

Working@Council 2025

Results

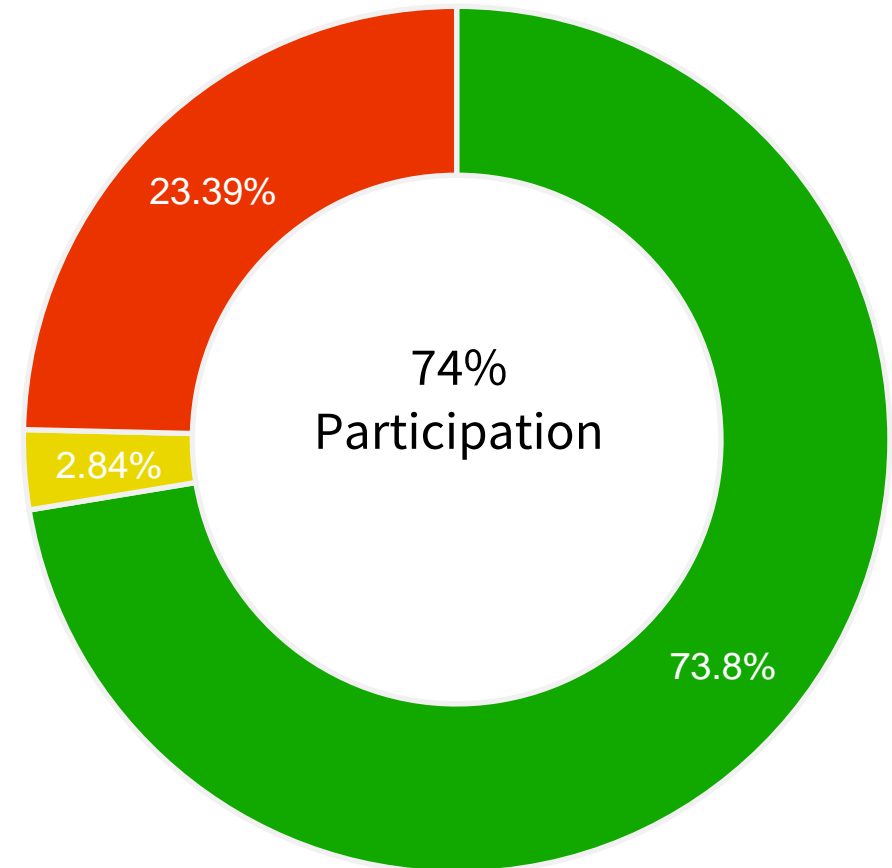
Participation Rate

2025 survey

2813 people were invited to complete the survey.
2075 people completed the survey.

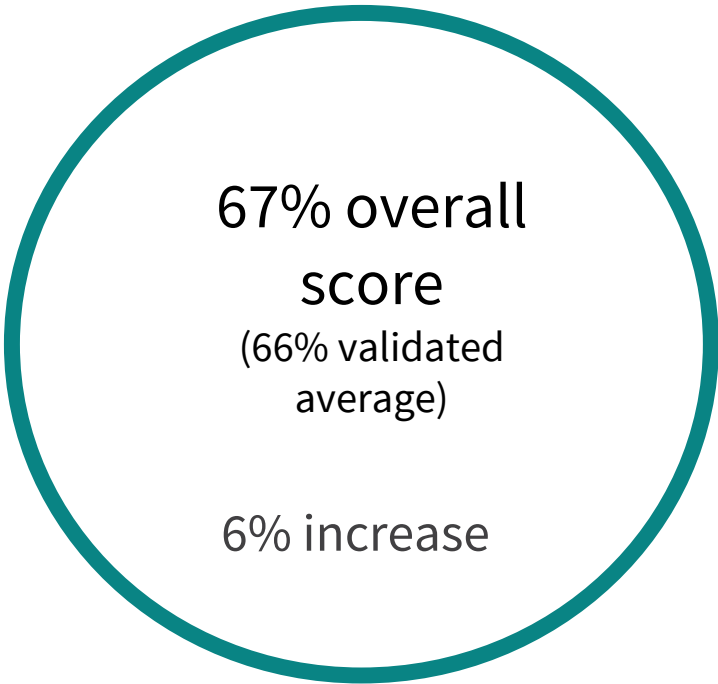
The participation rate is 74%

2% increase from 2024



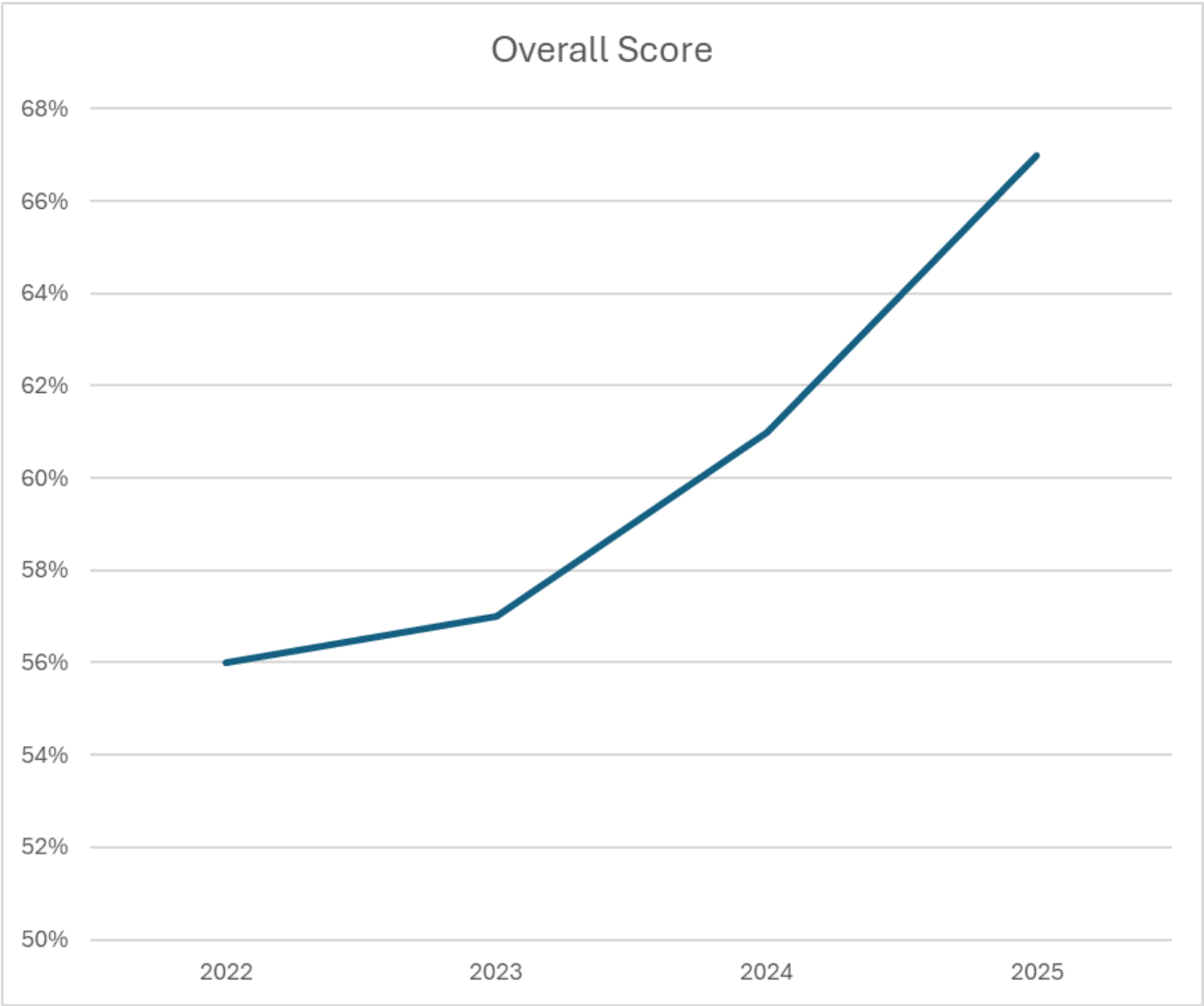
■ Completed ■ Incomplete ■ Not started

Overall Score



Every question has an increased score

NB: Validated average is calculated from the AskYourTeam validated Agree-Disagree questions



AskYourTeam Benchmarks

Data from: Local Government (Sector)



