

2020 Quality of Life Survey

Results snapshot

The biennial Quality of Life Survey measures resident perceptions of well-being in New Zealand's larger urban areas.

The 2020 survey quizzed 6,412 New Zealanders, including 546 people from Christchurch, about their perceptions of life in the country's main urban areas – Auckland, Christchurch, Dunedin, Hamilton, Tauranga, Hutt City, Porirua and Wellington. It was in the field from September until November 2020.

The Survey results feed into the Christchurch City Council's Community Outcomes monitoring programme and are used to inform Long Term Plan decisions and policy processes.

Read the full results at

ccc.govt.nz/qualityoflife

Note: The survey was conducted before house prices started to rise following the 2020 Covid-19 lockdown.



Quality of life, health and wellbeing

Quality of Life ratings remained high but declined for some people in the last 12 months.

87%

of Christchurch respondents rated their quality of life as good, very good or extremely good.

An increase from 83% in 2018.

23%

of Christchurch respondents said they experienced stress most or all of the time.

Up from 17% in 2018.

Poor mental health remained a challenge for some.

68%

scored 13 or more on the WHO 5 mental health scale, indicating positive mental health.

24%

said their quality of life had decreased in the last 12 months.

Doubling since 2018 (11%). Half of these respondents specifically mentioned an issue directly relating to Covid-19 in their response.

The main reasons for quality of life increasing were:

- Financial wellbeing
- Work related
- Good health and wellbeing

75%

of Christchurch respondents rated their physical health as good, very good or excellent and similar proportions rated their mental health as good, very good or excellent.

Public transport and the Environment (natural and built)

Christchurch is a great place to live and perceptions are improving.

83%

of the Christchurch respondents said that Christchurch is a great place to live. An increase from 73% in 2018.

46%

of Christchurch respondents were as likely as two years ago to say public transport was affordable.

66%

of Christchurch respondents reported public transport as safe.

This result was lower than the average of the 8 cities (71%).

45%

of Christchurch respondents were more likely to rate Christchurch as becoming a much better or slightly better place to live.

Compared to 12 months earlier than the 8 cities average (23%).

Impact of climate change doesn't worry some.

46%

Nearly half of Christchurch respondents said they were worried or very worried about the impact of climate change on the future of the city.

42% said they consider sustainability always or most of the time when making choices about what they use, do or buy.

60%

of Christchurch respondents felt pride in the look and feel of Christchurch in 2020.

This has increased significantly from 44% in 2018.

The top city issues identified by Christchurch residents were:

- Traffic congestion (77%)
- Limited parking in the city centre (71%)
- Water pollution (67%)

Community wellbeing

50%

of Christchurch respondents reported feeling a sense of community with others in their neighbourhood.

The most common social networks and groups Christchurch respondents belonged to were:

- Online communities
- Clubs and societies
- Professional / work networks

Loneliness and isolation was an increasing challenge.

54%

of Christchurch respondents said they rarely or never felt lonely or isolated in the last 12 months.

A decrease from 64% in 2018. This was possibly a reflection of lockdown and COVID 19 travel restrictions.

29%

of Christchurch respondents had confidence that the Council makes decisions in the best interests of the city.

Housing and Economic Wellbeing

59%

of Christchurch respondents found their housing costs (rent, mortgage, house insurance and house maintenance) affordable.

This was higher than the 8 cities average of 47%.

65%

of Christchurch respondents were satisfied with their jobs, and 62% were satisfied with their work/life balance.

Some have experienced COVID related income loss.

28%

of Christchurch respondents said they had lost or had their income reduced as a result of Covid-19.

72%

said racism or discrimination toward particular groups of people (based on gender, ethnicity or age) was a problem in Christchurch in the last 12 months.

This was significantly higher than the 8 cities average of 51%.

One in three (34%) witnessed intolerance toward others based on their ethnicity in the last 3 months (similar to the 8 cities average of 31%).

Crime and safety is an ongoing issue in Christchurch, with only...

44%

of Christchurch respondents said they feel safe in the central city after dark.

When asked to identify crime and safety issues in the last 12 months, the top issues were:

- Dangerous driving (80%)
- Theft and burglary (76%)
- Vandalism (75%)
- Begging (71%)
- Alcohol or drug problems (66%)

71%

of respondents could afford to heat their homes in winter.

Compared to 65% in 2018.

Some were struggling to afford everyday needs.

50%

of Christchurch respondents said they had enough or more than enough money to cover their everyday needs.

13% said they do not have enough.

71%

of Christchurch respondents said their home doesn't have a problem with damp or cold.

This was significantly higher than the 8 cities average of 61%.