

WELLBEING SURVEY

APRIL 2015

REPORT PREPARED BY NIELSEN FOR THE CANTERBURY EARTHQUAKE RECOVERY
AUTHORITY AND PARTNERING AGENCIES

CERA 
Canterbury Earthquake
Recovery Authority
Te Mana Haumanu ki Waitaha

Christchurch
City Council 

Canterbury
District Health Board
Te Pōeri Hauora o Waitaha


Te Rūnanga o NGĀI TAHU

NHRP
Natural Hazards
Research Platform


Selwyn
DISTRICT COUNCIL

 WAIMAKARIRI
DISTRICT COUNCIL

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OPINION STATEMENT

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

1. EXECUTIVE SUMMARY



INTRODUCTION

This report has been prepared for the agencies partnering the CERA Wellbeing Survey. It presents a high-level overview of results from a survey of residents of greater Christchurch.

CERA has developed the Canterbury Wellbeing Index to measure the progress of earthquake recovery. The Wellbeing Survey supplements indicators drawn from official data sources by collecting data on the self-reported wellbeing of residents.

The survey also monitors residents' perceptions of the recovery.

This is the sixth Wellbeing Survey that has been undertaken. The initial survey was conducted in September 2012, the second in April 2013, the third in September 2013, the fourth in April 2014 and the fifth in September 2014. Where appropriate, comparisons have been made to the previous results.

The intention is to conduct this survey at six-monthly intervals until the end of 2015 to monitor progress.

METHOD

This survey was carried out using a self-completion methodology. A random selection of residents of greater Christchurch was made from the Electoral Roll and respondents either completed the survey online or via a hard copy questionnaire posted to them.

The table below outlines the fieldwork dates, number of completed questionnaires and the final response rate for each of the six surveys conducted thus far.

	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
Fieldwork dates	29 August to 15 October 2012	21 March to 5 May 2013	23 August to 6 October 2013	19 March to 4 May 2014	28 August to 15 October 2014	11 March to 5 May 2015
Number of completed questionnaires:						
Total	2381	2438	2476	2511	2738	2550
Christchurch City	1156	1210	1240	1276	1401	1327
Selwyn District	618	621	640	633	642	590
Waimakariri District	607	607	596	602	695	633
Response rate:						
Total	52%	48%	43%	38%	39%	36%
Christchurch City	<i>*not calculated</i>	48%	42%	39%	39%	38%
Selwyn District	<i>by TLA in Sept</i>	48%	44%	40%	38%	34%
Waimakariri District	<i>2012</i>	48%	42%	36%	38%	33%

OVERALL OBSERVATIONS FROM THE RESULTS OF EACH SURVEY

September 2012: The first Wellbeing Survey was conducted in September 2012. At this time, just over half (54%) of residents indicated that their quality of life had decreased since the earthquakes, negative impacts were being felt by most residents and high levels of stress were reported. Despite these factors, residents acknowledged that they had been experiencing some positive outcomes such as sense of community, pride in ability to cope, and renewed appreciation of life.

April 2013: When this survey was carried out in April 2013, progress towards recovery was evident when results were compared against the benchmark survey in September 2012. At this time, there were considerable improvements in perceptions of quality of life and fewer indicated they were being negatively impacted by primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

September 2013: When the survey was repeated in September 2013, further improvements were less dramatic (particularly in the already improved primary stressors); however, recovery was flowing on to some of the secondary stressors such as transport related pressures and additional work pressures. The proportion dealing with EQC or insurance issues continued to decline significantly, though it remained the most prevalent stressor in 2013.

April 2014: In April 2014, improvements were less evident. Many of the positive outcomes associated with the earthquake were dissipating with time. The rebuild continued to interrupt residents' everyday lives and this resulted in some aspects being given less positive ratings compared to September 2013. There was a sense that the disruptions stemming from the widespread rebuilding activity were testing the patience of residents. In particular, the impact of living day to day in a damaged environment surrounded by construction work and increased transport pressures was causing some frustrations.

September 2014: By the time of the September 2014 survey, the focus was shifting more towards the rebuild and the future of greater Christchurch. The survey showed a significant lift in optimism among residents. There was recognition of tangible signs of progress, which resulted in improvements in many indicators. Residents were more satisfied with the opportunities they had received to influence earthquake recovery decisions, likely to have been related to various consultation initiatives underway at the time. Throughout the two 2014 surveys, the impact of being in a damaged environment and/or surrounded by construction work was causing the most stress.

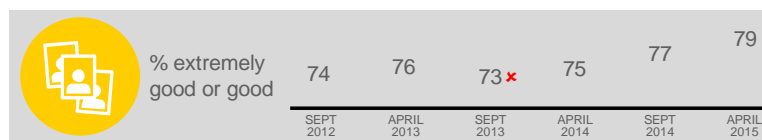
April 2015: The latest results show further reduction in the proportion of residents still experiencing negative impacts of the earthquakes, with residents again acknowledging the tangible signs of progress that are occurring and significant construction in the area. This tangible progress is having a positive effect on residents' psychosocial recovery with ratings of quality of life showing an upward trend, a higher proportion of residents stating that their quality of life has improved over the last 12 months, fewer residents regularly feeling stressed and improvements in the average WHO-5 result (a self-rated measure of emotional wellbeing). However the increased level of confidence in the decisions being made about recovery seen in September 2014 and the level of satisfaction expressed with the information being provided by agencies, has rebounded in April 2015 to the lower levels seen in earlier measures. This is largely being driven by a significant deterioration in responses from residents in Selwyn District whereas, historically, residents in this district have expressed greater confidence in decision making and greater satisfaction with information compared with those living in Christchurch City or Waimakariri District. This deterioration can be seen among those who are no longer living at the same address as

before the earthquakes (and therefore may have moved into Selwyn District from another area) as well as among those who are still living at the same address in Selwyn District.

As observed previously, residents of Christchurch City continue to be more negatively impacted by the earthquakes.

QUALITY OF LIFE INDICATORS

Almost eight in ten (79%) greater Christchurch residents rate their quality of life positively (18% rate it extremely good while 61% rate it as good). This result has recovered from the significant decrease in September 2013 and is now showing a significant upward trend.



Some 5% rate their quality of life poorly, which is the lowest level to date.

The proportion who indicates their quality of life has decreased compared to 12 months ago has dropped significantly to 16%, while the proportion indicating that there has been an improvement increased significantly to 22%. As a result, there is now a significantly higher proportion who say their life has improved rather than deteriorated.

Three quarters (75%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them. The proportion who are regularly feeling stressed (most or all of the time) is showing signs of slowly decreasing over time though this is still an issue for 19% of residents.

Over four in ten (43%) residents of greater Christchurch have moved properties since the earthquake on 4 September 2010. Among those who have moved, just under a quarter (23%) indicated that they had to move due to the impact of the earthquakes and 17% indicated that the earthquakes were a factor in their decision to move, while the remaining 60% moved for reasons unrelated to the earthquakes – this equates to 10% of all greater Christchurch residents having to move as a result of the earthquakes, 7% who moved and the earthquake was a factor in their decision, and a further 26% have moved but for a non earthquake related reason. Eight in ten (79%) are satisfied with their new location (however, only 63% of those who **had to move** because of the earthquakes are satisfied).

Half of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. This is a slight improvement from recent ratings of connectivity though it has not returned to levels seen in the heightened immediate post-earthquake period.

Almost all residents (98%) indicate that they have someone to turn to for support if they needed help. Family (91%) and friends (67%) are the most common forms of support that residents turn to.

In April 2015, a new question was added to understand the impact of increasing numbers of people with different lifestyles and cultures from different countries coming to live in greater Christchurch. Some 56% of greater Christchurch residents think that this makes greater Christchurch a better place to live (37% a better place to live, 19% a much better place to live). Just 12% think that it makes greater Christchurch a worse place to live.

NEGATIVE IMPACTS OF THE EARTHQUAKES

A list of 27 possible negative issues was shown to residents who indicated whether, and the extent to which, their everyday lives were still being impacted by each issue as a result of the earthquakes.

In April 2013 the proportion of residents indicating that an issue was continuing to have a strong negative impact on their everyday lives decreased for all but one of the issues, with recovery most evident in the primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.



In September 2013 there was further improvement seen in some of the secondary stressors that weren't so evident in April 2013. Factors such as dealing with EQC/insurance issues, transport related pressures, additional work pressures and potential or actual loss of employment or income all showed improvement.

In April 2014, there was a lot of demolition and construction in the greater Christchurch area and, as a result, residents were feeling more of a negative impact on their everyday lives from the following issues: being in a damaged environment, transport related pressures, loss of recreation facilities (both indoor and outdoor), and meeting places for community events.

In September 2014, there was significant improvement for 14 out of the 27 issues (though for six of these changes the results rebounded to levels similar to September 2013 - prior to the frustrations with the construction seen in April 2014). The most significant improvements were seen in the decreasing proportion continuing to be negatively impacted by dealings with EQC or insurance issues in relation to personal property and houses, the need to make decisions about house damage, repairs and relocation. In addition, fewer residents are feeling uncertain about their future in Canterbury, distressed or anxious about ongoing aftershocks and struggling with additional financial burdens.

In the latest results, the proportion still experiencing each of the negative impacts has decreased significantly for 13 of the 27 issues. The negative impact of being in a damaged environment continues to be the most prevalent issue with two in ten (19%) saying the impact on their everyday lives is moderate or major. Following this the loss of other recreational, cultural and leisure time facilities is negatively impacting 15% of residents, as is transport related issues.

The most prevalent issues continuing to have a strong negative impact are:

	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
 Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	19✓	19
 Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20*	17✓	15✓
 Transport related pressures	20	17✓	14✓	22*	15✓	15
 Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓

The issues showing the most significant improvements compared to 12 months ago (April 2014) are illustrated below:

	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
 Transport related pressures	20	17✓	14✓	22*	15✓	15
 Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓
 Making decisions about house damage, repairs and relocation	29	22✓	21	19	14✓	12✓

There is a wide variety of issues mentioned when those residents who are still being negatively impacted by their dealings with EQC and insurance issues are asked to describe the issues they are facing. Poor quality of repairs and the long timeframes in which things are being done continue to be the most frequently mentioned issues. However, as time goes on, issues around long timeframes are becoming less prevalent and poor quality of repairs is becoming a more prevalent issue among those who are still being negatively impacted.





POSITIVE OUTCOMES OF THE EARTHQUAKES

A list of 14 possible positive outcomes was also presented to respondents.





From September 2012 to April 2014 many of the initial 'reactionary' positive outcomes of the earthquakes were slowly dissipating with time, particularly pride in ability to cope, renewed appreciation of life, heightened sense of community, spending more time with family and increased resilience.

Since then, as the focus of the agencies has shifted from recovery to rebuild, there has been some significant improvement with the impacts relating to construction progress over the last 12 months, including: tangible signs of progress, access to new and repaired recreational, cultural and leisure time facilities, opportunity to experience public events and spaces and business and employment opportunities.

The four most prevalent issues continuing to have a strong positive impact are:

		September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
	Renewed appreciation of life	45	33*	29*	27	27	29
	Tangible signs of progress	NA*	NA*	18	15*	20✓	24✓
	Pride in ability to cope under difficult circumstances	41	26*	24	22	23	22
	Spending more time together as a family	36	27*	25	20*	21	22

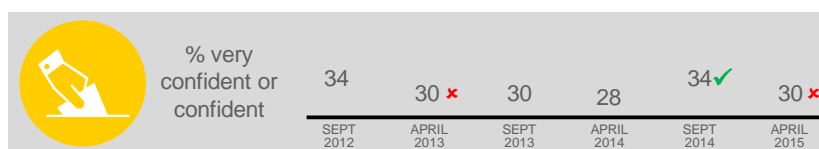
The issues showing significant improvements since September 2014 are illustrated below:

		September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
	Tangible signs of progress	NA*	NA*	18	15*	20✓	24✓
	Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	20*	18	16	17	20✓
	Opportunity to experience public events and spaces	14	15	14	14	14	18✓
	Business and employment opportunities	11	10	11	12	12	15✓

CONFIDENCE IN DECISION MAKING

Residents have always been polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery.

Since the earthquakes, results indicated that residents were becoming less confident with decisions being made. However, in September there was an increase in confidence and the residents saw more tangible signs of progress. This increase has not been maintained with confidence dropping again slightly. This drop is largely being driven by those who are living in Selwyn District who are now significantly less confident than they have been throughout the recovery period.

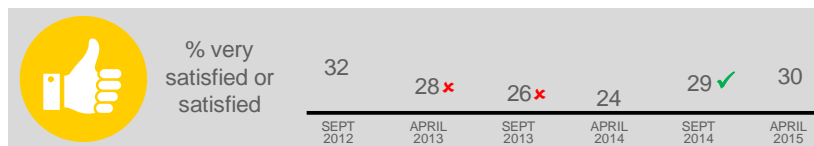


This trend can also be seen when looking at confidence in the decisions being made by CERA and Selwyn District Council. However, confidence with the other agencies is relatively stable with the increases seen in September 2014 largely maintained. The proportion who have confidence (% confident or very confident) with each agency is listed below.

	September 2014	April 2015
CERA	37✓	33*
CHRISTCHURCH CITY COUNCIL	37✓	35
SELWYN DISTRICT COUNCIL	44	36*
WAIMAKARIRI DISTRICT COUNCIL	47✓	49
ENVIRONMENT CANTERBURY	30✓	30

Three in ten (30%) greater Christchurch residents are satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. A slightly higher proportion (33%) is dissatisfied.

These results indicate an improvement, halting the trend of declining satisfaction, likely related to the consultation initiatives that have taken place over the last 12 months.



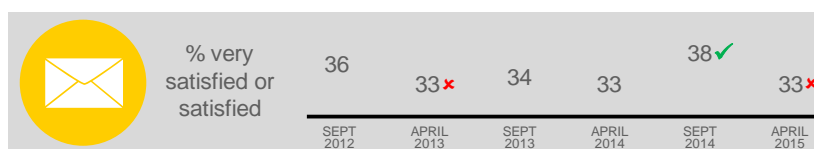
While the overall result is stable, those living in Selwyn District are significantly less satisfied with the opportunities they have had (25% are satisfied compared to 32% in September 2014).

SATISFACTION WITH INFORMATION

Residents also have very polarised views about the information they have received in relation to earthquake recovery decisions.

A third (33%) express satisfaction with the overall information received, 26% express dissatisfaction, and the remaining 41% do not have a firm view.

Significant improvements in September 2014 in the satisfaction with the information have not been maintained with results dropping back to previous levels of satisfaction.



Satisfaction has dropped back among Christchurch City and Selwyn District residents, while Waimakariri District residents have retained their higher level of satisfaction with the information.

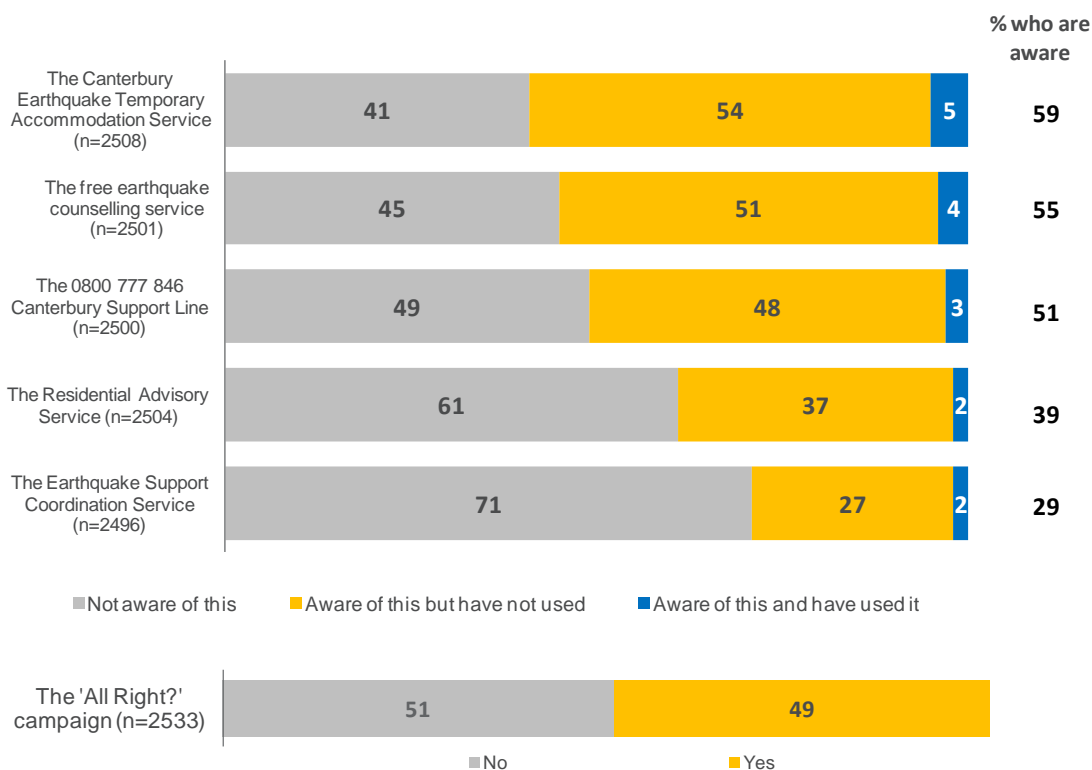
There continues to be a range of information provided to residents, with the great majority noticing information relating to earthquake recovery decisions from a number of various agencies. Satisfaction with this information shows mixed results. An overview of the results is listed below:

- The increase in satisfaction with the information received from CERA that was seen in September 2014 has not been maintained with satisfaction dropping back to 35%.
- Satisfaction with the information from Christchurch City Council increased significantly in September 2014 and this has been maintained with satisfaction at the highest level to date.
- Perceptions of the information received from Selwyn District Council are relatively stable (36% indicating they are satisfied or very satisfied).
- Waimakariri residents continue to be more satisfied with the information received from the Waimakariri District Council (with levels higher than those of the other agencies).
- A greater proportion of recipients of information from Environment Canterbury are satisfied with the information they received. While satisfaction is at the highest level to date, the information continues to be rated lower than information received from the other agencies.
- Improvements in satisfaction with the information received from EQC and from private insurers have been maintained, and EQC continues to have fewer recipients dissatisfied with their information compared with previous measures.

AWARENESS AND OPINION OF SERVICES

Since the earthquakes, a number of services have been implemented in greater Christchurch to assist people living in the area. Awareness of the various support services is similar to highs reached in September 2014.

The following chart summarises the level of awareness and usage of each of these services:



Base: All respondents, excluding not answered

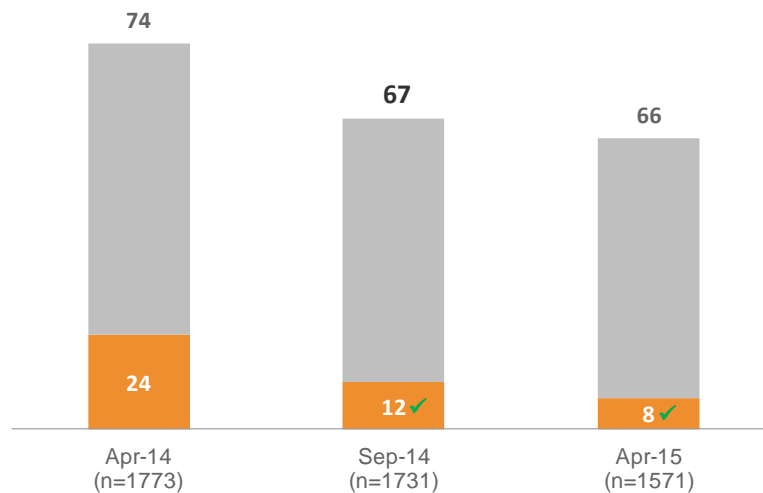
Favourability towards each of the services is positive, particularly among those who have used each of the services. Some of the key changes this measure include:

- Attitudes towards the 'All Right?' campaign, in particular, are very positive with seven in ten (72%) saying their opinion is favourable or very favourable. This result is showing an upward trend over time.
- Favourability towards the Canterbury Earthquake Temporary Accommodation Service among those who have used the service has increased significantly to a high of 83%.
- Among those who are aware of the Earthquake Support Coordination Service but have not used it, favourability has increased from 36% to 42%.

INSURANCE CLAIMS ON RESIDENTIAL DWELLINGS

Two thirds (66%) of residents who own the dwelling they usually live in have needed to make an insurance claim on their dwelling as a result of the earthquakes. The status of these claims is broken out as follows:

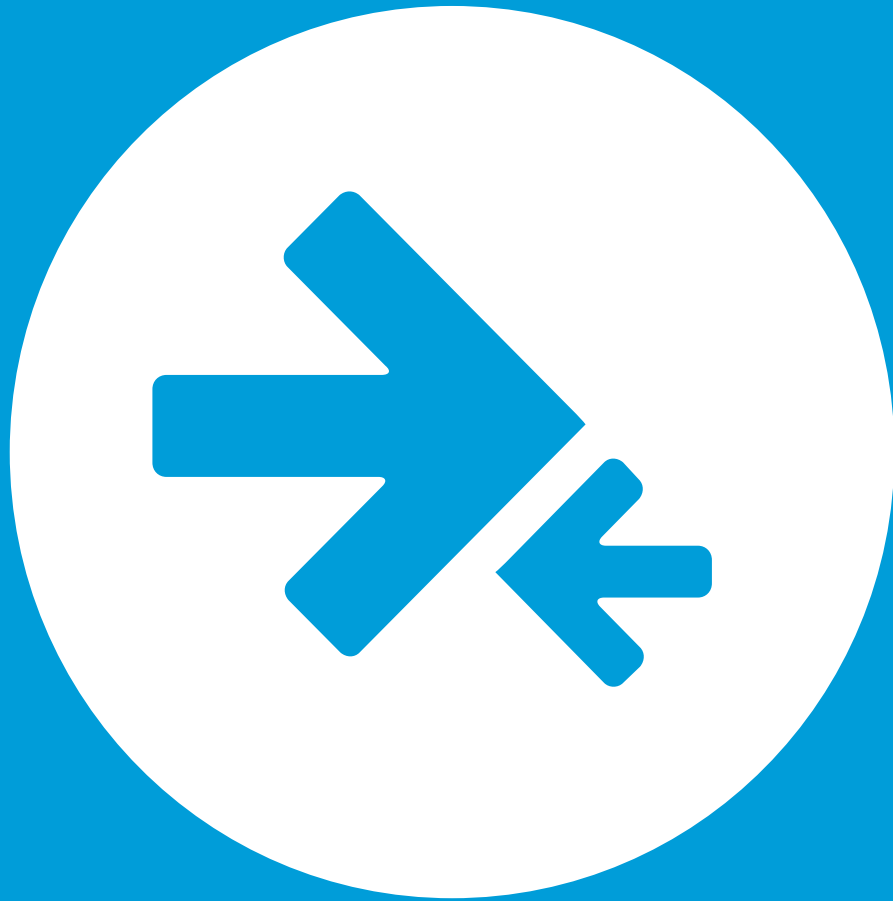
- 58% have had their claim resolved and the home-owner has accepted the offer from their insurer
- 8% have not yet had their claim resolved (with 2% having received an offer on their dwelling claim but who have not accepted it yet, 3% having had an assessment on their dwelling claim from their insurer but who have not received an offer yet, 2% who are still waiting for an assessment from their insurer, and 1% who said other - comments mainly relate to the home-owners being in dispute over the value of the offer or quality of repairs undertaken). The proportion with unresolved claims is significantly decreasing over time, as illustrated below.



- Proportion who have an unresolved claim at the property they own and usually live in
- Total proportion who have made a claim at the property they own and usually live in

Base: Those who jointly or partly own the property they usually live in, excluding not answered

2. BACKGROUND



BACKGROUND

CERA has developed the Canterbury Wellbeing Index to measure the progress of earthquake recovery and to provide timely feedback to social and other agencies when trends in community wellbeing emerge.

CERA is supplementing indicators drawn from official data sources by collecting data around the self-reported wellbeing of residents. It is also monitoring residents' perceptions of the recovery.

A survey will be conducted every six months between 2012 and 2015 to collect this information.

Nielsen has been commissioned to conduct this research.

This is the sixth Wellbeing Survey that has been undertaken. The initial survey was conducted in September 2012 with subsequent measures taking place every six months. Where possible, comparisons have been made to the results of the previous surveys to determine the extent to which change is occurring.

This report provides a high-level overview of the results of the survey.

The CERA Wellbeing Survey is being partnered by Christchurch City Council, Waimakariri District Council, Selwyn District Council, Canterbury District Health Board, Ngāi Tahu and the Natural Hazards Platform (a multi-party research platform funded by the Ministry of Science and Innovation). The survey is also a collaboration between Government departments and the academic community which will undertake detailed analysis of the data.

Nielsen would like to sincerely thank the residents of greater Christchurch who took the time to respond to this survey.

ETHICS APPROVAL

After seeking advice, the Survey Team determined that the method and content of the CERA Wellbeing Survey did not require Health and Disability Committee ethics approval.

The project design was peer-reviewed by the Massey University Ethics Committee and the chair confirmed that it fell into the low ethical risk category. The research conforms to the Massey University Code of Ethical Conduct for Research Involving Human Participants.

QUESTIONNAIRE DEVELOPMENT

Prior to the September 2012 survey a draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The questionnaire was designed to be repeatable for subsequent surveys in order to track progress accurately over time. As a result, for the subsequent surveys, the questionnaire was kept largely the

same with some questions removed to make room for additional questions that were of interest at the time. An outline of the key changes made can be found in Appendix 1.

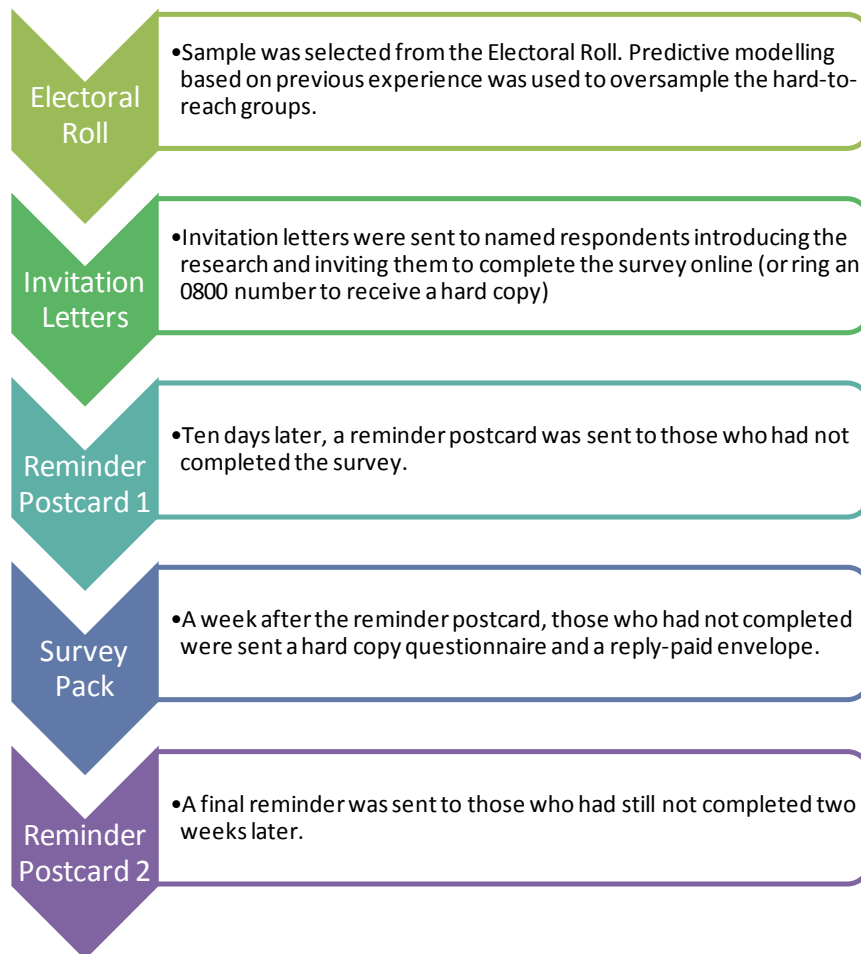
OVERVIEW OF METHOD AND SAMPLE

The target population for this research was people aged 18 years and over who currently reside in greater Christchurch.

The Electoral Roll was used as the sampling frame as it is the most comprehensive database of individuals in New Zealand.

This survey used a self-completion methodology, with respondents being encouraged to complete the survey online initially before being provided with a paper questionnaire.

An overview of the research process is shown below:



The research took place between 11 March 2015, when the first invitation letters were sent, and 5 May 2015 when the survey closed and data entry was complete.

For more details about the methodology, please refer to Appendix 1.

RESPONSE TO SURVEY

From 7899 people selected randomly from the Electoral Roll, 2550 completed questionnaires were received. The response rate for this survey was 36%. This is calculated as the number of completed interviews as a proportion of total number of selections minus exclusions based on known outcomes (e.g. death, moved out of region, gone no address). (Please see Appendix 1 for detailed response rate calculations).

The response rate for Christchurch City was 38%, for Selwyn District it was 34% and for Waimakariri District it was 33%.

	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
Number of completed questionnaires:						
Total	2381	2438	2476	2511	2738	2550
Christchurch City	1156	1210	1240	1276	1401	1327
Selwyn District	618	621	640	633	642	590
Waimakariri District	607	607	596	602	695	633
Response rate:	52%	48%	43%	38%	39%	36%

Between September 2012 and April 2013, some of the decline in response rate could be attributed to a change in sampling. In April 2013, we increased the number of males and youth (18-24 year olds) initially invited to participate in the survey as these groups were found to be less likely to complete this survey. From April 2013 to April 2014 it seemed that the main reason for the decline in response rate is the time lapse from the earthquakes to the survey.

To address the declining response rate, before the September 2014 measure, the communication with respondents was revised and tested with a number of greater Christchurch residents to ensure potential respondents found the material motivating to complete. In addition, a prize draw of a \$500 Prezy Card was offered to all of those who completed. These measures had a positive impact on the response rate and halted the decline.

In April 2015 the same communication was used (albeit with the change in the CEO from whom the communications were signed by) and the same incentive was offered. Despite these initiatives remaining in place the response rate is continuing to decline, likely due to the length of time since the earthquakes (though the rate of decline is slowing).

Sixty percent of questionnaires were completed online while 40% were completed in paper copy.

DATA ANALYSIS

The sample design over-sampled residents of the two districts with smaller populations to ensure that the sample size within each district was sufficient to allow reliable and robust analysis.

At the analysis stage, the data was adjusted by a process called weighting. This process adjusts for discrepancies between the profile of people who completed the survey and the known profile of residents of greater Christchurch.

Population statistics are obtained from Statistics New Zealand data and are based on the latest population projections.

Weighting increases the influence of some observations and reduces the influence of others. So, for example, while 590 or 23% of completed interviews came from Selwyn District, the population of Selwyn actually represents about 10% of greater Christchurch. Thus, the data was adjusted so that 10% of any 'greater Christchurch' result reported is based on the responses of Selwyn residents.

For more details about the weighting and data analysis, please refer to Appendix 1 and 4.

MARGIN OF ERROR

All sample surveys are subject to sampling error. Based on a total sample size of 2550 respondents, the results shown in this survey are subject to a maximum sampling error of plus or minus 1.9% 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 51.9% and 48.1%. As the sample figure moves further away from 50%, so the error margin will decrease.

The maximum error margin for each of the territorial local authority areas is identified below.

Table: Sample Size (and maximum margin of error) by TLA

	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
CHRISTCHURCH CITY	1156 (± 2.9)	1210 (± 2.8)	1240 (± 2.8)	1276 (± 2.7)	1401 (± 2.6)	1327 (± 2.7)
SELWYN DISTRICT	618 (± 3.9)	621 (± 3.9)	640 (± 3.9)	633 (± 3.9)	642 (± 3.9)	590 (± 4.0)
WAIMAKARIRI DISTRICT	607 (± 4.0)	607 (± 4.0)	596 (± 4.0)	602 (± 4.0)	695 (± 3.7)	633 (± 3.9)

3. NOTES TO THE REPORT



NOTES TO THE REPORT

Where 'greater Christchurch' is referred to in this report, this includes Christchurch City, Selwyn District and Waimakariri District.

At CERA's request the following rules have been applied to ensure results add exactly to 100% (rather than 99% or 101% which can occur due to rounding):

- If results add to 101% - round down the one that is rounded up the most
- If results add to 99% - round up the one that is rounded down the most.

For those results charted in the report, the combined percentages are based on the rounded number shown in the charts, not the unrounded figures in the data tables.

A small number of respondents who completed the survey in hard copy skipped over one or more questions they were meant to answer. Therefore, the number of respondents who answered each question varies slightly. For each question, the number providing an answer to that question forms the base for analysis rather than the total sample of n=2550.

The protocol for identifying significant differences between sub-groups applied throughout this report is:

- The difference must be statistically significantly at the 95% confidence level and
- The difference must be five percentage points or greater.

Due to the decreasing proportion of residents who made a claim on the property they partly or jointly own and usually live in, those with unresolved claims have been combined into one group for sub-group analysis in this report. 'Unresolved claims' is therefore defined as those who own the property they usually live in and, received an offer on their claim but have not accepted it yet, have had an assessment on their claim from their insurer but have not received an offer yet, those who are still waiting for an assessment from their insurer, and those who said 'other' (comments mainly relate to the homeowners being in dispute over the value of the offer or quality of repairs undertaken).

Throughout the September 2012 report, results for questions measuring perceptions were presented showing the proportion of respondents who responded with a 'don't know' response. However, when measuring whether perceptions have improved or deteriorated over time, it is important to ensure that results cannot be impacted simply by an increase or decrease in the proportion of respondents choosing the 'don't know' response. Thus, while the report still notes the proportion of residents who feel they don't know enough to provide an opinion, comparison of perceptions between measures are based on the responses given by those who do express an opinion.

When comparing the current April 2015 results with results from previous measures, statistically significant differences (at a 95% confidence interval) are highlighted in the following way:

- Differences highlighted green and with a tick (✓) are identified as positive shifts
- Those highlighted red and with a cross (✗) are negative shifts in the results
- Differences that are in black font and are bold are significant changes that are neither positive nor negative (such as an increase in a midpoint).

4. QUALITY OF LIFE



INTRODUCTION

Early on in the survey, prior to being asked specifically about the impacts of the earthquakes, respondents were asked to rate their overall quality of life.

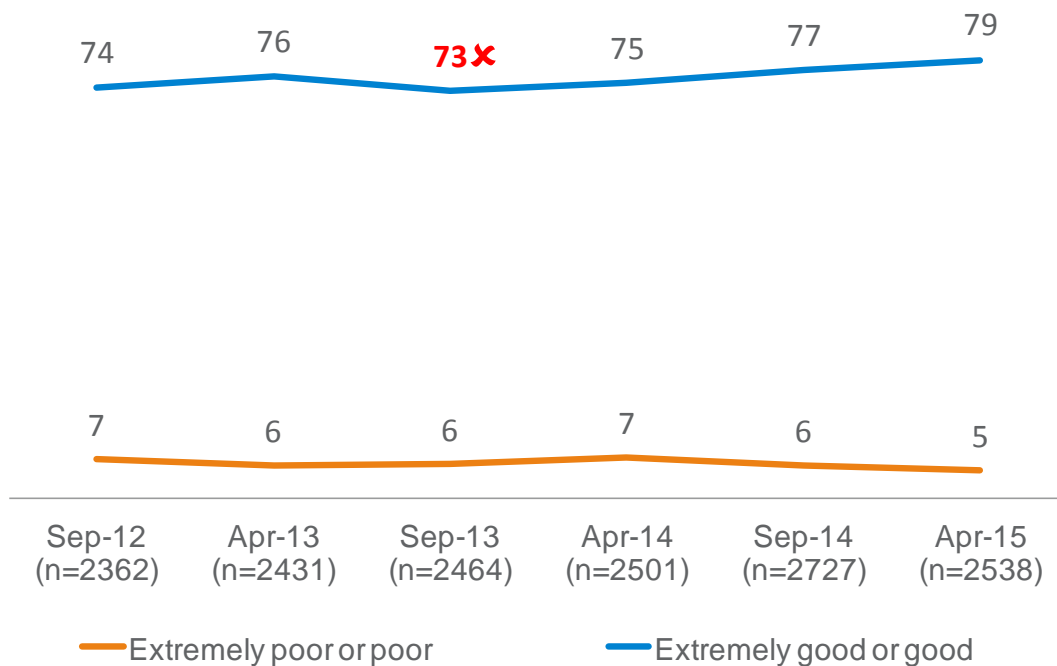
They were then asked whether or not their quality of life had changed compared to 12 months ago.

OVERALL QUALITY OF LIFE

Almost eight in ten (79%) greater Christchurch residents rate their quality of life positively (18% rate it extremely good while 61% rate it as good). The proportion who rate their quality of life positively is showing a significant upward trend since September 2013.

Just 5% indicate that their quality of life is poor (extremely poor or poor) which is consistent with previous results.

Figure 4.1: Trend – Overall quality of life, over time (%)



Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

Those living in Selwyn District continue to be more likely to rate their quality of life positively (90% compared to 79% of all greater Christchurch residents).

Waimakariri District residents are also more likely to rate their quality of life positively with 86% stating that their quality of life is good or extremely good. This is a significant increase compared to six months ago and is a return to previous highs.

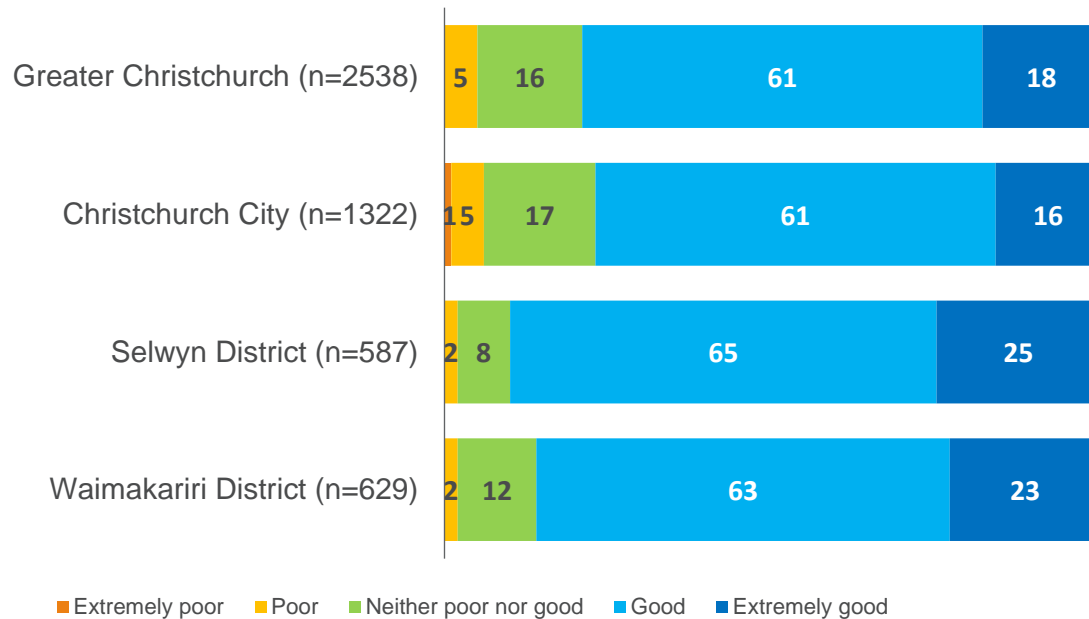
Christchurch City residents continue to rate their quality of life less positively than residents of Selwyn and Waimakariri Districts, with 77% rating it as extremely good or good and 6% rating it extremely poor or poor. However, the proportion of Christchurch City residents who rate their quality of life positively is continuing on an upward trend from September 2013.

