



Napier City Council

SIL Research

| 2021 Social Monitor

November 2021

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EXECUTIVE SUMMARY

The purpose of this research is to inform policies and initiatives to enhance the social wellbeing of Napier's community.

Research was conducted between 13 August and 27 September 2021. A total of n=610 surveys were used in the final analysis.

- In 2021, the COVID-19 pandemic and associated restrictions or considerations may have a continued effect on public sentiment and general wellbeing. The most recent lockdown (in August 2021) resulted in increasing concern levels in the community (64%), exceeding the 2020 results.
- Other important events (such as flooding in November 2020, crime-related incidents) may have influenced community perceptions as well.
- As a result, overall community life (70%) and willingness to remain in Napier (71%) declined in 2021.
- The main area with a weakened performance in 2021 was perceived safety in Napier.
- The Social Index – derived by summing scores from all questions (comparable to 2020) designed to evaluate residents' quality of life – was 66.2, a good level, but slightly down compared to 2020.

1 Overall life in Napier:

- 70% of residents rated their life in Napier from 'good' to 'very good' (79% in 2020), and fewer residents in 2021 (71%) than in 2020 (82%) saw themselves living in Napier in the next five years.
- Positive changes to improve safety perceptions have the potential to increase perceived quality of life in Napier.
- Overall, 37% of residents agreed their quality of life had improved in the past year, and 40% mentioned their quality of life remained unchanged (similar to 2020).

2 Safety:

- 56% of residents agreed they feel safe in Napier to some extent (up from 45% in March 2021, but down from 73% in 2020).
- 33% of residents felt unsafe in Napier.
- 6-in-10 residents who felt unsafe (and provided a comment) believed lack of safety was due to gang presence, and personal experiences of crime.
- Residents considered themselves somewhat safe during the day (77%) and at home at night (64%) compared to being outside after dark (32%).
- Half of residents (51%) reported feeling less safe in the past 12 months. This was associated with greater perceptions of feeling less safe in the neighbourhood after dark and CBD at night.



- Just under one-third (31%) reported that they, or a member of their household, had been the victim of crime in the last 12 months.
- 80% of residents said they would always report dangerous or suspicious activities occurring in their neighbourhood to the Police.
- The survey results suggest that safety perceptions could influence willingness to go out in Napier after dark.

3 Health and community mental wellbeing:

- 72% of residents believed they were personally in good health (similar to 70% in 2020).
- Residents continued to report a good level of moderate-intensity activity (7.8 hours on average per week); this result was higher than minimum recommendations from the World Health Organization.
- The Mental Wellbeing Index - a measure of indicative psychological distress - was moderate (10.2, maximum score = 20) and similar to 2020.

4 Community, social connections and diversity:

- Napier residents provided, on average, positive ratings in relation to social connections (78%, same as in 2020); however, the average score for accessibility declined (55%, down from 60% in 2020).
- The community's sense of diversity remained consistent in 2021.
- 7-in-10 residents (71%) believed it was '*somewhat*' or '*very easy*' to be themselves in Napier.

- 48% of residents believed an increasing number of people with different lifestyles and cultures make Napier a better place to live.
- However, still around half of residents (49%) reported experiencing or seeing someone else experiencing prejudice or intolerance (most often associated with ethnicity).

5 Other findings:

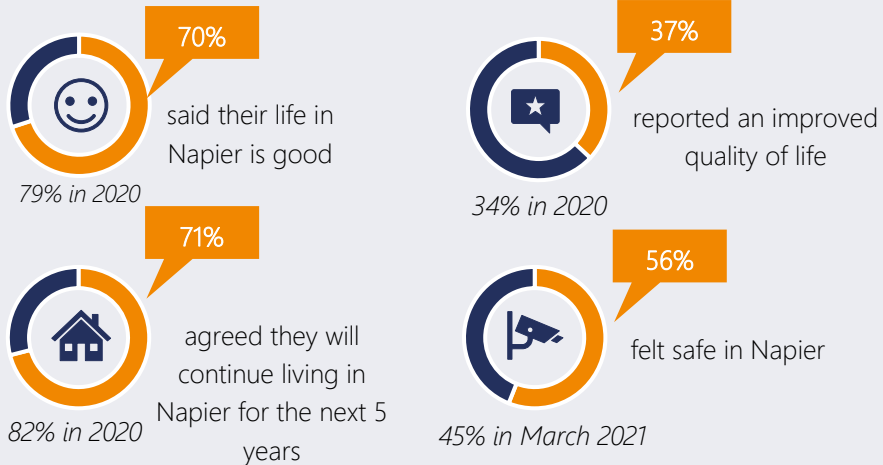
- Over two-thirds of residents believed their neighbourhood has everything they need (69%, same as in 2020) and felt a sense of pride with how their neighbourhood looks and feels (68%).
- 47% of residents were satisfied with Council's provision of Civil Defence (49% in 2020).

6 Environment:

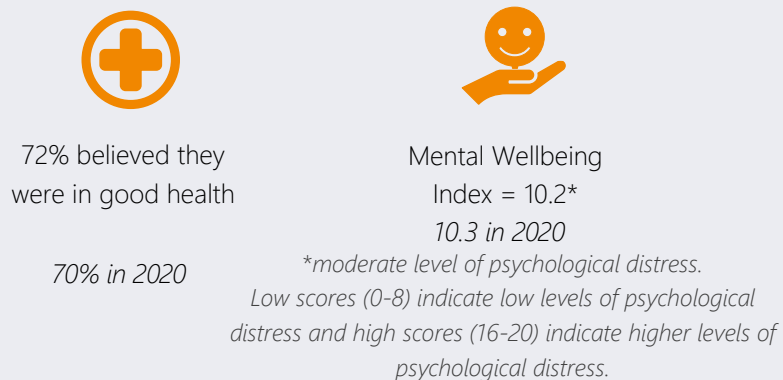
- Overall, 57% of residents were concerned about the impacts of climate change in Napier.
- At the same time, almost all residents named at least one environmental activity they had been involved in the past 12 months; 6-in-10 residents named five activities or more.
- 90% of the Napier community reported minimising their waste by recycling regularly.

KEY HIGHLIGHTS

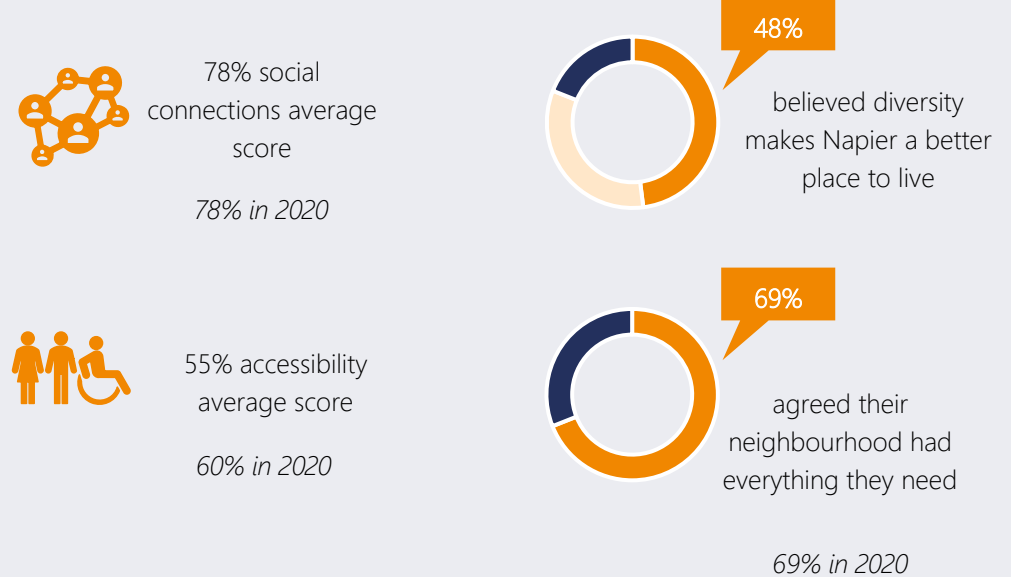
Life in Napier



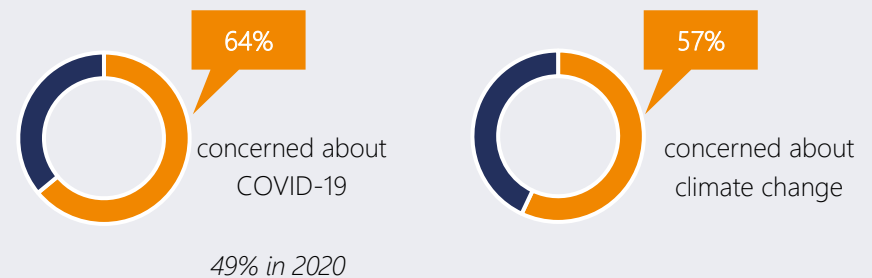
Health and wellbeing



Community and neighbourhood



Other



METHODOLOGY

BACKGROUND AND OBJECTIVES

As a part of their biennial work programme, Napier City Council (NCC) has commissioned a Social Monitor survey since 1998.

Since 2019, the Social Monitor survey has been conducted by SIL Research, an independent Market Research Company. The purpose of this research is to inform the Council's policies and initiatives to enhance the social wellbeing of Napier's community.



QUESTIONNAIRE AND PROJECT SPECIFICS

In 2019, SIL Research, together with NCC, developed a revised Social Monitor questionnaire based on work previously conducted for the Council. This survey was then repeated in 2020.

In 2021, the questionnaire was reviewed and included a number of new questions and topics:

- More in-depth questions about safety in Napier
- Community experiences: diversity, equity, and inclusion
- Updated questions about social connections and neighbourhood
- Climate change perceptions.

The 2021 survey continued to include questions related to COVID-19 to understand the impacts of COVID-19 on the wellbeing of the Napier community, and to monitor these results over time.

The questionnaire was tested prior to full-scale data collection to ensure the survey was fit for purpose.

SIL used a multi-layered sampling technique to ensure a proportional spread of respondents from each of Napier's four electoral wards, by age and gender distribution.

DATA COLLECTION

Research was conducted between 13 August and 27 September 2021.

Multiple data collection methods were utilised to ensure residents were well-represented. The mixed-methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories;
- (2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to Napier residents;
- (3) Online/web based (available via NCC's channels). The survey was available via NCC's Facebook.
- (4) Email invitations for NCC's community groups and community panel.

(5) Postal survey forms. 500 forms were delivered to randomly selected households in Napier.

On 17 August 2021, the Alert Level 4 (and national lockdown) was announced in response to new community cases of the COVID-19 Delta variant. Following New Zealand Government recommendations, the data collection methods were reviewed and limited only to online and telephone interviewing methods to ensure safety of the Napier community. Postal surveys were distributed later, during the subsequent Alert Level 2.

In 2021, the total number of surveys used in the analysis was increased from n=450 to n=610.

DATA ANALYSIS

Surveys were conducted proportional to the population in each of Napier’s wards, by age, gender and ethnicity. Post-stratification (weighting) was then applied to the full dataset to reflect age and gender group proportions within each ward as determined by the Statistics New Zealand 2018 Census.

Table 1 Responses by ward

	Number of responses	%
Ahuriri	110	18%
Nelson Park	168	28%
Onekawa-Tamatea	102	17%
Taradale	230	38%

SIL Research ensured quality control during the fieldwork period. In addition, quality control checks were performed using follow-up calls across randomly selected respondents (10% of those who agreed to the follow up) to verify the key responses.

Further checks included, but were not limited to, removal of incomplete responses and responses coming from outside of Napier.

The main resident demographic groups analysed in this report were: ward, suburb, age, gender, ethnicity, tenure, income and home ownership. During the analysis stage, Chi-square tests were used when comparing group results in tables. The threshold for reporting any statistically significant differences was a p-value of 0.05. Where differences were outside this threshold (less than 95%), no comments were made; where differences were within this threshold, comments have been made within the context of their practical relevance to NCC.

Using Statistics New Zealand population projections for the NCC catchment area, in general, a sample size of n=610 across approximately 47,400 residents aged 18 years and over allows for a 95% confidence level +/- 3.9% where residents are split 50/50 on any given issues, and a 95% confidence level +/- 3.2% where residents are split 80/20.

Where results are reported by sub-groups of residents, estimates of results may not be statistically reliable due to the higher margins of error (small sample sizes).

NOTES ON REPORTING

The current 2021 findings are compared to the 2019 and 2020 Social Monitors, 2021 Community Safety (March 2021) and 2020 Hawke’s Bay Regional Council Climate Change surveys (where applicable).

New Zealand wide anecdotal comparison is provided (where applicable) using the following sources: New Zealand wellbeing survey (Statistics New Zealand), the New Zealand crime and victim survey (Ministry of Justice), COVID-19 survey (Perceptive), and wellbeing top line report from the nine larger Councils in New Zealand (Auckland, Hamilton, Tauranga, Porirua, Hutt City, Wellington, Christchurch and Dunedin).

Due to questionnaire changes, some reported measures (e.g. average agreement score and social index) included new and/or updated statements and may not be directly comparable to 2019-2020 results.

The survey included several question statements about life in Napier; each question was rated using a 1-5 Likert scale (e.g. *'Strongly disagree'* to *'Strongly agree'*). Respondents were also provided with a *'Don't know'* option.

'Agree' percentages represent aggregated positive responses (ratings of 4-5).

Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results, not rounded values.

The term *'Resident'* has been used to represent respondents who participated in the survey.

WHO TOOK PART IN THE SURVEY

Table 1 Responses by age

	Frequency	Percent	Population %
18-39	194	31.7	31.6
40-64	257	42.1	42.2
65+	159	26.1	26.3
Total	610	100.	100.0

Table 2 Responses by gender

	Frequency	Percent	Population %
Female	320	52.5	52.8
Male	287	47.0	47.2
Another gender	3	0.5	-
Total	610	100.0	100.

Table 3 Responses by home ownership

	Frequency	Percent
Owned	475	77.9
Rented	105	17.1
Private trust	21	3.4
Other	8	1.3
I'd rather not say	1	0.2
Total	610	100.0

Table 4 Responses by ethnicity

	Frequency	Percent	Population %*
New Zealand European	440	72.1	82.7
Māori	109	17.9	17.4
Other	61	10.0	10.3
Total	610	100.0	*Multichoice

Table 5 Responses by aggregated time lived in Napier

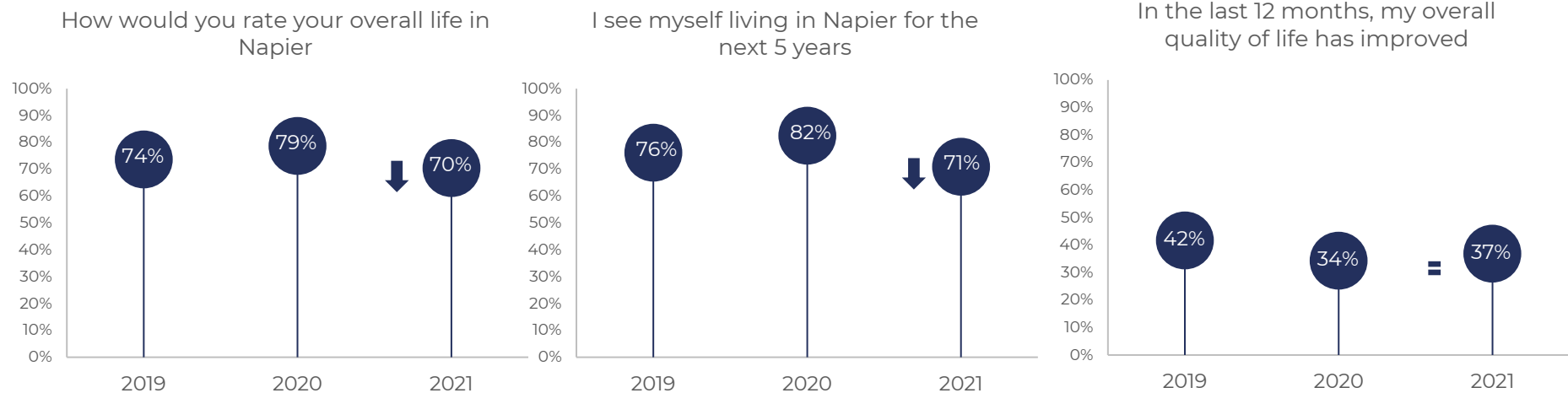
	Frequency	Percent
Less than 10 years	215	35.2
More than 10 years	395	64.8
Total	610	100.0

*Note: final dataset was statistically weighted to increase accuracy of the reported results. The results are representative of key demographic groups (age, gender, ethnicity and ward) for adults aged 18+. The target was based on 2018 New Zealand Census information. *Respondents can select more than one ethnic group; therefore, totals add to more than 100%.*

LIFE IN NAPIER

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Overall perceptions of life in Napier remained moderately positive.
- Despite some variations over time, no linear trends (up or down) were observed in relation to overall life, quality of life and retention in Napier.
- Over one-third of residents agreed (37%) their quality of life improved in the last year; 40% (similar to 2020) felt their quality of life remained the same.
- Although fewer residents in 2021 rated their life from 'good' to 'very good' (70%), or saw themselves remaining in Napier in the next 5 years (71%), these results were on a par with 2019.



According to New Zealand Covid-19 and Wellbeing survey 2021, **75%** of New Zealanders were satisfied with their **life overall** (down compared to 81% in 2018).



In 2018, Councils with larger populations (e.g. Auckland, Wellington) reported **30%** of residents had improved their quality of life in the last 12 months.

