

Quality of Life Survey 2020

WELLINGTON CITY REPORT



KEY HIGHLIGHTS

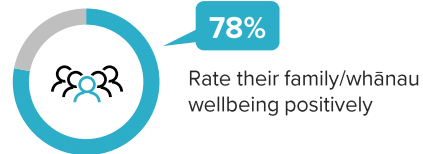
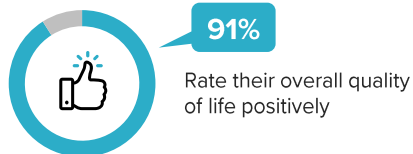
The 2020 Quality of Life Project is a partnership between eight New Zealand councils.

It measures perceptions over several domains related to quality of life.

A random selection of residents aged 18 years or over from each council area participated in the survey either online or by filling in a paper questionnaire.

The survey took place between 23 September and 29 November 2020.

Overall quality of life



TOP 3 REASONS FOR QUALITY OF LIFE

Increasing

Decreasing

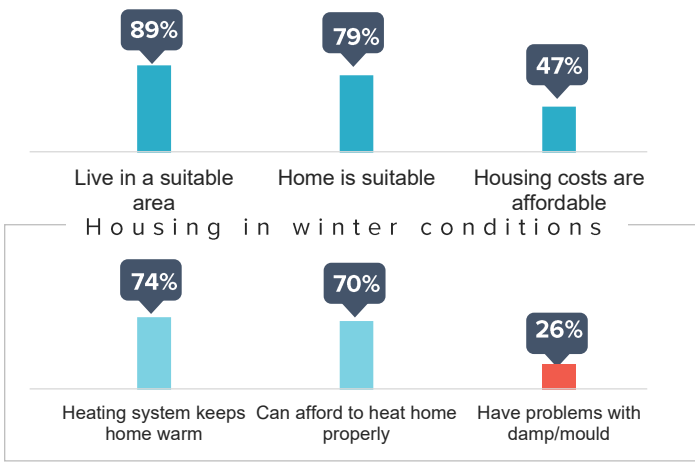
- | | |
|-----------------------|-----------------------------|
| 1 Work related | 1 Poor health and wellbeing |
| 2 Relationships | 2 Work related |
| 3 Financial wellbeing | 3 Lifestyle |

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



Housing

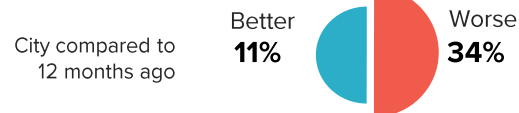
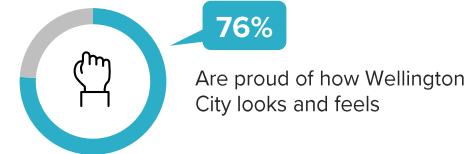
PERCEPTIONS OF HOUSING: % STRONGLY AGREE OR AGREE



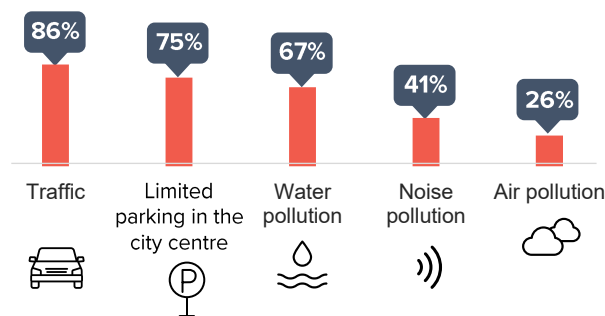
TOP 3 REASONS HOME IS UNSUITABLE

- Home is too small
- Home is cold / damp
- Home is in poor condition / needs maintenance

Built and natural environment



PERCEPTIONS OF ISSUES IN WELLINGTON CITY: % VIEW AS A BIT OF A PROBLEM/ BIG PROBLEM IN LAST 12 MONTHS

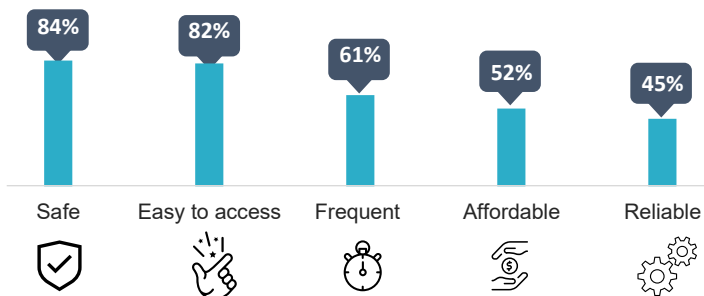


TOP 3 REASONS WHY CITY AS A PLACE TO LIVE HAS

- | | |
|---------------------------|--|
| Got better | Got worse |
| 1 Good/improved amenities | 1 Lack of suitable, affordable housing |
| 2 Good sense of community | 2 Lack of amenities |
| 3 Nicer people around | 3 Poor public transport |

Transport

PERCEPTIONS OF PUBLIC TRANSPORT IN WELLINGOTN: % STRONGLY AGREE OR AGREE



42% Use public transport weekly (or more often)



KEY HIGHLIGHTS

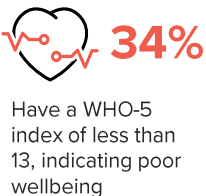
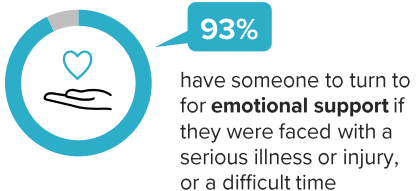
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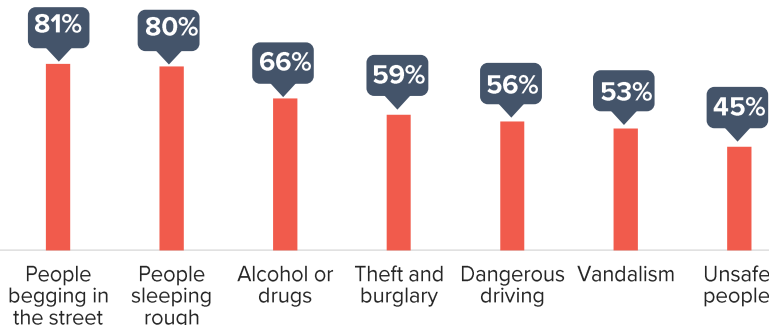
The survey took place between 23 September and 29 November 2020.

Health & wellbeing

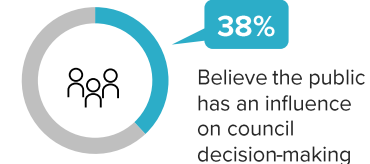


Crime, safety & local issues

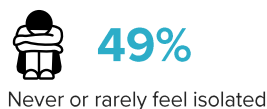
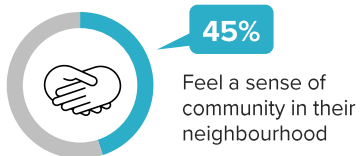
PERCEPTIONS OF ISSUES IN WELLINGTON CITY:
% VIEW AS A BIT OF A PROBLEM/BIG PROBLEM IN PAST 12 MONTHS



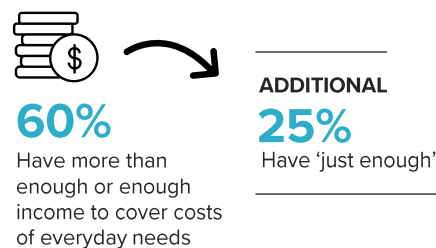
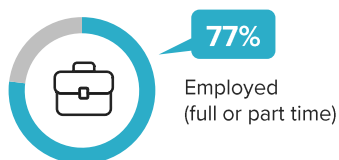
Council processes



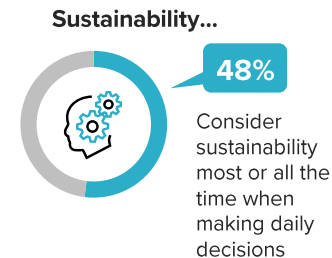
Community, culture & social networks



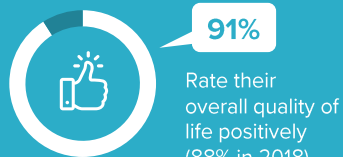
Economic wellbeing



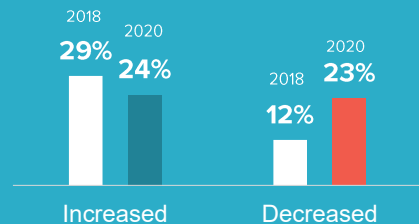
Climate change & sustainability



THE IMPACT OF COVID-19



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

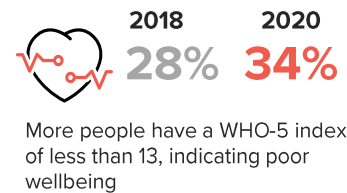
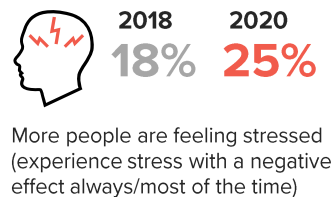


When looking 12 months into the future, the balance is towards optimism (39% think their quality of life will be better and 10% think it will be worse).

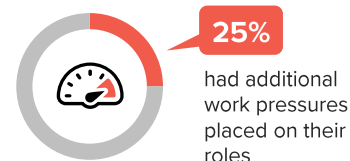
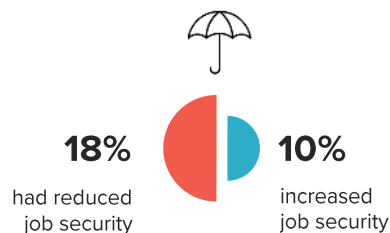
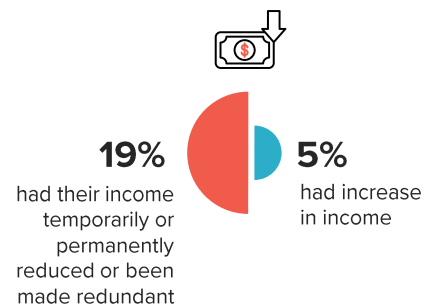
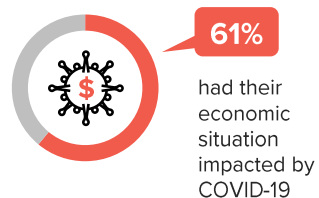


COVID-19 has likely impacted behaviours and perceptions in a number of ways. Compared with 2018...

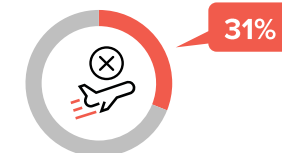
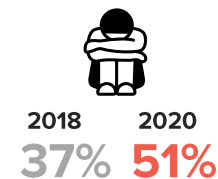
Health & wellbeing



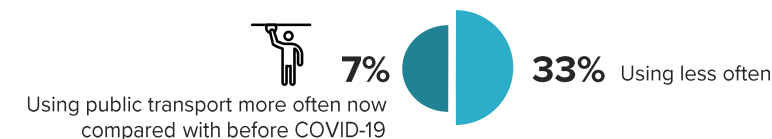
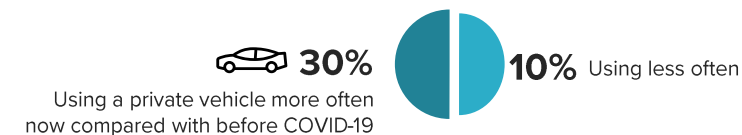
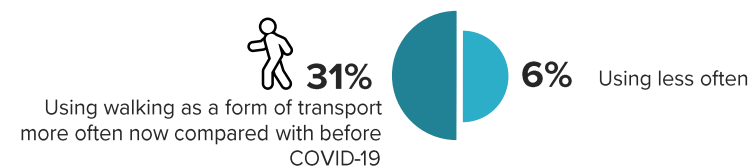
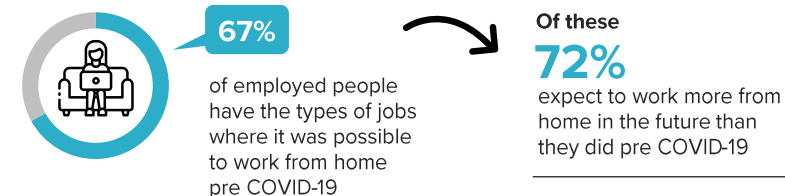
Economic wellbeing



Social contact



Changing patterns of working and transport



Contents

01 Introduction

- 6 ▶ Background
- 7 ▶ Councils involved
- 8 ▶ Project management
- 9 ▶ Sample

02 Research Design

- 10 ▶ Methodology and sampling overview
- 12 ▶ Response rates
- 13 ▶ Questionnaire design
- 14 ▶ Notes about this report

03 Quality of Life

- 18 ▶ Overall quality of life
- 19 ▶ Perceived quality of life compared to 12 months prior
- 27 ▶ Quality of life in 12 months' time
- 28 ▶ Wellbeing of family/whānau

04 Built and Natural Environment

- 30 ▶ Perception of Wellington City as a great place to live
- 31 ▶ Perception of Wellington City compared to 12 months earlier
- 33 ▶ Reasons for positive change in perception
- 35 ▶ Reasons for negative change in perception
- 37 ▶ Pride in look and feel of Wellington City
- 39 ▶ Perceived environmental problems in Wellington City

05 Housing

- 47 ▶ Affordability of housing costs
- 49 ▶ Suitability of home type
- 52 ▶ Suitability of location of home
- 53 ▶ Home has a problem with damp or mould
- 54 ▶ Heating system keeps home warm when used
- 55 ▶ Can afford to heat home properly

06 Public Transport

- 57 ▶ Frequency of use of public transport
- 58 ▶ Perceptions of public transport
- 65 ▶ Perceived impact of COVID-19 on transport usage

07 Health and Wellbeing

- 71 ▶ Physical health
- 72 ▶ Mental health
- 73 ▶ Stress
- 75 ▶ Availability of practical support
- 76 ▶ Availability of emotional support
- 77 ▶ WHO-5 wellbeing index
- 80 ▶ Frequency of physical activity in previous week

08 Crime, Safety and Local Issues

- 82 ▶ Rating of issues as problem in Wellington City
- 91 ▶ Sense of safety

09 Community, Culture and Social Networks

- 98 ▶ Importance of sense of community
- 99 ▶ Sense of community experienced
- 101 ▶ Participation in social networks and groups
- 103 ▶ Availability of arts and artistic activities in Wellington City
- 104 ▶ Frequency of feeling isolated
- 106 ▶ Trust
- 107 ▶ Impact of greater cultural diversity
- 109 ▶ Personal experience of prejudice or intolerance
- 111 ▶ Witnessed prejudice or intolerance

10 Climate Change

- 114 ▶ Consideration of sustainability when making decisions
- 115 ▶ Worry about the impact of climate change on Wellington City

11 Employment and Economic Wellbeing

- 117 ▶ Employment status
- 118 ▶ Satisfaction with job
- 119 ▶ Balance between work and other aspects of life
- 120 ▶ Unpaid work in last 4 weeks
- 122 ▶ Ability to cover costs of everyday needs
- 123 ▶ Perceived impact of COVID-19 on work/financial situation
- 125 ▶ Working from home before COVID-19
- 127 ▶ Working from home in the future

12 Council Processes

- 130 ▶ Confidence in council decision-making
- 131 ▶ Perception of public's influence on council decision-making

133 APPENDIX 1: Sample profile

137 APPENDIX 2: Survey communications

141 APPENDIX 3: Questionnaire

150 APPENDIX 4: Detailed reasons for quality of life rating

156 APPENDIX 5: WHO-5 Wellbeing Index

172 APPENDIX 6: Comparisons with 2018



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

INTRODUCTION

Background

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

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

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

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

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



INTRODUCTION

Councils Involved

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

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

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

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

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

INTRODUCTION

Project Management

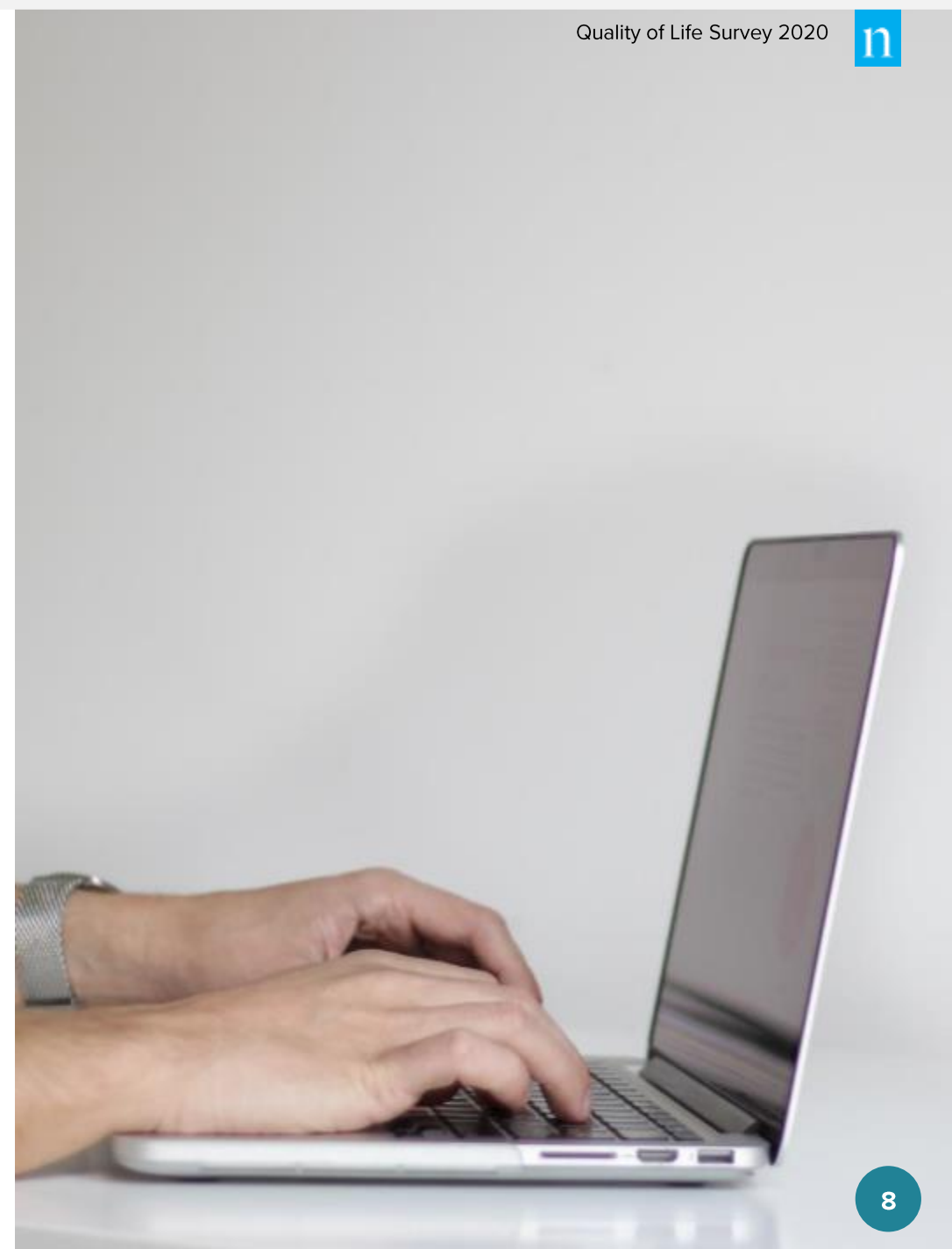
Since 2012, the Quality of Life survey project has been managed by a group made up of representatives from the following four councils:

- ▶ **Auckland Council¹**
- ▶ **Wellington City Council**
- ▶ **Christchurch City Council**
- ▶ **Dunedin City Council.**

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

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

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





Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

INTRODUCTION

Sample

In 2020 a total of 588 Wellington City residents completed the Quality of Life survey.

The table shows the sample size that was achieved in Wellington and also shows the proportionate distribution of respondents within the city. Refer to section 2 for more detail on sample design and Appendix 1 for a breakdown of demographic characteristics of the Wellington sample.

Subgroup	Sample achieved in each subgroup	Proportion Wellington City sample (n=588)	Proportion of Wellington City results (n=588)
	No.	Unweighted %	Weighted %
Males	250	43	48
Females	326	55	50
Gender diverse	12	2	2
Under 25	117	20	18
25 to 34 years	162	28	25
35 to 49 years	147	25	24
50 to 64 years	97	16	21
65+ years	65	11	13
European /Other	489	83	74
Māori	84	14	8
Pacific	25	4	4
Asian	53	9	18
Northern Ward	120	20	22
Onslow-Western Ward	127	22	20
Lambton Ward	186	32	26
Eastern Ward	79	13	18
Southern Ward	76	13	14
Wellington City total	588	-	-

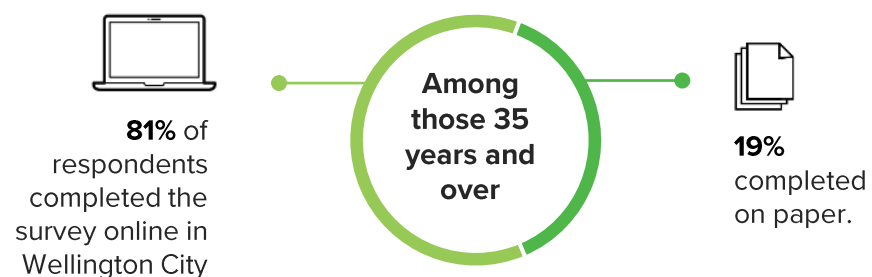


RESEARCH DESIGN

Method and Sampling Overview

Method

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



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

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

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

Sampling frame and recruitment

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

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

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



RESEARCH DESIGN

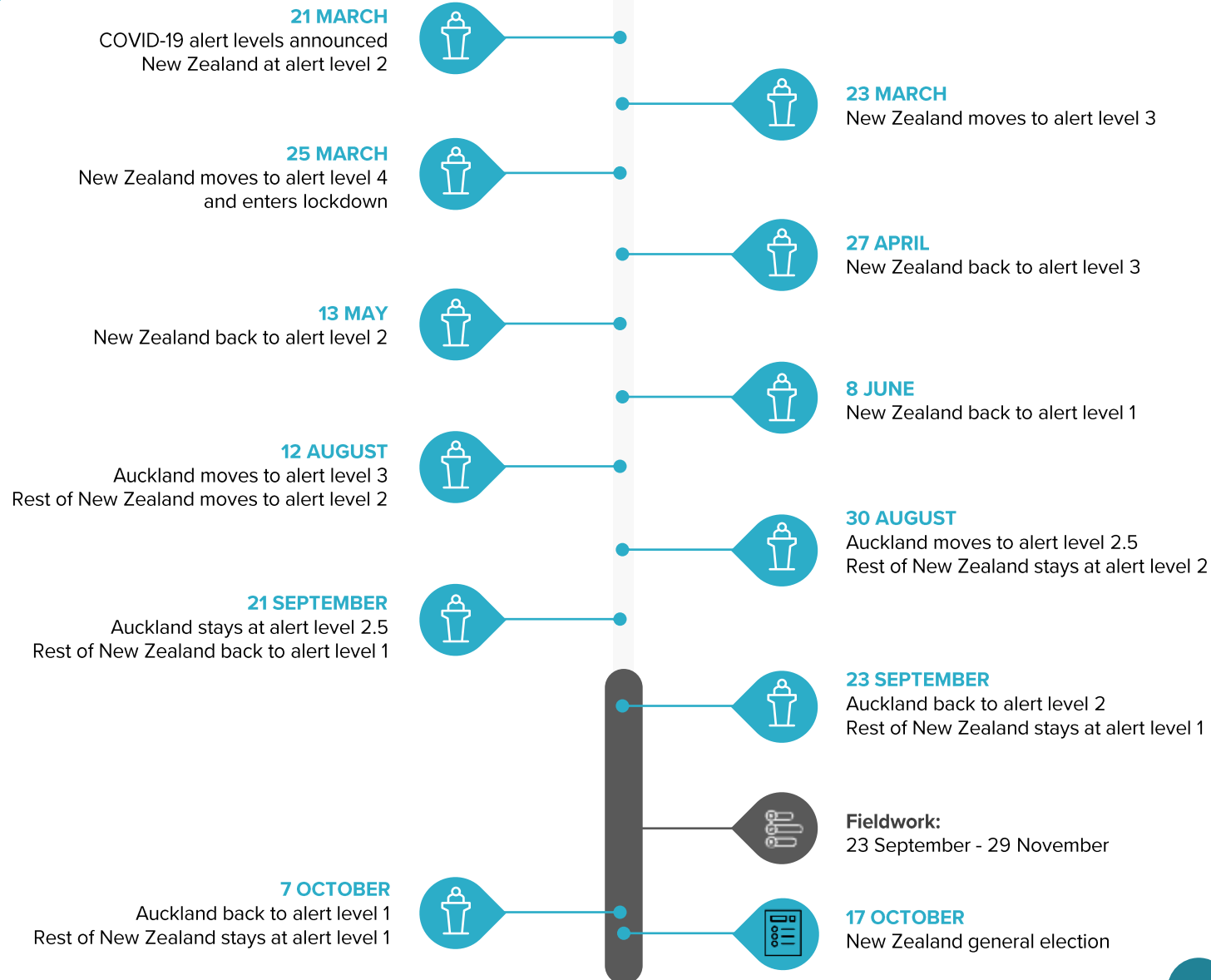
Impact of COVID -19

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

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

The questionnaire was updated and modified, with some questions relating to COVID-19 added.

Communications to potential respondents acknowledged the impact of COVID-19, but asked respondents to try and consider the previous 12 months as a whole when answering questions.





RESEARCH DESIGN

Response rates

A total of 1,890 potential respondents from the Wellington City area were randomly selected from the Electoral Roll and invited to participate in the survey. From these invitations, 588 respondents completed the survey. The overall response rate for Wellington City is 32%.

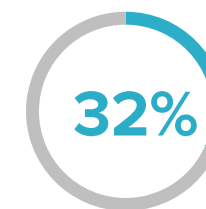
An explanation of the response rate calculation and response rates by council area are provided in the Quality of Life Survey 2020 Technical Report.

The total number of completed surveys in Wellington City (588) includes 23 who took part in the 2018 survey and who agreed to be re-contacted. This was to boost the number of completed surveys received from harder-to-reach groups.

**1,890**

Survey invitation letters

Response rate Wellington
City (and sourced from the
electoral roll)

**588**

completed the questionnaire

565

who were sourced from the
electoral roll

23

who were sourced from the
2018 survey

[Introduction](#)**[Research Design](#)**[Quality Of Life](#)[Built & Natural Environment](#)[Housing](#)[Public Transport](#)[Health & Wellbeing](#)[Crime & Safety](#)[Community, Culture & Social Networks](#)[Climate Change](#)[Employment & Economic Wellbeing](#)[Council Processes](#)[Appendix](#)

RESEARCH DESIGN

Questionnaire design

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

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

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

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

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





RESEARCH DESIGN

Notes about this report

This report outlines the Wellington City results to all questions asked in the 2020 Quality of Life survey. It highlights results by specific demographics such as community areas, age, ethnicity and length of time spent in Wellington City. There is also some mention of over-time results, but only for the total level not amongst demographic groups.

Results are presented in tabular format with short accompanying text.

Council area results

The results for Wellington City are sampled and weighted to be representative by age within gender, ethnicity and ward.

For the Wellington City total, the results for each community areas are post-weighted to their respective proportion of the Wellington City population to ensure results are representative. For example, Northern Ward sample of $n=120$ is 20% of the total sample size. However as their population is 22% of the Wellington City population, their responses have been weighted so they represent 22% of the total Wellington City result.

Rounding

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

Net counts

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

Base sizes

All base sizes shown on charts and on tables ($n=$) are unweighted base sizes. Please note that any base size of under $n=100$ is considered small and under $n=50$ is considered extremely small. Results should be viewed with caution.



RESEARCH DESIGN

Notes about this report

Margin of error

All sample surveys are subject to sampling error. Based on a total sample size of 588 respondents, the results shown in this survey for Wellington City are subject to a maximum sampling error of plus or minus 4.1% 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 45.9% and 54.1%. As the sample figure moves further away from 50%, so the error margin will decrease.

	Sample target	Sample achieved	Maximum margin of error (95% level of confidence)
Males	241	250	6.2%
Females	249	326	5.5%
Under 25	87	117	9.2%
25 to 34 years	111	162	7.8%
35 to 49 years	132	147	8.2%
50 to 64 years	104	97	10.1%
65+ years	65	65	12.5%
European /Other	392	489	4.4%
Māori	38	84	10.9%
Pacific	22	25	21.1%
Asian	88	53	13.9%
Northern Ward	110	120	9.1%
Onslow-Western Ward	100	127	8.8%
Lambton Ward	129	186	7.3%
Eastern Ward	92	79	11.3%
Southern Ward	69	76	11.5%
WELLINGTON CITY TOTAL	500	588	4.1%



RESEARCH DESIGN

Notes about this report

Reporting on significant differences

Throughout this report an upward chevron (“^”) is used to indicate a net result for a demographic sub-group that is statistically higher than the total Wellington City result, while a downward chevron (“v”) is used to flag a net result that is statistically lower than Wellington City total.

Statistical differences are only highlighted when two criteria are met:

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

When a question has been asked consistently in 2018 and 2020, results have been compared. If there is a significant difference of five or more percentage points between the 2018 and 2020 results at Wellington City total level, this is noted in the commentary for that question.

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

Question numbering

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

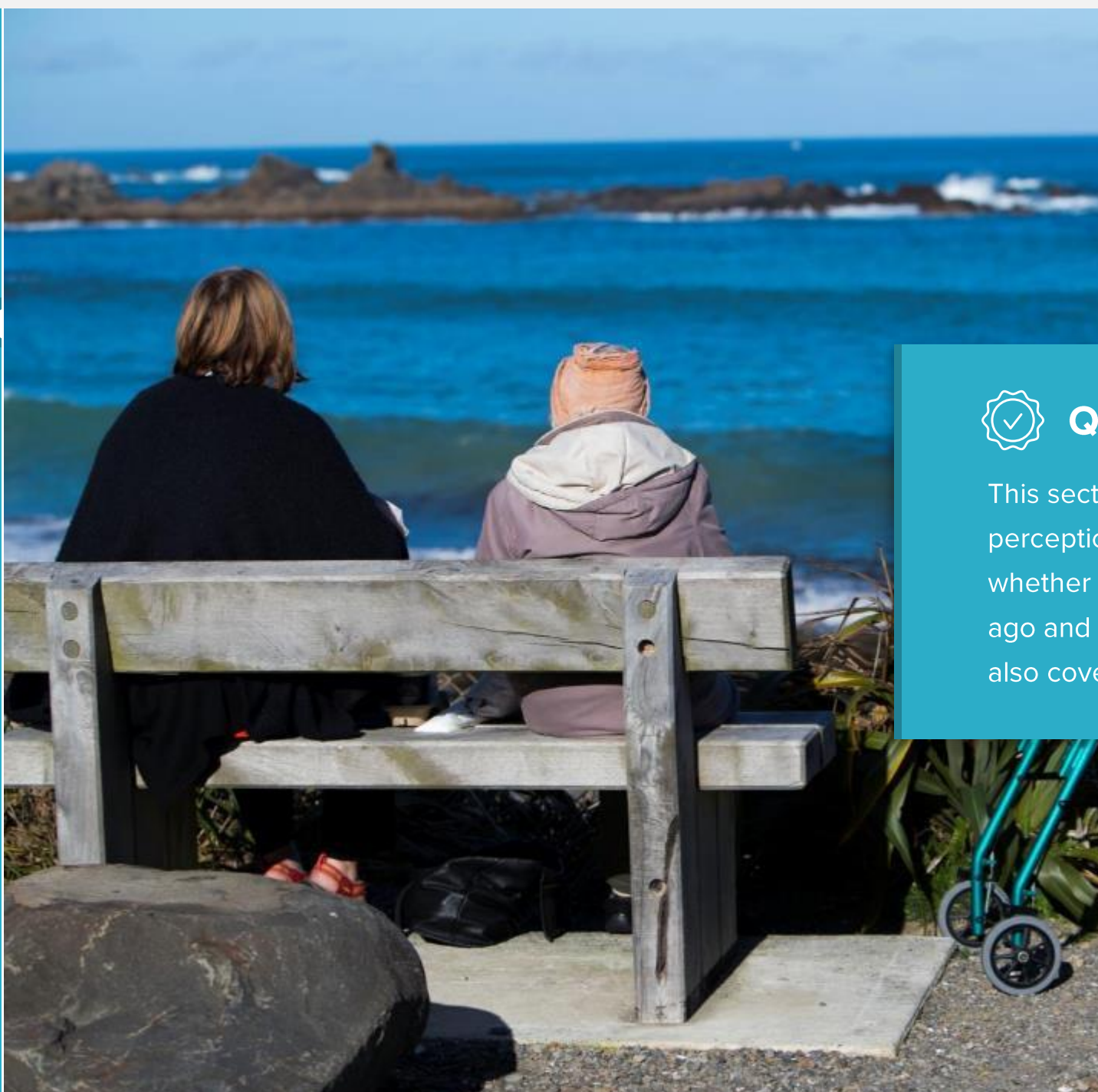
Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix



QUALITY OF LIFE

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



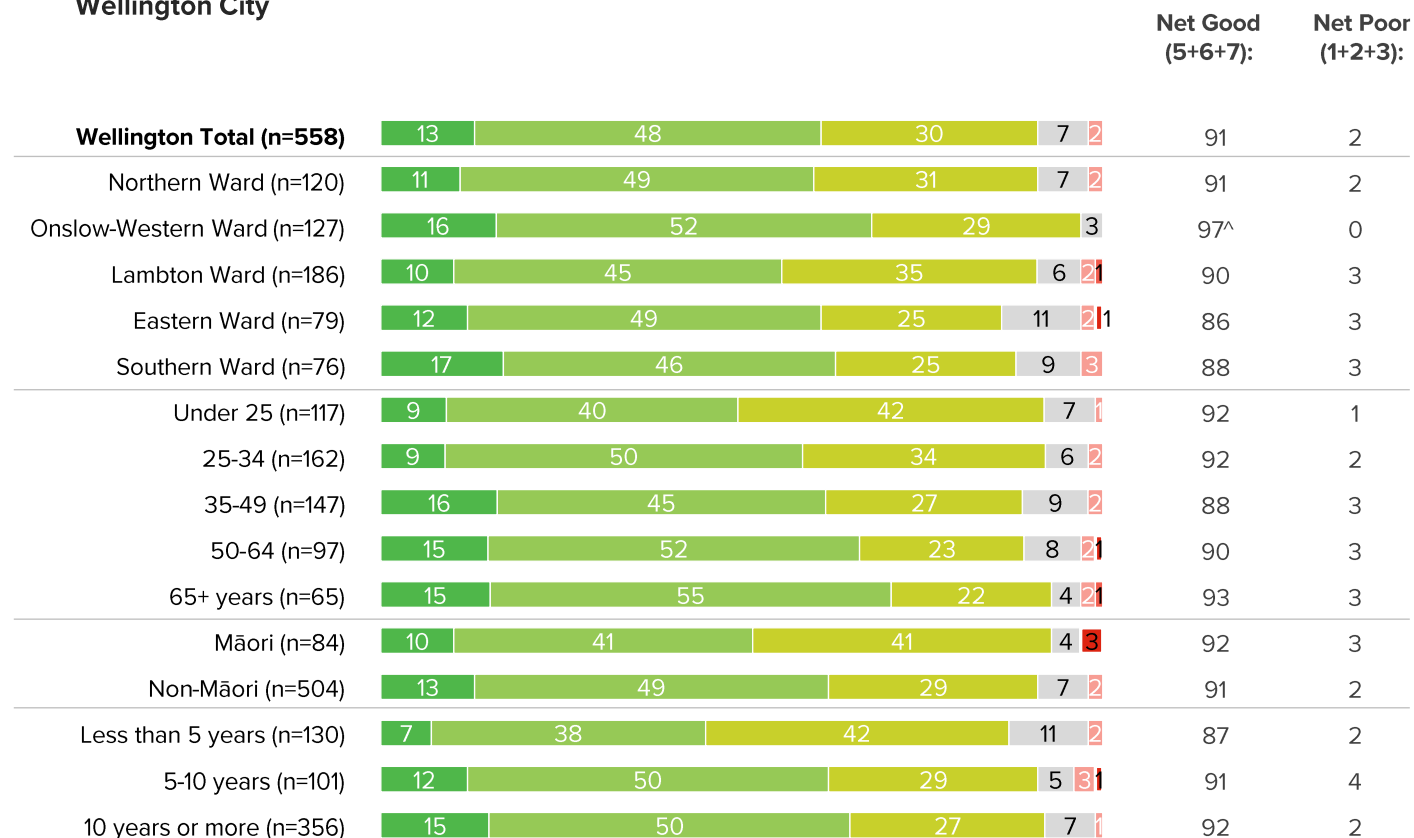
QUALITY OF LIFE

Overall quality of life

Nine in 10 (91%) respondents in Wellington City rate their overall quality of life positively, with 13% rating it as 'extremely good', 48% as 'very good' and 30% as 'good'.

Just 2% rate their quality of life negatively.

Overall quality of life (%) – by wards, age, ethnicity and years lived in Wellington City



Extremely good Very good Good Neither poor nor good Poor Very poor Extremely poor

Base: All Respondents (excluding not answered)

Source: Q70. Would you say that your overall quality of life is...
(1 – Extremely poor, 2 – Very poor, 3 – Poor, 4 – Neither poor nor good, 5 – Good, 6 – Very good, 7 – Extremely good)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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



QUALITY OF LIFE

Perceived quality of life compared to 12 months prior

Just under a quarter (24%) of respondents living in Wellington City feel their quality of life has increased over the past year, while 23% feel it has decreased.

Compared to the 2018 survey, the proportion who feel their quality of life has decreased in Wellington City over the past year is significantly higher (from 12% in 2018 to 23% in 2020). This decline was also seen at the national level across the eight participating cities.

Perceived quality of life compared to 12 months prior (%) – by wards, age, ethnicity and years lived in Wellington City

					Net Increased (4+5):	Net Decreased (1+2):	
Wellington Total (n=575)	3	21	52	21	3	24	23
Northern Ward (n=117)	1	24	59	16	1	25	17
Onslow-Western Ward (n=125)	2	23	54	18	3	25	21
Lambton Ward (n=182)	4	18	49	25	4	22	29
Eastern Ward (n=77)	5	25	47	21	2	30	23
Southern Ward (n=74)	5	13	54	25	2	18	28
Under 25 (n=117)	6	27	43	21	3	33 [^]	24
25-34 (n=162)	4	29	45	19	3	33 [^]	22
35-49 (n=146)	2	17	61	20	1	19	21
50-64 (n=94)	3	17	53	25	2	19	28
65+ years (n=56)	1	9	65	19	5	10 ^{^v}	25
Māori (n=84)	2	26	54	15	3	28	18
Non-Māori (n=491)	3	20	52	21	3	24	24
Less than 5 years (n=129)	5	26	41	25	3	31	28
5-10 years (n=101)	4	20	59	15	2	24	16
10 years or more (n=344)	2	20	54	21	3	22	24



Base: All Respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has... (1 – Decreased significantly, 2 – Decreased to some extent, 3 – Stayed about the same, 4 – Increased to some extent, 5 – Increased significantly)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

QUALITY OF LIFE

Perceived quality of life in Wellington City compared to 12 months prior

Perceived quality of life compared to 12 months prior (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Perceived quality of life compared to 12 months prior (Net Decreased)	10	12	12	23

Base: All Respondents (excluding not answered)

Source: Q40. And compared to 12 months ago, would you say your quality of life has...

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

QUALITY OF LIFE

Reasons for positive change

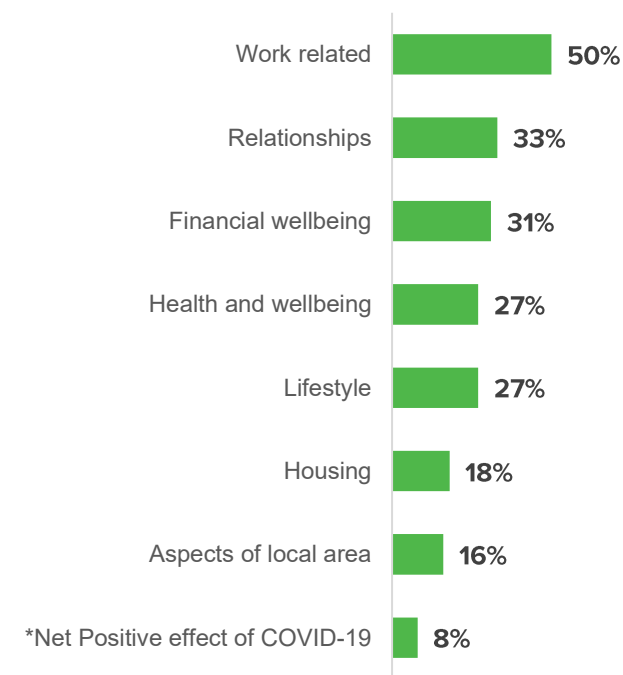
The 24% of respondents who indicated their quality of life was better now than 12 months ago were asked to describe in their own words why this was so. Their responses were coded into themes (comments could be coded across more than one theme). The charts and tables in this section show the main themes. For a more detailed breakdown of the codes included within these themes please see Appendix 4.

Reasons for increased quality of life

Most common explanations relate to work (50%), relationships (33%), financial wellbeing (31%), health and wellbeing (27%) and lifestyle (27%).

Eight percent mentioned a benefit contributed to by COVID-19 in their response (e.g. good work, increased income, flexibility to work/study online from home).

Reasons for increased quality of life – Wellington total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has increased compared to 12 months ago (n=142)

Source: Q82. And for what reasons has your quality of life changed?

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

QUALITY OF LIFE

Examples of verbatim comments – increased quality of life

“I have bought a house instead of renting. I have bought an electric car and sold my old petrol car. I have a good network of friends around me, in the country, and better relationships with slightly less close friends. I am finding my work more fulfilling and it has a better direction. I feel more organised and less overwhelmed.”

Male, 25-34 years

“I have enjoyed the additional flexibility of being able to work from home during (and to some degree also after) lockdown.”

Female, 65+ years

“I finished my studies and got a full time job which meant I can afford a better quality of life for myself..”

Male, 18-24 years

“I changed jobs which reduced my stress levels. I got a pay rise which makes me feel more stable financially. I would normally have travelled more but due to COVID I haven’t. However, this has enabled me to save more money and build up more annual leave which I’ll use to travel around the country.”

Female, 25-34 years

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

Female, 25-34 years



QUALITY OF LIFE

Reasons for positive change

Reasons for increased quality of life compared to 12 months prior (main themes) – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=142) %	NORTHERN WARD (n=27*) %	ONSLow-WESTERN WARD (n=37) %	LAMBTON WARD (n=40) %	EASTERN WARD (n=24*) %	SOUTHERN WARD (n=14*) %	UNDER 25 (n=38*) %	25-34 (n=52*) %	35-49 (n=29) %	50-64 (n=17*) %	65+ YEARS (n=6*) %	MĀORI (n=23*) %	NON-MĀORI (n=119) %	LESS THAN 5 YEARS (n=40) %	5-10 YEARS (n=29*) %	10 YEARS OR MORE (n=73) %
Work related	50	-	60	54	-	-	54	49	-	-	-	-	51	57	-	48
Relationships	33	-	29	30	-	-	43	22	-	-	-	-	33	33	-	35
Financial wellbeing	31	-	35	20	-	-	22	53^	-	-	-	-	30	35	-	28
Health and wellbeing	27	-	26	20	-	-	33	26	-	-	-	-	27	20	-	28
Lifestyle	27	-	21	9 ^v	-	-	13	23	-	-	-	-	27	14 ^v	-	34
Housing	18	-	15	26	-	-	23	26	-	-	-	-	17	24	-	12
Aspects of local area	16	-	13	10	-	-	14	14	-	-	-	-	18	20	-	16
*net Positive effect of COVID-19	8	-	17^	2	-	-	5	10	-	-	-	-	9	7	-	7

(Themes mentioned by 5% or more of respondents)

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

Base: All respondents who say their quality of life has increased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

^ Significantly higher than Wellington total

^v Significantly lower than Wellington total

*The net refers to any comments across all themes (e.g. financial wellbeing, health, etc.) that referenced COVID-19 when making that comment. For a more detailed breakdown of the codes included within these themes please see Appendix 4 (Page 137).



QUALITY OF LIFE

Reasons for negative change

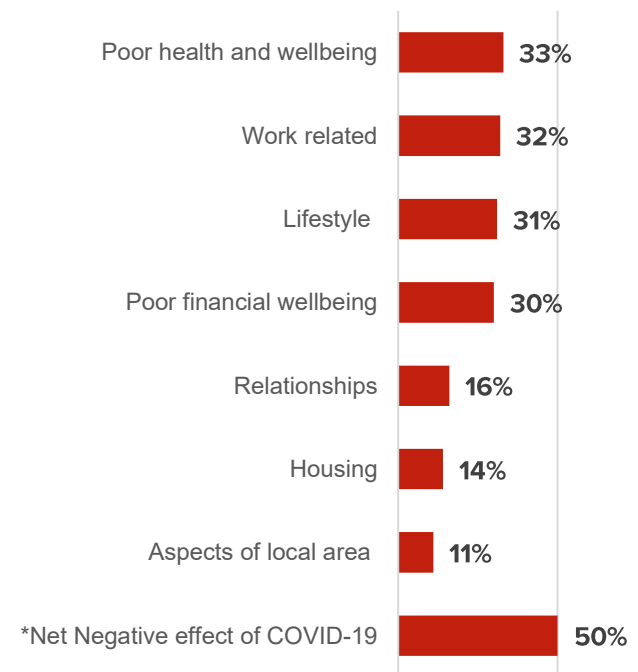
The 23% of respondents who indicated their quality of life had decreased compared to 12 months ago were asked to describe in their own words why this was so. Their responses were coded into themes (comments could be coded across more than one theme). The charts and tables in this section show the main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

Reasons for decreased quality of life

The most common explanations provided related to poor health and wellbeing (33%), work related reasons (32%), lifestyle (31%) and poor financial wellbeing (30%).

Half (50%) of these respondents specifically mentioned a negative impact contributed to by COVID-19 in their response (e.g. declining health/ poor health, lost job due to COVID-19).

Reasons for decreased of quality of life – Wellington total (%)



(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has decreased compared to 12 months ago (n=131)

Source: Q82. And for what reasons has your quality of life changed?

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

QUALITY OF LIFE

Examples of verbatim comments – decreased quality of life

“Less ability to travel and experience the world outside New Zealand . The planning and looking forward to travel helps with stress. The increase in stress due to the effects of lockdown on the people I work for and with is significant.”

Female, 50-64 years

“My mental health has declined and due to lack of available public options I have been having a hard time seeking professional help.”

Female, 18-24 years

“Work-life balance has shifted more towards work. My work requirements have increased throughout 2020.

Male, 35-49 years

“My salary has not reflected the increase of cost of housing and the shortage of housing options available. This has meant that financially for me my quality of life does not seem to have improved. I feel that the forced isolation as a result of COVID-19 has lessened my mental well being and therefore decreased my quality of life.

Male, 25-34 years

“Lost my job, was unemployed for a bit and had to get an admin job that I don't enjoy to make ends meet. I still make money but I'm not as happy in my job as before.

Female, 25-34 years



QUALITY OF LIFE

Reasons for negative change

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

Reasons for decreased quality of life compared to 12 months prior (main themes) – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=131) %	NORTHERN WARD (n=20*) %	ONSLow-WESTERN WARD (n=25*) %	LAMBTON WARD (n=49) %	EASTERN WARD (n=18*) %	SOUTHERN WARD (n=19*) %	UNDER 25 (n=27*) %	25-34 (n=31) %	35-49 (n=31) %	50-64 (n=28*) %	65+ YEARS (n=14*) %	MĀORI (n=14*) %	NON-MĀORI (n=117) %	LESS THAN 5 YEARS (n=34) %	5-10 YEARS (n=18*) %	10 YEARS OR MORE (n=79) %
Poor health and wellbeing	33	-	-	26	-	-	-	30	20	-	-	-	32	18	-	35
Work related	32	-	-	35	-	-	-	44	35	-	-	-	32	38	-	27
Lifestyle	31	-	-	27	-	-	-	40	33	-	-	-	32	43	-	22 ^v
Poor financial wellbeing	30	-	-	34	-	-	-	36	23	-	-	-	29	37	-	25
Relationships	16	-	-	23	-	-	-	19	16	-	-	-	17	21	-	13
Housing	14	-	-	17	-	-	-	18	4	-	-	-	14	25	-	9 ^v
Aspects of local area	11	-	-	17	-	-	-	6	9	-	-	-	11	11	-	9
*Net Negative effect of COVID-19	50	-	-	48	-	-	-	57	50	-	-	-	50	63	-	44

(Themes mentioned by 5% or more of respondents)

Base: All respondents who say their quality of life has decreased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

^ Significantly higher than Wellington total

^v Significantly lower than Wellington total

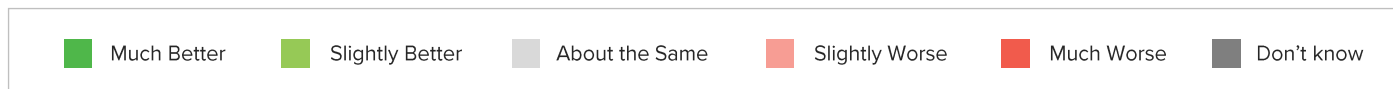
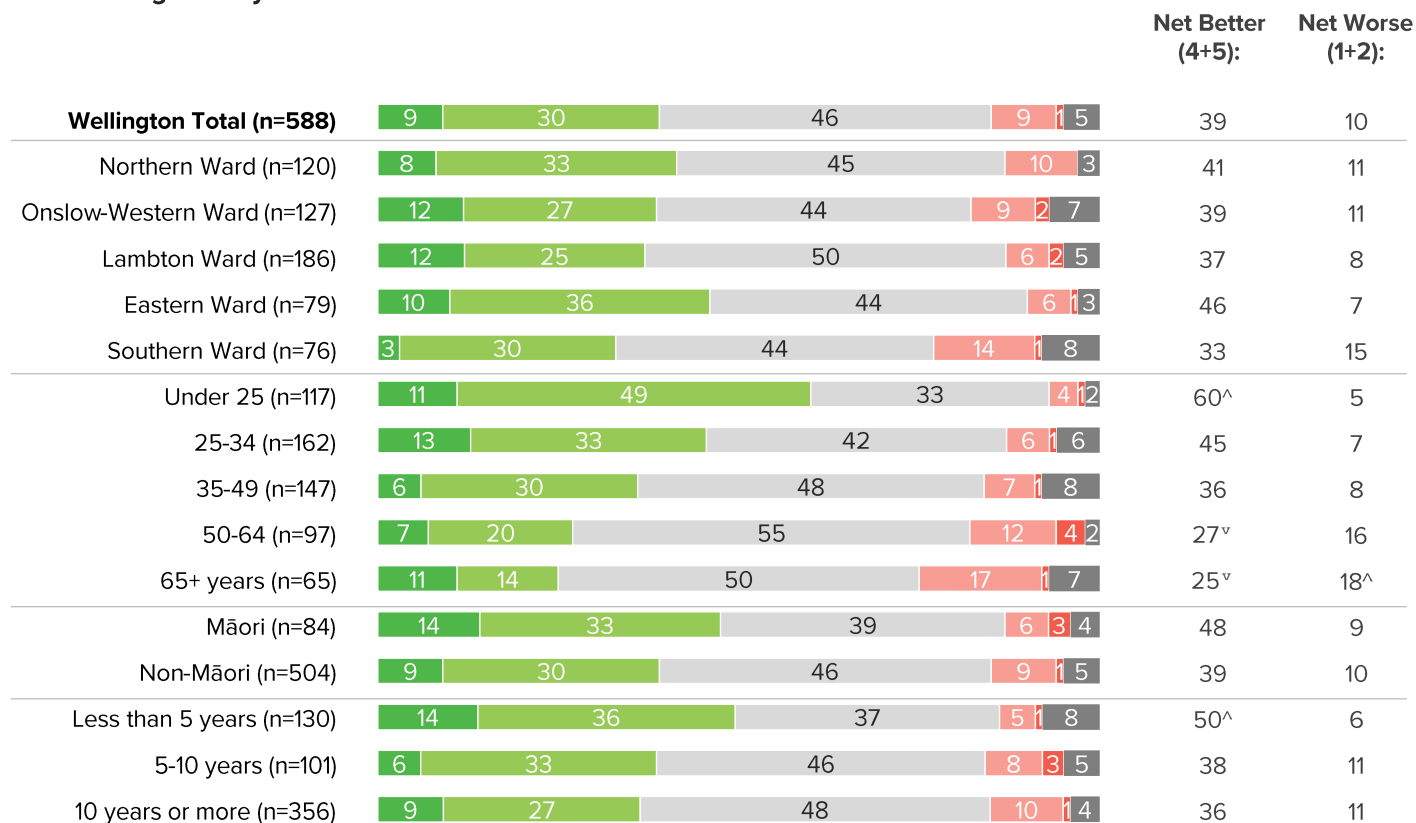
*The net refers to any comments across all themes (e.g. financial wellbeing, health, etc.) that referenced COVID-19 when making that comment. For a more detailed breakdown of the codes included within these themes please see Appendix 4 (Page 137).

QUALITY OF LIFE

Quality of life in 12 months' time

Close to two in five respondents (39%) living in Wellington City expect their quality of life will be better in 12 months time, while 10% expect it will become worse.

Quality of life in 12 months' time (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q100. Looking forward, in 12 months' time, do you expect that your quality of life will be the same, better or worse than it is today?

(1 – Much worse , 2 – Slightly worse, 3 – About the same, 4 – Slightly better, 5 – Much better)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

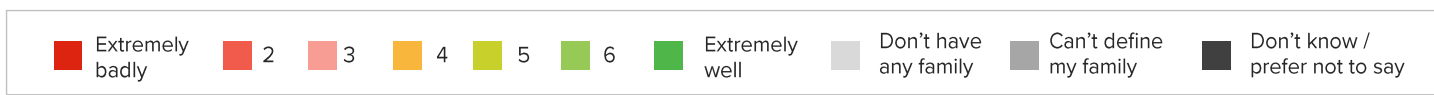
QUALITY OF LIFE

Wellbeing of family/whānau

Nearly four in five (78%) respondents in Wellington City rate the wellbeing of their family/whānau positively, while 5% indicate their family/whānau is not doing well.

Wellbeing of family/whānau (%) – by wards, age, ethnicity and years lived in Wellington City

							Net Well (5+6+7):	Net Badly (1+2+3):	
Wellington Total (n=588)	1	4	13	33	31	14	12	78	5
Northern Ward (n=120)	1	3	8	36	33	17	11	86 [^]	4
Onslow-Western Ward (n=127)	1	1	15	33	34	14	11	81	2
Lambton Ward (n=186)	1	8	14	32	27	10	11	70 ^v	9
Eastern Ward (n=79)	1	7	12	34	29	13	2	75	8
Southern Ward (n=76)	1	1	19	27	35	15	1	77	1
Under 25 (n=117)	2	11	47	24	11	1	3	83	3
25-34 (n=162)	1	6	17	34	28	11	1	72	7
35-49 (n=147)	3	13	27	38	15	2	2	80	3
50-64 (n=97)	1	8	15	29	32	12	2	73	9
65+ years (n=65)	8	27	33	22	3	1	6	82	0
Māori (n=84)	3	5	9	36	30	14	3	80	7
Non-Māori (n=504)	4	14	32	31	14	2	2	77	5
Less than 5 years (n=130)	1	7	20	37	25	7	1	69 ^v	8
5-10 years (n=101)	1	7	12	32	32	9	3	73	8
10 years or more (n=356)	3	12	32	33	16	1	2	81	3



Base: All Respondents (excluding not answered)
Source: Q83. Now a question about your family/whānau. How well is your family/whānau doing these days?
 (1 – Extremely badly, 2, 3, 4, 5, 6, 7 – Extremely well, 8 – Don't have any family, 9 – Can't define my family, 10 – Don't know / prefer not to say)

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

**HOME**

Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

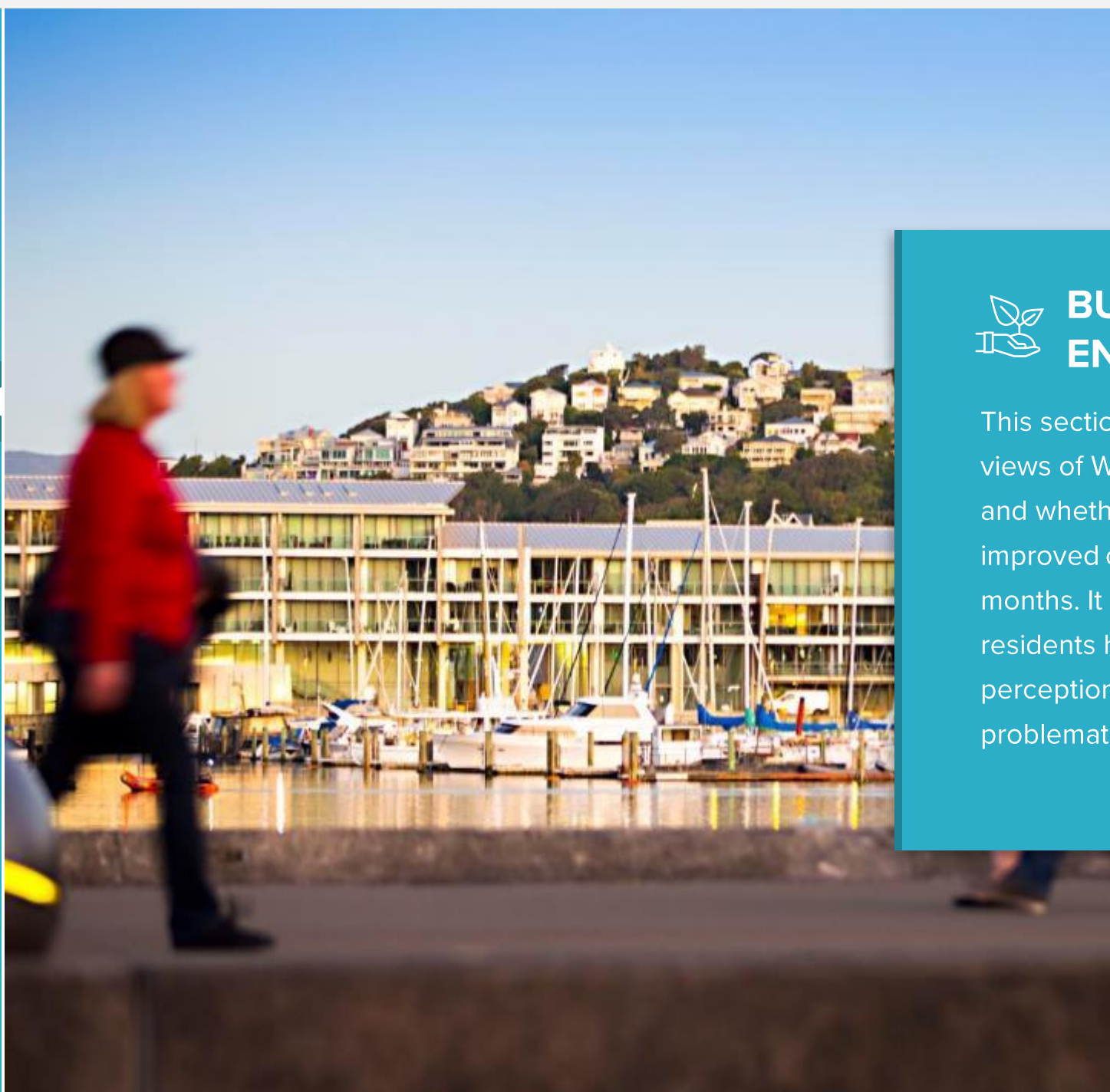
Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

**BUILT AND NATURAL
ENVIRONMENT**

This section reports on respondents' views of Wellington City as a place to live and whether they perceive it has improved or got worse over the past 12 months. It also covers the sense of pride residents have in Wellington City and perceptions of whether specific issues are problematic there.

