

PERCEPTIONS OF QUALITY OF LIFE IN CHRISTCHURCH 2012 QUALITY OF LIFE SURVEY RESULTS

A SUMMARY OF KEY FINDINGS



Engaging our communities



Community Outcomes Monitoring Series
Monitoring and Research Team
Strategy and Planning Group
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More Information

For more information about the Quality of Life Survey results or methodology, please see the Quality of Life Project website (www.qualityoflifeproject.govt.nz) or contact:

Kath Jamieson
Team Leader, Monitoring and Research
Strategy and Planning Group
DDI 941 8885
kath.jamieson@ccc.govt.nz

Executive Summary

The 2012 Quality of Life Survey provides insight into how Christchurch residents feel about their well being. The survey is part of the Quality of Life Project which looks at well being issues across some of New Zealand's larger metropolitan areas. Quality of Life Surveys are undertaken every two years, with the first conducted in 2002.

The Quality of Life Survey forms part of Christchurch City Council's approach to engaging our communities in dialogue about a range of issues that impact on resident well being. The information collected through initiatives such as this gives us insight into how Christchurch is faring in relation to key community outcomes. It also helps us identify issues we and/or our partners might need to focus on through our Three Year Plan and through partner agency strategic plans to ensure we continue to make progress toward achieving the city's community outcomes.

COMPARING RESULTS: 2012 VERSUS 2010; CHRISTCHURCH VERSUS 6 COUNCIL TOTAL

NB Caution must be applied when comparing results between the 2012 and 2010 Quality of Life Surveys due to methodology changes between the two surveys (see discussion below for explanation of the impacts of methodology change)

Measure		Christchurch Trend 2012 – 2010		Christchurch Versus 6 Council Total 2012	
		Better Worse Remained the same/similar ¹		Better Worse Same/similar Mixed	
		- no comparative result		XXXXX Statistically significant difference	
Quality of Life	Overall quality of life		77% said quality of life was extremely good or good vs 95% in 2010		ChCh: 77%; 6 councils: 80%
	Quality of life compared to 12 months ago		35% said quality of life had decreased significantly or to some extent vs 17% in 2010		ChCh: 35%; 6 councils: 21%
	Satisfaction with life		63% were very satisfied or satisfied with life in general vs 86% in 2010		ChCh: 63%; 6 councils: 69%
	City as a great place to live	-	64% strongly agreed or agreed city was great place to live (question not asked in 2010 survey)		ChCh: 64%; 6 councils: 76%
	Having enough money to meet basic needs		46% said they have more than enough or enough money to meet everyday needs vs 52% in 2010		ChCh: 46%; 6 councils: 41%
Strong Communities	Perceptions of safety – walking alone in neighbourhood after dark		57% felt very safe or fairly safe walking in neighbourhood after dark vs 71% in 2010		ChCh: 57%; 6 councils: 58%
	Perceptions of safety – city centre after dark		37% felt very safe or fairly safe in city centre after dark vs 36% in 2010		ChCh: 37%; 6 councils: 42%
	<small>* City centre in 2012 was defined as the main business / shopping location that respondents currently use</small>				
	City issues causing problems: Dangerous driving		76% saw dangerous driving as a big or bit of a problem vs 77% in 2010		ChCh: 76%; 6 councils: 67%
	<small>* In 2012 respondents were asked scale of problem (big problem, bit of a problem, no problem); in 2010 respondents were simply asked if it was a problem</small>				
	City issues causing problems: Alcohol and drugs		75% saw alcohol and drugs as a big or a bit of a problem vs 66% in 2010		ChCh: 75%; 6 councils: 59%
	City issues causing problems: Car theft and damage		63% saw car theft and damage as a big or bit of a problem vs 60% in 2010		ChCh: 63%; 6 councils: 59%
	City issues causing problems: Vandalism		68% saw vandalism as a big or bit of a problem vs 51% in 2010		ChCh: 68%; 6 councils: 47%
	City issues causing problems: People perceived as dangerous		48% saw people perceived as being dangerous as a big or bit of a problem vs 47% in 2010		ChCh: 48%; 6 councils: 45%
	Feeling of sense of community with others in local neighbourhood		57% strongly agreed or agreed they felt a sense of community vs 57% in 2010		ChCh: 57%; 6 councils: 53%
	Loneliness and isolation		61% said rarely or never lonely or isolated vs 83% in 2010		ChCh: 61%; 6 councils: 65%
	Trust in others	-	67% had trust others to varying degrees (question not asked in 2010 survey)		ChCh: 67%; 6 councils: 62%
	Impact of ethnic diversity on city		60% said diversity makes city a much better or better place to live vs 62% in 2010		ChCh: 60%; 6 councils: 52%
	Presence of culturally rich and diverse arts scene		46% strongly agreed or agreed that the city has a culturally rich and diverse arts scene vs 78% in 2010		ChCh: 46%; 6 councils: 47%
	Ease of access to parks and green space		91% said it was very easy or easy to access parks or green space vs 97% in 2010		ChCh: 91%; 6 councils: 91%
Perceptions of health		80% said their health was excellent, very good or good vs 91% in 2010		ChCh: 80%; 6 councils: 82%	
Experience of barriers to accessing doctors		16% didn't visit doctor when wanted to in previous 12 months vs 5% in 2010		ChCh: 16%; 6 councils: 18%	

¹ Within 4% points of previous result (margin or error is 4.1%).

	<i>Frequency of physical activity</i>	● 53% said they were physically active on five or more days a week vs 52% in 2010	● ChCh: 53%; 6 councils: 48%
	<i>Happiness</i>	● 66% were very happy or happy vs 91% in 2010	● ChCh: 66%; 6 councils: 71%
	<i>Presence of negative stress</i>	● 21% experienced stress all or most of the time vs 8% in 2010	● ChCh: 21%; 6 councils: 18%
	<i>Perceptions of air pollution</i>	● 47% saw air pollution as a big or a bit of a problem vs 31% in 2010	● ChCh: 47%; 6 councils: 25%
	<i>Work/life balance</i>	● 64% were very satisfied or satisfied with their work/life balance vs 77% in 2010	● ChCh: 64%; 6 councils: 61%
Liveable City	<i>Perceptions of public transport</i>	● Affordable (57% strongly agreed or agreed vs 57% in 2010); safe (67% strongly agreed or agreed vs 71% in 2010); frequent (56% strongly agreed or agreed vs 75% in 2010) and reliable (51% strongly agreed or agreed vs 64% in 2010)	● Affordable: ChCh: 57%; 6 councils: 46% Safe: ChCh: 67%; 6 councils: 75% Frequent: 56%; 6 councils: 56% Reliable: 51%; 6 councils: 48% ChCh: 67%; 6 councils: 73%
	<i>Ease of access to public transport facilities</i>	● 67% said it was very easy or easy to access public transport facilities vs 85% in 2010	● ChCh: 67%; 6 councils: 73%
	<i>Pride in look and feel of city</i>	● 33% strongly agree or agree vs 68% in 2010	● ChCh: 33%; 6 councils: 58%
	<i>Presence of rubbish and litter</i>	● 55% said it was a big or a bit of a problem vs 37% in 2010	● ChCh: 55%; 6 councils: 52%
	<i>Presence of graffiti</i>	● 81% said it was a big or a bit of a problem vs 73% in 2010	● ChCh: 81%; 6 councils: 61%
Healthy Environment	<i>Perceptions of water pollution</i>	● 69% saw water pollution as a big or a bit of a problem vs 55% in 2010	● ChCh: 69%; 6 councils: 43%
Good Governance	<i>Understanding Council decision making</i>	● 51% strongly disagreed or disagreed they understood Council decision making vs 35% in 2010	● ChCh: 51%; 6 councils: 43%
	<i>Having a say in Council decision making</i>	● 58% strongly agreed or agreed they wanted more of a say in council decision making vs 45% in 2010	● ChCh: 58%; 6 councils: 56%
	<i>Confidence Council makes decisions that are in the best interests of the city</i>	● 46% strongly disagreed or disagreed they had confidence vs 20% in 2010 in council decision making	● ChCh: 46%; 6 councils: 36%
	<i>Influence on Council decision making</i>	● 35% strongly agreed or agreed they had some to large influence on council decision making vs 58% in 2010	● ChCh: 35%; 6 councils: 37%

HOW ARE WE DOING?

Overall, Christchurch's results are similar to those found in other bigger cities. However, not surprisingly given the unique situation the city is facing post earthquakes, for a number of measures, Christchurch's results often sit just below the 6 council total and just below the results of some of the other cities.

Much caution must be applied in comparing 2012 and 2010 results due to methodological changes in survey approach, with a shift from a CATI telephone survey to a self complete online / postal approach in 2012. However, at a general glance, it appears that quality of life has deteriorated across a range of measures since 2010 in Christchurch. This pattern is not inconsistent with what has happened in other bigger cities, suggesting, perhaps, that the global economic situation is playing as big a role in perceptions of well being as the Canterbury earthquakes.

While three quarters of residents reported having a good quality of life, this measure fell for the first time since surveying began in 2004. Up until 2012, perceptions of quality of life improved in each biennial survey period. Christchurch residents were significantly more likely than the 6 council total to say their quality of life had decreased either significantly or to some extent in the last 12 months. In 2012, only two thirds of Christchurch people were satisfied with their lives in general and the same proportion were satisfied with the balance between work and other aspects of their lives. Just under one in five did not see a doctor in the last 12 months when they wanted to, with cost again starting to feature as a barrier. Only two thirds of people said they were happy and stress was an issue for one in five people, which was consistent with levels of stress in other cities.

Sense of community with neighbours was important to many in Christchurch and a similar proportion felt a sense of community with others as in 2010. Young people were less likely to have felt a sense of community with others in their local neighbourhood. The most common reasons for not feeling a sense of community were a preference for socialising with family and friends and a lack of events or things happening in the local neighbourhood. Christchurch residents belong to a diverse range of social networks and groups, from online networks and work/school networks to sports clubs and hobby/interest groups. Age had a bearing on the type of networks people belonged to, with young people much more likely to belong to online networks. A third of Christchurch people felt lonely or isolated sometimes and almost another one in ten most or all of the time. While levels of trust appear to have fallen from when the question was last asked in 2008, the proportion who

felt ethnic diversity made Christchurch a better place to live was significantly higher than the 6 council total, with many saying that diversity makes the city more vibrant and interesting.

Most likely as a result of the continued disruptions caused by the earthquakes, Christchurch residents were significantly less likely to see their city as a great place to live compared to the 6 council total, with the result also lower than all of the other individual cities. Christchurch residents were also less likely to feel a sense of pride in the look and feel of the city, with damage to the city environment and loss of or significant damage to local communities and residential areas as a result of the earthquakes being the main reasons cited. Of those who felt a sense of pride, presence of parks and green space remained the key reason (significantly higher than the 6 council total) and sense of community was another common reason given. Residents had mixed perceptions about public transport, with many saying it was affordable, but less saying it was safe and easy to get to than the 6 council total, while perceptions of frequency and reliability of service were similar to other councils.

While most Christchurch residents continue to feel safe in various locations during the day, the same cannot be said of perceptions of safety at night, particularly in the 'city centre'. Christchurch residents were asked to consider their main business or shopping location as their city centre for the purposes of the survey, with Riccarton, Cashel container mall and Papanui/Northlands being considered the centre for many. Perceptions of safety after dark in the 'city centre' remain as low as in previous surveys. However, while Christchurch residents were more likely than those in other cities to say they felt unsafe in their 'city centre' after dark, the result was not statistically significant, as it has been in previous survey periods. Negative perceptions of problem issues such as dangerous driving, car theft and damage, alcohol and drug problems and vandalism continue to contribute to general negative perceptions of safety, leaving people feeling unsafe in their local environment. Presence of air pollution remains significantly more of a problem for Christchurch than the other bigger cities.

Christchurch, along with the other cities, continues to see a very low proportion of residents understanding how the Council makes decisions. Understanding has fallen over the last three survey periods. Six in ten people said they wanted more of a say in what the Council does and only a third felt the public has an influence on the decisions the Council makes. Almost half of Christchurch residents disagree they have confidence in Council decision making. The most common reason given for lack of confidence were that respondents did not like specific decisions or outcomes of decisions the Council had made, with the same reasons given across the other cities as well. The challenge remains for us to engage more effectively with our communities.

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INTRODUCTION

This report is the fourth in an ongoing series of Quality of Life Survey studies². It draws on the views of 567 Christchurch residents interviewed as part of the 2012 Quality of Life Survey and looks at resident perceptions of well being issues.

The 2012 Quality of Life Survey is part of an ongoing series of biennial surveys conducted as part of the Quality of Life Project. The survey was first undertaken in 2002. The Quality of Life Project was initiated in 1999 to measure the impacts of urbanisation and its effects on the well being of residents of large urban areas of New Zealand. Using outcome indicators of well being, the collaborative project includes the following councils: Auckland, Porirua, Hutt, Wellington, Christchurch and Dunedin.

This report provides a summary of the main Christchurch-specific findings from the 2012 survey. It provides some limited commentary on the progress the city has made since the last survey which went out of field the night before the 22 February 2011 earthquake³.

This report presents some of the main findings from the survey. More detailed findings are available at www.qualityoflifeproject.govt.nz

SURVEY METHODOLOGY

The 18 minute sequential mixed method survey is a collaborative effort on the part of the 6 Quality of Life Project cities. With a total weighted sample size of 5,151 respondents aged 18 years and over (with an average of n=500 for each of the 6 cities [Christchurch sample n = 567]), the survey is one of the country's largest bodies of social research on resident perceptions of well being⁴.

The survey response rate was 33% for the 6 councils total sample and 42% for the Christchurch sample. The data in this report have been weighted to reflect the Christchurch population. The weighted sample of 567 Christchurch residents has a maximum margin of error of +/-4.1% at the 95% confidence level.

See Appendix One: Sample Design for more information about the survey sample.

Sequential Mixed Method Approach

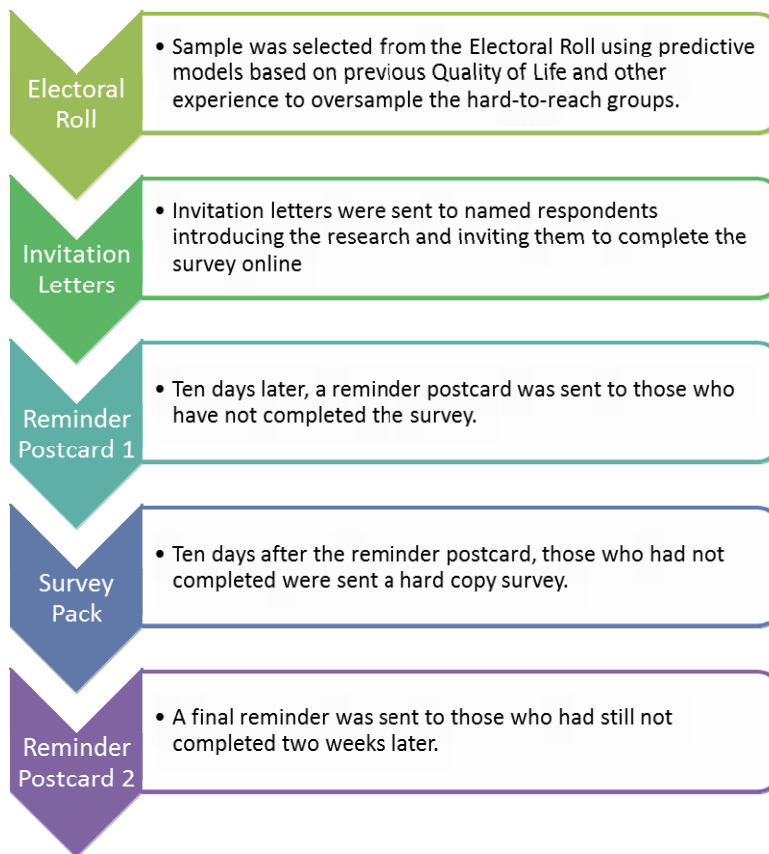
Previous Quality of Life Surveys were carried out using CATI telephone interviewing. Due to the high costs associated with this survey approach, the survey team employed a sequential mixed method survey approach in 2012. This involved respondents filling out a self-complete online survey, with a follow up postal hard copy self-complete survey for those who did not complete the original online questionnaire.

Respondents were sent a letter in the mail inviting them to complete an online survey. The letter included a URL link to the survey along with a unique ID code. After 10 days those who had not yet completed the survey online were sent a reminder postcard. After a further 10 days, those who had still not completed the survey online were sent a survey pack containing a hard copy of the questionnaire to complete. This ensured that those who did not have internet access were still able to participate. After another 10 days, those who had still not completed the survey online or who had not returned a hard copy were sent a final reminder postcard encouraging them to participate.

² A *Perceptions of Quality of Life In Christchurch* report was not produced following the 2010 Quality of Life Survey due to disruptions caused by the 22 February earthquake. A separate report on 2010 Christchurch findings is available at www.qualityoflifeproject.govt.nz

³ Caution must be applied when comparing results between the 2012 and 2010 Quality of Life Surveys due to methodology changes between the two surveys.

⁴ In 2012, Wellington Regional Council purchased a booster sample of 332 respondents in the survey to provide representative data for their region. Auckland Council also purchased an additional booster of 352 Maori respondents giving a total Auckland Maori sample of 464. The Auckland Maori booster sample was included in the following analysis as the same research methodology was used to collect the data. Results were weighted to reflect the representativeness of the population. The Wellington Region booster sample was not included as these data were collected using CATI telephone interviewing.



The sequential mixed method approach has a number of benefits:

- Respondents are randomly selected from the Electoral Roll which allows for the inclusion of the majority of participating council populations aged 18 years and over. It also includes the approximately 60% of potential respondents who are excluded from CATI methodologies through not having telephone numbers that match the Electoral Roll (telematching).
- Using the Electoral Roll to develop the sample frame is a more robust means of sampling than using existing market research self-select online survey panels, many of which contain limited numbers of panellists and only those who use online technologies and who may not accurately reflect their council populations.
- The sequential approach of online surveying, followed by hard copy surveying maximises the likely online uptake (thus resulting in cost savings through data processing and postage) but also allows those who do not have access to online technologies to complete the survey in hard copy.
- Allows respondents to complete the survey in their own time, at their own pace and either online or in hard copy according to their preference.

Sampling Frame and Quotas

Potential survey respondents aged 18 years and over were randomly selected from the Electoral Roll. Statistics New Zealand meshblocks with high incidences of people belonging to Pacific and Asian ethnic groups were included in the random sample selection. Maori descent from the Electoral Roll was used to identify the random Maori sample. The age of respondent was also gained from the Electoral Roll for quota purposes.

To ensure good representation of the 6 council populations, quotas were applied for age (18-24 years, 25-49 years, 50-64 years and 65 years or over), ethnicity (Maori, Pacific, Asian/Indian, other), sex, location (city and ward / local board).

Proportion of Online Versus Hard Copy Completes

- Online completes: 55% of Christchurch respondents completed the survey online (6 council total: 57%⁵)
- Hard copy completes: 45% for Christchurch respondents completed the survey in hard copy (6 council total: 43%)

Survey Dates

The survey was infield from 17 August until 16 October 2012.

Methodology Changes Between 2010 Survey and 2012 Survey

The key methodology changes between previous Quality of Life surveys and the 2012 survey were:

- Moved from a CATI telephone survey approach in 2010 to a sequential mixed method approach in 2012.
- 2010 sample included respondents aged 15 years and over; 2012 sample included respondents aged 18 years and over.
- Questionnaire design: the questionnaire had to be changed from an interviewer-administered survey (telephone interviewing) to a self-complete questionnaire. Answers to open ended questions in the 2010 survey were post coded. In the 2012 survey, codes / response options were supplied where respondents could choose one or more predefined responses or write in a response using an 'other' category (ie. these became closed questions). This affected the following questions: reasons for pride in city, reasons for not agreeing council makes decisions in best interests of city, reasons for not going to doctor, reasons for not feeling sense of community, reasons for why cultural diversity makes city a better or worse place to live.
- Usage of don't know response options: in the old CATI questionnaire interviewers did not read out the 'don't know' response option. In 2012 with the move to an online and hard copy questionnaire, the number of 'don't know' responses would have increased if it was provided as an option for each question. To avoid this, 'don't know' was included only for questions where respondents might legitimately not have an answer (eg. perceptions of safety: if respondent had not been in the city centre after dark). Respondents were able to leave other questions blank if they did not want to answer these.
- Hamilton and Tauranga did not take part in the 2012 Quality of Life Survey.

Changing from a CATI methodology to a self-complete methodology means the time series of survey results is broken. The results of the 2012 survey cannot be compared directly with results from previous measures as changes in results may be due to the methodology changing rather than being a change in result over time. However, the benefits of the new methodology (a more robust sampling frame and lower cost) were worth the break in time series. A new times series will be created from hereon.

Despite direct comparability being lost between the 2012 and 2010 data sets, the results of the two surveys can be looked at in a very general sense. Where loose comparisons are made in the analysis below, readers must bear in mind the survey methodology changes outlined above.

Greater Wellington Booster Comparison

A booster sample of 332 respondents was carried out in Greater Wellington (Kapiti, Upper Hutt and Wairarapa) using the CATI methodology. Respondents were asked 13 key quality of life survey questions. As the survey used the same question wording, sampling approach (Electoral Roll⁶) and weighting by sex, age, ethnicity and ward) as the online/postal sample⁷, it is possible to assess to some degree the impact of the change in methodology on the wider results.

⁵ The 6 Council figure is influenced by the very high Wellington online completion rate of 64%.

⁶ The CATI sample used telematching of Electoral Roll addresses to telephone numbers. This resulted in 59% of the eligible sample being 'lost' as a telematch could not be made. This significantly biases the CATI sample in that over half of potential respondents are lost to the sample due to failure to match addresses and telephone numbers. It is not possible to ascertain what biases this introduces to the CATI sample.

⁷ CATI sample = Greater Wellington booster; Sequential mixed method (online/postal) sample = 6 council total.

The overall conclusion is that the change in methodology did lead to a difference in most of the results, with the sequential mixed method (online/postal) sample (ie. the 6 council total sample) less likely to give favourable responses to most measures than the CATI sample (ie. the Greater Wellington sample).

See Appendix Two: Greater Wellington Booster Comparison Key Findings for the main differences in findings across the two survey methodologies.

Definitions

- *6 council total:* the combined results of the 6 Quality of Life Project cities of Auckland, Porirua, Hutt, Wellington, Christchurch and Dunedin
- *Weighting:* Weighting has been used in the survey to correct for imbalances in sample representation arising from a) the use of the Electoral Roll as a sample frame as it does not include all members of the population being surveyed, b) disproportionate sample selection where certain sub-populations were over represented to ensure an adequate base for analysis of these groups and c) differential response rates between different population groups. The weights have been calibrated to match the population percentage figures for the quota control variables of ethnicity, age and sex. Christchurch results account for 16% of the total 6 council population aged 18+ years.

2012 CERA Wellbeing Survey

The Canterbury Earthquake Recovery Authority (CERA) is undertaking the CERA Wellbeing Survey on a biannual basis for the next three years. The survey looks at a range community wellbeing issues that are important to monitoring progress toward earthquake recovery, including prevalence of and causes of stress, quality of life impacts, impacts of social connectedness, satisfaction with the recovery and any positive impacts people are experiencing as a result of the earthquakes. Agencies partnering with CERA on the survey are: Christchurch City Council, Waimakariri District Council, Selwyn District Council, the Canterbury District Health Board, Ngai Tahu and the Natural Hazards Research Platform.

The CERA Wellbeing Survey team has worked closely with the big cities Quality of Life Project to ensure compatibility in survey methodologies. The CERA survey includes some core Quality of Life Survey questions which allow comparison of some measures with results from other larger New Zealand urban areas. While the Quality of Life Survey looks at general quality of life perceptions in big cities, the CERA survey focuses more specifically on earthquake wellbeing and recovery issues and includes a Selwyn and Waimakariri sample.

The baseline 2012 CERA Wellbeing Survey results have been included in this report where comparative data are available.

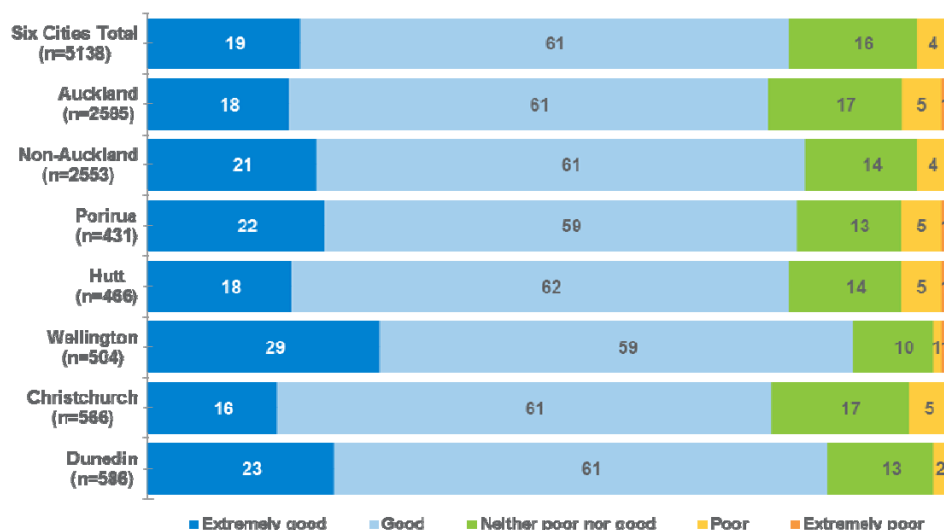
KEY FINDINGS

OVERALL QUALITY OF LIFE

The majority (77%) of Christchurch residents said their overall quality of life was good or extremely good, slightly lower than the 6 council total of 80%. Christchurch's 2012 result was lower than the 2010 rate of 95%, but was similar to Auckland on 79% and lower than the Wellington and Dunedin rates of 88% and 84% respectively. Only Wellington's result was significantly higher than the 6 council total.