LIFE IN NAPIER

Overall rating of life in Napier

How would you rate your overall life in Napier

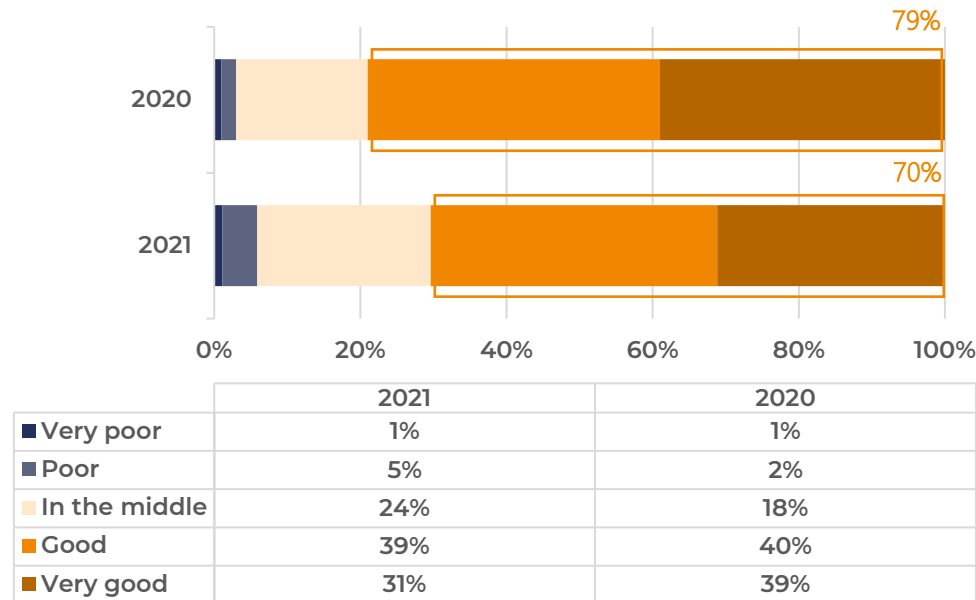


Table 6 Aggregated % 'good' and 'very good' responses

		2021	2020
Ward	Ahuriri	79%	88%
	Nelson Park	59%	72%
	Onekawa - Tamatea	70%	70%
	Taradale	75%	83%
Age	18-39	56%	69%
	40-64	67%	80%
	65+	93%	88%
Ethnicity	New Zealand European	74%	82%
	Māori	64%	59%
	Other	57%	86%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- Overall, 70% of residents felt positive about their life in Napier, although fewer rated their life as 'very good' and more rated themselves 'in the middle' compared to 2020.
- 3-out-of-4 wards recorded a decline in overall quality of life; Onekawa-Tamatea residents tended to provide similar ratings between 2020 and 2021.
- Nelson Park ward residents (59%) were least likely to find their life in Napier 'good' or 'very good'.
- Older residents (aged 65+), and residents who owned their property, were more likely to consider their life in Napier as 'good' or 'very good'.
- Overall perceptions of life in Napier were associated with multiple attributes; however, safety perceptions exhibited the strongest connection.

n=610

LIFE IN NAPIER

Living in Napier for the next 5 years (retention index)

I see myself living in Napier for the next 5 years

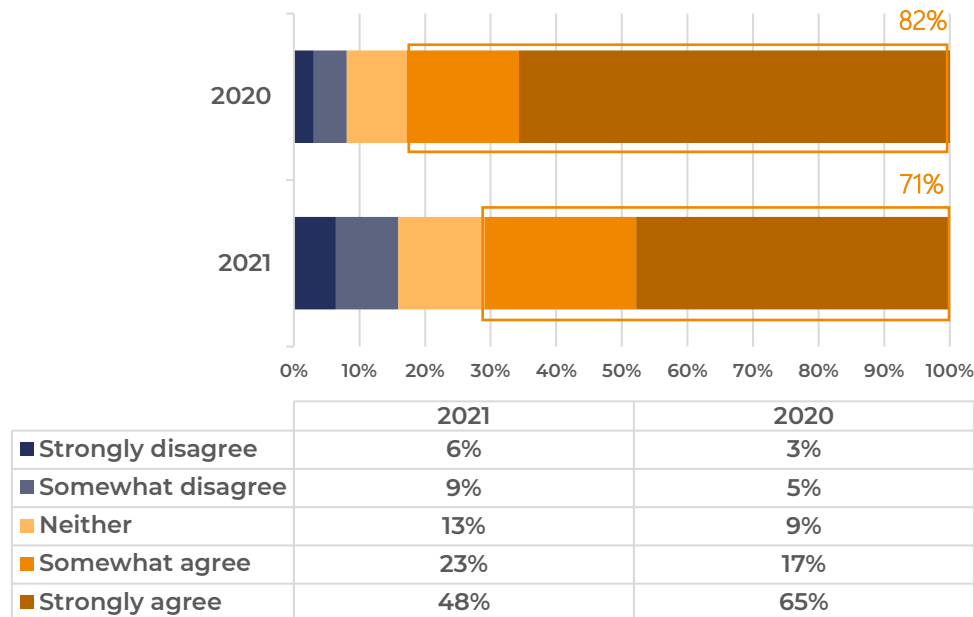


Table 7 Aggregated % 'agree' responses

		2021	2020
Ward	Ahuriri	71%	86%
	Nelson Park	65%	80%
	Onekawa - Tamatea	71%	77%
	Taradale	75%	85%
Age	18-39	49%	72%
	40-64	76%	84%
	65+	89%	92%
Ethnicity	New Zealand European	73%	84%
	Māori	65%	70%
	Other	66%	85%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- Despite a decline in 2021, the retention index remained high (71%).
- Greater quality of life and safety perceptions were associated with willingness to stay in Napier.
- Social connections and sense of belonging to their communities also showed a significant relationship with the retention attribute.
- Older residents, home owners, and residents who had lived in Napier 10+ years, were more likely to see themselves remaining Napier.
- In 2021, fewer residents aged 18-39 considered staying in Napier for the next 5 years. This group of residents tended to report lower levels of perceived safety, community connection, neighbourhood satisfaction and mental wellbeing.

n=610

LIFE IN NAPIER

Quality of life in the past 12 months

In the last year, my overall quality of life has improved

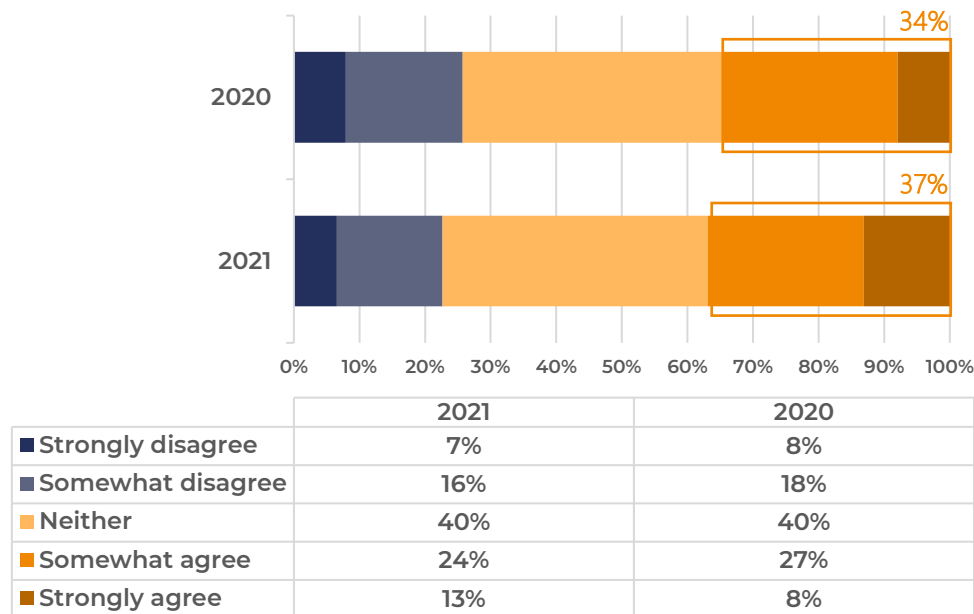


Table 8 Aggregated % 'agree' responses

		2021	2020
Ward	Ahuriri	42%	32%
	Nelson Park	36%	44%
	Onekawa - Tamatea	31%	38%
	Taradale	38%	27%
Age	18-39	44%	46%
	40-64	35%	30%
	65+	31%	26%
Ethnicity	New Zealand European	36%	33%
	Māori	40%	40%
	Other	37%	33%

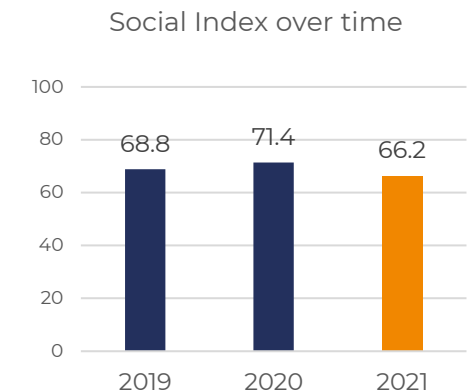
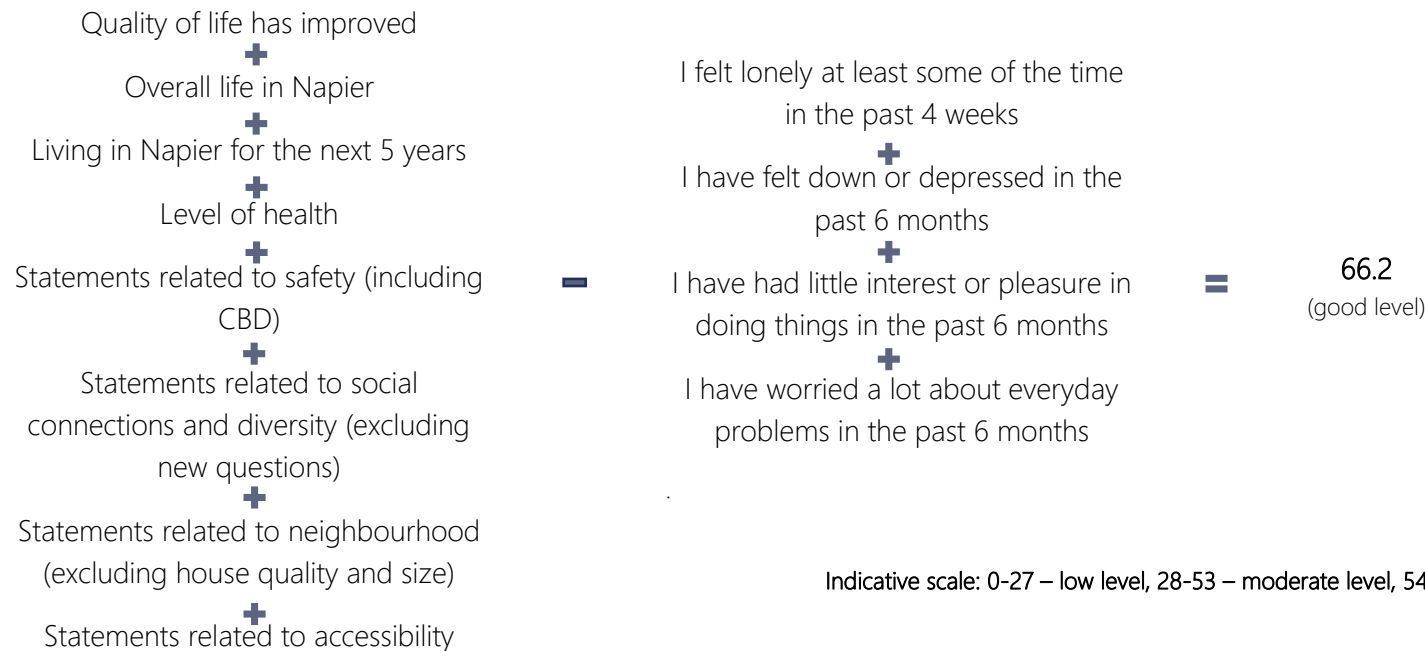
Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- Overall, 37% of residents in 2021 agreed their quality of life had improved in the past year, which was similar to 2020.
- Quality of life perceptions slightly improved in Ahuriri and Taradale wards.
- Older residents (aged 65+) were more likely to feel their quality of life remained the same (56%), whereas younger residents (aged 18-39) were more likely to agree their life had improved (44%). At the same time, no significant differences were observed between 2020 and 2021 results by age.

n=610

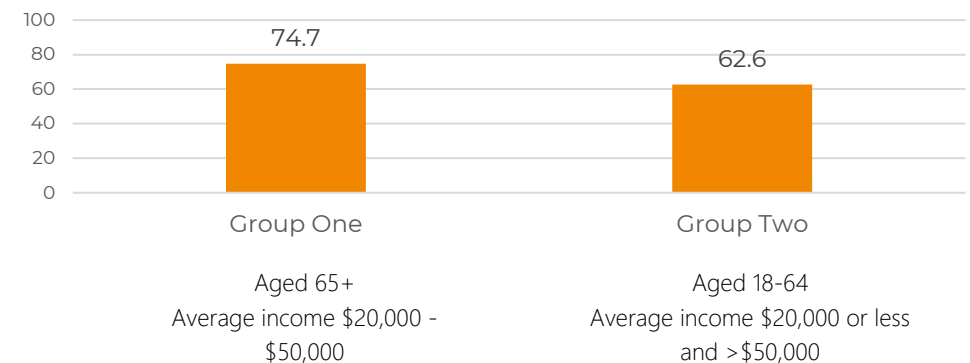
SOCIAL INDEX

The Social Index was derived by summing scores from all questions designed to evaluate residents' quality of life. Note: mental wellbeing questions were deducted from the total score (negative scale type of questions), and 'Don't know' scored zero. In 2021, the questionnaire was reviewed resulting in a slight modification in attributes included in the Index. The total number of included attributes remained the same for scale consistency (e.g. not all new questions were included as part of the Social Index calculations).



Indicative scale: 0-27 – low level, 28-53 – moderate level, 54-80 – good level, 81-106 – high level

The Social Index score declined slightly in 2021, with scores varied from the minimum of 16 to the maximum of 104, and dependent on social demographics (age and income). As a result, two main groups were identified, representing segments of residents with typically higher or lower average index scores.

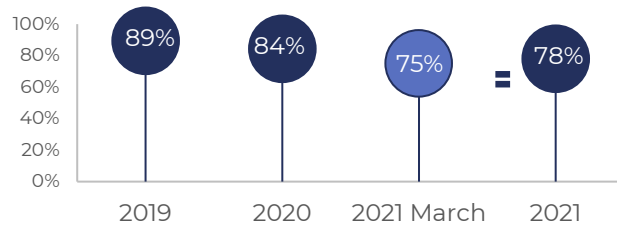


SAFETY IN NAPIER

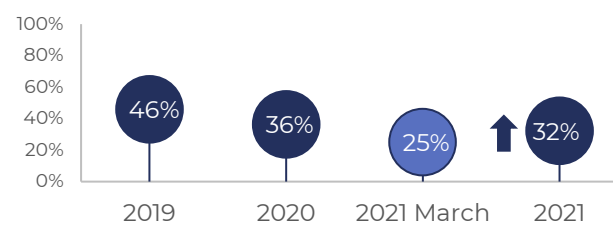
Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference

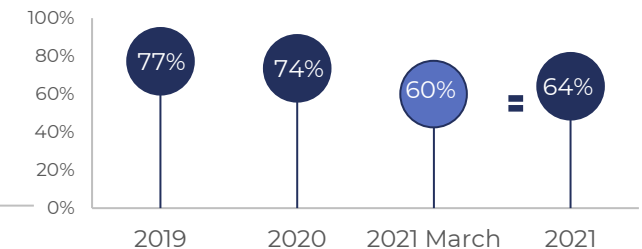
I feel safe going out during the day in Napier



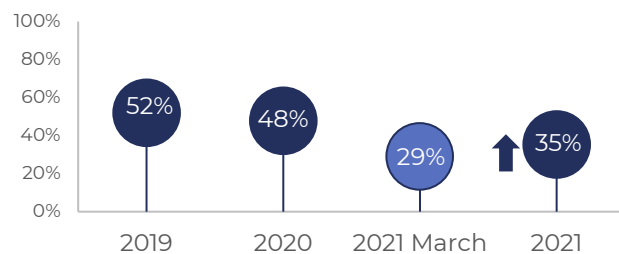
I feel safe walking alone in my neighbourhood after dark



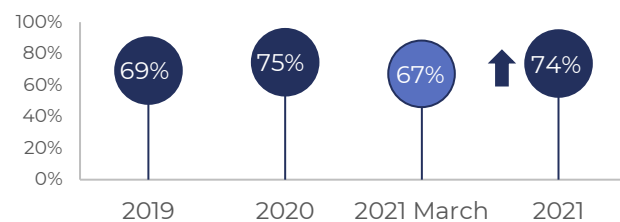
I feel safe in my home alone at night



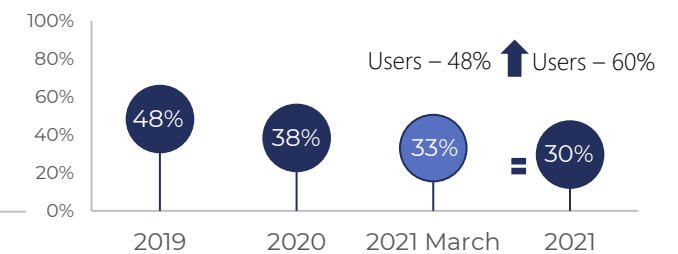
I feel safe going out at night in Napier



I feel safe when making online transactions

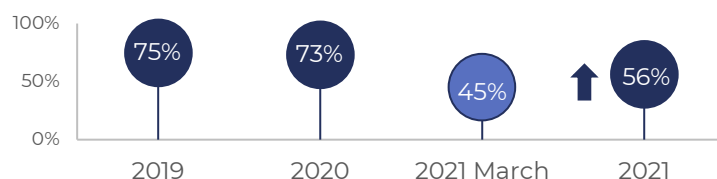


I feel safe using public transport



- Although community perceptions of safety in Napier continued to decline in 2021, the September 2021 results were on a par or above the Community Safety Survey in March 2021.
- Overall, 56% of residents reported feeling safe in Napier. This was down from 73% in 2020, but up compared to results from the March 2021 Community Safety Survey (45%).
- Feeling safe going out during the day (78%) and at home alone at night (64%) remained similar to March 2021.

Overall, I feel safe in Napier



According to the Ministry of Justice, **89%** of New Zealanders **felt safe** in 2020.

