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Elected Members Headline Measures Survey 2021

For decision: For noting:

Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Note the outcomes of the Auckland Council Elected Members Headline Measures Survey 2021 (Attachment 1), in particular the overall improvement in results for Auckland Transport (AT).

Te whakarāpopototanga matua / Executive summary

1. Auckland Council has completed a survey of elected members focussed on assessing satisfaction with advice received and support from across the Council and CCO whanau. It is part of a two step process and will be followed by interviews and focus groups with a cross section of staff and elected members on behavioural elements associated with effective governance practices and relationships.
2. The methodology was changed from previous surveys with questions seeking more qualitative than quantitative responses.
3. 88 elected members (52%) responded to the survey. Thirteen of these respondents were Councillors (62% of the Governing Body).
4. Where comparisons can be made to previous surveys, overall satisfaction has increased for both Governing Body and local board members, including with AT. Opportunities for improvement for AT include lifting the quality of advice provided to Governing Body members.

Ngā tuhinga ō mua / Previous deliberations

5. There have been no previous deliberations on this subject.

Te horopaki me te tīaroaro rautaki / Context and strategic alignment

6. An elected members survey was historically undertaken every 18 months. In 2019, this process was reviewed with a recommendation made to undertake a shorter headline measures survey, of which the 2021 survey is the first.

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7. The 2021 survey was comprised of six questions and asked about:
 - a. Overall satisfaction;
 - b. Satisfaction with delivery aspects of advice and support;
 - c. Satisfaction with advice and support from different functional areas; and
 - d. Satisfaction with dedicated support for their governance role.
8. In relation to CCOs, Governing Body members were asked:
 - a. Satisfaction with the way CCOs have engaged with them; and
 - b. Satisfaction with the quality of advice provided by CCOs.
9. Local board members were asked:
 - a. Satisfaction with the way CCOs have engaged with their local board; and
 - b. Satisfaction with the way their local board has been able to influence relevant CCO projects and decisions.

Ngā matapakinga me ngā tātaritanga / Discussion and analysis

10. Overall satisfaction across the Council and CCO whanau improved in the 2021 survey, as summarised on pages 2 and 3 of Attachment 1.
11. There are differences in opinion between the Governing Body and local boards, and between local board chairs and local board members.
12. Local board chairs are overall more satisfied with CCOs than local board members.

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13. The following results from the survey are of note:

- a. 61% of Governing Body members were satisfied or very satisfied with engagement with AT. A further 39% had a neutral view (ie none were dissatisfied).

Around three fifths of Governing Body members are satisfied or very satisfied with Auckland Transport’s engagement	Commentary								
<p style="text-align: center;">Total GB satisfaction</p> <table border="1"> <caption>Total GB satisfaction data</caption> <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>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								
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- b. 46% of Governing Body members were satisfied or very satisfied with the quality of advice provided by AT, with 23% neutral. This is an area highlighted in the report as an opportunity for improvement.
- c. 47% of local board members were satisfied or very satisfied with engagement with AT, and a further 22% were neutral. This is an increase of 12% on 2019.

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There's been an increase in local board satisfaction with Auckland Transport's engagement	Commentary												
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- d. 39% of local board members were satisfied or very satisfied with their ability to influence AT projects and decisions relevant to their areas. This is the highest score amongst the CCO group.

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More than a third of local board members are satisfied or very satisfied with their ability to influence Auckland Transport projects and decisions	Commentary												
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- 14. For AT the improved results reflect a greater emphasis on engagement with Local Boards in particular at executive and senior staff level.
- 15. This was seen, for example, in high-level representation in the development of CCO/Local Board engagement plans and in development of the 2020/21 work programme.
- 16. The new “hub” operating model which was in place for approximately four months before the survey has also been effective in a move towards more relationship-based, rather than transactional, interactions.

Ngā tūraru matua / Key risks and mitigations

- 17. Constructive and satisfactory engagement with elected members is a core expectation on AT as a member of the CCO whanau. Surveys of this type offer the opportunity to identify areas of improvement and avoid the risk of poorer quality engagements with elected members which could potentially lead to less effective delivery of key projects to Aucklanders.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

- 18. N/A.

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Ngā whaiwhakaaro ō te taiao me te panonitanga o te āhuarangi / Environment and climate change considerations

19. N/A.

Ngā whakaaweawe me ngā whakaaro / Impacts and perspectives

Mana whenua

20. Tikanga and Māori responsiveness, guidance and support has been assessed by respondents to the survey. It has been identified as an area for improvement with local boards (particularly local board chairs).

Ngā mema pōti / Elected members

21. The survey reflects the viewpoints of elected members.

Ngā rōpū kei raro i te Kaunihera / CCOs

22. The CCO group has been evaluated as part of the survey.

Ngā kiritaki / Customers

23. Satisfactory engagement with elected members is key to delivering quality customer outcomes.

Ngā whaiwhakaaro haumaruru me ngā whaiwhakaaro hauora / Health, safety and wellbeing considerations

24. N/A.

Ā muri ake nei / Next steps


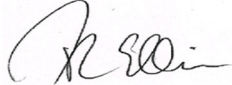
25. Survey results will be considered alongside results from forthcoming focus groups and interviews. Once all findings have been collated, recommendations for improvement will be made and a key performance indicator framework developed. In the interim, AT management will focus on improvement opportunities identified in the survey and developing a response to these. This includes ongoing work with AC's Governance Team on their "Quality Advice Programme", to improve satisfaction levels with Governing Body members in particular.

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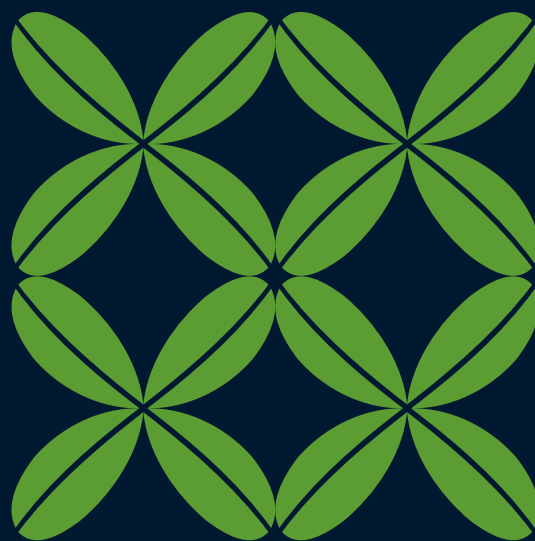
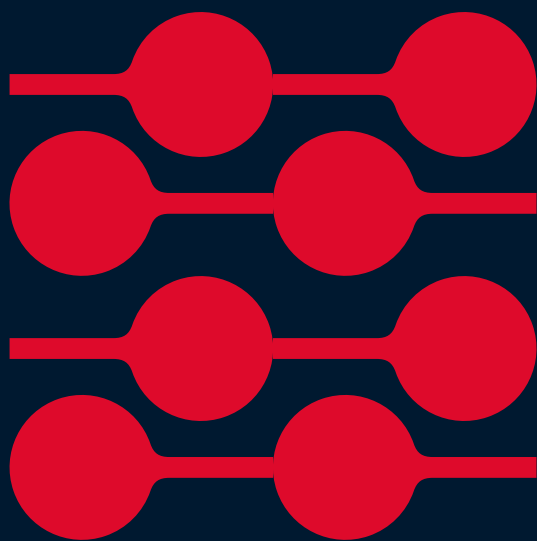
Te whakapiringa / Attachment

Attachment number	Description
1	Elected Members Headline Survey 2021

Te pou whenua tuhinga / Document ownership

Submitted by	Wally Thomas EGM Stakeholder, Communities and Communication	
Approved for submission	Shane Ellison Chief Executive	

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 measure 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
- local board members are significantly more satisfied with communications guidance, advice and support than Governing Body members
- 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
- local board members are significantly more satisfied with community facilities, services and development advice than Governing Body members
- 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 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 there is improvement to be made. 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 input into and influence projects
- Watercare providing local boards relevant opportunities to input into and influence projects.

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.

