

# WELLBEING SURVEY

## SEPTEMBER 2014

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

The intention is to conduct this survey at six-monthly intervals until mid 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 five surveys conducted thus far.

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

## OVERALL OBSERVATIONS

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.

When the survey was repeated in September 2013, further improvements were less dramatic; however, recovery was flowing on to some of the secondary stressors such as transport-related pressures and additional work pressures.

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 was 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 were causing some frustrations.

With the focus perhaps shifting more over time towards the rebuild and the future of greater Christchurch, the latest results in September 2014 show a significant lift in optimism and positive response among residents. There is recognition of tangible signs of progress, which has resulted in improvements in many indicators.

Residents are more satisfied with the opportunities they have had to influence earthquake recovery decisions (halting the declining satisfaction previously seen). This is likely related to the consultation initiatives that have been undertaken in recent months. There is an associated improvement in confidence with the decisions being made by the individual agencies involved in making earthquake recovery decisions (though residents do remain polarised).

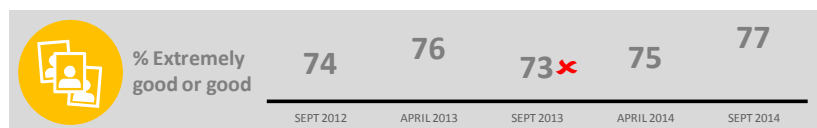
In terms of the negative impacts of the earthquakes, the proportion still experiencing each issue has decreased significantly since April 2014 for 14 out of the 27 issues included in the survey. The most significant improvements can be seen in the decreasing proportion continuing to be negatively impacted by their dealings with EQC or insurance issues in relation to personal property and house, and the decreasing proportion continuing to be negatively impacted by decision-making about house damage, repairs and relocation. In addition, fewer residents are feeling uncertain about their future in Canterbury, distressed or anxious about ongoing aftershocks or struggling with additional financial burdens.

The proportion indicating their quality of life has deteriorated in comparison to 12 months ago has dropped while the proportion indicating that there has been an improvement in their quality of life has increased. These are the most positive results to date and also the first time the proportion saying their quality of life has improved is higher than the proportion who say it has deteriorated (although the difference between the two proportions is not statistically significant).

As observed previously, residents of Christchurch City continue to rate their quality of life less positively than residents of Selwyn District and Waimakariri District. The lives of a higher proportion of Christchurch City residents also continue to be strongly negatively impacted by issues resulting from the earthquakes.

## QUALITY OF LIFE INDICATORS

Just over three quarters (77%) of greater Christchurch residents rate their quality of life positively (18% rate it extremely good while 59% rate it as good). This result has recovered from the significant decrease in September 2013, returning to previous highs.



Some 6% continue to rate their quality of life poorly, a result which has been consistent over time.

The proportion who indicates their quality of life has decreased compared to 12 months ago has dropped significantly to 19%, while the proportion indicating that there has been an improvement increased significantly to 20%. These are the most positive results to date since the earthquakes.

Over a third (37%) of residents of greater Christchurch have moved properties since the earthquake on 4 September 2010. Among these respondents who have moved since the earthquakes, a quarter (26%) indicated that they had to move due to the impact of the earthquakes and 13% indicated that the earthquakes were a factor in their decision to move. The remaining 61% moved for reasons unrelated to the earthquakes.

Of those who have moved since the earthquakes, three quarters (76%) are satisfied with their new location, particularly those who are now living in Selwyn District. Among those who **had to move because of** the earthquakes, satisfaction with their new location is lower (67% satisfied or very satisfied, compared to 81% of those who moved for a non earthquake related reason).

Just under half (49%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. This result is still significantly lower than in September 2012 when a sense of community was heightened in the immediate post-earthquakes period. The proportion that disagrees they have a sense of community, while low at 19%, is one of the few indicators showing a slow negative trend. This may need to be monitored to ensure this trend halts as people become more settled in new locations.

Almost three quarters (73%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them. This is showing a significant downward trend over time (73%, compared to 80% in September 2012). Despite the overall downward trend, one in five (21%) residents continues to feel stressed most or all of the time.

The majority (97%) indicate that they have someone to turn to for support if they needed help. Family (91%) and friends (68%) are the most common forms of support that residents turn to.

## 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.





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.

The proportion still experiencing each negative impact has decreased significantly (a positive change) compared with six months ago for 14 out of the 27 issues. The results have rebounded to levels similar to September 2013 for six of these changes, while for the eight other issues a trend of improvement over time is noted.

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

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

As can be seen in the table following, the most significant trend improvements are the decreasing proportion that is still being negatively impacted by their dealings with EQC or insurance issues in relation to personal property and houses, and the decreasing proportion still negatively impacted by needing to make decisions about house damage, repairs and relocation. In addition, fewer residents are feeling uncertain about their future in Canterbury or distressed or anxious about ongoing aftershocks. These results are illustrated below:

	September 2012	April 2013	September 2013	April 2014	September 2014
 Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓
 Making decisions about house damage, repairs and relocation	29	22✓	21	19	14✓
 Uncertainty about my own or my family's future in Canterbury	30	16✓	16	15	13✓
 Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓

Two thirds (67%) 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. For half (55%) the claim has been resolved and the home-owners have accepted the offer from their insurer. However, for the remaining one in eight (12%) the claim has not been settled yet (with 3% having received an offer on their dwelling claim but not yet accepted it, 4% having had an assessment on their dwelling claim from their insurer but not yet received an offer, 4% who are still waiting for an assessment from their insurer, and 1% who stated another reason (comments mainly relate to the homeowners being in dispute over the value of the offer or quality of repairs undertaken).





## POSITIVE IMPACTS OF THE EARTHQUAKES

A list of 14 possible positive impacts 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. The positive outcomes have now stabilised as no further decreases can be seen.



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

	September 2012	April 2013	September 2013	April 2014	September 2014
 Renewed appreciation of life	45	33*	29*	27	27
 Pride in ability to cope under difficult circumstances	41	26*	24	22	23
 Family's increased resilience	36	23*	24	21*	22
 Spending more time together as a family	36	27*	25	20*	21

In addition, there have been improvements since April 2014 in the tangible signs of progress that have been seen and the access to new and repaired recreational, cultural and leisure time facilities. This is illustrated below:

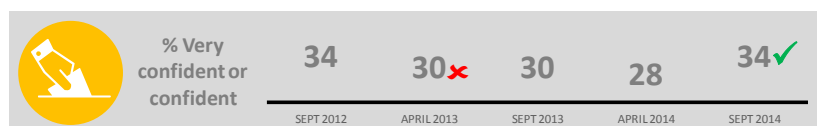
	September 2012	April 2013	September 2013	April 2014	September 2014
 Tangible signs of progress	NA*	NA*	18	15*	20✓
 Access to new and repaired recreational, cultural and leisure time facilities	NA*	16	18	15*	18✓

## 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.

A third (34%) of residents express confidence in the decisions being made, while the same proportion lack confidence. The remaining third (32%) are non-committal.

Since the earthquakes, results indicated that residents were becoming less confident with decisions being made. However, there has been a slight reversal since April 2014 and 34% of residents now express confidence (matching confidence at the time of the benchmark survey in September 2012).



This is also evident across all of the individual agencies involved in making earthquake recovery decisions:

- The proportion of greater Christchurch residents who expressed confidence in the decisions being made by CERA (37%) has returned to its previous higher level.
- The proportion of Christchurch City residents who lacked confidence in the decisions the Council was making decreased significantly in April 2014 (37% cf. 43% in September 2013). This has decreased again to 33% signalling significant improvements in the last 12 months.
- Selwyn residents continue to have a lot of confidence in the decisions being made by Selwyn District Council (44%). Confidence among their residents has been relatively stable over time.
- Confidence with the decisions being made by Waimakariri District Council (47%) has increased significantly since April 2014. Waimakariri District residents now have the highest confidence with the decisions being made by their local Council.
- Confidence in Environment Canterbury's decision-making has also seen a significant improvement with three in ten (30%) stating that they are very confident or confident. However, in comparison to the other agencies, confidence continues to be lower overall.

Three in ten (29%) 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.

These results indicate a positive change, stopping the trend of declining satisfaction. This is likely to be related to more consultation initiatives in recent months.



## SATISFACTION WITH INFORMATION

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

Four in ten (38%) express satisfaction with the overall information received, 24% express dissatisfaction, and the remaining 38% do not have a firm view. Satisfaction with information is at the highest level to date.



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.

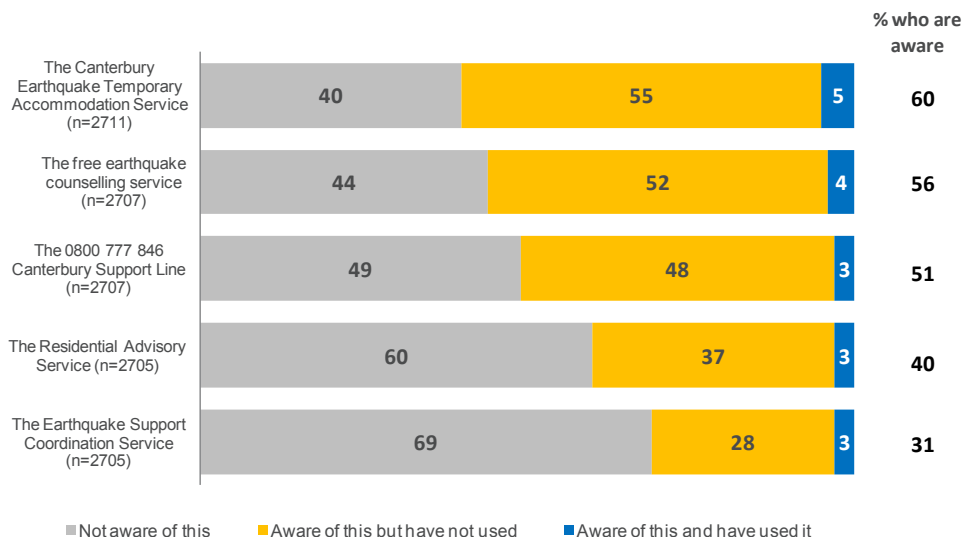
- Satisfaction with the information received from specific agencies, based on those who recall receiving information, also shows improvement.
- Satisfaction with the information received from CERA has increased significantly to 40%. After a downward trend over time, this result shows a return to the higher levels of satisfaction seen earlier.
- Satisfaction with the information from Christchurch City Council has also increased significantly (34%) and is higher than previous results.
- Perceptions of the information received from Selwyn District Council is stable (38% satisfied).
- In April 2014, satisfaction among Waimakariri residents with the information they had received from their local council decreased significantly. This result has now rebounded to previous levels and satisfaction with Waimakariri District Council information is once again higher when compared with satisfaction with the information received from other agencies.
- Satisfaction with the information received from EQC and from private insurers continues to improve significantly. This is likely related to more claims being resolved over time.

## 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 Canterbury Earthquake Temporary Accommodation Service, the Residential Advisory Service and the Earthquake Support Coordination Service has increased significantly since April 2014 (while the proportions that have used each service remain stable).

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:

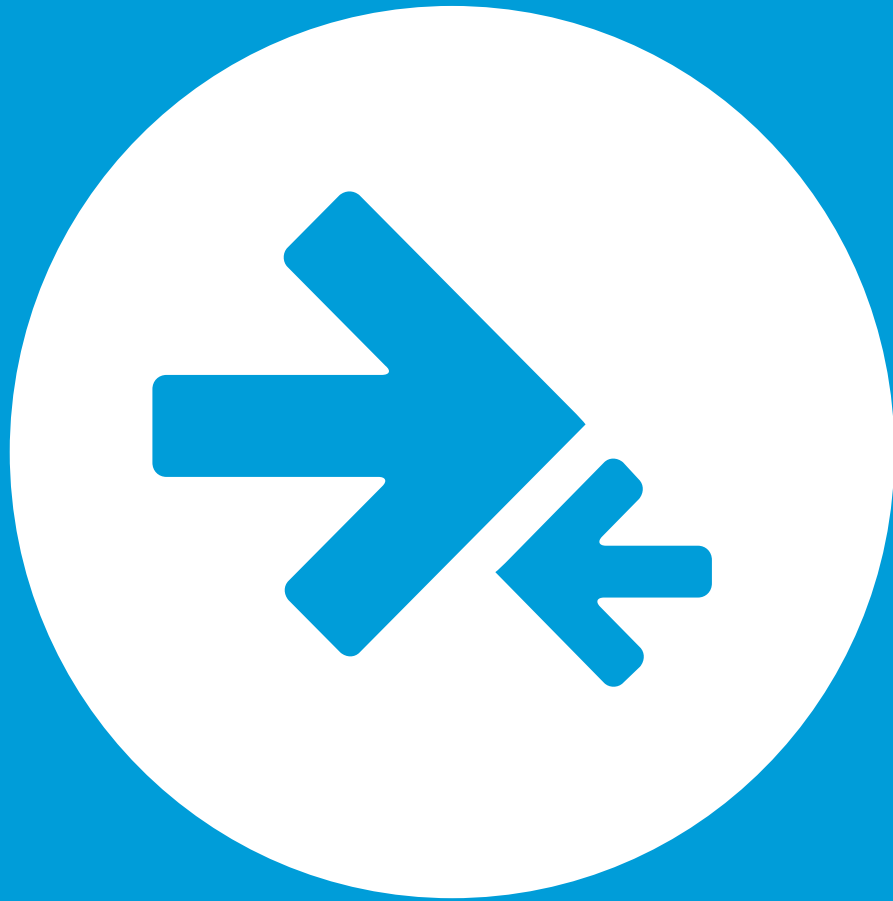
- Attitudes towards the 'All Right?' campaign, in particular, are very positive with seven in ten (69%) saying their opinion is favourable or very favourable. This result has increased significantly and is showing an upward trend over time.
- Among those who have used the free earthquake counselling service, favourability has increased significantly with almost all (90%) saying they have a favourable opinion of the service.

## CANVAS PUBLIC ENGAGEMENT PROCESS

Four in ten (42%) Waimakariri District residents indicate that they are aware of the Canvas public engagement process. Newspaper articles (72%) are the most common channel through which those respondents aware of the process noticed information, followed by postcards dropped in letterboxes (36%). Two in ten (19%) have seen information in a newsletter or visited a Visionarium and 16% have heard about the process through word of mouth.

Encouragingly, eight in ten (79%) Waimakariri residents who are aware of the Canvas public engagement process feel that they had the opportunity to get involved.

## 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 fifth 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 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.

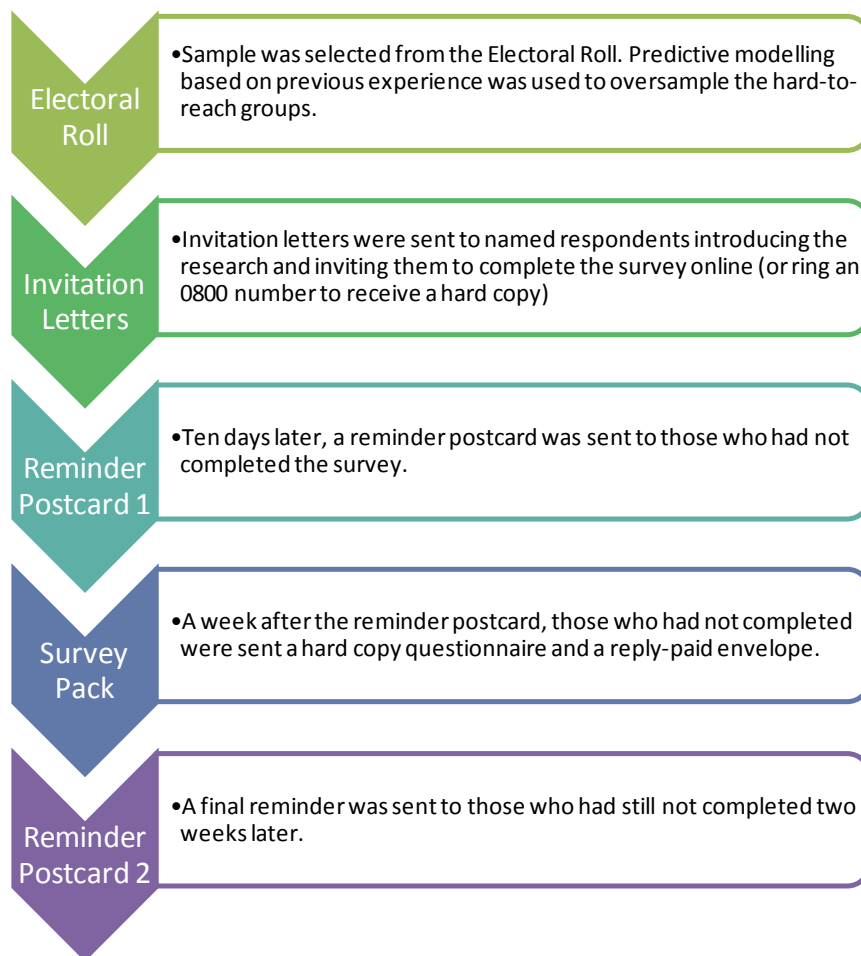
## OVERVIEW OF METHOD AND SAMPLE

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 28 August 2014, when the first invitation letters were sent, and 12 October 2014 when the survey closed.

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

## RESPONSE TO SURVEY

From 7899 people selected randomly from the Electoral Roll, 2738 completed questionnaires were received. The response rate for this survey was 39%. 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 39%, for Selwyn District and Waimakariri District it was 38%.

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

As can be seen in the above table, from September 2012 to April 2014 the response rate has decreased slightly with each wave of the survey.

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.

Since then 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, 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 have halted the declining response rate as we get further from the earthquakes.

Sixty-three percent of questionnaires were completed online while 37% 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 642 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 2738 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
<b>CHRISTCHURCH CITY</b>	1156 (± 2.9)	1210 (± 2.8)	1240 (± 2.8)	1276 (± 2.7)	1401 (± 2.6)
<b>SELWYN DISTRICT</b>	618 (± 3.9)	621 (± 3.9)	640 (± 3.9)	633 (± 3.9)	642 (± 3.9)
<b>WAIMAKARIRI DISTRICT</b>	607 (± 4.0)	607 (± 4.0)	596 (± 4.0)	602 (± 4.0)	695 (± 3.7)

# 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=2738.

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.

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 September 2014 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.

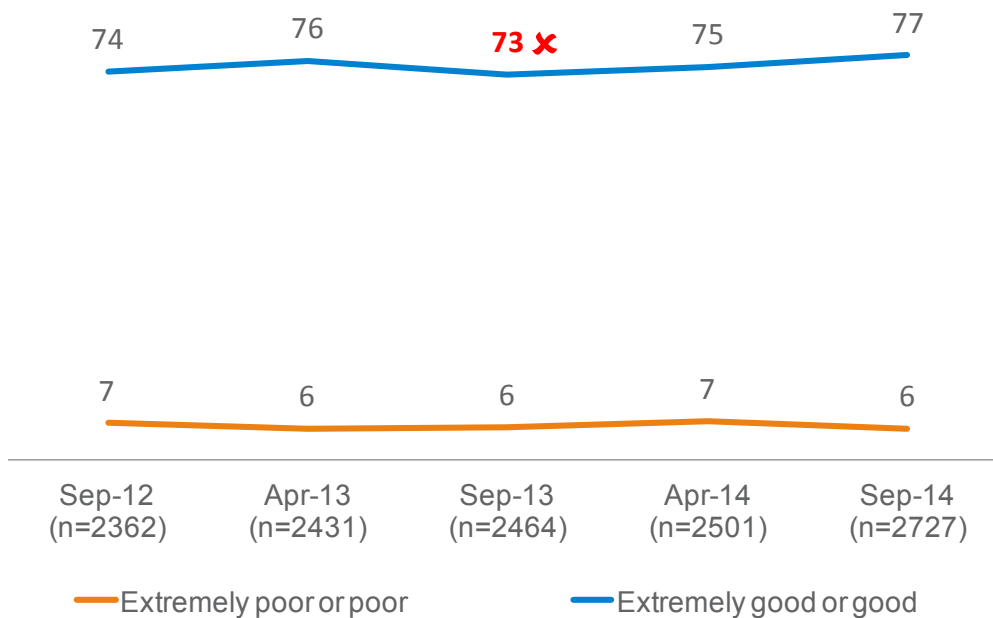
They were then asked whether or not their quality of life had changed compared to 12 months ago.

## OVERALL QUALITY OF LIFE

Just over three quarters (77%) of greater Christchurch residents rate their quality of life positively (18% rate it extremely good while 59% rate it as good). The proportion who rate their quality of life positively seems to have slightly recovered after a significant decrease in September 2013.

Just 6% 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 (89% cf. 77% of all greater Christchurch residents).

Just over eight in ten (81%) of those living in Waimakariri District rate their quality of life positively.

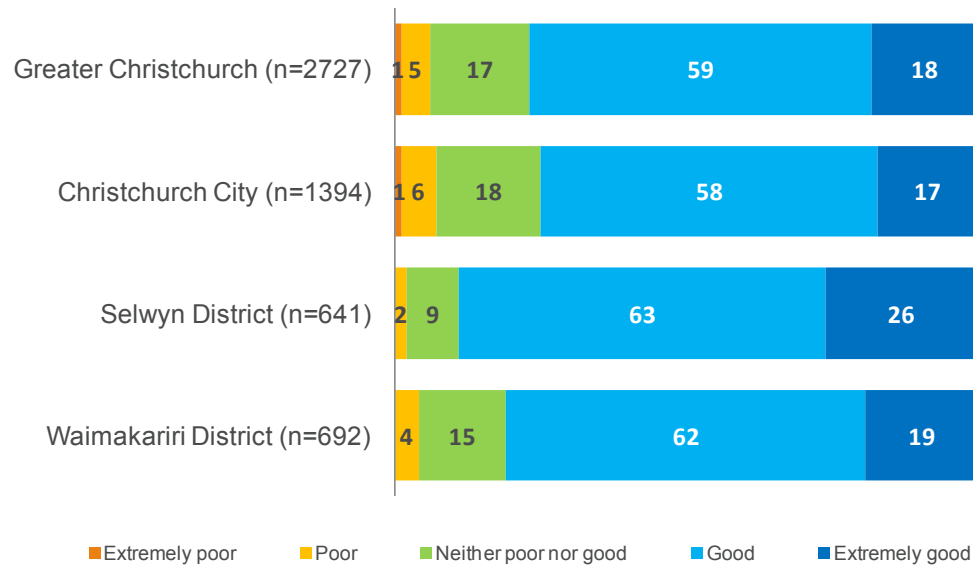
Christchurch City residents continue to rate their quality of life less positively, with 75% rating it as extremely good or good and 7% rating it extremely poor or poor. However, the proportion of Christchurch City residents who rate their quality of life positively is slowly indicating an upward trend since 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
<b>CHRISTCHURCH CITY</b> (Sept 2012 n= 1145; Apr 2013 n=1208; Sept 2013 n=1234; Apr 2014 n=1268, Sept 2014 n=1394)	Extremely good or good	72	73	71	73	75
	Neither poor nor good	21	20	22	19	18
	Extremely poor or poor	7	7	7	8	7
<b>SELWYN DISTRICT</b> (Sept 2012 n= 614; Apr 2013 n=620; Sept 2013 n=638; Apr 2014 n=633, Sept 2014 n=641)	Extremely good or good	85	85	86	89	89
	Neither poor nor good	11	11	12	<b>8</b>	9
	Extremely poor or poor	4	4	<b>2✓</b>	3	2
<b>WAIMAKARIRI DISTRICT</b> (Sept 2012 n= 603; Apr 2013 n=603; Sept 2013 n=592; Apr 2014 n=600, Sept 2014 n=692)	Extremely good or good	82	85	<b>79*</b>	83	81
	Neither poor nor good	14	12	<b>16</b>	14	15
	Extremely poor or poor	4	3	5	3	4

*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 (77%) are:

- From a household with an income of more than \$100,000 (88%)
- Those who have not needed to make an insurance claim on their dwelling (85%)
- Aged 25 to 34 years old (82%)

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (49%) or who have received an offer on their dwelling claim but have not accepted it yet (60%) and who have had an assessment on their dwelling claim from their insurer but have not received an offer (62%)
- Living with a health condition or disability (55%)
- From a household with an income of less than \$30,000 (63%) or \$30,001 to \$60,000 (71%)
- Living in temporary housing (66%)
- Renting the dwelling they usually live in (67%)
- Of Māori ethnicity (68%)

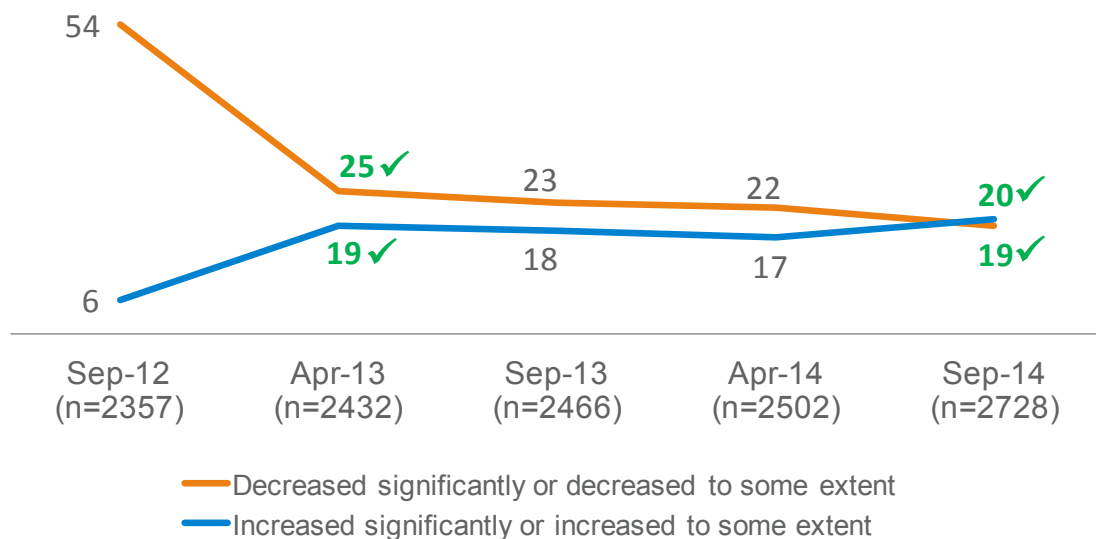
## QUALITY OF LIFE COMPARED TO 12 MONTHS AGO

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

**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

The proportion of Christchurch City residents who say their quality of life has improved compared to 12 months ago has increased significantly (20% say their quality of life has increased significantly or to some extent).

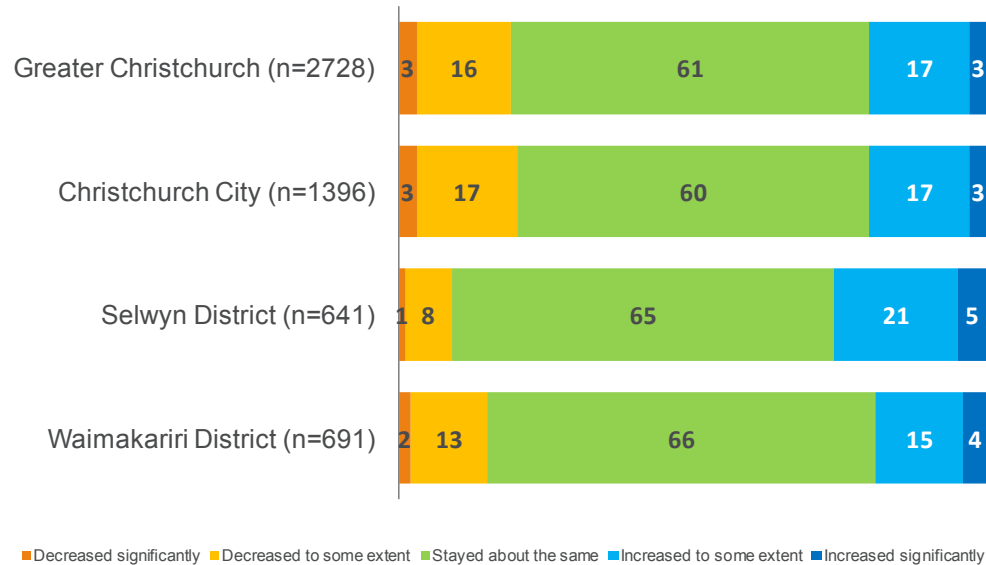
Those living in Selwyn District continue to be significantly more likely to say that their quality of life has increased compared to 12 months ago (26%), a result which continues to trend upwards.

