

NAPIER SOCIAL MONITOR 2012

PREPARED FOR

NAPIER CITY COUNCIL

BY

APR CONSULTANTS

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1.0 EXECUTIVE SUMMARY

This report presents the results of the Napier Social Monitor Survey undertaken during May 2012.

A total of 400 residents were surveyed to identify their level of satisfaction with living in Napier. The results were weighted against age and ethnicity to account for sampling differences and ensure the results were representative of the Napier population.

Items measured relate to housing, health, safety, employment, education and training, vehicle and Internet access, nature of the community and community relationships. The key findings are summarised in this section and detailed in the report that follows.

Housing

- The majority of respondents (96.2%) were either very satisfied or fairly satisfied with their current housing in Napier.
- Four-fifths (80.1%) of respondents indicated that they owned their own home, while one-fifth (19.4%) rented.

Health

- A total of 90.0% of respondents rated their personal health as excellent, very good or good while 6.6% rated their health as poor and 2.4% as extremely poor.
- Four-fifths (81.7%) of respondents identified that they (or a person in their care) had visited a doctor, hospital or other medical/health service in the last six months.
- Most (89.2%) of those seeking health care from a doctor or Medical Health Service reported no problems with this service, while 10.2% reported some problems.
- Over three-quarters (78.9%) of those seeking health care at Hawke's Bay Hospital reported no problems with this service, while 18.1% reported some problems.
- Of those who reported problems, delays in getting treatment were named by 28.2% who visited a doctor or Medical Health Service and by 83.7% who had visited Hawke's Bay Hospital.

Safety

- More than nine out of 10 respondents (94.2%) rated their feeling of safety for themselves and other family members as average or better, while 5.3% of respondents stated that they do not feel safe. Safety concerns specified included burglary, thugs, going out at night, attacks, youth, home invasions and gangs.
- Suggestions to make respondents feel safer included: encourage Neighbourhood Watch groups; increased police presence; disband gangs and increase the number of CCTV cameras.
- There had been very little change in feelings of safety since 2009 when 93.8% of respondents stated that they felt very safe, fairly safe or average.

Education and Training

- More than one-fifth of respondents (22.4%) had been involved in post-secondary education and/or training in the previous 12 months. Respondents had received their training from a range of providers from within and outside of the region.
- The majority (56.6%) reported that they would consider undertaking future education or training in a topic that interests them, while 37.9% reported that they would not.
- Barriers to continuing with education or training included financial reasons by 26.9% of respondents, age (18.0%), lack of time (13.1%) and lack of interest (8.8%).
- Training provided by employers increased significantly (8.7%) between 2009 and 2012.

Employment

- Overall 41.4% of respondents were employed full-time, 27.5% of respondents were parenting, had home duties or were retired and 17.4% were employed part-time. A further 7.3% were unemployed or on a benefit and 4.4% were undertaking education/training.
- Approximately three-quarters of respondents who were not working did not want to gain employment.
- One-quarter (25.0%) of respondents that had part-time employment indicated that they would like full-time employment and 59.8% indicated a preference to remain in part-time work.
- Of those employed over three-quarters of respondents (87.2%) had only one job and a further 8.7% had more than one.
- Employment concerns related to being made redundant, the economic downturn and lack of work.

Community Relationships

- Slightly over half of respondents (51.0%) rated the current relationship between different ethnic groups in Napier as very satisfactory or fairly satisfactory. A further 34.2% rated ethnic relationships as sometimes satisfactory and sometimes not. A total of 7.8% of respondents believed the relationship was not very satisfactory or not at all satisfactory.

Caring Community

- Nearly ninety percent (88.4%) of respondents indicated that they perceived Napier as being a good, very good or excellent caring community.
- Only 7.7% of respondents considered Napier as having a poor or extremely poor caring community.
- One quarter of respondents (25.3%) undertook regular voluntary work. Barriers to undertaking volunteer community work included lack of time, age, health, work and family commitments.
- A total of 6.8% of respondents were members of social service groups.
- Overall 16.6% of respondents used local social service organisations.

- Both membership to voluntary social service groups and usage of social services had decreased since 2009.

Quality of Life

- Half (50.0%) of respondents reported that their quality of life had improved over the previous five years, while 45.6% reported no improvement.
- Nearly one-third (31.8%) of respondents expected their quality of life to improve, while 43.0% expected their quality of life would stay the same and a further 17.2% expected their quality of life to deteriorate.

Future Issues

- Respondents were asked to identify how much opportunity they felt they had to express their views about the future direction of Napier City and New Zealand:
 - For Napier: A total of 22.6% of respondents stated plenty or quite a lot of opportunity, 28.9% stated just enough and a further 41.9% stated very little or virtually none.
 - For New Zealand: One-third (33.3%) of respondents stated that they have an opportunity to have a say, however 60.8% believed they have very little or no chance to have a say.

Access

- Overall 84.9% of respondents had access to the Internet;
- Most (85.3%) had access to a vehicle during the day.

Sample Demographics

- The most common household income brackets for respondents were \$50,001 and over (43.2%), \$40,001 - \$50,000 (10.0%) and \$30,001 - \$40,000 (12.2%).
- The majority of respondents (75.1%) identified themselves as New Zealand Pakeha/European followed by New Zealand Maori (10.1%), Asian (1.4%) or Pacific Island (0.9%);
- Over two-thirds (70.3%) of respondents had lived in Napier for more than ten years;
- The most identified suburbs where respondents lived were Taradale (16.1%), Marewa (14.2%), Onekawa (10.5%), Greenmeadows (10.2%) and Tamatae (9.3%);
- The proportion of survey respondents were 52.5% female and 47.5% male.

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2.0 INTRODUCTION

APR Consultants was commissioned by the Napier City Council to undertake the Napier Social Monitor as part of the Council's Social Indicator Monitoring Programme.

This report presents the results of 400 telephone interviews conducted with Napier District residents in May 2012.

The objectives of this survey were to establish:

- Satisfaction with living in Napier.
- Satisfaction with housing.
- Satisfaction with overall health and access to health care facilities.
- Perception of safety for oneself and other family members.
- Current employment (*ie, type of employment, number of hours worked, number of current jobs and gross annual household income*).
- Involvement in education and training (*ie, training provider and barriers to training*).
- Access to a car during the day and the Internet.
- Nature of the community (*ie, how well the Napier community takes care of each other*).
- Community work and volunteer work undertaken.
- Community relationships between different ethnic groups.
- Perception of quality of life.
- Degree of opportunity to express views about the future direction of Napier City and New Zealand.

Note that previous surveys were undertaken in December 1998, May 1999, October 1999, May 2000, August 2001, October 2002, December 2003, December 2004, October 2005, October 2007 and November 2009.

3.0 METHODOLOGY

The questionnaire for the telephone survey was designed by APR Consultants, in consultation with Napier City Council (refer to Appendix 2).

Apart from minor changes, the questionnaire was identical to that used in previous surveys.

A random sample of residential telephone numbers was generated using the Hawke's Bay Telecom White Pages. To help ensure the survey results would be more representative of the Napier population, quotas were applied by age, gender and ethnicity.

Experienced telephone interviewers were briefed regarding the questionnaire, the quota requirements and the survey's objectives.

3.1 Weighting

Statistics in this report are weighted to better enable inferences about the population as a whole.

The process involves assigning a weight to each respondent to ensure over-represented demographic groups do not disproportionately influence the survey results, specifically older people and females.

The weight does not change the respondent's answer, rather it gives appropriate relative importance to the answer and helps ensure that the results are representative of the population.

At the conclusion of the interviewing period, there was an under-representation of those in the 15 - 44 age group and Maori and an over-representation of those in the 45+ age group.

Age and ethnicity were then weighted appropriately to bring them into line with the proportions found in the Napier population. In this sense, the survey results could be seen to be broadly representative of the Napier population.

Note that results are weighted to the latest Census results but due to the latest Census being cancelled after the Christchurch earthquake, the latest available Census data was from 2006.

3.2 Survey

A total of 400 residents were surveyed within Napier City during May 2012 which provides for a margin of error of +/-4.88% at the 95% level of confidence¹.

Each interview lasted approximately ten minutes and restrictions were placed on the times for calling respondents. Qualifiers were in place to ensure a minimum respondent age of 15 years. The survey was administered at varying times throughout the day, and interviewers made three calling attempts to each contact in order to mitigate non-response bias.

All responses were analysed by computer and an accuracy audit of the data entry process was undertaken on 5.0% of data. It should be noted that all percentages in this report have been rounded to one decimal place.

A detailed analysis of the survey results has been provided in Appendix 1.

¹ A 95% level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained from a full census of Napier residents, but may, with decreasing likelihood, vary by up to plus or minus 4.88%, for a sample of 400.

4.0 RESULTS

The following section outlines key results from the 2012 Napier Social Monitor Survey. A detailed analysis of the survey results is provided in Appendix 1.

4.1 Housing

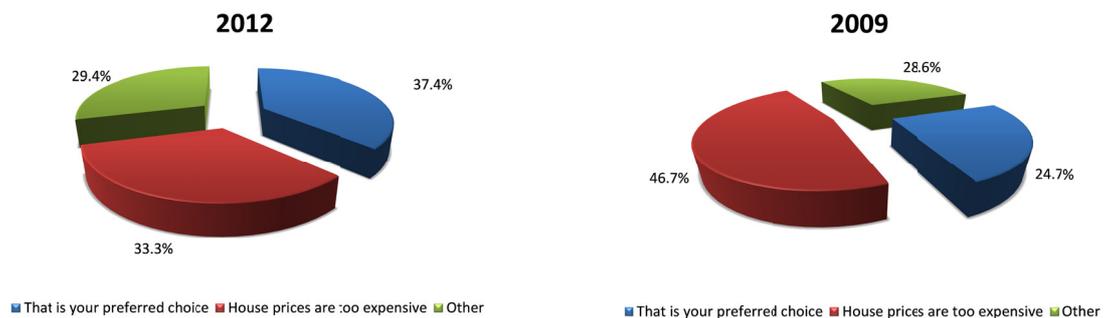
4.1.1 Home Ownership

Four-fifths (80.1%) of respondents indicated that they owned their own home and nearly one-fifth (19.4%) indicated that they rented.

Of the 19.4% that lived in rented housing 37.4% stated they did so because it was their preferred choice and 33.3% said it was because house prices were too expensive. House prices were too expensive (46.7%) was a much more common reason for renting in 2009.

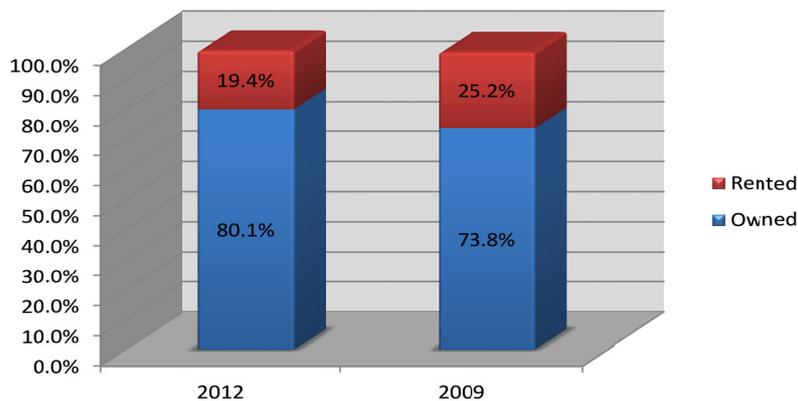
Over one-quarter (29.4%) of respondents stated other reasons for living in rented housing, these reasons included house owned by a family member, retired and saving for a deposit to buy a house.

Figure 1: Reason for Renting



These results were broadly similar to the 2009 survey where 73.8% owned and 25.2% rented.

Figure 2: Home Ownership 2009 Comparison

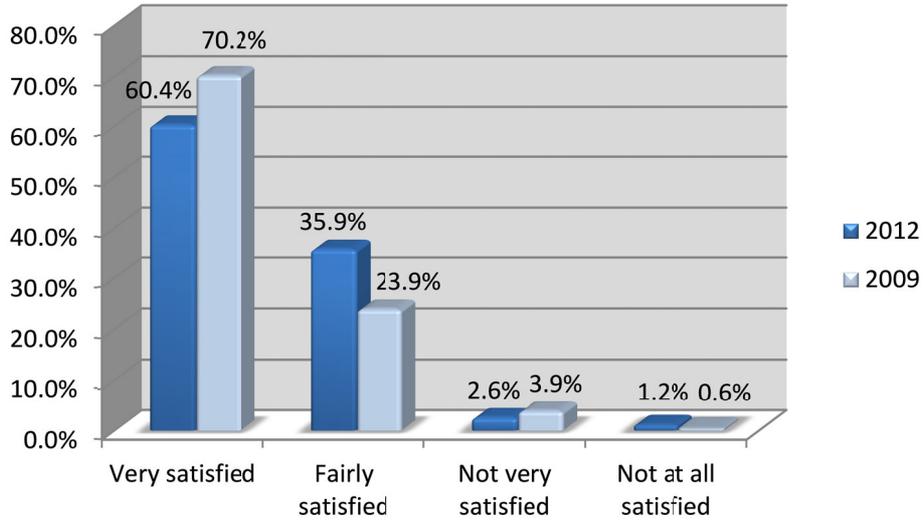


4.1.2 Satisfaction

The majority of respondents (96.2%) were either very satisfied or fairly satisfied with their current housing in Napier. A further 2.6% of respondents were not very satisfied, 1.2% were not at all satisfied.

This was in line with the 2009 results where 94.2% of respondents were very satisfied or fairly satisfied, 3.9% not very satisfied and 0.6% not at all satisfied.

Figure 3: Housing Satisfaction 2009 Comparison



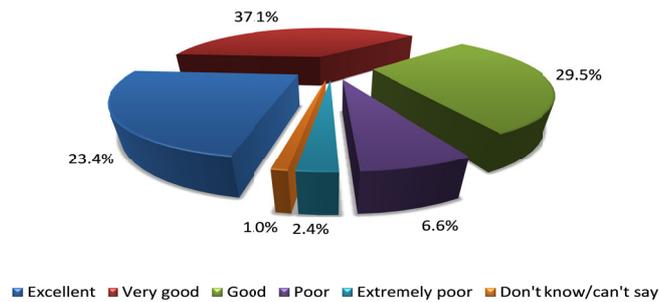
Reasons for dissatisfaction included; lack of insulation resulting in cold temperatures; the small size of the house and a need for maintenance. Other comments included: dislike of neighbours; location and unreliability of the landlord.

4.2 Health

4.2.1 Personal Health

Respondents were happy with their personal health with 90.0% rating it as excellent, very good or good. A total of 6.6% of respondents rated their personal health as poor and 2.4% as extremely poor.

Figure 4: Personal Health

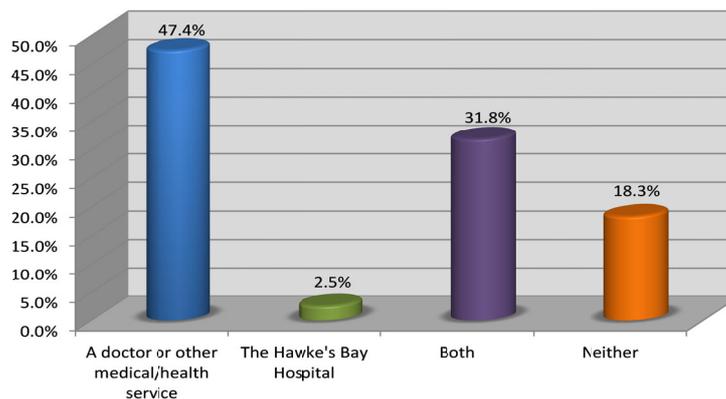


Feelings towards personal health were similar in 2009. In total 88.5% rated their health positively compared with 90.0% in 2012 and 11.5% rated their health negatively compared with 9.0% in 2012.

4.2.2 Health Service

The following questions looked at the level of use of the Hawke’s Bay Hospital and the doctor or medical health service of the respondent, together with any issues associated with this health care.