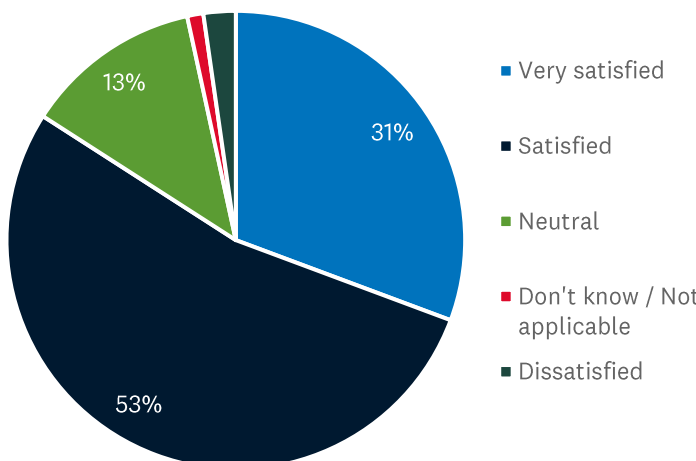
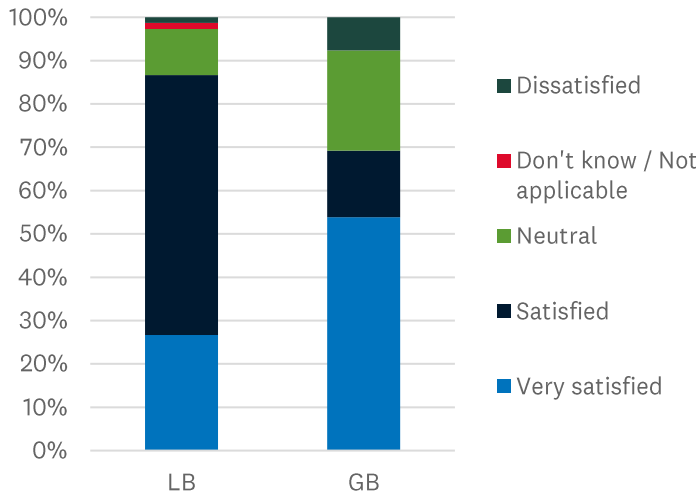
Seventy-five of the respondents were local board members, being approximately 50 per cent of all local board members. Of these respondents, 11 were local board chairs (approximately 52 per cent of all local board chairs) and 11 were local board deputy chairs (approximately 52 per cent of all local board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

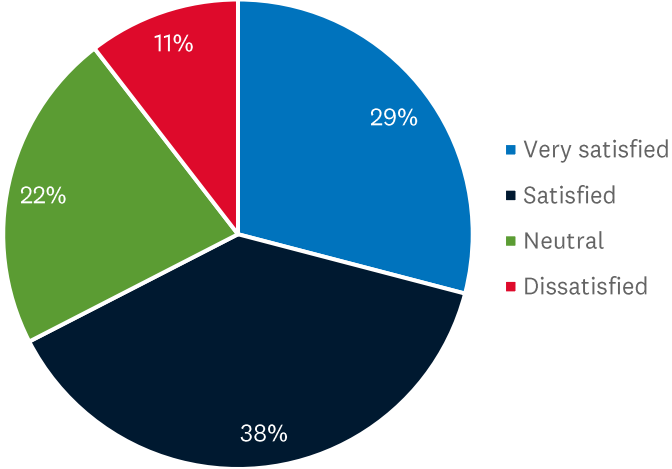
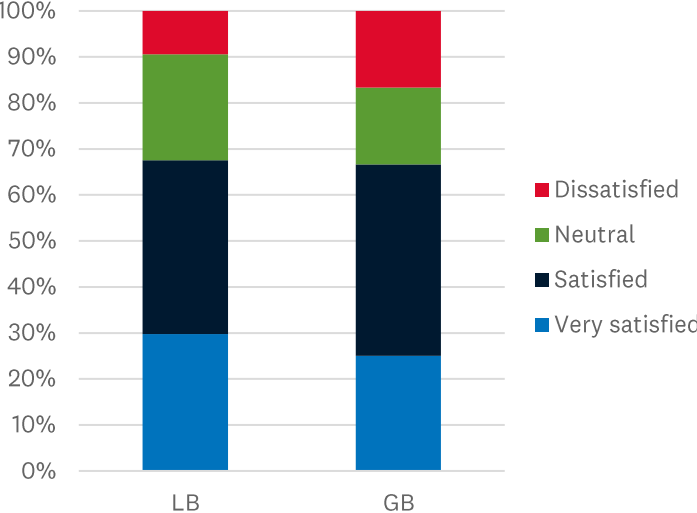
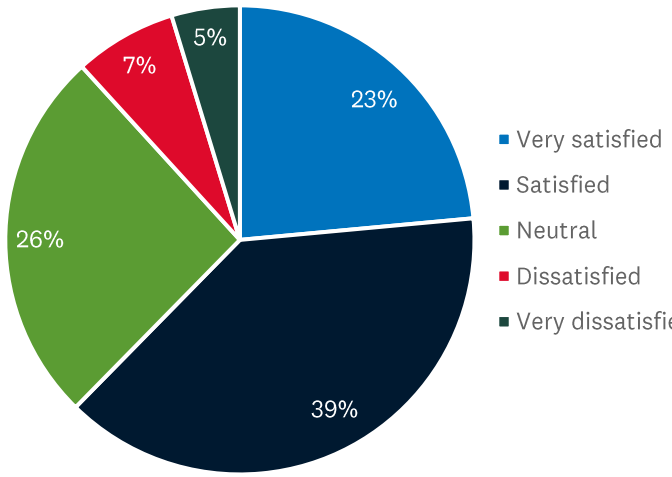
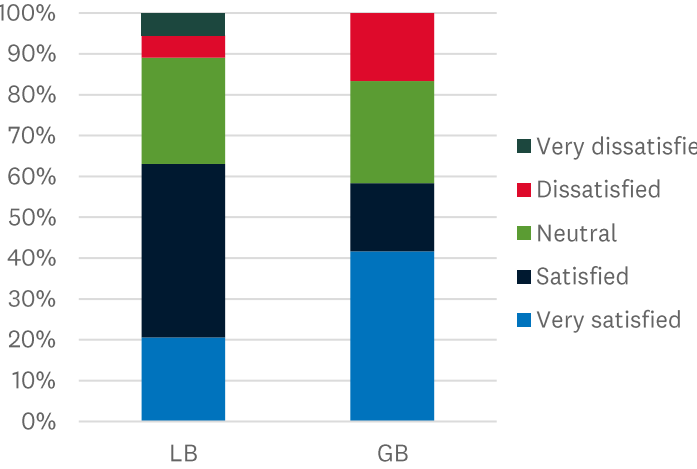
Overall satisfaction with council advice and support has increased	Commentary																														
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Satisfaction with aspects of advice and support

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’