Table 4.1: Trend – Overall quality of life by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n= 1145; Apr 2013 n=1208; Sept 2013 n=1234; Apr 2014 n=1268; Sept 2014 n=1394; April 2015 n=1322)	Extremely good or good	72	73	71	73	75	77
	Neither poor nor good	21	20	22	19	18	17
	Extremely poor or poor	7	7	7	8	7	6
SELWYN DISTRICT (Sept 2012 n= 614; Apr 2013 n=620; Sept 2013 n=638; Apr 2014 n=633, Sept 2014 n=641; April 2015 n=587)	Extremely good or good	85	85	86	89	89	90
	Neither poor nor good	11	11	12	8	9	8
	Extremely poor or poor	4	4	2✓	3	2	2
WAIMAKARIRI DISTRICT (Sept 2012 n= 603; Apr 2013 n=603; Sept 2013 n=592; Apr 2014 n=600, Sept 2014 n=692; April 2015 n=629)	Extremely good or good	82	85	79*	83	81	86✓
	Neither poor nor good	14	12	16	14	15	12
	Extremely poor or poor	4	3	5	3	4	2

Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

Figure 4.2: Current result – Overall quality of life by TLA in April 2014 (%)

Base: All respondents, excluding not answered

Those more likely to rate their overall quality of life positively (79%) are:

- From a household with an income of \$60,000-\$100,000 (85%) or more than \$100,000 (90%)
- Those who have not needed to make an insurance claim on their dwelling (87%)

Those less likely to rate their overall quality of life positively are:

- Those who have unresolved claims at the property they own and usually live in (52%)
- From a household with an income of less than \$30,000 (58%) or \$30,001 to \$60,000 (71%)
- Living with a health condition or disability (60%)
- Of Pacific, Asian, or Indian ethnicity (63%)
- Living in temporary housing (68%)
- Renting the dwelling they usually live in (71%)
- Aged 50 to 64 years old (72%)

QUALITY OF LIFE COMPARED TO 12 MONTHS AGO

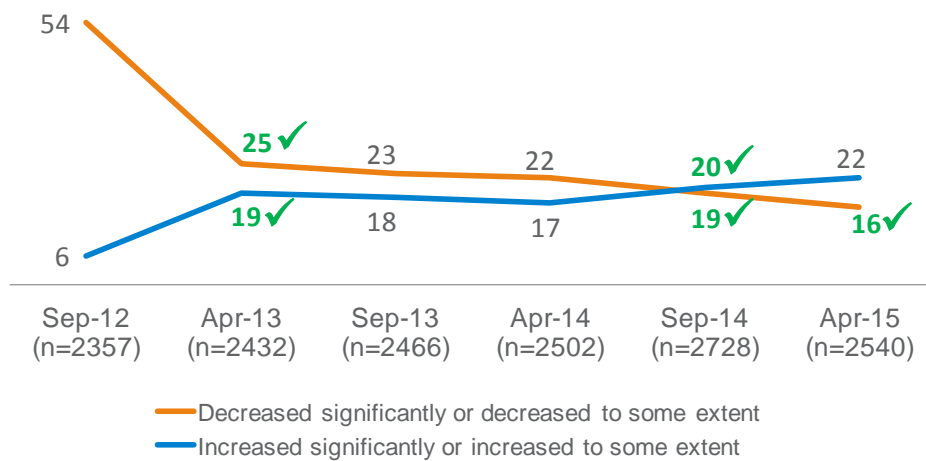
In September 2012, residents of greater Christchurch were asked whether or not their quality of life had changed *since the earthquakes*. At this time over half (54%) indicated that their quality of life had decreased significantly or decreased to some extent, while only a small proportion (6%) felt their quality of life had improved.

In April 2013, residents were asked whether or not their quality of life had changed *compared to 12 months ago*. Just over half felt that their quality of life had remained at the same level as it was 12 months previously. A quarter believed that their quality of life had deteriorated, while 19% indicated there had been an improvement in their quality of life.

In September 2014, the proportion who indicated that their quality of life had deteriorated compared to 12 months ago had dropped significantly to 19%, while the proportion indicating that there had been an improvement compared to 12 months ago had increased significantly from 17% in April 2014 to 20% in September 2014.

In April 2015, there has been further improvements with just 16% indicating that their quality of life has deteriorated, and 22% indicating that it has increased.

Figure 4.3: Trend – Quality of life compared to 12 months ago, over time (%)



Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

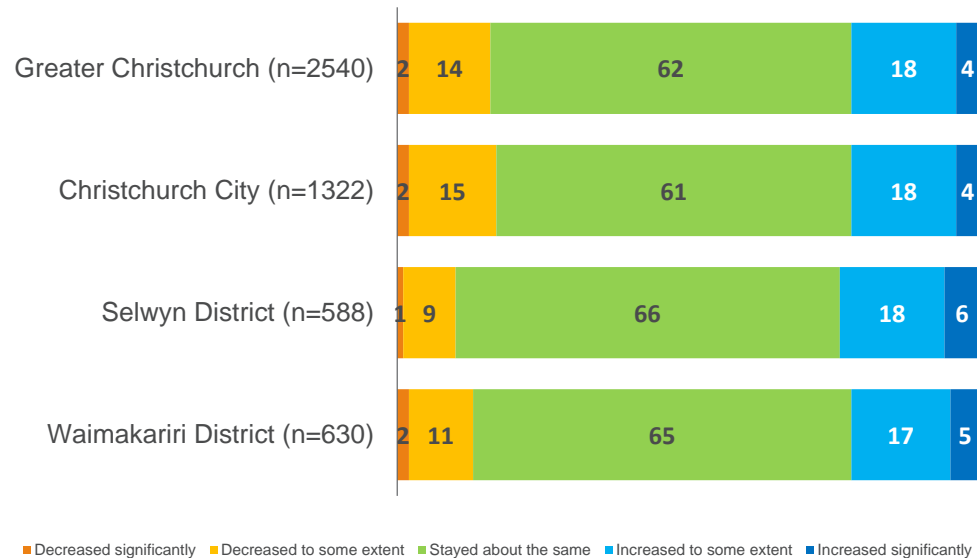
Some 22% of Christchurch City residents say their quality of life has improved compared to 12 months ago. There has been a significant decrease in the proportion who say their quality of life has decreased (17%). However, this result remains higher than levels seen among Selwyn and Waimakariri District residents.

Table 4.2: Trend – Quality of life compared to 12 months ago by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n= 1141; April 2013 n=1208; Sept 2013 n=1237; April 2014 n=1296, Sept 2014 n=1396; April 2015 n=1322)	Increased significantly or to some extent	6	20✓	18	16	20✓	22
	Stayed about the same	37	53	57	60	60	61
	Decreased significantly or to some extent	57	27✓	25	24	20✓	17✓
SELWYN DISTRICT (Sept 2012 n= 613; April 2013 n=620; Sept 2013 n=638; April 2014 n=632, Sept 2014 n=641; April 2015 n=588)	Increased significantly or to some extent	7	15✓	22✓	21	26	24
	Stayed about the same	56	68	65	67	65	66
	Decreased significantly or to some extent	37	17✓	13✓	12	9	10
WAIMAKARIRI DISTRICT (Sept 2012 n= 603; April 2013 n=604; Sept 2013 n=591; April 2014 n=601, Sept 2014 n=691; April 2015 n=630)	Increased significantly or to some extent	7	17✓	19	19	19	22
	Stayed about the same	55	65	63	63	66	65
	Decreased significantly or to some extent	38	18✓	18	18	15	13

Base: All respondents, excluding not answered

SECTION 4: QUALITY OF LIFE

Figure 4.4: Current result – Quality of life compared to 12 months ago (%)

Base: All respondents, excluding not answered

Those more likely to say their quality of life has **decreased** over the past 12 months (16%) are:

- Those who have unresolved claims at the property they own and usually live in (33%)
- Living with a health condition or disability (28%)
- Living in temporary housing (26%)
- From a household with an income of less than \$30,000 (24%)
- Aged 50 to 64 years old (22%)

Those more likely to say their quality of life has **increased** over the past 12 months (22%) are:

- Living at a different address from their address on 4 September 2010 (33%)
- Aged 18 to 24 (30%), 25 to 34 (33%) or 35 to 49 years old (28%)
- Of Pacific, Asian or Indian ethnicity (30%)
- From a household with an income of more than \$100,000 (30%)
- Renting the dwelling they usually live in (29%)

5. COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS



INTRODUCTION

A number of community, culture and social connectedness indicators were included in the survey. These were:

- Whether residents are still living in the same street address as they were on 4 September 2010. Those who had moved were asked whether they had to move due to the impact of the earthquakes or whether they chose to, and how satisfied they were with their new location.
- The extent to which a person feels a sense of community with others in his/her neighbourhood.
- Who residents would turn to if faced with a serious injury or illness, or needed emotional support during a difficult time.
- The impact of increasing numbers of people with different lifestyles and cultures from different countries coming to live in greater Christchurch.

REASON FOR MOVING SINCE 4 SEPTEMBER 2010

Over four in ten (43%) of greater Christchurch residents have moved properties since the earthquake on 4 September 2010. This is higher among those now living in Selwyn and Waimakariri Districts (46%).

Among these respondents who have moved since the earthquakes, nearly a quarter (23%) indicate that they had to move due to the impact of the earthquakes, while some 17% indicate that this was a factor in their decision.

Table 5.1: Current result – Proportion who are no longer living in the same street address as 4 September 2010, reason for moving since 4 September 2010, by where respondents are now living (%)

	Greater Christchurch (n=2542)	Christchurch City (n=1321)	Selwyn District (n=590)	Waimakariri District (n=631)
Proportion no longer living in the same street address	43%	43%	46%	46%
Reason for moving:	(n=1089)	(n=550)	(n=265)	(n=274)
I had to move due to the impact of the earthquakes	23%	24%	16%	28%
I chose to move and my decision was in part due to the impact of the earthquakes	17%	16%	16%	21%
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	60%	60%	68%	51%

Base: All respondents, excluding not answered

Those more likely to indicate they **had** to move due to the impact of the earthquakes (23% of those who have moved) are:

- Aged 65 to 74 years old (43%) or 50 to 64 years old (40%)
- Living in temporary housing (40%)
- Those who have accepted an offer on their dwelling claim from their insurer (38%)
- Living with a health condition or disability (33%)
- From a household with an income less than \$30,000 (34%)

Those less likely to indicate they **had** to move due to the impact of the earthquakes are:

- Those who have not needed to make an insurance claim on their dwelling (17%)
- Renting the dwelling they usually live in (17%)
- Living in Selwyn District (16%)
- Aged 25 to 34 years old (14%) or 18 to 24 years old (10%)

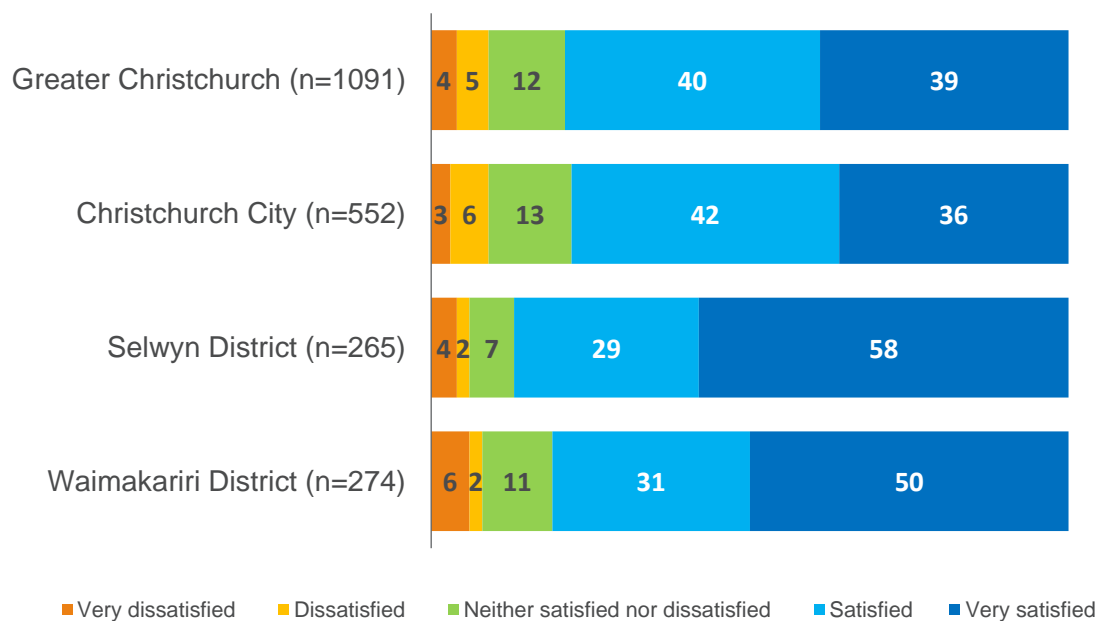
SATISFACTION WITH NEW LOCATION

Almost eight in ten (79%) of those who have moved for any reason are satisfied with their new location. This is consistent with previous results.

Table 5.2: Trend – Satisfaction with the new location among those who have moved since 4 September 2010, by where respondents are now living over time (%)

TLA	Rating	Apr 2014	Sept 2014	April 2015
GREATER CHRISTCHURCH (April 2014 n= 780; Sept 2014 n=1062; April 2015 n=1091)	Very satisfied or satisfied	79	76	79
	Neither satisfied nor dissatisfied	12	15	12
	Very dissatisfied or dissatisfied	9	9	9

Figure 5.1: Current result – Satisfaction with the new location among those who have moved since 4 September 2010, by where respondents are now living (%)



Base: Those who are living at a different street address compared to where they were living on 4 September 2010, excluding not answered

Those now living in Selwyn District are more satisfied than those now living in Christchurch City (87%, compared to 78%).

Those more likely to be satisfied with their new location (79%) are:

- Those who have not needed to make an insurance claim on their dwelling (88%)

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

Those less likely to be satisfied with their new location are:

- Living in temporary housing (53%)
- Household income of less than \$30,000 (70%)
- Aged 50 to 64 years old (72%)
- Renting the dwelling they usually live in (74%)

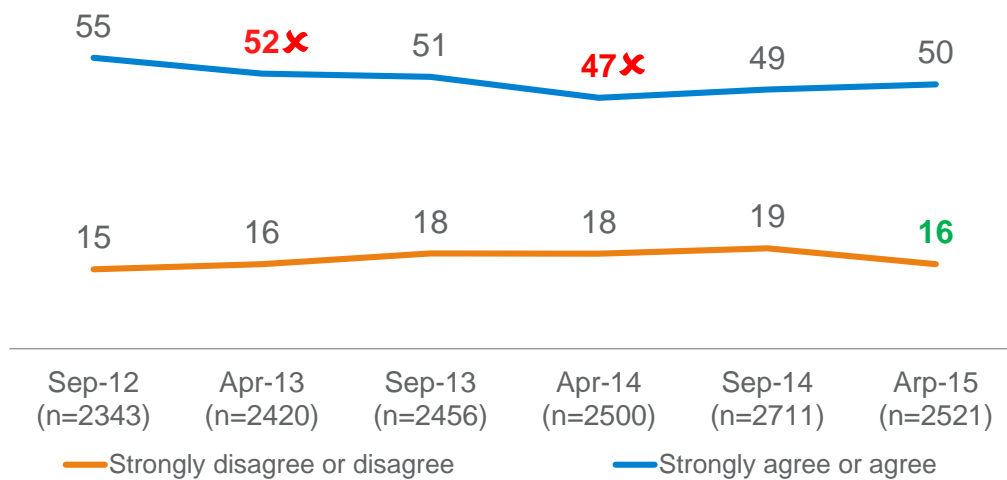
When looking at satisfaction with the new area by reason for moving, it is not surprising that those who had to move are less satisfied with the new area (63% satisfied or very satisfied, compared to 86% among those who moved for a non earthquake related reason and 79% among those who say their decision to move was in part due to the impact of the earthquakes.

SENSE OF COMMUNITY

Half (50%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. Some 16% state that they do not feel a sense of community in their neighbourhood.

This sense of community in the region is perhaps starting to show an upward trend since April 2014 when there were a lot of people moving properties. While this is a positive shift, results are not as high as the immediate post-earthquake period when sense of community was heightened.

Figure 5.2: Trend – Sense of community with others in neighbourhood, over time (%)



Base: All respondents, excluding not answered

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

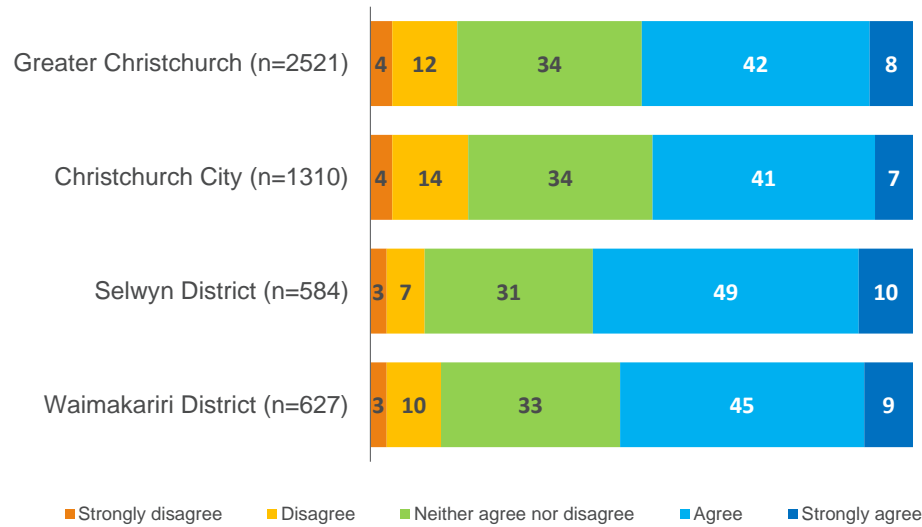
Those living in Selwyn District and Waimakariri District continue to feel a similar sense of community with others in their neighbourhood as they did immediately following the earthquakes. Their sense of community remains higher than levels seen among residents of Christchurch City.

Table 5.3: Trend – Sense of community with others in neighbourhood by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
Christchurch City (Sept 2012 n= 1135; April 2013 n=1201; Sept 2013 n= 1232; April 2014 n= 1270; Sept 2014 n= 1388; April 2015 n=1310)	Strongly agree or agree	53	51	49	45*	47	48
	Neither agree nor disagree	31	32	32	36	33	34
	Strongly disagree or disagree	15	17	19	19	20	18✓
Selwyn District (Sept 2012 n= 610; April 2013 n=616 ; Sept 2013 n= 638; April 2014 n= 631; Sept 2014 n= 637; April 2015 n=584)	Strongly agree or agree	63	59	62	64	63	59
	Neither agree nor disagree	28	29	29	28	27	31
	Strongly disagree or disagree	9	12	9	8	10	10
Waimakariri District (Sept 2012 n= 598; April 2013 n=603; Sept 2013 n= 586; April 2014 n= 599; Sept 2014 n= 686; April 2015 n=627)	Strongly agree or agree	56	56	58	59	53*	54
	Neither agree nor disagree	31	32	30	30	33	33
	Strongly disagree or disagree	13	12	12	11	14	13

Base: All respondents, excluding not answered

Figure 5.3: Current result – Sense of community with others in neighbourhood by TLA (%)



Base: All respondents, excluding not answered

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

Those more likely to agree they feel a sense of community with others in their neighbourhood (50%) are:

- Aged 75 years or over (64%) or aged 35 to 49 years old (56%)
- Those who have not needed to make an insurance claim on their dwelling (62%)
- Those who have accepted an offer on their dwelling claim from their insurer (57%)
- Living in a household with at least one child (56%)
- From a household with an income of more than \$100,000 (55%)

Compared with the 16% of residents who disagree that they feel a sense of community with others in their neighbourhood those more likely to disagree are:

- Renting the dwelling they usually live in (32%)
- Aged 18 to 24 years old (27%) or 25 to 34 years old (25%)

This result is impacted by residents moving homes as a result of the earthquakes, as sense of community levels are higher among those who are living at the same street address as they were on 4 September 2010 (53% compared to 46% of those who have moved).

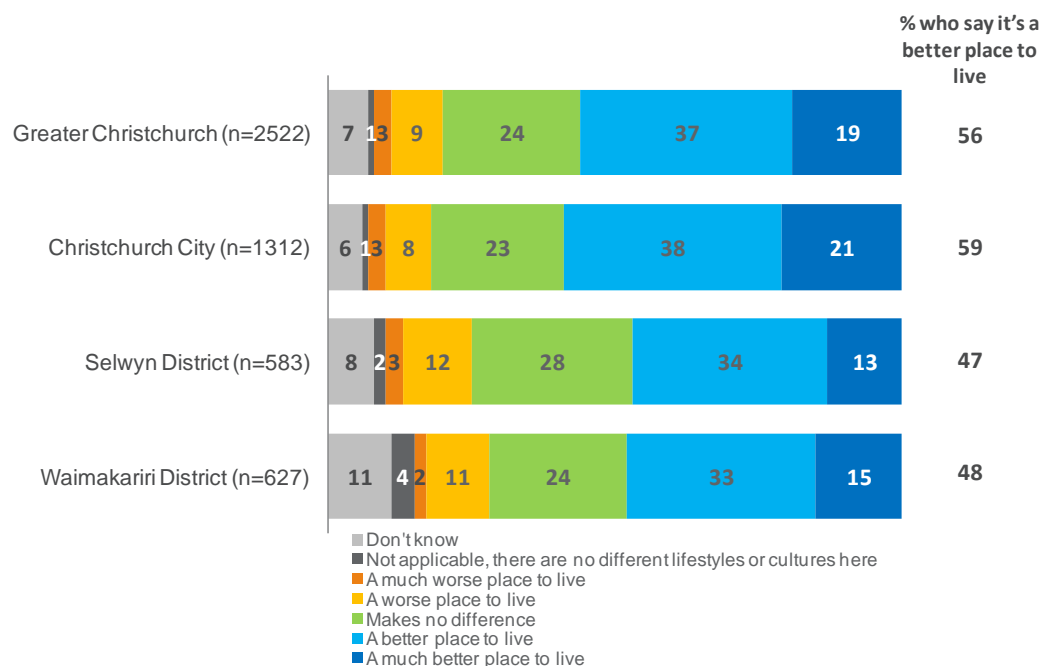
IMPACT OF THE INCREASING CULTURAL DIVERSITY IN GREATER CHRISTCHURCH

In April 2015, a question was added to understand the impact of increasing numbers of people with different lifestyles and cultures from different countries coming to live in greater Christchurch.

Fifty six percent of greater Christchurch residents think that the presence of people from a diverse range of cultures makes greater Christchurch a better place to live (37% a better place to live, 19% a much better place to live). Just 12% think that it makes greater Christchurch a worse place to live.

Residents of Christchurch City (59%) are more likely to agree that cultural diversity has a positive impact than residents of Waimakariri District (48%) and Selwyn District (47%).

Figure 5.4: Current result – Impact of greater Christchurch becoming home to an increasing number of people with different lifestyles and cultures from different countries by TLA (%)



Base: All respondents, excluding those not answered

Those more likely to say that the impact of an increasing number of people with different lifestyles and cultures from different countries makes greater Christchurch a better or much better place to live (56%) are:

- From a household with an income of over \$100,000 (68%)
- Of Pacific, Asian or Indian ethnicity (66%)
- Living in a household with at least one child (62%)

Those less likely to say that the impact of an increasing number of people with different lifestyles and cultures from different countries makes greater Christchurch a better or much better place to live are:

- Those with a household income of less than \$30,000 (44%)

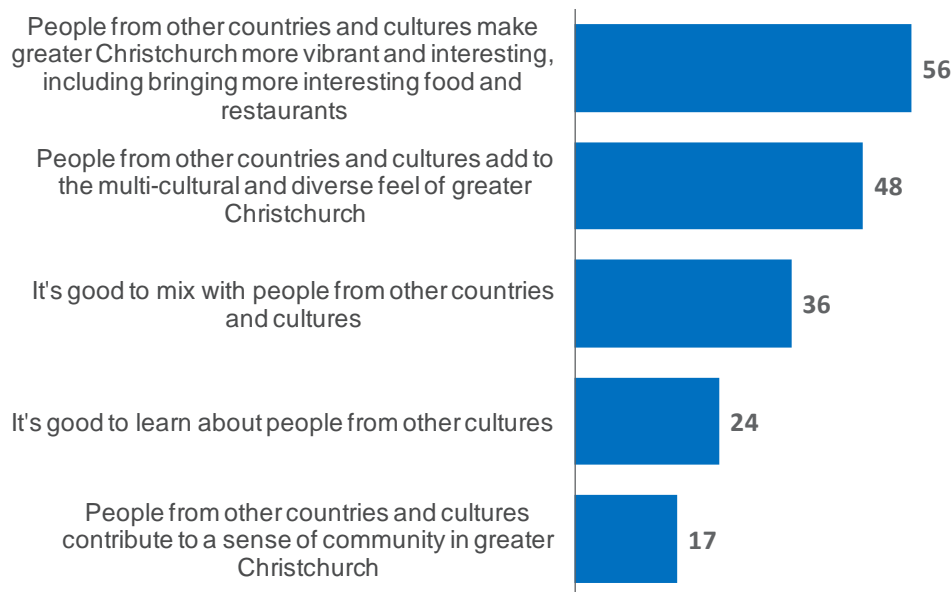
SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

- Aged 65 to 74 (49%) or 75 years or over (44%)
- Those living with a disability (47%)

The 56% of greater Christchurch residents who believe the impact of an increasing number of people with different lifestyles and cultures from different countries makes greater Christchurch a better or much better place to live were asked to indicate the main reason(s) why.

The most frequently mentioned reasons for the increasing cultural diversity having a positive impact is because *people from other countries and cultures make greater Christchurch more vibrant and interesting, including bring more interesting food and restaurants* (56%) and *people from other countries and cultures add to the multi-cultural and diverse feel of greater Christchurch* (48%).

Figure 5.5: Current result – Most frequently mentioned reasons for believing that the increasing number of people with different lifestyles and cultures from different countries makes greater Christchurch a better or much better place to live (%)



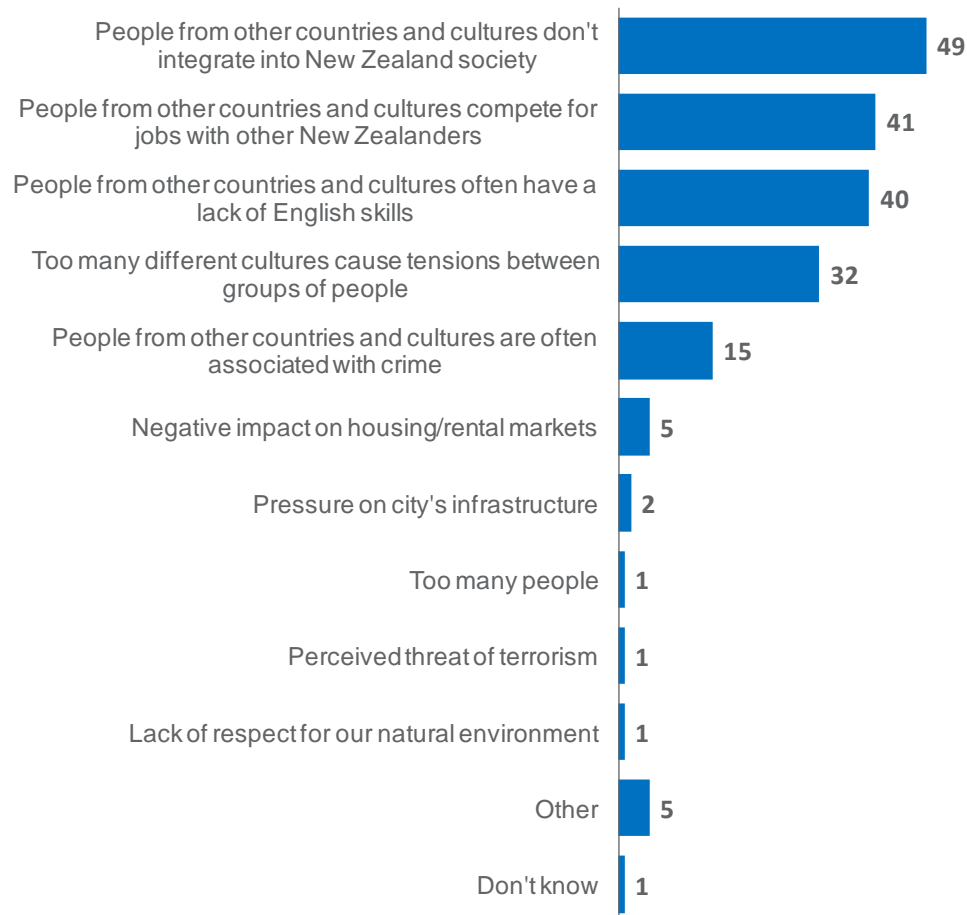
Base: All respondents who think impact of different cultures is positive, excluding not answered (n=1349)

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

The 12% of greater Christchurch residents who believe the impact of an increasing number of people with different lifestyles and cultures from different countries makes greater Christchurch a worse or much worse place to live were asked to indicate the main reason(s) why.

The most frequently mentioned reason for the increasing cultural diversity having a negative impact is because *people from other countries and cultures don't integrate into New Zealand society* (49%). Four in ten believe that *people from other countries and cultures compete for jobs with other New Zealanders* (41%) or that *people from other countries and cultures often lack English skills* (40%).

Figure 5.6: Current result – Most frequently mentioned reasons for believing that the increasing number of people with different lifestyles and cultures from different countries makes greater Christchurch a worse or much worse place to live (%)



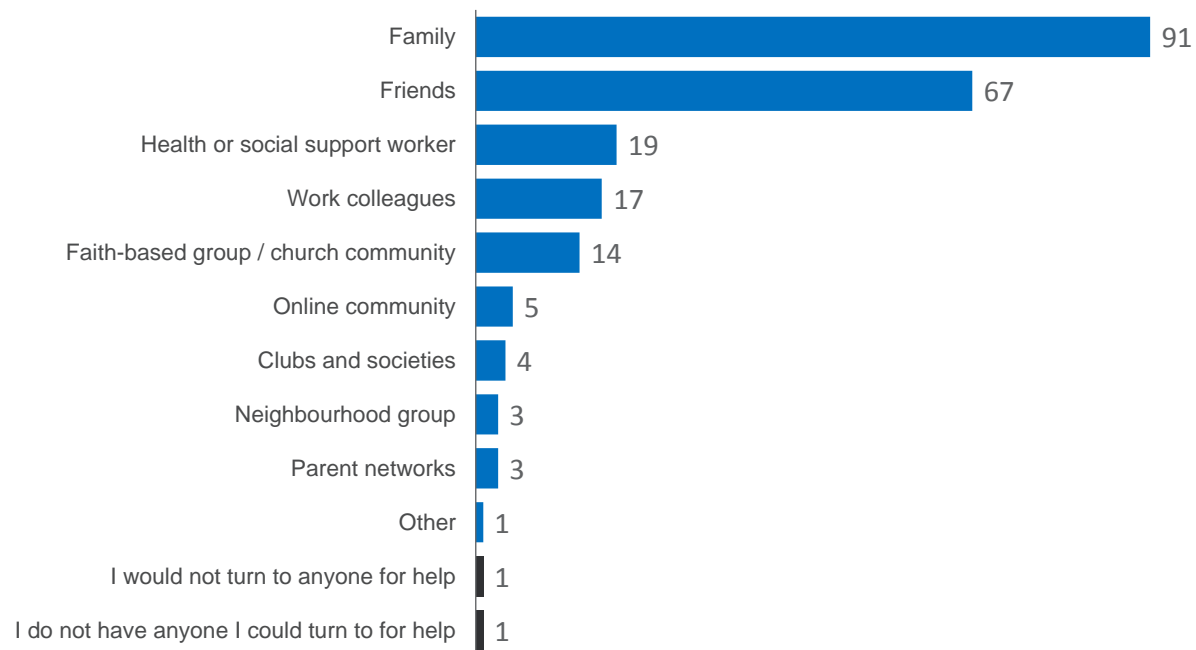
Base: All respondents who think impact of different cultures is negative, excluding not answered (n=303)

SUPPORT NETWORK

A key indicator of social connectedness is whether residents of greater Christchurch have someone to turn to if faced with a serious injury or illness, or if they needed emotional support during a difficult time.

The majority (98%) indicate that they have someone to turn to. Family (91%) and friends (67%) are the most common forms of support that residents have in times of need.

Figure 5.7: Current result – Who residents would turn to for help (%)



Base: All respondents, excluding not answered (n=2537)

While just one percent of residents say they have no one to turn to for support, those more likely to say this are:

- From a household with an income of less than \$30,000 (2%)
- Renting the dwelling they usually live in (2%)

Sub-group differences of interest are:

- Those of Pacific, Asian or Indian ethnicity are more likely to say they would turn to a faith-based group or church community (25%)
- Those from a household with an income of less than \$30,000 are more likely to turn to a health or social support worker (28%)
- Those who have a household income of more than \$100,000 are more likely to turn to friends (77%) or work colleagues (29%)
- Households with at least one child under the age of 18 are more likely to turn to parent networks (9%)

SECTION 5: COMMUNITY, CULTURE AND SOCIAL CONNECTEDNESS

- Younger residents (those aged 18 to 24) are more likely to turn to friends (77%)
- Residents aged 25 to 34 years old are more likely to turn to friends (76%) and online communities (10%)
- Those who have a health condition or disability are more likely to turn to health or social support workers (31%)
- Females are more likely than males to turn to friends (72% compared to 63%)

6. HEALTH AND WELLBEING



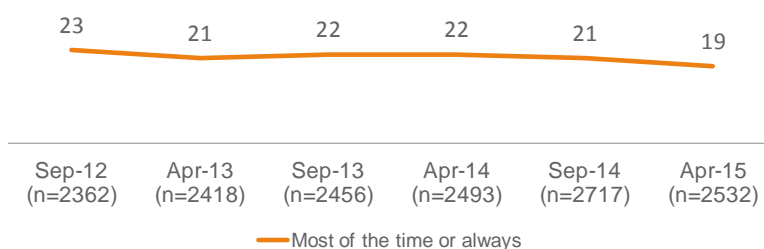
INTRODUCTION

Two health and wellbeing indicators were included in the survey. The first relates to levels of stress, while the second is an internationally-used wellbeing index.

LEVELS OF STRESS

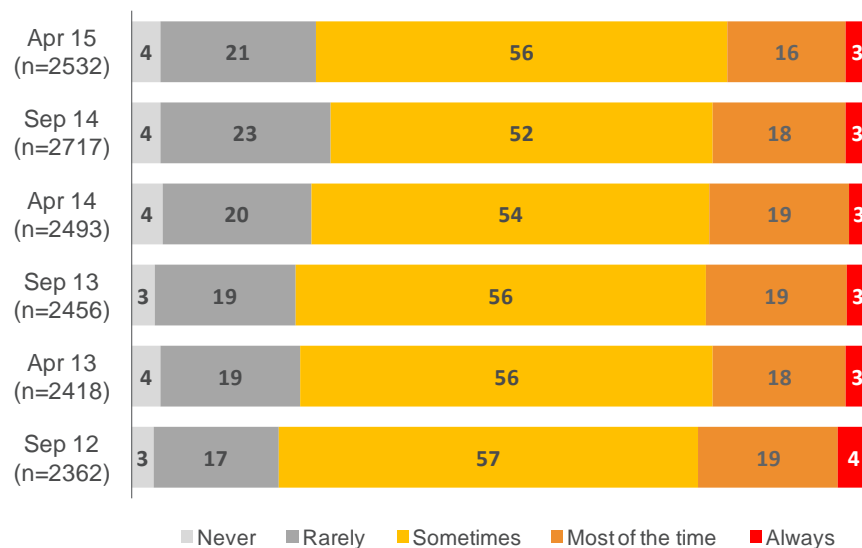
Three quarters (75%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them, with 19% saying that they experience this stress most or all of the time.

Figure 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect, over time (% who say always or most of the time)



Base: All respondents, excluding not answered

Figure 6.2: Trend – Whether experienced stress in the past 12 months that has had a negative effect, over time (%)



Base: All respondents, excluding not answered

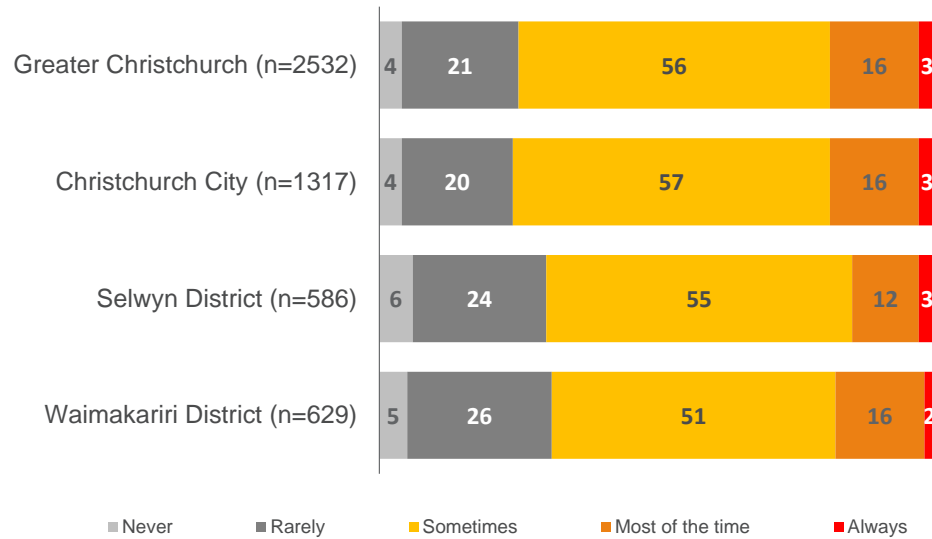
Those living in Selwyn District continue to report less frequent experiences of stress that is having a negative effect on them.

