:

- A household income of \$20,001 to \$40,000 (52% compared to the seven cities average of 46%)

Those *less* likely to *agree* or *strongly agree* that they would like to have more say in what the Council does have:

- A household income of \$100,001 or more (38%)

Figure 7.2.5: Desire to have more say in what Council does – by household income (%)



Base: All Respondents excluding those in Auckland

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Over half (53%) of the seven cities residents have confidence that the Council makes decisions in the best interests of their city or district, with 10% who *agree strongly* and 43% *agree*.

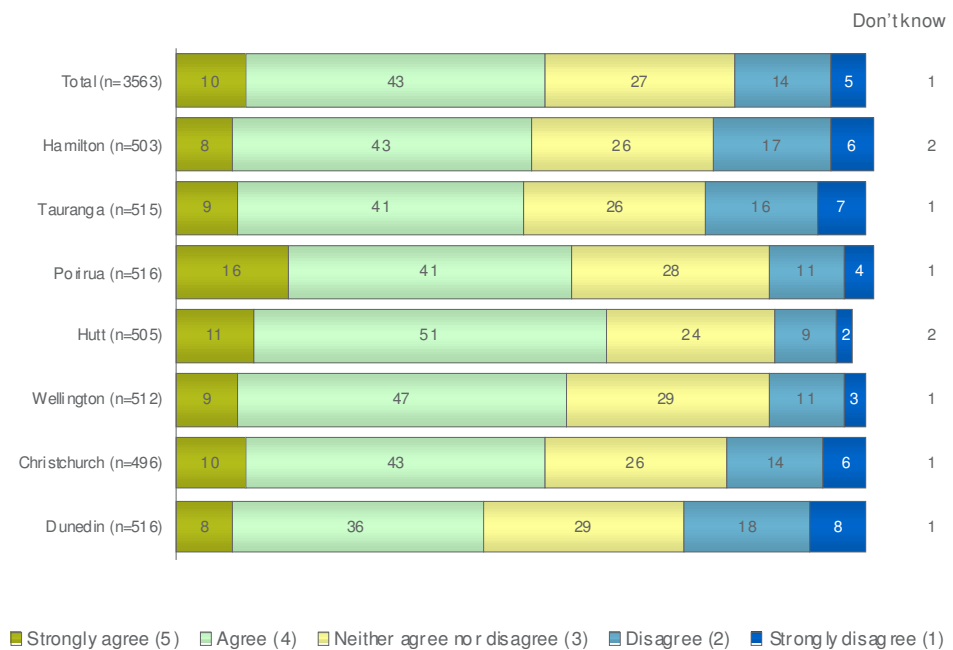
Those more likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Living in Hutt City (62%)

Those *less* likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Living in Dunedin (44%)

Figure 7.3.1: Confidence in Council decision making – by location (%)



Base: All Respondents excluding those in Auckland

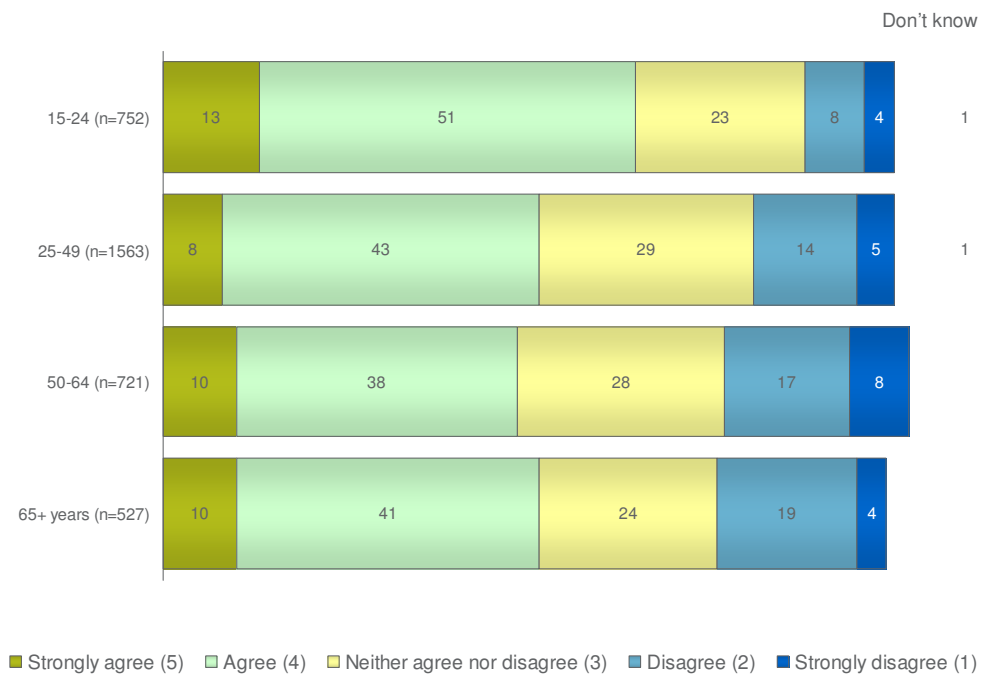
Those more likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Aged 15 to 24 years (64% compared to the seven cities average of 53%)