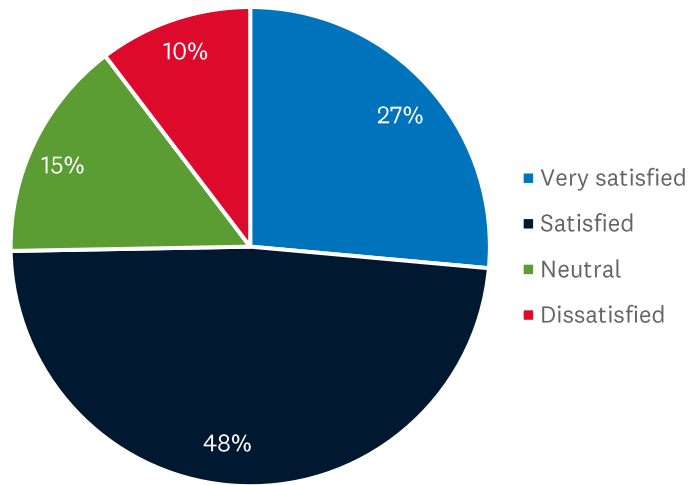
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<p data-bbox="203 898 555 930">Total EM satisfaction</p>  <table border="1" data-bbox="136 962 806 1441"> <caption>Total EM Satisfaction</caption> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</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)</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>7%</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%	7%	GB	42%	16%	26%	12%	4%	<p data-bbox="1637 882 2130 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 1121 2130 1217">The overall result is comparable to 2019 and is an increase in satisfaction of 27 per cent.</p> <p data-bbox="1637 1249 2130 1377">Local board members were more satisfied than Governing Body members with 63 per cent satisfaction compared to 58 per cent.</p>
Satisfaction Level	Percentage																														
Very satisfied	23%																														
Satisfied	39%																														
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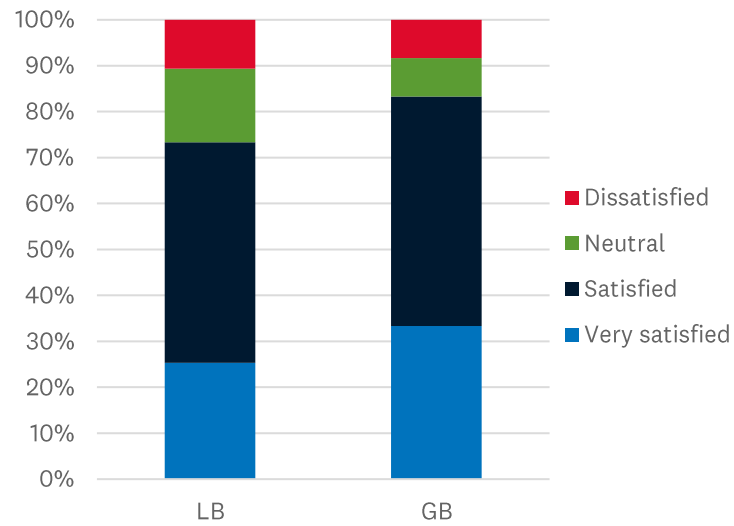
Three quarters of respondents are satisfied or very satisfied with responsiveness to general requests and queries

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.

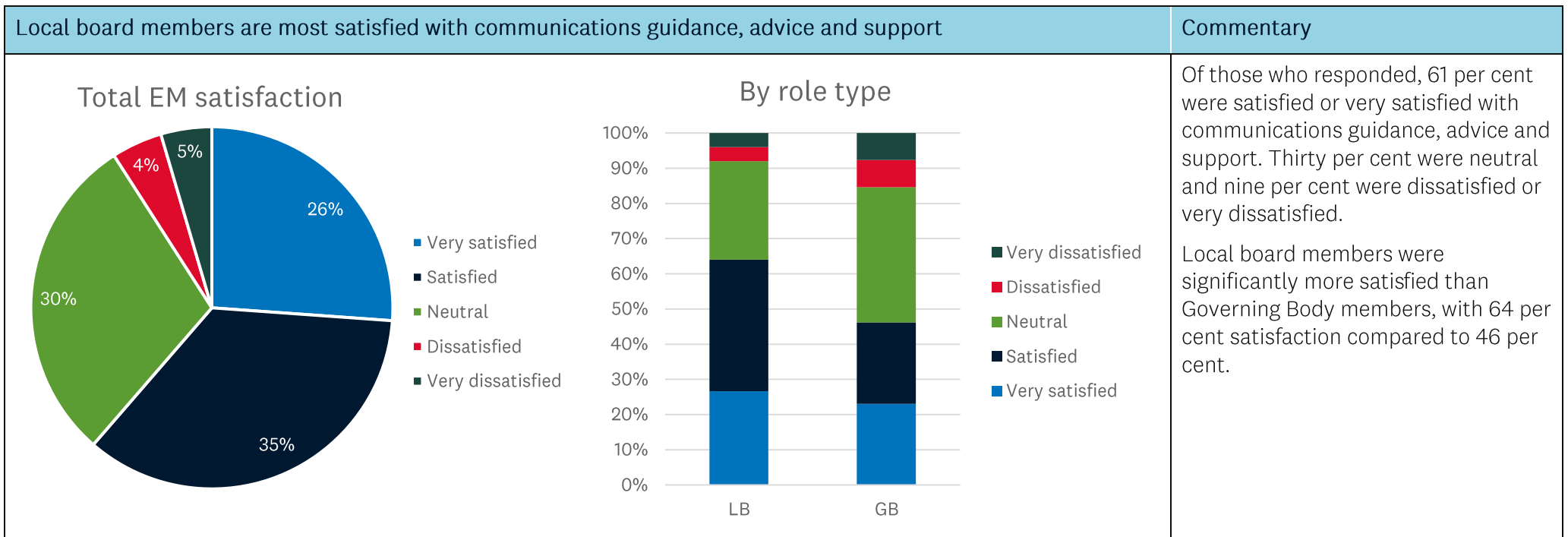
The overall result is comparable to 2019 and is an increase in satisfaction of 33 per cent.

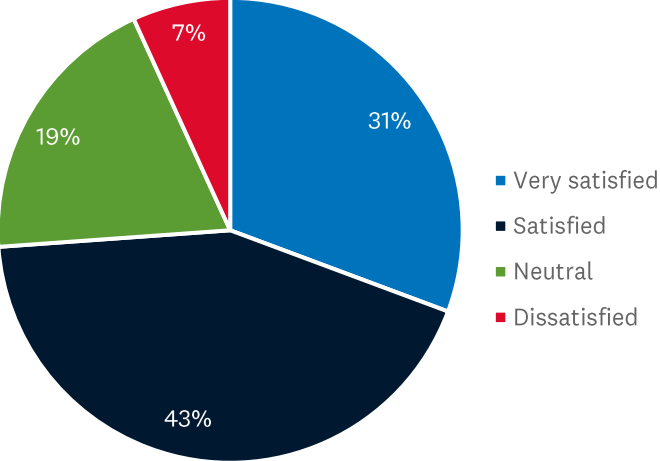
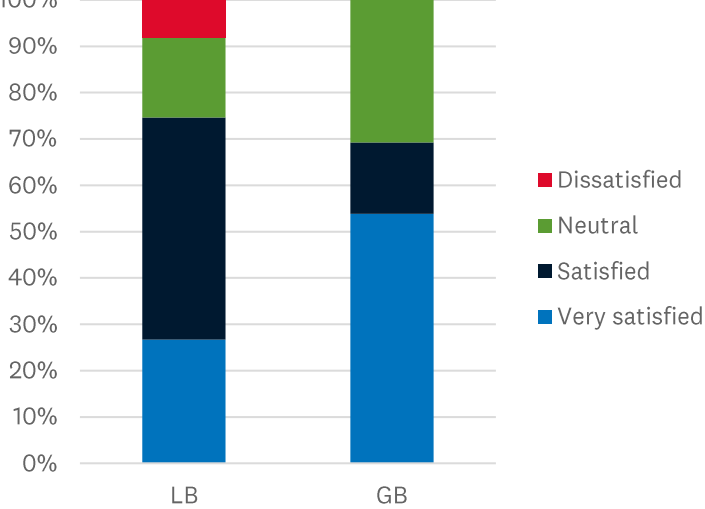
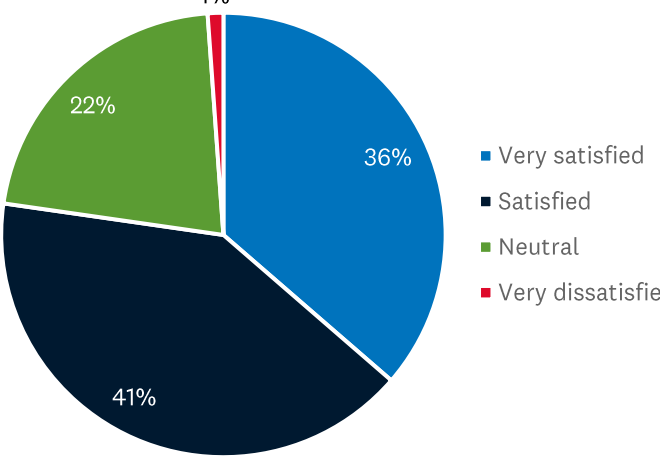
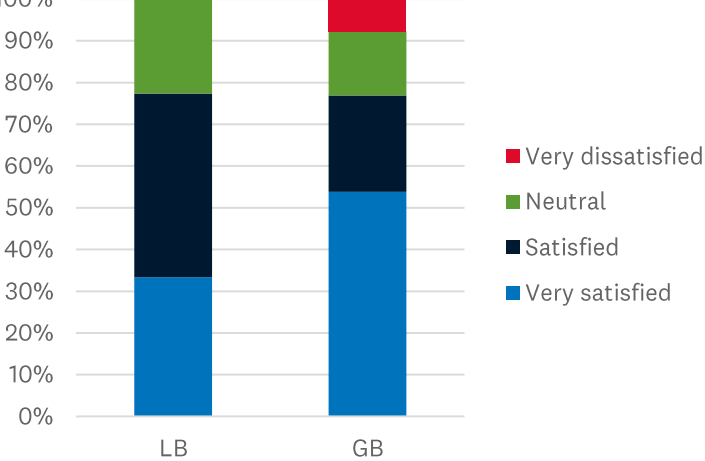
Governing Body members were more satisfied than local board members with 84 per cent satisfaction compared to 73 per cent.