New questions in this section in 2021:

- Feeling safe in the CBD at night
- Feeling safe in the CBD during the day
- Driving in Napier
- Perceived safety changes in the last year
- Personal crime experiences
- Willingness to report dangerous activities

SAFETY IN NAPIER

Overall feelings of safety

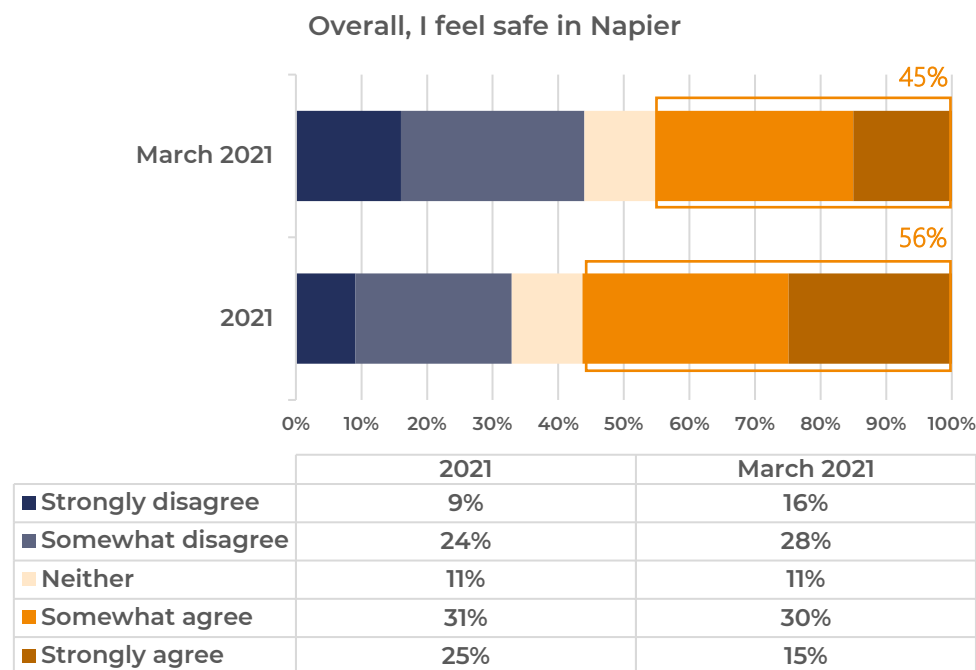


Table 9 Aggregated % 'agree' responses

		2021	March 2021
Ward	Ahuriri	60%	46%
	Nelson Park	55%	46%
	Onekawa - Tamatea	53%	36%
	Taradale	57%	48%
Age	18-39	44%	32%
	40-64	50%	43%
	65+	80%	65%
Ethnicity	New Zealand European	58%	47%
	Māori	57%	40%
	Other	43%	42%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

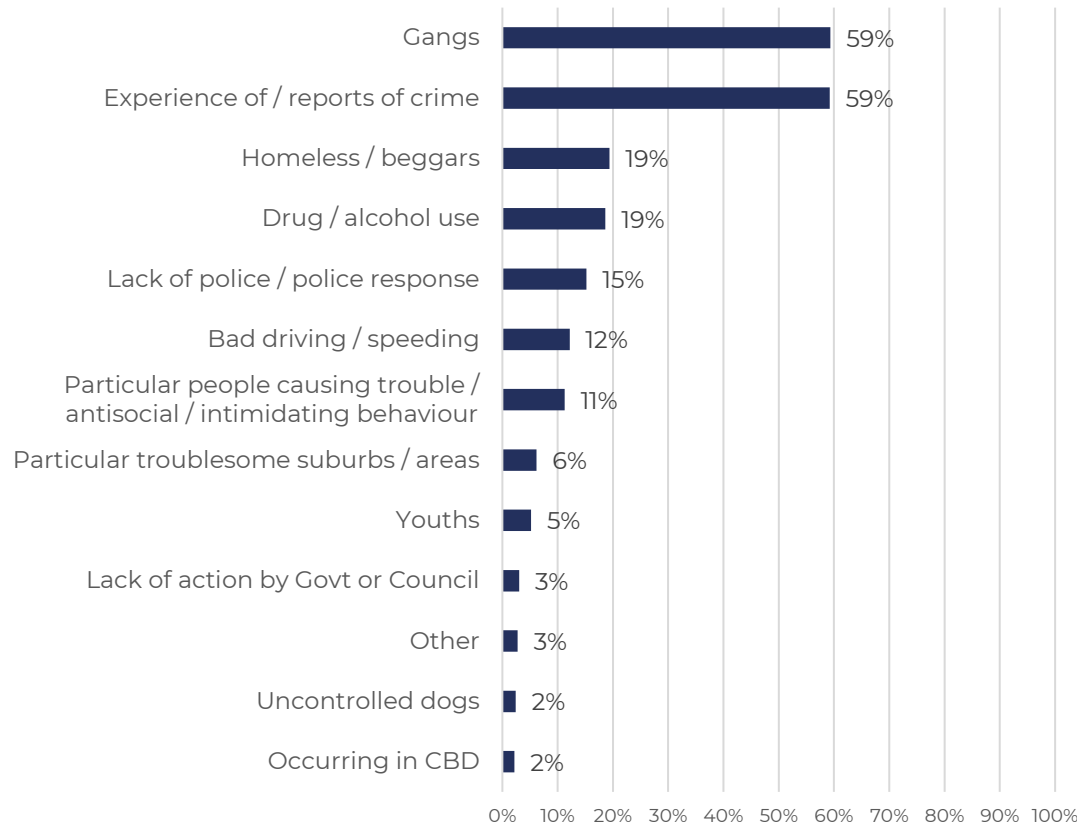
- Overall, 56% of residents stated they feel safe in Napier ('somewhat' or 'strongly agree').
- The percentage of residents who felt unsafe in Napier (33%) continued to increase (from 17% in 2020), but was down compared to March 2021 (44%).
- Overall safety perceptions in Napier were associated more with being at home and out at night and daytime, rather than driving, public transport or online transactions.
- Older residents (aged 65+) were significantly more likely to feel safe, and their feeling of safety has not changed compared to 2020, but improved compared to a low score in March 2021.
- Younger residents (18-39) felt least safe in 2021, reporting the greatest drop in perceived safety since 2020 (despite some rebound from March 2021 to the current survey).
- Safety perceptions improved across all wards in Napier, compared to March 2021.

n=605

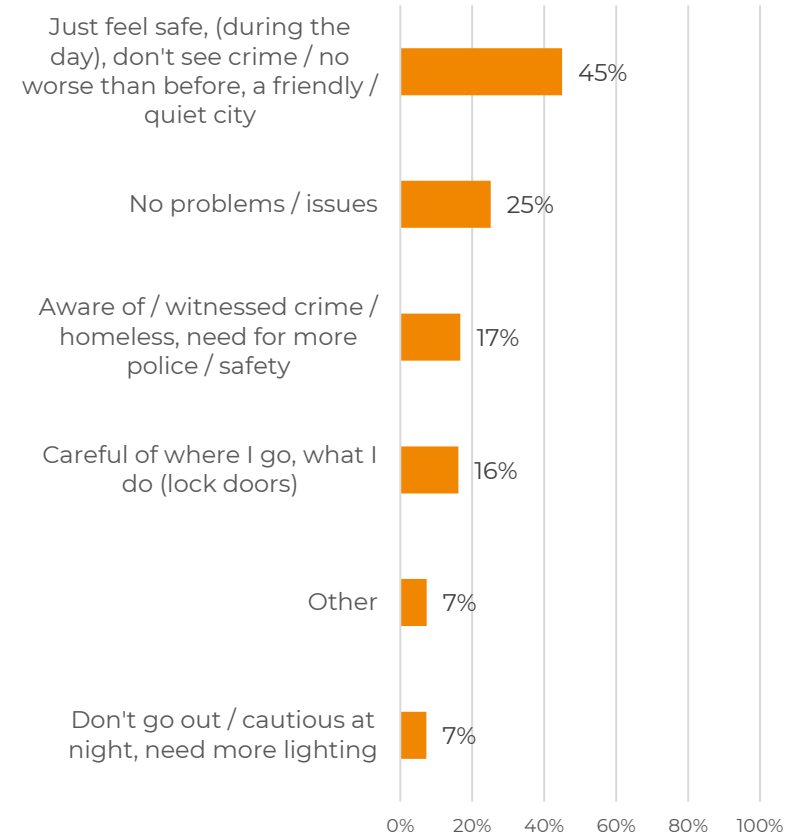
SAFETY IN NAPIER

Reasons for feeling safe or unsafe

Reasons for feeling unsafe* - 33% of residents



Reasons for feeling safe* - 56% of residents



- 6-in-10 residents who felt unsafe (and provided a comment) believed lack of safety was due to 'gangs' presence, and/or their own personal experience (e.g. 'experience of/reports of crime') – by far the most cited themes.

- 45% of residents who felt safe in Napier generally commented on no reason to feel unsafe ('Just feel safe, don't see crime/no worse than before, a friendly/quiet city').

*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

SAFETY IN NAPIER

Perceived safety during the day

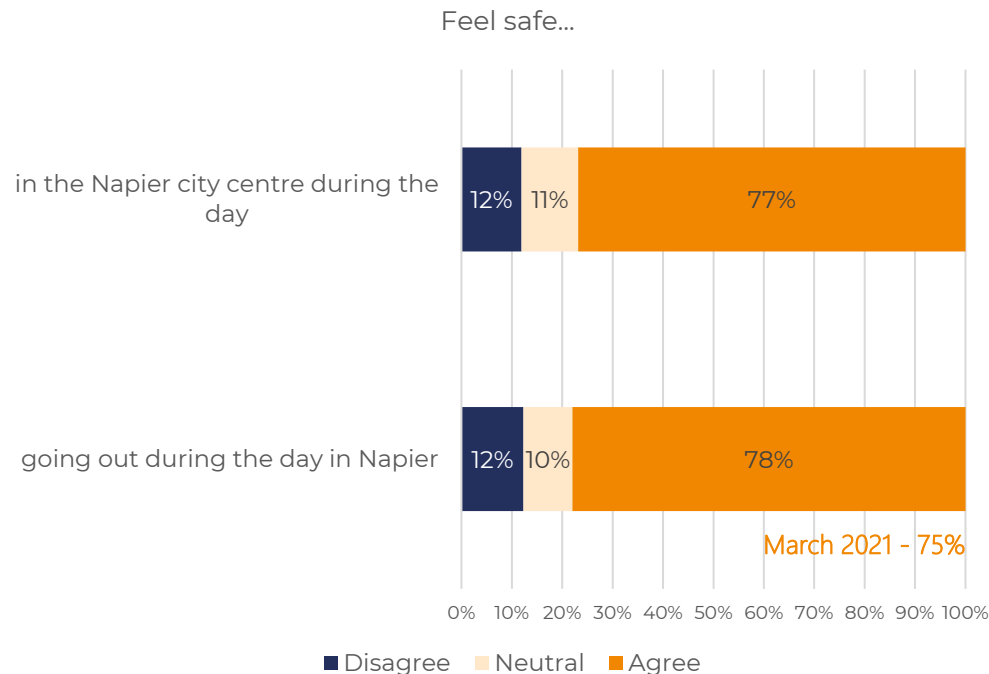


Table 10 Aggregated % 'agree' responses

		During the day in Napier	CBD during the day
Ward	Ahuriri	84%	78%
	Nelson Park	75%	76%
	Onekawa - Tamatea	74%	75%
	Taradale	79%	78%
Age	18-39	74%	76%
	40-64	74%	72%
	65+	88%	85%
Ethnicity	New Zealand European	79%	76%
	Māori	77%	78%
	Other	84%	76%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- Perceptions of safety were higher during the day (77% on average) compared to outside after dark (32%, page 20).
- Overall perceptions of safety while out in Napier correlated highly with feeling safe in the CBD.
- Older residents (aged 65+) were more likely to report feeling safe in these situations.

n=608

SAFETY IN NAPIER

Likelihood of going out after dark

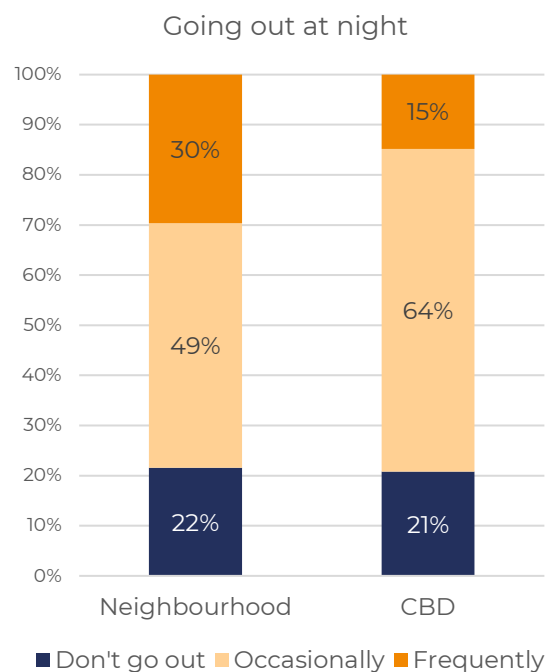


Table 11 Aggregated responses

		Neighbourhood			CBD		
		Don't go out	Occasionally	Frequently	Don't go out	Occasionally	Frequently
Ward	Ahuriri	19%	48%	33%	14%	70%	16%
	Nelson Park	25%	43%	32%	21%	57%	22%
	Onekawa - Tamatea	19%	53%	28%	22%	62%	16%
	Taradale	22%	51%	27%	23%	68%	9%
Age	18-39	20%	47%	33%	13%	66%	21%
	40-64	17%	50%	33%	18%	69%	13%
	65+	31%	49%	20%	35%	55%	10%
Ethnicity	NZ European	24%	51%	25%	22%	66%	12%
	Māori	18%	40%	43%	23%	56%	21%
	Other	13%	46%	41%	10%	68%	22%

- The overall percentage of residents who reported going out at night was similar for both local neighbourhood and the CBD. However, the frequency of going out differed significantly; only 15% of residents stated '*frequently*' going out to the CBD, with 30% doing so in their neighbourhood.
- Older residents (who reported feeling most safe) were least likely to go out at night overall.
- 21% of residents aged 18-39 reported frequently going out at night into the CBD.
- Although the survey cannot establish cause and effect relationships, there were significant associations between going out at night and safety perceptions. 69% of residents who preferred to stay at home after dark reported feeling unsafe in their neighbourhood, and 61% reported feeling unsafe in the CBD at night. This suggests safety perceptions could potentially influence willingness to go out in Napier.

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

SAFETY IN NAPIER

Perceived safety after dark

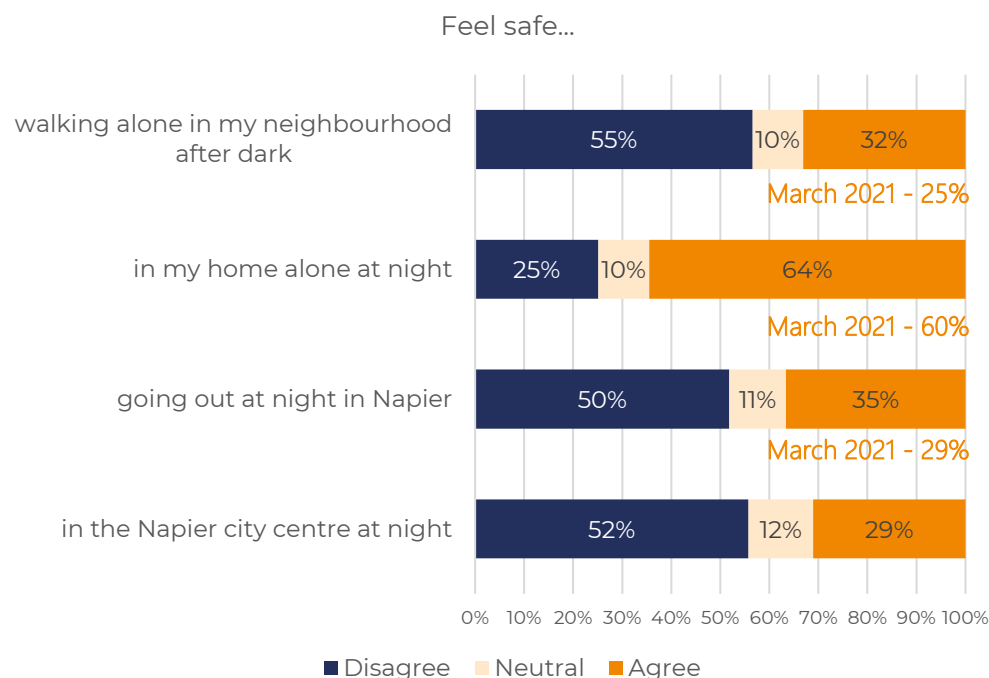


Table 12 Aggregated % 'agree' responses

		Walking alone	At home	Going out	CBD
Ward	Ahuriri	40%	68%	40%	36%
	Nelson Park	33%	62%	38%	29%
	Onekawa - Tamatea	22%	57%	26%	24%
	Taradale	32%	68%	35%	28%
Age	18-39	25%	56%	27%	29%
	40-64	33%	60%	37%	27%
	65+	39%	81%	44%	33%
Ethnicity	New Zealand European	30%	64%	34%	27%
	Māori	39%	71%	37%	36%
	Other	38%	54%	41%	34%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- Just under two-thirds (64%) of residents felt safe at home at night (down compared to 74% in 2020 but similar to 60% in March 2021).
- Perceptions of safety when out after dark were lower compared to feelings of safety at home at night.
- Feeling safe in the CBD at night was low amongst all age groups.
- Younger residents reported feeling least safe in their neighbourhood, at home or going out.
- Female residents felt least safe in their neighbourhood (20%) or in the CBD (23%).
- Onekawa-Tamatea ward residents considered their suburb as unsafe to walk in after dark.



According to Statistics New Zealand, **87%** of New Zealanders felt safe **at home at night** in 2018, and **62%** felt safe **walking after dark**.

n=608-610

SAFETY IN NAPIER

Other attributes in relation to safety

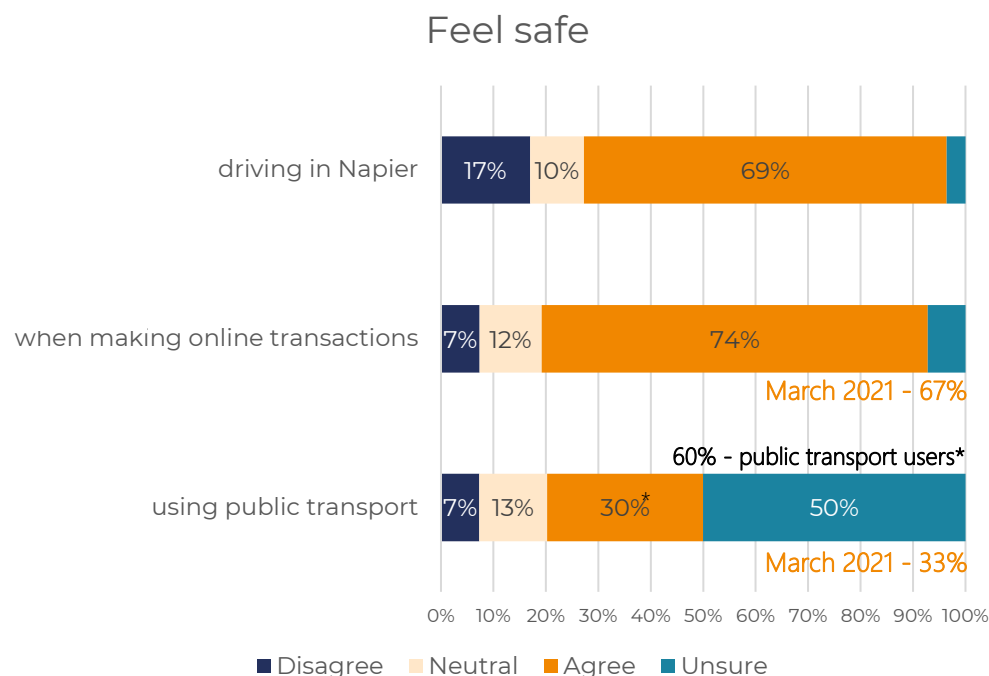


Table 13 Aggregated % 'agree' responses

		Driving	Online transactions	Public transport
Ward	Ahuriri	74%	73%	26%
	Nelson Park	68%	74%	34%
	Onekawa - Tamatea	63%	70%	25%
	Taradale	71%	75%	30%
Age	18-39	63%	81%	35%
	40-64	68%	73%	27%
	65+	78%	64%	28%
Ethnicity	New Zealand European	70%	74%	27%
	Māori	66%	74%	36%
	Other	72%	72%	37%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- 69% of residents reported feeling safe when driving in Napier.
- 74% of residents reported feeling safe when making online transactions.
- Although only 30% of residents felt safe using public transport, half (50%) could not provide a rating. Amongst public transport users, 60% reported feeling safe (similar to 58% in 2020).
- Younger residents were more likely to feel safe making online transactions or using public transport.