BUILT & NATURAL ENVIRONMENT

Perception of Wellington City as a great place to live

Nine in 10 (89%) agree

Wellington City is a great place to live, while just 5% disagree.

Compared to the 2018 survey, the proportion who agree that Wellington City is great place to live has decreased slightly (89% cf. 94%). This decrease was not seen at the national level across the eight participating cities.

Perception of Wellington City as a great place to live (%) – by wards, age, ethnicity and years lived in Wellington City

	Response Distribution (%)		Net Agree (4+5):	Net Disagree (1+2):
Wellington Total (n=587)	33	57	89	5
Northern Ward (n=120)	32	62	94	4
Onslow-Western Ward (n=127)	34	56	90	6
Lambton Ward (n=186)	25	59	84 ^v	6
Eastern Ward (n=78)	36	56	92	2
Southern Ward (n=76)	40	48	88	5
Under 25 (n=117)	27	62	88	4
25-34 (n=162)	34	55	89	4
35-49 (n=147)	36	55	91	6
50-64 (n=96)	35	53	88	6
65+ years (n=65)	29	63	92	3
Māori (n=83)	28	59	87	8
Non-Māori (n=504)	33	57	90	5
Less than 5 years (n=130)	28	56	84 ^v	6
5-10 years (n=101)	29	54	83	8
10 years or more (n=355)	35	58	92	4



Base: All Respondents (excluding not answered)
Source: Q84. How much do you agree or disagree with the following statement: "Wellington City is a great place to live"?
 (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

BUILT & NATURAL ENVIRONMENT

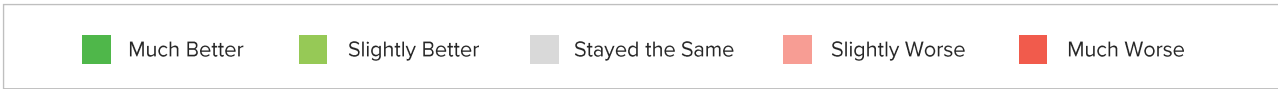
Perception of Wellington City compared to 12 months earlier

Just one in 10 (11%) respondents feel Wellington City has become a better place to live compared with 12 months ago, while over a third (34%) feel it has become worse.

Compared to the 2018 survey, the proportion who feel Wellington City has become a better place to live has decreased (11% cf. 27%). This decline was also seen at the national level across the eight participating cities. On the other hand, the proportion who feel it has become worse has increased (34% cf. 21%). This increase was only specific for Wellington City and not at total level.

Perception of Wellington City compared to 12 months earlier (%) – by wards, age, ethnicity and years lived in Wellington City

					Net Better (4+5):	Net Worse (1+2):
Wellington Total (n=578)	1 10	55	31	3	11	34
Northern Ward (n=116)	19	60	21		19 [^]	21 ^v
Onslow-Western Ward (n=126)	2 7	54	37		9	37
Lambton Ward (n=183)	1 10	48	33	9	10	42 [^]
Eastern Ward (n=78)	3 9	66	23		11	23 ^v
Southern Ward (n=75)	6	47	44	3	6	47 [^]
Under 25 (n=117)	2 15	59	23	1	17	24 ^v
25-34 (n=162)	9	58	30	2	9	33
35-49 (n=147)	1 12	55	31	2	12	32
50-64 (n=96)	1 10	47	37	5	11	42
65+ years (n=56)	2 5	54	34	5	6	39
Māori (n=83)	4 13	53	27	3	16	31
Non-Māori (n=495)	1 10	55	31	3	11	34
Less than 5 years (n=130)	2 6	66	23	4	7	27
5-10 years (n=101)	13	47	37	3	13	40
10 years or more (n=347)	1 11	53	32	3	12	34



Base: All Respondents (excluding not answered)
Source: Q71. And in the last 12 months, do you feel Wellington City has got better, worse or stayed the same as a place to live?
 (1 – Much worse, 2 – Slightly worse, 3 – Stayed the same, 4 – Slightly better, 5 – Much better)

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

BUILT & NATURAL ENVIRONMENT

Perception of Wellington City

Perception of Wellington City (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Perception of Wellington City as a great place to live (Net Agree)	92	89	94	89
Perception of Wellington City compared to 12 months earlier (Net Better)	-	-	27	11
Perception of Wellington City compared to 12 months earlier (Net Worse)	-	-	21	34

Base: All Respondents (excluding not answered)

Source: Q84. How much do you agree or disagree with the following statement: "Wellington City is a great place to live"?

Q71. And in the last 12 months, do you feel Wellington City has got better, worse or stayed the same as a place to live?

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



HOME

Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

BUILT & NATURAL
ENVIRONMENT

Reasons for positive change

The most commonly cited explanations, given by the 11% who feel Wellington City has become a better place to live, are that there are good or improved amenities (18%), a good sense of community/ community spirit (17%), nicer people around (15%), more events/festivals (12%) and perceived positive impact of COVID-19 and lockdowns (12%).

Reasons for positive change – Wellington total (%)



(Themes mentioned by 5% or more of respondents)

Base: Those who say their city/local area has got better as a place to live (excluding not answered) (n=60)

Source: Q72. And for what reasons do you say Wellington City has changed as a place to live?



BUILT & NATURAL ENVIRONMENT

Reasons for positive change

Why better as a place to live (%) – by wards, age, ethnicity and years lived in Wellington City

Themes mentioned by those who say Wellington City has got better as a place to live (net categories)

	WELLINGTON TOTAL	NORTHERN WARD	ONSLOW-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=60)	(n=18*)	(n=10*)	(n=19*)	(n=9*)	(n=4*)	(n=15*)	(n=13*)	(n=17*)	(n=11*)	(n=4*)	(n=10*)	(n=50)	(n=10*)	(n=12*)	(n=38)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Good/improved/new amenities such as shops, malls, movie theatres, libraries, doctors, hospital etc.	18	-	-	-	-	-	-	-	-	-	-	-	20	-	-	19
Good sense of community/community spirit	17	-	-	-	-	-	-	-	-	-	-	-	13	-	-	18
Nicer people around	15	-	-	-	-	-	-	-	-	-	-	-	17	-	-	16
More events/festivals	12	-	-	-	-	-	-	-	-	-	-	-	14	-	-	12
Positive impact of COVID-19 and lockdowns	12	-	-	-	-	-	-	-	-	-	-	-	9	-	-	12
Good public transport	10	-	-	-	-	-	-	-	-	-	-	-	11	-	-	10
Pedestrian and cycling initiatives	10	-	-	-	-	-	-	-	-	-	-	-	11	-	-	4
Everything is close by - shops, services, outdoor areas	10	-	-	-	-	-	-	-	-	-	-	-	8	-	-	13
Good recreational facilities/lots of things to do	9	-	-	-	-	-	-	-	-	-	-	-	9	-	-	11
Satisfaction with Government/local government	7	-	-	-	-	-	-	-	-	-	-	-	8	-	-	4
More green spaces in the city	7	-	-	-	-	-	-	-	-	-	-	-	8	-	-	4
Area looks clean, tidy, well kept (incl. beautification programmes)	6	-	-	-	-	-	-	-	-	-	-	-	6	-	-	7
Growth - economy, business	6	-	-	-	-	-	-	-	-	-	-	-	3	-	-	5
Greater diversity in the population/ethnic diversity	6	-	-	-	-	-	-	-	-	-	-	-	5	-	-	8
Building developments/renovations - commercial and residential	5	-	-	-	-	-	-	-	-	-	-	-	6	-	-	5
Sense of pride in the area	5	-	-	-	-	-	-	-	-	-	-	-	5	-	-	2

(Themes mentioned by 5% or more of respondents)

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

*Small base size, data not shown

Source: Q72. And for what reasons do you say Wellington City has changed as a place to live?

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix



Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

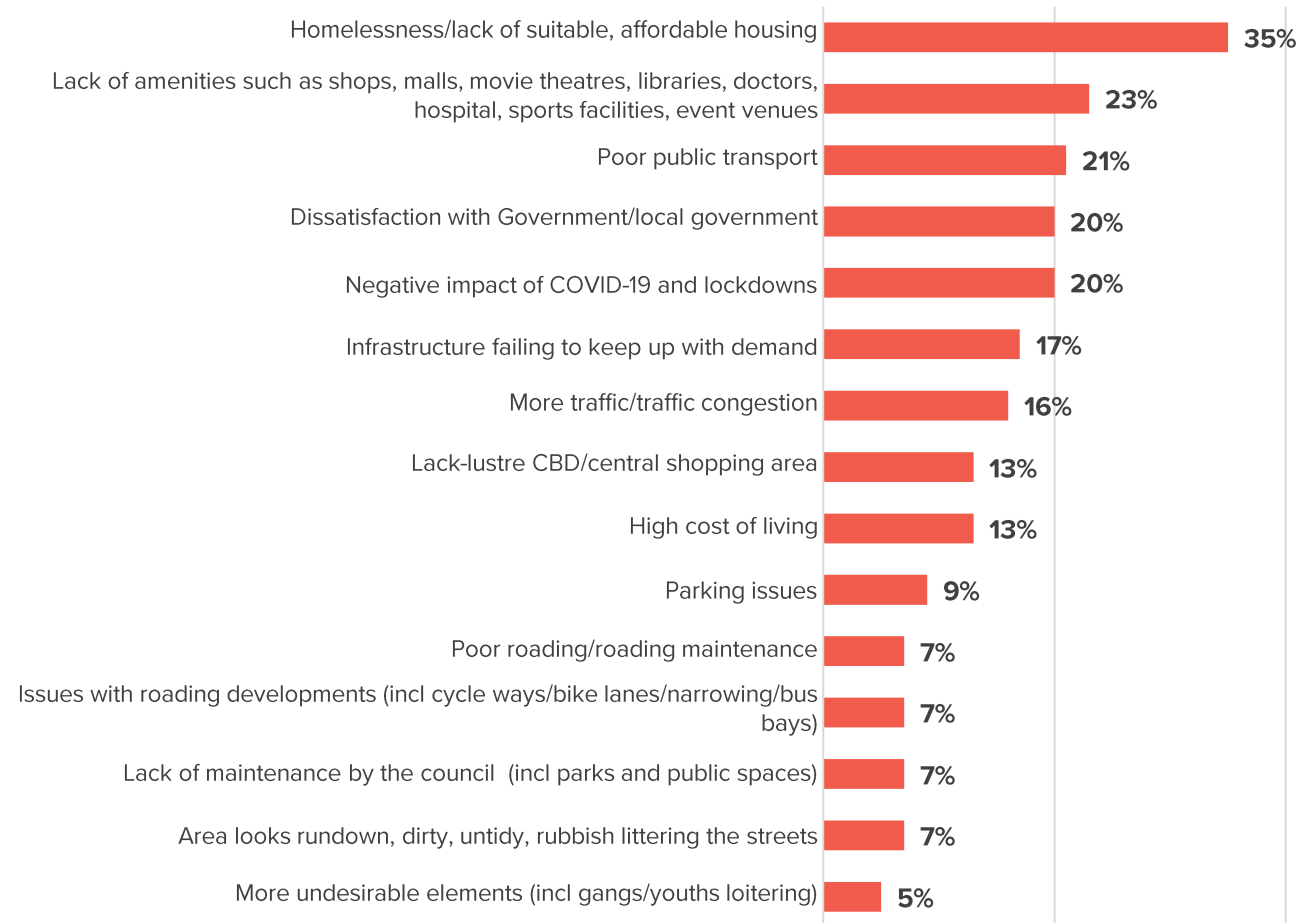
Appendix

BUILT & NATURAL ENVIRONMENT

Reasons for negative change

The most prevalent explanations given, by the 34% who feel Wellington City has become a worse place to live, relate to homelessness/ lack of suitable, affordable housing (35%).

Reasons for negative change – Wellington total (%)



(Themes mentioned by 5% or more of respondents)

Base: Those who say their city/local area has got worse as a place to live (excluding not answered) (n=197)

Source: Q72. And for what reasons do you say Wellington City has changed as a place to live?



BUILT & NATURAL ENVIRONMENT

Reasons for negative change

Why worse as a place to live (%) – by wards, age, ethnicity and years lived in Wellington City

Themes mentioned by those who say Wellington City has got worse as a place to live (net categories)

	WELLINGTON TOTAL	NORTHERN WARD	ONSLow-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=197)	(n=26*)	(n=42*)	(n=74)	(n=20*)	(n=35)	(n=33)	(n=55)	(n=47)	(n=41)	(n=21*)	(n=26*)	(n=171)	(n=34)	(n=39)	(n=124)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Homelessness/lack of suitable, affordable housing	35	-	33	32	-	46	58	58 [^]	30	16 ^v	-	-	34	51	54 [^]	26 ^v
Lack of amenities such as shops, malls, movie theatres, libraries, doctors, hospital, sports facilities, event venues	23	-	23	19	-	27	13	19	26	25	-	-	22	24	9 ^v	26
Poor public transport	21	-	27	16	-	14	11	24	19	22	-	-	21	16	11	25
Dissatisfaction with Government/local government	20	-	16	22	-	22	10	11	19	25	-	-	20	21	9	23
Negative impact of COVID-19 and lockdowns	20	-	30	14	-	26	27	15	26	22	-	-	19	19	19	20
Infrastructure failing to keep up with demand	17	-	6 ^v	24	-	20	0	13	7	24	-	-	17	8	7	21
More traffic/traffic congestion	16	-	22	14	-	15	6	7 ^v	14	22	-	-	16	3	17	18
Lack-lustre CBD/central shopping area	13	-	4	19	-	14	4	12	10	13	-	-	13	9	2 ^v	16
High cost of living	13	-	15	12	-	18	23	12	9	11	-	-	12	13	12	14
Parking issues	9	-	8	9	-	16	5	8	0	17	-	-	10	4	17	8
Poor roading/roading maintenance	7	-	7	10	-	3	5	1	6	12	-	-	7	4	2	9
Issues with roading developments (incl cycle ways/bike lanes/narrowing/bus bays)	7	-	2	3	-	12	6	5	8	4	-	-	7	6	4	8
Lack of maintenance by the council (incl parks and public spaces)	7	-	4	8	-	9	0	3	7	6	-	-	7	2	9	7
Area looks rundown, dirty, untidy, rubbish littering the streets	7	-	2	10	-	10	9	7	13	4	-	-	8	9	16	5
More undesirable elements (incl gangs/youths loitering)	5	-	0	7	-	4	8	3	0	7	-	-	5	5	0	6

(Themes mentioned by 5% or more of respondents)

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

*Small base size, data not shown

Source: Q72. And for what reasons do you say Wellington City has changed as a place to live?

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix



BUILT & NATURAL ENVIRONMENT

Pride in look and feel of Wellington City

Three quarters (76%) of respondents agree they feel a sense of pride in the way Wellington City looks and feels, while 10% disagree.

Compared to the 2018 survey, a smaller proportion agree they feel a sense of pride in the way Wellington City looks and feels (76% cf. 88%), while a larger proportion disagree (10% cf. 1%). This decrease was not seen at the national level across the eight participating cities

Pride in look and feel of Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City

						Net Agree (4+5):	Net Disagree (1+2):
Wellington Total (n=587)	18	58	14	7	3	76	10
Northern Ward (n=119)	13	69	11	4	3	82	7
Onslow-Western Ward (n=127)	18	60	15	5	2	78	7
Lambton Ward (n=186)	14	59	12	9	6	73	15 [^]
Eastern Ward (n=79)	24	50	21	5	1	74	6
Southern Ward (n=76)	27	44	12	17	1	71	18 [^]
Under 25 (n=117)	18	62	13	4	3	80	7
25-34 (n=162)	18	60	14	7	1	78	8
35-49 (n=147)	16	55	18	8	3	72	10
50-64 (n=97)	22	54	11	9	3	76	12
65+ years (n=64)	16	59	11	9	5	75	13
Māori (n=84)	6	65	11	15	3	71	18 [^]
Non-Māori (n=503)	19	57	14	7	3	77	9
Less than 5 years (n=130)	22	52	15	7	5	74	12
5-10 years (n=101)	21	54	17	7	2	74	8
10 years or more (n=355)	17	60	13	8	2	77	10

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree

Base: All Respondents (excluding not answered)

Source: Q84. How much do you agree or disagree with the following statement: "I feel a sense of pride in the way Wellington City looks and feels"?

(1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

BUILT & NATURAL ENVIRONMENT

Pride in look and feel of Wellington City

Pride in look and feel of Wellington City (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Pride in look and feel of Wellington City (Net Agree)	89	82	88	76
Pride in look and feel of Wellington City (Net Disagree)	4	6	1	10

Base: All Respondents (excluding not answered)

Source: Q84. How much do you agree or disagree with the following statement: "I feel a sense of pride in the way Wellington City looks and feels"?

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BUILT & NATURAL ENVIRONMENT

Perceived environmental problems in Wellington City - summary

Respondents were asked to indicate whether or not they perceived each of a number of specific issues had been a problem in Wellington City in the previous 12 months.

In Wellington City, traffic congestion is identified as ‘a big problem’ or ‘a bit of a problem’ by 86%.

Limited parking in the city centre is considered to be a problem by 75%.

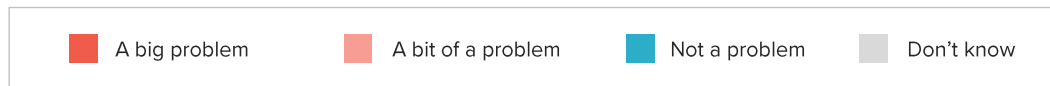
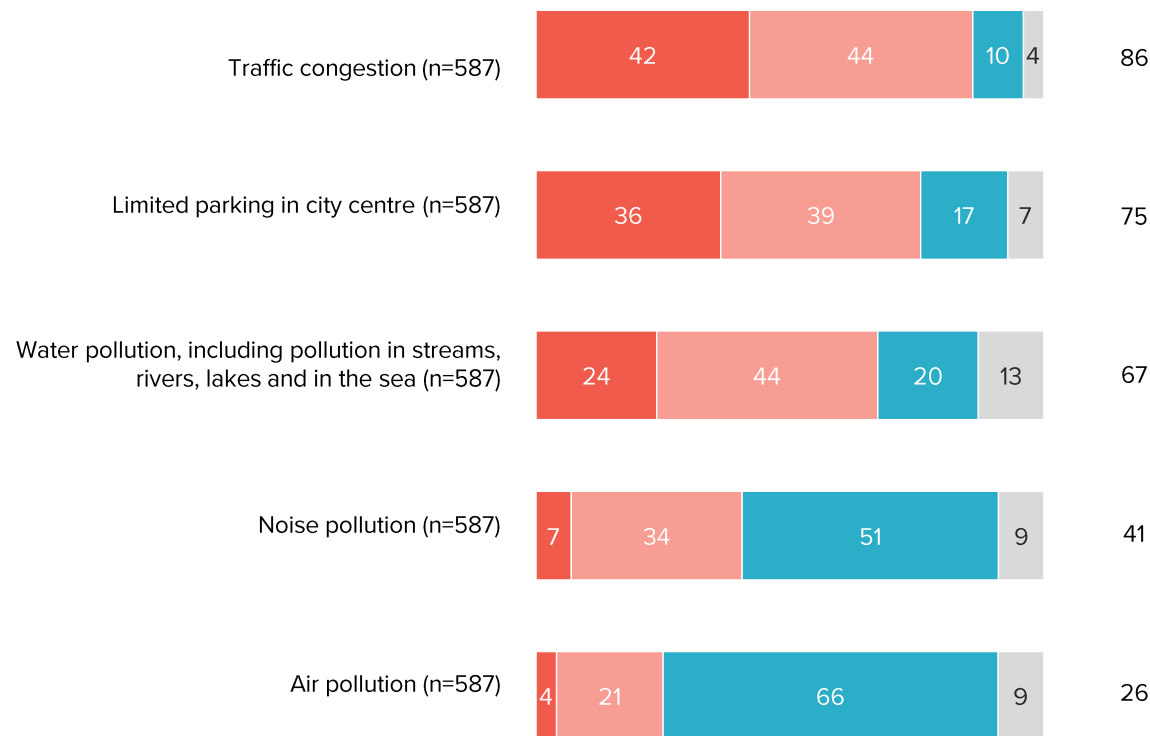
Of the three types of pollution considered, water pollution is the type most acknowledged as a problem (67%), compared to 41% for noise pollution and 26% for air pollution.

Compared to the 2018 survey, a higher proportion considered water pollution (67% cf. 53%) and air pollution as problems (26% cf. 19%) in Wellington City. This increase was not seen at the national level across the eight participating cities.

Rating of issues as problem in Wellington City (summary)

– Wellington total (%)

Net A Problem (1+2):



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

BUILT & NATURAL ENVIRONMENT

Perceived environmental problems in Wellington City

Perceived environmental problems in Wellington City (2014 to 2020) – Net A Problem

	2014	2016	2018	2020
	%	%	%	%
Water pollution	45	50	53	67
Air pollution	15	22	19	26

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

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

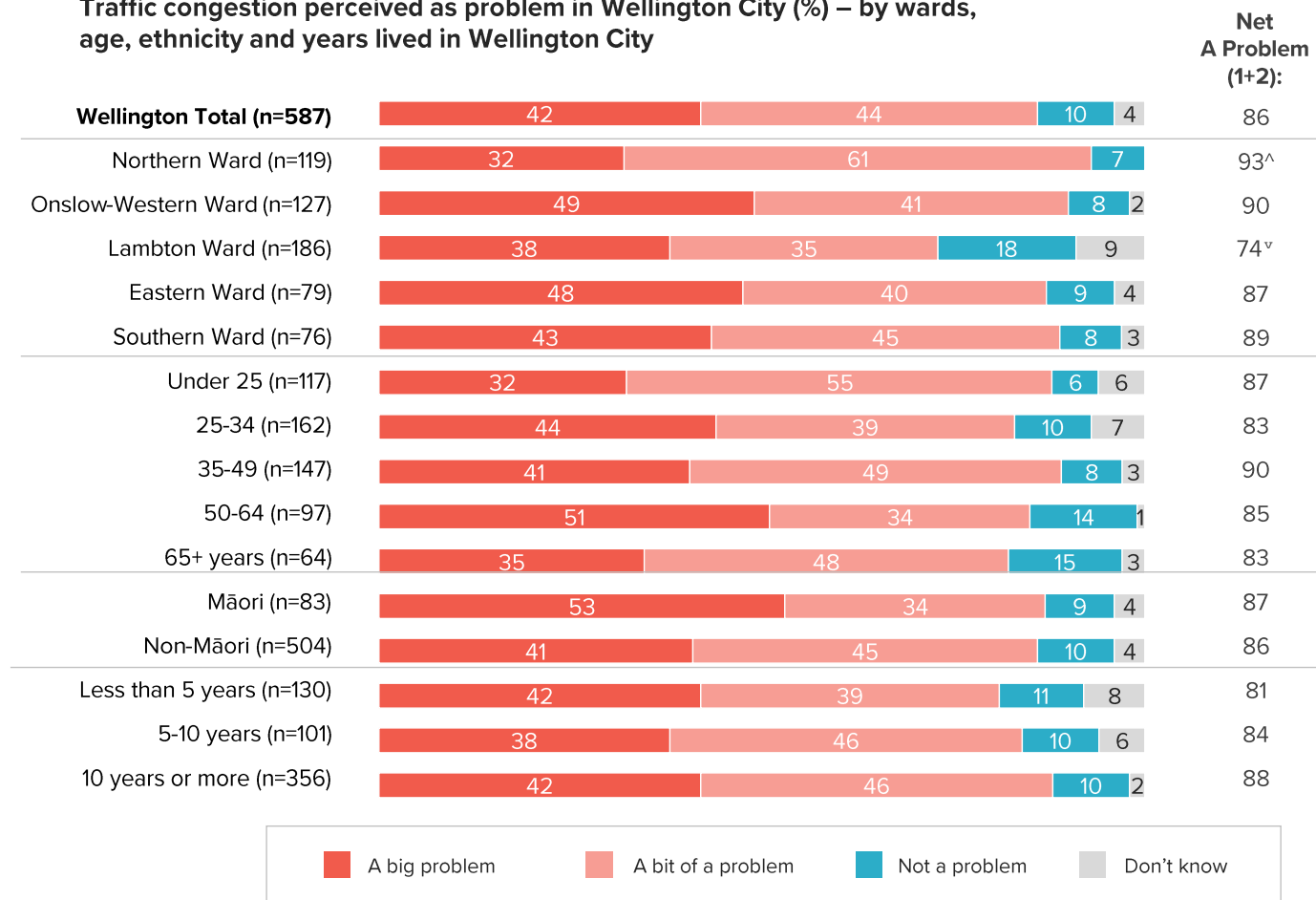


BUILT & NATURAL ENVIRONMENT

Traffic congestion

Most respondents indicated traffic congestion has been a problem in Wellington City in the previous 12 months, including 42% who consider it a big problem.

Traffic congestion perceived as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

Traffic congestion

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

[^] Significantly higher than Wellington total

[∇] Significantly lower than Wellington total

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HOME

Introduction

Research Design

Quality Of Life

**Built & Natural
Environment**

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

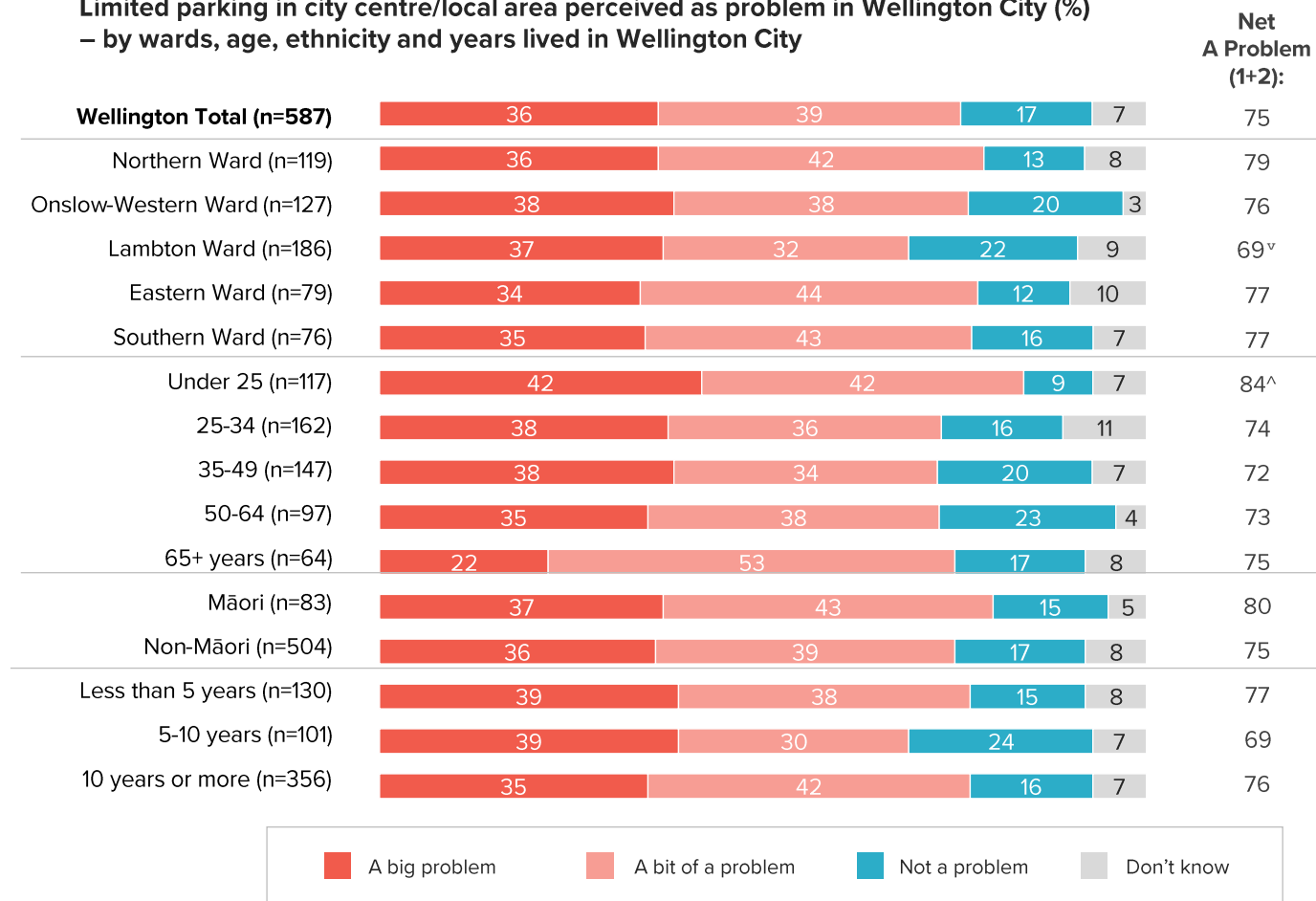
Appendix

BUILT & NATURAL
ENVIRONMENT

Limited parking in city centre

Three quarters feel limited parking in the city centre has been a problem in Wellington City in the previous 12 months.

Limited parking in city centre/local area perceived as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

Limited parking

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

BUILT & NATURAL ENVIRONMENT

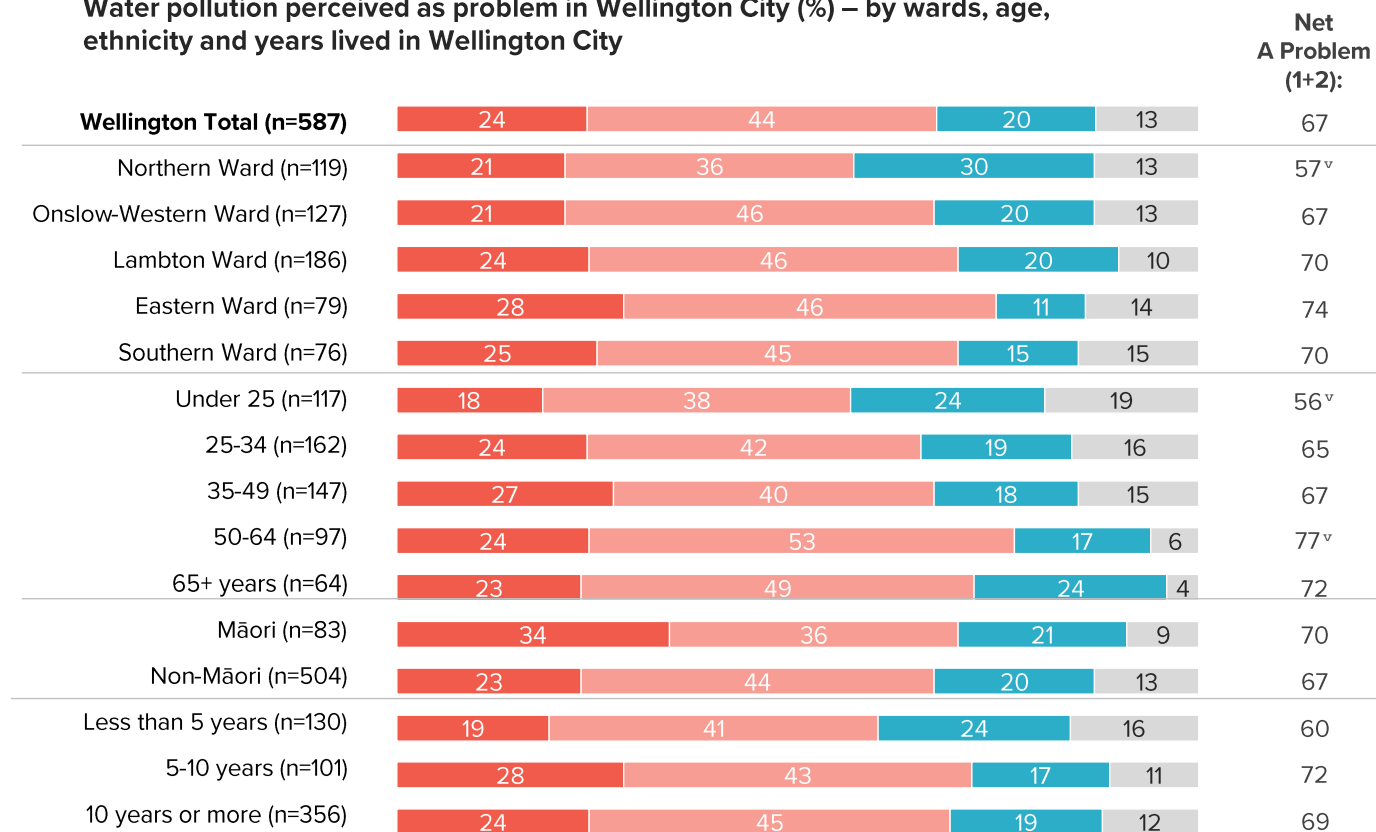
Water pollution

Two thirds (67%) feel water pollution has been a problem in Wellington City in the previous 12 months.

Compared to the 2018 survey, a higher proportion considered water pollution (67% cf. 53%) as a problem in Wellington City.

This increase was not seen at the national level across the eight participating cities.

Water pollution perceived as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

Water pollution, including pollution in streams, rivers, lakes and in the sea (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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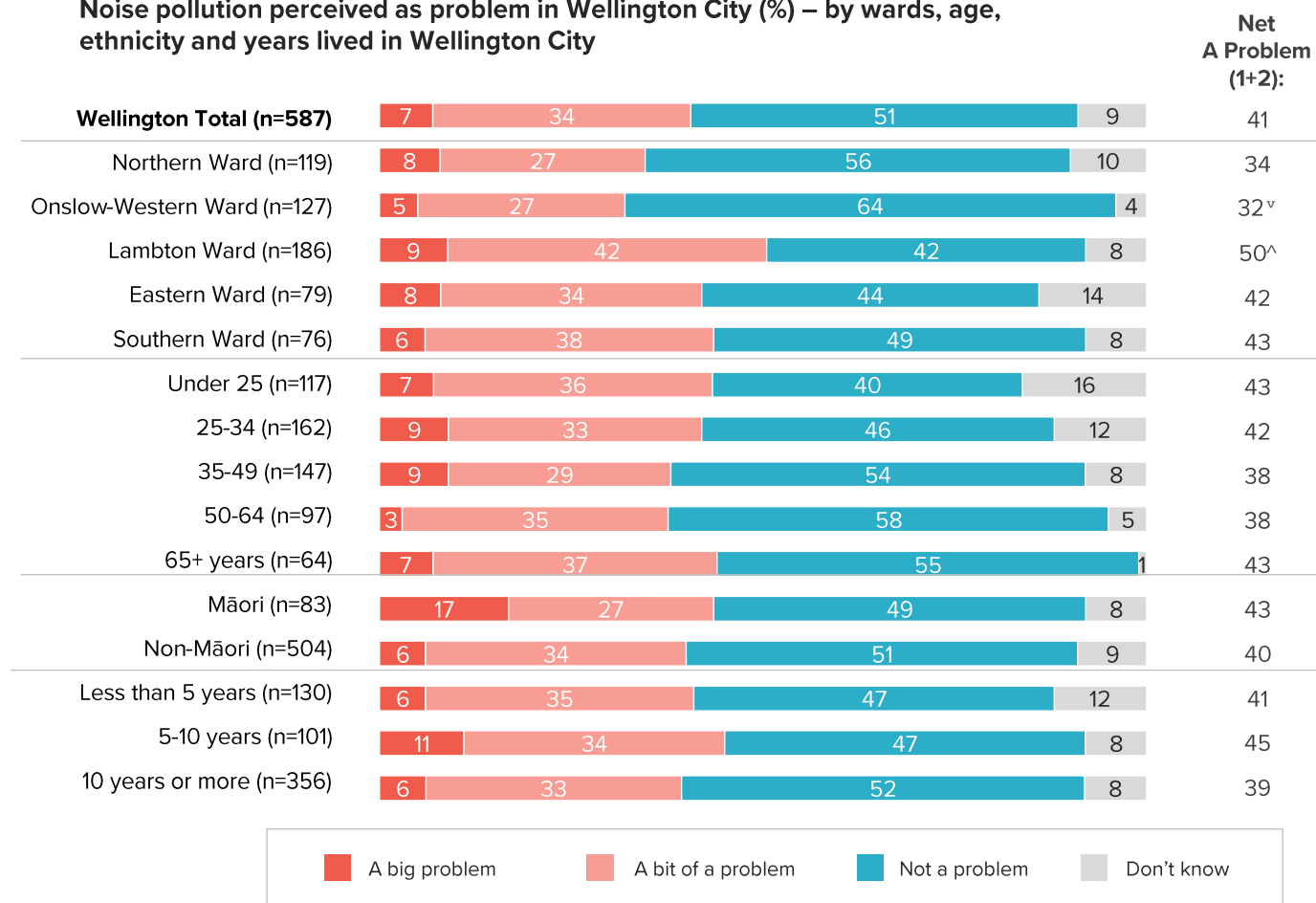


BUILT & NATURAL ENVIRONMENT

Noise pollution

Forty-one percent indicate noise pollution has been a problem in Wellington City in the previous 12 months.

Noise pollution perceived as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

Noise pollution

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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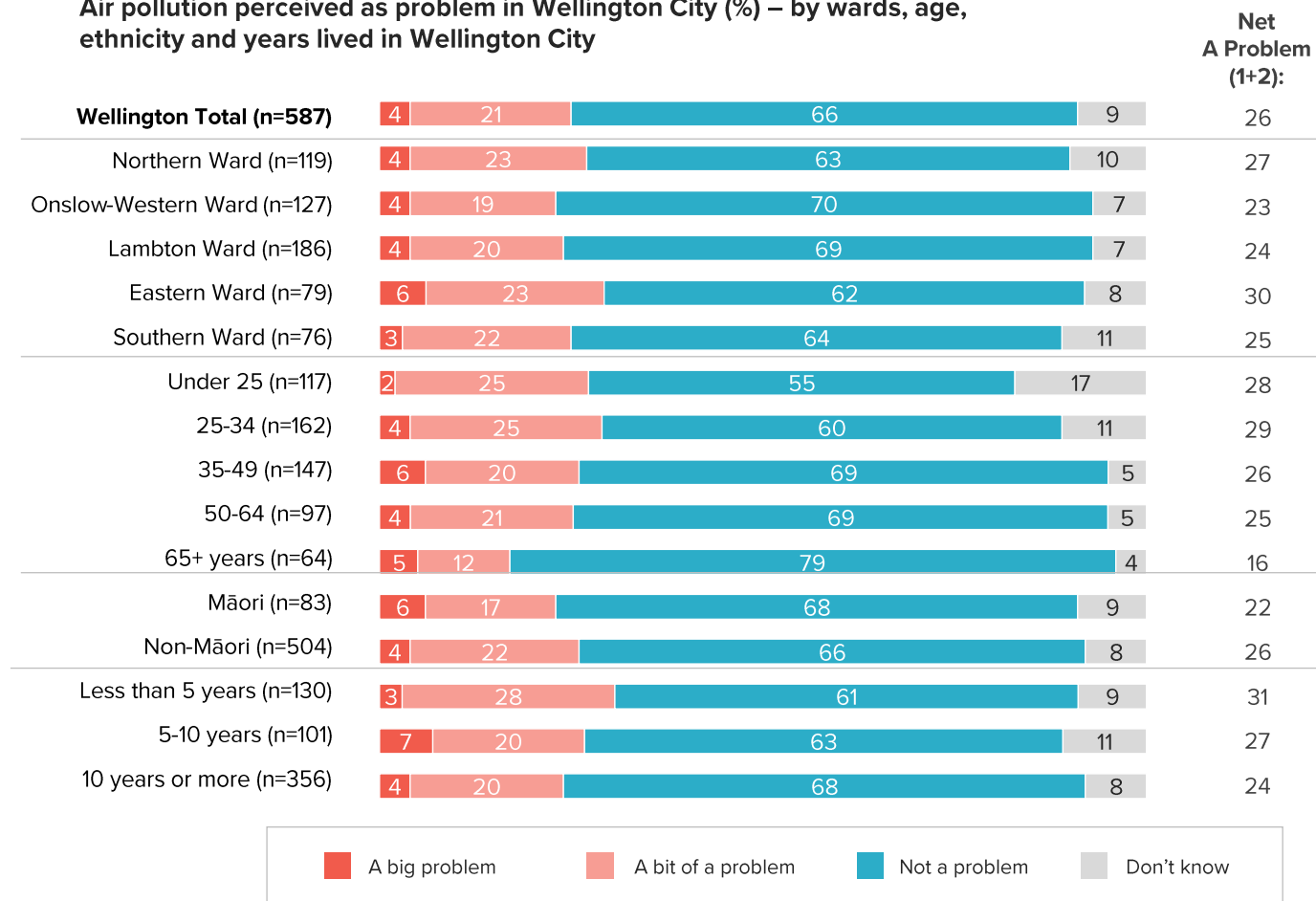
BUILT & NATURAL ENVIRONMENT

Air pollution

A quarter (26%) of respondents indicated air pollution has been a problem in Wellington City in the previous 12 months.

Compared to the 2018 survey, a higher proportion rated air pollution as a problem (26% cf. 19%) in Wellington City. This increase was not seen at the national level across the eight participating cities.

Air pollution perceived as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

Air pollution

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total

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HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

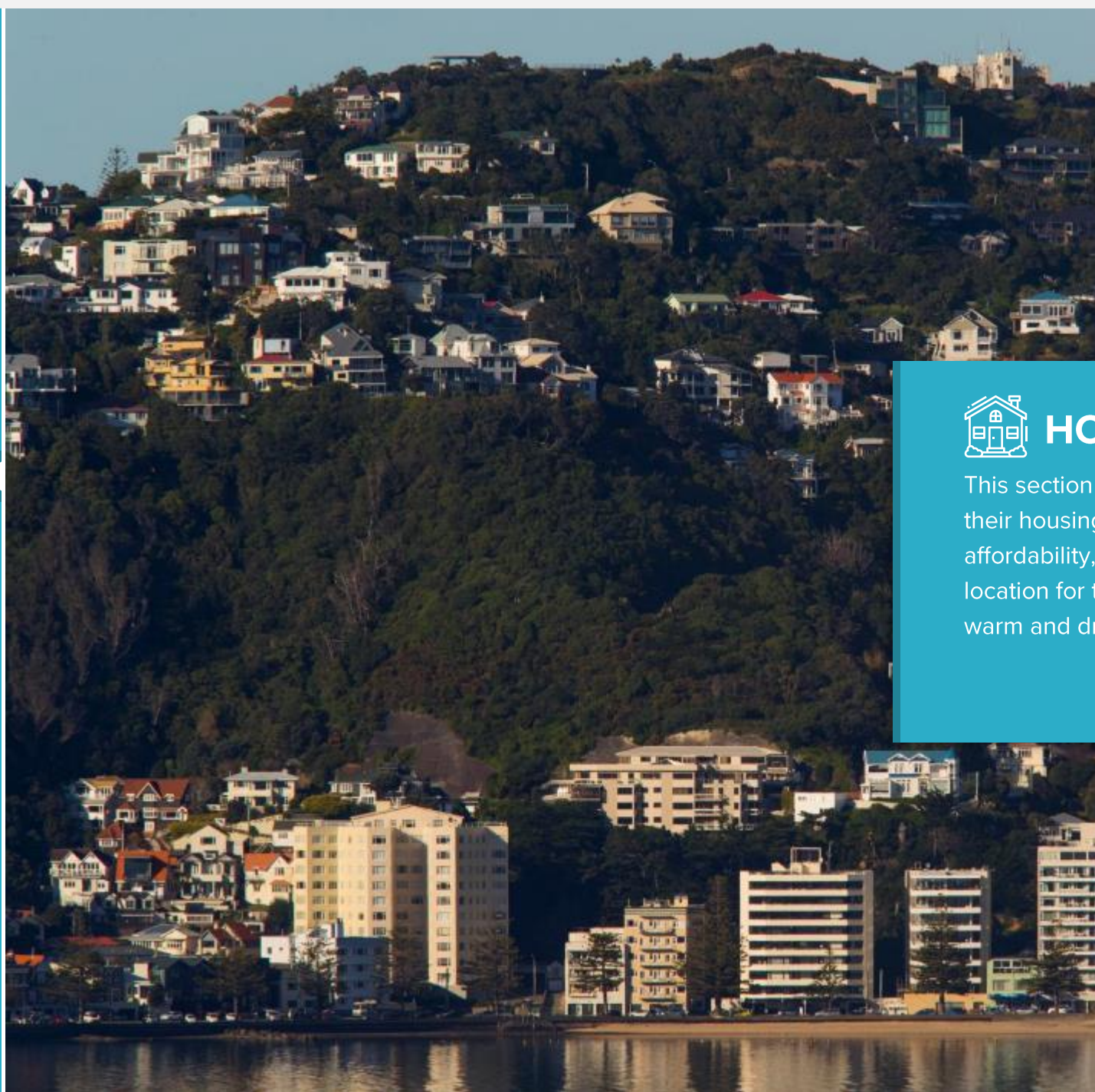
Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix



HOUSING

This section reports on respondents' views of their housing situation; perceptions of affordability, suitability of their dwelling type and location for their needs, and whether their home is warm and dry.



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

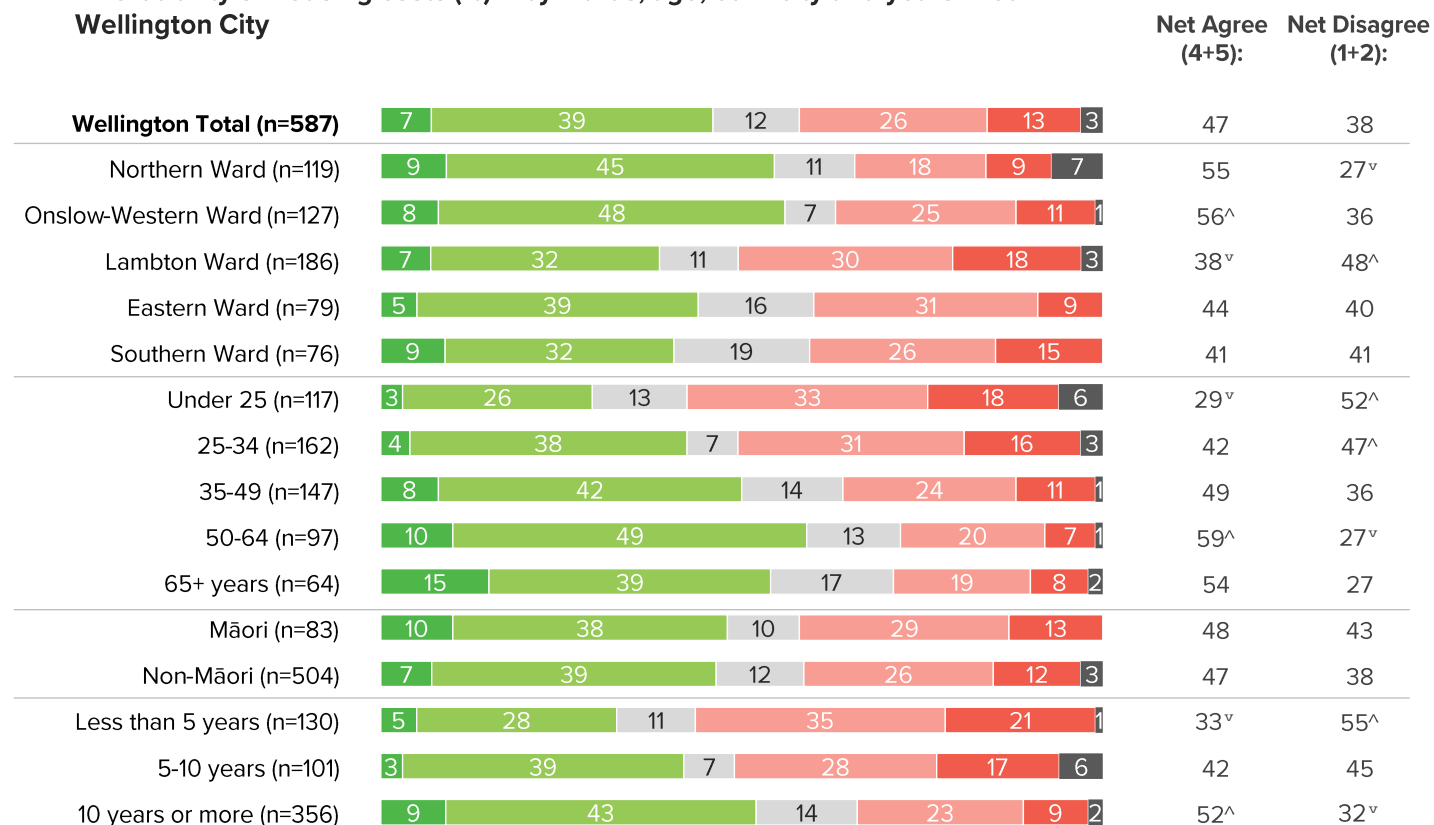
HOUSING

Affordability of housing costs

Nearly half (47%) agree, while 38% disagree, that their current housing costs are affordable (housing costs were described to respondents as 'including things like rent or mortgage, rates, house insurance and house maintenance').

Compared to the 2018 survey, a higher proportion disagree that their current housing costs are affordable in Wellington City (38% cf. 32%). This increase was not seen at the national level across the eight participating cities.

Affordability of housing costs (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home that you currently live in. How much do you agree or disagree that: Your housing costs are affordable (by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance) (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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Introduction

Research Design

Quality Of Life

Built & Natural
Environment**Housing**

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

HOUSING

Affordability of housing costs in Wellington City**Affordability of housing costs (2014 to 2020)**

	2014	2016	2018	2020
	%	%	%	%
Affordability of housing costs (Net Disagree)	31	23	32	38

Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home that you currently live in. How much do you agree or disagree that: Your housing costs are affordable (by housing costs we mean things like rent or mortgage, rates, house insurance and house maintenance)

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

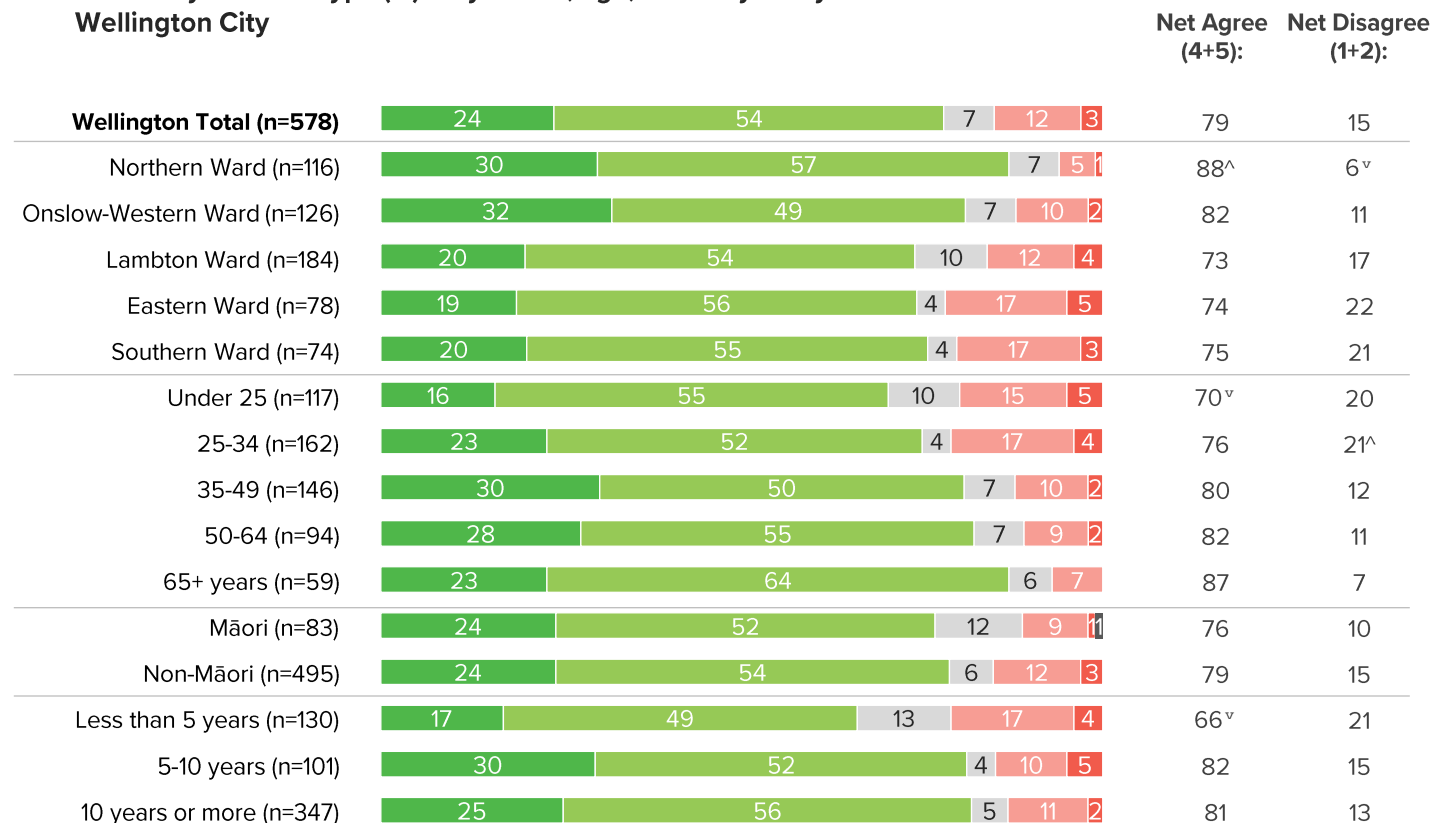
Appendix

HOUSING

Suitability of home type

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

Suitability of home type (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home that you currently live in. How much do you agree or disagree that: The type of home you live in suits your needs and the needs of others in your household (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

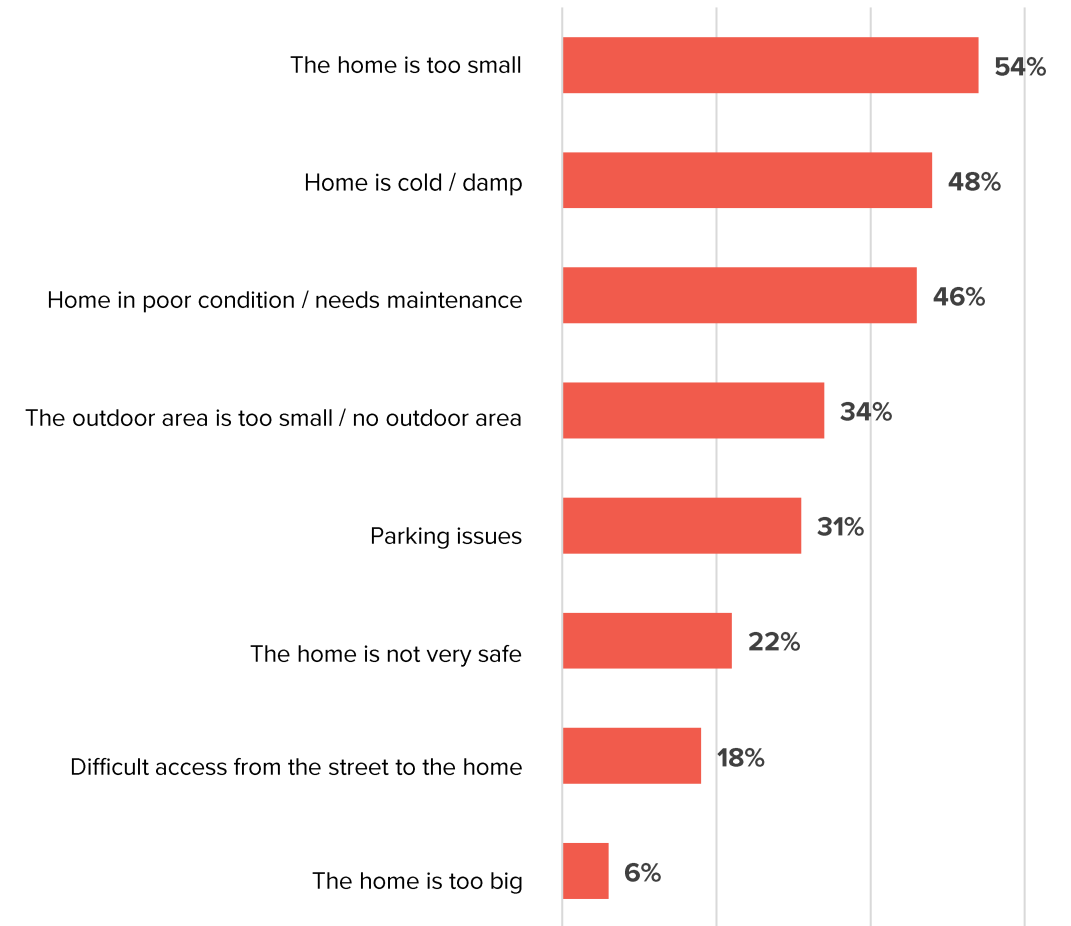
Appendix

HOUSING

Reasons why home
not suitable

Among the 15% who do not agree their home suits their needs, the most commonly given explanations are that the home is too small (54%), that it is cold/damp (48%) and/or that it is in poor condition/needs maintenance (46%).

