



TE KAUNIHERA O TE AWA KAIRANGI | HUTT CITY COUNCIL

KOMITI ITI MAHERE Ā-NGAHURUTANGA / MAHERE Ā-TAU
LONG TERM PLAN/ANNUAL PLAN SUBCOMMITTEE

Meeting to be held in the Council Chambers, 2nd Floor, 30 Laings Road, Lower Hutt on
Friday 17 May 2024 commencing at 10.30am.

SUPPLEMENTARY ORDER PAPER

PUBLIC BUSINESS

5. RECOMMENDATION TO TE KAUNIHERA O TE AWA KAIRANGI | COUNCIL - 17
May 2024

a) Long Term Plan 2024-2034 10 Year Plan: Analysis of Submissions

Report No. LTPAP2024/2/122 by the Corporate Planning Lead 2

CHAIR'S RECOMMENDATION:

"That the recommendations contained in the report be endorsed."

Kate Glanville
SENIOR DEMOCRACY ADVISOR

08 May 2024

Report no: LTPAP2024/2/122

10 Year Plan: Analysis of Submissions

Purpose of Report

1. The purpose of this report is to provide the Long-Term Plan/ Annual Plan Subcommittee with an analysis of the submissions received during consultation on the 2024-2034 draft 10 Year Plan.

Recommendations

That the Subcommittee recommends Council:

- (1) notes that consultation for the 10 Year Plan took place between 2 April and 3 May 2024;
- (2) notes the range of communications and engagement activity undertaken at Appendix 1 attached to the report;
- (3) notes that during the consultation period, Council received a total of 1,770 submissions;
- (4) notes that hearings on submissions took place on 15 and 16 May 2024; and
- (5) notes the full analysis of submissions is attached at Appendix 2 attached to the report.

Background

2. Public consultation for the draft 10 Year Plan took place between 2 April and 3 May 2024. Appendix 1 provides detail the range of communications and engagement activity.
3. Hearings on submissions took place on 15 and 16 May 2024.

Engagement

4. During the consultation period, Council received a total of 1,770 submissions across the following categories:
 - a. 1,320 submissions received via council's online and paper-based templates, and via emails and letters;
 - b. 340 submissions created by members of the Save the Petone Wharf group;

- c. Seven submissions from seven students from Wilford School, Petone, against the demolition of Petone Wharf;
 - d. 11 submissions from students from Sacred Heart School, Petone, against the ending of funding for Hutt Science; and
 - e. 92 submissions from students from Korokoro School against the ending of funding for Hutt Science.
5. The total number of submissions of 1,770 was much greater than numbers received for previous long-term plan and annual plan consultation. Table 1 below provides a comparison of our success relative to other councils in the Wellington region that have completed consultation, and previous Council planning cycles.

Table 1: Comparison of submissions

	HCC 10 Year Plan 2024	Porirua City Council LTP 2024	Greater Wellington LTP 2024	HCC LTP 2021	HCC Annual Plan 2023
Online, paper and emailed submissions	1320	325	730	362	124
Other submissions	450	192	106	71	5
Hearing requests	233	47	104	75*	16*

**Hearings confirmed*

6. During the consultation period, driving traffic to Council's website was a key objective. Our website received 6,262 page views, more than any previous consultation project undertaken. Just over 25% of hits to the website were driven from social media channels. By comparison, our Annual Plan 2023 website attracted just 1,475 page views for the entire month it was live. 492 people used the Rates Calculator between 2 April and 5 May 2024.
7. This was the first time officers actively engaged with our business community through dedicated material and a separate section of information on the consultation website. In addition, we ran drop-in sessions with Councillors in attendance. These provided helpful platforms for feedback and made Council more visible in the community.
8. The engagement efforts and corresponding results are the culmination of two years of sustained improvement of engagement practices. Trialling a range of tactics and being able to design and optimise an effective engagement programme. This included a providing multiple way for people to share feedback which clearly had a positive impact.

Submitters who used the council submission form or emailed to Have Your Say

9. Of the 1,320 digitals, emailed or paper-based submissions received using the council submission form, we can tell that:
 - a. 1,231 were from individuals and 89 were on behalf of organisations; and
 - b. 39 were from individuals who said that they live outside of Lower Hutt (predominantly people who live in Wellington and work in Lower Hutt).
10. Officers received 233 requests to present submissions to elected members during oral hearings scheduled for 15-16 May 2024. The actual number of speakers confirmed was 109.
11. During the consultation process officers became aware of 345 partially completed digital submissions. To avoid losing the contributions and input of people who had taken the time to engage in our consultation process, council (via Public Voice) emailed these people directly to ask if they would like their submission to be considered. Only four individuals requested that their partially completed submissions be removed. Consequently, 341 of the partially completed submissions were included in the final analysis.

Demographics of submitters who used the Council submission form

12. A demographic analysis of those who made submissions online or using the council-designed submission forms shows:
 - a. Petone had the highest number of submitters than any other area of the city (142 submissions, or 13% of the total);
 - b. 35-44 is the most represented age group at 20.4% of submitters who gave their age (n=229) followed by submitters aged 65-74 at 18% (n=202);
 - c. individuals aged 45+ make up 62.47% (n=701) of submitters, while those aged under 45 make up 34.58% (n=557);
 - d. 92.3% (n=985) of submitters indicated that they own their home and 7.7% (n=82) indicated that they rent;
 - e. 82.5% (n=919) of submitters identify as NZ European and 9.3% (n=104) identify as Māori; and
 - f. Te Atiawa is the iwi most represented amongst submitters who identify as Māori.