Less than one in five (16%) of Christchurch residents said their quality of life was extremely good, compared to 29% in Wellington and 23% in Dunedin.

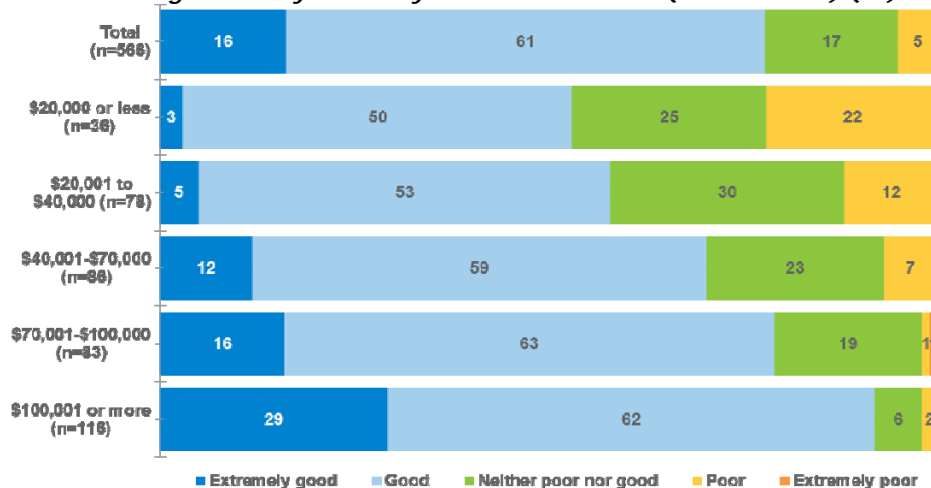
Rating of Quality of Life (%)



Base: All Respondents (excluding not answered)

There were no significant differences in the results by age, ethnicity or ward location. However, those less likely to rate their quality of life positively were those with a household income of \$20,000 or less per annum (53%) and \$20,001 to \$40,000 per annum (58%), compared to 77% overall. Those more likely to rate their quality of life positively were those with a household income of \$100,00 or more per annum (91% compared to the Christchurch average of 77%). Similar income patterns were found in 2010 and in other survey periods.

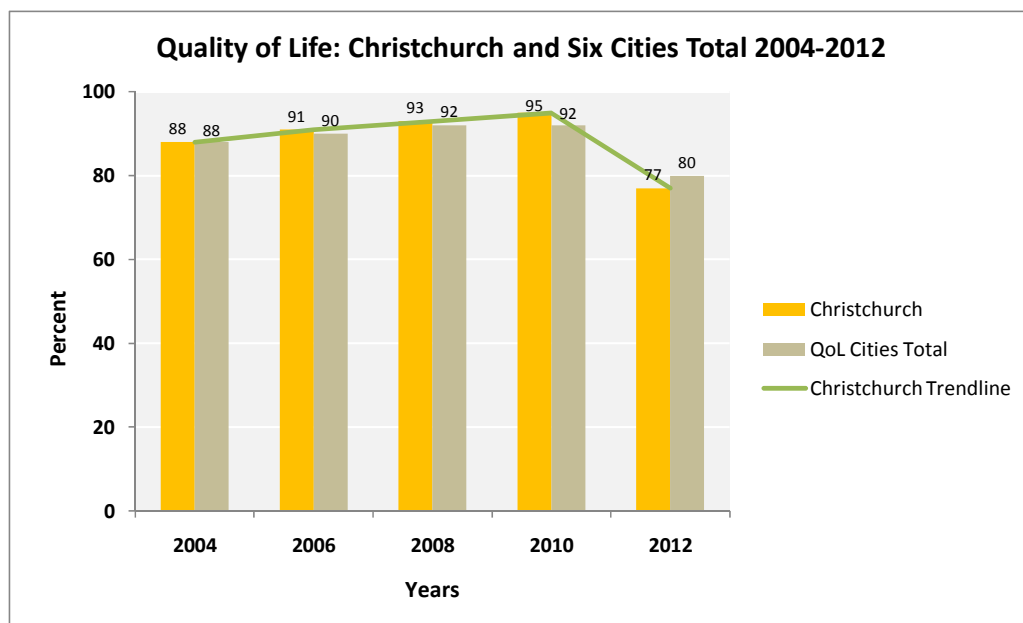
Rating of Quality of Life by Household Income (Christchurch) (%)



Base: All Respondents (excluding not answered)

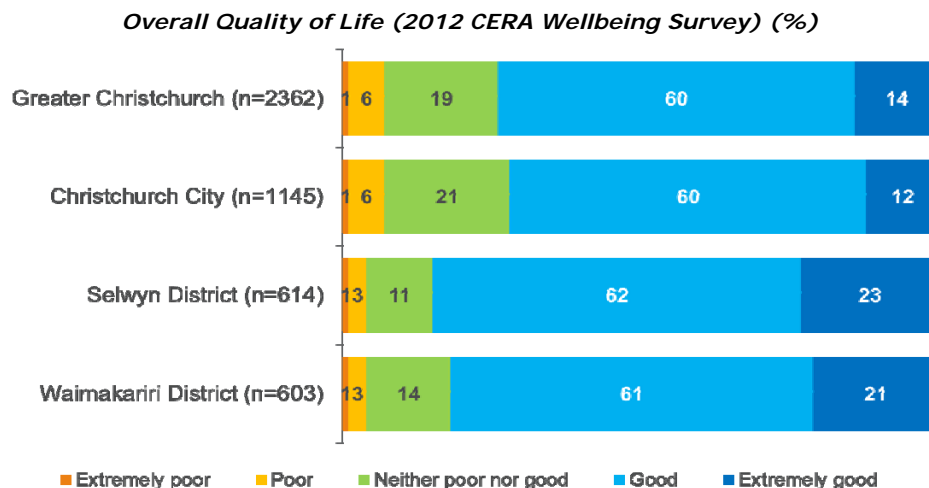
Tracking Quality of Life Over Time

While caution must be applied when comparing the most recent survey results with previous survey periods, the overall trend has been for quality of life to have been tracking up in both Christchurch and across the Quality of Life Cities Total for all survey periods from 2004 to 2010, followed by a drop for both in 2012.



2012 CERA Wellbeing Survey Results

72% of Christchurch respondents rated their overall quality of life as good or extremely good versus 77% in the Quality of Life Survey.



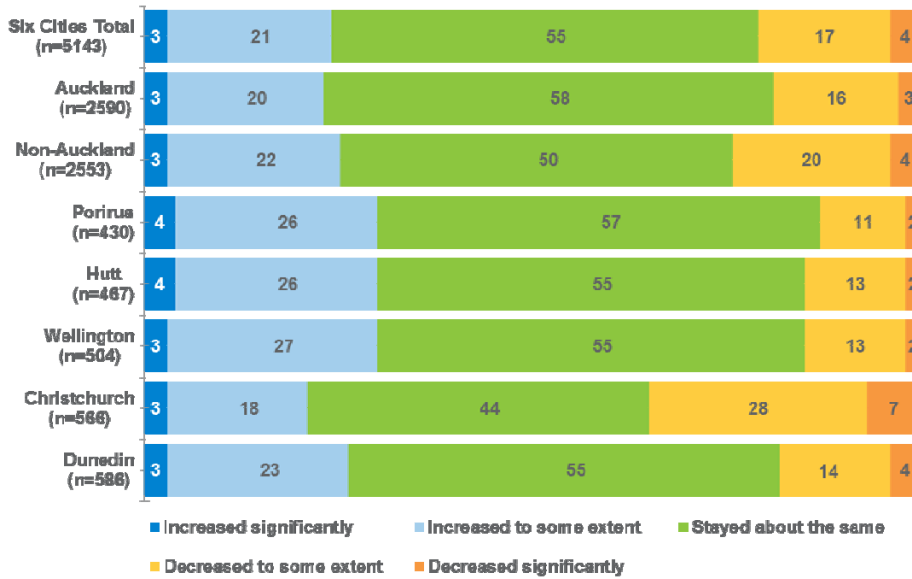
Base: All respondents, excluding not answered

Quality of Life Compared to 12 Months Ago

Respondents were asked how their quality of life compared to 12 months ago. Christchurch residents were significantly more likely than the 6 council total to say their quality of life had decreased either significantly or to some extent in the last 12 months (35% and 21% respectively). Nineteen percent of Auckland residents, 18% of Dunedin residents and 15% of Wellington residents said their quality of life had decreased over the last 12 months.

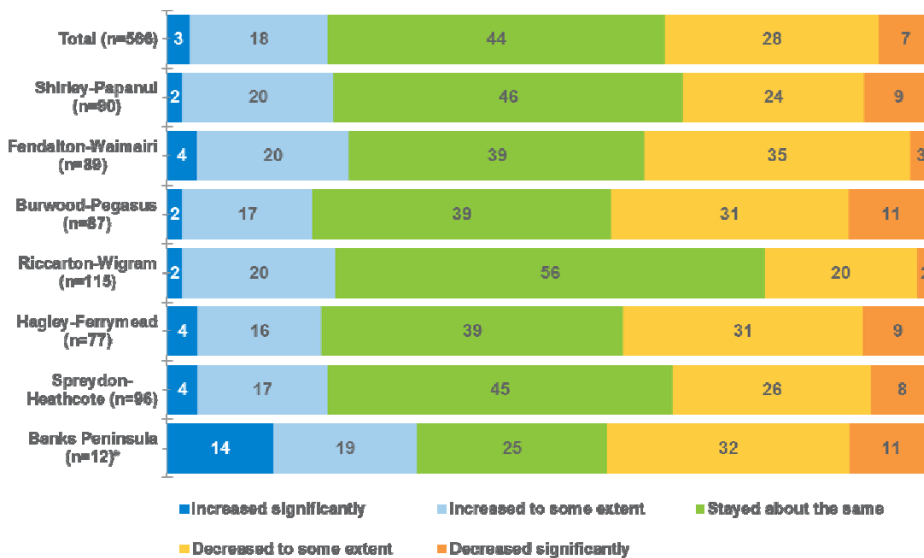
In 2010, 17% of Christchurch residents said their quality of life had decreased compared to a bigger cities total of 15%.

Quality of Life Compared to 12 Months Ago (%)



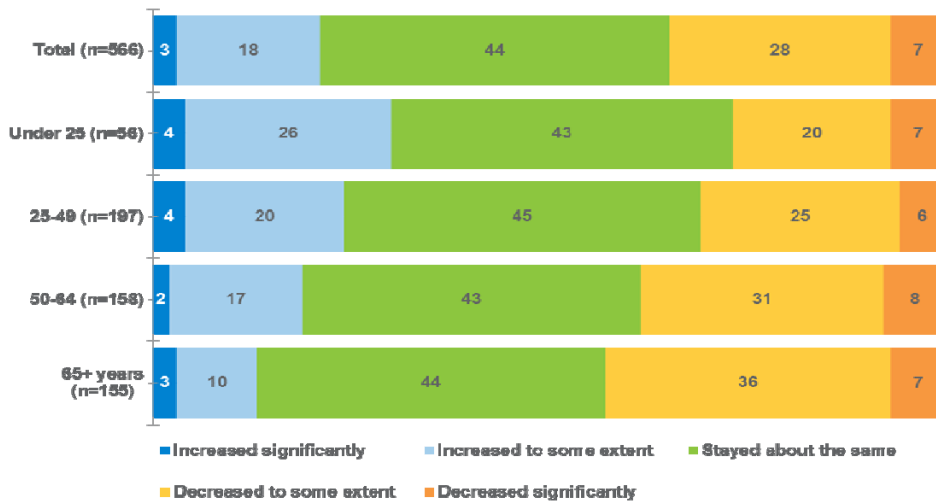
People living in the Riccarton-Wigram ward were less likely than the Christchurch average to say their quality of life had decreased compared to 12 months ago (22% compared to the Christchurch average of 35%).

Quality of Life Compared to 12 Months Ago by Ward (Christchurch) (%)



Those less likely to say their quality of life increased compared to 12 months ago were those aged 65 years or over (13% compared to the Christchurch average of 21%).

Quality of Life Compared to 12 Months Ago by Age (Christchurch) (%)



Base: All Respondents (excluding not answered)

While there were no significant differences by ethnicity, household income continued to play a role with those less likely to say their quality of life had increased in the last 12 months being respondents with household incomes of \$20,000 or less per annum (3% compared to the Christchurch average of 21%).

Quality of Life Compared to 12 Months Ago by Household Income (Christchurch) (%)

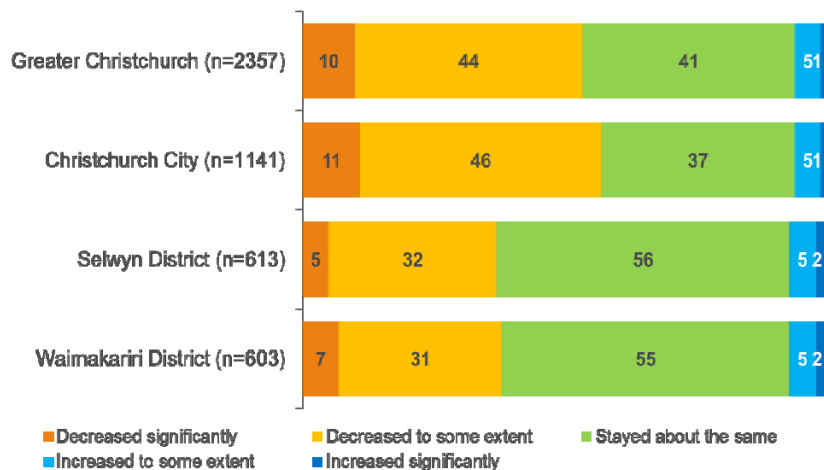


Base: All Respondents (excluding not answered)

2012 CERA Wellbeing Survey Results

57% of Christchurch respondents said their quality of life had decreased *since the earthquakes started in September 2010*. 35% of Quality of Life Survey respondents said their quality of life had decreased *in the last year*.

Quality of Life Compared to Before the Earthquakes Started (2012 CERA Wellbeing Survey (%))

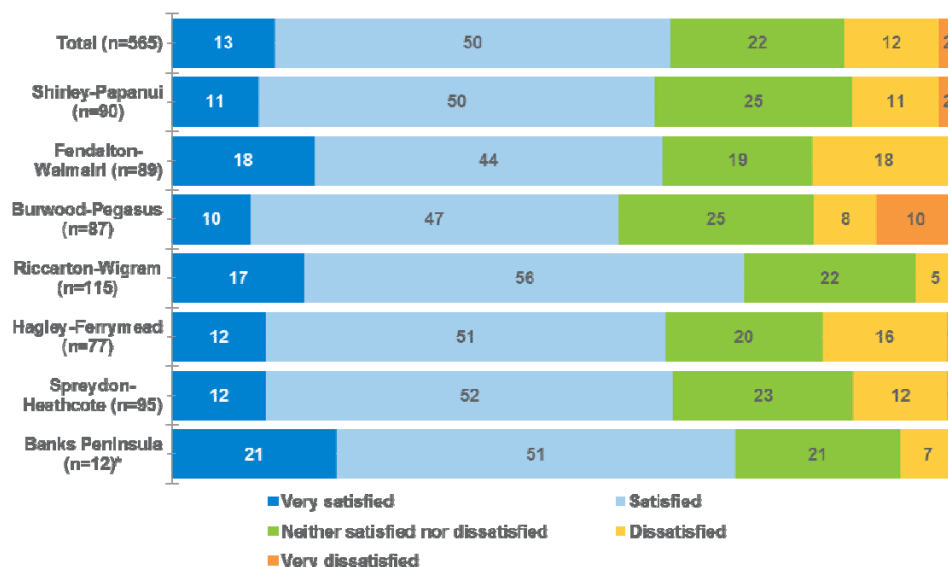


Base: All respondents, excluding not answered

Satisfaction with Life

Just under two thirds (63%) of Christchurch respondents were satisfied with their lives in general, slightly lower than the 6 council total of 69%.

Satisfaction with Life in General by Ward (Christchurch) (%)



Base: All Respondents (excluding not answered)

*Caution small base sizes

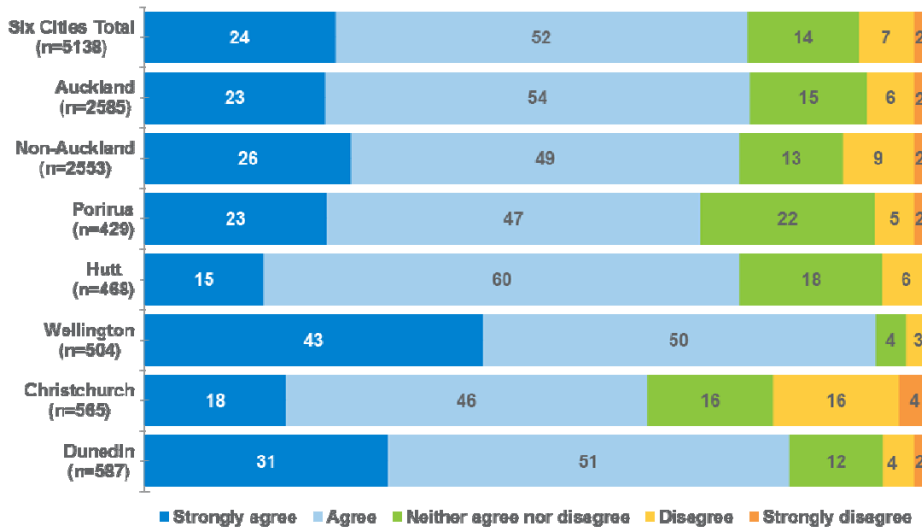
Riccarton-Wigram ward respondents were less likely to be dissatisfied with their lives (5%, compared to the Christchurch average of 14%),

Those with a household income of \$20,000 or less were less likely to be satisfied (31%, compared to the Christchurch average of 63%, while older people aged 65 years or over were more likely to be satisfied (76%), as were those on household incomes of \$100,000 or more per annum (78%). There were no significant differences by ethnicity. Those less likely to be satisfied were those with household incomes of \$20,000 or less per annum (31% compared to 63%).

City as a Great Place to Live

Almost two thirds (64%) of Christchurch people said the city was a great place to live. This was significantly lower than the 6 council total of 76%. Twenty percent of the Christchurch sample disagreed that Christchurch was a great place to live.

City as a Great Place to Live (%)



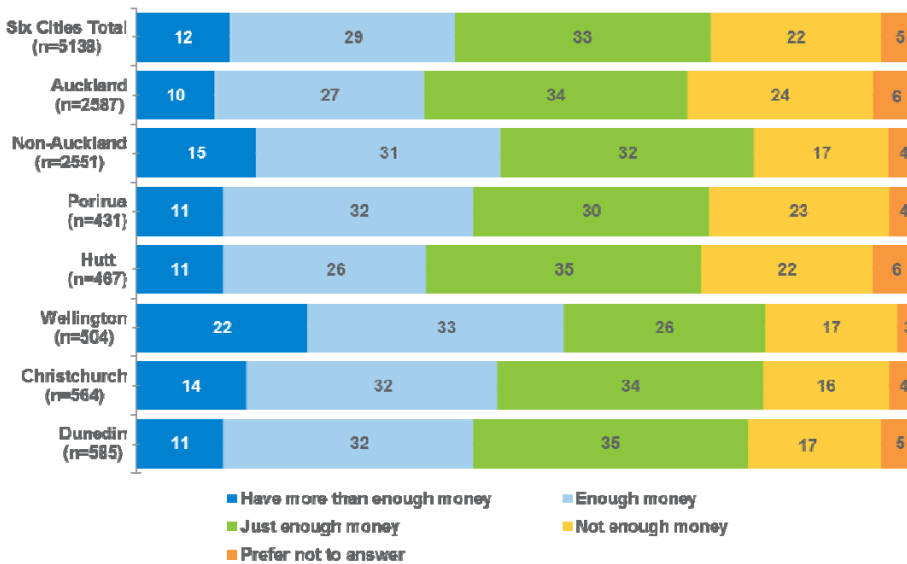
Base: All Respondents (excluding not answered)

There were no significant differences by age, ethnicity, sex or household income. This question was not asked in previous Quality of Life Surveys.

Income for Necessities

Almost half (46%) of Christchurch respondents said they had enough or more than enough money to cover their everyday needs, with 14% having more than enough and 32% having enough. This was similar to the 6 council rate of 41% having enough or more than enough money. Another 34% of Christchurch respondents said they had just enough, while 16% said they did not have enough money, the latter of which was lower than the 6 council total of 22%.

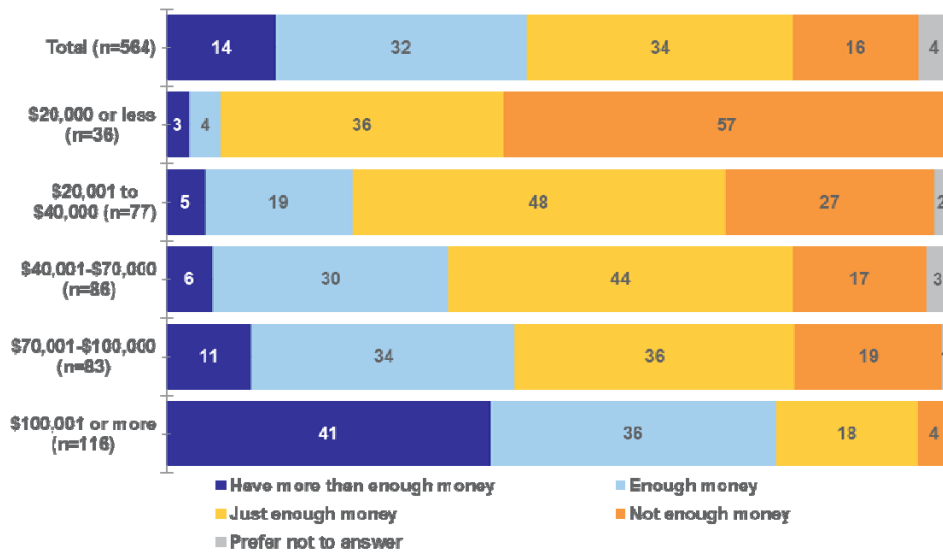
Money for Everyday Needs (%)



Base: All Respondents (excluding not answered)

This measure is closely associated with household income, with those on lower incomes more likely to say they did not have enough money to meet their everyday needs: those on incomes of \$20,000 or less: 94% said they did not have enough money or only had just enough, compared to the Christchurch average of 50%). Young people aged 18-24 years were more likely to say they didn't have enough money or only just enough money (64% compared to a Christchurch average of 50%).

Money for Everyday Needs by Household Income (Christchurch) (%)



Base: All Respondents (excluding not answered)

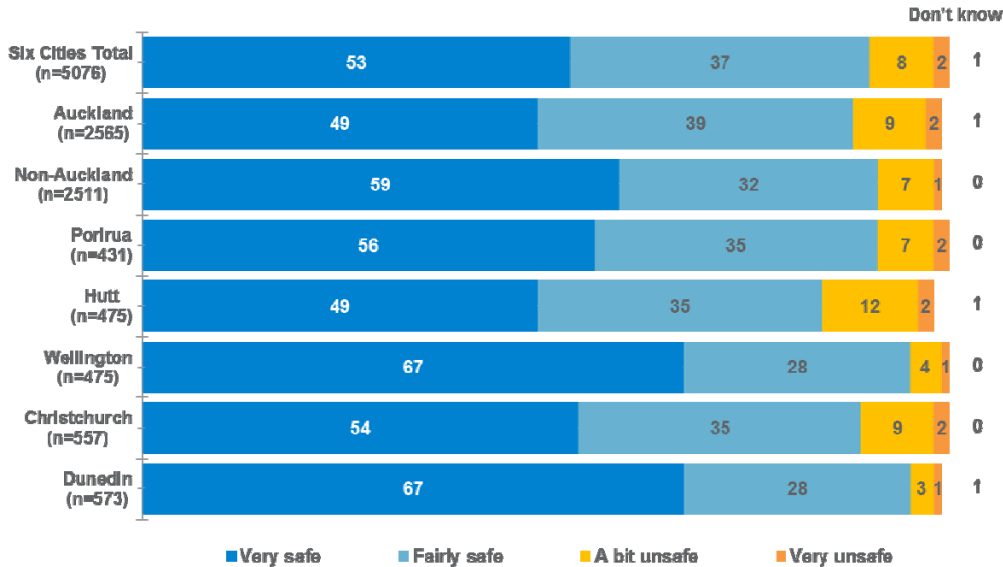
STRONG COMMUNITIES

CRIME AND SAFETY

Perceptions of Safety at Home

Almost all Christchurch residents (96%) said they felt safe in their homes during the day, the same rate as the 6 council total. Similar proportions felt safe in their homes after dark (90%), again the same as the 6 council total. These rates were very similar to the 2010 figures where 98% of Christchurch respondents felt safe at home during the day and 94% after dark.

