

Annual Plan

Summary of engagement and feedback received

May 2022

Overview of AP engagement

A. Overview of engagement activities

B. Feedback on key AP decisions from consultation

C. Other key feedback received through consultation

D. Overview of Oral submissions

840
submissions

71
oral hearings



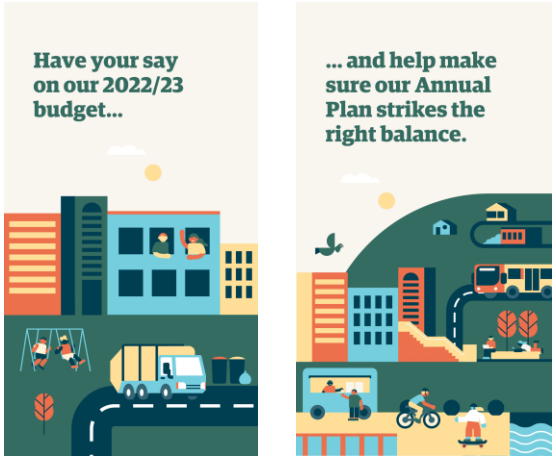
A. Overview of engagement activities



Engagement activities

Advertising campaign

- Consultation programme operated within the criteria of the orange COVID settings
- The digital advertising - more than 170k reaches and 3k clicks through to the website.
- Posters throughout the CBD/outer suburbs around Wellington
- Advertised on Independent Herald, Dominion Post, and Regional News.
- The Southern Landfill promoted on two radio stations – 359k reach
- Over 1.3 million impressions on Google Display and Google AdWords.
- Phantom billstickers – 577,962 impressions



3.2k clicks on digital adverts

30 second advertising on radio over the consultation period



Engagement activities (continued)

Social media campaign

- "Last chance" post, resulted in 312 clicks to website - 39,705 reach.
- Social media reach included Facebook, Twitter and Instagram content, with animated videos, posts in community group pages.
- Press listings (in both in physical and online publications) included Our Wellington (over 1k views) and This Week in Our Wellington with a total of 258 clicks.
- 9 postings on LinkedIn, reach being over 10k.

Reach: number of unique people that saw the content

73k reach of Facebook and Instagram posts, and events

23.3k reach on Twitter across 12 tweets

19k reach across Facebook and Instagram stories



Engagement activities (continued)

Webinars

- Two webinars on the Southern Landfill and City Housing took place in late April.
- Housing: Quick Polls during the City Housing webinar, saw the majority of attendees supporting setting up a CHP and agreeing that the city needs more affordable, quality, social housing for people on low incomes.
- Participation in surveys, suggested that content and focus for the webinars covered sufficient material for participants .

Impression: counts on viewers who come across the video thumbnails

78 attendees participated in the live webinars

94k impressions on YouTube

996 views on YouTube







Engagement activities

Website traffic and activity

- 4.4k pageviews on the main AP website page
- 449 people made submissions through the AP website
- The consultation document was downloaded 448 times. Overall there were 1,760 downloads of AP information

11.7k pageviews across AP website pages

33 questions asked via website across the 2 issues

449 submissions through online channels

448 downloads of the consultation document



Engagement activities

Tenant Drop-in Sessions

- Leading up to and during the consultation period there was an ongoing and informative dialogue between tenants and the City Housing staff.
- City Housing staff provide / receive information on work underway to improve the service provided to tenants, the experience tenants have in their homes and improving maintenance and communication.
- Tenants wanted to understand the impact of the proposed changes on them. A number of tenants felt is unfair that new tenants may have access to IRRS and pay less rent than they currently do. Appreciated that work was underway to identify opportunities to improve rental affordability.

8 locations across the city

10 tenants (average) attended each session



B. Feedback on key AP decisions from consultation



1. The future of city housing

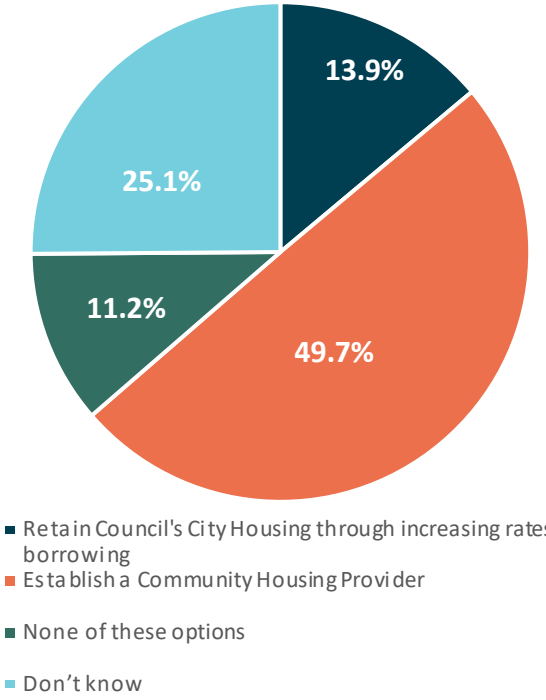


We asked for feedback on three questions.

