

Auckland Council Elected Member Survey 2024

Annual elected member satisfaction survey – results report

February 2025





What is the Elected Member Survey?

Auckland Council regularly surveys its elected members about their satisfaction with the quality of support and advice they receive from council and council-controlled organisations (CCOs).

The surveys help build a picture of our performance and identify improvement areas where we can better meet elected members' needs. High-level results are tracked over time and have been performance indicators for the chief executive and CCOs.

Surveys have previously been conducted twice per electoral term (approximately every 18 months). From 2024, council moved to survey members annually.

2024 survey delivery and responses

The 2024 survey ran from December 3 to 20, 2024. Due to CCO reform discussions, questions focused on council advice only. CCO questions will be reconsidered for the 2025 survey after CCO reforms are implemented. The 2024 survey also provided additional opportunities for free text responses to draw further qualitative insights.

One hundred and nine elected members responded to the 2024 survey, in line with response rates from previous elected member surveys (2023 = 105, 2021 = 88, 2019 = 116). Changes in specific response from elected members who responded in 2023 and 2024 were tracked using (anonymous) unique data identifiers.

Overall responses included:

- 13 Governing Body and 96 local board members (62% and 64% response rates, respectively)
- 196 free text responses were received* from 78 members (8 Governing Body, 70 local board)
- 85 of the 109 respondents also completed the 2023 survey (12 Governing Body, 73 local board).

* This does not include responses from an additional question about the visibility/responsiveness of senior leadership that was included in 2024 survey for other purposes



Measures included in the survey

Elected members are asked about their overall level of satisfaction with advice and support, as well as their satisfaction with a range of different aspects of advice and support. These are grouped by the following categories:

Headline measures	Specific areas of advice	Dedicated governance support
<ul style="list-style-type: none"> • Overall satisfaction with advice and support • Quality of verbal and written advice • Responsiveness to requests and queries • Timeliness of formal advice and communication • Pro-activeness of communications 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Councillor advisory and committee support (for Governing body members) OR local board support (for local board members) • Professional development support • Technology support (e.g. Nexus, remuneration, expenses)

This document shows the results for these questions along with commentary. Survey notes on how results are interpreted are at the end of this report.