According to Statistics New Zealand, **72%** of New Zealanders felt safe **making online transactions** in 2018.

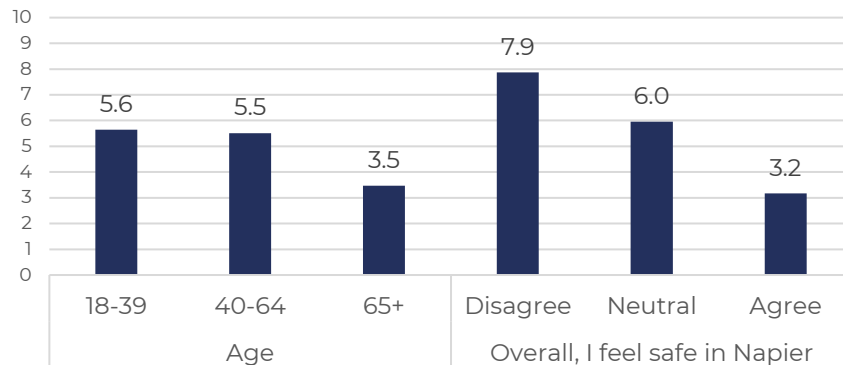
n=603-605

*Re-calculated excluding 'Don't know'/'Not applicable' responses

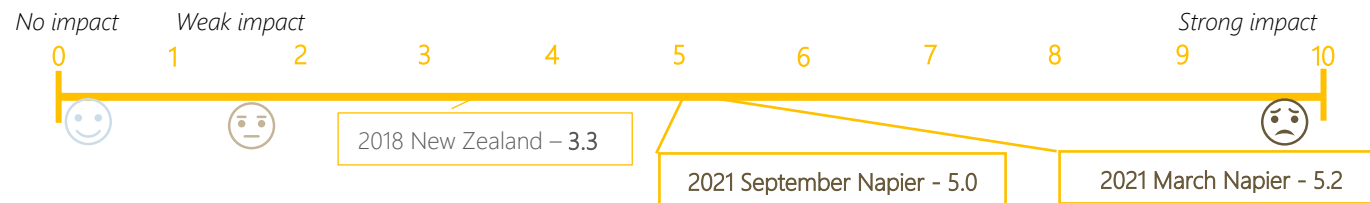
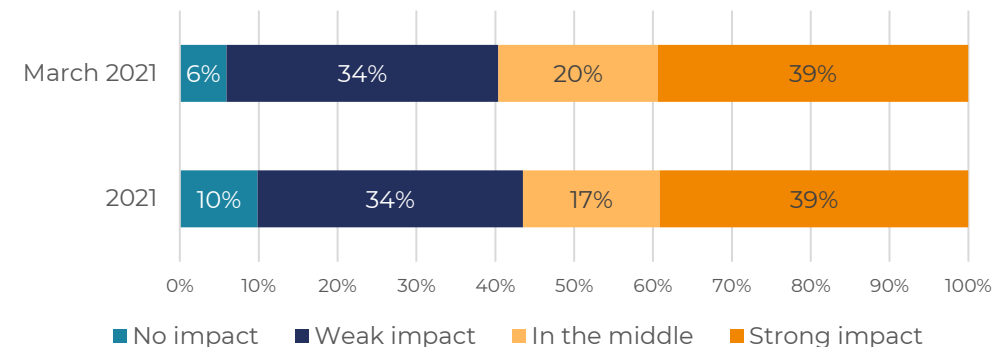
SAFETY IN NAPIER

Fear of crime and everyday life

Fear of crime impact (mean)



Impact of fear of crime on everyday life (aggregated)



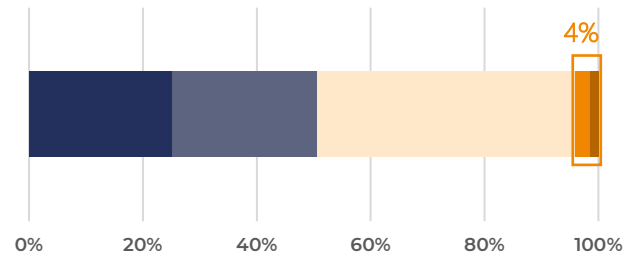
- 10% of residents in the current survey believed fear of crime had no impact on their everyday life.
- 34% of residents reported a weak impact (ratings 1 to 4 out of 10), and 39% reported a moderate to strong impact (ratings 7 to 10 out of 10) – similar to the results in March 2021.
- On average, the reported level of impact was 5.0 out of 10.
- This score was higher amongst residents who felt unsafe in Napier (average score of 7.9) – indicating that those who feel less safe also feel crime has a larger impact on their life.
- Residents aged under 65 were more likely to report fear of crime having a stronger impact on their everyday life.
- Reported changes in safety perceptions in Napier in the past 12 months exhibited the strongest connection with fear of crime; residents who felt less safe over time were more likely to suggest a greater level of impact.
- Other significant factors on fear of crime were feelings of safety alone at home at night, going out at night, going out during the day and driving in Napier.

n=609

SAFETY IN NAPIER

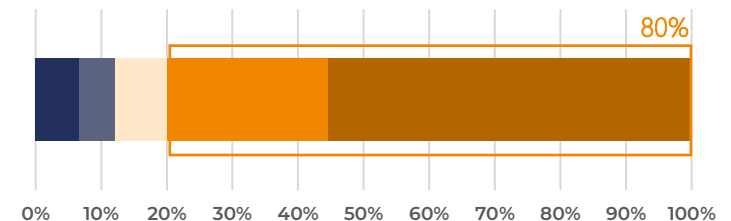
Other safety perceptions

Compared to 12 months ago, how do you now feel?



	Percent
■ Definitely less safe	25%
■ Somewhat less safe	25%
■ About the same	45%
■ Somewhat more safe	3%
■ Definitely more safe	1%

I would always report dangerous or suspicious activities occurring in my neighbourhood to the Police



	Percent
■ Strongly disagree	7%
■ Somewhat disagree	6%
■ Neither	8%
■ Somewhat agree	25%
■ Strongly agree	55%

- Half of residents (51%) reported feeling less safe in the past 12 months. This was associated with greater perceptions of feeling less safe in the neighbourhood after dark and CBD at night.
- Just under one-third (31%) reported that they, or a member of their household, had been the victim of crime in the last 12 months. According to the Ministry of Justice, 29% of New Zealand adults reported crime experience in 2020.
- 80% of residents believed they would always report dangerous or suspicious activities occurring in their neighbourhood to the Police.
- Respondents who had stronger social connections were more likely to suggest reporting dangerous or suspicious activities.

- Overall, two distinct groups of respondents were identified in relation to their contrasting safety perceptions.
- Group one exhibited a lower fear of crime impacting on their everyday life, as they tended to feel more secure in Napier, and were slightly more likely to report any suspicious activities in their neighbourhood. These respondents were more likely to be over 65, from Taradale and Ahuriri wards.
- Group two exhibited greater fear of crime and overall a greater sense of feeling unsafe in Napier. Half of residents within this group resided in Nelson Park and Onekawa-Tamatea wards. This group of residents was also more likely to experience or report a crime in the past 12 months.

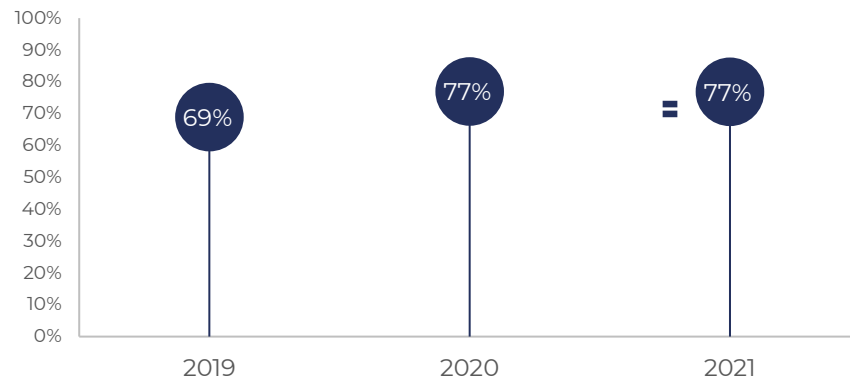
n=609-610

DIVERSITY

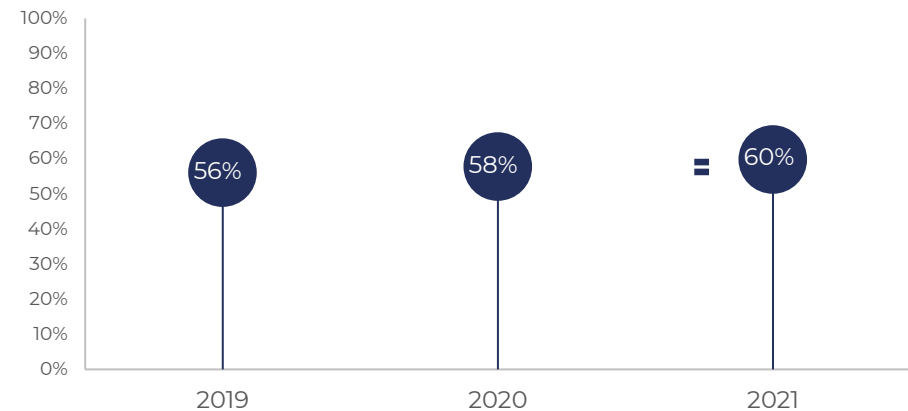
Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference

I feel that I am accepted by the community in my neighbourhood



People in my community are tolerant of others



- The community's sense of diversity remained consistent in 2021.
- 6-in-10 residents believed people in their community are tolerant of others (similar to 58% in 2020).

- 77% of residents felt accepted by the community in their neighbourhood (similar to 2020).

New questions in this section in 2021:

- How easy or hard is it to be yourself in Napier
- Personal experiences of prejudice
- Diversity impacts on Napier as a place to live

DIVERSITY

Attributes in relation to community diversity

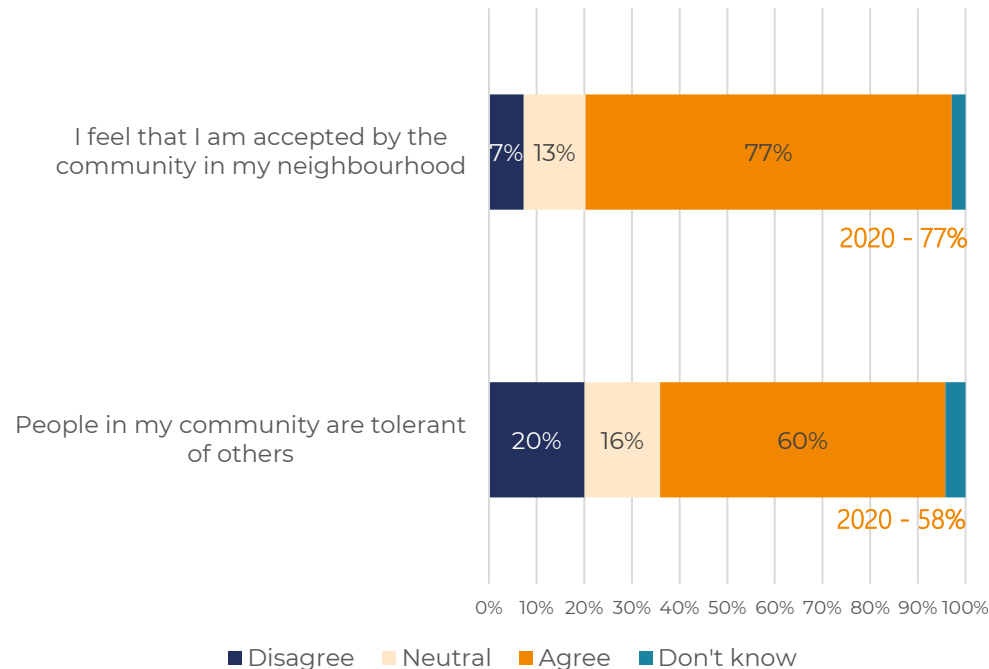


Table 14 Aggregated % 'agree' responses

		Feel accepted	Tolerance
Ward	Ahuriri	86%	70%
	Nelson Park	71%	53%
	Onekawa - Tamatea	68%	49%
	Taradale	80%	65%
Age	18-39	68%	58%
	40-64	77%	51%
	65+	88%	75%
Ethnicity	New Zealand European	79%	63%
	Māori	73%	44%
	Other	67%	65%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- Residents' sense of acceptance (77%) was greater compared to perceived tolerance (60%) in the community.
- Feelings of acceptance increased with age; residents aged 18-39 felt less accepted.
- Fewer residents in Nelson Park and Onekawa-Tamatea wards felt accepted or believed people in their community are tolerant of others.
- Fewer Māori residents believed people are tolerant.

n=610

DIVERSITY

Being yourself in Napier

How easy or hard is it for you to be yourself in Napier?

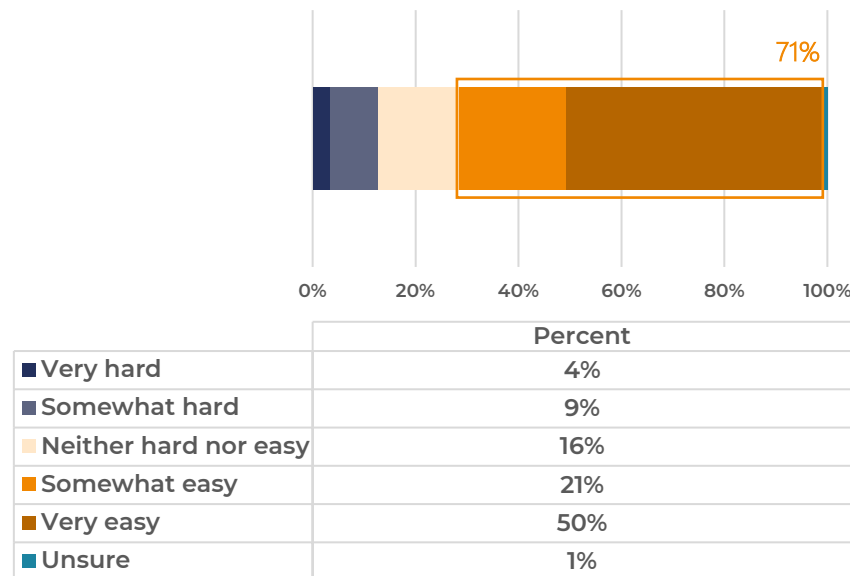
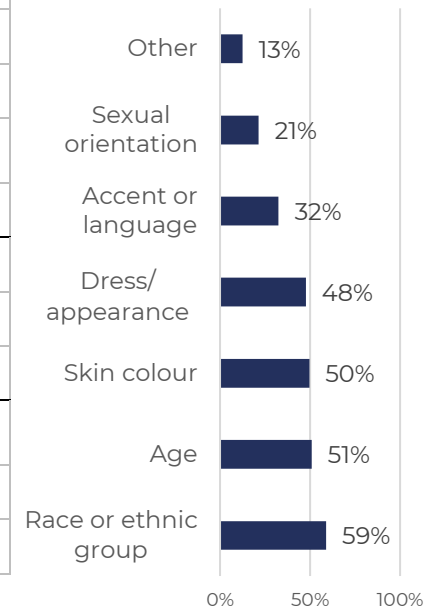


Table 15 Aggregated % 'easy' responses

		Be yourself
Ward	Ahuriri	67%
	Nelson Park	66%
	Onekawa - Tamatea	70%
	Taradale	76%
Age	18-39	65%
	40-64	64%
	65+	87%
Ethnicity	New Zealand European	73%
	Māori	64%
	Other	66%

Being yourself associated attributes*



- As people in New Zealand have different lifestyles, cultures and beliefs that express who they are, Napier residents were asked how easy or hard it is for them to be themselves.
- 7-in-10 residents (71%) believed it was 'somewhat' or 'very easy' to be themselves in Napier.

- Self-identity was more likely to be associated with race and ethnicity (59%), followed by age (51%), skin colour (50%) and dress/appearance (48%).
- Older residents (aged 65+) were more likely to feel comfortable being themselves compared to younger residents. This corresponds with younger residents finding it harder to feel accepted in the community.



According to Statistics New Zealand, **84%** of New Zealanders felt it was easy to be themselves in 2018.

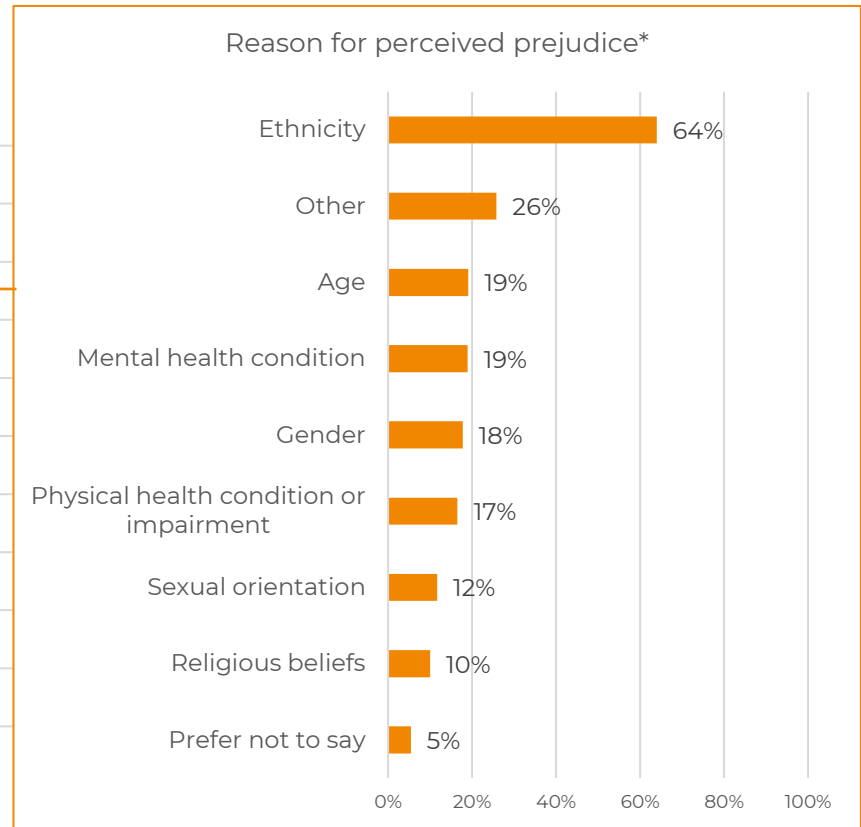
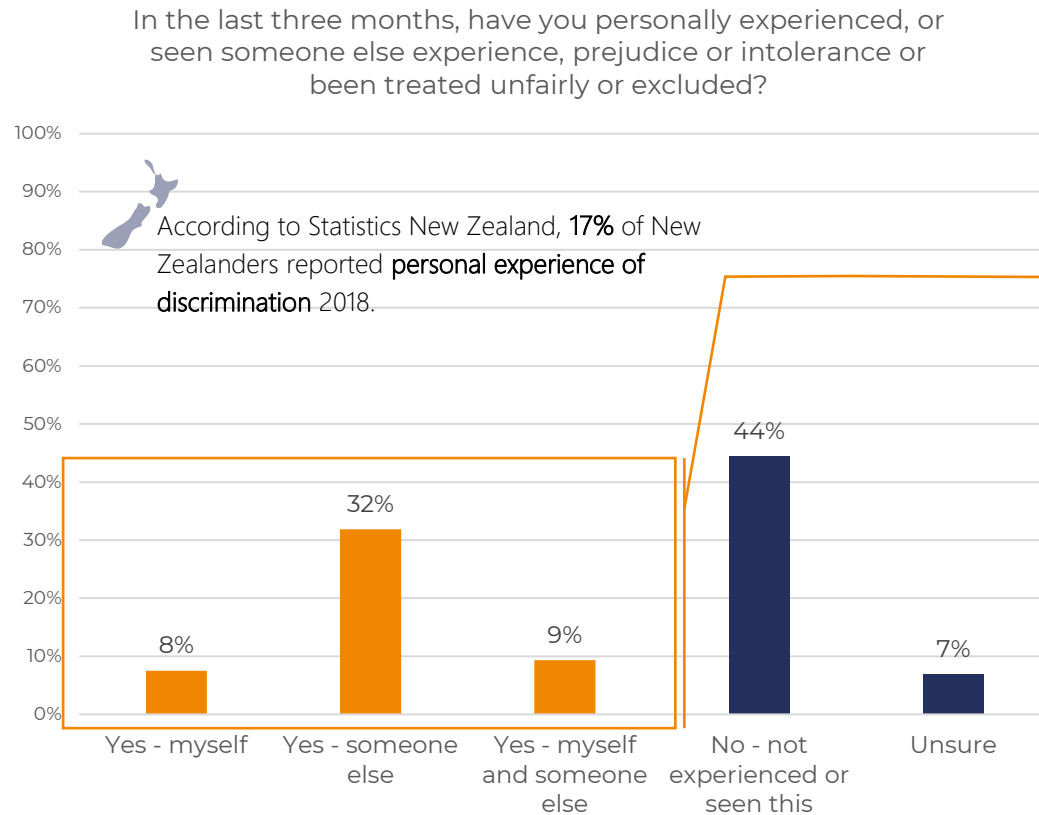
n=610

*Totals may exceed 100% owing to multiple responses for each respondent

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

DIVERSITY

Intolerance perceptions



- 49% of residents reported themselves or someone else experiencing prejudice or intolerance. 17% had personally experienced this themselves in the last three months.
- Residents under 65, and Māori residents, were more likely to report these experiences.