Figure 5: Use of Doctor or Health Service



In the last six months, 81.7% of respondents had sought health care services:

- 47.4% of respondents reported they had visited a doctor or medical health service exclusively (48.8% in 2009);
- 31.8% of respondents reported they had visited both a doctor/medical health service and the Hawke’s Bay Hospital (32.7% in 2009), while;
- 2.5% had visited the Hawke’s Bay Hospital only (5.1% in 2009).

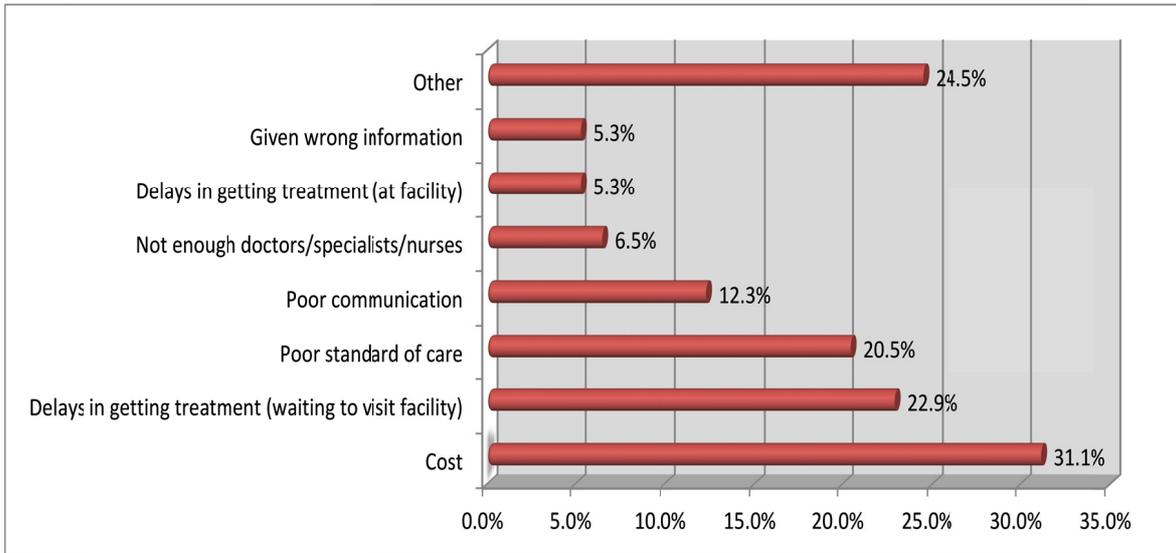
While 18.3% reported they had visited neither.

4.2.3 Problems Getting Health Care at Doctor or Medical Health Service

The majority (89.2%) of those seeking health care from a doctor or Medical Health Service reported no problems with the service, a percentage decrease of 1.9% since 2009.

One-tenth (10.2%) reported some problems getting health care from their doctor or Medical Health Service, a percentage increase of 1.3% from 2009. The most common problem specified were costs (31.1%).

Figure 6: Doctor or Medical Health Service Problems

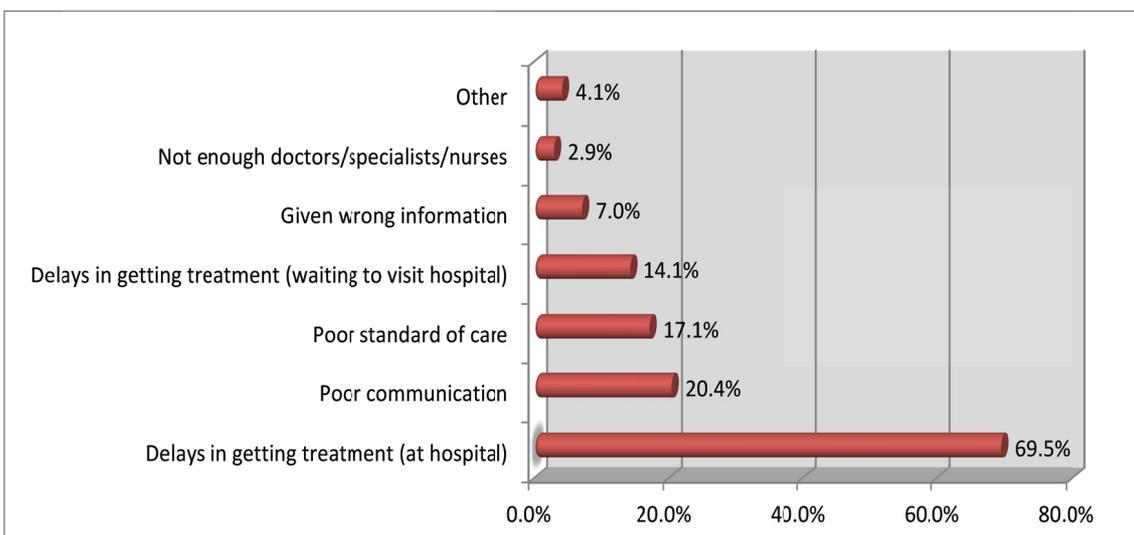


4.2.4 Problems Getting Health Care at Hawke’s Bay Hospital

Nearly four-fifths (78.9%) of those seeking health care at the Hawke’s Bay Hospital reported no problems with the service, a percentage increase of 10.6% from 2009.

While 18.1% reported some problems getting health care at the Hawke’s Bay Hospital which was a percentage decrease of 9.5% since 2009. The most common problem specified were delays in getting treatment at the hospital (69.5%).

Figure 7: Hawke’s Bay Hospital Problems



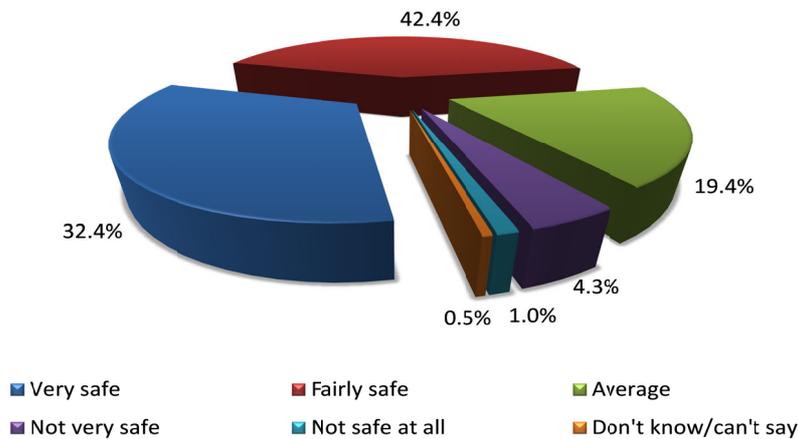
4.3 Safety

4.3.1 Personal Safety

Almost all respondents (94.2%) rated their feeling of safety for themselves and other family members as average or better.

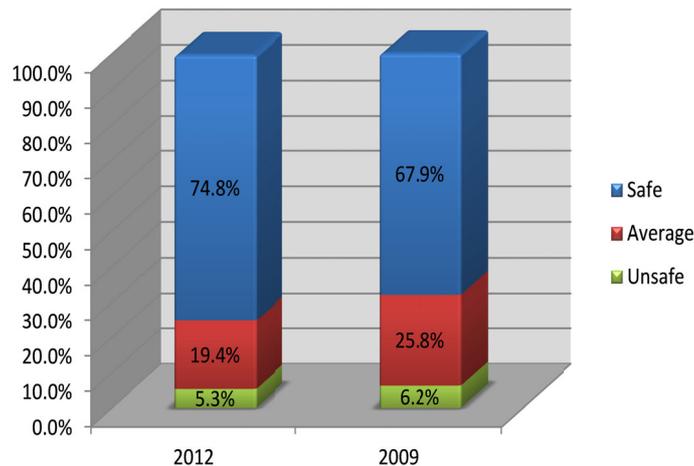
Nearly three-quarters of respondents (74.8%) rated their feeling of safety as very safe or fairly safe and a further 19.4% of respondents regarded their feelings of safety as average while 5.3% of respondents did not feel safe.

Figure 8: Feelings of Safety



Feelings of personal safety had increased since the 2009 period. Those who felt fairly or very safe in Napier had risen by 6.9% from 67.9% in 2009 to 74.8% in 2012.

Figure 9: Safety 2009 Comparison



A large number of comments were received with regard to safety. The main safety concerns were burglary listed by 44.9% of respondents, strangers/thug/prowlers reported by 14.7% of respondents and going out at night reported by 14.1%.

Three categories were added in the 2012 analysis, being area, car theft and no safety concerns.

Respondents concerns regarding burglary increased by 11.6% from 2009 and thugs/prowlers increased by 11.0%. Concerns of attacks and driving related issues decreased over the three year period by 6.5% and 3.8% respectively.

Table 1: Safety Concerns 2009 Comparison

	2012	2009	Percent Change
Burglary	44.9%	33.2%	11.6%
Strangers/thugs/prowlers	14.7%	3.7%	11.0%
Going out at night	14.1%	13.0%	1.2%
Attacks/abuse/violence	10.8%	17.3%	-6.5%
Youth	10.6%	10.3%	0.3%
Home invasions	9.3%	5.0%	4.3%
Gangs	8.9%	8.6%	0.3%
Area	8.2%		
Drugs/druggies/drunks	7.8%	9.0%	-1.1%
Safety of children	5.5%	7.3%	-1.9%
Driving/drivers/boy racers/traffic	4.8%	8.6%	-3.8%
Car theft	3.8%		
Town improvements	3.1%	2.3%	0.8%
Vandals/graffiti	2.6%	2.0%	0.6%
Lack of police/slow response/not effective	1.7%	1.7%	0.1%
Natural disasters	1.6%	2.7%	-1.1%
Living alone	1.5%	0.0%	1.5%
Being/walking alone	0.9%	0.7%	0.2%
No safety concerns	7.8%		
Other	4.1%	8.6%	-4.5%

4.4 Education and Training

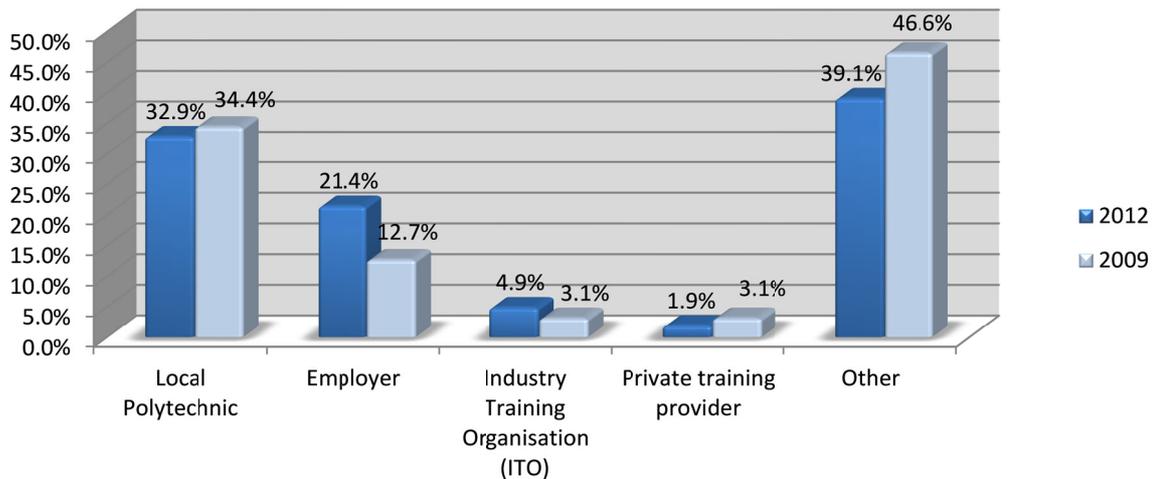
Nearly one-quarter (22.4%) of respondents had been involved in post-secondary education and/or training in the last 12 months. This was on par with 2009 when 21.4% had been involved.

Respondents appeared happy sourcing post-secondary education and training from a wide variety of organisations both within the region and nationally.

The Eastern Institute of Technology provided nearly one-third of education and training opportunities to respondents and employers provided training for 21.4% of respondents. While Industry Training Organisations and private training providers each account for 4.9% and 1.9% respectively of education and training opportunities.

Training and education from other organisations were listed by approximately two-fifths (39.1%) of respondents. These other organisations included: Massey University; Open Polytechnic; Napier City Council; St Johns and Senior Net.

Figure 10: Post-Secondary Education and Training Organisations 2009 Comparison



Overall 84.6% of respondents reported that the course had provided them with the training they needed while 6.7% reported the course had partly provided them with the required training and 1.4% reported it did not provide them with the training they required.

Only 7.1% of respondents stated that they did not know or did not specify an answer.

Success of post-secondary and training had improved since 2009, the percentage of respondents who reported the course had provided them with the required training increased by 4.1%.

When asked if they would consider taking further education or training that interests them, 56.6% of respondents replied that they would and 37.9% reported that they would not. In 2009 50.4% of respondents replied that they would and 45.2% reported that they would not.

Barriers to continuing with education or training included financial reasons reported by 26.9% of respondents, age (18.0%) and lack of time (13.1%).

The three most common listed concerns, financial, age and time, had increased by 5.9%, 0.5% and 2.1% respectively over the three year period.

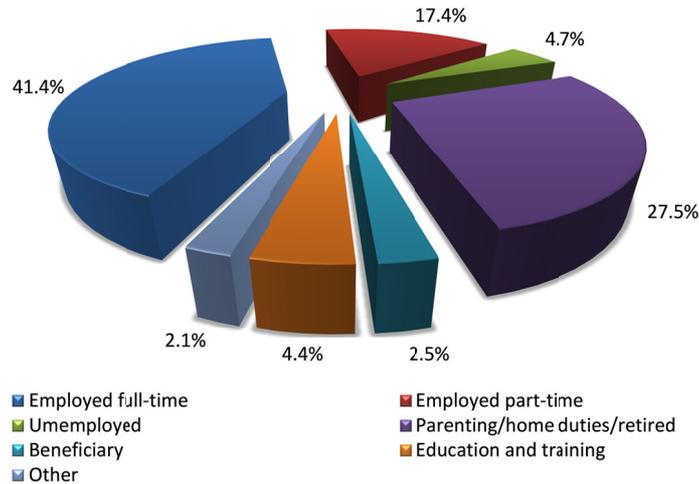
Table 2: Barriers to Continuing Education or Training 2009 Comparison

	2012	2009	Percent Change
Financial	26.9%	21.0%	5.9%
Age	18.0%	17.5%	0.5%
Lack of time	13.1%	11.0%	2.1%
Lack of interest/nothing (if wants to do it)	8.8%	12.5%	-3.7%
Family	8.2%	9.8%	-1.6%
Business/employment	8.0%	10.0%	-2.0%
Nothing	6.8%	8.8%	-1.9%
Location/transport	4.4%	0.5%	3.9%
Happy with qualifications/don't want further tra	4.3%	7.3%	-2.9%
Health	3.0%	2.8%	0.2%
Times not suitable	2.7%	0.5%	2.2%
Already training	2.7%	0.3%	2.5%
Suitable courses not available	2.2%	2.5%	-0.3%
Government funding	0.7%	2.8%	-2.0%
Other	2.4%	3.8%	-1.3%

4.5 Employment

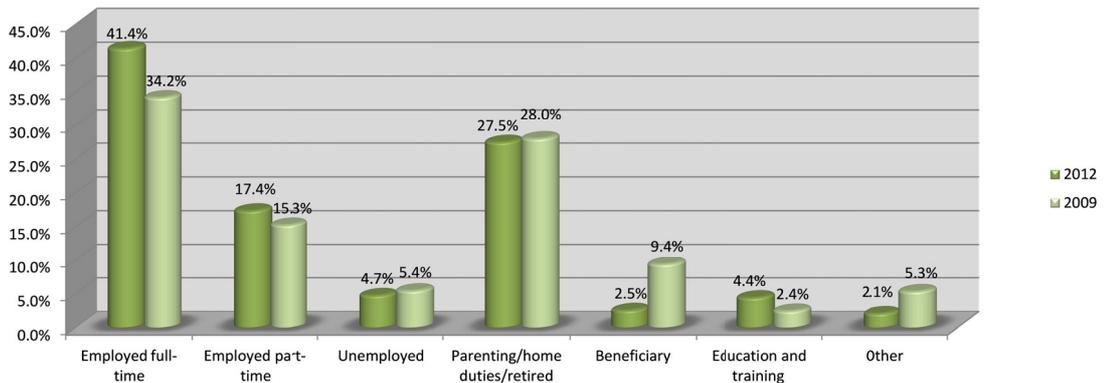
Two-fifths (41.4%) of respondents were employed full-time, 27.5% were employed in parenting, home duties or retired roles and 17.4% were employed part-time. A further 4.4% of respondents were occupied with education and training courses, 2.5% were beneficiaries and 4.7% were unemployed. The 2.1% of respondents listed under other were largely temporary out of work due to health reasons.