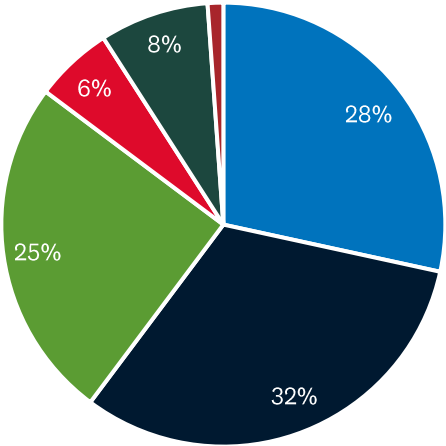
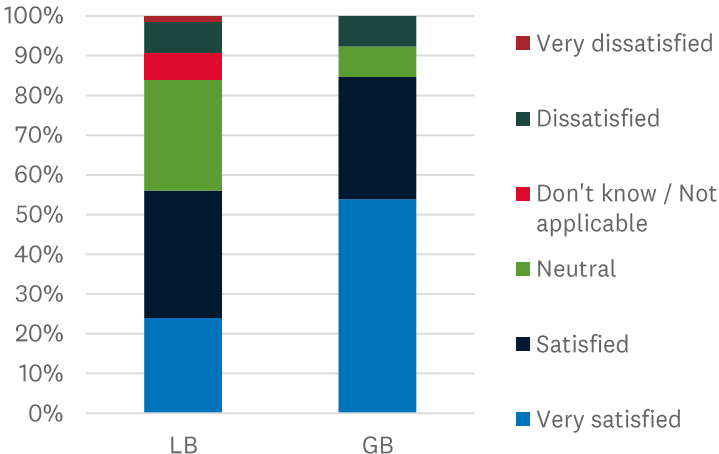
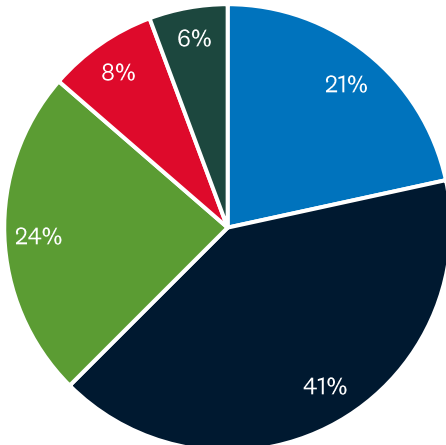
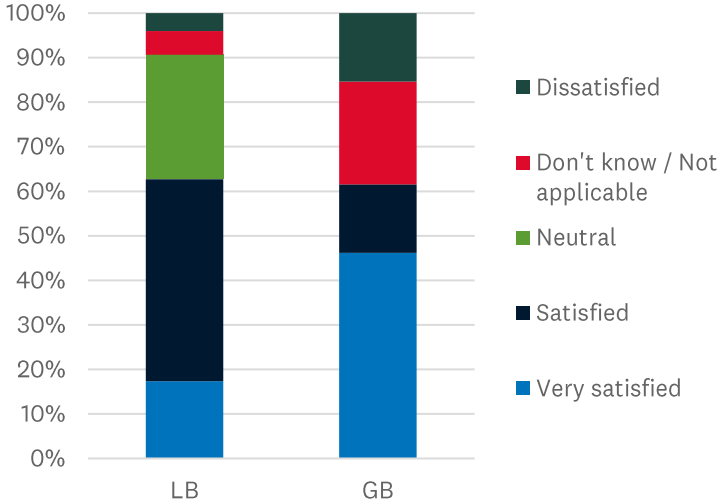
Satisfaction with advice and support from functional areas

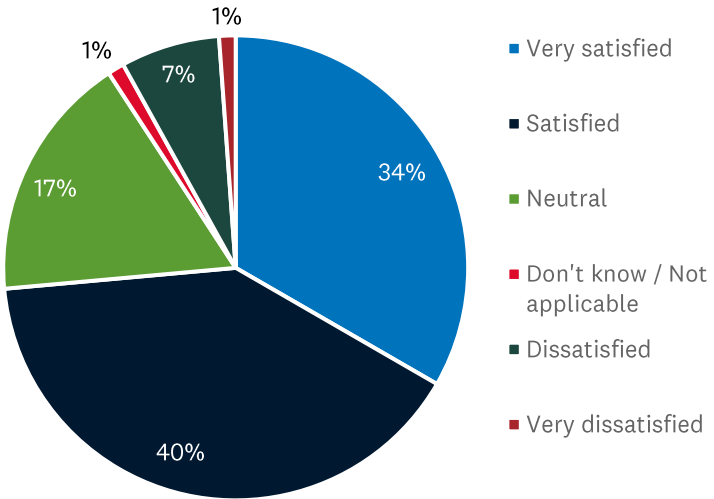
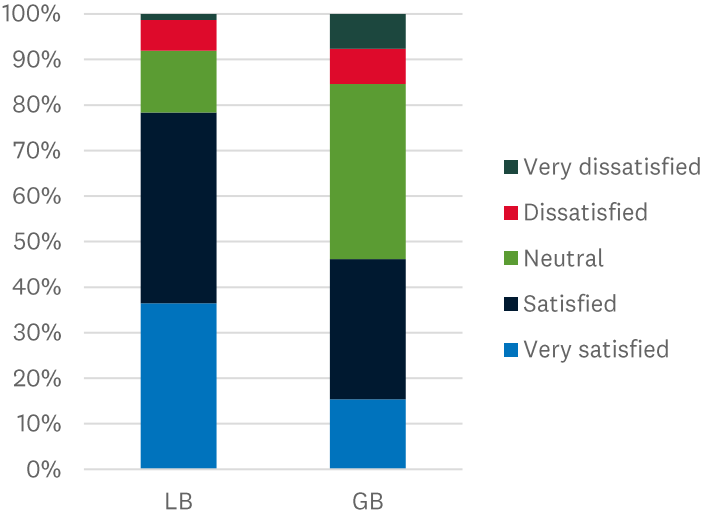
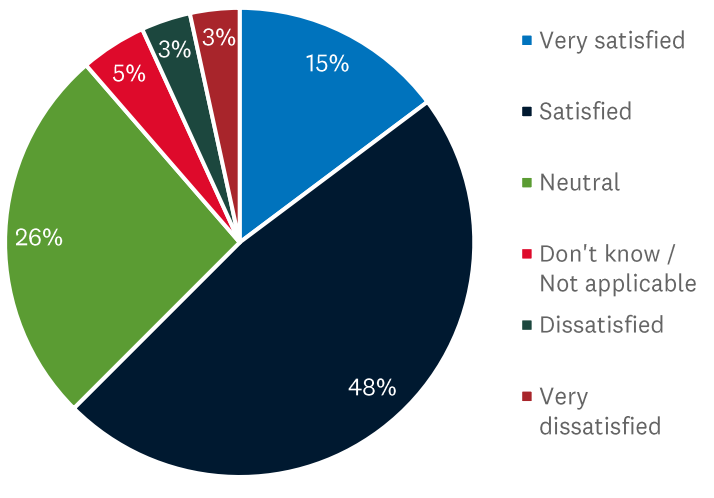
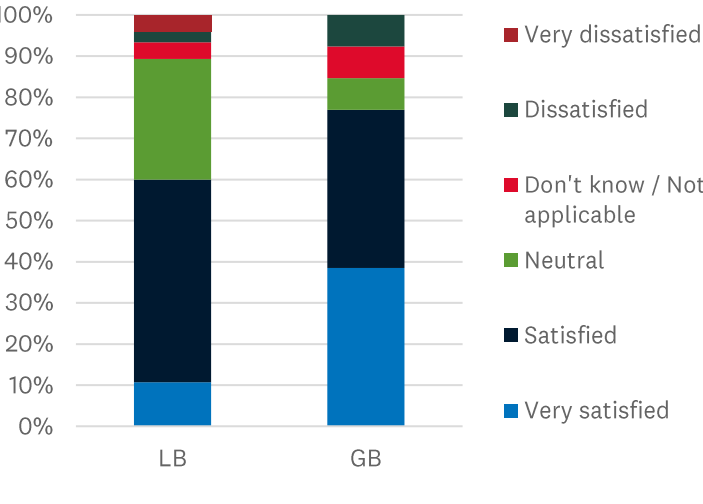
Elected members were asked ‘How satisfied are you with the following aspects of advice and support from council staff?’