Submissions from the Save the Petone Wharf Group

13. 340 additional submissions were received by the Council from the Save the Petone Wharf group in support of preserving Petone wharf. These submissions all disagreed with Council's previous decision to demolish the wharf.

Emails and letters to Council

14. A total of 144 emails and letters were received as submissions.
15. The subjects of these submissions were diverse and are summarised alongside Council template submissions (online and paper) in the submissions analysis report.

Petitions

16. Two petitions were received during the consultation period:
- a. *On Council investigating options for a new cemetery* was handed in by Wainuiomata resident and kaumatua, Mr Tom Putawai, with a preference for a cemetery in Wainuiomata (356 signatures).
 - b. *The petition against paid parking in Petone* was submitted by Ms Hellen Swales, who is the coordinator of the Jackson Street Programme (1000+ signatures).

Summary of results

17. Copies of all submissions were provided to Elected Members on 10 May 2024.
18. Analysis of the submissions was undertaken by Lower Hutt-based consultancy, Public Voice. The full report is provided at **Appendix 2**.

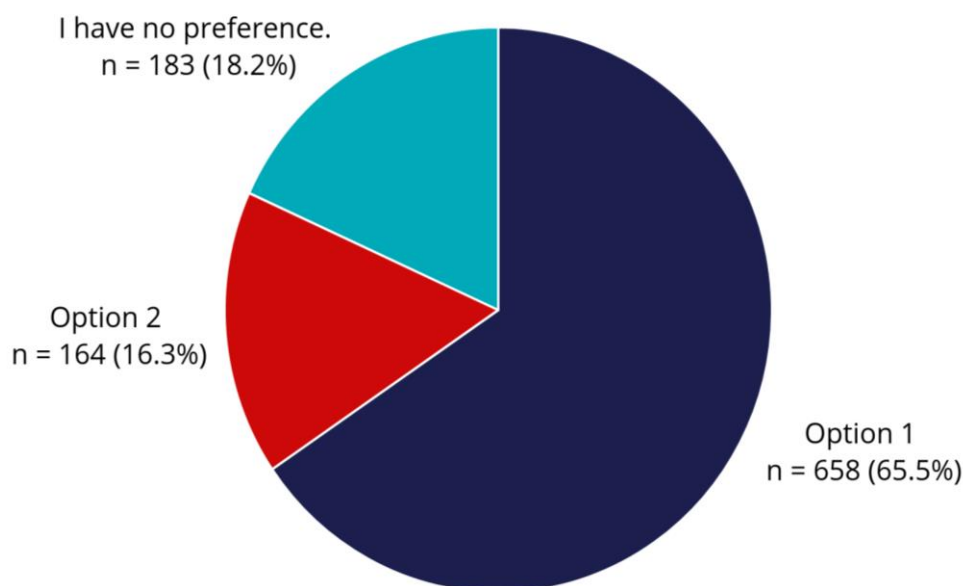
Analysis of Priority Areas

Priority 1: Water services

19. Options given to submitters were:
- a. Option 1 (Council's preferred): Invest \$1.6 billion over 10 years, including installing residential water meters and spending an extra \$2.8 million to quickly fix leaks. This maintains current service levels.
 - b. Option 2: Invest \$2.6 billion over 10 years, including water meters and the maximum amount of pipe renewals delivered. This improves service levels but has major rate impacts.

20. Figure 1 presents a summary of public feedback regarding how council invests in water services for the next 10 years.

Figure 1: Summary of submissions relating to water services



21. Option 1 received 65.5% (n=658) support compared to 16.3% (n=164) for Option 2. 18.2% (n=183) of submitters expressed no preference.

22. A thematic analysis of submitters' comments indicates:

- a. broad opposition to water meters mainly owing to the cost of implementation. This sentiment was expressed in greater numbers by submitters who do not support either options 1 or 2; and
- b. support for Council fixing leaks and ongoing maintenance of water infrastructure.

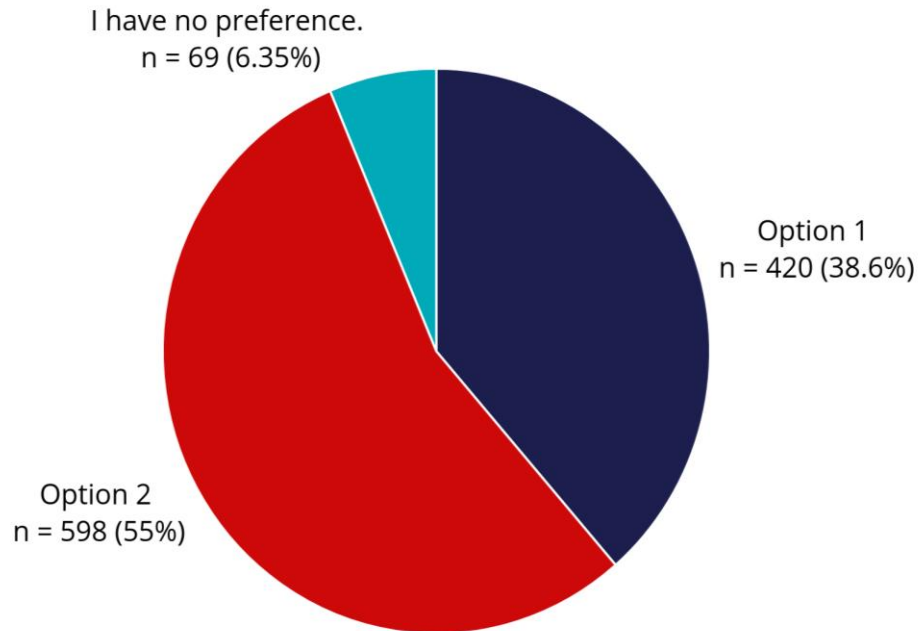
Priority 2: Food organics and green organics collection service

23. Options given to submitters were:

- a. Option 1 (Council's preferred): Introduce a weekly FOGO collection service from 1 July 2027. Reduces landfill waste but has a rates impact.
- b. Option 2: Keep the current opt-in green waste collection service only. No additional rates impact but doesn't achieve waste reduction goals.