Those *less* likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Aged 50 to 64 years (47%)

Figure 7.3.2: Confidence in Council decision making – by age (%)



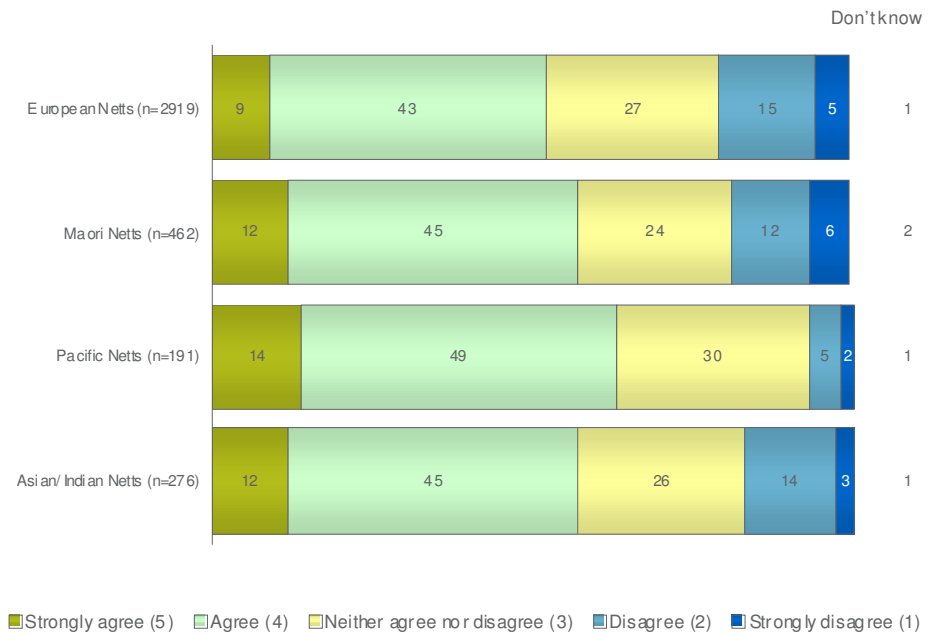
Base: All Respondents excluding those in Auckland

Quality of Life
Health and Wellbeing
Crime and Safety
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Public Transport
Lifestyle

Those more likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Of Pacific ethnicity (63% compared to the seven cities average of 53%)

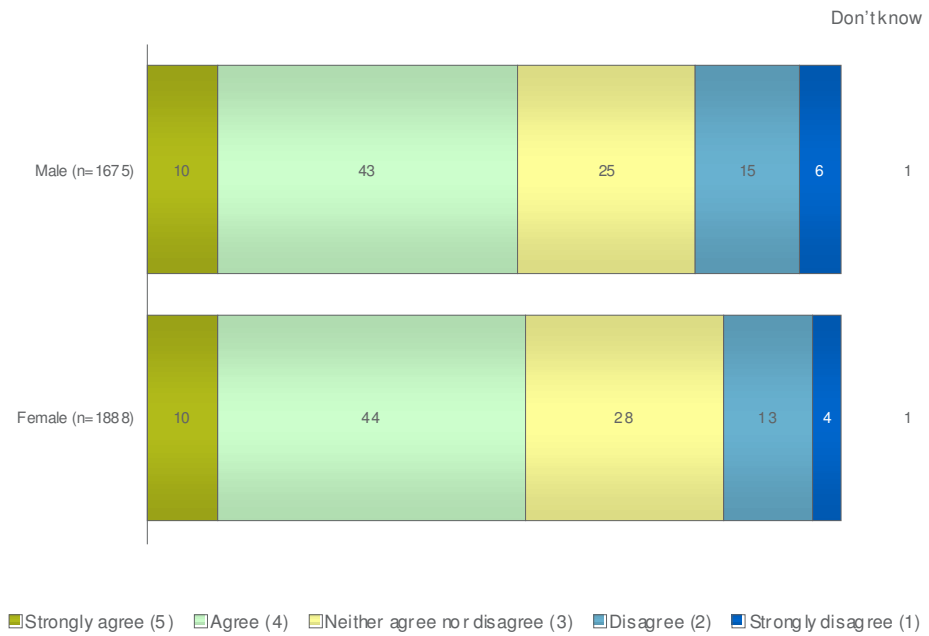
Figure 7.3.3: Confidence in Council decision making – by ethnicity (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by gender for confidence in Council decision making.