Why disagree or neutral regarding suitability of home – Wellington total (%)



(Themes mentioned by 5% or more of respondents)

Base: Those who disagree, or neither agree nor disagree, that their home suits their needs (excluding not answered) (n=131)

Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

HOUSING

Suitability of home type

Why disagree or neutral regarding suitability of home (%) – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=131) %	NORTHERN WARD (n=18*) %	ONSLow-WESTERN WARD (n=22*) %	LAMBTON WARD (n=48) %	EASTERN WARD (n=23*) %	SOUTHERN WARD (n=20*) %	UNDER 25 (n=36) %	25-34 (n=39) %	35-49 (n=29*) %	50-64 (n=20*) %	65+ YEARS (n=7*) %	MĀORI (n=18*) %	NON-MĀORI (n=113) %	LESS THAN 5 YEARS (n=41) %	5-10 YEARS (n=21*) %	10 YEARS OR MORE (n=69) %
The home is too small	54	-	-	56	-	-	58	71 [^]	-	-	-	-	54	57	-	54
Home is cold / damp	48	-	-	46	-	-	52	57	-	-	-	-	49	45	-	47
Home in poor condition / needs maintenance	46	-	-	51	-	-	56	52	-	-	-	-	47	39	-	48
The outdoor area is too small / no outdoor area	34	-	-	52 [^]	-	-	45	37	-	-	-	-	35	49 [^]	-	26
Parking issues	31	-	-	41	-	-	48 [^]	32	-	-	-	-	29	41	-	25
The home is not very safe	22	-	-	24	-	-	36 [^]	20	-	-	-	-	22	17	-	21
Difficult access from the street to the home	18	-	-	15	-	-	19	24	-	-	-	-	18	19	-	20
The home is too big	6	-	-	8	-	-	3	0	-	-	-	-	6	4	-	8
The outdoor area is too big	4	-	-	4	-	-	6	0	-	-	-	-	3	0	-	6
Cost of housing/renting	3	-	-	3	-	-	0	5	-	-	-	-	2	2	-	3
The home is in a noisy area	1	-	-	0	-	-	0	0	-	-	-	-	1	0	-	1

(Themes mentioned by 5% or more of respondents)

Base: Those who disagree, or neither agree nor disagree, that their home suits their needs (excluding not answered)
 *Small base size, data not shown

Source: Q73. Why do you disagree (or neither agree nor disagree) that the type of home you live in suits your needs and the needs of others in your household?

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

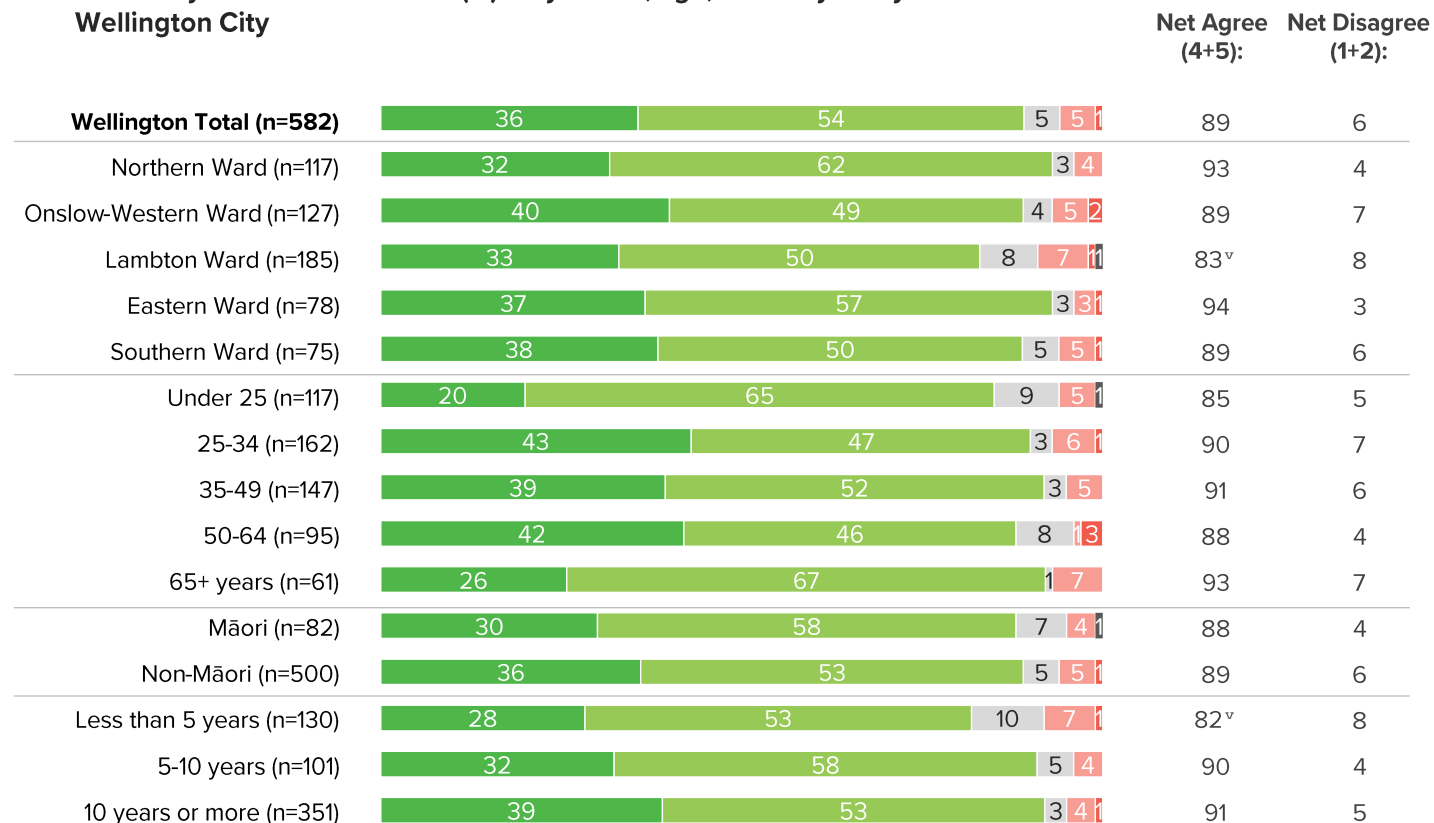
Appendix

HOUSING

Suitability of location of home

Nine in 10 (89%) agree that the general area or neighbourhood they live in suits their needs and the needs of others in their household.

Suitability of location of home (%) – by wards, age, ethnicity and years lived in Wellington City



Strongly Agree Agree Neither Disagree Strongly Disagree Don't know

Base: All Respondents (excluding not answered)

Source: Q8. This question is about the home that you currently live in. How much do you agree or disagree that: The general area or neighbourhood your home is in suits your needs and the needs of others in your household?

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

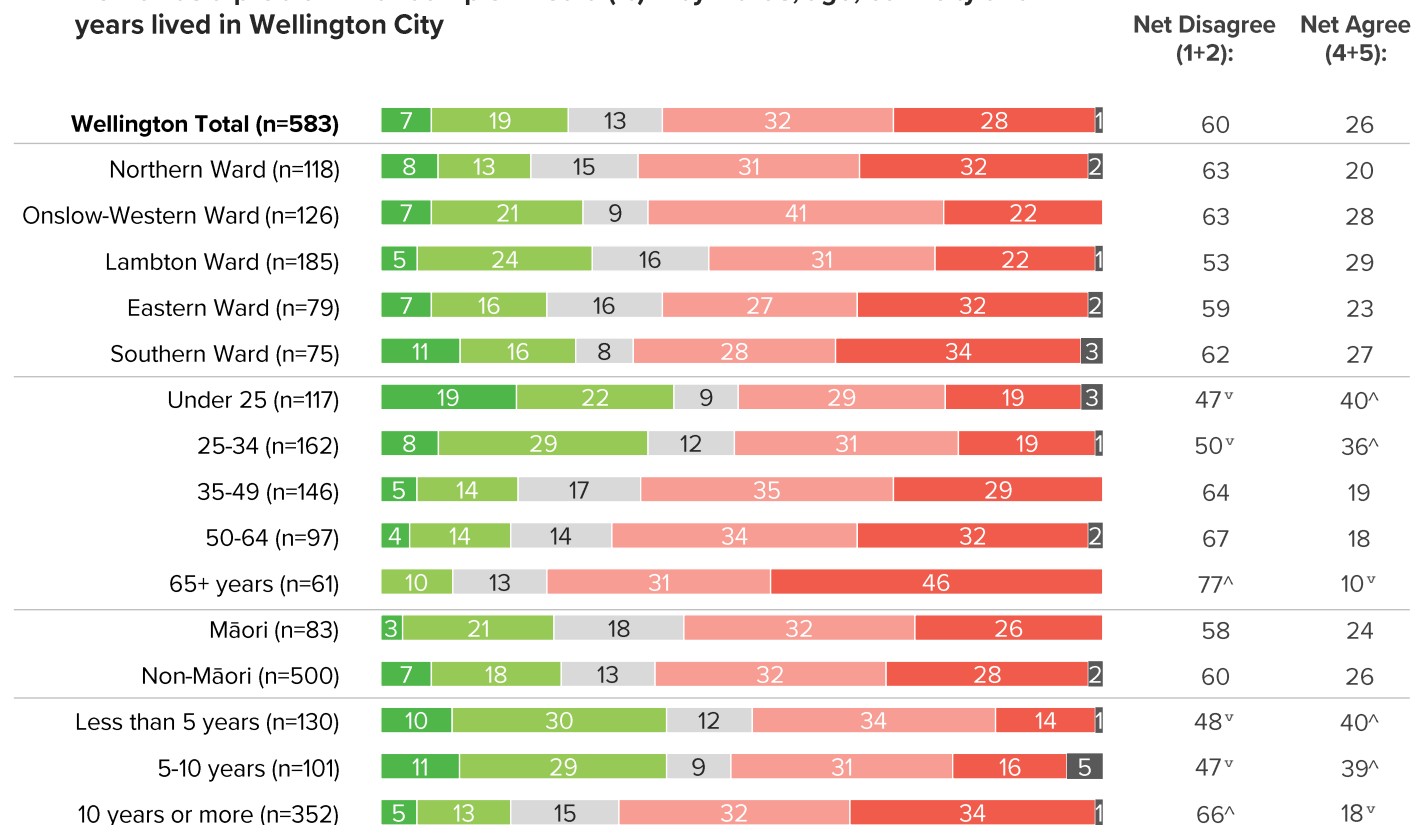
Appendix

HOUSING

Home has a problem with damp or mould

A quarter (26%) of respondents agree that their home has a problem with damp or mould during winter.

Home has a problem with damp or mould (%) – by wards, age, ethnicity and years lived in Wellington City



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

Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months. How much do you agree or disagree that: My home has a problem with damp or mould (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree) Please note the question wording has changed slightly from the 2016 Quality of Life survey, see the Quality of Life Survey 2018 Technical Report for further details

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

HOUSING

Heating system keeps home warm when used

Three quarters (74%) of respondents agree that their heating system keeps their home warm when it is in use during winter.

Heating system keeps home warm when used (%) – by wards, age, ethnicity and years lived in Wellington City

						Net Agree (4+5):	Net Disagree (1+2):
Wellington Total (n=585)	30	43	7	11	4	74	15
Northern Ward (n=119)	31	47	6	11	4	78	12
Onslow-Western Ward (n=126)	36	44	7	7	4	80	12
Lambton Ward (n=186)	25	46	10	10	6	70	16
Eastern Ward (n=79)	29	36	4	17	5	64	22
Southern Ward (n=75)	35	43	8	12	2	77	13
Under 25 (n=117)	26	37	11	11	6	62 ^v	16
25-34 (n=162)	22	44	8	16	5	66 ^v	21 [^]
35-49 (n=146)	39	48	5	6	2	87 [^]	6 ^v
50-64 (n=97)	31	40	8	13	5	70	17
65+ years (n=63)	36	50	1	12	1	86 [^]	13
Māori (n=83)	22	52	13	7	3	74	11
Non-Māori (n=502)	31	43	7	12	4	74	15
Less than 5 years (n=130)	17	47	7	18	7	64 ^v	25 [^]
5-10 years (n=101)	23	42	11	14	2	65	16
10 years or more (n=354)	36	42	6	9	3	79 [^]	12



Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months. How much do you agree or disagree that: The heating system keeps my home warm when it is in use (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

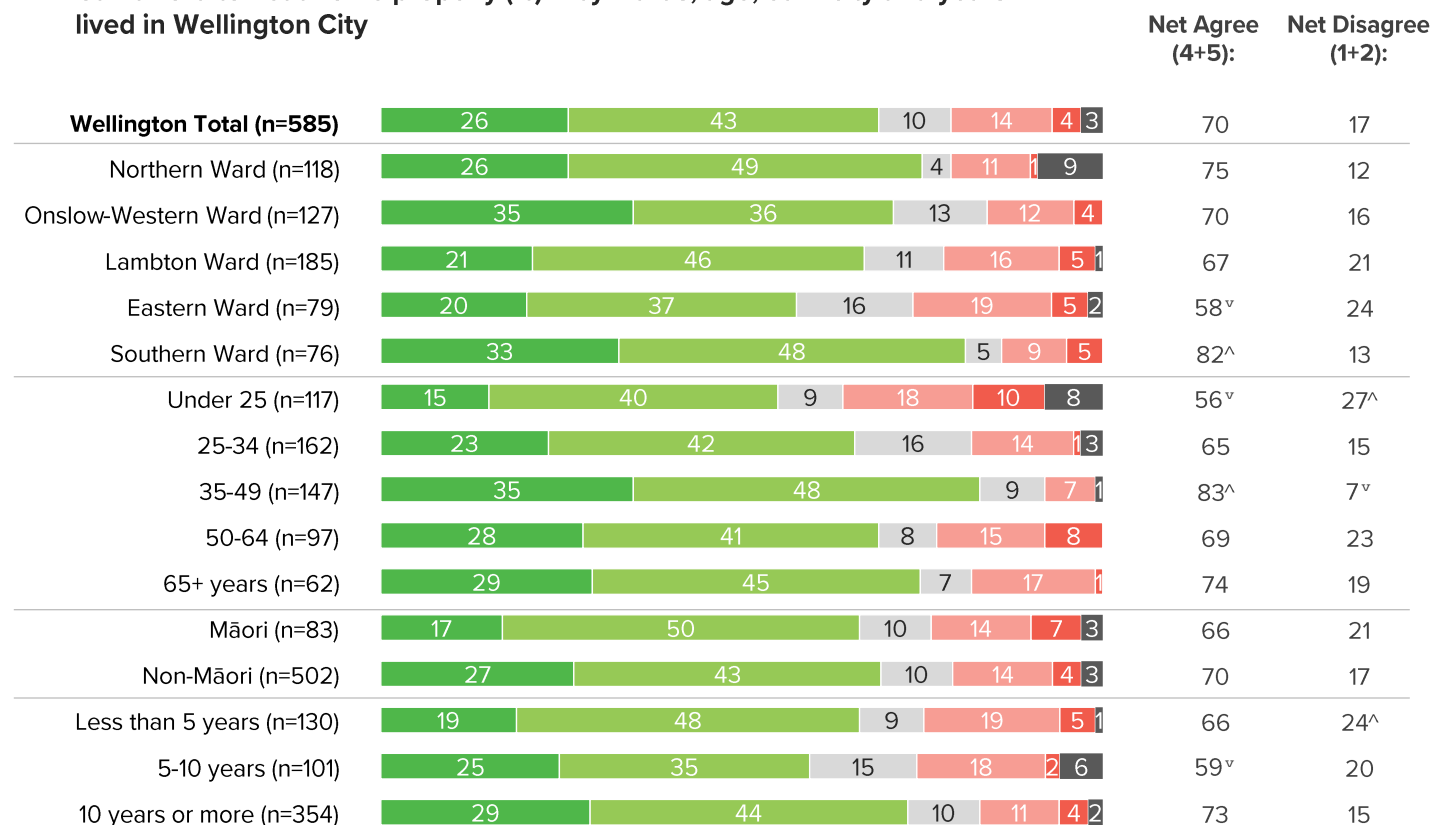
Appendix

HOUSING

Can afford to heat home properly

Seven in 10 respondents agree that they can afford to heat their home properly during winter, while 17% disagree.

Can afford to heat home properly (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't Know

Base: All Respondents (excluding not answered)

Source: Q63. The following question asks about heating your home during the winter months. How much do you agree or disagree that: I can afford to heat my home properly (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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

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**HOME**

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

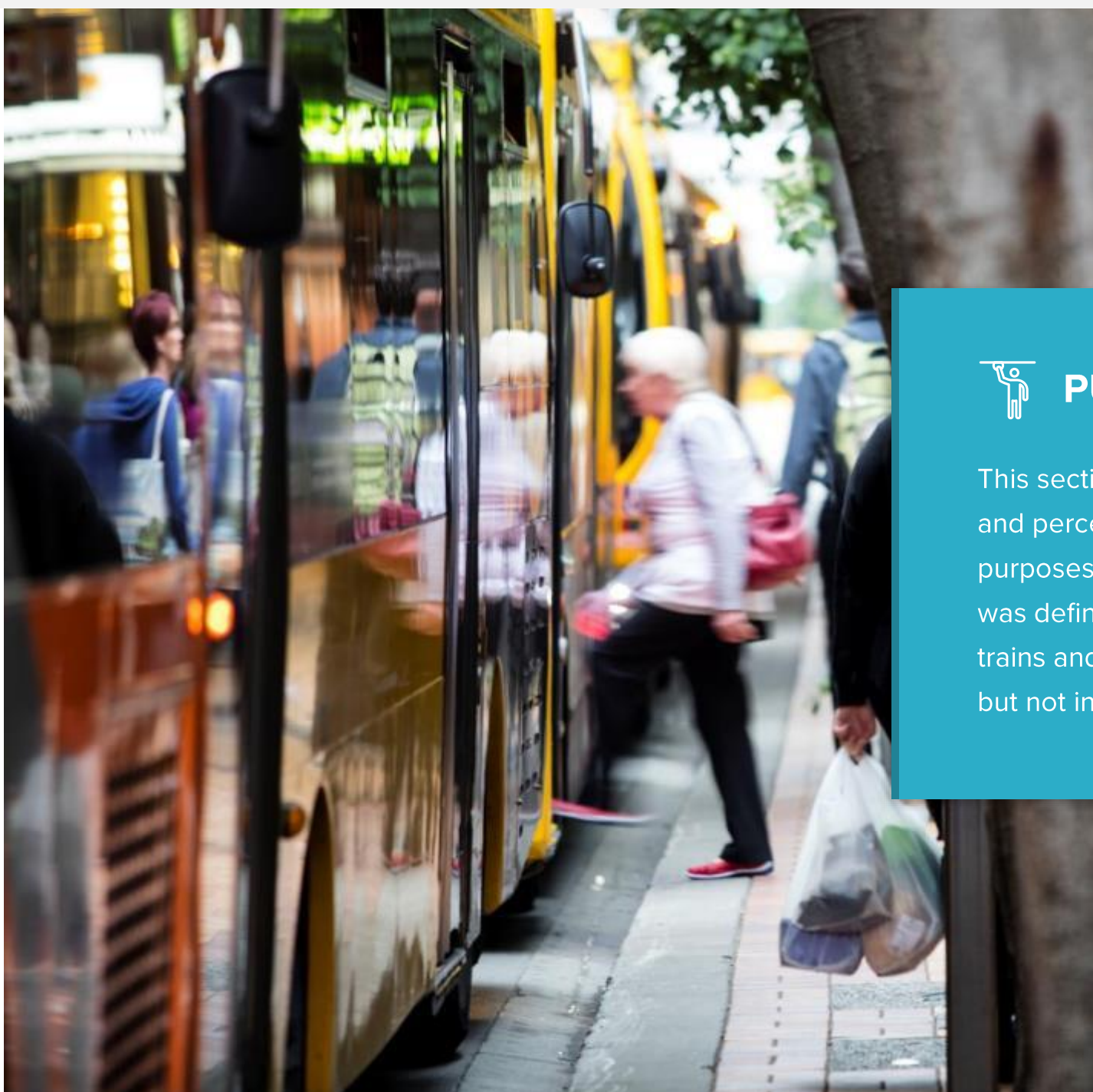
Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

**PUBLIC TRANSPORT**

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

PUBLIC TRANSPORT

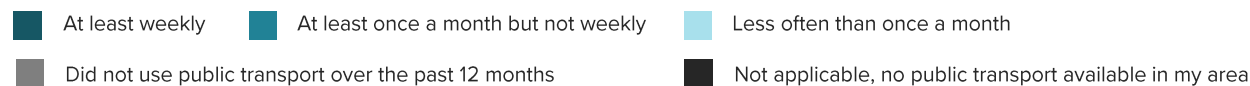
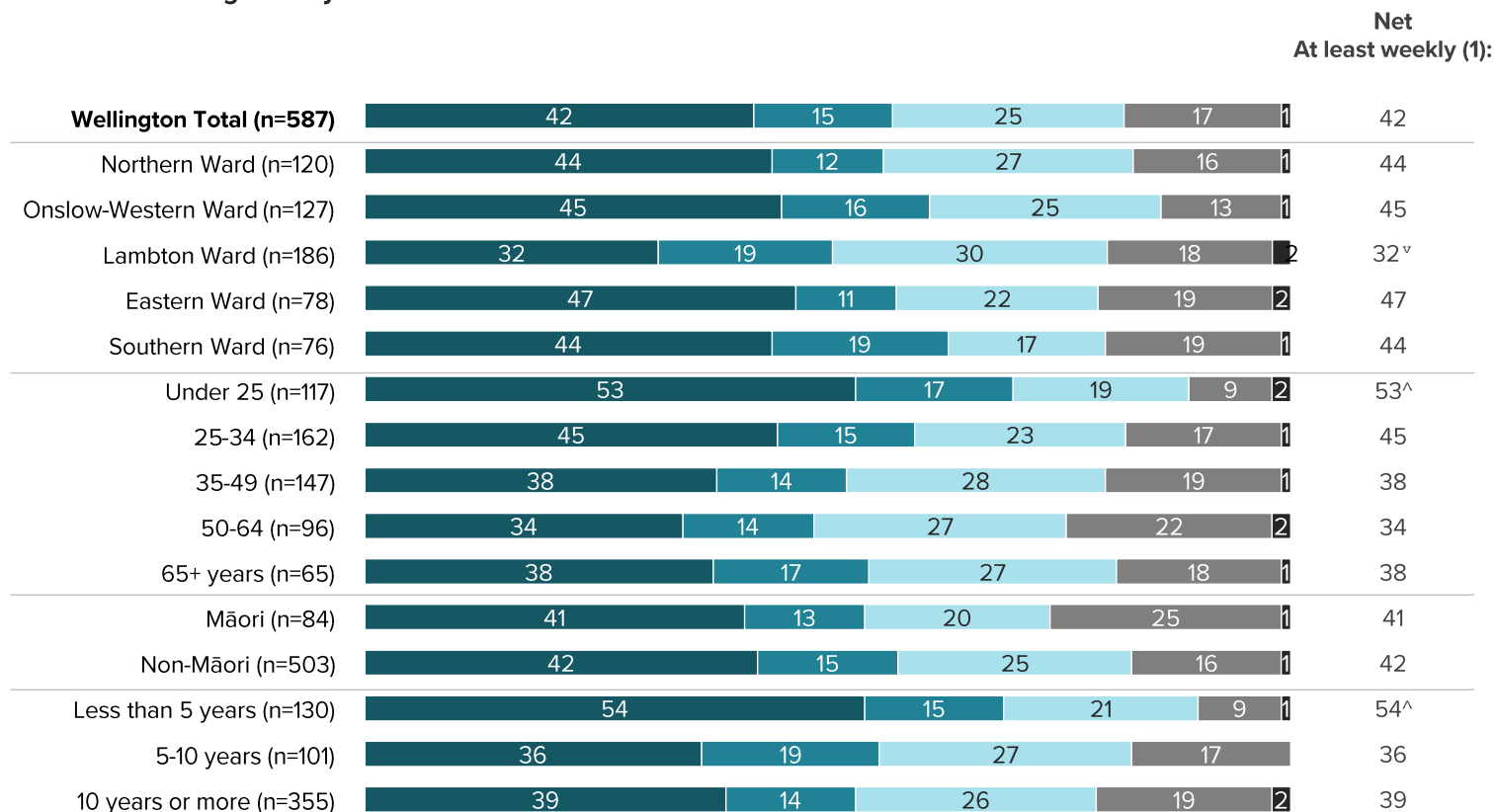
Frequency of use of public transport

Four in 10 (42%) respondents in Wellington City had used public transport at least weekly over the previous 12 months, while 17% had not used public transport over this period.

Compared to the 2018 survey specific to Wellington City, a smaller proportion had used public transport at least weekly over the previous 12 months (42% cf. 50%).

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

Frequency of use of public transport (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q13. Over the past 12 months, not including the time that public transport was impacted by COVID-19, how often did you use public transport? Please note the question wording has changed slightly from the 2018 Quality of Life survey, see the Quality of Life Survey 2020 Technical Report for further details

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

PUBLIC TRANSPORT

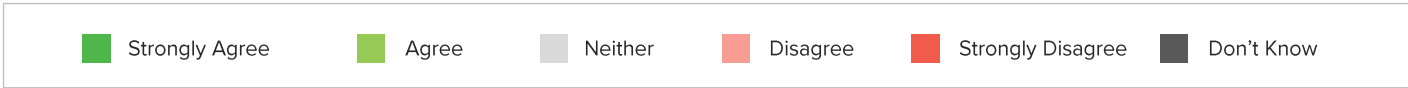
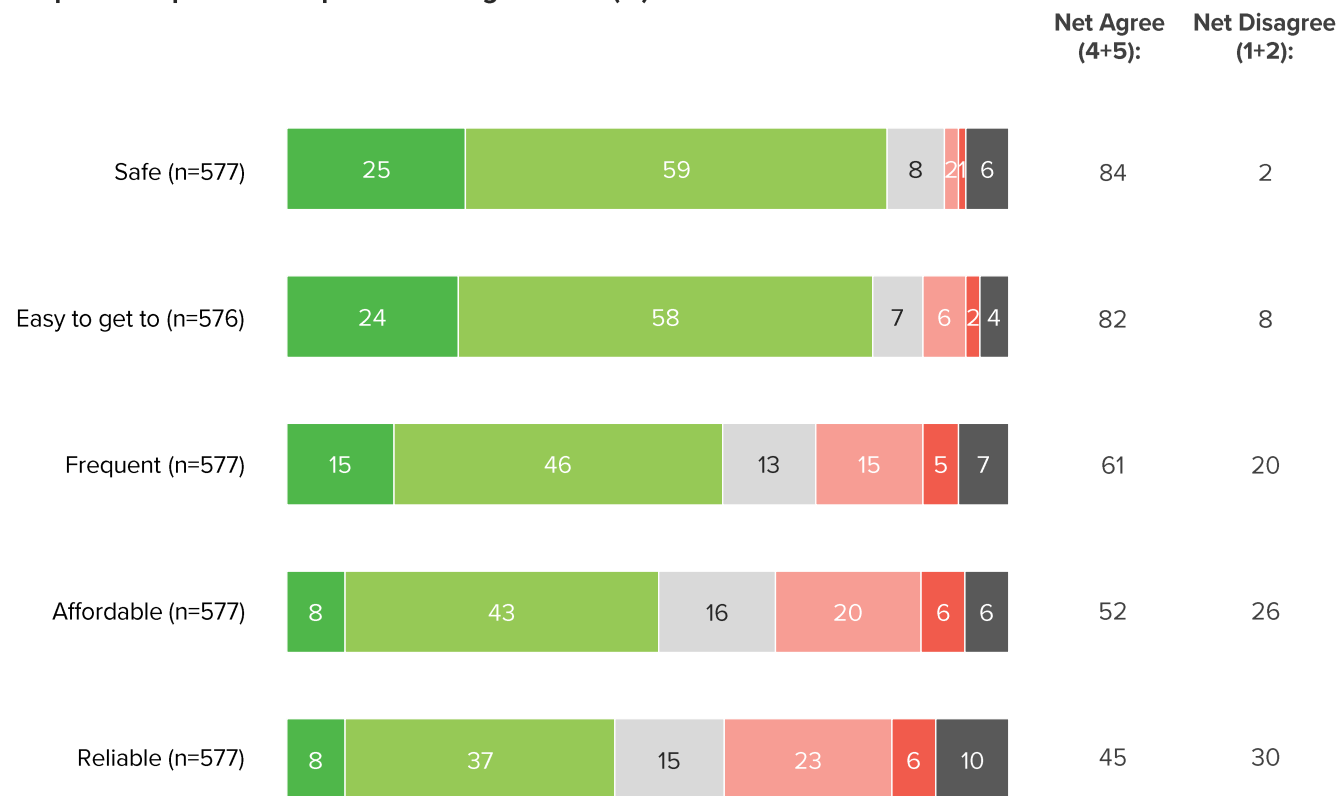
Perceptions of public transport - summary

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

On the whole, public transport is perceived as safe (84% agree) and easy to get to (82% agree).

While 45% agree it is reliable, 30% disagree.

Perceptions of public transport – Wellington total (%)



Base: All respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is...
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

PUBLIC TRANSPORT

Perception of Wellington City

Perception of Wellington City (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Safety of public transport (Net Agree)	88	89	90	84
Frequency of public transport (Net (Agree)	68	69	67	61
Reliability of public transport (Net Agree)	56	62	57	45
Reliability of public transport (Net Disagree)	24	21	21	30

Base: All respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is...

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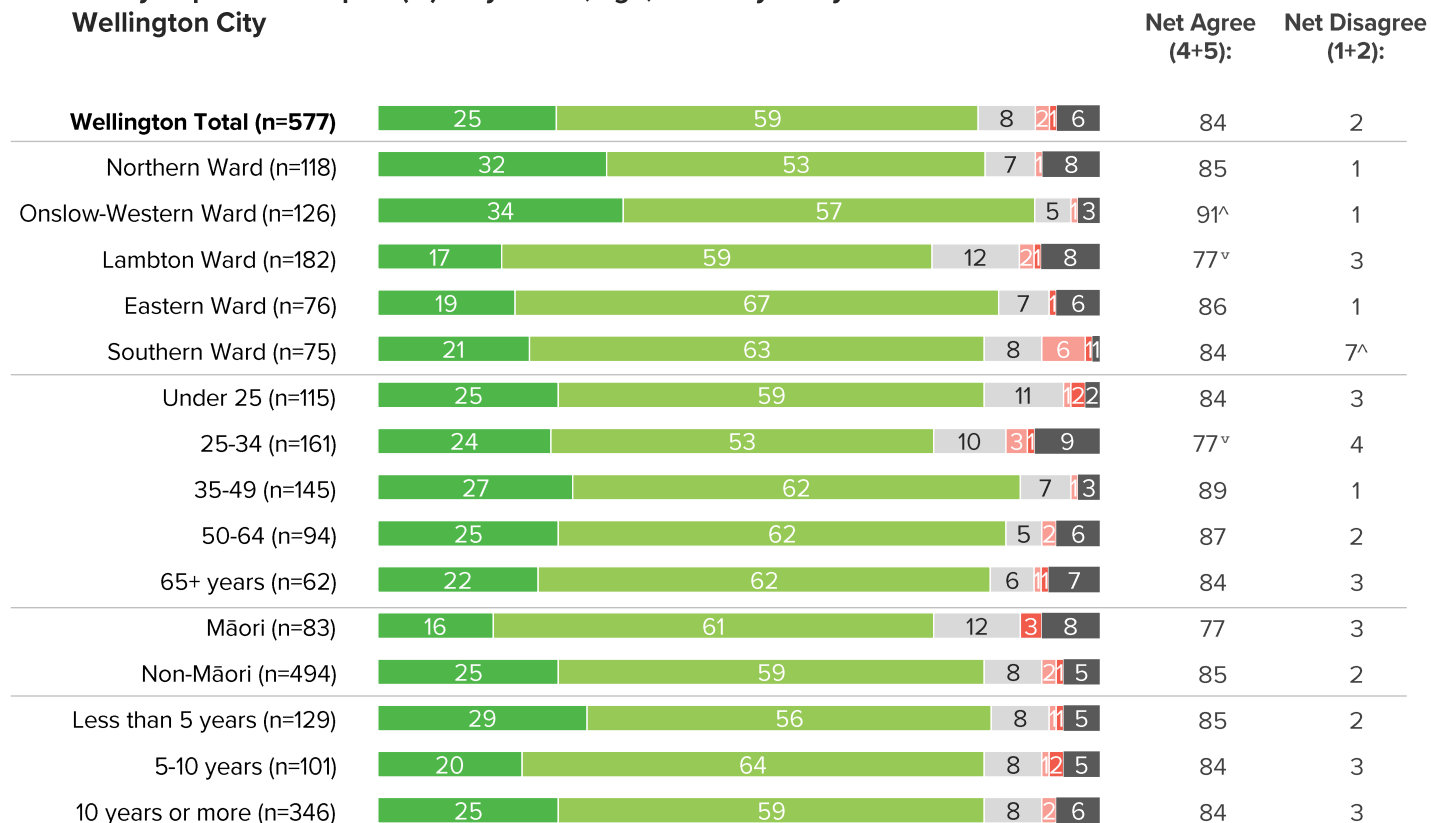
PUBLIC TRANSPORT

Safety of public transport

The majority (84%) of respondents agree that public transport is safe.

Compared to the 2018 survey, a lower proportion agree that public transport is safe in Wellington City (84% cf. 90%). This decrease was not seen at the national level across the eight participating cities.

Safety of public transport (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't Know

Base: All respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Safe (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

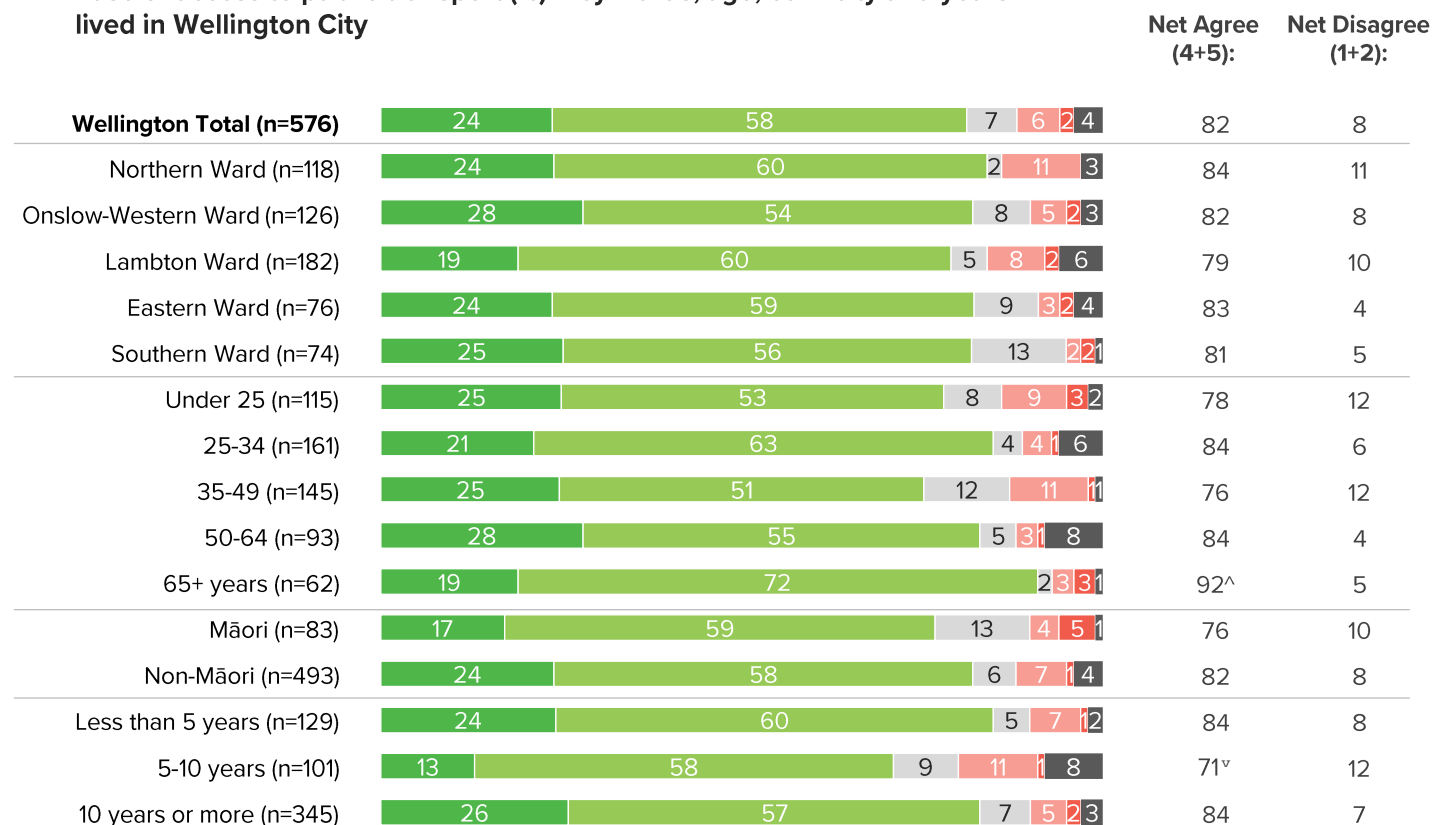
Appendix

PUBLIC TRANSPORT

Accessibility of public transport

Eight in 10 (82%) respondents agree that public transport is easy to get to.

Ease of access to public transport (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't Know

Base: All respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Easy to get to (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

[^] Significantly higher than Wellington total

[∇] Significantly lower than Wellington total

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



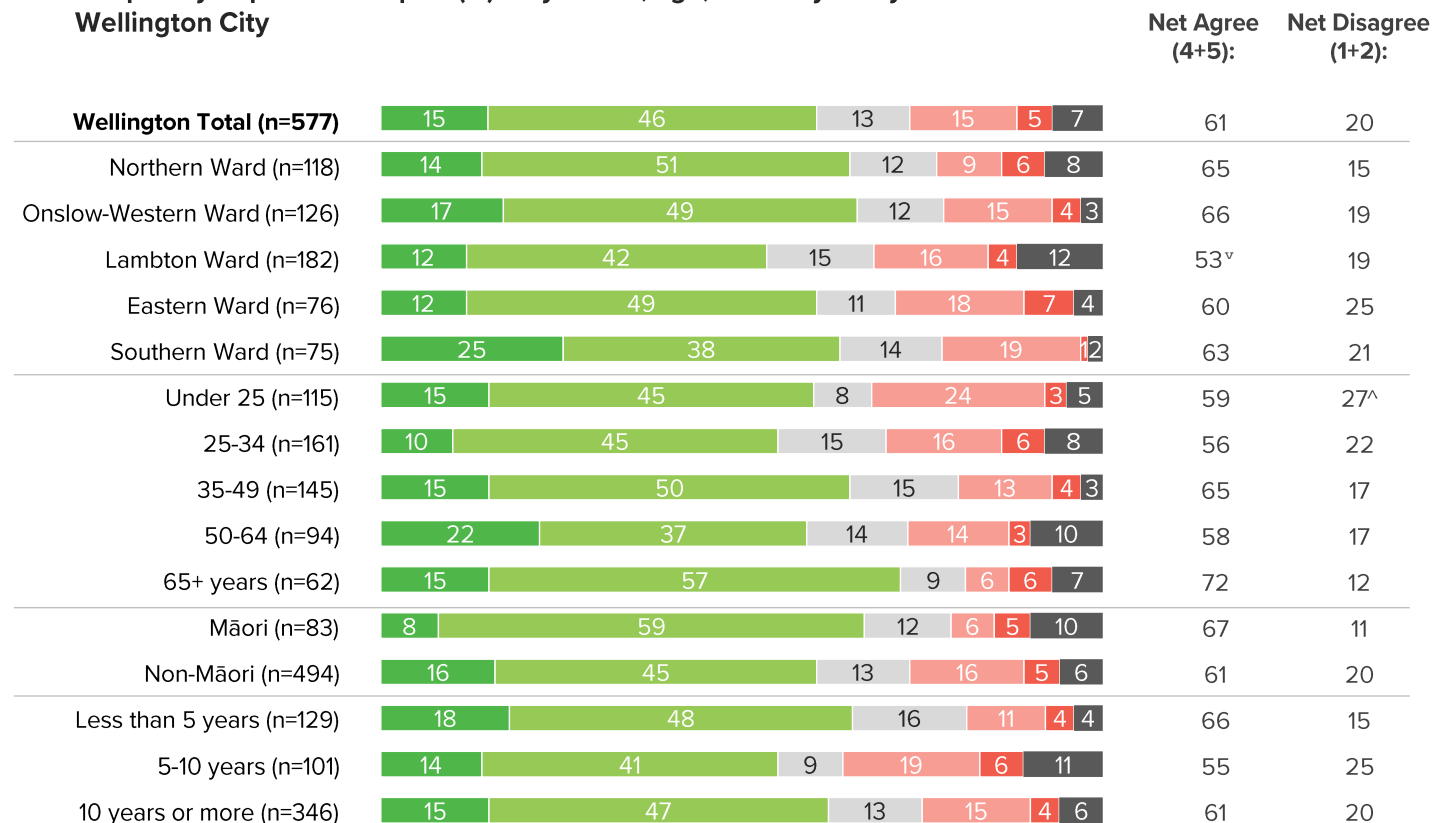
PUBLIC TRANSPORT

Frequency of public transport

Six in 10 (61%) respondents agree that public transport is frequent (comes often).

Compared to the 2018 survey, a lower proportion agree that public transport is frequent in Wellington City (61% cf. 67%). This decrease was not seen at the national level across the eight participating cities.

Frequency of public transport (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither
 ■ Disagree
 ■ Strongly Disagree
 ■ Don't Know

Base: All respondents who had access to public transport (excluding not answered)

Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Frequent (comes often)
(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

PUBLIC TRANSPORT

Reliability of public transport

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

Compared to the 2018 survey specific to Wellington City, a lower proportion agree that public transport is reliable in Wellington City (45% cf. 57%), while a higher proportion disagree (30% cf. 21%).

Reliability of public transport (%) – by wards, age, ethnicity and years lived in Wellington City

	Reliability of public transport (%)						Net Agree (4+5):	Net Disagree (1+2):
Wellington Total (n=577)	8	37	15	23	6	10	45	30
Northern Ward (n=118)	10	49	10	12	8	11	58 [^]	21 ^v
Onslow-Western Ward (n=126)	8	41	14	28	5	4	49	32
Lambton Ward (n=182)	7	30	15	26	5	16	38 ^v	31
Eastern Ward (n=76)	6	29	20	25	9	11	35	34
Southern Ward (n=75)	12	34	17	27	6	5	46	32
Under 25 (n=115)	8	32	15	26	12	7	40	38
25-34 (n=161)	5	31	14	33	7	11	36 ^v	39 [^]
35-49 (n=145)	5	40	15	23	8	9	46	30
50-64 (n=94)	15	36	15	19	3	12	51	23
65+ years (n=62)	12	49	17	8	1	12	61 [^]	10 ^v
Māori (n=83)	6	39	17	18	7	12	45	25
Non-Māori (n=494)	9	37	15	24	6	10	45	30
Less than 5 years (n=129)	10	33	18	26	5	7	43	32
5-10 years (n=101)	8	26	12	29	12	12	35 ^v	41 [^]
10 years or more (n=346)	8	41	15	21	6	10	49	26



Base: All respondents who had access to public transport (excluding not answered)
Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Reliable (comes on time)
 (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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

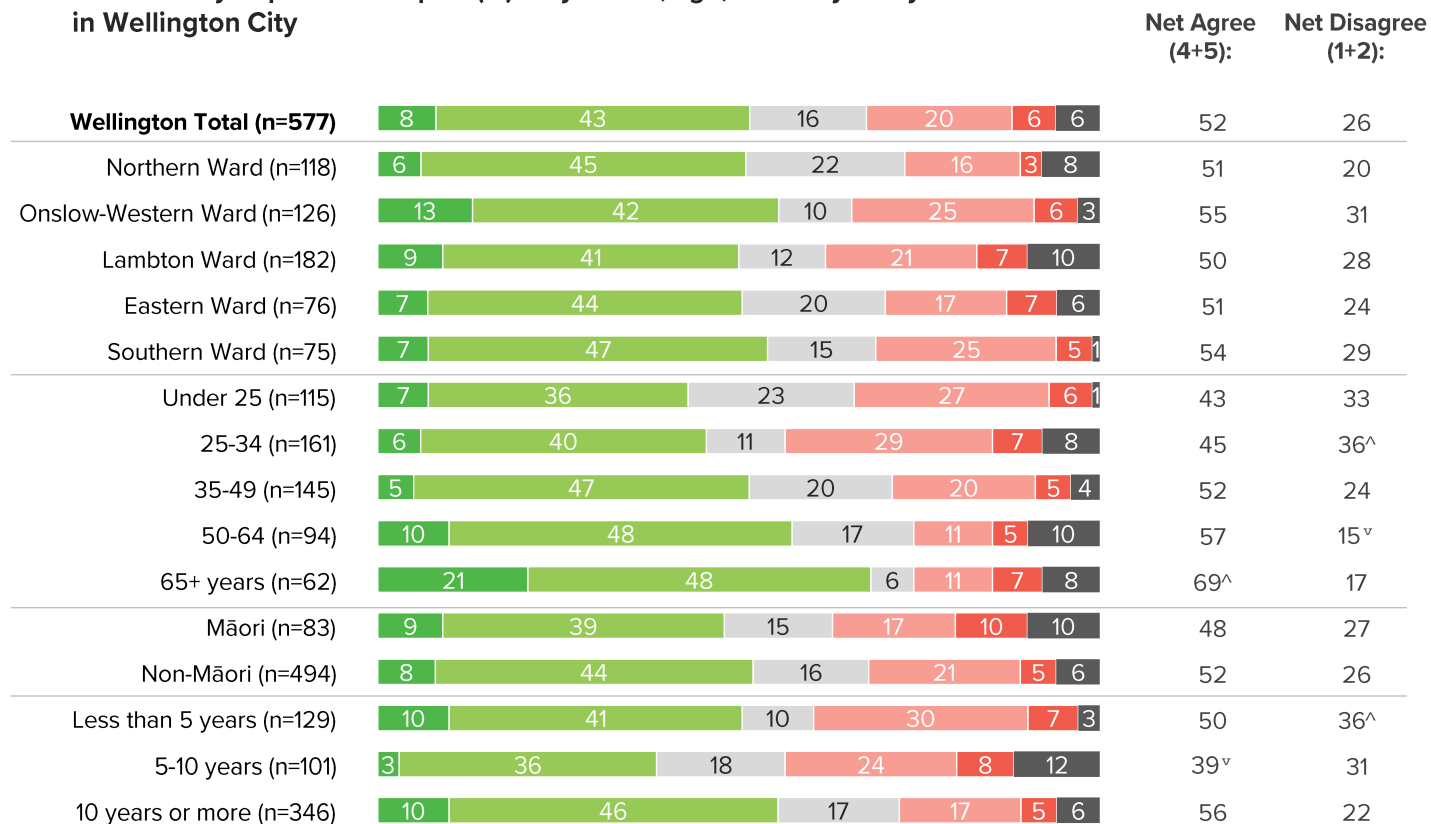
[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

PUBLIC TRANSPORT

Affordability of public transport

While half (52%) agree that public transport is affordable, 26% disagree.

Affordability of public transport (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All respondents who had access to public transport (excluding not answered)
Source: Q15a. Thinking about how public transport usually runs in your local area (not including the time it was impacted by COVID-19), based on your experiences or perceptions, do you agree or disagree with the following: Public transport is... Affordable
 (1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

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[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

PUBLIC TRANSPORT

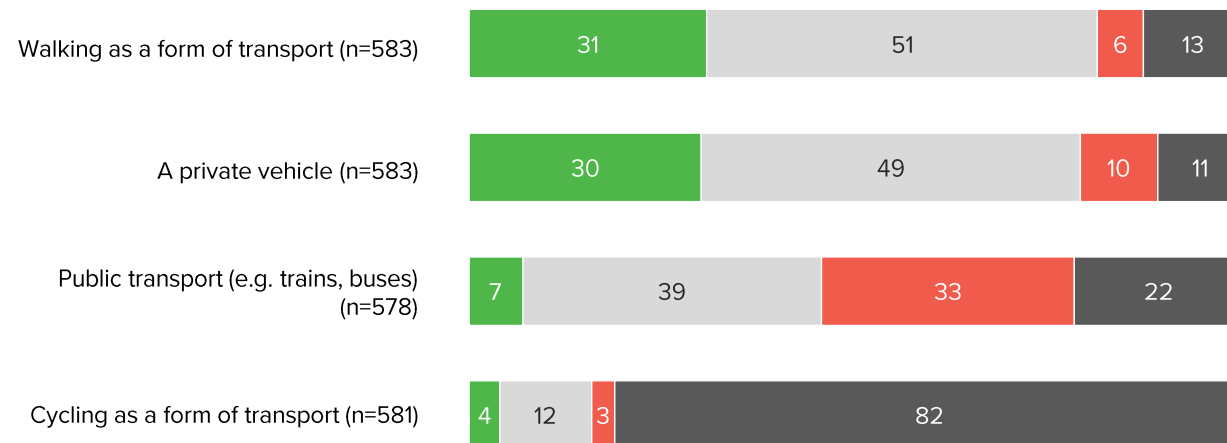
Perceived impact of COVID-19 on transport usage - summary

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

Thirty-seven percent of respondents feel that their use of walking as a form of transport has changed, with 31% using this form of transport more often than before COVID-19 and 6% using it less often.

Public transport is used less often by 33%, while 30% use a private vehicle more often.

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



Use more often



Use the same amount



Use less often



Don't use

Base: All Respondents (excluding not answered)

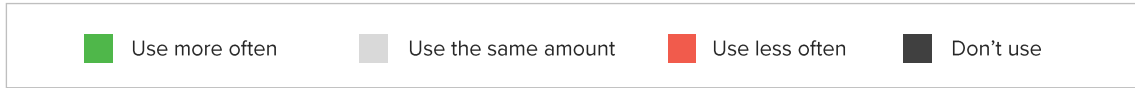
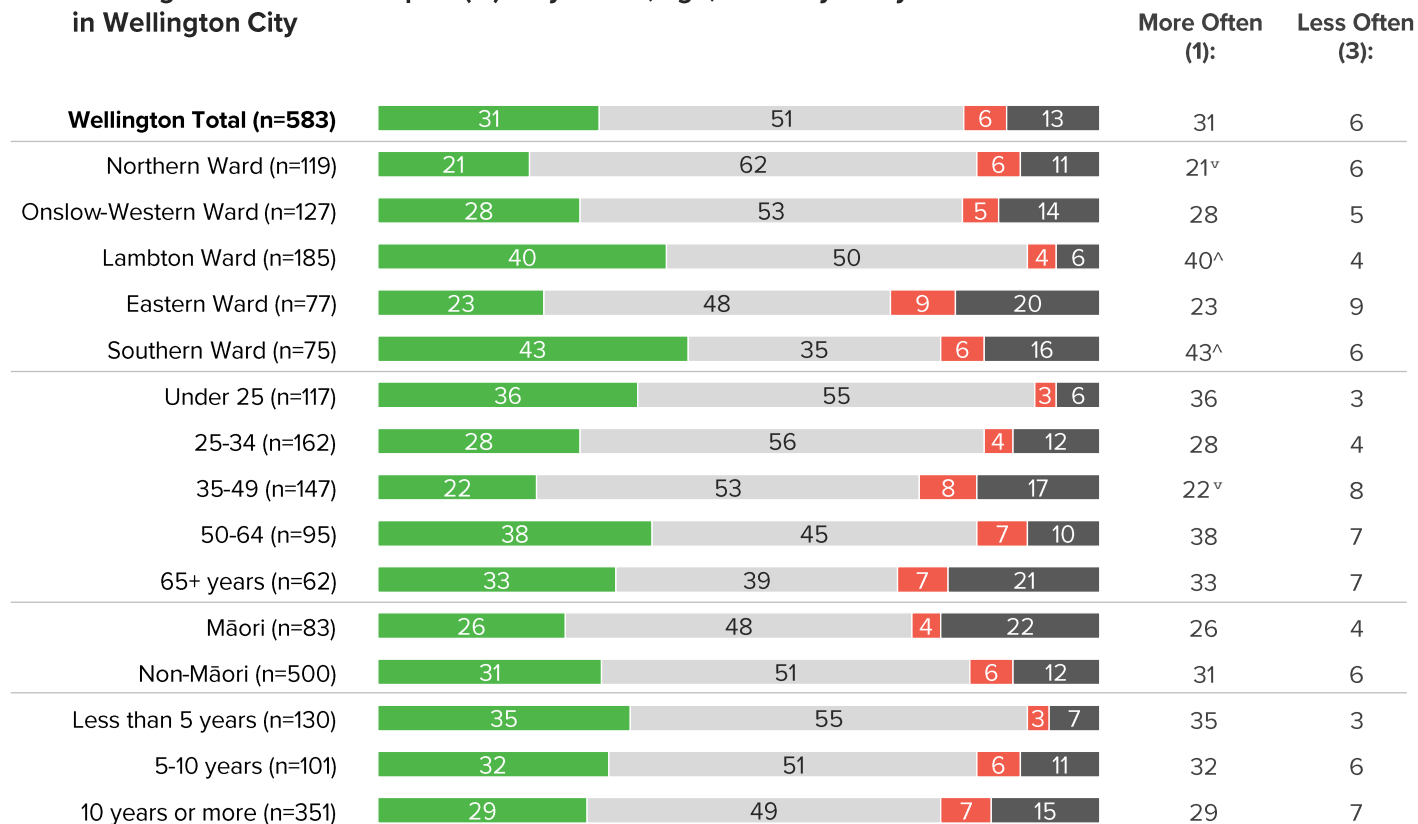
Source: Q101. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19? (1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

PUBLIC TRANSPORT

Perceived impact of COVID-19 on walking for transport

Use of walking for transport has increased among 31% of respondents in Wellington City.