- 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="1055 906 1258 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>

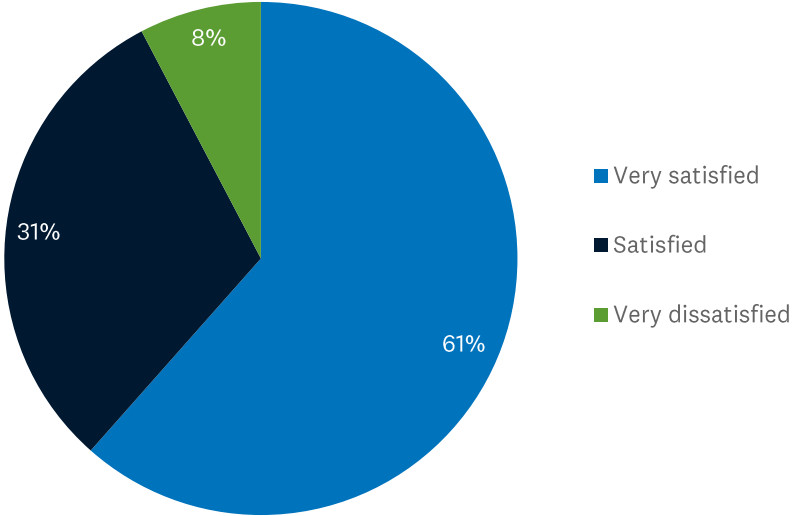
Governing Body members are most satisfied with legal guidance, advice and support	Commentary
<p data-bbox="181 193 539 229">Total EM satisfaction</p>  <p data-bbox="1055 193 1256 229">By role type</p> 	<p data-bbox="1637 169 2119 424">Of those who responded, 60 per cent were satisfied or very satisfied 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="181 868 539 904">Total EM satisfaction</p>  <p data-bbox="1043 868 1245 904">By role type</p> 	<p data-bbox="1637 844 2119 1059">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 1075 2119 1219">There was a marginal difference in satisfaction between Governing Body members (-1 per cent) and local board members (+1 per cent).</p>

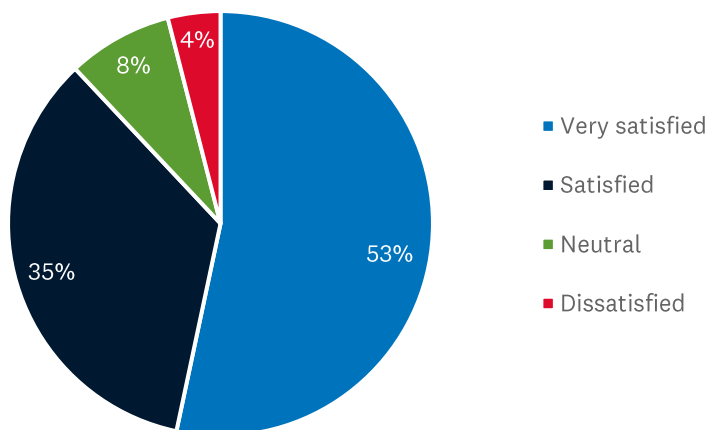
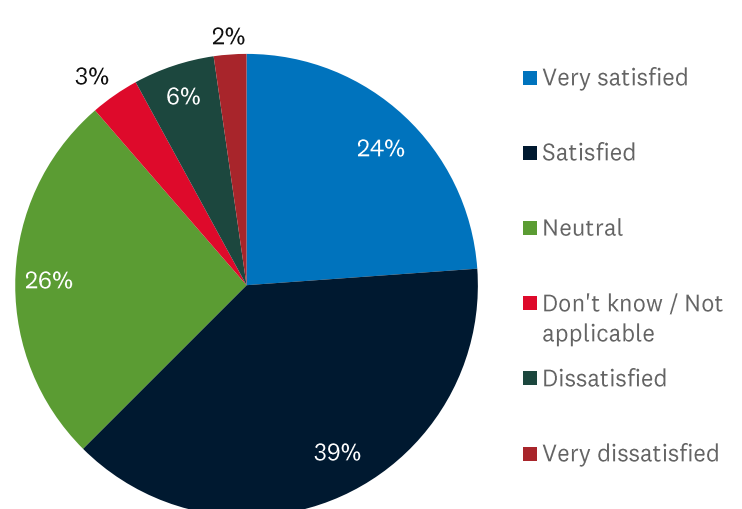
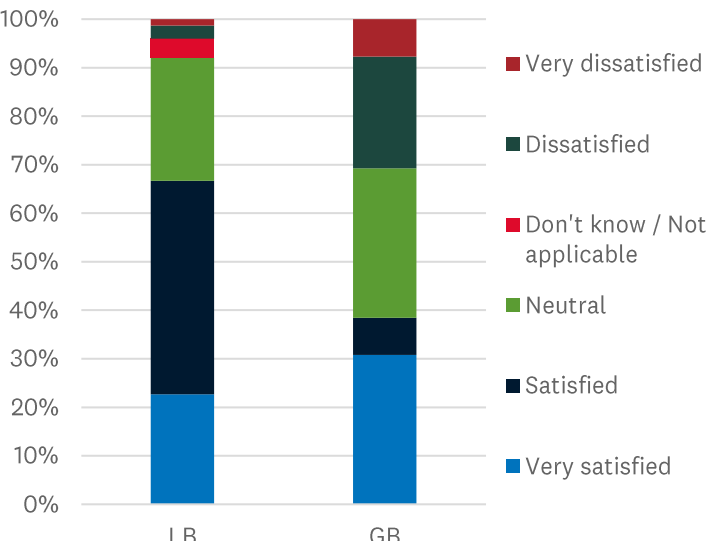
Local board members are most satisfied with community facilities, services and development advice	Commentary																								
<p data-bbox="165 193 517 228">Total EM satisfaction</p>  <p data-bbox="1055 197 1261 233">By role type</p>  <table border="1" data-bbox="891 256 1592 772"> <caption>By 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>31%</td> <td>26%</td> <td>15%</td> <td>13%</td> <td>0%</td> <td>0%</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%	31%	26%	15%	13%	0%	0%	<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 443 2123 619">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%	31%	26%	15%	13%	0%	0%																		
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 1261 940">By role type</p>  <table border="1" data-bbox="891 963 1592 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>3%</td> <td>5%</td> <td>3%</td> <td>3%</td> </tr> <tr> <td>GB</td> <td>36%</td> <td>40%</td> <td>17%</td> <td>6%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Role Type	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know / Not applicable	Very dissatisfied	LB	15%	48%	26%	3%	5%	3%	3%	GB	36%	40%	17%	6%	0%	0%	0%	<p data-bbox="1637 879 2123 1161">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 1185 2123 1329">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 1353 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%	3%	5%	3%	3%																		
GB	36%	40%	17%	6%	0%	0%	0%																		

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’

