

Te Whiringa: Our Engagement Framework

Feedback Summary

How we heard from you



Online through our social media and engagement platform

At parks & markets in Avalon, the riverbank, Naenae and Wainuiomata

Feedback forms filled in at park & market visits

Neighbourhood Hubs on interactive display boards

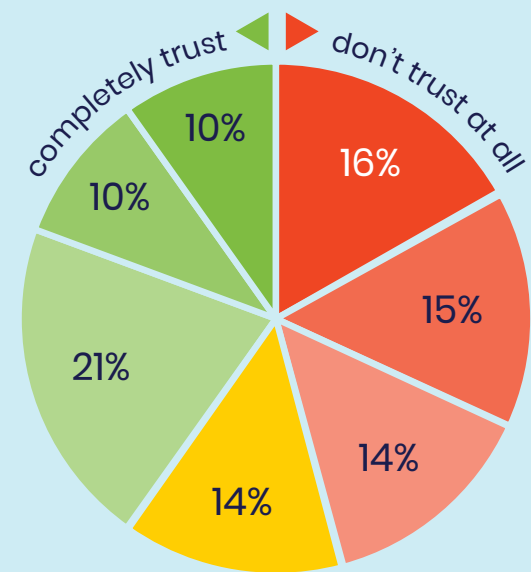
Community outreach through community connectors

Survey

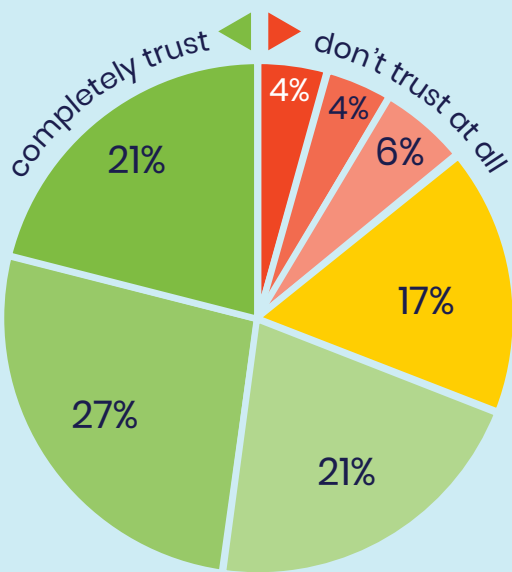


Survey (continued)

How much do you trust Council to consider community feedback in decision making?



If Council made all these changes, how much would you trust Council to consider community feedback in decision making?



At the start of the survey, we asked people to rank their trust in Council to consider community feedback.

This was done on a 7 point scale between 'completely trust' and 'don't trust at all'.

The responses showed overall similar levels between trust and distrust, with a clear trend towards distrust.

Towards the end of the survey, after people had seen and given their feedback on our proposed actions, they were asked to consider what their trust might be if we made all those changes.

We see a considerable improvement in trust, with gains of +28% to trust overall, and a reduction of -31% in distrust.

Even better, we see complete trust more than double, and no trust reduce by two thirds.

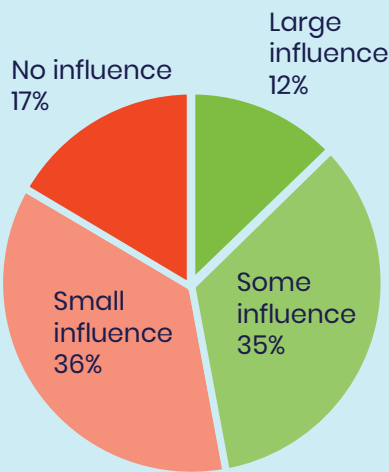
Similarly we asked people how much influence they thought community feedback had on Council decision-making, now and if we made all the proposed changes.

Like with trust, currently negative and positive ratings were similar, leaning towards negative.

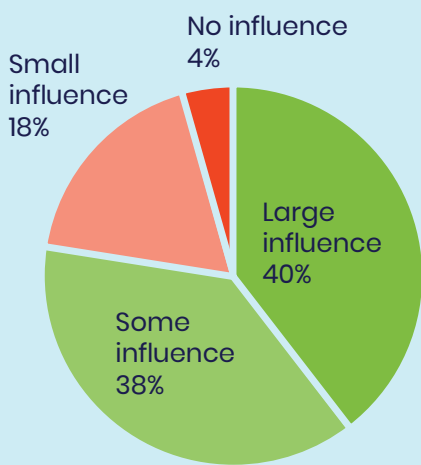
However, when people considered the proposed changes we saw gains of +28% to 'Large influence', and a reduction in 'Small influence' of -18%. 'No influence' shrunk by -13% to just 4%.

These changes should improve trust, and mean that people feel they have a greater say in the decisions Council makes.

Overall, how much influence do you feel community has on the decisions Council makes?



If Council made all these changes, how much influence would you feel community has on the decisions Council makes?



Feedback forms

Quality, Standards & Internal Culture

Engagement Tools, Resources & Capability

Relationships & Community Outreach

Inclusive & Accessible Participation

Mana Whenua Partnership

Strategic planning & Governance

Thumbs up Thumbs down