Walking as a form of transport (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q101. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19:

Walking as a form of transport

(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

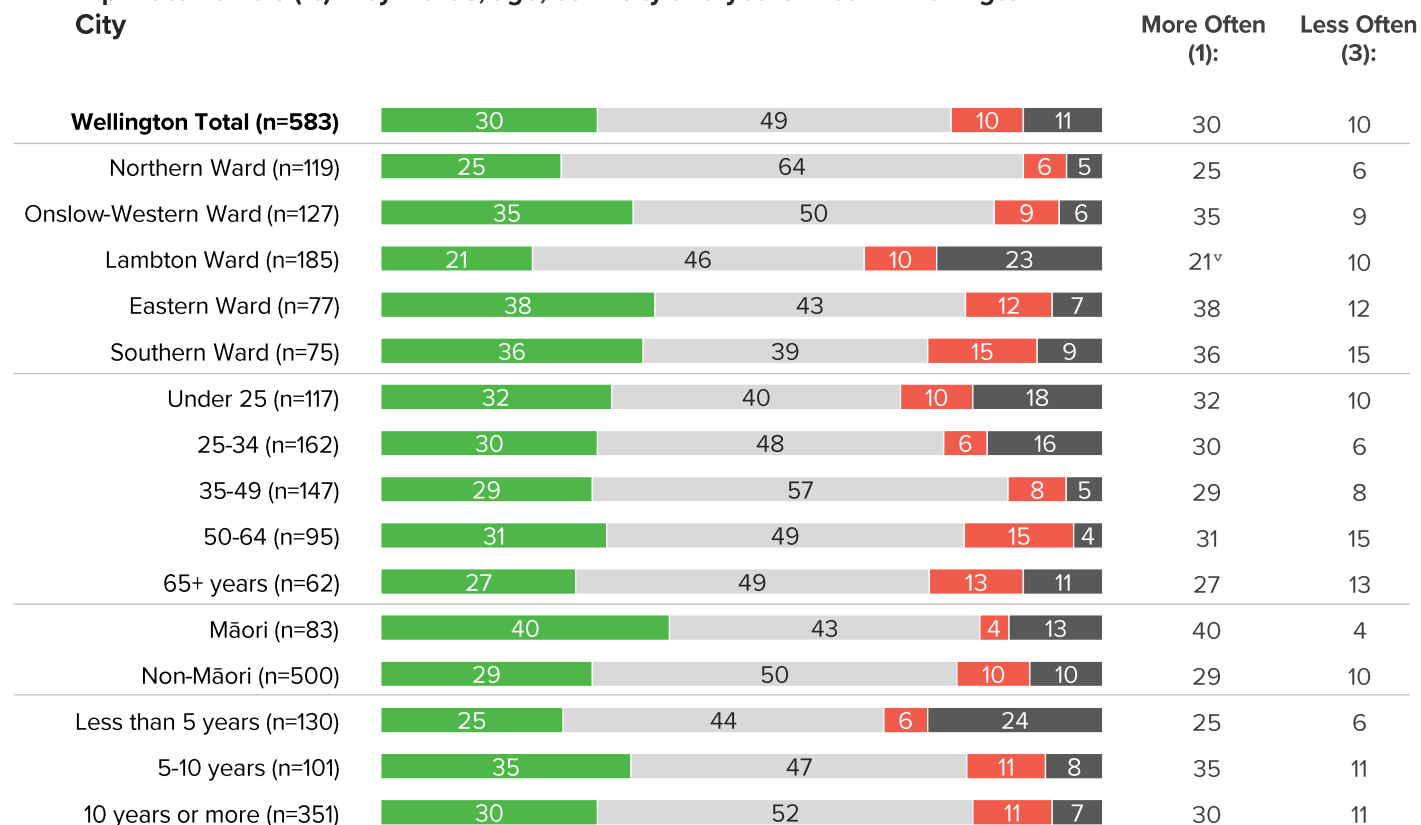


PUBLIC TRANSPORT

Perceived impact of COVID-19 on private vehicle usage

Four in 10 feel that their use of a private vehicle has changed, with 30% using this form of transport more often than before COVID-19 and 10% using it less often.

A private vehicle (%) – by wards, age, ethnicity and years lived in Wellington City



Use more often



Use the same amount



Use less often



Don't use

Base: All Respondents (excluding not answered)

Source: Q101. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19:

A private vehicle

(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

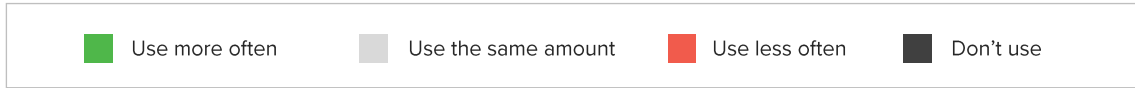
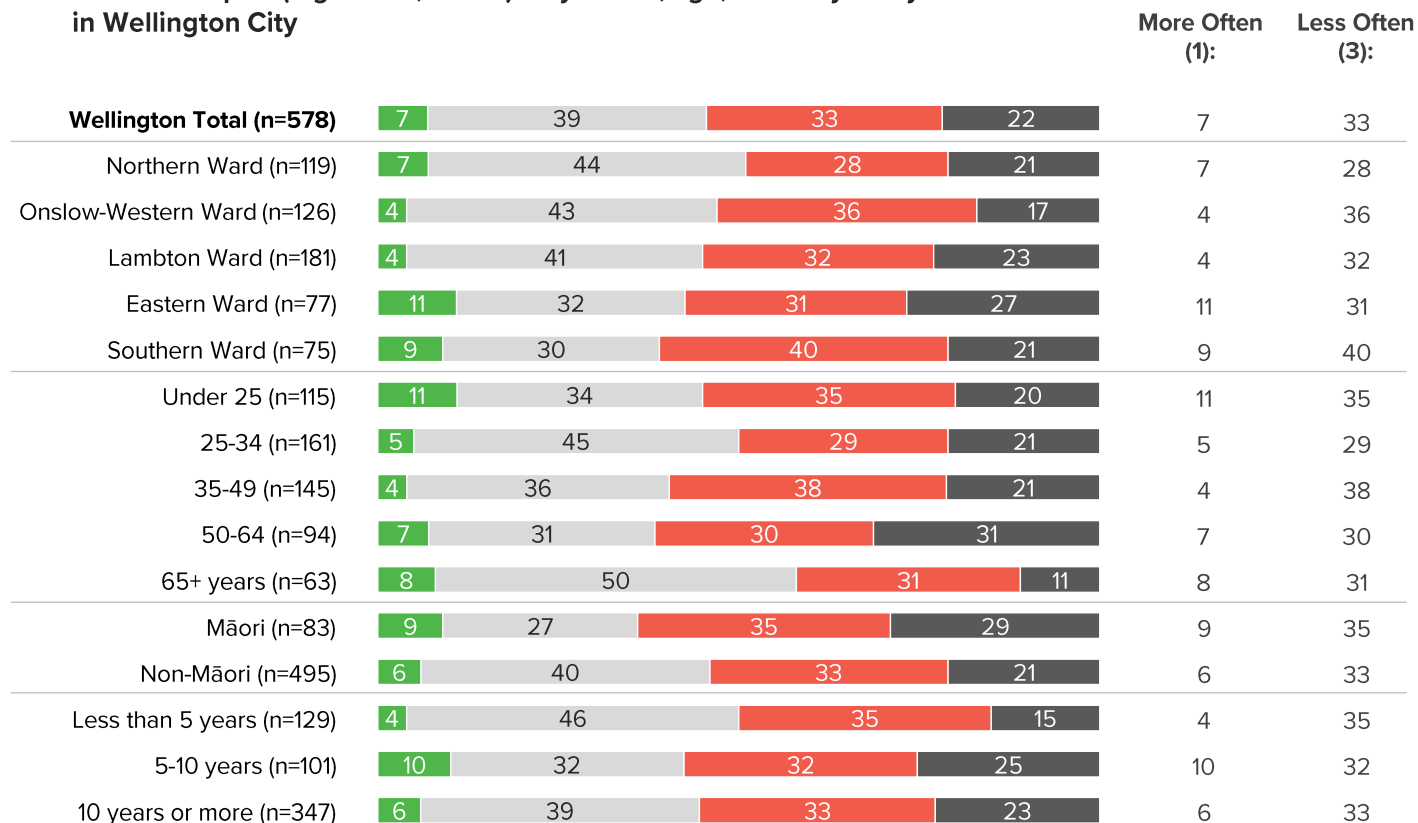
Appendix

PUBLIC TRANSPORT

Perceived impact of COVID-19 on public transport usage

Public transport is being used less often by 33%, with 7% using this form of transport more often.

Public transport (e.g. trains, buses) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q101. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19:

Public transport (e.g. trains, buses)

(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total

HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

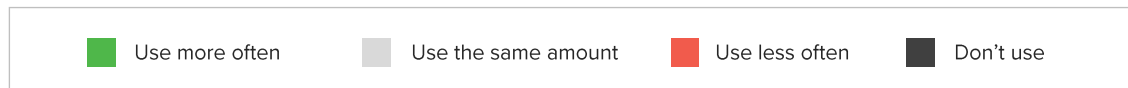
PUBLIC TRANSPORT

Perceived impact of COVID-19 on cycling as transport

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

Cycling as a form of transport (%) – by wards, age, ethnicity and years lived in Wellington City

					More Often (1):	Less Often (3):
Wellington Total (n=581)	4	12	3	82	4	3
Northern Ward (n=118)	12	2		86	0	2
Onslow-Western Ward (n=127)	3	13	1	83	3	1
Lambton Ward (n=184)	5	14	3	77	5	3
Eastern Ward (n=77)	8	9	4	80	8	4
Southern Ward (n=75)	2	10	4	84	2	4
Under 25 (n=117)	2	10	5	83	2	5
25-34 (n=162)	2	9	2	87	2	2
35-49 (n=147)	6	19	2	72	6	2
50-64 (n=95)	3	14	3	80	3	3
65+ years (n=60)	5	2	2	91	5	2
Māori (n=83)	5	8	3	84	5	3
Non-Māori (n=498)	4	12	3	82	4	3
Less than 5 years (n=130)	2	15	3	80	2	3
5-10 years (n=101)	5	15	4	76	5	4
10 years or more (n=349)	4	10	2	84	4	2



Base: All Respondents (excluding not answered)

Source: Q101. Thinking about whether COVID-19 has changed the way you use each type of transport, how has your use of the following types of transport changed since COVID-19:

Cycling as a form of transport

(1 – Use more often, 2 – Use the same amount, 3 – Use less often, 4 – Don't use)

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total

HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

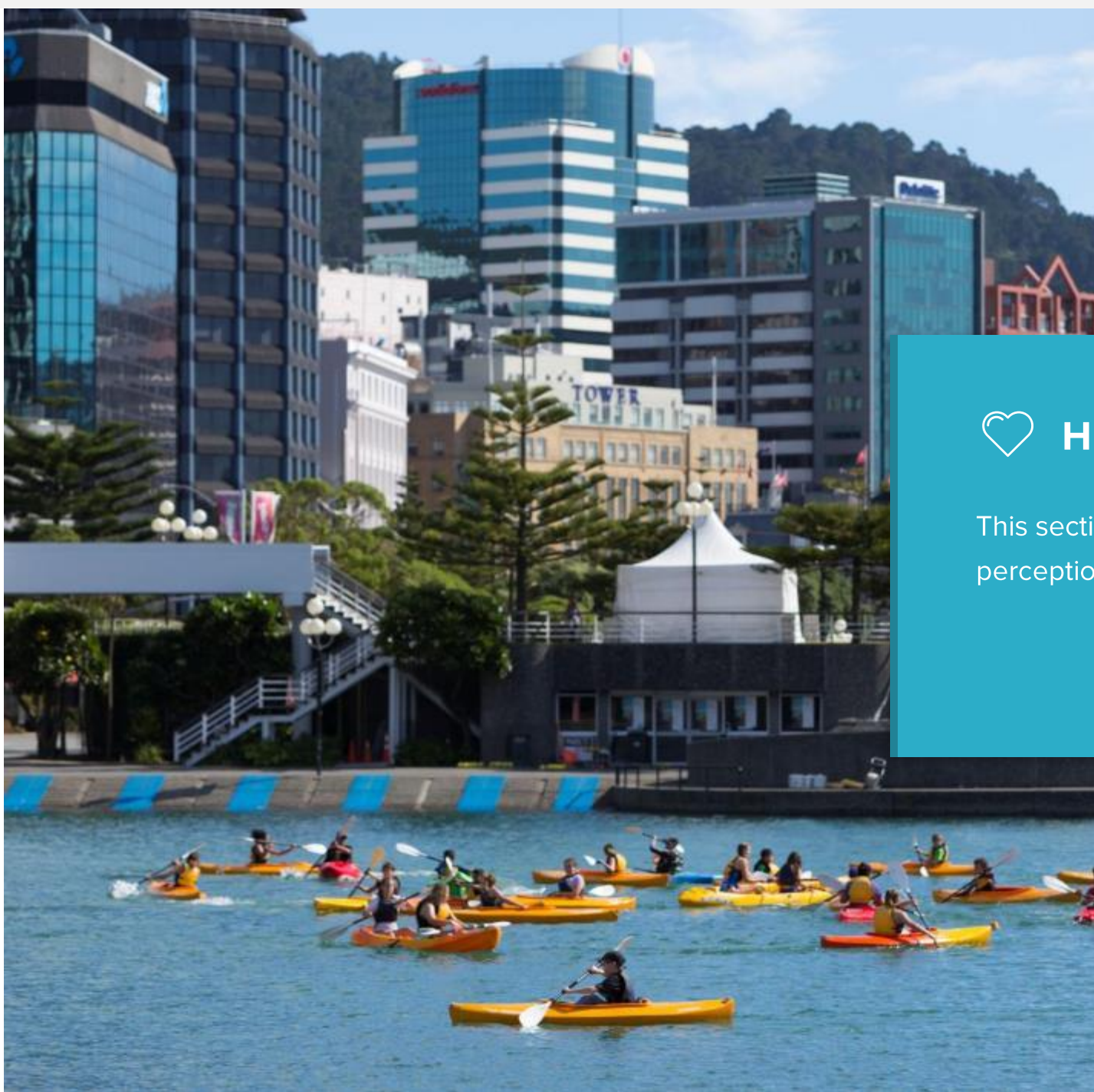
Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix



HEALTH AND WELLBEING

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

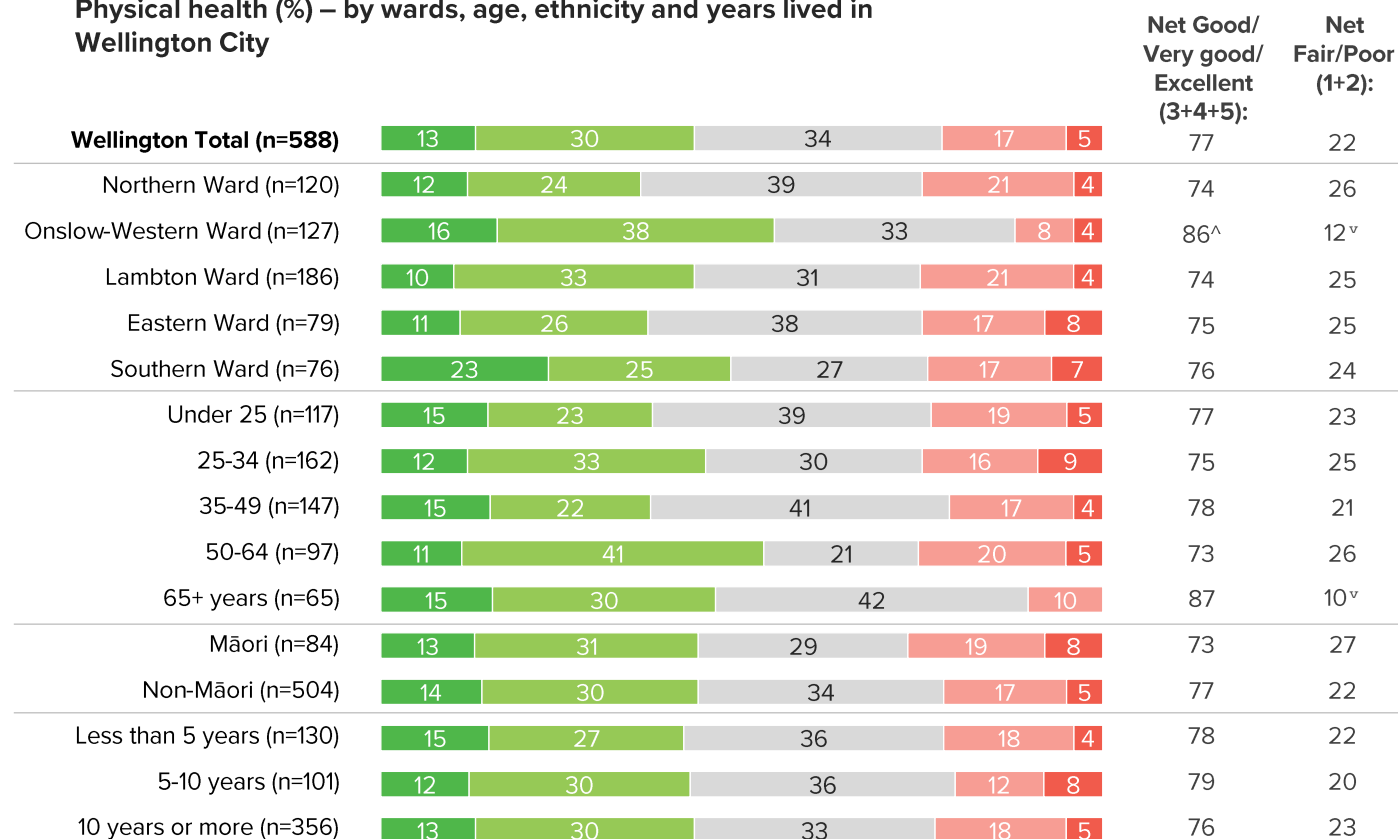
Appendix

HEALTH AND WELLBEING

Physical health

Over three quarters (77%) rate their physical health positively; 13% rate their health as 'excellent', 30% as 'very good', and 34% as 'good'.

Physical health (%) – by wards, age, ethnicity and years lived in Wellington City



■ Excellent
 ■ Very good
 ■ Good
 ■ Fair
 ■ Poor

Base: All Respondents (excluding not answered)

Source: Q87. In general, how would you rate your... Physical health?
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

[^] Significantly higher than Wellington total

[∇] Significantly lower than Wellington total

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



HEALTH AND WELLBEING

Mental health

Seventy-four percent rate their mental health positively; 15% as 'excellent', 28% as 'very good', and 32% as 'good'.

Mental health (%) – by wards, age, ethnicity and years lived in Wellington City

	Excellent	Very good	Good	Fair	Poor	Net Good/ Very good/ Excellent (3+4+5):	Net Fair/Poor (1+2):
Wellington Total (n=587)	15	28	32	16	9	74	25
Northern Ward (n=120)	13	24	36	16	11	73	27
Onslow-Western Ward (n=127)	18	27	35	14	5	80	19
Lambton Ward (n=185)	10	28	33	20	8	71	28
Eastern Ward (n=79)	11	34	30	16	8	75	25
Southern Ward (n=76)	28	25	20	14	13	73	27
Under 25 (n=117)	4	19	25	26	25	49 ^v	51 [^]
25-34 (n=162)	14	23	35	17	10	72	28
35-49 (n=147)	10	25	44	17	3	79	20
50-64 (n=97)	21	38	24	12	3	84 [^]	15 ^v
65+ years (n=64)	28	36	23	9	2	88 [^]	11 ^v
Māori (n=84)	17	24	34	19	6	75	25
Non-Māori (n=503)	15	28	32	16	9	74	25
Less than 5 years (n=130)	9	24	31	19	16	64 ^v	36 [^]
5-10 years (n=101)	15	25	38	11	11	78	21
10 years or more (n=355)	16	30	30	17	6	76	23

■ Excellent
 ■ Very good
 ■ Good
 ■ Fair
 ■ Poor

Base: All Respondents (excluding not answered)

Source: Q87. In general, how would you rate your... Mental health?
(1 – Poor, 2 – Fair, 3 – Good, 4 – Very good, 5 – Excellent)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

HEALTH AND WELLBEING

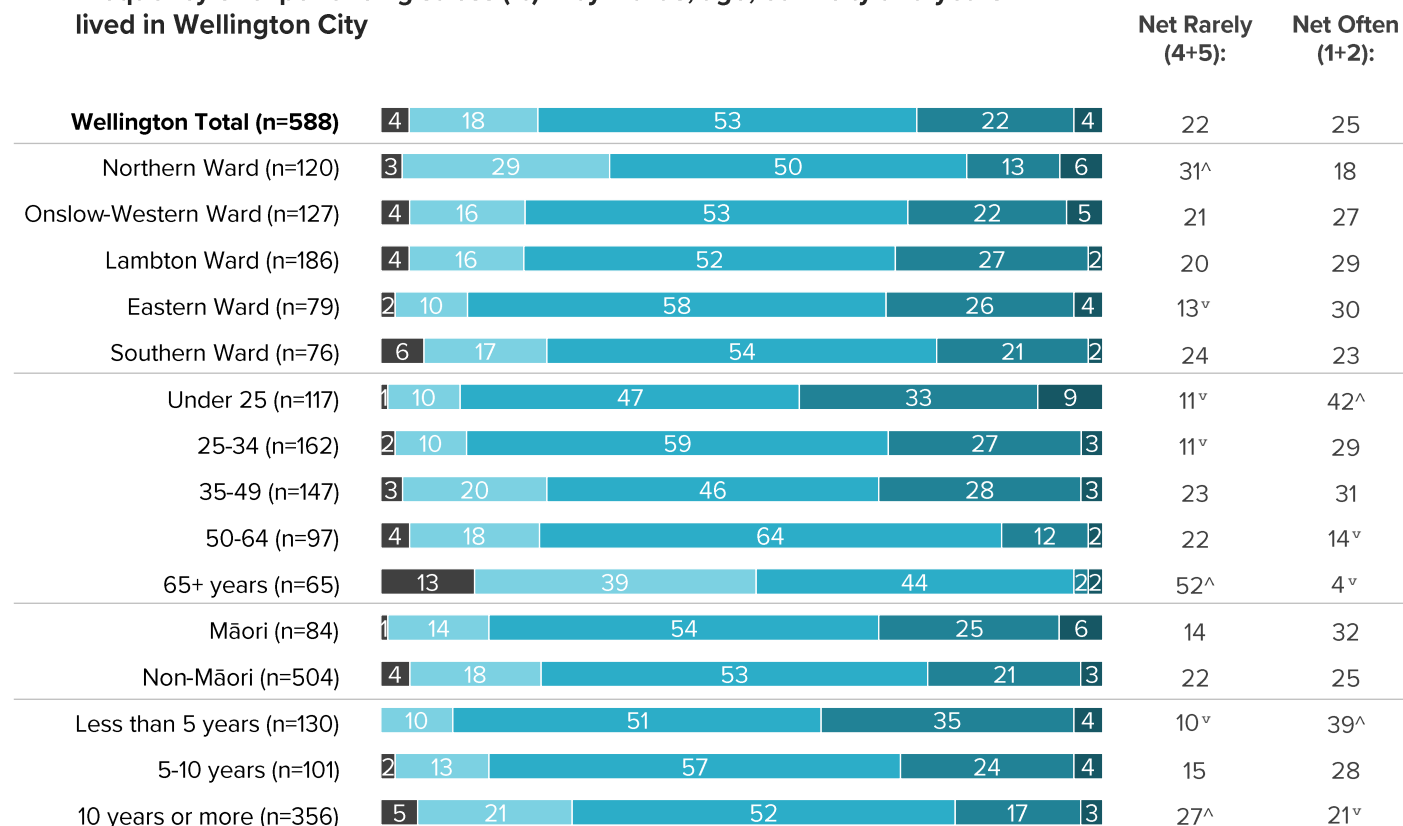
Stress

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

A quarter (25%) indicated they experienced stress that has had a negative effect on them most or all the time over the past 12 months, with a further 53% indicating they sometimes experienced this.

Compared to the 2018 survey, a higher proportion experienced stress most or all the time over the past 12 months (25% cf. 18%), while a lower proportion rarely or never experienced it (22% cf. 28%). These changes were also seen at the national level across the eight participating cities.

Frequency of experiencing stress (%) – by wards, age, ethnicity and years lived in Wellington City



Never Rarely Sometimes Most of the time Always

Base: All Respondents (excluding not answered)

Source: Q33. At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you? (1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

HEALTH AND WELLBEING

Frequency of experiencing stress

Frequency of experiencing stress (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Stress (Net Often)	16	17	18	25
Stress (Net Rarely)	26	29	28	22

Base: All Respondents (excluding not answered)

Source: Q33. At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

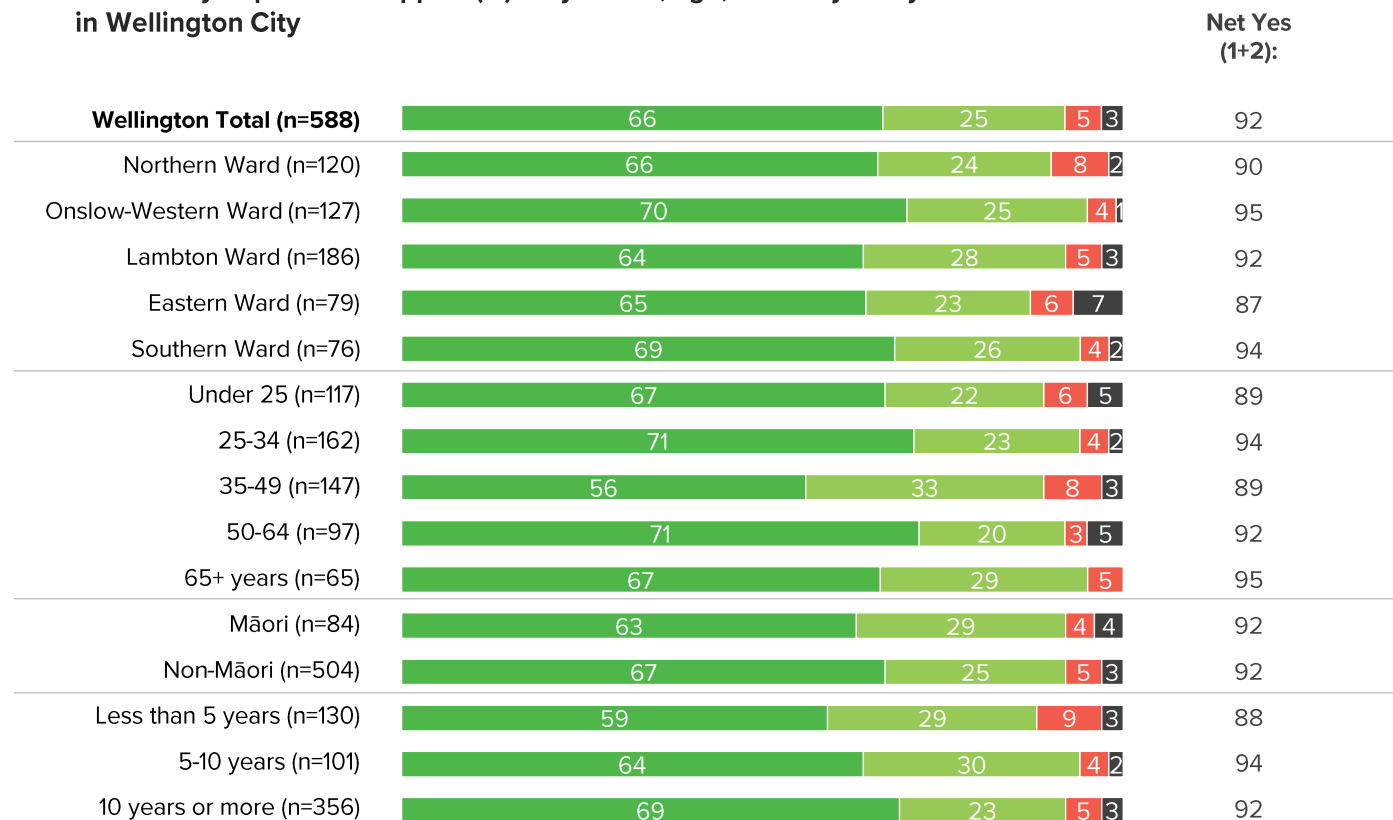
HEALTH AND WELLBEING

Availability of practical support

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

Two thirds feel this is definitely the case, with 25% feeling this is probably the case.

Availability of practical support (%) – by wards, age, ethnicity and years lived in Wellington City



■ Yes, definitely
 ■ Yes, probably
 ■ No
 ■ Don't know / unsure

Base: All Respondents (excluding not answered)

Source: Q30a. If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for... Practical support (e.g. shopping, meals, transport)?

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

^ Significantly higher than Wellington total

▼ Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

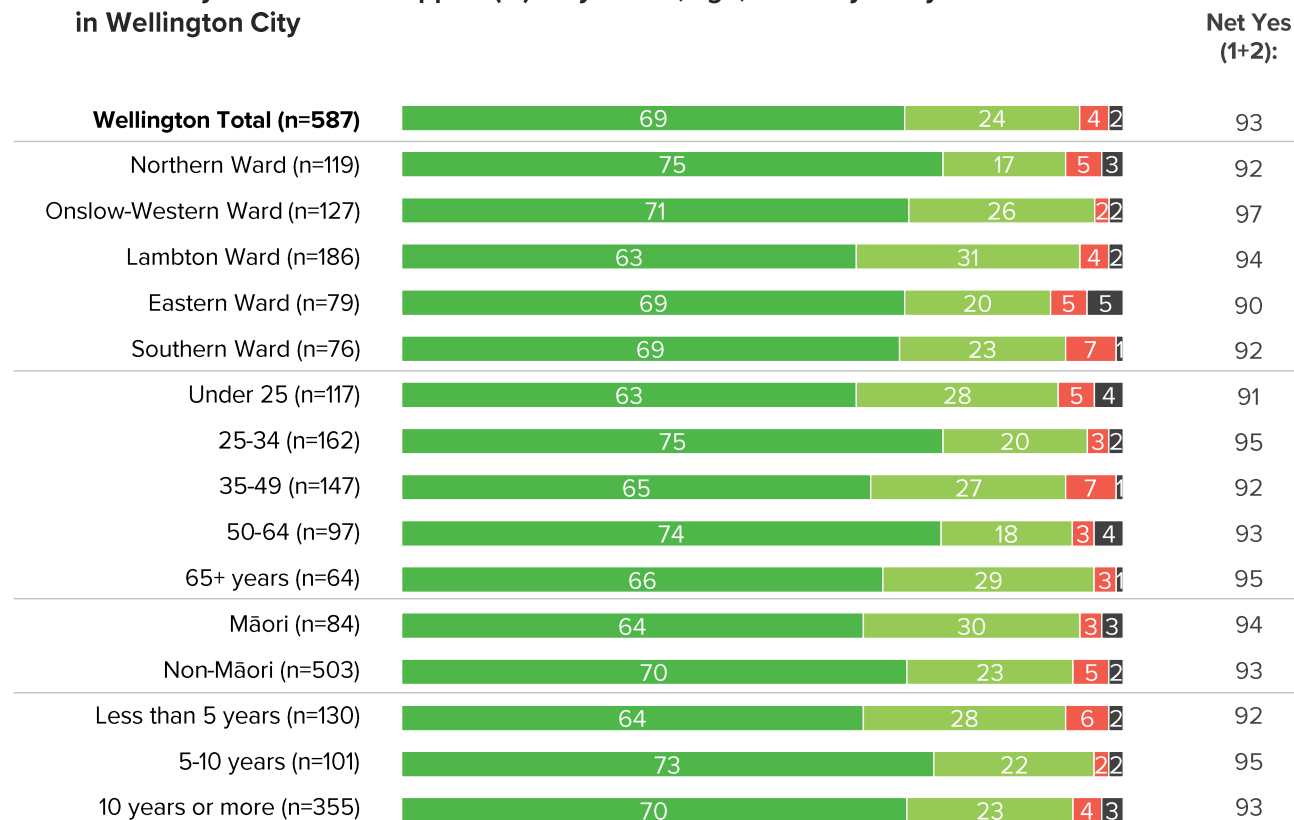
Appendix

HEALTH AND WELLBEING

Availability of emotional support

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

Availability of emotional support (%) – by wards, age, ethnicity and years lived in Wellington City



■ Yes, definitely
 ■ Yes, probably
 ■ No
 ■ Don't know / unsure

Base: All Respondents (excluding not answered)

Source: Q30a. If you were faced with a serious illness or injury, or needed support during a difficult time, is there anyone you could turn to for... Emotional support (e.g. listening to you, giving advice)?

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

^ Significantly higher than Wellington total

▼ Significantly lower than Wellington total

HEALTH AND WELLBEING

WHO 5 wellbeing index

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

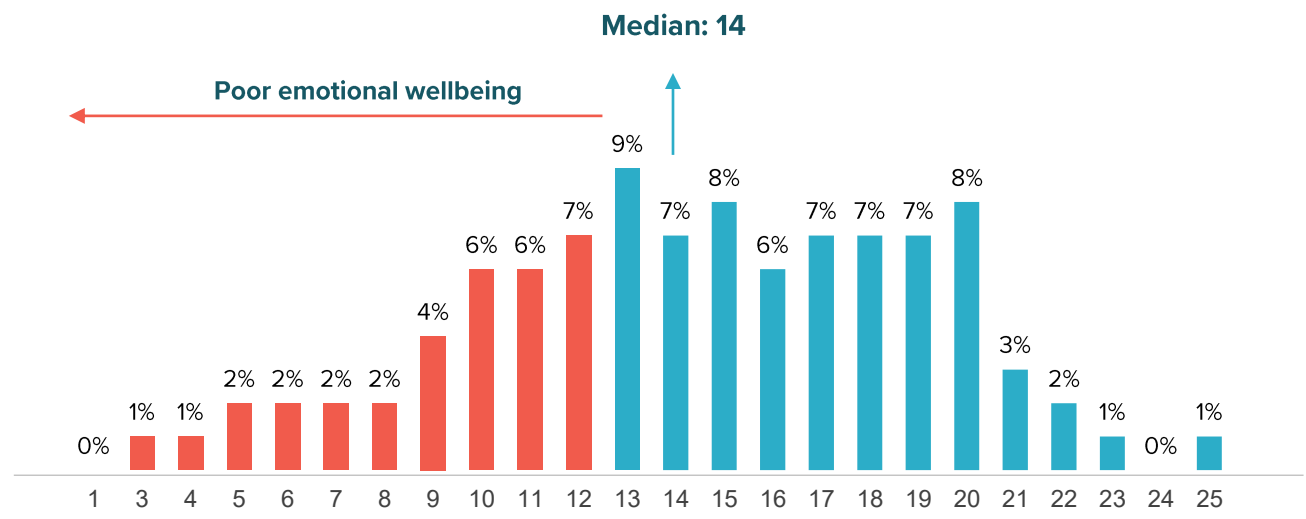
- ▶ I have felt cheerful and in good spirits
- ▶ I have felt calm and relaxed
- ▶ I have felt active and vigorous
- ▶ I woke up feeling fresh and rested
- ▶ My daily life has been filled with things that interest me.

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

The chart below shows the distribution of scores. The median result for Wellington City total is 14. Thirty-four percent of respondents have a score of below 13.

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

WHO 5 Wellbeing Index – Wellington total (%)



Base: All Respondents (excluding not answered) (n=588)
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

HEALTH AND WELLBEING

WHO 5
wellbeing index

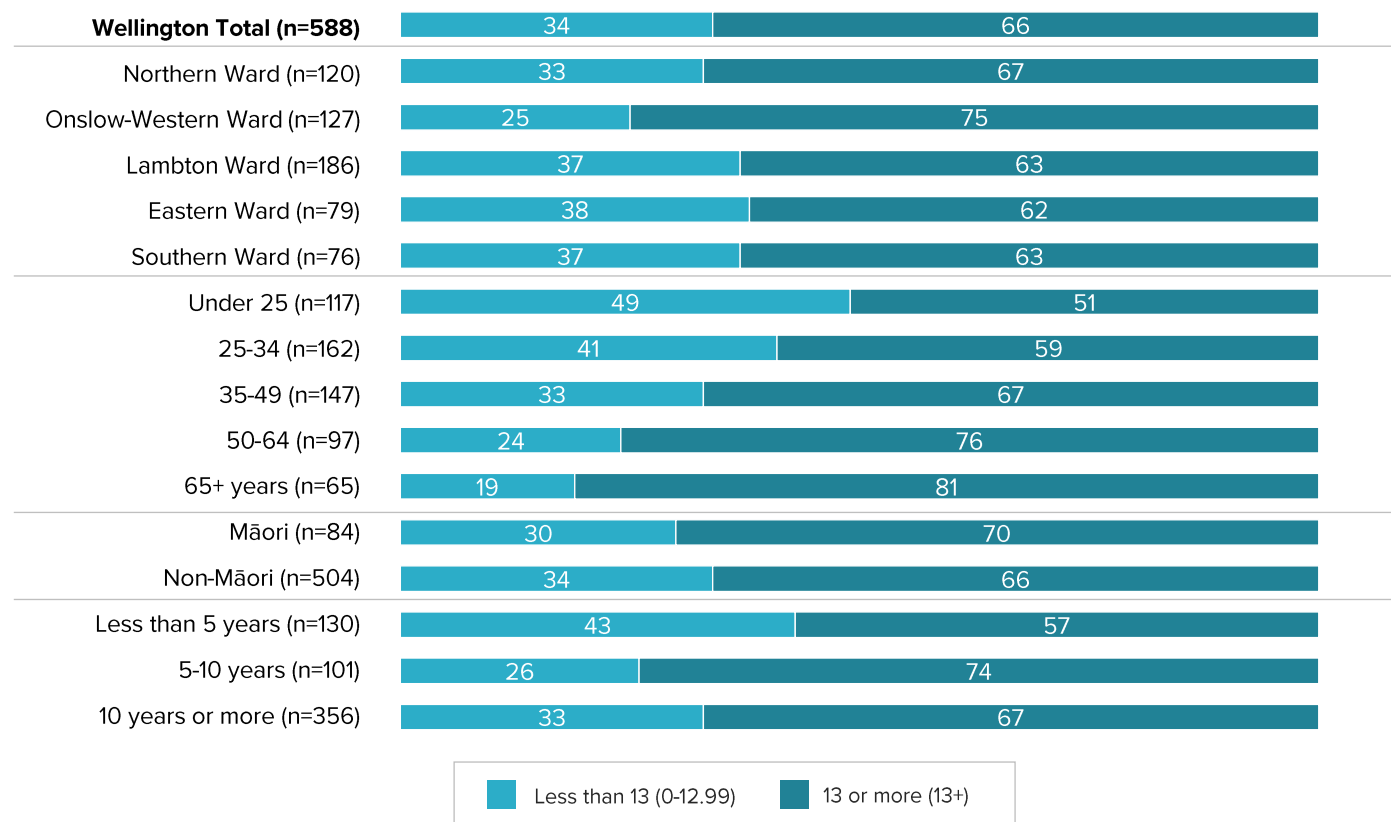
Two thirds (66%) of respondents in Wellington City have a score of 13 or more, while a third (34%) have a score of below 13. The 'less than 13 score' is indicative of poor emotional wellbeing.

Compared to the 2018 survey, there has been a decrease in the WHO-wellbeing index. This decline was also seen at the national level across the eight participating cities. In Wellington City, the 'less than 13' score is now seen in 34% respondents compared with 28% in 2018.

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

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

WHO 5 Wellbeing Index (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

HEALTH AND WELLBEING

WHO-5 Wellbeing

WHO-5 Wellbeing (2018 to 2020)

	2014	2016	2018	2020
	%	%	%	%
WHO-5 Wellbeing (Less than 13)	-	-	28	34

Base: All Respondents (excluding not answered)**Source: Q77.** Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

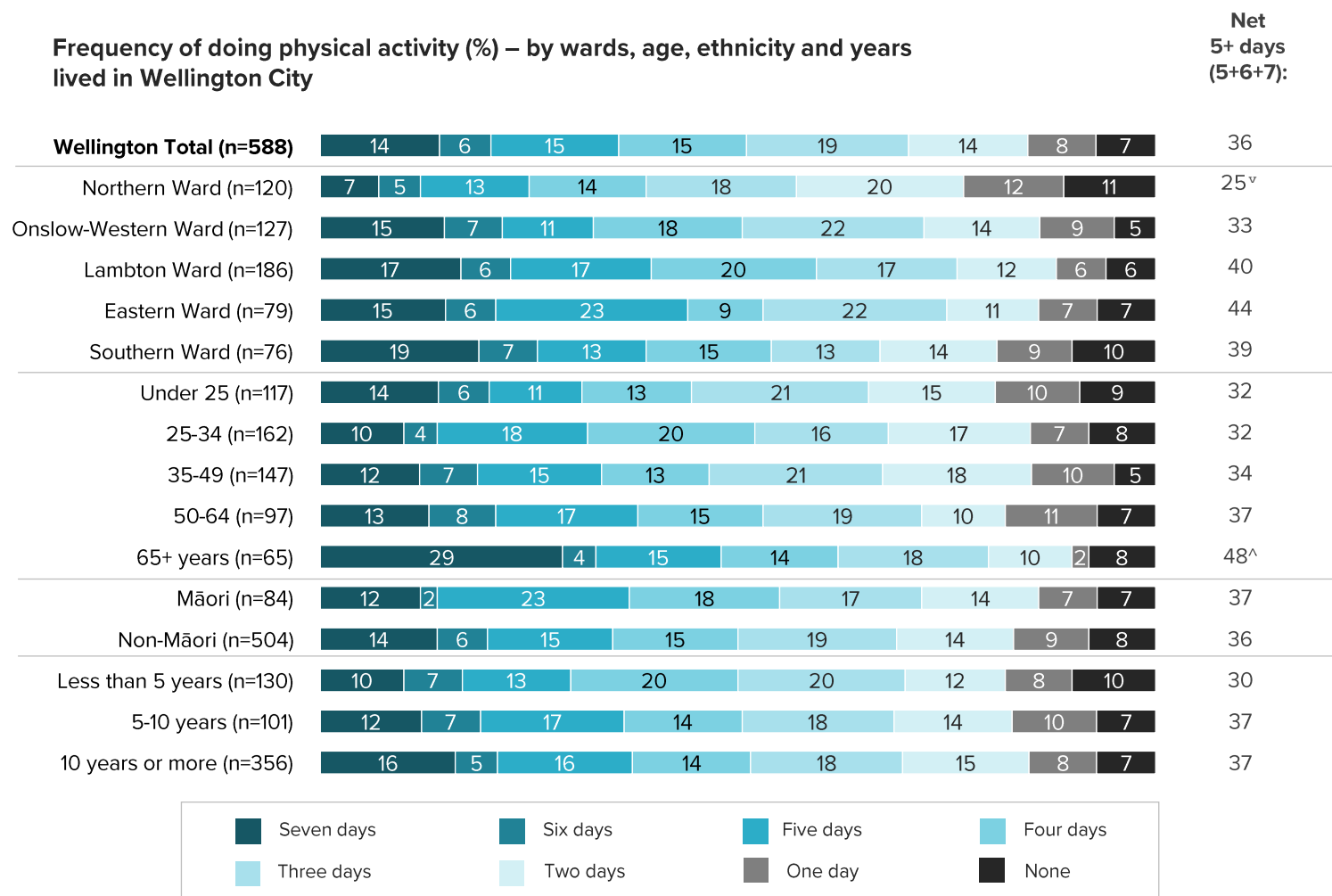
HEALTH AND WELLBEING

Frequency of doing physical activity in previous week

When asked how many days in the previous seven days they had been physically active, 36% indicate they had been active on five or more days.

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

Frequency of doing physical activity (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q88. In the past week, on how many days have you done a total of 30 minutes or more of physical activity, which was enough to raise your breathing rate?

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

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

**HOME**

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

**CRIME, SAFETY AND
LOCAL ISSUES**

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

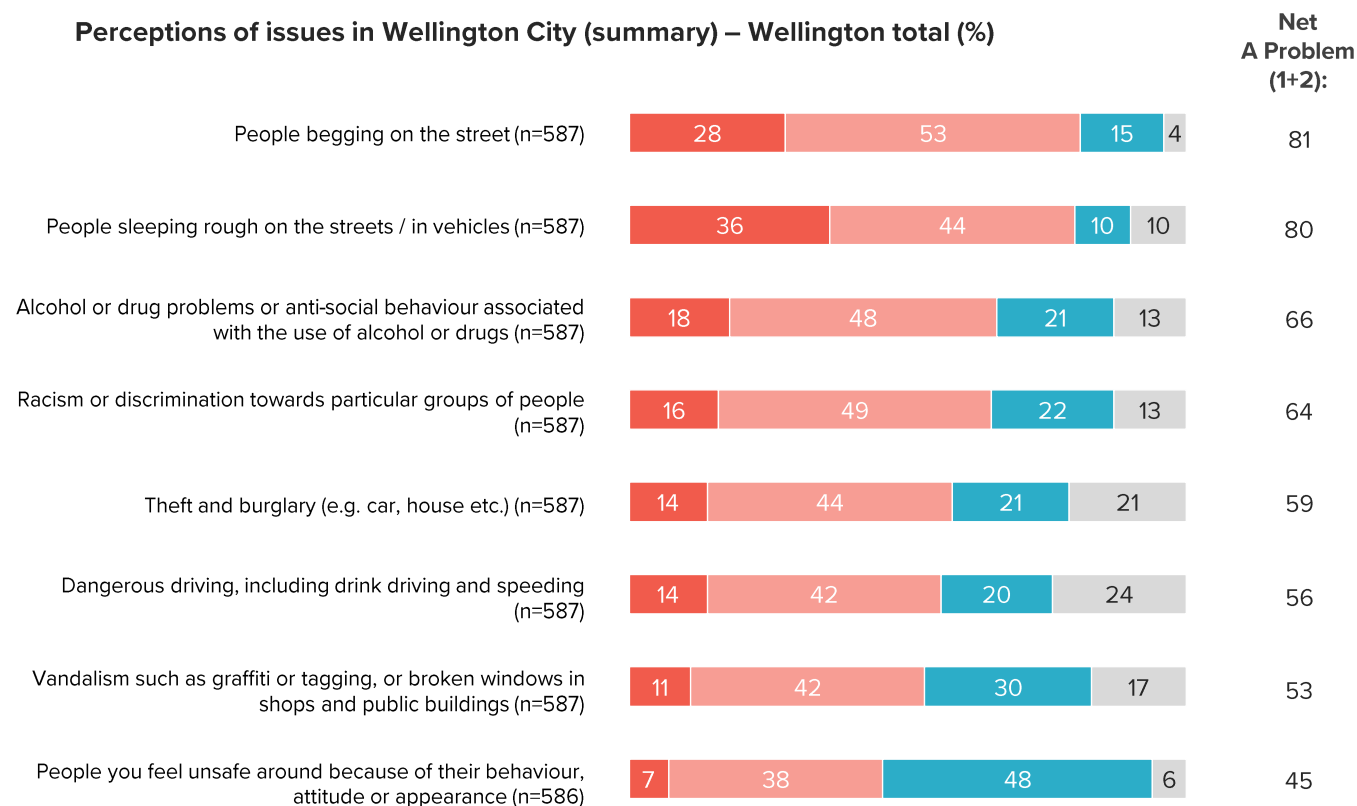
CRIME & SAFETY

Perceptions of issues in Wellington - summary

Respondents were asked to indicate whether or not they perceived each of a number of specific issues had been a problem in Wellington City in the previous 12 months

People begging on the street (81%) and people sleeping rough on the streets / in vehicles (80%) were the issues most likely to be perceived as problems.

Perceptions of issues in Wellington City (summary) – Wellington total (%)



■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months?

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

CRIME & SAFETY

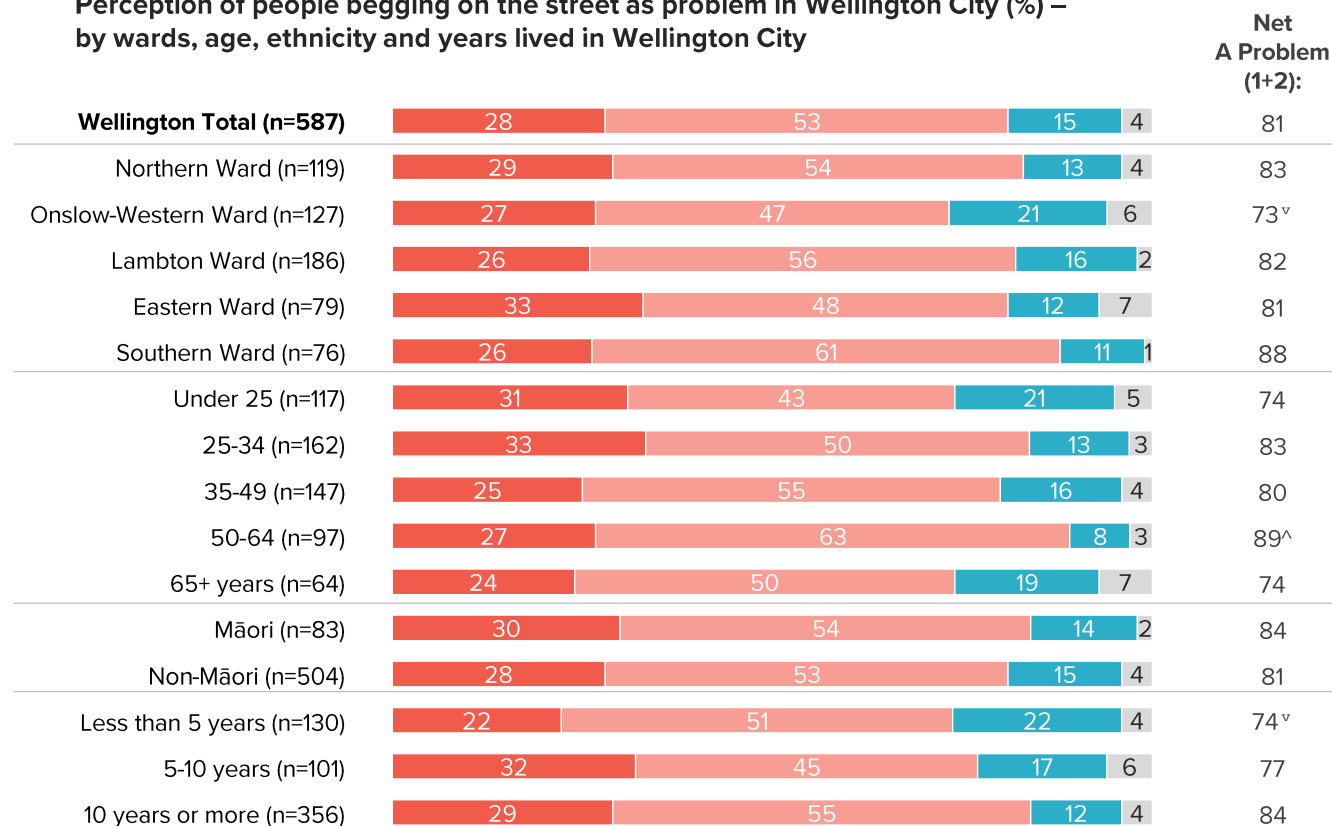
People begging in the street

Eight in 10 respondents consider people begging on the street to have been a problem in Wellington City during the last 12 months. Twenty-eight percent consider it to have been 'a big problem' and a further 53% 'a bit of a problem'.

Compared to the 2018 survey, a lower proportion consider people begging on the street to have been a problem in Wellington City (81% cf. 87%).

This decrease was not seen at the national level across the eight participating cities

Perception of people begging on the street as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: People begging on the street
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

CRIME & SAFETY

Perception of people begging on the street as problem in Wellington City

People begging in the street (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
People begging in the street (Net A Problem)	75	85	87	81

Base: All Respondents (excluding not answered)**Source: Q11.** To what extent has each of the following been a problem in Wellington City over the past 12 months: People begging on the street

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

CRIME & SAFETY

People sleeping rough in the street/ in vehicles

Similarly, eight in 10 respondents consider people sleeping rough on the streets or in vehicles to have been a problem in Wellington City during the last 12 months. Thirty-six percent consider this has been 'a big problem' and 44% 'a bit of a problem'.

Perception of people sleeping rough in the street/ in vehicles as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City

					Net A Problem (1+2):
Wellington Total (n=587)	36	44	10	10	80
Northern Ward (n=119)	38	43	9	11	81
Onslow-Western Ward (n=127)	33	43	15	8	76
Lambton Ward (n=186)	33	46	12	9	79
Eastern Ward (n=79)	46	32	7	14	78
Southern Ward (n=76)	33	56	4	6	90
Under 25 (n=117)	41	39	9	11	79
25-34 (n=162)	43	40	8	10	82
35-49 (n=147)	32	46	11	10	79
50-64 (n=97)	37	46	8	9	84
65+ years (n=64)	25	50	16	8	75
Māori (n=83)	45	40	7	8	85
Non-Māori (n=504)	36	44	10	10	80
Less than 5 years (n=130)	36	42	11	11	78
5-10 years (n=101)	39	40	13	8	79
10 years or more (n=356)	36	45	9	10	81

■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: People sleeping rough on the streets / in vehicles
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

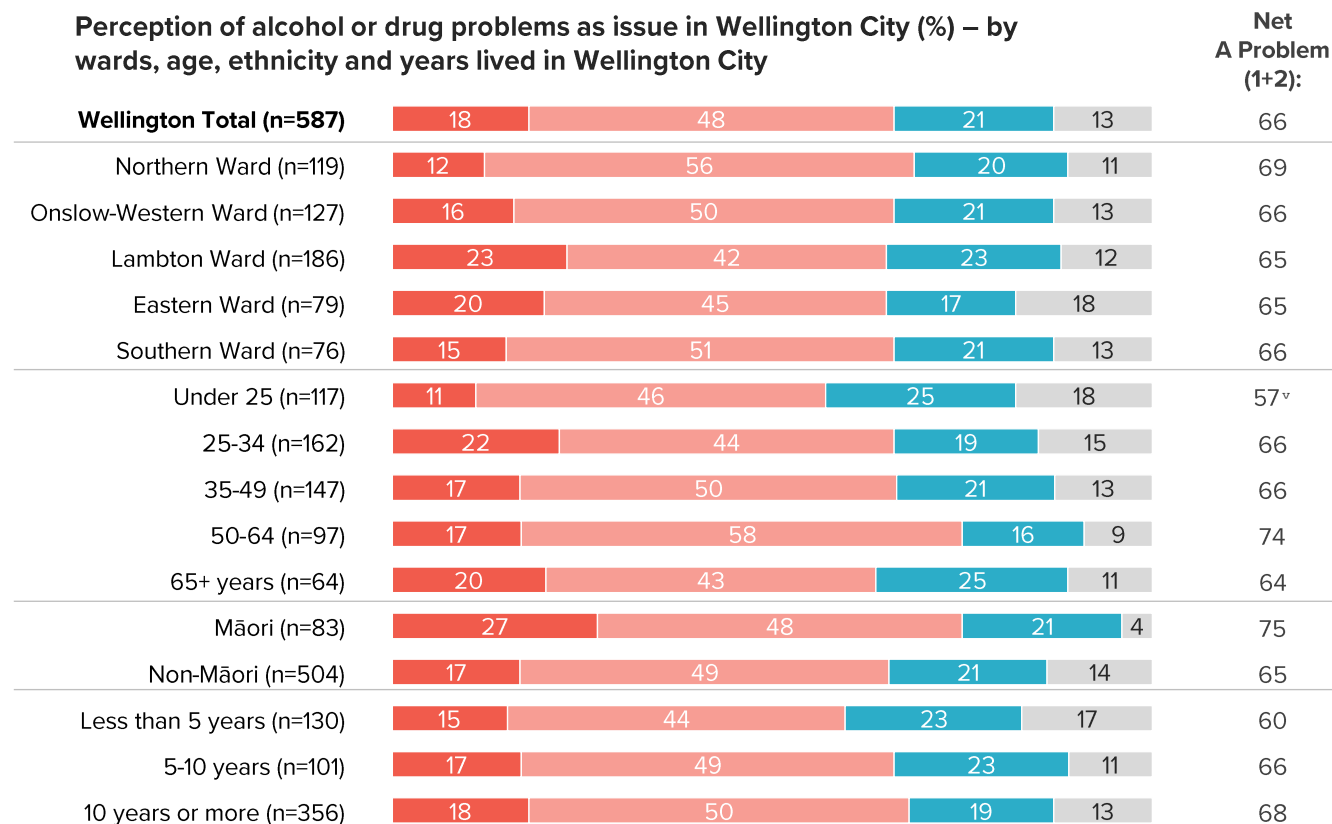
Appendix

CRIME & SAFETY

Alcohol and drugs

Two thirds of respondents perceive alcohol or drugs problems, or anti-social behaviour associated with the use of alcohol or drugs, to have been a problem in Wellington City. One in five (18%) rate it 'a big problem' and 48% 'a bit of a problem'.