Figure 7.3.4: Confidence in Council decision making – by gender (%)



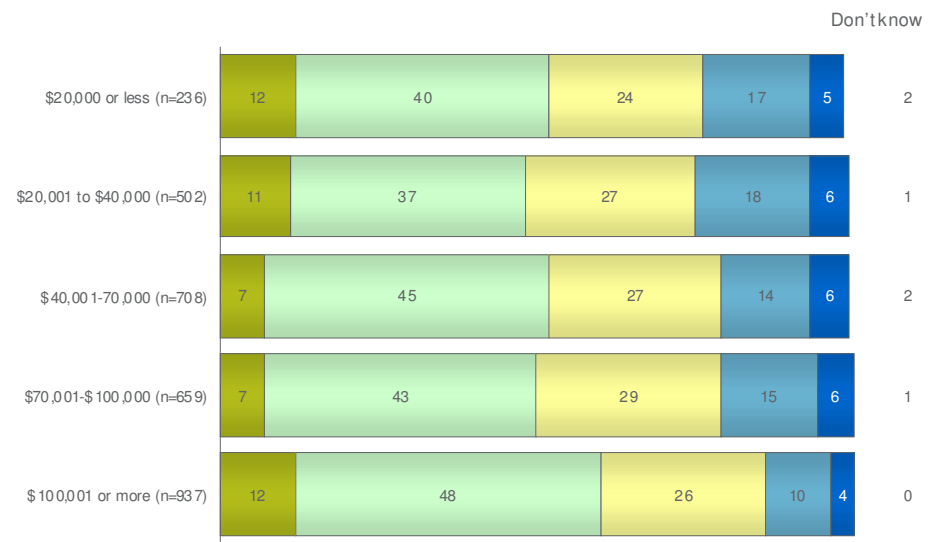
Base: All Respondents excluding those in Auckland

Quality of Life
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Public Transport
Lifestyle

Those more likely to *agree* or *strongly agree* they have confidence in Council decision making have:

- A household income of \$100,001 or more (60% compared to the seven cities average of 53%)

Figure 7.3.5: Confidence in Council decision making – by household income (%)