24. Figure 2 presents a summary of feedback regarding submitters' preferred option for how council diverts food and green organics waste from landfill.

Figure 2: Summary of submissions relating to how council diverts food and green organics waste from landfill



25. Option 1 received 38.6% (n=420) support compared to 55% (n=598) for Option 2. 6.3% (n=69) of submitters expressed no preference.

26. A thematic analysis of comments indicates:

- a. opposition to the proposal focussed on concerns about the impact of such a service on rates;
- b. if implemented, preference was expressed for the waste collection service to be an 'opt-in', user pays service only; and
- c. there were contrasting views on whether the proposed service should be a priority over other core infrastructure needs.

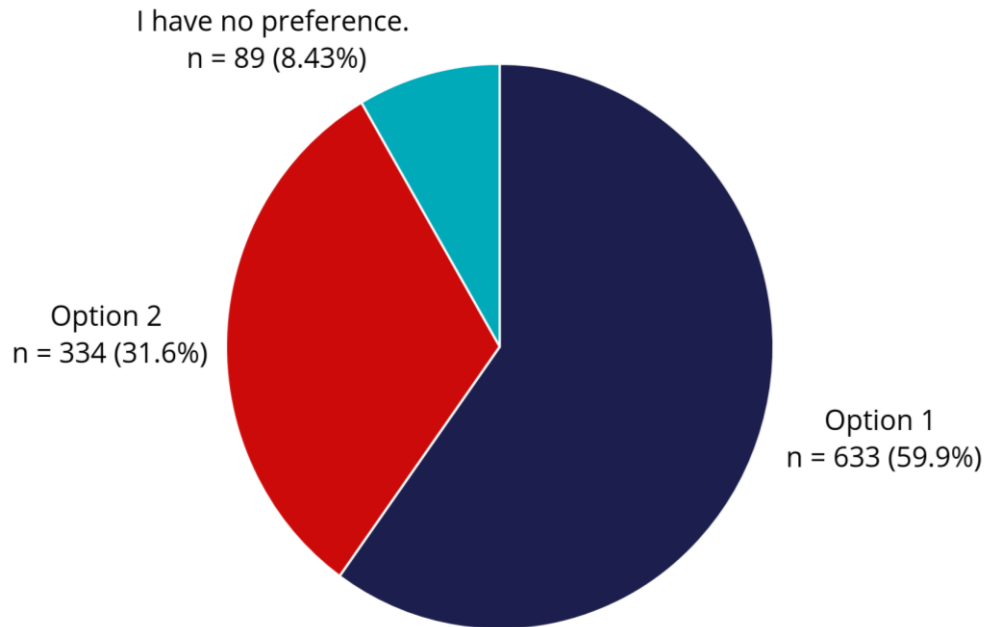
Priority 3: Rates relief for low-income households

27. Options given to submitters were:

- a. Option 1 (Council's preferred): Introduce a new policy providing up to \$250 per year remission for eligible low-income households. Offers support but is funded by other ratepayers.
- b. Option 2: Don't introduce a new remission policy. Avoids rates impact for others but provides less support for those struggling.

28. Figure 3 presents a summary of feedback regarding submitters' preferred option regarding rates relief for low-income households.

Figure 3: Summary of submissions relating to a proposed rates relief for low-income households



29. Option 1 received 59.9% (n=633) support compared to 31.6% (n=334) for Option 2. 8.4% (n=89) of submitters expressed no preference.

30. A thematic analysis of comments indicates that:

- a. a number of comments focussed on Council developing fair, transparent and objective eligibility criteria;
- b. there is an interest amongst some submitters that Council finds ways to fund rebates from alternative sources (i.e. not from rates increase for non-eligible ratepayers); and
- c. there is a view that, irrespective of whether residents are eligible for rates relief, the proposed increase in rates will still be unaffordable.

31. A demographic analysis of submissions indicates that renters are more likely to support the proposal for rates relief for low-income households than submitters who own their homes.

