



## Wellbeing Survey April 2013



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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.**

## 1.0 Executive Summary

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### 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 is developing the Canterbury Wellbeing Index to measure the progress of earthquake recovery. The 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 second Wellbeing Survey that has been undertaken, with the initial survey conducted in September 2012. Where appropriate, comparisons have been made to the 2012 survey.

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

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### 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.

Fieldwork took place between 21 March and 5 May 2013. Completed questionnaires were received from 2438 respondents made up of 1210 Christchurch City residents, 621 Selwyn District residents and 607 Waimakariri District residents. The response rate was 48%.

For the September 2012 survey fieldwork took place between 29 August and 15 October 2012. Completed questionnaires were received from 2381 respondents made up of 1156 Christchurch City residents, 618 Selwyn District residents and 607 Waimakariri District residents. The response rate was 52%.

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**Overall  
Observations**

There have been many significant changes when the results of April 2013 are compared with the results from September 2012.

Overall, the earthquakes' impact on the everyday lives of many residents in greater Christchurch is declining.

Recovery is most evident in primary stresses, including reduction in the proportions of residents feeling distressed or anxious due to aftershocks, who are having to deal with frightened or upset children and who have concerns about being safe in their workplace.

Recovery is slower in relation to the secondary stresses such as transport-related pressures, the stresses associated with having to move house and/or still needing to make housing-related decisions, and dealing with business-related insurance issues.

At the same time, many of the more immediate positive impacts are also decreasing (e.g pride in ability to cope).

As observed in September 2012, residents of Christchurch City continue to rate their quality of life less positively than residents of Selwyn District and Waimakariri District. Higher proportions of Christchurch City residents continue to have their lives strongly negatively impacted by issues resulting from the earthquakes.

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**Quality of Life  
Indicators**

Three quarters (76%) of greater Christchurch residents rate their quality of life positively (good or very good), while just 6% believe it to be poor. This is consistent with results in September 2012.

In September 2012, 54% of residents of greater Christchurch said their quality of life had decreased *since the earthquakes*, while only 6% felt their quality of life had improved. This measure 25% of residents believe that their quality of life has deteriorated *compared to 12 months ago*, while 19% indicate there has been an improvement in their quality of life. This is a positive result as this indicator now more closely aligns with 'business as usual' results (we base this observation on results of the 2012 Quality of Life Survey where this same question is asked of residents of six cities in New Zealand).

Almost four in five residents (77%) have experienced stress at least sometimes in the past 12 months that has had a negative effect on their lives. Two in ten (21%) indicate they have been living with this type of stress most or all of the time over the past year. This proportion remains relatively unchanged since September 2012.

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**Negative Impact 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.

The proportion of residents indicating that an issue is having a strong (answered 'moderate negative impact' or 'major negative impact') on their everyday lives has decreased significantly for all but one of the issues.

The four most prevalent issues in April 2013 are:

Most prevalent negative impacts	% of greater Christchurch residents for whom issue had a moderate or major negative impact on everyday lives
Dealing with EQC/insurance issues in relation to personal property and house	26%
Making decisions about house damage, repairs and relocation	22%
Loss of recreational, cultural and leisure time activities	21%
Being in a damaged environment and/or surrounded by construction work	21%

**Positive Impacts of the Earthquakes**

A list of 12 possible positive impacts was also presented to respondents.

The three most prevalent impacts in April 2013 are:

Most prevalent positive impacts	% of greater Christchurch residents for whom each had a moderate or major positive impact on everyday lives
Renewed appreciation of life	33%
Spending more time together as a family	27%
Pride in ability to cope under difficult circumstances	26%

For many residents the initial positive outcomes of the earthquakes have dissipated with time, particularly pride in ability to cope and increased resilience.

However, longer term positive outcomes (e.g. income and employment related benefits) continue to impact similar proportions of residents as in September 2012 and new longer-term positive outcomes are emerging. For example, the everyday lives of 16% are being strongly impacted positively by access to new and repaired facilities.

## Confidence in Decision-Making

As was the case in September 2012, residents' opinions are polarised as to whether or not they have confidence that the decisions being made by the agencies involved in the recovery are in the best interests of greater Christchurch.

Currently, almost four in ten (38%) residents express a lack of confidence compared to three in ten (30%) who are confident. The other third (32%) are non committal. While the proportion who lack confidence has remained the same as September 2012, there has been a slight decline in the proportion who are confident in the decisions being made (from 34% to 30%).

This increase in the proportion of residents taking a neutral stance, also evident in the following section relating to information from agencies, may potentially reflect a natural decline over time in strength of engagement with earthquake-related information, particularly that of a general nature. Therefore, the primary focus should be on ensuring that the level of dissatisfaction does not increase.

As can be seen in the table below, the level of confidence expressed in the decision-making of specific agencies has varied in comparison to September 2012.

- There has been a decline in the proportion of greater Christchurch residents who express confidence in the decisions being made by CERA. This decline is the result of more residents being non-committal rather than expressing a lack of confidence.
- Confidence in Christchurch City Council's decision-making remains relatively low among residents at 28% and this has not changed since September 2012.
- Confidence with decisions by Waimakariri District Council and Selwyn District Council remains higher when compared with Christchurch City. However, there has been a slight drop in confidence in Waimakariri District Council decisions among its residents.
- There has been a slight positive shift for Environment Canterbury with fewer expressing a lack of confidence in their decisions. However confidence in this agency, along with Christchurch City Council, remains lower when compared with the other agencies.

Confidence that agency has made decisions in best interest of relevant area		Rating	Sept 2012	Apr 2013
CERA	Very confident or confident		41%	<b>35% x</b>
	Neutral		29%	<b>35%</b>
	Not at all or not very confident		30%	30%
Christchurch City Council	Very confident or confident		29%	28%
	Neutral		29%	31%
	Not at all or not very confident		42%	41%
Selwyn District Council	Very confident or confident		41%	37%

	Neutral	33%	35%
	Not at all or not very confident	27%	28%
Waimakariri District Council	Very confident or confident	43%	<b>37% ✘</b>
	Neutral	27%	30%
	Not at all or not very confident	30%	33%
Environment Canterbury	Very confident or confident	28%	27%
	Neutral	37%	<b>41%</b>
	Not at all or not very confident	35%	<b>32% ✔</b>

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

Satisfaction with the opportunities the public has had to influence earthquake recovery decisions is slightly lower than in September 2012. Less than three in ten (28%) are satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. A higher proportion (33%) are dissatisfied.

### Satisfaction with Information

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

While 33% express satisfaction with the overall information received, 29% express dissatisfaction while the remaining 38% do not have a firm view.

The change between September 2012 and April 2013 is towards a higher proportion taking a neutral stance rather than expressing satisfaction or dissatisfaction.

The great majority of residents had noticed information relating to earthquake recovery decisions from CERA (90%), EQC (89%), and their local councils (90% of Christchurch City and Waimakariri District residents and 84% of Selwyn District residents). Almost eight in ten (79%) had noticed Environment Canterbury's information. Some 84% had received information from their private insurers. This is a very similar result to September 2012.

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

- There has been a decrease in the proportion of greater Christchurch residents who are satisfied with the information received from CERA. A larger proportion is neither satisfied nor dissatisfied.
- Recipients of information from Waimakariri District Council continue to express higher satisfaction compared with recipients of information from the other agencies.
- Dissatisfaction with the information received remains highest amongst recipients of information from EQC.

The table below outlines these results.

Satisfaction with information about earthquake recovery decisions among recipients		Rating	Sept 2012	Apr 2013
<b>CERA</b>	Satisfied and very satisfied		40%	<b>37% ✗</b>
	Neither satisfied nor dissatisfied		42%	<b>47%</b>
	Dissatisfied and very dissatisfied		18%	16%
<b>Christchurch City Council</b>	Satisfied and very satisfied		28%	31%
	Neither satisfied nor dissatisfied		45%	45%
	Dissatisfied and very dissatisfied		27%	24%
<b>Selwyn District Council</b>	Satisfied and very satisfied		36%	34%
	Neither satisfied nor dissatisfied		47%	47%
	Dissatisfied and very dissatisfied		17%	19%
<b>Waimakariri District Council</b>	Satisfied and very satisfied		42%	43%
	Neither satisfied nor dissatisfied		39%	37%
	Dissatisfied and very dissatisfied		19%	20%
<b>Environment Canterbury</b>	Satisfied and very satisfied		22%	24%
	Neither satisfied nor dissatisfied		55%	56%
	Dissatisfied and very dissatisfied		23%	<b>20% ✓</b>
<b>EQC (relating to resident's policy)</b>	Satisfied and very satisfied		27%	28%
	Neither satisfied nor dissatisfied		31%	29%
	Dissatisfied and very dissatisfied		42%	43%
<b>Private insurer (relating to resident's policy)</b>	Satisfied and very satisfied		31%	33%
	Neither satisfied nor dissatisfied		36%	36%
	Dissatisfied and very dissatisfied		33%	31%

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

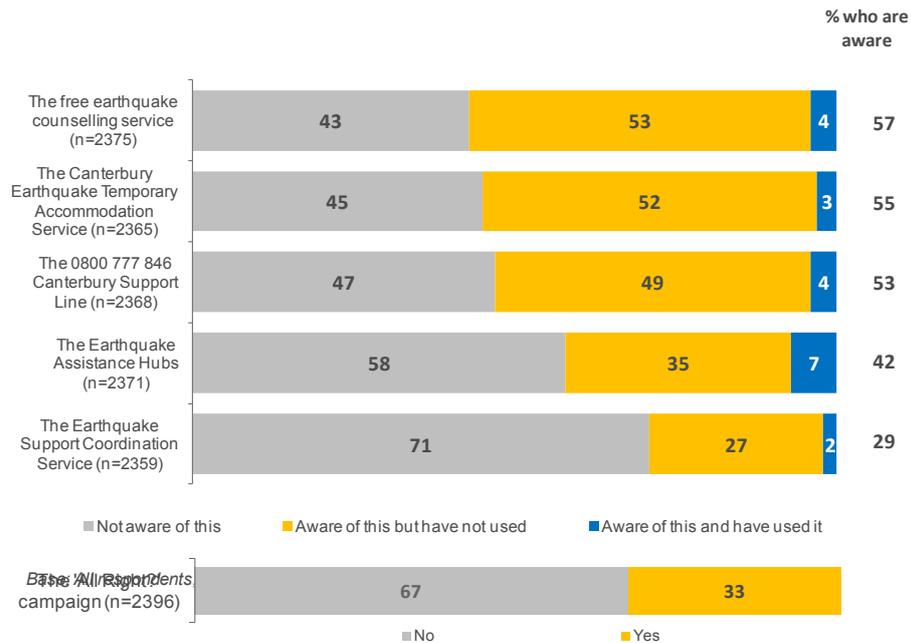
All respondents were asked what additional information they would like to receive. Most (72%) did not specify any gaps in the information currently being provided. Among those that specified a need for more information, the most needs mentioned most frequently were:

1. More information on the progress for repairs to their property
2. More communication from EQC.

**Awareness and Opinion of Services**

A number of services have been implemented in greater Christchurch to assist people living in the area, cope with various issues.

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



Base: All respondents, excluding not answered

Awareness of the free earthquake counselling service is the highest of all services offered with almost six in ten (57%) residents saying that they are aware of this service. A small proportion (4%) have used this service.

Over half of residents are aware of the Canterbury Earthquake Temporary Accommodation Service and the 0800 777 846 Canterbury Support Line.

Use of the Earthquake Assistance Hubs has been relatively high with 7% of residents in greater Christchurch using this support service.

Awareness of the Earthquake Support Coordination Service is lower with three in ten (29%) aware.

A third (33%) of greater Christchurch residents are aware of the 'All Right?' campaign.

Favourability towards the services is mostly positive, with the free earthquake counselling service performing most strongly (85% of those who have used the service feeling favourable). While still generally favourable, the service with a comparatively higher level of dissatisfaction among those who have used them are the earthquake assistance hubs (22% express dissatisfaction).

## 2.0 Background

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### 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 mid 2015 to collect this information.

Nielsen has been commissioned to conduct this research.

This report covers the second wave of the survey (April 2013 results), following on from the initial benchmark in September 2012. Where possible, comparisons have been made to previous results to determine the extent to which change is occurring.

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

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

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

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### 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.

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## 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 April 2013 questionnaire was adapted from the September 2012 questionnaire. Key changes 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.
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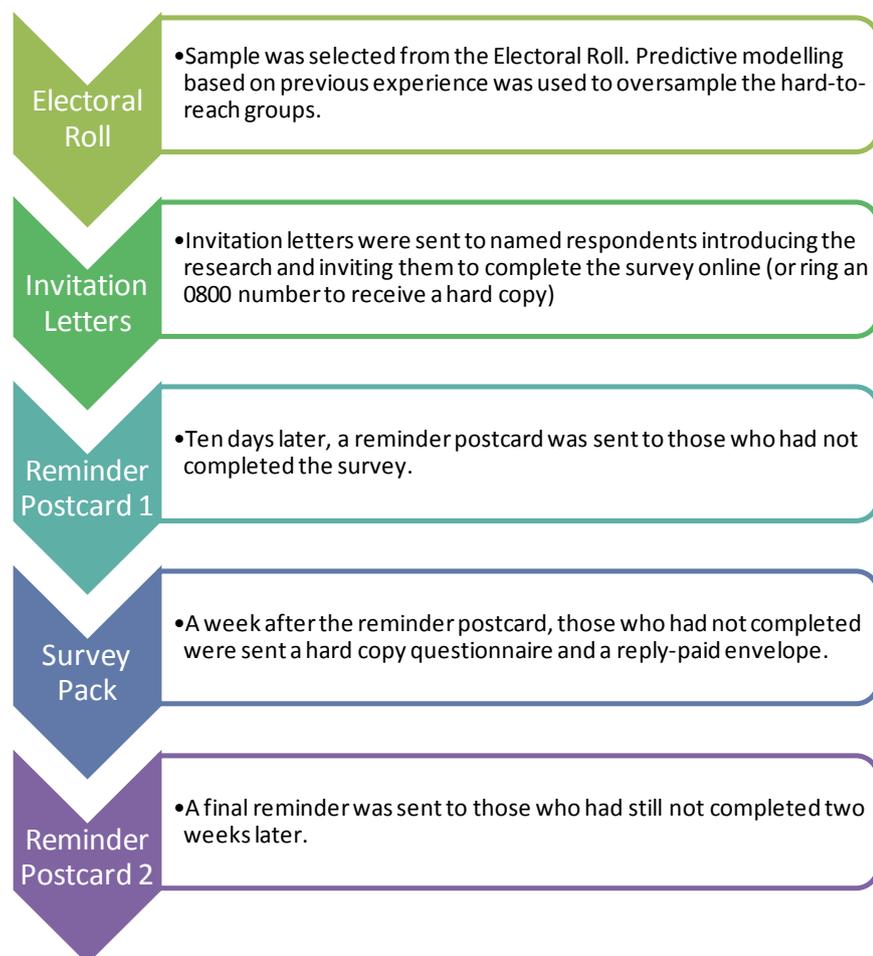
## Overview of Method and Sample

The target population for this research was people aged 18 years and over who currently resided 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 21 March 2013, when the first invitation letters were sent, and 6 May 2013 when the survey closed.

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

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**Response to Survey**

From 6005 people selected randomly from the Electoral Roll, 2438 completed questionnaires were received. The response rate for this survey was 48%. 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 within each of the three TLAs is the same (48%).

The response rate is slightly lower than the September 2012 response rate of 52%. Possible contributing factors to this could include:

- The time lapse from the earthquakes to the survey
- A greater number of males and youth (18-24 year olds) being invited to participate, given that they were found to be less likely to complete a survey in September 2012.

Nielsen has run a number of other surveys using this methodology and our experience is that 48% is a very good response rate. The range of response rates we have achieved for this method is 26% to 52%. The variation is due to a number of factors, including the subject of the survey, the length of the questionnaire, using incentives and the extent to which difficult to reach groups are oversampled. This method typically achieves much higher response rates than those achieved via other methods such as telephone and online surveys of the general public.

The 2438 completed questionnaires received were from:

Christchurch City	n= 1210
Selwyn District	n= 621
Waimakariri District	n= 607

Sixty-four percent of questionnaires were completed online while 36% were completed in paper copy.

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**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 621 or 25% of completed interviews came from Selwyn District, the population of Selwyn actually represents about 8% of greater

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Christchurch. Thus, the data was adjusted so that 8% 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.

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**Margin of Error** All sample surveys are subject to sampling error. Based on a total sample size of 2438 respondents, the results shown in this survey are subject to a maximum sampling error of plus or minus 2.8% 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 52.8% and 47.2%. As the sample figure moves further away from 50%, so the error margin will decrease.

The maximum error margins for each of the territorial local authority areas is:

<b>TLA</b>	<b>September 2012 Sample Size (and maximum margin of error)</b>	<b>April 2013 Sample Size (and maximum margin of error)</b>
Christchurch City	1156 (± 2.9)	1210 (± 2.8)
Selwyn District	618 (± 3.9)	621 (± 3.9)
Waimakariri District	607 (± 4.0)	607 (± 4.0)

## 3.0 Notes to 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=2438.
- The protocol for identifying significant differences between sub-groups applied throughout this report is:
  - a) the difference must be statistically significantly at the 95% confidence level and
  - b) the difference must be greater than five percentage points.
- 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 results from April 2013 with results in September 2012, 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).

## 4.0 Quality of Life

### Introduction

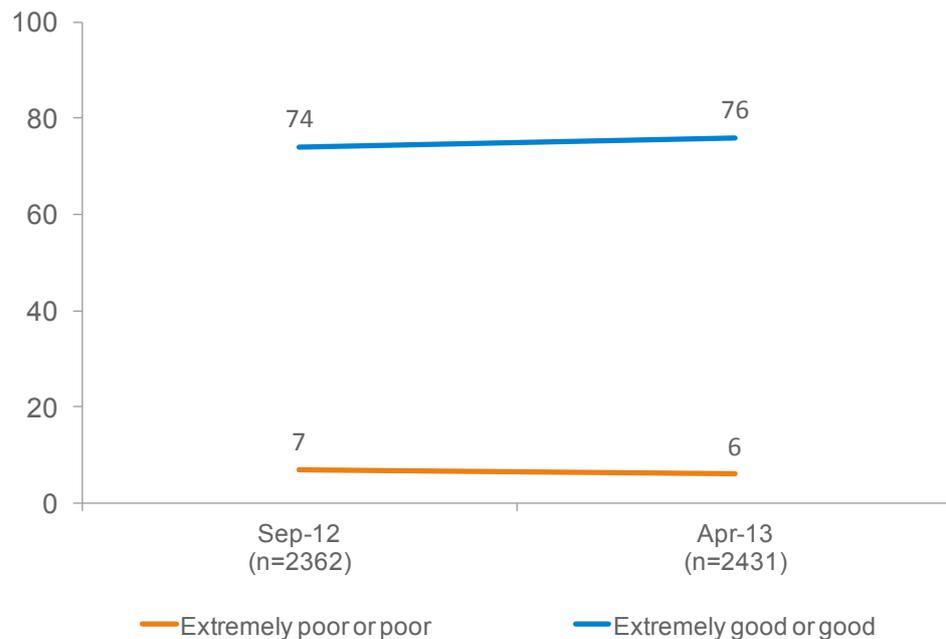
Early on in the survey, prior to being asked specifically about the impacts of the earthquakes, respondents were asked to rate their overall quality of life.

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

### Overall Quality of Life

Three quarters (76%) of greater Christchurch residents rate their quality of life positively (15% rate it extremely good while 61% rate it as good). Just 6% indicate that their quality of life is poor. This is consistent with results in September 2012.

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



Base: All respondents, excluding not answered

Similarly, results across the three areas are very consistent with results in September 2012.

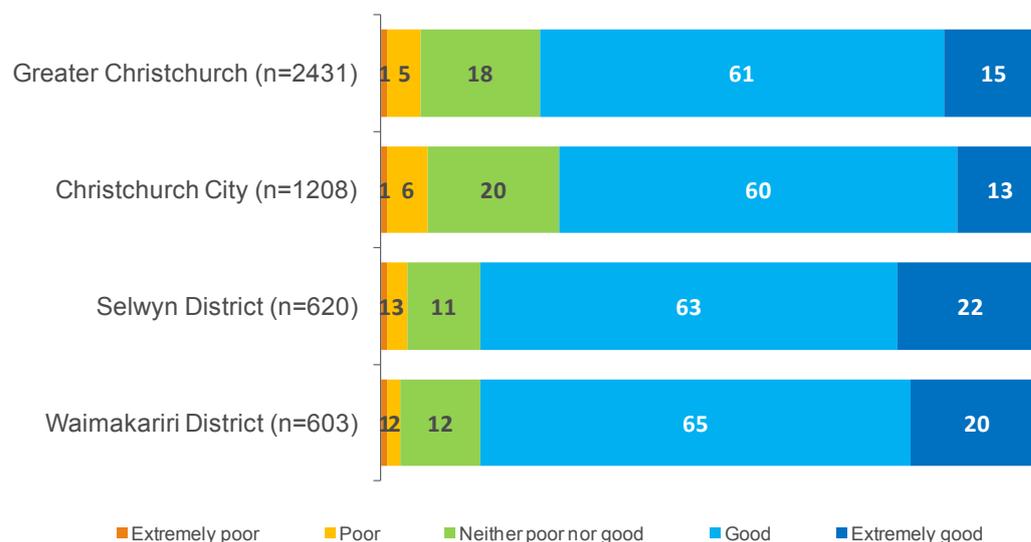
**Table 4.1: Trend – Overall quality of life by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n= 1145; April 2013, n=1208)	Extremely good or good	72	73
	Neither poor nor good	21	20
	Extremely poor or poor	7	7
<b>Selwyn District</b> (September 2012, n= 614; April 2013, n=620)	Extremely good or good	85	85
	Neither poor nor good	11	11
	Extremely poor or poor	4	4
<b>Waimakariri District</b> (September 2012, n= 603; April 2013, n=603)	Extremely good or good	82	85
	Neither poor nor good	14	12
	Extremely poor or poor	4	3

Base: All respondents , excluding not answered

Those living in Selwyn and Waimakariri Districts are significantly more likely to rate their quality of life positively, while a higher proportion of those living in Christchurch City rate their quality of life as neither poor nor good.

**Figure 4.2: Current result – Overall quality of life by TLA in April 2013 (%)**



Base: All respondents, excluding not answered

Those more likely to rate their overall quality of life positively (76%) are:

- From a household with an income of more than \$100,000 (90%)
- Aged 18 to 24 (83%)

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

- Of Pacific / Asian / Indian ethnicity (52%)
- Living in temporary housing (54%)
- Have a physical health condition or disability (56%)
- From a household with an income of less than \$30,000 (60%) or \$30,001 to \$60,000 (66%)
- Renting the dwelling that they usually live in (69%)
- Aged 65 years or over (70%)

Among the small proportion (4%) of the sample living in temporary accommodation, 21% rate their quality of life as poor.

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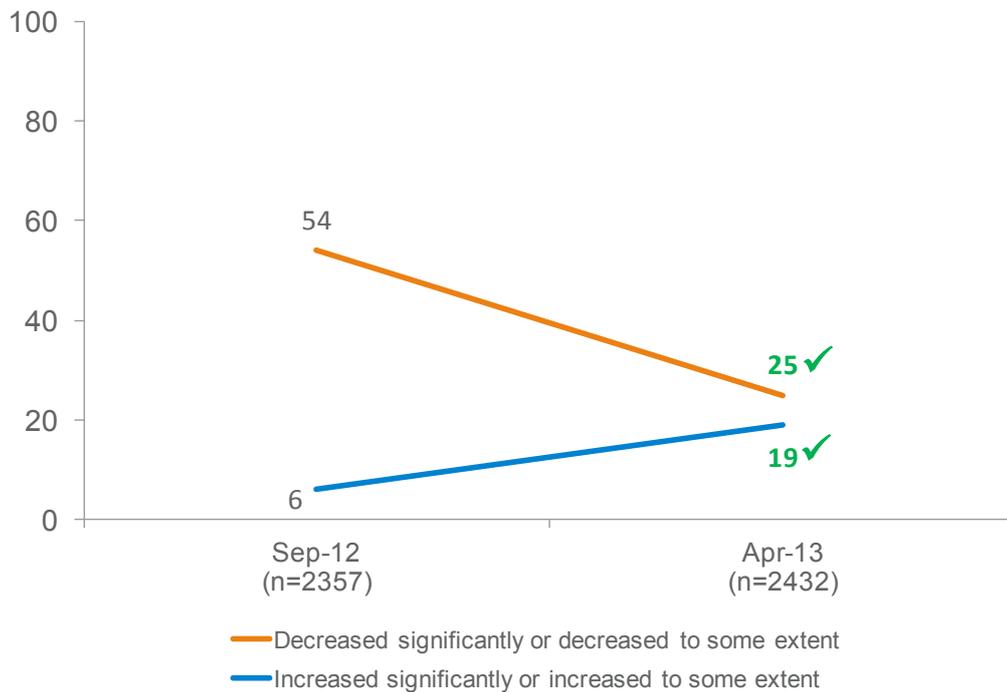
**Quality of Life compared to 12 months ago**

In September 2012, residents of greater Christchurch were asked whether or not their quality of life had changed **since the earthquakes**. 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 has changed **compared to 12 months ago**. Just over half feel that their quality of life has remained at the same level as it was 12 months ago. A quarter (25%) believe that their quality of life has deteriorated, while 19% indicate there has been an improvement in their quality of life.

These latest results (April 2013) align more closely with results that could be anticipated if residents of other New Zealand cities had been asked this question. As an indication, when this question was asked as part of the Quality of Life Survey in 2012, 24% of residents living in Auckland, Wellington, Christchurch, Dunedin, Porirua and Lower Hutt said their quality of life had improved in the past 12 months and 21% had experienced a deterioration (Source: Nielsen, Quality of Life Six Cities Report 2012).

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



Base: All respondents, excluding not answered

Significant improvements can be seen across all three TLA areas.

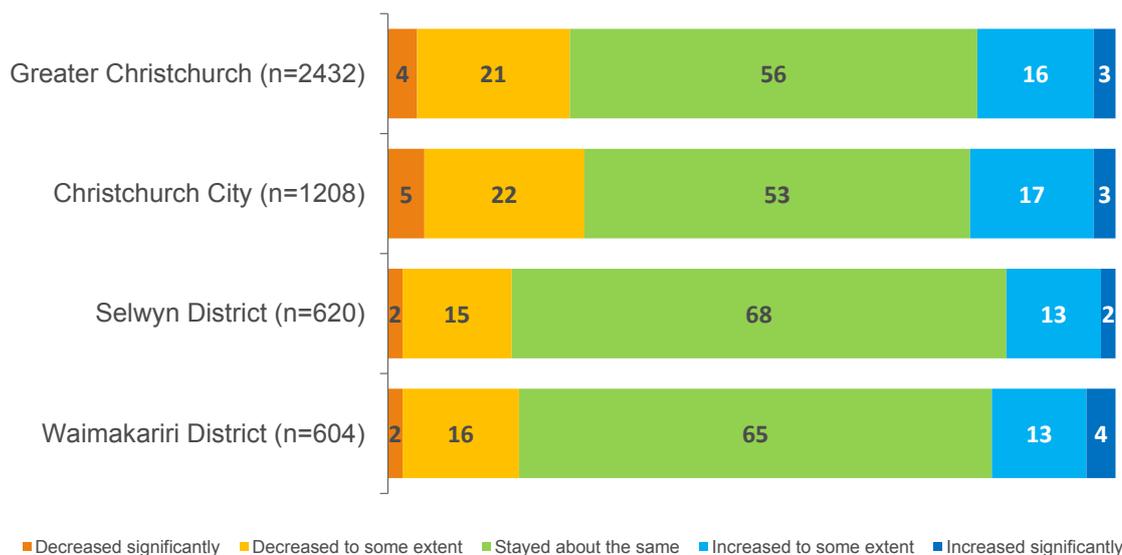
**Table 4.2: Trend – Quality of life compared to 12 months ago by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n= 1141; April 2013, n=1208)	Increased significantly or to some extent	6	20 ✓
	Stayed about the same	37	53
	Decreased significantly or to some extent	57	27 ✓
<b>Selwyn District</b> (September 2012, n= 613; April 2013, n=620)	Increased significantly or to some extent	7	15 ✓
	Stayed about the same	56	68
	Decreased significantly or to some extent	37	17 ✓
<b>Waimakariri District</b> (September 2012, n= 603; April 2013, n=604)	Increased significantly or to some extent	7	17 ✓
	Stayed about the same	55	65
	Decreased significantly or to some extent	38	18 ✓

Base: All respondents, excluding not answered

Those living in Christchurch City are more likely to say their quality of life has changed (increased or decreased) compared to 12 months ago, while those living in Selwyn and Waimakariri are more likely to feel their quality of life has stayed about the same.