73.8%

Survey participation

68%

Participation benchmark

+6%

Difference

Survey Score



66%

Benchmark Score



64%

Difference +2%

Some big shifts since 2022

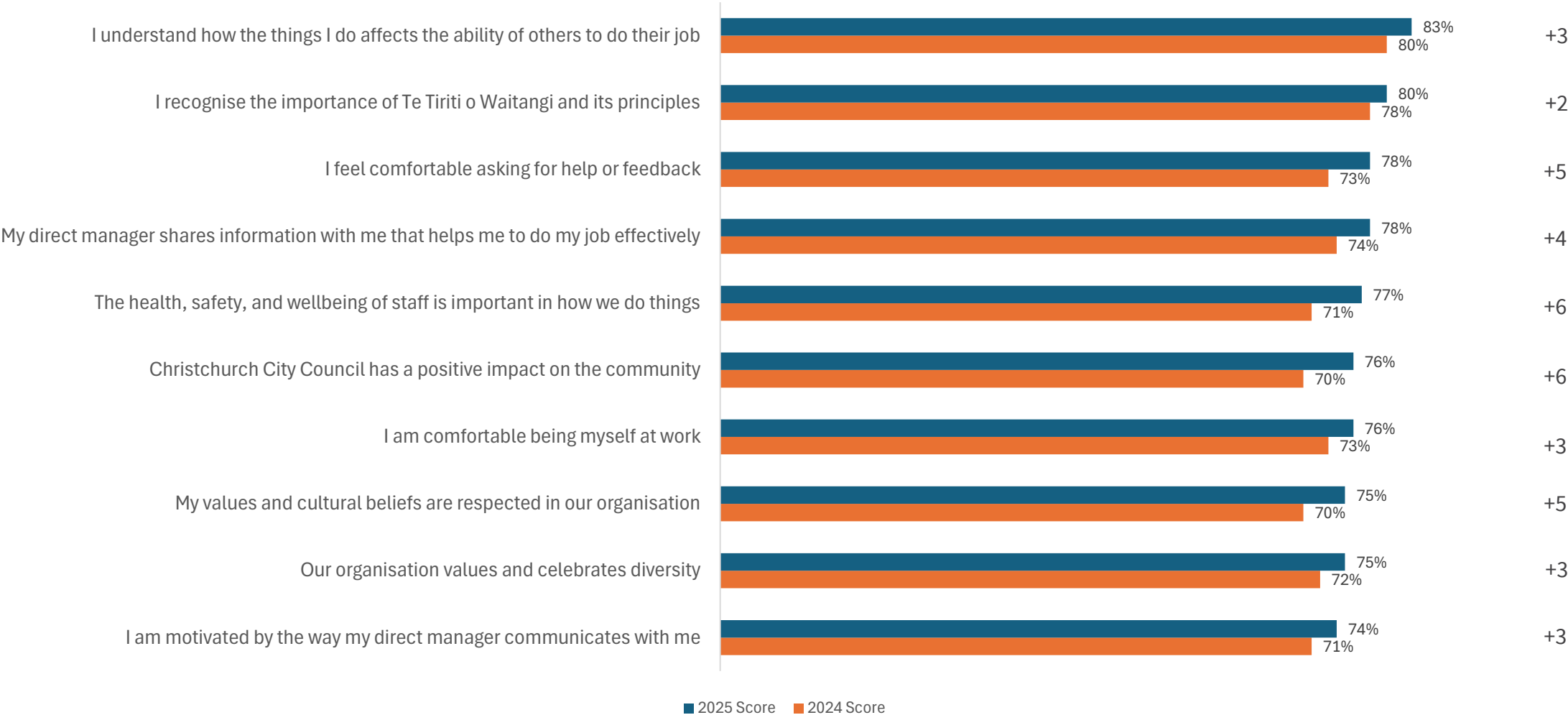
	2022	2023	2024	2025	% increase
Overall score	56%	57%	61%	67%	11%
Participation	57%	72%	72%	74%	17%
Difference to Benchmark	-8%	-8%	-3%	+2%	
Psychological wellbeing	54%	54%	64%	68%	14%
Leadership	55%	53%	60%	68%	13%
Information	57%	62%	63%	68%	11%
Internal communication	55%	56%	60%	66%	11%
Organisational culture	55%	55%	60%	66%	11%

Overall category ratings – there are some differences in questions year-to-year so it is not always a direct comparison

Areas of greatest improvement

Question	% increase
Christchurch City Council has a positive reputation with our citizens	+11%
Christchurch City Council has a positive reputation in its local business community	+10%
ELT's actions are in line with our organisation's values	+9%
ELT are leading us in the right direction	+8%
ELT will implement our strategy and vision successfully	+8%
There is a clear vision for our organisation	+8%
Our remuneration structure is appropriate relative to similar roles in the market	+8%
We celebrate success as an organisation	+8%
Christchurch City Council is a great place to work	+8%

Top 10 Question Scores – comparison 2024/2025



Comments overview

We have a passionate, committed and highly skilled workforce

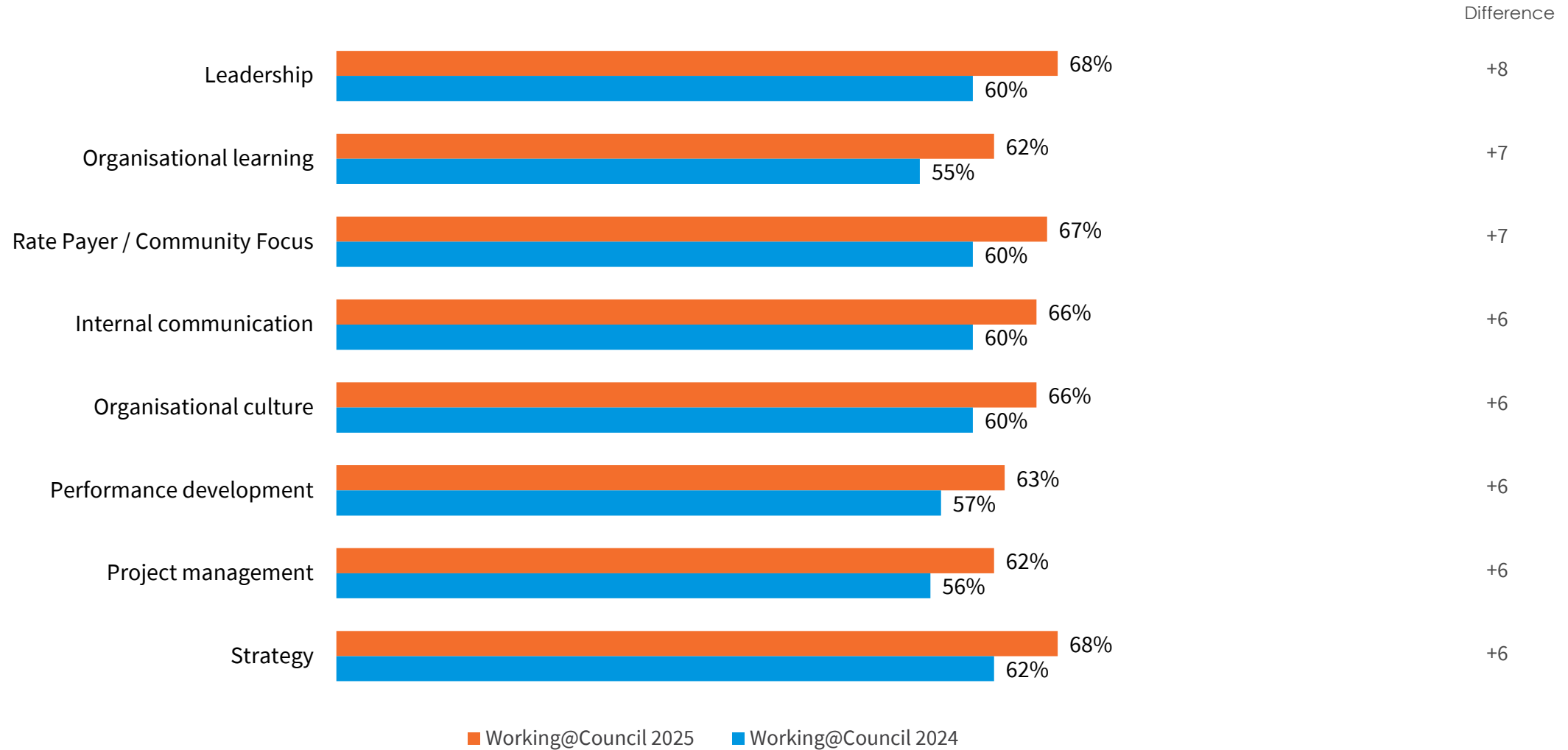
- Staff are proud to work at the Council. They are here because they want to serve our communities and make a difference.
- Staff care about our communities, and want to make a difference for the communities they serve.
- Overall, the organisation provides a supportive team culture, and employees appreciate the friendly and capable teams that they work with.
- There is a strong sense of team work and collaboration, staff enjoy the opportunities that they get to collaborate with others.
- Staff continue to see and acknowledge the effort being made by the CE and ELT. Overall, their leadership feels genuine, communication is more open and transparent than in the past.

But there are some areas where we can continue to grow...

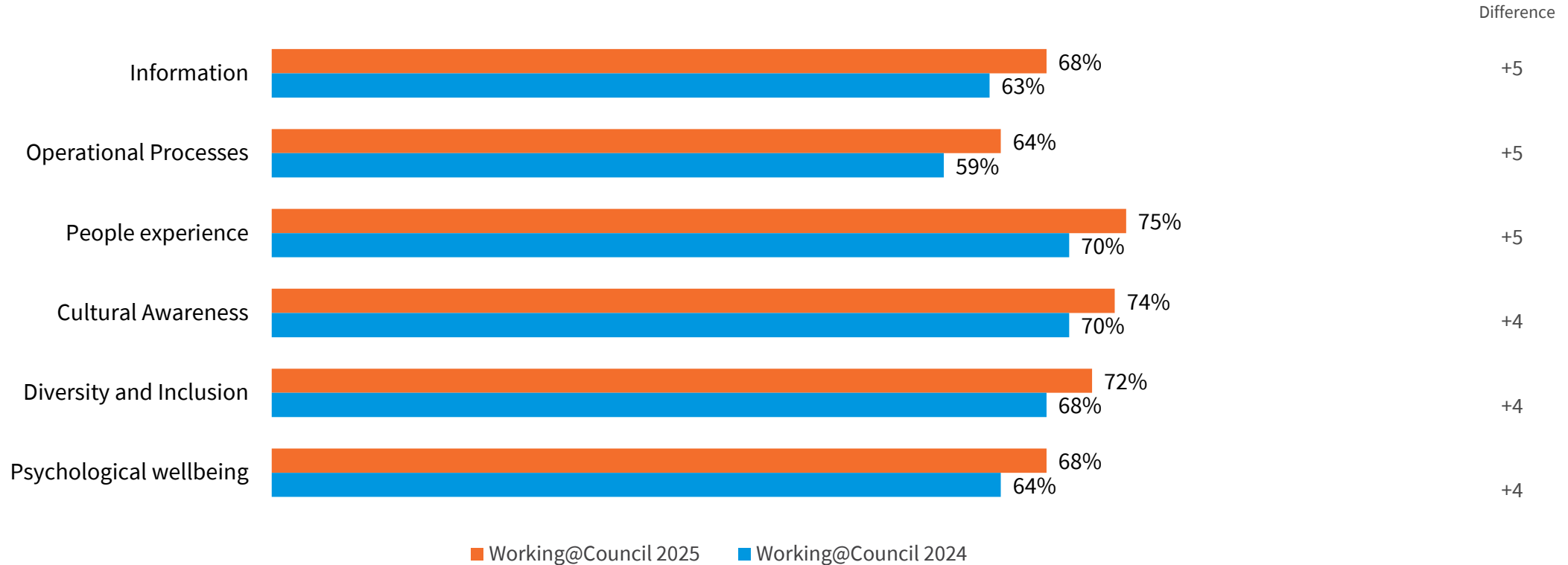
- Ensuring everyone has opportunities for development and growth
- Providing clear career progression pathways within the Council
- Celebrating the good work that contributes to making Christchurch a great place to live
- Embedding the culture of teamwork and good communication across all areas and levels
- Enhancing and streamlining processes, documentation and workflows
- Making time to focus on planned and proactive work
- Ensuring consistent management practices across teams