Overall satisfaction levels

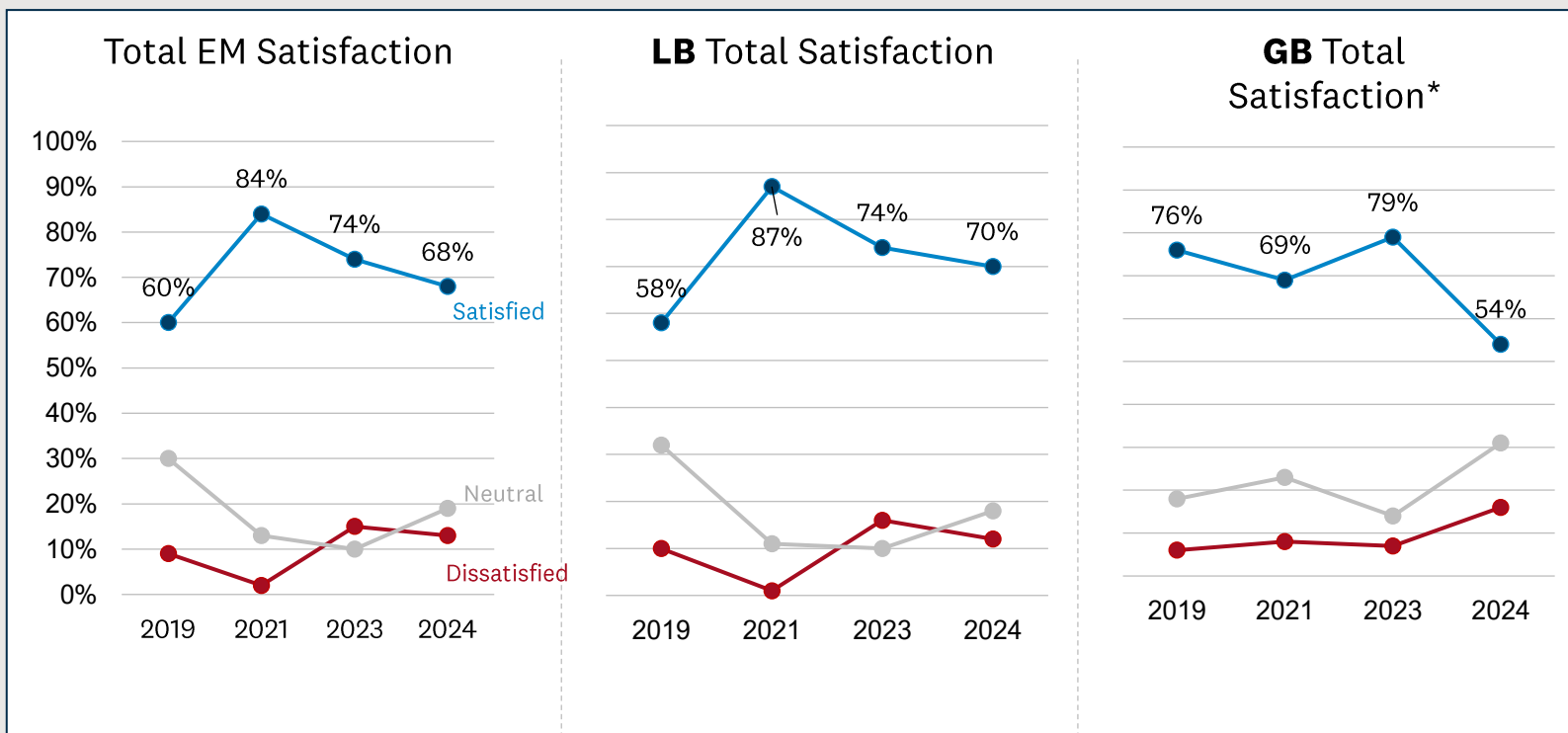
Results, trends and comparisons



Overall Satisfaction

To understand elected member satisfaction overall, council monitors trends from responses both within and across past terms. The graphs below show data for the current and previous political terms.

Overall, the majority of elected members are satisfied or very satisfied with their advice and support from the organisation. However, in 2024 there was a decline in overall satisfaction from the previous two surveys, with a significant 25 per cent drop in satisfaction from Governing Body members alone since the 2023 survey. This decline is largely due to increases in neutrality from all members, but greater dissatisfaction is also noted in Governing Body members. Members often state that their 'neutral' response is due to the wide variation in quality of advice and support they experience, so greater neutrality is often indicative of greater inconsistency in the overall quality of advice and support received.

