Quality of Life Survey 2020

TOPLINE REPORT

QUALITY OF LIFE

Auckland Council

Hutt City

Tauranga City

Christchurch City Council

Porirua city

Greater Wellington Regional Council

Dunedin City Council

Absolutely Positively Wellington City Council

Hamilton City Council

Next

KEY HIGHLIGHTS

The 2020 Quality of Life Project is a partnership between eight New Zealand councils.
It measures perceptions over several domains related to quality of life.
A random selection of residents aged 18 years or over from each council area participated in the survey either online or by filling in a paper questionnaire.
The survey took place between 23 September and 29 November 2020.

Overall quality of life

87% Rate their overall quality of life positively

73% Rate their family/whānau wellbeing positively

Percentage who say their quality of life has changed compared with 12 months ago

23% Quality of life increased

27% Quality of life decreased

TOP 3 REASONS FOR QUALITY OF LIFE

Increasing

1. Work related
2. Financial wellbeing
3. Relationships

Decreasing

1. Poor financial wellbeing
2. Work related
3. Lifestyle changes (e.g. loss of freedom)

Housing

PERCEPTIONS OF HOUSING: % STRONGLY AGREE OR AGREE

Live in a suitable area	Home is suitable	Housing costs are affordable
83%	79%	47%

Housing in winter conditions

Heating system keeps home warm	Can afford to heat home properly	Have problems with damp/mould
78%	68%	25%

TOP 3 REASONS HOME IS UNSUITABLE

1. The home is too small
2. Home is in poor condition / needs maintenance
3. Home is cold / damp

Built and natural environment

83% Think their city or local area is a great place to live

63% Are proud of how their city or local area looks and feels

City compared to 12 months ago

Better **23%**

Worse **24%**

TOP 3 REASONS WHY CITY AS A PLACE TO LIVE HAS

Got better

1. Good/improved amenities
2. Building developments/ renovations
3. Community spirit

Got worse

1. Traffic
2. Lack of suitable, affordable housing
3. Dissatisfaction with government/local government

PERCEPTIONS OF ISSUES IN CITY / LOCAL AREA:

% VIEW AS A BIT OF A PROBLEM/ BIG PROBLEM IN LAST 12 MONTHS

Traffic	Limited parking in the city centre	Water pollution	Noise pollution	Air pollution
80%	60%	53%	44%	29%

Transport

PERCEPTIONS OF PUBLIC TRANSPORT IN LOCAL AREA:

% STRONGLY AGREE OR AGREE

Safe	Easy to access	Frequent	Reliable	Affordable
71%	67%	56%	48%	46%

21% Use public transport weekly (or more often)

KEY HIGHLIGHTS

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Health & wellbeing

90% have someone to turn to for **practical help** if they were faced with a serious illness or injury, or a difficult time

90% have someone to turn to for **emotional support** if they were faced with a serious illness or injury, or a difficult time

25% Always/most of the time experience stress with a negative effect

35% Have a WHO-5 index of less than 13, indicating poor wellbeing

74% consider they are in good physical health

73% consider they are in good mental health

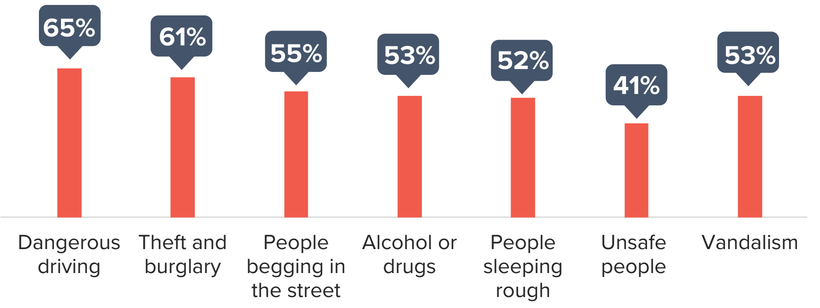
35% have been physically active on at least 5 days in past week

Crime, safety & local issues

49% Feel safe in their city centre after dark

PERCEPTIONS OF ISSUES IN CITY / LOCAL AREA:

% VIEW AS A BIT OF A PROBLEM/BIG PROBLEM IN PAST 12 MONTHS



Council processes

30% Are confident in their local council's decision-making

31% Believe the public has an influence on council decision-making

Respondents from Auckland were not asked this question.

Community, culture & social networks

70% Believe a sense of community in their neighbourhood is important

50% Feel a sense of community in their neighbourhood

58% Trust most people in their city

52% Never or rarely feel isolated

64% Say cultural diversity makes their city a better place to live

Economic wellbeing

68% Employed (full or part time)

65% of employed people satisfied with their job over the past 4 weeks

58% Satisfied with work/life balance

48% Have more than enough or enough income to cover costs of everyday needs

ADDITIONAL
33% Have 'just enough'

Climate change & sustainabilty

Sustainability...

45% Consider sustainability most or all the time when making daily decisions

49% Worried or very worried about impact of climate change on city

THE IMPACT OF COVID-19

87%

Rate their overall quality of life positively (86% in 2018)

Opinions are polarised as to whether quality of life has improved or deteriorated over the past 12 months. But, compared to 2018, the proportion who feel their quality of life decreased has doubled.

	2018	2020
Increased	30%	23%
Decreased	13%	27%

When looking 12 months into the future, the balance is towards optimism (40% think their quality of life will be better and 10% think it will be worse).

Be better 40%

Be worse 10%

COVID-19 has likely impacted behaviours and perceptions in a number of ways. Compared with 2018...

Health & wellbeing

2018 19% — 2020 25%

More people are feeling stressed (experience stress with a negative effect always/most of the time)

2018 30% — 2020 35%

More people have a WHO-5 index of less than 13, indicating poor wellbeing

Economic wellbeing

59% had their economic situation impacted by COVID-19

25% had their income temporarily or permanently reduced or been made redundant

5% had increase in income

19% had reduced job security

7% increased job security

21% had additional work pressures placed on their roles

Social contact

2018 35% — 2020 48%

More people have felt lonely or isolated some or most of the time

31%

Among those who felt their quality of life had got worse over the past 12 months, 31% said this was due to loss of freedom/independence and/or travel restrictions

Changing patterns of working and transport

55% of employed people have the types of jobs where it was possible to work from home pre COVID-19

Of these 62% expect to work more from home in the future than they did pre COVID-19

28% Using a private vehicle more often now compared with before COVID-19 — 14% Using less often

20% Using walking as a form of transport more often now compared with before COVID-19 — 10% Using less often

4% Using public transport more often now compared with before COVID-19 — 22% Using less often

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INTRODUCTION

Background

The 2020 Quality of Life survey is a collaborative local government research project. The primary objective of the survey is to measure residents' perceptions of aspects of living in larger urban areas.

The survey provides data for councils to use as part of their monitoring programmes.

It also contributes to public knowledge and research on quality of life issues in New Zealand.

The survey measures residents' perceptions across several domains, including:

- **Overall quality of life**
- **Environment** (built and natural)
- **Housing**
- **Public transport**
- **Health and wellbeing**
- **Crime, safety and local issues**
- **Community, culture and social networks**
- **Climate change**
- **Employment and economic wellbeing**
- **Council decision-making processes**

INTRODUCTION

Councils Involved

The Quality of Life survey was first conducted in 2003, repeated in 2004 and has been undertaken every two years since. The number of participating councils has varied each time.

A total of nine councils participated in the 2020 Quality of Life survey project, as follows:

- **Auckland Council**
- **Hamilton City Council**
- **Tauranga City Council**
- **Hutt City Council**
- **Porirua City Council**
- **Wellington City Council**
- **Christchurch City Council**
- **Dunedin City Council**
- **Greater Wellington Regional Council.**

One of the councils listed is a regional council. The Greater Wellington region includes the areas covered by Hutt City, Porirua City and Wellington City Councils. The regional council area also includes smaller towns as well as rural and semi-rural areas.

Throughout this report, the results for all nine council areas are reported on separately and the aggregated results for the eight city councils, excluding Greater Wellington Regional Council, are provided (referred to throughout as the 'eight city total'). The text in this report focuses on the eight city total as these are substantially urban areas.

Results for the Greater Wellington region include results for Hutt City, Porirua City and Wellington City areas, along with a booster sample from the remaining territorial authority areas in the region.

Quality of Life survey results from 2003 onwards are available on the Quality of Life website: http://www.qualityoflifeproject.govt.nz

INTRODUCTION

Project Management

Since 2012, the Quality of Life survey project has been managed by a group made up of representatives from the following four councils:

- **Auckland Council[1]**
- **Wellington City Council**
- **Christchurch City Council**
- **Dunedin City Council.**

The management group manages the project on behalf of all participating councils. This includes commissioning an independent research company and working closely with the company throughout.

Nielsen was commissioned to undertake the 2020 survey on behalf of the participating councils.

1) The Auckland Council area also includes several smaller towns, rural and semi-rural areas. However, the majority (over 90%) of the Auckland population lives in the urban area.

INTRODUCTION

Sample

In 2020 a total of 6930 respondents aged 18 years and over completed the Quality of Life survey – 6412 from the eight cities.

The table shows the number of respondents in each of the participating council areas. These numbers reflect the sample design, where a target of n=2500 was set for Auckland and n=500 for the other cities.

Results shown in this report are based on the weighted % (column to the right). Results are adjusted at the data analysis stage to reflect the actual population distribution across the eight cities. For example, while 40% of our eight-city sample lives in Auckland, Auckland residents actually account for 57% of the adult population aged 18 years and over living in one of these eight cities. (Refer to Appendix 1 for demographic characteristics of the sample.)

Council Area	Sample achieved in each city	Proportion of 8-city sample (n=6412)	Proportion of 8-city results (n=6412)
	No.	Unweighted %	Weighted %
Auckland	2536	40	57
Hamilton	500	8	6
Tauranga	526	8	5
Hutt	512	8	4
Porirua	529	8	2
Wellington	588	9	8
Christchurch	546	9	14
Dunedin	675	11	5
Eight city sub-total	**6412**	**100**	**100**
Greater Wellington Region (excluding Hutt, Porirua and Wellington city)	518	N/A*	N/A*
Total Sample	**6930**	-	-

*Not included in 8-city total

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RESEARCH DESIGN

Method and Sampling Overview

Method

The 2020 survey used an online method for respondents aged under 35 years, while a mixed method was used (online and paper) for those 35 years and over. Respondents aged 35 years and over were encouraged to complete the survey online in the first instance and were later offered the option of completing a paper questionnaire. The survey communications, sent to potential respondents to invite participation, are included in Appendix 2.

Among those 35 years and over

76% of respondents completed the survey online

24% completed on paper.

Dates of fieldwork: The fieldwork took place from 23 September to 29 November 2020.

Target Population: People aged 18 and over, living within the areas governed by the participating councils.

Technical report: For more detail on method and sample, please refer to the Technical Report which is a separate document.

Sampling frame and recruitment

The New Zealand electoral roll was used as the primary sampling frame. This provides a representative, robust database (name and mailing address) for the New Zealand population. It enables sample selection by local council area and by demographic variables (gender, age and Māori descent).

A sample frame was drawn and potential respondents were sent a personalised letter, outlining the purpose of the survey and explaining how to complete the survey online. Initiatives to help ensure a robust and representative sample, inclusive of demographic groups traditionally less likely to be represented in surveys, included:

- Mesh blocks with higher proportions of Asian and Pacific residents being oversampled
- Individuals flagged on the electoral roll as of Māori descent also being oversampled
- Some respondents from harder-to-reach groups, who had participated in 2018 and who had agreed to be re-contacted, being invited to participate in 2020
- Specific initiatives to encourage younger residents to take part (e.g. targeted communications, prize draws)

RESEARCH DESIGN

Impact of COVID -19

2020 was an exceptional year for the Quality of Life survey because of the COVID-19 pandemic.

Fieldwork was originally scheduled for April - May 2020, but was delayed as New Zealand moved into alert level 2 then alert level 4 at the end of March. Fieldwork finally took place between 23 September - 29 November, not long after alert levels had been raised for the second time.

The questionnaire was updated and modified, with some questions relating to COVID-19 added. Communications to potential respondents acknowledged the impact of COVID-19, but asked respondents to try and consider the previous 12 months as a whole when answering questions.

21 MARCH
COVID-19 alert levels announced
New Zealand at alert level 2

23 MARCH
New Zealand moves to alert level 3

25 MARCH
New Zealand moves to alert level 4 and enters lockdown

27 APRIL
New Zealand back to alert level 3

13 MAY
New Zealand back to alert level 2

8 JUNE
New Zealand back to alert level 1

12 AUGUST
Auckland moves to alert level 3
Rest of New Zealand moves to alert level 2

30 AUGUST
Auckland moves to alert level 2.5
Rest of New Zealand stays at alert level 2

21 SEPTEMBER
Auckland stays at alert level 2.5
Rest of New Zealand back to alert level 1

23 SEPTEMBER
Auckland back to alert level 2
Rest of New Zealand stays at alert level 1

Fieldwork:
23 September - 29 November

7 OCTOBER
Auckland back to alert level 1
Rest of New Zealand stays at alert level 1

17 OCTOBER
New Zealand general election

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RESEARCH DESIGN

Response rates

A total of 30,992 potential respondents were randomly selected from the Electoral Roll and invited to participate. From these invitations, 6930 respondents completed the survey. The overall response rate for the eight cities is 23%.

An explanation of the response rate calculation and response rates by council area are provided in the Quality of Life Survey 2020 Technical Report.

The total number of completed surveys (6,930) includes 261 who took part in the 2018 survey and who agreed to be re-contacted. This was to boost the number of completed surveys received from harder-to-reach groups and from older age-groups in a few cities where responses were lower than anticipated.

30,992
Survey invitation letters

Response rate eight cities + Wellington region (and sourced from the electoral roll)
23%

6,930
completed the questionnaire

6,669
who were sourced from the electoral roll

261
who were sourced from the 2018 survey

RESEARCH DESIGN

Questionnaire design

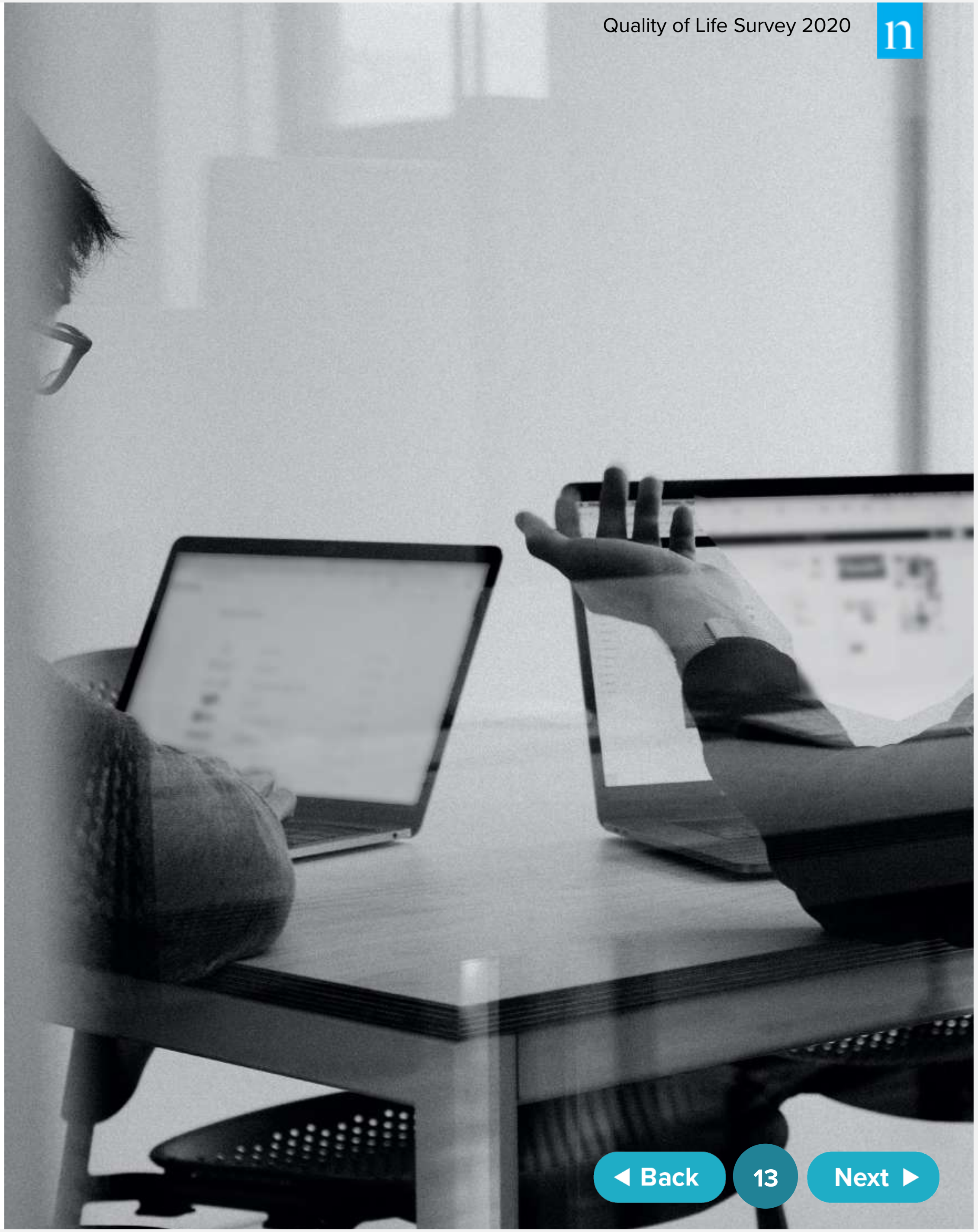
Many of the questions in the 2020 questionnaire were identical to those asked in the 2018 Quality of Life survey.

However, the question wording was enhanced for a small number of questions and some new questions were added, including those pertaining to COVID-19.

There are also some slight differences in question wording depending on individual council requirements and the size of the council jurisdiction. For example, Auckland and the Greater Wellington region questionnaires referred to ‘your local area’ throughout the survey, whereas all other questionnaires referred to the specific city name (e.g. ‘Hutt City’).

A full version of the Wellington City questionnaire is included in Appendix 3.

Differences between the 2018 and 2020 Quality of Life questionnaires are outlined in the 2020 Technical Report.



RESEARCH DESIGN

Notes about this report

This report provides results for all questions asked in the 2020 Quality of Life survey. Results are presented in graphical or tabular format. The short accompanying text summarises the eight city total result.

The results for each individual council are also shown.

This report does not provide detailed analysis or interpretation of results; this is outside scope for the research agency and will be carried out by individual councils.

Eight city and Council area results

Sample design aimed for a representative sample within each council area by age within gender, ethnicity and ward / local board. Weighting was carried out at the analysis stage to adjust for any discrepancies between known population demographics and sample demographics.

For the eight city total, the results of each city are post-weighted to their respective proportion of the eight city population to ensure results are representative. For example, Christchurch's sample of n=546 is 9% of the total sample size. However as their population is 14% of the eight city combined population, their responses have been weighted so they represent 14% of any total eight city result.

Results for the Greater Wellington region include the results for Hutt City, Porirua City and Wellington City areas as well as a booster for the other locations within the region (Kapiti Coast, Wairarapa, Upper Hutt). The Wellington Regional results have a post-weight when regional results are analysed so that the regional results accurately reflect the regional population. For example, Wellington city results make up approximately 27% of the Greater Wellington region results; however, the population (18 years and over) of Wellington city is 41% of the Greater Wellington regional population. The post-weighting process weights the Wellington city sample to the correct proportion of the Greater Wellington regional population.

RESEARCH DESIGN

Notes about this report

Rounding

Due to the effects of rounding, percentages shown in charts may not always add to 100.

Net counts

The 'net' results (aggregated scores) have been calculated using the statistically correct method of adding together the number of respondents and creating a proportion of the total. This means results may differ slightly from the sum of the corresponding figures in the charts due to rounding.

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=50 is considered extremely small. Results should be viewed with caution.

Margin of error

All sample surveys are subject to sampling error. Based on a total sample size of 6412 respondents, the results shown in this survey for the eight city total are subject to a maximum sampling error of plus or minus 1.2% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 48.8% and 51.2%. As the sample figure moves further away from 50%, so the error margin will decrease.

	Sample target	Sample achieved	Maximum margin of error (95% level of confidence)
Auckland	2500	2536	1.9%
Hamilton	500	500	4.4%
Tauranga	500	526	4.3%
Hutt	500	512	4.3%
Porirua	500	529	4.3%
Wellington	500	588	4.1%
Christchurch	500	546	4.2%
Dunedin	575	675	3.8%
Eight city sub-total	**5575**	**6412**	**1.2%**
Greater Wellington Region	2000	2147	2.1%

RESEARCH DESIGN

Notes about this report

Reporting on significant differences

Throughout this report an upward chevron ('^') is used to indicate a net result for a council area that is statistically higher than the eight city total, while a downward chevron ('V') is used to flag a net result that is statistically lower than the eight city total.

Statistical differences are only highlighted when two criteria are met:

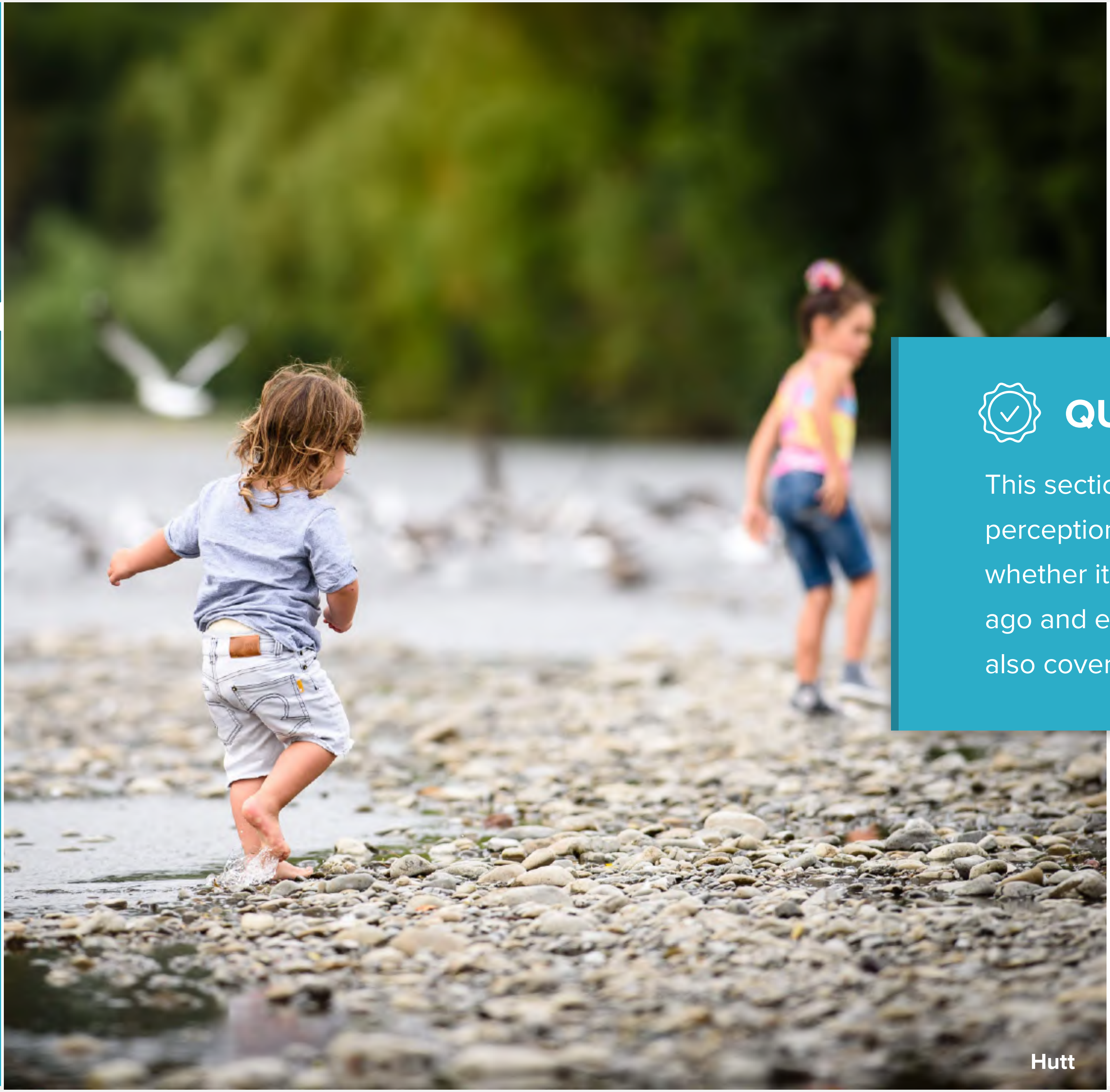
- the difference is statistically significant at the 95% confidence level and
- the difference in results is five percentage points or greater.

When a question has been asked consistently in 2018 and 2020, results have been compared. If there is a significant difference of five or more percentage points between the 2018 and 2020 results at the eight city total level, this is noted in the commentary for that question. This report does not contain comparisons between 2018 and 2020 at an individual city level.

Appendix 6 contains tables that compare 2018 and 2020 results on key indicators.

Question numbering

The numbering displayed in the notes underneath charts throughout this report correlates with the question numbers as they appear in the hard copy questionnaire (the questionnaire for Wellington City is included for reference as Appendix 3).



QUALITY OF LIFE

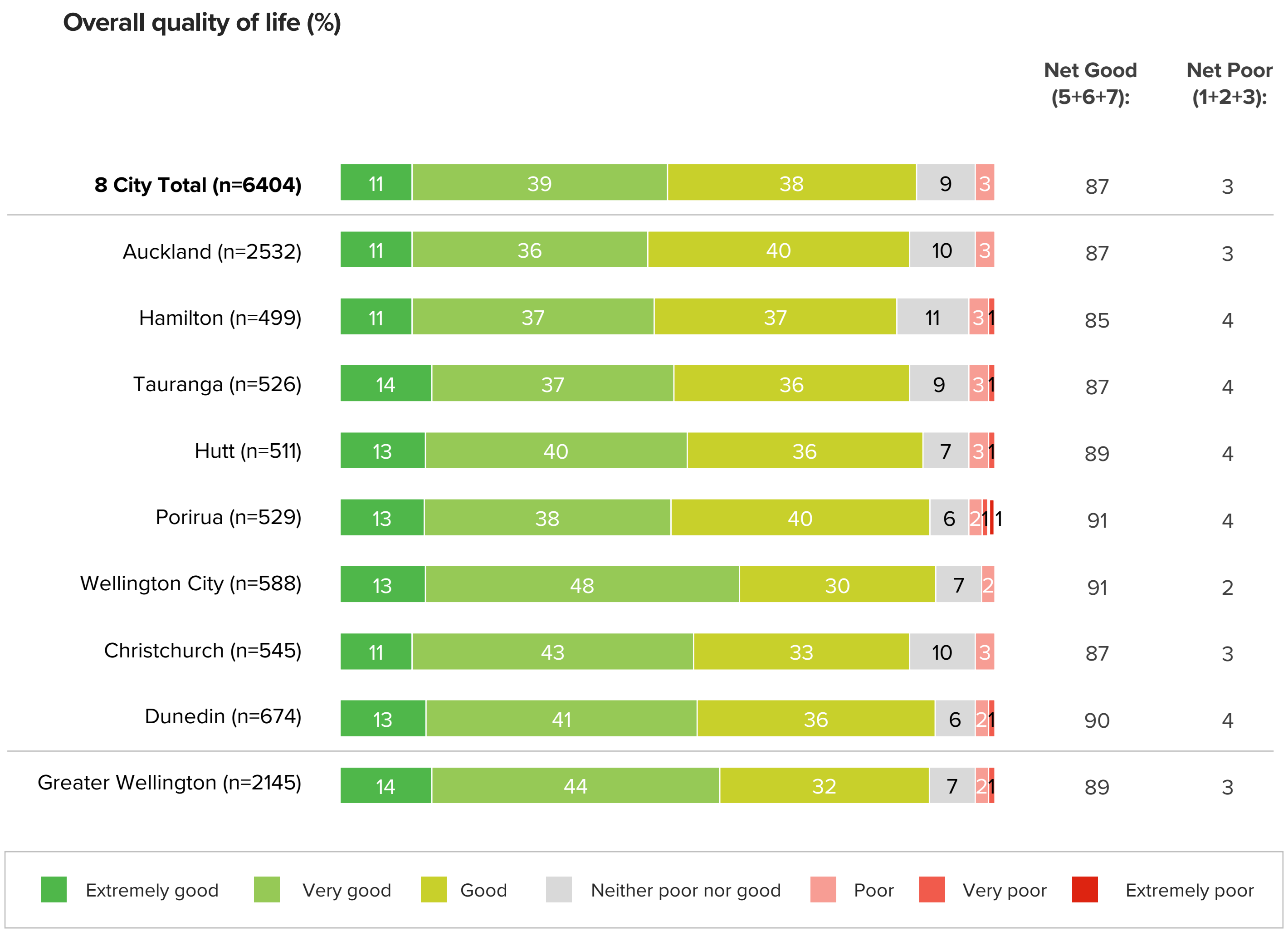
This section presents results on respondents' perceptions of their overall quality of life, whether it has changed compared to a year ago and expectations for 12 months time. It also covers family wellbeing.

QUALITY OF LIFE

Overall quality of life

Nine in ten (87%) respondents in the eight cities rate their overall quality of life positively, with 11% rating it as ‘extremely good’, 39% as ‘very good’ and 38% as ‘good’.

Just 3% rate their quality of life negatively.



Base: All Respondents (excluding not answered)
Source: Q3. Would you say that your overall quality of life is…
(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)

^ Significantly higher than 8 City total
v Significantly lower than 8 City total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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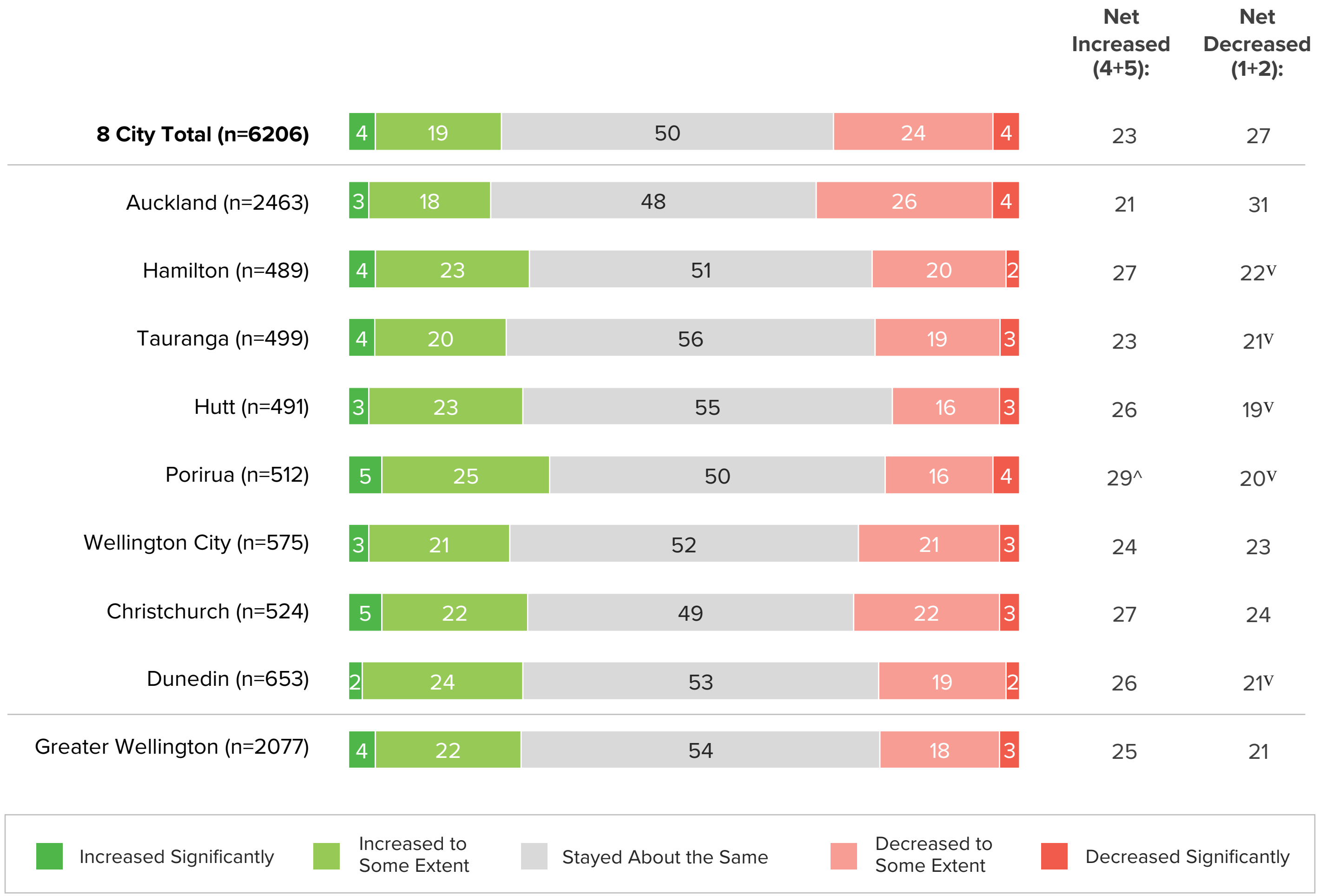
QUALITY OF LIFE

Perceived quality of life compared to 12 months prior

Just under a quarter (23%) of respondents living in the eight cities feel their quality of life has increased over the past year, while 27% feel it has decreased.

Compared with 2018, the proportion who feel their quality of life has decreased over the past year is significantly higher (doubling from 13% in 2018 to 27% in 2020).

Perceived quality of life compared with 12 months prior (%)



Base: All Respondents (excluding not answered)
Source: Q4. And compared to 12 months ago, would you say your quality of life has...
(1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

^ Significantly higher than 8 City total
V Significantly lower than 8 City total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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QUALITY OF LIFE

Reasons for positive change

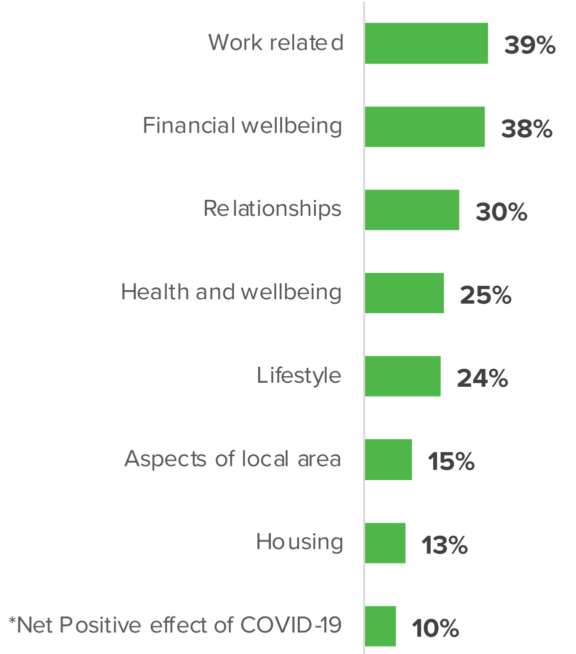
The 23% of respondents who indicated their quality of life was better now than 12 months ago were asked to describe in their own words why this was so. Their responses were coded into themes (comments could be coded across more than one theme). The charts and tables in this section show the main themes. For a more detailed breakdown of the codes included within these themes please see Appendix 4.

Reasons for increased quality of life

Most common explanations relate to work (39%), financial wellbeing (38%), relationships (30%), health and wellbeing (25%) and lifestyle (24%).

One in ten respondents specifically mentioned a benefit related to COVID-19 in their response (e.g. good work/life balance, flexibility to work/ study online from home).

Reasons for increased quality of life – 8-city total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has increased compared to 12 months ago (n=1504)
Source: Q5. And for what reasons has your quality of life changed?

*The net refers to any comments across all themes (e.g. financial wellbeing, health, etc.) that referenced Covid-19.

QUALITY OF LIFE

Examples of verbatim comments – increased quality of life

"I am happier in my work/ life balance, I've grown to appreciate living in Christchurch since the pandemic, I've made some good friends, I feel better as a person in my endeavours to express myself and to be a friend, I have reached out and reconnected with my local whānau."

Female, 50-64 years, Christchurch

"Paid off a significant amount of debt and have been able to spend more freely and save quickly. I was able to treat myself to more things and moved into a new house with the intention of saving to buy one."

Male, 25-34 years, Auckland

"I have been working out more, focusing on health and wellbeing, prioritising friendships, and have a better relationship with my partner."

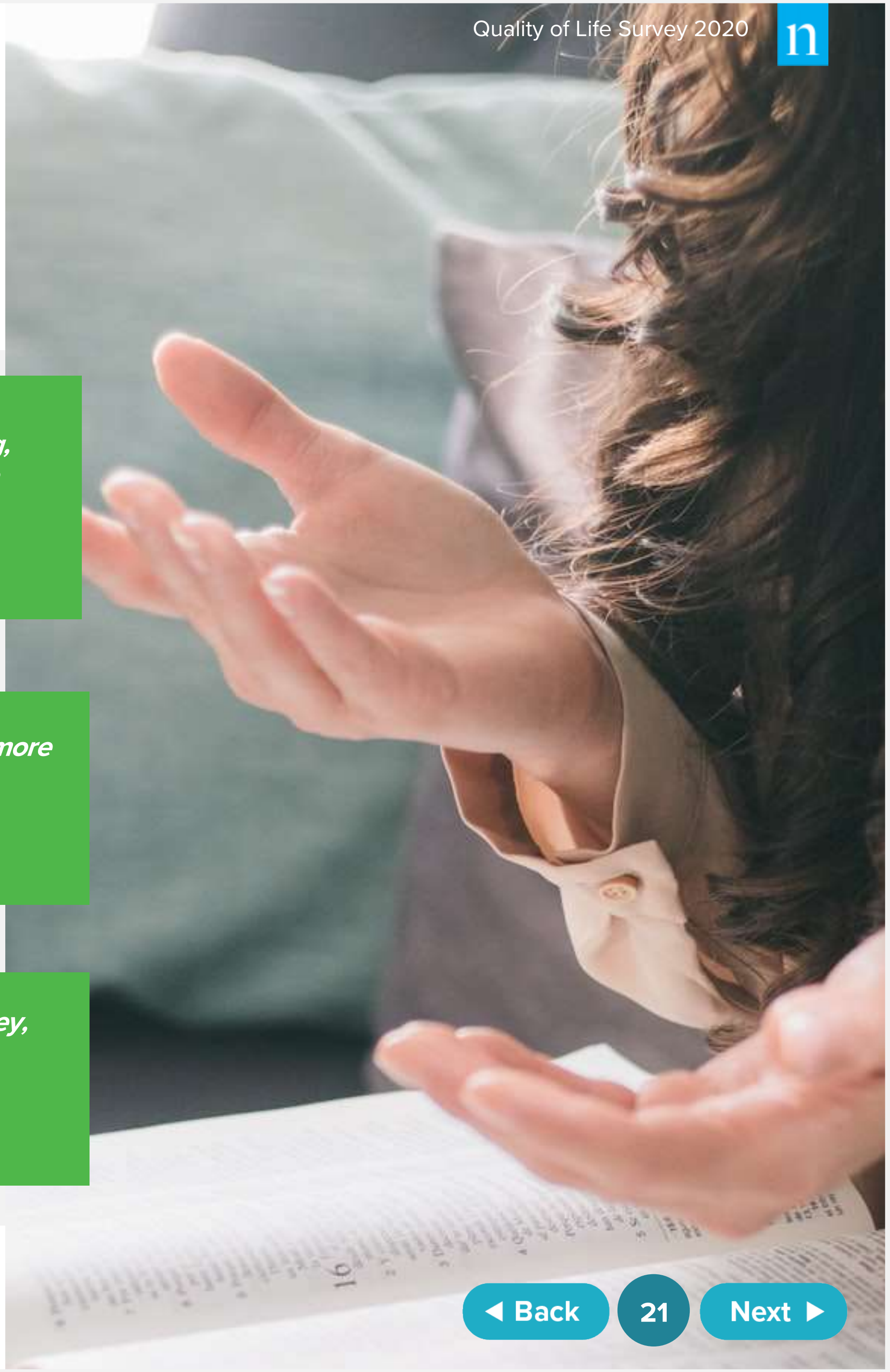
Female, 25-34 years, Wellington

"Changes in lifestyle that allow more time to relax while still having a packed day to day schedule."

Male, 18-24 years, Dunedin

"COVID allowed us to save money, retain our jobs and spend more quality time with our kids."

Female, 35-49 years, Porirua



QUALITY OF LIFE

Reasons for positive change

Reasons for increased quality of life compared to 12 months prior (main themes)

	8 CITY TOTAL (n=1504) %	AUCKLAND (n=536) %	HAMILTON (n=128) %	TAURANGA (n=115) %	HUTT (n=126) %	PORIRUA (n=143) %	WELLINGTON (n=142) %	CHRIST-CHURCH (n=139) %	DUNEDIN (n=175) %	GREATER WELLINGTON (n=543) %
Work related	39	38	42	38	35	33	50^	35	36	42
Financial wellbeing	38	42	33	40	38	36	31	35	31V	34
Relationships	30	30	30	29	25	28	33	28	29	28
Health and wellbeing	25	23	22	21	26	26	27	29	26	25
Lifestyle	24	23	28	28	26	24	27	23	32^	23
Aspects of local area	15	13	25^	17	16	10	16	14	17	16
Housing	13	12	15	10	14	12	18	14	14	14
*Net Positive effect of COVID-19	10	13	7	8	6	10	8	7	9	9

(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has increased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

*The net refers to any comments across all themes (e.g. financial wellbeing, health, etc.) that referenced Covid-19 when making that comment.

^ Significantly higher than 8 City total
V Significantly lower than 8 City total

QUALITY OF LIFE

Reasons for negative change

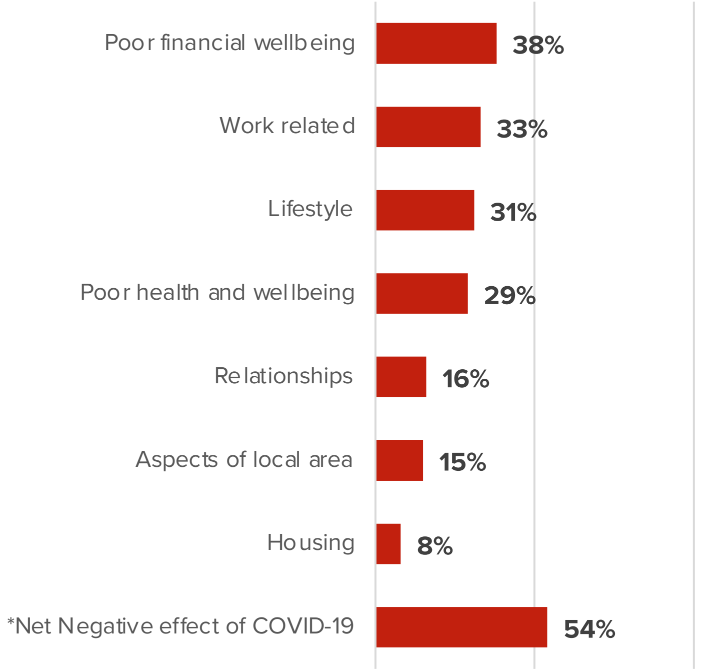
The 27% of respondents who indicated their quality of life had decreased compared to 12 months ago were asked to describe in their own words why this was so. Their responses were coded into themes (comments could be coded across more than one theme). The charts and tables in this section show the main themes. For a more detailed breakdown of the codes included within these themes please see Appendix 4.

Reasons for decreased quality of life

The most common explanations relate to poor financial wellbeing (38%), work related issues (33%), lifestyle (31%) and poor health and wellbeing (29%).

Over half (54%) of these respondents specifically mentioned an issue contributed to by COVID-19 in their response (e.g. lost job due to COVID-19) .

Reasons for decreased of quality of life – 8-city total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has decreased compared to 12 months ago (n=1571)
Source: Q5. And for what reasons has your quality of life changed?

*The net refers to any comments across all themes (e.g. financial wellbeing, health, etc.) that referenced Covid-19 when making that comment.

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QUALITY OF LIFE

Examples of verbatim comments – decreased quality of life

"I feel like my quality of life has decreased in terms of finance as compared to a year ago I now struggle with money. COVID has definitely decreased what some would call freedom and I certainly have felt isolated despite being an essential worker."

Female, 18-24 years, Dunedin

"I have lost my job due to COVID-19. Life is stressful trying to find permanent work. Dropping income in the family has put us under quite a bit of stress financially which has impacted the whole family."

Female, 50-64 years, Auckland

"Lack of physical exercise, social connection, and mental well being impacted due to the health and safety concerns."

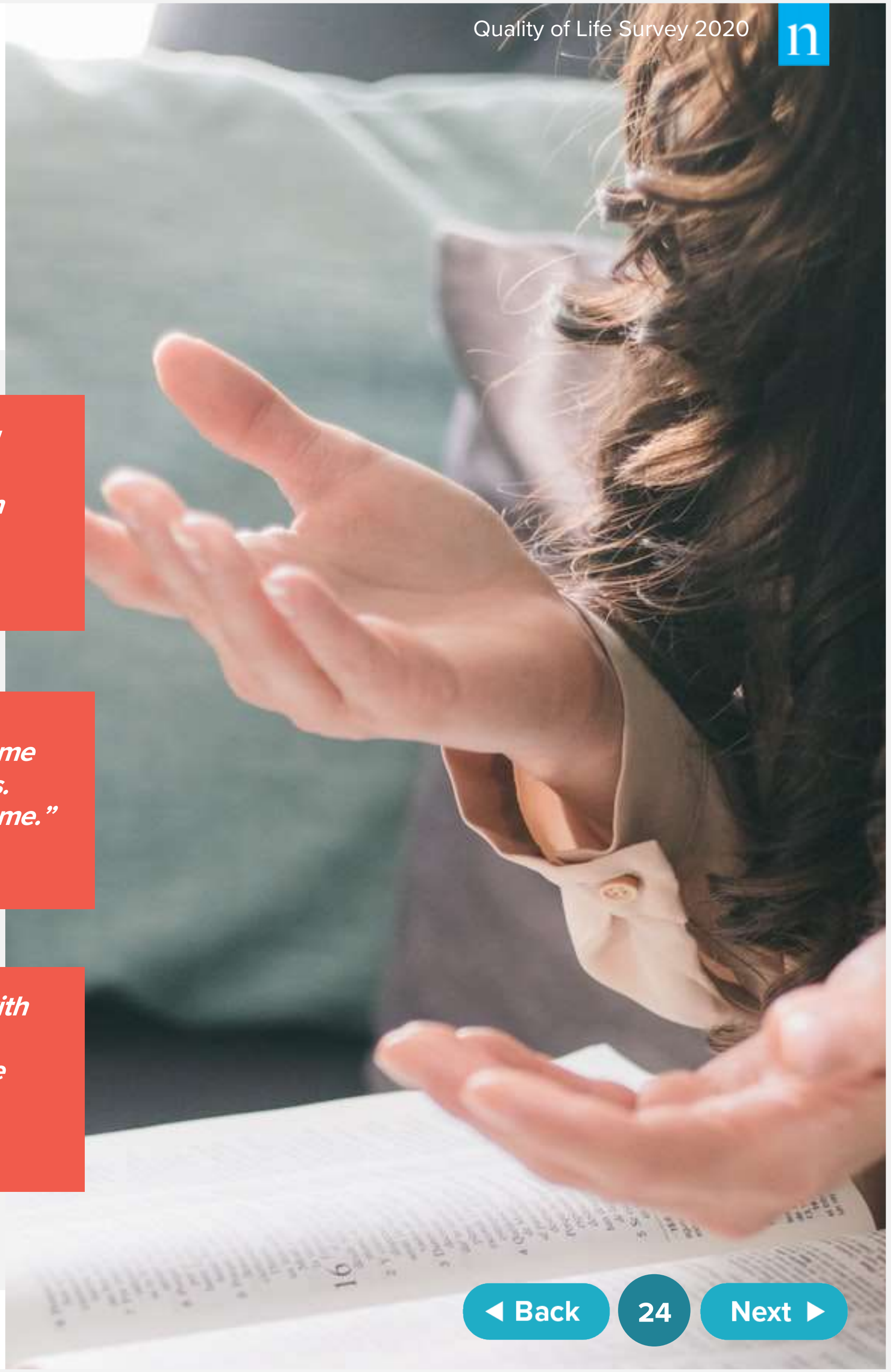
Male, 50-64 years, Hutt

"Restrictions on travel have cut me off from friends and experiences. Fear of illness also keeps me home."

Female, 65+ years, Hamilton

"This is linked to uncertainties with COVID and the fact that some activities that I had planned were cancelled."

Male, 35-49 years, Wellington



QUALITY OF LIFE

Reasons for negative change

Reasons for decreased quality of life compared to 12 months prior (main themes)

	8 CITY TOTAL (n=1571) %	AUCKLAND (n=759) %	HAMILTON (n=104) %	TAURANGA (n=109) %	HUTT (n=96) %	PORIRUA (n=107) %	WELLINGTON (n=131) %	CHRIST-CHURCH (n=128) %	DUNEDIN (n=137) %	GREATER WELLINGTON (n=427) %
Poor financial wellbeing	38	40	45	31	32	37	30	32	30	32
Work related	33	33	31	26	25	30	32	39	33	28
Lifestyle	31	34	19V	23	31	24	31	26	22V	28
Poor health and wellbeing	29	26	34	32	26	30	33	36	39^	35
Relationships	16	17	12	11	10	13	16	17	18	16
Aspects of local area	15	15	15	20	19	13	11	17	8V	12
Housing	8	8	8	8	8	11	14^	4	9	11
*Net Negative effect of COVID-19	54	58	43V	37V	47	39V	50	52	42V	44

(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has decreased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

*The net refers to any comments across all themes (e.g. financial wellbeing, health, etc.) that referenced Covid-19 when making that comment.

^ Significantly higher than 8 City total
V Significantly lower than 8 City total

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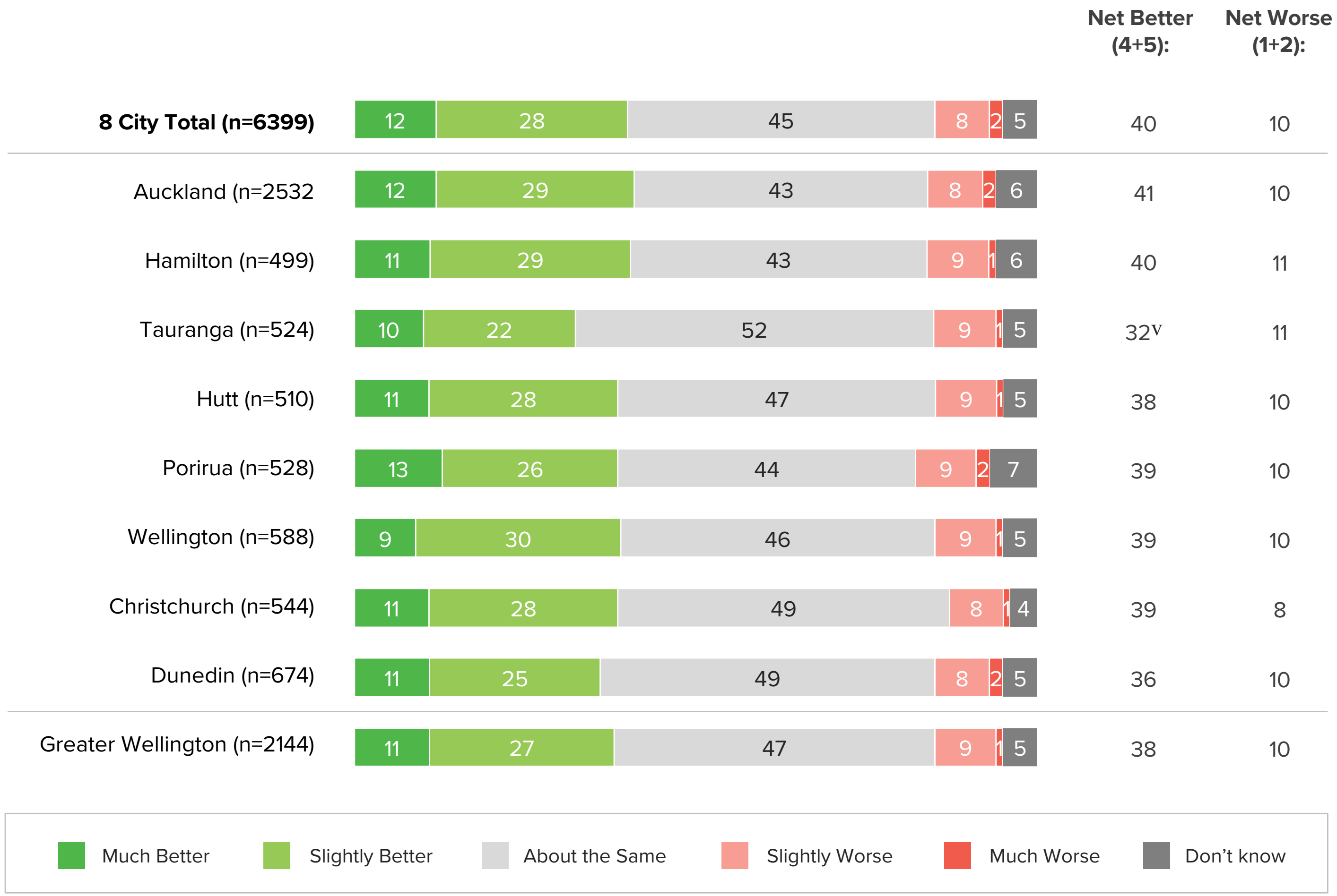
QUALITY OF LIFE

Quality of life in 12 months' time

Four in ten respondents living in the eight cities expect their quality of life will be better in 12 months time, while 10% expect it will become worse.

Quality of life in 12 months' time (%)



Base: All Respondents (excluding not answered)
Source: Q6. Looking forward, in 12 months' time, do you expect that your quality of life will be the same, better or worse than it is today?
(1 – Much worse , 2 – Slightly worse, 3 – About the same, 4 – Slightly better, 5 – Much better)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 City total
v Significantly lower than 8 City total

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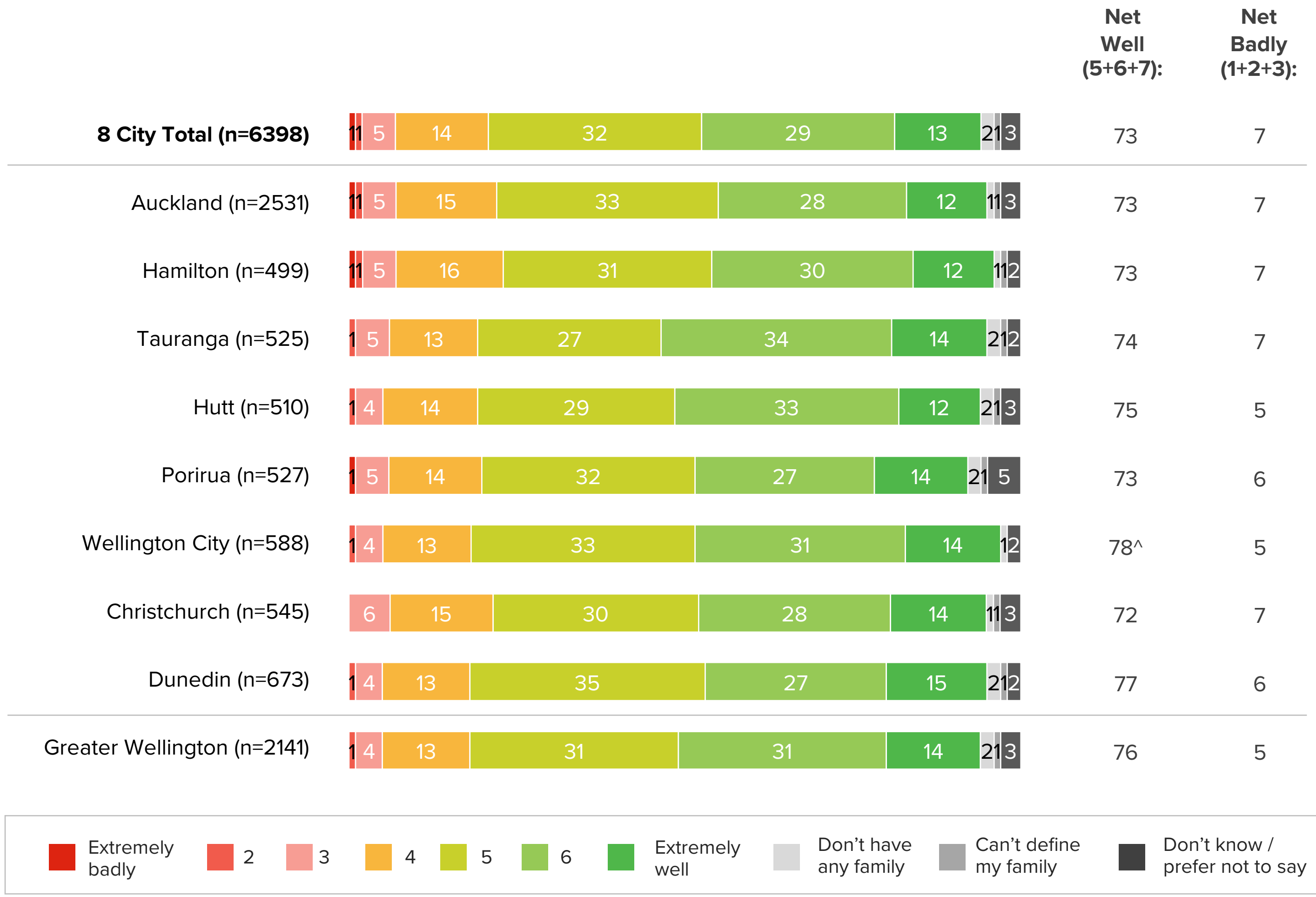
QUALITY OF LIFE

Wellbeing of family/whānau

Close to three quarters (73%) of respondents in the eight cities rate the wellbeing of their family/whānau positively, while 7% indicate their family/whānau is not doing well.