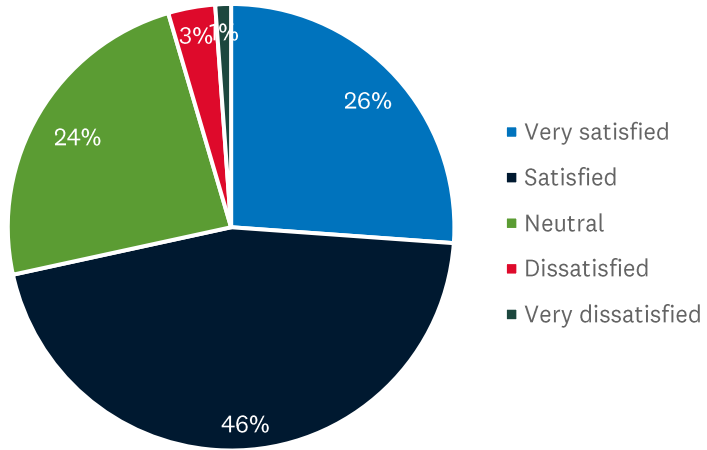
Most Governing Body members are satisfied or very satisfied with dedicated councillor advisory and committee support	Commentary								
<p style="text-align: center;">Total GB satisfaction</p>  <p>A pie chart titled 'Total GB satisfaction' showing the distribution of responses. The largest slice is 'Very satisfied' at 61% (blue), followed by 'Satisfied' at 31% (dark blue), and 'Very dissatisfied' at 8% (green). 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="560 183 918 223" style="text-align: center;">Total LB satisfaction</p>  <table border="1" data-bbox="515 239 1232 670"> <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="1635 167 2128 383">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="1635 406 2128 510">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%																																			
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Local board members are most satisfied with professional development support	Commentary																																			
<p data-bbox="179 798 537 837" style="text-align: center;">Total EM satisfaction</p>  <table border="1" data-bbox="112 861 851 1372"> <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="1075 798 1299 837" style="text-align: center;">By role type</p>  <table border="1" data-bbox="896 861 1612 1404"> <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>26%</td> <td>3%</td> <td>26%</td> <td>7%</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%	26%	3%	26%	7%	<p data-bbox="1635 774 2128 1021">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="1635 1045 2128 1149">The overall result is comparable to 2019 and is an increase in satisfaction of nine per cent.</p> <p data-bbox="1635 1173 2128 1348">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="1635 1372 2128 1444">Local board chairs were most satisfied with 91 per cent satisfaction.</p>
Satisfaction Level	Percentage																																			
Very satisfied	24%																																			
Satisfied	39%																																			
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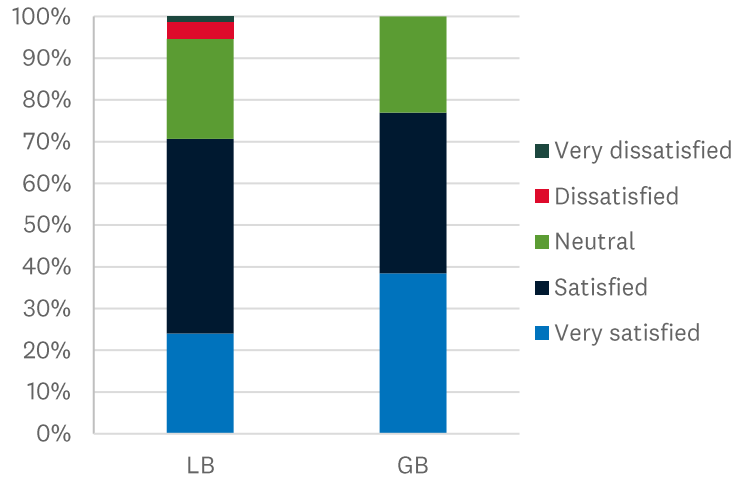
Around three quarters of respondents are satisfied or very satisfied with technology, remuneration and expenses support

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>Restructuring has impacted resourcing, which is affecting the organisation's ability to provide information and quality advice in a timely way. Advice on important / complex issues can often be late.</p> <p>Elected members feel they have to follow up multiple times for information and it's often unclear who the relevant person is to contact.</p> <p>Timely updates are not forthcoming, and issues / projects are left for a long time before being resolved.</p>
Tikanga and Māori responsiveness guidance, advice and support	Local boards feel that guidance, advice and support is average and difficult to obtain. Requests for assistance are not addressed and better resourcing is required.
Financial information and advice	Local boards feel that they are not given all the necessary information relevant to their role / work. Advice about financial impacts is not always full and clear.
Dedicated governance support	Generally satisfied with the support from Local Board Services and councillor support advisors.

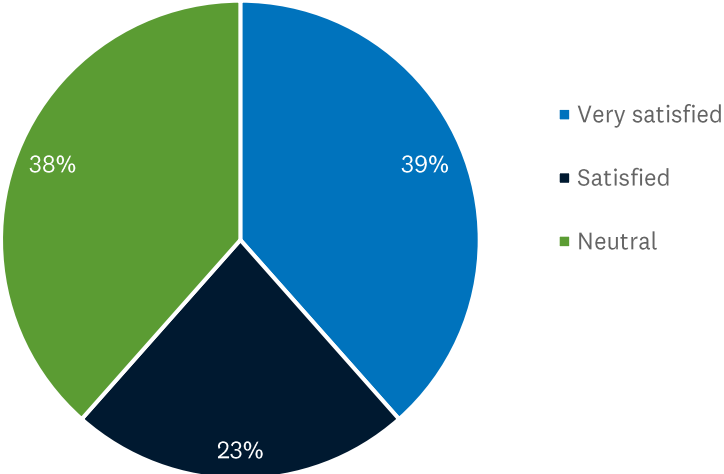
Council-Controlled Organisations

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%								

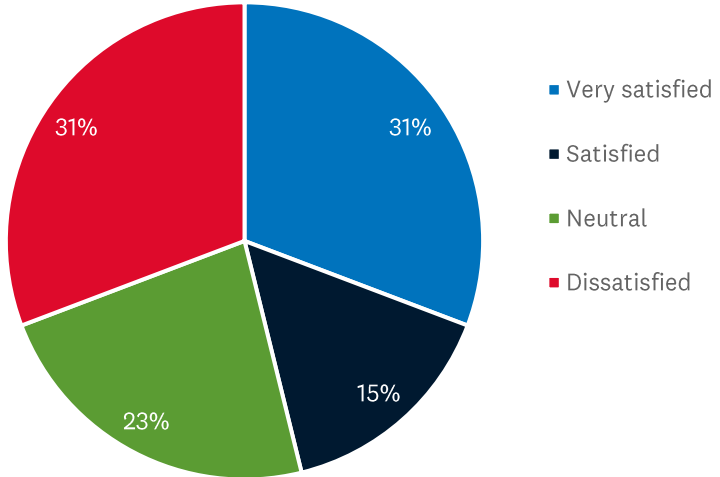
<p>Around two thirds of Governing Body members are satisfied or very satisfied with Auckland Unlimited’s engagement</p>	<p>Commentary</p>												
<p>Total GB satisfaction</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Very satisfied</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%												
Don't know / Not applicable	8%												
<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%												
Neutral	23%												
Dissatisfied	8%												

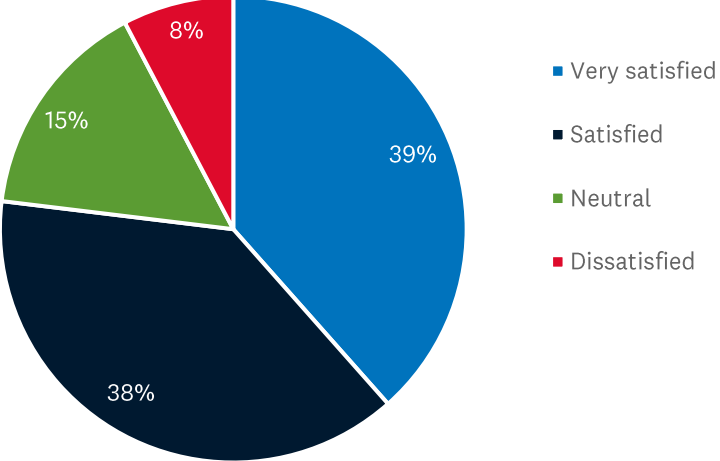
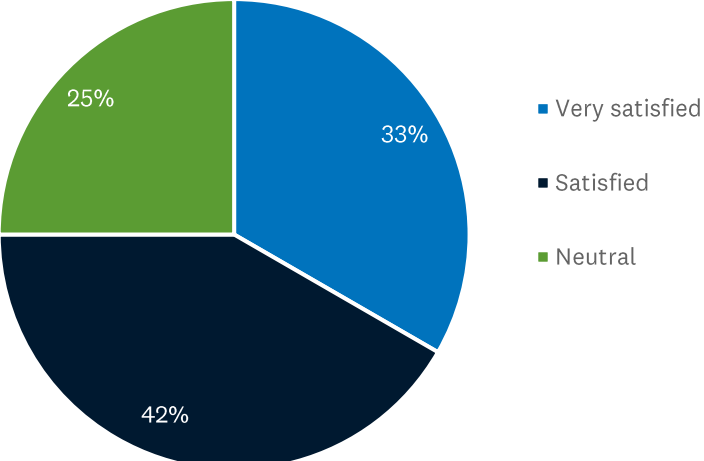
Around two thirds of Governing Body members are satisfied or very satisfied with Eke Panuku Development Auckland's engagement	Commentary										
<p data-bbox="280 225 631 256">Total GB satisfaction</p>  <p>A pie chart titled 'Total GB satisfaction' showing the distribution of responses from Governing Body members. The chart is divided into four segments: a large blue segment for 'Very satisfied' at 46%, a dark blue segment for 'Satisfied' at 23%, 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" data-bbox="779 363 952 592"> <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="1111 209 2107 312">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%										