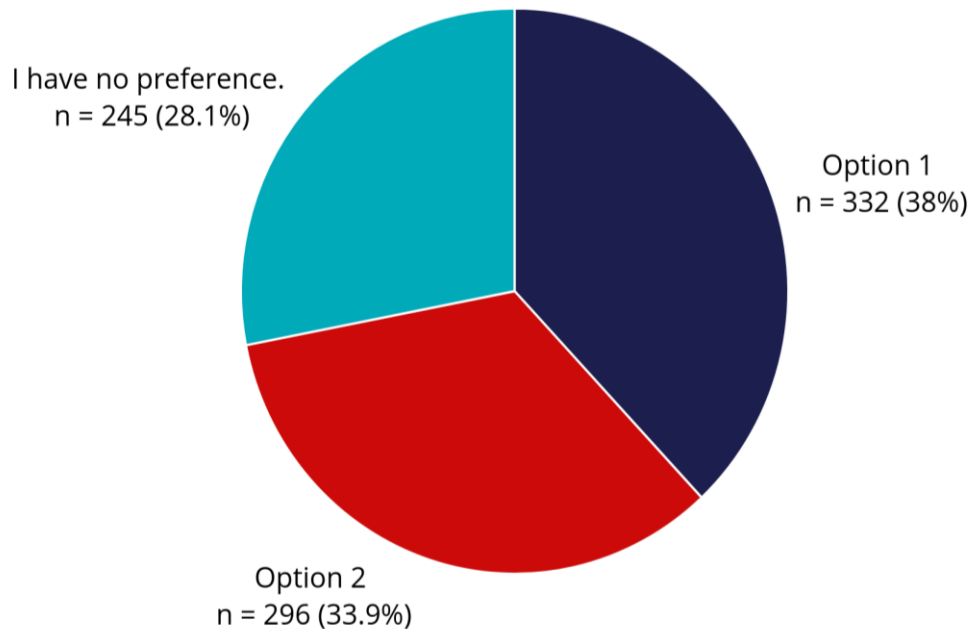
Priority 4: Petone assets

32. Options given to submitters were:

- a. Option 1 (Council's preferred): Invest \$18.4M - focus on a new library (\$10M), demolish the wharf (\$6M), demolish the grandstand seating, and refurbish ground floor (\$2.4M).
- b. Option 2: Invest \$20M - minor refurbishment of the library (\$5M), demolish the wharf and some Esplanade improvements (\$10.2M), demolish the entire grandstand and rebuild changing rooms (\$4.8M).

33. Figure 4 presents a summary of feedback regarding submitters' preferred option regarding work on the three Petone assets).

Figure 4: Summary of submissions relating to proposals for the three Petone assets



34. Option 1 received 38% (n=332) support compared to 33.9% (n=296) for Option 2. 28.1% (n=245) of submitters expressed no preference.

35. A thematic analysis of comments indicates:

- a. a near equal number of comments in support and opposition for demolishing the Petone Wharf amongst those who voted for options 1 or 2. However, those who indicated that they did not prefer either option voiced a clear preference for the wharf's remediation;
- b. slightly more comments favoured the development of a multi-purpose hub than refurbishing the existing library. Comments also reflect a wish for council cost-effectiveness, regardless of which option on the library council takes; and

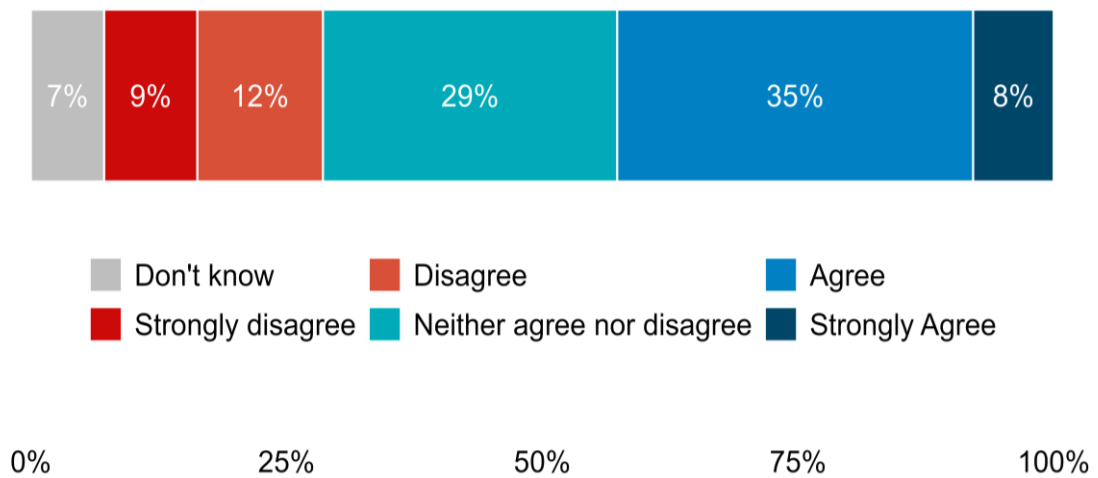
- c. comments on the grandstand are marginally in support of a full upgrade, especially amongst people who did not prefer options 1 or 2.

36. A demographic analysis of submissions shows that submitters under the age of 35 and renters had a higher preference for Option 1, while older residents were evenly split in their views between the options.

Other consultation items

37. Figure 5 presents a summary of feedback relating to Council’s proposed future approach to managing its assets.

Figure 5: Summary of submissions relating to Council’s proposed future approach to managing its assets



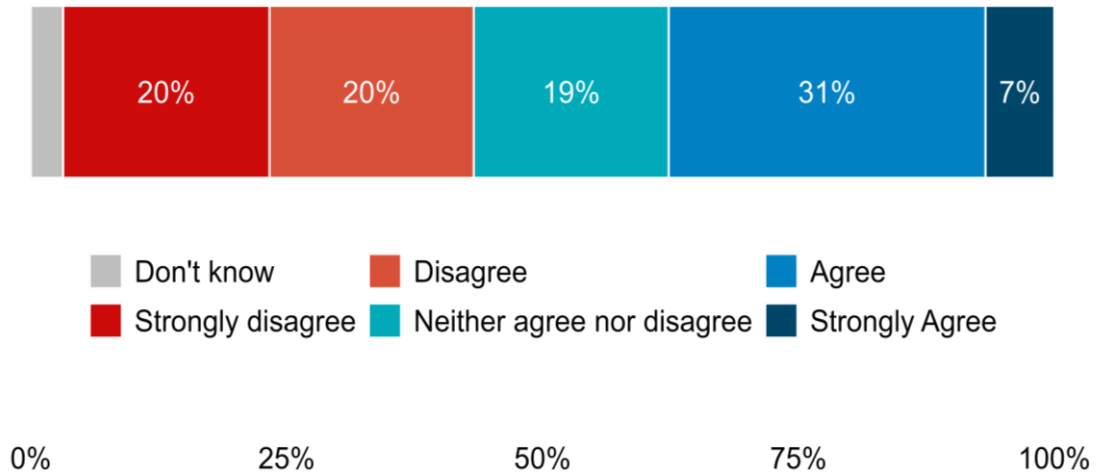
38. 42.7% (n=417) submitters agreed or strongly agreed with the proposed approach to asset management, while 21.4% (n= 209) disagreed or strongly disagreed. 28.8% (n = 281) neither agreed nor disagreed and 7.2% (n = 70) said that they didn’t know.