Wellbeing of family/whānau (%)



Base: All Respondents (excluding not answered)
Source: Q7. Now a question about your family/whānau. How well is your family/whānau doing these days?
(1 – Extremely badly, 2, 3, 4, 5, 6, 7 – Extremely well, , 8 – Don't have any family, 9 – Can't define my family, 10 – Don't know / prefer not to say)

^ Significantly higher than 8 City total
v Significantly lower than 8 City total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

BUILT AND NATURAL ENVIRONMENT

This section reports on respondents' views of their city/local area as a place to live and whether they perceive it has improved or worsened over the past 12 months. It also covers the sense of pride residents have in their city/local area and perceptions of whether or not specific issues are problematic there.

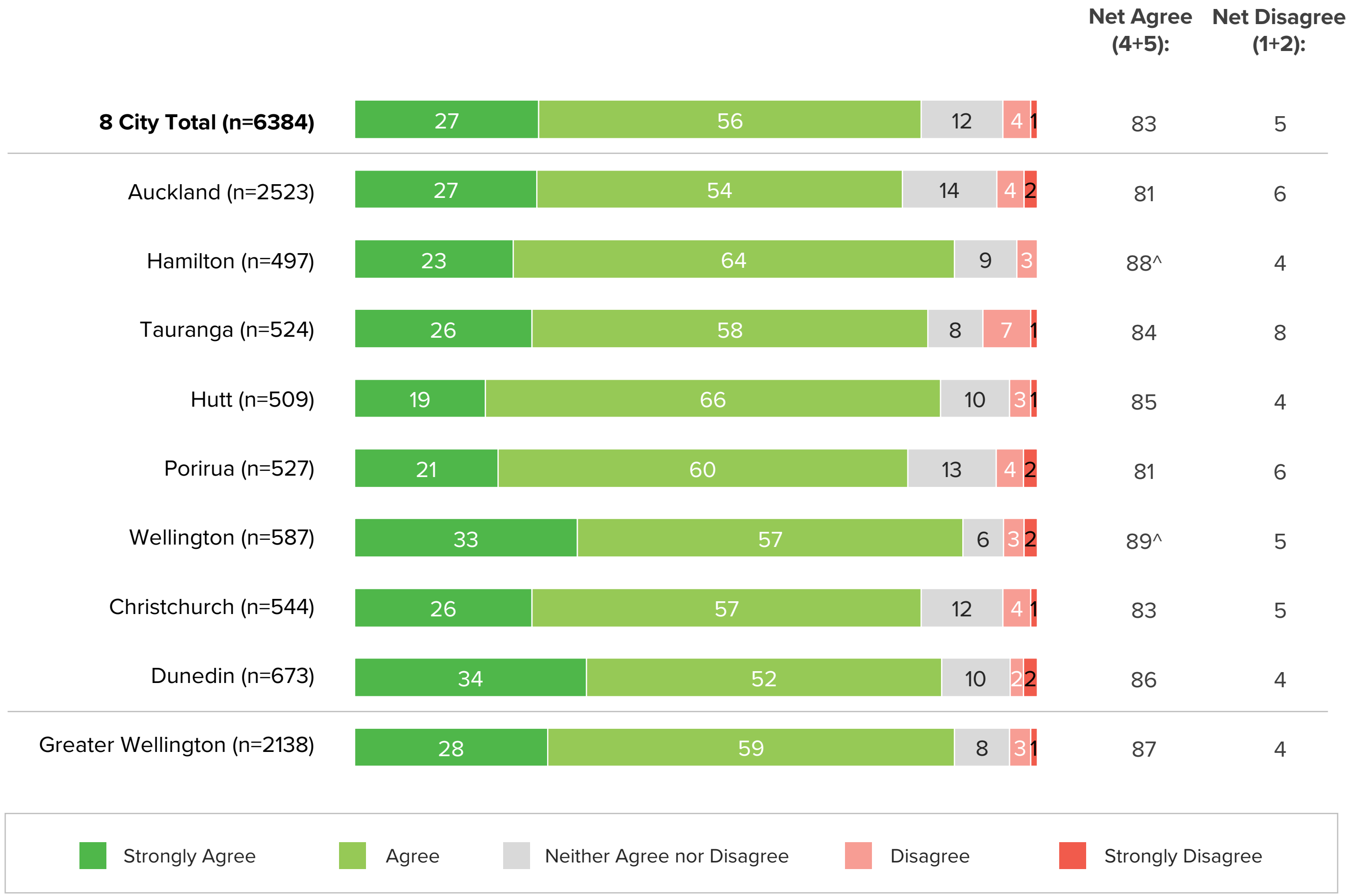
BUILT & NATURAL ENVIRONMENT

Perception of city/local area as a great place to live

Most respondents (83%) agree their city, or local area, is a great place to live, while just 5% disagree.

- There are some slight differences in question wording depending on individual council requirements and the size of the council jurisdiction. Auckland residents answered in relation to 'your local area' throughout the survey. Greater Wellington residents living outside of the three participating cities of Wellington, Hutt and Porirua also answered in relation to 'your local area'. All other questionnaires referred to the specific city name (e.g. 'Hutt City').

Perception of city/local area as a great place to live (%)



Base: All Respondents (excluding not answered)
Source: Q8. How much do you agree or disagree with the following statement: "<city/local area> is a great place to live"?
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than 8 City total
v Significantly lower than 8 City total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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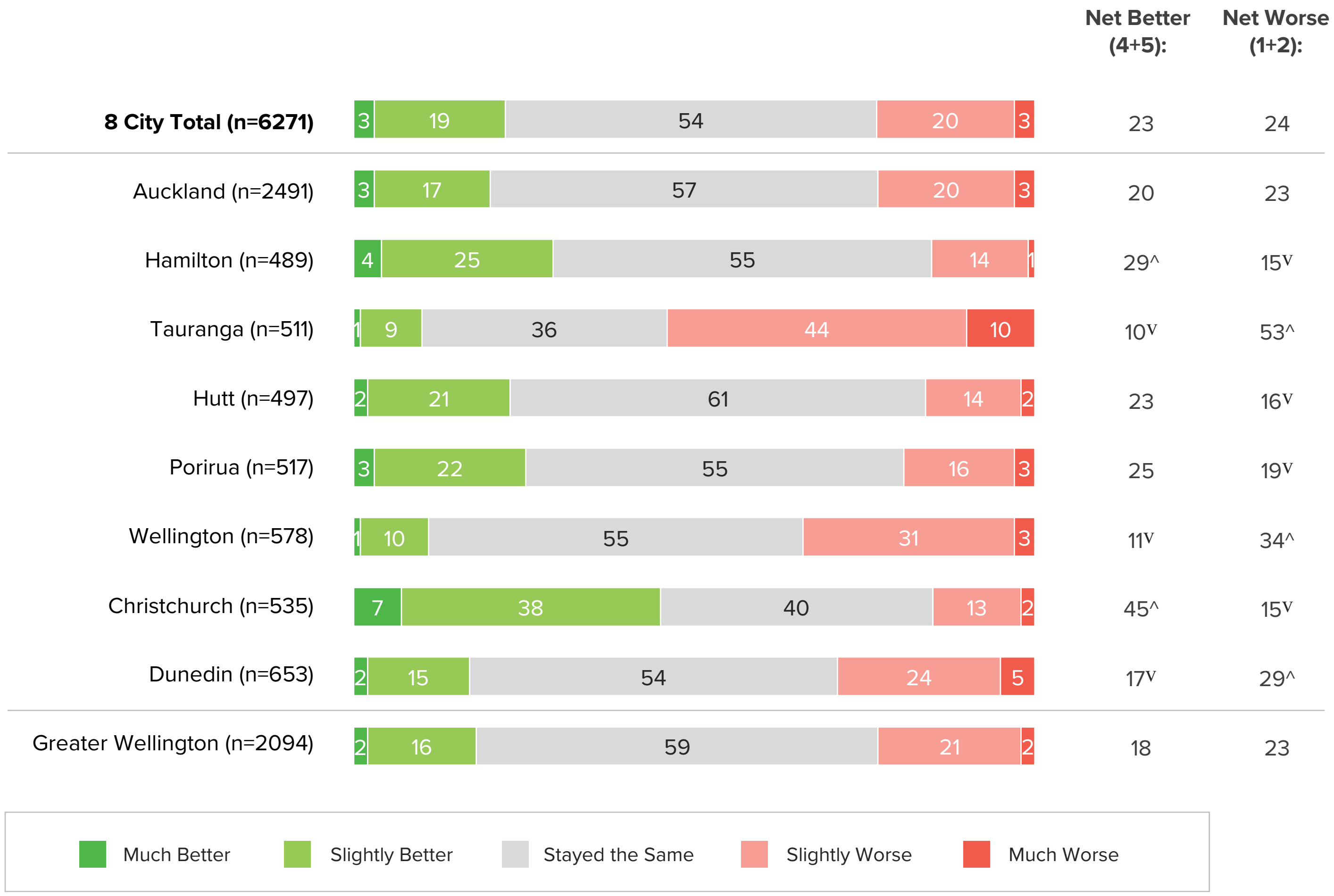
BUILT & NATURAL ENVIRONMENT

Perception of city/local area compared to 12 months earlier

Nearly a quarter (23%) of respondents feel their city/local area has become a better place to live compared with 12 months ago, while an almost identical proportion (24%) feel it has become worse.

Compared to the 2018 survey, a smaller proportion felt their city/local area had become a better place to live (23% cf. 29%), while the proportion who felt their city/local area had become worse did not change (24% cf. 25%).

Perception of city/local area compared to 12 months earlier (%)



Base: All Respondents (excluding not answered)
Source: Q9. And in the last 12 months, do you feel <city/local area> has got better, worse or stayed the same as a place to live?
(1 – Much worse , 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 City total
v Significantly lower than 8 City total

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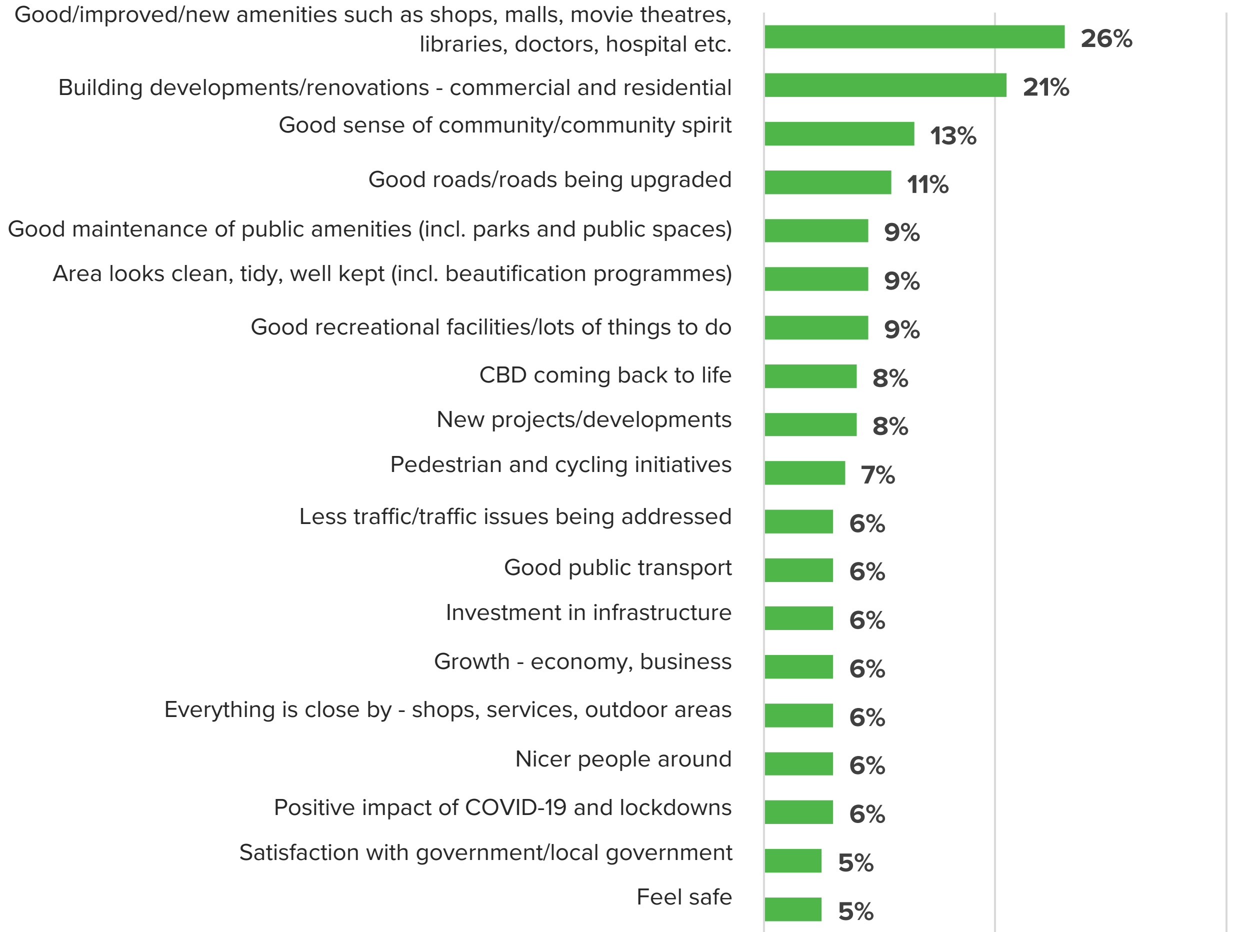
BUILT & NATURAL ENVIRONMENT

Reasons for positive change

The two most commonly cited explanations, given by the 23% who feel their city/local area has become a better place to live, are that the area has good or improved amenities (26%) and that there are commercial and/or residential building developments/renovations in the area (21%).

Reasons for positive change – 8-city total (%)



(Themes mentioned by 5% or more of respondents)

Base: Those who say their city/local area has got better as a place to live (excluding not answered) (n=1300)
Source: Q10. And for what reasons do you say <city/local area> has changed as a place to live?

BUILT & NATURAL ENVIRONMENT

Reasons for positive change

Why better as a place to live (%)

Themes mentioned by those who say their area is better as a place to live

	8 CITY TOTAL (n=1300) %	AUCKLAND (n=475) %	HAMILTON (n=139) %	TAURANGA (n=48) %	HUTT (n=109) %	PORIRUA (n=117) %	WELLINGTON (n=60) %	CHRIST-CHURCH (n=238) %	DUNEDIN (n=114) %	GREATER WELLINGTON (n=396) %
Good/improved/new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc.	26	26	20	43^	25	27	18	27	19	25
Building developments/renovations - commercial and residential	21	19	13v	6v	24	19	5v	30^	6v	16
Good sense of community/community spirit	13	15	4v	1v	8	21^	17	10	24^	15
Good roads/roads being upgraded	11	12	16^	10	4v	9	4	9	6	6
Good maintenance of public amenities (incl. parks and public spaces)	9	11	17^	8	9	15^	2	6	4	11
Area looks clean, tidy, well kept (incl. beautification programmes)	9	10	10	4	9	19^	6	8	6	11
Good recreational facilities/lots of things to do	9	6	20^	7	11	8	9	13	7	13
CBD coming back to life	8	2v	5	0	3v	6	2	22^	0	2
New projects/developments	8	8	10	11	3	2v	3	8	5	3
Pedestrian and cycling initiatives	7	6	7	9	5	5	10	8	15^	6
Less traffic/traffic issues being addressed	6	5	16^	8	4	4	3	5	11^	5
Good public transport	6	8	5	0	5	1	10	2v	15^	4
Investment in infrastructure	6	6	7	8	5	8	0	6	8	4
Growth - economy, business	6	3	11^	20^	6	9	6	7	10	11
Everything is close by - shops, services, outdoor areas	6	9	6	11	2	7	10	1v	2	5
Nicer people around	6	8	3	3	3	10	15^	3	6	7
Positive impact of COVID-19 and lockdowns	6	6	2	2	3	1	12	6	18^	6
Satisfaction with government/local government	5	3	9	6	13^	6	7	3	18^	9
Feel safe	5	6	2	3	4	6	2	3	6	2

Base: Those who say their city/local area has got better as a place to live (excluding not answered)

(Themes mentioned by 5% or more of respondents)

Source: Q10. And for what reasons do you say <city/local area> has changed as a place to live?

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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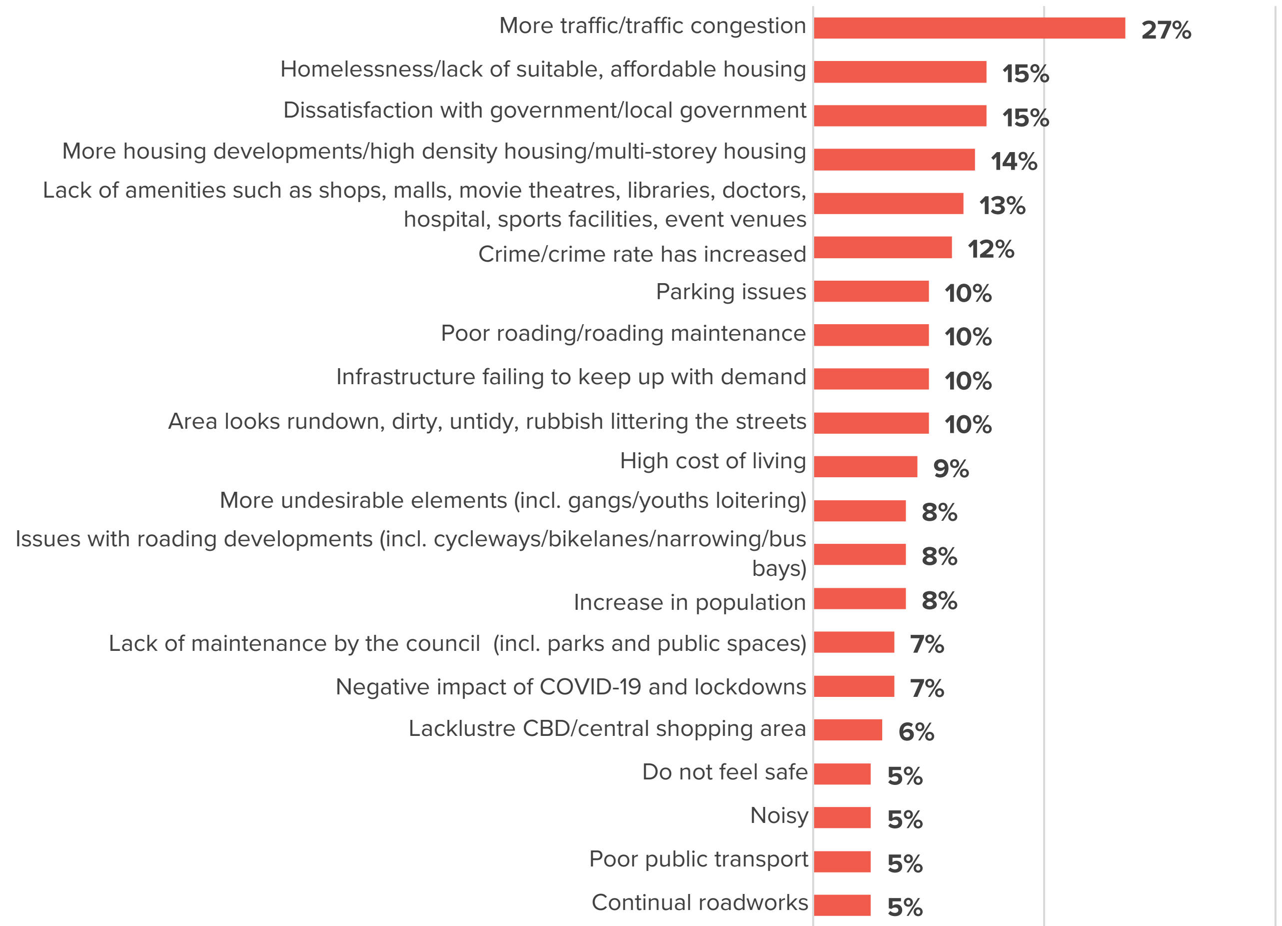
BUILT & NATURAL ENVIRONMENT

Reasons for negative change

The most prevalent explanations given, by the 24% who feel their city/local area has become a worse place to live, relate to increased traffic or traffic congestion (27%).

Reasons for negative change – 8-city total (%)



(Themes mentioned by 5% or more of respondents)

Base: Those who say their city/local area has got worse as a place to live (excluding not answered) (n=1584)
Source: Q10. And for what reasons do you say <city/local area> has changed as a place to live?

BUILT & NATURAL ENVIRONMENT

Reasons for negative change

Why worse as a place to live (%)

Themes mentioned by those who say their city/local area has got worse as a place to live

	8 CITY TOTAL (n=1584) %	AUCKLAND (n=590) %	HAMILTON (n=76) %	TAURANGA (n=278) %	HUTT (n=83) %	PORIRUA (n=104) %	WELLINGTON (n=197) %	CHRIST-CHURCH (n=76) %	DUNEDIN (n=180) %	GREATER WELLINGTON (n=460) %
More traffic/traffic congestion	27	28	29	53^	29	15v	16v	13v	15v	17
Homelessness/lack of suitable, affordable housing	15	10v	25^	20^	25^	27^	35^	12	17	28
Dissatisfaction with Government/local government	15	8v	10	29^	15	19	20	19	44^	20
More housing developments/high density housing/multi-storey housing	14	22^	9	5v	8	1v	2v	0	0	3
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	13	9	12	22^	24^	16	23^	6	14	22
Crime/crime rate has increased	12	17^	18	3v	15	23^	2v	9	2v	10
Parking issues	10	10	4	11	3v	2v	9	9	30^	7
Poor roading/roading maintenance	10	9	4	12	9	16	7	13	8	8
Infrastructure failing to keep up with demand	10	9	5	17^	11	5	17^	4	3v	14
Area looks rundown, dirty, untidy, rubbish littering the streets	10	12	7	3v	6	8	7	9	9	7
High cost of living	9	5	5	13	13	23^	13	17^	13	13
More undesirable elements (incl. gangs/youths loitering)	8	10	14	4	6	16^	5	8	2v	8
Issues with roading developments (incl. cycleways/bikelanes/narrowing/bus bays)	8	6	5	13^	2	2v	7	7	17^	5
Increase in population	8	9	7	19^	9	7	2v	0	2v	4
Lack of maintenance by the council (incl. parks and public spaces)	7	8	1	2v	1	8	7	3	7	6
Negative impact of COVID-19 and lockdowns	7	6	5	2v	7	5	20^	10	8	14
Lacklustre CBD/central shopping area	6	2	7	24^	6	3	13^	5	5	9
Do not feel safe	5	5	9	2	1	13^	3	11^	0	4
Noisy	5	9	4	0	0	1	1	2	0	1
Poor public transport	5	4	2	3	5	4	21^	1	4	14
Continual roadworks	5	5	6	8	0	6	3	9	4	3

Base: Those who say their city/local area has got worse as a place to live (excluding not answered)

(Themes mentioned by 5% or more of respondents)

Source: Q10. And for what reasons do you say <city/local area> has changed as a place to live?

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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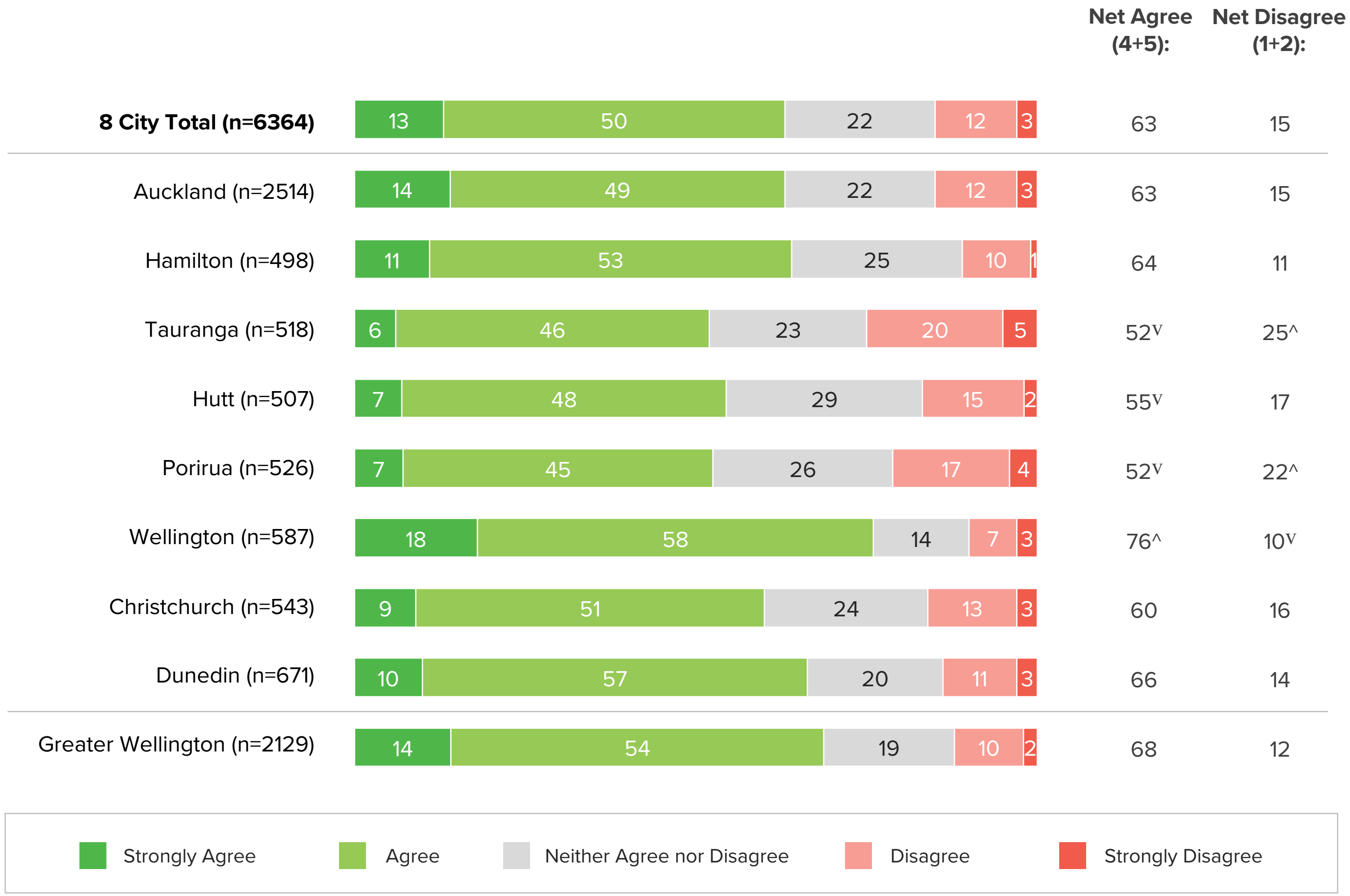
BUILT & NATURAL ENVIRONMENT

Pride in look and feel of city/local area

Across the eight cities, 63% agree they feel a sense of pride in the way their city/local area looks and feels, while 15% disagree.

Pride in look and feel of city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q8. How much do you agree or disagree with the following statement:
"I feel a sense of pride in the way <city/local area> looks and feels"?
(1 – Strongly disagree , 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
V Significantly lower than 8 city total

BUILT & NATURAL ENVIRONMENT

Perceived environmental problems in city/local area - summary

Respondents were asked to indicate whether or not they perceived each of a number of specific issues had been a problem in their city/local area in the previous 12 months.

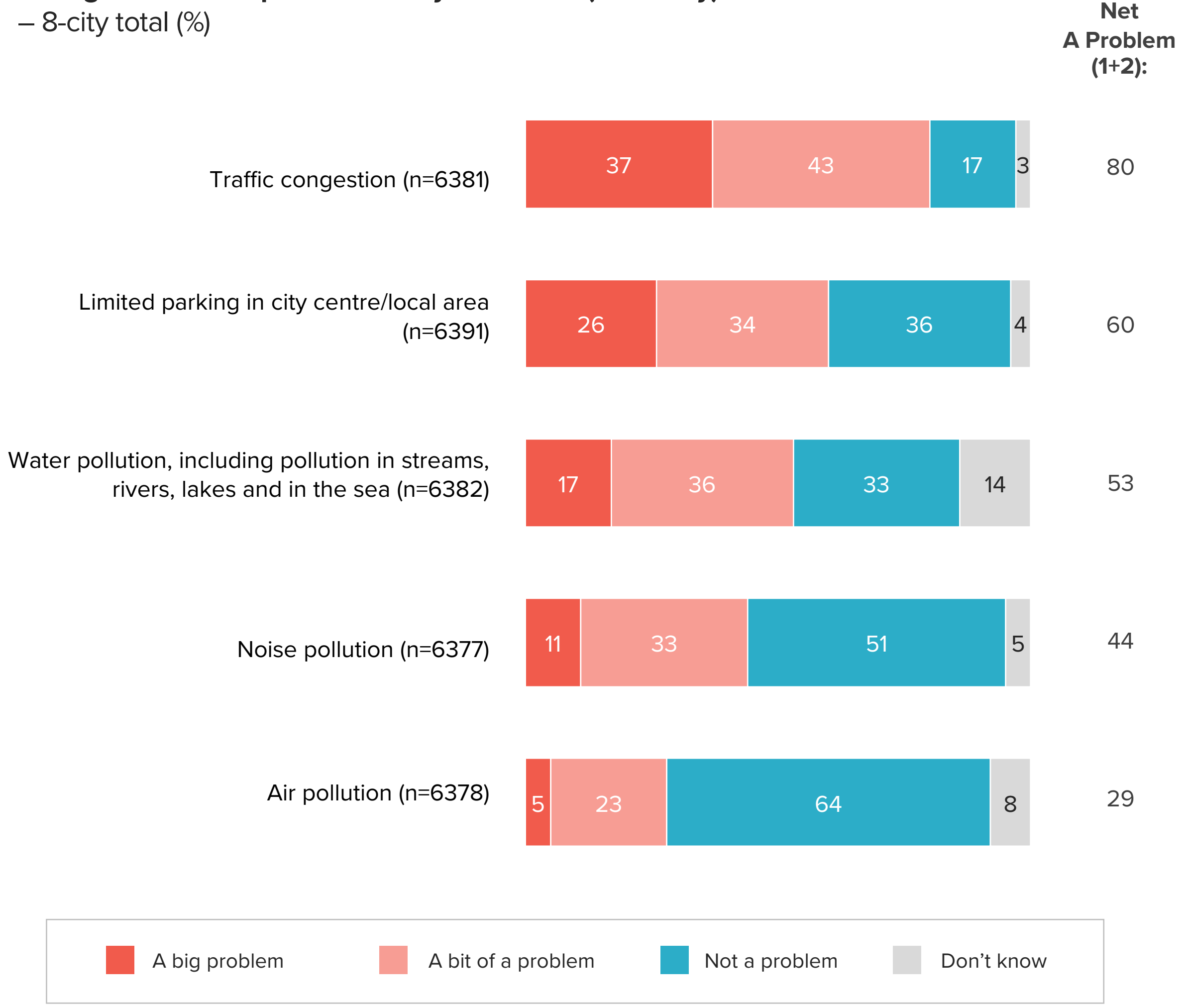
Across the eight cities, traffic congestion is identified as 'a big problem' or 'a bit of a problem' by 80%.

Limited parking in the city centre/local area is considered to be a problem by 60%.

Of the three types of pollution considered, water pollution is the type most acknowledged as a problem (53%), compared to 44% for noise pollution and 29% for air pollution.

(Note: when comparing results for Auckland with other cities in the following charts, it is important to remember that Auckland residents were answering with respect to their local area rather than their city.)

Rating of issues as problem in city/local area (summary)
– 8-city total (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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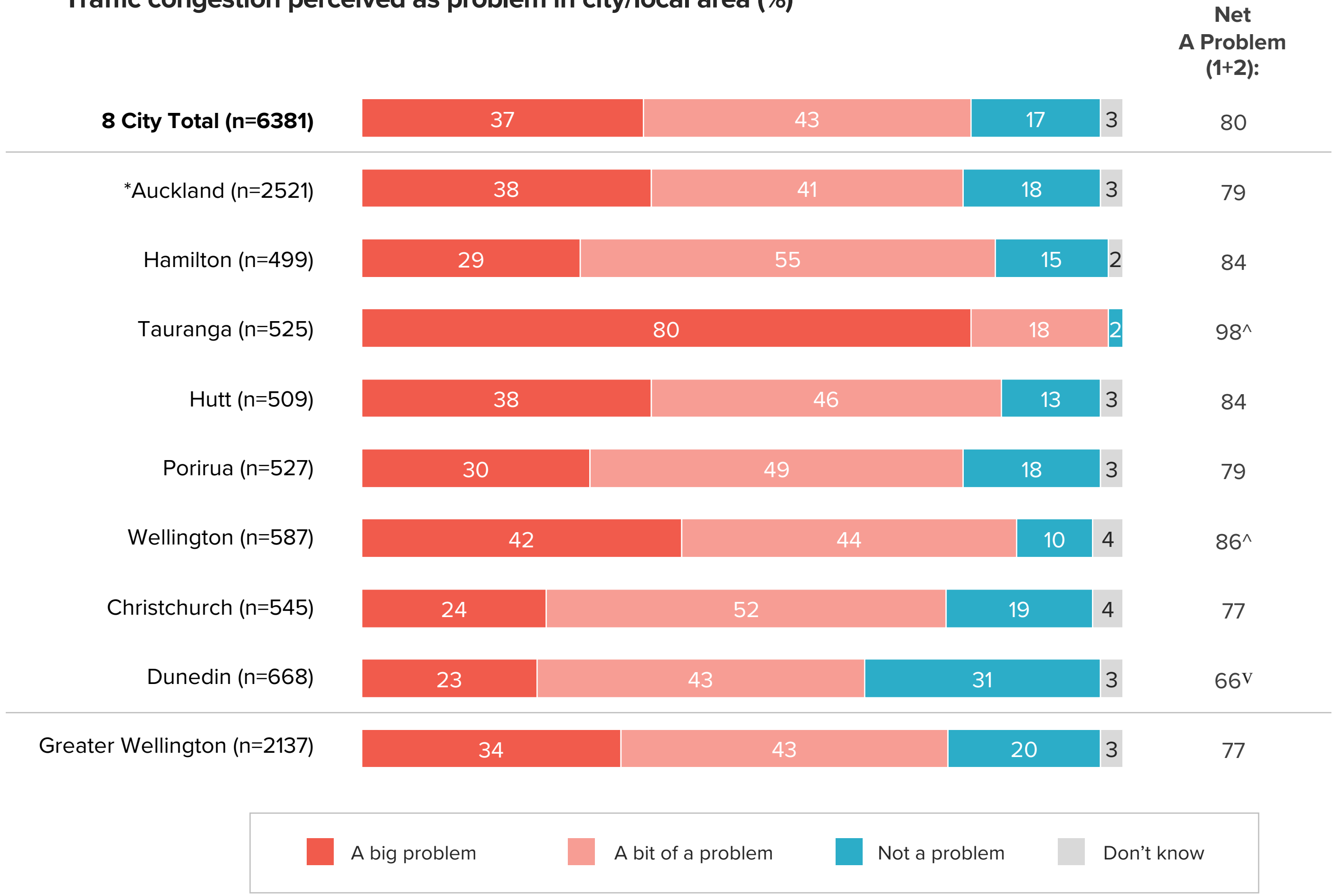
BUILT & NATURAL ENVIRONMENT

Traffic congestion

Eight in 10 respondents indicated traffic congestion has been a problem in their city/local area in the previous 12 months, including 37% who consider it has been a big problem.

Traffic congestion perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
Traffic congestion
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)
* The Auckland Harbour Bridge had been damaged around fieldwork time. Auckland respondents were asked to exclude the congestion caused by this.

^ Significantly higher than 8 city total
ᵛ Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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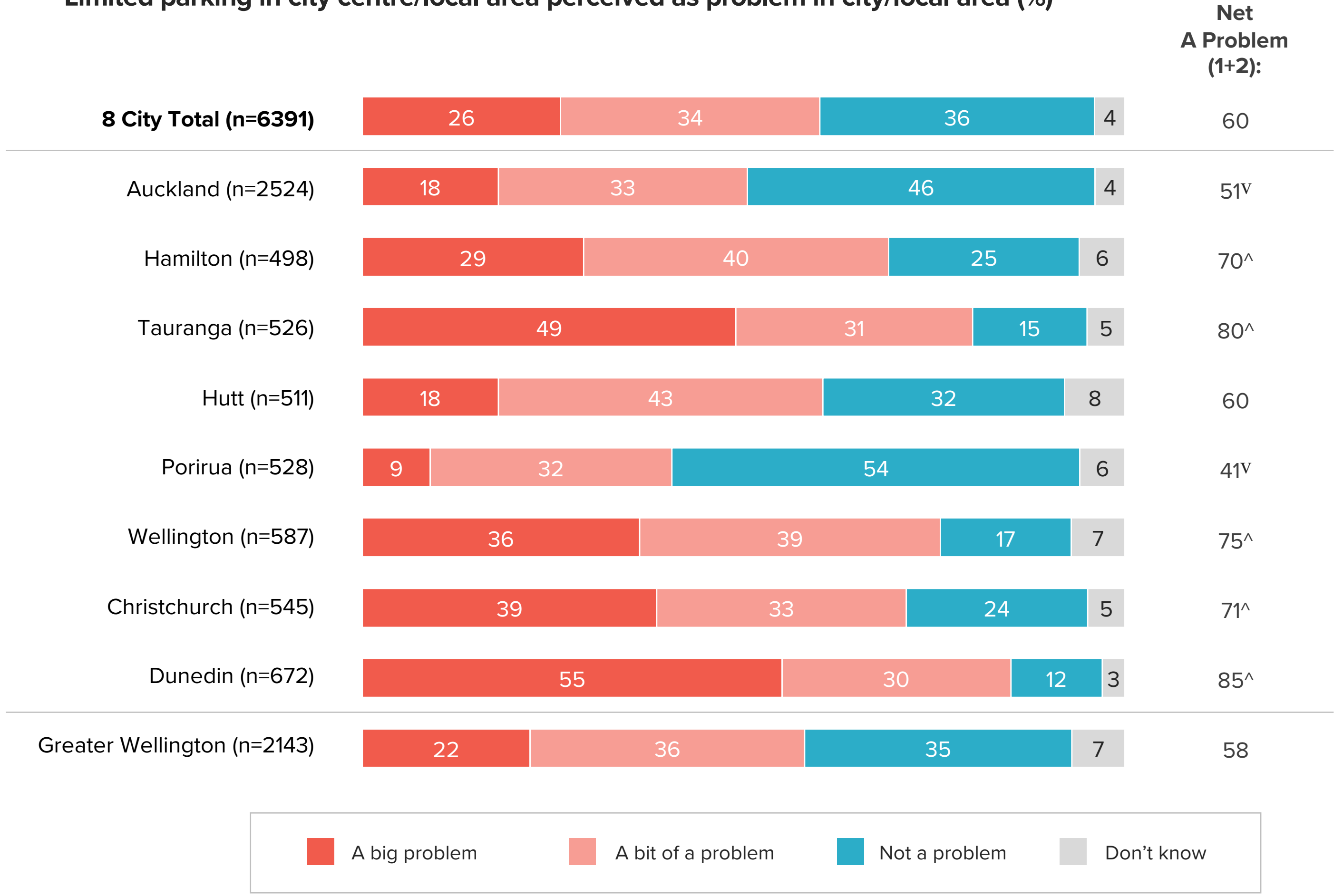
BUILT & NATURAL ENVIRONMENT

Limited parking in city centre/local area

Six in 10 respondents feel limited parking has been a problem in their city centre/local area in the previous 12 months.

Limited parking in city centre/local area perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
Limited parking in city centre/local area
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

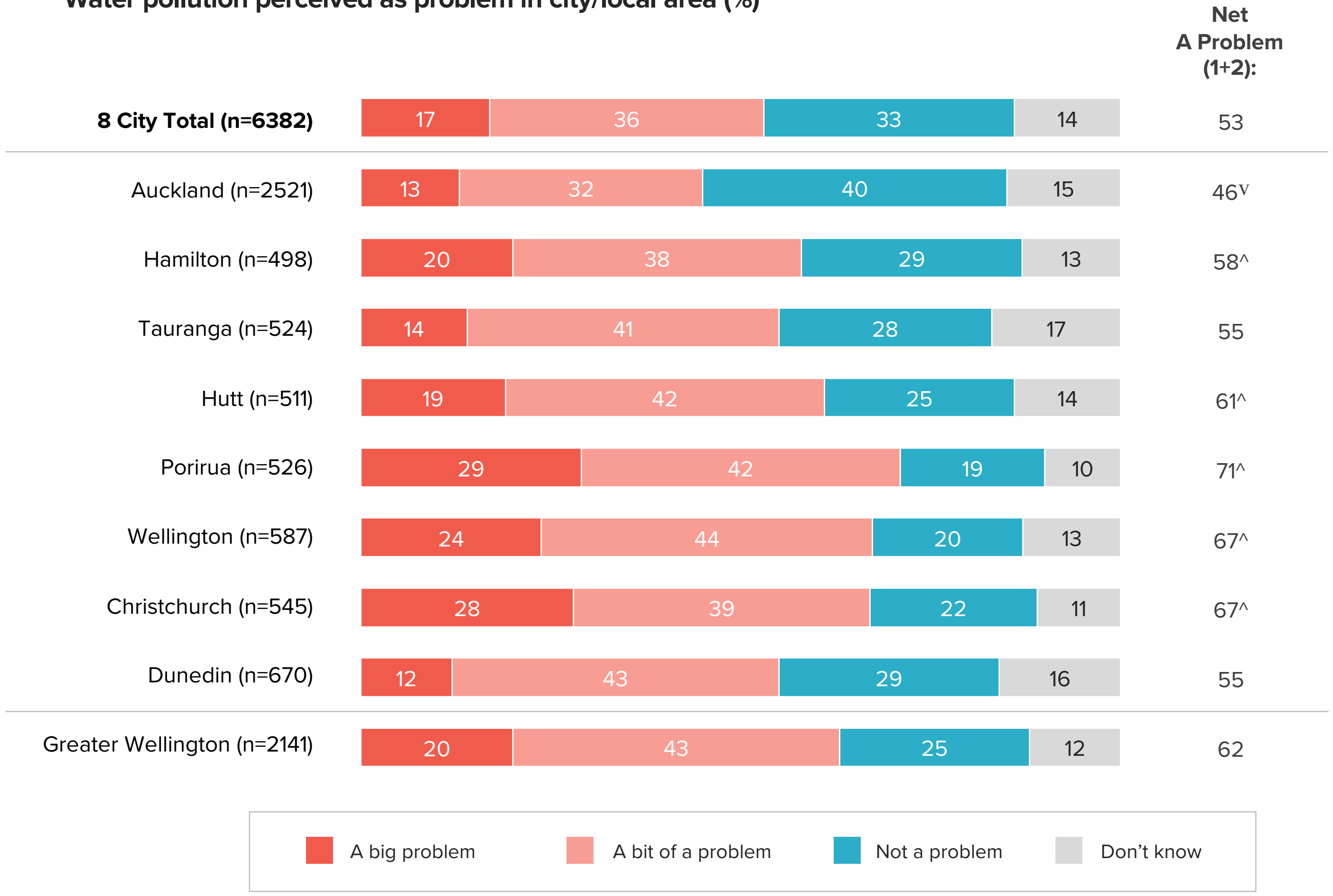
^ Significantly higher than 8 city total
V Significantly lower than 8 city total

BUILT & NATURAL ENVIRONMENT

Water pollution

Just over half (53%) of respondents indicated water pollution has been a problem in their city/local area in the previous 12 months.

Water pollution perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
Water pollution, including pollution in streams, rivers, lakes and in the sea
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

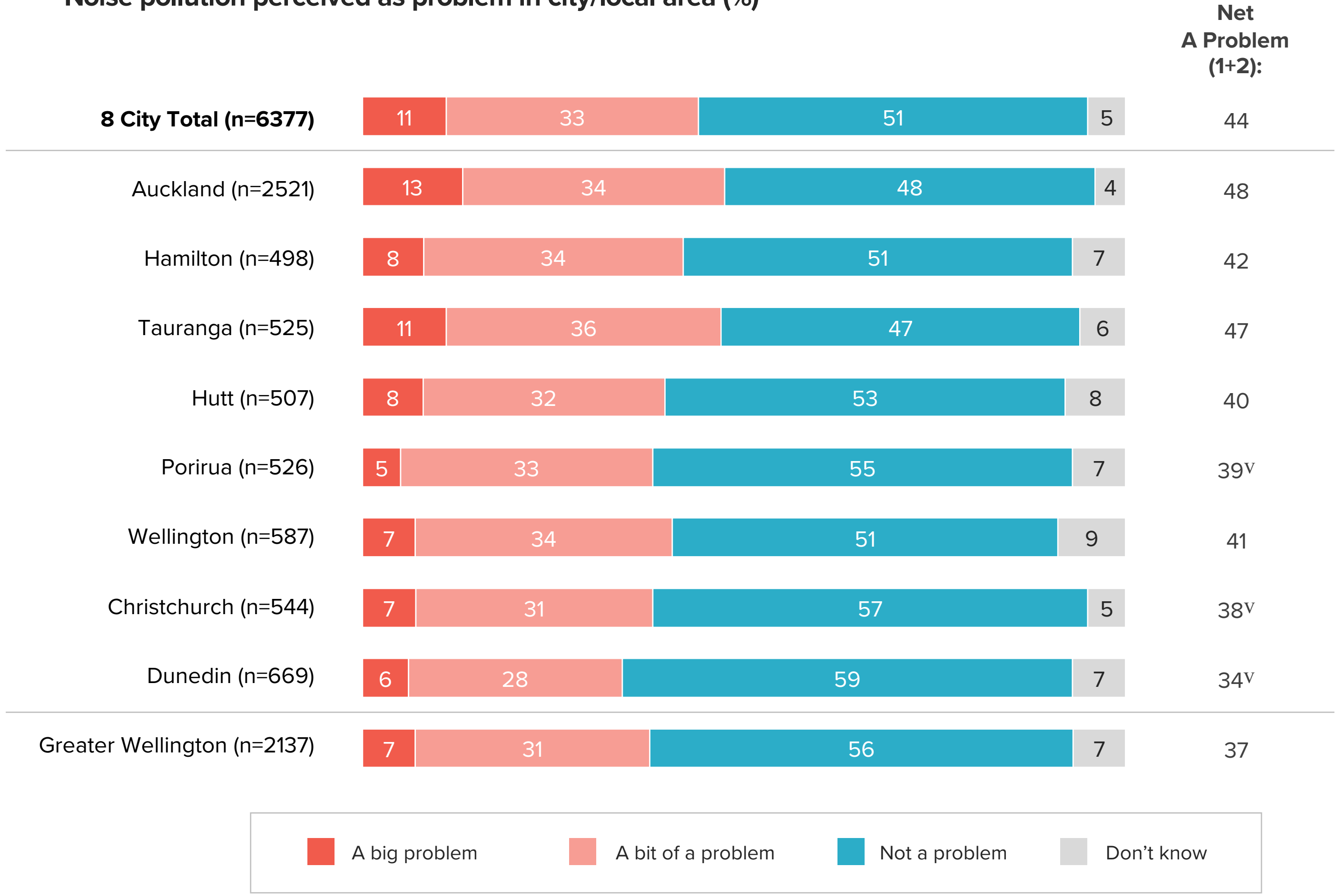
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

BUILT & NATURAL ENVIRONMENT

Noise pollution

Forty-four percent indicated noise pollution has been a problem in their city/local area in the previous 12 months.

Noise pollution perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
Noise pollution
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

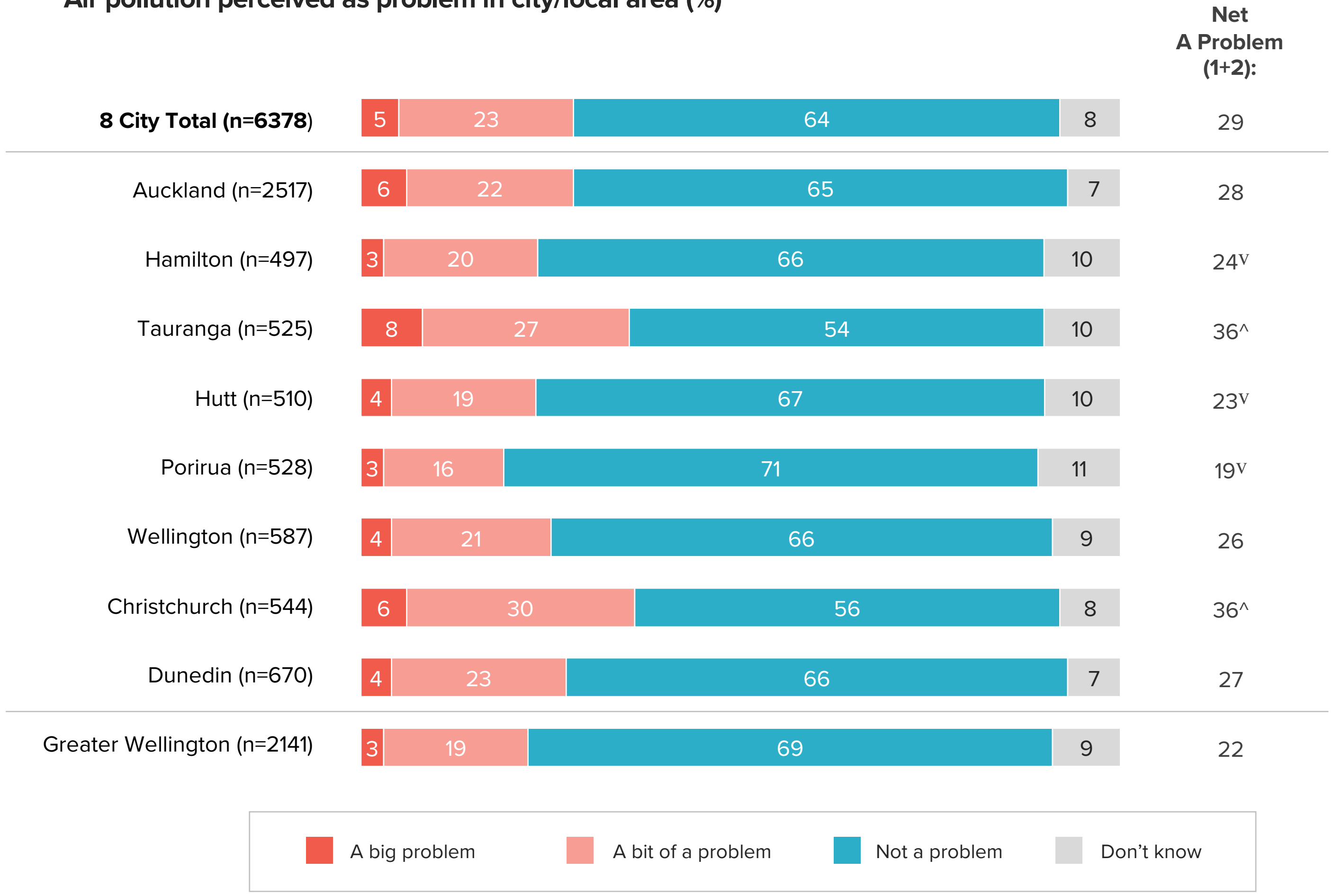
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

BUILT & NATURAL ENVIRONMENT

Air pollution

Three in ten (29%) respondents indicated air pollution has been a problem in their city/local area in the previous 12 months.

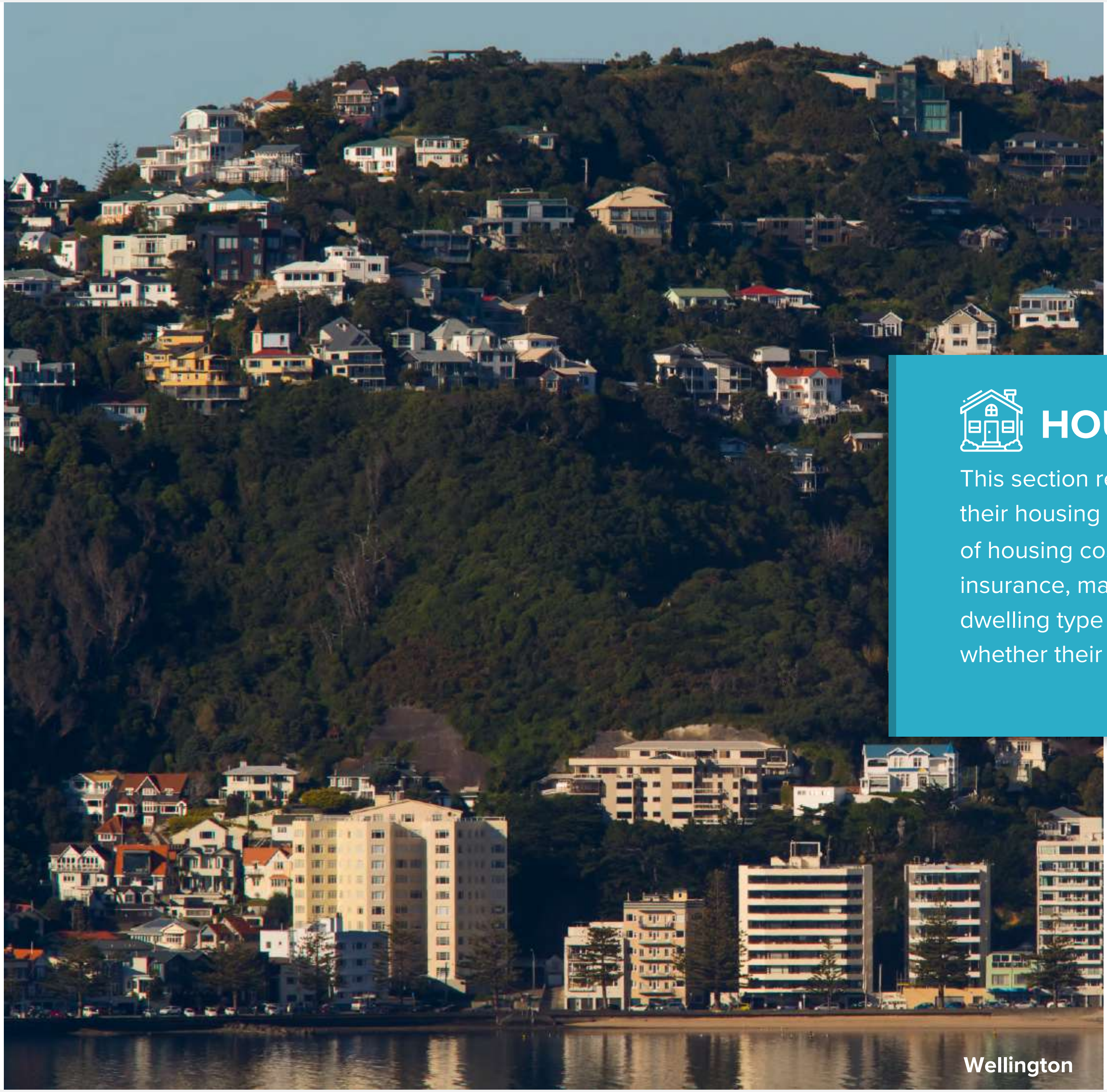
Air pollution perceived as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
Air pollution
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

^ Significantly higher than rest of the sample
v Significantly lower than rest of the sample

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding



HOUSING

This section reports on respondents' views of their housing situation; perceptions of affordability of housing costs (rent or mortgage, rates, insurance, maintenance etc.), suitability of their dwelling type and location for their needs, and whether their home is warm and dry.

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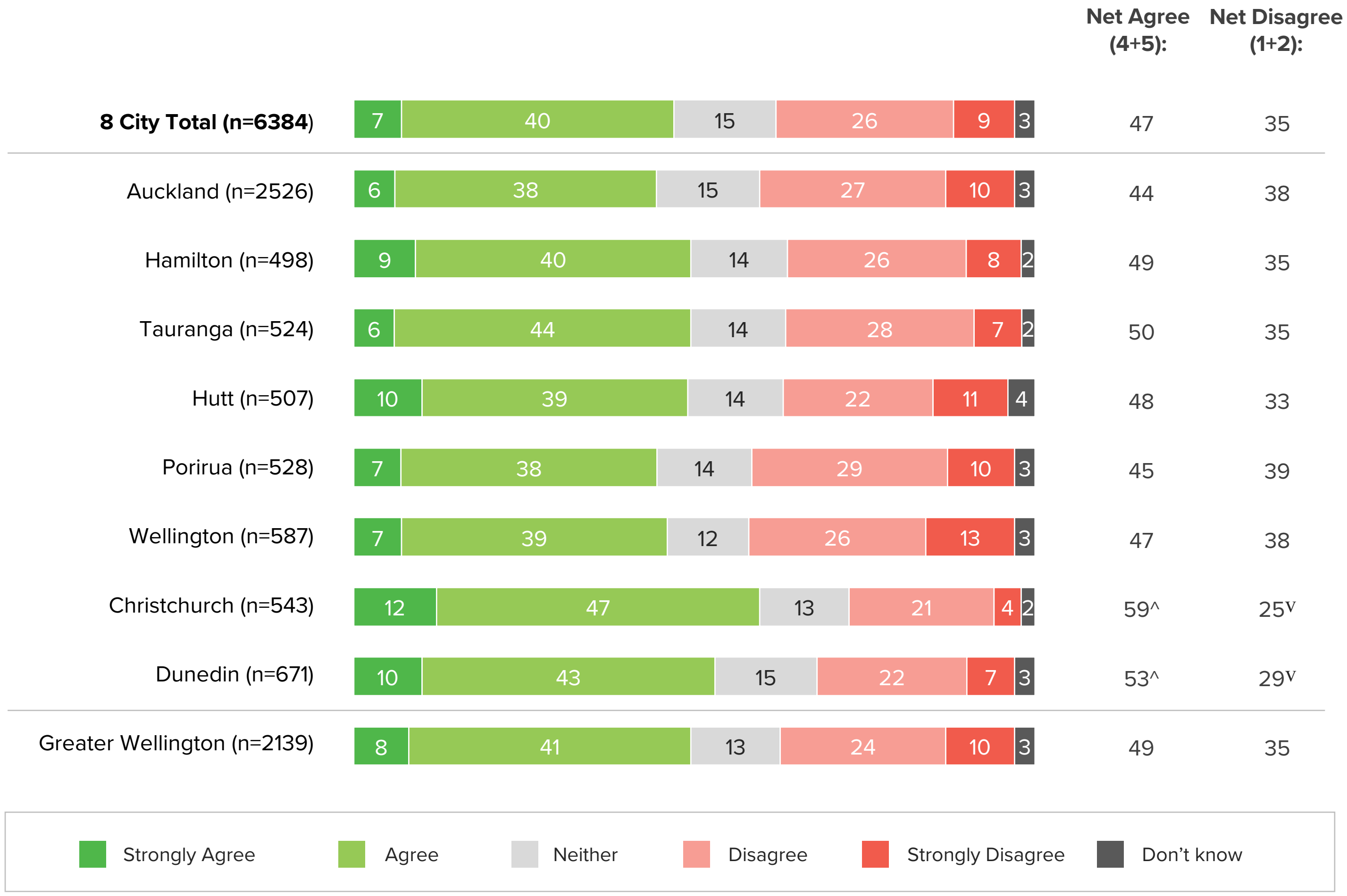
Affordability of housing costs

Nearly half (47%) agree that their current housing costs are affordable (housing costs were described to respondents as ‘including things like rent or mortgage, rates, house insurance and house maintenance’).