Perception of alcohol or drug problems as issue in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: Alcohol or drug problems or anti-social behaviour associated with the use of alcohol or drugs

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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

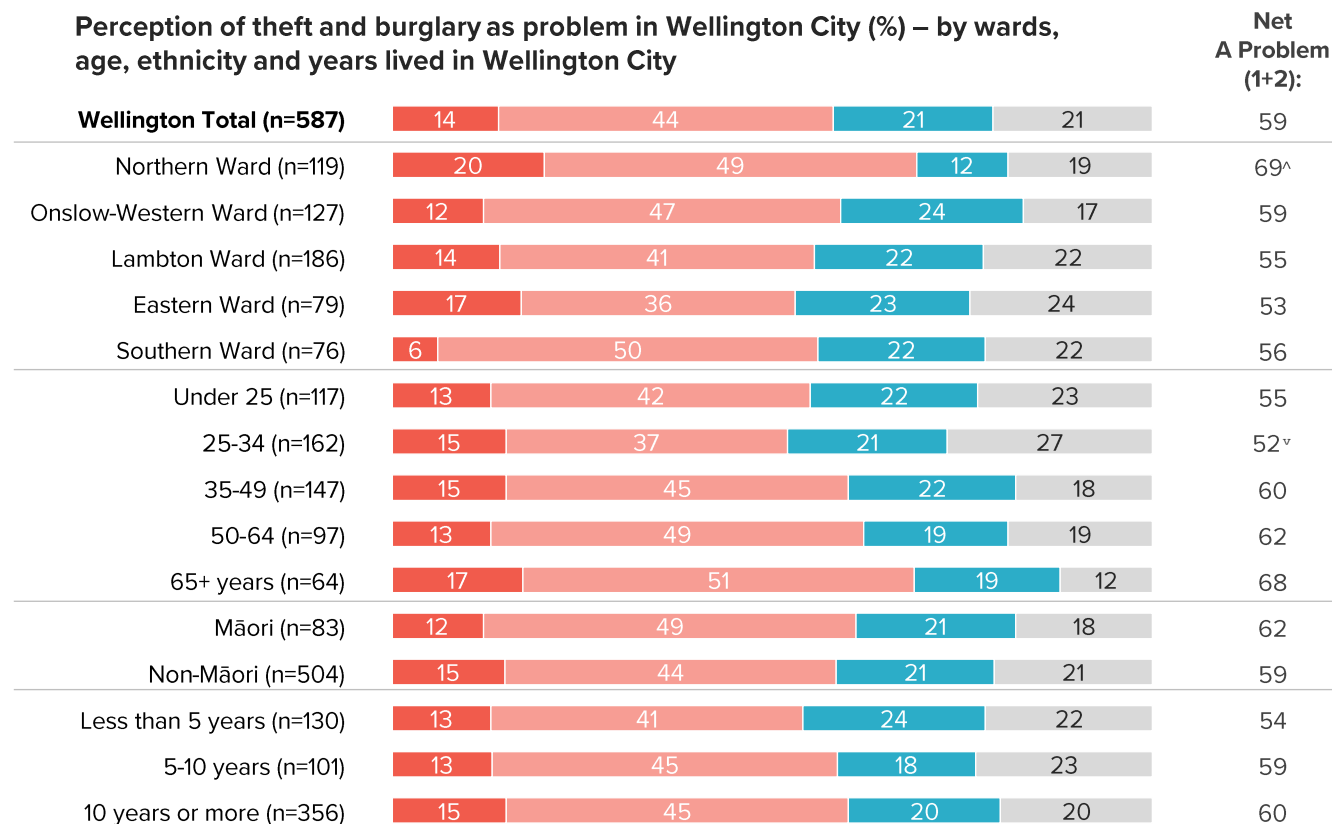


CRIME & SAFETY

Theft and burglary

Close to three in five (59%) respondents perceive theft and burglary to have been a problem in Wellington City over the past 12 months, with 14% rating it 'a big problem' and 44% 'a bit of a problem'.

Perception of theft and burglary as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: Theft and burglary (e.g. car, house etc.)
(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

CRIME & SAFETY

Dangerous driving

Fifty-six percent of respondents perceive dangerous driving (including drink driving and speeding) to have been a problem in Wellington City over the past year, with 14% perceiving it to have been 'a big problem' and a further 42% 'a bit of a problem'.

Perception of dangerous driving as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City

					Net A Problem (1+2):
Wellington Total (n=587)	14	42	20	24	56
Northern Ward (n=119)	15	50	13	22	65
Onslow-Western Ward (n=127)	11	46	21	21	57
Lambton Ward (n=186)	13	37	25	26	49 ^v
Eastern Ward (n=79)	19	34	22	26	53
Southern Ward (n=76)	15	43	17	26	58
Under 25 (n=117)	13	42	19	26	56
25-34 (n=162)	12	40	21	27	53
35-49 (n=142)	19	41	14	26	60
50-64 (n=97)	14	42	22	22	56
65+ years (n=64)	11	45	27	17	56
Māori (n=83)	13	46	22	19	59
Non-Māori (n=504)	14	42	20	24	56
Less than 5 years (n=130)	12	48	19	21	60
5-10 years (n=101)	23	28	17	32	51
10 years or more (n=356)	13	43	21	23	56

■ A big problem
 ■ A bit of a problem
 ■ Not a problem
 ■ Don't know

Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: Dangerous driving, including drink driving and speeding (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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

[^] Significantly higher than Wellington total

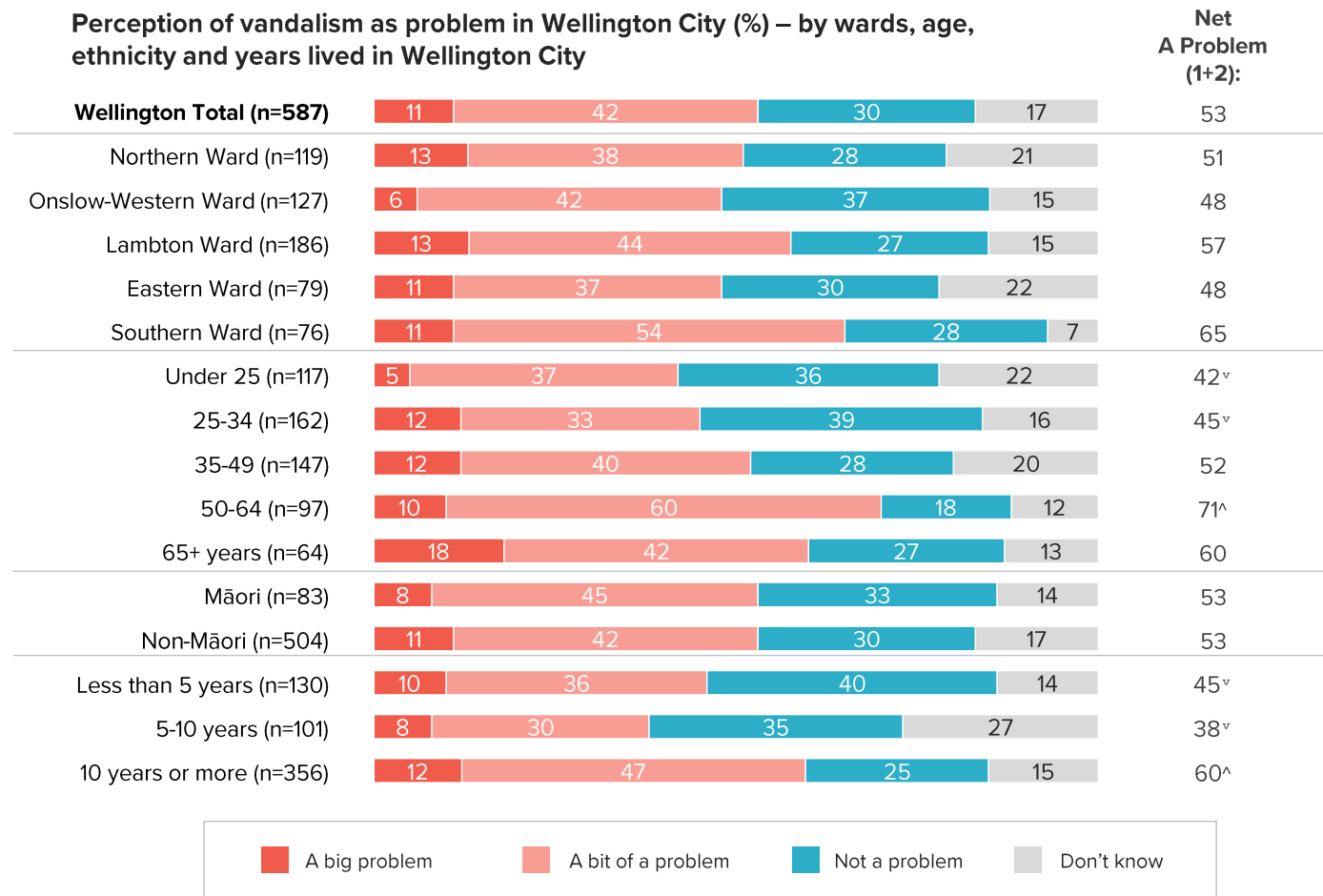
^v Significantly lower than Wellington total

CRIME & SAFETY

Vandalism

Over half (53%) perceive vandalism to have been a problem in Wellington City over the past 12 months. One in ten (11%) indicate it has been ‘a big problem’ and 42% ‘a bit of a problem’.

Perception of vandalism as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: Vandalism such as graffiti or tagging, or broken windows in shops and public buildings

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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[^] Significantly higher than Wellington total

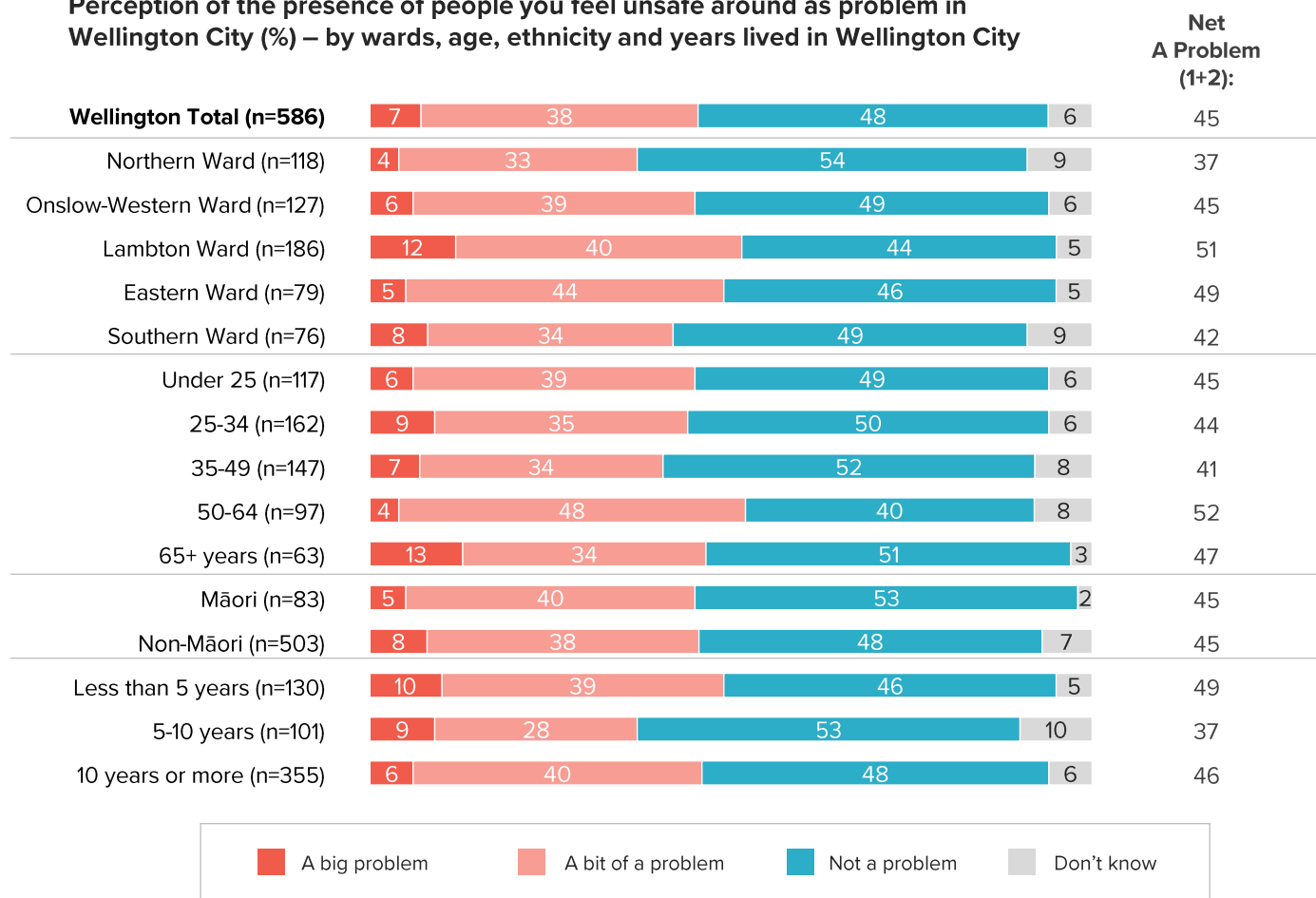
^v Significantly lower than Wellington total

CRIME & SAFETY

Presence of people you feel unsafe around

Forty-five percent feel there has been a problem with people whose behaviour, attitudes or appearance have caused them to feel unsafe in the past 12 months. For 7%, this was seen to be ‘a big problem’ and 38% ‘a bit of a problem’.

Perception of the presence of people you feel unsafe around as problem in Wellington City (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: People you feel unsafe around because of their behaviour, attitude or appearance

(1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

CRIME & SAFETY

Sense of safety - summary

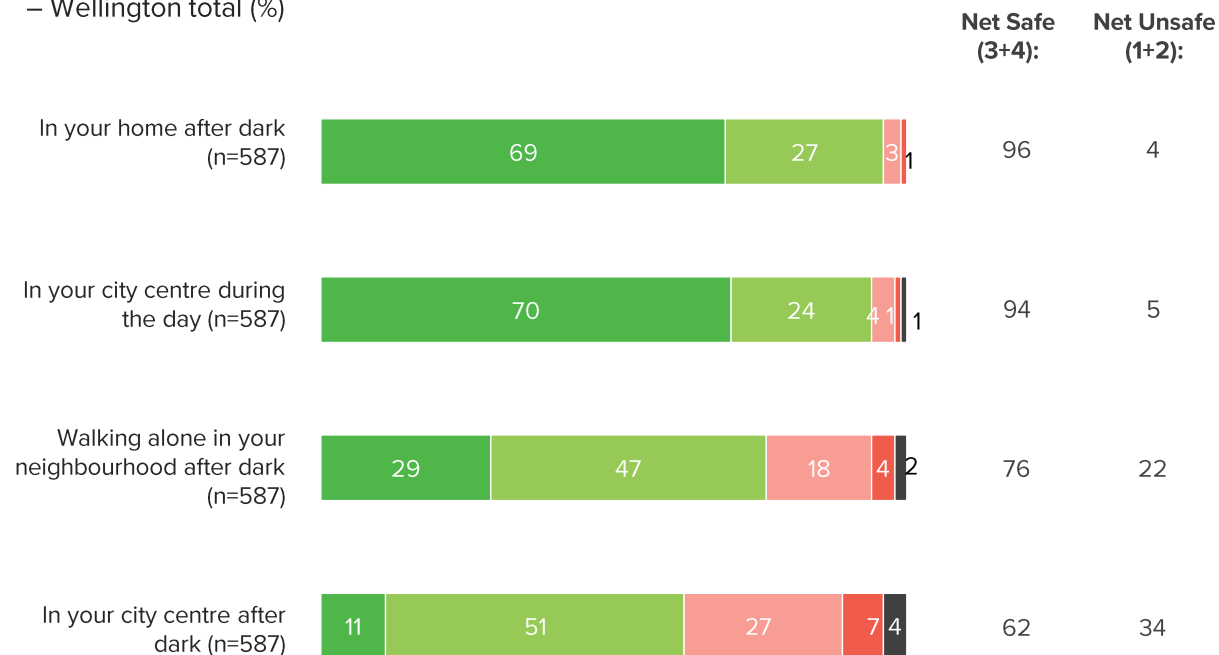
Respondents were asked to rate their general feelings of safety when considering four different circumstances: in their own home after dark; walking alone in their neighbourhood after dark; in their city centre during the day; and in their city centre after dark.

While 96% feel safe in their city centre during the day, just 62% feel safe in their city centre after dark.

Two in ten (22%) feel unsafe walking alone in their neighbourhood after dark, while almost all (96%) feel safe in their own homes after dark.

Perceived safety in various circumstances (summary)

– Wellington total (%)



■ Very safe
 ■ Fairly safe
 ■ A bit unsafe
 ■ Very unsafe
 ■ Don't know/not applicable

Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations...

(1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

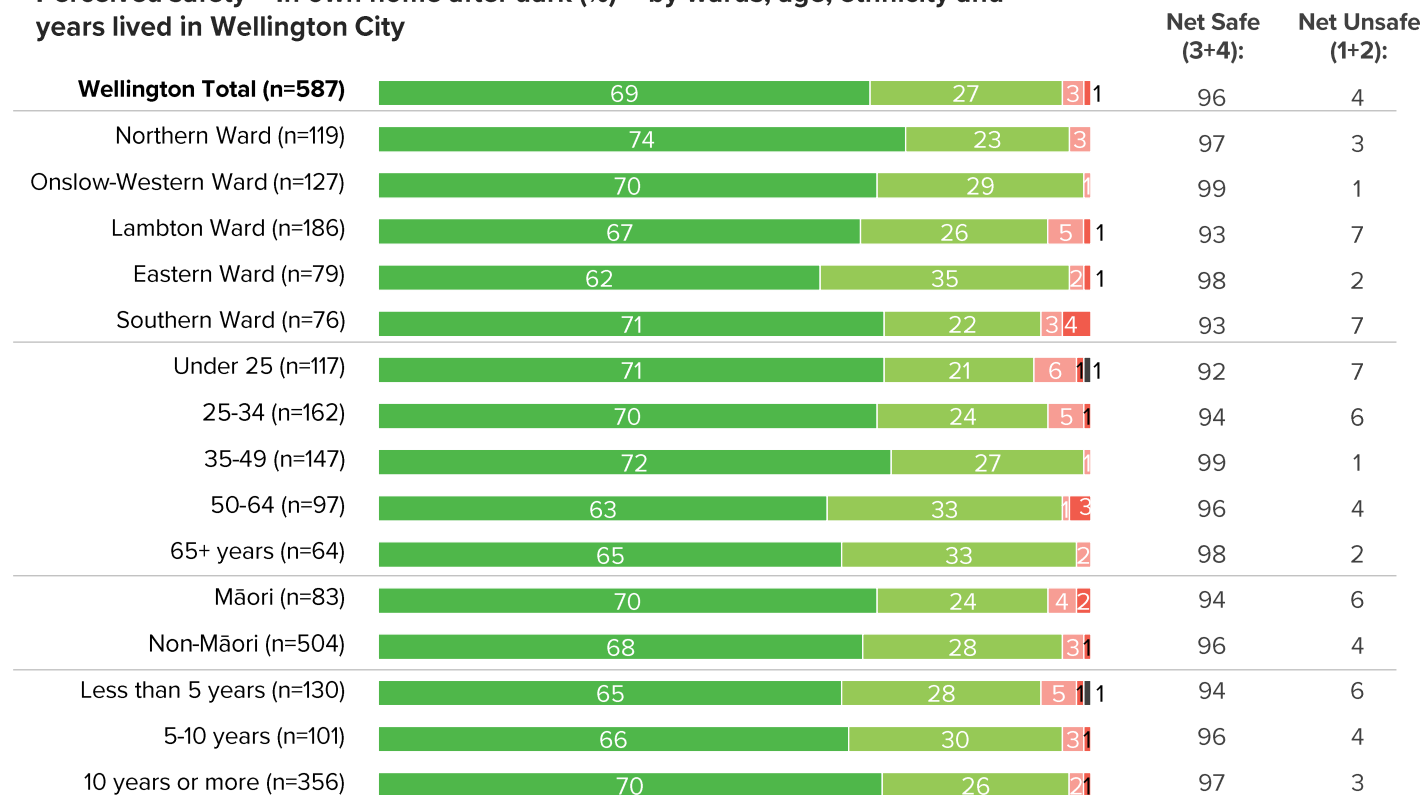
Appendix

CRIME & SAFETY

Sense of safety – home after dark

Almost all respondents (96%) in Wellington City feel safe in their own homes after dark.

Perceived safety – In own home after dark (%) – by wards, age, ethnicity and years lived in Wellington City



■ Very safe
 ■ Fairly safe
 ■ A bit unsafe
 ■ Very unsafe
 ■ Don't know/not applicable

Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... In your home after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

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

^ Significantly higher than Wellington total

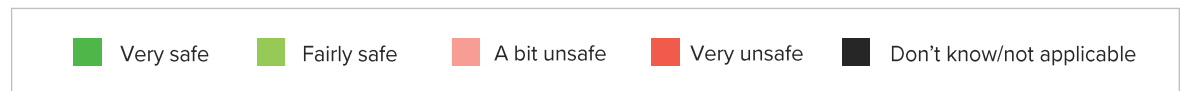
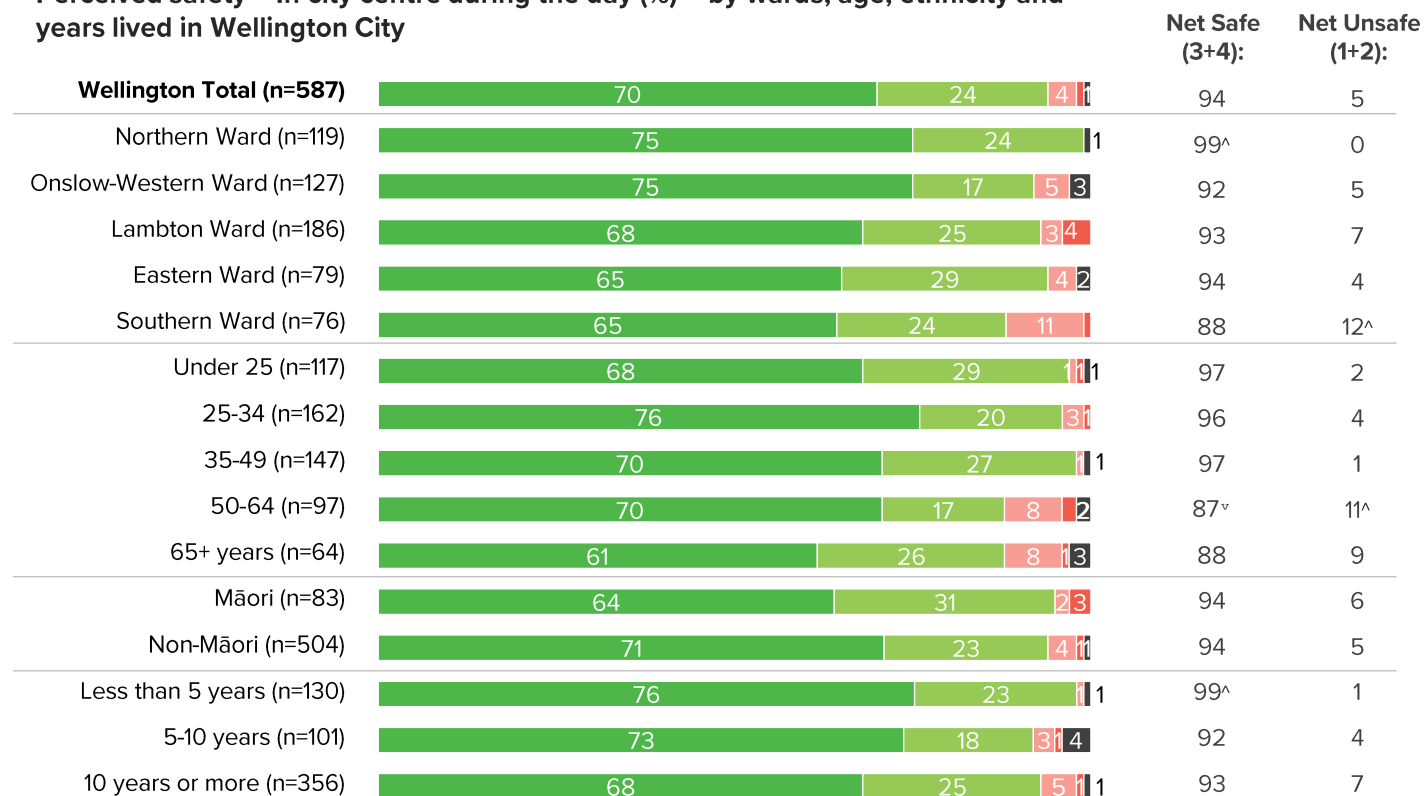
^ Significantly lower than Wellington total

CRIME & SAFETY

Sense of safety – city centre during day

Similarly, almost all (94%) respondents in Wellington City feel safe in their city centre during the day.

Perceived safety – In city centre during the day (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)
Source: Q9. In general how safe or unsafe do you feel in the following situations... In your city centre during the day (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

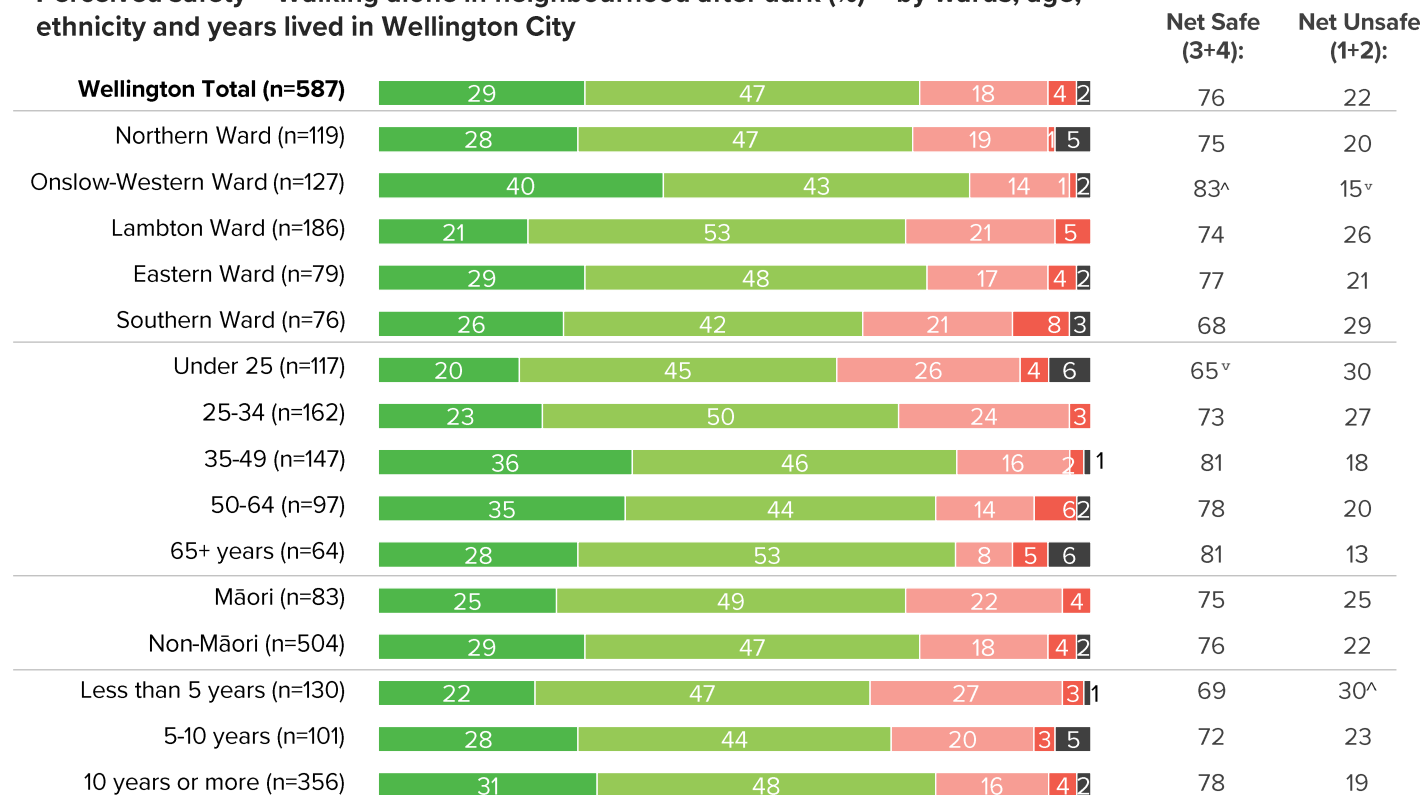
CRIME & SAFETY

Sense of safety – walking alone in neighbourhood after dark

Three quarters (76%) of respondents feel safe walking alone in their neighbourhood after dark, while one in five (22%) feel unsafe.

Compared to the 2018 survey, a lower proportion feel safe walking alone in their neighbourhood after dark (76% cf. 85%), while a higher proportion feel unsafe (22% cf. 15%) in Wellington City. These changes were not seen at the national level across the eight participating cities

Perceived safety – Walking alone in neighbourhood after dark (%) – by wards, age, ethnicity and years lived in Wellington City



■ Very safe
 ■ Fairly safe
 ■ A bit unsafe
 ■ Very unsafe
 ■ Don't know/not applicable

Base: All Respondents (excluding not answered)

Source: Q9. In general how safe or unsafe do you feel in the following situations... Walking alone in your neighbourhood after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

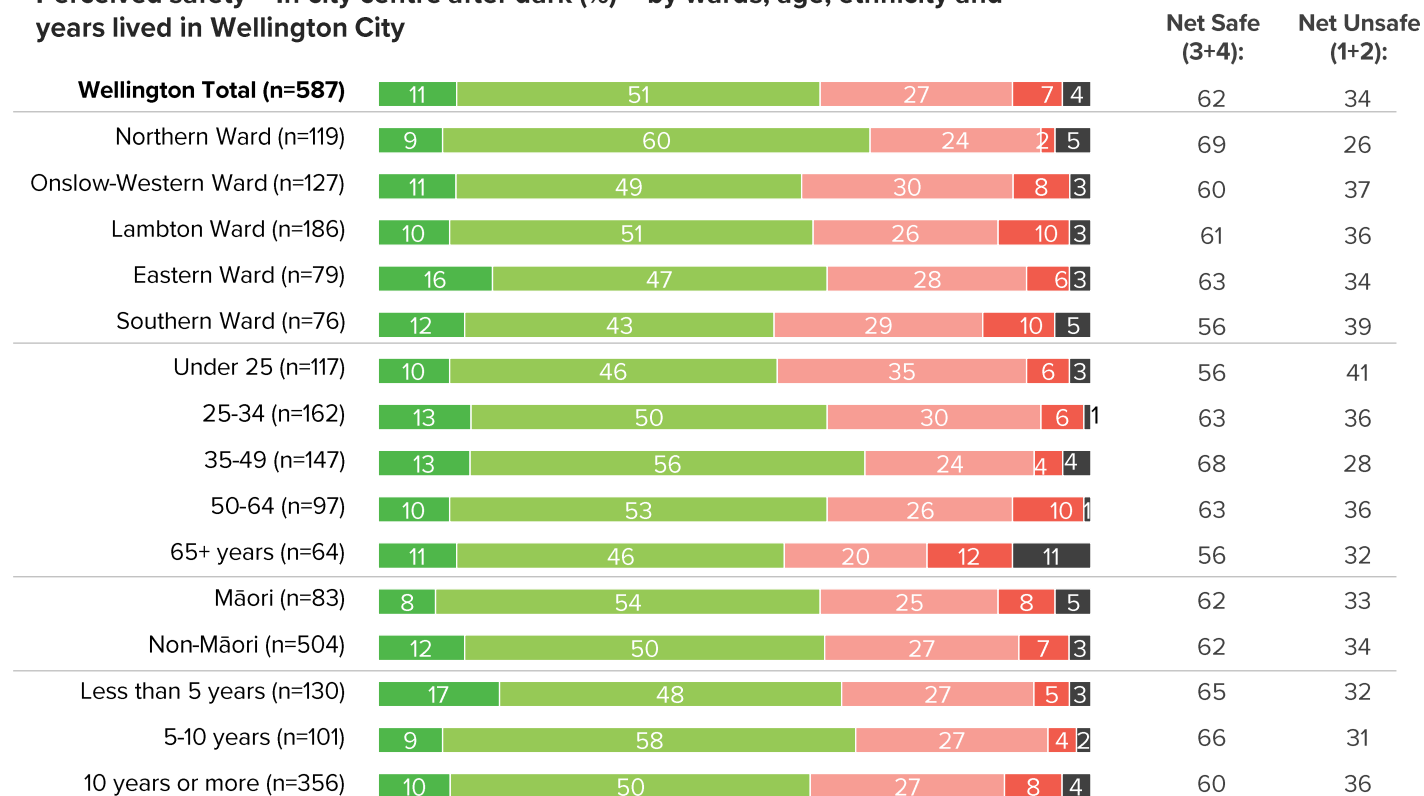
CRIME & SAFETY

Sense of safety – city centre after dark

Three in five (62%) respondents in Wellington City feel safe in their city centre after dark, while a third (34%) feel unsafe.

Compared to the 2018 survey, a lower proportion feel safe in their city centre after dark (62% cf. 72%), while a higher proportion feel unsafe (34% cf. 25%) in Wellington City. These changes were not seen at the national level across the eight participating cities.

Perceived safety – In city centre after dark (%) – by wards, age, ethnicity and years lived in Wellington City



■ Very safe
 ■ Fairly safe
 ■ A bit unsafe
 ■ Very unsafe
 ■ Don't know/not applicable

Base: All Respondents (excluding not answered)

Source: Q19. In general how safe or unsafe do you feel in the following situations... In your city centre after dark (1 – Very unsafe, 2 – A bit unsafe, 3 – Fairly safe, 4 – Very safe)

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

^ Significantly higher than Wellington total

^ Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & SafetyCommunity, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

CRIME & SAFETY

Sense of safety in Wellington City

Sense of safety in Wellington City (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Walking alone in neighbourhood after dark (Net Safe)	76	80	85	76
Walking alone in neighbourhood after dark (Net Unsafe)	23	19	15	22
City centre after dark (Net Safe)	67	65	72	62
Walking alone in neighbourhood after dark (Net Unsafe)	31	32	25	34

Base: All Respondents (excluding not answered)**Source:** Q9. In general how safe or unsafe do you feel in the following situations...

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

**Community, Culture &
Social Networks**

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix



COMMUNITY, CULTURE AND SOCIAL NETWORKS

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

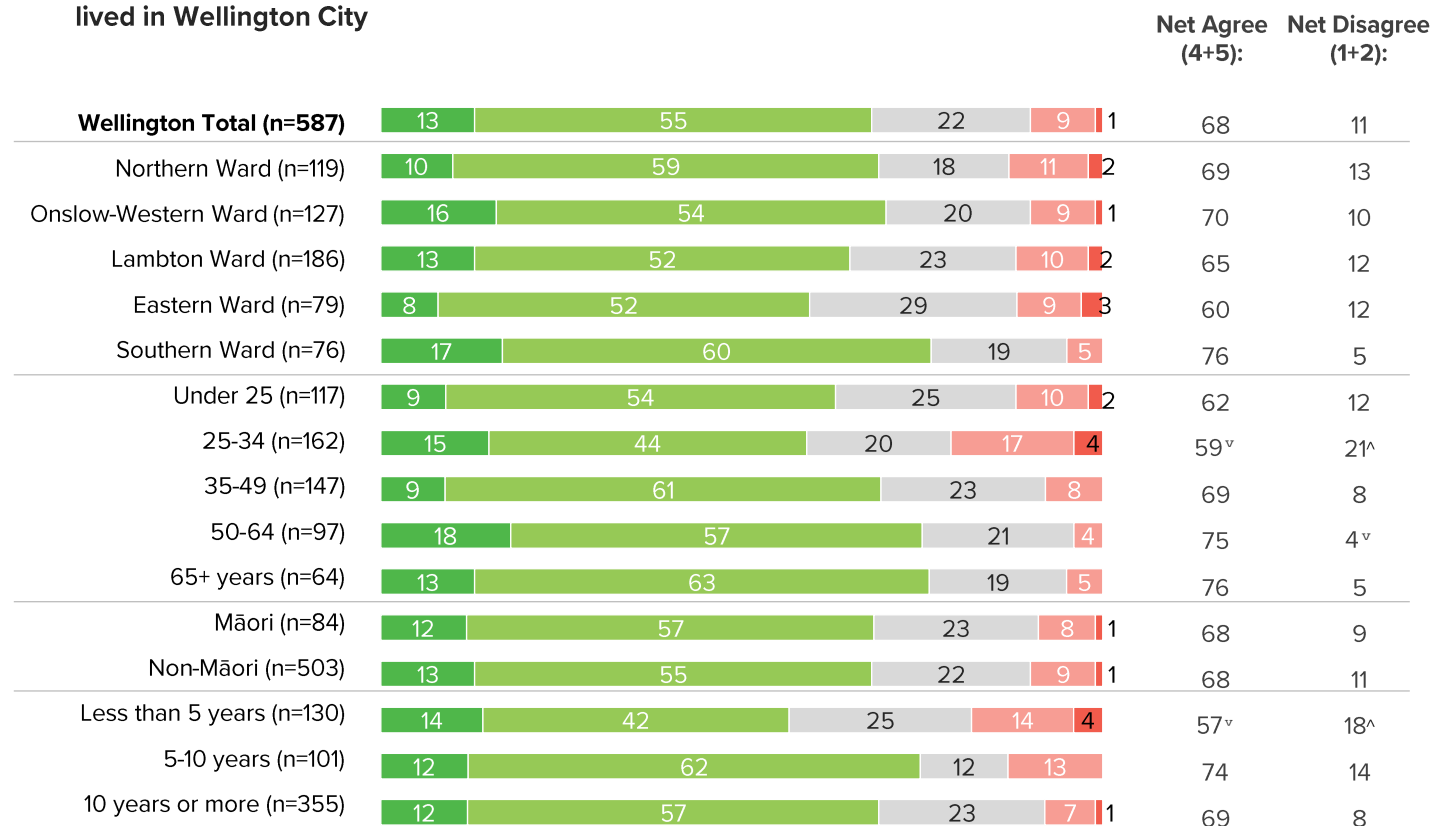
Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Importance of sense of community

Seven in 10 (68%) respondents consider it personally important to them to feel a sense of community with people in their neighbourhood.

Importance of sense of community (%) – by wards, age, ethnicity and years lived in Wellington City



■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
 ■ Strongly Disagree

Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements: It's important to me to feel a sense of community with people in my neighbourhood (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

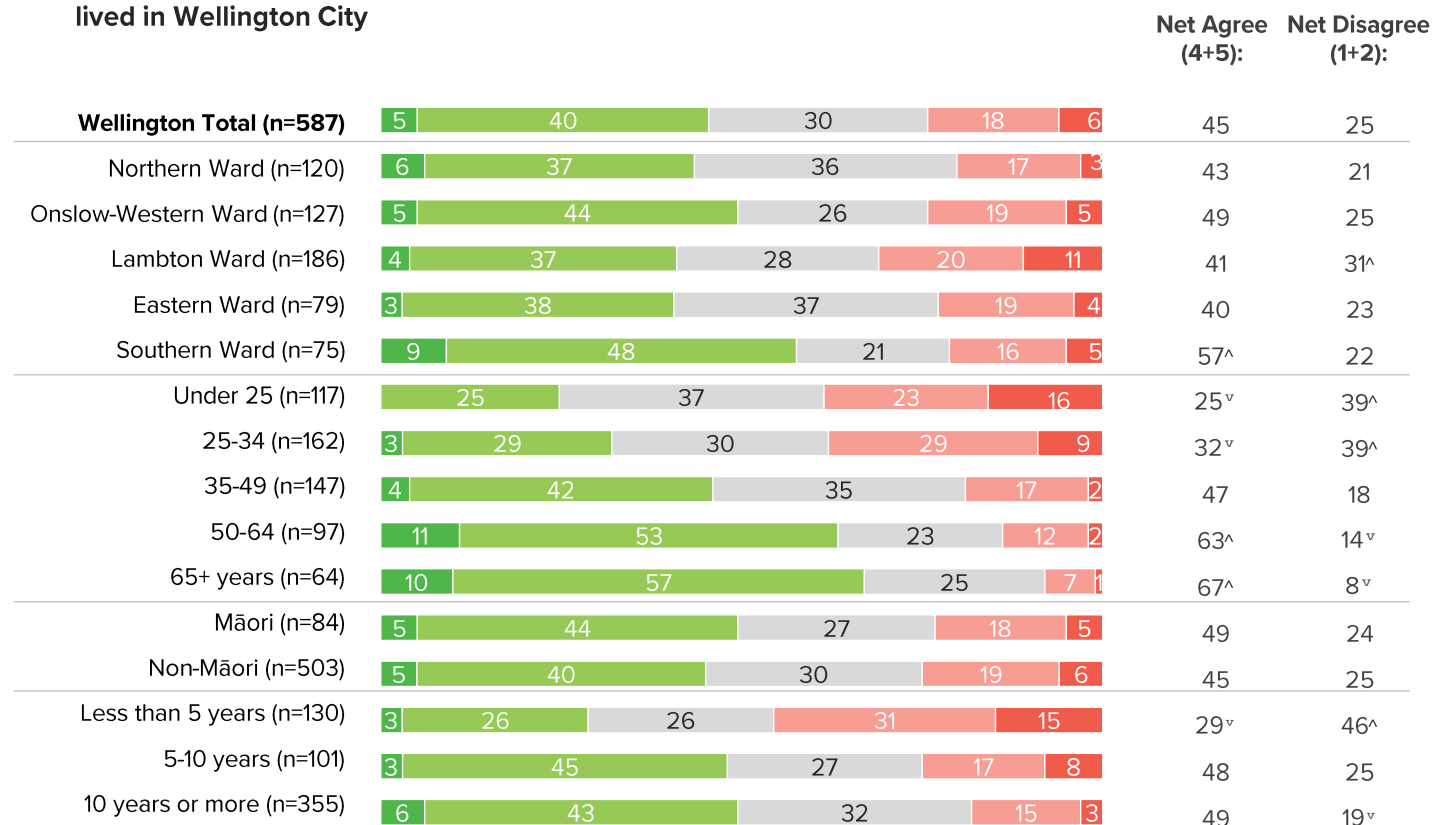
COMMUNITY, CULTURE & SOCIAL NETWORKS

Sense of community experienced

Close to half (45%) agree that they feel a sense of community with others in their neighbourhood, while 25% disagree.

Compared to the 2018 survey, a lower proportion agree that they feel a sense of community with others in their neighbourhood (45% cf. 53%), while a higher proportion disagree (25% cf. 18%) in Wellington City. These changes were not seen at the national level across the eight participating cities.

Sense of community experienced (%) – by wards, age, ethnicity and years lived in Wellington City



Strongly Agree Agree Neither Agree nor Disagree Disagree Strongly Disagree

Base: All Respondents (excluding not answered)

Source: Q24. How much do you agree or disagree with the following statements: I feel a sense of community with others in my neighbourhood (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

**Community, Culture &
Social Networks**

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Sense of community experienced in Wellington City

Sense of community experienced (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Sense of community experienced (Net Agree)	54	58	53	45
Sense of community experienced (Net Disagree)	18	16	18	25

Base: All Respondents (excluding not answered)**Source: Q24.** How much do you agree or disagree with the following statements:
I feel a sense of community with others in my neighbourhood

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

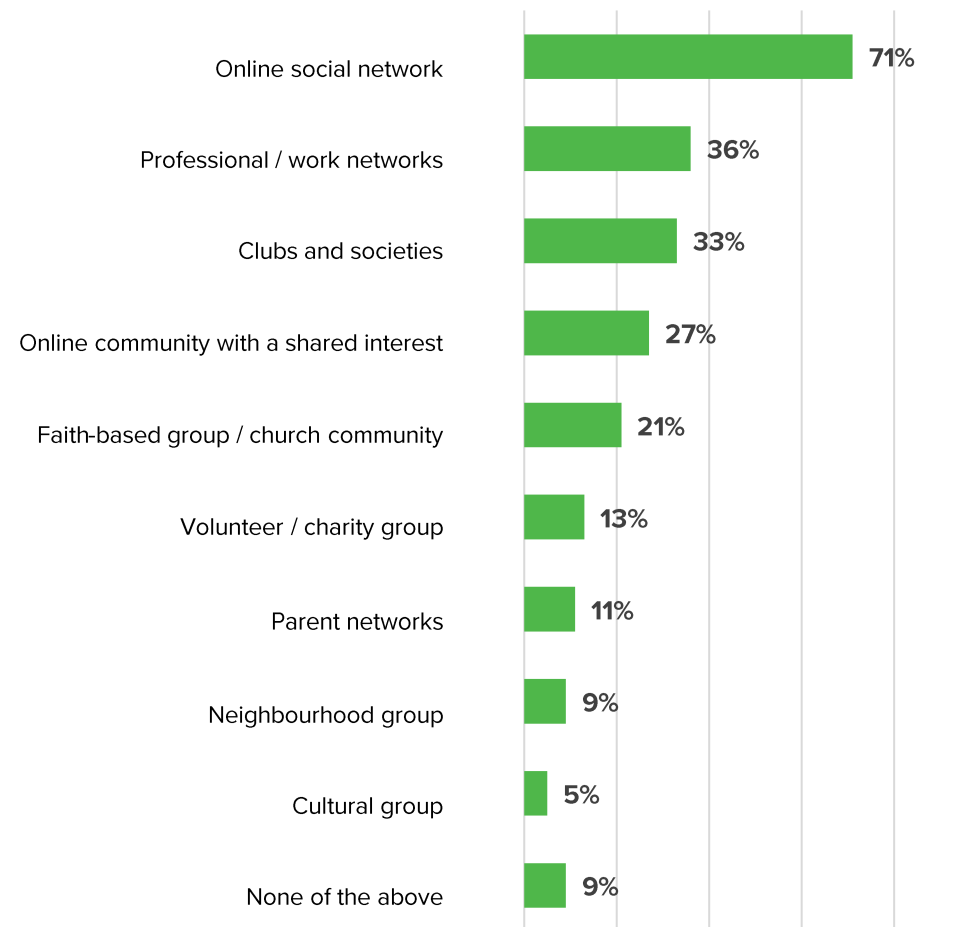
Appendix

COMMUNITY, CULTURE &
SOCIAL NETWORKSParticipation in
social networks
and groups

As the chart on the right shows, online social networks (e.g. such as WhatsApp, Facebook, Messenger, WeChat or Instagram) are the most common social networks (71%) that respondents feel part of. Thirty-six percent belong to professional/ work networks.

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

Participation in social networks and groups – Wellington total (%)



(Themes mentioned by 5% or more of respondents)

Base: All Respondents (excluding not answered) (n= 586)

Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

COMMUNITY, CULTURE & SOCIAL NETWORKS

Participation in social networks and groups

Participation in social networks and groups (results by wards, age, ethnicity and years lived in Wellington City)

	WELLINGTON TOTAL (n=586)	NORTHERN WARD (n=119)	ONSLow-WESTERN WARD (n=127)	LAMBTON WARD (n=185)	EASTERN WARD (n=79)	SOUTHERN WARD (n=76)	UNDER 25 (n=117)	25-34 (n=162)	35-49 (n=147)	50-64 (n=97*)	65+ YEARS (n=63)	MĀORI (n=84)	NON-MĀORI (n=502)	LESS THAN 5 YEARS (n=130)	5-10 YEARS (n=101)	10 YEARS OR MORE (n=354)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Online social network	71	65	69	75	76	71	77	81^	75	67	45 ^v	66	72	83^	76	67
Professional / work networks	36	30	37	36	39	40	36	39	43	37	17 ^v	33	36	30	52^	34
Clubs and societies	33	35	39	33	28	27	36	25 ^v	31	32	48^	38	32	28	26	36
Online community with a shared interest	27	25	21	30	28	31	34	33	20 ^v	27	18	25	27	32	27	25
Faith-based group / church community	21	25	20	13 ^v	21	29	16	8 ^v	20	26	42^	10 ^v	21	11 ^v	18	24
Volunteer / charity group	13	12	15	15	12	10	11	8 ^v	11	15	27^	12	13	6 ^v	12	16
Parent networks	11	15	13	5 ^v	11	10	0	9	27^	8	3 ^v	8	11	5 ^v	16	11
Neighbourhood group	9	8	6	13	6	8	2 ^v	6	10	13	14	9	9	8	7	9
Cultural group	5	4	5	6	5	4	7	3	4	4	10	8	5	5	4	5
None of the above	9	11	6	11	6	11	9	9	7	12	10	13	9	6	6	11

(Themes mentioned by 5% or more of respondents)

Base: All Respondents (excluding not answered)
Source: Q76. Thinking now about the social networks and groups you may be part of, do you belong to any of the following?

^ Significantly higher than Wellington total
^v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

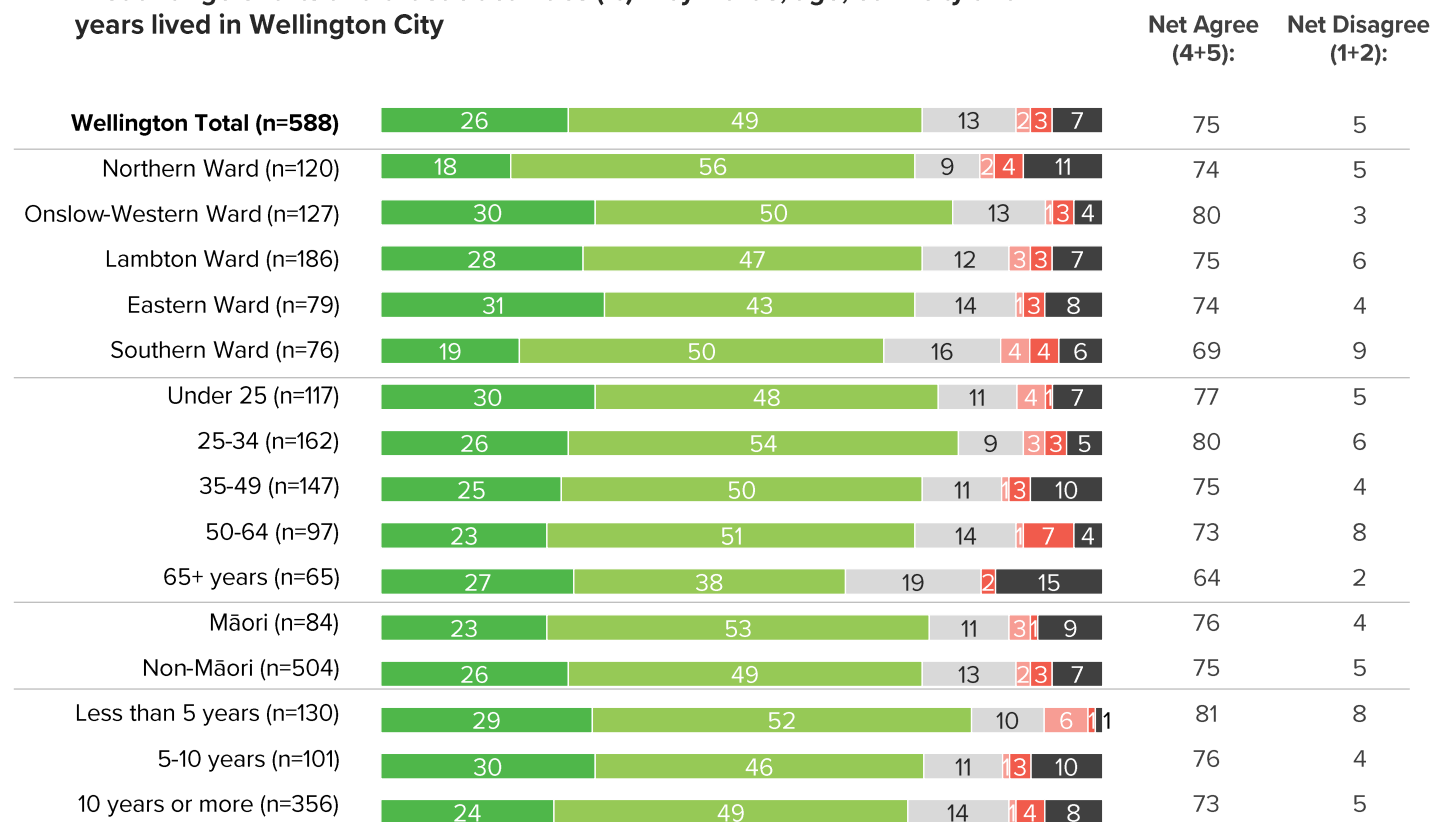
Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Availability of arts and artistic activities in Wellington

Three quarters of respondents agree Wellington City has a broad range of arts and artistic activities that they can experience or participate in.

Broad range of arts and artistic activities (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q34. How much do you agree or disagree with the following: "Wellington City has a broad range of arts and artistic activities that I can experience or participate in?"

(1 – Strongly disagree, 2 – Disagree, 3 – Neither, 4 – Agree, 5 – Strongly agree)

Please note the question wording has changed slightly from the 2018 Quality of Life survey, see the Quality of Life Survey 2020 Technical Report for further details

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

COMMUNITY, CULTURE & SOCIAL NETWORKS

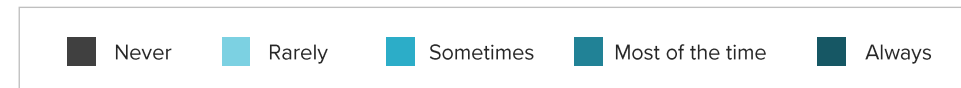
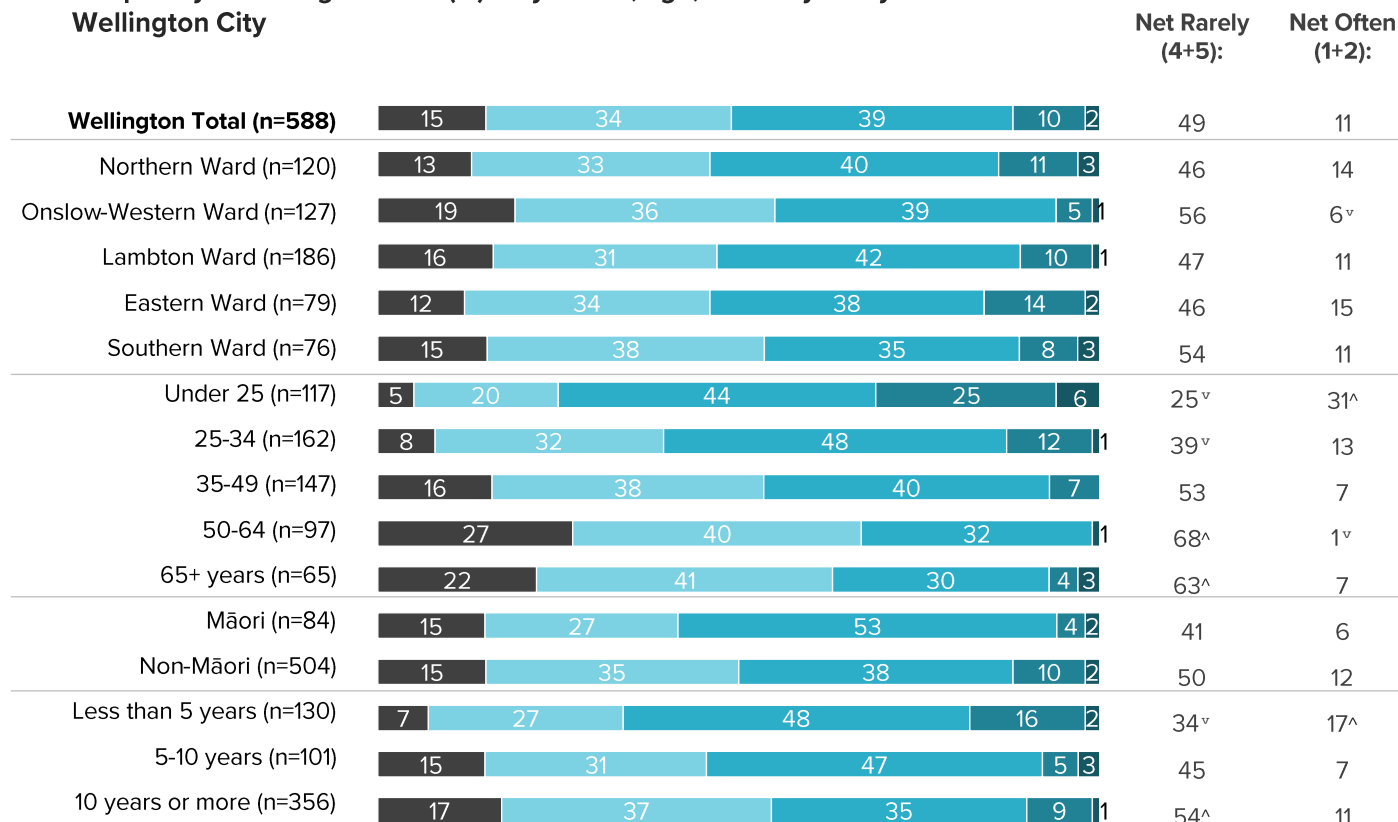
Frequency of feeling isolated

While half (49%) say they had rarely or never felt lonely or isolated in the past year, 39% had sometimes felt this way and 11%, had felt this way most or all of the time.

Feelings of isolation in Wellington City have increased compared with 2018. The proportion saying they never or rarely feel isolated in has decreased from 63% to 49%, while the proportion saying they feel isolated most or all the time has increased from 6% to 11%. This changes were also seen at the national level across the eight participating cities.

Note: The research was done after recent lockdowns in New Zealand.

Frequency of feeling isolated (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated? (1 – Always, 2 – Most of the time, 3 – Sometimes, 4 – Rarely, 5 – Never)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

**Community, Culture &
Social Networks**

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Frequency of feeling isolated

Frequency of feeling isolated (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Frequency of feeling isolated (Net Rarely)	66	67	63	49
Frequency of feeling isolated (Net Often)	4	5	6	11

Base: All Respondents (excluding not answered)

Source: Q29. Over the past 12 months how often, if ever, have you felt lonely or isolated?

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

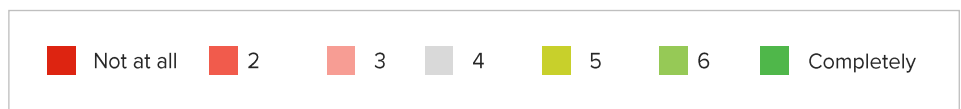
COMMUNITY, CULTURE & SOCIAL NETWORKS

Trust

Three quarters (76%) of respondents feel that they can trust most people in Wellington, City while 6% express low levels of trust.