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

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 (19%) are:

- Living with a health condition or disability (38%)
- Living in temporary housing (38%)
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (37%) and who are waiting to have an assessment on their dwelling claim from their insurer (33%)
- Aged 75 years or over (32%)
- From a household with an income of less than \$30,000 (27%)

Those more likely to say their quality of life has **increased** over the past 12 months (20%) are:

- Aged 25 to 34 years old (34%)
- Living at a different address from their address on 4 September 2010 (31%)
- From a household with an income of more than \$100,000 (26%)

# 5. SOCIAL CONNECTEDNESS



## INTRODUCTION

A number of 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.

## REASON FOR MOVING SINCE 4 SEPTEMBER 2010

Over a third (37%) 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 (40% and 44% respectively).

Among these respondents who have moved since the earthquakes, a quarter (26%) indicate that they had to move due to the impact of the earthquakes, while some 13% 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 the 4 September 2010, by where respondents are now living (%)**

	Greater Christchurch (n=2715)	Christchurch City (n=1391)	Selwyn District (n=636)	Waimakariri District (n=688)
Proportion no longer living in the same street address	37%	36%	40%	44%
<b>Reason for moving:</b>	<b>(n=1059)</b>	<b>(n=508)</b>	<b>(n=253)</b>	<b>(n=298)</b>
I had to move due to the impact of the earthquakes	26%	26%	16%	30%
I chose to move and my decision was in part due to the impact of the earthquakes	13%	13%	17%	16%
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	61%	61%	67%	54%

*Base: All respondents, excluding not answered*

Those more likely to indicate they **had** to move due to the impact of the earthquakes (26% of those who have moved) are:

- Living in temporary housing (53%)
- Those who have accepted an offer on their dwelling claim from their insurer (46%)
- Living with a health condition or disability (46%)
- Aged 65 years or over (43%) or 50 to 64 years old (39%)
- From a household with an income less than \$30,000 (35%)

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 (11%)
- Aged 25 to 34 years old (12%) or 18 to 24 years old (16%)
- Living in Selwyn District (16%)

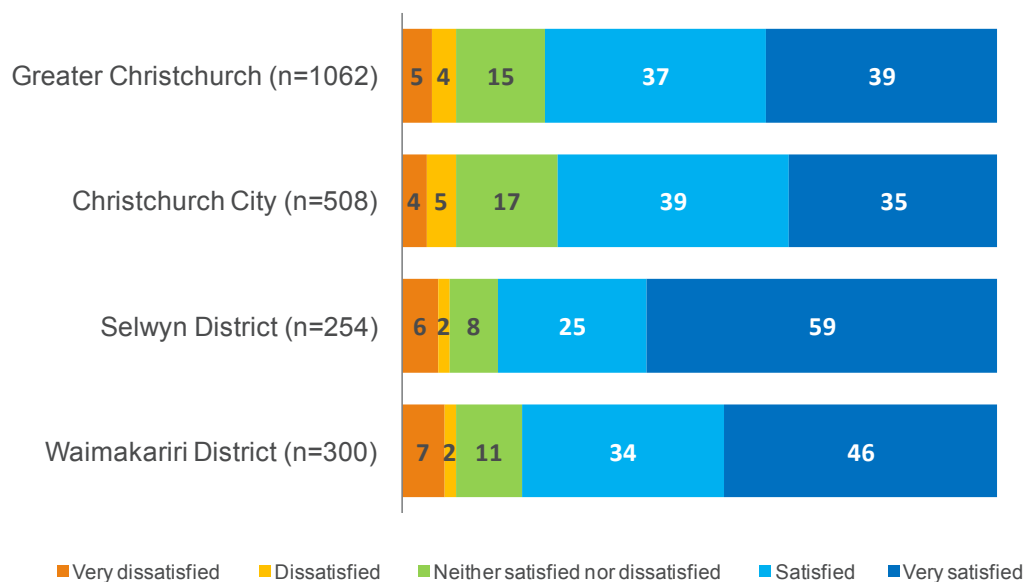
## SATISFACTION WITH NEW LOCATION

Just over three quarters (76%) of those who have moved 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
<b>GREATER CHRISTCHURCH</b> (April 2014 n= 780, Sept 2014 n=1062)	Very satisfied or satisfied	79	76
	Neither satisfied nor dissatisfied	12	15
	Very dissatisfied or dissatisfied	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 and Waimakariri Districts are more satisfied than those now living in Christchurch City.

## SECTION 5: SOCIAL CONNECTEDNESS

Those more likely to be satisfied with their new location (76%) are:

- Those who have not needed to make an insurance claim on their dwelling (87%) or those who have accepted an offer on their dwelling claim from their insurer (81%)

Those less likely to be satisfied with their new location (76%) are:

- Living in temporary housing (43%)
- Living with a health condition or disability (64%)

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 (67% satisfied or very satisfied, compared to 81% of those who moved for a non earthquake related reason) as are those who say their decision to move was in part due to the impact of the earthquakes (68% satisfied or very satisfied).

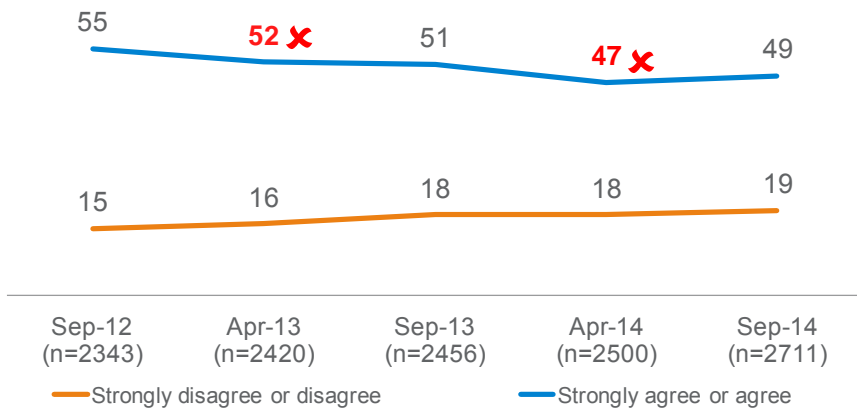
## SENSE OF COMMUNITY

Just under half (49%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood.

This result is still significantly lower than in September 2012 when a sense of community was heightened in the immediate post- earthquakes period. However, the downward trend evident until April 2014 has stabilised.

At the same time, the proportion who disagree that they feel a sense of community continues to slowly trend upward.

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



Base: All respondents, excluding not answered

Those living in the Selwyn District (63%) continue to feel the same 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 the other two TLA’s.

The proportion who feel a sense of community in Waimakariri District has decreased significantly since April 2014 (53%).

This is the first measure that hasn’t seen a decrease in sense of community among Christchurch City residents. However they continue to have the lowest sense of community with their neighbours.

**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
Christchurch City (Sept 2012 n= 1135; April 2013 n=1201; Sept 2013 n= 1232; April 2014 n= 1270; Sept 2014 n= 1388)	Strongly agree or agree	53	51	49	45 x	47
	Neither agree nor disagree	31	32	32	36	33
	Strongly disagree or disagree	15	17	19	19	20

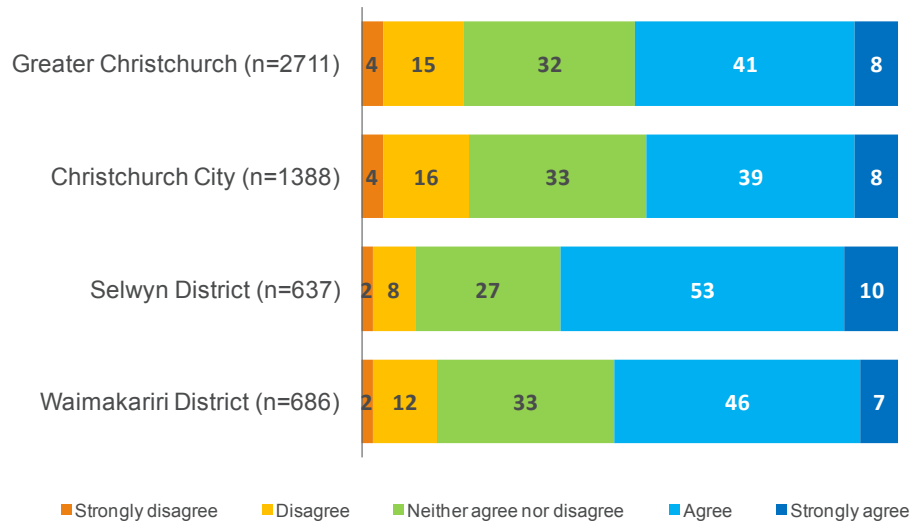


SECTION 5: SOCIAL CONNECTEDNESS

<b>Selwyn District</b> (Sept 2012 n= 610; April 2013 n=616 ; Sept 2013 n= 638; April 2014 n= 631; Sept 2014 n= 637)	Strongly agree or agree	63	59	62	64	63
	Neither agree nor disagree	28	29	29	28	27
	Strongly disagree or disagree	9	12	9	8	10
<b>Waimakariri District</b> (Sept 2012 n= 598; April 2013 n=603; Sept 2013 n= 586; April 2014 n= 599; Sept 2014 n= 686)	Strongly agree or agree	56	56	58	59	<b>53*</b>
	Neither agree nor disagree	31	32	30	30	33
	Strongly disagree or disagree	13	12	12	11	14

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

Those more likely to agree they feel a sense of community with others in their neighbourhood (49%) are:

- Aged 65 to 74 years old (65%) or 75 years or over (64%)
- Those who have accepted an offer on their dwelling claim from their insurer (55%)
- Those who have not needed to make an insurance claim on their dwelling (54%)

Compared with the 19% 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 that they usually live in (30%)
- Aged 18 to 24 years old (30%) or 25 to 34 years old (28%)
- Living at a different address from where they were living before the earthquake on 4 September 2010 (24%)

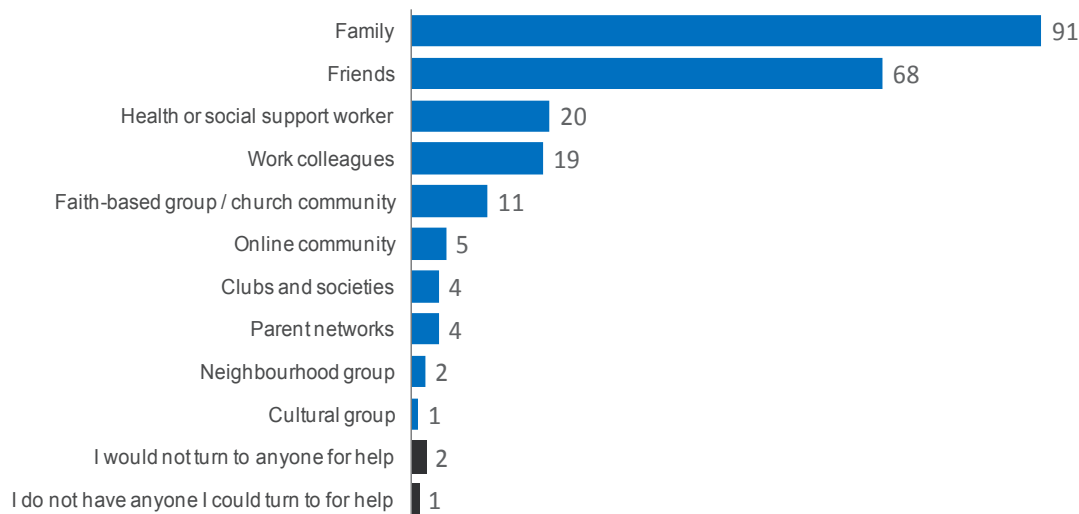
This result is impacted by residents moving homes as a result of the earthquakes, as sense of community levels are higher among those who are living in the same street address as they were on 4 September 2010 (52% cf. 43% of those who have moved).

## SUPPORT NETWORK

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

The majority (97%) indicate that they have someone to turn to. Family (91%) and friends (68%) are the most common forms of support that residents turn to.

**Figure 5.4: Current result – Who residents would turn to for help (%)**



*Base: All respondents, excluding not answered (n=2731)*

*Note: Only responses over 1% are shown*

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

- Renting the dwelling they usually live in (3%)
- Living with a health condition or disability (2%)

Sub group differences of interest are.

- Those of Pacific / Asian / Indian ethnicity are more likely to say they would turn to a cultural group (8%) or a neighbourhood group (7%)
- Those who have a household income of more than \$100,000 are more likely to turn to friends (74%) or work colleagues (27%)
- Households with at least one child under the age of 18 are more likely to turn to parent networks (11%)
- Younger residents (those aged 18 to 24) are more likely to turn to friends (80%) and online communities (11%)

**SECTION 5: SOCIAL CONNECTEDNESS**

- Those who have a health condition or disability are more likely to turn to health or social support workers (26%)
- Females are more likely than males to turn to friends (72% cf. 63%)

# 6. HEALTH AND WELLBEING



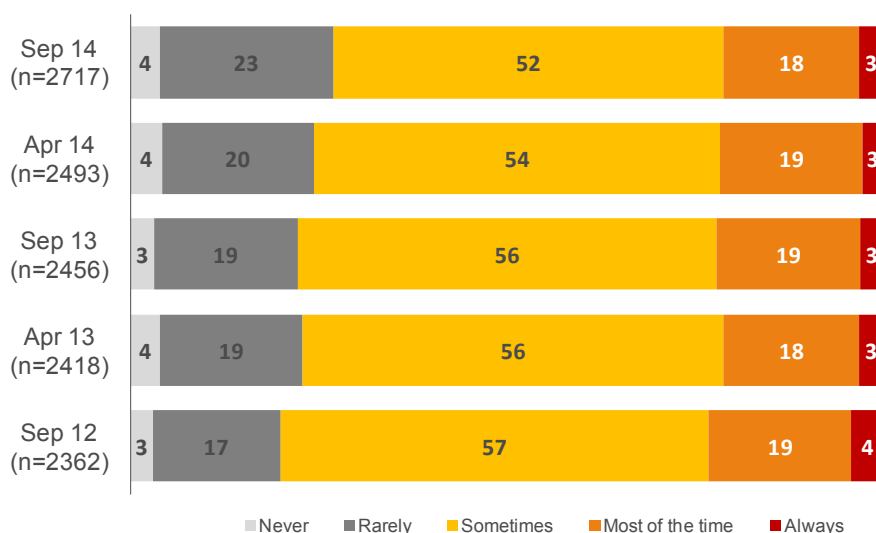
## INTRODUCTION

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

Almost three quarters (73%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them. This is showing a significant downward trend over time (73%, compared to 80% in September 2012). Despite the overall downward trend, one in five (21%) residents continues to feel stressed 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 (%)**



Base: All respondents, excluding not answered

Those living in Christchurch City continue to report more frequent levels of stress, particularly when compared to those living in Selwyn District.

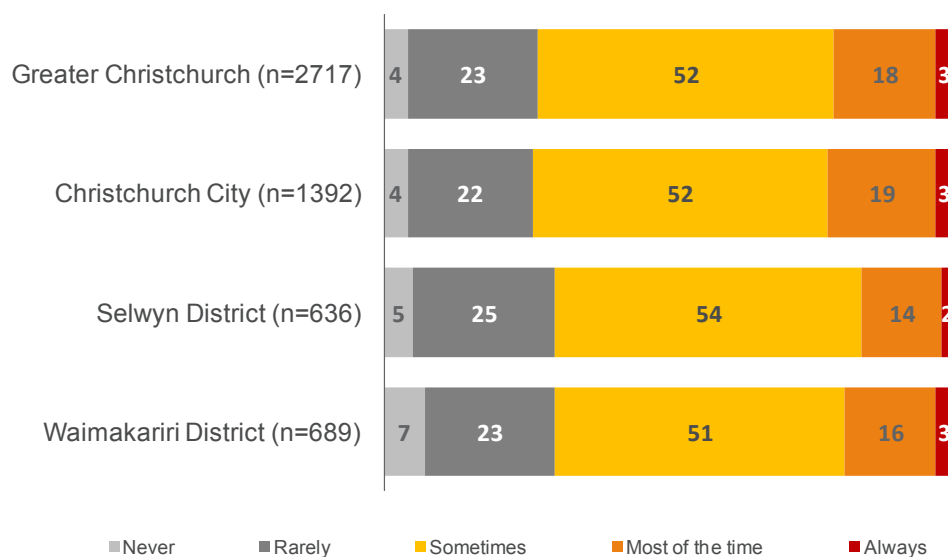
**Table 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014
CHRISTCHURCH CITY (Sept 2012 n=1145; April 2013 n=1200; Sept 2013 n=1230; April 2014 n=1264; Sept 2014 n=1392)	Always or most of the time	24	23	23	23	22
	Sometimes	57	56	56	54	52
	Rarely or never	19	21	21	23	26

<b>SELWYN DISTRICT</b> (Sept 2012 n=615; April 2013 n=616; September 2013 n=638; April 2014 n=630; Sept 2014 n=636)	Always or most of the time	17	17	13✓	13	16
	Sometimes	58	54	57	55	54
	Rarely or never	25	29	30	32	30
<b>WAIMAKARIRI DISTRICT</b> (Sept 2012 n=602; April 2013 n=602; Sept 2013 n=588; April 2014 n=599; Sept 2014 n=689)	Always or most of the time	19	15	18	16	19
	Sometimes	56	58	53	56	51
	Rarely or never	25	27	29	28	30

Base: All respondents, excluding not answered

**Figure 6.2: 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 (21%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (41%)
- Living with a health condition or disability (36%)
- Living in temporary housing (33%)
- Renting the dwelling they usually live in (27%)
- Aged 18 to 24 years old (26%)

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

- Aged 65 to 74 years old (12%) or 75 years or over (15%)
- Those who have not needed to make an insurance claim on their dwelling (13%)

## WHO-5 WELLBEING INDEX

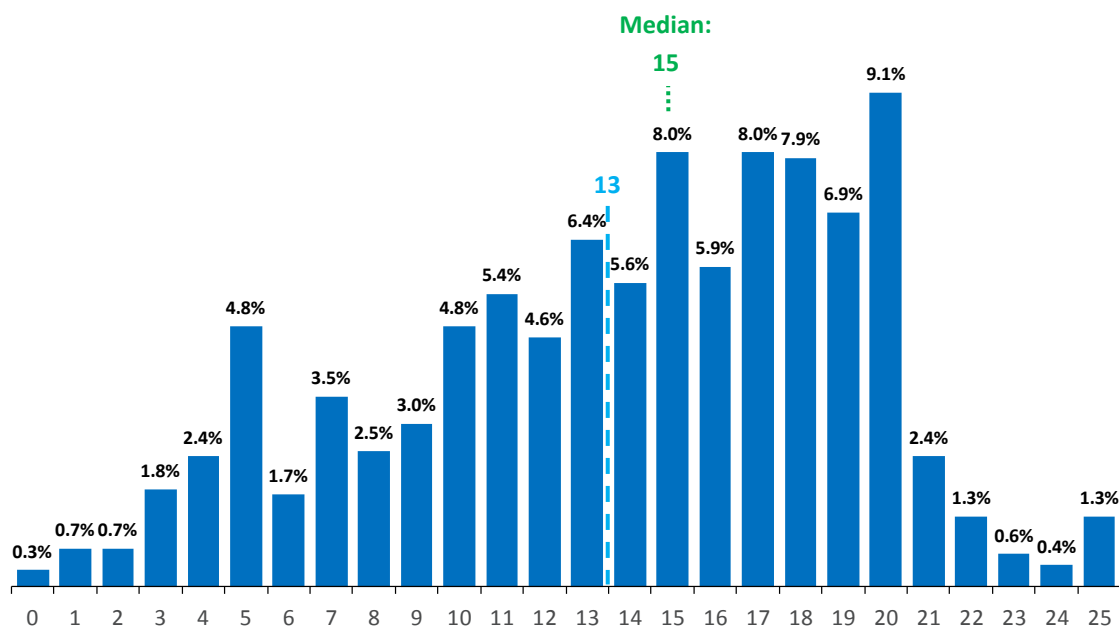
The WHO-5 is a self-rated measure of emotional wellbeing. Respondents are asked to rate the extent to which each of five wellbeing indicators has been present or absent in their lives over the previous two-week period. They do this using a six-point scale ranging from 'all of the time' to 'at no time'. 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 13.9, while the median result is 15. Just over a third (36%) of respondents have a score below 13.

**Figure 6.6: Current result – WHO-5 raw score distribution for greater Christchurch (%)**



Base: All respondents, excluding not answered on any statement (n=2658)

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.

As illustrated in the table below, there has been no significant change in the index results since April 2013.

**Table 6.7: Trend – WHO-5 raw score mean over time (Mean (95% CI level))**

TLA	April 2013	September 2013	April 2014	September 2014
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
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
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
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

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 13.9 (57%) are:

- From a household with an income of more than \$100,000 (66%)
- Those who have not needed to have made an insurance claim on their dwelling (65%)
- Aged 25 to 34 years old (64%)
- Male (62%)

Those more likely to have a raw score result below the greater Christchurch mean of 13.9 (43%) are:

- Living with a health condition or disability (65%)
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (61%) or who are waiting to have an assessment on their dwelling claim from their insurer (59%)
- From a household with an income of less than \$30,000 (54%)
- Renting the dwelling they usually live in (48%)

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 September 2014 results with the earlier 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 September 2014 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.

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.

The proportion still experiencing each of the negative impacts has decreased significantly since April 2014 for 14 out of the 27 issues. For six of these changes the results have rebounded to levels similar to September 2013 (prior to the frustrations with the construction seen in April 2014), while others show continual improvements.

The most significant improvement can be seen in the decreasing proportion continuing to be negatively impacted by dealings with EQC or insurance issues in relation to personal property and houses, and the decreasing proportion continuing to be negatively impacted by needing 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.

**Table 7.1: 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 September 2014 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
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24✗	19✓
Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20✗	17✓
Transport related pressures	20	17✓	14✓	22✗	15✓
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21	15✓
Making decisions about house damage, repairs and relocation	29	22✓	21	19	14✓
Loss of indoor sports and active recreation facilities	24	16✓	13	17✗	14✓
Additional financial burdens	26	16✓	15	15	13✓
Uncertainty about my own or my family's future in Canterbury	30	16✓	16	15	13✓
Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓
Living day to day in a damaged home	22	16✓	16	12✓	12
Loss of outdoor sports and active recreation facilities	20	12✓	10	13✗	11✓
Additional work pressures	27	16✓	12✓	13	10✓
Loss of usual access to the natural environment	24	13✓	10	12	10✓
Having to move house permanently or temporarily	16	13✓	12	11	10
Loss of meeting places for community events	NA*	10	8	11✗	10
Difficulty finding suitable rental accommodation	12	9✓	10	10	9

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

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

\* Not asked in September 2012

## DAMAGED ENVIRONMENT

Close to four in ten (37%) 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.

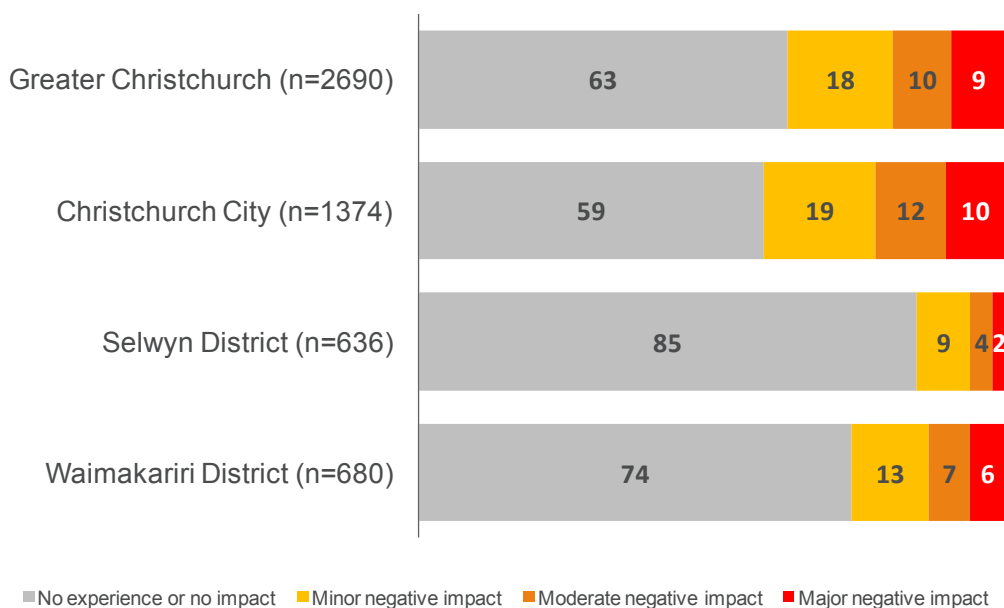
Being in a damaged environment and/or surrounded by construction work is the issue that has the highest proportion of greater Christchurch residents indicating it has had a major or moderate negative impact on their everyday lives. Despite being ranked first out of all 27 issues, this proportion has decreased significantly compared to April 2014, rebounding back to levels seen in 2013.

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

	September 2012	April 2013	September 2013	April 2014	September 2014
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*	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 (13%) and Selwyn residents (6%).

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (49%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (32%)
- Living in temporary housing (28%)
- Of Māori ethnicity (27%)

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

- Aged 75 years or over (6%) 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

Just over a third (34%) of greater Christchurch residents continue to be negatively impacted by the loss of recreational, cultural and leisure time facilities. For 17% this loss continues to have a moderate or major negative impact on their everyday lives.

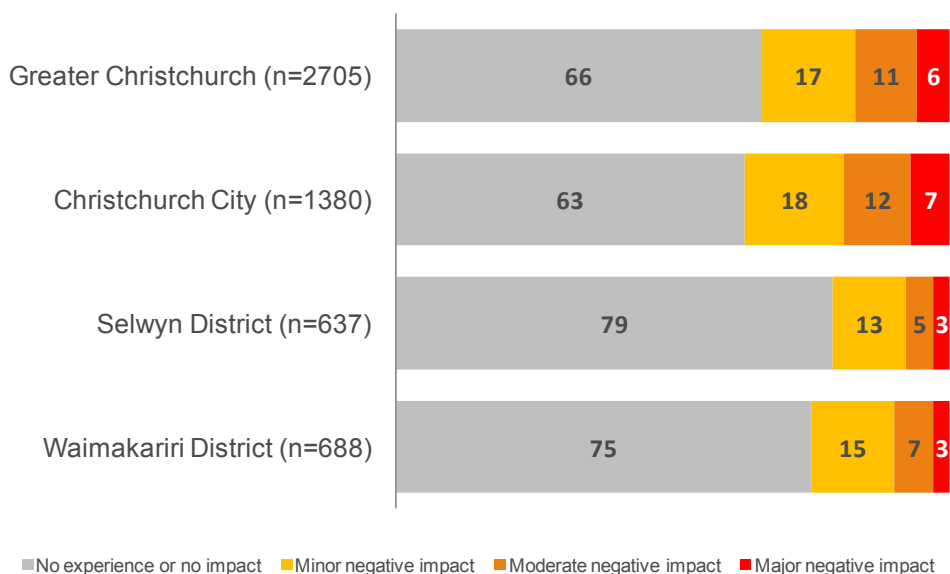
The proportion of greater Christchurch residents who rated loss of other recreational, cultural and leisure time facilities as a major or moderate negative impact on their everyday lives has returned back to a level similar to September 2013. However, this is now the second highest issue still negatively impacting residents.

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

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

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 (19% 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 (17%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (31%)
- Living in temporary housing (26%)

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

- Aged 65 years or over (10%)



## TRANSPORT RELATED PRESSURES

Just over a quarter (27%) 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.