Table 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n=1145; April 2013 n=1200; Sept 2013 n=1230; April 2014 n=1264; Sept 2014 n=1392; April 2015 n=1317)	Always or most of the time	24	23	23	23	22	19
	Sometimes	57	56	56	54	52	57
	Rarely or never	19	21	21	23	26	24
SELWYN DISTRICT (Sept 2012 n=615; April 2013 n=616; September 2013 n=638; April 2014 n=630; Sept 2014 n=636; April 2015 n=586)	Always or most of the time	17	17	13✓	13	16	15
	Sometimes	58	54	57	55	54	55
	Rarely or never	25	29	30	32	30	30
WAIMAKARIRI DISTRICT (Sept 2012 n=602; April 2013 n=602; Sept 2013 n=588; April 2014 n=599; Sept 2014 n=689; April 2015 n=629)	Always or most of the time	19	15	18	16	19	18
	Sometimes	56	58	53	56	51	51
	Rarely or never	25	27	29	28	30	31

Base: All respondents, excluding not answered

Figure 6.3: Current result – Whether experienced stress in the past 12 months that has had a negative effect by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say they have experienced stress always or most of the time (19%) are:

- Those who have unresolved claims at the property they own and usually live in (35%)
- Living with a health condition or disability (31%)
- Aged 25 to 34 years old (25%)

Those less likely to say they have experienced stress always or most of the time are:

- Aged 65 to 74 years old (13%) or 75 years or over (10%)
- Those who have not needed to make an insurance claim on their dwelling (12%)

WHO-5 WELLBEING INDEX

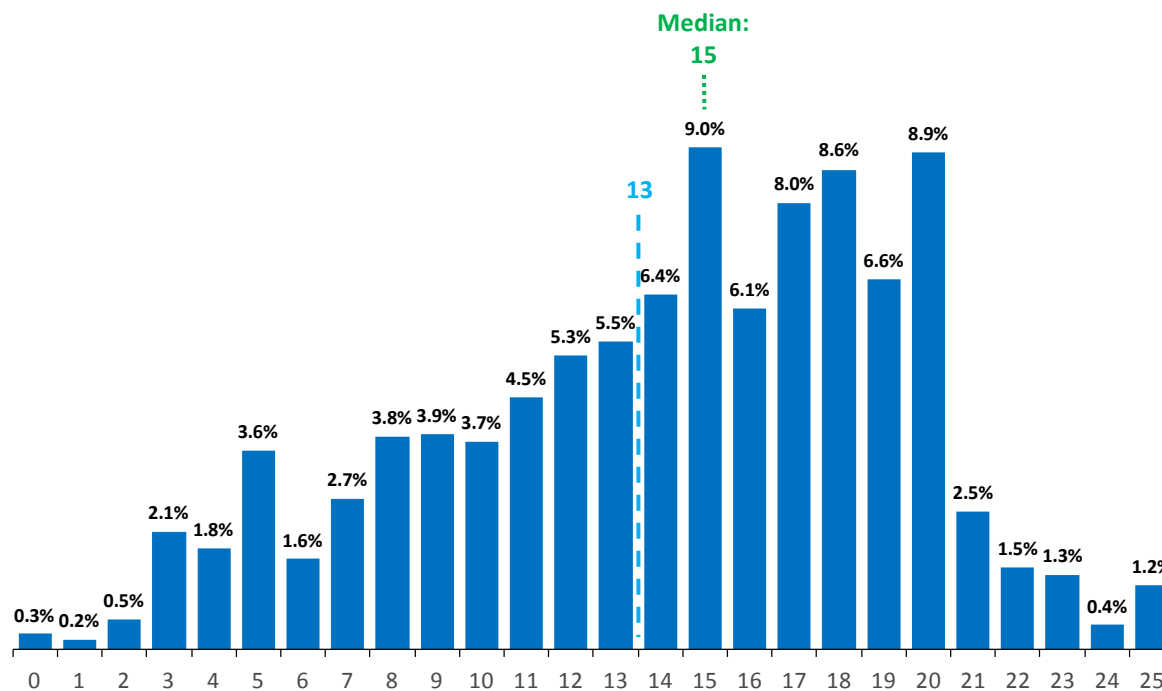
The WHO-5 is a self-rated measure of emotional wellbeing. Respondents are asked to rate the extent to which each of five wellbeing indicators has been present or absent in their lives over the previous two-week period. They do this using a six-point scale ranging from 'all of the time' to 'at no time'. The five wellbeing indicators are:

- I have felt cheerful and in good spirits
- I have felt calm and relaxed
- I have felt active and vigorous
- I woke up feeling 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 of emotional wellbeing. 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 across the greater Christchurch area. The mean result for greater Christchurch is 14.2, while the median result is 15. Just over a third (34%) of respondents have a score below 13.

Figure 6.4: Current result – WHO-5 raw score distribution for greater Christchurch (%)



Base: All respondents, excluding not answered on any statement (n=2453)

Please note, these results should be interpreted with caution, given the absence of New Zealand norms and no pre-quake data for greater Christchurch.

With no New Zealand norms or pre-quake data, the April 2013 results can be treated as a benchmark.

The overall mean result for greater Christchurch has increased significantly from 13.9 to 14.2 (*at a 95% confidence level using a two tailed t-test*).

Table 6.5: Trend – WHO-5 raw score mean over time (Mean and margin of error (95% CI level))

TLA	April 2013	September 2013	April 2014	September 2014	April 2015
Greater Christchurch	13.8 (± 0.22) n=2343	13.7 (± 0.21) n=2398	13.6 (± 0.22) n=2405	13.9 (± 0.20) n=2658	14.2 ✓ (± 0.21) n=2453
Christchurch City	13.6 (± 0.31) n=1171	13.5 (± 0.30) n=1204	13.3 (± 0.30) n=1219	13.7 (± 0.29) n=1359	14.0 (± 0.29) n=1285
Selwyn District	14.6 (± 0.41) n=599	14.9 (± 0.38) n=628	15.1 (± 0.41) n=610	14.9 (± 0.38) n=629	15.0 (± 0.40) n=571
Waimakariri District	14.8 (± 0.43) n=573	14.4 (± 0.43) n=566	14.3 (± 0.43) n=576	14.4 (± 0.39) n=670	14.9 (± 0.40) n=597

Base: All respondents, excluding not answered at any of the five statements

Those living in Christchurch City continue to have a significantly lower mean compared to those living in Selwyn and Waimakariri Districts.

Those more likely to have a raw score result above the greater Christchurch mean of 14.2 (54%) are:

- Those who have not needed to have made an insurance claim on their dwelling (65%)
- Aged 65 to 74 years old (62%)
- From a household with an income of more than \$100,000 (60%)

Those more likely to have a raw score result below the greater Christchurch mean of 14.2 (46%) are:

- Living with a health condition or disability (67%)
- Those who have unresolved claims at the property they own and usually live in (66%)
- From a household with an income of less than \$30,000 (56%)
- Renting the dwelling they usually live in (54%)

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

7. NEGATIVE IMPACTS OF THE EARTHQUAKES



INTRODUCTION

In this section of the report, we look at responses to questions aimed at measuring the proportion of residents who are negatively impacted by the earthquakes in each of a number of ways.

Respondents were shown a list of 27 possible issues and were asked to indicate the extent to which each was **still having** a negative impact on their everyday lives as a result of the earthquakes.

The results are shown as follows:

- Table 7.1 provides an overview and ranks the 27 issues, based on the proportion that indicates a particular issue is continuing to have a **strong negative impact** on their everyday lives (answered either ‘moderate negative impact’ or ‘major negative impact’). This table compares April 2015 results with the previous five surveys.
- Following this summary table, each of the issues is scrutinised individually and significant differences between sub-groups highlighted.

STRENGTH OF IMPACT

The table below compares results for the April 2015 survey with the previous results. The question was phrased slightly differently between measures as follows:

- In September 2012, residents considered the extent their everyday lives **had been impacted** by an issue as a result of the earthquakes.
- In all subsequent measures residents considered the extent to which their everyday lives **were still being impacted** by each issue as a result of the earthquakes.

In April 2013 the proportion of residents indicating that an issue was continuing to have a strong negative impact on their everyday lives decreased for all but one of the issues, with recovery most evident in the primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

In September 2013 there was further improvement seen in some of the secondary stressors that weren't so evident in April 2013. Factors such as dealing with EQC/insurance issues, transport related pressures, additional work pressures and potential or actual loss of employment or income all showed improvement. Dealing with EQC or insurance issues was the most prevalent negative impact throughout 2013.

In April 2014, there was a lot of construction in the greater Christchurch area and as a result residents were feeling more of a negative impact on their everyday lives from the following issues: being in a damaged environment, transport related pressures, loss of recreation facilities (both indoor and outdoor), and meeting places for community events.

In September 2014, there was significant improvement for 14 out of the 27 issues (though for six of these changes the results rebounded to levels similar to September 2013 (prior to the frustrations with the construction seen in April 2014)). The most significant improvements were seen in the decreasing proportion continuing to be negatively impacted by dealings with EQC or insurance issues in relation to personal property and houses, the need to make decisions about house damage, repairs and relocation. In addition, fewer residents are feeling uncertain about their future in Canterbury, distressed or anxious about ongoing aftershocks and struggling with additional financial burdens.

In the latest results, the proportion still experiencing each of the negative impacts has decreased significantly for 13 of the 27 issues. The negative impact of being in a damaged environment continues to be the most prevalent issue with two in ten (19%) saying the impact on their everyday lives is moderate or major. Following this the loss of other recreational, cultural and leisure time facilities and transport related issues are being felt by 15% of residents.

Table 7.0: Trend – Proportion that indicates an issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

(Issues ranked based on April 2015 results from highest to lowest in term of proportion still being strongly impacted by each issue)	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	19✓	19
Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20*	17✓	15✓
Transport related pressures	20	17✓	14✓	22*	15✓	15
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓
Uncertainty about my own or my family's future in Canterbury	30	16✓	16	15	13✓	13
Making decisions about house damage, repairs and relocation	29	22✓	21	19	14✓	12✓
Loss of indoor sports and active recreation facilities	24	16✓	13	17*	14✓	12✓
Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓	12
Loss of outdoor sports and active recreation facilities	20	12✓	10	13*	11✓	11
Additional financial burdens	26	16✓	15	15	13✓	10✓
Living day to day in a damaged home	22	16✓	16	12✓	12	8✓
Additional work pressures	27	16✓	12✓	13	10✓	8✓

Loss of usual access to the natural environment	24	13✓	10	12	10✓	8✓
Having to move house permanently or temporarily	16	13✓	12	11	10	8✓
Loss of meeting places for community events	NA*	10	8	11✗	10	8✓
Difficulty finding suitable rental accommodation	12	9✓	10	10	9	7✓
Poor quality of house	14	10✓	13✗	9✓	9	7✓
Relationship problems	16	9✓	9	9	8	6✓
Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	15	9✓	7	9	7	6
Dealing with barriers around disabilities whether existing or earthquake related	12	8✓	6	6	7	6
Loss or relocation of services	13	8✓	7	7	6	5
Potential or actual loss of employment or income	18	10✓	7✓	8	5✓	5
Dealing with frightened, upset or unsettled children	18	7✓	5	6	4✓	5
Dealing with insurance issues in relation to a business or work	11	9✓	7	6	5	4
Difficult decisions concerning pets	10	6✓	5	5	5	4
Workplace safety concerns	16	6✓	6	4	4	4
House too small for the number of people in the household	3	3	4	4	4	4

Base: All respondents, excluding not answered (base sizes vary)

* Not asked in September 2012

DAMAGED ENVIRONMENT

Just over a third (35%) say that being in a damaged environment or surrounded by construction work continues to have a negative impact on their everyday lives. For almost two in ten (19%) this impact is moderate or major.

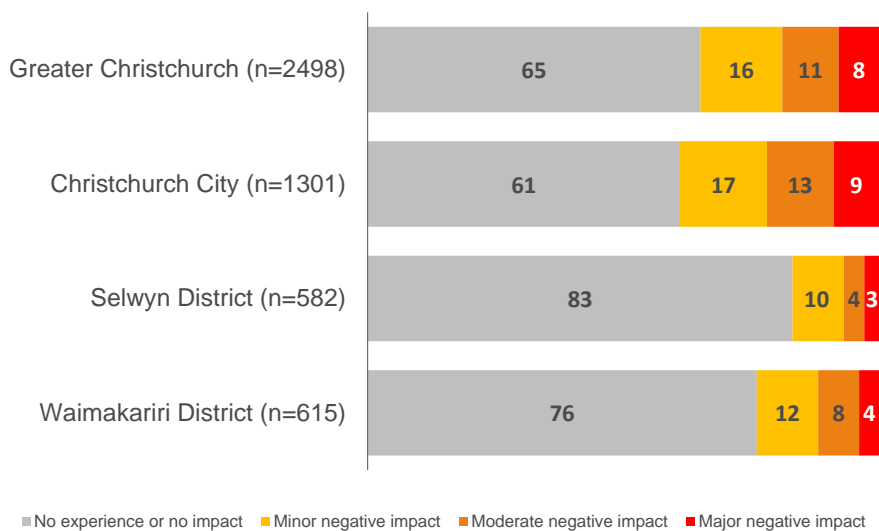
Being in a damaged environment and/or surrounded by construction work continues to be the most prevalent issue that greater Christchurch residents are experiencing.

Table 7.1: Trend – Proportion that indicates this issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	19✓	19

Base: All respondents, excluding not answered

Figure 7.1: Current result – Being in a damaged environment and / or surrounded by construction work by TLA (%)



Base: All respondents, excluding not answered

A considerably higher proportion of Christchurch City residents (22%) continue to be moderately or majorly impacted compared with Waimakariri (12%) and Selwyn residents (7%).

Those more likely to say the impact on their everyday lives is moderate or major (19%) are:

- Those who have unresolved claims at the property they own and usually live in (38%)

- Living in temporary housing (28%)

Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (9%) or 65 to 74 years old (13%)
- Those who have not needed to make an insurance claim on their dwelling (13%)

LOSS OF LEISURE FACILITIES

Almost a third (32%) of greater Christchurch residents continue to be negatively impacted by the loss of recreational, cultural and leisure time facilities. For 15% this loss continues to have a moderate or major negative impact on their everyday lives.

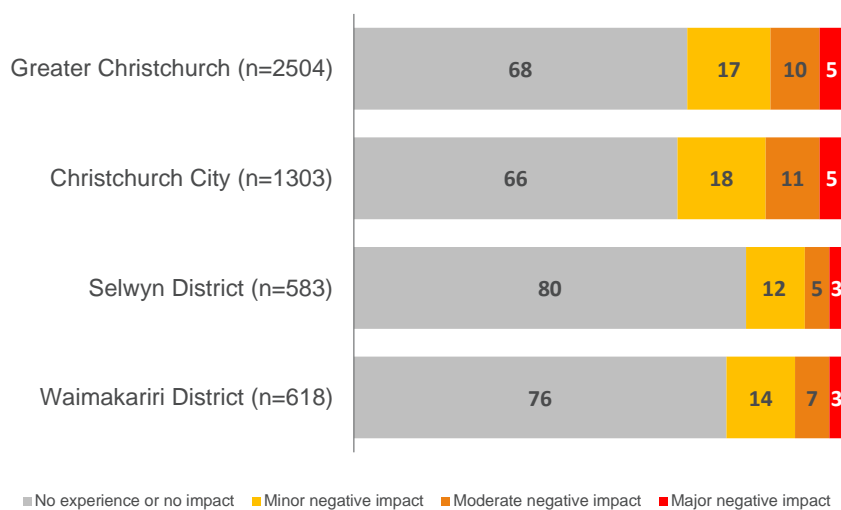
The proportion of greater Christchurch residents who rated loss of other recreational, cultural and leisure time facilities as a major or moderate negative impact on their everyday lives has decreased significantly, however it is still the second most prevalent issue in the area.

Table 7.2: Trend – Proportion that indicates this issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres)	34	21✓	17	20*	17✓	15✓

Base: All respondents, excluding not answered

Figure 7.2: Current result – Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents continue to feel more strongly negatively impacted by the loss of leisure facilities (16%, compared with 10% in Waimakariri District and 8% in Selwyn District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (15%) are:

- Those who have unresolved claims at the property they own and usually live in (30%)

Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Aged 75 years or over (7%)
- From a household with an income of less than \$30,000 (9%)

TRANSPORT RELATED PRESSURES

Just over a quarter (28%) of residents are continuing to experience negative impacts around transport related pressures as a result of the earthquakes. For one sixth (15%), this impact is moderate or major.

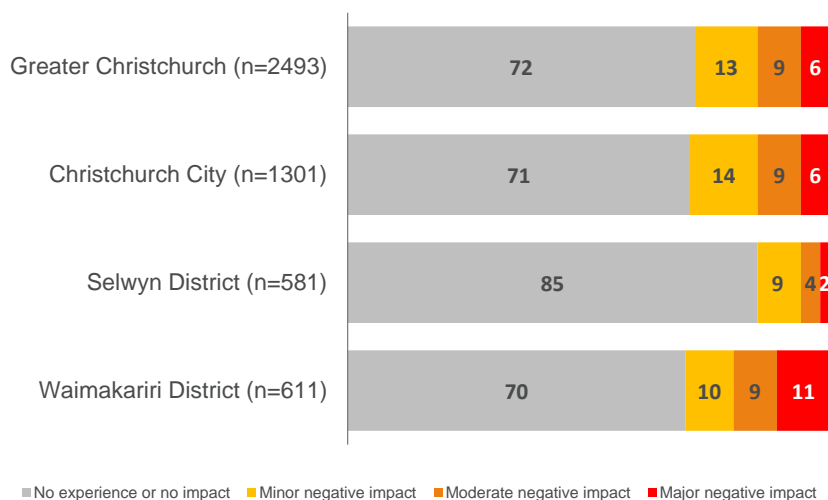
Apart from heightened levels of frustration in April 2014, the proportion of residents indicating that transport issues are having a moderate or major impact on their everyday lives has been quite consistent over time.

Table 7.3: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Transport related pressures	20	17✓	14✓	22*	15✓	15

Base: All respondents, excluding not answered

Figure 7.3: Current result – Transport related pressures (work/personal) by TLA (%)



Base: All respondents, excluding not answered

Waimakariri District (20%) and Christchurch City (15%) residents continue to feel more negatively impacted by transport related pressures. In Selwyn it is less of an issue with just 6% saying the impact on their everyday lives is moderate or major.

Those less likely to say the negative impact on their everyday lives continues to be moderate or major (15%) are:

- Aged 75 years or over (5%) or 65 to 74 years old (8%)
- From a household with an income of less than \$30,000 (8%)

EQC OR INSURANCE ISSUES

A fifth (20%) say that dealing with EQC/Insurance issues in relation to personal property and house continues to have a negative impact on their everyday lives. Some 13% say it is still having a moderate or major negative impact on their everyday lives.

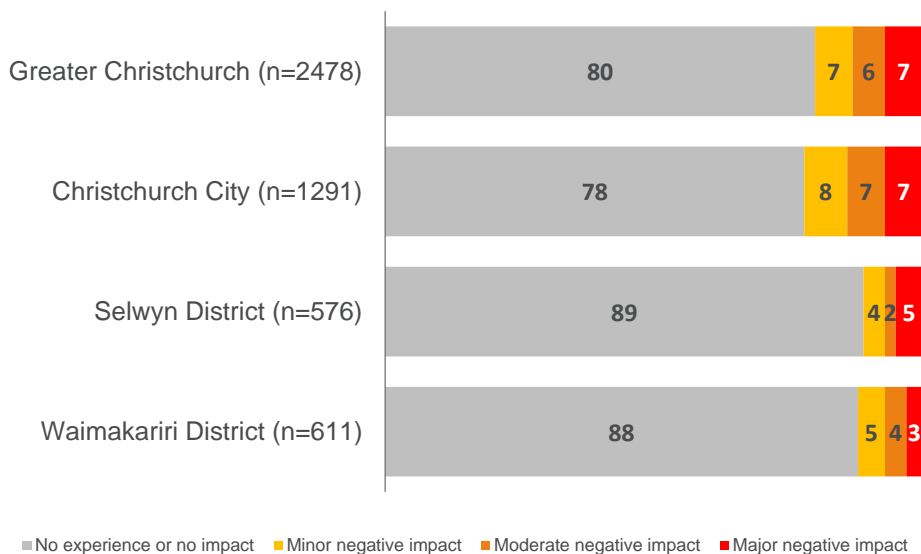
The proportion who say the impact is moderate or major is continuing to decline.

Table 7.4: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓	13✓

Base: All respondents, excluding not answered

Figure 7.4: Current result – Dealing with EQC/insurance issues in relation to personal property and house by TLA (%)



Base: All respondents, excluding not answered

The proportion of those who continue to be strongly impacted (rated the impact as moderate or major) by having to deal with EQC and insurance issues is higher among those living in Christchurch City (14%, compared to 7% of those living in Selwyn District and Waimakariri District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (13%) are:

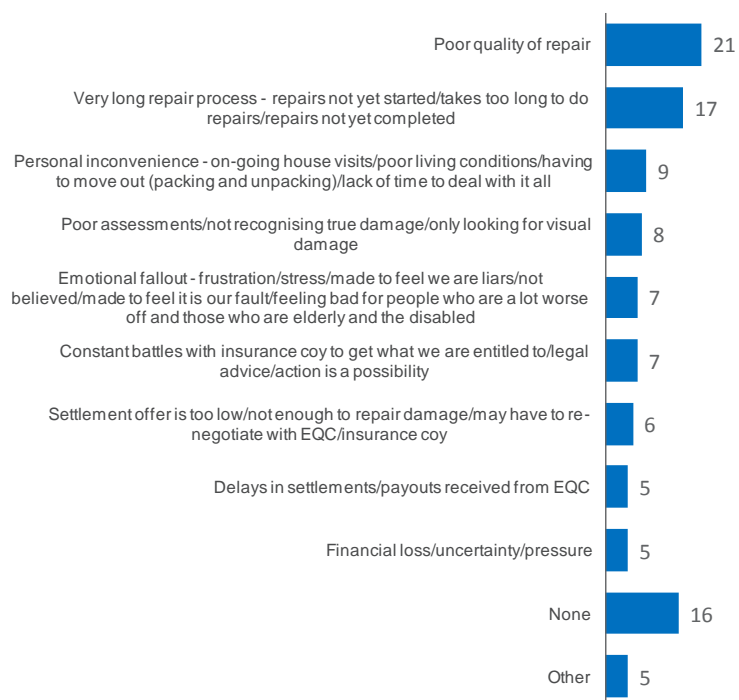
- Those who have unresolved claims at the property they own and usually live in (68%)

Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Renting the dwelling they usually live in (5%)
- Aged 18 to 24 years old (6%)

There is a wide variety of issues mentioned when the residents who are still being negatively impacted by their dealings with EQC and insurance issues, are asked to describe the issues they are facing. Poor quality of repairs and the long timeframes in which things are being done continue to be the most frequently mentioned issues. However, as time goes on issues around long timeframes are becoming less prevalent and poor quality of repairs is becoming a more prevalent issue among those who are still being negatively impacted.

Figure 7.4.1: Current result – Description of issue (%)



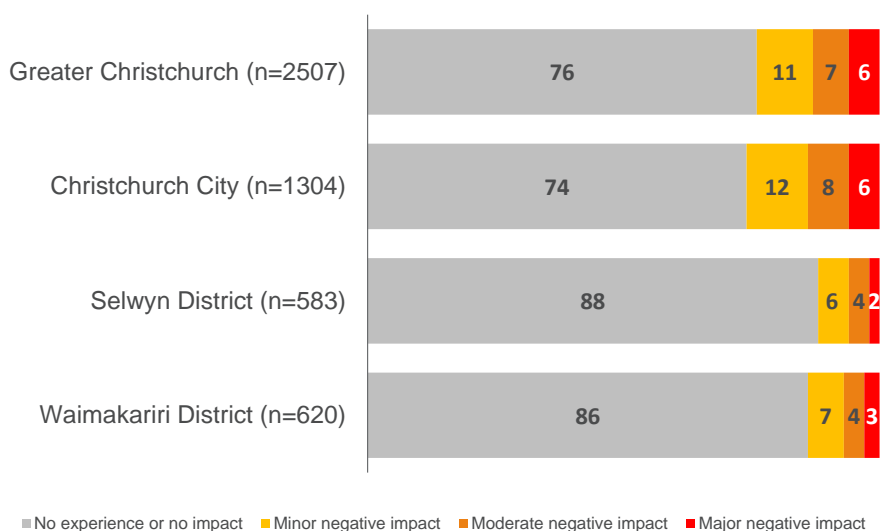
Base: Those who continue to be negatively impacted by this issue, excluding not answered (n=420)

Note: Only responses over 5% are shown

UNCERTAINTY ABOUT THE FUTURE

Just under a quarter (24%) of residents say that uncertainty about their own or their family's future in Canterbury is still having a negative impact on their everyday lives. For 13% this issue is having a moderate or major impact on them.

Figure 7.5: Current result – Uncertainty about my own or my family's future in Canterbury by TLA (%)



Base: All respondents, excluding not answered

Uncertainty about a future in Canterbury is being experienced more frequently in Christchurch City with 14% saying the impact is moderate or major. However, there is still uncertainty among those living in Waimakariri and Selwyn District (with 7% of those living in Waimakariri District and 6% of those living in Selwyn District saying the impact has been moderate or major).

Those more likely to say the impact on their everyday lives has been moderate or major (13%) are:

- Those who have unresolved claims at the property they own and usually live in (39%)
- Living in temporary housing (20%)
- Living with a health condition or disability (20%)
- Of Māori ethnicity (20%)

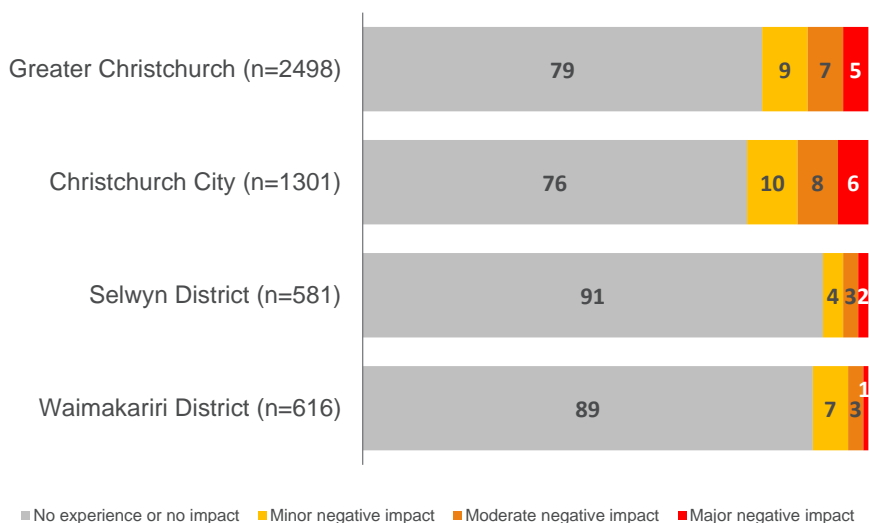
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (5%)

DECISIONS AROUND DAMAGE, REPAIRS AND RELOCATION

A little over a fifth (21%) of greater Christchurch residents are still being negatively impacted through having to make decisions about house damage, repairs and relocation. Some 12% say that making these decisions continues to have a strong (moderate or major) negative impact on their everyday lives.

Figure 7.6: Current result – Making decisions about house damage, repairs and relocation by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents (14%) continue to have a strong negative impact as a result of the earthquakes compared with Selwyn District (5%) and Waimakariri District residents (4%).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (12%) are:

- Those who have unresolved claims at the property they own and usually live in (66%)
- Living in temporary housing (26%)

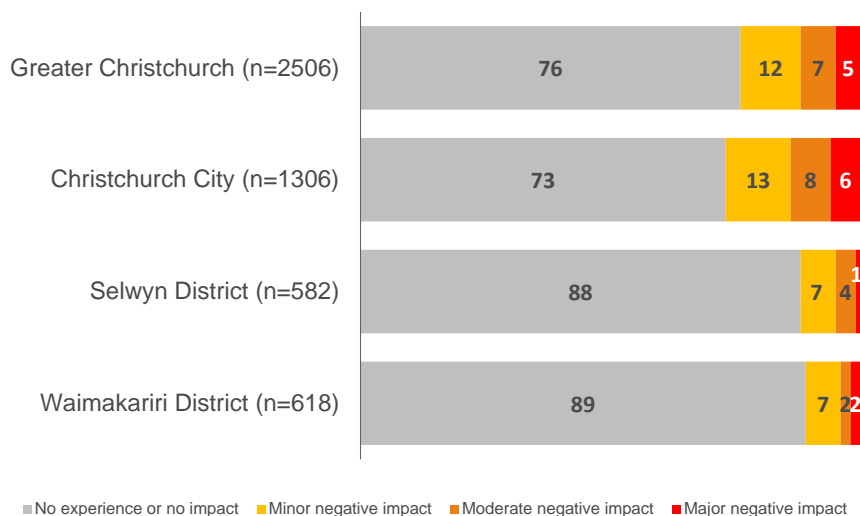
Those less likely to say the negative impact continues to be moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (5%)
- Renting the dwelling they usually live in (6%)
- Aged 18 to 24 years old (7%) or 25 to 34 years old (7%)

LOSS OF INDOOR FACILITIES

Just under a quarter (24%) of residents continue to be negatively impacted by the loss of indoor sports and active recreation facilities. For 12% the impact on their everyday lives is major or moderate.

Figure 7.7: Current result – Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) by TLA (%)



Base: All respondents, excluding not answered

Those living in Christchurch City are most affected by the loss of indoor recreation facilities (14%, compared with 5% of those living in Selwyn District and 4% of those living in Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (12%) are:

- Those who have unresolved claims at the property they own and usually live in (25%)
- Living in a household with at least one child (17%)

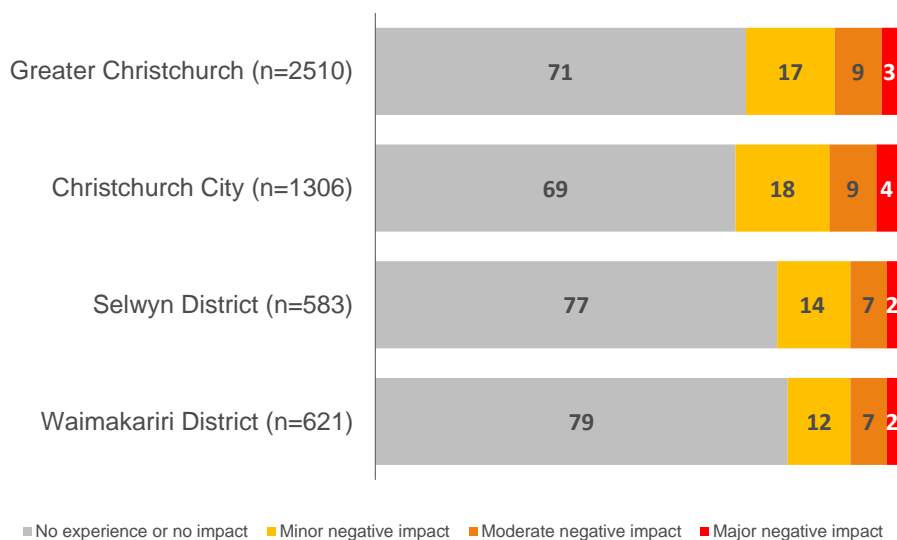
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (3%)

DISTRESS AROUND AFTERSHOCKS

Just fewer than three in ten (29%) greater Christchurch residents say the distress or anxiety associated with ongoing aftershocks is still having a negative impact on their everyday lives. For 12% the impact on their everyday lives is moderate or major.

Figure 7.8: Current result – Distress or anxiety associated with ongoing aftershocks by TLA (%)



Base: All respondents, excluding not answered

The proportion of Christchurch City residents who say they are still experiencing distress or anxiety associated with ongoing aftershocks remains significantly higher than the proportion of those living in Selwyn or Waimakariri (13% rating the impact as moderate or major, compared with 9% in Waimakariri District and Selwyn District).

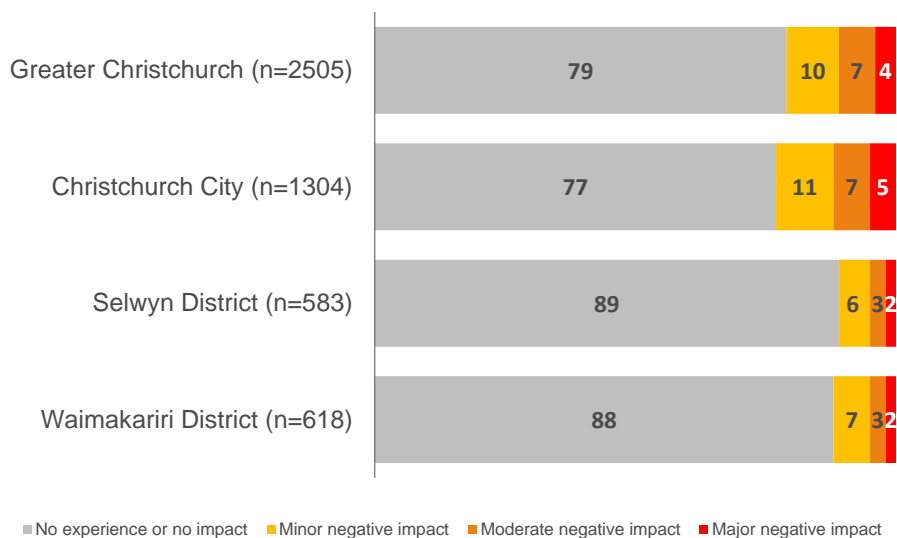
Those more likely to say the negative impact on their everyday lives is moderate or major (12%) are:

- Those who have unresolved claims at the property they own and usually live in (26%)
- Living with a health condition or disability (25%)
- From a household with an income of less than \$30,000 (17%)

LOSS OF OUTDOOR FACILITIES

Just over one in five (21%) greater Christchurch residents continues to be impacted by the loss of outdoor sports and active recreation facilities. For one in ten (11%), the loss of outdoor facilities is still having a moderate or major impact on their everyday lives.

Figure 7.9: Current result – Loss of outdoor sports and active recreation facilities (e.g. swimming



Base: All respondents, excluding not answered

pools, sports fields and courts) by TLA (%)

Those living in Selwyn and Waimakariri Districts are less likely to say the loss of outdoor recreation facilities is still impacting their everyday lives (5%, compared with 12% of those living in Christchurch City).

Those more likely to say the impact on their everyday lives is moderate or major (11%) are:

- Those who have unresolved claims at the property they own and usually live in (20%)

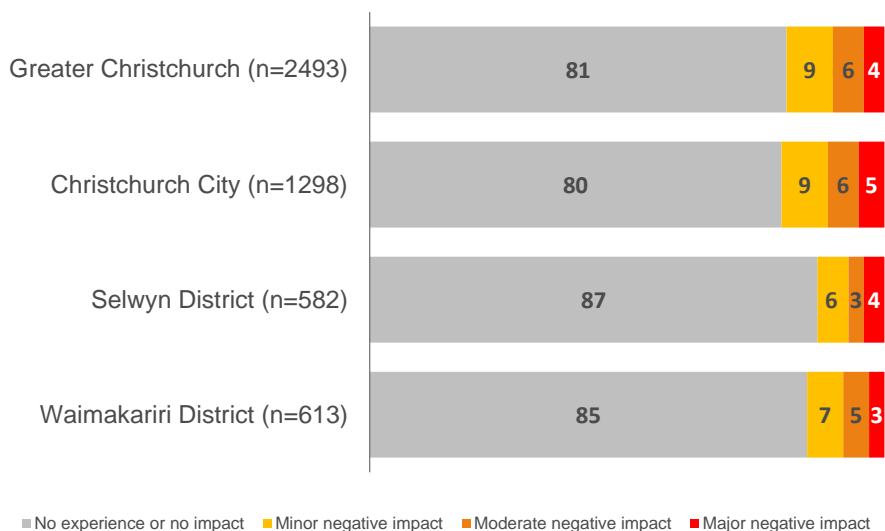
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (2%)

FINANCIAL BURDENS

Just less than one in five (19%) residents say that additional financial burdens as a result of the earthquakes continue to negatively impact their everyday lives. For 10% this impact is moderate or major.

Figure 7.10: Current result – Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents continue to feel more negatively impacted by the additional financial burdens (11% rating the impact as moderate or major, compared with 8% in Waimakariri District and 7% in Selwyn District).

Those more likely to say the impact on their everyday lives is moderate or major (10%) are:

- Those who have unresolved claims at the property they own and usually live in (30%)
- Living in temporary housing (26%)
- Living with a health condition or disability (15%)
- Aged 50 to 64 years old (15%)

Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Aged 18 to 24 years old (4%)

DAMAGED HOME

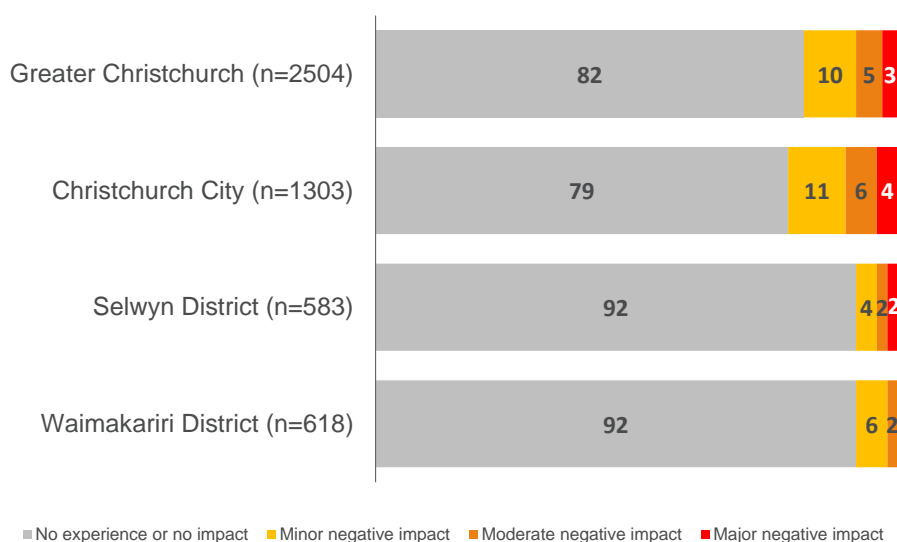
Less than a fifth (18%) of greater Christchurch residents say that living day to day in a damaged home continues to have a negative impact on their everyday lives. For 8% this impact is moderate or major.

Year on year, fewer residents are being negatively impacted from living day to day in a damaged home.

Table 7.11: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Living day to day in a damaged home	22	16✓	16	12✓	12	8✓

Figure 7.11: Current result – Living day to day in a damaged home by TLA (%)



Base: All respondents, excluding not answered

Again, more Christchurch City residents are strongly impacted than those living in Waimakariri and Selwyn Districts (10% compared with 4% for those living in Selwyn District and 2% living in Waimakariri District).

Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those who have unresolved claims at the property they own and usually live in (54%)
- Living in temporary housing (16%)

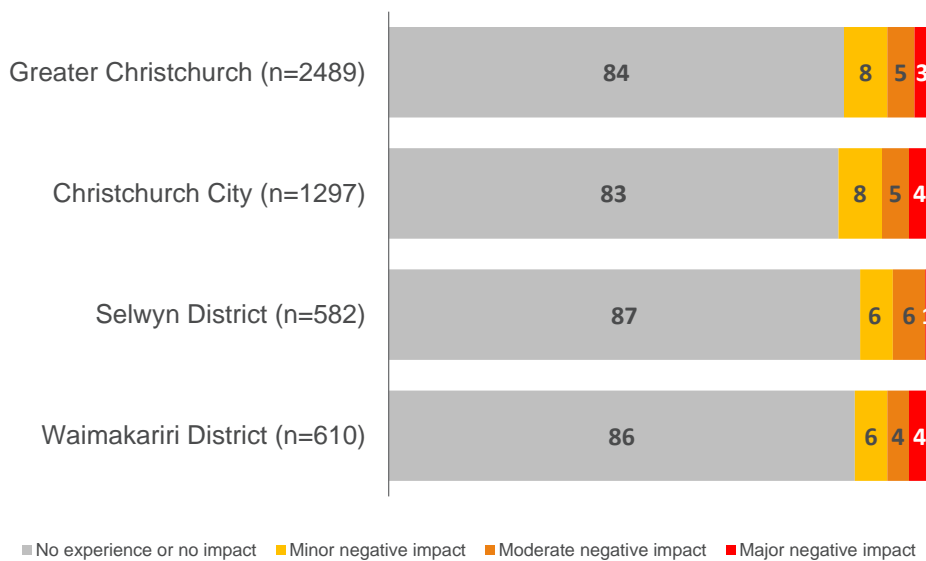
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (2%)

ADDITIONAL WORK PRESSURES

A sixth (16%) of greater Christchurch residents continue to be impacted by additional work pressures. For 8% this issue is having a moderate or major impact on their everyday lives.