39. A thematic analysis of comments indicates:

- a. most comments asked council to focus on core services over ‘nice to have’ projects;
- b. a call for strategic, sustainable and future-focused management of community assets;
- c. a desire to balance asset renewals with community needs and affordability; and
- d. criticism of insufficient clarity and justification from the Council on asset management decisions.

40. Figure 6 presents a summary of feedback relating Council’s proposed updates to its fees and charges.

Figure 6: Summary of submissions on Council’s proposed updates to its fees and charges



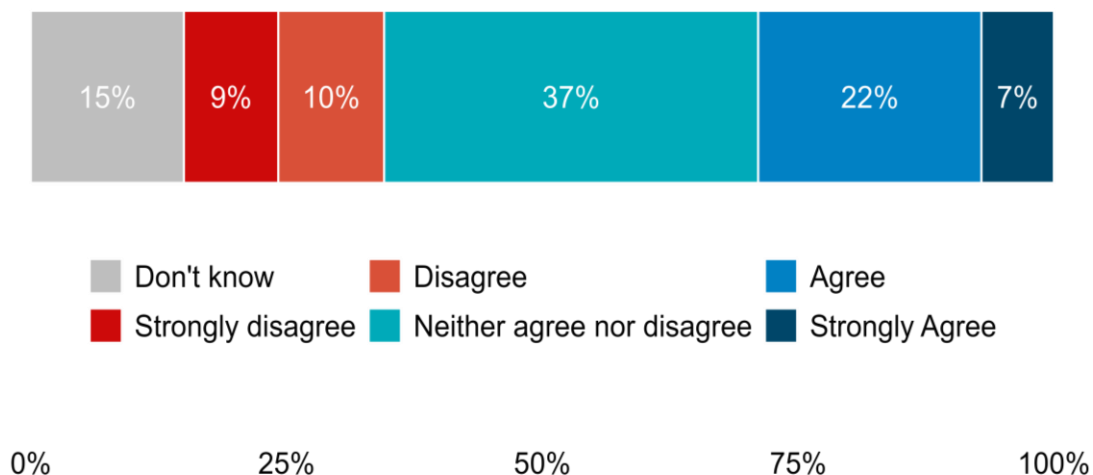
41. 37.7% (n = 370) of submitters agreed or strongly agreed with Council’s proposed updates to its fees and charges, while 40.2% (n = 394) of submitters disagreed or strongly disagreed. 19% (n = 187) of submitters neither agreed nor disagreed and 3.2% (n = 31) said that they do not know.

42. A thematic analysis of comments on Council’s proposal indicates:
- a. broad opposition to fee increases owing to a belief that they will be unaffordable to many people in the present economic climate;
 - b. concern that increasing parking fees generally will adversely impact retailers. This includes concern that the introduction of paid parking in Petone will have negative impacts for the Petone business community;
 - c. concern that an increase in tip costs will result in illegal dumping; and
 - d. a preference that, instead of increasing fees and charges, Council reduces its spending and focuses on core services.

43. A demographic analysis of submissions indicates that opposition to the proposed updates to fees and charges is highest among submitters aged under 45.

44. Figure 7 presents a summary of submitters' levels of agreement with Council's revised development contributions policy.

Figure 7: Submitters' level of agreement with Council's revised development contributions policy

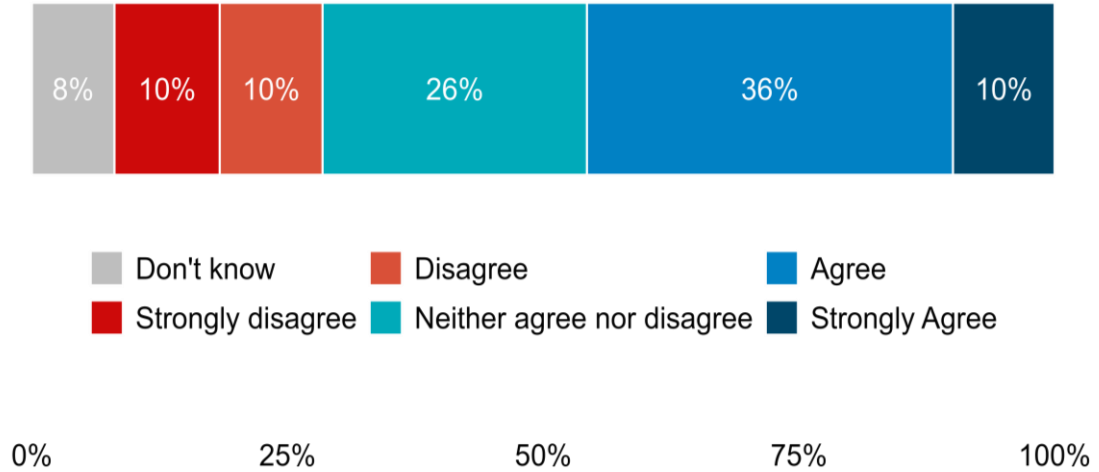


45. 28.9% (n = 257) of submitters agreed or strongly agreed with the revised development contributions policy, while 19.5% (n = 174) disagreed or strongly disagreed. However, 36.6% (n = 325) neither agreed nor disagreed and a further 15% (n = 133) said that they didn't know.