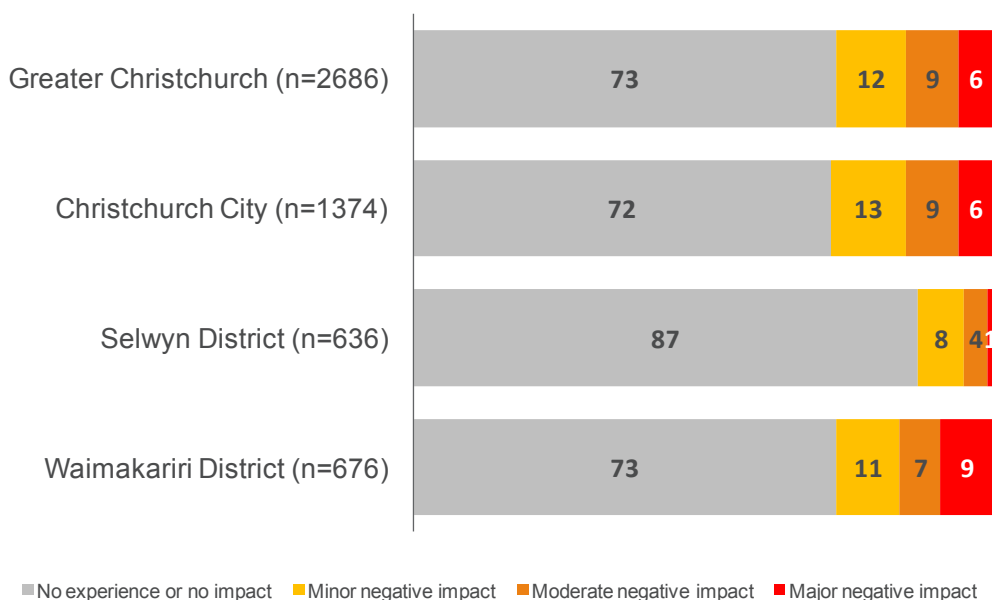
Transport issues were a major cause of frustration in April 2014, having a moderate or major impact on the everyday lives on 22% of residents. Results have now returned to the lower levels seen in September 2013.

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

	September 2012	April 2013	September 2013	April 2014	September 2014
Transport related pressures	20	17✓	14✓	22*	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

Christchurch City and Waimakariri District residents continue to feel more negatively impacted by transport related pressures. In Selwyn it is less of an issue with just 5% saying the impact on their everyday lives is moderate or major.

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (32%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (27%)

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

- Aged 75 years or over (4%) or 65 to 74 years old (7%)

## EQC OR INSURANCE ISSUES

Just under a quarter (24%) 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 fifteen percent say it is still having a moderate or major negative impact on their everyday lives.

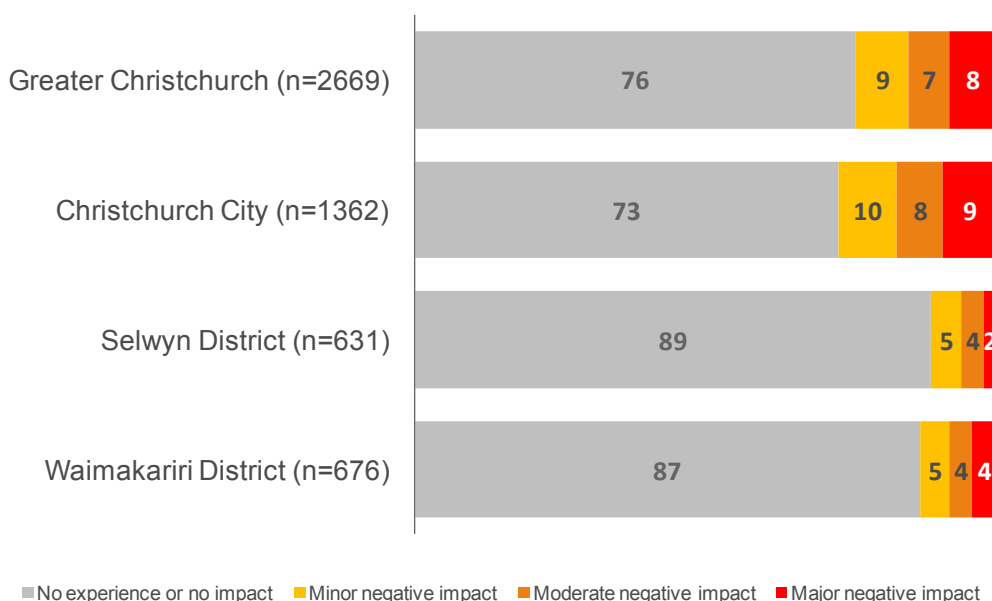
The situation has significantly improved compared to earlier this year (April 2014) when one in five (21%) indicated dealing with personal insurance issues was having a strong negative impact on their everyday lives.

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

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

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 (17%, compared to 6% of those living in Selwyn District and 8% of those living in Waimakariri District).

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (70%), those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (62%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (56%)
- Living in temporary housing (26%)
- Living with a health condition or disability (21%)
- Aged 50 to 64 years old (21%)

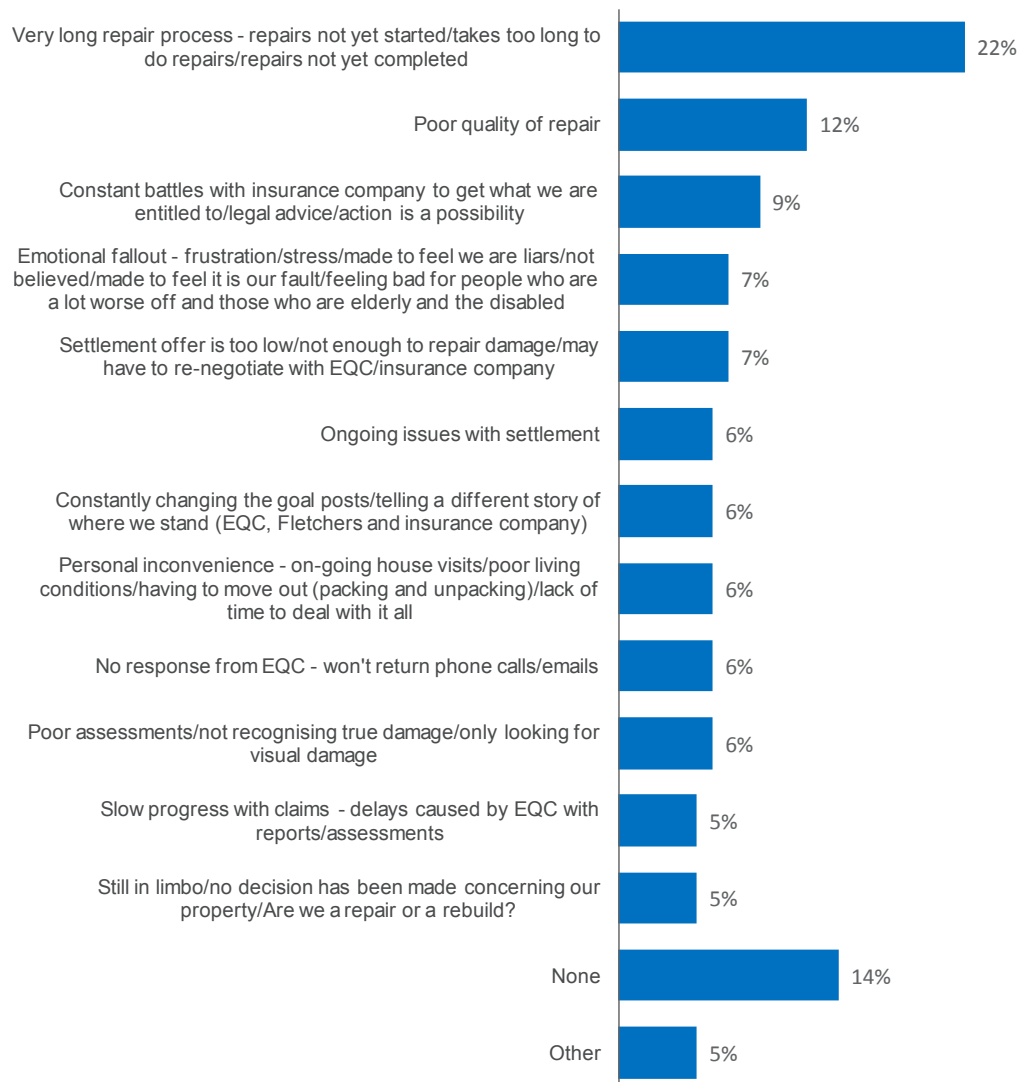
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Renting the dwelling they usually live in (4%)
- Aged 18 to 24 years old (9%)

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.

The most common themes to emerge are the long timeframes in which things are being done (22%) and poor quality of repairs (12%).

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



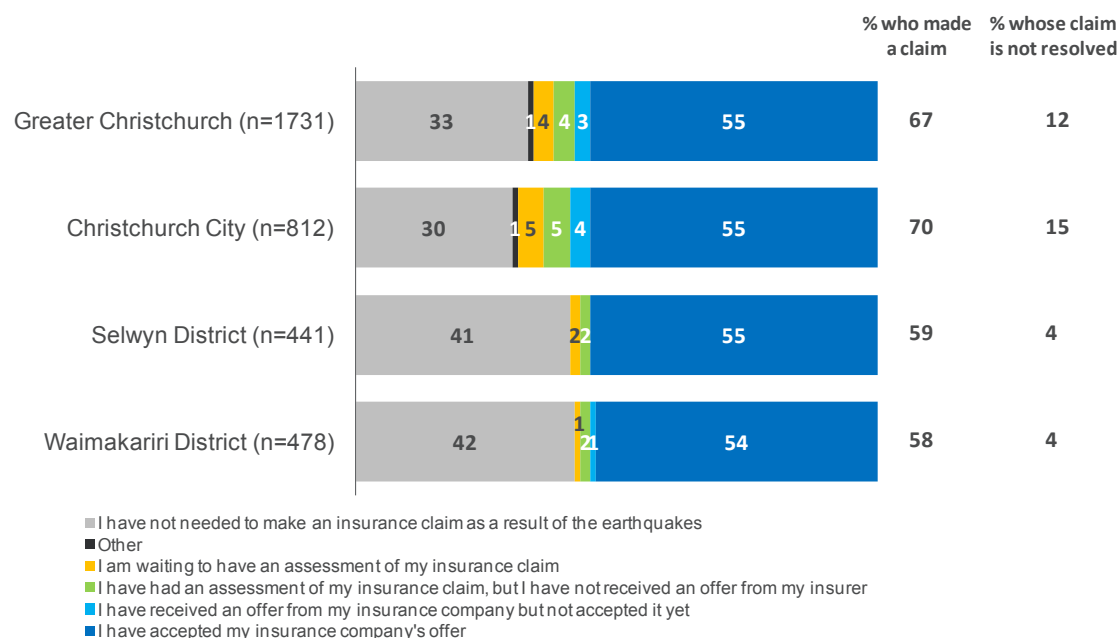
*Base: Those who continue to be negatively impacted by this issue, excluding not answered (n=525)*

*Note: Only responses over 5% are shown*

An additional question was added in April 2014 to get a better understanding of the proportion of residents who are dealing with insurance issues and to understand how far through the claims process residents are. This question was asked only of those who currently own (either personally or jointly) the residential property that they usually live in (therefore does not capture the issues being faced by those who own rental properties).

Two thirds (67%) 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. For half (55%) the claim has been resolved and the home-owners have accepted the offer from their insurer. However, for the remaining one in ten (12%) the claim has not been settled yet (with 3% having received an offer on their dwelling claim but who have not accepted it yet, 4% having had an assessment on their dwelling claim from their insurer but who have not received an offer yet, 4% who are still waiting for an assessment from their insurer, and 1% who said other (comments mainly relate to the homeowners being in dispute over the value of the offer or quality of repairs undertaken)).

**Figure 7.4.2: Whether they made an insurance claim, and if so, where they are in the process (%)**



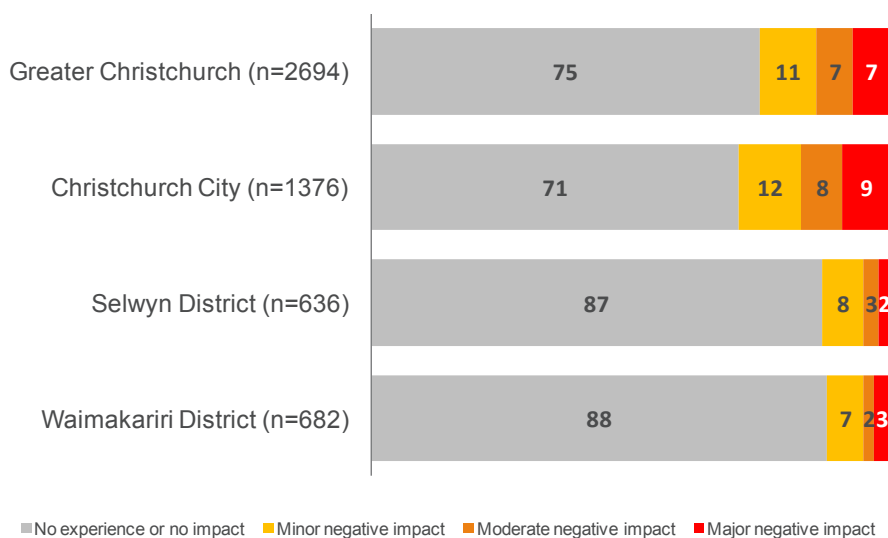
Base: Those who personally or jointly own the dwelling they usually live in, excluding not answered

Home-owners living in Christchurch City are significantly more likely to have made a claim on their dwelling (70% cf. 59% of those living in Selwyn and 58% in Waimakariri Districts).

## DECISIONS AROUND DAMAGE, REPAIRS AND RELOCATION

A quarter (25%) of greater Christchurch residents are still being negatively impacted through having to make decisions about house damage, repairs and relocation. Just under a sixth (14%) say that making these decisions continues to have a strong (moderate or major) negative impact on their everyday lives.

**Figure 7.5: 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 (17%) continue to have a strong negative impact as a result of the earthquakes compared with Selwyn District and Waimakariri District residents (5%).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (14%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (64%), those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (58%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (53%)
- Living in temporary housing (32%)
- Living with a health condition or disability (20%)

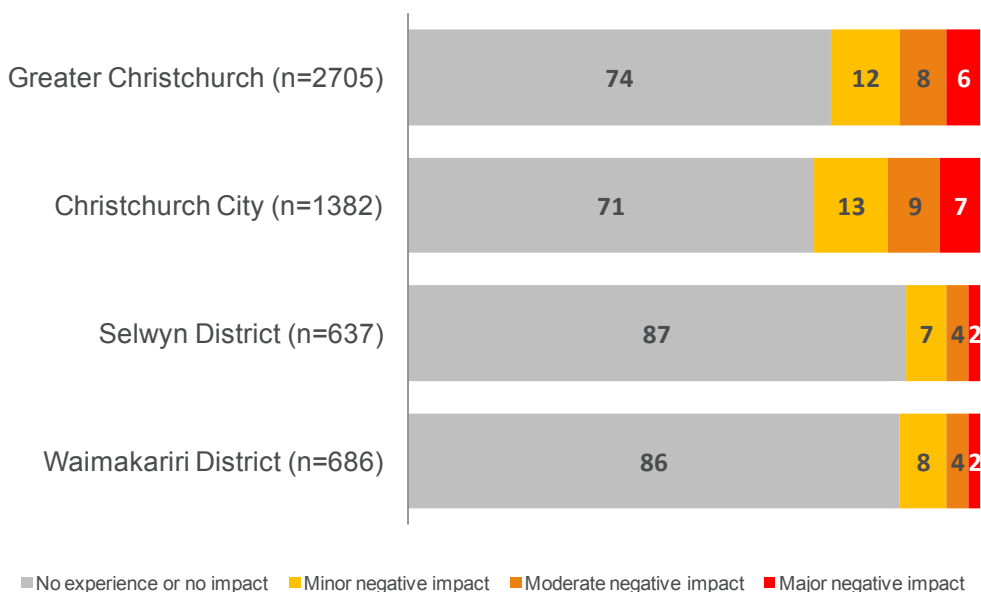
Those less likely to say the negative impact continues to be moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (8%)
- Renting the dwelling they usually live in (8%)
- Aged 18 to 24 years old (8%)

## LOSS OF INDOOR FACILITIES

Just over a quarter (26%) of residents continue to be negatively impacted by the loss of indoor sports and active recreation facilities. For 14% the impact on their everyday lives is major or moderate.

**Figure 7.6: 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 (16%, compared with 6% of those living in Waimakariri and Selwyn Districts).

Those more likely to say the impact on their everyday lives is moderate or major (14%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (35%)
- Living in temporary housing (27%)
- Currently living with children in the household (22%)
- Of Māori ethnicity (21%)

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

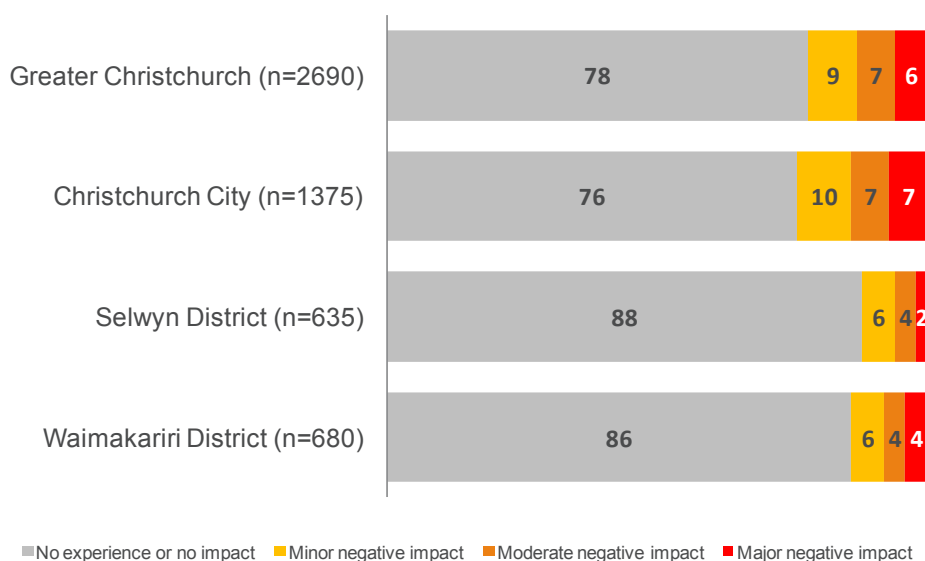
- Aged 75 years or over (6%)



## FINANCIAL BURDENS

Just over one in five (22%) residents say that additional financial burdens as a result of the earthquakes continue to negatively impact their everyday lives. For 13% this impact is moderate or major.

**Figure 7.7: 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 (14% rating the impact as moderate or major, compared with 8% in Waimakariri District and 6% in Selwyn District).

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (35%), those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (27%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (25%)
- Living in temporary housing (26%)
- Living with a health condition or disability (20%)

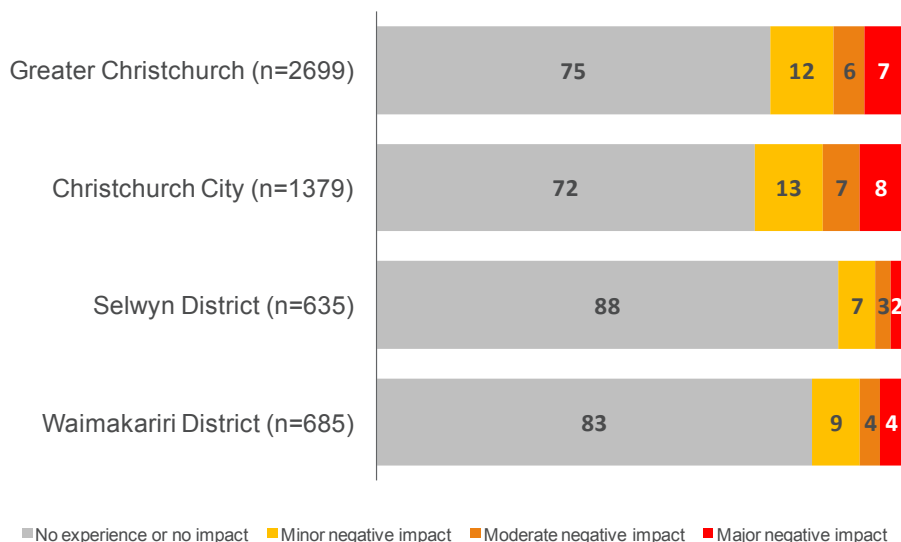
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (8%)

## UNCERTAINTY ABOUT THE FUTURE

A quarter (25%) 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 7.8: 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 15% saying the impact is moderate or major. However, there is still uncertainty among those living in Waimakariri and Selwyn District (with 8% of those living in Waimakariri District and 5% 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 received an offer on their dwelling claim from their insurer but have not accepted it yet (30%), those who are waiting to have an assessment on their dwelling claim from their insurer (29%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (25%)
- Living in temporary housing (26%)
- Living with a health condition or disability (22%)
- Renting the dwelling they usually live in (18%)

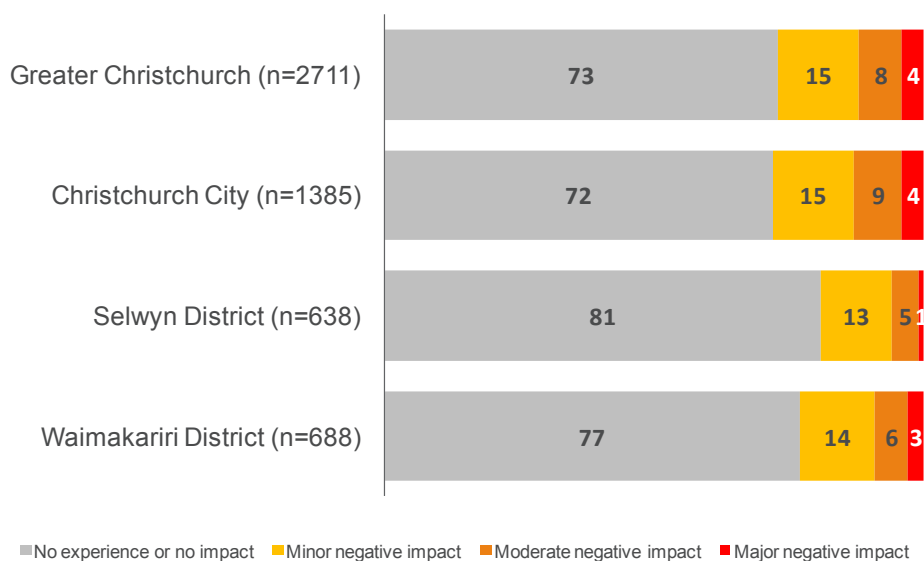
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (6%)
- Those who have not needed to make an insurance claim on their dwelling (8%)

## DISTRESS AROUND AFTERSHOCKS

Just fewer than three in ten (27%) greater Christchurch residents say the distress or anxiety associated with ongoing aftershocks is still having a negative impact on their everyday lives. For 12% this impact on their everyday lives is moderate or major.

**Figure 7.9: 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 6% in Selwyn District).

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (25%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (22%)
- Living with a health condition or disability (23%)

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

- From a household with an income of more than \$100,000 (7%)

In September 2012, this distress or anxiety was the issue that had the highest proportion of greater Christchurch residents indicating it was having a moderate or major negative impact on their everyday lives (42%). This decreased significantly to 16% in April 2013, and it has now decreased again to 12%, likely due to the reduced frequency of felt aftershocks as time goes on.

**Table 7.9: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)**

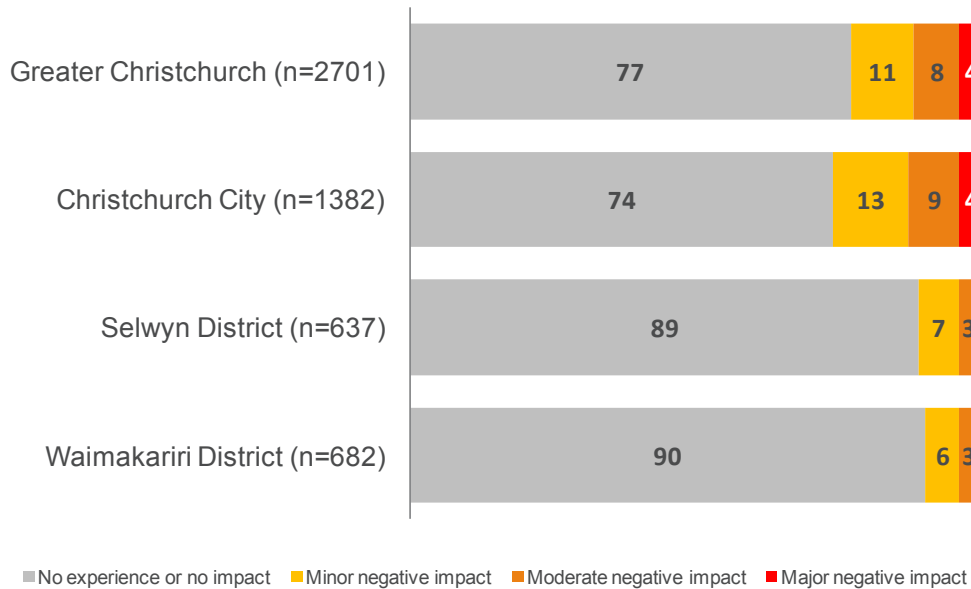
	September 2012	April 2013	September 2013	April 2014	September 2014
Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14	12✓

*Base: All respondents, excluding not answered*

## DAMAGED HOME

A quarter (23%) 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 12% this impact is moderate or major.

Figure 7.10: 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 (13% compared with 4% for those living in Selwyn District and Waimakariri District).

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (55%), those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (47%) or those who have had an assessment on their dwelling claim from their insurer but have not received an offer (45%)
- Living in temporary housing (22%)
- Living with a health condition or disability (17%)

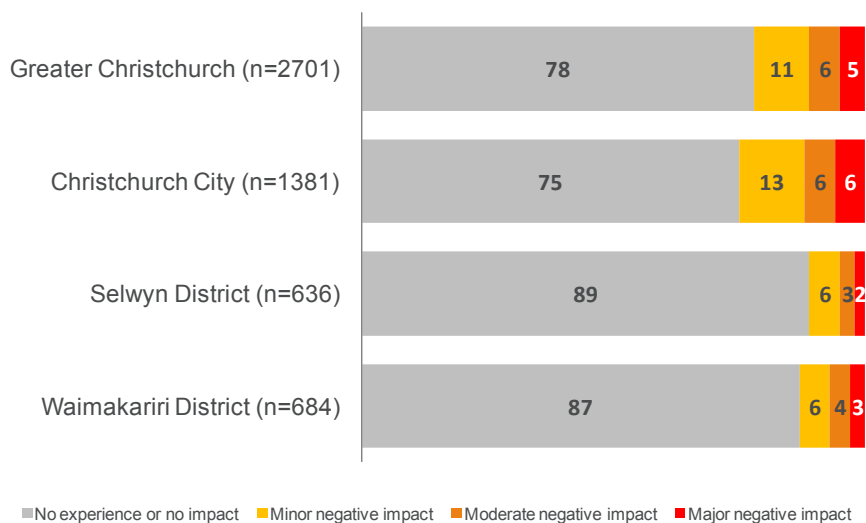
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (5%)
- Aged 18 to 24 years old (7%)

## LOSS OF OUTDOOR FACILITIES

Just over one in five (22%) greater Christchurch residents continues to be impacted by the loss of outdoor sports and active recreation facilities. For around one in ten (11%), the loss of outdoor facilities is still having a moderate or major impact on their everyday lives.