Trust (%) – by wards, age, ethnicity and years lived in Wellington City

							Net Can Trust (5+6+7):	Net Can't Trust (1+2+3):	
Wellington Total (n=588)	1	14	19	49	24	3	76	6	
Northern Ward (n=120)	1		21	57	19	1	76	2	
Onslow-Western Ward (n=127)	1	5	14	44	32	4	80	6	
Lambton Ward (n=186)	2	1	5	18	47	25	2	74	8
Eastern Ward (n=79)	3	2	4	22	52	13	4	69	9
Southern Ward (n=76)	3		18	44	31	5	79	3	
Under 25 (n=117)	1	5	19	59	15	2	75	6	
25-34 (n=162)	1	3	21	48	23	4	75	4	
35-49 (n=147)	2	5	18	48	26	2	75	6	
50-64 (n=97)	1	4	3	17	47	28	1	76	7
65+ years (n=65)	3	1	18	44	26	7	76	5	
Māori (n=84)	6	1	4	30	44	13	2	59 ^v	12 [^]
Non-Māori (n=504)	1	1	4	18	49	25	3	77	5
Less than 5 years (n=130)	1	6	16	53	22	3	77	7	
5-10 years (n=101)	1	1	25	48	22	2	73	2	
10 years or more (n=356)	1	2	3	18	48	25	3	76	6



Base: All Respondents (excluding not answered)
Source: Q89. In general, how much do you trust most people in Wellington City?

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

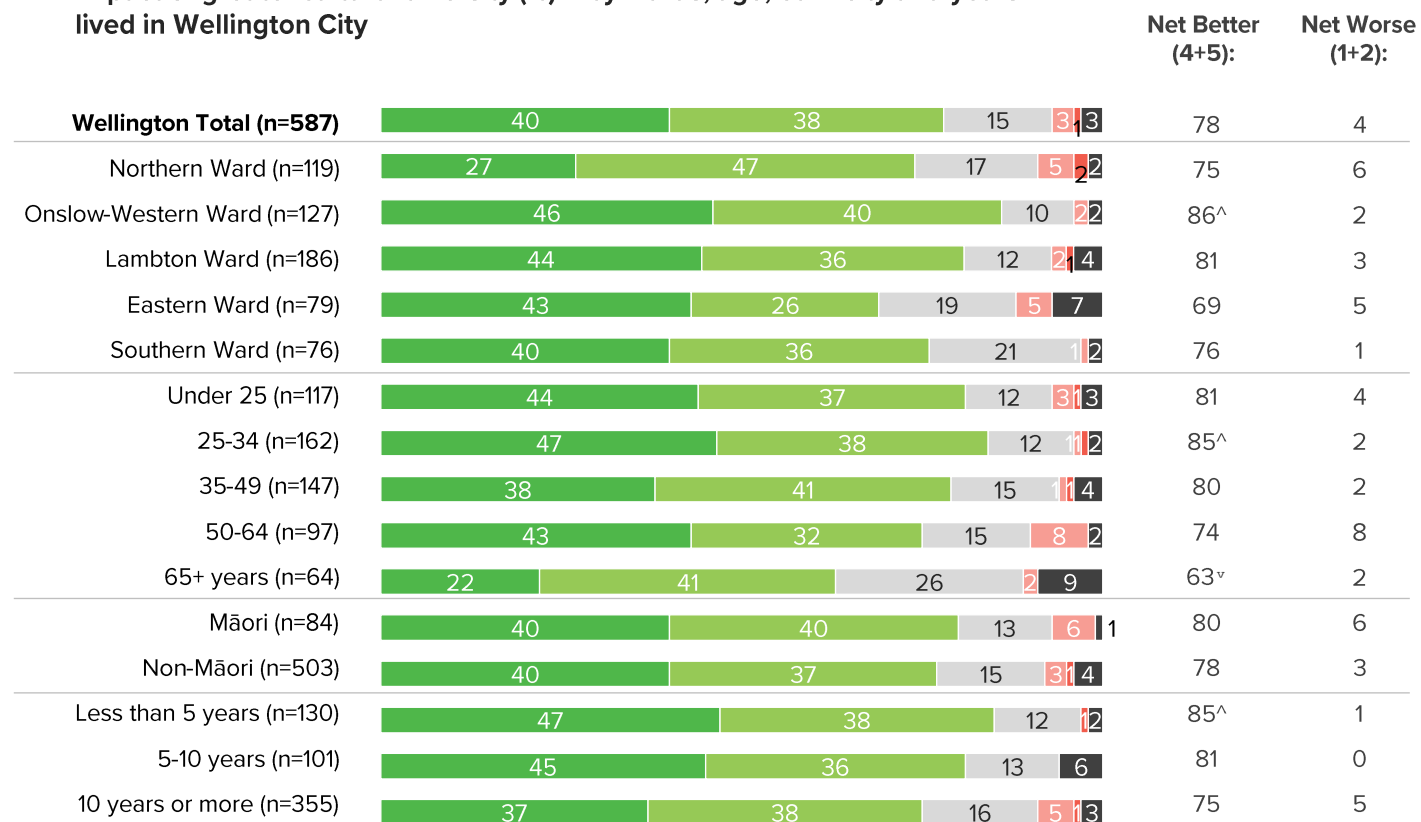
Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Impact of greater cultural diversity

Eight in 10 (78%) respondents consider that New Zealand becoming more culturally diverse (home for an increasing number of people with different lifestyles and cultures from different countries) makes Wellington a better place to live.

Impact of greater cultural diversity (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q35. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Wellington City... (1 – A much worse place to live, 2 – A worse place to live, 3 – Makes no difference, 4 – A better place to live, 5 – A much better place to live)

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

[^] Significantly higher than Wellington total

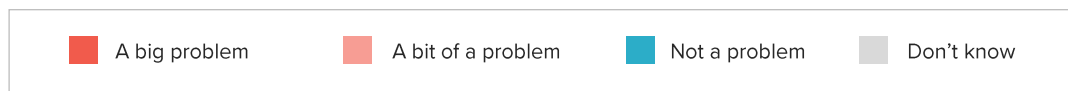
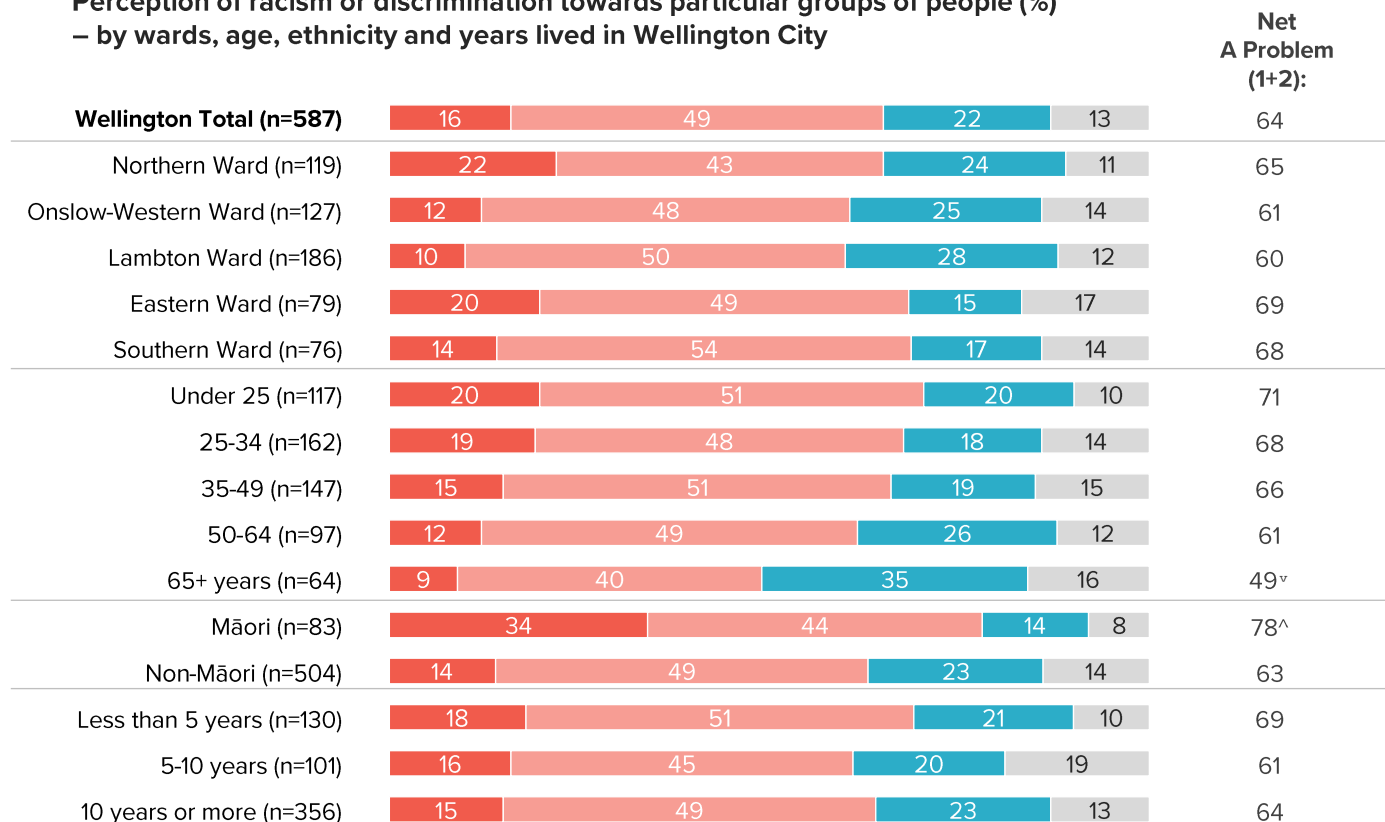
^v Significantly lower than Wellington total

COMMUNITY, CULTURE & SOCIAL NETWORKS

Racism or discrimination towards particular groups of people

Close to two thirds (64%) of respondents consider racism or discrimination towards particular groups of people has been a problem in Wellington City over the past 12 months, while 22% do not believe it has been a problem.

Perception of racism or discrimination towards particular groups of people (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q11. To what extent has each of the following been a problem in Wellington City over the past 12 months: Racism or discrimination towards particular groups of people (1 – A big problem, 2 – A bit of a problem, 3 – Not a problem, 4 – Don't know)

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

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

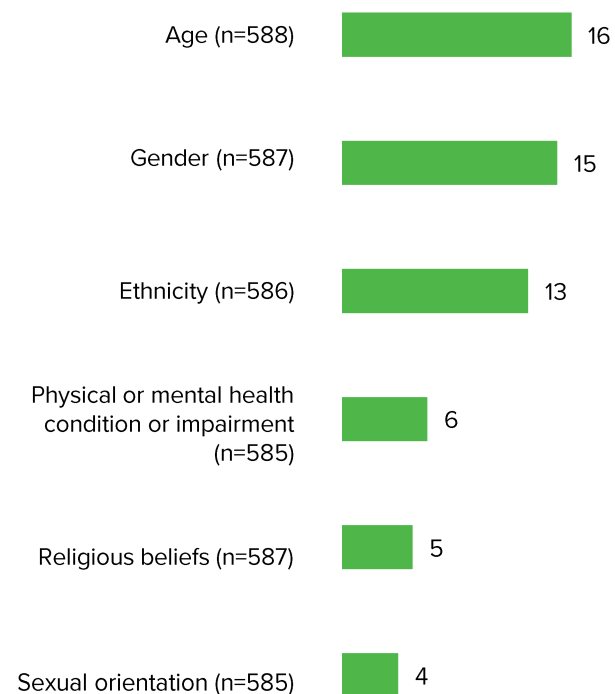
Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Personal experience of prejudice or intolerance - summary

Over the past three months, 16% have personally experienced prejudice or intolerance, or been treated unfairly or excluded, in Wellington City because of their age. Fifteen percent have experienced this because of their gender and 13% because of their ethnicity.

Personal experience of prejudice or intolerance in the past three months in Wellington City – Wellington total (%)



Base: All Respondents (excluding not answered)

Source: Q90a. In the last three months in Wellington City, have you personally experienced prejudice or intolerance, or been treated unfairly or excluded, because of your...

^ Significantly higher than Wellington total

▼ Significantly lower than Wellington total

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

COMMUNITY, CULTURE &
SOCIAL NETWORKS

Personal experience of prejudice or intolerance in past 3 months in Wellington City – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=585-588)	NORTHERN WARD (n=120)	ONSLOW-WESTERN WARD (n=126-127)	LAMBTON WARD (n=186)	EASTERN WARD (n=78-79*)	SOUTHERN WARD (n=75-76)	UNDER 25 (n=117)	25-34 (n=162)	35-49 (n=146-147)	50-64 (n=95-97)	65+ YEARS (n=65*)	MĀORI (n=84)	NON-MĀORI (n=501-504)	LESS THAN 5 YEARS (n=130)	5-10 YEARS (n=101)	10 YEARS OR MORE (n=353-356)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Age	16	13	17	15	16	19	27 [^]	16	9 ^v	17	11	26 [^]	15	19	11	16
Gender	15	8 ^v	16	19	15	16	27 [^]	19	9 ^v	14	3 ^v	20	14	20	17	12
Ethnicity	13	13	7 ^v	13	15	19	11	15	23 [^]	8	2 ^v	31 [^]	12	18	18	11
Physical or mental health condition or impairment	6	6	6	6	10	2	6	7	5	9	4	9	6	9	4	6
Religious beliefs	5	7	4	1	7	5	4	3	6	4	6	4	5	5	3	5
Sexual orientation	4	3	4	4	5	4	10 [^]	5	2	2	2	3	4	7	4	3

Base: All Respondents (excluding not answered)**Source: Q90a.** In the last three months in Wellington City, have you personally experienced prejudice or intolerance, or been treated unfairly or excluded, because of your...[^] Significantly higher than Wellington total^v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

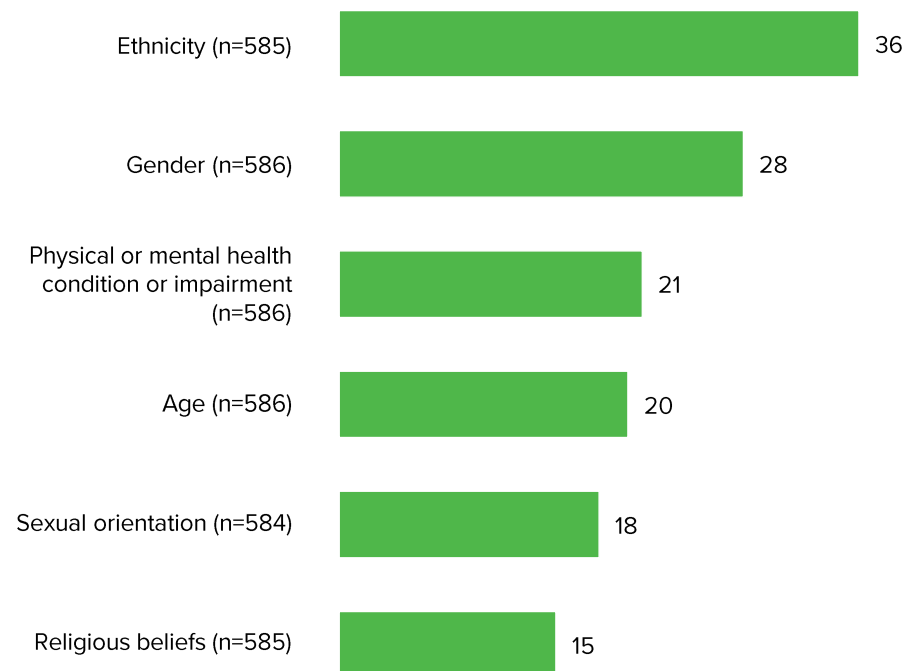
COMMUNITY, CULTURE & SOCIAL NETWORKS

Witnessed prejudice or intolerance - summary

Over the past three months, 36% have witnessed prejudice or intolerance towards someone, or seen them being untreated unfairly or excluded, because of their ethnicity, while 28% have witnessed this because of someone's gender.

For each of the other five criteria respondents considered, between 15-21% of respondents have witnessed prejudice or intolerance.

Witnessed prejudice and intolerance in past three months in Wellington City – Wellington total (%)



Base: All Respondents (excluding not answered)

Source: Q90b. In the last three months in Wellington City, have you witnessed anyone showing prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their...

^ Significantly higher than Wellington total

∨ Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

COMMUNITY, CULTURE & SOCIAL NETWORKS

Witnessed prejudice and intolerance in past three months in Wellington City – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=584-586) %	NORTHERN WARD (n=119-120) %	ONSLow-WESTERN WARD (n=126-127) %	LAMBTON WARD (n=186) %	EASTERN WARD (n=79) %	SOUTHERN WARD (n=74-75) %	UNDER 25 (n=117) %	25-34 (n=162) %	35-49 (n=147) %	50-64 (n=94-96) %	65+ YEARS (n=64-65*) %	MĀORI (n=84) %	NON-MĀORI (n=500-502) %	LESS THAN 5 YEARS (n=130) %	5-10 YEARS (n=101) %	10 YEARS OR MORE (n=352-354) %
Ethnicity	36	36	29	39	35	45	51 [^]	50 [^]	36	22 [∨]	15 [∨]	57 [^]	35	47 [^]	48 [^]	30 [∨]
Gender	28	21	21 [∨]	39 [^]	29	32	50 [^]	41 [^]	24	17 [∨]	2 [∨]	35	28	41 [^]	39 [^]	22 [∨]
Physical or mental health condition or impairment	21	14	15	23	25	31 [^]	32 [^]	26	15	17	14	38 [^]	19	22	27	19
Age	20	18	13	22	21	25	34 [^]	25 [^]	17	11 [∨]	7 [∨]	33 [^]	19	23	29 [^]	16
Sexual orientation	18	17	12 [∨]	21	20	20	32 [^]	24 [^]	19	8 [∨]	1 [∨]	29 [^]	17	22	26 [^]	15
Religious beliefs	15	14	10	17	15	20	21	19	16	11	5 [∨]	20	15	21	22	12

Base: All Respondents (excluding not answered)

Source: Q90b. In the last three months in Wellington City, have you witnessed anyone showing prejudice or intolerance towards a person other than yourself, or treating them unfairly or excluding them, because of their...

[^] Significantly higher than Wellington total

[∨] Significantly lower than Wellington total

**HOME**

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

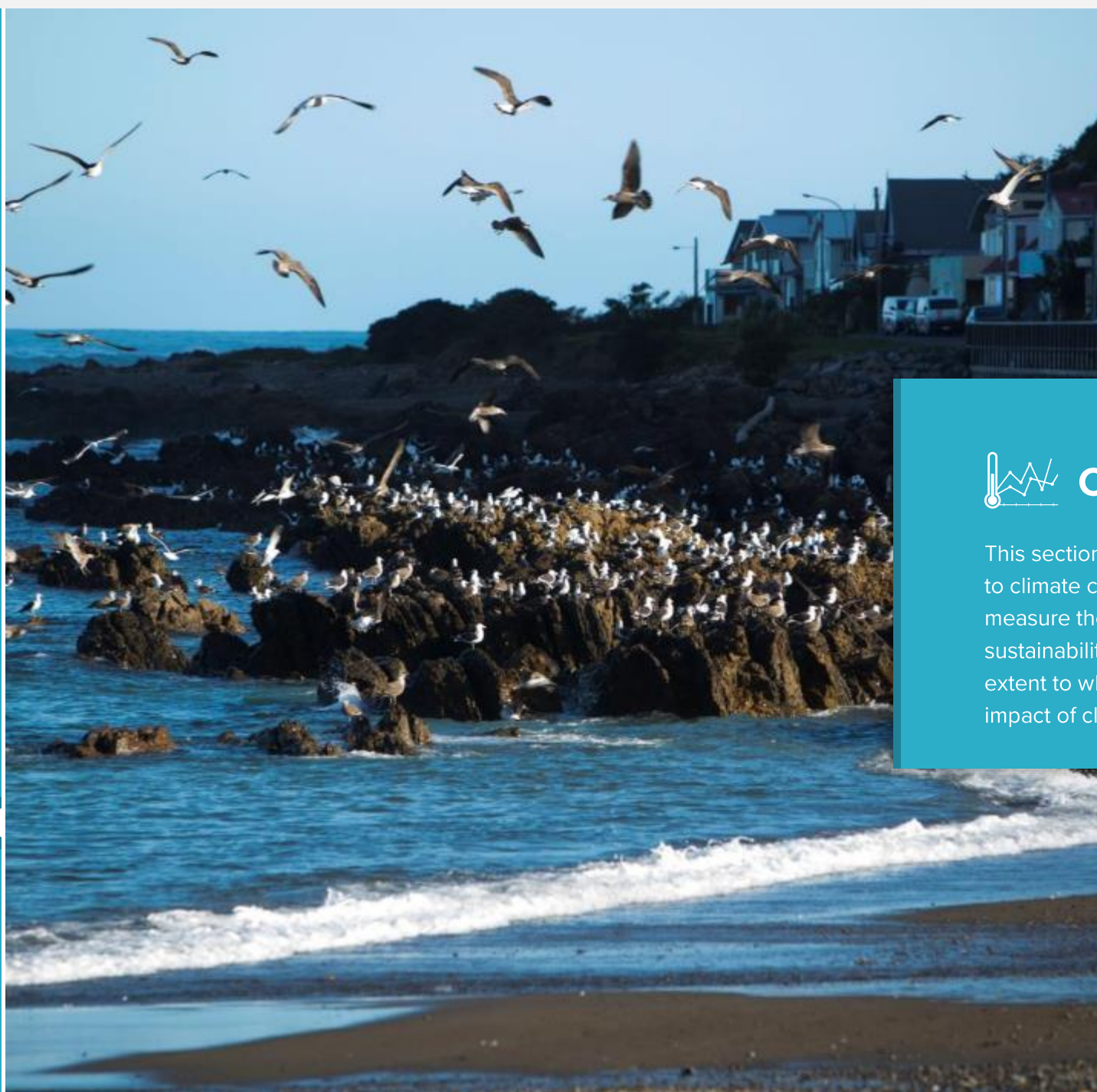
Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks**Climate Change**Employment &
Economic Wellbeing

Council Processes

Appendix

**CLIMATE CHANGE**

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

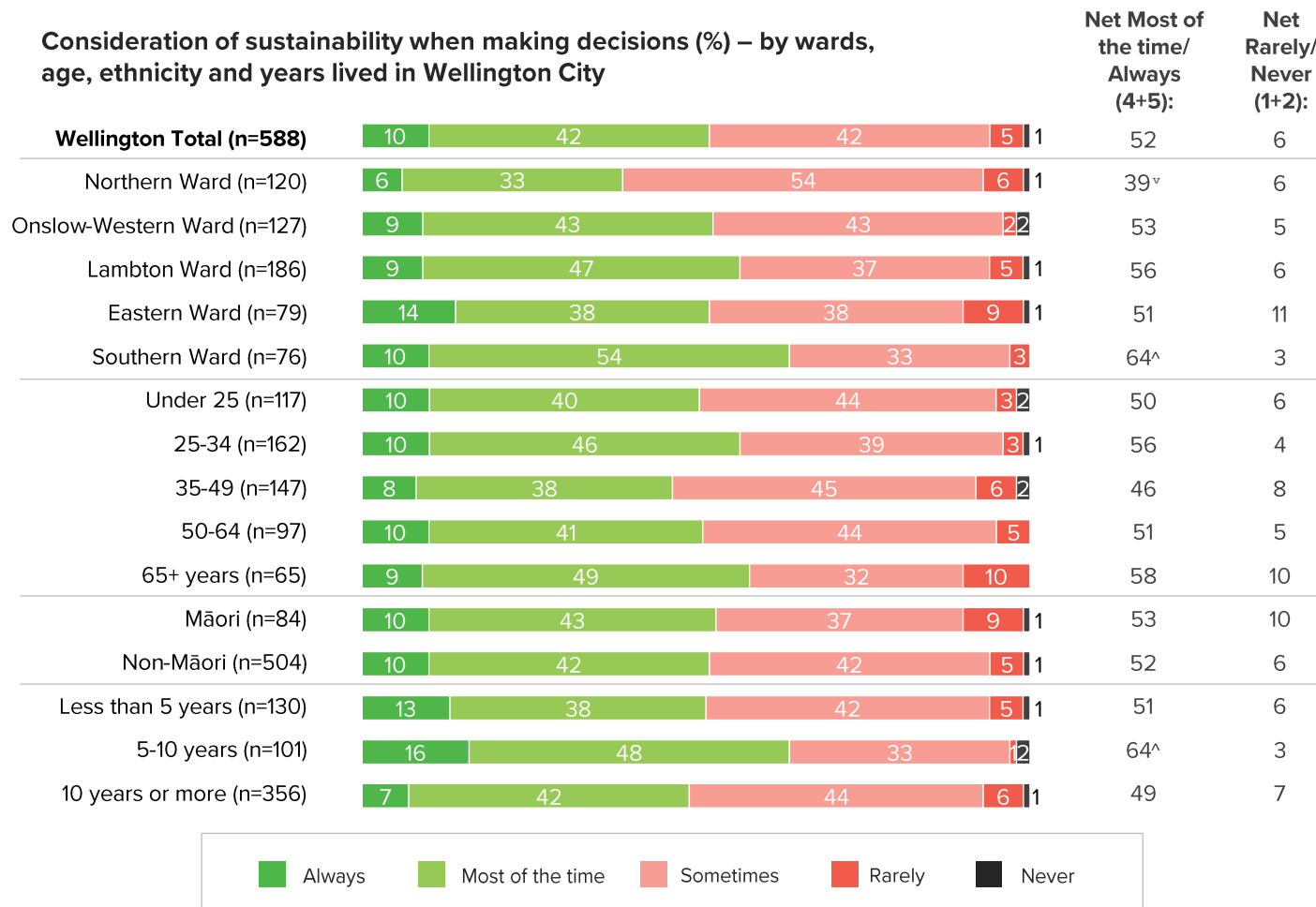
CLIMATE CHANGE

Consideration of sustainability when making decisions

Over half (52%) of respondents in Wellington City say that they consider sustainability and the environment most or all of the time when they make choices about what they do, buy or use.

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

Consideration of sustainability when making decisions (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)
Source: Q91. In your daily life, to what extent do you consider sustainability and the environment when you make choices about what you do, buy or use?
 (5 – Always, 4 – Most of the time, 3 – Sometimes, 2 – Rarely, 1 – Never)

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

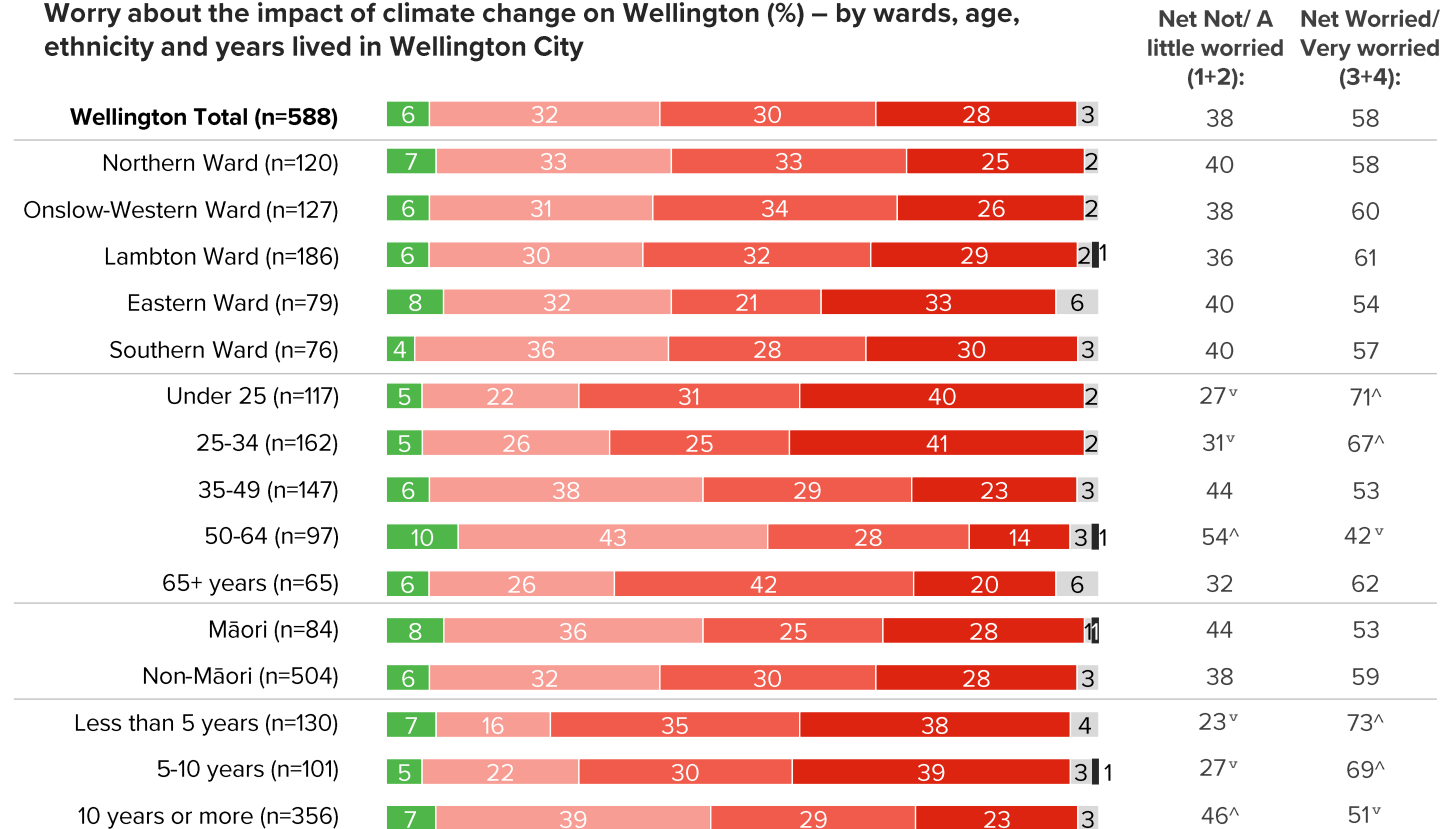
[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

CLIMATE CHANGE

Worry about the impact of climate change on Wellington

Three in five (58%) respondents say they are worried or very worried about the impact of climate change on the future of Wellington City and its residents. A third (32%) are just a little worried while 6% are not at all worried.

Worry about the impact of climate change on Wellington (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)
Source: Q92. To what extent do you personally worry about the impact of climate change on the future of Wellington City and residents of Wellington City?
 (1 – Not at all worried, 2 – A little worried, 3 – Worried, 4 – Very worried, 5 – I don't know enough about climate change, 6 – I don't believe in climate change)

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

**Employment &
Economic Wellbeing**

Council Processes

Appendix



EMPLOYMENT & ECONOMIC WELLBEING

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

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

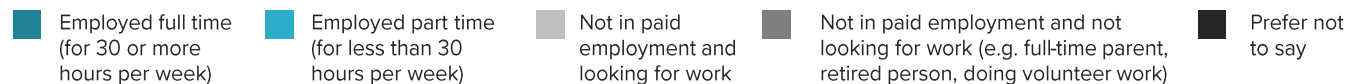
EMPLOYMENT & ECONOMIC WELLBEING

Employment status

Three quarters (77%) of respondents in Wellington City are employed in either full time (59%) or part time work (18%).

Employment status (%) – by wards, age, ethnicity and years lived in Wellington City

	Employed full time (for 30 or more hours per week)	Employed part time (for less than 30 hours per week)	Not in paid employment and looking for work	Not in paid employment and not looking for work (e.g. full-time parent, retired person, doing volunteer work)	Prefer not to say	Net Employed (1+2):	Net Not employed (3+4):
Wellington Total (n=584)	59	18	6	14	3	77	20
Northern Ward (n=119)	60	16	6	15	3	76	21
Onslow-Western Ward (n=127)	59	14	4	17	6	73	21
Lambton Ward (n=185)	58	21	7	12	2	79	20
Eastern Ward (n=78)	63	22	6	8	1	85	14
Southern Ward (n=75)	53	19	6	19	3	72	25
Under 25 (n=117)	42	33	13	8	4	75	21
25-34 (n=162)	77		10	6	5	88 [^]	11 ^v
35-49 (n=147)	76		12	6	4	89 [^]	10 ^v
50-64 (n=95)	60	20	2	12	6	80	14
65+ years (n=63)	13	20	3	61	3	33 ^v	64 [^]
Māori (n=84)	63	17	6	10	4	80	16
Non-Māori (n=500)	59	18	6	14	3	77	20
Less than 5 years (n=130)	63	19	12	5	1	82	17
5-10 years (n=101)	70	13	6	8	3	83	13
10 years or more (n=352)	55	19	4	18	3	74	22



Base: All Respondents (excluding not answered)
Source: Q19. Which of the following best describes your current employment status?

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

EMPLOYMENT & ECONOMIC WELLBEING

Satisfaction with job

Close to seven in 10 (69%) of employed respondents in Wellington City are satisfied with their jobs.

Satisfaction with job (%) – by wards, age, ethnicity and years lived in Wellington City

						Net Satisfied (4+5):	Net Dissatisfied (1+2):
Wellington Total (n=460)	21	48	13	14	4	69	18
Northern Ward (n=92)	23	48	14	10	5	71	15
Onslow-Western Ward (n=97)	25	49	9	10	5	75	16
Lambton Ward (n=148)	12	49	17	19	4	61 ^v	22
Eastern Ward (n=65)	28	43	9	15	5	71	19
Southern Ward (n=58)	23	47	10	16	4	70	20
Under 25 (n=90)	19	47	13	15	6	66	21
25-34 (n=142)	16	54	11	13	5	70	19
35-49 (n=128)	18	49	13	16	4	67	20
50-64 (n=78)	32	41	12	12	4	72	16
65+ years (n=22*)	33	34	20	13		67	13
Māori (n=66)	23	50	13	11	3	73	14
Non-Māori (n=394)	21	47	12	14	5	69	19
Less than 5 years (n=107)	16	50	12	14	8	66	23
5-10 years (n=87)	21	59	8	4	8	80 [^]	12
10 years or more (n=265)	24	43	14	17	2	67	19

■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Dissatisfied
 ■ Very dissatisfied

Base: Those in paid employment (excluding not answered)

Source: Q85. Please think about the last 4 weeks of your job.

How do you feel about your job?

(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied,

5 – Very satisfied)

* Small Base

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

EMPLOYMENT & ECONOMIC WELLBEING

Balance between work and other aspects of life

Three in five (59%) employed respondents are satisfied with the balance of work and other aspects of their life, while 23% are not satisfied.

Balance between work and other aspects of life (%) – by wards, age, ethnicity and years lived in Wellington City

						Net Satisfied (4+5):	Net Dissatisfied (1+2):
Wellington Total (n=460)	15	44	17	18	5	59	23
Northern Ward (n=92)	18	49	12	15	5	67	21
Onslow-Western Ward (n=97)	15	45	15	17	8	60	25
Lambton Ward (n=148)	10	42	19	26	2	53	28
Eastern Ward (n=65)	11	49	20	15	5	60	20
Southern Ward (n=58)	24	32	21	16	7	57	23
Under 25 (n=90)	11	33	26	26	5	44 ^v	31
25-34 (n=142)	11	46	15	21	7	57	28
35-49 (n=128)	16	46	18	15	4	62	20
50-64 (n=78)	21	45	13	16	5	66	21
65+ years (n=22*)	20	58	13	5	4	78	9
Māori (n=66)	21	37	21	17	4	58	22
Non-Māori (n=394)	14	45	17	18	5	59	24
Less than 5 years (n=107)	15	39	21	19	6	54	25
5-10 years (n=87)	12	48	17	17	6	61	23
10 years or more (n=265)	15	45	16	18	5	61	23

■ Very satisfied
 ■ Satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Dissatisfied
 ■ Very dissatisfied

Base: Those in paid employment (excluding not answered)

Source: Q20. Overall how satisfied or dissatisfied are you with the balance between your work and other aspects of your life such as time with your family or for leisure?

(1 – Very dissatisfied, 2 – Dissatisfied, 3 – Neither satisfied nor dissatisfied, 4 – Satisfied, 5 – Very satisfied)

* Small Base

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment &
Economic Wellbeing

Council Processes

Appendix

EMPLOYMENT & ECONOMIC
WELLBEINGUnpaid work
in last 4 weeks

Nine in 10 (91%) respondents have worked without pay in the past week. Sixty percent have carried out unpaid work other than household work, including 24% who have looked after children in their own household.

Unpaid work in last 4 weeks – Wellington total (%)

Household work, cooking, repairs, gardening,
etc., for my household

91%

Unpaid work (excl. household work) (Net)

60%

Looked after a child who is a member of my
household

24%

Looked after a member of my household who is ill
or has a disability

11%

Looked after a child (who **does not** live in my
household)

16%

Helped someone who is ill or has a disability (who
does not live in my household)

15%

Other help or voluntary work for or through any
organisation, group, marae or church

29%

None of these

5%

Base: All Respondents (excluding not answered) (n=586)

Source: Q86. In the last 4 weeks, which of these have you done, without pay?

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



EMPLOYMENT & ECONOMIC WELLBEING

Unpaid work in last 4 weeks – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=586) %	NORTHERN WARD (n=119) %	ONSLow-WESTERN WARD (n=127) %	LAMBTON WARD (n=185) %	EASTERN WARD (n=79) %	SOUTHERN WARD (n=76) %	UNDER 25 (n=117) %	25-34 (n=162) %	35-49 (n=147) %	50-64 (n=97*) %	65+ YEARS (n=63) %	MĀORI (n=84) %	NON-MĀORI (n=502) %	LESS THAN 5 YEARS (n=130) %	5-10 YEARS (n=101) %	10 YEARS OR MORE (n=354) %
Household work, cooking, repairs, gardening, etc, for my household	91	85	95	90	90	95	89	94	88	90	93	85	91	93	86	91
Unpaid work (excl. household work) (Net)	60	62	66	60	53	58	35	54	76[^]	67	66	53	61	44^v	63	64
Looked after a child who is a member of my household	24	30	31	20	21	18	8 ^v	17 ^v	60 [^]	17	6 ^v	25	24	16 ^v	26	26
Looked after a member of my household who is ill or has a disability	11	15	10	9	7	16	4 ^v	10	13	15	12	9	11	7	13	12
Looked after a child (who does not live in my household)	16	18	16	14	13	18	8 ^v	12	18	19	25	16	16	9 ^v	13	18
Helped someone who is ill or has a disability (who does not live in my household)	15	11	17	16	16	14	6 ^v	10	9 ^v	32 [^]	19	21	14	8 ^v	12	17
Other help or voluntary work for or through any organisation, group, marae or church	29	22	34	34	28	26	19 ^v	24	28	38	40	26	29	22	32	30
None of these	5	9	2	6	3	5	8	4	6	5	4	11[^]	5	5	7	5

Base: All Respondents (excluding not answered)
Source: Q86. In the last 4 weeks, which of these have you done, without pay?

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

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

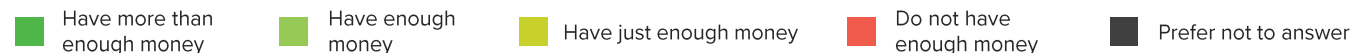
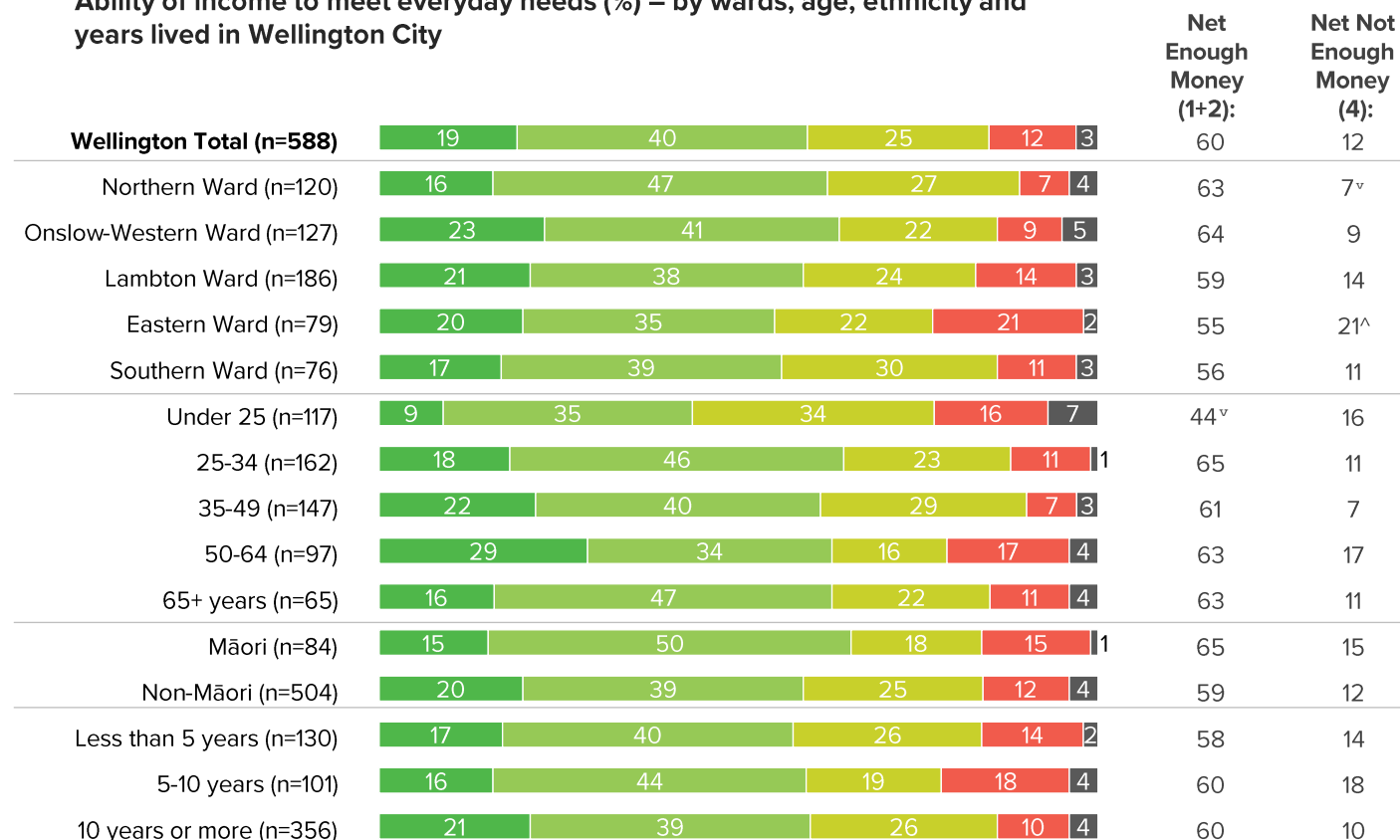
Appendix

EMPLOYMENT & ECONOMIC WELLBEING

Ability of income to meet everyday needs

Three in 5 (60%) respondents in Wellington City say they have enough or more than enough money to meet their everyday needs to cover costs such as accommodation, food, clothing and other necessities. Twelve percent say their total income is not enough to cover these everyday needs.

Ability of income to meet everyday needs (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q23. Which of the following best describes how well your total income (from all sources) meets your everyday needs for things such as accommodation, food, clothing and other necessities?

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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HOME

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

EMPLOYMENT & ECONOMIC WELLBEING

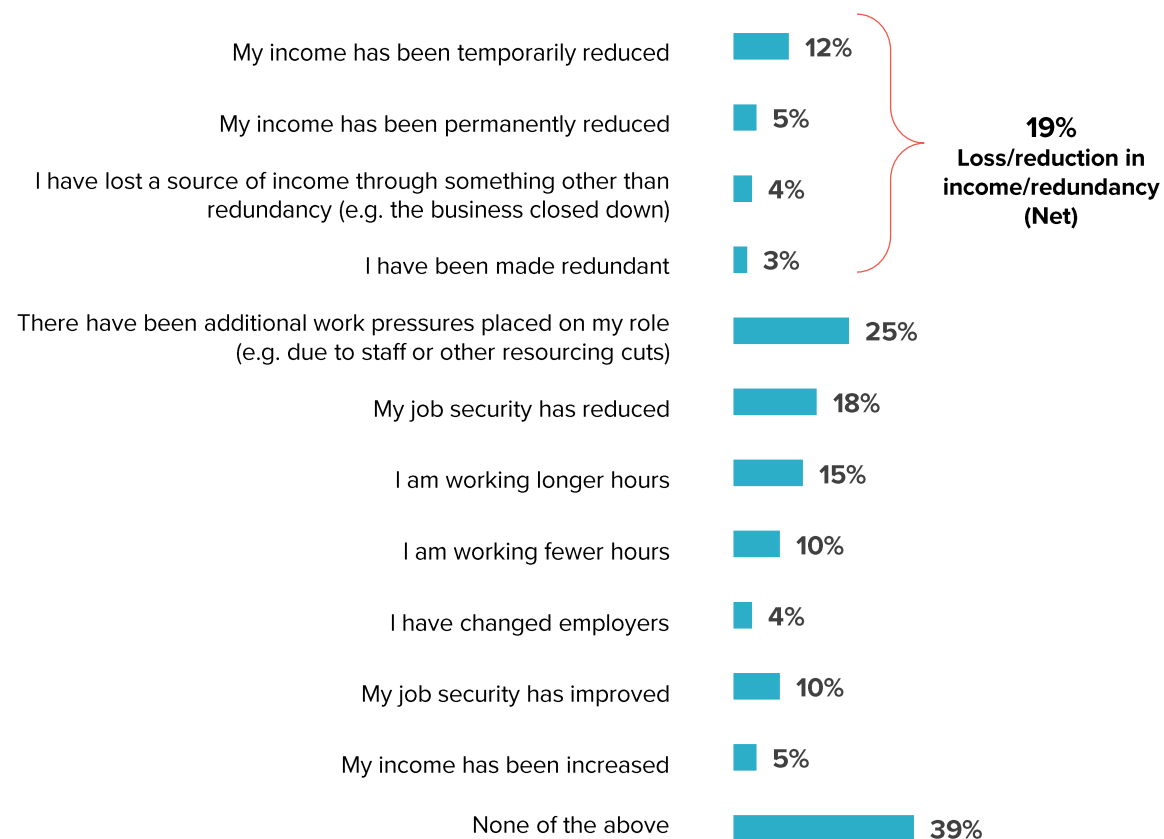
Impact of COVID-19 on work/financial situation

As a result of COVID-19, a fifth (19%) of respondents say they have lost a source of income, had their income reduced or been made redundant. Just 5% have experienced an increase in income.

Job security has decreased for 18%, while for 10% it has increased.

Additional work pressures have been placed on 25%.

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



Base: All Respondents (excluding not answered) (n=583)

Source: Q102. COVID-19 has been a difficult time for many people, and aspects of your life may have changed recently. Which, if any, of the following happened to your work or financial situation as a result of COVID-19?

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



EMPLOYMENT & ECONOMIC WELLBEING

Impact of COVID-19 on work/financial situation– by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=583) %	NORTHERN WARD (n=118) %	ONSLow-WESTERN WARD (n=127) %	LAMBTON WARD (n=184) %	EASTERN WARD (n=79) %	SOUTHERN WARD (n=75) %	UNDER 25 (n=117) %	25-34 (n=162) %	35-49 (n=146) %	50-64 (n=97) %	65+ YEARS (n=61) %	MĀORI (n=84) %	NON-MĀORI (n=499) %	LESS THAN 5 YEARS (n=130) %	5-10 YEARS (n=101) %	10 YEARS OR MORE (n=351) %
Loss/reduction in income/redundancy (Net)	19	13	28 [^]	14	20	22	26	14	16	19	24	21	19	19	16	19
My income has been temporarily reduced	12	9	17	7 ^v	15	14	17	11	12	9	12	9	12	13	12	12
My income has been permanently reduced	5	2	9	5	6	7	4	3	3	7	11	9	5	5	2	6
I have lost a source of income through something other than redundancy (e.g. the business closed down)	4	2	6	4	1	5	7	3	1	4	5	3	4	2	7	3
I have been made redundant	3	2	3	1	3	5	4	1	2	5	1	4	3	3	0	3
There have been additional work pressures placed on my role (e.g. due to staff or other resourcing cuts)	25	20	23	31 [^]	27	24	22	39 [^]	23	25	8	30	25	27	34	23
My job security has reduced	18	12	24	18	15	21	25	19	18	17	6 ^v	17	18	26 [^]	22	14
I am working longer hours	15	16	16	17	11	11	8 ^v	18	17	20	5 ^v	18	15	16	16	14
I am working fewer hours	10	8	9	11	14	9	18 [^]	10	6	9	10	13	10	10	7	10
I have changed employers	4	4	7	1	4	3	7	2	6	3	0	9 [^]	3	5	3	4
My job security has improved	10	13	6	6	17 [^]	7	10	16 [^]	9	10	0	22 [^]	9	9	16 [^]	8
My income has been increased	5	7	2	6	7	5	7	5	5	7	2	10	5	4	6	6
None of the above	39	46	38	42	29 ^v	41	44	28 ^v	39	34	67 [^]	27 ^v	41	38	34	41

Base: All Respondents (excluding not answered)

Source: Q102. COVID-19 has been a difficult time for many people, and aspects of your life may have changed recently. Which, if any, of the following happened to your work or financial situation as a result of COVID-19?

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

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Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

**Employment &
Economic Wellbeing**

Council Processes

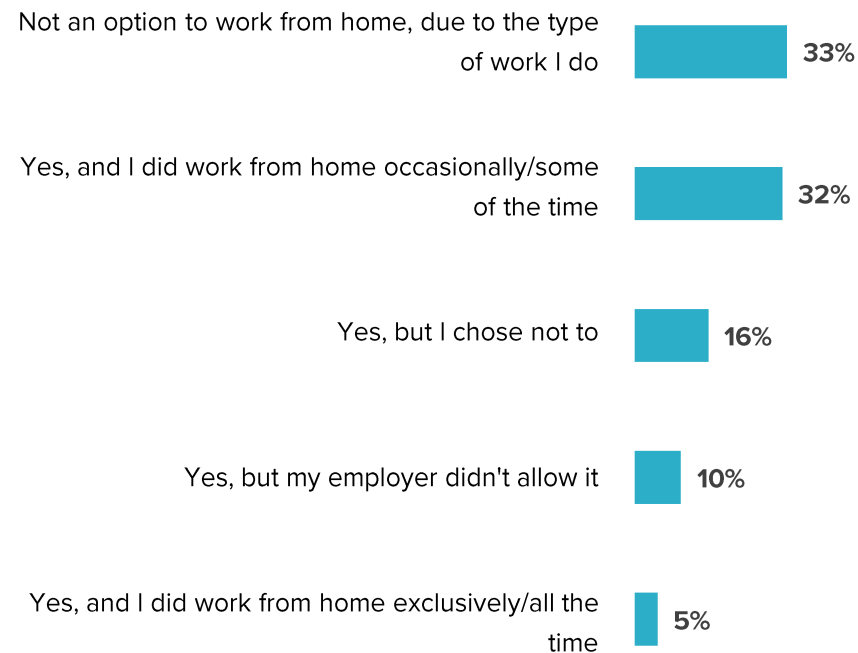
Appendix

EMPLOYMENT & ECONOMIC
WELLBEING

Working from home before COVID-19

Prior to COVID-19, working from home was not an option for 33% of respondents in paid employment, because of the type of work they did. Thirty-seven percent of respondents in paid employment worked from home, 32% occasionally and 5% most of the time or exclusively.

Working from home before COVID-19 – Wellington total (%)



Base: Those in paid employment (and who haven't lost a source of income/been made redundant/changed employers) (excluding not answered) (n=422)
Source: Q103. Before COVID-19, with the type of work you do, was it possible for you to work from home at least some of the time?



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

EMPLOYMENT & ECONOMIC WELLBEING

Working from home before COVID-19 – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL	NORTHERN WARD	ONSLow-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=422)	(n=86)	(n=84)	(n=138)	(n=61)	(n=53)	(n=76)	(n=134)	(n=120)	(n=70*)	(n=22*)	(n=58)	(n=364)	(n=98)	(n=78)	(n=245)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Not an option to work from home, due to the type of work I do	33	33	26	22 ^v	52 [^]	38	56 [^]	31	20 ^v	35	36	36	33	27	33	35
Yes, and I did work from home occasionally/some of the time	32	28	41	39 [^]	20 ^v	26	12 ^v	28	45 [^]	34	31	33	31	26	34	33
Yes, but I chose not to	16	16	20	17	11	15	9	21	15	14	20	15	16	16	11	17
Yes, but my employer didn't allow it	10	13	7	11	7	11	10	12	11	4	8	8	10	11	11	9
Yes, and I did work from home exclusively/all the time	5	7	5	4	6	4	3	3	6	9	4	5	5	8	7	4

Base: Those in paid employment (and who haven't lost a source of income/been made redundant/changed employers) (excluding not answered)

Source: Q103. Before COVID-19, with the type of work you do, was it possible for you to work from home at least some of the time?

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



HOME

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment &
Economic Wellbeing

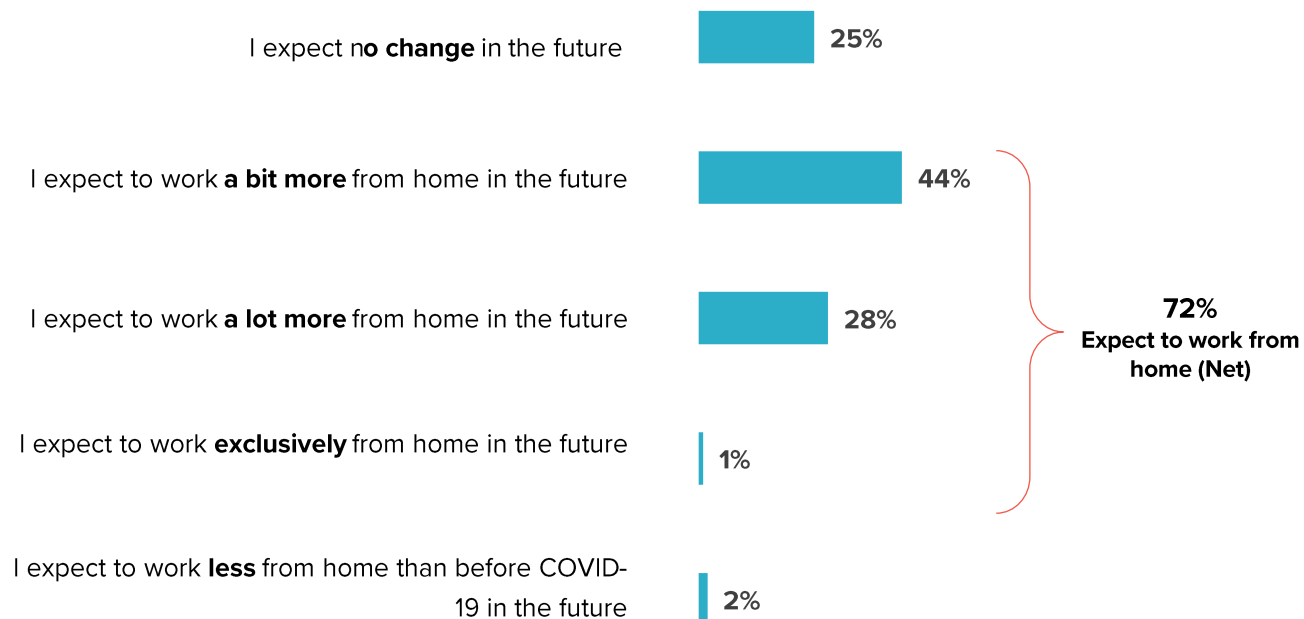
Council Processes

Appendix

EMPLOYMENT & ECONOMIC
WELLBEINGWorking from
home in the
future

Over seven in 10 (72%) respondents in paid employment and in the types of jobs where working from home is possible, indicate that they expect to work more from home in the future than they did in the past.

Working from home in the future – Wellington total (%)



Base: All respondents for whom working from home is possible and who are in paid employment (excluding not answered) (n=288)

Source: Q104. Has COVID-19 changed how much you think you will work from home in the future?



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

EMPLOYMENT & ECONOMIC WELLBEING

Working from home in the future – by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=288) %	NORTHERN WARD (n=56) %	ONSLOW-WESTERN WARD (n=61) %	LAMBTON WARD (n=105) %	EASTERN WARD (n=32) %	SOUTHERN WARD (n=34) %	UNDER 25 (n=33) %	25-34 (n=95) %	35-49 (n=97*) %	50-64 (n=48) %	65+ YEARS (n=15*) %	MĀORI (n=39) %	NON-MĀORI (n=249) %	LESS THAN 5 YEARS (n=69) %	5-10 YEARS (n=55) %	10 YEARS OR MORE (n=164) %
I expect no change in the future	25	33	24	24	16	25	22	22	27	19	-	24	25	19	16	30
I expect to work a bit more from home in the future	44	38	52	42	54	32	53	46	45	38	-	42	44	51	50	39
I expect to work a lot more from home in the future	28	27	23	30	26	33	23	30	24	34	-	27	28	27	28	28
I expect to work exclusively from home in the future	1	0	0	0	0	4	0	0	0	2	-	0	1	0	0	1
I expect to work less from home than before COVID-19 in the future	2	2	0	2	4	0	2	0	1	7 [^]	-	7 [^]	2	1	2	2

Base: All respondents who are feasible to work from home and still in paid employment (excluding not answered) (n=288)

Source: Q104. Has COVID-19 changed how much you think you will work from home in the future?