Figure 7.12: Current result – Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes) by TLA (%)



Base: All respondents, excluding not answered

Some 9% of Christchurch City residents are still being moderately or majorly impacted by these additional pressures compared with 8% of those living in Waimakariri District or 7% in Selwyn District.

Those more likely to say the impact on their everyday lives has been moderate or major (8%) are:

- Those who have unresolved claims at the property they own and usually live in (23%)
- Aged 50 to 64 years old (14%)

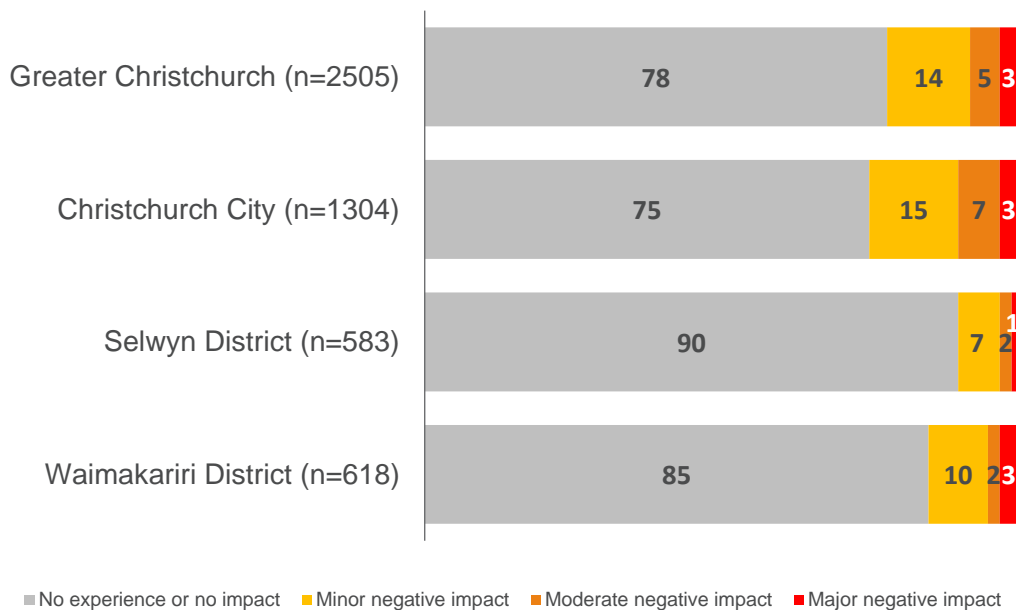
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (0%)
- Aged 18 to 24 years old (3%)

ACCESS TO NATURAL ENVIRONMENT

For almost a quarter (22%) the loss of usual access to the natural environment is having a negative impact on their everyday lives as a result of the earthquakes. This impact continues to be moderate or major for 8% of greater Christchurch residents.

Figure 7.13: Current result – Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks) by TLA (%)



Base: All respondents, excluding not answered

Access to the natural environment is not negatively impacting the majority of Selwyn and Waimakariri residents (with 3% of Selwyn residents and 5% of Waimakariri residents indicating that the negative impact on their lives is moderate or major). However, it is continuing to impact residents of Christchurch City (10%).

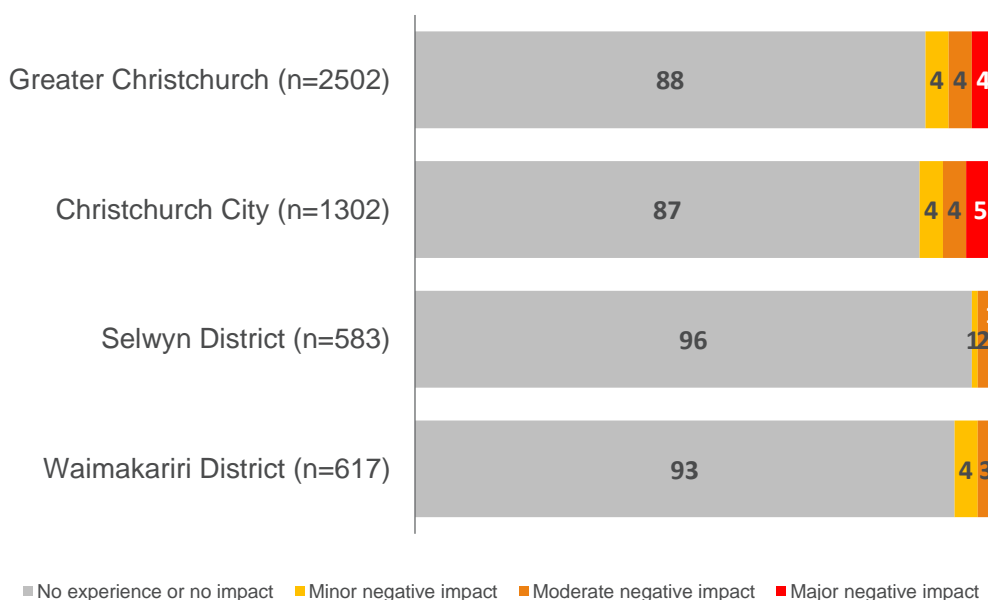
Those more likely to say the impact on their everyday lives has been moderate or major (8%) are:

- Those who have unresolved claims at the property they own and usually live in (16%)

MOVING HOUSE

Some 12% say they are still being affected by having to move house permanently or temporarily as a result of the earthquakes. For 8% the need to move is still having a moderate or major impact on their everyday lives.

Figure 7.14: Current result – Having to move house permanently or temporarily by TLA (%)



Base: All respondents, excluding not answered

Again, a considerably higher proportion of Christchurch City (9%) residents continue to be impacted by this issue compared with Selwyn District (3%) and Waimakariri District (3%) residents.

Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those who have unresolved claims at the property they own and usually live in (38%)
- Living in temporary housing (36%)
- Of Māori ethnicity (14%)

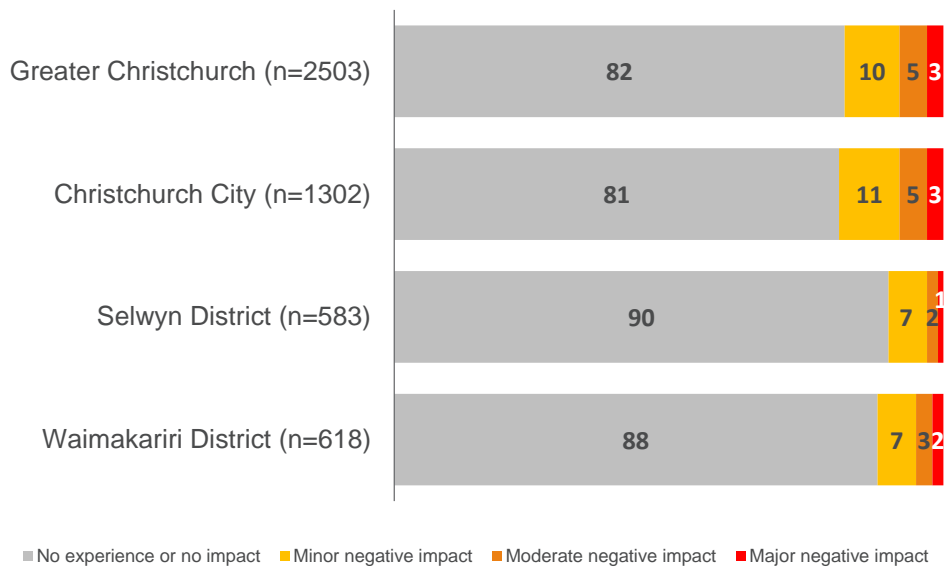
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (3%)

LOSS OF MEETING PLACES

Just under one in five (18%) continues to be impacted by a loss of meeting places for community events. For half of those impacted (8%) this loss is still having a moderate or major impact on their everyday lives.

Figure 7.15: Current result – Loss of meeting places for community events by TLA (%)



Base: All respondents, excluding not answered

Loss of such facilities is particularly noticeable in Christchurch City (8%, compared to 5% in Waimakariri District and 3% in Selwyn District).

Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those who have unresolved claims at the property they own and usually live in (16%)

RENTAL ACCOMMODATION

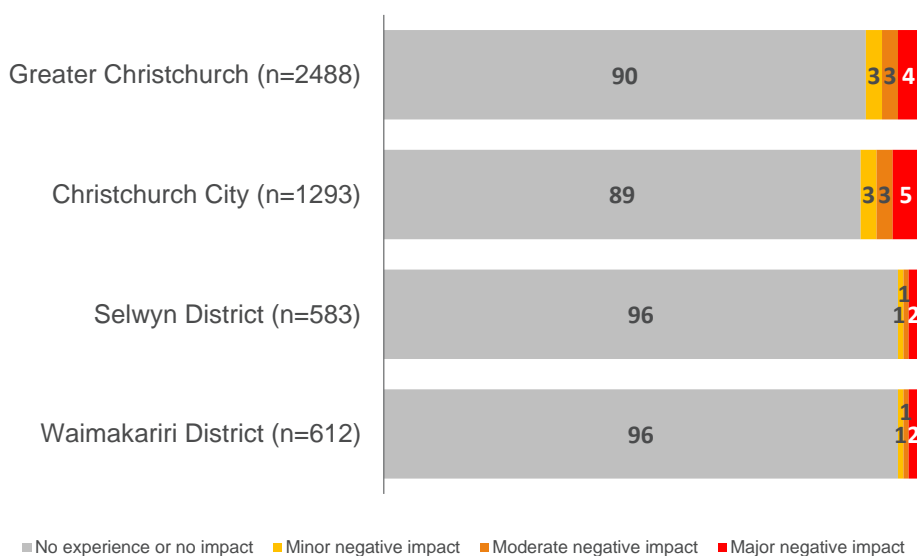
Some 10% are still being impacted in relation to finding suitable rental accommodation. Overall, the everyday lives of some 7% of residents are being strongly impacted by the difficulty they have experienced or are experiencing in order to find accommodation.

The proportion being negatively impacted by this issue has decreased significantly to the lowest level to date.

Table 7.16: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Difficulty finding suitable rental accommodation	12	9✓	10	10	9	7✓

Figure 7.16: Current result – Difficulty finding suitable rental accommodation by TLA (%)



Base: All respondents, excluding not answered

Issues over finding suitable rental accommodation are more prevalent in Christchurch City (8% saying the impact is moderate or major) than in Selwyn (3%) and Waimakariri Districts (3%).

Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Living in temporary housing (31%)
- Those who have unresolved claims at the property they own and usually live in (22%)
- Renting the dwelling they usually live in (19%)
- Of Pacific, Asian or Indian ethnicity (14%)

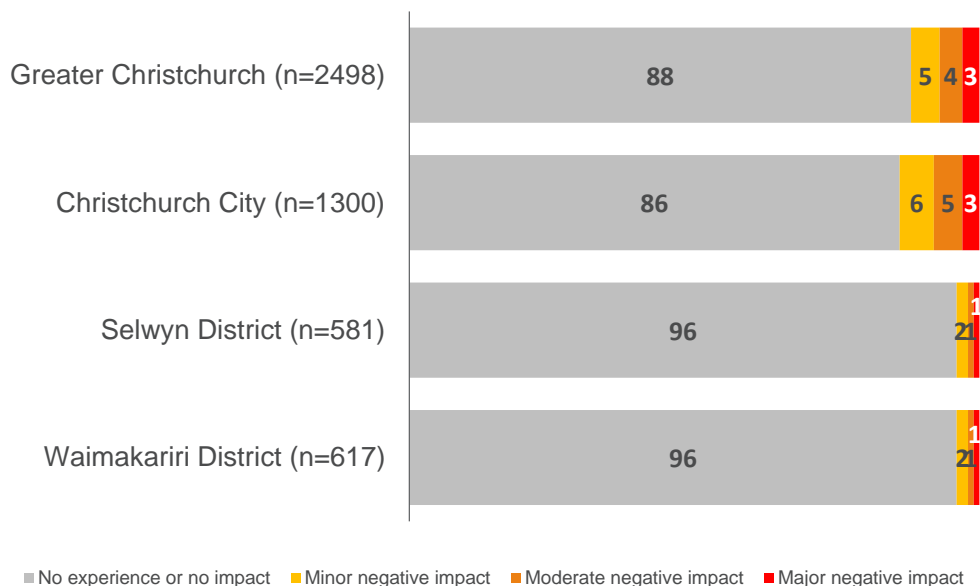
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (1%) and those who accepted an insurance claim offer (2%)
- Aged 65 years or over (2%)

POOR QUALITY OF HOUSE

Some 12% indicate they are living in a poor quality house as a result of the earthquakes. For 7% this is impacting strongly on their everyday lives.

Figure 7.17: Current result – Poor quality of house (e.g. cold, damp) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are significantly more likely to still be negatively impacted by living in poor quality housing as a result of the earthquakes (8% compared with 2% of those living in Selwyn and Waimakariri Districts).

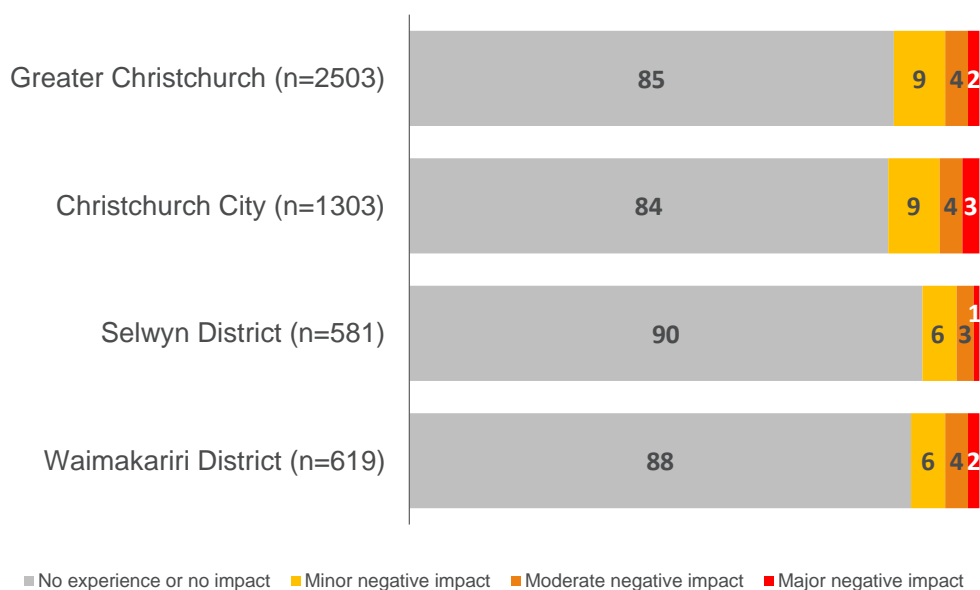
Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Those who have unresolved claims at the property they own and usually live in (33%)
- Living in temporary housing (18%)
- Of Pacific, Asian or Indian ethnicity (15%)
- Renting the dwelling that they usually live in (13%)

RELATIONSHIP PROBLEMS

Nearly one in six (15%) continues to be negatively impacted by relationship problems as a result of the earthquakes. For under a tenth (6%) of residents, the impact on their everyday lives is major or moderate.

Figure 7.18: Current result – Relationship problems (arguing with partner/friends) by TLA (%)



Base: All respondents, excluding not answered

Selwyn District residents are to be less negatively impacted by relationship problems as a result of the earthquakes (4% compared with 7% of those living in Christchurch City and 6% of those in Waimakariri District).

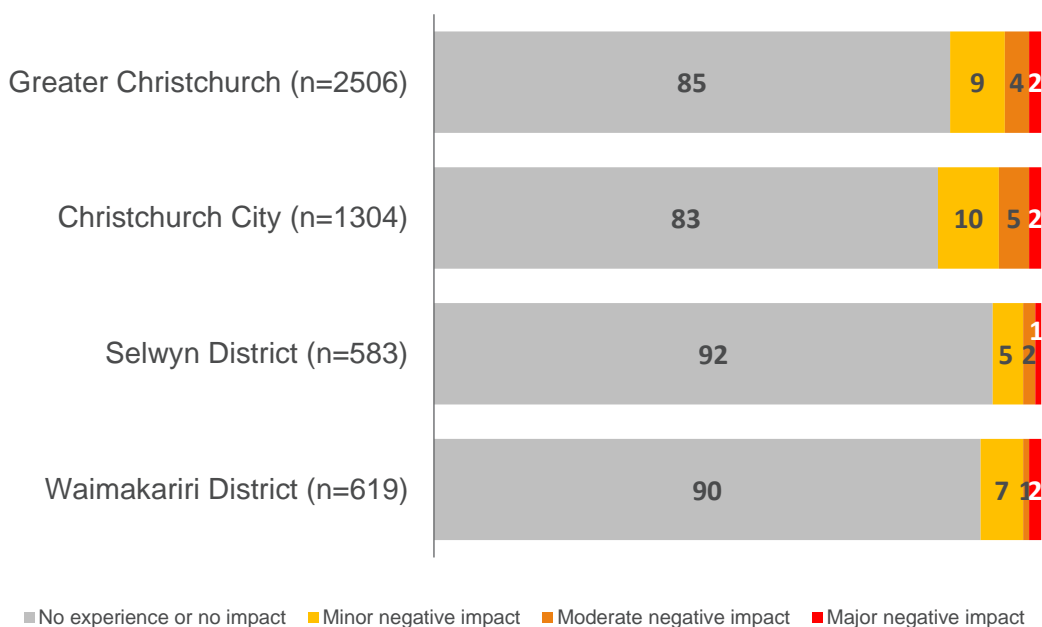
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Those who have unresolved claims at the property they own and usually live in (21%)
- Living with a health condition or disability (12%)

LOSS OF OPPORTUNITY FOR LEISURE PURSUITS

A sixth (15%) of greater Christchurch residents report that they are still being negatively impacted by a lack of opportunities to engage with others in their community through arts, cultural, sports or other leisure pursuits. For 6% the loss of these opportunities is having a moderate or major impact on their everyday lives.

Figure 7.19: Current result – Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits by TLA (%)



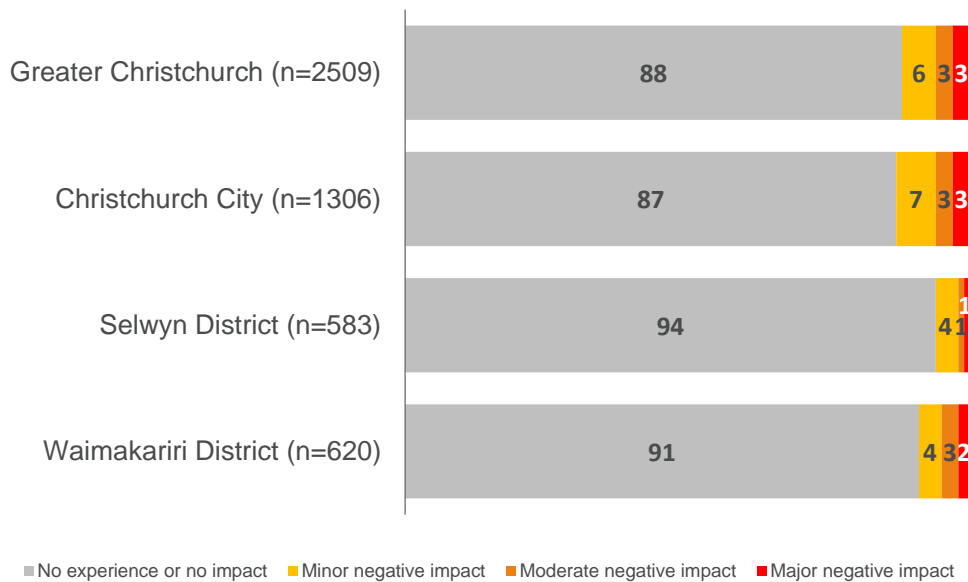
Base: All respondents, excluding not answered

Again, this issue is more keenly felt by Christchurch City residents (7% compared with 3% of those living in Selwyn District and 3% of those living in Waimakariri District).

BARRIERS AROUND DISABILITIES

Just over a tenth (12%) say their everyday lives are negatively impacted in relation to dealing with barriers around disabilities (whether existing or earthquake related). For 6% this is having a moderate or major negative impact on their everyday lives.

Figure 7.20: Current result – Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related by TLA (%)



Base: All respondents, excluding not answered

Selwyn District residents are less negatively impacted by barriers around disabilities as a result of the earthquakes (2% compared with 6% of those living in Christchurch and 5% of those in Waimakariri District).

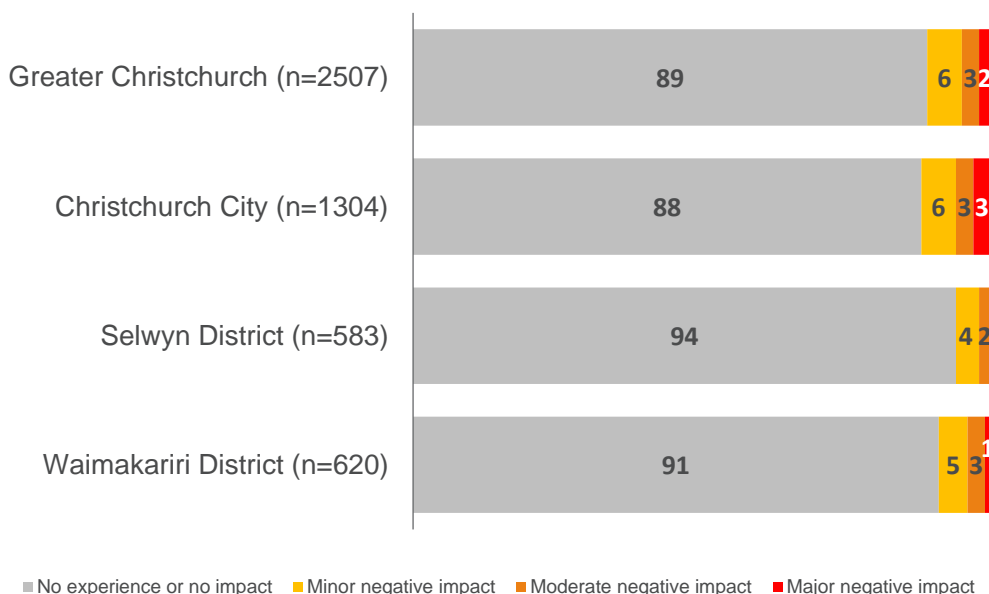
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Those who have unresolved claims at the property they own and usually live in (20%)
- Living with a health condition or disability (18%)
- Of Māori ethnicity (18%)
- Aged 65 to 74 years old (11%)

LOSS OF SERVICES

Just one in ten (11%) residents continues to be negatively impacted by the loss or relocation of services. For 5% this loss is having a moderate or major impact on their everyday lives.

Figure 7.21: Current result – Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments) by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to be strongly impacted by the loss or relocation of services (6% compared with 4% of Waimakariri District and 2% of Selwyn District residents).

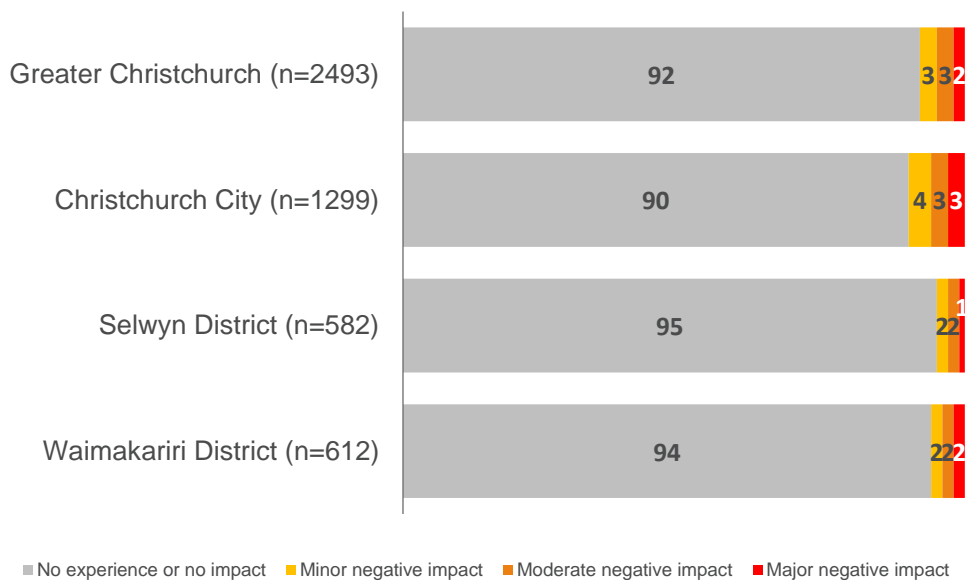
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Those who have unresolved claims at the property they own and usually live in (13%)
- Of Māori ethnicity (10%)

LOSS OF EMPLOYMENT OR INCOME

One in twelve (8%) residents continues to be impacted by potential or actual loss of employment or income as a result of the earthquakes. As would be expected, the majority (5% overall or two thirds of those still being impacted) of those experiencing loss of employment or income are being strongly impacted by this.

Figure 7.22: Current result – Potential or actual loss of employment or income by TLA (%)



Base: All respondents, excluding not answered

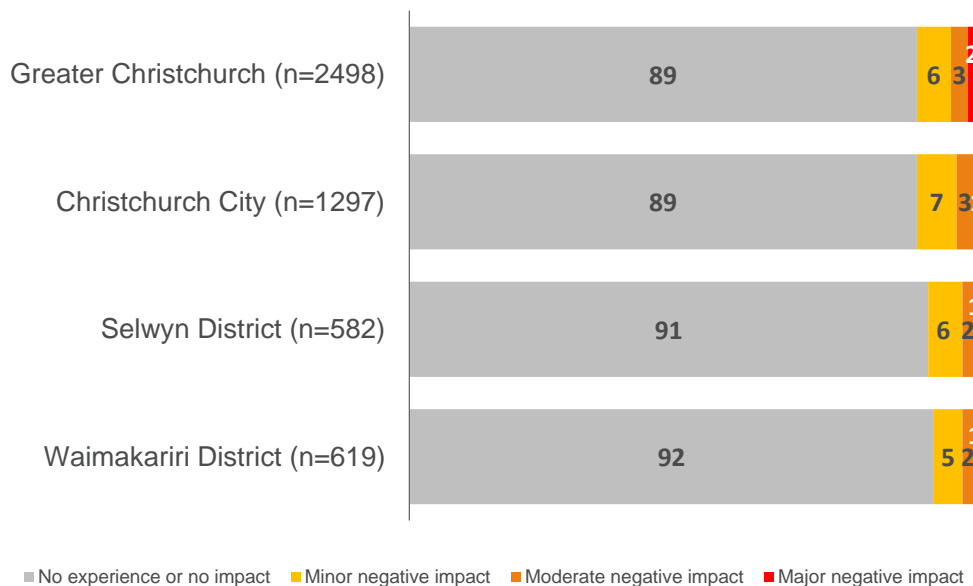
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Those who have unresolved claims at the property they own and usually live in (14%)
- Living in temporary housing (11%)
- Aged 50 to 64 years old (11%)

FRIGHTENED, UPSET OR UNSETTLED CHILDREN

A tenth (11%) of greater Christchurch residents are still being impacted through needing to deal with frightened, upset or unsettled children as a result of the earthquakes. For 5%, this is still having a moderate or major impact on their everyday lives.

Figure 7.23: Current result – Dealing with frightened, upset or unsettled children by TLA (%)



Base: All respondents, excluding not answered

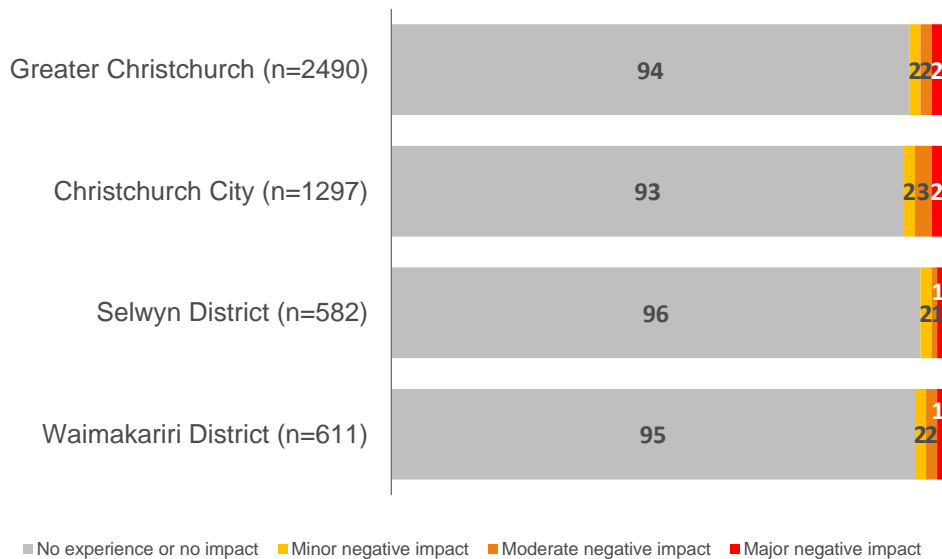
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Those who have unresolved claims at the property they own and usually live in (12%)

INSURANCE ISSUES FOR BUSINESS PLACE

Just under one in twelve (6%) is having their daily lives negatively impacted through their dealings over insurance issues in relation to a business or work. For 4% this is having a strong negative impact on their everyday lives.

Figure 7.24: Current result – Dealing with insurance issues in relation to a business or work by TLA (%)



Base: All respondents, excluding not answered

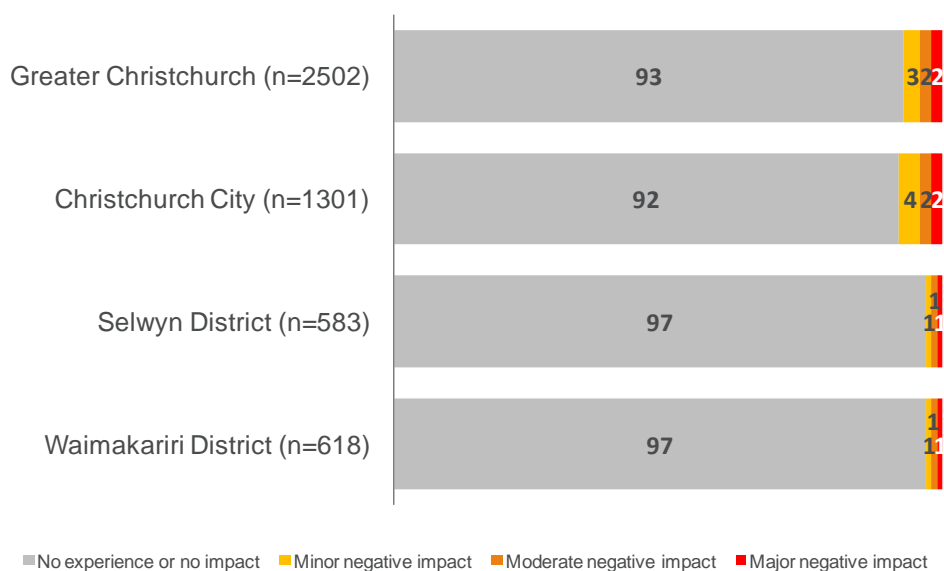
Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Those who have unresolved claims at the property they own and usually live in (12%)

DIFFICULT DECISIONS CONCERNING PETS

One in twelve (7%) residents is still being negatively impacted by difficult decisions concerning pets. For 4% of the residents, these decisions are having a moderate or major impact on their everyday lives.

Figure 7.25: Current result – Difficult decisions concerning pets by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to be strongly impacted by having to make difficult decisions concerning pets (4% compared with 2% of Waimakariri District and 2% of Selwyn District residents).

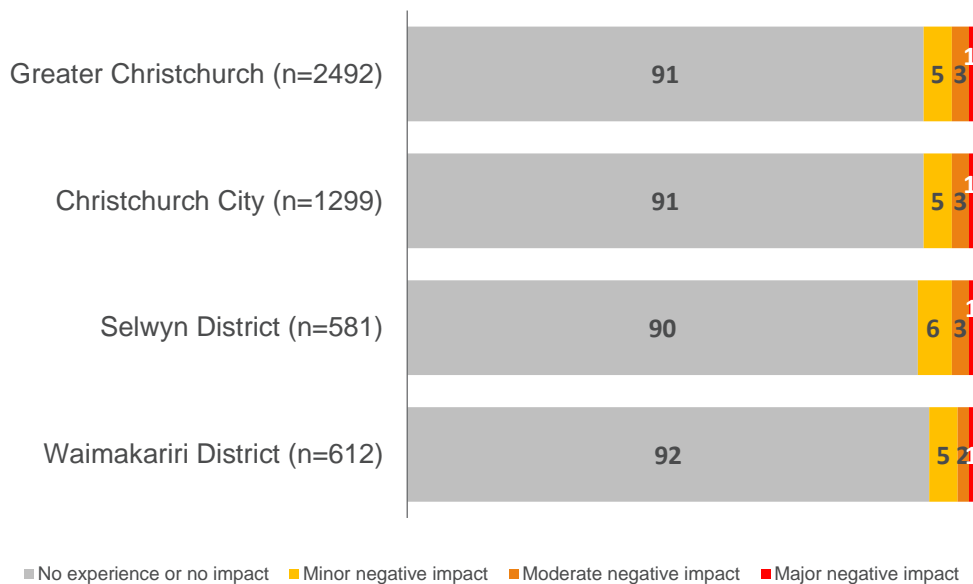
Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Of Māori ethnicity (13%)
- Living in temporary housing (10%)

WORKPLACE SAFETY CONCERNS

Almost one in ten (9%) continues to have workplace safety concerns as a result of the earthquakes. For 4% of residents, these concerns have a moderate or major impact on their everyday lives.

Figure 7.26: Current result – Workplace safety concerns (e.g. perception that building is unsafe) by TLA (%)



Base: All respondents, excluding not answered

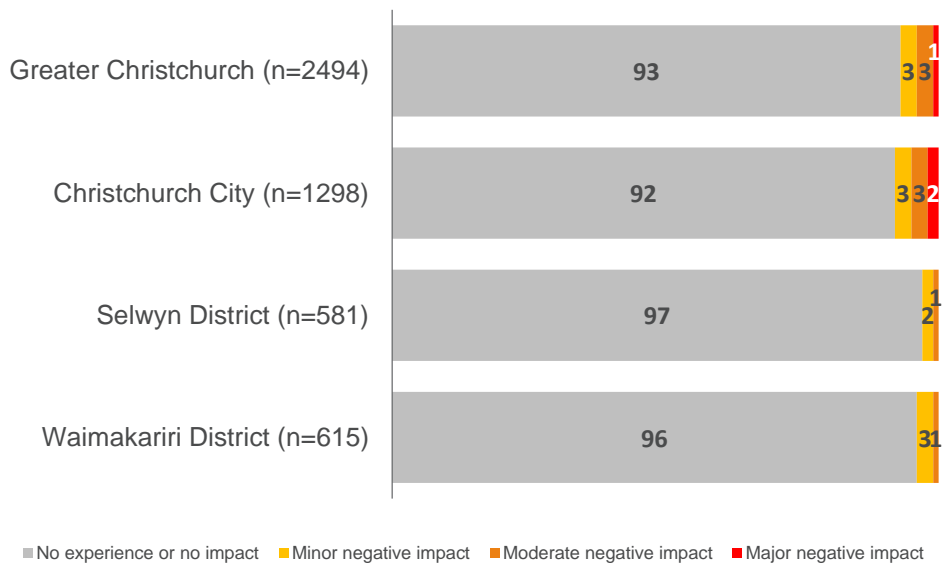
Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Of Māori ethnicity (9%)
- Those who have unresolved claims at the property they own and usually live in (9%)

HOUSE TOO SMALL

The lives of 7% of residents are still being negatively impacted by living in a house too small for the number of people in the household. For 4% of residents, these concerns have a moderate or major impact on their everyday lives.

Figure 7.27: Current result – House too small for the number of people in the household by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to be strongly impacted by living in a house too small for the number of people (5% compared with 1% of Waimakariri District residents and 1% of Selwyn District residents).

Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Living in temporary housing (13%)
- Those who have unresolved claims at the property they own and usually live in (11%)

8. POSITIVE OUTCOMES OF THE EARTHQUAKES



INTRODUCTION

Questions were also asked to measure the proportion of residents who have experienced positive outcomes from the earthquakes.

Respondents were shown a list of 14 positive outcomes and for each, were asked to indicate the level of impact each issue was **still having** on their everyday lives as a result of the earthquakes.

The results are shown as follows:

- Table 8.1 provides an overview and ranks the 14 outcomes, based on the proportion that indicates a particular issue is continuing to have a **strong positive impact** on their everyday lives (answered either 'moderate positive impact' or 'major positive impact'). This table compares the April 2015 results with results of the previous five surveys.
- Following this summary table, each of the issues is scrutinised individually and significant differences between sub-groups highlighted.

STRENGTH OF OUTCOME

The next table compares the April 2015 results with the previous measures. The question was phrased slightly differently between measures as follows:

- In September 2012 residents considered the extent their everyday lives **had been impacted** by an issue as a result of the earthquakes.
- In subsequent surveys residents considered the extent to which their everyday lives **were still being impacted** by each issue as a result of the earthquakes.

As can be seen from the table, from September 2012 to April 2014 many of the initial 'reactionary' positive outcomes of the earthquakes were slowly dissipating with time, particularly pride in ability to cope, renewed appreciation of life, heightened sense of community, spending more time with family and increased resilience.

With the focus shifting from recovery to rebuild, there has been some significant improvement with the impacts relating to construction progress over the last 12 months, including: tangible signs of progress, access to new and repaired recreational, cultural and leisure time facilities, opportunity to experience public events and spaces and business and employment opportunities.

The family's increased resilience and a heightened sense of community are the only impacts initial 'reactionary' positive outcomes that are continuing to trend down.

Table 8.0: Trend – Proportion saying the outcome continues to have a moderate or major positive impact (%)

(Issues ranked based on April 2015 results - from highest to lowest in term of proportion still being strongly impacted by each issue)	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
Renewed appreciation of life	45	33*	29*	27	27	29
Tangible signs of progress	NA*	NA*	18	15*	20✓	24✓
Pride in ability to cope under difficult circumstances	41	26*	24	22	23	22
Spending more time together as a family	36	27*	25	20*	21	22
Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	20*	18	16	17	20✓
Access to new and repaired recreational, cultural and leisure time facilities	NA*	16	18	15*	18✓	20
Family's increased resilience	36	23*	24	21*	22	19*
Opportunity to experience public events and spaces	14	15	14	14	14	18✓
Helping family, friends and the community	NA*	20	19	17	17	17
Business and employment opportunities	11	10	11	12	12	15✓
Heightened sense of community	34	20*	19	17	16	15
Improved quality of house after the repair/rebuild	NA*	NA*	11	10	11	12
Income related benefits	7	8	9	8	9	10
Increased opportunities for individual creative expression	9	9	10	7*	9	9

Base: All respondents, excluding not answered (base sizes vary)

* Not asked in September 2012

RENEWED APPRECIATION OF LIFE

Almost half (49%) continue to experience a renewed appreciation of life as a result of the earthquakes. For nearly a third (29%) this continues to have a moderate or major positive impact on their everyday lives.