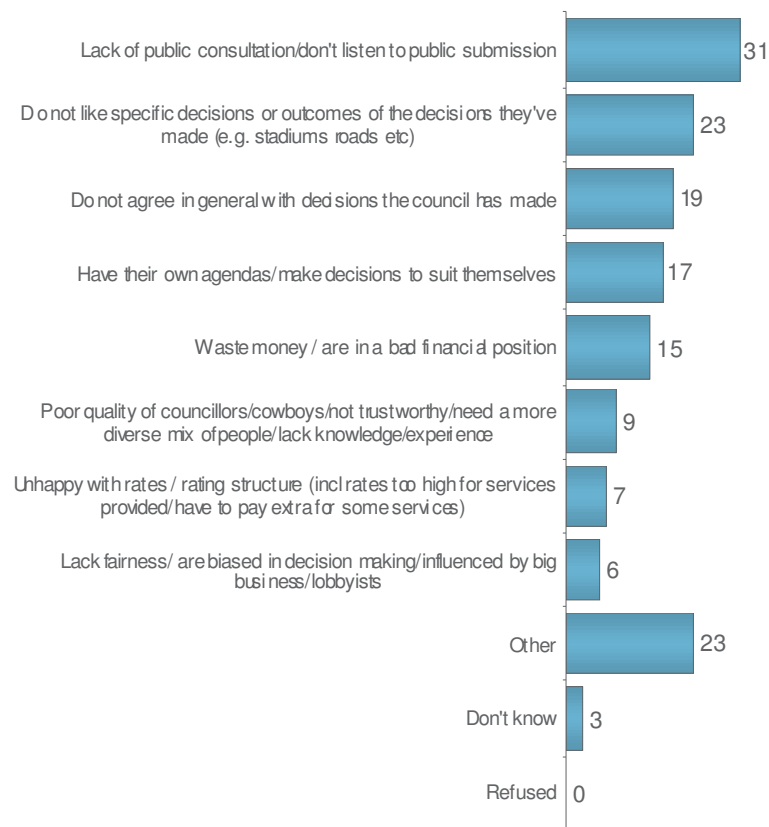


■ Strongly agree (5) ■ Agree (4) ■ Neither agree nor disagree (3) ■ Disagree (2) ■ Strongly disagree (1)

Base: All Respondents excluding those in Auckland

The two most frequently mentioned reasons for a lack of confidence in Council decision making being in the best interests of the city / district are *lack of public consultation / don't listen to public submission* (31%) and *do not like the outcomes of the decisions they've made* (23%). Following these are *do not agree in general with decisions the council has made* (19%) and *have their own agendas / make decisions to suit themselves* (17%).

Figure 7.4.1: Reasons for a lack of confidence in council decision making – seven cities level (%)



Base: Those who do not have confidence in council decisions (excluding Auckland residents)

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Those more likely to mention *do not like specific decisions or outcomes of decisions they've made* are:

- Living in Dunedin (41% compared to the seven cities average of 23%)

Those *less* likely to mention *do not like specific decisions or outcomes of decisions they've made* are:

- Living in Tauranga (11% compared to the seven cities average of 23%)

Table 7.4.1: Reasons for a lack of confidence in Council decision making – by location (%)

	Total (n=672)	Hamilton (n=114)	Tauranga (n=119)	Porirua (n=79)	Hutt (n=59)	Wellington (n=68)	Christchurch (n=103)	Dunedin (n=130)
Lack of public consultation / don't listen to public submissions	31	25	23	24	19	38	39	26
Do not like specific decisions or outcomes	23	25	11	16	13	22	20	41
Do not agree in general with decisions made	19	22	24	16	17	20	18	15
Have their own agendas / make decisions to suit themselves	17	14	16	18	12	17	24	9
Waste money	15	20	17	13	13	12	12	16
Poor quality of councillors	9	11	13	9	5	8	10	7
Unhappy with rates	7	5	7	9	5	7	7	7
Lack fairness in decision making	6	7	9	5	6	0	8	4
Other	23	25	27	34	45	30	20	23
Don't know	3	1	1	5	13	4	4	2
Refused	0	0	0	0	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

Note: All those in bold are significantly higher than the 8 cities average

Those *less* likely to mention *lack of public consultation / don't listen to public submissions* are:

- Aged 15-24 years old (19% compared to the seven cities average of 31%)

Those *less* likely to mention *do not like specific decisions or outcomes of decisions they've made* are:

- Aged 65 years or older (10% compared to the seven cities average of 23%)

Table 7.4.2: Reasons for a lack of confidence in Council decision making – by age (%)

	15-24 (n=97)	25-49 (n=297)	50-64 (n=164)	65+ years (n=114)
Lack of public consultation / don't listen to public submissions	19	32	30	39
Do not like specific decisions or outcomes	24	28	21	10
Do not agree in general with decisions made	16	18	22	18
Have their own agendas / make decisions to suit themselves	14	16	22	17
Waste money	11	16	9	21
Poor quality of councillors	5	8	13	12
Unhappy with rates	5	7	6	6
Lack fairness in decision making	7	5	7	8
Other	21	28	28	15
Don't know	7	3	2	4
Refused	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

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There are no significant differences by ethnicity for the top three reasons for a lack of confidence in Council decision making.

Table 7.4.3: Reasons for a lack of confidence in Council decision making – by ethnicity (%)

	European Netts (n=568)	Māori Netts (n=84)	Pacific Netts (n=15)	Asian / Indian Netts (n=42)
Lack of public consultation / don't listen to public submissions	31	26	16	43
Do not like specific decisions or outcomes	24	18	28	20
Do not agree in general with decisions made	18	26	10	22
Have their own agendas / make decisions to suit themselves	19	21	0	9
Waste money	14	15	29	11
Poor quality of councillors	10	9	0	1
Unhappy with rates	6	9	0	19
Lack fairness in decision making	6	6	0	15
Other	23	20	40	15
Don't know	3	6	17	8
Refused	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

There are no significant differences by gender for the top three reasons for a lack of confidence in Council decision making.