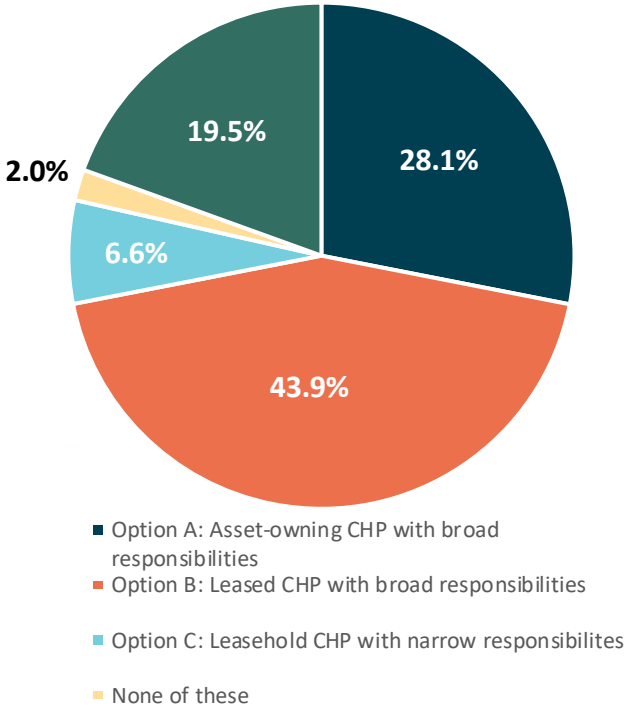
Summary

- 47.9% of submitters supported **establishing a CHP**
- 43.9% would prefer Council **to establish a Leasehold CHP with broad responsibilities**
- 78.5% support Council **establishing a Community Trust**

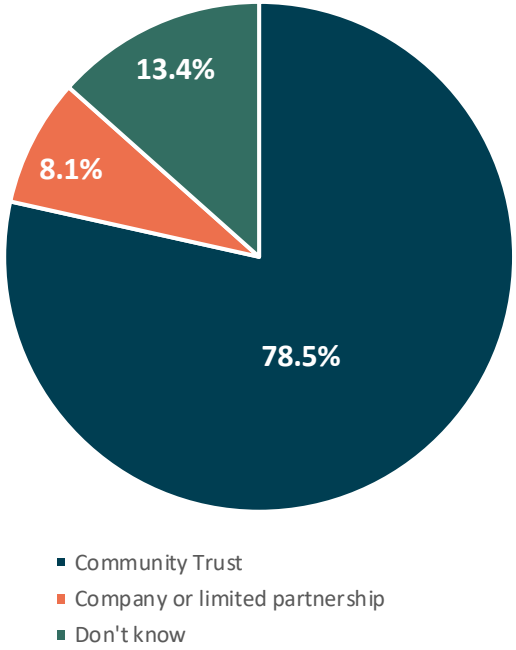
Question 1: **Would you prefer the Council to retain City Housing through increasing rates and borrowing or by establishing a Community Housing Provider?**



Question 2: **If the Council did establish a Community Housing Provider, which option do you support?**



Question 3: **If the council established a Community Housing Provider, do you agree with the council's preference for a community trust, rather than a company or limited partnership?**



Comments on city housing

- 216 comments were made on city housing by submitters.
- Of these, 45 were related to administration of new entity concerns and 34 were related to social housing is central government's responsibility.
- The remaining were related to costs, the Council should be recognised as social housing provider, housing affordability, and concerns about privatisation.

"Make it so the IRRS is available to all tenants."

"There are many city housing homes dotted around Wellington that are in a rough state. WCC should investigate options, such as long-term land leases, so a CHP could demolish what's there and build new, warm, energy efficient, healthy higher-density homes."

"History with outsourcing is not good. Prefer Council ownership but not at cost of unjustified rate increase."