*Small base size, data not shown

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total

**HOME**

Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

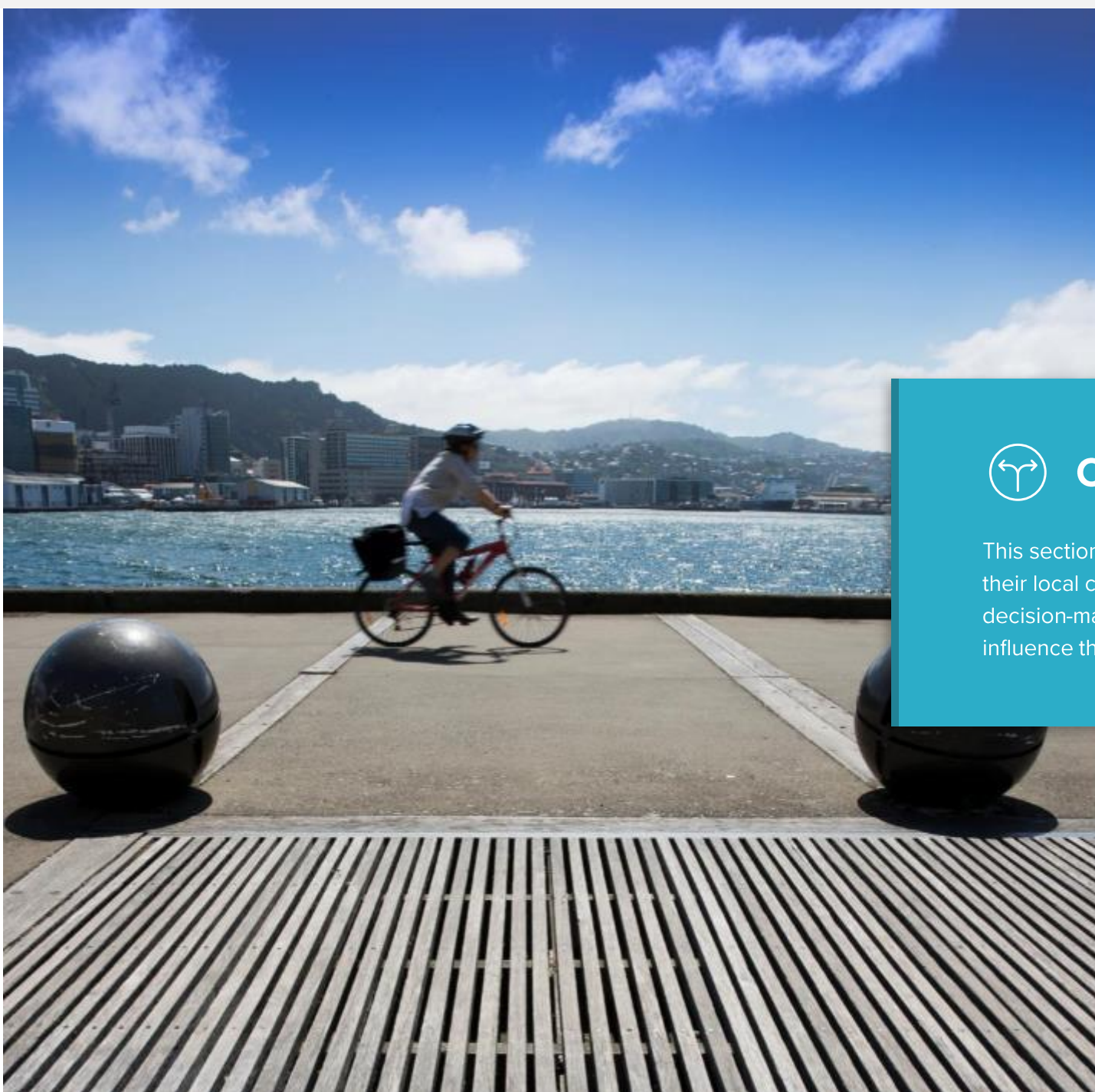
Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing**Council Processes**

Appendix

**COUNCIL PROCESSES**

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

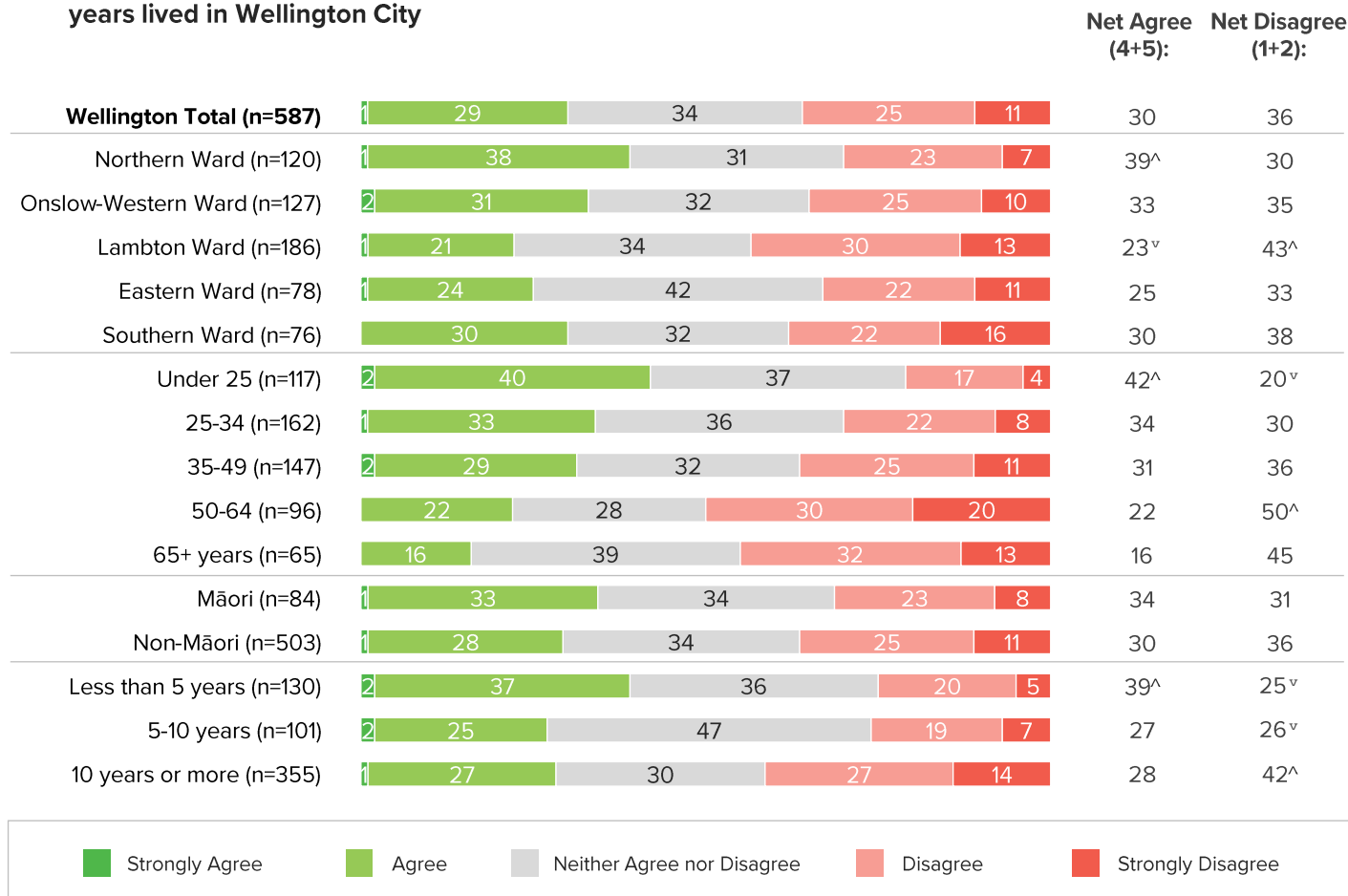
COUNCIL PROCESSES

Confidence in council decision-making

Three in 10 (30%) respondents agree they have confidence that their local council makes decisions in the best interests of Wellington City and 36% disagree.

Compared to the 2018 survey, a lower proportion in Wellington City agree they have confidence in their local council decision-making (30% cf. 46%), while the proportion who disagree has increased (36% cf. 21%). These changes were not seen at the national level across the eight participating cities.

Confidence in council decision-making (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)

Source: Q16. How much do you agree or disagree with the following statement: "Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>." (1 – Strongly disagree, 2 – Disagree, 3 – Neither agree nor disagree, 4 – Agree, 5 – Strongly agree) Please note this question was not asked for Auckland

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

^ Significantly higher than Wellington total

^v Significantly lower than Wellington total

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Appendix

COUNCIL PROCESSES

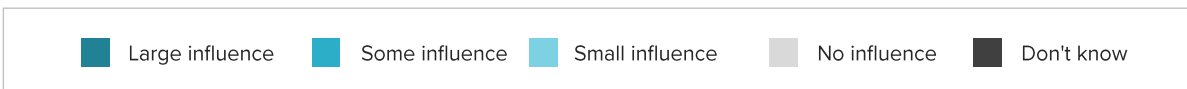
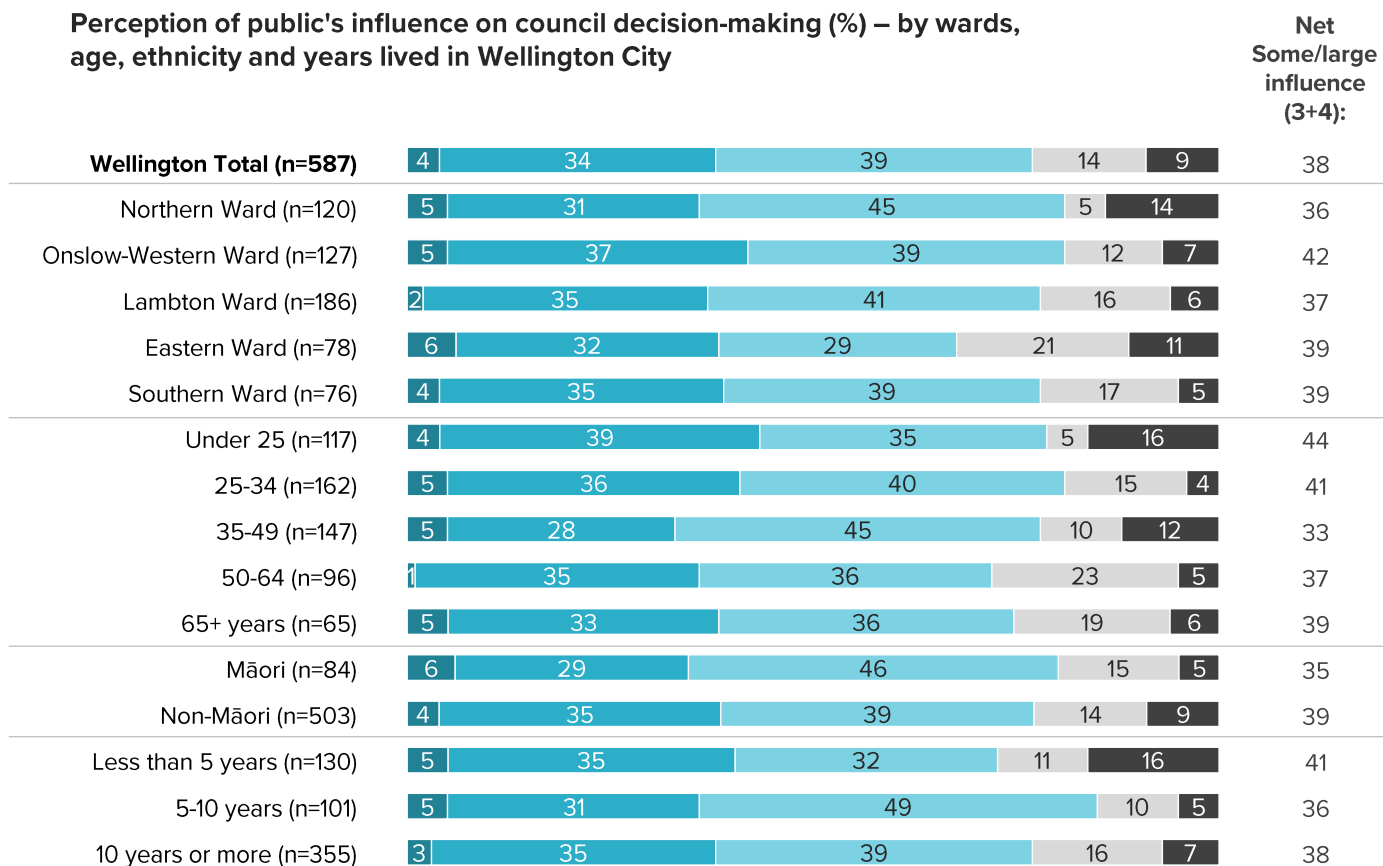
Perception of public's influence on council decision-making

Thirty-eight percent of respondents perceive the public has a 'large influence' or 'some influence' over the decisions that their council makes.

Fourteen percent feel the public has no influence over council decisions.

Compared to the 2018 survey, a lower proportion perceive the public has influence on council decision making (38% cf. 45%). This decrease was not seen at the national level across the eight participating cities.

Perception of public's influence on council decision-making (%) – by wards, age, ethnicity and years lived in Wellington City



Base: All Respondents (excluding not answered)
Source: Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?
 (1 – No influence, 2 – Small influence, 3 – Some influence, 4 – Large influence)

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

^ Significantly higher than Wellington total
 v Significantly lower than Wellington total

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



Introduction

Research Design

Quality Of Life

Built & Natural
Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture &
Social Networks

Climate Change

Employment & Economic
Wellbeing

Council Processes

Appendix

COUNCIL PROCESSES

Perception and confidence on council decision-making

Perception and confidence on council decision-making (2014 to 2020)

	2014	2016	2018	2020
	%	%	%	%
Confidence in council decision-making (Net Agree)	42	40	46	30
Confidence in council decision-making (Net Disagree)	24	27	21	36
Public influence on council decision-making (Net Some/Large Influence)	46	45	45	38

Base: All Respondents (excluding not answered)

Source: Q16. How much do you agree or disagree with the following statement: "Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>."

Q18. Overall, how much influence do you feel the public has on the decisions the Council makes?

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



APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of Wellington City.

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 1 Gender

	WELLINGTON TOTAL (n=588) Unweighted %	WELLINGTON TOTAL (n=588) Weighted %
Male	43	48
Female	55	50
Gender diverse	2	2

Base: All Respondents Source: Q43. Are you...

Table 2 Age

	WELLINGTON TOTAL (n=586) Unweighted %	WELLINGTON TOTAL (n=586) Weighted %
Under 25 years	20	18
25-49 years	53	49
50-64 years	17	21
65+ years	11	13

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

Table 3 Ethnicity

	WELLINGTON TOTAL (n=587) Unweighted %	WELLINGTON TOTAL (n=587) Weighted %
Māori	14	8
Pacific	4	4
Asian	9	18
Other	83	74

Base: All Respondents Source: Q42. Which ethnic group, or groups, do you belong to?

Table 4 Council area

	WELLINGTON TOTAL (n=588) Unweighted %	WELLINGTON TOTAL (n=588) Weighted %
Northern Ward	20%	22%
Onslow-Western Ward	22%	20%
Lambton Ward	32%	26%
Eastern Ward	13%	18%
Southern Ward	13%	14%

Base: All Respondents Source: Q1. Do you currently live in Wellington City?



APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of Wellington City.

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 5 Birthplace

	WELLINGTON TOTAL (n=582) Unweighted %	WELLINGTON TOTAL (n=581) Weighted %
Born in New Zealand	72	66
Born outside of New Zealand	28	34

Base: All Respondents (excluding not answered)
Source: Q45. Were you born in New Zealand?

Table 6 Length of time lived in NZ

	WELLINGTON TOTAL (n=165) Unweighted %	WELLINGTON TOTAL (n=168) Weighted %
Less than 1 year	0	0
1 year to just under 2 years	2	2
2 years to just under 5 years	13	11
5 years to just under 10 years	15	15
10 years or more	71	72

Base: All Respondents born from outside of New Zealand
Source: Q46. How many years have you lived in New Zealand?

Table 7 Number of people in household

	WELLINGTON TOTAL (n=588) Unweighted %	WELLINGTON TOTAL (n=588) Weighted %
1	10	10
2	31	32
3	20	19
4	23	24
5	9	8
6+	7	7

Base: All Respondents (excluding not answered)
Source: Q47a. How many people live in your household, including yourself?

Table 8 Home ownership

	WELLINGTON TOTAL (n=587) Unweighted %	WELLINGTON TOTAL (n=587) Weighted %
I personally or jointly own it with a mortgage	27	26
A private landlord who is NOT related to me owns it	36	32
I personally or jointly own it without a mortgage	16	19
Parents / other family members or partner own it	12	13
A family trust owns it	6	6
Housing New Zealand owns it	1	2
A local authority or city council owns it	1	1
Don't know	1	1

Base: All Respondents (excluding not answered)
Source: Q48. Who owns the home you live in?



APPENDIX 1: SAMPLE PROFILE

The demographic profile shown below relates to the residents of Wellington City.

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 9 Type of dwelling

	WELLINGTON TOTAL (n=588) Unweighted %	WELLINGTON TOTAL (n=588) Weighted %
Stand alone house on a section	62	64
Town house or unit	18	18
Low rise apartment block (2-7 storeys)	8	6
Terraced house (houses side by side)	6	6
Lifestyle block or farm homestead	0	0
High rise apartment block (over 7 storeys)	3	3
Other	2	2

Base: All Respondents (excluding not answered)
Source: Q80. What type of home do you currently live in?

Table 10 Time spent in Wellington City

	WELLINGTON TOTAL (n=587) Unweighted %	WELLINGTON TOTAL (n=587) Weighted %
Less than 1 year	2	2
1 year to just under 2 years	6	5
2 years to just under 5 years	14	12
5 years to just under 10 years	17	16
10 years or more	61	65

Base: All Respondents (excluding not answered)
Source: Q2. And how long have you lived in Wellington City?

Table 11 Highest education qualification

	WELLINGTON TOTAL (n=586) Unweighted %	WELLINGTON TOTAL (n=587) Weighted %
Bachelor's degree	32	31
Post-graduate degree / diploma / certificate or higher (e.g. Masters or Doctorate)	33	33
No formal qualification	5	6
NZQF Level 4, 5 or 6 - a trade or polytechnic qualification	10	9
NCEA Level Three or bursary or scholarship	10	9
NCEA Level Two or Sixth form Certificate / University Entrance	6	6
NCEA Level One or School Certificate	2	2
Other (e.g. overseas qualification)	2	4

Base: All Respondents (excluding not answered)
Source: Q81. What is the highest qualification that you have completed that took longer than three months to finish?



APPENDIX 1: SAMPLE PROFILE

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Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 12 Household annual income distribution

	WELLINGTON TOTAL (n=588) Unweighted %	WELLINGTON TOTAL (n=588) Weighted %
\$20,000 or less	4	4
\$20,001 - \$40,000	7	7
\$40,001 - \$60,000	7	7
\$60,001 - \$80,000	9	9
\$80,001 - \$100,000	9	8
\$100,001 - \$150,000	15	15
\$150,001 or more	28	25
Unknown	22	24

Base: All Respondents (excluding not answered)
Source: Q51. Which best describes your household's annual income (from all sources) before tax?

Table 13 Age of children living in your household

	WELLINGTON TOTAL (n=576) Unweighted %	WELLINGTON TOTAL (n=576) Weighted %
0 - 5 years old	10	10
5 - 12 years old	14	13
13 - 17 years old	8	9
18 years old or over	16	18
Not applicable - no children	62	61

Base: All Respondents (excluding not answered)
Source: Q93. What are the ages of any children living in your household (some or all of the time)?

Table 14 Children live in another home some of the time

	WELLINGTON TOTAL (n=216) Unweighted %	WELLINGTON TOTAL (n=224) Weighted %
Yes	15	16
No	85	84

Base: All Respondents with children living in household (excluding not answered)
Source: Q79. And do any of these children live in another home some of the time?



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

APPENDIX 2: SURVEY COMMUNICATIONS

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

Invitation letter





APPENDIX 2: SURVEY COMMUNICATIONS

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Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

First reminder postcard





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Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

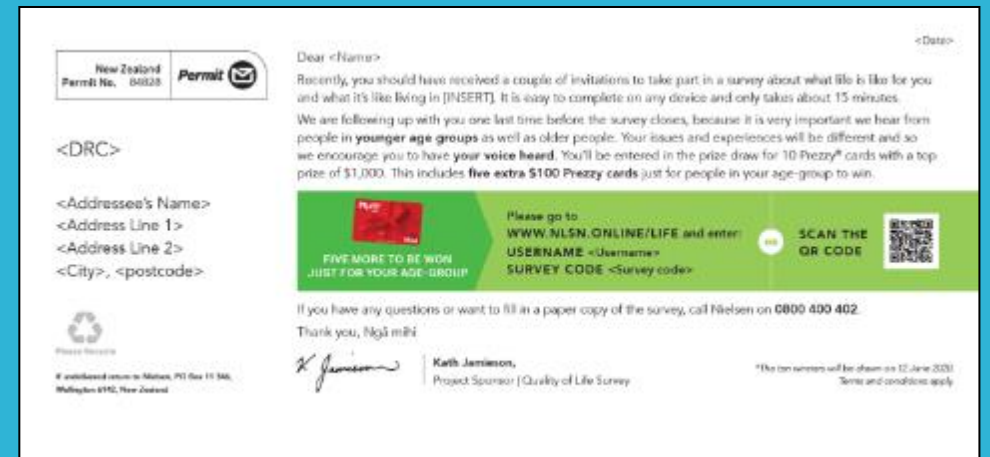
Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

First reminder postcard (Younger respondents)





APPENDIX 2: SURVEY COMMUNICATIONS

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Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

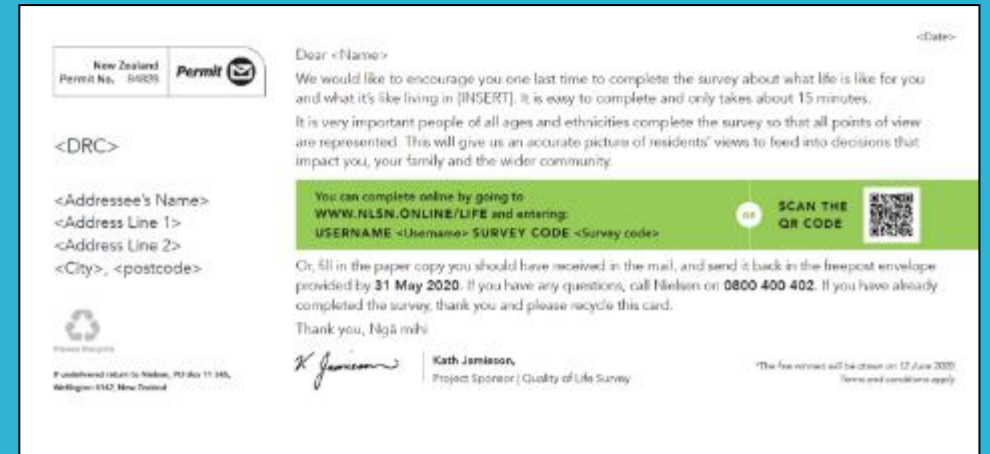
Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Second reminder postcard (Older respondents)





Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

APPENDIX 3: QUESTIONNAIRE

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



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

INSTRUCTIONS FOR COMPLETING THE SURVEY

You will need to circle an answer like this:
 Yes 1 2 3 4 5
 No 2

Or like this:
 Question... 1 2 3 4 5
 Question... 1 2 3 4 5

Please circle one answer for each statement

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

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

Please circle one answer
 Yes 1 → Go to Q1
 No 2


1 2 3

Q1 Do you currently live in Wellington?

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

Please circle one answer
 Yes 1 → Go to Q2
 No 2

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



Q2 And how long have you lived in Wellington?

Please circle one answer

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

- 1 -

QUALITY OF LIFE

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

Q3 Would you say that your overall quality of life is... **Q4** And compared to 12 months ago, would you say your quality of life has...

Please circle one answer

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

Please circle one answer

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

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

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

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

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

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

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

THE CITY / AREA YOU LIVE IN

Q8 How much do you agree or disagree with the following statements? Please circle one answer for each statement

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

- 2 -



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

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

Go to Q11

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

Q11 This question is about the home you currently live in. How much do you agree or disagree that: Please circle one answer for each statement

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

Answer Q12

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

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

Q13 The following question asks about heating your home during the winter months. How much do you agree or disagree that: Please circle one answer for each statement

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

CRIME, SAFETY AND LOCAL ISSUES

Q14 In general how safe or unsafe do you feel in the following situations... Please circle one answer for each situation

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

Q15 To what extent, if at all, has each of the following been a problem in Wellington over the past 12 months? Please circle one answer for each statement

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



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

TRANSPORT

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

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

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

Please circle one answer

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

Go to Q18

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

Public transport is...

Please circle one answer for each aspect

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

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

Please circle one answer for each aspect

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

COUNCIL DECISION MAKING

Q19 How much do you agree or disagree with the following statement?

"Overall, I have confidence that the Council makes decisions that are in the best interests of my city."

Please circle one answer

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

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

Would you say the public has...

Please circle one answer

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

YOUR LIFE AND WELLBEING

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

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

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

Please circle one answer

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

Q22 Please think about the last 4 weeks of your job.

How do you feel about your job?

Please circle one answer

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

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

Please circle one answer

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



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

Please circle one answer

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

Go to Q25

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

Please circle one answer

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

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

Please circle all that apply

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

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

Please circle all that apply

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

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

Please circle one answer for each aspect

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

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

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

Please circle one answer

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

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

Please circle one answer

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

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

Please circle one answer for each statement

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



APPENDIX 3: QUESTIONNAIRE



Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

Please circle all that apply

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

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

Please circle one answer

Not at all							Completely
1	2	3	4	5	6	7	

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

Please circle one answer

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

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

Please circle one answer for each statement

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

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

Please circle one answer

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

Q37 Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

Notice that higher numbers mean better well-being (example: if you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 5 below).

Please circle one answer for each statement

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

CULTURE AND IDENTITY

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

Please circle one answer

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

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

Please circle one answer

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



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

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

Please circle one answer for each statement

	Yes	No	N/A
Gender	1	2	
Age	1	2	
Ethnicity	1	2	
Physical or mental health condition or impairment	1	2	3
Sexual orientation	1	2	
Religious beliefs	1	2	
Prefer not to answer (please tick)			<input type="checkbox"/>

CLIMATE CHANGE

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

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

Please circle one answer

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

DEMOGRAPHICS

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

Q44 Are you...

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

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

Please write the number in the box below.

- 11 -

Q46 Were you born in New Zealand?

Q47 How many years have you lived in New Zealand?

Please circle one answer

Yes	1	Go to Q48
No	2 <th>Go to Q47</th>	Go to Q47

Please circle one answer

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

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

Q49 Are you...

Please circle all that apply

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

Please circle one answer

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

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

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

Please circle all that apply

Under 5 years old	1
5 – 12 years old	2
13 – 17 years old	4
18 years old or over	5
Not applicable, no children live in household	8

Go to Q52

Please circle one answer

Yes	1
No	2

Q52 What type of home do you currently live in?

Please circle one answer

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

- 12 -



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

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

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

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

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

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

- 13 -

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

Name: _____

Phone number: _____

Email address: _____

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

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

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

Please circle one answer

Yes	1
No	2

Thank you for taking the time to complete this survey.

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

FreePost Authority Number 186367
Survey Returns Team
Nielsen
PO Box 33810
Takapuna
Auckland 0740
New Zealand

If you have any questions please call 0800 400 402

- 14 -



APPENDIX 3: QUESTIONNAIRE

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

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

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

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

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

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



APPENDIX 4: DETAILED REASONS FOR INCREASED IN QUALITY OF LIFE

- by wards, age, ethnicity and years lived in Wellington City

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

Reasons for increased in quality of life (1/3 pages)	WELLINGTON TOTAL	NORTHERN WARD	ONSLow-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=142)	(n=27*)	(n=37)	(n=40)	(n=24*)	(n=14*)	(n=38)	(n=52)	(n=29*)	(n=17*)	(n=6*)	(n=23*)	(n=119)	(n=40)	(n=29*)	(n=73)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Net Work related	50	-	60	54	-	-	54	49	-	-	-	-	51	57	-	48
Rewarding/good job/have work	34	-	37	32	-	-	40	39	-	-	-	-	33	49 [^]	-	25 ^v
Flexibility to work/study online from home	12	-	15	12	-	-	3	4 ^v	-	-	-	-	12	3 ^v	-	18
Future looks good/studying for the future	7	-	11	9	-	-	22	3	-	-	-	-	7	12	-	7
Opportunities available	4	-	6	6	-	-	3	5	-	-	-	-	4	3	-	5
Have completed my studies/graduated	2	-	4	2	-	-	4	3	-	-	-	-	2	3	-	1
Net Relationships	33	-	29	30	-	-	43	22	-	-	-	-	33	33	-	35
Family/family support/children	16	-	14	11	-	-	5	9	-	-	-	-	16	10	-	22
Happy marriage/supportive spouse/partner	11	-	14	15	-	-	21	11	-	-	-	-	11	19	-	7
Friends/social network	10	-	14	4	-	-	27	7	-	-	-	-	10	17	-	8
Net Financial wellbeing	31	-	35	20	-	-	22	53[^]	-	-	-	-	30	35	-	28
Increased income	21	-	32	13	-	-	19	36 [^]	-	-	-	-	20	22	-	17
Have everything I need	5	-	0	6	-	-	3	8	-	-	-	-	5	7	-	6
Able to save/reduce debt	4	-	3	3	-	-	0	5	-	-	-	-	4	0	-	6
Own my own home	4	-	6	0	-	-	0	10 [^]	-	-	-	-	4	7	-	2
No financial worries	1	-	0	0	-	-	0	0	-	-	-	-	0	0	-	2
Have enough food/enough to eat/clothes/enough for the basics	1	-	2	0	-	-	0	0	-	-	-	-	1	0	-	1
I have a car/transport/driver's licence	1	-	0	0	-	-	0	2	-	-	-	-	1	0	-	1

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



APPENDIX 4: DETAILED REASONS FOR INCREASED IN QUALITY OF LIFE

- by wards, age, ethnicity and years lived in Wellington City

	WELLINGTON TOTAL (n=142) %	NORTHERN WARD (n=27*) %	ONSLOW-WESTERN WARD (n=37) %	LAMBTON WARD (n=40) %	EASTERN WARD (n=24*) %	SOUTHERN WARD (n=14*) %	UNDER 25 (n=38) %	25-34 (n=52) %	35-49 (n=29*) %	50-64 (n=17*) %	65+ YEARS (n=6*) %	MĀORI (n=23*) %	NON-MĀORI (n=119) %	LESS THAN 5 YEARS (n=40) %	5-10 YEARS (n=29*) %	10 YEARS OR MORE (n=73) %
Reasons for increased in quality of life (2/3 pages)																
Quality Of Life	27	-	26	20	-	-	33	26	-	-	-	-	27	20	-	28
Healthy	14	-	17	6	-	-	11	13	-	-	-	-	15	10	-	14
Built & Natural Environment	I am happy/content/enjoy life/everything is good/fine	13	-	11	16	-	-	19	11	-	-	-	14	9	-	14
Housing	Have an increased appreciation of life/what is important in life	4	-	3	0	-	-	3	3	-	-	-	2	0	-	6
Public Transport	Free medical care/good healthcare	1	-	0	0	-	-	0	2	-	-	-	1	2	-	0
	Stress/pressure	1	-	0	0	-	-	3	1	-	-	-	1	0	-	2
	Net Lifestyle	27	-	21	9^v	-	-	13	23	-	-	-	27	14^v	-	34
Health & Wellbeing	Good balance/balanced life/work life balance	13	-	3 ^v	5	-	-	0	10	-	-	-	12	6	-	18
Crime & Safety	Sport/regular exercise/fit/active	8	-	8	2	-	-	7	9	-	-	-	9	4	-	9
	Good lifestyle	2	-	1	2	-	-	1	0	-	-	-	2	1	-	3
Community, Culture & Social Networks	Hobbies/interests	2	-	0	2	-	-	0	2	-	-	-	2	2	-	2
	Lots of things to do/many activities/events	2	-	5	2	-	-	2	0	-	-	-	1	2	-	0
Climate Change	Able to take holidays/travel	1	-	6 [^]	0	-	-	3	2	-	-	-	1	2	-	1
	Faith/belief in God/church	1	-	0	0	-	-	0	0	-	-	-	1	0	-	1
Employment & Economic Wellbeing	Enjoying retirement/retired	1	-	0	3	-	-	0	0	-	-	-	1	0	-	2
	Pet owner dog/cats etc.	1	-	1	2	-	-	0	1	-	-	-	1	3	-	0
Council Processes	No work life balance/not much time for family, leisure, social life	1	-	0	0	-	-	0	0	-	-	-	1	0	-	0

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



APPENDIX 4: DETAILED REASONS FOR INCREASED IN QUALITY OF LIFE

- by wards, age, ethnicity and years lived in Wellington City

Reasons for increased in quality of life (3/3 pages)	WELLINGTON TOTAL	NORTHERN WARD	ONSLOW-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=142)	(n=27*)	(n=37)	(n=40)	(n=24*)	(n=14*)	(n=38)	(n=52)	(n=29*)	(n=17*)	(n=6*)	(n=23*)	(n=119)	(n=40)	(n=29*)	(n=73)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Net Housing	18	-	15	26	-	-	23	26	-	-	-	-	17	24	-	12
Comfortable home/roof over my head	17	-	15	26	-	-	23	26 [^]	-	-	-	-	15	24	-	10 ^v
Housing expensive/not affordable	1	-	0	0	-	-	0	0	-	-	-	-	2	0	-	3
Net Aspects of local area	16	-	13	10	-	-	14	14	-	-	-	-	18	20	-	16
I like the area where I live/great location	5	-	6	6	-	-	4	6	-	-	-	-	6	12	-	3
Safe area/country	3	-	0	2	-	-	0	2	-	-	-	-	3	0	-	3
Schools nearby/good schools/education	3	-	3	0	-	-	7	0	-	-	-	-	4	0	-	6
Easier access to work/amenities/parks etc.	2	-	3	4	-	-	2	4	-	-	-	-	3	5	-	1
Great community/ neighbourhood	2	-	0	0	-	-	0	6	-	-	-	-	2	6	-	1
Friendly people	1	-	0	0	-	-	0	4	-	-	-	-	2	6 [^]	-	0
Quiet/quiet neighbourhood/ peaceful	1	-	4	0	-	-	0	0	-	-	-	-	1	0	-	2
Poor public transport/ expensive public transport	1	-	0	0	-	-	0	0	-	-	-	-	2	0	-	3
Crime/violence	1	-	0	0	-	-	0	0	-	-	-	-	2	0	-	3
Net Other	9	-	6	9	-	-	3	6	-	-	-	-	9	6	-	10
That's what I think/ believe/feel/ because it is	2	-	0	0	-	-	3	0	-	-	-	-	2	3	-	2
Other - positive	6	-	6	9	-	-	0	6	-	-	-	-	7	3	-	8
Net Positive effect of COVID-19	8	-	17[^]	2	-	-	5	10	-	-	-	-	9	7	-	7

Base: Those who say their quality of life has increased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

[^] Significantly higher than Wellington total
^v Significantly lower than Wellington total



APPENDIX 4: DETAILED REASONS FOR DECREASED IN QUALITY OF LIFE

- by wards, age, ethnicity and years lived in Wellington City

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

Reasons for decreased in quality of life (1/3 pages)	WELLINGTON TOTAL	NORTHERN WARD	ONSLow-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=131)	(n=20*)	(n=25*)	(n=49)	(n=18*)	(n=19*)	(n=27*)	(n=31)	(n=31)	(n=28*)	(n=14*)	(n=14*)	(n=117)	(n=34)	(n=18*)	(n=79)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Net Poor health and wellbeing	33	-	-	26	-	-	-	30	20	-	-	-	32	18	-	35
Declining health/poor health	15	-	-	10	-	-	-	8	9	-	-	-	15	5	-	21 [^]
Mental health issues	9	-	-	13	-	-	-	19	0	-	-	-	9	9	-	5
Stress/pressure	8	-	-	8	-	-	-	4	10	-	-	-	8	8	-	7
Feelings of negativity and uncertainty	6	-	-	6	-	-	-	11	0	-	-	-	6	5	-	6
Poor medical/healthcare	3	-	-	3	-	-	-	5	0	-	-	-	3	2	-	0
Net Work related	32	-	-	35	-	-	-	44	35	-	-	-	32	38	-	27
Job loss/unemployment/less job security	16	-	-	14	-	-	-	26	17	-	-	-	15	21	-	15
Lack of opportunities	8	-	-	5	-	-	-	14	11	-	-	-	8	17	-	2 ^v
Had work hours reduced	5	-	-	9	-	-	-	8	2	-	-	-	5	4	-	4
Unhappy in my job	4	-	-	2	-	-	-	9	0	-	-	-	4	3	-	3
Having to work/study online from home	3	-	-	7	-	-	-	0	5	-	-	-	3	5	-	3
Disruptions to education	2	-	-	1	-	-	-	3	0	-	-	-	3	5	-	1
Net Lifestyle	31	-	-	27	-	-	-	40	33	-	-	-	32	43	-	22^v
Travel restrictions	16	-	-	21	-	-	-	16	19	-	-	-	17	30	-	8 ^v
Loss of freedom/independence	14	-	-	11	-	-	-	25	11	-	-	-	14	15	-	10
Fear of catching COVID-19 has limited my quality of life	4	-	-	2	-	-	-	3	2	-	-	-	4	0	-	6

Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



APPENDIX 4: DETAILED REASONS FOR INCREASED IN QUALITY OF LIFE

- by wards, age, ethnicity and years lived in Wellington City

- Introduction
- Research Design
- Quality Of Life
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- Housing
- Public Transport
- Health & Wellbeing
- Crime & Safety
- Community, Culture & Social Networks
- Climate Change
- Employment & Economic Wellbeing
- Council Processes

Reasons for decreased in quality of life (2/3 pages)	WELLINGTON TOTAL (n=131)	NORTHERN WARD (n=20*)	ONSLOW-WESTERN WARD (n=25*)	LAMBTON WARD (n=49)	EASTERN WARD (n=18*)	SOUTHERN WARD (n=19*)	UNDER 25 (n=27*)	25-34 (n=31)	35-49 (n=31)	50-64 (n=28*)	65+ YEARS (n=14*)	MĀORI (n=14*)	NON-MĀORI (n=117)	LESS THAN 5 YEARS (n=34)	5-10 YEARS (n=18*)	10 YEARS OR MORE (n=79)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Onerous precautions	2	-	-	0	-	-	-	0	3	-	-	-	2	0	-	3
Have to work long hours/too much	2	-	-	0	-	-	-	4	3	-	-	-	2	4	-	1
No work life balance/not much time for family, leisure, social life	1	-	-	0	-	-	-	0	3	-	-	-	2	0	-	2
Net Poor financial wellbeing	30	-	-	34	-	-	-	36	23	-	-	-	29	37	-	25
Expensive cost of living	14	-	-	21	-	-	-	16	16	-	-	-	14	20	-	12
Reduced income	9	-	-	7	-	-	-	14	8	-	-	-	9	6	-	11
Not earning enough/not enough money	6	-	-	3	-	-	-	10	0	-	-	-	6	8	-	4
Poor financial wellbeing	5	-	-	7	-	-	-	4	0	-	-	-	6	13	-	3
Economic uncertainty	2	-	-	3	-	-	-	3	2	-	-	-	2	2	-	2
Have enough food/ clothes/ enough for the basics	1	-	-	0	-	-	-	0	0	-	-	-	0	0	-	2
Net Relationships	16	-	-	23	-	-	-	19	16	-	-	-	17	21	-	13
Family/family support/children	10	-	-	16	-	-	-	13	12	-	-	-	11	15	-	11
Isolation/no social life	4	-	-	8	-	-	-	6	0	-	-	-	4	7	-	2
Miss friends/social network	3	-	-	1	-	-	-	2	0	-	-	-	3	2	-	3
Failing relationships	2	-	-	3	-	-	-	3	3	-	-	-	2	4	-	1

Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

^ Significantly higher than Wellington total

∇ Significantly lower than Wellington total



APPENDIX 4: DETAILED REASONS FOR DECREASED IN QUALITY OF LIFE

- by wards, age, ethnicity and years lived in Wellington City

- Introduction
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- Built & Natural Environment
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- Public Transport
- Health & Wellbeing
- Crime & Safety
- Community, Culture & Social Networks
- Climate Change
- Employment & Economic Wellbeing
- Council Processes

Reasons for decreased in quality of life (3/3 pages)	WELLINGTON TOTAL	NORTHERN WARD	ONSLow-WESTERN WARD	LAMBTON WARD	EASTERN WARD	SOUTHERN WARD	UNDER 25	25-34	35-49	50-64	65+ YEARS	MĀORI	NON-MĀORI	LESS THAN 5 YEARS	5-10 YEARS	10 YEARS OR MORE
	(n=131)	(n=20*)	(n=25*)	(n=49)	(n=18*)	(n=19*)	(n=27*)	(n=31)	(n=31)	(n=28*)	(n=14*)	(n=14*)	(n=117)	(n=34)	(n=18*)	(n=79)
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Net Housing	14	-	-	17	-	-	-	18	4	-	-	-	14	25	-	9^v
Housing expensive/not affordable	13	-	-	17	-	-	-	18	4	-	-	-	14	25	-	8 ^v
Bad quality of housing	5	-	-	6	-	-	-	2	0	-	-	-	4	7	-	4
Aspects of local area	11	-	-	17	-	-	-	6	9	-	-	-	11	11	-	9
Negative comments about Government/local government	4	-	-	6	-	-	-	0	9	-	-	-	5	2	-	5
Bad traffic/congestion/long commute to work	4	-	-	0	-	-	-	6	6	-	-	-	4	3	-	5
Poor roads/roading maintenance	2	-	-	0	-	-	-	0	6	-	-	-	2	0	-	4
Crime/violence	2	-	-	6	-	-	-	0	0	-	-	-	2	6	-	0
Poor public transport/expensive public transport	2	-	-	0	-	-	-	3	0	-	-	-	2	0	-	3
Overcrowding/not enough infrastructure	2	-	-	0	-	-	-	3	0	-	-	-	2	3	-	1
Homelessness/ vagrants/ undesirables	1	-	-	4	-	-	-	0	0	-	-	-	1	2	-	1
No traffic issues/no traffic congestion	1	-	-	2	-	-	-	0	0	-	-	-	1	0	-	0
Net Other	9	-	-	14	-	-	-	8	6	-	-	-	9	5	-	8
Other - Negative	9	-	-	14	-	-	-	8	6	-	-	-	9	5	-	8
Net Negative effect of COVID-19	50	-	-	48	-	-	-	57	50	-	-	-	50	63	-	44

Base: Those who say their quality of life has decreased compared to 12 months ago
Source: Q82. And for what reasons has your quality of life changed?

*Small base size, data not shown

[^] Significantly higher than Wellington total

^v Significantly lower than Wellington total



APPENDIX 5: WHO 5 WELLBEING INDEX

13

A score below 13 indicates poor well-being

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

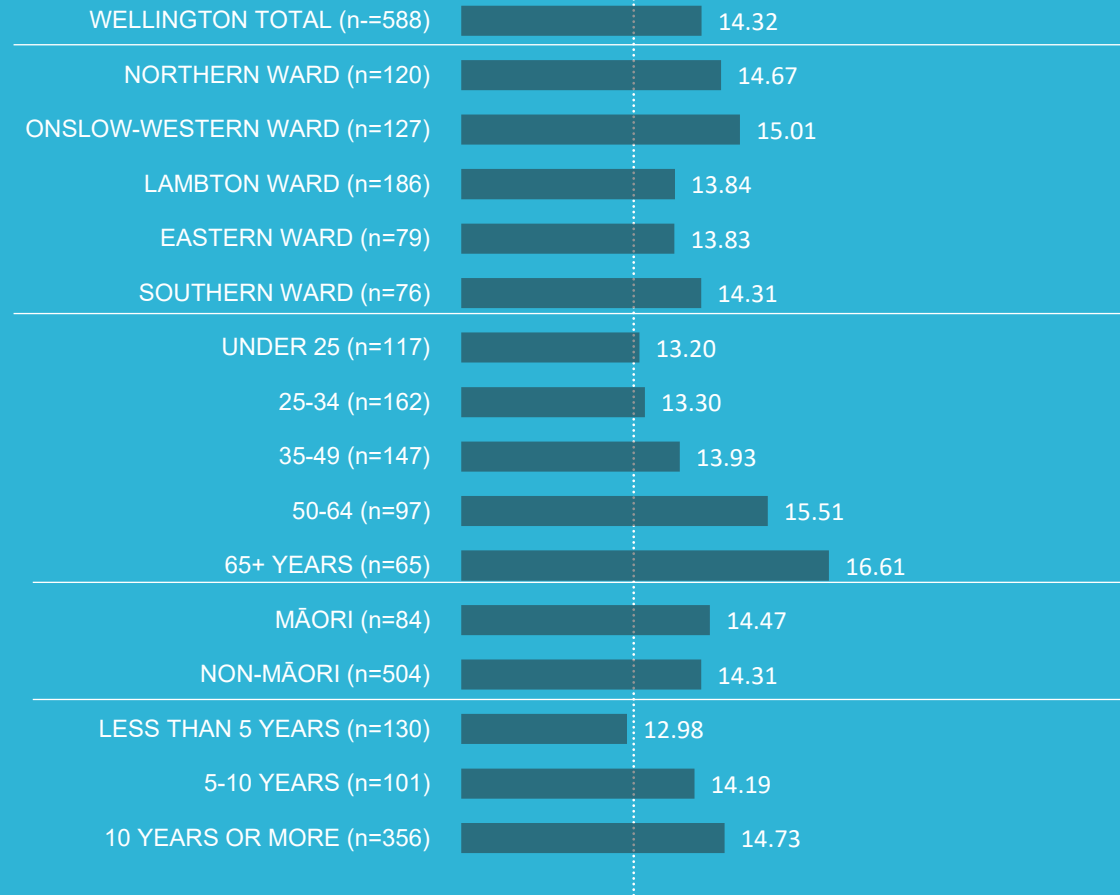
Climate Change

Employment & Economic Wellbeing

Council Processes

The chart on the right shows the mean result by community areas, age, ethnicity and time spent in Wellington City. The mean across Wellington City total is 14.32

Figure 1 WHO 5 raw score (mean)



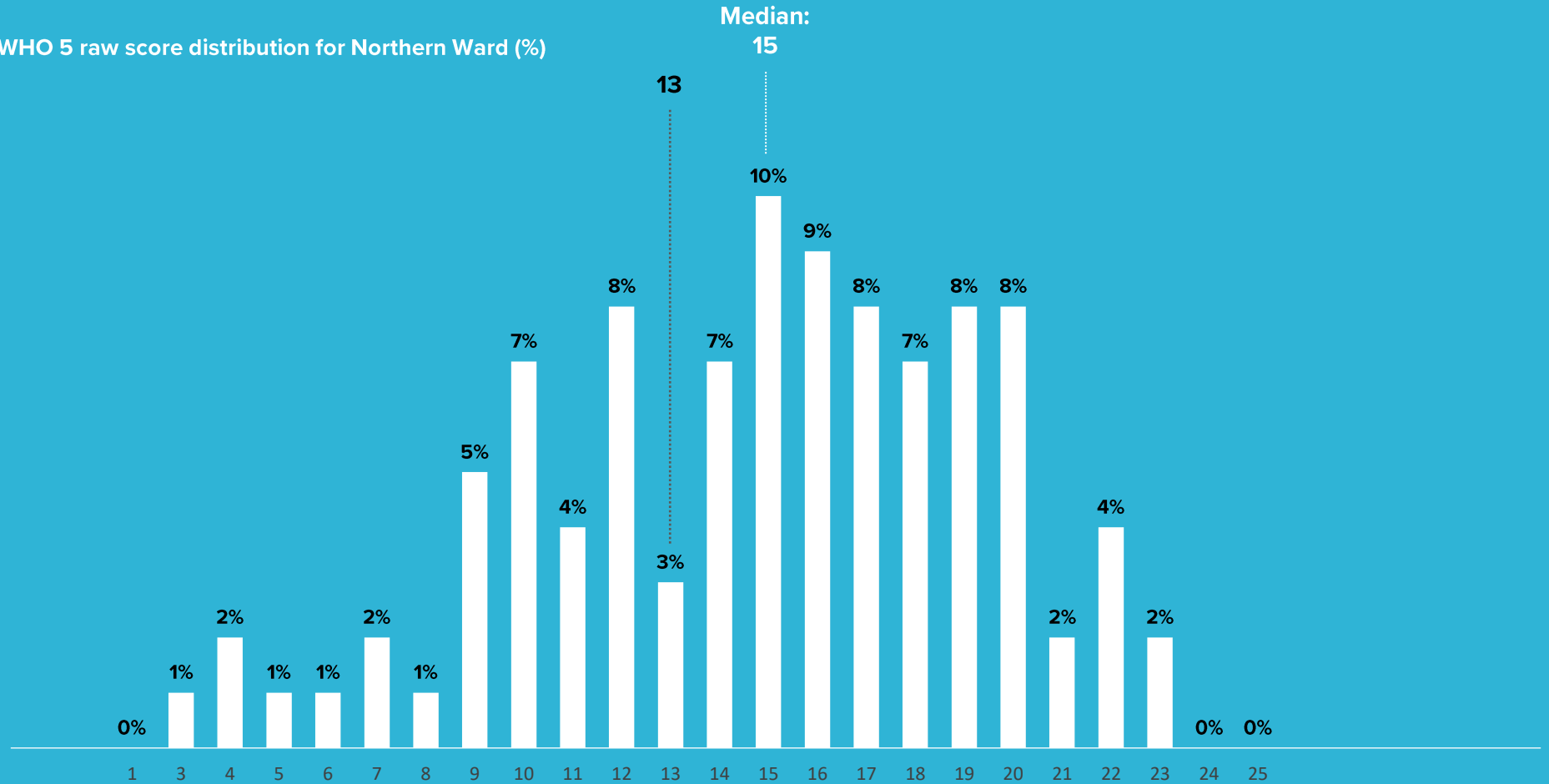
Base: All Respondents (excluding not answered)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for Northern Ward (%)



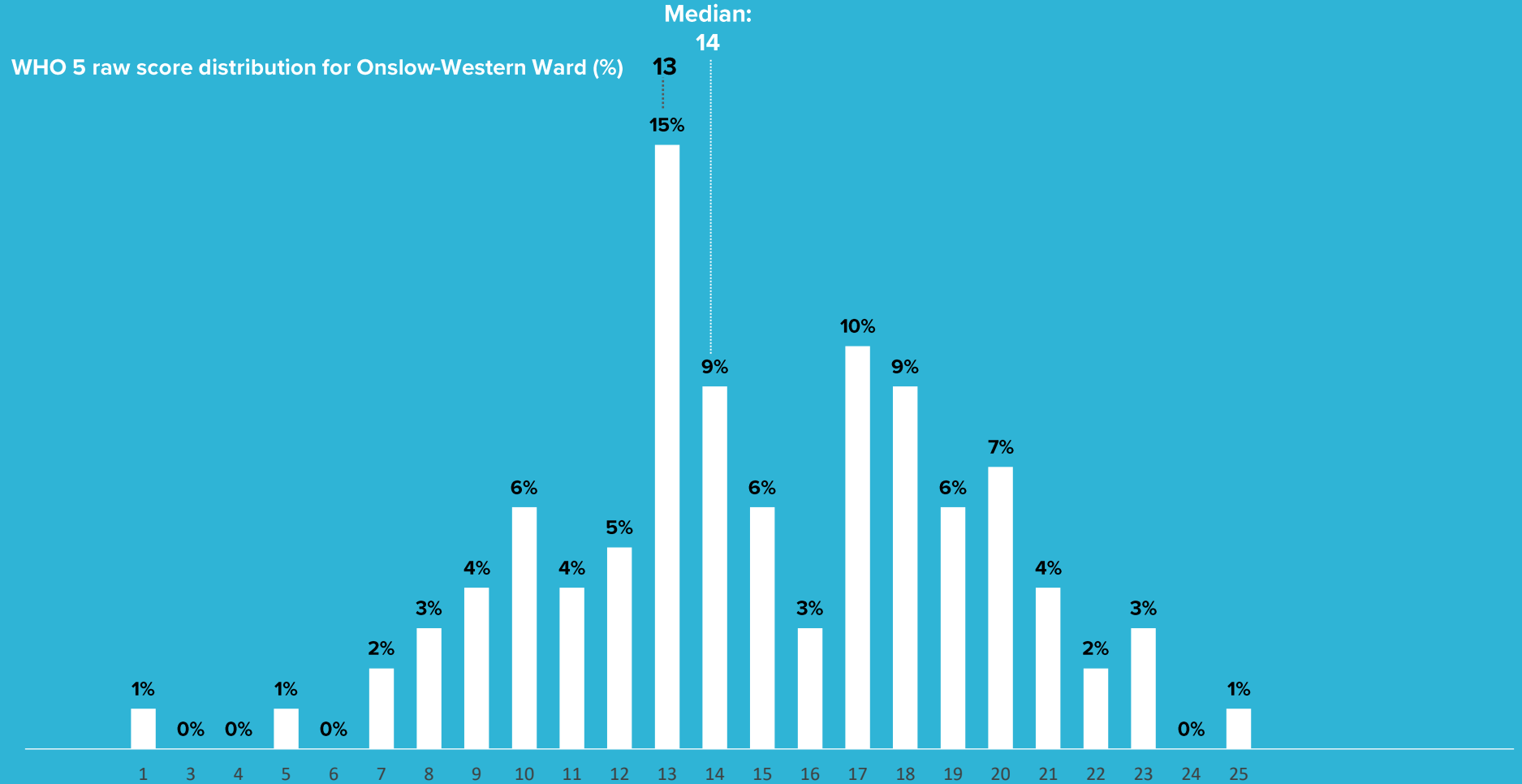
Base: All Respondents (excluding not answered), Northern Ward (n=120)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX



Base: All Respondents (excluding not answered), Onslow-Western Ward (n=127)

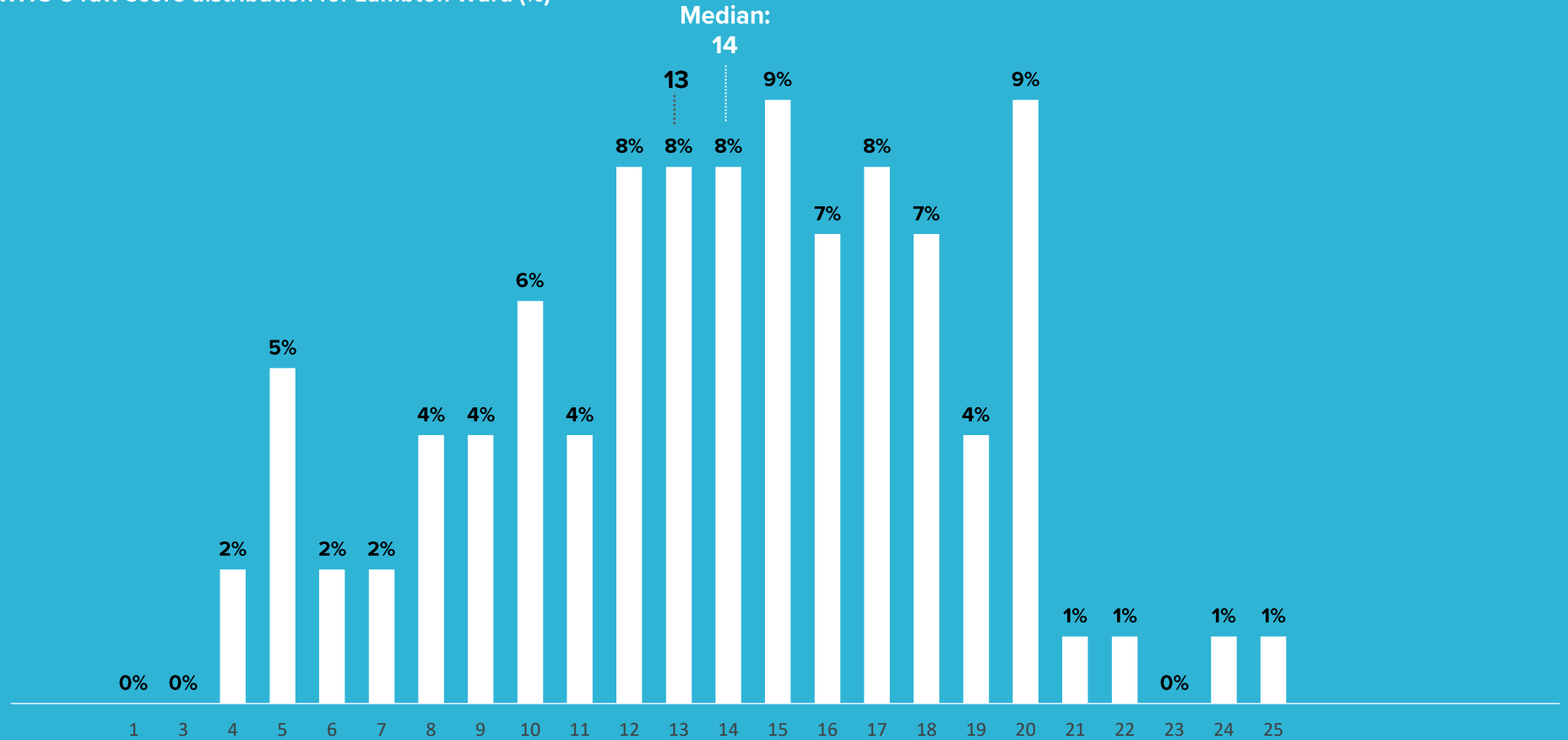
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for Lambton Ward (%)