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



Base: All respondents, excluding not answered

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Those more likely to say their quality of life has deteriorated over the past 12 months (25%) are:

- Living in temporary housing (44%)
- Have a physical health condition or disability (40%)
- From a household with an income of less than \$30,000 (31%)

Those more likely to say their quality of life has improved over the past 12 months (19%) are:

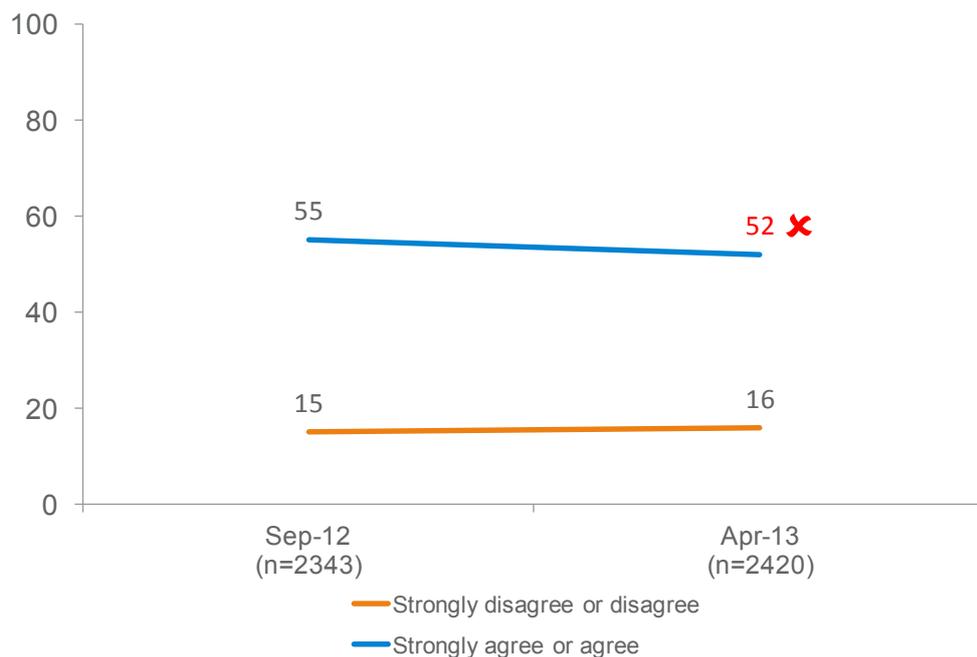
- Aged 25 to 34 (28%)
  - From a household with an income of more than \$100,000 (25%)
-

## 5.0 Social Connectedness

- Introduction** Two indicators of social connectedness were included in the survey. These were:
- The extent to which a person feels a sense of community with others in his/her neighbourhood
  - Whether or not there is anyone a person could turn to for help if faced with a serious injury or illness, or needed emotional support during a difficult time. An additional question was included in April 2013 to determine the sources of help and support that residents would turn to during difficult times.

**Sense of Community** Just over half (52%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. This is a small decrease compared to September 2012.

**Figure 5.1: Trend – Sense of community with others in neighbourhood, over time (%)**



Base: All respondents, excluding not answered

This decrease has not been driven by any TLA area in particular as there are no significant changes at a TLA level.

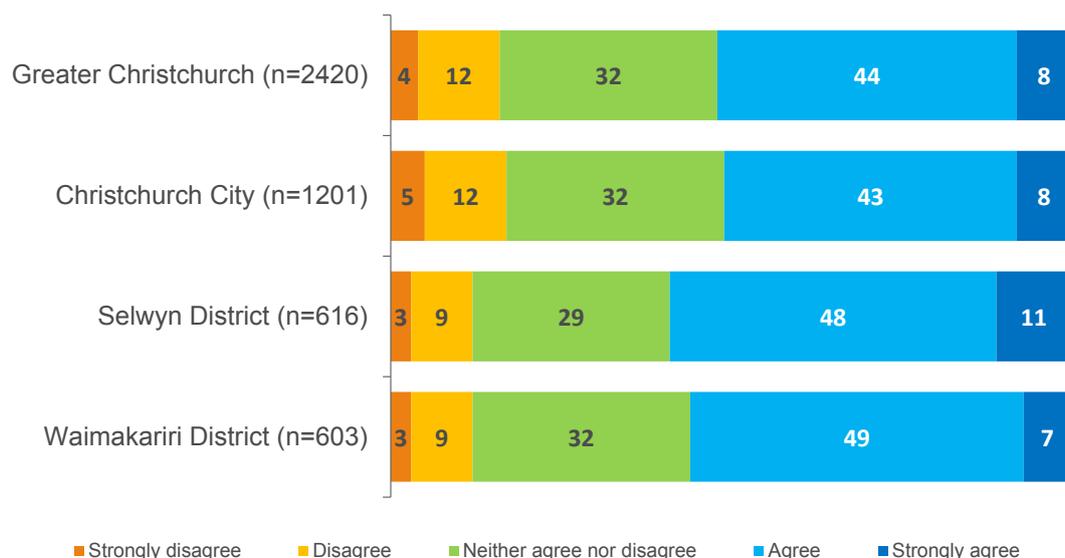
**Table 5.1: Trend – Sense of community with others in neighbourhood by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> <i>(September 2012, n= 1135; April 2013, n=1201)</i>	Strongly agree or agree	53	51
	Neither agree nor disagree	31	32
	Strongly disagree or disagree	15	17
<b>Selwyn District</b> <i>(September 2012, n= 610; April 2013, n=616)</i>	Strongly agree or agree	63	59
	Neither agree nor disagree	28	29
	Strongly disagree or disagree	9	12
<b>Waimakariri District</b> <i>(September 2012, n= 598; April 2013, n=603)</i>	Strongly agree or agree	56	56
	Neither agree nor disagree	31	32
	Strongly disagree or disagree	13	12

Base: All respondents, excluding not answered

Those living in the Selwyn and Waimakariri districts continue to feel more of a sense of community with others in their neighbourhood compared to those living in Christchurch City.

**Figure 5.2: Current result – Sense of community with others in neighbourhood by TLA (%)**



Base: All respondents, excluding not answered

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Those more likely to agree they feel a sense of community with others in their neighbourhood (52%) are:

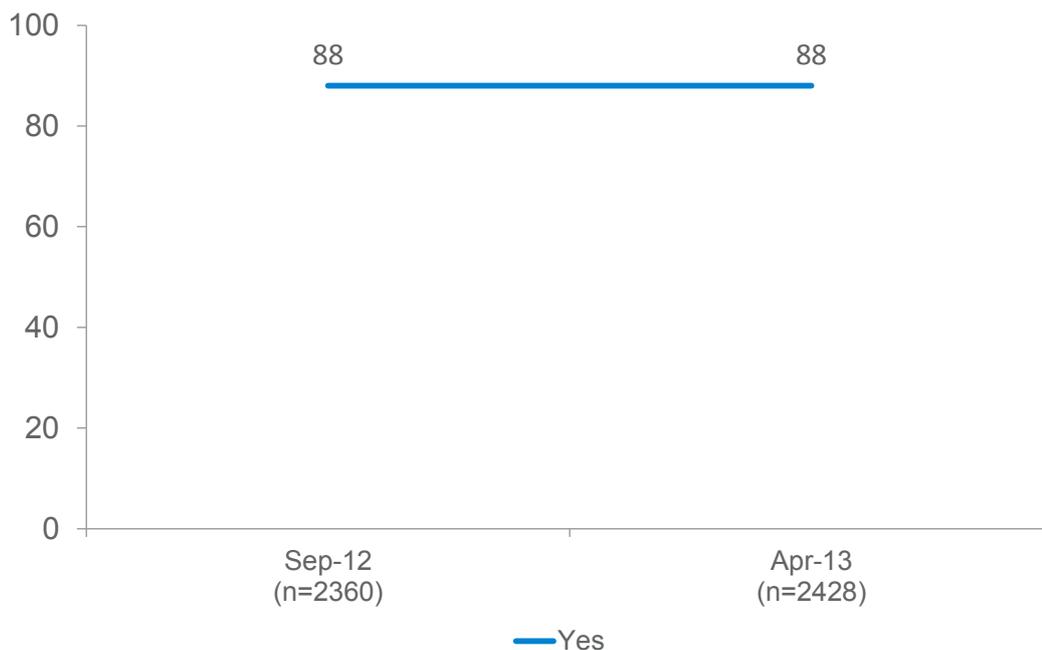
- Aged 65 years or over (66%)
- From a household with an income of more than \$100,000 (58%)

Those *less* likely to agree are:

- Aged 18 to 24 (34%) or 25 to 34 (42%)
  - Renting the dwelling that they usually live in (35%)
  - Living in temporary housing (36%)
  - Not living at the same address compared to where they were living before the earthquake on 4 September 2010 (42%)
-

**Support Network** Almost nine in ten people (88%) say they have someone to turn to for help if faced with a serious illness, injury or for emotional support.

**Figure 5.3: Trend – Whether there is anyone to turn to for help if faced with a serious illness, injury or needed emotional support, over time (%)**



Base: All respondents - Excluding NA September

The proportion that feels they have someone to turn to has increased significantly in Waimakariri district compared to September 2012.

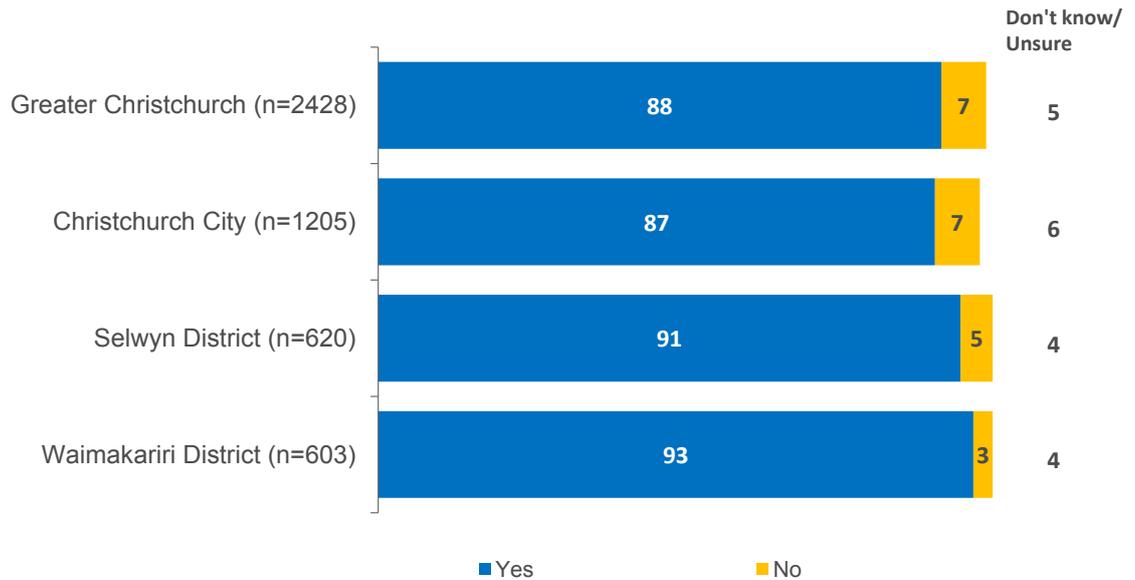
**Table 5.2: Trend – Whether there is anyone to turn to for help if faced with a serious illness, injury or needed emotional support by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1143; April 2013, n=1205)	Yes	87	87
	No	7	7
	Don't know / Unsure	6	6
<b>Selwyn District</b> (September 2012, n=615; April 2013, n=620)	Yes	91	91
	No	4	5
	Don't know / Unsure	5	4
<b>Waimakariri District</b> (September 2012, n=602; April 2013, n=603)	Yes	88	93 ✓
	No	5	3
	Don't know / Unsure	7	4 ✓

Base: All respondents, excluding not answered

Those living in Selwyn and Waimakariri are significantly more likely to have someone to turn to.

**Figure 5.4: Current result – Whether there is anyone to turn to for help if faced with a serious illness, injury or needed emotional support by TLA (%)**



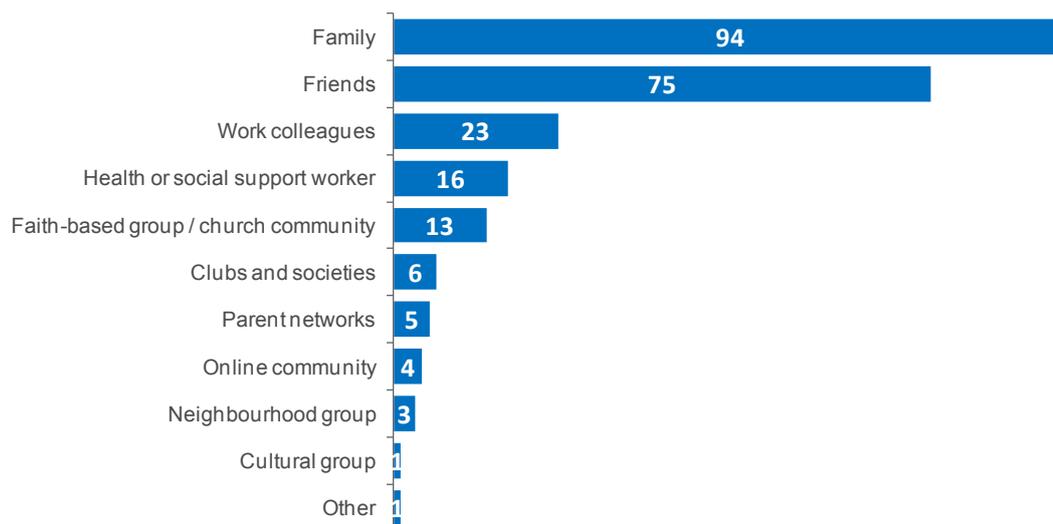
Base: All respondents, excluding not answered

Those less likely to say they have someone to turn to (88%) are:

- Of Pacific / Asian / Indian ethnicity (66%)
- Living in temporary housing (79%)
- From a household with an income of less than \$30,000 (82%)

Of those who indicated they have someone to turn to, the majority (94%) would turn to family and three quarters (75%) would turn to friends.

**Figure 5.5: Current result – Who residents would turn to for help (%)**



*Base: Those who have someone to turn to for support, excluding not answered*

Sub group differences of interest are.

- Those of Pacific / Asian / Indian ethnicity are more likely than average to say they would turn to a faith-based group / church community (27%), an online community (11%), or a cultural group (10%).
- Those who have a high household income (more than \$100,000) are more likely to turn to friends (84%), and work colleagues (38%).
- Younger residents (those aged 18 to 24) are more likely to turn to friends (83%), clubs and societies (9%), and online communities (7%).
- Those who have a physical health condition or disability are more likely to turn to health or social support workers (25%).
- Females are more likely than males to turn to friends (80% cf. 70%), and parent networks (7% cf. 3%).

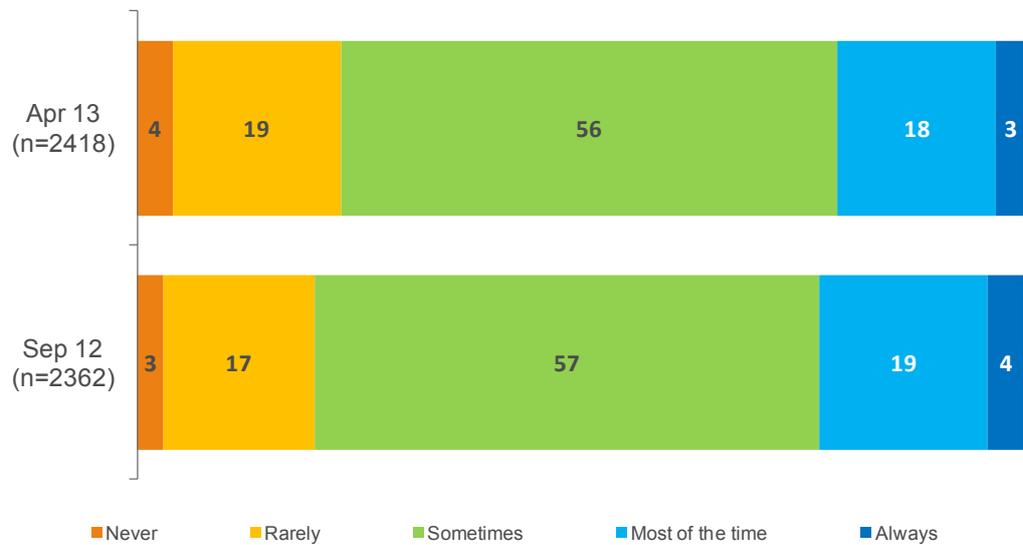
## 6.0 Health and Wellbeing

**Introduction** In April 2013 two health and wellbeing indicators were included. The first related to levels of stress, while the second is an internationally-used Wellbeing index.

**Levels of Stress** The majority (77%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them. Just over two in ten (21%) indicate they have experienced stress always or most of the time during this period.

The level of stress across greater Christchurch is similar to the levels seen in September 2012.

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



Base: All respondents - Excluding NA

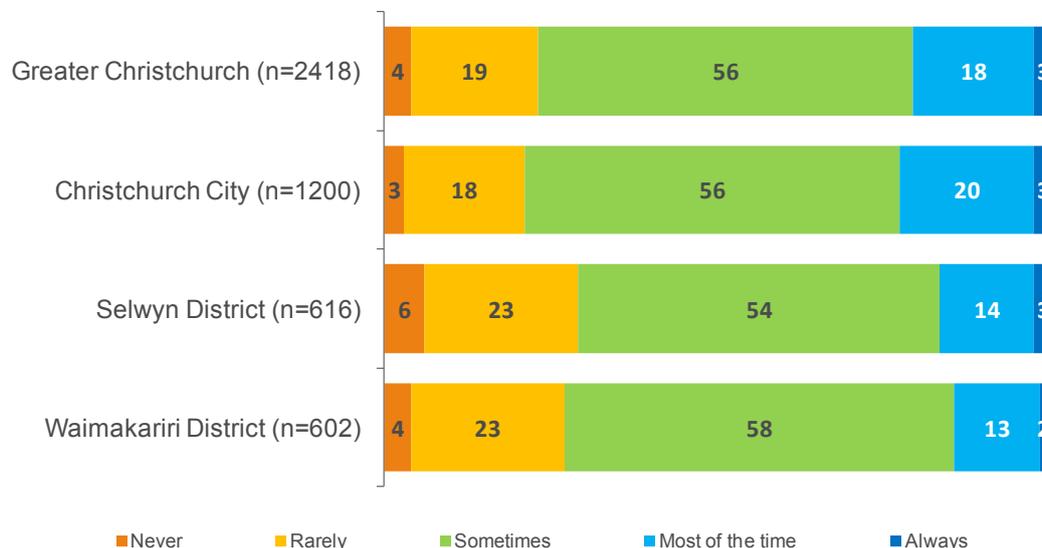
**Table 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1145; April 2013, n=1200)	Always or most of the time	24	23
	Sometimes	57	56
	Rarely or never	19	21
<b>Selwyn District</b> (September 2012, n=615; April 2013, n=616)	Always or most of the time	17	17
	Sometimes	58	54
	Rarely or never	25	29
<b>Waimakariri District</b> (September 2012, n=602; April 2013, n=602)	Always or most of the time	19	15
	Sometimes	56	58
	Rarely or never	25	27

Base: All respondents, excluding not answered

Those living in Christchurch City continue to report higher levels of stress than those living in Selwyn and Waimakariri.

**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:

- Living in temporary housing (38%)
- Have a physical health condition or disability (33%)
- Of Māori ethnicity (29%)
- Aged 35 to 49 (28%)

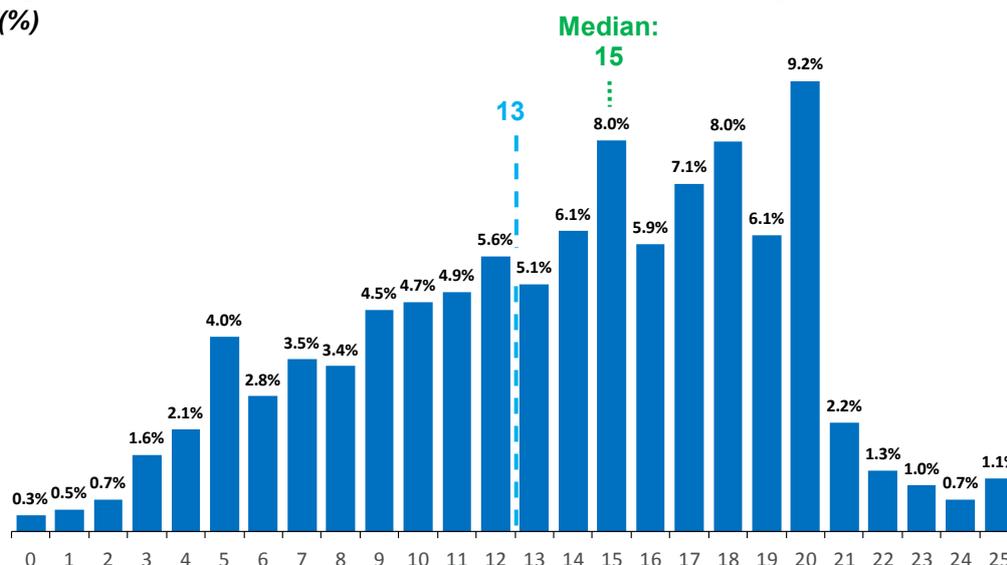
WHO-5 Wellbeing Index

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, e.g. “I have felt cheerful and in good spirits”. They do this using a six-point scale ranging from ‘all of the time’ to ‘at no time’.

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 13.8, while the median result is 15. Nearly four in ten (38%) respondents have a score of 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=2343)

Please note, these results should be interpreted with caution, given the absence of New Zealand norms and no pre-quake data for greater Christchurch. The results from April 2013 provide a benchmark for future surveys.

Those living in Waimakariri district have the highest median result of 16, followed by Selwyn district on 15 and Christchurch City on 14.

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

TLA	Mean	95% CI level
Christchurch City (n=1171)	13.6	± 0.31
Selwyn District (n=599)	14.6	± 0.41
Waimakariri District (n=573)	14.8	± 0.43

Those more likely to have a raw score result *above* the greater Christchurch mean of 13.8 (56%) are:

- Aged 18 to 24 (64%)

Those more likely to have a raw score result *below* the greater Christchurch mean of 13.8 (44%) are:

- Those with a physical health condition or disability (59%)
- Those living in temporary housing (58%)

*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.).*

## 7.0 Negative Impacts of the Earthquakes

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

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

The results are shown as follows:

- Table 7.1 provides an overview and ranks the 27 issues, based on the proportion that indicates a particular issue is continuing to have a **strong negative impact** on their everyday lives (answered either 'moderate negative impact' or 'major negative impact'). This table compares April 2013 results with results of the September 2012 survey.
  - 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 April 2013 with September 2012 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 April 2013 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 below, the proportion of residents indicating that an issue is continuing to have a strong negative impact on their everyday lives has decreased for all but one of the issues.

The three most prevalent issues having a strong negative impact on the daily lives of residents are dealing with EQC /personal property and house insurance issues, making decisions relating to house damage, repairs and relocation and loss of recreational, cultural or leisure time facilities.

Recovery is most evident in the primary stresses, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

Recovery is slower in relation to the secondary stresses such as transport-related pressures, having to move house and/or make housing-related decisions, and dealing with business-related insurance issues.

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

Having to move house permanently or temporarily	16	13 ✓
Loss of usual access to the natural environment	24	13 ✓
Loss of outdoor sports and active recreation facilities	20	12 ✓
Potential or actual loss of employment or income	18	10 ✓
Loss of meeting places for community events	NA*	10
Poor quality of house	14	10 ✓
Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	15	9 ✓
Relationship problems	16	9 ✓
Difficulty finding suitable rental accommodation	12	9 ✓
Dealing with insurance issues in relation to a business or work	11	9 ✓
Loss or relocation of services	13	8 ✓
Dealing with barriers around disabilities whether existing or earthquake related	12	8 ✓
Dealing with frightened, upset or unsettled children	18	7 ✓
Workplace safety concerns	16	6 ✓
Difficult decisions concerning pets	10	6 ✓
House too small for the number of people in the household	3	3

*Base: All respondents, excluding not answered*

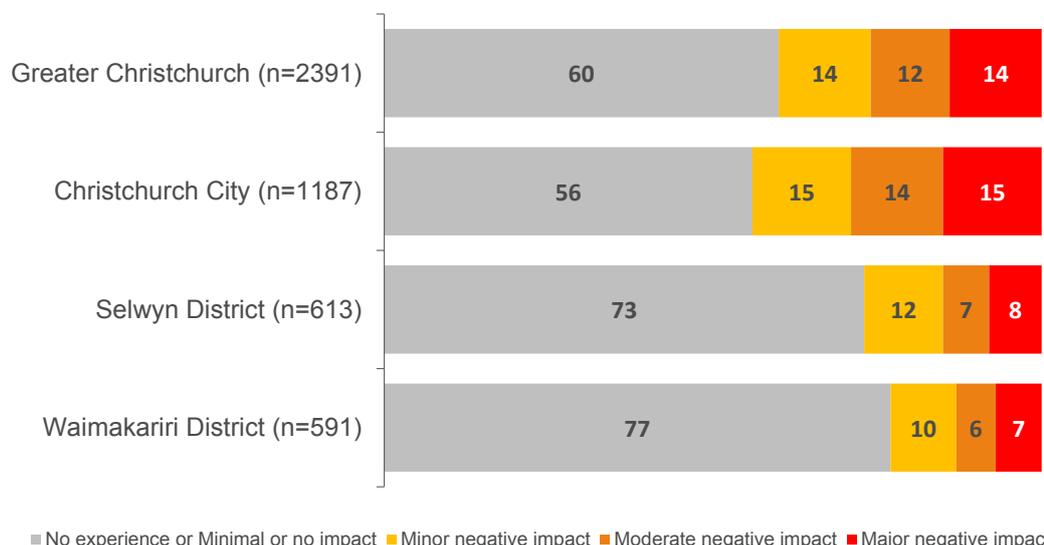
*\* Not asked in September 2012*

**EQC or Insurance Issues**

Four in ten (40%) say that dealing with EQC or insurance issues in relation to personal property and housing continues to have a negative impact on their everyday lives.

