Working@Council 2026

Results

Christchurch City Council

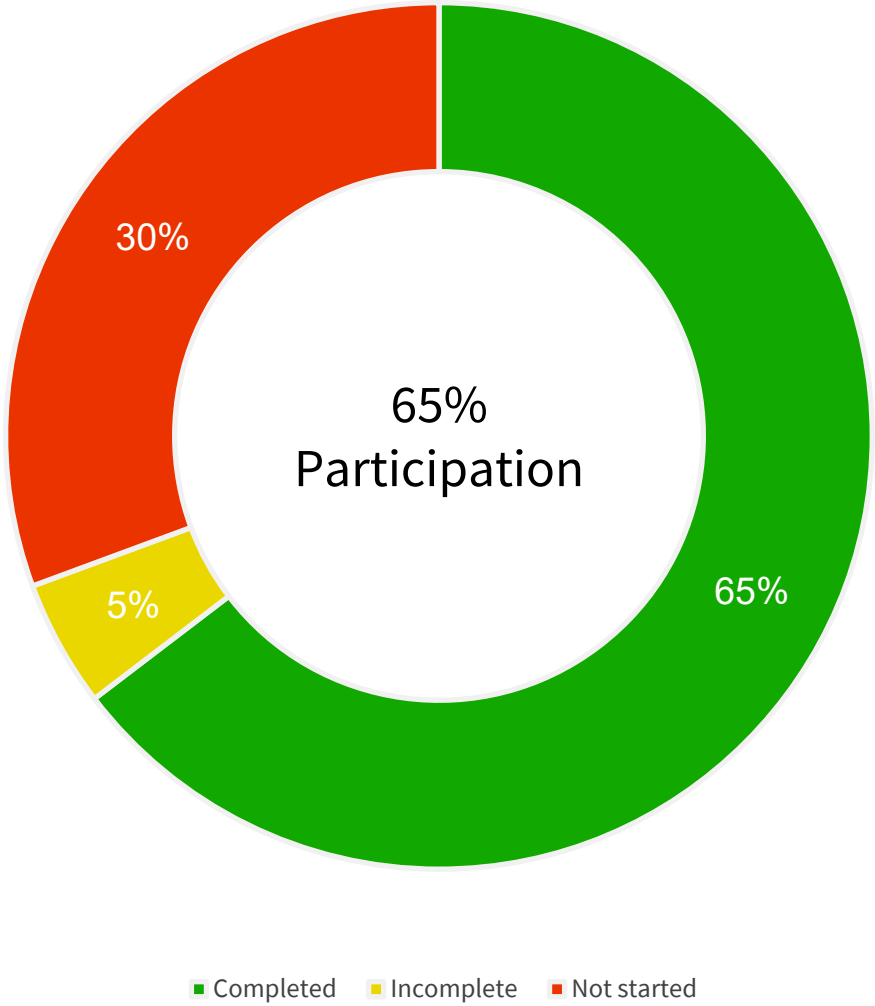
Participation rate

2026 survey

- 3144 people were invited to complete the survey.
- 2032 people completed the survey
  (in line with 2025: 2075 responses)
- The participation rate is 65%

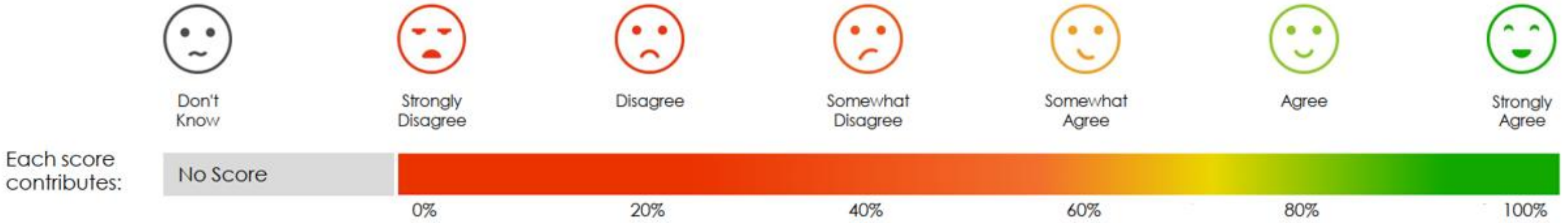
2025

- 2075 completed the survey (74%)



Understanding the results

The results reflect the average agreement score for each question (reported as a percentage).



Overall score

2026

2025

Maintained

Scores reflect the average across all responses on the agreement scale (not % of people who agree)

Overall score by year

We maintain some big shifts since 2022

	2022	2023	2024	2025	2026	% increase
Strategy	57%	59%	62%	68%	68%	11%
People experience	65%	66%	70%	75%	76%	11%
Performance development	53%	53%	57%	63%	64%	11%
Operational Processes	54%	56%	59%	64%	64%	10%
Project management	54%	52%	56%	62%	63%	9%
Ratepayer /community focus	60%	60%	60%	67%	69%	9%
Cultural awareness	68%	78%	70%	74%	76%	8%
Organisational learning	55%	53%	55%	62%	63%	8%

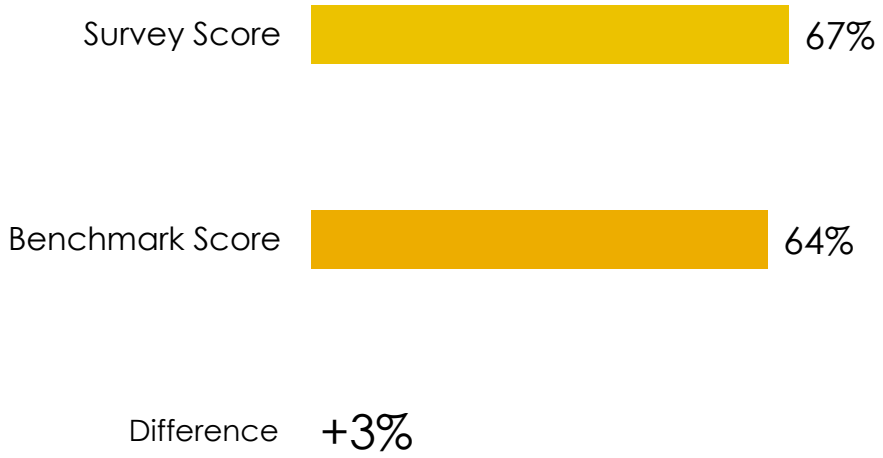
AskYourTeam Benchmarks

Data from: Local Government (Sector)

64.6%
Survey participation

67.0%
Participation benchmark

-2.4%
Difference

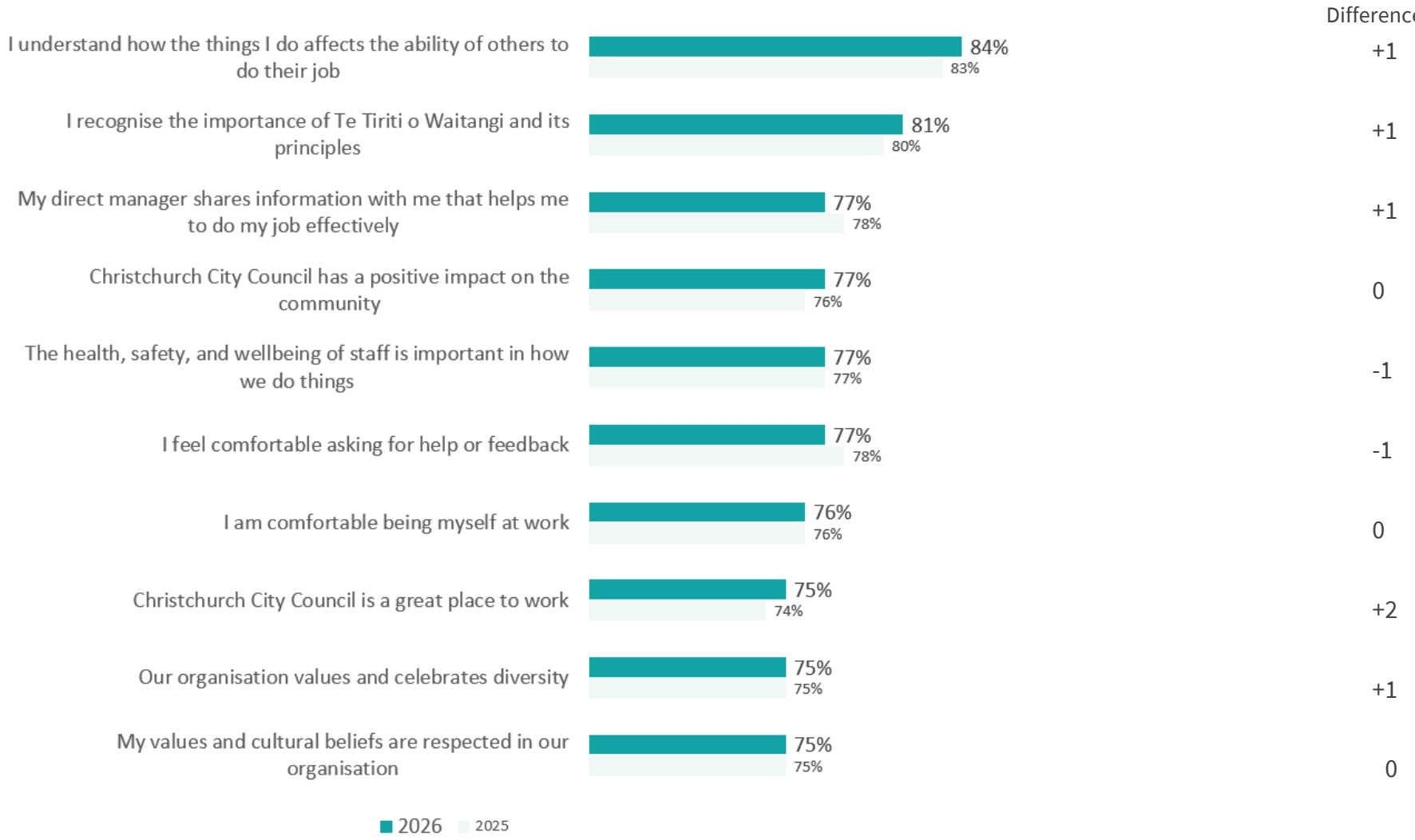


Where we have improved

Question	% increase
Our remuneration structure is appropriate relative to similar roles in the market	+5%
Christchurch City Council has a positive reputation in its local business community	+3%
Christchurch City Council has a positive reputation with our citizens	+3%
Our organisation allocates resources where they are most needed	+3%
Our organisation responds quickly to external changes	+3%