**Figure 7.11: Current result – Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) by TLA (%)**



Base: All respondents, excluding not answered

Those living in Selwyn (5%) and Waimakariri Districts (7%) are less likely to say the loss of outdoor recreation facilities is still impacting their everyday lives (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 received an offer on their dwelling claim but have not accepted it yet (35%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (23%)
- Living in temporary housing (18%)
- Currently living with children in the household (16%)

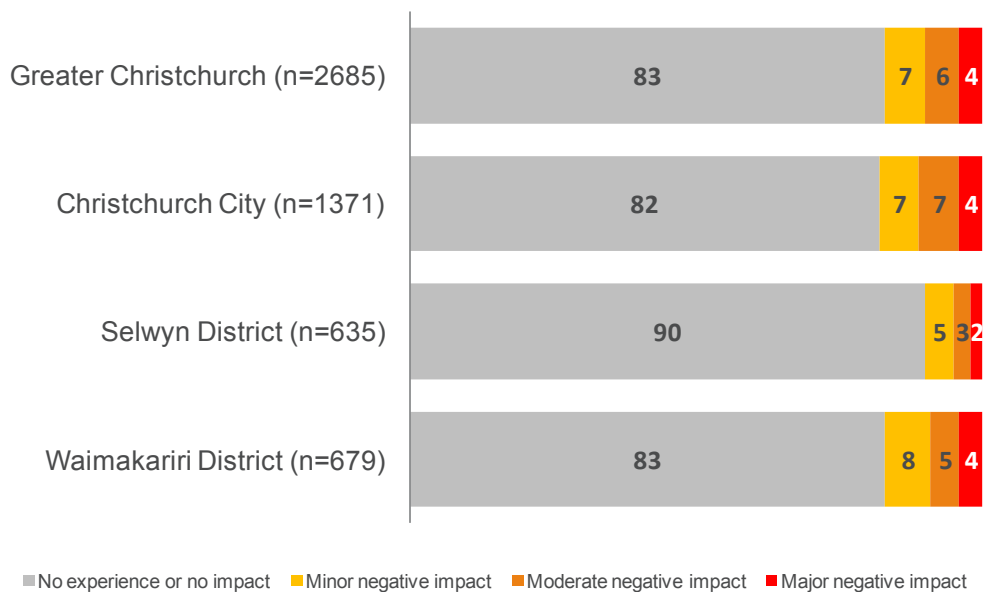
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 years or over (5%)

## ADDITIONAL WORK PRESSURES

A sixth (17%) of greater Christchurch residents continue to be impacted by additional work pressures. For 10% 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 11% of Christchurch City residents are still being moderately or majorly impacted by these additional pressures compared with 9% of those living in Waimakariri District or 5% in Selwyn District.

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

- Those who are waiting to have an assessment on their dwelling claim from their insurer (31%) and those who have received an offer on their dwelling claim but have not accepted it yet (23%)
- Of Māori ethnicity (16%)

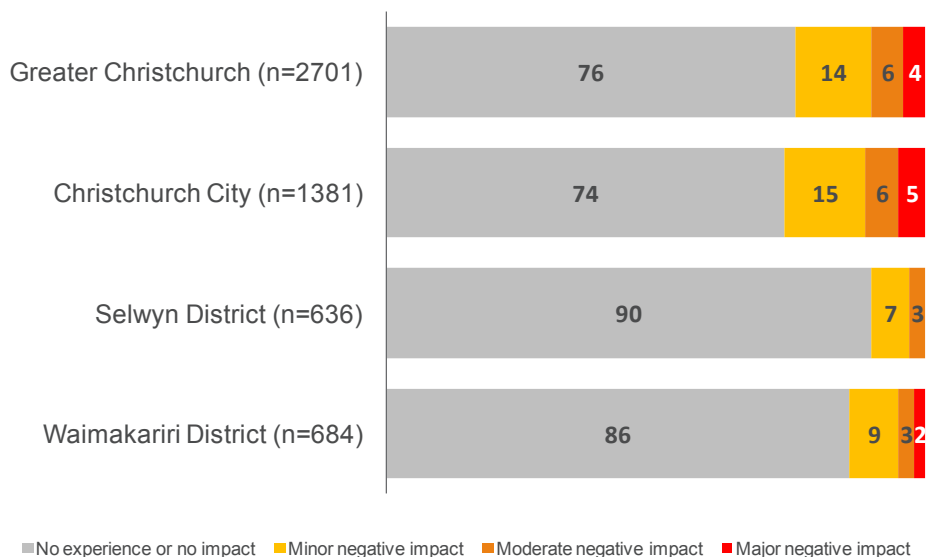
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (0%)

## ACCESS TO NATURAL ENVIRONMENT

For almost a quarter (24%) 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 10% 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 (11%).

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

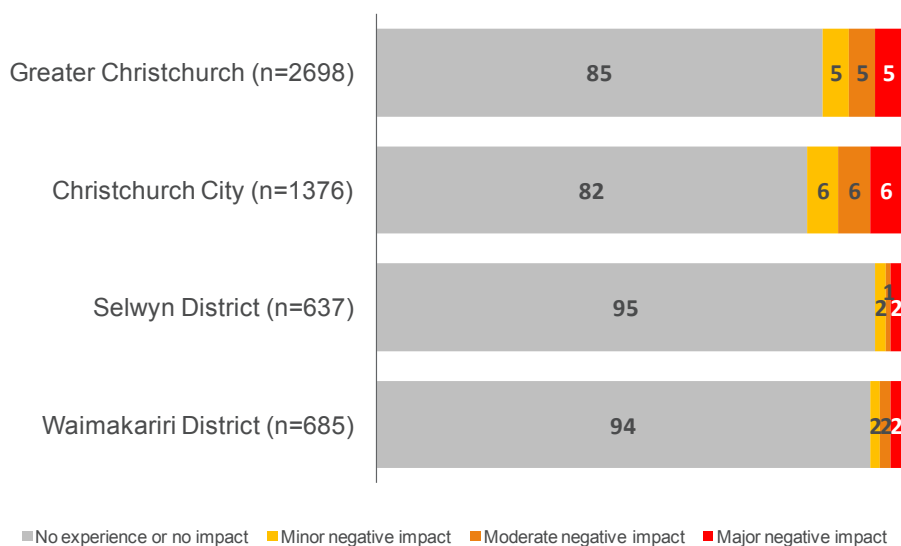
- Those living in temporary housing (17%)



## MOVING HOUSE

Some 15% say they are still being affected by having to move house permanently or temporarily as a result of the earthquakes. For 10% 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 (12%) residents continue to be impacted by this issue compared with Selwyn District (3%) and Waimakariri District (4%) residents.

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

- Living in temporary housing (45%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (37%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (35%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (30%)
- Living with a health condition or disability (17%)

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

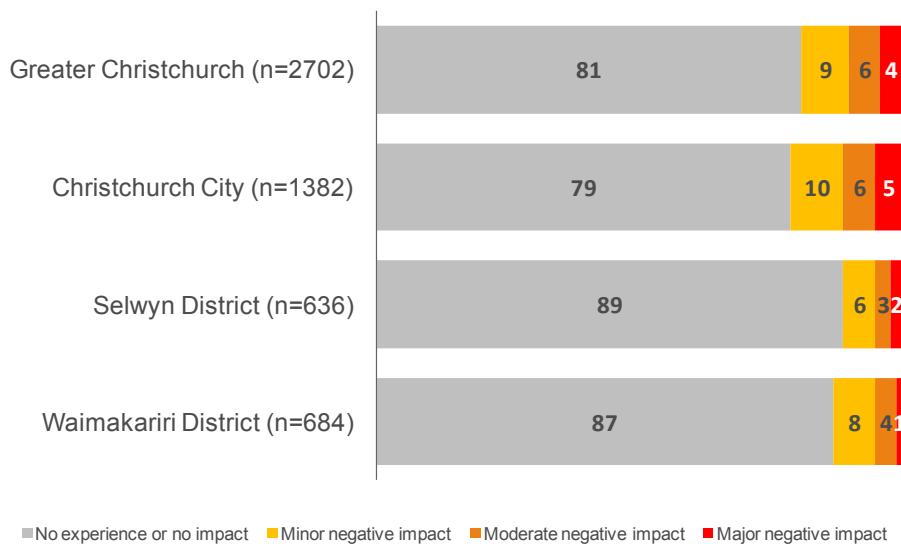
- Those who have not needed to make an insurance claim on their dwelling (3%)

## LOSS OF MEETING PLACES

Just under one in five (19%) continues to be impacted by a loss of meeting places for community events. For half of those impacted (10%) this loss is still having a moderate or major impact on their everyday lives.

Loss of such facilities is particularly noticeable in Christchurch City (11%, cf. 5% in Waimakariri District and Selwyn District).

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



*Base: All respondents, excluding not answered*

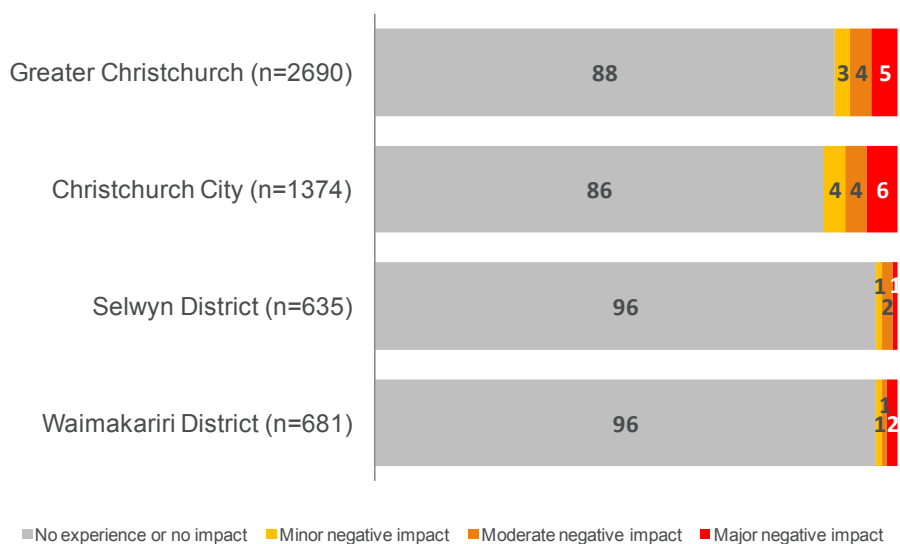
Those more likely to say the impact on their everyday lives is moderate or major (10%) are:

- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (24%)
- Of Māori ethnicity (17%)
- Living in temporary housing (16%)

## RENTAL ACCOMMODATION

Some 12% are still being impacted in relation to finding suitable rental accommodation. Overall, the everyday lives of almost a tenth (9%) of residents are being strongly impacted by the difficulty they have experienced or are experiencing in order to find accommodation.

**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 (10% saying the impact is moderate or major) than in Selwyn and Waimakariri Districts (3%).

Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (29%) and those who are waiting to have an assessment on their dwelling claim from their insurer (22%)
- Living in temporary housing (28%)
- Renting the dwelling they usually live in (23%)
- Aged 18 to 24 years old (15%)

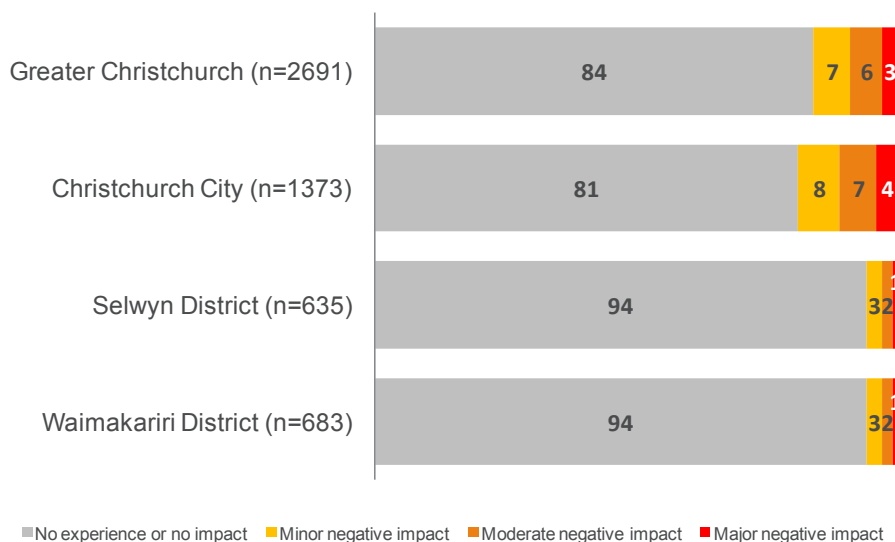
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (2%) and those who accepted an insurance claim offer (3%)
- Aged 75 years or over (3%)

## POOR QUALITY OF HOUSE

Some 16% indicate they are living in a poor quality house as a result of the earthquakes. For 9% 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 (11% compared with 3% of those living in Selwyn and Waimakariri Districts).

Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (31%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (23%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (21%)
- Living in temporary housing (21%)
- Renting the dwelling that they usually live in (16%)
- Living with a health condition or disability (14%)

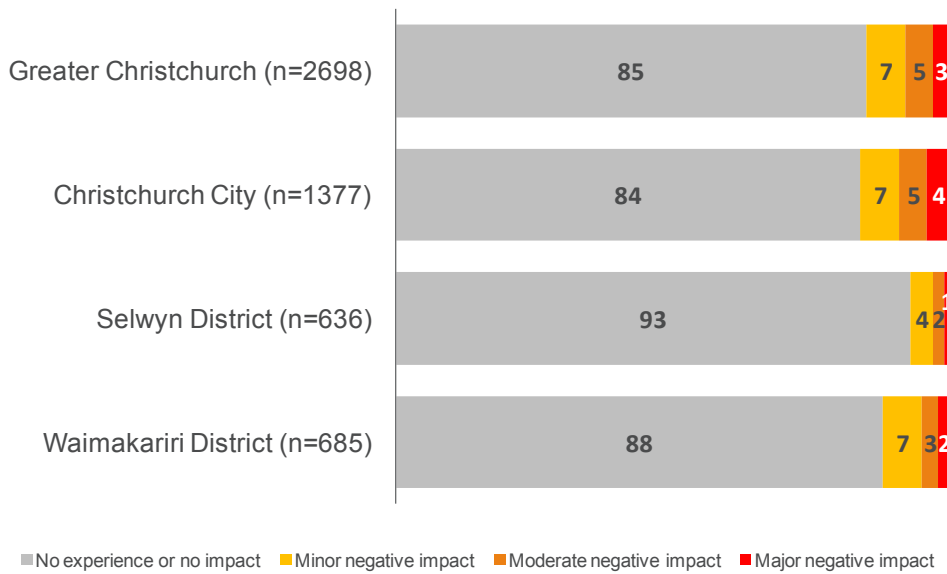
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Those who accepted an insurance claim offer (4%)

## 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 (8%) 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*

Christchurch City residents continue to be more negatively impacted by relationship problems as a result of the earthquakes (9% compared with 3% of those living in Selwyn District and 5% of those in Waimakariri District).

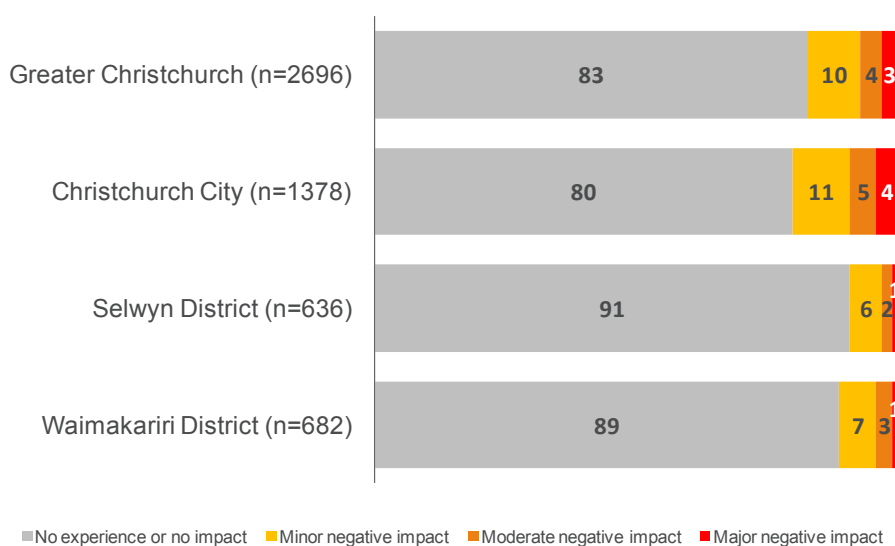
Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (22%) and those who are waiting to have an assessment on their dwelling claim from their insurer (17%)
- Living in temporary housing (19%)
- Living with a health condition or disability (15%)

## LOSS OF OPPORTUNITY FOR LEISURE PURSUITS

A sixth (17%) 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 7% 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 (9% compared with 3% of those living in Selwyn District and 4% of those living in Waimakariri District).

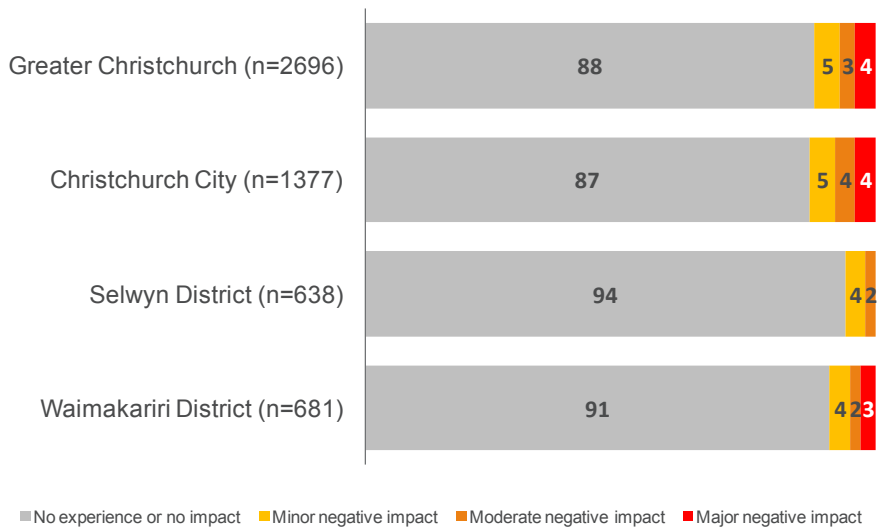
Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (21%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (16%)
- Living in temporary housing (14%)

## 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 7% 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

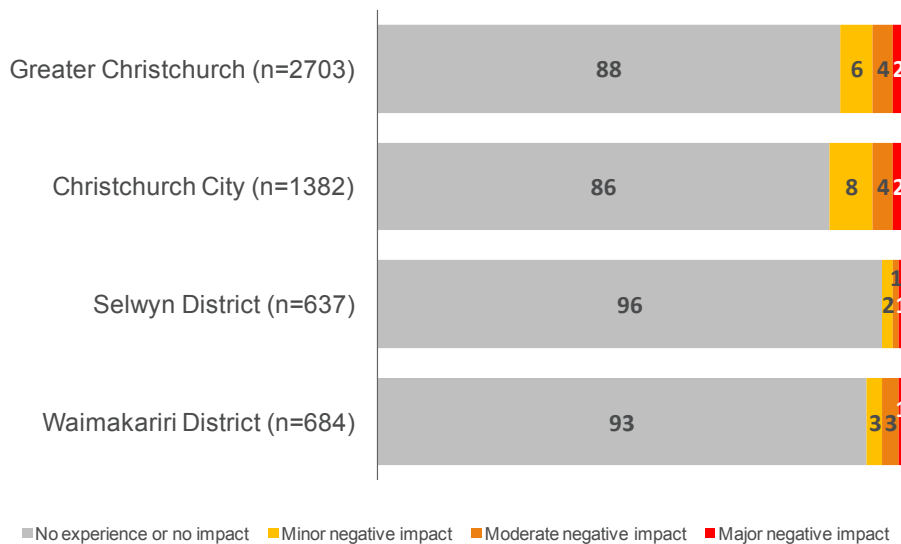
Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Living with a health condition or disability (20%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (15%)

## LOSS OF SERVICES

Just one in ten (12%) residents continues to be negatively impacted by the loss or relocation of services. For 6% 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*

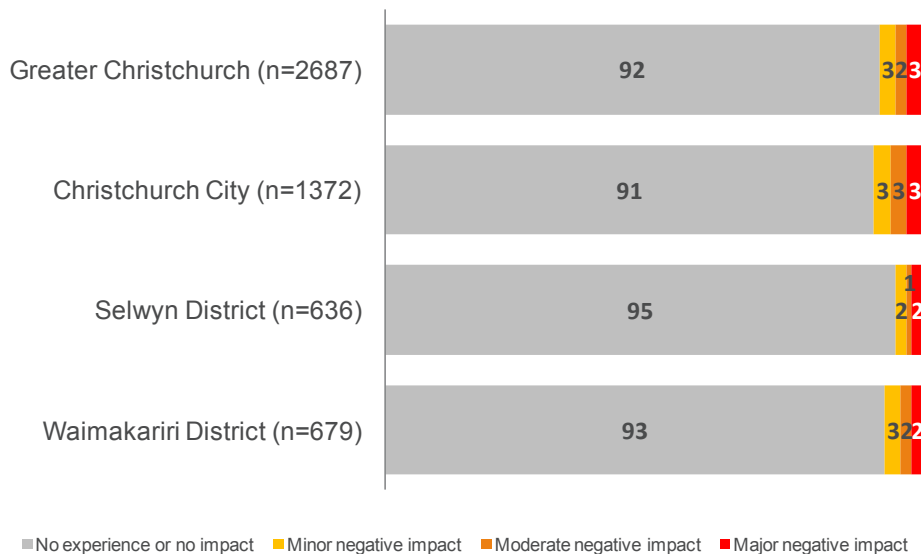
A higher proportion of Christchurch City residents continue to be strongly impacted by the loss or relocation of services (6% compared with 4% of Waimakariri District and 2% of Selwyn District residents).



## 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*

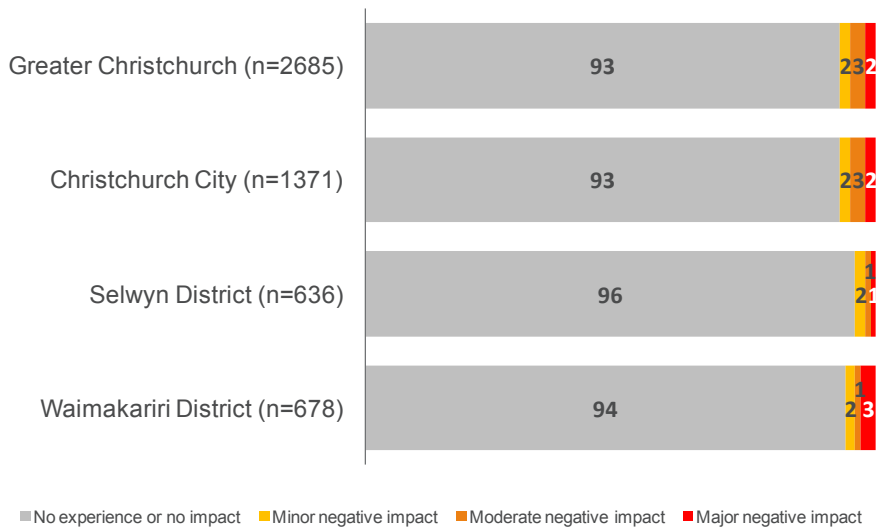
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (22%)

## INSURANCE ISSUES FOR BUSINESS PLACE

Just under one in twelve (7%) is having their daily lives negatively impacted through their dealings over insurance issues in relation to a business or work. For 5% this is having a strong negative impact on their everyday lives.

**Figure 7.23: Current result – Dealing with insurance issues in relation to a business or work by TLA (%)**



*Base: All respondents, excluding not answered*

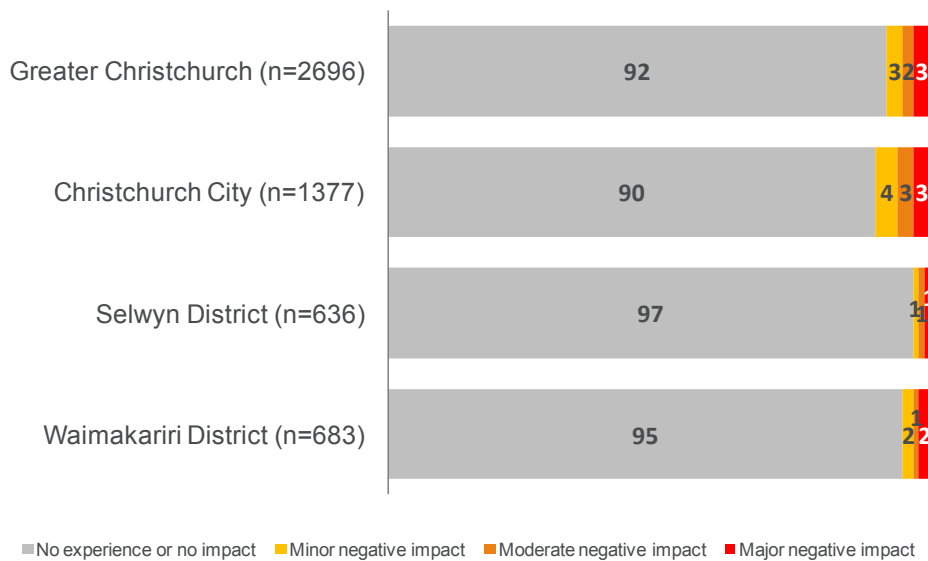
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Those waiting to have an assessment on their dwelling claim from their insurer (19%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (18%)

## DIFFICULT DECISIONS CONCERNING PETS

One in twelve (8%) residents is still being negatively impacted by difficult decisions concerning pets. For 5% of the residents, these decisions are having a moderate or major impact on their everyday lives.

**Figure 7.24: 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 (6% compared with 3% of Waimakariri District and 2% of Selwyn District residents).

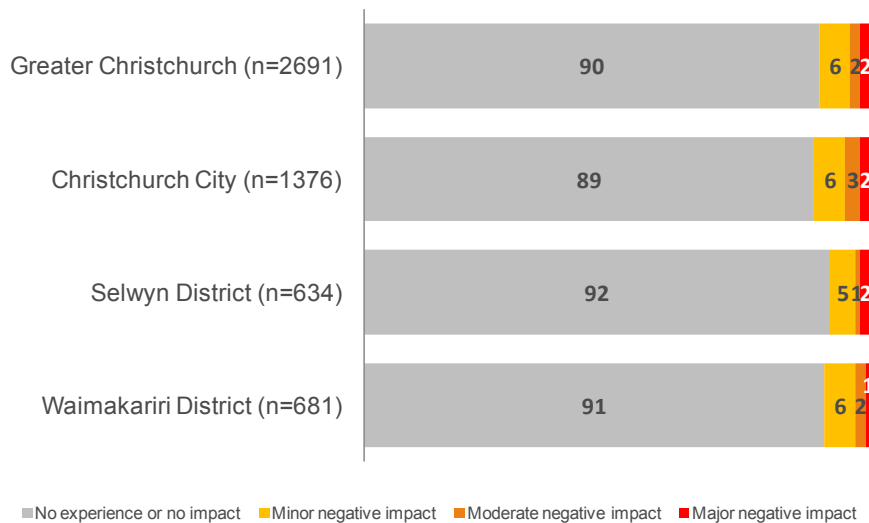
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Living with a health condition or disability (11%)

## FRIGHTENED, UPSET OR UNSETTLED CHILDREN

A tenth (10%) 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 4%, this is still having a moderate or major impact on their everyday lives.