Figure 11: Employment



The number of beneficiaries listed in 2009 was 9.4% meaning there was a 6.8% decrease over the three year period.

Figure 12: Employment 2009 Comparison



Those respondents not working full-time or part-time were asked if they would like a job now and 24.0% said they would like a job while 72.8% said they would not like a job.

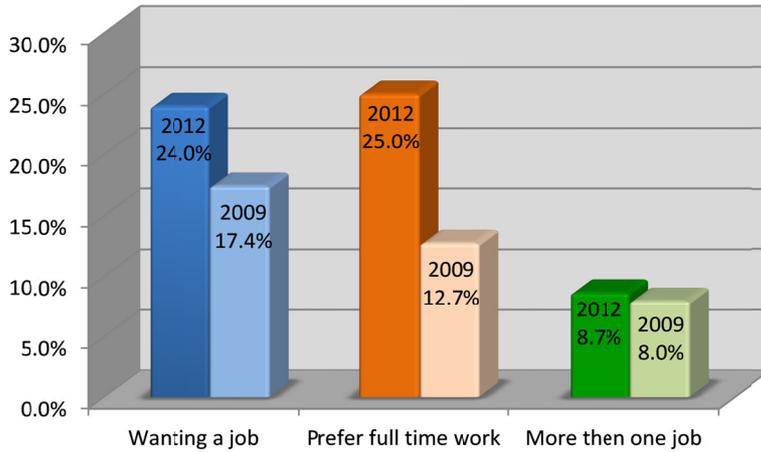
Those respondents working part-time were asked if they would like a full-time job now. One-quarter (25.0%) said they would like full-time work, 59.8% said they were happy with part-time work and 15.2% did not specify an answer.

Of those respondents working 8.7% had more than one job at present while 87.2% had only one job.

Concerns about respondents' current employment situation included: being made redundant; the economic downturn; lack of work and the need for longer hours and or more days.

One-third (32.7%) of respondents stated that they had no concerns about their present employment situation. This was a significant increase (7.9%) from 2009 when only 24.8% of respondents had no concerns.

Figure 13: Yes Responses 2009 Comparison



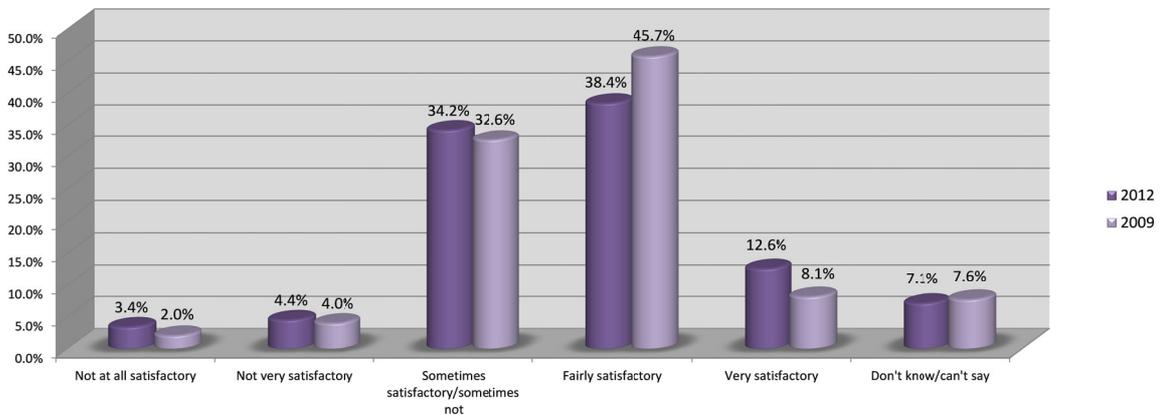
4.6 Napier Community

4.6.1 Community Relationships

Respondents were asked to rate the current relationship between different ethnic groups in Napier. Only 12.6% felt that the ethnic relationship was very satisfactory, one third felt it was fairly satisfactory and another third felt it was sometimes satisfactory and sometimes not. Overall 7.8% were not satisfied with the relationship between different ethnicities; 4.4% rated them not very satisfied and 3.4% rating them not at all satisfactory.

Of those respondents that rated the relationship between different ethnic groups as not satisfactory a number mentioned the role of gangs in their dissatisfaction.

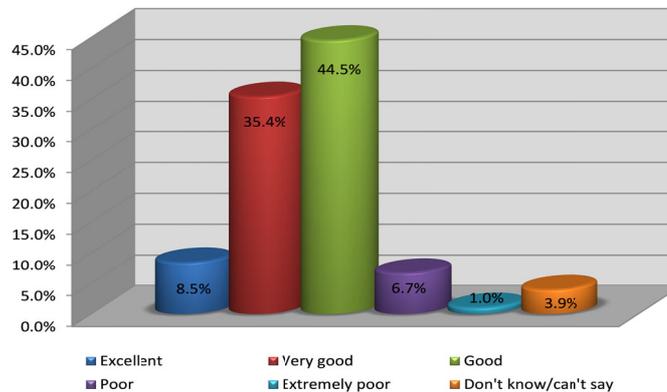
Figure 14: Community Relationships 2009 Comparison



4.6.2 Caring Community

The majority (88.4%) of respondents viewed Napier as being good, very good or excellent as a caring community. Only 7.7% of respondents considered Napier as being a poor or extremely poor caring community.

Figure 15: Caring Community



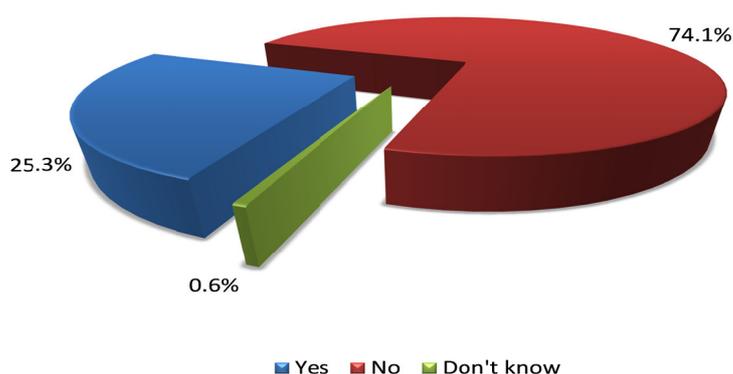
These results were very similar to those found in 2009. Half (49.9%) of respondents felt that Napier was excellent or very good at being a caring community in 2009. A further 38.9% felt it was good and 7.5% felt Napier was either poor or extremely poor in terms of caring.

4.6.3 Community Work

Over one-quarter (25.3%) of respondents undertook regular volunteer community work for groups such as the SPCA, Church groups, Red Cross and the RSA, while approximately three-quarters did not. (A full list of groups supported is contained in Appendix 2).

Volunteer work had decreased since 2009 when 29.1% of respondents undertook regular volunteer community work.

Figure 16: Community Work



Reasons given as to why respondents could not undertake volunteer community work included no spare time (27.8%), work (19.2%) and family (13.5%).

Nearly one-fifth (19.8%) of respondents stated that there were no barriers preventing them from undertaking volunteer work.

Table 4: Barriers to Undertaking Volunteer Work 2009 Comparison

	2012	2009	Percent Change
No spare time	27.8%	21.6%	6.2%
No barriers	19.8%	20.1%	-0.4%
Work	19.2%	17.0%	2.2%
Family	13.5%	14.5%	-1.0%
Age	5.5%	8.8%	-3.3%
Health	5.1%	8.8%	-3.7%
Other interests	0.9%	1.1%	-0.2%
Study	0.7%	2.1%	-1.5%
Cost/finances	0.7%	0.4%	0.3%
Sports	0.3%	0.7%	-0.4%
Other	5.2%	4.6%	0.6%

4.6.4 Social Service Groups

Only 6.8% of respondents were members of social service groups such as the Blind Association, Surf Lifesaving, Lions Club and the Red Cross, while 91.1% were not members of any social service group.

Barriers stopping respondents from joining social service groups included no spare time, work, family, health and age.

Almost half of respondents stated there were no barriers stopping them from joining a social service group. This was a 16.3% increase from 2009.

Table 5: Barriers to Joining Social Service Groups 2009 Comparison

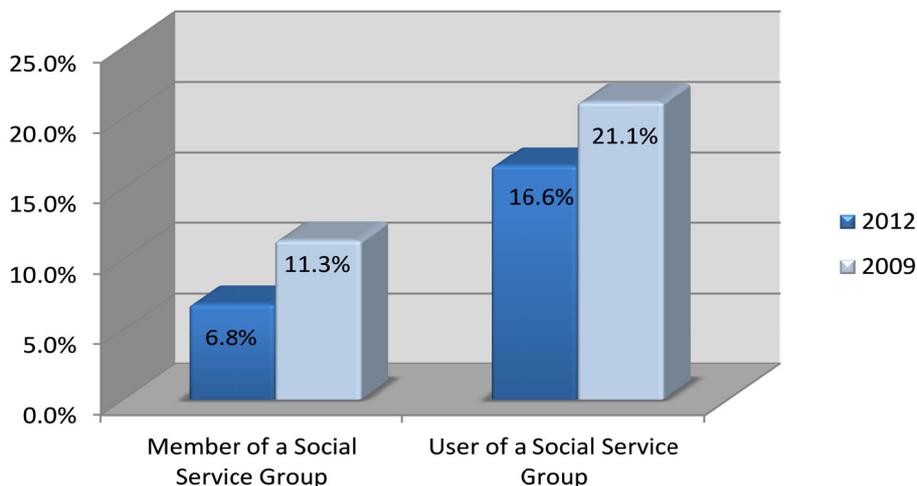
	2012	2009	Percent Change
No barriers	42.4%	26.1%	16.3%
No spare time	16.0%	19.5%	-3.5%
Work	10.7%	8.0%	2.7%
Family	7.5%	3.7%	3.8%
Health	3.9%	3.4%	0.5%
Age	2.8%	4.0%	-1.2%
Other interests	1.0%	1.1%	-0.1%
Study	0.9%	1.4%	-0.5%
Cost/finances	0.5%	0.6%	-0.1%
Other	4.4%	4.0%	0.4%

When queried about using a social service organisation, 16.6% of respondents indicated that they did use social service groups while 82.4% reported that they did not.

Groups used included Age Concern, Plunket and Lifeline.

There was a noticeable decrease from the 2009 survey results as 4.5% fewer respondents were members of a social service group and 4.5% fewer respondents used social service groups.

Figure 17: Social Service Groups 2009 Comparison

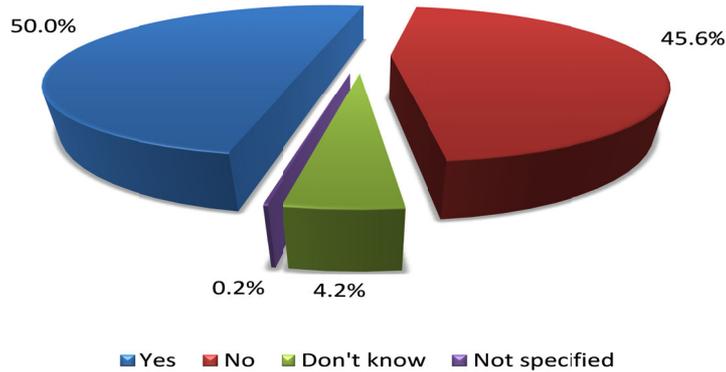


4.7 Quality of Life

4.7.1 Current Quality of Life

Respondents were asked if their quality of life had improved over the last five years. Half of the respondents reported that their quality of life had improved while 45.6% reported no improvement.

Figure 18: Quality of Life



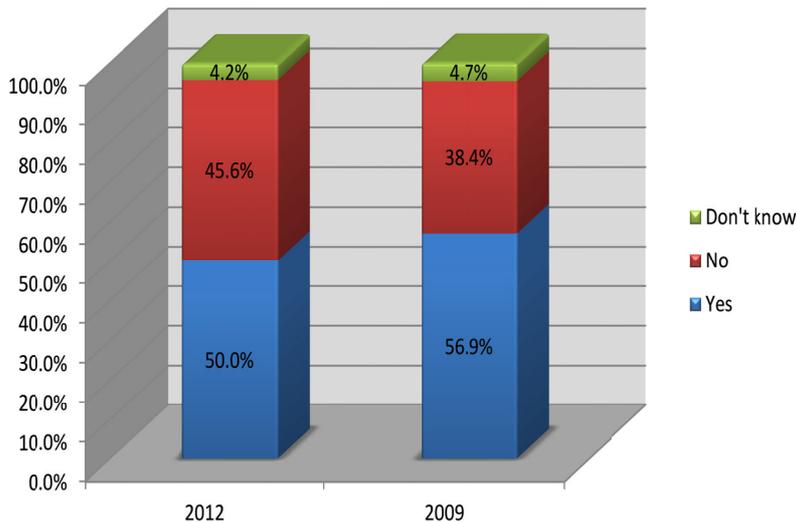
Respondents who felt that their quality of life had improved gave reasons including more financially secure (more income or less debt), better domestic situation and more time (retired).

Reasons for no improvement in quality of life included poor health, old age, financial deterioration and rising prices.

Overall 18.2% of all respondents stated that their quality of life remained stable/stayed the same.

Results collected in 2009 suggested that respondents are less happy with their quality of life now in 2012.

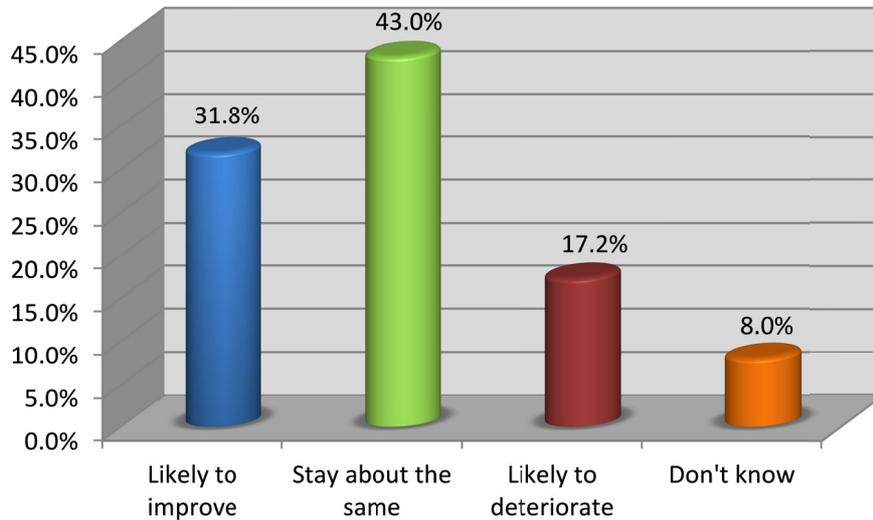
Figure 19: Quality of Life 2009 Comparison



4.7.2 Predicted Quality of Life

Respondents were asked what they expected to happen to their quality of life over the next five years. 31.8% of respondents expected their quality of life to improve, 43.0% expected their quality of life to stay the same, while 17.2% expected their quality of life to deteriorate.

Figure 20: Predicted Quality of Life



Quality of life improvements were expected to come about due to children getting older or leaving home, earning more income or less debt, business expanding, confidence and an optimistic attitude.