Top 10 Questions Scores 2026

Top 10 Question Scores – comparison 2026/2025



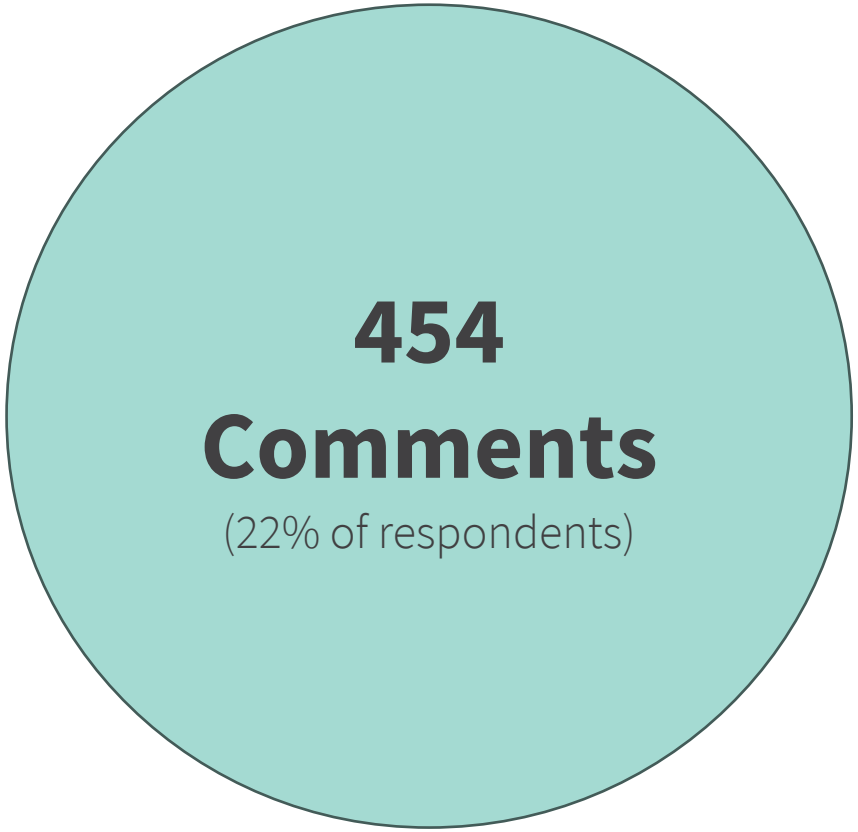
Christchurch City Council

Lowest 10 Questions Scores 2026

Comments

Christchurch City Council

From the Comments



- Overall, the themes were consistent with those observed in 2025, comprising a mix of positive feedback and areas identified for improvement.
- The two most prominent themes this year were culture (25% of comments) and leadership (20%).
- Other themes included resources, communication, technology, remuneration, and the relationship between staff and elected members.

From the Comments | What's going well

The feedback provided by staff highlighted several things that are going well, which can generally be summarised into the following themes.

We are driven by a desire to make a positive difference for our communities and helping to shape the city
People value knowing their efforts directly support community wellbeing and plays a meaningful role in shaping Christchurch's development. They take satisfaction in seeing the positive impact of their work reflected in the community.

Strong pride and positivity about working at the Council
In some cases, the feedback received reflected a strong sense of enjoyment in working at CCC, with our people finding their roles fulfilling and appreciating the contribution they make to the city.

Equity, Inclusion & Community Focus
Many staff acknowledged the positive steps the organisation is taking toward fairness, inclusion, and better reflecting the diverse communities it serves, including recent progress on pay equity and leadership that models respect and care.

Our people are skilled, dedicated professionals who consistently go the extra mile for our city
Staff highlighted in their feedback that the Council has a workforce that is hardworking, highly skilled, and committed to delivering high-quality outcomes even in a complex and demanding local government environment.

We look out for each other
Teams were described as supportive, collaborative, and caring, with managers and colleagues stepping up to help one another during demanding periods or organisational change.

From the Comments | Where we can improve

The feedback provided by some staff suggested areas where we could focus on making improvements, which can generally be summarised into the following themes.

Being great leaders

In some parts of the organisation, our people are looking for more visible leadership (at all levels) to help them feel better supported in their work. This means offering clearer direction and communication, making decisions more consistently, staying connected to the realities staff face, and addressing difficult issues earlier, more proactively, and consistently.

A shared culture of trust and respect

Staff in some areas would like to see us develop a stronger culture where we feel safe, respected, and able to speak up openly. This includes reducing unnecessary oversight, responding to feedback constructively, addressing issues like bullying and performance more consistently, being clearer about resourcing pressures and understanding the impacts they have on staff, and strengthening the support provided to our frontline staff.

Interactions with Elected Members

Some staff would like elected members to contribute to building confidence in the work being done by the organisation, rather than acting in ways that diminish it. Clearer boundaries between governance and operations, along with greater fairness, respect, and professionalism, would help us feel more supported and valued.

Giving value, being valued

In some areas, people want a stronger focus on showing up for each other and our community, including being mindful of how our work and actions impacts others' ability to do their jobs. They also want effort to be acknowledged more consistently and in a way that feels genuine, particularly when people go over and above.

Equipped with the right tools to deliver for our community

In some areas, people would like to see improvements in how technology and tools support their work, ensuring that our systems and technology are reliable, easy to use, and don't create unnecessary pressure. This includes managing change in way that creates less disruption, offering better support as systems change, and ensuring that we have the right tools, and resource in the right places to deliver effectively for our community.

Next steps

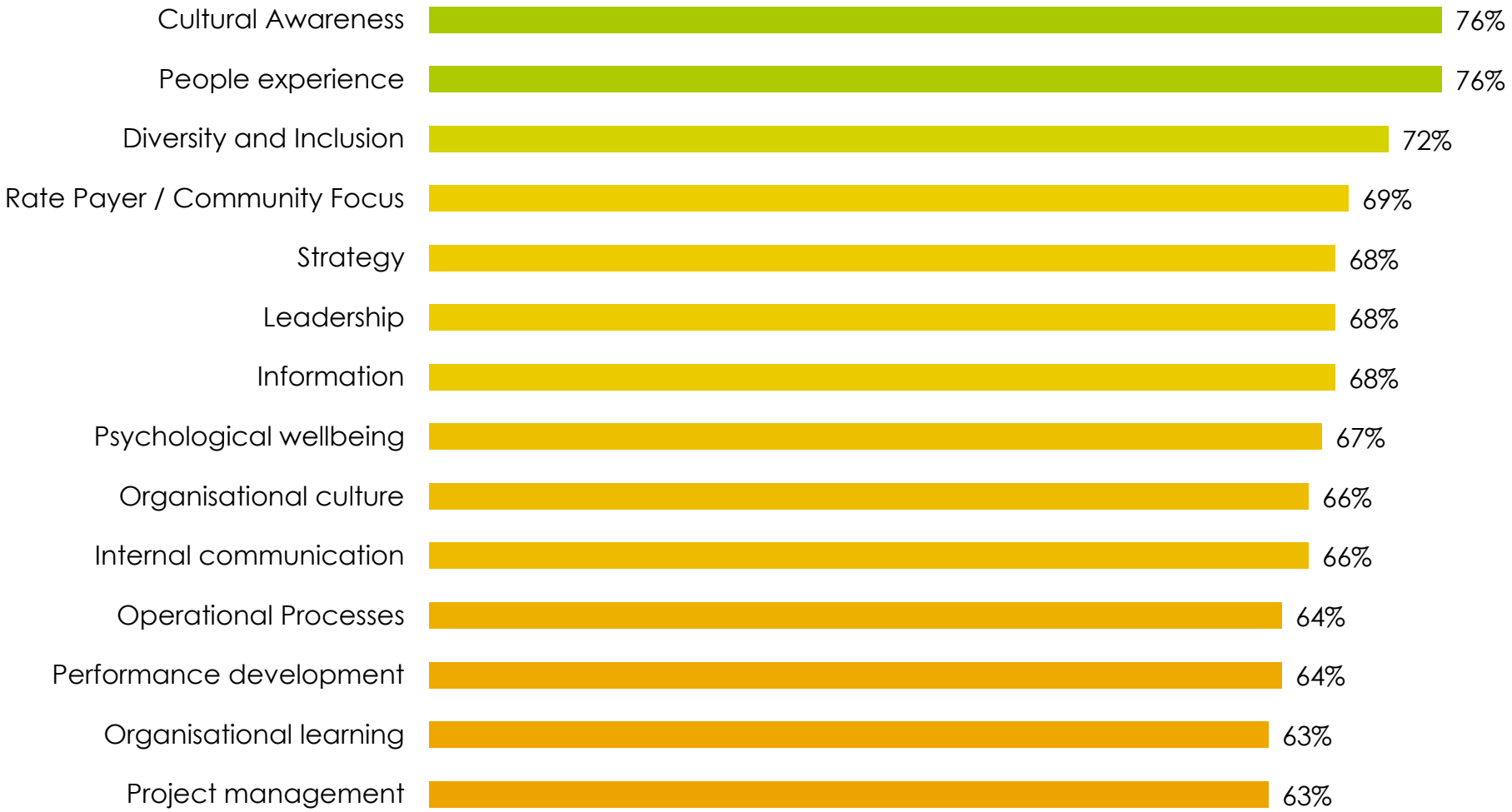
- Your General Manager and Head of Service will review the results and insights from your area
- Leaders and teams in your area will work together to identify initiatives and opportunities for the year ahead. All staff will be able to contribute to shaping these initiatives
- We have received consistent feedback that the Working@Council survey format is not a good fit for many of our teams. P&C and ELT will review the survey format and tool, and will identify possible options for 2027.