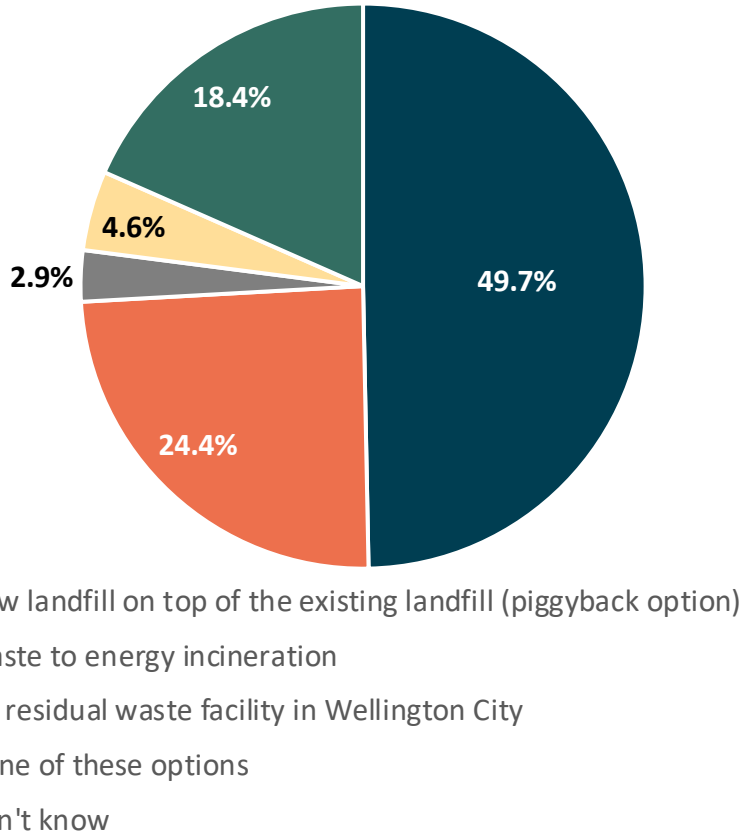


2. The future of the Southern Landfill

Summary

- 49.7% support for Council's preferred option (**piggyback option**)

Question 1: **The council's preference is for a new landfill on top of the existing landfill (piggyback option), rather than waste to energy incineration or having no residual waste facility in Wellington City. Which option do you prefer?**





Comments on the Southern Landfill

- 185 comments were made on the Southern Landfill by submitters.
- Of those that did comment, the majority mentioned improving recycling facilities, future proofing, landfill environment concern, and reduce waste.
- 12 also mentioned that landfill should be a short-term option.
- The others commented that the Council should collaborate with neighbouring councils on waste.

"Improve recycling to reduce landfill usage."

"While waste-to-energy incineration sounds attractive, the large capital investment and RMA uncertainties mean I prefer the piggyback option. Waste management is a thing where it is very important to have a viable and functional scheme."

"Water to energy incineration is the smart sustainable solution rather than pushing costs onto future generations."

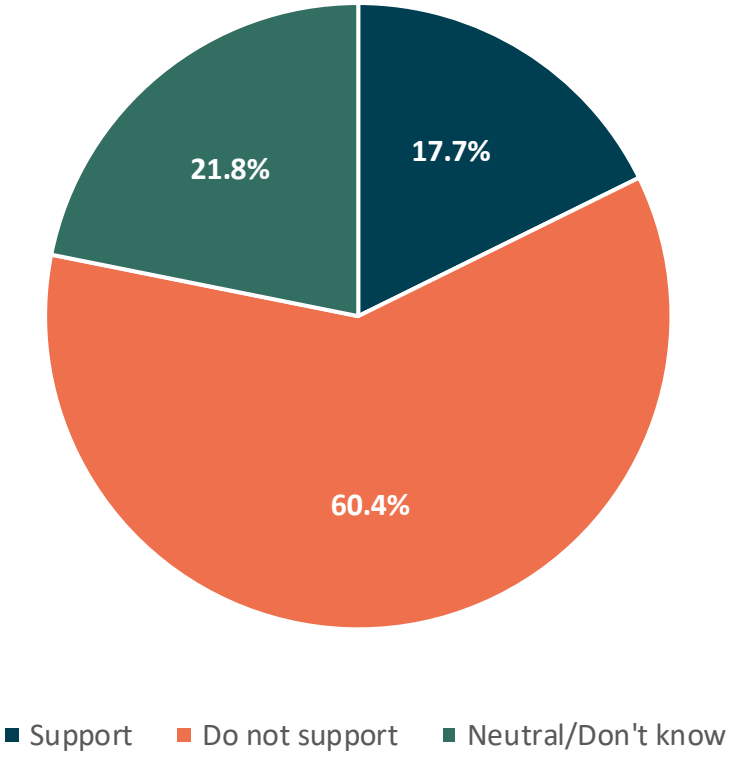


C: Other feedback received through consultation



Encroachment fees - 3 options were surveyed

Question : Increasing encroachment licence fees to better reflect their value



Summary

- Over 700 responses were provided on whether Council should increase encroachment fees to better reflect their value.
- 60.3% **do not support** the increase



Comments on the encroachment fees

- 455 comments were made on the encroachment fees by submitters.
- Of those that did comment, the majority mentioned that the cost is too high.
- In addition, quite a few commented on that it was an incorrect formulation, and is causing financial stress and that there should be an alternative option.
- Some believe that there is a lack of support from council and this has been a poor consultation process.