Those who felt that the quality of life would stay the same felt this way largely due to an expectation or hope that things will stay the same or that they couldn't see things changing.

For those who believed their quality of life would deteriorate over the next five years, reasons included on-going health problems, getting older and rising prices.

When comparing results between the previous survey in 2009 and this year's survey it was found that respondents are currently more pessimistic towards their future quality of life than they were three years ago.

Table 6: Predicted Quality of Life 2009 Comparison

	2012	2009	Percent Change
Likely to improve	31.8%	43.8%	-12.0%
Stay about the same	43.0%	32.2%	10.8%
Likely to deteriorate	17.2%	15.5%	1.7%
Don't know	8.0%	8.5%	-0.5%
Not specified	0.0%	0.0%	0.0%

4.8 Views on Future Direction

4.8.1 Views on Future Direction of Napier City

Respondents were asked to identify how much opportunity they felt they had to express their views about the future direction of Napier City.

A total of 41.9% of respondents stated very little or no opportunity, 28.9% stated just enough and 22.6% stated plenty or quite a lot. A further 6.3% of respondents did not know.

Table 7: Say on Napier Issues 2009 Comparison

	2012	2009	Percent Change
None or virtually none	15.3%	14.3%	1.0%
Very little	26.6%	23.4%	3.2%
Just enough	28.9%	25.4%	3.5%
Quite a lot	13.2%	17.8%	-4.5%
Plenty	9.3%	9.9%	-0.5%
Don't know	6.3%	9.3%	-2.9%
Not specified	0.3%	0.0%	0.3%

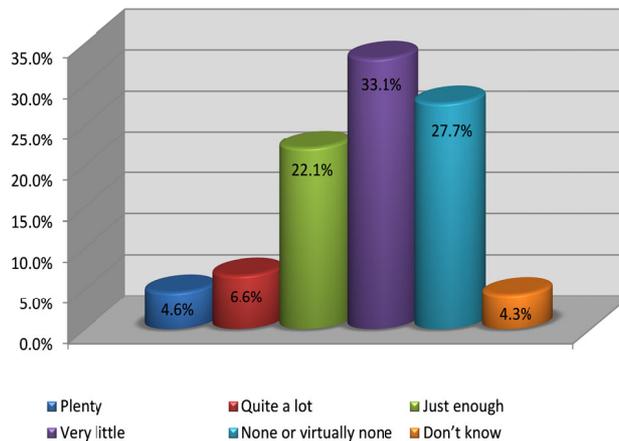
4.8.2 Views on Future Direction of New Zealand

Respondents were also asked how much opportunity they felt they had to express their views about the future direction of New Zealand.

Over half of respondents (60.8%) believed they had very little or no chance of having a say about the future direction of New Zealand, up from 55.0% in 2009. 22.1% believed they had just enough of a say on national issues. Just over one-tenth (11.2%) of respondents felt they had either quiet a lot or plenty of opportunities to express their views, down from 13.6% in 2009. 4.3% of respondents did not know, down form 6.7% in 2009.

Overall respondents felt they had less say in 2012 than they did in 2009.

Figure 21: Say on New Zealand Issues



4.9 Access

4.9.1 Mobility

Approximately 85% of respondents had access to a vehicle during the day and 15% did not.

Table 8: Mobility 2009 Comparison

	2012	2009	Percent Change
Yes	85.3%	91.8%	-6.5%
No	14.6%	8.0%	6.5%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.2%	0.0%

4.9.2 Internet Access

Approximately 85% of respondents had access to the Internet in some way (either at home, school or work, etc.) and 15% did not.

Table 9: Internet Access 2009 Comparison

	2012	2009	Percent Change
Yes	84.9%	83.3%	1.6%
No	14.9%	16.7%	-1.8%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.0%	0.2%

4.10 Sample Demographics

4.10.1 Age

The age of respondents were weighted to be representative of the Napier population.

Table 10: Age

	2012	2009	Percent Change
15 - 24	12.5%	5.6%	6.9%
25 - 34	12.9%	14.7%	-1.8%
35 - 44	19.0%	22.0%	-3.1%
45 - 54	17.0%	18.3%	-1.3%
55 - 64	15.2%	16.3%	-1.1%
65+	23.5%	23.0%	0.4%
Refused	0.0%	0.0%	0.0%

4.10.2 Ethnicity

The ethnicity of respondents were weighted to be representative of the Napier population.

Other ethnicities identified by respondents included American, British, Canadian, Dutch, English and South African.

Table 11: Ethnicity

	2012	2009	Percent Change
New Zealand Pakeha/European	75.1%	58.0%	17.1%
New Zealand Maori	10.1%	14.6%	-4.5%
Asian	1.4%	2.1%	-0.6%
Pacific Island	0.9%	2.1%	-1.1%
Other	6.6%	23.3%	-16.7%
Refused	0.5%	0.0%	0.5%

4.10.3 Gender

The gender of respondents was representative of the Napier population which has a slight skew toward females.

Table 12: Gender

	2012	2009	Percent Change
Male	47.5%	48.1%	-0.6%
Female	52.5%	51.9%	0.6%

4.10.4 Length of Time Living in Napier

Over two-thirds of respondents had lived in Napier for more than 10 years, while only 0.9% of respondents had lived in Napier for less than one year.

Table 13: Time Living in Napier 2009 Comparison

	2012	2009	Percent Change
Less than 1 year	0.9%	2.5%	-1.6%
1-2 years	6.5%	6.3%	0.2%
3-5 years	7.5%	6.1%	1.4%
5-10 years	14.8%	15.0%	-0.2%
More than 10 years	70.3%	69.3%	1.0%
Don't know	0.0%	0.3%	-0.3%

4.10.5 Geographic Distribution

The sample of respondents was taken from across Napier with most respondents residing in Taradale (16.1%), Marewa (14.2%), Onekawa (10.5%) and Greenmeadows (10.2%).

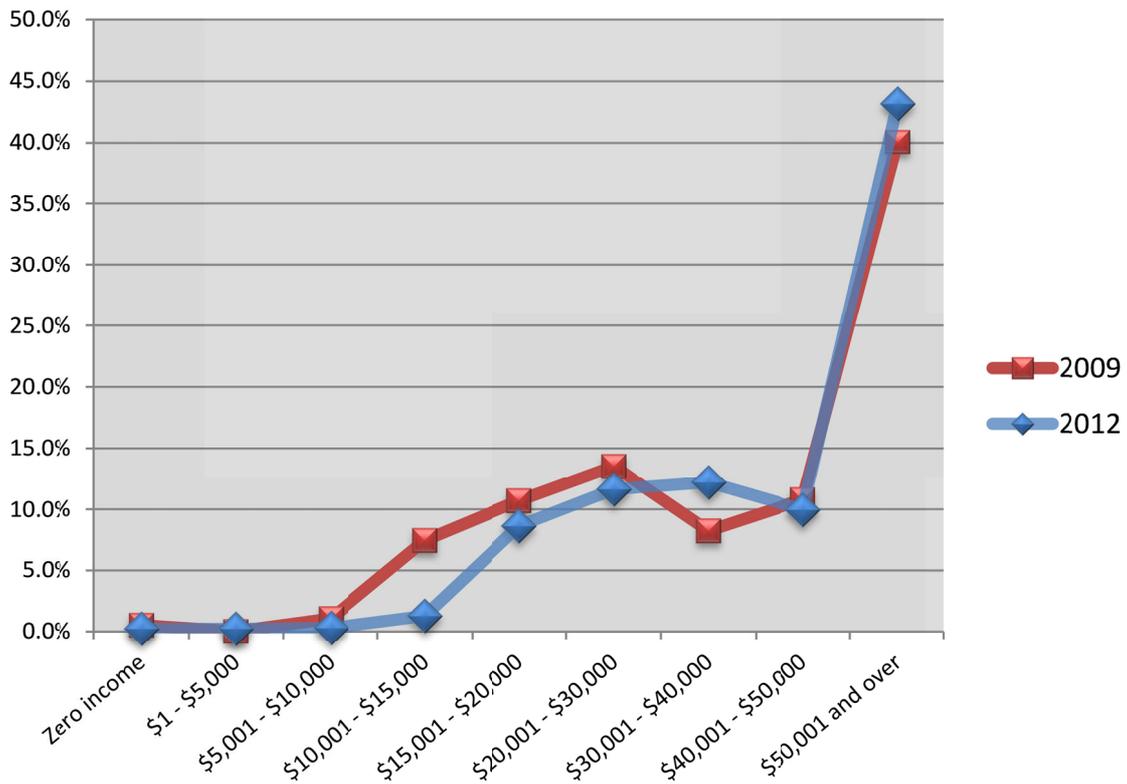
Table 14: Geographic Distributions 2009 Comparison

	2012	2009	Percent Change
Taradale	16.1%	19.0%	-2.8%
Marewa (McLean Park)	14.2%	12.6%	1.6%
Onekawa	10.5%	10.4%	0.1%
Greenmeadows	10.2%	12.8%	-2.6%
Tamatae	9.3%	7.9%	1.3%
Hospital Hill	8.4%	4.6%	3.8%
Maraenui (Nelson Park)	7.8%	11.9%	-4.1%
Pirimai	6.2%	5.7%	0.5%
Ahuriri (Bluff Hill)	5.6%	6.9%	-1.3%
Bay View	3.7%	2.6%	1.1%
Meeanee (Awatoto)	2.5%	2.9%	-0.4%
Poraiti	2.4%	1.1%	1.3%
Westshore	1.6%	1.6%	0.0%
Refused	0.5%	0.0%	0.5%
Other	0.9%	0.0%	0.9%

4.10.6 Household Income

Respondents were asked to identify their gross annual household income. The highest brackets were \$50,001 and over (43.2%), \$40,001-\$50,000 (10.0%) and \$30,001-\$40,000 (12.2%). A total of 12.4% of respondents refused or did not specify their income.

Figure 22: Household Income 2009 Comparison



5.0 DISCLAIMER

While APR Consultants uses all reasonable endeavours in undertaking and producing reports to ensure the information is as accurate as practicable, the authors, APR Consultants and its Directors shall not be liable (whether in contract, tort including negligence, equity or on any other basis) for any loss or damage sustained by any person relying on such work whatever the cause of such loss or damage.

APPENDIX ONE: DATA TABLES

Appendix 1 contains the full Napier Social Monitor 2012 survey results listed in data tables along with comments reported by the respondents.

Note: All data, unless stated, has been weighted by ethnicity and age data to match 2006 census results.

Our first set of questions relate to housing and health services in Napier.

Q1a. Is your home owned or rented?

	Number	Percent	
Owned	320	80.1%	<i>[skip to Q2]</i>
Rented	78	19.4%	<i>[continue to Q1b]</i>
Don't know	2	0.5%	<i>[skip to Q2]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Owned	80.1%	73.8%	6.3%
Rented	19.4%	25.2%	-5.8%
Don't know	0.5%	1.0%	-0.5%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q1b. (If rented) is that because...?

	Number	Percent
That is your preferred choice	29	37.4%
House prices are too expensive	26	33.3%
Other	23	29.4%
Not specified	0	0.0%
Total	78	100.0%

Other specified:

- *Banks won't lend me any money.*
- *Boarding.*
- *Can't afford the deposit at the moment.*
- *Can't afford to buy a home - don't earn good wage.*
- *Council house.*
- *Due to health reasons.*
- *Financial disadvantage.*
- *House prices are too expensive and reduced rent as is a whanau home.*
- *I own a house in Auckland, I moved here for work.*
- *I used to own my own home, but for a number of reasons I now rent eg, I'm elderly, so maintaining a property would be hard.*
- *I'm in a Housing Corp house (x2).*

- *I'm in a state flat as I can't afford anything else.*
- *Moved down.*
- *Mum and Dad own the house.*
- *Refused (x2).*
- *Retired.*
- *Saving for a deposit to buy our own house.*
- *Studying and insolvent!*
- *We are not sure where we are going to live for work, so we don't want to buy a house yet.*
- *We are saving to buy our own home at the end of the year when we get married.*
- *We own a house somewhere else and the house we are renting belongs to a relative.*
- *We own a property in Taupo and it suits us to rent in Napier until we can move into our Taupo home.*
- *When we moved to Napier house prices were too expensive for us, so our son purchased the house and we rent it from him.*

Comparison with 2009 results:

	2012	2009	Percent Change
That is your preferred choice	36.9%	24.7%	12.3%
House prices are too expensive	34.0%	46.7%	-12.7%
Other	29.1%	28.6%	0.4%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q2 How satisfied are you with your current housing?

	Number	Percent	
Very satisfied	241	60.4%	<i>[skip to Q4]</i>
Fairly satisfied	143	35.9%	<i>[skip to Q4]</i>
Not very satisfied	10	2.6%	<i>[continue to Q3]</i>
Not at all satisfied	5	1.2%	<i>[continue to Q3]</i>
Don't know	0	0.0%	<i>[continue to Q3]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Very satisfied	60.4%	70.2%	-9.9%
Fairly satisfied	35.9%	23.9%	11.9%
Not very satisfied	2.6%	3.9%	-1.3%
Not at all satisfied	1.2%	0.6%	0.6%
Don't know	0.0%	0.0%	0.0%
Not specified	0.0%	1.4%	-1.4%
Total	100.0%	100.0%	

Q3 What would you consider to be the major reasons for dissatisfaction?

- *A bit small.*
- *A lack of maintenance, I don't have the finances to maintain my house.*
- *Cold old house. No money for insulation, repairs or maintenance.*
- *Cold/damp/chilly. Building a new one at the bottom of the section.*
- *Environmental and neighbours.*
- *Hard to get landlord to come and get things fixed. It's not a palace, but it could be made more comfortable with a few improvements.*
- *I don't like living on the hill, it is too far away from town.*
- *It is cold in winter. Not insulated (x2).*
- *It is leasehold and I'm on a pension. I can't afford to pay the lease.*
- *It is too small.*
- *It needs a lot of work done on it.*
- *Live a lonely life. House is very cold. Concrete floor hasn't got enough depth.*
- *My house is hanging off the edge of a cliff at the moment.*
- *Need insulation and heating.*
- *Needs a lot of maintenance. I can't do either financially or physically.*
- *No heating.*
- *Old and cold.*
- *Repairs and maintenance hard to keep up with as I am a widow.*
- *Too small. Got family in a two bedroom house.*
- *Very cold and no insulation. We haven't asked the owner to do anything yet.*
- *We'd prefer to own our own home, but we can't afford to buy.*

Q4 How would you rate your personal health at the moment?

	Number	Percent
Excellent	94	23.4%
Very good	149	37.1%
Good	118	29.5%
Poor	27	6.6%
Extremely poor	9	2.4%
Don't know/can't say	4	1.0%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Excellent	23.4%	20.0%	3.4%
Very good	37.1%	38.0%	-0.8%
Good	29.5%	30.5%	-1.0%
Poor	6.6%	10.1%	-3.4%
Extremely poor	2.4%	1.4%	0.9%
Don't know/can't say	1.0%	0.0%	1.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q5 In the last six months, have you or a person in your household had occasion to visit?

	Number	Percent	
A doctor or other medical/health service	189	47.4%	[continue to Q6]
The Hawke's Bay Hospital	10	2.5%	[skip to Q8]
Both	127	31.8%	[continue to Q6]
Neither	73	18.3%	[skip to Q10]
Don't know	0	0.0%	[skip to Q10]
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
A doctor or other medical/health service	47.4%	48.8%	-1.5%
The Hawke's Bay Hospital	2.5%	5.1%	-2.6%
Both	31.8%	32.7%	-0.9%
Neither	18.3%	12.9%	5.4%
Don't know	0.0%	0.4%	-0.4%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q6 At the doctor or medical health/service, did you or the other person in your household have on any occasion any problems in getting this health care?

	Number	Percent	
Yes	32	10.2%	[continue to Q7]
No	282	89.2%	[if ticked BOTH in Q5 skip to Q8, if not skip to Q10]
Don't know	2	0.6%	
Not specified	0	0.0%	
Total	317	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	10.2%	8.9%	1.3%
No	89.2%	91.1%	-1.9%
Don't know	0.6%	0.0%	0.6%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q7 Could you please describe any problems experienced in getting this health care?