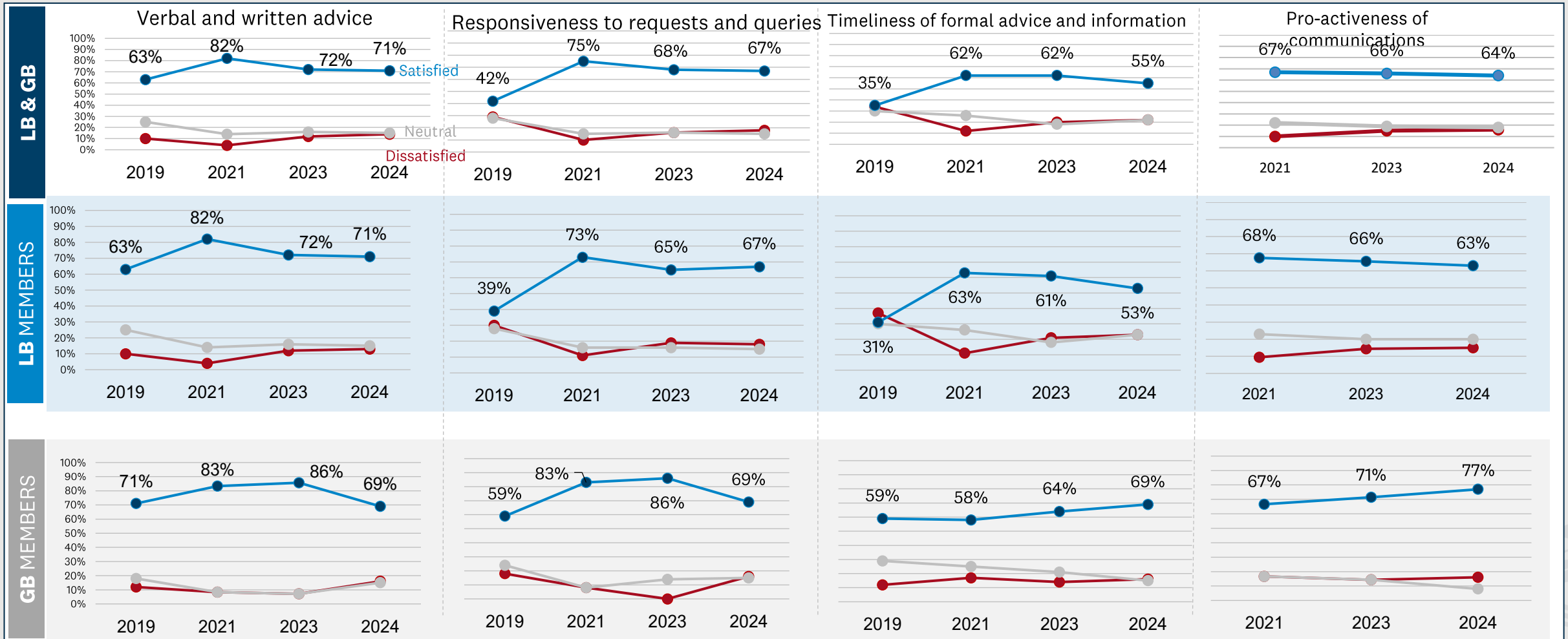


Most responders answered the 2023 survey (76% repeat responders from local boards, 92% from Governing Body). Therefore, changes in satisfaction can reliably be attributed with changes in sentiment, rather than differences in opinion across different/new respondents to the survey between survey years.

Satisfaction with general delivery and timeliness of advice and support

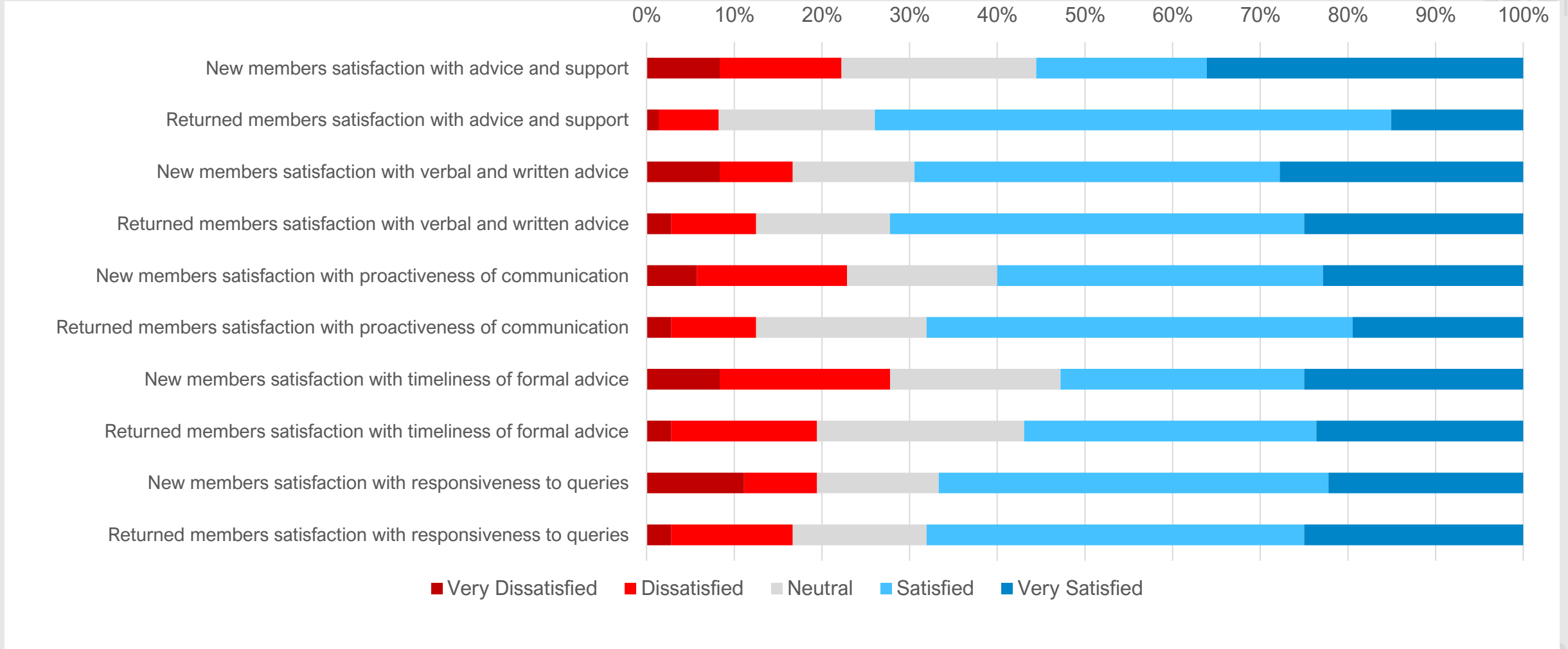
Combined satisfaction in the general aspects of advice and support has not changed significantly from 2023, except for satisfaction with timeliness which has decreased and was already the biggest concern for all elected members across the headline measures.