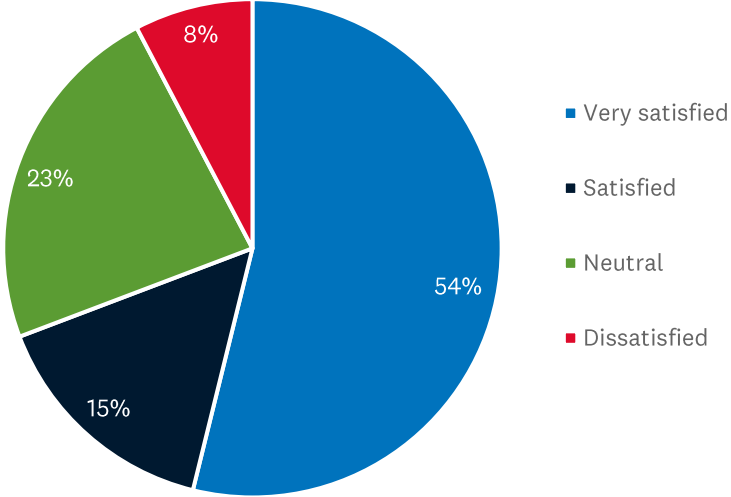
Governing Body satisfaction with quality of advice

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 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: 'Very satisfied' (blue, 31%), 'Satisfied' (dark blue, 15%), 'Neutral' (green, 23%), and 'Dissatisfied' (red, 31%). A legend to the right of the chart identifies each category with a colored square.</p> <table border="1"> <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>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' (39%, blue), 'Satisfied' (38%, dark blue), 'Neutral' (15%, green), and 'Dissatisfied' (8%, red). 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' (33%, blue), 'Satisfied' (42%, dark blue), and 'Neutral' (25%, green). 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 data-bbox="369 231 719 268">Total GB satisfaction</p>  <p>The pie chart displays the distribution of satisfaction levels among the Governing Body. The largest segment is 'Very satisfied' at 54%, followed by 'Neutral' at 23%, 'Satisfied' at 15%, and 'Dissatisfied' at 8%.</p> <table border="1" data-bbox="851 399 1021 654"> <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 data-bbox="1111 209 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> <p data-bbox="1111 336 2074 400">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>Data for Total LB satisfaction pie chart</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%												

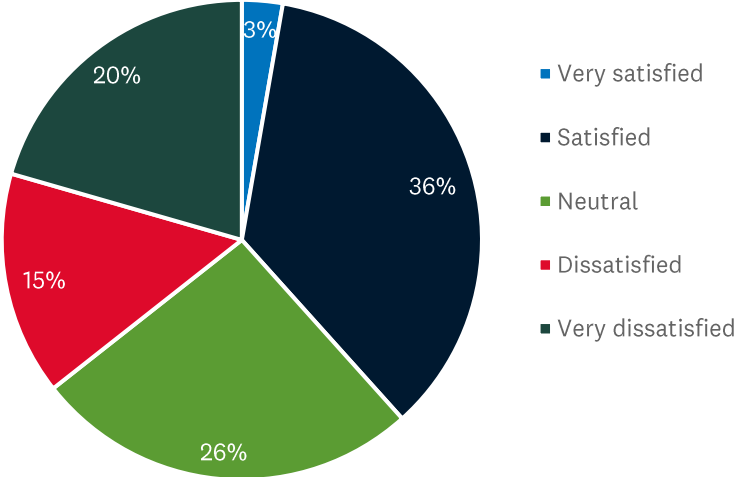
<p>Around a third of local board members are satisfied or very satisfied with Auckland Unlimited’s engagement</p>	<p>Commentary</p>														
<p style="text-align: center;">Total LB satisfaction</p> <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <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%														
Satisfied	31%														
Neutral	36%														
Don't know / Not applicable	3%														
Dissatisfied	18%														
Very dissatisfied	7%														
<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"> <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%														
Don't know / Not applicable	4%														
Dissatisfied	11%														
Very dissatisfied	2%														

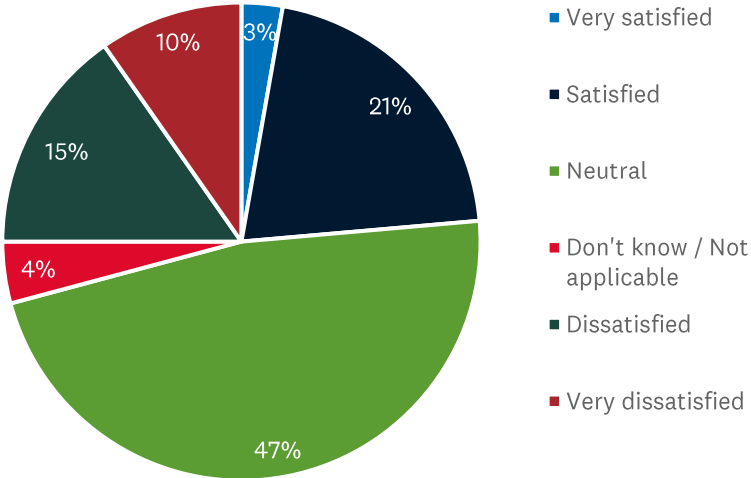
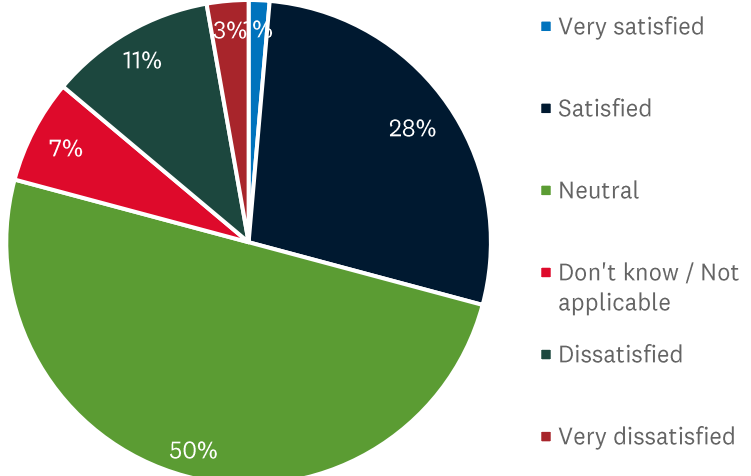
Less than half of local board members are satisfied or very satisfied with Eke Panuku Development Auckland's engagement	Commentary												
<p style="text-align: center;">Total LB satisfaction</p> <p>A pie chart titled 'Total LB satisfaction' showing the distribution of responses from local board members. 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 these categories with corresponding colored squares.</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%												