Table 7.4.4: Reasons for a lack of confidence in Council decision making – by gender (%)

	Male (n=345)	Female (n=327)
Lack of public consultation / don't listen to public submissions	32	31
Do not like specific decisions or outcomes	23	23
Do not agree in general with decisions made	17	21
Have their own agendas / make decisions to suit themselves	18	16
Waste money	16	13
Poor quality of councillors	11	7
Unhappy with rates	7	6
Lack fairness in decision making	6	6
Other	22	26
Don't know	4	3
Refused	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

Quality of Life

Health and Wellbeing

Crime and Safety

Community, Culture & Social Networks

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Public Transport

Lifestyle

Those more likely to mention *do not like specific decisions or outcomes of decisions they've made* have:

- A household income of \$70,001 to \$100,000 (35% compared to the seven cities average of 23%)

Table 7.4.5: Reasons for a lack of confidence in Council decision making – by household income (%)

	\$20,000 or less (n=48)	\$20,001 - \$40,000 (n=106)	\$40,001-70,000 (n=139)	\$70,001-\$100,000 (n=132)	\$100,001 or more (n=149)
Lack of public consultation / don't listen to public submissions	29	37	33	28	28
Do not like specific decisions or outcomes	17	13	17	35	26
Do not agree in general with decisions made	21	24	23	12	15
Have their own agendas / make decisions to suit themselves	18	15	10	23	18
Waste money	16	10	11	17	21
Poor quality of councillors	4	12	11	11	10
Unhappy with rates	8	5	9	8	5
Lack fairness in decision making	13	4	7	9	6
Other	19	24	19	25	34
Don't know	2	5	2	2	2
Refused	0	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

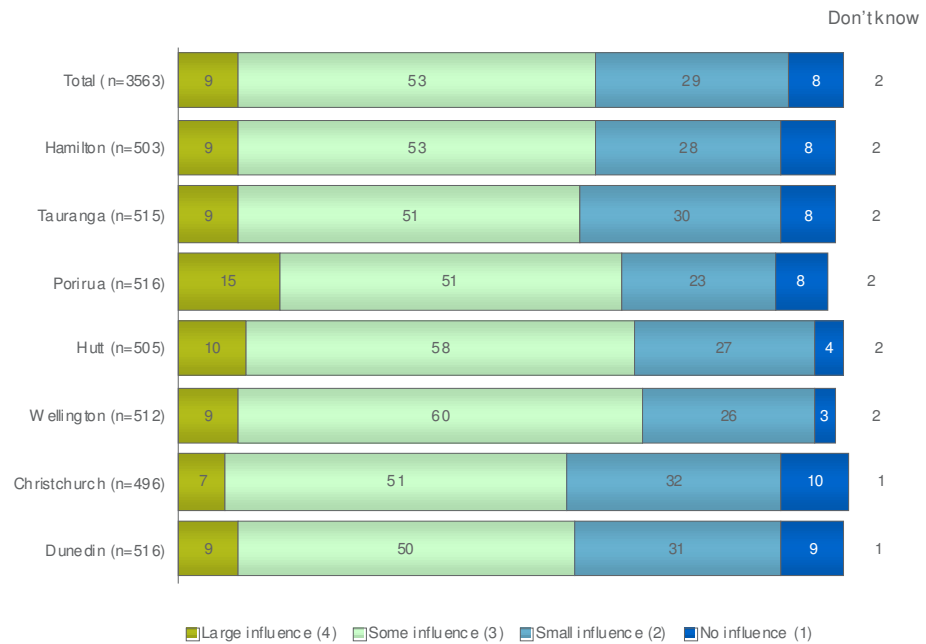
Note: All those in bold are significantly higher than the 8 cities average

Just over three fifths (62%) of the seven cities residents say the public has an influence on the decisions the Council makes, with 9% saying the public has a *large influence* and 53% *some influence*.

Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Living in Wellington (69%) and Hutt City (68%)

Figure 7.5.1: Perception of public's influence on Council decision making – by location (%)



Base: All Respondents (excluding Auckland residents)

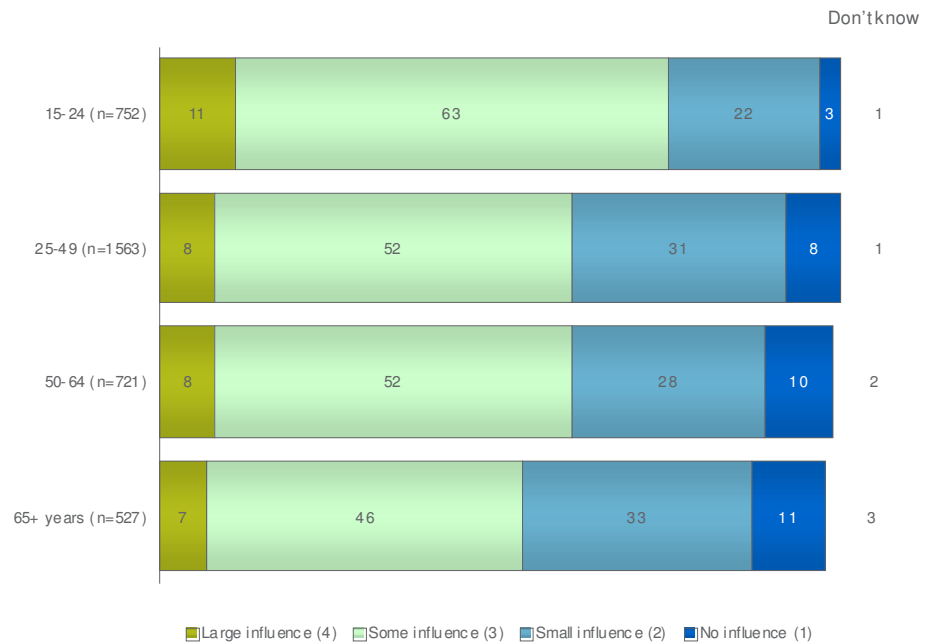
Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Aged 15 to 24 years old (74% compared to the seven cities average of 62%)

Those *less* likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Aged 65 years or older (53%)

Figure 7.5.2: Perception of public's influence on Council decision making – by age (%)

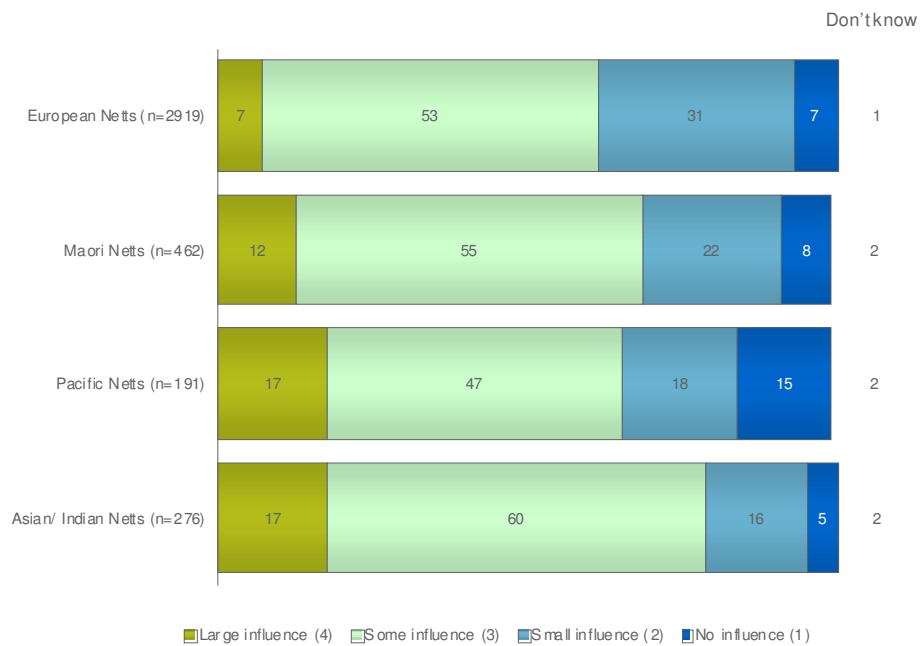


Base: All Respondents (excluding Auckland residents)

Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Of Asian / Indian ethnicity (77% compared to the seven cities average of 62%)