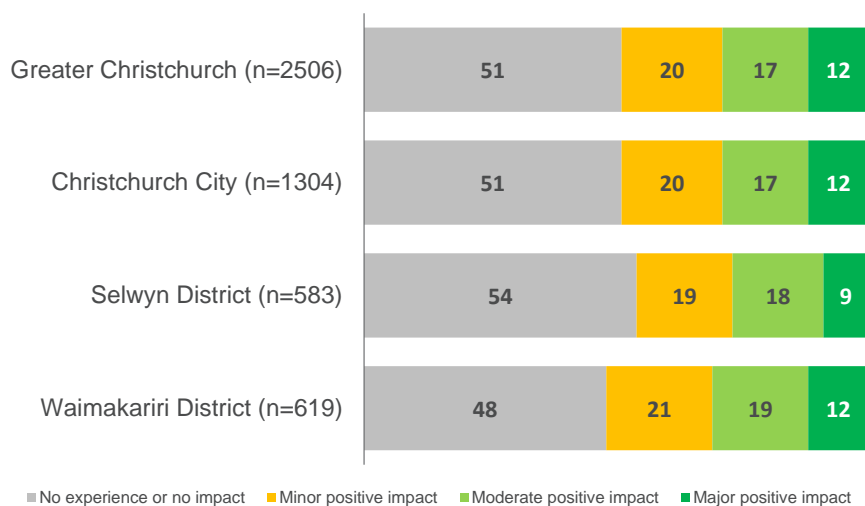
This remains the most prevalent positive outcome from the earthquakes.

Table 8.1: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Renewed appreciation of life	45	33*	29*	27	27	29

Base: All respondents, excluding not answered

Figure 8.1: Current result – Renewed appreciation of life by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say the impact on their everyday lives is moderate or major (29%) are:

- Female (34%)

Those less likely to indicate a moderate or major impact are:

- Aged 18 to 24 years old (23%)
- Male (24%)

TANGIBLE SIGNS OF PROGRESS

Just under half (49%) say they are being positively impacted by tangible signs of progress. For one in four (24%) this is having a moderate or major impact on their everyday lives. Due to significant increases this is now the second most prevalent positive outcome that is impacting residents' everyday lives.

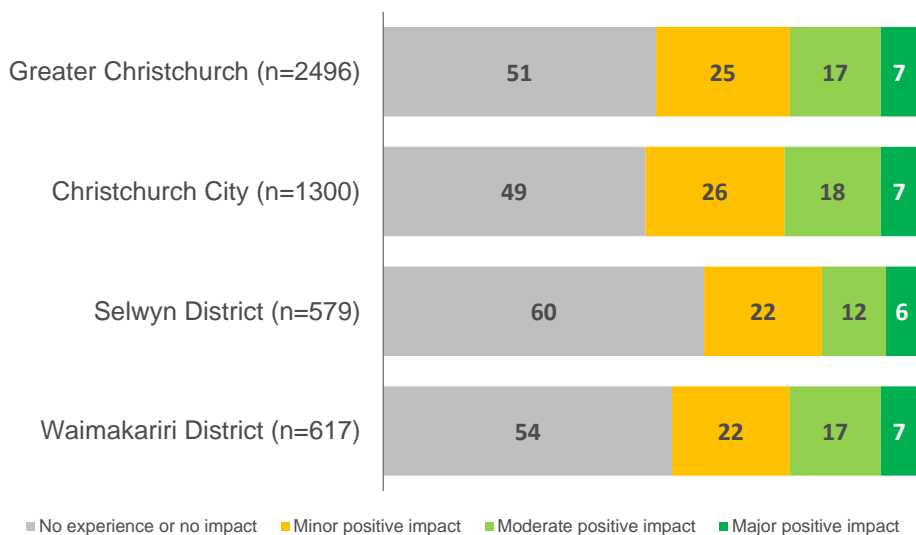
Table 8.2: Trend – Proportion that are experiencing this impact and how strongly they are being impacted, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
% who are experiencing this outcome (minor, moderate or major positive impact)	NA*	NA*	43	39*	45✓	49✓
% who say the impact is having a moderate or major impact on their everyday lives	NA*	NA*	18	15*	20✓	24✓

Base: All respondents, excluding not answered

* Not asked in that measure

Figure 8.2: Current result – Tangible signs of progress (new buildings, CBD cordon removed) by TLA (%)



Base: All respondents, excluding not answered

Selwyn District has a much lower proportion of residents saying they can see tangible signs of progress (18%, compared to Christchurch City 25% and Waimakariri District 24%).

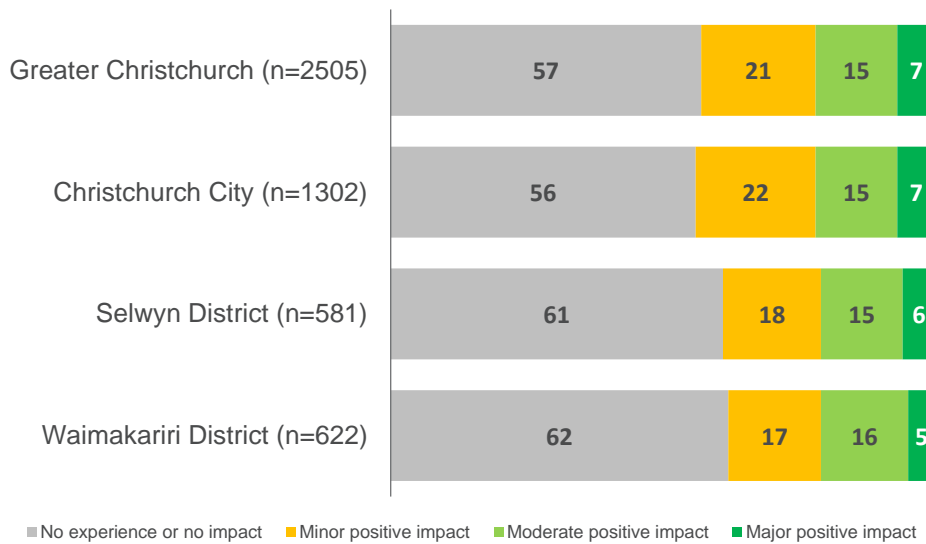
Those more likely to indicate the impact on their everyday lives has been moderate or major (24%) are:

- Aged 65 to 74 years old (29%)

COPING UNDER DIFFICULT CIRCUMSTANCES

Just under half (43%) still feel pride in their ability to cope under difficult circumstances as a result of the earthquakes. For a quarter (22%) this continues to have a moderate or major positive impact on their everyday lives. This result is similar across the three Districts.

Figure 8.3: Current result – Pride in ability to cope under difficult circumstances by TLA (%)

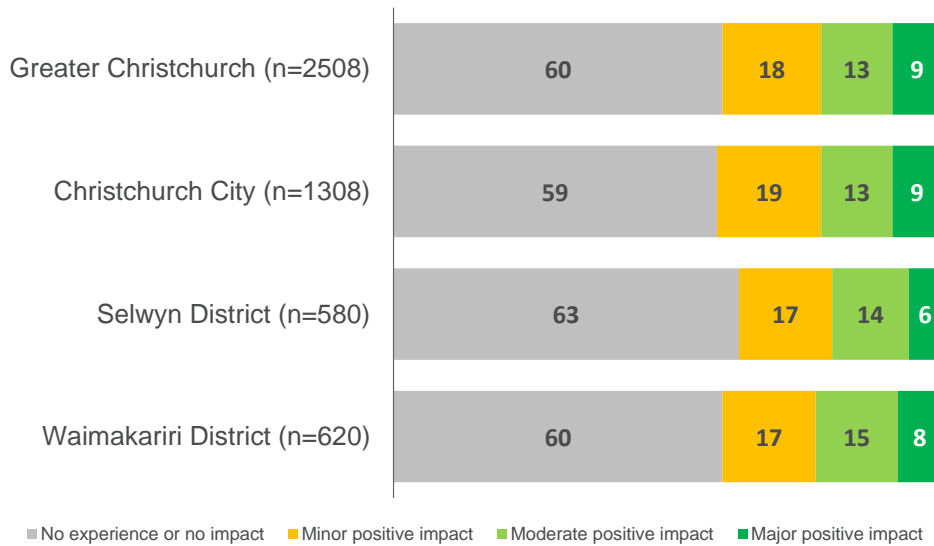


Base: All respondents, excluding not answered

SPENDING TIME WITH FAMILY

Two in five (40%) greater Christchurch residents continue to benefit from spending more time together as a family as a result of the earthquakes. For one in five (22%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.4: Current result – Spending more time together as a family by TLA (%)



Base: All respondents, excluding not answered

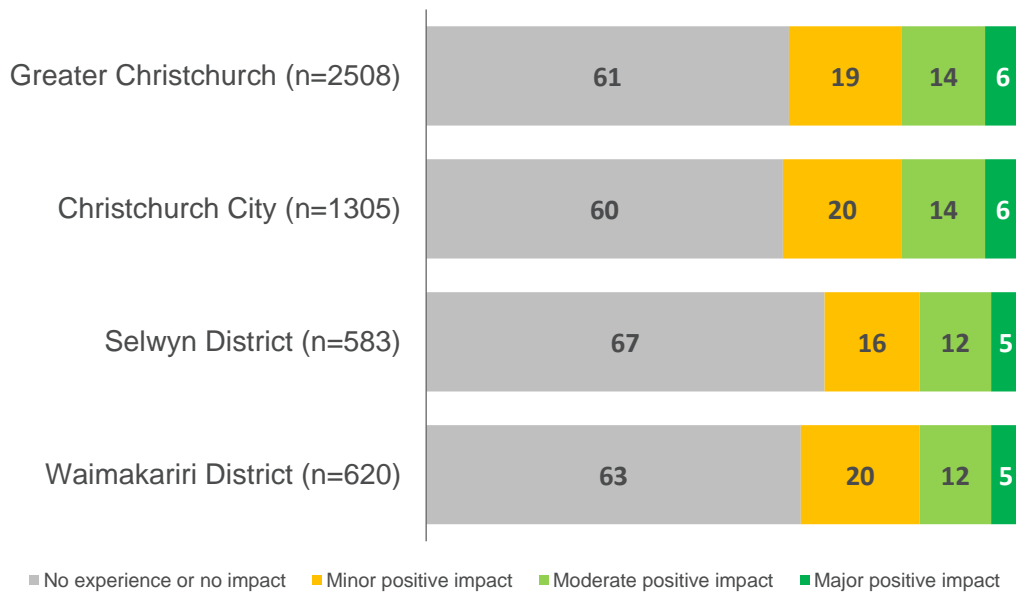
Those more likely to say the impact on their everyday lives is moderate or major (22%) are:

- Of Māori ethnicity (32%)
- Living in a household with at least one child (27%)

STRONGER PERSONAL COMMITMENT

Some 39% feel a stronger personal commitment to Christchurch, Selwyn or Waimakariri. A fifth (20%) say this is having a moderate or major positive impact on their everyday lives.

Figure 8.5: Current result – Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri by TLA (%)

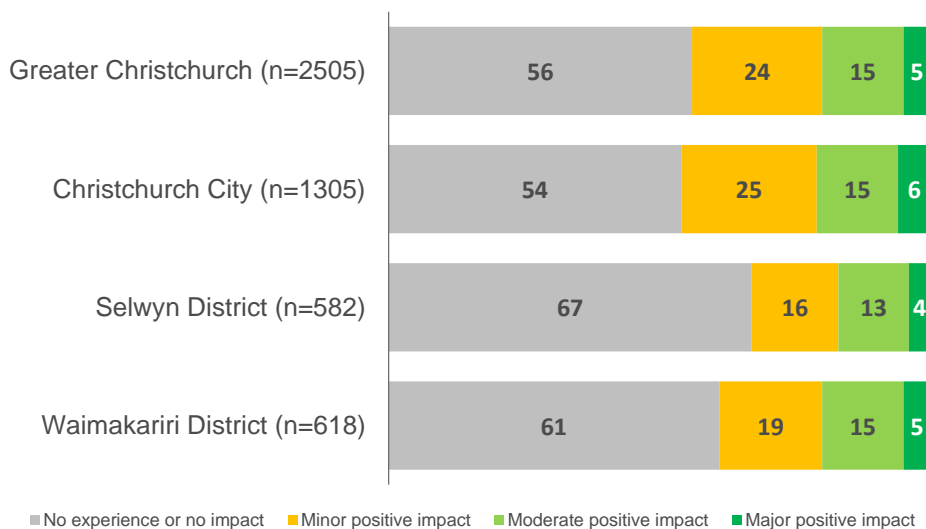


Base: All respondents, excluding not answered

ACCESS TO NEW FACILITIES

Just over two in five (44%) residents feel that access to new and repaired recreational, cultural and leisure time facilities is impacting positively on their lives, including 20% for whom this is having a strong positive impact.

Figure 8.6: Current result – Access to new and repaired recreational, cultural and leisure time facilities by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn District (17%) are less likely to say they are being positively impacted by increased access to new and repaired facilities compared to those living in Christchurch City (21%) and Waimakariri District (20%).

Those more likely to indicate the impact on their everyday lives has been moderate or major (20%) are:

- Aged 18 to 24 years old (26%)

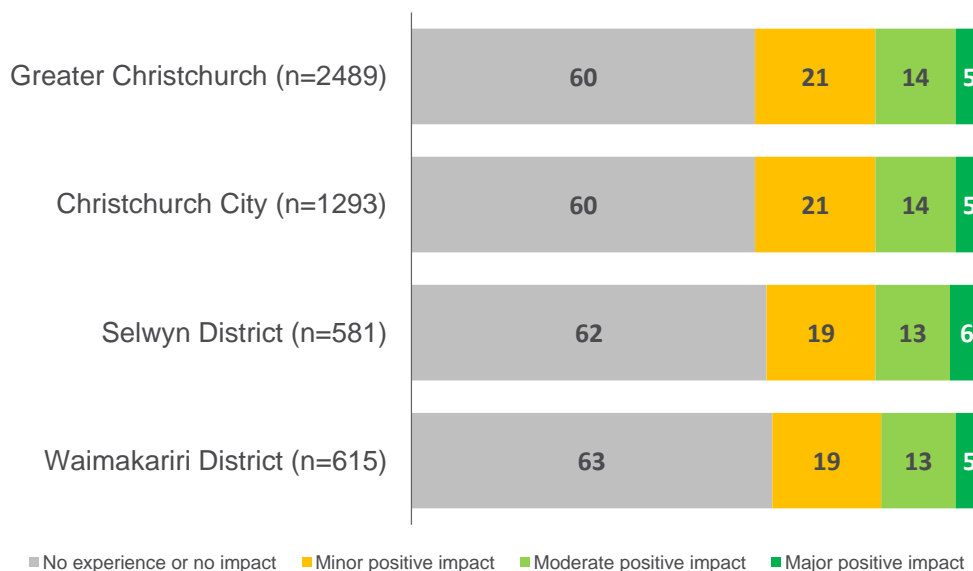
Those less likely to say this are:

- Aged 75 years or over (13%)
- Males (15%)

INCREASED RESILIENCE

Two in five (40%) indicate an increase in their own and/or their family's resilience as a result of the earthquakes. One in five (19%) of all residents indicate that increased resilience is having a moderate or major positive impact on their everyday lives.

Figure 8.7: Current result – Family's increased resilience by TLA (%)



Base: All respondents, excluding not answered

Residents from all territories indicate they feel an increase in their family's resilience.

Those more likely to say the impact on their everyday lives is moderate or major (19%) are:

- Of Māori ethnicity (28%)

Those less likely to say this are:

- Aged 75 years or over (9%)

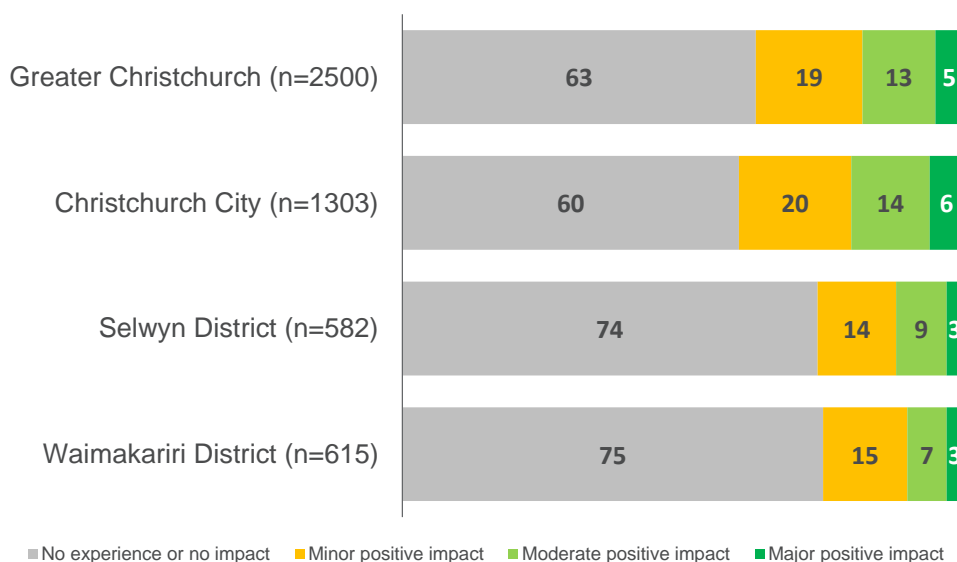
EXPERIENCE PUBLIC EVENTS AND SPACES

Some (37%) continue to be positively impacted by the opportunity to experience public events and spaces as a result of the earthquakes and this is having a strong positive impact on the lives of 18% (this is a significant increase from a previously static outcome of the earthquakes).

Table 8.8: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Opportunity to experience public events and spaces	14	15	14	14	14	18✓

Figure 8.8: Current result – Opportunity to experience public events and spaces by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn District (12%) and Waimakariri District (10%) are less likely to feel they are being strongly impacted by opportunities to experience public events and spaces as a result of the earthquakes (compared to 20% of those living in Christchurch City).

Those more likely to indicate the impact on their everyday lives has been moderate or major (18%) are:

- Aged 18 to 24 years old (25%)

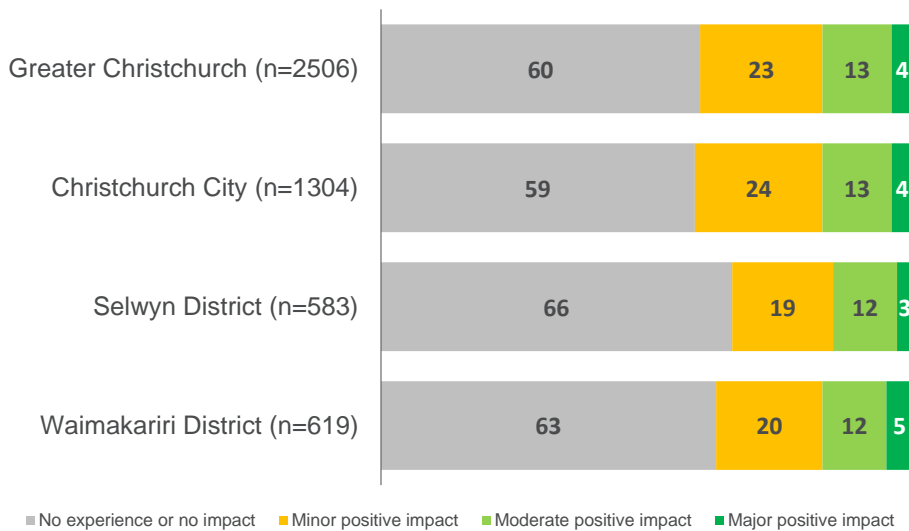
Those less likely to say this are:

- Aged 75 years or over (6%)
- From a household with an income of less than \$30,000 (13%)

HELPING OTHERS

Four in ten (40%) say that helping family, friends and the community as a result of the earthquakes is still having a positive impact on their everyday lives. A sixth (17%) say this is having a moderate or major positive impact.

Figure 8.9: Current result – Helping family, friends and the community by TLA (%)



Base: All respondents, excluding not answered

BUSINESS AND EMPLOYMENT OPPORTUNITIES

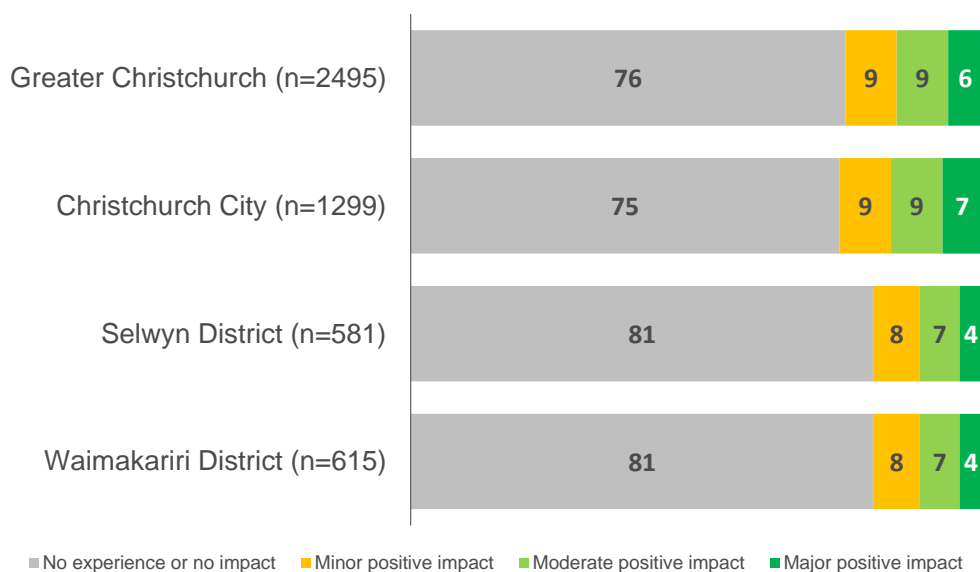
Almost quarter (24%) are being positively impacted by business and employment opportunities as a result of the earthquakes. For just over one in seven (15%) this is having a moderate or major positive impact on their everyday lives.

There has been a significant increase in the proportion who are being strongly impacted by this positive outcome.

Table 8.10: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
Business and employment opportunities	11	10	11	12	12	15✓

Figure 8.10: Current result – Business and employment opportunities by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (15%) are:

- Living in temporary housing (23%)
- From a household with an income of more than \$100,000 (22%)

- Renting the dwelling they usually live in (22%)
- Aged 25 to 34 years old (21%)
- Aged 18 to 24 years old (21%)

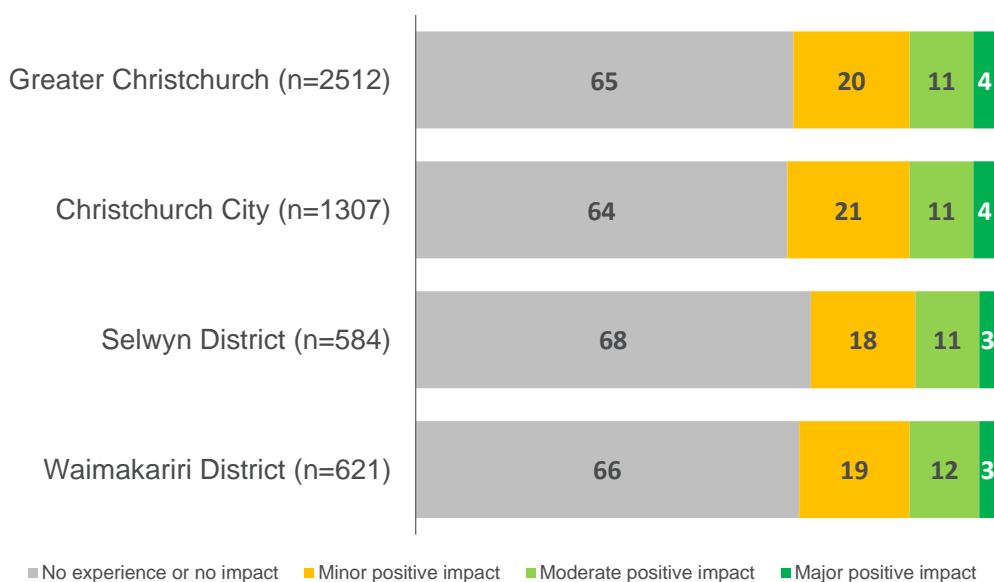
Those less likely to indicate that the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (0%) or 65 to 74 years old (6%)
- From a household with an income of less than \$30,000 (8%)

SENSE OF COMMUNITY

Just over a third (35%) of residents continue to feel a heightened sense of community as a result of the earthquakes. For around a sixth (15%), this is having a strong positive impact on their everyday lives.

Figure 8.11: Current result – Heightened sense of community by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate the impact on their everyday lives has been moderate or major (15%) are:

- Of Māori ethnicity (23%)

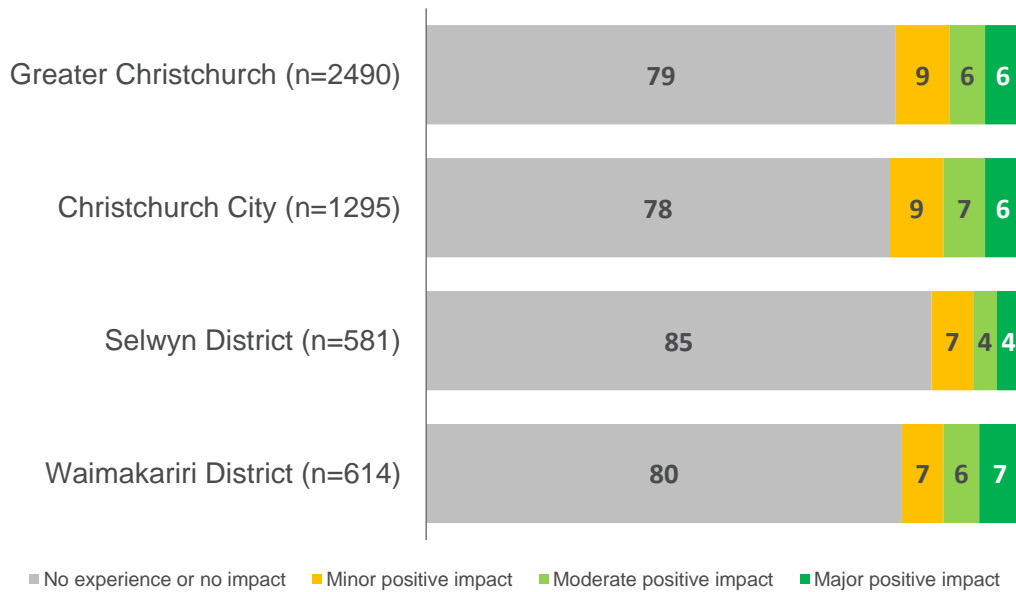
Those less likely to say this are:

- Aged 25 to 34 years old (10%)

IMPROVED QUALITY OF HOUSE

One in five (21%) is experiencing an improved quality of house due to the repair or rebuild as a result of the earthquakes. For 12% this is having a moderate or major impact on their everyday lives.

Figure 8.12: Current result – Improved quality of house after the repair / rebuild by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (12%) are:

- Of Māori ethnicity (20%)

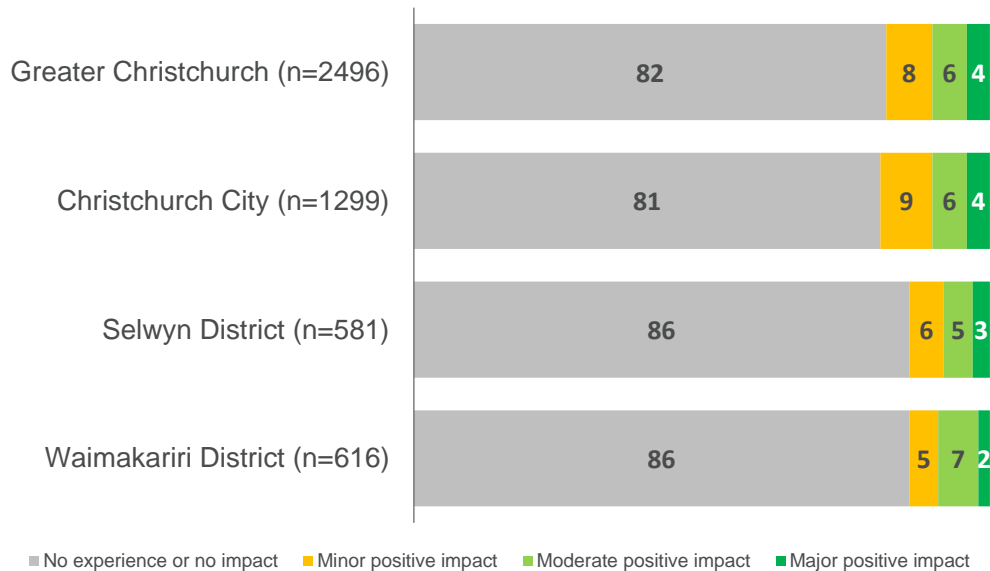
Those less likely to indicate that the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (7%)

INCOME-RELATED BENEFITS

Around one in seven (18%) is experiencing income-related benefits as a result of the earthquakes. For 10% this is having a moderate or major impact on their everyday lives.

Figure 8.13: Current result – Income-related benefits by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (10%) are:

- From a household with an income of more than \$100,000 (16%)
- Aged 25 to 34 years old (16%)

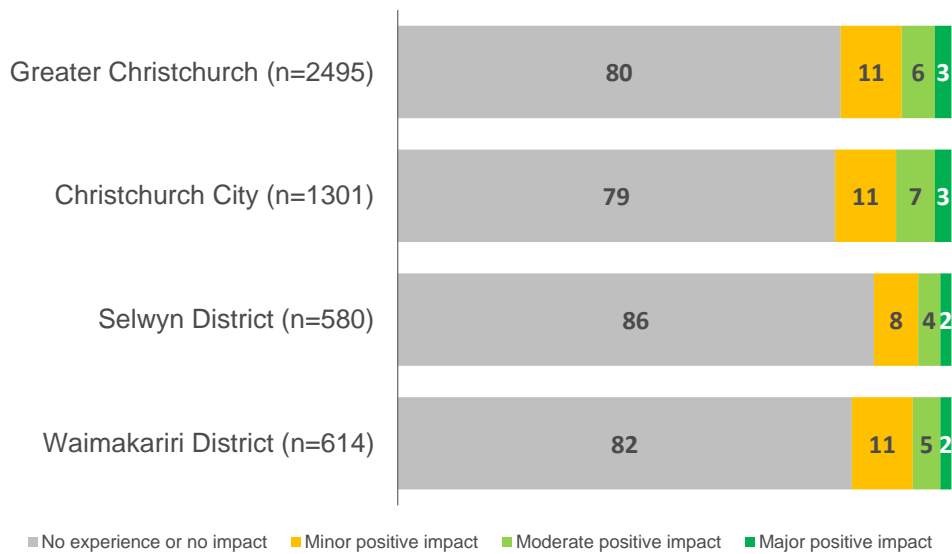
Those less likely to indicate that the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (1%)
- From a household with an income of less than \$30,000 (5%)

INDIVIDUAL CREATIVE EXPRESSION

A fifth (20%) of Christchurch residents are being positively impacted by increased opportunities for individual creative expression. For just under one in ten (9%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.14: Current result – Increased opportunities for individual creative expression by TLA (%)



Base: All respondents, excluding not answered

Those less likely to indicate that the impact on their everyday lives is moderate or major (9%) are:

- Aged 75 years or over (1%)

9. CONFIDENCE IN DECISION MAKING



INTRODUCTION

This section summarises responses to questions that measured the perceptions residents have of the decisions being made by the agencies involved in earthquake recovery.

Specifically, respondents were asked to indicate the level of confidence they felt in each of the following (using a scale of not at all confident, not very confident, neutral, confident, very confident, don't know):

- Overall, that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (generally, rather than agency-specific)
- That CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch
- That their specific local council is making earthquake recovery decisions that are in the best interests of the district in question
- That Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch.

Respondents were also asked to express their level of satisfaction or dissatisfaction with the opportunities the public has had to influence earthquake recovery decisions.

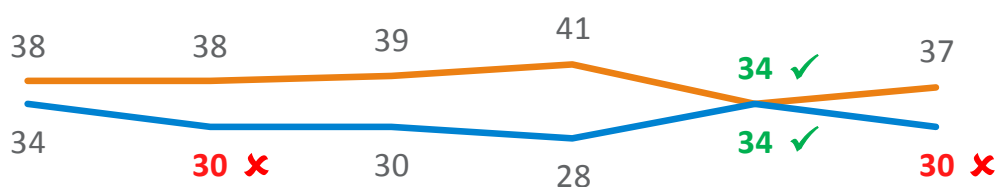
OVERALL CONFIDENCE

Residents have always been polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery.

Three in ten (30%) residents express confidence in the decisions being made, while 37% lack confidence. The remaining third (33%) are non-committal.

In September 2014 confidence among residents improved, however confidence has dropped again slightly.

Figure 9.1: Trend – Overall confidence in the earthquake recovery decisions, over time (%)



Sep-12 (n=2273)	Apr-13 (n=2344)	Sep-13 (n=2366)	Apr-14 (n=2420)	Sep-14 (n=2642)	Apr-15 (n=2438)
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— Not at all confident or not very confident — Very confident or confident

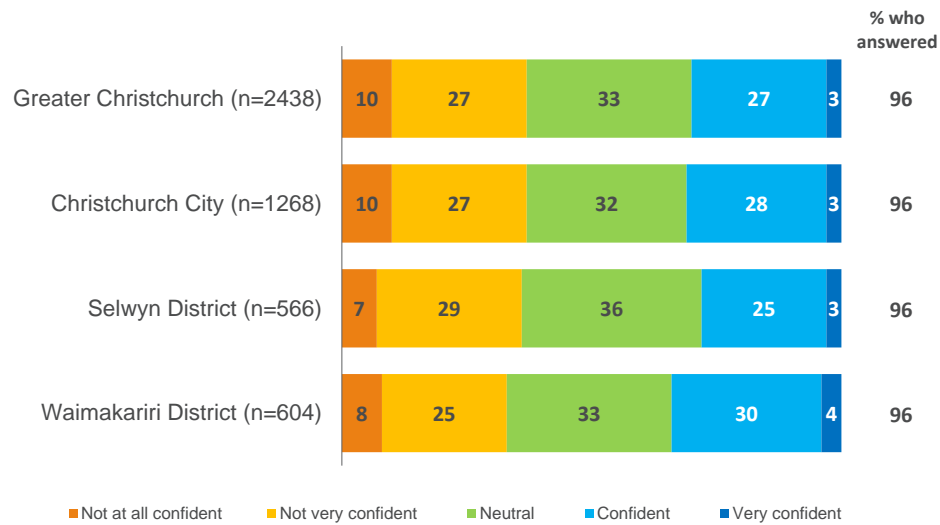
Base: All respondents, excluding those who said don't know or not answered

Those living in Selwyn District are predominantly driving the decrease with confidence in the recovery decisions being at an all time low among residents. The shift in confidence means their perceptions now more closely align with those living in Christchurch City and Waimakariri District.

Table 9.1: Trend – Overall confidence in the earthquake recovery decisions by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n=1100; April 2013 n=1168; Sept 2013 n=1191; April 2014 n=1230; Sept 2014 n=1354; April 2015 n=1268)	Very confident or confident	34	30*	29	26	33✓	31
	Neutral	27	32	31	31	32	32
	Not at all or not very confident	39	38	40	43	35✓	37
SELWYN DISTRICT (Sept 2012 n=591; April 2013 n=601; Sept 2013 n=613; April 2014 n=607; Sept 2014 n=618; April 2015 n=566)	Very confident or confident	40	34*	32	34	39	28*
	Neutral	26	34	38	32	32	36
	Not at all or not very confident	34	32	30	34	29	36*
WAIMAKARIRI DISTRICT (Sept 2012 n=582; April 2013 n=575; Sept 2013 n=562; April 2014 n=583; Sept 2014 n=670; April 2015 n=604)	Very confident or confident	33	32	29	30	35	34
	Neutral	32	31	34	35	34	33
	Not at all or not very confident	35	37	37	35	31	33

Base: All respondents excluding those who said don't know or not answered

Figure 9.2: Current result – Overall confidence in the earthquake recovery decisions by TLA (%)

Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to express confidence in earthquake recovery decisions (30%) are:

- Of Pacific, Asian or Indian ethnicity (42%)
- Aged 65 to 74 years old (39%)
- From a household with an income of more than \$100,000 (35%)

Those more likely to **lack** confidence (37%) are:

- Those who have unresolved claims at the property they own and usually live in (54%)
- Of Māori ethnicity (52%)
- Living with a health condition or disability (45%)

RELATIVE CONFIDENCE IN SPECIFIC AGENCIES

As noted earlier, overall confidence in the earthquake recovery decisions is not as positive as it was in September 2014, with confidence rebounding slightly (30% of residents are confident or very confident).

This trend can also be seen when looking at confidence in the decisions being made by CERA and Selwyn District Council. However, confidence with the other agencies is relatively stable with the increases seen in September 2014 largely maintained.

Table 9.2: Trend – Confidence with the individual agencies involved in making earthquake recovery decisions, over time (%)

Confidence that agency has made decisions in best interest of relevant area	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015
CERA (Sept 2012 n=2273; April 2013 n=2301; Sept 2013 n=2346; April 2014 n=2386; Sept 2014 n=2607; April 2015 n=2407)	Very confident or confident	41	35*	35	33	37✓	33*
	Neutral	29	35	33	34	34	33
	Not at all or not very confident	30	30	32	33	29✓	34*
CHRISTCHURCH CITY COUNCIL (Sept 2012 n=1017; April 2013 n=1151; Sept 2013 n=1184; April 2014 n=1218; Sept 2014 n=1340; April 2015 n=1260)	Very confident or confident	29	28	26	29	37✓	35
	Neutral	29	31	31	34	30	31
	Not at all or not very confident	42	41	43	37✓	33✓	34
SELWYN DISTRICT COUNCIL (Sept 2012 n=583; April 2013 n=586; Sept 2013 n=606; April 2014 n=596; Sept 2014 n=611; April 2015 n=562)	Very confident or confident	41	37	42	39	44	36*
	Neutral	33	35	36	37	35	36
	Not at all or not very confident	27	28	22✓	24	21	28*
WAIMAKARIRI DISTRICT COUNCIL (Sept 2012 n=584; April 2013 n=576; Sept 2013 n=559; April 2014 n=586; Sept 2014 n=668; April 2015 n=608)	Very confident or confident	43	37*	37	35	47✓	49
	Neutral	27	30	26	31	29	26
	Not at all or not very confident	30	33	37	34	24✓	25
ENVIRONMENT CANTERBURY (Sept 2012 n=2151; April 2013 n=2217; Sept 2013 n=2256; April 2014 n=2307; Sept 2014 n=2525; April 2015 n=2364)	Very confident or confident	28	27	28	25*	30✓	30
	Neutral	37	41	40	40	37	37
	Not at all or not very confident	35	32✓	32	35*	33	33

Base: All respondents excluding those who said don't know or not answered

CONFIDENCE IN CERA

The increase in confidence in the decisions being made by CERA that was seen in September 2014 has not been maintained, with confidence returning to 33% among all residents of greater Christchurch (dropping from 37%). A third (34%) lack confidence and the remaining third (33%) are neutral.