Appendix 1

2026 Results

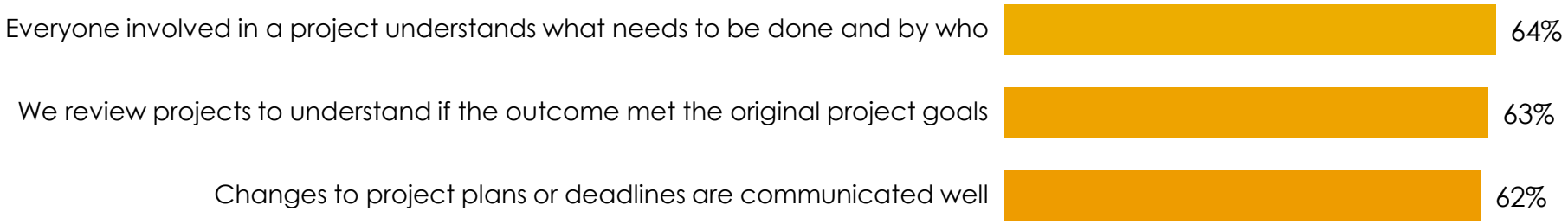
Christchurch City Council

Average Category Score 2026

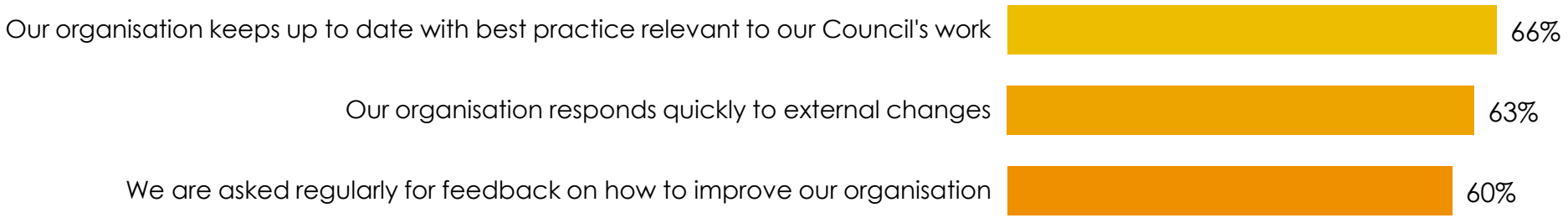


Average Question Project Management

Project management



Organisational learning



Average Question Performance Development

Performance development

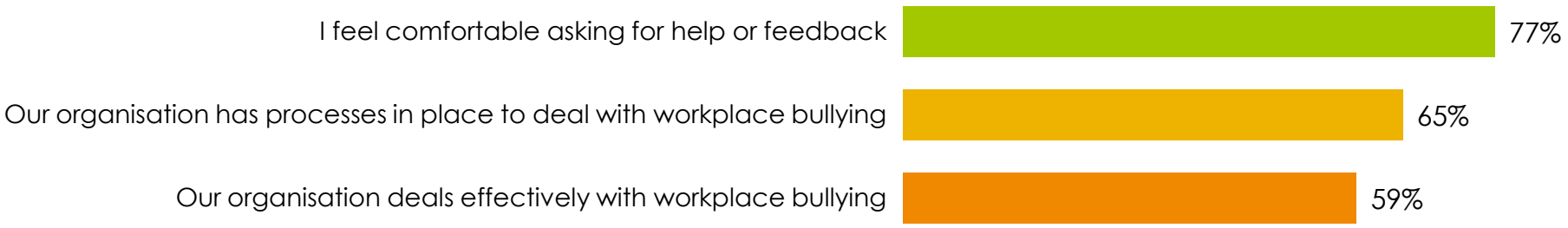
Average Question Operational Processes

Operational Processes

Average Question Score by Category

Internal communication

Psychological wellbeing

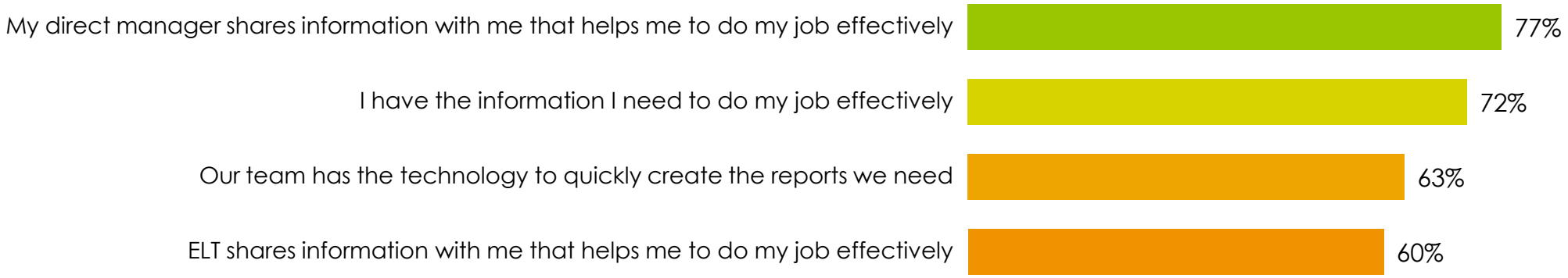


Average Question Score Organisational Culture

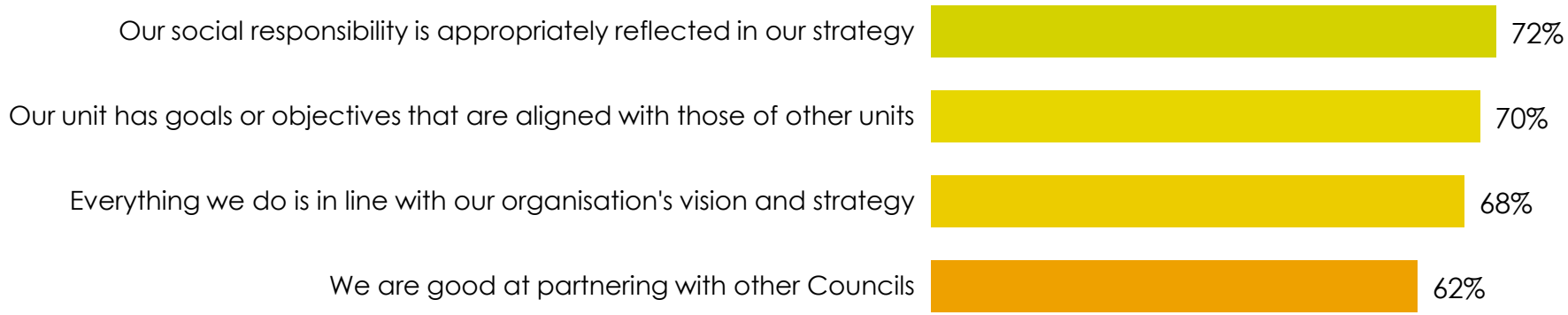
Organisational culture

Average Question Score Information and Strategy

Information



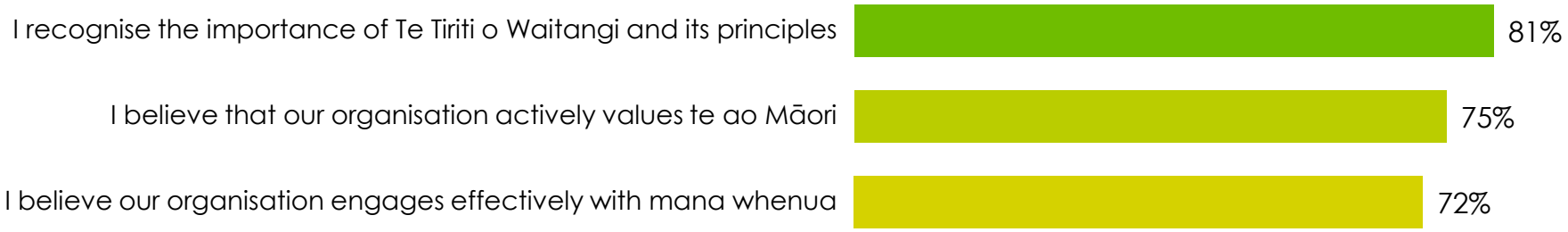
Strategy



Average Question Leadership & Cultural Awareness

Leadership

Cultural Awareness



Average Question Rate Payer / Community Focus

Rate Payer / Community Focus

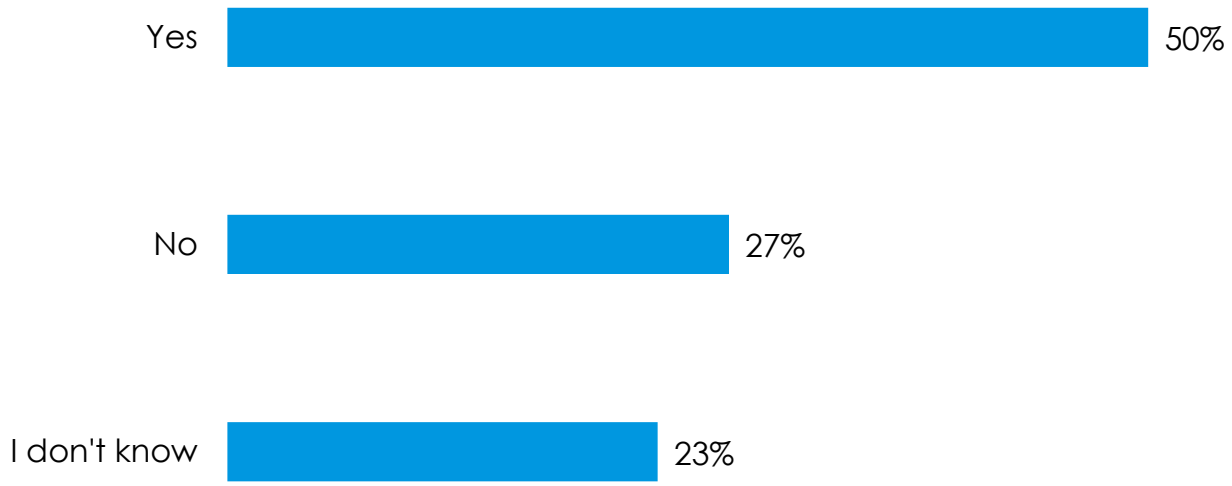
Average Question Diversity & Inclusion and People Experience