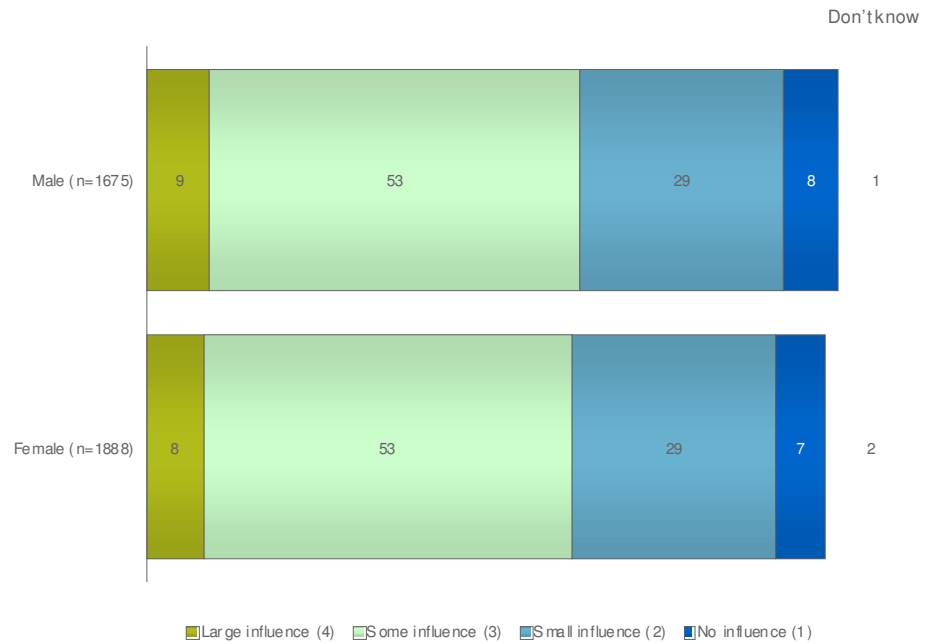
Figure 7.5.3: Perception of public's influence on Council decision making – by ethnicity (%)



Base: All Respondents (excluding Auckland residents)

There are no significant differences by gender for how much influence (*large influence or small influence*) the public has on the decisions the Council makes.

Figure 7.5.4: Perception of public's influence on Council decision making – by gender (%)



Base: All Respondents (excluding Auckland residents)

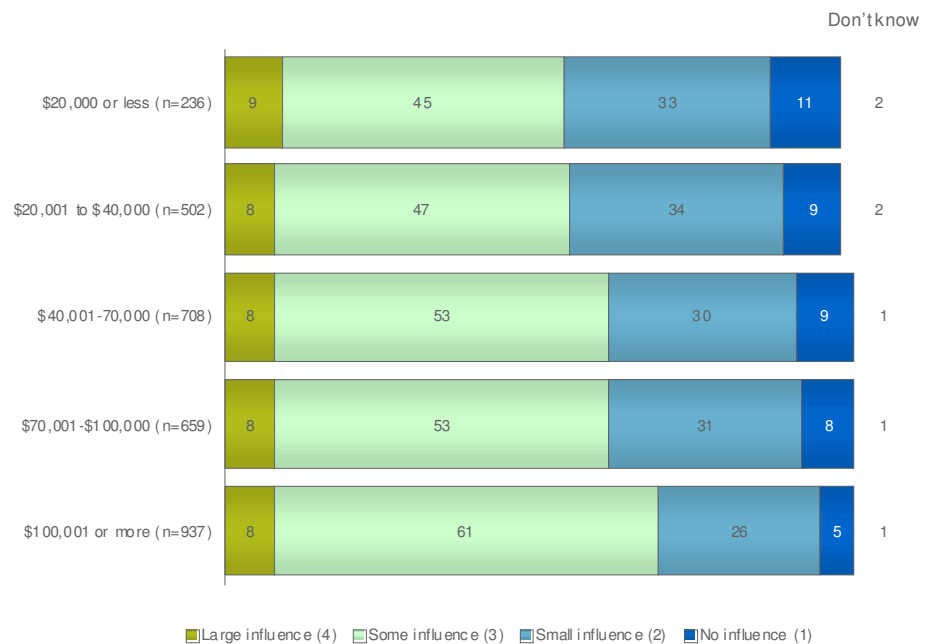
Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes have:

- A household income of \$100,001 or more (69% compared to the seven cities average of 62%)

Those *less* likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes have:

- A household income of \$20,001 to \$40,000 (56%)

Figure 7.5.6: Perception of public's influence on Council decision making – by household income (%)



Base: All Respondents (excluding Auckland residents)