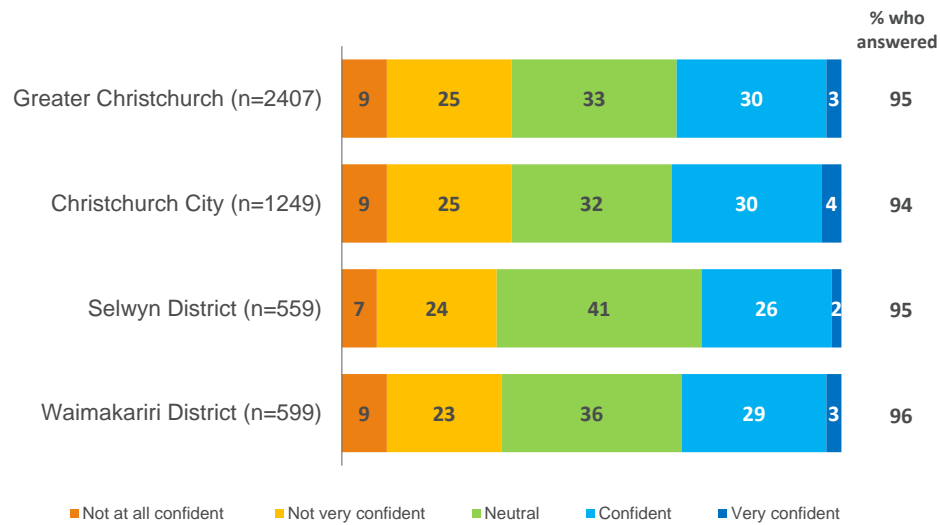
This slight drop in confidence can be seen across the three TLA's but is particularly evident among those living in Selwyn District who are significantly less confident than they have been previously. As a result, they are no longer more confident than those living in Christchurch City or Waimakariri District.

Those living in Christchurch City continue to be more likely to explicitly note that they lack confidence in the decisions being made.

Table 9.3: Trend – Confidence in earthquake recovery decisions being made by CERA by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n=1101; April 2013 n=1142; Sept 2013 n=1179; April 2014 n= 1214; Sept 2014 n=1338; April 2015 n=1249)	Very confident or confident	41	34*	36	33	36	34
	Neutral	29	34	32	33	34	32
	Not at all or not very confident	30	32	32	34	30✓	34*
SELWYN DISTRICT (Sept 2012 n=587; April 2013 n=585; Sept 2013 n=607; April 2014 n=600; Sept 2014 n=612; April 2015 n=559)	Very confident or confident	41	37	36	34	41✓	28*
	Neutral	31	38	39	38	34	41
	Not at all or not very confident	28	25	25	28	25	31*
WAIMAKARIRI DISTRICT (Sept 2012 n=585; April 2013 n=574; Sept 2013 n=560; April 2014 n=572; Sept 2014 n=657; April 2015 n=599)	Very confident or confident	40	37	32	31	36	32
	Neutral	29	36	35	37	37	36
	Not at all or not very confident	31	27	33*	32	27	32

Base: All respondents excluding those who said don't know or not answered

Figure 9.3: Current result – Confidence in decision making by CERA by TLA (%)

Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to say they are confident with the decisions CERA has made (33%) are:

- Of Pacific, Asian or Indian ethnicity (44%)

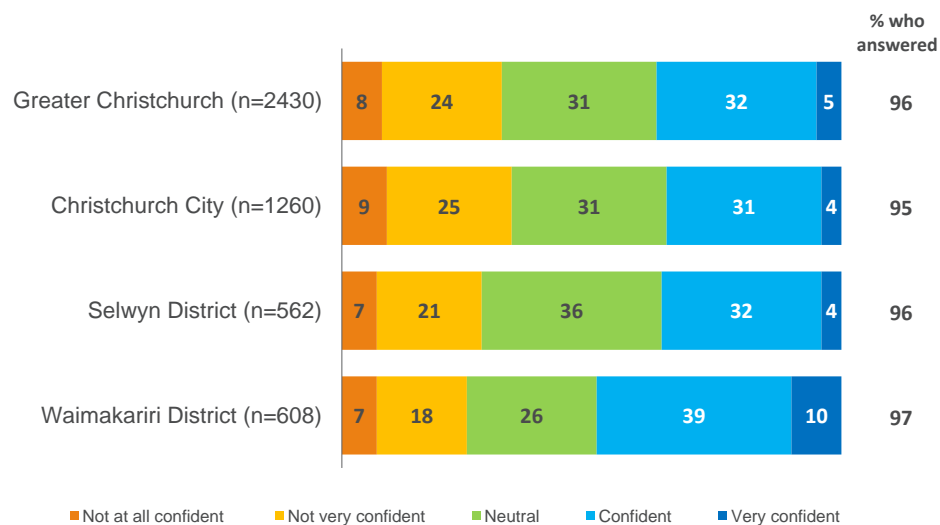
Those more likely to say they are **not** confident with the decisions CERA has made (34%) are:

- Living with a health condition or disability (44%)
- Of Māori ethnicity (44%)

CONFIDENCE IN LOCAL COUNCILS

Overall, almost four in ten (37%) greater Christchurch residents are confident that the decisions made by the local councils are in the best interest of their area, while three in ten (32%) lack confidence.

Figure 9.4: Current result – Confidence in decision making by local councils by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those living in Waimakariri District (49%) are more confident with the decisions being made by their local council compared to those living in Christchurch City (35%) or Selwyn District (36%). For Selwyn District Council this result is a significant decrease in confidence among residents and their lowest confidence level to date.

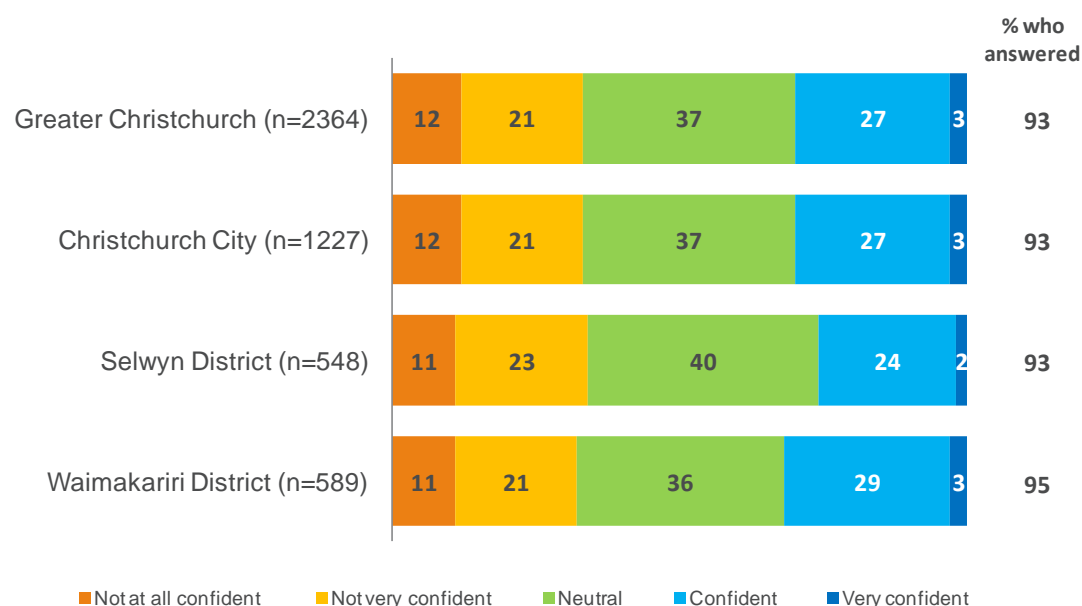
Those more likely to **lack** confidence with the decisions made (32%) are:

- Those who have unresolved claims at the property they own and usually live in (49%)
- Living with a health condition or disability (42%)

CONFIDENCE IN ENVIRONMENT CANTERBURY

Confidence in the decisions being made by Environment Canterbury increased significantly in September 2014 and this increase has been maintained with three in ten (30%) residents feeling confident or very confident. However, a slightly larger proportion (33%) continue to lack confidence.

Figure 9.5: Current result – Confidence in decision making by Environment Canterbury by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to express confidence in the decisions made by Environment Canterbury (30%) are:

- Of Pacific, Asian or Indian ethnicity (40%)
- Aged 25 to 34 years old (40%)
- Renting the dwelling they usually live in (37%)

Those more likely to **lack** confidence with the decisions made (33%) are:

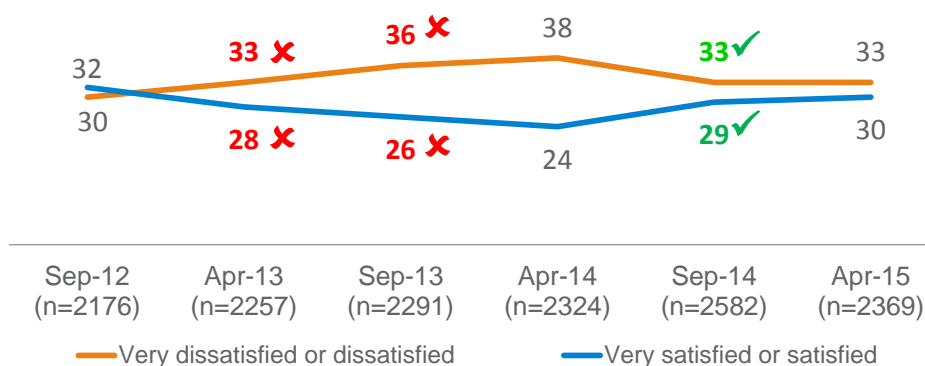
- Aged 50 to 64 years old (43%)
- Living with a health condition or disability (43%)

SATISFACTION WITH OPPORTUNITIES TO INFLUENCE DECISIONS

Three in ten (30%) residents in greater Christchurch are satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. A slightly higher proportion (33%) is dissatisfied or very dissatisfied.

Significant improvements made in this area in September 2014 have been maintained.

Figure 9.6: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions, over time (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Whilst satisfaction has been maintained at an overall level, those living in Selwyn District are not as satisfied as they were in September 2014. They are now the least satisfied with the opportunities they have had to influence the earthquake recovery decisions.

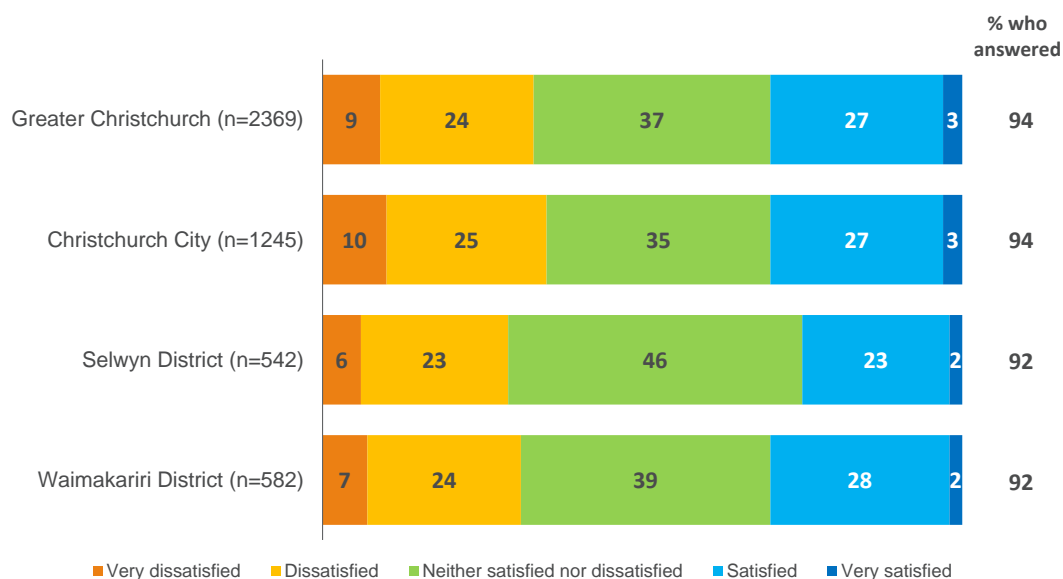
Table 9.4: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n=1064; April 2013 n=1125; Sept 2013 n=1159; April 2014 n=1195; Sept 2014 n=1312; April 2015 n=1245)	Very satisfied and satisfied	32	28x	25	24	29✓	30
	Neither satisfied nor dissatisfied	38	39	38	37	37	35
	Very dissatisfied and dissatisfied	30	33	37x	39	34✓	35

SELWYN DISTRICT (Sept 2012 n=558; April 2013 n=580; Sept 2013 n=600; April 2014 n=576; Sept 2014 n=606; April 2015 n=542)	Very satisfied and satisfied	37	31*	27	23	32✓	25*
	Neither satisfied nor dissatisfied	37	41	39	43	39	46
	Very dissatisfied and dissatisfied	26	28	34*	34	29	29
WAIMAKARIRI DISTRICT (Sept 2012 n=554; April 2013 n=552; Sept 2013 n=532; April 2014 n=553; Sept 2014 n=664; April 2015 n=582)	Very satisfied and satisfied	33	27*	27	25	32✓	30
	Neither satisfied nor dissatisfied	39	41	39	42	41	39
	Very dissatisfied and dissatisfied	28	32	34	33	27✓	31

Base: All respondents, excluding those who said don't know, excluding not answered

Figure 9.7: Current result – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA (%)



Base: All respondents, excluding those who said don't know and those who did not answer

Those more likely to be satisfied with the opportunities (30%) are:

- Of Pacific, Asian or Indian ethnicity (42%)
- Aged 75 years or over (42%)

Those more likely to be dissatisfied with the opportunities (33%) are:

- Living with a health condition or disability (45%)
- Aged 50 to 64 years old (40%)

10. SATISFACTION WITH INFORMATION



INTRODUCTION

This section summarises responses to questions that measured how satisfied or dissatisfied residents are with information they have received about earthquake recovery decisions (e.g. timeliness, relevance, accuracy).

Specifically, respondents were asked their level of satisfaction with each of the following:

- Overall, with information about earthquake recovery decisions (generally, rather than agency-specific)
- Information from CERA
- Information from their local council
- Information from Environment Canterbury
- Information from EQC (relating to their policy)
- Information from private insurers (relating to their policy)

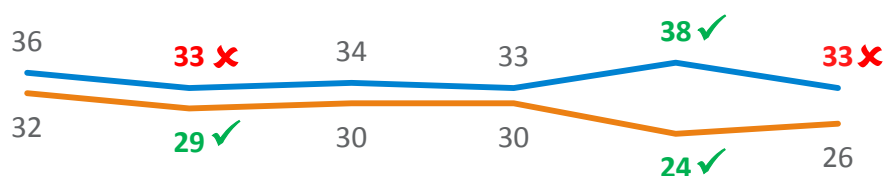
OVERALL SATISFACTION

Residents continue to have very polarised views about the information they have received in relation to earthquake recovery decisions.

A third (33%) express satisfaction with the overall information received, 26% express dissatisfaction, and the remaining 41% do not have a firm view.

Significant improvements seen in the satisfaction with the information have not been maintained with results dropping back to previous levels of satisfaction.

Figure 10.1: Trend – Overall satisfaction with information, over time (%)



Sep-12 (n=2265) Apr-13 (n=2301) Sep-13 (n=2337) Apr-14 (n=2375) Sep-14 (n=2610) Apr-15 (n=2423)

— Very dissatisfied or dissatisfied — Very satisfied or satisfied

Base: All respondents, excluding those who said don't know, excluding not answered

Satisfaction has dropped back among Christchurch City and Selwyn District residents, while Waimakariri District residents have retained their higher level of satisfaction with the information.

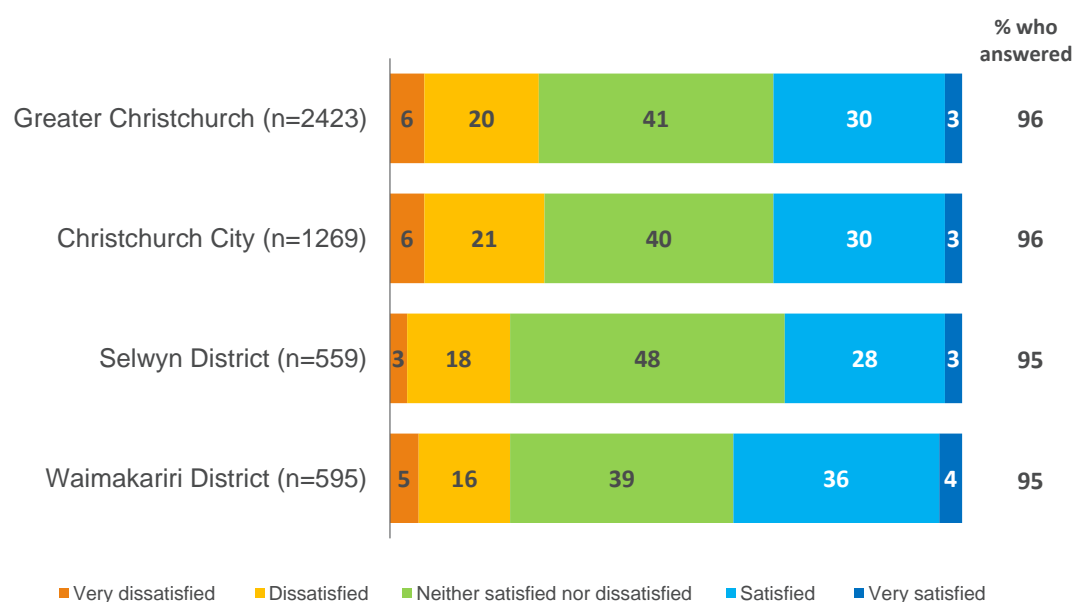
Table 10.1: Trend – Overall satisfaction with information by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n=1102; April 2013 n=1152; Sept 2013 n=1182; April 2014 n=1221; Sept 2014 n=1338; April 2015 n=1269)	Very satisfied and satisfied	35	33	33	32	37 ✓	33 ✗
	Neither satisfied nor dissatisfied	31	37	35	36	38	40
	Very dissatisfied and dissatisfied	34	30 ✓	32	32	25 ✓	27
SELWYN DISTRICT	Very satisfied and	40	34 ✗	35	33	39 ✓	31 ✗

(Sept 2012 n=582; April 2013 n=591; Sept 2013 n=601; April 2014 n=587; Sept 2014 n=608; April 2015 n=559)	satisfied						
	Neither satisfied nor dissatisfied	36	42	40	41	39	48
	Very dissatisfied and dissatisfied	24	24	25	26	22	21
WAIMAKARIRI DISTRICT (Sept 2012 n=579; April 2013 n=558; Sept 2013 n=554; April 2014 n=567; Sept 2014 n=664; April 2015 n=595)	Very satisfied and satisfied	40	35	38	38	39	40
	Neither satisfied nor dissatisfied	35	43	39	41	39	39
	Very dissatisfied and dissatisfied	25	22	23	21	22	21

Base: All respondents excluding those who said don't know or not answered

Figure 10.2: Current result – Overall satisfaction with information by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to be satisfied with the information received (33%) are:

- Aged 65 to 74 years old or 75 or over (48%)
- Those who have not needed to make an insurance claim on their dwelling (39%)

Those more likely to be dissatisfied with the information received (26%) are:

- Those who have unresolved claims at the property they own and usually live in (44%)
- Of Māori ethnicity (38%)
- Living with a health condition or disability (34%)

Residents' recollection of receiving information from each agency is still extremely high with the great majority having noticed information relating to earthquake recovery decisions from their local councils (93% of Christchurch City residents, 91% of Waimakariri District residents and 88% of Selwyn District residents), CERA (88%) and EQC (87%). Some 84% have noticed information from Environment Canterbury, and 81% recall receiving information from their private insurers.

Table 10.2: Trend – Proportion who recall receiving information from each agency, over time (%)

Proportion who recall receiving information	Sept 2012	April 2013	Sept 2013	April 2014	Sept 2014	April 2015
CERA	89	90	88	88	89	88
Local council						
Christchurch City Council	90	90	88	90	92	93
Selwyn District Council	83	84	84	83	87	88
Waimakariri District Council	90	90	93	89	91	91
Environment Canterbury	77	79	78	77	82	84
EQC (relating to resident's policy)	90	89	88	86	88	87
Private insurer (relating to resident's policy)	86	84	84	80	82	81

Base: All respondents, excluding not answered

Note: September 2012 referred to information and communication, while subsequent measures refer to information only

RELATIVE SATISFACTION

Satisfaction with the information received from specific agencies, based on those who recall receiving information, also shows mixed results.

An overview of the results is listed below:

- The increase in satisfaction with the information received from CERA that was seen in September 2014 has not been maintained with satisfaction dropping back to 35%.
- Satisfaction with the information from Christchurch City Council increased significantly in September 2014 and this has been maintained with satisfaction at the highest level to date.
- Perceptions of the information received from Selwyn District Council are relatively stable (36% indicating they are satisfied or very satisfied).
- Waimakariri residents continue to be more satisfied with the information received from the Waimakariri District Council (with levels higher than those of the other agencies).
- A greater proportion of recipients of information from Environment Canterbury are satisfied with the information they received. While satisfaction is at the highest level to date, the information continues to be rated lower than information received from the other agencies.
- Improvements in satisfaction with the information received from EQC and from private insurers have been maintained, and EQC continues to have fewer recipients dissatisfied with their information.

Table 10.3: Trend – Satisfaction with the information from various agencies, over time (%)

Satisfaction with information about earthquake recovery decisions among recipients	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015
CERA (Sept 2012 n=2061; April 2013 n=2088; Sept 2013 n=2104; April 2014 n=2146; Sept 2014 n=2351; April 2015 n=2188)	Satisfied and very satisfied	40	37*	34*	33	40✓	35*
	Neither satisfied nor dissatisfied	42	47	46	48	45	49
	Dissatisfied and very dissatisfied	18	16	20*	19	15✓	16
CHRISTCHURCH CITY COUNCIL (Sept 2012 n=1019; April 2013 n=1057; Sept 2013 n=1073; April 2014 n=1132; Sept 2014 n=1258; April 2015 n=1210)	Satisfied and very satisfied	28	31	28	28	34✓	35
	Neither satisfied nor dissatisfied	45	45	46	49	45	46
	Dissatisfied and very dissatisfied	27	24	26	23	21	19
SELWYN DISTRICT COUNCIL (Sept 2012 n=507; April 2013 n=514; Sept 2013 n=528; April	Satisfied and very satisfied	36	34	34	34	38	36
	Neither satisfied nor	47	47	50	50	48	48

2014 n=526; Sept 2014 n=549; April 2015 n=516)	dissatisfied						
	Dissatisfied and very dissatisfied	17	19	16	16	14	16
WAIMAKARIRI DISTRICT COUNCIL (Sept 2012 n=539; April 2013 n=536; Sept 2013 n=540; April 2014 n=530; Sept 2014 n=623; April 2015 n=574)	Satisfied and very satisfied	42	43	44	36*	45✓	48
	Neither satisfied nor dissatisfied	39	37	39	45	39	38
	Dissatisfied and very dissatisfied	19	20	17	19	16	14
ENVIRONMENT CANTERBURY (Sept 2012 n=1778; April 2013 n=1853; Sept 2013 n=1916; April 2014 n=1916; Sept 2014 n=2187; April 2015 n=2116)	Satisfied and very satisfied	22	24	25	23	25	29✓
	Neither satisfied nor dissatisfied	55	56	55	57	54	53
	Dissatisfied and very dissatisfied	23	20✓	20	20	21	18✓
EQC (RELATING TO RESIDENT'S POLICY) (Sept 2012 n=2140; April 2013 n=2098; Sept 2013 n=2161; April 2014 n=2128; Sept 2014 n=2360; April 2015 n=2171)	Satisfied and very satisfied	27	28	26	29✓	32✓	33
	Neither satisfied nor dissatisfied	31	29	33	32	33	36
	Dissatisfied and very dissatisfied	42	43	41	39	35✓	31✓
PRIVATE INSURER (RELATING TO RESIDENT'S POLICY) (Sept 2012 n=1975; April 2013 n=1974; Sept 2013 n=2036; April 2014 n=1978; Sept 2014 n=2206; April 2015 n=2021)	Satisfied and very satisfied	31	33	33	34	37✓	37
	Neither satisfied nor dissatisfied	36	36	39	37	39	41
	Dissatisfied and very dissatisfied	33	31	28✓	29	24✓	22

Base: Those who recall receiving communications or information from the various organisations.

SATISFACTION WITH CERA

The majority (88%) of residents recall receiving information about earthquake recovery decisions from CERA.

As mentioned previously, the increase in satisfaction with the information received from CERA that was seen in September 2014 has not been maintained with satisfaction dropping back to 35% (from 40%).

The same trend is evident among Christchurch City residents. Satisfaction among Selwyn District residents has also dropped, however it has dropped to the lowest level to date and they are subsequently now significantly less satisfied with the information received from CERA than residents of the other Districts.

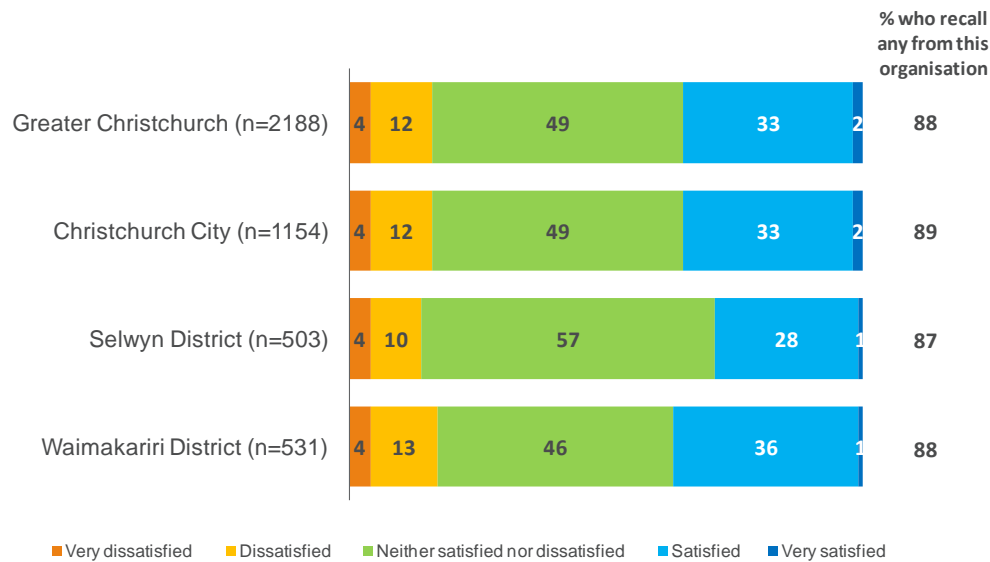
Table 10.4: Trend – Satisfaction with the information from CERA, over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
CHRISTCHURCH CITY (Sept 2012 n=1020; April 2013 n=1058; Sept 2013 n=1074; April 2014 n=1122; Sept 2014 n=1233; April 2015 n=1154)	Very satisfied and satisfied	40	36	34	34	40✓	35*
	Neither satisfied nor dissatisfied	41	47	45	47	44	49
	Very dissatisfied and dissatisfied	19	17	21*	19	16	16
SELWYN DISTRICT (Sept 2012 n=510; April 2013 n=519; Sept 2013 n=515; April 2014 n=514; Sept 2014 n=529; April 2015 n=503)	Very satisfied and satisfied	40	35	34	33	38	29*
	Neither satisfied nor dissatisfied	47	52	52	53	49	57
	Very dissatisfied and dissatisfied	13	13	14	14	13	14
WAIMAKARIRI DISTRICT (Sept 2012 n=531; April 2013 n=511; Sept 2013 n=515; April 2014 n=510; Sept 2014 n=589; April 2015 n=531)	Very satisfied and satisfied	39	45✓	38*	33	38	37
	Neither satisfied nor dissatisfied	47	41	48	51	49	46
	Very dissatisfied and dissatisfied	15	14	14	16	13	17

Base: Those who recall receiving communications or information from the various organisations.

Just over a third (35%) of residents are satisfied with the information from CERA, while some 16% are dissatisfied. A large proportion (49%) is neither satisfied nor dissatisfied.

Figure 10.3: Current result – Satisfaction with the information from CERA by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those more likely to be satisfied with the information from CERA (35%) are:

- Aged 75 years or over (45%) or 65 to 74 years old (46%)

SATISFACTION WITH LOCAL COUNCILS

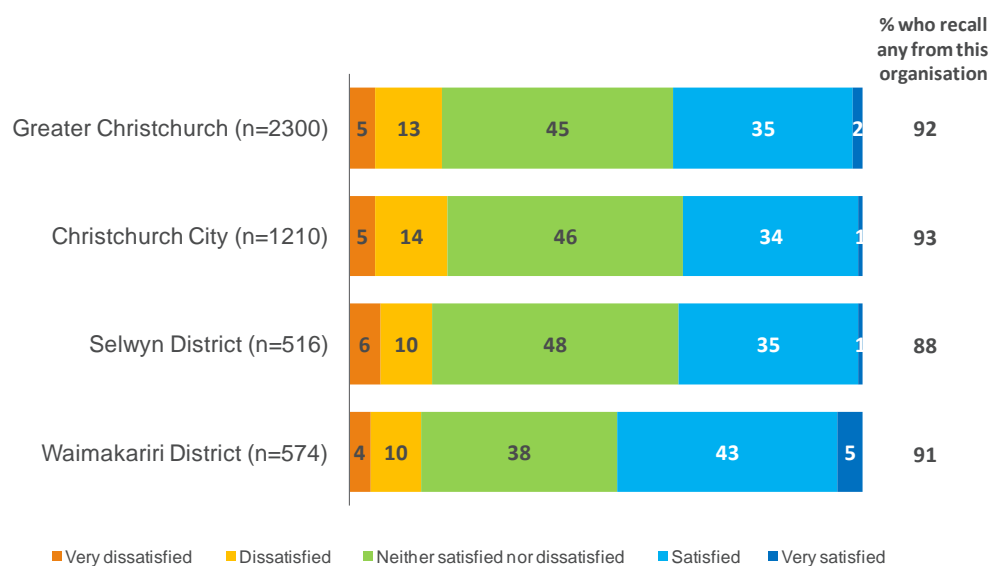
The majority (92%) say that they recall receiving information about earthquake recovery decisions from their local council.

Overall, over a third (37%) are satisfied with the information received from their local council, while two in ten (18%) are dissatisfied.

As mentioned, the trend in the satisfaction with the information from each council is as follows:

- Satisfaction with the information from Christchurch City Council increased significantly in September 2014 and this has been maintained with satisfaction at the highest level to date.
- Perceptions of the information received from Selwyn District Council are relatively stable (36% indicating they are satisfied or very satisfied).
- Although not a significant increase, Waimakariri residents continue to be becoming more satisfied with the information received from the Waimakariri District Council. They continue to have the highest satisfaction of all the agencies.

Figure 10.4: Current result – Satisfaction with the information from local councils by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Recipients of information from Waimakariri District Council are more satisfied with the information received (48%).

Those more likely to be satisfied with the information received from their local council (37%) are:

- Aged 65 to 74 (51%) or 75 years or over (55%)

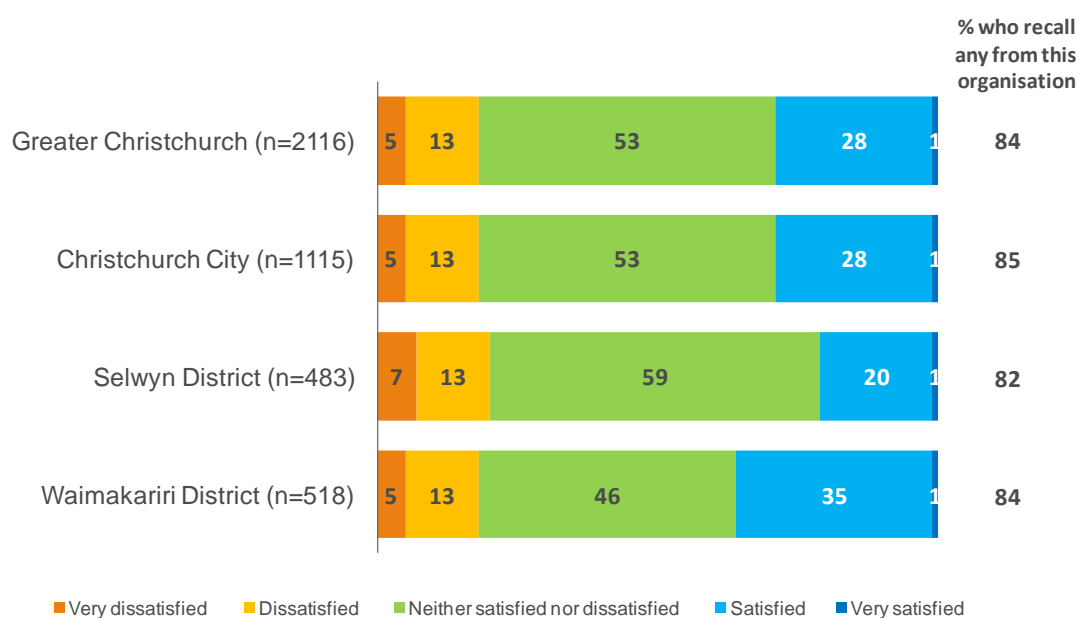
SATISFACTION WITH ENVIRONMENT CANTERBURY

Over eight in ten (84%) greater Christchurch residents recall receiving information from Environment Canterbury.

Nearly three in ten (29%) of those who recall receiving information are satisfied with what they have received from Environment Canterbury, while almost two in ten (18%) are dissatisfied.

Satisfaction is significantly higher than previous results and is at the highest level to date.

Figure 10.5: Current result – Satisfaction with the information from Environment Canterbury by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those more likely to be satisfied with the information received from Environment Canterbury (29%) are:

- Aged 65 to 74 years old (35%) or aged 75 years or over (40%)
- Those who live in Waimakariri (35%)

Those more likely to be dissatisfied with the information received from Environment Canterbury (18%) are:

- Living with a health condition or disability (24%)
- Aged 50 to 64 years old (24%)

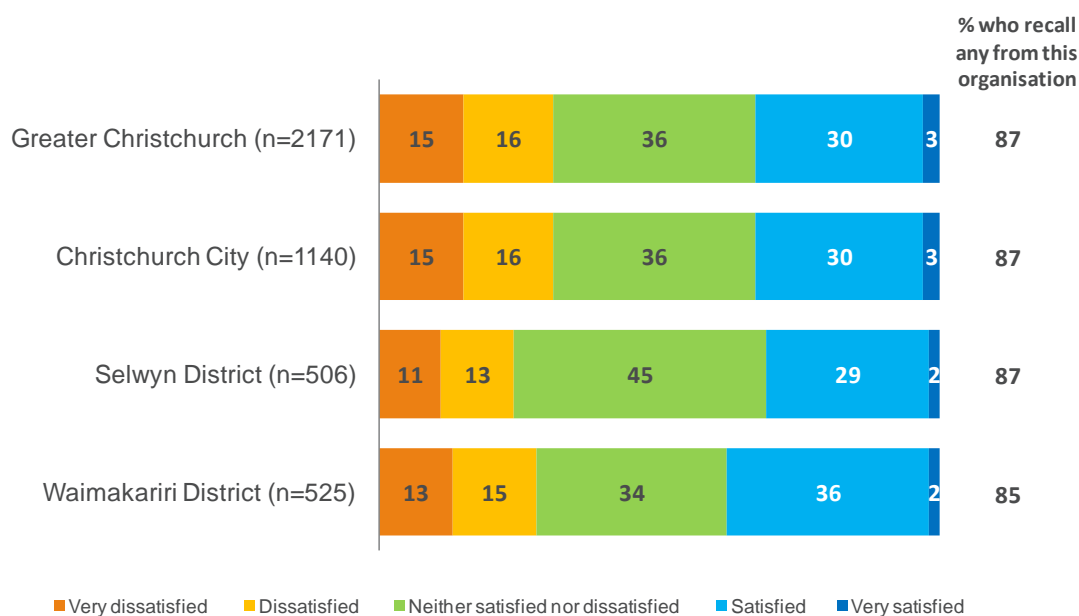
SATISFACTION WITH EQC

The majority (87%) recall receiving information from EQC relating to their policy.

A third (33%) of recipients are satisfied with the information received and a similar proportion (31%) are dissatisfied.

Overall, ratings of EQC's information are showing improvements with recent increases in satisfaction having been maintained this measure. In addition, there has been a significant decrease in dissatisfaction which is also showing a downward trend over time.

Figure 10.6: Current result – Satisfaction with the information from EQC by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those living in Waimakariri District (38%) are more satisfied with the information they have received from EQC in relation to their policy, whereas those in Christchurch City (33%) and Selwyn District (31%) are less satisfied.

Those more likely to be satisfied with the information (33%) are:

- Aged 75 years or over (51%) or 65 to 74 years old (45%)
- Those who have not needed to make an insurance claim on their dwelling (39%)

Those more likely to be dissatisfied with the information (31%) are:

- Those who have unresolved claims at the property they own and usually live in (68%)

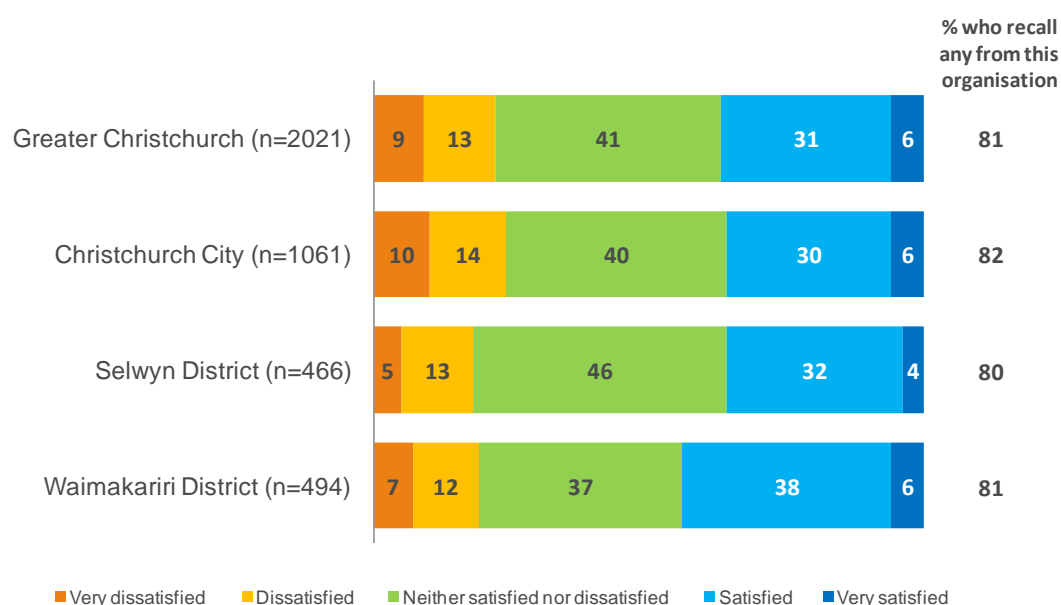
- From a household with an income of more than \$100,000 (40%)
- Aged 35 to 49 years old (36%)

SATISFACTION WITH PRIVATE INSURERS

Eight in ten (81%) recall receiving information relating to their policy from private insurers.

Over a third (37%) of greater Christchurch residents who recall receiving information from private insurers are satisfied with what they have received, while a just under quarter (22%) are dissatisfied with the information. Improvements seen in September 2014 have been maintained.

Figure 10.7: Current result – Satisfaction with the information from private insurers by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those living in Christchurch City are more dissatisfied than those from the other Districts with the information they have received from private insurers in relation to their policy (24% compared to 18% in Selwyn District and 19% Waimakariri District).