Appendix 1 - Rating comparison 2024-2025

Comparison by Category

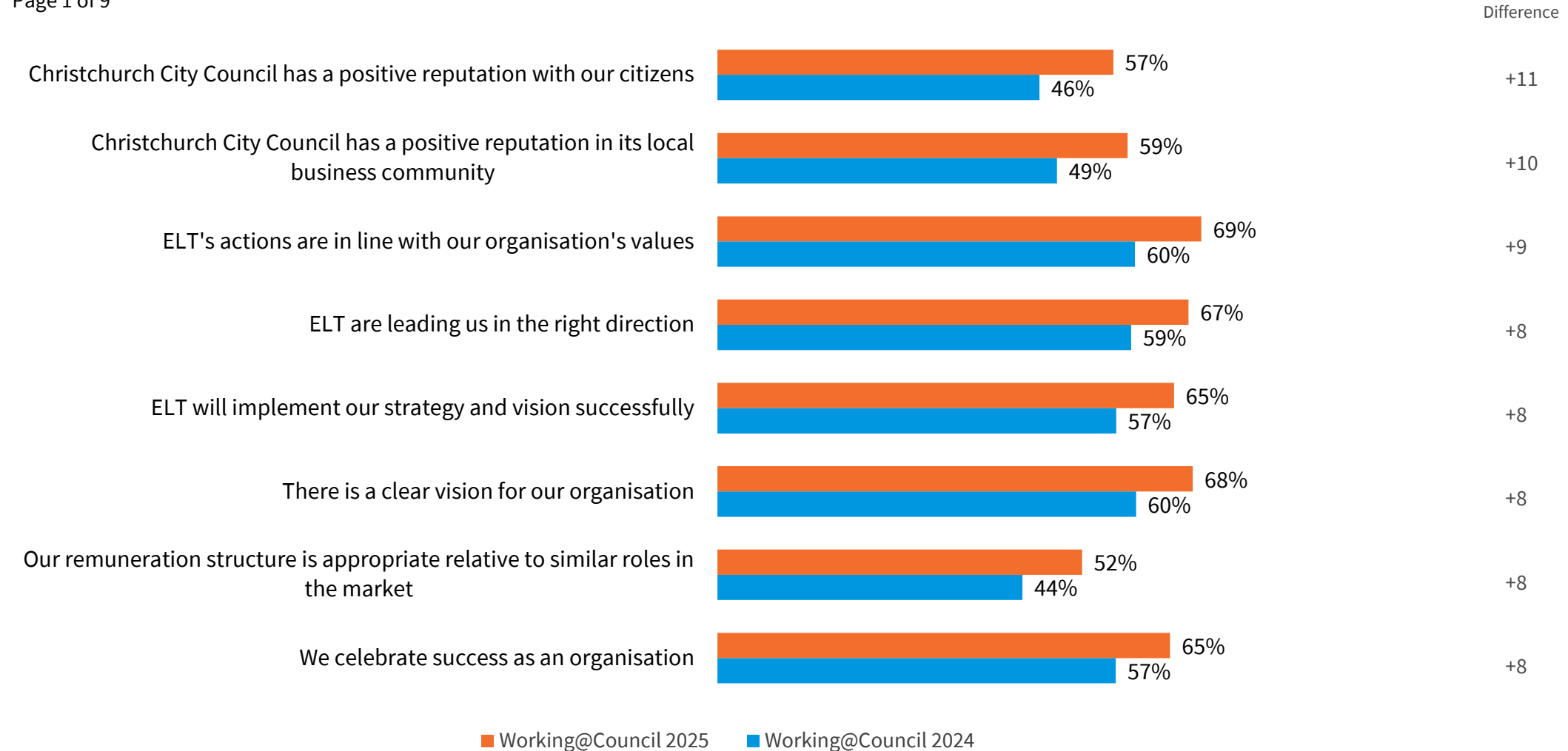


Comparison by Category



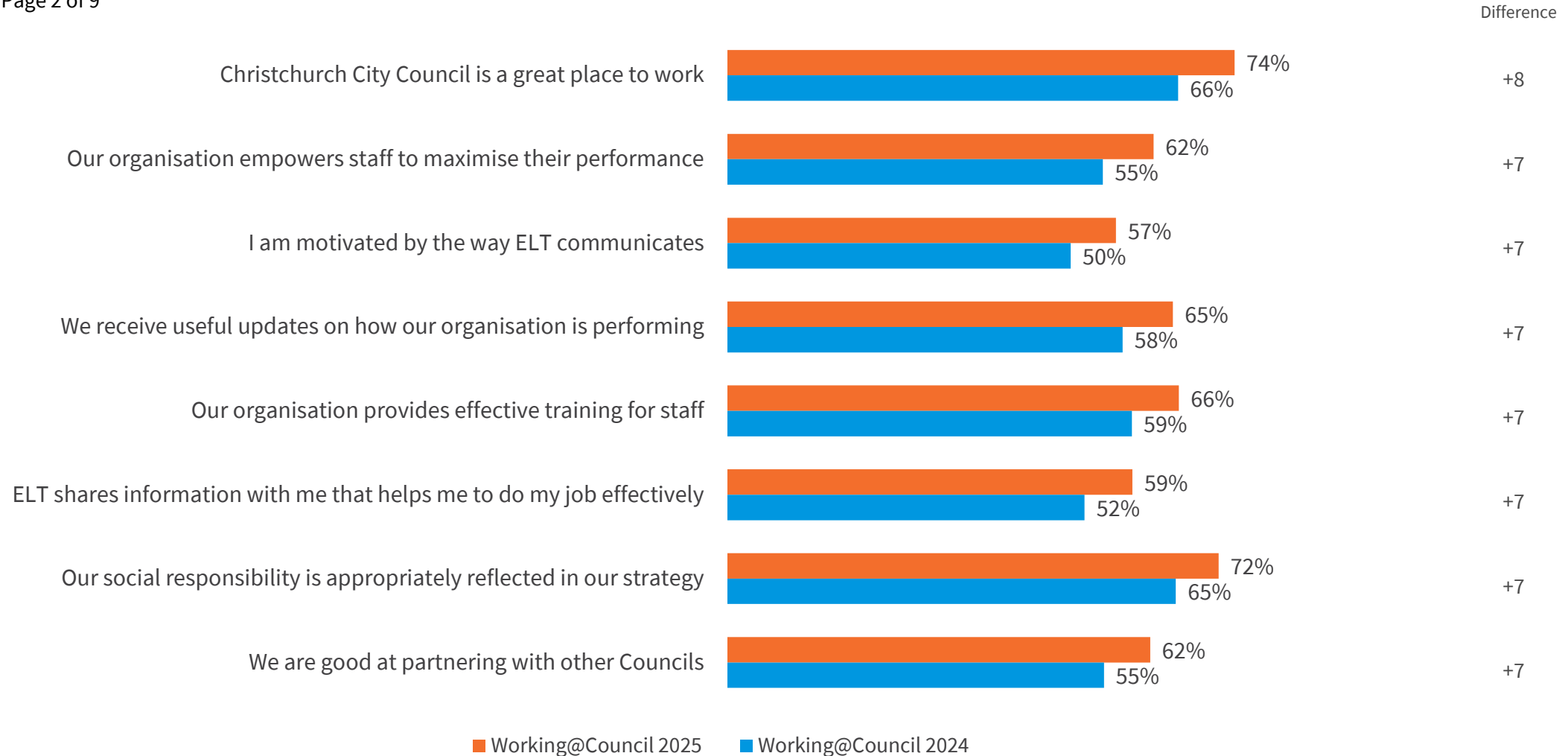
Comparison by Question

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Comparison by Question

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Comparison by Question