Comments coded:

	Number	Percent
Cost	11	31.1%
Delays in getting treatment (waiting to visit facility)	8	22.9%
Poor standard of care	7	20.5%
Poor communication	4	12.3%
Not enough doctors/specialists/nurses	2	6.5%
Delays in getting treatment (at facility)	2	5.3%
Given wrong information	2	5.3%
Other	8	24.5%
Sample	34	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **“cost”**:

- \$38. Doctor charged extra \$50 to be seen at Health Care Centre and then sent to hospital.
- Cost a lot.
- Far too expensive.
- It is hard to get an appointment. I've been put on drugs without being told of side effects and then had a major drug reaction. Being charged every time when going back for the same thing.
- The high cost of going to the doctor.
- There is only one GP and he doesn't work full time, so have had to go to Wellesley Road Clinic and had to pay a huge price for a consultation.
- They didn't know what they were dealing with, so had to keep going back for the same thing and each time was charged again. It is all about money and business nowadays.
- Very expensive medical centre.
- Waiting at the doctors. Cost of the consultation. Late at night is very expensive.

Comments coded to **“delays in getting treatment (waiting to visit facility)”**:

- Couldn't get to see my own doctor for a week.
- Had trouble getting an appointment and had to use the locum.
- I had to wait to get an appointment.
- I paid to have an MRI and also paid to see the specialist because the waiting list was so long.
- It is hard to get an appointment. I've been put on drugs without being told of side effects and then had a major drug reaction. Being charged every time when going back for the same thing.
- It is very difficult to get an appointment with my doctor so I saw another doctor who miss-diagnosed my problem which is why I ended up in hospital.
- It took six months to get a GP in Napier. I could have got one earlier if I was prepared to travel out of Napier.
- The doctor couldn't find out what was the matter, so has referred me to a specialist and there is a waiting list.
- We couldn't get an appointment to see our GP for two weeks, so we changed doctors.

Comments coded to “poor standard of care”:

- *Didn't seem interested. Had to push and push to get the attention I need, even though I've been a patient for years. No one will listen.*
- *Health care not as good as in Blenheim. I think the doctors here are overworked. Always seem tired and this reflects on the care they give.*
- *The doctor seemed to be in a rush and didn't take the time to find the cause of the problem.*
- *The Doctor wasn't too concerned about what we were concerned about.*
- *They didn't know what they were dealing with, so had to keep going back for the same thing and each time was charged again. It is all about money and business nowadays.*
- *It is hard to get an appointment. I've been put on drugs without being told of side effects and then had a major drug reaction. Being charged every time when going back for the same thing.*
- *It is very difficult to get an appointment with my doctor - so I saw another doctor who miss-diagnosed my problem which is why I ended up in hospital.*
- *Weren't told what to do. Didn't feel I was given adequate advice to cure my illness.*

Comments coded to “poor communication”:

- *Didn't seem interested. Had to push and push to get the attention I need even though I've been a patient for years. No one will listen.*
- *It is hard to get an appointment. I've been put on drugs without being told of side effects and then had a major drug reaction. Being charged every time when going back for the same thing.*
- *Son was waiting for an operation and he has taken off the waiting list and we weren't even informed about this. We only found out when we tried to find out why it was taking so long.*
- *Weren't told what to do. Didn't feel I was given adequate advice to cure my illness.*

Comments coded to “not enough doctors/specialists/nurses”:

- *There is only one GP and he doesn't work full time, so have had to go to Wellesley Road Clinic and had to pay a huge price for a consultation.*
- *It took six months to get a GP in Napier. I could have got one earlier if I was prepared to travel out of Napier.*

Comments coded to “delays in getting treatment (at facility)”:

- *Waiting at the doctors. Cost of the consultation. Late at night is very expensive.*

Comments coded to “given wrong information”:

- *It is very difficult to get an appointment with my doctor - so I saw another doctor who miss-diagnosed my problem which is why I ended up in hospital.*

Comments coded to “other”:

- *Arranging a suitable appointment time to fit in with work life.*
- *I am not sure.*
- *Personal problems.*
- *They couldn't get a blood sample, so had to send me to a lab.*

Q8 At the Hawke's Bay Hospital, did you or the other person in your household have on any occasion any problems in getting this health care?

	Number	Percent	
Yes	24	18.1%	[continue to Q9]
No	107	78.9%	[skip to Q10]
Don't know	2	1.4%	
Not specified	2	1.6%	
Total	135	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	18.1%	27.6%	-9.5%
No	78.9%	68.3%	10.6%
Don't know	1.4%	0.0%	1.4%
Not specified	1.6%	4.1%	-2.5%
Total	100.0%	100.0%	

Q9 Could you please describe any problems experienced in getting this health care?

Comments specified:

	Number	Percent
Delays in getting treatment (at hospital)	16	69.5%
Poor communication	5	20.4%
Poor standard of care	4	17.1%
Delays in getting treatment (waiting to visit hospital)	3	14.1%
Given wrong information	2	7.0%
Not enough doctors/specialists/nurses	1	2.9%
Other	1	4.1%
Sample	23	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to "delays in getting treatment (at hospital)":

- A long wait for an x-ray.
- ACC - clinic - bad organisation. Told all patients to be there at the same time, so lots of people all waiting to be seen at the same time - so you wait for hours.
- Delay in getting a hearing test.
- Had to wait approximately ten hours.
- Hubby had appendicitis. Not happy with services. Was sent home with appendicitis. Had to wait to see someone. Shocking service. No part in Napier Hospital even being open.
- It just took so long to get seen at A & E.
- It took longer than normal. We had to wait in A & E, but I guess there were sicker people.
- Left in corridors. Waiting to be seen for hours. Not a nice experience.
- Long delay to get to see a specialist.
- Long wait in casualty.
- Long waiting times.
- Nothing short of disgraceful. Eight hours without being seen.
- The waiting time was too long at A & E.

- *Waited a long time to be seen in A & E. Watching staff having breaks and wasting time.*

Comments coded to “poor communication”:

- *ACC - clinic - bad organisation. Told all patients to be there at the same time, so lots of people all waiting to be seen at the same time - so you wait for hours.*
- *Eye specialist wasn't able to prescribe the right medication for my eyes as he said it was too expensive. Then I went to a private doctor who prescribed the ointment and drops and it wasn't expensive at all.*
- *I had to have two major surgeries and asked the registrar what had caused it, only to be told 'bad luck'. Six weeks later another doctor told me what was wrong. Lack of communication was a real issue.*
- *The care was ok, but my surgeon said I was not to go out of hospital until all my home help had been arranged - including visits from District Nurse, but a young nurse discharged me two days before things were arranged.*

Comments coded to “poor standard of care”:

- *Eye specialist wasn't able to prescribe the right medication for my eyes as he said it was too expensive. Then I went to a private doctor who prescribed the ointment and drops and it wasn't expensive at all.*
- *Hubby had appendicitis. Not happy with services. Was sent home with appendicitis. Had to wait to see someone. Shocking service. No part in Napier Hospital even being open.*
- *Wasn't deemed urgent enough by the hospital, but doctor pushed to get proper care and then seen that day. Haemorrhaging over a long period of time.*

Comments coded to “delays in getting treatment (waiting to visit hospital)”:

- *I had to go on a waiting list. It took 9 months to get my operation. I'm now on another waiting list for another health problem and the waiting time keeps increasing.*
- *I'm still on a waiting list. I've been waiting for 4 years for surgery.*
- *Long waiting list to be seen.*

Comments coded to “given wrong information”:

- *Eye specialist wasn't able to prescribe the right medication for my eyes as he said it was too expensive. Then I went to a private doctor who prescribed the ointment and drops and it wasn't expensive at all.*

Comments coded to “not enough doctors/specialists/nurses”:

- *Nursing staff very good, but when you have an appointment with a specialist you very rarely get to see one. Only see the registrars or others learning.*

Comments coded to “other”:

- *Contracted a super bug in Hawke's Bay Hospital. Cleanliness appalling - no disinfectant used.*

The next set of questions relate to safety for yourself, your family and your possessions in Napier.

Q10 How would you rate your feeling of safety for yourself or other family members in any way (eg, personal, property etc.)?

	Number	Percent	
Very safe	130	32.4%	<i>[skip to Q13]</i>
Fairly safe	170	42.4%	<i>[continue to Q11]</i>
Average	78	19.4%	<i>[continue to Q11]</i>
Not very safe	17	4.3%	<i>[continue to Q11]</i>
Not safe at all	4	1.0%	<i>[continue to Q11]</i>
Don't know/can't say	2	0.5%	<i>[skip to Q13]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Very safe	32.4%	24.9%	7.6%
Fairly safe	42.4%	43.1%	-0.7%
Average	19.4%	25.8%	-6.4%
Not very safe	4.3%	5.3%	-0.9%
Not safe at all	1.0%	1.0%	0.0%
Don't know/can't say	0.5%	0.0%	0.5%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q11 What are your safety concerns? And:

Q12 What one thing do you think, could be done that would help you feel safer?

Safety concerns specified:

	Number	Percent
Burglary	122	44.9%
Strangers/thugs/prowlers	40	14.7%
Going out at night	38	14.1%
Attacks/abuse/violence	29	10.8%
Youth	29	10.6%
Home invasions	25	9.3%
Gangs	24	8.9%
Area	22	8.2%
Drugs/druggies/drunks	21	7.8%
No safety concerns	21	7.7%
Safety of children	15	5.5%
Driving/drivers/boy racers/traffic	13	4.8%
Other	11	4.1%
Car theft	10	3.8%
Town improvements	9	3.1%
Vandals/graffiti	7	2.6%
Lack of police/slow response/not effective	5	1.7%
Natural disasters	4	1.6%
Living alone	4	1.5%
Being/walking alone	2	0.9%
Sample	271	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **“burglary”**:

- All the idiots out there. Graffiti and stealing.
- Amount of burglaries, home invasions (x2).
- Bloody n####ers. Riff raff around town. Worry about attacks and burglary.
- Break ins/burglaries (x2).
- Break-ins - while I'm there. Violence and personal security.
- Break-ins or robbery.
- Break-ins to my home.
- Break-ins. A girl was abducted after school in our area. A lot of young people renting in the area, so lots of parties.
- Break-ins (x3).
- Break-ins. Young ones wandering the streets with too much alcohol on board.
- Break-ins. People coming onto our property.
- Burglaries. Kids intimidating me.
- Burglaries, petty crime and violent crime.
- Burglaries (x2).
- Burglaries. Loutishness.
- Burglary. Asians are often targeted as they are perceived as rich.
- Burglary. Cars broken into a couple of times.
- Burglary. High number in Napier.
- Burglary and car theft.
- Burglary and fire.
- Burglary as I've had a break-in.
- Burglary of house.

- *Burglary, as we had a burglary three weeks ago.*
- *Burglary, generally. Young people not respecting other people's property.*
- *Burglary, home invasions and my children's safety.*
- *Burglary, kids' safety walking to school by themselves.*
- *Burglary. Mongrel Mob house 100 meters away from us.*
- *Burglary. The area I live in isn't that good.*
- *Burglary and vandalism.*
- *Burglary. We were broken into last year.*
- *Burglary (x26).*
- *Burglary. Breaking into the house.*
- *Burglary and home invasion.*
- *Burglary. People breaking in.*
- *Burglary. Personal attacks - robbery. Home invasion.*
- *Car theft.*
- *Danger of burglary and muggings.*
- *Gang problems. My daughter was assaulted at her work by a Mongrel Mob member. Violence on the streets, home invasions and burglary.*
- *Gang problems in Hawke's Bay. Burglary.*
- *Gangs, robbery, car conversion and tampering with vehicles.*
- *General attacks and harassment when out in public and car theft or burglary.*
- *Getting stuff stolen in burglary.*
- *Had the odd things stolen from our garden, hoses, plants.*
- *Home burglary.*
- *Home invasion, burglary and assaults on the street.*
- *Home invasions and burglary (x3).*
- *Home security - burglary.*
- *House break-ins. There are a few in our area.*
- *I had my car stolen so worry about theft and burglary.*
- *I live alone. Home invasions and burglary.*
- *I live alone so I worry about burglary.*
- *I read about and see on TV lots of crime against individuals - stabbings - robbing's.*
- *Late night wanderers. Drunks on the main streets. Theft.*
- *Live on my own. Worry about burglaries.*
- *Living on my own. Burglary and home invasions.*
- *Living on my own. People on the property. Home invasion and burglaries.*
- *Local newspaper. High number of burglaries in the area where I live. Anxious with leaving house.*
- *Lots of break-ins. Home and shops.*
- *Lots of burglaries in this area - Napier South.*
- *Marauders/youth trespasses looking for a quick grab.*
- *No real concerns although I wouldn't walk in town at night and we always lock our house when we are away or working in the garden.*
- *Not any major concerns. Possible burglary.*
- *Not being able to go out at night alone. Burglary and home invasion.*
- *Not being able to go out by myself at night. Having to lock up my house like a fortress. I worry about being robbed when using an ATM.*
- *Nutters out there in society eg, "P" addicts. Home invasions, burglaries for copper.*
- *A person getting on to the property. A man was running around on our section the other night and we had to call the police to take him away. Burglary.*
- *Possible break-ins. Youths roaming the streets and their involvement in drink and drugs.*
- *Property crime is rampant in NZ. Violence against people is rife.*
- *Property keeping safe - rural burglaries. Safety concerns with children.*

- *Property theft.*
- *Punishments are not befitting to crimes. Violence, lack of respect for law and property and punishments don't fit the crime. Punishments are poofy, poofy.*
- *Rate of burglaries and high crime levels.*
- *Robbery and attack. Lack of discipline in youth.*
- *Robbery, being assaulted. Unable to walk at night. Not enough public transport available.*
- *Robbery.*
- *The type of people who are around, burglary, home invasions violence in town.*
- *Theft - had our car stolen.*
- *Theft and burglary.*
- *Theft, burglary and gang activity. There is a lot of gang activity here. I'm really concerned about leaving my house as there are so many break-ins.*
- *Theft (x2).*
- *There seems to be a lot of burglaries around our area.*
- *Thieves.*
- *Trees cut down on our property during the night. We had no idea it was happening. Woken up and found them cut down. Very worrying that people can be on your property at night and you don't know.*
- *Trespassing on my property. Burglary. There is a high number of Maori living in Maraenui, so you can't leave windows open or doors unlocked.*
- *Unexpected visitors eg, burglary.*
- *Violence, home invasions and burglary.*
- *We have been burgled so it is a worry that it will happen again.*
- *Where I live in George Drive, there are lots of hooligans. Beer bottles thrown at the porch, people being chased through the section and people trying to break into the house.*
- *Young ones running through Napier robbing people.*
- *Young people who roam the streets. Burglaries.*

Things that could be done to help respondent feel safer:

- *A little more police presence. More visible on foot patrols.*
- *A more obvious police presence on the streets.*
- *A well monitored burglar alarm would help.*
- *Alarming the house and gating the property.*
- *Better police presence.*
- *Better service from the police. They don't seem to attach much importance to burglaries.*
- *Bring in the death penalty for certain crimes eg, drug related crimes and murder.*
- *Burglar alarms could help.*
- *Can't answer that, I don't feel unsafe.*
- *CCTV in the suburbs.*
- *Change society.*
- *Close off the end of Nuffield Road as it is a through access to Maraenui, so there are undesirable people in the area.*
- *Community patrols in both the city and suburbs.*
- *Council give all people living alone a tazer gun.*
- *Criminals bearing the consequences of their actions. Stiffer penalties.*
- *Don't know - brighter street lights.*
- *Don't know. Young criminals should be punished more. Higher police presence on the streets.*
- *Don't know as I think we have enough police here.*
- *Don't know. I've done all I can eg, installed an alarm and security locks.*

