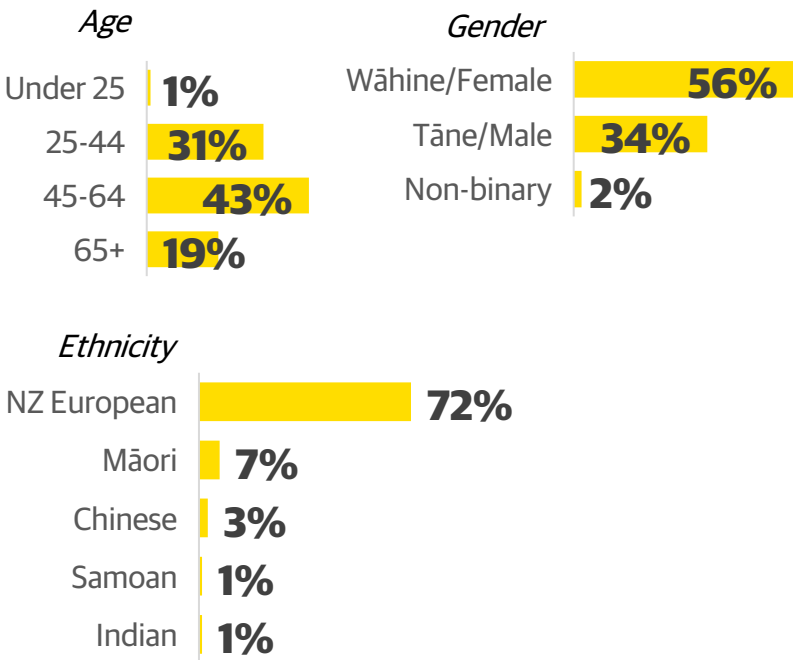


Participate Pōneke: One-page engagement summary

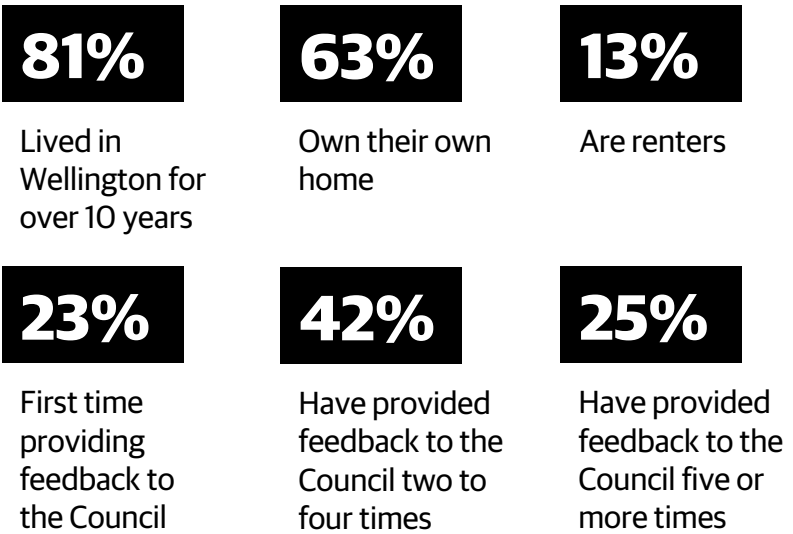
How we gathered feedback

We ran a survey (440 respondents) and in-person opportunities to provide feedback – 3 x pop-ups, 3 x community workshops, and community interviews. We also ran internal workshops, and a workshop and interviews with elected members.

Who took part in the survey?



Quick stats from the survey



Our top takeaways

- **Experiences were mixed.** Many found giving feedback easy and worthwhile, while others distrusted Council decision-making, suspecting predetermined outcomes or little room for real influence. Unclear use of feedback drove frustration and disengagement.
- **People sought more transparent communication.** Clarity on how feedback is used and how decisions are reached, plus plainer explanations of proposals, their impacts, trade-offs, costs, and supporting evidence.
- **Preferences were split between digital and in-person methods.** Offering multiple ways to engage worked well.
- **Significant barriers persist for some,** including limited time, low awareness, accessibility gaps, and process complexity. These barriers fall hardest on underrepresented communities, so engagement does not fully capture Wellington's diversity, even where channels such as online tools serve some people well.
- **Ongoing relationships were seen as critical to trust.** Respondents valued place-based engagement, trusted community networks, and a consistent presence beyond consultation processes.

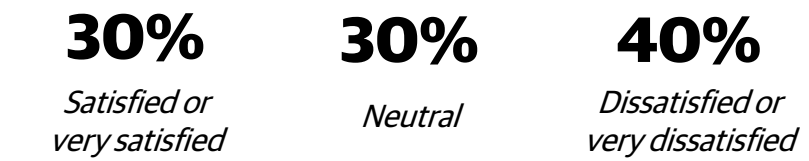
Top 10 themes we heard from the survey

These findings are listed from most to least common.

- 1 Across all of the feedback, mixed experiences and preferences were reported
- 2 Respondents described low trust in Council processes and decision-making
- 3 The Council needs to reduce barriers to participation to ensure engagement processes are inclusive and accessible to all
- 4 There were calls for the Council to build ongoing relationships with the community
- 5 There were varying views about the information needed to effectively provide feedback

- 6 Some wished to see increased consideration of community expertise and ideas at an earlier stage
- 7 Engagement fatigue was raised as an issue, with a range of factors contributing
- 8 Promotion was seen as useful for many in driving engagement
- 9 Preferences around how to provide feedback were mixed, highlighting the importance of providing a range of options
- 10 There are mixed reasons why people give feedback to the Council on projects and decisions

Most respondents felt very satisfied, satisfied or neutral about their most recent experiences of giving feedback to the Council.



I was given enough information to understand the issue or topic and provide meaningful feedback.

The Council got back to me about how my feedback contributed to the decision.