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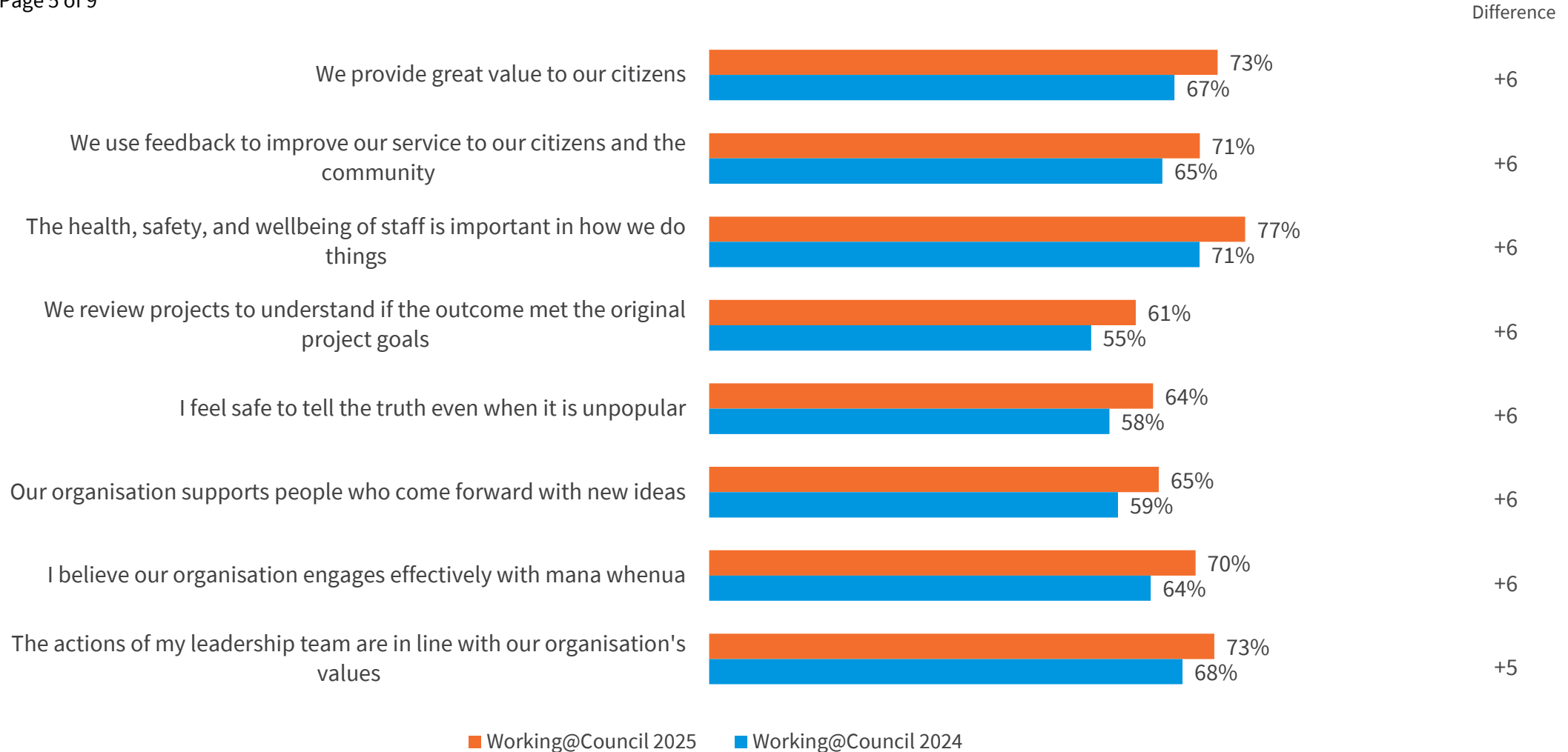
Comparison by Question

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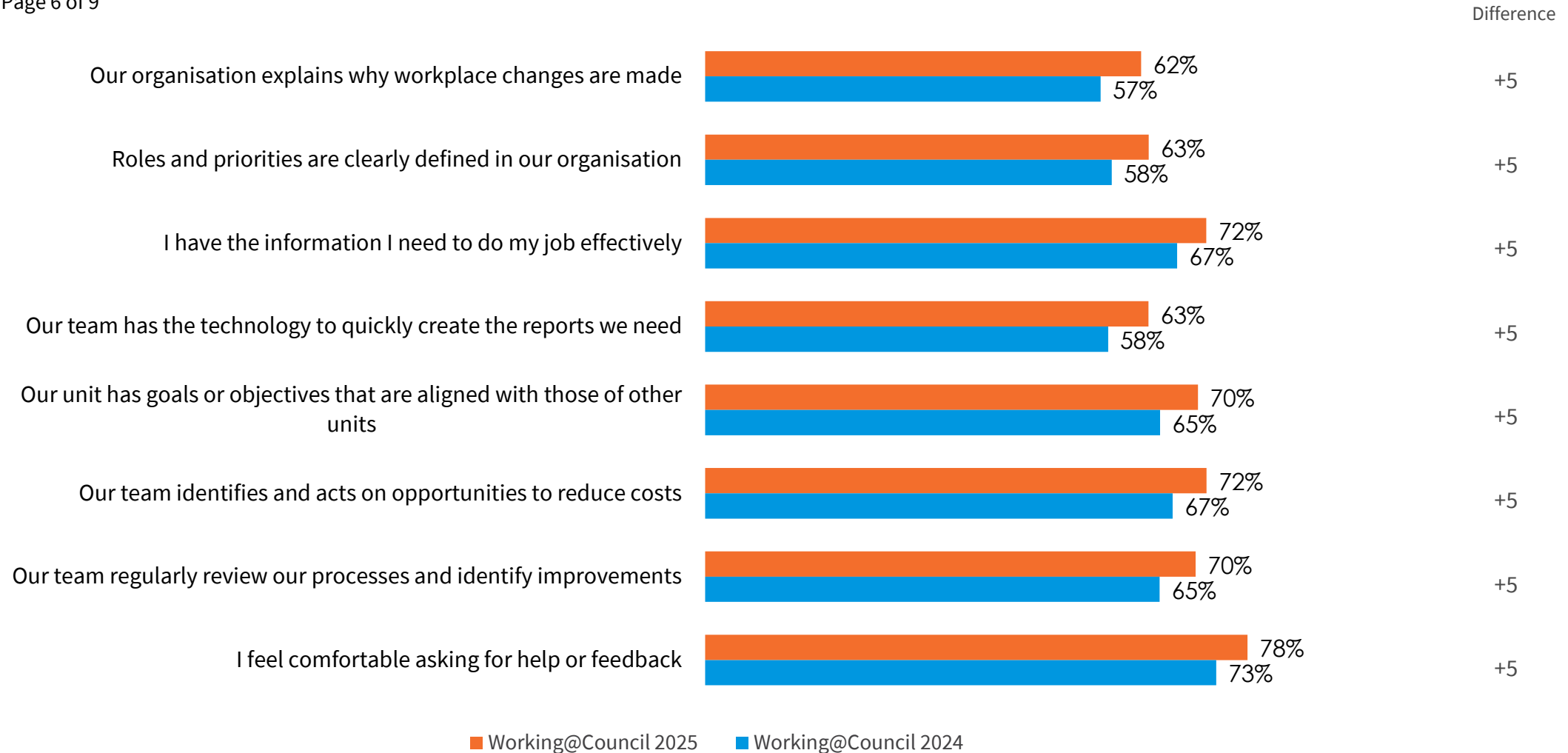
Comparison by Question

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Comparison by Question

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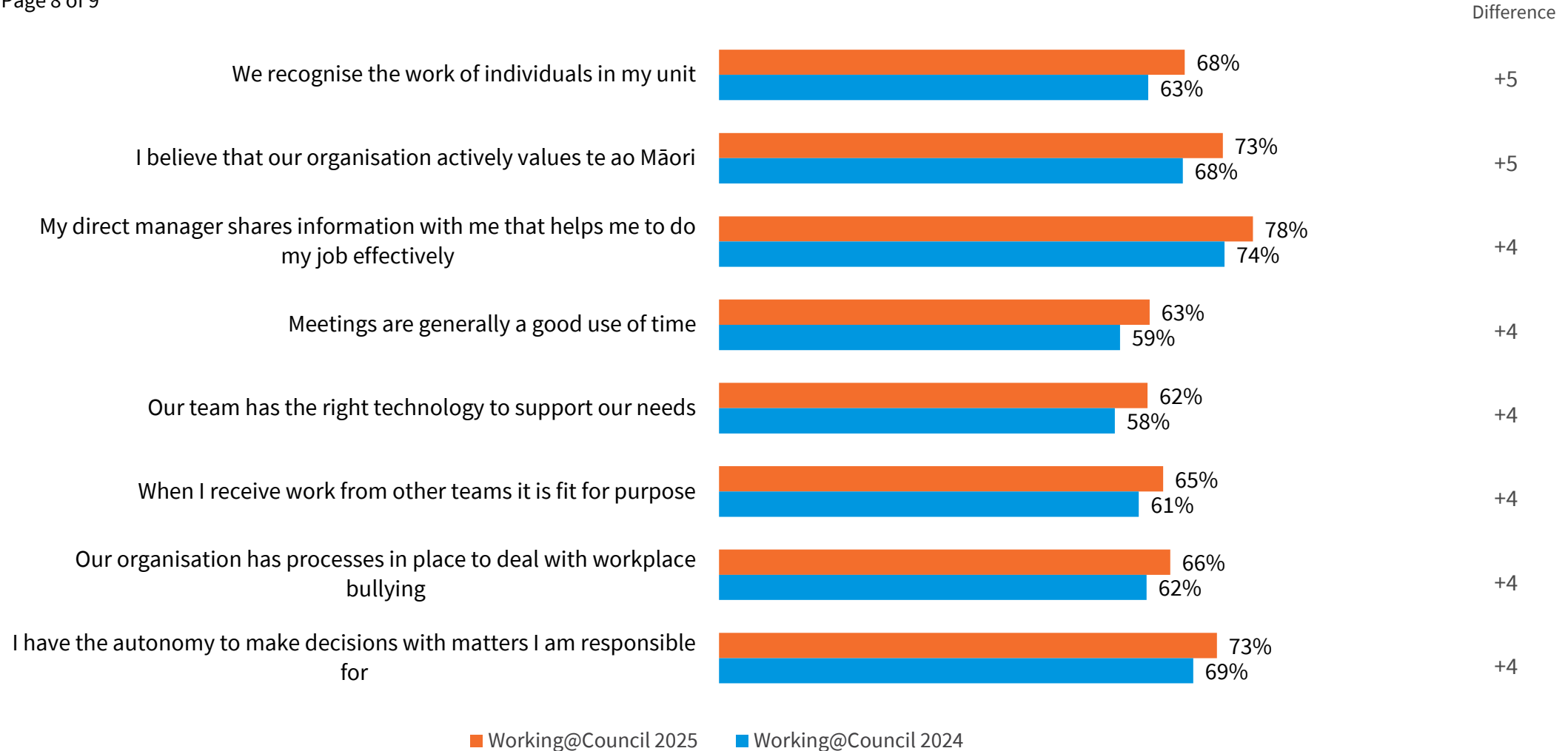
Comparison by Question