Diversity and Inclusion

People experience

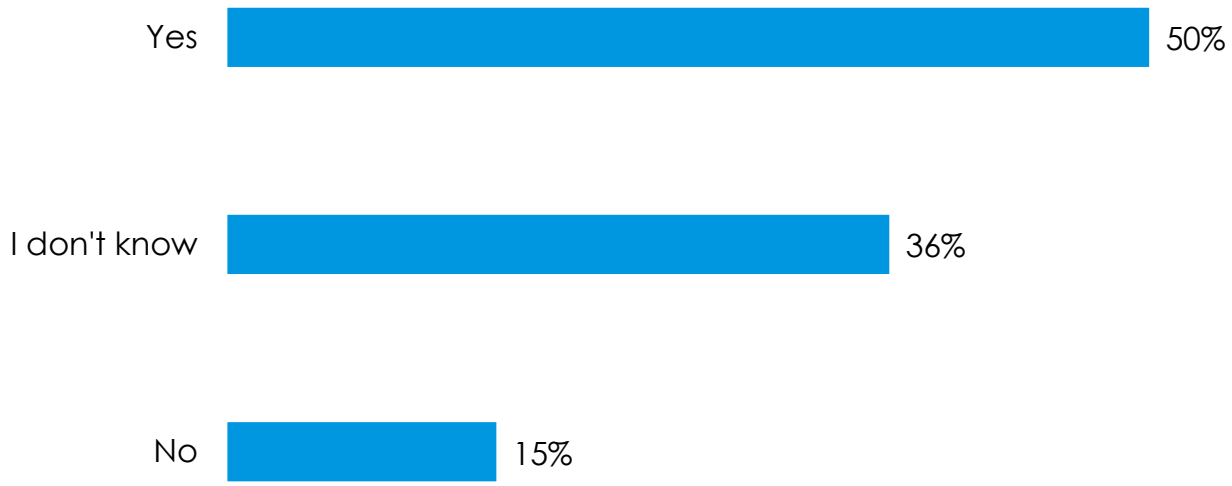
Multi-choice Question

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



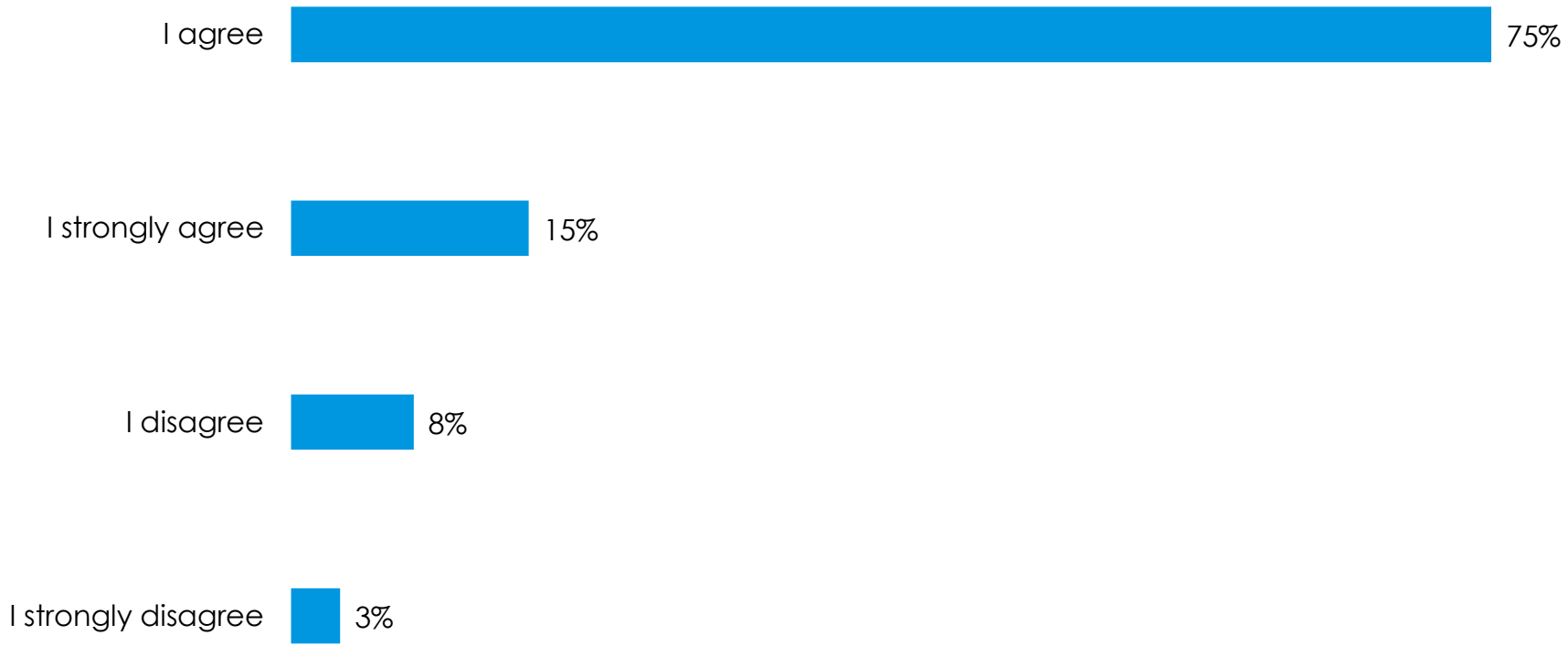
Multi-choice Question

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'?