Of all 27 issues, this issue is now the most prevalent and a quarter (26%) say it is having a moderate or major negative impact on their everyday lives. However, the situation has improved since September 2012 when over a third (37%) indicated dealing with personal insurance issues was having a strong negative impact on their everyday lives.

**Figure 7.1: 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 for those living in Christchurch City (29%, compared to 15% of those in Selwyn, and 13% of those living in Waimakariri District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (26%) are:

- Living in temporary housing (42%)
- Have a physical health condition or disability (35%)
- From a household with an income of more than \$100,000 (34%)
- Aged 50 to 64 years old (33%)

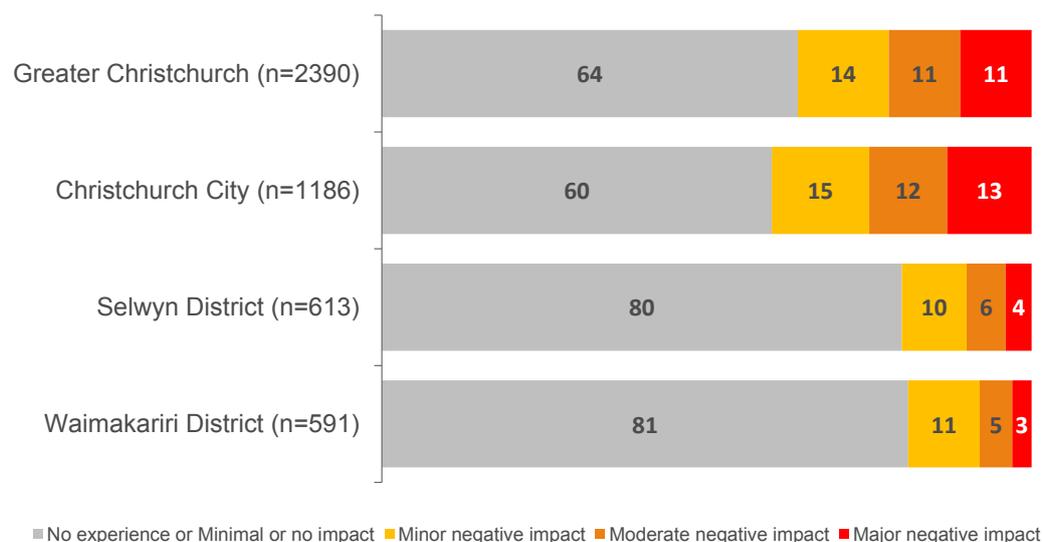
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Renting the dwelling that they usually live in (8%)
- Aged 18 to 24 (15%)
- Living at a different address from their address on 4 September 2010 (20%)

**Decisions around Damage, Repairs and Relocation**

Over a third (36%) of greater Christchurch residents are still being negatively impacted through having to make decisions about house damage, repairs and relocation. For two in ten (22%), making these decisions continues to have a strong (moderate or major) negative impact on their everyday lives.

**Figure 7.2: 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 (25%) continue to be strongly negatively impacted by this issue when compared with Selwyn District residents (10%) and Waimakariri District residents (8%).

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

- Living in temporary housing (46%)
- Those with a physical health condition or disability (30%)

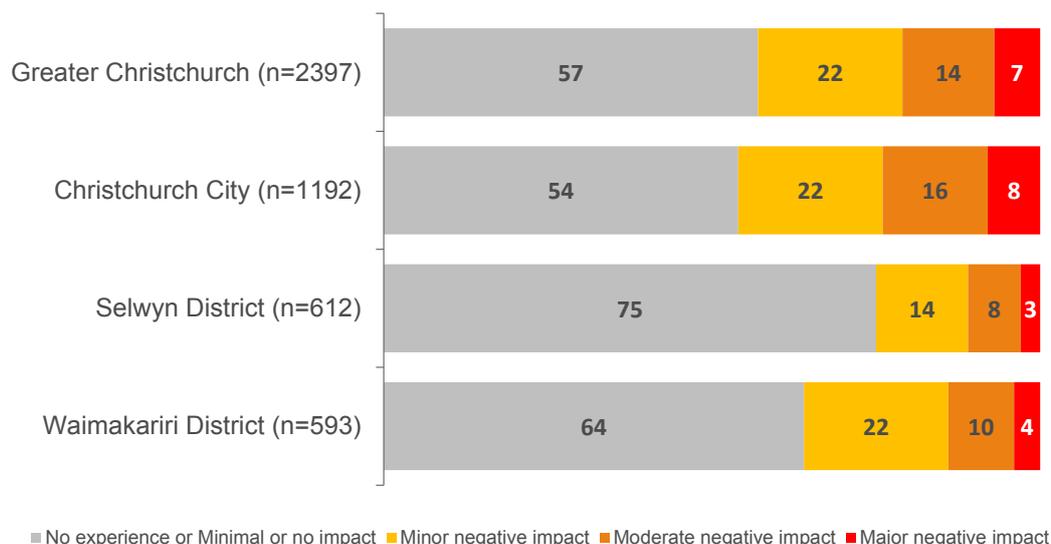
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Renting the dwelling that they usually live in (12%)
- Aged 18 to 24 (12%)

**Loss of Leisure Facilities**

Over four in ten (43%) greater Christchurch residents continue to be negatively impacted by the loss of recreational, cultural and leisure time facilities. For 21% this loss continues to have a moderate or major negative impact on their everyday lives.

**Figure 7.3: 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 (24%, compared with 14% in Waimakariri District and 11% in Selwyn District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (21%) are:

- Aged 35 to 49 (28%)
- From a household with an income of more than \$100,000 (27%)

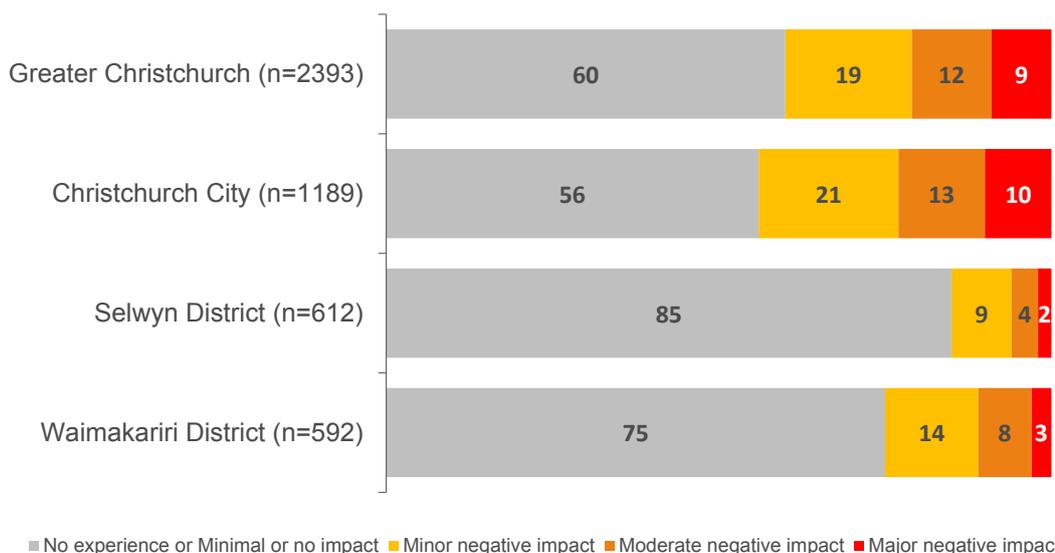
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Aged 65 years or over (12%)

**Damaged Environment**

Four in ten (40%) say that being in a damaged environment or surrounded by construction work continues to have a negative impact on their everyday lives. For two in ten (21%) this impact is moderate or major.

**Figure 7.4: Current result – Being in a damaged environment and / or surrounded by construction work by TLA (%)**



Base: All respondents, excluding not answered

Again, a considerably higher proportion of Christchurch City residents (23%) continue to be moderately or majorly impacted compared with Waimakariri (11%) and Selwyn residents (6%).

Those more likely to say the impact on their everyday lives is moderate or major (21%) are:

- Aged 35 to 49 (26%)

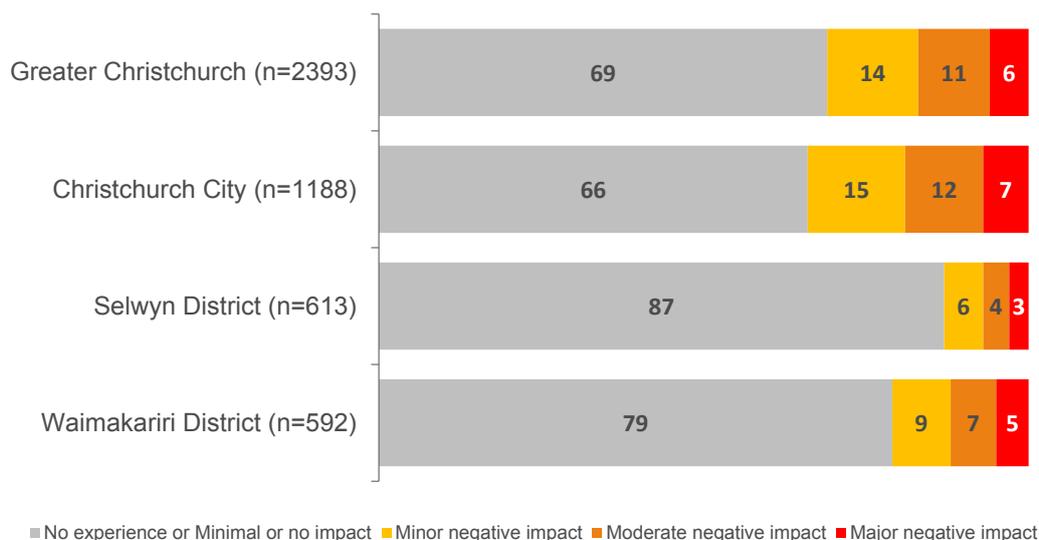
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 years or over (13%)
- From a household with an income of less than \$30,000 (15%)

**Transport Related Pressures**

A third (31%) are continuing to experience negative impacts around transport related pressures. For 17%, these pressures are still having a moderate or major impact on their everyday lives.

**Figure 7.5: Current result – Transport related pressures (work/personal) by TLA (%)**



Base: All respondents, excluding not answered

Two in ten (19%) Christchurch City residents continue to feel that transport related pressures are continuing to have a moderate or major negative impact on their everyday lives, compared with 7% of those living in Selwyn and 12% of those in Waimakariri.

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

- Living in temporary housing (26%)

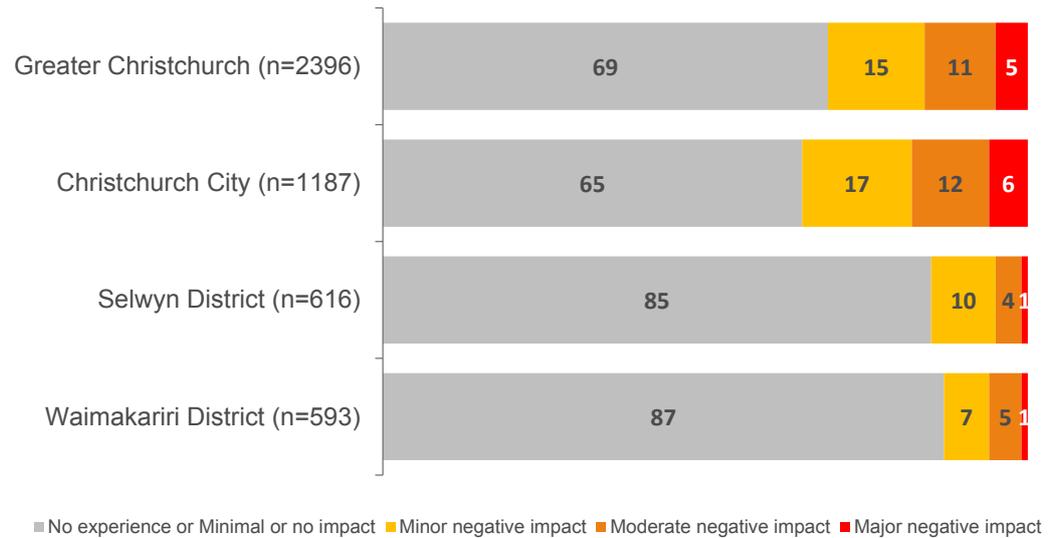
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 years or over (6%)

**Damaged Home**

Three in ten (31%) greater Christchurch residents say that living day to day in a damaged home continues to have a negative impact on their everyday lives. For 16% this impact is moderate or major.

**Figure 7.6: Current result – Living day to day in a damaged home by TLA (%)**



Base: All respondents, excluding not answered

Again, more Christchurch City residents are more strongly impacted than those living in Waimakariri and Selwyn Districts (18%, compared with 6% for those living in Waimakariri and 5% for those living in Selwyn).

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

- Living in temporary housing (26%)
- Those with a physical health condition or disability (26%)

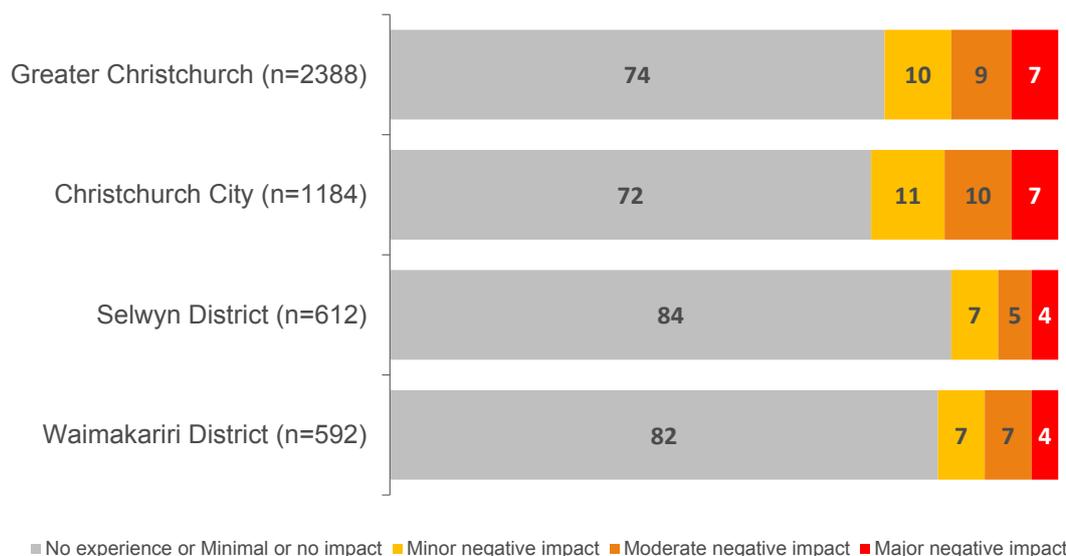
Those less likely to be experiencing a strong impact on their everyday lives are:

- Renting the dwelling that they usually live in (9%)
- Living at a different address from their address on 4 September 2010 (10%)

**Additional Work Pressures**

Just over a quarter (26%) of greater Christchurch residents continue to be impacted by additional work pressures. For 16% this issue is having a moderate or major negative impact on their everyday lives.

**Figure 7.7: Current result – Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes) by TLA (%)**



Base: All respondents, excluding not answered

Almost two in ten (17%) Christchurch City residents are still being moderately or majorly impacted by these additional pressures compared with 11% of those living in Waimakariri and 9% of those in Selwyn.

Those more likely to say the impact on their everyday lives is moderate or major (16%) are:

- From a household with an income of more than \$100,000 (23%)

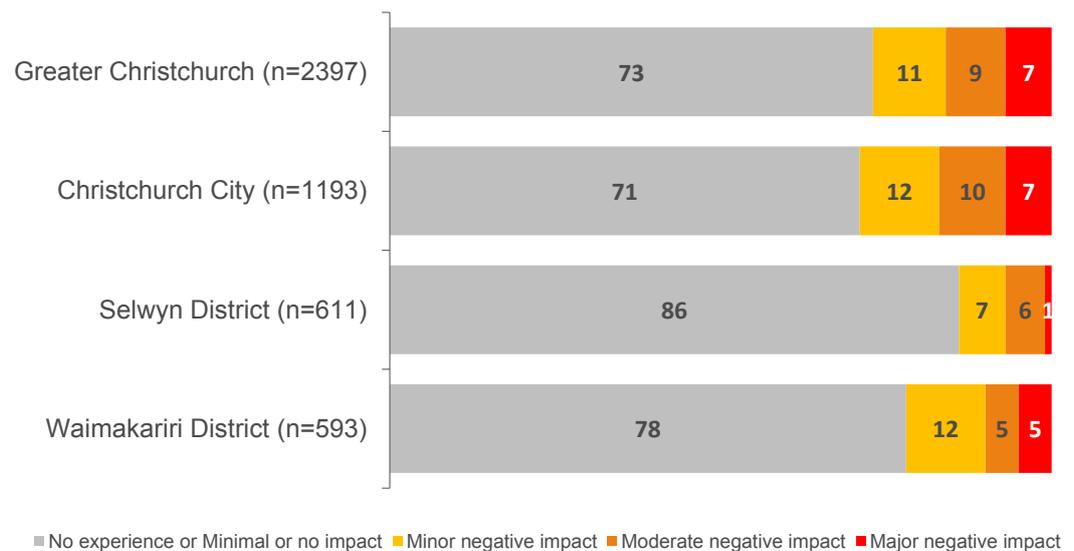
Those less likely to say the impact on their everyday lives is moderate or major are:

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

**Loss of Indoor Facilities**

Just over a quarter (27%) continue to be negatively impacted by the loss of indoor sports and active recreation facilities. For (16%) the impact on their everyday lives is major or moderate.

**Figure 7.8: 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 Selwyn are being least affected in relation to the loss of indoor recreation facilities (7%, compared with 10% of those living in Waimakariri and 17% of those living in Christchurch City).

Those more likely to say the impact on their everyday lives is moderate or major (16%) are:

- Of Māori ethnicity (23%)
- Aged 35 to 49 (23%)

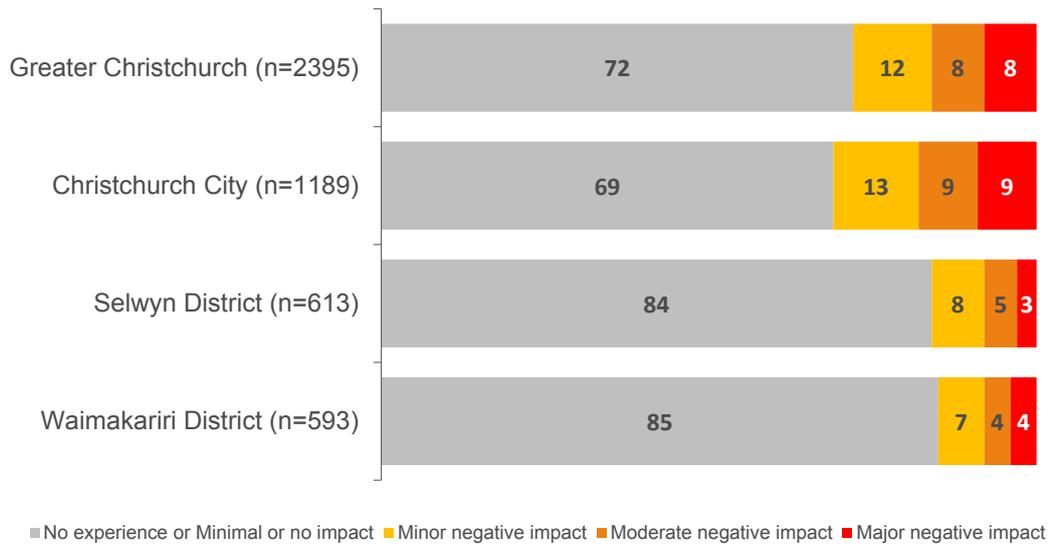
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 years or over (9%)
- Living in Waimakariri District (10%)

**Financial Burdens**

Almost three in ten (28%) residents say that additional financial burdens as a result of the earthquakes continue to negatively impact their everyday lives. For 16% this impact is moderate or major.

**Figure 7.9: 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 (18% rating the impact as moderate or major, compared with 8% in Selwyn and Waimakariri Districts).

Those more likely to say the impact on their everyday lives is moderate or major (16%) are:

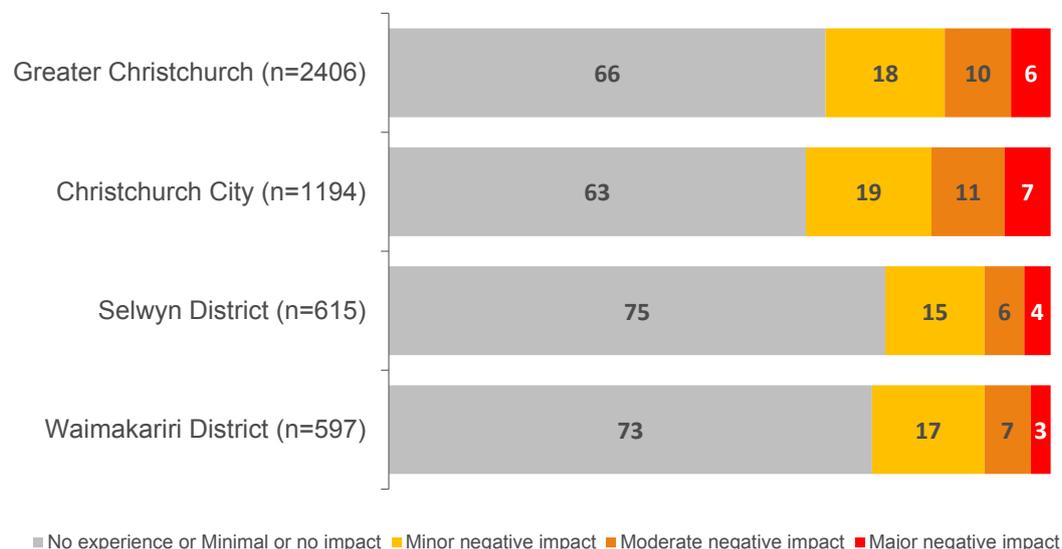
- Living in temporary housing (47%)
- Of Māori ethnicity (29%)
- Those with a physical health condition or disability (23%)

**Distress around Aftershocks**

A third (34%) of greater Christchurch residents say the distress or anxiety associated with ongoing aftershocks is still having a negative impact on their everyday lives. For 16% this impact on their everyday lives is moderate or major.

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 has decreased significantly to 16%, likely due to the reduced frequency of large aftershocks as time goes on.

**Figure 7.10: Current result – Distress or anxiety associated with ongoing aftershocks by TLA (%)**



Base: All respondents, excluding not answered

Although the significant decrease can be seen across the three areas, 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 (18% rating the impact as moderate or major, compared with 10% in Selwyn and Waimakariri Districts).

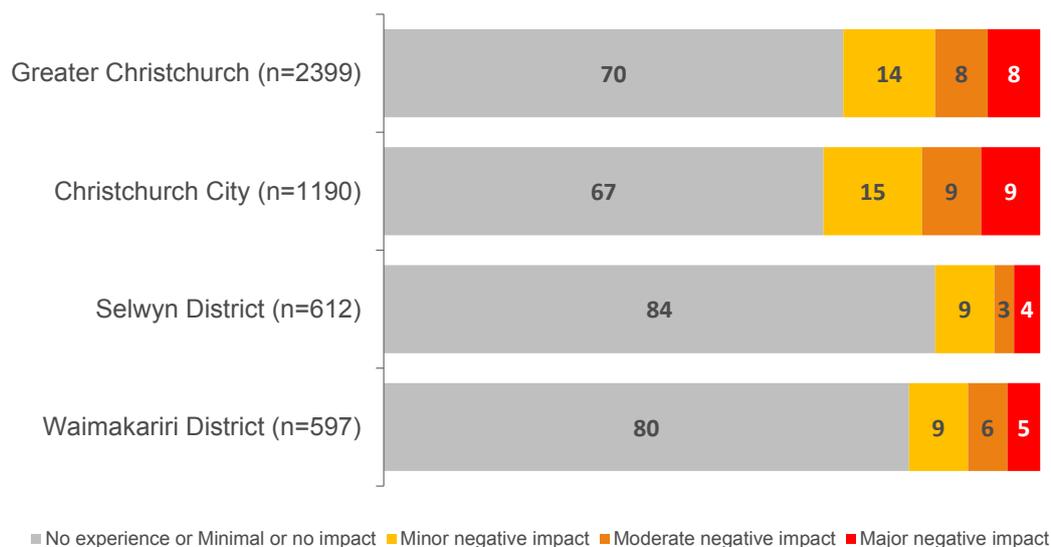
Those more likely to say the negative impact on their everyday lives is moderate or major (16%) are:

- Those with a physical health condition or disability (32%)
- Of Māori ethnicity (27%) or Pacific / Asian / Indian ethnicity (24%)
- From a household with an income of less than \$30,000 (23%)

**Uncertainty about the Future**

Three in ten (30%) say that uncertainty about their own or their family's future in Canterbury over the past 12 months is still having a negative impact on their everyday lives. For 16% this issue is having a moderate or major impact on them.

**Figure 7.11: 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 most in Christchurch City with almost two in ten (18%) saying the impact is moderate or major. But even in Waimakariri and Selwyn District, there continues to be uncertainty about the future (with 11% of those living in Waimakariri District and 7% of those living in Selwyn District saying the impact has been moderate or major).

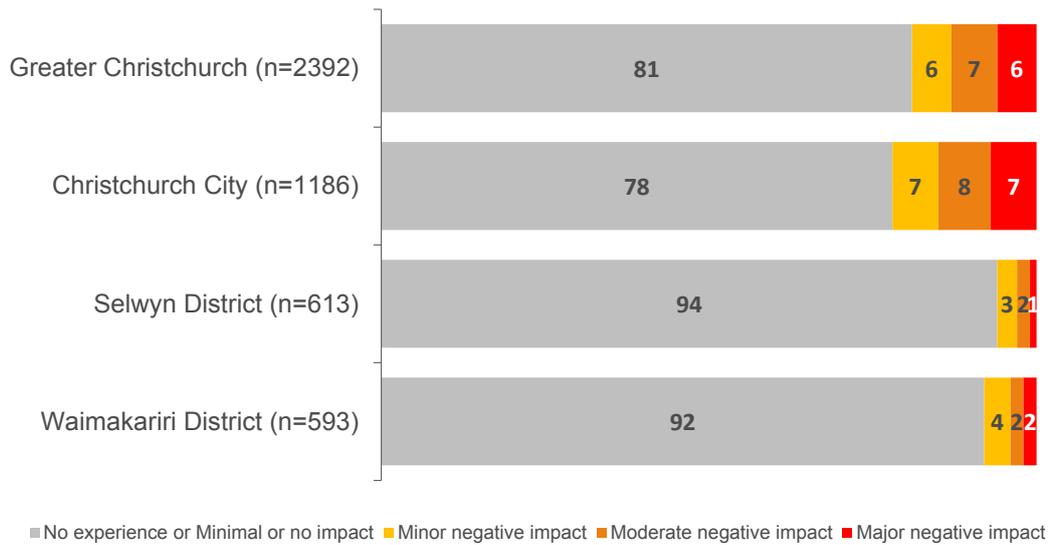
Those more likely to say the impact on their everyday lives has been moderate or major (16%) are:

- Living in temporary housing (39%)
- Of Māori ethnicity (26%)
- Those with a physical health condition or disability (22%)

**Moving House**

Nearly one in five (19%) say they are still being affected by having to move house permanently or temporarily as a result of the earthquakes. For 13% the need to move is still having a moderate or major impact on their everyday lives.