46. A thematic analysis of comments on Council's revised policy indicates:
- mixed opinions both in support and in opposition on the revised policy;
 - among submitters who wrote in opposition to the policy (including developers), concern is that it will discourage further development in Lower Hutt and exacerbate housing unaffordability; and
 - for those who voiced support for the policy, there was a view that council should not pay for private developments.

47. Figure 8 presents a summary of submitters’ levels of agreement with Council’s Infrastructure Strategy.

Figure 8: Level of agreement with Council’s Infrastructure Strategy

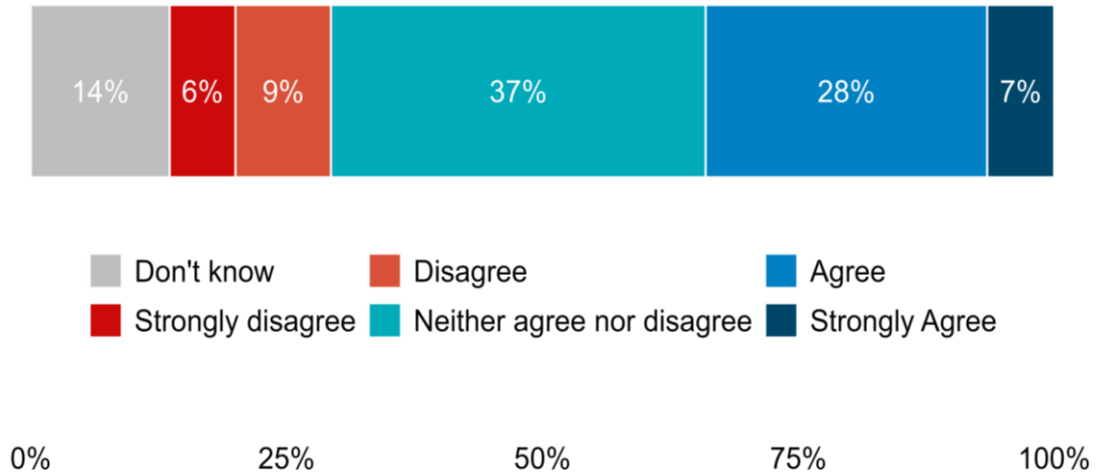


48. 45.7% (n = 391) of submitters either agree or strongly agree with the Council’s Infrastructure Strategy, while 20.4% (n = 174) disagree or strongly disagree. 25.8% (n = 221) of submitters indicated that they neither agree nor disagree, and a further 8.1% (n= 69) said that they do not know.

49. A thematic analysis of comments on Council’s Infrastructure Strategy indicates:
- a. varied opinions on cycleways, with a prevalence of comments asking Council to reduce spending and limit its focus to core roading infrastructure;
 - b. broad support for Council to focus on core water infrastructure (not including water meters); and
 - c. concern about the impact of Council’s Infrastructure Strategy on rates.

50. Figure 9 presents a summary of submitters’ levels of agreement with Council’s Reserves Investment Strategy.

Figure 9: Submitters' level of agreement with Council's Reserves Investment Strategy

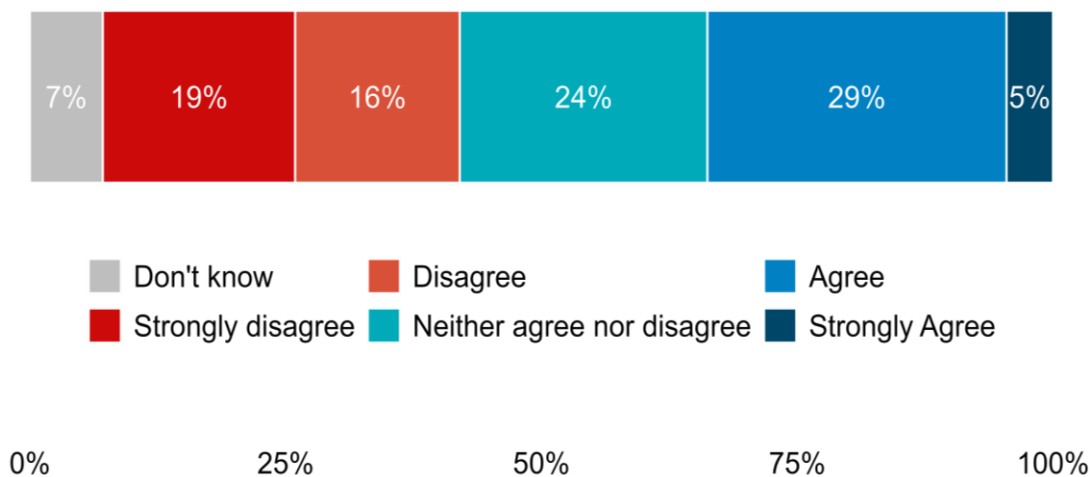


51. 34.1% (n = 281) of submitters agree or strongly agree with Council’s Reserves Investment Strategy, while 15.7% (n = 130) disagree or strongly disagree. 36.6% (n = 302) of submitters neither agree nor disagree and 13.6% (n = 112) said that they did not know.

52. A thematic analysis of comments on Council’s Reserves Investment Strategy indicates:
- a. strong support for protecting and enhancing existing parks and reserves for community well-being and environmental reasons;
 - b. endorsement of the overall strategy's focus and direction, seen as important for the city's liveability; and
 - c. concern that reserves investment is unnecessary and excessive when people are presently experiencing cost of living challenges and the city has more pressing infrastructure needs.

53. Figure 10 presents a summary of submitters' levels of agreement with the approach outlined in Council's Financial Strategy.