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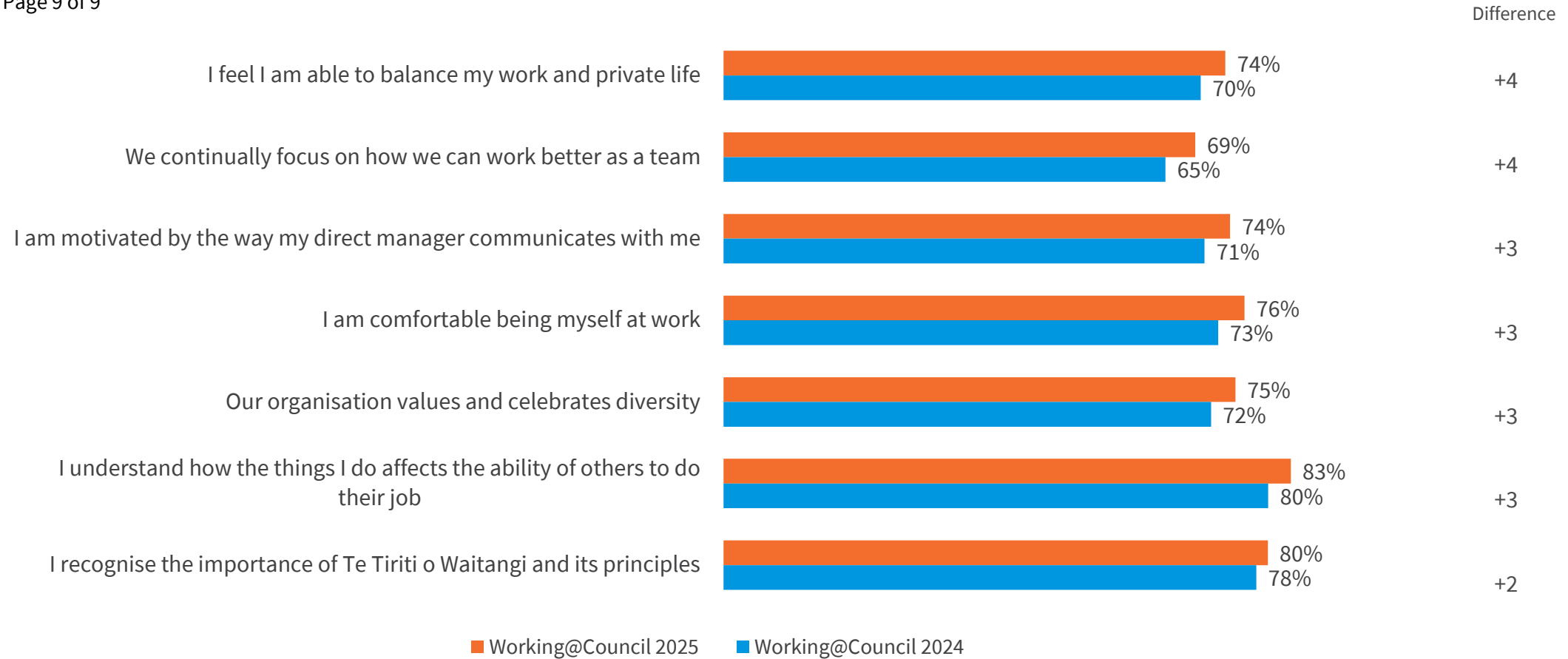
Comparison by Question

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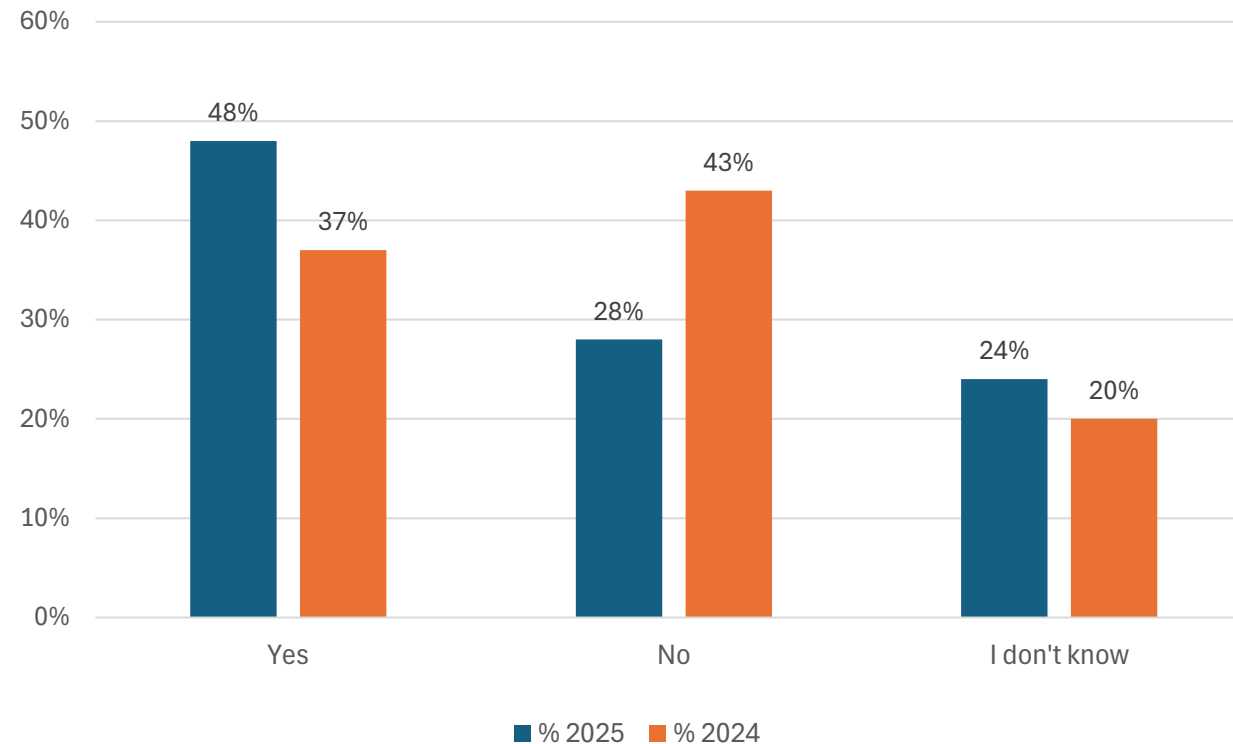
Comparison by Question

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Multi-choice Question

Do you think our organisation is transparent and open with information inside the organisation (i.e. for staff)?