Over one in three (35%) disagree that their housing costs are affordable.

This result is **not** significantly different to the result in 2018.

Affordability of housing costs (%)



Base: All Respondents (excluding not answered)
Source: Q11. This question is about the home that you currently live in. How much do you agree or disagree that: Your housing costs are affordable (by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance) (1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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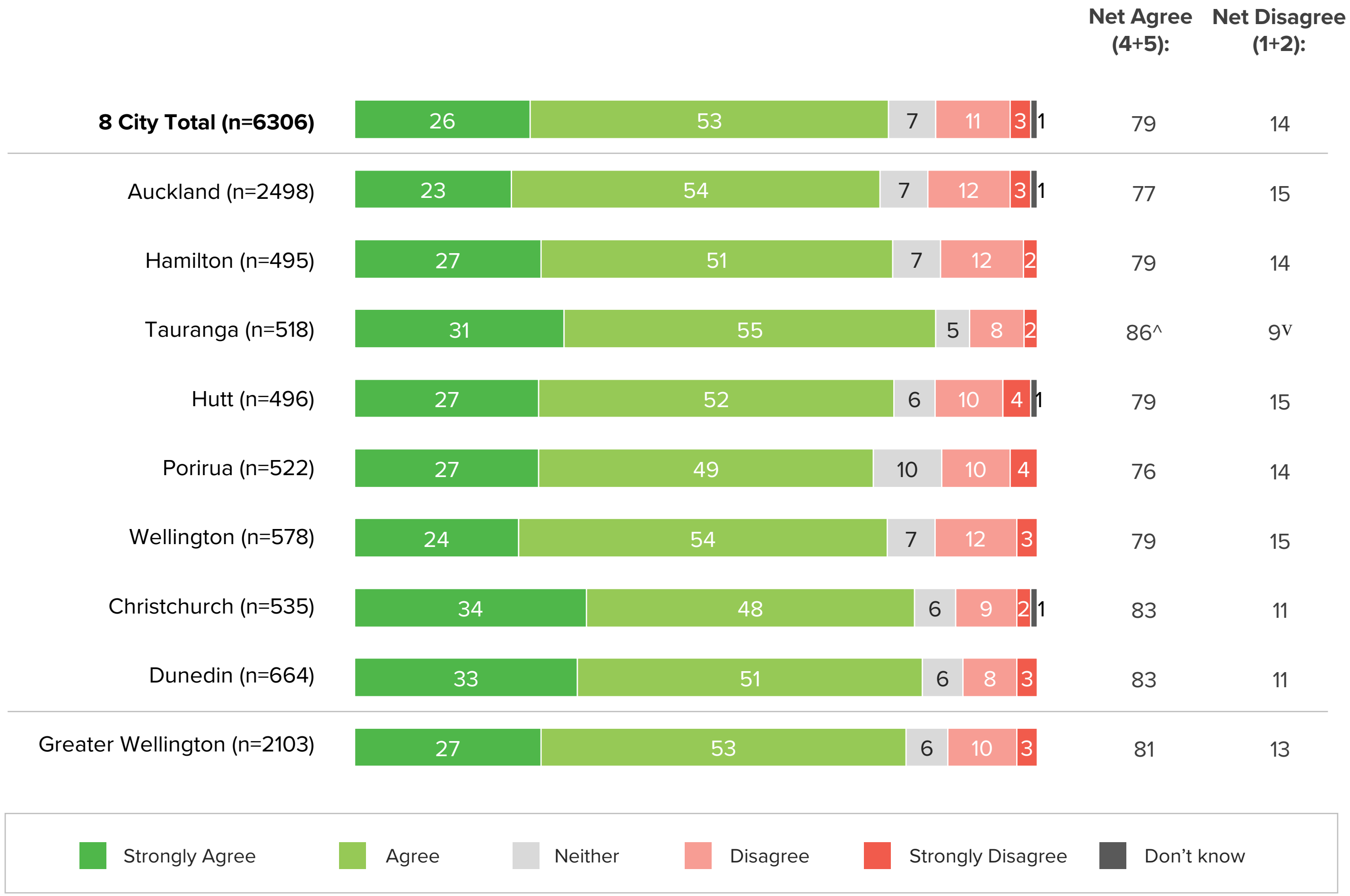
HOUSING

Suitability of home type

Eight in 10 (79%) respondents agree that the type of home they live in suits their needs and the needs of others in their household.

Suitability of home type (%)



Base: All Respondents (excluding not answered)
Source: Q11. This question is about the home that you currently live in. How much do you agree or disagree that: The type of home you live in suits your needs and the needs of others in your household
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

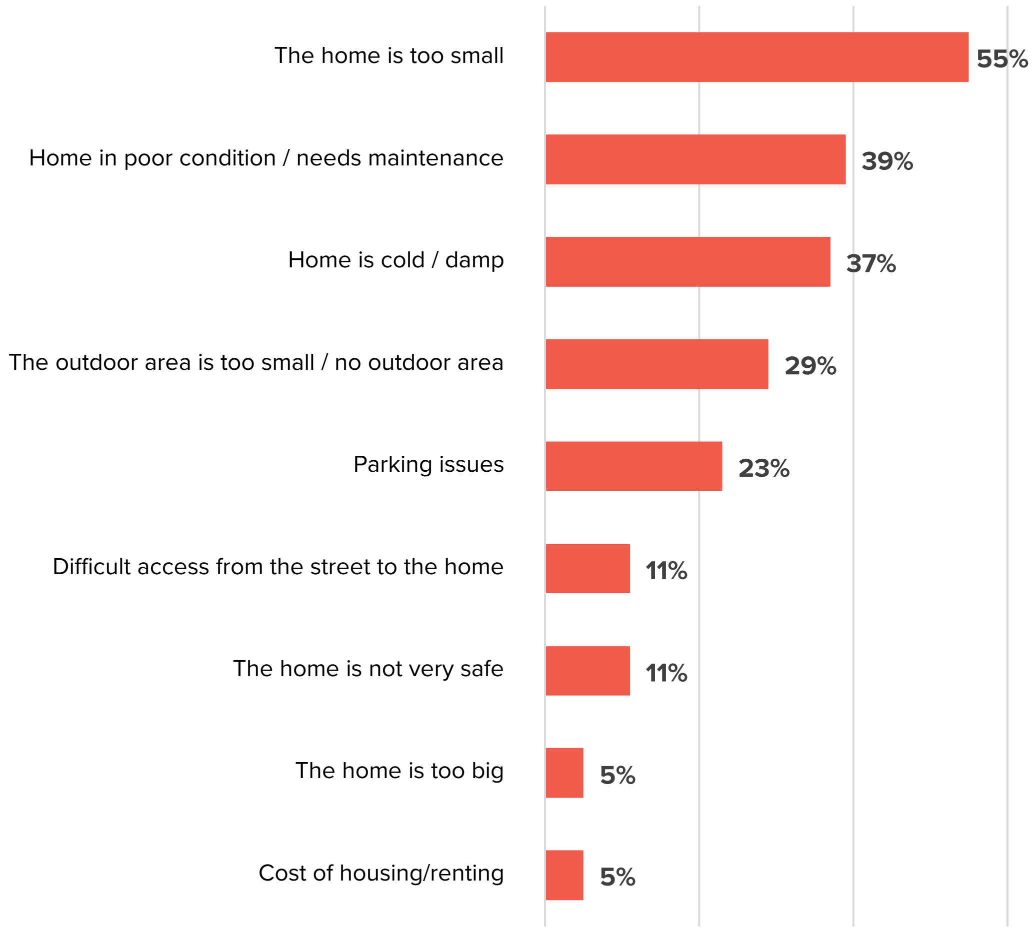
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

Reasons why home not suitable

Among the 21% who do not agree their home suits their needs, the most commonly given explanations are that the home is too small (55%), that it is in poor condition/needs maintenance (39%) and/or that it is cold/damp (37%).

Why disagree or neutral regarding suitability of home – 8-city total (%)



(Themes mentioned by 5% or more of respondents)

Base: Those who disagree, or neither agree nor disagree, that their home suits their needs (excluding not answered) (n=1253)
Source: Q12. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

HOUSING

Suitability of home type

Why disagree or neutral regarding suitability of home (%)

	8 CITY TOTAL (n=1253) %	AUCKLAND (n=550) %	HAMILTON (n=102) %	TAURANGA (n=70) %	HUTT (n=95) %	PORIRUA (n=107) %	WELLINGTON (n=131) %	CHRIST-CHURCH (n=90) %	DUNEDIN (n=108) %	GREATER WELLINGTON (n=402) %
The home is too small	55	57	55	57	57	52	54	51	43V	54
Home in poor condition / needs maintenance	39	38	46	27	39	42	46	35	44	42
Home is too cold / damp	37	34	48^	30	47	40	48^	34	54^	44
The outdoor area is too small / no outdoor area	29	29	24	29	20	19V	34	28	28	24
Parking issues	23	22	21	22	26	18	31^	17	36^	25
Difficult access from the street to the home	11	11	7	8	11	13	18^	8	12	14
The home is not very safe	11	9	16	9	15	12	22^	14	11	16
The home is too big	5	4	4	9	8	7	6	5	8	7
Cost of housing/renting	5	6	4	3	4	6	3	3	2	3

(Themes mentioned by 5% or more of respondents)

Base: Those who disagree, or neither agree nor disagree, that their home suits their needs (excluding not answered)
Source: Q12. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

^ Significantly higher than 8 city total
V Significantly lower than 8 city total

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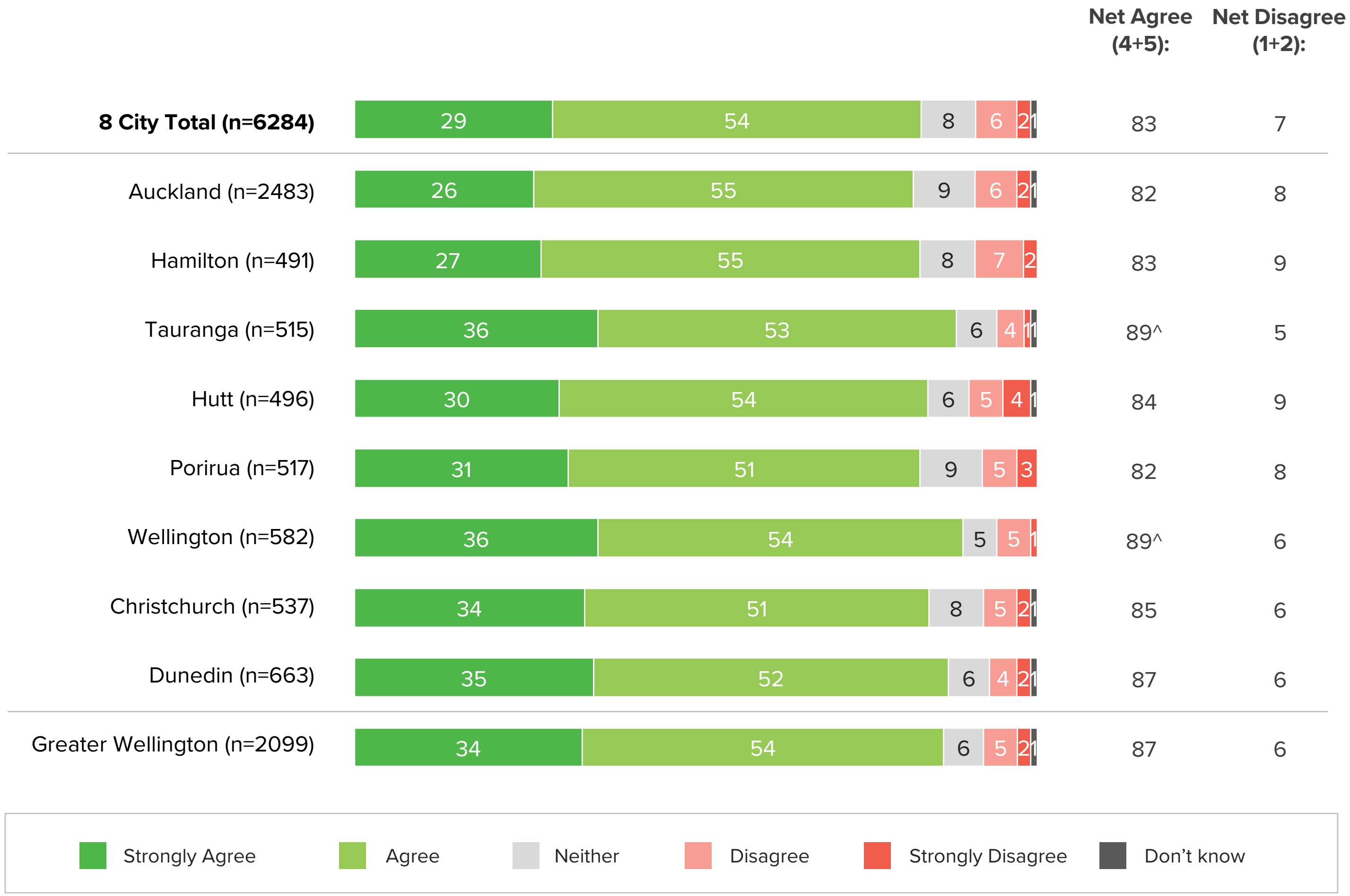
HOUSING

Suitability of location of home

The majority (83%) agree that the general area or neighbourhood they live in suits their needs and the needs of others in their household.

Suitability of location of home (%)



Base: All Respondents (excluding not answered)
Source: Q11. This question is about the home that you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household?
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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HOUSING

Home has a problem with damp or mould

A quarter (25%) of respondents agree that their home has a problem with damp or mould during winter.

Home has a problem with damp or mould (%)

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Don't know/ NA	Net Disagree (1+2):	Net Agree (4+5):
8 City Total (n=6285)	28	33	12	17	7	2	61	25
Auckland (n=2480)	25	33	12	19	8	2	59	27
Hamilton (n=493)	29	31	11	18	8	3	60	26
Tauranga (n=520)	36	33	10	14	6	2	69^	20v
Hutt (n=497)	25	35	14	18	7	1	60	24
Porirua (n=519)	29	28	15	17	9	2	57	26
Wellington (n=583)	28	32	13	19	7	1	60	26
Christchurch (n=536)	35	35	9	14	5	2	71^	18v
Dunedin (n=657)	32	35	11	15	6	2	67^	20v
Greater Wellington (n=2094)	29	33	13	17	7	2	62	23

Strongly Disagree | Disagree | Neither | Agree | Strongly Agree | Don't know/ NA

Base: All Respondents (excluding not answered)
Source: Q13. The following question asks about heating your home during the winter months. How much do you agree or disagree that: My home has a problem with damp or mould
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)
Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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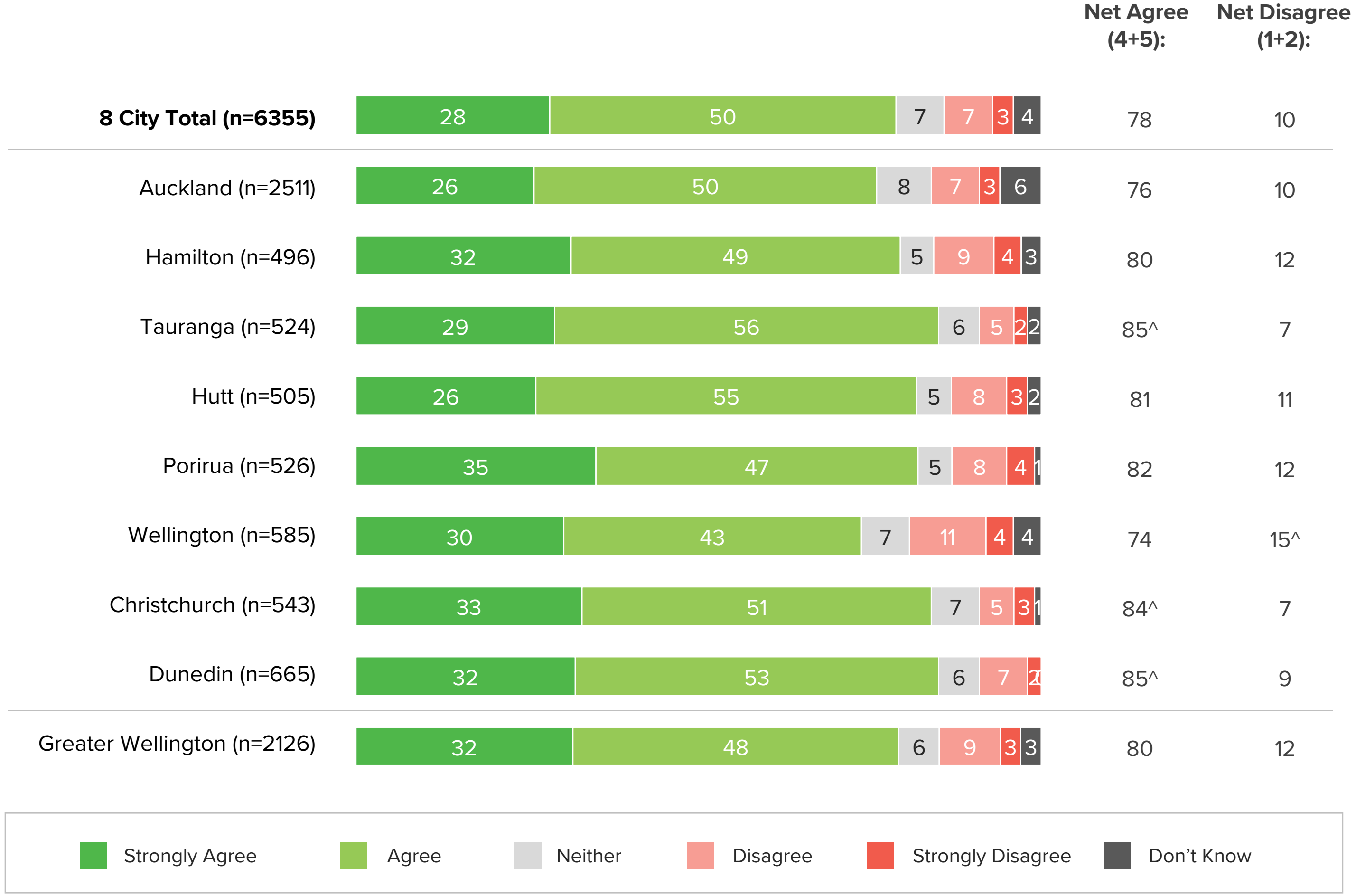
HOUSING

Heating system keeps home warm when used

Over three quarters (78%) of respondents agree that their heating system keeps their home warm when it is in use during winter.

Heating system keeps home warm when used (%)



Base: All Respondents (excluding not answered)
Source: Q13. The following question asks about heating your home during the winter months.
How much do you agree or disagree that: The heating system keeps my home warm when it is in use
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

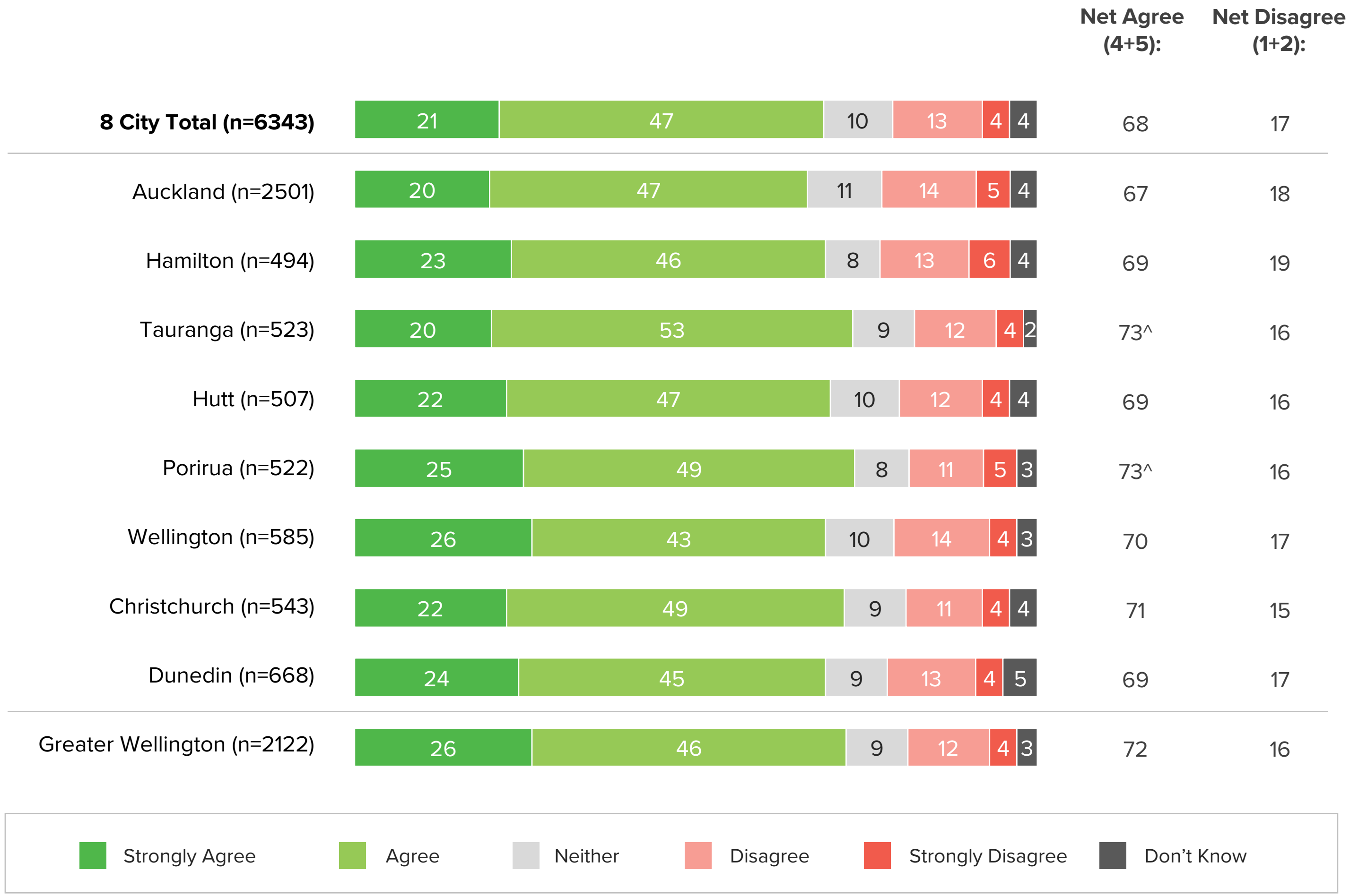
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

HOUSING

Can afford to heat home properly

More than two thirds (68%) of respondents agree that they can afford to heat their home properly during winter, while 17% disagree.

Can afford to heat home properly (%)



Base: All Respondents (excluding not answered)
Source: Q13. The following question asks about heating your home during the winter months. How much do you agree or disagree that: I can afford to heat my home properly
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

Wellington

PUBLIC TRANSPORT

This section reports on respondents' use and perceptions of public transport. For the purposes of this survey, public transport was defined as ferries, trains and buses, including school buses but not including taxis or Uber.

In 2020, additional questions investigated whether transport use has changed as a result of COVID-19.

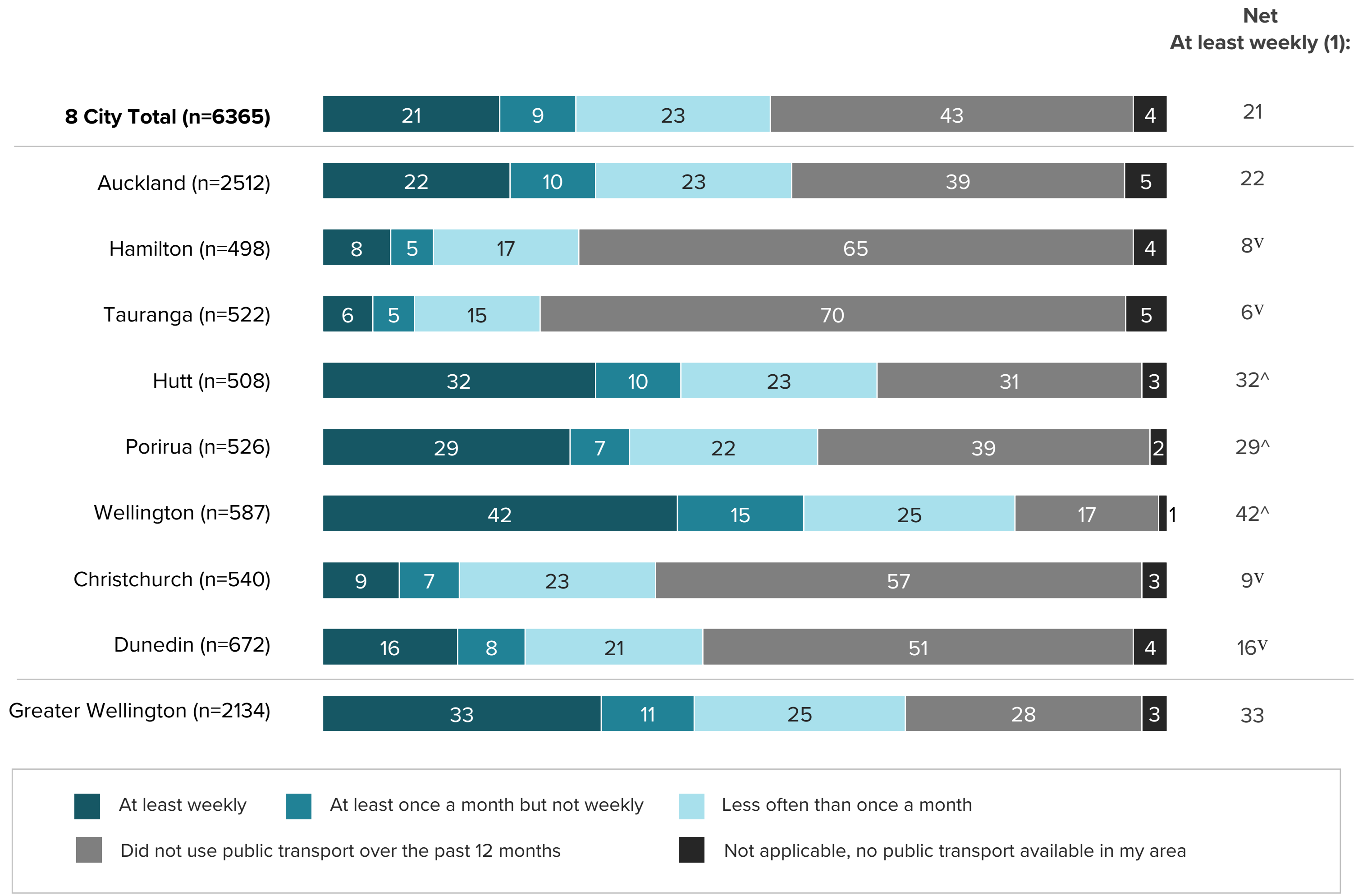
PUBLIC TRANSPORT

Frequency of use of public transport

One in five (21%) respondents in the eight cities used public transport at least weekly over the previous 12 months, while 43% had not used public transport over this period.

(Respondents were asked to exclude the time public transport was impacted by COVID-19 when answering this question. This may have been difficult in reality and results should be considered in this context.)

Frequency of use of public transport (%)



Base: All Respondents (excluding not answered)
Source: Q16. Over the past 12 months, not including the time that public transport was impacted by COVID-19, how often did you use public transport? Please note the question wording has changed slightly from the 2018 Quality of Life survey, see the Quality of Life Survey 2020 Technical Report for further details

^ Significantly higher than 8 city total
V Significantly lower than 8 city total

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PUBLIC TRANSPORT

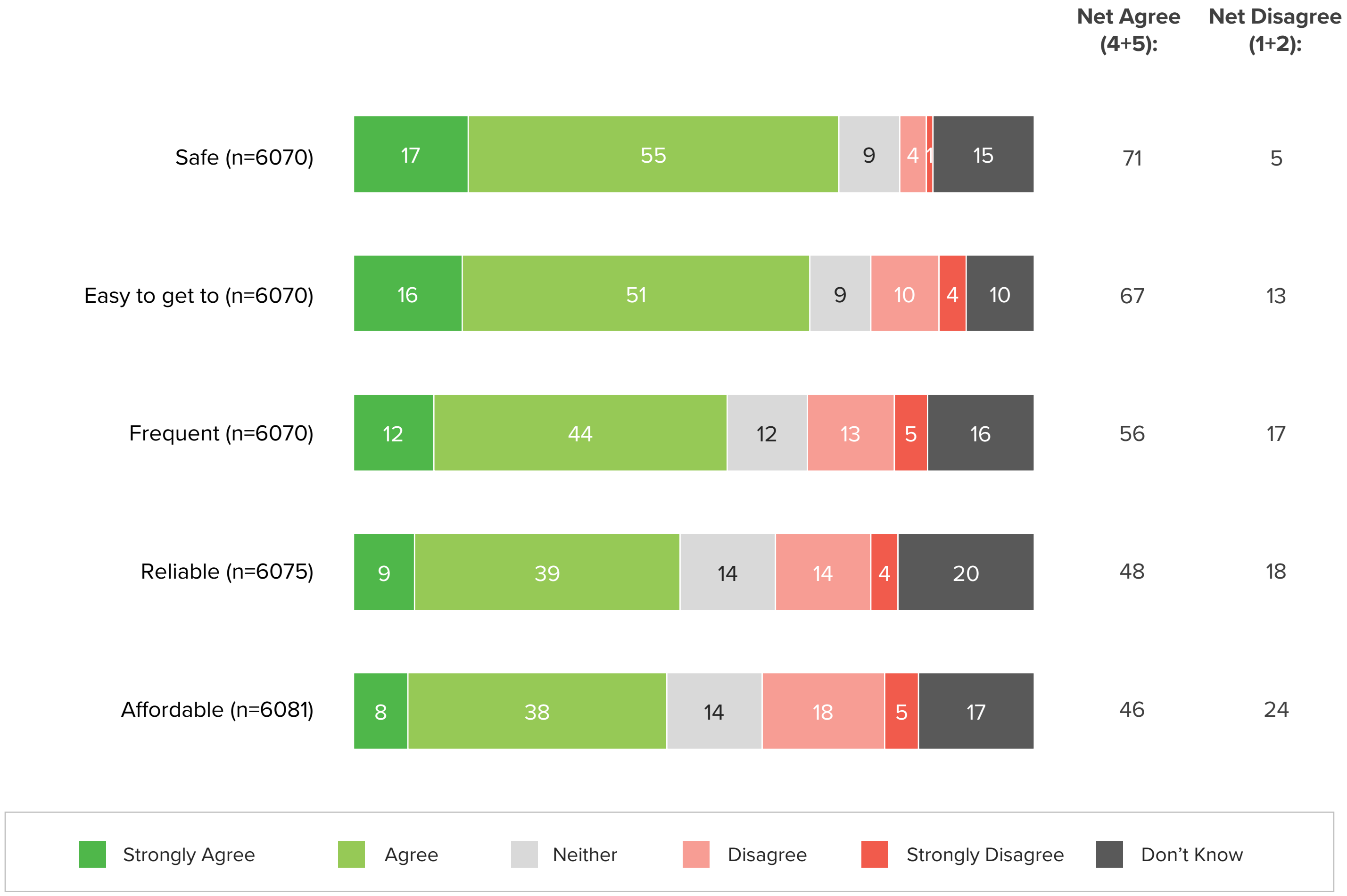
Perceptions of public transport - summary

All respondents, with the exception of those who stated that the question about public transport was not applicable to them because they have no public transport in their area, were asked about their perceptions of public transport with respect to affordability, safety, ease of access, frequency and reliability.

On the whole, public transport is perceived as safe (71% agree) and easy to get to (67% agree).

Just under half (46%) agree it is affordable, while 24% disagree.

Perceptions of public transport – 8-city total (%)



Base: All respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is...
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

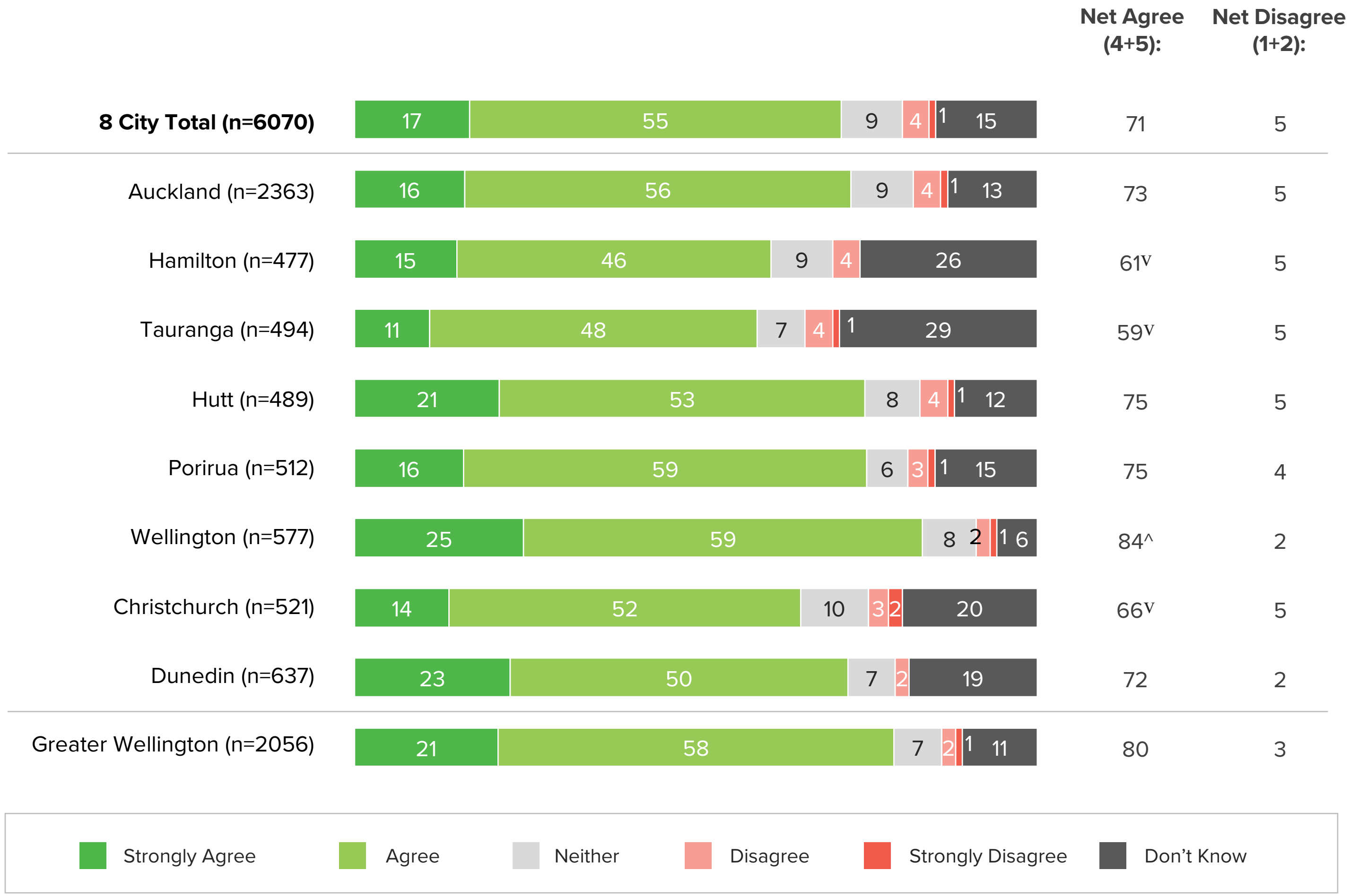
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

PUBLIC TRANSPORT

Safety of public transport

Seven in 10 (71%) respondents agree that public transport is safe.

Safety of public transport (%)



Base: All respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is… Safe
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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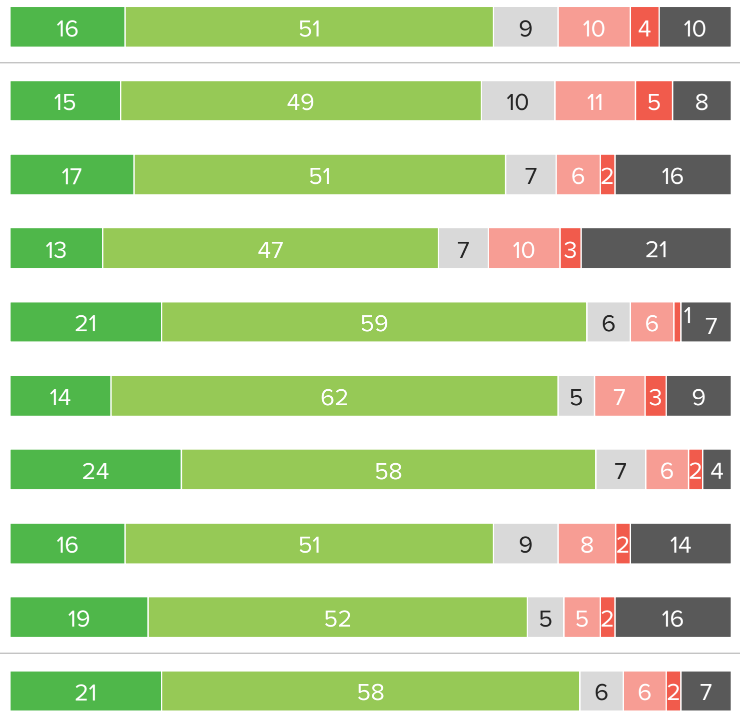
PUBLIC TRANSPORT

Accessibility of public transport

Two thirds (67%) of respondents agree that public transport is easy to get to.

Ease of access to public transport (%)



	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Don't Know	Net Agree (4+5):	Net Disagree (1+2):
8 City Total (n=6070)	16	51	9	10	4	10	67	13
Auckland (n=2365)	15	49	10	11	5	8	64	17
Hamilton (n=477)	17	51	7	6	2	16	68	8v
Tauranga (n=492)	13	47	7	10	3	21	60v	13
Hutt (n=490)	21	59	6	6	1	7	80^	7v
Porirua (n=512)	14	62	5	7	3	9	76^	10v
Wellington (n=576)	24	58	7	6	2	4	82^	8v
Christchurch (n=522)	16	51	9	8	2	14	67	10
Dunedin (n=636)	19	52	5	5	2	16	71	8v
Greater Wellington (n=2056)	21	58	6	6	2	7	79	8

Base: All respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Easy to get to
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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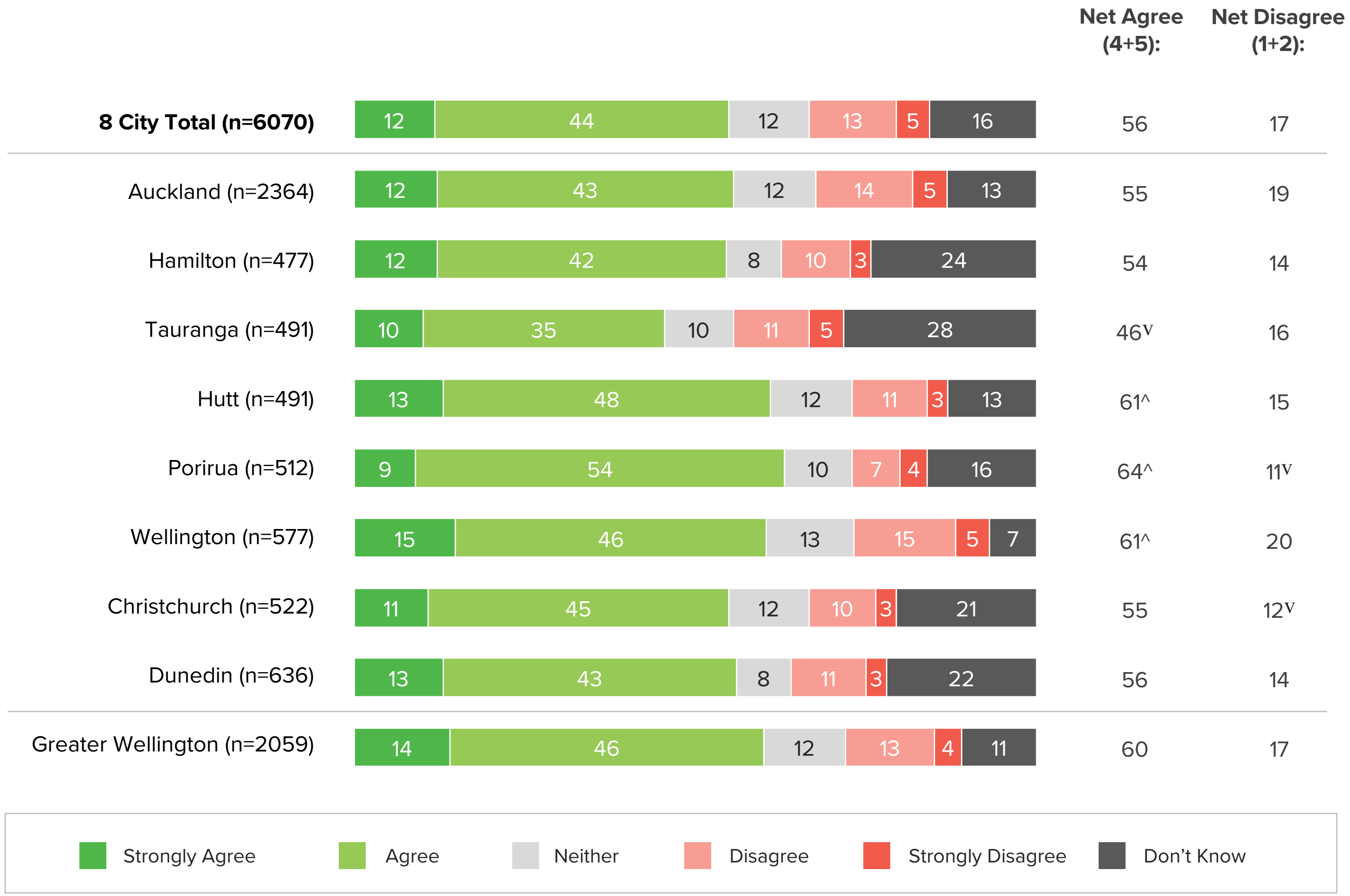
PUBLIC TRANSPORT

Frequency of public transport

Just over half (56%) of respondents agree that public transport is frequent (comes often).

Frequency of public transport (%)



Base: All respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Frequent (comes often)
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

^ Significantly higher than 8 city total
V Significantly lower than 8 city total

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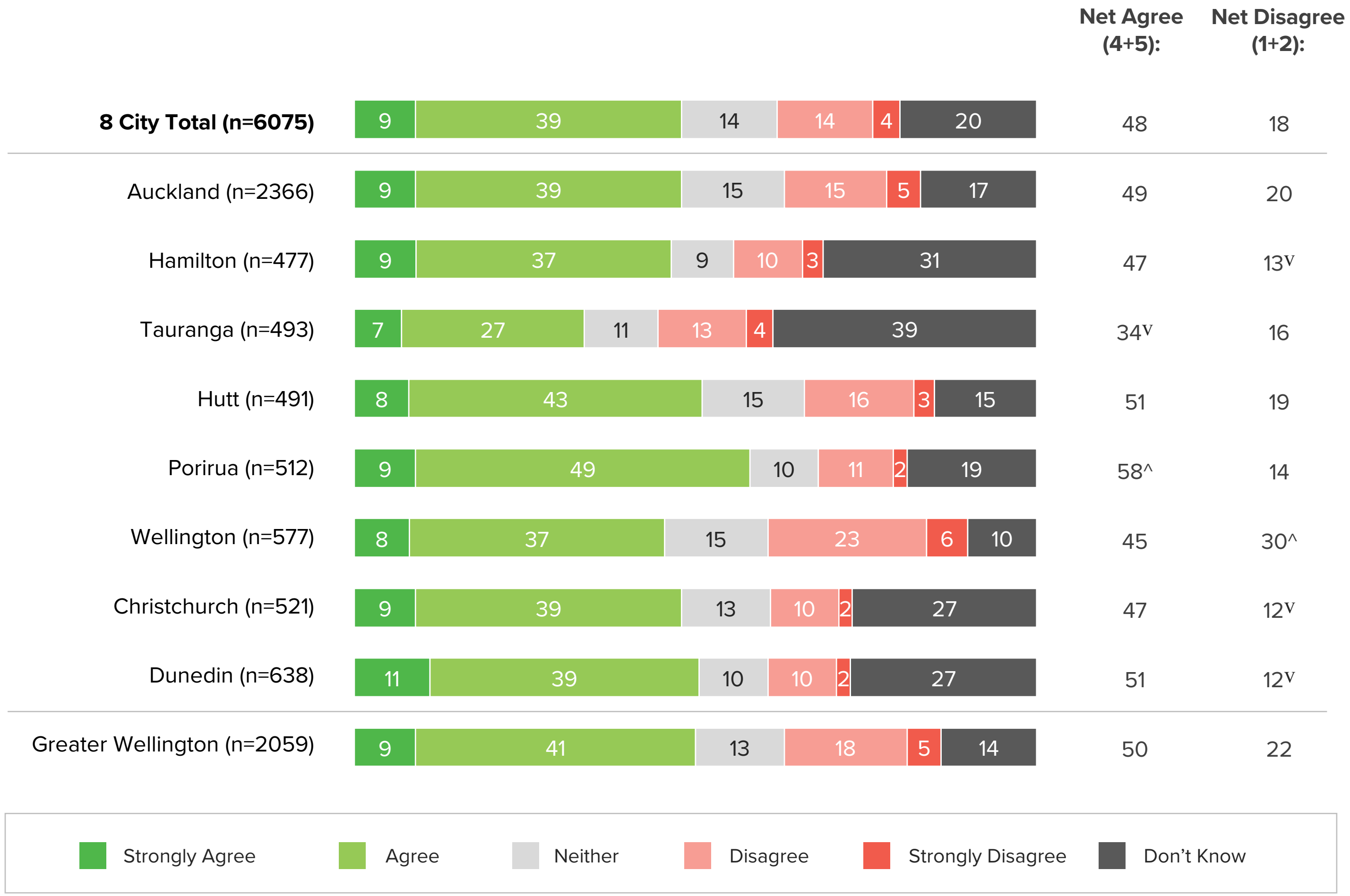
PUBLIC TRANSPORT

Reliability of public transport

Forty-eight percent agree that public transport is reliable (i.e. comes on time).

Reliability of public transport (%)



Base: All respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Reliable (comes on time)
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

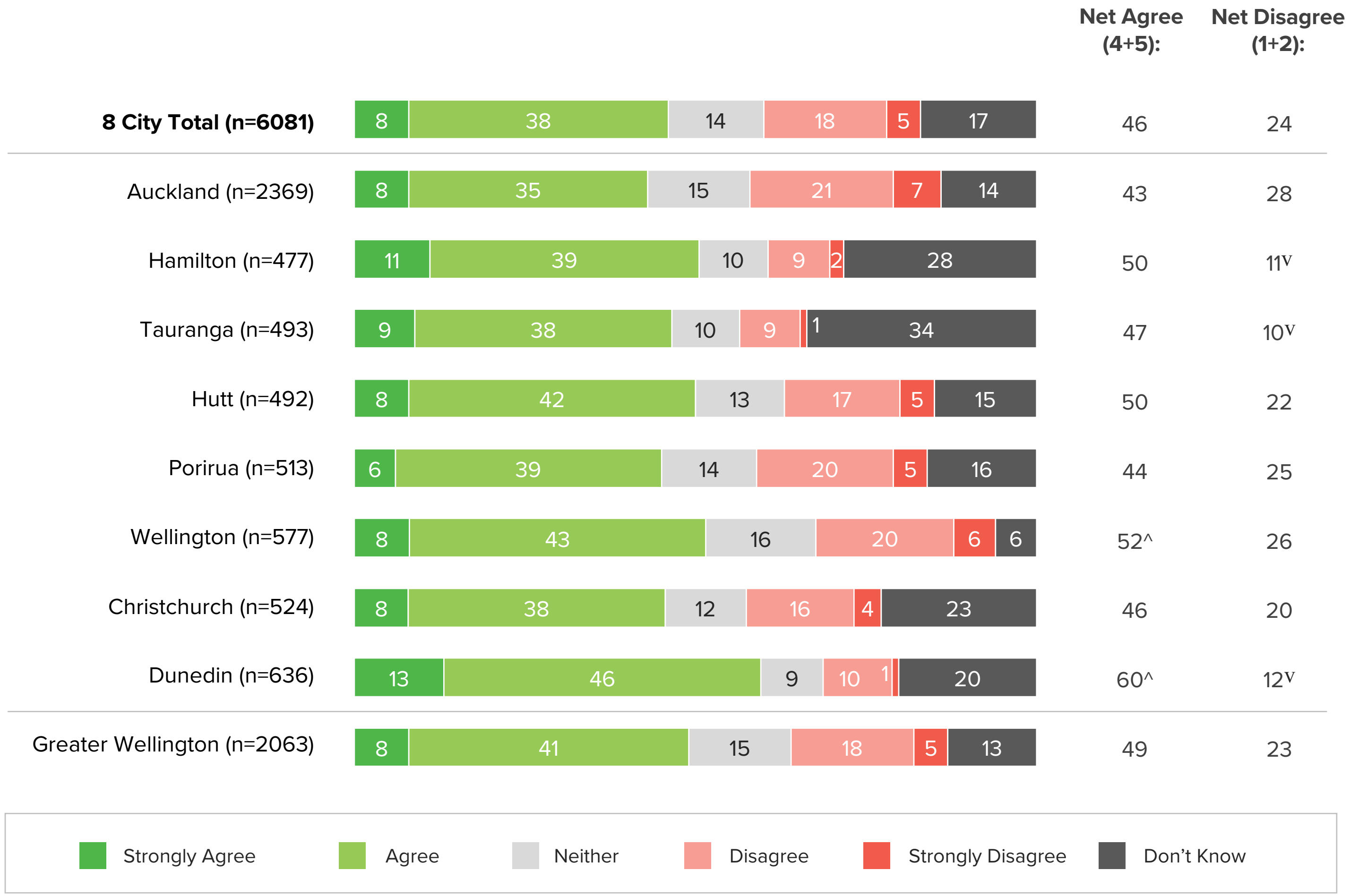
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

PUBLIC TRANSPORT

Affordability of public transport

While 46% agree that public transport is affordable, 24% disagree.

Affordability of public transport (%)



Base: All respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Affordable
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

PUBLIC TRANSPORT

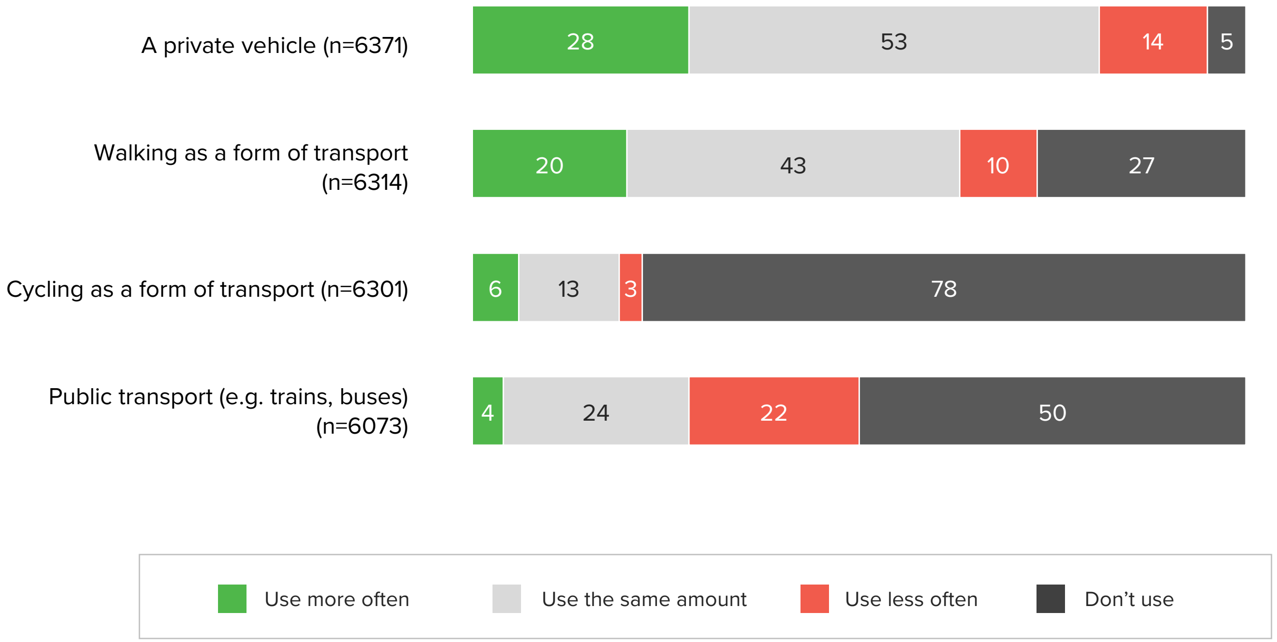
Perceived impact of COVID-19 on transport usage - summary

In 2020, questions were included to help councils determine the extent to which transport use may have changed as a result of COVID-19.

Forty-two percent feel that their use of a private vehicle has changed, with 28% indicating they use this form of transport more often than before COVID-19 and 14% indicating they use it less often.

Public transport is used less often by 22%, while 20% use walking more as a form of transport.

Perceived impact of COVID-19 on transport usage – 8-city total (%)



Base: All Respondents (excluding not answered)
Source: Q18. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19?
(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

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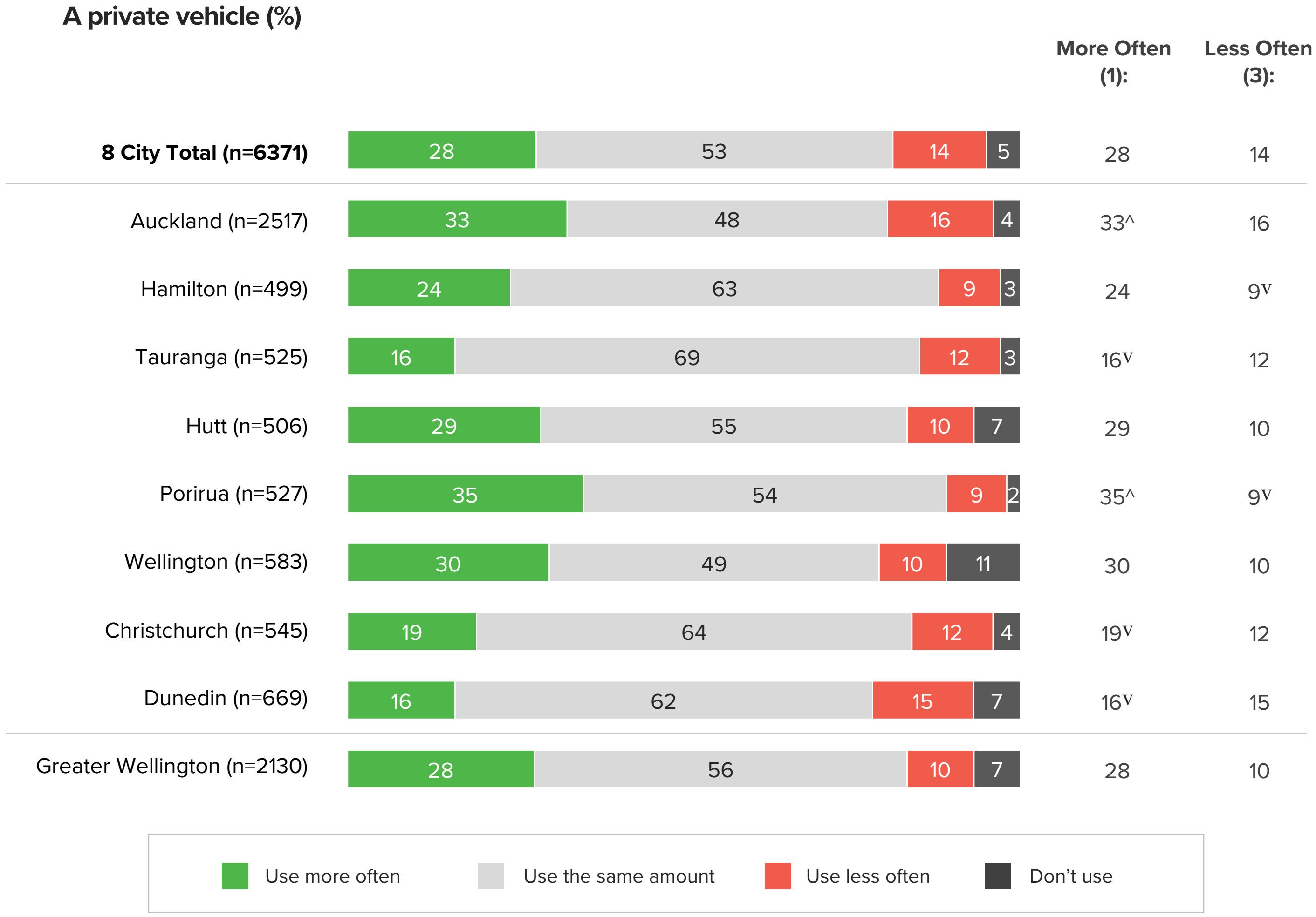
PUBLIC TRANSPORT

Perceived impact of COVID-19 on private vehicle usage

Forty-two percent feel that their use of a private vehicle has changed, with 28% using this form of transport more often than before COVID-19 and 14% using it less often.