Figure 10: Submitters' level of agreement with the approach outlined in Council's Financial Strategy



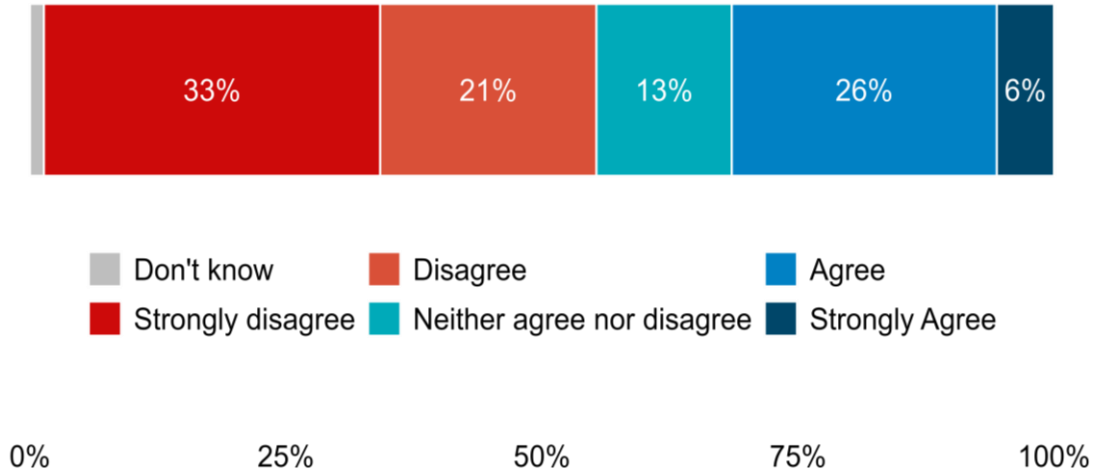
54. 33.8% (n = 275) of submitters agree or strongly agree with Council's Financial Strategy, while 34.9% (n = 284) disagree or strongly disagree. 24.2% (n = 197) of submitters neither agree nor disagree and 7.1% (n = 58) said that they don't know.

55. A thematic analysis of comments on Council's Financial Strategy indicates:

- a. a preference for Council to reduce its spending and to focus on core services; and
- b. concern about Council performance owing to a perception of wasteful spending.

56. Figure 11 presents a summary of submitters' levels of agreement that a total rates revenue increase in 2024-2025 of 16.9% (after growth) is reasonable.

Figure 11: Submitters' level of agreement with that the rates revenue increase of 16.9% (after growth) is reasonable



57. 31.5% (n = 231) of submitters agree or strongly agree that a total rates revenue increase in 2024-2025 of 16.9% (after growth) is reasonable, while 53.9% (n = 396) disagree or strongly disagree. 13.2% (n = 97) neither agree nor disagree and 1.4% (n = 10) said that they don't know. Submitters who strongly disagree make up the largest segment of responses.

58. A thematic analysis of comments on Council's proposed rates revenue increase indicates:

- a. broad opposition to rates increase of 16.9% (after growth) on the basis that the proposed rates rise is believed to be unaffordable for residents on top of other cost-of-living pressures;
- b. calls to reduce non-essential expenditures, especially on "nice-to-have" projects, and requests for Council to focus on core services; and
- c. some support of the proposed rates increase if it results in Council investing in core infrastructure.

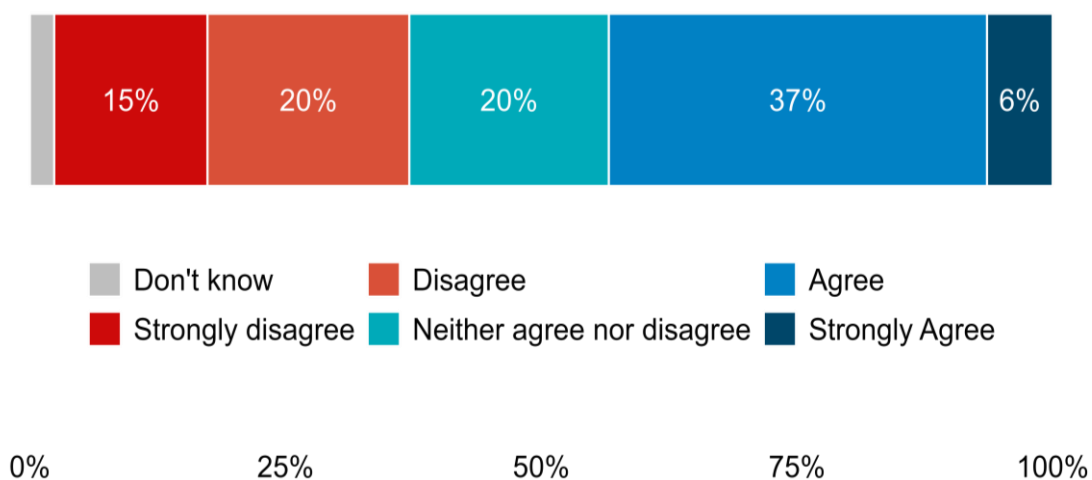
59. Submitters who do not support the proposed rates increase were asked what services they would propose that Council reduce. Comments focused on asking Council to reduce or postpone non-essential projects and to reduce council spending (including a reduction in numbers of staff and staff salaries).

60. More specific suggestions for ways to reduce council spending include:

- a. reduce spending on cycleways;
- b. reduce spending on libraries and library upgrades;
- c. reduce spending on pools and pool upgrades;
- d. stop work on food and green organics collection service, Petone assets, smart water meters, Cross Valley connections and Riverlink;
- e. stop or reduce traffic calming measures;
- f. suspend cultural projects and services;
- g. suspend social or community support funding; and
- h. suspend environmental projects.