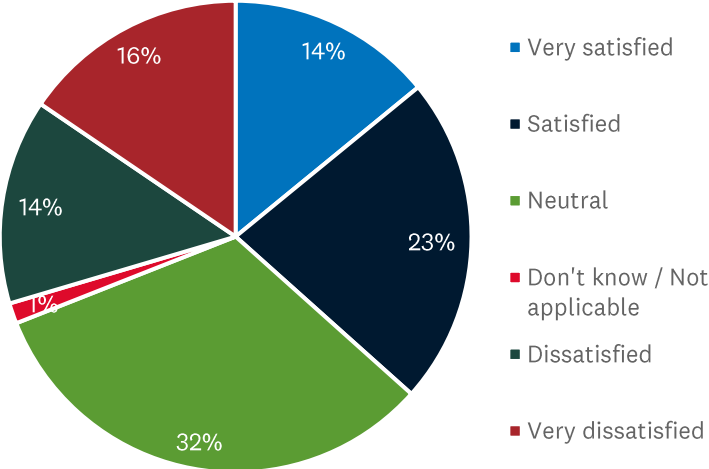
Local board satisfaction with their ability to influence

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 data-bbox="360 635 703 671">Total LB satisfaction</p>  <table border="1" data-bbox="835 758 1037 1042"> <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 data-bbox="1111 624 2074 727">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 data-bbox="1111 751 1917 778">Deputy chairs were most satisfied with 55 per cent satisfaction.</p>
Satisfaction Level	Percentage												
Very satisfied	3%												
Satisfied	36%												
Neutral	26%												
Dissatisfied	15%												
Very dissatisfied	20%												

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="817 288 1025 703"> <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="1111 209 2040 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="1111 336 1977 363">Local board chairs were most satisfied with 46 per cent satisfaction.</p> <p data-bbox="1111 387 1910 414">Deputy chairs were least satisfied with 18 per cent satisfaction.</p>
Satisfaction Level	Percentage														
Very satisfied	3%														
Satisfied	21%														
Neutral	47%														
Don't know / Not applicable	4%														
Dissatisfied	15%														
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="356 916 701 949">Total LB satisfaction</p>  <table border="1" data-bbox="817 975 1025 1422"> <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="1111 895 2063 999">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="1111 1023 1977 1050">Local board chairs were most satisfied with 55 per cent satisfaction.</p>
Satisfaction Level	Percentage														
Very satisfied	1%														
Satisfied	28%														
Neutral	50%														
Don't know / Not applicable	7%														
Dissatisfied	11%														
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>  <table border="1" data-bbox="302 319 1008 790"> <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>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%														
Satisfied	23%														
Neutral	32%														
Don't know / Not applicable	1%														
Dissatisfied	14%														
Very dissatisfied	16%														

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	Engagement with local boards has improved and continues to improve. Still underperforming in engagement and communication with the community.
Auckland Unlimited	Since amalgamating Regional Facilities Auckland (RFA) and Auckland Tourism, Event and Economic Development (ATEED) there has not been as much engagement and the quality of advice and support has been lacking.
Eke Panuku Development Auckland	Engagement and communication with local boards is significantly lacking. Local boards feel they have limited ability to input into and influence relevant Eke Panuku projects.
Watercare	Local boards feel mainly informed rather than having the ability to input into and influence relevant Watercare projects.

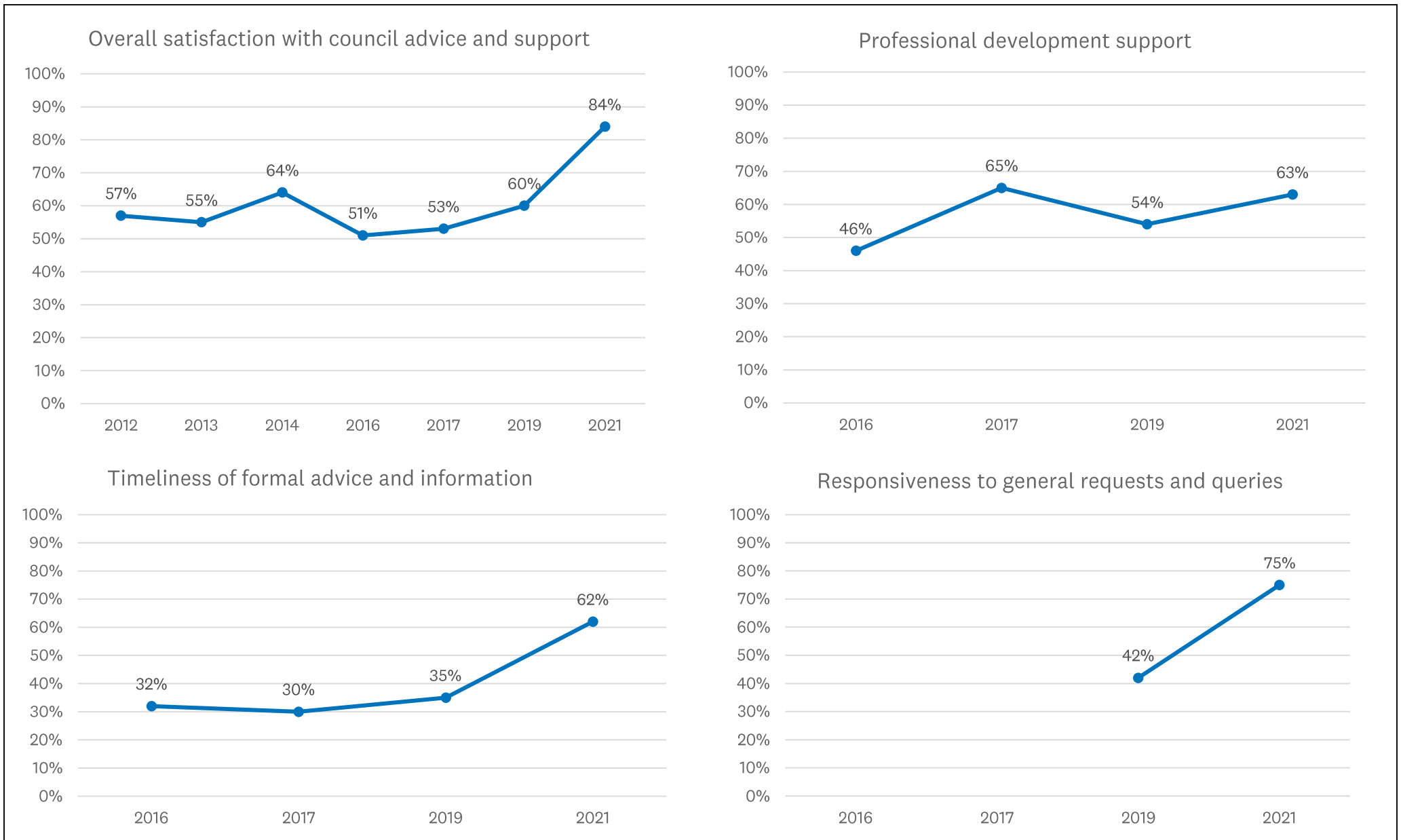
Next steps

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.

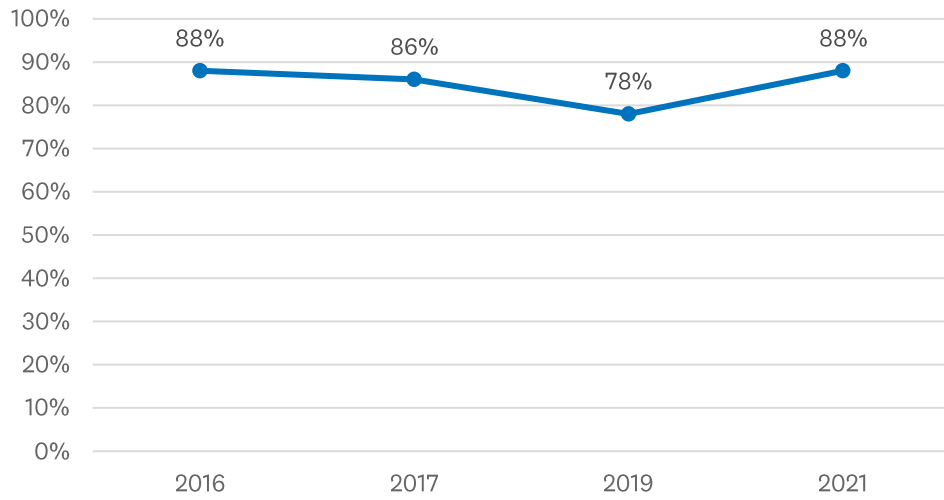
In the interim, relevant staff should consider the following focus areas, as a priority.

<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