Those more likely to be satisfied with the information (37%) are:

- Aged 75 years or over (55%) or 65 to 74 years old (51%)
- Those who have accepted an offer on their dwelling claim from their insurer (45%)

Those more likely to be dissatisfied (22%) are:

- Those who have unresolved claims at the property they own and usually live in (53%)
- From a household with an income of more than \$100,000 (29%)
- Aged 35 to 49 years old (28%)

11. AWARENESS AND OPINION OF SERVICES



INTRODUCTION

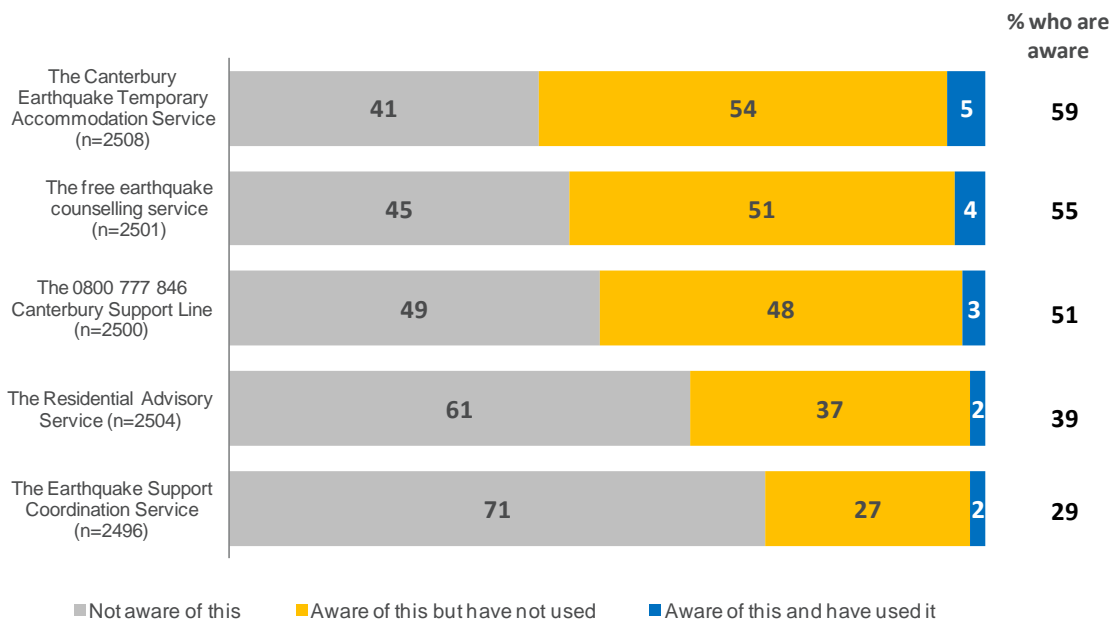
A number of services have been implemented in greater Christchurch to assist people living in the area to cope with various issues. This section reviews the awareness, use and opinion of these services.

AWARENESS AND USE OF EACH OF THE SERVICES

Awareness of the Canterbury Earthquake Temporary Accommodation Service is highest of all services with three in five (59%) residents saying that they are aware of this service. Some 5% have used this service at some point.

Just over half (55%) are aware of the free earthquake counselling service, with 4% indicating they have used this service. Half (51%) of residents are aware of the 0800 777 846 Canterbury Support Line, while two in five (39%) residents indicate they are aware of the Residential Advisory Service. Awareness of the Earthquake Support Coordination Service is the lowest of all services with slightly fewer than three in ten (29%) indicating they are aware of it.

Figure 11.1: Current result – Awareness and usage of the various services (%)



Base: All respondents, excluding not answered

Almost half (49%) of greater Christchurch residents are aware of the 'All Right?' campaign.

Figure 11.2: Current result – Awareness of the 'All Right?' campaign (%)



Base: All respondents, excluding not answered

AWARENESS AND OPINION OVER TIME

Awareness of the various support services is similar to highs reached in September 2014.

Table 11.1: Trend – Awareness of each service over time (% who are aware)

Awareness of each service	Apr 2013	Sept 2013	Apr 2014	Sept 2014	Apr 2015
The Canterbury Earthquake Temporary Accommodation Service	55	55	55	60✓	59
The free earthquake counselling service	57	56	53	56	55
The 0800 777 846 Canterbury Support Line (the quake line)	53	51	47	51	51
The Residential Advisory Service	NA	35	36	40✓	39
The Earthquake Support Coordination Service	29	27	26	31✓	29
The 'All Right?' campaign	33	38✓	49✓	48	49

Base: All respondents, excluding not answered

The table below shows the opinions of each service among those who have used the service and those who are aware of the service but whom have not used it personally.

Among those who have used the Canterbury Earthquake Temporary Accommodation service, over eight in ten (83%) have a favourable opinion.

Opinions of the Earthquake Support Coordination Service continue to be increasingly favourable among those who are aware of the service but have not used it.

Table 11.2: Trend – Opinion of each service over time (% who are favourable or very favourable)

	Among those who have used service					Among those who have not used the service				
	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015	Apr 2013	Sept 2013	Apr 2014	Sept 2014	April 2015
The Canterbury Earthquake Temporary Accommodation Service	76	71	77	70	83✓	39	42	40	44	46
The free earthquake counselling service	85	79	70	90✓	85	48	53✓	52	55	55
The 0800 777 846 Canterbury Support Line (the quake line)	58	66	62	65	62	45	43	39	47✓	48
The Residential Advisory Service	NA	46	63	68	80	NA	35	37	40	43
The Earthquake Support Coordination Service	58	93✓	77	74	74	33	35	34	36	42✓
The 'All Right?' campaign	NA	NA	NA	NA	NA	57	61	63	69✓	72

CANTERBURY EARTHQUAKE TEMPORARY ACCOMMODATION SERVICE

Three in five (59%) greater Christchurch residents are aware of the Canterbury Earthquake Temporary Accommodation Service. Some 5% have used the service in the time since it was established.

Among those currently living in temporary housing, over half (52%) are aware of the service and 9% indicate that they have used it.

Those living in Waimakariri District are more likely to be aware of the service (59%).

Those more likely to be aware of this service (61%) are:

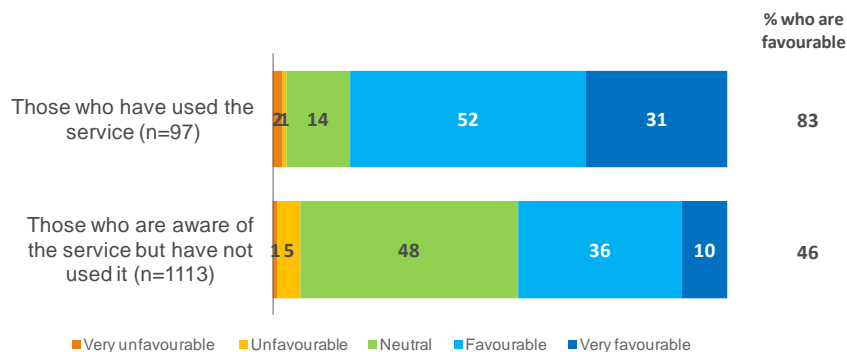
- Aged 50 to 64 years old (71%) or 65 to 74 (70%) or 75 or over (70%)
- Those who have accepted an offer on their dwelling claim from their insurer (69%)
- Living with a health condition or disability (66%)
- From a household with an income of less than \$30,000 (65%)

Those less likely to be aware of this service (59%) are:

- Aged 18 to 24 years old (37%) or 25 to 34 (48%)
- Of Pacific, Asian or Indian ethnicity (48%)
- Renting the dwelling they usually live in (48%)
- From a household with an income of more than \$100,000 (53%)

Of those who have used the Canterbury Earthquake Temporary Accommodation Service, eight in ten (83%) have a favourable impression of it (a significant increase in favourability compared to previous results), while 46% of those who have not used it are favourable.

Figure 11.3: Current result – Opinion of the Canterbury Earthquake Temporary Accommodation Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

FREE EARTHQUAKE COUNSELLING SERVICE

Some 55% residents say that they are aware of the free earthquake counselling service, while some 4% have used this service.

Those more likely to be aware of this service (55%) are:

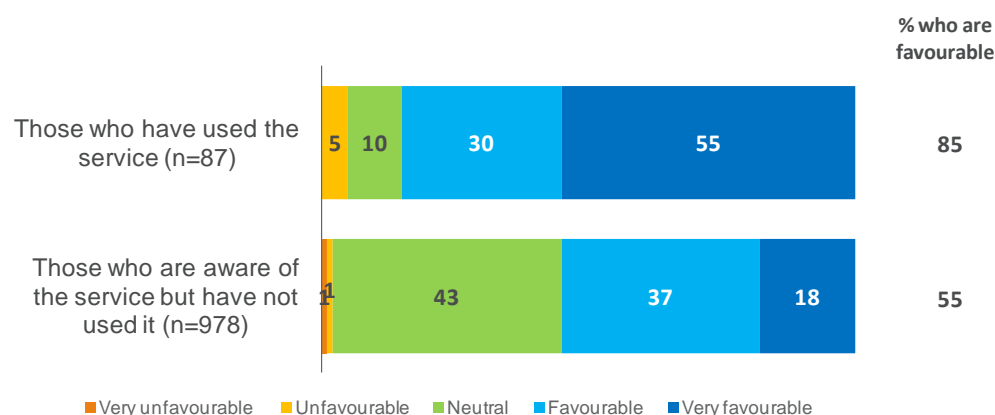
- Those who have unresolved claims at the property they own and usually live in (72%)
- Of Māori ethnicity (66%)
- From a household with an income of \$30,001 to \$60,000 (63%)
- Living with a health condition or disability (62%)
- Aged 50 to 64 years old or aged (62%), 65 to 74 years old (69%) or aged 75 or older (64%)
- Females (61%)

Those less likely to be aware of this service (55%) are:

- Aged 18 to 24 (40%) or 25 to 34 years old (48%)
- Male (48%)
- Of Pacific, Asian or Indian ethnicity (40%)
- Living in Selwyn District (49%)
- From a household with an income of more than \$100,000 (49%)
- Renting the dwelling they usually live in (49%)

Among those who have used the service, eight in ten (85%) have a favourable impression of it, while 55% of those who are aware of the service but not used it have a favourable opinion.

Figure 11.4: Current result – Opinion of the free earthquake counselling service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

THE 0800 777 846 CANTERBURY SUPPORT LINE

Half (51%) of greater Christchurch residents are aware of the 0800 777 846 Canterbury Support Line. Three percent have used the service.

Those more likely to be aware of this service (51%) are:

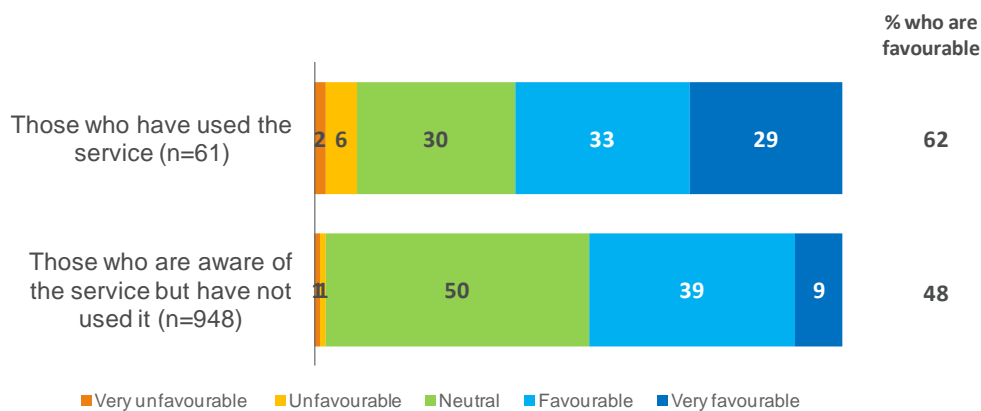
- Aged 50 to 64 years old (59%) or aged 65 to 74 years old (58%) or aged 75 years or over (61%)
- From a household with an income of \$30,001 to \$60,000 (59%)

Those less likely to be aware of this service (51%) are:

- Aged 18 to 24 (40%) or aged 35 to 49 years old (45%)
- From a household with an income of more than \$100,000 (46%)

Of those who have used the 0800 777 846 Canterbury Support Line, three in five (62%) have a favourable impression of it, while some 8% have an unfavourable impression. Among those who are aware of the Support Line but not used it, 48% say their impression is favourable.

Figure 11.5: Current result – Opinion of the 0800 777 846 Canterbury Support Line (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

RESIDENTIAL ADVISORY SERVICE

Two in five (39%) greater Christchurch residents are aware of the Residential Advisory Service, while 2% have used it.

Those more likely to be aware of this service (39%) are:

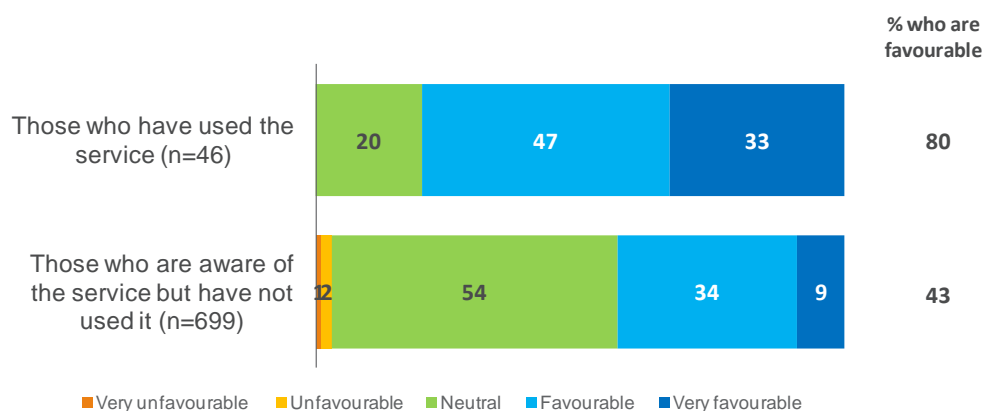
- Those who have unresolved claims at the property they own and usually live in (63%)
- Aged 50 to 64 years old (49%), aged 75 years or over (55%) or aged 65 to 74 years old (56%)
- Living with a health condition or disability (48%)

Those less likely to be aware of this service (39%) are:

- Aged 18 to 24 (18%), or 25 to 34 (30%) or 35 to 49 years old (34%)
- Of Pacific, Asian or Indian ethnicity (31%)
- Living in Selwyn District (32%)
- Renting the dwelling they usually live in (32%)

Of those who have used the Residential Advisory Service, four in five (80%) have a favourable impression of it, while two in five (43%) of those who have not used it say their impression of the service is favourable.

Figure 11.6: Current result – Opinion of the Residential Advisory Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

EARTHQUAKE SUPPORT COORDINATION SERVICE

Nearly three in ten (29%) greater Christchurch residents are aware of the Earthquake Support Coordination Service. A small proportion (2%) say they have used this service.

Those more likely to be aware of this service (29%) are:

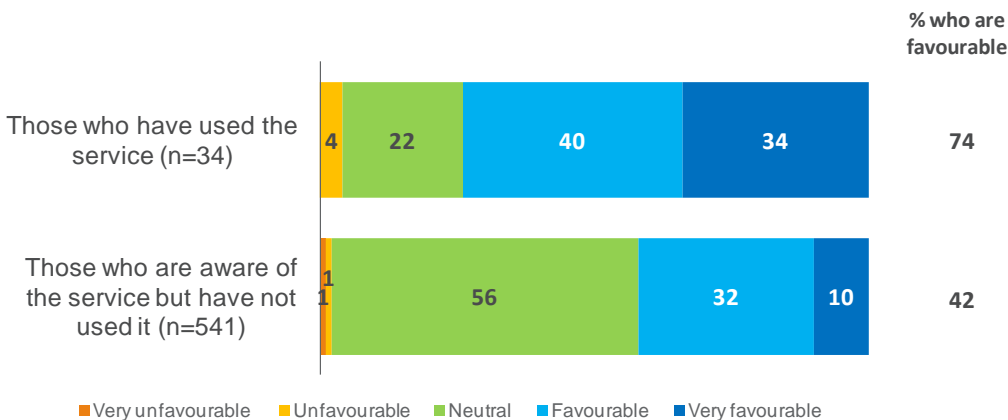
- Aged 50 to 64 years old (37%), 65 to 74 years old (39%) or 75 years or over (42%)
- From a household with an income of less than \$30,000 (36%)
- Living with a health condition or disability (38%)
- Of Māori ethnicity (42%)

Those less likely to be aware of this service (29%) are:

- Aged 18 to 24 (16%) or aged 25 to 34 (23%)

Of those who have used the Earthquake Support Coordination Service, three quarters (74%) have a favourable impression of it, two fifths (42%) of those who have not used it say their impression of the service is favourable.

Figure 11.7: Current result – Opinion of the Earthquake Support Coordination Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

'ALL RIGHT?' CAMPAIGN

Almost half (49%) of greater Christchurch residents are aware of the 'All Right?' campaign.

Those more likely to be aware of this campaign (49%) are:

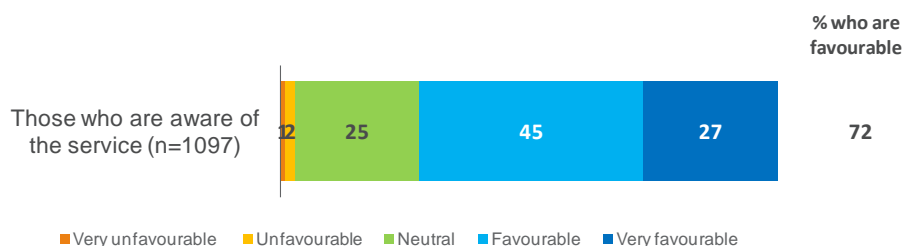
- From a household with an income of more than \$100,000 (57%)
- Aged 25 to 34 (57%) 35 to 49 years old (57%)
- Female (57%)
- Living in a household with at least one child (56%)

Those less likely to be aware of this campaign (49%) are:

- Aged 75 or over (31%) or 65 to 74 years old (38%)
- Of Māori ethnicity (38%)
- Of Pacific, Asian or Indian ethnicity (33%)
- From a household with an income of less than \$30,000 (39%)
- Males (41%)
- Living with a health condition or disability (42%)
- Living in Selwyn district (43%) or Waimakariri District (43%)

Of those who have heard of the 'All Right?' campaign, seven in ten (72%) say their impression is favourable. This is showing an upward trend over time.

Figure 11.8: Current result – Opinion of the 'All Right?' campaign (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

12. INSURANCE CLAIMS ON RESIDENTIAL DWELLINGS



INTRODUCTION

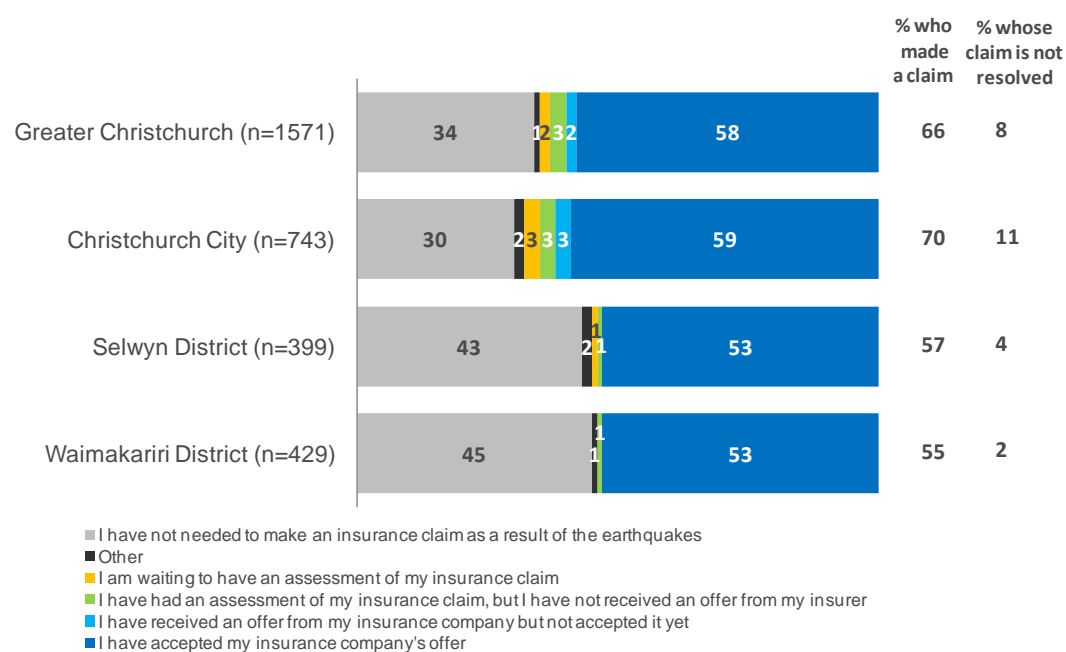
This section summarises responses to questions that measure the progress settling residential property insurance claims that have been made as a result of the earthquakes. Due to the complexity of the questions, great care must be taken to ensure the results are interpreted within the confines of the group of residents that answered each question.

This first question is asked only of those who currently own (either personally or jointly) the residential property they usually live in (therefore does not capture the issues being faced by those who own rental properties or those who have since moved from properties where they may have previously made a claim).

Two thirds (66%) of residents who own the dwelling they usually live in have needed to make an insurance claim on their dwelling as a result of the earthquakes. The status of these claims is broken out as follows:

- 58% have had their claim resolved and the home-owner has accepted the offer from their insurer
- 8% have not yet had their claim resolved (with 2% having received an offer on their dwelling claim but who have not accepted it yet, 3% having had an assessment on their dwelling claim from their insurer but who have not received an offer yet, 2% who are still waiting for an assessment from their insurer, and 1% who said other - comments mainly relate to the home-owners being in dispute over the value of the offer or quality of repairs undertaken).

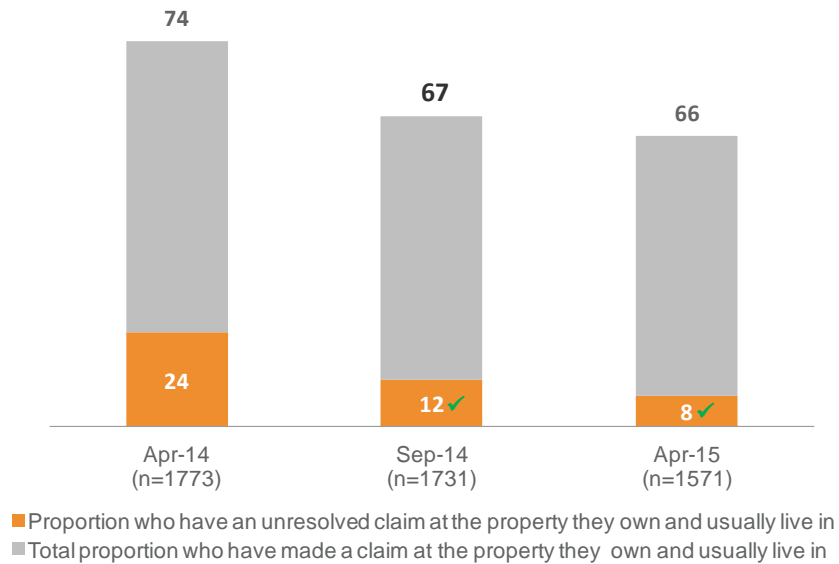
Figure 12.1: Current result – Whether they made an insurance claim, and if so, where they are in the process (%)



Base: Those who personally or jointly own the dwelling they usually live in, excluding not answered

The proportion with unresolved claims is significantly decreasing over time as illustrated below.

Figure 12.2: Trend - Whether they made an insurance claim (%)

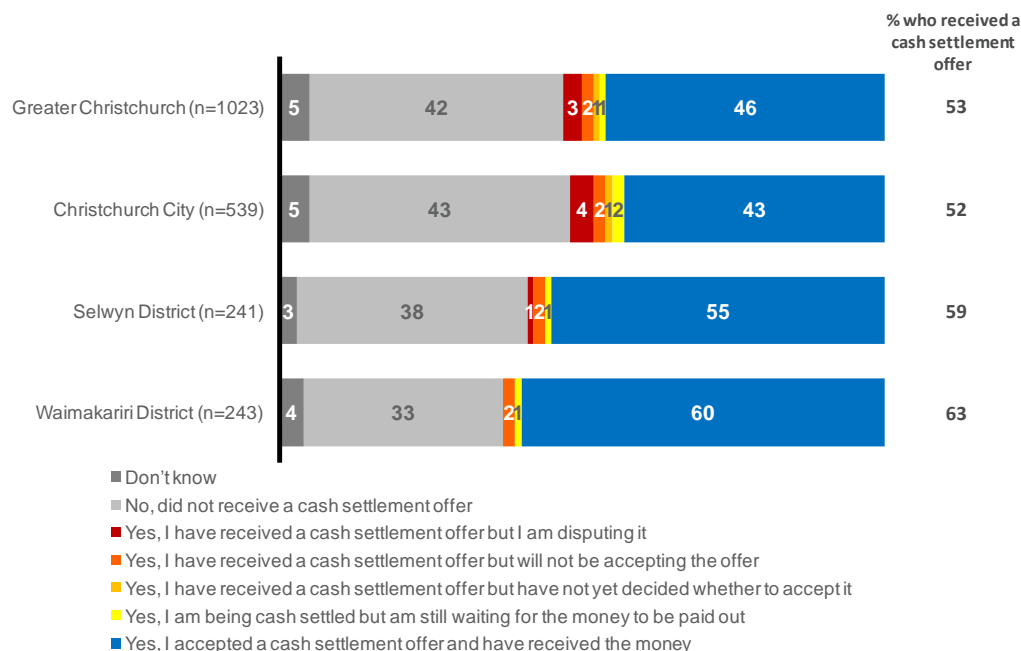


Base: Those who jointly or partly own the property they usually live in, excluding not answered

Those who had made a claim on the property they own and usually live in and who had received an offer from their insurer (which they may or may not have accepted yet) were then asked; a) whether the offer they received was a cash settlement offer; b) what they have done or are intending to do with the property if they had received a cash settlement offer; and c) why repairs or rebuilding hadn't begun if they had received the money for their cash settlement and they had not yet begun repairs/rebuilding even though they intend to, or if they were still deciding what to do. In addition, those who completed the survey online but did not make a claim at the property they own and usually live in were asked whether they made any claims on any residential properties in greater Christchurch as a result of the earthquakes (including rental properties or holiday homes) and, if so, were also asked these questions about cash settlement and intentions for the property.

This resulted in a total of 1023 properties for which this analysis was carried out (75% (455) are properties with an owner who usually lives there and 25% (111) are owned by someone who usually lives in a different property). Of those included in this analysis, 53% received a cash settlement offer from their insurer in response to their insurance claim (46% have accepted the offer and already received the money, 1% have accepted the offer but are waiting for the money to be paid out, 1% have received the offer but have not decided whether or not to accept the offer, 2% have received a cash settlement offer but have decided not to accept it, and 3% are disputing the cash settlement offer they have received).

Figure 12.3: Current result – Whether the owner received a cash settlement offer from their insurer to settle the claim, and if so, where they are in the process (%)

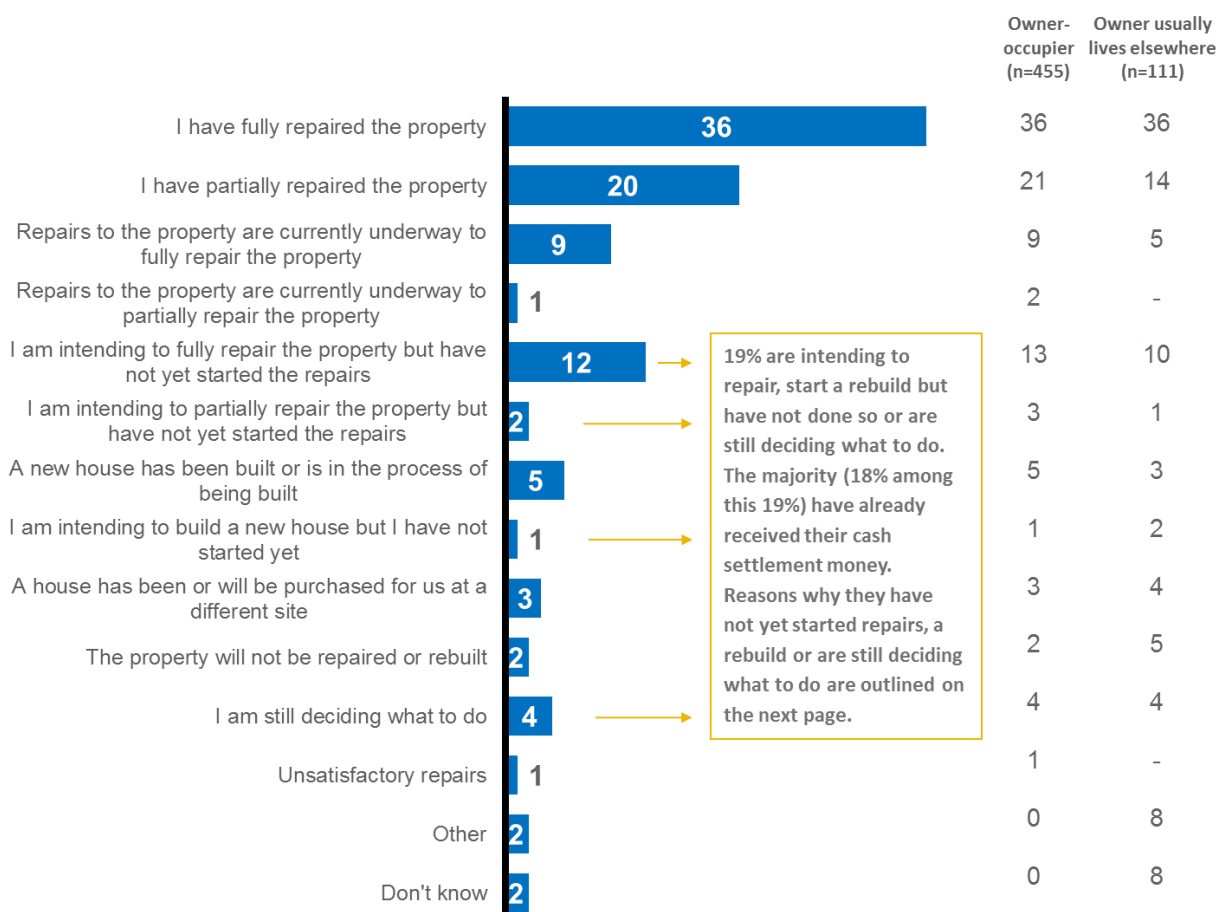


Base: Those who have received an offer from their insurance company for a property they own, excluding not answered

Owners living in Waimakariri District are more likely to have received a cash settlement offer (63%).

The 53% who indicated that they have received a cash settlement offer were then asked what has been done to the damaged property or what the owner is intending to do. The results are displayed below.

Figure 12.4: Current result – Intentions for the damaged property among those who have received a cash settlement offer (%)



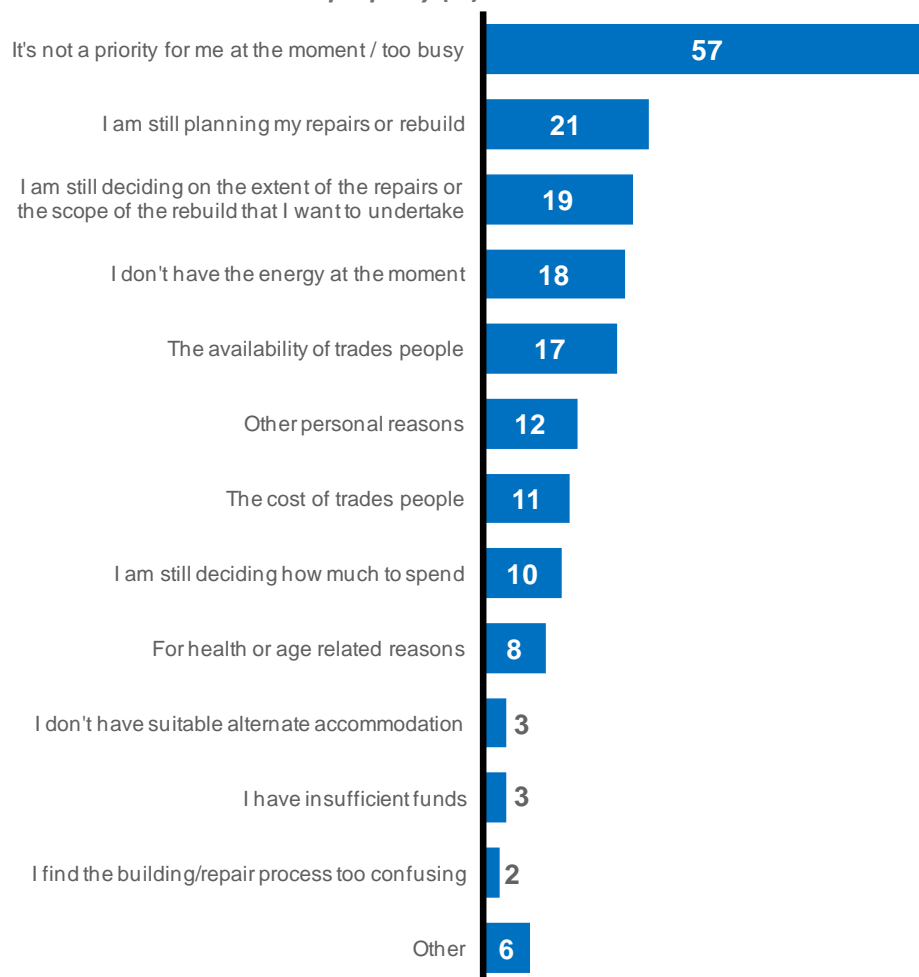
Base: Those who have received a cash settlement offer for a property they own, excluding not answered (n=566)

Note: For 80% of the properties, the property is where the owner usually lives. For the other 20%, the owner is commenting on a property they do not usually live in (such as a rental property)

Among the 18% who are intending to repair the property, start to rebuild or are still deciding what to do and have already received their cash settlement money, over half say their reasons for not doing any work yet is because it is not a priority for them. There are small groups who are being delayed by the unavailability of trades people, or who feel they are too old or their health is too poor to proceed. A very small group feel the process is too confusing.

Please note that this result is indicative only as only 81 owners met the criteria to answer this question.

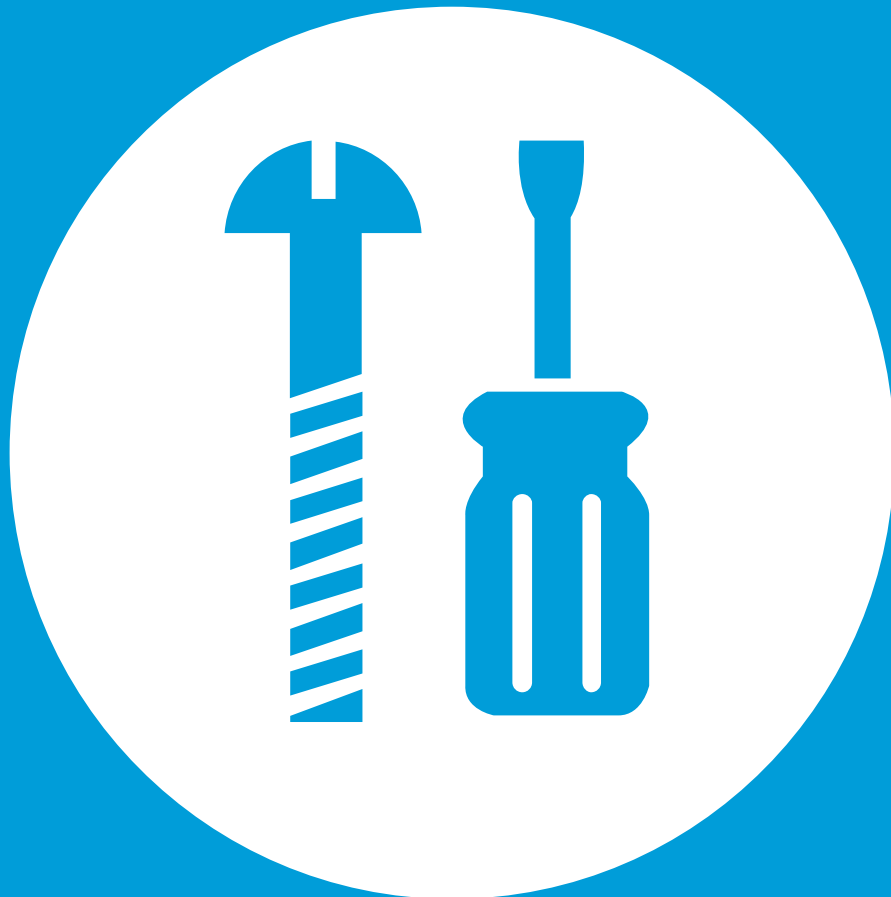
Figure 12.5: Current result – Reasons for having not started rebuilding or repairs, or for still deciding what will be done with the property (%)



Base: Those who have received a cash settlement and who haven't begun repairs or rebuild for a property they own, excluding not answered (n=81)

Note: For 68 of the properties, the property is where the owner usually lives. For the other 13, the owner is commenting on a property they do not usually live in (such as a rental property)

APPENDIX 1: RESEARCH DESIGN



METHODOLOGY

ABOUT THE SEQUENTIAL MIXED METHODOLOGY

The Wellbeing Survey is carried out using a sequential mixed methodology, in which respondents are first encouraged to complete the survey in the most cost effective manner, online. For those who do not complete the survey online or are not able to, a hard copy questionnaire is provided.

The initial invitation letter was sent on 11 March 2015. The letter contained a link to the online survey and provided an individual login ID and password. An 0800 number and email address (manned by Nielsen) were also in the letter, allowing respondents to ask questions about the survey, request a hard copy or request to be removed.

A reminder postcard was sent to those who had not yet completed the survey a week later on 18 March. This postcard repeated the instructions for completing the survey online.

On 26 and 27 of March, a week after the postcard, those respondents who had still not completed online were sent a survey pack, containing a hard copy questionnaire, cover letter and reply paid envelope. The cover letter repeated the instructions to participate online, in case a respondent would rather participate in that manner.

After the survey pack has been sent, all those who have completed the survey online are likely to have done so. Therefore efforts changed to encouraging completion of the hard copy questionnaire. On 9 April, the final communication, a second reminder postcard was sent to those who had still not completed.

The survey was closed on 4 May 2015.

BENEFITS OF THE METHODOLOGY

The sequential mixed methodology has a number of benefits. Firstly, potential respondents are selected from the Electoral Roll, which allows for the inclusion of the majority of greater Christchurch residents. It has the advantage of including the approximately 60% who are excluded from CATI methodologies through not having phone numbers available through telematching. It is also superior to online panels which have limited number of panellists and only those who are online, who may not accurately represent the greater Christchurch population.

The sequential mixed methodology allows respondents to complete the survey in their own time, at their own pace and either online or hard copy according to their preference.

SAMPLE DESIGN

SAMPLE FRAME

The Electoral Roll records the addresses of the vast majority of New Zealanders aged 18 and over. Potential respondents were selected from the Roll if their residential address was in greater Christchurch.

The survey was not able to include the following people who are not on the Electoral Roll (the number of these people is not known):

- Those who are not on the Electoral Roll (have not enrolled to vote)
- Residents who are not eligible to vote (non-residents)
- Migrant workers whose residential address is out of Christchurch, however they are temporarily working in greater Christchurch
- Those who had very recently moved to Christchurch and not updated their details on the Electoral Roll.

Please note that the Electoral Roll is updated every 3 months and the latest version available at the time of sampling was used to select the sample.

Māori descent from the Electoral Roll was used to identify those with a high possibility of having Māori ethnicity. Title was used for identifying gender and the age of the respondent was also used from the Electoral Roll data to identify their age group for sample selection purposes.

SAMPLE

The sample was a probabilistic sample of the population of Christchurch City, Waimakariri District and Selwyn District.

The sample was targeted to include n=1250 Christchurch City residents, n=625 Waimakariri residents and n=625 Selwyn residents. To ensure a good representation of the population, letters were sent out in proportion to the size of the population by age group, Māori / non-Māori, gender and ward. Additional invitations were sent to males, youth and Māori respondents as these groups are known to have lower response rates.