**Figure 7.12: 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 (15%) residents continue to be impacted by this issue compared with Selwyn (3%) and Waimakariri (4%) residents.

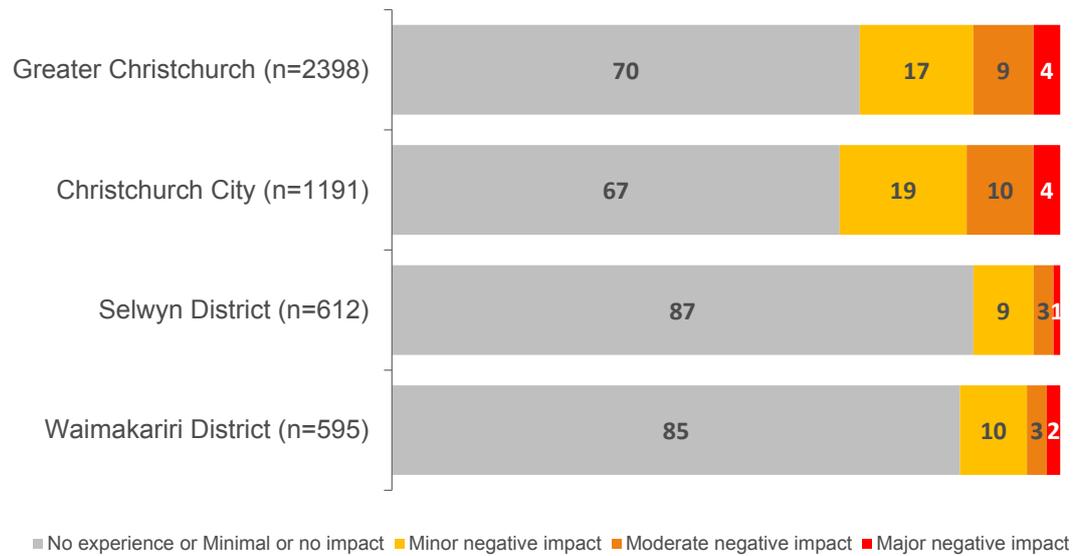
Those more likely to say the impact on their everyday lives is moderate or major (13%) are:

- Living in temporary housing (52%)
- Those with a physical health condition or disability (18%)

**Access to Natural Environment**

For three in ten (30%) 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 13% 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 (%)**



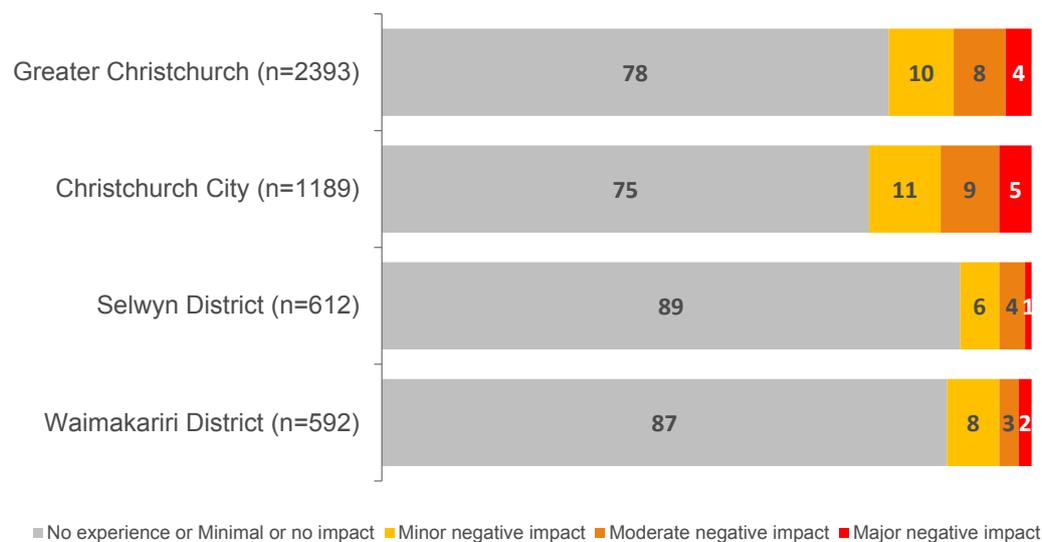
Base: All respondents, excluding not answered

Access to the natural environment is not negatively impacting the majority of Selwyn and Waimakariri residents.

**Loss of Outdoor Facilities**

Over a fifth (22%) of greater Christchurch residents continue to be impacted by the loss of outdoor sports and active recreation facilities. For just over a tenth (12%), the loss of outdoor facilities is still having a moderate or major impact on their everyday lives.

**Figure 7.14: 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 and Waimakariri are less likely to say the loss of outdoor recreation facilities is still impacting their everyday lives (5%, compared with 14% of those living in Christchurch City).

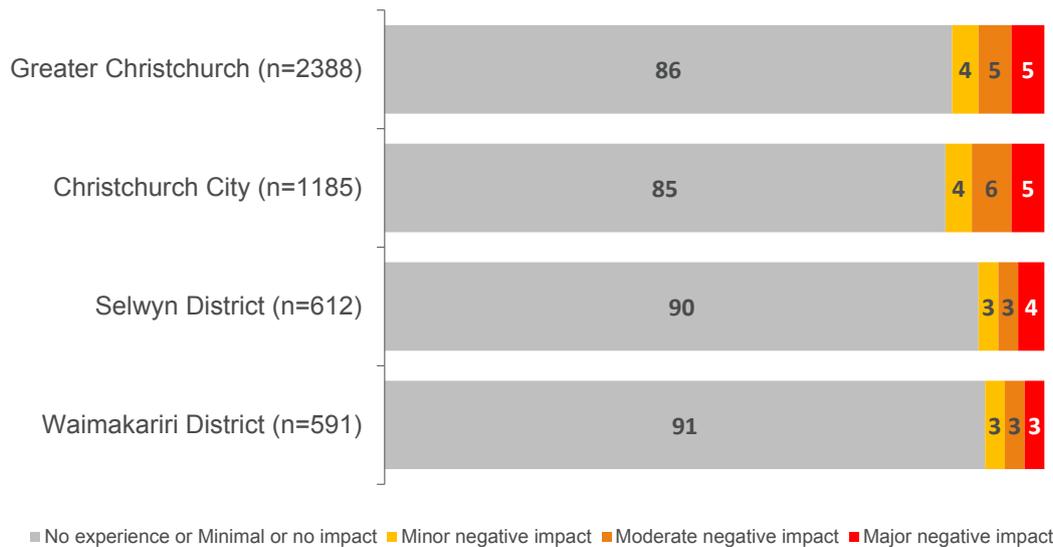
Those less likely to say the impact on their everyday lives is moderate or major (12%) are:

- Aged 65 years or over (6%)

**Loss of  
 Employment  
 or Income**

Nearly a sixth (14%) continue to be impacted by potential or actual loss of employment or income as a result of the earthquakes. As would be expected, the majority (10%) of those experiencing loss of employment or income are being strongly impacted by this.

**Figure 7.15: 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 (10%) are:

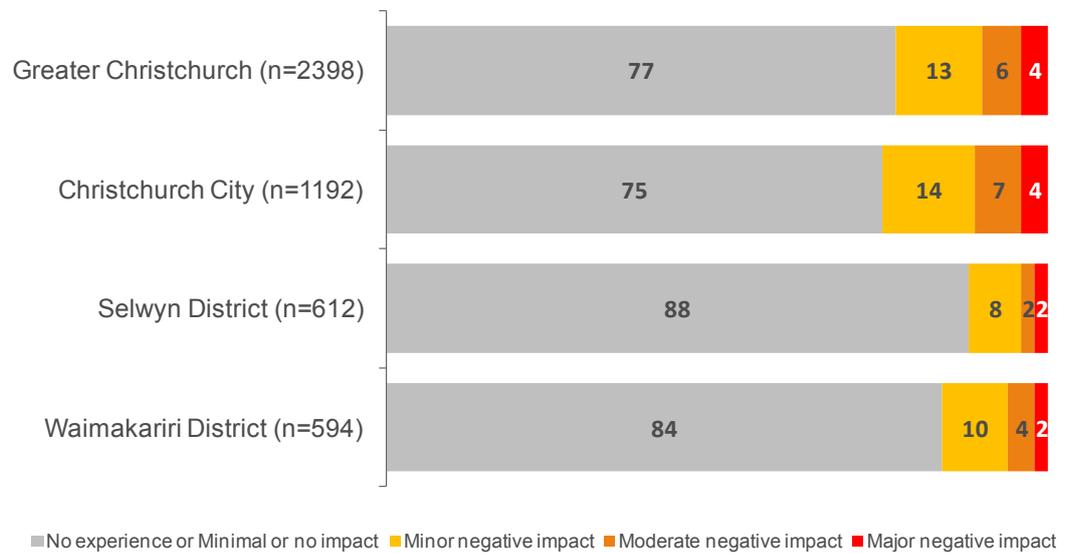
- Living in temporary housing (18%)

**Loss of meeting places**

Nearly a quarter (23%) continue to be impacted by a loss of meeting places for community events.

Loss of such facilities is particularly noticeable in Christchurch City.

**Figure 7.16: Current result – Loss of meeting places for community events by TLA (%)**

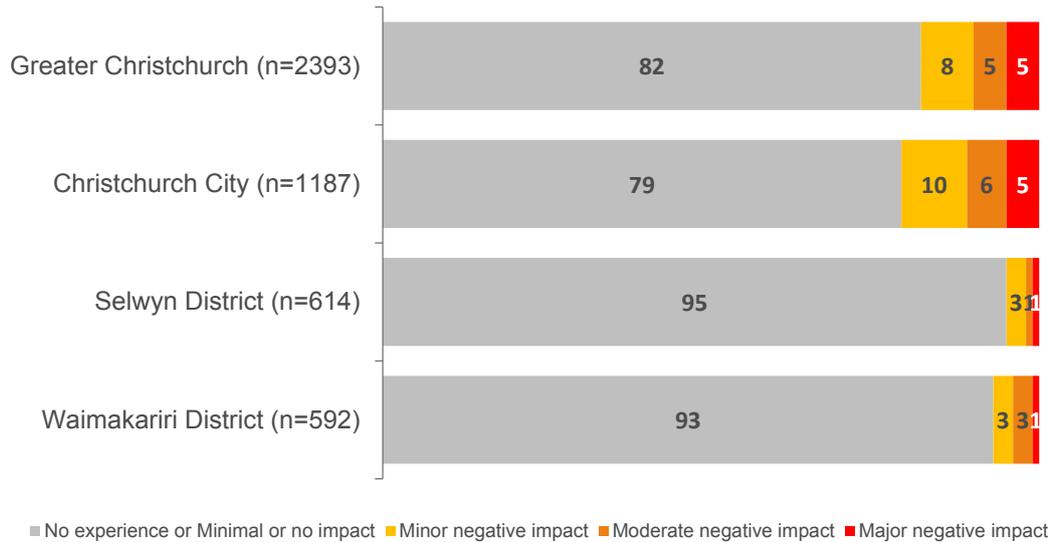


Base: All respondents, excluding not answered

**Poor Quality of House**

Nearly one in five (18%) indicate they are living in a poor quality house as a result of the earthquakes. For 10% 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 more likely to still be negatively impacted by living in poor quality housing as a result of the earthquakes (11%, compared with 4% of those living in Waimakariri and 2% of those in Selwyn).

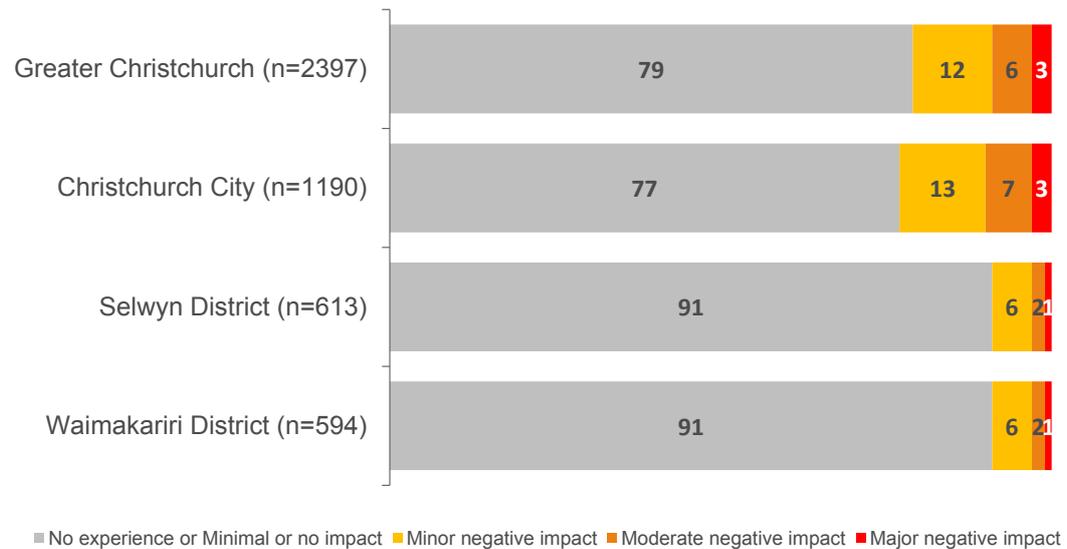
Those more likely to be living in housing of such poor quality that it is having a strong negative impact on their daily lives (10%) are:

- Living in temporary housing (24%)
- Of Māori ethnicity (17%)

**Loss of Opportunity for Leisure Pursuits**

Just over a fifth (21%) of greater Christchurch residents report 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 nearly a tenth (9%) the loss of these opportunities is having a moderate or major impact on their everyday lives.

**Figure 7.18: Current result – Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits by TLA (%)**



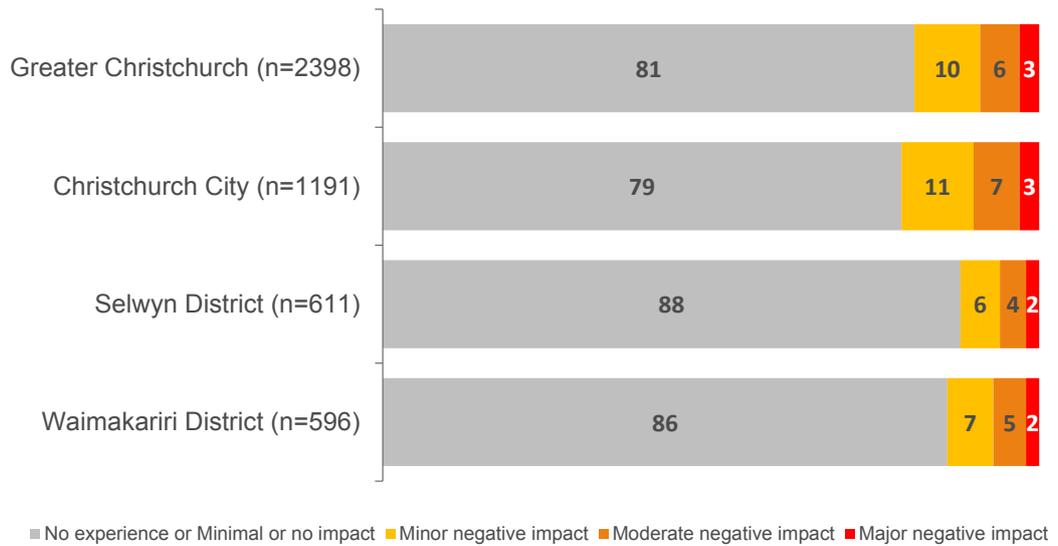
Base: All respondents, excluding not answered

Again, this issue is more keenly felt by Christchurch City residents (10%, compared with 3% of those living in Selwyn and Waimakariri Districts).

**Relationship Problems**

Nearly one in five (19%) continue to be negatively impacted by relationship problems as a result of the earthquakes. For almost a tenth (9%) of residents, the impact on their everyday lives is major or moderate.

**Figure 7.19: Current result – Relationship problems (arguing with partner/friends) by TLA (%)**



Base: All respondents, excluding not answered

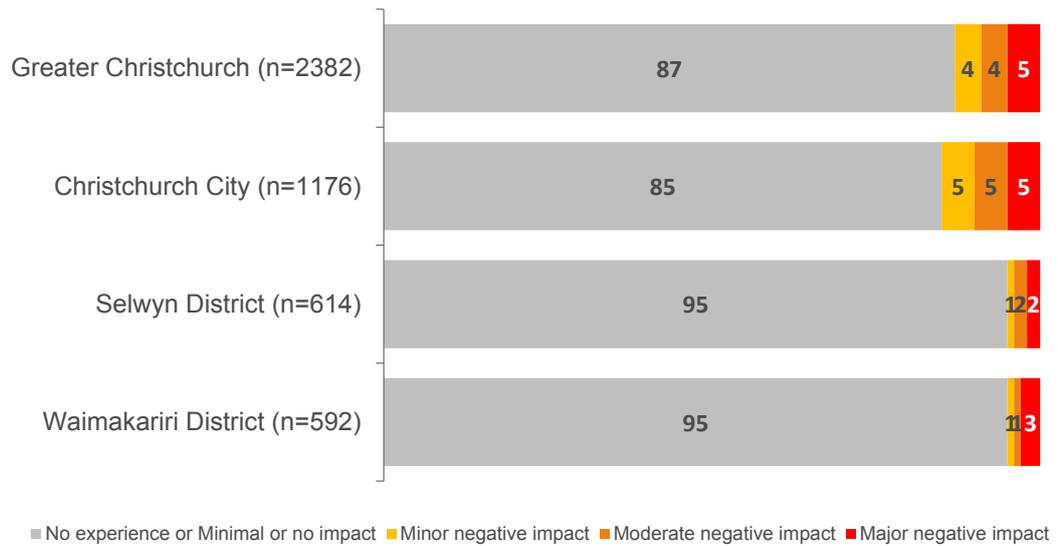
Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Those with a physical health condition or disability (16%)
- Of Pacific / Asian / Indian ethnicity (15%)

**Rental Accommodation**

Over a tenth (13%) are still being impacted in relation to suitable rental accommodation. Overall, the everyday lives of 9% of residents are being strongly impacted by the difficulty they have experienced or are experiencing finding this accommodation.

**Figure 7.20: 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 (4%) and Waimakariri (4%).

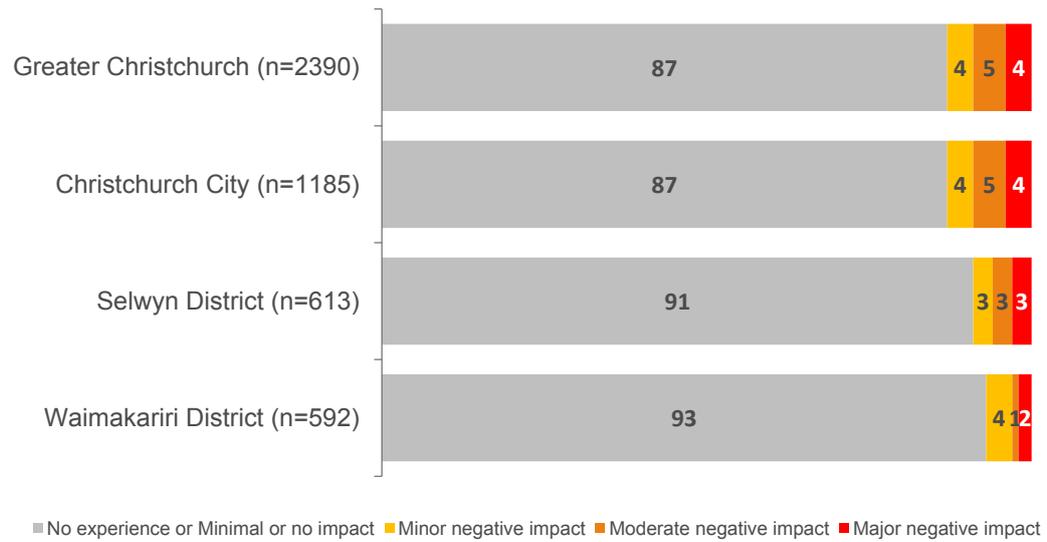
Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Living in temporary housing (32%)

**Insurance  
 Issues for  
 Business  
 Place**

Over one in ten (13%) are having their daily lives negatively impacted through their dealings over insurance issues in relation to a business or work. For 9% this is having a strong negative impact on their everyday lives.

**Figure 7.21: Current result – Dealing with insurance issues in relation to a business or work by TLA (%)**

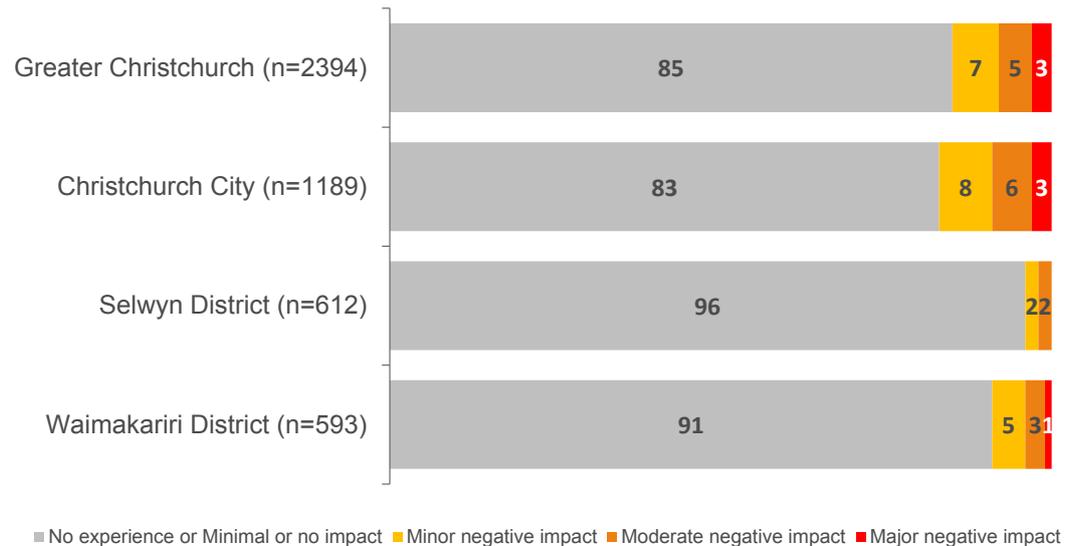


Base: All respondents, excluding not answered

**Loss of Services**

Nearly a sixth (15%) continue to be negatively impacted by the loss or relocation of services. For 8% this loss is having a moderate or major impact on their everyday lives.

**Figure 7.22: 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 (9%, compared with 4% of Waimakariri residents and 2% of Selwyn residents).

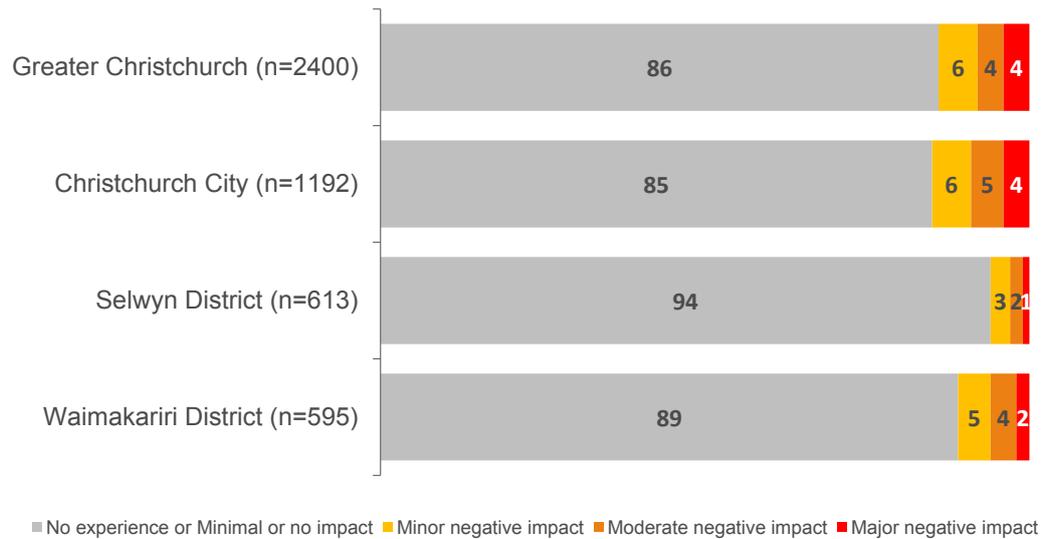
Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Of Pacific / Asian / Indian ethnicity (14%)

**Barriers  
 around  
 Disabilities**

Nearly one in six (14%) have their everyday lives negatively impacted in relation to dealing with barriers around disabilities (whether existing or earthquake related). For 8% this is having a moderate or major negative impact on their everyday lives.

**Figure 7.23: 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

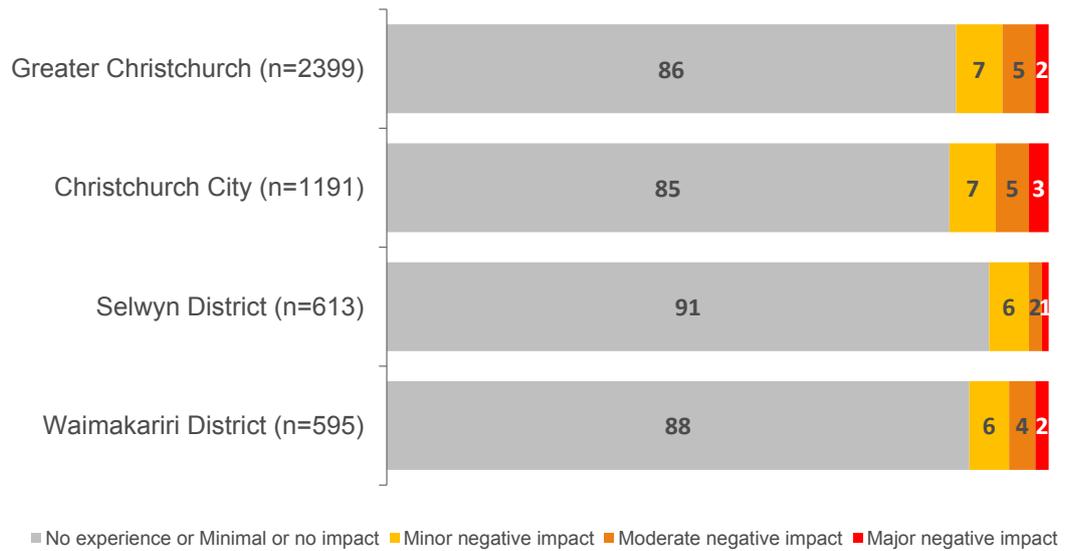
Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those with a physical health condition or disability (20%)
- From a household with an income of less than \$30,000 (17%)

**Frightened,  
 Upset or  
 Unsettled  
 Children**

Almost a sixth (14%) 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 almost one in ten (7%), this is still having a moderate or major impact on their everyday lives.