Base: All Respondents (excluding not answered)
Source: Q18. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19: A private vehicle
(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

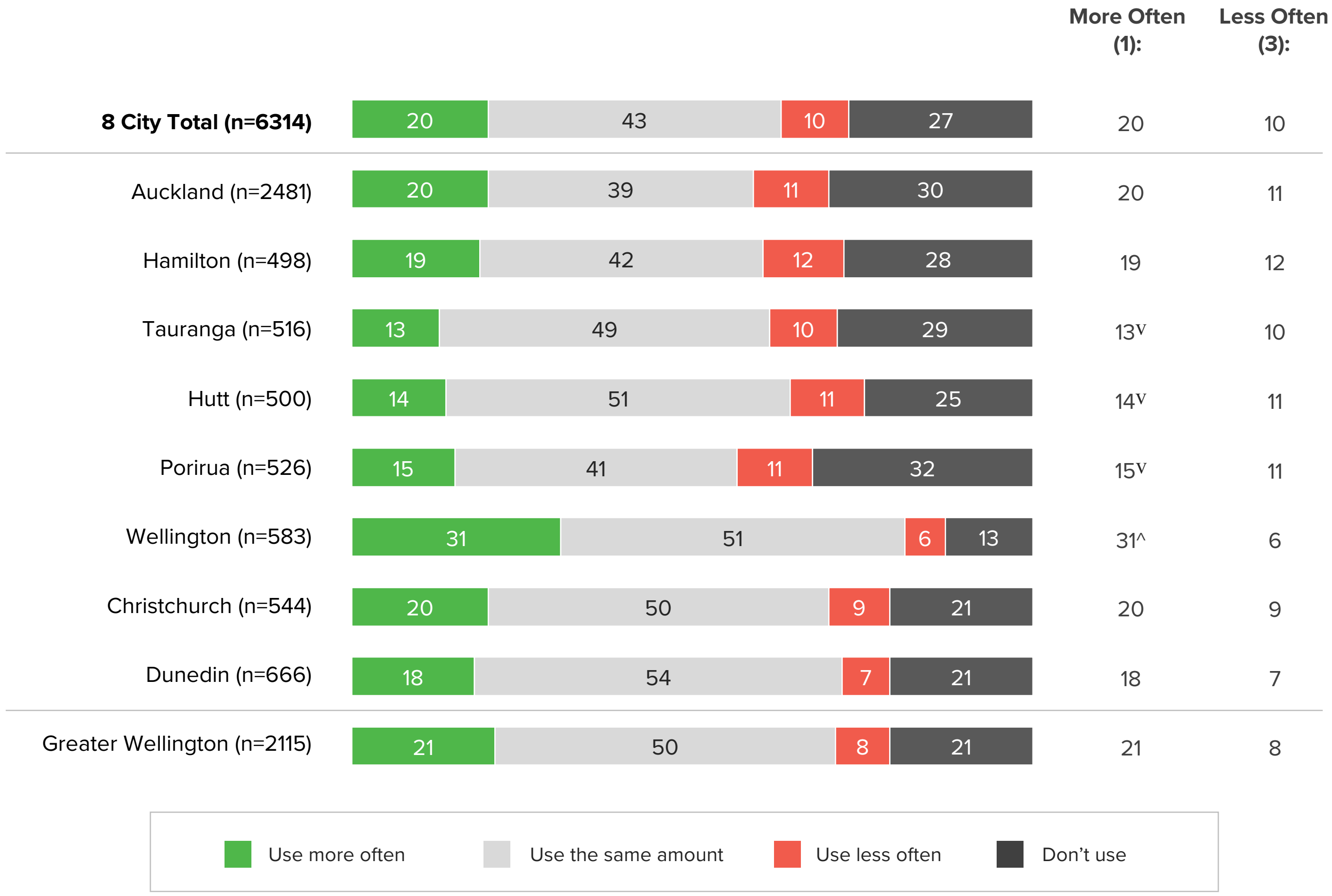
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

PUBLIC TRANSPORT

Perceived impact of COVID-19 on walking for transport

Use of walking for transport has increased among 20% of respondents across the eight cities.

Walking as a form of transport (%)



Base: All Respondents (excluding not answered)
Source: Q18. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19: Walking as a form of transport
(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

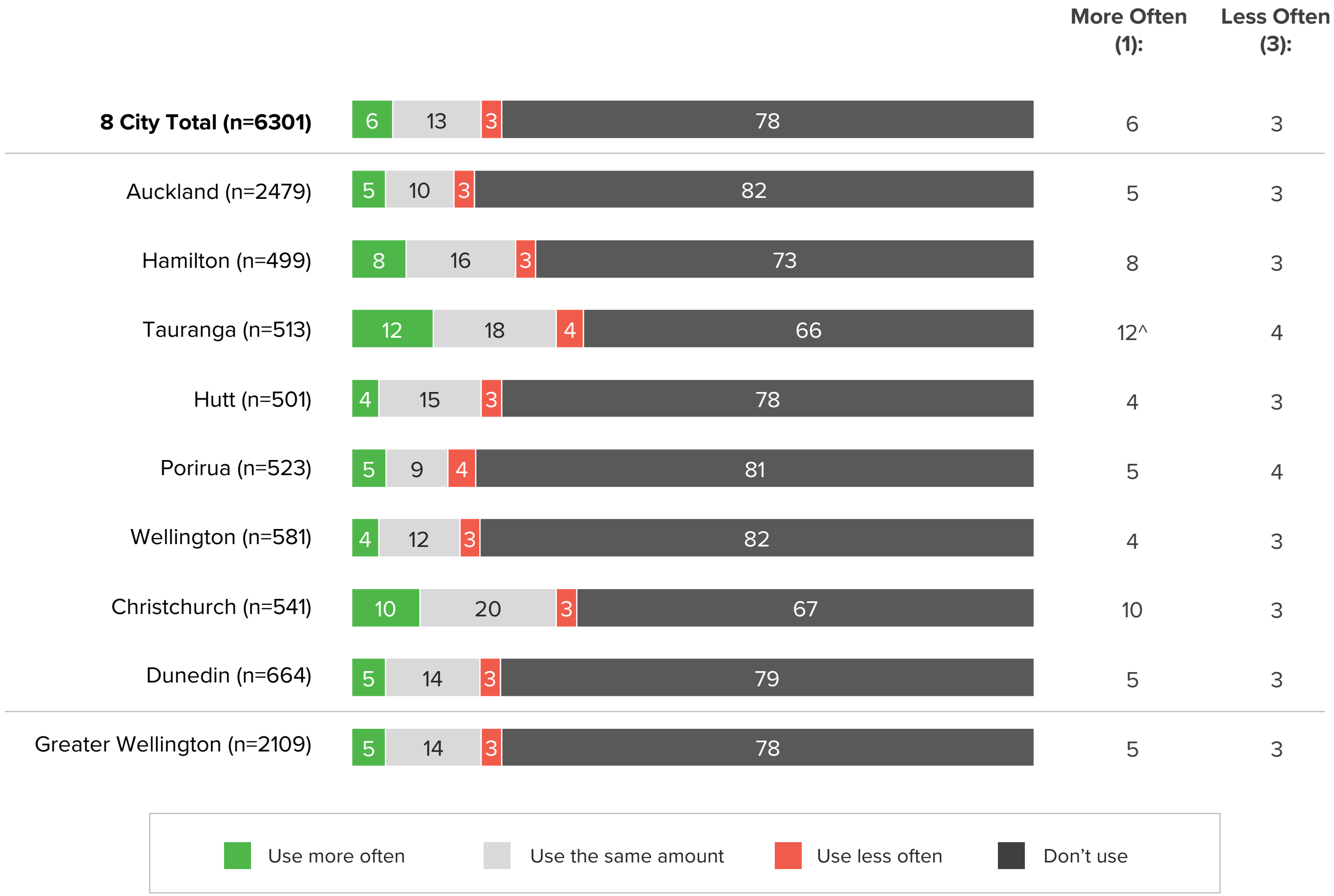
^ Significantly higher than 8 city total
V Significantly lower than 8 city total

PUBLIC TRANSPORT

Perceived impact of COVID-19 on cycling as transport

Six percent are using cycling more often as a form of transport and 3% are using it less often.

Cycling as a form of transport (%)



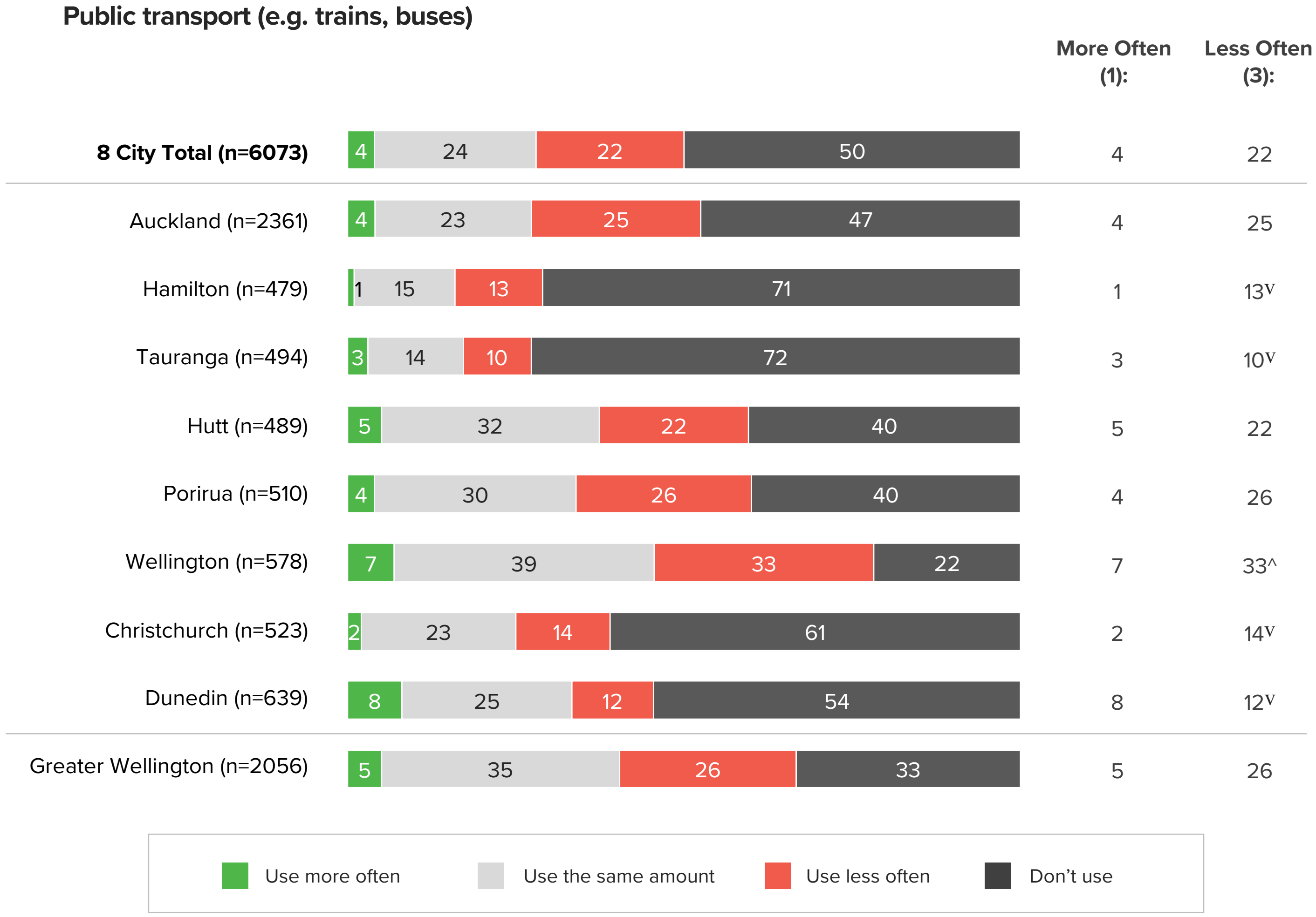
Base: All Respondents (excluding not answered)
Source: Q18. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19: Cycling as a form of transport
(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

^ Significantly higher than 8 city total
V Significantly lower than 8 city total

PUBLIC TRANSPORT

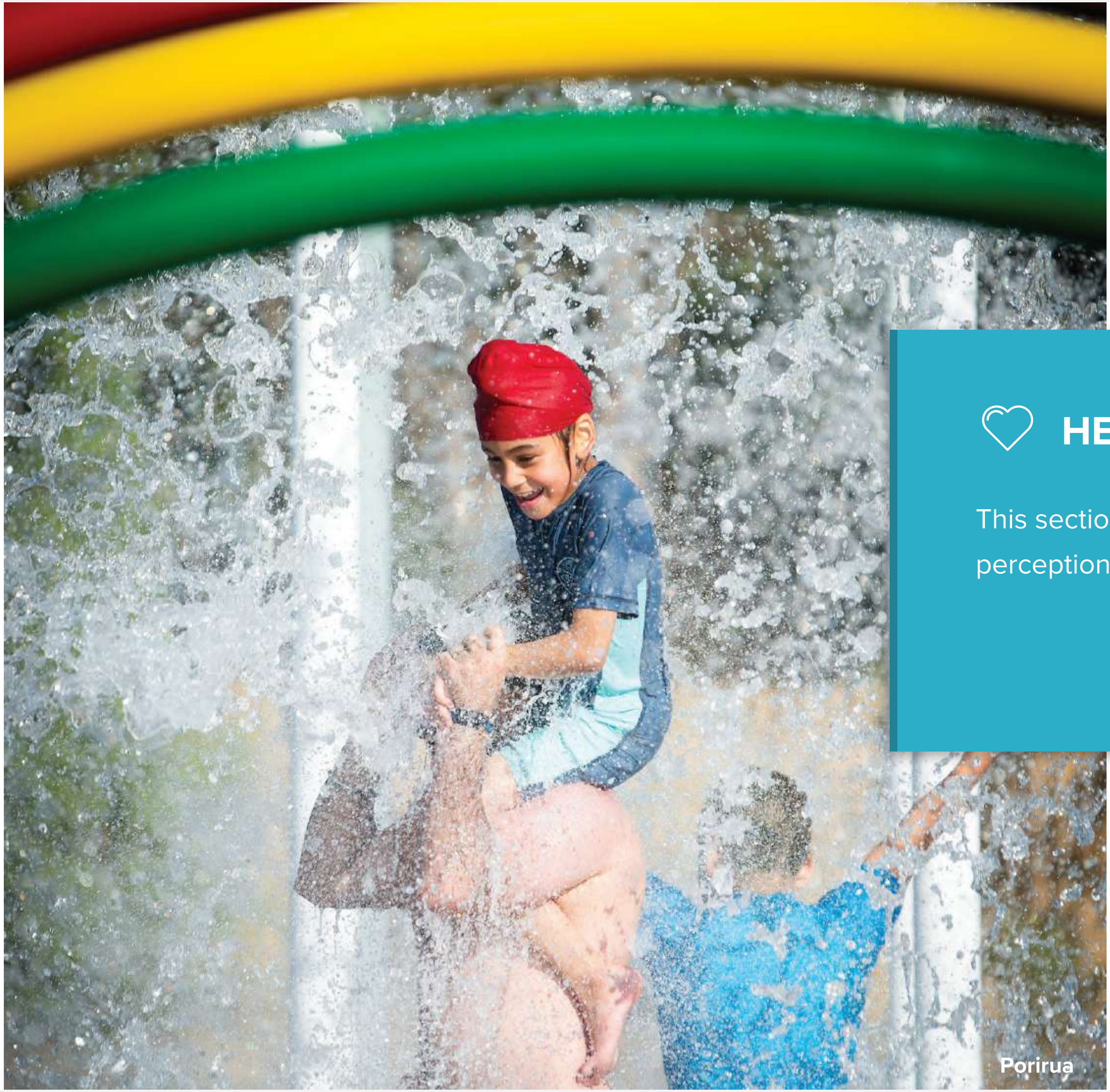
Perceived impact of COVID-19 on public transport usage

Public transport is being used less often by 22%, with 4% using this form of transport more often.



Base: All Respondents (excluding not answered)
Source: Q18. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19: Public transport (e.g. trains, buses)
(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

^ Significantly higher than 8 city total
v Significantly lower than 8 city total


Porirua

HEALTH AND WELLBEING

This section explores respondents' perceptions of their health and wellbeing.

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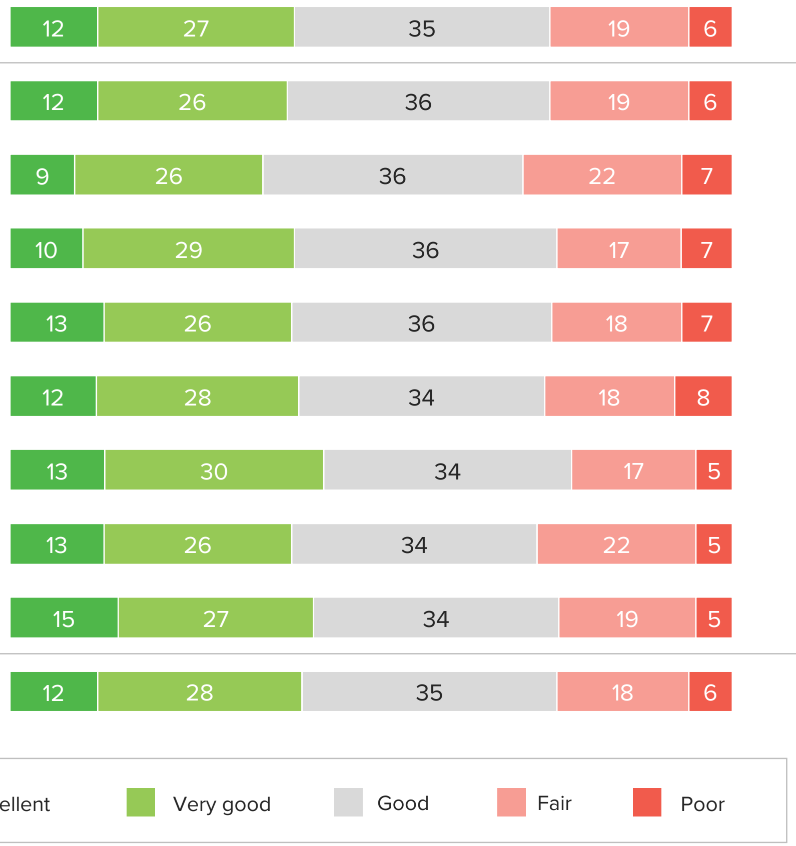
HEALTH AND WELLBEING

Physical health

Across the eight cities, three quarters (74%) of respondents rate their physical health positively; 12% rate their health as ‘excellent’, 27% as ‘very good’, and 35% as ‘good’.

Physical health (%)



	Excellent	Very good	Good	Fair	Poor	Net Good/ Very good/ Excellent (3+4+5):	Net Fair/Poor (1+2):
8 City Total (n=6403)	12	27	35	19	6	74	25
Auckland (n=2531)	12	26	36	19	6	75	25
Hamilton (n=499)	9	26	36	22	7	70	30v
Tauranga (n=526)	10	29	36	17	7	75	24
Hutt (n=510)	13	26	36	18	7	75	25
Porirua (n=528)	12	28	34	18	8	75	25
Wellington (n=588)	13	30	34	17	5	77	22
Christchurch (n=546)	13	26	34	22	5	73	27
Dunedin (n=675)	15	27	34	19	5	76	23
Greater Wellington (n=2144)	12	28	35	18	6	76	24

Base: All Respondents (excluding not answered)
Source: Q28. In general, how would you rate your... Physical health?
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

HEALTH AND WELLBEING

Mental health

Seventy-three percent rate their mental health positively; 15% as ‘excellent’, 26% as ‘very good’, and 32% as ‘good’.

Mental health (%)

	Excellent	Very good	Good	Fair	Poor	Net Good/ Very good/ Excellent (3+4+5):	Net Fair/Poor (1+2):
8 City Total (n=6383)	15	26	32	19	7	73	27
Auckland (n=2521)	14	25	33	19	8	73	27
Hamilton (n=499)	15	26	29	20	10	70	30
Tauranga (n=523)	17	29	30	17	7	76	24
Hutt (n=507)	15	24	34	20	6	74	26
Porirua (n=527)	13	29	34	18	5	76	24
Wellington (n=587)	15	28	32	16	9	74	25
Christchurch (n=546)	16	26	29	22	5	72	28
Dunedin (n=673)	16	26	30	19	8	72	27
Greater Wellington (n=2135)	15	28	33	17	7	75	24

Base: All Respondents (excluding not answered)
Source: Q28. In general, how would you rate your… Mental health?
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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Stress

Respondents were asked how often, if ever, during the past 12 months they had experienced stress that has had a negative effect on them.

A quarter indicated they experienced stress that has had a negative effect on them most or all the time over the past 12 months, with a further 51% indicating they sometimes experienced this.

A higher proportion in 2020 than in 2018 (25% cf. 19%) say they experience stress most or all the time. This increase in stress is seen across all but one of the cities.

Frequency of experiencing stress (%)

	Never	Rarely	Sometimes	Most of the time	Always	Net Rarely (4+5):	Net Often (1+2):
8 City Total (n=6400)	4	20	51	20	5	24	25
Auckland (n=2529)	3	20	51	20	6	23	26
Hamilton (n=500)	4	21	46	23	6	25	28
Tauranga (n=525)	5	26	45	19	4	31^	24
Hutt (n=512)	5	21	52	18	4	26	22
Porirua (n=528)	4	21	55	16	5	25	21
Wellington (n=588)	4	18	53	22	4	22	25
Christchurch (n=546)	5	19	53	19	4	24	23
Dunedin (n=672)	4	21	47	21	6	26	28
Greater Wellington (n=2145)	4	20	53	19	4	24	22

Base: All Respondents (excluding not answered)
Source: Q36. At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?
(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

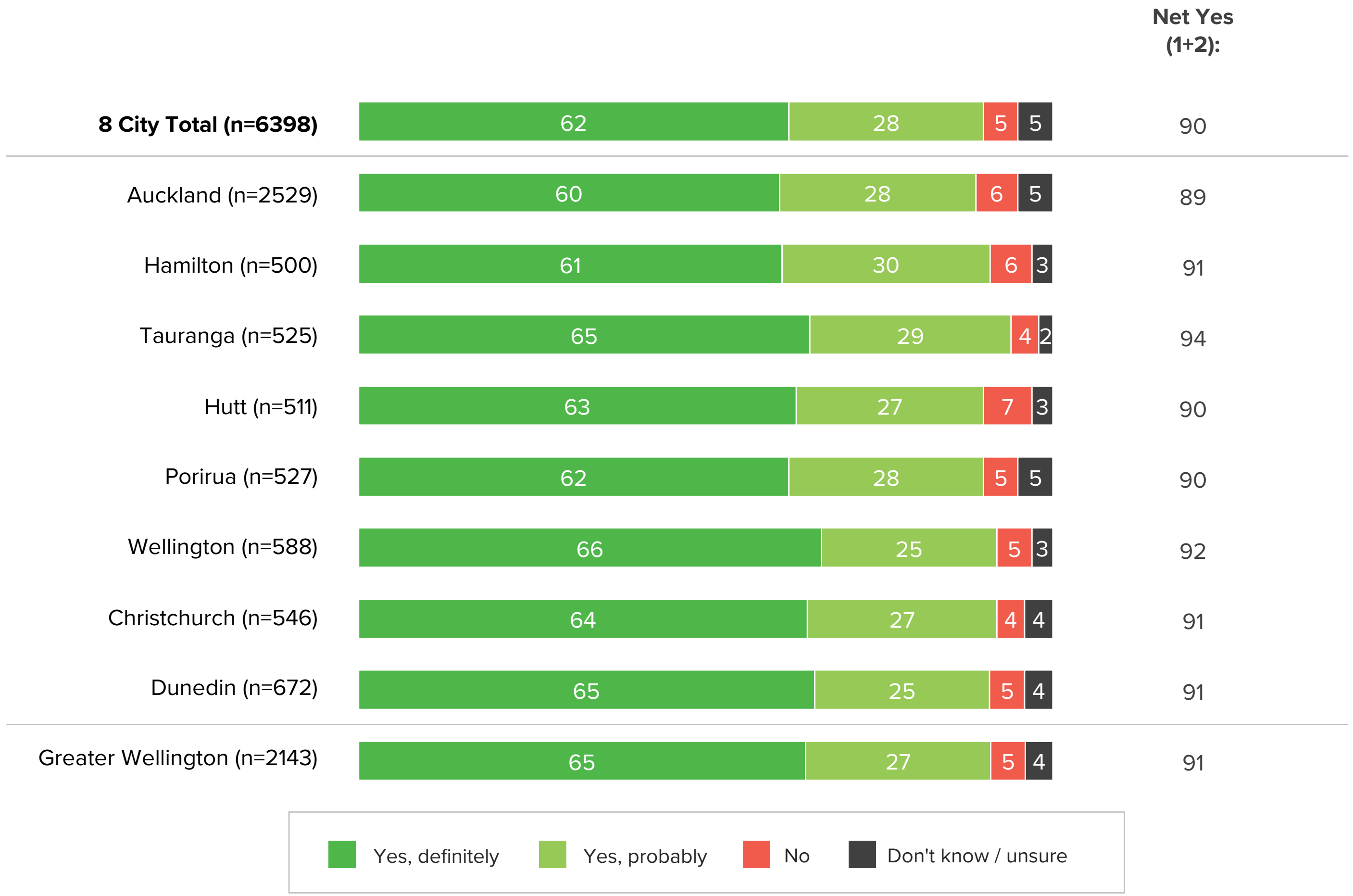
HEALTH AND WELLBEING

Availability of practical support

Nine in 10 respondents feel they have someone to rely on for practical support (e.g. shopping, meals, transport) if faced with a serious illness or injury, or if in need of support during a difficult time.

Sixty-two percent feel this is definitely the case, with 28% feeling this is probably the case.

Availability of practical support (%)



Base: All Respondents (excluding not answered)
Source: Q35. If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for... Practical support (e.g. shopping, meals, transport)?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

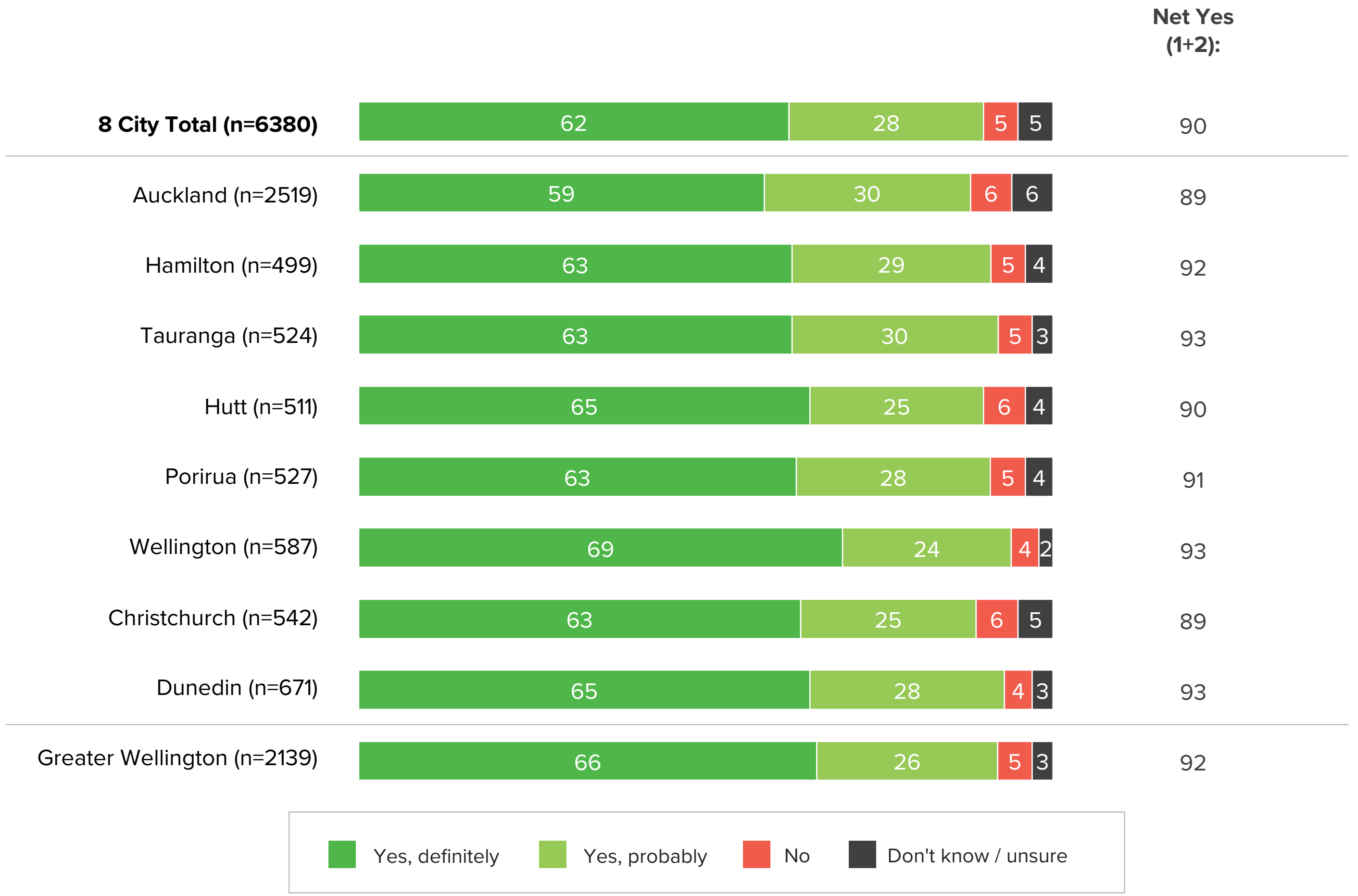
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

HEALTH AND WELLBEING

Availability of emotional support

Nine in 10 feel they have someone to rely on for emotional support if faced with a serious illness or injury, or if in need of support during a difficult time.

Availability of emotional support (%)



Base: All Respondents (excluding not answered)
Source: Q35. If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for... Emotional support (e.g. listening to you, giving advice)?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

WHO-5 wellbeing index

The WHO-5 is a measure of emotional wellbeing. Respondents are asked to rate the extent to which each of five wellbeing indicators has been present or absent in their lives over the previous two-week period, on a six point scale ranging from 'all of the time' to 'at no time'. The questions are as follows;

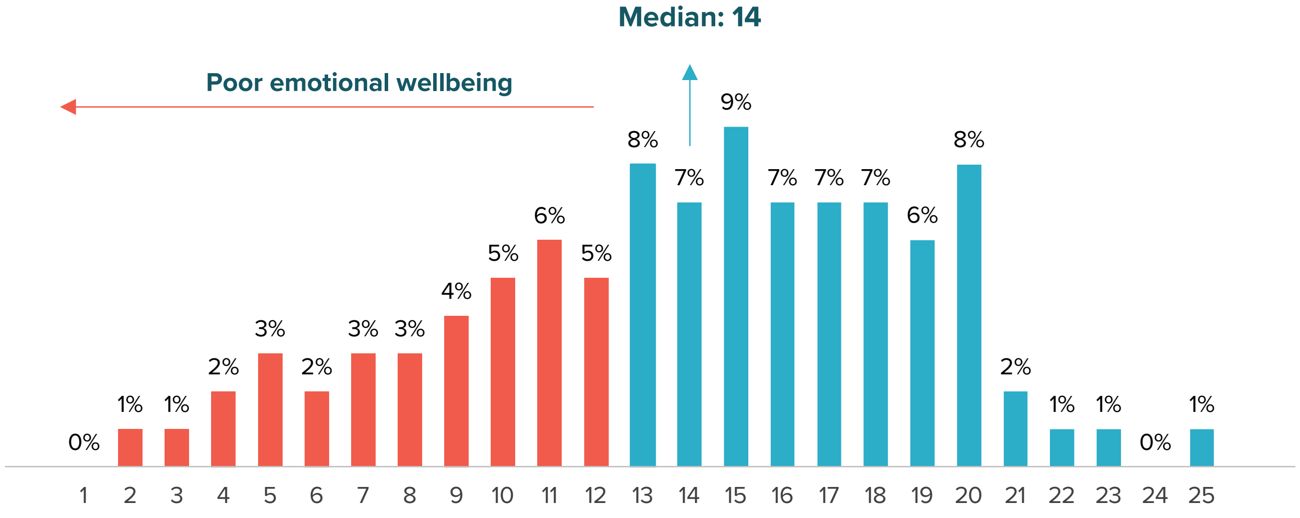
- I have felt cheerful and in good spirits
- I have felt calm and relaxed
- I have felt active and vigorous
- I woke up feeing fresh and rested
- My daily life has been filled with things that interest me.

The WHO-5 is scored out of a total of 25, with 0 being the lowest level of emotional wellbeing and 25 being the highest level. Scores below 13 (between 0 and 12) are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health.

The chart below shows the distribution of scores. The median result for the eight cities is 14. Thirty-five percent of respondents have a score of below 13.

Distribution charts for each city can be found in Appendix 5.

WHO 5 Wellbeing Index – 8-city total (%)



Base: All Respondents (excluding not answered) (n=6350)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

HEALTH AND WELLBEING

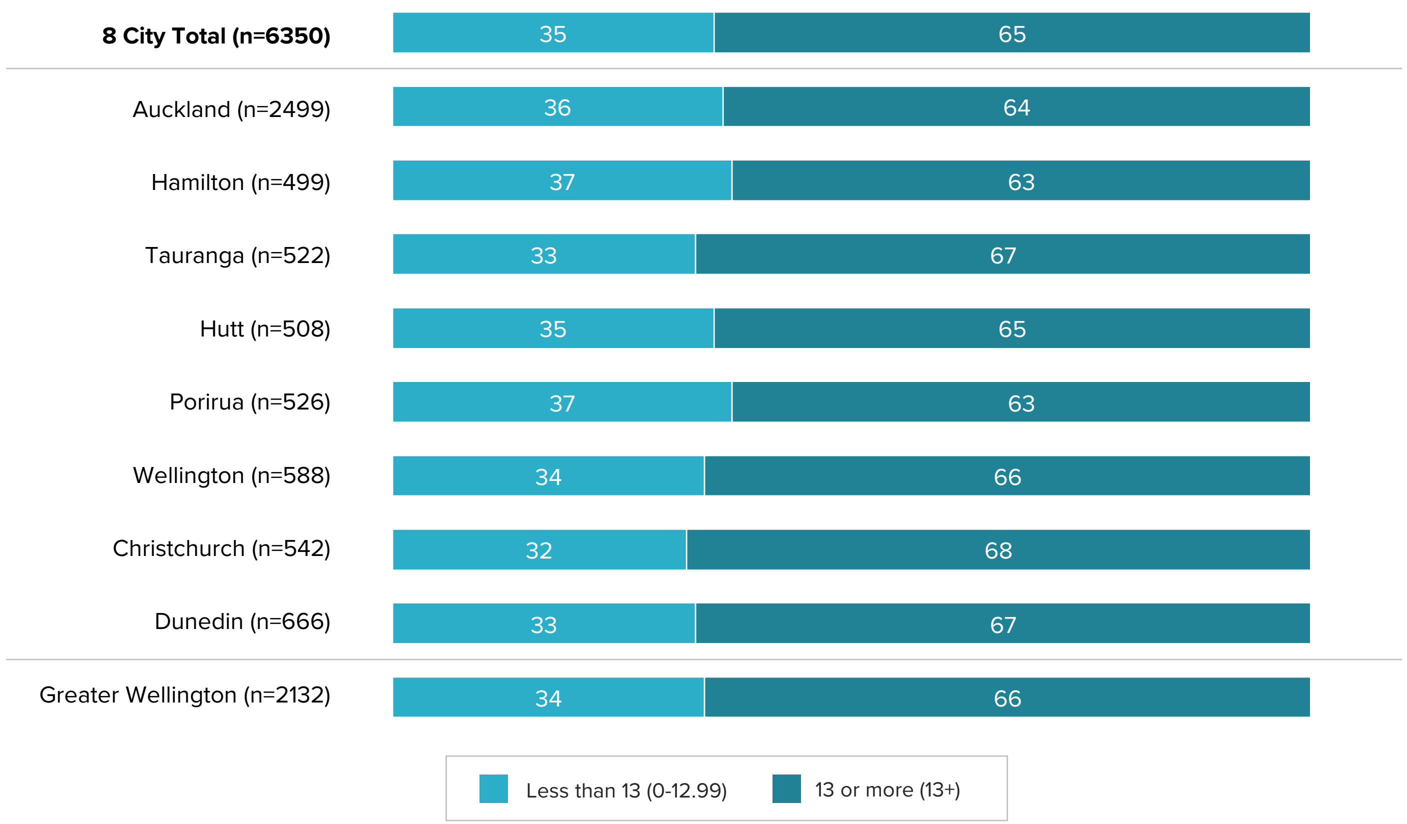
WHO-5 wellbeing index

Compared to 2018, there has been a slight decrease in the WHO-5 wellbeing index. The 'less than 13' score, indicative of poor emotional wellbeing, is now seen in 35% of respondents compared with 30% in 2018. This increase in the 'less than 13' score is seen across all cities with the exceptions of Christchurch and Dunedin.

For further information about the WHO-5 Wellbeing Index, please see:

- The Quality of Life Survey 2020 Technical Report
- The WHO-5 website https://www.psykiatri-regionh.dk/who-5
- The paper by Bech, Gudex and Johansen. (Bech P, Gudex C, Johansen KS. The WHO (Ten) Well-Being Index: Validation in diabetes. Psychotherapy and psychosomatics. 1996;65(4):183-90. PubMed PMID: 8843498.)

WHO 5 Wellbeing Index (%)



Base: All Respondents (excluding not answered)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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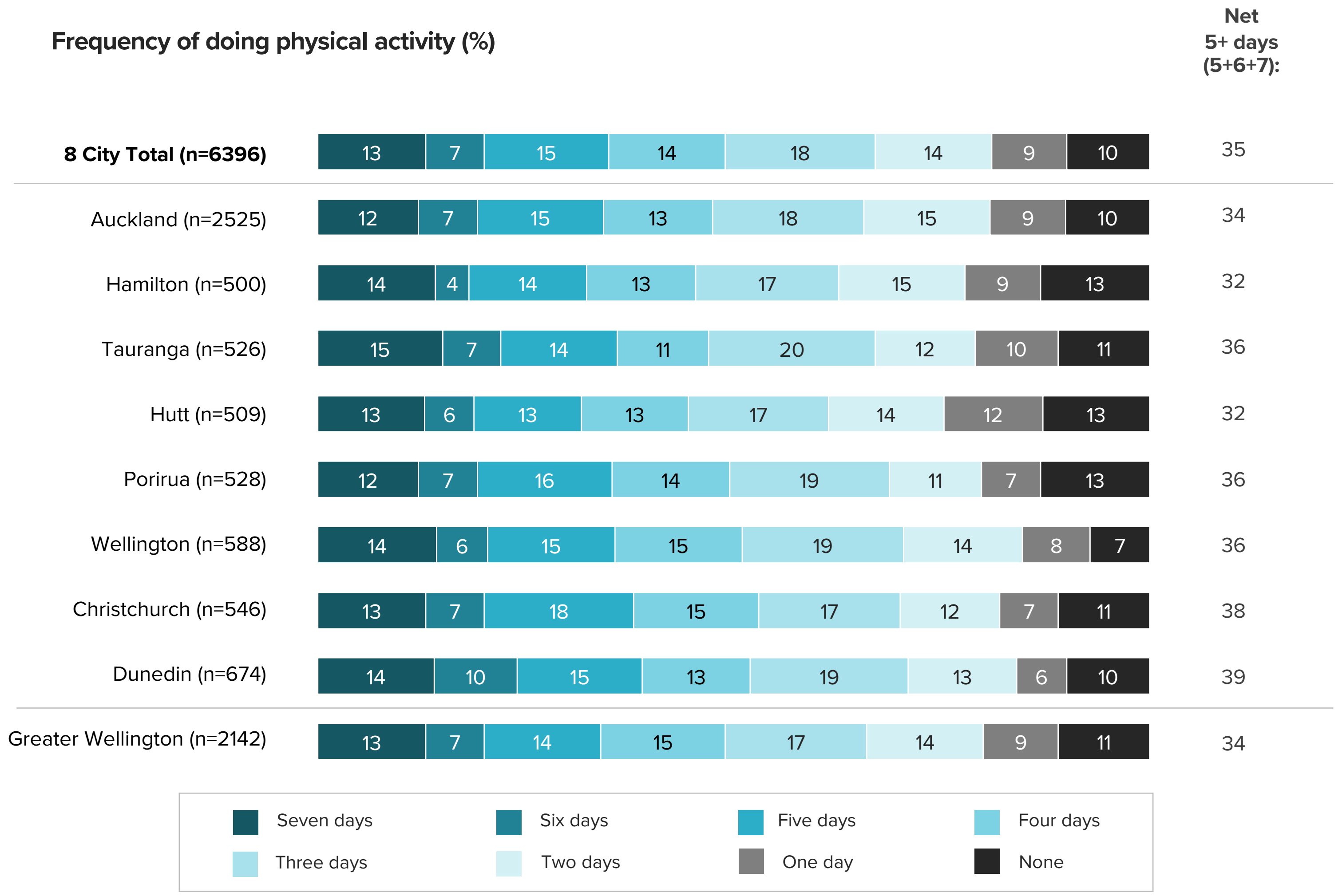
HEALTH AND WELLBEING

Frequency of doing physical activity in previous week

When asked how many days in the previous seven days they had been physically active, 35% of respondents indicated they had been active on five or more days.

(For the purpose of this survey, 'active' was defined as 30 minutes or more of physical activity which was enough to raise your breathing rate.)



Base: All Respondents (excluding not answered)
Source: Q29. In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to raise your breathing rate?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
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Christchurch

CRIME, SAFETY AND LOCAL ISSUES

This section reports on respondents' perceptions of problems or issues in their city/local area in the last 12 months, as well as their sense of safety in their homes, neighbourhoods and city centres.

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Perceptions of issues in city/local area - summary

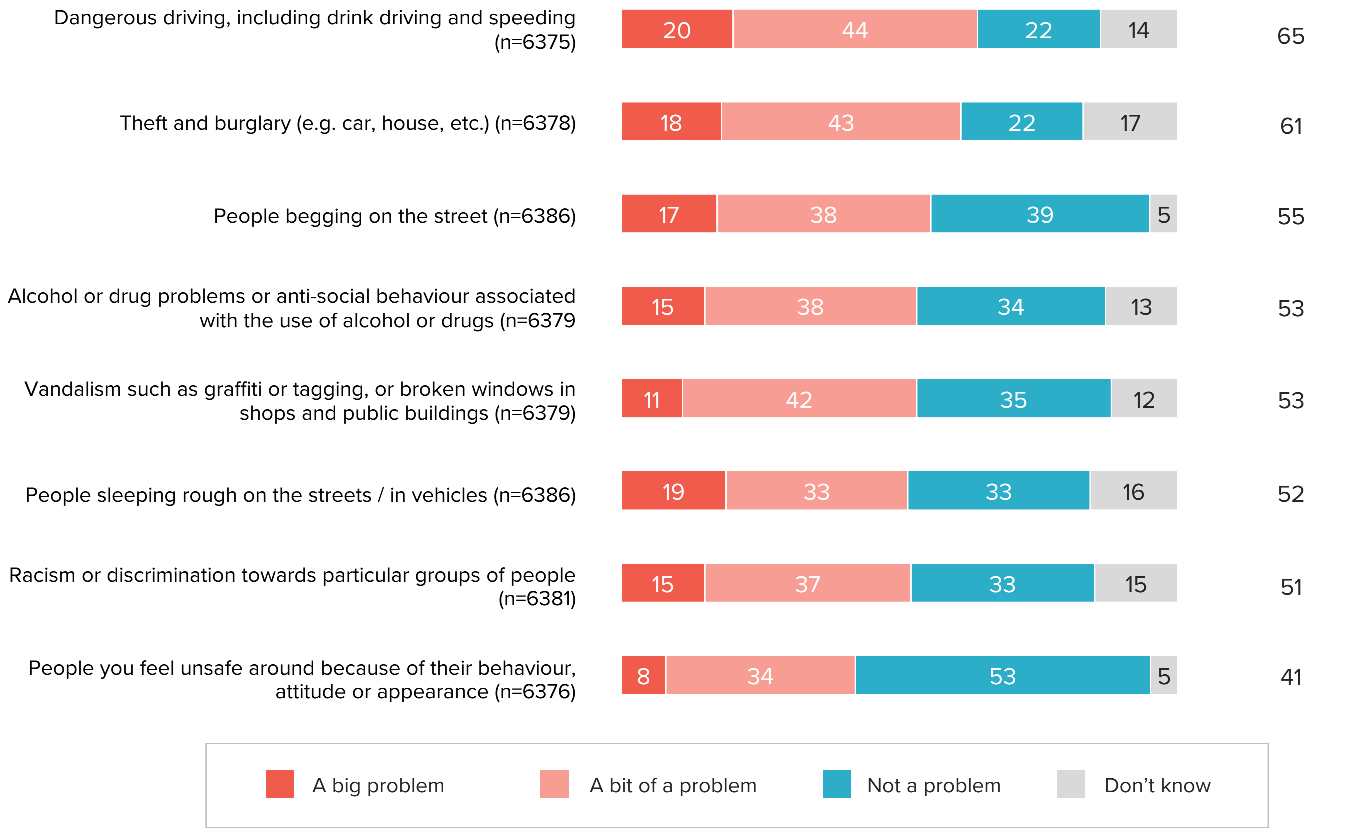
Respondents were asked to indicate whether or not they perceived each of a number of specific issues had been a problem in their city/local area in the previous 12 months.

Dangerous driving (65%) and theft and burglary (61%) were the issues most likely to be perceived as problems.

(Note: when comparing results for Auckland with other cities in the following charts, it is important to remember that Auckland residents were answering with respect to their local area rather than their city.)

Perceptions of issues in city/local area (summary) – 8-city total (%)

Net A Problem (1+2):



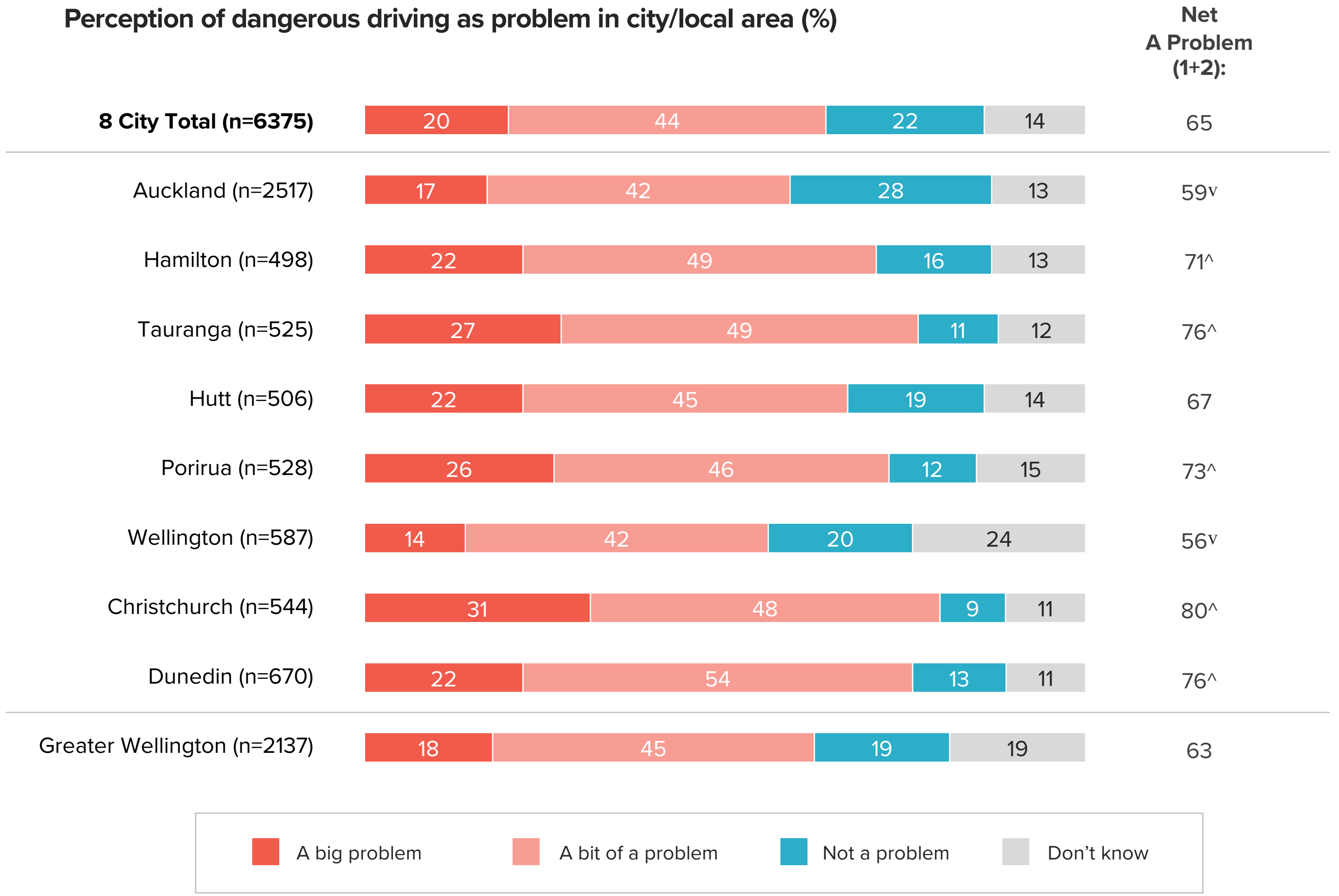
Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

CRIME & SAFETY

Dangerous driving

Two thirds (65%) of respondents in the eight city areas perceive dangerous driving (including drink driving and speeding) to have been a problem in their city/local area over the past year. Two in 10 perceive it to have been a big problem and a further 44% a bit of a problem.



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: Dangerous driving, including drink driving and speeding
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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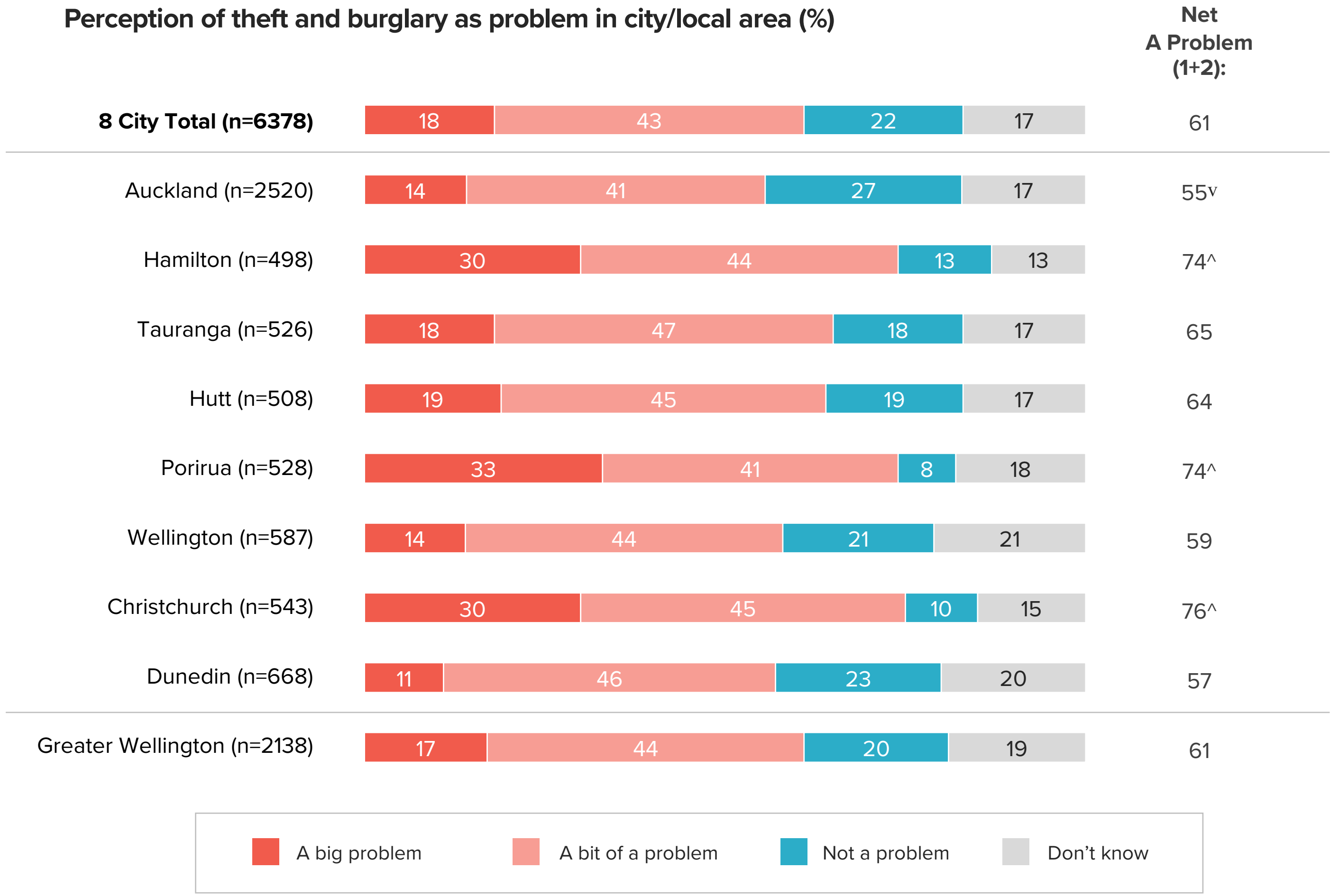
CRIME & SAFETY

Theft and burglary

Three in five (61%) respondents perceive theft and burglary to have been a problem in their local area over the past 12 months, with 18% rating it a big problem and 43% a bit of a problem.

Perception of theft and burglary as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: Theft and burglary (e.g. car, house etc.)
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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v Significantly lower than 8 city total

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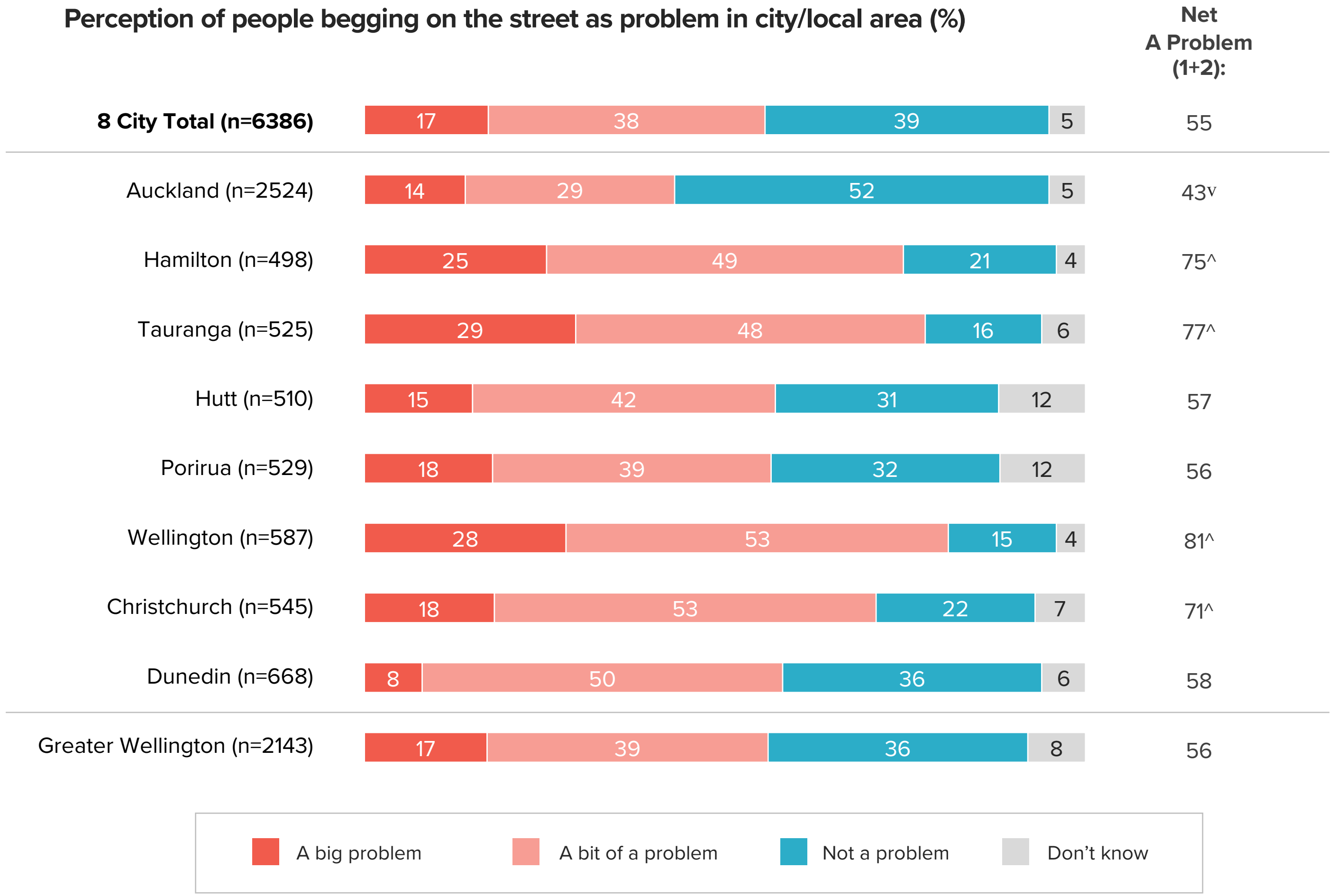
People begging in the street

Over half (55%) of respondents in the eight city areas consider people begging on the street to have been a problem in their city/local area during the last 12 months. Seventeen percent consider it to have been a big problem and a further 38% a bit of a problem.