The targets were set using the most up-to-date data source available from Statistics New Zealand (Census 2013 statistics).

The table below shows the target and achieved sample of the subgroups of interest and their margins of error:

Subgroup	Target	Achieved	Margin of error
Christchurch	1250	1327	± 2.7%
Waimakariri	625	633	± 3.9%
Selwyn	625	590	± 4.0%
18-24 years	328	287	± 5.8%
25-49 years	1075	1072	± 3.0%
50-64 years	621	686	± 3.8%
65 + years	476	505	± 4.4%
Māori Ethnicity	155	117	± 9.2%
Males	1221	1106	± 3.0%
Females	1279	1444	± 2.6%

QUESTIONNAIRE DESIGN

For the September 2012 survey, the draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The questionnaire was designed to be repeatable for subsequent surveys.

For subsequent surveys, the questionnaire was kept largely the same with some questions removed to make room for additional questions that were of interest at the time.

Key changes for the April 2013 questionnaire were:

- Instead of asking whether quality of life had changed since the earthquakes, we asked how it had changed in the last 12 months.
- An additional question was added to the health and wellbeing section to provide insight into where residents were turning for support.
- The WHO-5 wellbeing index was also added to obtain an additional measure of wellbeing.
- The focus of the questions to monitor impacts of the earthquakes (both negative and positive) was shifted to identify the extent to which specific issues were still affecting residents'

everyday lives.

- New questioning was added to understand awareness, use and opinion of a variety of services that have been set up in greater Christchurch to help residents cope with issues arising from the earthquakes.

Key changes for the September 2013 questionnaire were:

- An additional question was included for those who indicated they are continuing to be negatively impacted by dealings with EQC / insurance issues, to find out what these issues are.
- Two outcomes were added to the positive outcomes of the earthquake question to understand the impact of improved quality of house and tangible signs of progress.
- The Residential Advisory Service was included in the section about awareness, use and opinion towards the services offered.

Key changes for the April 2014 questionnaire were:

- Two questions were included to understand, from those who have moved homes since the 4 September 2010 earthquake, their reasons for moving and their satisfaction with their new location.
- Questions were also included to ascertain where residents currently receive information from about the rebuild and recovery, and where they would go if they were looking for information.
- Due to the closure of the Avondale Earthquake Assistance Hub, this Earthquake Assistance Hubs service was removed from the section about awareness, use and opinion towards the services set up to help residents.
- A question was added to identify the proportion of home-owners who needed to make an insurance claim as a result of the earthquakes. And among those who did were asked to identify where in the insurance claim/settlement process their claim is.

Key changes for the September 2014 questionnaire were:

- Four questions were added to the questionnaire to understand awareness of and engagement with the Canvas public engagement process (referred to as 'Your thinking for the red zones'). These questions were only asked on those now living in Waimakariri District and related specifically to the future use of the red zones in Waimakariri (Kaiapoi and Pines/Kairaki Beaches).

Key changes for the April 2015 questionnaire were:

- To understand the impact of increasing numbers of people with different lifestyles and cultures from different countries coming to live in greater Christchurch, a question was added to understand the extent to which this makes the area a better or worse place to live. Residents were then asked to
- A couple of additional residential dwelling insurance claim questions were added to understand the progress being made with cash settlement offers, what owners are intending to do with the property that they have received a cash settlement for, and any reasons why

owners may be having trouble deciding what to do with their property or limiting them from starting repairs or rebuilding.

PROGRAMMING AND DESIGN

The survey was programmed in Conformat (Nielsen's online survey software) and set up for hard copy completion. Great care was taken to assure consistency between the two versions wherever possible.

USAGE OF DON'T KNOW

Having a don't know option available to respondents in a hard copy or online survey can encourage the selection of this response as an easy option. To avoid this, those questions that ask for an opinion generally did not have a don't know response option. The respondent had the option to not answer these questions if preferred (through not selecting a response on the hard copy version and the online version allowed respondents to continue without completion).

Don't knows were included as a response for questions where respondents may not be able to answer, such as who owns the dwelling where they live, whether they have support if faced with a difficult time, how satisfied they are with earthquake recovery decisions communications and confidence in agencies involved in recovery.

Throughout the September 2012 report, results were analysed including don't know responses. For this report the approach needed to shift so that results are not impacted by shifts in 'don't know' responses and therefore changes in results can be attributed to an actual change in what is happening in the region. For this reason, throughout this report, questions have been reported excluding don't know answers. Where applicable the proportion who knew enough to have an opinion is reported.

A copy of the final questionnaire can be found in Appendix 2.

The average length of the online survey was 22 minutes.

PRE-TESTING

Once the questionnaire was reviewed and set up, both online and in hard copy, pre-testing was carried out in September 2012.

The purpose of the pre-testing was to:

- Check the questionnaire in both hard copy and online format (the introduction, format and wording of the questions, as well as the instructions about how to complete the questionnaire)
- Test the persuasiveness of the communications
- Provide feedback on the new questions
- Obtain feedback from respondents.

Pre-tests were carried out with 13 respondents across greater Christchurch with a mixture, as shown in the table below.

Target Group	Online Pre-tests	Hard copy Pre-tests
Māori	3	2
Asian / Indian	1	-
Youth (18-24 year olds)	1	1
65 years and older	-	2
Male	2	2
Female	4	5
Red Zone Residents	2	2
Have dependent child/ren	2	2

Following the pre-testing, the questionnaire and materials were finalised using the pre-testing feedback from respondents.

As the content for the subsequent surveys were left largely unchanged, pre-testing was not carried out again ahead of these measures.

0800 NUMBER

A 0800 number and email address (manned by Nielsen) were available for respondents throughout the survey period. Two hundred and seventy six emails and calls were received during this time. The nature of the calls and emails are listed in the table below:

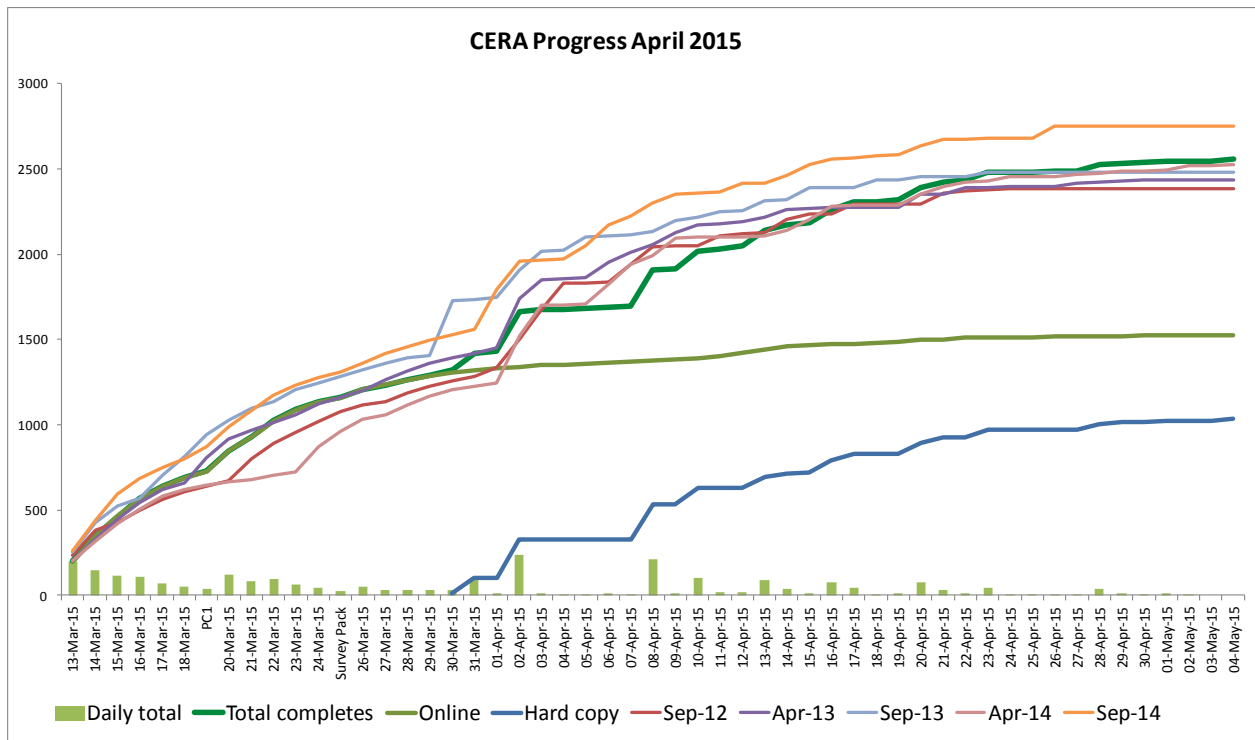
Refusals	
Health/Age/Language reasons	20
Don't want to participate	33
Currently unavailable (e.g. on holiday, out of the country)	37
Person no longer lives at address	12
Deceased	3
Queries	
General question / query	16
Trouble using link	16
Material received after completion	4
Request replacement / hard copy sent	1
Request hard copy	133
New address	1

A set of Survey FAQs was created for the 0800 number operator to assist in the response to callers' questions.

SURVEY RESPONSE

Sixty percent of questionnaires were completed online while 40% were completed in paper copy.

The following chart shows the responses over the survey period, as well as comparing response to the previous surveys.



RESPONSE RATE

To calculate response rate, tracking of every individual sent an invitation to complete the survey and the outcome of the invitation was carefully recorded.

By entry into Conformat, Nielsen traced which of the letters, postcards or questionnaire packs were returned as 'gone no address.' Any telephone or email notification of refusal to participate was logged into the 0800 number call log. This log also recorded notification from third parties that the nominated respondent was not available or capable to complete the survey due to age, language issues, health reasons, death or other disabilities. Every effort was made to remove any respondent from subsequent communications.

The return rate is calculated as follows:

$$\text{Completed surveys} / \text{total number of invitations mailed out (excluding GNAs and ineligible)} \times 100$$

Ineligibles are defined as those who are unable to participate due to age, language issues, health or other disabilities.

To calculate the response rate we then apply the same proportion of ineligibles as those we have heard back from to those we have not (i.e. the 4,304 “Unknown”). This therefore assumes that there will be the same number of ineligibles (deceased, moved etc) in the group we did not hear from as is in the group we did hear back from).

The table below outlines the response rate calculation:

Category	n
Deceased	4
Out Of Region	20
GNA	197
Language	2
Unavailable	41
Health/Age	17
Total ineligible	281
Refused	50
Incomplete	104
Unknown - Mailed Out, No Info	4912
Total Inscope No Response	5066
On Line Completes	1524
Off Line Completes	1028
Completes	2552
Mail Outs	7899
Response rate Method I (%)	33.50
Response rate Method II (%)	35.66

	September 2012	April 2013	September 2013	April 2014	September 2014	April 2015
Number of completed questionnaires:						
Total	2381	2438	2476	2511	2738	2550
Christchurch City	1156	1210	1240	1276	1401	1327
Selwyn District	618	621	640	633	642	590
Waimakariri District	607	607	596	602	695	633
Response rate:	52%	48%	43%	38%	39%	36%

Between September 2012 and April 2013, some of the decline in response rate could be attributed to a change in sampling. In April 2013, we increased the number of males and youth (18-24 year olds) initially invited to participate in the survey as these groups were found to be less likely to complete this survey. From April 2013 to April 2014 it seemed that the main reason for the decline in response rate is the time lapse from the earthquakes to the survey.

To address the declining response rate, before the September 2014 measure, the communication with respondents was revised and tested with a number of greater Christchurch residents to ensure potential respondents found the material motivating to complete. In addition, a prize draw of a \$500 Prezzy Card was offered to all of those who completed. These measures had a positive impact on the response rate and halted the decline.

In April 2015 the same communication was used (albeit with the change in the CEO from whom the communications were signed by) and the same incentive was offered. Despite these initiatives remaining in place the response rate is continuing to decline, likely due to the length of time since the earthquakes (though the rate of decline is lessening).

DATA ENTRY

PROCESS

As completed questionnaires were returned to Nielsen's Wellington office, they were data entered directly into Confirmit, the same software programme used for the online component of the survey. Using the same software removed the chance of error in combining data sources.

The data entry team had different access to the survey tool from a survey respondent. For example, the data entry team had the ability to select 'no response' for any question where a hard copy respondent had not selected a response.

PROTOCOLS

Data entry protocols were set up to ensure consistency between team members and will be used for consistency between measures.

These protocols included:

- Q7 Number of children living in household – if marked as a dash or NA then Zero selected, whereas if it is left blank entered as not answered
- Q8 Owner of dwelling - If multiple answers – add to 98 and type in all responses.
- Q9 Gender - If not answered check name at back for clues, or refer to supervisor.
- Q11 Whakapapa - Only answered if NZ Māori ethnicity in Q10.

QUALITY CONTROL

As part of Nielsen's quality control processes, 10% of data entered surveys were verified.

DATA CLEANING

Once the hard copy questionnaires had been data entered, a series of data checks were carried out as part of the quality control procedure. During this process, the following edits were carried out:

- Two surveys were removed where respondents had completed both online and in hard copy (online version was kept)
- A further two surveys were removed as the respondent identified that they were aged under 18 years old
- Gender was added for 3 respondents who had left this question blank. This was added using their title from the Electoral Roll.
- Age from the Electoral Roll was added for the 11 respondents who left this question blank
- Ethnicity from the Electoral Roll was added for the 1 respondent who left this question blank
- Region was added from the Electoral Roll for the 7 respondents who left this question blank

WEIGHTING

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

The weights were calibrated to match the population percentage figures for the quota control variables of TA, age and gender interlocked. A second weight for ethnicity (Māori / Non-Māori) was also applied to counteract any effects the boosting of Māori respondents may have had on the sample.

See Appendix 4 for the weighting matrix.

APPENDIX 2: QUESTIONNAIRE



INTRODUCTION

This section of the Appendix shows the final questionnaire in the hard copy format.

Thank you for taking the time to help us measure progress and make sure that the decisions being made are meeting the needs of our communities.

INSTRUCTIONS FOR COMPLETING THE SURVEY								
You will need to circle an answer like this Please circle <u>one</u> answer			Or like this Please circle <u>one</u> answer for each statement					
Yes	1		Question...	1	2	3	4	5
No		2	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 <u>before</u> going to the question as instructed								
Please circle <u>one</u> answer								
Yes	1	→	Go to Q1					
No	2							

ABOUT YOU AND WHERE YOU LIVE

To begin with we have some general questions about you and where you live. These questions are to help us check we have a representative sample of people to participate in this survey, and sometimes these things can affect our wellbeing.

Q1 Which area do you live in?

Please circle one answer

- Christchurch City (including Banks Peninsula) 1
- Selwyn District 2
- Waimakariri District 3
- Outside these areas 4 → See note below

Q2

Are you still living at the same street address where you were living before the earthquake on the 4th of September 2010? Please answer 'no' if you have moved for any reason

Please circle one answer

- Yes 1 → Go to Q7
- No 2 → Go to Q3

Note: If you live outside of these areas thank you very much for taking the time to start this survey. Unfortunately, we need only those who are currently living in greater Christchurch (this includes Christchurch, Selwyn and Waimakariri) to complete the full questionnaire.

Please enter your contact details for the prize draw at Q41 (on the last page), place your questionnaire in the reply-paid envelope and post back to Nielsen.

Q3 If you answered 'no' in Q2, please write down the street address you were living at before the September 4th earthquake.

Please note: This information will only be used to see if there are differences between different areas. Your individual information will not be looked at separately.

Number _____

Street Name _____

Suburb _____

City _____

Country (if other than New Zealand) _____

Q4 Which of the following best describes the main reason for your move?

If you have moved more than once since the earthquakes please think about your most recent move.

Please circle one answer

I had to move due to the impact of the earthquakes	1
I chose to move and my decision was in part due to the impact of the earthquakes	2
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	3

Q5 Overall, how satisfied are you with your new location?

Please circle one answer

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

Q6 Which of the following best describes where you are currently living?

'Currently living' means the address where you are currently staying. This may be either a permanent or temporary address.

Please circle one answer

Long-term or permanent housing	1
Temporary housing until you move into or back into permanent housing	2
Other (please specify) _____	9

Q7 How many children aged under 18 years currently live with you?

Please enter the number of children in the box.

Please enter a zero or a dash if there are no children aged under 18 currently living with you.

- Q8** Which of the following best describes who owns the dwelling (that is the house / townhouse / flat / apartment etc) that you *usually live in*?
'Usually live in' means the address where you usually live. If you are currently living temporarily somewhere else as a result of earthquake damage or repairs, but you intend to move back there, your usual address is your pre-earthquake address. And if you are unsure where you will be moving, your usual address is the address you are living at now.

Please circle one answer

You personally or jointly own it	1	} Please go to Q11
Family member owns it (e.g. your parents, your child, your Family Trust)	2	
You rent it from the local council, or Housing New Zealand	3	
You rent from a private landlord	4	
Other (please specify)	8	
Don't know	9	

- Q9** As a result of the earthquakes which of the following is the most accurate when thinking about the residential property you own (personally or jointly) and that you *usually live in*:
Please think about the dwelling at this property, but exclude land and paths / driveways claims and contents claims.

Please circle one answer

I have not needed to make an insurance claim as a result of the earthquakes	1 →	} Please go to Q11
I have accepted my insurance company's offer	2	
I have received an offer from my insurance company but not accepted it yet	3	
I have had an assessment of my insurance claim, but I have not received an offer from my insurer	4	
I am waiting to have an assessment of my insurance claim	5	
Other (please specify)	6	

- Q10** When thinking about the residential property you own and have made a dwelling claim on (as indicated in the previous question), which insurer have you been dealing with?
 If you have been working with both EQC and your own insurance company, please select both EQC and the insurer you have been dealing with.
Again, please think about your dwelling claim rather than any land or contents claims.

Please circle one answer (or EQC and one other insurer)

EQC	1	NZI	9
AA Insurance	2	QBE	10
AMI	3	Southern Response	11
FMG	4	State Insurance	12
IAG	5	Tower	13
Lantern	6	Vero	14
Lumley	7	Other insurer	15
Medical Assurance Society	8	I am uninsured	16

Q11 Are you:

Please circle one answer

Male	1
Female	2

Q12 Which ethnic group or groups do you belong to?

Please circle all that apply

New Zealand European	1
New Zealand Māori	2
Pacific	3
Asian	4
Indian	5
Other (please specify)	6

Prefer not to say	9

Q13 Only answer this question if you selected New Zealand Māori as your ethnic group. Otherwise please go to Q14.

Do you whakapapa to...

Please circle all that apply

Ngāi Tahu	1
Ngāti Mamoe	2
Waitaha	3
None of the above	4
Don't know	9

Q14 In which of the following age groups do you belong?

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
65-74 years	12
75 years or over	13

Q15 Which best describes your household's annual income before tax?

Please circle one answer

Loss	1
No income	2
Less than \$30,000	3
\$30,001 to \$60,000	4
\$60,001 to \$100,000	5
More than \$100,000	6
Don't know	9
Prefer not to say	10

Q16 Have you moved into the greater Christchurch area (this includes Christchurch, Selwyn and Waimakariri), from elsewhere in New Zealand or from overseas, since 4 September 2010 specifically for employment or business opportunities?

Please circle one answer

Yes	1
No	2

YOUR QUALITY OF LIFE

The next questions are about your quality of life and about how things have been for you lately.

Q17 Would you say that your overall quality of life is...

Please circle one answer

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

Q18 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
Increased to some extent	4
Increased significantly	5

Q19 To what extent do you agree or disagree with the following statement:

Please circle one answer

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel a sense of community with others in my neighbourhood	1	2	3	4	5

Q20 Do you have a health condition or disability that has lasted, or is expected to last, 6 months or more AND that restricts your everyday activities?

Please circle one answer

Yes	1
No	2
Prefer not to say	7

Q21 If you were faced with a serious illness or injury, or needed emotional support during a difficult time, who would you turn to for help?

Please circle all that apply

Family	1
Friends	2
Faith-based group / church community	3
Cultural group (e.g. Somalian, Korean, Samoan Group)	4
Neighbourhood group (e.g. residents' association, play groups)	5
Clubs and societies (e.g. sports clubs, poetry groups, Lions Club)	6
Health or social support worker	7
Parent networks (e.g. school, pre-school)	8
Work colleagues	9
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	10
Rūnanga	11
Other (please specify) _____	12
I would not turn to anyone for help	13
I do not have anyone I could turn to for help	14

Q22 At some time in their lives, most people experience stress. Which statement best applies to how often, if ever, in 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

Q23 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 wellbeing. For 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 of the 5 statements

		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
1	I have felt cheerful and in good spirits	5	4	3	2	1	0
2	I have felt calm and relaxed	5	4	3	2	1	0
3	I have felt active and vigorous	5	4	3	2	1	0
4	I woke up feeling fresh and rested	5	4	3	2	1	0
5	My daily life has been filled with things that interest me	5	4	3	2	1	0

IMPACT OF THE EARTHQUAKES

These next questions are about different ways that the earthquakes may have impacted on your life.

Q24 Please indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquakes.

Please circle one answer for each of the 28 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor negative impact	Still having a moderate negative impact	Still having a major negative impact	
1	Living day to day in a damaged home	1	2	3	4	5
2	House too small for the number of people in the household	1	2	3	4	5
3	Poor quality of house (e.g. cold, damp)	1	2	3	4	5
4	Making decisions about house damage, repairs and relocation	1	2	3	4	5
5	Having to move house permanently or temporarily	1	2	3	4	5
6	Difficulty finding suitable rental accommodation	1	2	3	4	5
7	Dealing with EQC/insurance issues in relation to personal property and house – <i>please specify what the issues are below.</i>	1	2	3	4	5
8	Dealing with insurance issues in relation to a business or work	1	2	3	4	5
9	Potential or actual loss of employment or income	1	2	3	4	5
10	Additional work pressures (e.g. workplace relocation, workload increasing as a result of earthquakes)	1	2	3	4	5
11	Workplace safety concerns (e.g. perception that building is unsafe)	1	2	3	4	5
12	Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members)	1	2	3	4	5
13	Transport related pressures (work/personal)	1	2	3	4	5
14	Being in a damaged environment and/or surrounded by construction work	1	2	3	4	5

Please continue to indicate the level of impact each of the following issues is **still having on your** everyday life as a result of the earthquakes.

Please circle **one** answer for each of the 28 statements

		Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor negative impact	Still having a moderate negative impact	Still having a major negative impact
15	Loss or relocation of services (such as GPs, childcare, schools, other Government Departments)	1	2	3	4	5
16	Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	3	4	5
17	Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	3	4	5
18	Loss of other recreational, cultural and leisure time facilities (cafés, restaurants, libraries, places of worship, marae, arts and cultural centres)	1	2	3	4	5
19	Loss of meeting places for community events (church halls, school facilities, clubrooms)	1	2	3	4	5
20	Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks)	1	2	3	4	5
21	Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	1	2	3	4	5
22	Distress or anxiety associated with ongoing aftershocks	1	2	3	4	5
23	Relationship problems (arguing with partner/friends)	1	2	3	4	5
24	Dealing with frightened, upset or unsettled children	1	2	3	4	5
25	Uncertainty about my own or my family's future in Canterbury	1	2	3	4	5
26	Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related	1	2	3	4	5
27	Difficult decisions concerning pets	1	2	3	4	5
28	Other negative impacts (please specify these impacts below)	1	2	3	4	5

Q25

Please indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquakes.

Please circle one answer for each of the 15 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor positive impact	Still having a moderate positive impact	Still having a major positive impact	
1	Heightened sense of community (e.g. stronger connections with family and neighbours)	1	2	3	4	5
2	Helping family, friends and the community	1	2	3	4	5
3	Pride in ability to cope under difficult circumstances	1	2	3	4	5
4	Family's increased resilience	1	2	3	4	5
5	Increased opportunities for individual creative expression	1	2	3	4	5
6	Opportunity to experience public events and spaces (e.g. memorial events, and initiatives like Gap Filler and ReStart)	1	2	3	4	5
7	Access to new and repaired recreational, cultural and leisure time facilities (cafés, restaurants, libraries, places of worship, marae, arts and cultural centres)	1	2	3	4	5
8	Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	1	2	3	4	5
9	Renewed appreciation of life	1	2	3	4	5
10	Spending more time together as a family	1	2	3	4	5
11	Business and employment opportunities	1	2	3	4	5
12	Income-related benefits (e.g. higher income, more stable income)	1	2	3	4	5
13	Improved quality of house after the repair/rebuild	1	2	3	4	5
14	Tangible signs of progress (new buildings, CBD cordon removed)	1	2	3	4	5
15	Other positive impacts (please specify these impacts below)	1	2	3	4	5

Q26 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 greater Christchurch...

Please circle one answer

- | | | |
|--|---|--------------------|
| A much worse place to live | 1 | } Please go to Q27 |
| A worse place to live | 2 | |
| Makes no difference | 3 | → Please go to Q29 |
| A better place to live | 4 | } Please go to Q28 |
| A much better place to live | 5 | |
| Not applicable, there are no different lifestyles or cultures here | 6 | } Please go to Q29 |
| Don't know | 7 | |

Q27 If you answered a 'worse' or 'much worse place to live' in Q26, please answer Q27
Why is it a worse place to live?

Please read through the whole list below before selecting the main reason, or reasons

Please circle your main reason(s)

- | | |
|---|---|
| People from other countries and cultures don't integrate into New Zealand society | 1 |
| Too many different cultures cause tensions between groups of people | 2 |
| People from other countries and cultures compete for jobs with other New Zealanders | 3 |
| People from other countries and cultures often have a lack of English skills | 4 |
| People from other countries and cultures are often associated with crime | 5 |
| Other (please specify) _____ | 6 |

Q28 If you answered a 'better' or 'much better place to live' in Q26, please answer Q28
Why is it a better place to live?

Please read through the whole list below before selecting the main reason, or reasons

Please circle your main reason(s)

- | | |
|---|---|
| It's good to learn about people from other cultures | 1 |
| It's good to mix with people from other countries and cultures | 2 |
| People from other countries and cultures make greater Christchurch more vibrant and interesting, including bringing more interesting food and restaurants | 3 |
| People from other countries and cultures add to the multi-cultural and diverse feel of greater Christchurch | 4 |
| People from other countries and cultures contribute to a sense of community in greater Christchurch | 5 |
| Other (please specify) _____ | 6 |

INFORMATION AND DECISION-MAKING AROUND THE EARTHQUAKES

These next questions are about the information you may have received since the earthquakes and about your impressions of the recovery.

Q29 Overall, to what extent do you feel confident that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)?

Please circle one answer

Not at all confident	1
Not very confident	2
Neutral	3
Confident	4
Very confident	5
Don't know	9

Q30 Overall, how satisfied or dissatisfied have you been with information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know / Not applicable	9

Q31 To what extent do you feel confident that...

Please circle one answer for each of the 3 statements

	Not at all confident	Not very confident	Neutral	Confident	Very confident	Don't know
1 CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9
2 Your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council) is making earthquake recovery decisions that are in the best interests of your city or district	1	2	3	4	5	9
3 Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9

Q32 How satisfied or dissatisfied have you been with information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle one answer for each of the 5 statements

	Don't recall any from this organisation	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1 Information from CERA	9	1	2	3	4	5
2 Information from your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council)	9	1	2	3	4	5
3 Information from Environment Canterbury	9	1	2	3	4	5
4 Information from EQC (relating to your policy)	9	1	2	3	4	5
5 Information from private insurers (relating to your policy)	9	1	2	3	4	5

Q33 For each of the services below, which one of the following best applies to you?

Please circle one answer for each of the 5 statements

	Not aware of this	Aware of this but have not used it	Aware of this and have used it
1 The Canterbury Earthquake Temporary Accommodation Service	1	2	3
2 The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3
3 The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3
4 The free earthquake counselling service	1	2	3
5 The Residential Advisory Service	1	2	3

Q34 And are you aware of the 'All Right' campaign?

'All Right' is a campaign designed to help us think about our mental health and wellbeing.

Please circle one answer

Yes	1
No	2

Q35 For each of the services you were aware of in the previous two questions, which of the following best describes your impression of the service?
Please note, even if you have not personally used the service, you may have an impression of them based on what you have seen and heard.

Please circle one answer for each service you are aware of

	Very unfavourable	Un-favourable	Neutral	Favourable	Very favourable	Don't know
1 The Canterbury Earthquake Temporary Accommodation Service	1	2	3	4	5	9
2 The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3	4	5	9
3 The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3	4	5	9
4 The free earthquake counselling service	1	2	3	4	5	9
5 The Residential Advisory Service	1	2	3	4	5	9
6 The 'All Right' campaign	1	2	3	4	5	9

Q36 Overall, how satisfied or dissatisfied are you with the opportunities the public has had to influence earthquake recovery decisions?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know	9

INSURANCE SETTLEMENTS

The next few questions are for those people who are living in a dwelling that they personally or jointly own, and who have made an insurance claim on this dwelling as a result of the earthquakes and who have received an offer on this claim from their insurer (which they may or may not have accepted yet).

If this does not apply to you, please go to Q40.

Q37

Just a reminder to please answer these questions based on the property that you personally or jointly own and usually live in and have made a dwelling claim on.

Have you received a cash settlement offer as a result of your claim at this property?

Please think about the dwelling at this property, but exclude land and paths / driveways claims and contents claims.

Please circle one answer

Yes, I accepted a cash settlement offer and have received the money	1
Yes, I am being cash settled but am still waiting for the money to be paid out	2
Yes, I have received a cash settlement offer but have not yet decided whether to accept it	3
Yes, I have received a cash settlement offer but will not be accepting the offer	4
Yes, I have received a cash settlement offer but I am disputing it	5
No, did not receive a cash settlement offer	6
Don't know	9

} Please go to Q40

Q38

With regards to your claim(s), which is the most accurate description of what has been done or will be done with this property.

Note: By fully repaired we mean that the property has or will be repaired back to the condition of the property as it was before the 4th of September 2010. By partially repair we mean that the property has or will have some repairs carried out but this will not return the property to its original condition.

Please circle one answer

I have fully repaired the property	1
I have partially repaired the property	2
Repairs to the property are currently underway to fully repair the property	3
Repairs to the property are currently underway to partially repair the property	4
I am intending to fully repair the property but have not yet started the repairs	5
I am intending to partially repair the property but have not yet started the repairs	6
A new house has been built or is in the process of being built	7
I am intending to build a new house but I have not started yet	8
A house has been or will be purchased for us at a different site	9
The property will not be repaired or rebuilt	10
I am still deciding what to do	11
Other (please specify) _____	12
Don't know	99

Q39 Please answer this question if you have received your cash settlement money but have not started repairs or a rebuild yet or are still deciding what to do. Everyone else please go to Q40.

What best describes why you haven't begun your repairs or rebuild or are still deciding what to do?

Please read through the whole list below before selecting your main reason, or reasons.

Please circle your main reason(s)

I find the building/repair process too confusing	1
I don't have suitable alternate accommodation	2
I have insufficient funds	3
I am still deciding how much to spend	4
I am still deciding on the extent of the repairs or the scope of the rebuild that I want to undertake	5
I am still planning my repairs or rebuild	6
The cost of trades people	7
The availability of trades people	8
For health or age related reasons (relating to you or someone else)	9
Other personal reasons (work pressures, relationship issues)	10
I don't have the energy at the moment	11
It's not a priority for me at the moment / too busy	12
Other (please specify) _____	99

Please turn to the next page

ADDITIONAL COMMENTS AND PRIZE DRAW ENTRY

Q40 And finally, please comment on any other aspects of the recovery that are important to you:

Q41 Please provide your contact details so that we are able to contact you if you are the winner of the \$500 Prezzy Card or if we have any questions about your questionnaire (e.g. if we can't read your response).

Name: _____

Phone number: _____

Email: _____

It is likely that more research will be carried out during the recovery; for example, to get a more detailed understanding of a particular issue among people affected by that issue.

Are you willing to provide contact details so that we are able to contact you and invite you to take part in further research?

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

Please circle one answer: **YES / NO**

If you said yes, please ensure your contact details are filled in above. Thank you.

APPENDIX 3: SAMPLE PROFILE



INTRODUCTION

This section outlines the profile of the weighted and unweighted sample. Results were weighted by gender, age, region and ethnicity to reflect the known population proportions (which were sourced from Statistics New Zealand).

Table 4.1: Region distribution (%)

Greater Christchurch (n=2550)		
	Unweighted	Weighted
Christchurch	52	79
Selwyn	23	10
Waimakariri	25	11

Base: All respondents

Note: Those living in Selwyn and Waimakariri were oversampled to allow for sub group analysis

Table 4.2: Gender distribution (%)

	Greater Christchurch (n=2550)		Christchurch City (n=1327)		Selwyn District (n=590)		Waimakariri District (n=633)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	43	49	45	49	42	51	41	49
Female	57	51	55	51	58	49	59	51

Base: All respondents

Table 4.3: Age distribution (%)

	Greater Christchurch (n=2550)		Christchurch City (n=1327)		Selwyn District (n=590)		Waimakariri District (n=633)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-19 years	4	4	3	4	4	5	4	4
20-24 years	8	9	9	10	5	7	6	5
25-29 years	5	6	7	7	4	4	4	5
30-34 years	6	7	8	8	5	5	5	5
35-39 years	8	8	8	8	11	11	7	7
40-44 years	12	12	12	11	12	13	11	13
45-49 years	10	10	9	9	13	14	9	10
50-54 years	9	8	8	8	11	9	9	8
55-59 years	9	9	9	9	10	8	10	10
60-64 years	9	8	7	7	10	9	10	10
65-74 years	13	11	11	11	11	11	17	16
75+ years	7	8	9	8	4	4	8	7

Base: All respondents

Table 4.4: Age collapsed into reporting groups (%)

	Greater Christchurch (n=2550)		Christchurch City (n=1327)		Selwyn District (n=590)		Waimakariri District (n=633)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-24	11	13	12	14	10	12	10	9
25-34	12	14	15	15	9	9	9	10
35-49	30	29	29	28	36	37	26	30
50-64	27	25	24	24	30	27	30	28
65-74	13	11	11	11	11	11	17	16
75+	7	8	9	8	4	4	8	7

Base: All respondents, excluding not answered

Table 4.5: Ethnicity distribution (%)

	Greater Christchurch (n=2542)		Christchurch City (n=1322)		Selwyn District (n=588)		Waimakariri District (n=632)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
New Zealand European/Pakeha	87	85	85	84	90	89	91	90
New Zealand Māori	5	6	5	6	5	7	4	6
Pacific	0	1	1	1	0	0	-	-
Asian	4	5	6	6	3	3	2	2
Indian	0	1	1	1	-	-	0	0
Other European e.g. German, American, British, South African	5	5	5	5	4	4	4	4
Other	0	0	1	1	-	-	0	0
Prefer not to say	1	1	1	1	1	1	0	0

Base: All respondents, excluding not answered

Note: This is a multiple response question therefore columns may add to more than 100%

Table 4.6: Whether Whakapapa to Ngāi Tahu/Ngāti Mamoe/Waitaha (%)

	Greater Christchurch (n=115)		Christchurch City (n=61)		Selwyn District (n=28*)		Waimakariri District (n=26*)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Ngāi Tahu	34	32	31	32	21	21	54	52
Ngāti Mamoe	3	4	3	4	-	-	8	7
Waitaha	3	3	3	4	-	-	4	4
None of the above	61	61	62	62	71	68	46	48
Don't know	5	7	7	7	7	11	-	-

Base: Those who identified themselves as New Zealand Māori, excluding not answered

Table 4.7: Whether living in same street address as before the earthquake on 4 September 2010 (%)

	Greater Christchurch (n=2542)		Christchurch City (n=1321)		Selwyn District (n=590)		Waimakariri District (n=631)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	57	57	58	57	55	54	56	54
No	43	43	42	43	45	46	44	46

Base: All respondents, excluding not answered

Table 4.8: Description of where respondent is currently living (%)

	Greater Christchurch (n=1095)		Christchurch City (n=553)		Selwyn District (n=267)		Waimakariri District (n=275)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Long-term or permanent housing	84	80	77	77	88	87	92	92
Temporary housing until you move into or back into permanent housing	9	12	14	14	5	5	5	5
Other	7	8	9	9	7	8	3	3

Base: Those who are living at a different street address compared to where they were living on 4 September 2010, excluding not answered

Table 4.9: Number of children living in household (%)

	Greater Christchurch (n=2509)		Christchurch City (n=1305)		Selwyn District (n=583)		Waimakariri District (n=621)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
None	65	66	67	67	58	57	68	66
1	14	15	14	14	14	15	14	15
2	15	14	14	14	19	19	13	14
3	5	4	4	4	7	7	4	4
4	1	1	1	1	1	1	1	1
5 or more	0	0	0	0	1	1	-	-

Base: All respondents, excluding not answered

Table 4.10: Ownership of dwelling where usually live (%)

	Greater Christchurch (n=2540)		Christchurch City (n=1321)		Selwyn District (n=590)		Waimakariri District (n=629)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
You personally or jointly own it	66	61	60	59	73	70	73	73
Family member owns it (e.g. your parents, your child, Family Trust)	17	18	17	18	17	19	17	17
You rent it from the local council, or Housing New Zealand	2	3	3	3	0	1	1	1
You rent from a private landlord	13	17	19	19	7	7	7	7
Other	2	1	1	1	3	3	2	2
Don't know	0	0	0	0	0	0	0	0

Base: All respondents, excluding not answered

Table 4.11: Household income before tax (%)

	Greater Christchurch (n=2518)		Christchurch City (n=1307)		Selwyn District (n=583)		Waimakariri District (n=628)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Loss	0	0	0	0	0	0	-	-
No income	1	1	1	1	2	2	0	1
Less than \$30,000	12	13	14	14	6	6	12	11
\$30,001 to \$60,000	20	20	21	20	15	14	22	22
\$60,001 to \$100,000	26	25	25	25	31	30	24	25
More than \$100,000	25	25	25	25	30	31	21	22
Prefer not to say	11	10	9	10	11	11	15	14
Don't know	5	6	5	5	5	6	6	5

Base: All respondents, excluding not answered

Table 4.12: Moved into area since earthquakes for employment or business (%)

	Greater Christchurch (n=2516)		Christchurch City (n=1307)		Selwyn District (n=583)		Waimakariri District (n=626)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	9	8	8	8	11	11	8	9
No	91	92	92	92	89	89	92	91

Base: All respondents, excluding not answered

Table 4.13: Whether have a health condition or disability (%)

	Greater Christchurch (n=2538)		Christchurch City (n=1320)		Selwyn District (n=588)		Waimakariri District (n=630)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	16	17	17	17	12	12	18	17
No	81	80	80	80	85	85	80	81
Prefer not to say	3	3	3	3	3	3	2	2

Base: All respondents, excluding not answered

APPENDIX 4:

WEIGHTING MATRIXES



This section shows the weight matrix that results were weighted by.

Weight 1: Region, Age and Gender Interlocked

COUNT	Population Figures (2013 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	267420	17382	58470	32979	28515	19560	56544	31422	22548
Selwyn	32655	1710	7698	4308	2337	2262	7335	4512	2493
Waimakariri	37560	1524	7980	5388	4395	1830	7137	5316	3990

%	Population Figures (2013 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	79.2	5.1	17.3	9.8	8.4	5.8	16.7	9.3	6.7
Selwyn	9.7	0.5	2.3	1.3	0.7	0.7	2.2	1.3	0.7
Waimakariri	11.1	0.5	2.4	1.6	1.3	0.5	2.1	1.6	1.2

Weight 2: Ethnicity

COUNT	Population Figures (2013 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	337635	20871	316764

%	Population Figures (2013 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	100	6.2	93.8