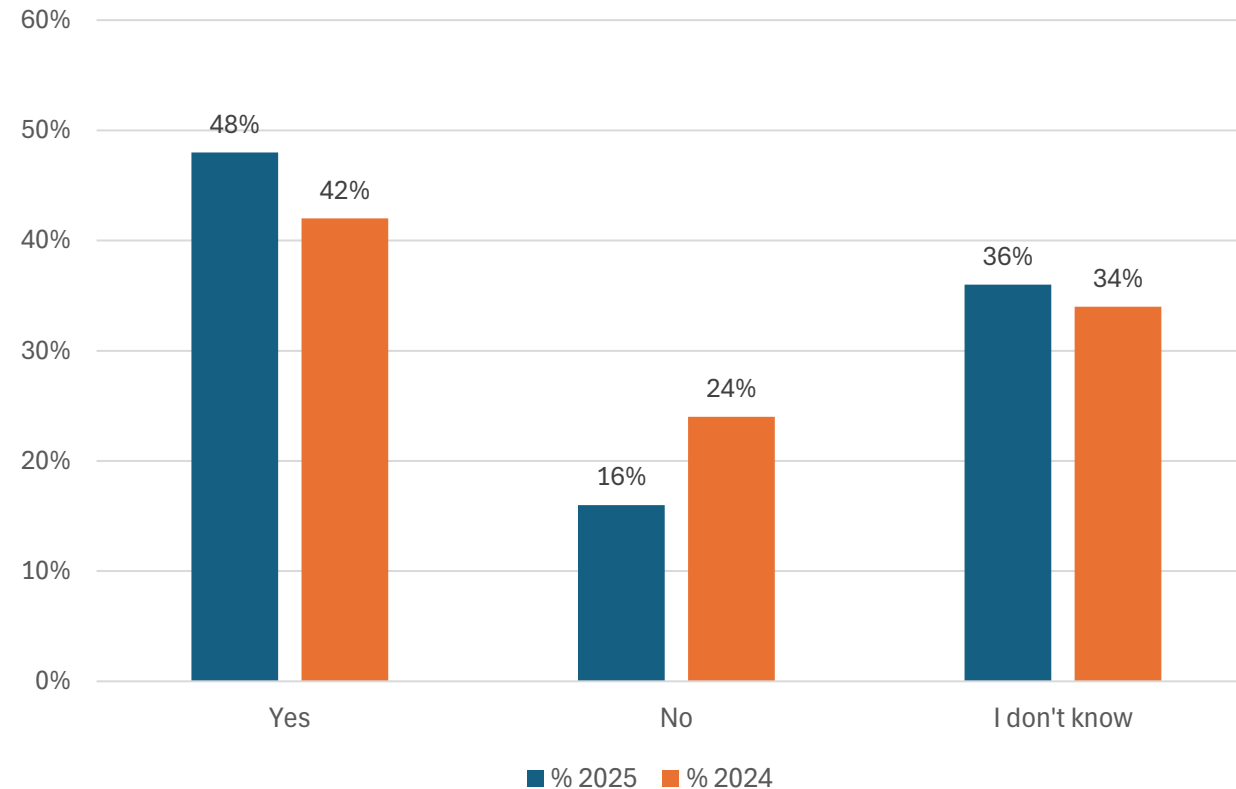


This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%



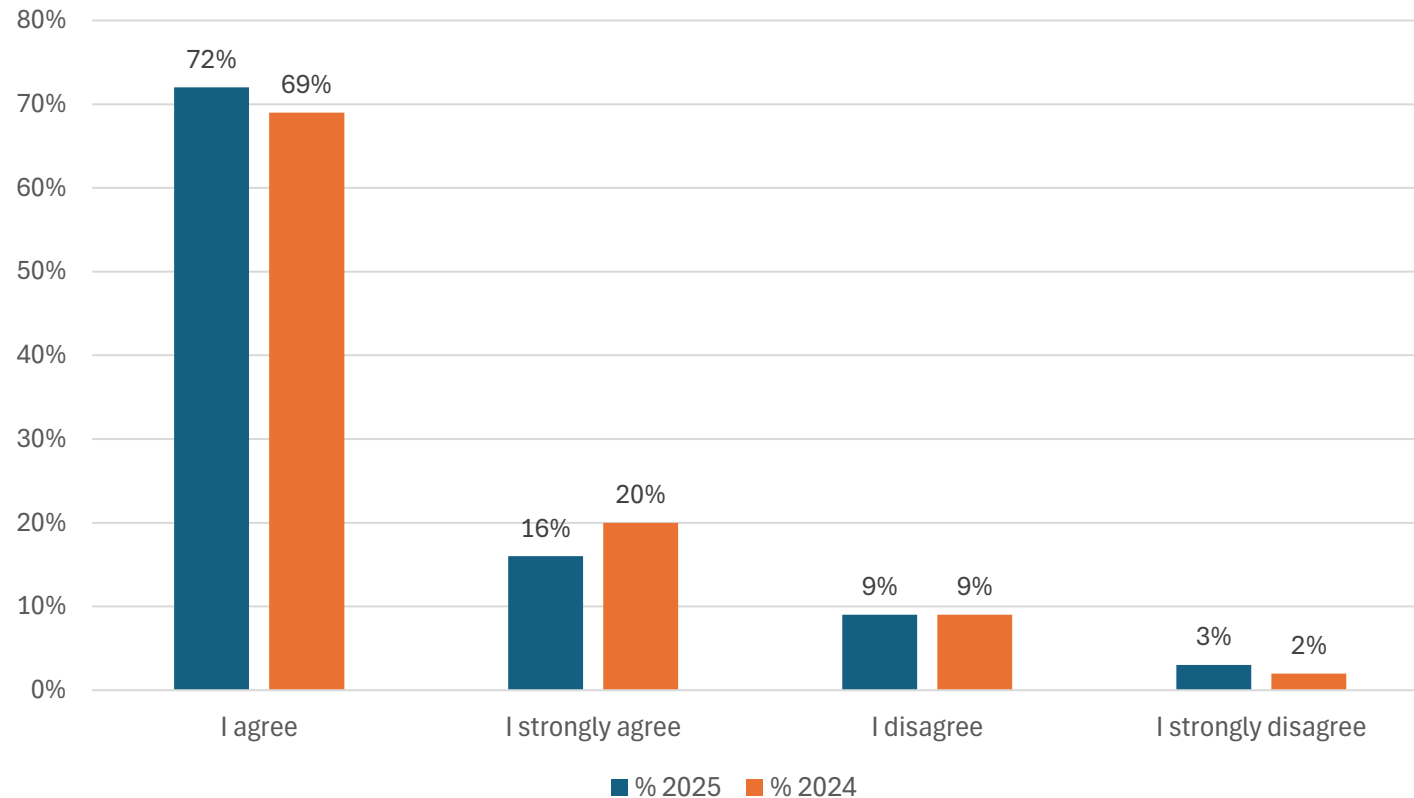
Multi-choice Question

Do you think our organisation is transparent and open with information outside the organisation (i.e. for communities/customers/partners)?



Multi-choice Question

To what extent do you agree with the following statement, 'Our organisation is open and accepting of individual differences'?