"Doubling the encroachment fee is significant"

"We do not feel that a 100% increase is proportionate or reasonable given current economic climate and falling land values in Wellington"

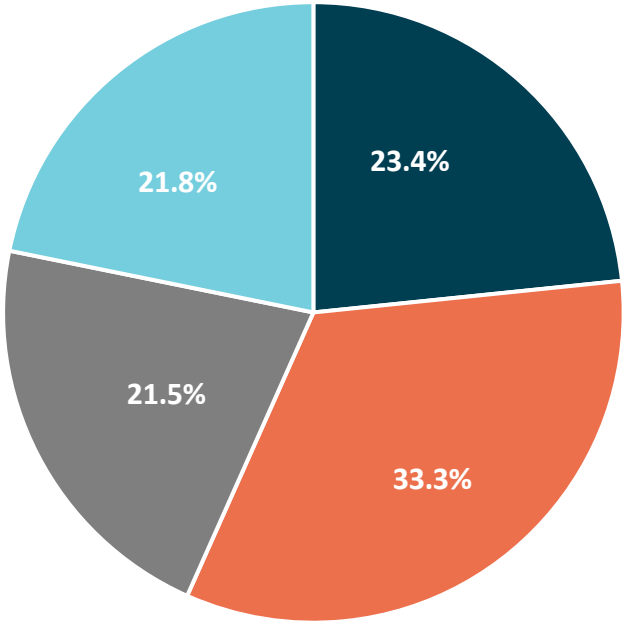
"Encroachment fee increase seems unreasonable. Economic value of the land is minimal given most of the road reserve land is largely unusable"

"You cannot put the Encroachment fees up by double. There needs to be a better way of dealing with encroachments (making it easier and more affordable for the lessors to buy the land)"



Support for the Annual Plan Budget

Consultation



Summary

- 33.3% were neutral
- 23.4% supported it,
- 21.51% opposed
- 21.8% don’t know.



Annual Plan Budget and other changes (con't)

Question	Support	Do not support	Neutral/Don't know
Rescheduling of the timing of some projects to recognise market and supplier constraints	53%	8.9%	38.1%
Not proceeding with previous plans of extending on street paid parking time limits on Friday and Saturday evenings.	47.5%	26.1%	26.3%
A $20m Environmental and Accessibility Performance Fund that provides financial support for those building energy efficient or sustainable homes and buildings in Wellington	50.2%	27.1%	22.7%
Additional funding for a full upgrade to Khandallah summer pool	41.5%	23.7%	34.9%
Removal of all library charges to remove barriers to accessing council libraries	61%	21.4%	17.5%



Annual Plan Budget and other changes (con't)

Summary

- There were a total of 162 comments about the budget and the other changes.
- 32 comments were regarding to the rates, and 24 on library fees and 22 on how the council should focus on core responsibilities.
- Others commented about parking, cycleways, public spaces and transport, three waters, and Khandallah pool.

"I would love it if the library charges were removed. As I am unemployed I can't always afford to pay off the debt."

"I support the budget as long as the focus is on building/repairing infrastructure such as the water mains!"

"…parking should be free on weekends in town, with two/three hour limits"

"Reduce spending on cycleways."

"Rate increases are far too high. I Ike cycleways (and I'm a cyclists who has broken an arm and a leg cycling in Wellington in separate incidents) but fix core infrastructure first"



D: Oral submissions



Overview of hearings

- Of people wanting to be heard:.
  - 18 joined online via Zoom, remaining were in-person at the Council Chambers.
  - After hours and afternoon times were more popular
- Hearings were held over 2 different sessions.
- Hearings included a broad range of submitters including both organisations, individual submitters, and city housing tenants.
- Hearings were well received by participants, with many positively commenting on their ability to interact with Councillors and hear from other submitters.

71 oral hearings

6 hours of hearings

20 organisations presented

51 individuals presented



Oral Hearing themes

Included:

- Encroachment fees
- Waste
- WCC City housing
- Enabling Physical activity
- Enviroschools
- Funding requests