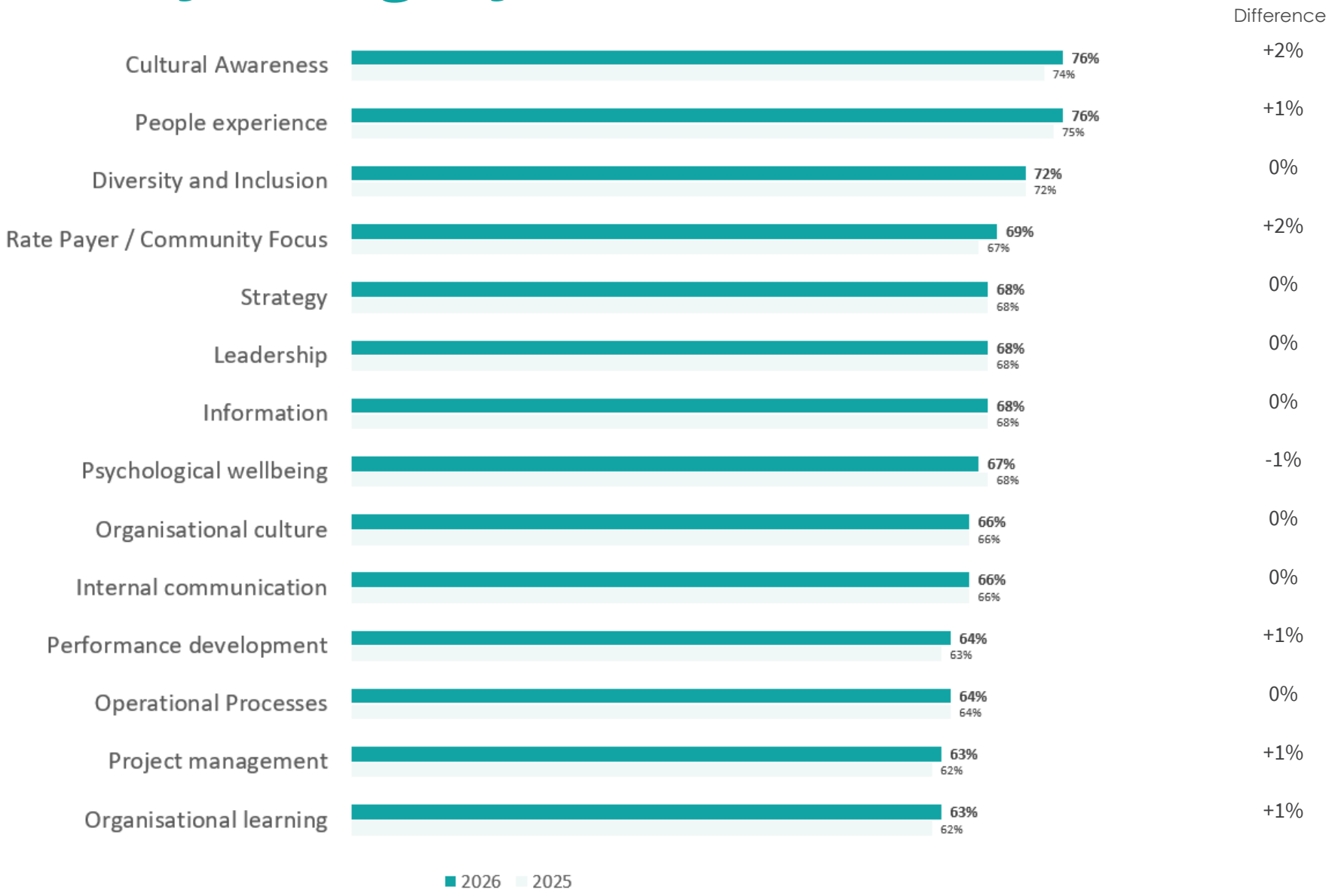


Appendix 2

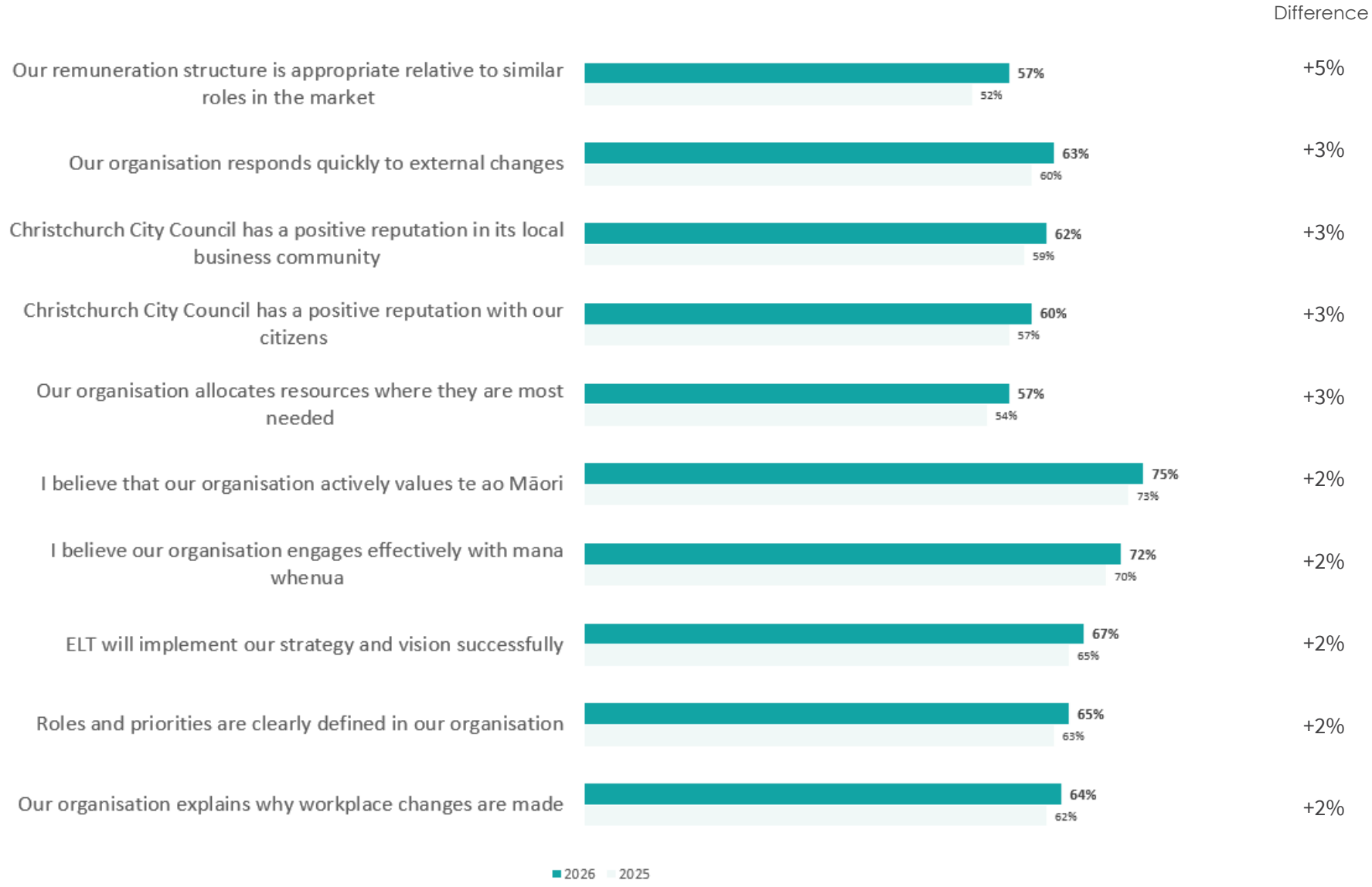
Rating comparison: 2026 vs 2025

Christchurch City Council

Comparison by Category



Comparison by Question



Comparison by Question

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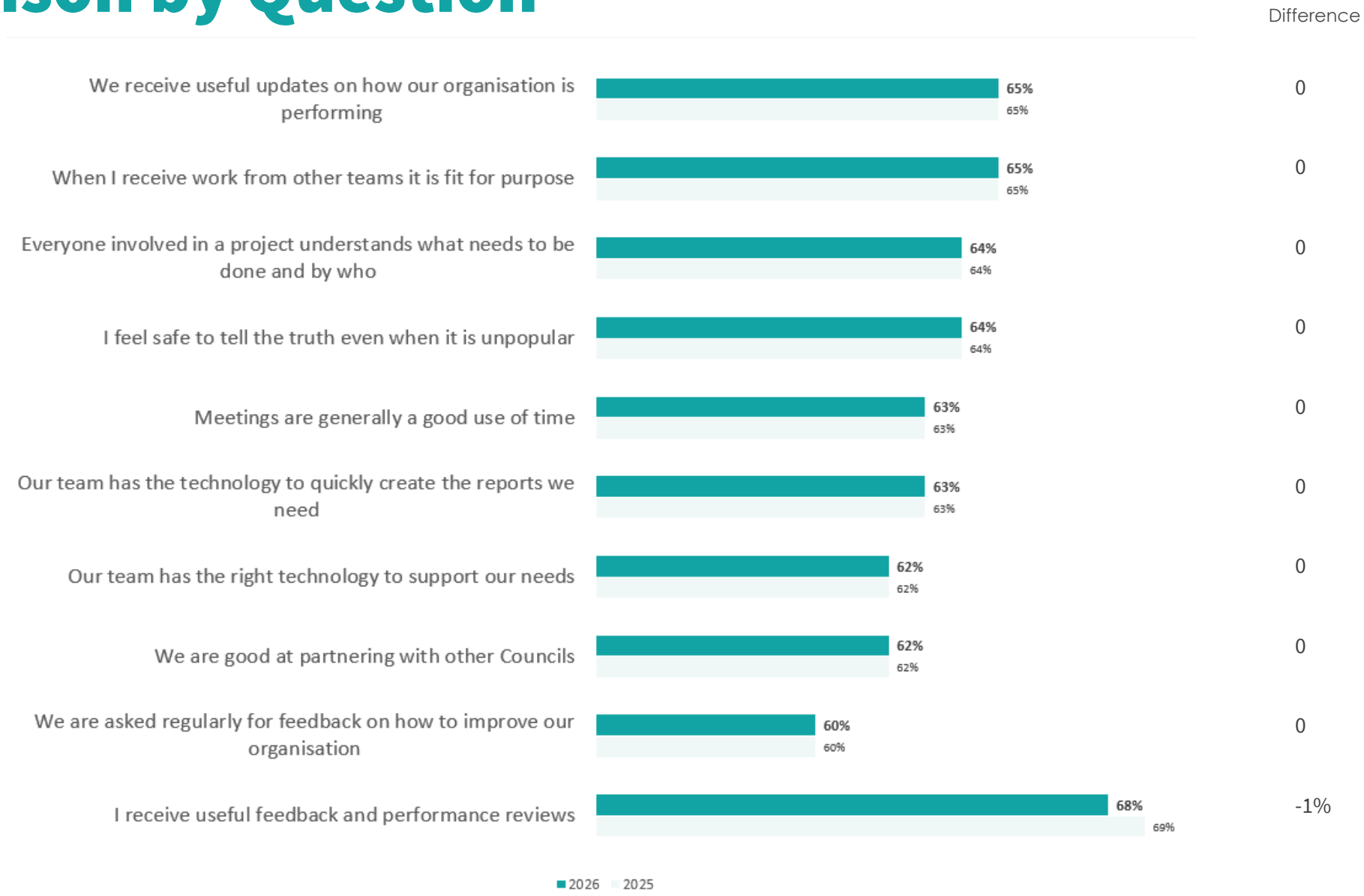
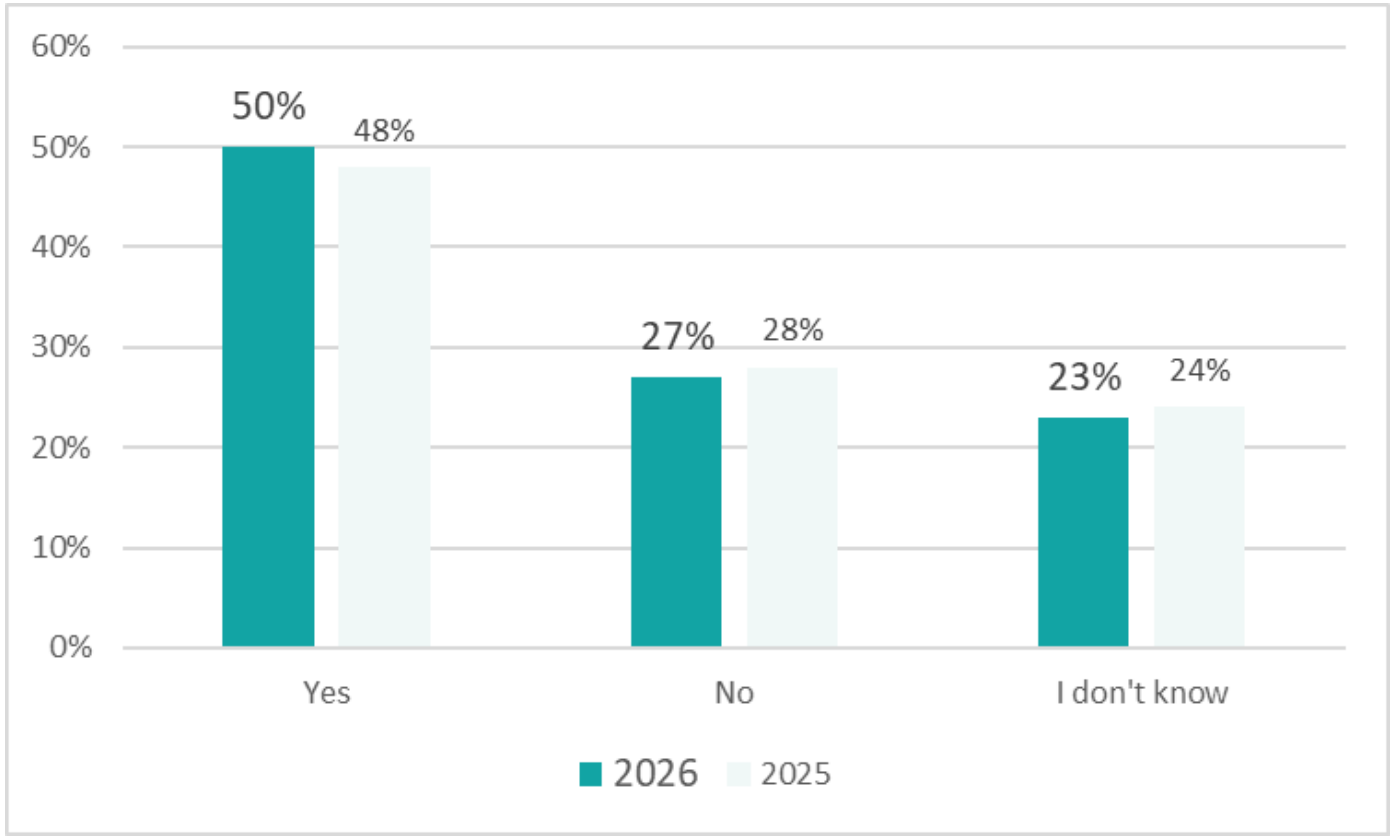