61. Figure 11 presents a summary of submitters' levels of agreement with the general direction that Council is taking with the draft 10 Year Plan.

Figure 11: Submitters' level of agreement with Council's general direction with the draft 10-year plan



62. 43.4% (n = 365) of submitters agree or strongly agree with Council's general direction with the draft 10 Year Plan, while 34.7% (n = 292) disagree or strongly disagree. 19.5% (n = 164) of submitters neither agree nor disagree and 2.4% (n = 20) said that the don't know.

63. Text comments on Council's general direction with the draft 10 Year Plan included:

- a. the proposed rates rise is unaffordable, especially for households already under financial strain;
- b. a preference for Council to focus on core services and to reduce spending;

- c. wide support for Council investment in water infrastructure;
- d. concern regarding Council performance;
- e. opposition to Petone wharf being demolished;
- f. support of Council's proposed approach; and
- g. opposition to smart water meters and cycle ways.

Next steps

64. Submissions and the analysis report will be made public after Council make final decisions on the 10 Year Plan on 27 June 2024.
65. To 'close the loop', officers will send an email to submitters with consultation results and Council's final decisions. We will also provide this information through social media, print media and a section on our 10 Year Plan consultation website. A dedicated section within the LTP document will provide results of the consultation and subsequent decisions.

Climate Change Impact and Considerations

66. The matters addressed in this report have been considered in accordance with the process set out in Council's Climate Change Considerations Guide.

Consultation

67. Formal consultation on Council's 10 Year Plan was undertaken between 2 April and 3 May 2024.

Legal Considerations

68. The consultation process was run in accordance with the requirements of a special consultative procedure as outlined in the Local Government Act 2002.

Financial Considerations

69. Not applicable.

Appendices

No.	Title	Page
1↓	10 Year Plan consultation: Communications and Engagement activity	19
2↓	10 Year Plan Summary of Submissions	22

Author: Wendy Botha, Corporate Planning Lead

Reviewed By: Richard Hardie, Head of Strategy and Policy

Approved By: Jarred Griffiths, Director Strategy and Engagement

Draft 10 Year Plan consultation: communications & engagement activities

Channel/Methodology	Notes
10 Year Plan website	Built in-house Easy to navigate Survey link embedded Comprehensive supporting information
Consultation document – online and paper	Hosted on the 10 Year Plan website Hard copies available in Neighbourhood hubs, administration buildings and at drop-in sessions
Feedback form – online and paper	Hosted by PublicVoice, integrated into 10 Year Plan website Hard copies available in Neighbourhood hubs, administration building and from drop-in sessions
FAQs	Comprehensive FAQs and supporting information on key consultation items
Toolkit	Consultation Document, Feedback Forms, Flyers (translated into Te Reo, Samoan, Hindi and simplified Chinese), Powerpoint presentation template Business cards, FAQs on all main issues Conversation Guide
Materials for neighbourhood Hubs	Consultation document, Feedback Forms, Flyers (translated), bookmarks, posters, artwork assets, submission boxes
Te Pātaka	Project page for internal communication and updates
Postcard survey invitations to 15,000 resident addresses	Additional weighting given to addresses on the Māori electoral roll and addresses in Wainuiomata and Taitā
Rates insert	Brochure included in March rates notices (print/PDF)
Survey invitations to 3,280 residents on the Hutt Views Citizens Panel	The panel is a group of residents of Lower Hutt who have signed up to participate in a range of surveys. The panel is operated and managed by PublicVoice Ltd.
Emails to internal networks	Relationship holders sent emails to advise of consultation period beginning, share links and assets – invite them to share feedback
Emails /events to external networks	Relationship holders sent emails to advise of consultation period beginning, sharing links and inviting to share feedback. Big push on the business community.
Media release	20 Feb – water investment 2 April – consultation Live

Social Media	Facebook posts – 12 (average reach of 3,500 people per post) LinkedIn posts – 6 Instagram – 3 (plus stories)
Email signature	All HCC staff email signature
All staff Q&A	All staff 10 Year Plan presentation and Q&A session
Print media	Hutt News (7) Wainuiomata News (1) Eastbourne Herald (1)
Paid advertising	HCC Event Signboards (4 locations) Digital billboard (1)
Dedicated consultation Website	First time HCC has built a dedicated project consultation page. Stats for 10 Year Plan website: <ul style="list-style-type: none"> • Sessions – 5112 • Users – 3132 • Page views – 6262 • Referrals from Social – 25% • Highest engagement 29 April – 3 May (final week) – 24% Stats for the Feedback Form link on 10 Year Plan site: <ul style="list-style-type: none"> • Sessions – 2530 • Users – 1894 • Highest engagement 29 April – 3 May (final week) – 29% • Average time spent on survey – 7min 15 sec
In person engagement	<ul style="list-style-type: none"> • Neighbourhood Hub drop-in sessions across all 9 sites • Riverbank market x 2 • Dowse Art Museum with NZSL interpreter • Community requested sessions x 2 (BlueStar, Sacred Heart Petone) • Jackson Street Programme x 4 • Hikoikoi Management trustees, staff and kaumatua • Hutt Valley Chamber of Commerce • Petone Rotary • Hutt Probus • Rotary Hutt Valley and Rotary Hutt City • Rotary of Hutt River Valley • Hutt River Valley Rotary Club • Additional Elected member led sessions (Petone Club, Schools)



Whaowhia te pae tawhiti
Help us take the next steps

Have your say



Hutt City Council

2024–2034 10 Year Plan

Summary of submissions

May 2024