- *Don't know. I've started neighbourhood watch, alarmed my house, installed security lighting and still have problems.*
- *Don't know. Nothing. I'm on my own and feel very isolated as I have no family or friends.*
- *Don't know. Parents need to be responsible for their children.*
- *Don't know (x13).*
- *Don't know. Have the police and community patrol as eyes for the police. Doing all they can.*
- *Don't know. I have put in security cameras. I could put in burglar alarms.*
- *Don't know. These things can happen anywhere.*
- *Education. Teach people it is not nice to steal or hurt people.*
- *Get a security alarm.*
- *Get rid of Mongrel Mob house.*
- *Give police more power.*
- *Greater police presence on the roads.*
- *Having a better security system at the gate of the Masonic Flats in Onekawa.*
- *Having an active neighbourhood support group and have community policing.*
- *Higher police presence in the community patrolling.*
- *I don't feel unsafe so I don't know.*
- *I don't know. I think violence is a way of life. I don't think there is much that can be done.*
- *I feel safe in my community where my house is situated.*
- *I have security locks on all windows and doors. I don't think much more could be done apart from getting criminals behind bars.*
- *I need to get gates for my driveway. I can't afford to buy new ones so I'm trying to get second hand. We live down a long driveway so it is easy for people to break-in.*
- *I'd like to move to a different area of the same suburb. I have concerns about some of my neighbours.*
- *I'm security conscious so I don't think there is much more that could be done.*
- *I'm thinking of installing CCTV camera on my property. If there were CCTV cameras in the streets this might be a deterrent.*
- *Installing a house alarm.*
- *Lock up and be vigilant.*
- *Lock up the bastards. Have stiffer penalties.*
- *Making people aware of and to report crime.*
- *Monitoring the young people wandering the streets. I think they are responsible for much of the crime happening.*
- *More CCTV in town.*
- *More community awareness eg, neighbourhood support groups as not all areas have these.*
- *More community policing.*
- *More patrols. More street policing. Police on foot. More friendly police checks on youth in the streets.*
- *More patrols. Someone going around like in the city patrols, but in the suburbs.*
- *More police cars visible on the street. Visible police presence.*
- *More police officers for Napier in the community, not just doing traffic control. I'd like to see police on foot patrol.*
- *More police on the beat. Police walking about.*
- *More police on the streets.*
- *More police on the streets. A visible police presence.*
- *More police or security patrols on the streets.*
- *More police patrols cruising around the suburbs. More focus on crime not petty traffic offences.*
- *More police patrols in the suburbs.*

- *More police patrols. Bobbies on the beat.*
- *More police presence.*
- *More police visible out and about.*
- *More police where they can be seen.*
- *More police.*
- *More policemen on foot.*
- *More visible police. I don't think there is one thing that could be done as I think crime is often a result of a number of things eg, poor parenting, lack of education, unemployment etc.*
- *More visible policing either foot patrols or car.*
- *More visible policing in the community would help. We do everything we can to ensure our safety.*
- *Neighbourhood support. Have more areas where this operates.*
- *Neighbourhood watch reinstated (x2).*
- *No idea (x2).*
- *No matter where you live or how good your neighbours are breaks-ins do happen. Can't do anything really.*
- *Not enough police visible. Sorting out the problems with the hoons. There are far too many traffic police in the area, but not enough handling crime.*
- *Not much.*
- *Not sure maybe toughen up on drink laws.*
- *Not sure that there is anything they can do.*
- *Not sure, maybe a neighbourhood support group.*
- *Not sure (x4).*
- *Not sure. It comes down to poor parenting and Government laws eg, anti smacking kiwis.*
- *Nothing, but an increased police presence in Napier, especially if the police are going to be based in Hastings. Napier needs to have a larger police presence to cover shift changes etc.*
- *Nothing. I don't think there is much more that can be done.*
- *Nothing. It is part of life.*
- *Nothing. It is personal thing to make sure things are secure.*
- *Nothing (x3).*
- *Patrols? Alcohol ban on streets in Napier. Fines for disorderly behaviour?*
- *Police presence more visible on streets. Foot patrol or vehicle patrols.*
- *Presence of more police around our suburb. Visible presence. Subsidise burglar alarms for private houses.*
- *Punish the criminals instead of the slap on the hand they get now.*
- *Put all the idiots on Auckland Island.*
- *Quicker police response times.*
- *Regular police patrols especially Friday and Saturday nights.*
- *Stronger police presence visible on foot patrol.*
- *Stronger punishments to fit the crimes.*
- *Taught respect of other people. Families are not educating on respect of others. Family values have deteriorated.*
- *There is not much you can do.*
- *To get an alarm on the house.*
- *Visible policing on foot patrol.*
- *We take all safety precautions so I don't think there is anything more that could be done.*
- *Would like to see all the Mongrel Mob members taken down a dark lane and beaten up. Remove all patches back to Hastings.*

Comments coded to **“strangers/thugs/prowlers”**:

- *All the idiots out there. Graffiti and stealing.*
- *Being in town in the evenings, there are lots of undesirables around. Home invasions.*
- *Bloody niggers/riff raff around town. Worry about attacks and burglary.*
- *Break-ins. People coming onto our property.*
- *Burglaries. Loutishness.*
- *Don't know. Usual things. Don't know who's out there.*
- *General safety and awareness of people's behaviour in the city.*
- *Groups wandering around at night.*
- *I don't feel safe in town at night because of undesirable characters in there.*
- *Idiots on the streets.*
- *Intruders.*
- *Living on my own. People on the property. Home invasion. Burglaries.*
- *Lot of pyschos around. Worried for my children. Gangs.*
- *Marauders. Youth trespasses looking for a quick grab.*
- *Nutters out there in society eg, "P" addicts. Home invasions. Burglaries for copper.*
- *Out at night. People that might be out there. You feel intimidated and sometimes threatened.*
- *People around the streets can be dangerous and makes people feel unsafe. People drink too much.*
- *A person getting on to the property. A man was running around on our section the other night and we had to call the police to take him away. Burglary.*
- *People who wander the streets. Strangers in the neighbourhood just loitering.*
- *Stranger danger.*
- *Strangers lurking around and gangs of kids.*
- *The area we live in, it isn't the nicest area. People on the streets and what they are up to is a concern.*
- *The attitude of other people. Some people don't care about others so that compromises my safety.*
- *The type of people who are around. Burglary, home invasions and violence in town.*
- *Trees cut down on our property during the night. We had no idea it was happening. Woken up and found them cut down. Very worrying that people can be on your property at night and you don't know.*
- *Type of people walking the streets. Undesirables in certain areas eg, Onekawa and Maraenui.*
- *Typical bad lots of people loitering around at night. Can be worrying.*
- *Undesirable people and their intentions.*
- *Undesirable people around at night. Violence on the streets when you are out at night.*
- *Undesirable types around late at night in town.*
- *Walking around in the night. Getting kidnapped or something.*
- *Walking around town you see lots of weird characters. Sometimes feel a bit scared of them.*
- *Where I live in George Drive there are lots of hooligans. Beer bottles thrown at the porch. People being chased through the section. People trying to break into the house.*
- *Worried about people getting in. Don't answer the door at night. Now have security lights.*
- *You can't walk around town at night because of undesirables in the area because of bars in the area.*

Things that could be done to help respondent feel safer:

- *Better taxi service. Free bus charges.*
- *Communities aren't as close as they used to be, so more things can happen. People don't know their neighbours. Encourage people to get to know their neighbours to encourage neighbourhood support.*
- *Community policing may help.*
- *Council give all people living alone a tazer gun.*
- *Don't know (x2).*
- *Don't know. I'm lucky to have a retired policeman opposite who keeps an eye on things. All town houses so people are closer.*
- *Don't know. These things can happen anywhere.*
- *Education. Teaching people to respect other people and their possessions.*
- *Enforcing the liquor ban more strictly. Enforcement of rules.*
- *Give kids a curfew.*
- *Give police more power. Ban all patches. Make paedophiles known. Stop pandering to "political correctness".*
- *Have a more holistic view of how we work with disadvantaged people.*
- *Have more police on foot patrol visible policing deters crime.*
- *Have the police more visible on foot patrols.*
- *I think there should be more neighbourhood watch. Tried to reinstate it some time ago, but seem to have lapsed.*
- *I'm thinking of installing CCTV camera on my property. If there were CCTV cameras in the streets this might be a deterrent.*
- *Lock up the bastards. Increase penalties.*
- *More patrols. More street policing. Police on foot. More friendly police checks on youth in the streets.*
- *More police patrols. People taking parenting seriously so we don't have errant kids.*
- *More police visible out and about.*
- *More police walking around town.*
- *More police that you can see.*
- *More policing.*
- *Not sure. It isn't a policing thing. More to do with the way people were brought up. Maybe more policing presence, but I feel the police are stretched as it is.*
- *Nothing more can be done as there are already people patrolling the streets I think.*
- *Nothing, as you can't stop people walking the streets.*
- *Nothing (x2).*
- *Police presence more visible on streets, foot patrol or vehicle patrols.*
- *Put all the idiots on Auckland Island.*
- *Regular police patrols especially Friday and Saturday nights.*
- *Stop underage drinking.*
- *Would like to see all the Mongrel Mob members taken down a dark lane and beaten up. Remove all patches back to Hastings.*

Comments coded to "going out at night":

- *After hours in town.*
- *Being in town in the evenings, there are lots of undesirables around. Home invasions.*
- *Don't feel safe after dark.*
- *Don't feel safe being out at night. Crime. Young people drinking and abusing others. Intimidation.*
- *Fear late at night. Lack of lighting in the streets. Quite dark.*
- *Groups wandering around at night.*

- *I don't feel safe in town at night because of undesirable characters in there.*
- *I worry about little gangs of thugs on the streets at night.*
- *If I am out alone at night I fear attacks from youth.*
- *Late night wanderers. Drunks on the main streets. Theft.*
- *Mainly the fact that in certain areas you can't walk around safely alone at night.*
- *Night time going out. Often intimidating groups of people. Gang presence.*
- *No real concerns although I wouldn't walk in town at night and we always lock our house when we are away or working in the garden.*
- *Not being able to go out at night alone. Burglary and home invasion.*
- *Not being able to go out by myself at night. Having to lock up my house like a fortress. I worry about being robbed when using an ATM.*
- *Out at night. People that might be out there. You feel intimidated and sometimes threatened.*
- *Personal safety. Walking at night.*
- *Robbery and being assaulted. Unable to walk at night. Not enough public transport available.*
- *So many young people on the streets between 9pm and 12pm.*
- *Son out at night/weekends walking home alone. Frightened of him being attacked.*
- *Taradale Shopping Centre, youth gangs hang around there at night. There are brawls and fights.*
- *The hoons that are around. It is unsafe to go out at night.*
- *The unexpected things that happen to people on the streets late at night.*
- *Things can change at the drop of a hat. Lack of confidence being out at night.*
- *Too many bars. Too much underage drinking. Too many under aged persons drunk on streets.*
- *Trouble in town late at night. Bar patrons in the street drunk.*
- *Typical bad lots of people loitering around at night. Can be worrying.*
- *Undesirable people around at night. Violence on the streets when you are out at night.*
- *Undesirable types around late at night in town.*
- *Unpredictability of society. Walk in the street at night is no longer possible.*
- *Unsafe to walk the streets at night. Gang attacks on the public are a real concern.*
- *Vandalism. A lot of people use our street to get from bars in Ahuriri back into town and they often damage cars parked on the street.*
- *Vandalism on our fence and campervan. It isn't safe to walk at night.*
- *Walking around in the night. Getting kidnapped or something.*
- *Worried about teenagers going out at night and what may happen to them. Fights etc.*
- *You can't walk around town at night because of undesirables in the area and because of bars in the area.*
- *Young kids roaming streets at night.*

Things that could be done to help respondent feel safer:

- *All over problem. More police presence after hours in city.*
- *Better street lighting. Obvious police patrols.*
- *Can't be just one thing. Too complex.*
- *Community policing may help.*
- *Don't know (x4).*
- *Have more police on foot patrol visible policing deters crime.*
- *I don't think there is much that can be done as there is a lack of resources in policing.*
- *I think there should be more neighbourhood watch. Tried to reinstate it some time ago, but seem to have lapsed.*

- *I'm security conscious, so I don't think there is much more that could be done.*
- *Less gang culture.*
- *Licensing house for bars in the area needs to be reduced. Bar managers should be more responsible for intoxicated patrons.*
- *Lots of teenagers and youth on the street. More police presence.*
- *Maybe some wardens.*
- *More of a police presence at night especially car patrols of the suburbs on a regular basis.*
- *More police around. Liquor banes. Prevent underage drinking.*
- *More police cars patrolling. Police presence.*
- *More police on patrol. Young potential criminals should be apprehended before they graduate to serious crime. We should have a zero crime policy like in New York.*
- *More police patrols at night.*
- *More police patrols cruising around the suburbs. More focus on crime not petty traffic offences.*
- *More police that you can see.*
- *More visible police patrols in the suburbs and CBD on a regular basis.*
- *More visible policing. The problem with the youths hanging around started when the Police station closed.*
- *Not sure. It isn't a policing thing. More to do with the way people were brought up. Maybe more policing presence, but I feel the police are stretched as it is.*
- *Not sure.*
- *Nothing could be done. I have good neighbours and we keep in touch.*
- *Nothing.*
- *Parents should be responsible for their kids. Maybe provide something for young people to be involved in that would interest them and curb the anti-social behaviour.*
- *Patrols? Alcohol ban on streets in Napier. Fines for disorderly behaviour?*
- *Spread the bars out more, having them all in one area tends to increase the problems of intoxicated people.*
- *Stop underage drinking.*
- *Take away all the drugs and alcohol.*
- *Unless gangs are disbanded and gang prospects - we will always have a crime problem.*

Comments coded to **“attacks/abuse/violence”**:

- *Area we live. Lots of domestics. Physical violence. We've had to call the police on a number of occasions.*
- *Attacks and assaults in town or walking down the streets.*
- *Bloody niggers/riff raff around town. Worry about attacks and burglary.*
- *Break-ins - while I'm there. Violence and personal security.*
- *Burglaries, petty crime and violent crime.*
- *Burglary, personal attacks, robbery and home invasion.*
- *Children coming home from school fighting in my street.*
- *Don't feel safe being out at night. Crime. Young people drinking and abusing others. Intimidation.*
- *Don't know. Violence. Hear of people being attacked.*
- *Gang problems. My daughter was assaulted at her work by a Mongrel Mob member. Violence on the streets, home invasions and burglary.*
- *General attacks and harassment when out in public and car theft or burglary.*
- *High crime rate. Alcohol abuse by young people fighting on the streets.*
- *Home invasion, burglary and assaults on the street.*
- *Home invasion. Violence against me in my own home.*

- *Home invasions. Safety on the streets (being attacked on the street).*
- *I read about and see on TV lots of crime against individuals. Stabbings and robbing's.*
- *If I am out alone at night I fear attacks from youth.*
- *Little thugs stabbing people eg, Kennedy Road stabbing. Out of control young people.*
- *Morons on the roads. Violence on the streets.*
- *Property crime is rampant in NZ. Violence against people is rife.*
- *Punishments are not befitting to crimes. Violence, lack of respect for law and property and punishments don't fit the crime. Punishments are poofy, poofy.*
- *Robbery and attack. Lack of discipline in youth.*
- *Robbery, being assaulted. Unable to walk at night. Not enough public transport available.*
- *Son out at night/weekends walking home alone. Frightened of him being attacked.*
- *Taradale shopping centre - youth gangs hang around there at night. There are brawls and fights.*
- *Undesirable people around at night. Violence on the streets when you are out at night.*
- *Unsafe to walk the streets at night. Gang attacks on the public are a real concern.*
- *Violence, home invasions and burglary.*
- *Where I live in George Drive there are lots of hooligans. Beer bottles thrown at the porch. People being chased through the section. People trying to break into the house.*
- *Worried about teenagers going out at night and what may happen to them. Fights etc.*
- *You can't walk on the streets without the risk of being attacked or verbally abused by the teenagers who roam the streets. I'm not so concerned about my safety, but my teenage sons.*

Things that could be done to help respondent feel safer:

- *Bring in the death penalty for certain crimes eg, drug related crimes and murder.*
- *Can't be just one thing. Too complex.*
- *Criminals bearing the consequences of their actions. Stiffer penalties.*
- *Don't know maybe more police.*
- *Don't know. It starts at home. More parental responsibility. Children need discipline; too many of them know there are no consequences to their actions.*
- *Don't know.*
- *Get rid of the violence.*
- *Have neighbourhood watch groups so people know what is going on in their neighbourhoods.*
- *Higher police presence in the community patrolling.*
- *I don't know. I think violence is a way of life. I don't think there is much that can be done.*
- *Instil more parental responsibilities so that youth behave.*
- *Less gang culture.*
- *Lock up the bastards. Have stiffer penalties.*
- *Maybe some wardens.*
- *More patrols. Someone going around - like in the city patrols, but in the suburbs.*
- *More police around. Liquor bans. Prevent underage drinking.*
- *More police on patrol. Young potential criminals should be apprehended before they graduate to serious crime. We should have a zero crime policy like in New York.*
- *More police on the beat. Ratio of police to population in Napier is very low.*

- *More police or security patrols on the streets.*
- *More police presence.*
- *More police visible on the streets in town.*
- *More police.*
- *More visible police. I don't think there is one thing that could be done as I think crime is often a result of a number of things eg, poor parenting, lack of education, unemployment etc.*
- *More visible policing. The problem with the youths hanging around started when the Police station closed.*
- *Not sure. It isn't a policing thing. More to do with the way people were brought up. Maybe more policing presence, but I feel the police are stretched as it is.*
- *Not sure.*
- *Nothing. It is human stupidity.*
- *Provide more things for teenagers to do so they aren't on the streets.*
- *Stronger punishments to fit the crimes.*

Comments coded to **“youth”**:

- *Break-ins. A girl was abducted after school in our area. A lot of young people renting in the area, so lots of parties.*
- *Break-ins. Young ones wandering the streets with too much alcohol on board.*
- *Burglaries. Kids intimidating me.*
- *Burglary, generally. Young people not respecting other people's property.*
- *Children coming home from school fighting in my street.*
- *Don't feel safe being out at night. Crime. Young people drinking and abusing others. Intimidation.*
- *Don't feel safe in some areas like Anderson Park in Greenmeadows. Feel unsafe at skateboard park. Undesirables hanging around. Spray cans and don't know what else - pot smoking.*
- *High crime rate. Alcohol abuse by young people fighting on the streets.*
- *I worry about little gangs of thugs on the streets at night.*
- *If I am out alone at night. Fear attacks from youth.*
- *Intoxicated young drunk males trying to prove themselves.*
- *Kids on the street driving badly. High speed 100kms - Streets are too straight and too long. No judder bars.*
- *Little thugs stabbing people eg, Kennedy Road stabbing. Out of control young people.*
- *Live alone. Frightened coming home at night. Intimidated by groups of youths. Just so scary to see them all together.*
- *Marauders. Youth trespasses looking for a quick grab.*
- *Possible break-ins. Youths roaming the streets and their involvement in drink and drugs.*
- *Robbery, attack and lack of discipline in youth.*
- *So many young people on the streets between 9pm and 12pm.*
- *Strangers lurking around and gangs of kids.*
- *Taradale shopping centre - youth gangs hang around there at night. There are brawls and fights.*
- *Too many bars. Too much underage drinking. Too many under aged persons drunk on streets.*
- *Walking around the street and groups of young people. Traffic - people don't seem to know the road rules. Drive too fast.*
- *Worried about teenagers going out at night and what may happen to them. Fights etc.*

- *You can't walk on the streets without the risk of being attacked or verbally abused by the teenagers who roam the streets. I'm not so concerned about my safety, but my teenage sons.*
- *Young kids just starting to drive. Youth drinking and the problems that result from this.*
- *Young kids roaming streets at night.*
- *Young ones running through Napier robbing people.*
- *Young people walking the streets drinking alcohol.*
- *Young people who roam the streets. Burglaries.*
- *Young teenagers roaming the streets.*
- *Youths roaming cause problems at times.*

Things that could be done to help respondent feel safer:

- *Bars. Speed bumps on straight roads.*
- *Bring in the death penalty for certain crimes eg, drug related crimes and murder.*
- *Clamp down on young people on the streets late at night.*
- *Don't know. It starts at home. More parental responsibility. Children need discipline. Too many of them know there are no consequences to their actions.*
- *Give kids a curfew.*
- *Give Police more power.*
- *Have neighbourhood watch groups so people know what is going on in their neighbourhoods.*
- *I don't know what could be done.*
- *Maybe more police presence in places like Anderson Park; so that the undesirable characters would know police would be coming there at various times.*
- *Maybe some wardens.*
- *More CCTV in town.*
- *More patrols. More street policing. Police on foot more friendly police checks on youth in the streets.*
- *More police around. Liquor bans. Prevent underage drinking.*
- *More police on patrol. Young potential criminals should be apprehended before they graduate to serious crime. We should have a zero crime policy like in New York.*
- *More police on the beat. Ratio of police to population in Napier is very low.*
- *More police on the streets. A visible police presence.*
- *More police.*
- *More respect for the community from young people.*
- *More visible police patrols in the suburbs and CBD on a regular basis.*
- *More visible policing of the streets on foot patrols.*
- *More visible policing. The problem with the youths hanging around started when the Police station closed.*
- *Not sure. Maybe toughen up on drink laws.*
- *Not sure. Maybe a neighbourhood support group.*
- *Parents should be responsible for their kids. Maybe provide something for young people to be involved in that would interest them and curb the anti-social behaviour.*
- *Provide more things for teenagers to do, so they aren't on the streets.*
- *Quicker police response times.*
- *Tackle youth crime. It needs to start at an early age and begins at home.*
- *Taught respect of other people. Families are not educating on respect of others. Family values have deteriorated.*

Comments coded to "home invasions":

- *Amount of burglaries, home invasions (x2).*

- *Being in town in the evenings, there are lots of undesirables around. Home invasions.*
- *Burglary, home invasions and my children's safety.*
- *Burglary. Home invasion.*
- *Burglary. Personal attacks and robbery. Home invasion.*
- *Concerned for my children's safety when they are at the playground or beach. Home invasions.*
- *Gang problems. My daughter was assaulted at her work by a Mongrel Mob member. Violence on the streets, home invasions and burglary.*
- *Home invasion, burglary and assaults on the street.*
- *Home invasion. Violence against me in my own home.*
- *Home invasions and burglary (x3).*
- *Home invasions and safety on the streets (being attacked on the street).*
- *Home invasions (x3).*
- *House invasion. People looking for drugs.*
- *I live alone, home invasions and burglary.*
- *Living on my own, burglary and home invasions.*
- *Living on my own. People on the property. Home invasion and burglaries.*
- *Not being able to go out at night alone. Burglary and home invasion.*
- *Nutters out there in society eg, "P" addicts. Home invasions, burglaries for copper.*
- *The fear of home invasions.*
- *The type of people who are around. Burglary, home invasions and violence in town.*
- *Violence, home invasions and burglary.*
- *We are a bit isolated where we are (rural), so that there is a concern of home invasion.*
- *Worried about people getting in. Don't answer the door at night. Now have security lights.*
- *Worry that something will happen to my kids while they are at school and kindy. Home invasions as I'm a solo mother with children.*

Things that could be done to help respondent feel safer:

- *A well monitored burglar alarm would help.*
- *Close off the end of Nuffield Road as it is a through access to Maraenui, so there are less undesirable people in the area.*
- *Council give all people living alone a tazer gun.*
- *Criminals should serve out their full sentences. Not get reduced sentences for good behaviour.*
- *Don't know. Maybe more police.*
- *Don't know. Just police presence.*
- *Don't know. Parents need to be responsible for their children.*
- *Don't know (x2).*
- *Don't know. I'm lucky to have a retired policeman opposite who keeps an eye on things. All town houses so people are closer.*
- *Having a neighbourhood watch operating in my area.*
- *I don't know. I think violence is a way of life. I don't think there is much that can be done.*
- *I'm security conscious so I don't think there is much more that could be done.*
- *Instil more parental responsibilities so that youth behave.*
- *I've got dogs which helps.*
- *More police or security patrols on the streets.*
- *More police visible out and about.*
- *More police where they can be seen.*

- *More police.*
- *More police/security patrols.*
- *More visible policing in the community would help. We do everything we can to ensure our safety.*
- *Not sure (x2).*
- *Nothing.*
- *Police presence more visible on streets. Foot patrol or vehicle patrols.*
- *Presence of more police around our suburb. Visible presence. Subsidise burglar alarms for private houses.*
- *Punish the criminals instead of the slap on the hand they get now.*
- *Reduce the accessibility of alcohol. Less liquor outlets.*

Comments coded to “gangs”:

- *Burglary. Mongrel Mob house 100 meters away from us.*
- *Gang problem.*
- *Gang problems. My daughter was assaulted at her work by a Mongrel Mob member. Violence on the streets, home invasions and burglary.*
- *Gang problems in Hawke's Bay. Burglary.*
- *Gang problems in our area. There are a number of gangs in Maraenui.*
- *Gang violence. Black Power live next door.*
- *Gangs. Too many gangs in Napier.*
- *Gangs, robbery, car conversion and tampering with vehicles.*
- *Gangs (x3).*
- *I worry about little gangs of thugs on the streets at night.*
- *Lot of psychos around. Worried for my children. Gangs.*
- *Night time going out. Often intimidating groups of people. Gang presence.*
- *Problems with gangs.*
- *Strangers lurking around and gangs of kids.*
- *Taradale shopping centre - youth gangs hang around there at night. There are brawls and fights.*
- *The amount of gang problems around Taradale. Our kids can't wear red because of gangs in the area. We now have a gang house in the street and they are very intimidating.*
- *The area I live in. Gang affiliated problems around Onekawa/Maraenui.*
- *The gang situation in Napier. Crime connected to the gangs*
- *Theft, burglary and gang activity. There is a lot of gang activity here. I'm really concerned about leaving my house as there are so many break-ins.*
- *Unsafe to walk the streets at night. Gang attacks on the public are a real concern.*

Things that could be done to help respondent feel safer:

- *A youth centre to stop kids in the area from getting bored. "Boredom is the devil's playground".*
- *Alarming the house and gating the property.*
- *Don't know. I suppose ban gangs.*
- *Don't know. I've started neighbourhood watch, alarmed my house, installed security lighting and still have problems.*
- *Don't know.*
- *Get rid of Mongrel Mob house.*
- *Get rid of the gangs.*
- *Getting the gangs out of town.*
- *Give kids a curfew.*
- *Give police more power. Ban all patches. Make paedophiles known. Stop pandering to "political correctness".*

- *I don't know. I think violence is a way of life. I don't think there is much that can be done.*
- *Less gang culture.*
- *More control over the gang activity. More prosecution.*
- *More front line police in Napier.*
- *More visible policing and a higher number of police in the area. This is already happening in our area.*
- *More visible policing in the city on foot patrols.*
- *More visible policing. The problem with the youths hanging around started when the Police station closed.*
- *Not sure, as at least with Black Power next door I'm unlikely to be burgled.*
- *Not sure.*
- *Parental discipline.*
- *Parents should be responsible for their kids. Maybe provide something for young people to be involved in that would interest them and curb the anti-social behaviour.*
- *Stricter on gags - full stop!*

Comments coded to “**area**”:

- *Area we live. Lots of domestics - physical violence. We've had to call the police on a number of occasions.*
- *Burglary. The area I live in isn't that good.*
- *Don't feel safe in some areas like Anderson Park in Greenmeadows. Feel unsafe at skateboard park. Undesirables hanging around. Spray cans and don't know what else - pot smoking.*
- *Home invasions. Safety on the streets (being attacked on the street).*
- *House break-ins. There are a few in our area.*
- *Living near a shopping centre with a bottle store. Potential for drunks.*
- *Local newspaper. High number of burglaries in the area where I live. Anxious with leaving house.*
- *Lots of burglaries in this area Napier South.*
- *Mainly the fact that in certain areas you can't walk around safely alone at night.*
- *Speeding drivers especially on Bestall Street.*
- *Taradale shopping centre. Youth gangs hang around there at night. There are brawls and fights.*
- *The amount of gang problems around Taradale. Our kids can't wear red because of gangs in the area. We now have a gang house in the street and they are very intimidating.*
- *The area I live in. It is a high crime area.*
- *The area I live in. Gang affiliated problems around Onekawa/Maraenui.*
- *The area we live in isn't the nicest area. People on the streets and what they are up to is a concern.*
- *There is a lot of crime in the area where I live.*
- *There seems to be a lot of burglaries around our area.*
- *Trespassing on my property. Burglary. There is a high number of Maori living in Maraenui, so you can't leave windows open or doors unlocked.*
- *Type of people walking the streets. Undesirables in certain areas eg, Onekawa, Maraenui.*
- *Vandalism. A lot of people use our street to get from bars in Ahuriri back into town and they often damage cars parked on the street.*
- *We are a bit isolated where we are (rural), so that there is a concern of home invasion.*
- *We need better street lighting in Thackeray Street.*

- *Where I live in George Drive has lots of hooligans. Beer bottles thrown at the porch. People being chased through the section. People trying to break into the house.*

Things that could be done to help respondent feel safer:

- *A little more police presence. More visible on foot patrols.*
- *A youth centre to stop kids in the area from getting bored. "Boredom is the devil's playground".*
- *Don't know. Young criminals should be punished more. Higher police presence on the streets.*
- *Don't know. Maybe more police.*
- *Don't know. I have put in security cameras. I could put in burglar alarms.*
- *Getting the gangs out of town.*
- *Hard to say as I don't feel unsafe.*
- *Having speed bumps to slow motorists.*
- *I have security locks on all windows and doors. I don't think much more could be done apart from getting criminals behind bars.*
- *I've got security on the windows and I wear a medical alarm, so I don't think there is much more that could be done.*
- *Licensing house for bars in the area needs to be reduced. Bar managers should be more responsible for intoxicated patrons.*
- *Maybe more police presence in places like Anderson Park; so that the undesirable characters would know police would be coming there at various times.*
- *More visible policing. The problem with the youths hanging around started when the Police station closed.*
- *Nothing more can be done as there are already people patrolling the streets I think.*
- *Nothing as you can't stop people walking the streets.*
- *Providing better street lights.*
- *Quicker police response times. A 30 minute wait is too long when you require assistance.*
- *Reduce the accessibility of alcohol. Less liquor outlets.*
- *There is not much you can do.*
- *Unless gangs are disbanded and gang prospects - we will always have a crime problem.*

Comments coded to "drugs/druggies/drunks":

- *Alcohol abuse by neighbours and the resulting issues this causes.*
- *Binge drinking.*
- *Break-ins. A girl was abducted after school in our area. A lot of young people renting in the area, so lots of parties.*
- *Break-ins. Young ones wandering the streets with too much alcohol on board.*
- *Don't feel safe being out at night. Crime. Young people drinking and abusing others. Intimidation.*
- *Don't feel safe in some areas like Anderson Park in Greenmeadows. Feel unsafe at skateboard. Undesirables having around. Spray cans and don't know what else - pot smoking.*
- *Footpaths are very rough and we need places in the middle of some roads where people can wait while crossing the streets in town.*
- *High crime rate. Alcohol abuse by young people fighting on the streets.*
- *House invasion. People looking for drugs.*
- *Intoxicated young drunk males trying to prove themselves.*
- *Late night wanderers. Drunks on the main streets. Theft.*
- *Living near a shopping centre with a bottle store. Potential for drunks.*

- *Nutters out there in society eg, "P" addicts. Home invasions, burglaries for copper.*
- *People around the streets can be dangerous and makes people feel unsafe. People drink too much.*
- *Possible break-ins. Youths roaming the streets and their involvement in drink and drugs.*
- *Too many bars. Too much underage drinking. Too many under aged persons drunk on streets.*
- *Trouble in town late at night. Bar patrons in the street drunk.*
- *Vandalism. A lot of people use our street to get from bars in Ahuriri back into town and they often damage cars parked on the street.*
- *Where I live in George Drive there are lots of hooligans. Beer bottles thrown at the porch. People being chased through the section. People trying to break into the house.*
- *You can't walk around town at night because of undesirables in the area because of bars in the area.*
- *Young kids just starting to drive. Youth drinking and the problems that result from this.*
- *Young people walking the streets drinking alcohol.*