Comparison by Question

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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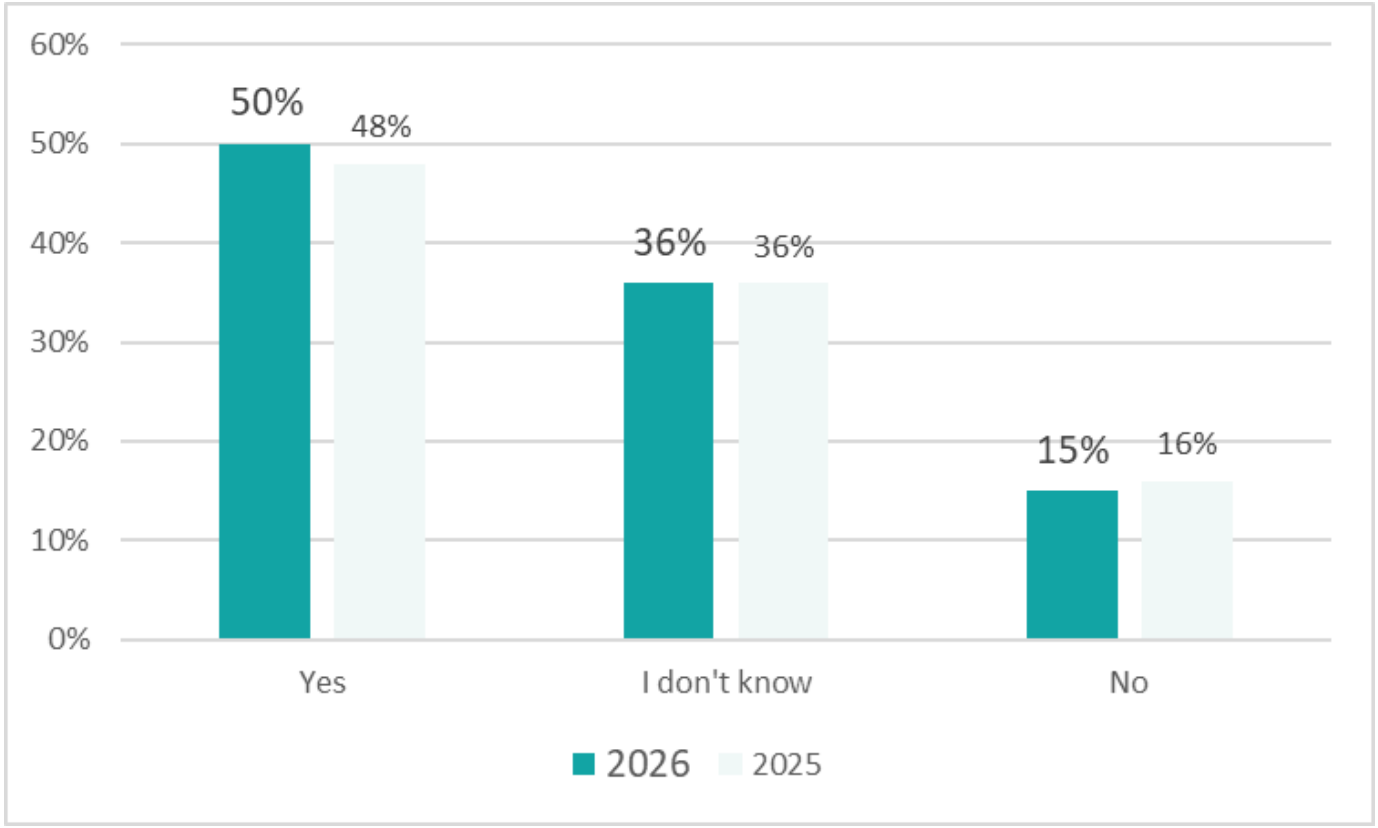

Multi-choice Question

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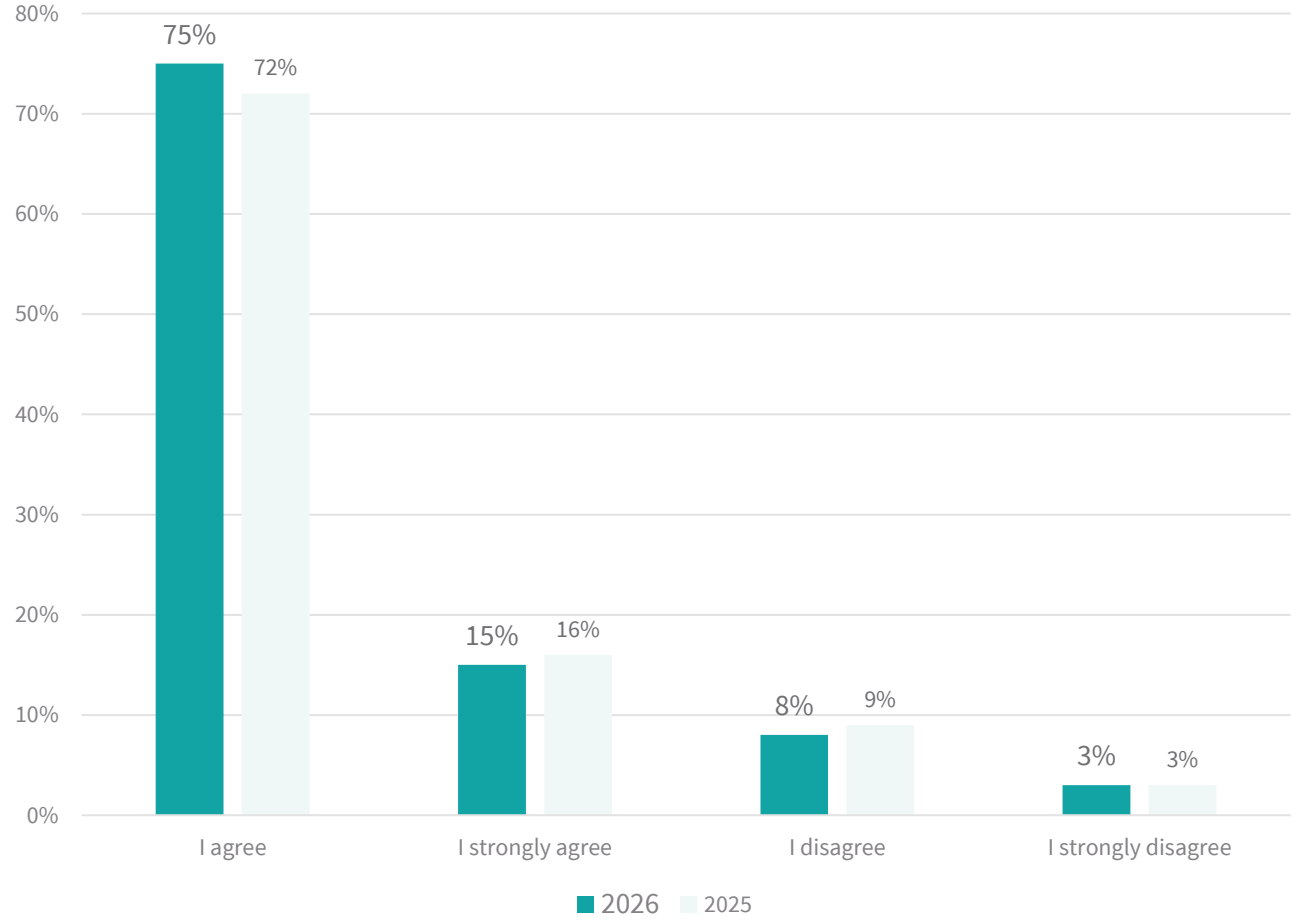


Appendix 3

Benchmarking: Our results compared to other Local Government organisations

Christchurch City Council

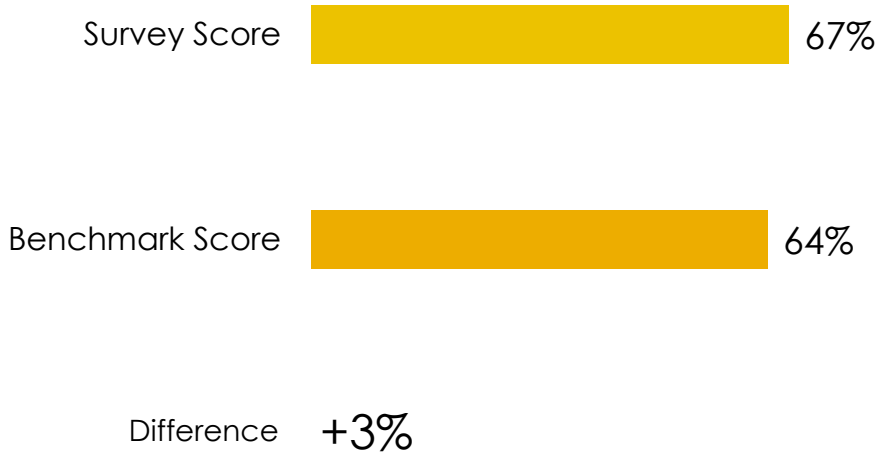
AskYourTeam Benchmarks

Data from: Local Government (Sector)