**Figure 7.25: Current result – Dealing with frightened, upset or unsettled children by TLA (%)**



Base: All respondents, excluding not answered

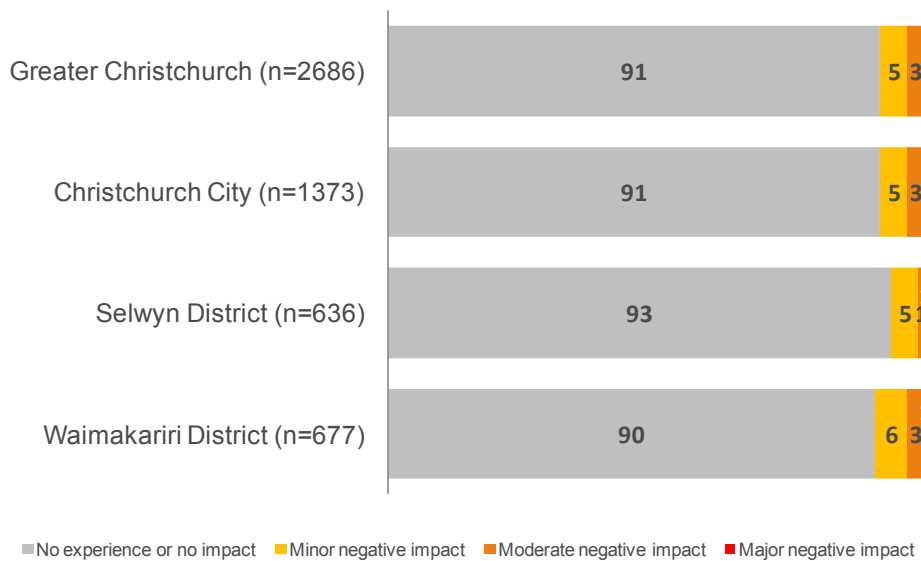
Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (12%)
- Currently living with children in their household (9%)

## 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 (%)**

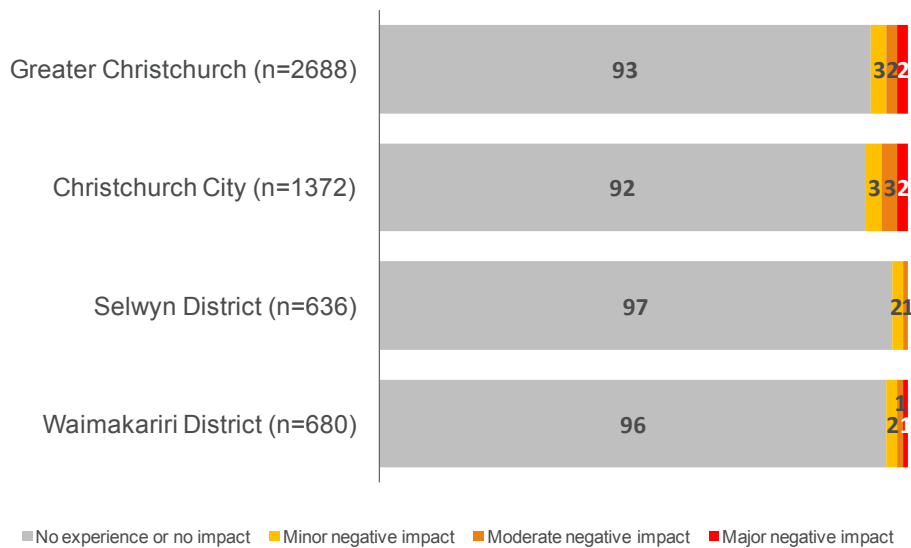


Base: All respondents, excluding not answered

## 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 2% 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 (18%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (12%)

# 8. POSITIVE IMPACTS OF THE EARTHQUAKES



## INTRODUCTION

Questions were also asked to measure the proportion of residents who have experienced positive impacts 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 2014 results with results of the September 2012, April 2013 and September 2013 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 September 2014 results to 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.

The positive outcomes have now stabilised as no further decreases can be seen. In addition, there have been significant improvements in the tangible signs of progress that have been seen and the access to new and repaired recreational, cultural and leisure time facilities, after decreases in April 2014.

**Table 8.1: Trend – Proportion who says the outcome continues to have a moderate or major positive impact (%)**

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

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

\* Not asked in September 2012

## RENEWED APPRECIATION OF LIFE

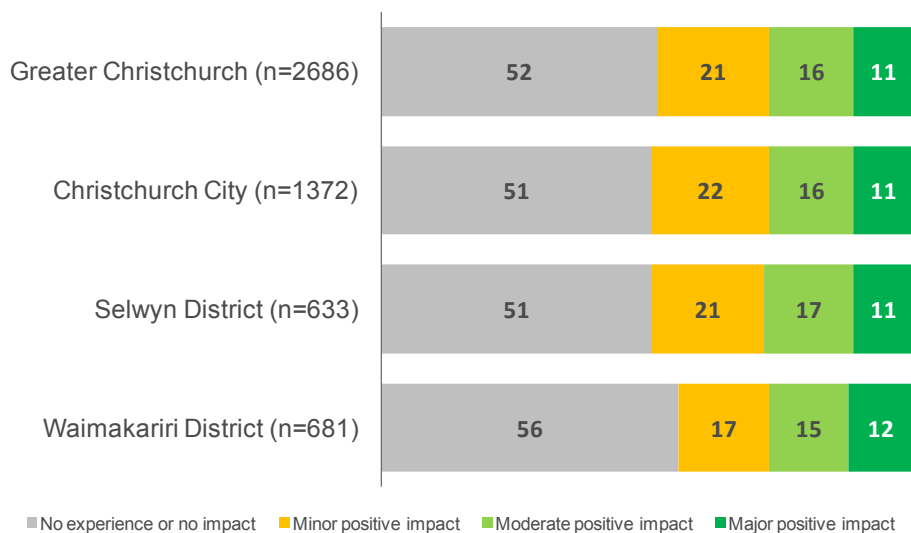
Almost half (48%) continue to experience a renewed appreciation of life as a result of the earthquakes. For over a quarter (27%) this continues to have a moderate or major positive impact on their everyday lives. This remains the most prevalent positive outcome from the earthquakes.

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

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

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 (27%) are:

- Of Māori ethnicity (36%)
- Female (33%)
- Aged 50 to 64 years old (32%)

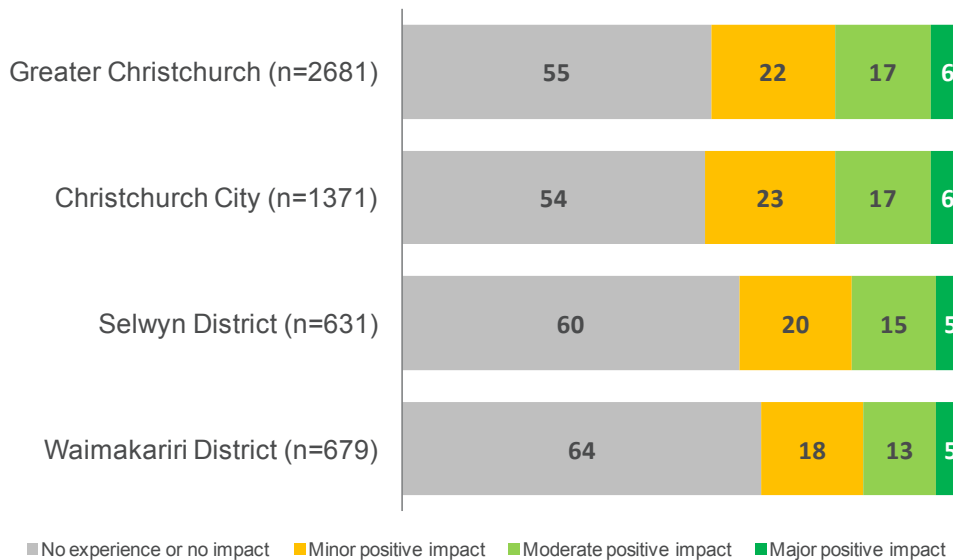
Those less likely to indicate a moderate or major impact are:

- Aged 18 to 24 years old (20%)
- Male (22%)

## COPING UNDER DIFFICULT CIRCUMSTANCES

Just under half (45%) still feel pride in their ability to cope under difficult circumstances as a result of the earthquakes. For a quarter (23%) this continues to have a moderate or major positive impact on their everyday lives.

**Figure 8.2: Current result – Pride in ability to cope under difficult circumstances by TLA (%)**



*Base: All respondents, excluding not answered*

A higher proportion of Christchurch City residents continue to still strongly feel pride in their ability to cope (23%) compared to those living in Selwyn District (20%) or Waimakariri District (18%).

Those more likely to say the impact on their everyday lives is moderate or major (23%) are:

- Of Māori ethnicity (38%)

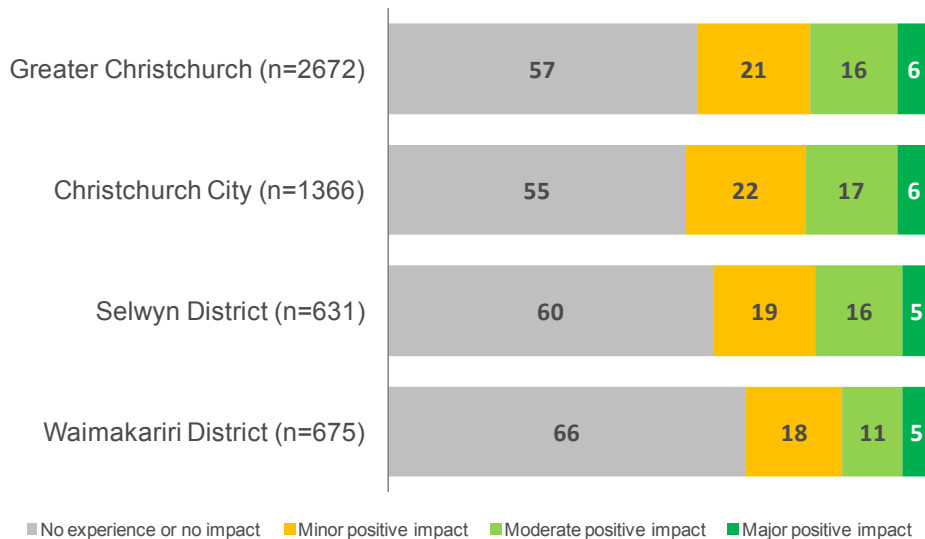
Those less likely to say this are:

- Aged 75 years or over (14%)

## INCREASED RESILIENCE

Just over two in five (43%) indicate an increase in their own and/or their family's resilience as a result of the earthquakes. One in five (22%) of all residents indicate that increased resilience is having a moderate or major positive impact on their everyday lives.

**Figure 8.3: Current result – Family's increased resilience by TLA (%)**



*Base: All respondents, excluding not answered*

A higher proportion of Christchurch City residents continue to indicate they feel an increase in their family's resilience (23%) compared to those living in Selwyn District (21%) or Waimakariri District (16%).

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

- Of Māori ethnicity (37%)

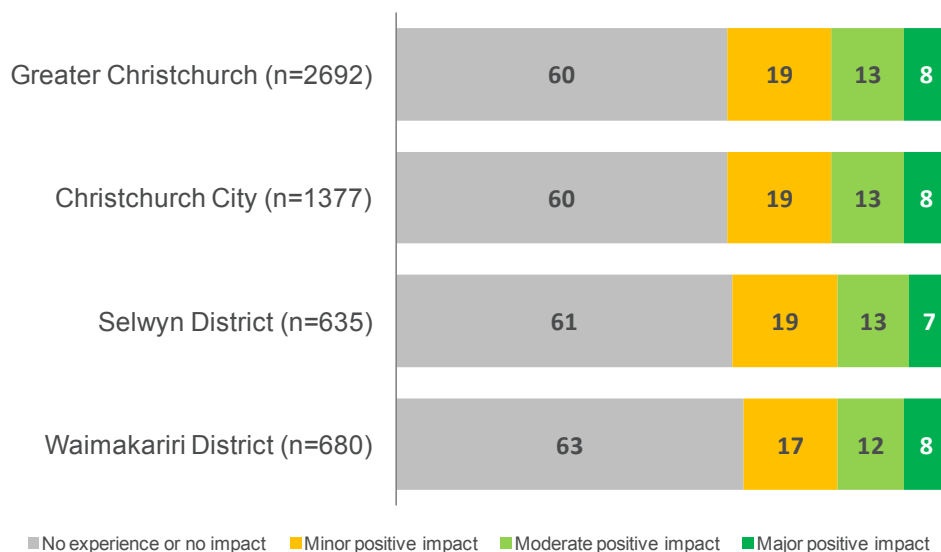
Those less likely to say this are:

- Aged 18 to 24 years old (17%)

## 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 (21%) 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 (21%) are:

- Of Māori ethnicity (34%)
- Currently living with children in their household (27%)

Those less likely to say this are:

- Aged 18 to 24 years old (12%)

## TANGIBLE SIGNS OF PROGRESS

Just under half (45%) say they are being positively impacted by tangible signs of progress. For one in five (20%) this is having a moderate or major impact on their everyday lives. These results have increased significantly and are at the highest levels to date.

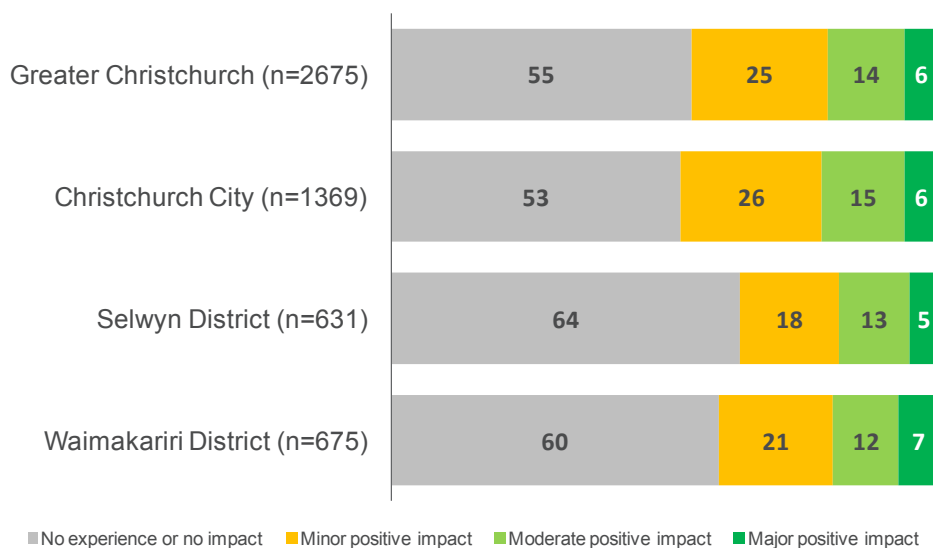
**Table 8.1: Trend – Proportion that are experiencing this impact and how strongly they are being impacted, over time (%)**

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

Base: All respondents, excluding not answered

\* Not asked in that measure

**Figure 8.5: Current result – Tangible signs of progress (new buildings, CBD cordon removed) by TLA (%)**

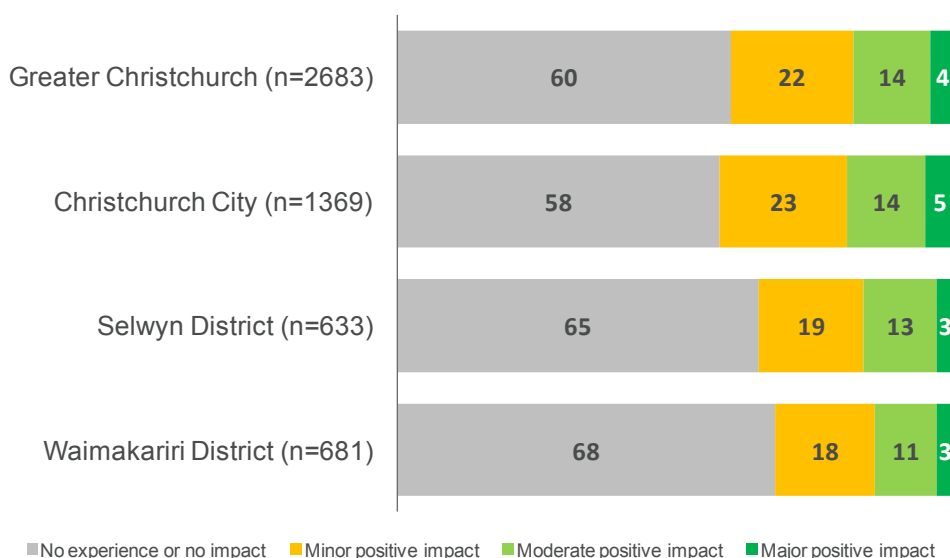


Base: All respondents, excluding not answered

## ACCESS TO NEW FACILITIES

Two in five (40%) feel that access to new and repaired recreational, cultural and leisure time facilities is impacting positively on their lives, including 18% 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 (16%) and Waimakariri District (14%) are less likely to say they are being positively impacted by increased access to new and repaired facilities compared to 19% 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 (23%)

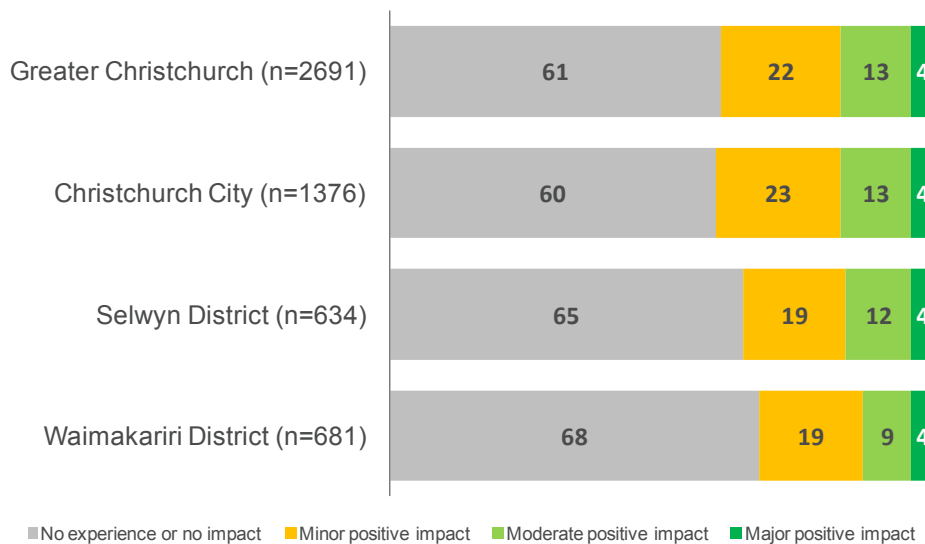
Those less likely to say this are:

- Aged 75 years or over (9%) or 65 to 74 years old (12%)
- Living with a health condition or disability (11%)
- From a household with an income of less than \$30,000 (13%)

## HELPING OTHERS

Four in ten (39%) 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 8.7: Current result – Helping family, friends and the community by TLA (%)**



*Base: All respondents, excluding not answered*

A lower proportion of Waimakariri District residents say that helping family, friends and the community continues to have a positive impact on their everyday lives.

Those less likely to say the impact on their everyday lives is moderate or major (17%) are:

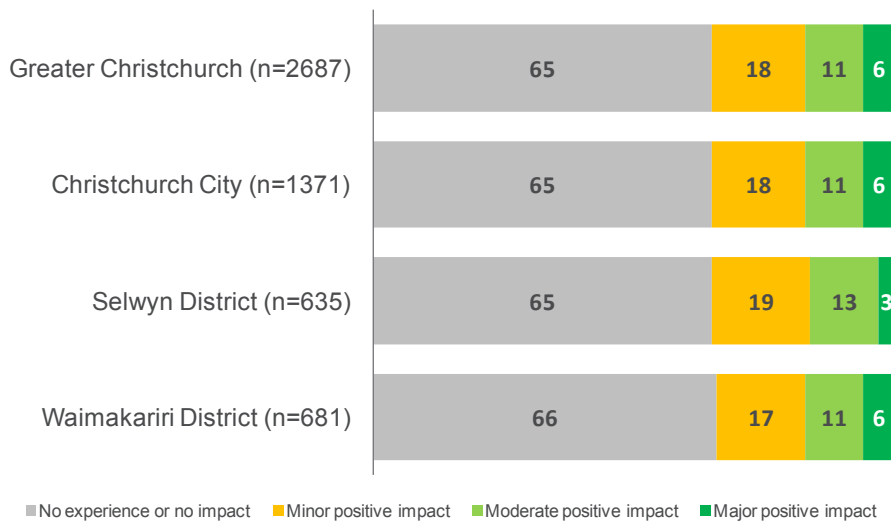
- Aged 18 to 24 years old (11%)



## STRONGER PERSONAL COMMITMENT

Over a third (35%) feel a stronger personal commitment to Christchurch, Selwyn or Waimakariri. A sixth (17%) say this is having a moderate or major positive impact on their everyday lives.

**Figure 8.8: Current result – Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri by TLA (%)**



Base: All respondents, excluding not answered

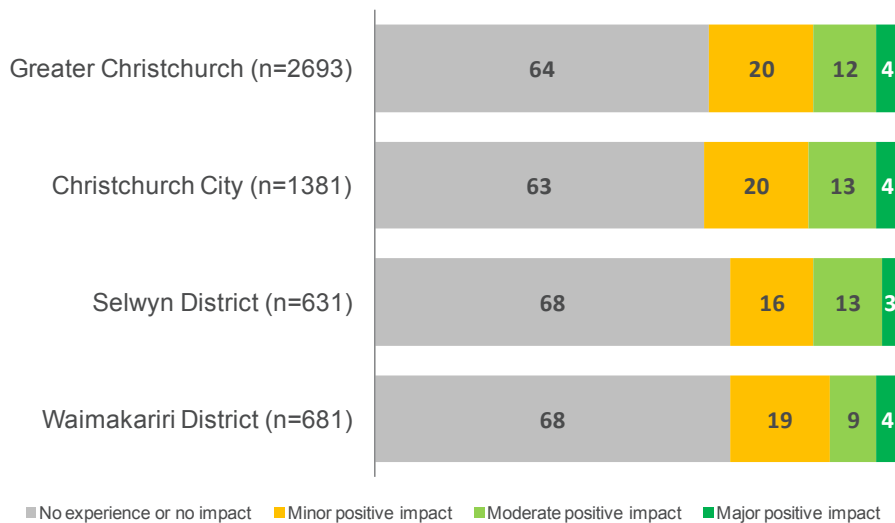
Those more likely to say the impact on their everyday lives is moderate or major (17%) are:

- Of Māori ethnicity (26%)

## SENSE OF COMMUNITY

Just over a third (36%) of residents continue to feel a heightened sense of community as a result of the earthquakes. For around a sixth (16%), this is having a strong positive impact on their everyday lives.

**Figure 8.9: Current result – Heightened sense of community by TLA (%)**



*Base: All respondents, excluding not answered*

A higher proportion of Christchurch City (17%) and Selwyn District (16%) residents continue to feel a heightened sense of community as a result of the earthquakes that is having a positive outcome on their everyday lives (cf. 13% of Waimakariri District residents).

Those more likely to indicate the impact on their everyday lives has been moderate or major (16%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (32%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (26%)
- Of Māori ethnicity (24%)

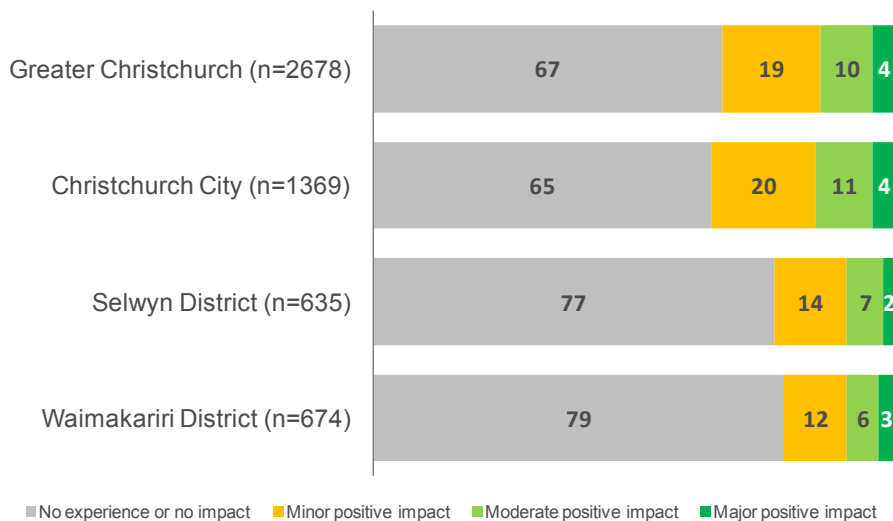
Those less likely to say this are:

- Aged 18 to 24 years old (11%)

## EXPERIENCE PUBLIC EVENTS AND SPACES

A third (33%) 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 14%.

**Figure 8.10: Current result – Opportunity to experience public events and spaces by TLA (%)**



*Base: All respondents, excluding not answered*

Those living in Selwyn District (9%) and Waimakariri District (9%) 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 15% of those living in Christchurch City).

Those more likely to indicate the impact on their everyday lives has been moderate or major (14%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (28%)
- Of Māori ethnicity (24%)
- Aged 18 to 24 years old (20%)

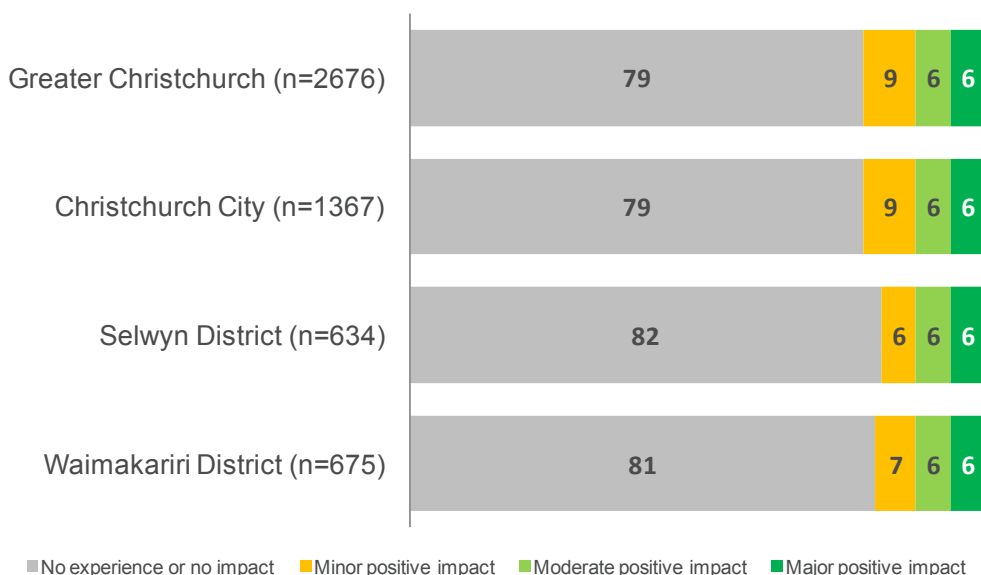
Those less likely to say this are:

- Aged 65 to 74 years old (7%)

## BUSINESS AND EMPLOYMENT OPPORTUNITIES

A fifth (21%) are being positively impacted by business and employment opportunities as a result of the earthquakes. For just over one in ten (12%) this is having a moderate or major positive impact on their everyday lives.

