

## SUMMARY RESULTS:

### LIFE IN CHRISTCHURCH NEIGHBOURHOODS AND COMMUNITIES 2020

SURVEY IN FIELD: NOVEMBER 2020

NUMBER OF RESPONDENTS: 3326

#### NEIGHBOURHOOD

- Majority of people understand the issues facing their neighbourhood both now (67%, n=2097) and in the future (59%, n=1840).
- 92% (n=2824) of people feel safe walking in their neighbourhood during the day, however this decreases to 55% (n=1704) when asked whether they feel safe walking alone in their neighbourhood at night.
- While 81% (n=2313) of people think it is important to feel a sense of community with their neighbourhoods, only 59% (n=1682) actually feel a sense of community with their neighbours.
- 55% (n=1420) agree or strongly agree that the residents of their neighbourhood are friendly and inclusive of newcomers.
- 31% (n=803) agree or strongly agree that they live in a close knit neighbourhood.
- 17% (n=424) agree or strongly agree that they have little in common with most people in their community.
- 39% (n=965) frequently discuss neighbourhood issues with friends and neighbours.

*we are extraordinarily fortunate to have most of the connectors in our neighbourhood, pub, church, school, pool, community centre and a beach where we all meet up at in summer. we also have fabulous access to nature through walking tracks*

*We don't have a lot of high fences in our neighbourhood which I really like. You can talk to people when they're out in their gardens/property.*

*We came together to fight a mutual neighbourhood cause. We lost the cause but became a strong neighbourhood.*

*People generally just keep to themselves. We only know some of our immediate neighbours.*

*I think we are most cohesive in times of emergency. At other times we wish to live independently from our neighbours and maintain space and quietness. However, we know the roots and connections are there.*

#### WELLBEING

- 88% (n=2138) report that their overall quality of life has either been good or extremely good in the last 12 months.
- In the last 12 months, 33% (n=867) of people have felt lonely or isolated sometimes, most of the time or always.
- 76% (n=1820) have sometimes, most of the time or always felt stressed in the last 12 months.
- 63% (n=1495) have enough or more than enough money to cover everyday costs, while 34% (n=817) report having just enough or not enough money to cover everyday costs.
- Less than half reported having an up-to-date emergency plan for their household (45%, n=1077)

- The average WHO-5 Wellbeing score was 16 (based on the raw scores) out of a total possible score of 25. Scores below 13 are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health (Quality of Life report, 2018).

*Covid lock down was very isolating this year.*

*Retired and have more time to do what I value*

*The downstream effects of Covid-19 and the impact this is having on people.*

## COMMUNITY PARTICIPATION

- 32% (n=938) think there are enough community events provided in their local neighbourhood where they can connect with their neighbours.
- 47% (n=1343) say that they attend community events in their local neighbourhood where they can.
- 25% (n=705) volunteer in their local neighbourhood at least once a month or more, while 36% (n=968) volunteer in the wider community.
  - Half of the respondents do not know how to find out about volunteering opportunities in their local neighbourhood or wider community.
- The top groups or organisations that respondents belong to are:
  - Online social networks (62%, n=1657)
  - Professional / work networks (38%, n=1027)
  - Sports clubs (24%, n=637)

*the Facebook page is great for sharing information, and the Covid lockdown saw a lot more people interacting on the street, which was nice.*

*Would be great to be able to organise events with less difficulty eg using parks, closing roads etc*

*To me formal events aren't really that important in building community. It's more the informal neighbourhood connections that get built up organically.*

## GOVERNANCE

- 36% (n=861) were satisfied or very satisfied with the opportunity to have a say in what Council does.
- The most common places people get their information about the Council from are:
  - Coverage in The Press or community newspapers (56%, n=1329)
  - News websites (e.g. Stuff) (51%, n=1204)
  - Christchurch City Council website (44%, n=1037)
- 50% (n=1175) have not engaged with council decision making in the past 12 months.
- 38% (n=883) are neither satisfied nor dissatisfied that the Council's decision making processes are easy to use and engage with.
- The majority (69%, n=1444) of people were not aware that they could watch live Council and committee meetings online.
- The main barriers preventing people from engaging with the Council are:
  - Not enough time (40%, n=838)
  - The council has already predetermined the outcomes before consultation (37%, n=772)
  - Council decision making is not open and transparent (27%, n=569)

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*They do what they like. They put out notices for us to have a say but just do what they want anyway.*

*Unless you have a vested interest in a particular issue the first you hear of any decision making process is after it has been made. The average person has enough to worry about other than getting involved with every issue that arises.*

*It's easy enough to participate, but I do not believe it has any effect whatsoever. Council and staff just do whatever they have planned ignoring any input.*

*I have only within the last 3 months seen any kind of advertising stating that the council wants to hear back from the general public. So a larger marketing push could help. Additionally on the ccc website the "Have your say" should be an entire section on the front page, not just a little button on the top bar.*

*Everything should be able to be done online and in an easy and intuitive way.*

*I like the Face to Face service centres at the Libraries. It is good to see the public face of the council*