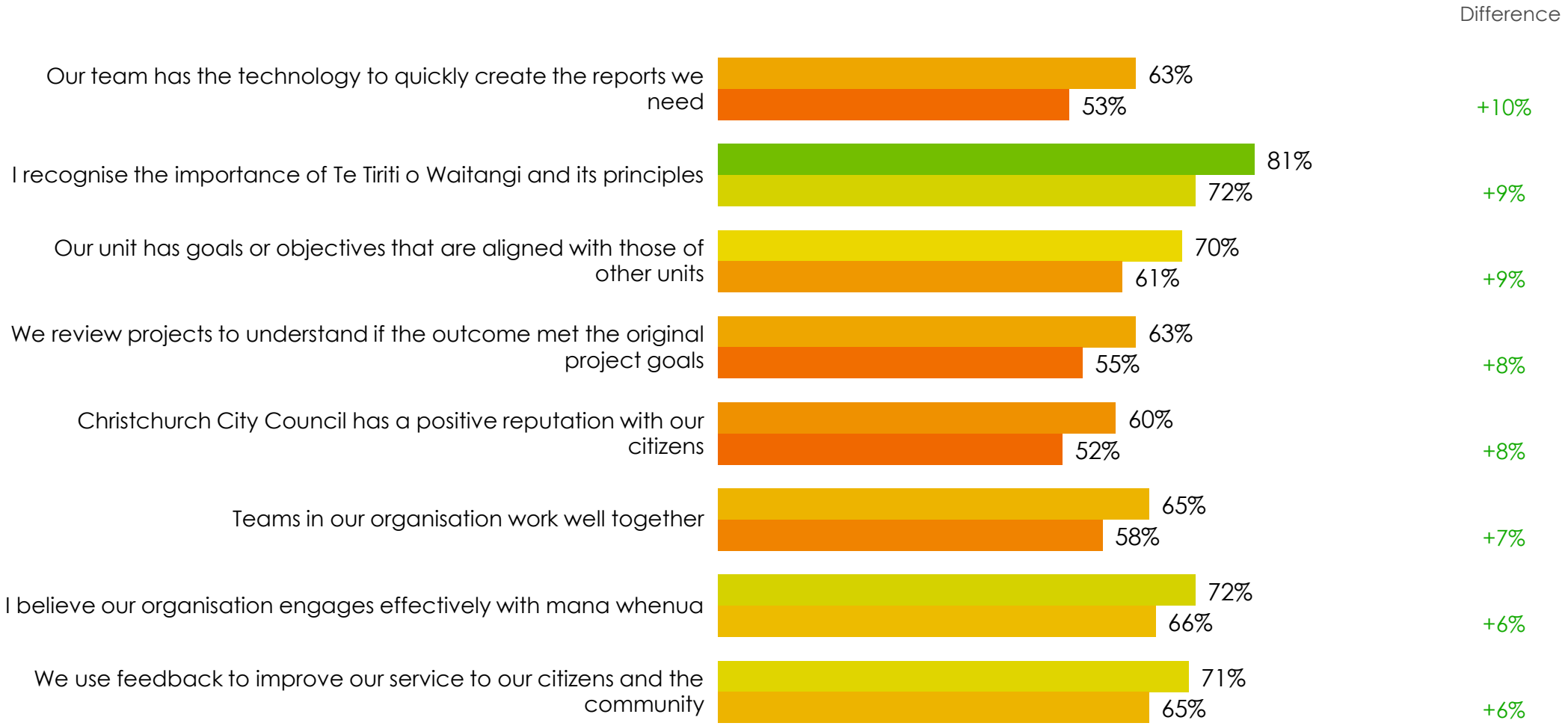
64.6%
Survey participation

67.0%
Participation benchmark

-2.4%
Difference



Benchmark Scores (CCC – Top Score)



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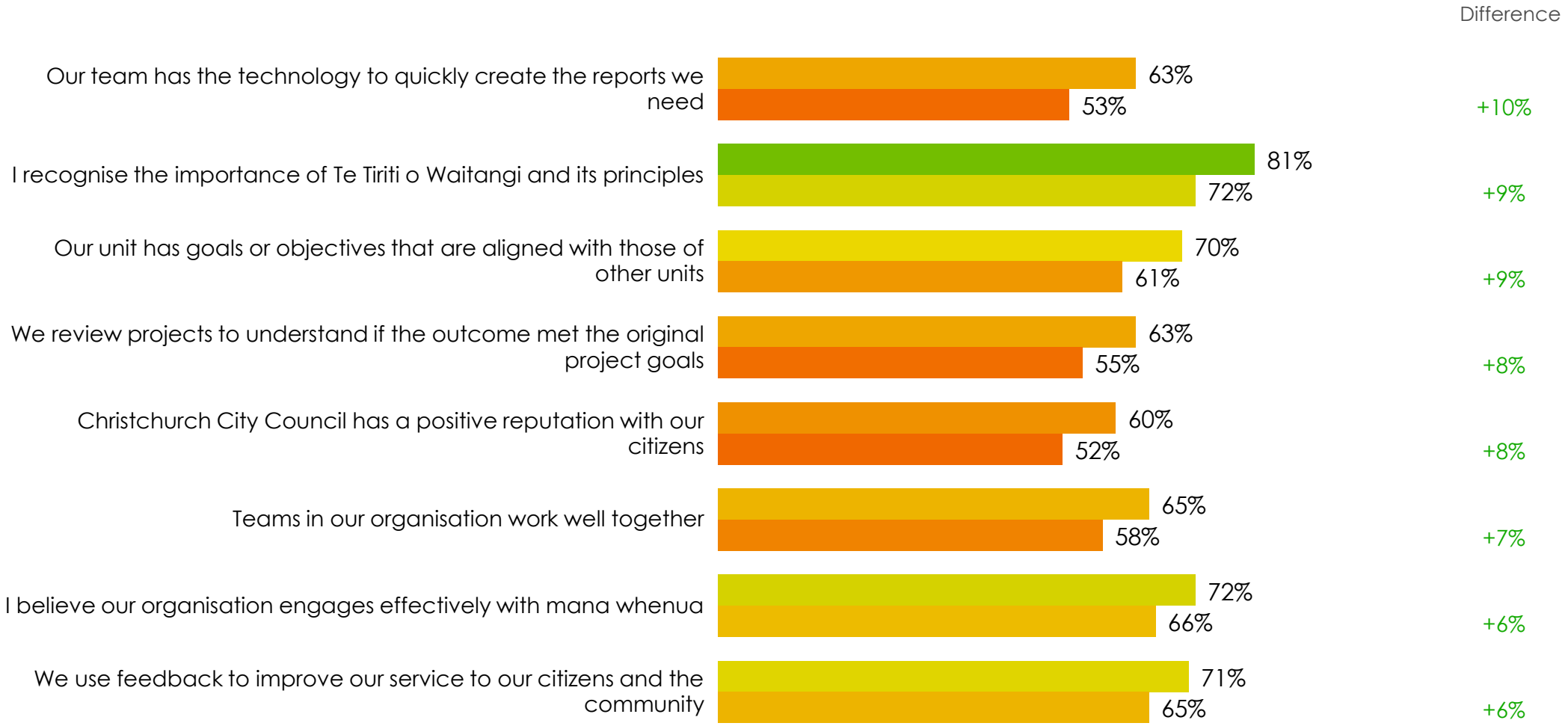

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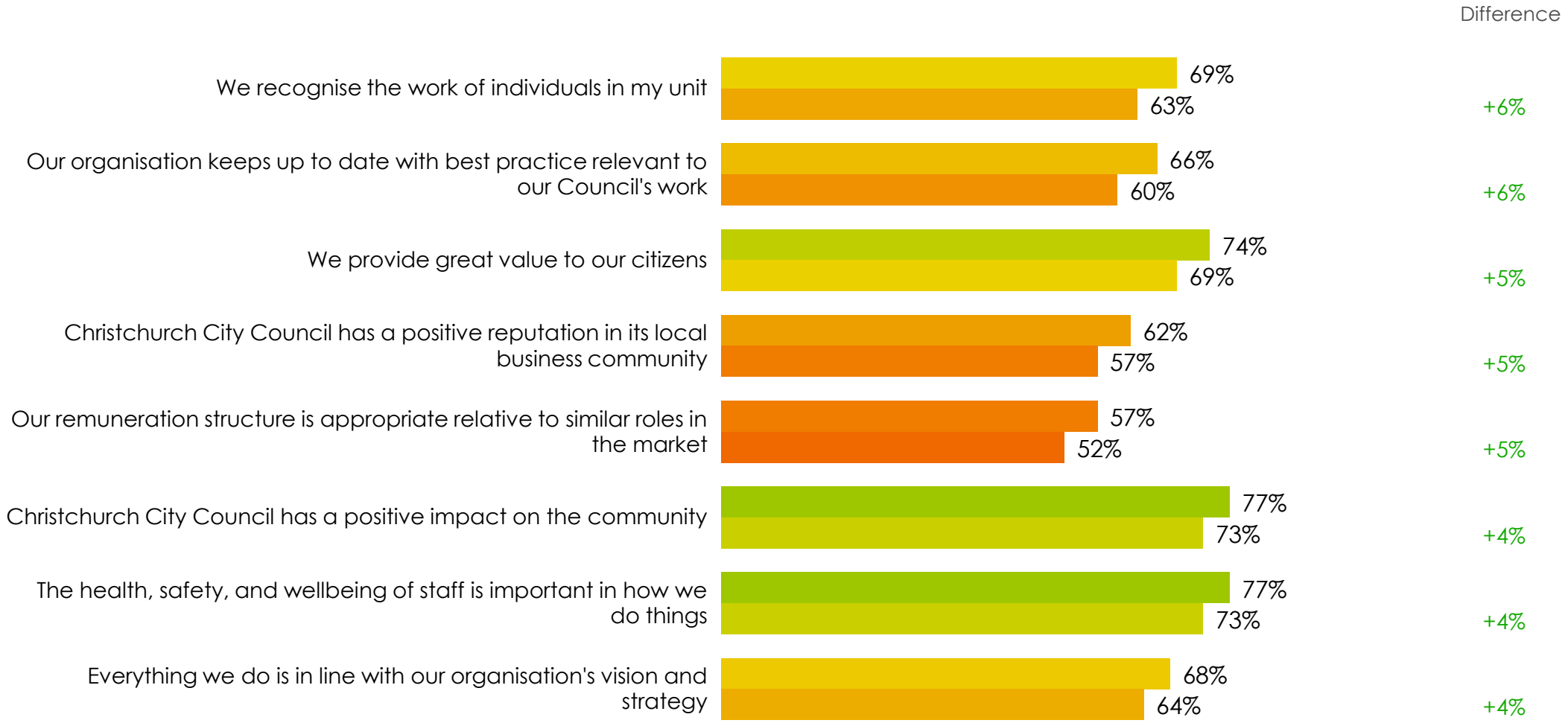

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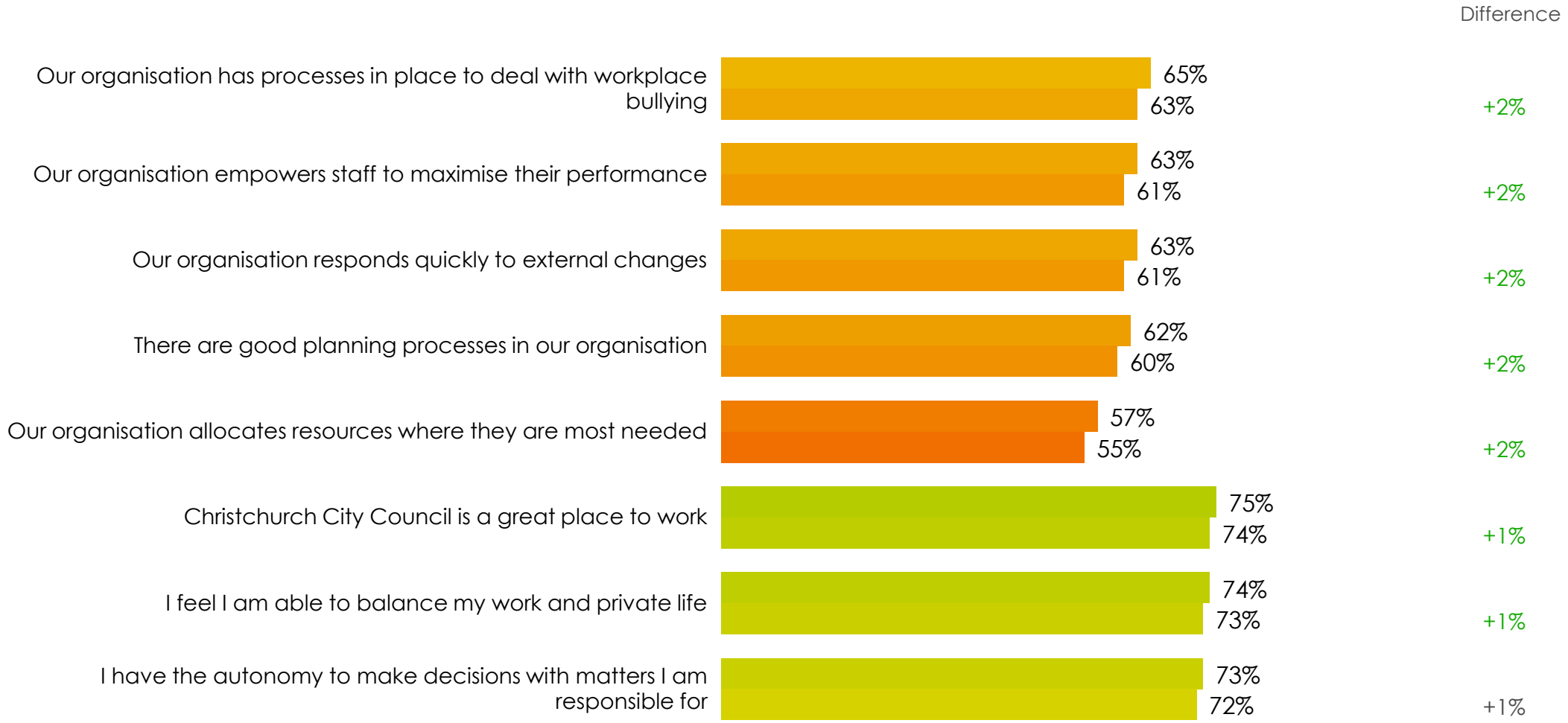
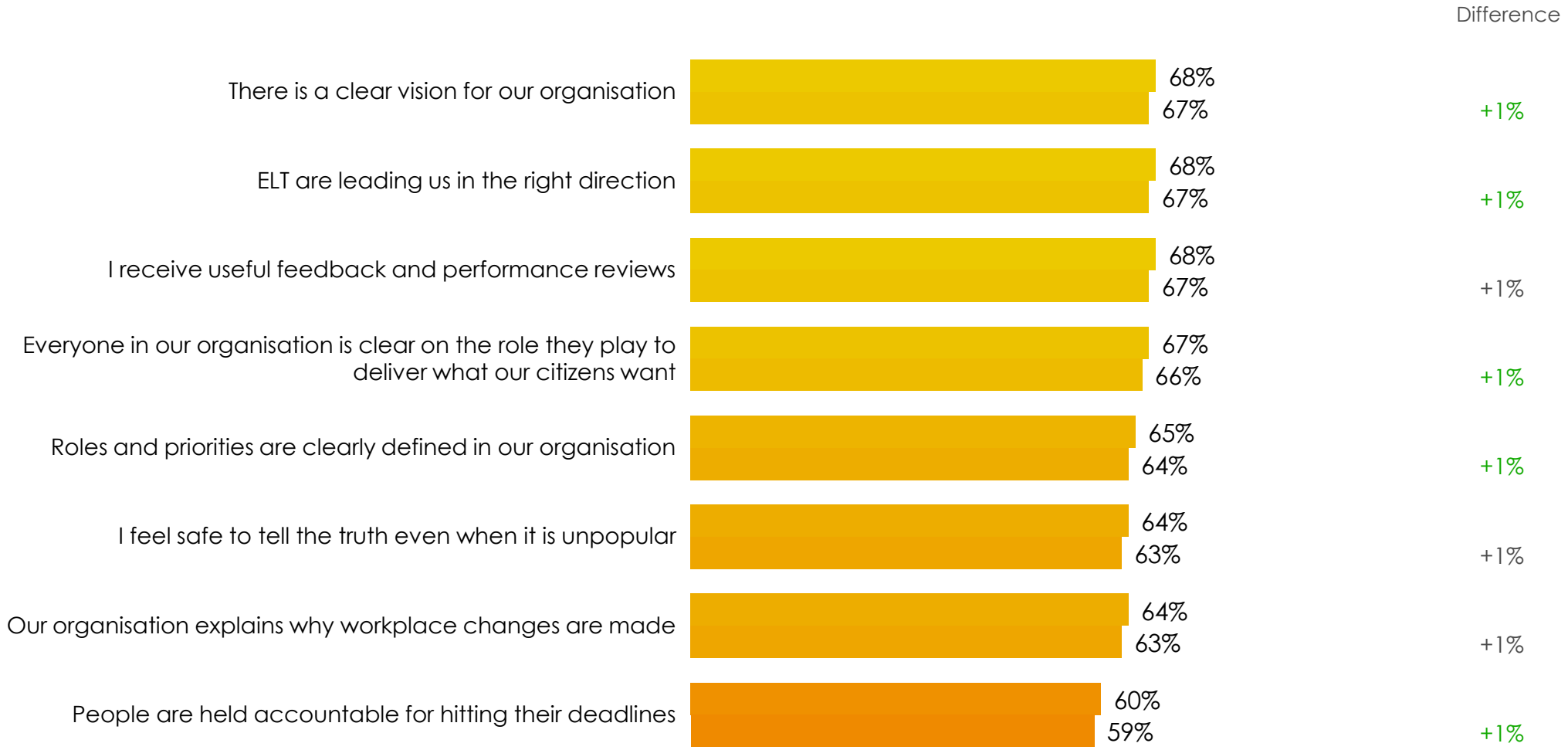


Benchmark Scores (CCC – Top Score)



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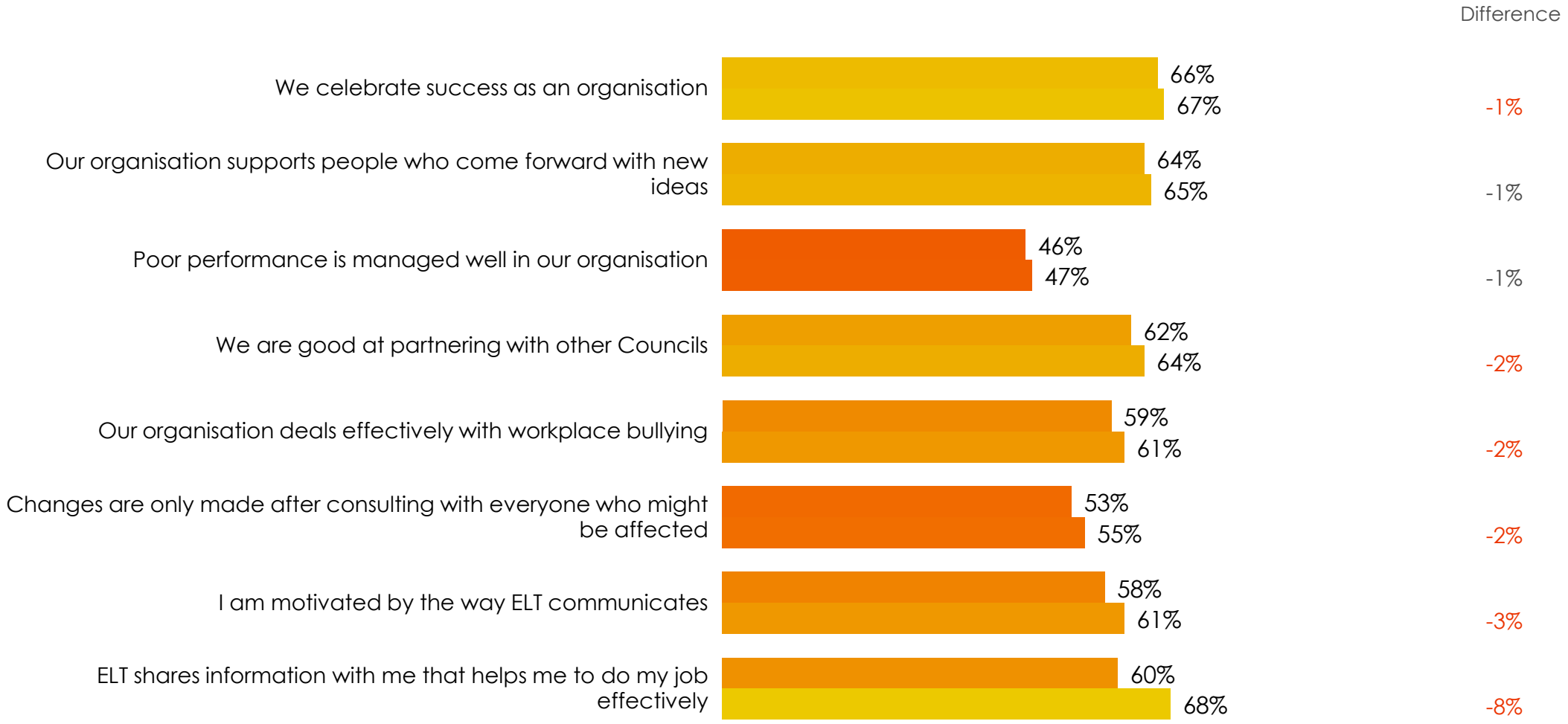
Benchmark Scores (CCC – Top Score)