**Figure 8.11: 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 (12%) are:

- Aged 25 to 34 years old (18%)
- From a household with an income of more than \$100,000 (18%)

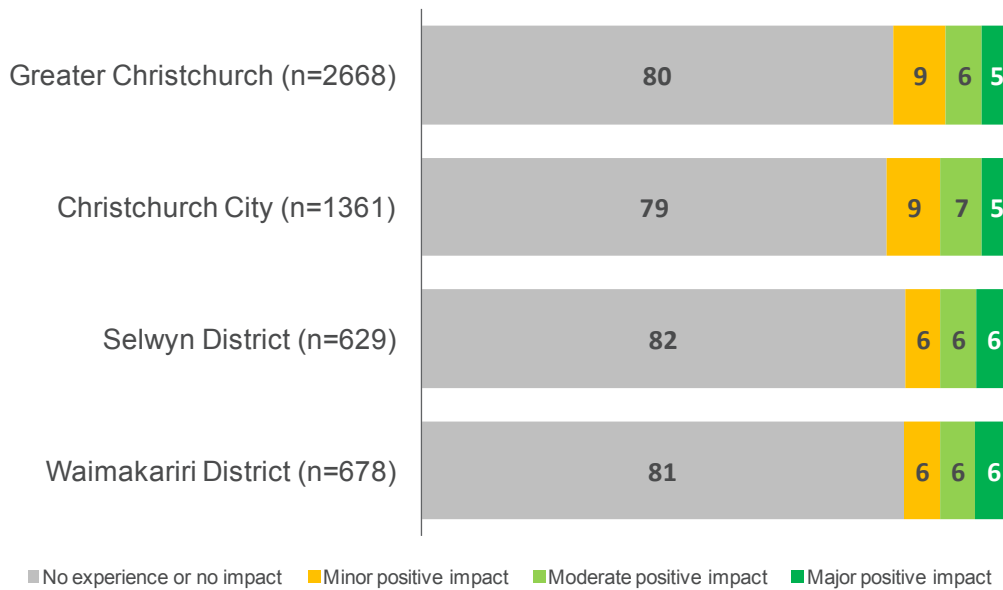
Those less likely to indicate that the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (2%) or 65 to 74 years old (3%)
- From a household with an income of less than \$30,000 (5%)
- Living with a health condition or disability (7%)

## IMPROVED QUALITY OF HOUSE

One in five (20%) is experiencing an improved quality of house due to the repair or rebuild as a result of the earthquakes. For 11% 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 (%)**

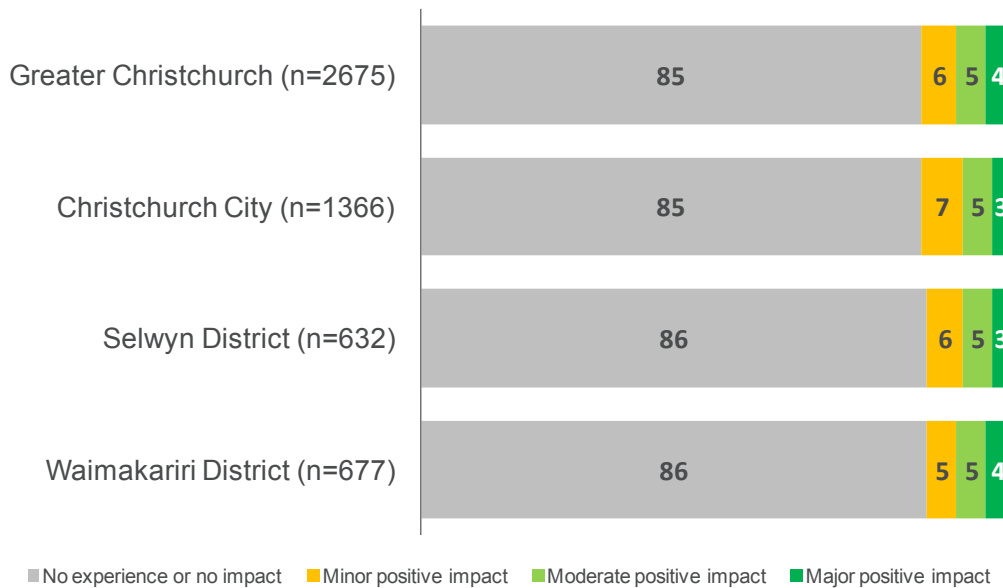


*Base: All respondents, excluding not answered*

## INCOME-RELATED BENEFITS

Around one in seven (15%) is experiencing income-related benefits as a result of the earthquakes. For 9% 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 (9%) are:

- From a household with an income of more than \$100,000 (14%)

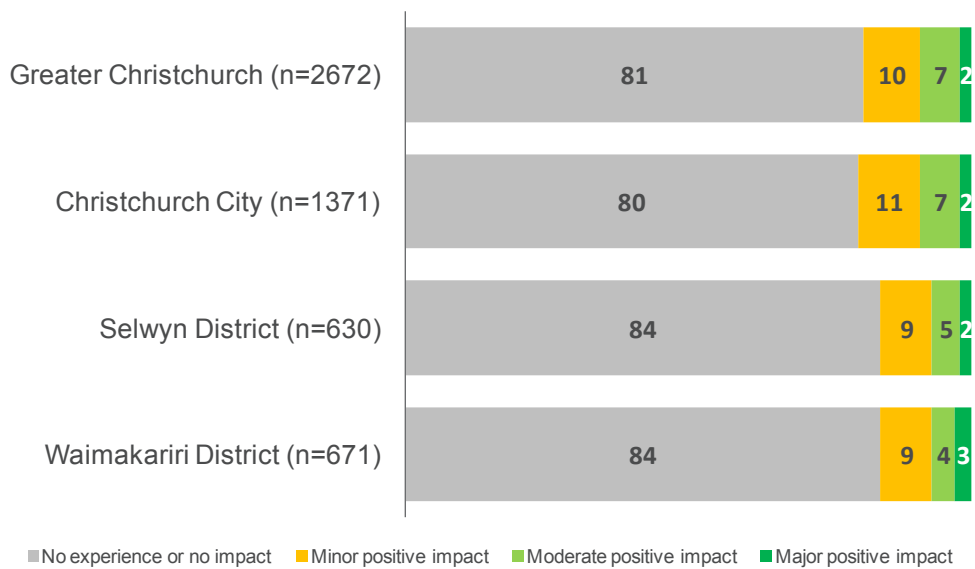
Those less likely to indicate that the impact on their everyday lives is moderate or major are:

- Aged 65 to 74 years old (2%) and those who are aged 75 or over (3%)

## INDIVIDUAL CREATIVE EXPRESSION

Almost a fifth (19%) 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 more likely to indicate that the impact on their everyday lives is moderate or major (9%) are:

- Of Māori ethnicity (15%)

# 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.

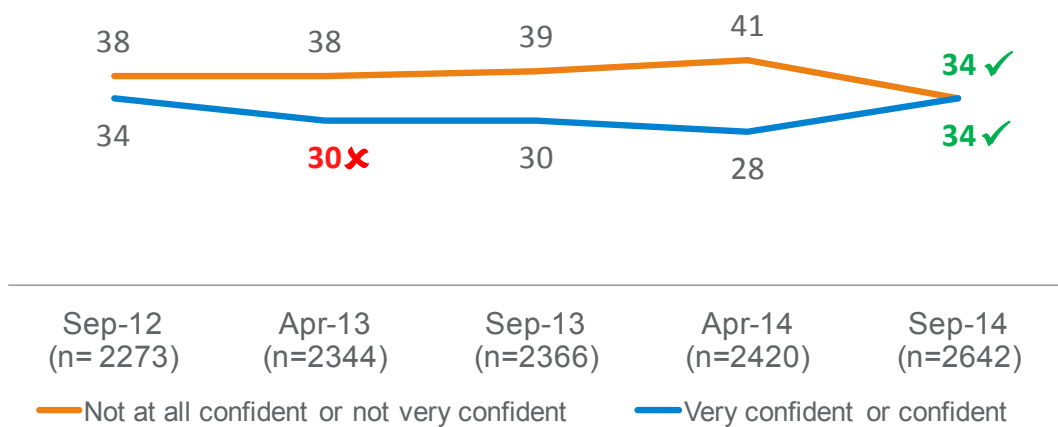
## OVERALL CONFIDENCE

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.

A third (34%) of residents express confidence in the decisions being made, while the same proportion lack confidence. The remaining third (32%) are non-committal.

Since the earthquakes, results were indicating that residents were becoming less confident with the decisions being made. However, there has been a shift in attitudes in recent months and residents are now just as confident as they were in September 2012 (the benchmark survey).

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



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

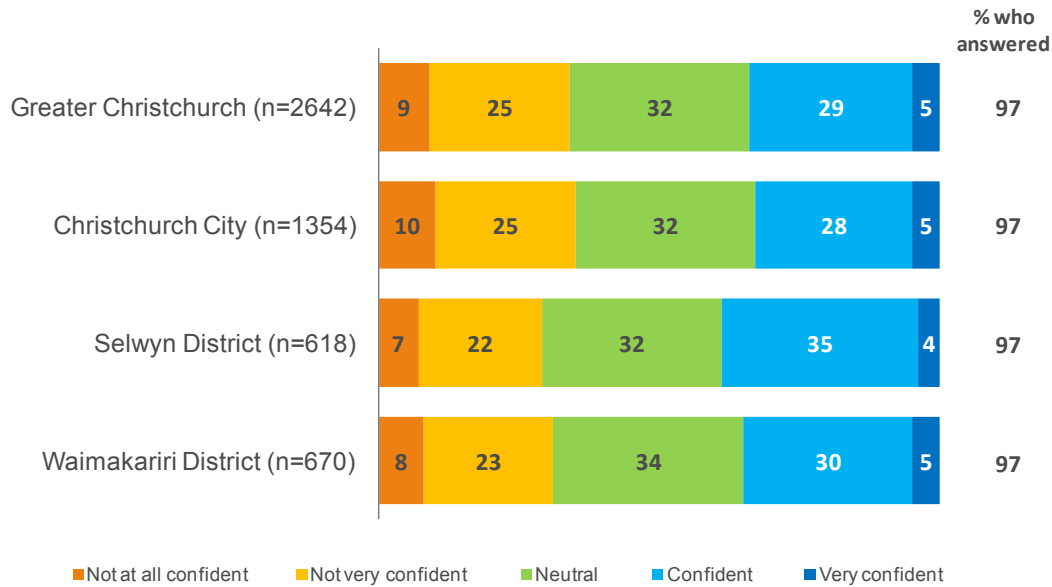
This shift in attitudes is evident in all three TLA's but particularly in Christchurch City where the increase in confidence is a statistically significant shift compared to April 2014.

Those living in Selwyn District continue to be more confident in the decisions being made than other residents.

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

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 (34%) are:

- From a household with an income of more than \$100,000 (39%)

Those more likely to lack confidence (34%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (58%)
- Living with a health condition or disability (43%)

## RELATIVE CONFIDENCE IN SPECIFIC AGENCIES

As noted earlier, overall confidence in the earthquake recovery decisions being made has increased.

This trend is also evident across all of the individual agencies involved in making earthquake recovery decisions. Each agency is looked at separately below.

**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
<b>CERA</b> (Sept 2012 n=2273; April 2013 n=2301; Sept 2013 n=2346; April 2014 n=2386; Sept 2014 n=2607)	Very confident or confident	41	<b>35*</b>	35	33	<b>37✓</b>
	Neutral	29	<b>35</b>	33	34	34
	Not at all or not very confident	30	30	32	33	<b>29✓</b>
<b>CHRISTCHURCH CITY COUNCIL</b> (Sept 2012 n=1017; April 2013 n=1151; Sept 2013 n=1184; April 2014 n=1218; Sept 2014 n=1340)	Very confident or confident	29	28	26	29	<b>37✓</b>
	Neutral	29	31	31	34	<b>30</b>
	Not at all or not very confident	42	41	43	<b>37✓</b>	<b>33✓</b>
<b>SELWYN DISTRICT COUNCIL</b> (Sept 2012 n=583; April 2013 n=586; Sept 2013 n=606; April 2014 n=596; Sept 2014 n=611)	Very confident or confident	41	37	42	39	44
	Neutral	33	35	36	37	35
	Not at all or not very confident	27	28	<b>22✓</b>	24	21
<b>WAIMAKARIRI DISTRICT COUNCIL</b> (Sept 2012 n=584; April 2013 n=576; Sept 2013 n=559; April 2014 n=586; Sept 2014 n=668)	Very confident or confident	43	<b>37*</b>	37	35	<b>47✓</b>
	Neutral	27	30	26	31	29
	Not at all or not very confident	30	33	37	34	<b>24✓</b>
<b>ENVIRONMENT CANTERBURY</b> (Sept 2012 n=2151; April 2013 n=2217; Sept 2013 n=2256; April 2014 n=2307; Sept 2014 n=2525)	Very confident or confident	28	27	28	<b>25*</b>	<b>30✓</b>
	Neutral	37	<b>41</b>	40	40	<b>37</b>
	Not at all or not very confident	35	<b>32✓</b>	32	<b>35*</b>	33

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

The proportion of greater Christchurch residents who expressed confidence in the decisions being made by CERA (37%) has improved.

The proportion of Christchurch City residents who lacked confidence in the decisions the Council was making decreased significantly in April 2014 (37% cf. 43% in September 2013). This has decreased again to just 33% signalling significant improvements in the last 12 months. Confidence is also significantly higher than previous results.

Selwyn residents continue to have a lot of confidence in the decisions being made by Selwyn District Council (44%). Confidence among their residents has been relatively stable over time.

Confidence with the decisions being made by Waimakariri District Council (47%) has increased significantly since April 2014. Waimakariri District residents now have the highest confidence with the decisions being made by their local Council.

Confidence in Environment Canterbury's decision-making has also seen a significant improvement with three in ten (30%) stating that they are very confident or confident. However, this is somewhat of a rebound effect and, in comparison to the other agencies, confidence continues to be lower overall.

## CONFIDENCE IN CERA

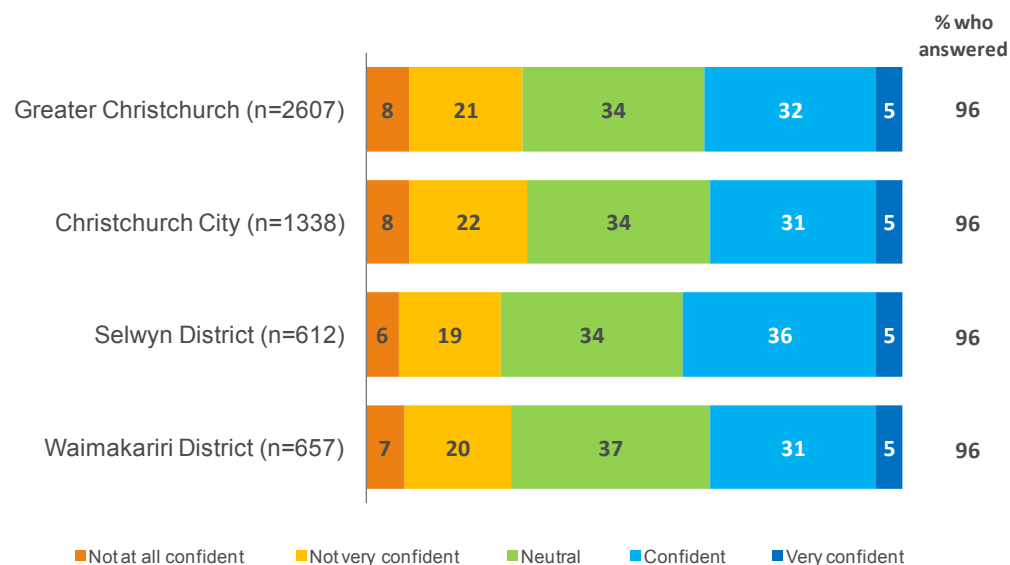
As noted earlier, confidence in the decisions being made by CERA has significantly increased since April 2014 and has nearly returned to the highest level as seen in September 2012.

Overall, over a third (37% a significant increase from 33% in April 2014) are confident in the decisions being made, while three in ten (29% a significant decrease from 33% in April 2014) lack confidence. The increase in confidence can be seen across the three TLA's.

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

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

Confidence is higher among those living in Selwyn District (41% express confidence, compared to 36% of those living in Christchurch City and Waimakariri Districts).

While those living in Christchurch City continue to be more likely to lack confidence in CERA's decision-making, there have been significant improvements in their attitudes since April 2014.

Those more likely to say they are confident with the decisions CERA has made (37%) are:

- From a household with an income of more than \$100,000 (43%)
- Those who have not needed to make an insurance claim on their dwelling (42%)

Those more likely to say they are **not** confident with the decisions CERA has made (29%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (56%)
- Living with a health condition or disability (34%)



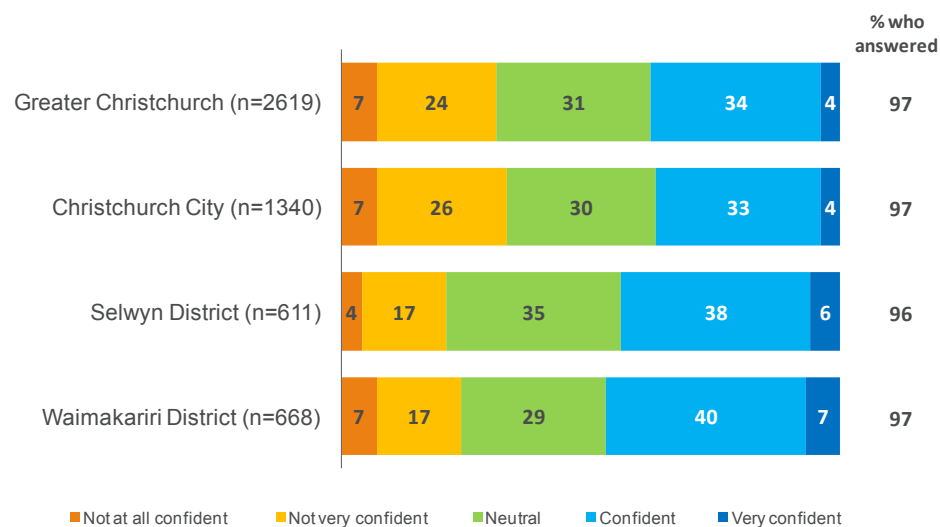
## CONFIDENCE IN LOCAL COUNCILS

Overall, almost four in ten (38%) 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 (31%) lack confidence.

Confidence with the decisions being made by Waimakariri District Council is highest at 47%.

Those living in Christchurch City continue to be less confident, however there has been a significant improvement compared to previous results.

**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 more likely to have confidence with the decisions made (38%) are:

- Aged 75 years or over (47%)

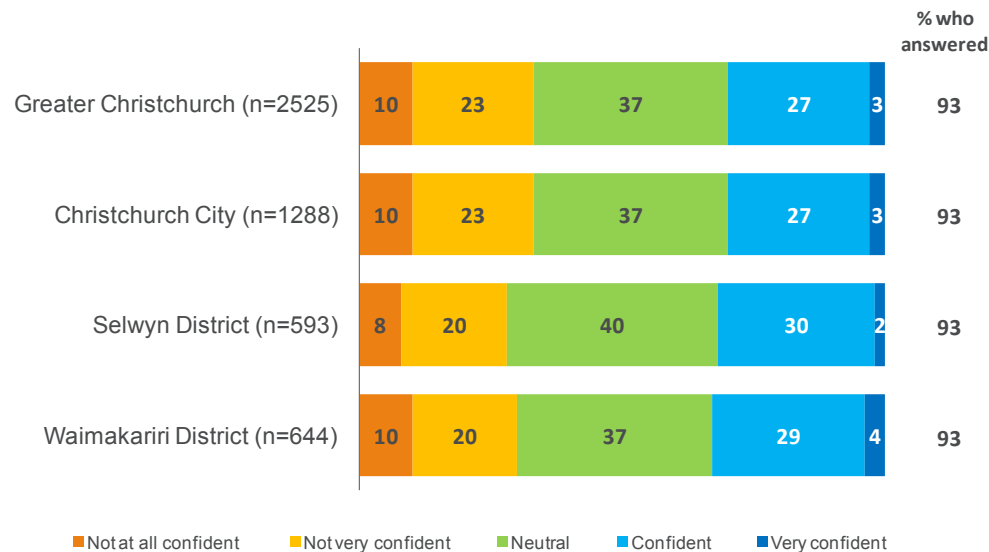
Those more likely to lack confidence with the decisions made (31%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (45%)
- Living with a health condition or disability (38%)

## CONFIDENCE IN ENVIRONMENT CANTERBURY

Three in ten (30%) residents feel confident in the decisions being made by Environment Canterbury, while 33% 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 (44%)
- Aged 18 to 24 years old (39%)

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

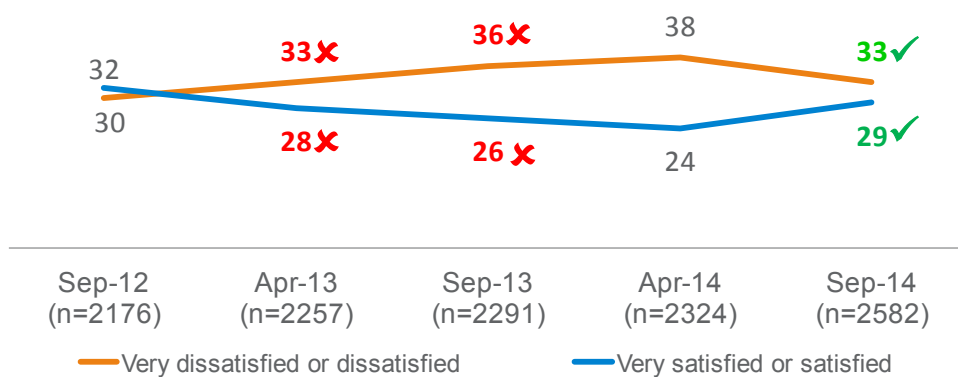
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (47%)
- Aged 65 to 74 years old (44%)
- Living with a health condition or disability (41%)

## SATISFACTION WITH OPPORTUNITIES TO INFLUENCE DECISIONS

Three in ten (29%) 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.

These results are a significant shift halting the declining satisfaction seen up until now. This is likely to be related to more consultation initiatives in recent months.

**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*

This significant shift is evident across all three TLA's. However, those living in Selwyn and Waimakariri Districts continue to be more satisfied with the opportunities they have had.

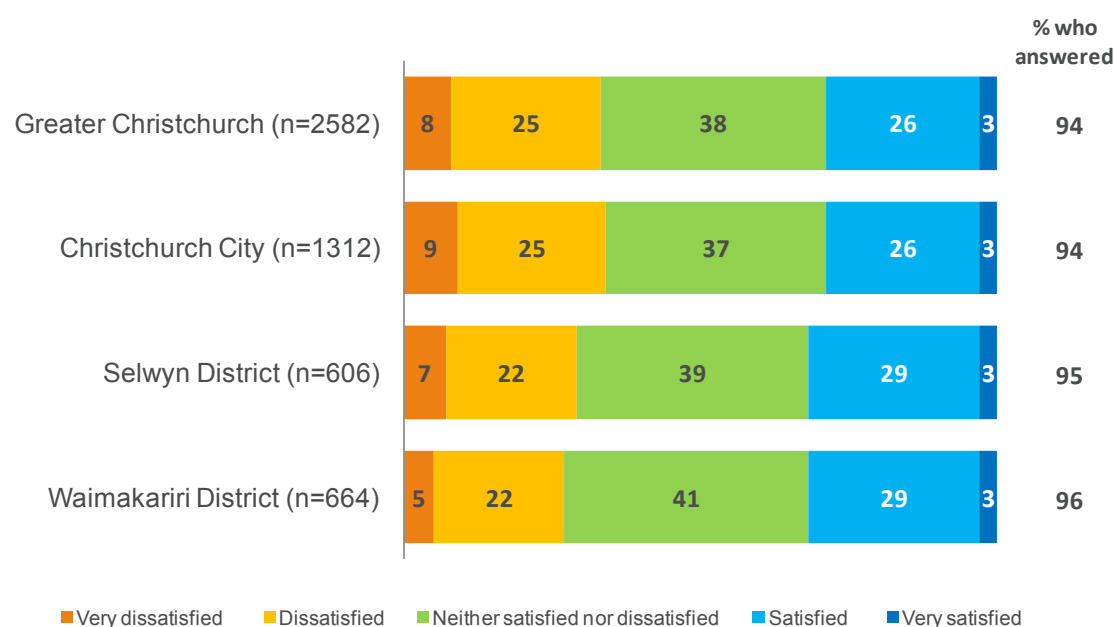
**Table 9.4: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014
CHRISTCHURCH CITY (Sept 2012 n=1064; April 2013 n=1125; Sept 2013 n=1159; April 2014 n=1195; Sept 2014 n=1312)	Very satisfied and satisfied	32	28x	25	24	29✓
	Neither satisfied nor dissatisfied	38	39	38	37	37
	Very dissatisfied and dissatisfied	30	33	37x	39	34✓
SELWYN DISTRICT (Sept 2012 n=558; April 2013 n=558)	Very satisfied and satisfied	37	31x	27	23	32✓

n=580; Sept 2013 n=600; April 2014 n=576; Sept 2014 n=606)	Neither satisfied nor dissatisfied	37	41	39	43	39
	Very dissatisfied and dissatisfied	26	28	<b>34*</b>	34	29
<b>WAIMAKARIRI DISTRICT</b> (Sept 2012 n=554; April 2013 n=552; Sept 2013 n=532; April 2014 n=553; Sept 2014 n=664)	Very satisfied and satisfied	33	<b>27*</b>	27	25	<b>32✓</b>
	Neither satisfied nor dissatisfied	39	41	39	42	41
	Very dissatisfied and dissatisfied	28	32	34	33	<b>27✓</b>

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, excluding not answered

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

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (50%) and those who are waiting to have an assessment on their dwelling claim from their insurer (49%)

Those more likely to be satisfied with the opportunities (29%) are:

- Of Pacific, Asian or Indian ethnicity (54%)

# 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:

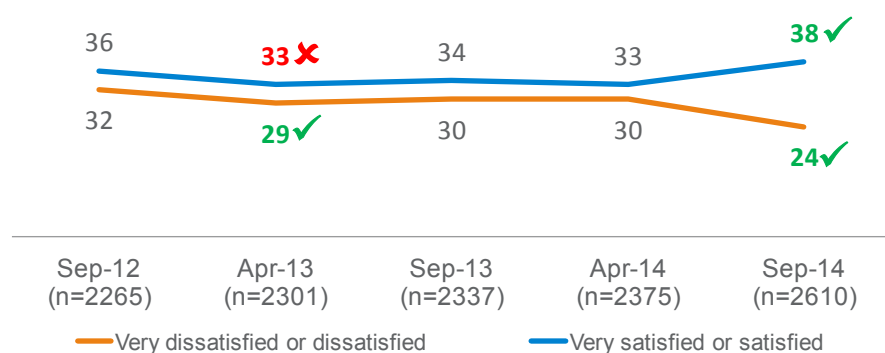
- Overall, with information about earthquake recovery decisions (generally, rather than agency-specific)
- Information from CERA
- Information from their local council
- Information from Environment Canterbury
- Information from EQC (relating to their policy)
- Information from private insurers (relating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

## OVERALL SATISFACTION

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

Four in ten (38%) express satisfaction with the overall information received, 24% express dissatisfaction, and the remaining 38% do not have a firm view. Due to significant improvements, satisfaction is at the highest level to date.

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



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

Satisfaction among Christchurch City and Selwyn District residents has increased significantly. Their level of satisfaction is now on par with Waimakariri District residents who had previously reported higher satisfaction with the information.