**Figure 7.24: Current result – Dealing with frightened, upset or unsettled children by TLA (%)**



Base: All respondents, excluding not answered

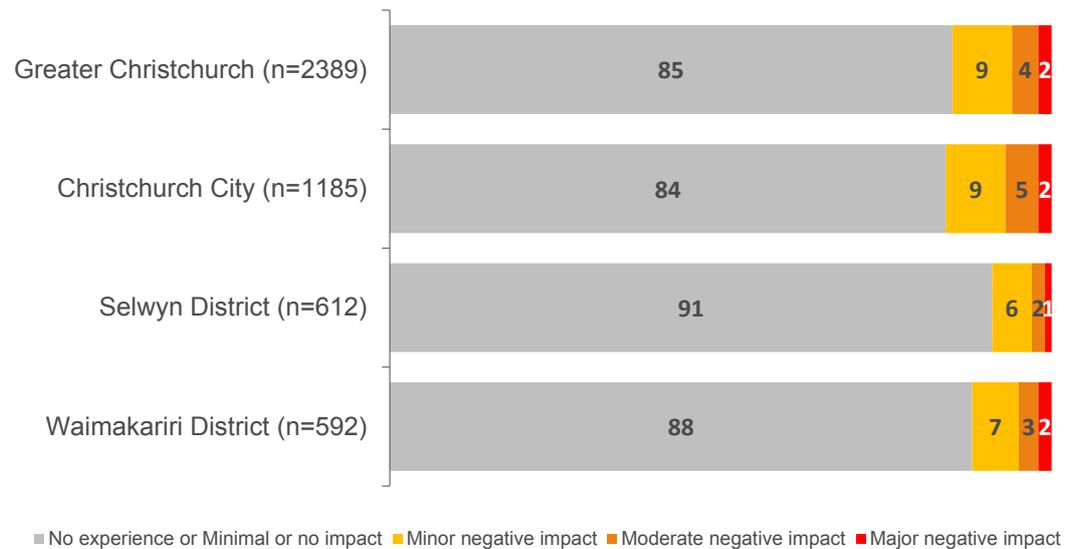
Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Of Māori ethnicity (15%)
- Those living with children (13%)

**Workplace Safety Concerns**

Almost a sixth (15%) continue to have workplace safety concerns as a result of the earthquake. For 6% of the residents, these concerns have a moderate or major impact on their everyday lives.

**Figure 7.25: Current result – Workplace safety concerns (e.g. perception that building is unsafe) by TLA (%)**



Base: All respondents, excluding not answered

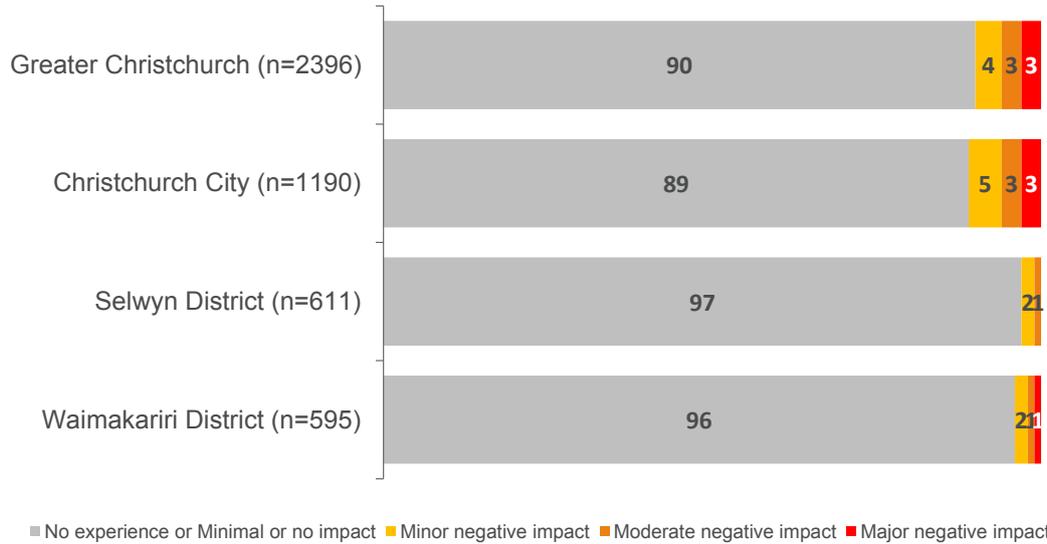
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Of Pacific / Asian / Indian ethnicity (15%)

**Difficult Decisions Concerning Pets**

One in ten residents are still being negatively impacted by difficult decisions concerning pets.

**Figure 7.26: Current result – Difficult decisions concerning pets by TLA (%)**



Base: All respondents, excluding not answered

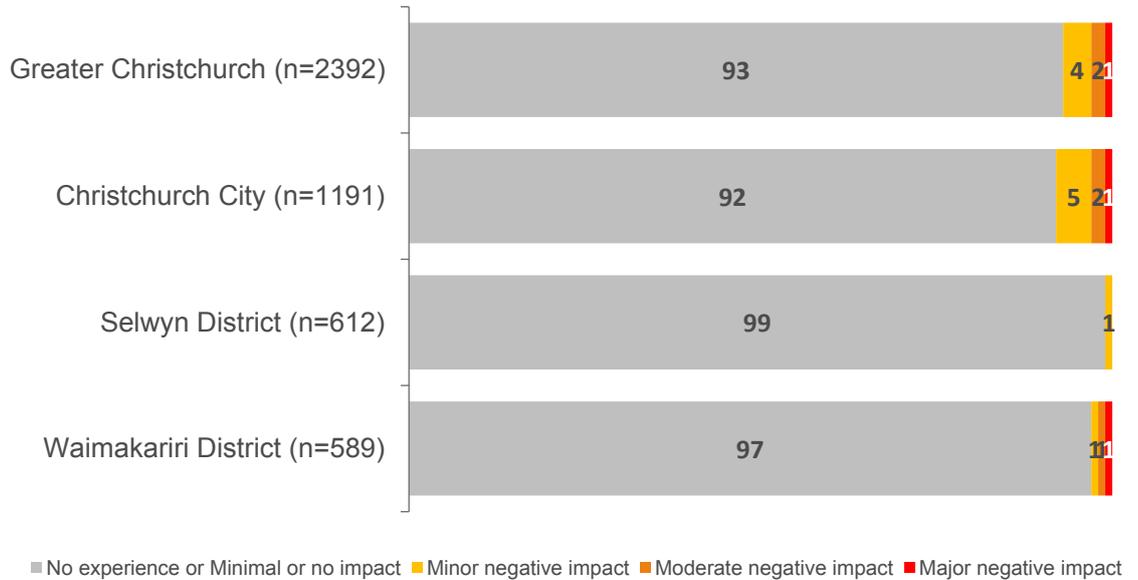
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Living in temporary housing (12%)
- Those with a physical health condition or disability (11%)

**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.

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



Base: All respondents, excluding not answered

Those more likely to say the impact on their everyday lives is moderate or major (3%) are:

- Living in a temporary housing (16%)
- Of Māori ethnicity (9%)

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## 8.0 Positive Impacts of the Earthquakes

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**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 12 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 12 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 April 2013 results with results of the September 2012 survey.
  - Following this summary table, each of the issues is scrutinised individually and significant differences between sub-groups highlighted.
-

**Strength of Outcome**

The table below compares April 2013 with September 2012 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 April 2013 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 below, for many residents the initial 'reactionary' positive outcomes of the earthquakes have dissipated with time, particularly pride in ability to cope and increased resilience.

However, longer term positive outcomes (e.g. income and employment related benefits) continue to impact similar proportions of residents and new longer-term positive outcomes are emerging. In particular, the everyday lives of 16% are being strongly impacted positively by access to new and repaired facilities.

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

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

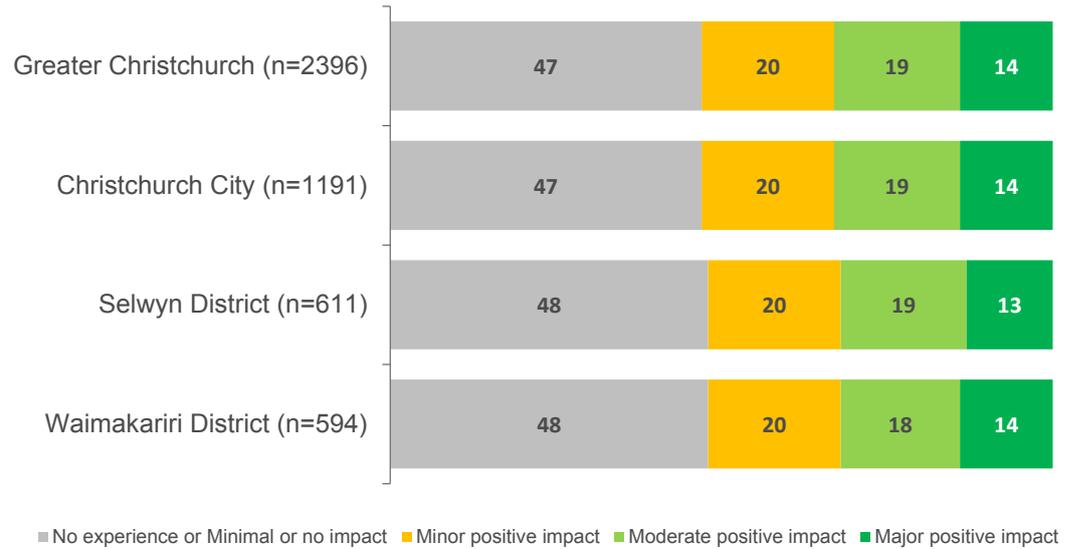
Base: All respondents, excluding not answered

\* Not asked in September 2012

**Renewed  
 Appreciation  
 of Life**

Just over half (53%) continue to experience a renewed appreciation of life as a result of the earthquakes. For a third (33%) this continues to have a moderate or major positive impact on their everyday lives.

**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 (33%) are:

- Female (39%)

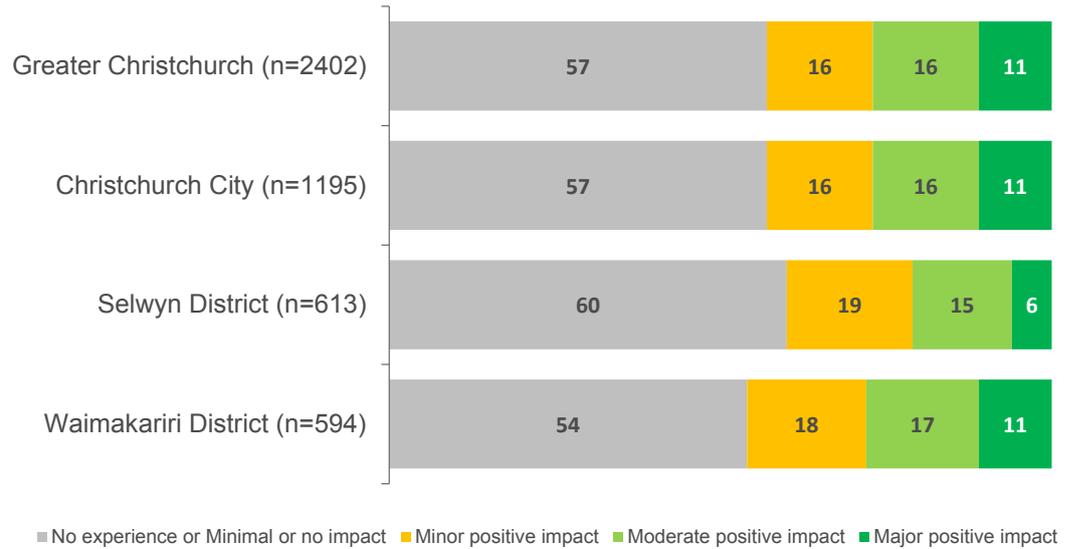
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 18 to 24 (26%)

**Spending  
 Time with  
 Family**

Over two in five (43%) greater Christchurch residents continue to benefit from spending more time together as a family as a result of the earthquakes. For just over a quarter (27%) this is having a moderate or major positive impact on their everyday lives.

**Figure 8.2: Current result – Spending more time together as a family by TLA (%)**

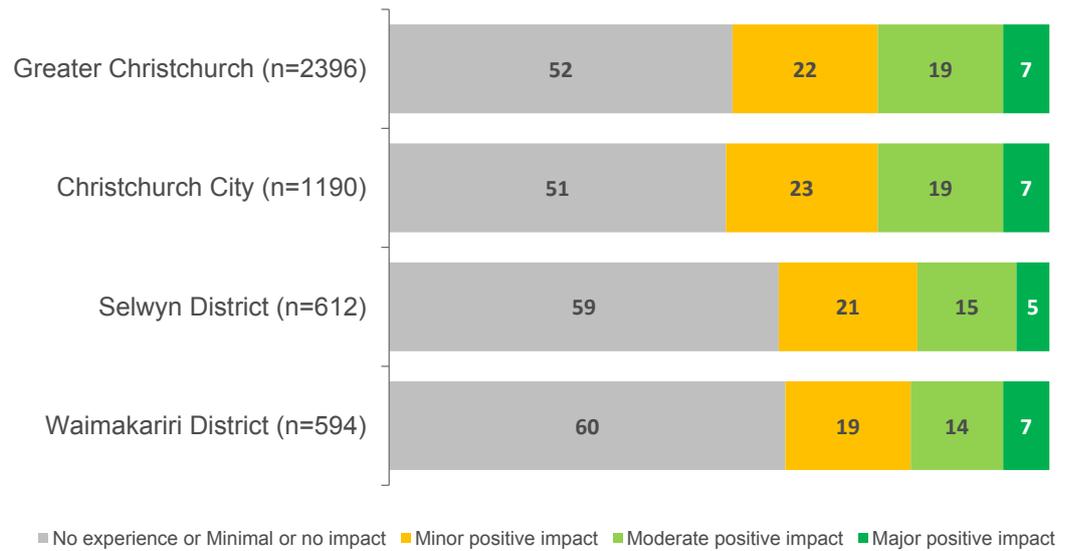


Base: All respondents, excluding not answered

**Coping under  
 Difficult  
 Circumstances**

Almost half (48%) still feel pride in their ability to cope under difficult circumstances as a result of the earthquakes. For a quarter (26%) this continues to have a moderate or major positive impact on their everyday lives.

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

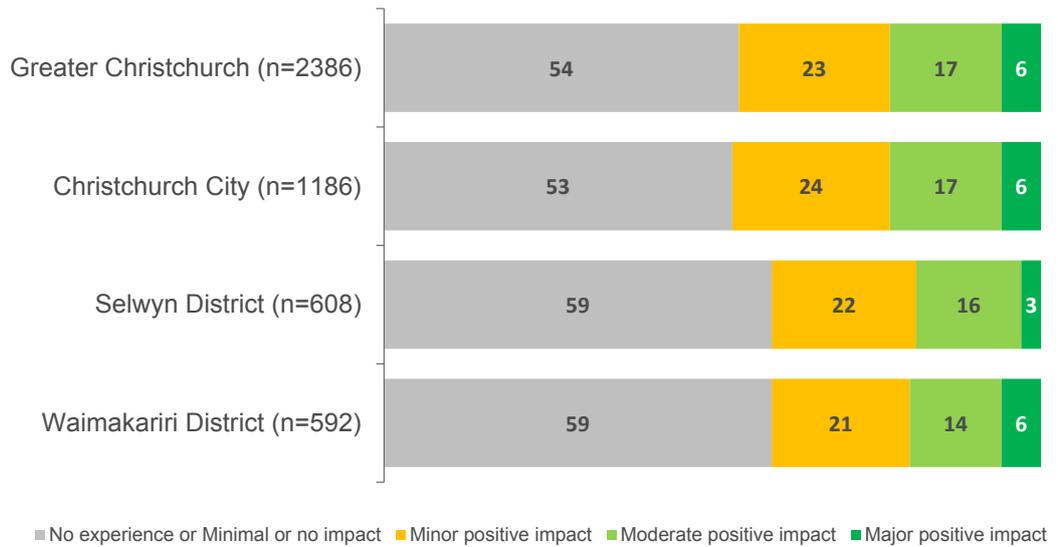


Base: All respondents, excluding not answered

**Increased Resilience**

Almost half (46%) indicate an increase in their own and/or their family's resilience as a result of the earthquakes. Almost a quarter (23%) of all residents indicate that increased resilience is having a moderate or major positive impact on their everyday lives.

**Figure 8.4: Current result – Family's increased resilience by TLA (%)**

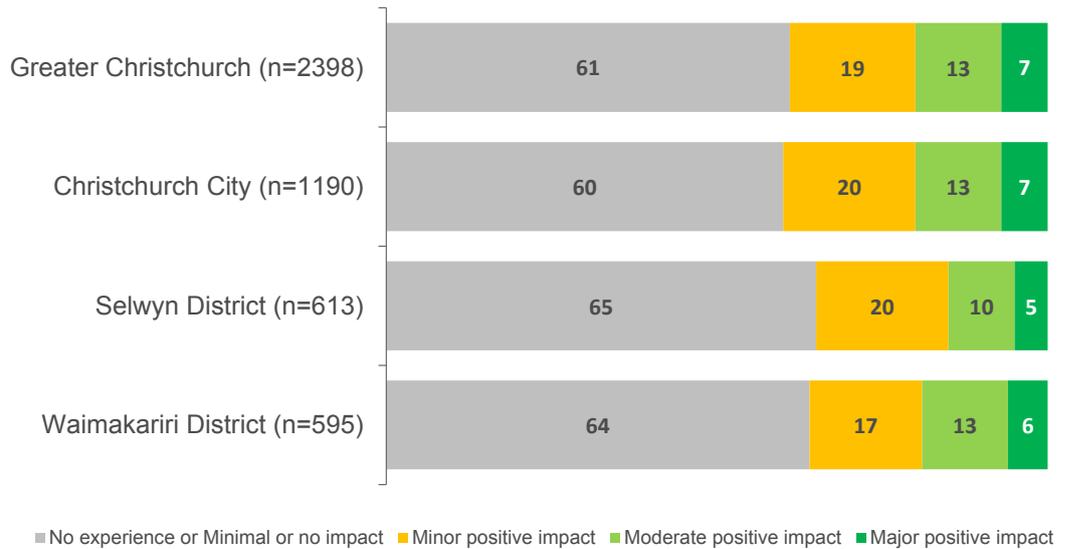


Base: All respondents, excluding not answered

**Stronger  
Personal  
Commitment**

Almost one in four (39%) feel a stronger personal commitment to Christchurch, Selwyn or Waimakariri. One in five (20%) say this is having a moderate or major positive impact on their everyday lives.

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

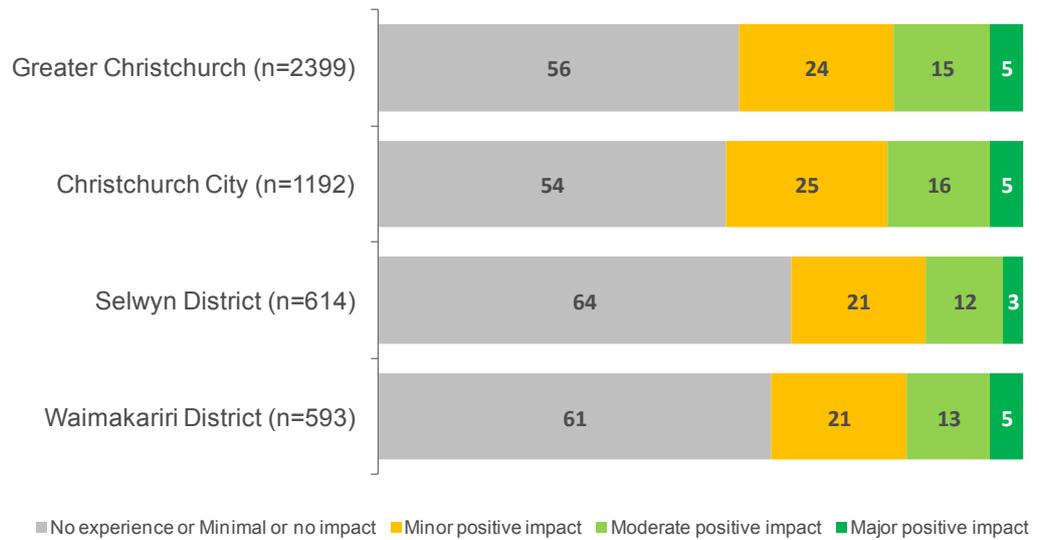


Base: All respondents, excluding not answered

**Helping others**

Over four in ten (44%) say that helping family, friends and the community as a result of the earthquakes has had a positive impact on their everyday lives. One in five (20%) say this is having a moderate or major positive impact.

**Figure 8.6: Current result – Helping family, friends and the community by TLA (%)**

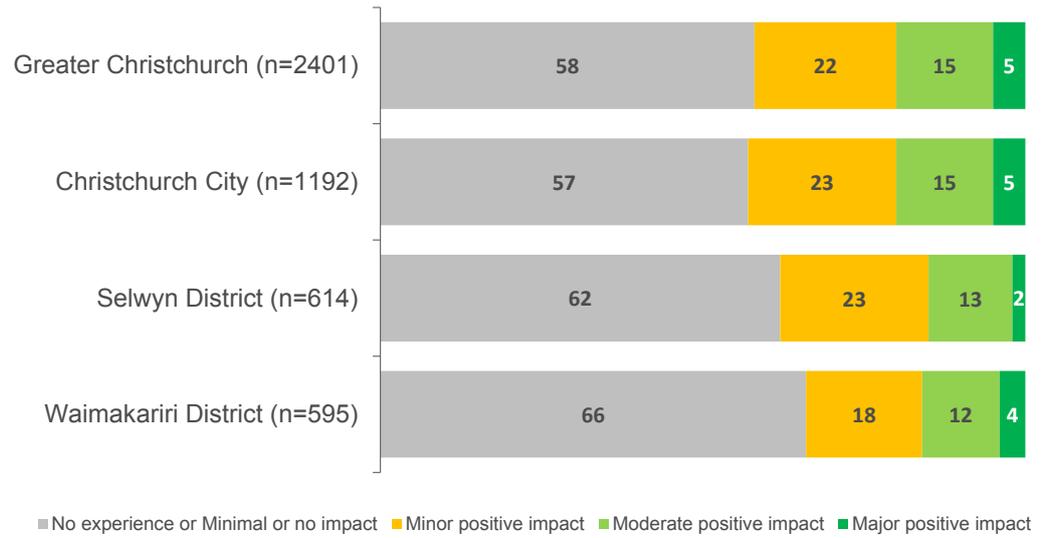


Base: All respondents, excluding not answered

**Sense of Community**

Just over two in five (42%) continue to feel a heightened sense of community as a result of the earthquakes. For a fifth (20%), this is having a strong positive impact on their everyday lives.

**Figure 8.7: Current result – Heightened sense of community by TLA (%)**



Base: All respondents, excluding not answered

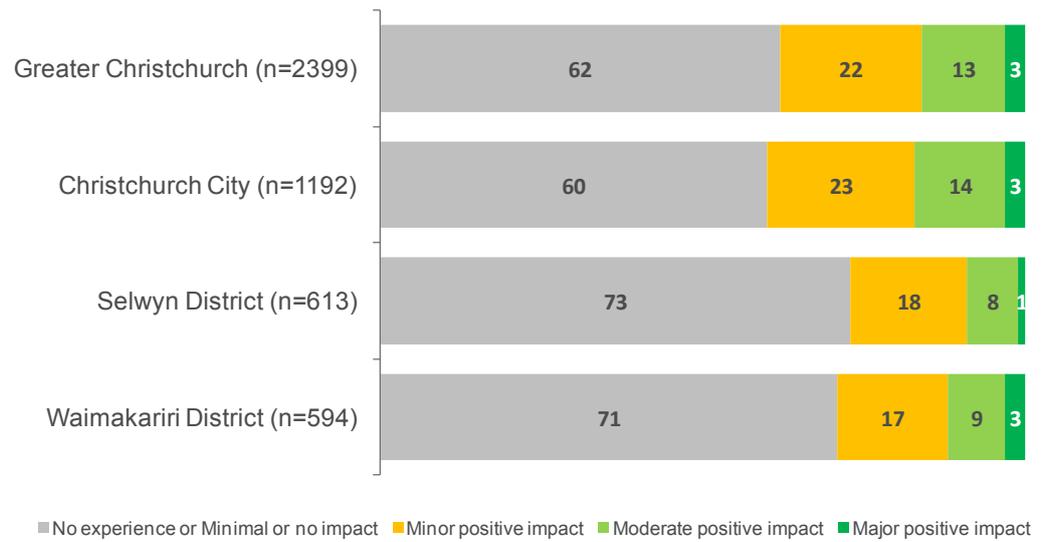
Those less likely to indicate the impact on their everyday lives has been moderate or major (20%) are:

- Aged 18 to 24 years old (12%)

**Access to new facilities**

Nearly four in ten (38%) feel that access to new and repaired recreational, cultural and leisure time facilities is impacting positively on their lives, including 16% for whom this is having a strong positive impact.

**Figure 8.8: Current result – Access to new and repaired recreational, cultural and leisure time facilities by TLA (%)**

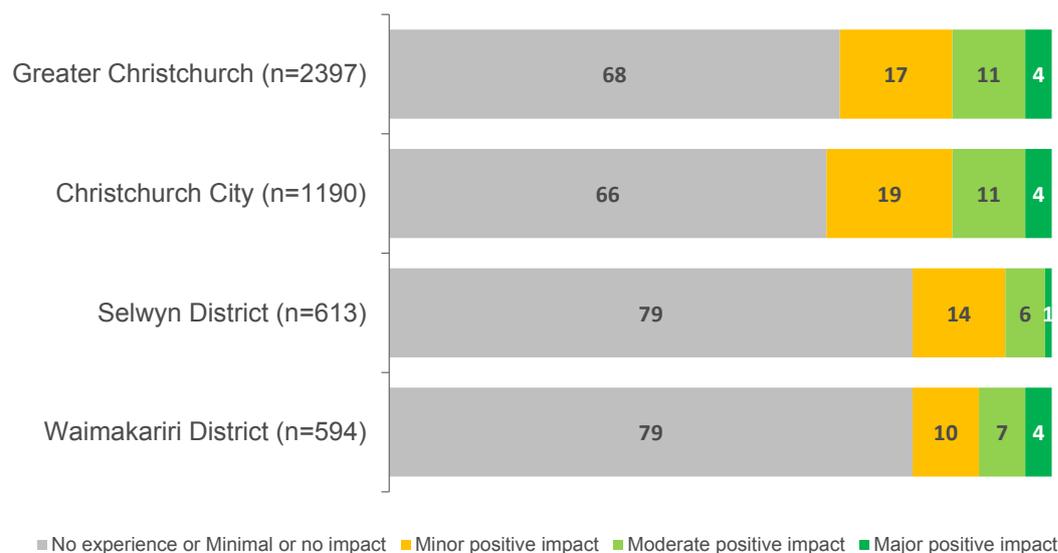


Base: All respondents, excluding not answered

**Experience Public Events and Spaces**

Almost a third (32%) 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 15%.

**Figure 8.9: Current result – Opportunity to experience public events and spaces by TLA (%)**



Base: All respondents, excluding not answered

Those living in Selwyn and Waimakariri are less likely to feel they are being strongly impacted positively by opportunities to experience public events and spaces as a result of the earthquakes (7% and 11% respectively).

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

- From a household with an income of more than \$100,000 (21%)

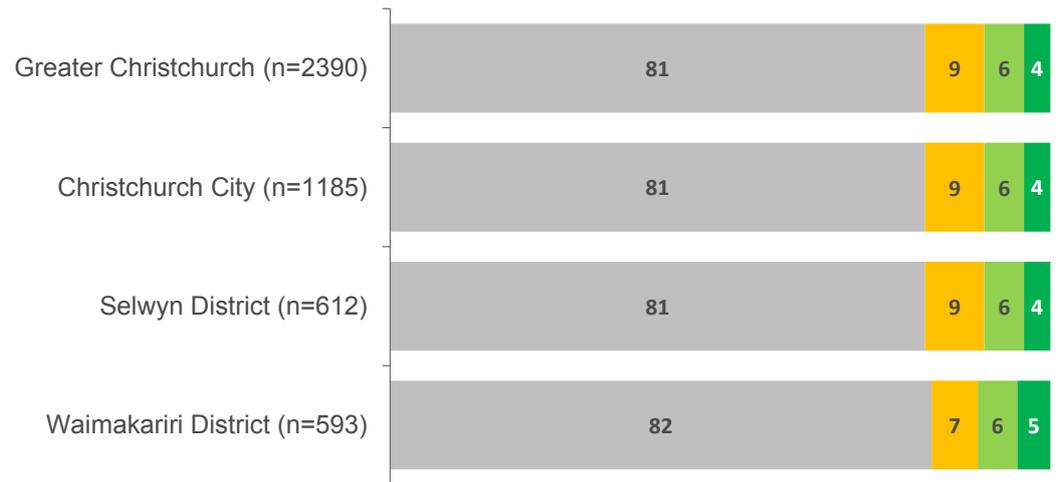
Those less likely to indicate the positive impact on their everyday lives is moderate or major are:

- From a household with an income of less than \$30,000 (9%)

**Business and Employment Opportunities**

Almost a fifth (19%) are being positively impacted by business and employment opportunities as a result of the earthquakes. For one in ten (10%) this is having a moderate or major positive impact on their everyday lives.

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



■ No experience or Minimal or no impact ■ Minor positive impact ■ Moderate positive impact ■ Major positive impact

Base: All respondents, excluding not answered

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

- From a household with an income of more than \$100,000 (17%)

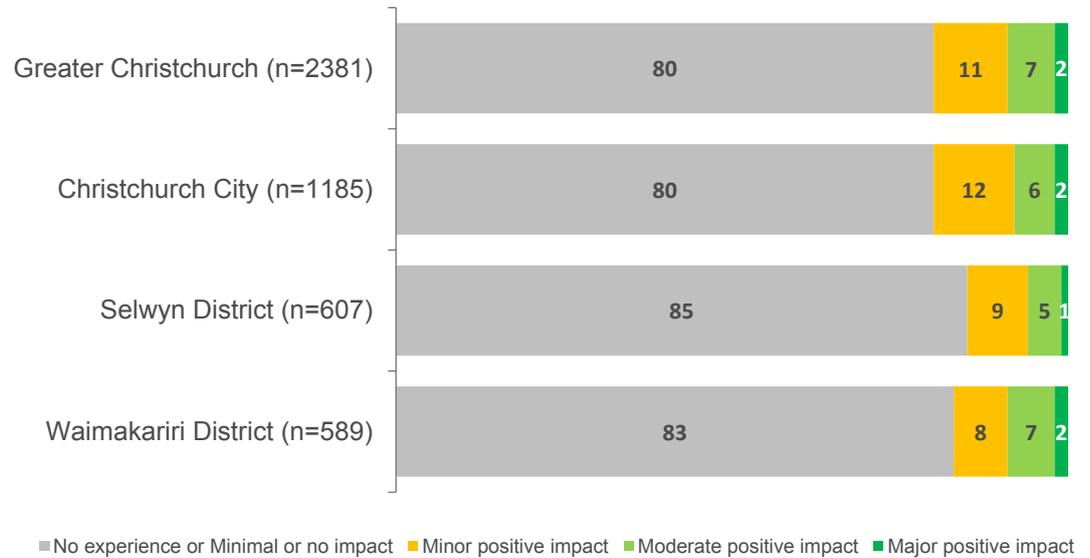
Those less likely to indicate that the impact on their everyday lives has been moderate or major are:

- Aged 65 years or over (4%)

**Individual Creative Expression**

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

**Figure 8.11: Current result – Increased opportunities for individual creative expression by TLA (%)**

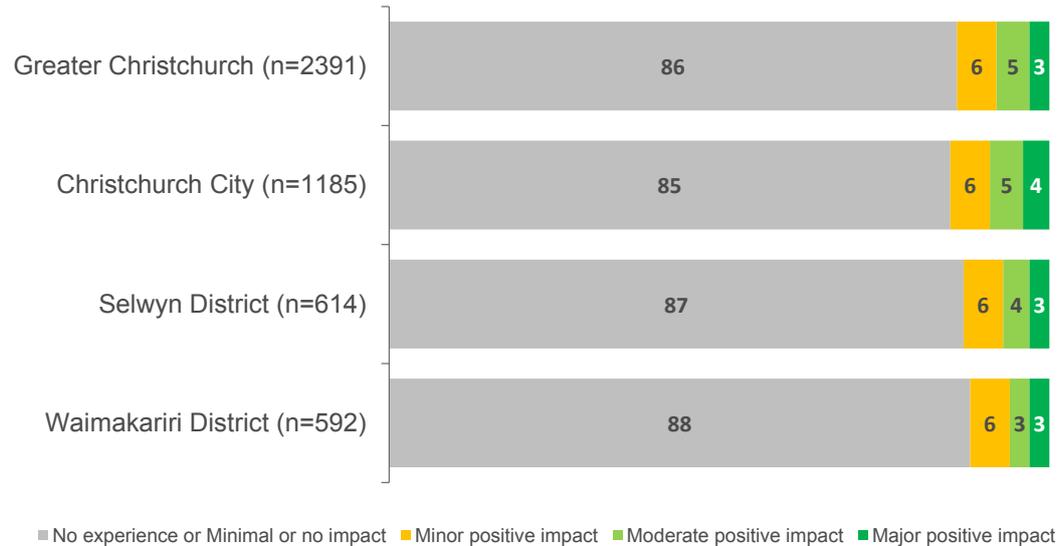


Base: All respondents, excluding not answered

**Income-Related Benefits**

Around one in seven (14%) are experiencing income-related benefits as a result of the earthquakes. For 8% is having a moderate or major impact on their everyday lives.

**Figure 8.12: 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 (8%) are:

- From a household with an income of more than \$100,000 (15%)

## 9.0 Confidence in Decision-Making

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**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.

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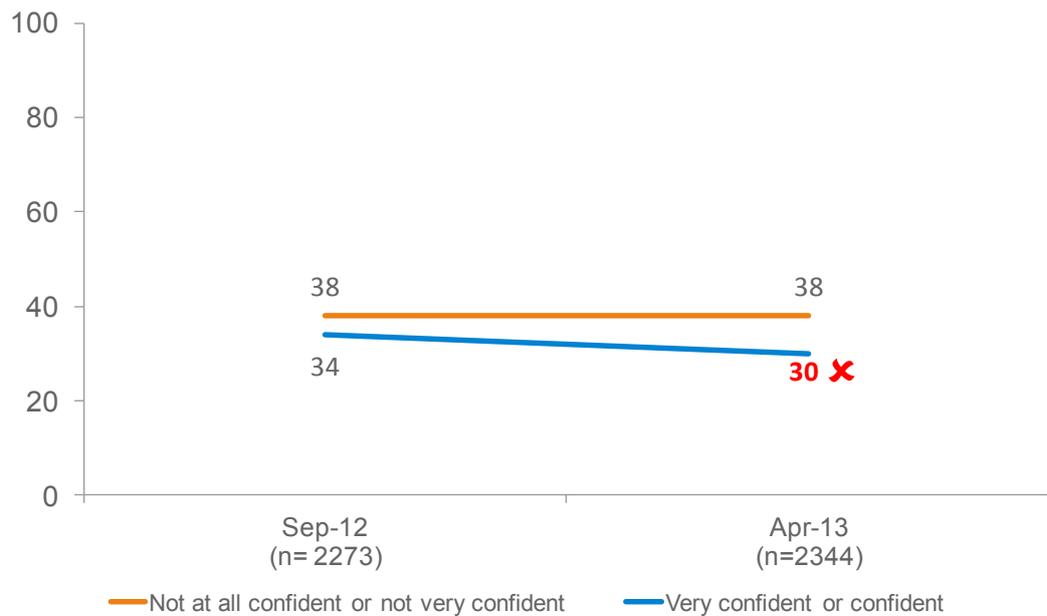
**Overall Confidence**

As was the case in September 2012, residents' opinions are polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery.

Almost four in ten (38%) residents express a lack of confidence compared to three in ten (30%) who are confident. The other third (32%) are non committal.

While the proportion who lack confidence has remained the same as September 2012, there is a slight decline in the proportion that expresses confidence in the decisions being made.

**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 slight decline in overall confidence is evident in both Christchurch City and Selwyn District.

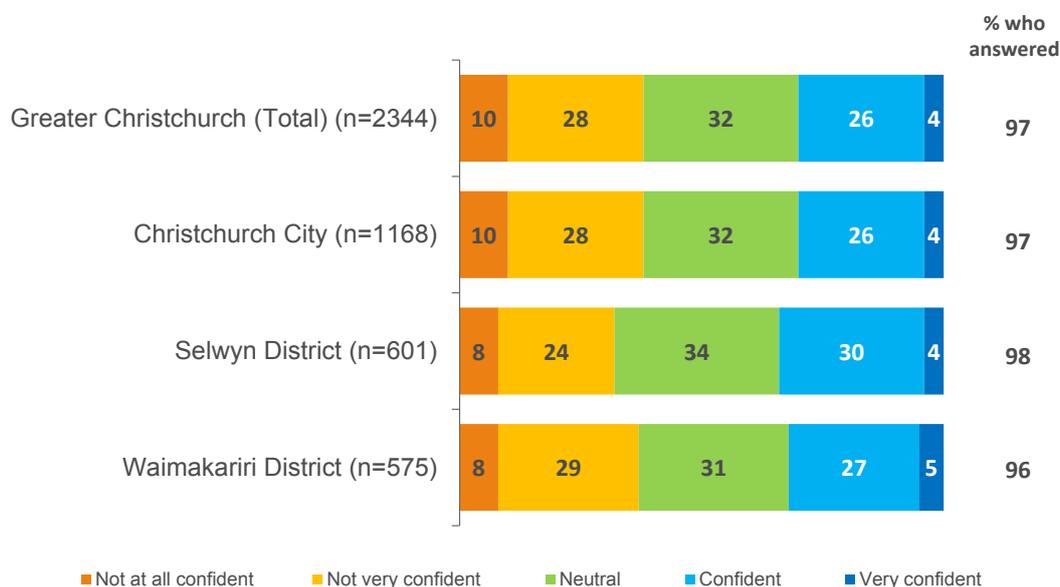
**Table 9.1: Trend – Overall confidence in the earthquake recovery decisions by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1100; April 2013, n=1168)	Very confident or confident	34	<b>30 *</b>
	Neutral	27	<b>32</b>
	Not at all or not very confident	39	38
<b>Selwyn District</b> (September 2012, n=591; April 2013, n=601)	Very confident or confident	40	<b>34 *</b>
	Neutral	26	<b>34</b>
	Not at all or not very confident	34	32
<b>Waimakariri District</b> (September 2012, n=582; April 2013, n=575)	Very confident or confident	33	32
	Neutral	32	31
	Not at all or not very confident	35	37

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

However, those living in Selwyn District remain more confident overall.

**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 NA

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

- From a household with an income of more than \$100,000 (36%)

Those more likely to lack confidence (38%) are:

- Those with a physical health condition or disability (47%)
- Aged 65 years or over (44%)

### Relative Confidence in Specific Agencies

There has been a decline in the proportion of greater Christchurch residents who express confidence in the decisions being made by CERA. This decline is the result of more residents being non-committal rather than more expressing a lack of confidence.

Confidence in Christchurch City Council's decision-making remains relatively low among residents at 28% and this has not changed since September 2012.

Confidence with decisions being made by Waimakariri District Council and Selwyn District Council remains higher when compared with Christchurch City. However, there has been a drop in confidence with the Waimakariri District Council among its residents.

There has been a slight positive shift for Environment Canterbury with fewer expressing a lack of confidence in their decisions. However confidence in this agency, along with Christchurch City Council, remains lower when compared with the other agencies.

**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	Sep 2012	Apr 2013
<b>CERA</b> (September 2012, n=2273; April 2013, n=2301)	Very confident or confident	41%	<b>35% ✗</b>
	Neutral	29%	<b>35%</b>
	Not at all or not very confident	30%	30%
<b>Christchurch City Council</b> (September 2012, n=1017; April 2013, n=1151)	Very confident or confident	29%	28%
	Neutral	29%	31%
	Not at all or not very confident	42%	41%
<b>Selwyn District Council</b> (September 2012, n=583; April 2013, n=586)	Very confident or confident	41%	37%
	Neutral	33%	35%
	Not at all or not very confident	27%	28%
<b>Waimakariri District Council</b> (September 2012, n=584; April 2013, n=576)	Very confident or confident	43%	<b>37% ✗</b>
	Neutral	27%	30%
	Not at all or not very confident	30%	33%
<b>Environment Canterbury</b> (September 2012, n=2151; April 2013, n=2217)	Very confident or confident	28%	27%
	Neutral	37%	<b>41%</b>
	Not at all or not very confident	35%	<b>32% ✓</b>

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

### Confidence in CERA

As noted earlier, when asked specifically about whether the decisions made by CERA have been in the best interests of greater Christchurch, the proportion who expressed confidence has dropped from 41% to 34%.

This slight drop in confidence is evident across all three TLA regions but is slightly higher among those living in Christchurch City. However, this drop is caused by a move to a neutral rather than a negative stance.

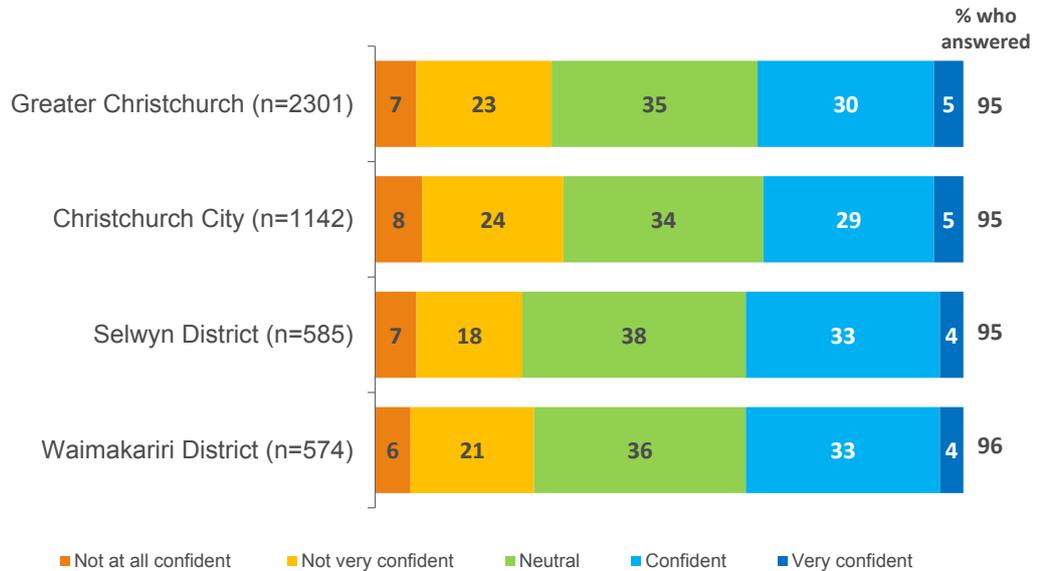
**Table 9.3: Trend – Confidence in earthquake recovery decisions being made by CERA by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1101; April 2013, n=1142)	Very confident or confident	41	<b>34</b> ✕
	Neutral	29	<b>34</b>
	Not at all or not very confident	30	32
<b>Selwyn District</b> (September 2012, n=587; April 2013, n=585)	Very confident or confident	41	37
	Neutral	31	<b>38</b>
	Not at all or not very confident	28	25
<b>Waimakariri District</b> (September 2012, n=585; April 2013, n=574)	Very confident or confident	40	37
	Neutral	29	<b>36</b>
	Not at all or not very confident	31	27

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

A third (35%) of residents feel the decisions made by CERA have been in the best interests of greater Christchurch, while three in ten (30%) express a lack of confidence.

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



Base: All respondents, excluding those who said don't know - Excluding NA

A larger proportion of those living in Christchurch City express a lack of confidence in the decisions being made by CERA.

Those more likely to be confident with the decisions CERA has made (35%) are:

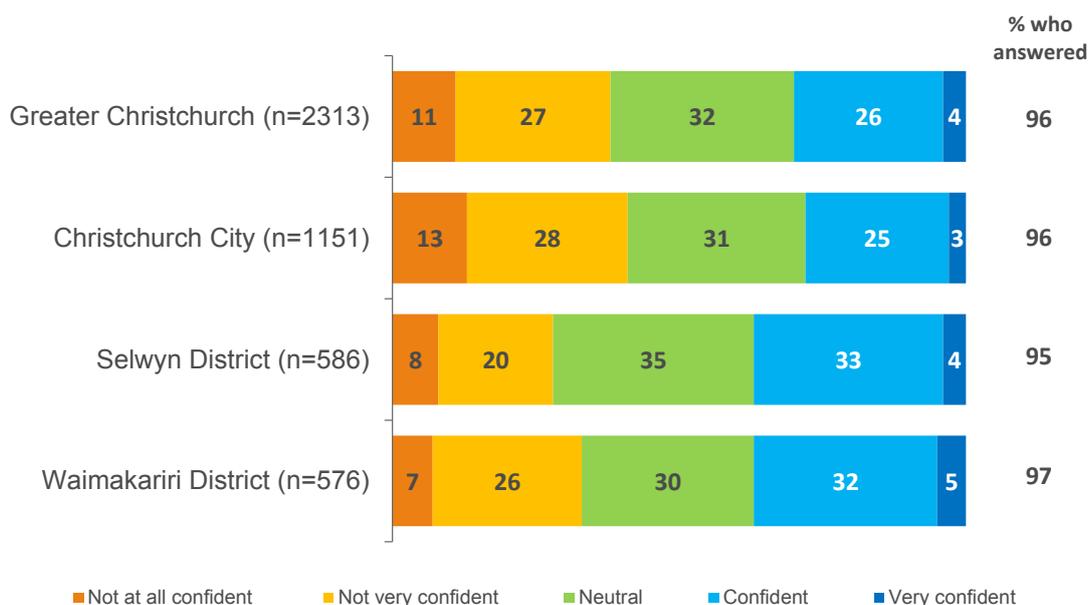
- From a household with an income of more than \$100,000 (42%)

Those less confident are:

- From a household with an income of \$30,001 to \$60,000 (29%)

**Confidence in Local Councils** Three in ten (30%) residents are confident that the decisions made by their local council have been in the best interests of their city or district, while four in ten (38%) are not confident.

**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 NA

Again, those living in Christchurch City are less confident that the decisions being made by their local council are in the best interest of their city.

Those more confident with the decisions made by their local council (30%) are:

- Of Pacific / Asian / Indian ethnicity (44%)
- From a household with an income of \$60,000 to \$100,000 (36%)

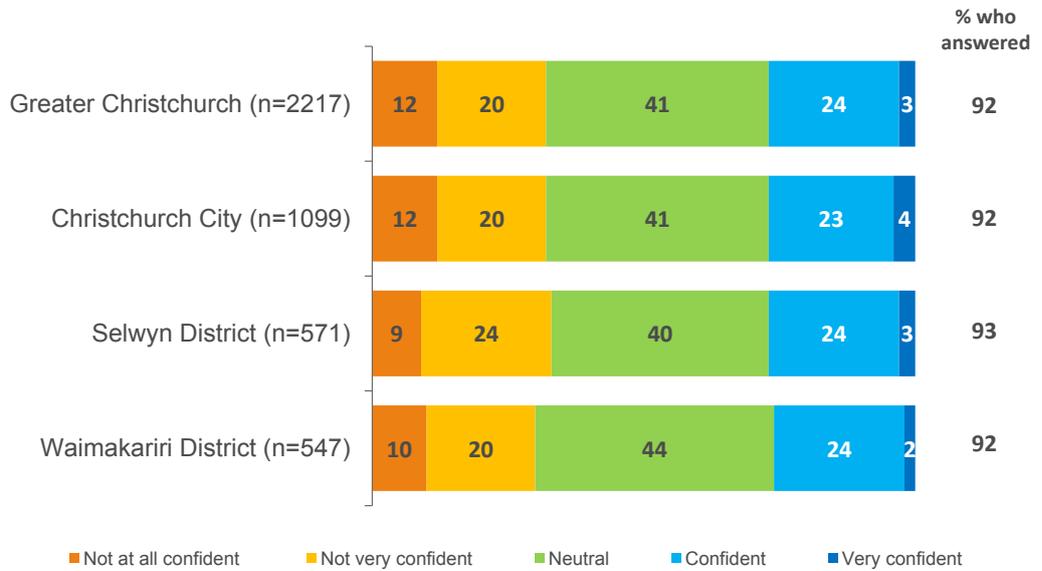
Those more likely to lack confidence with the decisions made (38%) are:

- Those with a physical health condition or disability (50%)
- Aged 65 years or over (46%)

**Confidence  
 in  
 Environment  
 Canterbury**

A quarter of residents (27%) feel confident in the decisions made by Environment Canterbury. However, a slightly higher proportion (32%) express a lack of 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 NA

Those more likely to express confidence in the decisions made by Environment Canterbury (27%) are:

- Aged 25 to 34 (35%)

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

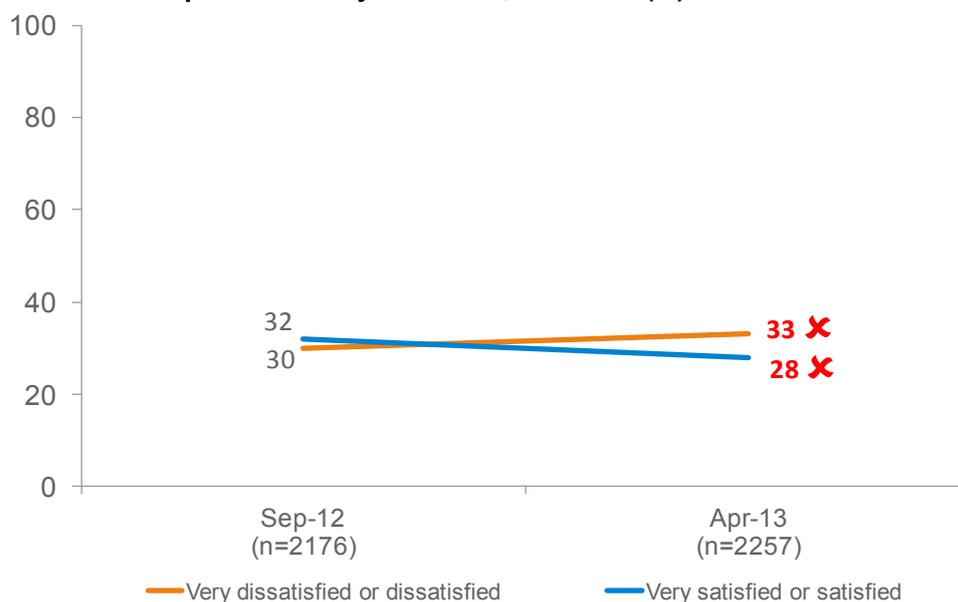
- Aged 65 years or over (41%)

**Satisfaction with Opportunities to Influence Decisions**

Fewer than three in ten (28%) residents in greater Christchurch are satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. A higher proportion (33%) are dissatisfied or very dissatisfied.

Satisfaction with the opportunities the public has had to influence earthquake recovery decisions is lower than in September 2012.

**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

The decrease in satisfaction can be seen across all three areas.

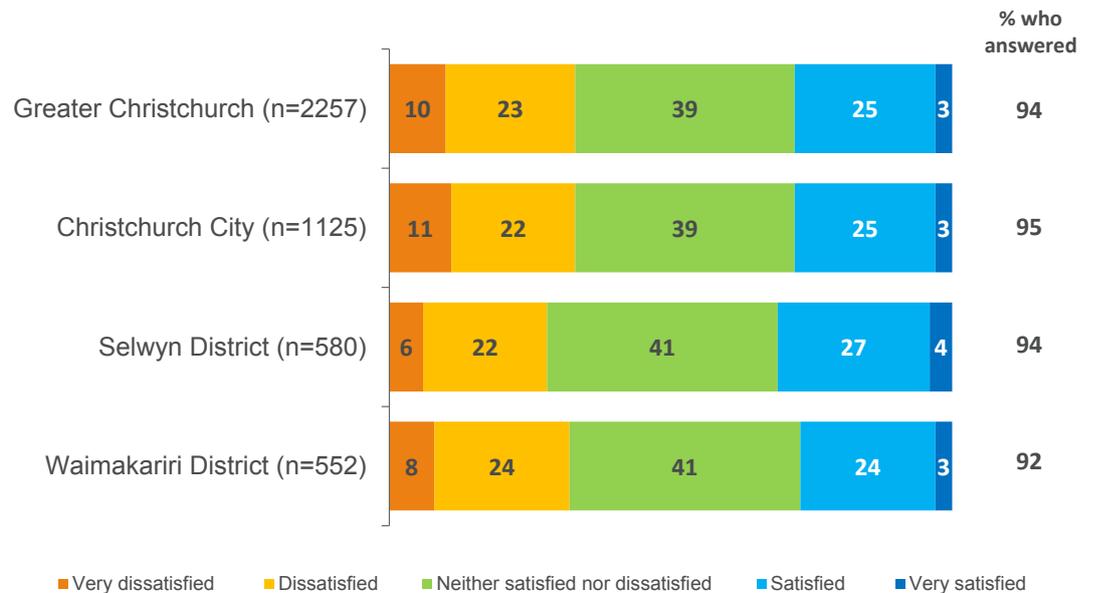
**Table 9.4: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1064; April 2013, n=1125)	Very satisfied and satisfied	32	28 *
	Neither satisfied nor dissatisfied	38	39
	Very dissatisfied and dissatisfied	30	33
<b>Selwyn District</b> (September 2012, n=558; April 2013, n=580)	Very satisfied and satisfied	37	31 *
	Neither satisfied nor dissatisfied	37	41
	Very dissatisfied and dissatisfied	26	28
<b>Waimakariri District</b> (September 2012, n=554; April 2013, n=552)	Very satisfied and satisfied	33	27 *
	Neither satisfied nor dissatisfied	39	41
	Very dissatisfied and dissatisfied	28	32

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

Those living in Selwyn District are more satisfied with the opportunities the public has had to influence decisions.

**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 NA

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

- Of Pacific / Asian / Indian ethnicity (22%)
- Aged 25 to 34 (26%)

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## 10.0 Satisfaction with Information

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**Introduction** This section summarises responses to questions that measured how satisfied or dissatisfied residents have been with information they 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)

To obtain further insight, respondents were also asked what additional information they would find useful.

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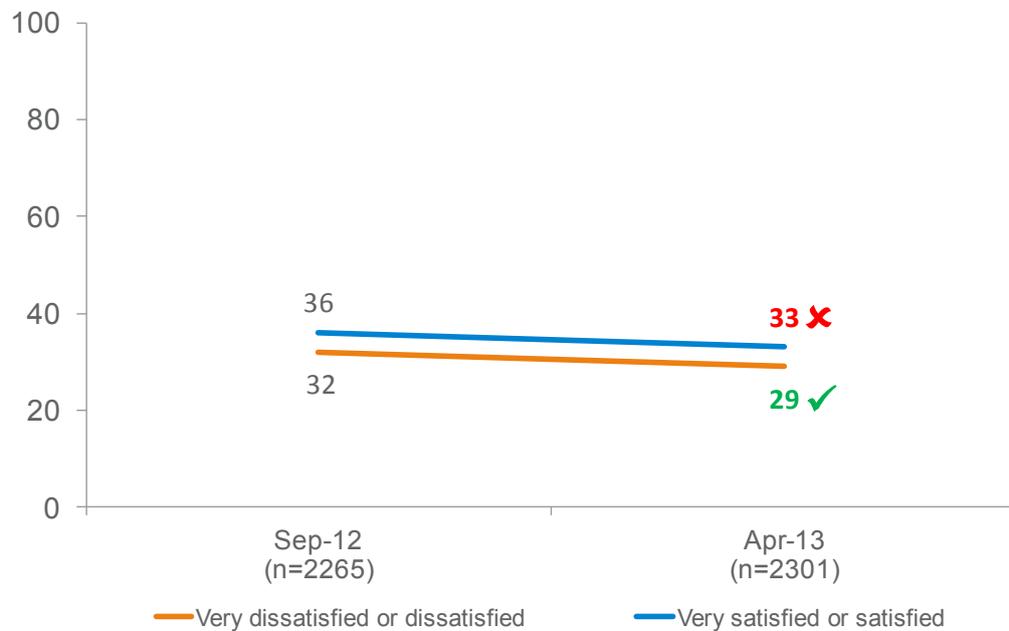
**Overall Satisfaction**

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

While 33% express satisfaction with the overall information received, 29% express dissatisfaction while the remaining 38% do not have a firm view.

The proportion who say they are dissatisfied overall has decreased in comparison to September 2012, while the proportion of those who are satisfied has also decreased. Instead a larger proportion do not have a firm view.

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



Base: All respondents, excluding those who said don't know - Excluding NA

While the decrease in satisfaction can be seen across the three regions, it is most evident in Selwyn District which has dropped from 40% to 34%.

On the other hand the largest drop in dissatisfaction (a positive result) can be seen in Christchurch City.

Across all three regions there has been a significant increase in the proportion that does not have a firm view.

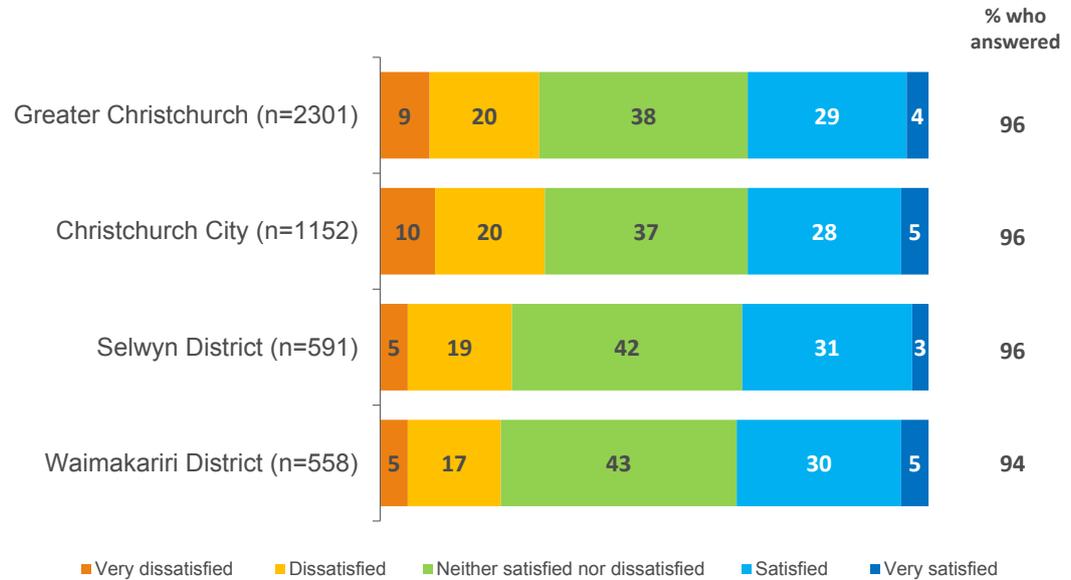
**Table 10.1: Trend – Overall satisfaction with information by TLA over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1102; April 2013, n=1152)	Very satisfied and satisfied	35	33
	Neither satisfied nor dissatisfied	31	<b>37</b>
	Very dissatisfied and dissatisfied	34	<b>30 ✓</b>
<b>Selwyn District</b> (September 2012, n=582; April 2013, n=591)	Very satisfied and satisfied	40	<b>34 ✗</b>
	Neither satisfied nor dissatisfied	36	<b>42</b>
	Very dissatisfied and dissatisfied	24	24
<b>Waimakariri District</b> (September 2012, n=579; April 2013, n=558)	Very satisfied and satisfied	40	35
	Neither satisfied nor dissatisfied	35	<b>43</b>
	Very dissatisfied and dissatisfied	25	22

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

A third (33%) express satisfaction with the overall information received while 38% do not have a firm view. The proportion who say they are dissatisfied or very dissatisfied overall has decreased from 32% to 29% in comparison to September 2012.

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



Base: All respondents, excluding those who said don't know - Excluding NA

Those living in Christchurch City are more likely to be dissatisfied with the information received (30%, compared to 24% in Selwyn and 22% in Waimakariri District).

The great majority of residents had noticed information relating to earthquake recovery decisions from CERA (90%), EQC (89%), and their local councils (90% of Christchurch City and Waimakariri District residents and 84% of Selwyn District residents). Almost eight in ten (79%) had noticed Environment Canterbury's information. Some 84% had received information from their private insurers.

This is very similar to recall in September 2012.

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

Proportion who recall receiving information	Sept 2012	April 2013
CERA	89%	90%
Local council		
Christchurch City Council	90%	90%
Selwyn District Council	83%	84%
Waimakariri District Council	90%	90%
Environment Canterbury	77%	79%
EQC (relating to resident's policy)	90%	89%
Private insurer (relating to resident's policy)	86%	84%

*Base: All respondents, excluding not answered*

*Note: September referred to information and communication, while April refers to information only*

**Relative Satisfaction** Satisfaction with the information received from specific agencies, based on those who recall receiving information, show mixed results.

Firstly there has been a decrease in the proportion of greater Christchurch residents who are satisfied with the information received from CERA. A larger proportion is neither satisfied nor dissatisfied.

Recipients of information from Waimakariri District Council continue to express higher satisfaction compared with recipients of information from the other agencies.

Dissatisfaction with the information received remains highest amongst recipients of information from EQC.

**Table 10.2: Trend – Satisfaction with the information from the various agencies, over time (%)**

Satisfaction with information about earthquake recovery decisions among recipients		Rating	Sept 2012	Apr 2013
<b>CERA</b> (September 2012, n=2061; April 2013, n=2088)	Satisfied and very satisfied		40%	<b>37% ✗</b>
	Neither satisfied nor dissatisfied		42%	<b>47%</b>
	Dissatisfied and very dissatisfied		18%	16%
<b>Christchurch City Council</b> (September 2012, n=1019; April 2013, n=1057)	Satisfied and very satisfied		28%	31%
	Neither satisfied nor dissatisfied		45%	45%
	Dissatisfied and very dissatisfied		27%	24%
<b>Selwyn District Council</b> (September 2012, n=507; April 2013, n=514)	Satisfied and very satisfied		36%	34%
	Neither satisfied nor dissatisfied		47%	47%
	Dissatisfied and very dissatisfied		17%	19%
<b>Waimakariri District Council</b> (September 2012, n=539; April 2013, n=536)	Satisfied and very satisfied		42%	43%
	Neither satisfied nor dissatisfied		39%	37%
	Dissatisfied and very dissatisfied		19%	20%
<b>Environment Canterbury</b> (September 2012, n=1778; April 2013, n=1853)	Satisfied and very satisfied		22%	24%
	Neither satisfied nor dissatisfied		55%	56%
	Dissatisfied and very dissatisfied		23%	<b>20% ✓</b>
<b>EQC (relating to resident's policy)</b> (September 2012, n=2140; April 2013, n=2098)	Satisfied and very satisfied		27%	28%
	Neither satisfied nor dissatisfied		31%	29%
	Dissatisfied and very dissatisfied		42%	43%
<b>Private insurer (relating to resident's policy)</b> (September 2012, n=1975; April 2013, n=1974)	Satisfied and very satisfied		31%	33%
	Neither satisfied nor dissatisfied		36%	36%
	Dissatisfied and very dissatisfied		33%	31%

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

**Satisfaction with CERA** The majority (90%) recall receiving information about earthquake recovery decisions from CERA.

As mentioned previously, the proportion of recipients of information from CERA who are satisfied with what was received has decreased to 37% (compared to 40% in September 2012). This has not been driven by one area in particular.

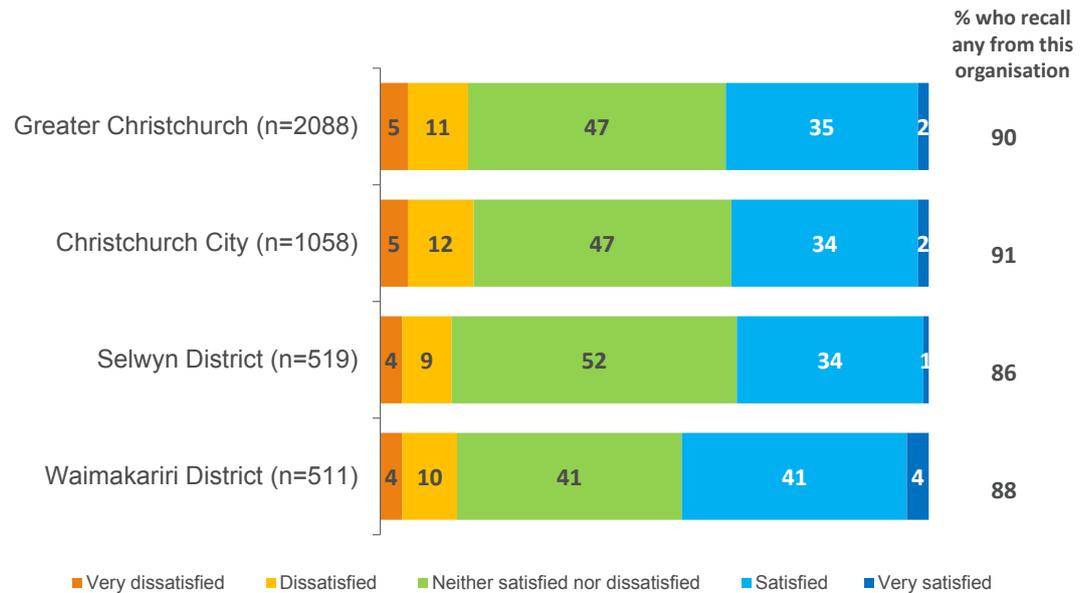
**Table 10.3: Trend – Satisfaction with the information from CERA, over time (%)**

TLA	Rating	Sept 2012	Apr 2013
<b>Christchurch City</b> (September 2012, n=1020; April 2013, n=1058)	Very satisfied and satisfied	40	36
	Neither satisfied nor dissatisfied	41	<b>47</b>
	Very dissatisfied and dissatisfied	19	17
<b>Selwyn District</b> (September 2012, n=510; April 2013, n=519)	Very satisfied and satisfied	40	35
	Neither satisfied nor dissatisfied	47	52
	Very dissatisfied and dissatisfied	13	13
<b>Waimakariri District</b> (September 2012, n=531; April 2013, n=511)	Very satisfied and satisfied	39	<b>45 ✓</b>
	Neither satisfied nor dissatisfied	47	41
	Very dissatisfied and dissatisfied	15	14

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

A third (37%) are satisfied with this information, while 16% are dissatisfied. A large proportion (47%) are 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 NA

Recipients of information from CERA who are living in Waimakariri are more satisfied with what was received.

Those more likely to have been satisfied with the information from CERA (37%) are:

- Aged 65 years or over (48%)

Those less likely to have been satisfied are:

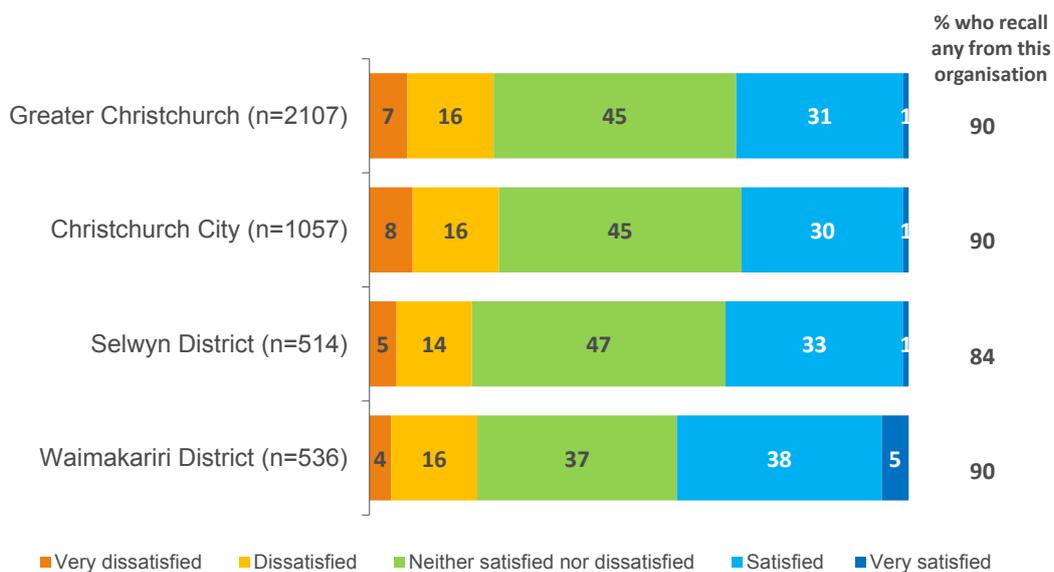
- Of Māori ethnicity (24%)

**Satisfaction with Local Councils**

The majority (90%) say that they recall receiving information about earthquake recovery decisions from their local council.

A third (32%) have been satisfied with this information received, while nearly a quarter (23%) have been 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 NA

Again, recipients of information from Waimakariri District Council are more satisfied with what was received.

Those more likely to have been satisfied with the information (32%) received from their local council are:

- Aged 25 to 34 (39%)

Those less likely to have been satisfied with the information received from their local council are:

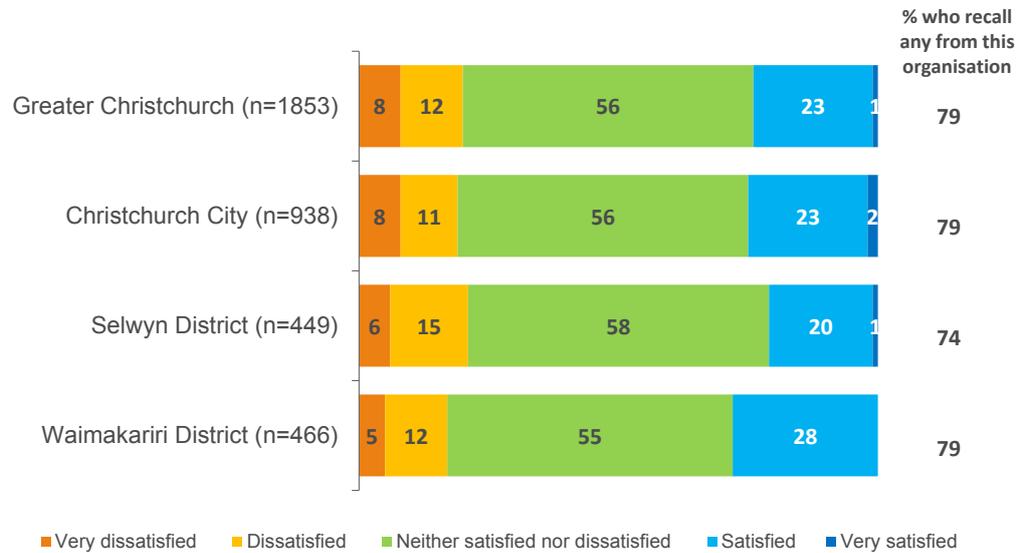
- Those with a physical health condition or disability (26%)

**Satisfaction with Environment Canterbury**

Almost eight in ten (79%) greater Christchurch residents recall receiving information from Environment Canterbury.

Almost a quarter (24%) have been satisfied with the information received from Environment Canterbury. A similar number (20%) have been dissatisfied.

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



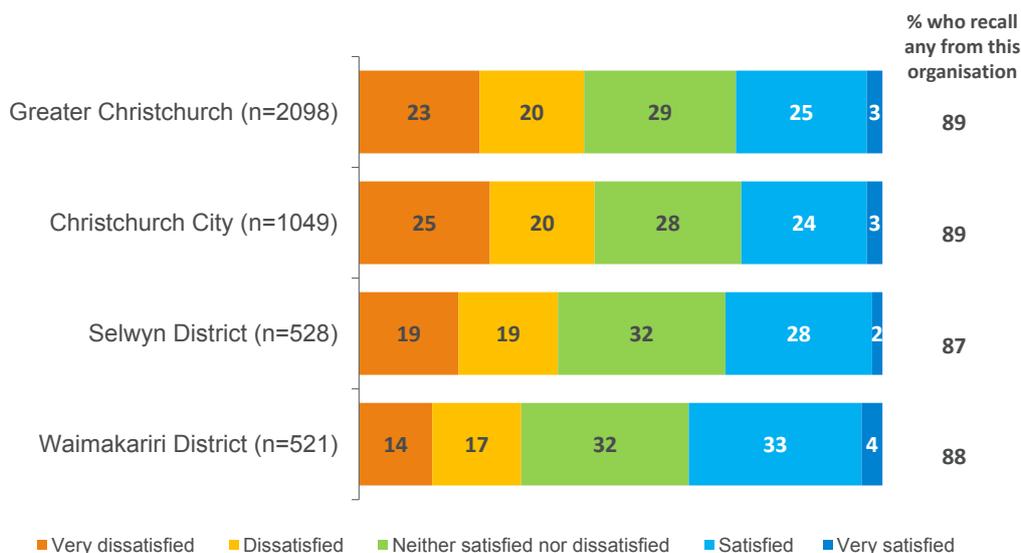
Base: All respondents, excluding those who said don't recall receiving any - Excluding NA

**Satisfaction with EQC**

The majority (89%) recall receiving information from EQC relating to their policy.

A quarter (28%) are satisfied with the information received. However, over four in ten (43%) are dissatisfied.

**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 NA

Those living in Christchurch City are more dissatisfied with the information they have received from EQC in relation to their policy.

Those more likely to be satisfied with the information (28%) are:

- Aged 65 years or over (42%)
- Those with a physical health condition or disability (34%)

Those more likely to be dissatisfied with the information (43%) are:

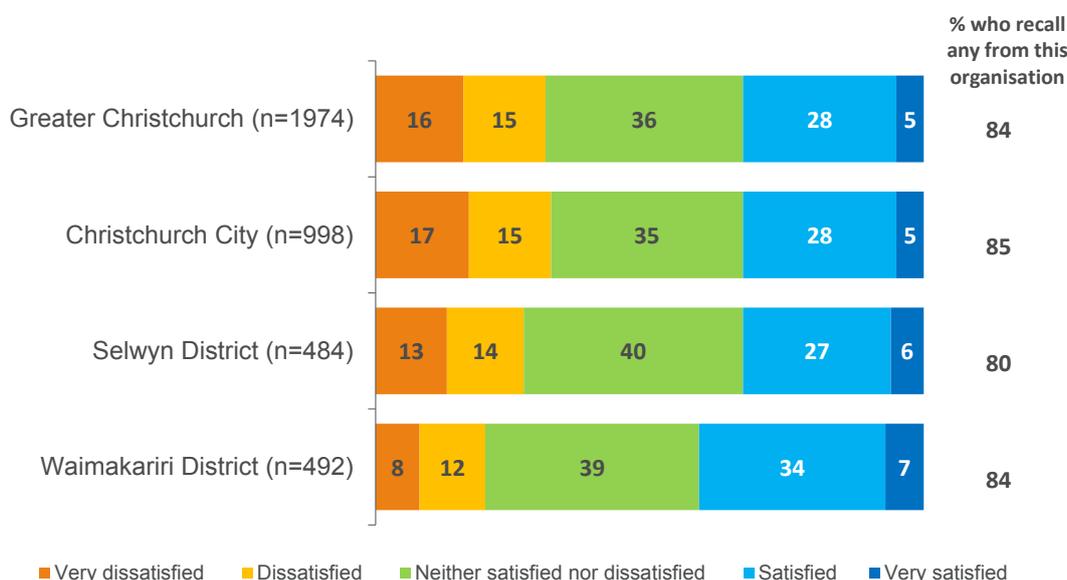
- From a household with an income of more than \$100,000 (55%)
- Aged 35 to 49 (50%)

**Satisfaction with Private Insurers**

Over eight in ten (84%) recall receiving information relating to their policy from private insurers.

A third (33%) of greater Christchurch residents have been satisfied with the information they have received from private insurers, while a similar proportion (31%) have been dissatisfied with the information.

**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 NA

Again, those living in Christchurch City are more dissatisfied with the information they have received from private insurers in relation to their policy.

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

- Aged 65 years or over (52%)

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

- From a household with an income of more than \$100,001 (38%)
- Aged 35 to 49 (37%)

### Additional Information Requested

All respondents were asked what additional information they would like to receive. Most (72%) did not specify any gaps in the information currently being provided.

Among those that specified a need for more information, two key things stand out.

1. More information on the progress for repairs to their property
2. More communication from EQC.

**Table 10.4: Current result – Gaps in the information currently being provided to residents (%)**

What gaps are there in the information being provided to residents	Apr 2013
Progress / timetable for repairs to my property	11
More communication from EQC/keep us informed	11
Information on road closures/road works	8
Progress/timetable for changes/improvements/realistic timeframes (n/s)	7
Progress of personal claims	7
More open / transparent information in general	7
Information about democracy - e.g. how decisions are being made	5
More information in general	5
Provide a single location to source information (incl supermarkets, TV, radio, newspapers, CTV dedicated timeslot)	5
Plans for the city (incl maps)	4
More communication from insurance companies	4
More combined information - different organisations working together to provide info (e.g. CERA, EQC, CCC, ECAN)	3
Difficulties dealing with EQC	3
Advise how claim is calculated/details of repairs/explain decisions	3
What is happening in my/specific area/suburb	3
What is happening in red zones ( residential as well as CBD)	3
Progress / timetable of repairs to public amenities e.g. shopping centres	3
Problems with insurance company (incl slow/not paying out)	3
TC3/ what is happening with TC3	2
Information about impact of Fletchers monopoly (incl lack of controls, allegations of corruption, unable to cope with scale of work)	2
To define the role of each organisation/responsibilities of each	2
Other	21

*All respondents excluding those not answered (n=683)*

*Note: Only responses above 2% are shown*

## 11.0 – 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.

### Overview of Awareness and Use

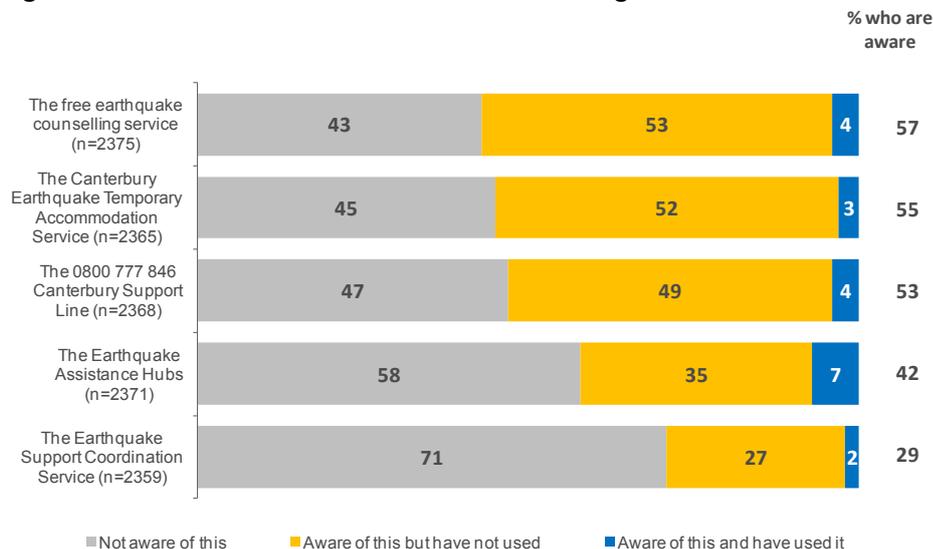
Awareness of the free earthquake counselling service is highest of all services, with almost six in ten (57%) residents saying that they are aware of this service. A small proportion (4%) have used this service.

Over half of residents are aware of the Canterbury Earthquake Temporary Accommodation Service and the 0800 777 846 Canterbury Support Line.

Use of the Earthquake Assistance Hubs has been relatively high with 7% of residents in greater Christchurch using this support service.

Awareness of the Earthquake Support Coordination Service is lower with three in ten (29%) aware.

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



Base: All respondents, excluding not answered

A third (33%) of greater Christchurch residents are aware of the 'All Right?' campaign.

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



Base: All respondents, excluding not answered

**Free Earthquake Counselling Service**

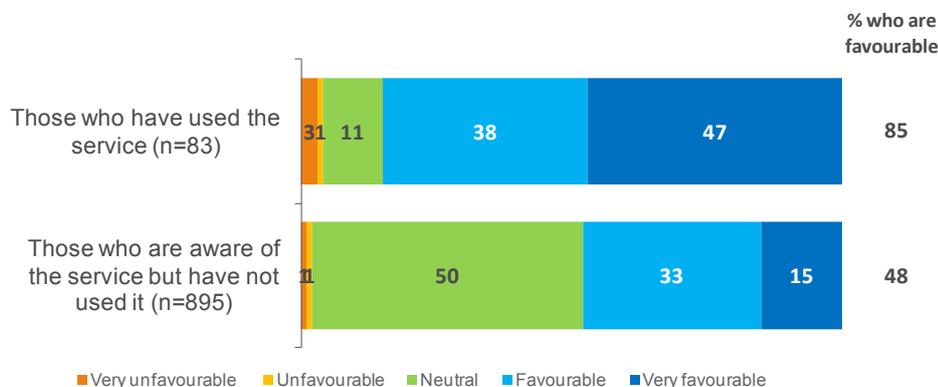
Awareness of the free earthquake counselling service is the highest of all services offered with almost six in ten (57%) residents saying that they are aware of this service. A small proportion (4%) have used this service.

Those more likely to be aware of this service (57%) are:

- Aged 65 years or over (69%)

Among those who have used the service, the majority (85%) have a favourable impression of the service, while almost half (48%) of those who have not used it are favourable.

**Figure 11.3: 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

**Canterbury Earthquake Temporary Accommodation Service**

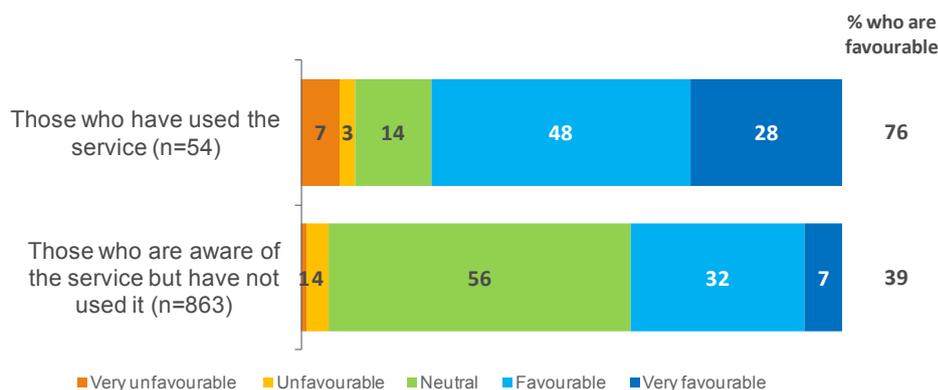
Over half (55%) of greater Christchurch residents are aware of the Canterbury Earthquake Temporary Accommodation Service. Three percent have used the service.