Appendix 2

2025 results

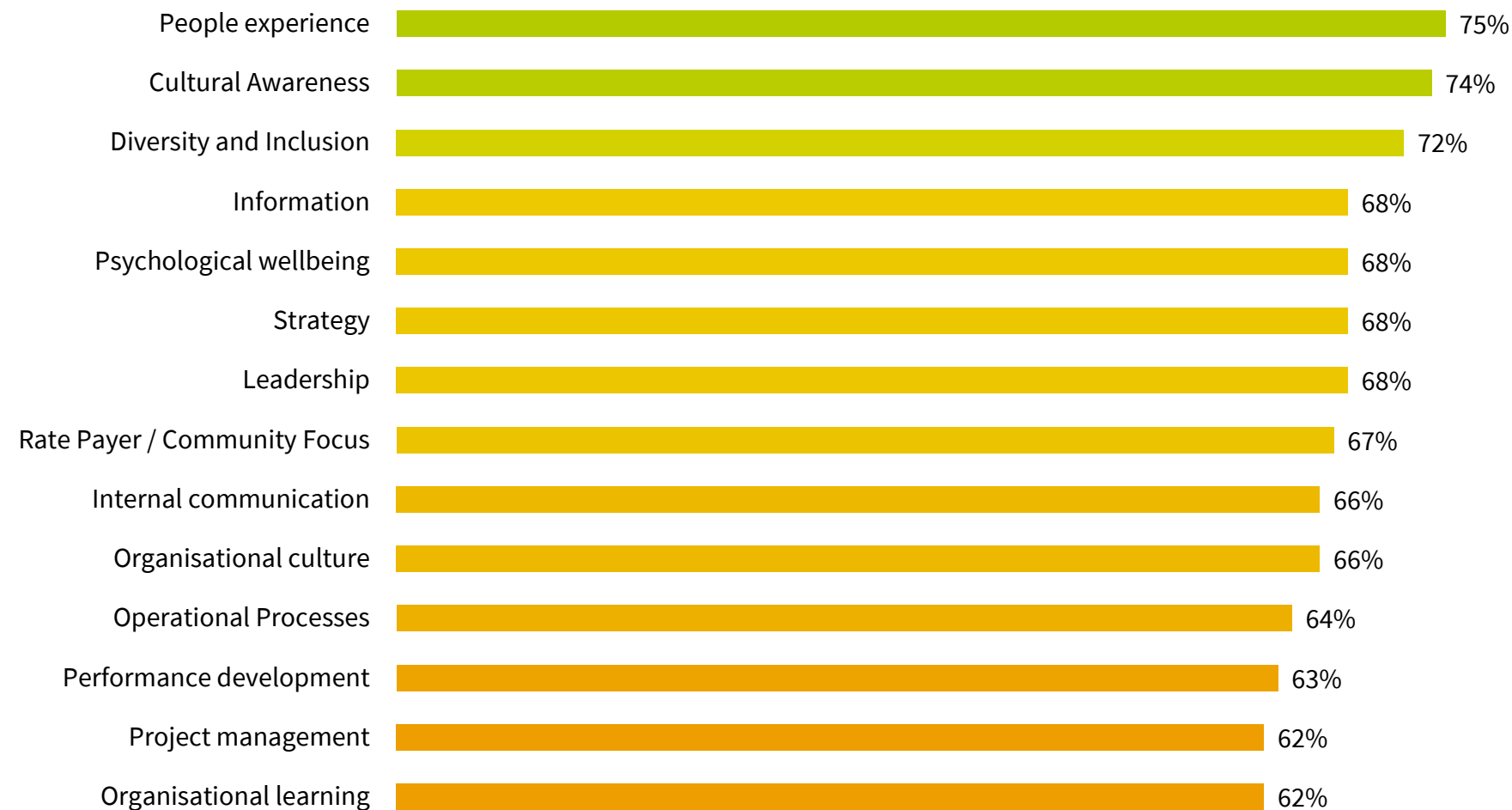
Top 10 Question Scores



Bottom 10 Question Scores

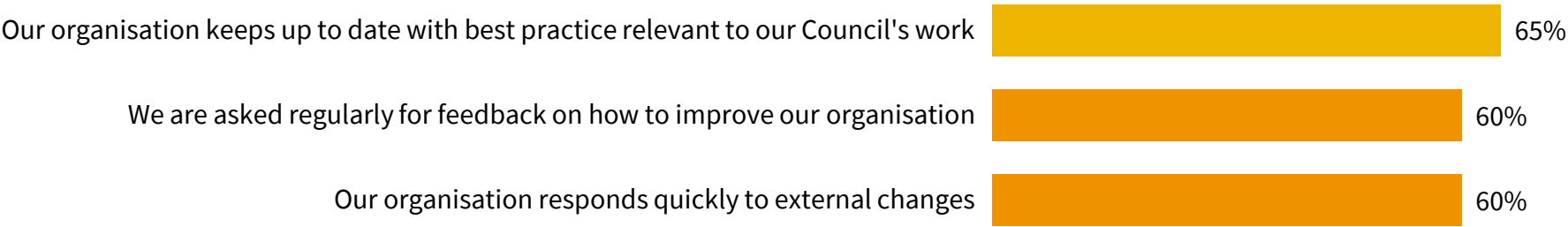


Average Category Score



Average Question Score by Category

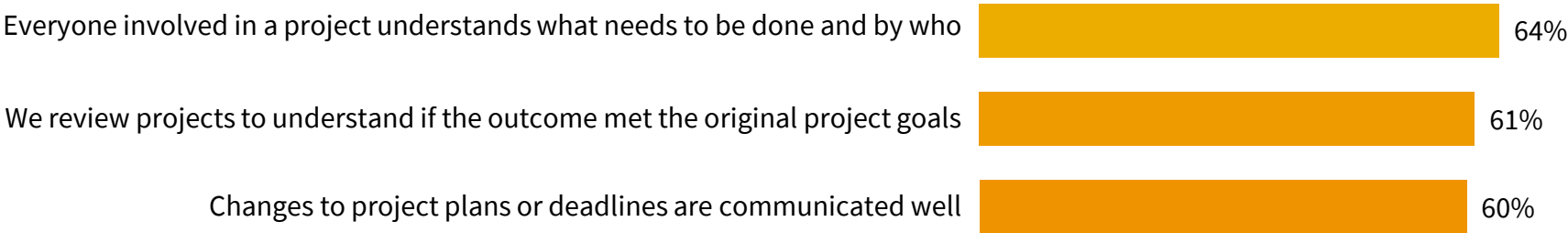
Organisational learning



These slides show which questions relate to each category in the survey

Average Question Score by Category

Project management



Average Question Score by Category

Performance development



Average Question Score by Category

Operational Processes



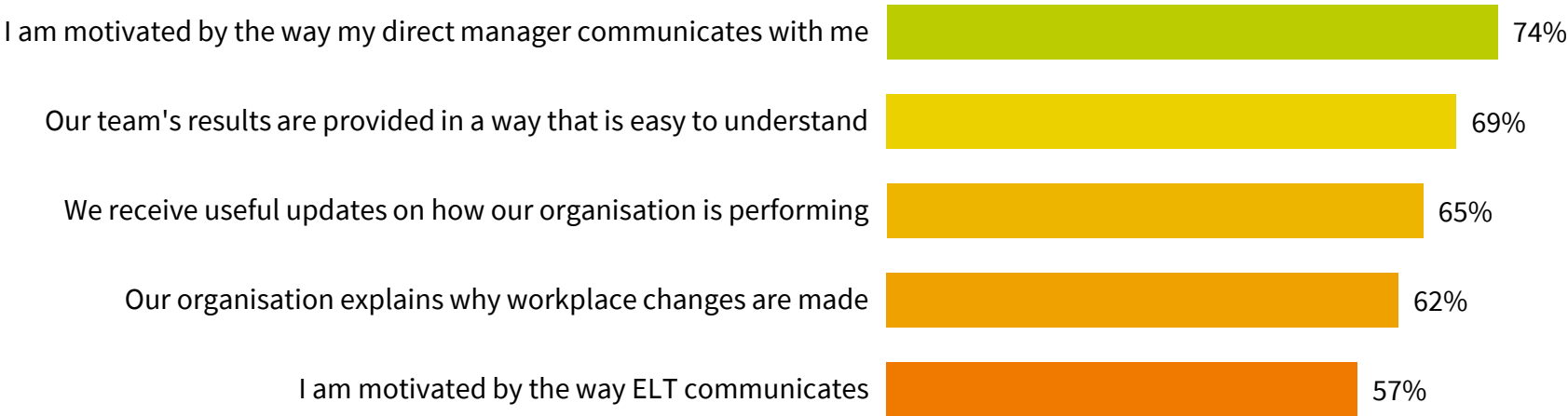
Average Question Score by Category

Organisational culture



Average Question Score by Category

Internal communication



Average Question Score by Category

Rate Payer / Community Focus



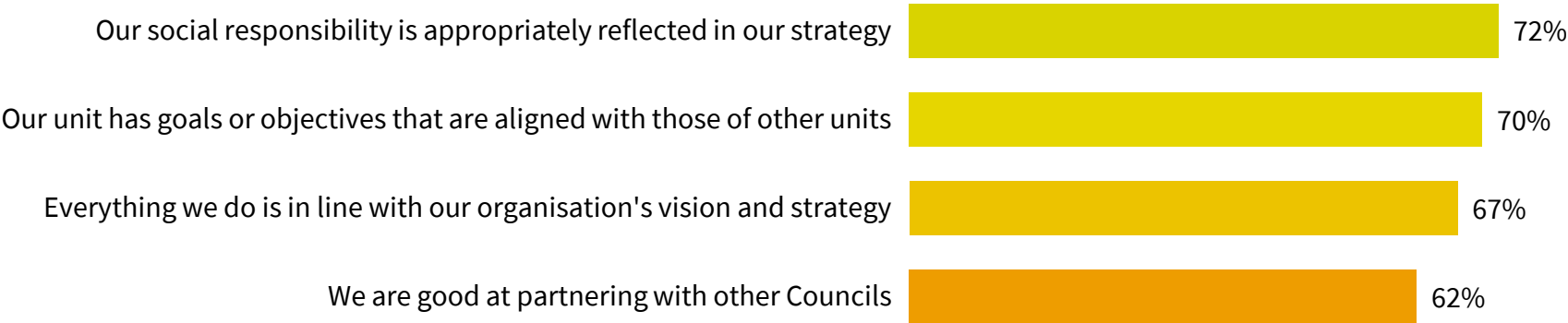
Average Question Score by Category

Leadership



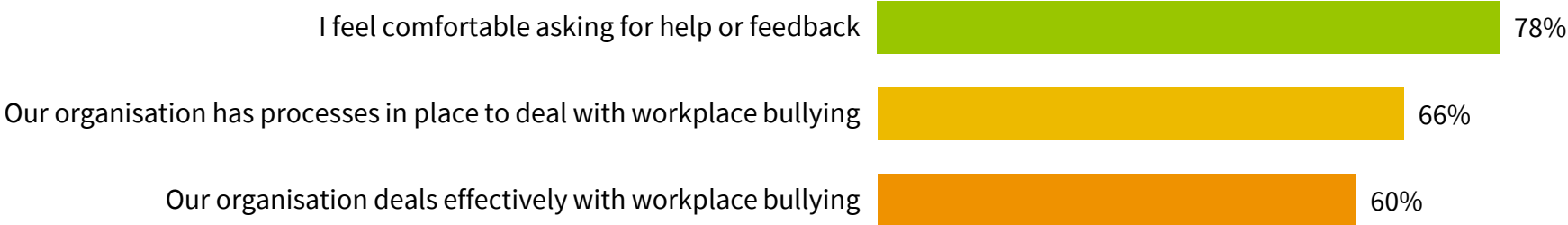
Average Question Score by Category

Strategy



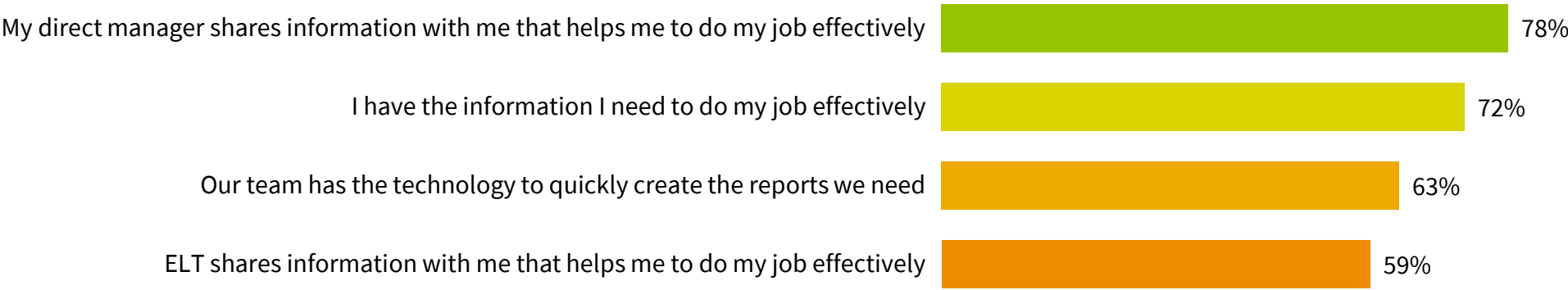
Average Question Score by Category

Psychological wellbeing