Perceptions of Safety at Home After Dark (%)



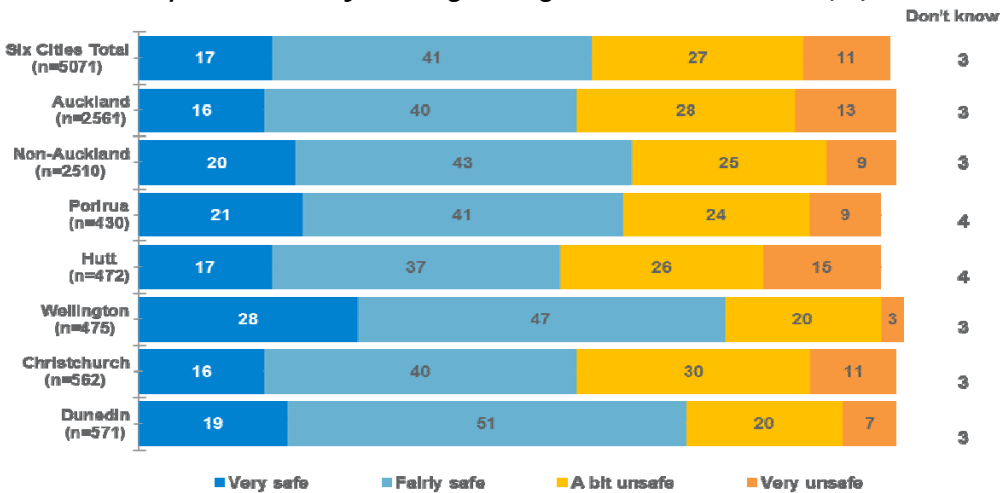
Base: All Respondents (excluding not answered)

Perceptions of Safety in Neighbourhood After Dark

Just over half (57%) of Christchurch residents felt safe walking alone in their neighbourhood after dark, very similar to the 6 council total (58%). In 2010, 71% of Christchurch people felt safe walking in their neighbourhood after dark, with a multi-council rate of 69%. Perceptions of safety in neighbourhoods has fallen across the cities since 2010.

In 2012, over a third (40%) of Christchurch respondents felt unsafe walking in their neighbourhood after dark, similar to the Auckland rate (42%). Lower rates were found in Wellington (22%) and Dunedin (27%).

Perceptions of Safety Walking in Neighbourhood After Dark (%)



Base: All Respondents (excluding not answered)

Compared to the Christchurch average, older people aged 65 years and over were less likely to feel safe (40%), as were those with incomes between \$20,001 to \$40,000 per annum (41%), whereas males (67%) were more likely to feel safe (compared to 46% for females).

Perceptions of Safety in the 'City Centre' After Dark

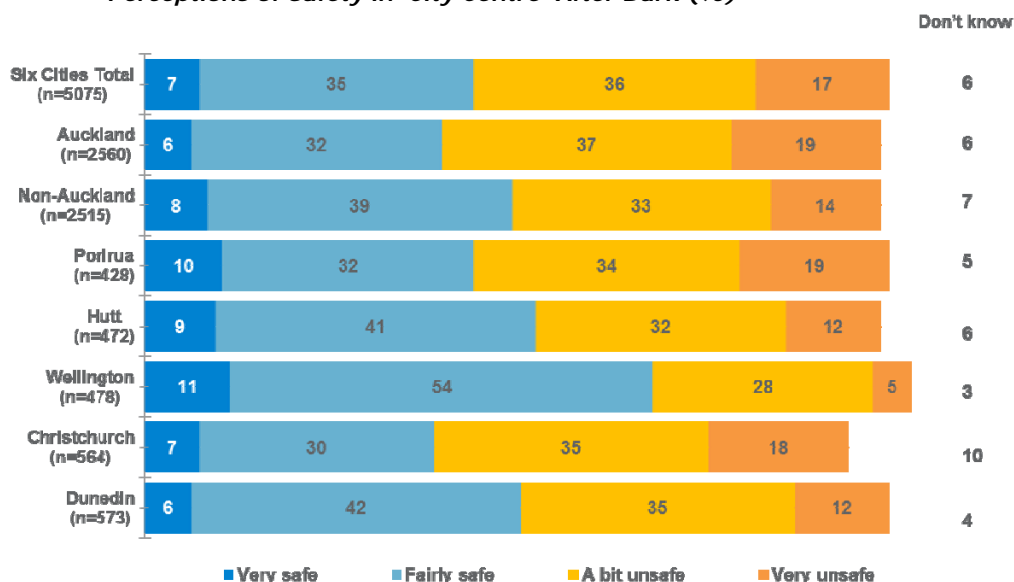
When answering questions about their city centre, Christchurch respondents were asked to answer based on the main business or shopping location that they currently use. The following areas were identified as the main business / shopping location by Christchurch residents:

Main Business / Shopping Locations (Christchurch) (%)

Location	%
Riccarton	27
CBD / Cashel Mall/St / Cathedral Sq (also inc container mall / pop up mall)	13
Papanui incl Northlands	12
Shirley incl Palms Shopping Centre	9
Westfield Mall / mall / shopping centre NFI (no further information)	6
CBD / Central City not specified	5
Eastgate	4
Hornby	4
Barrington	3
New Brighton	2
Avonhead	1
Other	25
None / no specific area	7

Perceptions of safety after dark in the Christchurch 'city centre' remain as low as they were for the city centre back in 2010. Only 37% said they felt safe after dark in the location they identified as their main centre, compared to a 6 council total of 42%. In 2010 the rate for the Christchurch city centre was 36%. While Christchurch residents were more likely than those in other cities to say they felt unsafe in the centre after dark, this difference was not statistically significant.

Perceptions of Safety in 'City Centre' After Dark (%)



Base: All Respondents (excluding not answered)

Those less likely to have felt safe in Christchurch centres were those aged 65 years and over (26%), while males were more likely to have felt safe (47%, compared to 27% for females). Those more likely to feel unsafe were respondents with a household income of \$20,001 to \$40,000 per annum (67% compared to a Christchurch average of 53%).

Perceptions of Safety of Children in Neighbourhoods

Almost three quarters (72%) of Christchurch residents said their local neighbourhood was safe for children to play in unsupervised, a slightly lower level than in 2010 (80%), while 23% said it was unsafe. These results were similar for the 6 council total (71% saw neighbourhoods as safe, while 23% saw it as unsafe).

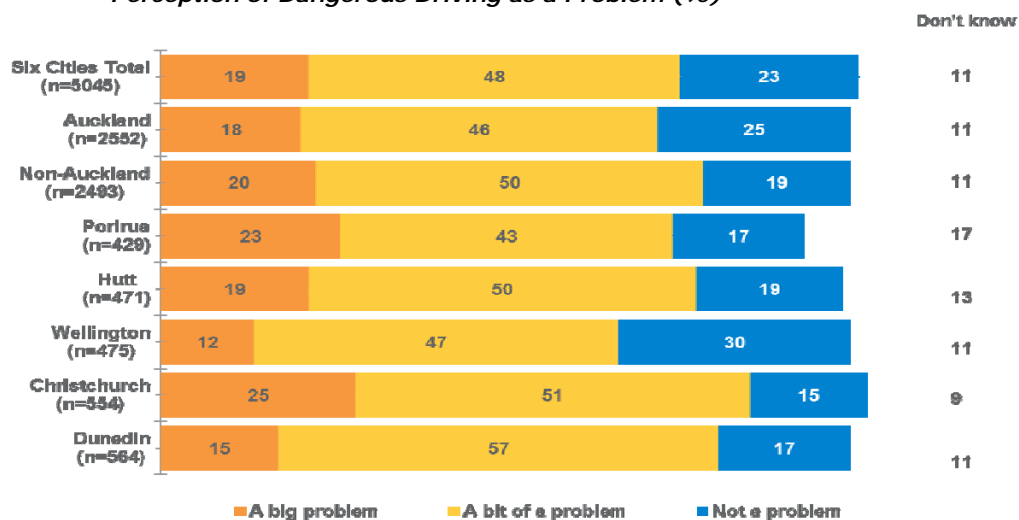
City Issues Causing Problems

The most commonly perceived of city issue causing problems (a big or a bit of a problem) for Christchurch residents over the last 12 months was dangerous driving (76%), followed closely by alcohol or drugs (75%).

Dangerous Driving

Dangerous driving (including drink driving and speeding) was perceived as a problem by three quarters (76%) of respondents and it was rated as an issue significantly more in Christchurch than the 6 council total of 67%.

Perception of Dangerous Driving as a Problem (%)



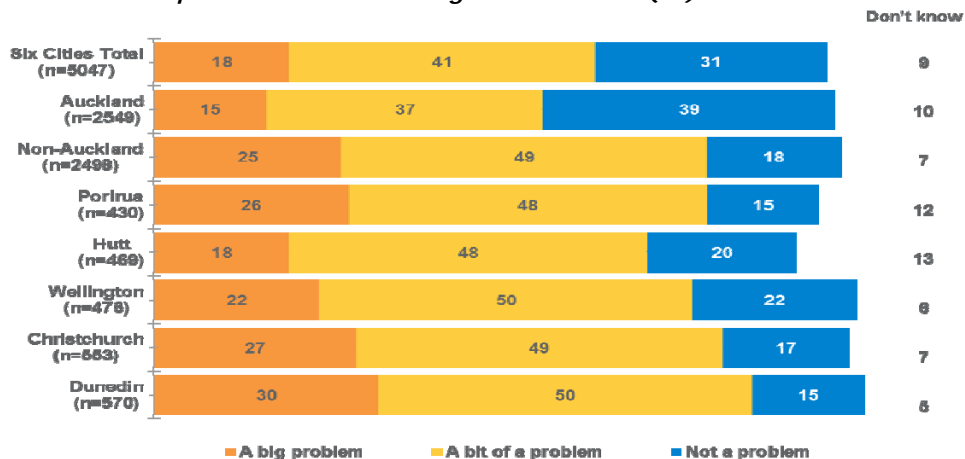
Base: All Respondents (excluding not answered)

In 2010, a very similar proportion of Christchurch respondents said dangerous driving was a problem (77%).

Alcohol and Drug Problems

Three quarters (75%) of Christchurch respondents said alcohol and drug problems were a problem, up from 66% in 2010. Christchurch's rate was significantly higher than the 6 council total of 59%. Only Dunedin had a higher rate (80%), whereas half (51%) of Auckland residents saw alcohol or drugs as a problem in their city.

Perception of Alcohol or Drugs as a Problem (%)

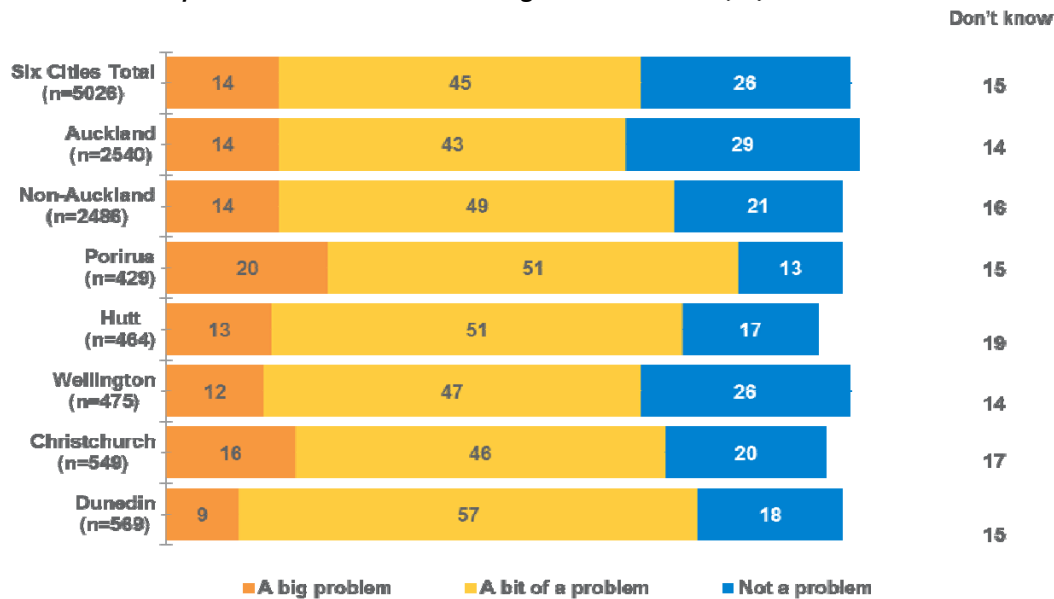


Base: All Respondents (excluding not answered)

Car Theft, Damage to Cars, Theft From Cars

Sixty three percent of Christchurch respondents said car theft, damage to cars and theft from cars was a problem, compared to a 6 council total of 59%. In 2010 the rate for Christchurch was 60%.

Perception of Car Theft and Damage as a Problem (%)



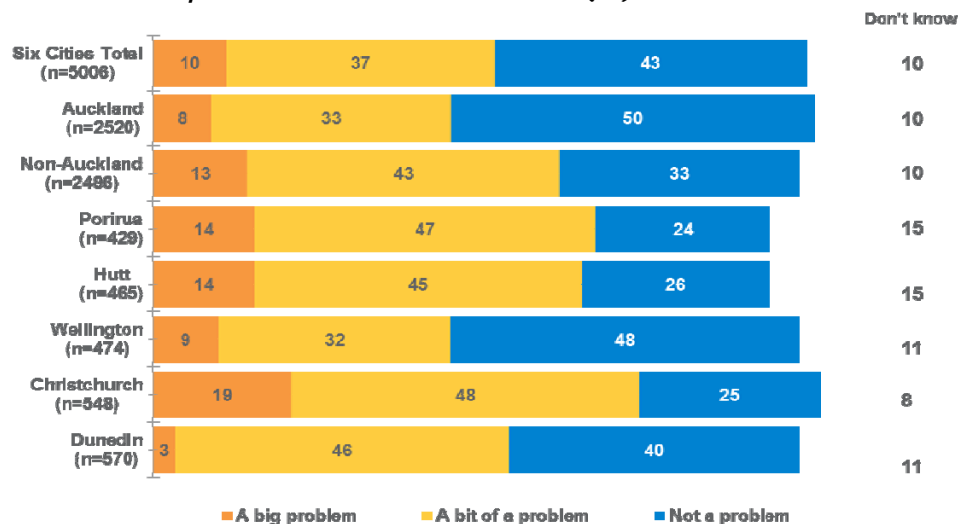
Base: All Respondents (excluding not answered)

Asian/Indian respondents were significantly less likely than other Christchurch residents to perceive car theft and damage as a problem (50% compared to the Christchurch total of 63%).

Vandalism

Two in three (68%) Christchurch respondents saw vandalism as a problem, up from 51% in 2010. Christchurch residents were significantly more likely to rate vandalism as a problem than the 6 council total of 47%: Auckland: 41%, Wellington: 41%.

Perception of Vandalism as a Problem (%)



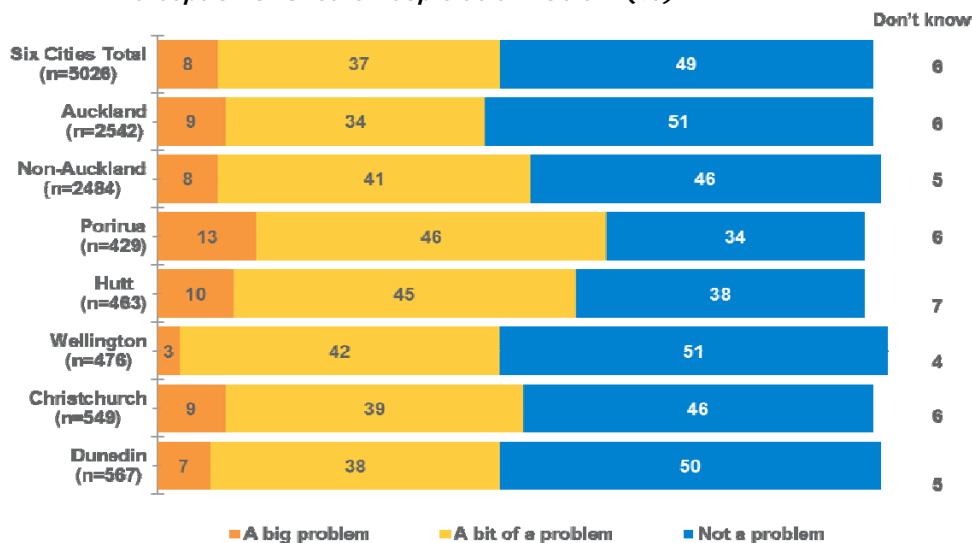
Base: All Respondents (excluding not answered)

Asian/Indian respondents were significantly less likely than other Christchurch residents to perceive vandalism as a problem (54% compared to the Christchurch total of 68%). There were no significant differences by age or household income.

Unsafe People (due to behaviours, attitudes or appearance)

Just under half (48%) of Christchurch respondents perceived the presence of people they feel unsafe around as being a problem, similar to the 6 council total of 45%. The Christchurch rate was also very similar in 2010 (47%). There were no significant differences by age, sex, ethnicity or household income.

Perception of Unsafe People as a Problem (%)



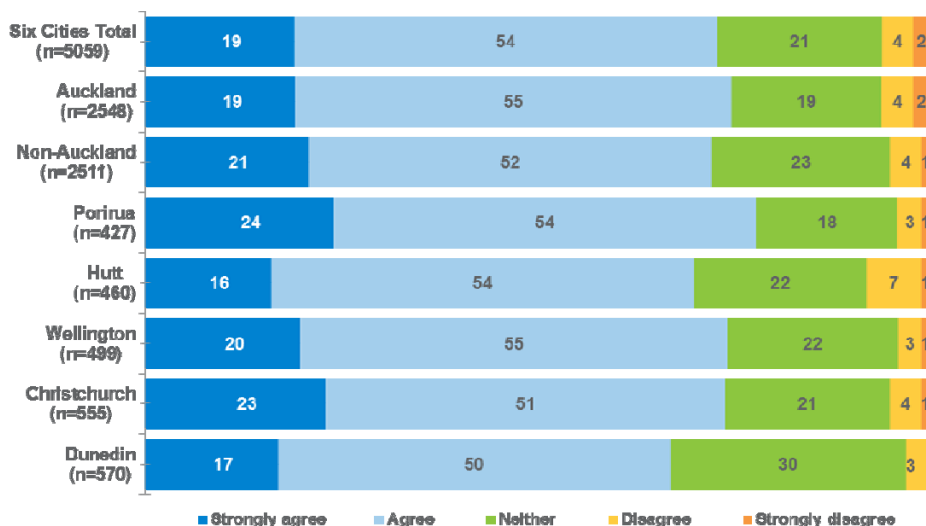
Base: All Respondents (excluding not answered)

SENSE OF COMMUNITY

Importance of Sense of Community

Three quarters (74%) of Christchurch respondents said it was important for them to feel a sense of community with others in their local neighbourhood, up slightly on 70% in 2010. Christchurch's 2012 rate was very similar to the 6 council total (73%). Christchurch females were more likely to see a sense of community as being important (81% versus 67% for males). There were no significant differences by age, ethnicity or household income.

Importance of Sense of Community (%)

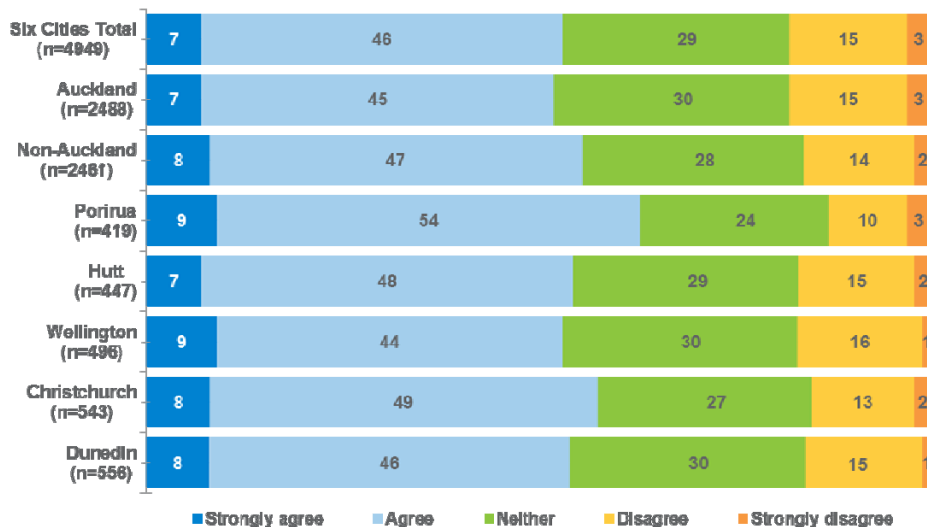


Base: All Respondents (excluding not answered)

Perceptions of Sense of Community

Almost six in 10 (57%) of Christchurch residents said they felt a sense of community, the same figure as 2010 and slightly higher than the 2012 6 council total of 53%. Those less likely to have felt a sense of community in Christchurch were those aged 18-24 years (36%) whereas those aged 65 years or older were more likely to feel a sense of community (70%). There were no significant differences by ethnicity or household income.

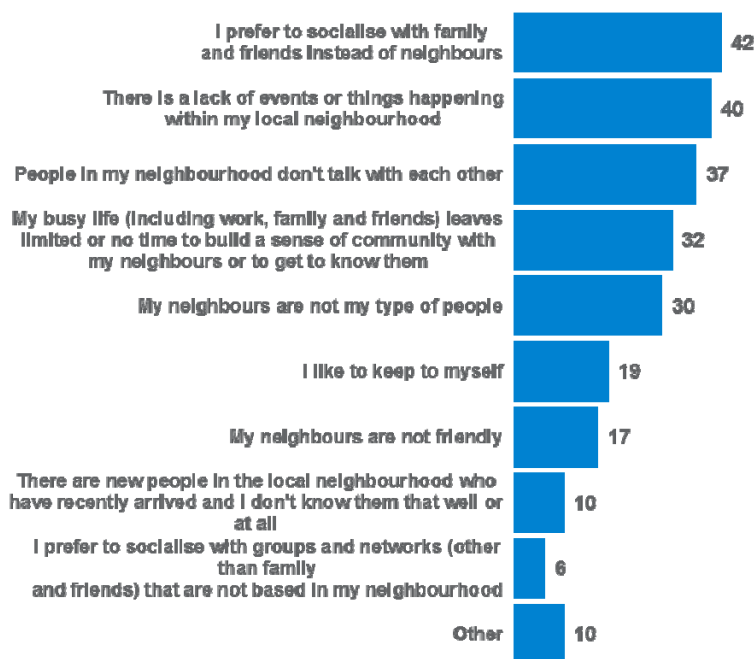
Feeling a Sense of Community (%)



Base: All Respondents (excluding not answered)

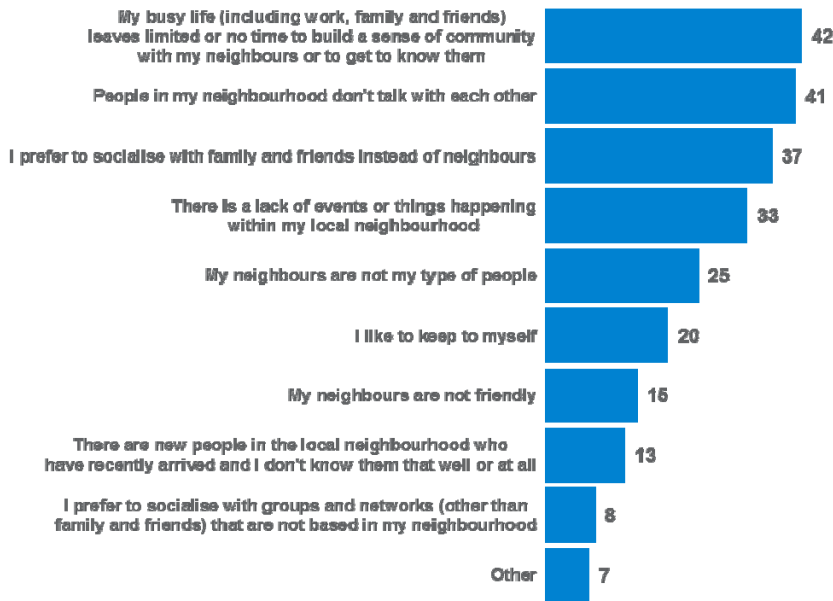
The most common reasons Christchurch people gave for not feeling a sense of community with others in their neighbourhood were that they preferred to socialise with family and friends instead of neighbours (42%, which was higher than the 6 council total of 37%), and that there was a lack of events or things happening within their local neighbourhood (40%, compared to a 6 council total of 33%). The most common reason for lack of a sense of community across the 6 councils was people's busy lives preventing them from building community (42%) (this was only the fourth highest reason in Christchurch (32%).

Reasons for Lack of Sense of Community (Christchurch) (%)



Base: Those who do not feel a sense of community (excluding not answered) (n=81)

Reasons for Lack of Sense of Community (6 Council Total) (%)

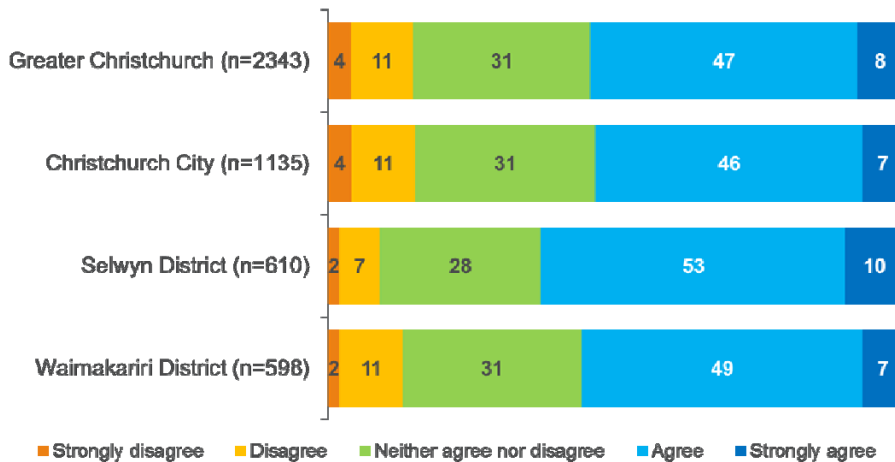


Base: Those who do not feel a sense of community (excluding not answered) n=785

2012 CERA Wellbeing Survey Results

53% of Christchurch respondents said they felt a sense of community with others in their neighbourhood versus 57% in the Quality of Life Survey.

Feeling a Sense of Community (2012 CERA Wellbeing Survey) (%)



Base: All respondents, excluding not answered

Range of Social Networks

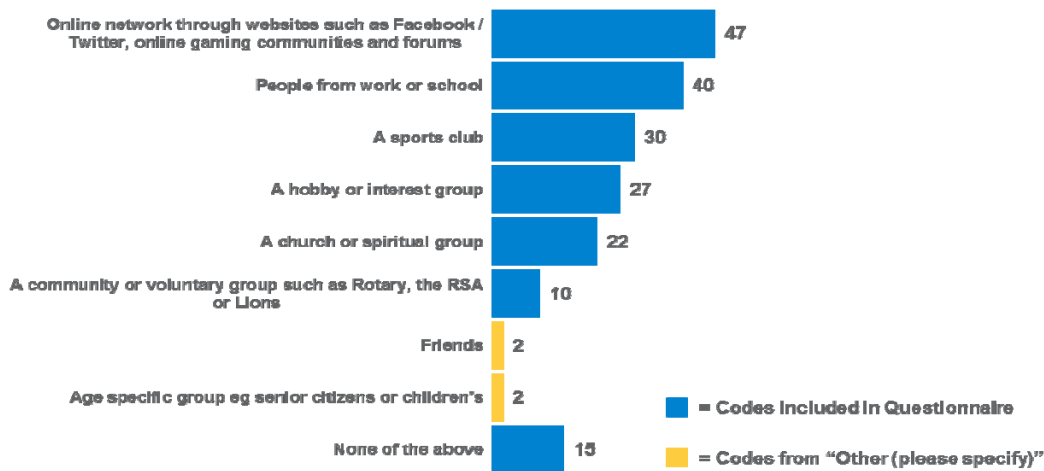
Christchurch residents continue to be involved in a diverse range of social networks and groups, with the most common being online networks through websites such as Facebook, Twitter and online gaming communities and forums (47%, very similar to a 6 council total of 46%).

Membership of most types of networks was down on 2010 levels:

- 47% belonged to an online network (the same as in 2010: 46%)
- 40% belonged to a network of people from work or school (down from 57% in 2010). Christchurch residents were less likely than the 6 council total to mention they belonged to a network of people from work or school (40% and 47% respectively)
- 30% belonged to a sports club (up slightly from 28% in 2010)
- 27% belonged to a hobby or interest group (down from 36% in 2010)
- 22% belonged to a church or spiritual group (down from 28% in 2010)

- 10% belonged to a community or voluntary group such as Rotary, the RSA or Lions (down from 17% in 2010)
- 15% belonged to no social network or group (up from 7% in 2010 and similar to the 6 council total of 13%)

Social Networks People Belong to (Christchurch) (%)



Base: All Respondents (excluding not answered) (n=564)

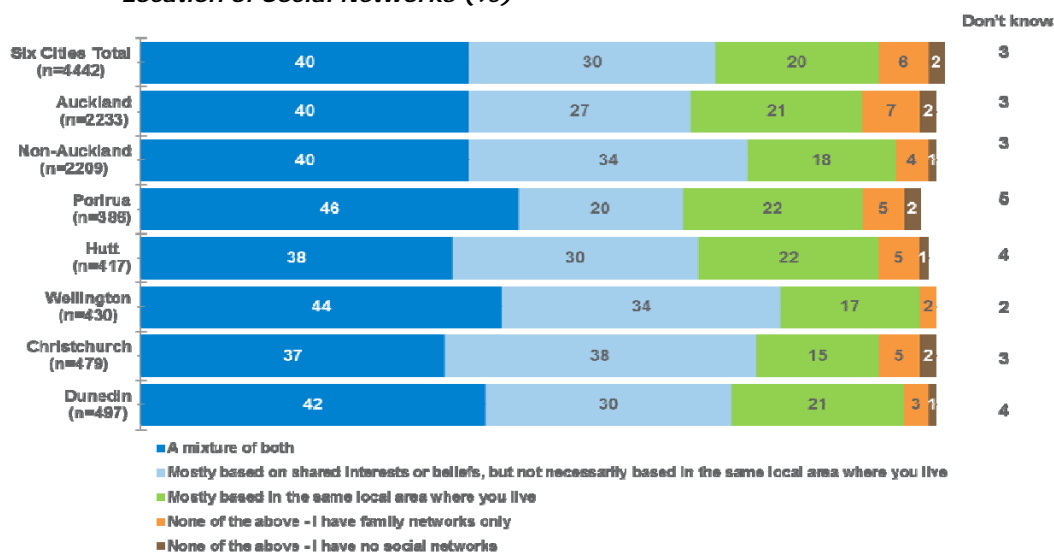
Once again, age had a bearing on the type of networks Christchurch people belonged to, which young people aged 18-24 years more likely to belong to online networks (86% compared to the Christchurch average of 47%) and those in the prime child rearing and working ages (25 to 49 years) more likely to belong to work and school networks (50% compared to the Christchurch average of 40%). In 2010, work and school networks were the most common network Christchurch residents belonged to.

Those most likely to belong to no social networks were those with household incomes of \$20,000 or less per annum (31% compared to the Christchurch average of 15%).

There were no significant differences by ethnicity.

Almost two in five (38%) of Christchurch residents said their main social networks were based on shared interests or beliefs but not necessarily based in the local area they lived in (ie. communities of interest), significantly higher than the 6 council total of 30%. Fifteen percent of Christchurch respondents said their networks were only locally based. Almost two in five (37%) said they were a mixture of both.

Location of Social Networks (%)

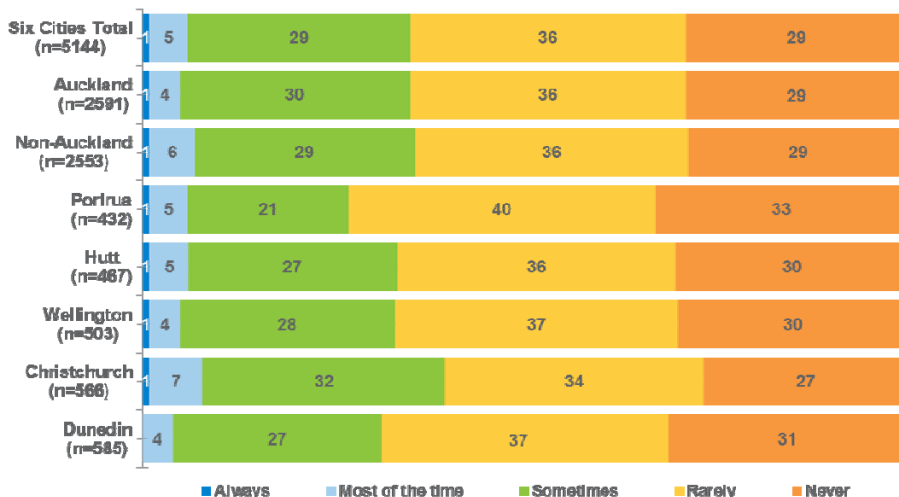


Base: Those who have a social network / group (excluding not answered)

Feelings of Loneliness and Isolation

Six in ten (61%) Christchurch people said they rarely or never felt isolated, down from 83% in 2010. This was lower than the 6 council total of 65% but the difference was not statistically significant. A third (32%) of Christchurch residents felt lonely or isolated sometimes (up from 15% in 2010) and 8% were lonely most or all of the time (up from 2% in 2010, when none reported feeling lonely or isolated all of the time).

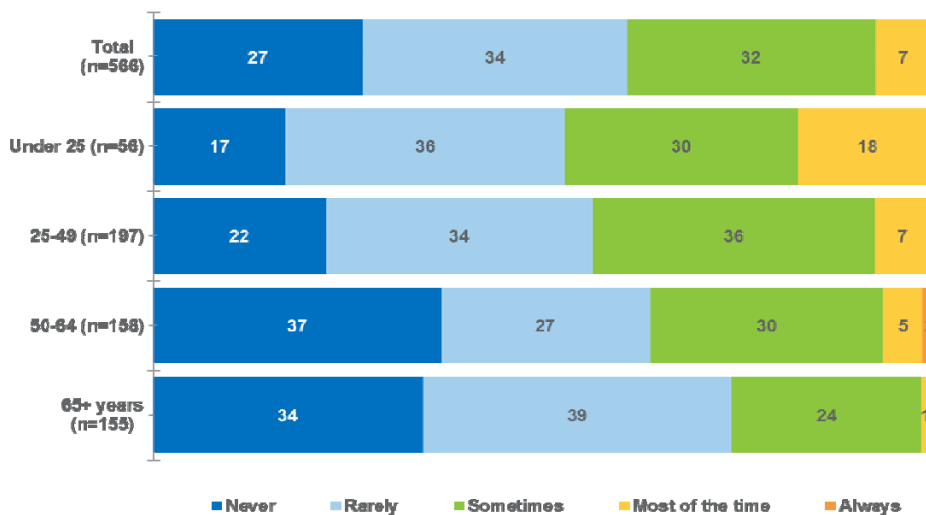
Perception of Loneliness and Isolation (%)



Base: All Respondents (excluding not answered)

Young people aged 18-24 years were significantly more likely to say they felt lonely or isolated most or all of the time (18% compared to the Christchurch average of 8%), while those aged 65 years or more were more likely to say they rarely or never felt isolated (73% compared to the Christchurch average of 61%).

Perception of Loneliness and Isolation by Age (Christchurch) (%)

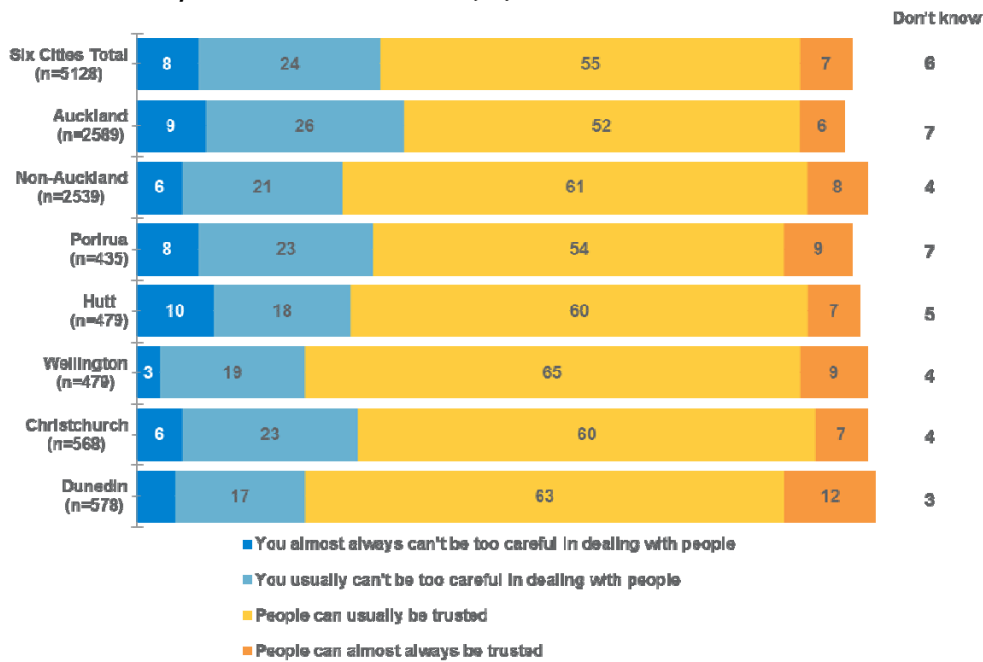


Base: All Respondents (excluding not answered)

Trust in Others

Two thirds (67%) of Christchurch people said that other people could be trusted, slightly higher than the 6 council total of 62%, but down from 80% when the question was last asked in Christchurch in 2008.

Perception of Trust in Others (%)



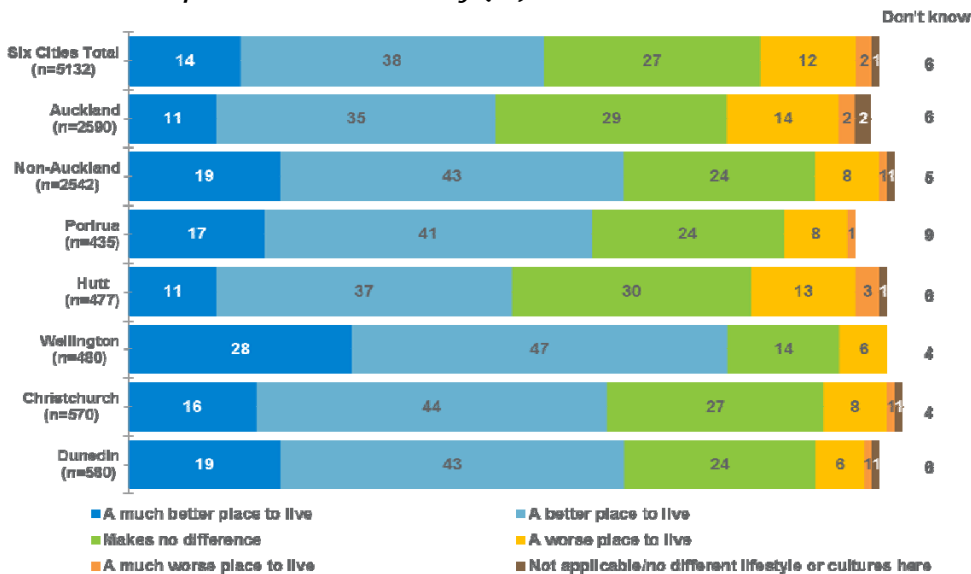
Base: All Respondents (excluding not answered)

Perceptions of trust were associated with level of household income. Those with household incomes of \$20,000 or less were more likely to say people could not be trusted (51% compared to city average of 29%), while those with household incomes of \$100,000 or more were more likely to say people could be trusted (77% compared to city average of 67%).

Perceptions of Ethnic Diversity

Three in five (60%) Christchurch residents said that ethnic diversity made the city a better or much better place to live, higher than the 6 council total of 52%, but slightly lower than the Christchurch rate in 2010 (62%). Along with Wellington (75%) and Dunedin (62%), Christchurch residents were significantly more likely to say diversity made their city a better place to live. Auckland residents were less likely to support ethnic diversity (46%).

Perception of Ethnic Diversity (%)

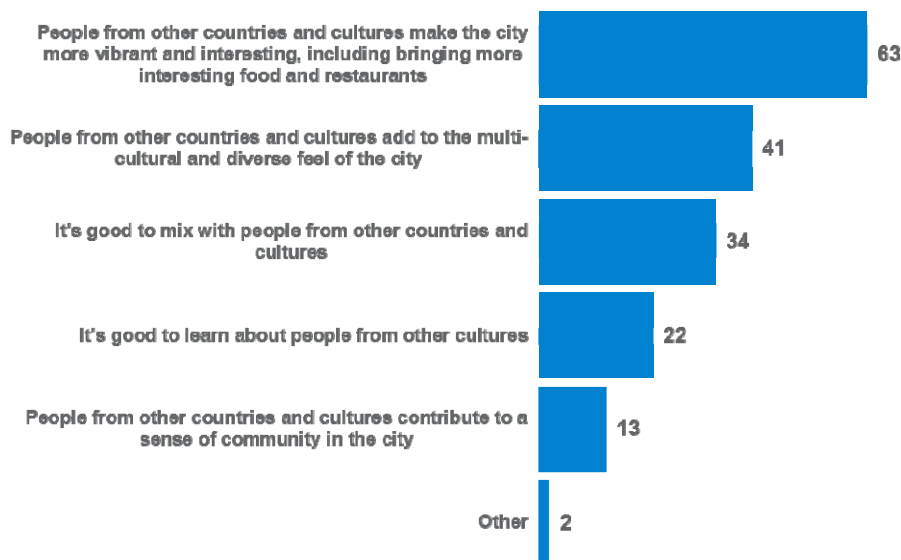


Base: All Respondents (excluding not answered)

Asian/Indian residents were significantly more likely to say ethnic diversity was good for Christchurch (82%), as were those with household incomes of \$100,000 and over per annum (73%). There were no significant differences by age or sex.

The main reasons Christchurch residents gave for diversity having a positive impact on the city was that people from other countries and cultures make the city more vibrant and interesting (63%, very similar to the 6 council total of 62%), followed by people from other countries and cultures add to the multi-cultural and diverse feel of the city (41%, compared to the 6 council total of 48%). There were no significant differences by age, ethnicity, sex or household income.

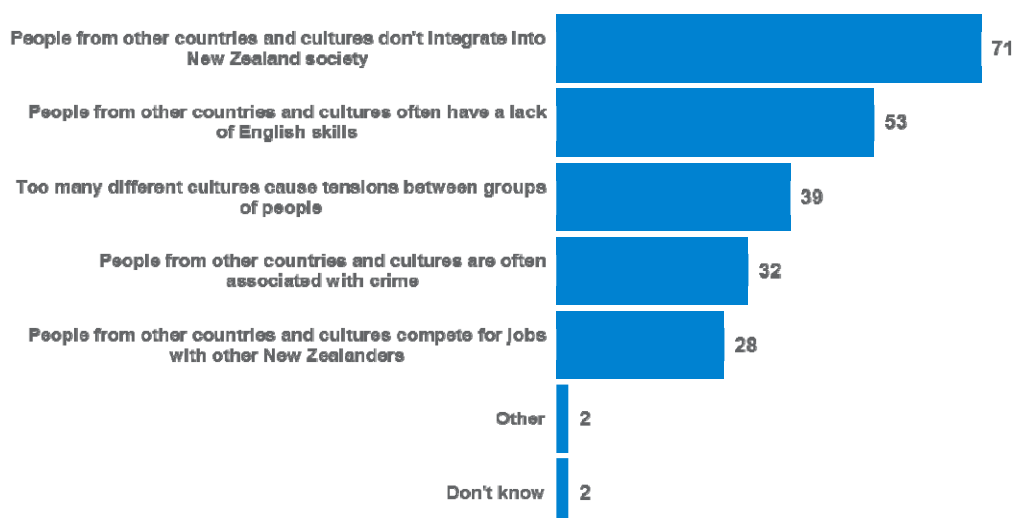
Reasons Why Diversity has Positive Impact (Christchurch) (%)



Base: Those who say different lifestyles/cultures positive (excluding not answered) (n=341)

The most common reason given by Christchurch respondents who said diversity had a negative impact on the city was that people from other countries and cultures don't integrate into New Zealand society (71%, compared to a 6 council total of 67%), followed by people from other countries and cultures often have a lack of English skills (53%, compared to a 6 council total of 49%). There were no significant differences by age, ethnicity, sex or household income.

Reasons Why Diversity has Negative Impact (Christchurch) (%)

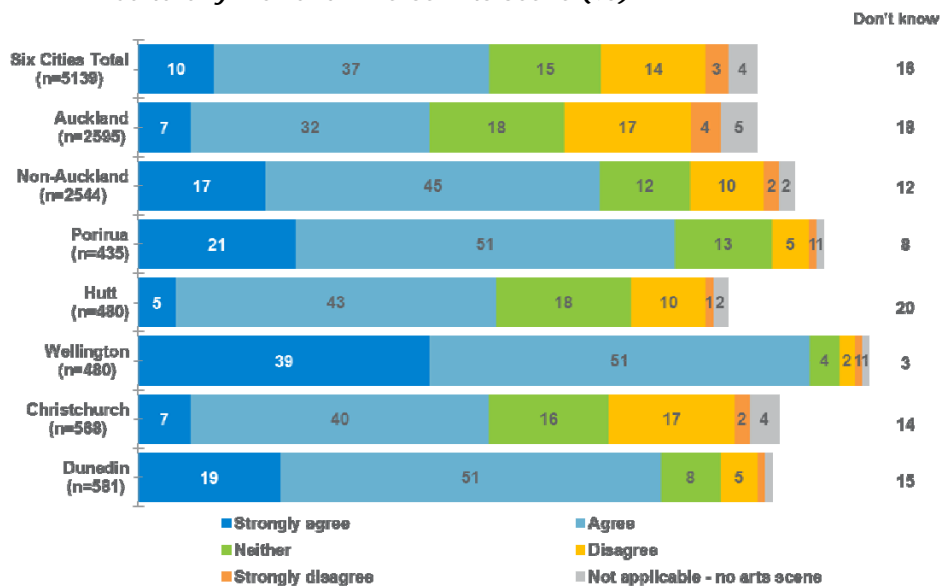


Base: Those who say different lifestyles/cultures negative (excluding not answered) (n=49)

Culturally Rich and Diverse Arts Scene

Just under half (46%) of Christchurch residents felt that the city has a culturally rich and diverse arts scene, a very similar proportion to the 6 council total of 47%, but much lower than Wellington (90%) and Dunedin (70%). However, only 39% of Auckland residents felt their city had a culturally rich and diverse arts scene.

Culturally Rich and Diverse Arts Scene (%)



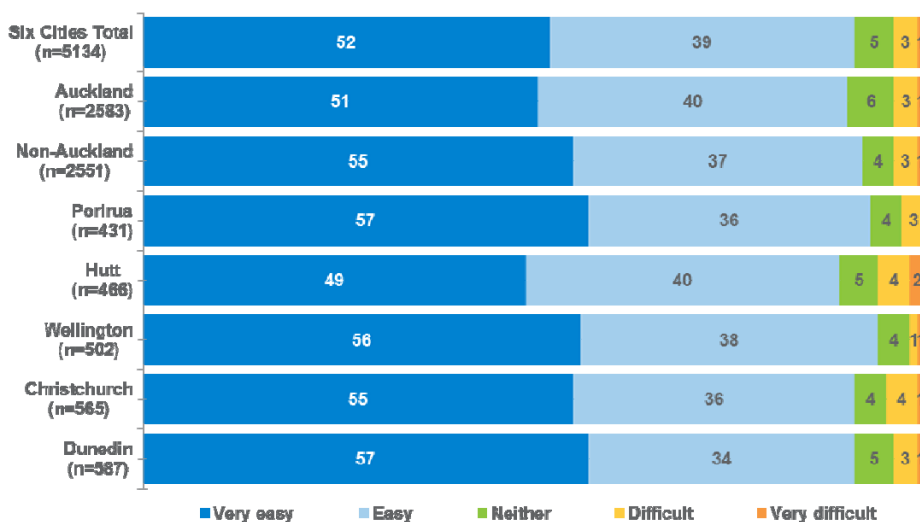
Base: All Respondents (excluding not answered)

Christchurch residents aged 25 to 49 years were more likely to disagree that the city has a culturally rich and diverse arts scene (27%, compared to the Christchurch average of 20%), whereas those more likely to agree were those aged 65 years or over (61% compared to a Christchurch average of 46%).

Access to Parks and Other Green Spaces

The majority (91%) of Christchurch respondents found it easy to get to a park or other green space, down slightly on 97% in 2010, but the same as the 6 council total.

Ease of Access to Local Parks or Other Green Space (%)



Base: All Respondents (excluding not answered)

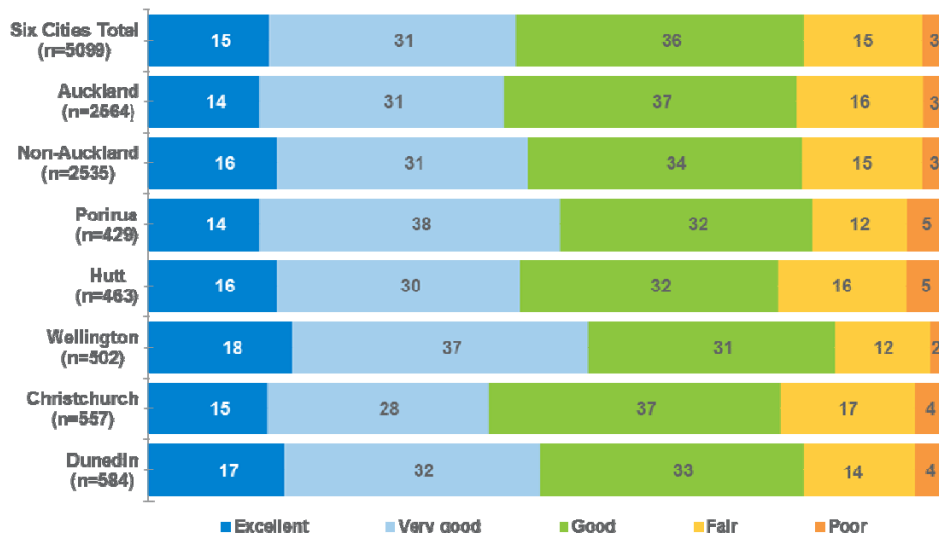
Those aged 65 years or older were significantly less likely to rate parks and green space as easy to get to (84% compared to the city average of 91%) and those who live in the Burwood-Pegasus ward (82%).

Health and Well being

Perceptions of Health

The majority (80%) of Christchurch respondents rated their overall health as excellent, very good or good, a similar level to the 6 council total of 82%. In 2010, 91% of Christchurch respondents rated their health positively.

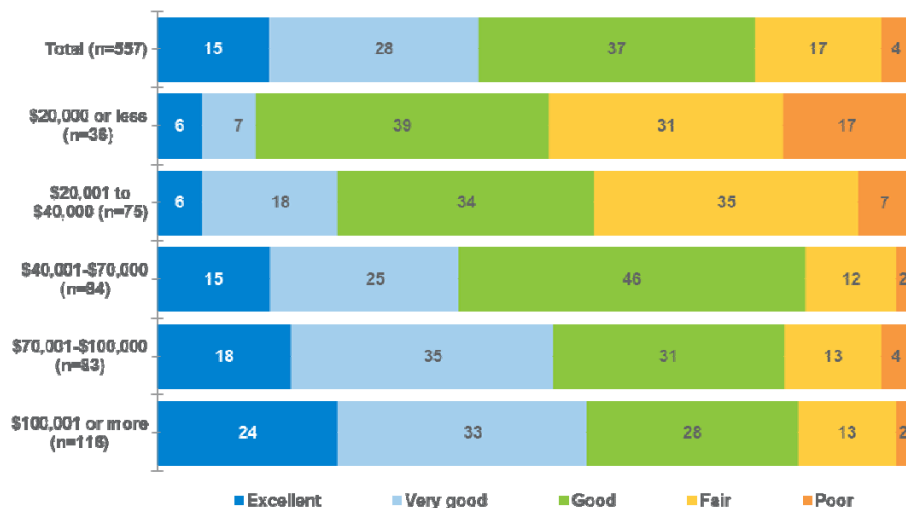
Rating of Health (%)



Base: All Respondents (excluding not answered)

Older Christchurch residents aged 65 years and over were less likely to rate their health as excellent, very good or good (69%), as were those with household incomes of \$20,000 or less (52%) and those with \$20,000 to \$40,000 (58%) per annum.

Rating of Health by Household Income (Christchurch) (%)



Base: All Respondents (excluding not answered)

There were no significant differences by ethnicity in ratings of overall health for Christchurch residents.

Barriers to Accessing Doctors

While the majority (82%) of Christchurch residents experienced no barriers visiting a general practitioner, 16% said there had been a time in the last year when they had wanted to see a doctor

about their health but didn't (up from 5% in 2010). The 6 council total was very similar at 18% and there were no statistically significant differences by city.

Older Christchurch residents aged 65 years and over were less likely to have said they wanted to see a doctor but didn't (7%), whereas younger people under 25 years old were more likely to say they didn't see a doctor when they wanted to (25%), as were those of Asian / Indian ethnicity (26%) compared to the Christchurch average of 16%.

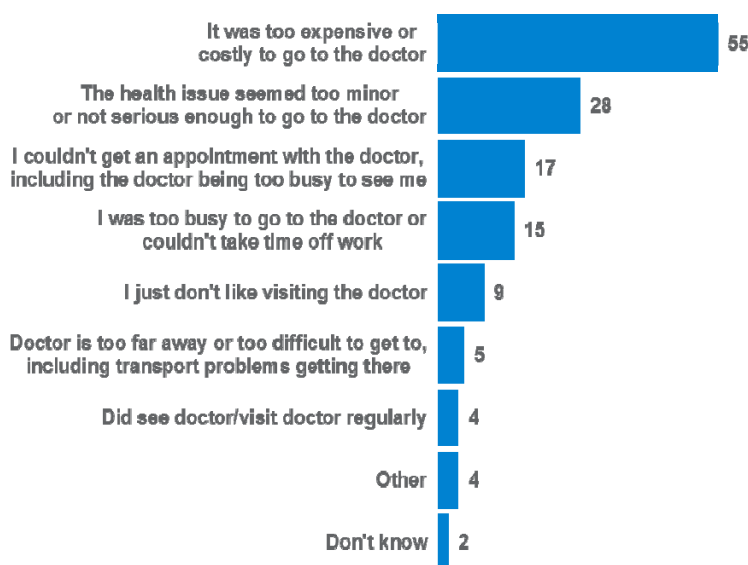
Of Christchurch people who didn't go to the doctor but wanted to, cost remained the main barrier, with 55% saying it was too expensive or costly and with 28% saying the health issue was too minor or not serious enough to go to the doctor. For those aged under 25 years, the most common reason for not going to the doctor was cost (66%), followed by not being able to get an appointment (including the doctor being too busy to see them) (40%).

Barriers to Accessing Doctors (%)

	Six Cities Total (n=813)	Auckland (n=456)	Non-Auckland (n=357)	Porirua (n=66)	Hutt (n=64)	Wellington (n=65)	Christchurch (n=75)	Dunedin (n=87)
It was too expensive or costly to go to the doctor	46	46	46	19	32	44	55	51
The health issue seemed too minor or not serious enough to go to the doctor	31	32	28	25	35	25	28	28
I was too busy to go to the doctor or couldn't take time off work	25	28	19	22	18	25	15	19
I couldn't get an appointment with the doctor, including the doctor being too busy to see me	22	20	28	47	31	39	17	18
I just don't like visiting the doctor	7	6	7	15	3	3	9	5
Doctor is too far away or too difficult to get to, including transport problems getting there	6	6	4	4	2	6	5	3
I was too embarrassed or felt uncomfortable about talking to the doctor	3	3	3	4	3	4	1	3
Did see doctor/visit doctor regularly	3	2	4	4	1	0	4	10
Other	4	4	4	7	6	2	4	6
Don't know	1	0	1	1	0	0	2	1

Base: Those who wanted to see a GP but didn't (excluding not answered)

Barriers to Visiting Doctors (Christchurch) (%)

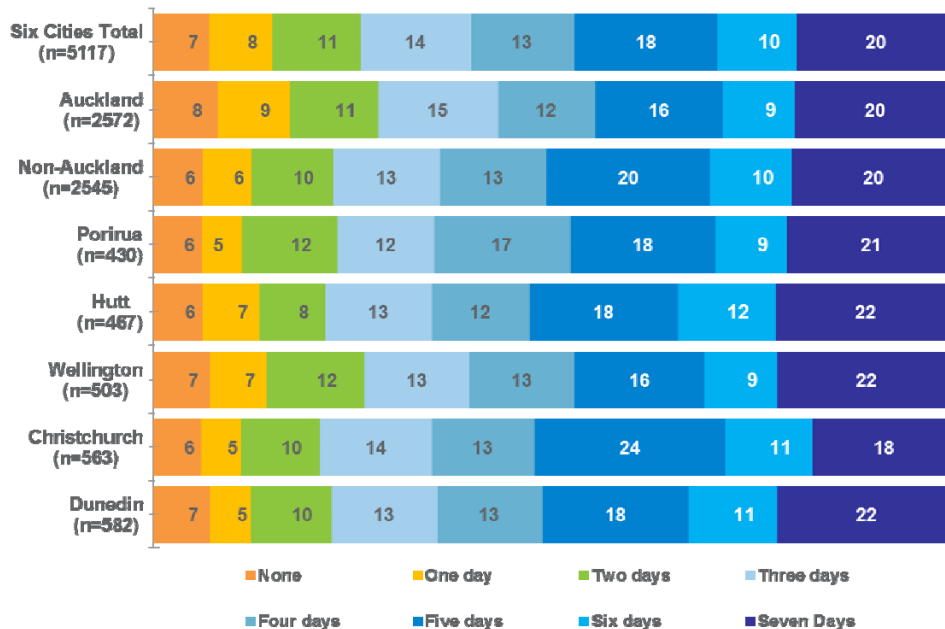


Base: Those who wanted to see a GP but didn't (excluding not answered) (n=75)

Frequency of Physical Activity

Just over half (53%) of Christchurch people said they were physically active for five or more days in the week preceding the survey, similar to 2010 (52%). That included doing either 15 minutes or more of vigorous activity or 30 minutes or more of moderate activity. The 6 council total was 48%. Six percent of the Christchurch sample said they did no physical activity. Asian / Indian residents were less likely to undertake five or more days of physical activity a week than other Christchurch respondents (30%), as were those with household incomes of \$20,001 to \$40,000 per annum (38%).

Frequency of Physical Activity (%)



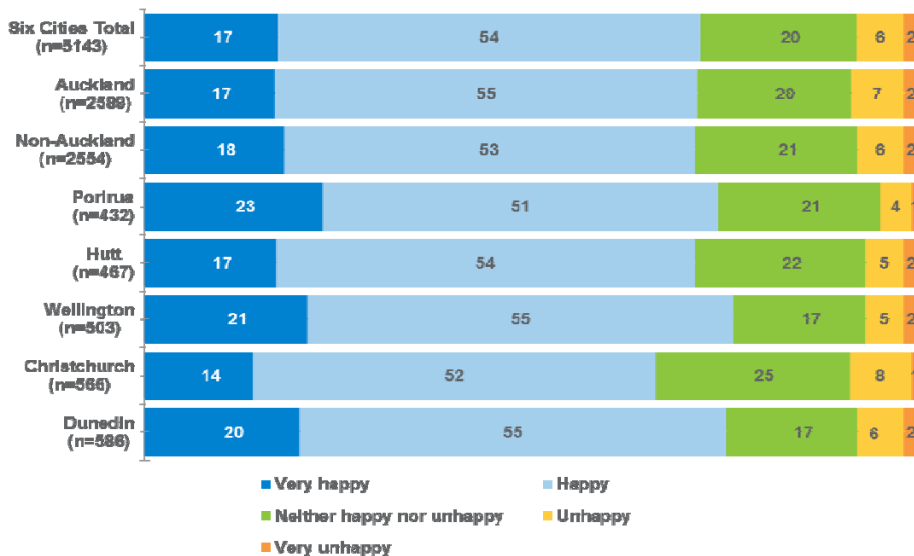
Base: All Respondents (excluding not answered)

Emotional Well Being

Happiness

Two thirds (66%) of Christchurch respondents said they were happy or very happy, down from 91% in 2010. Fourteen percent of Christchurch respondents were very happy, compared to 37% in 2010.

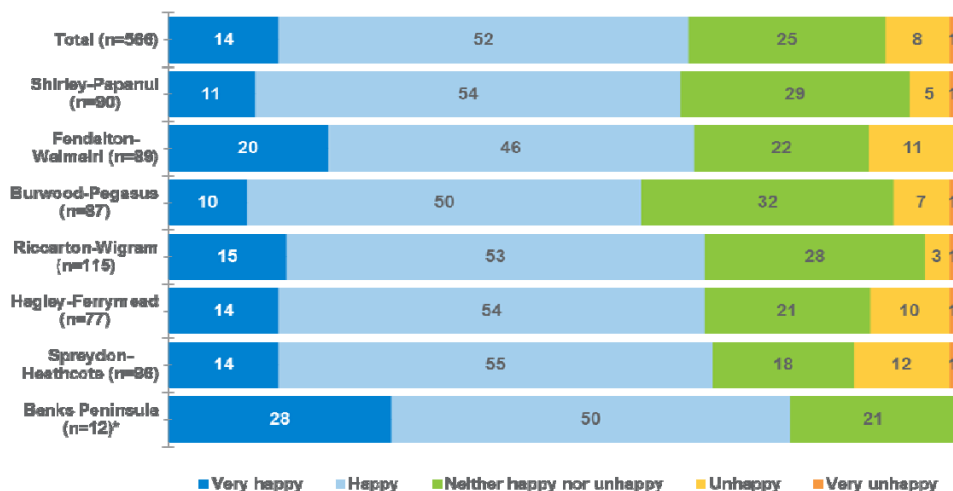
Perceptions of Happiness (%)



Base: All Respondents (excluding not answered)

Christchurch's happiness rate was slightly lower than the 6 council total of 71% and there were no statistically significant differences by city or by wards within Christchurch or by age or ethnicity. Those with household incomes of \$20,000 or less were significantly less likely than others to be happy (40%).

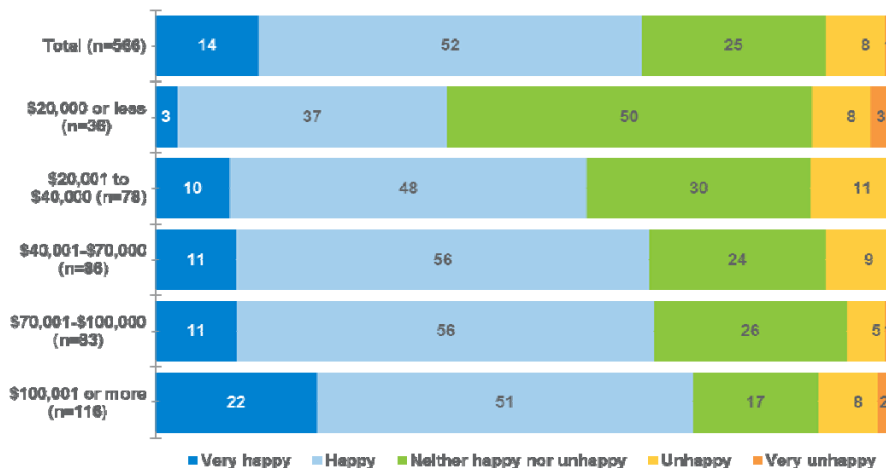
Perceptions of Happiness by Ward (Christchurch) (%)



Base: All Respondents (excluding not answered)

*Caution small base sizes

Perceptions of Happiness by Household Income (Christchurch) (%)



Base: All Respondents (excluding not answered)

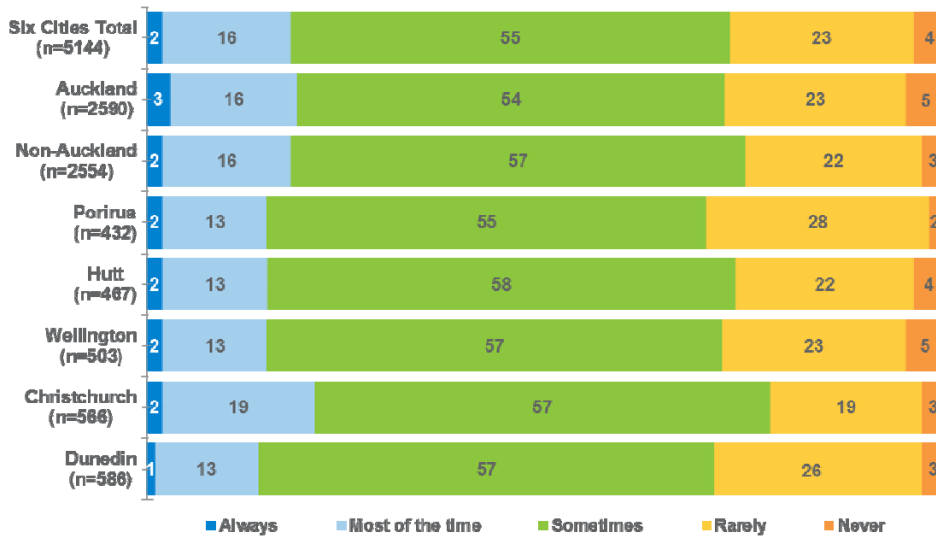
Feelings of Stress

One in five (21%) of Christchurch respondents said they often experienced stress, with 2% experiencing it always and 19% most of the time in the last 12 months. In 2010, 8% said they often experienced stress. The 2012 Christchurch rate was very similar to the 6 council total of 18% and was not a statistically significant difference.

While Burwood-Pegasus residents were more likely to experience stress more often than other residents (29%), the result was not statistically significant. However, Shirley-Papanui respondents were statistically significantly more likely than the Christchurch average to say they never experience stress (8%, compared to the Christchurch total of 3%).

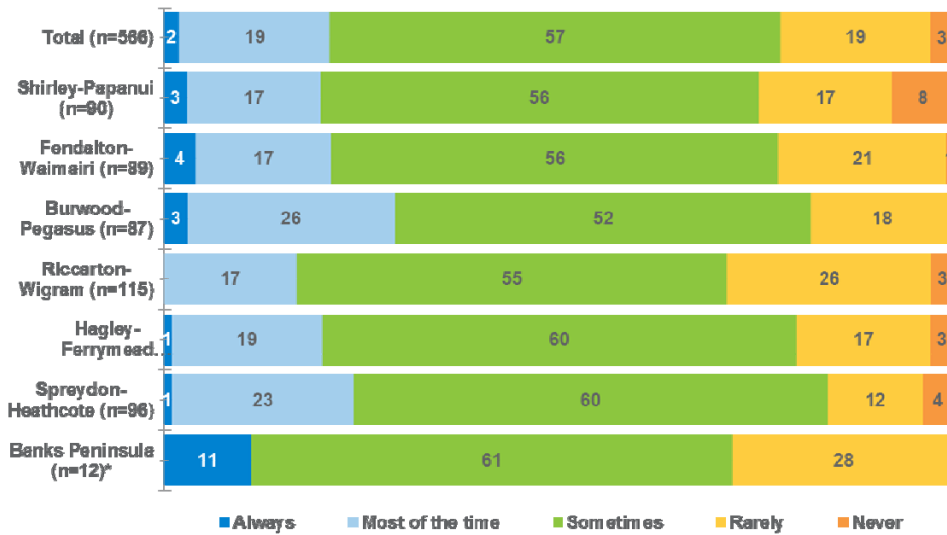
Those aged 65 years and over were less likely to have experienced stress always or most of the time (3%, compared to the Christchurch total of 21%). Those more likely to have experienced stress often were those with household incomes of \$70,001 to \$100,000 (32%).

Perceptions of Stress (%)



Base: All Respondents (excluding not answered)

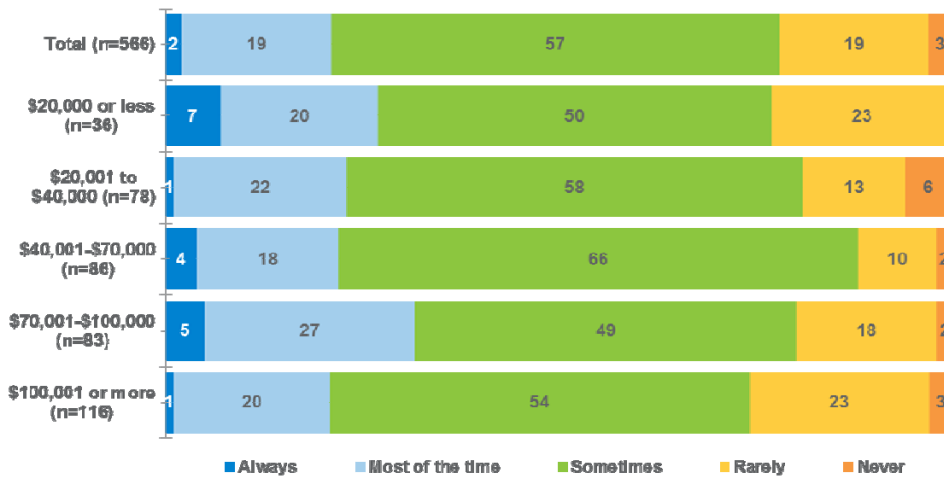
Perceptions of Stress by Ward (Christchurch) (%)



Base: All Respondents (excluding not answered)

*Caution small base sizes

Perceptions of Stress by Household Income (Christchurch) (%)



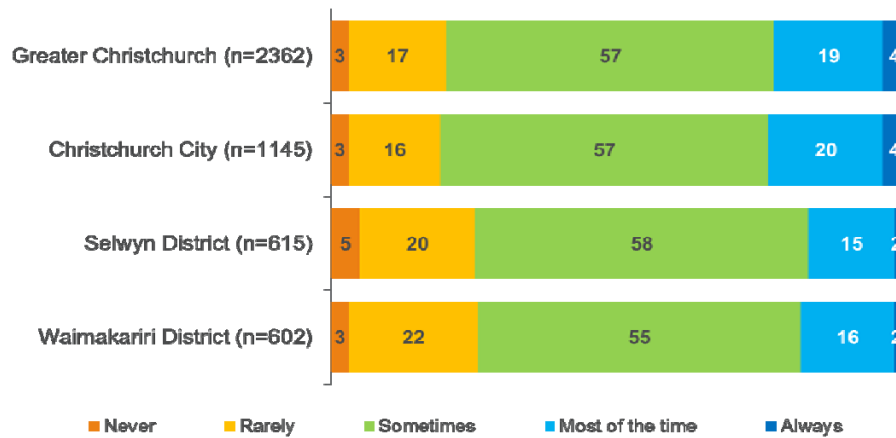
Base: All Respondents (excluding not answered)

Almost all (92%) Christchurch people said they have someone to turn to for support when faced with a serious illness or injury, or needed emotional support during a difficult time. This is very similar to the 6 council total of 91%. Those less likely in Christchurch to have a support person were those of Asian / Indian ethnicity (75% had support while 16% did not) and those on household incomes of \$20,001 to \$40,000 per annum (82% while 15% did not).

2012 CERA Wellbeing Survey Results

24% of Christchurch respondents experienced stress most or all of the time in the last 12 months versus 21% in the Quality of Life Survey.

Perceptions of Stress (2012 CERA Wellbeing Survey) (%)



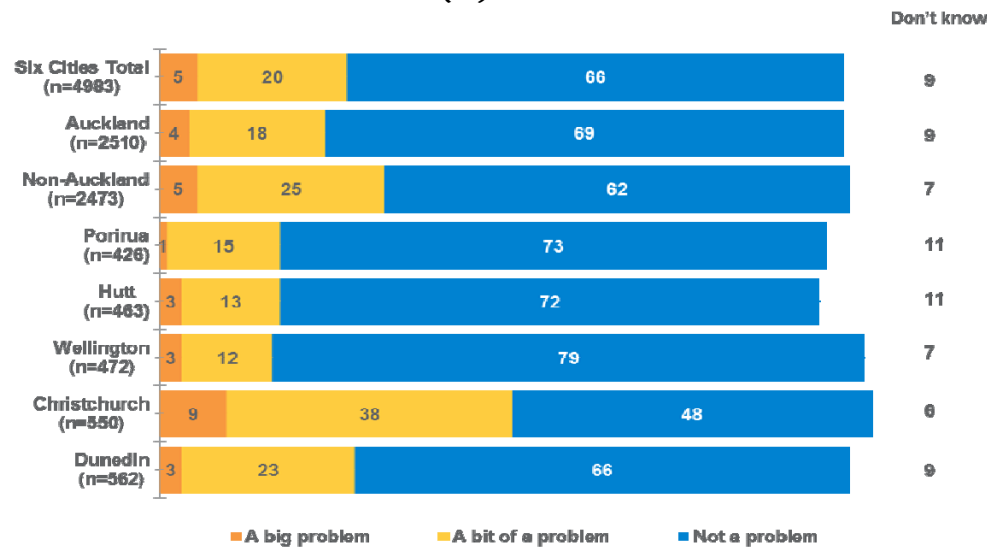
Base: All respondents, excluding not answered

87% of Christchurch respondents said they had someone to turn to for support when faced with a serious illness or injury, or needed emotional support during a difficult time, versus 92% in the Quality of Life Survey.

Presence of Air Pollution

Air pollution remains a problem for Christchurch, with 47% of respondents saying it was a problem in the last 12 months, compared to a 6 council total of 25%. Almost one in ten (9%) saw it as a big problem. Perceptions of air pollution as a problem were higher than in 2010 when 31% said it was a problem.

Air Pollution as a Problem (%)



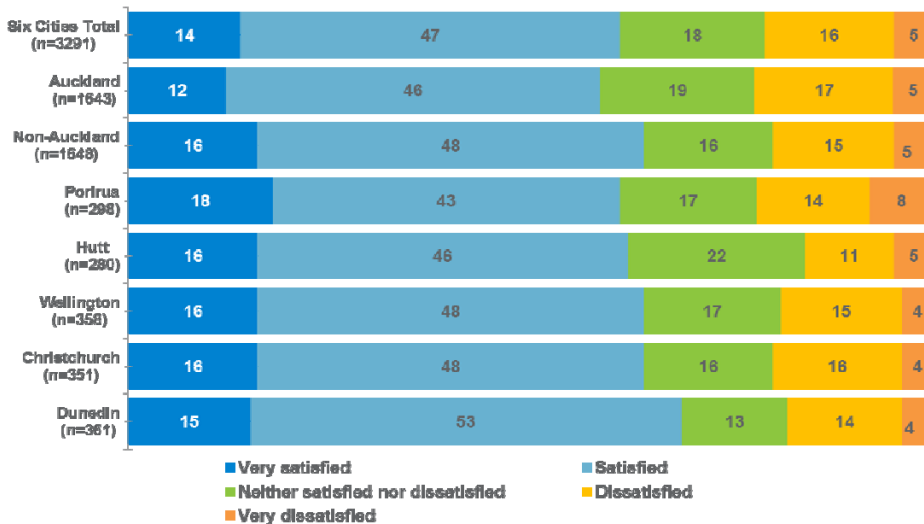
Base: All Respondents (excluding not answered)

Satisfaction with Work/Life Balance

Half (50%) of the Christchurch respondents were employed full time (for 30 or more hours a week) and 18% were employed part time. Almost a quarter (23%) were not in paid employment and looking for work.

Just under two thirds (64%) of those in paid employment were satisfied with the balance between work and other aspects of their life, a similar proportion to the 6 council total (61%), but down on the 2010 rate of 77%.

Work Life Balance (%)



Base: Those in paid employment (excluding not answered)

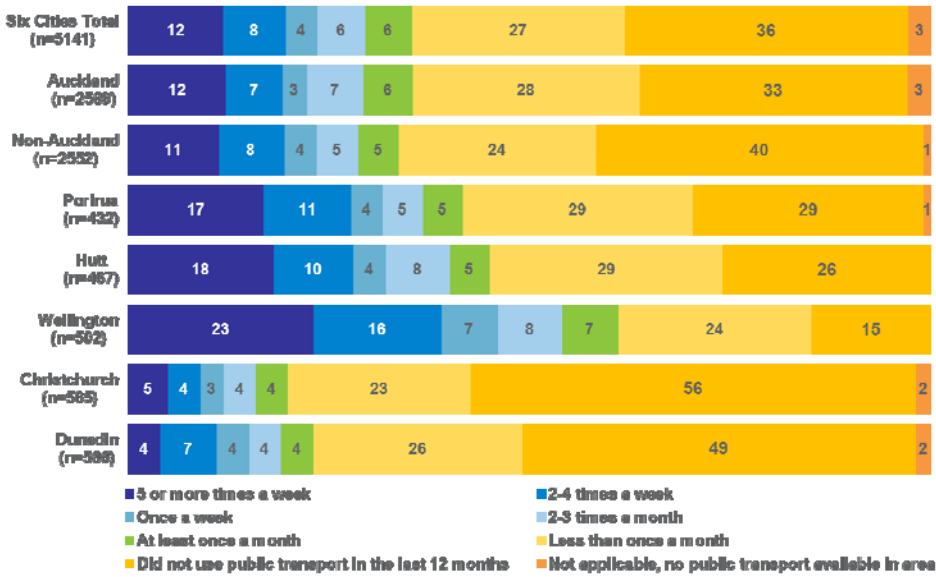
LIVEABLE CITY

PUBLIC TRANSPORT

Use of Public Transport

Only one in ten (9%) Christchurch respondents were regular users of public transport, with 5% using it five or more times a week and 4% using it two to four times a week in the last 12 months. One in five (20%) 6 council residents were regular users of public transport, with 12% using it five or more times a week. More than half (56%) of Christchurch respondents did not use public transport at all in the last 12 months.

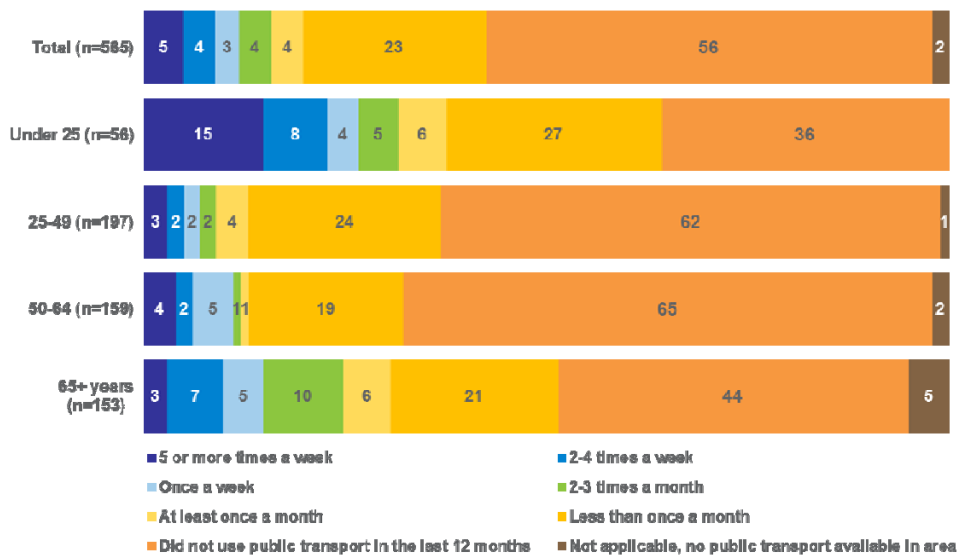
Frequency of Using Public Transport (%)



Base: All Respondents (excluding not answered)

Those aged 18-24 years were more likely to have used public transport twice a week or more often (23%, compared to the Christchurch average of 9%).

Public Transport Users by Age (Christchurch) (%)



Base: All Respondents (excluding not answered)

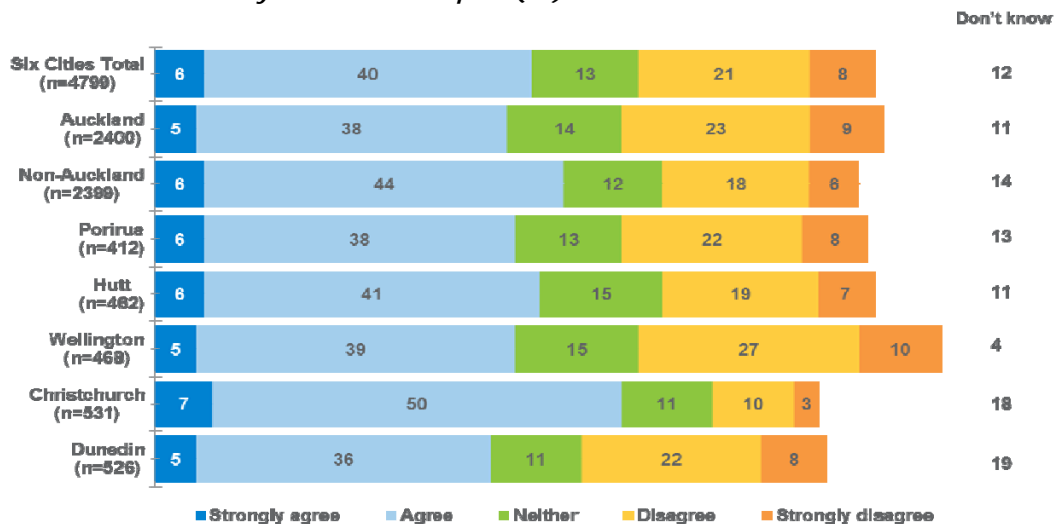
Respondents more likely to have never used public transport were those aged 50-64 years (67%, compared to the Christchurch average of 57%) and those living in higher income households (those with household incomes of \$70,001 to \$100,00 per annum [70%] and those with incomes of over \$1000,000 [70%]).

Perceptions of Public Transport

Affordability

Six in ten (57%) Christchurch respondents saw public transport as affordable, significantly more than the 6 council total of 46%. A very similar proportion in 2010 saw Christchurch public transport as affordable (58%). However, affordability has fallen over successive survey periods: 2008: 68% and 2006: 71%. Older people aged 65 years or over were more likely to say it was affordable (75%), but there were no significant differences by household income or ethnicity.

Affordability of Public Transport (%)

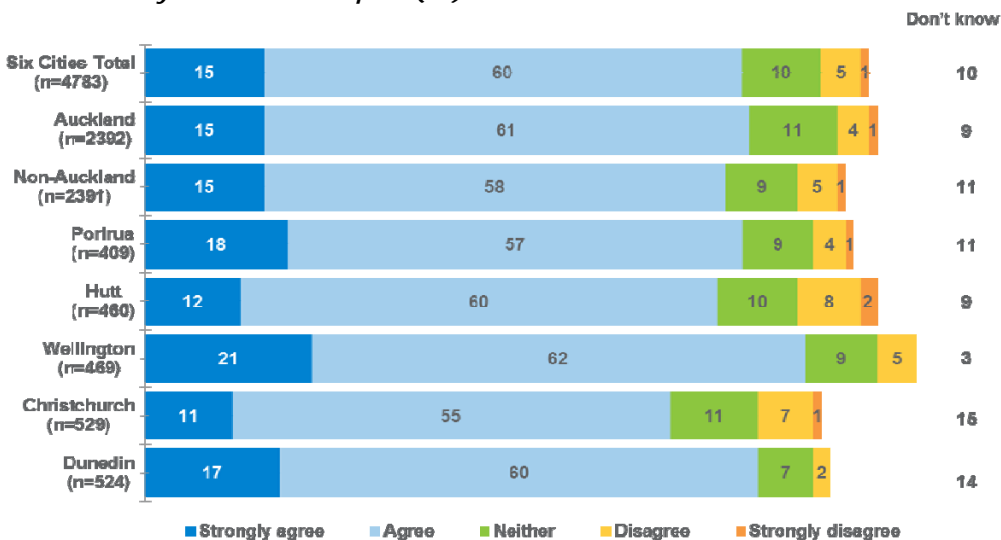


Base: All Respondents excluding those who have no public transport available in local area

Safety

Just under two thirds (67%) of Christchurch residents saw public transport as safe, lower than the 6 council total of 75%. There were no significant differences by sex, ethnicity or household income. Older people aged 65 years and over were more likely to rate public transport as safe (83%). Perceptions of safety appear to be falling, with 71% in 2010 and 76% in 2008 saying it was safe.

Safety of Public Transport (%)



Base: All Respondents excluding those who have no public transport available in local area

Convenience

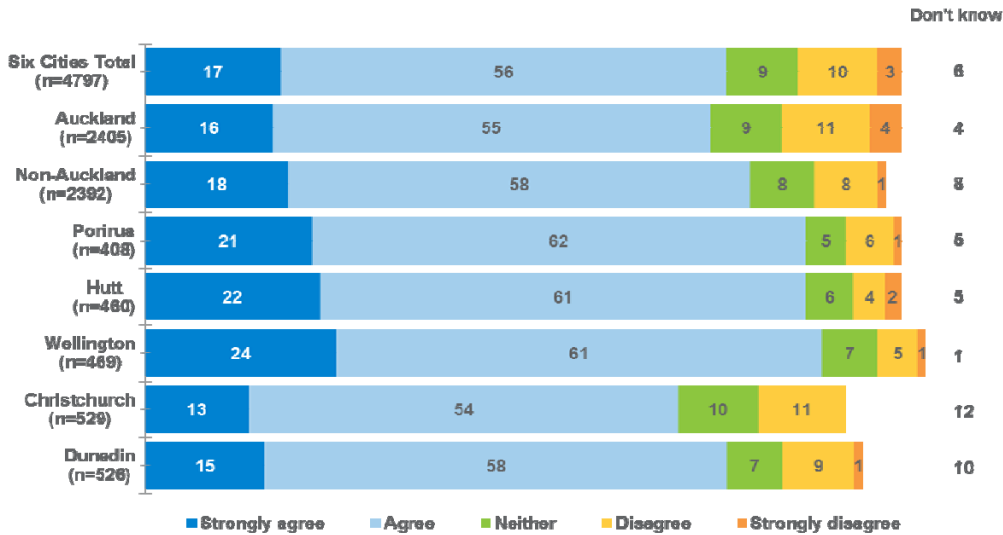
Just over half (56%) of Christchurch respondents said public transport was frequent (ie. comes often), the same rate as the 6 council total, but down on 2010 when 75% said it was frequent.

Just over half (51%) of Christchurch respondents rated public transport as reliable, a similar rate to the 6 council total of 48%, but down on 2010 when 64% said it was reliable and down on 2008 (75%).

Ease of Access

Two thirds (67%) of Christchurch people said public transport was easy to get to, lower than the 6 council total of 73% and down on the 2010 rate of 85%.

Ease of Getting to Public Transport (%)

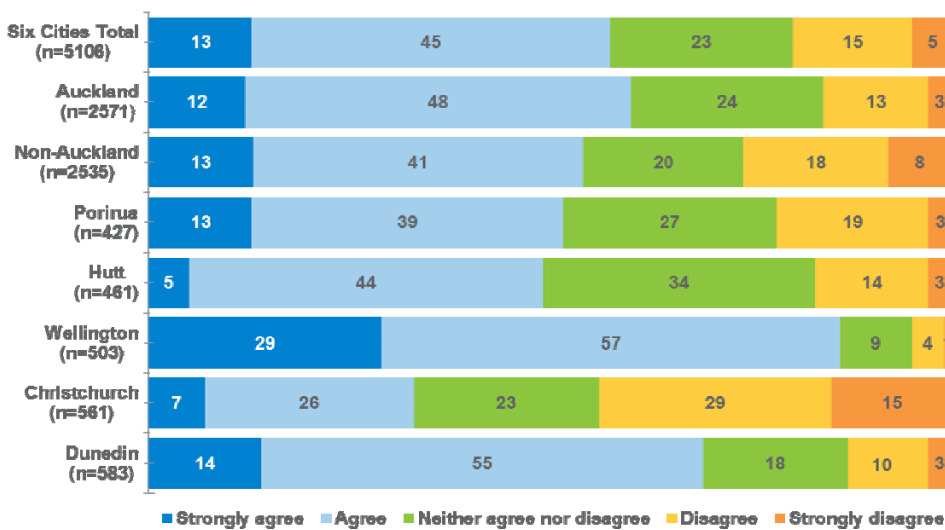


Base: All Respondents excluding those who have no public transport available in local area

Pride in the Look and Feel of the City

Almost half (44%) of Christchurch respondents said they did not feel a sense of pride in the look and feel of the city, compared to a 6 council total of 20% and only one third (33%) of Christchurch respondents said they felt a sense of pride, significantly less than the 6 council total of 58%. Sixty eight percent felt pride in Christchurch in 2010.

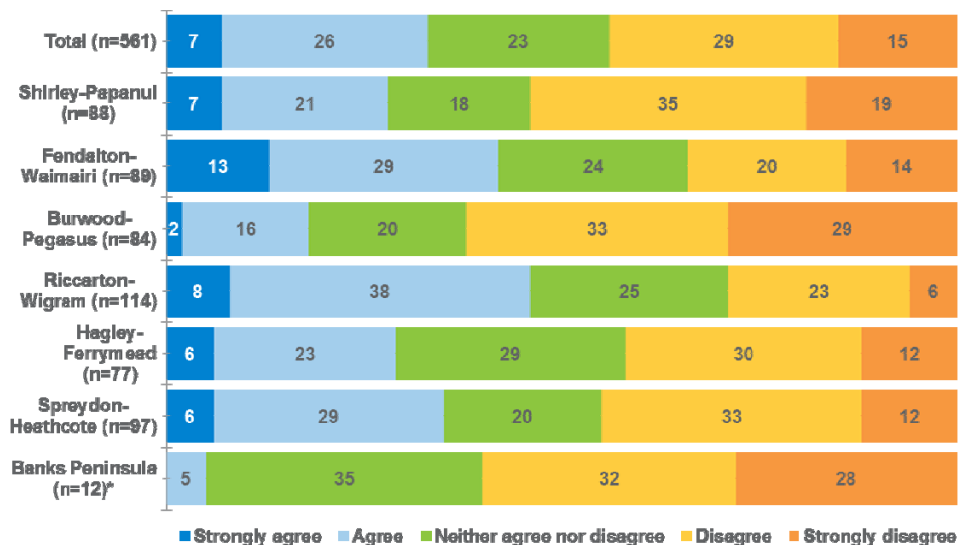
Pride in the City's Look and Feel (%)



Base: All Respondents (excluding not answered)

There was a link between where people lived and their feelings of pride, with those living in Burwood-Pegasus ward significantly more likely to disagree they felt pride (62%, compared to the Christchurch average of 44%), while those in Riccarton-Wigram were significantly more likely to agree they felt pride (46%, compared to the Christchurch average of 33%).

Pride in the City's Look and Feel by Ward (Christchurch) (%)



Base: All Respondents (excluding not answered)

*Caution small base sizes

Asian/Indian respondents were more likely to agree they felt a sense of pride in Christchurch (56%, compared to the city average of 33%), while people with household incomes under \$40,001 per annum were significantly more likely to disagree they felt pride (\$20,000 or less: 73%; \$20,001 to \$40,000: 61%, compared to the Christchurch average of 44%).

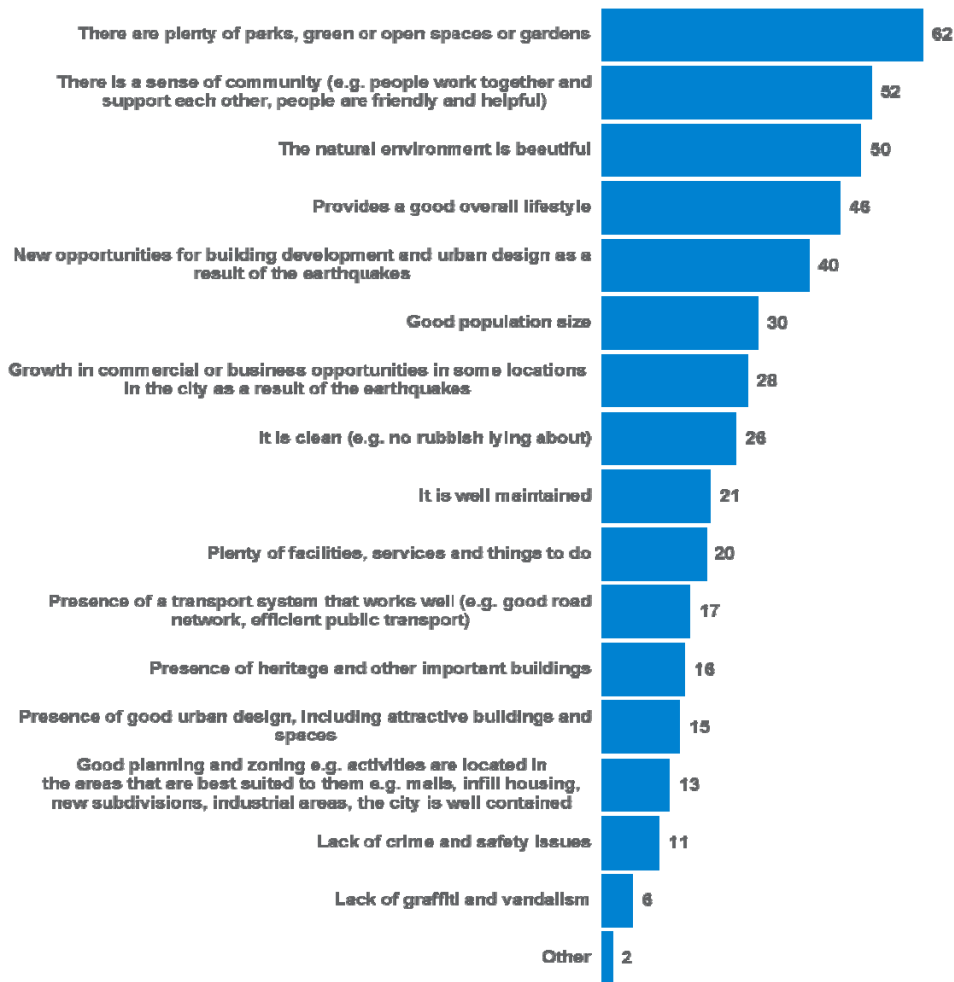
The most frequently mentioned reasons for feeling pride in Christchurch's look and feel were:

- Plenty of parks, green or open spaces or gardens: 62%, compared to the 6 council total of 55%
- Sense of community (ie. people work together and support each other, people are friendly and helpful): 52%, compared to the 6 council total of 34% (this ranked 6th at the 6 council level)
- Natural environment is beautiful: 50%, compared to the 6 council total of 51%
- Provides a good overall lifestyle: 46%, compared to a 6 council total of 55% (Christchurch residents were significantly less likely to mention good lifestyle as a reason for pride than the 6 council total)

The top four reasons for feeling pride for the 6 council total were:

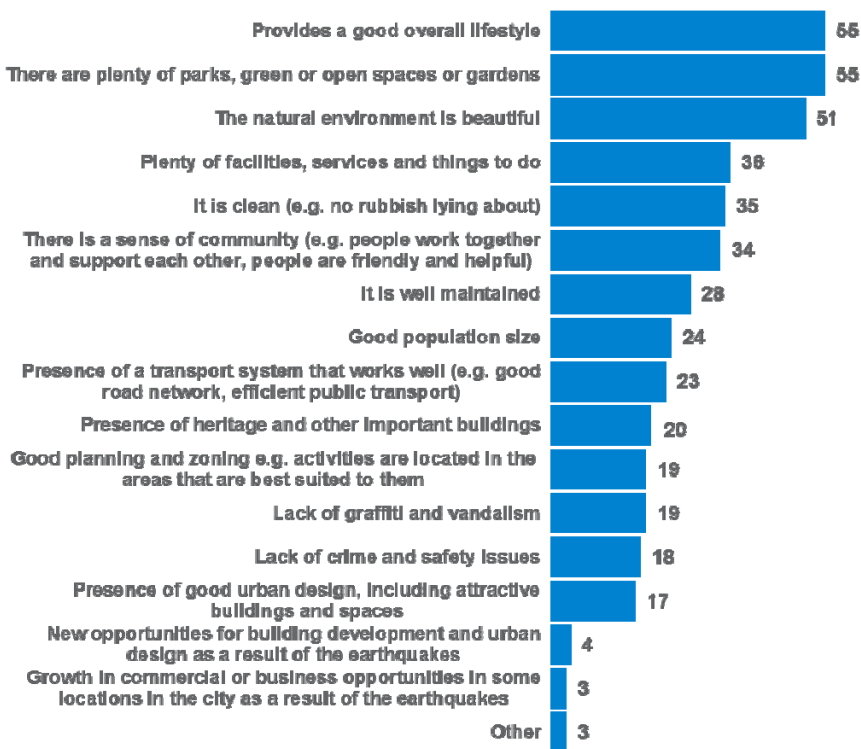
- Provides a good overall lifestyle (55%) (this ranked 4th in Christchurch at 46%)
- Plenty of parks, green or open spaces or gardens (55%)
- Natural environment is beautiful (51%)
- Plenty of facilities, services and things to do (36%) (this ranked 10th in Christchurch at 20%)

Reasons for Feeling a Sense of Pride in City (Christchurch) (%)



Base: Those who do have a sense of pride in city (excluding not answered) n=189

Reasons for Feeling a Sense of Pride in City (6 Council Total) (%)



Base: Those who do have a sense of pride in city (excluding not answered) n=3010

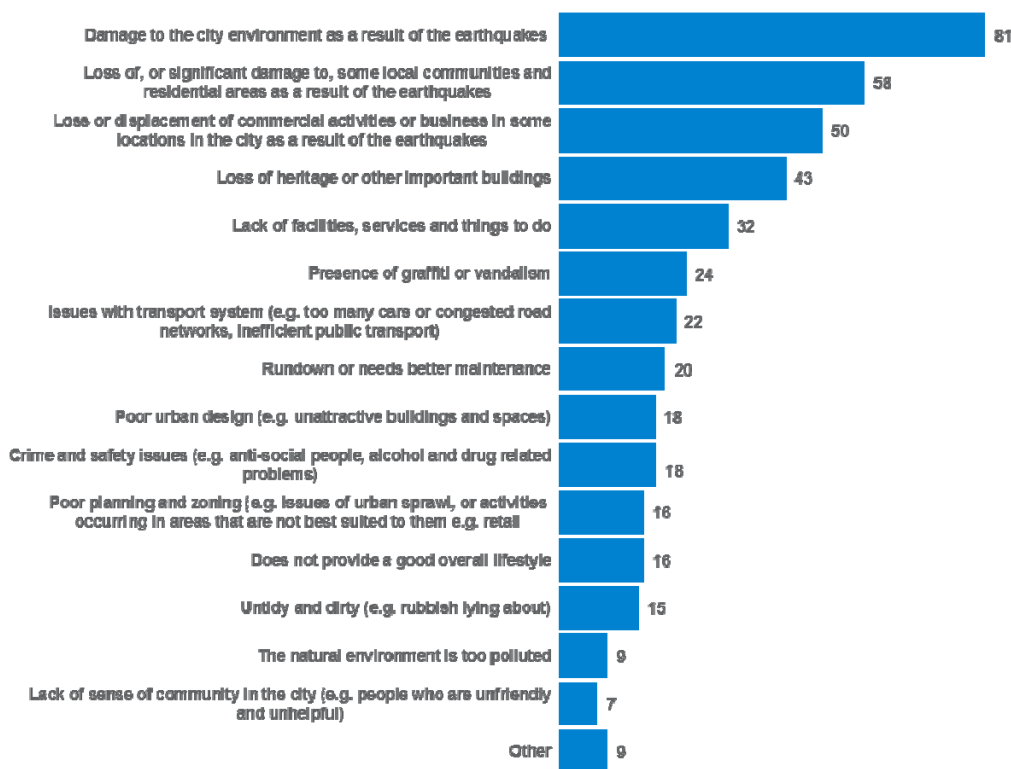
The most frequently mentioned reasons for not feeling pride in the look and feel of Christchurch were earthquake driven:

- Damage to the city environment as a result of the earthquakes (81%)
- Loss of or significant damage to some local communities and residential areas as a result of the earthquakes (58%)
- Loss or displacement of commercial activities or business in some locations in the city as a result of the earthquakes (50%)
- Loss of heritage or other important buildings (43%) (this was ranked 8th for the 6 council total at 27%)

Christchurch residents were less likely than the 6 council total to cite crime and safety issues as a reason for a lack of pride in the city (18% and 39% respectively). Crime and safety was the top reason for a lack of pride at the 6 council level.

In the 2010 Survey, top reasons included: loss of heritage and other buildings as a result of the September 2010 earthquake, city being drab / dowdy / needs sprucing up / better maintenance, and old buildings pulled down / infill / unattractive new builds.

Reasons for Not Feeling a Sense of Pride in City (Christchurch) (%)

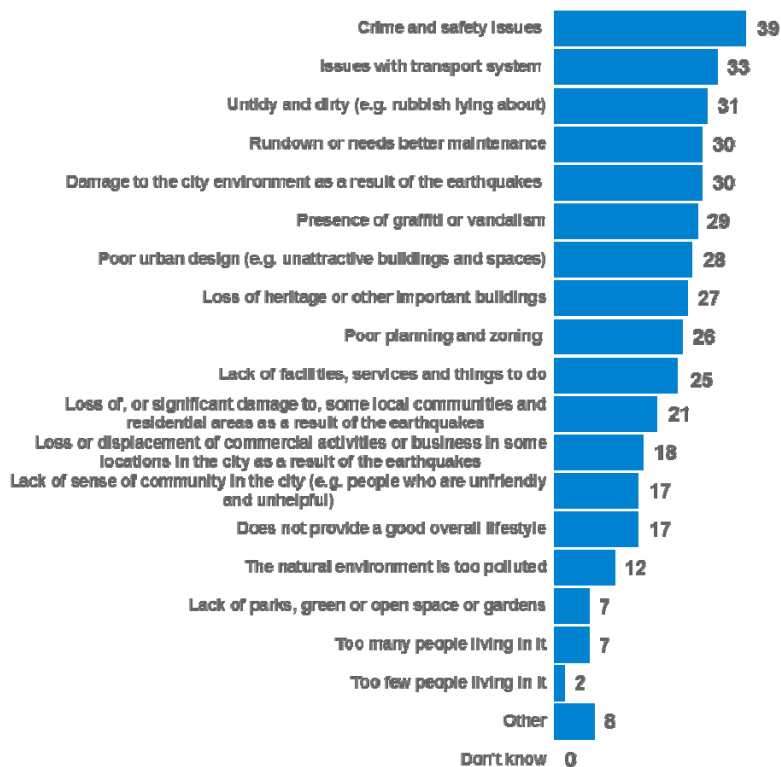


Base: Those who do not have a sense of pride in city (excluding not answered) n=242

In 2012, the most frequently cited reasons for lack of pride in the look and feel of the city at the 6 council level were:

- Crime and safety issues (39%, compared to 18% for Christchurch)
- Issues with the transport system (33%, compared to 22% for Christchurch)
- Untidy and dirty (eg. rubbish lying about) (31%, compared to 15% for Christchurch)
- Rundown or needs better maintenance (30%, compared to 20% for Christchurch)

Reasons for Not Feeling a Sense of Pride in City (6 Council Total) (%)



Base: Those who do not have a sense of pride in city (excluding not answered) n=921

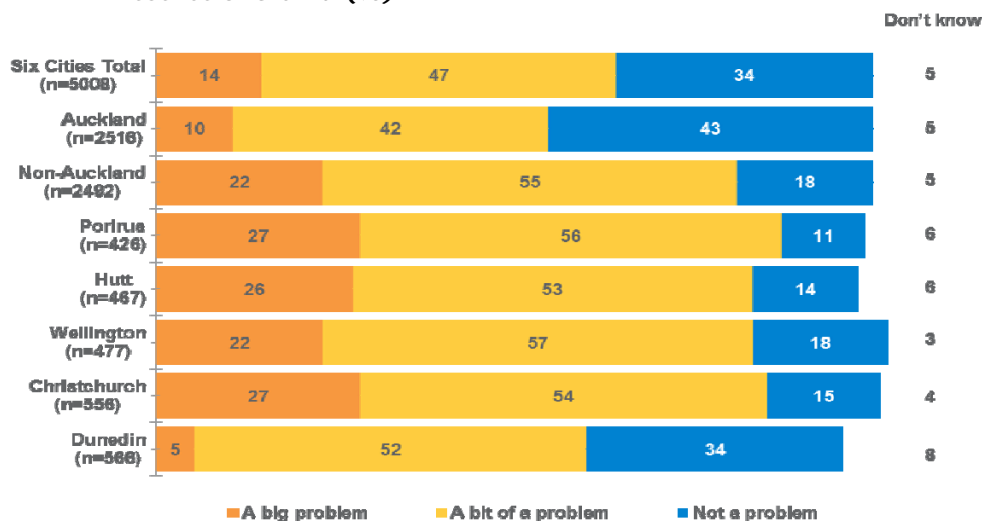
Presence of Rubbish and Litter

Half (55%) of Christchurch respondents perceived rubbish and litter to be a problem in the last 12 months, compared to the 6 council total of 52%. The 2012 Christchurch rate was higher than in 2010 when 37% saw it as a problem.

Presence of Graffiti

The majority (81%) of Christchurch residents said graffiti was a problem in the last 12 months, compared to the 6 council total of 61%. The rate in Porirua was 83% and 79% in Wellington. Just over a quarter (27%) of Christchurch people saw graffiti as a big problem. Perceptions of graffiti as a problem were higher than in 2010, when 73% said it was a problem.

Presence of Graffiti (%)



Base: All Respondents (excluding not answered)

Presence of Noise Pollution

Almost half (46%) of Christchurch people saw noise pollution as a problem, compared to the 6 council total of 41%. In 2010, 33% of Christchurch people saw noise pollution as a problem.

Presence of Earthquake Related Building Rubble / Damage

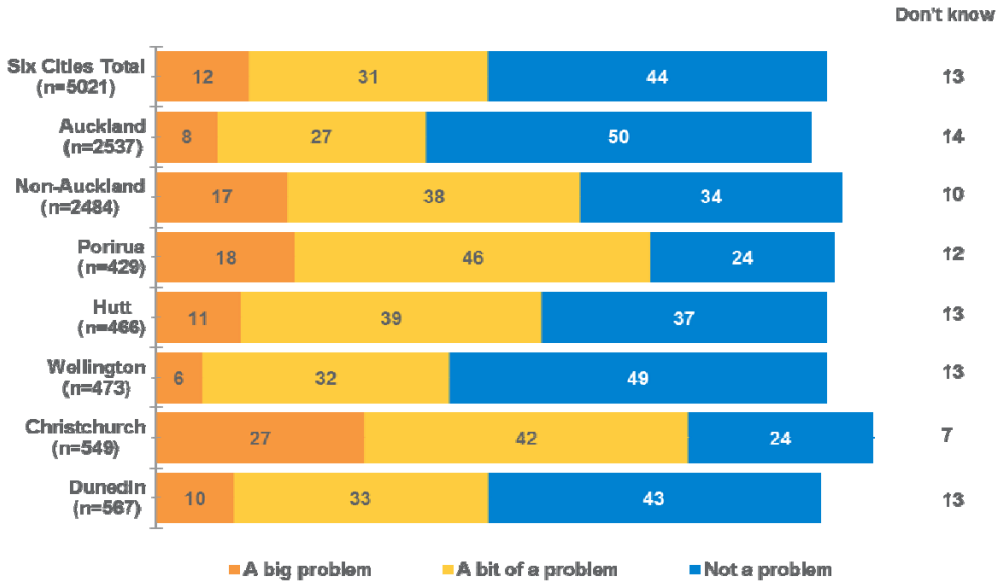
Over four in five (86%) of Christchurch respondents said the continued presence of earthquake related building rubble and general damage was a problem in the last 12 months, with half (48% saying it was a big problem and with only 13% saying it was not a problem.

HEALTHY ENVIRONMENT

Presence of Water Pollution

Almost seven in ten (69%) Christchurch respondents said water pollution had been a problem in the last 12 months, significantly higher than the 6 council total of 43%. Christchurch's rate was higher than all of the other bigger cities. Just over a quarter of Christchurch respondents (27%) saw it as a big problem. The rate was higher than in 2010, when 55% saw it as a problem.

Water Pollution as a Problem (%)



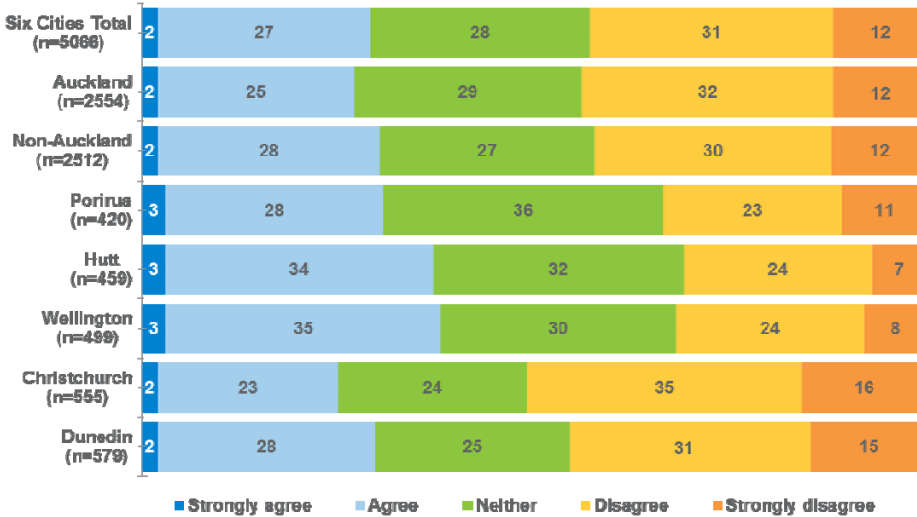
Base: All Respondents (excluding not answered)

GOOD GOVERNANCE

Understanding Council Decision Making

Only 25% of Christchurch respondents said they understood how the Council makes decisions, similar to the 6 council total of 29% and similar also to the Auckland rate of 27%. Christchurch residents were significantly more likely than the 6 council total to disagree they understood council decision making processes (51% and 43% respectively).

Understanding of Council Decision Making (%)



Base: All Respondents (excluding not answered)

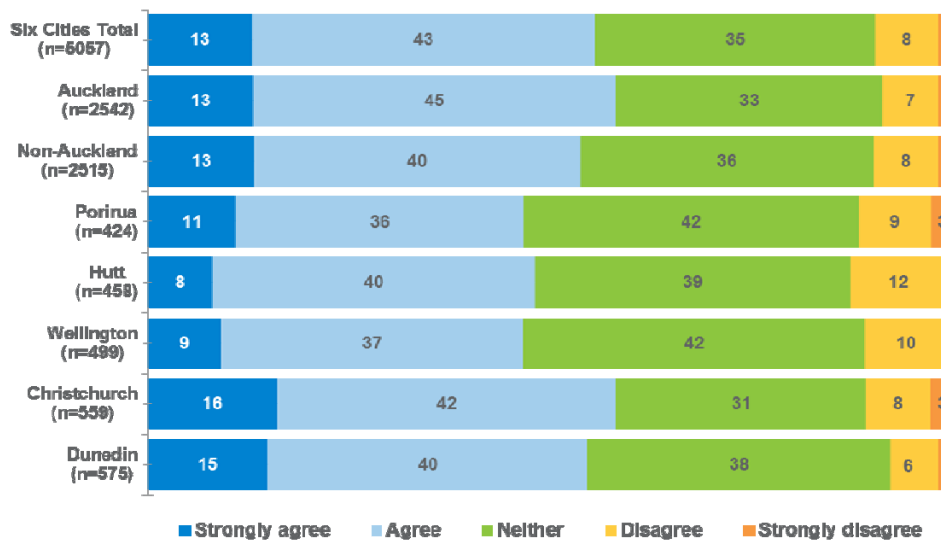
Asian / Indian residents were less likely to disagree the understood decision making than the Christchurch average (35% and 51% respectively).

The proportion of those who disagreed they understand Council decision making has increased over various Quality of Life Survey periods: 2012: 51%; 2010: 35%; 2008: 33%.

Having More of a Say

Almost six in ten (58%) Christchurch respondents wanted more of a say in what the Council does, higher than in 2010 (45%), similar to the 6 council total of 56%. There were no significant differences by age, ethnicity, sex or household income.

Having More of a Say in What the Council Does (%)

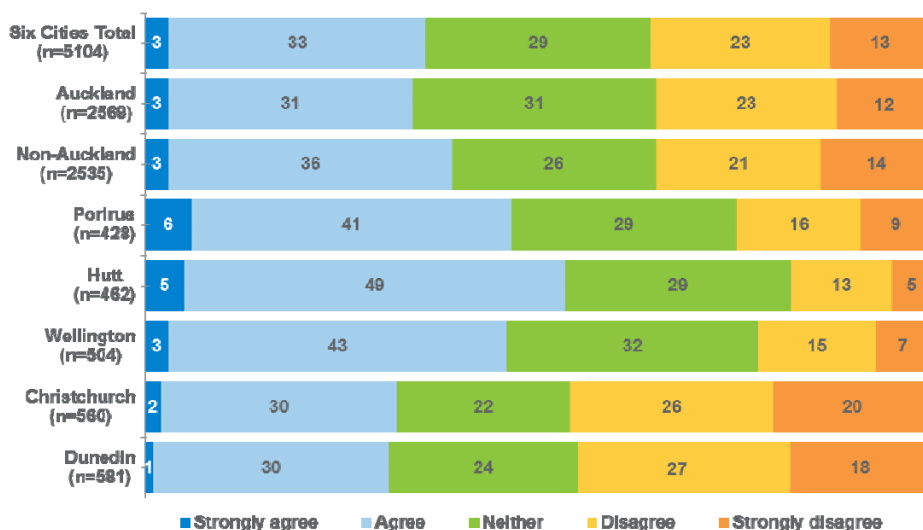


Base: All Respondents (excluding not answered)

Confidence in Council Decision Making

Almost half (46%) of Christchurch respondents did not have confidence that the Council makes decisions in the best interests of the city, significantly higher than the 6 council total of 36% and higher than 2010 when 20% did not have confidence. Only 32% of Christchurch respondents in 2012 agreed they had confidence, compared to 53% in 2010. Young people aged 18-24 years (29%) were less likely to disagree they had confidence in decision making and Asian / Indian respondents (45%) were more likely to agree they had confidence (compared to the Christchurch average of 32%).

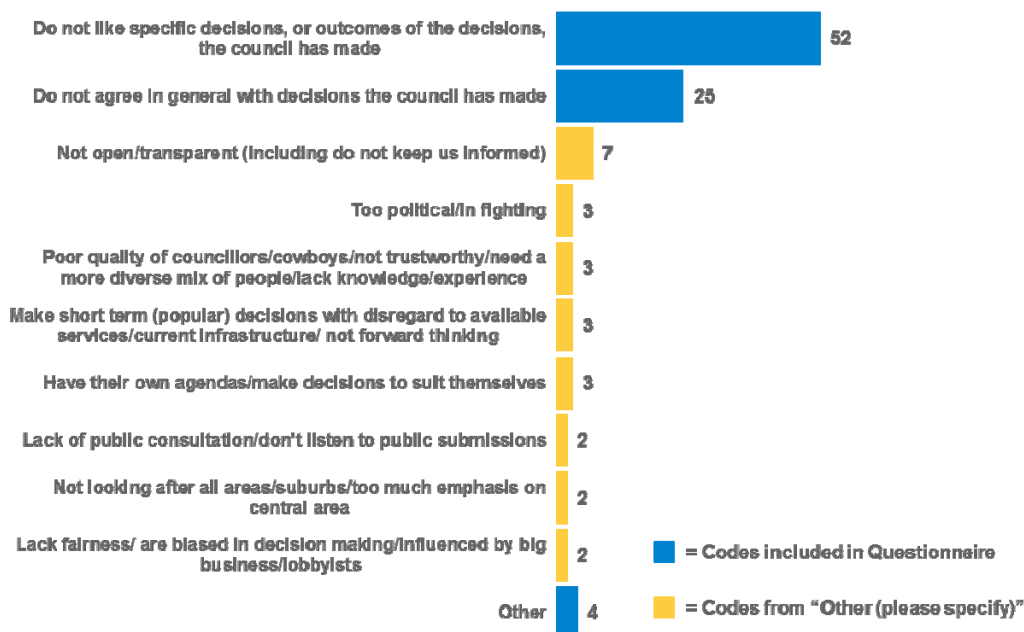
Confidence in Council Decision Making (%)



Base: All Respondents (excluding not answered)

Of those who said they lacked confidence, the most common reason given was that respondents did not like specific decisions or outcomes of the decisions the council made (52%), while 25% did not agree in general with the decisions the council made. This pattern was very similar at the 6 council level (52% and 27% respectively).

Reasons for Confidence in Council Decision Making (Christchurch) (%)

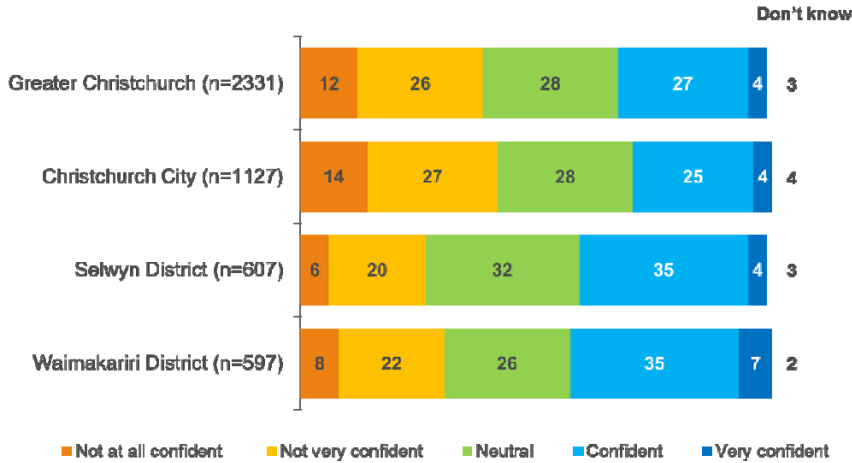


Base: Those who do not have confidence in council decisions (excluding not answered) n=252

2012 CERA Wellbeing Survey Results

41% of Christchurch respondents said they did not have confidence that Christchurch City Council makes earthquake recovery decisions that are in the best interests of the city. 29% of Christchurch respondents did not have confidence that CERA is making earthquake recovery decisions that are in the best interests of the city, while 39% expressed confidence. 46% of Quality of Life Survey respondents said they did not have confidence that the Christchurch City Council makes decisions that are in the best interests of the city.

Confidence in Council Decision Making (2012 CERA Wellbeing Survey) (%)

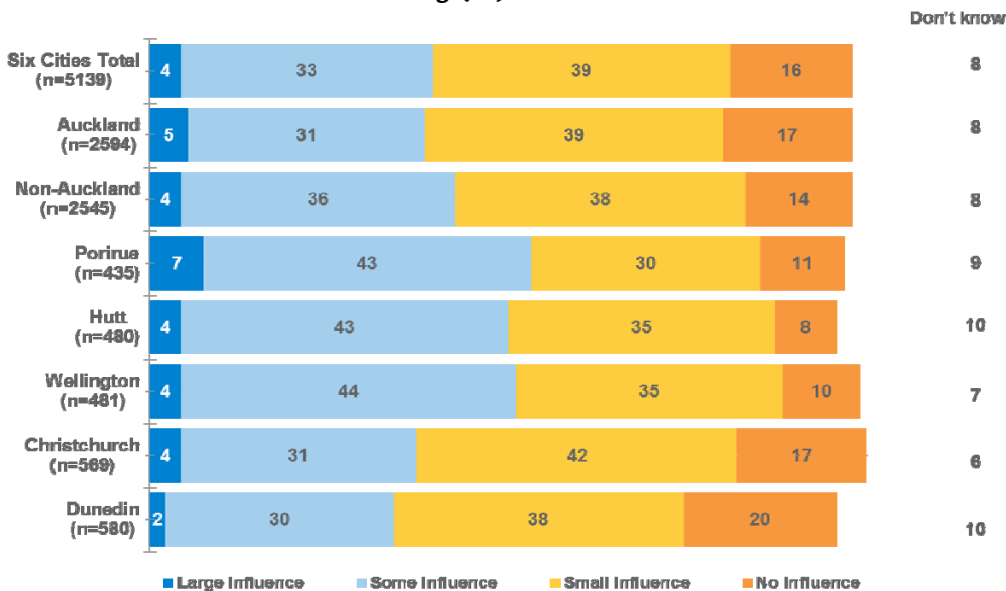


Base: All respondents, excluding not answered

Influence on Council Decision Making

Just over a third (35%) of Christchurch respondents felt the public has an influence on the decisions the Council makes, (4% saying the public has a large influence and 31% saying some influence). This is similar to the 6 council total, where 37% said the public has an influence, but was down from 2010, when 58% of Christchurch respondents saying the public had influence. Christchurch based Asian / Indian respondents were more likely to say the public has an influence on decision making (53%).

Influence on Council Decision Making (%)



Base: All Respondents (excluding not answered)

APPENDIX ONE: SAMPLE DESIGN

Table One: Interviews Completed By Sex (%) *Base: All respondents*

	Christchurch (n=567)	
	Unweighted	Weighted
Male	48	48
Female	52	52

Table Two: Interviews Completed By Age (%) *Base: All respondents*

	Christchurch (n=567)	
	Unweighted	Weighted
Under 25 years	10	15
25-49 years	35	43
50-64 years	28	24
65 years +	27	18

Table Three: Interviews Completed By Ethnicity (%) *Base: All respondents. Note: Multiple response question, columns may add to more than 100%*

	Christchurch (n=565)	
	Unweighted	Weighted
European	86	84
Māori	5	6
Pacific Peoples	1	2
Asian / Indian	12	10
Other	1	1
Unknown	1	0

Table Four: Interviews Completed By Ward (%) *Base: All respondents*

	Christchurch (n=567)	
	Unweighted	Weighted
Shirley - Papanui	90	90
Fendalton - Waimairi	89	89
Burwood - Pegasus	87	87
Riccarton - Wigram	115	115
Hagley - Ferrymead	77	77
Spreydon - Heathcote	97	97
Banks Peninsula	12	12

Table Five: Interviews Completed By Pre-Tax Household Income (%) *Base: All respondents*

	Christchurch (n=549)	
	Unweighted	Weighted
Loss	0	0
No income	1	1
Less than \$10,000	0	1
\$10,001 - \$20,000	5	5
\$20,001 - \$30,000	8	6
\$30,001 - \$40,000	6	5
\$40,001 - \$50,000	5	5
\$50,001 - \$60,000	5	6
\$60,001 - \$80,000	10	10
\$80,001 - \$100,000	10	11
\$100,001 - \$150,000	13	14
\$150,000 or more	8	9
Prefer not to say	14	13
Don't know	13	14

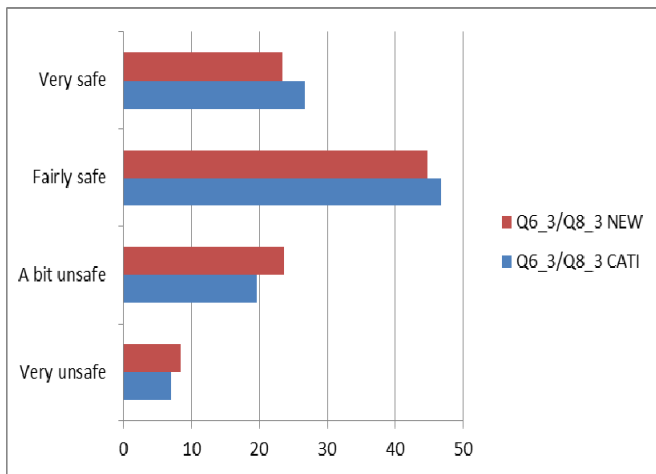
Appendix Two: Greater Wellington Booster Comparison: Key Findings

New = 6 councils sequential mixed method survey
 CATI = Greater Wellington CATI booster survey

The results between the two survey approaches (6 councils sequential mixed method self-complete survey and the Greater Wellington CATI booster) were compared to identify where differences in results between the two survey methodologies were statistically significant. Key findings were:

- Perceptions of safety after dark walking alone after dark in neighbourhood and in city centre:** the CATI sample was slightly more positive in their ratings. However the differences were not statistically significant.

Perceptions of Safety Walking Alone in Neighbourhood After Dark (%)

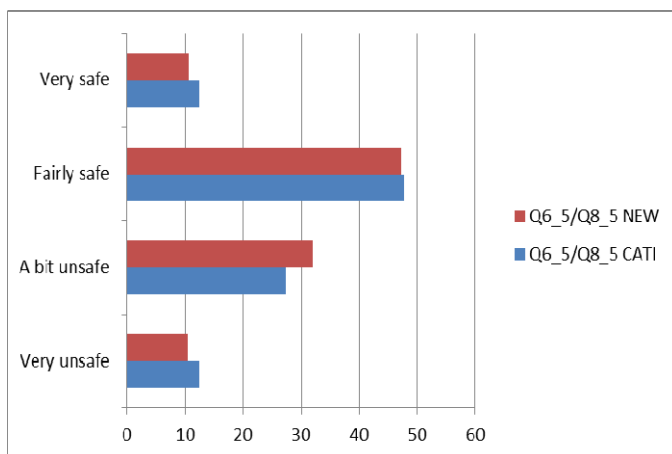


Q6_3/Q8_3 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q6_3/Q8_3 Recoded	1.00 A bit / very unsafe	26.6%	31.9%
	2.00 Fairly / very safe	73.4%	68.1%
Total		100.0%	100.0%

Perceptions of Safety in City Centre After Dark (%)



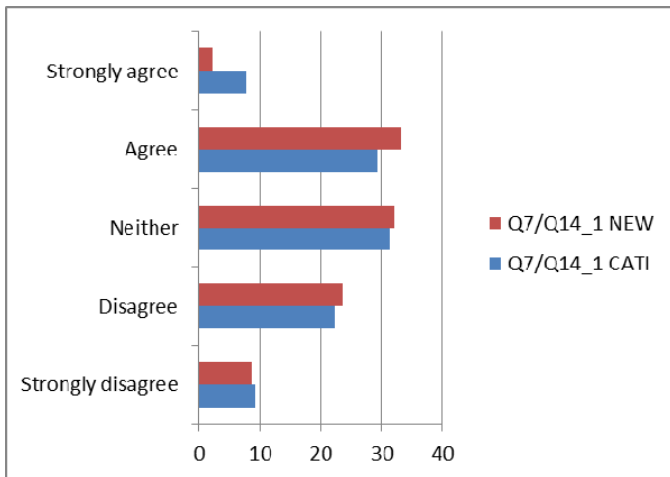
Q6_5/Q8_5 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q6_5/Q8_5 Recoded	1.00 A bit / very unsafe	40.0%	42.4%
	2.00 Fairly / very safe	60.0%	57.6%
Total		100.0%	100.0%

- **Understanding council decision making:** the CATI sample was more likely to use the extreme positive end of the scale (strongly agree) rather than the lower end (agree)

Understanding of How Council Makes Decisions (%)

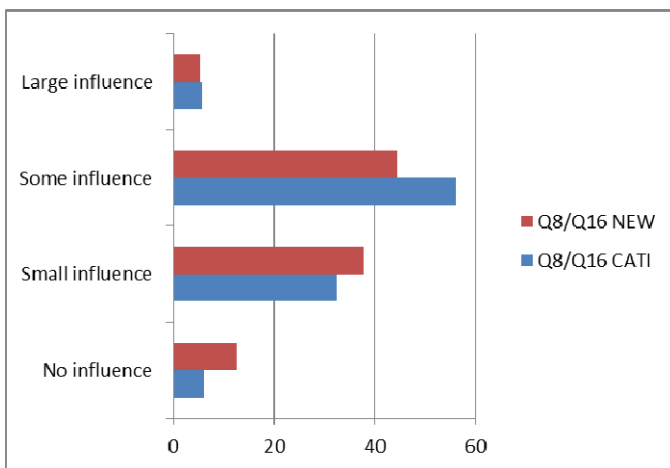


% within Source

		Source	
		CATI	NEW
Q7/Q14_1	1.00 Disagree / strongly disagree	31.3%	32.4%
Recoded	2.00 Neutral	31.6%	32.1%
	3.00 Agree / strongly agree	37.1%	35.5%
Total		100.0%	100.0%

- **Influence of council decision making:** the CATI sample was more positive in its ratings.

Influence on Council Decision Making (%)



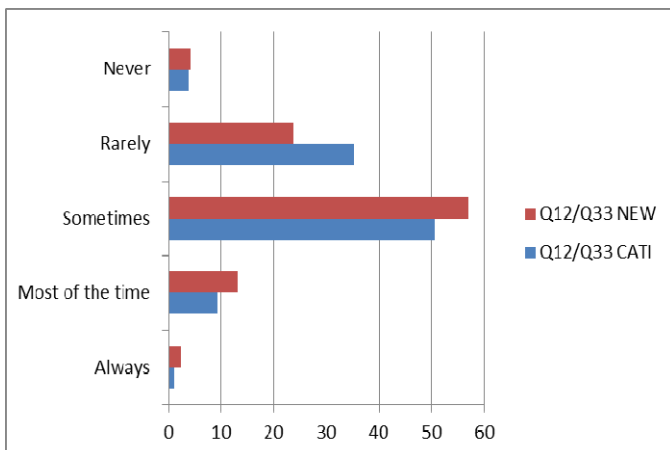
Q8/Q16 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q8/Q16 Recoded	1.00 Small / no influence	38.3%	50.5%
	2.00 Some / large influence	61.7%	49.5%
Total		100.0%	100.0%

- **Levels of stress, perceptions of health, sense of pride in the look and feel of the city, sense of community, happiness:** the CATI sample responded significantly more positively.

Perceptions of Stress (%)

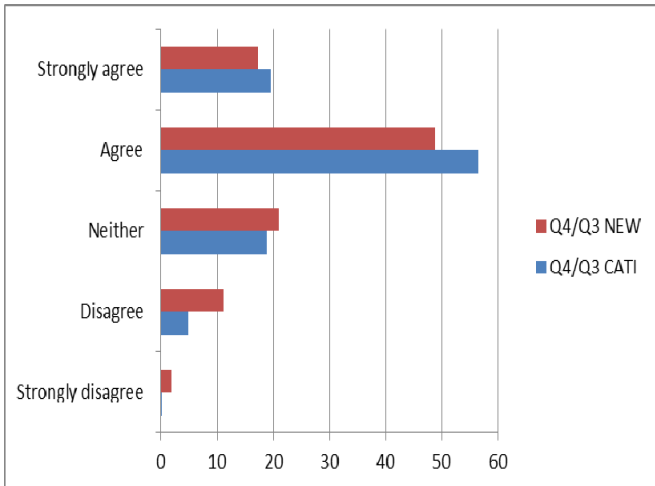


Q12/Q33 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q12/Q33	1.00 Stress always / most of time	10.3%	15.3%
Recoded	2.00 Sometimes	50.5%	56.9%
	3.00 Stress rarely / never	39.2%	27.7%
Total		100.0%	100.0%

Pride in the Look and Feel of the City (%)

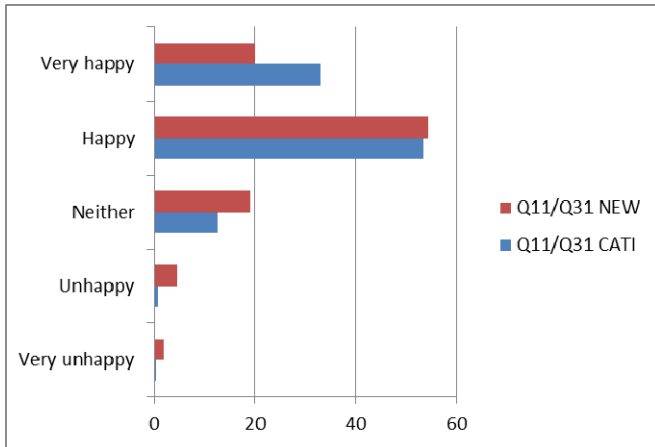


Q4/Q3 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q4 Recoded	1.00 Disagree / strongly disagree	5.2%	13.0%
	2.00 Neutral	18.9%	21.0%
	3.00 Agree / strongly disagree	75.9%	66.0%
Total		100.0%	100.0%

Perceptions of Happiness (%)



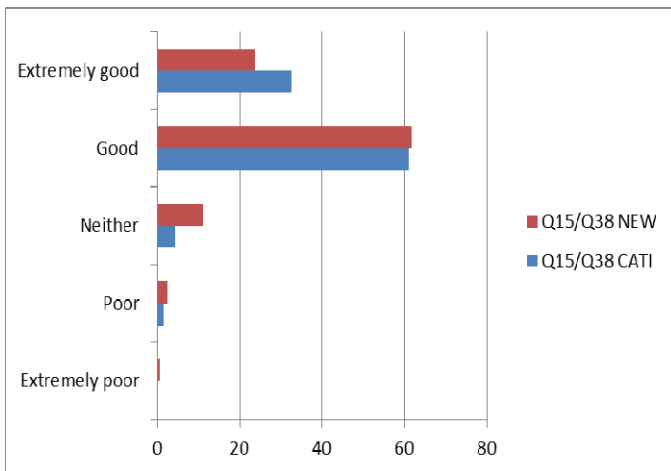
Q11/Q31 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q11/Q31 Recoded	1.00 Unhappy nett	1.0%	6.5%
	2.00 Neutral	12.6%	19.1%
	3.00 Happy nett	86.5%	74.4%
Total		100.0%	100.0%

- Overall quality of life:** the CATI sample is significantly more likely to be positive in its ratings with some of the differences caused by greater use of the scale extremes.

Perceptions of Overall Quality of Life (%)



Q15/Q38 Recoded * Source Crosstabulation

% within Source

		Source	
		CATI	NEW
Q15/Q38 Recoded	1.00 Poor / extremely poor	2.0%	3.3%
	2.00 Neutral	4.4%	11.3%
	3.00 Good / extremely good	93.7%	85.4%
Total		100.0%	100.0%

Appendix Three: 2012 Quality of Life Survey Questionnaire

Thank you for agreeing to take part in this important survey.

This survey measures what life is like for you, your family and your community. It is a confidential survey and will take approximately 10-15 minutes to complete. We realise that the last two years have been particularly difficult for a number of New Zealanders, due to events such as the Canterbury earthquakes and the ongoing economic recession, which makes your responses to this survey even more important to us. To make sure we obtain a reliable picture of New Zealanders' opinions we need as many people as possible to complete this survey. Thank you very much for your help.

Examples of how to circle an answer					
Yes		①			
No		2			
Question...	1	2	③	4	5
Question...	1	②	3	4	5

The city/area you live in

Q1

Where do you currently live?

Please circle **one** answer

Auckland	1
Christchurch	2
Dunedin	3
Hutt City	4
Kapiti Coast	5
Porirua	6
Upper Hutt	7
Wairarapa	8
Wellington City	9
Other	98

If you selected "Other" you do not need to answer any more questions.

Please return your survey in the pre-paid envelope.

Q2

And how many years have you lived in this city?

Please circle **one** answer

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
Five years to just under 10 years	4
10 years or more	5

Q3

How much do you agree or disagree with the following statement: "I feel a sense of pride in the way my city looks and feels"?

Please circle **one** answer

Strongly disagree	1 →	Go to Q4
Disagree	2 →	Go to Q4
Neither agree nor disagree	3 →	Go to Q6
Agree	4 →	Go to Q5
Strongly agree	5 →	Go to Q5

If you disagreed that you feel a sense of pride in the way your city looks and feels please answer Q4

Q4

Please read through the whole list below before selecting the main reason, or reasons, for not feeling a sense of pride in the way your city looks and feels.

	Please circle your main reason(s)
Loss of heritage or other important buildings	1
Poor urban design (e.g. unattractive buildings and spaces)	2
Poor planning and zoning (e.g. issues of urban sprawl, or activities occurring in areas that are not best suited to them e.g. retail (or 'big box' retail), infill housing, new residential subdivisions, or industrial activities)	3
Issues with transport system (e.g. too many cars or congested road networks, inefficient public transport)	4
Untidy and dirty (e.g. rubbish lying about)	5
Rundown or needs better maintenance	6
Presence of graffiti or vandalism	7
The natural environment is too polluted	8
Lack of parks, green or open space or gardens	9
Crime and safety issues (e.g. anti-social people, alcohol and drug related problems)	10
Lack of sense of community in the city (e.g. people who are unfriendly and unhelpful)	11
Too many people living in it	12
Too few people living in it	13
Lack of facilities, services and things to do	14
Does not provide a good overall lifestyle	15
CHRISTCHURCH ONLY: Damage to the city environment as a result of the earthquakes (e.g. building demolitions, cordons, damage to infrastructure such as roads, closure of facilities)	16
CHRISTCHURCH ONLY: Loss of, or significant damage to, some local communities and residential areas as a result of the earthquakes	17
CHRISTCHURCH ONLY: Loss or displacement of commercial activities or business in some locations in the city as a result of the earthquakes	18
Other (please specify) _____	98

Now please go to Q6

If you answered that you do feel a sense of pride in the way your city looks and feels please answer Q5

Q5

Please read through the whole list below before selecting the main reason, or reasons, for feeling a sense of pride in the way your city looks and feels.

	Please circle your main reason(s)
Presence of heritage and other important buildings	1
Presence of good urban design, including attractive buildings and spaces	2
Good planning and zoning e.g. activities are located in the areas that are best suited to them e.g. malls, infill housing, new subdivisions, industrial areas; the city is well contained (it doesn't sprawl)	3
Presence of a transport system that works well (e.g. good road network, efficient public transport)	4
It is clean (e.g. no rubbish lying about)	5
It is well maintained	6
Lack of graffiti and vandalism	7
The natural environment is beautiful	8
There are plenty of parks, green or open spaces or gardens	9
Lack of crime and safety issues	10
There is a sense of community (e.g. people work together and support each other; people are friendly and helpful)	11
Good population size	12
Plenty of facilities, services and things to do	13
Provides a good overall lifestyle	14
CHRISTCHURCH ONLY: Growth in commercial or business opportunities in some locations in the city as a result of the earthquake (e.g. expanding retail and cafe/restaurant development in some suburbs)	15
CHRISTCHURCH ONLY: New opportunities for building development and urban design as a result of the earthquakes	16
Other (please specify) _____	98

Everyone to answer

Q6

How easy or difficult is it for you to get to a local park or other green space?

Please circle **one** answer

Very difficult	1
Difficult	2
Neither	3
Easy	4
Very easy	5

Q7

How much do you agree or disagree with the following statement?

“The city that you live in is a great place to live”.

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5

Crime and safety

Q8

Now thinking about issues of crime and safety, in general how safe or unsafe do you feel in the following situations...

For Christchurch residents when it says city centre please think about the main business / shopping location that you currently use.

Please circle one answer for each situation

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know/ not applicable
In your home during the day	1	2	3	4	9
In your home after dark	1	2	3	4	9
Walking alone in your neighbourhood after dark	1	2	3	4	9
In your city centre during the day	1	2	3	4	9
In your city centre after dark	1	2	3	4	9

Q9

Which area do you regard as your 'city centre'?

For Christchurch residents please think about the main business / shopping location that you currently use.

Q10

How safe or unsafe do you think your neighbourhood is for children aged under 14 years to play in during the day while unsupervised?

Please circle **one** answer

Very unsafe	1
A bit unsafe	2
Fairly safe	3
Very safe	4
Don't know	9

Q11

To what extent has each of the following been a problem in your city over the past 12 months?

Please circle one answer for each problem

	A big problem	A bit of a problem	Not a problem	Don't know
Rubbish or litter lying on the streets (for Christchurch residents this excludes any earthquake related building rubble and damage)	1	2	3	9
Graffiti or tagging	1	2	3	9
Vandalism, other than graffiti or tagging including broken windows in shops and public buildings	1	2	3	9
Car theft, damage to cars or theft from cars	1	2	3	9
Dangerous driving including drink driving and speeding	1	2	3	9
People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	9
Air pollution	1	2	3	9
Water pollution including pollution in streams, rivers, lakes and in the sea	1	2	3	9
Noise pollution	1	2	3	9
Alcohol or drug problems or anti-social behaviour associated with the consumption of alcohol	1	2	3	9
CHRISTCHURCH ONLY: Continued presence of earthquake related building rubble and general damage	1	2	3	9

Transport

Q12

Over the past 12 months, how often did you use public transport?

- For public transport, please include cable cars, ferries, trains and buses including school buses. Taxis are **not** included as public transport.

- If your usage changes on a weekly basis, please provide an average

Please circle **one** answer

5 or more times a week

1

2-4 times a week

2

Once a week

3

2-3 times a month

4

At least once a month

5

Less than once a month

6

Did not use public transport over the past 12 months

7

Not applicable, no public transport available in area

8 → **Go to Q14**

Q13

Thinking about public transport in your city, based on your experiences or perceptions, do you agree or disagree with the following:

Public Transport is...

Please circle one answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Affordable	1	2	3	4	5	9
Safe	1	2	3	4	5	9
Easy to get to	1	2	3	4	5	9
Frequent (comes often)	1	2	3	4	5	9
Reliable (comes when it says it will)	1	2	3	4	5	9

Council decision making

Q14

Thinking about your City Council. How would you rate each of the following:

Please circle one answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
Overall, I understand how my Council makes decisions	1	2	3	4	5
I would like to have more of a say in what the Council does	1	2	3	4	5
Overall, I have confidence that the Council makes decisions that are in the best interests of my city or district	1	2	3	4	5

Go to
Q15

Go to
Q16

If you disagreed that you have confidence in your City Council's decision making, please answer Q15

Q15

For what reason do you not have confidence the Council makes decisions in the best interests of your city or district?

Please circle **one** answer

Do not agree in general with decisions the Council has made	1
Do not like specific decisions or outcomes of the decisions the Council has made	2
Other (please specify) _____	8

Everyone to answer

Q16

Overall, how much influence do you feel the public has on the decisions the Council makes? Would you say the public has...

Please circle **one** answer

No influence	1
Small influence	2
Some influence	3
Large influence	4
Don't know	9

Aspects of your life and your lifestyle

Q17

Which of the following best describes your current employment status?

Employed means you undertake work for pay, profit or other income, or do any work in a family business without pay.

Please circle **one** answer

Employed full time (for 30 or more hours per week)	1 →	Go to Q18
Employed part time (for less than 30 hours per week)	2 →	
Not in paid employment and looking for work	3 →	Go to Q19
Not in paid employment and not looking for work (e.g. full-time parent, retired persons)	4 →	Go to Q19
Prefer not to say	7 →	Go to Q19

Q18

Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or leisure?

	Please circle one answer
Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5

Q19

In general how would you rate your health?

	Please circle one answer
Poor	1
Fair	2
Good	3
Very good	4
Excellent	5

Q20

Over the past 12 months, has there been any time when you needed to see a GP or doctor about your own health, but didn't get to see any doctor at all?

	Please circle one answer	
Yes	1	
No	2	→ Go to Q22
Don't know	9	→ Go to Q22

Q21

Please read through the whole list below before selecting the main reason, or reasons, why you did not get to see a doctor.

	Please circle your main reason(s)
It was too expensive or costly to go to the doctor	1
I was too busy to go to the doctor or couldn't take time off work	2
Doctor is too far away or too difficult to get to, or transport problems getting there	3
I couldn't get an appointment with the doctor, or the doctor was too busy to see me	4
I was too embarrassed or felt uncomfortable about talking to the doctor	5
The health issue seemed too minor or not serious enough to go to the doctor	6
I just don't like visiting the doctor	7
Other (please specify) _____	98

Q22

Thinking about ALL your physical activities (including any physical tasks you might do at work, doing housework or gardening, travelling from place to place or playing sports), on how many of the last 7 days were you active?

By "active" we mean doing 15 minutes or more of vigorous activity, which makes you breathe a lot harder than normal, "huff and puff" like running, OR 30 minutes or more of moderate physical activity which makes you breathe harder than normal, but only a little, like brisk walking?

Other examples of moderate physical activity include carrying light loads, cycling at a regular pace, recreational swimming and gardening.

Please circle **one** answer

None	0
One day	1
Two days	2
Three days	3
Four days	4
Five days	5
Six days	6
Seven days	7

Q23

Which of the following best describes how well your total income meets your everyday needs for things such as accommodation, food, clothing and other necessities?

Please circle **one** answer

Have more than enough money	1
Enough money	2
Just enough money	3
Not enough money	4
Prefer not to answer	7

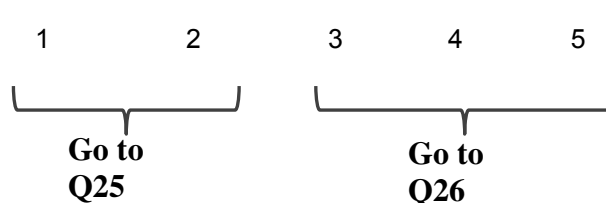
Q24

How much do you agree or disagree with the following statements?

Please circle one answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
It's important to me to feel a sense of community with people in my neighbourhood	1	2	3	4	5

I feel a sense of community with others in my neighbourhood



If you disagree that you feel a sense of community, please answer Q25

Q25

Please read through the whole list below before selecting the main reason, or reasons, you do not feel a sense of community with others in your neighbourhood.

	Please circle your <u>main</u> reason(s)
My busy life (including work, family and friends) leaves limited or no time to build a sense of community with my neighbours or to get to know them	1
I prefer to socialise with family and friends instead of neighbours	2
I prefer to socialise with groups and networks (other than family and friends) that are not based in my neighbourhood	3
I like to keep to myself	4
My neighbours are not my type of people	5
My neighbours are not friendly	6
People in my neighbourhood don't talk with each other	7
There is a lack of events or things happening within my neighbourhood	8
There are new people in my neighbourhood who have recently arrived and I don't know them that well or at all	9
Other (please specify) _____	98

Q26

Which of the following statements about trust do you agree with the most?

	Please circle <u>one</u> answer
You almost always can't be too careful in dealing with people	1
You usually can't be too careful in dealing with people	2
People can usually be trusted	3
People can almost always be trusted	4
Don't know	9

Q27

Thinking now about the social networks and groups you may be part of. To which of the following, if any, do you belong?

	Please circle <u>all</u> that apply
A sports club	1
A church or spiritual group	2
A hobby or interest group	3
A community or voluntary group such as Rotary, the RSA or Lions	4
Online network through websites such as Facebook / Twitter, online gaming communities and forums	5
A network of people from work or school	6
Other social network or group (please specify) _____	97
None of the above	98

Q28

Which one of the following best describes your main social networks?

Please circle **one**
answer

Mostly based in the same local area where you live	1
--	---

Mostly based on shared interests or beliefs, but not necessarily based in the same local area where you live	2
--	---

A mixture of both	3
-------------------	---

None of the above - I have family networks only	7
---	---

None of the above - I have no social networks	8
---	---

Don't know	9
------------	---

Q29

Over the past 12 months how often, if ever have you felt lonely or isolated?

Please circle
one answer

Always	1
--------	---

Most of the time	2
------------------	---

Sometimes	3
-----------	---

Rarely	4
--------	---

Never	5
-------	---

Q30

If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

Please circle
one answer

Yes	1
-----	---

No	2
----	---

Don't know / unsure	9
---------------------	---

Q31

In general how happy or unhappy would you say you are these days?

Please circle
one answer

Very unhappy	1
--------------	---

Unhappy	2
---------	---

Neither happy nor unhappy	3
---------------------------	---

Happy	4
-------	---

Very happy	5
------------	---

Q32

Taking everything into account, how satisfied or dissatisfied are you with your life in general these days?

Please circle

one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5

Q33

At some time in their lives, most people experience stress.

Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.

Please circle

one answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Culture and identity

Q34

How much do you agree or disagree with the following statement?

"The city where I live has a culturally rich and diverse arts scene".

Please circle

one answer

Strongly disagree	1
Disagree	2
Neither	3
Agree	4
Strongly agree	5
Not applicable - no arts scene	8
Don't know	9

Q35

New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Overall, do you think this makes your city...

Please circle
one answer

A much worse place to live	1 →	Go to Q37
A worse place to live	2 →	Go to Q37
Makes no difference	3 →	Go to Q38
A better place to live	4 →	Go to Q36
A much better place to live	5 →	Go to Q36
Not applicable, there are no different lifestyle or cultures here	8 →	Go to Q38
Don't know	9 →	Go to Q38

If you answered a better or much better place to live in Q35, please answer Q36

Q36

Please read through the whole list below before selecting the main reason, or reasons, why it is a better place to live.

Please circle your
main reason(s)

It's good to learn about people from other cultures	1
It's good to mix with people from other countries and cultures	2
People from other countries and cultures make the city more vibrant and interesting, including bringing more interesting food and restaurants	3
People from other countries and cultures add to the multi-cultural and diverse feel of the city	4
People from other countries and cultures contribute to a sense of community in the city	5
Other (please specify) _____	

98

Please go to Q38

If in Q35, you answered a worse or much worse place to live, please answer Q37, otherwise, please go to Q38

Q37

Please read through the whole list below before selecting the main, reason or reasons, why it is a worse place to live.

	Please circle your <u>main</u> reason(s)
People from other countries and cultures don't integrate into New Zealand society	1
Too many different cultures cause tensions between groups of people	2
People from other countries and cultures compete for jobs with other New Zealanders	3
People from other countries and cultures often have a lack of English skills	4
People from other countries and cultures are often associated with crime	5
Other (please specify) _____	98

Overall quality of life

Q38

Would you say that your overall quality of life is...

Extremely poor	1
Poor	2
Neither poor nor good	3
Good	4
Extremely good	5

Q39

And compared to 12 months ago, would you say your quality of life has...

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

Demographics

Lastly, a few questions about you. This is so we can compare the opinions of different types of people who live in New Zealand.

Q40

Which ethnic group, or groups, do you belong to?

Please circle
all that apply

New Zealand European	1
Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other (please specify) _____	98
Don't know	99

Q41

In which of the following age groups do you belong?

Less than 18 years	1
18-19 years	2
20-24	3
25-29	4
30-34	5
35-39	6
40-44	7
45-49	8
50-54	9
55-59	10
60-64	11
65+ years	12

Q42

Are you?

Male	1
Female	2

Q43

Were you born in New Zealand?

Yes	1	→	Go to Q45
No	2		

Q44

How many years have you lived in New Zealand?

Less than 1 year	1
1 year to just under 2 years	2
2 years to just under 5 years	3
Five years to just under 10 years	4
10 years or more	5

Q45

Currently, how many people live in your household, including yourself?

By household we mean anyone who lives in your house, or in sleep-outs, Granny flats etc. on the same property. If you live in a retirement village, apartment building or hostel, please answer for how many people live in your unit.

Please write the number in the box below.

Q46Who owns the residence you live in?*Residence means a house, flat or apartment.*

You own this house/flat/apartment	1
You jointly own this house/flat/apartment with other people	2
A family trust owns this house/flat/apartment	3
Parents/other family members or partner own this house/flat/apartment	4
A private landlord who is NOT related to you owns this house/flat/apartment	5
A local authority or city council owns this house/flat/apartment	6
Housing New Zealand owns this house/flat/apartment	7
Other State landlord (such as Department of Conservation, Ministry of Education)	8
Don't know	99

Q47

What is the highest qualification that you have completed that took longer than three months to finish?

Less than school certificate or less than 80 credits for NCEA Level 1 (no formal qualifications)	1
School certificate or NCEA Level 1	2
Sixth form certificate or NCEA Level 2	3
Higher School certificate/higher leaving certificate	4
National certificate/NZQA	5
University entrance from bursary exam	6
NZ A or B Bursary or NCEA Level 3	7
University Scholarship or NCEA Level 4	8
Overseas School Qualifications	9
Trade certificate	10
National diploma	11
Teaching or nursing certificate/diploma	12
Bachelors degree	13
Postgraduate degree (Honours, Masters, PhD)	14
Post graduate diploma	15
Other (please specify) _____	97

Q48

Which best describes your annual personal income before tax?

Loss	1
No income	2
Less than \$10,000	3
\$10,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$40,000	6
\$40,001 - \$50,000	7
\$50,001 - \$60,000	8
\$60,001 - \$70,000	9
\$70,001 - \$100,000	10
More than \$100,000	11
Prefer not to say	12
Don't know	99

Q49

Which best describes your household's annual income before tax?

Loss	1
No income	2
Less than \$10,000	3
\$10,001 - \$20,000	4
\$20,001 - \$30,000	5
\$30,001 - \$40,000	6
\$40,001 - \$50,000	7
\$50,001 - \$60,000	8
\$60,001 - \$70,000	9
\$70,001 - \$80,000	10
\$80,001 - \$90,000	11
\$90,001 - \$100,000	12
\$100,001 - \$150,000	13
\$150,001 - \$200,000	14
More than \$200,000	15
Prefer not to say	16
Don't know	99

Please provide your contact details so that we are able to contact you if we have any questions about your questionnaire (e.g. if we can't read your response):

Name: _____

Phone number: _____

E-mail: _____

Thank you very much for your time and effort.

PLEASE CHECK THAT YOU HAVE COMPLETED ALL PAGES OF THE QUESTIONNAIRE.

Please put the completed questionnaire in the FreePost Envelope provided or any envelope (no stamp required) and post it to:

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