Perception of people begging on the street as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: People begging on the street
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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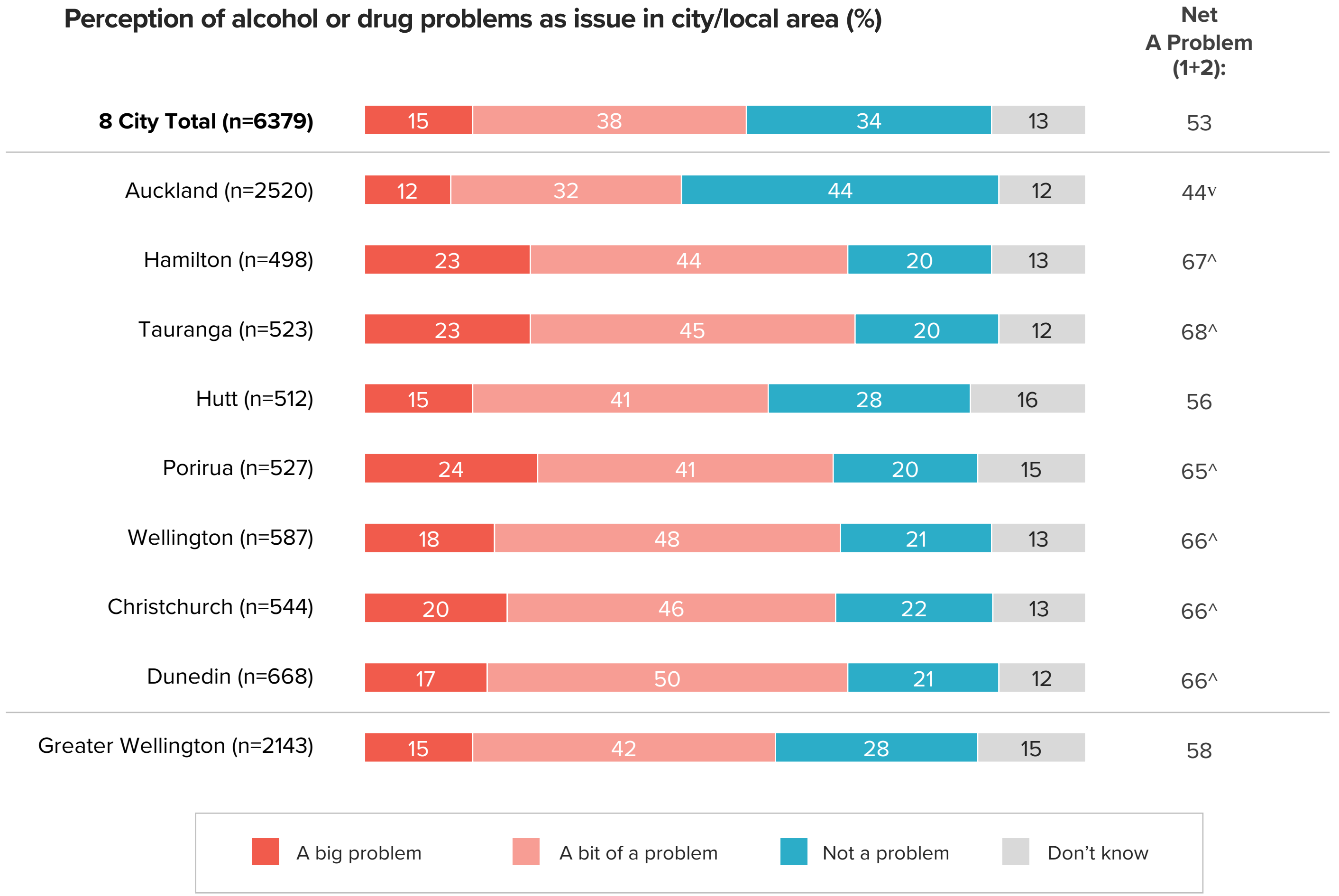
Alcohol and drugs

Fifty-three percent of respondents across the eight cities perceive alcohol or drugs problems, or anti-social behaviour associated with the use of alcohol or drugs, to have been a problem in their city/local area, with 15% rating it a big problem and 38% a bit of a problem.

Perception of alcohol or drug problems as issue in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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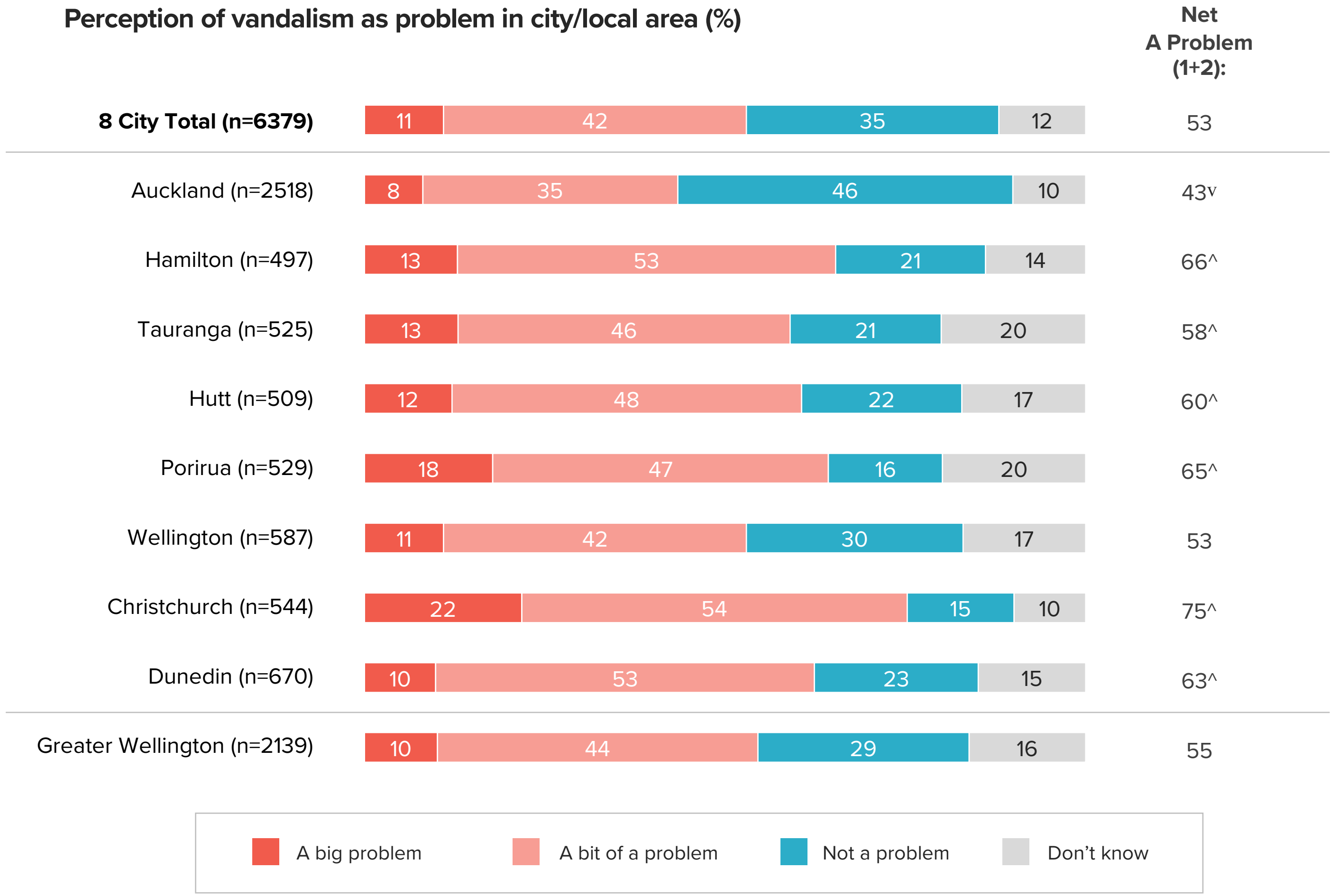
Vandalism

Just over half (53%) of respondents across the eight cities perceive vandalism to have been a problem in their city/local area over the past 12 months. One in 10 (11%) indicate it has been a big problem and 42% a bit of a problem.

Perception of vandalism as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: Vandalism such as graffiti or tagging, or broken windows in shops and public buildings
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

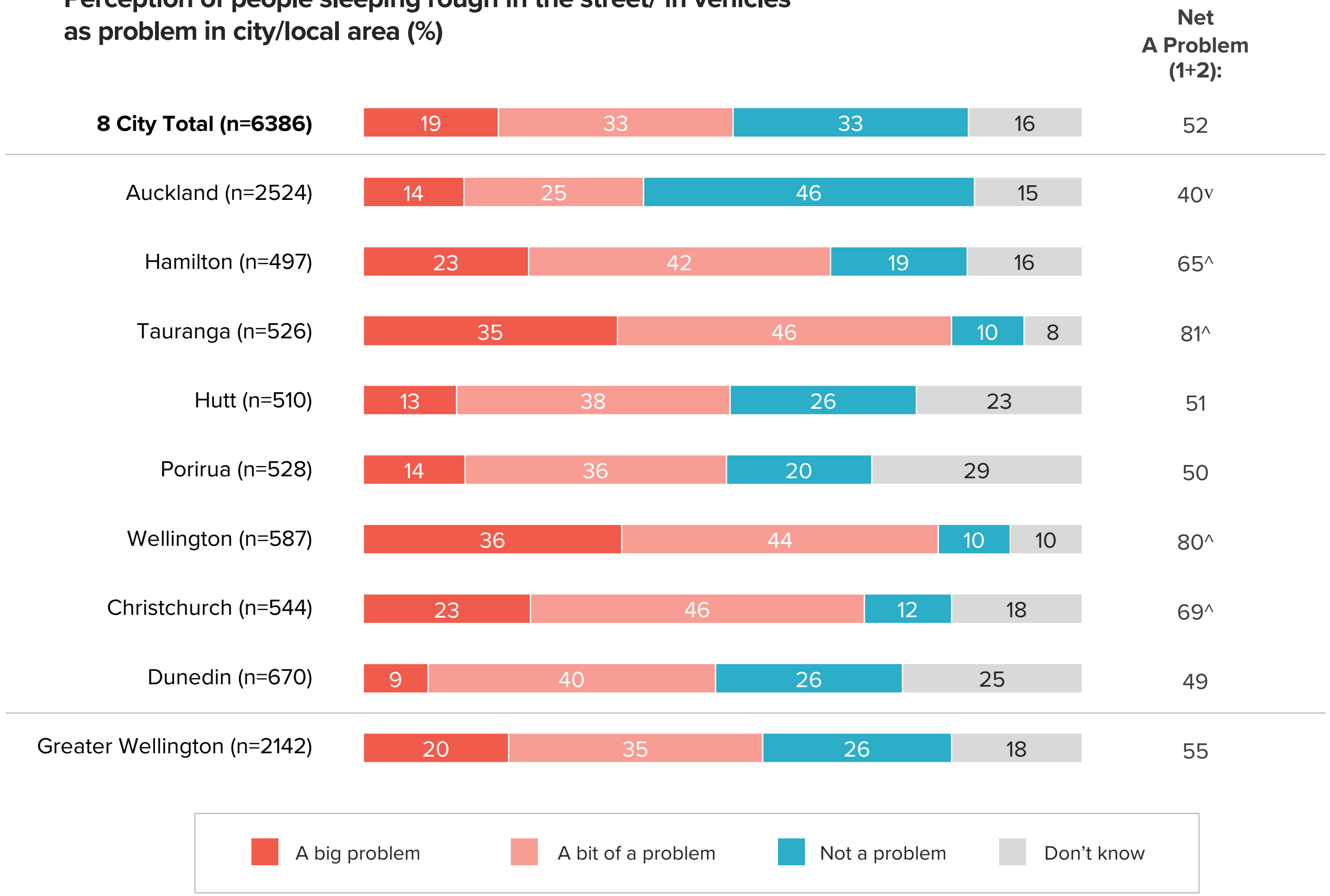
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

CRIME & SAFETY

People sleeping rough in the street/ in vehicles

Again, just over half (52%) of respondents across the eight cities consider people sleeping rough on the streets or in vehicles to have been a problem in their city/local area during the last 12 months. Nineteen percent consider this has been a big problem and 33% a bit of a problem.

Perception of people sleeping rough in the street/ in vehicles as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: People sleeping rough on the streets / in vehicles
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

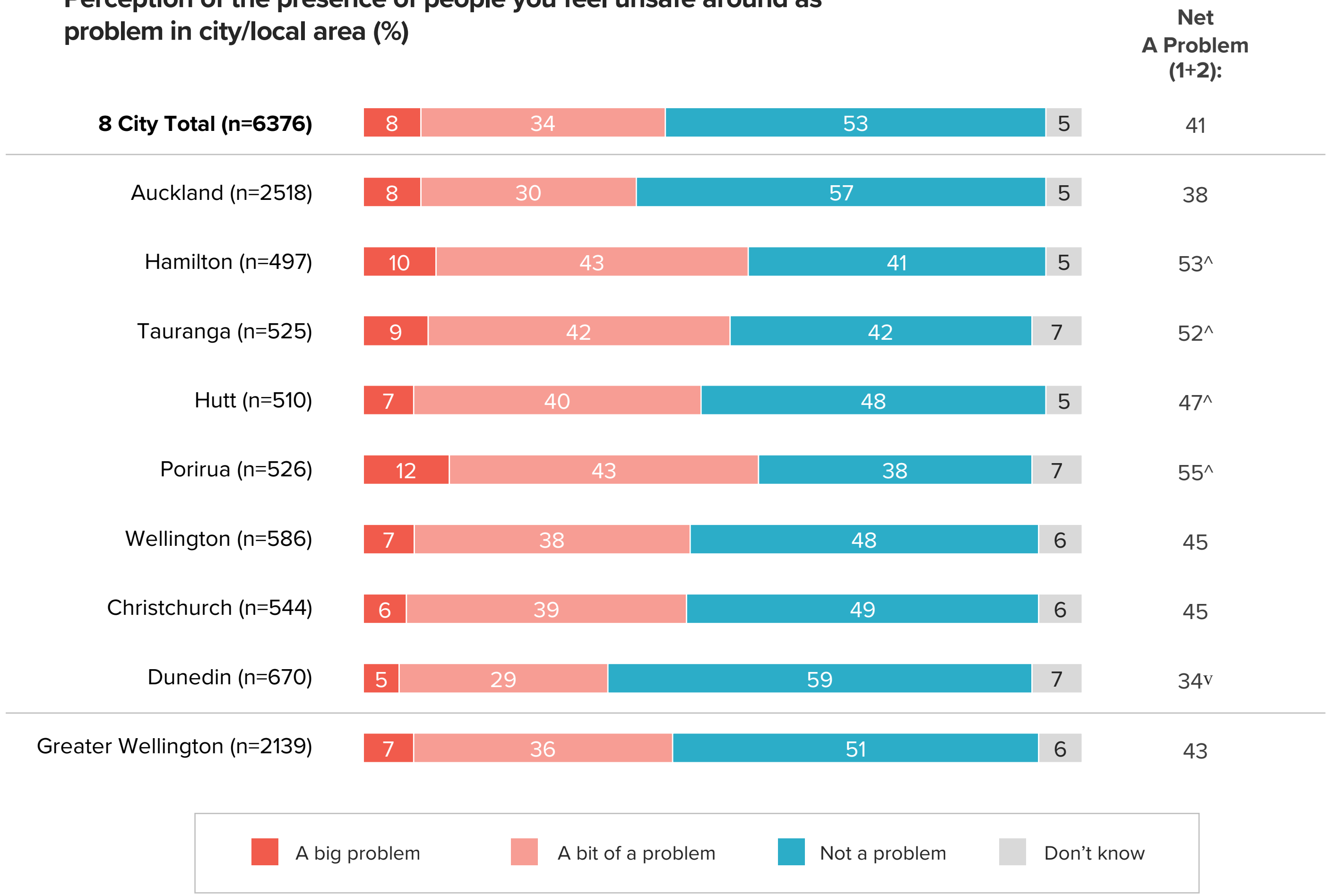
^ Significantly higher than 8 city total
V Significantly lower than 8 city total

CRIME & SAFETY

Presence of people you feel unsafe around

Four in 10 (41%) respondents feel there has been a problem with people whose behaviour, attitudes or appearance have caused them to feel unsafe in the past 12 months. Eight percent consider this has been a big problem and a third (34%) a bit of a problem.

Perception of the presence of people you feel unsafe around as problem in city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: People you feel unsafe around because of their behaviour, attitude or appearance
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

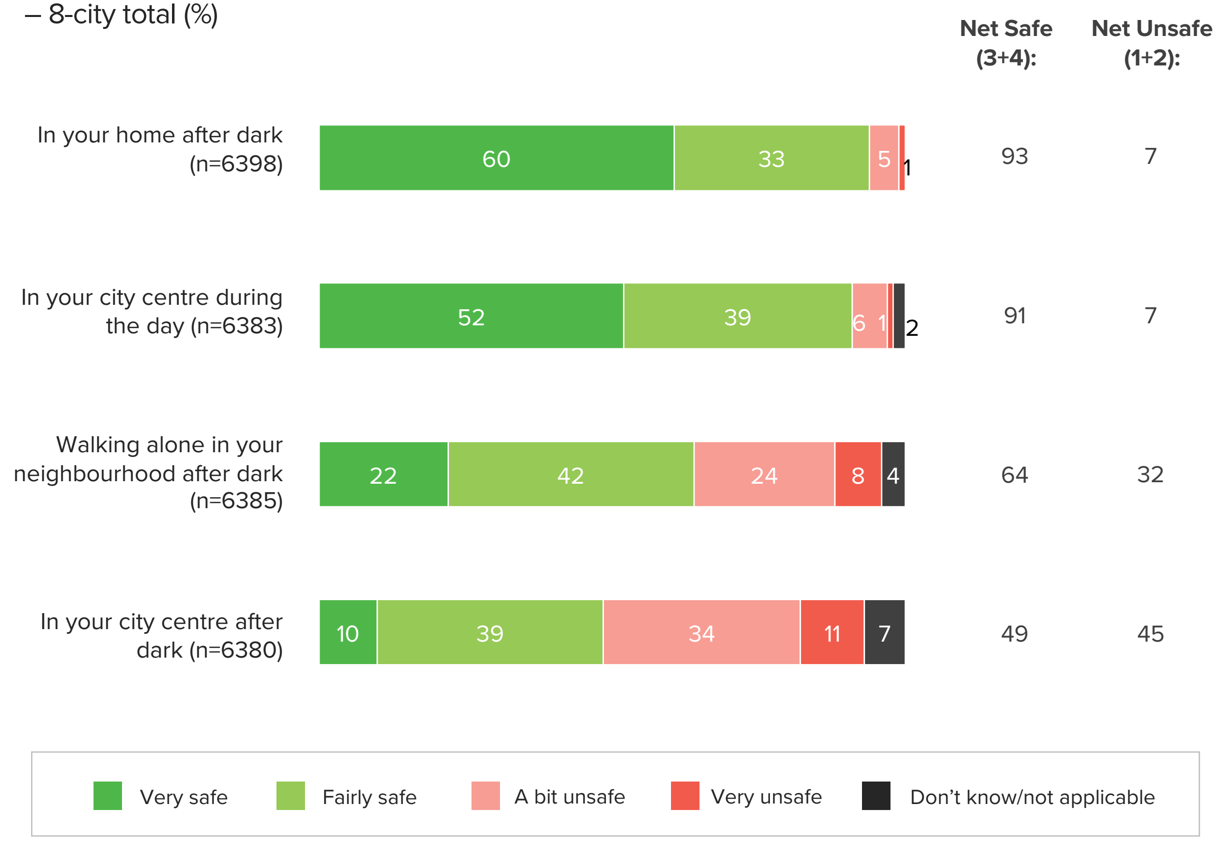
Sense of safety - summary

Respondents were asked to rate their general feelings of safety in four different scenarios : in their own home after dark; walking alone in their neighbourhood after dark; in their city centre during the day; and in their city centre after dark.

While 91% feel safe in their city centre during the day, 49% feel safe in their city centre after dark.

A third (32%) feel unsafe walking alone in their neighbourhood after dark, while almost all (93%) feel safe in their own homes after dark.

Perceived safety in various circumstances (summary)
– 8-city total (%)



Base: All Respondents (excluding not answered)
Source: Q14. In general how safe or unsafe do you feel in the following situations...
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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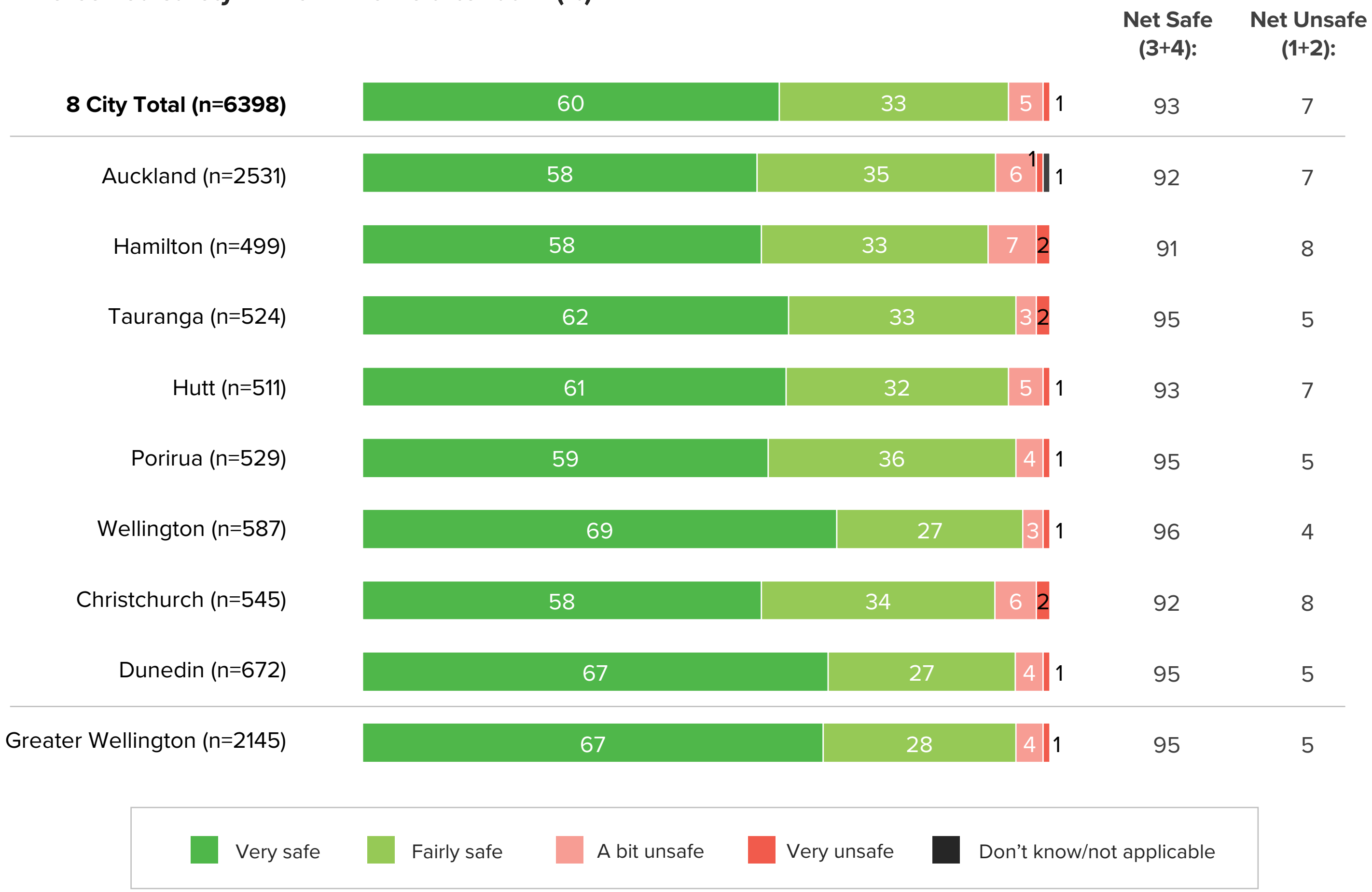
Sense of safety – home after dark

Almost all respondents (93%) across the eight cities report that, in general, they feel safe in their own homes after dark.

Perceived safety – In own home after dark (%)



Base: All Respondents (excluding not answered)
Source: Q14. In general how safe or unsafe do you feel in the following situations... In your home after dark
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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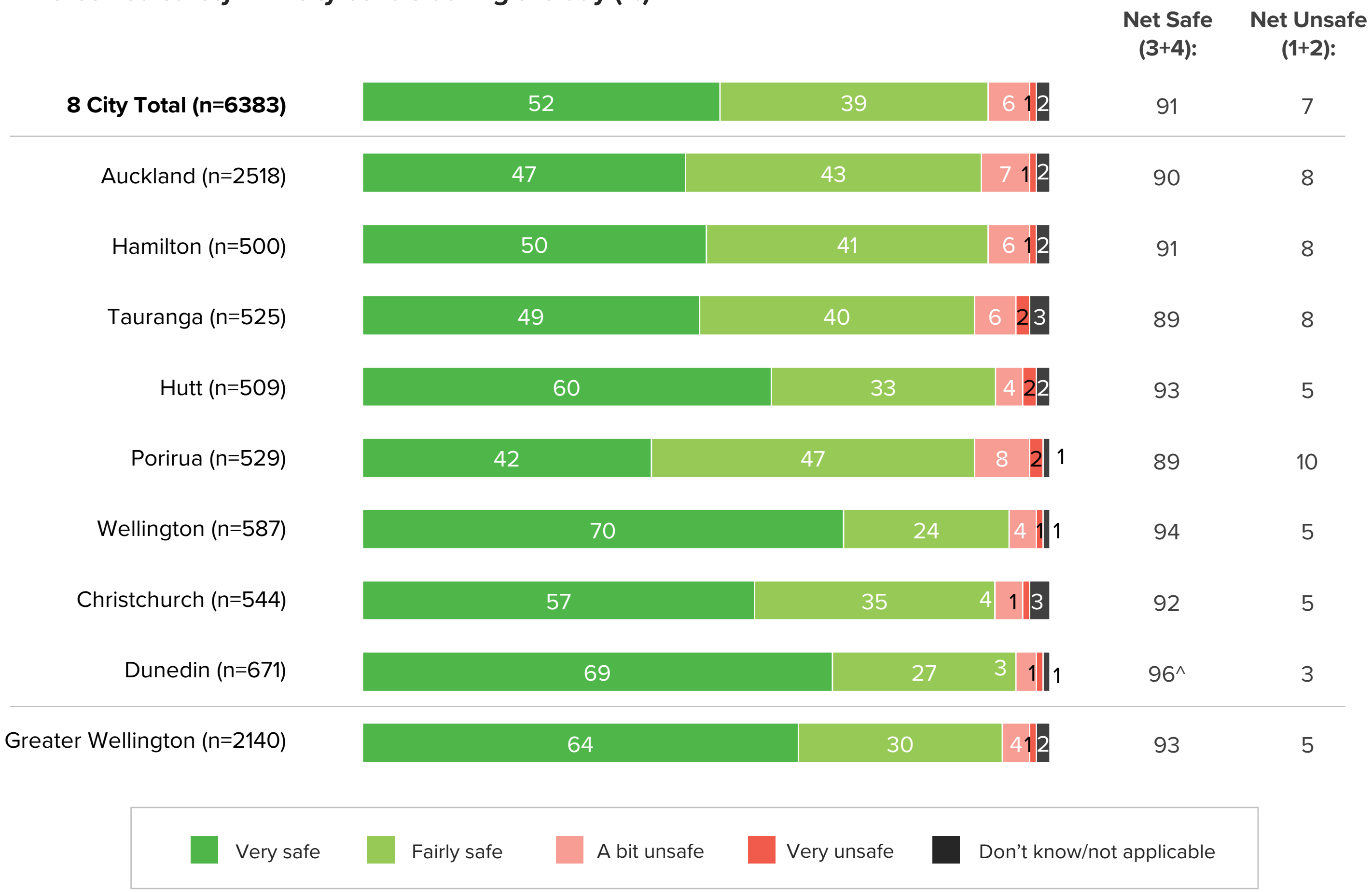
Sense of safety – city centre during day

Nine in 10 (91%) respondents across the eight cities feel safe in their city centre during the day.

Perceived safety – In city centre during the day (%)



Base: All Respondents (excluding not answered)
Source: Q14. In general how safe or unsafe do you feel in the following situations… In your city centre during the day
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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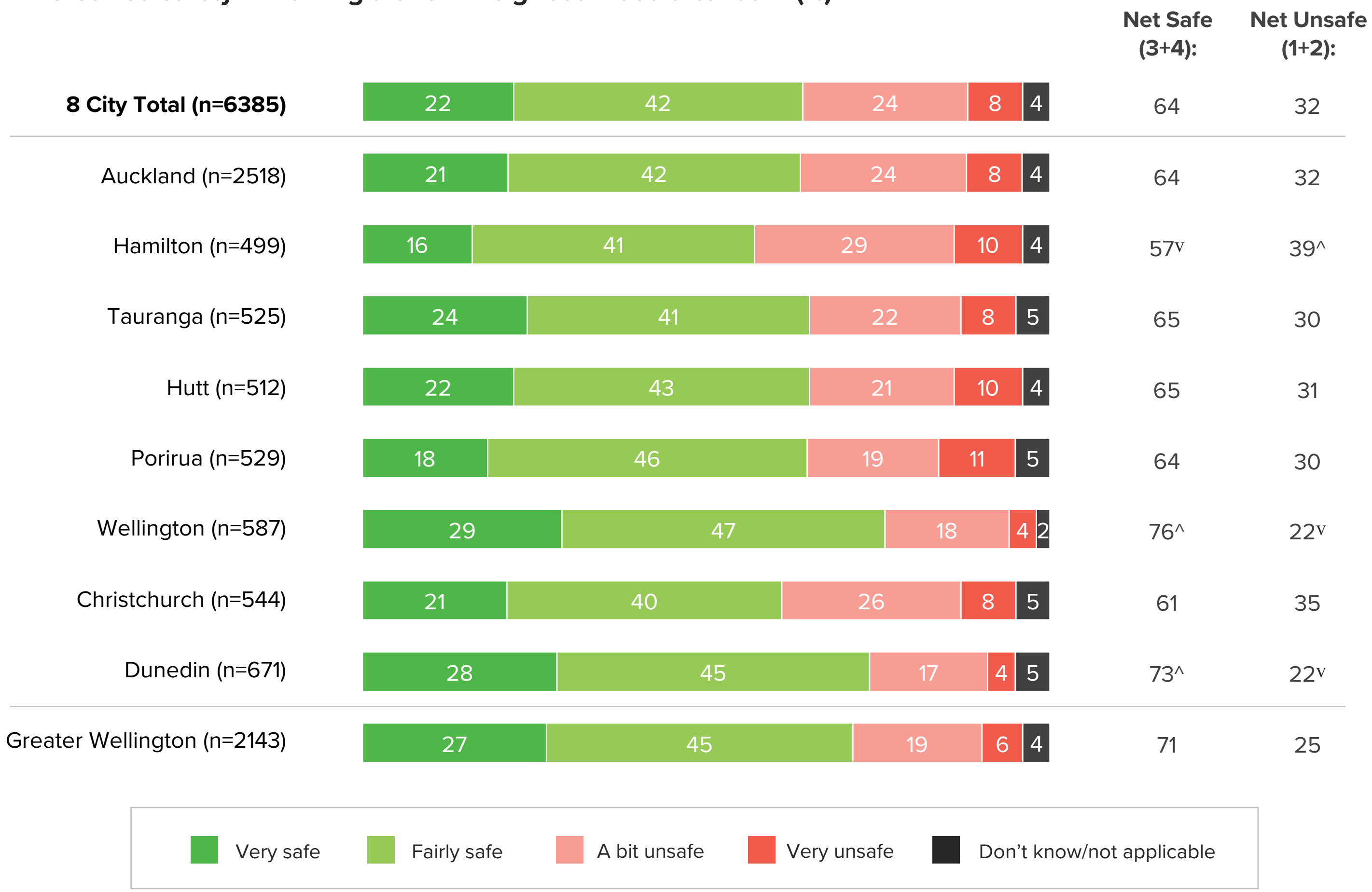
Sense of safety – walking alone in neighbourhood after dark

Two thirds (64%) of respondents feel safe walking alone in their neighbourhood after dark, while one third feels unsafe.

Perceived safety – Walking alone in neighbourhood after dark (%)



Base: All Respondents (excluding not answered)
Source: Q14. In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

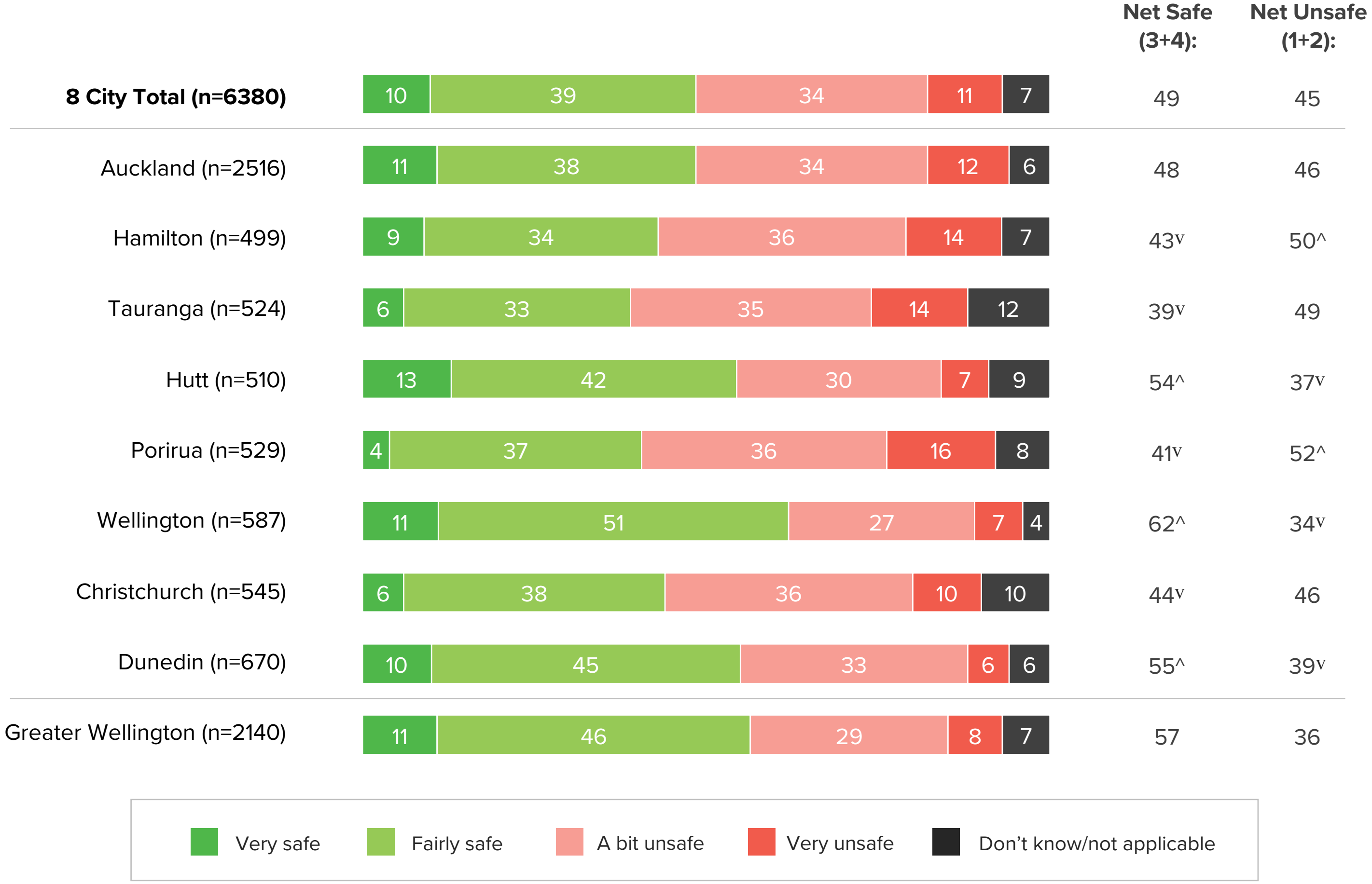
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

CRIME & SAFETY

Sense of safety – city centre after dark

Half (49%) of respondents in the eight city areas feel safe in their city centre after dark, while a similar proportion (45%) feels unsafe.

Perceived safety – In city centre after dark (%)



Base: All Respondents (excluding not answered)
Source: Q14. In general how safe or unsafe do you feel in the following situations... In your city centre after dark
(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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COMMUNITY, CULTURE AND SOCIAL NETWORKS

This section reports on a wide range of questions relating to social participation and engagement with others. Areas covered include respondents' perceptions of a sense of community within their local area, their participation in social networks and groups, their contact with others in their neighbourhood, whether they have experienced feelings of isolation in the last 12 months and the extent to which they trust others. The section also provides results on respondents' perceptions of the impact of increased ethnic and cultural diversity on their city and perceptions of their local arts scene.

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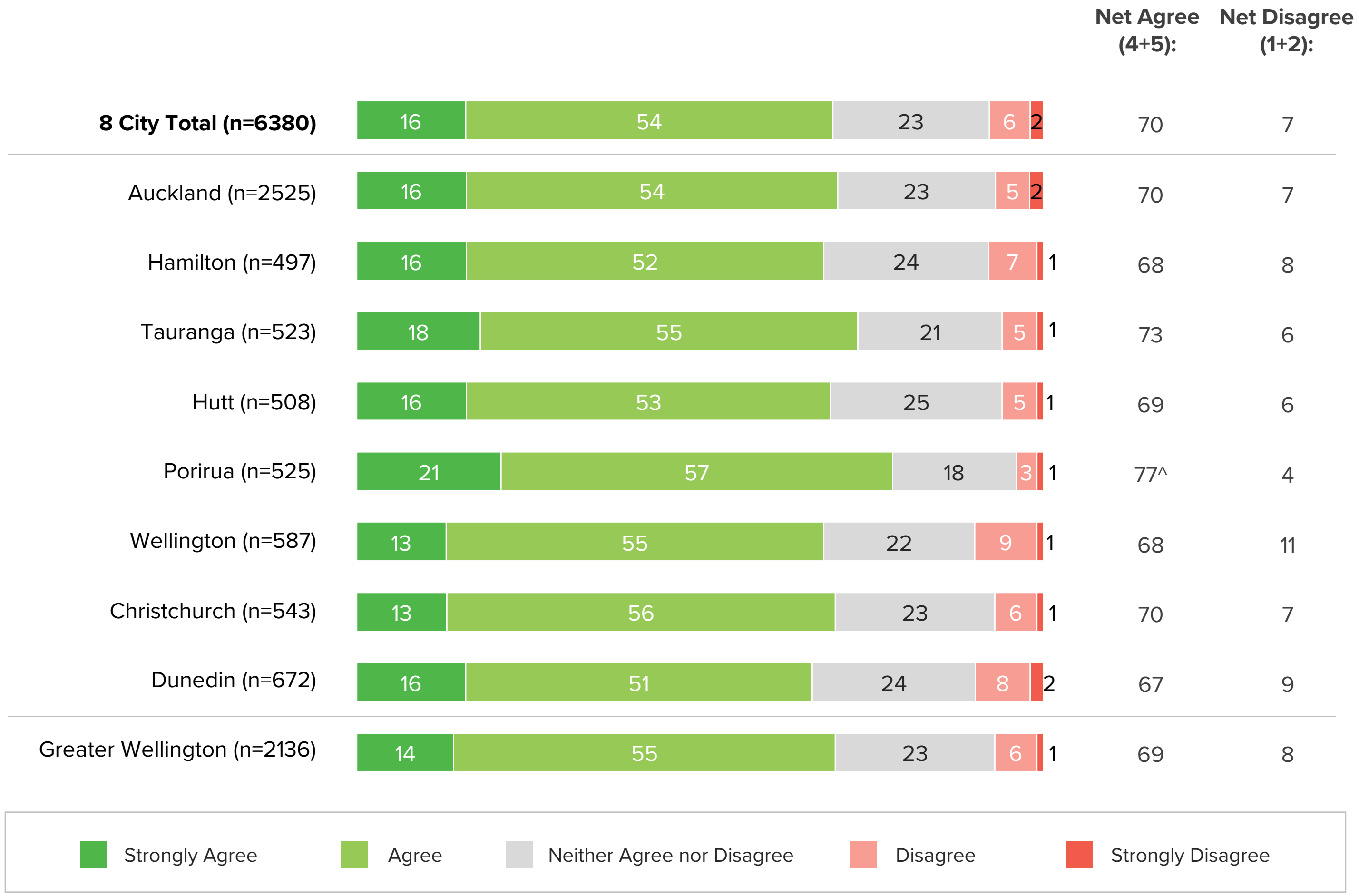
COMMUNITY, CULTURE & SOCIAL NETWORKS

Importance of sense of community

Seven in 10 respondents consider it important to them to feel a sense of community with people in their neighbourhood.

Importance of sense of community (%)



Base: All Respondents (excluding not answered)
Source: Q31. How much do you agree or disagree with the following statements:
It's important to me to feel a sense of community with people in my neighbourhood
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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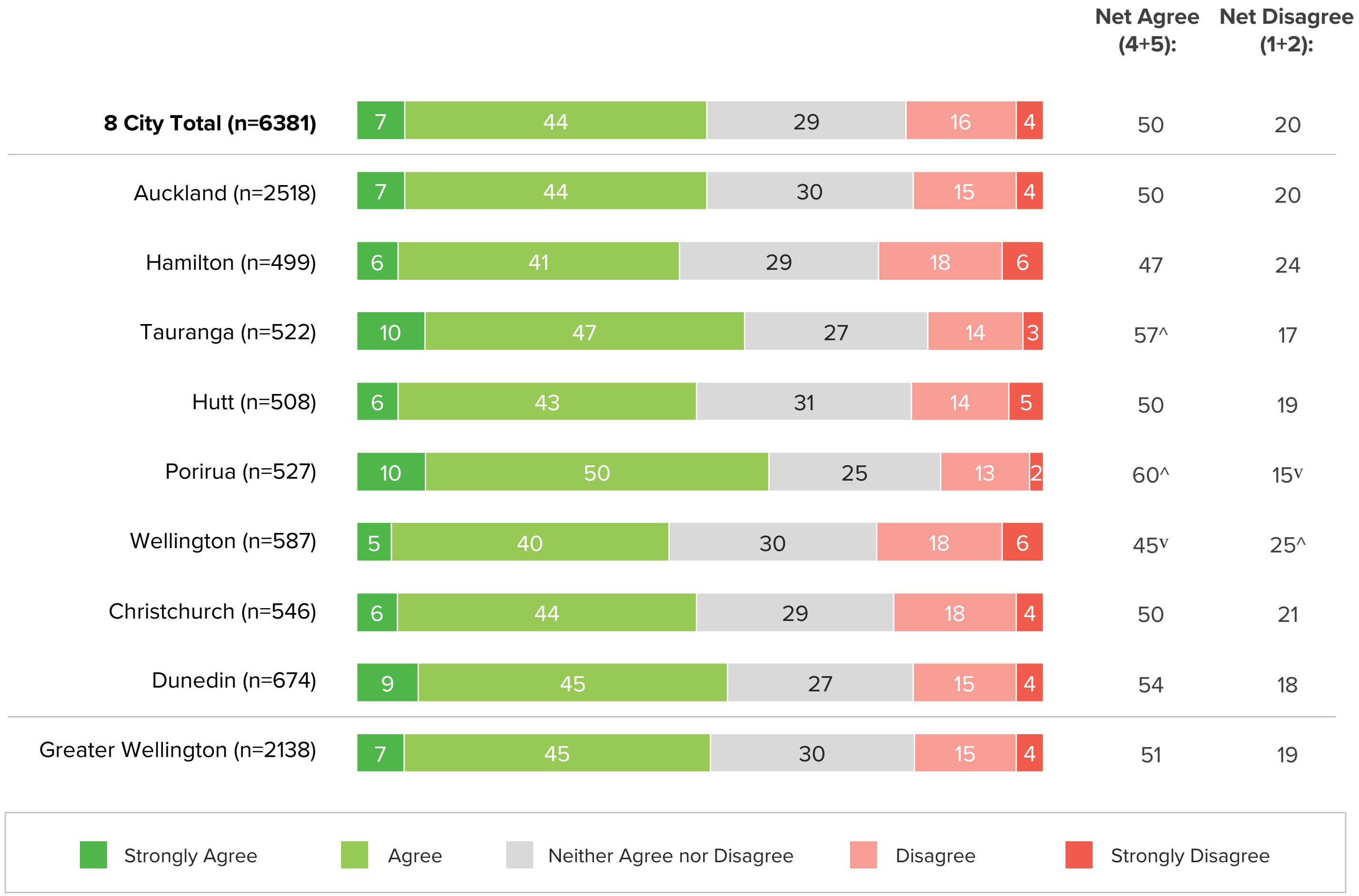
COMMUNITY, CULTURE & SOCIAL NETWORKS

Sense of community experienced

Half the respondents across the eight cities agree that they feel a sense of community with others in their neighbourhood, while 20% disagree.

Sense of community experienced (%)



Base: All Respondents (excluding not answered)
Source: Q31. How much do you agree or disagree with the following statements:
I feel a sense of community with others in my neighbourhood
(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

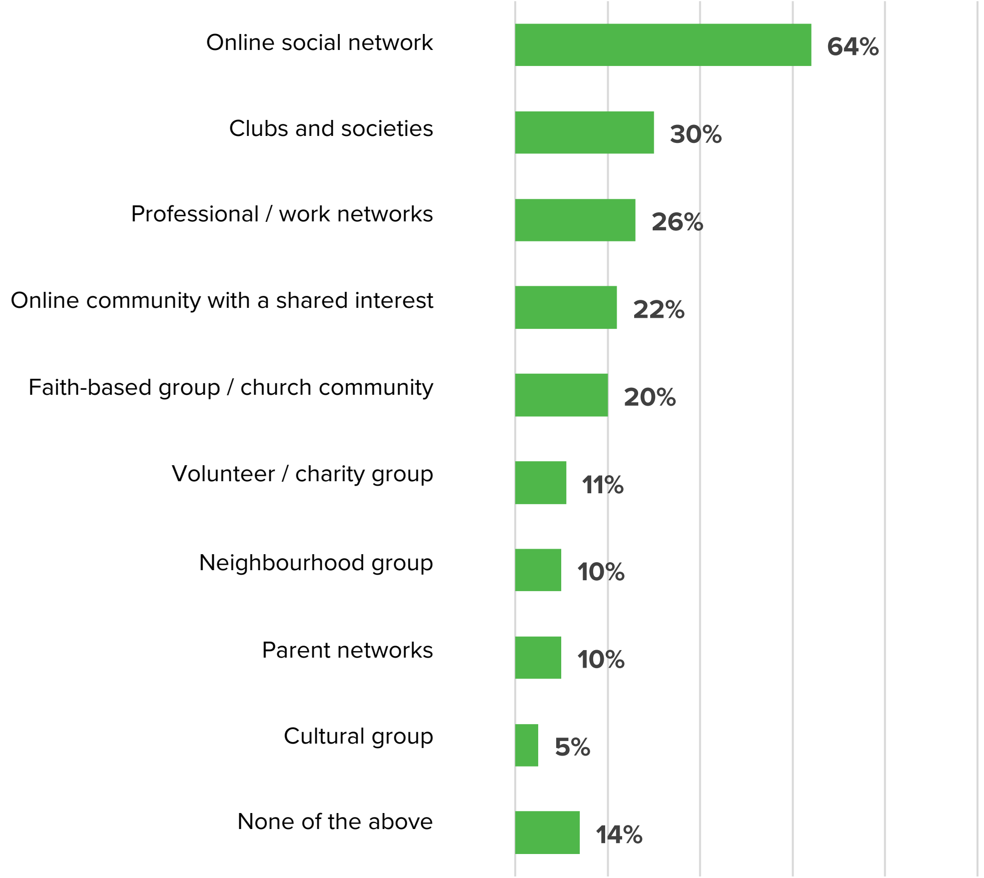
COMMUNITY, CULTURE & SOCIAL NETWORKS

Participation in social networks and groups

Online social networks (e.g. such as WhatsApp, Facebook, Messenger, WeChat or Instagram) are the most common social networks that respondents feel part of, mentioned by 64%. Thirty percent belong to clubs and societies (e.g. sports clubs, poetry groups, book clubs).

Fourteen percent do not belong to any of the social networks or groups listed.

Participation in social networks and groups – 8-city total (%)



(Themes mentioned by 5% or more of respondents)

Base: All Respondents (excluding not answered) (n= 6390)
Source: Q32. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

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Participation in social networks and groups

Participation in social networks and groups

	8 CITY TOTAL (n=6390) %	AUCKLAND (n=2527) %	HAMILTON (n=500) %	TAURANGA (n=523) %	HUTT (n=511) %	PORIRUA (n=527) %	WELLINGTON (n=586) %	CHRIST-CHURCH (n=544) %	DUNEDIN (n=672) %	GREATER WELLINGTON (n=2141) %
Online social network	64	64	64	60	64	64	71^	64	61	65
Clubs and societies	30	28	30	35^	33	29	33	35^	33	34
Professional / work networks	26	26	24	22	26	28	36^	24	27	30
Online community with a shared interest	22	22	20	19	20	27^	27^	20	18	22
Faith-based group / church community	20	22	22	20	21	23	21	16	10v	19
Volunteer / charity group	11	10	11	10	13	13	13	12	14	14
Neighbourhood group	10	10	13	15^	9	12	9	11	8	10
Parent networks	10	10	7	12	12	12	11	10	7	11
Cultural group	5	5	6	3	8	8	5	4	4	5
None of the above	14	15	17	13	11	15	9v	15	18	12

(Themes mentioned by 5% or more of respondents)

Base: All Respondents (excluding not answered)
Source: Q32. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

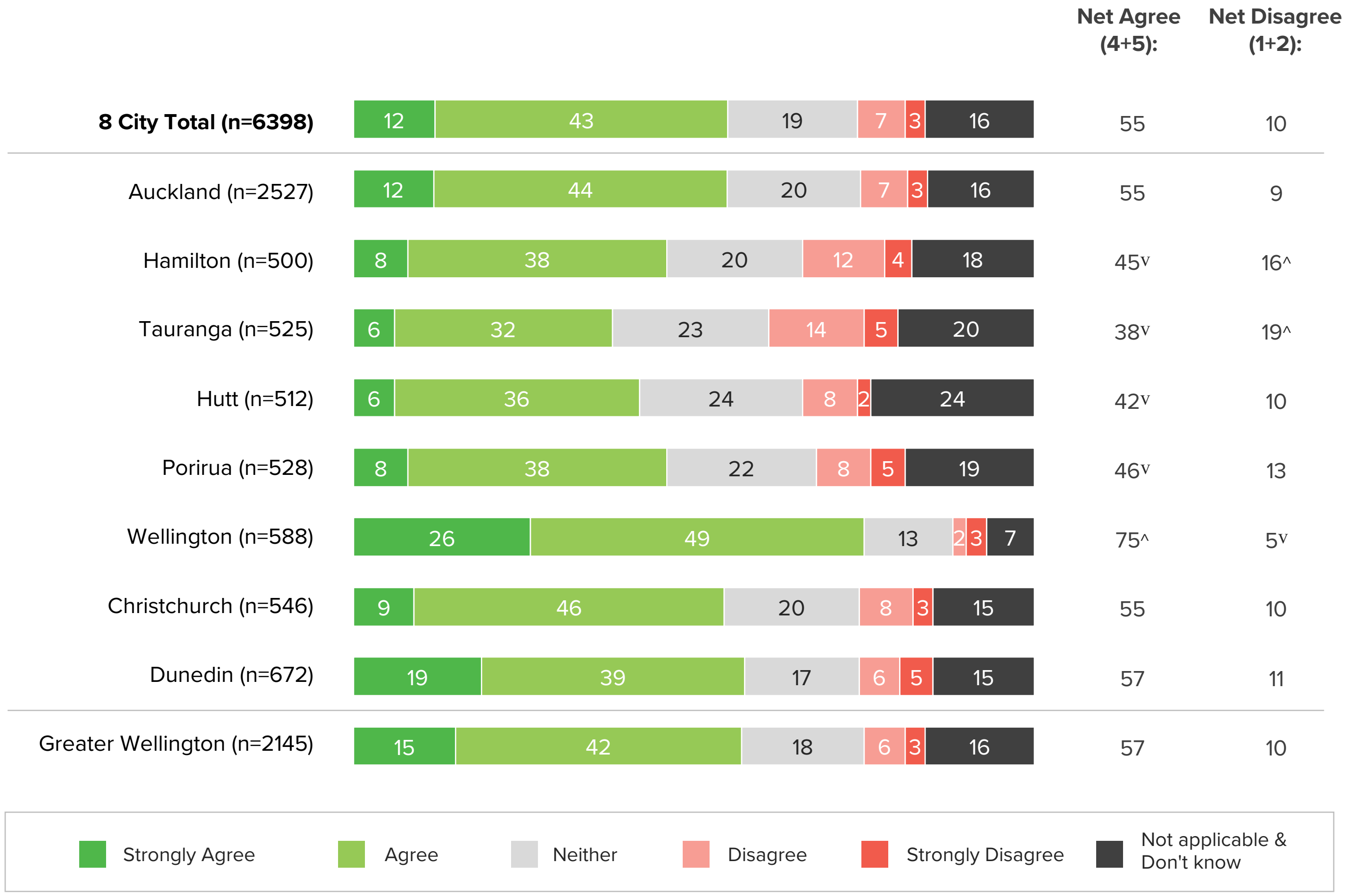
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

COMMUNITY, CULTURE & SOCIAL NETWORKS

Availability of arts and artistic activities in city/local area

More than half (55%) of respondents agree their city/ local area has a broad range of arts and artistic activities that they can experience or participate in.

Broad range of arts and artistic activities (%)



Base: All Respondents (excluding not answered)
Source: Q38. How much do you agree or disagree with the following: "<city/local area> has a broad range of arts and artistic activities that I can experience or participate in"?
(1 – Strongly disagree , 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)
Please note the question wording has changed slightly from the 2018 Quality of Life survey, see the Quality of Life Survey 2020 Technical Report for further details

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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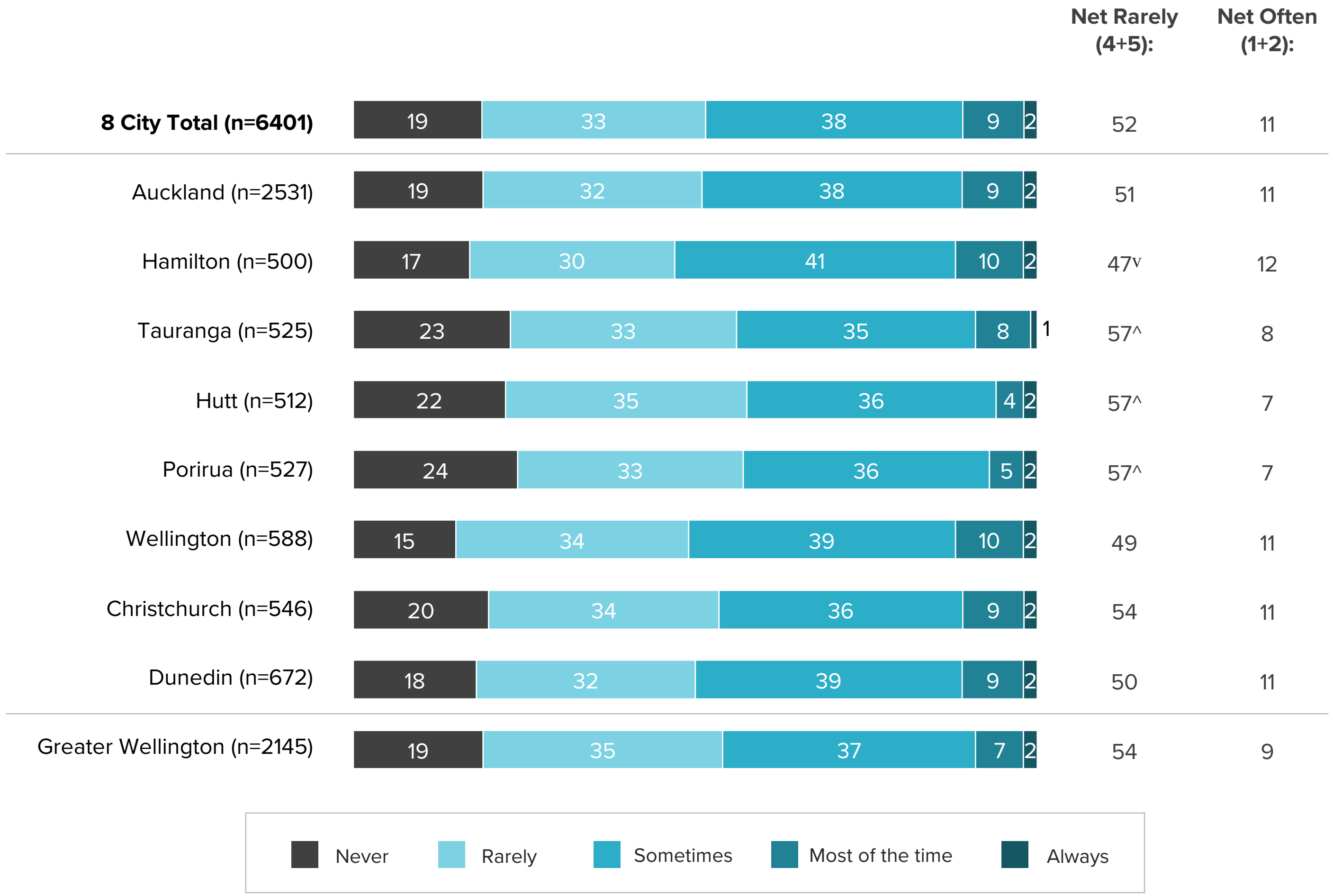
COMMUNITY, CULTURE & SOCIAL NETWORKS

Frequency of feeling lonely or isolated

While half (52%) say they have rarely or never felt lonely or isolated in the past year, 38% have sometimes felt this way and 11%, have felt this way most or all of the time.

Feelings of isolation have increased compared with 2018. The proportion saying they never or rarely feel isolated has decreased from 65% to 52%, while the proportion saying they feel isolated most or all the time has increased from 6% to 11%. This is seen across all cities.