However, different satisfaction trends are seen when comparing Governing Body and local board member responses separately. Where local board satisfaction with verbal/written advice and responsiveness has been relatively static, this has decreased considerably for Governing Body. Governing Body members are considerably less satisfied with the quality of verbal and written advice and responsiveness to requests in 2024. Conversely, their satisfaction with timeliness and pro-activeness has increased, while local board satisfaction has decreased for these measures.

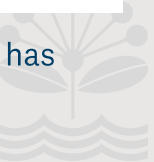


Satisfaction with general aspects of advice/support: new vs returned members

Similar to previous survey results, satisfaction tends to be greater with members who are more accustomed to their role (i.e. returned vs new/first-term members). This is reflected in the comparative bar graph below*.

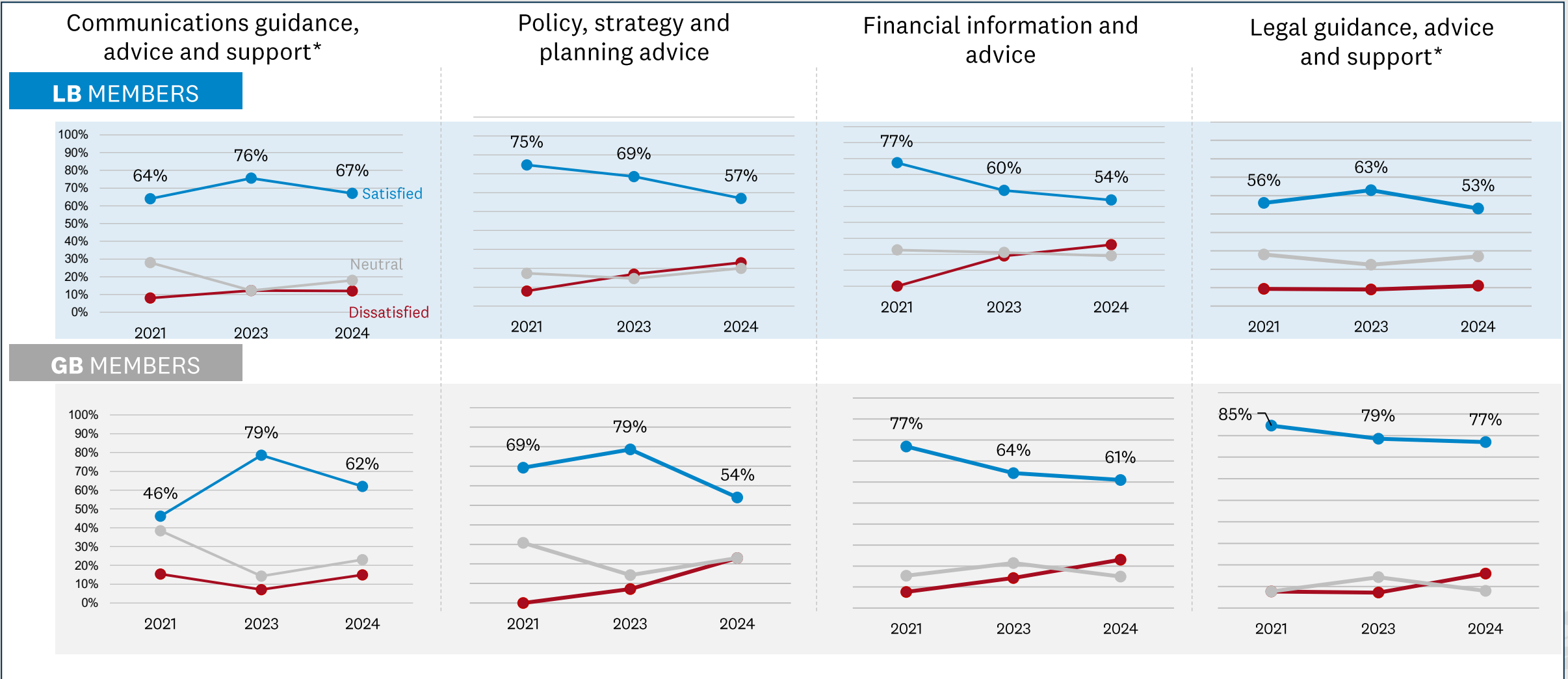