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

- Of Pacific / Asian / Indian ethnicity (39%)
- Renting the dwelling they usually live in (43%)
- Aged 18 to 24 (43%) or 25 to 34 (48%)
- Living in Selwyn District (46%)

Of those who have used the Canterbury Earthquake Temporary Accommodation Service, three quarters (76%) have a favourable impression of it, while four in ten (39%) of those who have not used it are favourable.

**Figure 11.4: 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

**The 0800 777 846 Canterbury Support Line**

Over half (53%) of greater Christchurch residents are aware of the 0800 777 846 Canterbury Support Line. Four percent have used the service.

Those more likely to be aware of this service (53%) are:

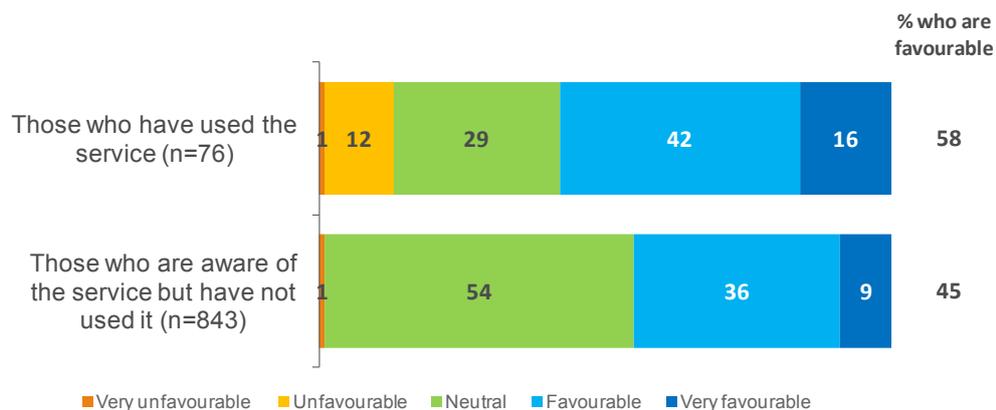
- Aged 65 year or over (67%)
- From a household with an income of less than \$30,000 (60%)

Those less likely to be aware of this service are:

- Aged 18 to 24 (45%) or 25 to 34 (46%)

Of those who have used the 0800 777 846 Canterbury Support Line, over half (58%) have a favourable impression of it. However some 13% have an unfavourable impression. Among those who are aware of the Support Line but not used it, 45% say their impression is favourable.

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



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

**Earthquake Assistance Hubs (Avondale and Kaiapoi)**

Four in ten (42%) greater Christchurch residents are aware of the Earthquake Assistance Hubs (located in Avondale and Kaiapoi). Use of this service for support is highest in comparison to the other services with 7% of greater Christchurch residents indicating they have used this service.

Those more likely to be aware of this service (42%) are:

- Living in Waimakariri District (65%)
- Those with a physical health condition or disability (52%)
- Aged 50 to 64 (52%) or 65 years or over (54%)

Those less likely to be aware of this service are:

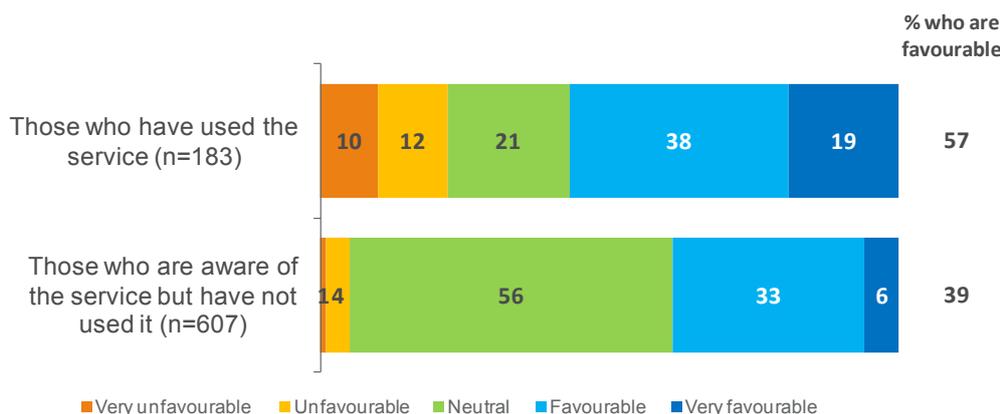
- Of Pacific / Asian / Indian ethnicity (22%)
- Living in Selwyn District (31%)
- Rent the dwelling they currently live in (32%)
- Not living at the same address compared to where they were living before the earthquake on 4 September 2010 (34%)

Those living in Waimakariri District are more likely to have used the Earthquake Assistance Hubs (17%).

Of those who have used the Assistance Hubs, over half (57%) have a favourable impression of it. However two in ten (22%) have an unfavourable impression.

Among those who are aware of the Support Line but not used it, 39% say their impression is favourable.

**Figure 11.6: Current result – Opinion of the Earthquake Assistance Hubs (%)**



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

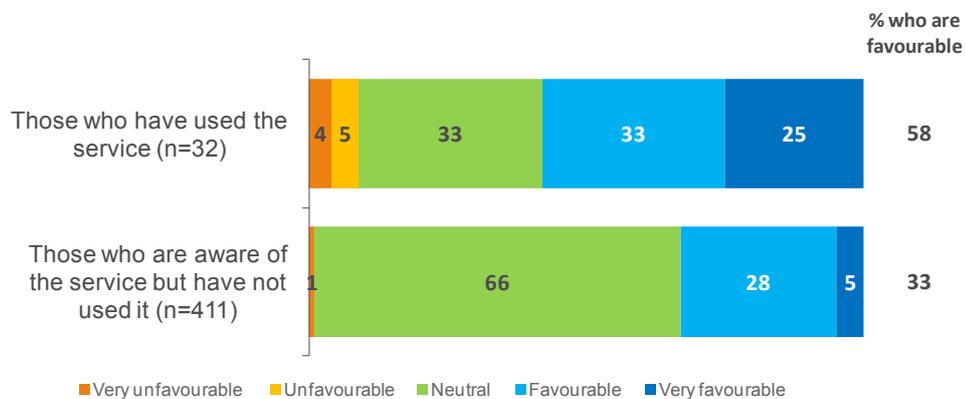
Those less likely to be aware of this service (29%) are:

- Of Pacific / Asian / Indian ethnicity (20%)
- Living in Selwyn District (20%)
- Rent the dwelling they currently live in (22%)
- Not living at the same address compared to where they were living before the earthquake on 4 September 2010 (23%)
- Aged 18 to 24 (20%) or 25 to 34 (23%)

Those living in temporary housing are more likely to have used the Earthquake Support Coordination Service (6%).

Of those who have used the Support Coordination Service, over half (58%) have a favourable impression of it, while a third (33%) of those who have not used it say their impression of the service is favourable.

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



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

**All Right? Campaign**

One third (33%) of greater Christchurch residents are aware of the All Right? campaign.

Those more likely to be aware of this campaign (33%) are:

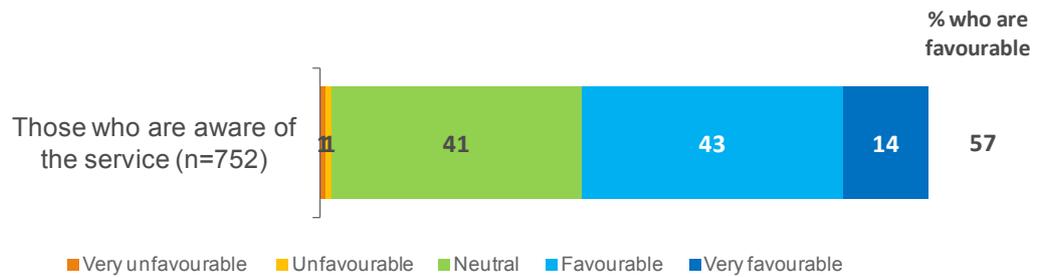
- From a household with an income of more than \$100,000 (38%)

Those less likely to be aware of this campaign are:

- Aged 18 to 24 (23%)
- Those with a physical health condition or disability (26%)
- Living in Selwyn District (28%)

Of those who have heard of the All Right? campaign, almost six in ten (57%) say their impression is favourable.

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



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

## 12.0 – Business or Employment Opportunities

### Introduction

This section provides an insight into who is moving into the greater Christchurch area specifically for employment or business opportunities since 4 September 2010. These people may have moved from elsewhere in New Zealand or from overseas.

### Proportion Moving to Region for Employment Opportunities

In September 2012, 2% of residents indicated they had moved into the greater Christchurch area since 4 September 2010 specifically for employment or business opportunities. This has increased significantly to 4%. Below is a brief demographic profile of who is moving to the region.

**Table 12.1: Current Result – Profile of those moving into the greater Christchurch area specifically for employment or business opportunities (%)**

	All respondents (n=2438)	Those who have moved to the area (n=79*)
Male	49%	46%
Female	51%	54%
Aged 18 to 24	14%	18%
Aged 25 to 34	13%	15%
Aged 35 to 49	31%	33%
Aged 50 to 64	24%	23%
Aged 65 or over	18%	11%
European ethnicity	89%	90%
Māori ethnicity	6%	7%
Pacific / Asian / Indian ethnicity	7%	4%

Base: All respondents, excluding not answered

\* Please note results are indicative only

## Appendix I – Research Design

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### **Methodology**    **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 21 March 2013. 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 27 March. This postcard repeated the instructions for completing the survey online.

On 4 April, 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 17 April, the final communication, a second reminder postcard was sent to those who had still not completed.

The survey was closed on 6 May 2013.

### **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.

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**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:

- June 2011 Stats NZ Estimates – for Age, Gender and Ward
- June 2011 Stats NZ Projections – for Ethnicity

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
<b>Christchurch</b>	1250	1210	± 2.8%
<b>Waimakariri</b>	625	607	± 3.9%
<b>Selwyn</b>	625	621	± 4.0%
<b>18-24 years</b>	325	353	±5.2%
<b>25-49 years</b>	1088	1109	±2.9%
<b>50-64 years</b>	633	553	±4.2%
<b>65 + years</b>	455	423	±4.8%
<b>Māori Ethnicity</b>	147	134	±8.6%
<b>Males</b>	1233	1153	±2.9%
<b>Females</b>	1267	1285	±2.7%

### 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 the April 2013 survey the questionnaire was kept largely the same with some questions removed to make room for additional questions that were of interest at the time.

### Programming and design

The survey was programmed in Confirmit (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 20.1 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 April 2013 questionnaire was left largely unchanged, pre-testing was not carried out ahead of this measure.

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

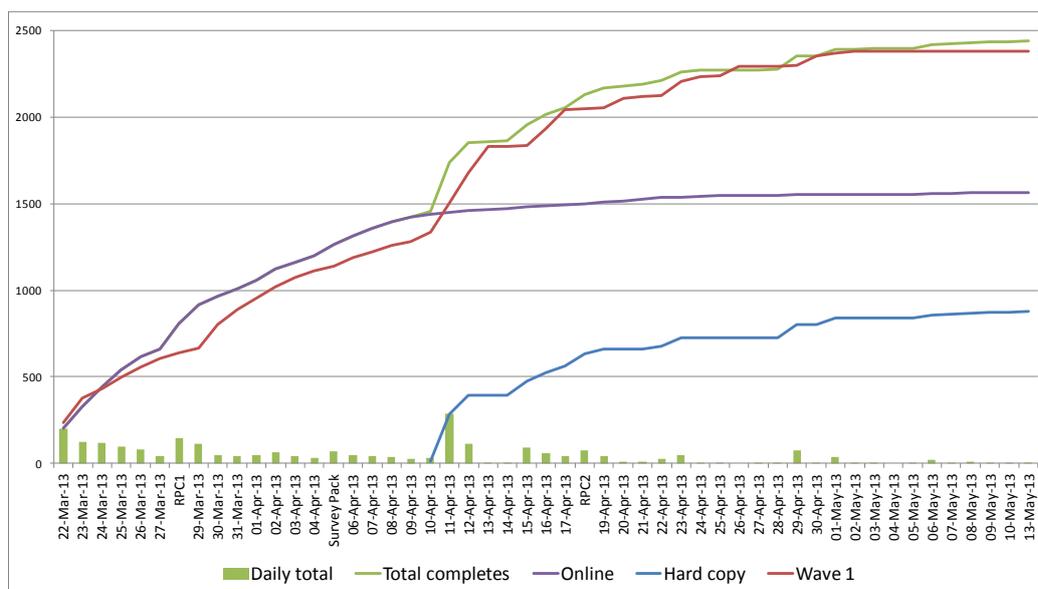
Refusals	
Health/Age reasons	21
Don't want to participate	16
Currently unavailable (e.g. on holiday, out of the country)	48
Person no longer lives at address	32
Deceased	1
Queries	
General question / query	7
Trouble using link	28
Material received after completion	4
Request replacement / hard copy sent	3
Request hard copy	150
New address	1

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

**Survey Response**

Sixty four percent of questionnaires were completed online while 36% were completed in paper copy.

The following chart shows the responses over the survey period:



### 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:

*Completed surveys / total number of invitations mailed out (excluding GNAs and ineligible) x 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 3,033 "Unknown"). This therefore assumes that there will be the same number of ineligibles (deceased, moved etc) in the group we did not hear from as is in the group we did hear back from).

The table below outlines the response rate calculation:

Category	n
Deceased	4
Out Of Region	8
GNA	364
Language	1
Unavailable	65
Health/Age	23
<b>Total ineligibles</b>	<b>465</b>
Refused	64
Incomplete	44
Unknown - Mailed Out, No Info	2994
<b>Total "refusals"</b>	<b>3102</b>
On Line Completes	1563
Off Line Completes	875
<b>Completes</b>	<b>2438</b>
Mail Outs	6005
<b>Return rate</b>	<b>44.01%</b>
<b>Response rate</b>	<b>48.01</b>

---

**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:

- Q6 Number in household - must be at least 1.
- 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.

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**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:

- Three surveys were removed where respondents had completed both online and in hard copy (online version was kept)
  - Gender was added for 15 respondents who had left this question blank. This was added using their title from the Electoral Roll (13 respondents).
  - Age from the Electoral Roll was added for the 9 respondents who left this question blank
  - Where Ethnicity was not recorded (n=6), Māori or Non-Māori was assigned for weighting purposes. If of Māori descent on the Electoral Roll respondent (n=1) was assigned Māori. The rest were coded as Non-Māori (n=5) for weighting purposes only.
  - Outliers were removed from question 5 (4 outliers) and Question 6 (3 outliers).
-

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## **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.

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## Appendix 2 – Questionnaire

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

**Thank you for your assistance in helping track progress towards recovery**

*Nielsen, an independent research company, is hosting the survey and your results will then be passed on to CERA. The full set of data will be held by CERA and will remain confidential. Data with personal identifying information removed may be provided to approved researchers for the purpose of further understanding earthquake recovery. Please be assured that no data that could identify you will be used in any reports on this research. Your details will not be used by Nielsen for any other purposes.*

**Instructions:**

You will need to circle an answer like this		Or like this					
	Please circle <b>one</b> answer					Please circle <b>one</b> answer for each statement	
Yes	1	Question...	1	2	3	4	5
No	2	Question...	1	2	3	4	5

### 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 Q5
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 only need those who are currently living in greater Christchurch (this includes Christchurch, Selwyn and Waimakariri) to complete the full questionnaire. Please 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 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

**Q5** How many bedrooms are there in the dwelling you currently live in? (count sleep outs or caravans if used as bedrooms)

*Please enter the number of bedrooms in the box*

**Q6** How many adults aged 18 years and older, including yourself, currently live in your household?

*Please enter the number of adults in the box*

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

*Please enter the number of children in the box*

**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
Family member owns it (e.g. your parents, your child, your Family Trust)	2
You rent it from the local council, or Housing New Zealand	3
You rent from a private landlord	4
Other (please specify)	8
Don't know	9

**Q9** Are you:

Please circle one answer

Male	1
Female	2

**Q10** Which ethnic group or groups do you belong to?

Please circle all that apply

New Zealand European	1
New Zealand Māori	2 → <b>Please answer Q11</b>
Pacific	3
Asian	4
Indian	5
Other (please specify)	8
_____	
Prefer not to say	7

**Q11** Only answer this question if you selected New Zealand Māori as your ethnic group. Otherwise please go to Q12.

Do you whakapapa to Ngai Tahu / Ngati Mamoe / Waitaha?

Please circle one answer

Yes	1
No	2
Don't know	9

**Q12** 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

**Q13** 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

**Q14** 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.

**Q15** 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

**Q16** 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

**Q17** 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

**Q18** 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

**Q19** If you were faced with a serious illness or injury, or needed emotional support during a difficult time, is there anyone you could turn to for help?

Please circle one answer

Yes	1	→	Go to Q20
No	2	}	Go to Q21
Don't know / Unsure	9		

**Q20** 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) _____	98

**Q21** 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

**Q22** Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

*Notice that higher numbers mean better well-being. 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.

**Q23**

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	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
15	Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments)	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	
16	Loss of <b>indoor</b> sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	3	4	5
17	Loss of <b>outdoor</b> sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	3	4	5
18	Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, places of worship, marae, arts and cultural centres)	1	2	3	4	5
19	Loss of meeting places for community events (church halls, school facilities, clubrooms)	1	2	3	4	5
20	Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks)	1	2	3	4	5
21	Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	1	2	3	4	5
22	Distress or anxiety associated with ongoing aftershocks	1	2	3	4	5
23	Relationship problems (arguing with partner/friends)	1	2	3	4	5
24	Dealing with frightened, upset or unsettled children	1	2	3	4	5
25	Uncertainty about my own or my family's future in Canterbury	1	2	3	4	5
26	Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related	1	2	3	4	5
27	Difficult decisions concerning pets	1	2	3	4	5
28	Other negative impacts (please specify)	1	2	3	4	5

**Q24**

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 13 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	Other positive impacts (please specify)	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.

**Q25** 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

**Q26** 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

**Q27** 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

**Q28**

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

**Q29**

To help us identify any gaps in information being provided to residents, please write down any areas where you would find it useful to have more information.

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**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 Earthquake Assistance Hubs (Avondale and Kaiapoi)	1	2	3
2	The Canterbury Earthquake Temporary Accommodation Service	1	2	3
3	The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3
4	The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3
5	The free earthquake counselling 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 Earthquake Assistance Hubs (Avondale and Kaiapoi)	1	2	3	4	5	9
2	The Canterbury Earthquake Temporary Accommodation Service	1	2	3	4	5	9
3	The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3	4	5	9
4	The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3	4	5	9
5	The free earthquake counselling service	1	2	3	4	5	9
6	The 'All Right' campaign	1	2	3	4	5	9



Please provide your contact details so that we are able to contact you if we have any questions about your questionnaire (e.g. if we can't read your response):

Name:

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Phone number:

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E-mail:

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It is likely that more research will be carried out during the recovery; for example, to get a more detailed understanding of a particular issue among people affected by that issue.

Are you willing to provide contact details so that we are able to contact you and invite you to take part in further research?

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

Please circle one answer: **YES / NO**

*If you said yes, please ensure your contact details are filled in above. Thank you.*

## Appendix 3 – Sample Profile

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=2438)		
	Unweighted	Weighted
Christchurch	50	81
Selwyn	25	9
Waimakariri	25	10

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=2438)		Christchurch City (n=1210)		Selwyn District (n=621)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	47	49	48	48	45	52	49	49
Female	53	51	52	52	55	48	51	51

Base: All respondents

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

	Greater Christchurch (n=2438)		Christchurch City (n=1210)		Selwyn District (n=621)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Less than 18 years	-	-	-	-	-	-	-	-
18-19 years	4	3	4	3	5	5	2	2
20-24 years	11	11	14	12	9	8	7	7
25-29 years	5	6	6	6	4	3	4	3
30-34 years	7	7	8	8	7	6	6	6
35-39 years	9	8	8	8	9	9	9	9
40-44 years	13	12	12	12	16	15	12	12
45-49 years	12	10	10	10	14	13	13	13
50-54 years	7	8	8	8	7	7	8	8
55-59 years	8	8	7	8	10	10	8	9
60-64 years	8	8	7	7	8	9	9	10
65-74 years	10	10	9	10	8	9	12	11
75+ years	8	8	8	9	5	6	10	10

Base: All respondents

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

	Greater Christchurch (n=2438)		Christchurch City (n=1210)		Selwyn District (n=621)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-24	14	14	17	15	14	13	9	9
25-34	12	13	14	14	10	10	10	9
35-49	33	30	30	29	39	36	35	33
50-64	23	24	21	24	24	26	25	28
65+	17	18	18	18	13	15	22	22

Base: All respondents, excluding not answered

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

	Greater Christchurch (n=2432)		Christchurch City (n=1206)		Selwyn District (n=621)		Waimakariri District (n=605)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
New Zealand European /Pakeha	87	85	83	83	90	90	90	90
New Zealand Māori	6	6	6	7	4	4	6	6
Pacific	1	1	1	1	0	0	0	1
Asian	4	5	6	6	2	2	1	1
Indian	1	1	1	1	0	0	0	1
Other European e.g. German, American, British, South African	5	5	5	5	6	6	5	5
Other	0	0	0	0	0	0	-	-
Prefer not to say	1	1	1	1	0	0	1	1

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/Ngati Mamoe/Waitaha (%)**

	Greater Christchurch (n=131)		Christchurch City (n=74)		Selwyn District (n=21*)		Waimakariri District (n=36)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	44	42	41	41	48	46	50	51
No	48	49	49	49	48	51	47	47
Don't know	8	9	11	11	5	4	3	2

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=2407)		Christchurch City (n=1199)		Selwyn District (n=611)		Waimakariri District (n=597)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	72	72	70	71	74	75	74	74
No	28	28	30	29	26	25	26	26

Base: All respondents, excluding not answered

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

	Greater Christchurch (n=675)		Christchurch City (n=360)		Selwyn District (n=158)		Waimakariri District (n=157)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Long-term or permanent housing	83	81	79	79	91	90	85	85
Temporary housing until you move into or back into permanent housing	12	13	14	14	6	7	13	13
Other	5	6	7	6	3	3	3	2

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 bedrooms in current dwelling (%)**

	Greater Christchurch (n=2432)		Christchurch City (n=1210)		Selwyn District (n=615)		Waimakariri District (n=607)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
1	2	3	3	3	2	3	1	2
2	13	16	17	17	6	7	11	11
3	41	44	46	46	32	32	41	42
4	35	29	27	27	47	47	37	36
5	7	6	5	5	11	11	7	7
6 or more	2	2	2	2	2	1	2	2

Base: All respondents, excluding not answered

**Table 4.10: Number of adults living in household (%)**

	Greater Christchurch (n=2423)		Christchurch City (n=1206)		Selwyn District (n=613)		Waimakariri District (n=604)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
1	11	13	13	14	7	7	10	10
2	60	58	56	56	65	65	64	64
3	17	17	18	17	15	14	18	18
4	9	8	9	8	12	12	5	5
5 or more	3	4	4	4	2	1	2	2

Base: All respondents, excluding not answered

**Table 4.11: Number of children living in household (%)**

	Greater Christchurch (n=2366)		Christchurch City (n=1177)		Selwyn District (n=608)		Waimakariri District (n=581)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
None	59	63	63	64	52	54	59	61
1	16	15	15	15	17	17	16	16
2	18	16	15	15	22	20	19	18
3	5	5	5	5	7	6	5	5
4	1	1	1	1	2	2	2	2
5 or more	0	0	0	0	1	0	-	-

Base: All respondents, excluding not answered

**Table 4.12: Ownership of dwelling where usually live (%)**

	Greater Christchurch (n=2431)		Christchurch City (n=1209)		Selwyn District (n=617)		Waimakariri District (n=605)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
You personally or jointly own it	62	60	56	58	67	68	70	71
Family member owns it (e.g. your parents, your child, your Family Trust)	21	19	20	19	23	22	20	20
You rent it from the local council, or Housing New Zealand	2	3	3	3	0	0	1	1
You rent from a private landlord	13	16	19	18	8	8	8	8
Other	1	1	1	1	2	2	0	0
Don't know	0	0	0	0	0	0	0	0

Base: All respondents, excluding not answered

**Table 4.13: Household income before tax (%)**

	Greater Christchurch (n=2414)		Christchurch City (n=1202)		Selwyn District (n=614)		Waimakariri District (n=598)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Loss	1	1	1	0	1	1	-	0
No income	1	1	1	1	1	2	1	1
Less than \$30,000	13	15	15	15	9	10	13	13
\$30,001 to \$60,000	21	22	22	23	16	16	23	23
\$60,001 to \$100,000	26	24	23	24	29	28	27	27
More than \$100,000	24	23	23	23	29	29	19	19
Prefer not to say	9	8	7	7	9	9	11	11
Don't know	6	7	7	7	5	5	5	5

Base: All respondents, excluding not answered

**Table 4.14: Moved into area since earthquakes for employment or business (%)**

	Greater Christchurch (n=2405)		Christchurch City (n=1197)		Selwyn District (n=611)		Waimakariri District (n=597)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	4	4	3	3	5	5	4	4
No	96	96	97	97	95	95	96	96

Base: All respondents, excluding not answered

**Table 4.15: Whether have a health condition or disability (%)**

	Greater Christchurch (n=2428)		Christchurch City (n=1204)		Selwyn District (n=619)		Waimakariri District (n=605)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	16	17	16	17	14	15	19	19
No	82	81	81	80	85	84	79	79
Prefer not to say	2	2	2	3	2	2	2	2

Base: All respondents, excluding not answered

## Appendix 4 – Weighting Matrixes

**Introduction** This section of the Appendix shows the weight matrix that results were weighted by.

### Weight 1: Region, Age and Gender Interlocked

COUNT	Population Figures (2011 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	289,810	20,800	63,900	35,110	29,850	22,430	61,580	33,040	23,100
Selwyn	30,250	1,610	7,030	3,850	2,140	2,310	6,870	4,160	2,280
Waimakariri	36,180	1,530	7,830	5,070	4,080	1,790	7,180	4,970	3,730

%	Population Figures (2011 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	81.4	5.8	17.9	9.9	8.4	6.3	17.3	9.3	6.5
Selwyn	8.5	0.5	2.0	1.1	0.6	0.6	1.9	1.2	0.6
Waimakariri	10.2	0.4	2.2	1.4	1.1	0.5	2.0	1.4	1.0

### Weight 2: Ethnicity

COUNT	Population Figures (2011 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	361,900	22,460	339,440

### Weight 2: Ethnicity

%	Population Figures (2011 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	100	6.2	93.8

## Appendix 5 – Glossary

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The purpose of this glossary is to provide a meaning to some of the more technical terms used in this report

### **Codeframe**

This is a summary list of the main themes or topics from the open ended questions.

### **Confidence interval**

This is the interval that is likely to contain the true population result.

### **Confidence level**

This represents how reliable the result is. The 95% confidence level means that you are 95% certain that the true value lies between the confidence interval.

### **Margin of error**

This term expresses the likely amount of random sampling error in the result.

### **Quota**

This is a target number of interviews that is set to ensure a certain sub-group of the population is represented.

### **Significant**

Where results are said to be significant, this means that they are statistically different at the 95% confidence level.

### **Weighting**

Weighting is a method of calculation in which some observations have their influence reduced and other observations have their influence increased. It is used to account for the sample profile being imbalanced relative to the population being measured. For example, proportionally, we have more Māori in our sample than in the New Zealand population; therefore Māori is weighted down to adjust for this sample imbalance.

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