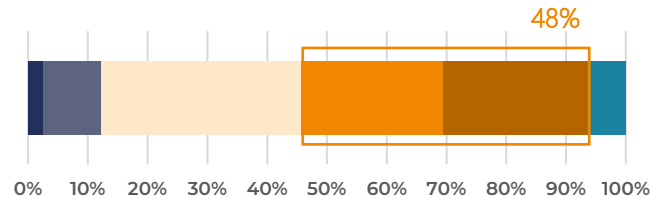
- The most cited reason for intolerance was ethnicity.
- Respondents who reported experiencing prejudice or being treated unfairly were less likely to agree (41%) people in their community are tolerant of others.
- In addition, respondents who reported experiencing prejudice or being treated unfairly showed greater fear of crime on their everyday life.

*Totals may exceed 100% owing to multiple responses for each respondent

DIVERSITY

Napier as a place to live with different lifestyles and cultures

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 Napier...



	Percent
■ Much worse place to live	3%
■ Somewhat worse place to live	10%
■ Makes no difference	33%
■ Somewhat better place to live	24%
■ Much better place to live	25%
■ Not applicable/Unsure	6%

Table 16 Aggregated responses

		Makes Napier better place
Ward	Ahuriri	57%
	Nelson Park	48%
	Onekawa - Tamatea	37%
	Taradale	50%
Age	18-39	46%
	40-64	50%
	65+	48%
Ethnicity	New Zealand European	47%
	Māori	48%
	Other	58%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- While New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries, just under half (48%) of residents believed this diversity makes Napier a better place to live.
- One-third of residents (33%) believed this makes no difference.
- 12% believed this makes Napier a worse place to live.
- Significant differences were found by ward. Ahuriri residents were more likely to agree that diversity makes Napier a better place to live, whereas Onekawa-Tamatea residents were least likely to agree with this statement.



In 2018, Councils with larger populations (e.g. Auckland, Wellington) reported **57%** of residents believed cultural diversity makes their city a better place to live.

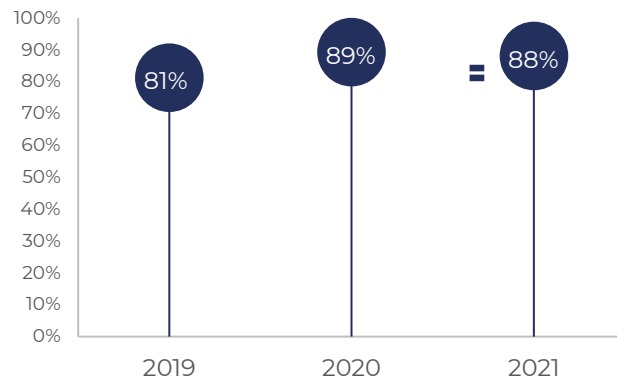
n=607

SOCIAL CONNECTIONS

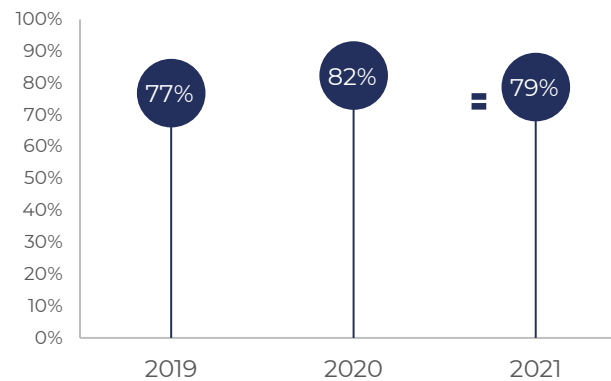
Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference

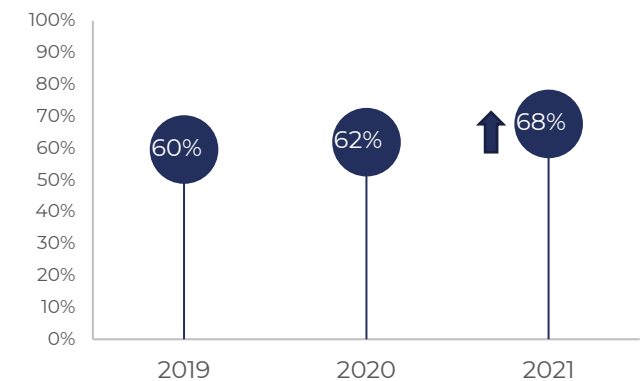
I know I have friends or relatives I can count on in times of trouble



I know my closest neighbours by their first name

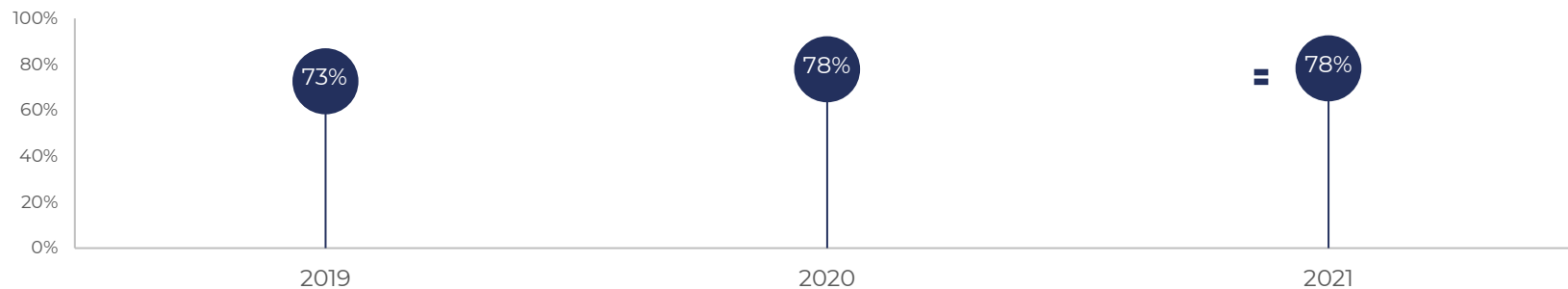


People in my community take care of, or provide help for, one another



- Overall, Napier residents continued to provide positive ratings in relation to social connections (78% on average, similar to 2020).
- In 2021, slightly more residents believed people in their community take care of, or provide help for, one another.
- Acquaintance with neighbours (79%) and reliability of close connections in times of trouble (88%) remained consistent in 2021 compared to 2020.

Social connections average agreement score



SOCIAL CONNECTIONS

Attributes in relation to community and social connections

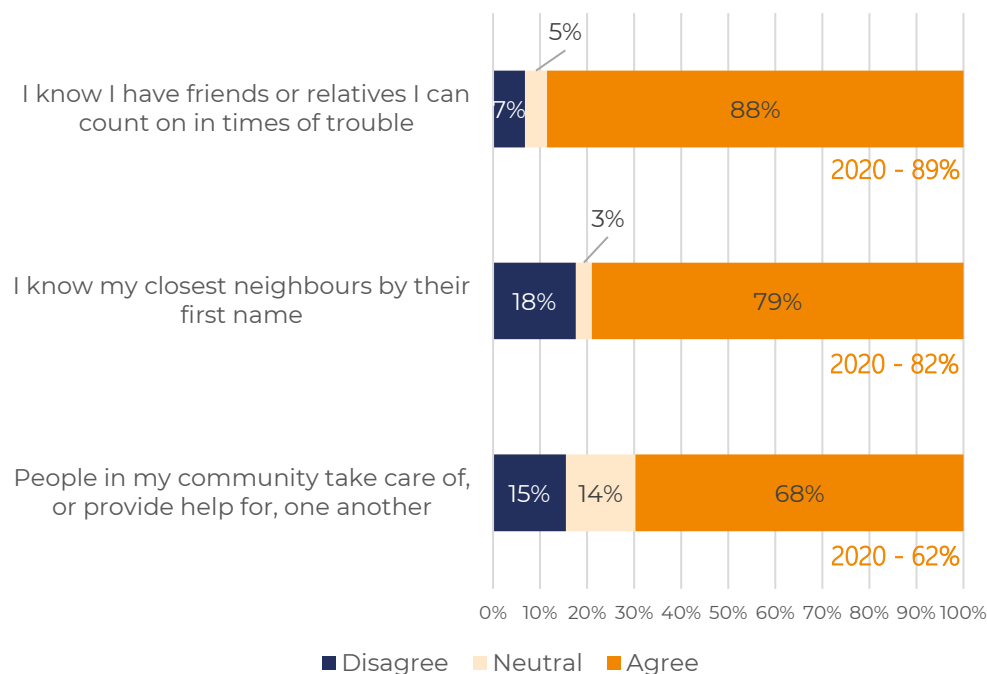


Table 17 Aggregated % 'agree' responses

		Friends or relatives	Knowing neighbours	Community help
Ward	Ahuriri	91%	79%	71%
	Nelson Park	85%	80%	65%
	Onekawa - Tamatea	90%	73%	60%
	Taradale	88%	81%	72%
Age	18-39	85%	62%	59%
	40-64	85%	84%	66%
	65+	96%	91%	81%
Ethnicity	New Zealand European	90%	78%	68%
	Māori	85%	80%	62%
	Other	78%	85%	72%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

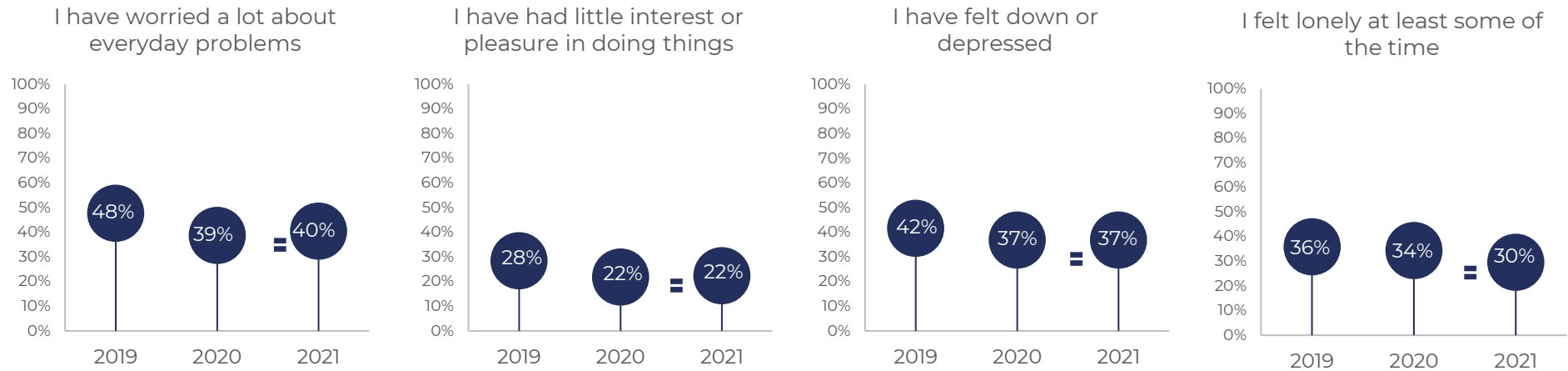
- A supportive network of family and friends remained high (88%), which could be associated with the impact of COVID-19 and past lockdowns.
- 79% of residents stated they know their closest neighbour by their first name. This knowledge increased significantly with age; 9-in-10 residents aged 65+ reported knowing their neighbours.
- Although over two-thirds (68%) believed that people in their community take care of one another, this perception was also much greater amongst older residents (aged 65+) compared to younger residents (aged 18-39).

n=610

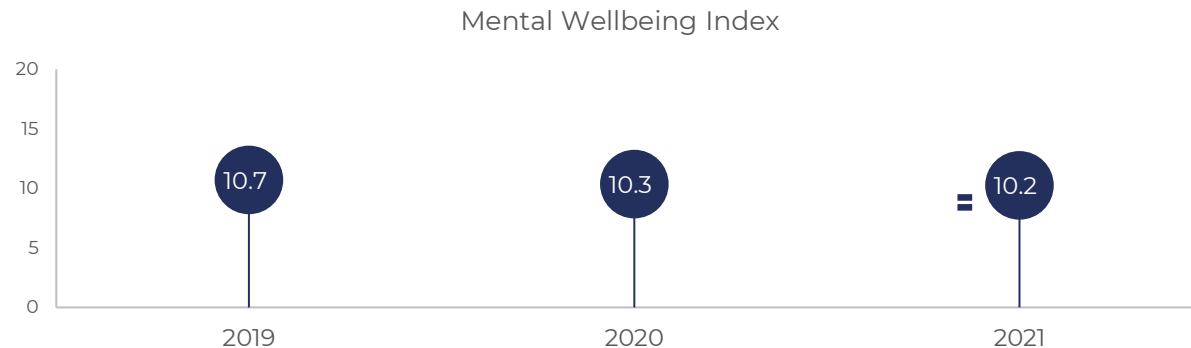
COMMUNITY MENTAL WELLBEING

Snapshot of the result over time

↓ Significant decrease ↑ Significant increase = No significant difference



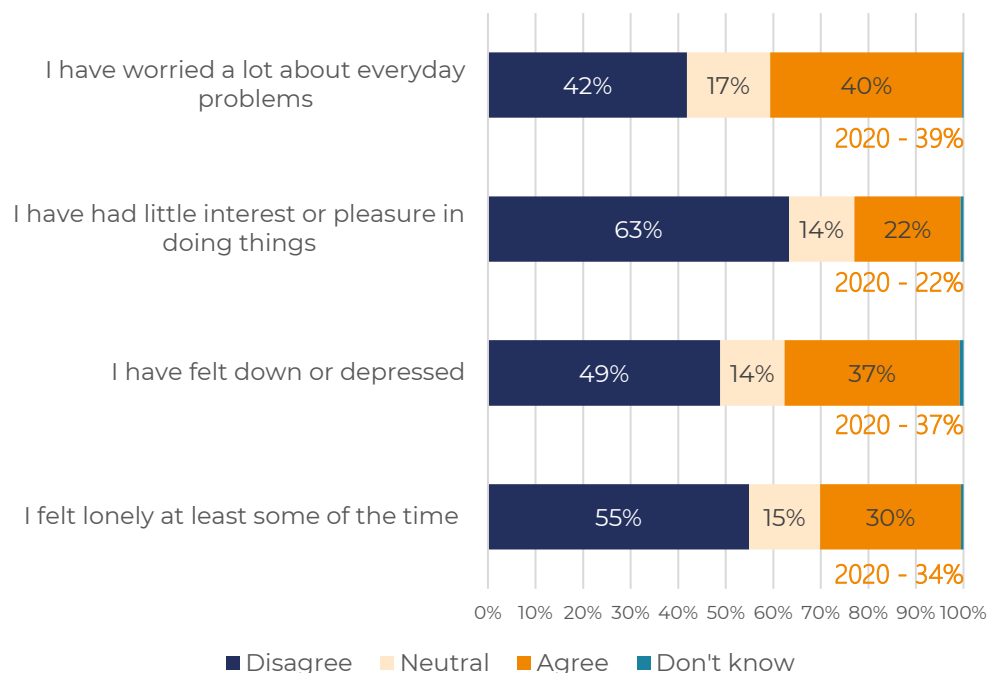
- Overall, the mental wellbeing index – a total measure of indicative psychological distress – was moderate (10.2, maximum distress = 20). This result has been consistent over the past three years.
- The general community's mental wellbeing remained positive, with no significant changes compared to 2020.



According to Statistics New Zealand, **26%** of New Zealanders **felt lonely** at least some of the time in 2021.