Frequency of feeling isolated (%)



Base: All Respondents (excluding not answered)
Source: Q34. Over the past 12 months how often, if ever, have you felt lonely or isolated?
(1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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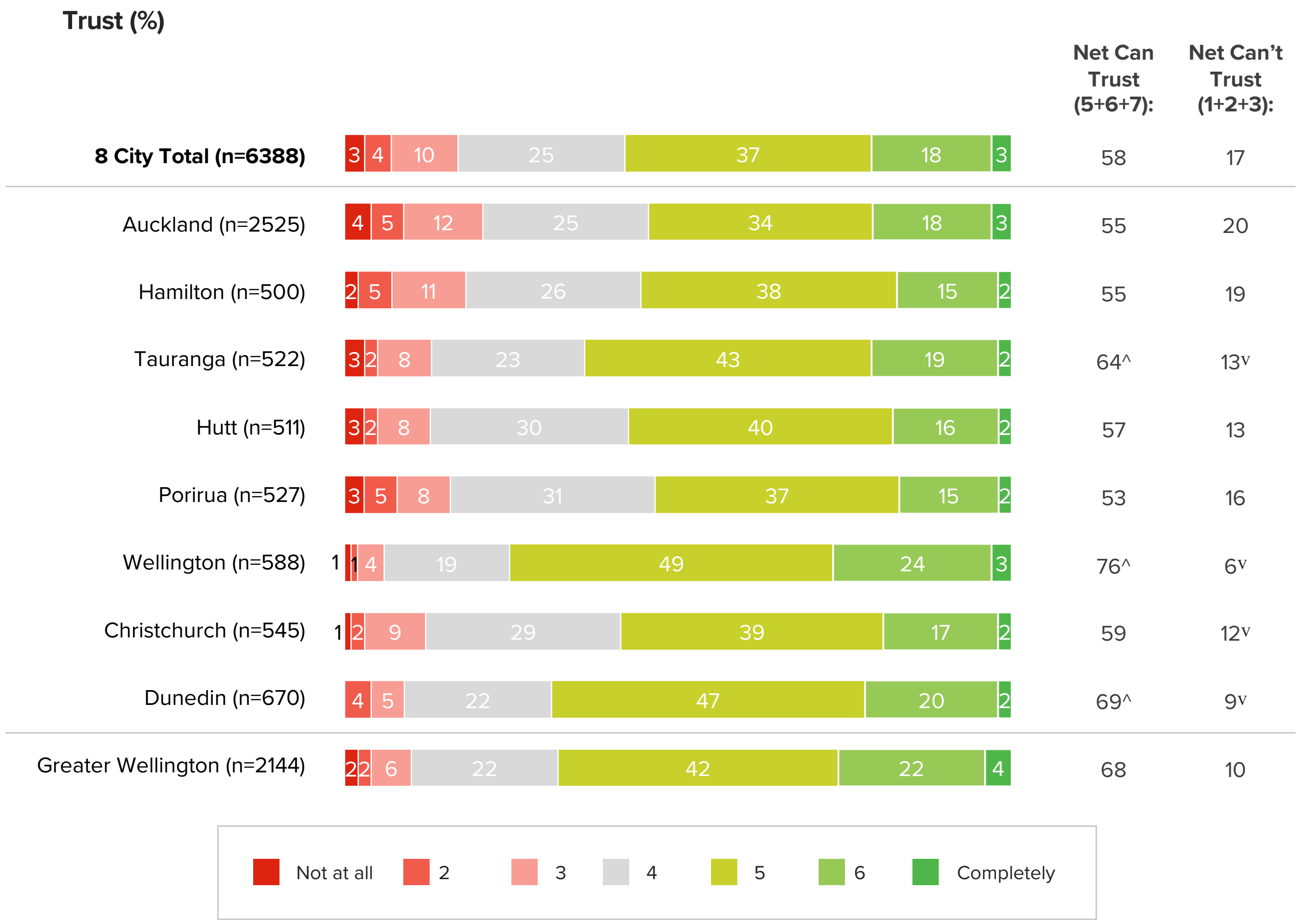
Trust

Six in 10 (58%) respondents feel that, in general, they can trust most people in their city/local area, while 17% express low levels of trust.



Base: All Respondents (excluding not answered)
Source: Q33. In general, how much do you trust most people in <city>?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

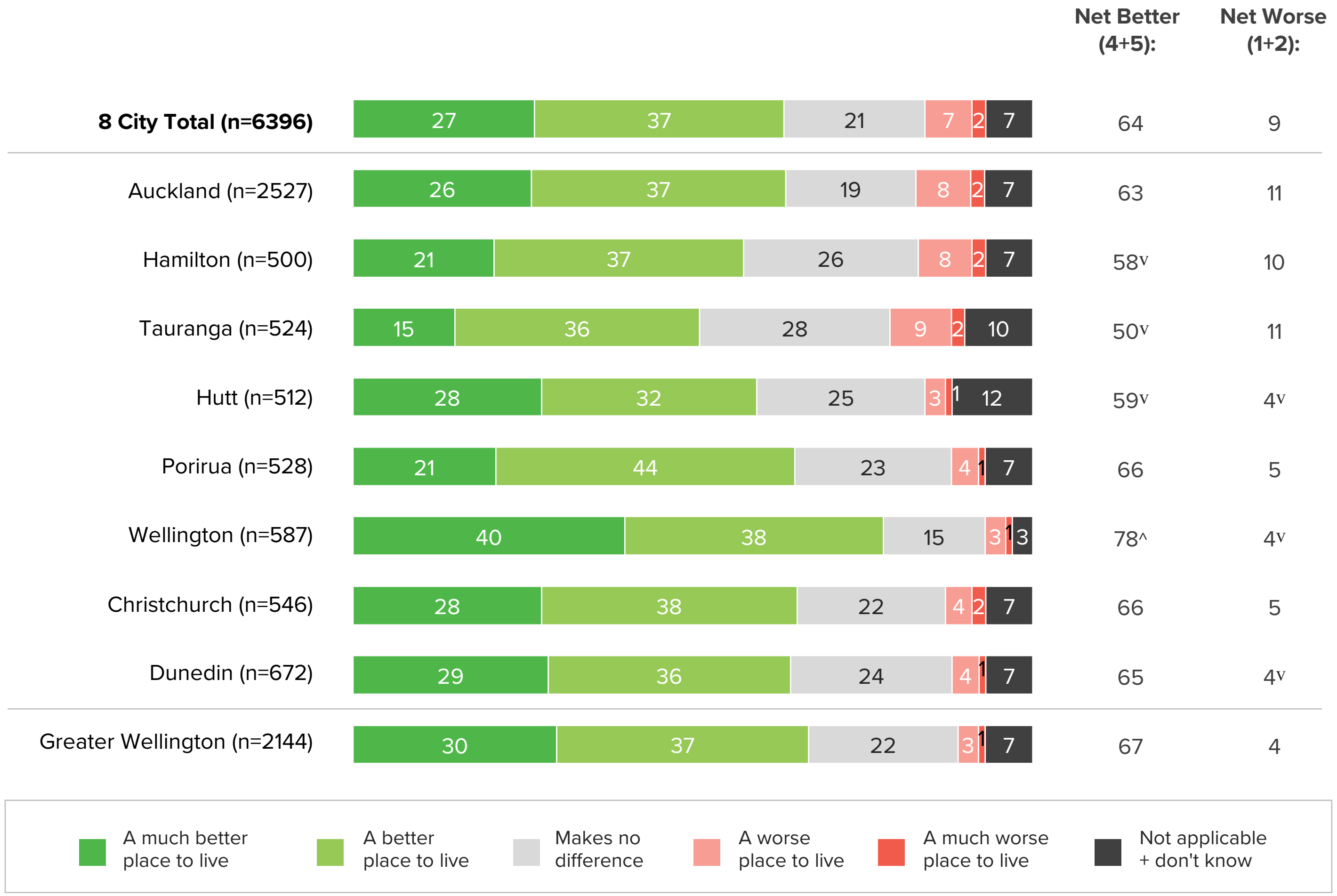
COMMUNITY, CULTURE & SOCIAL NETWORKS

Impact of greater cultural diversity

Close to two thirds (64%) of respondents across the eight cities consider that New Zealand becoming more culturally diverse (home for an increasing number of people with different lifestyles and cultures from different countries) makes their city/local area a better place to live.

There is higher agreement with this statement in 2020 than in 2018 (64% cf. 58%).

Impact of greater cultural diversity (%)



Base: All Respondents (excluding not answered)
Source: Q39. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes <city/local area>... (1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

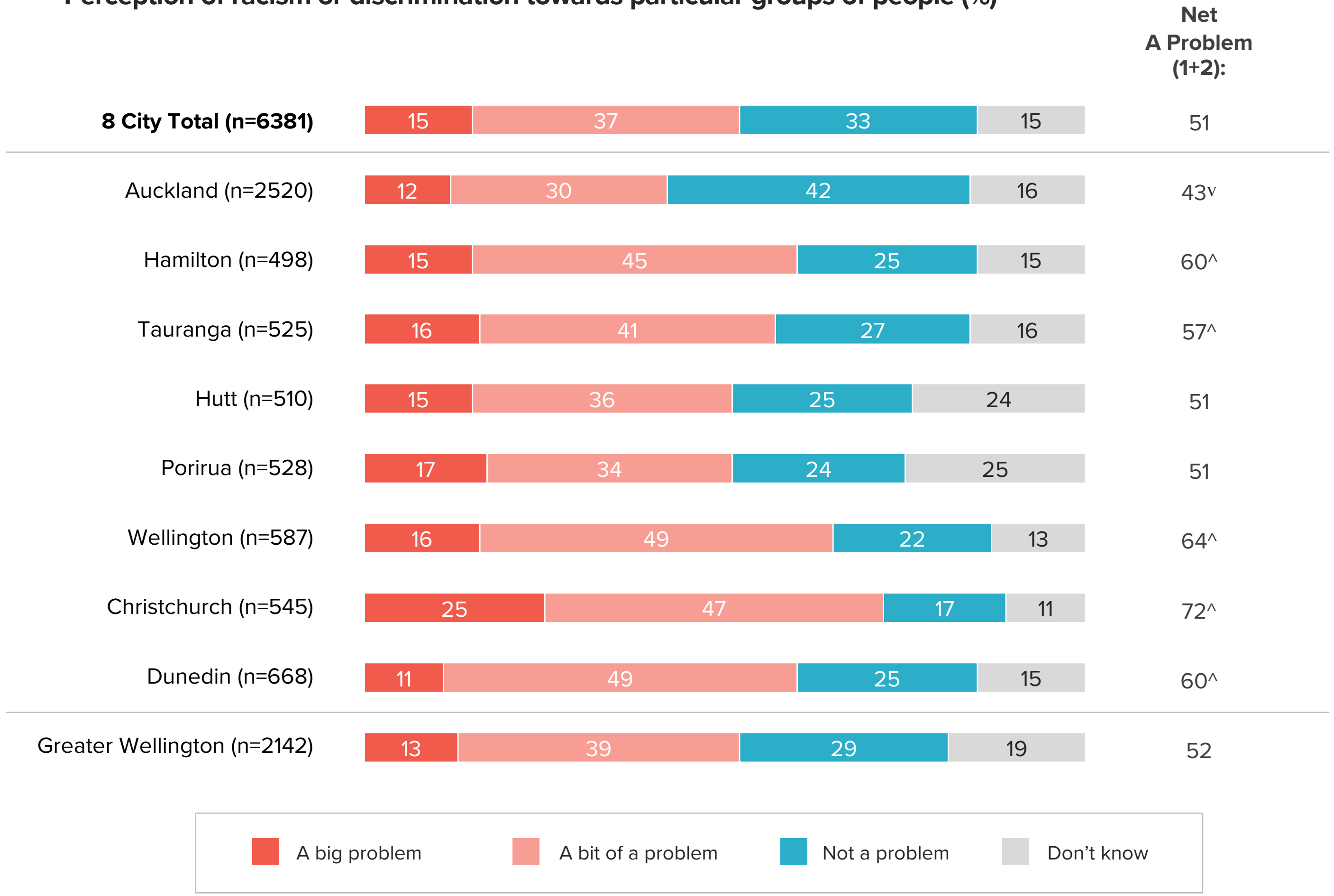
^ Significantly higher than 8 city total
v Significantly lower than 8 city total

COMMUNITY, CULTURE & SOCIAL NETWORKS

Racism or discrimination towards particular groups of people

Half (51%) of respondents across the eight cities consider racism or discrimination towards particular groups of people has been a problem in their city/local area over the past 12 months, while 33% do not believe it has been a problem.

Perception of racism or discrimination towards particular groups of people (%)



Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months: Racism or discrimination towards particular groups of people
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

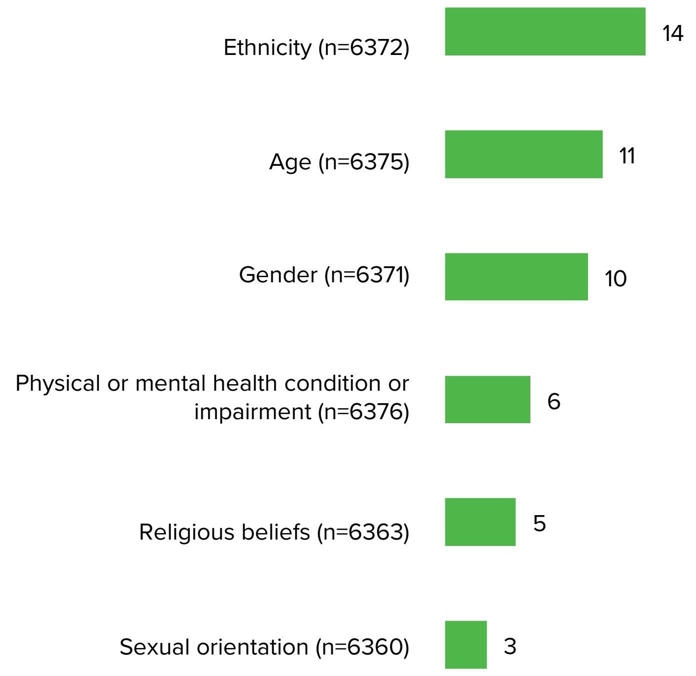
The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

Personal experience of prejudice or intolerance - summary

Over the past three months, 14% have personally experienced prejudice or intolerance, or been treated unfairly or excluded, in their city/local area because of their ethnicity. Eleven percent have experienced this because of their age and 10% because of their gender.

Personal experience of prejudice or intolerance in the past three months in city/local area – 8-city total (%)



Base: All Respondents (excluding not answered)
Source: Q40. In the last three months in <city/local area>, have you personally experienced prejudice or intolerance, or been treated unfairly or excluded, because of your...

Personal experience of prejudice or intolerance in past 3 months in city/local area

	8 CITY TOTAL (n=6360-6376) %	AUCKLAND (n=2515-2527) %	HAMILTON (n=495-498) %	TAURANGA (n=519-523) %	HUTT (n=508-510) %	PORIRUA (n=523-526) %	WELLINGTON (n=585-588) %	CHRIST-CHURCH (n=542-544) %	DUNEDIN (n=668-672) %	GREATER WELLINGTON (n=2133-2138) %
Ethnicity	14	16	16	13	11	14	13	11	7v	11
Age	11	10	12	15	10	10	16^	10	12	12
Gender	10	8	11	12	9	7	15^	12	11	11
Physical or mental health condition or impairment	6	5	7	7	6	5	6	9	7	6
Religious beliefs	5	5	6	4	6	4	5	5	2	4
Sexual orientation	3	3	2	2	3	2	4	2	3	3

Base: All Respondents (excluding not answered)
Source: Q40. In the last three months in <city/local area>, have you personally experienced prejudice or intolerance, or been treated unfairly or excluded, because of your...

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

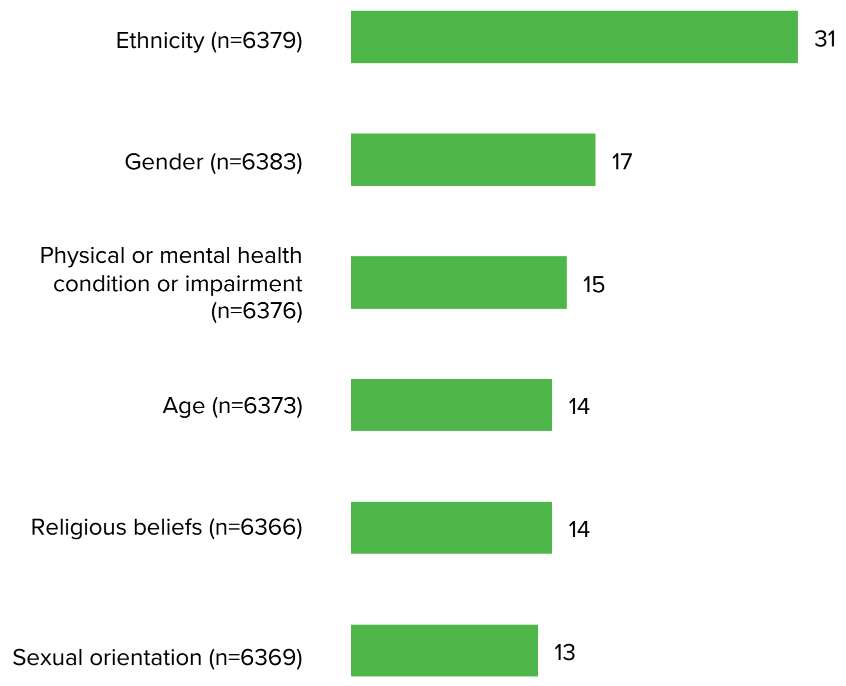
COMMUNITY, CULTURE & SOCIAL NETWORKS

Witnessed prejudice or intolerance - summary

Over the past three months, 31% have witnessed prejudice or intolerance towards someone, or seen them being untreated unfairly or excluded, because of their ethnicity, in their city/local area.

For each of the other five criteria respondents considered, between 13-17% of respondents have witnessed prejudice or intolerance.

Witnessed prejudice and intolerance in past three months in city/local area – 8-city total (%)



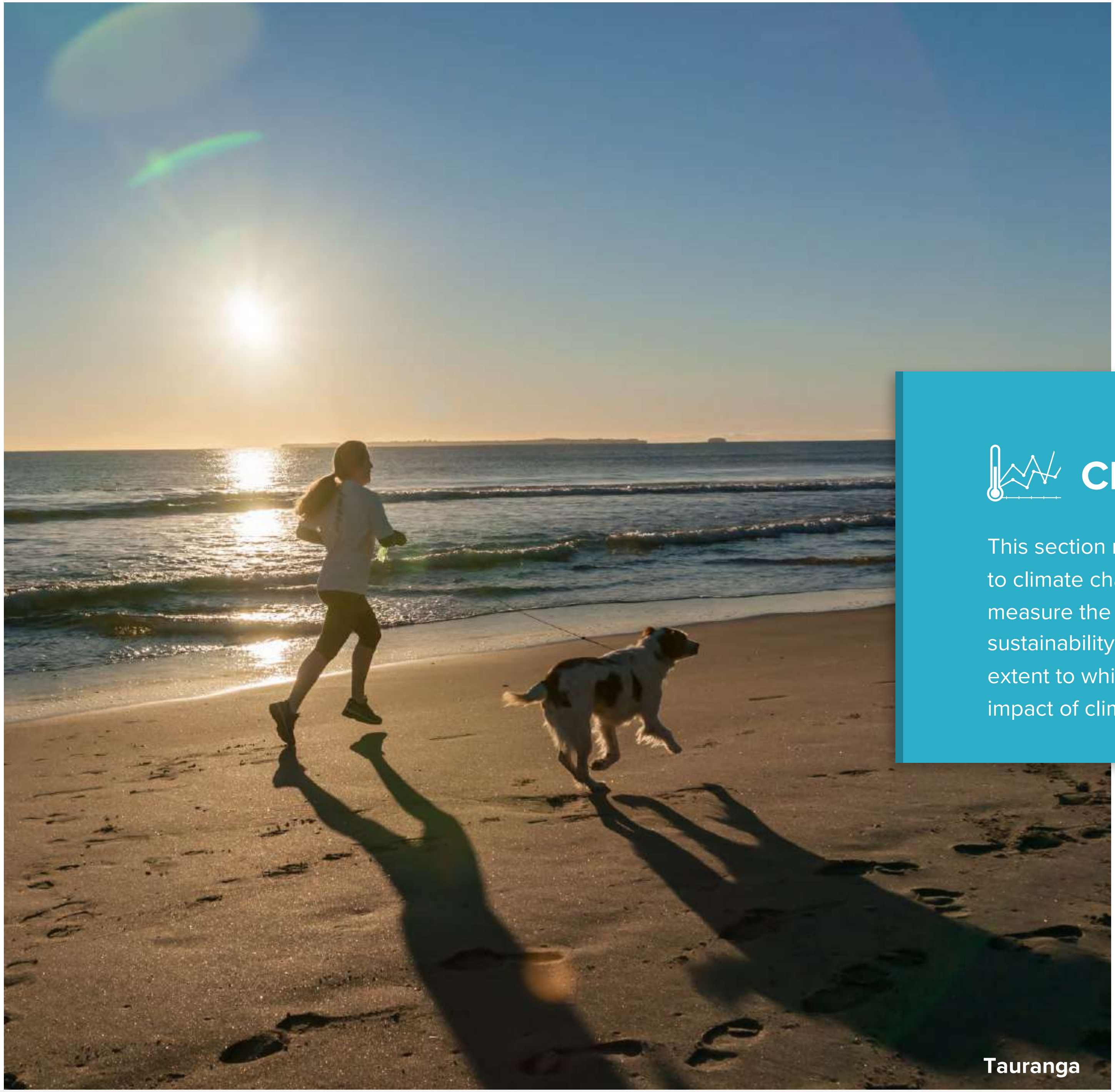
Base: All Respondents (excluding not answered)
Source: Q41. In the last three months in <city/local area>, have you witnessed anyone showing prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their...

Witnessed prejudice and intolerance in past three months in city/local area

	8 CITY TOTAL (n=6366-6383) %	AUCKLAND (n=2517-2526) %	HAMILTON (n=496-498) %	TAURANGA (n=520-525) %	HUTT (n=508-511) %	PORIRUA (n=525) %	WELLINGTON (n=584-586) %	CHRIST-CHURCH (n=542-545) %	DUNEDIN (n=670-673) %	GREATER WELLINGTON (n=2129-2136) %
Ethnicity	31	30	38^	30	28	29	36^	34	32	29
Gender	17	15	21	16	14	14	28^	20	21	19
Physical or mental health condition or impairment	15	14	17	15	14	13	21^	18	19	17
Age	14	13	17	16	12	14	20^	16	17	14
Religious beliefs	14	13	16	12	11	7v	15	18	14	11
Sexual orientation	13	11	15	9	10	9	18^	16	16	13

Base: All Respondents (excluding not answered)
Source: Q41. In the last three months in <city/local area>, have you witnessed anyone showing prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their...

^ Significantly higher than 8 city total
v Significantly lower than 8 city total



Tauranga

CLIMATE CHANGE

This section reports on two new questions relating to climate change and sustainability. They measure the extent to which respondents consider sustainability when making decisions and the extent to which respondents worry about the impact of climate change on their city/local area.

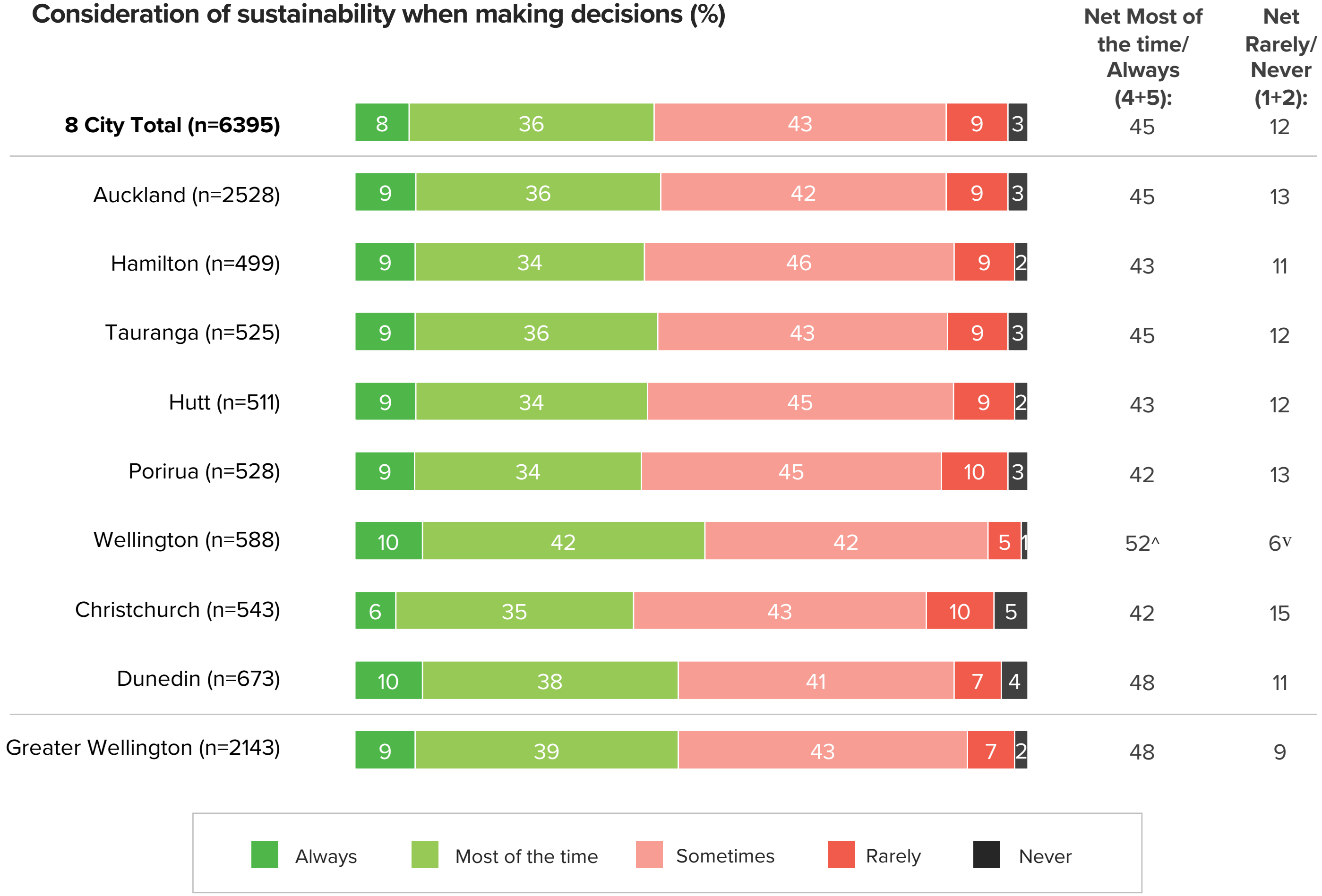
CLIMATE CHANGE

Consideration of sustainability when making decisions

Forty-five percent of respondents in the eight cities say that they consider sustainability and the environment most or all of the time when they make choices about what they do, buy or use.

Twelve percent rarely or never factor sustainability and environment into their decision-making.

Consideration of sustainability when making decisions (%)



Base: All Respondents (excluding not answered)
Source: Q42. In your daily life, to what extent do you consider sustainability and the environment when you make choices about what you do, buy or use?
(5 – Always, 4 – Most of the time, 3 – Sometimes, 2 – Rarely, 1 – Never)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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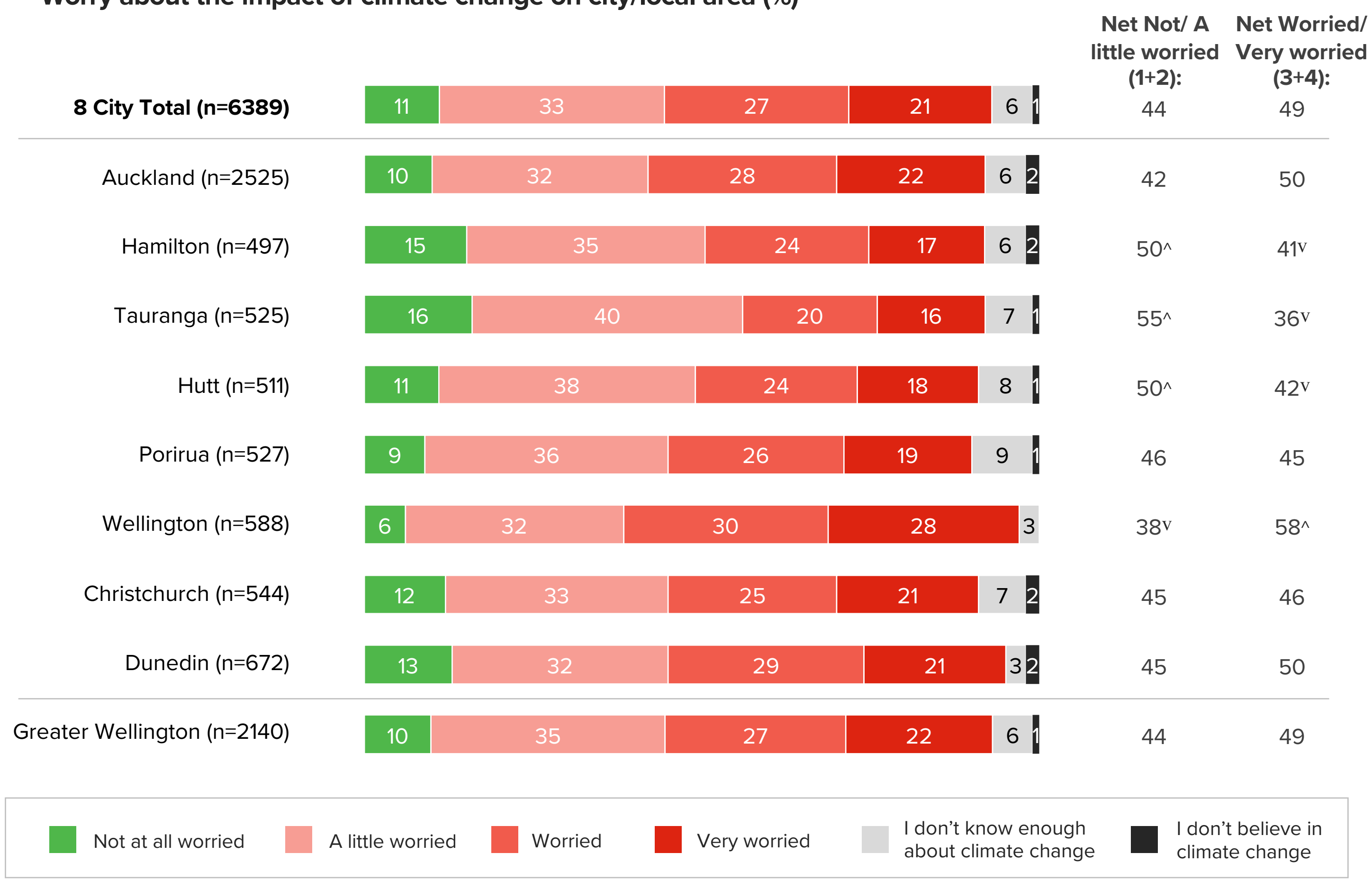
CLIMATE CHANGE

Worry about the impact of climate change on city/local area

Forty-four percent of respondents in the eight cities say they are worried or very worried about the impact of climate change on the future of their city/local area and its residents. A third are a little worried while 11% are not at all worried.

Worry about the impact of climate change on city/local area (%)



Base: All Respondents (excluding not answered)
Source: Q43. To what extent do you personally worry about the impact of climate change on the future of <city/local area> and residents of <city/local area>?
(1 – Not at all worried, 2 – A little worried, 3 – Worried, 4 – Very worried, 5 – I don't know enough about climate change , 6 – I don't believe in climate change)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

Porirua

EMPLOYMENT & ECONOMIC WELLBEING

This section reports on respondents' employment status, satisfaction with their job, perceptions of their work/life balance and their ability to cover costs of everyday needs.

In 2020, additional questions were included to measure the impact of COVID-19.

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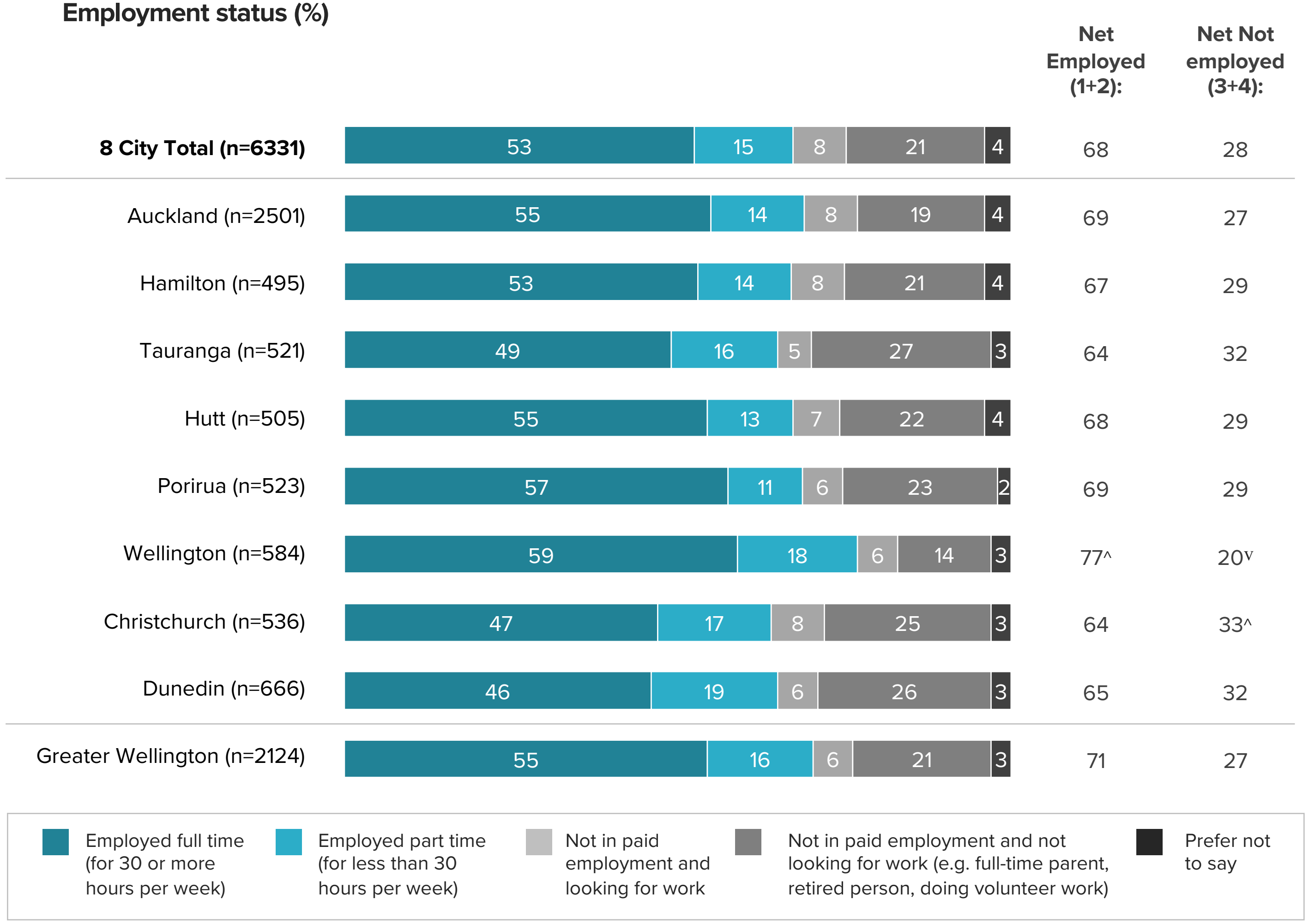
EMPLOYMENT & ECONOMIC WELLBEING

Employment status

Nearly seven in 10 (68%) respondents in the eight cities are employed in either full time (53%) or part time work (15%).

Employment status (%)



Base: All Respondents (excluding not answered)
Source: Q21. Which of the following best describes your current employment status?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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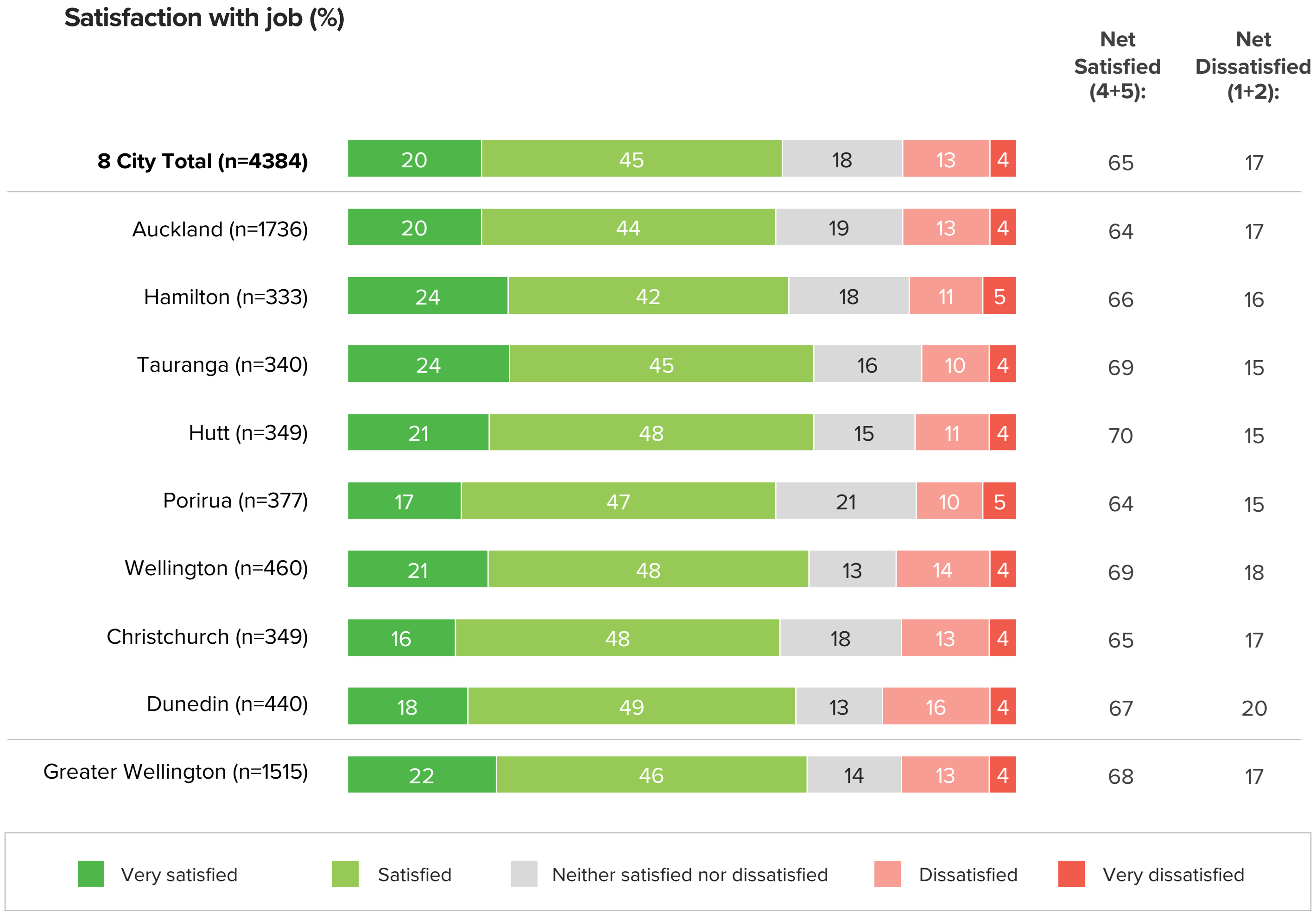
EMPLOYMENT & ECONOMIC WELLBEING

Satisfaction with job

Two thirds (65%) of employed respondents across the eight cities are satisfied with their jobs (when thinking about the last four weeks).



Base: Those in paid employment (excluding not answered)
Source: Q22. Please think about the last 4 weeks of your job.
How do you feel about your job?
(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

EMPLOYMENT & ECONOMIC WELLBEING

Balance between work and other aspects of life

Six in ten (58%) employed respondents are satisfied with the balance of work and other aspects of their life, while 24% are not satisfied.

Balance between work and other aspects of life (%)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Net Satisfied (4+5):	Net Dissatisfied (1+2):
8 City Total (n=4377)	14	44	18	19	5	58	24
Auckland (n=1729)	14	43	20	18	5	57	24
Hamilton (n=333)	16	45	16	19	4	61	24
Tauranga (n=340)	13	42	17	21	8	55	28
Hutt (n=349)	16	43	17	20	5	58	25
Porirua (n=377)	14	41	21	21	4	55	24
Wellington (n=460)	15	44	17	18	5	59	23
Christchurch (n=349)	15	47	15	19	4	62	23
Dunedin (n=440)	11	52	13	20	3	63^	24
Greater Wellington (n=1513)	15	44	18	19	5	59	24

Base: Those in paid employment (excluding not answered)
Source: Q23. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?
(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
V Significantly lower than 8 city total

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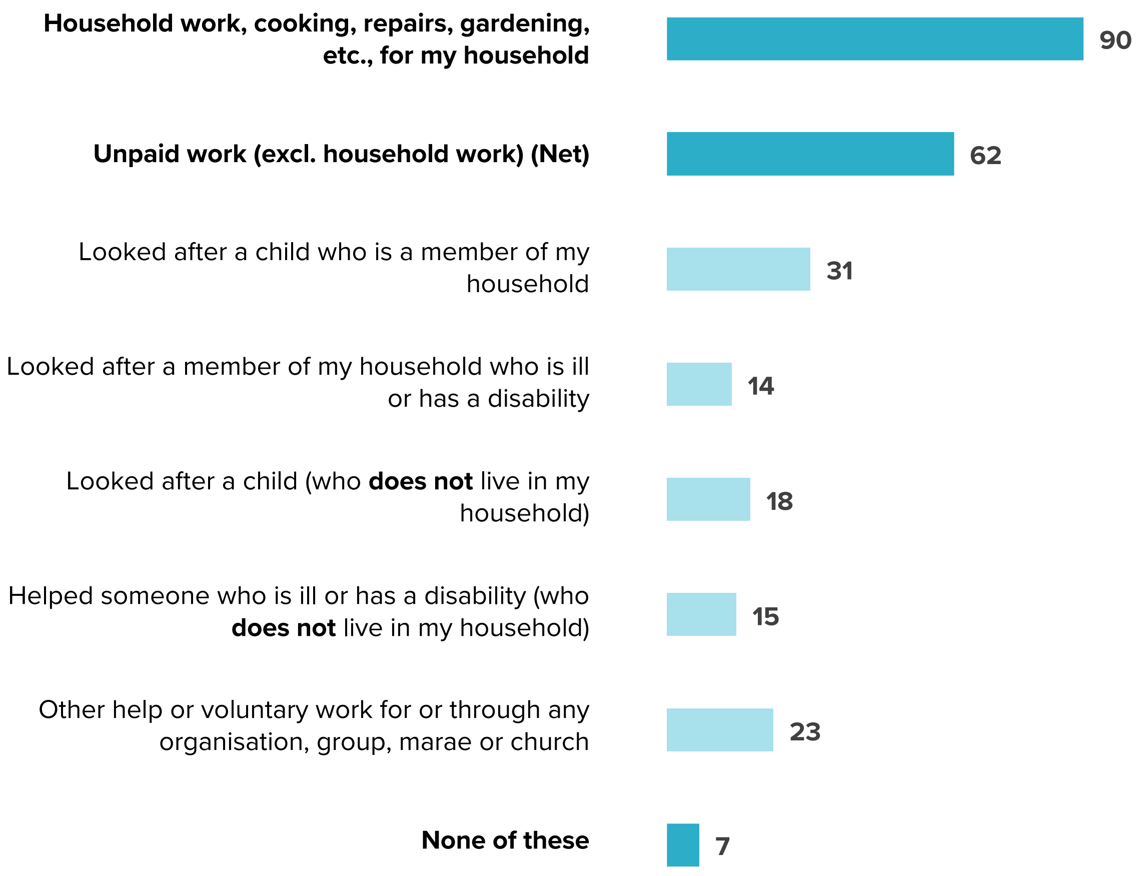
EMPLOYMENT & ECONOMIC WELLBEING

Unpaid work in last 4 weeks

Nine in 10 respondents have worked without pay in the past week. Sixty-two percent have carried out unpaid work other than household work, including 31% who have looked after children in their own household.

Nearly a quarter (23%) have carried out unpaid work through an organisation, group, marae or church.

Unpaid work in last 4 weeks – 8-city total (%)



Base: All Respondents (excluding not answered) (n=6387)
Source: Q26. In the last 4 weeks, which of these have you done, without pay?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

EMPLOYMENT & ECONOMIC WELLBEING

Unpaid work in last 4 weeks

	8 CITY TOTAL (n=6387) %	AUCKLAND (n=2523) %	HAMILTON (n=500) %	TAURANGA (n=525) %	HUTT (n=509) %	PORIRUA (n=527) %	WELLINGTON (n=586) %	CHRIST-CHURCH (n=544) %	DUNEDIN (n=673) %	GREATER WELLINGTON (n=2139) %
Household work, cooking, repairs, gardening, etc, for my household	**90**	**89**	**93^**	**91**	**91**	**90**	**91**	**91**	**90**	**91**
Unpaid work (excl. household work) (Net)	**62**	**60**	**65**	**69^**	**65**	**68^**	**60**	**64**	**60**	**64**
Looked after a child who is a member of my household	31	31	32	37^	35	41^	24v	29	25v	30
Looked after a member of my household who is ill or has a disability	14	15	16	15	16	18	11	12	11	14
Looked after a child (who **does not** live in my household)	18	18	21	23^	23^	26^	16	18	17	20
Helped someone who is ill or has a disability (who **does not** live in my household)	15	14	17	20^	15	15	15	16	18	16
Other help or voluntary work for or through any organisation, group, marae or church	23	22	24	23	28^	24	29^	26	26	28
None of these	**7**	**7**	**4**	**6**	**7**	**6**	**5**	**6**	**7**	**6**

Base: All Respondents (excluding not answered)
Source: Q26. In the last 4 weeks, which of these have you done, without pay?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

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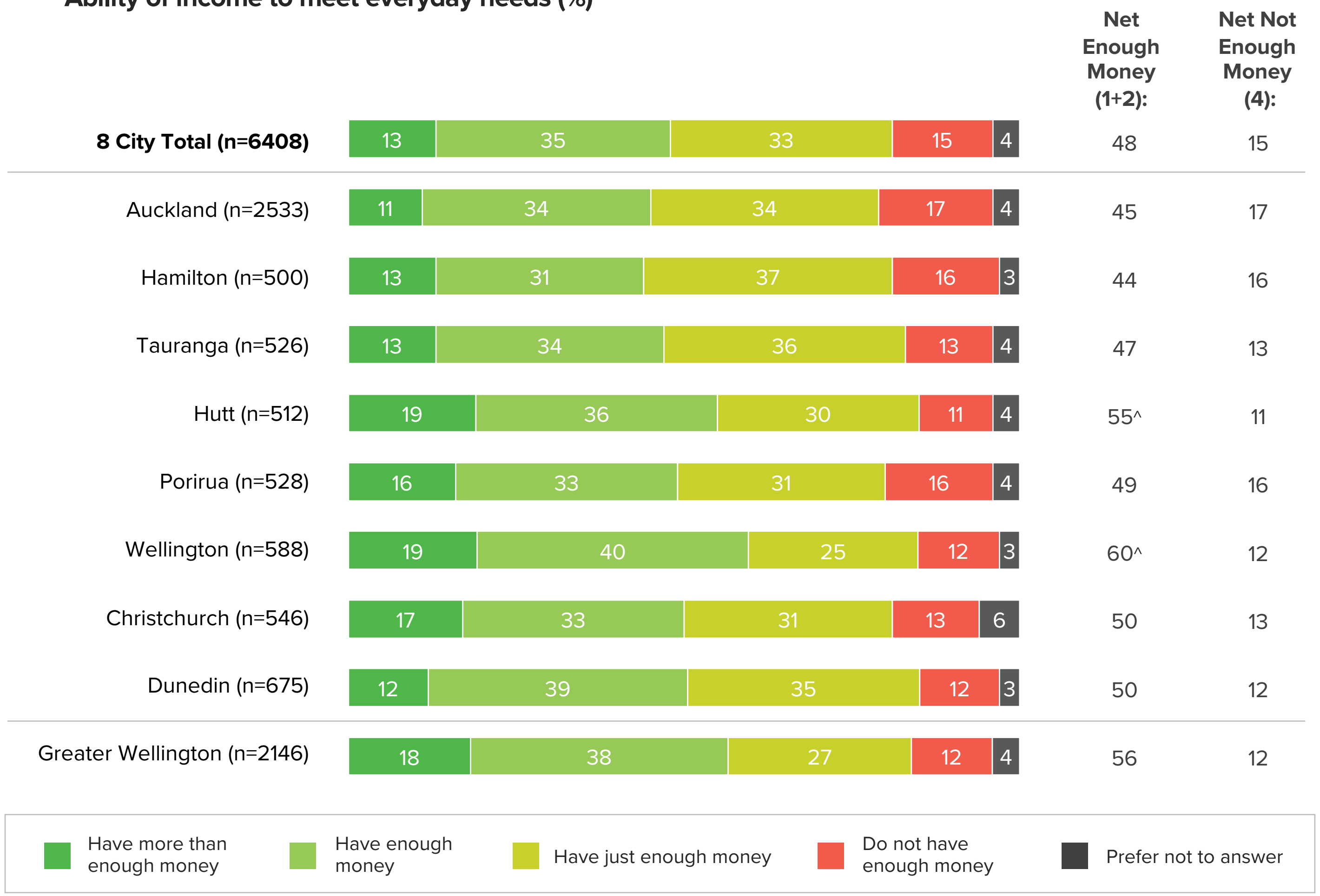
EMPLOYMENT & ECONOMIC WELLBEING

Ability of income to meet everyday needs

Nearly half (48%) of respondents in the eight cities say they have enough or more than enough money to meet their everyday needs to cover costs such as accommodation, food, clothing and other necessities. Fifteen percent say their total income is not enough to cover these everyday needs.

These results are consistent with 2018 despite some respondents being negatively impacted financially by COVID-19 (see following page).

Ability of income to meet everyday needs (%)



Base: All Respondents (excluding not answered)
Source: Q30. Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other necessities?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

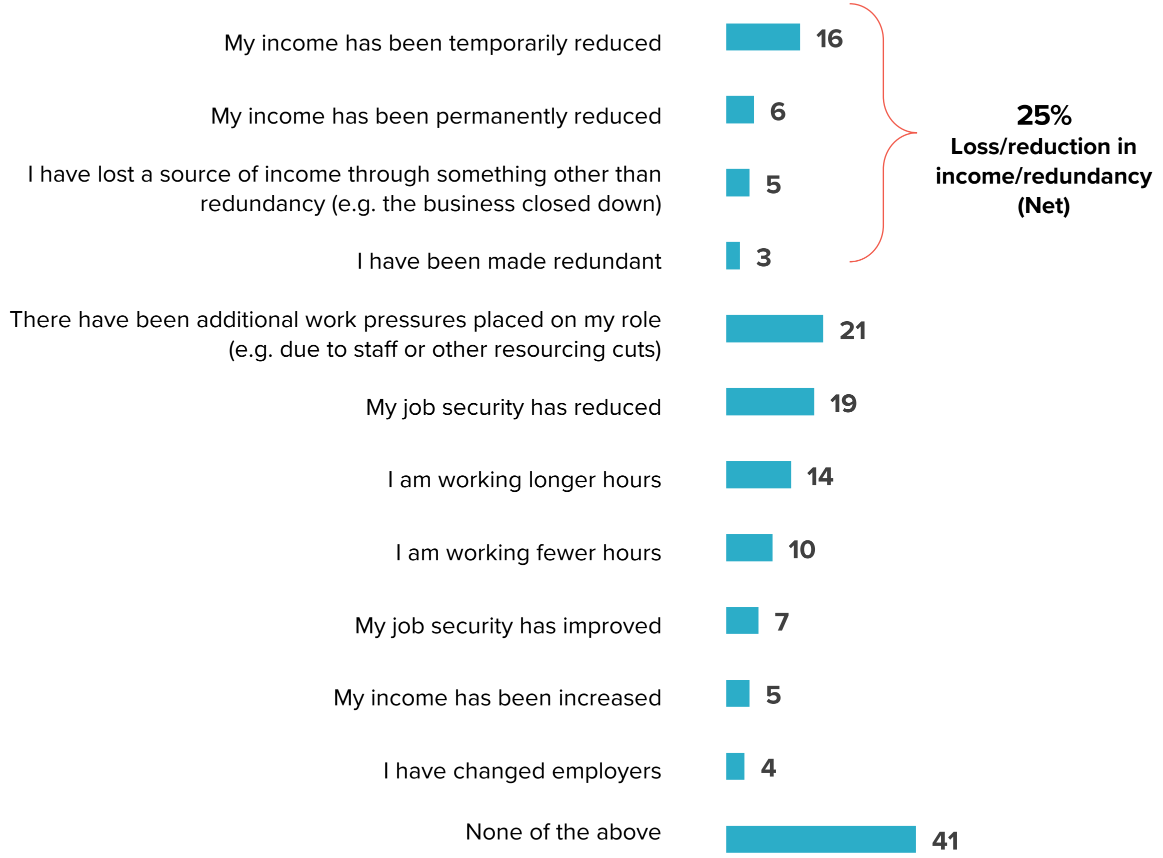
Impact of COVID-19 on work/financial situation

As a result of COVID-19, a quarter of respondents say they have lost a source of income, had their income reduced or been made redundant. Five percent have experienced an increase in income.

Job security has decreased for 19%, while for 7% it has increased.

Additional work pressures have been placed on 21%.

Impact of COVID-19 on work/financial situation – 8-city total (%)



Base: All Respondents (excluding not answered) (n=6365)
Source: Q27. COVID-19 has been a difficult time for many people, and aspects of your life may have changed recently. Which, if any, of the following happened to your work or financial situation as a result of COVID-19?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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EMPLOYMENT & ECONOMIC WELLBEING

Impact of COVID-19 on work/financial situation

	8 CITY TOTAL (n=6365) %	AUCKLAND (n=2519) %	HAMILTON (n=498) %	TAURANGA (n=521) %	HUTT (n=507) %	PORIRUA (n=525) %	WELLINGTON (n=583) %	CHRIST-CHURCH (n=539) %	DUNEDIN (n=673) %	GREATER WELLINGTON (n=2130) %
Loss/reduction in income/redundancy (Net)	25	27	21	22	19V	16V	19V	28	20V	19
My income has been **temporarily** reduced	16	18	12	14	11V	10V	12	18	12	11
My income has been **permanently** reduced	6	6	6	6	4	3	5	7	5	5
I have lost a source of income through something other than redundancy (e.g. the business closed down)	5	6	5	5	4	4	4	6	5	4
I have been made redundant	3	3	2	2	4	1	3	4	2	3
There have been additional work pressures placed on my role (e.g. due to staff or other resourcing cuts)	21	22	20	21	20	22	25	18	20	21
My job security has **reduced**	19	20	18	15	16	16	18	19	15	15
I am working **longer** hours	14	15	10	12	14	14	15	11	10	13
I am working **fewer** hours	10	11	10	9	6	7	10	11	11	8
I have changed employers	4	4	3	5	3	3	4	5	4	4
My job security has **improved**	7	7	9	6	10	9	10	7	7	10
My income has been **increased**	5	5	5	4	4	4	5	6	5	5
None of the above	41	38	44	48^	49^	47^	39	42	48^	45

Base: All Respondents (excluding not answered)
Source: Q27. COVID-19 has been a difficult time for many people, and aspects of your life may have changed recently. Which, if any, of the following happened to your work or financial situation as a result of COVID-19?

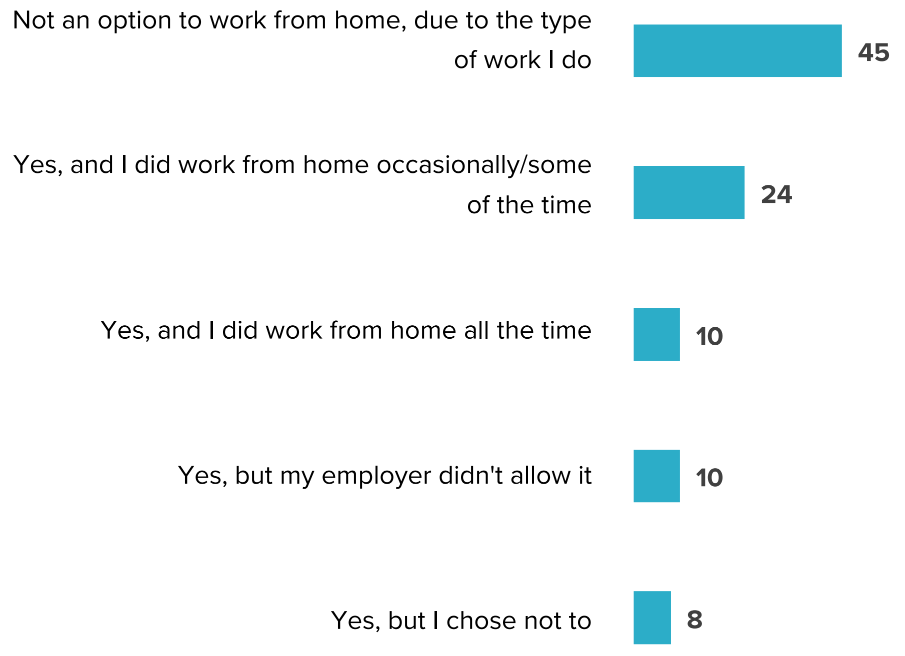
^ Significantly higher than 8 city total
V Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

Working from home before Covid-19

Prior to COVID-19, working from home was not an option for 45% of respondents in paid employment, because of the type of work they do. A third of respondents in paid employment worked from home, 24% some of the time and 10% all the time.

Working from home before Covid-19 – 8-city total (%)



Base: Those in paid employment (and who haven't lost a source of income/been made redundant/changed employers) (excluding not answered) (n=3925)
Source: Q24. Before COVID-19, with the type of work you do, was it possible for you to work from home at least some of the time?