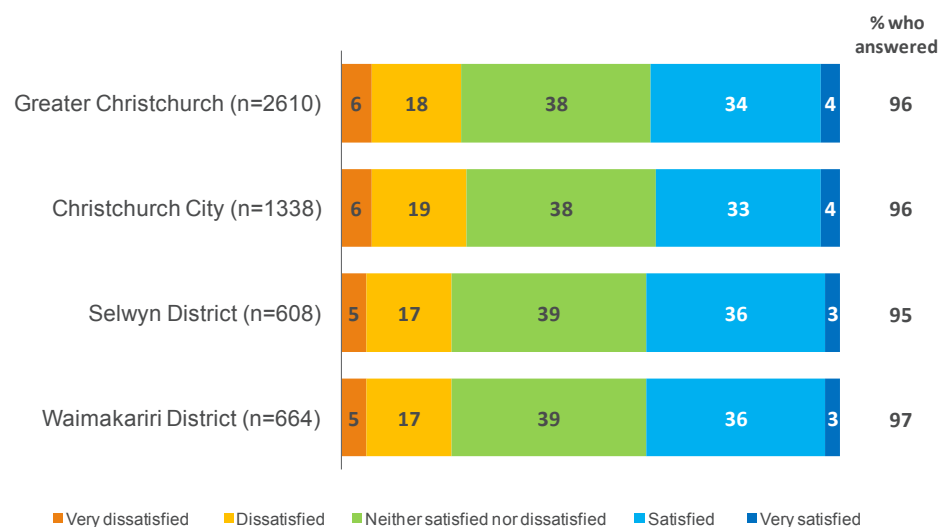
**Table 10.1: Trend – Overall satisfaction with information by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014	Sept 2014
CHRISTCHURCH CITY (Sept 2012 n=1102; April 2013 n=1152; Sept 2013 n=1182; April 2014 n=1221; Sept 2014 n=1338)	Very satisfied and satisfied	35	33	33	32	37 ✓
	Neither satisfied nor dissatisfied	31	37	35	36	38
	Very dissatisfied and dissatisfied	34	30 ✓	32	32	25 ✓
SELWYN DISTRICT (Sept 2012 n=582; April 2013 n=600)	Very satisfied and satisfied	40	34 ✗	35	33	39 ✓

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

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 (38%) are:

- Aged 75 or over (50%), 65 to 74 (46%) or 50 to 64 years old (44%)
- Those who have accepted an offer on their dwelling claim from their insurer (44%)

Those more likely to be dissatisfied with the information received (24%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (45%)
- Of Māori ethnicity (33%)



The great majority of residents have noticed information relating to earthquake recovery decisions from CERA (89%), EQC (88%) and their local councils (92% of Christchurch City residents, 91% of Waimakariri District residents and 87% of Selwyn District residents). Some 82% have noticed information from Environment Canterbury (a significant increase compared to previous results), while the same proportion (82%) 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
CERA	89	90	88	88	89
Local council					
Christchurch City Council	90	90	88	90	92
Selwyn District Council	83	84	84	83	87
Waimakariri District Council	90	90	93	89	91
Environment Canterbury	77	79	78	77	<b>82</b>
EQC (relating to resident's policy)	90	89	88	86	88
Private insurer (relating to resident's policy)	86	84	84	<b>80</b>	82

*Base: All respondents, excluding not answered*

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

## RELATIVE SATISFACTION

As expected, satisfaction with the information received from specific agencies, based on those who recall receiving information, also shows positive results.

An overview of the results is listed below:

- Satisfaction with the information received from CERA has increased significantly to 40%. After showing a downward trend over time, this result has returned to the level last seen in September 2012.
- Satisfaction with the information from Christchurch City Council has also increased significantly (34%) and is higher than previous results.
- Perceptions of the information received from Selwyn District Council are relatively stable (38% indicating they are satisfied or very satisfied).
- In April 2014, satisfaction among Waimakariri residents with the information they had received from their local council decreased significantly. This result has returned to previous levels and this council again has the highest satisfaction among the agencies.
- Satisfaction with the information received from EQC and from private insurers continues to improve significantly.

**Table 10.2: 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
<b>CERA</b> (Sept 2012 n=2061; April 2013 n=2088; Sept 2013 n=2104; April 2014 n=2146; Sept 2014 n=2351)	Satisfied and very satisfied		40	<b>37*</b>	<b>34*</b>	33	<b>40✓</b>
	Neither satisfied nor dissatisfied		42	<b>47</b>	46	48	<b>45</b>
	Dissatisfied and very dissatisfied		18	16	<b>20*</b>	19	<b>15✓</b>
<b>CHRISTCHURCH CITY COUNCIL</b> (Sept 2012 n=1019; April 2013 n=1057; Sept 2013 n=1073; April 2014 n=1132; Sept 2014 n=1258)	Satisfied and very satisfied		28	31	28	28	<b>34✓</b>
	Neither satisfied nor dissatisfied		45	45	46	49	45
	Dissatisfied and very dissatisfied		27	24	26	23	21
<b>SELWYN DISTRICT COUNCIL</b> (Sept 2012 n=507; April 2013 n=514; Sept 2013 n=528; April 2014 n=526; Sept 2014 n=549)	Satisfied and very satisfied		36	34	34	34	38
	Neither satisfied nor dissatisfied		47	47	50	50	48
	Dissatisfied and very dissatisfied		17	19	16	16	14

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

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

## SATISFACTION WITH CERA

The majority (89%) of residents recall receiving information about earthquake recovery decisions from CERA.

As mentioned previously, satisfaction with the information received from CERA has increased significantly to 40%. After showing a downward trend over time, this result has returned to the higher level seen in September 2012.

The improvement is noted among residents of all the three TLAs (however, only the increase among Christchurch City residents is statistically significant).

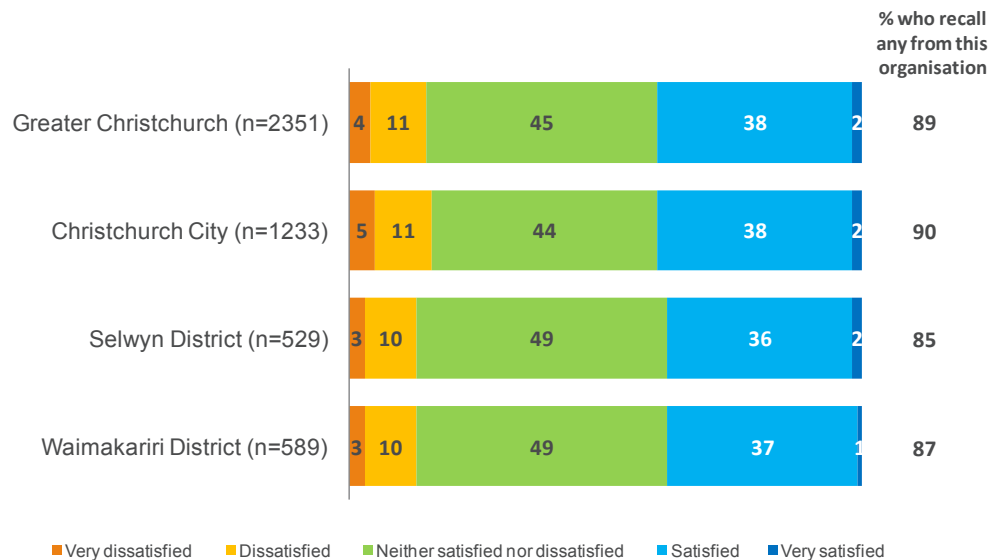
**Table 10.3: Trend – Satisfaction with the information from CERA, over time (%)**

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

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

Four in ten (40%) residents are satisfied with the information from CERA, while some 15% are dissatisfied. A large proportion (45%) 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

Due to significant improvements in the rating of those living in Christchurch City, satisfaction is now very similar across the three TLA's.

Those more likely to be satisfied with the information from CERA (40%) are:

- Aged 75 years or over (51%), 65 to 74 years old (50%) or 50 to 64 years old (46%)
- Those who have accepted an offer on their dwelling claim from their insurer (46%)

Those more likely to be dissatisfied (15%) are:

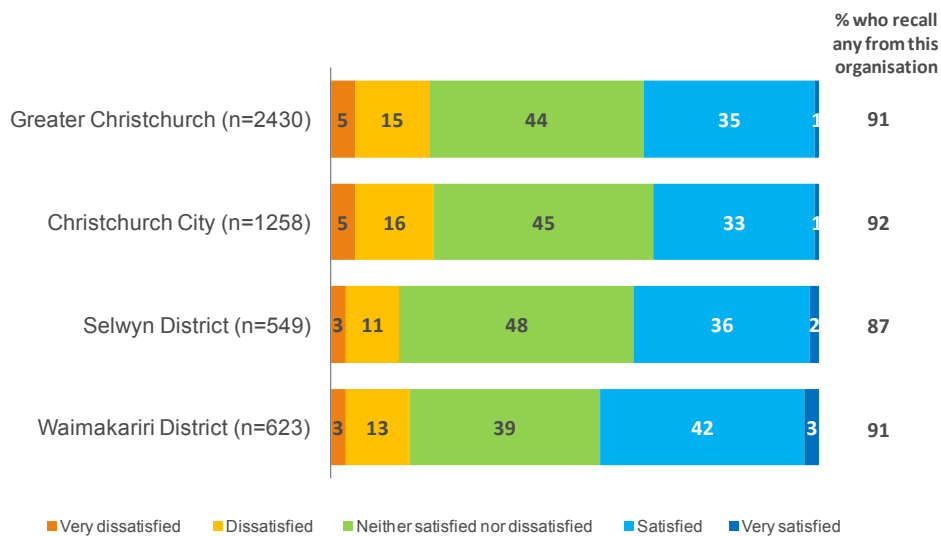
- Living in temporary housing (24%)

## SATISFACTION WITH LOCAL COUNCILS

The majority (91%) say that they recall receiving information about earthquake recovery decisions from their local council.

Over a third (36%) are satisfied with the information received, while two in ten (20%) are dissatisfied.

**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.

Those more likely to be satisfied with the information received from their local council (36%) are:

- Aged 65 to 74 (48%) or 50 to 64 years old (43%)
- Those who have accepted an offer on their dwelling claim from their insurer (43%)
- From a household with an income less than \$30,000 (43%)

Those more likely to be dissatisfied with the information received from their local council (20%) are:

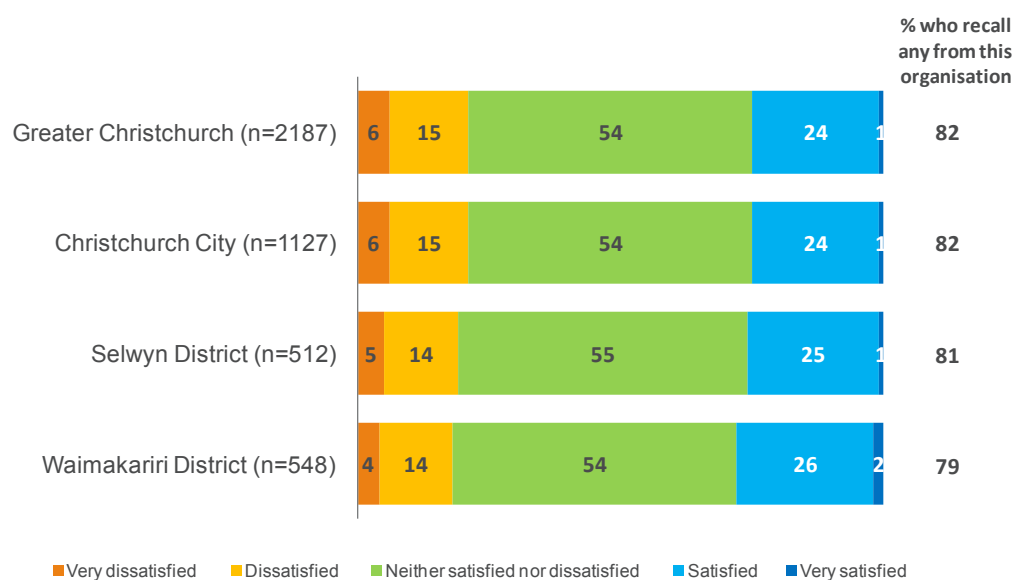
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (37%) and those who have had an assessment on their dwelling claim from their insurer but not received an offer (31%)

## SATISFACTION WITH ENVIRONMENT CANTERBURY

Just over eight in ten (82%) greater Christchurch residents recall receiving information from Environment Canterbury. This is a significant increase from previous results.

A quarter (25%) of those who recall receiving information are satisfied with what they have received from Environment Canterbury, while two in ten (21%) are dissatisfied.

**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 (25%) are:

- Of Pacific, Asian or Indian ethnicity (37%)
- Aged 65 to 74 years old (32%) or aged 50 to 64 years old (31%)
- Those who have accepted an offer on their dwelling claim from their insurer (30%)

Those more likely to be dissatisfied with the information received from Environment Canterbury (21%) are:

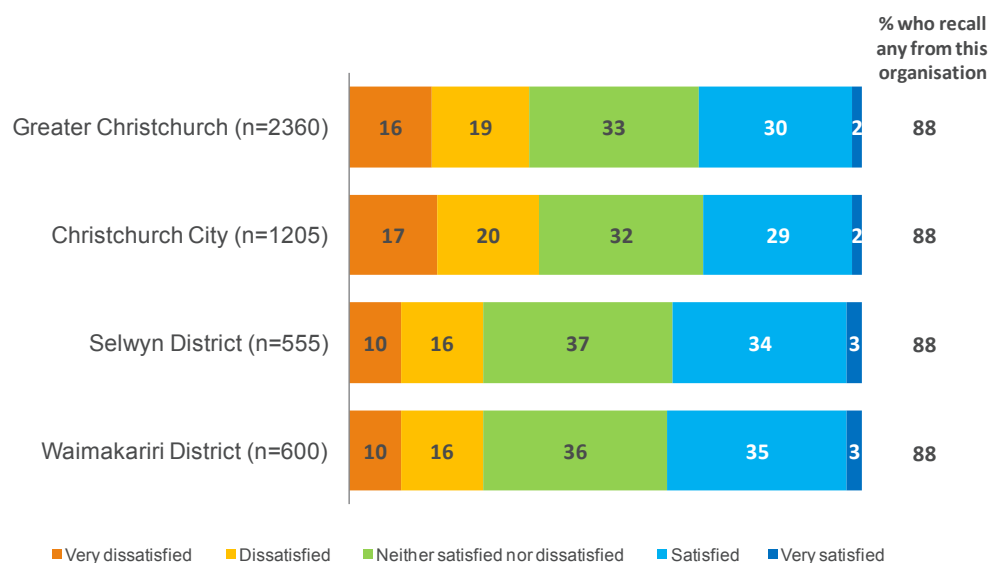
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (41%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (35%)
- Living with a health condition or disability (26%)

## SATISFACTION WITH EQC

The majority (88%) recall receiving information from EQC relating to their policy.

Just under a third (32%) is satisfied with the information received and a similar proportion (35%) are dissatisfied. Satisfaction with EQC has improved over each of the two previous surveys.

**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 and Selwyn District are more satisfied with the information they have received from EQC in relation to their policy, whereas those in Christchurch City are more dissatisfied.

Those more likely to be satisfied with the information (32%) are:

- Aged 75 years or over (46%), 65 to 74 (46%) or 50 to 64 years old (37%)
- Those who have accepted an offer on their dwelling claim from their insurer (41%) and those who have not needed to make an insurance claim on their dwelling (38%)
- From a household with an income of less than \$30,000 (40%)

Those more likely to be dissatisfied with the information (35%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (65%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (63%) and those who are waiting to have an assessment on their dwelling claim from their insurer (59%)



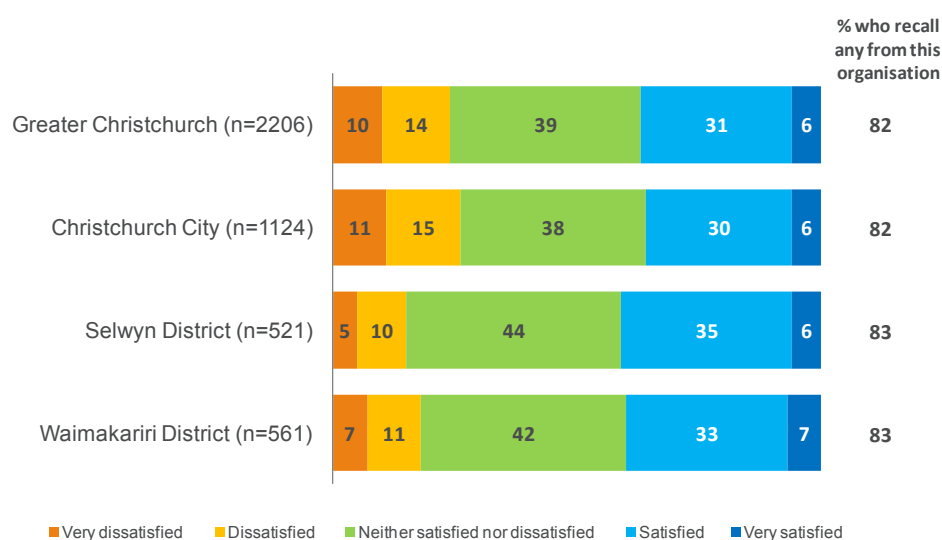
- Aged 35 to 49 (40%)
- From a household with an income of more than \$100,000 (39%)

## SATISFACTION WITH PRIVATE INSURERS

Eight in ten (82%) 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 quarter (24%) is dissatisfied with the information. Again, satisfaction with the information from private insurers shows improvement since the previous survey.

**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.

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

- Aged 75 years or over (56%), 65 to 74 (50%) or 50 to 64 years old (42%)
- Those who have accepted an offer on their dwelling claim from their insurer (50%)
- From a household with an income of less than \$30,000 (47%)

Those more likely to be dissatisfied (24%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (56%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (50%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (48%)
- Living with a health condition or disability (29%)

# 11. AWARENESS AND OPINION OF SERVICES



## INTRODUCTION

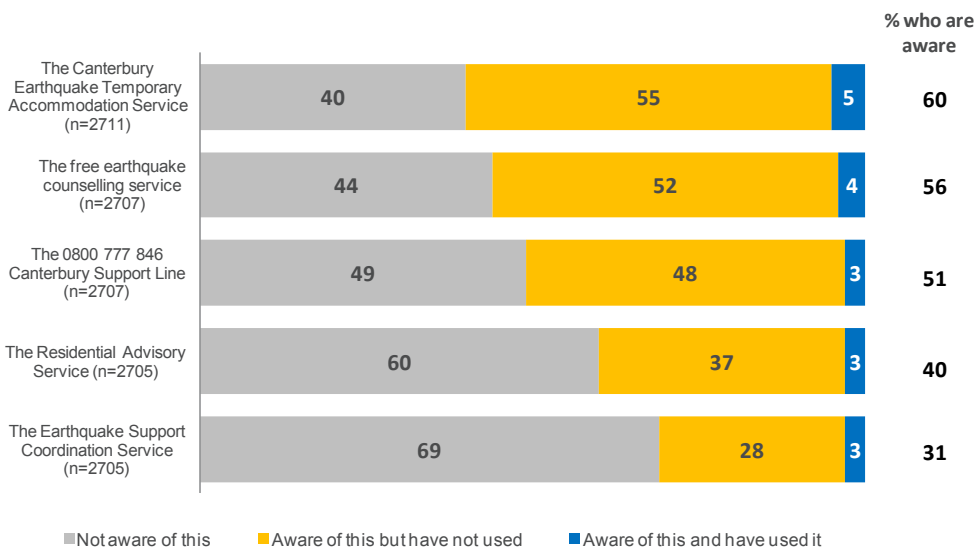
A number of services have been implemented in greater Christchurch to assist people living in the area cope with various issues. This section reviews the awareness, use and opinion of these services.

## 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 (60%) residents saying that they are aware of this service. Some 5% have used this service at some point.

Just over half (56%) 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 (40%) residents indicate they are aware of the Residential Advisory Service. Awareness of the Earthquake Support Coordination Service is the lowest of all services with just over three in ten (31%) 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 (48%) of greater Christchurch residents are aware of the 'All Right?' campaign. This result is now stable after showing significant increases in awareness since the campaign started.

**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 Canterbury Earthquake Temporary Accommodation Service, the Residential Advisory Service and the Earthquake Support Coordination Service has increased significantly since April 2014.

**Table 11.3: Trend – Awareness of each service over time (% who are aware)**

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

Base: All respondents, excluding not answered

Among those who have used the free earthquake counselling service, favourability has increased significantly with almost all (90%) saying they have a favourable opinion of the service.

Attitudes towards the 'All Right?' campaign is very positive with seven in ten (69%) saying their opinion is favourable or very favourable. This result has increased significantly and is showing an upward trend over time.

**Table 11.4: 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	Apr 2013	Sept 2013	Apr 2014	Sept 2014
The Canterbury Earthquake Temporary Accommodation Service	76	71	77	70	39	42	40	44
The free earthquake counselling service	85	79	70	90✓	48	53✓	52	55
The 0800 777 846 Canterbury Support Line (the quake line)	58	66	62	65	45	43	39	47✓
The Residential Advisory Service	NA	46	63	68	NA	35	37	40
The Earthquake Support Coordination Service	58	93✓	77	74	33	35	34	36
The 'All Right?' campaign	NA	NA	NA	NA	57	61	63	69✓

## CANTERBURY EARTHQUAKE TEMPORARY ACCOMMODATION SERVICE

Three in five (60%) greater Christchurch residents are aware of the Canterbury Earthquake Temporary Accommodation Service (a significant increase from 55% in previous measures). Some 5% have used the service at some point.

Among those currently living in temporary housing, seven in ten (69%) are aware of the service and 15% indicate that they have used it.

Those living in Waimakariri District are more likely to be aware of the service (64%), while those living in Selwyn District are less likely to be aware of it (52%).

Those more likely to be aware of this service (60%) are:

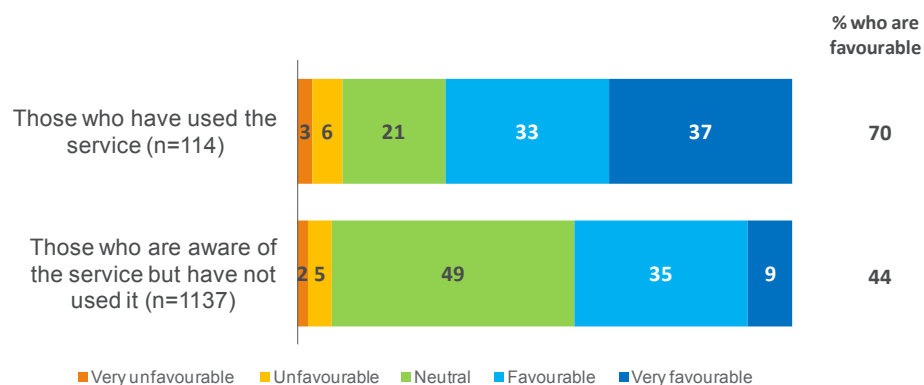
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (74%) or who have accepted an offer on their dwelling claim from their insurer (66%)
- Aged 65 to 74 (71%) or 50 to 64 years old (67%)

Those less likely to be aware of this service (60%) are:

- Aged 25 to 34 (53%) or 18 to 24 years old (39%)
- Of Pacific, Asian or Indian ethnicity (48%)
- Renting the dwelling they usually live in (53%)

Of those who have used the Canterbury Earthquake Temporary Accommodation Service, seven in ten (70%) have a favourable impression of it, while 44% of those who have not used it are favourable.

**Figure 11.6: 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

Just fewer than three in five (56%) 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 (56%) are:

- Aged 65 to 74 years old (70%) or aged 50 to 64 years old (66%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (69%)
- From a household with an income of less than \$30,000 (63%)
- Living with a health condition or disability (62%)

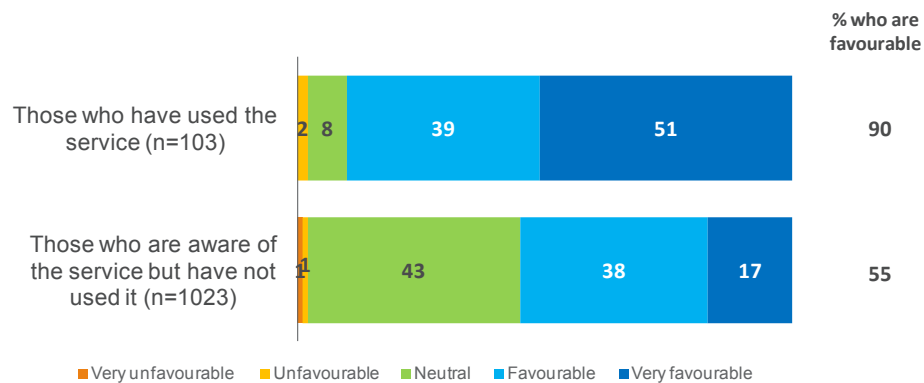
Those less likely to be aware of this service (56%) are:

- Aged 18 to 24 (36%) or 25 to 34 years old (47%)
- Living in Selwyn District (47%)

Among those who have used the service, nine in ten (90%) have a favourable impression of it. This is a significant improvement compared to results seen in April 2014.

Half (55%) of those who have not used the service have a favourable opinion.

**Figure 11.5: 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:

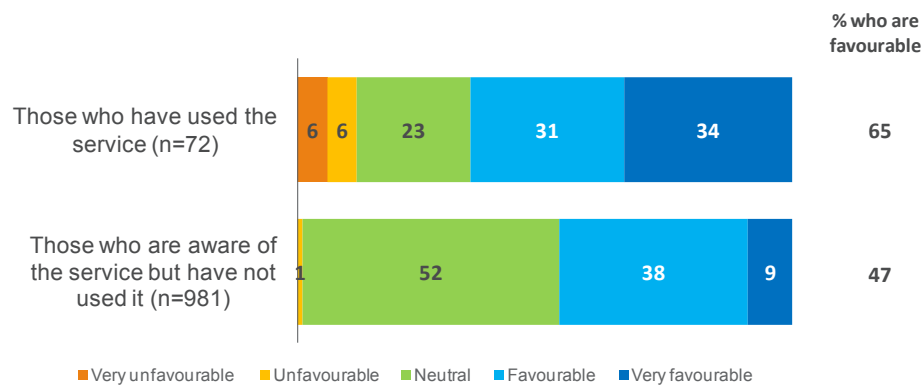
- Aged 65 to 74 years old (67%) or 50 to 64 years old (59%)
- From a household with an income of \$30,001 to \$60,000 (57%)

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

- Aged 18 to 24 (34%), 25 to 34 (44%) or 35 to 49 years old (46%)
- Living at a different address from their address on 4 September 2010 (46%)

Of those who have used the 0800 777 846 Canterbury Support Line, two thirds (65%) have a favourable impression of it, while some 12% have an unfavourable impression. Among those who are aware of the Support Line but not used it, 47% say their impression is favourable (a significant increase from 39% in April 2014).

**Figure 11.7: 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 (40%) greater Christchurch residents are aware of the Residential Advisory Service (a significant increase from 36% in April 2014), while 3% have used it.

Those more likely to be aware of this service (40%) are:

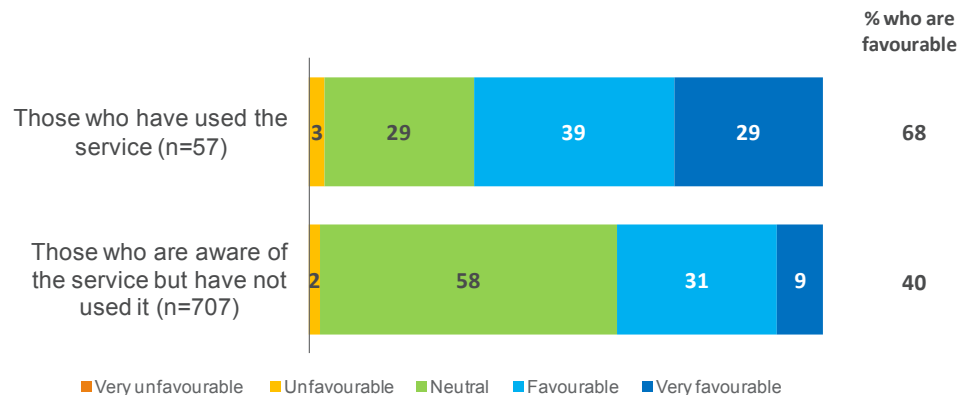
- Aged 65 to 74 years old (57%), 75 years or above (51%) or 50 to 64 years old (49%)
- Living in temporary housing (51%)
- From a household with an income of less than \$30,000 (48%)

Those less likely to be aware of this service (40%) are:

- Living in Selwyn District (32%)
- Renting the dwelling they usually live in (32%)

Of those who have used the Residential Advisory Service, two thirds (68%) have a favourable impression of it, while two in five (40%) of those who have not used it say their impression of the service is favourable.

**Figure 11.9: 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

Three in ten (31%) greater Christchurch residents are aware of the Earthquake Support Coordination Service (a significant increase from 26% in April 2014). A small proportion (3%) say they have used this service.