Things that could be done to help respondent feel safer:

- *Alcohol education may help.*
- *An active neighbourhood watch and an alarm.*
- *Better taxi service. Free bus charges.*
- *Clamp down on young people on the streets late at night.*
- *Have more police on foot patrol visible policing deters crime.*
- *Have neighbourhood watch groups so people know what is going on in their neighbourhoods.*
- *I don't know what could be done.*
- *I've got security on the windows and I wear a medical alarm, so I don't think there is much more that could be done.*
- *Licensing house for bars in the area needs to be reduced. Bar managers should be more responsible for intoxicated patrons.*
- *Making the footpaths smoother.*
- *Maybe more police presence in places like Anderson Park; so that the undesirable characters would know police would be coming there at various times.*
- *More police around. Liquor banes. Prevent underage drinking.*
- *More police/security patrols.*
- *Not sure maybe toughen up on drink laws.*
- *Not sure. Maybe a neighbourhood support group.*
- *Patrols? Alcohol ban on streets in Napier. Fines for disorderly behaviour?*
- *Police presence more visible on streets. Foot patrol or vehicle patrols.*
- *Quicker police response times.*
- *Spread the bars out more. Having them all in one area tends to increase the problems of intoxicated people.*

Comments coded to **“no safety concerns”**:

- *Because we live in a safe way. Take precaution.*
- *Don't have any. Good neighbours in my area.*
- *Don't have any.*
- *Don't know. Can't think of anything.*
- *Don't know. Things are ok in my area.*
- *No concerns for personal safety.*
- *No concerns.*
- *No real concerns although I wouldn't walk in town at night and we always lock our house when we are away or working in the garden.*
- *None. We have Neighbourhood Watch.*
- *None. I feel safe.*
- *None. I haven't had any problems.*
- *None. I take all precautions to keep safe. I don't put myself in any situation that could be risky.*
- *None. We live down a right away and have a policeman living next door.*
- *None (x4).*
- *Not any major concerns. Possibly burglary.*
- *Not overly concerned.*
- *Nothing specific (x2).*

Things that could be done to help respondent feel safer:

- *Alarm in the house is all I can think of - otherwise I feel quite safe.*
- *Don't know. We just lock our doors and feel quite safe.*
- *Don't know (x2).*
- *Happy.*
- *More activities for teenagers to keep them occupied.*
- *More frequent public transport services. Bus service more frequent.*
- *More police patrols cruising around the suburbs. More focus on crime not petty traffic offences.*
- *More police visible on the streets.*
- *More policemen on foot.*
- *Not really sure.*
- *Not sure. A change of attitude. Education or lack of it encourages crime. Education within homes needs to improve. Education gives people hope and encouragement that they can support.*
- *Not sure as I feel safe.*
- *Nothing. I do feel fairly safe.*
- *Nothing (x2).*
- *Police drive down the street occasionally so people can see them.*
- *Self-defence laws changed.*

Comments coded to **“safety of children”**:

- *Burglary, home invasions and my children's safety.*
- *Burglary and kid's safety walking to school by themselves.*
- *Concerned for my children's safety when they are at the playground or beach. Home invasions.*
- *Gang problems. My daughter was assaulted at her work by a Mongrel Mob member. Violence on the streets, home invasions and burglary.*
- *Kids. Any harm coming to them.*
- *Lot of psychos around. Worried for my children. Gangs.*

- *People stalking children and natural disasters.*
- *Property keeping safe - rural burglaries. Safety concerns with children.*
- *Son out at night/weekends walking home alone. Frightened of him being attacked.*
- *The amount of gang problems around Taradale. Our kids can't wear red because of gangs in the area. We now have a gang house in the street and they are very intimidating.*
- *Worried about teenagers going out at night and what may happen to them. Fights etc.*
- *Worry about kids - bullying.*
- *Worry that something will happen to my kids while they are at school and kindy. Home invasions as I'm a solo mother with children.*
- *You can't walk on the streets without the risk of being attacked or verbally abused by the teenagers who roam the streets. I'm not so concerned about my safety, but my teenage sons.*

Things that could be done to help respondent feel safer:

- *Can't be just one thing - too complex.*
- *Criminals should serve out their full sentences and not get reduced sentences for good behaviour.*
- *Don't like the gangs.*
- *Getting the gangs out of town.*
- *Give police more power. Ban all patches. Make paedophiles known. Stop pandering to "political correctness"*
- *Having a neighbourhood watch operating in my area.*
- *I don't know. I think violence is a way of life. I don't think there is much that can be done.*
- *Maybe some wardens.*
- *Nothing. Things seem to be on the right track.*
- *Nothing. I don't think there is much more that can be done.*
- *Nothing (x2).*
- *Provide more things for teenagers to do, so they aren't on the streets.*

Comments coded to "driving/drivers/boy racers/traffic":

- *Cars that hoon up and down our street.*
- *Idiots on the roads.*
- *Kids on the street/driving badly. High speed 100kms. Streets are too straight and too long. No judder bars.*
- *Morons on the roads. Violence on the streets.*
- *People speeding on the roads.*
- *Poor driving standards in Napier. We don't have enough police in Napier.*
- *Road safety concerns - fast traffic.*
- *Road safety. Poorly laid out roads.*
- *Speeding drivers especially on Bestall Street.*
- *The hoons that are around. It is unsafe to go out at night.*
- *Traffic safety.*
- *Walking around the street with groups of young people. Traffic - people don't seem to know the road rules and drive too fast.*
- *Young kids just starting to drive. Youth drinking and the problems that result from this.*

Things that could be done to help respondent feel safer:

- *A general awareness of drivers indicating their intentions.*
- *Bars/speed bumps on straight roads.*
- *Compulsory insurance would help.*
- *Don't know.*
- *Having speed bumps to slow motorists.*
- *I don't know what could be done.*
- *More police.*
- *More traffic cops on the roads.*
- *Nothing could be done. I have good neighbours and we keep in touch.*
- *Nothing. It is human stupidity.*
- *People need to slow down on the roads.*
- *Reduce speed on Church Road by the schools; reduce to 30km-40km.*
- *Seeing more police on the roads.*

Comments coded to "car theft":

- *Burglary. Cars broken into a couple of times.*
- *Burglary and car theft.*
- *Car. Likely to get knifed and I have a convertible.*
- *Car theft.*
- *Gangs, robbery, car conversion and tampering with vehicles.*
- *General attacks and harassment when out in public and car theft or burglary.*
- *I had my car stolen so worry about theft and burglary.*
- *Theft. Had our car stolen.*

Things that could be done to help respondent feel safer:

- *Change society.*
- *Don't know. I've started neighbourhood watch, alarmed my house, installed security lighting and still have problems.*
- *Don't know (x2).*
- *Higher police presence in the community patrolling.*
- *More control over drunkenness in the city at night.*
- *Neighbourhood watch.*

Comments coded to "town improvements":

- *Fear late at night. Lack of lighting in the streets. Quite dark.*
- *Footpaths are very rough and we need places in the middle of some roads where people can wait while crossing the streets in town.*
- *Kids on the street/driving badly. High speed 100kms. Streets are too straight and too long. No judder bars.*
- *Power lines outside my house are not underground. If there was an earthquake and they came down I couldn't get out.*
- *Road safety poorly laid out roads.*
- *Robbery and being assaulted. Unable to walk at night. Not enough public transport available.*
- *Slippery footpaths.*
- *We need better street lighting in Thackeray Street.*

Things that could be done to help respondent feel safer:

- *Bars. Speed bumps on straight roads.*
- *Don't know (x2).*
- *Making the footpaths smoother.*
- *More police patrols at night.*
- *Providing better street lights.*
- *Put the power line underground.*
- *Spray the footpaths to get rid of moss.*

Comments coded to “vandals/graffiti”:

- *All the idiots out there. Graffiti and stealing.*
- *Burglary and vandalism.*
- *Don't feel safe in some areas like Anderson Park in Greenmeadows. Feel unsafe at skateboard park. Undesirables having around. Spray cans and don't know what else - pot smoking.*
- *Vandalism. A lot of people use our street to get from bars in Ahuriri back into town and they often damage cars parked on the street.*
- *Vandalism. Letterbox destroyed several times.*
- *Vandalism on our fence and campervan. It isn't safe to walk at night.*

Things that could be done to help respondent feel safer:

- *Licensing house for bars in the area needs to be reduced. Bar managers should be more responsible for intoxicated patrons.*
- *Maybe more police presence in places like Anderson Park; so that the undesirable characters would know police would be coming there at various times.*
- *Monitoring the young people wandering the streets. I think they are responsible for much of the crime happening.*
- *More of a police presence at night especially car patrols of the suburbs on a regular basis.*
- *More police on the beat.*
- *Put all the idiots on Auckland Island.*

Comments coded to “lack of police/slow response/not effective”:

- *Not enough police.*
- *Poor driving standards in Napier. We don't have enough police in Napier.*
- *Punishments are not befitting to crimes. Violence, lack of respect for law and property and punishments don't fit the crime. Punishments are poofy, poofy.*
- *Quality of policing.*
- *The lack of visible police on the streets.*
- *Very slow police response times.*

Things that could be done to help respondent feel safer:

- *Better quality of policeman.*
- *Catch the criminals when they do the first burglary, so they don't continue to offend. Provide more police officers. More visible policing.*
- *Parents need to take responsibility for their children's behaviour.*
- *Policing needs to get back to community policing instead of being put through to national instead of a local station when you have a problem and need the police to respond quickly.*
- *Seeing more police on the roads.*

- Stronger punishments to fit the crimes.

Comments coded to **“natural disasters”**:

- People stalking children. Natural disasters.
- Power lines outside my house are not underground. If there was an earthquake and they came down I couldn't get out.
- Tsunami (x2).

Things that could be done to help respondent feel safer:

- A Tsunami warning system with information on where the safe areas would be.
- Move away from the beach.
- Nothing.
- Put the power line underground.

Comments coded to **“living alone”**:

- I live alone. Home invasions and burglary.
- I live alone so I worry about burglary.
- Live alone. Frightened coming home at night. Intimidated by groups of youths. Just so scary to see them all together.
- Live on my own. Worry about burglaries.
- Living on my own so burglary and home invasions.
- Living on my own. People on the property. Home invasion and burglaries.

Things that could be done to help respondent feel safer:

- A well monitored burglar alarm would help.
- Close off the end of Nuffield Road as it is a through access to Maraenui, so there are less undesirable people in the area.
- Council give all people living alone a tazer gun.
- Don't know.
- More police patrols. Bobbies on the beat.
- More respect for the community from young people.

Comments coded to **“being/walking alone”**:

- Burglary. Kid's safety walking to school by themselves.
- If I am out alone at night I fear attacks from youth.
- Son out at night/weekends walking home alone. Frightened of him being attacked.

Things that could be done to help respondent feel safer:

- Can't be just one thing. Too complex.
- More police on patrol. Young potential criminals should be apprehended before they graduate to serious crime. We should have a zero crime policy like in New York.
- Nothing. I don't think there is much more that can be done.

Comments coded to “other”:

- Burglary and fire.
- Crime rate.
- Don't know.
- Due to house problems regarding being on the edge of a cliff.
- Falling over.
- I'm in a state flat and the state is now putting mentally ill people into surrounding flats.
- Law and order issues.
- Live on a back section. Bottom of everyone else's sections. Another house built too close. Street lighting doesn't come through to my house. If I didn't have security lights, I'd feel really unsafe.
- More of the top of my head.
- Society has let a lot of people down.
- There is a bad element which compromises my feeling of safety.
- There is always an element of concern.

Things that could be done to help respondent feel safer:

- Don't know (x2).
- Increased foot police patrol. General increase in visible police presence.
- Justice. Stiffer penalties for crimes. Less community service.
- More police patrols. Car patrols at night.
- More policing.
- Not much.
- Nothing. Have alarms.
- Police presence.
- Remove the mentally ill tenant who is making our lives a misery. He is well known to police.
- Someone to come in and fix the problems with the house. Waiting on insurance claim to be accepted.

For the next part of the survey I'm going to ask you about education/training.

Q13a Have you been involved in post-secondary education and/or training in the last 12 months? (ie, education and training beyond high school)

	Number	Percent	
Yes	90	22.4%	[continue to Q13b]
No	310	77.4%	[skip to Q15]
Don't know	0	0.0%	[skip to Q15]
Not specified	1	0.2%	
Total	400	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	22.4%	21.4%	1.0%
No	77.4%	78.2%	-0.8%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.4%	-0.2%
Total	100.0%	100.0%	

Q13b Who provided your training?

	Number	Percent
Local Polytechnic	29	32.9%
Employer	19	21.4%
Industry Training Organisation (ITO)	4	4.9%
Private training provider	2	1.9%
Other	35	39.1%
Don't know	2	2.0% <i>[skip to Q15]</i>
Sample	90	

Note: Not additive as respondents could identify multiple sources of training

Other specified:

- A local retailer, HRINZ, Litec and Australian Institute of Credit Unions & Achieve Global.
- ACC put me on a computer course. I can't remember the woman's name.
- BCITO builder's apprenticeship system.
- Bernina NZ work related.
- Coastguard.
- Deakin University, Australia.
- DHB (District Health Board).
- Electricity Hawke's Bay Aotearoa.
- Elmwood House.
- Fam safe.
- Flooring ITO.
- Forest Institute Training.
- Justice of Peace Association, Corrections and Ministry of Justice.
- Kahungunu Hiko Whenua Trust.
- Learning Innovations Ltd
- Massey University (x2).
- Napier City Council - Civil Defence.
- Napier City Council (x2).
- Open Polytechnic.
- Retail Institute.
- School services.
- Senior Net (x2).
- Solgn.
- St. Johns.
- Taruna College.
- Teachers at EIT.
- The Incredible Years Programme parenting course via Ministry of Education.
- Trade and Commerce.
- Wellington based.
- Zumba Workshops.

Comparison with 2009 results:

	2012	2009	Percent Change
Local Polytechnic	32.9%	34.4%	-1.6%
Employer	21.4%	12.7%	8.7%
Industry Training Organisation (ITO)	4.9%	3.1%	1.7%
Private training provider	1.9%	3.1%	-1.2%
Other	39.1%	46.6%	-7.5%
Don't know	2.0%	0.0%	2.0%
Total	100.0%	100.0%	

Q14 Did the course provide you with the training you needed?

	Number	Percent
Yes	74	84.6%
Partly	6	6.7%
No	1	1.4%
Don't know	3	3.3%
Not specified	3	3.9%
Total	88	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	84.6%	80.5%	4.1%
Partly	6.7%	7.7%	-1.0%
No	1.4%	4.5%	-3.1%
Don't know	3.3%	3.6%	-0.3%
Not specified	3.9%	3.6%	0.3%
Total	100.0%	100.0%	

Q15 Would you consider taking further education or training in something that interests you?

	Number	Percent
Yes	227	56.6%
No	152	37.9%
Don't know	19	4.8%
Not specified	3	0.7%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	56.6%	50.4%	6.3%
No	37.9%	45.2%	-7.3%
Don't know	4.8%	3.9%	0.9%
Not specified	0.7%	0.6%	0.1%
Total	100.0%	100.0%	

Q16 What things made it, or might make it, difficult for you to continue with education/training?

	Number	Percent
Financial	108	26.9%
Age	72	18.0%
Lack of time	52	13.1%
Lack of interest/nothing (if wants to do it)	35	8.8%
Family	33	8.2%
Business/employment	32	8.0%
Nothing	27	6.8%
Location/transport	18	4.4%
Happy with qualifications/don't want further training	17	4.3%
Health	12	3.0%
Times not suitable	11	2.7%
Already training	11	2.7%
Suitable courses not available	9	2.2%
Government funding	3	0.7%
Other	10	2.4%
Sample	400	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **"financial"**:

- 12% pay-back on student loans. Cap on student allowances.
- