quality of life

Quality of Life 2010

Level 8 * 150 Willis Street * PO Box 11 346 * Wellington * New Zealand
Tel: 04 978 6700 * Fax: 04 978 6733

http://www.nielsen.com

quality of life

nielsen

Quality of Life Survey 2010 Eight Cities Report

Report Prepared For:

Quality of Life Survey Team

Client Contact:	Kath Jamieson (CCC), Gavin Armstrong (WCC) and Alison Reid (AC)
Nielsen Contact:	Amanda Dudding and Antoinette Hastings
Date:	March 2011
Ref No:	NZ400234/9

Table of Contents

Opinion Statement

Nielsen certifies that the information contained in this report has been compiled in accordance with sound market research methods and principles, as well as proprietary methodologies developed by, or for, Nielsen. Nielsen believes that this report represents a fair, accurate and comprehensive analysis of the information collected, with all sampled information subject to normal statistical variance.

1.0 Executive Insights

Introduction

The Quality of Life Survey is a multi-agency research project, exploring quality of life issues in New Zealand. It is a partnership between eight New Zealand City Councils.

The aim of the survey is to measure residents' perceptions of overall quality of life. The Quality of Life Survey measures New Zealand residents' perceptions of:

- Quality of life
- Health and wellbeing
- Crime and safety
- Community, culture and social networks
- Council decision making processes
- Environment
- Public Transport
- Lifestyle.

This following report presents the results of the eight cities. City level reports are also available for five of the eight Councils.

Methodology

Computer Assisted Telephone Interviews (CATI) interviews were conducted with n=6,279 New Zealand residents aged 15 years and older living within the eight cities.

Quotas were set for ethnicity, age, location and gender.

Respondents were selected randomly from the Electoral Roll. A pre-notification letter was sent to potential respondents, who were contacted by phone for the interviewing within two weeks of receiving the letter.

Fieldwork was conducted between 19 November 2010 and 2 March 2011. All interviewing in Christchurch was undertaken before the February 22nd 2011 earthquake (and after the first large quake in September 2010).

The average duration of the interviews was 20.3 minutes. The final response rate was 44% (an increase from 37% in 2008).

The data in this report has been weighted to reflect the general population. The sample of n=6,279 residents from across the cities has a maximum margin of error of +/- 1.2% at the 95% confidence level.

Quality of Life

The majority (92%) of residents in the eight cities rate their overall quality of life positively, with 63% rating it as *good* and 29% as *extremely good*. While the rating of *extremely good* (29%) has increased since 2008 (27%), the proportion who rate their overall quality of life positively *(extremely good* or *good)* has not changed (92%).

When asked to evaluate whether their quality of life has changed compared to twelve months earlier, just under one third (31%) of respondents living in the eight cities say their quality of life has increased, 54% indicate it has remained about the same, while 15% indicate it has decreased.

Components of Quality of Life
Just over half (54%) of the eight cities residents spontaneously mentioned *family* as one of the three main components that contribute to their quality of life. The next most frequently mentioned components are *financial stability* (30%), *health* (28%) and *work* (26%).

Health and Wellbeing

Overall health
The majority of residents in the eight cities (89%) rate their health positively, responding with a rating of either *excellent* (22%), *very good* (41%) or *good* (26%). This result is consistant with 2008 and 2006 results.

Barriers to GP usage
Just 5% of the eight cities residents had an occasion in the last twelve months when they needed to see a GP or doctor about their own health, but didn't get to see a doctor at all. This is a significant decrease from 6% in 2008 and 20% in 2006.

For those who wanted to see a GP or doctor in the past twelve months but didn't get to, the most commonly mentioned reason for more than two fifths (42%) was because *the GP was too busy.* Around a quarter of respondents said it was because it was *too expensive* (23%) or *they were too busy* (22%).

The proportion who mentioned *the GP was too busy* (42%) and *too expensive* (17%) have both increased since 2008 (33% and 17% respectively).

Frequency of doing physical activity
Just under one in three (29%) of the eight cities residents undertook physical activity every day in the seven days leading up to interviewing, with 52% undertaking physical activity five or more days (an significant increase from 49% in 2008). Under one in 10 (8%) did no physical activity on the seven days leading up to interviewing.

Emotional wellbeing
The majority (90%) of the eight cities residents rate themselves as having a positive emotional wellbeing, with a rating of *very happy* (37%) or *happy* (53%).

Satisfaction with life in general
The majority of the eight cities residents are satisfied with their life in general (87%), responding with a rating of either *very satisfied* (32%) or *satisfied* (55%).

Stress
Almost one in ten (9%) eight cities residents are regularly experiencing stress that has a negative effect on them, with 1% *always* stressed and 8% stressed *most of the time*.

Availability of support
The majority of the eight cities residents (97%) say they have someone to turn to for help if they were faced with a serious illness or injury, or needed emotional support during a difficult time.

Crime and Safety

Perceptions of crime and other undesirable problems
The criminal and anti-social activities most visible over the past twelve months to the eight cities residents are dangerous driving (75% of residents saw this as a problem in their area during this time period), alcohol or drugs (65%) and car theft or damage (60%). Vandalism (49%) and the presence of unsafe people (48%) are relatively less visible problems.

Compared to 2008, the following activites have seen a significant decrease in the proportion of residents who view them as a problem; vandalism (53% in 2008 to 49% in 2010), car theft (62% in 2008 to 60% 2010) and the presence of unsafe people (50% in 2008 to 48% in 2010).

Compared to 2008, the perception of dangerous driving has increased significantly (73% in 2008 to 75% in 2010).

Sense of safety
The majority of the eight cities residents feel safe (*fairly* or *very safe*) in their homes (97% during the day, 94% after dark), walking alone in their neighbourhood after dark (69%) and in their city centre during the day (95%). However, 43% feel unsafe (*very* or *a bit unsafe*) in their city centre after dark.

The two most frequently mentioned reasons for feeling unsafe in their city centre after dark are *people who feel dangerous to be around* (33%) and *alcohol and drug problems* (26%).

Safety of children
Three quarters (76%) of residents in the eight cities feel their local neighbourhood is safe for children under 14 years to play in while unsupervised (*very safe* or *fairly safe*).

Community, Culture and Social Networks

Sense of community
More than two-thirds (71%) of the eight cities residents agree it is important to feel a sense of community with the people in the local neighbourhood, responding with a rating of *strongly agree* (30%) or *agree* (41%).

Three fifths (60%) of the eight cities residents agree they feel a sense of community with others in their local neighbourhood, with 18% agreeing strongly and 42% agreeing. Overall, 15% disagree that they feel this sense of community.

The most frequently mentioned reason for a lack of a sense of community is *lack of communication / events within a neighbourhood* (20%). The two next most frequently mentioned reasons are *people / neighbours are not welcoming / friendly / don't see the neighbours* (16%) and *like to keep to myself / stay at home* (14%).

Impact of greater cultural diversity
Around three fifths (62%) of the eight cities residents feel that the fact that New Zealand is becoming a home for an increasing number of people with different lifestyles and cultures from different countries makes their area a better place to live, with 18% saying it is *a much better place to live* and 45% saying it is *a better place to live.*

The most frequently mentioned reason for greater cultural diversity having a positive impact is *diversity is good / brings a broader perspective / new ideas* (51%). The next two most frequently mentioned reasons are *it's good to learn about other cultures / it reduces racism* (33%) and *it's good to mix with different cultures* (29%).

The most frequently mentioned reason for greater culture diversity having a negative impact is *a lack of integration into New Zealand society / don't mix* (38%). The two next most frequently mentioned reasons are *too many foreigners / too many different cultures* (23%) and *taking us over / taking our shops, jobs etc.* (17%).

Social networks
The most common social network the eight cities residents belong to is *people from work or school* (57%). The next two are *online community or interest group, including Facebook and Twitter* (50%), and *hobby or interest group* (34%).

Of those who belong to a social network / group, 20% said their social networks are *mostly based on shared interests or beliefs, but not necessarily based in the same local area*, 20% are *mostly based in the same local area* and 60% are a mixture of both.

Feeling of isolation
The majority (82%) of the eight cities residents rarely felt isolated or lonely over the past twelve months, with 55% saying *never* and 27% saying *rarely.* This remains unchanged from the 2008 result.

Culturally rich and diverse arts scene
Three quarters (75%) of the eight cities residents agree their area / city has a culturally rich and diverse arts scene, with 30% who *strongly agree* and 45% who *agree*. Those more likely to agree (*strongly agree* or *agree*) are living in Wellington (93%) and Porirua (81%).

Council Processes

Two fifths (40%) of those in the seven cities agree with the statement *"Overall, I understand how my Council makes decisions"* with nearly one in ten (9%) agreeing strongly.

Confidence in Council decision making
Over half (53%) of the seven cities residents have confidence that the Council makes decisions in the best interests of their city or district, with 10% who *agree strongly* and 43% *agree.*

The two most frequently mentioned reasons for a lack of confidence in Council decision making being in the best interests of the city / district are *lack of public consultation / don't listen to public submissions* (31%) and *do not like the outcomes of the decisions they've made* (23%). Following these are *do not agree in general* *with decisions the council has made* (19%) and *have their own agendas / make decisions to suit themselves* (17%).

Just over three fifths (62%) of the seven cities residents say the public has an influence on the decisions the Council makes, with 9% saying the public has a *large influence* and 53% *some influence.*

Nearly half of the seven cities residents (46%) agree that they would like to have more say in what the Council does, with 16% saying they *strongly agree* and 30% saying they *agree.*

Please note that due to being a newly formed council, Auckland respondents were not included in this section of the survey.

Built and Natural Environment

Pride in city's look and feel
Two thirds (66%) of the eight cities residents *agree* or *strongly agree* that they feel a sense of pride in the way their city or local area looks and feels.

The most frequently mentioned reason given by those who feel a sense of pride is a *good place to live / lifestyle* (19%). This is followed by *nice green city / beautiful parks and gardens / lots of gardens* (13%) and *clean and tidy / no litter* (12%).

The two most frequently mentioned reasons for those who do not feel a sense of pride in their city's look and feel are *[city or local area] looks drab / dowdy / needs better maintenance* (10%) and *needs improvement / not appealing* (9%).

Ease of access to local park or other green space
The majority (94%) of residents in the eight cities find it *easy* or *very easy* to get to a local park or other green space in their city or local area. Those more likely to find it *easy* or *very easy* to find a local park or green space in their area are living in Christchurch (96%).

Perceptions of rubbish and pollution
Most residents indicate that rubbish and pollution have been a problem in their city / area over the past twelve months. The most common problems are graffiti or tagging (68%), water pollution (including pollution in streams, rivers, lakes and in the sea) (46%), rubbish or litter lying on the streets (45%), noise pollution (35%) and least commonly air pollution (23%).

Preventing global warming
Three quarters (76%) of the eight cities residents *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming if they knew it would make a difference.

Public Transport

Frequency of use of public transport
Nearly one in five (19%) eight cities residents are regular users (twice a week or more often) of public transport, with 12% using it five or more times a week.

Of all those who do not use public transport frequently (use it once a month or less often) more than half (52%) do not use it more often because they have a *preference for private transport*, and nearly a quarter (24%) say it is *because public transport is not convenient.*

Perceptions of public transport
When it comes to public transport, 75% agree it is *safe*, 69% *easy to get to*, 57% *frequent*, 53% *reliable* and 47% *affordable*.

Those living in Tauranga and Hutt City rated all of the above public transport attributes higher than the eight cities average.

Lifestyle

Employment status
Just over half (52%) of residents in the eight cities are employed full time (for 30 hours or more per week). In addition to this, one fifth (20%) are in part-time work. Another fifth (20%) are not in paid employment and not looking for work, while 8% are not in paid employment and looking for work.

Balance between work and other aspects of life
Four in five (79%) residents of the eight cities are satisfied with their balance between work and other aspects of their life, with 33% *very satisified* and 45% *satisfied.*

Ability to cover costs of everyday needs
The majority (86%) of eight cities residents feel they have enough money to cover the costs of their everyday needs, giving a rating of either *have more than enough* (14%), *enough* (36%), or *just enough* (36%) money. One in eight (13%) say they do not have enough money from their income to cover the costs of their everyday needs.

2.0 Research Design

2.1 Background

Quality of Life Project

In 1999, the Quality of Life Project was initiated to measure the impacts of urbanisation and its effects on the wellbeing of residents within large urban areas of New Zealand. The project was a collaborative effort between Auckland, Manukau, North Shore, Waitakere, Wellington, and Christchurch City Councils. The project was later extended to include six additional territorial authorities (Rodney, Hamilton, Tauranga, Hutt City, Porirua, and Dunedin). Fifty-six percent of New Zealand's total population reside within the territorial authorities now included in the Quality of Life Project.

The aim of the Project was to inform on the quality of life in major urban areas. The survey focused on collecting a range of social, economic and environmental indicators that were not available from official sources (e.g. Work and Income New Zealand, Statistics New Zealand, Ministry of Housing, and Health Services Council).

Quality of Life Survey

The Quality of Life Survey is carried out every two years. The territorial authorities are responsible for community wellbeing, health and safety, infrastructure, recreation, and culture. Given these responsibilities, they are committed to continuing to explore and measure quality of life issues in New Zealand through this survey.

Between 2004 and 2008, the Ministry of Social Development (MSD) partnered with the Quality of Life Project on the Quality of Life Survey in recognition of the close alignment with the Social Report (first released in 2001) indicators.

In November 2010, the seven councils in the wider Auckland region (Rodney and Franklin District Councils, North Shore, Waitakere, Auckland and Manukau City Councils and the Auckland Regional Council) were amalgamated into a unitary Auckland Council, and 21 local board areas. Therefore, the 2010 survey sampled residents across the whole Auckland region.

In addition, in 2010, Greater Wellington Regional Council commissioned additional interviews to increase the number of interviews within their regional areas that do not fall within the eight cities samples. This includes the Wairarapa, Kapiti and Upper Hutt.

2.2 Objectives

The aim of the Quality of Life Survey is to measure residents' perceptions of overall quality of life. The survey measures the eight cities residents' perceptions of:

- Quality of life
- Health and wellbeing
- Crime and safety
- Community, culture and social networks
- Council decision making processes
- Environment
- Public transport
- Lifestyle.

2.3 Methodology

An overview of the research process for the Quality of Life Survey 2010 is shown below:

Electoral Roll

The Quality of Life Project Team requested the Electoral Roll. Names were randomly selected from the Roll and telematched.

Pre-notification Letter

Pre-notification letters (refer to Appendix III) were sent in staged batches to potential respondents in each area (to avoid any seasonal bias of sampling one location after another).

Interviewer Briefing

A face-to-face briefing was undertaken by Nielsen. Interviewers and supervisors were fully briefed on the project and questionnaire (refer to Appendix VI). The briefing was recorded so any new interviewers to the job could be fully briefed before commencing interviewing.

CATI (Computer Assisted Telephone Interviewing)

Potential respondents were called by interviewers within two weeks of receiving the letter. Quotas were used throughout the interviewing process to ensure that sufficient sample for gender, age, ethnicity and location was achieved. Statistics New Zealand mesh blocks were used to identify high incidence ethnic areas to ensure ethnicity quota targets were met.

Interview completed

Refusal

Electoral Roll and Telematching

The Electoral Roll records the addresses of the majority of New Zealanders aged 18 and over. Using the telematching services of Acxiom, telephone numbers were identified for potential respondents.

Statistics New Zealand mesh blocks were used to identify areas where there were high incidences of people belonging to Pacific and Asian ethnic groups. These mesh blocks were then included in the random sample selection. Māori descent from the Electoral Roll was used to identify those with a high possibility of having Māori ethnicity, with title being used for identifying gender.

The age of the respondent was gained from the Electoral Roll data and used to identify the respondents' age group for classification and quota purposes.

Once telematching was complete, letters were sent to potential respondents for whom a telephone match was made.

The Electoral Roll contains New Zealanders aged 18 years and over, therefore to ensure New Zealanders aged 15-17 were included in the survey, Nielsen used an in-house database of named individuals who have indicated they are willing to participate in surveys in the future to identify potential respondents aged 15-17 years.

Pre-notification letter

To maximise response rate a pre-notification letter (refer to Appendix III) was sent to potential respondents. Initial phone contact was attempted within one to two weeks of the potential respondents receiving the letter (the majority were initially called within one week). The main aims of the pre-notification letters were:

- To increase the propensity of the respondent to participate by giving background information about the importance of the study, its confidentiality and its legitimacy
- To give potential respondents the opportunity, if desired, to contact Nielsen via a toll-free number or email address to confirm the legitimacy of the survey, ask questions, book an appointment time or decline participation.

The pre-survey letter was printed on specially designed Quality of Life letterhead. The letters were signed by the Quality of Life Project Sponsors; Jim Harland and later successor Tony Marryatt (Chief Executive of Christchurch City Council).

The pre-survey letters were addressed to the person randomly selected from the Electoral Roll and were sent in envelopes printed with the Quality of Life logo.

The letters were posted to allow a minimum of three day delivery time before initial contact. All attempts of initial contact were made within two weeks of letter delivery to ensure the survey was fresh in the potential respondent's mind.

2.4 Sample Design

Sample

The sample was a probabilistic sample of the population of the eight cities residents aged 15 years or older. The total sample was n=6,279 New Zealand residents aged 15 years and over.

The sample included approximately n=2,600 from Auckland, and n=500 residents from the remaining seven participating New Zealand cities allowing for sub-analysis of these groups. A summary of the sample and associated maximum margins of error follows. For further demographic information refer to Appendix I.

Table 2.1: Margins of Error

Location	Sample Target (n=6,121)	Sample Achieved (n=6,279)	Maximum margin of error (95% level of confidence)
Auckland	2,621	2,716	+/- 1.9
Hamilton	500	503	+/- 4.4
Tauranga	500	515	+/- 4.3
Porirua	500	516	+/- 4.3
Hutt City	500	505	+/- 4.4
Wellington	500	512	+/- 4.3
Christchurch	500	496	+/- 4.4
Dunedin	500	516	+/- 4.3
TOTAL	**6,121**	**6,279**	+/- 1.2

* Excludes Wellington regional booster

Quotas

To ensure a good representation of the eight cities population, quotas were set. These quotas were:

- Age
  - 15-24 years
  - 25-49 years
  - 50-64 years
  - 65 years or more
- Ethnicity
  - Māori
  - Pacific
  - Asian / Indian
- Gender
  - Male

- Female

- Location
  - By city at total level
  - By ward at city level (or Local Board for Auckland).

Auckland was split into four geographical areas to ensure quotas for gender, age and ethnicity were representative within these four areas, rather than across the whole city. The areas are:

- *Auckland North* (including Hibiscus and Bays, Upper Harbour, Kaipatiki and Devonport-Takapuna Local Boards)
- *Auckland West* (including Waitakere Ranges, Henderson-Massey and Whau Local Boards)
- *Auckland Central* (including Waitemata, Waiheke and Great Barrier Islands, Albert-Eden, Puketapapa, Maungakiekie-Tamaki and Orakei Local Boards)
- *Auckland South East* (including Howick, Otara-Papatoetoe, Mangere-Otahuhu, Manurewa, Papakura and Franklin Local Boards).

With the exception of Waiheke and Great Barrier Islands each of the Local Boards had a minimum quota of n=100.

The quotas set were soft quotas as opposed to hard quotas (with the exception of location at a city level) i.e. a range of +/- 5% rather than a definite target. The following minimum quotas at the eight cities level were targeted:

Table 2.2: Minimum Quotas

Quota	2006 Census % of population	Minimum Quota	Achieved interviews	Maximum margin of error (95% confidence level)
Male	48%	2,774	2,988	+/- 1.8
Female	52%	3,042	3,291	+/- 1.7
15-24 years	20%	1,166	1,291	+/- 2.7
25-49 years	47%	2,710	2,853	+/- 1.8
50-64 years	20%	1,140	1,254	+/- 2.8
65 years or more	14%	803	881	+/- 3.3
Māori	10%	610	755	+/- 3.6
Pacific	9%	499	447	+/- 4.6
Asian / Indian	13%	729	771	+/- 3.5

2.5 Questionnaire Design

The majority of the questions were kept consistent with previous years. However to meet the changing needs of the Quality of Life Survey Team and to enhance the survey, some changes were made to the questionnaire. The changes were as follows:

New Questions

New questions added or rotated back in this measure:

- Quality of Life compared to 12 months ago
- Components of Quality of Life
- Reasons why respondents do not feel a sense of community in their local neighbourhood
- Location of main social networks
- Pride in region's look and feel and reasons for lack of pride (Auckland respondents only)
- Willingness to adapt lifestyle to prevent global warming

Modified questions

The following questions were simplified and / or enhanced from the 2008 survey:

- Age – this was taken from the Electoral Roll rather than asked of respondents
- Ease of access to a park or green space was shortened
- Perception of alcohol or drug problems was added to the perception of crime and other undesirable problems question
- Council Processes – due to the recency of the newly formed Auckland Council, it was decided that Auckland respondents would not be included in this section
- Reasons for not seeing a GP – the wording for this question was modified to more clearly explain the question
- Family was removed from being a prompted social group / network to being unprompted

Questions removed for rotation

A small number of questions were not asked this measure, but it is intended they will be added back in for future surveys. These questions were rotated to make room for other questions. Questions removed this measure for rotation were:

- Feeling of Trust
- Actively seeking work
- Availability to start work last week
- Satisfaction with leisure time
- Health condition and restriction of everyday activity
- Household make up, including number of people under 18.

2.6 Interview Pilot

Once the questionnaire review was complete, the questionnaire was programmed and tested using CATI software – SurveyCraft. Following this, a pilot of the survey was completed. The purpose of the pilot was to:

- Ensure the sampling, telematching and pre-notification letter process was running smoothly
- Create codeframes for the new question components of quality of life

- Revise old codeframes
- Test the new questions in terms of wording and respondent understanding
- Test the length of the survey to prioritise questions for inclusion.

The pilot took place between 19 and 23 November, 2010. In total n=100 interviews were completed.

Following the pilot, the questionnaire was finalised using the pilot results and feedback from interviewers.

2.7 Interviewing

The interviewing was conducted between 29 November 2010 and 2 March 2011. Please note that all interviewing in Christchurch occurred before the February 22nd 2011 earthquake (and after the first large quake in September 2010).

The average length of interview was 20.3 minutes.

Telephone interviews were conducted via OCIS CATI facilities in Auckland. The CATI system used for interviewing was SurveyCraft. The questionnaire was formatted prior to interviewing and interviewers keyed responses to the survey directly into PCs as they conducted the telephone interview. Routing logic was pre-specified to ensure that interviewers followed the correct question sequence.

Several attempts were made to contact a particular individual before that individual was replaced. This approach reduces bias in the sample, by giving people away from home additional opportunities to take part. Once contact was made with a potential respondent, attempt to re-contact them at a suitable time for the interview was made at least eight times.

Fully trained interviewers carried out all the interviews. Interviewers worked under full-time supervision and the supervisors were equipped with both visual and audio monitoring facilities to ensure the highest possible standard of interviewing. In accordance with ISO 20252, a minimum of 10% of each interviewer's work was monitored and validated via the supervisor monitoring system.

Interviews were carried out between 5pm and 9pm Monday to Friday and between 10am and 8pm in the weekends. The exception to this was when an appointment was made to conduct the interview at a time that was more convenient to the respondent.

2.8 Quality Controls

Refer to Appendix VII

2.9 Response Rate

It is important to achieve the highest response rate possible to ensure the results accurately represent the population of the eight cities. Higher levels of non-response result in more bias due to the unknown responses of those who declined to participate. This bias can potentially make the survey results unrepresentative of the target population if the responses of those who do not respond differ from those that do.

To help maximise the response rate in the Quality of Life Survey 2010, the following strategies were put in place:

- The pre-notification letter was sent to named individuals rather than households, increasing the likelihood of being opened and read
- Focus was given during the pilot to assessing the persuasiveness of the introduction and the wording of the questionnaire to increase respondents' likelihood of agreeing to participate
- An 0800 (toll-free) number was used for respondents to check the legitimacy of the survey and ask questions if desired
- Respondents were encouraged to make appointments at times convenient to them and interviews already in progress were suspended until a later time if necessary (e.g. children requiring attention)
- A thorough face-to-face briefing of interviewers was held. This helped the interviewers to appreciate the importance of this survey and how the results are used (interviewer buy-in)
- A dedicated team of experienced interviewers was used. A component of interviewer staff training focuses on coping with potential non-response and strategies to turn around "soft" refusals
- A facts sheet was developed with the Quality of Life Survey Team and distributed through networks (e.g. ethnic leaders, churches) associated with the hard-to-reach groups to increase awareness of the project and its legitimacy (See Appendix X)

These measures resulted in a response rate of 44%.This is an increase from 37% in 2008. For a breakdown of response rate per area, refer to Appendix VIII.

To maintain consistency with previous surveys, the response rate was calculated using the following formula:

100 x F / (F+E)

	Description	Examples
A	Contact not made, Eligibility not established	Answer machine, no answer, appointment made but not kept
B	Contact not made, Not eligible	Dead phone line, fax line, vacant/demolished dwelling
C	Contact made, Eligibility not established	Not able to determine eligibility because of health, language, availability
D	Contact made, Eligibility established, Not eligible	Industry screener, out of scope, quota full
E	Contact made, Eligibility established, Eligible, Not interviewed	Eligible but not interviewed - due to health, language, availability, refused, interview terminated
F	Contact made, Eligibility established, Eligible, Interview obtained	Interview obtained

2.10 Data Processing

Data Cleaning
The survey data was captured automatically into SurveyCraft at the time of interviewing. While interviewing was in progress, Nielsen data analysts:

- Undertook manual edits where interviewers had made a note of something incorrectly recorded during the interview
- Checked data for consistency and that skips and jumps were working correctly
- Undertook coding of verbatim and other responses and back coded these into the master database
- Prepared and continuously updated detailed datamaps and data dictionaries, so that databases could be passed between analysts with the layout, construction and history of the database attached to it throughout its life.

Daily progress reporting of quota management
Project management and client service staff were updated every morning on progress with interviewing and the outcome of attempts to contact respondents.

Data Analysis
All data were put through data cleaning and checking processes which included an exception reporting programme, manually checking data to ensure raw frequency counts and base numbers were correct and consistent, and that there were no ‘bugs’ in the data capture and analysis programmes.

Data were also checked for sense and meaning to ensure they contained no unexpected or inconsistent results. These processes were undertaken after completion of pilot surveys, at regular intervals during the fieldwork process, on completion of the fieldwork process and on completion of data tabulations.

We used a peer review process, where a “fresh set of eyes” checked all data in the reports, topline data, data tabulations, and electronic data files before delivering them, to minimise the possibility of error.

Weighting
Weighting was used to correct for imbalances in sample representation arising from a) the use of the Electoral Roll as a sample frame and the different selection probabilities arising from telematching and b) quotas not being fully achieved.

The weights were calibrated to match the population percentage figures for the quota control variables of ethnicity, age and gender. Details of the weighting process are given below.

The target sample size for each city was n=500 (n=2,621 for Auckland). There were some small variations against targets in terms of the actual numbers of interviews per city. These are specified in the relevant pages of the report.

For aggregate reporting of the eight cities, weighting adjustments were made to ensure that the contribution of each city to the total report population accurately reflected the population share rather than sample proportion.

Statistics New Zealand figures from the 2006 Census (the most up-to-date source for New Zealand population data) were used for the weighting targets.

The following weights were used:

1. City Level data
   The data sets for each of the cities were individually weighted to ensure the sample distribution of age within gender and ethnicity matched that of the city's actual population aged 15 years and over. The weighted base equalled the sample size achieved within each city.

2. Auckland data
   Auckland was weighted as four sub-regions (as described in section 2.3 Quotas). A post-weight was then applied to to each of these sub-regions to ensure that the contribution of the results from each sub-region maintained the correct proportionality when creating a Auckland data set.

3. Eight cities data
   Eight cities report bases were weighted to ensure the sample distribution for age within gender, ethnicity and the eight cities areas matched that of the actual population of those aged 15 years and over in the combined population of these cities. A post-weight was applied to each of the City level data weights to ensure that the contribution of the results from each city maintained the correct regional proportionality according to the population of each city, while still maintaining the weighted age by gender and ethnicity distribution within each of the eight cities.

Refer to Appendix V for matrices of each of the weightings applied.

Weighting detail
Ethnicity is an important demographic in the New Zealand context. It was necessary to use weighting to control for sample imbalances in ethnicity distributions. Respondents may identify with more than one ethnic group. For this survey, as in 2008, ethnicity representation was controlled for by setting each of four main ethnicity groups as elements or dimensions with Raking Ratio estimation weighting. The ethnicity groups were Māori, Pacific, Asian / Indian, and All Other ethnicities. This technique caters for the multiple response aspect of the ethnicity variable to be included in the weighting system.

The other weighting controls were age group – 15-24, 25-49, 50-64, 65+ – interlaced with two gender groups. The age by gender matrix was raked with each of the four dichotomous ethnicity groups. Weighting was applied to each city, prior to post-weighting.

Age
The age of the respondents was imputed from the Electoral Roll data.

Table 2.3: Effective sample size after weighting (Eight City reporting)

City	Sample size	% of Eight City Population (15+)	Effective sample size after weighting
Auckland	2,716	55%	3,475
Hamilton City	503	6%	345
Tauranga City	515	5%	280
Porirua City	516	2%	123
Hutt City	505	4%	257
Wellington City	512	8%	504
Christchurch City	496	15%	965
Dunedin City	516	5%	337
Age			
15-24 years	1,291	20%	1,265
25-49 years	2,853	47%	2,970
50-64 years	1,254	19%	1,209
65 years +	881	14%	841
Ethnicity			
European	4,780	74%	4,632
Māori	755	9%	587
Pacific	447	8%	534
Asian / Indian	771	15%	925
Gender			
Male	2,988	48%	3,010
Female	3,291	52%	3,275

2.11 Reporting

Significant differences
The differences reported between sub-groups in this report are significant at the 95% confidence level.

For rating scale questions, significant differences are reported at top-two or bottom-two box level (e.g. for a scale of extremely good, good, neither poor nor good, poor and extremely poor, differences have been tested between sub-groups for *extremely good + good*).

For open-ended questions, significant differences are shown for the top two or three responses, (as outlined in the first chart commentary for that question).

For open-ended questions only responses with 5% or more of respondents are shown in the charts, for full results to these questions see Appendix II.

Any differences at top-two box level (or within the top-two of these most frequently mentioned responses for open-ended questions) that are not mentioned in the commentary are not significant.

Base sizes
All base sizes shown on charts and on tables (n=) are unweighted base sizes.

Please note that any base size of under n=100 is considered small and under n=30 is considered extremely small and therefore results should be viewed with caution.

Ethnicity netts
In this report total ethnicity is reported rather than prioritised ethnicity (as was used in 2006 reports). This means for 2010 a person with multiple ethnicities may be counted in more than one ethnic group and ethnicity percentages add to more than 100 percent.

3.0 Quality of Life

This section looks into the overall quality of life of residents within the eight cities, how it has changed in the past twelve months and the different components of quality of life.

3.1 Overall Quality of life

The majority (92%) of residents in the eight cities rate their overall quality of life positively, with 63% rating it as *good* and 29% as *extremely good*.

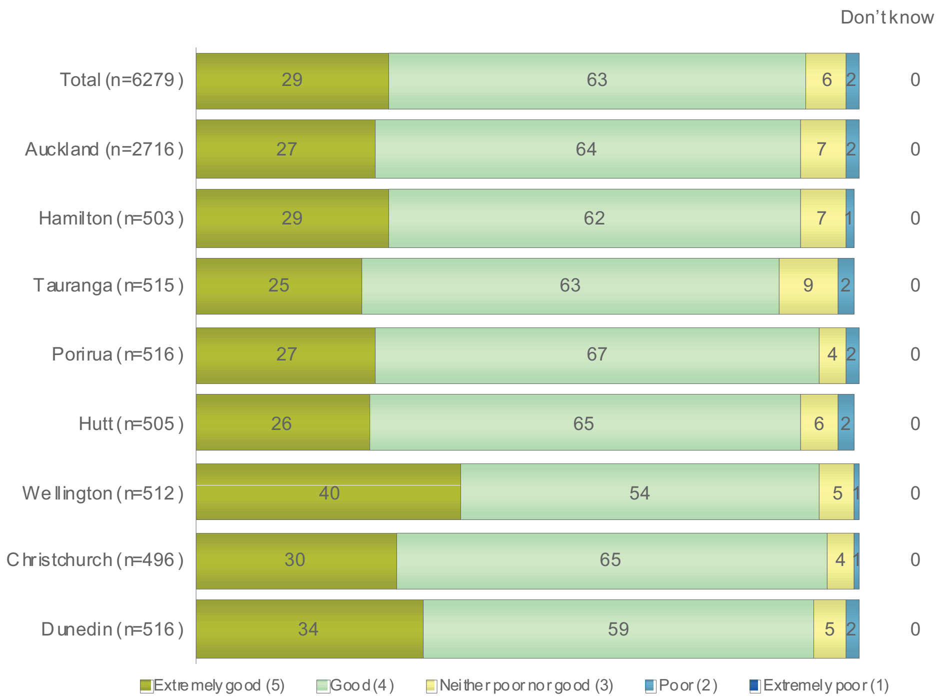
Those more likely to rate their quality of life positively (*extremely good* or *good*) are:

- Living in Christchurch (95%)

Those *less* likely to rate their quality of life positively (*extremely good* or *good*) are:

- Living in Tauranga (89%)

Figure 3.1.1: Perceptions of quality of life – by location (%)

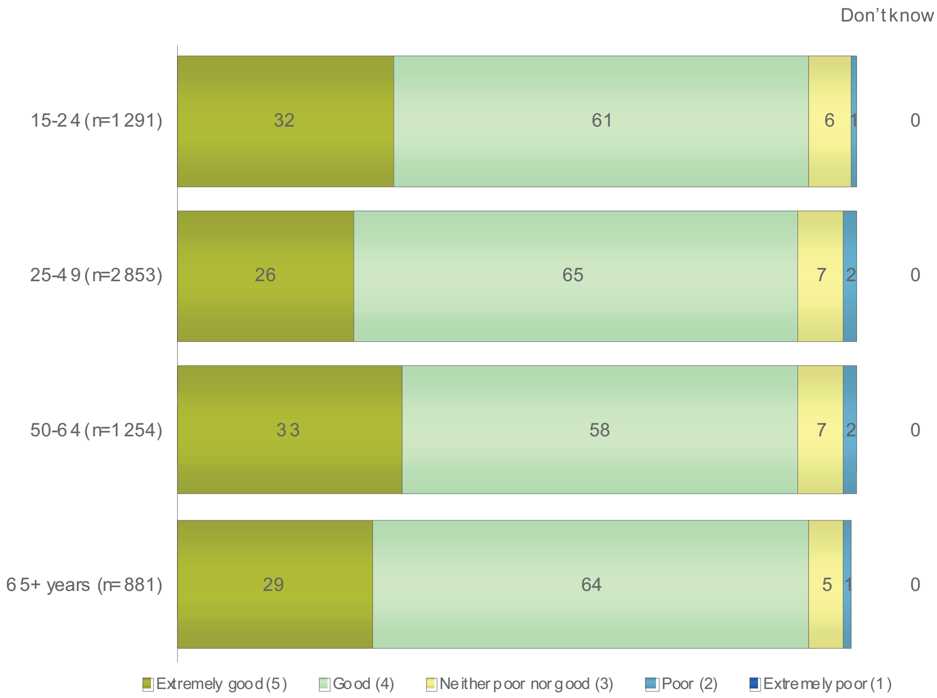


Base: All Respondents

Those *less* likely to rate their quality of life negatively (*extremely poor* or *poor)* are:

- Aged 15 to 24 years (1% compared to the eight cities average of 2%)

Figure 3.1.2: Perceptions of quality of life – by age (%)



Base: All Respondents

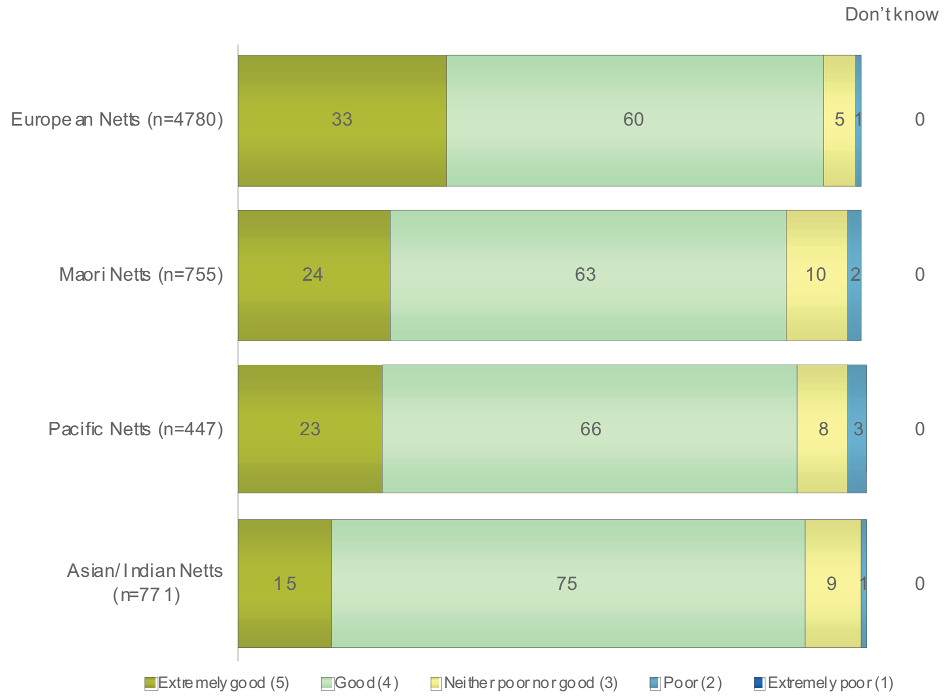
Those more likely to rate their quality of life as positive (*extremely good* or *good)* are*:*

- Of European ethnicity (93% compared to the eight cities average of 92%)

Those *less* likely to rate their quality of life as positive (*extremely good* or *good*) are:

- Of Māori ethnicity (87%)

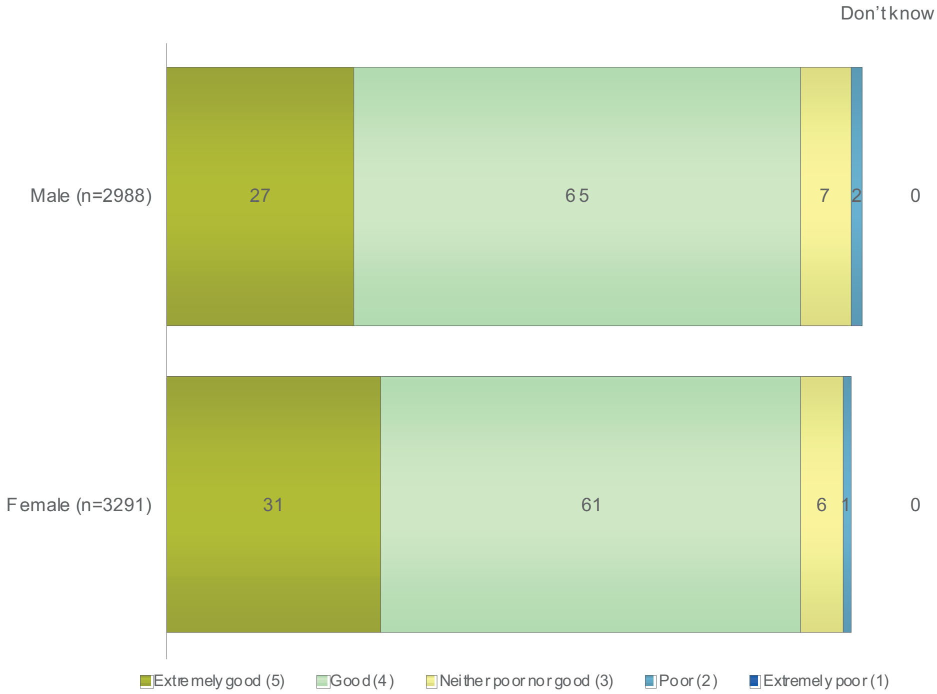
Figure 3.1.3: Perceptions of quality of life – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' ratings of quality of life.

Figure 3.1.4: Perceptions of quality of life – by gender (%)



Base: All Respondents

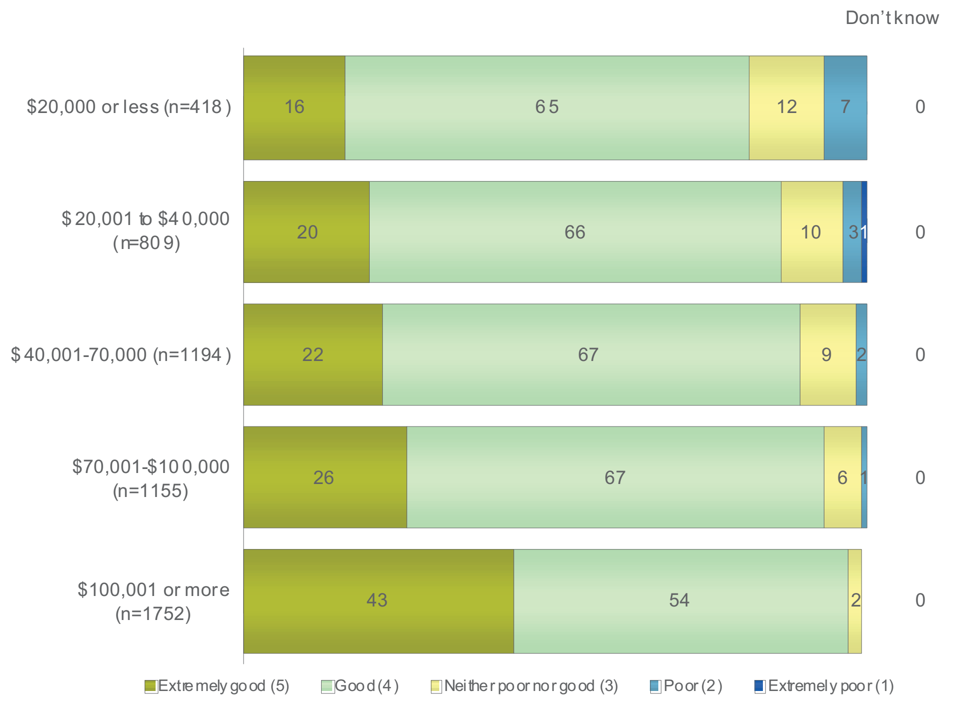
Those more likely to rate their quality of life positively (*extremely good* or *good*) have:

- A household income of $100,001 or more (98% compared to the eight cities average of 92%)

Those *less* likely to rate their overall quality of life positively (*extremely good* or *good*) have:

- A household income of $20,000 or less (81%)
- A household income of $20,001 to $40,000 (86%)
- A household income of $40,001 to $70,000 (89%)

Figure 3.1.5: Perceptions of quality of life – by household income (%)



Base: All Respondents

3.2 Quality of Life compared to twelve months ago

Just under one third (31%) of respondents living in the eight cities say their quality of life has increased compared to twelve months ago.

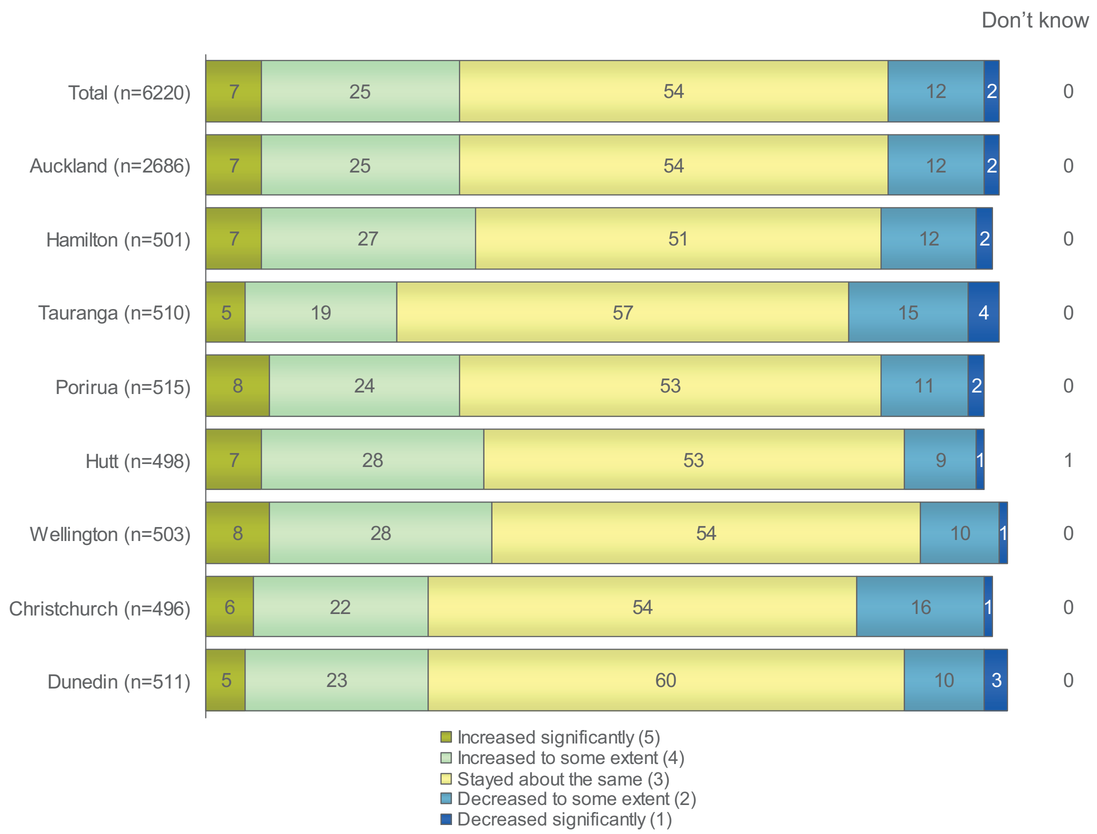
Those more likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago are:

- Living in Wellington (36% compared to the eight cities average of 31%)
- Living in Hutt City (36%)

Those *less* likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago are:

- Living in Tauranga (24%)

Figure 3.2.1 Quality of life compared to twelve months ago – by location (%)



Base: All Respondents

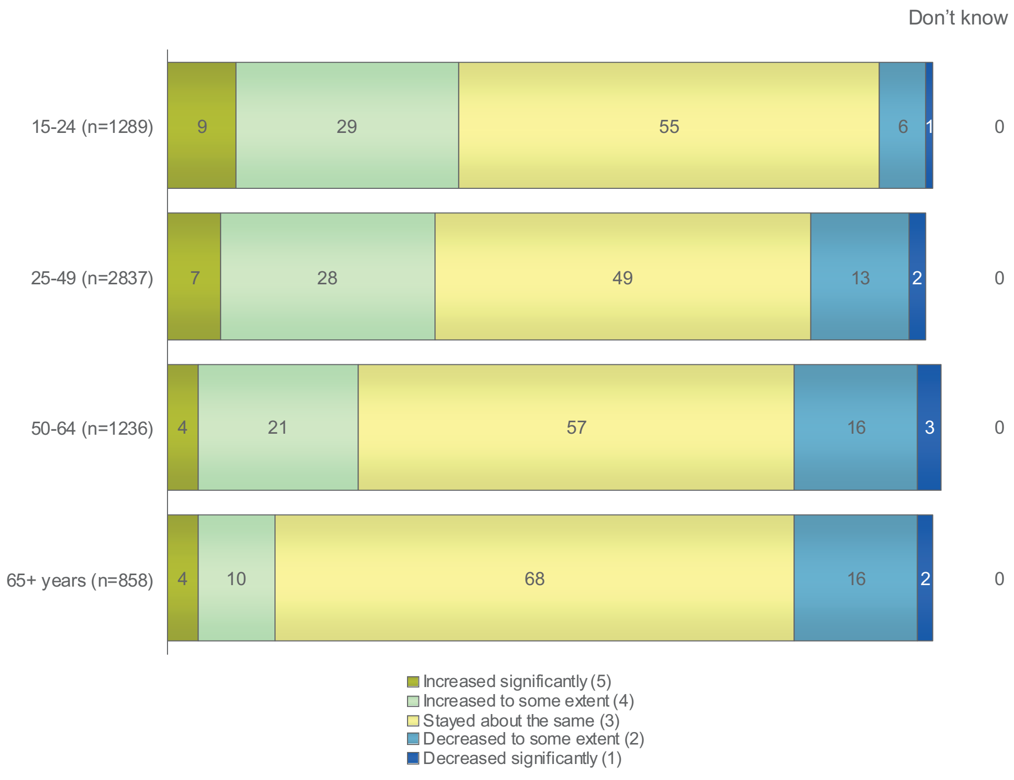
Those more likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago are:

- Aged 15 to 24 years (38% compared to the eight cities average of 31%)
- Aged 25 to 49 years (36%)

Those *less* likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago are:

- Aged 65 years or older (14%)
- Aged 50 to 64 years (24%)

Figure 3.2.2: Quality of life compared to twelve months ago – by age (%)



Base: All Respondents

Those more likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago are:

- Of Pacific ethnicity (50% compared to the eight cities average of 31%)

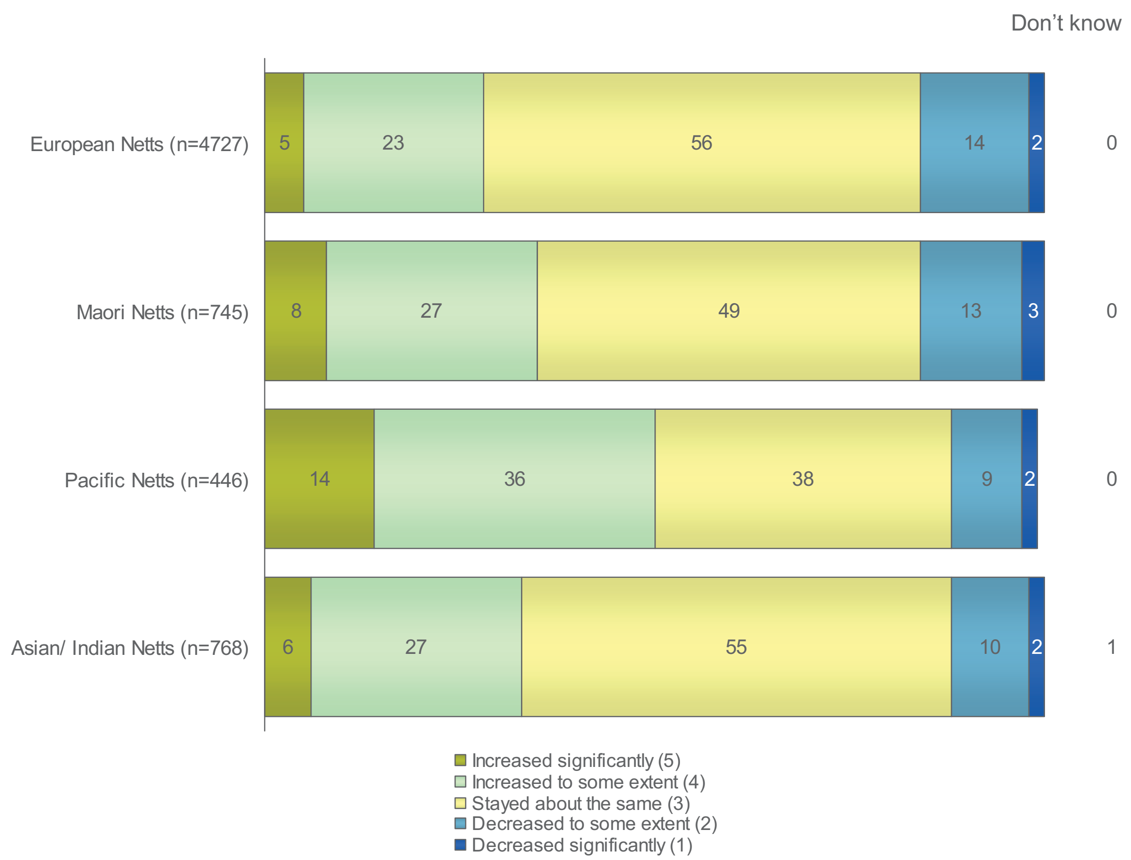
Those *less* likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago are:

- Of European ethnicity (28%)

Those *less* likely to say their quality of life has decreased (*decreased significantly* or *to some extent*) compared to twelve months ago are:

- Of Asian / Indian ethnicity (12% compared to eight cities average of 15%)

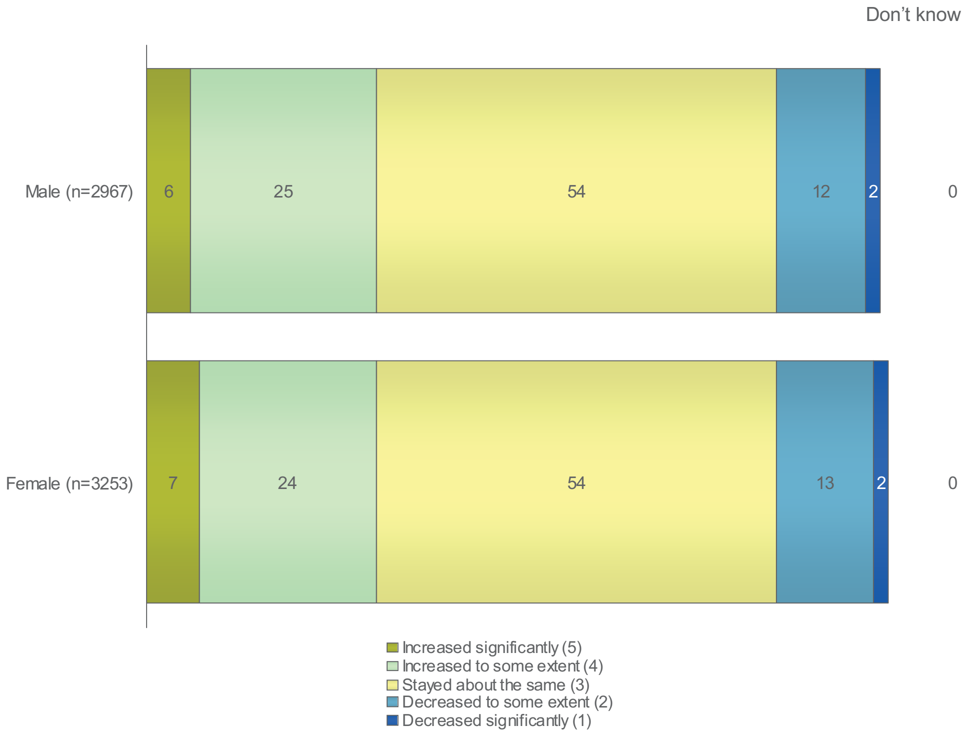
Figure 3.2.3: Quality of life compared to twelve months ago – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' ratings of quality of life compared to twelve months ago.

Figure 3.2.4: Quality of life compared to twelve months ago – by gender (%)



Base: All Respondents

Those more likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago have:

- A household income of $100,001 or more (37% compared to the eight cities average of 31%)

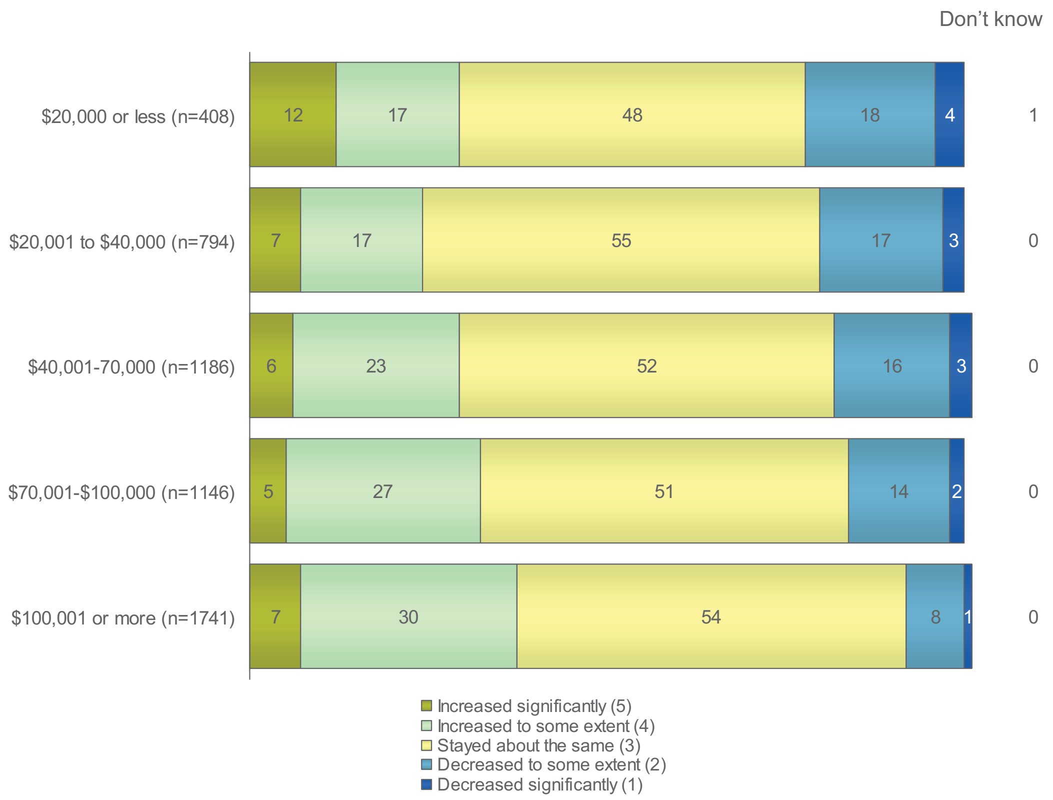
Those *less* likely to say their quality of life has increased (*increased significantly* or *increased to some extent*) compared to twelve months ago have:

- A household income of $20,001 to $40,000 (25%)

Those more likely to say their quality of life has decreased (*decreased significantly* or *decreased to some extent)* compared to twelve months ago have:

- A household income of $20,000 or less (22% compared to the eight cities average of 15%)
- A household income of $40,001 to $70,000 (18%)

Figure 3.2.5: Quality of life compared to twelve months ago – by household income (%)

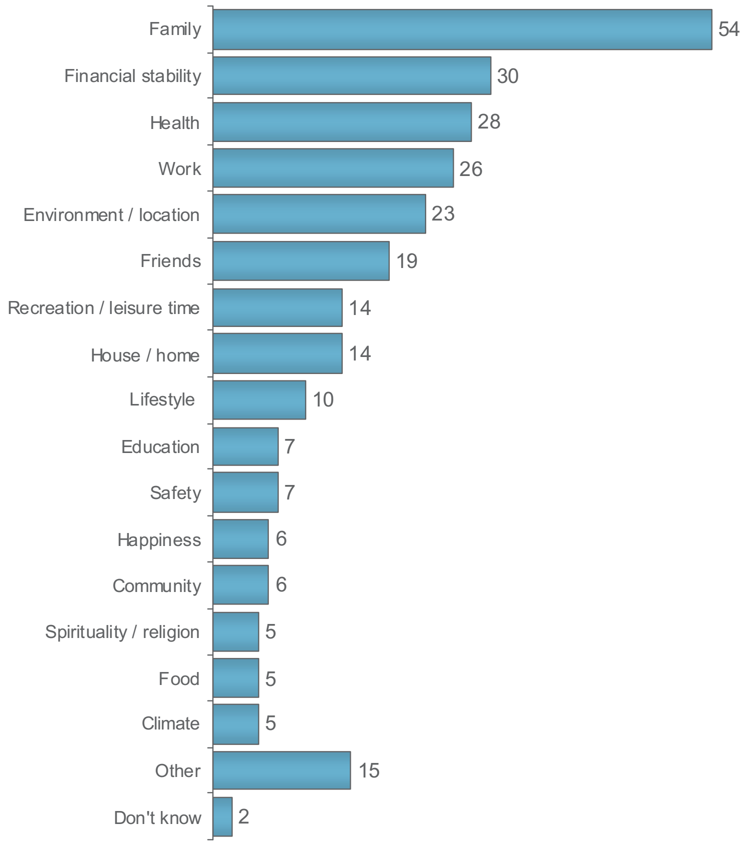


Base: All Respondents

3.3 Components of Quality of Life

Just over half (54%) of eight city residents mentioned *family* as one of the three main components that contribute to their quality of life. The next most frequently mentioned components are *financial stability* (30%), *health* (28%) and *work* (26%).

Figure 3.3.1: Most frequently mentioned components of quality of life – eight cities level (%)



Base: All Respondents

Note:

- Only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *family* are:
- Living in Porirua (59% compared to the eight cities average of 54%)

Those more likely to mention *health* are:
- Living in Tauranga (35% compared to the eight cities average of 28%)

Those more likely to mention *work / employment* are:
- Living in Wellington (31% compared to eight cities average of 26%)

Those more likely to mention their *environment / location* are:
- Living in Tauranga (28% compared to eight cities average of 23%)

Table 3.3.1: Most frequently mentioned components of quality of life – by location (%)

	Total (n=6279)	Auckland (n=2716)	Hamilton (n=503)	Tauranga (n=515)	Porirua (n=516)	Hutt (n=505)	Wellington (n=512)	Christchurch (n=496)	Dunedin (n=516)
Family	54	54	57	52	**59**	59	56	53	52
Financial stability	30	31	32	29	27	31	31	29	27
Health	28	27	26	**35**	29	28	25	29	26
Work	26	27	29	24	30	28	**31**	21	26
Environment / location	23	23	18	**28**	17	19	23	27	23
Friends	19	17	20	19	16	18	22	21	**26**
Recreation / leisure time	14	13	15	14	12	14	15	14	15
House / home	14	13	12	16	15	12	15	16	16
Lifestyle	10	10	8	11	6	8	10	9	9
Education	7	**9**	7	3	5	6	7	4	8
Safety	7	7	7	5	5	8	6	6	4
Community	6	6	6	4	**11**	8	5	7	6
Happiness	6	6	7	6	6	7	4	8	6
Spirituality / religion	5	5	5	4	6	6	3	4	2
Climate	5	4	3	**13**	3	2	5	5	2
Food	5	5	5	3	5	5	6	4	5
Other	15	14	15	10	14	14	18	16	15
Don't know	2	3	2	2	5	3	1	2	4

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *family* are:
- Aged 15 to 24 years (59% compared to the eight cities average of 54%)

Those more likely to mention *financial stability* are:
- Aged 25 to 49 years (34% compared to the eight cities average of 30%)

Those more likely to mention *health* are:
- Aged over 65 years or older (40% compared to the eight cities average of 28%) and aged 50 to 64 years (38%)

Those more likely to mention *work* are:
- Aged 25 to 49 years (32% compared to the eight cities average of 26%)

Those more likely to mention *environment / location* are:
- Aged 25 to 49 years (26% compared to the eight cities average of 23%)

Table 3.3.2: Most frequently mentioned components of quality of life – by age (%)

	15-24 (n=1291)	25-49 (n=2853)	50-64 (n=1254)	65+ years (n=881)
Family	**59**	55	53	47
Financial stability	19	**34**	33	28
Health	13	26	**38**	**40**
Work	21	**32**	27	12
Environment / location	17	**26**	23	21
Friends	**39**	14	12	17
Recreation / leisure time	14	13	13	15
House / home	12	13	12	**20**
Lifestyle	9	10	10	10
Education	**18**	6	3	1
Safety	5	7	**9**	6
Community	7	6	7	7
Happiness	4	6	7	**9**
Spirituality / religion	5	5	4	6
Climate	2	5	5	**7**
Food	**7**	4	3	5
Other	17	14	15	18
Don't know	4	2	2	1

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *family* are:
- Of Māori (66% compared to the eight cities average of 54%) and Pacific (62%) ethnicities

Those more likely to mention *financial stability* are:
- Of European ethnicity (32% compared to the eight cities average of 30%)

Those more likely to mention *health* are:
- Of European ethnicity (31% compared to the eight cities average of 28%)

Those more likely to mention *work / employment* are:
- Of Asian / Indian (32% compared to the eight cities average of 26%) and Māori (30%) ethnicities

Those more likely to mention *environment / location* are:
- Of Asian / Indian ethnicity (30% compared to eight cities average of 23%)

Table 3.3.3: Most frequently mentioned components of quality of life – by ethnicity (%)

	European Netts (n=4780)	Māori Netts (n=755)	Pacific Netts (n=447)	Asian / Indian Netts (n=771)
Family	55	**66**	**62**	42
Financial stability	**32**	30	22	25
Health	**31**	26	22	18
Work	24	**30**	30	**32**
Environment / location	24	12	9	**30**
Friends	20	19	17	15
Recreation / leisure time	15	16	11	10
House / home	15	14	11	11
Lifestyle	10	8	8	**13**
Education	5	7	**11**	**14**
Safety	7	4	3	**10**
Community	6	4	**11**	**9**
Happiness	7	5	6	4
Spirituality / religion	4	**7**	**17**	3
Climate	5	3	1	4
Food	4	6	6	6
Other	13	13	10	26
Don't know	2	1	6	4

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *family* are:
- Females (60% compared to the eight cities average of 54%)

Those more likely to mention *health* are:
- Females (32% compared to the eight cities average of 28%)

Table 3.3.4: Most frequently mentioned components of quality of life – by gender (%)

	Male (n=2988)	Female (n=3291)
Family	49	**60**
Financial stability	31	29
Health	23	**32**
Work	28	25
Environment / location	25	21
Friends	16	**22**
Recreation / leisure time	**16**	11
House / home	12	**15**
Lifestyle	11	9
Education	6	8
Safety	**8**	5
Community	6	7
Happiness	6	6
Spirituality / religion	4	5
Climate	**6**	4
Food	5	4
Other	19	14
Don't know	3	2

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *family* have:

- A household income of $70,001 to $100,000 (59% compared to the eight cities average of 54%)

Those more likely to mention *financial stabilty* have:

- A household income of $100,001 or more (34% compared to the eight cities average of 30%)

Those more likely to mention *health* have:

- A household income of $20,000 or less (34%) and $20,001 to $40,000 (33% compared to the eight cities average of 28%)

Those more likely to mention *work* have:

- A household income of $40,001 to $70,000 (31%) and $70,001 to $100,000 (30% compared to the eight cities average of 26%)

Table 3.3.5: Most frequently mentioned components of quality of life – by household income (%)

	$20,000 or less (n=418)	$20,001 - $40,000 (n=809)	$40,001-70,000 (n=1194)	$70,001-$100,000 (n=1155)	$100,001 or more (n=1752)
Family	42	49	54	**59**	56
Financial stability	24	28	31	32	**34**
Health	**34**	**33**	26	28	27
Work	15	20	**31**	**30**	28
Environment / location	15	21	23	25	**28**
Friends	19	19	17	20	15
Recreation / leisure time	15	12	13	14	14
House / home	14	**17**	14	13	13
Lifestyle	9	9	10	8	11
Education	8	6	6	7	8
Safety	4	5	7	7	**9**
Community	7	8	7	7	5
Happiness	9	7	5	6	6
Spirituality / religion	7	5	6	4	3
Climate	3	5	4	5	5
Food	4	6	5	5	4
Other	16	16	15	16	16
Don't know	7	3	2	1	1

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

4.0 Health and Wellbeing

This section looks at health and wellbeing, covering aspects such as usage of General Practitioners, the amount of exercise and physical activity that people undertake and emotional wellbeing.

4.1 Overall Health

The majority of residents of the eight cities (89%) rate their health positively, responding with a rating of either *excellent* (22%), *very good* (41%) or *good* (26%).

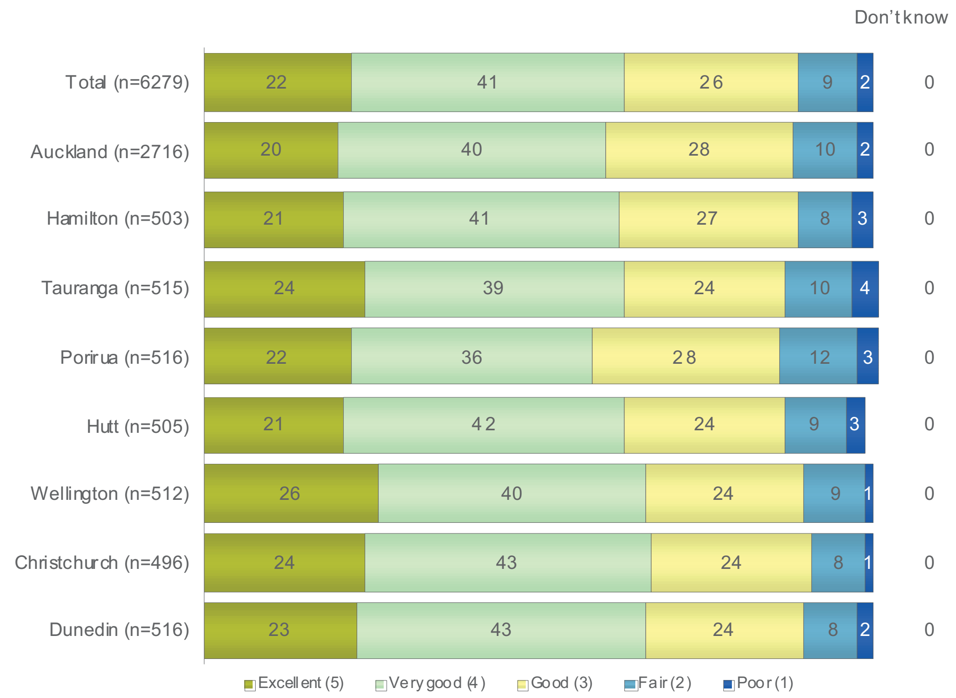
Those more likely to rate their health positively (*excellent* or *very good*) are:

- Living in Christchurch (67% compared to the eight cities average of 62%)

Those *less* likely to rate their health positively (*excellent* or *very good*) are:

- Living in Porirua (58%)

Figure 4.1.1: Overall health – by location (%)

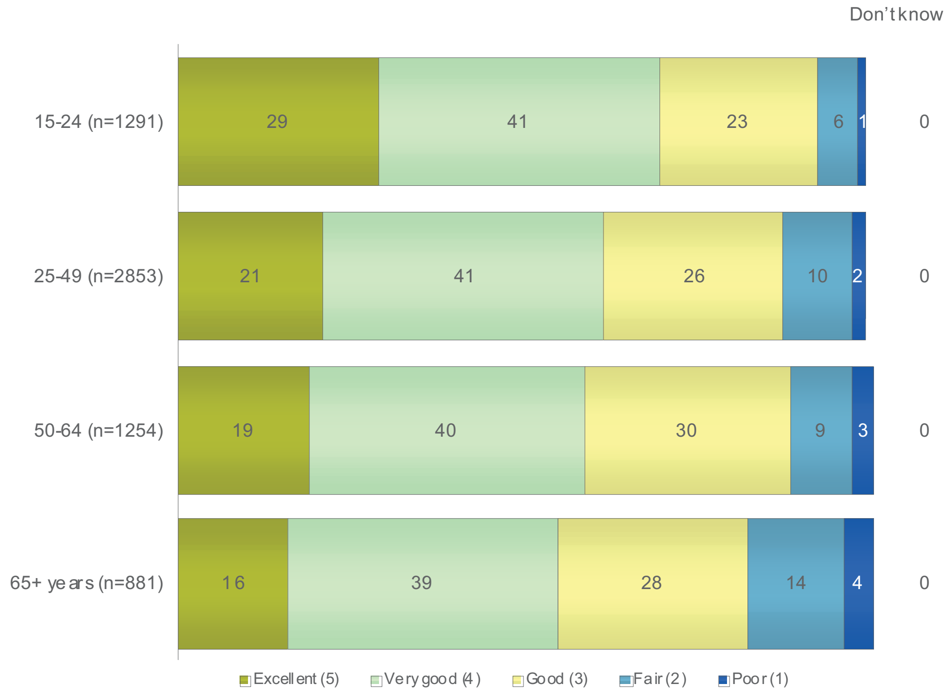


Base: All Respondents

Those more likely to rate their overall health positively (*excellent* or *very good*) are:
- Aged 15 to 24 years (70% compared to the eight cities average of 62%)

Those *less* likely to rate their overall health positively (*excellent* or *very good*) are:
- Aged 65 year or older (54%)
- Aged 50 to 64 years (59%)

Figure 4.1.2: Overall health – by age (%)



Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

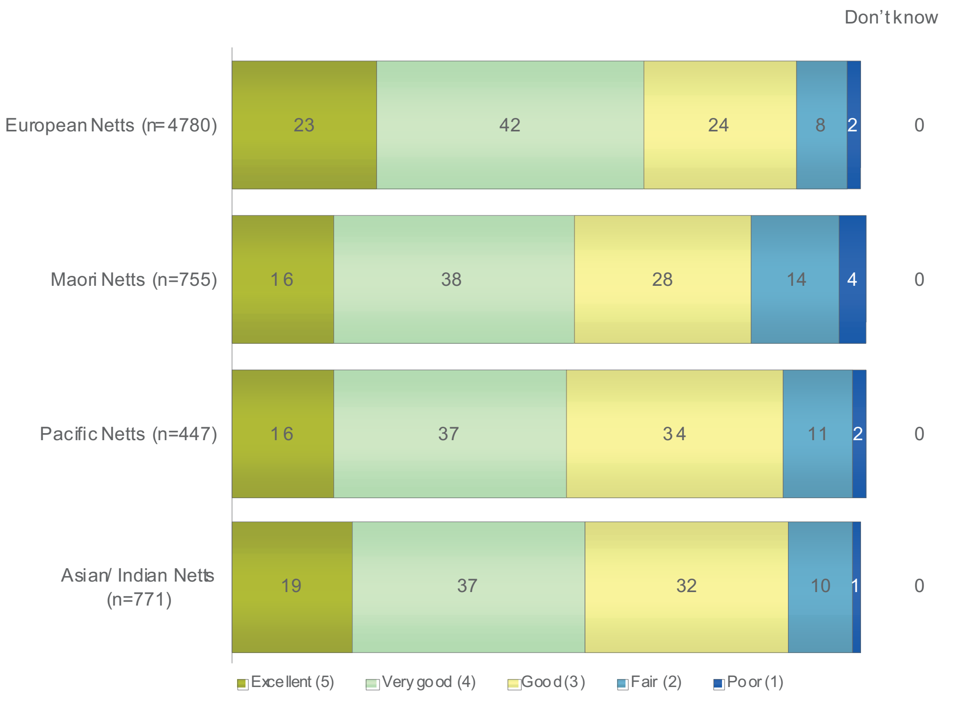
Those more likely to rate their overall health positively (*excellent* or *very good)* are:

- Of European ethnicity (65% compared to the eight cities average of 62%)

Those *less* likely to rate their overall health positively (*excellent* or *very good)* are:

- Of Pacific ethnicity (53%)
- Of Māori ethnicity (54%)
- Of Asian / Indian ethnicity (56%)

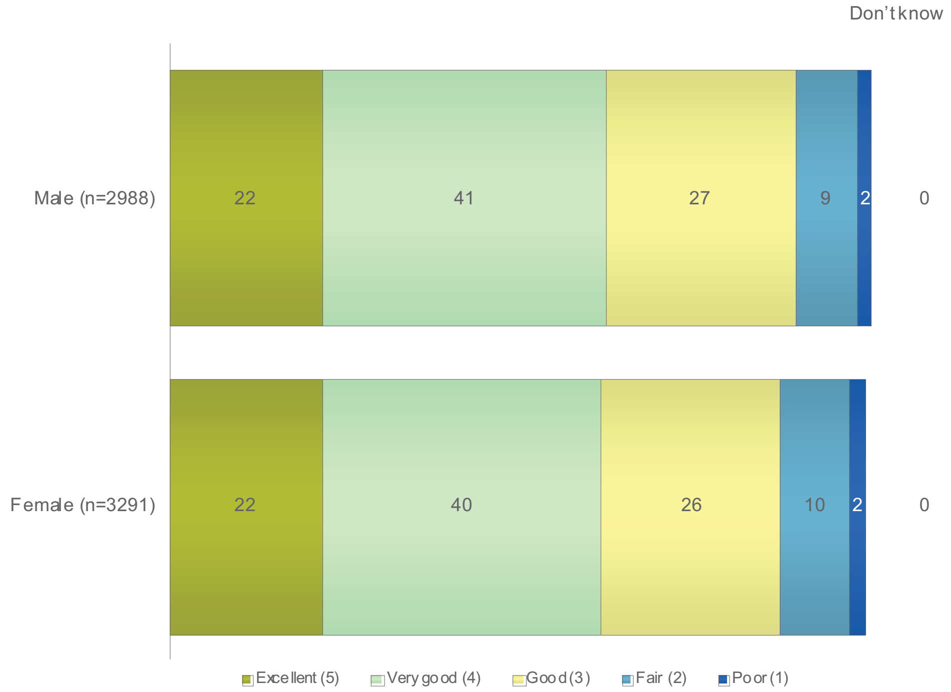
Figure 4.1.3: Overall health – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' rating of overall health.

Figure 4.1.4: Overall health – by gender (%)



Base: All Respondents

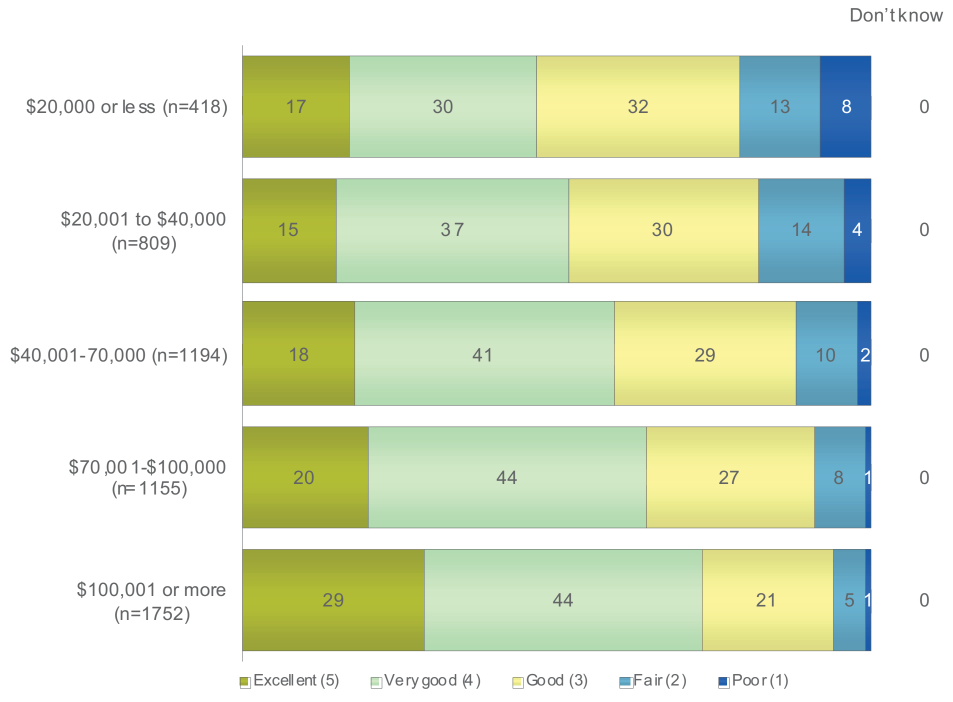
Those more likely to rate their overall health as positive (*excellent* or *very good*) have:

- A household income of $100,001 or more (73% compared to the eight cities average of 62%)

Those *less* likely to rate their overall health positively (*excellent* or *very good*) have:

- A household income of $20,000 or less (47%)
- A household income of $20,001 to $40,000 (52%)

Figure 4.1.5: Overall health – by household income (%)



Base: All Respondents

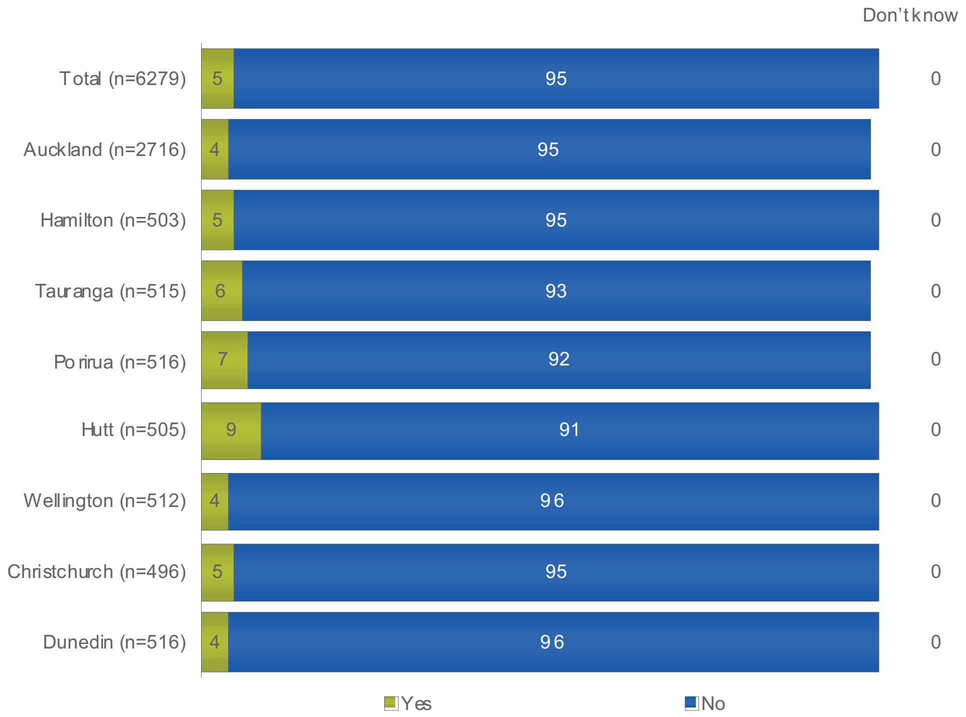
4.2 Usage of General Practitioners

Just 5% of the eight cities residents had an occasion in the last twelve months when they needed to see a GP or doctor about their own health, but didn't get to see a doctor at all.

Those more likely to have wanted to see a GP, but did not get to are living in:

- Hutt City (9% compared to the eight cities average of 5%)
- Porirua (7%)

Figure 4.2.1: Wanted to see a GP in the last twelve months but didn't get to – by location (%)

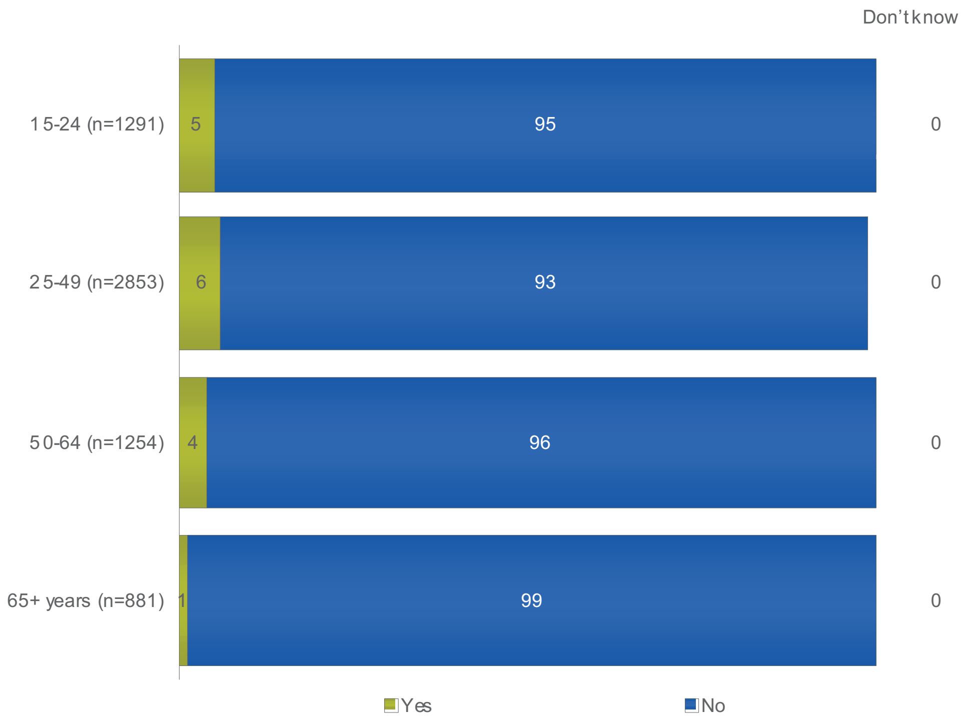


Base: All Respondents

Those more likely to have wanted to see a GP, but did not get to are:
- Aged 25 to 49 years (6% compared to the eight cities average of 5%)

Those *less* likely to have wanted to see a GP, but did not get to are:
- Aged 65 years or older (1%)

Figure 4.2.2: Wanted to see a GP in the last twelve months but didn't get to – by age (%)

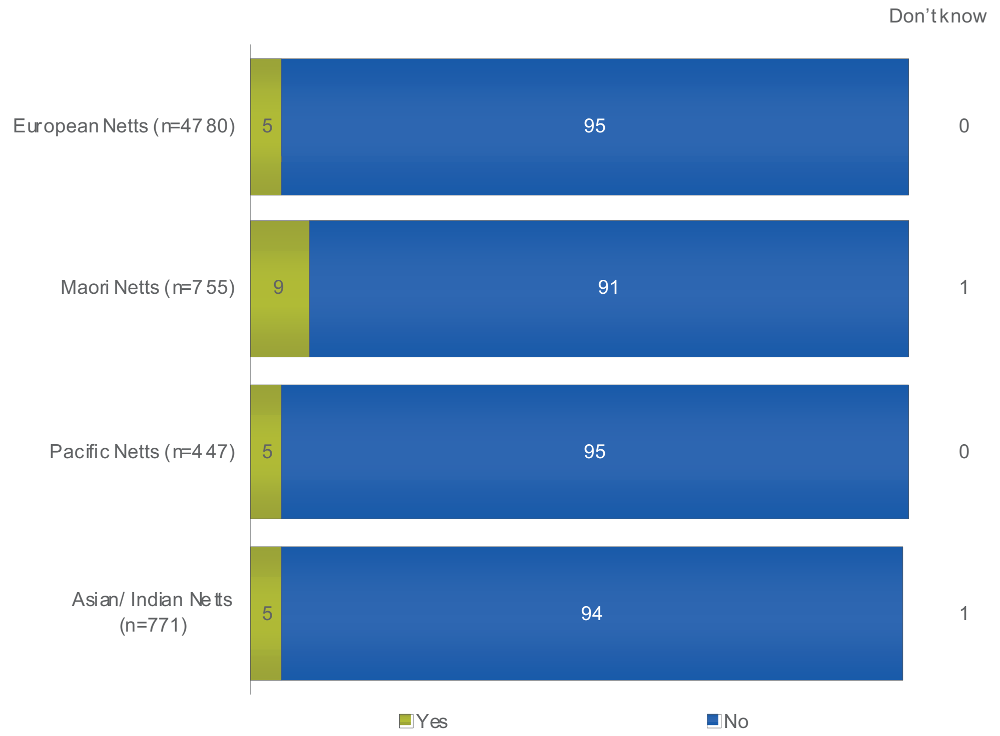


Base: All Respondents

Those more likely to have wanted to see a GP, but did not get to are:

- Of Māori ethnicity (9% compared to the eight cities average of 5%)

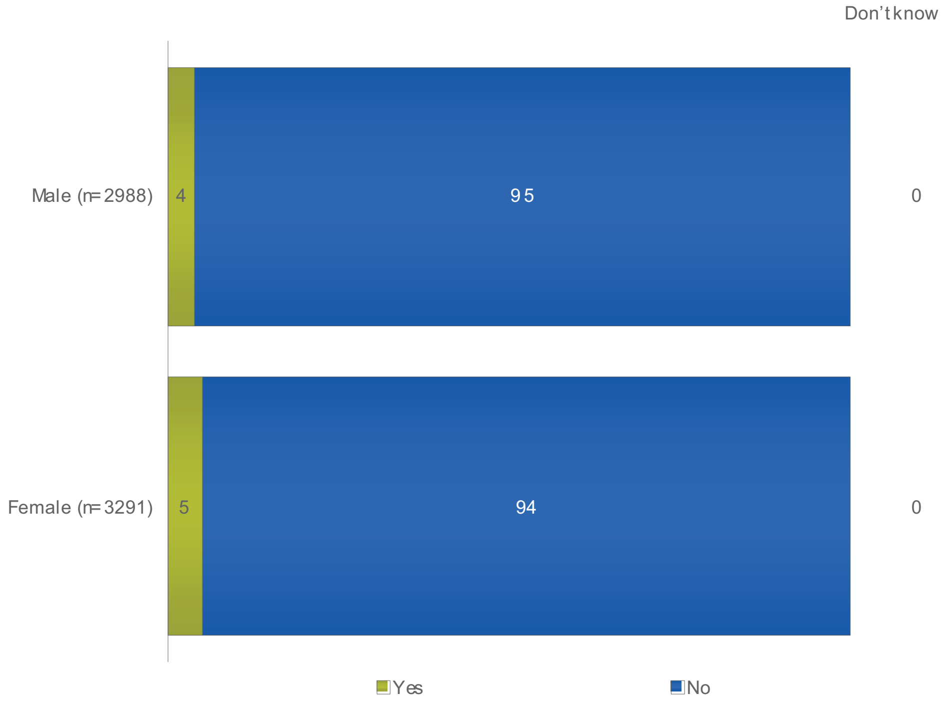
Figure 4.2.3: Wanted to see a GP in the last twelve months but didn't get to – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' wanting to see a GP in the past twelve months but not getting to.

Figure 4.2.4: Wanted to see a GP in the last twelve months but didn't get to – by gender (%)

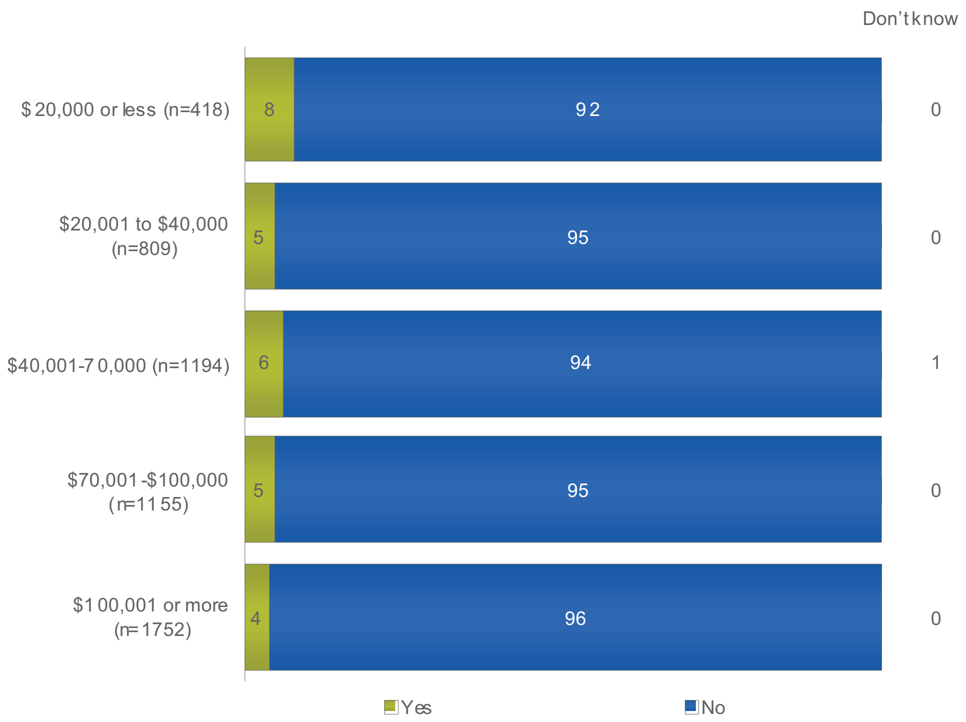


Base: All Respondents

Those more likely to have wanted to see a GP, but did not get to have:

- A household income of $20,000 or less (8% compared to the eight cities average of 5%)

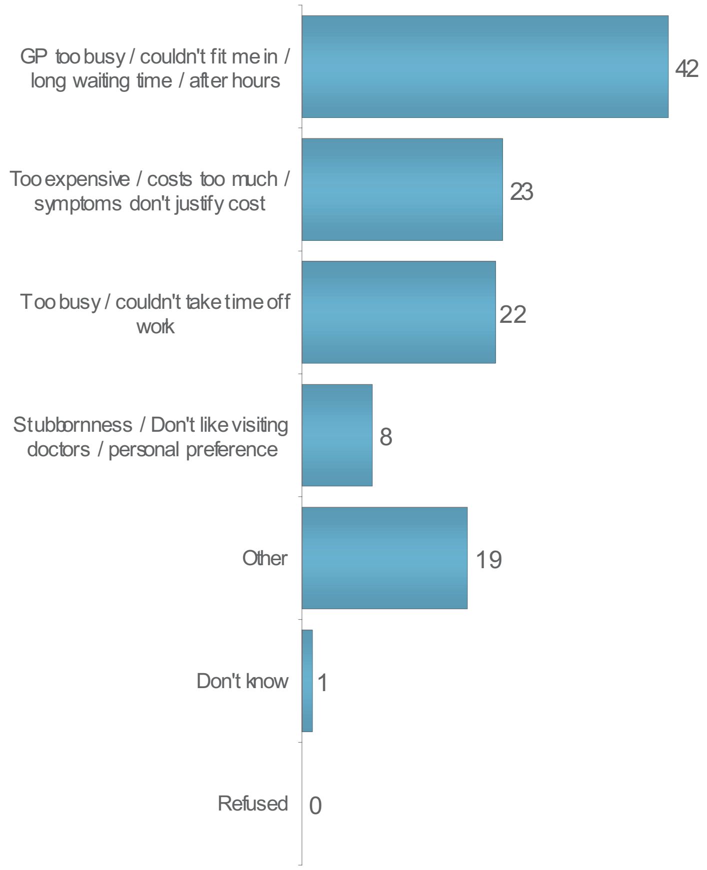
Figure 4.2.5: Wanted to see a GP in the last twelve months but didn't get to – by household income (%)



Base: All Respondents

For those who wanted to see GP or doctor in the past twelve months, but didn't get to the most commonly mentioned reason for more than two fifths (42%) was because the *GP was too busy.* Around a quarter of respondents said it was because it was *too expensive* (23%) or *they were too busy* (22%).

Figure 4.2.6: Reasons for wanting to see a general practitioner or doctor but not getting to – eight cities level (%)



Base: Those who wanted to see a GP but didn't

Notes:

- Only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *GP was too busy* are living in:

- Hutt City (59% compared to the eight cities average of 42%)
- Porirua (59%)

Those more likely to mention *too expensive* are living in:

- Tauranga (38% compared to the eight cities average of 23%)

Those *less* likely to mention *too expensive* are living in:

- Porirua (6%)

Table 4.2.1: Reasons for wanting to see a general practitioner or doctor but not getting to – by location (%)

	Total (n=326)	Auckland (n=120)	Hamilton (n=26)	Tauranga (n=34)	Porirua (n=37)	Hutt (n=41)	Wellington (n=21)	Christchurch (n=25)	Dunedin (n=22)
GP too busy / long waiting	42	37	56	35	**59**	**59**	47	48	16
Too expensive	23	21	10	**38**	6	15	24	28	37
Too busy / couldn't take time off work	22	25	37	11	28	16	20	13	17
Stubbornness / don't like visiting doctors	8	10	4	3	8	2	5	4	10
Other	19	18	3	21	20	17	20	24	28
Don't know	1	2	0	3	3	2	0	0	0
Refused	0	0	0	0	0	0	0	0	0

Base: Those who wanted to see a GP but didn't

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by age for the top three reasons given for not getting to see a GP.

Table 4.2.2: Reasons for wanting to see a general practitioner or doctor but not getting to – by age (%)

	15-24 (n=66)	25-49 (n=194)	50-64 (n=52)	65+ years (n=14)
GP too busy / long waiting	31	43	45	49
Too expensive	23	22	25	16
Too busy / couldn't take time off work	21	22	21	13
Stubbornness / don't like visiting doctors	11	6	9	13
Other	19	17	21	12
Don't know	4	0	0	6
Refused	0	0	0	0

Base: Those who wanted to see a GP but didn't

There are no significant differences by ethnicity for the top three reasons given for not getting to see a GP.

Table 4.2.3: Reasons for wanting to see a general practitioner or doctor but not getting to – by ethnicity (%)

	European Netts (n=231)	Māori Netts (n=65)	Pacific Netts (n=33)	Asian / Indian Netts (n=39)
GP too busy / long waiting	41	39	26	56
Too expensive	26	25	15	13
Too busy / couldn't take time off work	18	27	33	24
Stubbornness / don't like visiting doctors	9	10	16	0
Other	17	14	21	11
Don't know	1	0	1	2
Refused	0	0	0	0

Base: Those who wanted to see a GP but didn't

There are no significant differences by gender for the top three reasons given for not getting to see a GP.

Table 4.2.4: Reasons for wanting to see a general practitioner or doctor but not getting to – by gender (%)

	Male (n=131)	Female (n=195)
GP too busy / long waiting	42	41
Too expensive	19	25
Too busy / couldn't take time off work	21	22
Stubbornness / don't like visiting doctors	10	6
Other	19	17
Don't know	0	2
Refused	0	0

Base: Those who wanted to see a GP but didn't

Those more likely to not get to visit a GP due to it being *too expensive* have:

- A household income of $20,001 to $40,000 (46% compared to the eight cities average of 23%)

Those *less* likely to not get to visit a GP due to it being *too expensive* have:

- A household income of $100,001 or more (10%)

Table 4.2.5: Reasons for wanting to see a general practitioner or doctor but not getting to– by household income (%)

	$20,000 or less (n=40)	$20,001 - $40,000 (n=39)	$40,001-70,000 (n=68)	$70,001-$100,000 (n=62)	$100,001 or more (n=72)
GP too busy / long waiting	34	37	48	31	55
Too expensive	39	**46**	22	21	10
Too busy / couldn't take time off work	16	11	24	22	28
Stubbornness / don't like visiting doctors	4	8	7	7	7
Other	14	18	20	23	13
Don't know	0	0	2	3	1
Refused	0	0	0	0	0

Base: Those who wanted to see a GP but didn't

Note: All those in bold are significantly higher than the 8 cities average

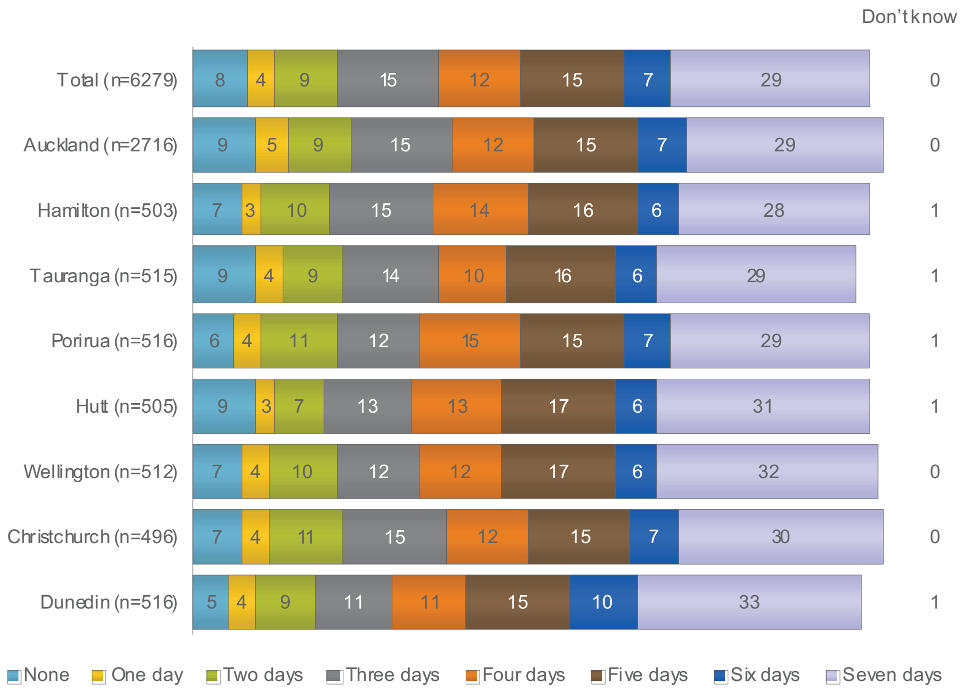
4.3 Frequency of Doing Physical Activity

Just over half (52%) of eight cities residents say they undertake physical activity five or more days a week.

Those more likely to have undertaken physical activity on five or more days of the week are:

- Living in Dunedin (58% compared to the eight cities average of 52%)

Figure 4.3.1: Frequency of doing physical activity – by location (%)



Base: All Respondents

There are no significant differences by age for respondents' frequency of undertaking physical activity (five or more days).

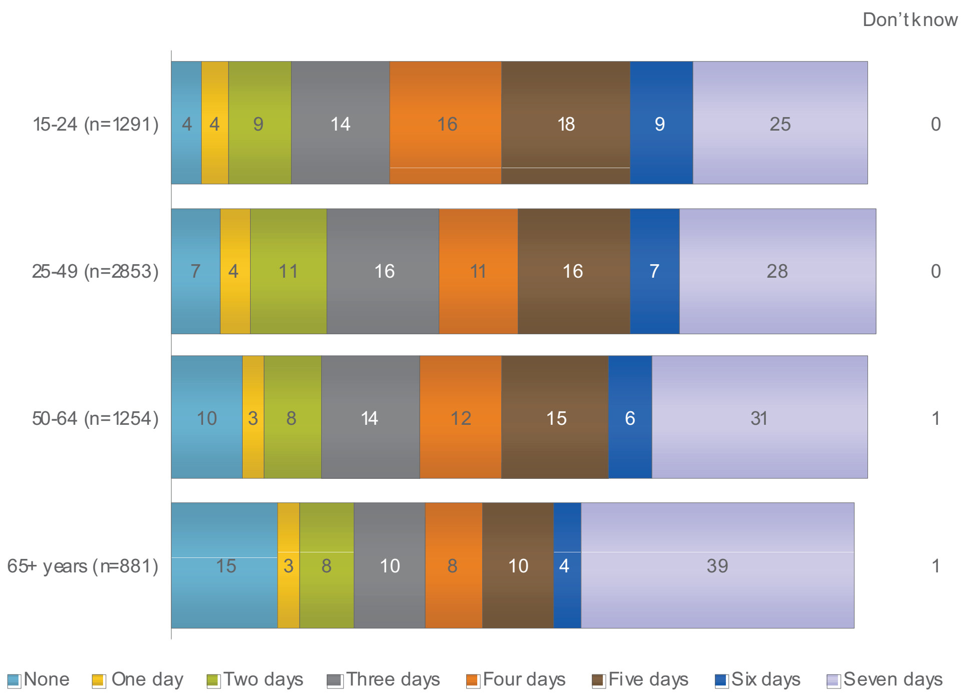
Those more likely to have undertaken no physical activity are:

- Aged 65 years or over (15% compared to the eight cities average of 8%)
- Aged 50 to 64 years (10%)

Those *less* likely to have undertaken no physical activity are:

- Aged 15 to 24 years (4%)
- Aged 25 to 49 years (7%)

Figure 4.3.2: Frequency of doing physical activity – by age (%)



Base: All Respondents

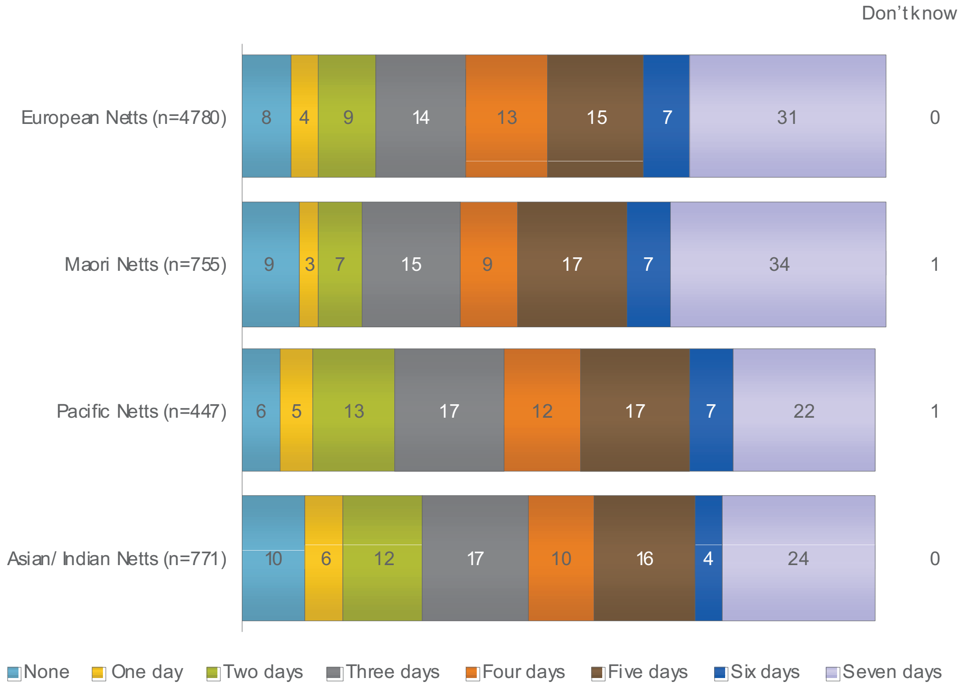
Those more likely to have undertaken physical activity on five or more days of the week are:

- Of Māori ethnicity (57% to the eight cities average of 52%)

Those *less* likely to have undertaken physical activity on five or more days of the week are:

- Of Asian / Indian ethnicity (44% compared)

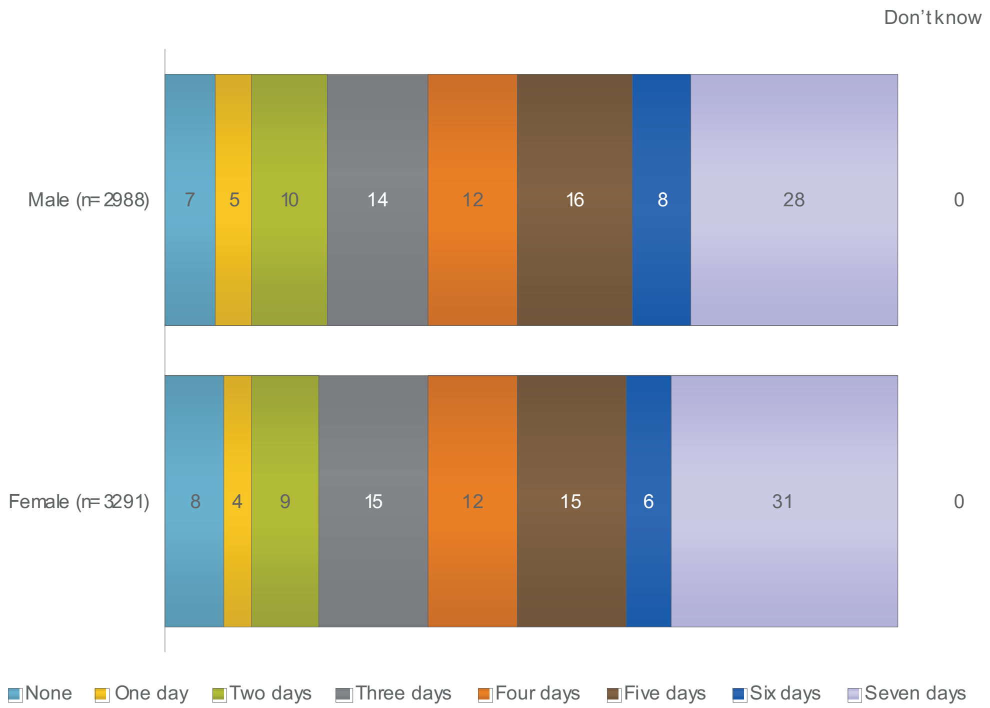
Figure 4.3.3: Frequency of doing physical activity – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' frequency of undertaking physical activity (five or more days or none).

Figure 4.3.4: Frequency of doing physical activity – by gender (%)



Base: All Respondents

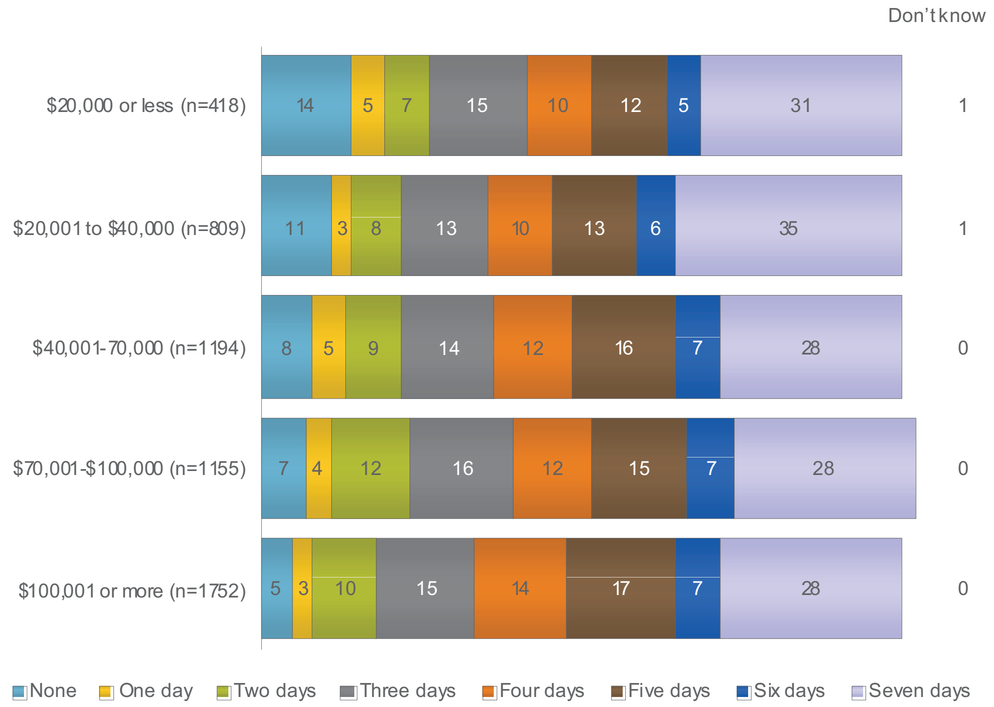
Those more likely to have undertaken no physical activity have:

- A household income of $20,000 or less (14% compared to the eight cities average of 8%)
- A household income of $20,001 to $40,000 (11%)

Those *less* likely to have undertaken no physical activity have:

- A household income of $100,001 or more (5%)

Figure 4.3.5: Frequency of doing physical activity – by household income (%)



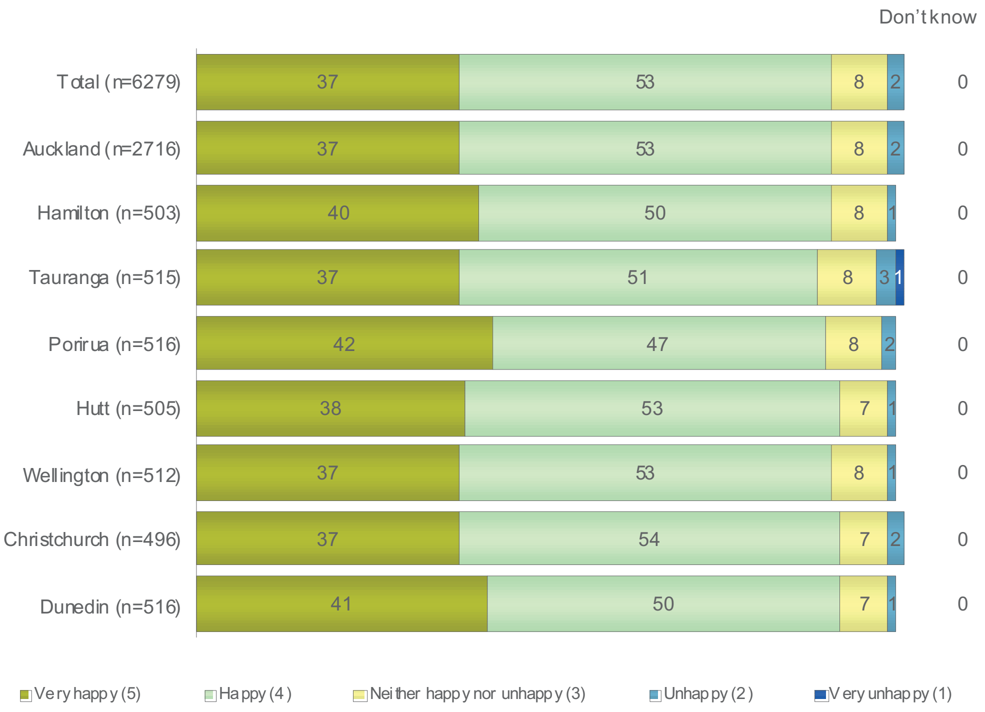
Base: All Respondents

4.4 Emotional Wellbeing

The majority (90%) of the eight city residents rate themselves as having a positive emotional wellbeing, with a rating of *very happy* (37%) or *happy* (53%).

There are no significant differences by location for respondents' rating of emotional wellbeing (*very happy* or *happy*).

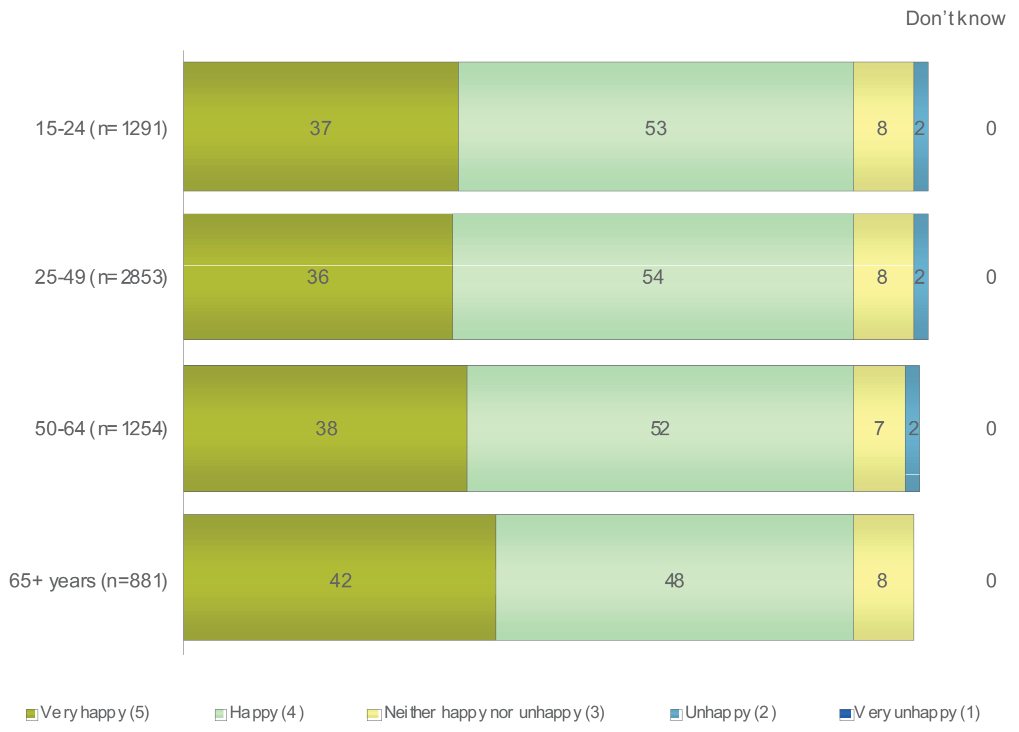
Figure 4.4.1: Emotional wellbeing – by location (%)



Base: All Respondents

There are no significant differences by gender for respondents' rating of emotional wellbeing (*very happy* or *happy*).

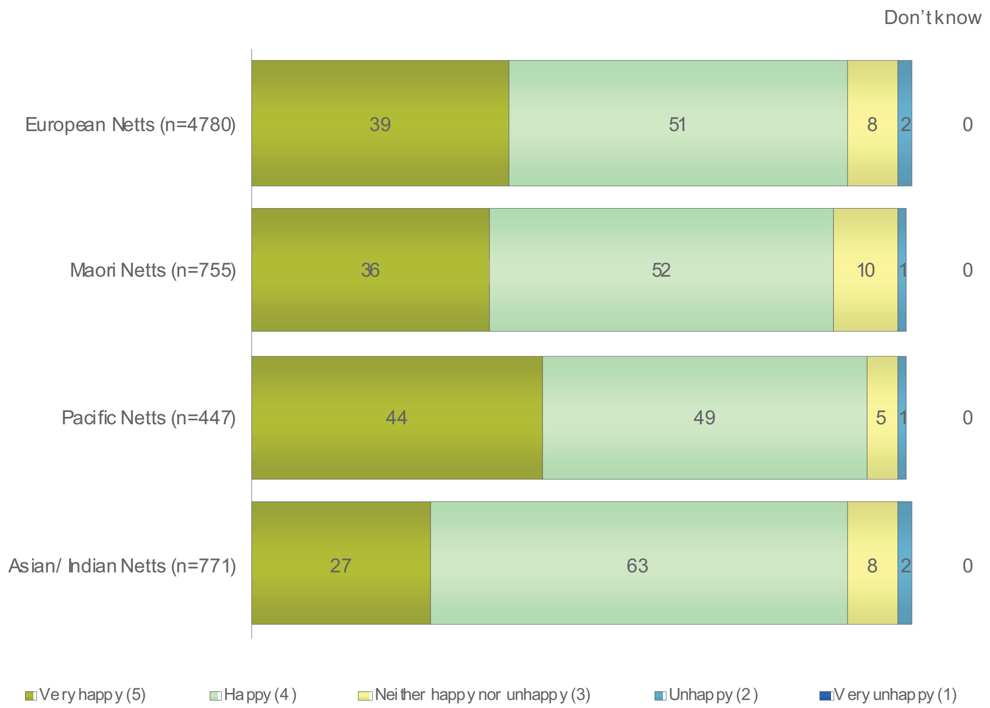
Figure 4.4.2: Emotional wellbeing – by age (%)



Base: All Respondents

There are no significant differences by ethnicity for respondents' rating of emotional wellbeing (*very happy* or *happy*).

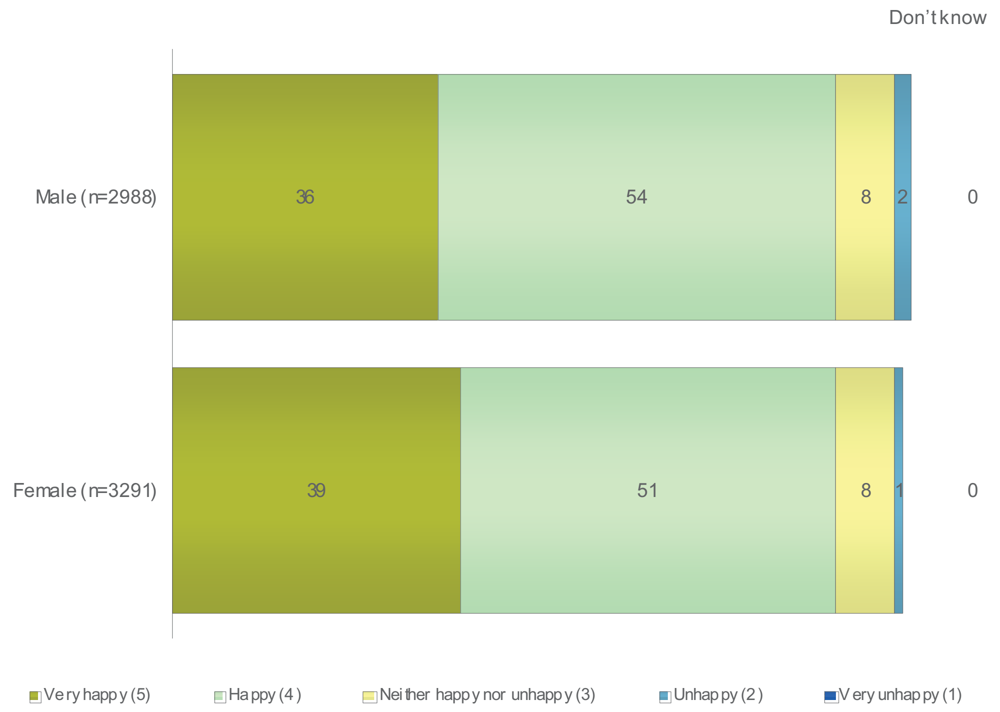
Figure 4.4.3: Emotional wellbeing – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' rating of emotional wellbeing (*very happy* or *happy*).

Figure 4.4.4: Emotional wellbeing – by gender (%)



Base: All Respondents

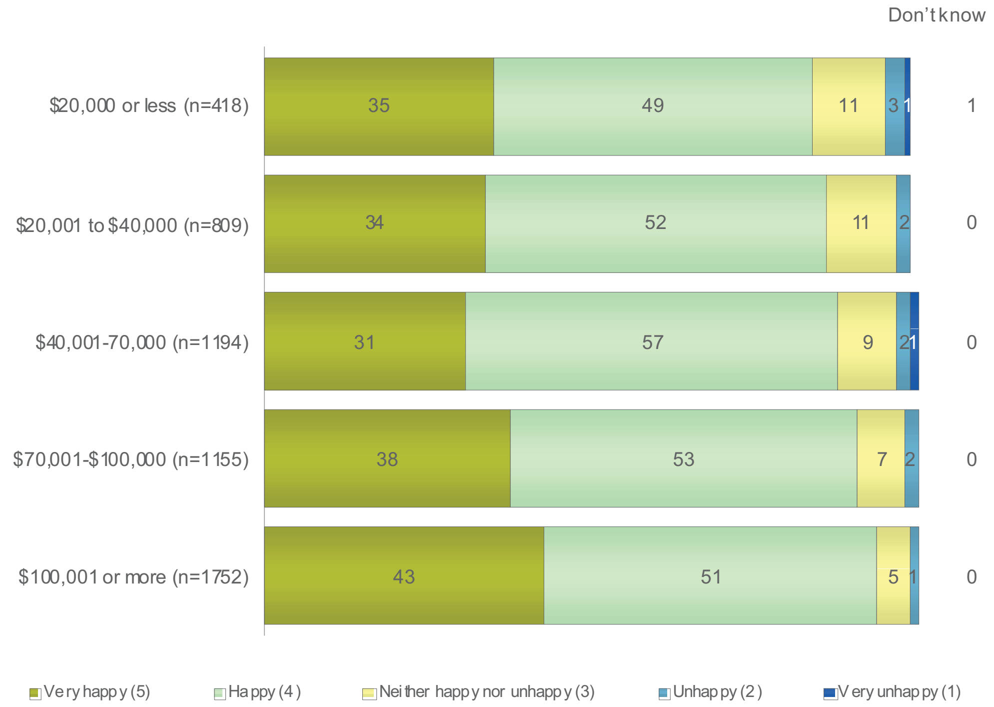
Those more likely to rate their emotional wellbeing positively (*very happy* or *happy*) have:

- A household income of $100,001 or more (94% compared to the eight cities average of 90%)

Those *less* likely to rate their emotional wellbeing positively (*very happy* or *happy*) have:

- A household income of $20,000 or less (85% compared to the eight cities average of 90%) and a household income of $20,001 to $40,000 (86%)

Figure 4.4.5: Emotional wellbeing – by household income (%)



Base: All Respondents

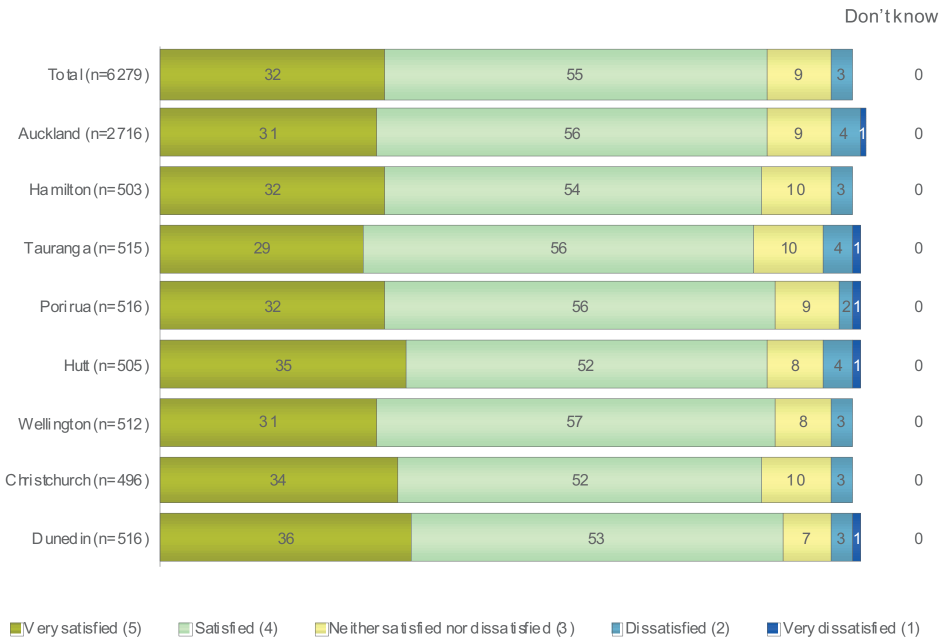
Quality of Life | Health and Wellbeing | Crime and Safety | Community, Culture & Social Networks | Council Processes | Built and Natural Environment | Public Transport | Lifestyle

4.5 Satisfaction with Life in General

The majority of the eight city residents are satisfied with their life in general (87%), responding with a rating of either *very satisfied* (32%) or *satisfied* (55%).

There are no significant differences by location for respondents' rating of satisfaction with life in general (*very satisfied* or *satisfied*).

Figure 4.5.1: Satisfaction with life in general – by location (%)

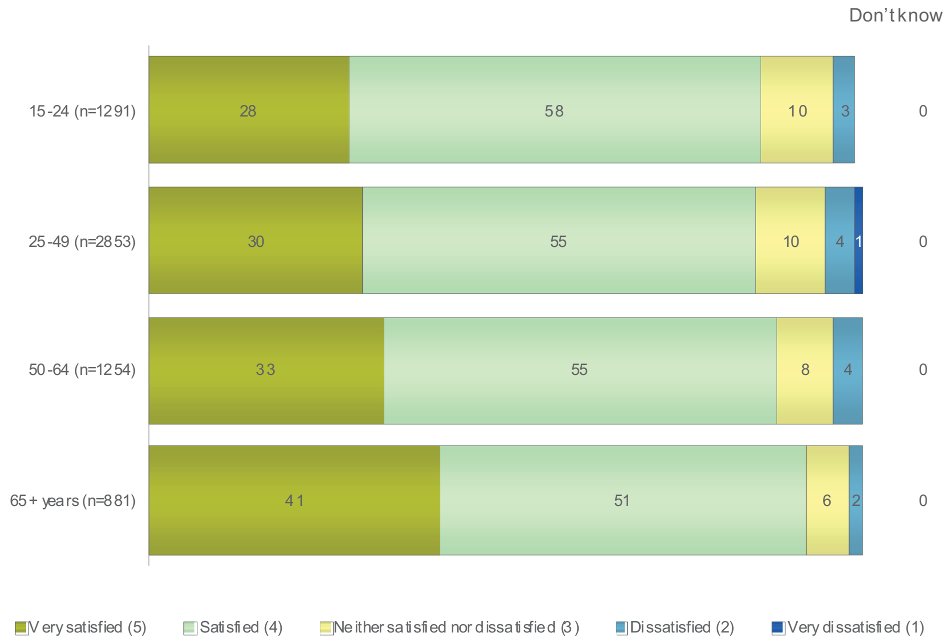


Base: All Respondents

Those more likely to be satisfied with their life in general (*very satisfied* or *satisfied*) are:

- Aged 65 years or older (92% compared to the eight cities average of 87%)

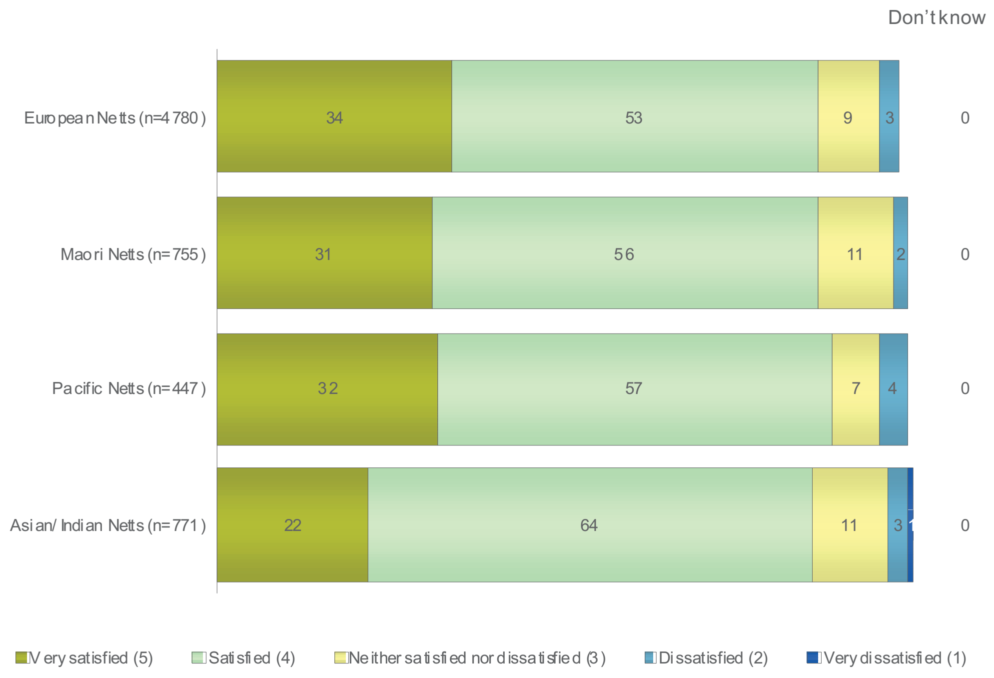
Figure 4.5.2: Satisfaction with life in general – by age (%)



Base: All Respondents

There are no significant differences by ethnicity for respondents' rating of satisfaction with life in general (*very satisfied* or *satisfied*).

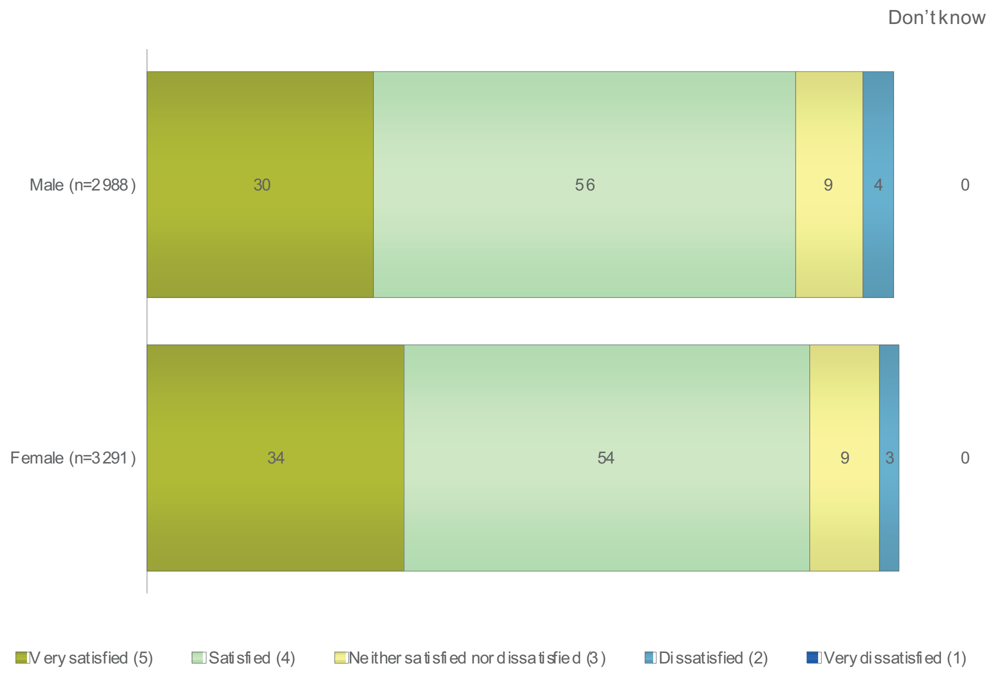
Figure 4.5.3: Satisfaction with life in general – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' rating of satisfaction with life in general (*very satisfied* or *satisfied*).

Figure 4.5.4: Satisfaction with life in general – by gender (%)



Base: All Respondents

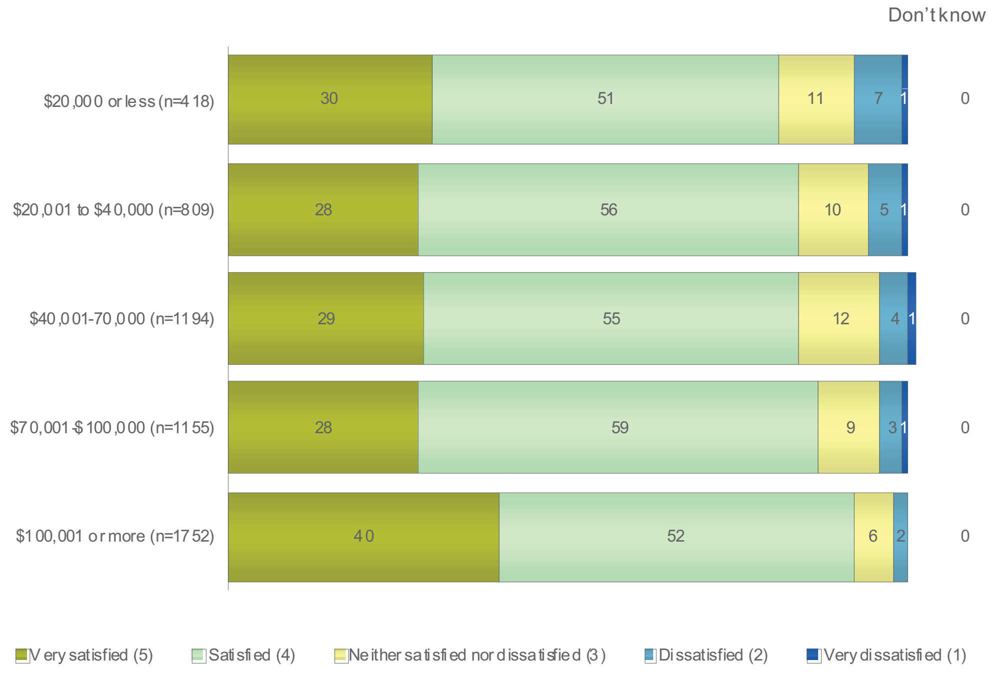
Those more likely to be satisfied with life in general (*very satisfied* or *satisfied*) have:

- A household income of $100,001 or more (92% compared to the eight cities average of 87%)

Those *less* likely to be satisfied with life in general (*very satisfied* or *satisfied*) have:

- A household income of $20,000 or less (81%), $20,001 to $40,000 (83%) and $40,001 to $70,000 (84%)

Figure 4.5.5: Satisfaction with life in general – by household income (%)



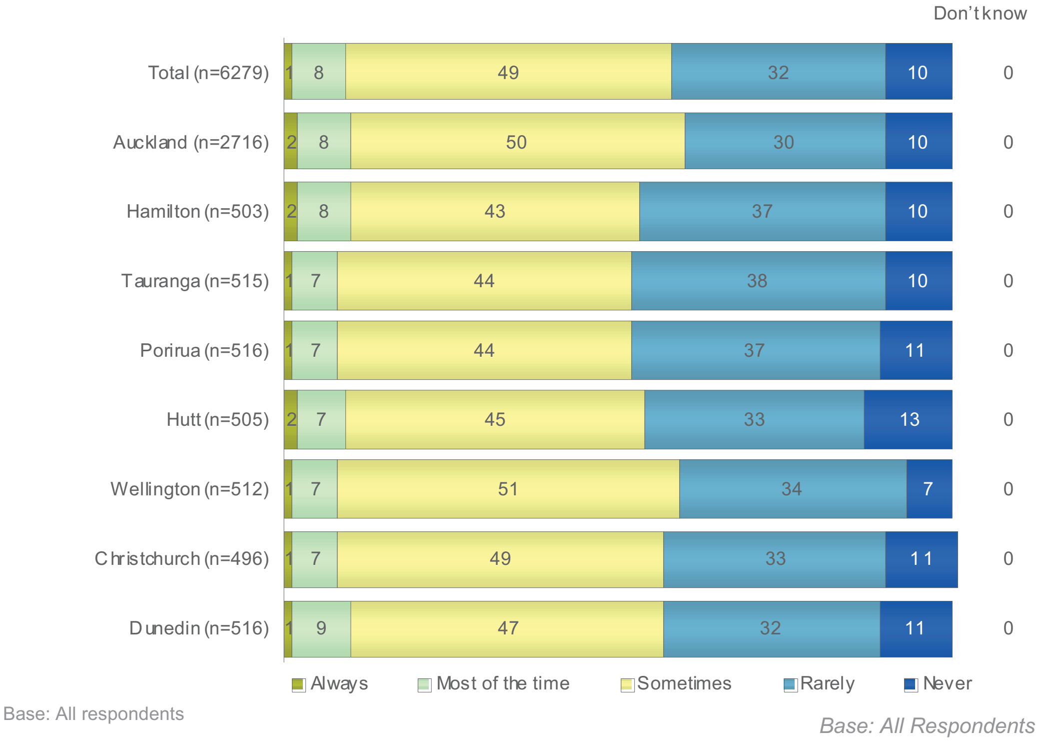
Base: All Respondents

4.6 Stress

Almost one in ten (9%) eight cities residents are regularly experiencing stress that has a negative effect on them, with 1% *always* stressed and 8% stressed *most of the time*.

There are no significant differences by location for respondents' frequency of experiencing stress (*always* or *most of the time).*

Figure 4.6.1: Frequency of experiencing stress – by location (%)



Base: All Respondents

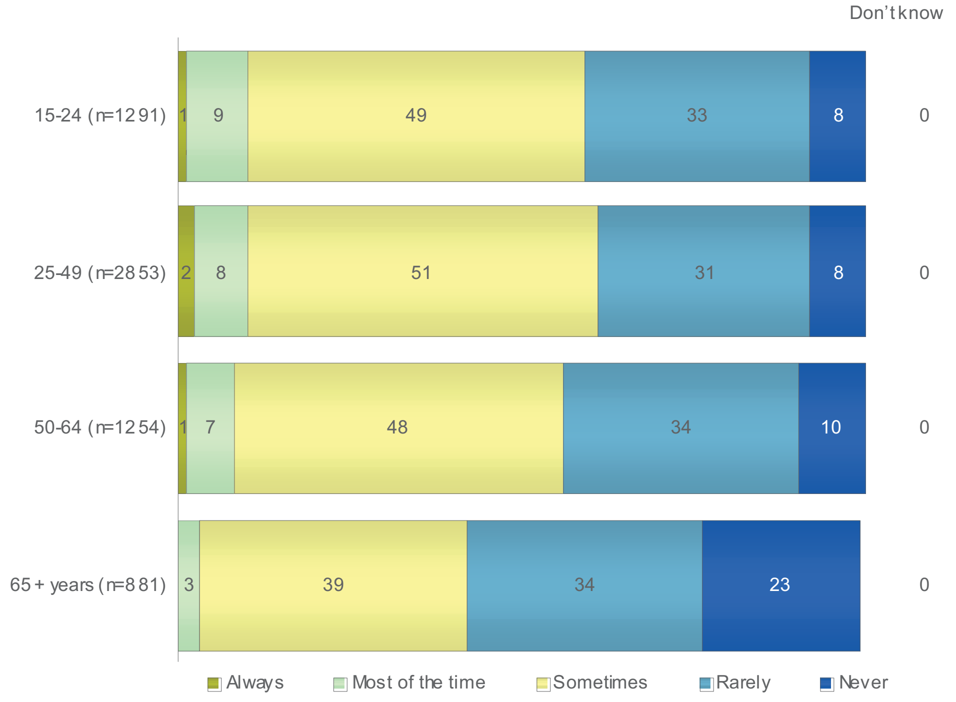
Those more likely to be frequently experiencing stress (*always* or *most of the time)* are:

- Aged 25 to 49 years (10% compared to the eight cities average of 9%)

Those *less* likely to be frequently experiencing stress (*always* or *most of the time*) are:

- Aged 65 years or older (3%)

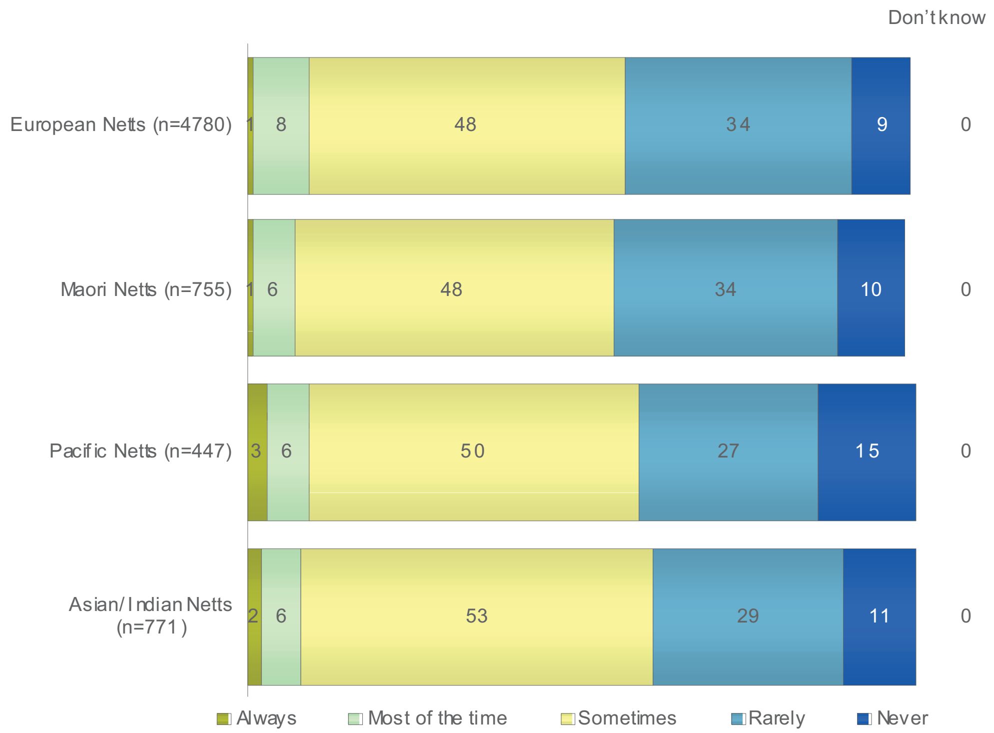
Figure 4.6.2: Frequency of experiencing stress – by age (%)



Base: All Respondents

There are no significant differences by ethnicity for respondents' frequency of experiencing stress (*always* or *most of the time).*

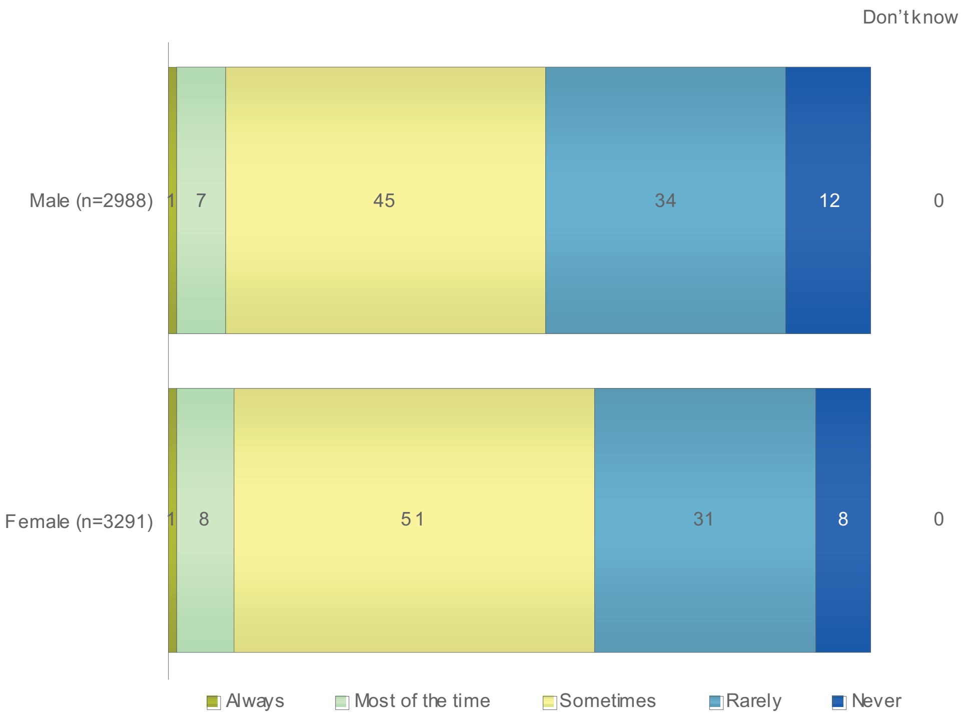
Figure 4.6.3: Frequency of experiencing stress – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for respondents' frequency of experiencing stress (*always* or *most of the time*).

Figure 4.6.4: Frequency of experiencing stress – by gender (%)

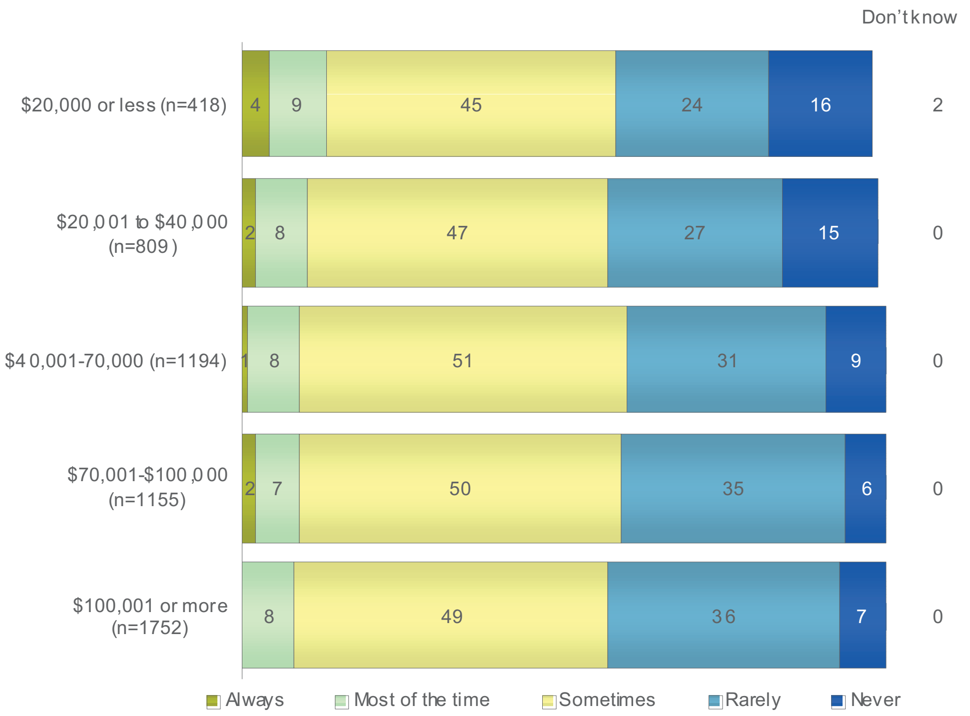


Base: All Respondents

Those more likely to be frequently experiencing stress (*always* or *most of the time*) have:

- A household income of $20,000 or less (13% compared to an eight cities average of 9%)

Figure 4.6.5: Frequency of experiencing stress – by household income (%)



Base: All Respondents

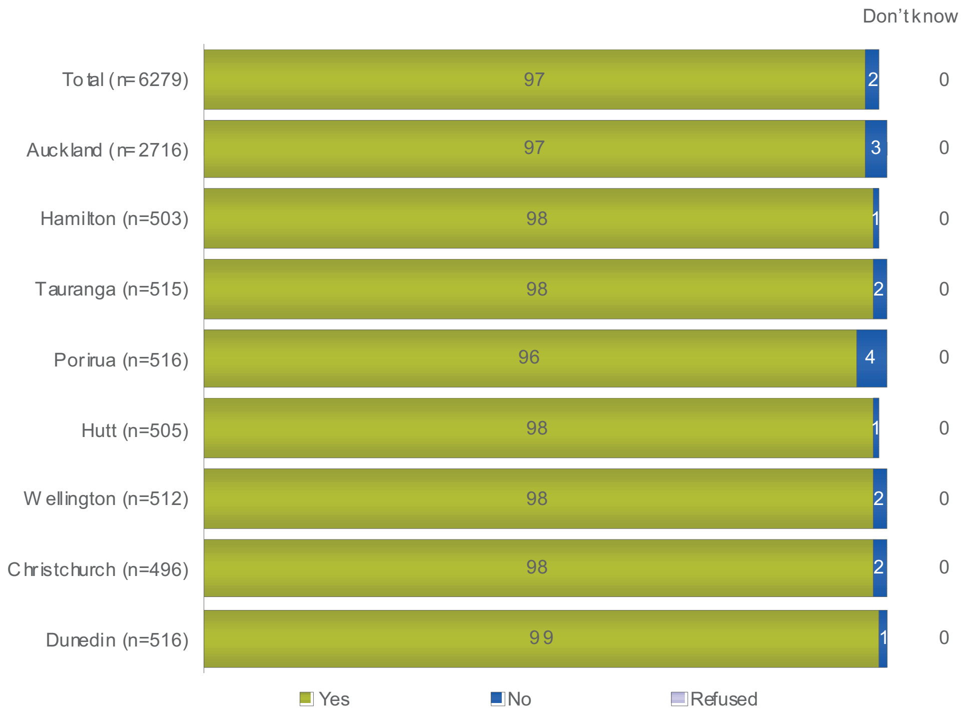
4.7 Availability of support

The majority of the eight cities residents (97%) say they have someone to turn to for help if they were faced with a serious illness or injury, or needed emotional support during a difficult time.

Those more likely to have support available are:
- Living in Dunedin (99%)

Those more likely to *not* have support available are:
- Living in Porirua (4% compared to 2% eight cities average)

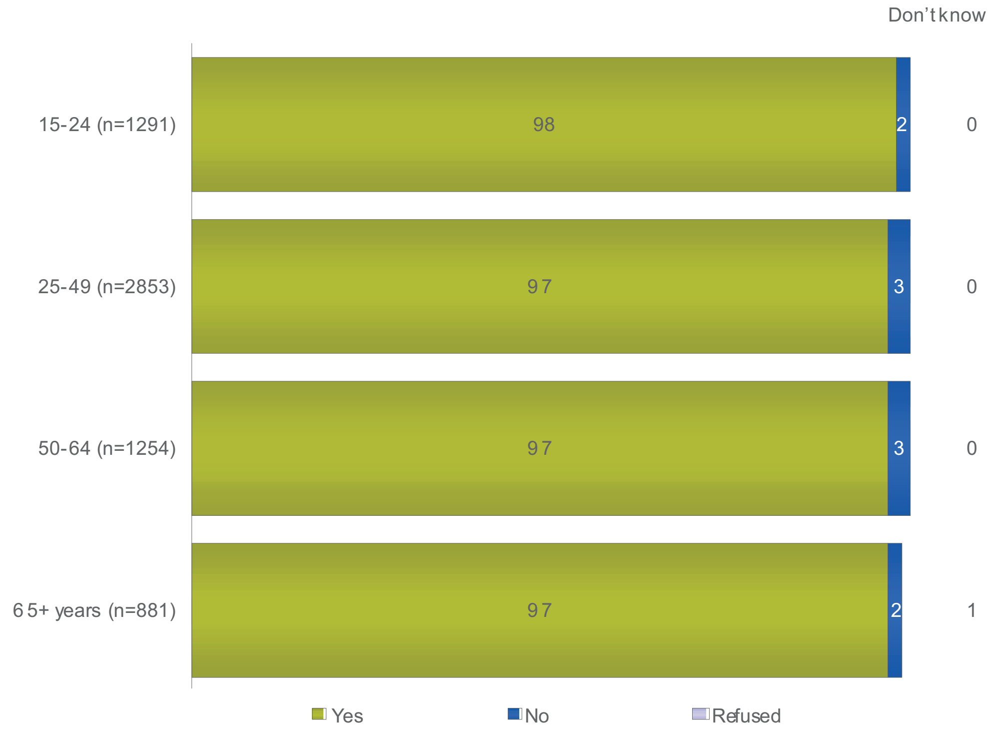
Figure 4.7.1: Availability of support – by location (%)



Base: All Respondents

There are no significant differences by age for availability of support.

Figure 4.7.2: Availability of support – by age (%)



Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

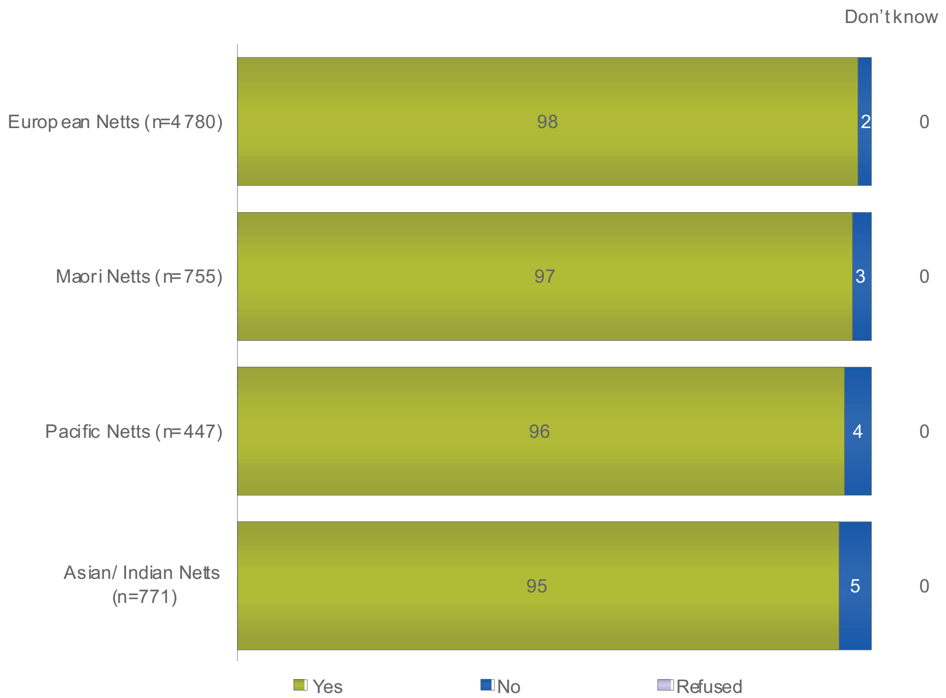
Those more likely to have support available are:

- Of European ethnicity (98% compared to the eight cities average of 97%)

Those *less* likely to have support available are:

- Of Asian / Indian ethnicity (95%)

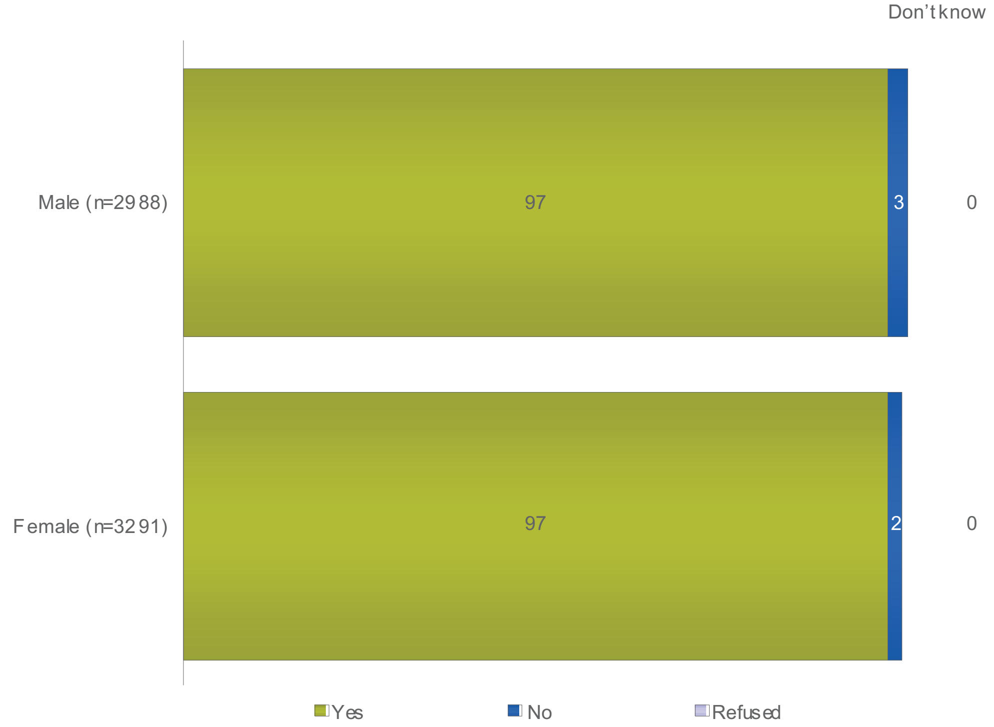
Figure 4.7.3: Availability of support – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for availability of support.

Figure 4.7.4: Availability of support – by gender (%)



Base: All Respondents

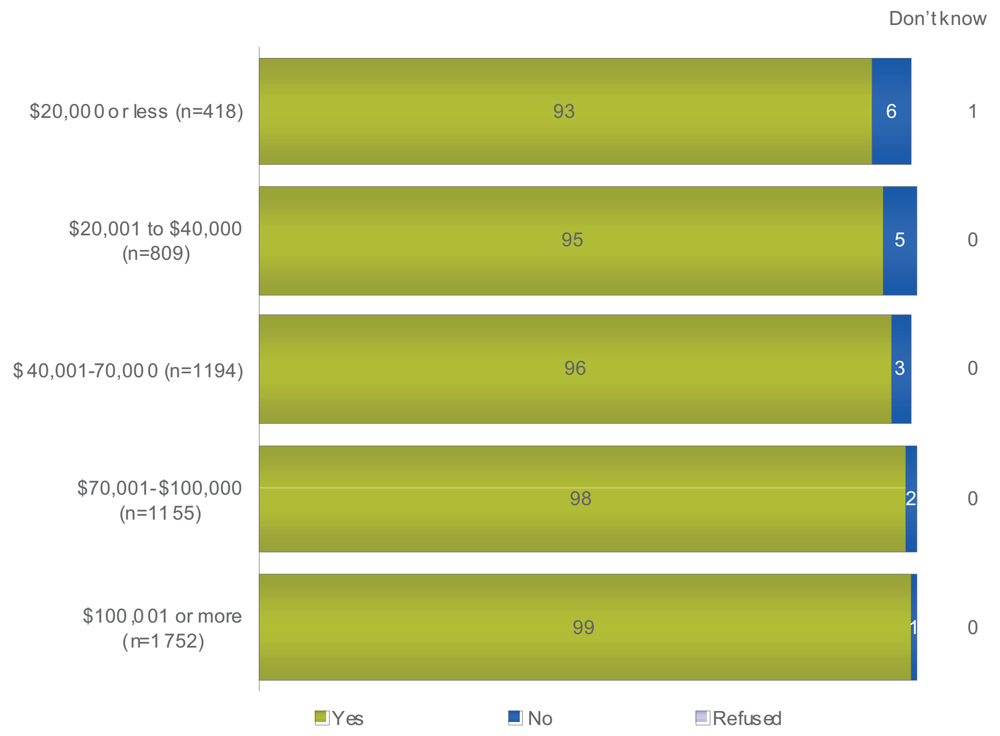
Those more likely to have support available have:

- A household income of $100,001 or more (99% compared to the eight cities average of 97%)

Those *less* likely to have support available have:

- A household income of $20,000 or less (93%) and a household income of $20,001 to $40,000 (95%)

Figure 4.7.5: Availability of support – by household income (%)



Base: All Respondents

5.0 Crime and Safety

This section looks at residents' perceptions of safety in their city, home, neighbourhood, and city centre.

5.1 Perception of Presence of Crime and Other Undesirable Problems

Almost half (49%) of eight cities residents view vandalism as a problem within their area over the last twelve months.

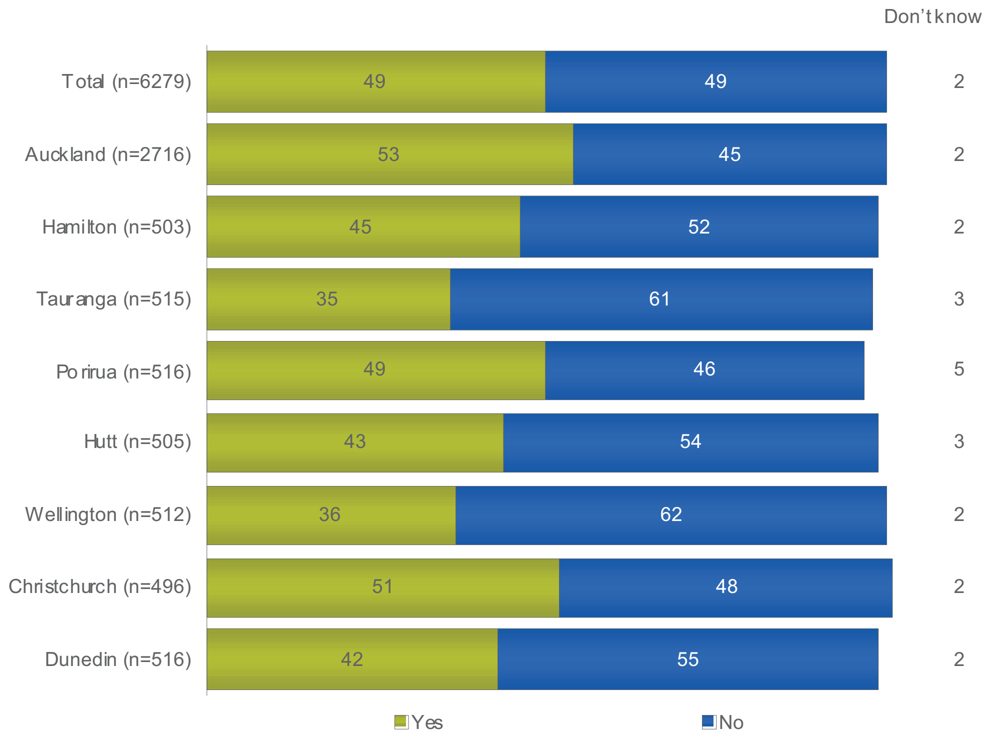
Those more likely to have rated vandalism as a problem are:

- Living in Auckland (53% compared to the eight cities average of 49%)

Those *less* likely to have rated vandalism as a problem are:

- Living in Tauranga (35%), Wellington (36%), Dunedin (42%) and Hutt City (43%)

Figure 5.1.1: Vandalism as a problem – by location (%)



Base: All Respondents

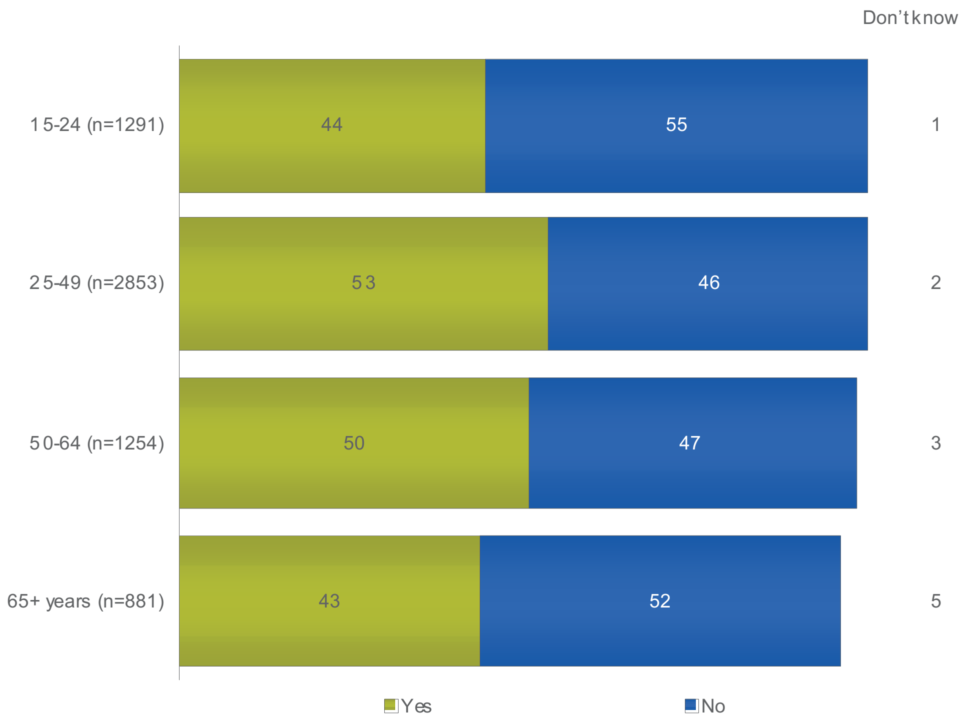
Those more likely to have rated vandalism as a problem are:

- Aged 25 to 49 years (53% compared to the eight cities average of 49%)

Those *less* likely to have rated vandalism as a problem are:

- Aged 65 years or older (43%) and aged 15 to 24 years (44%)

Figure 5.1.2: Vandalism as a problem – by age (%)

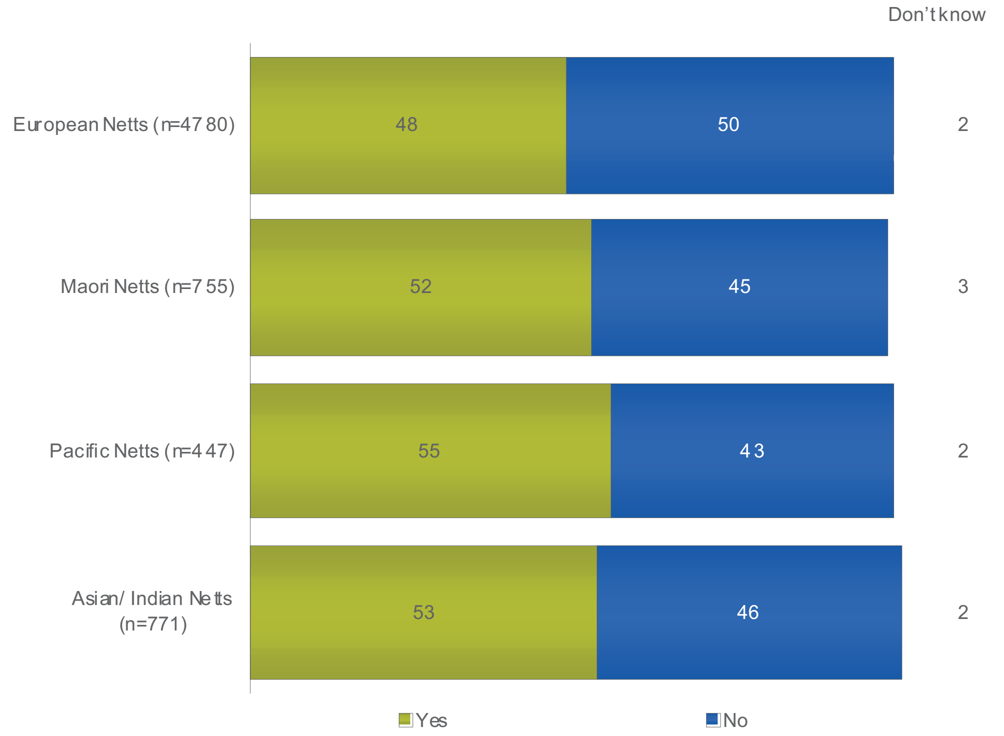


Base: All Respondents

Those more likely to have rated vandalism as a problem are:

- Of Pacific ethnicity (55% compared to the eight cities average of 49%)

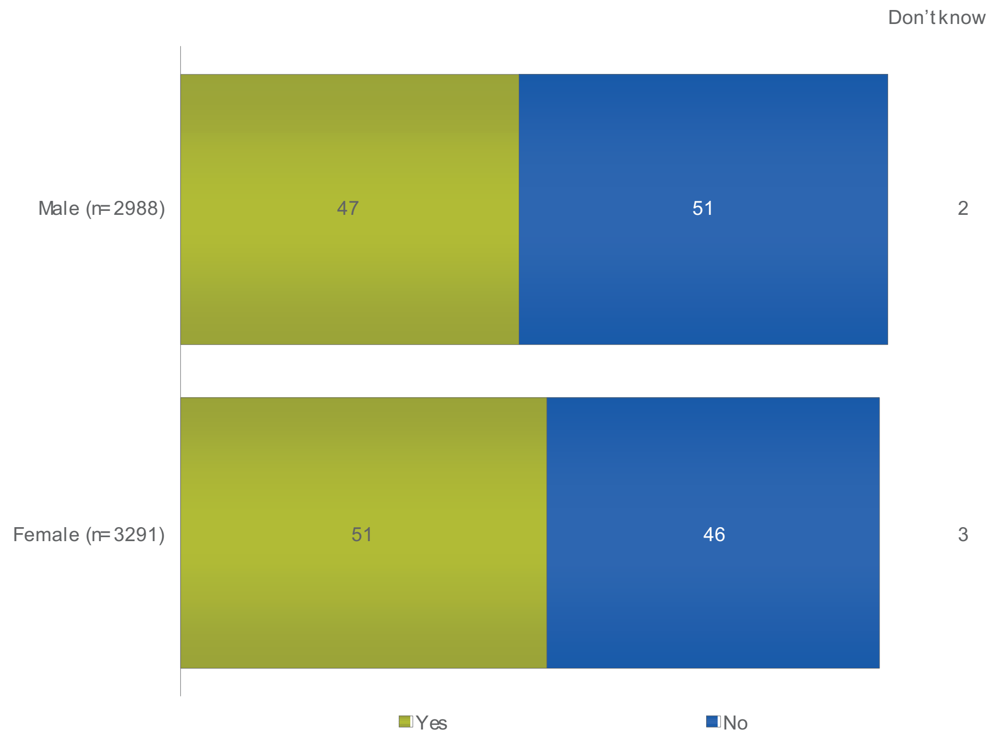
Figure 5.1.3: Vandalism as a problem – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender in relation to viewing vandalism as a problem.

Figure 5.1.4: Vandalism as a problem – by gender (%)

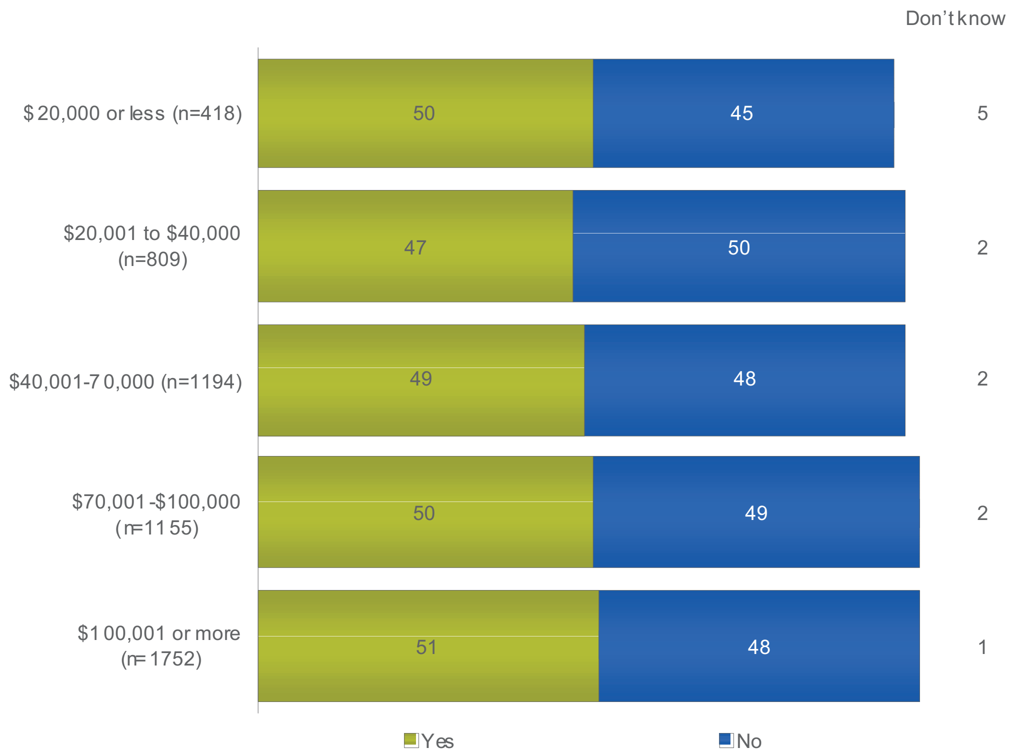


Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

There are no significant differences by household income in relation to viewing vandalism as a problem.

Figure 5.1.5: Vandalism as a problem – by household income (%)



Base: All Respondents

Three in five (60%) of eight cities residents view car theft or damage to cars as a problem within their area over the last twelve months.

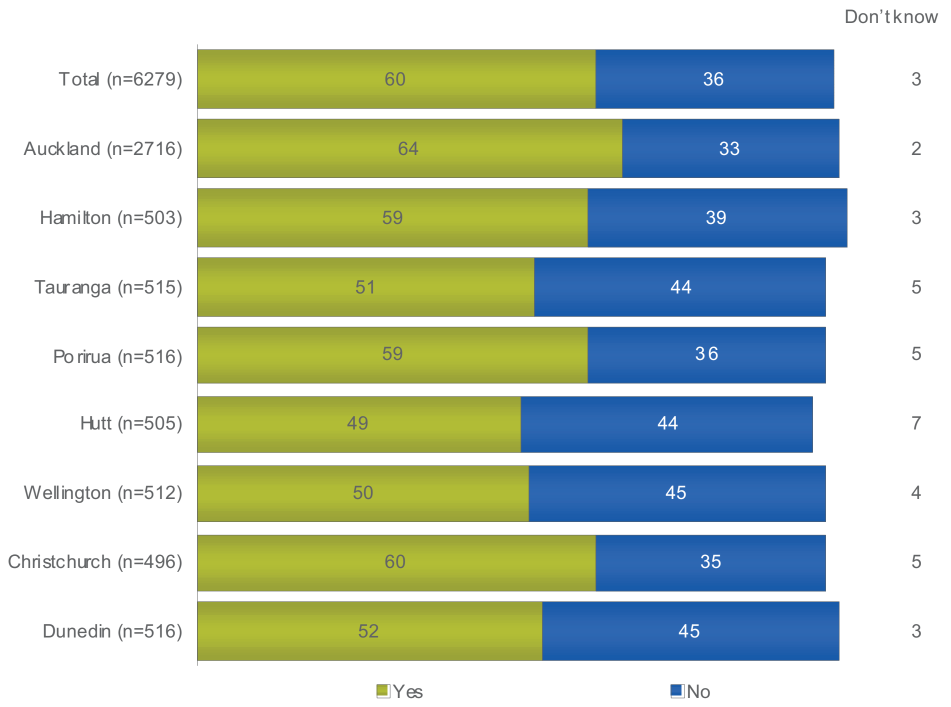
Those more likely to view car theft or damage to cars as a problem are:

- Living in Auckland (64% compared to the eight cities average of 60%)

Those *less* likely to view car theft or damage to cars as a problem are:

- Living in Hutt City (49%), Wellington (50%), Tauranga (51%) and Dunedin (52%)

Figure 5.1.6: Car theft or damage to cars as a problem – by location (%)

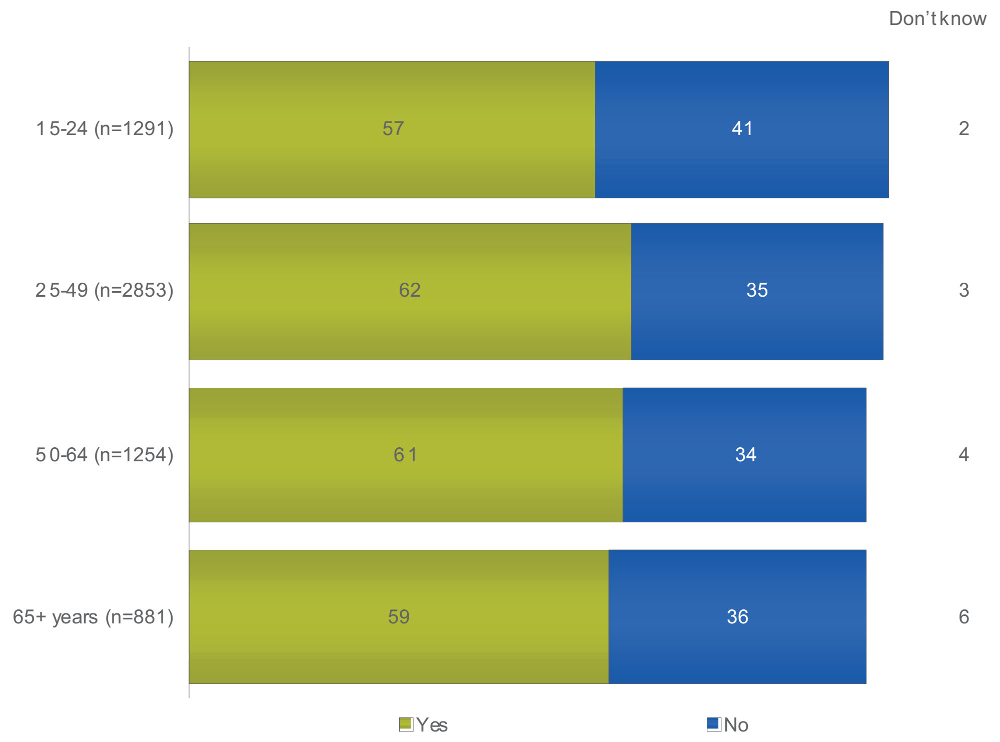


Base: All Respondents

Those *less* likely to view car theft or damage to cars as a problem are:

- Aged 15 to 24 years (57% compared to the eight cities average of 60%)

Figure 5.1.7: Car theft or damage to cars as a problem – by age (%)

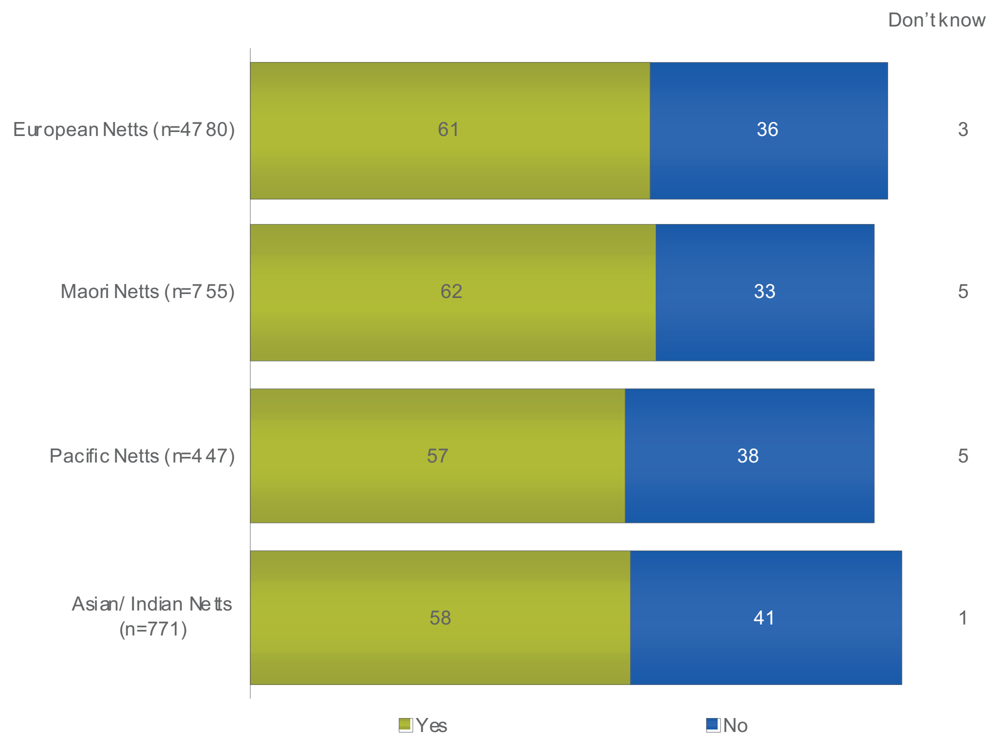


Base: All Respondents

Those more likely to *not* view car theft or damage to cars as a problem are:

- Of Asian / Indian ethnicity (41% compared to the eight cities average of 36%)

Figure 5.1.8: Car theft or damage to cars as a problem – by ethnicity (%)

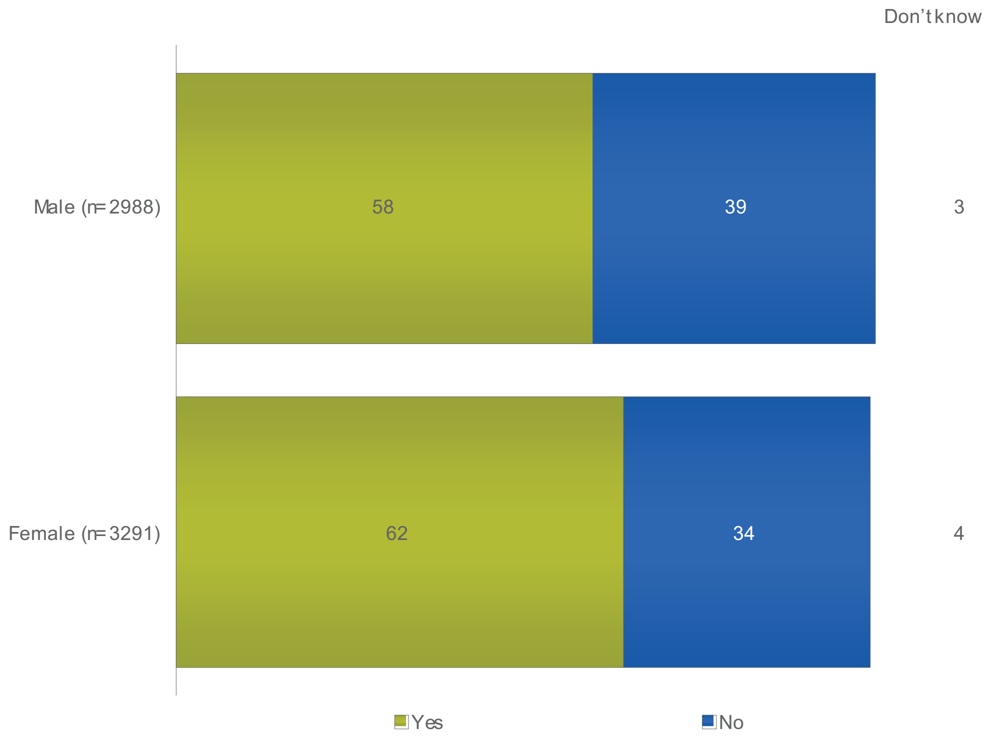


Base: All Respondents

Those more likely to *not* view car theft or damage to cars as a problem are:

- Males (39% compared to the eight cities average 36%)

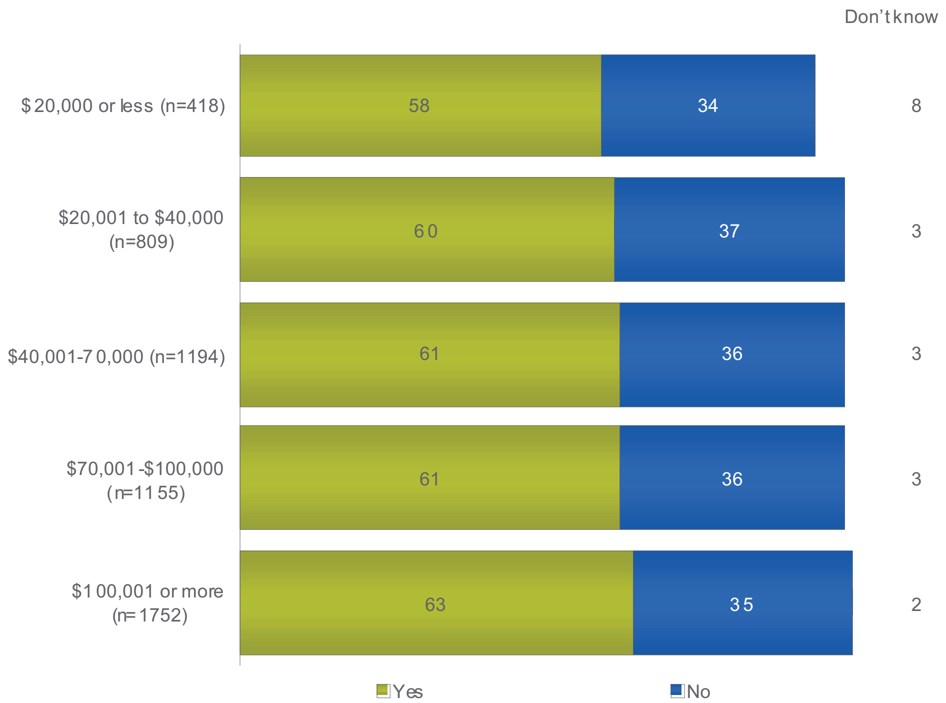
Figure 5.1.9: Car theft or damage to cars as a problem – by gender (%)



Base: All Respondents

There are no significant differences by household income in relation to viewing car theft or damage as a problem.

Figure 5.1.10: Car theft or damage to cars as a problem – by household income (%)



Base: All Respondents

Three quarters (75%) of eight cities residents view dangerous driving as a problem within their area over the last twelve months.

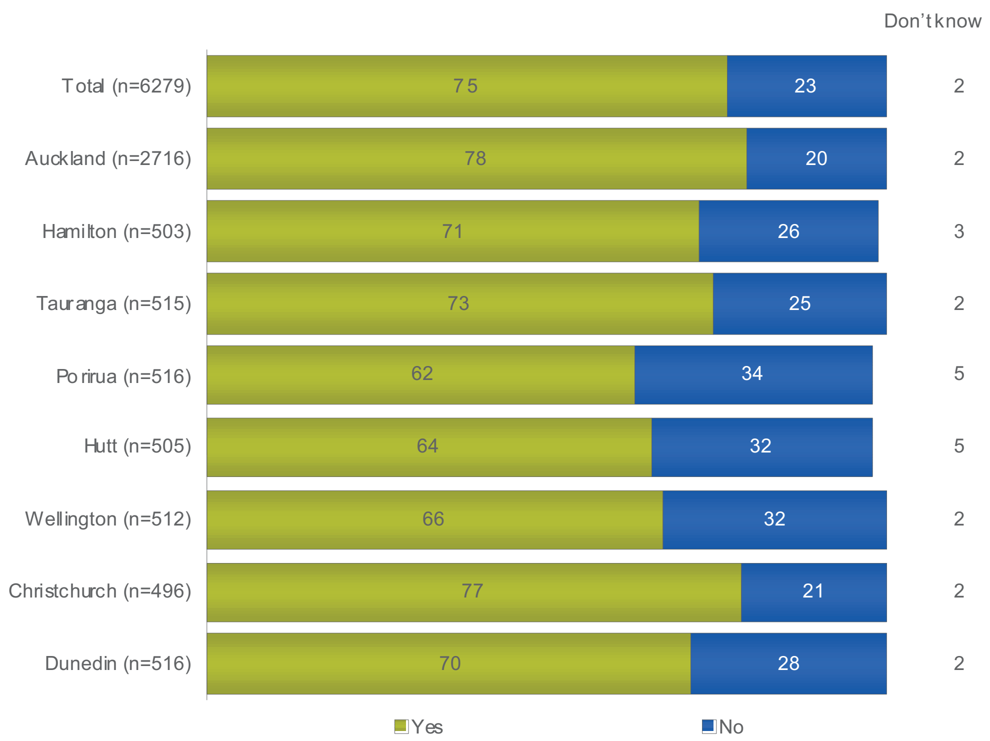
Those more likely to view dangerous driving as a problem are:

- Living in Auckland (78% compared to the eight cities average of 75%)

Those *less* likely to view dangerous driving as a problem are:

- Living in Porirua (62%), Hutt City (64%), Wellington (66%), Dunedin (70%) and Hamilton (71%)

Figure 5.1.11: Dangerous driving as a problem – by location (%)



Base: All Respondents

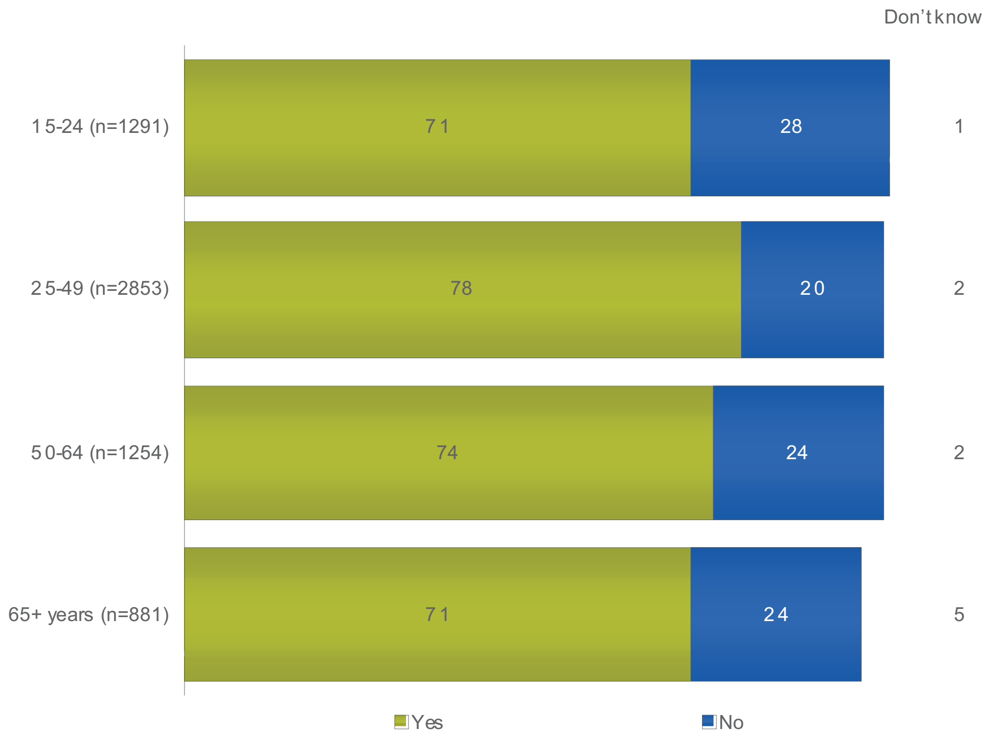
Those more likely to view dangerous driving as a problem are:

- Aged 25 to 49 years (78% compared to the eight cities average of 75%)

Those *less* likely to view dangerous driving as a problem are:

- Aged 65 years or older (71%) and aged 15 to 24 years (71%)

Figure 5.1.12: Dangerous driving as a problem – by age (%)

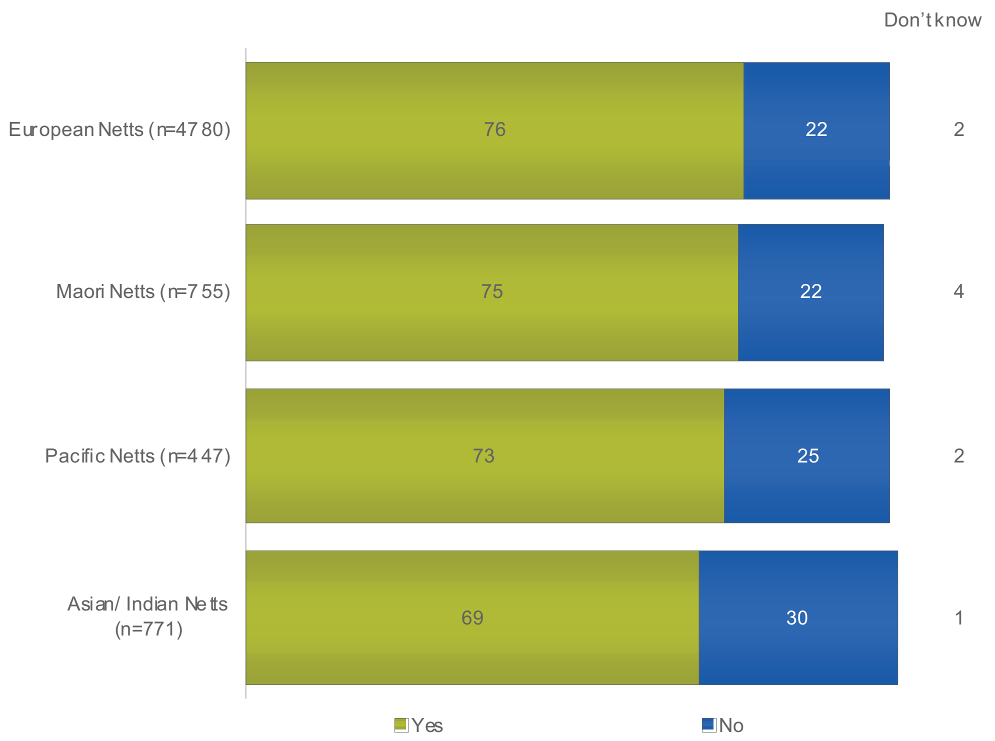


Base: All Respondents

Those *less* likely to view dangerous driving as a problem are:

- Of Asian / Indian ethnicity (69% compared to the eight cities average of 75%)

Figure 5.1.13: Dangerous driving as a problem – by ethnicity (%)

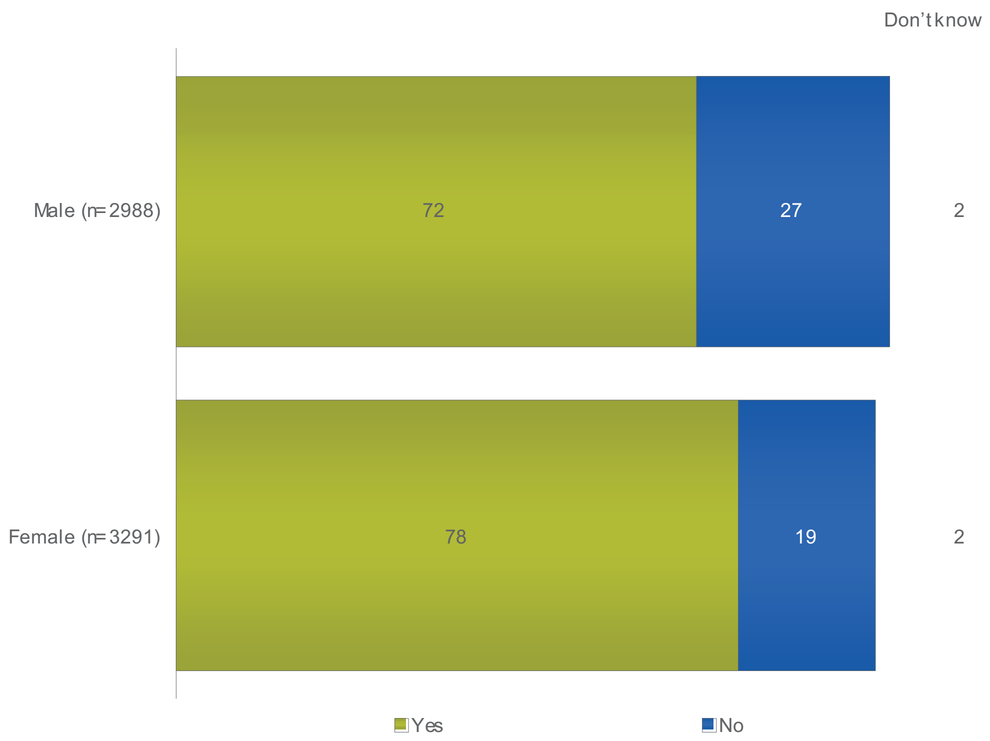


Base: All Respondents

Those more likely to view dangerous driving as a problem are:

- Females (78% compared to the eight cities average of 75%)

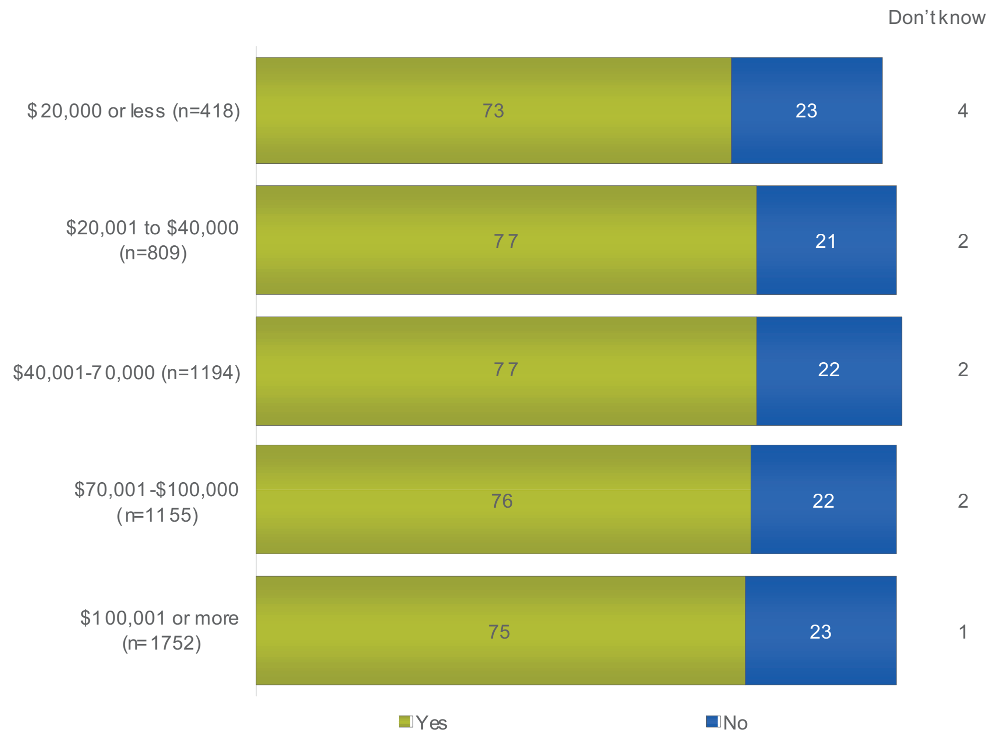
Figure 5.1.14: Dangerous driving as a problem – by gender (%)



Base: All Respondents

There are no significant differences by household income in relation to viewing dangerous driving as a problem.

Figure 5.1.15: Dangerous driving as a problem – by household income (%)



Base: All Respondents

Nearly half (48%) of eight cities residents perceive the presence of unsafe people as a problem in their area over the last twelve months.

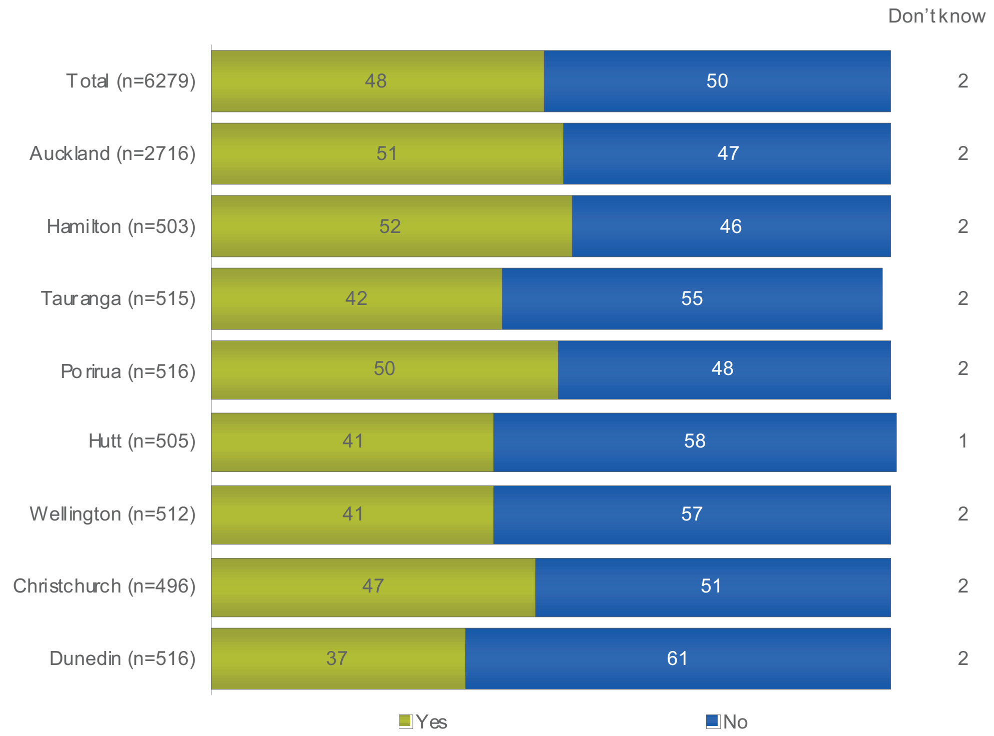
Those more likely to perceive the presence of unsafe people as a problem are:

- Living in Auckland (51% compared to the eight cities average of 48%)

Those *less* likely to perceive the presence of unsafe people as a problem are:

- Living in Dunedin (37%), Hutt City (41%) Wellington (41%) and Tauranga (42%)

Figure 5.1.16: Perception of presence of unsafe people – by location (%)



Base: All Respondents

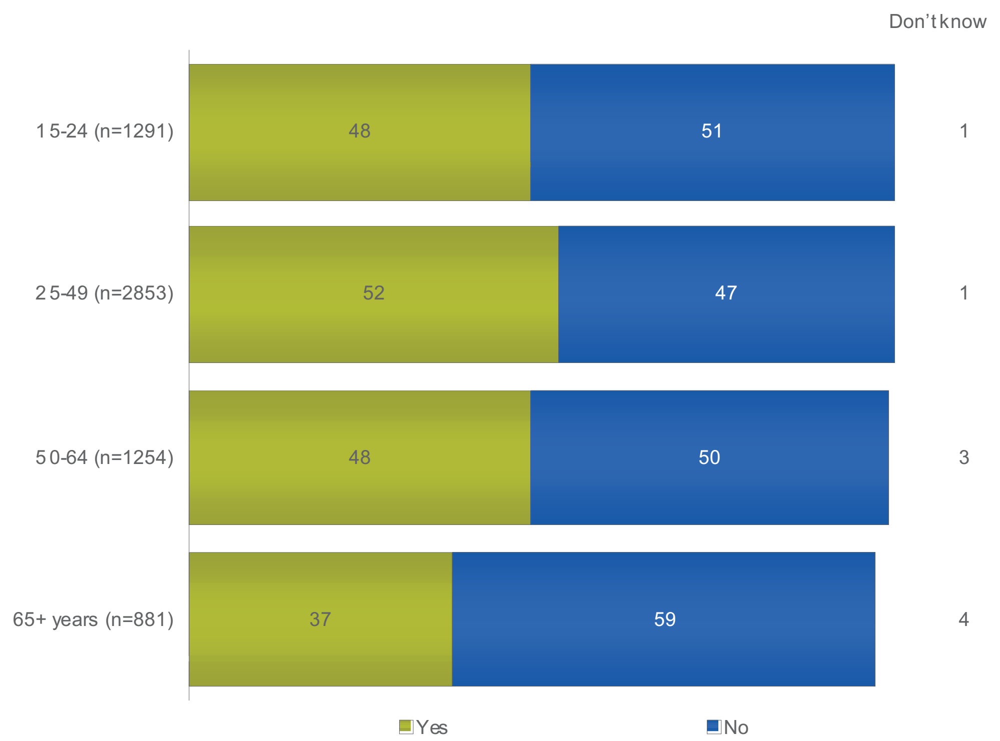
Those more likely to perceive the presence of unsafe people as a problem are:

- Aged 25 to 49 years (52% compared to the eight cities average of 48%)

Those *less* likely to perceive the presence of unsafe people as a problem are:

- Aged 65 years or older (37%)

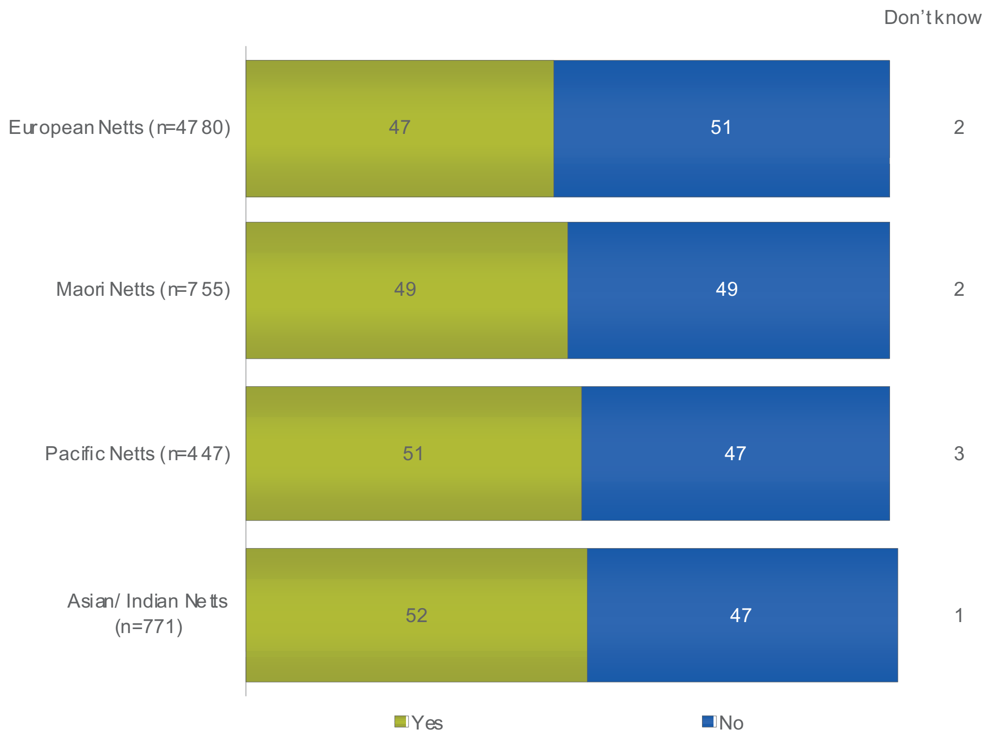
Figure 5.1.17: Perception of presence of unsafe people – by age (%)



Base: All Respondents

There are no significant differences by ethnicity of those who perceive the presence of unsafe people as a problem.

Figure 5.1.18: Perception of presence of unsafe people – by ethnicity (%)

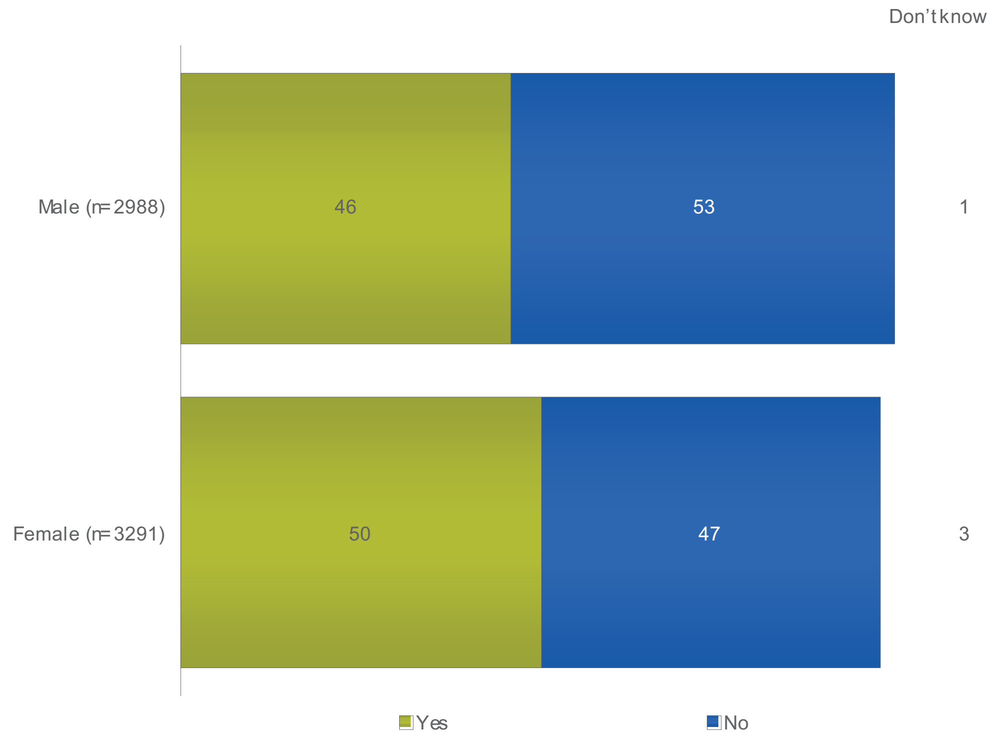


Base: All Respondents

Those more likely to not perceive the presence of unsafe people as a problem are:

- Males (53% compared to the eight cities average of 50%)

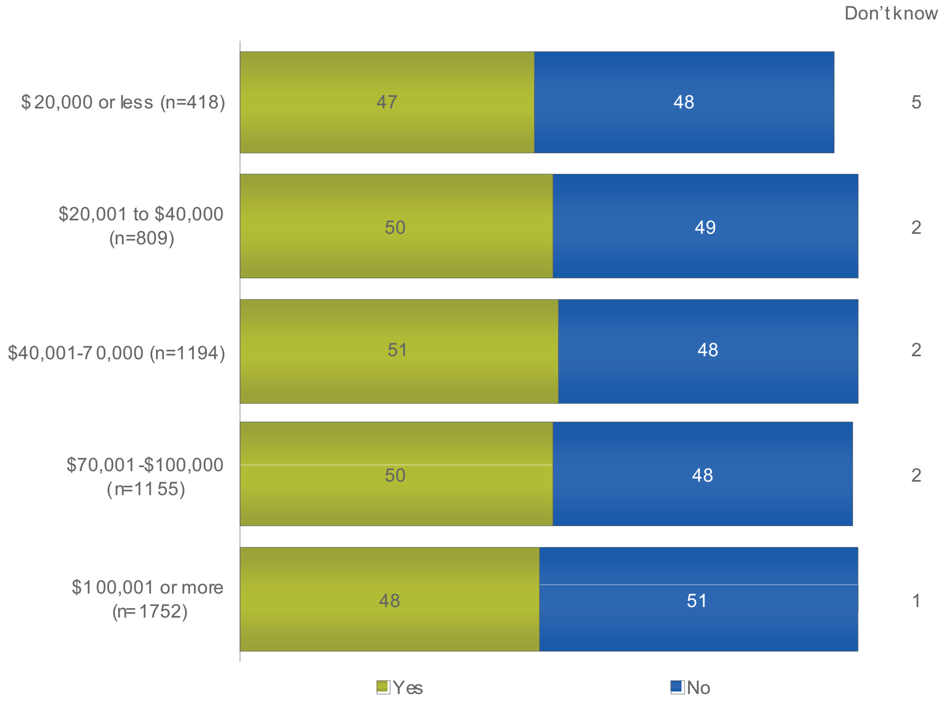
Figure 5.1.19: Perception of presence of unsafe people – by gender (%)



Base: All Respondents

There are no significant differences by household income of those who perceive the presence of unsafe people as a problem.

Figure 5.1.20: Perception of presence of unsafe people – by household income (%)



Base: All Respondents

Nearly two thirds (65%) of eight cities residents perceive alcohol or drugs as a problem in their area over the last twelve months.

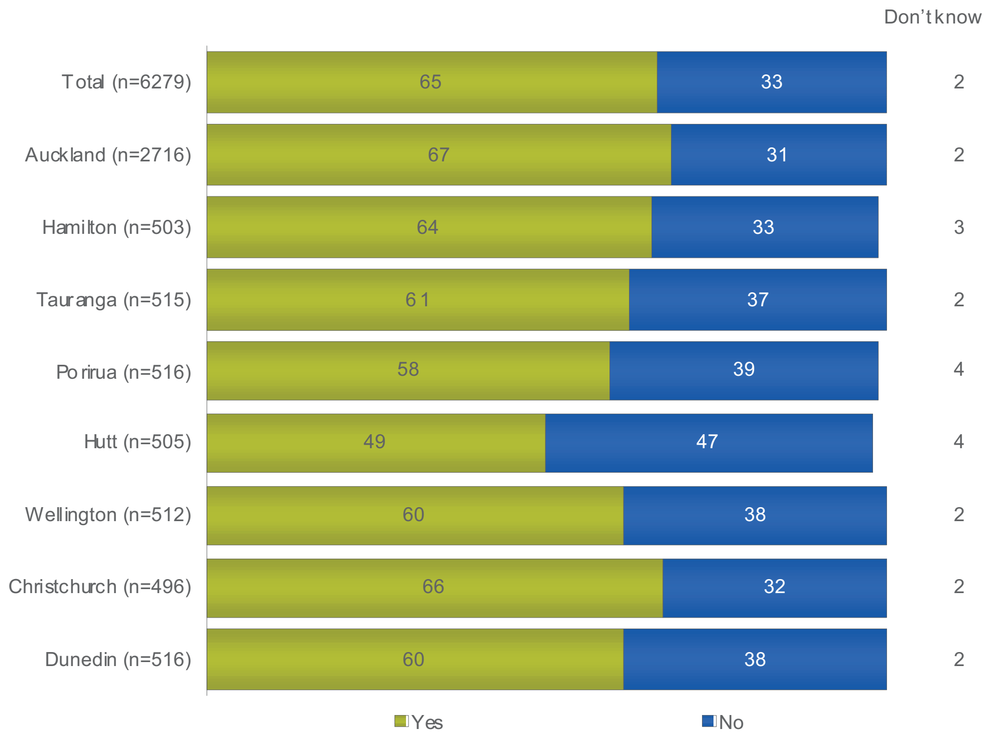
Those more likely to view alcohol or drugs as a problem are:

- Living in Auckland (67% compared to the eight cities average of 65%)

Those *less* likely to view alcohol or drugs as a problem are:

- Living in Hutt City (49%), Porirua (58%), Wellington (60%) and Dunedin (60%)

Figure 5.1.21: Alcohol or drug problems – by location (%)



Base: All Respondents

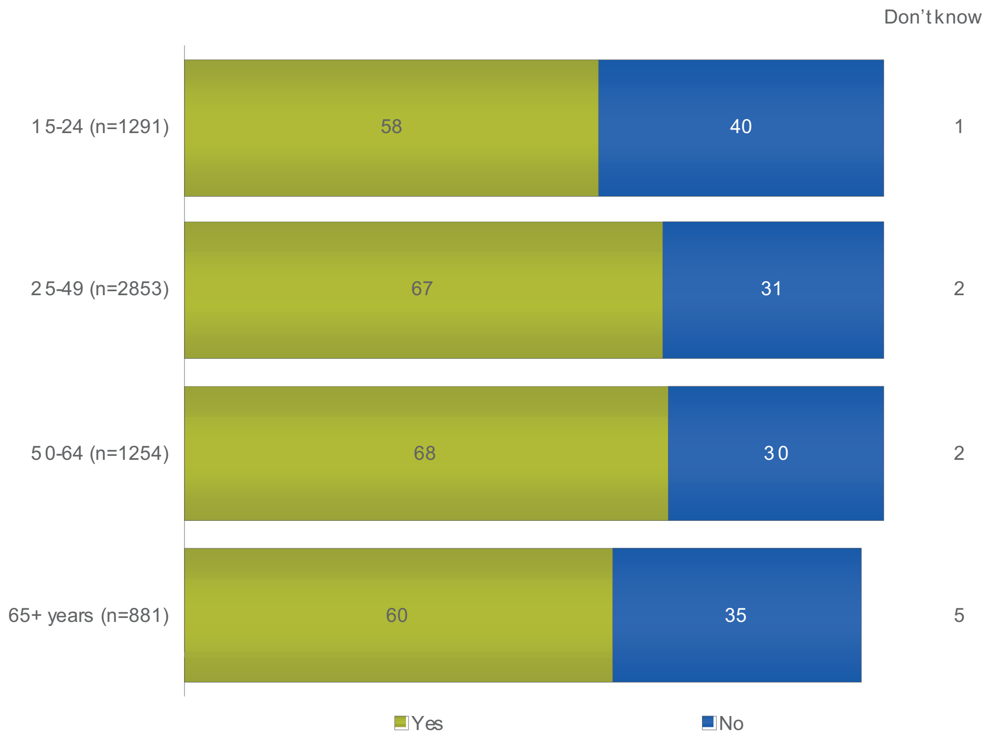
Those more likely to view alcohol or drugs as a problem are:

- Aged 25 to 49 years (67% compared to the eight cities average of 65%)

Those *less* likely to view alcohol or drugs as a problem are:

- Aged 15 to 24 years (58%) and aged 65 years or older (60%)

Figure 5.1.22: Alcohol or drug problems – by age (%)

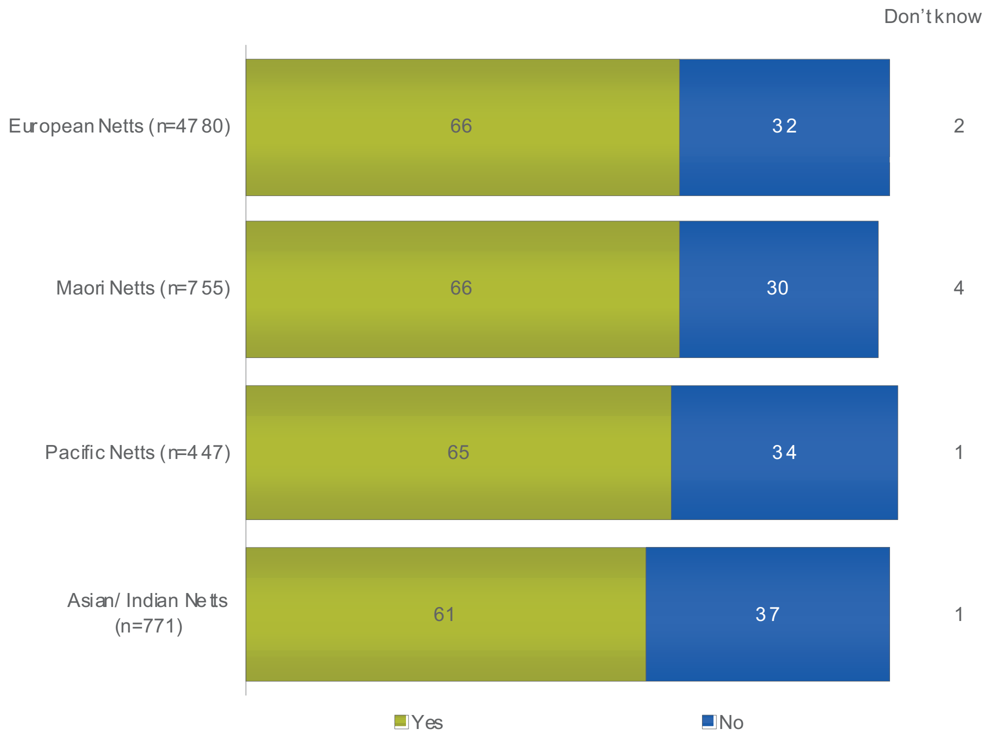


Base: All Respondents

Those more likely to *not* view alcohol or drugs as a problem are:

- Of Asian / Indian ethnicity (37% compared to the eight cities average of 33%)

Figure 5.1.23: Alcohol or drug problems – by ethnicity (%)

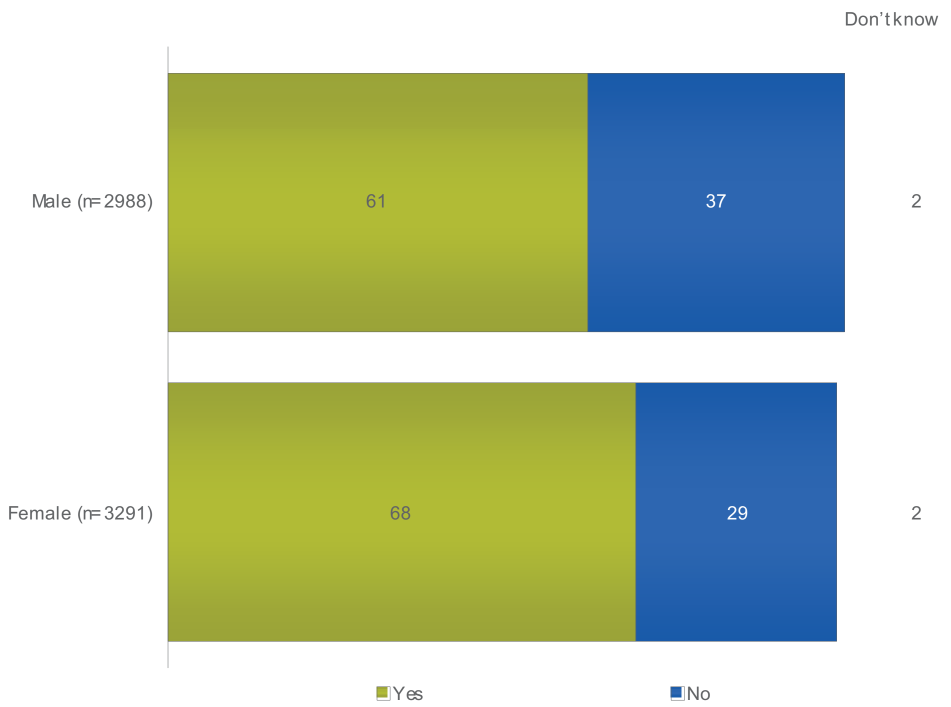


Base: All Respondents

Those more likely to view alcohol or drugs as a problem are:

- Females (68% compared to the eight cities average of 65%)

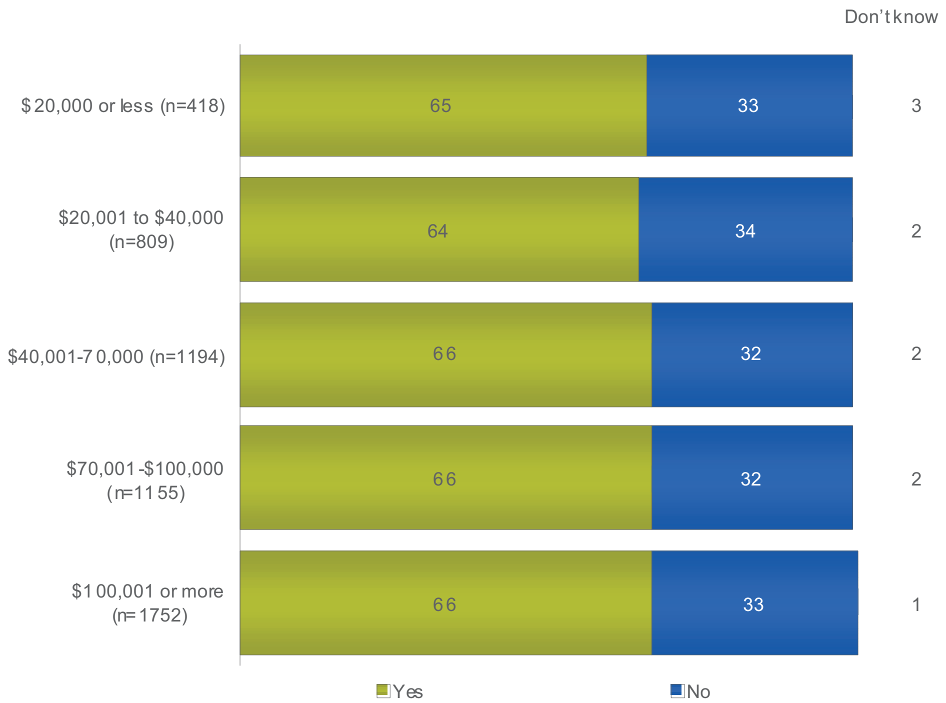
Figure 5.1.24: Alcohol or drug problems – by gender (%)



Base: All Respondents

There are no significant differences by household income in relation to viewing alcohol or drugs as a problem.

Figure 5.1.25: Alcohol or drug problems – by household income (%)



Base: All Respondents

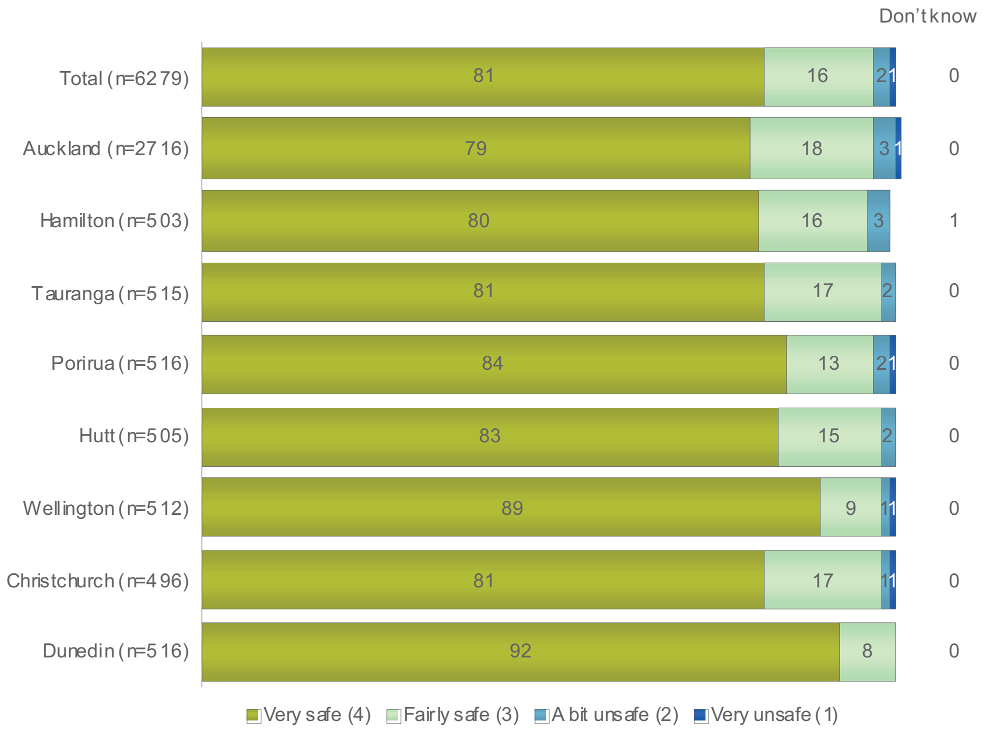
5.2 Sense of Safety

Almost all (97%) of the eight cities residents feel *fairly safe* or *very safe* in their home during the day (81% rated *very safe* and 16% rated *fairly safe*).

Those more likely to feel *fairly safe* or *very safe* in their home during the day are:

- Living in Dunedin (99% compared to the eight cities average of 97%)

Figure 5.2.1: Sense of safety in your home during the day – by location (%)

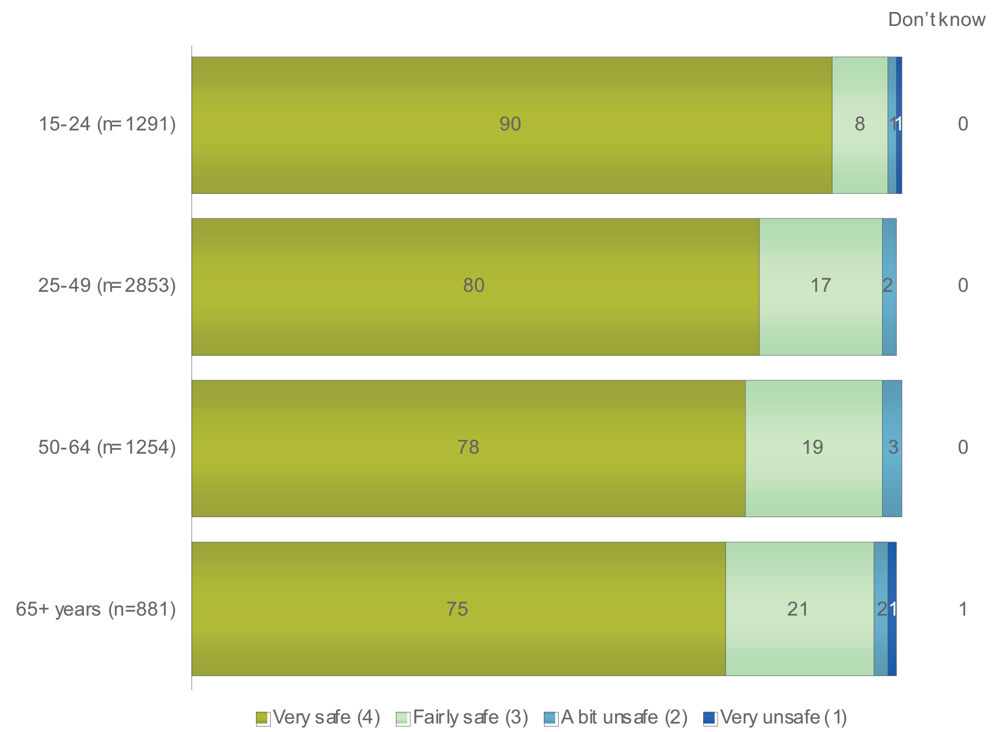


Base: All Respondents

Those more likely to feel *fairly safe* or *very safe* in their home during the day are:

- Aged 15 to 24 years (98% compared to the eight cities average of 97%)

Figure 5.2.2: Sense of safety in your home during the day – by age (%)



Base: All Respondents

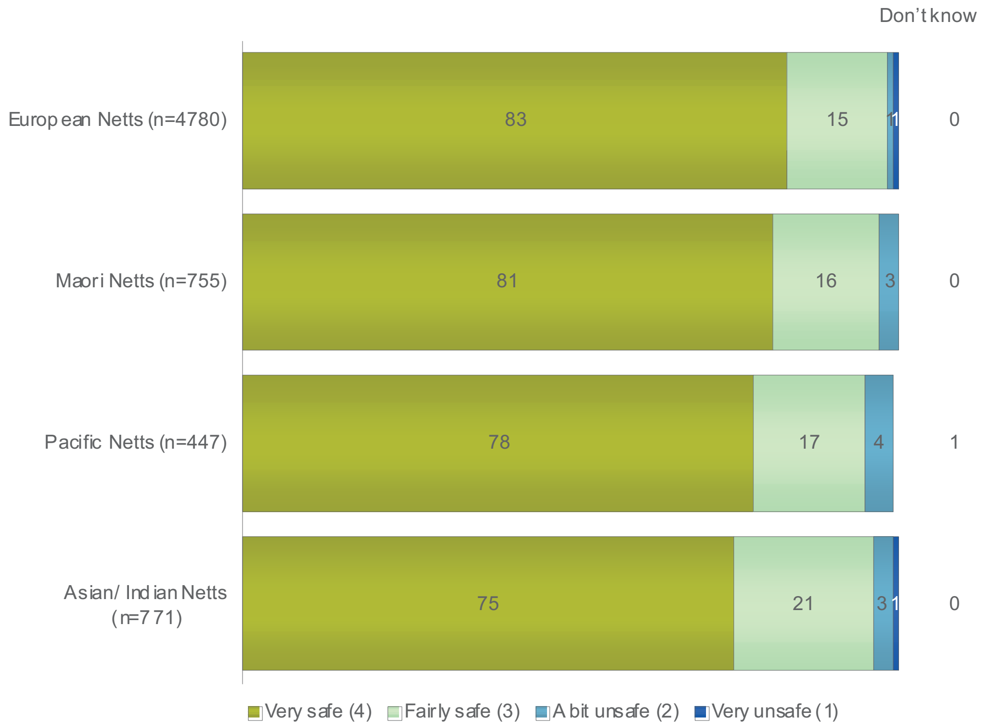
Those more likely to feel *fairly safe* or *very safe* in their home during the day are:

- Of European ethnicity (98% compared to the eight cities average of 97%)

Those *less* likely to feel *fairly safe* or *very safe* in their home during the day are:

- Of Pacific (95%) and Asian / Indian (95%) ethnicities

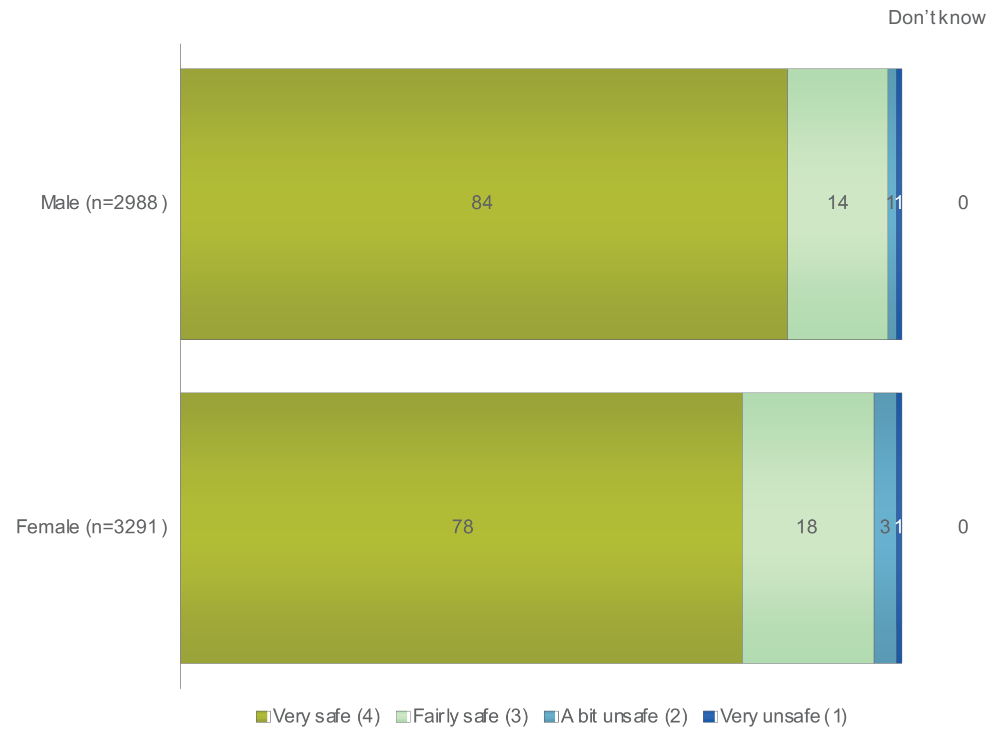
Figure 5.2.3: Sense of safety in your home during the day – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender of those who feel *fairly safe* or *very safe* in their home during the day.

Figure 5.2.4: Sense of safety in your home during the day – by gender (%)



Base: All Respondents

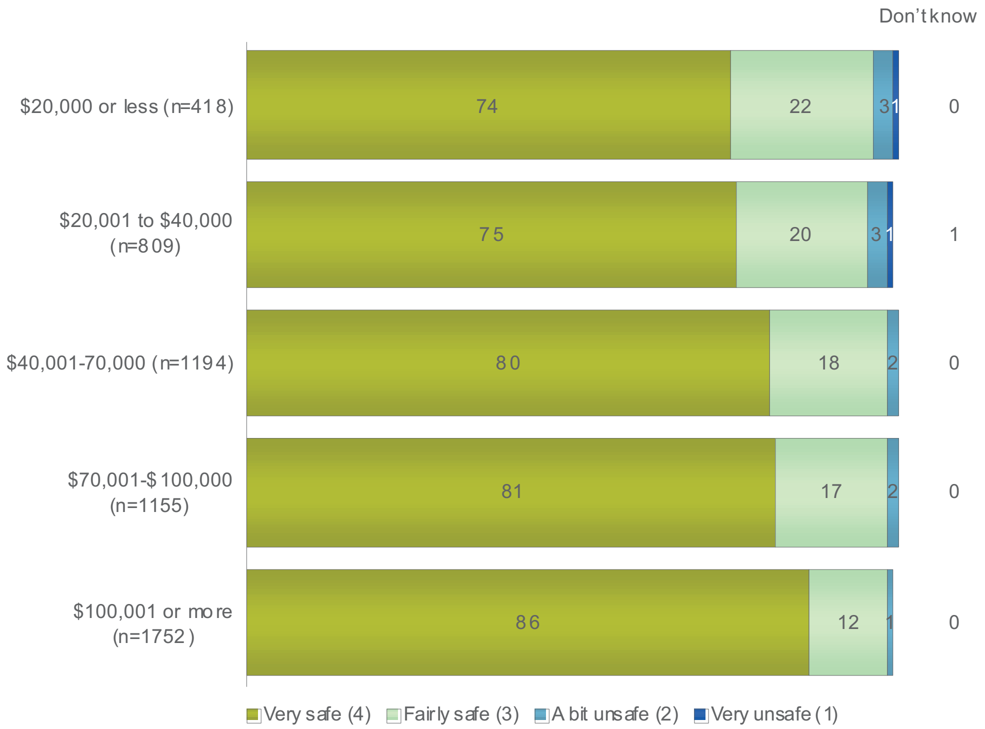
Those more likely to feel *fairly safe* or *very safe* in their home during the day have:

- A household income of $100,001 or more (98% compared to the eight cities average of 97%)

Those *less* likely to feel *fairly safe* or *very safe* in their home during the day have:

- A household income of $20,001 to $40,000 (95%)

Figure 5.2.5: Sense of safety in your home during the day – by household income (%)



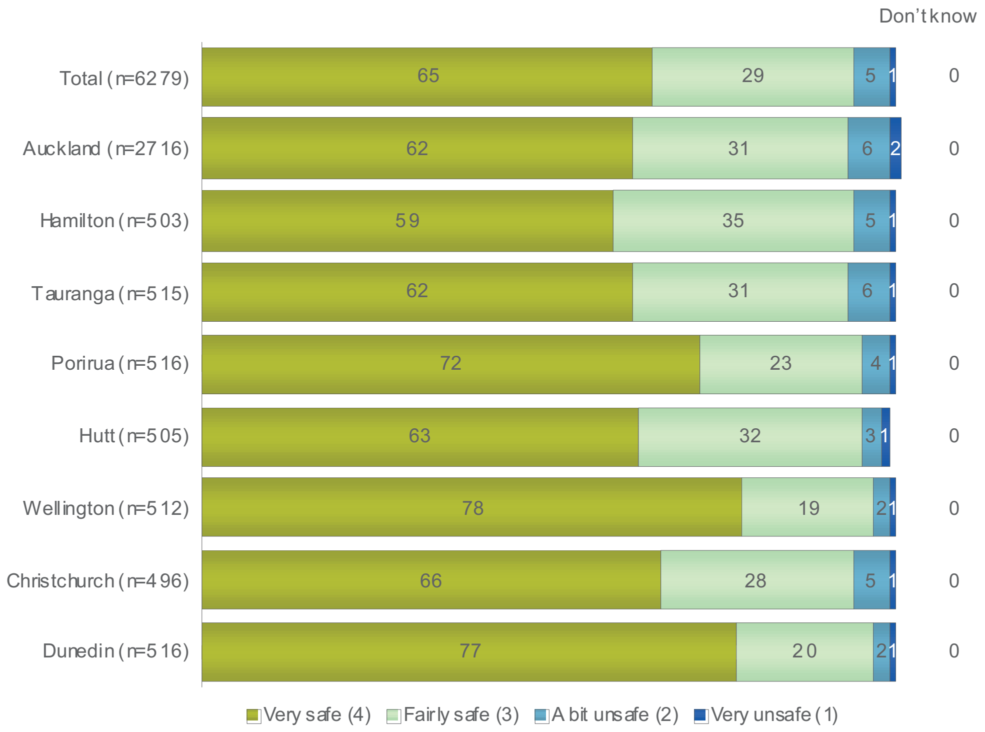
Base: All Respondents

Over nine in ten (94%) of the eight cities residents feel safe in their home after dark (29% *fairly safe* and 65% *very safe*).

Those more likely to feel *fairly safe* or *very safe* in their home after dark are:

- Living in Wellington (97%) and Dunedin (97%)

Figure 5.2.6: Sense of safety in your home after dark – by location (%)

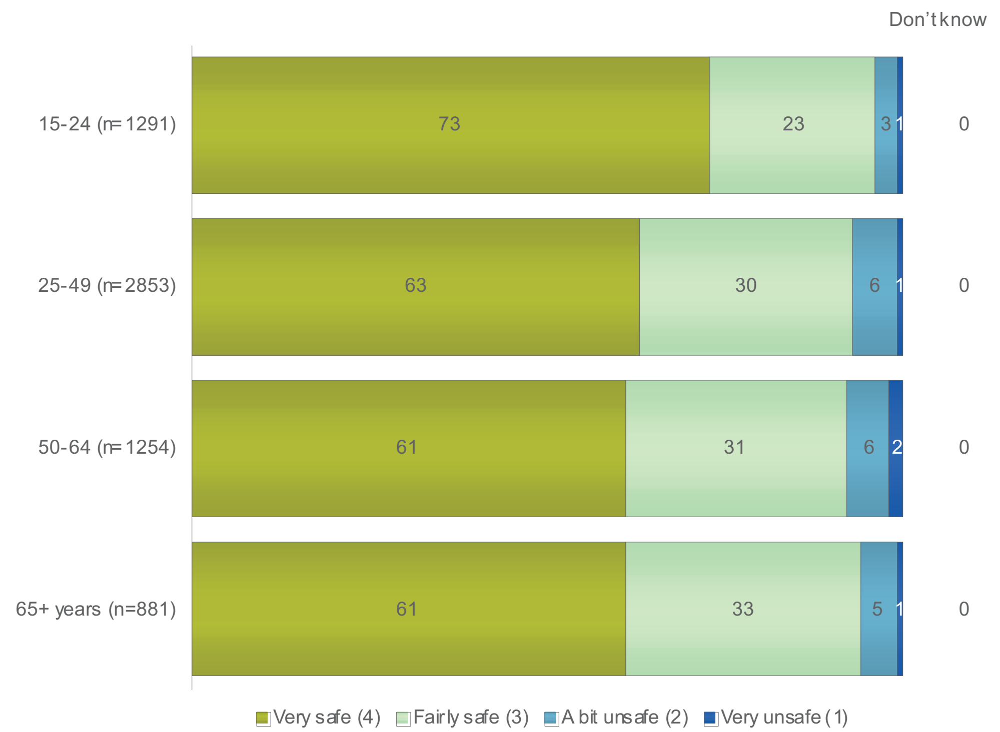


Base: All Respondents

Those more likely to feel *fairly safe* or *very safe* in their home after dark are:

- Aged 15 to 24 years (96% compared to the eight cities average of 94%)

Figure 5.2.7: Sense of safety in your home after dark – by age (%)



Base: All Respondents

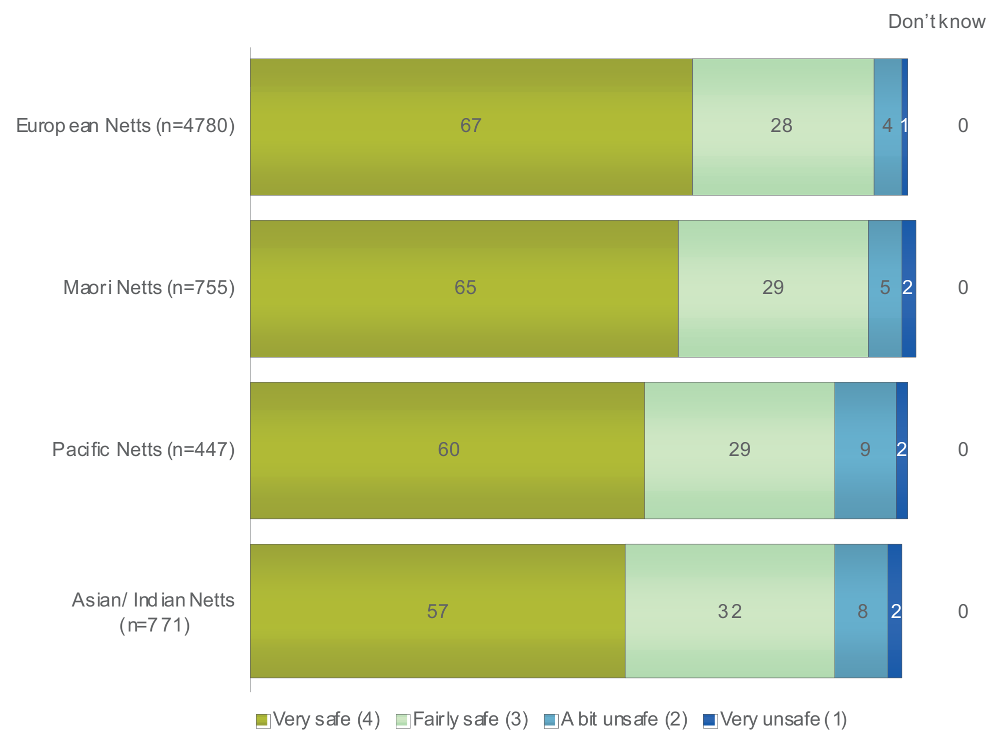
Those more likely to feel *fairly safe* or *very safe* in their home after dark are:

- Of European ethnicity (95% compared to the eight cities average of 94%)

Those *less* likely to feel *fairly safe* or *very safe* in their home after dark are:

- Of Pacific (89%) and Asian / Indian (89%) ethnicities

Figure 5.2.8: Sense of safety in your home after dark – by ethnicity (%)



Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

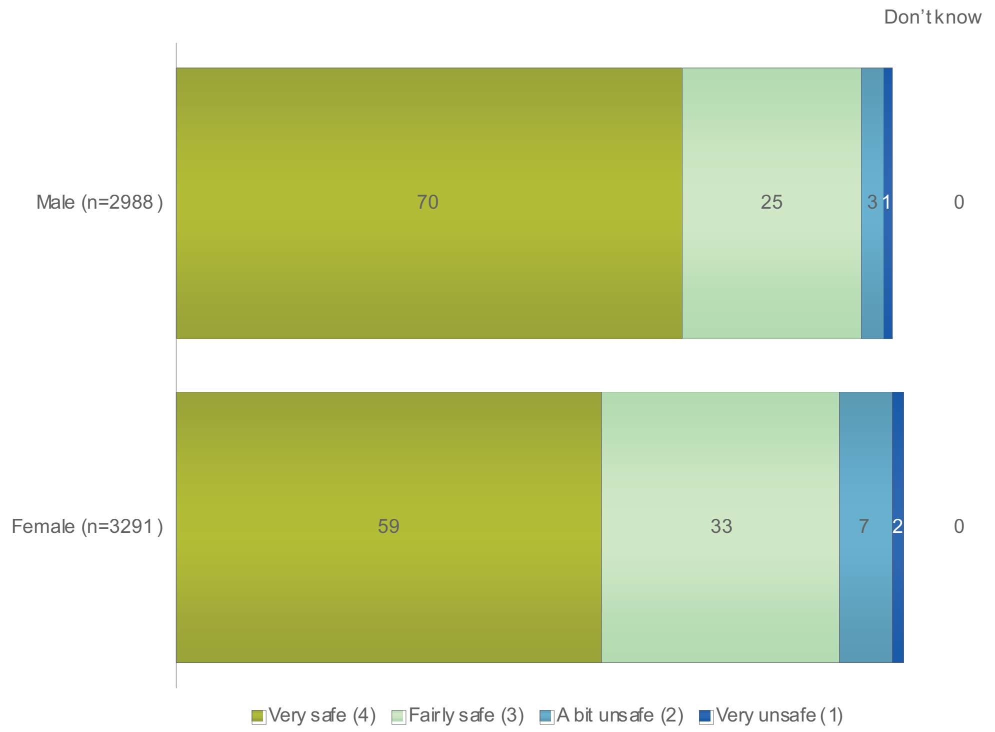
Those more likely to feel *fairly safe* or *very safe* in their home after dark are:

- Males (96% compared to the eight cities average of 94%)

Those more likely to feel *unsafe* or *a bit unsafe* in their home after dark are:

- Females (8% compared to the eight cities average of 6%)

Figure 5.2.9: Sense of safety in your home after dark – by gender (%)



Base: All Respondents

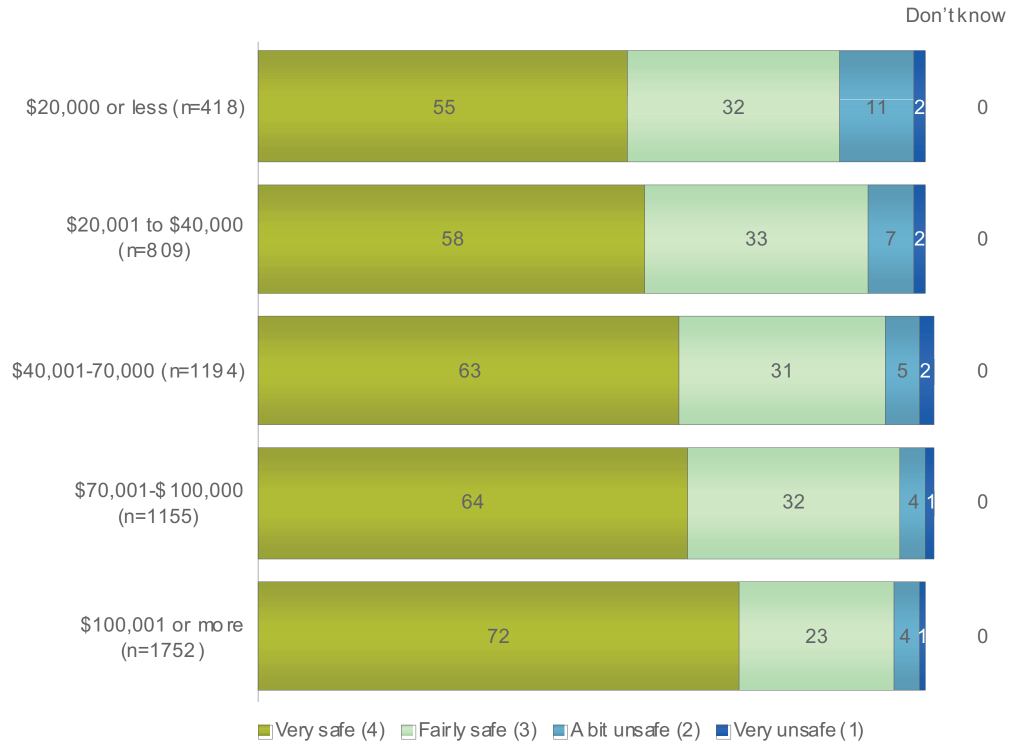
Those more likely to feel *fairly safe* or *very safe* in their home after dark have:

- A household income of $100,001 or more (95% compared to the eight cities average of 94%) and a household income of $70,001 to $100,000 (95%)

Those *less* likely to fee *fairly safe* or *very safe* in their home after dark have:

- A household income of $20,000 or less (87%) and a household income of $20,001 to $40,000 (91%)

Figure 5.2.10: Sense of safety in your home after dark – by household income (%)



Base: All Respondents

Nearly seven in ten (69%) of the eight cities residents feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark.

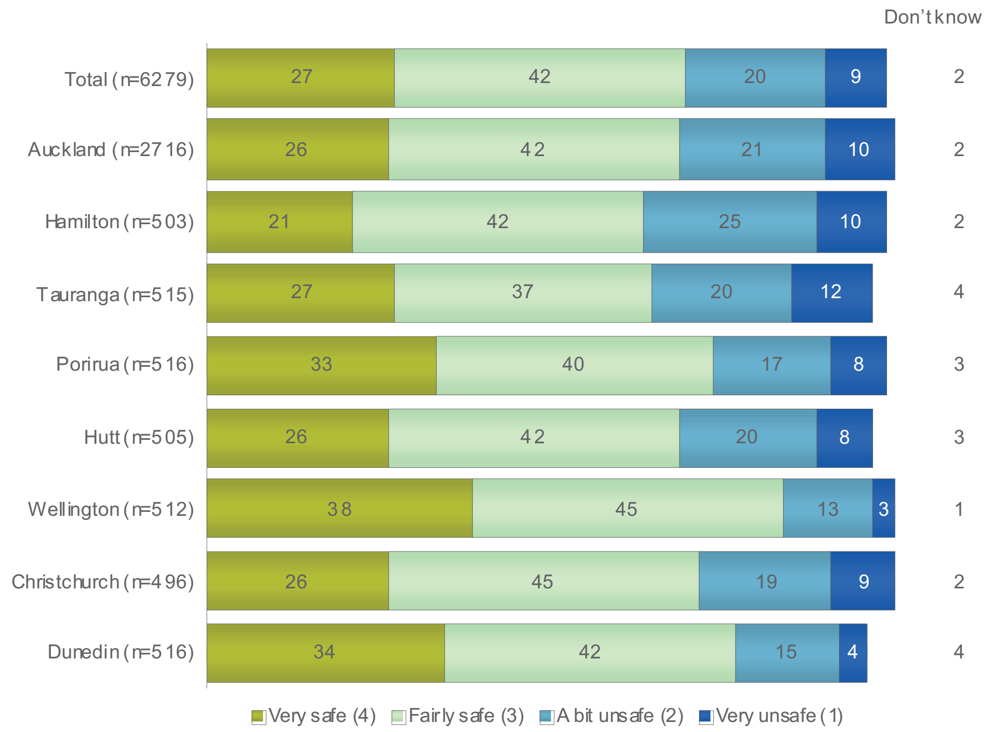
Those more likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Living in Wellington (83% compared to the eight cities average of 69%) and Dunedin (76%)

Those *less* likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Living in Hamilton (63%), and Tauranga (63%)

Figure 5.2.11: Sense of safety walking alone in your neighbourhood after dark – by location (%)



Base: All Respondents

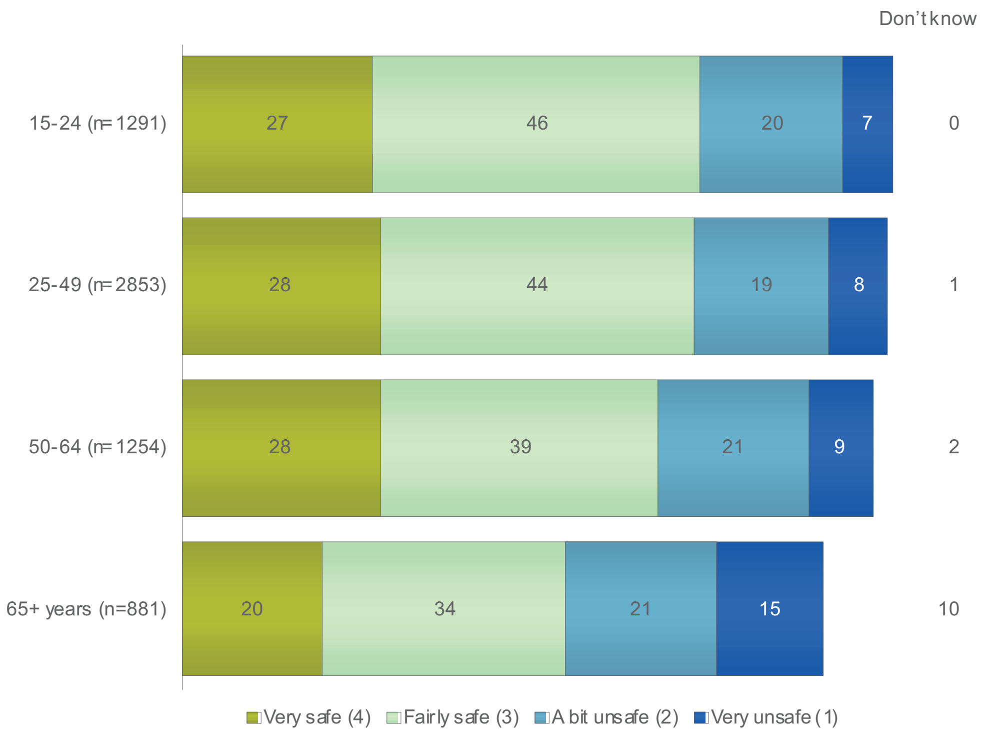
Those more likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Aged 15 to 24 years (74% compared to the eight cities average of 69%) and aged 25 to 40 years (72%)

Those *less* likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Aged 65 years or older (55%)

Figure 5.2.12: Sense of safety walking alone in your neighbourhood after dark – by age (%)



Base: All Respondents

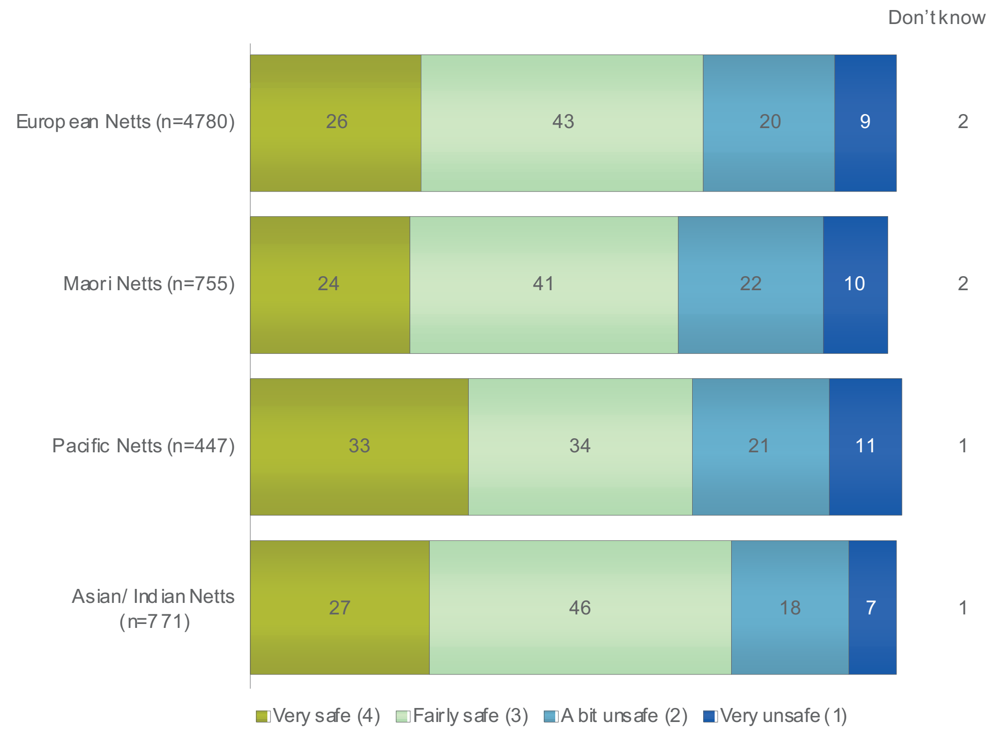
Those more likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Of Asian / Indian ethnicity (73% compared to the eight cities average of 69%)

Those *less* likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Of Māori ethnicity (65%)

Figure 5.2.13: Sense of safety walking alone in your neighbourhood after dark – by ethnicity (%)



Base: All Respondents

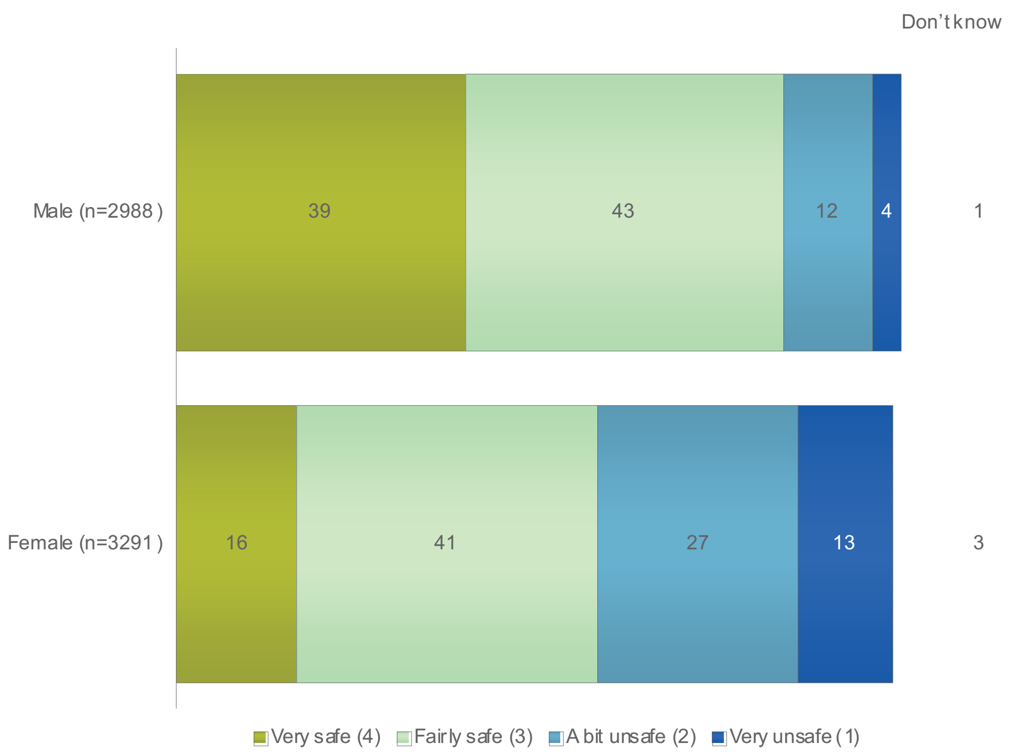
Those more likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark are:

- Males (83% compared to the eight cities average of 69%)

Those more likely to feel *unsafe* or *a bit unsafe* walking alone in their neighbourhood after dark are:

- Females (40% compared to the eight cities average of 29%)

Figure 5.2.14: Sense of safety walking alone in your neighbourhood after dark – by gender (%)



Base: All Respondents

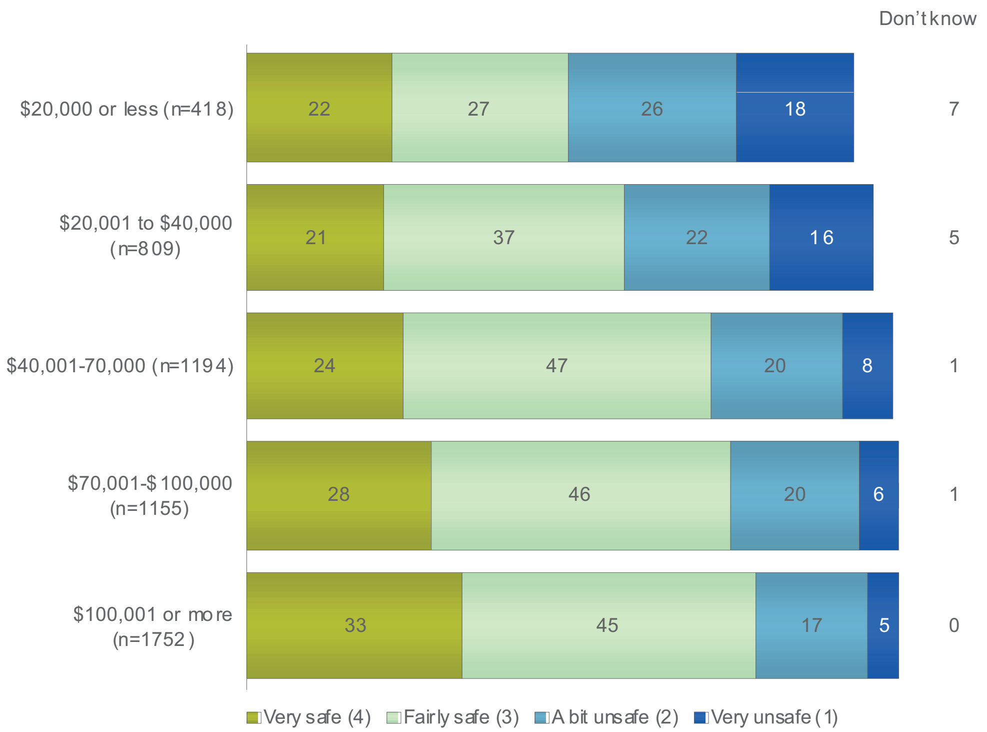
Those more likely to feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark have:

- A household income of $100,001 or more (78% compared to the eight cities average of 69%) and a household income of $70,001 to $100,000 (73%)

Those more likely to feel *unsafe* or *a bit unsafe* walking alone in their neighbourhood after dark have:

- A household income of $20,001 or less (44% compared to the eight cities average of 29%) and a household income of $20,001 to $40,000 (38%)

Figure 5.2.15: Sense of safety walking alone in your neighbourhood after dark – by household income (%)



Base: All Respondents

The majority (95%) of eight cities residents feel safe in their city centre during the day.

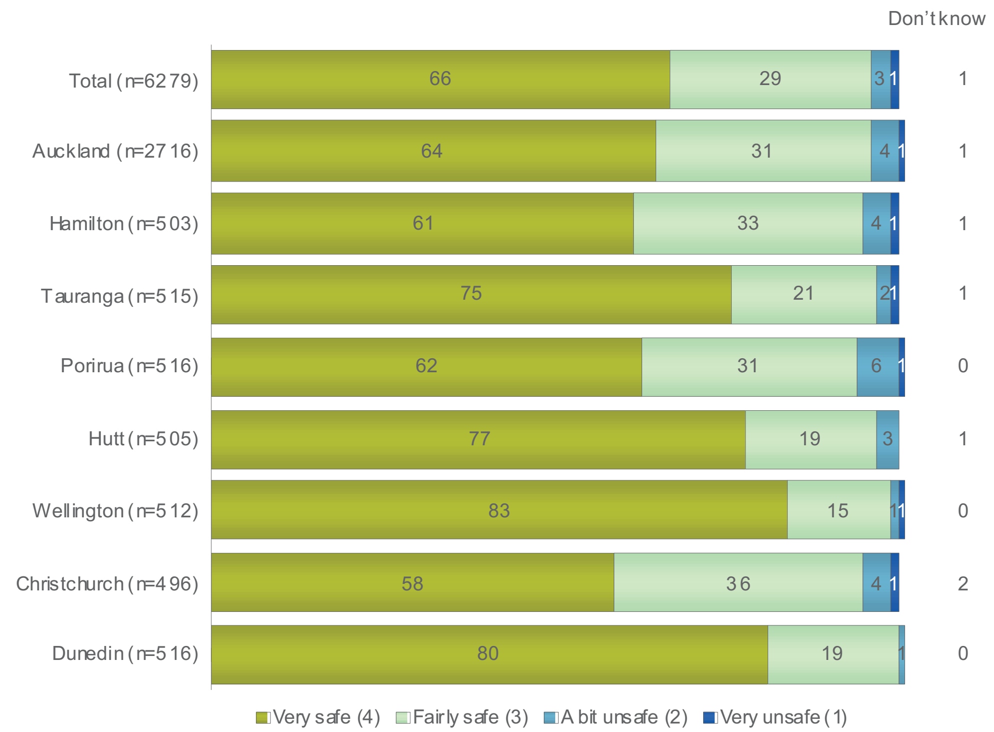
Those more likely to feel *fairly safe* or *very safe* in their city centre during the day are:

- Living in Dunedin (99% compared to the eight cities average of 95%) and Wellington (98%)

Those *less* likely to feel *fairly safe* or *very safe* in their city centre during the day are:

- Living in Porirua (93%)

Figure 5.2.16: Sense of safety in your city centre during the day – by location (%)



Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

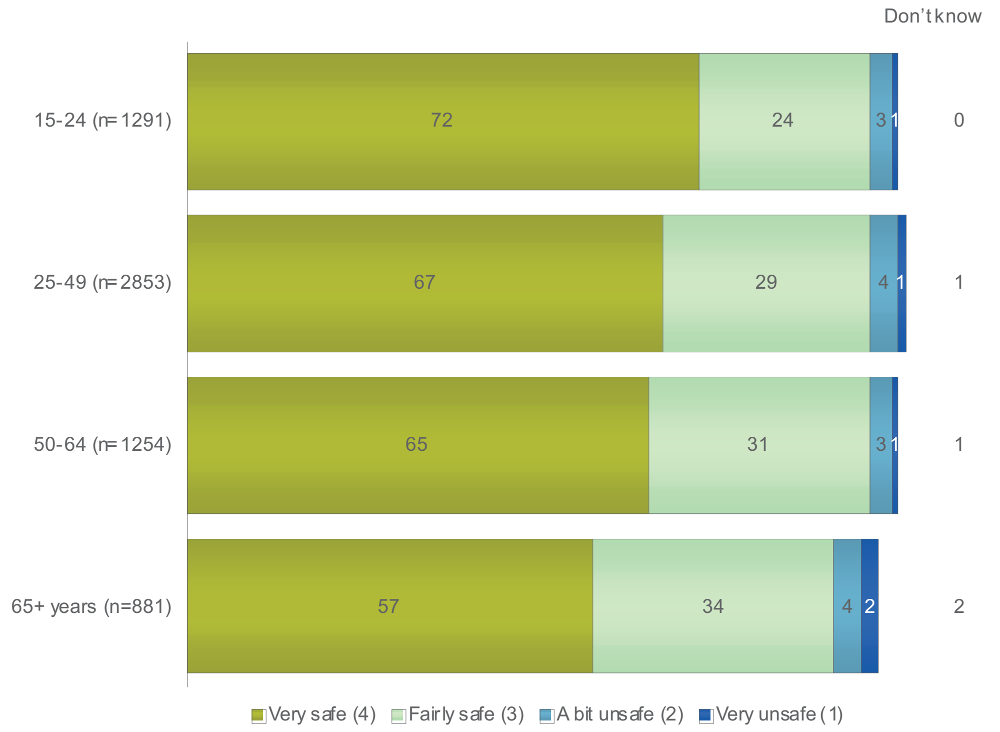
Those more likely to feel *fairly safe* or *very safe* in their city centre during the day are:

- Aged 15 to 24 years (96% compared to the eight cities average of 95%)

Those *less* likely to feel *fairly safe* or *very safe* in their city centre during the day are:

- Aged 65 years or older (92%)

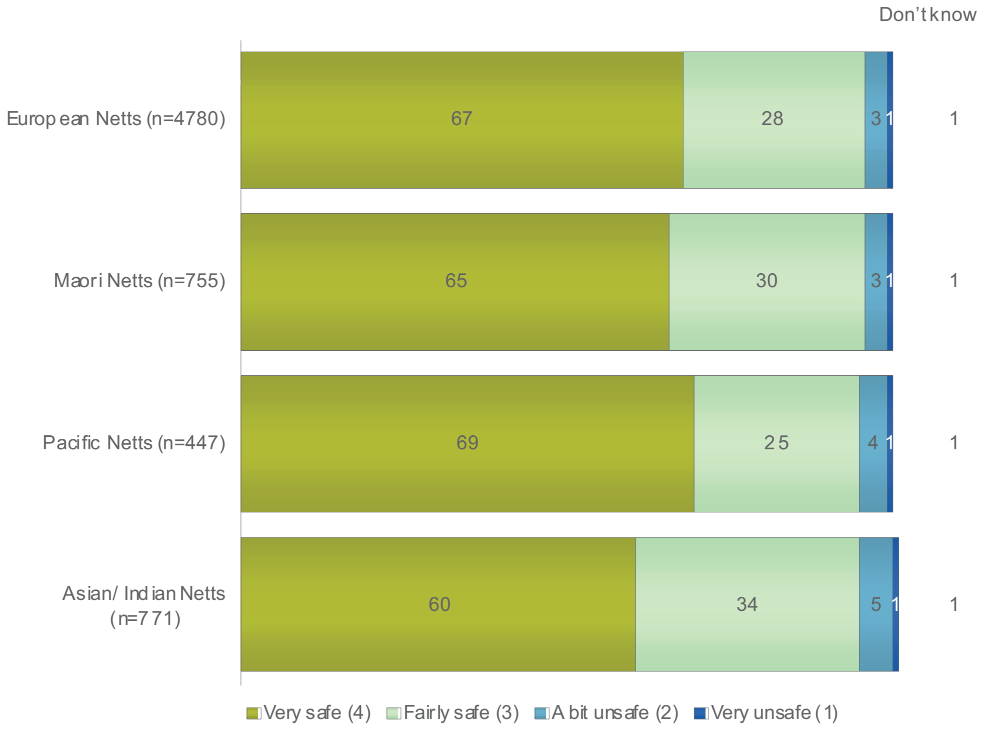
Figure 5.2.17: Sense of safety in your city centre during the day – by age (%)



Base: All Respondents

There are no significant differences by ethnicity of those who feel *fairly safe* or *very safe* in their city centre during the day.

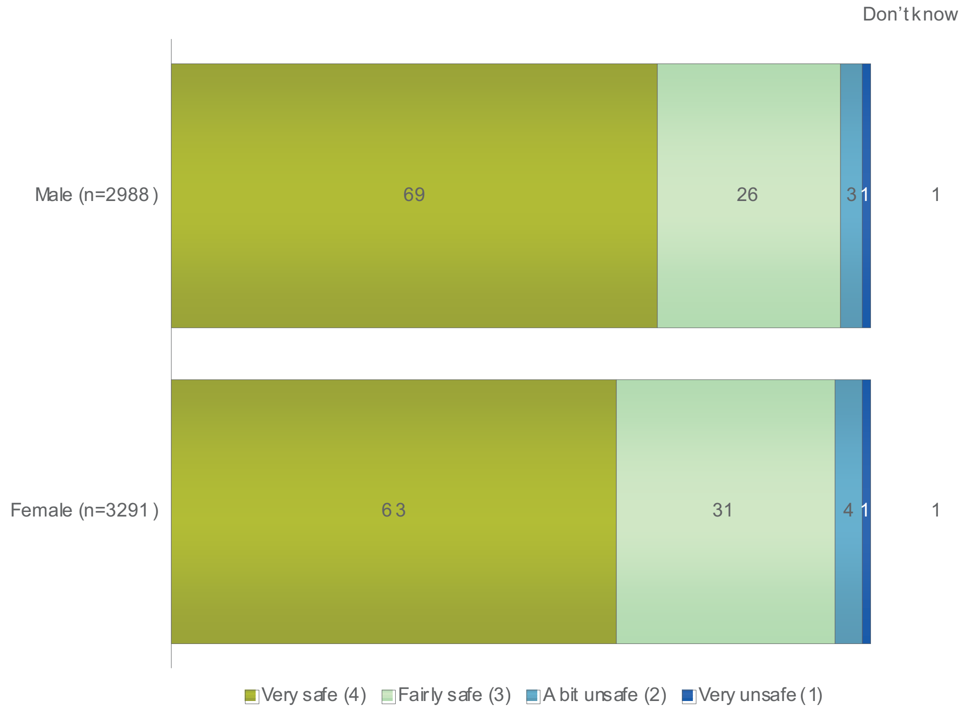
Figure 5.2.18: Sense of safety in your city centre during the day – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender of those who feel *fairly safe* or *very safe* in their city centre during the day.

Figure 5.2.19: Sense of safety in your city centre during the day – by gender (%)



Base: All Respondents

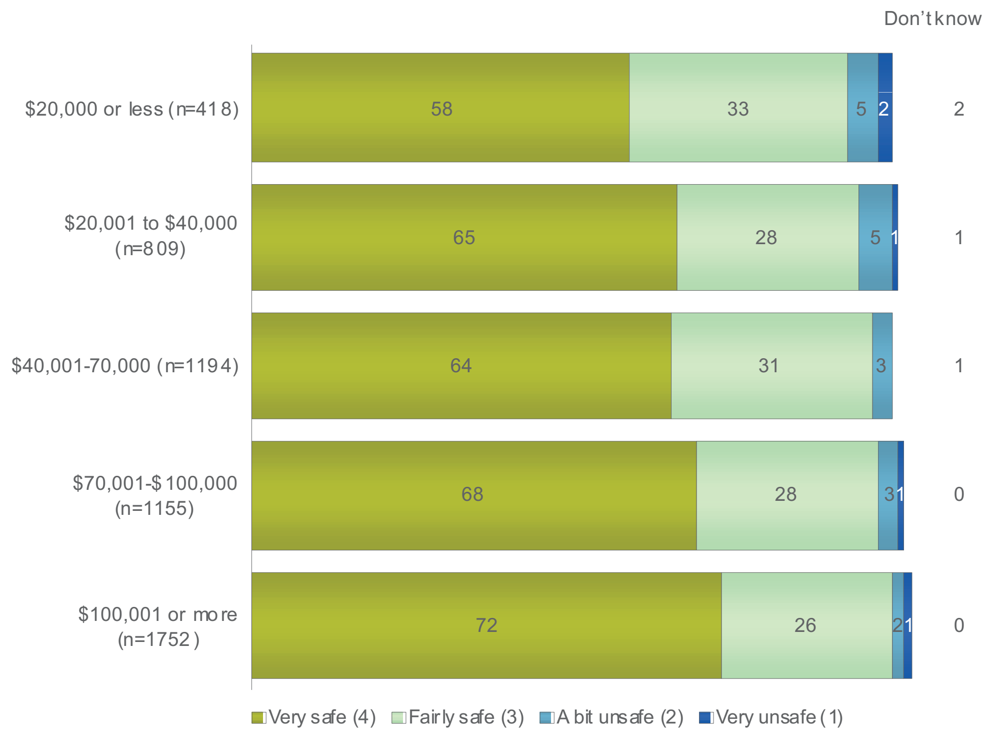
Those more likely to feel *fairly safe* or *very safe* in their city centre during the day have:

- A household income of $100,001 or more (97% compared to the eight cities average of 95%)

Those *less* likely to feel *fairly safe* or *very safe* in their city centre during the day have:

- A household income of $20,000 or less (90%) and a household income of $20,001 to $40,000 (92%)

Figure 5.2.20: Sense of safety in your city centre during the day – by household income (%)



Base: All Respondents

More than half (54%) of eight cities residents feel safe (*very safe* or *fairly safe*) in their city centre after dark.

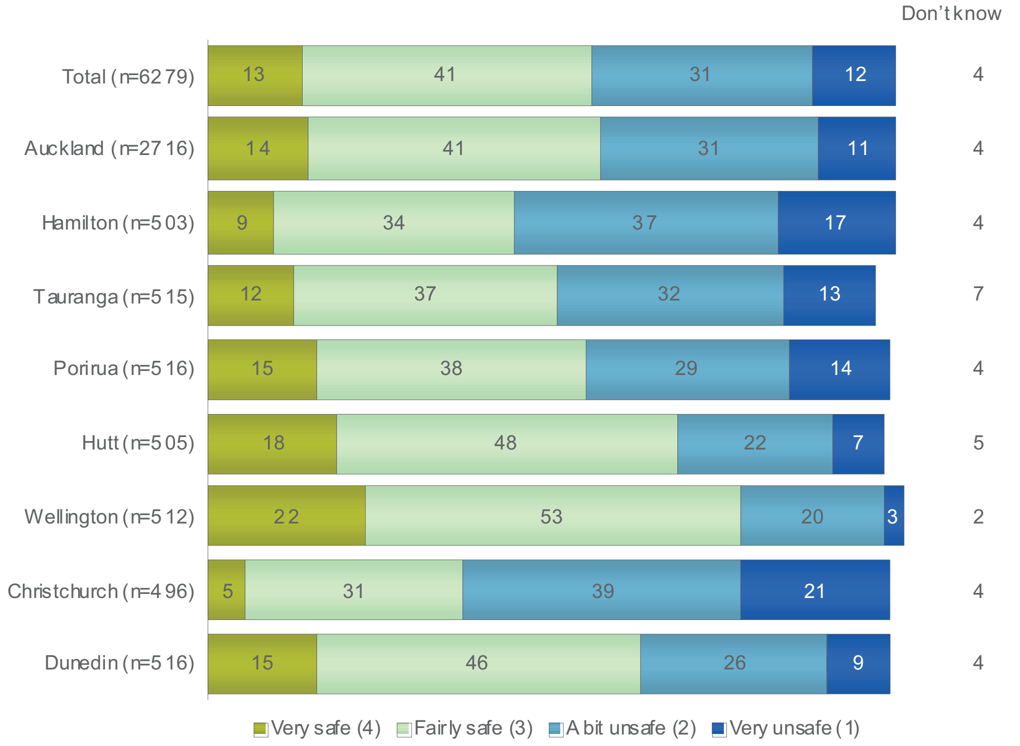
Those more likely to feel *fairly safe* or *very safe* in their city centre after dark are:

- Living in Wellington (75% compared to the eight cities average of 54%), Hutt City (66%) and Dunedin (61%)

Those *less* likely to feel *fairly safe* or *very safe* in their city centre after dark are:

- Living in Christchurch (36%), Hamilton (42%) and Tauranga (49%)

Figure 5.2.21: Sense of safety in your city centre after dark – by location (%)



Base: All Respondents

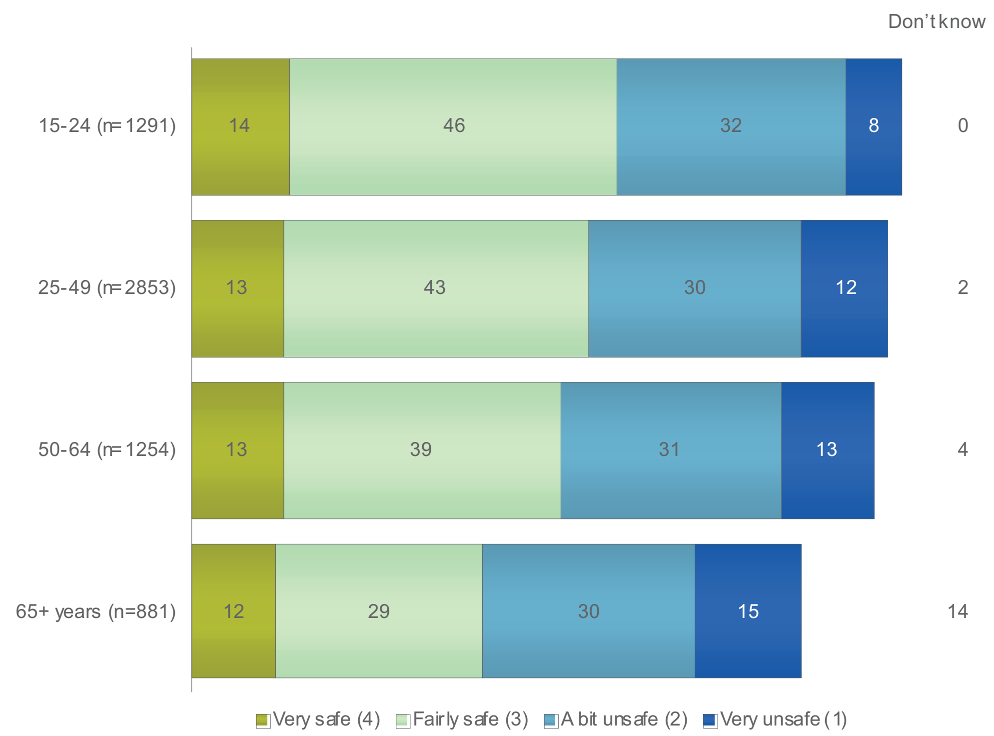
Those more likely to feel *fairly safe* or *very safe* in their city centre after dark are:

- Aged 15 to 24 years (60% compared to the eight cities average of 54%)

Those *less* likely to feel *fairly safe* or *very safe* in their city centre after dark are:

- Aged 65 years or older (41%)

Figure 5.2.22: Sense of safety in your city centre after dark – by age (%)

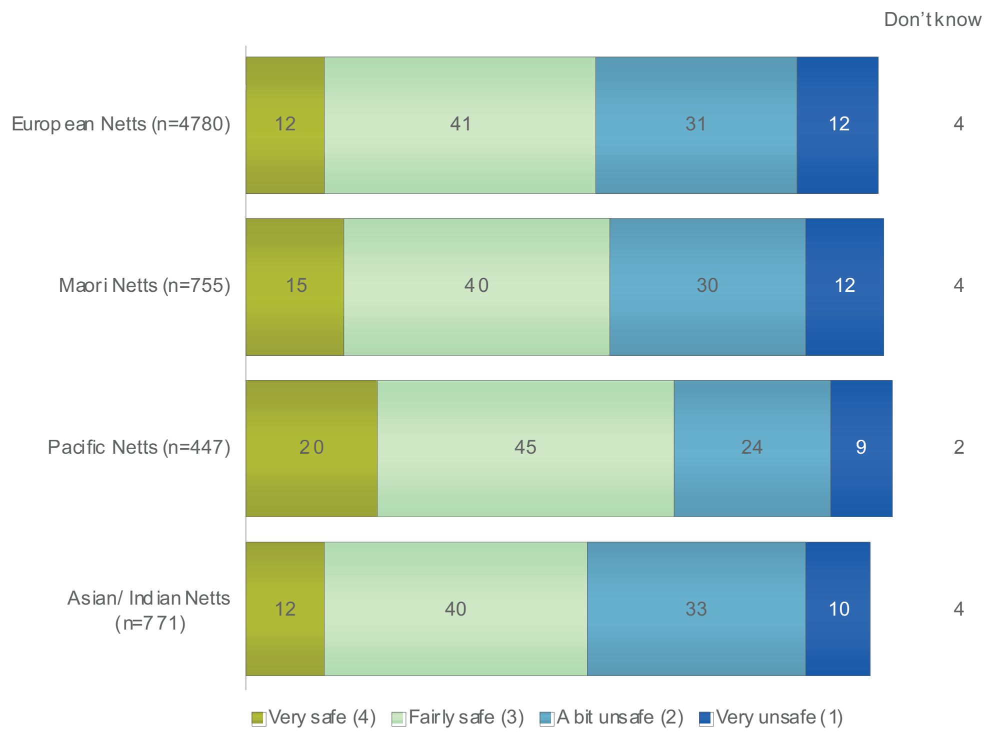


Base: All Respondents

Those more likely to feel *fairly safe* or *very safe* in their city centre after dark are:

- Of Pacific ethnicity (64% compared to the eight cities average of 54%)

Figure 5.2.23: Sense of safety in your city centre after dark – by ethnicity (%)



Base: All Respondents

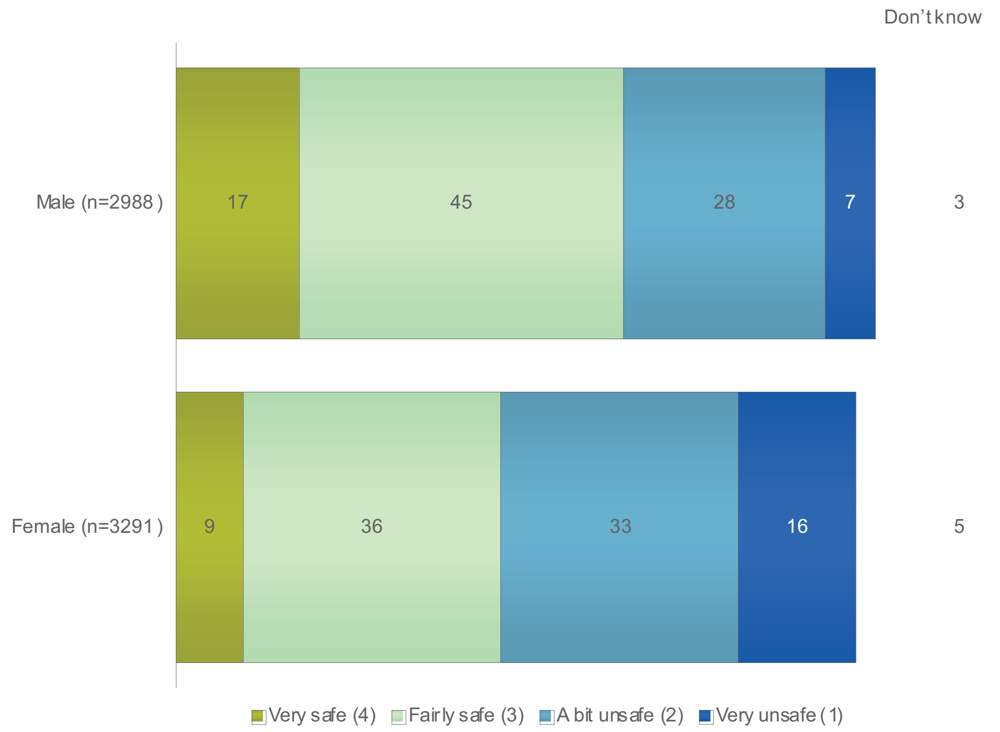
Those more likely to feel *fairly safe* or *very safe* in their city centre after dark are:

- Males (62% compared to the eight cities average of 54%)

Those more likely to feel *unsafe* or *a bit unsafe* in their city centre after dark are:

- Females (50% compared to the eight cities average of 43%)

Figure 5.2.24: Sense of safety in your city centre after dark – by gender (%)



Base: All Respondents

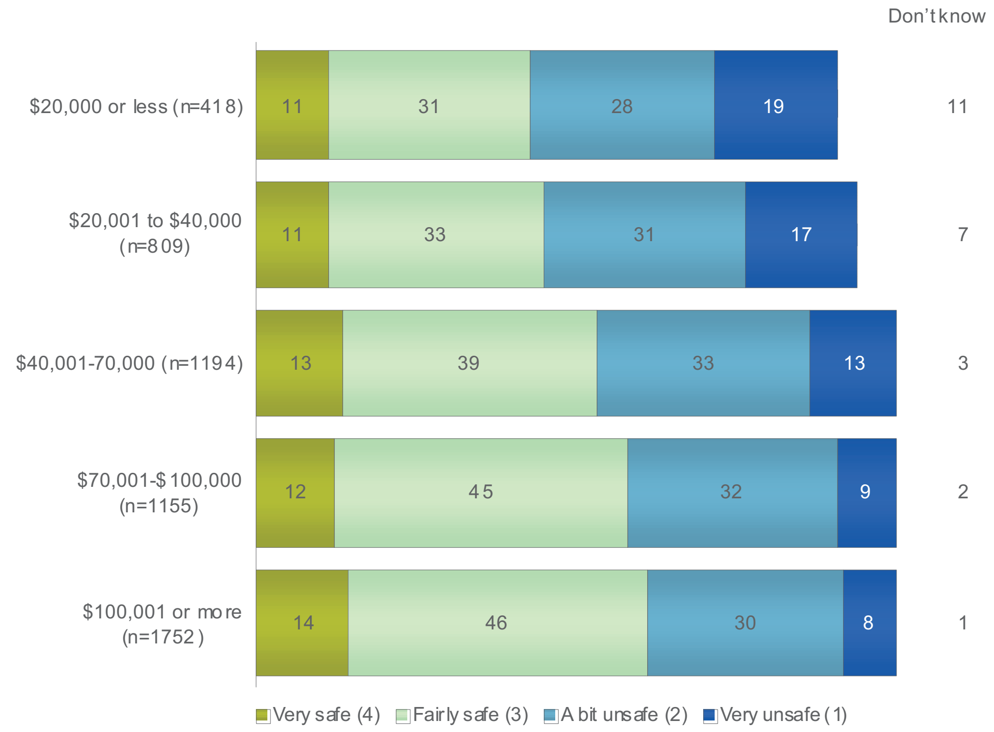
Those more likely to feel *fairly safe* or *very safe* in their city centre after dark have:

- A household income of $100,001 or more (61% compared to the eight cities average of 54%)

Those *less* likely to feel *fairly safe* or *very safe* in their city centre after dark have:

- A household income of $20,000 or less (43%) and a household income of $20,001 to $40,000 (44%)

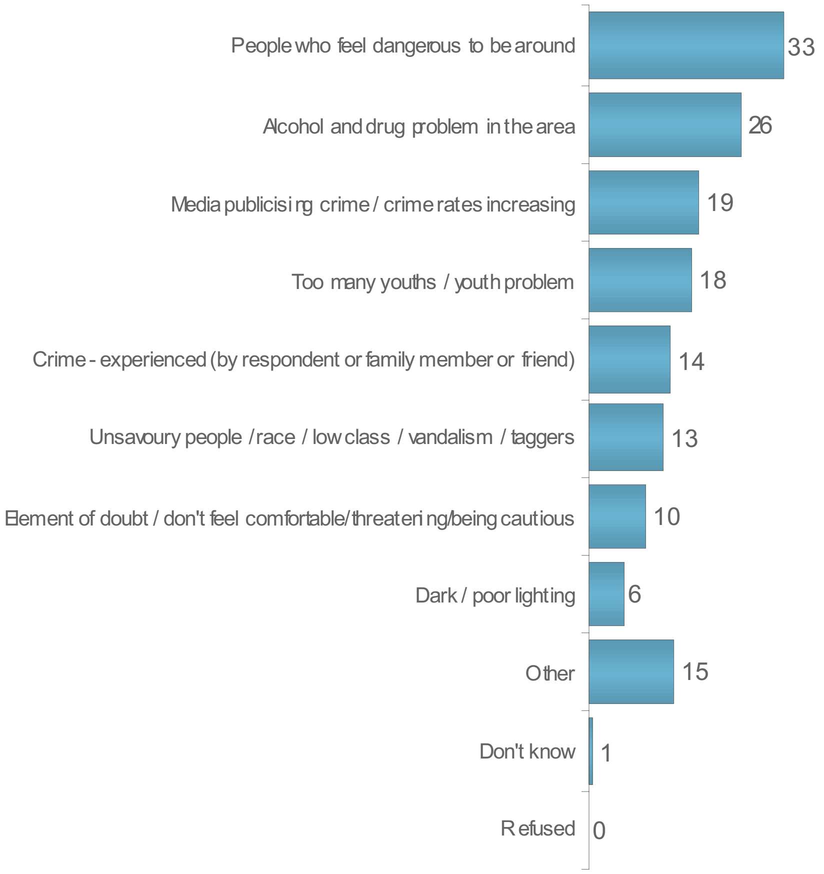
Figure 5.2.25: Sense of safety in your city centre after dark – by household income (%)



Base: All Respondents

The two most frequently mentioned reasons for feeling unsafe in city centre after dark are *people who feel dangerous to be around* (33%) and *alcohol and drug problems* (26%).

Figure 5.2.26: Most frequently mentioned reasons for lack of safety in city centre after dark – eight cities level (%)



Base: Those who feel unsafe in city centre after dark

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Those more likely to mention *people who feel dangerous to be around* are:
- Living in Porirua (42% compared to the eight cities average of 33%)

Those more likely to mention *alcohol and drug problems* are:
- Living in Tauranga (43% compared to the eight cities average of 26%), Christchurch (34%), Dunedin (34%) and Hamilton (33%)

Those *less* likely to mention *alcohol and drug problems* are:
- Living in Porirua (16%) and Auckland (20%)

Table 5.2.1: Most frequently mentioned reasons for lack of safety in city centre after dark – by location (%)

	Total (n=2597)	Auckland (n=1121)	Hamilton (n=273)	Tauranga (n=228)	Porirua (n=223)	Hutt (n=147)	Wellington (n=120)	Christchurch (n=302)	Dunedin (n=183)
People who feel dangerous to be around	33	32	35	30	**42**	28	28	36	35
Alcohol and drug problem in the area	26	20	**33**	**43**	16	20	30	**34**	**34**
Media publicising crime / crime rates increasing	19	19	19	21	7	13	24	19	19
Too many youths / youth problem	18	17	14	21	**36**	**32**	10	17	**27**
Crime - experienced (by respondent or family member or friend)	14	16	13	10	16	4	13	12	10
Unsavoury people / race / low class / vandalism / taggers	13	14	15	11	12	17	6	12	13
Element of doubt / don't feel comfortable / threatening / being cautious	10	11	9	9	8	8	9	9	6
Dark / poor lighting	6	7	6	2	5	7	**11**	4	5
Other	15	16	13	14	11	14	20	15	8
Don't know	1	1	1	0	0	1	0	0	1
Refused	0	0	0	0	0	0	0	0	0

Base: Those who feel unsafe in city centre after dark

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *people who feel dangerous to be around* are:

- Aged 15 to 24 years (46% compared to the eight cities average of 33%)

Table 5.2.2: Most frequently mentioned reasons for lack of safety in city centre after dark – by age (%)

	15-24 (n=510)	25-49 (n=1166)	50-64 (n=537)	65+ years (n=384)
People who feel dangerous to be around	**46**	30	30	29
Alcohol and drug problem in the area	23	28	27	23
Media publicising crime / crime rates increasing	11	21	19	**24**
Too many youths / youth problem	6	21	20	21
Crime - experienced (by respondent or family member or friend)	15	15	13	10
Unsavoury people / race / low class / vandalism / taggers	13	15	14	9
Element of doubt / don't feel comfortable / threatening / being cautious	9	10	10	10
Dark / poor lighting	**10**	6	5	2
Other	14	16	15	20
Don't know	0	0	1	3
Refused	0	0	0	0

Base: Those who feel unsafe in city centre after dark

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *too many youths / youth problem* are:

- Of Māori ethnicity (26% compared to the eight cities average of 18%)

Table 5.2.3: Most frequently mentioned reasons for lack of safety in city centre after dark – by ethnicity (%)

	European Netts (n=2006)	Māori Netts (n=306)	Pacific Netts (n=150)	Asian / Indian Netts (n=321)
People who feel dangerous to be around	34	34	33	31
Alcohol and drug problem in the area	26	24	23	28
Media publicising crime / crime rates increasing	19	14	17	22
Too many youths / youth problem	18	**26**	18	14
Crime - experienced (by respondent or family member or friend)	13	13	13	17
Unsavoury people / race / low class / vandalism / taggers	14	11	13	14
Element of doubt / don't feel comfortable / threatening / being cautious	10	8	11	9
Dark / poor lighting	6	8	7	7
Other	15	12	16	17
Don't know	1	0	3	0
Refused	0	0	0	0

Base: Those who feel unsafe in city centre after dark

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by gender in relation to the four most frequently mentioned reasons for lack of safety in city centre after dark.

Table 5.2.4: Most frequently mentioned reasons for lack of safety in city centre after dark – by gender (%)

	Male (n=1002)	Female (n=1595)
People who feel dangerous to be around	32	34
Alcohol and drug problem in the area	27	25
Media publicising crime / crime rates increasing	18	20
Too many youths / youth problem	20	16
Crime - experienced (by respondent or family member or friend)	15	13
Unsavoury people / race / low class / vandalism / taggers	14	13
Element of doubt / don't feel comfortable / threatening / being cautious	6	**12**
Dark / poor lighting	4	7
Other	14	14
Don't know	1	1
Refused	0	0

Base: Those who feel unsafe in city centre after dark

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *too many youths / youth problem* have:

- A household income of $20,001 to $40,000 (23% compared to the eight cities average of 18%)

Table 5.2.5: Most frequently mentioned reasons for lack of safety in city centre after dark – by household income (%)

	$20,000 or less (n=189)	$20,001 - $40,000 (n=367)	$40,001-70,000 (n=528)	$70,001-$100,000 (n=472)	$100,001 or more (n=647)
People who feel dangerous to be around	40	33	33	33	31
Alcohol and drug problem in the area	21	29	27	27	28
Media publicising crime / crime rates increasing	16	22	20	21	18
Too many youths / youth problem	19	**23**	19	17	17
Crime - experienced (by respondent or family member or friend)	11	10	13	17	15
Unsavoury people / race / low class / vandalism / taggers	13	13	11	13	16
Element of doubt / don't feel comfortable/threatening/being cautious	8	11	10	6	9
Dark / poor lighting	3	4	7	7	7
Other	18	10	15	16	17
Don't know	2	1	1	0	0
Refused	0	0	0	0	0

Base: Those who feel unsafe in city centre after dark

Note: All those in bold are significantly higher than the 8 cities average

5.3 Safety of Children

Three quarters (76%) of residents in the eight cities rated the safety of unsupervised children in their local area as *very safe* or *fairly safe.*

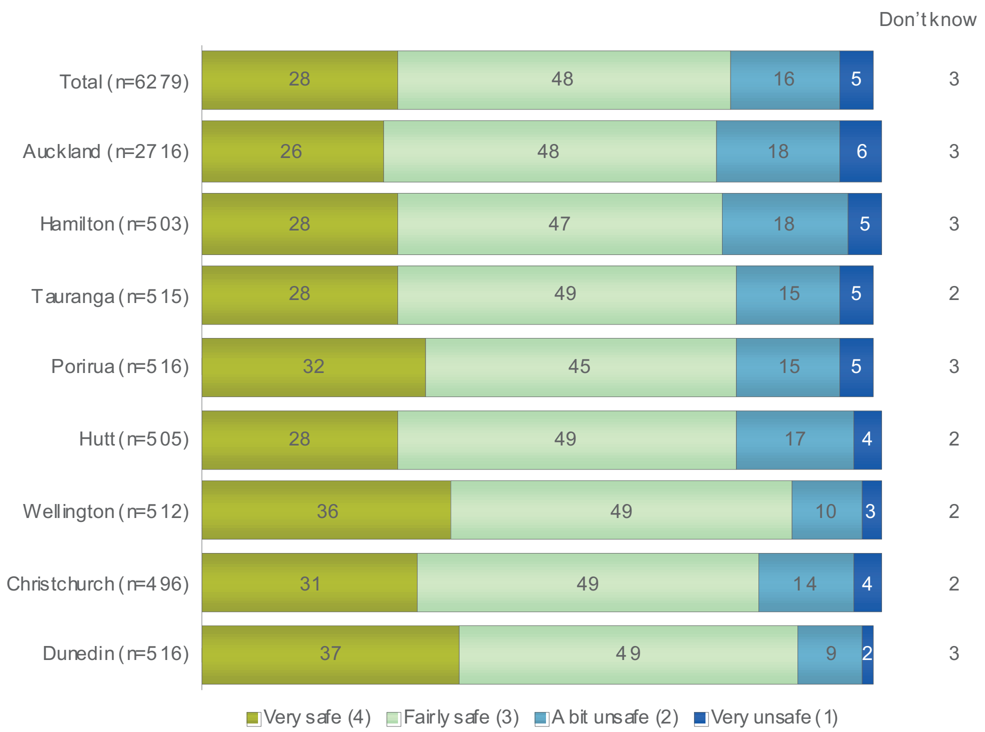
Those more likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised are:

- Living in Dunedin (86%) and Wellington (85%)

Those *less* likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised are:

- Living in Auckland (73%)

Figure 5.3.1: Perceived safety of unsupervised children in local area – by location (%)

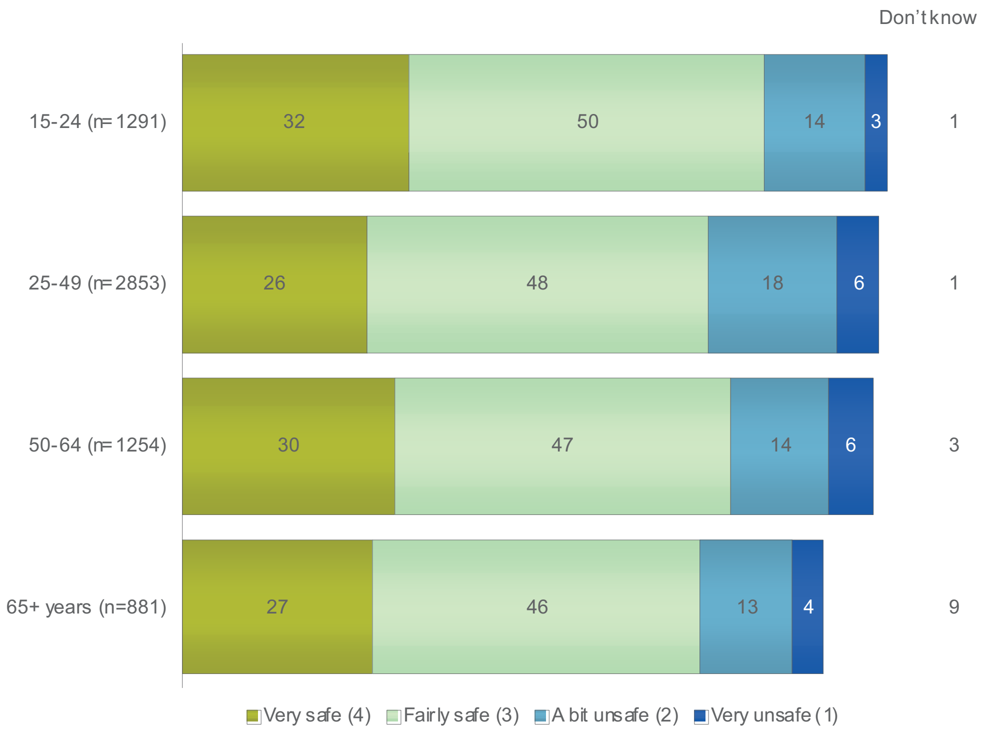


Base: All Respondents

Those more likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised are:

- Aged 15 to 24 years (82% compared to the eight cities average of 76%)

Figure 5.3.2: Perceived safety of unsupervised children in local area – by age (%)

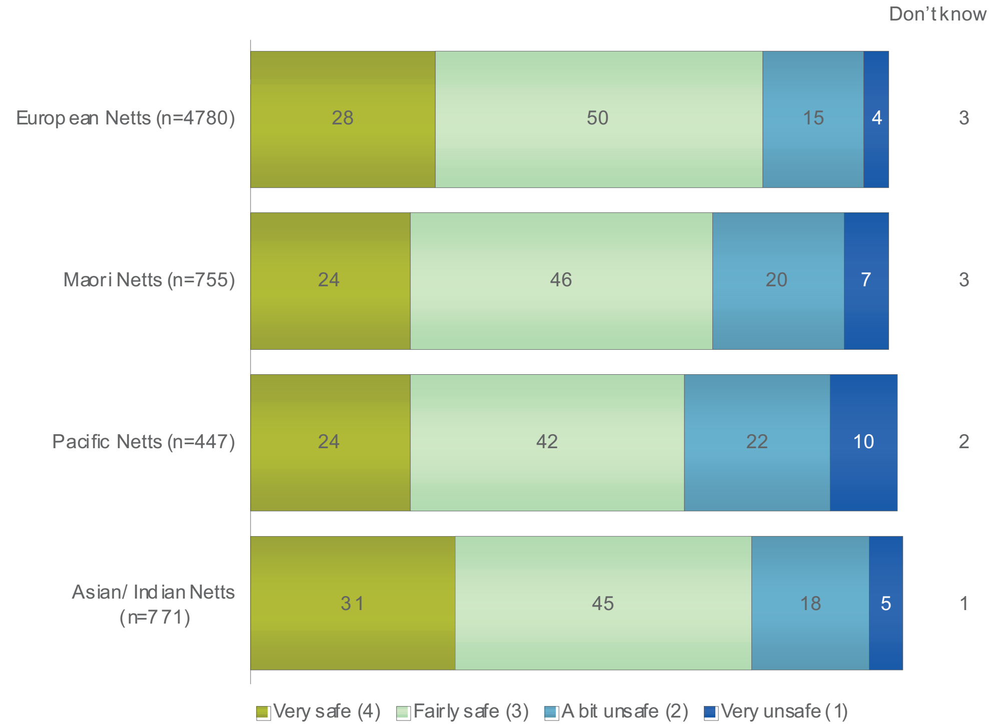


Base: All Respondents

Those *less* likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised are:

- Of Pacific (66% compared to the eight cities average of 76%) and Māori (69%) ethnicities

Figure 5.3.3: Perceived safety of unsupervised children in local area – by ethnicity (%)



Base: All Respondents

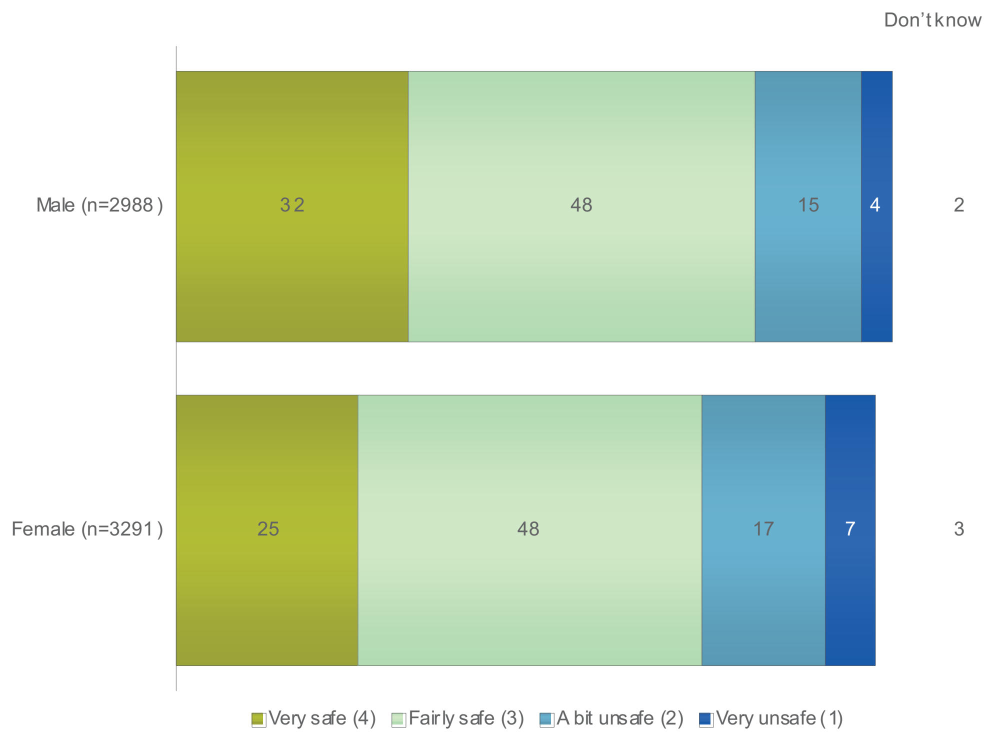
Those more likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised are:

- Males (80% compared to the eight cities average of 76%)

Those more likely to rate their neighbourhood as unsafe (*very unsafe* or *fairly unsafe*) for children to play in unsupervised are:

- Females (23% compared to the eight cities average of 21%)

Figure 5.3.4: Perceived safety of unsupervised children in local area – by gender (%)



Base: All Respondents

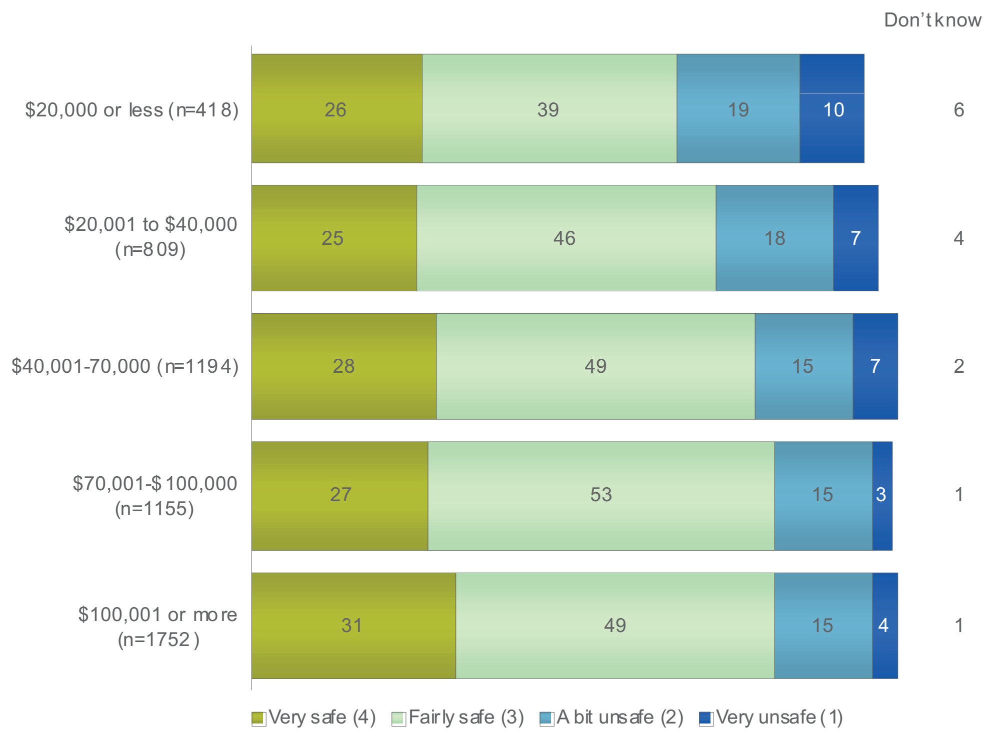
Those more likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised have:

- A household income of $70,001 to $100,000 (80% compared to the eight cities average of 76%) and a household income of $100,000 or more (80%)

Those *less* likely to rate their neighbourhood as safe (*very safe* or *fairly safe*) for children to play in unsupervised have:

- A household income of $20,000 or less (66%) and a household income of $20,001 to $40,000 (71%)

Figure 5.3.5: Perceived safety of unsupervised children in local area – by household income (%)



Base: All Respondents

6.0 Community, Culture and Social Networks

This section asks people about their social networks, their feeling of connectedness within the community, the impact of increased ethnic diversity in the area and how the area rates in terms of its cultural events/facilities offering.

6.1 Sense of Community

More than two-thirds (71%) of eight cities residents agree it is important to feel a sense of community with the people in the local neighbourhood, responding with a rating of *strongly agree* (30%) or *agree* (41%).

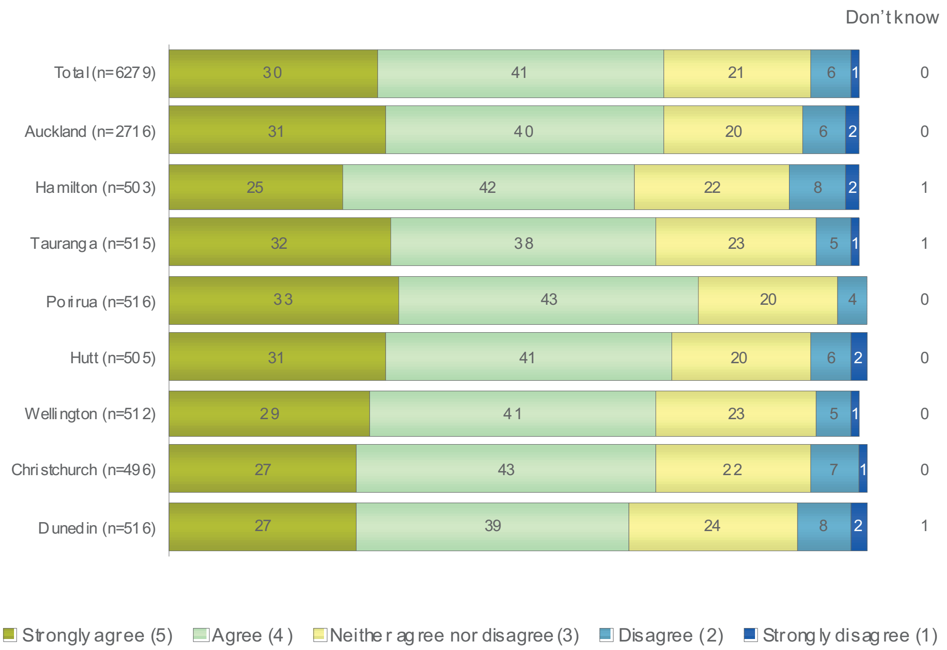
Those more likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Living in Porirua (76% compared to the eight cities average of 71%)

Those *less* likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Living in Dunedin (66%)

Figure 6.1.1: Importance of sense of community – by location (%)



Base: All Respondents

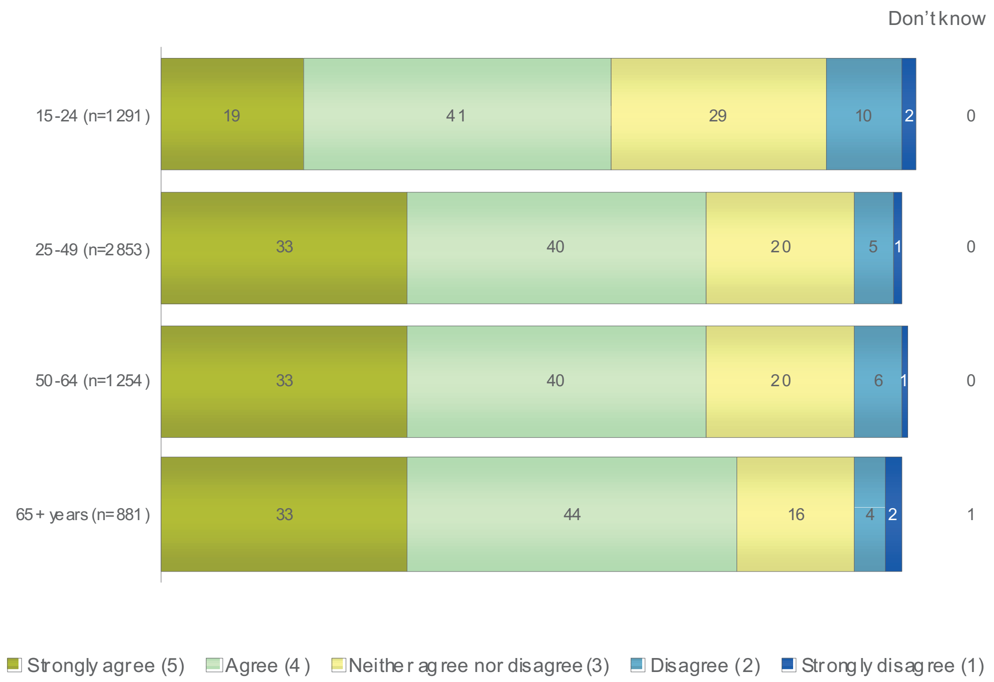
Those more likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Aged 65 years or older (77% compared to the eight cities average of 71%)

Those *less* likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Aged 15 to 24 years (60%)

Figure 6.1.2: Importance of sense of community – by age (%)



Base: All Respondents

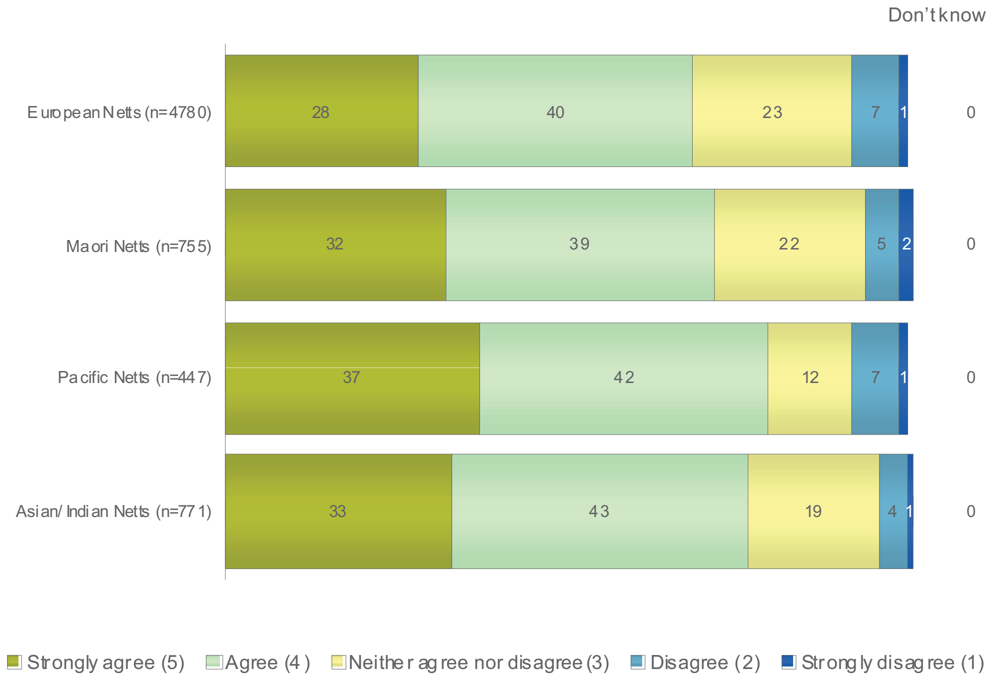
Those more likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Of Pacific (80% compared to the eight cities average of 71%) and Asian / Indian (76%) ethnicities

Those *less* likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Of European ethnicity (68%)

Figure 6.1.3: Importance of sense of community – by ethnicity (%)

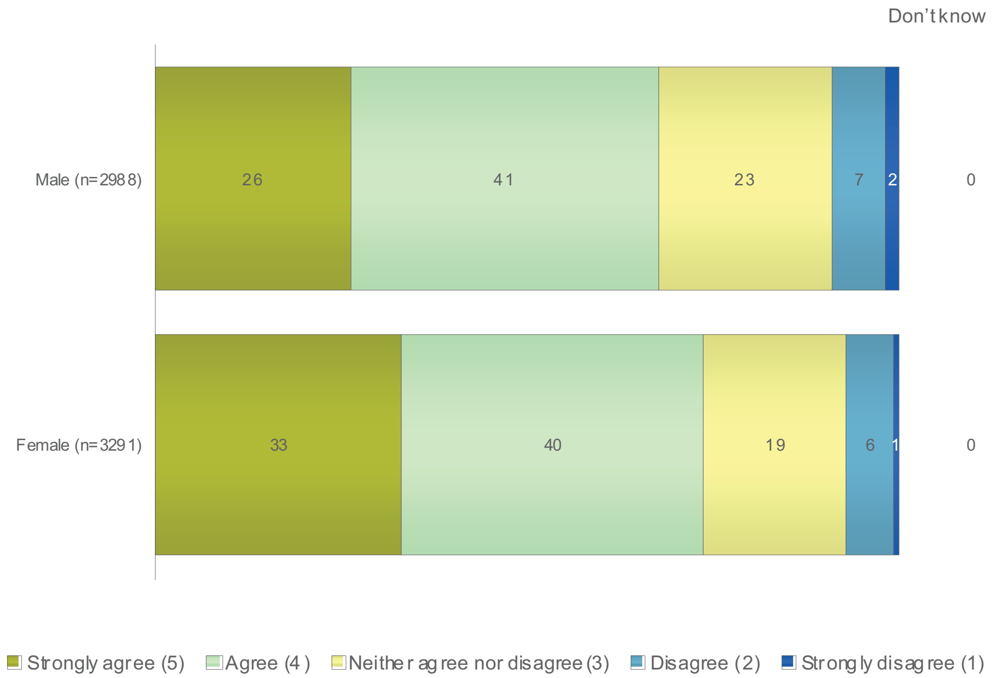


Base: All Respondents

Those more likely to feel a sense of community is important (*strongly agree* or *agree*) are:

- Females (73% compared to the eight cities average of 71%)

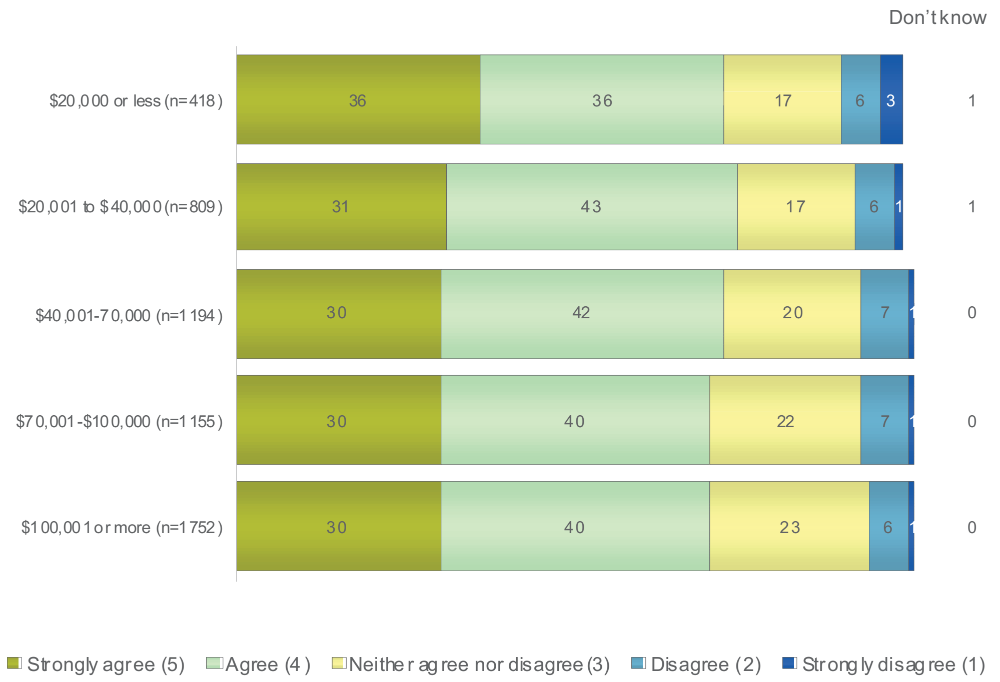
Figure 6.1.4: Importance of sense of community – by gender (%)



Base: All Respondents

There are no differences by household income in ratings of how important (*strongly agree* or *agree*) it is to feel a sense of community.

Figure 6.1.5: Importance of sense of community – by household income (%)



Base: All Respondents

Three fifths (60%) of the eight cities residents agree they feel a sense of community with others in their local neighbourhood, with 18% agreeing strongly and 42% agreeing.

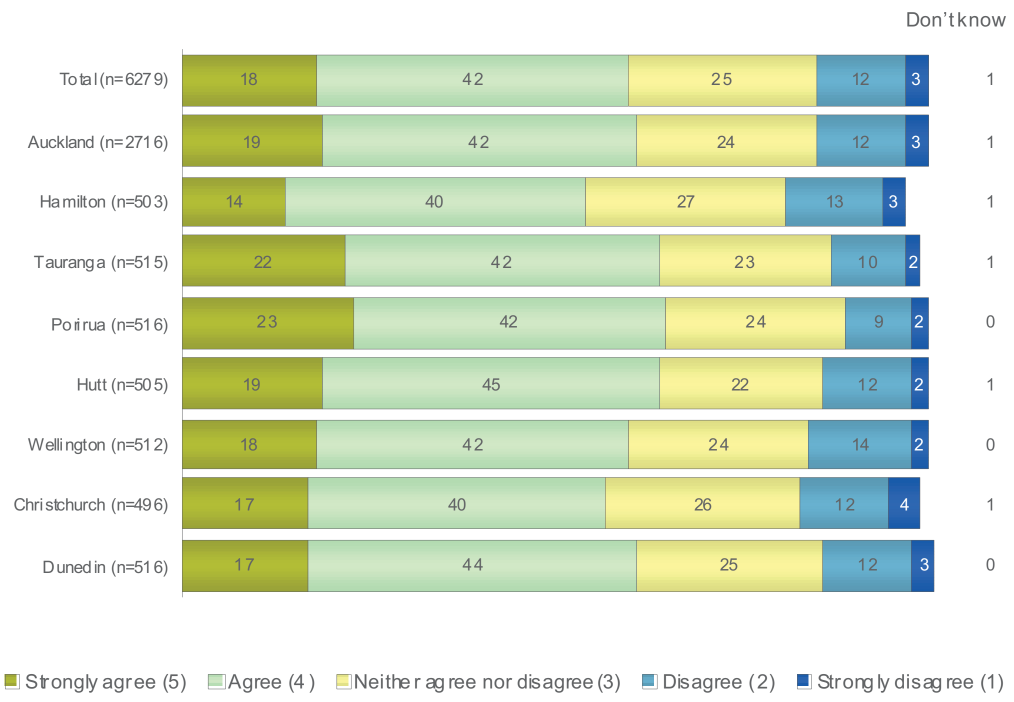
Those more likely to feel a sense of community with others in their local neighbourhood (*strongly agree* or *agree*) are:

- Living in Porirua (65% compared to the eight cities average of 60%)

Those *less* likely to feel a sense of community with others in their local neighbourhood (*strongly agree* or *agree*) are:

- Living in Hamilton (55%)

Figure 6.2.1: Feel a sense of community – by location (%)



Base: All Respondents

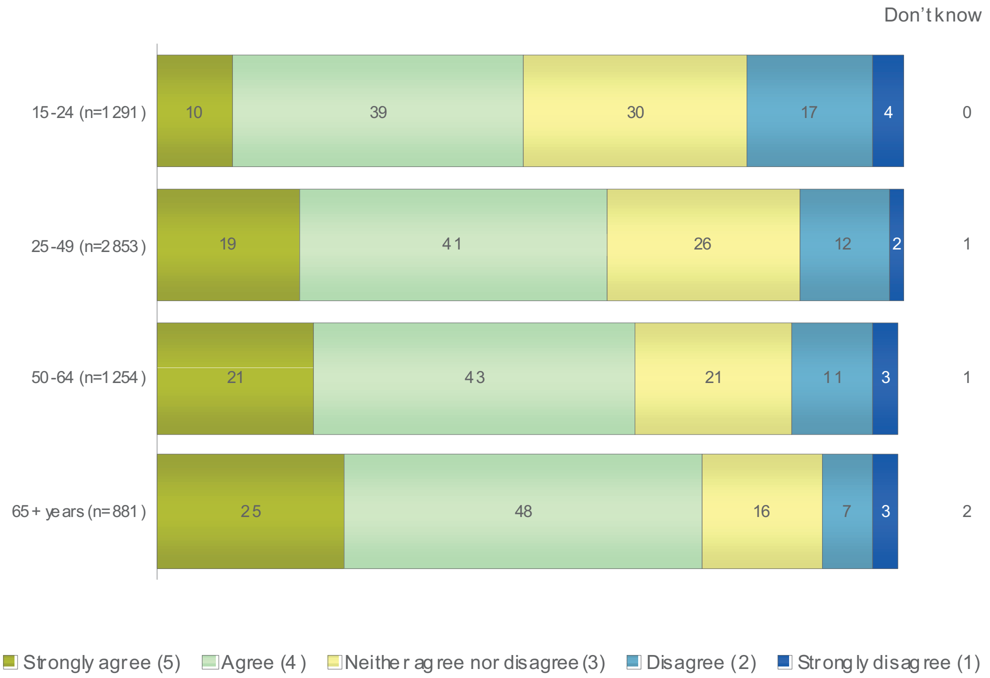
Those more likely to feel a sense of community with others in their local neighbourhood (*strongly agree* or *agree*) are:

- Aged 65 years or older (72% compared to the eight cities average of 60%) and aged 50 to 64 years (64%)

Those *less* likely to feel a sense of community with others in their local neighbourhood (*strongly agree* or *agree*) are:

- Aged 15 to 24 years (49%)

Figure 6.2.2: Feel a sense of community – by age (%)

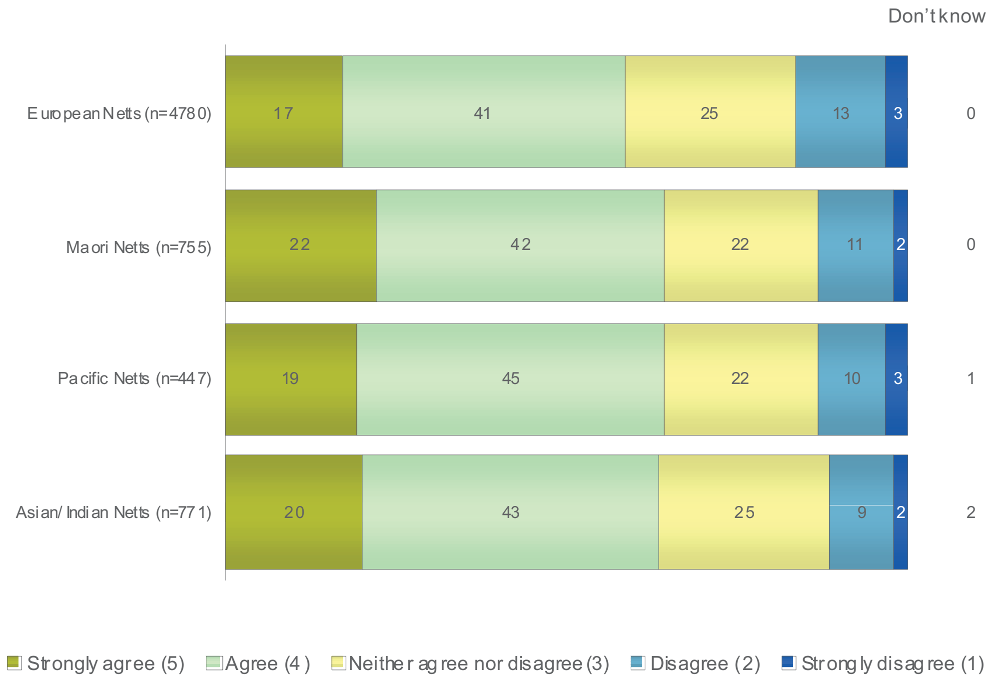


Base: All Respondents

Those more likely to feel a sense of community with others in their local neighbourhood (*strongly agree* or *agree*) are:

- Of Māori ethnicity (65% compared to the eight cities average of 60%)

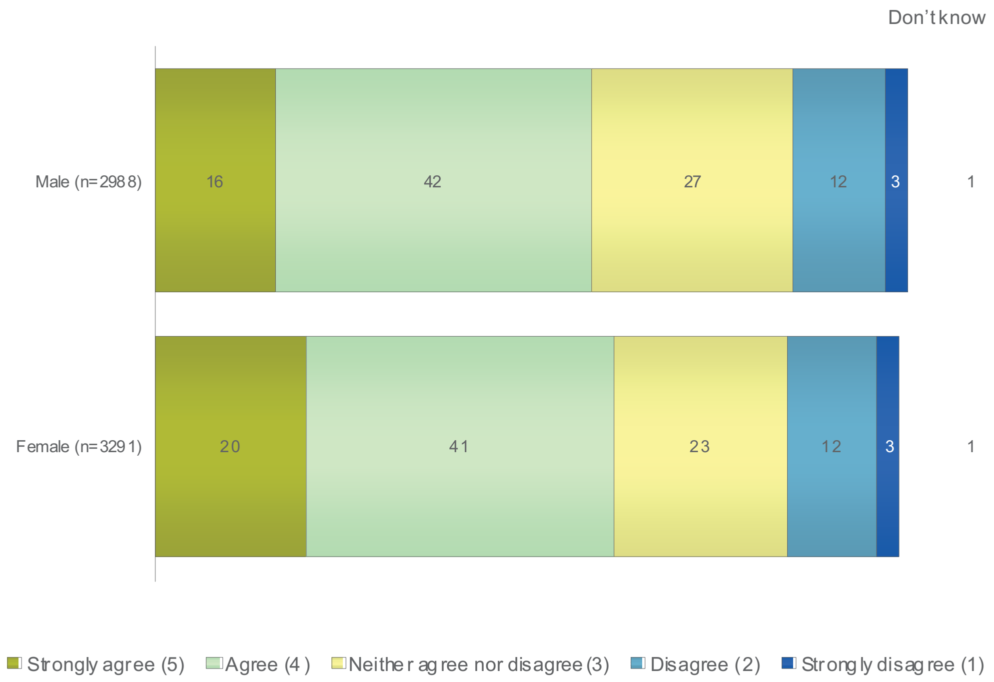
Figure 6.2.3: Feel a sense of community – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for feeling a sense of community with others in their local neighbourhood (*strongly agree* or *agree*).

Figure 6.2.4: Feel a sense of community – by gender (%)

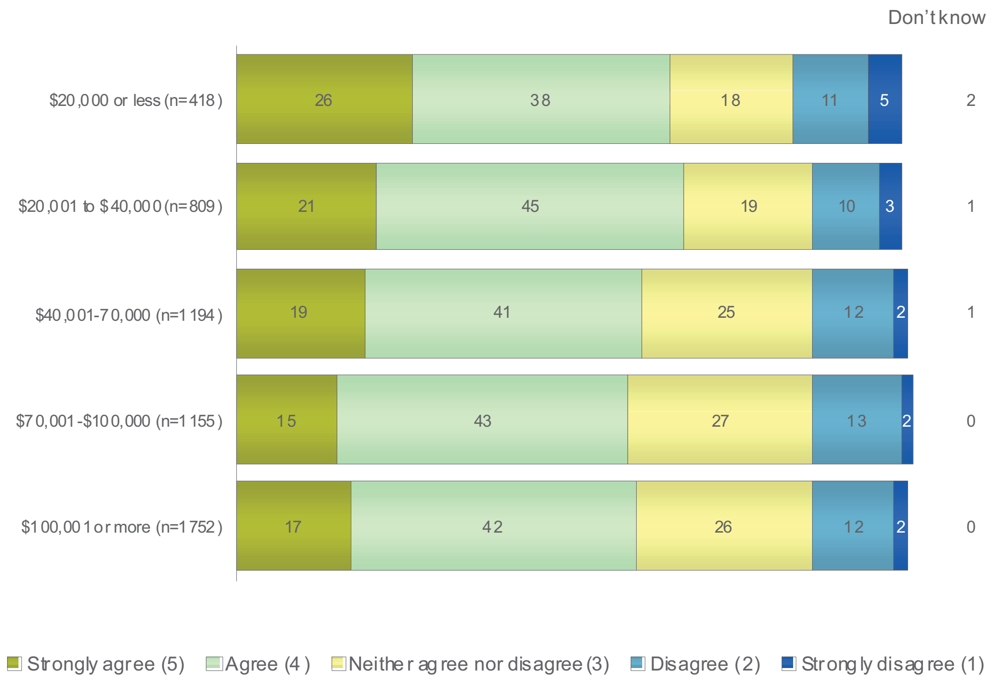


Base: All Respondents

Those more likely to feel a sense of community with others in their local neighbourhood (*strongly agree* or *agree*) have:

- A household income of $20,001 to $40,000 (66% compared to the eight cities average of 60%)

Figure 6.2.5: Feel a sense of community – by household income (%)

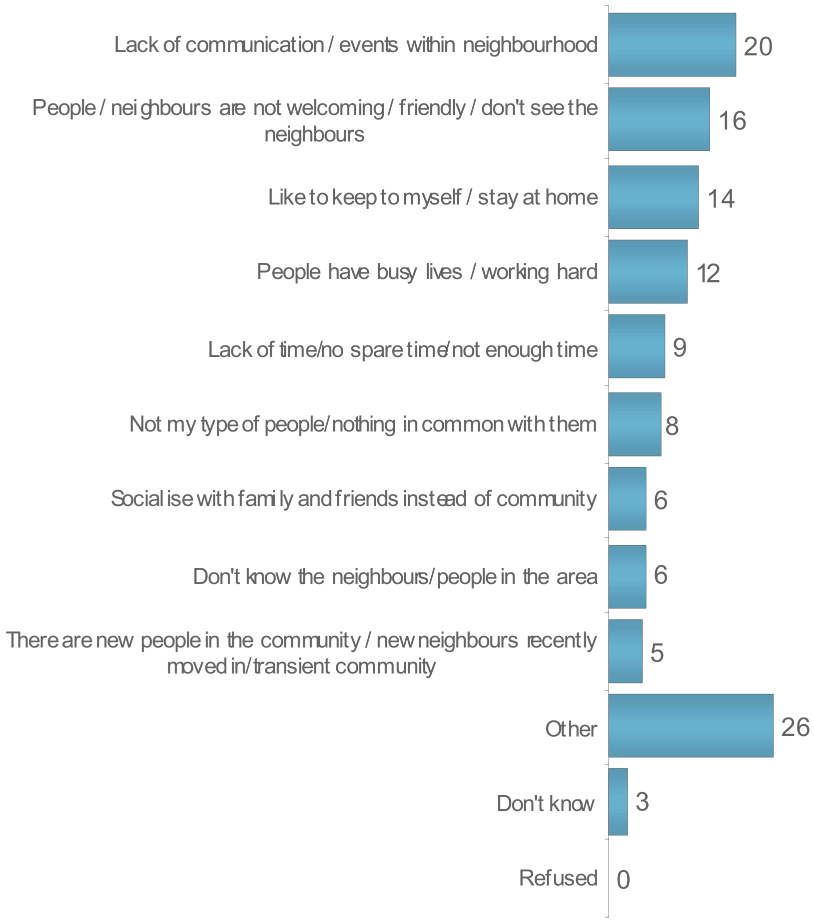


Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

The most frequently mentioned reason for lack of sense of community is *lack of communication / events within a neighbourhood* (20%). The two next most frequently mentioned reasons are *people / neighbours are not welcoming / friendly / don't see the neighbours* (16%) and *like to keep to myself / stay at home* (14%).

Figure 6.3.1: Most common reasons for a lack of sense of community – eight cities level (%)



Base: Those who do not feel a sense of community

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *lack of communication / events within neighbourhood* are:

- Living in Wellington (31% compared to the eight cities average of 20%)

Table 6.3.2: Most common reasons for a lack of sense of community – by location (%)

	Total (n=893)	Auckland (n=386)	Hamilton (n=84)	Tauranga (n=63)	Porirua (n=55)	Hutt (n=71)	Wellington (n=79)	Christchurch (n=82)	Dunedin (n=73)
Lack of communication / events within neighbourhood	20	19	22	14	10	17	**31**	22	15
Neighbours are not friendly / don't see them	16	17	15	11	20	16	14	16	18
Like to keep to myself	14	15	16	19	13	15	16	7	20
People working hard	12	11	16	11	9	13	9	14	10
Lack of spare time	9	10	7	8	10	8	4	11	3
Not my type of people	8	8	6	10	6	8	4	11	10
Socialise with family and friends instead	6	7	5	2	8	9	10	1	9
Don't know the neighbours	6	6	3	**13**	8	6	9	4	2
There are new people in the community	5	4	7	3	2	1	5	10	6
Other	26	27	31	27	22	24	19	30	21
Don't know	3	3	0	2	7	3	1	2	4
Refused	0	0	1	0	0	1	0	0	0

Base: Those who do not feel a sense of community

Note: All those in bold are significantly higher than the 8 cities average

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Those more likely to mention *like to keep to myself / stay at home* are:

- Aged 65 years or older (29% compared to the eight cities average of 14%)

Table 6.3.3: Most common reasons for a lack of sense of community – by age (%)

	15-24 (n=261)	25-49 (n=386)	50-64 (n=166)	65+ years (n=80)
Lack of communication / events within neighbourhood	24	22	13	11
Neighbours are not friendly / don't see them	18	13	22	12
Like to keep to myself	13	13	12	**29**
People working hard	8	13	**18**	6
Lack of spare time	8	10	11	6
Not my type of people	10	8	6	10
Socialise with family and friends instead	6	6	4	9
Don't know the neighbours	7	7	2	2
There are new people in the community	3	8	4	4
Other	22	30	25	36
Don't know	3	2	3	2
Refused	0	0	0	1

Base: Those who do not feel a sense of community

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by ethnicity for reasons for a lack of sense of community.

Table 6.3.4: Most common reasons for a lack of sense of community – by ethnicity (%)

	European Netts (n=732)	Māori Netts (n=95)	Pacific Netts (n=50)	Asian / Indian Netts (n=83)
Lack of communication / events within neighbourhood	20	14	15	27
Neighbours are not friendly / don't see them	16	21	15	17
Like to keep to myself	14	13	13	8
People working hard	12	9	14	15
Lack of spare time	9	7	5	11
Not my type of people	9	8	8	5
Socialise with family and friends instead	6	4	4	6
Don't know the neighbours	5	4	11	7
There are new people in the community	5	7	9	6
Other	27	30	28	18
Don't know	2	1	12	2
Refused	0	0	0	0

Base: Those who do not feel a sense of community

There are no significant differences by gender for reasons for a lack of sense of community.

Table 6.3.5: Most common reasons for a lack of sense of community – by gender (%)

	Male (n=425)	Female (n=468)
Lack of communication / events within neighbourhood	21	19
Neighbours are not friendly / don't see them	16	16
Like to keep to myself	15	13
People working hard	9	14
Lack of spare time	8	10
Not my type of people	9	7
Socialise with family and friends instead	7	6
Don't know the neighbours	5	6
There are new people in the community	5	6
Other	26	28
Don't know	3	2
Refused	0	0

Base: Those who do not feel a sense of community

Those *less* likely to mention *lack of communication / events within neighbourhood* have:

- A household income of $20,000 or less (8% compared to the eight cities average of 20%)

Table 6.3.6: Most common reasons for a lack of sense of community – by household income (%)

	$20,000 or less (n=71)	$20,001 - $40,000 (n=99)	$40,001-70,000 (n=167)	$70,001-$100,000 (n=169)	$100,001 or more (n=239)
Lack of communication / events within neighbourhood	8	17	25	19	21
Neighbours are not friendly / don't see them	19	18	11	20	16
Like to keep to myself	17	18	17	13	13
People working hard	5	9	16	14	12
Lack of spare time	3	5	12	12	9
Not my type of people	9	11	6	9	7
Socialise with family and friends instead	2	9	6	8	5
Don't know the neighbours	8	5	5	4	5
There are new people in the community	**14**	3	3	4	7
Other	37	26	28	23	30
Don't know	6	5	1	1	1
Refused	0	0	0	0	0

Base: Those who do not feel a sense of community

Note: All those in bold are significantly higher than the 8 cities average

6.2 Impact of Greater Cultural Diversity

Around three fifths (62%) of eight cities residents feel that the fact that New Zealand is becoming a home for an increasing number of people with different lifestyles and cultures from different countries makes their area a better place to live, with 18% saying it is *a much better place to live* and 45% saying it is *a better place to live.*

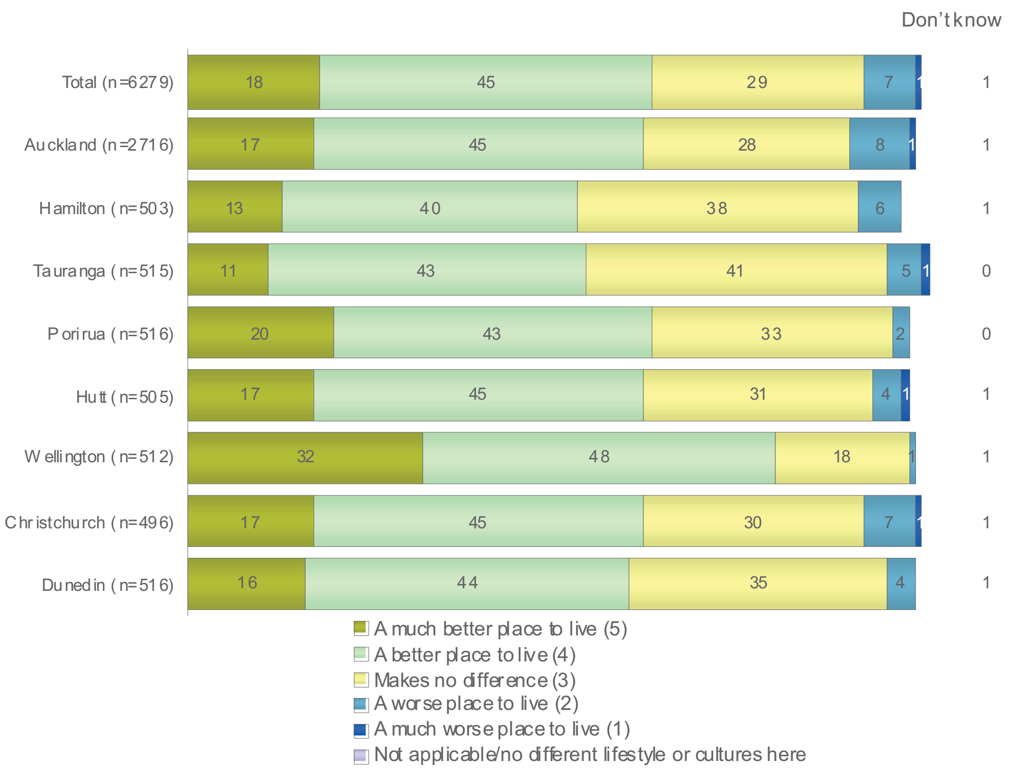
Those more likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* are:

- Living in Wellington (80% compared to the eight cities average of 62%)

Those *less* likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* are:

- Living in Hamilton (54%) and in Tauranga (54%)

Figure 6.4.1: Perception of impact of greater cultural diversity – by location (%)



Base: All Respondents

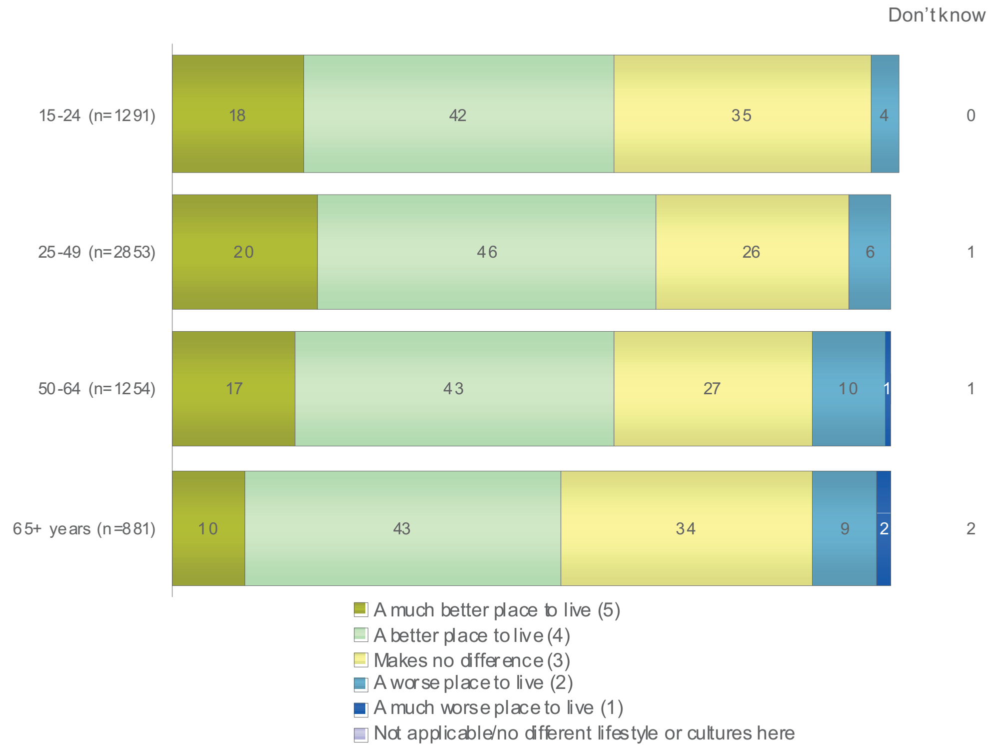
Those more likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* are:

- Aged 25 to 49 years (67% compared to the eight cities average of 62%)

Those *less* likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* are:

- Aged 65 years or older (53%)

Figure 6.4.2: Perception of impact of greater cultural diversity – by age (%)



Base: All Respondents

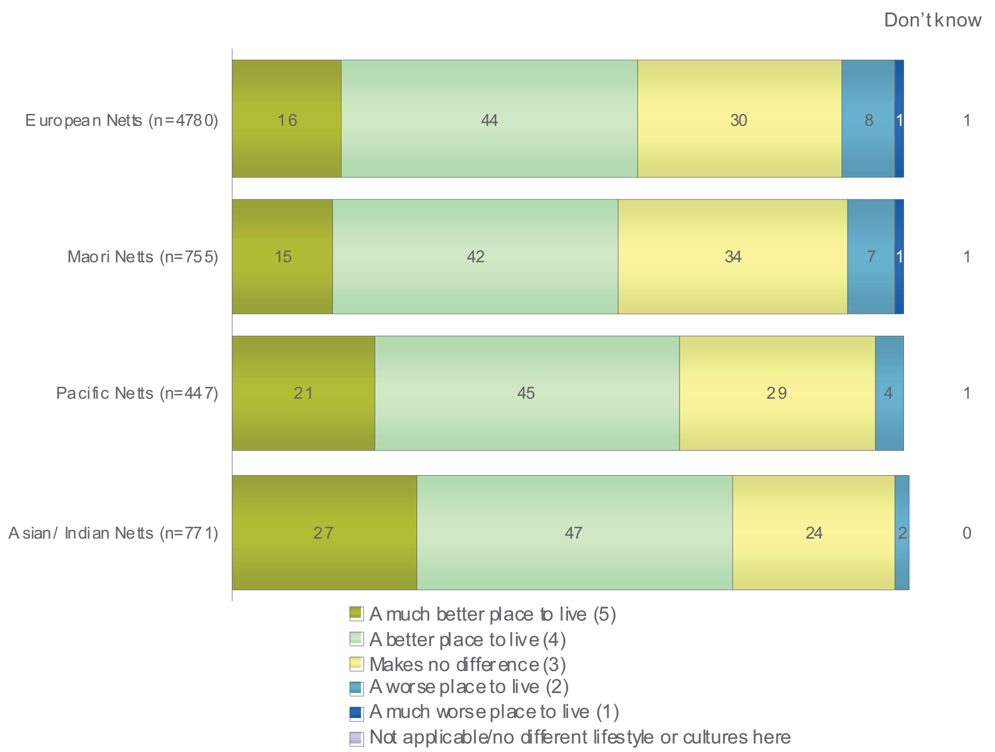
Those more likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* are:

- Of Asian / Indian ethnicity (74% compared to the eight cities average of 62%)

Those *less* likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* are:

- Of Māori (57%) and European (60%) ethnicities

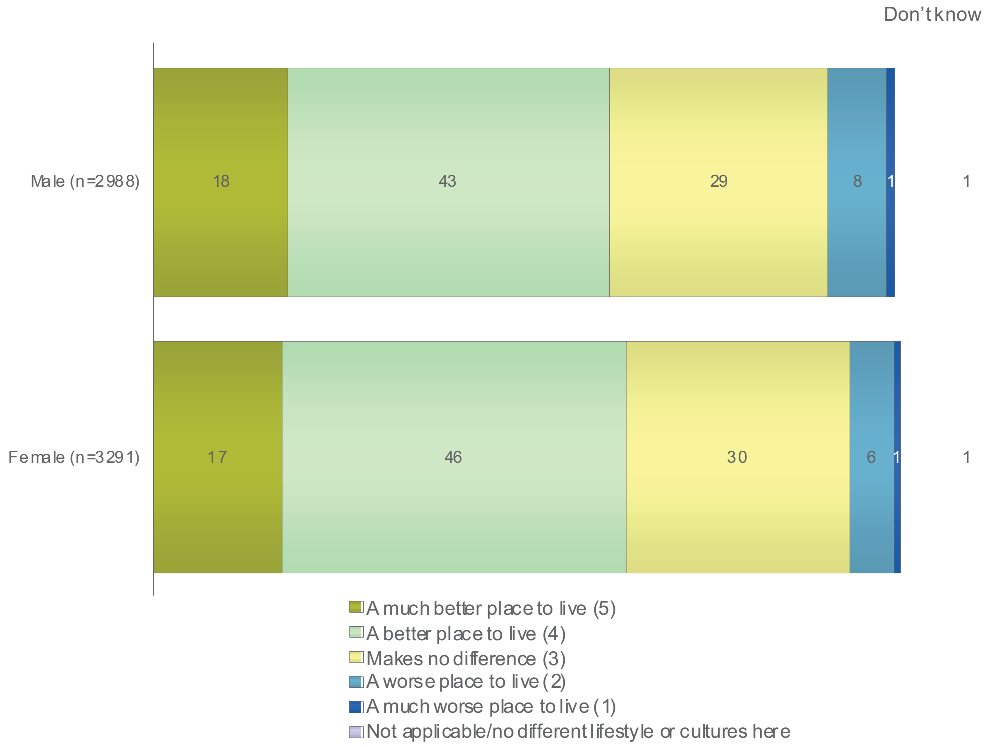
Figure 6.4.3: Perception of impact of greater cultural diversity – by ethnicity (%)



Base: All Respondents

There are no differences by gender for how likely the eight cities residents are to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live*).

Figure 6.4.4: Perception of impact of greater cultural diversity – by gender (%)



Base: All Respondents

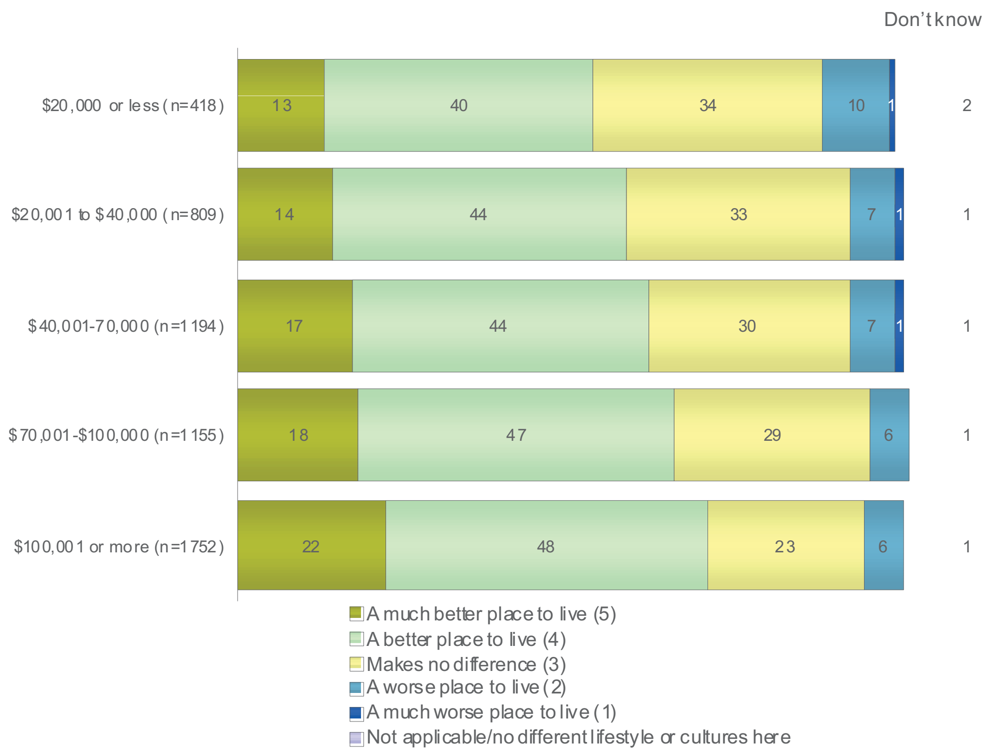
Those more likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* have:

- A household income of $100,001 or more (70% compared to the eight cities average of 62%)

Those *less* likely to think cultural diversity makes their area a better place to live (*much better place to live* or *better place to live)* have:

- A household income of $20,000 or less (53%) and a household income of $20,001 to $40,000 (57%)

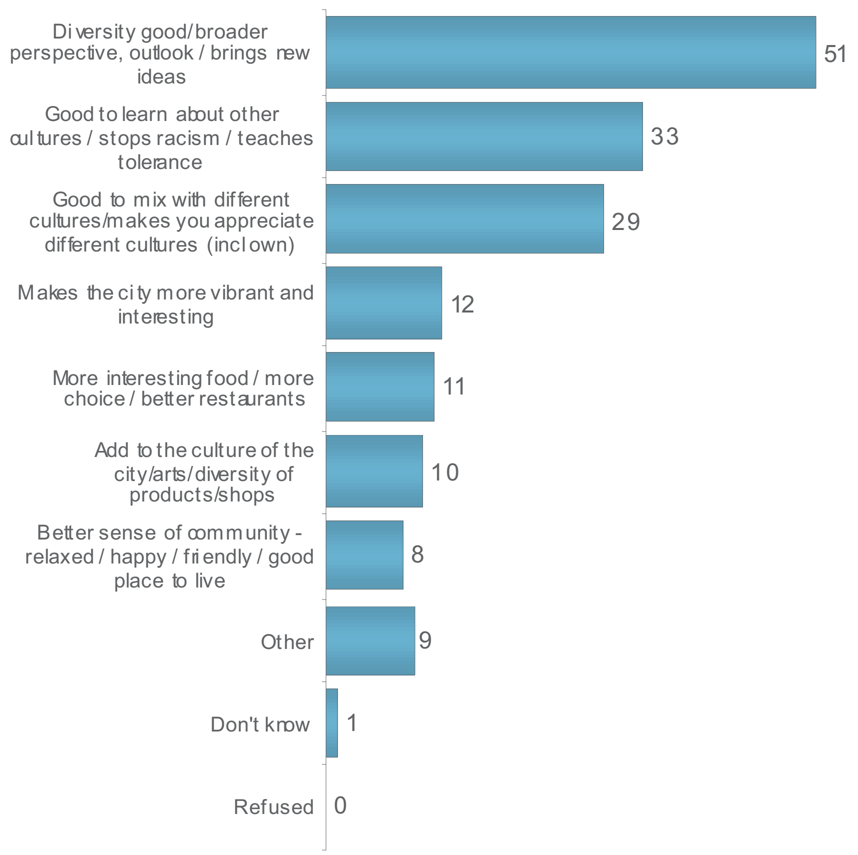
Figure 6.4.5: Perception of impact of greater cultural diversity – by household income (%)



Base: All Respondents

The most frequently mentioned reason for greater cultural diversity having a positive impact is *diversity is good / brings a broader perspective / new ideas* (51%). The next two more frequently mentioned reasons are *it's good to learn about other cultures / it reduces racism* (33%) and *it's good to mix with different cultures* (29%).

Figure 6.5.1: Most frequently mentioned reasons for positive impact of greater cultural diversity – eight cities level (%)



Base: Those who say different lifestyles/cultures positive

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *diversity good / broader perspective / brings new ideas* are:

- Living in Dunedin (58% compared to the eight cities average of 51%)

Those *less* likely to mention *good to learn about other cultures / stops racism / increases tolerance* are:

- Living in Tauranga (26% compared to the eight cities average of 33%)

Table 6.5.2: Most frequently mentioned reasons for positive impact of greater cultural diversity – by location (%)

	Total (n=3865)	Auckland (n=1659)	Hamilton (n=270)	Tauranga (n=275)	Porirua (n=326)	Hutt (n=316)	Wellington (n=408)	Christchurch (n=302)	Dunedin (n=309)
Diversity good / broader perspective, outlook / brings new ideas	51	50	50	53	50	51	56	48	**58**
Good to learn about other cultures / stops racism / teaches tolerance	33	34	33	26	34	30	34	33	29
Good to mix with different cultures / makes you appreciate different cultures (incl own)	29	30	30	28	26	28	27	28	28
Makes the city more vibrant and interesting	12	12	10	11	9	9	15	14	11
More interesting food / more choice / better restaurants	11	12	9	8	5	8	12	9	9
Add to the culture of the city / arts / diversity of products / shops	10	10	8	6	8	11	**15**	9	12
Better sense of community - relaxed / happy / friendly / good place to live	8	7	10	10	**16**	9	7	8	5
Other	9	10	11	14	7	9	3	8	5
Don't know	1	1	2	1	1	1	1	2	1
Refused	0	0	0	0	0	0	0	0	0

Base: Those who say different lifestyles/cultures positive

Note: All those in bold are significantly higher than the 8 cities average

Those *less* likely to mention *diversity good / broader perspective / brings new ideas* are:

- Aged 65 years or older (42% compared to the eight cities average of 51%)

Those *less* likely to mention *good to learn about other cultures / stops racism / increases tolerance* are:

- Aged 50 to 64 years (27% compared to the eight cities average of 33%)

Table 6.5.3: Most frequently mentioned reasons for positive impact of greater cultural diversity – by age (%)

	15-24 (n=758)	25-49 (n=1874)	50-64 (n=762)	65+ years (n=471)
Diversity good / broader perspective, outlook / brings new ideas	50	52	54	42
Good to learn about other cultures / stops racism / teaches tolerance	35	35	27	33
Good to mix with different cultures / makes you appreciate different cultures (incl own)	29	30	27	31
Makes the city more vibrant and interesting	10	14	12	10
More interesting food / more choice / better restaurants	7	11	**15**	8
Add to the culture of the city / arts / diversity of products / shops	10	11	10	9
Better sense of community - relaxed / happy / friendly / good place to live	6	7	8	**12**
Other	7	10	10	10
Don't know	2	1	1	1
Refused	0	0	0	0

Base: Those who say different lifestyles/cultures positive

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *diversity good / broader perspective, outlook / brings new ideas* are:

- Of European ethnicity (56% compared to the eight cities average of 51%)

Those *less* likely to mention *diversity good / broader perspective, outlook / brings new ideas* are:

- Of Pacific (38%) and Asian / Indian (42%) ethnicities

Table 6.5.4: Most frequently mentioned reasons for positive impact of greater cultural diversity – by ethnicity (%)

	European Netts (n=2861)	Māori Netts (n=432)	Pacific Netts (n=293)	Asian / Indian Netts (n=579)
Diversity good / broader perspective, outlook / brings new ideas	**56**	52	38	42
Good to learn about other cultures / stops racism / teaches tolerance	32	30	36	37
Good to mix with different cultures / makes you appreciate different cultures (incl own)	28	33	35	33
Makes the city more vibrant and interesting	14	8	9	10
More interesting food / more choice / better restaurants	12	7	4	9
Add to the culture of the city / arts / diversity of products / shops	11	7	9	11
Better sense of community - relaxed / happy / friendly / good place to live	6	7	**15**	**11**
Other	6	10	14	13
Don't know	1	3	2	2
Refused	0	0	0	0

Base: Those who say different lifestyles/cultures positive

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *good to learn about other cultures / stops racism / teaches tolerance* are:

- Female (37% compared to the eight cities average of 33%)

Table 6.5.5: Most frequently mentioned reasons for positive impact of greater cultural diversity – by gender (%)

	Male (n=1825)	Female (n=2040)
Diversity good / broader perspective, outlook / brings new ideas	52	50
Good to learn about other cultures / stops racism / teaches tolerance	28	**37**
Good to mix with different cultures / makes you appreciate different cultures (incl own)	28	30
Makes the city more vibrant and interesting	12	12
More interesting food / more choice / better restaurants	12	9
Add to the culture of the city / arts / diversity of products / shops	11	10
Better sense of community - relaxed / happy / friendly / good place to live	7	8
Other	11	8
Don't know	2	1
Refused	0	0

Base: Those who say different lifestyles/cultures positive

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *diversity good / broader perspective / brings new ideas* have:

- A household income of $100,001 or more (58% compared to the eight cities average of 51%)

Those more likely to mention *good to learn about other cultures* have:

- A household income of $70,001 to $100,000 (38% compated to the eight cities average of 33%)

Table 6.5.6: Most frequently mentioned reasons for positive impact of greater cultural diversity – by household income (%)

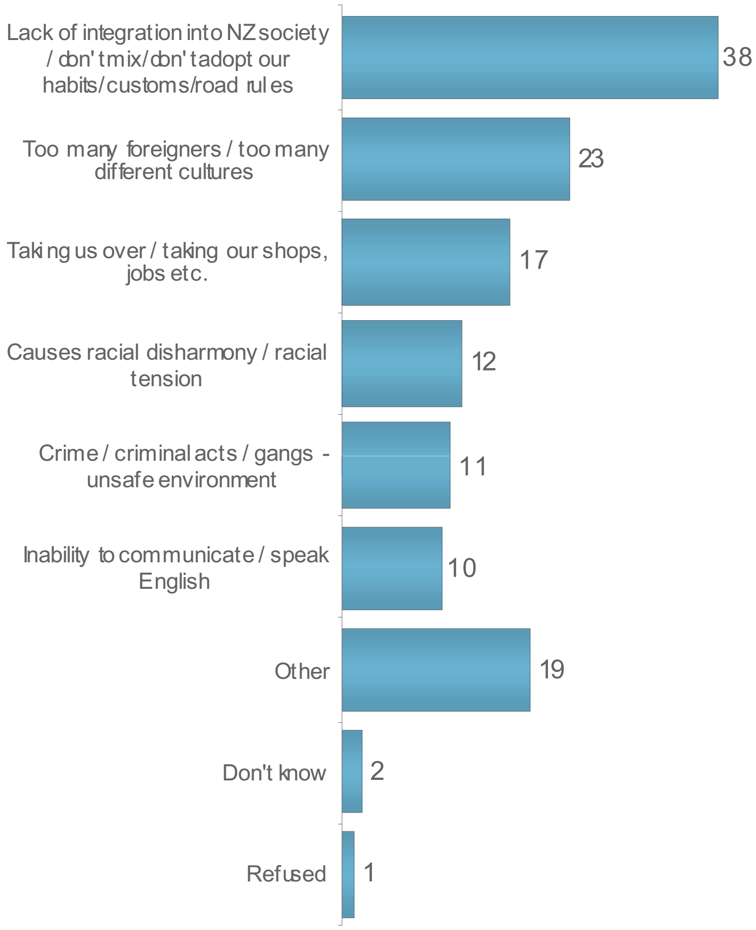
	$20,000 or less (n=214)	$20,001 - $40,000 (n=467)	$40,001-70,000 (n=741)	$70,001-$100,000 (n=733)	$100,001 or more (n=1202)
Diversity good / broader perspective, outlook / brings new ideas	35	44	47	55	**58**
Good to learn about other cultures / stops racism / teaches tolerance	26	32	34	**38**	32
Good to mix with different cultures / makes you appreciate different cultures (incl own)	23	31	29	30	28
Makes the city more vibrant and interesting	11	12	11	11	**15**
More interesting food / more choice / better restaurants	5	7	9	12	**14**
Add to the culture of the city / arts / diversity of products / shops	10	8	10	11	11
Better sense of community - relaxed / happy / friendly / good place to live	11	**11**	8	7	6
Other	17	13	7	7	9
Don't know	2	1	3	1	1
Refused	0	0	0	0	0

Base: Those who say diferentf lifestyles/cultures positive

Note: All those in bold are significantly higher than the 8 cities average

The most frequently mentioned reason for greater culture diversity having a negative impact is *a lack of integration into New Zealand society / don't mix* (38%). The two next most frequently mentioned reasons are *too many foreigners / too many different cultures* (23%) and *taking us over / taking our shops, jobs etc.* (17%).

Figure 6.6.1: Most frequently mentioned reasons for negative impact of greater cultural diversity – eight cities level (%)



Base: Those who say different lifestyles/cultures negative

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *lack of integration into New Zealand society* are:

- Living in Hamilton (57% compared to the eight cities average of 38%)

Table 6.6.2: Most frequently mentioned reasons for negative impact of greater cultural diversity – by location (%)

	Total (n=422)	Auckland (n=255)	Hamilton (n=35)	Tauranga (n=26)	Porirua (n=14)	Hutt (n=27)	Wellington (n=7)	Christchurch (n=38)	Dunedin (n=20)
Lack of integration into NZ society	38	36	**57**	34	49	32	30	43	33
Too many foreigners / different cultures	23	27	11	23	21	20	13	16	11
Taking us over, our shops, jobs etc.	17	14	6	24	6	12	74	26	23
Causes racial disharmony / tension	12	13	11	16	7	10	0	12	11
Crime / unsafe environment	11	12	5	14	7	9	15	10	5
Inability to speak English	10	11	6	19	13	4	13	8	5
Other	19	18	20	22	45	39	13	13	36
Don't know	2	2	3	0	0	4	0	3	4
Refused	1	1	7	0	0	0	13	0	0

Base: Those who say different lifestyles/cultures negative

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *lack of integration into New Zealand society* are:

- Aged 50 to 64 years (50% compared to the eight cities average of 38%)

Table 6.6.3: Most frequently mentioned reasons for negative impact of greater cultural diversity– by age (%)

	15-24 (n=57)	25-49 (n=168)	50-64 (n=117)	65+ years (n=80)
Lack of integration into NZ society	24	37	**50**	32
Too many foreigners / different cultures	29	26	19	19
Taking us over, our shops, jobs etc.	14	15	18	21
Causes racial disharmony / tension	12	12	13	11
Crime / unsafe environment	11	14	11	6
Inability to speak English	5	12	10	10
Other	8	26	16	18
Don't know	9	1	1	1
Refused	3	0	0	4

Base: Those who say different lifestyles/cultures negative

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *taking us over, our shops, jobs etc.* are:

- Of Māori ethnicity (31% compared to the eight cities average of 17%)

Table 6.6.4: Most frequently mentioned reasons for negative impact of greater cultural diversity– by ethnicity (%)

	European Netts (n=365)	Māori Netts (n=53)	Pacific Netts (n=16)	Asian / Indian Netts (n=16)
Lack of integration into NZ society	42	40	9	13
Too many foreigners / different cultures	21	35	58	23
Taking us over, our shops, jobs etc.	17	**31**	13	19
Causes racial disharmony / tension	13	19	14	14
Crime / unsafe environment	10	8	25	20
Inability to speak English	11	14	0	15
Other	17	22	28	44
Don't know	2	1	6	0
Refused	1	0	0	0

Base: Those who say different lifestyles/cultures negative

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *taking us over, our shops, jobs etc.* are:

- Female (24% compared to the eight cities average of 17%)

Table 6.6.5: Most frequently mentioned reasons for negative impact of greater cultural diversity – by gender (%)

	Male (n=231)	Female (n=191)
Lack of integration into NZ society	40	35
Too many foreigners / different cultures	20	27
Taking us over, our shops, jobs etc.	11	**24**
Causes racial disharmony / tension	17	6
Crime / unsafe environment	7	17
Inability to speak English	11	10
Other	19	18
Don't know	2	3
Refused	1	1

Base: Those who say different lifestyles/cultures negative

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by household income for reasons greater cultural diversity has a negative impact (small base sizes).

Table 6.6.6: Most frequently mentioned reasons for negative impact of greater cultural diversity – by household income (%)

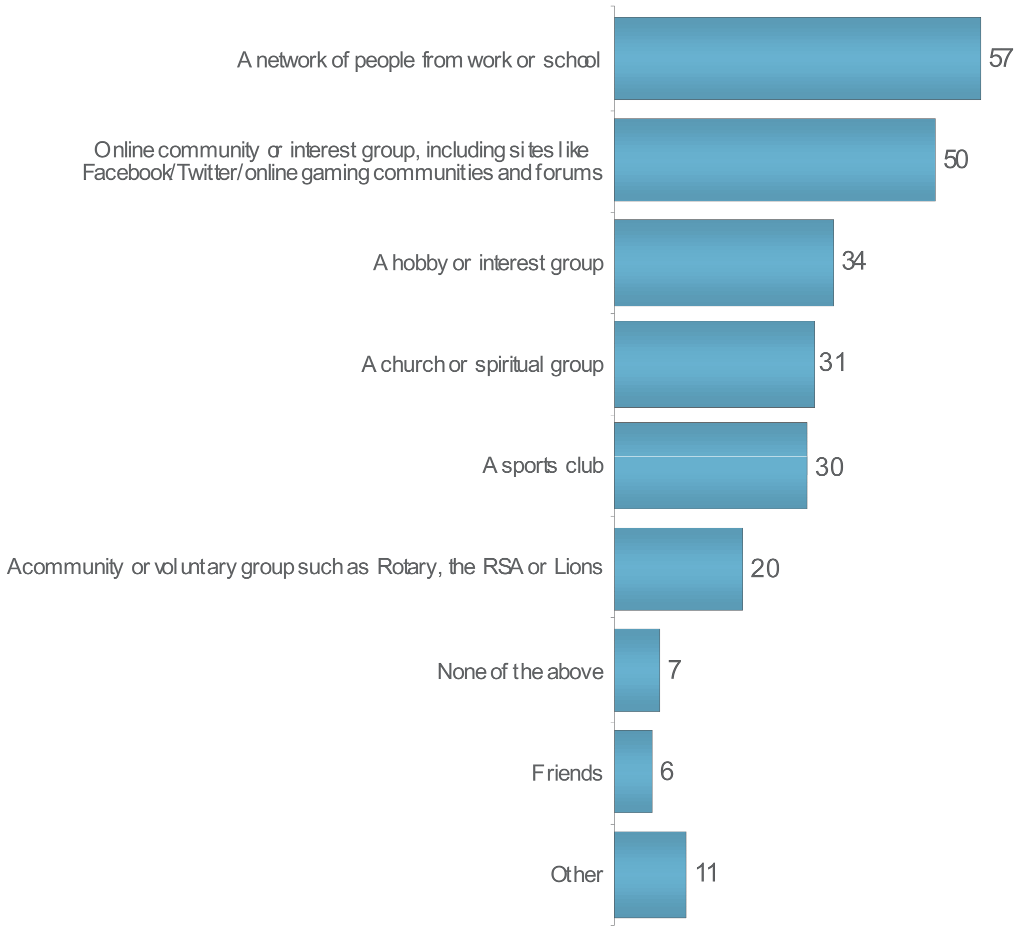
	$20,000 or less (n=45)	$20,001 - $40,000 (n=55)	$40,001-70,000 (n=75)	$70,001-$100,000 (n=69)	$100,001 or more (n=110)
Lack of integration into NZ society	35	35	30	47	47
Too many foreigners / different cultures	37	20	24	25	15
Taking us over, our shops, jobs etc.	12	18	20	17	14
Causes racial disharmony / tension	17	10	13	13	12
Crime / unsafe environment	14	7	13	9	9
Inability to speak English	6	10	12	11	10
Other	10	29	22	13	21
Don't know	2	2	1	6	3
Refused	0	1	1	0	1

Base: Those who say different lifestyles/cultures negative

6.3 Social Networks

The most common social network eight cities residents belong is *people from work or school* (57%). The next two are *online community or interest group, including Facebook and Twitter* (50%), and *hobby or interest group* (34%).

Figure 6.7.1: Social networks and groups belonging to – eight cities level (%)



Base: All Respondents

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention they belong to a *network of people from work or school* are:
- Living in Wellington (65% compared to the eight cities average of 57%)

Those *less* likely to mention they belong to a *network of people from work or school* are:
- Living in Tauranga (50%)

Table 6.7.2: Social networks and groups belonging to – by location (%)

	Total (n=6279)	Auckland (n=2716)	Hamilton (n=503)	Tauranga (n=515)	Porirua (n=516)	Hutt (n=505)	Wellington (n=512)	Christchurch (n=496)	Dunedin (n=516)
A sports club	30	31	28	31	32	33	30	28	33
A church or spiritual group	31	**33**	30	25	**36**	**36**	23	28	23
A hobby or interest group	34	32	35	37	34	32	**38**	36	35
A community or voluntary group such as Rotary, the RSA or Lions	20	20	17	**24**	22	23	22	17	20
Online community or interest group, including sites like Facebook/Twitter/online gaming communities and forums	50	51	53	41	48	50	**59**	46	49
A network of people from work or school	57	57	57	50	56	53	**65**	57	58
Friends	6	7	5	4	6	6	7	6	5
None of the above	7	7	7	8	7	6	4	7	7
Other	11	11	13	10	11	15	11	10	12

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention they belong to a *network of people from work or school* are:

- Aged 15 to 24 years (65% compared to the eight cities average of 57%) and aged 25 to 49 years (65%)

Those more likely to mention they belong to *an online community or interest grop* are:

- Aged 25 to 49 years (85% compared to the eight cities average of 50%) and 15 to 24 years (54%)

Those more likely to mention they belong to *a hobby or interest group* are:

- Aged 65 and over (44% compared to the eight cities average of 34%) and aged 50 to 64 (38%)

Table 6.7.3 Social networks and groups belonging to – by age (%)

	15-24 (n=1291)	25-49 (n=2853)	50-64 (n=1254)	65+ (n=881)
A sports club	30	31	30	29
A church or spiritual group	28	31	29	34
A hobby or interest group	26	33	**38**	**44**
A community or voluntary group such as Rotary, the RSA or Lions	11	18	**24**	**37**
Online community or interest group, including sites like Facebook/Twitter/online gaming communities and forums	**85**	**54**	29	12
A network of people from work or school	**65**	**65**	51	27
Friends	3	7	**8**	6
None of the above	3	6	**9**	**11**
Other	5	12	14	16

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention they belong to a *network of people from work or school* are:

- Of Asian / Indian ethnicity (62% compared to the eight cities average of 57%)

Those more likely to mention they belong to an *online community or interest group* are:

- Of Asian / Indian ethnicity (55% compared to the eight cities average of 50%)

Table 6.7.4: Social networks and groups belonging to – by ethnicity (%)

	European Netts (n=4780)	Māori Netts (n=755)	Pacific Netts (n=447)	Asian / Indian Netts (n=771)
A sports club	32	**38**	30	23
A church or spiritual group	23	29	**68**	**43**
A hobby or interest group	35	34	34	28
A community or voluntary group such as Rotary, the RSA or Lions	21	21	20	16
Online community or interest group, including sites like Facebook/Twitter/online gaming communities and forums	49	54	54	**55**
A network of people from work or school	56	55	60	**62**
Friends	7	5	5	5
None of the above	7	6	4	7
Other	11	13	13	11

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention they belong to a *network of people from work or school* are:

- Females (60% compared to the eight cities average of 57%)

Table 6.7.5: Social networks and groups belonging to – by gender (%)

	Male (n=2988)	Female (n=3291)
A sports club	**36**	25
A church or spiritual group	29	32
A hobby or interest group	34	34
A community or voluntary group such as Rotary, the RSA or Lions	18	**22**
Online community or interest group, including sites like Facebook/Twitter/online gaming communities and forums	48	52
A network of people from work or school	54	**60**
Friends	6	7
None of the above	**8**	6
Other	8	16

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention they belong to a *network of people from work or school* have:

- A household income of $100,001 or more (69% compared to the eight cities average of 57%) and $70,001 to $100,000 (66%)

Those more likely to mention they belong to *an online community or interest group* have:

- A household income of $100,001 or more (58% compared to the eight cities average of 50%) and $70,001 to $100,000 (54%)

Table 6.7.6: Social networks and groups belonging to – by household income (%)

	$20,000 or less (n=418)	$20,001- $40,000 (n=809)	$40,001- 70,000 (n=1194)	$70,001- $100,000 (n=1155)	$100,001 or more (n=1752)
A sports club	21	24	28	34	**38**
A church or spiritual group	34	**35**	**34**	31	26
A hobby or interest group	35	35	33	32	35
A community or voluntary group such as Rotary, the RSA or Lions	23	**24**	20	19	19
Online community or interest group, including sites like Facebook/Twitter/online gaming communities and forums	29	36	50	**54**	**58**
A network of people from work or school	34	41	55	**66**	**69**
Friends	5	6	6	7	7
None of the above	**15**	**10**	7	4	4
Other	11	14	9	11	12

Base: All Respondents

Note: All those in bold are significantly higher than the 8 cities average

Of those who belong to a social network / group, 20% said their social networks are *mostly based on shared interests or beliefs, but not necessarily based in the same local area*, 20% are *mostly based in the same local area* and 60% are a mixture of both.

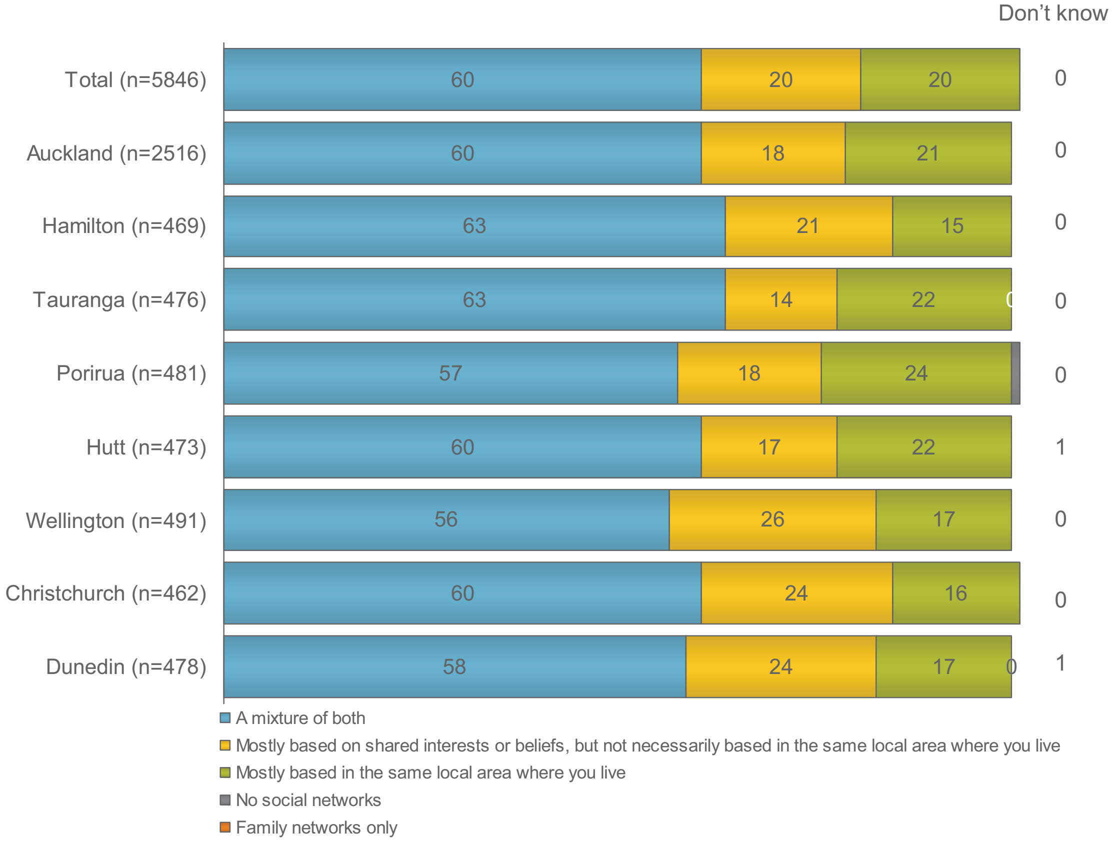
Those more likely to belong to networks / groups that are *mostly based on shared interests or beliefs, but not necessarily based in the same local area as they live* are:

- Living in Wellington (26%) and Dunedin (24% compared to the eight cities average of 20%)

Those more likely to belong to networks / groups that are *mostly based in the same local area* are:

- Living in Porirua (24% compared to the eight cities average of 20%)

Figure 6.8.1: Main social networks – by location (%)



Base: Those who have a social network / group

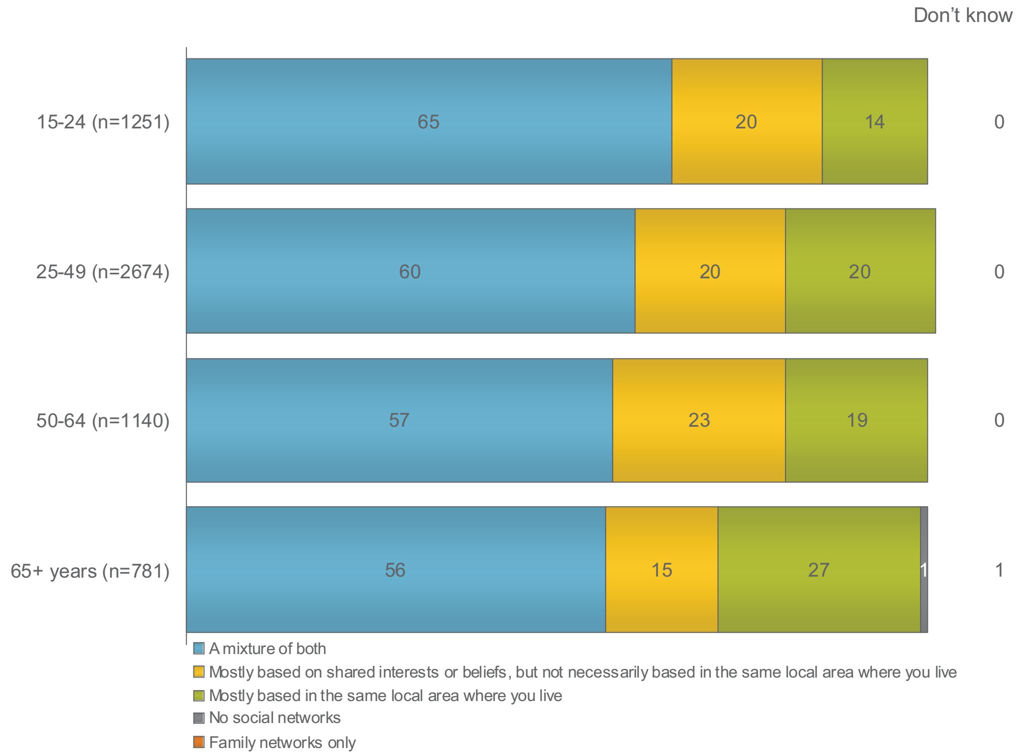
Those more likely to belong to networks / groups that are *mostly based on shared interests or beliefs, but not necessarily based in the same local area as they live* are:

- Aged 50 to 64 years (23% compared to the eight cities average of 20%)

Those more likely to belong to networks / groups that are *a mixture of both local and interest based* are:

- Aged 15 to 24 years (65% compared to the eight cities average of 60%)

Figure 6.8.2: Main social networks – by age (%)

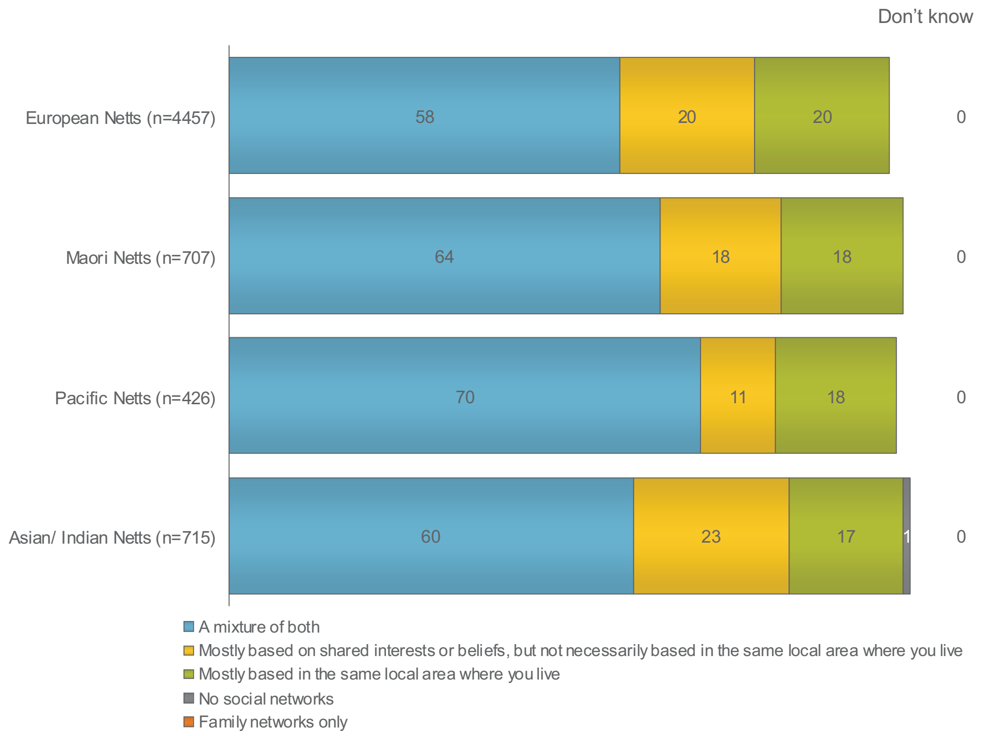


Base: Those who have a social network / group

Those more likely to belong to networks / groups that are *a mixture of both local and interest based* are:

- Of Pacific ethnicity (70% compared to the eight cities average of 60%)

Figure 6.8.3: Main social networks – by ethnicity (%)



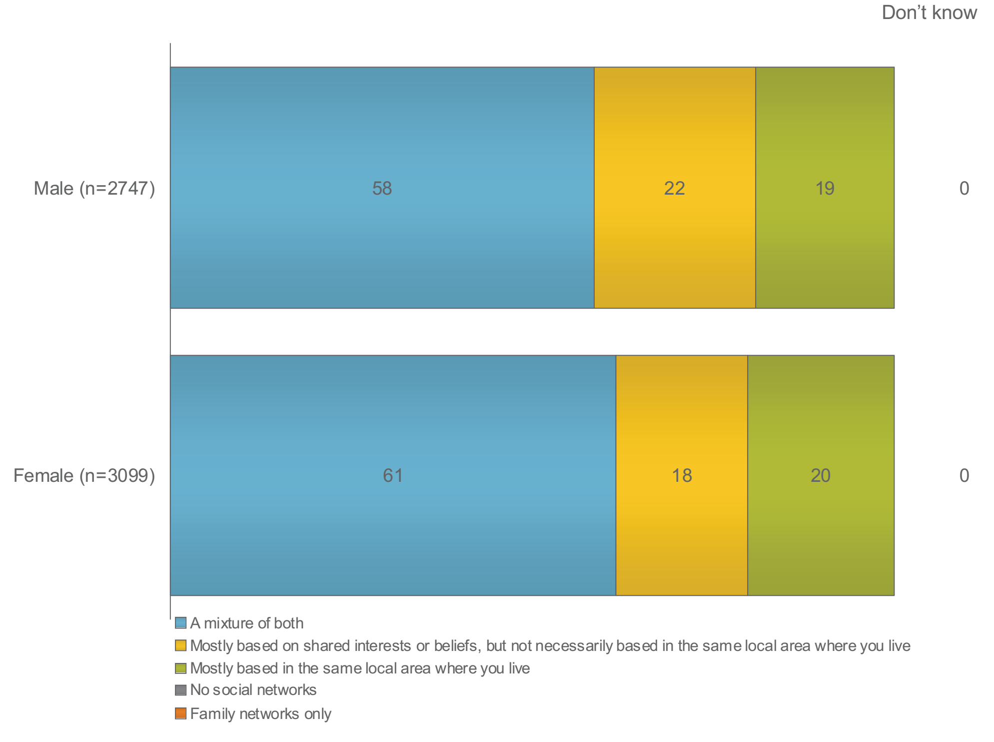
Base: Those who have a social network / group

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Those more likely to belong to networks / groups that are *mostly based on shared interests or beliefs, but not necessarily based in the same local area as they live* are:

- Males (22% compared to the eight cities average of 20%)

Figure 6.8.4: Main social networks – by gender (%)



Base: Those who have a social network / group

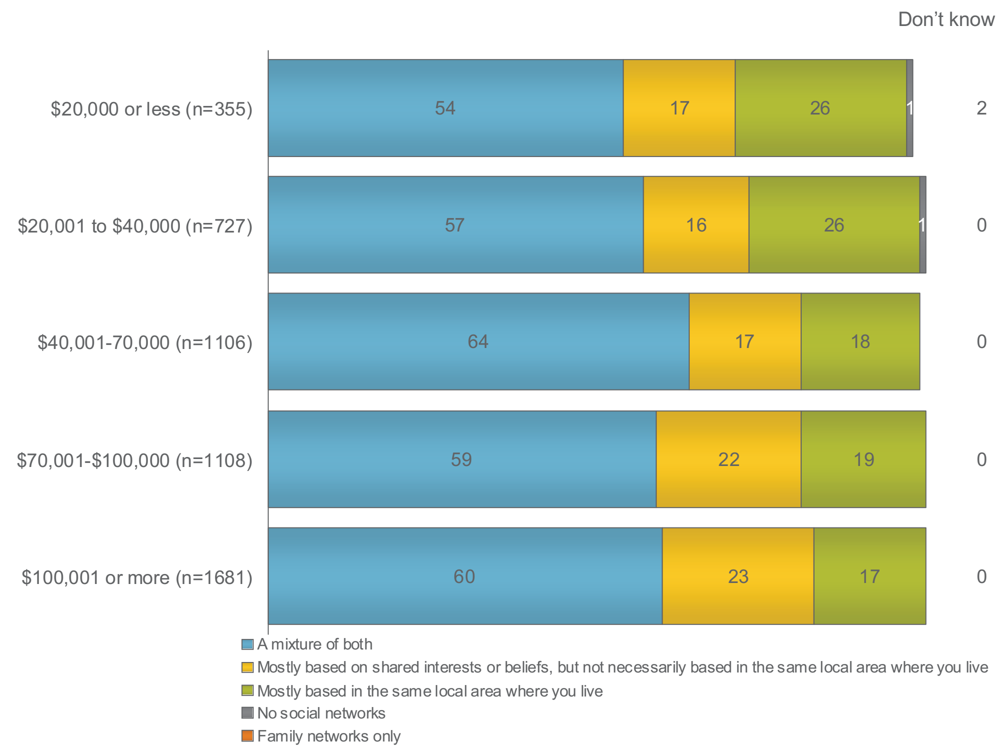
Those more likely to belong to networks / groups that are *mostly based on shared interests or beliefs, but not necessarily based in the same local area as they live* have:

- A household income of $100,001 or more (23% compared to the eight cities average of 20%)

Those more likely to belong to networks / groups that are *a mixture of both local and interest based* have:

- A household income of $40,001 to $70,000 (64% compared to the eight cities average of 60%)

Figure 6.8.5: Main social networks – by household income (%)



Base: Those who have a social network / group

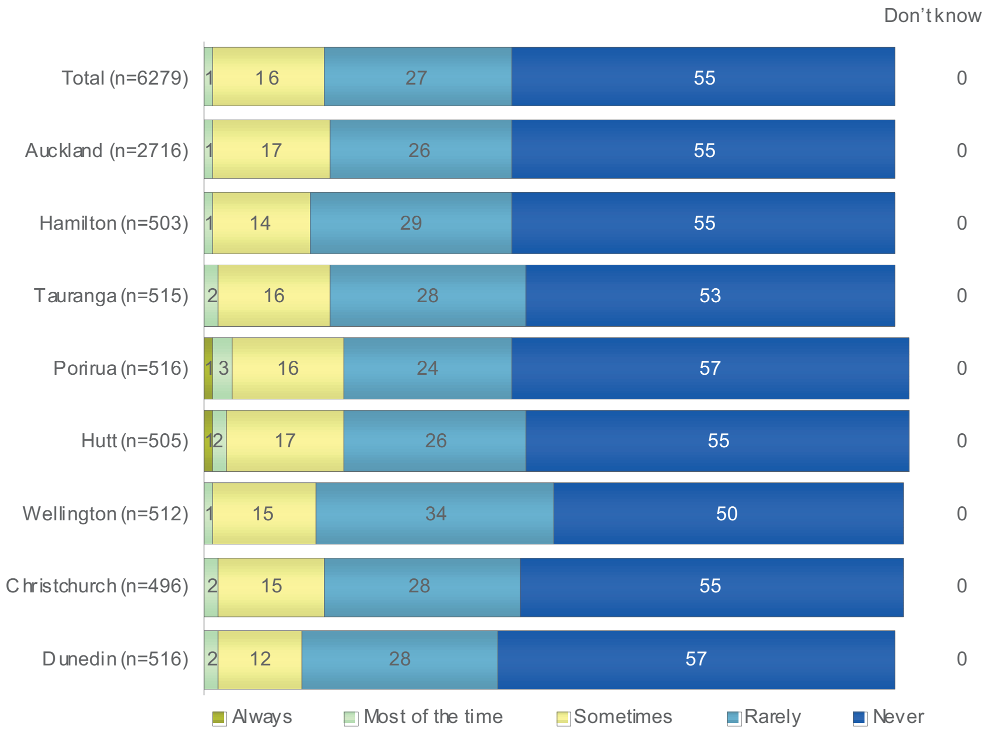
6.4 Feeling of Isolation

The majority (82%) of eight cities residents rarely felt isolated or lonely over the past twelve months, with 55% saying *never* and 27% saying *rarely*.

Those *more* likely to feel isolated often (*always* or *most of the time*) are:

- Living in Porirua (3% compared to the eight cities average of 2%)

Figure 6.9.1: Feeling of isolation – by location (%)

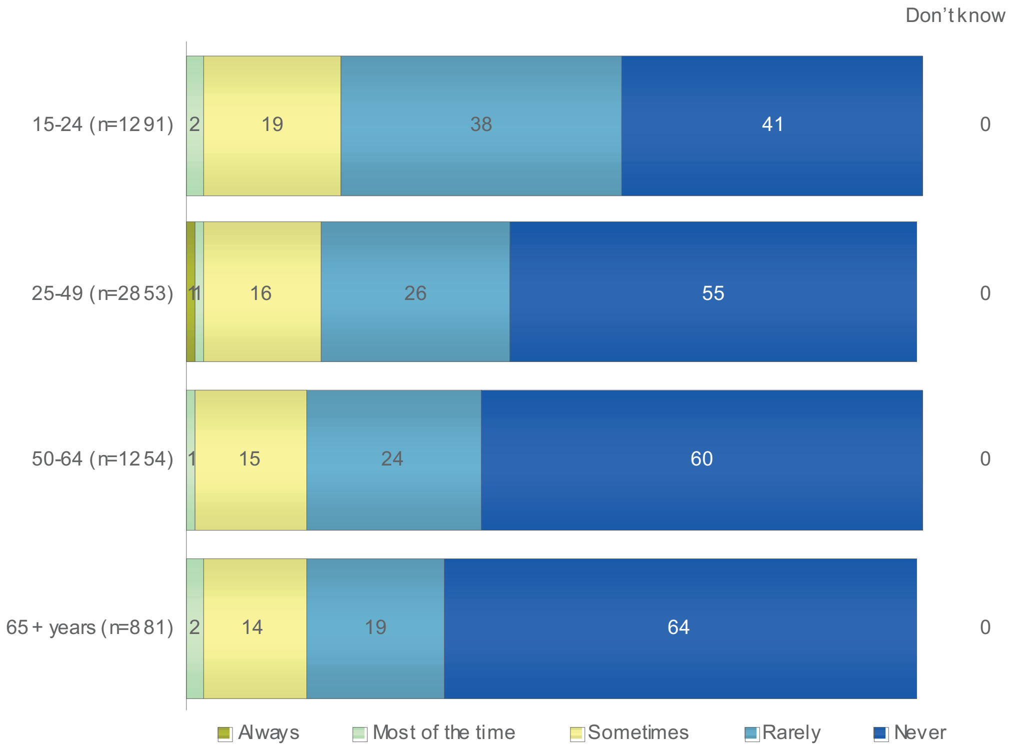


Base: All Respondents

Those *less* likely to rarely feel isolated or lonely (*rarely* or *never*) are:

- Aged 15 to 24 years (79% compared to the eight cities average of 82%)

Figure 6.9.2: Feeling of isolation – by age (%)



Base: All Respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

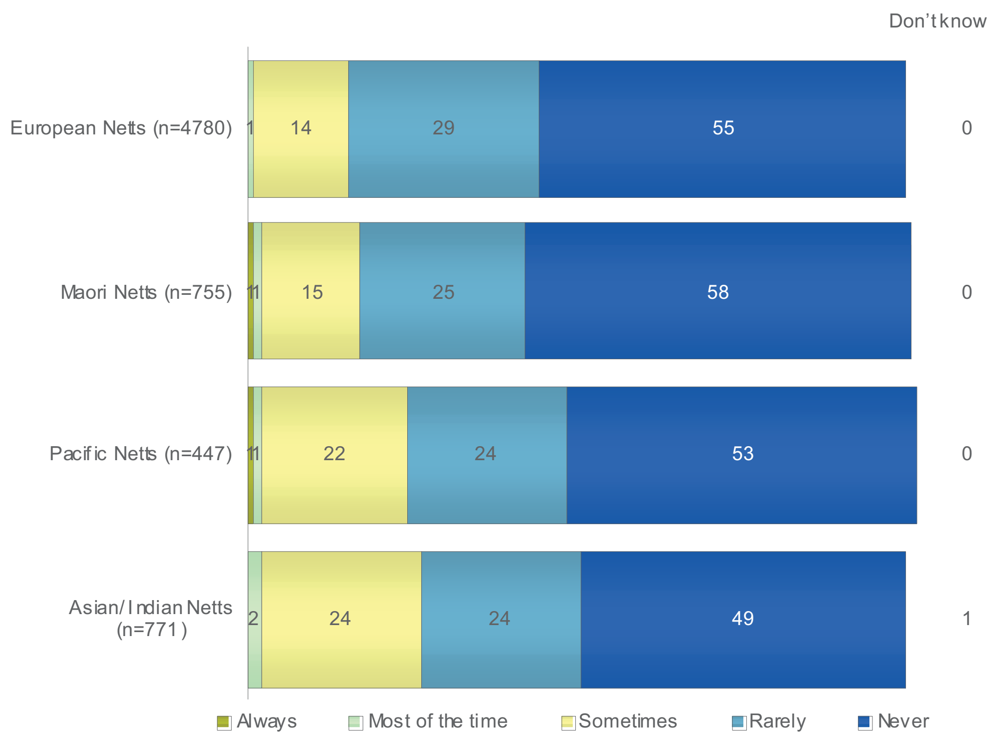
Those more likely to *rarely* or *never* feel isolated or lonely are:

- Of European ethnicity (84% compared to the eight cities average of 82%)

Those *less* likely to *rarely* or *never* feel isolated or lonely are:

- Of Asian / Indian (73%) and Pacific (77%) ethnicities

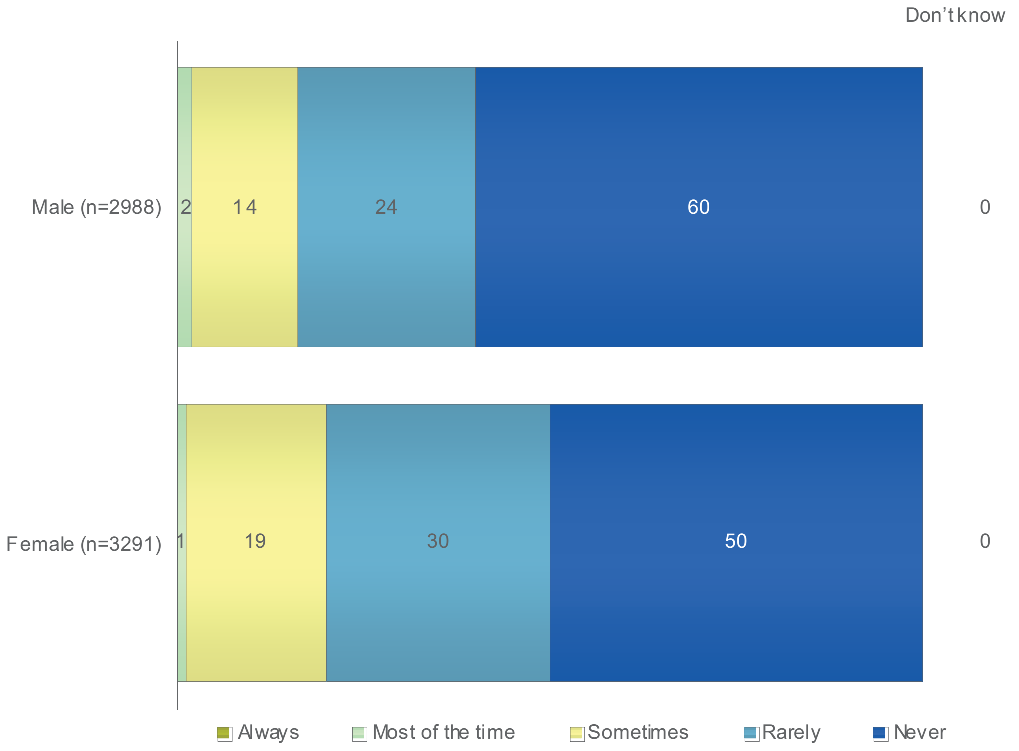
Figure 6.9.3: Feeling of isolation – by ethnicity (%)



Base: All Respondents

Those more likely to *rarely* or *never* feel isolated or lonely are:
- Males (84% compared to the eight cities average of 82%)

Figure 6.9.4: Feeling of isolation – by gender (%)



Base: All Respondents

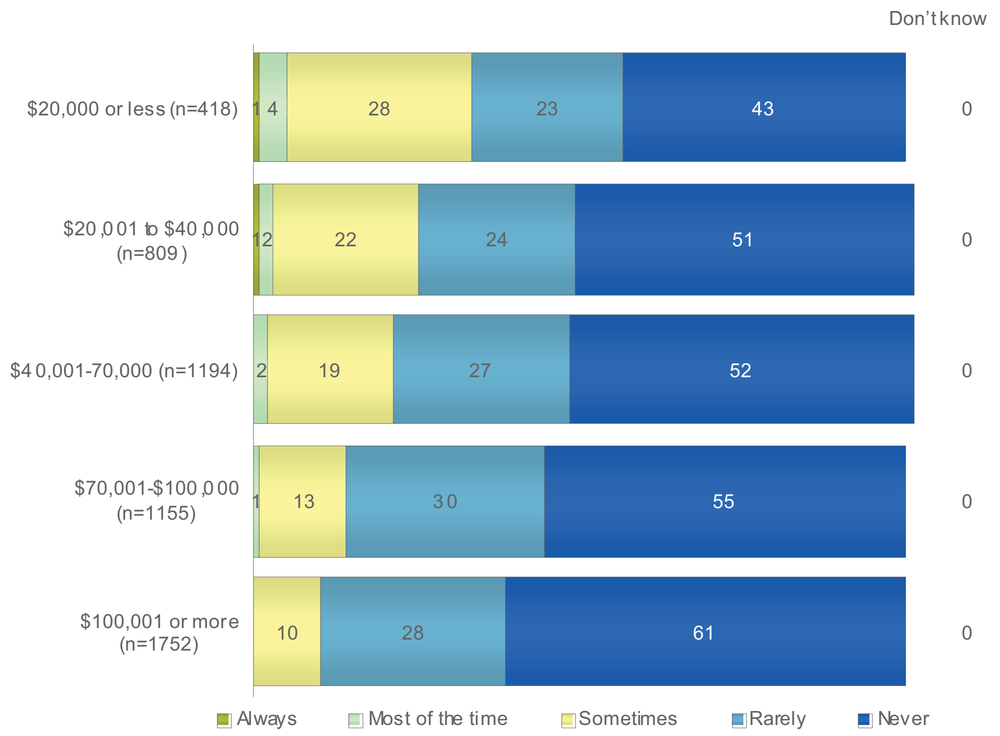
Those more likely to *rarely* or *never* feel isolated or lonely have:

- A household income of $100,001 or more (89%) and a household income $70,001 to $100,000 (86% compared to the eight cities average of 82%)

Those more likely to feel isolated or lonely *always* or *most of the time* have:

- A household income of $20,000 or less (5%) and a household income $20,001 to $40,000 (3% compared to the eight cities average of 2%)

Figure 6.9.5: Feeling of isolation – by household income (%)



Base: All Respondents

6.5 Culturally Rich and Diverse Arts Scene

Three quarters (75%) of eight cities residents agree their area / city has a culturally rich and diverse arts scene, with 30% who *strongly agree* and 45% who *agree*.

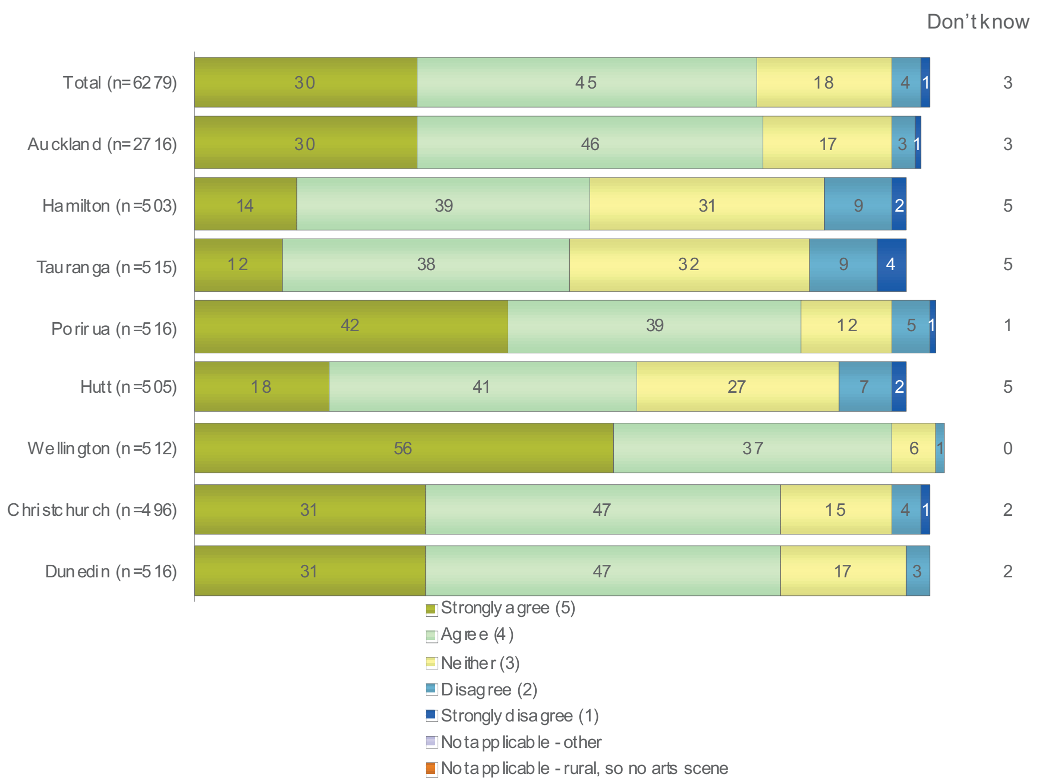
Those more likely to agree (*strongly agree* or *agree*) are:

- Living in Wellington (93%) and Porirua (81%)

Those *less* likely to agree (*strongly agree* or *agree*) are:

- Living in Tauranga (50%), Hamilton (53%) and Hutt City (59%)

Figure 6.10.1: Culturally rich and diverse arts scene – by location (%)



Base: All Respondents

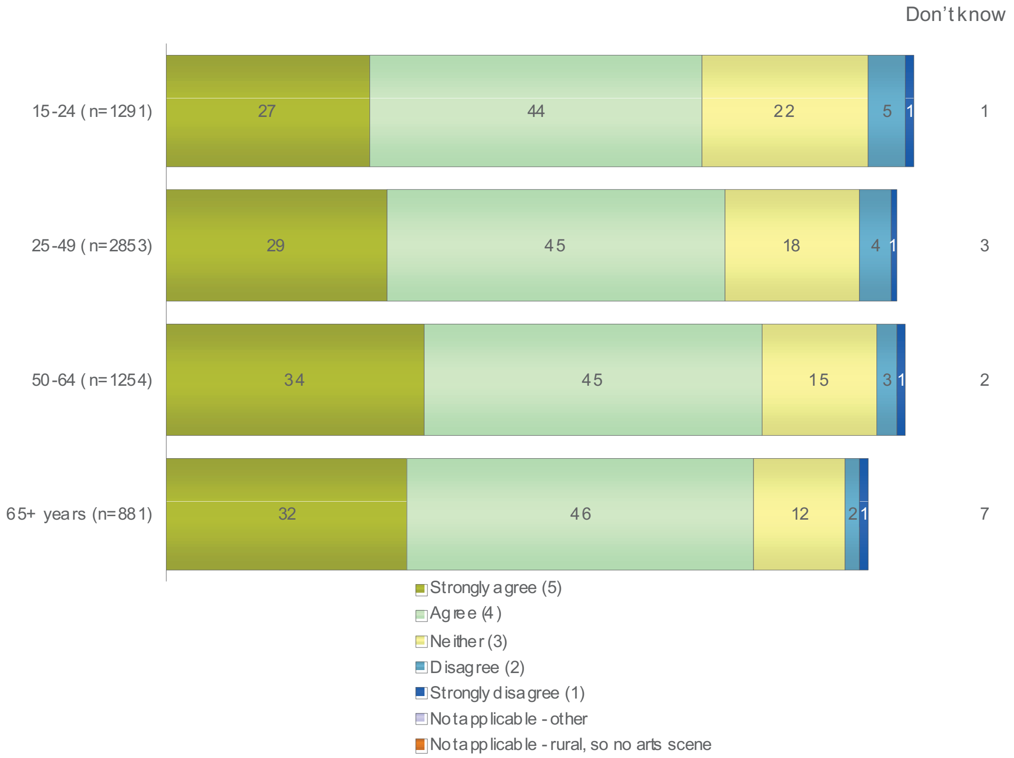
Those more likely to agree (*strongly agree* or *agree*) their area / city has a culturally rich and diverse arts scene are:

- Aged 50 to 64 years (79% compared to the eight cities average of 75%)

Those *less* likely to agree (*strongly agree* or *agree*) their area / city has a culturally rich and diverse arts scene are:

- Aged 15 to 24 years (71%)

Figure 6.10.2: Culturally rich and diverse arts scene – by age (%)



Base: All Respondents

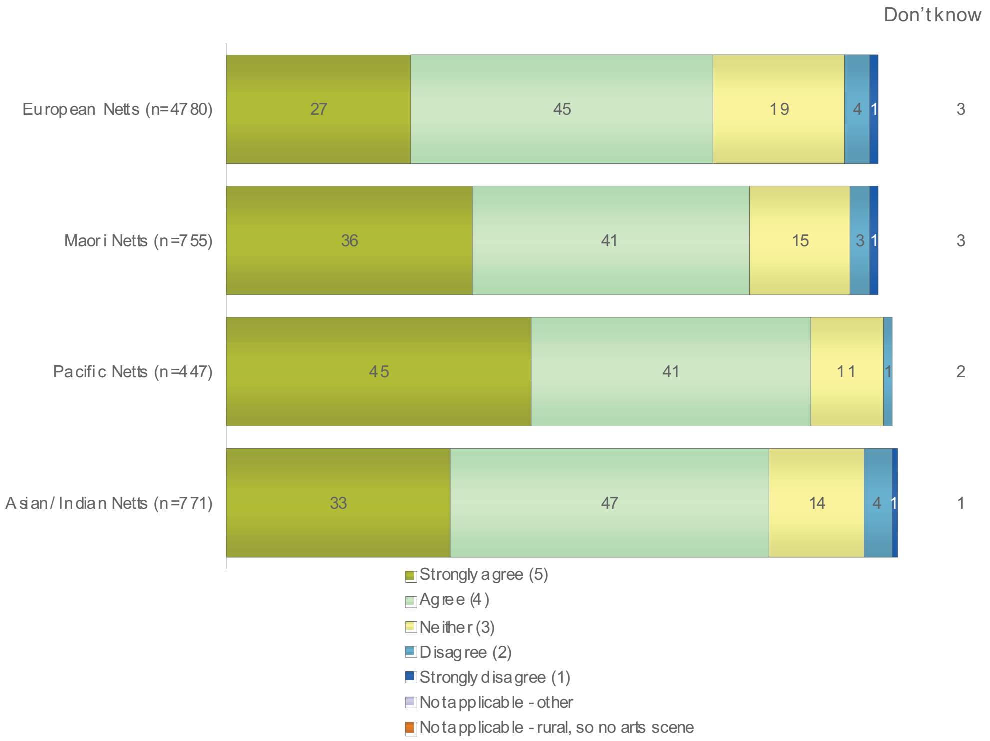
Those more likely to agree (*strongly agree* or *agree*) their area / city has a culturally rich and diverse arts scene are:

- Of Pacific (86%) and Asian / Indian (80% compared to the eight cities average of 75%) ethnicities

Those *less* likely to agree (*strongly agree* or *agree*) their area / city has a culturally rich and diverse arts scene are:

- Of European ethnicity (72%)

Figure 6.10.3: Culturally rich and diverse arts scene – by ethnicity (%)

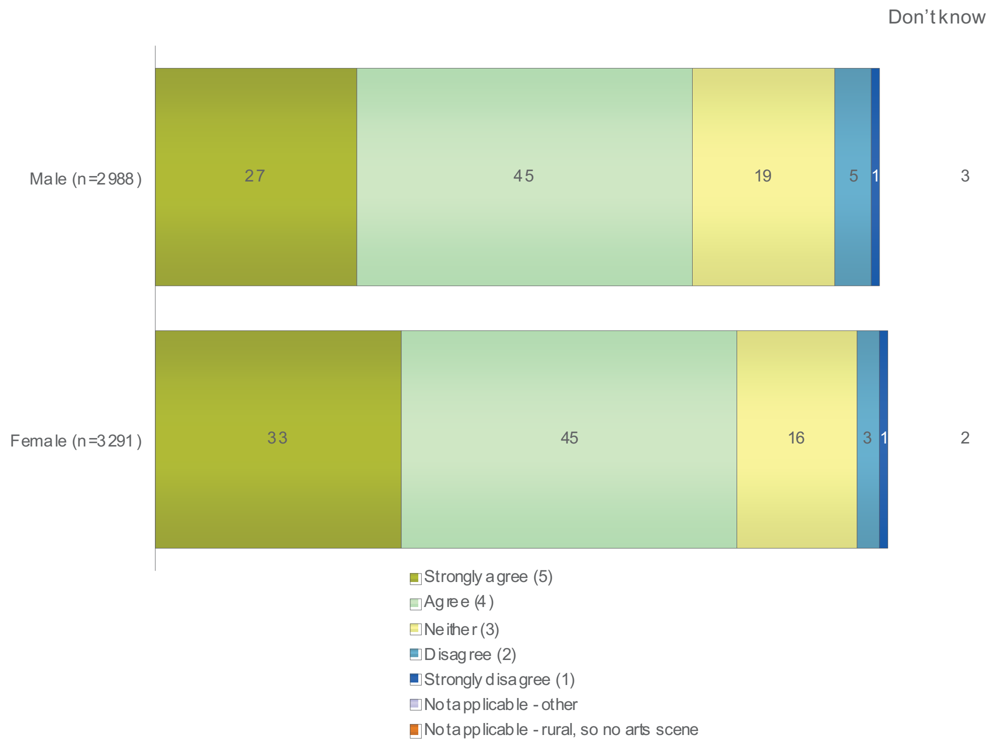


Base: All Respondents

Those more likely to agree (*strongly agree* or *agree*) their area / city has a culturally rich and diverse arts scene are:

- Female (78% compared to the eight cities average of 75%)

Figure 6.10.4: Culturally rich and diverse arts scene – by gender (%)

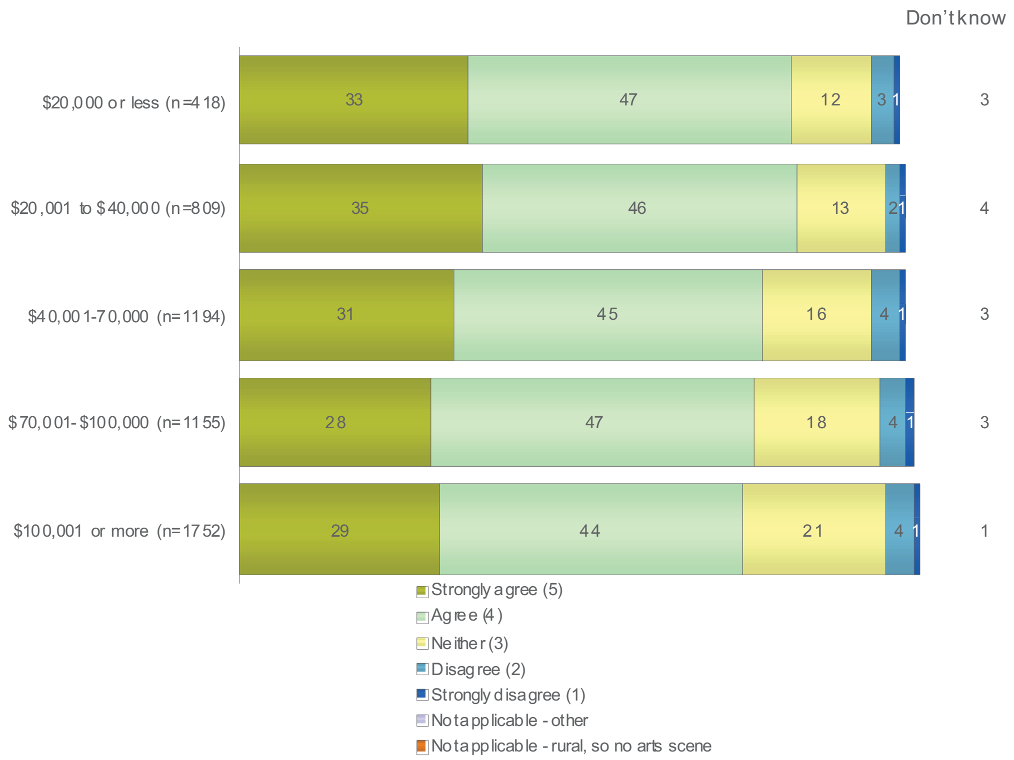


Base: All Respondents

Those more likely to agree (*strongly agree* or *agree*) their area / city has a culturally rich and diverse arts scene have:

- A household income of $20,001 to $40,000 (81%) and $20,000 or less (80% compared to the eight cities average of 75%)

Figure 6.10.5: Culturally rich and diverse arts scene – by household income (%)



Base: All Respondents

7.0 Council Processes

This section looks at city residents' perceptions of council processes such as their understanding and confidence in the decision making process.

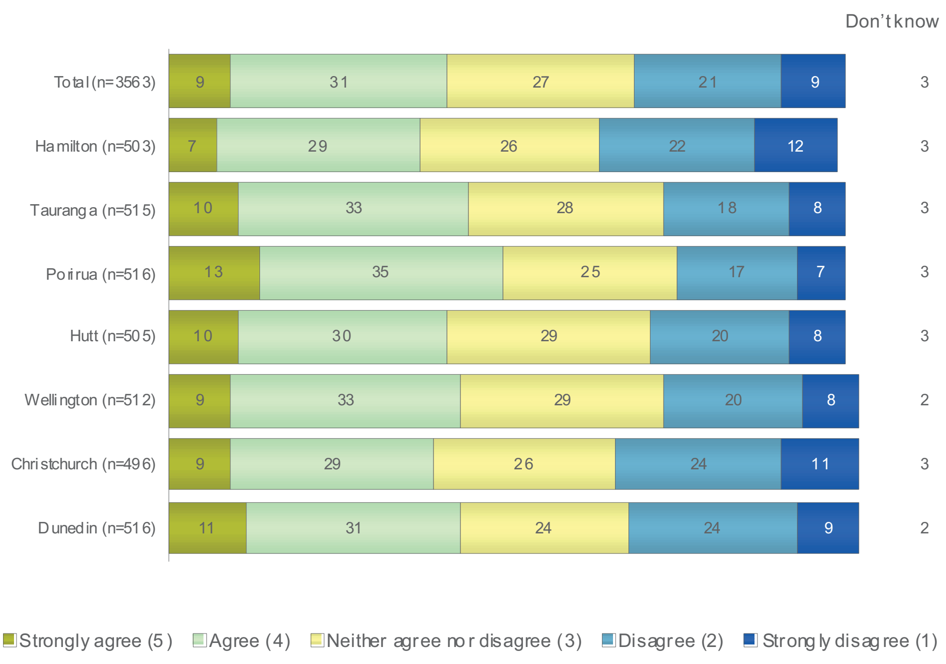
Auckland residents were not included in this section of the survey due to the newness of the Auckland Council. Therefore the total results are based on results from the remaining seven cities.

Two fifths (40%) of those in the seven cities agree with the statement *"Overall, I understand how my Council makes decisions"* with nearly one in ten (9%) agreeing strongly.

Those more likely to *agree* or *strongly agree* that they understand how the Council makes decisions are:

- Living in Porirua (49%)

Figure 7.1.1: Understanding of Council decision making processes – by location (%)



Base: All Respondents excluding those in Auckland

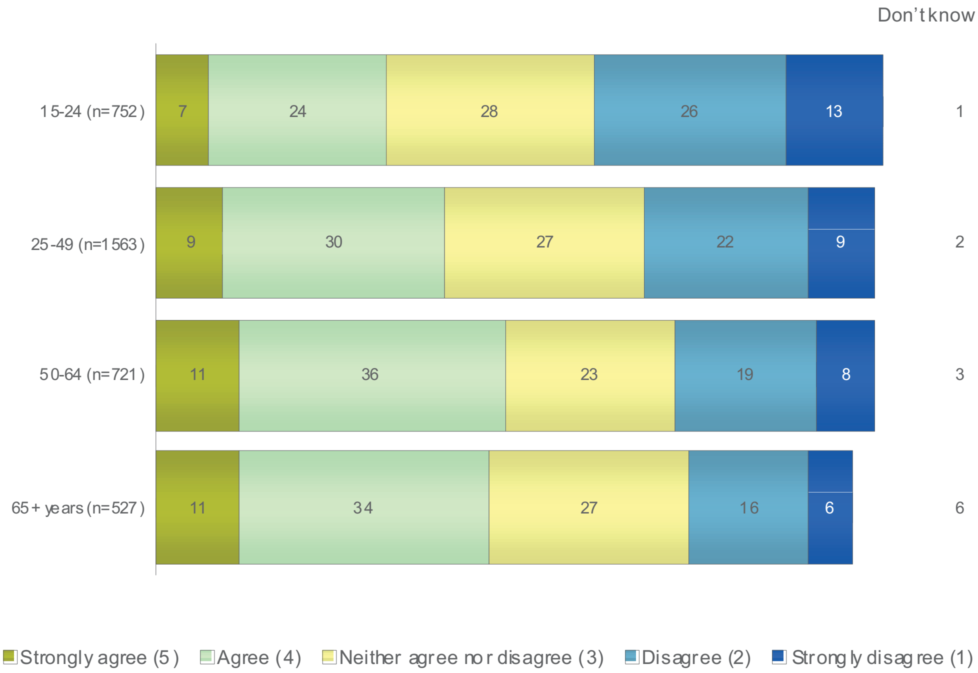
Those more likely to *agree* or *strongly agree* that they understand how the Council makes decisions are:

- Aged 50 to 64 years (47% compared to the seven cities average of 40%)

Those *less* likely to *agree* or *strongly agree* that they understand how the Council makes decisions are:

- Aged 15 to 24 years (31%)

Figure 7.1.2: Perceptions of understanding of Council decision making processes – by age (%)

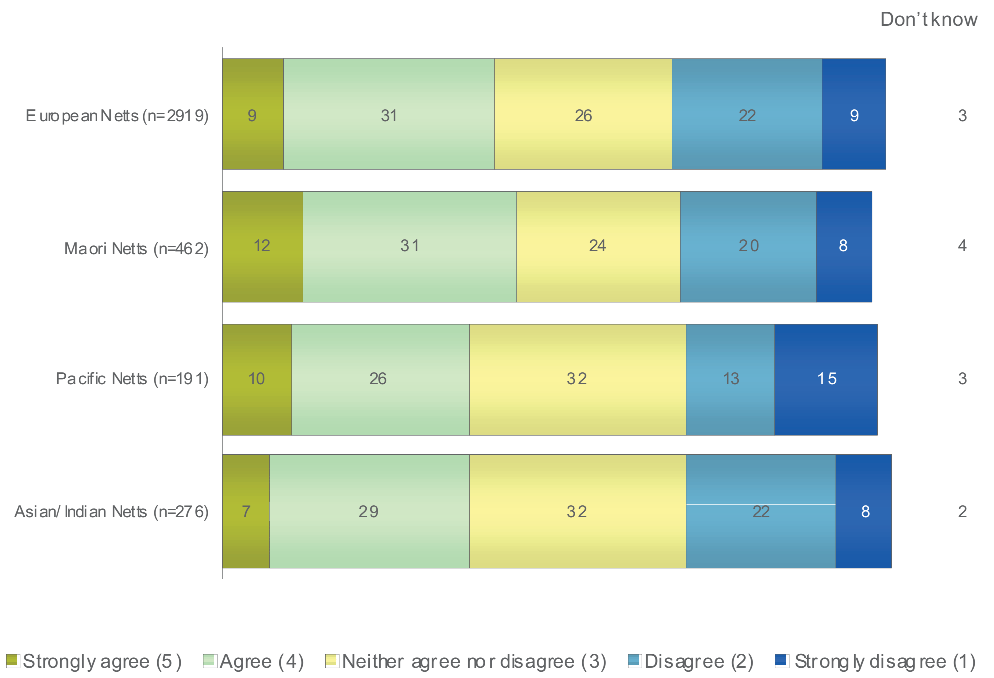


Base: All Respondents excluding those in Auckland

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

There are no significant differences by ethnicity for understanding how the Council makes decisions.

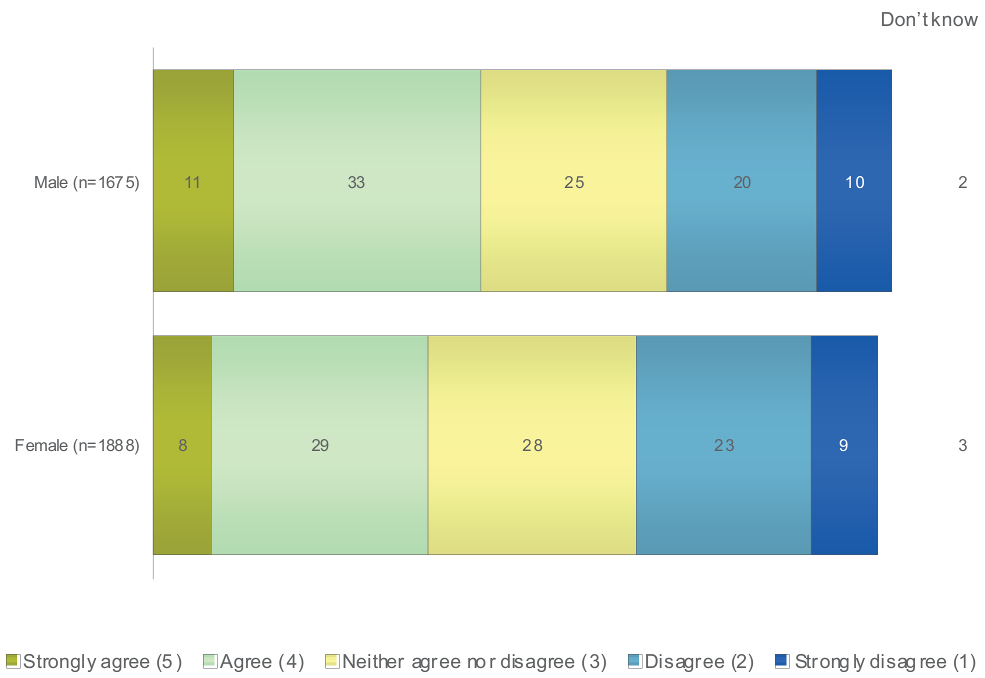
Figure 7.1.3: Perceptions of understanding of Council decision making processes – by ethnicity (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by gender for understanding how the Council makes decisions.

Figure 7.1.4: Perceptions of understanding of Council decision making processes – by gender (%)

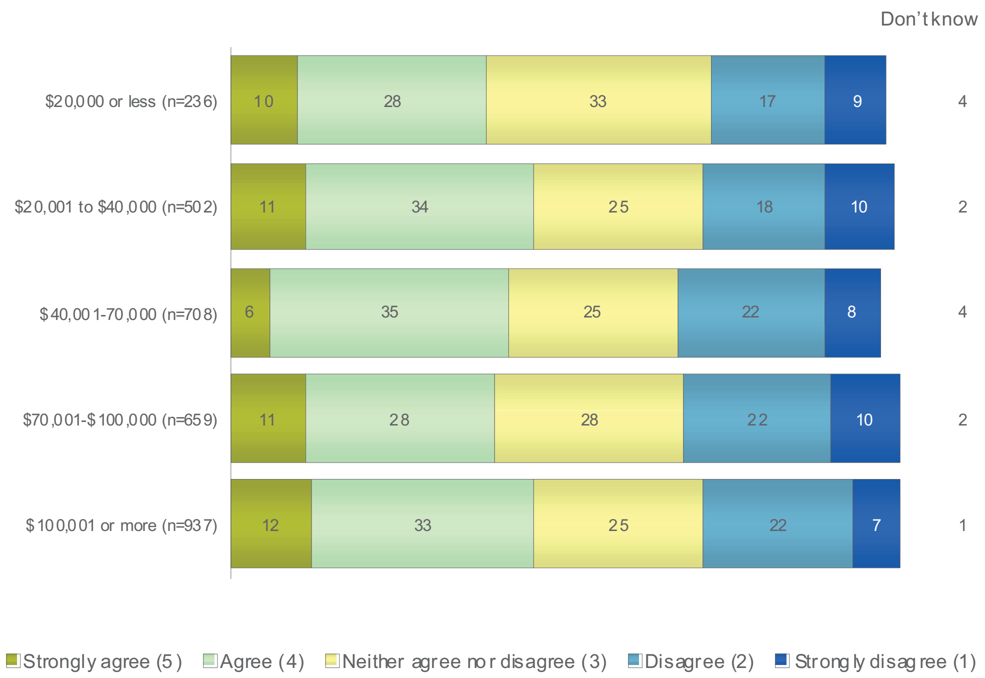


Base: All Respondents excluding those in Auckland

Those more likely to *agree* or *strongly agree* that they understand how the Council makes decisions have:

- A household income of $100,001 or more (45% compared to the seven cities average of 40%)

Figure 7.1.5: Perceptions of understanding of Council decision making processes – by household income (%)

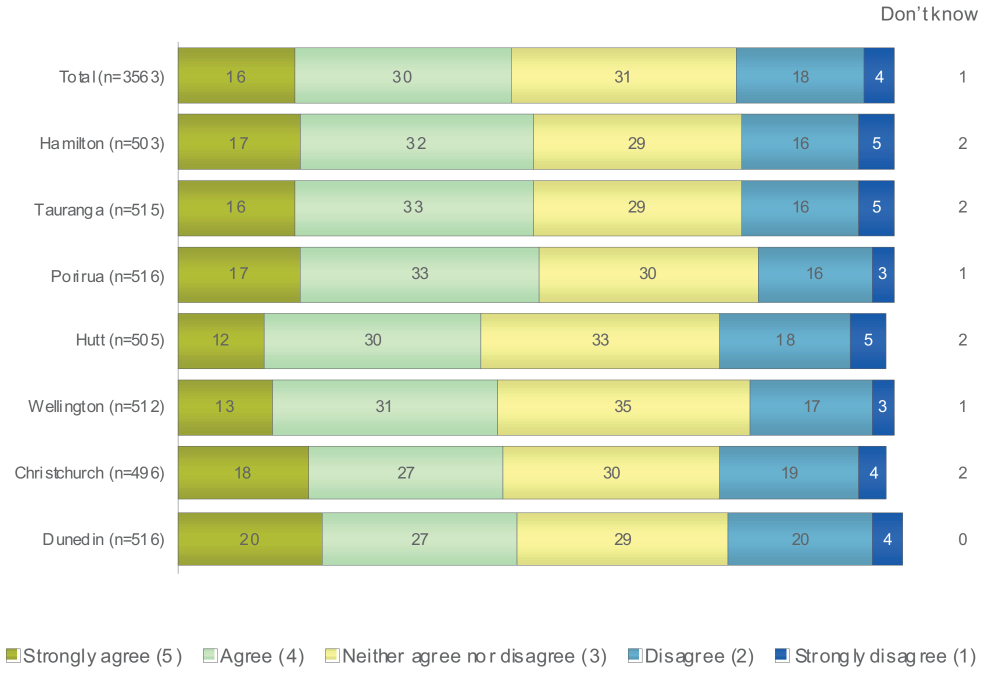


Base: All Respondents excluding those in Auckland

Nearly half of the seven cities residents (46%) agree that they would like to have more say in what the Council does, with 16% saying they *strongly agree* and 30% saying they *agree.*

There are no significant differences by location for desire to have more say in what the Council does.

Figure 7.2.1: Desire to have more say in what Council does – by location (%)



Base: All Respondents excluding those in Auckland

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

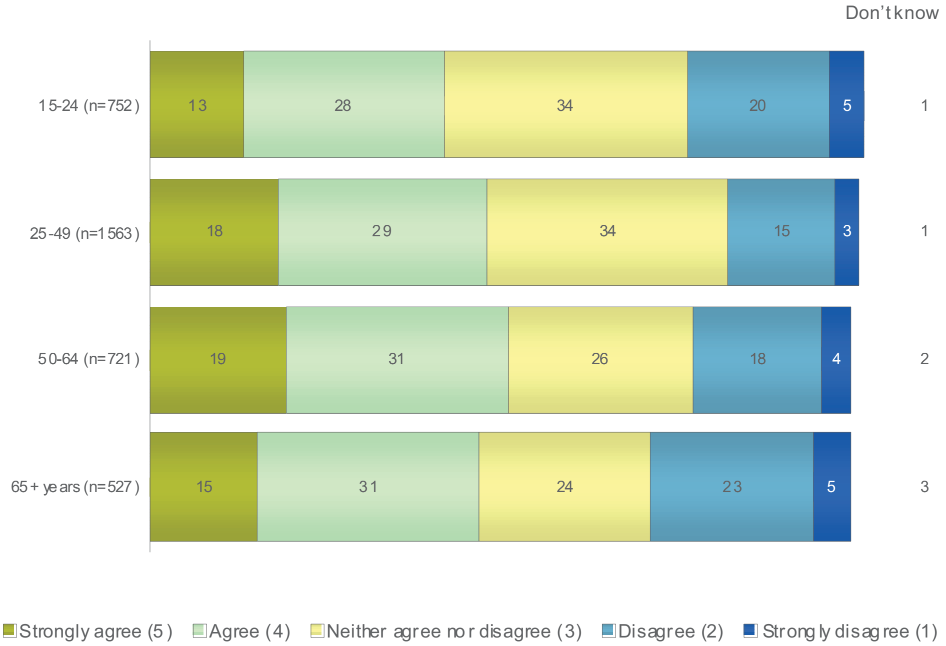
Those *less* likely to *agree* or *strongly agree* that they would like to have more say in what the Council does are:

- Aged 15 to 24 years (40% compared to the seven cities average of 46%)

Those more likely to *disagree* or *strongly disagree* that they would like to have more say in what the Council does are:

- Aged 65 years or older (27% compared to the seven cities average of 22%)

Figure 7.2.2: Desire to have more say in what Council does – by age (%)

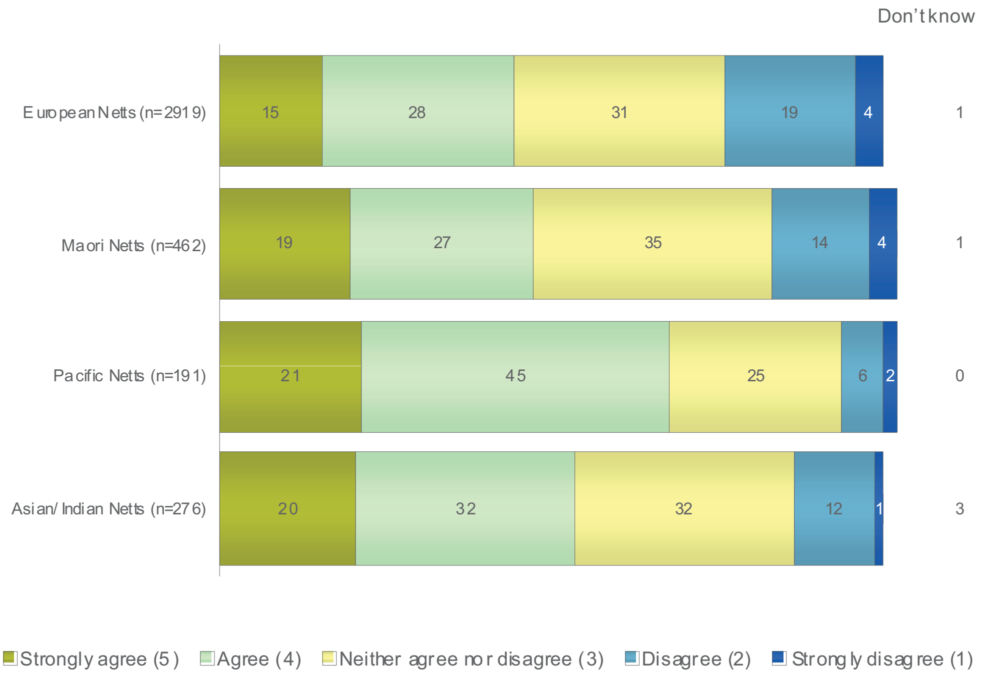


Base: All Respondents excluding those in Auckland

Those more likely to *agree* or *strongly agree* that they would like to have more say in what the Council does are:

- Of Pacific ethnicity (67% compared to the seven cities average of 46%)

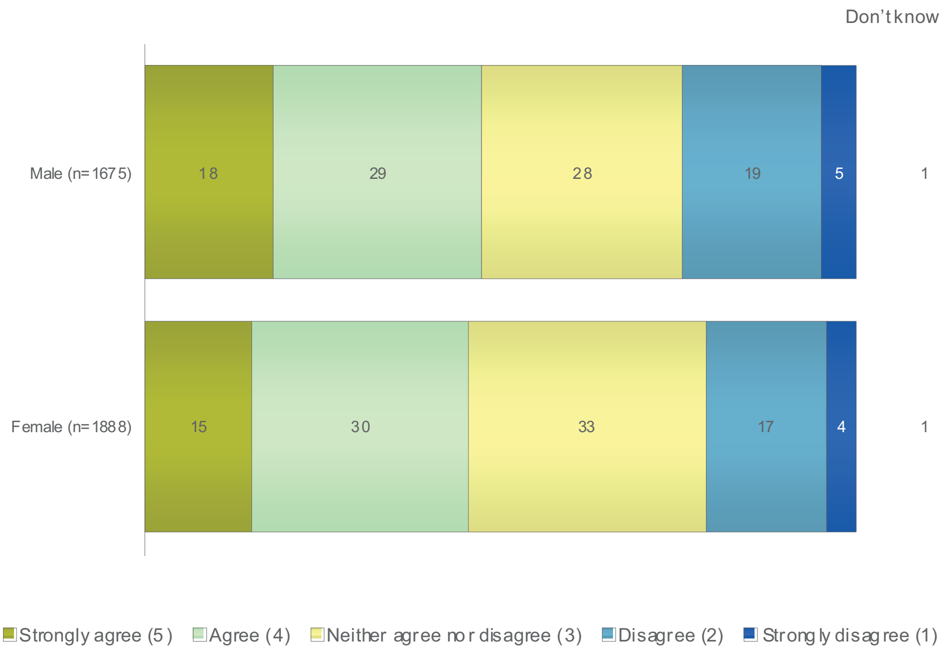
Figure 7.2.3: Desire to have more say in what Council does – by ethnicity (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by gender for desire to have more say in what the Council does.

Figure 7.2.4: Desire to have more say in what Council does – by gender (%)



Base: All Respondents excluding those in Auckland

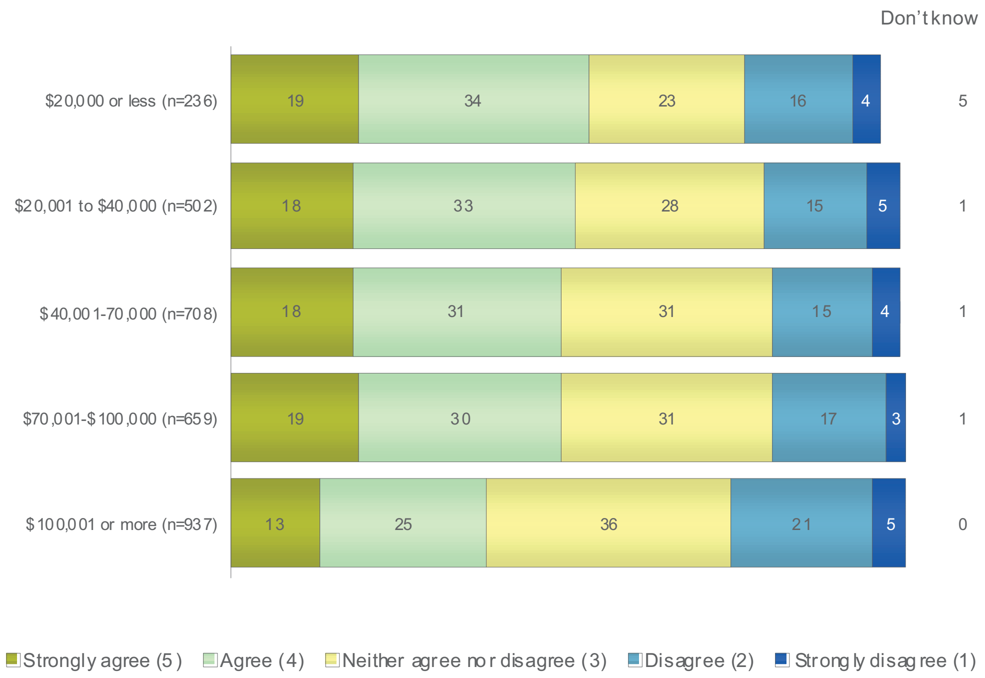
Those more likely to *agree* or *strongly agree* that they would like to have more say in what the Council does have:

- A household income of $20,001 to $40,000 (52% compared to the seven cities average of 46%)

Those *less* likely to *agree* or *strongly agree* that they would like to have more say in what the Council does have:

- A household income of $100,001 or more (38%)

Figure 7.2.5: Desire to have more say in what Council does – by household income (%)



Base: All Respondents excluding those in Auckland

Over half (53%) of the seven cities residents have confidence that the Council makes decisions in the best interests of their city or district, with 10% who *agree strongly* and 43% *agree.*

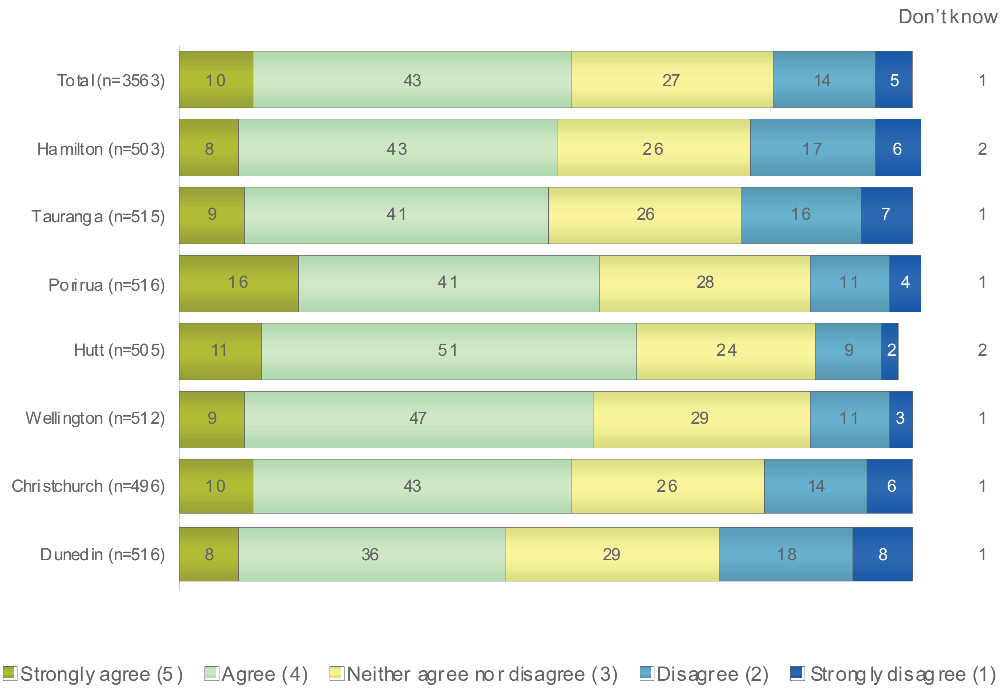
Those more likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Living in Hutt City (62%)

Those *less* likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Living in Dunedin (44%)

Figure 7.3.1: Confidence in Council decision making – by location (%)



Base: All Respondents excluding those in Auckland

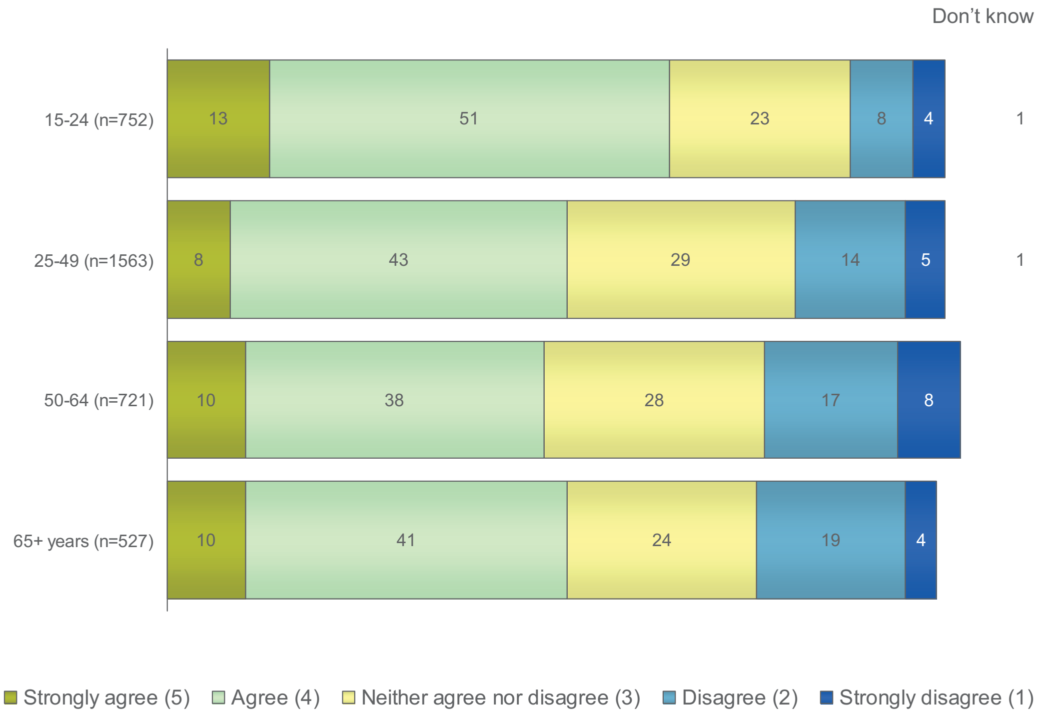
Those more likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Aged 15 to 24 years (64% compared to the seven cities average of 53%)

Those *less* likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Aged 50 to 64 years (47%)

Figure 7.3.2: Confidence in Council decision making – by age (%)

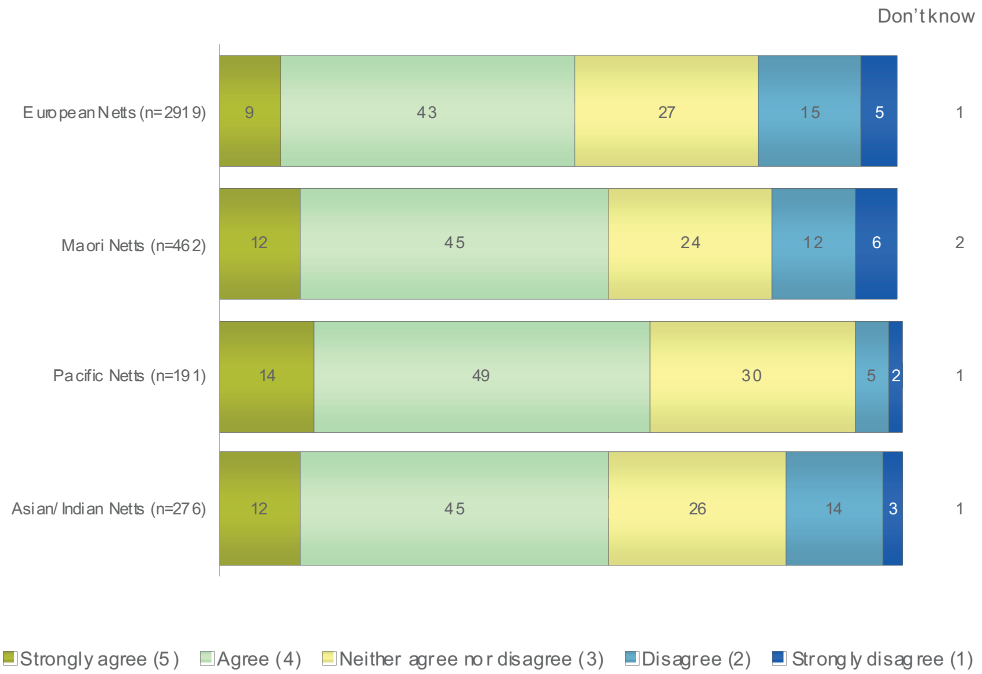


Base: All Respondents excluding those in Auckland

Those more likely to *agree* or *strongly agree* they have confidence in Council decision making are:

- Of Pacific ethnicity (63% compared to the seven cities average of 53%)

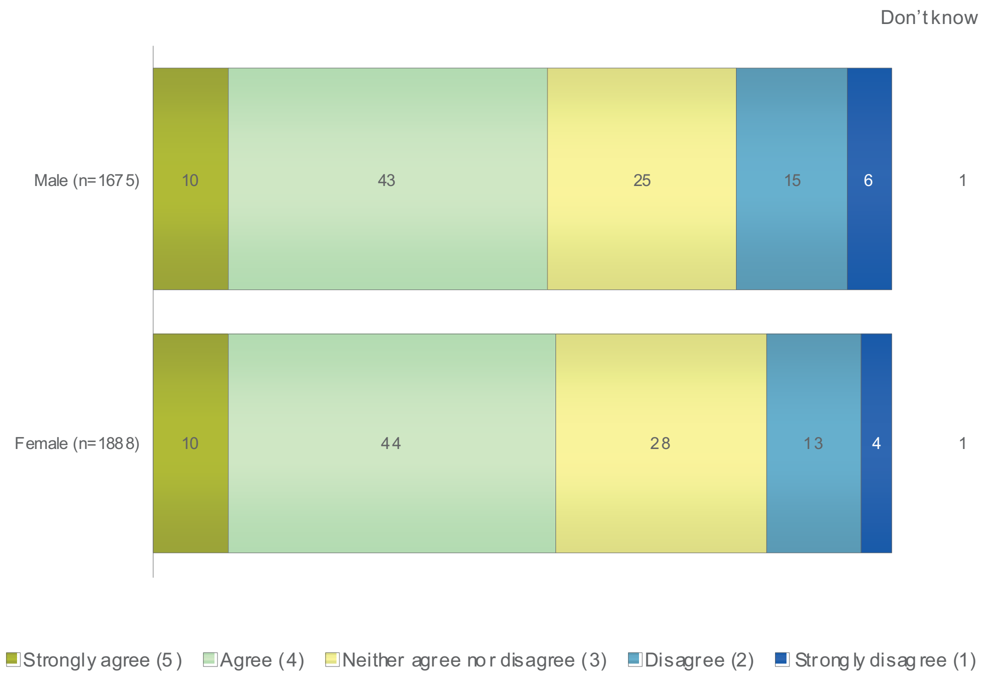
Figure 7.3.3: Confidence in Council decision making – by ethnicity (%)



Base: All Respondents excluding those in Auckland

There are no significant differences by gender for confidence in Council decision making.

Figure 7.3.4: Confidence in Council decision making – by gender (%)

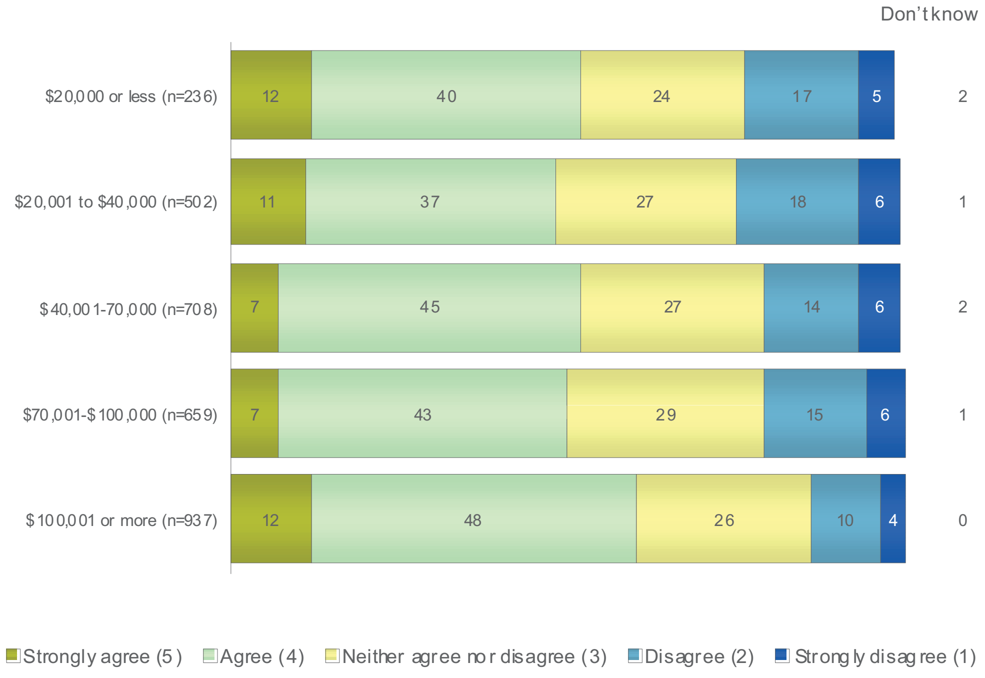


Base: All Respondents excluding those in Auckland

Those more likely to *agree* or *strongly agree* they have confidence in Council decision making have:

- A household income of $100,001 or more (60% compared to the seven cities average of 53%)

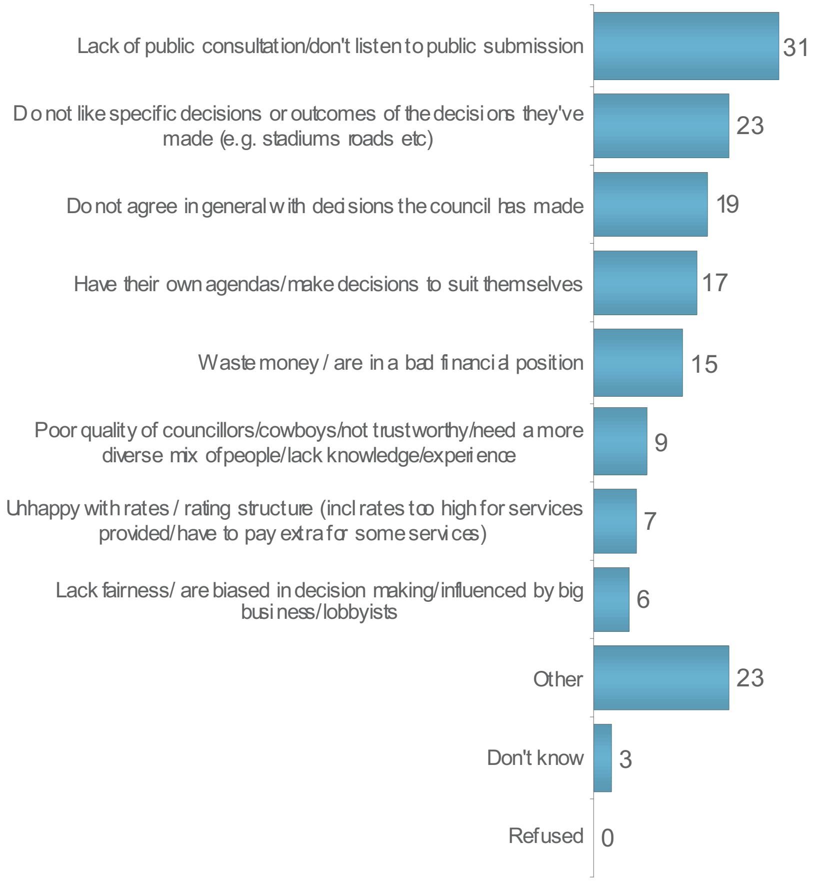
Figure 7.3.5: Confidence in Council decision making – by household income (%)



Base: All Respondents excluding those in Auckland

The two most frequently mentioned reasons for a lack of confidence in Council decision making being in the best interests of the city / district are *lack of public consultation / don't listen to public submission* (31%) and *do not like the outcomes of the decisions they've made* (23%). Following these are *do not agree in general with decisions the council has made* (19%) and *have their own agendas / make decisions to suit themselves* (17%).

Figure 7.4.1: Reasons for a lack of confidence in council decision making – seven cities level (%)



Base: Those who do not have confidence in council decisions (excluding Auckland residents)

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *do not like specific decisions or outcomes of decisions they've made* are:

- Living in Dunedin (41% compared to the seven cities average of 23%)

Those *less* likely to mention *do not like specific decisions or outcomes of decisions they've made* are:

- Living in Tauranga (11% compared to the seven cities average of 23%)

Table 7.4.1: Reasons for a lack of confidence in Council decision making – by location (%)

	Total (n=672)	Hamilton (n=114)	Tauranga (n=119)	Porirua (n=79)	Hutt (n=59)	Wellington (n=68)	Christchurch (n=103)	Dunedin (n=130)
Lack of public consultation / don't listen to public submissions	31	25	23	24	19	38	39	26
Do not like specific decisions or outcomes	23	25	11	16	13	22	20	**41**
Do not agree in general with decisions made	19	22	24	16	17	20	18	15
Have their own agendas / make decisions to suit themselves	17	14	16	18	12	17	24	9
Waste money	15	20	17	13	13	12	12	16
Poor quality of councillors	9	11	13	9	5	8	10	7
Unhappy with rates	7	5	7	9	5	7	7	7
Lack fairness in decision making	6	7	9	5	6	0	8	4
Other	23	25	27	34	45	30	20	23
Don't know	3	1	1	5	13	4	4	2
Refused	0	0	0	0	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

Note: All those in bold are significantly higher than the 8 cities average

Those *less* likely to mention *lack of public consultation / don't listen to public submissions* are:

- Aged 15-24 years old (19% compared to the seven cities average of 31%)

Those *less* likely to mention *do not like specific decisions or outcomes of decisions they've made* are:

- Aged 65 years or older (10% compared to the seven cities average of 23%)

Table 7.4.2: Reasons for a lack of confidence in Council decision making – by age (%)

	15-24 (n=97)	25-49 (n=297)	50-64 (n=164)	65+ years (n=114)
Lack of public consultation / don't listen to public submissions	19	32	30	39
Do not like specific decisions or outcomes	24	28	21	10
Do not agree in general with decisions made	16	18	22	18
Have their own agendas / make decisions to suit themselves	14	16	22	17
Waste money	11	16	9	21
Poor quality of councillors	5	8	13	12
Unhappy with rates	5	7	6	6
Lack fairness in decision making	7	5	7	8
Other	21	28	28	15
Don't know	7	3	2	4
Refused	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

There are no significant differences by ethnicity for the top three reasons for a lack of confidence in Council decision making.

Table 7.4.3: Reasons for a lack of confidence in Council decision making – by ethnicity (%)

	European Netts (n=568)	Māori Netts (n=84)	Pacific Netts (n=15)	Asian / Indian Netts (n=42)
Lack of public consultation / don't listen to public submissions	31	26	16	43
Do not like specific decisions or outcomes	24	18	28	20
Do not agree in general with decisions made	18	26	10	22
Have their own agendas / make decisions to suit themselves	19	21	0	9
Waste money	14	15	29	11
Poor quality of councillors	10	9	0	1
Unhappy with rates	6	9	0	19
Lack fairness in decision making	6	6	0	15
Other	23	20	40	15
Don't know	3	6	17	8
Refused	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

There are no significant differences by gender for the top three reasons for a lack of confidence in Council decision making.

Table 7.4.4: Reasons for a lack of confidence in Council decision making – by gender (%)

	Male (n=345)	Female (n=327)
Lack of public consultation / don't listen to public submissions	32	31
Do not like specific decisions or outcomes	23	23
Do not agree in general with decisions made	17	21
Have their own agendas / make decisions to suit themselves	18	16
Waste money	16	13
Poor quality of councillors	11	7
Unhappy with rates	7	6
Lack fairness in decision making	6	6
Other	22	26
Don't know	4	3
Refused	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

Those more likely to mention *do not like specific decisions or outcomes of decisions they've made* have:

- A household income of $70,001 to $100,000 (35% compared to the seven cities average of 23%)

Table 7.4.5: Reasons for a lack of confidence in Council decision making – by household income (%)

	$20,000 or less (n=48)	$20,001 - $40,000 (n=106)	$40,001-70,000 (n=139)	$70,001-$100,000 (n=132)	$100,001 or more (n=149)
Lack of public consultation / don't listen to public submissions	29	37	33	28	28
Do not like specific decisions or outcomes	17	13	17	**35**	26
Do not agree in general with decisions made	21	24	23	12	15
Have their own agendas / make decisions to suit themselves	18	15	10	23	18
Waste money	16	10	11	17	21
Poor quality of councillors	4	12	11	11	10
Unhappy with rates	8	5	9	8	5
Lack fairness in decision making	13	4	7	9	6
Other	19	24	19	25	34
Don't know	2	5	2	2	2
Refused	0	0	0	0	0

Base: Those who do not have confidence in council decisions (excluding Auckland residents)

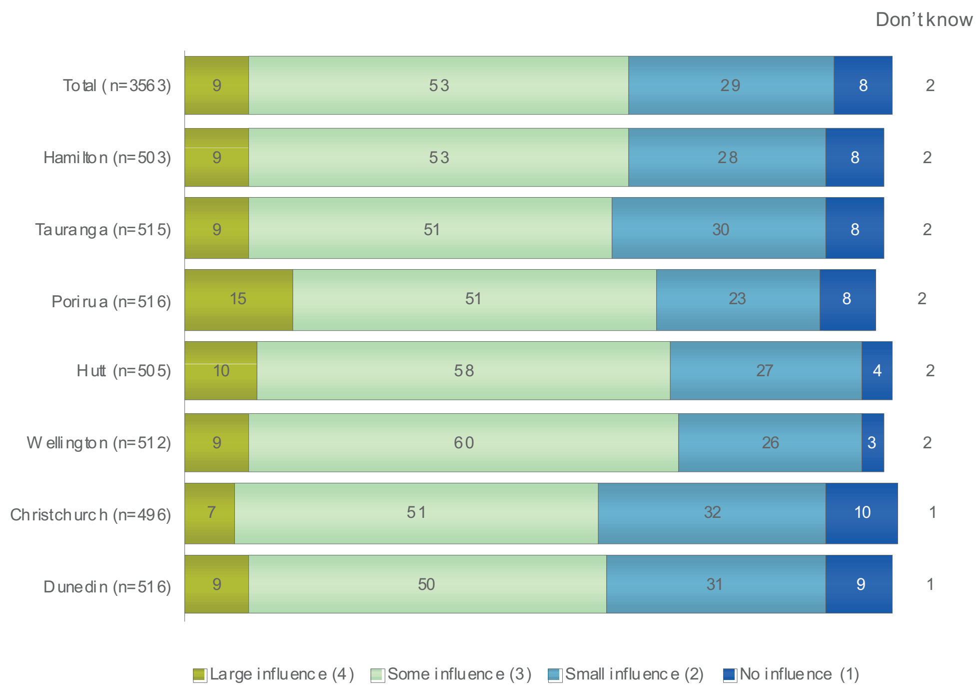
Note: All those in bold are significantly higher than the 8 cities average

Just over three fifths (62%) of the seven cities residents say the public has an influence on the decisions the Council makes, with 9% saying the public has a *large influence* and 53% *some influence.*

Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Living in Wellington (69%) and Hutt City (68%)

Figure 7.5.1: Perception of public's influence on Council decision making – by location (%)



Base: All Respondents (excluding Auckland residents)

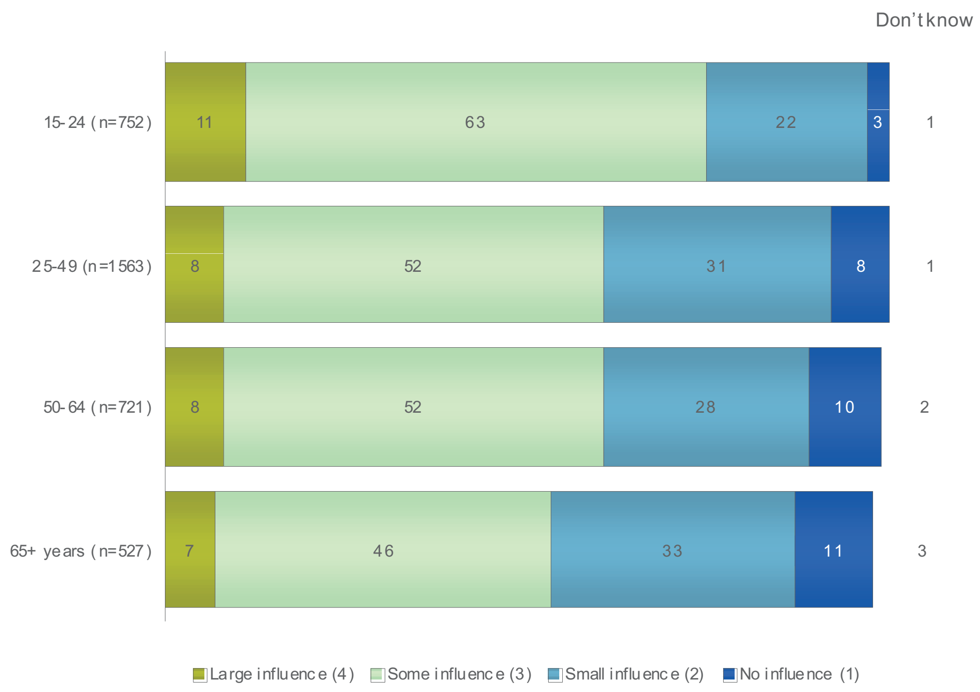
Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Aged 15 to 24 years old (74% compared to the seven cities average of 62%)

Those *less* likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Aged 65 years or older (53%)

Figure 7.5.2: Perception of public's influence on Council decision making – by age (%)

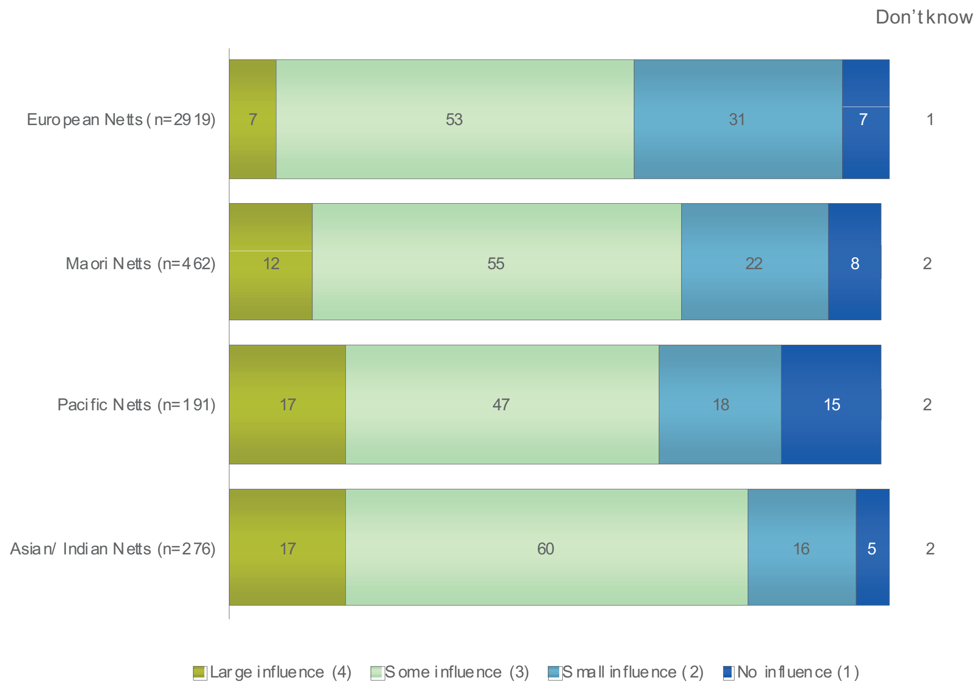


Base: All Respondents (excluding Auckland residents)

Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes are:

- Of Asian / Indian ethnicity (77% compared to the seven cities average of 62%)

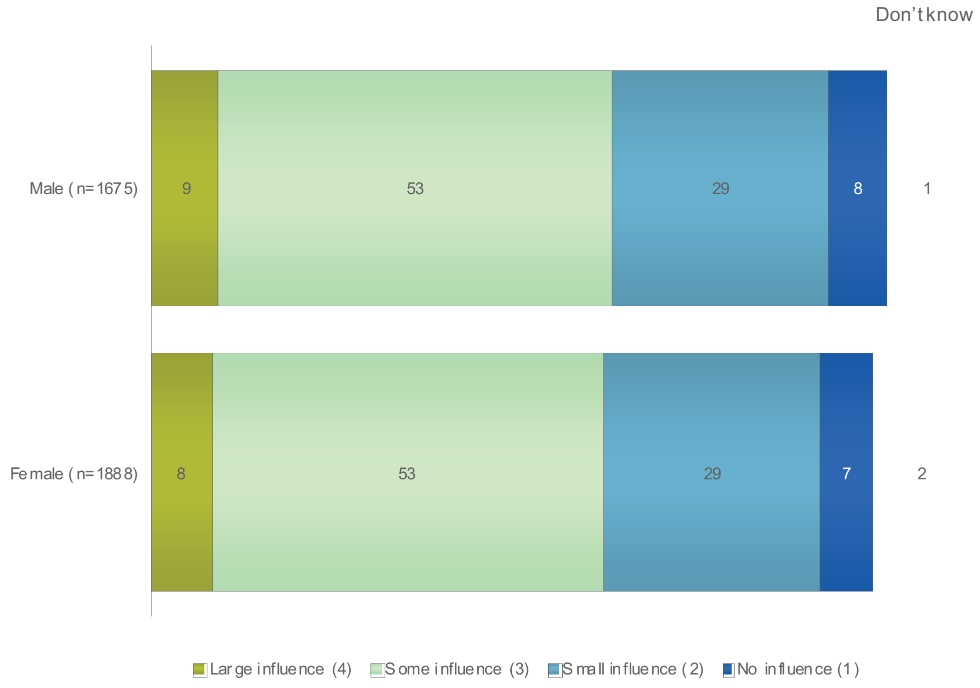
Figure 7.5.3: Perception of public's influence on Council decision making – by ethnicity (%)



Base: All Respondents (excluding Auckland residents)

There are no significant differences by gender for how much influence (*large influence* or *small influence*) the public has on the decisions the Council makes.

Figure 7.5.4: Perception of public's influence on Council decision making – by gender (%)



Base: All Respondents (excluding Auckland residents)

Those more likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes have:

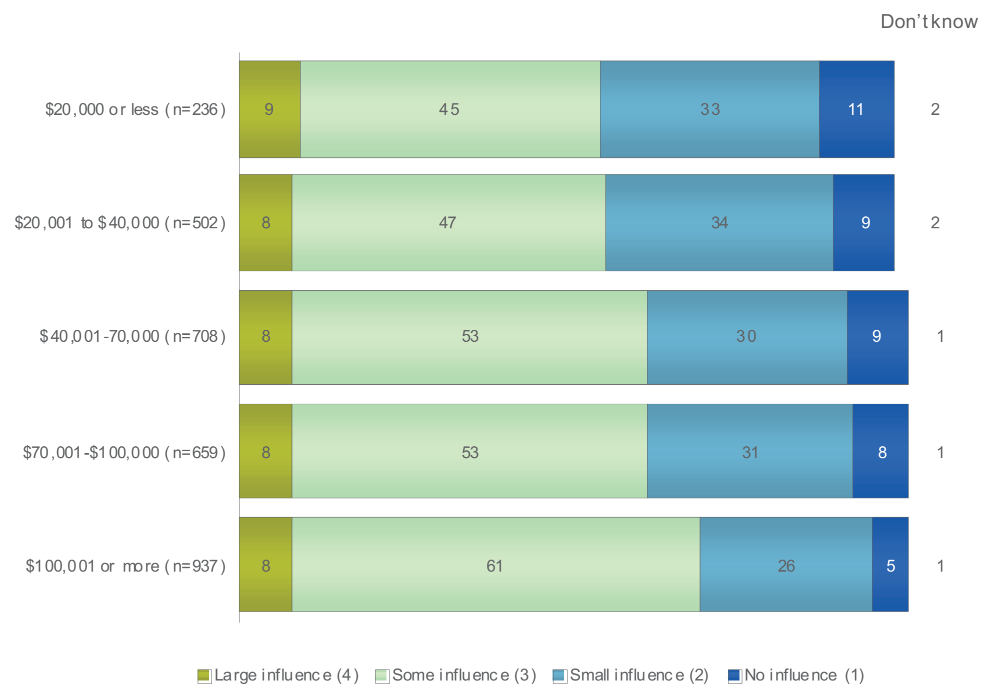
- A household income of $100,001 or more (69% compared to the seven cities average of 62%)

Those *less* likely to say the public has an influence (*large influence* or *small influence*) on the decisions the Council makes have:

- A household income of $20,001 to $40,000 (56%)

.

Figure 7.5.6: Perception of public's influence on Council decision making – by household income (%)



Base: All Respondents (excluding Auckland residents)

8.0 Built and Natural Environment

This section looks at how residents perceive their city (i.e. their pride in it), the cleanliness of the city and access to their local parks.

8.1 Pride in City's Look and Feel

Two thirds (66%) of eight cities residents *agree* or *strongly agree* that they feel a sense of pride in the way their city or local area looks and feels.

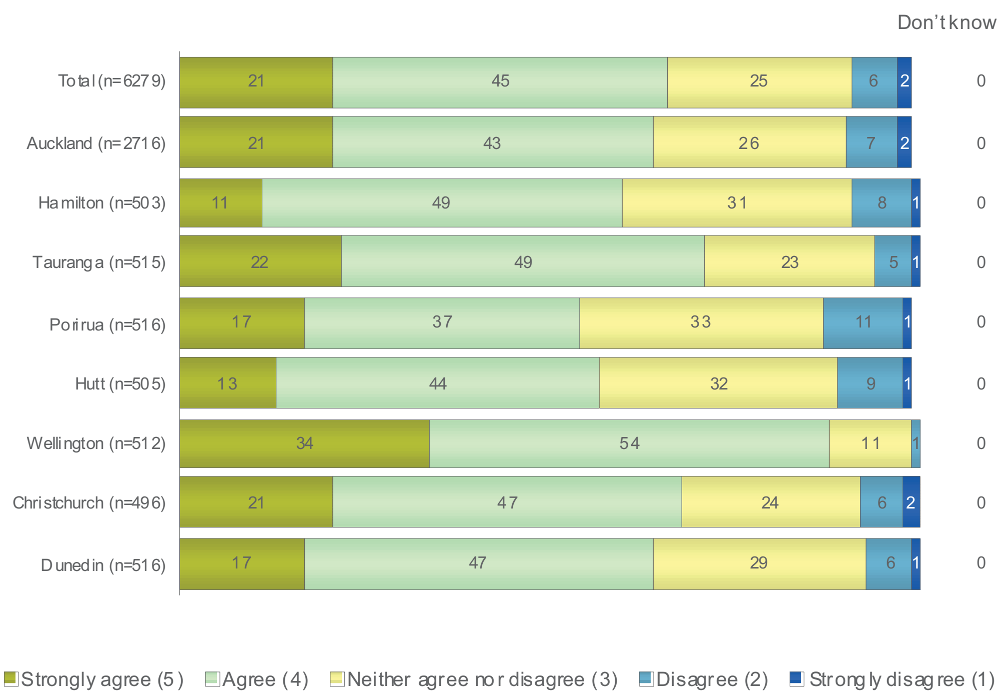
Those more likely to *agree* or *strongly agree* that they feel a sense of pride in their area are:

- Living in Wellington (87%) and Tauranga (71%)

Those *less* likely to *agree* or *strongly agree* that they feel a sense of pride in their area are:

- Living in Porirua (55%), Hutt City (57%) and Hamilton (60%)

Figure 8.1.1: Pride in city's look and feel – by location (%)

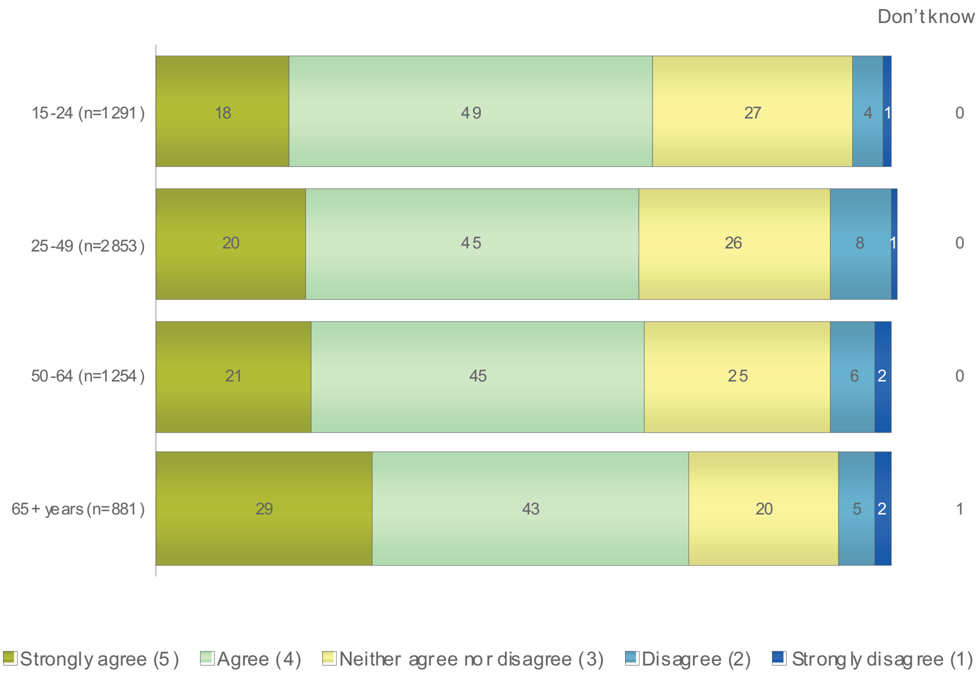


Base: All Respondents

Those more likely to *agree* or *strongly agree* that they feel a sense of pride in their area are:

- Aged 65 years or older (71% compared to the eight cities average of 66%)

Figure 8.1.2: Pride in city's look and feel – by age (%)



Base: All Respondents

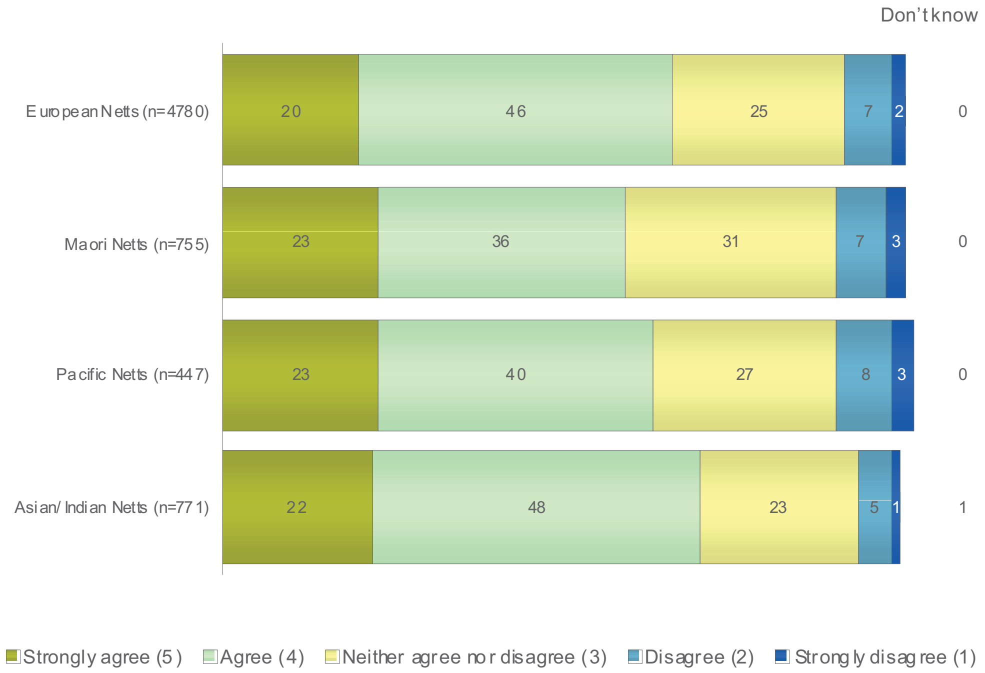
Those more likely to *agree* or *strongly agree* that they feel a sense of pride in their area are:

- Of Asian / Indian ethnicity (70% compared to the eight cities average of 66%)

Those *less* likely to *agree* or *strongly agree* that they feel a sense of pride in their area are:

- Of Māori ethnicity (59%)

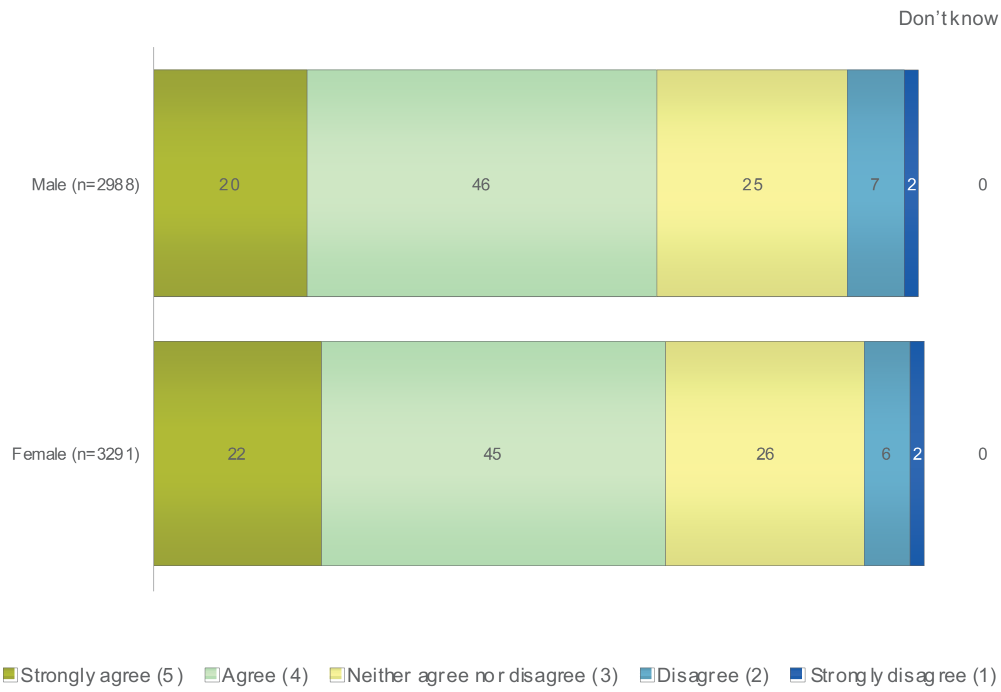
Figure 8.1.3: Pride in city's look and feel – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender in terms of whether or not a sense of pride is felt in their area.

Figure 8.1.4: Pride in city's look and feel – by gender (%)

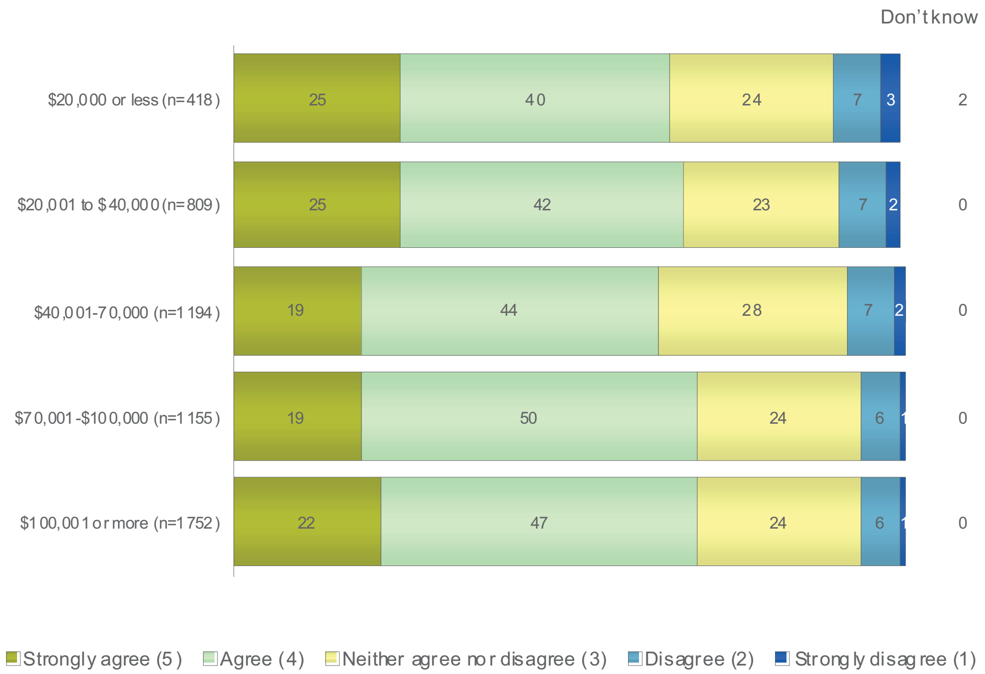


Base: All Respondents

Those *less* likely to *agree* or *strongly agree* that they feel a sense of pride in their area have:

- A household income of $40,001 to $70,000 (62% compared to the eight cities average of 66%)

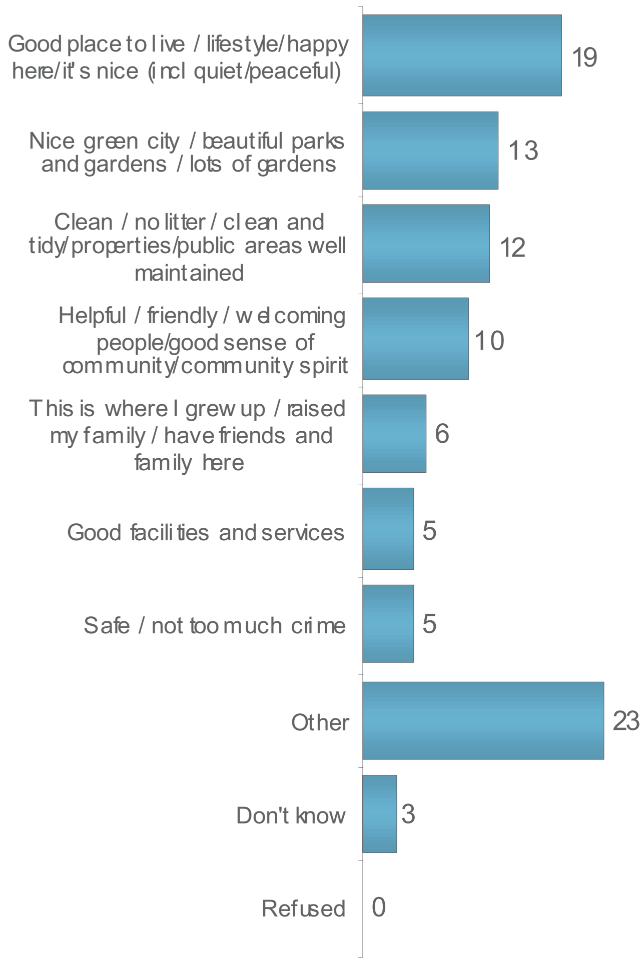
Figure 8.1.5: Pride in city's look and feel – by household income (%)



Base: All Respondents

The most frequently mentioned reason given by those who feel a sense of pride is a *good place to live / lifestyle* (19%). This is followed by *nice green city / beautiful parks and gardens / lots of gardens* (13%) and *clean and tidy / no litter* (12%).

Figure 8.2.1: Most frequently mentioned reasons for pride in city's look and feel – eight cities level (%)



Base: Those who do have a sense of pride in city

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *nice green city / beautiful parks and gardens / lots of gardens* are:
- Living in Christchurch (25% compared to the eight cities average of 13%)

Those *less* likely to mention *nice green city / beautiful parks and gardens / lots of gardens* are:
- Living in Porirua (6%), Wellington (10%) and Auckland (11%)

Those more likely to mention *clean / no litter / clean and tidy* are:
- Living in Auckland (16% compared to the eight cities average of 12%)

Those *less* likely to mention *clean / no litter / clean and tidy* are:
- Living in Wellington (4%), Porirua (6%), Christchurch (6%) and Dunedin (8%)

Table 8.2.2: Most frequently mentioned reasons for pride in city's look and feel – by location (%)

	Total (n=4104)	Auckland (n=1751)	Hamilton (n=303)	Tauranga (n=366)	Porirua (n=282)	Hutt (n=285)	Wellington (n=445)	Christchurch (n=338)	Dunedin (n=334)
Good place to live / lifestyle	19	20	16	23	22	16	16	19	15
Nice green city / beautiful parks and gardens	13	11	16	12	6	12	10	**25**	14
Clean and tidy / no litter	12	**16**	11	10	6	10	4	6	8
Helpful / friendly people / community spirit	10	**13**	4	7	8	6	5	9	12
This is where I grew up / raised my family / have friends and family here	6	4	**10**	5	**10**	**10**	6	7	**10**
Good facilities and services	5	6	6	3	6	9	6	4	5
Safe / not too much crime	5	**7**	2	1	4	3	2	2	5
Other	23	17	33	36	35	31	44	25	26
Don't know	3	3	3	1	2	3	3	2	5
Refused	0	0	0	0	0	0	0	0	0

Base: Those who do have a sense of pride in city

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by age for the three most commonly mentioned reasons for feeling a sense of pride in their area.

Table 8.2.3: Most frequently mentioned reasons for pride in city's look and feel – by age (%)

	15-24 (n=844)	25-49 (n=1799)	50-64 (n=837)	65+ years (n=624)
Good place to live / lifestyle	17	19	16	21
Nice green city / beautiful parks and gardens	12	13	16	11
Clean and tidy / no litter	14	12	11	10
Helpful / friendly people / community spirit	12	10	11	11
This is where I grew up / raised my family / have friends and family here	**7**	5	5	6
Good facilities and services	3	6	6	7
Safe / not too much crime	7	5	3	3
Other	22	25	28	27
Don't know	6	3	2	1
Refused	0	0	0	0

Base: Those who do have a sense of pride in city

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *nice green city / beautiful parks and gardens* are:

- Of European ethnicity (15% compared to the eight cities average of 13%)

Those *less* likely to mention *nice green city / beautiful parks and gardens* are:

- Of Asian / Indian (7%) and Pacific (7%) ethnicities

Table 8.2.4: Most frequently mentioned reasons for pride in city's look and feel – by ethnicity (%)

	European Netts (n=3090)	Māori Netts (n=456)	Pacific Netts (n=291)	Asian / Indian Netts (n=553)
Good place to live / lifestyle	17	18	23	22
Nice green city / beautiful parks and gardens	**15**	10	7	7
Clean and tidy / no litter	13	11	7	10
Helpful / friendly people / community spirit	9	13	**16**	12
This is where I grew up / raised my family / have friends and family here	5	**10**	**13**	4
Good facilities and services	5	6	6	**9**
Safe / not too much crime	4	4	7	**11**
Other	29	24	19	21
Don't know	2	2	3	4
Refused	0	0	0	0

Base: Those who do have a sense of pride in city

Note: All those in bold are significantly higher than the 8 cities average

Those *less* likely to mention *nice green city / beautiful parks and gardens / lots of gardens* are:

- Males (11% compared to the eight cities average of 13%)

Table 8.2.5: Most frequently mentioned reasons for pride in city's look and feel – by gender (%)

	Male (n=1941)	Female (n=2163)
Good place to live / lifestyle	21	16
Nice green city / beautiful parks and gardens	11	15
Clean and tidy / no litter	11	13
Helpful / friendly people / community spirit	11	10
This is where I grew up / raised my family / have friends and family here	6	6
Good facilities and services	5	6
Safe / not too much crime	5	5
Other	24	27
Don't know	3	3
Refused	0	0

Base: Those who do have a sense of pride in city

There are no significant differences by household income in terms of the main reasons for feeling a sense of pride in their area.

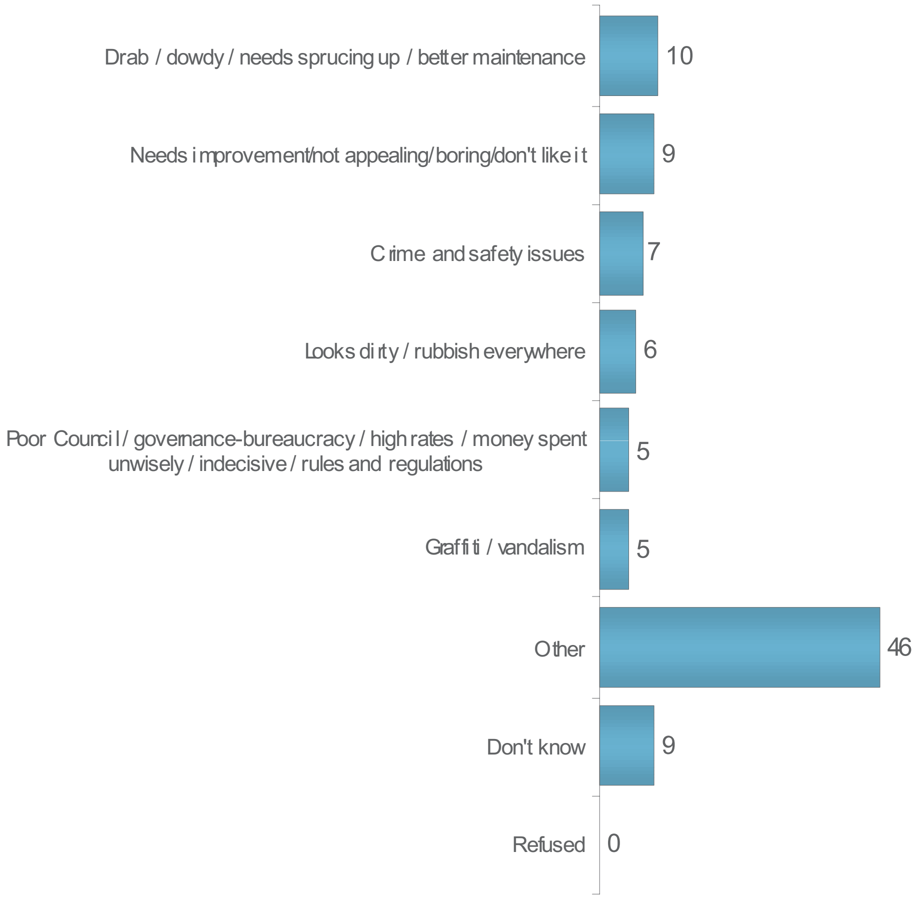
Table 8.2.6: Most frequently mentioned reasons for pride in city's look and feel – by household income (%)

	$20,000 or less (n=265)	$20,001-$40,000 (n=551)	$40,001-70,000 (n=754)	$70,001-$100,000 (n=770)	$100,001 or more (n=1161)
Good place to live / lifestyle	20	20	19	18	17
Nice green city / beautiful parks and gardens	11	11	14	14	15
Clean and tidy / no litter	7	11	11	14	13
Helpful / friendly people / community spirit	11	13	10	8	10
This is where I grew up / raised my family / have friends and family here	9	7	3	5	5
Good facilities and services	4	6	5	6	6
Safe / not too much crime	7	4	5	6	4
Other	27	23	28	23	26
Don't know	2	4	3	2	3
Refused	0	0	0	0	0

Base: Those who do have a sense of pride in city

The two most frequently mentioned reasons for those who do not feel sense of pride in their city's look and feel are *[city or local area] looks drab / dowdy / needs better maintenance* (10%) and *needs improvement / not appealing* (9%).

Figure 8.3.1: Most frequently mentioned reasons for lack of pride in city's look and feel – eight cities level (%)



Base: Those who do not have a sense of pride in city

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those *less* likely to mention *[city or local area] looks drab / dowdy / needs better maintenance* are:

- Living in Tauranga (4%) and Hamilton (5% compared to the eight cities average of 10%)

Those more likely to mention *needs improvement / not appealing* are:

- Living in Hamilton (16%) and Dunedin (15% compared to the eight cities average of 9%)

Those *less* likely to mention *needs improvement / not appealing* are:

- Living in Christchurch (4%)

Table 8.3.2: Most frequently mentioned reasons for lack of pride in city's look and feel – by location (%)

	Total (n=2153)	Auckland (n=952)	Hamilton (n=199)	Tauranga (n=147)	Porirua (n=233)	Hutt (n=219)	Wellington (n=65)	Christchurch (n=156)	Dunedin (n=182)
Drab / dowdy / needs sprucing up / better maintenance	10	12	5	4	11	8	8	10	10
Needs improvement / not appealing / boring / don't like it	9	9	**16**	13	10	12	11	4	**15**
Crime and safety issues	7	**10**	5	4	6	5	0	5	1
Looks dirty / rubbish everywhere	6	7	4	0	9	3	4	4	6
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	5	3	**9**	**12**	7	3	3	6	**16**
Graffiti / vandalism	5	6	2	1	3	7	2	3	1
Other	46	42	49	58	41	48	56	64	41
Don't know	9	9	9	7	9	10	16	5	9
Refused	0	0	1	0	1	0	0	0	0

Base: Those who do not have a sense of pride in city

Note: All those in bold are significantly higher than the 8 cities average

Those *less* likely to mention *[city or local area] looks drab / dowdy / needs better maintenance* are:

- Aged 15 to 24 years (6% compared to the eight cities average of 10%)

Those *less* likely to mention *needs improvement / not appealing* are:

- Aged 65 years or older (5% compared to the eight cities average of 9%)

Table 8.3.3: Most frequently mentioned reasons for lack of pride in city's look and feel – by age (%)

	15-24 (n=442)	25-49 (n=1049)	50-64 (n=413)	65+ years (n=249)
Drab / dowdy / needs sprucing up / better maintenance	6	12	11	10
Needs improvement/not appealing / boring / don't like it	9	11	7	5
Crime and safety issues	8	8	5	4
Looks dirty / rubbish everywhere	7	5	7	7
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	2	4	**9**	**9**
Graffiti / vandalism	6	6	3	3
Other	41	46	51	53
Don't know	21	5	7	6
Refused	0	0	0	1

Base: Those who do not have a sense of pride in city

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by ethnicity in relation to the two main reasons given for not feeling a sense of pride in their area.

Table 8.3.4: Most frequently mentioned reasons for lack of pride in city's look and feel – by ethnicity (%)

	European Netts (n=1676)	Māori Netts (n=297)	Pacific Netts (n=156)	Asian / Indian Netts (n=213)
Drab / dowdy / needs sprucing up / better maintenance	11	14	10	9
Needs improvement / not appealing / boring / don't like it	9	8	8	11
Crime and safety issues	5	11	**15**	**13**
Looks dirty / rubbish everywhere	6	5	6	5
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	6	5	2	0
Graffiti / vandalism	5	7	2	5
Other	48	40	42	46
Don't know	7	7	16	13
Refused	0	0	0	0

Base: Those who do not have a sense of pride in city

Note: All those in bold are significantly higher than the 8 cities average

There are no significant differences by gender in relation to the two main reasons given for not feeling a sense of pride in their area.

Table 8.3.5: Most frequently mentioned reasons for lack of pride in city's look and feel – by gender (%)

	Male (n=1036)	Female (n=1117)
Drab / dowdy / needs sprucing up / better maintenance	9	12
Needs improvement / not appealing / boring / don't like it	9	9
Crime and safety issues	6	8
Looks dirty / rubbish everywhere	5	7
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	7	4
Graffiti / vandalism	4	5
Other	47	45
Don't know	9	8
Refused	0	0

Base: Those who do not have a sense of pride in city

Those more likely to mention *[city or local area] looks drab / dowdy /needs better maintenance* have:

- A household income of $70,001-$100,000 (15% compared to the eight cities average of 10%)

Table 8.3.6: Most frequently mentioned reasons for lack of pride in city's look and feel – by household income (%)

	$20,000 or less (n=146)	$20,001-$40,000 (n=255)	$40,001-70,000 (n=438)	$70,001-$100,000 (n=385)	$100,001 or more (n=589)
Drab / dowdy / needs sprucing up / better maintenance	11	8	12	**15**	9
Needs improvement / not appealing / boring / don't like it	7	7	10	11	10
Crime and safety issues	7	6	7	8	7
Looks dirty / rubbish everywhere	7	6	5	6	6
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	3	7	4	6	4
Graffiti / vandalism	4	5	4	6	5
Other	47	52	46	42	52
Don't know	12	6	9	5	7
Refused	0	0	0	0	0

Base: Those who do not have a sense of pride in city

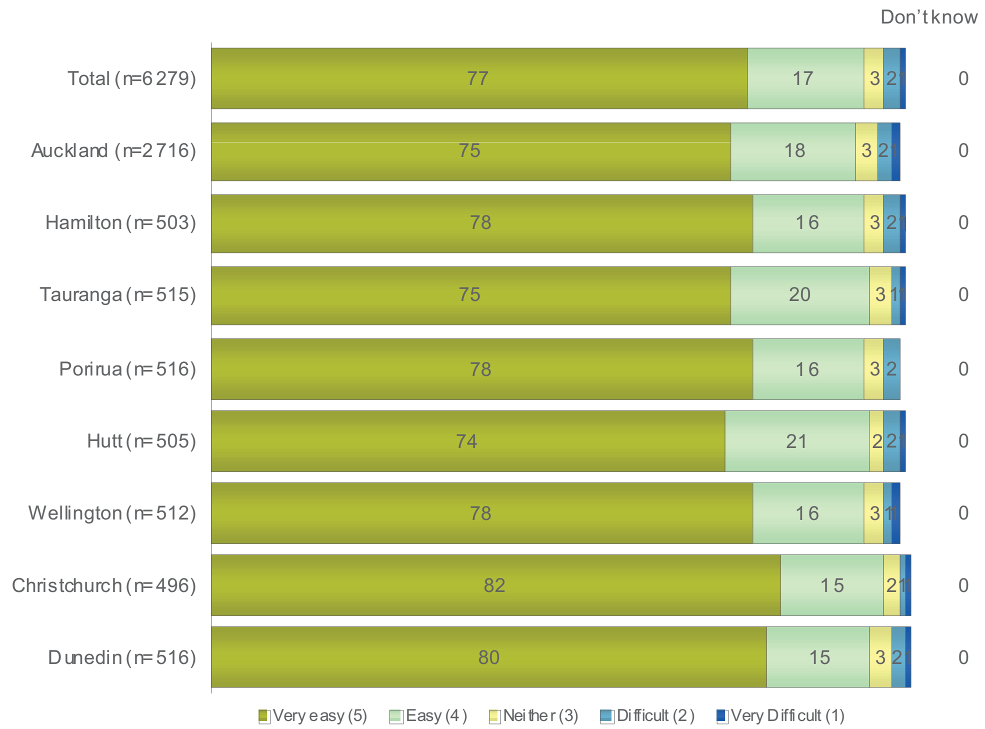
8.2 Ease of Access to Local Park or Other Green Space

The majority (94%) of residents of the eight cities find it *easy* or *very easy* to get to a local park or other green space in their city or local area.

Those more likely to find it *easy* or *very easy* to find a local park or green space in their area are:

- Living in Christchurch (96%)

Figure 8.4.1: Ease of access to local park or other green space – by location (%)

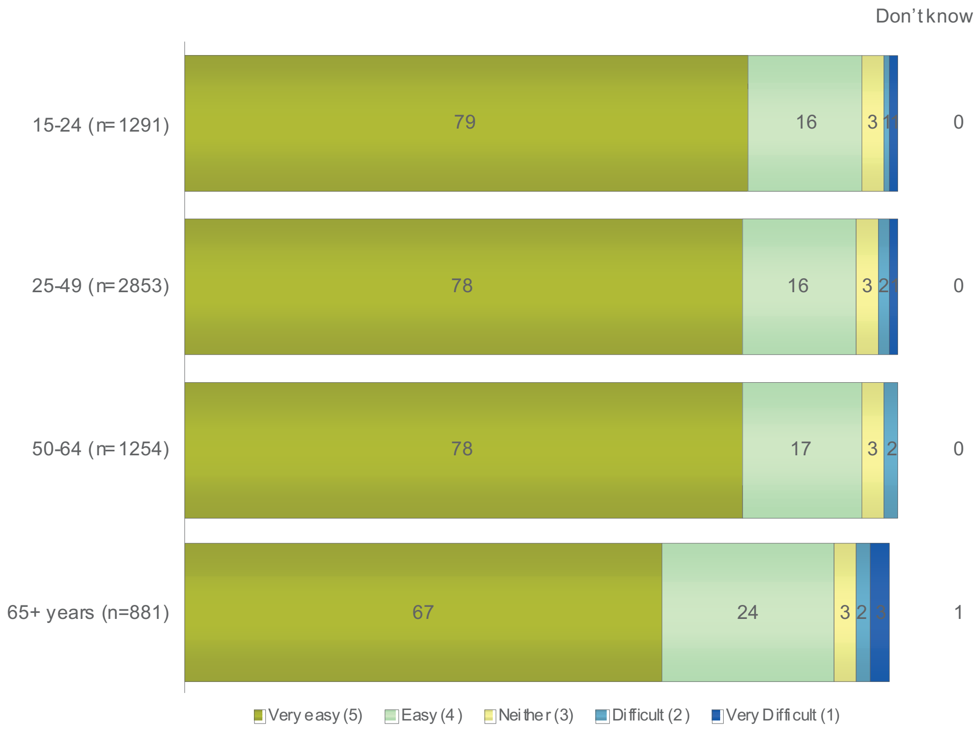


Base: All Respondents

Those *less* likely to find it *easy* or *very easy* to find a local park or green space in their area are:

- Aged 65 years or older (91% compared to the eight cities average of 94%)

Figure 8.4.2: Ease of access to local park or other green space – by age (%)



Base: All Respondents

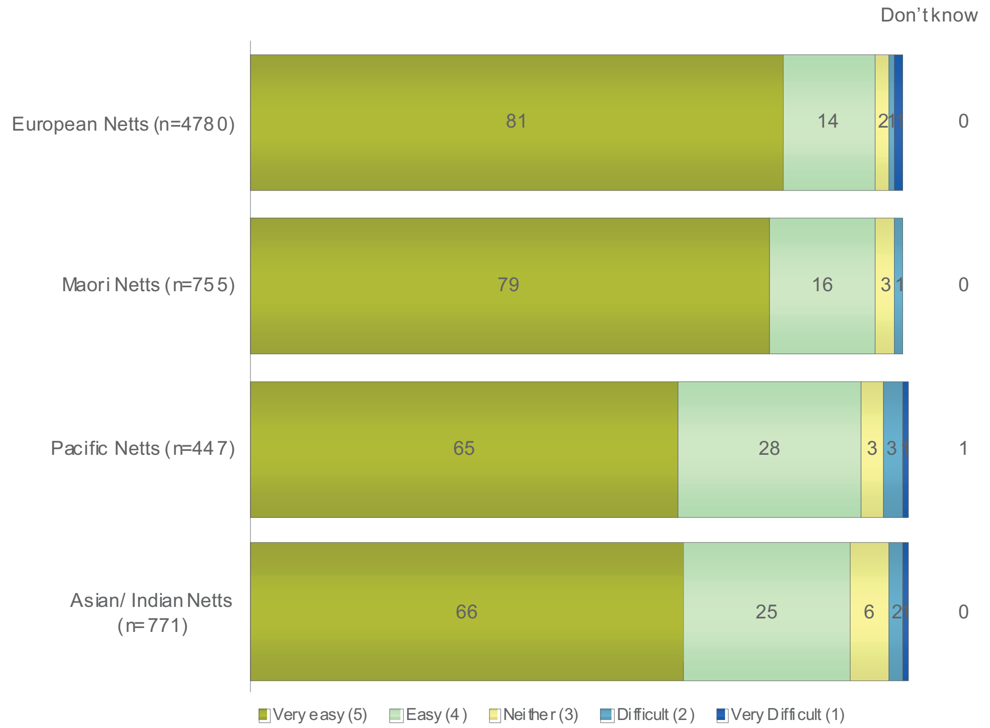
Those more likely to find it *easy* or *very easy* to find a local park or green space in their area are:

- Of European ethnicity (95% compared to the eight cities average of 94%)

Those *less* likely to find it *easy* or *very easy* to find a local park or green space in their area are:

- Of Asian / Indian ethnicity (91%)

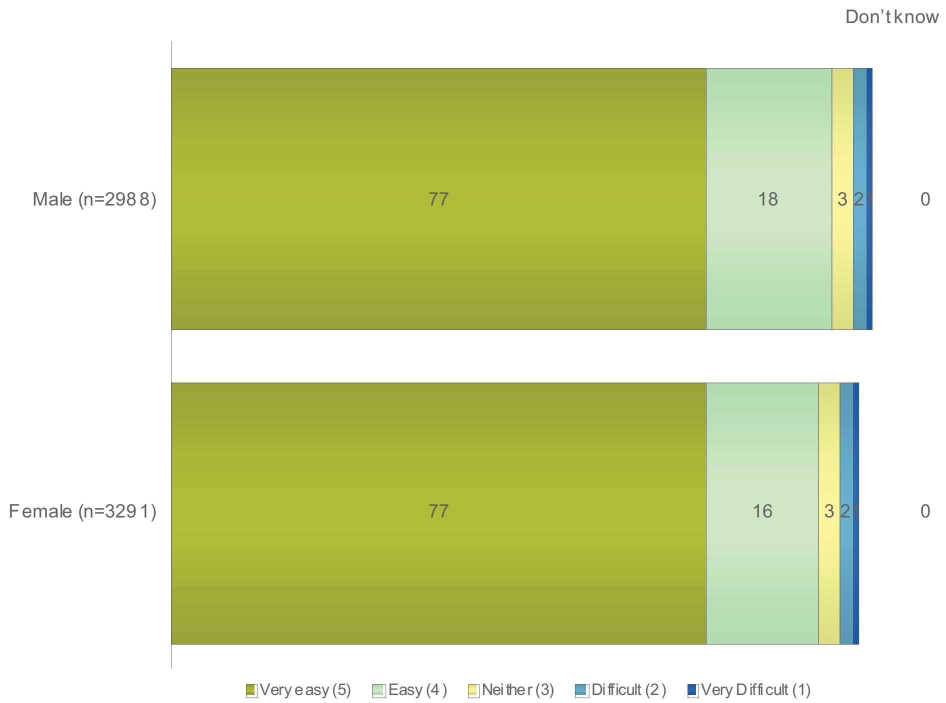
Figure 8.4.3: Ease of access to local park or other green space – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for ease of access to a local park or other green space in the local area.

Figure 8.4.4: Ease of access to local park or other green space – by gender (%)



Base: All Respondents

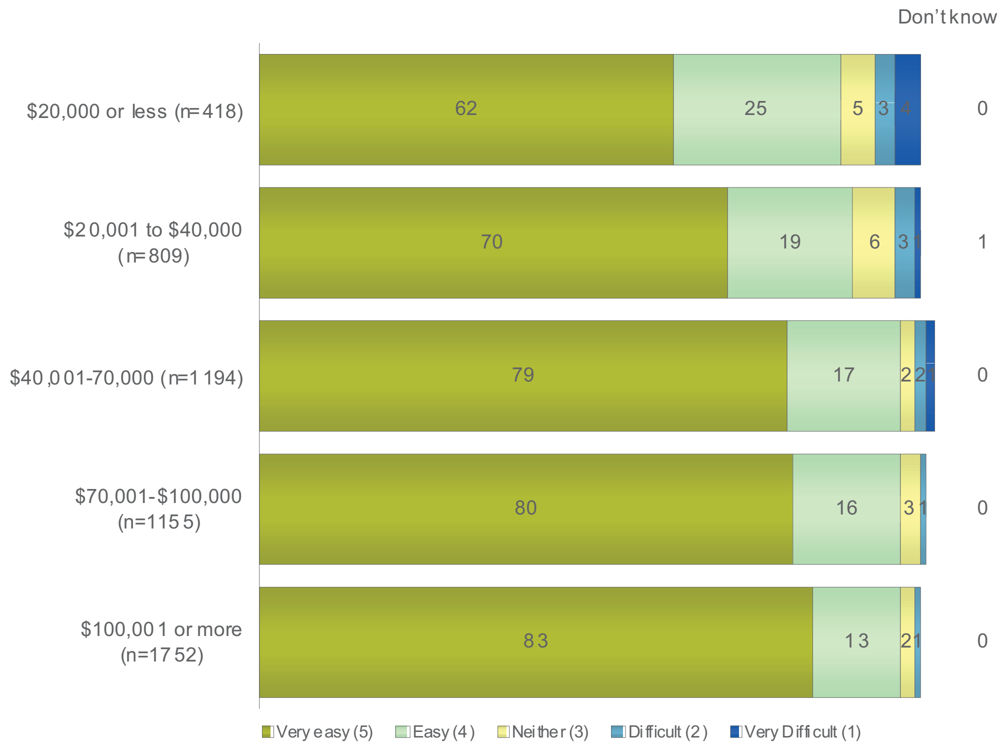
Those more likely to find it *easy* or *very easy* to find a local park or green space in their area have:

- A household income of $100,001 or more (96%) and a household income of $70,001 to $100,000 (96% compared to the eight cities average of 94%)

Those *less* likely to find it *easy* or *very easy* to find a local park or green space in their area have:

- A household income of $20,000 or less (87%) and a household income of $20,001 to $40,000 (89%)

Figure 8.4.5: Ease of access to local park or other green space – by household income (%)



Base: All Respondents

8.3 Perceptions of Presence of Rubbish and Pollution

Just under half (45%) of residents of the eight cities agree that rubbish or litter lying on the streets of their city or local area has been a problem over the last twelve months.

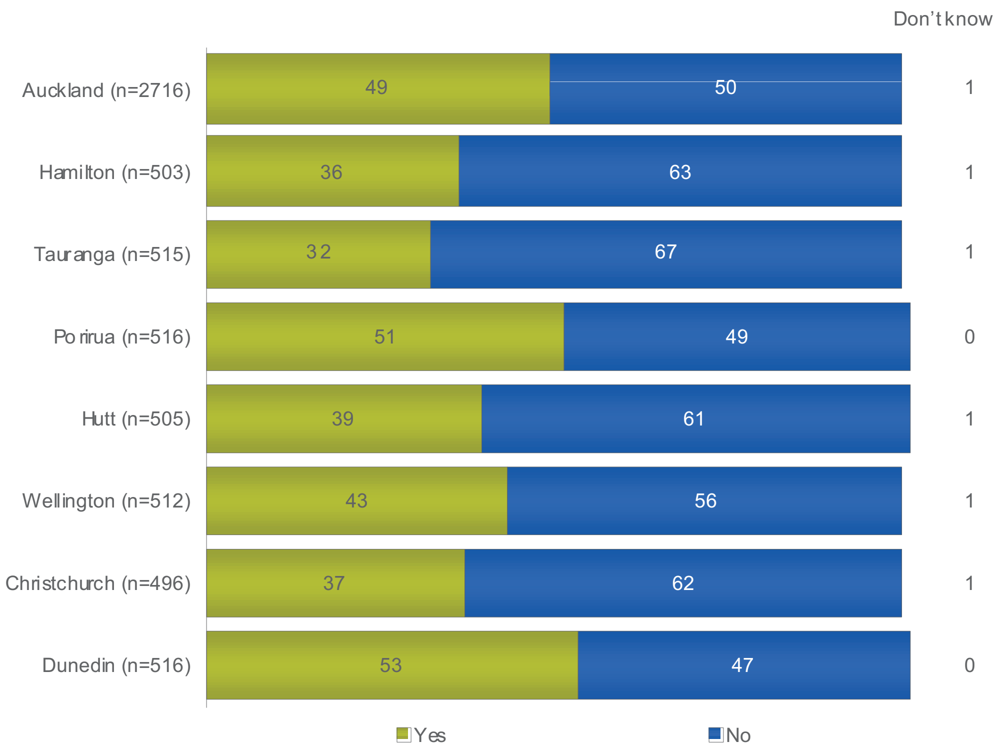
Those more likely to agree that rubbish or litter lying on the streets of their city or local area has been a problem over the last twelve months are:

- Living in Dunedin (53%) and Auckland (49%)

Those *less* likely to agree that rubbish or litter lying on the streets of their city or local area has been a problem over the last twelve months are:

- Living in Tauranga (32%), Hamilton (36%), Christchurch (37%) and Hutt City (39%)

Figure 8.5.1: Rubbish or litter – by location (%)

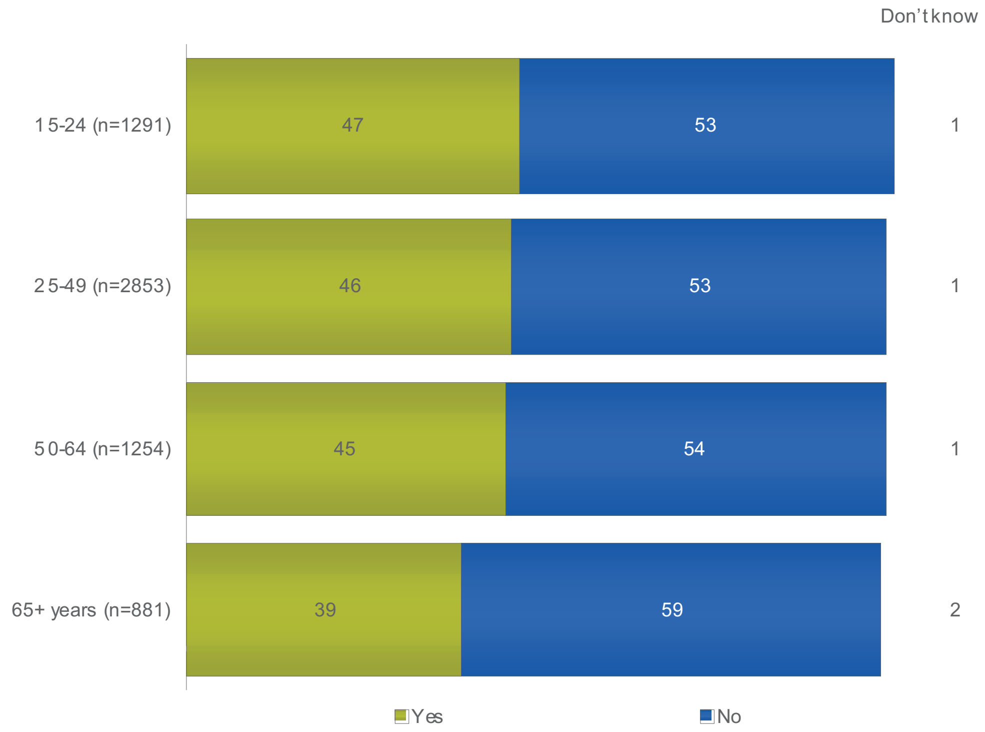


Base: All Respondents

Those *less* likely to agree that rubbish or litter lying on the streets of their city or local area has been a problem over the last twelve months are:

- Aged 65 years or older (39% compared to the eight cities average of 45%)

Figure 8.5.2: Rubbish or litter – by age (%)



Base: All Respondents

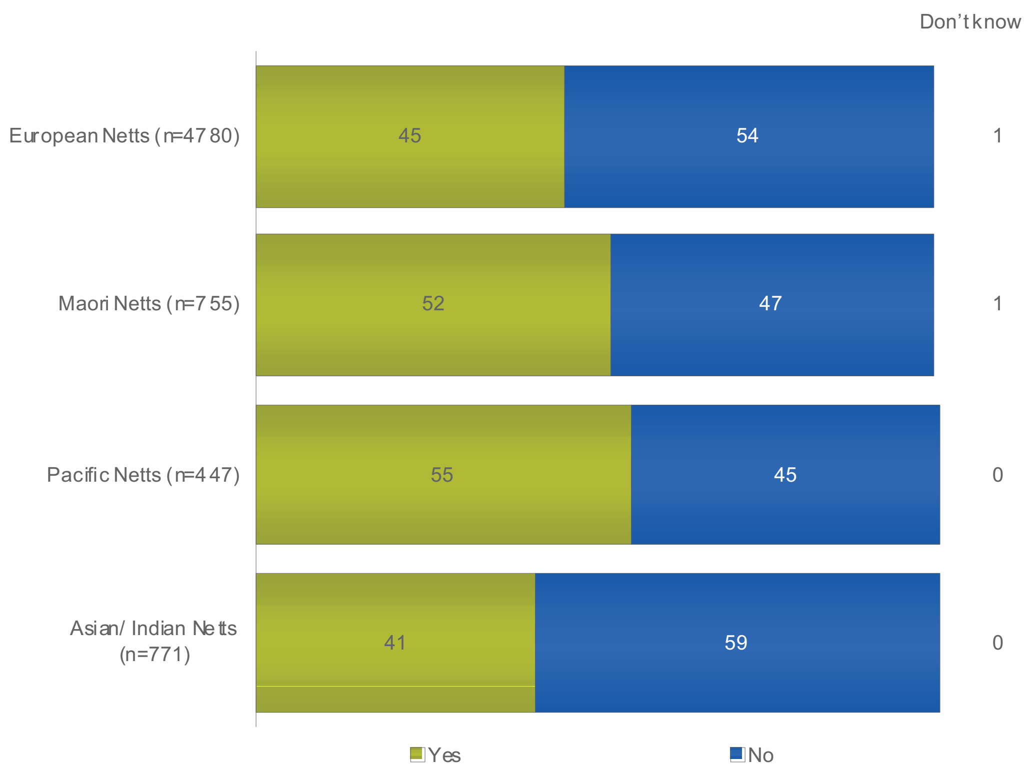
Those more likely to agree that rubbish or litter lying on the streets of their city or local area has been a problem over the last twelve months are:

- Of Pacific (55%) and Māori (52% compared to the eight cities average of 45%) ethnicities

Those *less* likely to agree that rubbish or litter lying on the streets of their city or local area has been a problem over the last twelve months are:

- Of Asian / Indian ethnicity (41%)

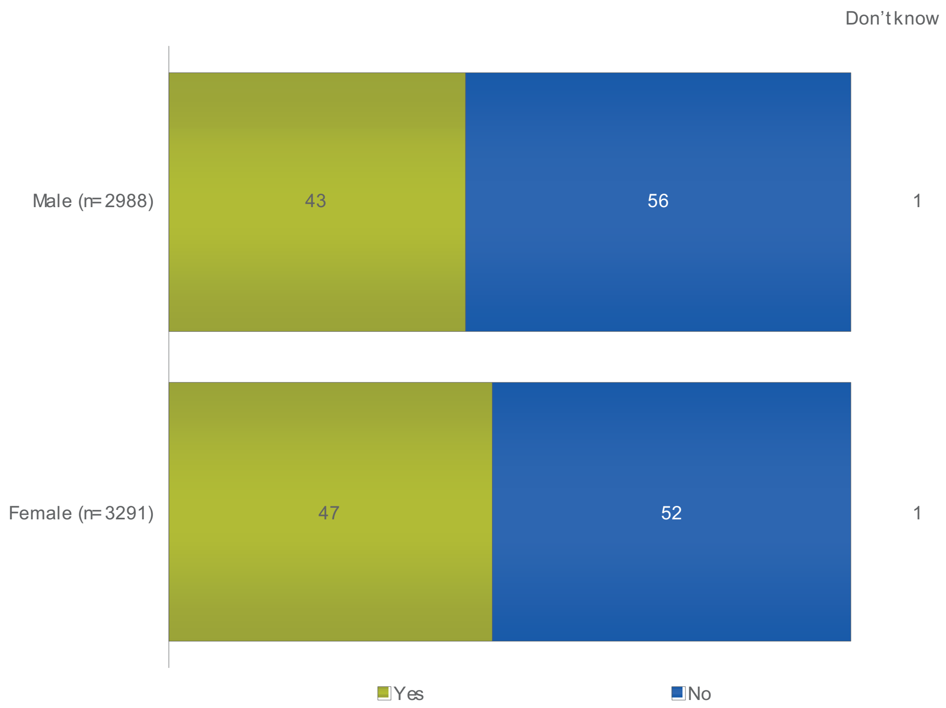
Figure 8.5.3: Rubbish or litter – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender in terms of agreeing rubbish or litter lying on the streets of their city or local area over the last twelve months to be a problem.

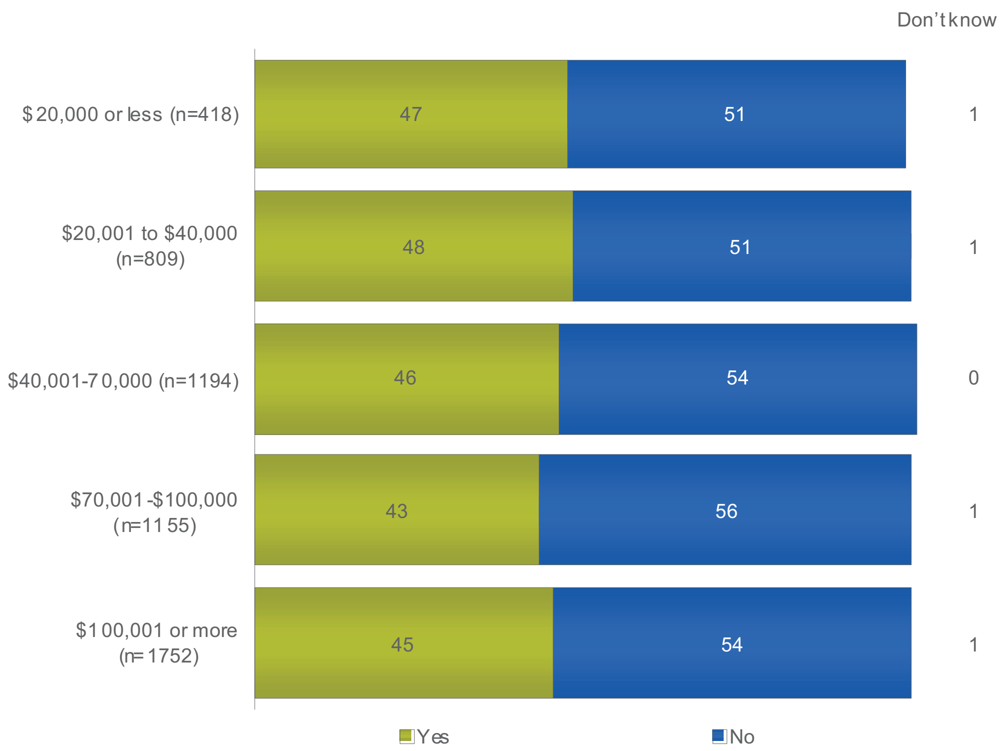
Figure 8.5.4: Rubbish or litter – by gender (%)



Base: All Respondents

There are no significant differences by household income in terms of agreeing rubbish or litter lying on the streets of their city or local area over the last twelve months to be a problem.

Figure 8.5.5: Rubbish or litter – by household income (%)



Base: All Respondents

Just over two thirds (68%) of residents of the eight cities agreed that graffiti or tagging has been a problem in their city or local area over the last twelve months.

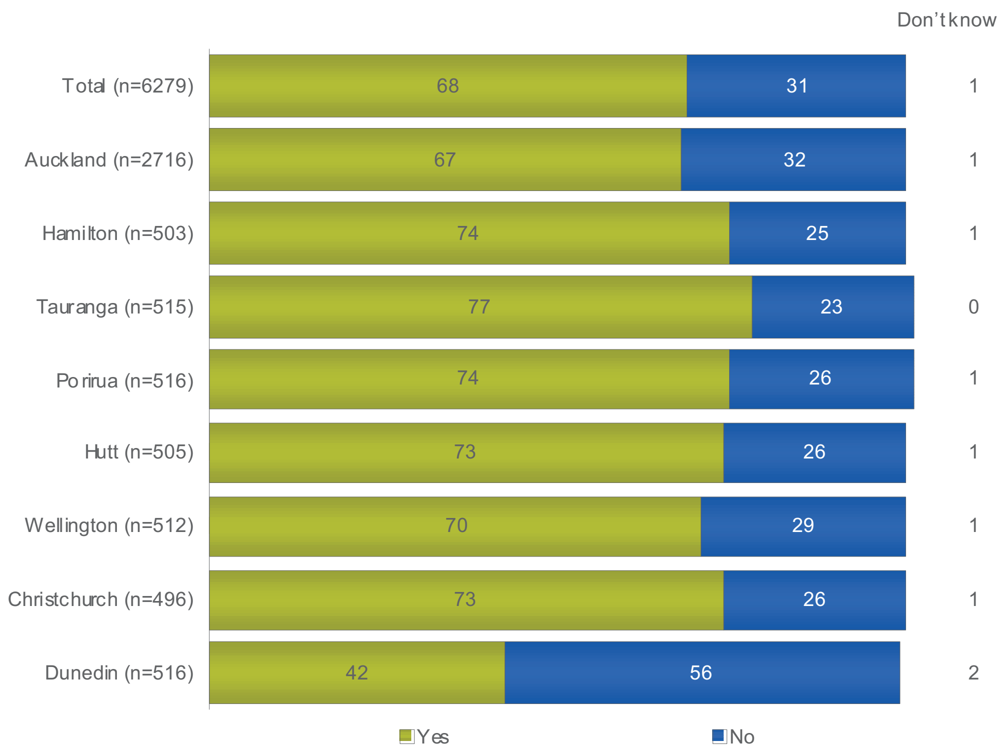
Those more likely to agree that graffiti or tagging has been a problem in their city or local area over the last twelve months are:

- Living in Tauranga (77%), Hamilton (74%), Porirua (74%), Hutt City (73%) and Christchurch (73%)

Those *less* likely to agree that graffiti or tagging has been a problem in their city or local area over the last twelve months are:

- Living in Dunedin (42%)

Figure 8.6.1: Graffiti as a problem – by location (%)



Base: All Respondents

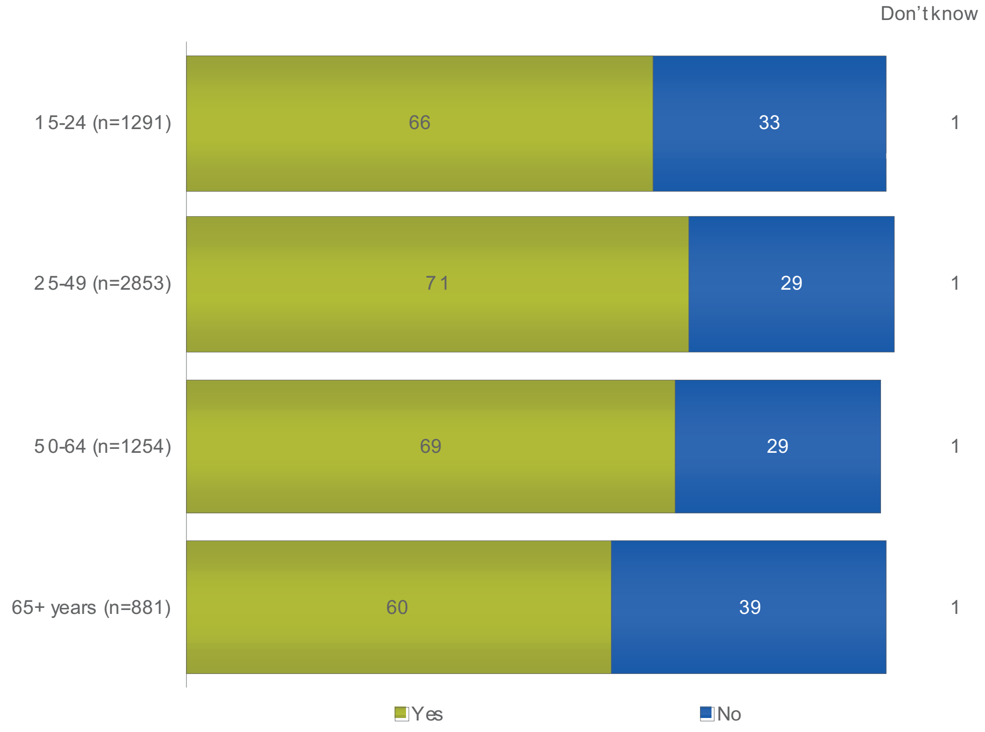
Those more likely to agree that graffiti or tagging has been a problem in their city or local area over the last twelve months are:

- Aged 25 to 49 years (71% compared to the eight cities average of 68%)

Those *less* likely to agree that graffiti or tagging has been a problem in their city or local area over the last twelve months are:

- Aged 65 years or older (60%)

Figure 8.6.2: Graffiti as a problem – by age (%)



Base: All Respondents

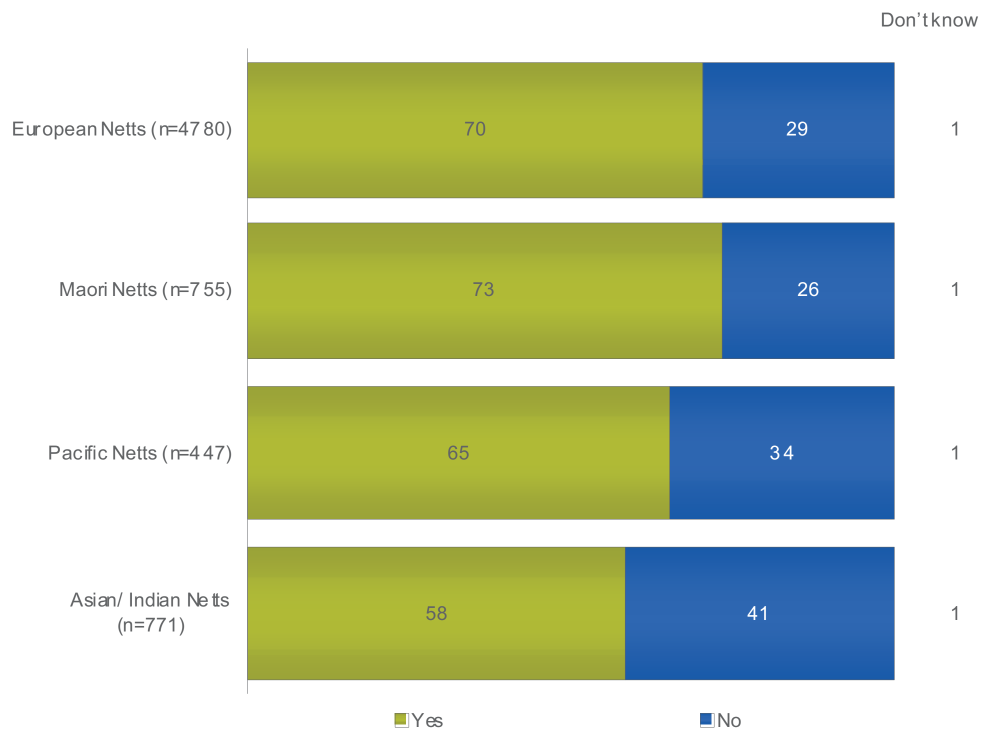
Those more likely to agree that graffiti or tagging has not been a problem in their city or local area over the last twelve months are:

- Of Māori (73%) and European (70% compared to the eight cities average of 68%) ethnicities

Those *less* likely to agree that graffiti or tagging has not been a problem in their city or local area over the last twelve months are:

- Of Asian / Indian ethnicity (58%)

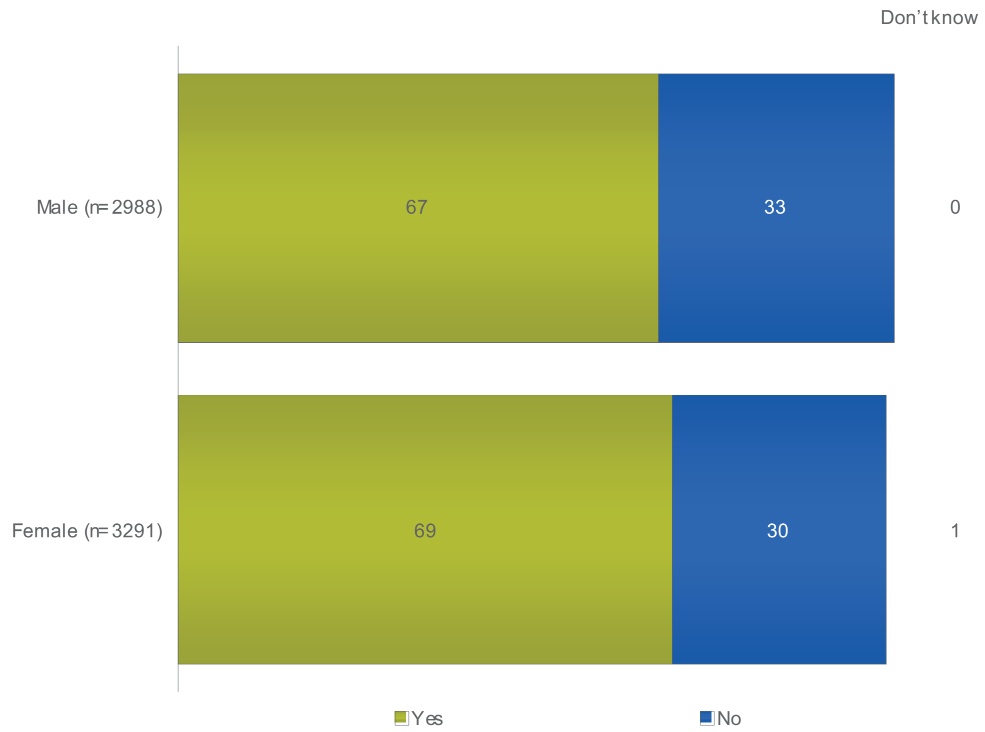
Figure 8.6.3: Graffiti as a problem – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender in terms of considering graffiti or tagging in their city or local area over the last twelve months to be a problem.

Figure 8.6.4: Graffiti as a problem – by gender (%)



Base: All Respondents

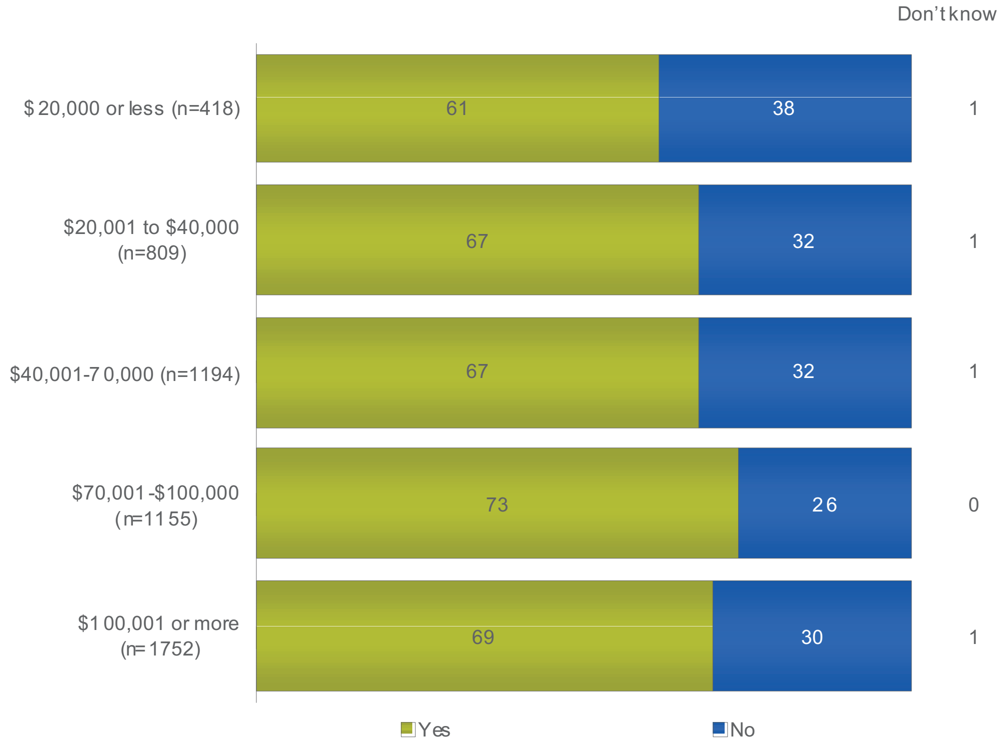
Those more likely to agree that graffiti or tagging has been a problem in their city or local area over the last twelve months have:

- A household income of $70,001 to $100,000 (73% compared to the eight cities average of 68%)

Those *less* likely to agree that graffiti or tagging has been a problem in their city or local area over the last twelve months have:

- A household income of $20,000 or less (61%)

Figure 8.6.5: Graffiti as a problem – by household income (%)



Base: All Respondents

Just over one in five (23%) eight cities residents agree that air pollution has been a problem in their city or local area over the last twelve months.

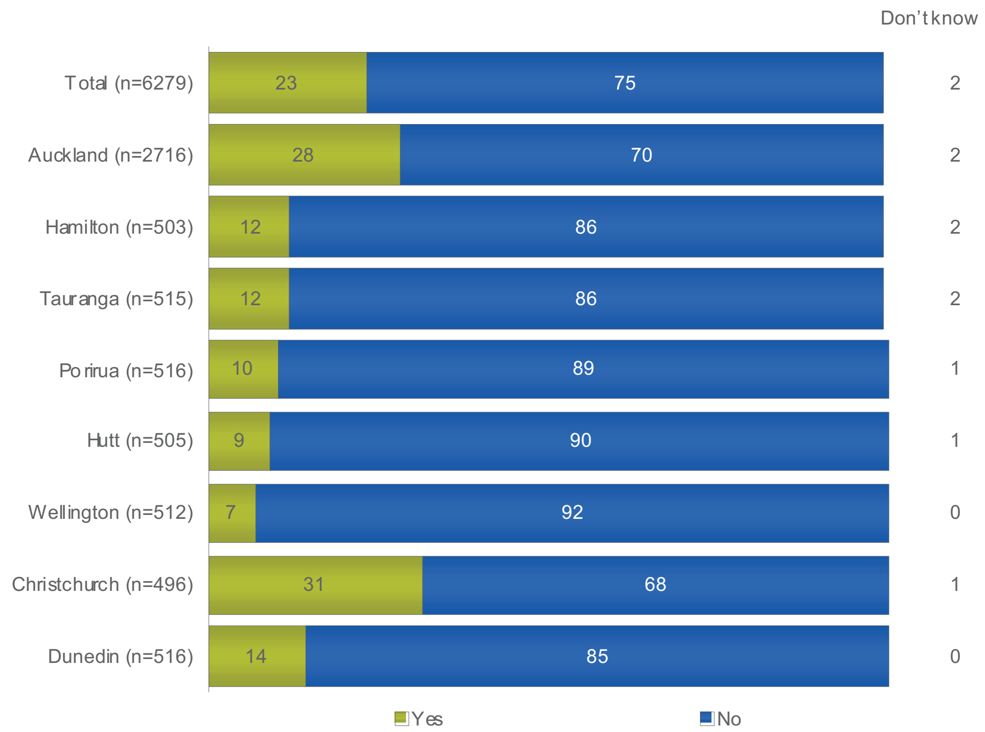
Those more likely to agree that air pollution has been a problem in their city or local area over the last twelve months are:

- Living in Christchurch (31%) and Auckland (28%)

Those *less* likely to agree that air pollution has been a problem in their city or local area over the last twelve months are:

- Living in Wellington (7%), Hutt City (9%), Porirua (10%), Hamilton and Tauranga (12%) and Dunedin (14%)

Figure 8.7.1: Air pollution – by location (%)

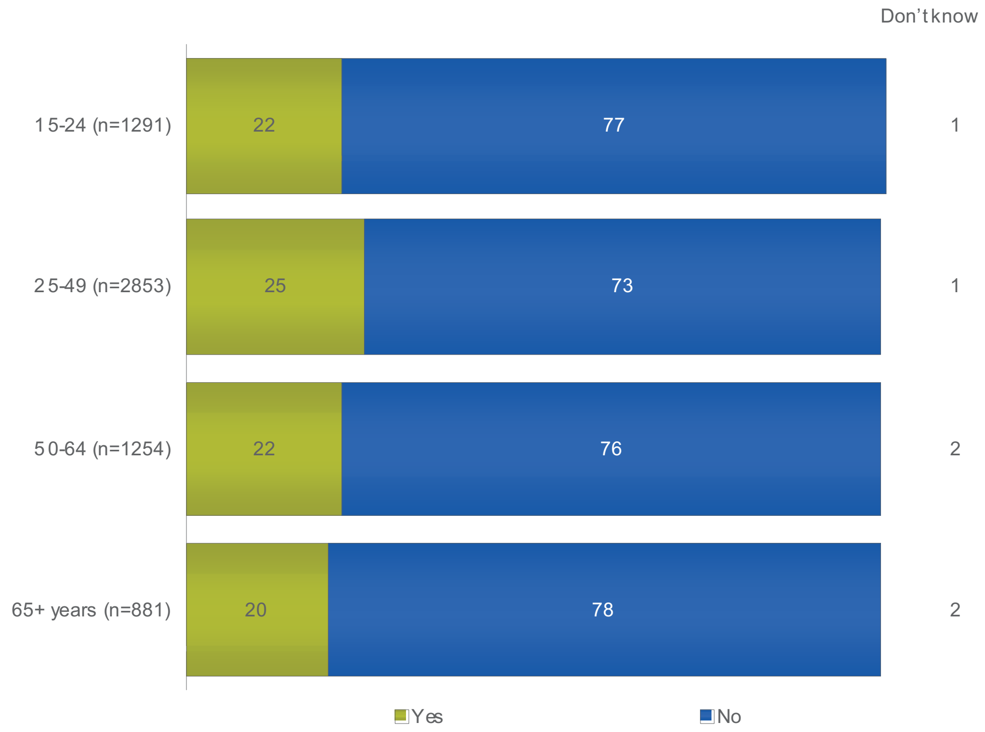


Base: All Respondents

Those *less* likely to agree that air pollution has been a problem in their city or local area over the last twelve months are:

- Aged 65 years or older (20% compared to the eight cities average of 23%)

Figure 8.7.2: Air pollution – by age (%)



Base: All Respondents

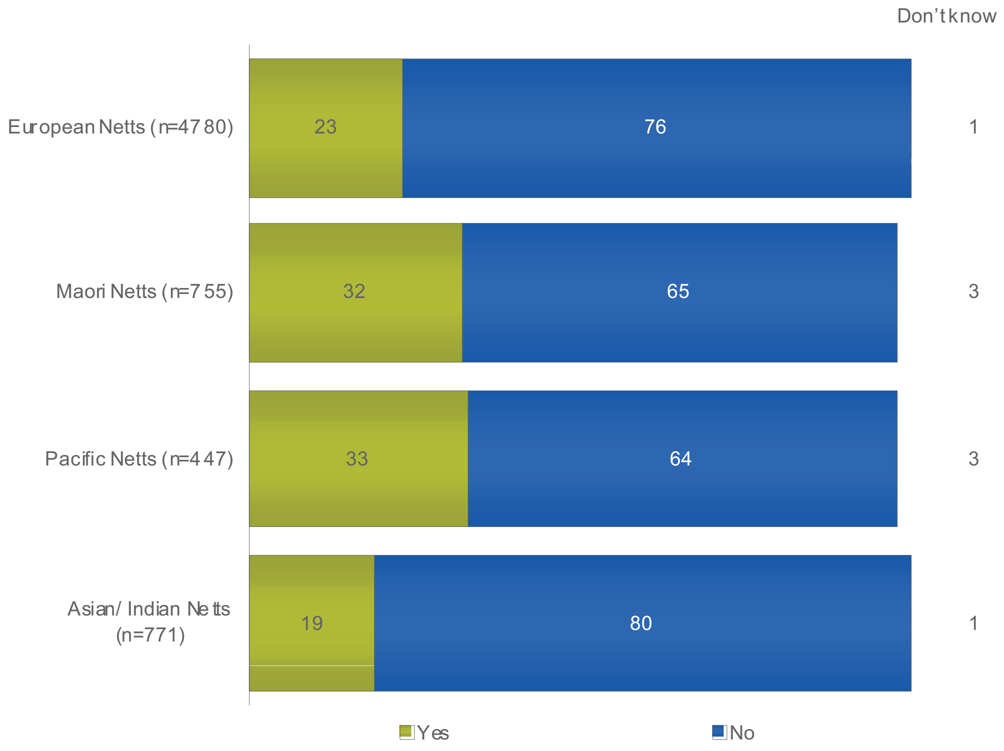
Those more likely to agree that air pollution has been a problem in their city or local area over the last twelve months are:

- Of Pacific (33%) and Māori (32% compared to the eight cities average of 23%) ethnicities

Those *less* likely to agree that air pollution has been a problem in their city or local area over the last twelve months are:

- Of Asian / Indian ethnicity (19%)

Figure 8.7.3: Air pollution – by ethnicity (%)

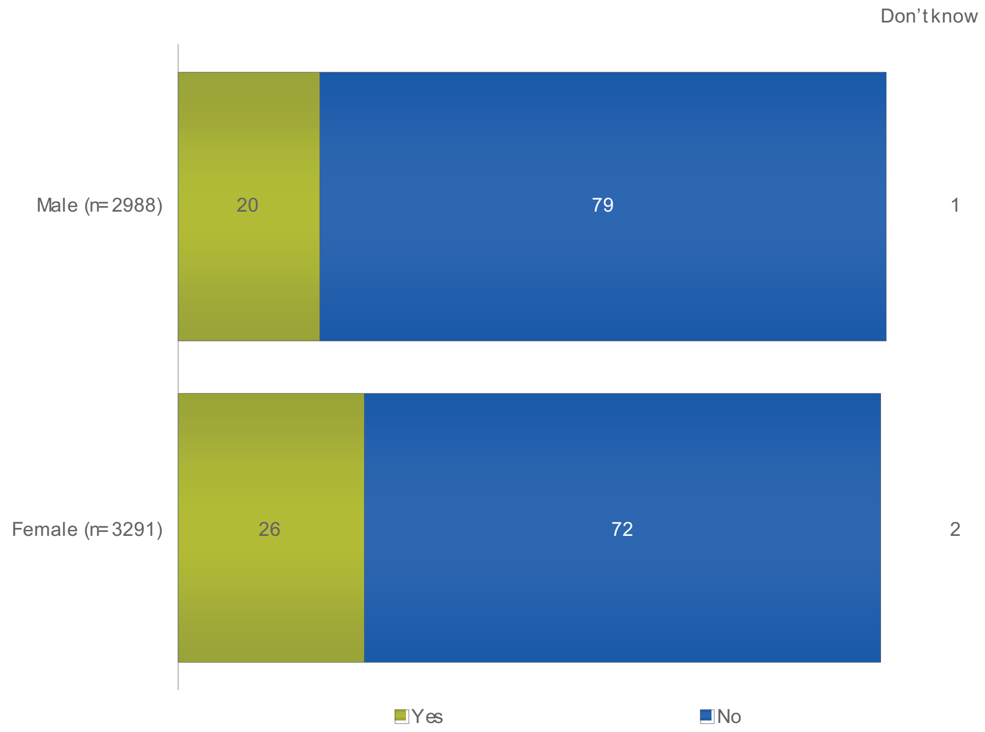


Base: All Respondents

Those more likely to agree that air pollution has been a problem in their city or local area over the last twelve months are:

- Females (26% compared to the eight cities average of 23%)

Figure 8.7.4: Air pollution – by gender (%)

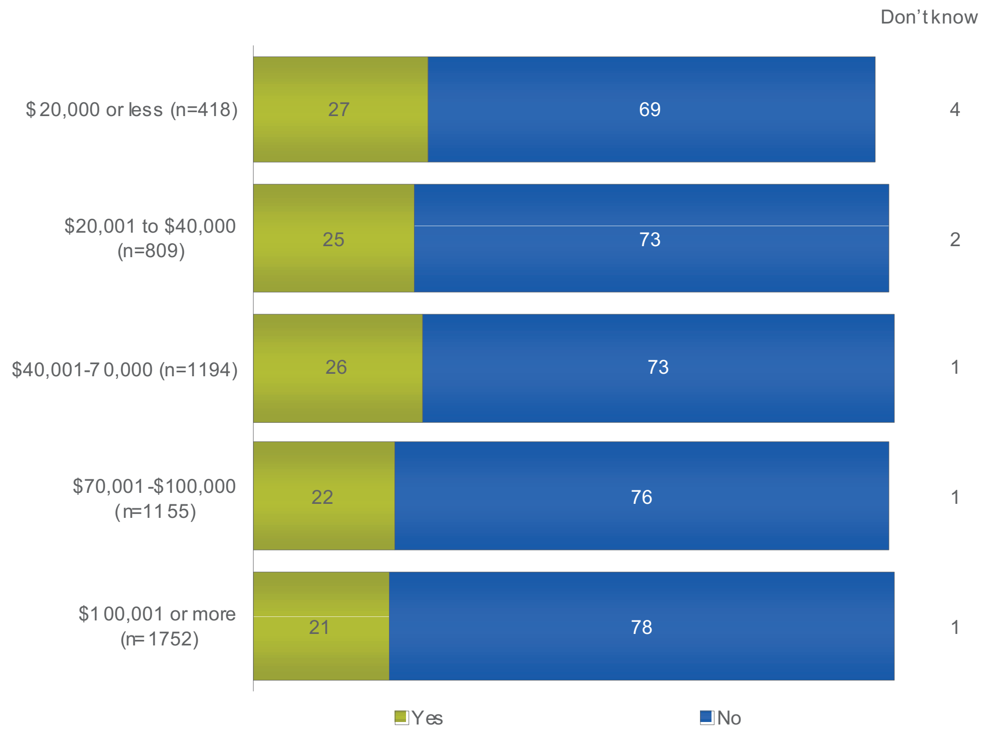


Base: All Respondents

Those more likely to say that air pollution has *not* been a problem in their city or local area over the last twelve months have:

- A household income of $100,001 or more (78% compared to the eight cities average of 75%)

Figure 8.7.5: Air pollution – by household income (%)



Base: All Respondents

Almost a half (46%) of eight cities residents agree that water pollution (including pollution in streams, rivers, lakes and in the sea) has been a problem in their city or local area over the last twelve months.

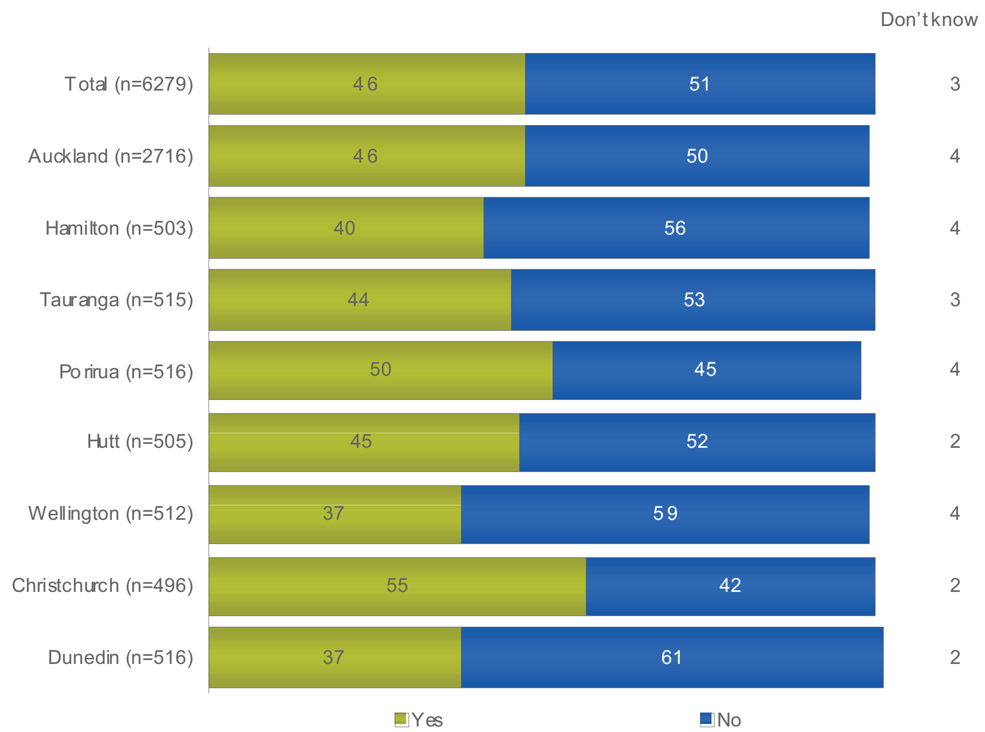
Those more likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Christchurch (55%) and Porirua (50%)

Those *less* likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Living Wellington and Dunedin (37%) and Hamilton (40%)

Figure 8.8.1: Water pollution – by location (%)



Base: All Respondents

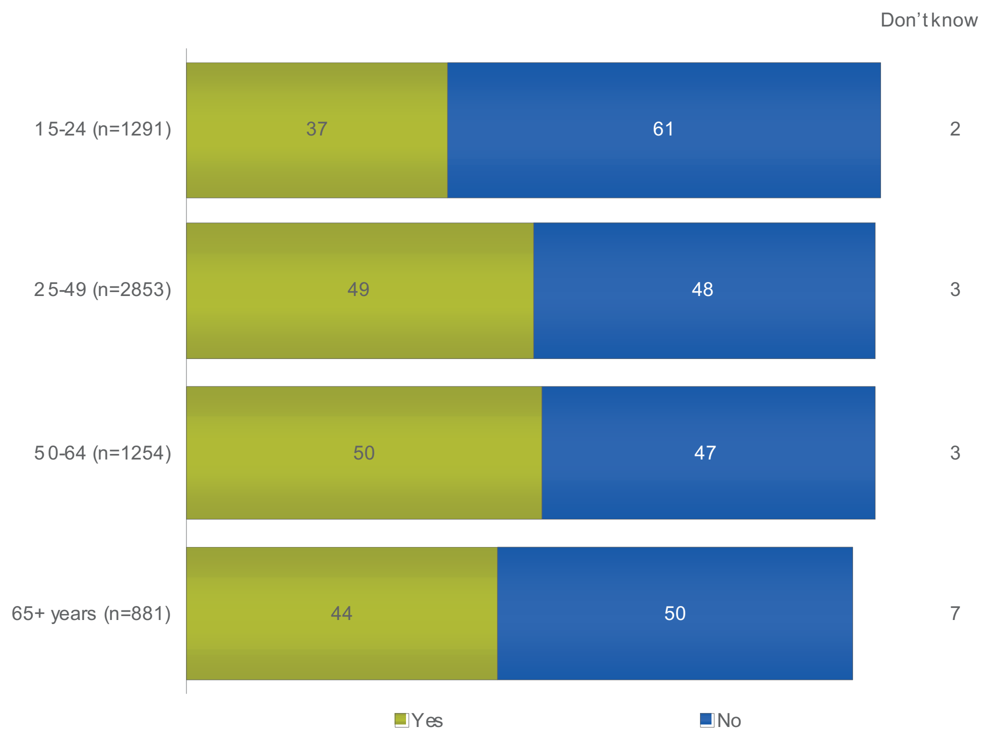
Those more likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Aged 50 to 64 years (50%) and aged 25 to 49 years (49% compared to the eight cities average of 46%)

Those *less* likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Aged 15 to 24 years (37%)

Figure 8.8.2: Water pollution – by age (%)



Base: All Respondents

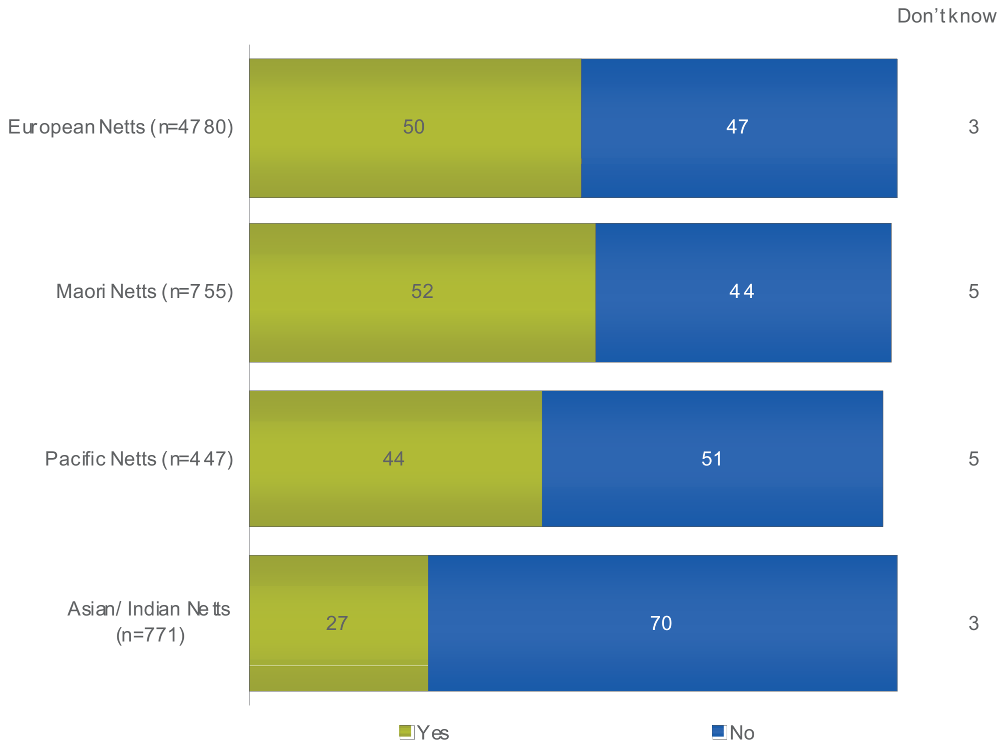
Those more likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Of Māori (52%) and European (50% compared to the eight cities average of 46%) ethnicities

Those *less* likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Of Asian / Indian ethnicity (27%)

Figure 8.8.3: Water pollution – by ethnicity (%)

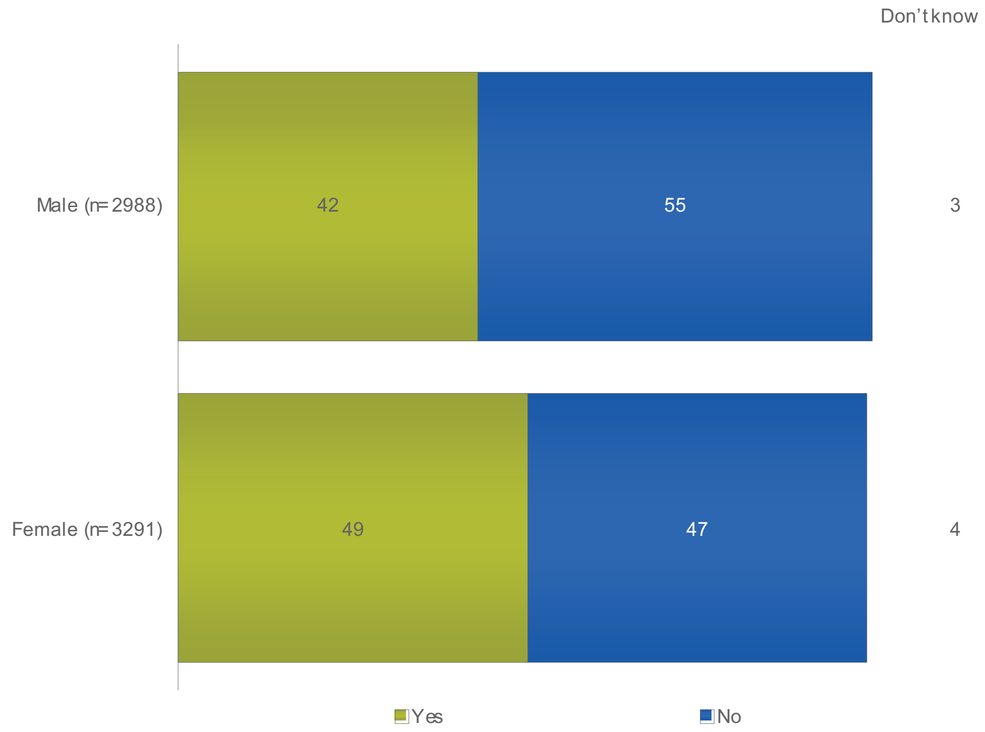


Base: All Respondents

Those more likely to agree that water pollution has been a problem in their city or local area over the last twelve months are:

- Females (49% compared to the eight cities average of 46%)

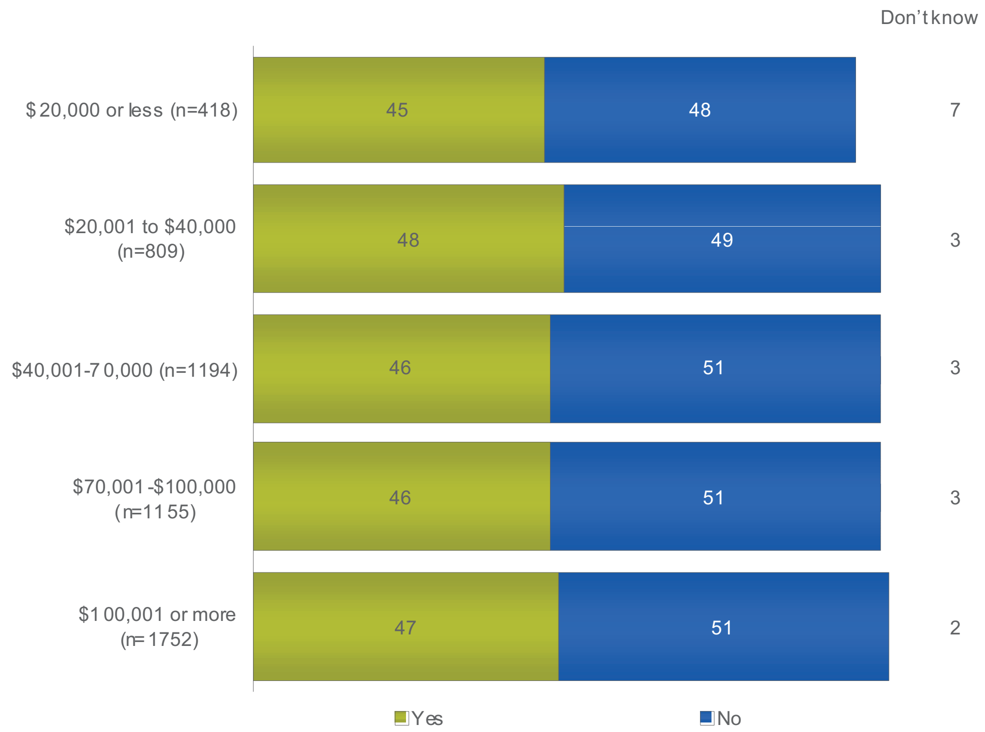
Figure 8.8.4: Water pollution – by gender (%)



Base: All Respondents

There are no significant differences by household income in terms of agreement that water pollution has been a problem in their city or local area over the last twelve months

Figure 8.8.5: Water pollution – by household income (%)



Base: All Respondents

More than three out of ten (35%) eight cities residents agree that noise pollution has been a problem in their city or local area over the last twelve months.

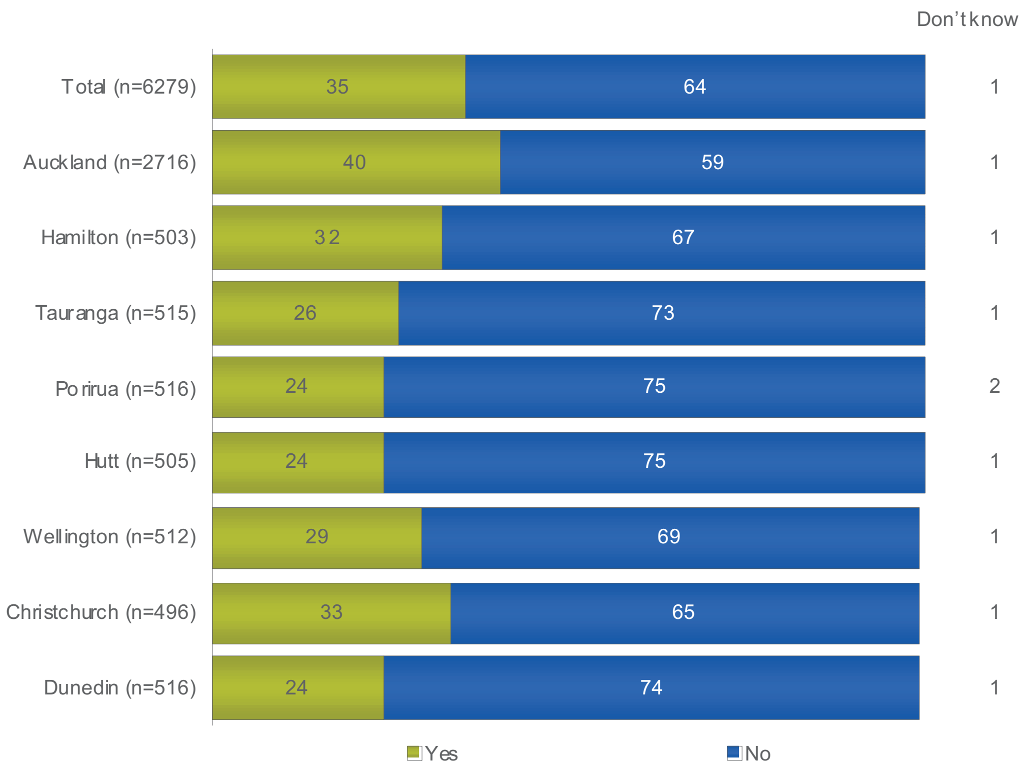
Those more likely to agree that noise pollution has been a problem in their city or local area over the last twelve months are:

- Living in Auckland (40% compared to the eight cities average of 35%)

Those *less* likely to agree that noise pollution has been a problem in their city or local area over the last twelve months are:

- Living Porirua, Hutt City and Dunedin (24%), Tauranga (26%) and Wellington (29%)

Figure 8.9.1: Noise pollution – by location (%)



Base: All Respondents

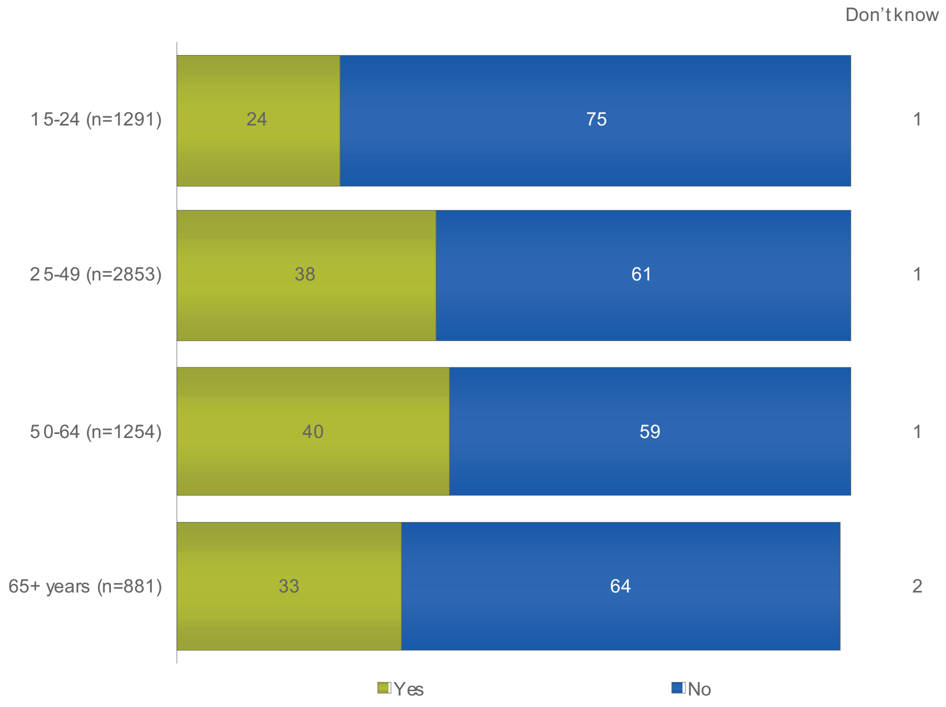
Those more likely to agree that noise pollution has been a problem in their city or local area over the last twelve months are:

- Aged 50 to 64 years (40%) and aged 25 to 40 years (38% compared to the eight cities average of 35%)

Those *less* likely to agree that noise pollution has been a problem in their city or local area over the last twelve months are:

- Aged 15 to 24 years (24%)

Figure 8.9.2: Noise pollution – by age (%)

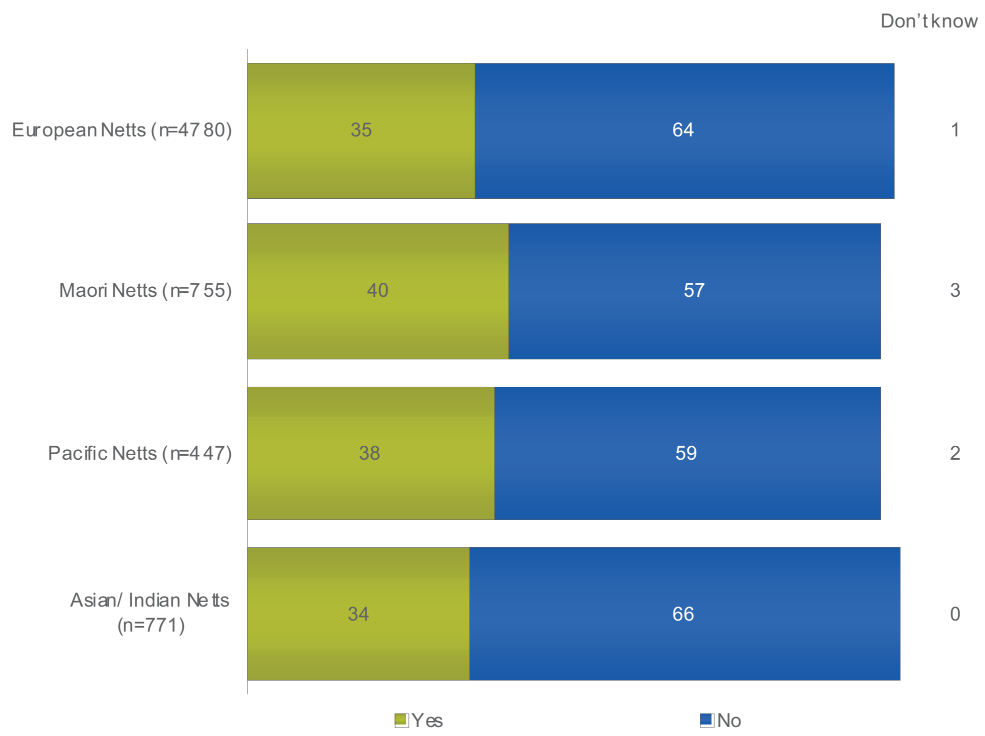


Base: All Respondents

Those more likely to agree that noise pollution has been a problem in their city or local area over the last twelve months are:

- Of Māori ethnicity (40% compared to the eight cities average of 35%)

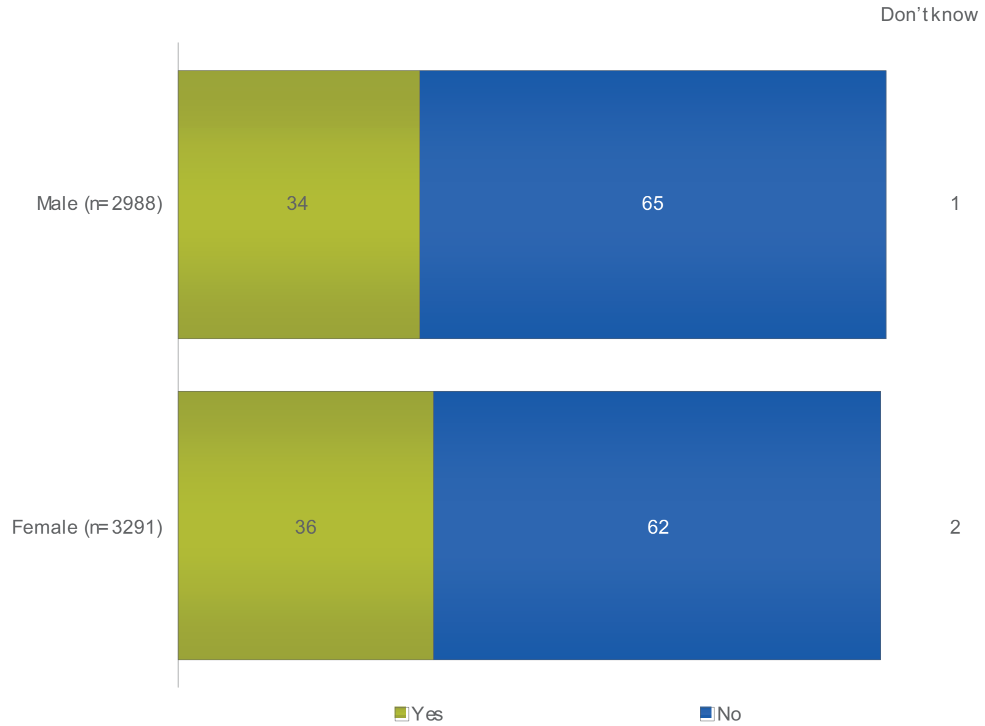
Figure 8.9.3: Noise pollution – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender in terms of level of agreement that noise pollution has been a problem in their city or local area over the last twelve months.

Figure 8.9.4: Noise pollution – by gender (%)

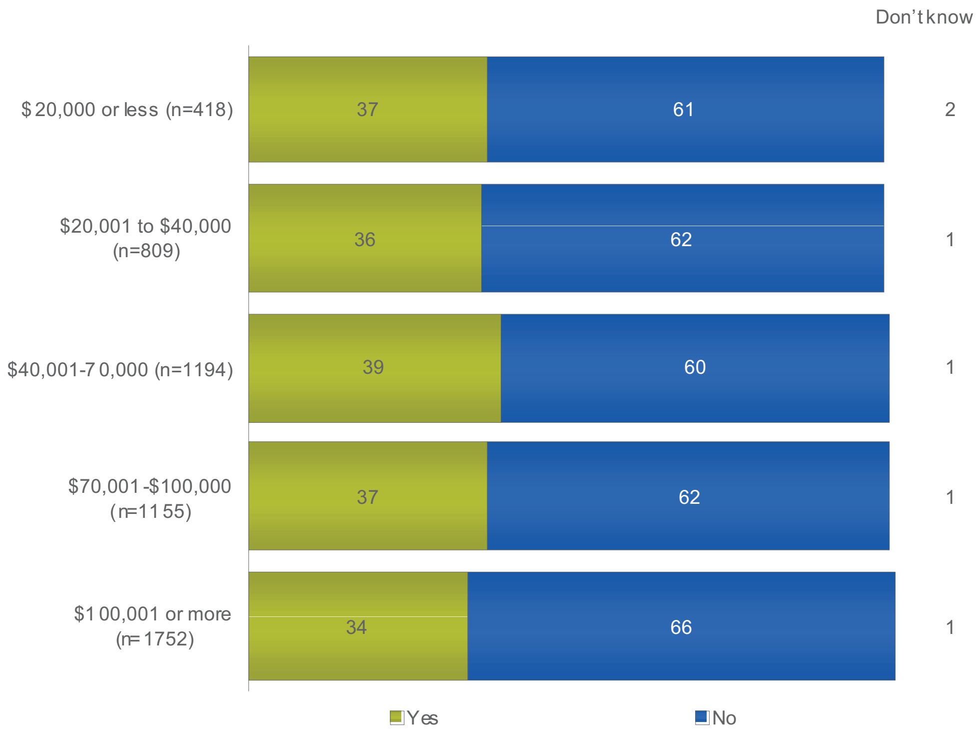


Base: All Respondents

Those more likely to agree that noise pollution has been a problem in their city or local area over the last twelve months have:

- A household income of $40,001 to 70,000 (39% compared to the eight cities average of 35%)

Figure 8.9.5: Noise pollution – by household income (%)



Base: All Respondents

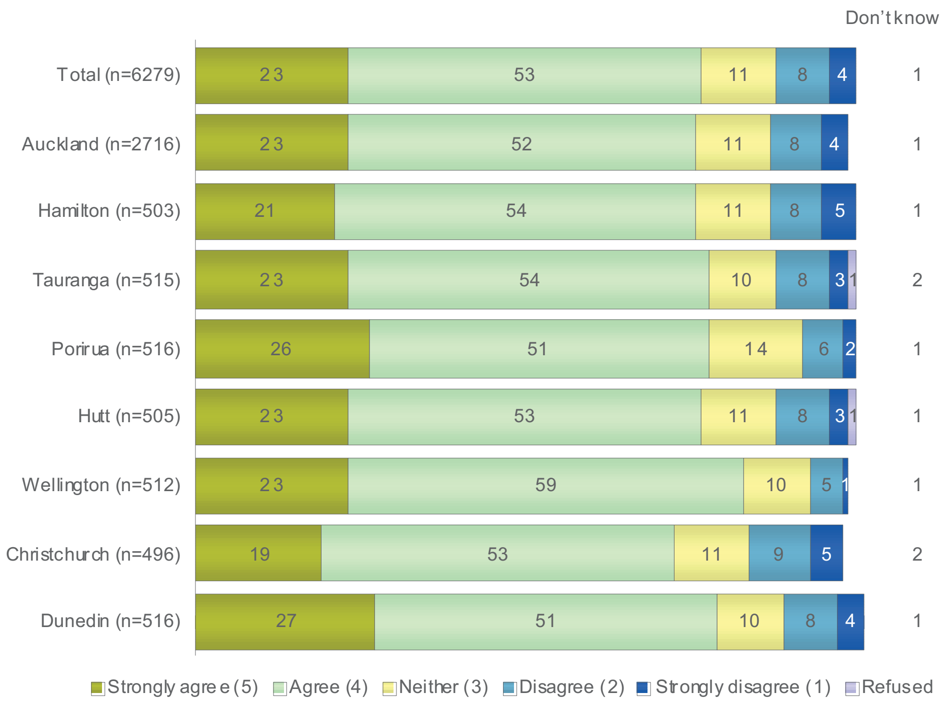
8.4 Adapt lifestyle to prevent global warming

Three quarters (76%) of eight cities residents *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming if they knew it would make a difference.

Those more likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming are:

- Living in Wellington (82%)

Figure 8.10.1: Change lifestyle for global warming if knew it would make a difference – by location (%)



Base: All respondents

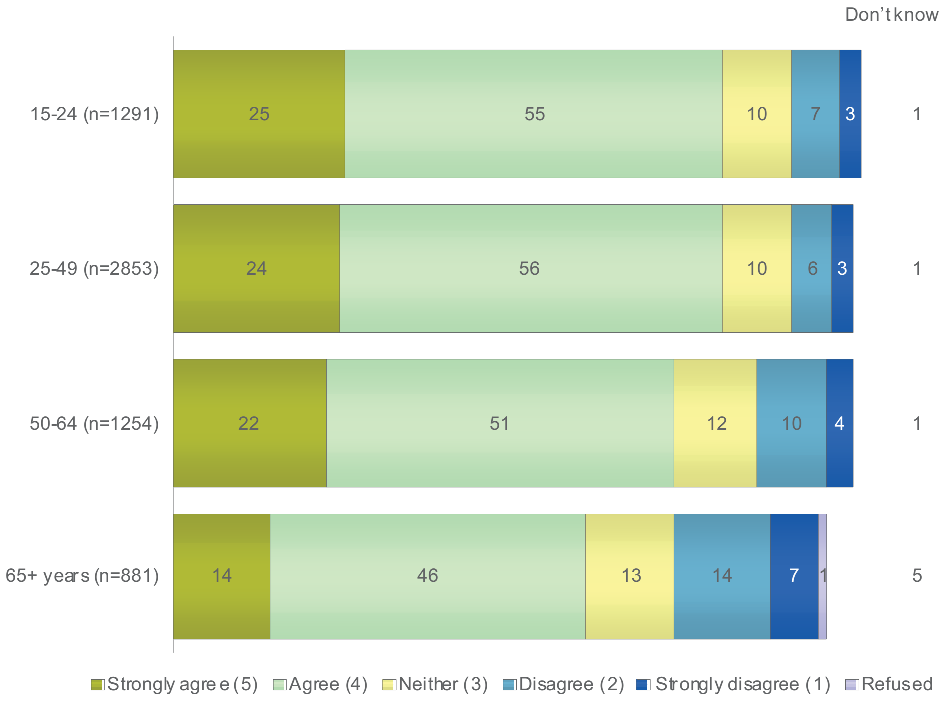
Those more likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming are:

- Aged 15 to 24 years and 25 to 49 years (80% compared to the eight cities average of 76%)

Those *less* likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming are:

- Aged 65 years or older (60%) and aged 50 to 64 years (72%)

Figure 8.10.2: Change lifestyle for global warming if knew it would make a difference – by age (%)



Base: All respondents

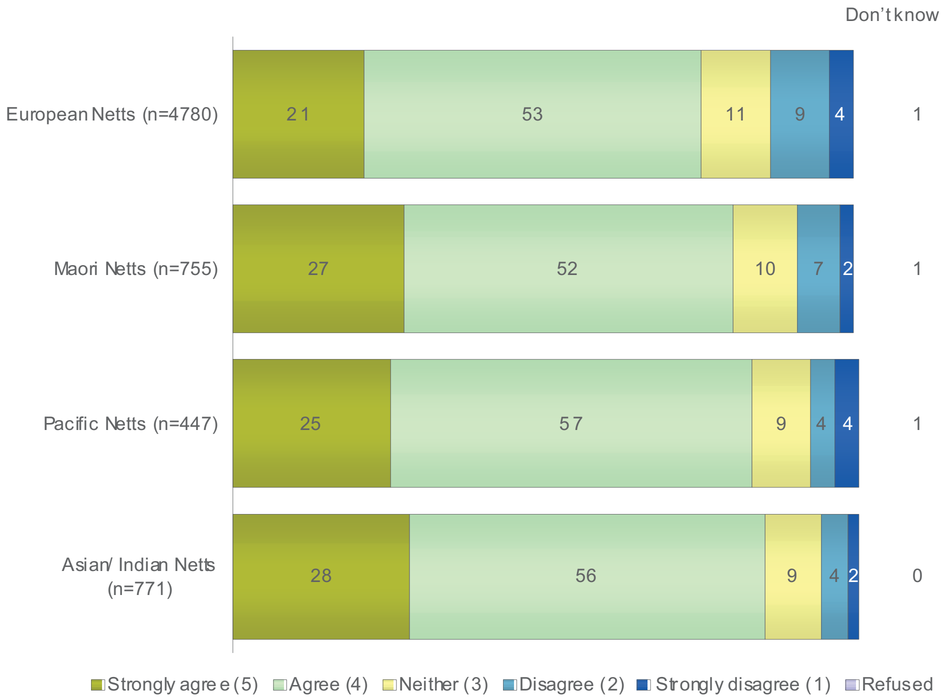
Those more likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming are:

- Of Asian / Indian (83%) and Pacific (81% compared to the eight cities average of 76%) ethnicities

Those *less* likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming are:

- Of European ethnicity (74%)

Figure 8.10.3: Change lifestyle for global warming if knew it would make a difference – by ethnicity (%)



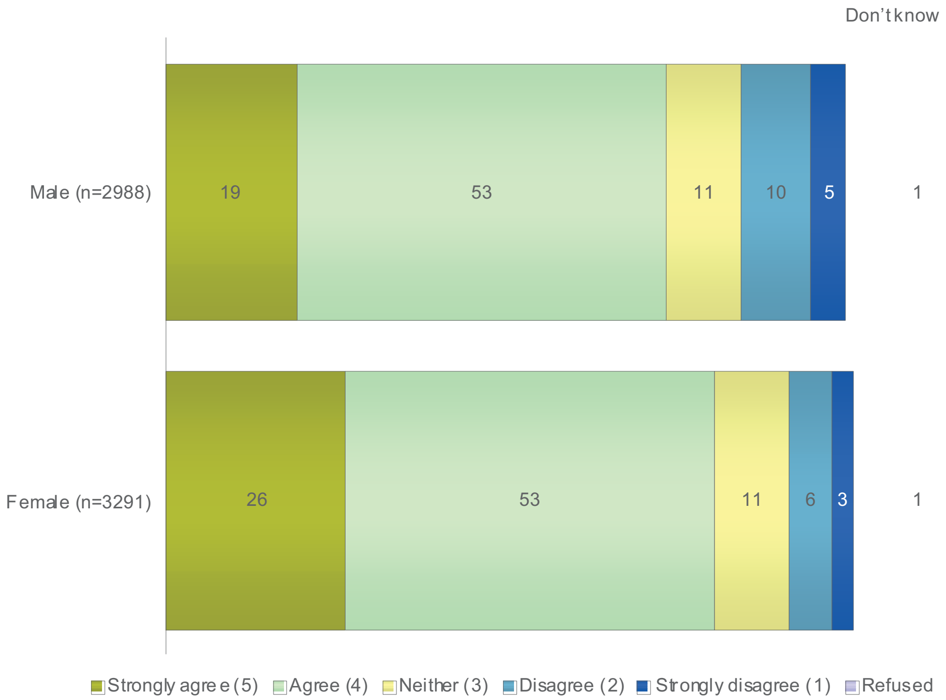
Base: All respondents

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Those more likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming are:

- Females (79% compared to the eight cities average of 76%)

Figure 8.10.4: Change lifestyle for global warming if knew it would make a difference – by gender (%)



Base: All respondents

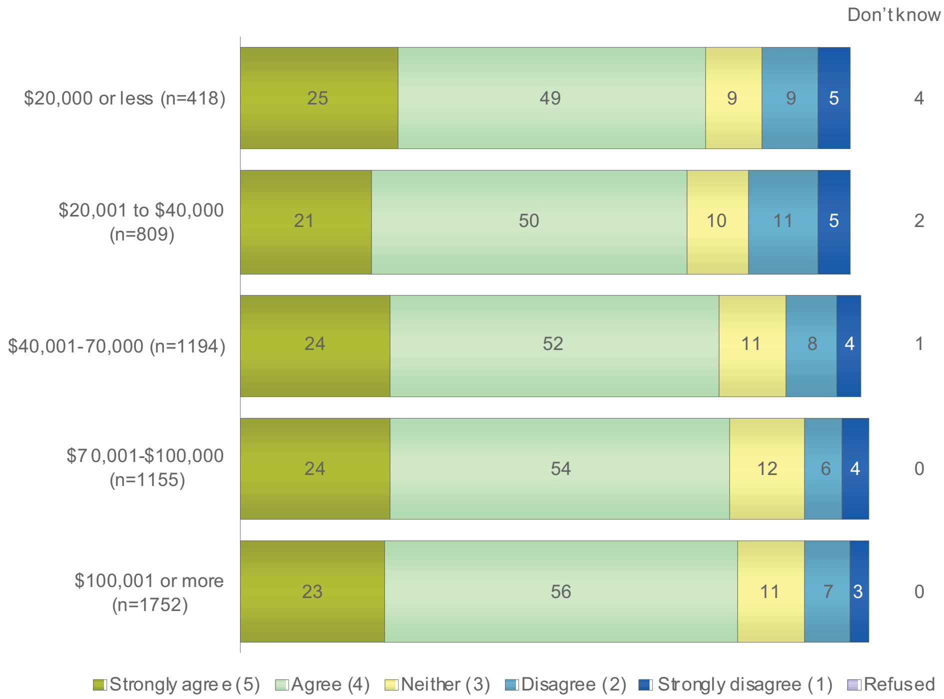
Those more likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming have:

- A household income of $100,001 or more (79% compared to the eight cities average of 76%)

Those *less* likely to *agree* or *strongly agree* that they would change their lifestyle to help prevent global warming have:

- A household income of $20,001 to $40,000 (72%)

Figure 8.10.5: Change lifestyle for global warming if knew it would make a difference – by household income (%)



Base: All respondents

9.0 Public Transport

This section asks people about use and perceptions of local public transport. Public transport refers to: cable cars, ferries, trains, buses (including school buses). Public transport does not include taxis.

9.1 Frequency of Use of Public Transport

Nearly one in five (19%) eight cities residents are regular users (twice a week or more often) of public transport, with 12% using it five or more times a week.

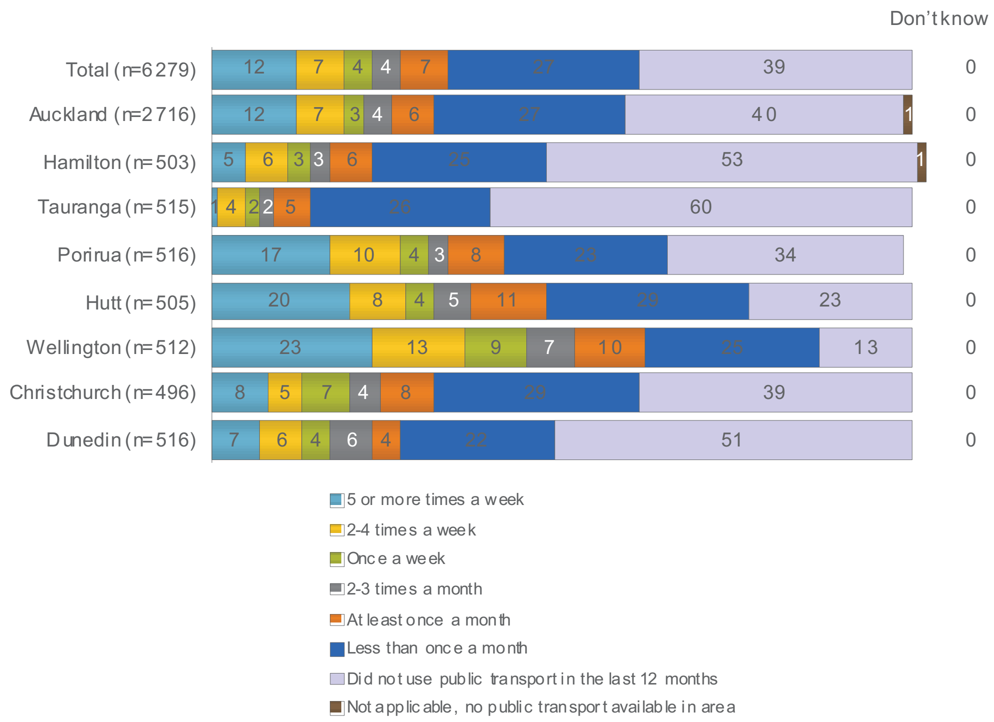
Those more likely to use public transport regularly (twice a week or more often) are:

- Living in Wellington (37%), Hutt City (29%) and Porirua (28%)

Those *less* likely to use public transport regularly (twice a week or more often) are:

- Living in Tauranga (5%), Hamilton (10%) and Christchurch and Dunedin (13%)

Figure 9.1.1: Frequency of use of public transport – by location (%)



Base: All Respondents

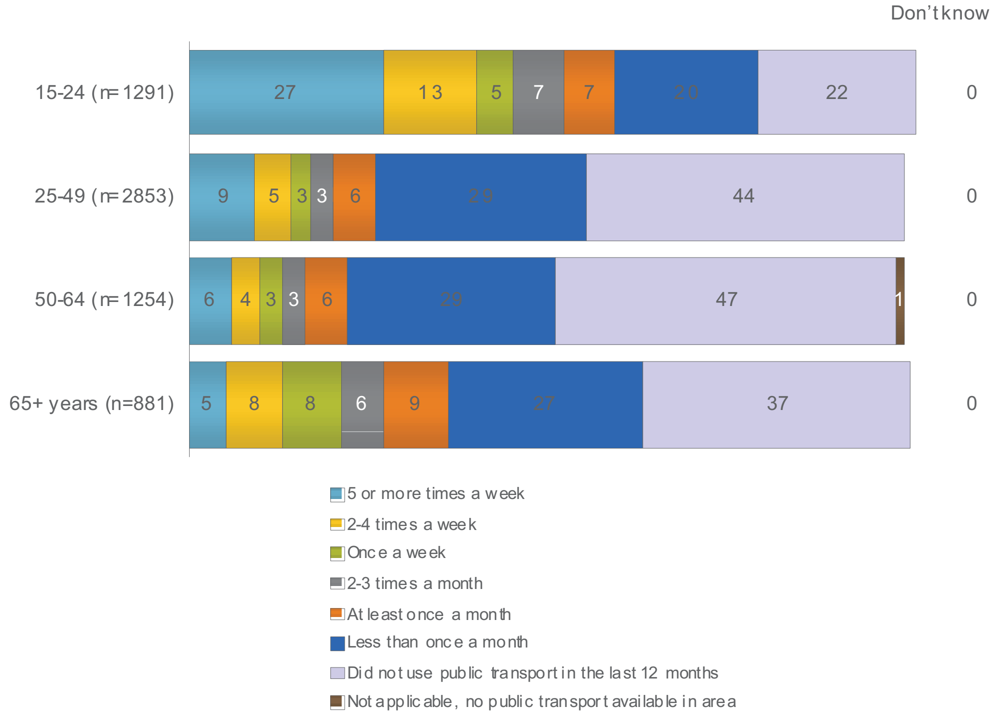
Those more likely to use public transport regularly (twice a week or more often) are:

- Aged 15 to 24 years (40% compared to the eight cities average of 19%)

Those *less* likely to use public transport regularly (twice a week or more often) are:

- Aged 50 to 64 years (11%), aged 65 years or older (13%) and aged 25 to 49 years (14%)

Figure 9.1.2: Frequency of use of public transport – by age (%)



Base: All Respondents

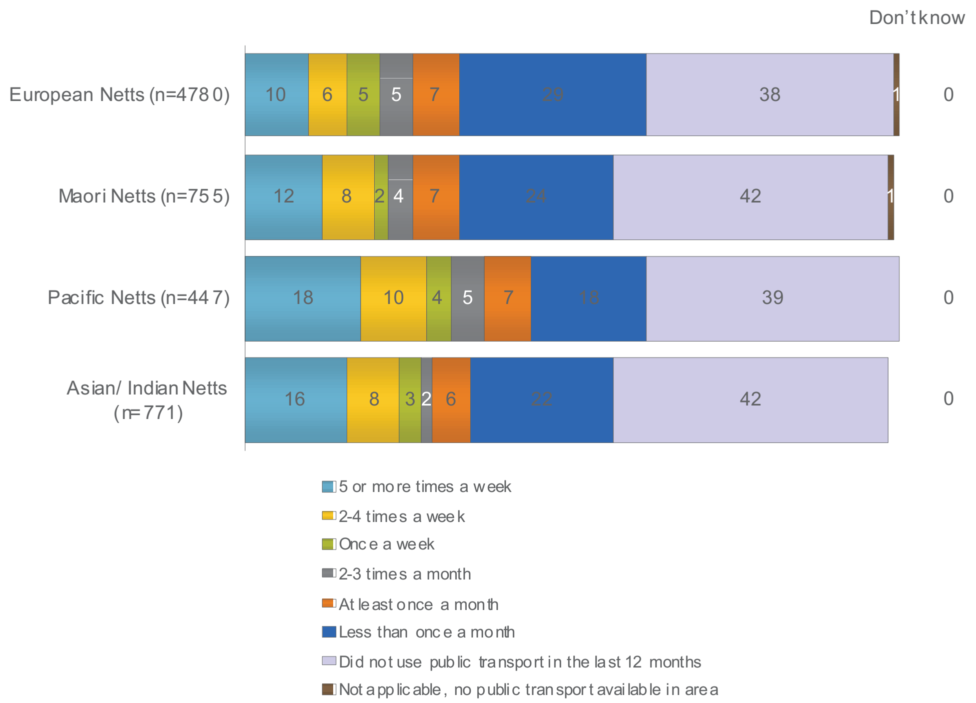
Those more likely to use public transport regularly (twice a week or more often) are:

- Of Pacific (28%) and Asian / Indian (25% compared to the eight cities average of 19%) ethnicities

Those *less* likely to use public transport regularly (twice a week or more often) are:

- Of European ethnicity (17%)

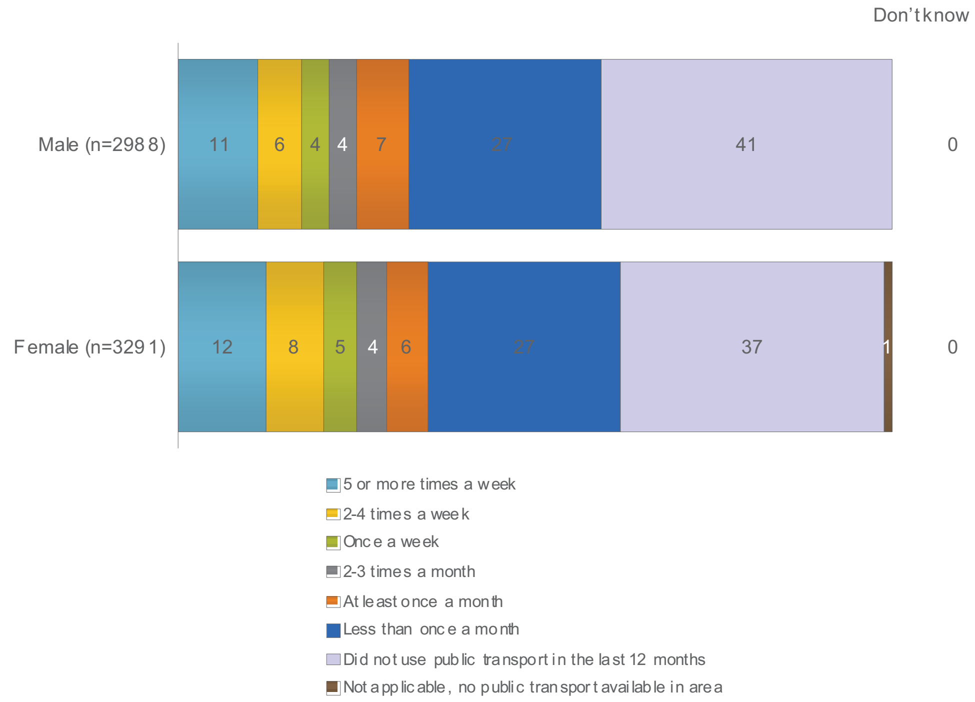
Figure 9.1.3: Frequency of use of public transport – by ethnicity (%)



Base: All Respondents

There are no differences by gender in frequency of use of public transport.

Figure 9.1.4: Frequency of use of public transport – by gender (%)



Base: All Respondents

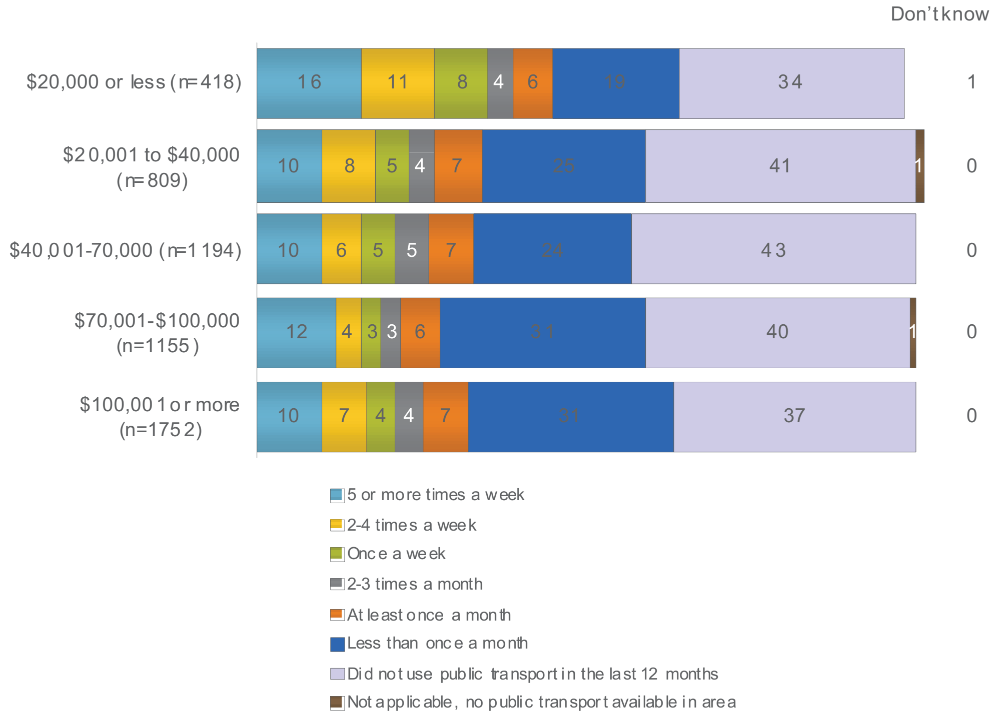
Those more likely to use public transport regularly (twice a week or more often) have:

- A household income of $20,000 or less (27% compared to the eight cities average of 19%)

Those *less* likely to use public transport regularly (twice a week or more often) have:

- A household income of $70,001 to $100,000 (16%)

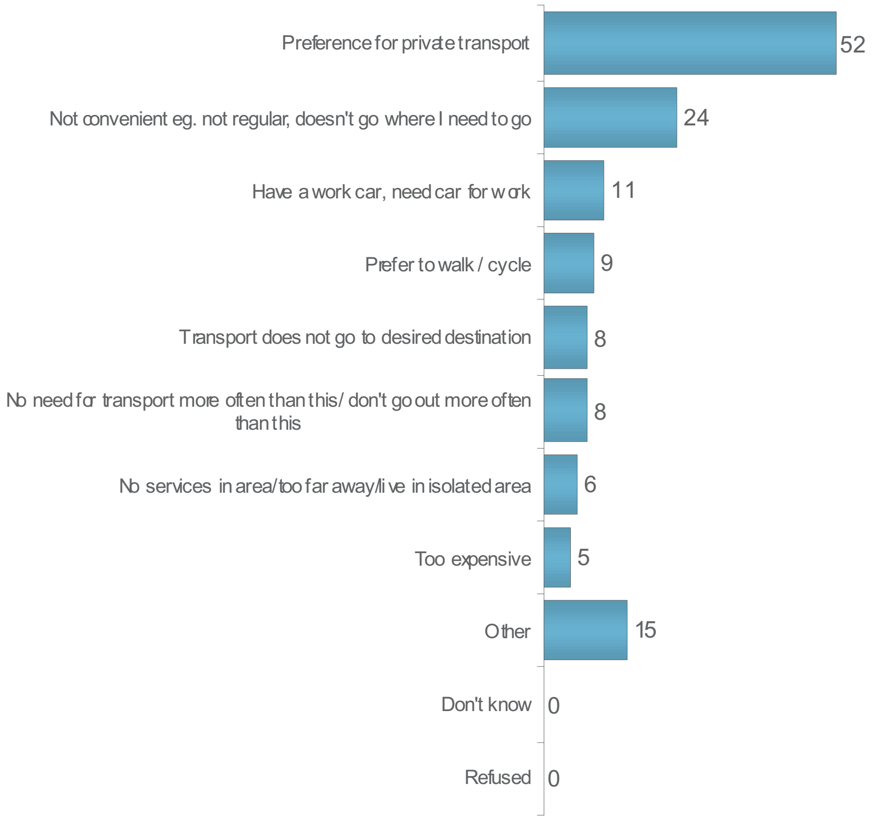
Figure 9.1.5: Frequency of use of public transport – by household income (%)



Base: All Respondents

Of all those who do not use public transport frequently (use it once a month or less often) more than half (52%) do not use it more often because they have a *preference for private transport*, and nearly a quarter (24%) say it is *because public transport is not convenient.*

Figure 9.2.1: Reasons public transport is not used more often by infrequent users – eight cities level



Base: Those who use public transport less than once a month

Note: only codes with 5% or more respondents are shown, please see Appendix II for all responses

Those more likely to mention *preference for private transport* are:
- Living in Hutt City (65%), Porirua (61%), Hamilton (59%), and Tauranga, Christchurch and Dunedin (57% compared to the eight cities average of 52%)

Those *less* likely to mention *preference for private transport* are:
- Living in Wellington (43%) and Auckland (48%)

Those more likely to mention *not convenient (e.g. not regular, doesn't go where I need to go)* are:
- Living in Auckland (27% compared to the eight cities average of 24%)

Those *less* likely to mention *not convenient (e.g. not regular, doesn't go where I need to go)* are:
- Living in Hutt City (13%), Porirua and Wellington (17%)

Table 9.2.1: Reasons public transport is not used more often by infrequent users – location (%)

	Total (n=4093)	Auckland (n=1809)	Hamilton (n=390)	Tauranga (n=436)	Porirua (n=293)	Hutt (n=260)	Wellington (n=192)	Christchurch (n=338)	Dunedin (n=375)
Preference for private transport	52	48	**59**	**57**	**61**	**65**	43	**57**	**57**
Not convenient	24	**27**	22	21	17	13	17	22	22
Have a car for work	11	10	10	**16**	**15**	**15**	13	11	7
Prefer to walk / cycle	9	5	11	**11**	9	11	**25**	11	**16**
No need for transport more often than this	8	9	9	7	8	5	12	7	6
Does not go to desired destination	8	**10**	4	4	3	3	5	8	4
No services in area / too far away	6	**8**	4	4	1	5	2	4	6
Too expensive	5	5	4	2	5	3	7	3	**9**
Other	15	15	16	13	11	14	17	14	10
Don't know	0	0	0	0	0	0	0	0	0
Refused	0	0	0	0	0	0	0	0	0

Base: Those who use public transport less than once a month

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *preference for private transport* are:

- Aged 65 years or older (59% compared to the eight cities average of 52%)

Those *less* likely to mention *not convenient* are:

- Aged 65 years or older (19% compared to the eight cities average of 24%)

Table 9.2.2: Reasons public transport is not used more often by infrequent users – age (%)

	15-24 (n=548)	25-49 (n=2054)	50-64 (n=931)	65+ years (n=560)
Preference for private transport	52	51	48	**59**
Not convenient eg. not regular, doesn't go where I need to go	23	25	27	19
Have a work car, need car for work	11	**12**	9	9
Prefer to walk / cycle	12	8	9	5
No need for transport more often than this / don't go out more often than this	7	9	8	10
Transport does not go to desired destination	3	8	**11**	6
No services in area / too far away / live in isolated area	4	6	7	8
Too expensive	**9**	5	3	1
Other	16	15	11	19
Don't know	0	0	0	0
Refused	0	0	0	0

Base: Those who use public transport less than once a month

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *preference for private transport* are:

- Of Asian / Indian (63%) and Pacific (61% compared to the eight cities average of 52%) ethnicities

Those *less* likely to mention *preference for private transport* are:

- Of European ethnicity (48%)

Those *less* likely to say *not convenient* are:

- Of Pacific ethnicity (14% compared to the eight cities average of 24%)

Table 9.2.3: Reasons public transport is not used more often by infrequent users – ethnicity (%)

	European Netts (n=3172)	Māori Netts (n=481)	Pacific Netts (n=249)	Asian / Indian Netts (n=486)
Preference for private transport	48	56	**61**	**63**
Not convenient eg. not regular, doesn't go where I need to go	25	20	14	27
Have a work car, need car for work	12	13	11	7
Prefer to walk / cycle	9	9	9	6
No need for transport more often than this / don't go out more often than this	9	10	8	7
Transport does not go to desired destination	8	6	7	7
No services in area / too far away / live in isolated area	8	5	2	3
Too expensive	4	3	4	6
Other	15	11	12	13
Don't know	0	0	0	0
Refused	0	0	0	0

Base: Those who use public transport less than once a month

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *have a work car / need a car for work* are:

- Males (13% compared to the eight cities average of 11%)

Table 9.2.4: Reasons public transport is not used more often by infrequent users – gender (%)

	Male (n=2002)	Female (n=2091)
Preference for private transport	50	54
Not convenient eg. not regular, doesn't go where I need to go	25	24
Have a work car, need car for work	**13**	8
Prefer to walk / cycle	8	9
No need for transport more often than this / don't go out more often than this	8	9
Transport does not go to desired destination	7	8
No services in area / too far away / live in isolated area	6	7
Too expensive	5	4
Other	14	15
Don't know	0	0
Refused	0	0

Base: Those who use public transport less than once a month

Note: All those in bold are significantly higher than the 8 cities average

Those more likely to mention *preference for private transport* have:

- A household income of $20,001 to $40,000 (58% compared to the eight cities average of 52%)

Those *less* likely to mention *preference for private transport* have:

- A household income of $100,001 and more (44%)

Those more likely to mention *not convenient* have:

- A household income of $100,001 and more (31%) a household income of $70,001 to $100,000 (28% compared to the eight cities average of 24%)

Those *less* likely to mention *not convenient* have:

- A household income of $20,000 or less (16%), a household income of $20,001 to $40,000 (18%) and a household income of $40,001 to $70,000 (20%)

Table 9.2.5: Reasons public transport is not used more often by infrequent users – household income (%)

	$20,000 or less (n=225)	$20,001-$40,000 (n=526)	$40,001-70,000 (n=796)	$70,001-$100,000 (n=810)	$100,001 or more (n=1161)
Preference for private transport	55	**58**	55	53	44
Not convenient eg. not regular, doesn't go where I need to go	16	18	20	**28**	**31**
Have a work car, need car for work	7	9	13	11	12
Prefer to walk / cycle	8	10	10	6	9
No need for transport more often than this / don't go out more often than this	8	8	9	8	8
Transport does not go to desired destination	3	7	6	9	**11**
No services in area / too far away / live in isolated area	6	6	6	8	7
Too expensive	3	4	4	5	5
Other	14	19	13	12	14
Don't know	1	0	0	0	0
Refused	0	0	0	0	0

Base: Those who use public transport less than once a month

Note: All those in bold are significantly higher than the 8 cities average

9.2 Perceptions of Public Transport

Nearly half (47%) of the residents of the eight cities agree that public transport is affordable, with 15% who *strongly agree* and 32% who *agree*.

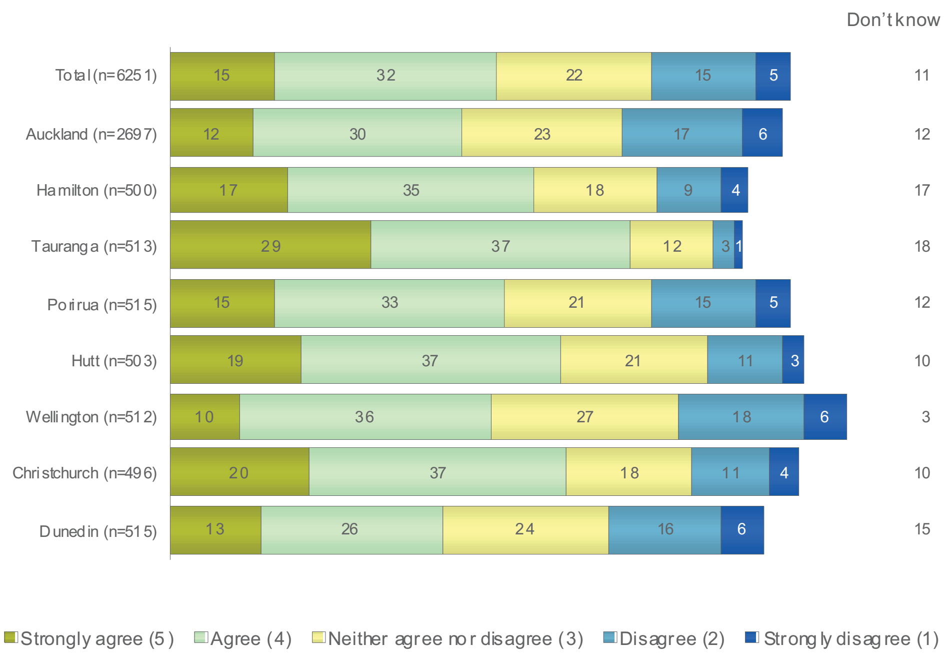
Those more likely to rate public transport as affordable (*agree* or *strongly agree*) are:

- Living in Tauranga (66%), Christchurch (57%) and Hutt City (56%)

Those *less* likely to rate public transport as affordable (*agree* or *strongly agree*) are:

- Living in Dunedin (39%) and Auckland (43%)

Figure 9.3.1: Affordability of public transport – by location (%)



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

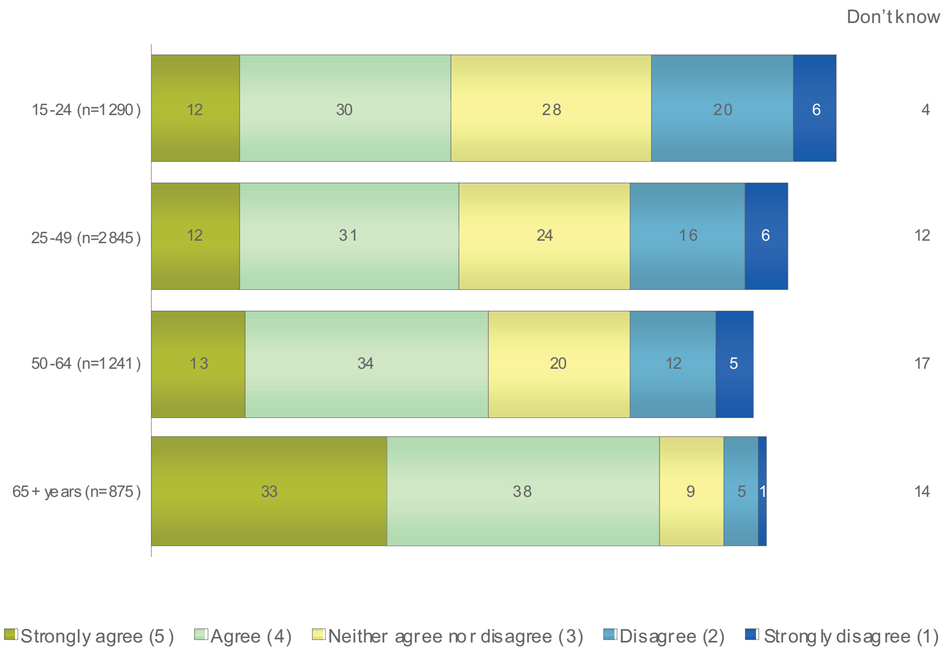
Those more likely to rate public transport as affordable (*agree* or *strongly agree*) are:

- Aged 65 years or older (71% compared to the eight cities average of 47%)

Those *less* likely to rate public transport as affordable (*agree* or *strongly agree*) are:

- Aged 15 to 24 years (42%) and aged 25 to 49 years (43%)

Figure 9.3.2: Affordability of public transport – by age (%)

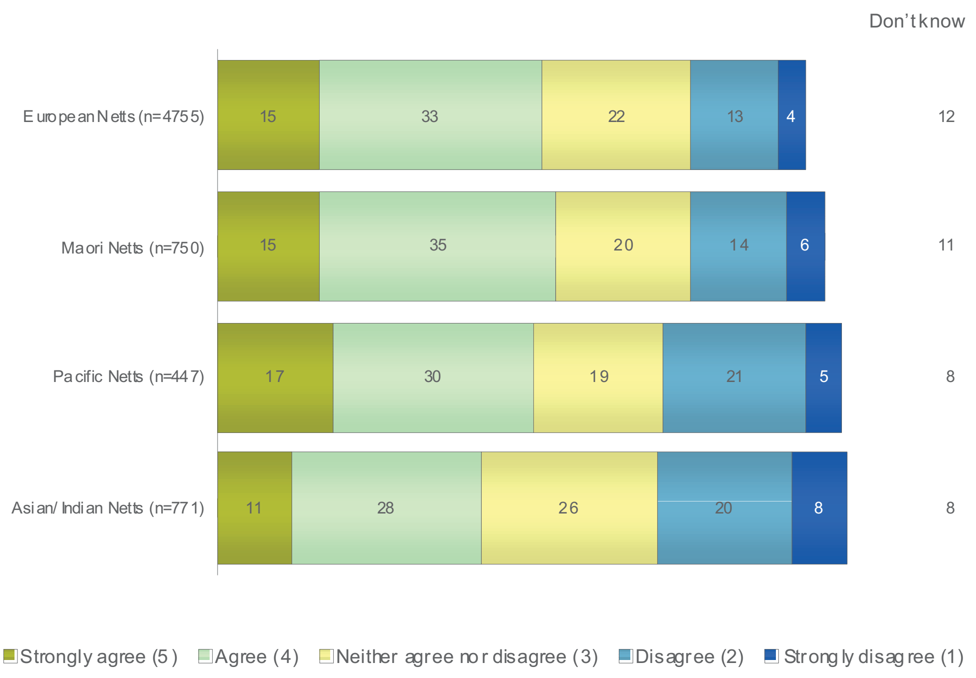


Base: All Respondents excluding those who have no public transport available in local area

Those less likely to rate public transport as affordable (*agree* or *strongly agree*) are:

- Of Asian / Indian ethnicity (39% compared to the eight cities average of 47%)

Figure 9.3.3: Affordability of public transport – by ethnicity (%)

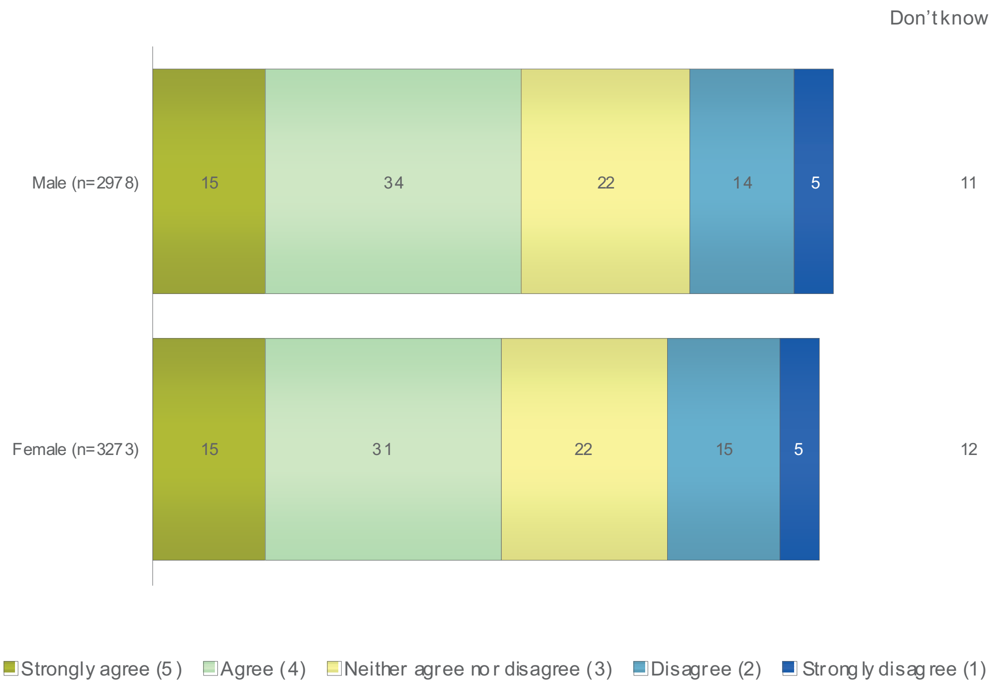


Base: All Respondents excluding those who have no public transport available in local area

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

There are no significant differences by gender in ratings of affordability (*agree* or *strongly agree*) of public transport.

Figure 9.3.4: Affordability of public transport – by gender (%)

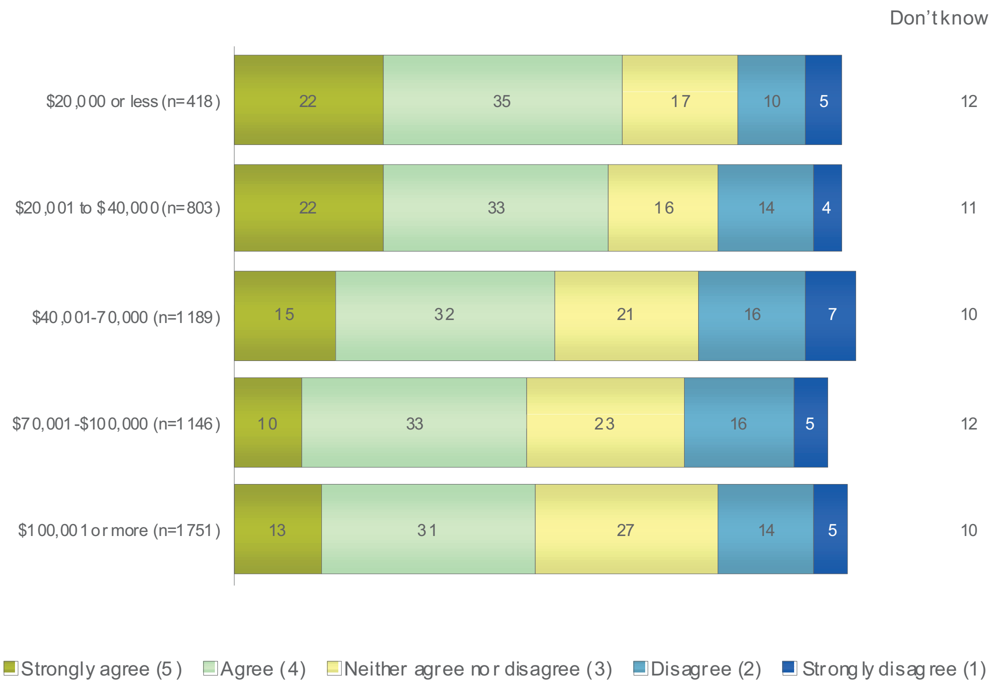


Base: All Respondents excluding those who have no public transport available in local area

Those more likely to rate public transport as affordable (*agree* or *strongly agree*) have:

- A household income of $20,000 or less (56% compared to the eight cities average of 47%) and $20,001 to $40,000 (55%)

Figure 9.3.5: Affordability of public transport – by household income (%)



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

Quality of Life
Health and Wellbeing
Crime and Safety
Community, Culture & Social Networks
Council Processes
Built and Natural Environment
Public Transport
Lifestyle

Three quarters (75%) of the residents of the eight cities agree that public transport is safe, with 28% who *agree strongly* and 47% who *agree*.

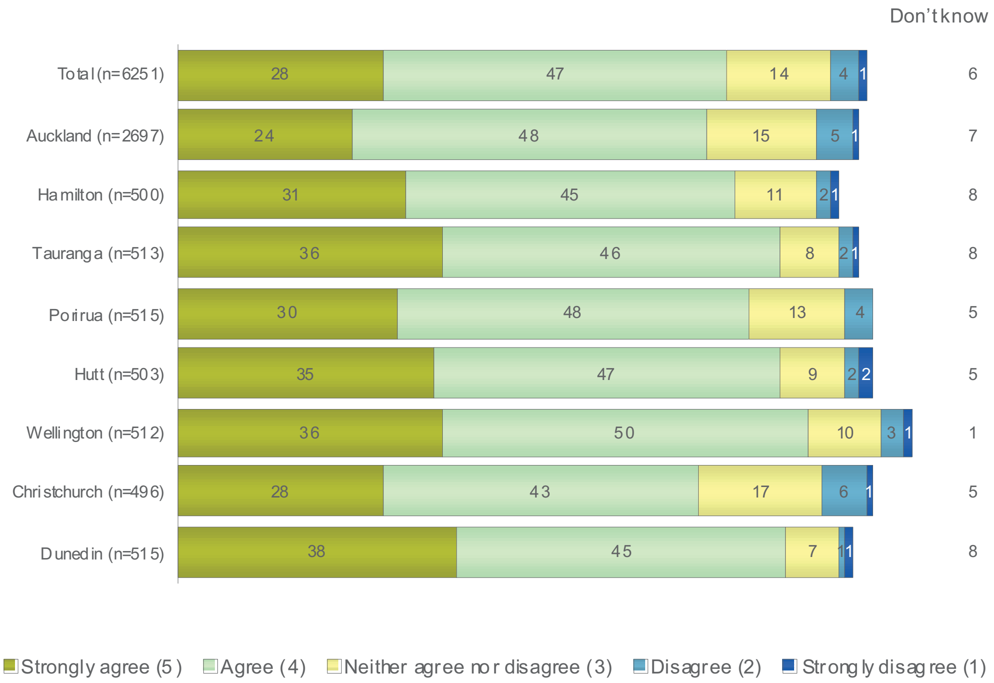
Those more likely to rate public transport as safe (*agree* or *strongly agree*) are:

- Living in Wellington (86%), Dunedin (83%) and Hutt City and Tauranga (82%)

Those *less* likely to rate public transport as safe (*agree* or *strongly agree*) are:

- Living in Auckland (72%)

Figure 9.4.1: Safety of public transport – by location (%)

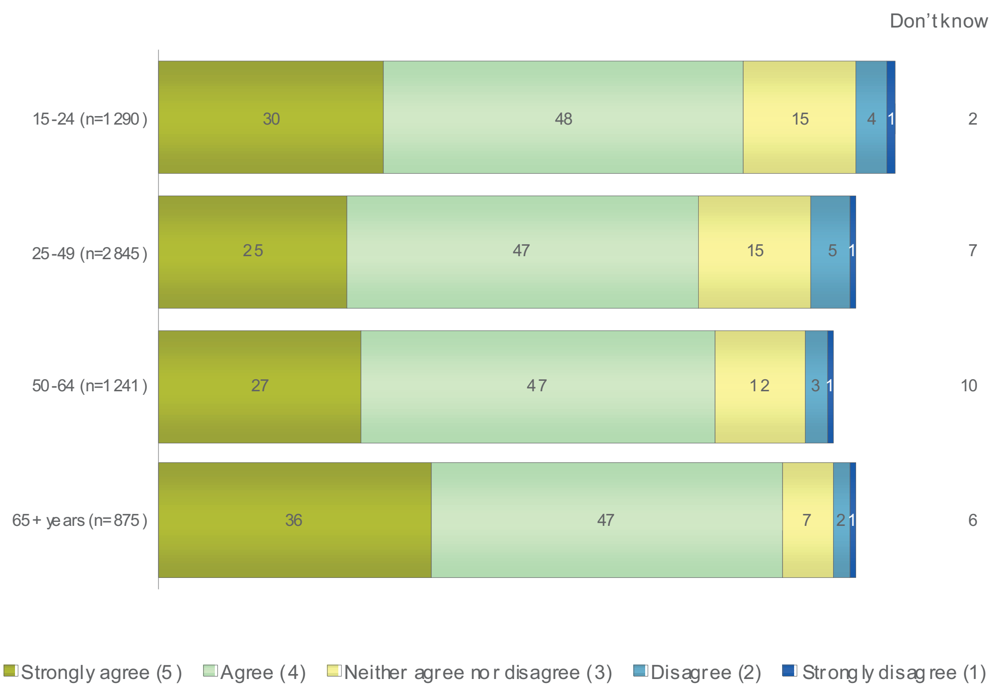


Base: All Respondents excluding those who have no public transport available in local area

Those more likely to rate public transport as safe (*agree* or *strongly agree*) are:
- Aged 65 years or older (84% compared to the eight cities average of 75%)

Those *less* likely to rate public transport as safe (*agree* or *strongly agree*) are:
- Aged 25 to 49 years (72%)

Figure 9.4.2: Safety of public transport – by age (%)

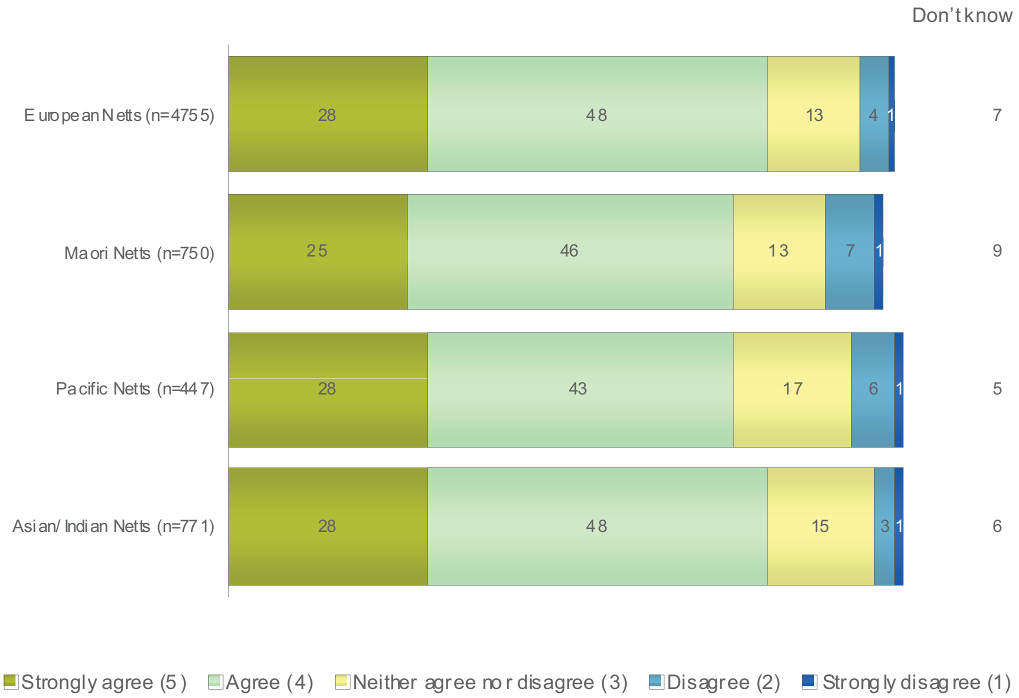


Base: All Respondents excluding those who have no public transport available in local area

Those *less* likely to rate public transport as safe (*agree* or *strongly agree*) are:

- Of Māori ethnicity (71% compared to the eight cities average of 75%)

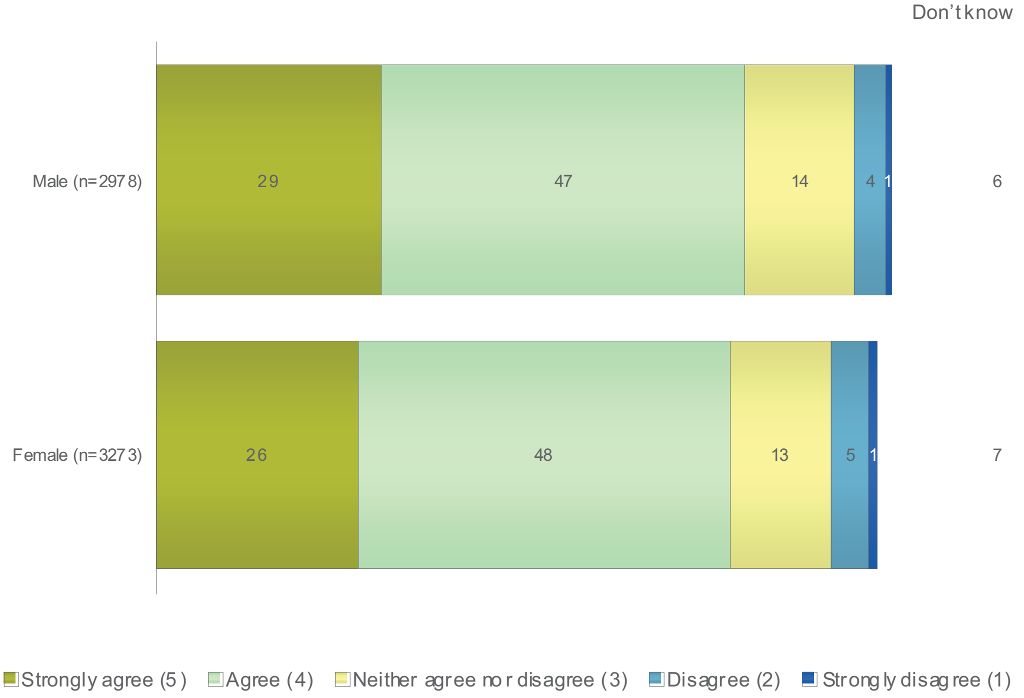
Figure 9.4.3: Safety of public transport – by ethnicity (%)



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

There are no differences by gender for ratings of safety of public transport.

Figure 9.4.4: Safety of public transport – by gender (%)

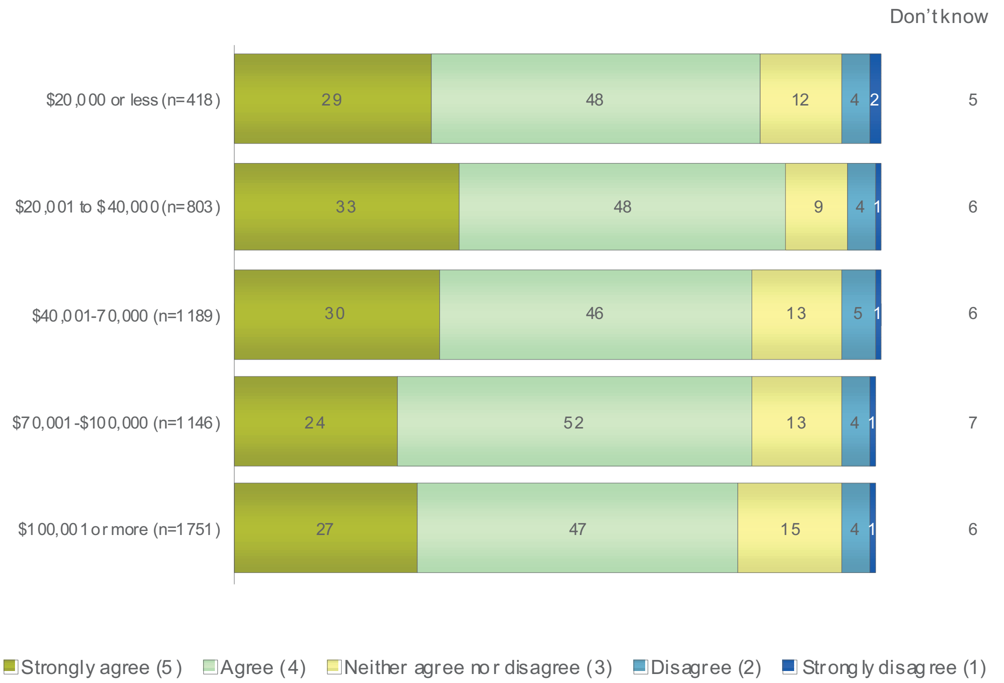


Base: All Respondents excluding those who have no public transport available in local area

Those more likely to rate public transport as safe (*agree* or *strongly agree*) have:

- A household income of $20,001 to $40,000 (80% compared to the eight cities average of 75%)

Figure 9.4.5: Safety of public transport – by household income (%)



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

More than two thirds (69%) of the residents of the eight cities agree that public transport is easy to get to, with 28% who *agree strongly* and 40% who *agree*.

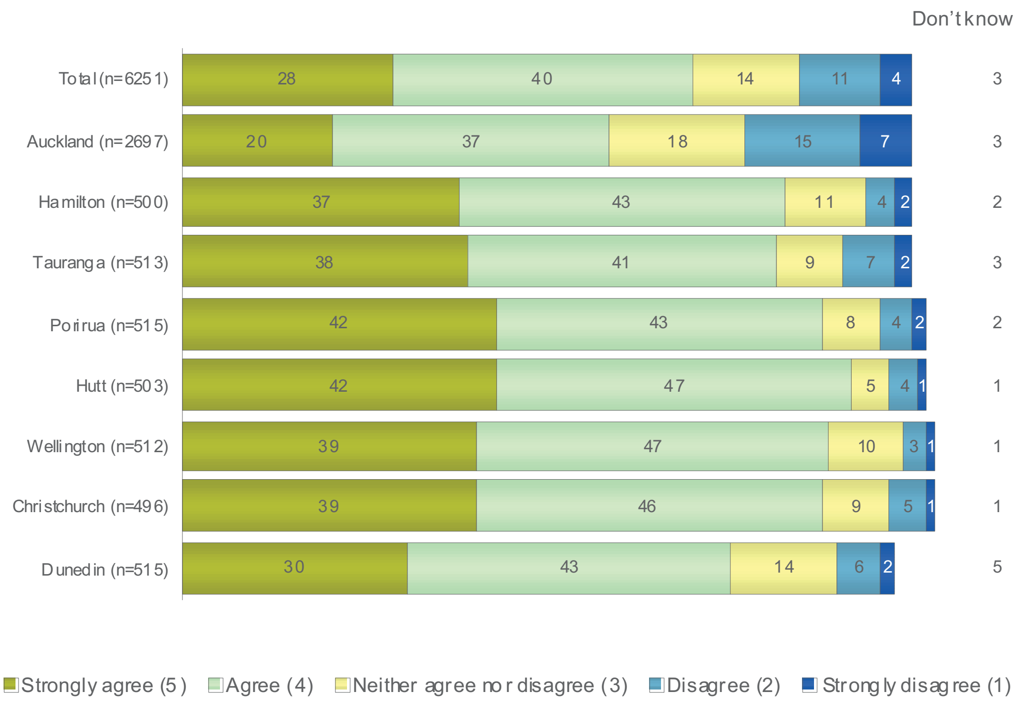
Those more likely to rate public transport as easy to get to (*agree* or *strongly agree*) are:

- Living in Hutt City (89%), Wellington (85%), Porirua and Christchurch (84%) and Hamilton and Tauranga (80%)

Those *less* likely to rate public transport as easy to get to (*agree* or *strongly agree*) are:

- Living in Auckland (57%)

Figure 9.5.1: Ease to get to public transport – by location (%)



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

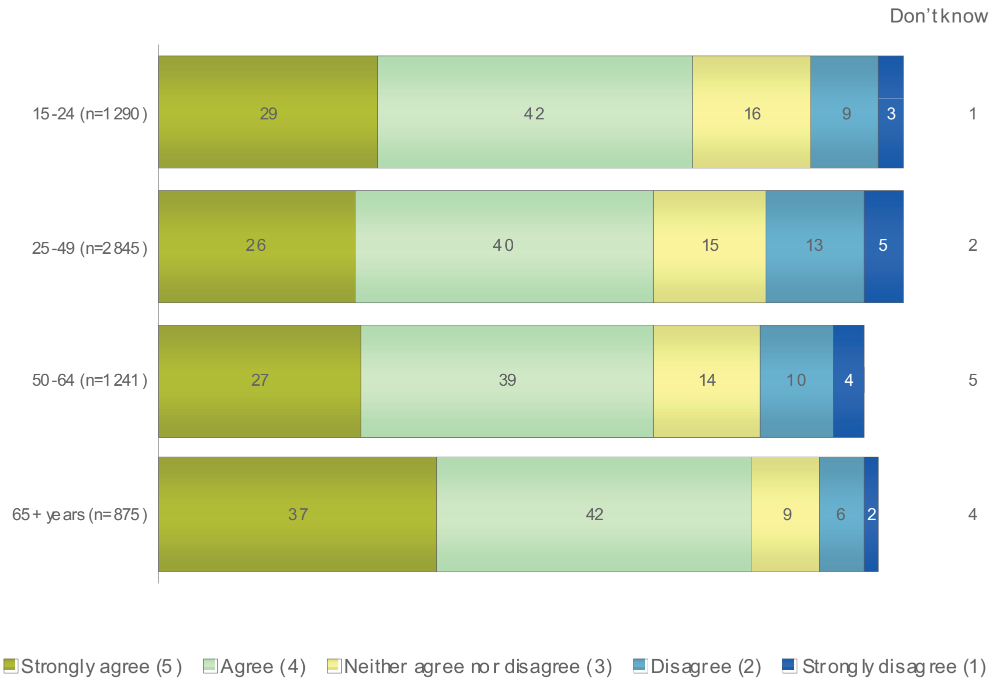
Those more likely to rate public transport as easy to get to (*agree* or *strongly agree*) are:

- Aged 65 years or older (78% compared to the eight cities average of 69%)

Those *less* likely to rate public transport as easy to get to (*agree* or *strongly agree*) are:

- Aged 25 to 49 years (65%)

Figure 9.5.2: Ease to get to public transport – by age (%)



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

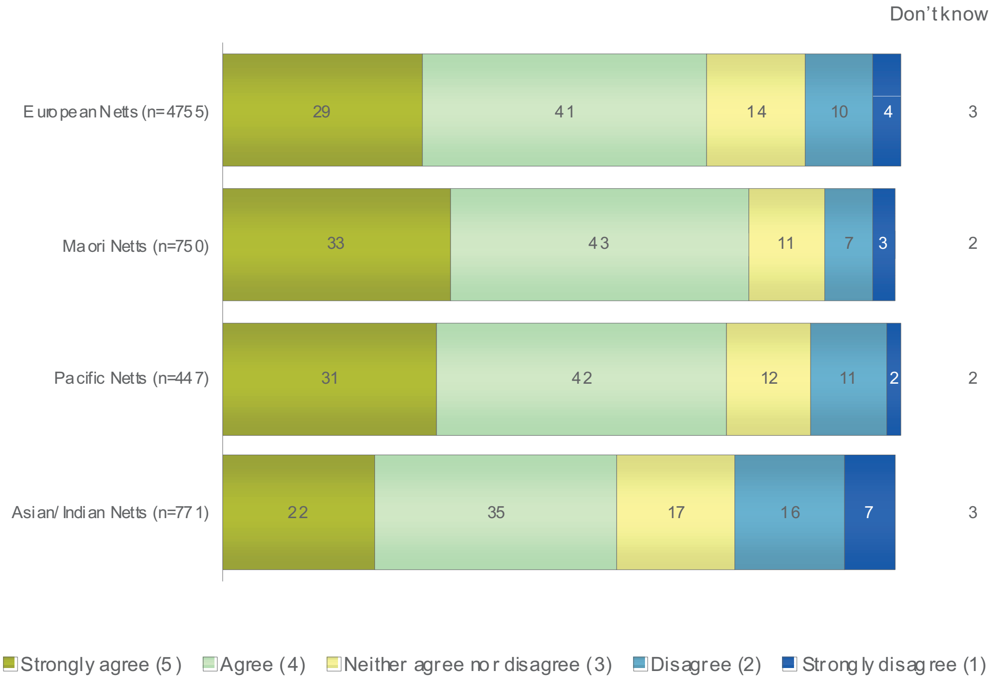
Those more likely to rate public transport as easy to get to (*agree* or *strongly agree*) are:

- Of Māori ethnicity (76% compared to the eight cities average of 69%)

Those *less* likely to rate public transport as easy to get to (*agree* or *strongly agree*) are:

- Of Asian / Indian ethnicity (57%)

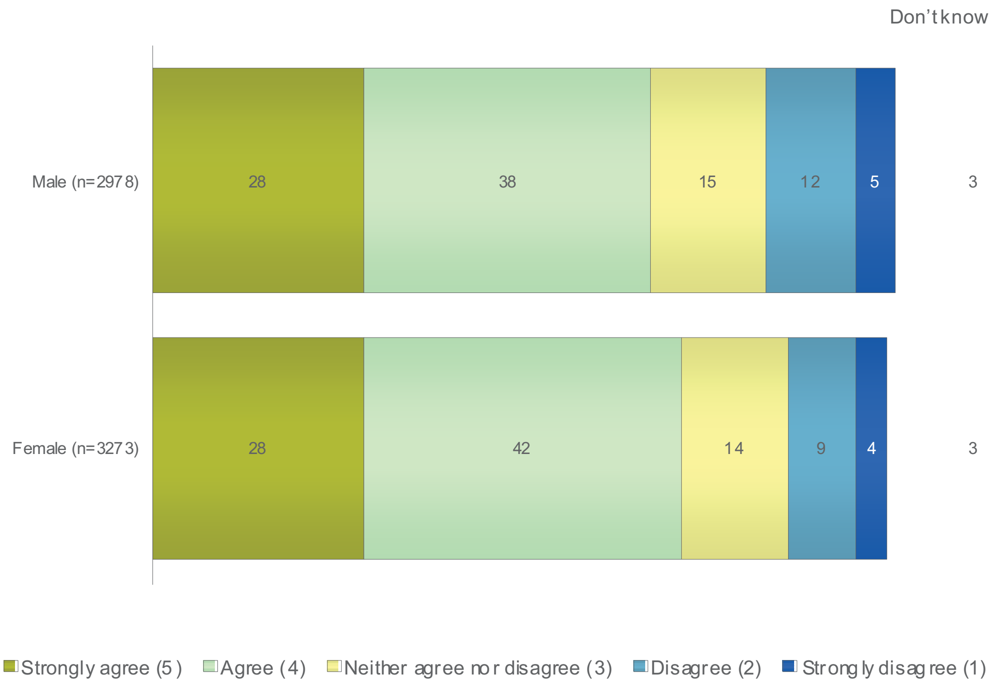
Figure 9.5.3: Ease to get to public transport – by ethnicity (%)



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

There are no differences by gender for ratings of ease of getting to public transport.

Figure 9.5.4: Ease to get to public transport – by gender (%)



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

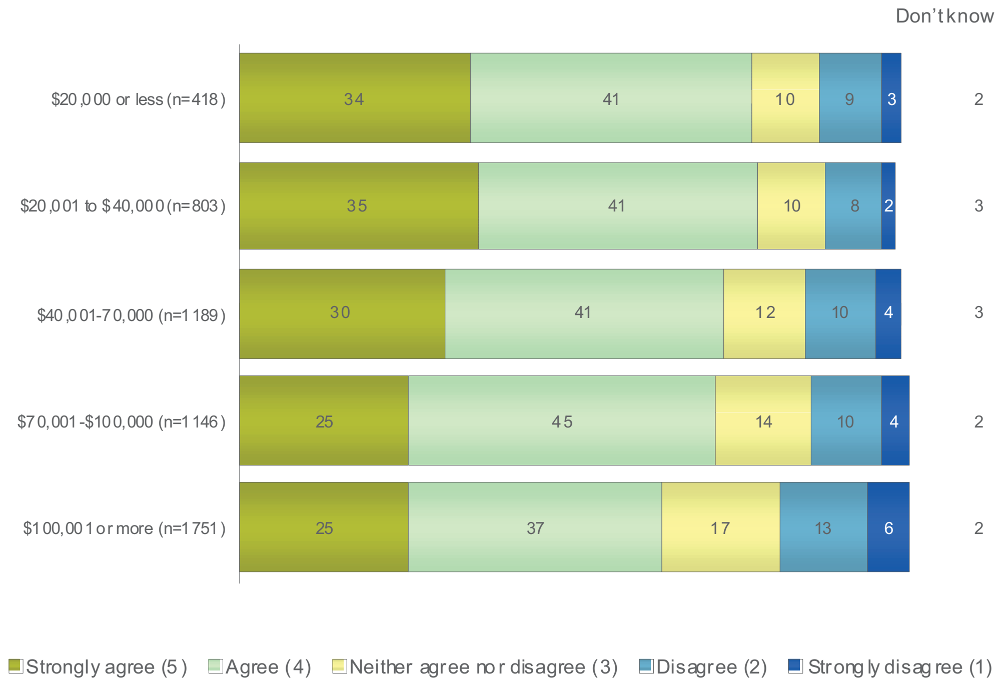
Those more likely to rate public transport as easy to get to (*agree* or *strongly agree*) have:

- A household income of $20,001 to $40,000 (76% compared to the eight cities average of 69%) and a household income of $20,000 or less (75%)

Those *less* likely to rate public transport as easy to get to (*agree* or *strongly agree*) have:

- A household income of $100,001 or more (62%)

Figure 9.5.5: Ease to get to public transport – by household income (%)



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

More than half (57%) of residents of the eight cities rate public transport as frequent, with 20% who *strongly agree* and 37% *agree*.

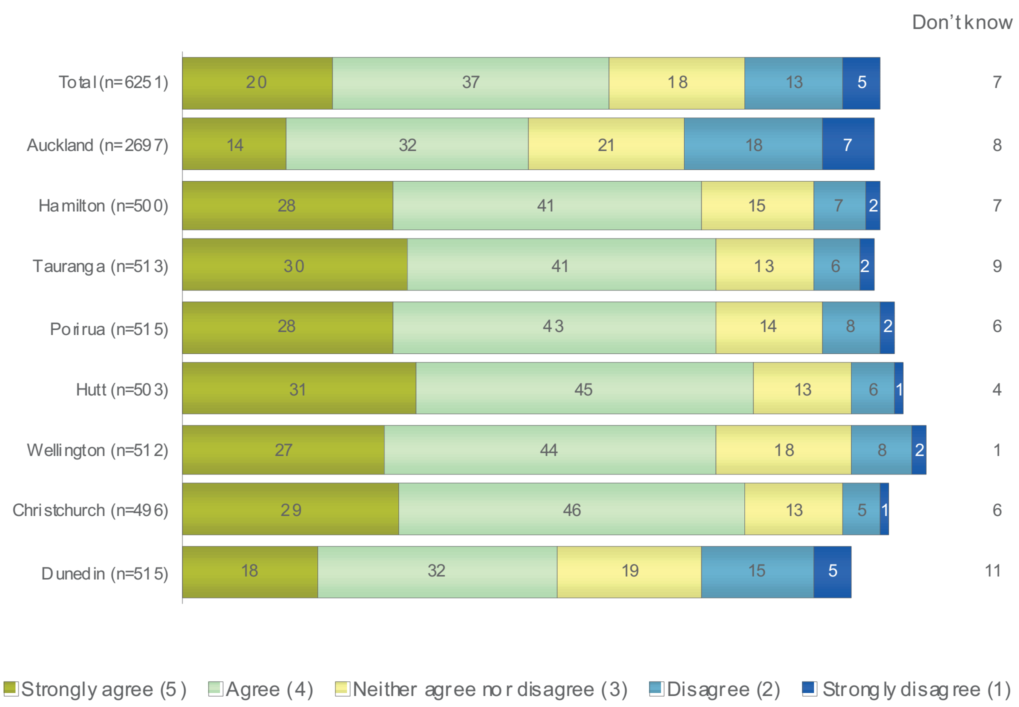
Those more likely to rate public transport as frequent (*agree* or *strongly agree*) are:

- Living in Hutt City (76%), Christchurch (75%), Tauranga and Wellington (71%), Porirua (70%) and Hamilton (69%)

Those *less* likely to rate public transport as frequent (*agree* or *strongly agree*) are:

- Living in Auckland (46%) and Dunedin (50%)

Figure 9.6.1: Frequency of public transport (comes often) – by location (%)



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

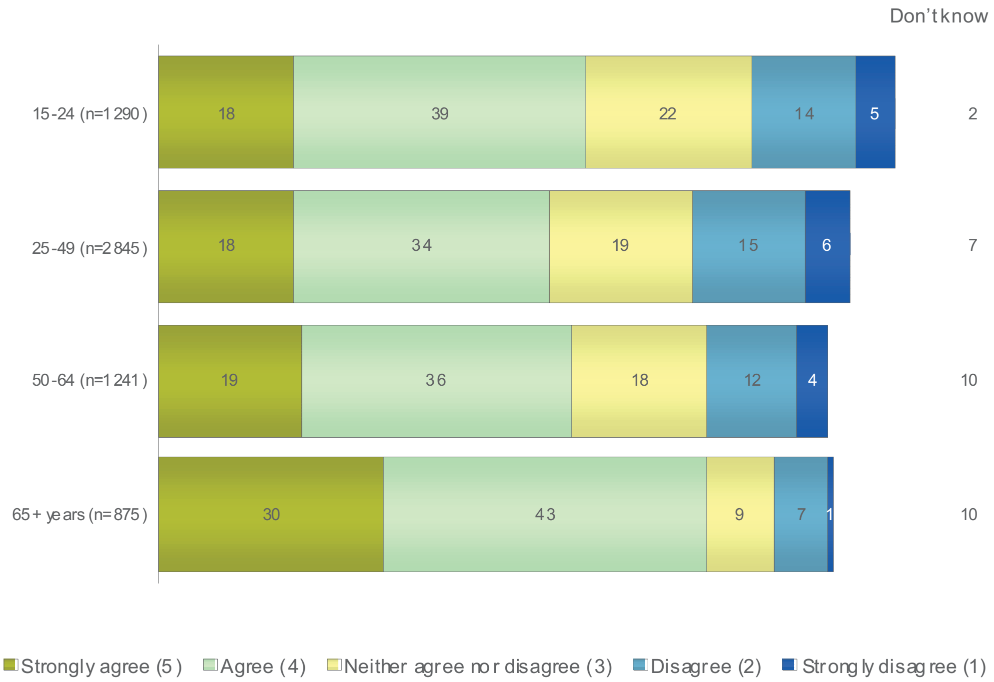
Those more likely to rate public transport as frequent (*agree* or *strongly agree*) are:

- Aged 65 years or older (72% compared to the eight cities average of 57%)

Those *less* likely to rate public transport as frequent (*agree* or *strongly agree*) are:

- Aged 25 to 49 years (53%)

Figure 9.6.2: Frequency of public transport – by age (%)



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

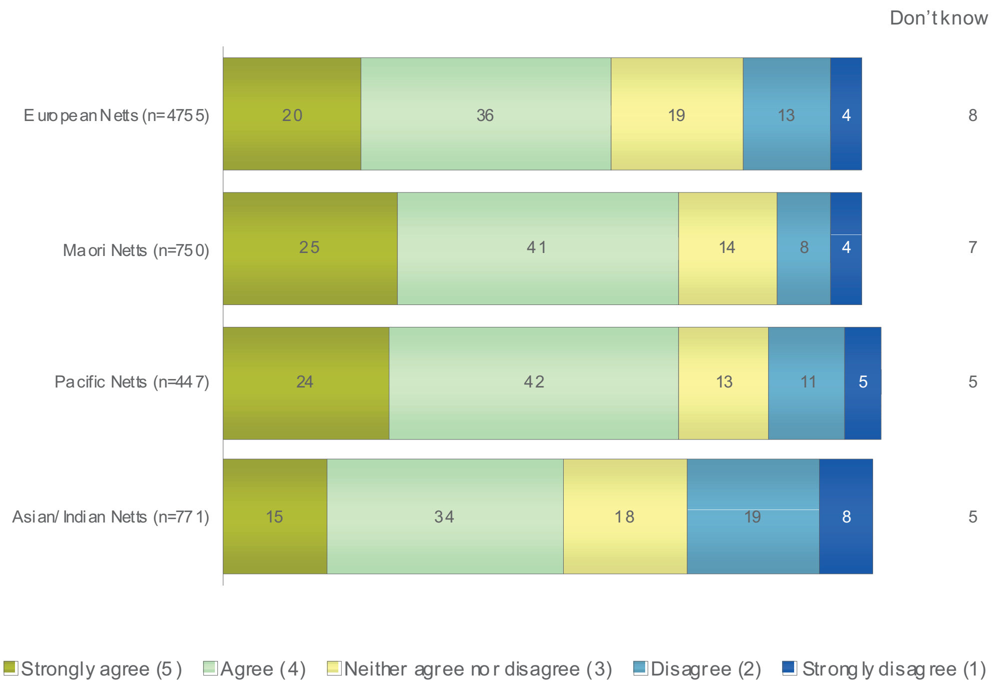
Those more likely to rate public transport as frequent (*agree* or *strongly agree*) are:

- Of Pacific and Māori ethnicities (both 66% compared to the eight cities average of 57%)

Those *less* likely to rate public transport as frequent (*agree* or *strongly agree*) are:

- Of Asian / Indian ethnicity (49%)

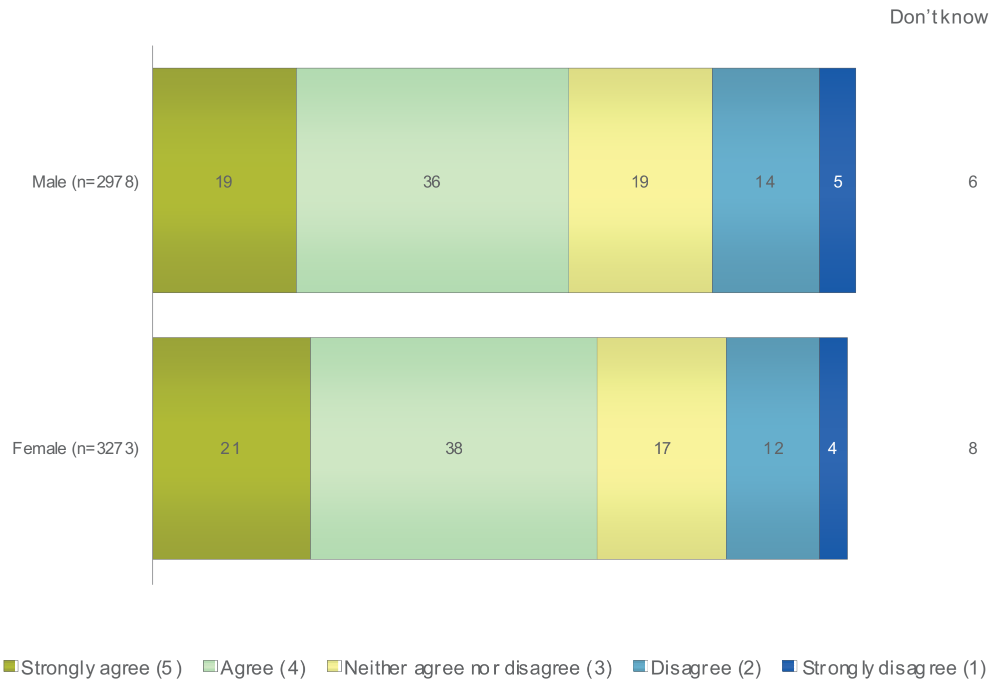
Figure 9.6.3: Frequency of public transport – by ethnicity (%)



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

There are no differences by gender for ratings of frequency of public transport.

Figure 9.6.4: Frequency of public transport – by gender (%)



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

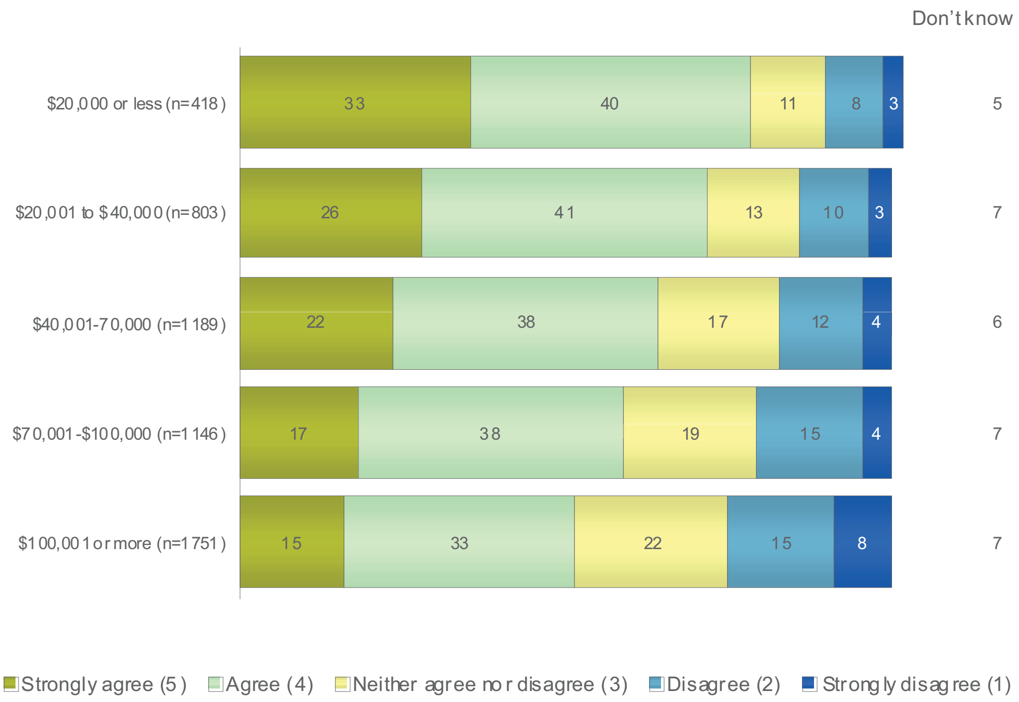
Those more likely to rate public transport as frequent (*agree* or *strongly agree*) have:

- A household income of $20,000 or less (73% compared to the eight cites average of 57%) and a household income of $20,001 to $40,000 (67%)

Those *less* likely to rate public transport as frequent (*agree* or *strongly agree*) have:

- A household income of $100,001 or more (48%)

Figure 9.6.5: Frequency of public transport – by household income (%)



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

Just over half (53%) of residents of the eight cities rate public transport as reliable, with 15% who *strongly agree* and 38% who *agree*.

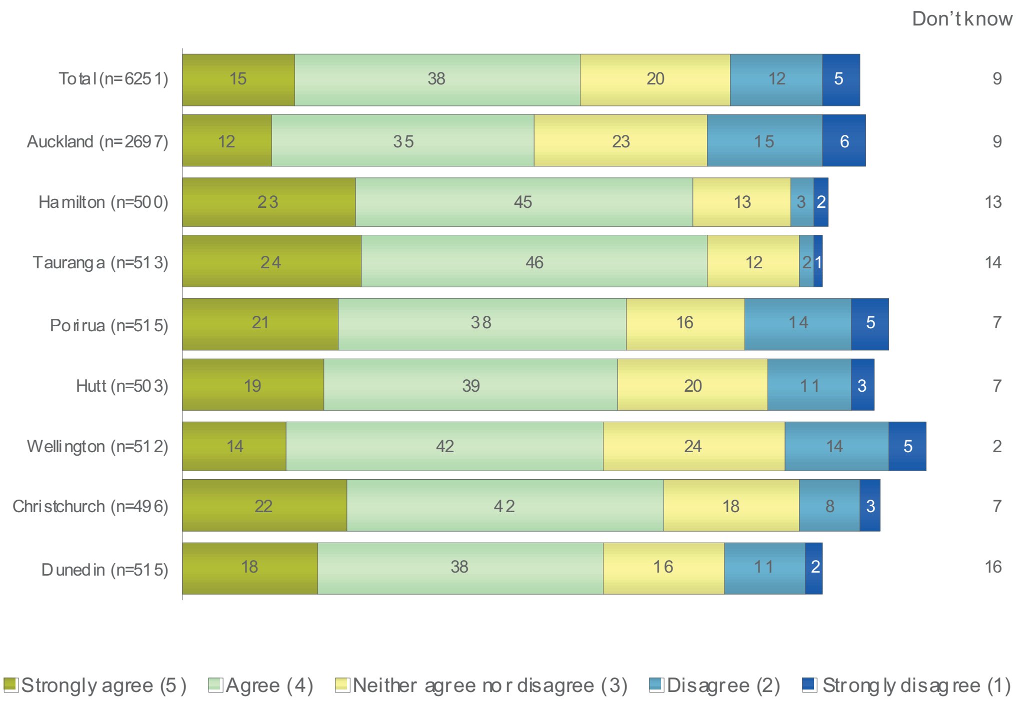
Those more likely to rate public transport as reliable (*agree* or *strongly agree*) are:

- Living in Tauranga (70%), Hamilton (68%), Christchurch (64%), and Porirua and Hutt City (59%)

Those *less* likely to rate public transport as reliable (*agree* or *strongly agree*) are:

- Living in Auckland (47%)

Figure 9.7.1: Reliability of public transport (comes when it says it will) – by location (%)



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

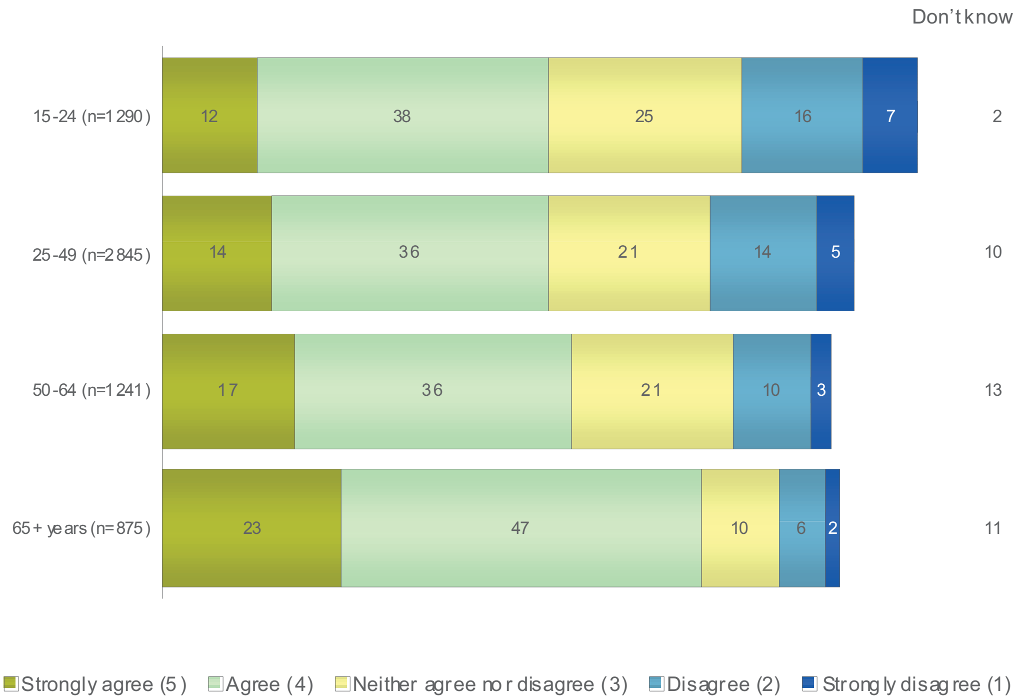
Those more likely to rate public transport as reliable (*agree* or *strongly agree*) are:

- Aged 65 years or older (70% compared to the eight cities average of 53%)

Those *less* likely to rate public transport as reliable (*agree* or *strongly agree*) are:

- Aged 15 to 24 years (49%) and aged 25 to 49 years (51%)

Figure 9.7.2: Reliability of public transport – by age (%)

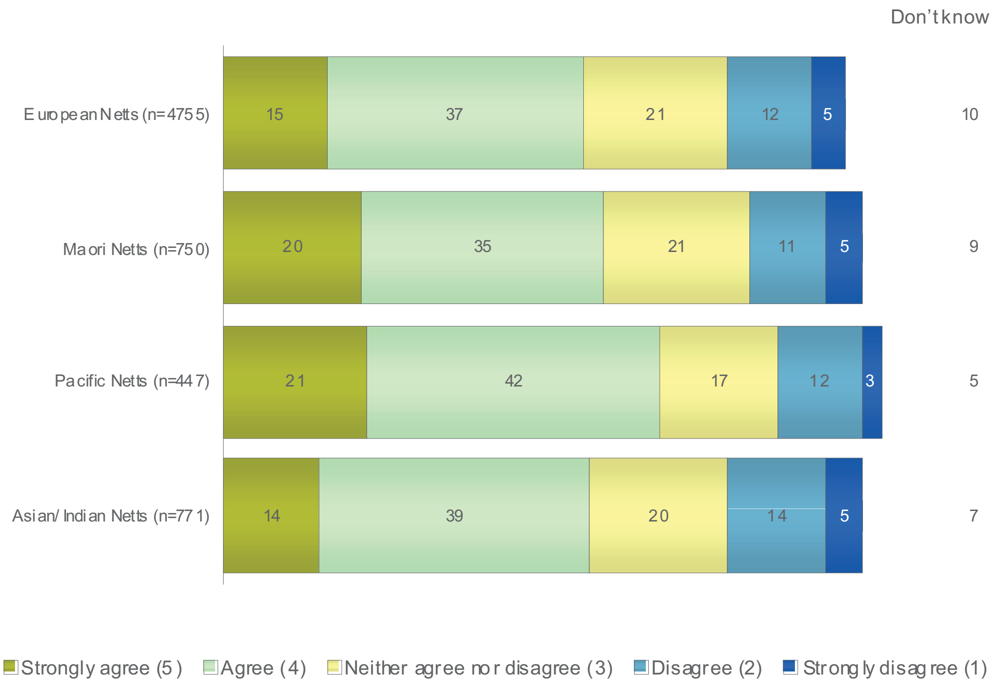


Base: All Respondents excluding those who have no public transport available in local area

Those more likely to rate public transport as reliable (*agree* or *strongly agree*) are:

- Of Pacific ethnicity (63% compared to the eight cities average of 53%)

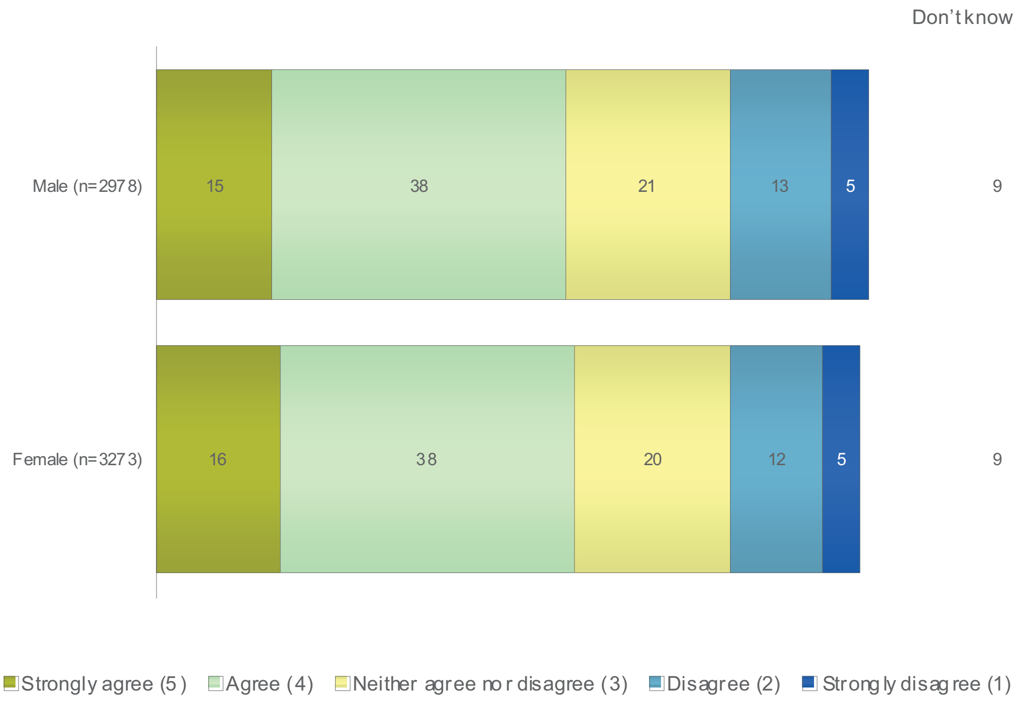
Figure 9.7.3: Reliability of public transport – by ethnicity (%)



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

There are no differences by gender for ratings of reliability of public transport.

Figure 9.7.4: Reliability of public transport – by gender (%)



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

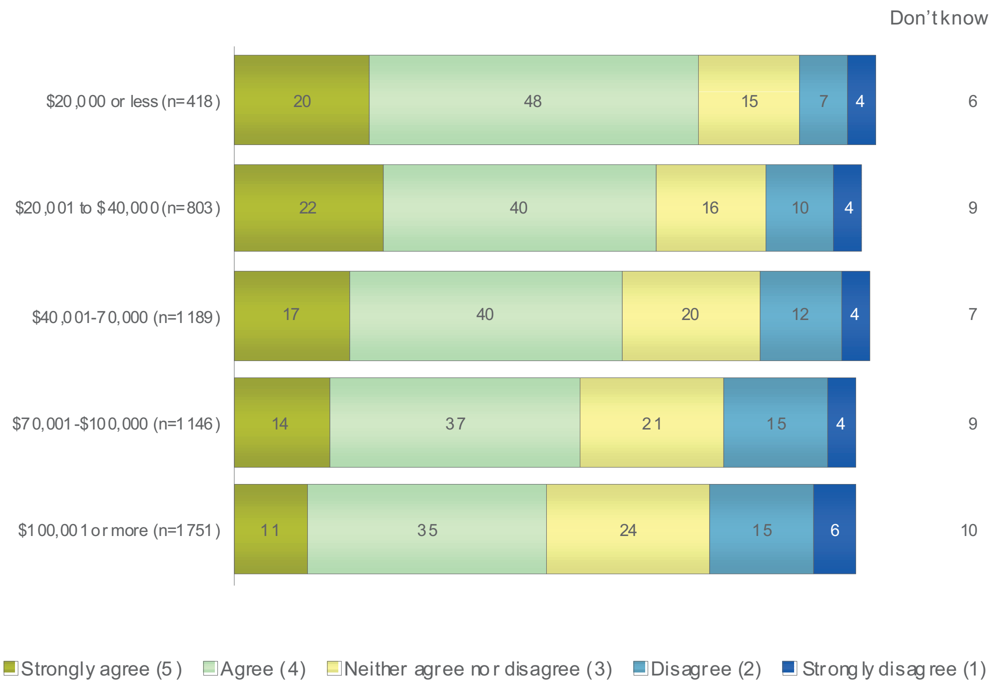
Those more likely to rate public transport as reliable (*agree* or *strongly agree*) have:

- A household income of $20,000 or less (68% compared to the eight cities average of 53%), $20,001 to $40,000 (62%) and $40,001 to $70,000 (57%)

Those *less* likely to rate public transport as reliable (*agree* or *strongly agree*) have:

- A household income of $100,001 or more (46%)

Figure 9.7.5: Reliability of public transport – by household income (%)



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

10.0 Lifestyle

The Work and Study section looks into people's employment and education, satisfaction with work life balance and the ability to cover the costs of everyday living.

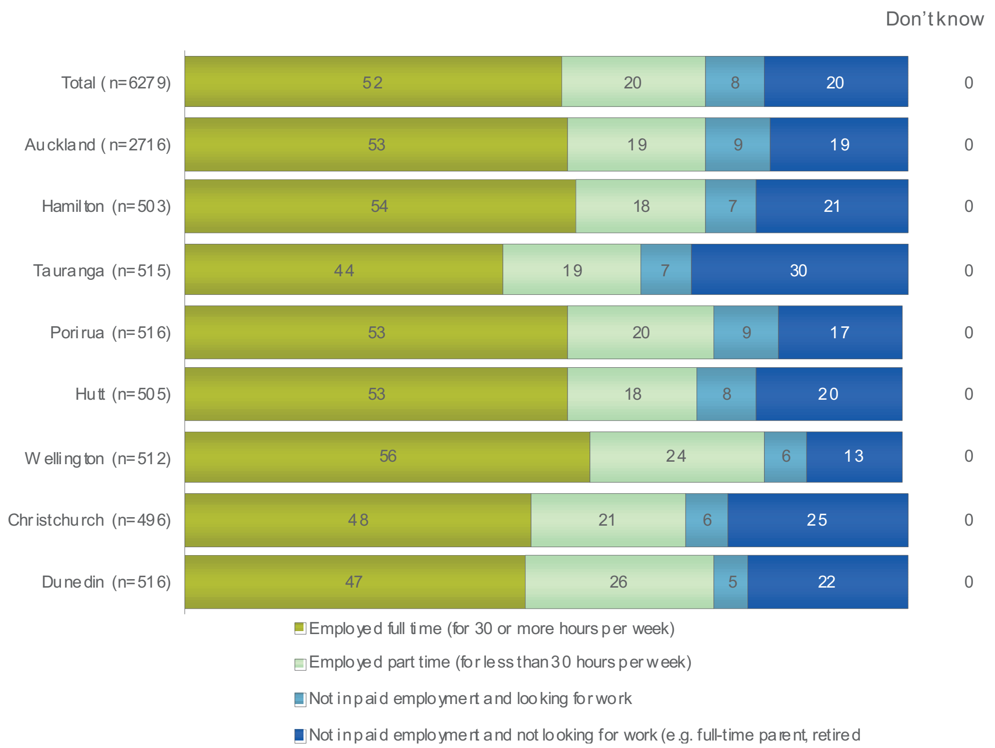
10.1 Employment Status

Just over half (52%) of residents of the eight cities are employed full time (for 30 hours or more per week). In addition to this, one fifth (20%) are in part-time work. Another fifth (20%) are not in paid employment and not looking for work, while 8% are not in paid employment and looking for work.

Those *less* likely to be employed full time (for 30 hours or more per week) are:

- Living in Tauranga (44%)

Figure 10.1.1: Employment status – by location (%)



Base: All Respondents

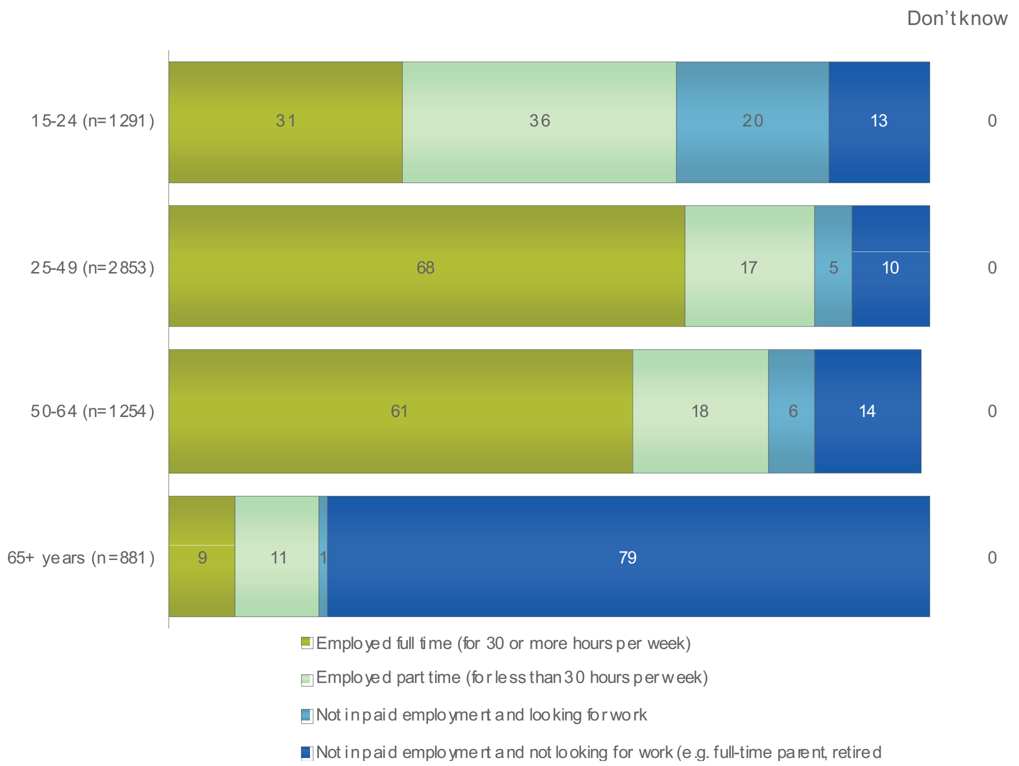
Those more likely to be employed full time (for 30 hours or more per week) are:

- Aged 25 to 49 years (68% compared to the eight cities average of 52%) and aged 50 to 64 years (61%)

Those *less* likely to be employed full time (for 30 hours or more per week) are:

- Aged 65 years or older (9%) and 15 to 24 years (31%)

Figure 10.1.2: Employment status – by age (%)



Base: All Respondents

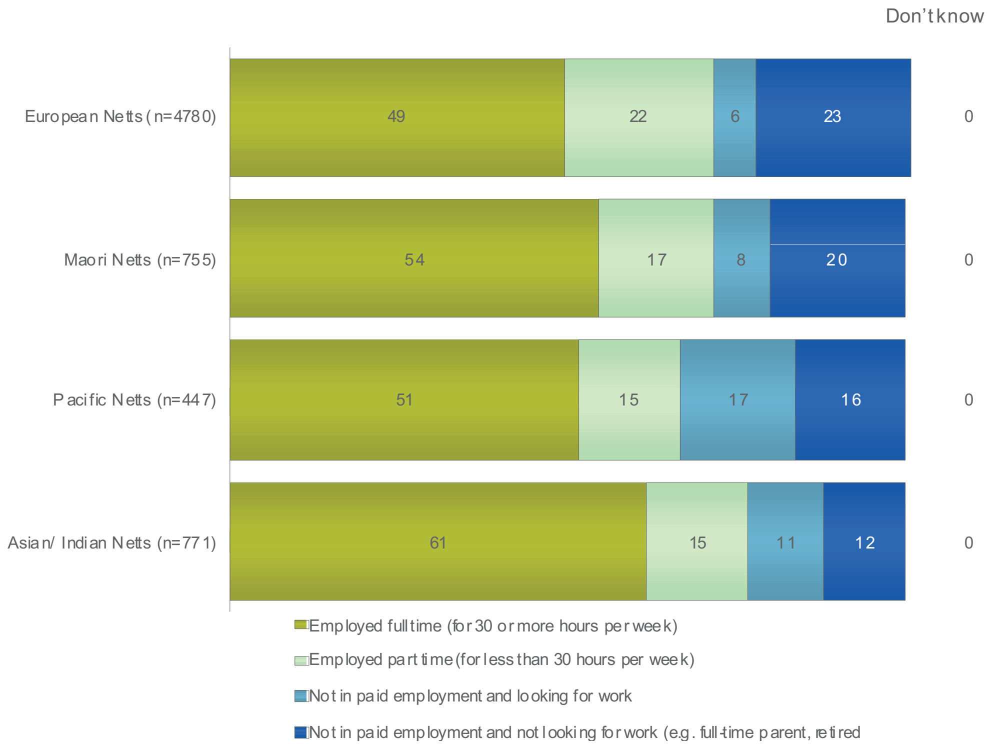
Those more likely to be employed full time (for 30 hours or more per week) are:

- Of Asian / Indian ethnicity (61% compared to the eight cities average of 52%)

Those *less* likely to be employed full time (for 30 hours or more per week) are:

- Of European ethnicity (49%)

Figure 10.1.3: Employment status – by ethnicity (%)

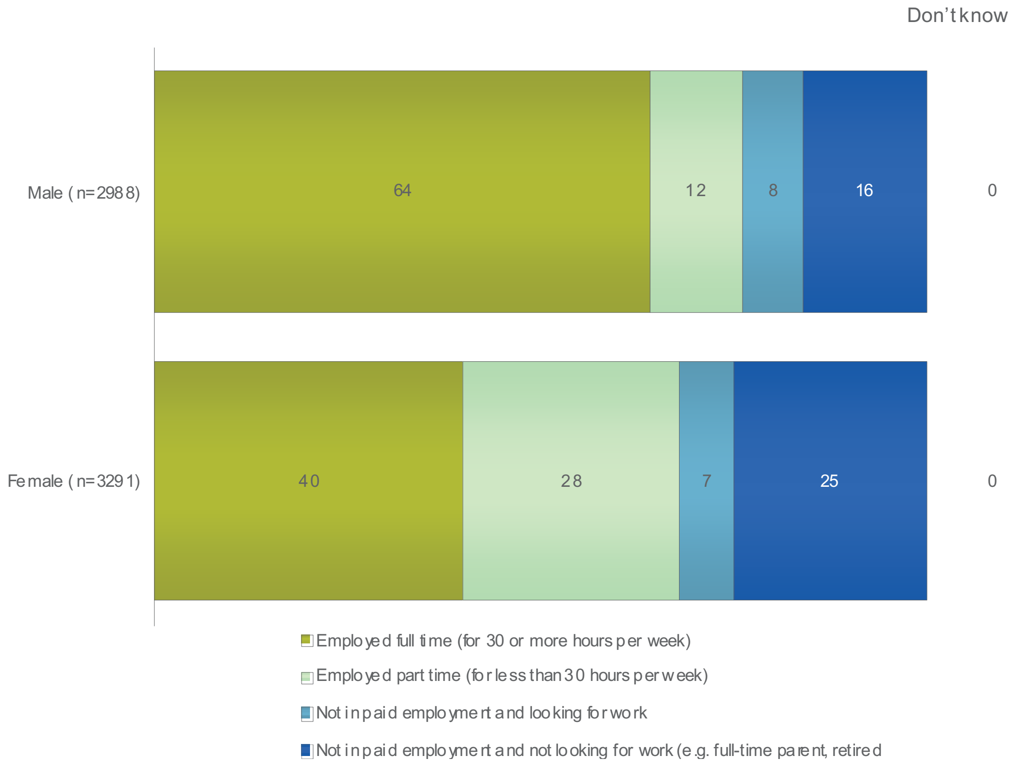


Base: All Respondents

Those more likely to be employed full time (for 30 hours or more per week) are:

- Males (64% compared to the eight cities average of 52%)

Figure 10.1.4: Employment status – by gender (%)



Base: All Respondents

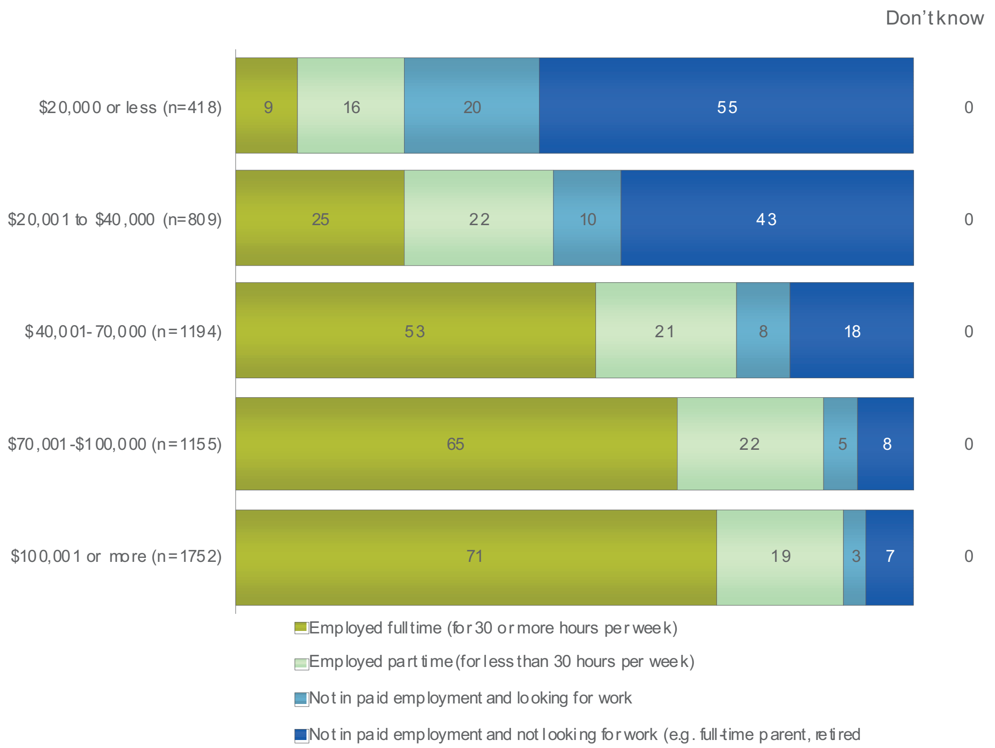
Those more likely to be employed full time (for 30 hours or more per week) have:

- A household income of $100,001 or more (71% compared to the eight cities average of 52%) and $70,000 to $100,000 (65%)

Those *less* likely to be employed full time (for 30 hours or more per week) have:

- A household income of $20,000 or less (9%) and $20,001 to $40,000 (25%)

Figure 10.1.5: Employment status – by household income (%)



Base: All Respondents

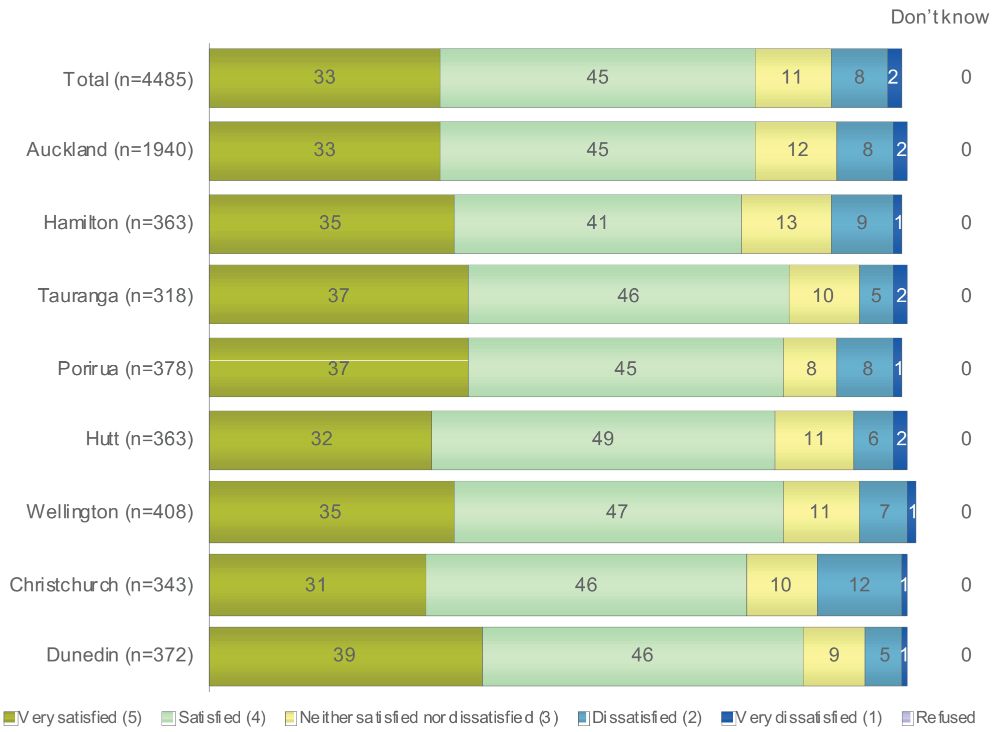
10.2 Balance between Work and Other Aspects of Life

Over three quarters (79%) of eight cities residents are satisfied with their balance between work and ofther aspects of their life, with 33% *very satisified* and 45% *satisfied.*

Those more likely to rate the balance between work and other aspects of life positively (either *very satisfied* or *satisfied*) are:

- Living in Dunedin (85% compared to the eight cities average of 79%)

Figure 10.2.1: Balance between work and other aspects of life – by location (%)

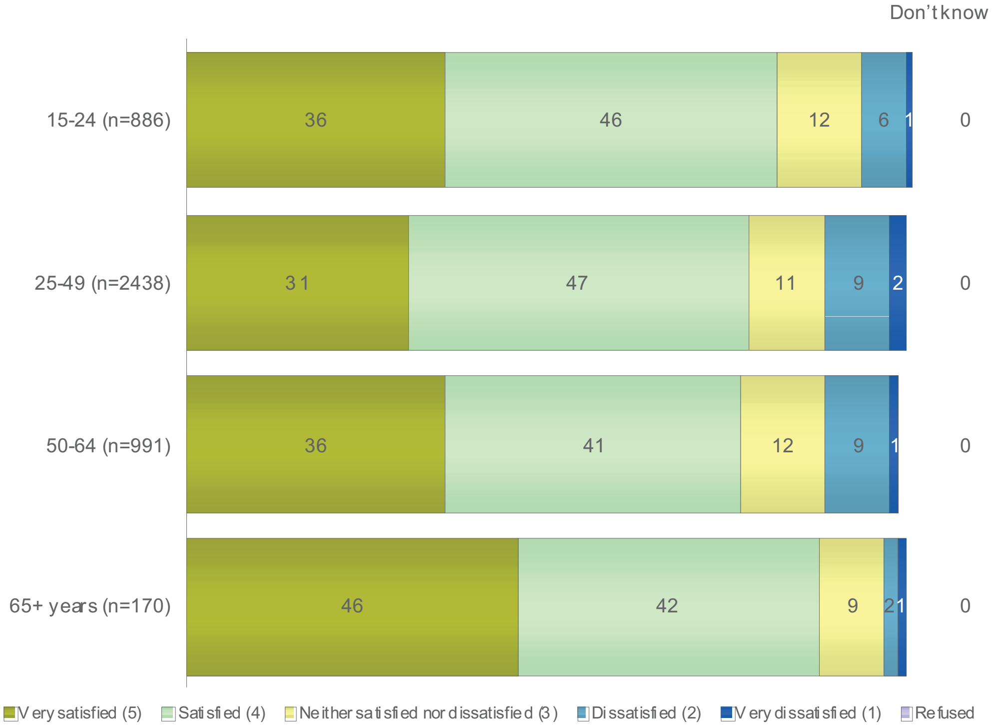


Base: Those in paid employment

Those more likely to rate the balance between work and other aspects of life positively (either *very satisfied* or *satisfied*) are:

- Aged 65 years or older (88% compared to the eight cities average of 79%)

Figure 10.2.2: Balance between work and other aspects of life – by age (%)

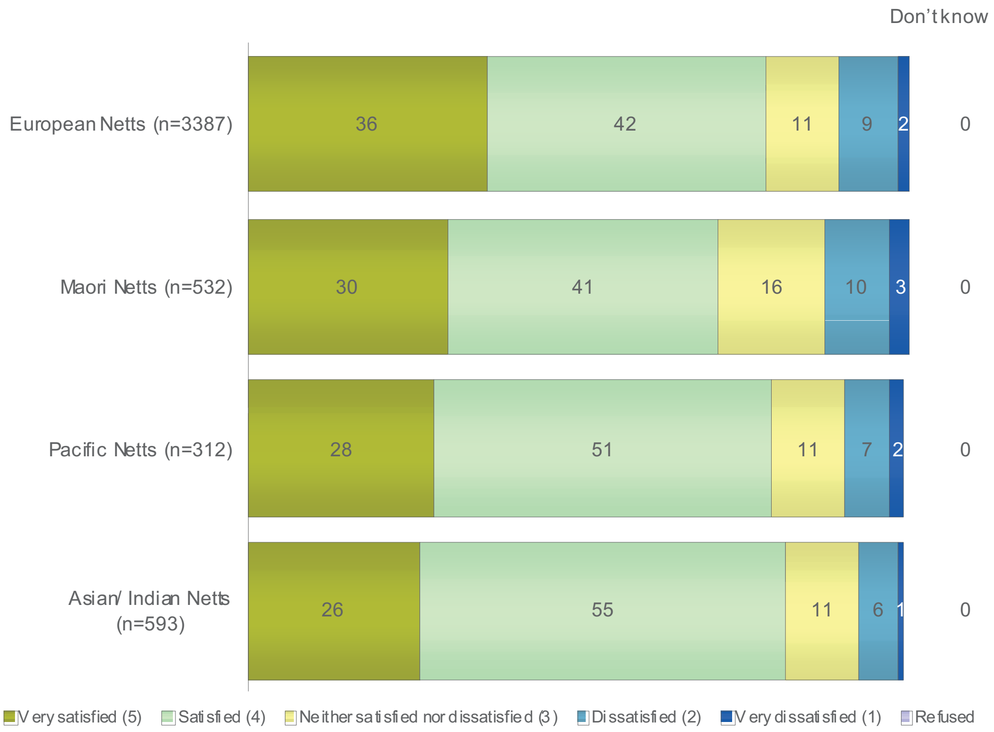


Base: Those in paid employment

Those *less* likely to rate the balance between work and other aspects of life positively (*very satisfied* or *satisfied*) are:

- Of Māori ethnicity (71% compared to the eight cities average of 79%)

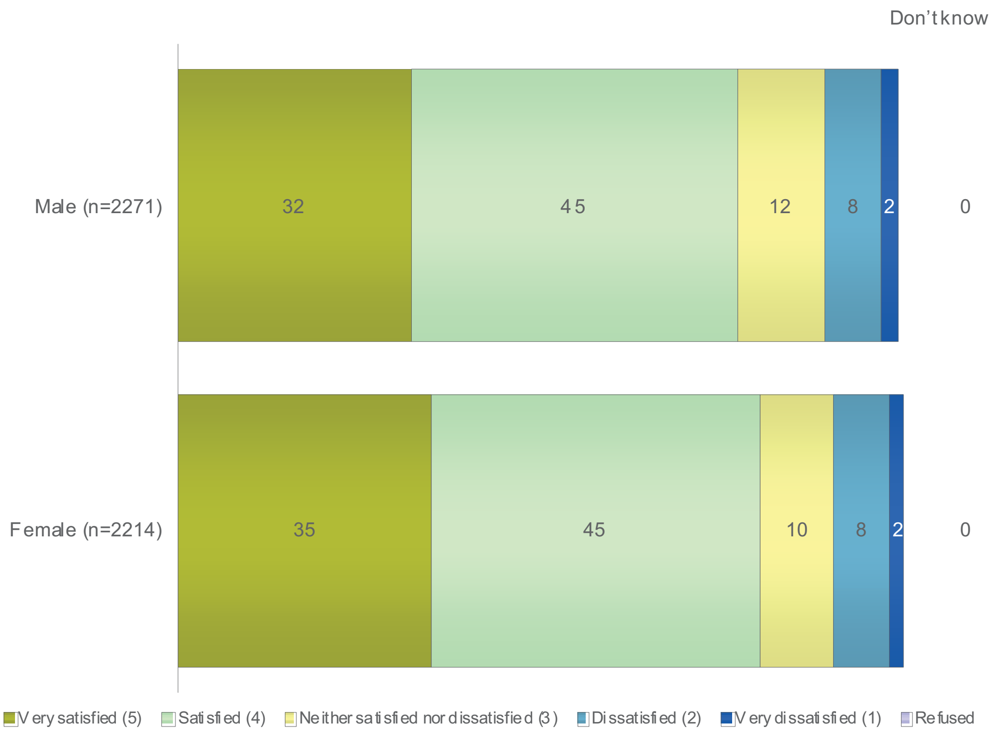
Figure 10.2.3: Balance between work and other aspects of life – by ethnicity (%)



Base: Those in paid employment

There are no significant differences by gender for eight cities residents' rating of satisfaction with the balance between work and other aspects of life.

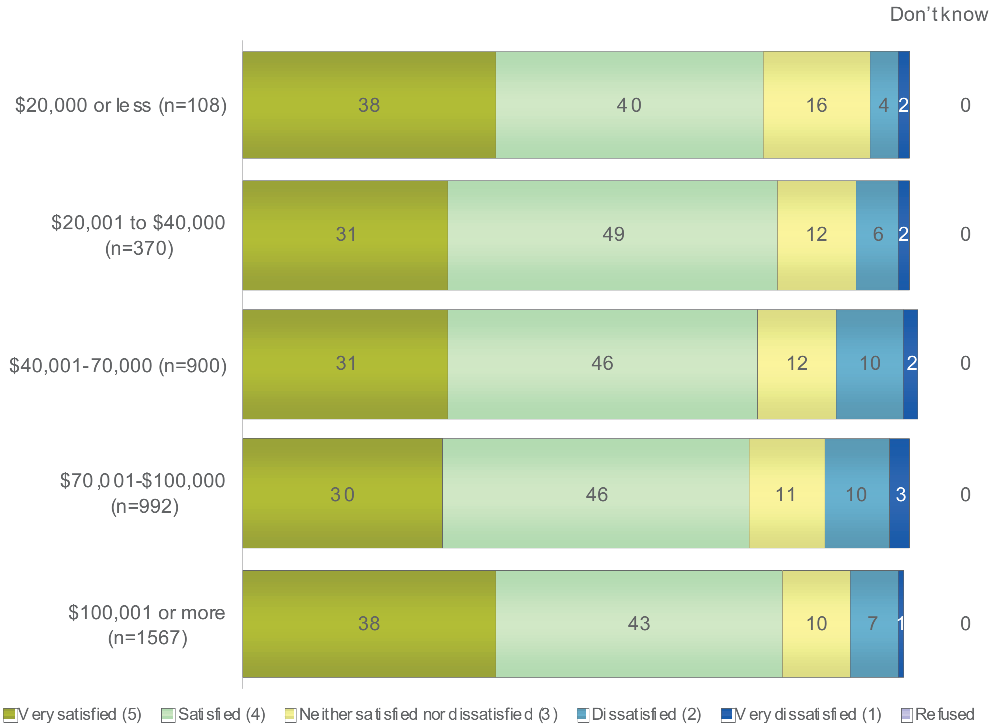
Figure 10.2.4: Balance between work and other aspects of life – by gender (%)



Base: Those in paid employment

There are no significant differences by household income for eight cities residents' rating of satisfaction with the balance between work and other aspects of life.

Figure 10.2.5: Balance between work and other aspects of life – by household income (%)



Base: Those in paid employment

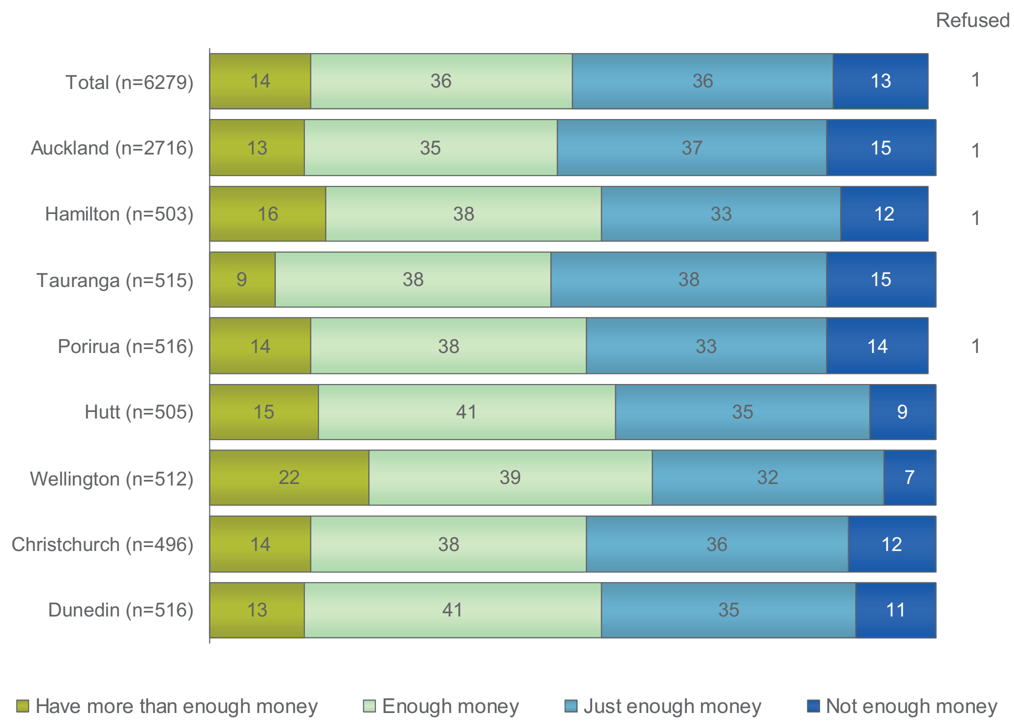
10.3 Ability to Cover Costs of Everyday Needs

The majority (86%) of eight cities residents feel they have enough money from their total income to meet their everyday needs, giving a rating of either *have more than enough* (14%), *enough* (36%), or *just enough* (36%) money.

Those more likely to say they do not have *enough money* or have *just enough money* are:

- Living in Auckland (53% compared to the eight cities average of 49%)

Figure 10.3.1: Total income to meet everyday needs – by location (%)



Base: All Respondents

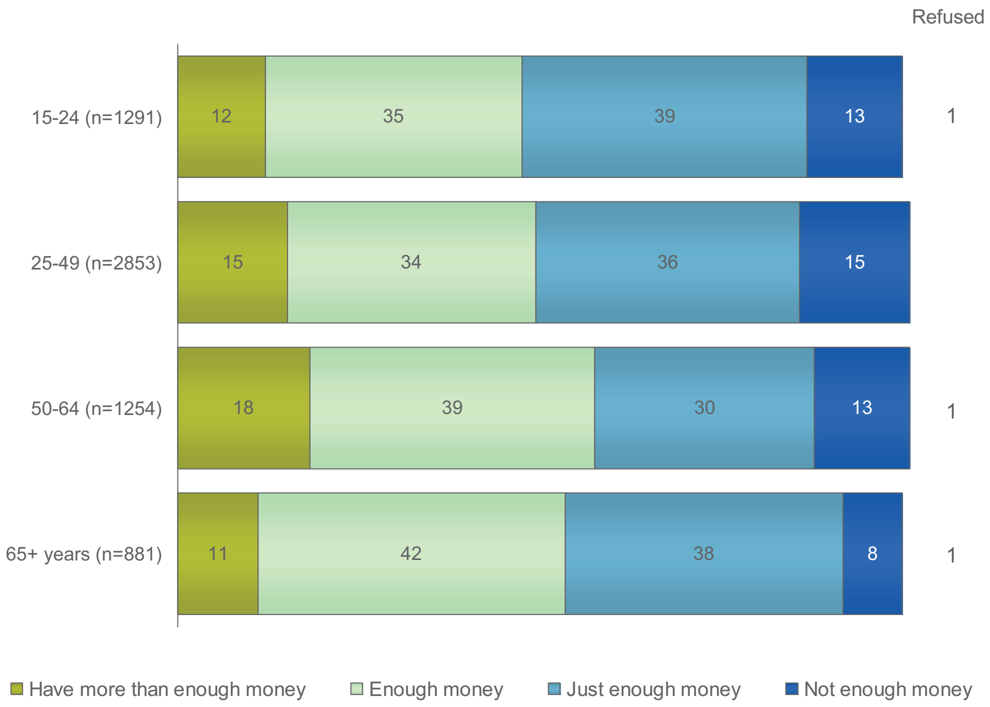
Those more likely to say they do not have *enough money* or have *just enough money* are:

- Aged 15 to 24 years (52% compared to the eight cities average of 49%)

Those *less* likely to say they do not have *enough money* or have *just enough money* are:

- Aged 50 to 64 years (42%)

Figure 10.3.2: Total income to meet everyday needs – by age (%)



Base: All Respondents

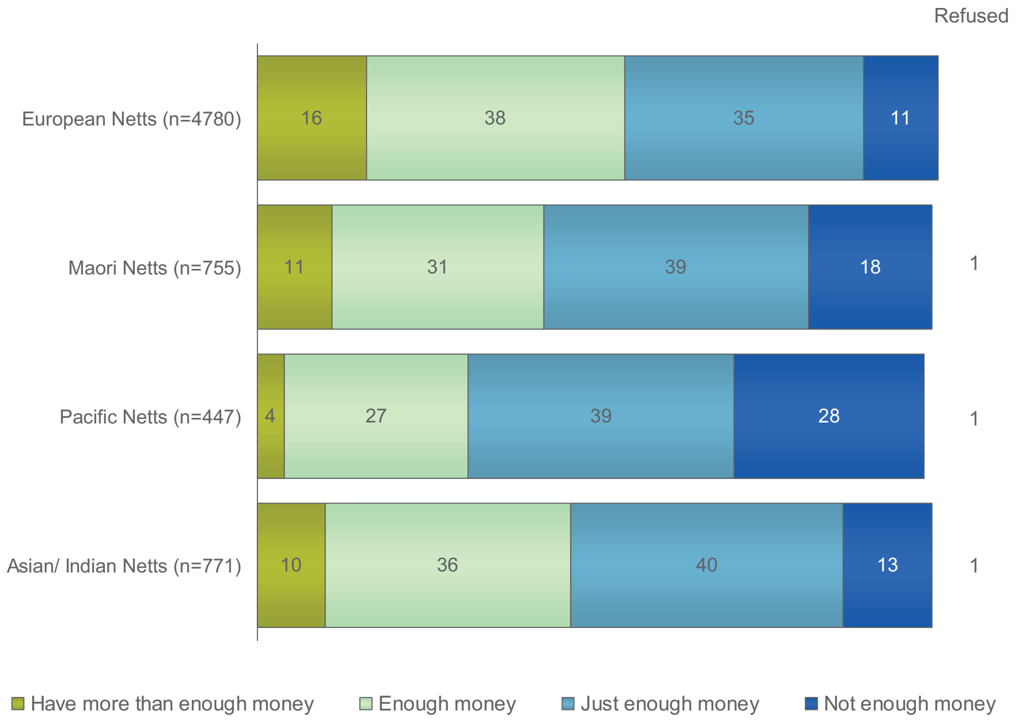
Those more likely to say they do not have *enough money* or have *just enough money* are:

- Of Pacific ethnicity (67% compared to the eight cities average of 49%) and Māori ethnicity (57%) ethnicity

Those *less* likely to say they do not have *enough money* or have *just enough money* are:

- Of European ethnicity (46%)

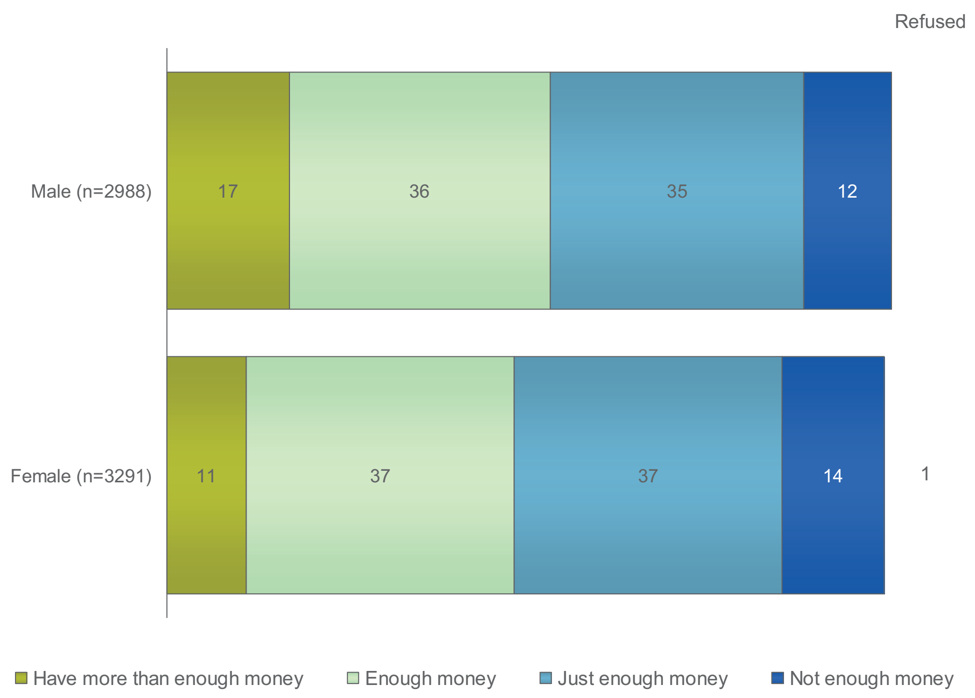
Figure 10.3.3: Total income to meet everyday needs – by ethnicity (%)



Base: All Respondents

There are no significant differences by gender for eight cities residents who say they do not have *enough money* or have *just enough money* to meet their everyday needs.

Figure 10.3.4: Total income to meet everyday needs – by gender (%)



Base: All Respondents

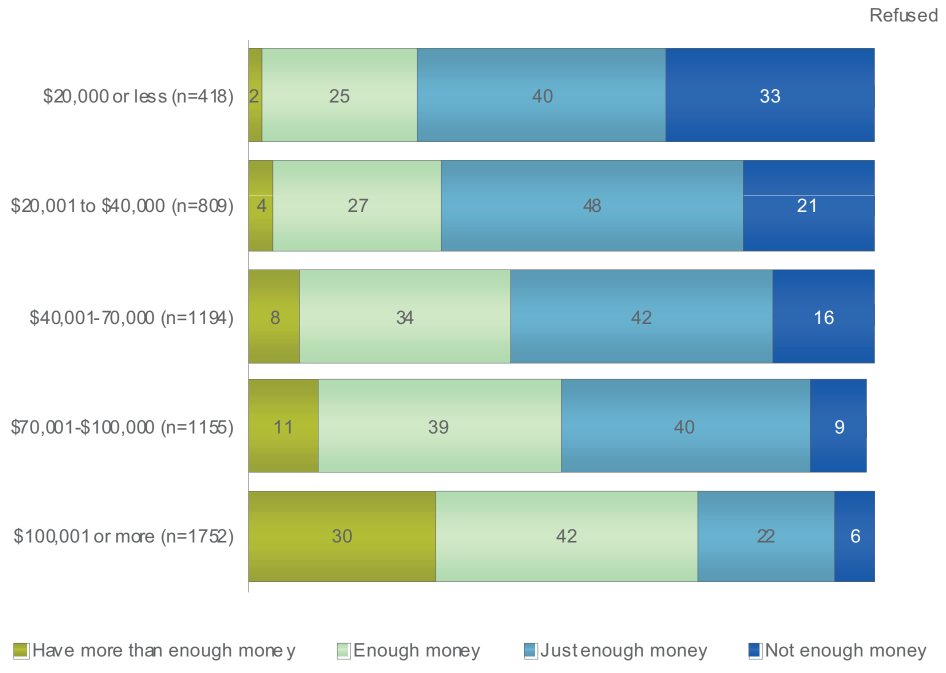
Those more likely to say they do not have *enough money* or have *just enough money* have:

- A household income of $20,000 or less (73% compared to the eight cities average of 49%), $20,001 to $40,000 (69%) and $40,001 to $70,000 (58%)

Those *less* likely to say they do not have *enough money* or have *just enough money* have:

- A household income of $100,001 or more (28%)

Figure 10.3.5: Total income to meet everyday needs – by household income (%)



Base: All Respondents

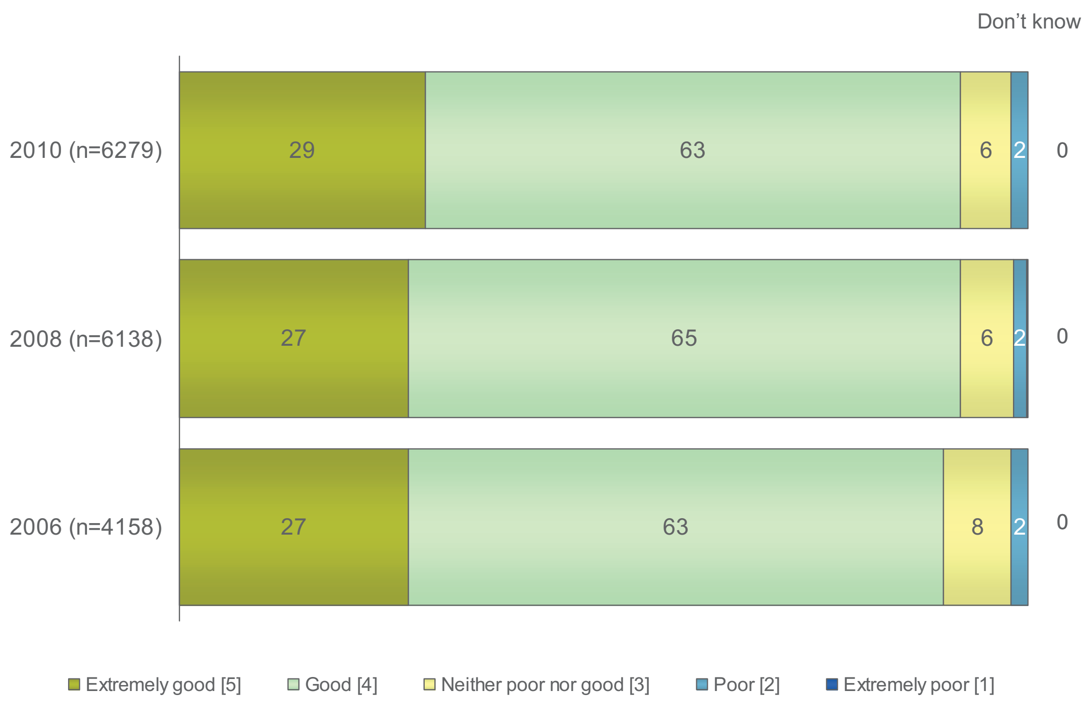
11.0 Comparing data over time

This section compares the results of the 2010 Quality of Life Survey with the 2006 and 2008 results for a number of key questions identified by the Survey Team. All significant changes over time are commented on. The 2010 eight cities are equivalent to the twelve cities in the 2008 and 2006 reports, as the five Auckland TAs have combined following local body amalgamation in the Auckland region in late 2010".

11.1 Quality of Life

There is a significant increase in the proportion of eight city residents who rate their overall quality of life as *extremely good* (29% in 2010 compared to 27% in 2008 and 2006. However, there is no difference in the proportion of eight city residents who rate their overall quality of life positively *(extremely good* or *good)* (92% in 2010 and 2008).

Figure 11.1 Rating of overall quality of life overtime

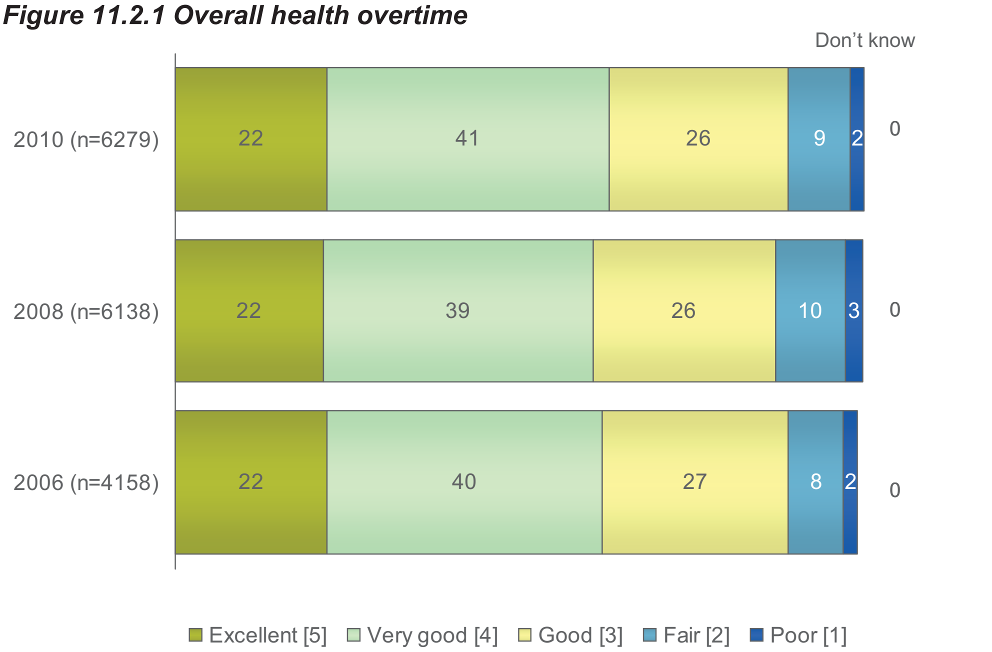


Base: All Respondents

11.2 Health and Wellbeing

There is no significant change between 2006, 2008 and 2010 in the proportion of eight city residents who rated their overall health as *excellent* or *very good.*

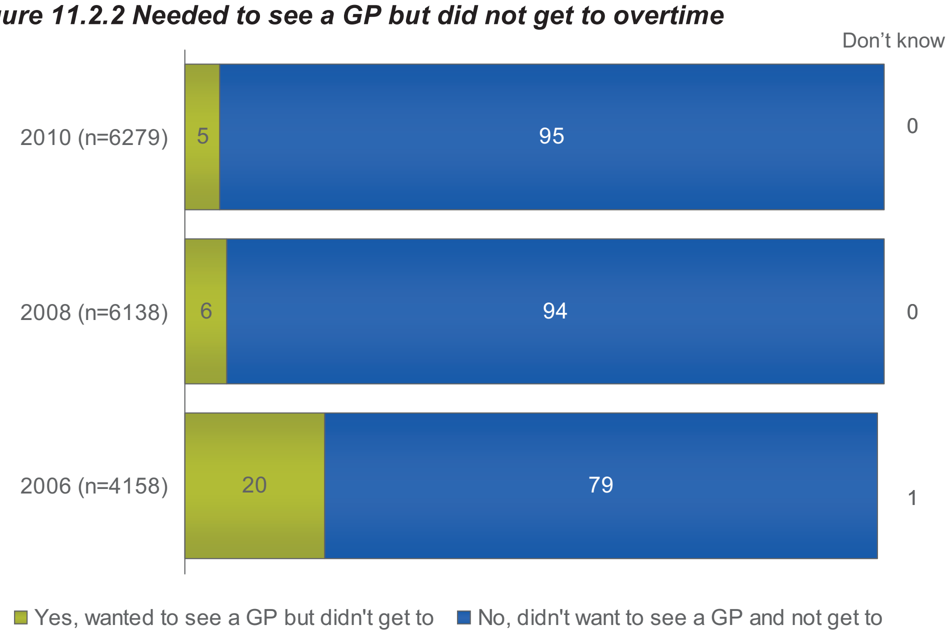
Figure 11.2.1 Overall health overtime



Base: All Respondents

There is a significant decrease in the proportion of eight city residents who needed to see a GP in the last twelve months but didn't get to (6% in 2008 to 5% in 2010). In 2008, there was an even bigger decrease from 20% in 2006.

Figure 11.2.2 Needed to see a GP but did not get to overtime

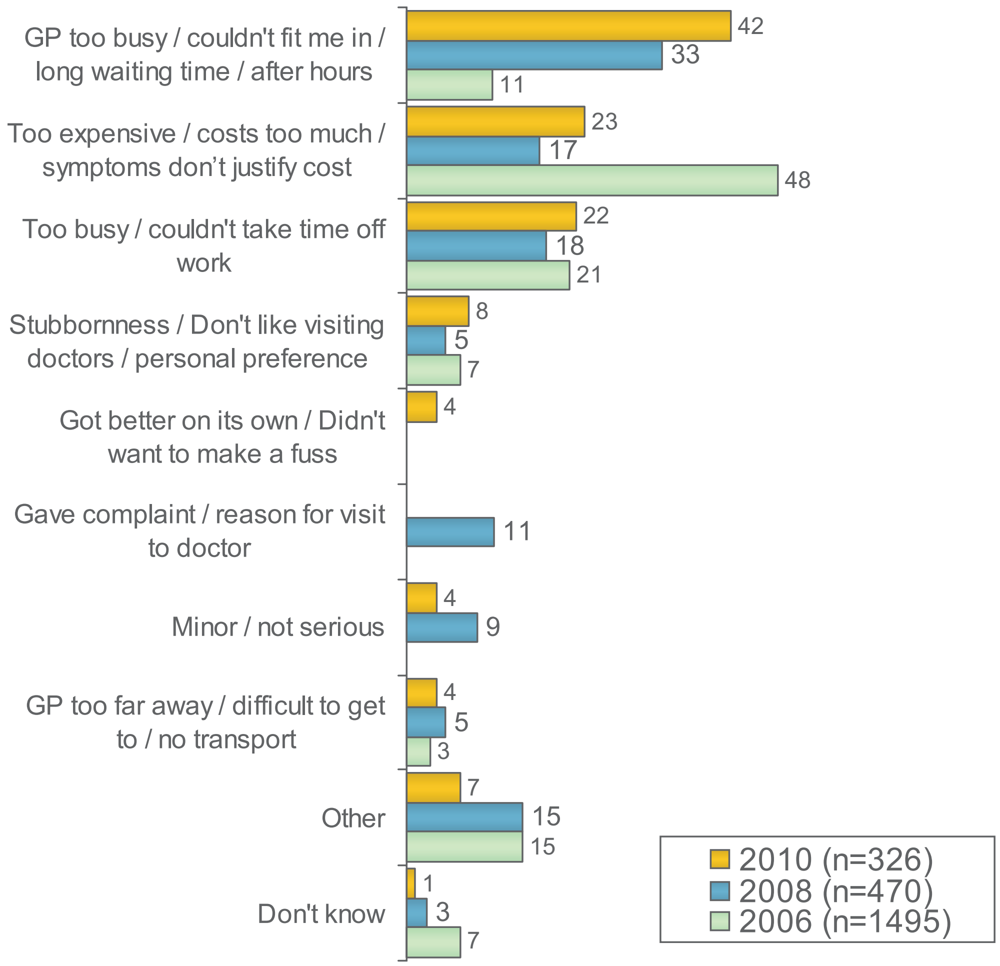


Base: All Respondents

There is a significant increase in the proportion of eight city residents who mention the reason for not getting to see a GP was because the *GP was too busy / couldn't fit me in / long waiting hours* in both 2008 and 2010 (42% in 2010 compared to 33% in 2008 and 11% in 2006).

There was a significant increase in the proportion who mention the reason for not getting to see a GP was because it was *too expensive / costs too much / symptoms don't justify cost* (23% in 2010 compared to 17% in 2008). This follows a significant decrease in 2008 to 17% from 48% in 2006.

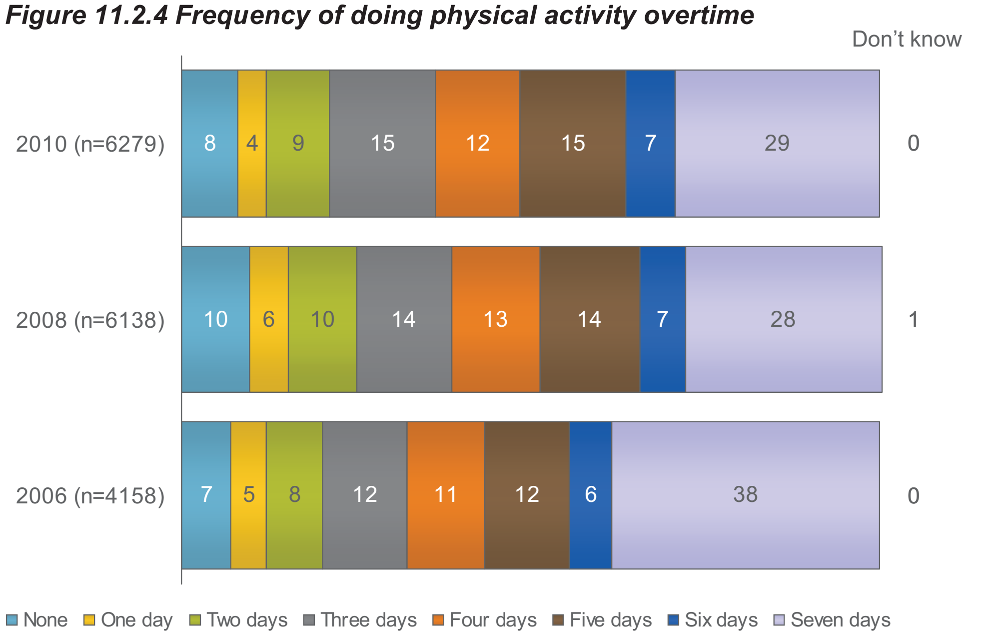
Figure 11.2.3 Reasons why didn't see a GP overtime



Base: All Respondents who wanted to see a GP but didn't

There is an increase in the number of eight city residents who have undertaken physical activity on five or more days in the last week (51% in 2010 compared to 49% in 2008). This rate is lower than what was seen in 2006 with 56% of respondents undertaking physical activity five or more days a week.

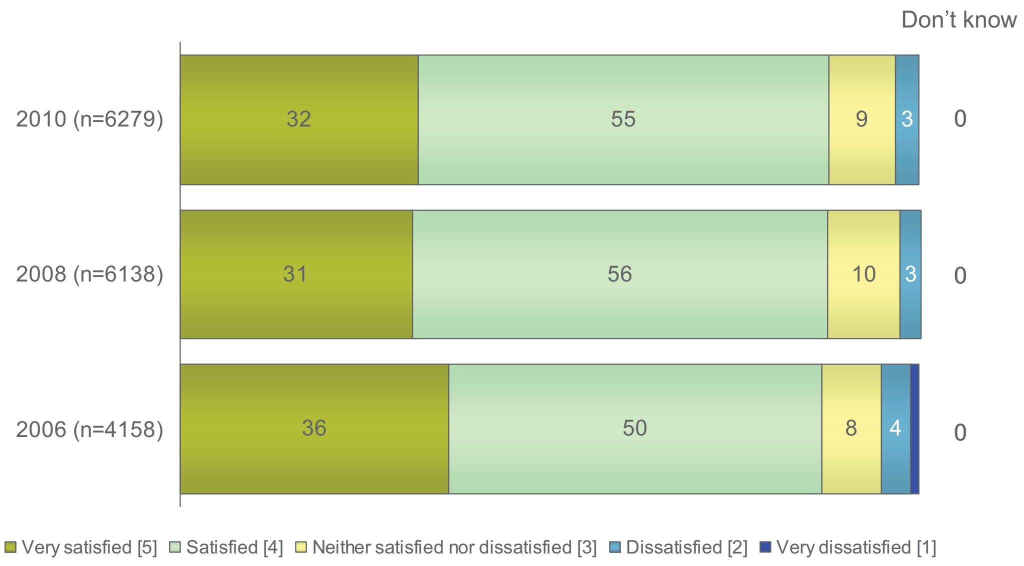
Figure 11.2.4 Frequency of doing physical activity overtime



Base: All Respondents

After there was an increase in the proportion of New Zealand residents who were *satisfied* or *very satisfied* with their life in general in 2008 (88% in 2008 compared to 86% in 2006 at a national level), there is no signicant change between 2008 and 2010.

11.2.5 Satisfaction with life in general overtime

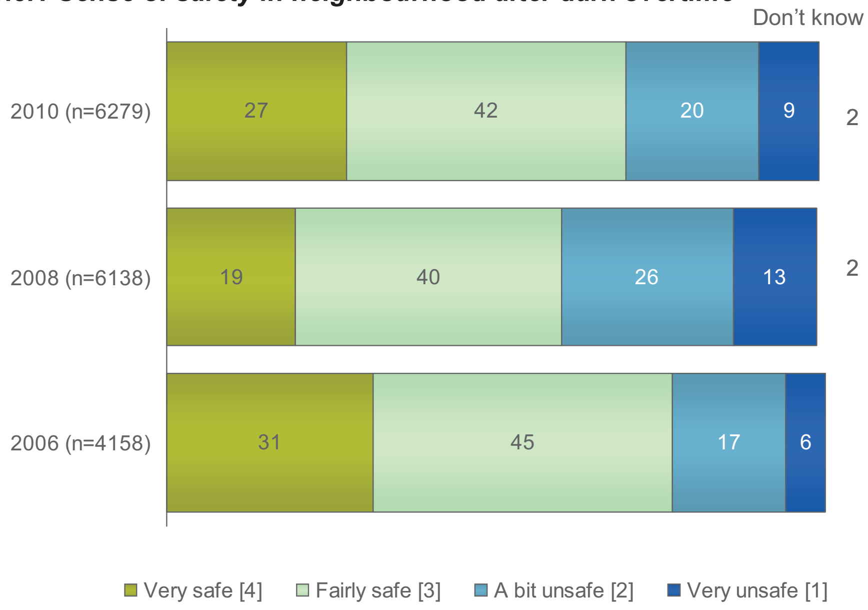


Base: All Respondents

11.3 Crime and Safety

There is a significant increase from 2008 to 2010 in the proportion of eight city residents who say they feel *fairly safe* or *very safe* walking alone in their neighbourhood after dark, however this is still lower than the sense of safety seen in 2006 (69% in 2010 compared to 59% in 2008 and 76% in 2006).

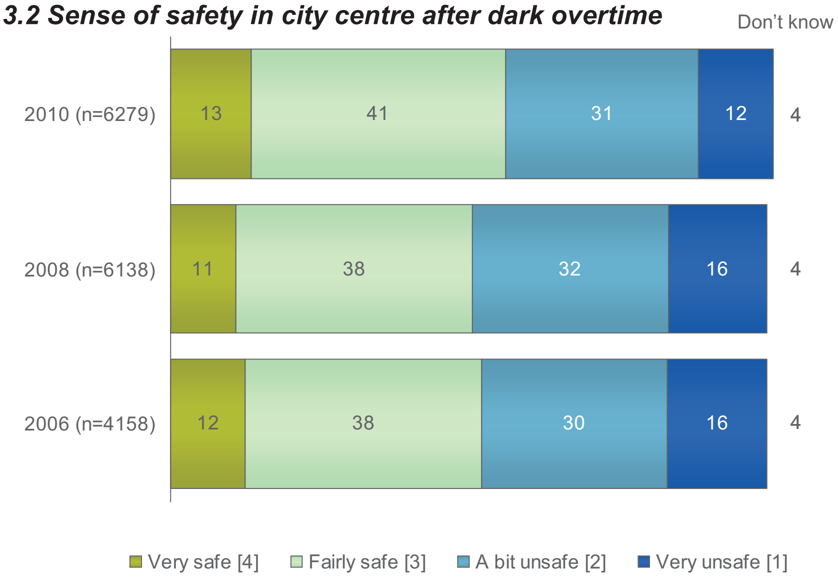
11.3.1 Sense of safety in neighbourhood after dark overtime



Base: All Respondents

There is a significant increase in the proportion of eight city residents who mention they feel *fairly safe* or *very safe* in the city centre after dark (54% in 2010 compared to 49% in 2008).

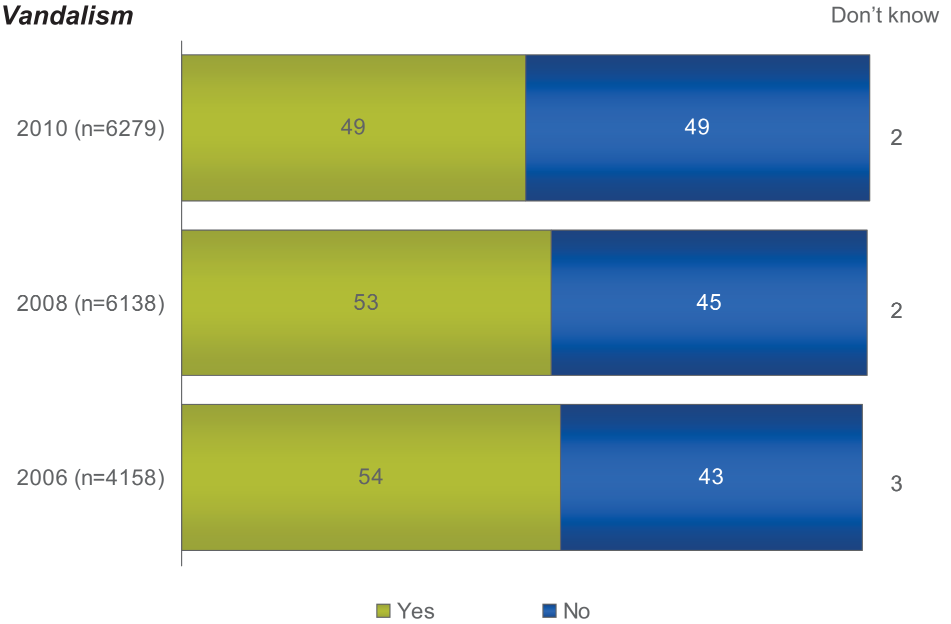
11.3.2 Sense of safety in city centre after dark overtime



Base: All Respondents

There is a decrease in the proportion of eight city residents who view vandalism as a problem in their area over the last 12 months (53% in 2008 to 49% in 2010).

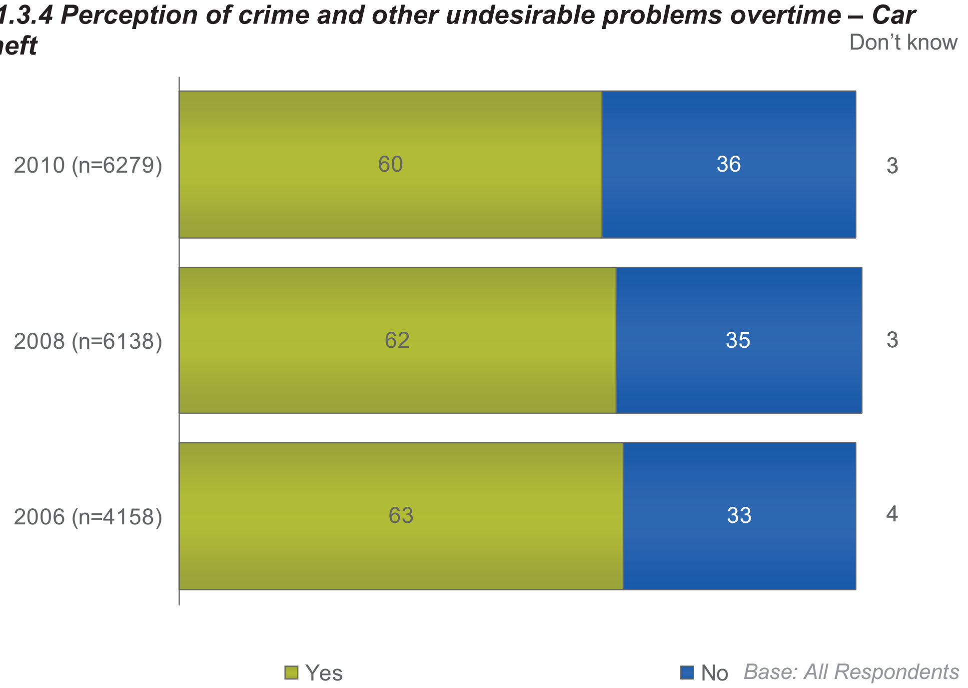
11.3.3 Perception of crime and other undesirable problems overtime – Vandalism



Base: All Respondents

There is a decrease in the proportion of eight city residents who view car theft or damage to cars as a problem in their area over the last twelve months (62% in 2008 to 60% in 2010).

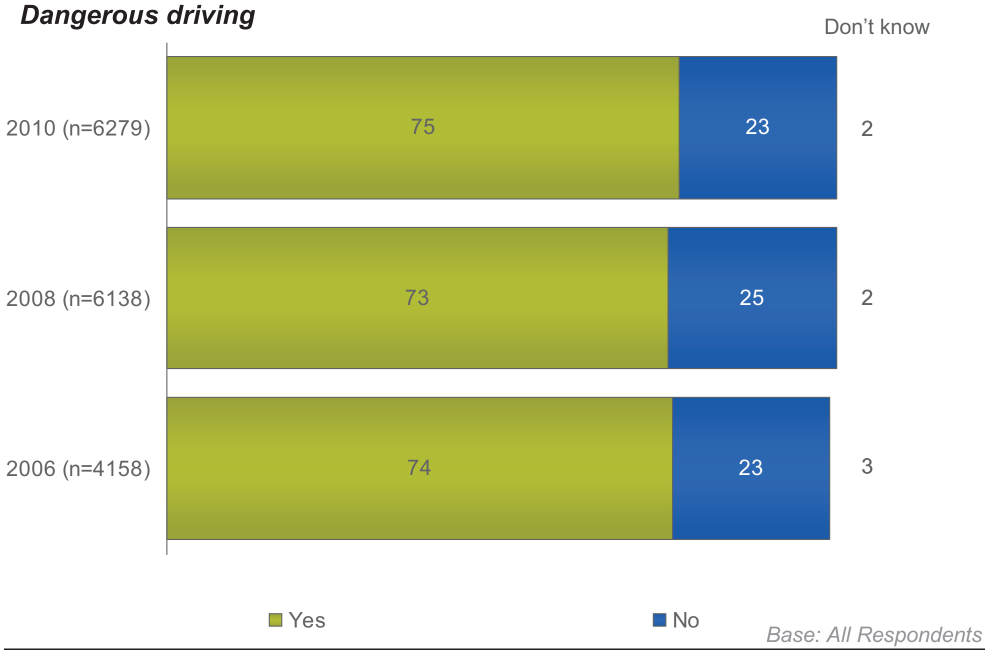
11.3.4 Perception of crime and other undesirable problems overtime – Car theft



Base: All Respondents

There is an increase in the proportion of eight city residents who view dangerous driving as a problem within their area over the last twelve months (75% in 2010 compared to 73% in 2008).

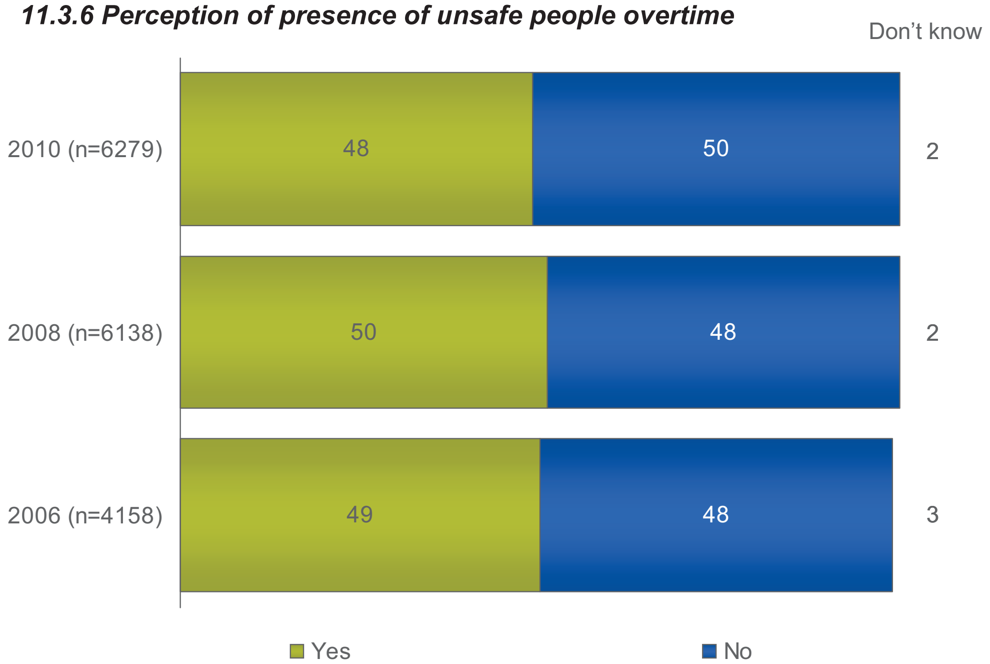
11.3.5 Perception of crime and other undesirable problems overtime – Dangerous driving



Base: All Respondents

There is a decrease in the proportion of eight city residents who view the presence of unsafe people as a problem within their area over the last twelve months (50% in 2008 to 48 % in 2010).

11.3.6 Perception of presence of unsafe people overtime

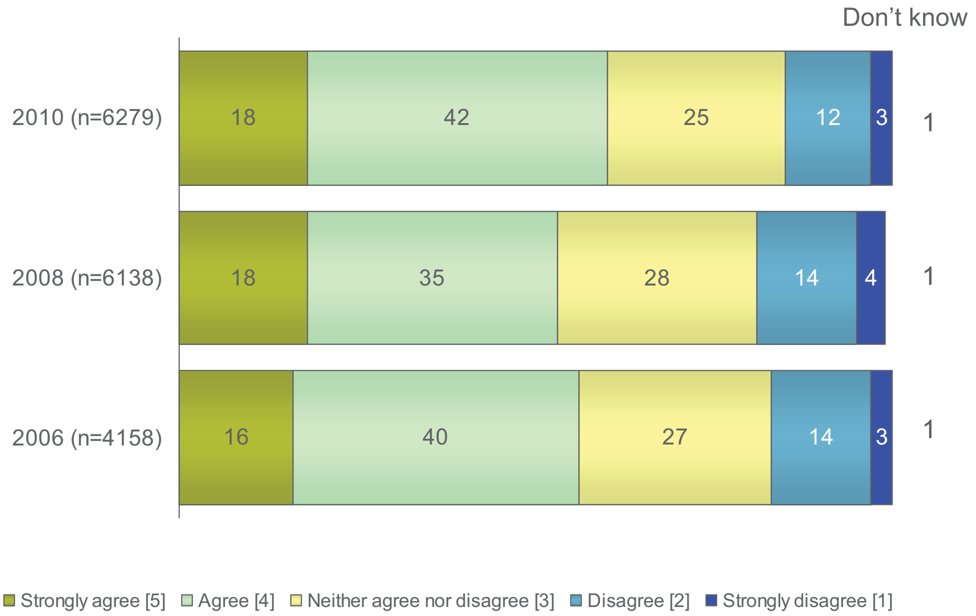


Base: All Respondents

11.4 Community, Culture and Social Networks

There is a significant increase in the proportion of eight city residents who feel a sense of community with others in their local neighbourhood (60% *agree* or *strongly agree* in 2010 compared to 53% in 2008).

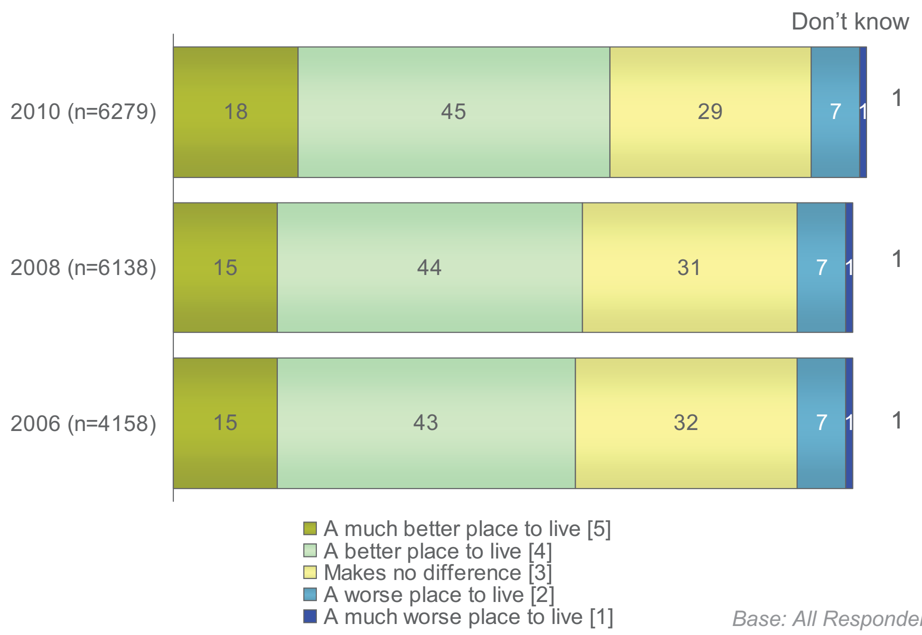
11.4.1 Feel a sense of community overtime



Base: All Respondents

There is a significant increase in the proportion of eight city residents who state that their region was *a much better place to live* or *a better place to live* due to greater cultural diversity (63% in 2010 compared to 59% in 2008).

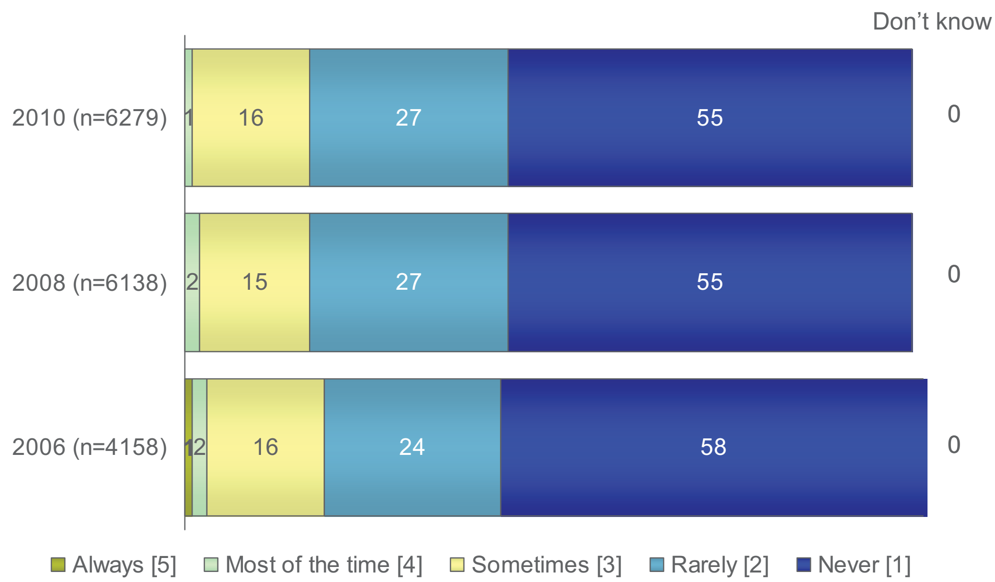
11.4.2 Impact of greater cultural diversity overtime



Base: All Respondents

There is no difference between 2008 and 2010 for the proportion of eight city residents who *rarely* or *never* felt isolated or lonely in the past twelve months (both 2008 and 2010 are 82%).

11.4.3 Feeling of isolation overtime

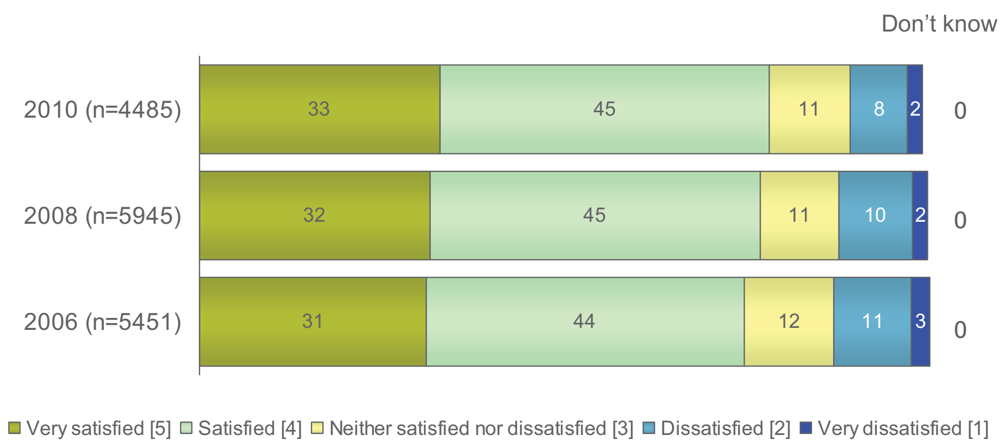


Base: All Respondents

11.6 Lifestyle – Work and Study

There is an increase over time in the proportion of eight city residents who say they are *satisfied* or *very satisfied* with the balance between work and other aspects of life (78% in 2010 compared to 77% in 2008 and 75% in 2006)

11.6.1 Balance between work and other aspects of life overtime



Base: All respondents in paid employment

There is no difference in the proportion of eight city residents who say they have *enough money* or *have more than enough money* to meet their everyday needs (50% in 2010 compared to 50% in 2008 and 52% in 2006).

11.6.2 Ability to cover costs of everyday needs over time

Base: All Respondents

Appendix I - Sample Profile

Appendix Table 1.1: Gender distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Male	48	48
Female	52	52

Base: All respondents

Appendix Table 1.2: Age distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
15-24 years	21	20
25-49 years	45	47
50-64 years	20	19
65 years +	14	13

Base: All respondents

Appendix Table 1.3: Ethnicity distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
European	76	74
Māori	12	9
Pacific Peoples	7	8
Asian / Indian	12	15
Other	1	1
Unknown	0	0

Base: All respondents
Note: Multiple response question, columns may add to more than 100%

Appendix Table 1.4: Location distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Auckland	43	55
Hamilton	8	5
Tauranga	8	4
Porirua	8	2
Hutt City	8	4
Wellington	8	8
Christchurch	8	15
Dunedin	8	5

Base: All respondents

Appendix Table 1.5: Pacific ethnic distribution (%)

	Eight Cities (n=447)	
	Unweighted	Weighted
Samoan	36	35
Cook Islands	19	16
Tongan	15	19
Niuean	9	10
Other Pacific	27	24

Base: Those who identified themselves as Pacific
Note: Multiple response question, columns may add to more than 100%

Appendix Table 1.6: Asian / Indian ethnic distribution (%)

	Eight Cities (n=771)	
	Unweighted	Weighted
Chinese	23	23
Indian	40	42
Other Asian	38	37

Base: Those who identified themselves as Asian / Indian
Note: Multiple response question, columns may add to more than 100%

Appendix Table 1.7: Distribution by number of people per household (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
One	9	8
Two	24	23
Three	19	20
Four	26	26
Five	14	14
Six	5	5
Seven	2	2
Eight	1	1
Nine of more	0	0
Refused	0	0

Base: All respondents

Appendix Table 1.9: House ownership distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
You own this house/flat/apartment	31	30
You jointly own this house/flat/apartment with other people	28	28
A family trust owns this house/flat/apartment	2	2
Parents / other family members or partner own this house/flat/apartment	24	24
A private landlord who is NOT related to you owns this house	12	12
A local authority or city council owns this house/flat/apartment	0	0
Housing New Zealand owns this house/flat/apartment	3	3
Other State landlord (such as Department of Conservation, Ministry of Education)	0	0
Refused	0	0
Don't know	0	0

Base: All respondents

Appendix Table 1.10: Personal annual pre-tax income distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Loss	0	0
No income	4	5
Less than $10,000	13	14
$10,001 - $20,000	13	12
$20,001 - $30,000	11	10
$30,001 - $40,000	11	11
$40,001 - $50,000	10	11
$50,001 - $60,000	8	8
$60,001 - $70,000)	6	6
$70,001 - $100,000	9	9
More than $100,000	8	8
Refused	4	4
Don't know	3	3

Base: All respondents

Appendix Table 1.11: Household annual pre-tax income distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Loss	0	0
No income	0	0
Less than $10,000	2	2
$10,001 - $20,000	5	4
$20,001 - $30,000	7	6
$30,001 - $40,000	6	6
$40,001 - $50,000	6	6
$50,001 - $60,000	7	6
$60,001 - $70,000	6	6
$70,001 - $100,000	18	18
More than $100,000	27	28
Refused	5	5
Don't know	10	11

Base: All respondents

Appendix Table 1.12: Employment status distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Employed full time (for 30 or more hours per week)	51	52
Employed part time (for less than 30 hours per week)	20	20
Not in paid employment and looking for work	8	8
Not in paid employment and not looking for work (e.g. full-time parent)	21	20
Refused	0	0
Don't know	0	0

Base: All respondents

Appendix Table 1.13: Highest education qualification distribution (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Less than school certificate or less than 80 credits for NCEA	8	8
School certificate or NCEA Level 1	6	6
Sixth form certificate or NCEA Level 2	5	5
Higher School certificate/higher leaving certificate	4	4
National certificate/NZQA	4	4
University entrance from bursary exam	4	4
NZ A or B Bursary or NCEA Level 3	8	8
University Scholarship or NCEA Level 4	0	0
Overseas School Qualifications	1	1
Trade certificate	8	8
National diploma	7	7
Teaching or nursing certificate/diploma	4	4
Bachelors degree	20	21
Postgraduate degree (Honours, Masters, PhD)	8	8
Postgraduate diploma	2	2
Other	7	7
Refused	0	0
Don't know	2	2

Base: All respondents

Appendix Table 1.14: Distribution by time spent living in current area (%)

	Eight Cities (n=6279)	
	Unweighted	Weighted
Less than 1 year	1	1
1 year to just under 2 years	1	1
2 years to just under 5 years	6	6
5 years to just under 10 years	12	12
10 years or more	79	80
Don't know	0	0

Base: All respondents

Appendix Table 1.15: Distribution by time spent living in New Zealand (%)

	Eight Cities (n=1650)	
	Unweighted	Weighted
Less than 1 year	0	0
1 year to just under 2 years	1	1
2 years to just under 5 years	8	8
5 years to just under 10 years	21	22
10 years or more	70	69
Refused	-	-
Don't know	0	0

Base: All respondents

Appendix II – Response to Open Ended Questions (weighted)

Introduction

Throughout the report, responses to open-ended questions have shown codes with 5% or more respondents only. This section of the Appendix shows all responses for each of the open-ended questions.

1. Quality of Life

Appendix Table 2.1 Components of quality of life (%)

Components of quality of life	% (n=6279)
Family / good family relationships – husband / wife / partner / children / relatives	54
Financial stability / security / income / enough money to live on / good standard of living	30
Health / good health (able to look after myself, being independent)	28
Work / employment / my career / job satisfaction	26
Environment / surroundings / location - the country / outdoors / the city / not overcrowded	23
Friends	19
Recreation / leisure time / facilities / hobbies / exercise / activities / interests / entertainment	14
House / home / a roof over my head	14
Lifestyle / relaxed lifestyle / well being / quality of life / living in NZ / living conditions / living standards / work / life balance	10
Education	7
Safety / general safety / not much crime	7
Community / my community / community feeling	6
Happiness / peace of mind	6
Spiritual happiness / religion / church	5
Climate / the weather	5
Food	5
Transport / car	2

Freedom / freedom of speech / freedom of choice / freedom to do what I want	2
Public services / infrastructure / utilities (water, clean water, power, telecommunications)	2
Local amenities / community services readily available (shops, library)	1
Access to medical / health facilities / doctor / hospital	1
Clean environment / clean air / no pollution	1
Stable government / country / peaceful country / national economy	1
People / friendly people	1
Government support / welfare (including Gold card, student allowances)	1
Opportunities	0
Culture / cultural / ethnic equality / diversity	0
Pets / animals	0
Other	3
None	0
Don't know	2

Base: All respondents

2. Health

Appendix Table 2.2: Reasons for not visiting general practitioner when wanted (%)

Reasons for not visiting general practitioner when wanted	% (n=)
GP too busy / couldn't fit me in / long waiting time / after hours	42
Too expensive / costs too much / symptoms don't justify cost	23
Too busy / couldn't take time off work	22
Stubbornness / don't like visiting doctors / personal preference	8
Got better on its own / didn't want to make a fuss	4
GP too far away / difficult to get to / no transport	4
Minor / not serious	4
Lack of childcare	-
Other	7
Refused	-
Don't know	1

Base: those who wanted to see a GP in last twelve months but didn't get to

3. Crime and Safety

Appendix Table 2.3: Reasons for feeling unsafe iin city centre after dar) (%)

Reasons for feeling unsafe	% (n=2597)
People who feel dangerous to be around	33
Alcohol and drug problem in the area	26
Media publicising crime / crime rates increasing	19
Too many youths / youth problem	18
Crime - experienced (by respondent or family member or friend)	14
Unsavoury people / race / low class / vandalism / taggers	13
Element of doubt / don't feel comfortable / threatening / being cautious	10
Dark / poor lighting	6
Lack of police presence / security surveillance	4
No one around / not many people around / don't feel safe on my own	2
Gender of respondent	2
Age of respondent	2
Speeding vehicles / boy racers	1
Unfamiliar area / don't know area well	1
Area unsafe / rough / bad name / not good area	1
Unsafe buildings and other structures / rubble due to recent earthquakes	0
Other	2
Refused	0
Don't know	1

Base: those who do not feel safe in city centre after dark

4. Community and Culture

Appendix Table 2.4: Reasons why cultural diversity has a positive impact on city (%)

Reasons why cultural diversity has a positive impact on city	% (n=3865)
Diversity good / broader perspective, outlook / brings new ideas	51
Good to learn about other cultures / stops racism / teaches tolerance	33
Good to mix with different cultures / makes you appreciate different cultures (including own)	29
Makes the city more vibrant and interesting	12
More interesting food / more choice / better restaurants	11
Add to the culture of the city / arts / diversity of products / shops	10
Better sense of community – relaxed / happy / friendly / good place to live	8
Helps the labour force / more jobs / more workers / boosts the economy	3
Safe / safer place / feel safe	1
Lack of integration into NZ society / don't mix / don’t adopt our habits / customs / road rules	0
Taking us over / taking our shops, jobs, etc	0
Inability to communicate / speak English	0
Causes racial disharmony / racial tension	0
Crime / criminal acts / gangs - unsafe environment	0
Too many foreigners / too many different cultures	-
Other	5
Refused	0
Don't know	1

Base: those who think the increasing number of people with different lifestyles and cultures from different countries make their local area a better place to live

Appendix Table 2.5: Reasons why cultural diversity has a negative impact on city (%)

Reasons why cultural diversity has a negative impact on city (%)	**% (n=422)**
Lack of integration into NZ society / don't mix / don't adopt our habits / customs / road rules	38
Too many foreigners / too many different cultures	23
Taking us over / taking our shops, jobs, etc	17
Causes racial disharmony / racial tension	12
Crime / criminal acts / gangs - unsafe environment	11
Inability to communicate / speak English	10
Good to mix with different cultures / makes you appreciate different cultures (including own)	0
Better sense of community – relaxed / happy / friendly / good place to live	0
Good to learn about other cultures / stops racism / teaches tolerance	0
More interesting food / more choice / better restaurants	-
Helps the labour force / more jobs / more workers / boosts the economy	-
Add to the culture of the city / arts / diversity of products / shops	-
Diversity good / broader perspective, outlook / brings new ideas	-
Makes the city more vibrant and interesting	-
Safe / safer place / feels safe	-
Other	19
Refused	1
Don't know	2

Base: those who think the increasing number of people with different lifestyles and cultures from different countries make their local area a worse place to live

5. Council Processes

Appendix Table 2.6: Reasons for a lack of confidence in Council decision making process (%)

Reasons for a lack of confidence in Council decision making process	% (n=672)
Lack of public consultation / don't listen to public submissions	31
Do not like specific decisions or outcomes of the decisions they've made (e.g. stadiums, roads, etc)	23
Do not agree in general with decisions the council has made	19
Have their own agendas / make decisions to suit themselves	17
Waste money / are in a bad financial position	15
Poor quality of councillors / cowboys / not trustworthy / need a more diverse mix of people / lack knowledge / experience	9
Unhappy with rates / rating structure (including rates too high for services provided / have to pay extra for some services)	7
Lack fairness / are biased in decision making / influenced by big businesses / lobbyists	6
Too political / in fighting	4
Nothing has been done / no changes made / still lack services (including not addressing crime problem)	4
Make short term (popular) decisions with disregard to available services / current infrastructure / not forward thinking	4
Not open / transparent (including do not keep us informed	3
Not looking after all areas / suburbs / too much emphasis on central area	1
Too concerned with money / money driven	1
Lack of concern for the environment	1
Indecisive / slow to act / make decisions	0
Other	5
Don't know	3
Refused	-

Base: those who do not have confidence Council makes decisions in their best interest

6. Built and Natural Environment

Appendix Table 2.7: Reasons for pride in city's look and feel (%)

Reasons for pride in city's look and feel	% (n=4104)
Good place to live / lifestyle / happy here / it's nice (including quite / peaceful)	19
Nice green city / beautiful parks and gardens / lots of gardens	13
Clean / no litter / clean and tidy / properties / public areas well maintained	12
Helpful / friendly / welcoming people / good sense of community / community spirit	10
This is where I grew up / raised my family / have friends and family here	6
Good facilities and services	5
Safe / not too much crime	5
Scenery / attractiveness of area	4
Beaches / harbour - beautiful / good access	3
Location-handy / close to everything / accessible	2
Diverse culture and people	2
Good size / population size / compact / not too big	2
Council doing a good job	1
Developing / growing / going forward / lots of improvements / vibrant	1
Lots of things going on / to do / to see	1
Good climate / weather	1
Nice but could improve / always room for improvement	1
Appealing shopping areas / inner city	1
Drab / dowdy / needs sprucing up / better maintenance	0
Heritage / history / old buildings	0
Employment / business / economic reasons (positive)	0
Some areas good / others are poor / need improvement	0

Looks dirty / rubbish everywhere	0
Lack of infrastructure / some facilities could be better	0
Crime and safety issues	0
Roading / traffic problems	0
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	0
Lack of employment / business / shops closing / economic reasons (negative)	0
Rough / rowdy element / low socio-economic area / poor reputation	0
Graffiti / vandalism	0
Average place to live / just another suburb / it's ok	0
Poor planning / lack of forward planning / no development / growth / not vibrant	0
Needs improvement / not appealing / boring / don't like it	0
No sense of community / could be more friendly	0
Continued presence in the city of earthquake related damage (e.g. damaged buildings, building rubble and bricks on roads / footpaths and building sites, roads and footpaths blocked off, damage to roads and other infrastructure such as sewerage and water pipes	0
Old buildings pulled down / in-fill / unattractive new buildings	0
Other	4
Refused	0
Don't know	3

Base: Those who feel a sense of pride in the way their area / city looks and feels

Appendix Table 2.8: Reasons for lack of pride in (or neutral feeling towards) city's look and feel (%)

Reasons for lack of pride in city's look and feel	% (n=2153)
Drab / dowdy / needs sprucing up / better maintenance	10
Needs improvement / not appealing / boring / don't like it	9
Crime and safety issues	7
Looks dirty / rubbish everywhere	6
Poor Council / governance-bureaucracy / high rates / money spent unwisely / indecisive / rules and regulations	5
Graffiti / vandalism	5
Lack of infrastructure / some facilities could be better	4
Rough / rowdy element / low socio-economic area / poor reputation	4
Average place to live / just another suburb / it's ok	3
Poor planning / lack of forward planning / no development / growth / not vibrant	3
No sense of community / could be more friendly	3
Old buildings pulled down / in-fill / unattractive new buildings	3
Some areas good / others are poor / need improvement	3
Loss of heritage and other buildings as a result of the Canterbury Earthquake (including suburban shopping precincts, disagreement with decision making around which buildings should be saved from demolition)	2
Good place to live / lifestyle / happy here / it's nice (including quiet / peaceful)	2
Roading / traffic problems	2
Lack of employment / business / shops closing / economic reasons (negative)	1
Clean / no litter / clean and tidy / properties / public areas well maintained	1
Nice but could improve / always room for improvement	1

Helpful / friendly / welcoming people / good sense of community / community spirit	1
Continued presence in the city of earthquake related damage (e.g. damaged buildings, building rubble and bricks on roads / footpaths and building sites, roads and footpaths blocked off, damage to roads and other infrastructure such as sewerage and water pipes	1
Diverse culture and people	1
Developing / growing / going forward / lots of improvements / vibrant	1
Scenery / attractiveness of area	1
Only know my own area / not very familiar with other parts of the region	1
Safe / not too much crime	0
Nice green city / beautiful parks and gardens / lots of gardens	0
Location-handy / close to everything / accessible	0
Beaches / harbour - beautiful / good access	0
Good facilities and services	0
This is where I grew up / raised my family / have friends and family here	0
Heritage / history / old buildings	0
Good size / population size / compact / not too big	0
Council doing a good job	0
Good climate / weather	0
Appealing shopping areas / inner city	0
Employment / business / economic reasons (positive)	0
Lots of things going on / to do / to see	0
Other	8
Refused	0
Don't know	9

Base: Those who do not feel a sense of pride in the way their area / city looks and feels (or are neutral)

7. Public Transport

Appendix Table 2.9: Reasons public transport is not used more often (%)

Reasons public transport is not used more often	% (n=4093)
Preference for private transport	52
Not convenient e.g. not regular, doesn't go where I need to go	24
Have a work car, need car for work	11
Prefer to walk / cycle	9
No need for transport more often than this / don't go out more often than this	8
Transport does not go to desired destination	8
No services in area / too far away / live in isolated area	6
Too expensive	5
Age / disabilities make public transport unsuitable	3
Time / takes too long	2
Unreliable	2
Easier in car - have children / baby / equipment / shopping to manage / carry	2
Lack of full-time services	1
Public transport undesirable (including dirty / smelly / not comfortable)	1
Not safe	1
Timetables / unsuitable time (does not suit work hours)	1
Unsure about transport system (including routes, timetables clear, readily available)	0
Transport drivers (including rude / poor driving standards)	0
Other	2
Refused	-
Don't know	0

Base: those who use public transport less often than once a month

Appendix III – Pre-notification Letter

20 January 2011

Miss E

Remuera
Auckland 1050

Dear Miss

Have your say – Tell us what you think about Quality of Life in City
Tihei Mauri Ora

We are seeking your views on important issues in your local area and your quality of life. This includes whether you feel safe in your community, how you rate local transport issues and your health and leisure time. We realise that 2010 was difficult for many New Zealanders. The effects of the recession, the Canterbury earthquake and other events have impacted on many of us. Your feedback will help us respond to local needs and improve on the quality of a number of programmes and services for New Zealanders.

The Quality of Life Survey is a nationwide survey carried out every two years by local councils. The Nielsen Company, an independent research company, is carrying out the survey on our behalf. Further information about the project is available at www.qualityoflifeproject.govt.nz.

Why me? What do I need to do?
You have been randomly chosen from the electoral roll to be included in this research. In the next couple of weeks The Nielsen Company may contact you to take part over the phone. The answers you supply will be confidential.

If you have any questions, please call 0800 400 402 toll free or email adrienne.pointer@nielsen.com. The telephone number we will be contacting you on is 09 522 If this is incorrect, or there is another phone number you would prefer us to use, please contact us via the phone or email address above.

This is an important survey about you and your community and we thank you in advance for helping us in our work.

Yours sincerely

Tony Marryatt

Tony Marryatt
Chief Executive,
Christchurch City Council
Project Sponsor, Quality of Life Project

Envelope for pre-notification letter

Appendix IV – Interviewer Instructions

The purpose of this project is to provide information to decision-makers to improve the quality of life in New Zealand. These decision makers include a number of city and regional councils throughout the country.

Respondents should have already received a pre-notification letter in the mail outlining the project and the possibility they could be called to take part in the survey. Last time we ran this project and during the pilot, we found this generally made people happy to take part.

Auckland Supercity
Auckland Region is now one big city and this may impact residents' responses to these questions. If the respondent is unsure, the questions relate to Auckland Region *the whole city and surrounding areas from the Bombay Hills up to Wellsford, including the islands in the Hauraki Gulf*

Canterbury Earthquake
Many of the responses respondents may give to questions will be impacted on by the recent Canterbury earthquakes. Some questions may be sensitive for some Christchurch residents, please keep this in mind.

If respondents are unsure whether to answer the questions with how they feel now or how they felt before the quakes, we would like them to answer for **NOW.**

We have already conducted a pilot and were able to take on-board suggestions from interviewers during this phase. This is a large, important study of n=6,700 interviews.

If you have any questions at all, please do not hesitate to contact your supervisor as this is a very important survey. Your questions will help other interviewers as well, and ensure the project is a success.

Introduction

Early agreement to participate
The respondent may agree to participate early in the introduction as they have already received information about the survey in the mail.

If so, you do not have to read out the full introduction, you may skip to:

> *The call may be recorded so my supervisor may listen to check the quality of my interviewing. However your answers are confidential and there will be no way that they can be traced back to you personally.*

Named respondent
Please only interview the named respondent - not anyone else from the household.

Importance of booking an appointment
The response rate for this project is crucial to its success. If a contact is too busy to participate, please book an appointment. We can take appointments up to February 2011, so if your respondent is busy with exams or away, please book an appointment between now and mid-February 2011.

The cost to send another letter and contact another person is high, so please make all effort to either complete the interview or book an appointment.

Call out codes
When you have done everything to try and persuade a contact to participate, but have had no luck, a call out code must be recorded as to why they did not agree to participate.

Sponsor
If the respondent asks who the survey is for (the client/sponsor) please say it is for a number of city councils and regional councils.

How we got their details
If a respondent asked how we got their name, please tell them it was chosen at random from the Electoral Roll.

If they want more information about where their phone number came from:

- It was tele-matched through a service provided by a company called Acxiom (partner to Yellow Pages company)
- Electoral roll data is available to government agencies – in this case city / regional councils.

Screener – Ethnicity, Age and Gender

The screener questions reflect the quotas required for location, ethnicity and gender. *All answers are strictly confidential*

Q2: Please take extra care when coding this question. If a respondent has moved, they may no longer be eligible to complete the survey. Only certain city / regional councils are taking part in this project

Q4: This is a multiple response question – DO NOT READ OUT

- There is a code for ***New Zealander*** or ***Kiwi***. Please only use this code and are not willing to be more specific, and DO NOT READ this out.
- If their ethnicity is not listed, please be careful to record ethnicity fully and carefully

Q5: Gender – Do not read out

Components of Quality of Life

Q6: The responses to this question have been created from the pilot survey.

Probe the respondent until they have thought of 3 components "and what else?" "What else do you think impacts on your quality of life?" etc. Please ensure the respondent is as specific as possible.

Built Environment

This section looks at how people find their environment i.e. things such as their town/city, whether they think it is clean or run-down, how they find access to their parks and green space.

Q8: This is based on the response to the previous question, so if they had a negative view, then why or if it was a positive view then why. Listen to the response and select the most appropriate code.

- Please note "*nice city*" or similar is not an adequate answer, please probe to find out a more specific answer e.g. What about it makes it nice? And what else?
- Some respondents want to give more than one reason, ask for their **main reason**.
- Only the positive / negative codes will show on your screen based on their answer to Q8.
- If the respondent mentions an earthquake related reason, listen carefully and select the appropriate code, or if different to those listed, please record their response under other, please specify.

Q9/10 These questions are repeated for Auckland residents so they can then respond based on Auckland as a REGION

Crime and Safety

This section looks at people's perceptions of safety in their home, neighbourhood and city centre. Please ensure the script is kept to as these questions are may be quite sensitive for some respondents.

Q14: Asked of those who feel unsafe in their city centre after dark (Q13R5). Probe to find answer

- Please note an answer such as "bad location" is not an adequate answer – please probe further to find reasons as to why it is unsafe e.g. What do you mean by that? Why do you say it is a bad location?
- Please note that an answer such as "crime" is also not adequate – please probe further to find whether it is crime they have experienced (either themselves, their friends or family) – code 14; or crime they have heard about in the media – code 8

Q15: "Local neighbourhood" means the streets and parks around your residence.

Transport

This section asks people about how they find their local public transport. Public transport refers to: cable cars, ferries, trains, buses (including school buses). Public transport does not mean taxis.

Q17: If needed, take the average. For example, if someone says 'Some weeks I use it every day, other weeks I take the car. Please make a note of any of these unusual incidences.

Q18: Probe if a respondent gives an answer such as "bad transport" to get an adequate response (such as buses don't go where I want to go, too far from my house to the bus stop).

Democracy

This section focuses on the role and perception of the city and district councils. Due to the new council structure, it is not asked of Auckland respondents

Q21:

- If the respondent talks about decisions the council has made in general – without giving a specific decision please use code 1

- If the respondent gives an example of a bad decision or output resulting from a bad decision e.g. the stadium, the bypass etc please use code 2

Work and Study

Work and study refers to people's employment and education.

Q23: Employed means people undertaking work for pay, profit or other income, or do any work for a family business without pay (e.g. working in the family dairy).

- A *full-time parent* or *retired person* should be coded as:
  - Not in paid employment and not looking for work (code 4).

Q24: This is asked of only those respondents who work in paid employment (full or part-time).

Q25: Question deleted to shorten interview length

Health

This section looks at people's health as well as barriers they face when needing to see their GP (Doctor). This section also looks at physical activity that people undertake including tasks they may do at work, doing housework or playing sport.

Q29 and Q30: Deleted to reduce questionnaire length

Q31: Being "active" is defined as doing 15 minutes or more of vigorous activity or 30 minutes or more of moderate activity.

- Vigorous activity such as running which makes you "huff and puff"
- Moderate activity includes brisk walking, carrying a light load, bicycling at a regular pace, recreational swimming and gardening it makes you breathe harder than normal, but only a little.
- If respondents answers before finished reading the question, no need to finish it

Finances

This section asks whether people think they have enough income to meet their daily needs.

Q32: Daily needs include accommodation, food, clothing and other necessities.'
Total income is the total income that is available to you (i.e. including joint incomes)

Local Communities (Belonging)

This section looks at people's sense of belonging in their local area/neighbourhood.

Connectedness

This section asks people about their social networks. This topic may be more sensitive than others as it looks at the degree to which people interact with others and how lonely / isolated they feel, again keeping to the script will be important.

Q35: Please note that to keep consistency with last measure, some codes MUST NOT be read out.
- Please use the code "Friends" only as a last resort. If a respondent says friends, please try to establish where these friends are from (e.g. school or sports team)

Q39: Question deleted to reduce questionnaire length

Well Being

Well being looks at people's lives as a whole. This topic is also sensitive in nature as it looks into how happy people are with life. The section also looks into stress and care needs to be taken to keep to script.

Q40: Probe: Is that very unhappy/happy or just unhappy/happy?

Q41: Probe: Is that very dissatisfied/satisfied or just dissatisfied/satisfied?

Q42: If required: Stress refers to things that negatively affect different aspects of people's working life, their family, their routines for taking care of household chores, leisure time and other activities.

If Christchurch respondents say their levels of stress before the earthquakes and after the earthquakes are very different, please ask them to rate their levels of stress **now.**

Culture and Identity

This section looks at how people rate their area in terms of its offering for cultural events/facilities. The section also questions the impact of increased diversity with greater number of internationals moving to New Zealand.

Q44 & Q45: These question looks at people's perceptions of the increasing number of overseas people coming to live in NZ. Some respondents may have strong views. If you are from overseas, please do not take any comments personally. Please report any problems to you supervisor if there are issues.
- In Q45, only the positive or negative responses will show depending on their answer to Q44
- Please probe fully

Overall Quality of Life

The overall quality of life question allows people to rate their life taking into consideration all of the aspects the questionnaire has focused on.

Q47: This question was repeated in the pilot for those in Christchurch to gauge an understanding of their quality of life before the earthquakes. We are now repeating it for all respondents to capture issues such as the recession

Environment

The purpose of this section is to understand respondents' views on the environment and the part they play in it.

Q48: This question has been significantly shortened to aid with questionnaire length

Demographics

The demographics help to form a profile of the sample.

Q51: An instruction has been added to define what a household includes if needed

Q52: If the respondent's partner owns the house, please use *Parents/other family members or partner owns the house/flat/apartment* - code 4

If respondent lives in a retirement village and "have a licence to occupy", please use code 1 *You own this home/flat/apartment*

Q54 & Q55: These questions are very sensitive in nature. People may refuse to answer.

- The questions provide income brackets as well as breakdowns of income per week. Read the breakdown per week only if needed.
- If needed, stress that their answers are completely confidential.
- *Loss* and *no income* will now display at the end of the list

End of questionnaire

Thank you very much for all your help in making this project a success. Please remember to ask any questions or give any feedback to your supervisor, who will pass the feedback onto me, so we can improve the survey as we go.

Thanks,
Amanda

Appendix V – Weightings Matrixes

Population Figures - Census 2006									
		FEMALE				MALE			
	Total	15-24 years	25-49 years	50-64 years	65+ years	15-24 years	25-49 years	50-64 years	65+ years
Auckland North	243186	20787	58464	26673	20301	21942	53193	25590	16236
Auckland Central	289488	30246	75021	26211	19161	28791	70302	25308	14448
Auckland South East	319411	32898	80829	31887	20800	32664	72771	30693	16869
Auckland West	163779	15480	42660	15591	11511	15711	39123	14511	9192
Hamilton City Council	100989	12369	23811	9606	7530	11841	21576	8700	5556
Tauranga City Council	82074	6255	17949	9303	10137	6219	16029	8253	7929
Porirua City Council	35808	3489	9237	3858	2088	3528	8118	3726	1764
Hutt City Council	75336	6762	18570	7845	5961	6651	17070	7800	4677
Wellington City Council	147705	16710	38796	13083	8409	14967	36477	12633	6630
Christchurch City Council	282780	26436	64539	29517	27342	27039	60246	27807	19854
Dunedin City Council	98703	13488	19842	9678	9126	12168	18279	9399	6723

Population Figures - Census 2006					
	Total	Other/NZ European	Maori	Pacific	Asian / Indian
Auckland North	243186	203784	14079	5596	33968
Auckland Central	289488	196071	16760	26583	67554
Auckland South East	319411	177754	44022	63889	60772
Auckland West	163779	107492	16923	22593	31905
Hamilton City Council	100989	75723	15933	3051	10266
Tauranga City Council	82074	71595	10533	1032	2523
Porirua City Council	35808	23016	6066	7749	1458
Hutt City Council	75336	56841	10398	6396	6333
Wellington City Council	147705	117777	9624	6189	18342
Christchurch City Council	282780	245436	16866	5955	21393
Dunedin City Council	98703	88590	5088	1686	5319

quality of life

Population Percentages (within each city)

	8 Cities Post weight	FEMALE 15-24 years	FEMALE 25-49 years	FEMALE 50-64 years	FEMALE 65+ years	MALE 15-24 years	MALE 25-49 years	MALE 50-64 years	MALE 65+ years
Auckland North	13	9	24	11	8	9	22	11	7
Auckland Central	16	10	26	9	7	10	24	9	5
Auckland South East	17	10	25	10	7	10	23	10	5
Auckland West	9	9	26	10	7	10	24	9	6
Hamilton City Council	5	12	24	10	7	12	21	9	6
Tauranga City Council	4	8	22	11	12	8	20	10	10
Porirua City Council	2	10	26	11	6	10	23	10	5
Hutt City Council	4	9	25	10	8	9	23	10	6
Wellington City Council	8	11	26	9	6	10	25	9	4
Christchurch City Council	15	9	23	10	10	10	21	10	7
Dunedin City Council	5	14	20	10	9	12	19	10	7

Population Percentages (within each city)

	8 Cities Post Weight	Other/NZ European	Maori	Pacific Peoples	Asian/Indian
Auckland North	13	84	6	2	14
Auckland Central	16	68	7	9	23
Auckland South East	17	56	14	20	19
Auckland West	9	66	10	14	19
Hamilton City Council	5	79	17	3	11
Tauranga City Council	4	90	13	1	3
Porirua City Council	2	68	18	23	4
Hutt City Council	4	77	14	9	9
Wellington City Council	8	83	7	4	13
Christchurch City Council	15	89	6	2	8
Dunedin City Council	5	93	5	2	6

Auckland - Area Weighting

Local Board	Population	%	Local Board	Population	%
Hibiscus and Bays	65,145	6	Maungakiekie-Tamaki	51,402	5.0
Upper Harbour	33,558	3.3	Orakei	60,384	5.9
Kaipatiki	63,573	6.2	Waitemata	56,403	5.5
Devonport-Takapuna	42,924	4.2	Waiheke & Great Barrier	7,059	0.7
Rodney	37,983	3.7	Howick	89,610	8.8
Henderson-Massey	74,538	7.3	Mangere-Otahuhu	47,691	4.7
Waitakere Ranges	34,536	3.4	Otara-Papatoetoe	51,828	5.1
Whau	54,714	5.3	Manurewa	54,738	5.4
Albert-Eden	73,803	7.2	Papakura	31,116	3.0
Puketapapa	40,428	4.0	Franklin	44,445	4.3
			TOTAL	**1,015,878**	

Appendix VI – Questionnaire

Quality of Life 2010 – Post-Pilot Questionnaire

INTRODUCTION
Good morning/afternoon/evening. My name is .... calling from OCIS about Quality of Life on behalf of The Nielsen Company.

May I please speak to......
IF NOT AVAILABLE, ASK IF YOU CAN ARRANGE A CALL BACK TIME
REINTRODUCE IF NECESSARY

You may remember we recently sent you a letter about our Quality of Life survey, this measures what life is like for people in New Zealand.

IF THEY REMEMBER AND WISH TO TAKE PART SKIP TO RECORDED STATEMENT*, IF NOT CONTINUE

This survey measures what life is like for you, your family and your community. It is a confidential survey. We would really appreciate you agreeing to be interviewed.

Is now a convenient time to talk to you?
IF NO, THEN MAKE AN APPT - (USE YOUR RATS TRAINING TO MAKE AN APPOINTMENT)

IF NECESSARY: It takes between 15 and 20 minutes depending on your answers.

IF NECESSARY: We realise that the last year has been particularly difficult for a number of New Zealanders, due to events like the economic recession and the Canterbury earthquakes, and would like to stress that your views and experiences are really important to us.

IF NECESSARY: You have been chosen at random to take part and your answers will be used in the strictest confidence. It will cover areas such as health, well being, transport, crime and safety, which provide government and local councils with accurate information on which to base their decisions.

IF NECESSARY: If you have any questions relating to the project, please contact Adrienne Pointer 0800 400 402

IF AGREE:
* For quality control purposes this call will be recorded. Your answers are confidential and can not be traced back to you personally. Is this ok with you?

IF DO NOT AGREE - SELECT A CALL OUT CODE:
Refused before explanation 1
Not interested in topic 2
To busy / no time 3
Gatekeeper, couldn't speak to respondent 4
Privacy concerns 5
Health reasons 6
Other, please specify 7

Screeners: LOCATION, ETHNICITY and GENDER

Q1 ***Insert City from sample***

The first few questions are just to ensure we get a broad cross section of New Zealanders in our survey.
Can you please confirm that you live in <city from sample>?

	Code (128)	Route
Yes	1	Q3
No	2	

Q2 **Single response**
For other use code 98
For don't know use code 99
For refused use code 97

Which region of New Zealand do you live in?

	Code (129)	Route
Auckland Region	01	
Hamilton	02	
Tauranga	03	
Wellington City (excluding Lower Hutt City, Upper Hutt, Porirua, Kapiti and Wairarapa)	04	
Hutt City	05	
Porirua	06	
Other Wellington Region (Upper Hutt, Kapiti and Wairarapa)	07	
Christchurch	08	
Dunedin	09	
Other	10	CLOSE
Don't know	11	CLOSE
Refused	12	CLOSE

Closing statement if Q2 =10-12
I'm sorry, we're looking for people who live specific locations and your area is not included in this survey. Thank you for your time.

Q3 **SINGLE RESPONSE.**
<u>READ OUT IF NECESSARY EXCEPT DO NOT READ CODE 9</u>

	Code (131)	Route

Wording for WRC Sample and for Auckland Region (Q2code: 1 and 7)
And how many years have you lived in this region?

Wording for all others:

And how many years have you lived in this city?

FOR WELLINGTON City, SAY: By Wellington I mean Wellington City not Hutt City or Porirua City.

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	
Don't know (DO NOT READ)	9	

Q4 Possible multiple response.
Other - use code 98
Don't know - use code 99
Refused - use code 97
FOR CODES 97 AND 99 SINGLE RESPONSE ONLY.
DO NOT read out

Can you please tell me which ethnic group or groups you belong to?

	Code (132)	Route
New Zealand European	01	
Māori	02	
Samoan	03	
Cook Island Māori	04	
Tongan	05	
Niuean	06	
Chinese	07	
Indian	08	
New Zealander/Kiwi (DO NOT READ)	12	
Other (please specify) (DO NOT READ)	14	
Don't know	15	
Refused	16	

Q5 **DO NOT READ OUT**
Record gender

	Code (134)	Route
Male	1	
Female	2	

Q6	**DO NOT READ OUT** When you think about your overall quality of life, what would you say are the three main things that contribute the most to your quality of life? *PROBE to NO* *IF NECESSARY: And what would be your top 3?*	Code	Route
	Family / good family relationships – husband / wife / children etc	1	
	Friends	2	
	Community	3	
	Health	4	
	Work, employment, job or career	5	
	Money – income (including financial stability, enough money to live on)	6	
	House or home	7	
	Interests and activities (including exercise, leisure time and hobbies)	8	
	Lifestyle / relaxed lifestyle	9	
	The environment, location (including the country, outdoors, the city, sea)	10	
	Climate / the weather	11	
	Education	12	
	Spirituality / religion / church	13	
	Safely (including lack of crime)	14	
	Food	15	
	Happiness	16	
	None	97	
	Other (PLEASE SPECIFY)	98	
	Don't know	99	

BUILT ENVIRONMENT

Q7	**SINGLE RESPONSE.** **ASK ALL** **<u>If necessary for Auckland: Your local area is what you consider to be your local neighbourhood - the streets and areas around your residence</u>** On a scale of one to five where one is strongly disagree and five is strongly agree rate your agreement with the statement 'I feel a sense of pride in the way...**(FOR AUCKLAND and WRC, INSERT 'MY LOCAL AREA' OTHERWISE INSERT CITY FROM SAMPLE)** looks and feels'?	Code (164)	Route

FOR WELLINGTON City, SAY: By Wellington I mean Wellington City not Hutt City or Porirua City.		
Strongly disagree	1	
Disagree	2	
Neither agree nor disagree	3	
Agree	4	
Strongly agree	5	
Don't know	9	

Q8

	Code (165)	Route
SINGLE RESPONSE. **IF CODES 1- 3 IN Q7 USE CODES 1-8 + 24-27 + 97,99,98** **IF CODES 4-5 IN Q7 USE CODES 9-23 97,99,98** **For other (PLEASE SPECIFY) use code 98** **For Don't know use code 99** **For Refused use code 97** **DO NOT READ OUT.** What is your one main reason for saying this? IF NECESSARY: And which of these would be your main reason? *PROBE Please note "nice city" or similar is not an adequate answer, please probe to find out a more specific answer e.g. What about it makes it nice? And what else?*		
Looks dirty / rubbish everywhere	01	
Drab / dowdy / needs sprucing up / better maintenance	02	
Poor planning / lack of forward planning	03	
Old buildings pulled down / in-fill / unattractive new buildings	04	
No sense of community	05	
Graffiti / vandalism	06	
Loss of heritage and other buildings as a result of the Canterbury Earthquake (including suburban shopping precincts, disagreement with decision making around which buildings should be saved from demolition)	07	
Continued presence in the city of earthquake related damage (e.g. damaged buildings, building rubble and bricks on roads / footpaths and building sites, roads and footpaths blocked off, damage to roads and other infrastructure such as sewerage and water pipes)	08	
Nice green city / beautiful parks and gardens / lots of gardens	09	
Clean / no litter / clean and tidy	10	
Helpful / friendly / welcoming people	11	
Good facilities and services	12	
Beaches / harbour - beautiful / good access	13	

This is where I grew up / raised my family / have friends and family here	14	
Safe / not too much crime	15	
Good place to live / lifestyle	16	
Good size / population	17	
Good climate / weather	18	
Diverse culture and people	19	
Lots of things going on/to do/to see	20	
Scenery / attractiveness of area	21	
Appealing shopping areas / inner city	22	
Council doing a good job	23	
Crime and safety issues	24	
Lack of infrastructure/some facilities could be better	25	
Needs improvement/not appealing	26	
Poor Council / high rates / money spent unwisely / rules and regulations	27	
Other (PLEASE SPECIFY)	28	
Don't know	29	
Refused	30	

Q9 **SINGLE RESPONSE**
ASK AUCKLAND SAMPLE ONLY
If necessary: FOR AUCKLAND RESIDENTS (Q58 =1 or Q2 =1) By Auckland region we mean the whole city and surrounding areas from the Bombay Hills up to Wellsford, including the islands in the Hauraki Gulf

On a scale of one to five where one is strongly disagree and five is strongly agree rate your agreement with the statement 'I feel a sense of pride in the way the **Auckland Region** looks and feels'?

	Code (168)	Route
Strongly disagree	1	
Disagree	2	
Neither agree nor disagree	3	
Agree	4	
Strongly agree	5	
Don't know	9	

Q10 **SINGLE RESPONSE.**
AUCKLAND SAMPLE ONLY
IF CODES 1- 3 IN Q7 USE CODES 1-7 + 23-26 + 97,99,98
IF CODES 4-5 IN Q7 USE CODES 7-22 97,99,98

	Code (169)	Route

For other (PLEASE SPECIFY) use code 98
For Don't know use code 99
For Refused use code 97
DO NOT READ OUT.
What is your one main reason for saying this?

IF NECESSARY: And which of these would be your main reason?
PROBE Please note "nice city" or similar is not an adequate answer, please probe to find out a more specific answer e.g. What about it makes it nice? And what else?

Looks dirty / rubbish everywhere	01	
Drab / dowdy / needs sprucing up / better maintenance	02	
Poor planning / lack of forward planning	03	
Old buildings pulled down / in-fill / unattractive new buildings	04	
No sense of community	05	
Graffiti / vandalism	06	
Auckland Supercity	07	
Nice green city / beautiful parks and gardens / lots of gardens	08	
Clean / no litter / clean and tidy	09	
Helpful / friendly / welcoming people	10	
Good facilities and services	11	
Beaches / harbour - beautiful / good access	12	
This is where I grew up / raised my family / have friends and family here	13	
Safe / not too much crime	14	
Good place to live / lifestyle	15	
Good size / population	16	
Good climate / weather	17	
Diverse culture and people	18	
Lots of things going on/to do/to see	19	
Scenery / attractiveness of area	20	
Appealing shopping areas / inner city	21	
Council doing a good job	22	
Crime and safety issues	23	
Lack of infrastructure/some facilities could be better	24	
Needs improvement/not appealing	25	
Poor Council / high rates / money spent unwisely / rules and regulations	26	

Other (PLEASE SPECIFY)	27	
Don't know	28	
Refused	29	

Q11 **SINGLE RESPONSE**
<u>READ OUT.</u>
In general, on a scale of one to five where one is very difficult and five is very easy, how easy or difficult is it for you to get to a local park or other green space?

	Code (172)	Route
Very Difficult	1	
Difficult	2	
Neither	3	
Easy	4	
Very easy	5	
Don't know	9	

CRIME AND SAFETY

Q12 **ASKED ONLY OF SAMPLE FROM AUCKLAND, WELLINGTON, PORIRUA, HUTT and WRC SAMPLES.**
For Auckland show following codes: 1-7, 9, 11-13, 15-17, 24-25, 27-29, 98
For Wellington, Porirua, Hutt and WRC show codes: 8, 10, 14, 18-23, 26, 98
SINGLE RESPONSE.
PLEASE KEEP CODES AS BELOW, BUT ORDER ALPHABETICAL ON SCREEN
For Other (PLEASE SPECIFY) use code 98
<u>DO NOT READ OUT.</u>
Which area do you regard as your 'city centre'?

	Code (173)	Route
Albany	01	
Botany Downs	02	
Helensville	03	
Highbury/Birkenhead village	04	
Howick	05	
Kumeu/Huapai village	06	
Manukau City Centre	07	
North City / Porirua / Mega Centre or Plaza	08	
Orewa	09	
Queensgate / Westfield Lower Hutt	10	
Queen Street/Downtown Auckland	11	

Silverdale	12	
Takapuna	13	
Wellington CBD/Lambton Quay/Cuba Street/ Courtenay Place	14	
West City/Henderson	15	
Westgate	16	
Whangaparaoa/Pacific Plaza	17	
Paraparaumu/Coastlands shopping centre	18	
Waikanae	19	
Upper Hutt City	20	
Masterton	21	
Carterton	22	
Martinborough	23	
Papakura town centre	24	
Pukekohe town centre	25	
Lower Hutt City (not Westfield shopping centre)	26	
Glenfield / Glenfield Mall	27	
Newmarket	28	
Milford	29	
Other, (PLEASE SPECIFY)	30	

Q13 **SINGLE RESPONSE PER STATEMENT.**
ROTATE STATEMENTS.
ASK ALL.
<u>READ OUT.</u>
Now thinking about issues of crime and safety, using a four point scale ranging from very unsafe, a bit unsafe, fairly safe to very safe, please tell me how safe or unsafe you would feel in the following situations...

REPEAT SCALE IF REQUIRED

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know
	(176)				
(R1) In your home during the day	01	02	03	04	09
	(177)				
(R2) In your home after dark	01	02	03	04	09
	(178)				

(R3) Walking alone in your neighbourhood after dark	01	02	03	04	09
	(179)				
(R4) In your city centre during the day	01	02	03	04	09
	(180)				
(R5) In your city centre after dark	01	02	03	04	09

Q14 **ASK IF CODE 1 OR CODE 2 TO Q13R5, OTHERWISE GO TO Q15**
MULTIPLE RESPONSE ALLOWED- EXCEPT FOR CODE 98 AND 99
For Other (PLEASE SPECIFY) use code 98
For Don't know use code 99
For refused use code 97
DO NOT READ OUT

You said you feel unsafe in your city centre after dark, why do you say that?
PROBE: IF A RESPONDENT ANSWERS BAD/UNDESIRABLE LOCATION or I WOULDN'T WALK ON MY OWN PLEASE PROBE TO GET A MORE SPECIFIC ANSWER WHY

PROBE: IF RESPONDENT SAYS CRIME, PROBE TO FIND OUT IF CONCERNED BY EITHER REPORTS, OR EXPERIENCES OF CRIME.

	Code (216)	Route
Dark / poor lighting	01	
People who feel dangerous to be around	02	
Alcohol and drug problem in the area	03	
Age of respondent	04	
Gender of respondent	05	
Lack of police presence / security surveillance	06	
Too many youths / youth problem	07	
Media publicising crime / media publicising crime rates increasing	08	
Crime – experienced (by respondent or family member or friend)	14	
Unsafe buildings and other structures / rubble due to recent earthquakes	09	
Unsavoury people / race / low class / vandalism / taggers	10	
Element of doubt / don't feel comfortable	11	
Other (PLEASE SPECIFY)	98	
Don't know	99	
Refused	97	

Q15 **SINGLE RESPONSE.**
On a scale of one to four, where one is very unsafe and four is very safe, can you tell me how safe or unsafe you think your local neighbourhood is for children aged

Code (218)	Route

under 14 years to play in while unsupervised?

If NECESSARY:
- By this we mean playing during the day (rather than at night)
- "Local neighbourhood" means the streets and parks around your residence.

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

Q16 **SINGLE RESPONSE PER STATEMENT.**
ROTATE STATEMENTS.
Read the first statement, then ask "yes or no?"
Have any of the following been a problem in **(INSERT CITY NAME OR FOR WRC SAMPLE INSERT ' YOUR LOCAL AREA')** over the last 12 months

	Yes	No	Don't know
	(221)		
(R1) Rubbish or litter lying on the streets (**for Christchurch only:** excluding earthquake related building rubble and damage)	1	2	9
	(222)		
(R2) Graffiti or tagging	1	2	9
	(223)		
(R3) Vandalism, other than graffiti or tagging including broken windows in shops and public buildings	1	2	9
	(224)		
(R4) Car theft, damage to cars or theft from cars	1	2	9
	(225)		
(R5) Dangerous driving including drink driving and speeding	1	2	9
	(226)		
(R6) People who you feel unsafe around because of their behaviour, attitude or appearance	1	2	9
	(227)		
(R7) Air pollution	1	2	9
	(228)		
(R8) Water pollution including pollution in streams, rivers, lakes and in the sea	1	2	9
	(229)		
(R9) Noise pollution	1	2	9
	(230)		

(R10) Alcohol or drug problems	1	2	9

TRANSPORT

Q17 **SINGLE RESPONSE**
READ OUT IF NECESSARY EXCEPT CODES 8 AND 9.

Now thinking about public transport.
In the last 12 months, how often did you use public transport?

IF NECESSARY:
- By public transport, I mean cable cars, ferries, trains and buses including school buses. I do not mean taxis.
- If changes on a weekly basis, please provide an average

	Code (231)	Route
5 or more times a week	1	Q19
2-4 times a week	2	Q19
Once a week	3	Q19
2-3 times a month	4	Q19
At least once a month	5	Q19
Less than once a month	6	
Did not use public transport in the last 12 months	7	
Not applicable, no public transport available in area.	8	Q20
Don't know (DO NOT READ)	9	Q19

Q18 **ASK Q18 those who use public transport less than once a month - Q17 Codes 6 and 7**
For Other use code 98
For Don't know use code 99
For refused use code 97
DO NOT READ OUT
For what reasons do you not use public transport more often?
PROBE TO NO IF A RESPONDENT ANSWERS "BAD TRANSPORT" (OR SIMILAR) SO AS TO GAIN CLARIFICATION.

	Code (232)	Route
Preference for private transport	01	
Lack of full-time services	02	
No services in area/too far away/live in isolated area	03	
Transport does not go to desired destination	04	
No need for transport more often than this/ don't go out more often than this	05	
Prefer to walk / cycle	06	

Have a work car, need car for work	07	
Not safe	08	
Not convenient eg. not regular, doesn't go where I need to go	09	
Age/disabilities make public transport unsuitable	10	
Other (PLEASE SPECIFY)	11	
Don't know	12	
Refused	13	

Q19 **ROTATE STATEMENTS**
DO NOT ASK IF Q17=8
READ OUT
Thinking about public transport in **(FOR WRC INSERT 'YOUR LOCAL AREA', for AUCKLAND INSERT 'AUCKLAND REGION' or INSERT CITY NAME)** on a scale of one to five, where one is strongly disagree and five is strongly agree, how would you rate the following:
Public transport is...

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
	(234)					
(R1) Affordable	1	2	3	4	5	9
	(235)					
(R2) Safe	1	2	3	4	5	9
	(236)					
(R3) Easy to get to	1	2	3	4	5	9
	(237)					
(R4) Frequent (comes often)	1	2	3	4	5	9
	(238)					
(R5) Reliable (comes when it says it will)	1	2	3	4	5	9

DO NOT ASK THIS SECTION OF AUCKLAND SAMPLE
DEMOCRACY

Q20 **DO NOT ASK AUCKLAND SAMPLE.**
ROTATE STATEMENTS.
SINGLE RESPONSE PER STATEMENT.
READ OUT
Thinking about your local City or District Council. On a scale of one to five, where one is strongly disagree and five is strongly agree, how would you rate the following.

Strongly disagree	Disagree	Neither	Agree	Strongly Agree	Don't know
(241)					

(R1) Overall, I understand how my Council makes decisions	1	2	3	4	5	9
	(242)					
(R2) I would like to have more of a say in what the council does....................	1	2	3	4	5	9
	(243)					
(R3) 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	9

Q21 **DO NOT ASK AUCKLAND SAMPLE.**
ASK IF ANSWERED CODE 1 OR CODE 2 IN **Q20** R3, OTHERWISE GO TO **Q22** .

CODE OTHER AS 98
CODE DON'T KNOW AS 99
CODE REFUSED AS 97

Multiple response
DO NOT READ OUT
And why do you not have confidence the council makes decisions in the best interests of your city or district?

	Code (244)	Route
Do not agree **in general** with decisions the council has made	01	
Do not like **specific decisions or outcomes** of the decisions they've made (e.g. stadiums, roads etc)...	02	
Lack of public consultation/don't listen to public submissions.............................	03	
Have their own agendas/make decisions to suit themselves	04	
Make short term (popular) decisions with disregard to available services/current infrastructure	05	
Too political...	06	
Poor quality of councillors..	07	
Waste money / are in a bad financial position	08	
Lack fairness/ are biased in decision making	09	
Unhappy with rates / rating structure..	10	
Nothing has been done / no changes made...	11	
Other, please specify...	12	
Don't know	13	
Refused	14	

Q22 **DO NOT ASK AUCKLAND SAMPLE.**
SINGLE RESPONSE.
READ OUT EXCEPT FOR CODE 9
Overall, how much influence do you feel the public has on the decisions the Council makes?

	Code (246)	Route

Would you say the public has		
No influence	1	
Small influence	2	
Some influence	3	
Large influence	4	
Don't know **(DO NOT READ OUT)**	9	

WORK AND STUDY

Q23 **ASK ALL**
SINGLE RESPONSE

<u>READ OUT.</u>
Now a few questions about work and study.

Which of the following best describes your current employment status? By employed I mean you undertake work for pay, profit or other income, or do any work in a family business without pay.

	Code (248)	Route
Employed full time (for 30 or more hours per week)	1	
Employed part time (for less than 30 hours per week)	2	
Not in paid employment and looking for work	3	Q25
Not in paid employment and not looking for work (e.g. full-time parent, retired persons)	4	Q25
Refused (DO NOT READ OUT)	7	Q25
Don't know (DO NOT READ OUT)	9	Q25

Q24 **SINGLE RESPONSE**
ASK IF Q23 =1 OR 2 ONLY
<u>READ OUT EXCEPT CODES 7 AND 9.</u>
Overall how satisfied are you with the balance between your work and other aspects of your life such as time with your family or leisure?

	Code (251)	Route
Very dissatisfied	1	
Dissatisfied	2	
Neither satisfied nor dissatisfied	3	
Satisfied	4	
Very satisfied	5	
Refused	7	

Don't know (DO NOT READ)	9	

~~LEISURE TIME.~~

Q25 QUESTION DELETED

HEALTH

Q26 **SINGLE RESPONSE.**
READ OUT EXCEPT FOR CODE 9.
Now a couple of health related questions.

In general how would you rate your health?

	Code (256)	Route
Poor	1	
Fair	2	
Good	3	
Very good	4	
Excellent	5	
Don't know (DO NOT READ)	9	

Q27 **SINGLE RESPONSE.**
DO NOT READ OUT.
In the last 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?

	Code (257)	Route
Yes	1	
No	2	Q31
Don't know	9	Q31

Q28 **MULTIPLE RESPONSES - EXCEPT FOR CODES 98 AND 99 - SINGLE RESPONSE ONLY.**
For other use code 98
For don't know use code 99
For refused use code 97
DO NOT READ OUT.
And why did you not get to see a doctor?

	Code (258)	Route
Too expensive / costs too much / symptoms don't justify cost	01	
Too busy / couldn't take time off work	02	
Got better on its own / Didn't want to make a fuss	03	
GP too far away / difficult to get to / no transport	04	

	Code	Route
GP too busy / couldn't fit me in / long waiting time / after hours	05	
Stubbornness / Don't like visiting doctors / personal preference	06	
Lack of childcare	07	
Minor / not serious	08	
Other (PLEASE SPECIFY)	10	
Don't know	11	
Refused	12	

Q29 QUESTION DELETED

Q30 QUESTION DELETED

Q31 **SINGLE RESPONSE.**
<u>DO NOT READ OUT.</u>
<u>If respondent answers part way through the question, no need to finish reading it</u>

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

IF PROMPTED: OTHER EXAMPLES OF MODERATE PHYSICAL ACTIVITY INCLUDES CARRYING LIGHT LOADS, BICYCLING AT A REGULAR PACE, RECREATIONAL SWIMMING AND GARDENING.

	Code (262)	Route
One day	1	
Two days	2	
Three days	3	
Four days	4	
Five days	5	
Six days	6	
Seven days	7	
None	8	
Don't know (DO NOT READ)	9	

FINANCES

Q32 **SINGLE RESPONSE.**

	Code	Route

<u>If necessary: by income we mean total income that is available to you</u> **<u>READ OUT.</u>** 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?	(263)	
Have more than enough money	1	
Enough money	2	
Just enough money	3	
Not enough money	4	
Refused (DO NOT READ OUT)	7	

LOCAL COMMUNITIES (BELONGING)

Q33 **DO NOT ROTATE STATEMENTS.**
SINGLE RESPONSE PER STATEMENT.
<u>READ OUT.</u>
Now some questions about your local community.

On a scale of one to five where one is strongly disagree and five is strongly agree how would you rate the following.

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
(R1) It's important to me to feel a sense of community with people in my local neighbourhood.	(270) 1	2	3	4	5	9
(R2) I feel a sense of community with others in my local neighbourhood.	(271) 1	2	3	4	5	9

Q34		Code	Route
	ASK IF RESPONDENT ANSWERED CODE 1 OR 2 FOR Q33 R2, OTHERWISE GO TO Q35 . **MULTIPLE RESPONSE** **For other use code 98** **For don't know use code 99** **For refused use code 97** **<u>DO NOT READ OUT.</u>** And for what reasons do you not feel a sense of community with your local neighbourhood? *PROBE to no*	(274)	
	New to the area / just moved in / haven't lived here for long	01	

People have busy lives / working hard	02	
Socialise with family and friends instead of community	03	
Lack of communication / events within neighbourhood	04	
People / neighbours are not welcoming / friendly / don't see the neighbours	05	
Like to keep to myself / stay at home	06	
There are new people in the community / new neighbours recently moved in	07	
Lack of time/no spare time/not enough time	08	
Due to the earthquake the neighbourhood has changed / people moved / displaced	09	
Other (Please specify)	10	
Don't know	11	
Refused	12	

CONNECTEDNESS

Q35		Code (280)	Route
	MULTIPLE RESPONSES EXCEPT FOR CODE 98. **SINGLE RESPONSE ONLY.** **For Other social network or group (please specify) use code 97** **For None of the above (Do not read) use code 98** **READ OUT except for codes 8-12 + 98.** Thinking now about the social networks and groups you may be part of. Do you belong to any of the following? *PROBE - if respondent says FRIENDS as other network, please prompt to find out where friends came from (eg school friends) and use FRIENDS code only as last resort*		
	A sports club	01	
	A church or spiritual group	02	
	A hobby or interest group	03	
	A community or voluntary group such as Rotary, the RSA or Lions	04	
	Online community or interest group, including sites like Facebook / Twitter, online gaming communities and forums	05	
	A network of people from work or school	06	
	Other social network or group (please specify)	07	
	(DO NOT READ OUT) Family	08	
	(DO NOT READ OUT) Friends	09	
	(DO NOT READ OUT) Gym / walking group	10	
	(DO NOT READ OUT) Age specific group eg Senior citizen's or children's	11	
	(DO NOT READ OUT) Ethnic / cultural group	12	

None of the above (Do not read)	13	Q37

Q36 **SINGLE RESPONSE.**
READ OUT EXCEPT FOR CODES 4-9.
Would you say that your main social networks are…

	Code (317)	Route
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	
No social networks (DO NOT READ)	4	
Family networks only (DO NOT READ)	5	
Don't know (DO NOT READ)	9	

Q37 **SINGLE RESPONSE.**
READ OUT EXCEPT FOR CODE 9.
Some people tell us they feel lonely or isolated while others say they don't. In the last 12 months how often, if ever have you felt lonely or isolated?

	Code (318)	Route
Always	1	
Most of the time	2	
Sometimes	3	
Rarely	4	
Never	5	
Don't know (DO NOT READ)	9	

Q38 **SINGLE RESPONSE**
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?

	Code (319)	Route
Yes	01	
No	02	
Refused	07	
Don't know	09	

Q39 **QUESTION DELETED**

WELL BEING

Q40 **SINGLE RESPONSE.**
READ OUT.

Code (321)	Route

Now some questions about your general well-being.

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

Very unhappy	1	
Unhappy	2	
Neither happy nor unhappy	3	
Happy	4	
Very happy	5	
Don't know (DO NOT READ OUT)	9	

Q41 **SINGLE RESPONSE.**
<u>READ OUT.</u>
Taking everything into account, how satisfied or dissatisfied are you with your life in general these days?

	Code (322)	Route
Very dissatisfied	1	
Dissatisfied	2	
Neither satisfied nor dissatisfied	3	
Satisfied	4	
Very satisfied	5	
Don't know (DO NOT READ OUT)	9	

Q42 **SINGLE RESPONSE.**
<u>READ OUT.</u>
At some time in their lives, most people experience stress.

Can you tell me which statement best applies to how often, if ever, in the last 12 months you have experienced stress that has had a negative effect on you?

IF REQUIRED: STRESS REFERS TO THINGS THAT NEGATIVELY AFFECT DIFFERENT ASPECTS OF PEOPLE'S WORKING LIFE, THEIR FAMILY, THEIR ROUTINES FOR TAKING CARE OF HOUSEHOLD CHORES, LEISURE TIME AND OTHER ACTIVITIES.

	Code (323)	Route
Always	1	
Most of the time	2	
Sometimes	3	
Rarely	4	
Never	5	
Don't know (DO NOT READ OUT)	9	

CULTURE AND IDENTITY

Q43 **SINGLE RESPONSE.**
CODE 8 ONLY APPLICABLE TO THOSE in WRC sample.
DO NOT READ OUT.

Wording for 8 cities samples (including Panorama):
Thinking about (**INSERT NAME OF CITY)** as a place to live, on a scale of one to five where one is strongly disagree and five is strongly agree rate the following:
"INSERT CITY NAME" has a culturally rich and diverse arts scene".

FOR AUCKLAND City, SAY: By Auckland I mean Auckland Region, from Wellsford to Bombay hills, including the islands.
FOR WELLINGTON City, SAY: By Wellington I mean Wellington City not Hutt City or Porirua City.

Wording for WRC sample:
On a scale of one to five where one is strongly disagree and five is strongly agree rate the following:
"The area where I live has a culturally rich and diverse arts scene".

	Code (324)	Route
Strongly disagree	1	
Disagree	2	
Neither	3	
Agree	4	
Strongly agree	5	
Not applicable - other (DO NOT READ OUT)	7	
Not applicable - rural, so no arts scene (DO NOT READ OUT)	8	
Don't know (DO NOT READ OUT)	9	

Q44 **SINGLE RESPONSE.**
READ OUT.
If necessary: By Auckland I mean Auckland region, from Bombay Hills to Wellsford, including the islands
New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries.

Wording for WRC sample:
Overall, do you think this makes your local area…

Wording for all other samples:
Overall, do you think this makes **(INSERT CITY NAME)**...

	Code (325)	Route
A much worse place to live	1	

	A worse place to live	2	
	Makes no difference	3	Q46
	A better place to live	4	
	A much better place to live	5	
	Not applicable/no different lifestyle or cultures here (DO NOT READ OUT)	8	Q46
	Don't know(DO NOT READ OUT)	9	Q46
Q45	**MULTIPLE RESPONSES EXCEPT FOR 97 AND 99 SINGLE RESPONSE ONLY.** **IF CODES 1 or 2 IN Q44 THEN SHOW CODES 1-6 +97, 99, 98:** **IF CODES 4 or 5 IN Q44 THEN SHOW CODES 7-14 +97, 99, 98** **For Other use code 98** **For Don't know use code 99** **For refused use code 97** **<u>DO NOT READ OUT.</u>** And why do you think it is a <better/worse> place to live? *PROBE to no*	Code (326)	Route
	Lack of integration into NZ society / don't mix	01	
	Too many foreigners / too many different cultures	02	
	Taking us over / taking our shops, jobs etc.	03	
	Inability to communicate / speak English	04	
	Causes racial disharmony / racial tension	05	
	Crime / criminal acts / gangs - unsafe environment	06	
	Diversity good/ broader perspective, outlook / brings new ideas	07	
	Good to learn about other cultures / stops racism / teaches tolerance	08	
	Makes the city more vibrant and interesting	09	
	More interesting food / more choice / better restaurants	10	
	Helps the labour force / more jobs / more workers	11	
	Add to the culture of the city/arts/diversity of products/shops	12	
	Good to mix with different cultures/makes you appreciate different cultures (incl own)	13	
	Better sense of community - relaxed / happy / friendly / good place to live	14	
	Other (Please specify)	15	
	Don't know	16	
	Refused	17	

OVERALL QUALITY OF LIFE

		Code	Route
Q46	**SINGLE RESPONSE.** **READ OUT EXCEPT FOR CODE 9.** The next question concerns your overall quality of life. Would you say that your overall quality of life is…	(328)	
	Extremely poor	1	
	Poor	2	
	Neither poor nor good	3	
	Good	4	
	Extremely good	5	
	Don't know (DO NOT READ OUT)	9	

		Code	Route
Q47	**ASK ALL** **READ OUT** And compared to 12 months ago, would you say your quality of life has...	(329)	
	Decreased significantly	1	
	Decreased to some extent	2	
	Stayed about the same	3	
	Increased to some extent	4	
	Increased significantly	5	
	Don't know	9	

ENVIRONMENT

		Code	Route
Q48	**SINGLE RESPONSE.** Please say whether you strongly disagree, disagree, neither agree nor disagree, agree or strongly agree with the following statement: I would change my lifestyle to help prevent global warming if I knew it would make a difference.		
	Strongly disagree	1	
	Disagree	2	
	Neither agree nor disagree	3	
	Agree	4	
	Strongly agree	5	
	Don't know	8	
	Refused	9	

DEMOGRAPHICS

Q49 **SINGLE RESPONSE.**
Lastly, a few questions about you. This is so we can compare the opinions of different types of people who live in New Zealand.

Were you born in New Zealand?

	Code (336)	Route
Yes	1	Q51
No	2	
Refused	9	Q51

Q50 **SINGLE RESPONSE.**
<u>DO NOT READ OUT.</u>
How many years have you lived in New Zealand?

	Code (337)	Route
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	
Refused	8	
Don't know	9	

Q51 **SINGLE RESPONSE.**
For refused use code 98
<u>DO NOT READ OUT</u>
Currently, how many people live in your household, including yourself?

IF NECESSARY: By household we mean anyone who lives in your house, or in sleep-outs, Granny flats etc on the same property.

	Code (338)	Route
1	01	
2	02	
3	03	
4	04	
5	05	
6	06	
7	07	
8	08	

9	09	
10	10	
11	11	
12	12	
13+	13	
Refused	14	

Q52 **SINGLE RESPONSE.**
For Don't know use code 99.
For Refused use code 97.
DO NOT READ OUT.

Who owns the residence you live in?

IF NECESSARY: RESIDENCE MEANS A HOUSE, FLAT OR APARTMENT.

	Code (343)	Route
You own this house/flat/apartment	01	
You jointly own this house/flat/apartment with other people	02	
A family trust owns this house/flat/apartment	03	
Parents/other family members or partner own this house/flat/apartment	04	
A private landlord who is NOT related to you owns this house/flat/apartment	05	
A local authority or city council owns this house/flat/apartment	06	
Housing New Zealand owns this house/flat/apartment	07	
Other State landlord (such as Department of Conservation, Ministry of Education)	08	
Don't know	09	
Refused	10	

Q53 **SINGLE RESPONSE.**
For Other use code 97.
For Refused use code 98.
For Don't know use code 99.
READ OUT IF NECESSARY.
What is the highest qualification that you have completed that took longer than three months to finish?

	Code (344)	Route
Less than school certificate or less than 80 credits for NCEA Level 1 (no formal qualifications)	01	
School certificate or NCEA Level 1	02	
Sixth form certificate or NCEA Level 2	03	
Higher School certificate/higher leaving certificate	04	
National certificate/NZQA	05	

University entrance from bursary exam	06	
NZ A or B Bursary or NCEA Level 3	07	
University Scholarship or NCEA Level 4	08	
Overseas School Qualifications	09	
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)	16	
Refused (DO NOT READ)	17	
Don't know (DO NOT READ)	18	

Q54 **SINGLE RESPONSE.**
Only ask for those who have more than one person living in the house (i.e code 02-14 at Q51)
Please display loss (01) and No income (02) after code 11
Refused use code 97
Don't know use code 99
READ OUT.
DO NOT READ OUT WEEKLY DOLLAR AMOUNTS- JUST THERE IF NEEDED.

Which best describes your annual personal income before tax?

	Code (346)	Route
Loss	01	
No income	02	
Less than $10,000 **($1-$192 a week)**	03	
$10,001 - $20,000 **($192-$385 a week)**	04	
$20,001 - $30,000 **($385-$577 a week)**	05	
$30,001 - $40,000 **($577-$769 a week)**	06	
$40,001 - $50,000 **($769-$962 a week)**	07	
$50,001 - $60,000 **($962-$1154 a week)**	08	
$60,001 - $70,000 **($1154-$1346 a week)**	09	
$70,001 - $100,000 **($1346-$1923 a week)**	10	
More than $100,000 **($1923 and over)**	11	

Refused (DO NOT READ)	12	
Don't know (DO NOT READ)	13	

Q55 **For Refused use code 98.**
For Don't know use code 99.
Please display Loss (01) and no income (02) after code 15
READ OUT.
DO NOT READ OUT WEEKLY DOLLAR AMOUNTS - JUST THERE IF NEEDED.
SHOW CODES FROM AMOUNT SAID IN Q54 E.G. IF PERSONAL INCOME IS CODE 6 IN Q54 THEN START AT CODE 6 IN CURRENT QUESTION.
Which best describes your household's annual income before tax?

	Code (348)	Route
Loss	01	
No income	02	
Less than $10,000 ($1-$192 a week)	03	
$10,001 - $20,000 ($192-$385 a week)	04	
$20,001 - $30,000 ($385-$577 a week)	05	
$30,001 - $40,000 ($577-$769 a week)	06	
$40,001 - $50,000 ($769-$962 a week)	07	
$50,001 - $60,000 ($962-$1154 a week)	08	
$60,001 - $70,000 ($1154-$1346 a week)	09	
$70,001 - $80,000 ($1346-$1538 a week)	10	
$80,001 - $90,000 ($1538-$1731 a week)	11	
$90,001 - $100,000 ($1731-$1923 a week)	12	
$100,001 - $150,000 ($1923-$2885 a week)	13	
$150,001 - $200,000($2885-$3846 a week)	14	
More than $200,000 ($3846 and over)	15	
Refused	16	
Don't know	17	

Those are all the questions we have for you today. As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes. Under the Privacy Act, you have the right to request access to the information you have provided.

In case you missed it my name is <insert name of interviewer> and I am calling from OCIS on behalf of The Nielsen Company. If you have any queries regarding this survey you can contact Adrienne Pointer on our toll free number 0800 400 402. Thanks again and have a good afternoon/evening.

Appendix VII – Quality Controls

Nielsen's Commitment to Quality

Nielsen has a long-standing commitment to quality in survey research. The company has for many years conducted large, high specification surveys for government and quasi-government agencies and universities. In addition, the company has been independently audited for many years on behalf of the subscribers to a number of the continuous research services it provides in the area of media research. These audits cover all aspects of the process, from design, through fieldwork conduct to data preparation and analysis.

In more recent years, the importance of "quality" has become widely recognised, leading to the formal institution of quality standards and organisations. Nielsen has led survey research companies in New Zealand in seeking certification. Nielsen was granted AS/NZS ISO 9001:1994, the first survey research company in New Zealand to be ISO accredited. Recently, ISO 20252 has incorporated the Australian Standard AS 4572 which requires call monitoring on 5% of calls with the duration of the observation being 75% of the call duration. Nielsen's validation processes meet this new standard. For this survey 1,440 validations were completed (756 by OCIS, 684 by Nielsen), including 372 real-time validations – this equates to around 21% of completed interviews.

As part of our commitment to delivering high quality data and research findings during the Quality of Life Survey we undertook every step necessary to ensure all deliverables received by the Survey Team had been through our quality control procedures.

Quality in Questionnaire Design

The questionnaire is at the core of every research project, thus it was important to ensure that the questionnaire was sound. The pilot process outlined earlier minimised the risk of errors in questionnaire programming and skip logic.

Quality in Fieldwork

The most critical aspects of survey research in terms of data validity and reliability are those concerned with fieldwork.

Interviewing team

A dedicated team of interviewers worked almost exclusively on this project. We believe that this helped achieve high quality data.

CATI

CATI-based telephone surveys ensure more accurate data is collected than traditional home based telephone interviewing. CATI unit interviewers were all located in a central facility, each equipped with a computer linked to the telephone. The interviewer read the questions off the screen, and entered the answers directly into the computer, prompting the next appropriate question to appear.

The quality control advantages of a CATI system were:

- Central location allowed a higher level of consistency amongst interviewers in the way the questionnaires were administered
- A high supervision ratio – one supervisor to every eight interviewers. Supervisors could listen unobtrusively to any interview in progress, as well as view answers as

they were keyed in, closely monitoring interviewers

- Training and briefing on the project was comprehensive
- The computer, based on the responses keyed in, controlled routing logic, ensuring interviewers could not make errors in skip procedures.

For this survey, we ran topline results after the first 100 interviews, then again after 3698 interviews, to regularly check the quality of the data.

Call Management

The CATI facility also incorporates a sophisticated telephone number management system, which controlled the allocation of telephone numbers to interviewers. It also managed the call-back regime for those numbers dialled where there was no initial response, or where the selected respondent was not available at the time of the call.

Interviewer briefing and support

The dedicated team of interviewers allowed:

- A focused training of this team of interviewers at the interviewer briefing, ensuring they appreciated the importance of this survey and how the results would be used (**interviewer buy-in**).
- The interviewer briefing was recorded to ensure any new interviewers to the job were able to complete the full briefing
- The interviewing team provided support to each other, sharing learning and developing best practice for obtaining interviews **(interviewer learning and support)**
- The approach facilitated better monitoring and supervision of interviewers and the project, allowing any problems to be identified and resolved quickly, and any enhancements to be shared quickly and efficiently for optimum effect
- The client service team received feedback from the interviewers regularly, to add input into the questionnaire development at the pilot stage and to help with any questions throughout the fieldwork process.

Quality of Data Capture

Data processing involved ensuring that questionnaire data had been recorded correctly, and was internally consistent.

CATI means most of this work was done automatically, but there were still certain procedures undertaken, notably coding of open-ended questions. Questionnaire routing (skips, loops and logic checks) was built into the CATI programme. This automated process meant the interviewer was free to focus on the interview rather than mentally checking logic.

Frequency counts from the ultimate SPSS dataset were also checked to ensure that they agreed with the counts from the CATI system and with those in the tables for each variable.

Coding	Certain questions required an open-ended response (if the respondent's answer did not fit any of the pre-codes provided). An important quality control feature of the coding process was that a small team of coders undertook it, always working together as a team to maximise consistency in interpretation. Coders received a full briefing to ensure consistency of coding within the team. The coding manager also carried out validation of each coder's work continuously during coding.
Data Processing	After the pilot, the data was extracted and checked for discrepancies, including ensuring the skip logic was correct. Any discrepancies or oddities were investigated and verified. When the interviewing was completed, the data was again extracted and checked for discrepancies. Weights were also checked by a set of fresh eyes.
Quality in Reporting	All reports were checked by the Project Director and a project assistant, who had not been involved in the project, provided 'fresh eyes' to proof and edit documents.

Appendix VIII – Response Rate

Area	Quota Full	Language	Ineligible		Gatekeeper	Eligible Refusals			Complete Interviews (F)	Response Rate 100*F/(F+E)
			Moved / Unavailable	Other		PreContact	Other	Total(E)		
Auckland	1229	319	1898	2925	294	505	2947	3746	2716	42.0
Hamilton	76	19	257	306	38	73	396	507	503	49.8
Tauranga	147	30	287	350	44	90	486	620	515	45.4
Porirua	147	38	307	362	44	98	542	684	516	43.0
Hutt City	249	28	261	317	38	90	477	605	505	45.5
Wellington	200	34	325	394	27	82	444	553	512	48.1
Christchurch	219	28	216	423	38	80	476	594	496	45.5
Dunedin	88	29	365	300	38	90	428	556	516	48.1
Wgtn Booster	356	36	261	363	45	94	492	631	502	44.3
Total	**2711**	**561**	**4177**	**5740**	**606**	**1202**	**6688**	**8496**	**6781**	**44.4**

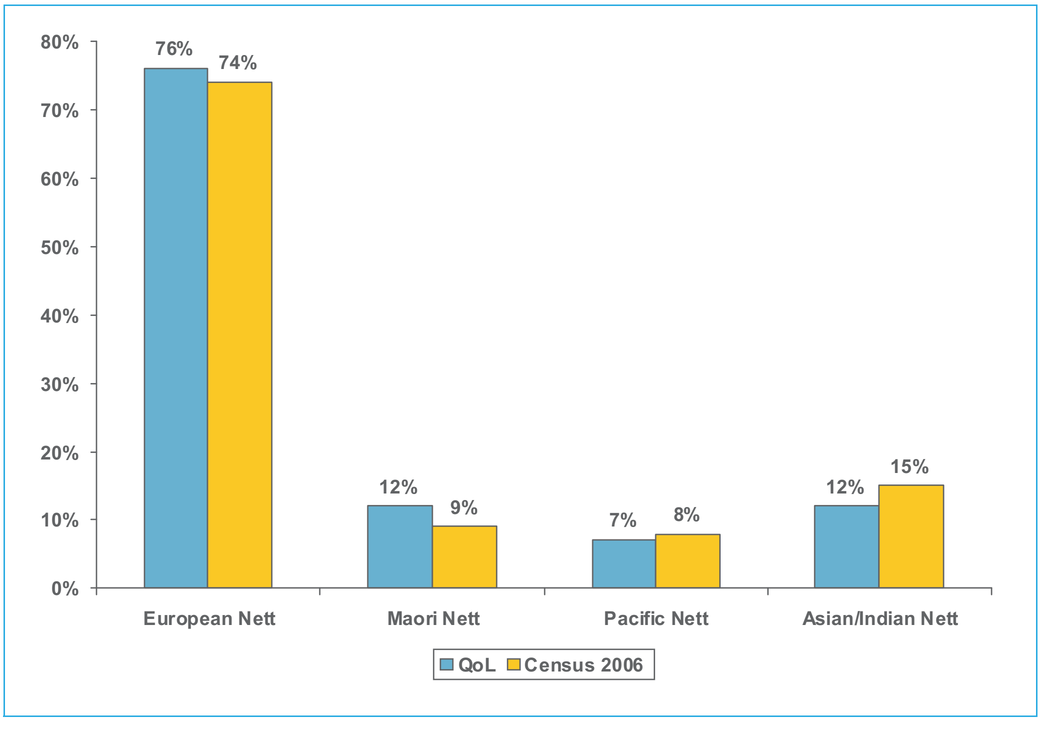
Appendix IX – Representativeness of Data

Ideally the number of achieved interviews should represent the population of the eight cities on a range of demographic, socio-economic and geographic characteristics.

A number of measures were put in place to increase the response rate (see section 2.9) and ensure to the sample is as representative as possible. A final response rate of 44% was achieved.

Quotas were used to ensure the sample was representative by age, gender and ethnicity. The 2006 Census figures were used for the population of the eight cities. Figure IX.I below shows how the sample is representative of the four main ethnicities:

Figure IX.I: Ethnicity – Population and Quality of Life Survey



Please note all charts in this section show unweighted Quality of Life data.

Quotas were also set to ensure the eight cities participating in the research had sufficient sample sizes for analysis at sub-group level (i.e. each had a target sample size of 500 and n=2,621 in Auckland). As a result of this, at an eight cities level, two cities were under-represented (Auckland and Christchurch). These are shown in figure IX.II below.

Figure IX.II: Location – Population and Quality of Life Survey

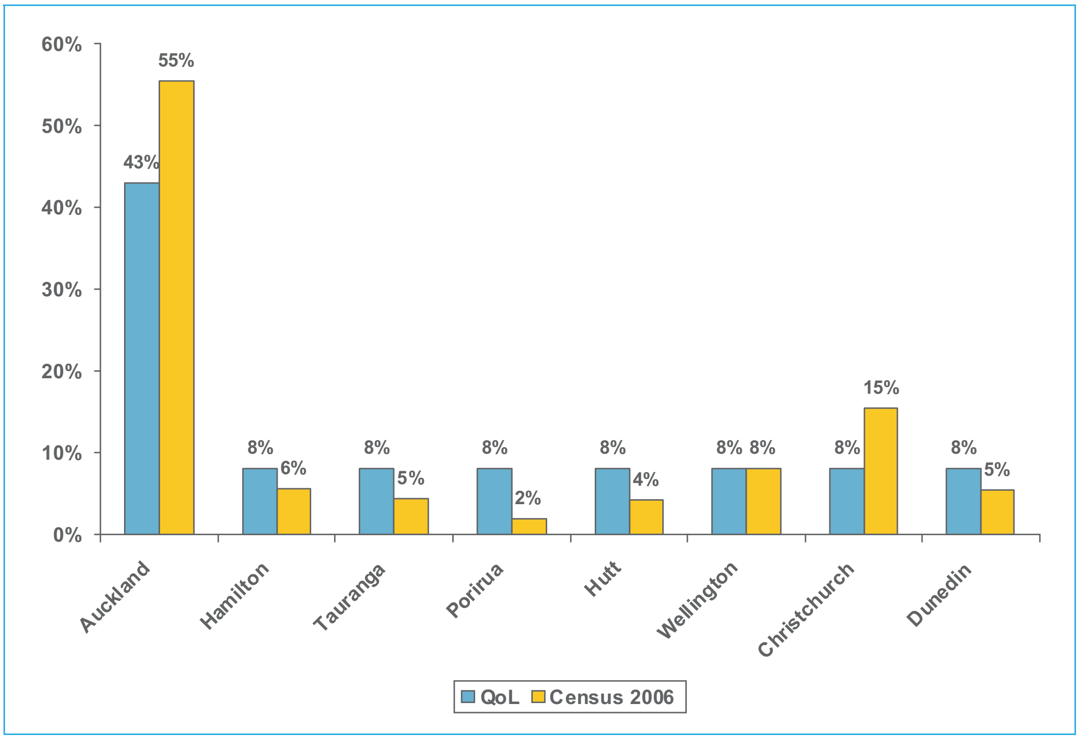


Figure IX.III: Age – Population and Quality of Life Survey

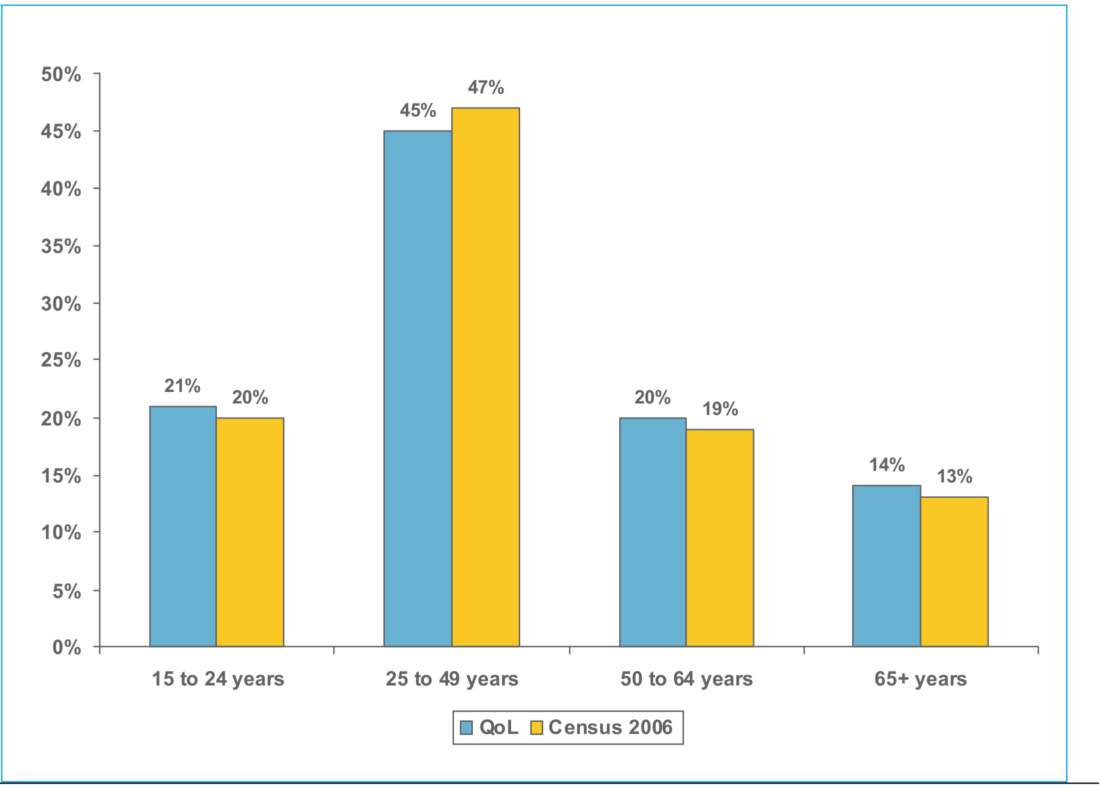


Figure IX.IV: Gender- Population and Quality of Life

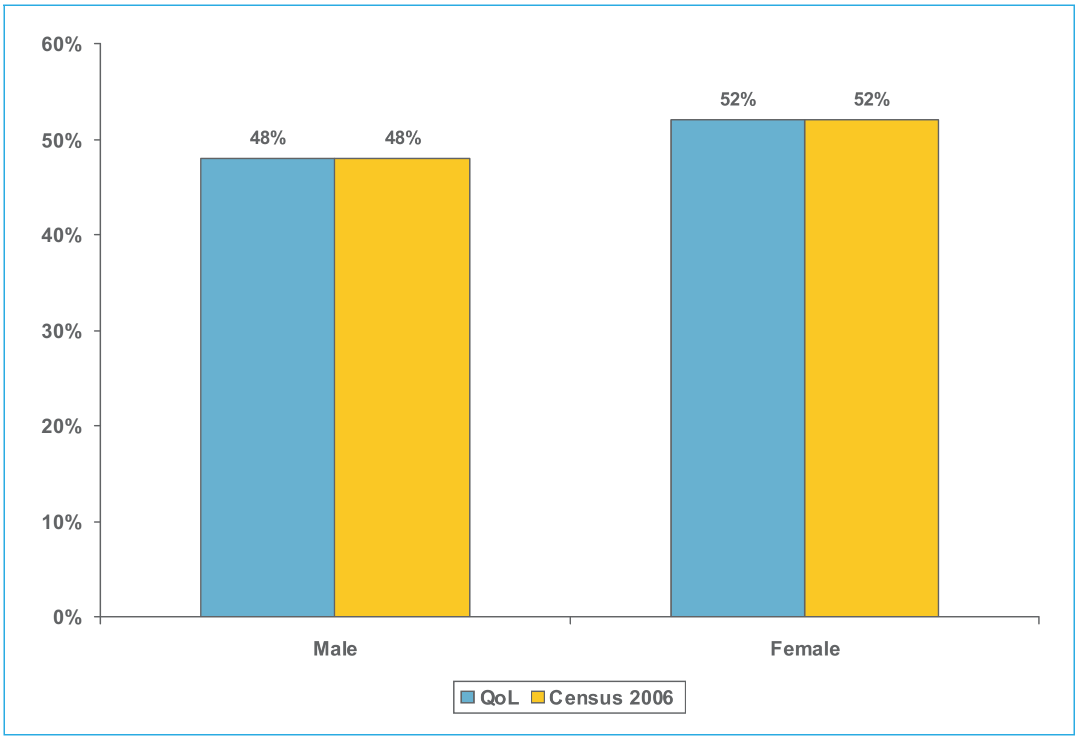
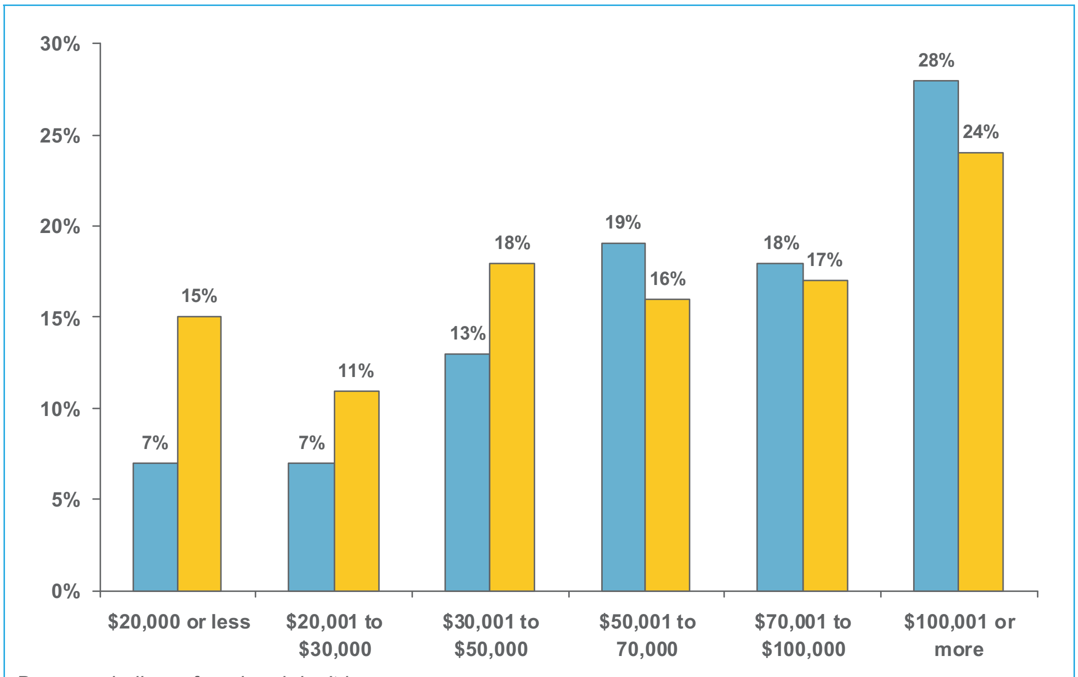


Figure IX.V: Household Income- Population and Quality of Life Survey



Base: excluding refused and don't know
Census data at household level

Appendix X – Quality of Life Facts Sheet

quality of life

Quality of Life Survey 2010

Tihei Mauri Ora!

What is the Quality of Life Survey?

- The Quality of Life Survey is a nationwide survey carried out every two years by local councils.
- It seeks the views of New Zealanders about the city they live in and their quality of life. This includes important issues such as whether people feel safe in the community, what they think of transport in their city, living in their area, and their health.
- The Nielsen Company, an independent research company, is carrying out the survey on behalf of the local councils.

Why take part?

- 2010 has been a particularly difficult year for many New Zealanders.
- Feedback from the survey will help councils and local groups respond to local needs and improve the quality of their programmes and services.
- It's important that people from all ethnic groups take part, to ensure the results reflect everyone who lives in New Zealand.
- **Please encourage people in your community to be involved in the survey, if they are asked.**

Who can take part?

- This is a random survey. Over 40,000 names have been randomly selected from the electoral roll, and only those people whose names have been selected can take part.
- Deaf, hearing or speech impaired people selected to take part can participate through the NZ Relay Service: www.nzrelay.co.nz.

How does it work?

- Those who have been selected will receive a letter letting them know. Within two weeks of receiving the letter, they may be phoned to take part in the survey.
- The survey will take place over the phone. It is safe to participate - all answers are totally confidential, and none of your answers can be traced back to individuals.

When is it happening?

- Some letters have already been sent, with more to come. Surveying will happen from now until late February 2011.
- Don't worry if you'll be away during this time, you can make an appointment to be called until late February 2011.

What if someone already said no, but has since changed their mind?

- It is still possible to take part.
- Please encourage them to call us on 0800 400 402 to arrange for an interviewer to call back.

Further information is available at www.qualityoflifeproject.govt.nz

Appendix XI – Glossary

The purpose of this glossary is to provide a meaning to some of the more technical terms used in this report

Codeframe

This is a summary list of the main themes or topics from the open ended questions.

Confidence interval

This is the interval that is likely to contain the true population result.

Confidence level

This represents how reliable the result is. The 95% confidence level means that you are 95% certain that the true value lies between the confidence interval.

Margin of error

This term expresses the likely amount of random sampling error in the result.

Quota

This is a target number of interviews that is set to ensure a certain sub-group of the population is represented.

Significant

Where results are said to be significant, this means that they are statistically different at the 95% confidence level.

Weighting

Weighting is a method of calculation in which some observations have their influence reduced and other observations have their influence increased. It is used to account for the sample profile being imbalanced relative to the population being measured. For example, proportionally, we have more Māori in our sample than in the New Zealand population; therefore Māori is weighted down to adjust for this sample imbalance.

Appendix XII – Nielsen Quality Assurance

Quality Assurance	Nielsen is committed to the principles of Total Quality Management, and in 1995 achieved certification under the International Standards Organisation ISO 9001 code. The company maintains rigorous standards of quality control in all areas of operation. We believe no other commercial research organisation in New Zealand can provide clients with the level of confidence in survey data that we are able to. Furthermore, Nielsen is routinely and regularly subjected to **independent external auditing** of all aspects of its survey operations.
ISO 9001 and AS20252	In 1995, Nielsen achieved certification under the International Standards Organisation ISO 9001 code. In March 2007 Nielsen also adopted the standards specified in AS20252. In terms of this project, all processes involved are covered by our ISO 9001 procedures. As part of these procedures, all stages of this research project (including all inputs/ outputs) are to be approved by the Project Leader.
Code of Ethics	All research conducted by Nielsen conforms with the Code of Professional Behaviour of the Market Research Society of New Zealand.