Average Question Score by Category

Information



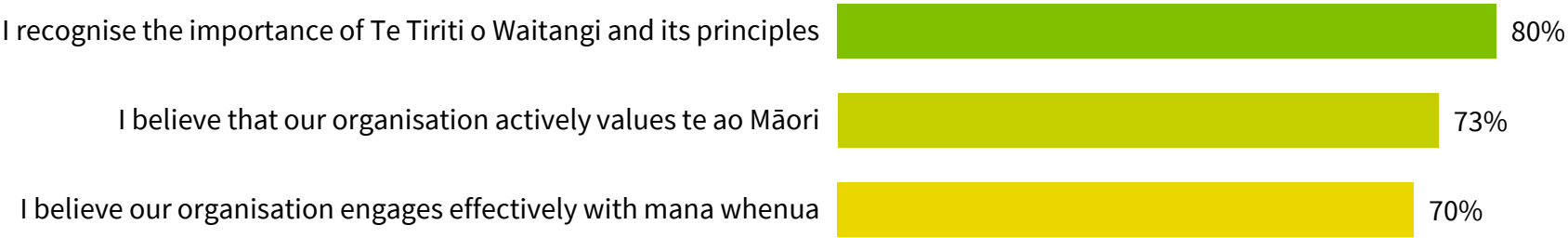
Average Question Score by Category

Diversity and Inclusion



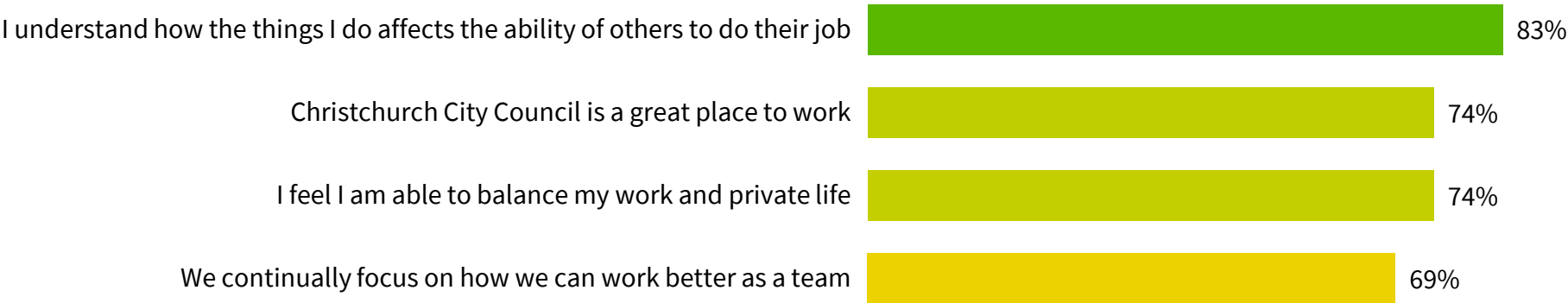
Average Question Score by Category

Cultural Awareness



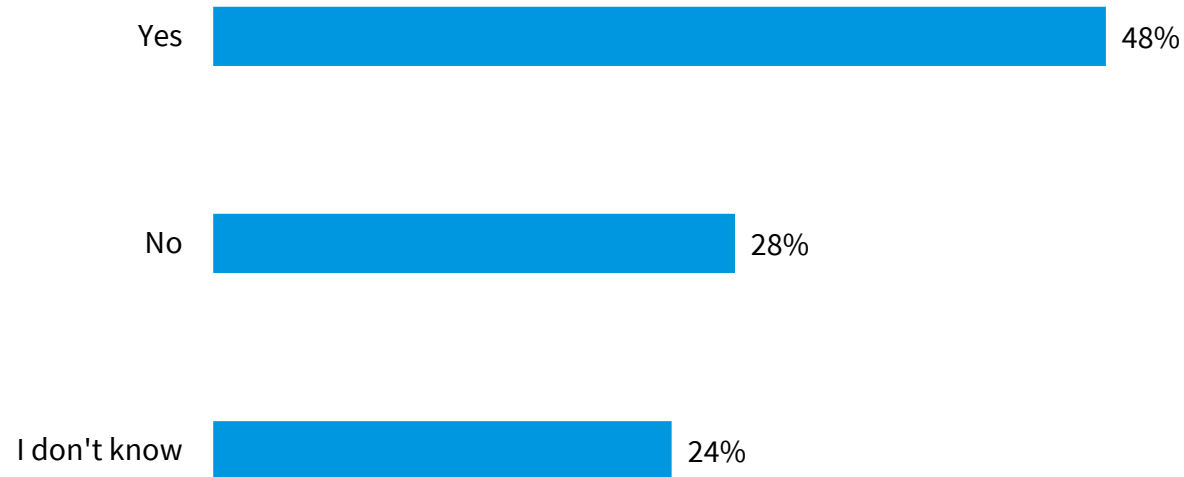
Average Question Score by Category

People experience



Multi-choice Question

Do you think our organisation is transparent and open with information inside the organisation (i.e. for staff)?

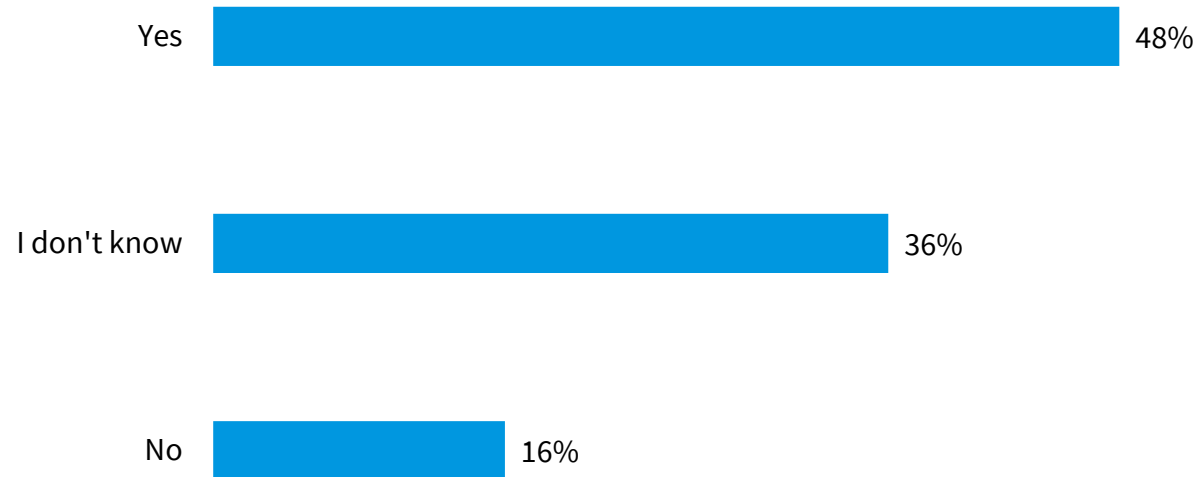


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Multi-choice Question

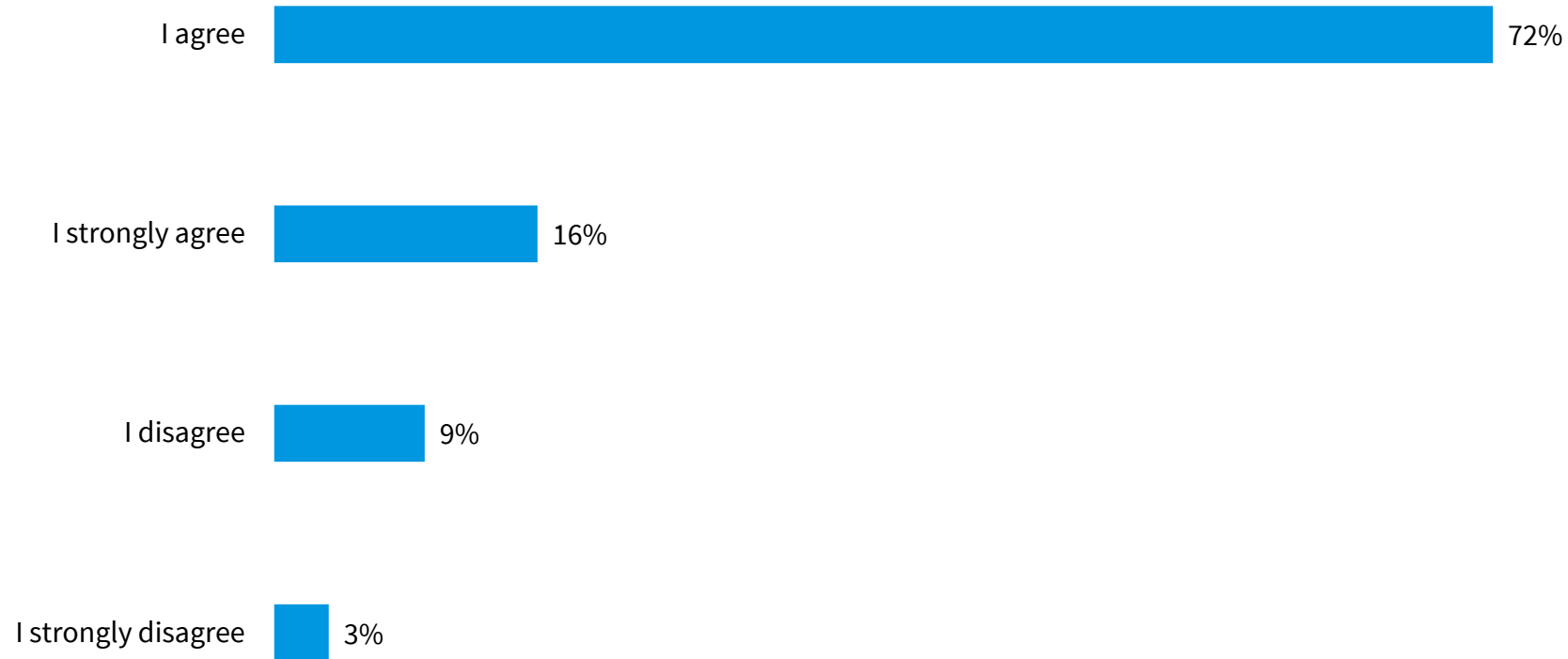
Do you think our organisation is transparent and open with information outside the organisation (i.e. for communities/customers/partners)?



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Multi-choice Question

To what extent do you agree with the following statement, 'Our organisation is open and accepting of individual differences'?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