COMMUNITY MENTAL WELLBEING

Attributes in relation to community mental wellbeing and Mental Wellbeing Index



- In 2021, around 2-in-5 residents reported worrying a lot about everyday problems (40%) and/or feeling down or depressed (37%).
- 3-in-10 residents reported feeling lonely, and around 1-in-4 residents (22%) had little interest in doing things.
- The most vulnerable group were residents aged 18-39, and those living in a rented property.

n=610

Table 18 Community mental wellbeing index

		Index
Ward	Ahuriri Ward	10.1
	Onekawa - Tamatea Ward	10.8
	Nelson Park Ward	10.9
	Taradale Ward	9.6
Age	18-39	12.3
	40-64	10.3
	65+	7.7
Ethnicity	New Zealand European	9.9
	Māori	11.3
	Pacific people	14.0
	Asian	9.3
	Other	11.2
Home ownership	Owned	9.8
	Rented	12.4
Income	\$20,000 or less	12.0
	\$20,001-\$30,000	8.8
	\$30,001-\$50,000	9.2
	\$50,001-\$70,000	10.7
	\$70,001-\$100,000	11.3
	\$100,001 or more	10.2

Note: higher mental wellbeing scores = greater distress
significant differences by ward, age or ethnicity are highlighted in **bold**

NEIGHBOURHOOD

Attributes in relation to community and neighbourhood

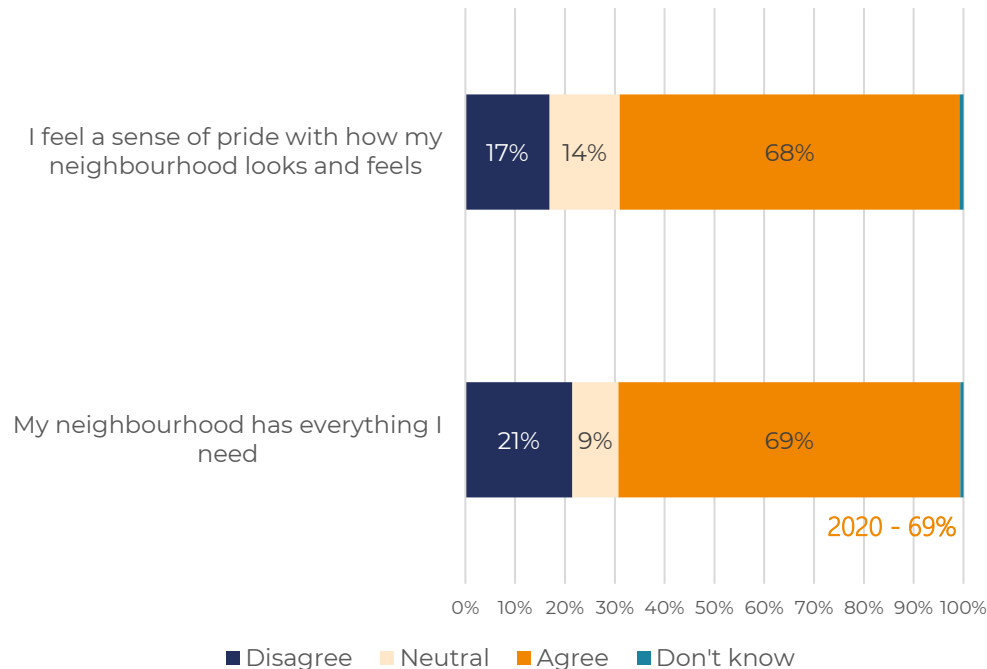


Table 19 Aggregated % 'agree' responses

		Sense of pride	Neighbourhood has everything needed
Ward	Ahuriri	77%	77%
	Nelson Park	57%	57%
	Onekawa - Tamatea	58%	64%
	Taradale	76%	75%
Age	18-39	56%	56%
	40-64	67%	69%
	65+	86%	83%
Ethnicity	New Zealand European	72%	72%
	Māori	63%	64%
	Other	47%	54%

- Over two-thirds of residents believed their neighbourhood has everything they need (69%, similar to 2020), and felt a sense of pride with how their neighbourhood looks and feels (68%).
- Older residents (aged 65+) tended to be more satisfied with their neighbourhood compared to younger residents.
- Fewer residents from Nelson Park and Onekawa-Tamatea wards agreed their neighbourhood has everything they need and that they feel a sense of pride about it.



In 2018, Councils with larger populations (e.g. Auckland, Wellington) reported **60%** of residents feeling proud of their local area.

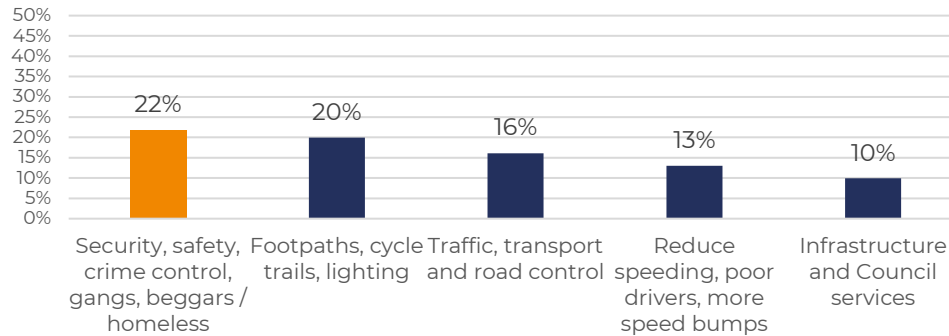
n=610

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

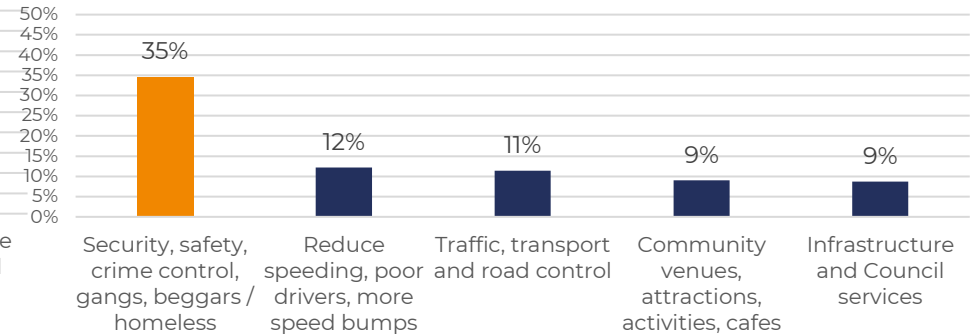
NEIGHBOURHOOD

Suggested improvements

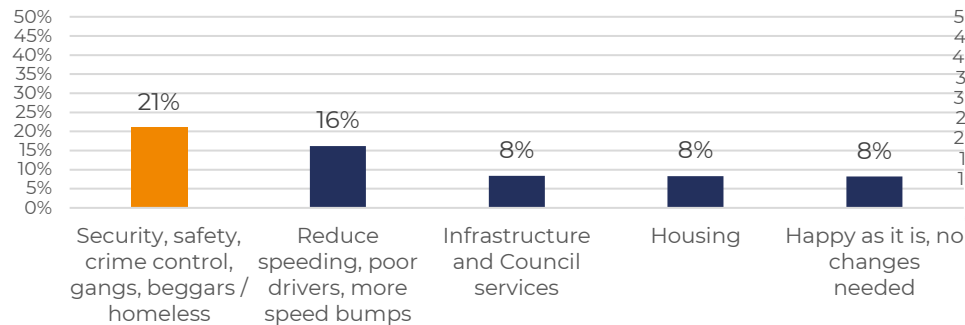
Ahuriri ward improvements



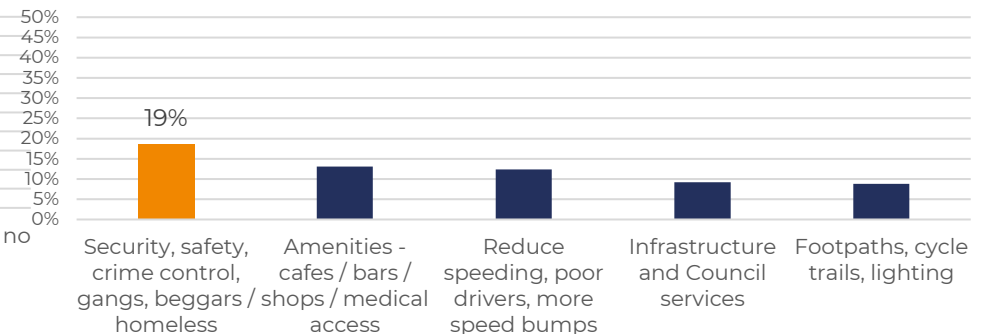
Nelson Park ward improvements



Onekawa - Tamatea ward improvements



Taradale ward improvements



- Improved safety was the most cited neighbourhood improvement across all four wards.
- The second most-named area for improvement varied.
- Taradale ward residents were more likely to name amenities for improvement.

- Driving safety was a concern amongst residents in Nelson Park and Onekawa-Tamatea wards.
- Footpaths and trails was the second most cited suggestion in Ahuriri ward.

Note: results by area can be found in the Appendix

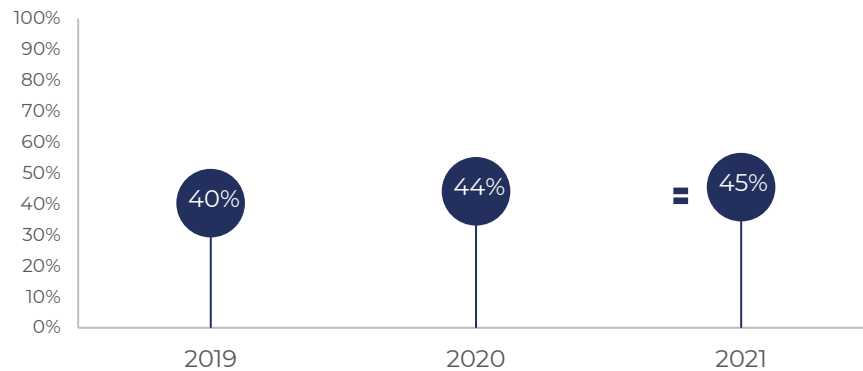
Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

EMERGENCY MANAGEMENT

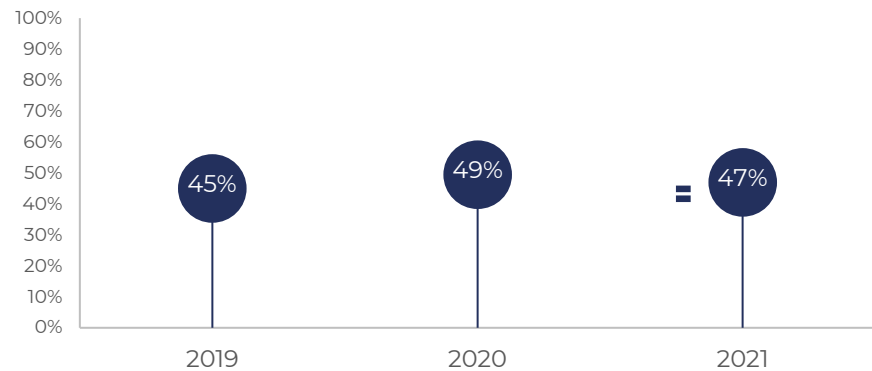
Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference

Our community could cope after a major event or disaster



I am satisfied with Council's provision of Civil Defence delivery



- After a slight improvement in 2020, residents' satisfaction with Council's provision of Civil Defence (47%), remained on a par.
- 45% of residents believed the Napier community could cope after a major event or disaster (similar to 2020).

EMERGENCY MANAGEMENT

Attributes in relation to community and emergency management

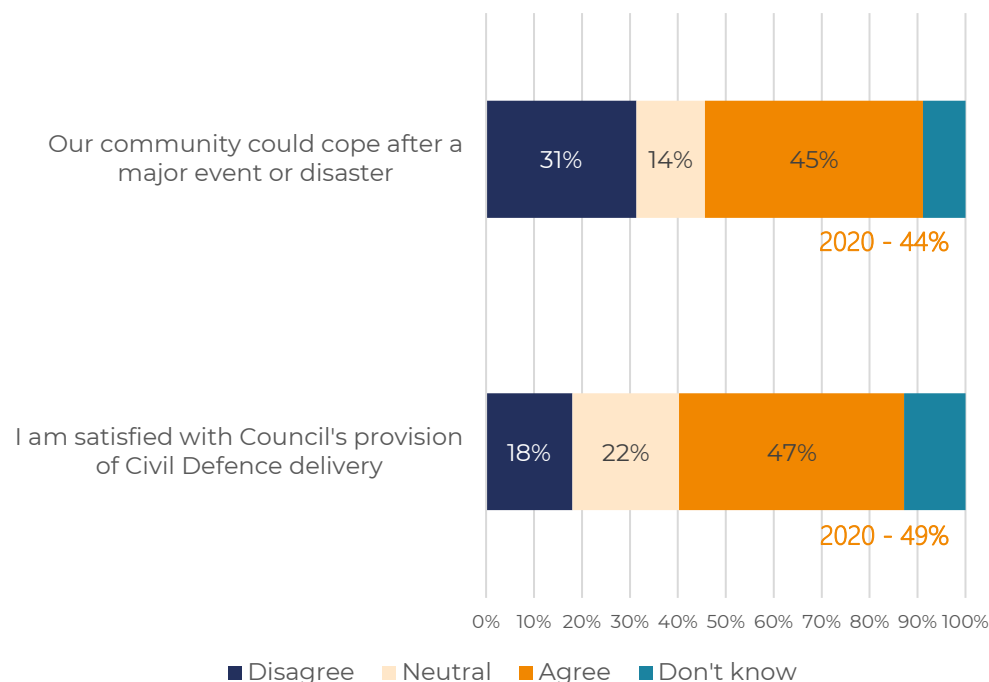


Table 20 Aggregated % 'agree' responses

		Community could cope after a major event	Civil Defence
Ward	Ahuriri	52%	51%
	Nelson Park	39%	45%
	Onekawa - Tamatea	37%	43%
	Taradale	50%	48%
Age	18-39	43%	44%
	40-64	43%	43%
	65+	53%	57%
Ethnicity	New Zealand European	46%	47%
	Māori	39%	46%
	Other	51%	46%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

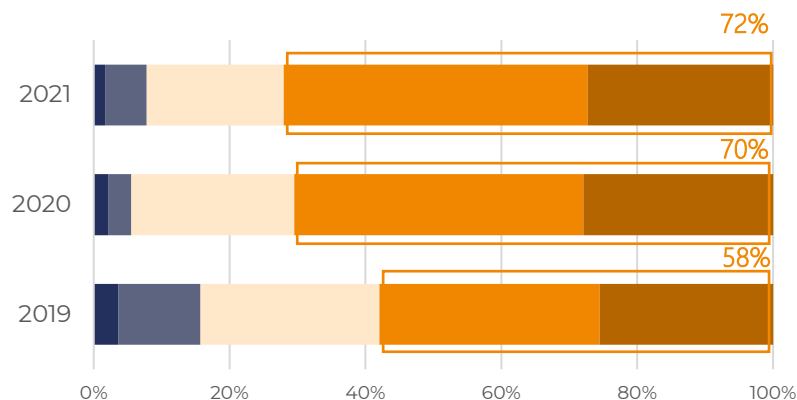
- Although similar percentages of residents agreed the Napier community could cope after a major event or disaster in 2021 (45%) compared to 44% in 2020, slightly more disagreed with this statement in 2021 (31%) compared to 2020 (22%). This could be a result of cumulative effects of COVID-19.
- Residents aged under 65 were less likely to agree with both statements.
- No relationships between COVID-19 concern and Civil Defence service delivery were observed.

n=610

COMMUNITY HEALTH

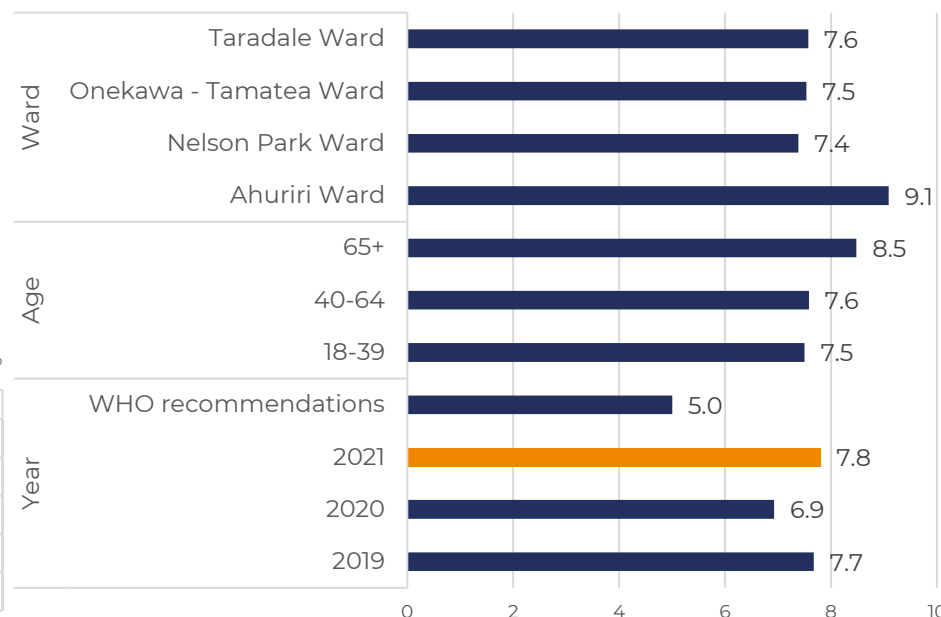
Personal health and average levels of activity

How would you rate your personal health at the moment?



	2019	2020	2021
Extremely poor	4%	2%	2%
Poor	12%	3%	6%
Fair	26%	24%	20%
Good	32%	43%	45%
Very good	26%	28%	27%

Average levels of moderate-intensity activity (hours per week)*



- 72% of residents believed they were in 'good' or 'very good' health (similar to 70% in 2020).

- In 2021, residents continued to report a good level of moderate-intensity activity (7.8 hours on average per week) in the community; more than half of residents (53%) reported moderate-intensity activity of 4 hours and more per week.
- Greater activity (8.3 hours on average) was associated with residents who were less likely to report feeling down or depressed, or worrying about everyday problems.

n=608

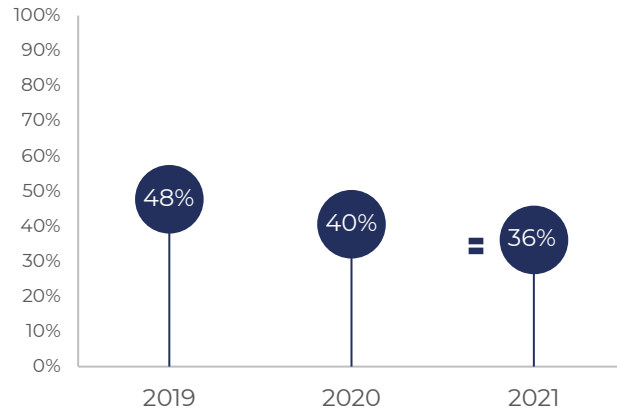
*n=559. Reported results are based on open-ended comments. If a range of hours was provided, the average of the range was used in the analysis.