Base: All Respondents (excluding not answered), Lambton Ward (n=186)

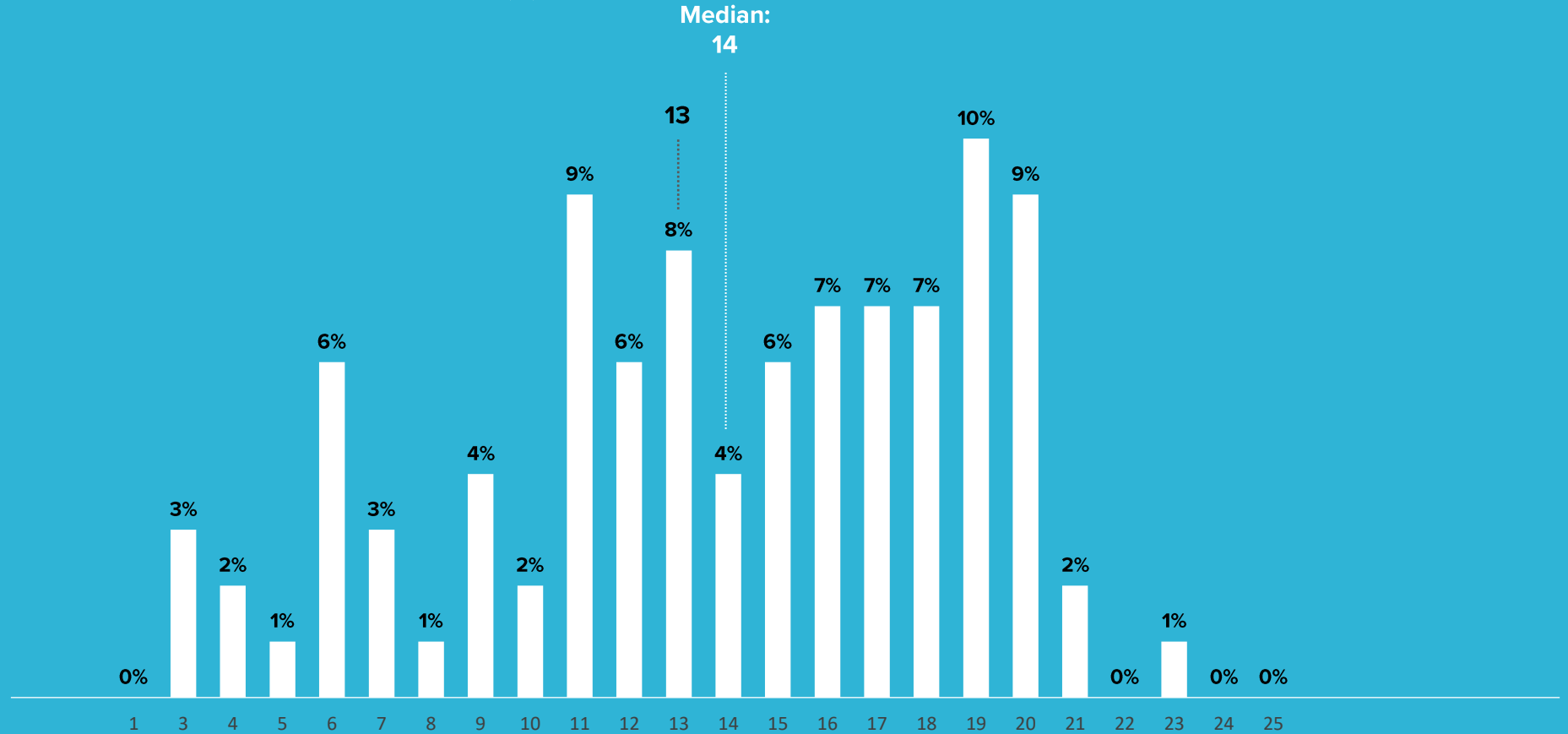
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for Eastern Ward (%)



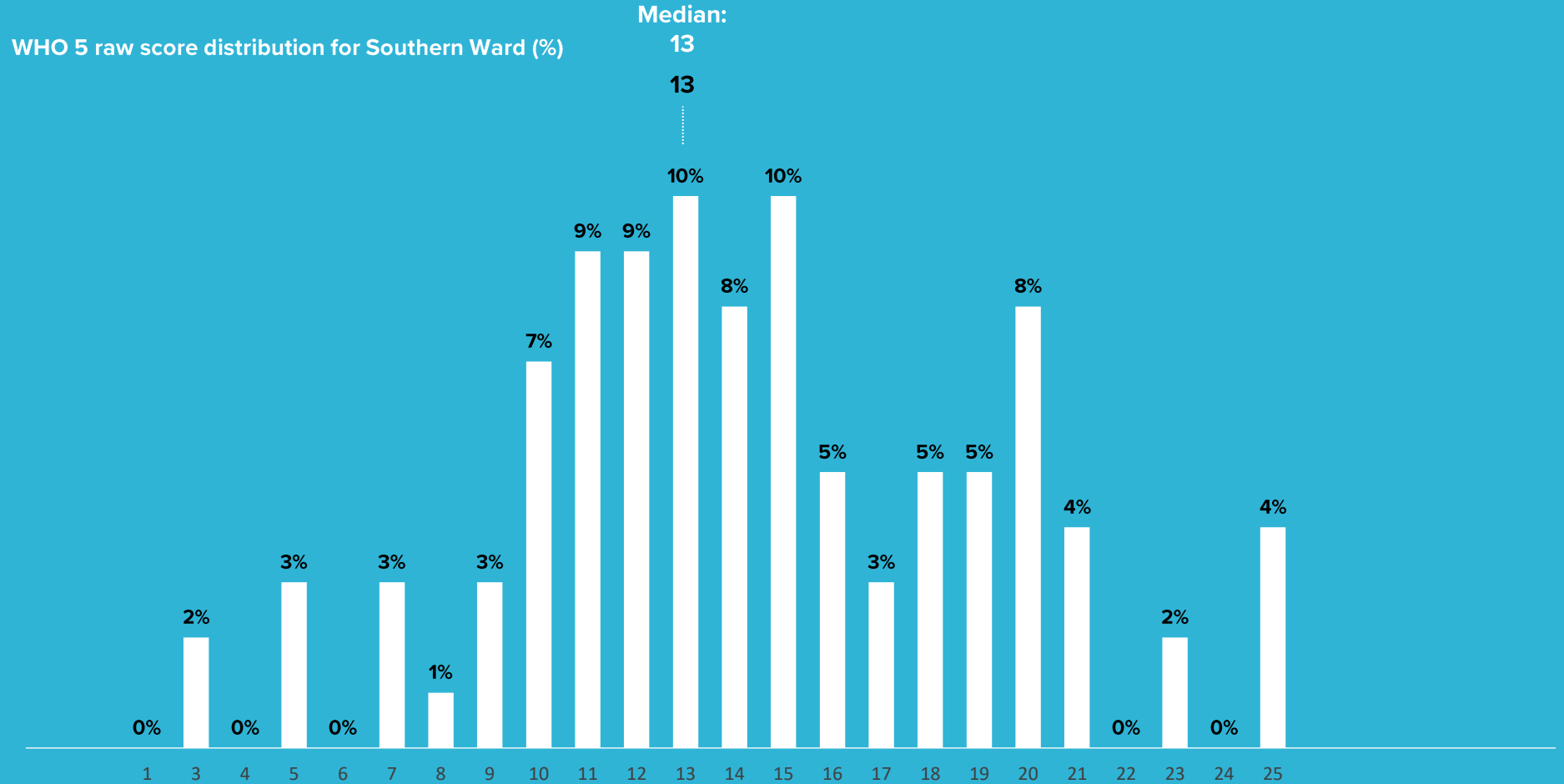
Base: All Respondents (excluding not answered), Eastern Ward (n=79)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX



Base: All Respondents (excluding not answered), Southern Ward (n=76)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

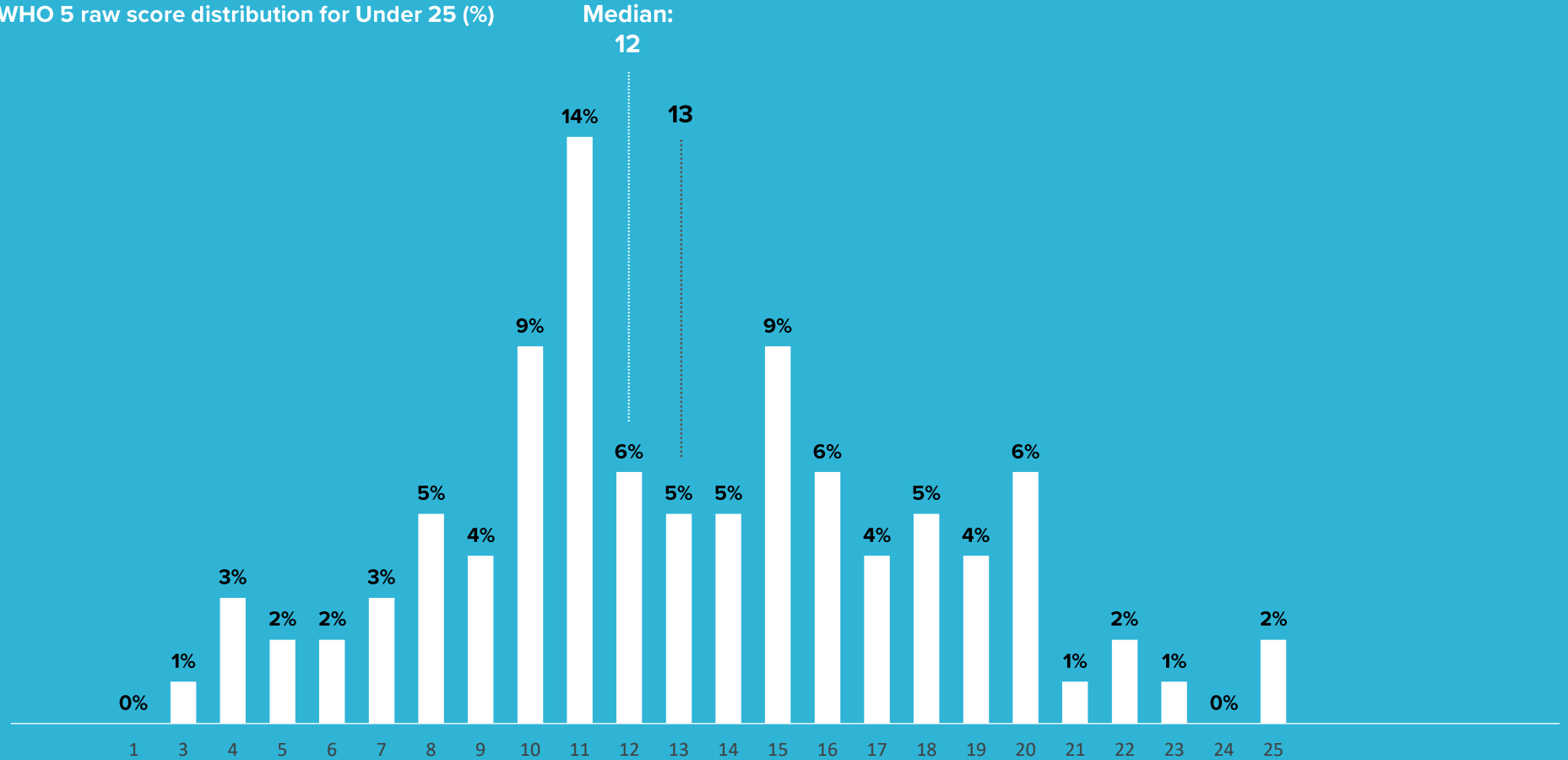
- Introduction
- Research Design
- Quality Of Life
- Built & Natural Environment
- Housing
- Public Transport
- Health & Wellbeing
- Crime & Safety
- Community, Culture & Social Networks
- Climate Change
- Employment & Economic Wellbeing
- Council Processes



APPENDIX 5: WHO 5 WELLBEING INDEX

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

WHO 5 raw score distribution for Under 25 (%)



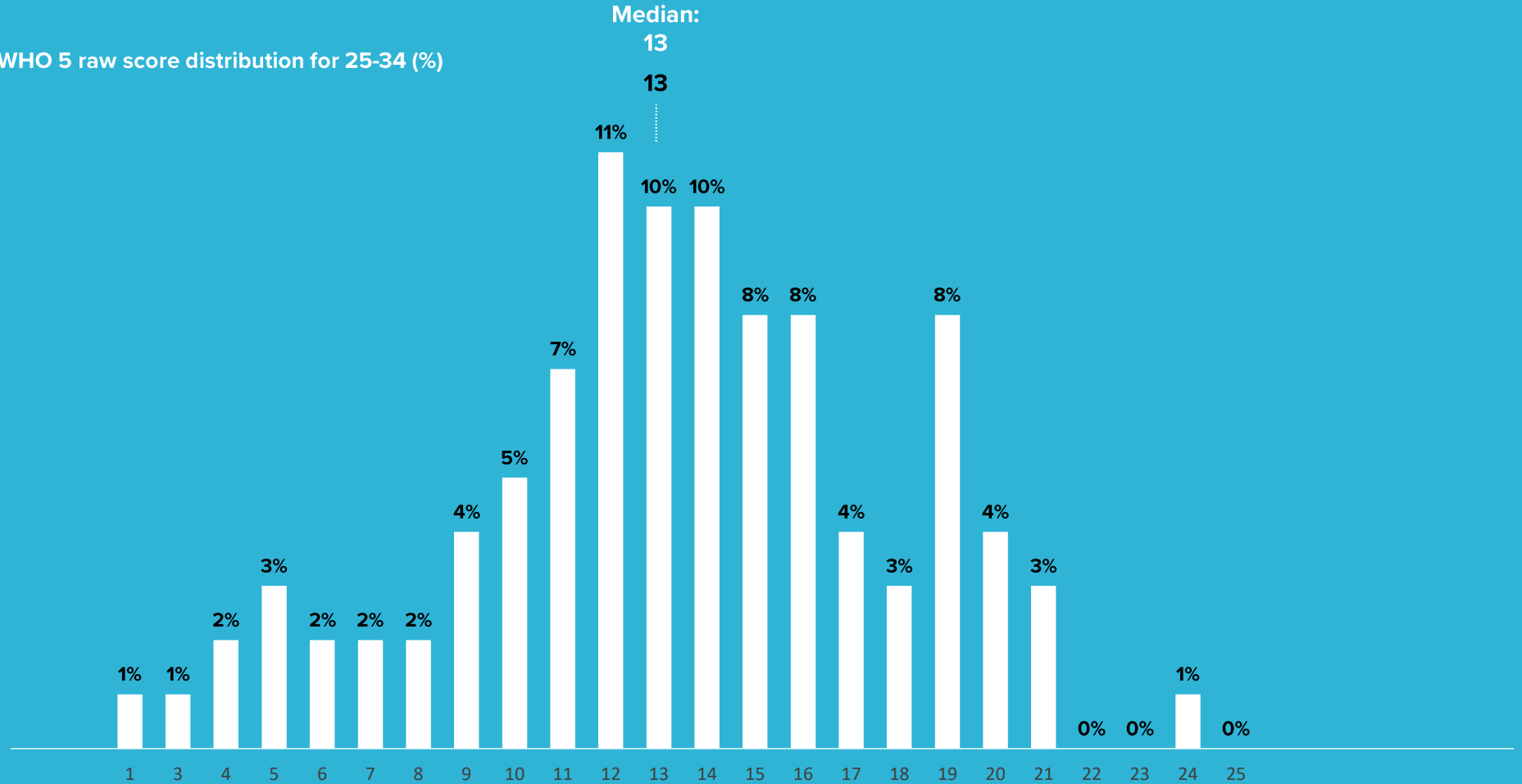
Base: All Respondents (excluding not answered), Under 25 (n=117)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for 25-34 (%)



Base: All Respondents (excluding not answered), 25-34 (n=162)

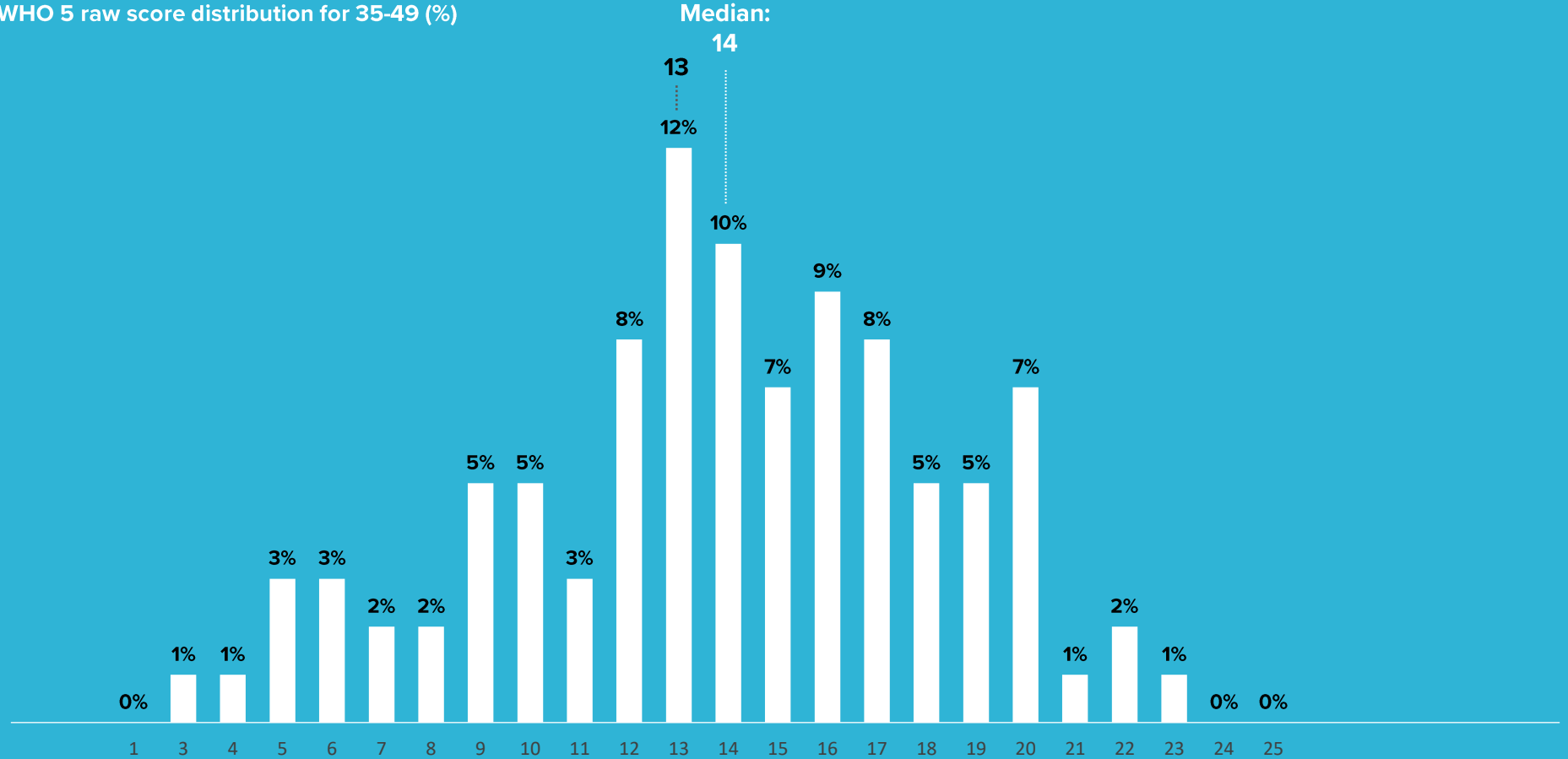
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

- Introduction
- Research Design
- Quality Of Life
- Built & Natural Environment
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- Public Transport
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- Employment & Economic Wellbeing
- Council Processes



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for 35-49 (%)



Base: All Respondents (excluding not answered), 35-49 (n=147)

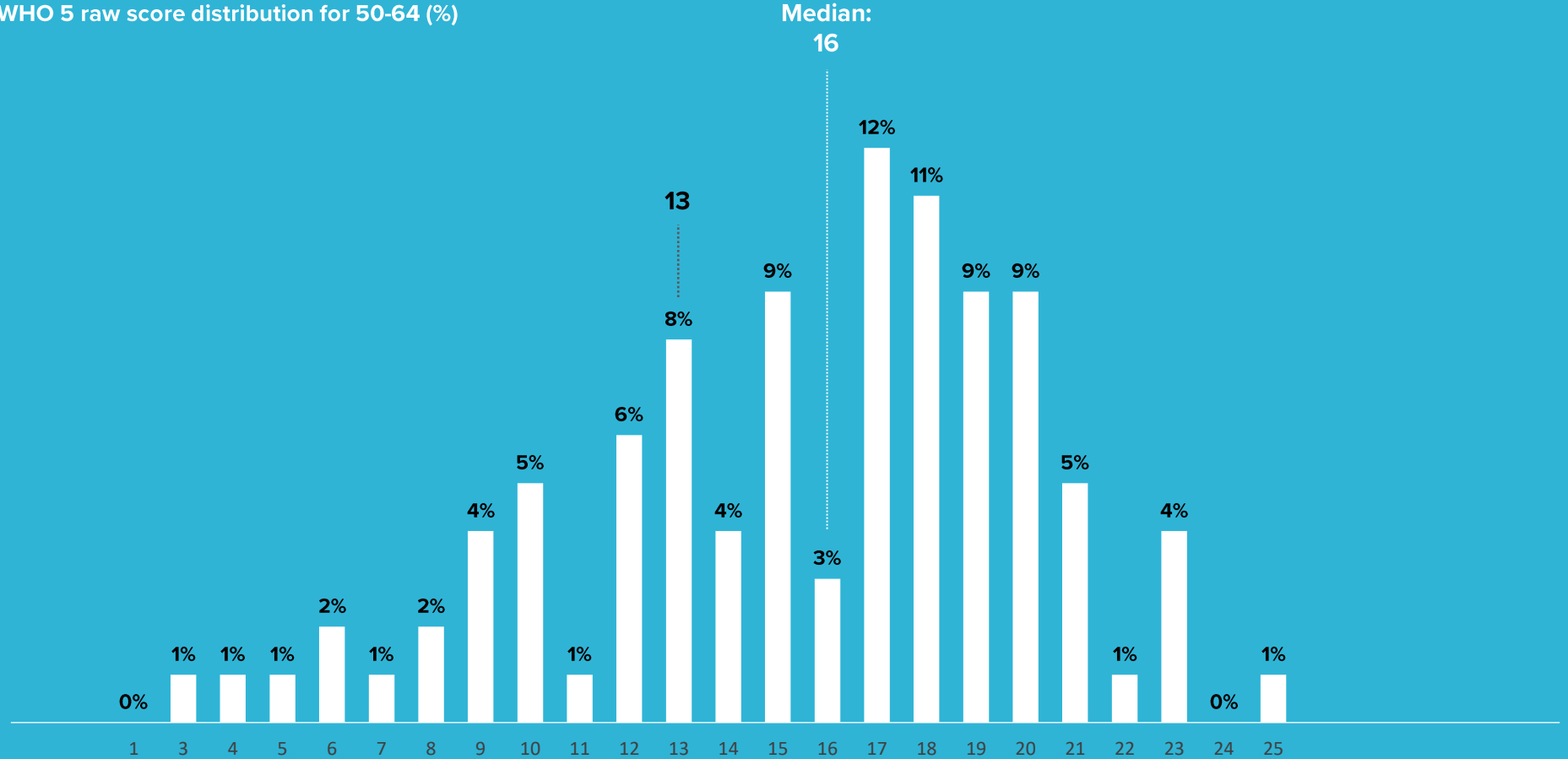
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for 50-64 (%)



Base: All Respondents (excluding not answered), 50-64 (n=97)

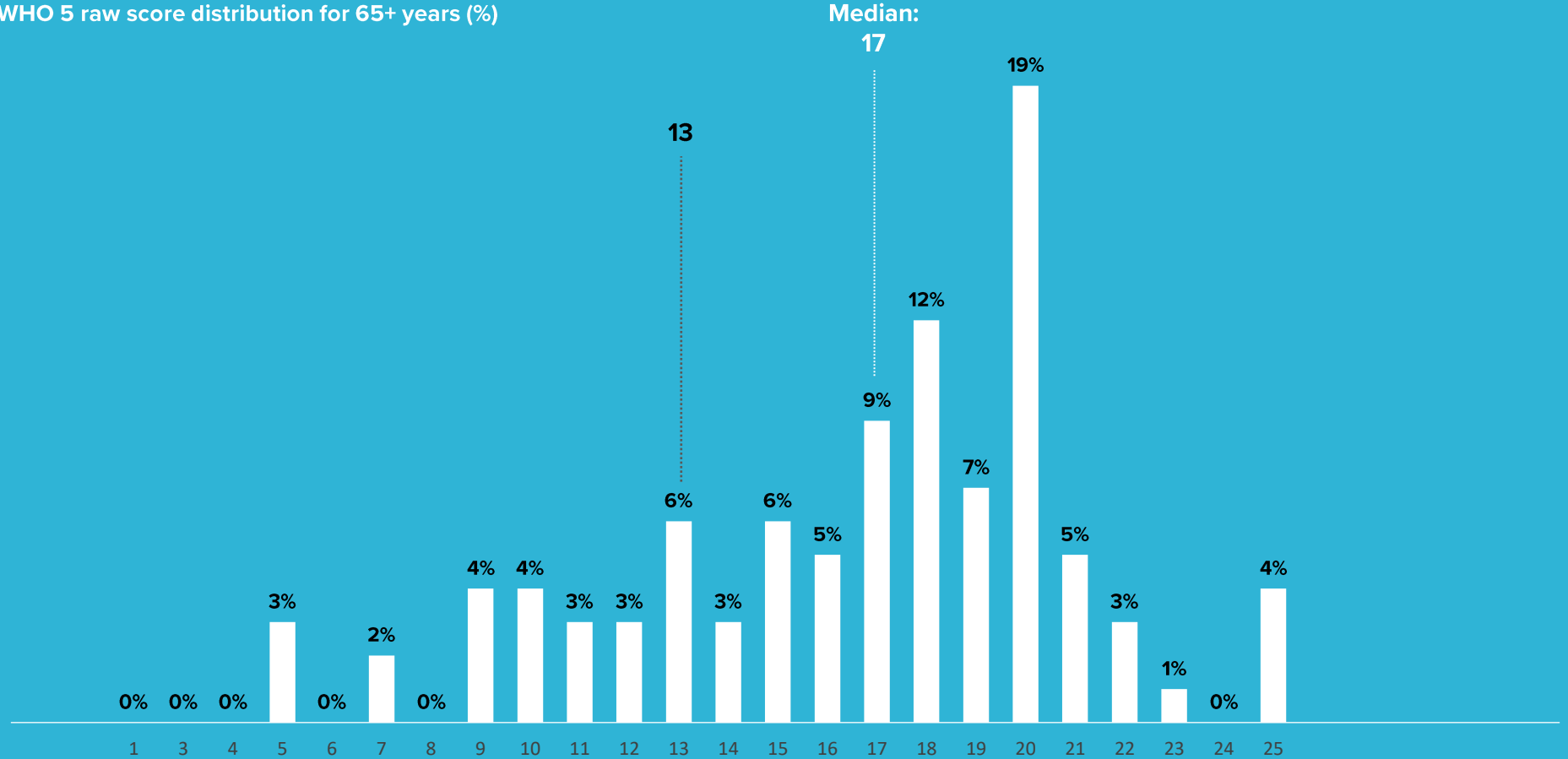
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for 65+ years (%)



Base: All Respondents (excluding not answered), 65+ years (n=65)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

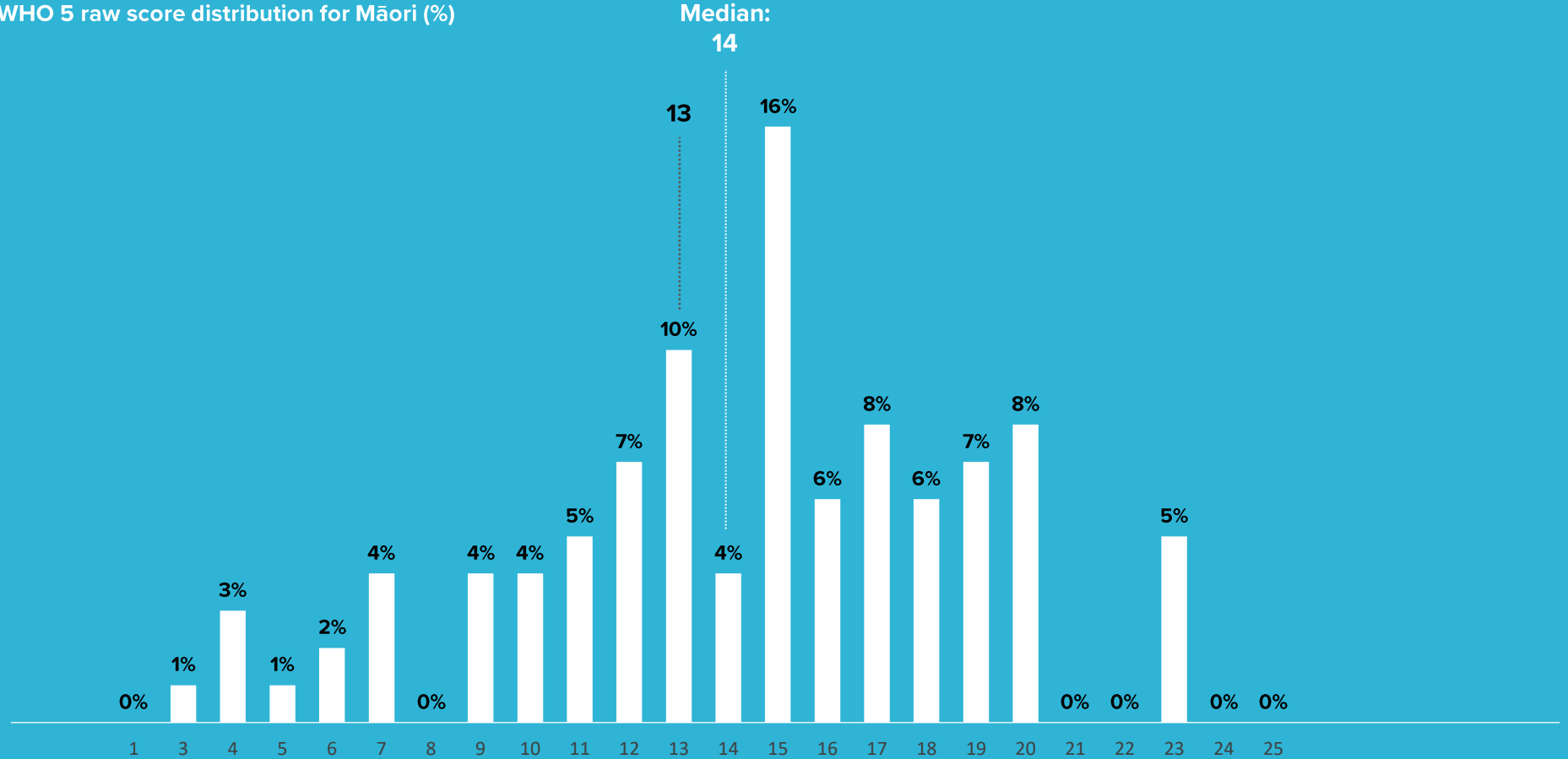
- Introduction
- Research Design
- Quality Of Life
- Built & Natural Environment
- Housing
- Public Transport
- Health & Wellbeing
- Crime & Safety
- Community, Culture & Social Networks
- Climate Change
- Employment & Economic Wellbeing
- Council Processes



APPENDIX 5: WHO 5 WELLBEING INDEX

- Introduction
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- Public Transport
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- Climate Change
- Employment & Economic Wellbeing
- Council Processes

WHO 5 raw score distribution for Māori (%)



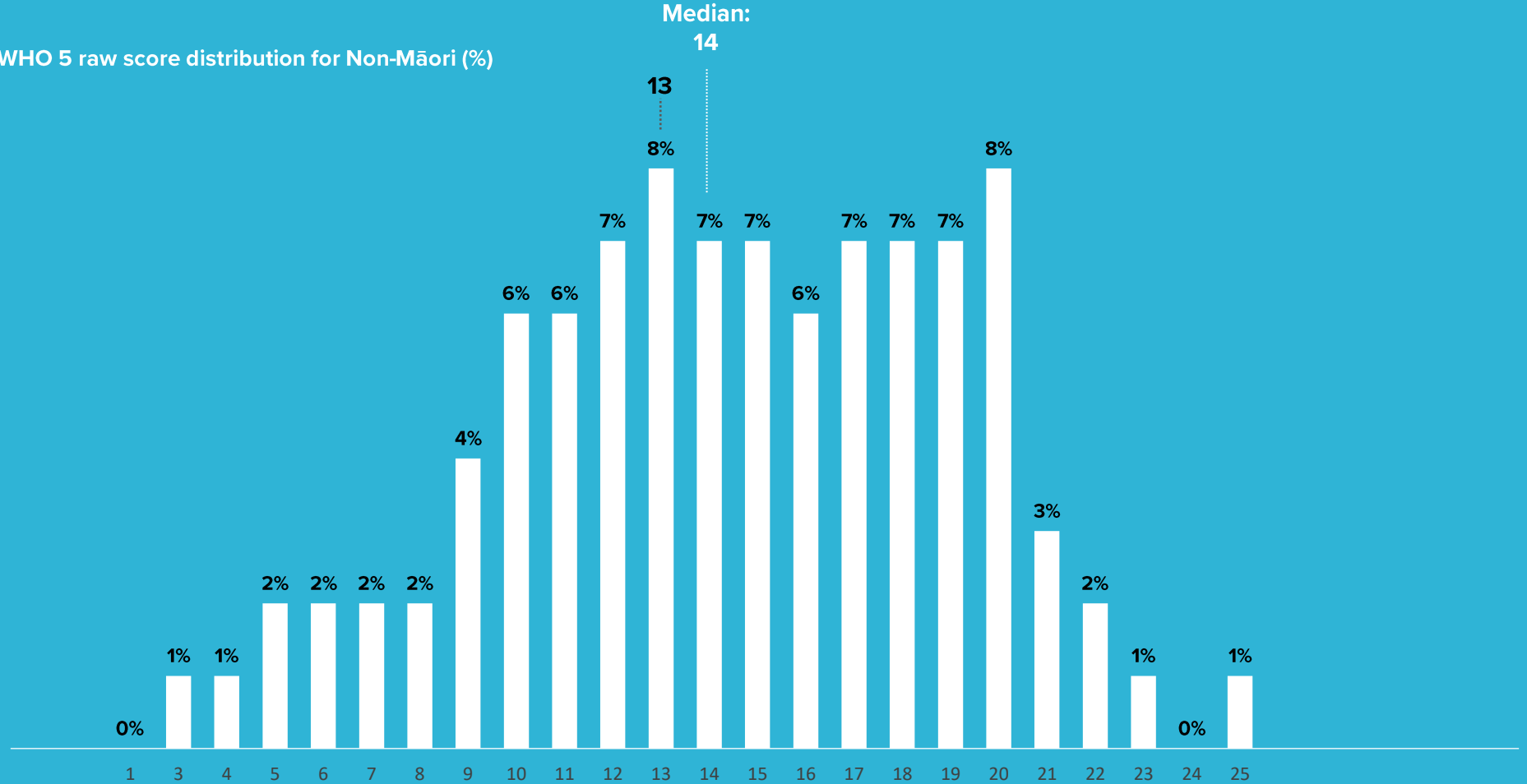
Base: All Respondents (excluding not answered), Māori (n=84)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for Non-Māori (%)



Base: All Respondents (excluding not answered), Non-Māori (n=504)

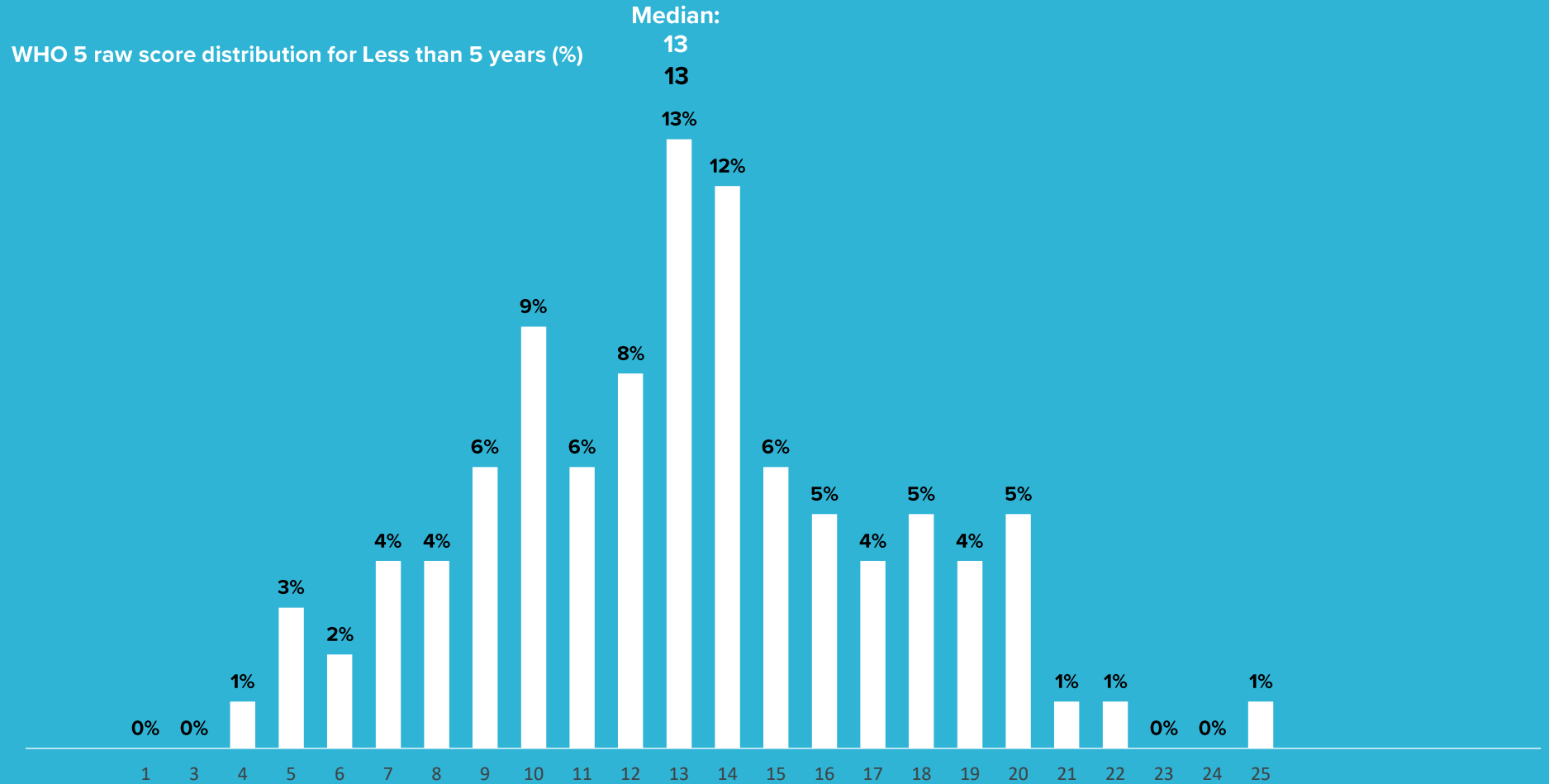
Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

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



APPENDIX 5: WHO 5 WELLBEING INDEX

- Introduction
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- Quality Of Life
- Built & Natural Environment
- Housing
- Public Transport
- Health & Wellbeing
- Crime & Safety
- Community, Culture & Social Networks
- Climate Change
- Employment & Economic Wellbeing
- Council Processes



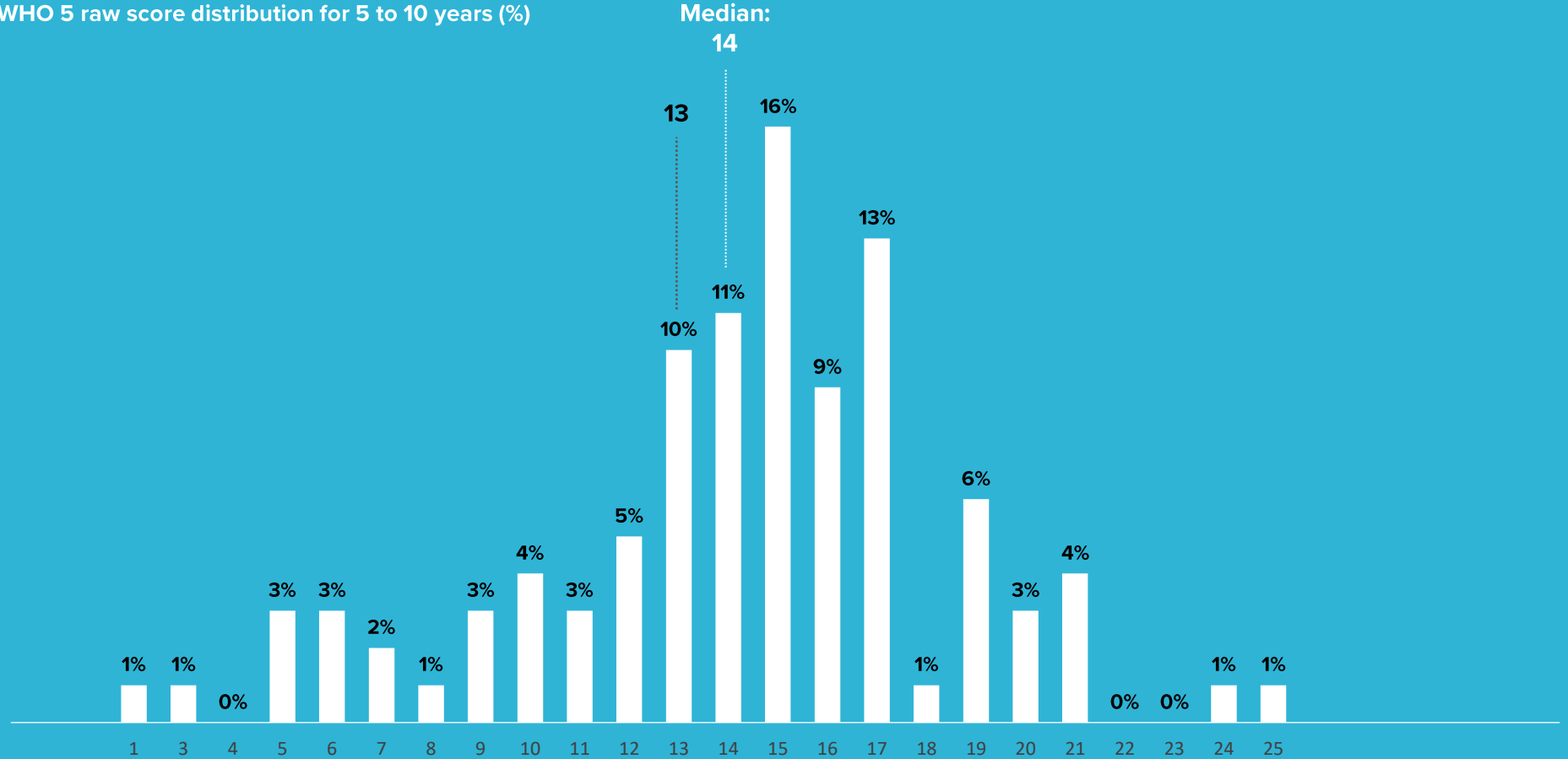
Base: All Respondents (excluding not answered), Less than 5 years (n=130)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



APPENDIX 5: WHO 5 WELLBEING INDEX

WHO 5 raw score distribution for 5 to 10 years (%)



Base: All Respondents (excluding not answered), 5 to 10 years (n=101)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

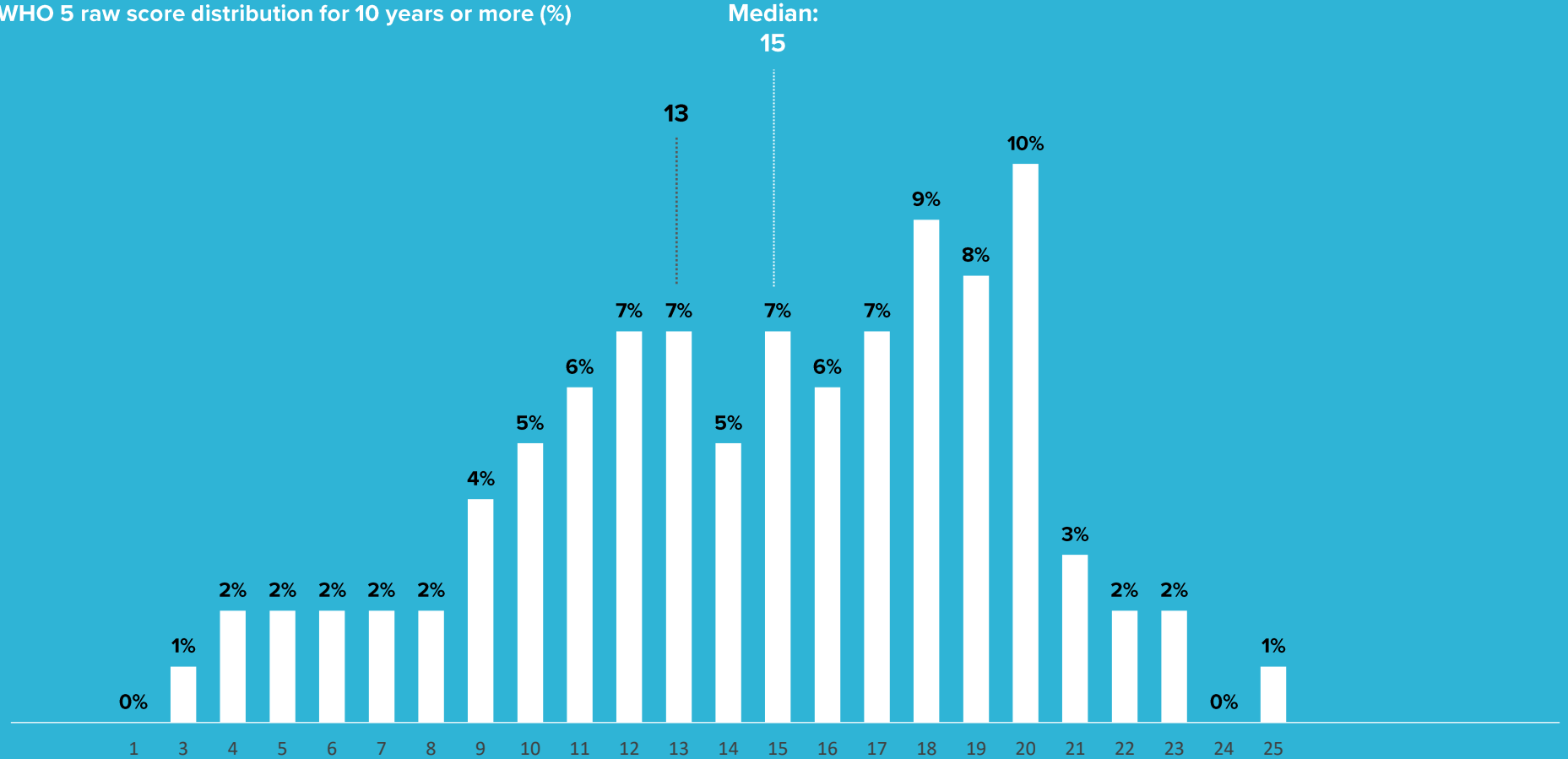
- Introduction
- Research Design
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- Council Processes



APPENDIX 5: WHO 5 WELLBEING INDEX

- Introduction
- Research Design
- Quality Of Life
- Built & Natural Environment
- Housing
- Public Transport
- Health & Wellbeing
- Crime & Safety
- Community, Culture & Social Networks
- Climate Change
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- Council Processes

WHO 5 raw score distribution for 10 years or more (%)



Base: All Respondents (excluding not answered), 10 years or more (n=356)

Source: Q77. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.



APPENDIX 6: COMPARISONS WITH 2018

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 1 Overall quality of life

	WELLINGTON TOTAL 2018 (n=560) %	WELLINGTON TOTAL 2020 (n=588) %
Net Good	88	91
Net Poor	3	2

Base: All Respondents (excluding not answered)

Source: Q3. Would you say that your overall quality of life is...

Table 2 Perceived quality of life compared to 12 months prior

	WELLINGTON TOTAL 2018 (n=560) %	WELLINGTON TOTAL 2020 (n=575) %
Net Increased	29	24
Net Decreased	12	23 [^]

Base: All Respondents (excluding not answered)

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

Table 3 Think Wellington City is a great place to live

	WELLINGTON TOTAL 2018 (n=563) %	WELLINGTON TOTAL 2020 (n=587) %
Net Agree	94	89 ^v
Net Disagree	0	5 [^]

Base: All Respondents (excluding not answered)

Source: Q8. How much do you agree or disagree with the following statement: "Wellington City is a great place to live"?

Table 4 Proud of how Wellington City looks and feels

	WELLINGTON TOTAL 2018 (n=563) %	WELLINGTON TOTAL 2020 (n=587) %
Net Agree	88	76 ^v
Net Disagree	1	10 [^]

Base: All Respondents (excluding not answered)

Source: Q8. How much do you agree or disagree with the following statement: "I feel a sense of pride in the way Wellington City looks and feels"?

Table 5 Perception of Wellington City compared to 12 months ago

	WELLINGTON TOTAL 2018 (n=558) %	WELLINGTON TOTAL 2020 (n=578) %
Net Better	27	11 ^v
Net Worse	21	34 [^]

Base: All Respondents (excluding not answered)

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

[^] Significantly higher than 2018 results

^v Significantly lower than 2018 results

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



APPENDIX 6: COMPARISONS WITH 2018

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

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

WELLINGTON TOTAL 2018 (n=149/112)	WELLINGTON TOTAL 2020 (n=60/197)
Got better	Got better
24% More events/festivals	18% Good/improved amenities
23% Good/improved amenities	17% Good sense of community
16% Good public transport	15% Nicer people around
Got worse	Got worse
43% Lack of suitable, affordable housing	35% Lack of suitable, affordable housing
30% Traffic	23% Lack of amenities
23% High cost of living	21% Poor public transport

Base: All Respondents (excluding not answered)
Source: Q10. And for what reasons do you say Wellington City has changed as a place to live?

Table 7 Perceptions of issues in Wellington City

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

	WELLINGTON TOTAL 2018 (n=558-560) %	WELLINGTON TOTAL 2020 (n=587) %
Traffic	-	86
Limited parking in the city centre	-	75
Water pollution	53	67^
Noise pollution	38	41
Air pollution	19	26^

Base: All Respondents (excluding not answered)
Source: Q15. To what extent has each of the following been a problem in Wellington City over the past 12 months?

Table 8 Perceptions of their current housing situation

% Strongly agree or agree

	WELLINGTON TOTAL 2018 (n=532-559) %	WELLINGTON TOTAL 2020 (n=578-587) %
Area they live in suits their needs	90	89
Type of home suits their needs	83	79
Housing costs are affordable	51	47

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

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



APPENDIX 6: COMPARISONS WITH 2018

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 9 Housing in winter conditions

% Strongly agree or agree

	WELLINGTON TOTAL 2018 (n=548-557) %	WELLINGTON TOTAL 2020 (n=583-585) %
Heating system keeps home warm	74	75
Can afford to heat home properly	70	70
Have problems with damp/mould	28	26

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

Table 10 Top 3 reasons home is unsuitable

WELLINGTON TOTAL 2018 (n=81)	WELLINGTON TOTAL 2020 (n=131)
56% The home is too small	54% The home is too small
54% Home is cold / damp	48% Home is cold / damp
40% Home is in poor condition / needs maintenance	46% Home is in poor condition / needs maintenance

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

Table 11 Perceptions of public transport in Wellington City

% Strongly agree or agree

	WELLINGTON TOTAL 2018 (n=553-557) %	WELLINGTON TOTAL 2020 (n=488-577) %
Safe	90	84 ^v
Easy to access	85	82
Frequent	67	61 ^v
Reliable	57	45 ^v
Affordable	49	52

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

Table 12 Frequency of use of public transport

	WELLINGTON TOTAL 2018 (n=562) %	WELLINGTON TOTAL 2020 (n=587) %
At least weekly	50	42 ^v

Base: All Respondents (excluding not answered)**Source:** Q16. Over the past 12 months, not including the time that public transport was impacted by COVID-19, how often did you use public transport?

Please note the question wording has changed slightly from the 2018 Quality of Life survey



APPENDIX 6: COMPARISONS WITH 2018

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 13 Frequency of experiencing stress in the previous 12 months

	WELLINGTON TOTAL 2018 (n=562) %	WELLINGTON TOTAL 2020 (n=588) %
Net Often	18	25 [^]
Net Rarely	28	22 ^v

Base: All Respondents (excluding not answered)

Source: Q36. At some time in their lives, most people experience stress. Which statement below best applies to how often, if ever, over the past 12 months you have experienced stress that has had a negative effect on you?

Table 14 WHO 5 wellbeing index

	WELLINGTON TOTAL 2018 (n=555) %	WELLINGTON TOTAL 2020 (n=588) %
Less than 13	28	34 [^]
13 or more	72	66 ^v

Base: All Respondents (excluding not answered)

Source: Q37. Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

Table 15 Feel safe in their city centre after dark

	WELLINGTON TOTAL 2018 (n=559) %	WELLINGTON TOTAL 2020 (n=587) %
Net Safe	72	62 ^v
Net Unsafe	25	34 [^]

Base: All Respondents (excluding not answered)

Source: Q14. In general how safe or unsafe do you feel in the following situations...

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

Table 16 Perceptions of issues in Wellington City

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

	WELLINGTON TOTAL 2018 (n=559-562) %	WELLINGTON TOTAL 2020 (n=586-587) %
Dangerous driving	54	56
Theft and burglary*	-	59
People begging in the street	87	81 ^v
Alcohol or drugs	64	66
People sleeping rough	82	80
Unsafe people	47	45
Vandalism*	-	53

Base: All Respondents (excluding not answered)

Source: Q15. To what extent has each of the following been a problem in Wellington City over the past 12 months?

*The question wording has changed from the 2018 Quality of Life survey

Table 17 Sense of community

% Strongly agree or agree

	WELLINGTON TOTAL 2018 (n=556/558) %	WELLINGTON TOTAL 2020 (n=587) %
Believe a sense of community in their neighbourhood is important	68	68
Feel a sense of community in their neighbourhood	53	45

Base: All Respondents (excluding not answered)

Source: Q31. How much do you agree or disagree with the following statements:

[^] Significantly higher than 2018 results

^v Significantly lower than 2018 results



APPENDIX 6: COMPARISONS WITH 2018

Introduction

Research Design

Quality Of Life

Built & Natural Environment

Housing

Public Transport

Health & Wellbeing

Crime & Safety

Community, Culture & Social Networks

Climate Change

Employment & Economic Wellbeing

Council Processes

Table 18 Frequency of feeling isolated

	WELLINGTON TOTAL 2018 (n=561) %	WELLINGTON TOTAL 2020 (n=588) %
Net Some/most of the time/always	37	51 [^]
Net Rarely	63	49 ^v

Base: All Respondents (excluding not answered)

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

Table 19 Impact of greater cultural diversity

	WELLINGTON TOTAL 2018 (n=562) %	WELLINGTON TOTAL 2020 (n=587) %
Net Better	77	78
Net Worse	6	4

Base: All Respondents (excluding not answered)

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

Table 20 Employment status

	WELLINGTON TOTAL 2018 (n=557) %	WELLINGTON TOTAL 2020 (n=584) %
Net Employed	75	77
Net Not employed	21	20

Base: All Respondents (excluding not answered)

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

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

Table 21 Satisfaction with work-life balance

	WELLINGTON TOTAL 2018 (n=424) %	WELLINGTON TOTAL 2020 (n=460) %
Net Satisfied	63	59
Net Dissatisfied	21	23

Base: Those in paid employment (excluding not answered)

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

Table 22 Ability of income to meet everyday needs

	WELLINGTON TOTAL 2018 (n=562) %	WELLINGTON TOTAL 2020 (n=588) %
Net Enough/more than enough	58	60
Just enough money	28	25

Base: All Respondents (excluding not answered)

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

Table 23 Confidence in council decision-making

	WELLINGTON TOTAL 2018 (n=561) %	7 CITY TOTAL 2020 (n=587) %
Net Agree	46	30 ^v
Net Disagree	21	36 [^]

Base: All Respondents (excluding not answered)

Source: Q19. How much do you agree or disagree with the following statement: "Overall, I have confidence that the Council makes decisions that are in the best interests of my <city/area/district>."

Table 24 Perception of public's influence on council decision-making

	WELLINGTON TOTAL 2018 (n=562) %	WELLINGTON TOTAL 2020 (n=587) %
Net Some/large influence	45	38 ^v

Base: All Respondents (excluding not answered)

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

[^] Significantly higher than 2018 results

^v Significantly lower than 2018 results