*While not shown above, increased satisfaction in advice was not seen in repeat new/first-term respondents from 2023 to 2024 surveys. In previous terms, there has also been increased satisfaction from this group over the term. Some of this difference could be due to more frequent surveying.



Satisfaction with specific areas and aspects of advice and support

Member satisfaction has decreased across all four specific areas of advice and support shown below. A significant decline has led to relatively lower satisfaction with policy, strategy and planning advice for all elected members. Satisfaction with financial advice for all members is an improvement area, particularly for local boards. Communications advice for all members, and legal advice for local boards, are also areas of concerns due to recent declines.

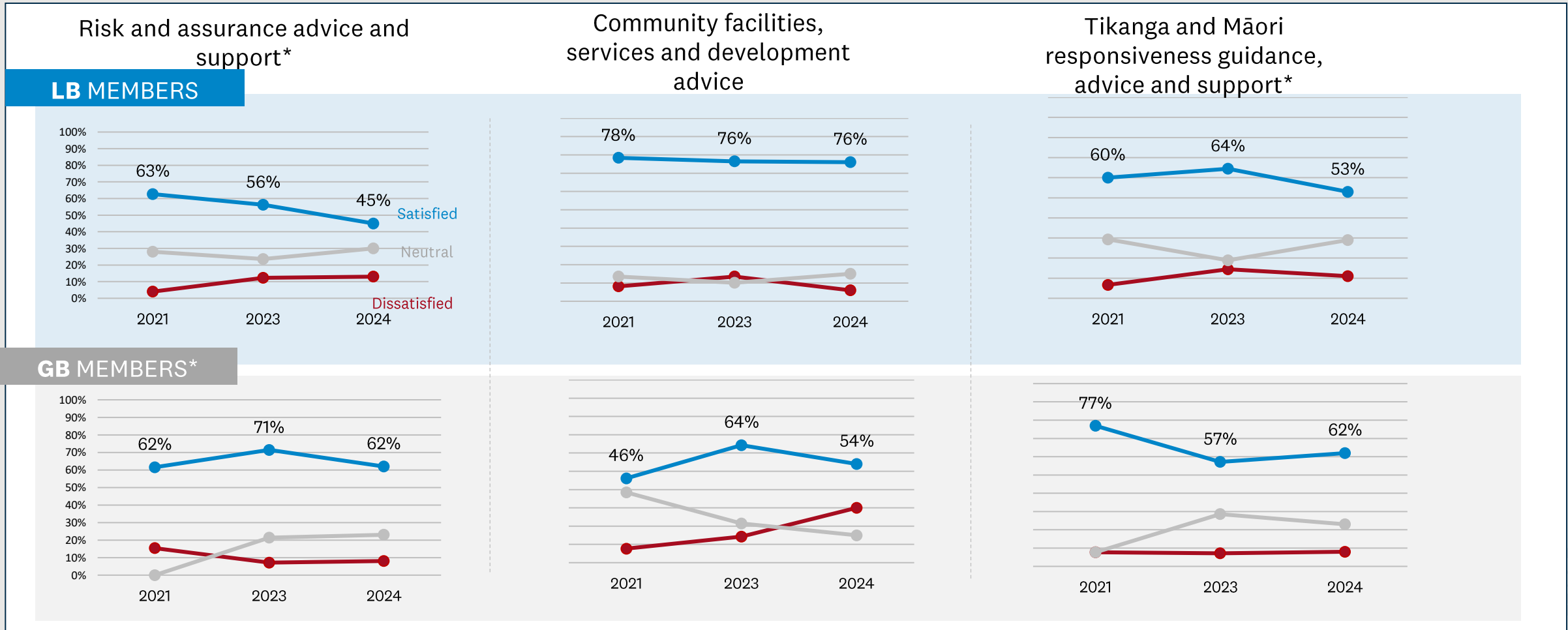


*Some graph results for specific areas do not sum to 100% (+/- 1% with rounding); these graphs omit “don’t know” and “not applicable” responses.

Satisfaction with specific areas and aspects of advice and support (continued)

Satisfaction is more variable in the three specific areas of advice and support shown below. Risk and assurance satisfaction has decreased and is particularly low for local board members. While satisfaction in community advice remains fairly high for local boards, decreases in Governing Body satisfaction indicate only a slim majority is now satisfied with this area of advice. Tikanga and Māori responsiveness guidance satisfaction levels show opposing trends, but still indicate this as an area needing improvement.

Differences may reflect inconsistency and/or variations in the nature of advice received by Governing Body versus local board members from these areas. Comments also provide context with differences noted in different types of community-related advice.



*Some graph results for specific areas do not sum to 100% (+/- 1% due to rounding); these graphs omit “don’t know” and “not applicable” responses.

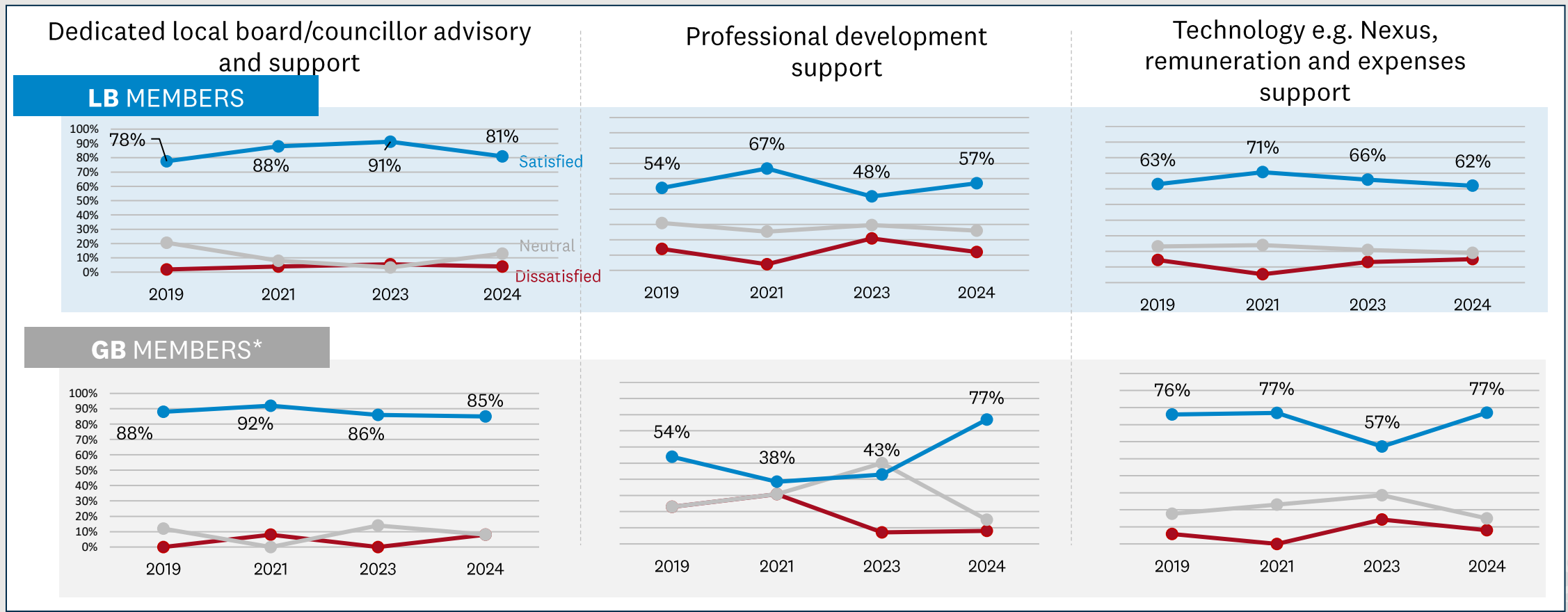
Satisfaction with dedicated governance support



Member satisfaction also varies considerably for the three separate governance support measures shown below. Satisfaction with dedicated advisory support remains very high for all elected members despite a decline from local board members. However, a clear positive sentiment across all members is further illustrated by governance support team/staff “shout-outs” in comments.

Increases in professional development satisfaction are noted across all members with the majority now being satisfied.

Technology support satisfaction increased considerably for Governing Body, but decreased for local board members. Comments may provide further context as some reference dissatisfaction with remuneration itself based on workload, as opposed to remuneration systems support.



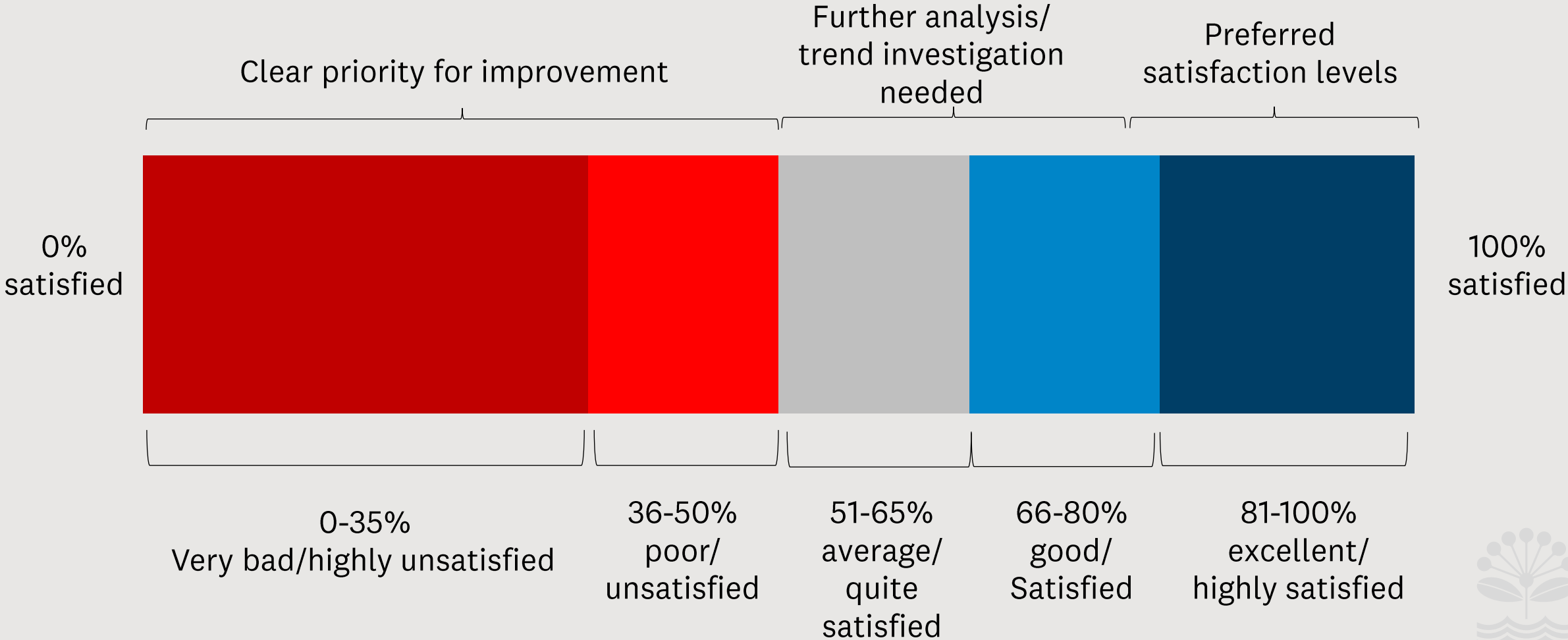
Survey notes





Notes on survey interpretation - what satisfaction levels are we targeting?

Results were benchmarked against the satisfaction scale below with satisfaction levels of: 50 per cent and below as clear priorities for improvement; 51 per cent to 65 per cent as relatively low; 66 per cent to 80 per cent as adequate; and 81 per cent and above as excellent. However, further trend investigation on measures with satisfaction levels between 51 per cent and 75 per cent was completed to determine improvement needs due to significant declines or verbatim feedback.



Questions? Contact the [Quality Advice Programme](#)