ACCESSIBILITY

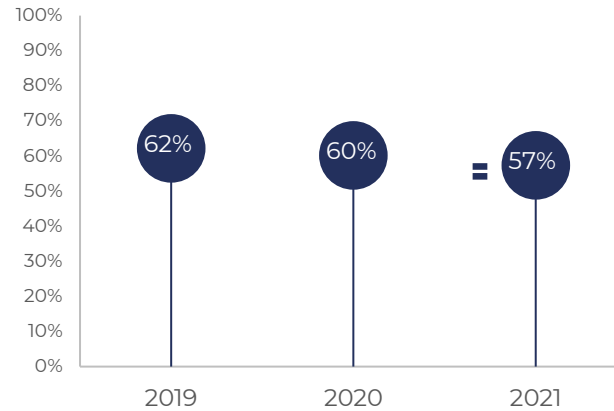
Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference

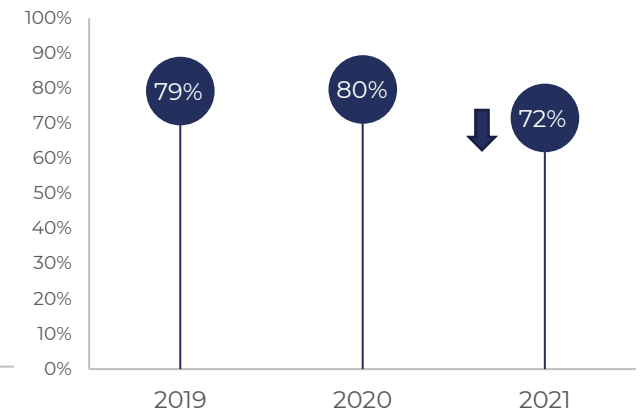
Napier is a disability-friendly city



Napier's facilities are easily accessible

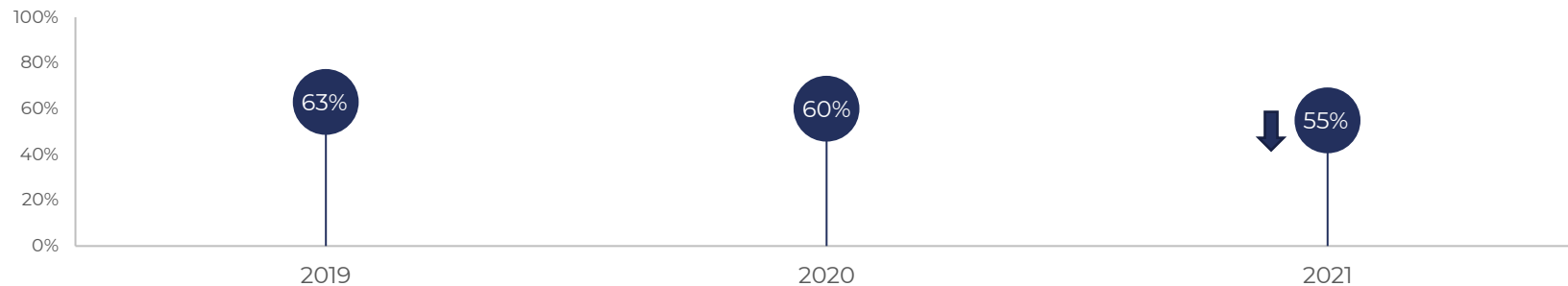


It is easy to get around Napier



- Overall, the accessibility average score in 2021 (55%) was slightly down compared to 2020 (60%) and 2019 (63%).
- A significant decline was observed in relation to ease of getting around Napier (72%) compared to 2020 (80%).

Accessibility average agreement score



ACCESSIBILITY

Attributes in relation to accessibility in Napier

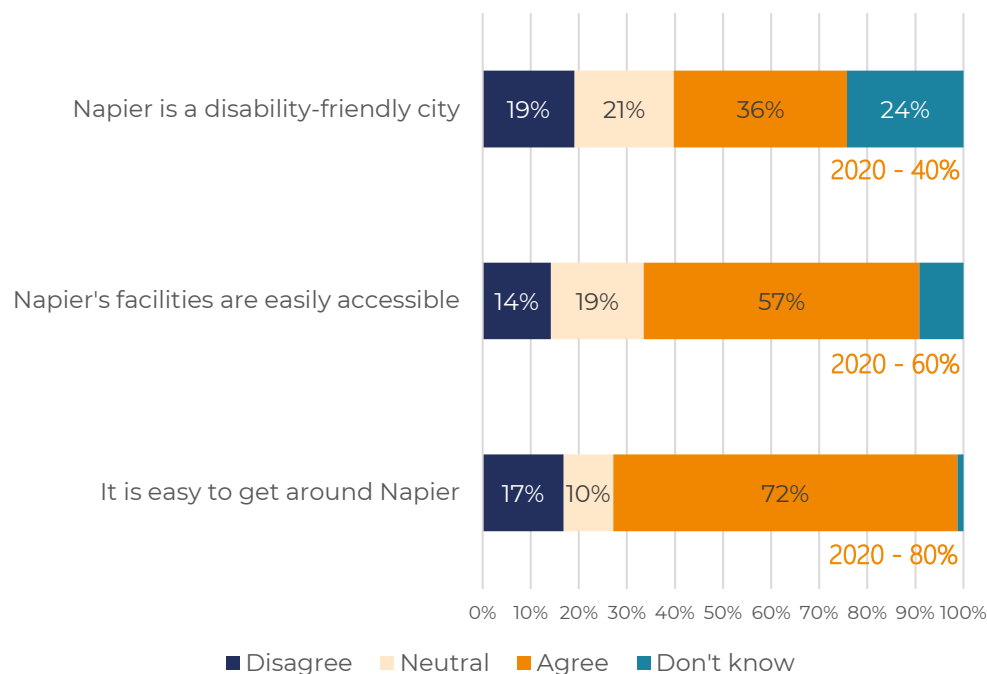


Table 21 Aggregated % 'agree' responses

		Disability friendly	Accessible	Easy to get around
Ward	Ahuriri	34%	64%	75%
	Nelson Park	39%	53%	70%
	Onekawa - Tamatea	31%	59%	75%
	Taradale	37%	57%	70%
Age	18-39	34%	53%	66%
	40-64	33%	53%	67%
	65+	44%	69%	86%
Ethnicity	New Zealand European	37%	61%	74%
	Māori	34%	46%	69%
	Other	31%	49%	60%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

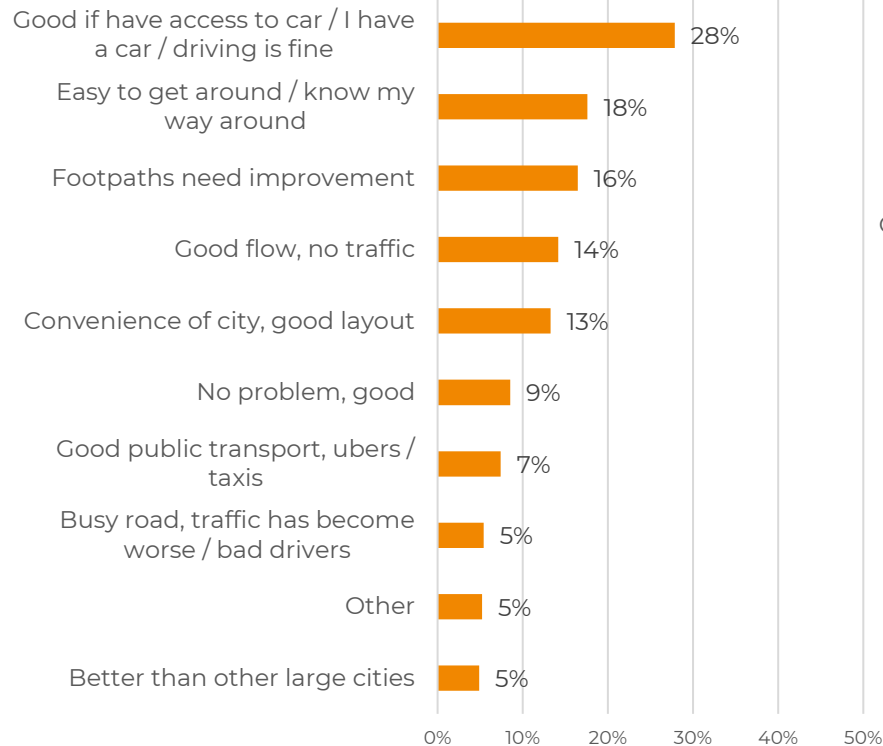
- 57% of residents stated that Napier's facilities are easily accessible (similar to 60% in 2020).
- Although 36% of residents found Napier to be a disability-friendly city, one-quarter (24%) could not provide a rating.
- 72% of residents agreed it is easy to get around Napier. Fewer residents aged under 65 agreed with this statement.

n=610

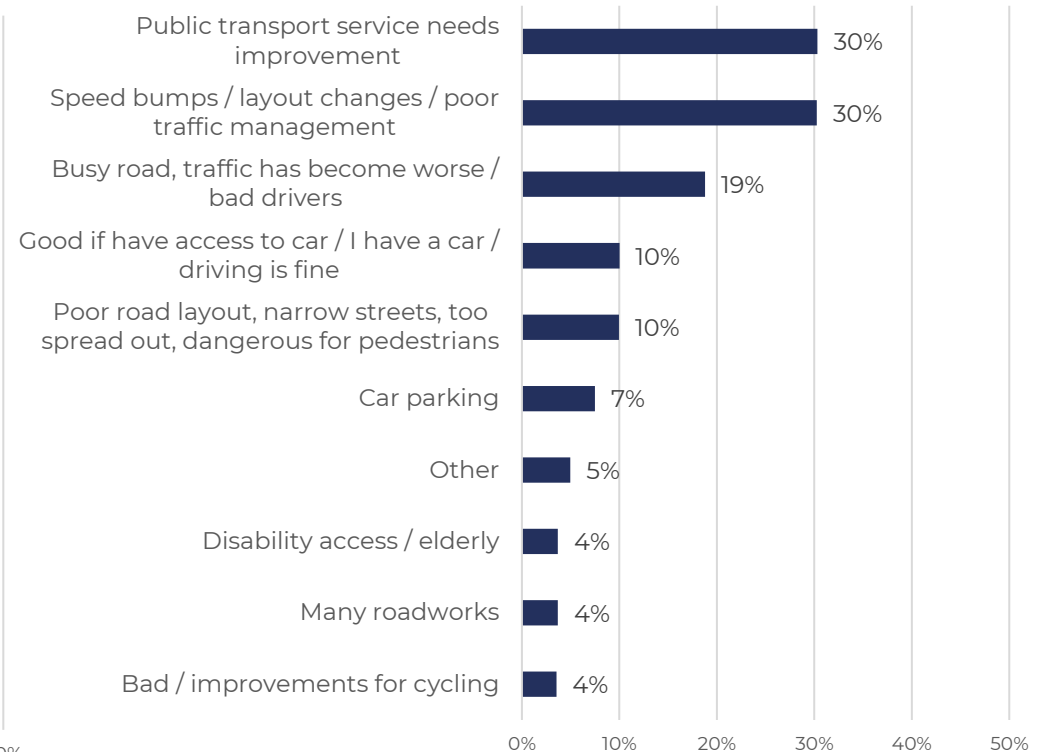
ACCESSIBILITY

Reasons for accessibility perceptions

Easy to get around* - 72% of residents



Not easy to get around* - 17% of residents



- Access to a personal car was the key reason to agree that Napier is an easy city to get around (*'Good if have access to car/I have a car/driving is fine'*).

- At the same time, public transport services and transport management were the key factors to improve accessibility around Napier. This was generally consistent across years.

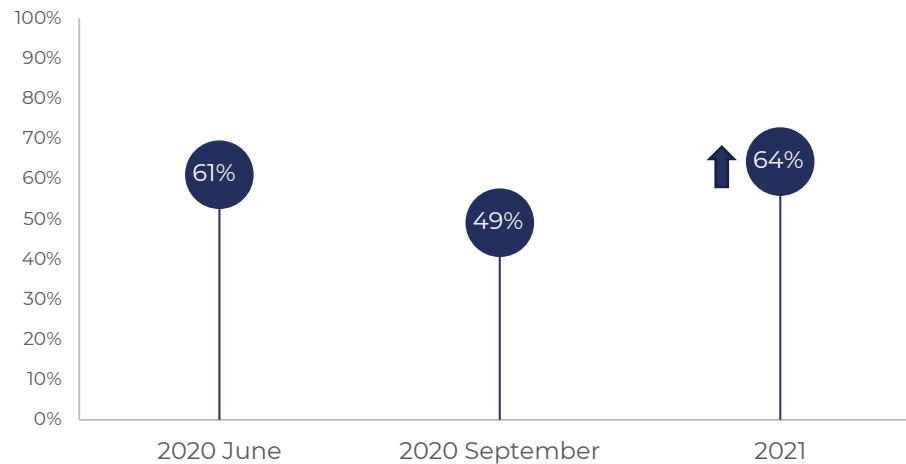
*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

COVID-19 IMPACT

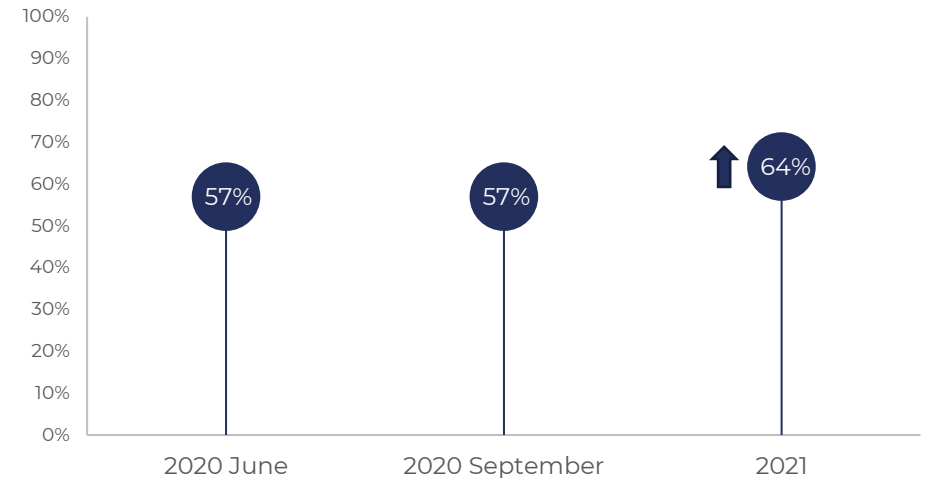
Snapshot of results over time

↓ Significant decrease ↑ Significant increase ■ No significant difference

How concerned, if at all, are you about the coronavirus/COVID-19 situation in New Zealand?



Negative impact of COVID-19



- The inclusion of COVID-19 questions in 2021 was designed to track community concerns and impacts of COVID-19 over a 12 month period.
- However, at the beginning of 2021 fieldwork, New Zealand went into Level 4 lockdown.
- Most likely, this event affected community perceptions, resulting in increased levels of concern (64%).

- The reported negative impacts also increased in 2021.

COVID-19 IMPACT

Level of concern and impact on the community

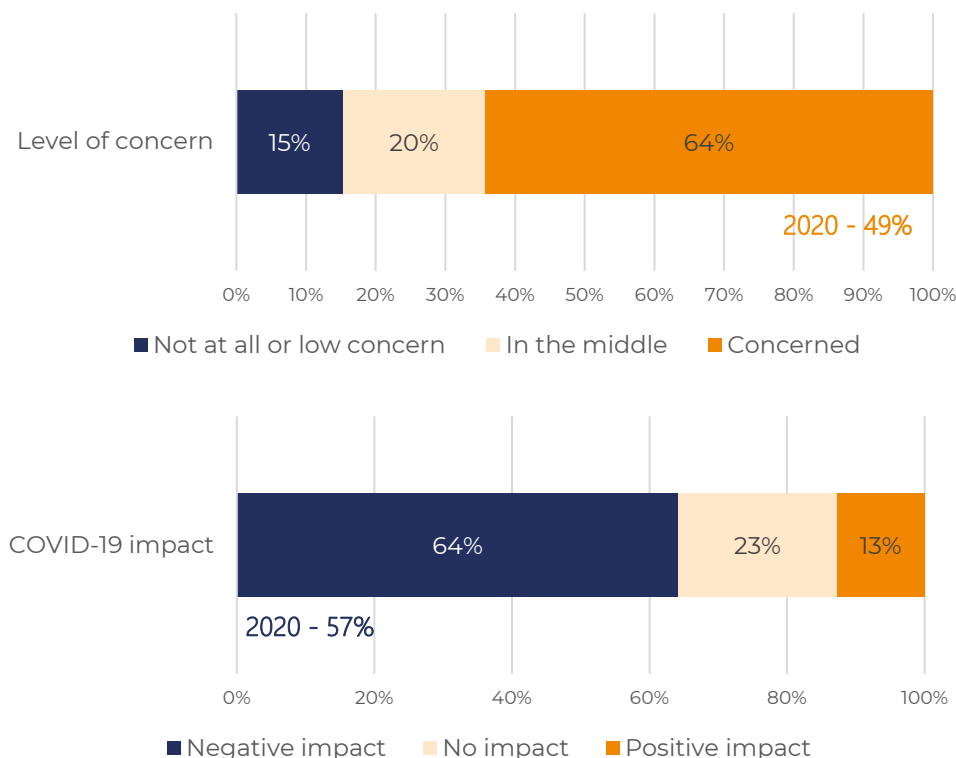


Table 22 Aggregated responses

		Concerned	Negative impact
Ward	Ahuriri	69%	67%
	Nelson Park	60%	63%
	Onekawa - Tamatea	63%	66%
	Taradale	65%	62%
Age	18-39	51%	67%
	40-64	71%	64%
	65+	69%	61%
Ethnicity	New Zealand European	65%	64%
	Māori	65%	63%
	Other	55%	70%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

- 64% of Napier residents stated the COVID-19 situation had an overall negative impact on them or their family (57% in 2020); 23% reported no impact (27% in 2020), and 13% reported an overall positive impact (17% in 2020).
- Residents aged 40-64 were most concerned about COVID-19.
- Residents with an average income between \$50,000-\$100,000 were more likely to report negative impacts.



According to Perceptive, **33%** of New Zealanders reported **high concern** in relation to COVID-19 in September 2021 (vs. 32% 'extremely concerned' in Napier).

n=609-610

CLIMATE CHANGE

Climate change perceptions

How concerned are you about the impact of climate change in Napier?