EMPLOYMENT & ECONOMIC WELLBEING

Working from home before Covid-19

	8 CITY TOTAL (n=3925) %	AUCKLAND (n=1547) %	HAMILTON (n=302) %	TAURANGA (n=292) %	HUTT (n=312) %	PORIRUA (n=350) %	WELLINGTON (n=422) %	CHRIST-CHURCH (n=309) %	DUNEDIN (n=391) %	GREATER WELLINGTON (n=1380) %
Not an option to work from home, due to the type of work I do	45	45	53^	54^	43	37v	33v	49	54^	39
Yes, and I did work from home occasionally/some of the time	24	25	19v	17v	27	24	32^	20	18v	29
Yes, and I did work from home all the time	10	11	9	12	10	12	5v	6	8	8
Yes, but my employer didn't allow it	10	10	8	8	9	17^	10	14	8	10
Yes, but I chose not to	8	7	8	6	8	8	16^	7	9	11

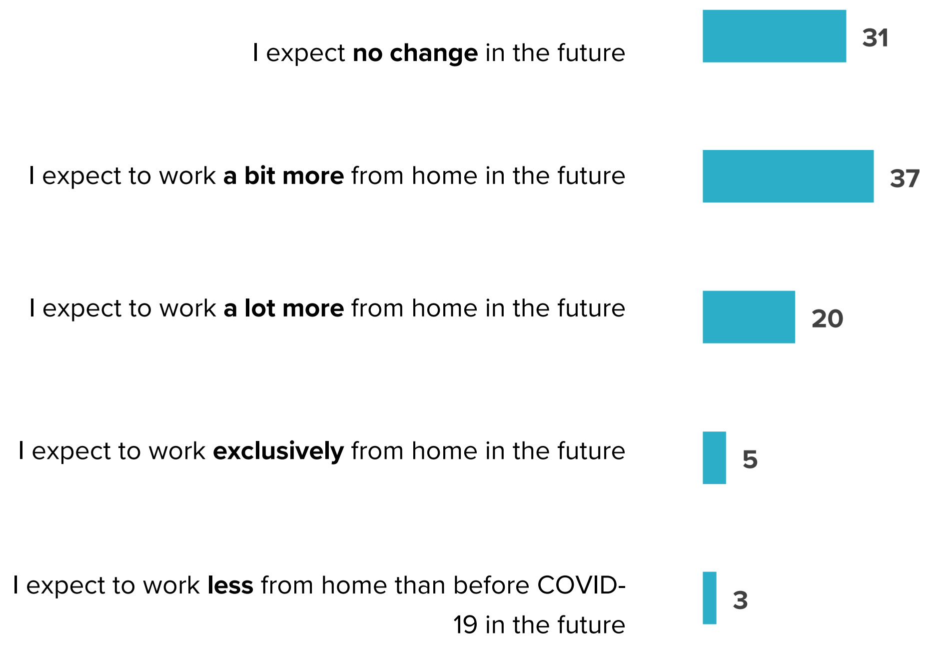
Base: Those in paid employment (and who haven't lost a source of income/been made redundant/changed employers) (excluding not answered)
Source: Q24. Before COVID-19, with the type of work you do, was it possible for you to work from home at least some of the time?

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

Working from home in the future

Six in 10 (62%) respondents in paid employment and in the types of jobs where working from home is possible, indicate that they expect to work more from home in the future than they did in the past.

Working from home in the future – 8-city total (%)



Base: All respondents for whom working from home is possible and who are in paid employment (excluding not answered) (n=2184)
Source: Q25. Has COVID-19 changed how much you think you will work from home in the future?

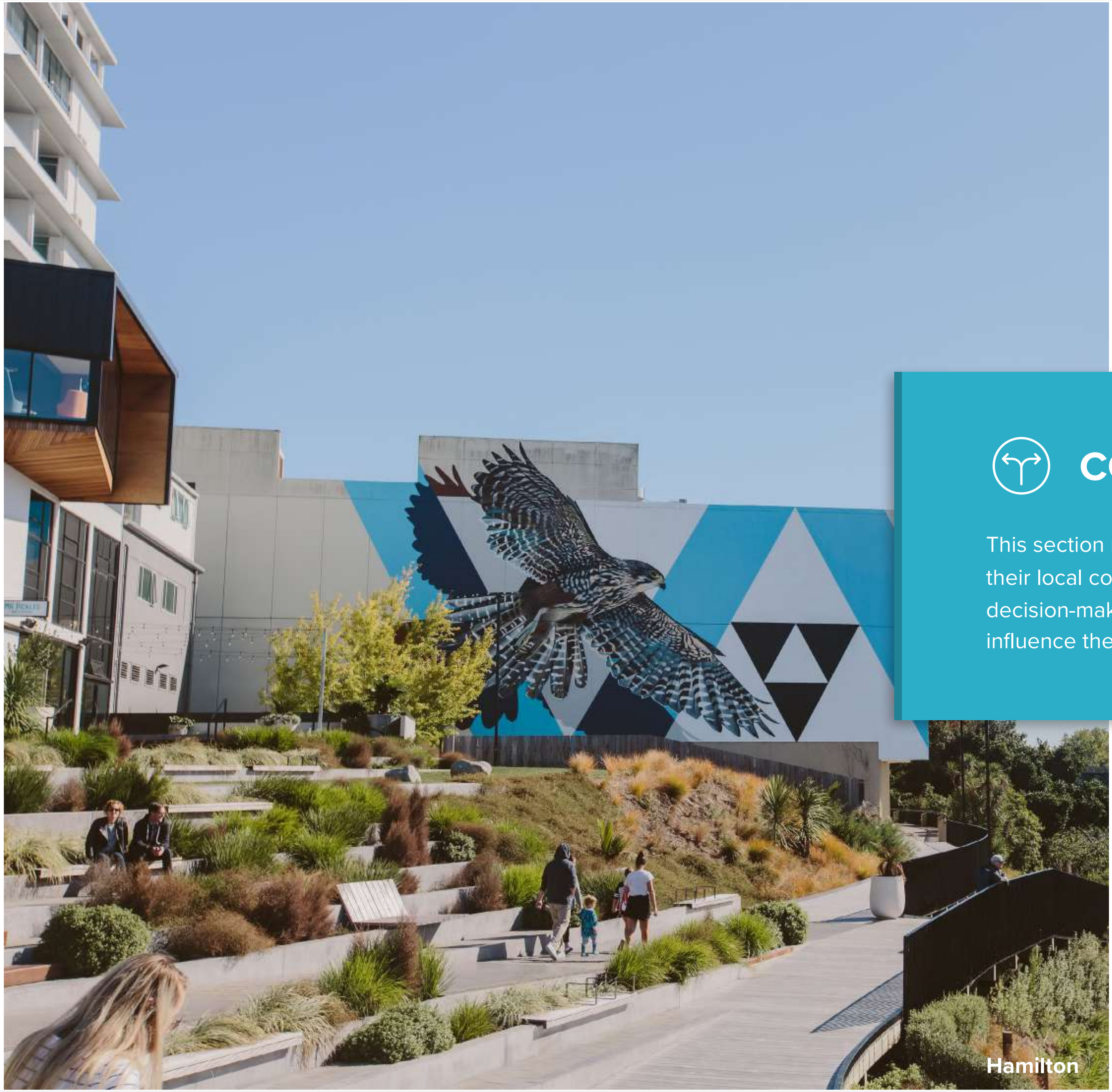
EMPLOYMENT & ECONOMIC WELLBEING

Working from home in the future

	8 CITY TOTAL (n=2184) %	AUCKLAND (n=887) %	HAMILTON (n=145) %	TAURANGA (n=134) %	HUTT (n=186) %	PORIRUA (n=217) %	WELLINGTON (n=288) %	CHRIST-CHURCH (n=154) %	DUNEDIN (n=173) %	GREATER WELLINGTON (n=854) %
I expect **no change** in the future	31	27	40^	47^	29	27	25v	48^	40^	29
I expect to work **a bit more** from home in the future	37	36	38	30	34	41	44^	34	47^	39
I expect to work **a lot more** from home in the future	20	23	14	8v	22	23	28^	9v	6v	25
I expect to work **exclusively** from home in the future	5	6	1	9	8	3	1	4	3	3
I expect to work **less** from home than before COVID-19 in the future	3	4	4	3	2	2	2	3	1	2

Base: All respondents who can feasibly work from home and still in paid employment (excluding not answered) (n=2184)
Source: Q25. Has COVID-19 changed how much you think you will work from home in the future?

^ Significantly higher than 8 city total
v Significantly lower than 8 city total



Hamilton

COUNCIL PROCESSES

This section reports on respondents’ perceptions of their local council, including their confidence in council decision-making and their perception of how much influence the public has on council decision-making.

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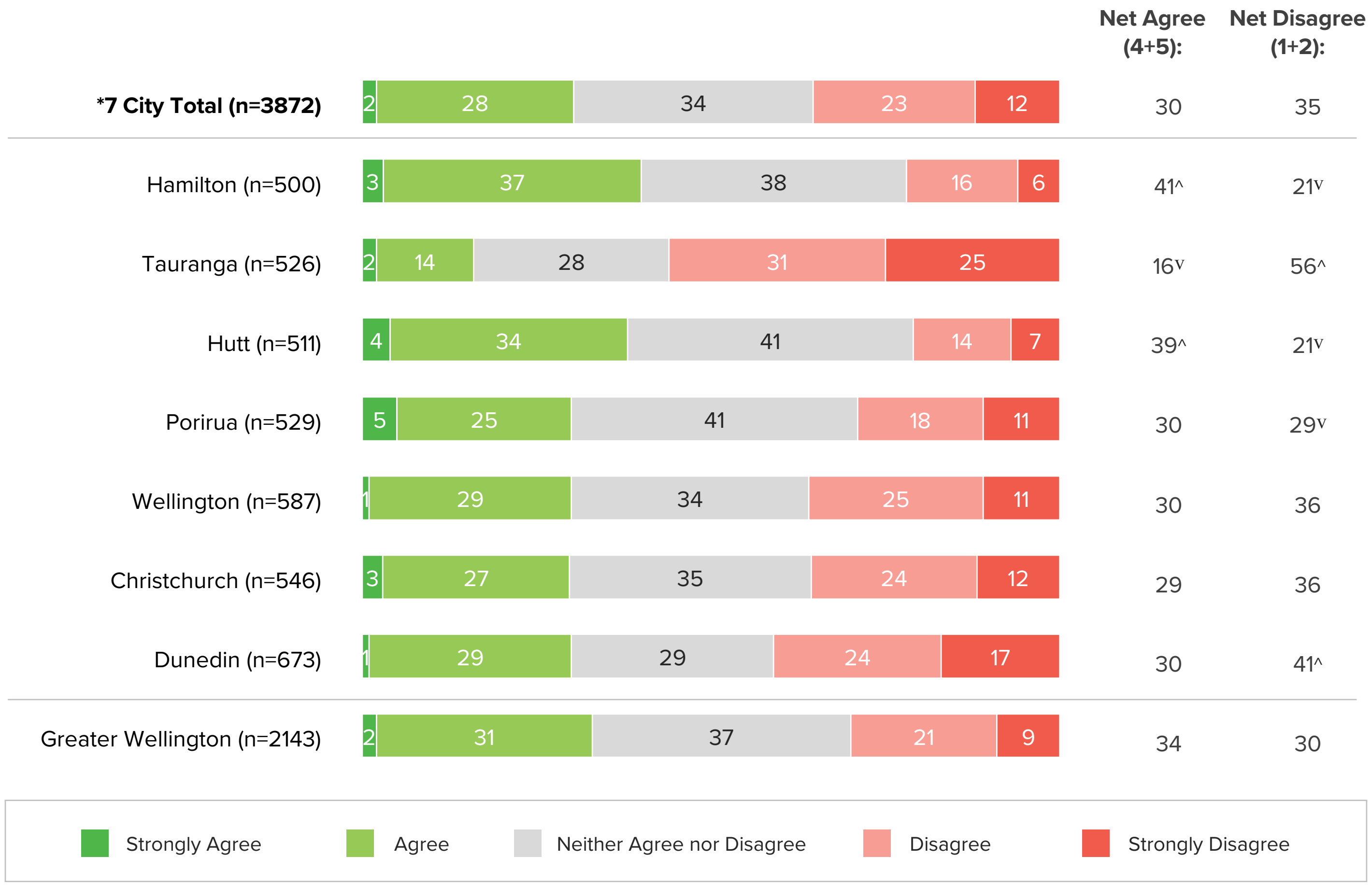
COUNCIL PROCESSES

Confidence in council decision-making

Three in 10 respondents agree they have confidence that their local council makes decisions in the best interests of their city while 35% disagree.

Confidence in council decision-making (%)



Base: All Respondents (excluding not answered)
Source: Q19. How much do you agree or disagree with the following statement: “Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>.” (1 – Strongly disagree , 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)
Please note this question was not asked for Auckland as it is asked in other Auckland council surveys already, see the Quality of Life Survey 2020 Technical Report for further details
*Note: this question was not asked of Auckland residents

^ Significantly higher than 8 city total
v Significantly lower than 8 city total

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

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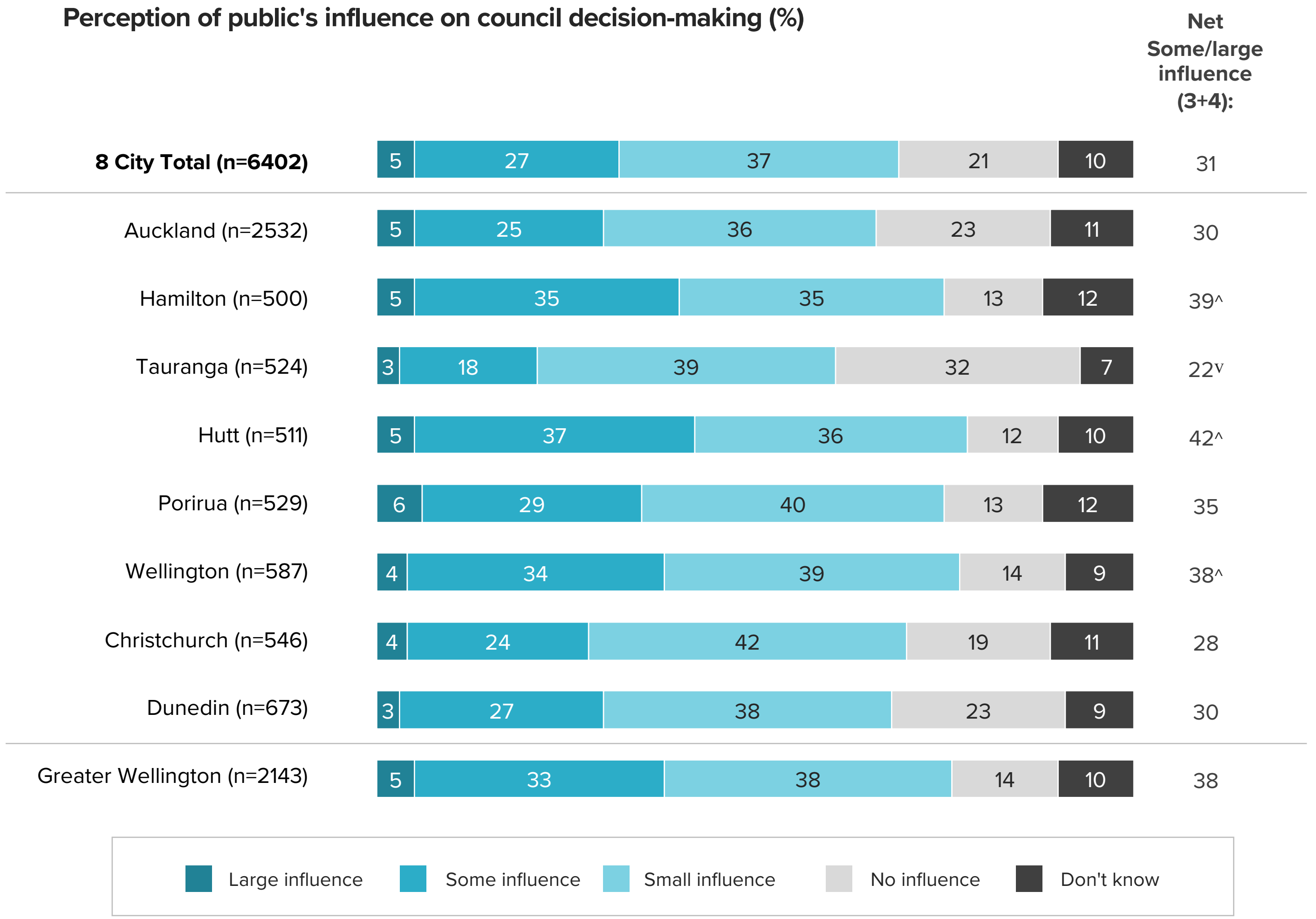
COUNCIL PROCESSES

Perception of public's influence on council decision-making

Just under a third (31%) of respondents perceive the public has a large influence or some influence over the decisions that their council makes.

Twenty-one percent feel the public has no influence over council decisions.



Base: All Respondents (excluding not answered)
Source: Q20. Overall, how much influence do you feel the public has on the decisions the Council makes?
(1 – No influence , 2 – Small influence, 3 – Some influence, 4 – Large influence)

^ Significantly higher than rest of the sample,
v Significantly lower than rest of the sample

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of the eight cities.

Table 1 Gender

	8 CITY TOTAL (n=6402) Unweighted %	8 CITY TOTAL (n=6401) Weighted %
Male	46	49
Female	53	51
Gender diverse	1	1

Base: All Respondents **Source: Q44.** Are you...

Table 2 Age

	8 CITY TOTAL (n=6370) Unweighted %	8 CITY TOTAL (n=6371) Weighted %
Under 25 years	16	14
25-49 years	47	47
50-64 years	21	22
65+ years	16	17

Base: All Respondents **Source: Q49.** Are you...

Table 3 Ethnicity

	8 CITY TOTAL (n=6385) Unweighted %	8 CITY TOTAL (n=6385) Weighted %
Māori	20	10
Pacific	6	9
Asian	12	22
Other	79	67

Base: All Respondents **Source: Q48.** Which ethnic group, or groups, do you belong to?

Table 4 Council area

	8 CITY TOTAL (n=6324) Unweighted %	8 CITY TOTAL (n=6309) Weighted %
Auckland	39	57
Dunedin	11	5
Hutt City	8	4
Porirua	8	2
Wellington	9	8
Hamilton	8	6
Tauranga	8	5
Christchurch	9	14

Base: All Respondents **Source: Q1.** Do you currently live in <city/local area>?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of the eight city areas.

Table 5 Birthplace

	8 CITY TOTAL (n=6324) Unweighted %	8 CITY TOTAL (n=6308) Weighted %
Born in New Zealand	73	62
Born outside of New Zealand	27	38

Base: All Respondents (excluding not answered)
Source: Q46. Were you born in New Zealand?

Table 6 Length of time lived in NZ

	8 CITY TOTAL (n=1722) Unweighted %	8 CITY TOTAL (n=2369) 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	16	17
10 years or more	74	73

Base: All Respondents born outside of New Zealand
Source: Q47. How many years have you lived in New Zealand?

Table 7 Number of people in household

	8 CITY TOTAL (n=6408) Unweighted %	8 CITY TOTAL (n=6406) Weighted %
1	9	9
2	30	29
3	21	20
4	21	21
5	10	11
6+	9	10

Base: All Respondents (excluding not answered)
Source: Q45. How many people live in your household, including yourself?

Table 8 Home ownership

	8 CITY TOTAL (n=6394) Unweighted %	8 CITY TOTAL (n=6388) Weighted %
I personally or jointly own it with a mortgage	31	30
A private landlord who is NOT related to me owns it	23	22
I personally or jointly own it without a mortgage	17	18
Parents / other family members or partner own it	15	16
A family trust owns it	7	8
Housing New Zealand owns it	3	4
A local authority or city council owns it	1	0
Don't know	2	2

Base: All Respondents (excluding not answered)
Source: Q53. Who owns the home you live in?

APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of the eight city areas.

Table 9 Type of dwelling

	8 CITY TOTAL (n=6387) Unweighted %	8 CITY TOTAL (n=6385) Weighted %
Stand alone house on a section	75	73
Town house or unit	13	15
Low rise apartment block (2-7 storeys)	3	3
Terraced house (houses side by side)	3	4
Lifestyle block or farm homestead	3	3
High rise apartment block (over 7 storeys)	1	1
Other	2	2

Base: All Respondents (excluding not answered)
Source: Q52. What type of home do you currently live in?

Table 10 Time spent in local area

	8 CITY TOTAL (n=6387) Unweighted %	8 CITY TOTAL (n=6388) Weighted %
Less than 1 year	3	2
1 year to just under 2 years	4	3
2 years to just under 5 years	11	9
5 years to just under 10 years	12	13
10 years or more	70	73

Base: All Respondents (excluding not answered)
Source: Q2. And how long have you lived in <city/local area>?

Table 11 Highest education qualification

	8 CITY TOTAL (n=6362) Unweighted %	8 CITY TOTAL (n=6352) Weighted %
Bachelor's degree	27	29
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	21	22
No formal qualification	11	12
NZQF Level 4, 5 or 6 - a trade or polytechnic qualification	14	13
NCEA Level Three or bursary or scholarship	9	8
NCEA Level Two or Sixth form Certificate / University Entrance	8	7
NCEA Level One or School Certificate	6	6
Other (e.g. overseas qualification)	3	4

Base: All Respondents (excluding not answered)
Source: Q54. What is the highest qualification that you have completed that took longer than three months to finish?

APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of the eight city areas.

Table 12 Household annual income distribution

	8 CITY TOTAL (n=6391) Unweighted %	8 CITY TOTAL (n=6382) Weighted %
$20,000 or less	4	4
$20,001 - $40,000	9	9
$40,001 - $60,000	10	11
$60,001 - $80,000	10	11
$80,001 - $100,000	10	10
$100,001 - $150,000	16	16
$150,001 or more	20	19
Unknown	20	21

Base: All Respondents (excluding not answered)
Source: Q55. Which best describes your household's annual income (from all sources) before tax?

Table 13 Age of children living in your household

	8 CITY TOTAL (n=6265) Unweighted %	8 CITY TOTAL (n=6266) Weighted %
0 - 5 years old	13	14
5 - 12 years old	19	19
13 - 17 years old	15	15
18 years old or over	19	20
Not applicable - no children	52	50

Base: All Respondents (excluding not answered)
Source: Q50. What are the ages of any children living in your household (some or all of the time)?

Table 14 Children live in another home some of the time

	8 CITY TOTAL (n=3005) Unweighted %	8 CITY TOTAL (n=3131) Weighted %
Yes	17	15
No	83	85

Base: All Respondents with children living in household (excluding not answered)
Source: Q51. And do any of these children live in another home some of the time?

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SURVEY COMMUNICATIONS

This appendix contains a copy of the invitation letter, first reminder postcard and second reminder postcard that was mailed out to residents of the participating councils. Note that there were two versions of the second postcard – one for respondents aged 35 years and under and one for older respondents.

Invitation letter

QUALITY OF LIFE SURVEY

nielsen

<Date>

<Addressee's Name>
<Address Line 1>
<Address Line 2>
<City>, <postcode>

Hello, Talofa lava, Mālō e lelei, Nǐ hǎo, Namaste,

Kia ora <named respondent>,

I invite you to take part in an important, interesting survey about what life is like for you and what it has been like living in <city> over the past 12 months or so.

In this survey, you can have your say about the area you live in and how you feel about things like your housing, transport, safety and climate change. You can tell us about your quality of life and what has been impacting it.

Aspects of your life may have changed recently because of COVID-19, and we appreciate that things have become more difficult for many people. This survey is about life in <city> over the past year, so please try to take your overall quality of life during this period into account when answering the questions.

What's the purpose of the survey?
This survey is to help your local council, and others working to improve quality of life in your area, understand what is working well and not so well and to identify the areas that need to be focused on.

Why should I take part?
Your feedback is really valuable. Your answers, along with those of everyone else who takes part, will provide an accurate picture of residents' views to feed into the decisions councils make that impact you, your family and the wider community.

How long will it take?
The survey will take about 15 minutes to complete.

Why am I getting the survey?
Your name, along with hundreds of others, was randomly drawn from the Electoral Roll.

Your answers are confidential and will be combined with all the other responses so you can't be identified. Participation is voluntary.

Nielsen, an independent research company, is running this survey for the local councils shown below.

What if I have any questions or want a paper copy?
Check out the FAQs on the back of this letter. If you have further questions or would like to take part by filling in a paper copy of the survey, ring 0800 400 402 or email Adrienne.Pointer@nielsen.com.

Thanks so much for your help.

Ngā mihi

K Jamieson

Kath Jamieson,
Project Sponsor | Quality of Life Survey

COMPLETE THE SURVEY AND YOU COULD WIN ONE OF FIVE PREZZY® CARDS WORTH UP TO

$1,000

TRIPLE YOUR CHANCES TO WIN IF YOU COMPLETE BY

2 OCTOBER

You could win one $1000 or one of four $250 Prezzy® Cards*.

HOW TO TAKE PART

Completing the survey online is easy, quick and secure.

1 Go to: **WWW.NLSN.ONLINE/LIFE**

2 Enter the following details to login:
Username: <username>
Survey Code: <surveycode>

OR

Scan the QR code

IF YOU CAN, DO IT ONLINE
Better for the planet and saves you time.

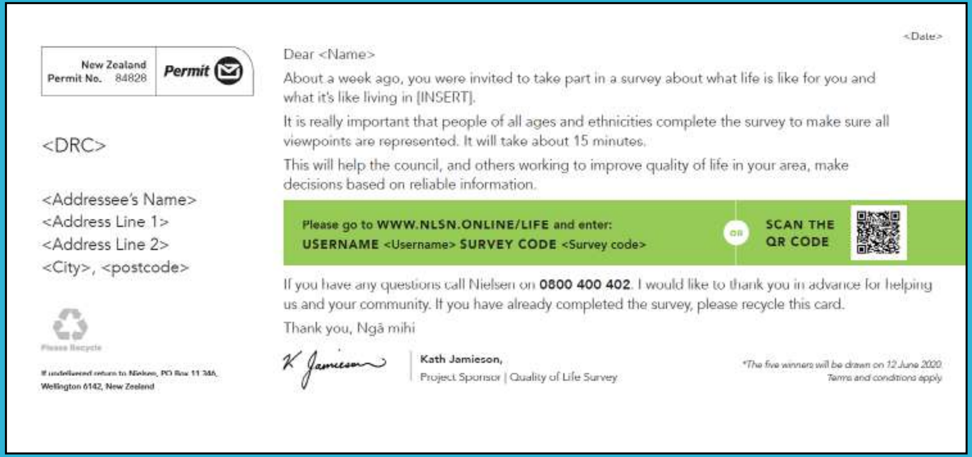
*The prizes will be drawn on 14 December 2020. Terms and conditions apply.

APPENDIX 2:

SURVEY COMMUNICATIONS

This appendix contains a copy of the invitation letter, first reminder postcard and second reminder postcard that was mailed out to residents of the participating councils. Note that there were two versions of the second postcard – one for respondents aged 35 years and under and one for older respondents.

First reminder postcard



New Zealand Permit No. 84828 Permit

<DRC>

<Addressee's Name>
<Address Line 1>
<Address Line 2>
<City>, <postcode>

<Date>

Dear <Name>

About a week ago, you were invited to take part in a survey about what life is like for you and what it's like living in [INSERT].

It is really important that people of all ages and ethnicities complete the survey to make sure all viewpoints are represented. It will take about 15 minutes.

This will help the council, and others working to improve quality of life in your area, make decisions based on reliable information.

Please go to **WWW.NLSN.ONLINE/LIFE** and enter: **USERNAME** <Username> **SURVEY CODE** <Survey code> OR **SCAN THE QR CODE**

If you have any questions call Nielsen on **0800 400 402**. I would like to thank you in advance for helping us and your community. If you have already completed the survey, please recycle this card.

Thank you, Ngā mihi

K Jamieson

Kath Jamieson,
Project Sponsor | Quality of Life Survey

**The five winners will be drawn on 12 June 2020*
Terms and conditions apply

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APPENDIX 2:
SURVEY COMMUNICATIONS

This appendix contains a copy of the invitation letter, first reminder postcard and second reminder postcard that was mailed out to residents of the participating councils. Note that there were two versions of the second postcard – one for respondents aged 35 years and under and one for older respondents.

Second reminder postcard (Younger respondents)

New Zealand Permit No. 84828 | Permit

<DRC>

<Addressee's Name>
<Address Line 1>
<Address Line 2>
<City>, <postcode>

Please Recycle

If undelivered return to Nielsen, PO Box 11 346, Wellington 6142, New Zealand

<Date>

Dear <Name>

Recently, you should have received a couple of invitations to take part in a survey about what life is like for you and what it's like living in [INSERT]. It is easy to complete on any device and only takes about 15 minutes.

We are following up with you one last time before the survey closes, because it is very important we hear from people in **younger age groups** as well as older people. Your issues and experiences will be different and so we encourage you to have **your voice heard**. You'll be entered in the prize draw for 10 Prezzy* cards with a top prize of $1,000. This includes **five extra $100 Prezzy cards** just for people in your age-group to win.

FIVE MORE TO BE WON JUST FOR YOUR AGE-GROUP

Please go to
WWW.NLSN.ONLINE/LIFE and enter:
USERNAME <Username>
SURVEY CODE <Survey code>

OR

SCAN THE QR CODE

If you have any questions or want to fill in a paper copy of the survey, call Nielsen on **0800 400 402**.

Thank you, Ngā mihi

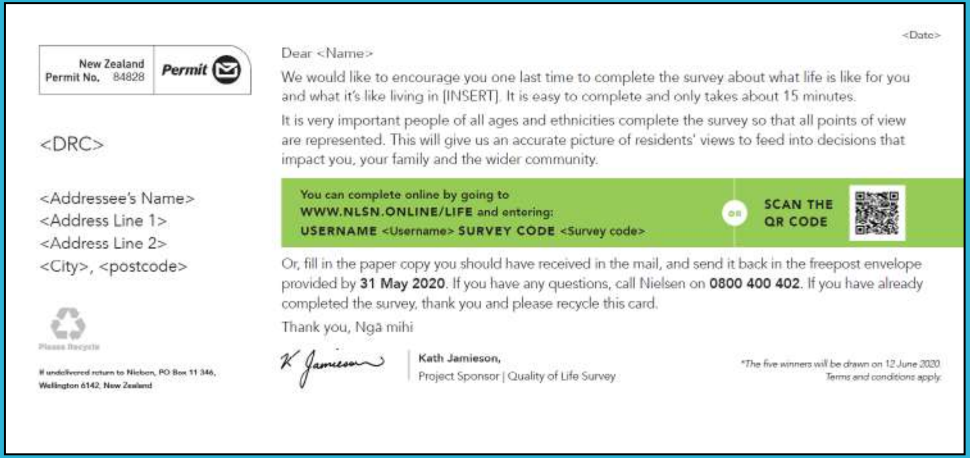
Kath Jamieson,
Project Sponsor | Quality of Life Survey

*The ten winners will be drawn on 12 June 2020
Terms and conditions apply

APPENDIX 2:
SURVEY COMMUNICATIONS

This appendix contains a copy of the invitation letter, first reminder postcard and second reminder postcard that was mailed out to residents of the participating councils. Note that there were two versions of the second postcard – one for respondents aged 35 years and under and one for older respondents.

Second reminder postcard (Older respondents)



New Zealand Permit No. 84828 Permit

<DRC>

<Addressee's Name>
<Address Line 1>
<Address Line 2>
<City>, <postcode>

Please Recycle

If undelivered return to Nielsen, PO Box 11 346, Wellington 6142, New Zealand

<Date>

Dear <Name>

We would like to encourage you one last time to complete the survey about what life is like for you and what it's like living in [INSERT]. It is easy to complete and only takes about 15 minutes.

It is very important people of all ages and ethnicities complete the survey so that all points of view are represented. This will give us an accurate picture of residents' views to feed into decisions that impact you, your family and the wider community.

You can complete online by going to WWW.NLSN.ONLINE/LIFE and entering: USERNAME <Username> **SURVEY CODE** <Survey code> OR **SCAN THE QR CODE**

Or, fill in the paper copy you should have received in the mail, and send it back in the freepost envelope provided by **31 May 2020**. If you have any questions, call Nielsen on **0800 400 402**. If you have already completed the survey, thank you and please recycle this card.

Thank you, Ngā mihi

K Jamieson

Kath Jamieson,
Project Sponsor | Quality of Life Survey

The five winners will be drawn on 12 June 2020. Terms and conditions apply.

APPENDIX 3:

QUESTIONNAIRE

This appendix contains a copy of the paper questionnaire that was mailed out to residents of Wellington City. Survey questions were largely the same regardless of council area. For further details on the slight wording differences between questionnaires and all changes made to the questionnaire from the 2018 version, please refer to the Quality of Life Survey 2020 Technical Report.

APPENDIX 3: QUESTIONNAIRE

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

INSTRUCTIONS FOR COMPLETING THE SURVEY

You will need to circle an answer like this

Please circle **one** answer

Yes	1
No	2

Or like this.

Please circle **one** answer for each statement

Question…	1	2	3	4	5
Question…	1	2	3	4	5

When there is an instruction to go to a certain question, please make sure you circle the correct answer before going to the question as instructed

Please circle **one** answer

Yes	1	→ Go to Q1
No	2	

If you change your mind after circling a number just cross it out and circle the correct number for your answer.

1 ~~2~~ 3

Q1 Do you currently live in Wellington?

That is the area extending as far north as Tawa, but not including Porirua, Petone or the Hutt Valley – as shown in the map.

Please circle **one** answer

Yes	1	→ Go to Q2
No	2	↓

If you selected "No" you do not need to answer any more questions. You can still enter the prize draw by filling in your details at Q56. After doing so, please return your survey in the pre-paid envelope.

Q2 And how long have you lived in Wellington?

Please circle **one** answer

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

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QUALITY OF LIFE

Firstly, just a few questions about your quality of life in general.

Q3 Would you say that **your** overall quality of life is…

Please circle **one** answer

Extremely poor	1
Very poor	2
Poor	3
Neither poor nor good	4
Good	5
Very good	6
Extremely good	7

Q4 And compared to 12 months ago, would you say your quality of life has…

Please circle **one** answer

Decreased significantly	1	
Decreased to some extent	2	
Stayed about the same	3	→ Go to Q6
Increased to some extent	4	
Increased significantly	5	

Q5 And for what reasons has your quality of life changed?
Please be as detailed as possible

____

____

____

Q6 Looking forward, in 12 months' time, do you expect that your quality of life will be the same, better or worse than it is today?

Please circle **one** answer

Much worse	1
Slightly worse	2
About the same	3
Slightly better	4
Much better	5
Don't know	6

Q7 Now a question about your family/whānau. How well is your family/whānau doing these days? Please use the scale below where 1 means extremely badly and 7 means extremely well.

Your family/whānau is the group of people that you think of as your family. Please circle **one** answer

Extremely badly						Extremely well	Don't have any family	Can't define my family	Don't know / prefer not to say
1	2	3	4	5	6	7	8	9	10

THE CITY / AREA YOU LIVE IN

Q8 How much do you agree or disagree with the following statements?

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree
I feel a sense of pride in the way Wellington looks and feels	1	2	3	4	5
Wellington is a great place to live	1	2	3	4	5

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APPENDIX 3: QUESTIONNAIRE

Q9 And in the last 12 months, do you feel Wellington has become better, worse or stayed the same as a place to live?

Please circle **one** answer

Much worse	1	
Slightly worse	2	
Stayed the same	3	Go to Q11
Slightly better	4	
Much better	5	

Q10 And for what reasons do you say Wellington has changed as a place to live?

Please be as detailed as possible

____

____

____

Q11 This question is about the home you currently live in.

How much do you agree or disagree that:

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Your housing **costs are affordable** *(by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance)*	1	2	3	4	5	6
The **type of home** you live in **suits your needs** and the needs of others in your household	1	2	3	4	5	6
The **general area or neighbourhood** your home is in **suits your needs** and the needs of others in your household	1	2	3	4	5	6

(1, 2, 3 for the type of home → **Answer Q12**)

Q12 Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

Please circle **all** that apply

The home is too small (e.g. not enough living space or bedrooms, too many people for the size of the house)	1	Home is too cold / damp	6
The home is too big	2	Home in poor condition / needs maintenance	7
The outdoor area is too small / no outdoor area	3	The home is not very safe (e.g. needs earthquake-strengthening, hazards in home)	8
The outdoor area is too big	4	Parking issues	9
Difficult access from the street to the home	5	Other (please specify) __________	10

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Q13 The following question asks about heating your home during the winter months.

How much do you agree or disagree that:

Please circle **one** answer for each statement

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know / not applicable
My home has a problem with damp or mould	1	2	3	4	5	6
The heating system keeps my home warm when it is in use	1	2	3	4	5	6
I can afford to heat my home properly	1	2	3	4	5	6

CRIME, SAFETY AND LOCAL ISSUES

Q14 In general how safe or unsafe do you feel in the following situations…

Please circle **one** answer for each situation

	Very unsafe	A bit unsafe	Fairly safe	Very safe	Don't know / not applicable
In your home after dark	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5
In your city centre during the day	1	2	3	4	5
In your city centre after dark	1	2	3	4	5

Q15 To what extent, if at all, has each of the following been a problem in Wellington over the **past 12 months**?

Please circle **one** answer for each statement

	A big problem	A bit of a problem	Not a problem	Don't know
Vandalism such as graffiti or tagging, or broken windows in shops and public buildings	1	2	3	4
Theft and burglary (e.g. car, house etc.)	1	2	3	4
Dangerous driving, including drink driving and speeding	1	2	3	4
Traffic congestion	1	2	3	4
People you feel unsafe around because of their behaviour, attitude or appearance	1	2	3	4
Air pollution	1	2	3	4
Water pollution, including pollution in streams, rivers, lakes and in the sea	1	2	3	4
Noise pollution	1	2	3	4
Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs	1	2	3	4
People begging on the street	1	2	3	4
People sleeping rough on the streets / in vehicles	1	2	3	4
Racism or discrimination towards particular groups of people	1	2	3	4
Limited parking in the city centre	1	2	3	4

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APPENDIX 3: QUESTIONNAIRE

TRANSPORT

Q16 Over the **past 12 months, not including** the time that public transport was impacted by COVID-19, how often did you use **public** transport?

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

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

Please circle **one** answer

At least weekly	1
At least once a month but not weekly	2
Less often than once a month	3
Did not use over the past 12 months	4
Not applicable / not available in my area	5 → **Go to Q18**

Q17 Thinking about how public transport usually runs in your local area (**not including** the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following.

Public transport is…

Please circle **one** answer for each aspect

	Strongly disagree	Disagree	Neither	Agree	Strongly agree	Don't know
Affordable	1	2	3	4	5	6
Safe	1	2	3	4	5	6
Easy to get to	1	2	3	4	5	6
Frequent (comes often)	1	2	3	4	5	6
Reliable (comes on time)	1	2	3	4	5	6

Q18 Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19?

Please circle **one** answer for each aspect

	Use more often	Use the same amount	Use less often	Don't use
A private vehicle	1	2	3	4
Cycling as a form of transport	1	2	3	4
Walking as a form of transport	1	2	3	4
Public transport (e.g. trains, buses)	1	2	3	4

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COUNCIL DECISION MAKING

Q19 How much do you agree or disagree with the following statement?
"Overall, I have confidence that the Council makes decisions that are in the best interests of my city."

Please circle **one** answer

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

Q20 Overall, how much influence do you feel the public has on the decisions the Council makes?

Would you say the public has…

Please circle **one** answer

No influence	1
Small influence	2
Some influence	3
Large influence	4
Don't know	5

YOUR LIFE AND WELLBEING

Just a reminder that all of your answers are confidential and are combined with hundreds of other responses so you can't be identified.

Q21 Which of the following best describes your current employment status?

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

Please circle **one** answer

Employed full time (for 30 or more hours per week)	1 → **Go to Q22**
Employed part time (for fewer than 30 hours per week)	2 → **Go to Q22**
Not in paid employment and looking for work	3
Not in paid employment and not looking for work (e.g. full-time parent, retired person, doing volunteer work)	4 → **Go to Q26**
Prefer not to say	5 → **Go to Q26**

Q22 Please think about the last 4 weeks of your job.
How do you feel about your job?

Please circle **one** answer

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

Q23 Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

Please circle **one** answer

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

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HOME

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APPENDIX 3: QUESTIONNAIRE

Q24 Before COVID-19, with the type of work you do, was it possible for you to work from home at least some of the time?

Please circle **one** answer

Not an option to work from home, due to the type of work I do	1	→ Go to Q26
Yes, but my employer didn't allow it	2	
Yes, but I chose not to	3	
Yes, and I did work from home occasionally/some of the time	4	
Yes, and I did work from home exclusively/all the time	5	
Other (please specify) ________________	6	

Q25 Has COVID-19 changed how much you think you will work from home in the future?

Please circle **one** answer

No, no change	1
Yes, I expect to work less from home than before COVID-19	2
Yes, I expect to work a bit more from home	3
Yes, I expect to work a lot more from home	4
Yes, I expect to work exclusively from home	5
Other (please specify) ________________	6

Q26 In the last 4 weeks, which of these have you done, **without pay**?

Please circle **all** that apply

Household work, cooking, repairs, gardening, etc, for my household	1
Looked after a child who is a member of my household	2
Looked after a member of my household who is ill or has a disability	3
Looked after a child (who **does not** live in my household)	4
Helped someone who is ill or has a disability (who **does not** live in my household)	5
Other help or voluntary work for or through any organisation, group, marae or church	6
None of these	7

Q27 COVID-19 has been a difficult time for many people, and aspects of your life may have changed recently. Which, if any, of the following happened to your work or financial situation **as a result of COVID-19**?

Please circle **all** that apply

My job security has **reduced**	1
My job security has **improved**	2
I have lost a source of income through something other than redundancy (e.g. the business closed down)	3
I have been made redundant	4
My income has been **permanently** reduced	5
My income has been **temporarily** reduced	6
My income has been **increased**	7
I am working **longer** hours	8
I am working **fewer** hours	9
I have changed employers	10
There have been additional work pressures placed on my role (e.g. due to staff or other resourcing cuts)	11
Other (please specify) ________________	12
None of the above	13

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Q28 In general, how would you rate your ...?

Please circle **one** answer for each aspect

	Poor	Fair	Good	Very good	Excellent	Prefer not to say
Physical health	1	2	3	4	5	6
Mental health	1	2	3	4	5	6

Q29 In the past week, on **how many days** have you done a **total of 30 minutes** or more of physical activity, which was enough to **raise your breathing rate**?

This may include sport, traditional games, kapa haka, exercise, brisk walking or cycling for recreation or to get to and from places, and housework or physical activity that may be part of your job.

Please circle **one** answer

0 days	1 day	2 days	3 days	4 days	5 days	6 days	7 days
0	1	2	3	4	5	6	7

Q30 Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other necessities?

Please circle **one** answer

Have more than enough money	1
Have enough money	2
Have just enough money	3
Do not have enough money	4
Prefer not to say	5

Q31 How much do you agree or disagree with the following statements?

Please circle **one** answer for each statement

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

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APPENDIX 3: QUESTIONNAIRE

Q32 Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

Please circle **all** that apply

Faith-based group / church community	1
Cultural group (e.g. kapa haka, Samoan group, Somalian group)	2
Marae / hapū / iwi participation (e.g. Land Trust)	3
Neighbourhood group (e.g. residents' association, play groups)	4
Clubs and societies (e.g. sports clubs, poetry groups, book clubs)	5
Volunteer / charity group (e.g. SPCA, Hospice, environmental group)	6
Parent networks (e.g. school, pre-school)	7
Professional / work networks (e.g. network of colleagues or professional association)	8
Online social network (to interact with friends and family) such as WhatsApp, Facebook, Messenger, WeChat or Instagram	9
Online community with a shared interest (e.g. yoga, parenting, sport and activity or health issue)	10
Other social network or group (please specify) ____________	11
None of the above	12

Q33 In general, how much do you trust most people in Wellington?

Please circle **one** answer

Not at all						Completely
1	2	3	4	5	6	7

Q34 Over the past 12 months how often, if ever, have you felt lonely or isolated?

Please circle **one** answer

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

Q35 If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for…

Please circle **one** answer for each statement

	Yes, definitely	Yes, probably	No	Don't know / unsure
Practical support (e.g. shopping, meals, transport)	1	2	3	4
Emotional support (e.g. listening to you, giving advice)	1	2	3	4

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Q36 At some time in their lives, most people experience stress.
Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?
Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.

Please circle **one** answer

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

Q37 Please indicate for each of the five statements which is closest to how you have been feeling over the last **two weeks**.
Notice that higher numbers mean better well-being (example: If you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 3 below).

Please circle **one** answer for each statement

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time
I have felt cheerful and in good spirits	5	4	3	2	1	0
I have felt calm and relaxed	5	4	3	2	1	0
I have felt active and vigorous	5	4	3	2	1	0
I woke up feeling fresh and rested	5	4	3	2	1	0
My daily life has been filled with things that interest me	5	4	3	2	1	0

CULTURE AND IDENTITY

Q38 How much do you agree or disagree with the following?
"Wellington has a broad range of arts and artistic activities that I can experience or participate in."

Please circle **one** answer

Strongly disagree	1
Disagree	2
Neither agree nor disagree	3
Agree	4
Strongly agree	5
Not applicable	6
Don't know	7

Q39 New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Wellington…

Please circle **one** answer

A much worse place to live	1
A worse place to live	2
Makes no difference	3
A better place to live	4
A much better place to live	5
Not applicable, there are few or no different cultures and lifestyles here	6
Don't know	7

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APPENDIX 3: QUESTIONNAIRE

Q40 In the **last three months** in Wellington, have you **personally experienced** prejudice or intolerance, or been treated unfairly or excluded, because of your…

Please circle **one** answer for each statement

	Yes	No	N/A
Gender	1	2	
Age	1	2	
Ethnicity	1	2	
Physical or mental health condition or impairment	1	2	3
Sexual orientation	1	2	
Religious beliefs	1	2	
Prefer not to answer (please tick)	☐		

Q41 In the **last three months** in Wellington, have you **witnessed anyone showing** prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their…

Please circle **one** answer for each statement

	Yes	No
Gender	1	2
Age	1	2
Ethnicity	1	2
Physical or mental health condition or impairment	1	2
Sexual orientation	1	2
Religious beliefs	1	2
Prefer not to answer (please tick)	☐	

CLIMATE CHANGE

Q42 In your daily life, to what extent do you consider sustainability and the environment when you make choices about what you do, buy or use?

Please circle **one** answer

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

Q43 To what extent do you personally worry about the impact of climate change on the future of **Wellington** and residents of Wellington?

Please circle **one** answer

Not at all worried	1
A little worried	2
Worried	3
Very worried	4
I don't know enough about climate change	5
I don't believe in climate change	6

DEMOGRAPHICS

Lastly, a few questions about you. This is so we can ensure we hear from a diverse range of people who live in New Zealand.

Q44 Are you…

Please circle **one** answer

Male	1
Female	2
Gender diverse	3

Q45 How many people live in your household, including yourself?

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

Please write the number in the box below.

☐

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Q46 Were you born in New Zealand?

Please circle **one** answer

Yes	1	Go to Q48
No	2	Go to Q47

Q47 How many years have you lived in New Zealand?

Please circle **one** answer

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

Q48 Which ethnic group, or groups, do you belong to?

Please circle **all** that apply

New Zealand European	1
Māori	2
Samoan	3
Cook Island Māori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other (please specify) ________	9
Prefer not to say	10
Don't know	11

Q49 Are you…

Please circle **one** answer

Less than 18 years	1
18-19 years	2
20-24 years	3
25-29 years	4
30-34 years	5
35-39 years	6
40-44 years	7
45-49 years	8
50-54 years	9
55-59 years	10
60-64 years	11
65-69 years	12
70-74 years	13
75+ years	14

Q50 What are the ages of any children living in your household (some or all of the time)?

Please circle **all** the apply

Under 5 years old	1	
5 – 12 years old	2	
13 – 17 years old	4	
18 years old or over	5	
Not applicable, no children live in household	6	Go to Q52

Q51 And do any of these children live in another home some of the time?

Please circle **one** answer

Yes	1
No	2

Q52 What type of home do you currently live in?

Please circle **one** answer

Stand-alone house on a section	1
Town house or unit	2
Terraced house (houses side by side)	3
Low rise apartment block (2-7 storeys)	4
High rise apartment block (over 7 storeys)	5
Lifestyle block or farm homestead	6
Other (please specify) ________	7

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APPENDIX 3: QUESTIONNAIRE

Q53 Who owns the home that you live in? Please circle one answer

I personally or jointly own it with a mortgage	1
I personally or jointly own it without a mortgage	2
A family trust owns it	3
Parents / other family members or partner own it	4
A private landlord who is NOT related to me owns it	5
A local authority or city council owns it	6
Kāinga Ora (Housing New Zealand) owns it	7
Other State landlord (such as Department of Conservation, Ministry of Education) owns it	8
A social service agency or community housing provider (e.g. the Salvation Army, New Zealand Housing Foundation) owns it	9
Don't know	10

Q54 What is the highest qualification that you have completed that took longer than three months to finish?

Please circle one answer

No formal qualification	1
NCEA Level One or School Certificate	2
NCEA Level Two or Sixth form Certificate / University Entrance	3
NCEA Level Three or bursary or scholarship	4
NZQF Level 4, 5 or 6 – a trade or polytechnic qualification	5
Bachelor's degree	6
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	7
Other (e.g. overseas qualification) (please specify) ______________________	8

Q55 Which best describes your household's annual income (from all sources) before tax?

Please circle one answer

$20,000 or less	1
$20,001 - $40,000	2
$40,001 - $60,000	3
$60,001 - $80,000	4
$80,001 - $100,000	5
$100,001 - $150,000	6
$150,001 - $200,000	7
$200,001 or more	8
Prefer not to say	16
Don't know	17

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Q56 Please fill in your contact details below so that we are able to contact you if you are one of the prize draw winners or if we have any questions about your questionnaire (e.g. if we can't read your response).

Name: ______________________

Phone number: ______________________

Email address: ______________________

Q57 It is likely that more research will be carried out by your council on the sorts of topics covered in this survey.

Are you willing to provide your contact details so that Nielsen or your council could contact you and invite you to take part in future research?

Please note: providing your contact details does not put you under any obligation to participate.

Please circle one answer

Yes	1
No	2

Thank you for taking the time to complete this survey.

Please check that you have completed all pages of the questionnaire and then put the completed questionnaire in the Freepost envelope provided or any envelope (no stamp required) and post it to:

FreePost Authority Number 196397
Survey Returns Team
Nielsen
PO Box 33819
Takapuna
Auckland 0740
New Zealand

If you have any questions please call 0800 400 402

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APPENDIX 3: QUESTIONNAIRE

If you, or someone you know, needs help there are a number of support services available.

For COVID-19 health advice and information visit https://covid19.govt.nz/ or if you have COVID-19 symptoms, call the dedicated COVID-19 Healthline for free on 0800 358 5453. For any other health concerns, call the general Healthline number on 0800 611 116.

Need to talk? For support with anxiety, distress or mental wellbeing, call or text 1737 to talk with a trained counsellor for free, 24 hours a day, 7 days a week. For more information visit https://1737.org.nz/

Or you can call Lifeline on 0800 543 354 or **Samaritans** on 0800 726 666. For more helplines visit https://covid19.govt.nz/health-and-wellbeing/mental-wellbeing/where-to-go-for-help/

Quality of Life 2020 – Prize Draw Terms and Conditions of Entry

1. Information on how to enter the promotion forms part of these Terms and Conditions of Entry. Entry into the promotion is deemed acceptance of the following terms and conditions.
2. The promotion commences on 23 September 2020 and closes on 29 November 2020 ("Promotional Period").
3. To enter Eligible Respondents must complete and submit the Survey of New Zealanders within the Promotional Period by:
   a. filling out the online survey at www.nlsn.online/life (using your personalised username and password, provided in the letter sent to you informing you of the survey) including your contact details, or
   b. returning a completed hard copy of the survey (if this has been provided) with your contact details to the Promoter.
4. Entry is only open to "Eligible Respondents", being individuals who: (i) are residents of New Zealand aged 18 years or older; and (ii) are not employees of the Promoter or the Wellington City Council, Auckland City Council, Dunedin City Council, Christchurch City Council, Tauranga City Council, Hamilton City Council, Greater Wellington Regional Council, Porirua City Council, Hutt City Council; and (iii) are not a spouse, de facto partner, parent, child, sibling (whether natural or by adoption) or household member of such an employee; and (iv) are not professionally connected with the promotion.
5. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent, except in accordance with paragraph 6, below.
6. Each completed survey that is received on or before 11:59pm (NZT) 2 October 2020 will receive two (2) additional entries into the prize draw for a total of three (3) entries.
7. The Promoter reserves the right, at any time, to verify the validity of the entry and Eligible Respondent (including a respondent's identity, age and place of residence) and to disqualify any respondent who submits a response that is not in accordance with these Terms and Conditions of Entry. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
8. The prize draw will take place on 14 December 2020. The winners will be notified within 10 working days of the draw by telephone or email.
9. The first five (5) valid entries drawn at random will be deemed the winners. The top prize is $1,000 with a further four prizes of $250, which can be redeemed as a Prezzy card. The winners are responsible for any tax associated with the prize.
10. A secondary prize draw for respondents aged 18-35 will also occur on 14 December 2020 with,
    a. Each completed survey with accompanying contact details, submitted in accordance with paragraph 3, above, and where the respondent is aged 18-35 will automatically receive one entry into the prize draw. There is a limit of one entry per Eligible Respondent.
    b. The first five (5) valid entries drawn at random will be deemed the winners. There are five (5) prizes of $100, which can be redeemed as a Prezzy card. The winners are responsible for any tax associated with the prize.
11. The prize is not transferable or exchangeable. No responsibility is accepted for late, lost, misdirected or illegible entries.
12. The Promoter's decision is final and no correspondence will be entered into.
13. If after 10 working days following the Promoter attempting to contact a winner at the contact details provided the Promoter has been unable to make contact with the winner, that winner will automatically forfeit the prize, and the Promoter will randomly select one further entry who will be contacted by the Promoter by telephone or email and will be the winner of the prize.
14. The winner permits the Quality of Life Survey Team, the Promoter and their affiliates to use the winner's name and biographical information for advertising and promotional purposes, without any compensation.
15. All personal details of the respondents will be stored securely at the office of the Promoter and used to operate and administer the prize draw or to contact the respondent, if necessary, to clarify responses to questions in any hard copy of the survey. A request to access, update or correct any personal information should be directed to the Promoter.
16. The Promoter is ACNielsen (NZ) ULC, L5 150 Willis Street, Te Aro, Wellington, 6011, New Zealand. Phone 0800 400 402.
17. The Promoter reserves the right to amend or modify these Terms and Conditions of Entry at any time.
18. The Promoter will not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or sustained as a consequence of participation in the promotion or as a consequence of the use and enjoyment of the prize.
19. The promotion is governed by New Zealand law and all respondents agree to submit to the exclusive jurisdiction of the Courts of New Zealand with respect to any claim or matter arising out of or in connection with this promotion.