Those more likely to be aware of this service are:

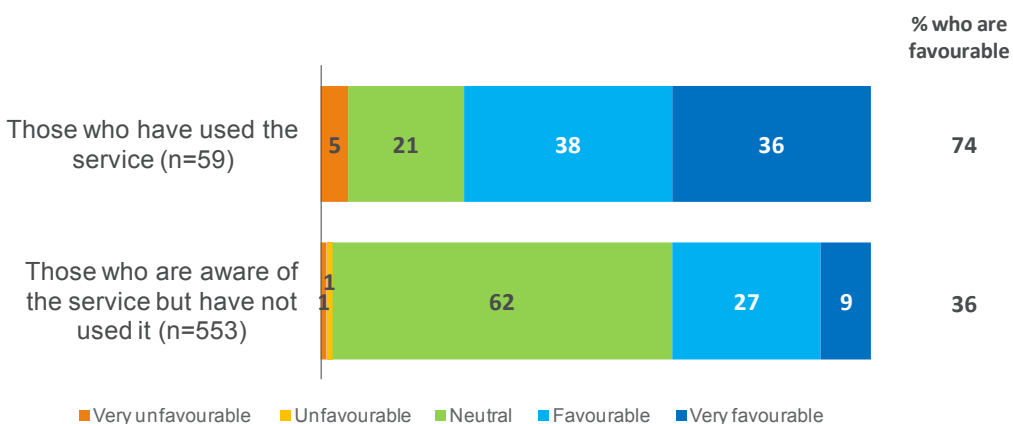
- Aged 65 to 74 years old (43%), 75 years or over (40%) or 50 to 64 years old (37%)
- From a household with an income between \$30,001 and \$60,000 or less than \$30,000 (36%)

Those less likely to be aware of this service (31%) are:

- Living in Selwyn District (24%)

Of those who have used the Earthquake Support Coordination Service, three quarters (74%) have a favourable impression of it, while a third (36%) of those who have not used it say their impression of the service is favourable.

**Figure 11.10: 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 (48%) of greater Christchurch residents are aware of the 'All Right?' campaign. As mentioned previously, this is showing an upward trend over time.

Those more likely to be aware of this campaign (48%) are:

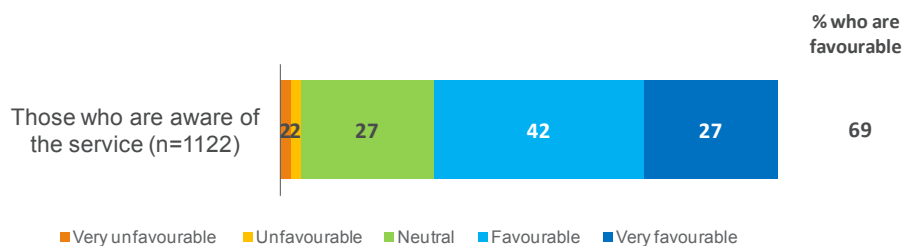
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (68%)
- From a household with an income of more than \$100,000 (56%) or \$60,001 to \$100,000 (54%)
- Aged 35 to 49 years old (55%)
- Female (53%)

Those less likely to be aware of this campaign are:

- Aged 75 or over (29%) or 65 to 74 years old (42%)
- Of Pacific, Asian or Indian ethnicity (31%)
- From a household with an income of less than \$30,000 (38%)
- Living with a health condition or disability (39%)
- Living in Selwyn district (40%)

Of those who have heard of the 'All Right?' campaign, seven in ten (69%) say their impression is favourable. This is also showing an upward trend over time.

**Figure 11.11: 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. CANVAS

'Your thinking for the red zones'



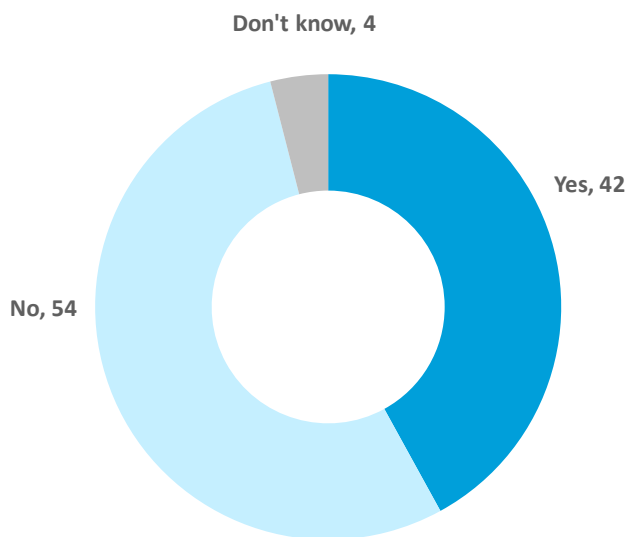
## INTRODUCTION

This section looks at awareness and engagement with the Canvas public engagement process. Due to the timing of the survey and the process, these questions were only asked of those who currently live in Waimakariri District and related specifically to the future use of the red zones within Waimakariri (specifically Kaiapoi and Pines/Kairaki Beaches).

## AWARENESS OF THE PROCESS

Four in ten (42%) Waimakariri District residents indicate that they are aware of the Canvas public engagement process.

**Figure 12.1: Current result – Awareness of the Canvas process among Waimakariri District residents (%)**



*Base: Those living in Waimakariri District, excluding not answered (n=688)*

Those more likely to be aware of the process (42%) are:

- Aged 50 to 64 years old (51%)

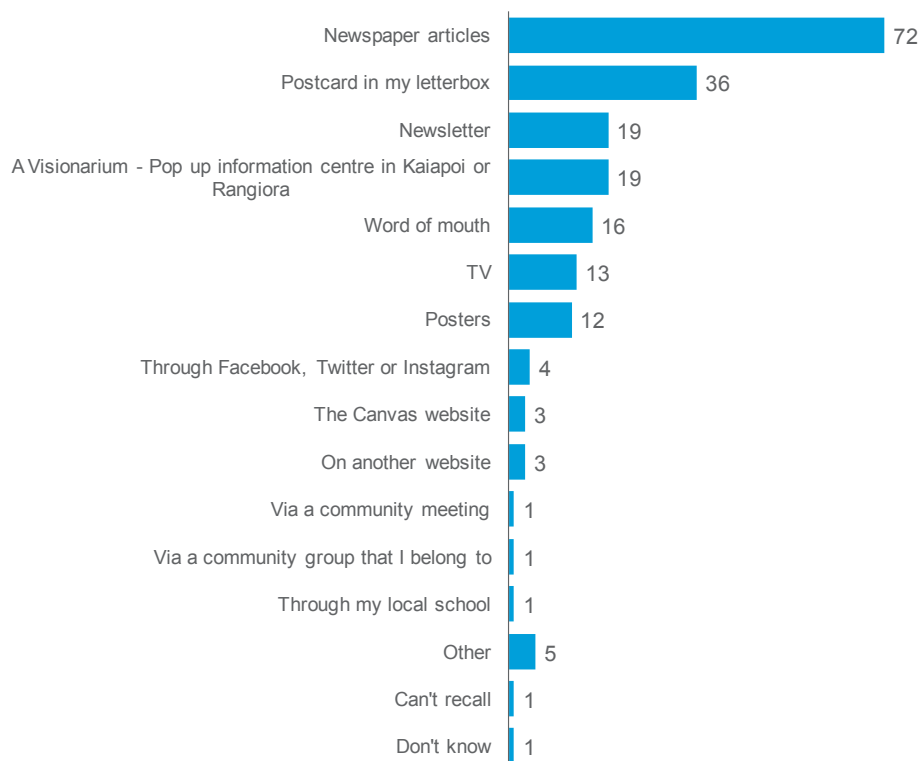
Those less likely to be aware of the process are:

- Aged 18 to 24 years old (23%) or 25 to 34 years old (25%)

The 42% of Waimakariri residents aware of the process were then asked where they saw or heard information about it.

Newspaper articles (72%) are the most common channel in which respondents saw information about the process, followed by postcards dropped in letterboxes (36%). Two in ten (19%) have seen information in a newsletter or visited a Visionarium and 16% have heard about the process through word of mouth.

**Figure 12.2: Current result – Information sources where Waimakariri District residents saw or heard information about the process among those who are aware of the process (%)**



Base: Waimakariri District residents who are aware of Canvas, excluding not answered (n=270)

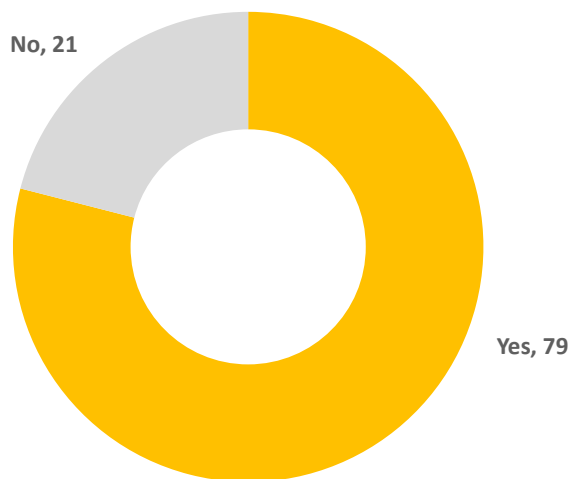
Below are some demographic differences:

- Those more likely to have seen or heard information at a Visionarium are female (24% cf. 19%)
- Those more likely to have seen or heard information through word of mouth are female (21% cf. 16%)
- Those more likely to have seen or heard information through newsletters have a household income of less than \$30,000 (33% cf. 19%) or aged 65 to 74 (33%)

## GETTING INVOLVED IN THE PROCESS

Eight in ten (79%) Waimakariri residents who are aware of the Canvas public engagement process feel that they had the opportunity to get involved.

**Figure 12.3: Current result – Whether Waimakariri District residents aware of the process felt as if they had an opportunity to get involved (%)**



Base: Waimakariri District residents who are aware of Canvas, excluding not answered (n=269)

Those more likely to feel they had the opportunity to get involved (79%) are:

- Aged 65 to 74 years old (90%)
- Female (85%)

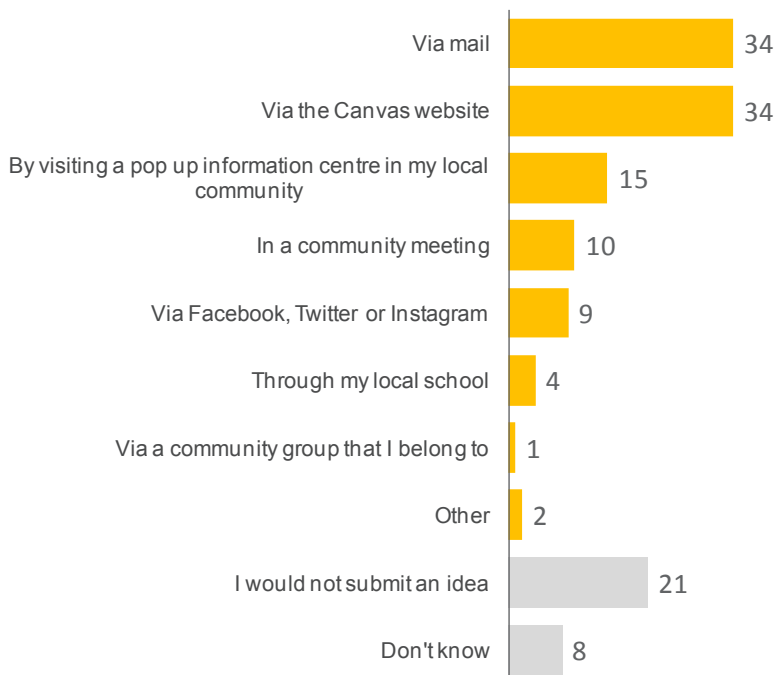


All Waimakariri District residents were then asked how they would prefer to submit an idea if they wanted to participate in the Canvas public engagement process.

A third (34%) of Waimakariri District residents indicate that they would prefer to submit an idea via mail or via the Canvas Website. Some 15% would visit a pop up information centre in their local area, 10% would attend a community meeting and 9% would like to do so via social media (Facebook, Twitter or Instagram).

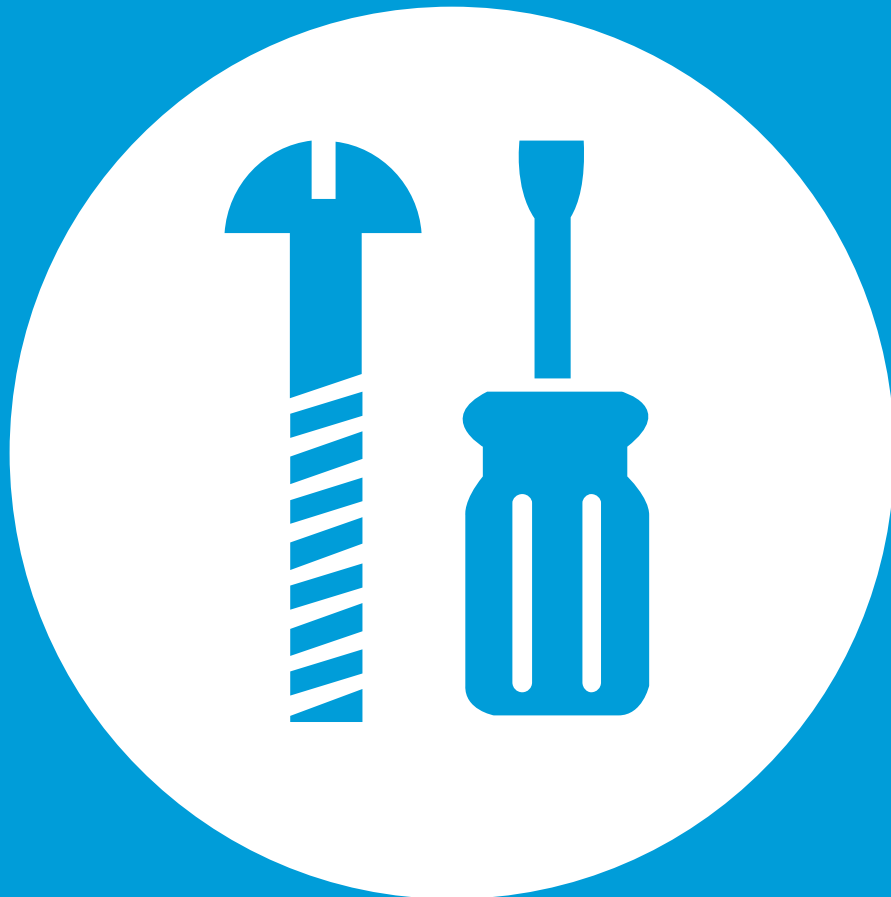
Two in ten (21%) indicate that they would not submit an idea as part of this process.

**Figure 12.4: Current result – How Waimakariri District residents would prefer to submit their idea (%)**



*Base: Those living in Waimakariri District, excluding not answered (n=690)*

# 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 28 August 2014. 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 4 September. This postcard repeated the instructions for completing the survey online.

On 11 September, 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 25 September, the final communication, a second reminder postcard was sent to those who had still not completed.

The survey was closed on 15 October 2014.

### 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	1401	± 2.6%
Waimakariri	625	695	± 3.7%
Selwyn	625	642	± 3.9%
18-24 years	328	367	± 5.1%
25-49 years	1075	1188	± 2.8%
50-64 years	621	665	± 3.8%
65 + years	476	518	± 4.3%
Māori Ethnicity	155	151	± 8.1%
Males	1221	1238	± 2.8%
Females	1279	1500	± 2.5%

## 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 impacts 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).

## PROGRAMMING AND DESIGN

The survey was programmed in Conconfirm (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. Three hundred and twenty 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	36
Don't want to participate	20
Currently unavailable (e.g. on holiday, out of the country)	53
Person no longer lives at address	11
Deceased	5
Queries	
General question / query	11
Trouble using link	18
Material received after completion	3
Request replacement / hard copy sent	9
Request hard copy	150
New address	4

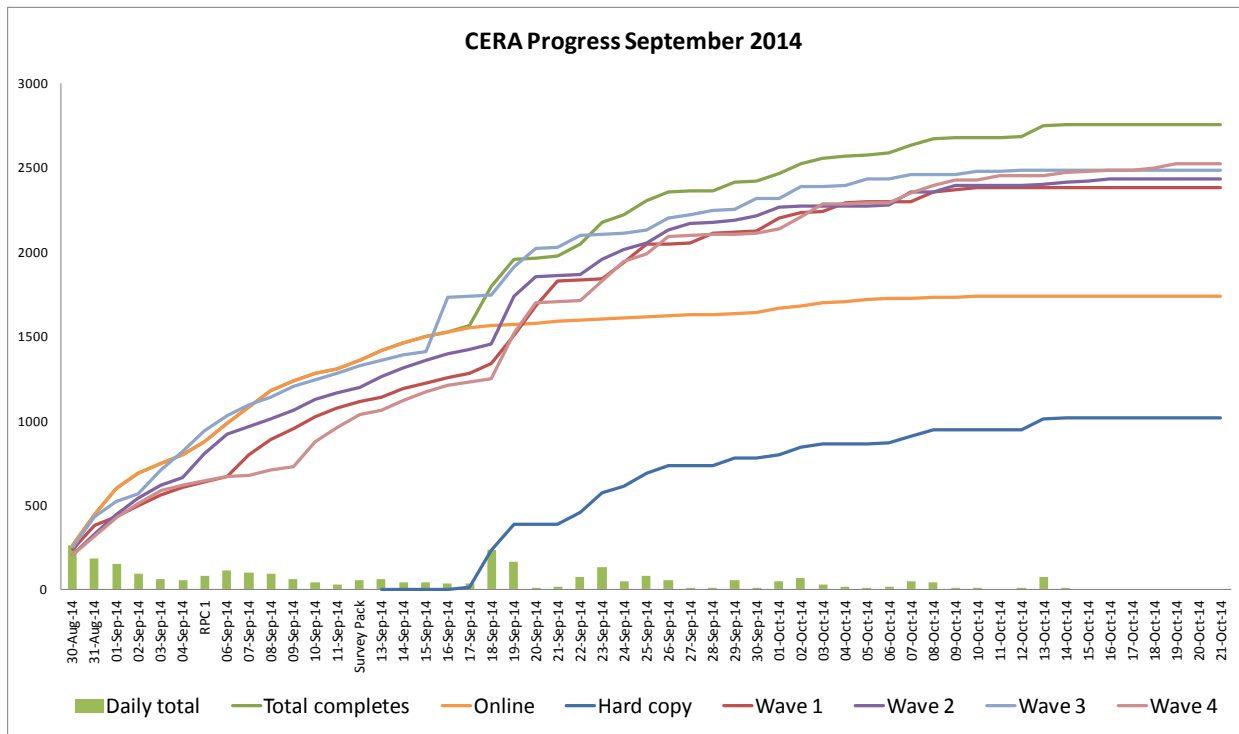
A set of Survey FAQs was created for the 0800 number operator to assist in the response to callers' questions.



## SURVEY RESPONSE

Sixty-three percent of questionnaires were completed online while 37% 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	6
Out Of Region	1
GNA	189
Language	1
Unavailable	88
Health/Age	36
<b>Total ineligible</b>	<b>321</b>
Refused	34
Incomplete	122
Unknown - Mailed Out, No Info	4683
<b>Total Inscope No Response</b>	<b>4839</b>
On Line Completes	1739
Off Line Completes	1000
<b>Completes</b>	<b>2739</b>
Mail Outs	7899
<b>Response rate Method I (%)</b>	<b>36.14</b>
<b>Response rate Method II (%)</b>	<b>38.52</b>

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

As can be seen in the above table, from September 2012 to April 2014 the response rate has decreased slightly with each wave of the survey.

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.

Since then 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, 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 have halted the declining response rate as we get further from the earthquakes.

## 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:

- Thirteen surveys were removed where respondents had completed both online and in hard copy (online version was kept)
- Gender was added for 1 respondent 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 4 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

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 <b>3</b> 4 5
No	<b>2</b>	Question...	1 <b>2</b> 3 4 5
When there is an instruction to go to a certain question, please make sure you circle the correct answer before going to the question as instructed			
Please circle <u>one</u> answer			
Yes	<b>1</b> →	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 Q39 (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	→	Go to Q9
Family member owns it (e.g. your parents, your child, your Family Trust)	2	}	Please go to Q11
You rent it from the local council, or Housing New Zealand	3		
You rent from a private landlord	4		
Other (please specify)	8		
_____	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	→	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)	8
_____	
Prefer not to say	7

**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	7

**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
Runanga	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 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 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	1	2	3	4	5
16	1	2	3	4	5
17	1	2	3	4	5
18	1	2	3	4	5
19	1	2	3	4	5
20	1	2	3	4	5
21	1	2	3	4	5
22	1	2	3	4	5
23	1	2	3	4	5
24	1	2	3	4	5
25	1	2	3	4	5
26	1	2	3	4	5
27	1	2	3	4	5
28	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 earthquake.

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

**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.

**Q26** 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

**Q27** 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

**Q28** 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

**Q29** 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

**Q30** 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

**Q31** 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



**Q32** 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

**Q33** 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

If you live in the Waimakariri District please answer the next few questions. If you live in Christchurch City or Selwyn District, please go to Q38.

**Q34** As you may or may not be aware, recently there has been a public engagement process being undertaken by Canvas to get ideas from the community about the future use of the red zones in Waimakariri (specifically Kaiapoi and Pines/Kairaki Beaches). This process has been referred to as 'Your thinking for the red zones'.

Before starting this survey, were you aware of this Canvas public engagement process?

Please circle **one** answer

Yes	1	} Please go to Q37
No	2	
Don't know	3	

**Q35** Where have you seen or heard information about this public engagement process?

Please circle all that apply

Posters	1
Newspaper articles	2
Newsletter	3
Postcard in my letterbox	4
The Canvas website	5
On another website	6
TV	7
A Visionarium - Pop up information centre in Kaiapoi or Rangiora	8
Via a community meeting	9
Via a community group that I belong to	10
Through my local school	11
Word of mouth	12
Through Facebook, Twitter or Instagram	13
Other (please specify) _____	14
Can't recall	15
Don't know	16

**Q36** Do you feel that you have had the opportunity to get involved in this process?

Please circle one answer

Yes	1
No	2

**Q37** Please answer this question if you live in Waimakariri District

If you wanted to participate in this Canvas public engagement process by submitting an idea, in which of the following ways would you prefer to have your say?

Please circle all that apply

Via mail	1
Via the Canvas website	2
By visiting a pop up information centre in my local community	3
In a community meeting	4
Via a community group that I belong to	5
Through my local school	6
Via Facebook, Twitter or Instagram	7
I would not submit an idea	8
Other (please specify) _____	9
Don't know	10

**Q38** And finally, please comment on any other aspects of the recovery that are important to you:

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**Q39** 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:

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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.*

**We really appreciate that you have taken time to complete this survey. Your feedback will inform our decision making and help to improve the recovery process. Thank you!**

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

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

Customised Coding Department  
Nielsen  
PO Box 11 346  
Wellington 6142  
New Zealand

If you have any questions please call 0800 400 402

# 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=)	
	Unweighted	Weighted
Christchurch	51	79
Selwyn	24	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=2738)		Christchurch City (n=1401)		Selwyn District (n=642)		Waimakariri District (n=695)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	45	49	46	49	45	51	44	49
Female	55	51	54	51	55	49	56	51

*Base: All respondents*

**Table 4.3: Age distribution (%)**

	Greater Christchurch (n=2738)		Christchurch City (n=1401)		Selwyn District (n=642)		Waimakariri District (n=695)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-19 years	5	4	5	4	6	7	4	3
20-24 years	9	9	11	10	6	5	6	6
25-29 years	6	6	6	6	5	5	5	5
30-34 years	6	7	7	7	5	5	6	6
35-39 years	8	8	9	9	7	7	8	8
40-44 years	10	10	10	10	13	13	9	9
45-49 years	13	12	12	12	15	16	12	12
50-54 years	8	7	6	6	9	9	10	11
55-59 years	7	8	8	8	7	7	7	8
60-64 years	9	10	8	9	11	11	9	10
65-74 years	12	12	11	12	10	9	15	14
75+ years	7	7	7	7	6	6	9	8

Base: All respondents

**Table 4.4: Age collapsed into reporting groups (%)**

	Greater Christchurch (n=2738)		Christchurch City (n=1401)		Selwyn District (n=642)		Waimakariri District (n=695)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-24	13	13	15	14	12	12	11	9
25-34	12	13	14	13	10	10	11	11
35-49	32	30	31	30	35	36	28	29
50-64	24	25	22	24	28	27	26	29
65-74	12	12	11	12	9	9	15	14
75+	7	7	7	7	6	6	9	8

Base: All respondents, excluding not answered

**Table 4.5: Ethnicity distribution (%)**

	Greater Christchurch (n=2735)		Christchurch City (n=1400)		Selwyn District (n=641)		Waimakariri District (n=694)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
New Zealand European/Pakeha	88	88	87	87	90	90	89	89
New Zealand Māori	6	6	6	6	5	5	5	6
Pacific	0	0	1	0	0	0	0	0
Asian	3	4	5	5	1	1	1	1
Indian	0	0	0	0	-	0	0	0
Other European e.g. German, American, British, South African	4	4	4	4	5	5	5	5
Other	0	0	0	0	0	0	0	0
Prefer not to say	1	1	1	1	1	1	2	2

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=150)		Christchurch City (n=85)		Selwyn District (n=30)		Waimakariri District (n=35)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Ngāi Tahu	46	45	44	44	33	35	63	65
Ngāti Mamoe	7	8	8	9	-	-	9	8
Waitaha	4	5	6	6	-	-	3	3
None of the above	47	49	53	52	57	55	26	25
Don't know	5	3	1	1	10	10	9	7

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=2486)		Christchurch City (n=1262)		Selwyn District (n=626)		Waimakariri District (n=598)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	61	63	63	64	60	60	56	56
No	39	37	37	36	40	40	44	44

Base: All respondents, excluding not answered

**Table 4.8: Description of where respondent is currently living (%)**

	Greater Christchurch (n=1063)		Christchurch City (n=510)		Selwyn District (n=253)		Waimakariri District (n=300)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Long-term or permanent housing	84	80	77	77	88	89	91	91
Temporary housing until you move into or back into permanent housing	11	14	15	16	10	9	6	6
Other	5	6	8	7	2	2	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=2696)		Christchurch City (n=1384)		Selwyn District (n=635)		Waimakariri District (n=677)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
None	62	64	65	66	56	55	64	63
1	14	14	15	14	14	14	12	12
2	16	15	14	13	21	22	17	17
3	6	5	5	5	7	7	5	5
4	1	1	1	1	1	1	2	2
5 or more	1	1	0	1	1	1	0	1

Base: All respondents, excluding not answered

**Table 4.10: Ownership of dwelling where usually live (%)**



	Greater Christchurch (n=2727)		Christchurch City (n=1397)		Selwyn District (n=638)		Waimakariri District (n=692)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
You personally or jointly own it	64	62	59	60	71	71	70	72
Family member owns it (e.g. your parents, your child, Family Trust)	20	20	20	19	20	20	21	19
You rent it from the local council, or Housing New Zealand	2	2	3	3	0	0	1	1
You rent from a private landlord	12	14	16	16	7	7	7	7
Other	2	2	2	2	2	2	1	1
Don't know	0	0	0	0	0	0	-	0

Base: All respondents, excluding not answered

**Table 4.11: Household income before tax (%)**

	Greater Christchurch (n=2715)		Christchurch City (n=1394)		Selwyn District (n=637)		Waimakariri District (n=684)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Loss	0	0	0	0	0	0	0	0
No income	1	1	1	1	1	1	1	1
Less than \$30,000	16	15	19	16	13	10	14	13
\$30,001 to \$60,000	21	21	21	21	17	15	25	24
\$60,001 to \$100,000	23	24	23	23	23	24	23	24
More than \$100,000	22	23	21	23	27	31	19	20
Prefer not to say	12	10	10	10	15	14	13	12
Don't know	5	6	5	6	4	5	5	6

Base: All respondents, excluding not answered

**Table 4.12: Moved into area since earthquakes for employment or business (%)**

	Greater Christchurch (n=2706)		Christchurch City (n=1384)		Selwyn District (n=637)		Waimakariri District (n=685)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	7	6	6	6	8	8	7	7
No	93	94	94	94	92	92	93	93

Base: All respondents, excluding not answered

**Table 4.13: Whether have a health condition or disability (%)**

	Greater Christchurch (n=2728)		Christchurch City (n=1395)		Selwyn District (n=641)		Waimakariri District (n=692)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	16	18	19	19	12	12	17	16
No	80	78	77	77	84	84	80	81
Prefer not to say	4	4	4	4	4	4	3	3

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