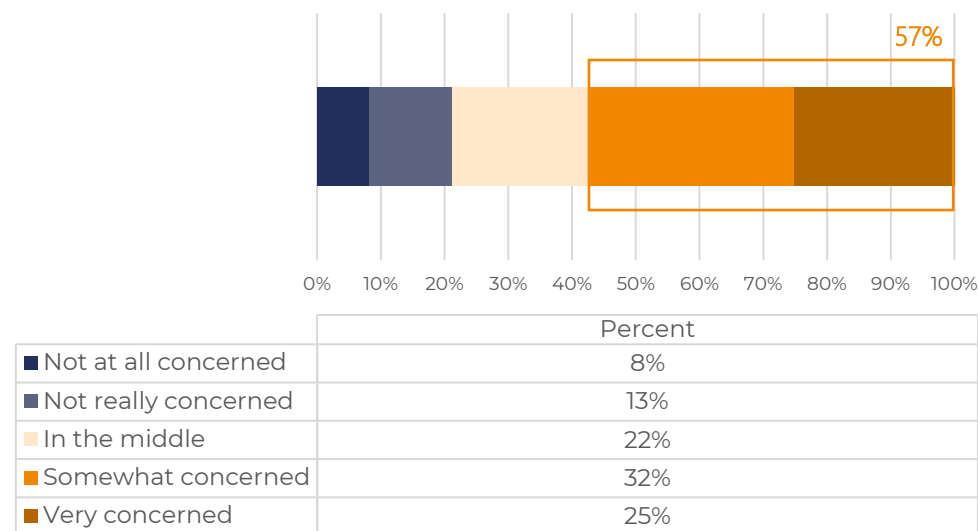


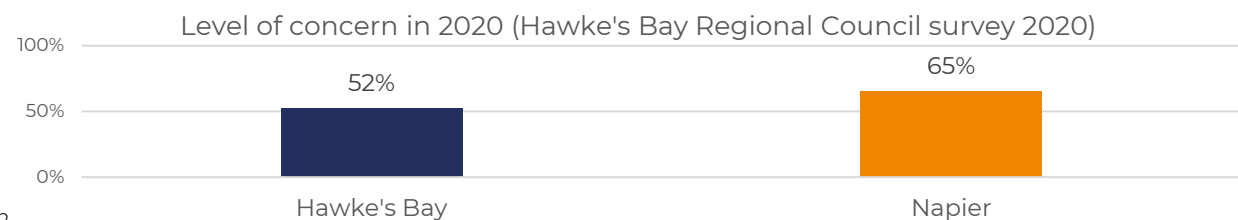
Table 23 Aggregated responses

		Concerned
Ward	Ahuriri	72%
	Nelson Park	60%
	Onekawa - Tamatea	50%
	Taradale	51%
Age	18-39	61%
	40-64	56%
	65+	54%
Ethnicity	New Zealand European	56%
	Māori	62%
	Other	58%

Note: significant differences by ward, age or ethnicity are highlighted in **bold**

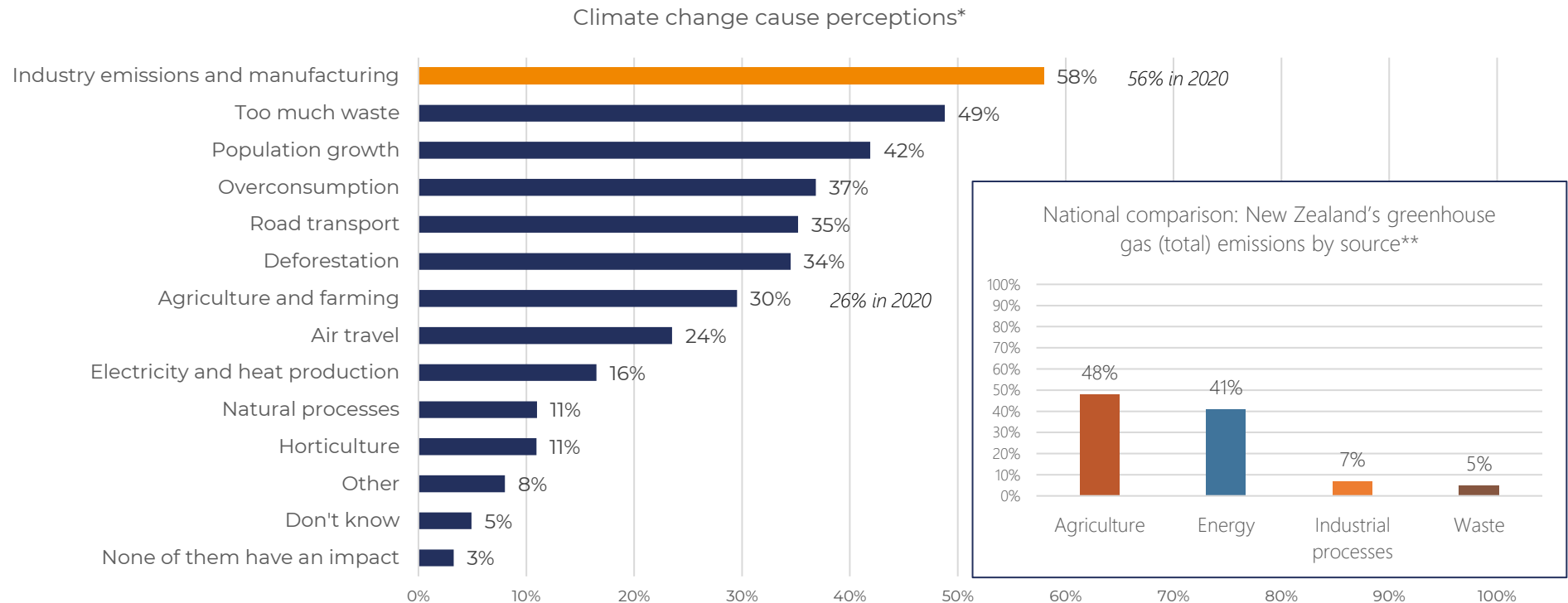
- Overall, 57% of residents were concerned about the impacts of climate change in Napier.
- Based on research conducted in 2020 for the Hawke's Bay Regional Council, 65% of Napier residents were concerned to some degree about the impact of climate change in Hawke's Bay, and over half (55%) were concerned it may have an impact on their quality of life.
- In 2021, the level of concern was greater amongst female residents and those in Ahuriri ward.

n=610



CLIMATE CHANGE

Climate change and perceived cause



- The most cited perceived cause of climate change was industry emissions and manufacturing (58%, similar to 56% in 2020), followed by waste (49%) and population growth (42%).
- 30% of residents named agriculture and farming as the main cause of climate change.

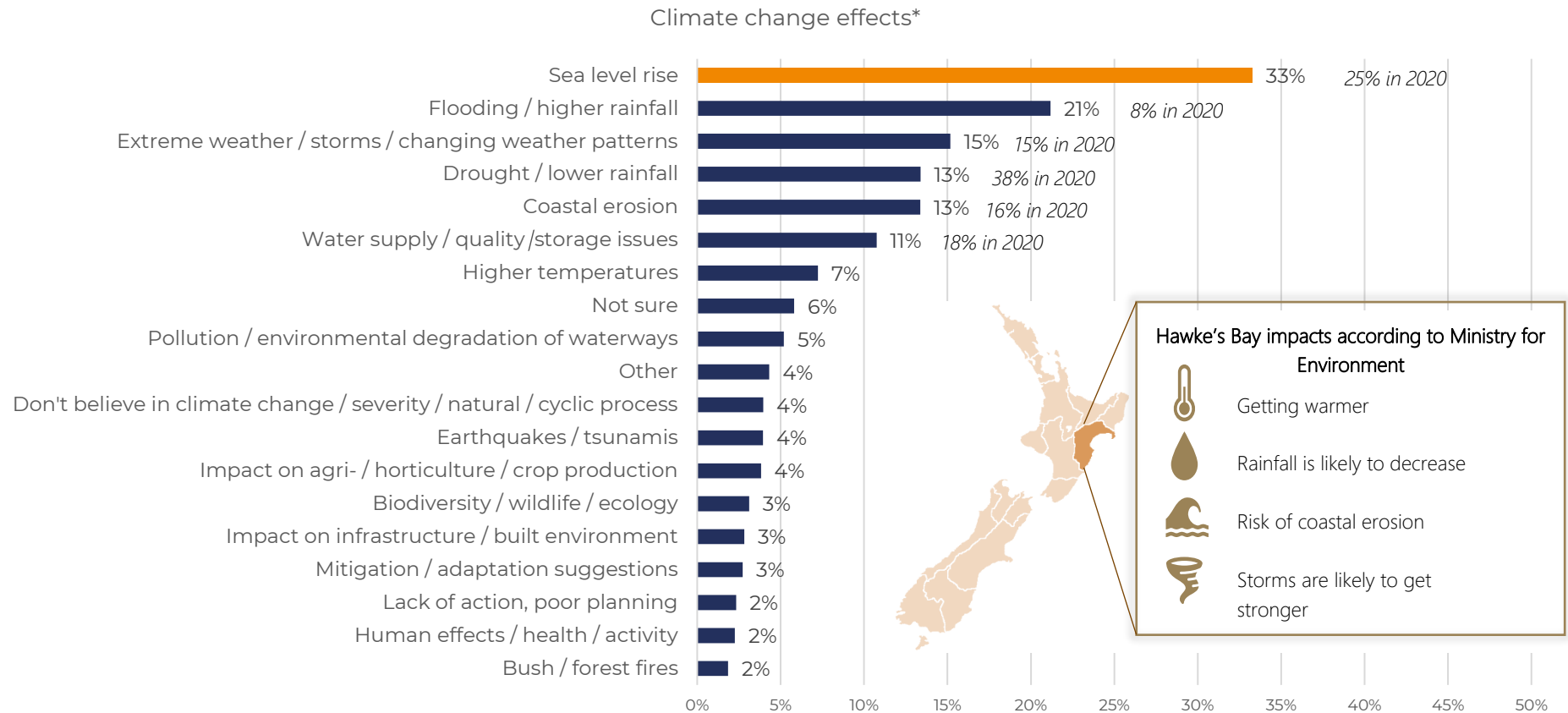
- According to the Ministry for the Environment, New Zealand's emission profile in 2018 showed that the Agriculture (48%) and Energy (41%) sectors were the two largest contributors to greenhouse gas emissions.
- Hawke's Bay's industry emissions profile was largely attributed to agriculture (80%).

*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

**Ministry for the Environment. (2020). New Zealand's greenhouse gas inventory 1990-2018.

CLIMATE CHANGE

Climate change and perceived harmful impacts



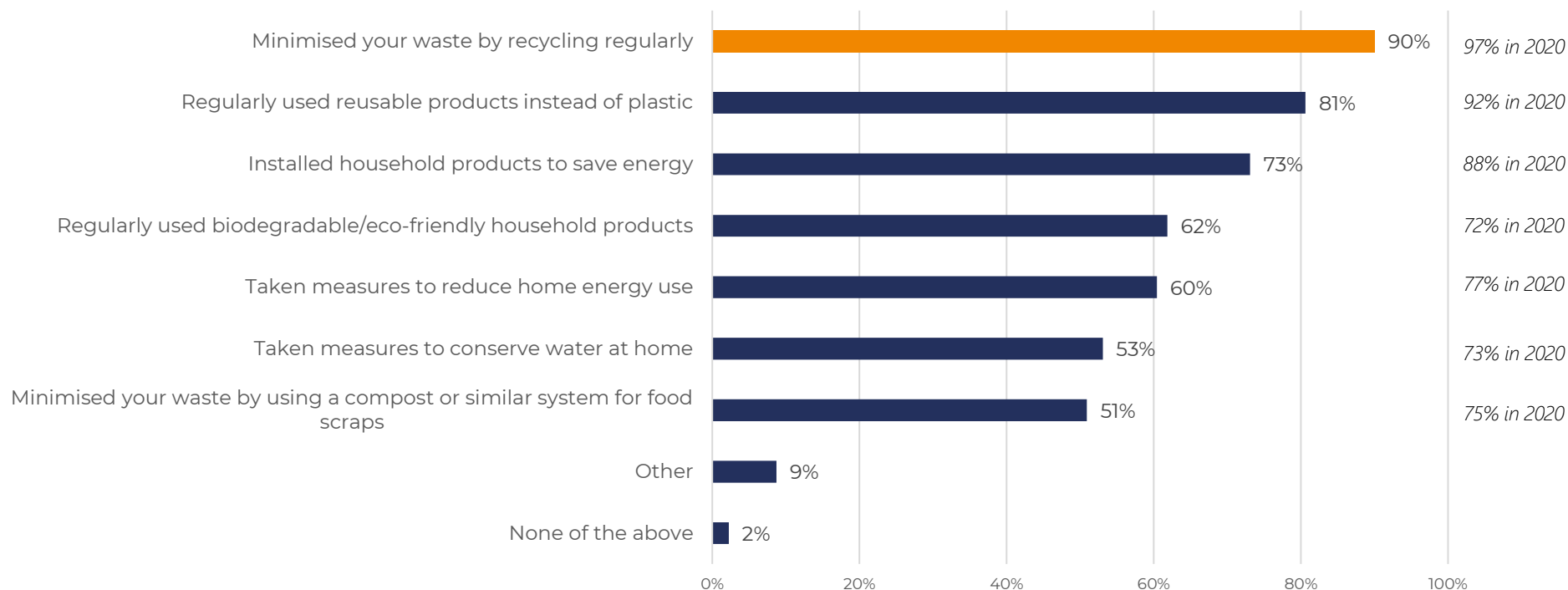
- Sea level rise (33%) was named as the main negative outcome of climate change in Napier. This factor's high ranking was generally consistent with findings in 2020.
- The perceived threat of flooding and higher rainfall increased significantly (with respective decrease in drought expectations). This could be due to the rainfall event in November 2020. The 2020 Hawke's Bay Regional Council survey was conducted prior to this event.

*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

CLIMATE CHANGE

Environmental activities

Named activities in the past 12 months*



- Almost all residents named at least one environmental activity they had been engaged in over the past 12 months; 6-in-10 residents named five activities or more.
- 90% of the Napier community reported minimising their waste by recycling regularly.
- Respondents who expressed greater concern for climate change were more likely to use eco-friendly products (72%) and minimise waste by using a compost system (60%).
- Fewer residents reported taking measures to conserve water (53%) or using a compost or similar system (51%), even although these activities were reported by more than half of residents.
- Older residents were more likely to report conserving energy at home.

*Totals may exceed 100% owing to multiple responses for each respondent

APPENDIX

Top named neighbourhood improvements by suburb (note: small sample sizes)

Suggested improvements (categories)	Bay View
Footpaths, cycle trails, lighting	34%
Infrastructure and Council services	23%
Reduce speeding, poor drivers, more speed bumps	13%
Waste management, recycling	10%
Traffic, transport and road control	9%
Security, safety, crime control, gangs, beggars / homeless	6%
Happy as it is, no changes needed	6%
Amenities - cafes / bars / shops / medical access	5%
Neighbours, community, communication and networking	4%

Suggested improvements (categories)	Meeanee
Happy as it is, no changes needed	24%
Neighbours, community, communication and networking	22%
Footpaths, cycle trails, lighting	13%
Waste management, recycling	13%
Other	13%
Reduce speeding, poor drivers, more speed bumps	8%
Infrastructure and Council services	8%
Traffic, transport and road control	8%

Suggested improvements (categories)	Poraiti
Reduce speeding, poor drivers, more speed bumps	49%
Infrastructure and Council services	27%
Water-related issues	15%
Traffic, transport and road control	10%
Security, safety, crime control, gangs, beggars / homeless	10%

Suggested improvements (categories)	Awatoto
Amenities - cafes / bars / shops / medical access	56%
Reduce speeding, poor drivers, more speed bumps	26%
Footpaths, cycle trails, lighting	14%
Security, safety, crime control, gangs, beggars / homeless	14%
Neighbours, community, communication and networking	7%
Infrastructure and Council services	7%
Traffic, transport and road control	7%

Suggested improvements (categories)	Westshore
Housing	41%
Security, safety, crime control, gangs, beggars / homeless	39%
Reduce speeding, poor drivers, more speed bumps	20%
Infrastructure and Council services	16%
Community venues, attractions, activities, cafes	12%
Footpaths, cycle trails, lighting	7%
Amenities – cafes / bars / shops / medical access	5%

Suggested improvements (categories)	Onekawa
Security, safety, crime control, gangs, beggars / homeless	29%
Reduce speeding, poor drivers, more speed bumps	19%
Footpaths, cycle trails, lighting	11%
Traffic, transport and road control	7%
Happy as it is, no changes needed	7%
Community venues, attractions, activities, cafes	6%

Suggested improvements (categories)	Maraenui
Security, safety, crime control, gangs, beggars / homeless	31%
Neighbours, community, communication and networking	18%
Traffic, transport and road control	18%
Community venues, attractions, activities, cafes	13%
Council leadership, transparency, communication	11%
Footpaths, cycle trails, lighting	11%
Waste management, recycling	11%
Water-related issues	10%
Infrastructure and Council services	9%

Suggested improvements (categories)	Ahuriri
Security, safety, crime control, gangs, beggars / homeless	34%
Reduce speeding, poor drivers, more speed bumps	19%
Traffic, transport and road control	18%
Neighbours, community, communication and networking	13%
Housing	13%
Parks, playgrounds / trees	13%
Footpaths, cycle trails, lighting	10%

Suggested improvements (categories)	Marewa
Security, safety, crime control, gangs, beggars / homeless	45%
Reduce speeding, poor drivers, more speed bumps	17%
Footpaths, cycle trails, lighting	10%
Water-related issues	7%
Parks, playgrounds / trees	7%
Infrastructure and Council services	7%
Amenities – cafes / bars / shops / medical access	6%

Suggested improvements (categories)	Hospital Hill
Security, safety, crime control, gangs, beggars / homeless	33%
Footpaths, cycle trails, lighting	13%
Parking	12%
Infrastructure and Council services	12%
Neighbours, community, communication and networking	10%
Reduce speeding, poor drivers, more speed bumps	10%
Community venues, attractions, activities, cafes	9%
Traffic, transport and road control	8%

Suggested improvements (categories)	Bluff Hill
Traffic, transport and road control	36%
Footpaths, cycle trails, lighting	30%
Reduce speeding, poor drivers, more speed bumps	11%
Water-related issues	9%
Security, safety, crime control, gangs, beggars / homeless	8%
Neighbours, community, communication and networking	7%
Parking	4%

Suggested improvements (categories)	Tamatea
Security, safety, crime control, gangs, beggars / homeless	21%
Reduce speeding, poor drivers, more speed bumps	11%
Housing	10%
Amenities - cafes / bars / shops / medical access	10%
Infrastructure and Council services	9%
Happy as it is, no changes needed	9%
Traffic, transport and road control	8%
Waste management, recycling	6%
Council leadership, transparency, communication	6%

Suggested improvements (categories)	Taradale
Security, safety, crime control, gangs, beggars / homeless	19%
Reduce speeding, poor drivers, more speed bumps	13%
Amenities - cafes / bars / shops / medical access	12%
Footpaths, cycle trails, lighting	11%
Happy as it is, no changes needed	10%
Traffic, transport and road control	8%
Infrastructure and Council services	7%

Suggested improvements (categories)	Nelson Park
Security, safety, crime control, gangs, beggars / homeless	35%
Infrastructure and Council services	22%
Footpaths, cycle trails, lighting	13%
Reduce speeding, poor drivers, more speed bumps	13%
Waste management, recycling	11%
Traffic, transport and road control	10%
Community venues, attractions, activities, cafes	10%
Amenities - cafes / bars / shops / medical access	9%

Suggested improvements (categories)	Greenmeadows
Security, safety, crime control, gangs, beggars / homeless	29%
Infrastructure and Council services	14%
Traffic, transport and road control	12%
Neighbours, community, communication and networking	10%
Amenities - cafes / bars / shops / medical access	8%
Waste management, recycling	7%
Footpaths, cycle trails, lighting	6%
Reduce speeding, poor drivers, more speed bumps	5%
Community venues, attractions, activities, cafes	4%
Happy as it is, no changes needed	3%

Suggested improvements (categories)	Pirimai
Security, safety, crime control, gangs, beggars / homeless	26%
Traffic, transport and road control	17%
Reduce speeding, poor drivers, more speed bumps	14%
Neighbours, community, communication and networking	11%
Community venues, attractions, activities, cafes	11%
Infrastructure and Council services	9%
Parks, playgrounds / trees	8%