HOME

APPENDIX 4: DETAILED REASONS FOR INCREASED QUALITY OF LIFE

Reasons for increased quality of life (by council area) (1/4 pages)	8 CITY TOTAL (n=1504) %	AUCKLAND (n=536) %	HAMILTON (n=128) %	TAURANGA (n=115) %	HUTT (n=126) %	PORIRUA (n=143) %	WELLINGTON (n=142) %	CHRIST-CHURCH (n=139) %	DUNEDIN (n=175) %	GREATER WELLINGTON (n=543) %
Net Work related	**39**	**38**	**42**	**38**	**35**	**33**	**50**	**35**	**36**	**42**
Rewarding/good job/have work	28	28	34	30	28	26	34	24	27	30
Flexibility to work/study online from home	6	7	5	3	7	5	12	2	4	9
Future looks good/studying for the future	5	4	2	4	4	3	7	7	8	4
Opportunities available	3	4	4	1	2	3	4	2	2	3
Have completed my studies/graduated	2	1	3	2	1	0	2	3	3	2
Net Financial wellbeing	**38**	**42**	**33**	**40**	**38**	**36**	**31**	**35**	**31**	**34**
Increased income	19	21	17	16	19	12	21	14	14	19
Own my own home	10	10	9	12	11	12	4	10	12	8
Able to save/reduce debt	5	5	2	6	4	6	4	4	1	4
Have everything I need	3	3	3	3	4	4	5	4	0	4
No financial worries	2	2	2	3	1	2	1	3	2	2
Have enough food/enough to eat/clothes/enough for the basics	2	2	3	1	2	1	1	1	3	1
I have a car/transport/driver's licence	2	2	2	1	1	2	1	3	1	1
Expensive cost of living e.g. food, bills	1	1	1	0	0	0	0	0	0	0

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR INCREASED QUALITY OF LIFE

Reasons for increased quality of life (by council area) (2/4 pages)	8 CITY TOTAL (n=1504) %	AUCKLAND (n=536) %	HAMILTON (n=128) %	TAURANGA (n=115) %	HUTT (n=126) %	PORIRUA (n=143) %	WELLINGTON (n=142) %	CHRIST-CHURCH (n=139) %	DUNEDIN (n=175) %	GREATER WELLINGTON (n=543) %
Net Relationships	**30**	**30**	**30**	**29**	**25**	**28**	**33**	**28**	**29**	**28**
Family/family support/children	17	17	19	20	17	19	16	16	17	17
Happy marriage/supportive spouse/partner	8	8	11	5	6	4	11	9	8	7
Friends/social network	6	6	3	8	3	6	10	7	5	7
Left a bad relationship	1	2	1	3	0	1	0	0	2	0
Net Health and Wellbeing	**25**	**23**	**22**	**21**	**26**	**26**	**27**	**29**	**26**	**25**
I am happy/content/enjoy life/everything is good/fine	12	10	9	11	12	12	13	19	14	12
Healthy	10	10	8	6	6	10	14	10	9	10
Have an increased appreciation of life/what is important in life	4	5	4	5	6	5	4	4	2	4
Free medical care/good healthcare	2	2	3	2	1	2	1	3	1	1
Net Lifestyle	**24**	**23**	**28**	**28**	**26**	**24**	**27**	**23**	**32**	**23**
Good balance/balanced life/work life balance	10	10	9	11	7	9	13	9	17	9
Sport/regular exercise/fit/active	4	4	4	3	7	8	8	3	4	6
Hobbies/interests	3	2	3	4	4	5	2	3	3	3
Lots of things to do/many activities/events	2	1	3	4	7	2	2	2	2	3

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR INCREASED QUALITY OF LIFE

Reasons for increased quality of life (by council area) (3/4 pages)	8 CITY TOTAL (n=1504) %	AUCKLAND (n=536) %	HAMILTON (n=128) %	TAURANGA (n=115) %	HUTT (n=126) %	PORIRUA (n=143) %	WELLINGTON (n=142) %	CHRIST-CHURCH (n=139) %	DUNEDIN (n=175) %	GREATER WELLINGTON (n=543) %
Freedom/independent	2	2	4	1	2	1	0	2	3	1
Faith/belief in God/church	2	1	2	3	0	1	1	3	0	1
Enjoying retirement/retired	2	2	3	3	3	4	1	1	4	2
Good lifestyle	1	0	1	3	0	1	2	4	0	2
Able to take holidays/travel	1	1	0	1	1	1	1	0	3	1
Garden/like gardening	1	1	2	0	1	0	0	0	1	0
Pet owner dog/cats etc.	1	1	3	0	2	0	1	1	3	1
Net Aspects of local area	**15**	**13**	**25**	**17**	**16**	**10**	**16**	**14**	**17**	**16**
I like the area where I live/great location	7	7	8	11	4	5	5	9	8	7
Good facilities/amenities	3	3	6	4	5	2	0	4	4	2
Easier access to work/amenities/parks etc.	2	2	6	0	1	0	2	3	2	1
Safe area/country e.g. no war/terrorism/police brutality	2	2	6	1	2	2	3	2	4	2
Great community/neighbourhood	2	3	3	0	5	4	2	1	4	3
Friendly people	1	1	2	1	2	0	1	1	2	1
Good public transport	1	1	2	1	1	0	0	0	0	0

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR INCREASED QUALITY OF LIFE

Reasons for increased quality of life rating (by council area) (4/4 pages)	8 CITY TOTAL (n=1504) %	AUCKLAND (n=536) %	HAMILTON (n=128) %	TAURANGA (n=115) %	HUTT (n=126) %	PORIRUA (n=143) %	WELLINGTON (n=142) %	CHRIST-CHURCH (n=139) %	DUNEDIN (n=175) %	GREATER WELLINGTON (n=543) %
Net Housing	**13**	**12**	**15**	**10**	**14**	**12**	**18**	**14**	**14**	**14**
Comfortable home/roof over my head	11	10	13	9	14	10	17	10	14	13
Affordable housing/cost of living	2	2	2	1	0	2	0	4	2	1
Net Appreciation of natural environment	**4**	**5**	**3**	**2**	**1**	**1**	**3**	**1**	**3**	**3**
Beautiful natural environment	2	3	3	2	1	1	1	1	3	1
Good environment (no mention of beauty or nature)	1	2	0	0	0	1	1	0	0	1
Good climate	1	1	0	1	1	0	1	0	1	1
Net Other	**5**	**4**	**6**	**2**	**6**	**3**	**9**	**6**	**6**	**6**
That's what I think/believe/feel/ because it is	1	0	0	0	0	1	2	0	2	1
Other	4	4	5	2	6	2	6	6	3	5
Net Positive effect of COVID-19	**10**	**13**	**7**	**8**	**6**	**10**	**8**	**7**	**9**	**9**

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR DECREASED QUALITY OF LIFE

Reasons for decreased quality of life (by council area) (1/4 pages)	8 CITY TOTAL (n=1571) %	AUCKLAND (n=759) %	HAMILTON (n=104) %	TAURANGA (n=109) %	HUTT (n=96) %	PORIRUA (n=107) %	WELLINGTON (n=131) %	CHRIST-CHURCH (n=128) %	DUNEDIN (n=137) %	GREATER WELLINGTON (n=427) %
Net Poor Financial wellbeing	**38**	**40**	**45**	**31**	**32**	**37**	**30**	**32**	**30**	**32**
Expensive cost of living e.g. food, bills	16	18	18	11	14	19	14	9	12	14
Reduced income	14	15	11	14	6	6	9	12	11	8
Not earning enough/not enough money	7	6	15	7	18	13	6	8	6	10
Poor financial wellbeing	5	5	14	5	5	9	5	2	8	6
Economic uncertainty	3	4	2	1	1	2	2	4	1	2
Have enough food/clothes/enough for the basics	1	1	2	0	0	0	1	2	1	1
Net Work related (job/vocation/prospects)	**33**	**33**	**31**	**26**	**25**	**30**	**32**	**39**	**33**	**28**
Job loss/unemployment/less job security	16	15	16	14	17	20	16	23	18	16
Had work hours reduced	7	7	2	1	2	5	5	13	3	4
Lack of opportunities	6	6	6	6	3	3	8	7	4	6
Having to work/study online from home	4	5	6	0	0	2	3	1	7	2
Disruptions to education (e.g. had to leave university)	3	3	1	0	1	0	2	1	5	2
Unhappy in my job	2	1	4	4	4	1	4	3	2	3

Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR DECREASED QUALITY OF LIFE

Reasons for decreased quality of life (by council area) (2/4 pages)	8 CITY TOTAL (n=1571) %	AUCKLAND (n=759) %	HAMILTON (n=104) %	TAURANGA (n=109) %	HUTT (n=96) %	PORIRUA (n=107) %	WELLINGTON (n=131) %	CHRIST-CHURCH (n=128) %	DUNEDIN (n=137) %	GREATER WELLINGTON (n=427) %
Net Lifestyle (interests/activities)	**31**	**34**	**19**	**23**	**31**	**24**	**31**	**26**	**22**	**28**
Loss of freedom/independence	18	22	8	7	13	12	14	13	12	12
Travel restrictions	13	14	11	13	10	6	16	14	7	13
Fear of catching COVID-19 has limited my quality of life	4	4	2	5	6	5	4	2	2	4
Have to work long hours/too much	2	2	2	2	4	6	2	1	2	3
Onerous precautions (e.g. mask wearing, sanitising, using tracer app, social distancing)	1	1	0	1	0	0	2	2	0	1
No work life balance/not much time for family, leisure, social life	1	1	1	0	2	1	1	0	1	1
Net Poor Health and Wellbeing	**29**	**26**	**34**	**32**	**26**	**30**	**33**	**36**	**39**	**35**
Declining health/poor health	13	10	21	21	15	20	15	18	24	20
Stress/pressure	9	9	8	6	9	8	8	9	9	8
Mental health issues	6	5	6	4	3	5	9	8	11	7
Feelings of negativity and uncertainty (for the future)	4	4	5	2	5	6	6	3	4	5
Poor medical/healthcare	2	1	1	3	2	2	3	4	3	2
Net Relationships	**16**	**17**	**12**	**11**	**10**	**13**	**16**	**17**	**18**	**16**
Isolation/no social life	8	8	7	4	4	5	4	7	7	6

Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR DECREASED QUALITY OF LIFE

Reasons for decreased quality of life (by council area) (3/4 pages)	8 CITY TOTAL (n=1571) %	AUCKLAND (n=759) %	HAMILTON (n=104) %	TAURANGA (n=109) %	HUTT (n=96) %	PORIRUA (n=107) %	WELLINGTON (n=131) %	CHRIST-CHURCH (n=128) %	DUNEDIN (n=137) %	GREATER WELLINGTON (n=427) %
Family/family support/children (negative issues)	8	8	3	5	4	7	10	8	10	9
Miss friends/social network	3	3	2	0	0	3	3	0	1	2
Failing relationships	1	1	1	3	2	1	2	2	1	2
Net Aspects of local area (city/community)	**15**	**15**	**15**	**20**	**19**	**13**	**11**	**17**	**8**	**12**
Bad traffic/congestion/long commute to work	6	7	7	12	7	1	4	2	2	3
Negative comments about Government/local government	5	4	3	6	5	5	4	8	4	5
Poor roads/roading maintenance	3	3	0	8	2	0	2	5	1	2
Overcrowding/not enough infrastructure	3	3	2	5	5	0	2	0	0	2
Water services/restrictions	2	3	0	0	1	0	0	1	0	0
Crime/violence	2	1	4	0	3	4	2	3	1	2
Poor public transport/expensive public transport	2	2	0	0	3	2	2	1	0	2
Having to move (back to NZ, to another area, in/out of home)	1	1	3	2	2	2	0	1	3	1
Homelessness/vagrants/undesirables	1	1	1	1	0	3	1	0	1	1

Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

APPENDIX 4: DETAILED REASONS FOR DECREASED QUALITY OF LIFE

Reasons for decreased quality of life (by council area) (4/4 pages)	8 CITY TOTAL (n=1571) %	AUCKLAND (n=759) %	HAMILTON (n=104) %	TAURANGA (n=109) %	HUTT (n=96) %	PORIRUA (n=107) %	WELLINGTON (n=131) %	CHRIST-CHURCH (n=128) %	DUNEDIN (n=137) %	GREATER WELLINGTON (n=427) %
Net Housing (quantity/quality/cost)	**8**	**8**	**8**	**8**	**8**	**11**	**14**	**4**	**9**	**11**
Housing expensive/not affordable (rents and house prices)	7	8	5	8	8	8	13	3	5	11
Bad quality of housing	2	1	3	1	2	4	5	2	5	3
Net Other	**8**	**8**	**4**	**6**	**11**	**15**	**9**	**4**	**7**	**10**
Other	6	7	2	6	9	11	9	4	6	9
That's what I think/believe/feel/ because it is (negative)	1	1	0	0	0	1	0	1	2	0
None/nothing/no comment	1	0	3	0	3	3	0	0	0	1
Net Negative effect of COVID-19	**54**	**58**	**43V**	**37V**	**47**	**39V**	**50**	**52**	**42V**	**44**

The net results have been calculated by adding together the number of respondents and creating a proportion of the total. The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

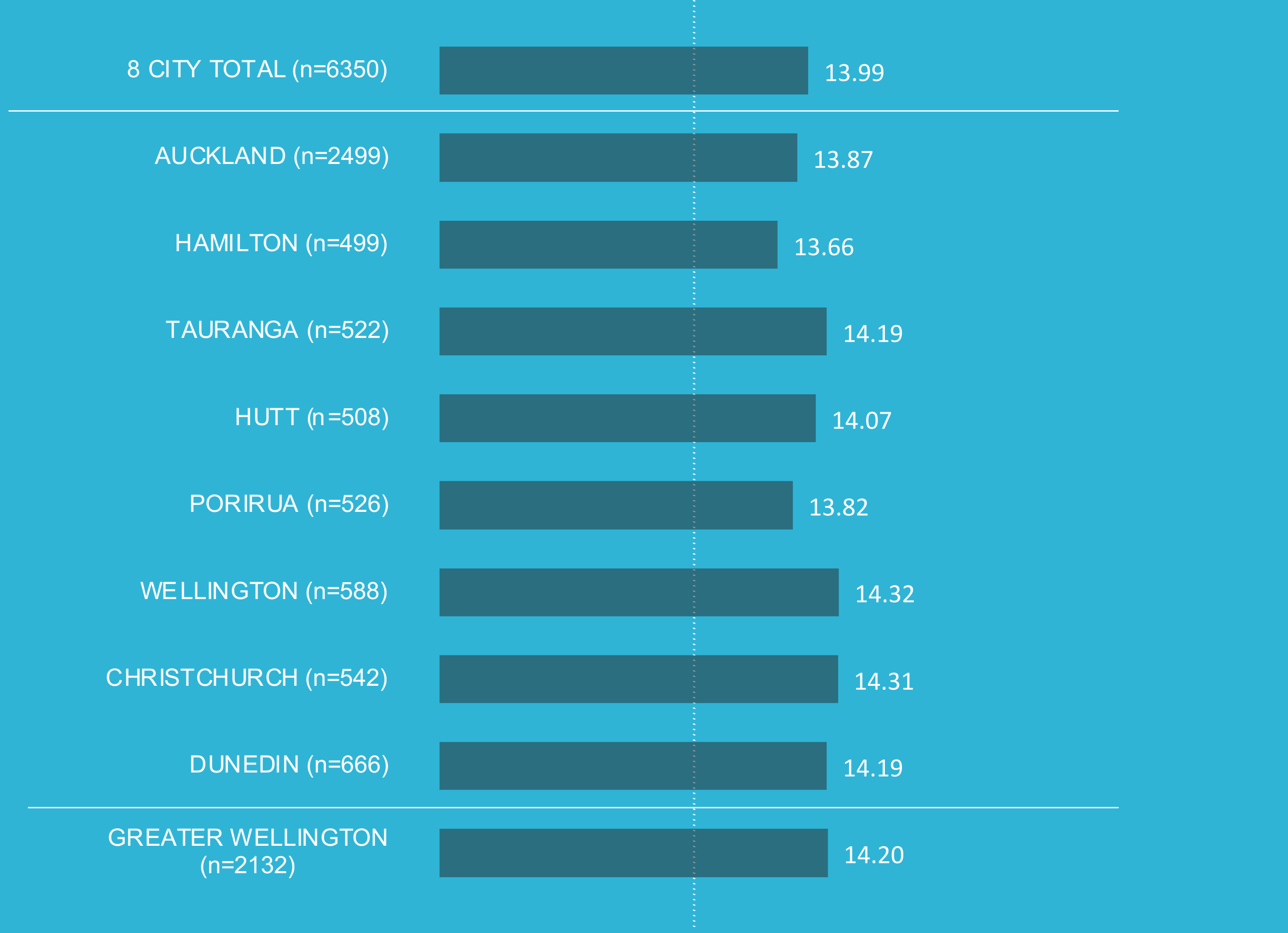
Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q5. And for what reasons has your quality of life changed?

HOME
Introduction
Research Design
Quality of Life
Built & Natural Environment
Housing
Public Transport
Health & Wellbeing
Crime & Safety
Community, Culture & Social Networks
Climate Change
Employment & Economic Wellbeing
Council Processes
Appendix

APPENDIX 5: WHO-5 WELLBEING INDEX

The chart on the right shows the mean result by city. The mean across the eight city total is 13.99.

Figure 1 WHO-5 raw score (mean)

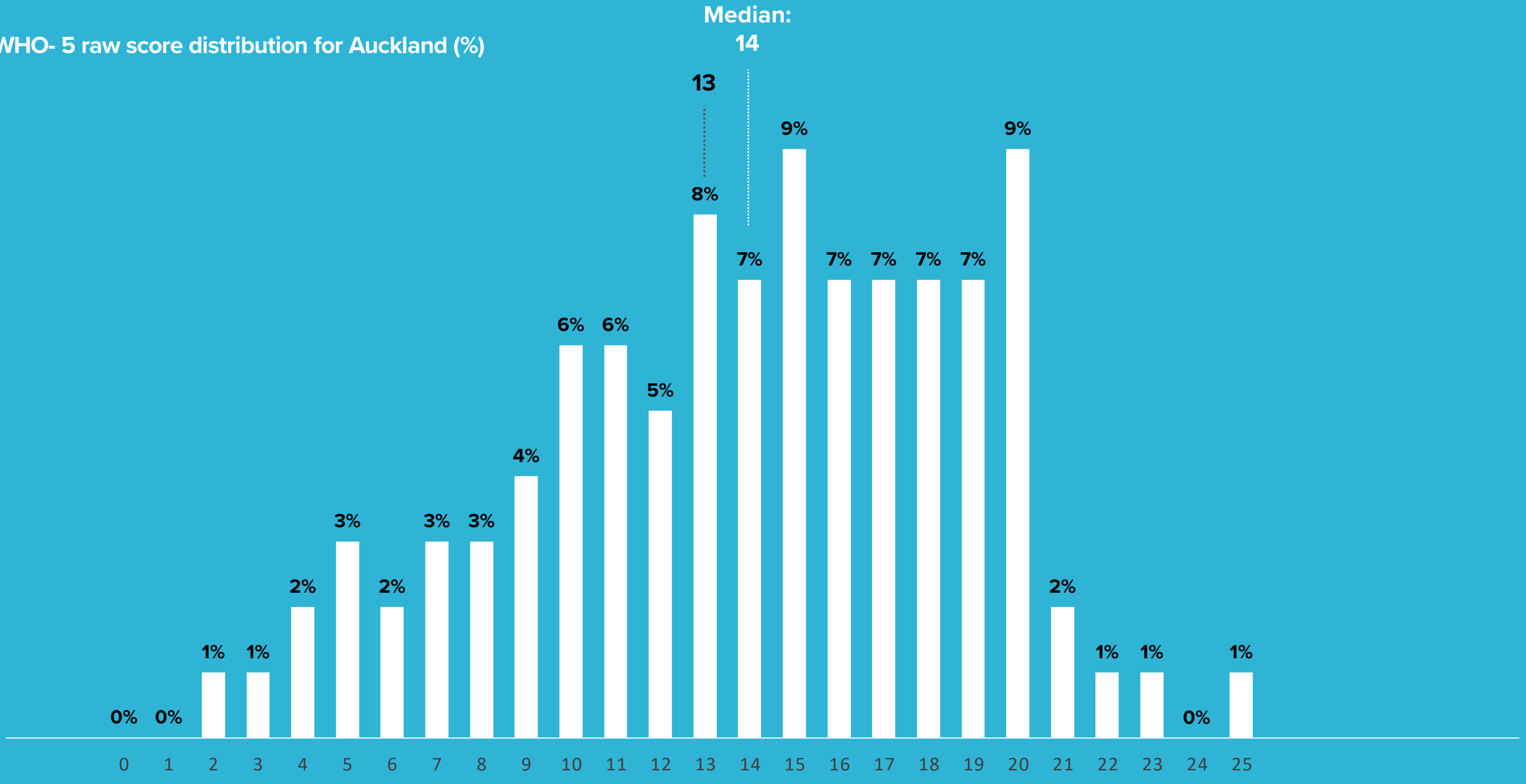


Base: All Respondents (excluding not answered)
Source: **Q37.** Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

APPENDIX 5: WHO-5 WELLBEING INDEX

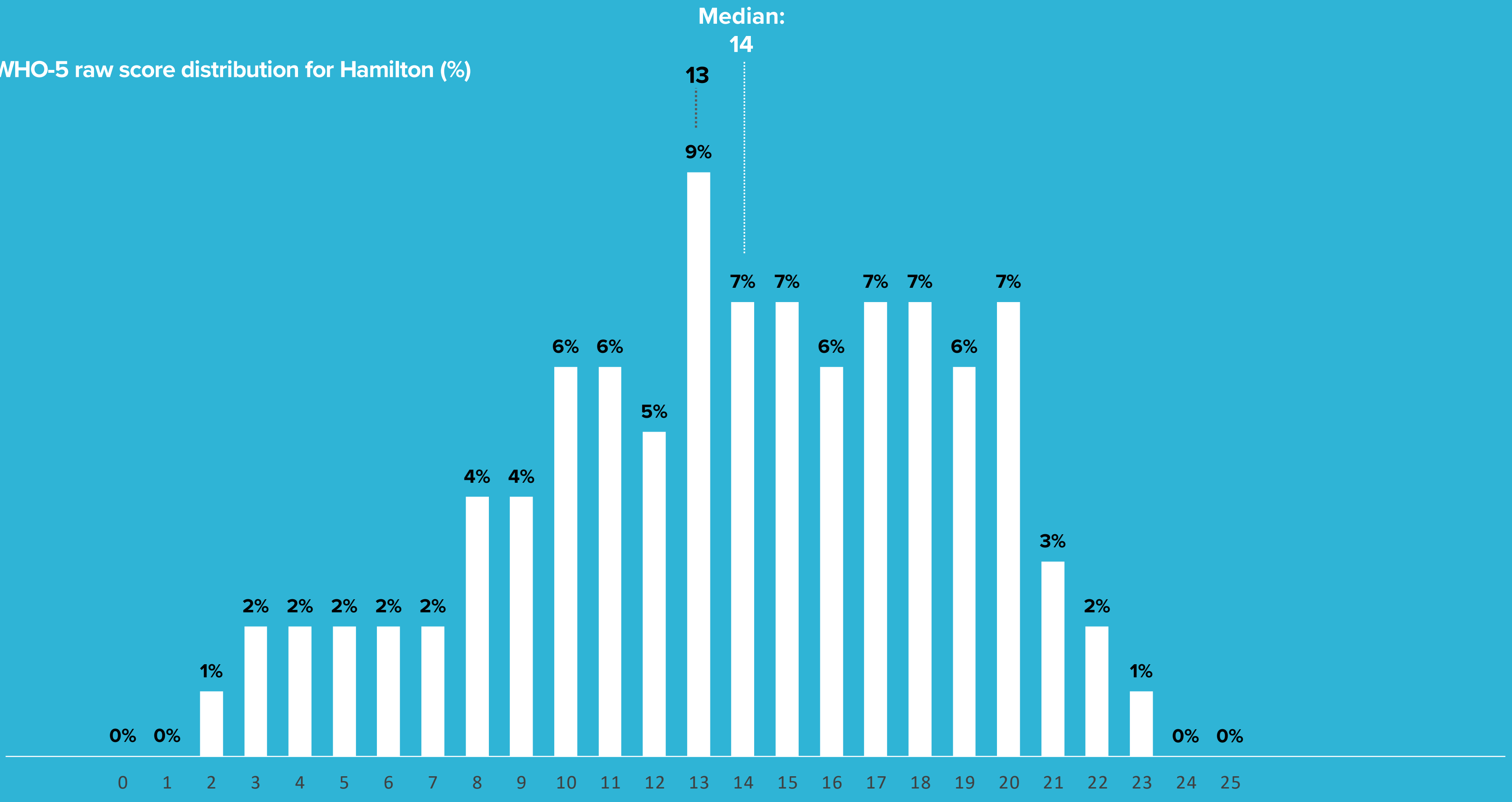
WHO- 5 raw score distribution for Auckland (%)



Base: All Respondents (excluding not answered), Auckland (n=2499)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

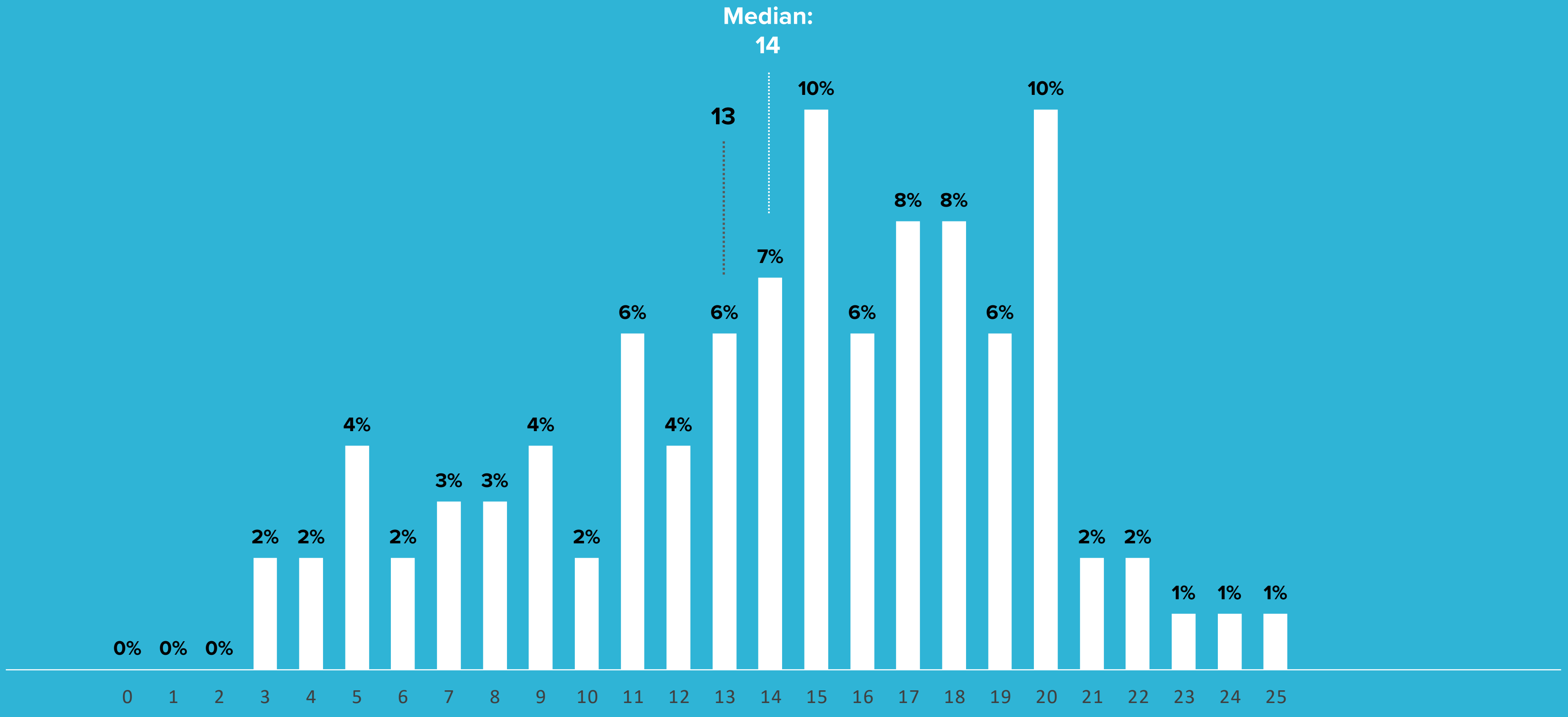
WHO-5 raw score distribution for Hamilton (%)



Base: All Respondents (excluding not answered), Hamilton (n=499)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

WHO-5 raw score distribution for Tauranga (%)

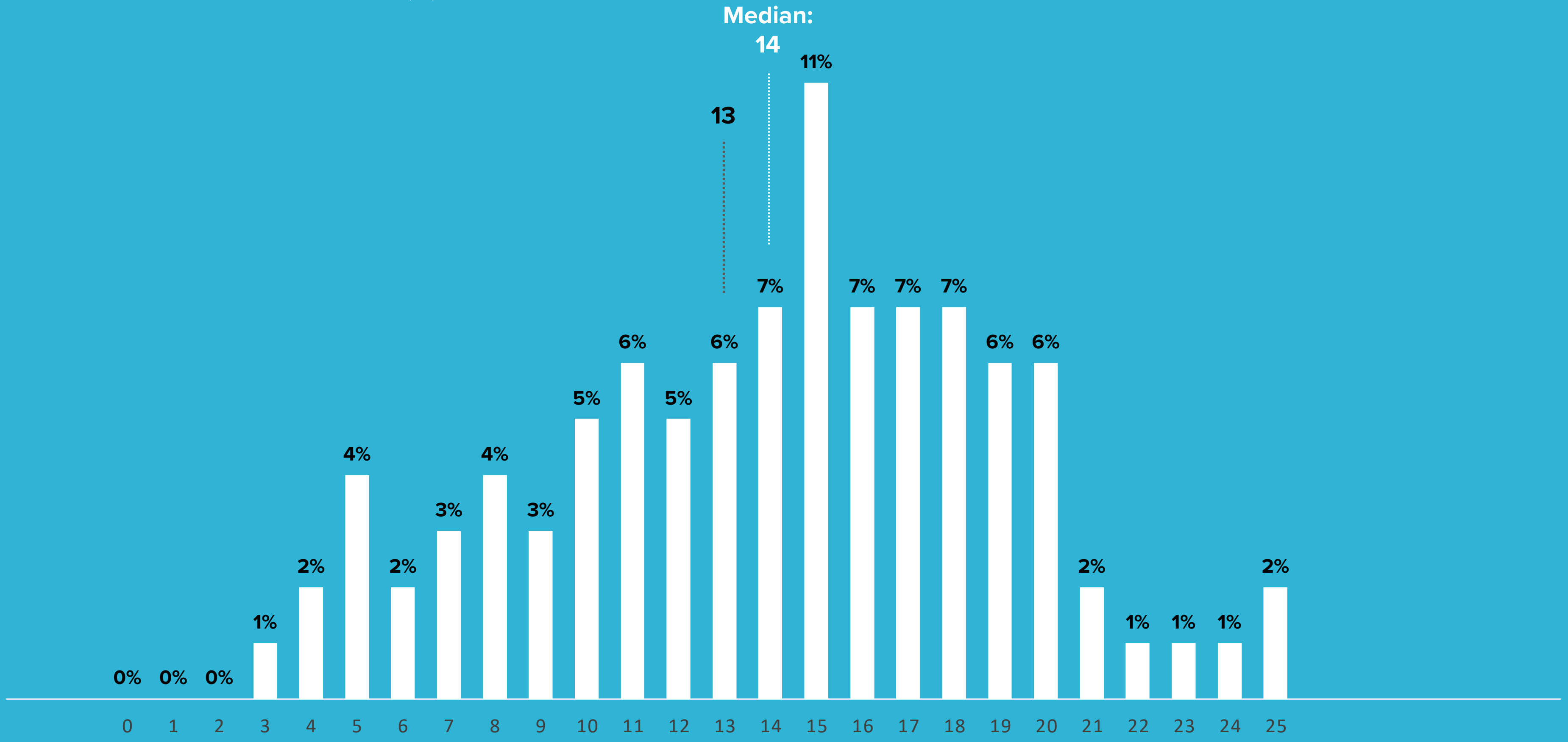


Base: All Respondents (excluding not answered), Tauranga (n=522)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

HOME
Introduction
Research Design
Quality of Life
Built & Natural Environment
Housing
Public Transport
Health & Wellbeing
Crime & Safety
Community, Culture & Social Networks
Climate Change
Employment & Economic Wellbeing
Council Processes
Appendix

APPENDIX 5: WHO-5 WELLBEING INDEX

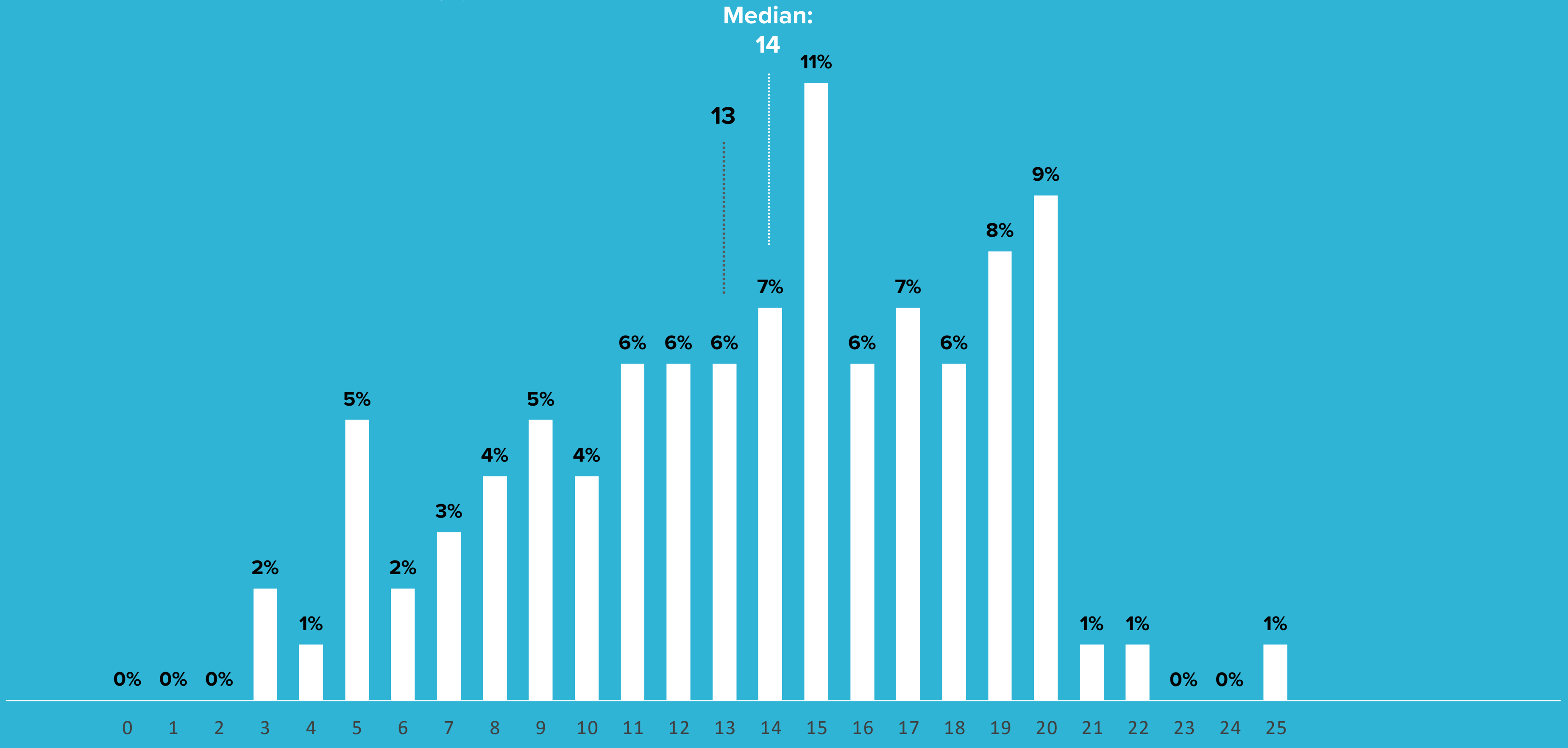
WHO-5 raw score distribution for Hutt (%)



Base: All Respondents (excluding not answered), Hutt (n=508)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

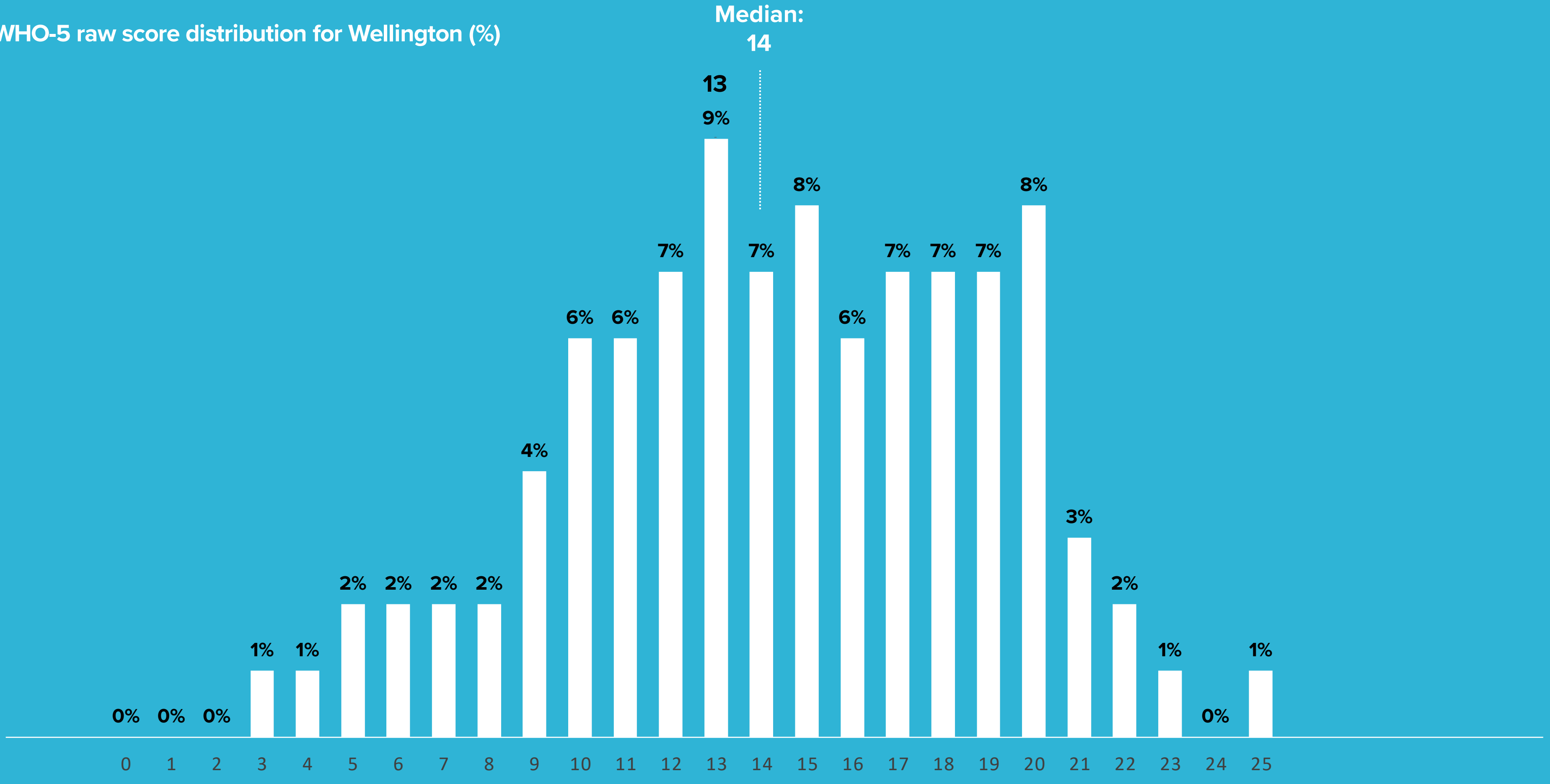
WHO-5 raw score distribution for Porirua (%)



Base: All Respondents (excluding not answered), Porirua (n=526)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

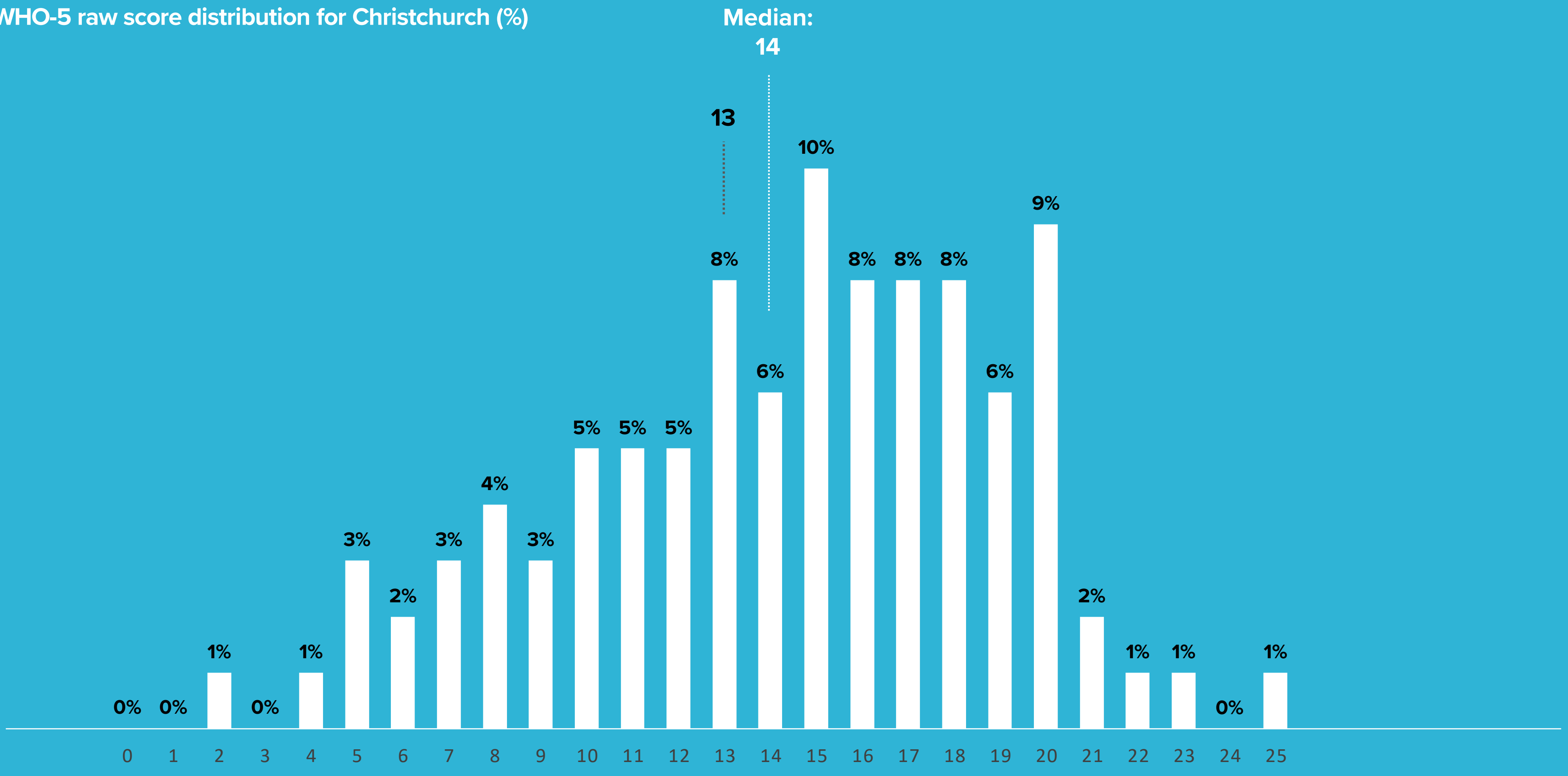
WHO-5 raw score distribution for Wellington (%)



Base: All Respondents (excluding not answered), Wellington (n=588)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

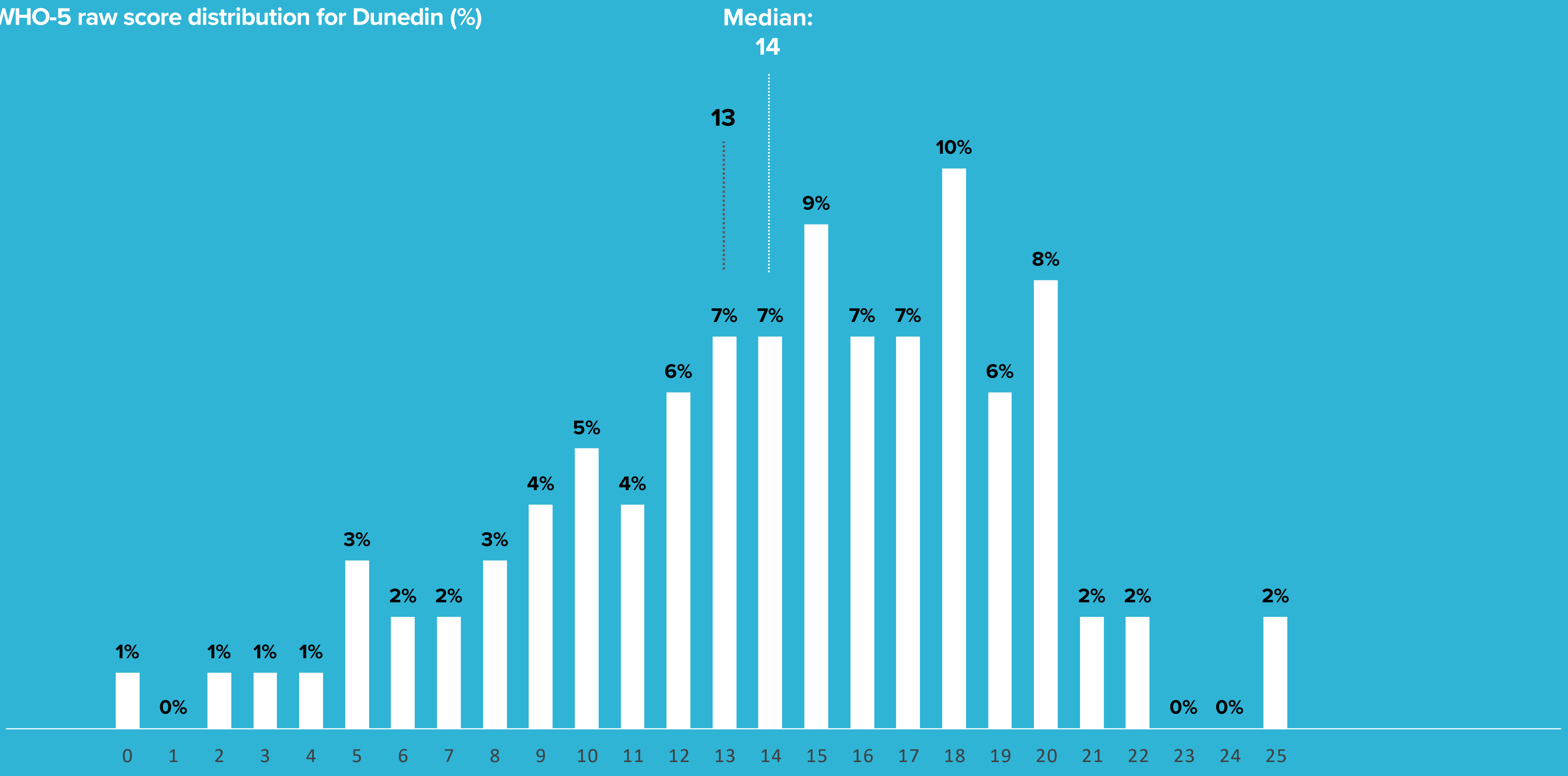
WHO-5 raw score distribution for Christchurch (%)



Base: All Respondents (excluding not answered), Christchurch (n=542)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

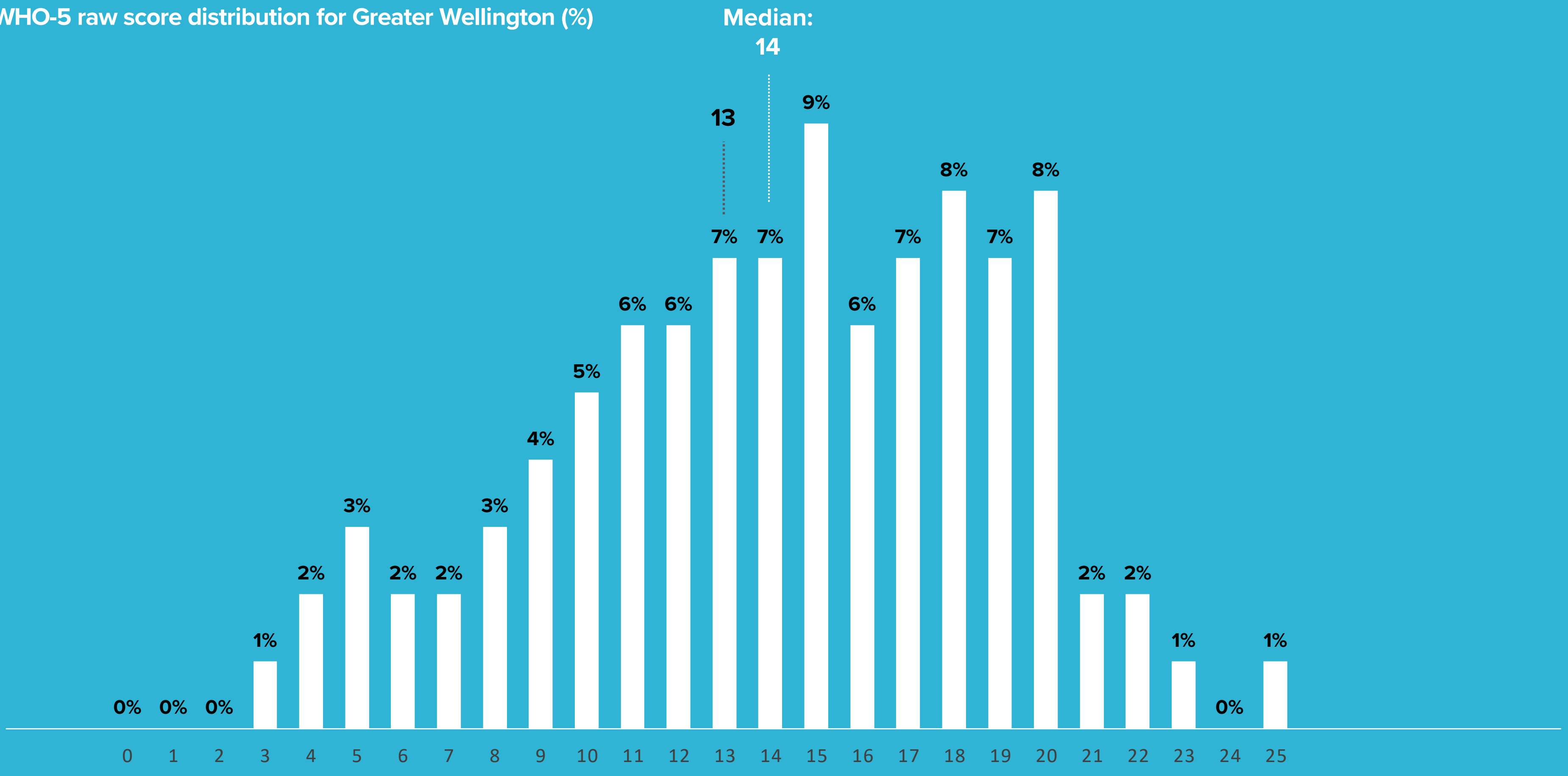
WHO-5 raw score distribution for Dunedin (%)



Base: All Respondents (excluding not answered), Dunedin (n=666)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 5: WHO-5 WELLBEING INDEX

WHO-5 raw score distribution for Greater Wellington (%)



Base: All Respondents (excluding not answered), Greater Wellington (n=2132)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

APPENDIX 6: COMPARISONS WITH 2018

Table 1 Overall quality of life

	8 CITY TOTAL 2018 (n=6851)* %	8 CITY TOTAL 2020 (n=6404) %
Net Good	84*	87
Net Poor	4*	3

Base: All Respondents (excluding not answered)
Source: Q3. Would you say that your overall quality of life is...
*2018 results taken from Q38 in the 2018 report

Table 2 Perceived quality of life compared to 12 months prior

	8 CITY TOTAL 2018 (n=6842) %	8 CITY TOTAL 2020 (n=6206) %
Net Increased	30	23V
Net Decreased	13	27^

Base: All Respondents (excluding not answered)
Source: Q4. And compared to 12 months ago, would you say your quality of life has...

Table 3 Think their city or local area is a great place to live

	8 CITY TOTAL 2018 (n=6872) %	8 CITY TOTAL 2020 (n=6384) %
Net Agree	79	83
Net Disagree	6	5

Base: All Respondents (excluding not answered)
Source: Q8. How much do you agree or disagree with the following statement:"<city/local area> is a great place to live"?

Table 4 Proud of how their city or local area looks and feels

	8 CITY TOTAL 2018 (n=6880) %	8 CITY TOTAL 2020 (n=6364) %
Net Agree	60	63
Net Disagree	16	15

Base: All Respondents (excluding not answered)
Source: Q8. How much do you agree or disagree with the following statement:
"I feel a sense of pride in the way <city/local area> looks and feels"?

Table 5 Perception of city or local area compared to 12 months ago

	8 CITY TOTAL 2018 (n=6747) %	8 CITY TOTAL 2020 (n=6271) %
Net Better	29	23V
Net Worse	25	24

Base: All Respondents (excluding not answered)
Source: Q9. And in the last 12 months, do you feel <city/local area> has got better, worse or stayed the same as a place to live?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 2018 results
V Significantly lower than 2018 results

APPENDIX 6: COMPARISONS WITH 2018

Table 6 Top 3 reasons why city as a place to live has got better/ worse

8 CITY TOTAL 2018 (n=1905/1731)	8 CITY TOTAL 2020 (n=1300/1584)
Got better	**Got better**
31% Good/improved amenities	26% Good/improved amenities
23% Building developments/ renovations	21% Building developments/ renovations
11% Good roads/ roads being upgraded	13% Community spirit
Got worse	**Got worse**
37%Traffic	27% Traffic
15% Lack of suitable, affordable housing	15% Lack of suitable, affordable housing
14% Crime rate has increased	15% Dissatisfaction with government/local government

Base: All Respondents (excluding not answered)
Source: Q10. And for what reasons do you say <city/local area> has changed as a place to live?

Table 7 Perceptions of issues in city / local area

% View as a bit of a problem/ big problem in last 12 months

	8 CITY TOTAL 2018 (n=6792-6816) %	8 CITY TOTAL 2020 (n=6377-6391) %
Traffic	-	80
Limited parking in the city centre	-	60
Water pollution	54	53
Noise pollution	45	44
Air pollution	26	29

Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?

Table 8 Perceptions of their current housing situation

% Strongly agree or agree

	8 CITY TOTAL 2018 (n=6342-6828) %	8 CITY TOTAL 2020 (n=6284-6384) %
Area they live in suits their needs	84	83
Type of home suits their needs	81	79
Housing costs are affordable	47	47

Base: All Respondents (excluding not answered)
Source: Q11. This question is about the home that you currently live in. How much do you agree or disagree

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 2018 results
V Significantly lower than 2018 results

APPENDIX 6: COMPARISONS WITH 2018

Table 9 Housing in winter conditions

% Strongly agree or agree

	8 CITY TOTAL 2018 (n=6575-6746) %	8 CITY TOTAL 2020 (n=6285-6355) %
Heating system keeps home warm	76	78
Can afford to heat home properly	66	68
Have problems with damp/mould	27	25

Base: All Respondents (excluding not answered)
Source: Q13. The following question asks about heating your home during the winter months.

Table 10 Top 3 reasons home is unsuitable

8 CITY TOTAL 2018 (n=1047)	8 CITY TOTAL 2020 (n=1253)
57% The home is too small	55% The home is too small
44% Home is cold / damp	39% Home is in poor condition / needs maintenance
39% Home is in poor condition / needs maintenance	37% Home is cold / damp

Base: Those who disagree that their home suits their needs (excluding not answered)
Source: Q12. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

Table 11 Perceptions of public transport in local area

% Strongly agree or agree

	8 CITY TOTAL 2018 (n=6498-6527) %	8 CITY TOTAL 2020 (n=6070-6081) %
Safe	73	71
Easy to access	68	67
Frequent	55	56
Reliable	48	48
Affordable	45	46

Base: All Respondents who had access to public transport (excluding not answered)
Source: Q17. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with..

Table 12 Frequency of use of public transport

	8 CITY TOTAL 2018 (n=6859) %	8 CITY TOTAL 2020 (n=6365) %
At least weekly	25	21

Base: All Respondents (excluding not answered)
Source: Q16. Over the past 12 months, not including the time that public transport was impacted by COVID-19, how often did you use public transport?
Please note the question wording has changed slightly from the 2018 Quality of Life survey

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 2018 results
v Significantly lower than 2018 results

APPENDIX 6: COMPARISONS WITH 2018

Table 13 Frequency of experiencing stress in the previous 12 months

	8 CITY TOTAL 2018 (n=6863) %	8 CITY TOTAL 2020 (n=6400) %
Net Often	19	25^
Net Rarely	29	24v

Base: All Respondents (excluding not answered)
Source: Q36. At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

Table 14 WHO 5 wellbeing index

	8 CITY TOTAL 2018 (n=6724) %	8 CITY TOTAL 2020 (n=6350) %
Less than 13	30	35^
13 or more	70	65v

Base: All Respondents (excluding not answered)
Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

Table 15 Feel safe in their city centre after dark

	8 CITY TOTAL 2018 (n=6806) %	8 CITY TOTAL 2020 (n=6380) %
Net Safe	48	49
Net Unsafe	46	45

Base: All Respondents (excluding not answered)
Source: Q14. In general how safe or unsafe do you feel in the following situations...

Table 16 Perceptions of issues in city / local area

% View as a bit of a problem/big problem in past 12 months

	8 CITY TOTAL 2018 (n=6806-6836) %	8 CITY TOTAL 2020 (n=6375-6386) %
Dangerous driving	66	65
Theft and burglary*	-	61
People begging in the street	54	55
Alcohol or drugs	52	53
People sleeping rough	48	52
Unsafe people	46	41
Vandalism*	-	53

Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in <city/local area> over the past 12 months?
*The question wording has changed from the 2018 Quality of Life survey

Table 17 Sense of community

% Strongly agree or agree

	8 CITY TOTAL 2018 (n=6751) %	8 CITY TOTAL 2020 (n=6380/6381) %
Believe a sense of community in their neighbourhood is important	71	70
Feel a sense of community in their neighbourhood	52	50

Base: All Respondents (excluding not answered)
Source: Q31. How much do you agree or disagree with the following statements:

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

^ Significantly higher than 2018 results
v Significantly lower than 2018 results

APPENDIX 6: COMPARISONS WITH 2018

Table 18 Frequency of feeling isolated

	8 CITY TOTAL 2018 (n=6873) %	8 CITY TOTAL 2020 (n=6401) %
Net Some/most of the time	35	48^
Net Rarely	65	52V

Base: All Respondents (excluding not answered)
Source: Q34. Over the past 12 months how often, if ever, have you felt lonely or isolated?

Table 19 Impact of greater cultural diversity

	8 CITY TOTAL 2018 (n=6868) %	8 CITY TOTAL 2020 (n=6396) %
Net Better	57	64^
Net Worse	14	9V

Base: All Respondents (excluding not answered)
Source: Q39. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes <city/local area>...

Table 20 Employment status

	8 CITY TOTAL 2018 (n=6777) %	8 CITY TOTAL 2020 (n=6331) %
Net Employed	71	68
Net Not employed	24	28

Base: All Respondents (excluding not answered)
Source: Q21. Which of the following best describes your current employment status?

The net results have been calculated by adding together the number of respondents and creating a proportion of the total.
The results may differ slightly from the sum of the corresponding figures in the chart due to rounding

Table 21 Satisfaction with work-life balance

	8 CITY TOTAL 2018 (n=6827) %	8 CITY TOTAL 2020 (n=6408) %
Net Enough/more than enough	45	48
Just enough money	34	33

Base: Those in paid employment (excluding not answered)
Source: Q23. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

Table 22 Ability of income to meet everyday needs

	8 CITY TOTAL 2018 (n=4626) %	8 CITY TOTAL 2020 (n=4377) %
Net Satisfied	60	58
Net Dissatisfied	24	24

Base: All Respondents (excluding not answered)
Source: Q30. Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other necessities?

Table 23 Confidence in council decision-making

	8 CITY TOTAL 2018 (n=6832) %	7 CITY TOTAL 2020 (n=3872) %
Net Agree	32	30
Net Disagree	33	35

Auckland respondents were not asked this question in 2020

Base: All Respondents (excluding not answered)
Source: Q19. How much do you agree or disagree with the following statement: "Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>."

Table 24 Perception of public's influence on council decision-making

	8 CITY TOTAL 2018 (n=6839) %	8 CITY TOTAL 2020 (n=6402) %
Net Some/large influence	34	31

Base: All Respondents (excluding not answered)
Source: Q20. Overall, how much influence do you feel the public has on the decisions the Council makes?

^ Significantly higher than 2018 results
V Significantly lower than 2018 results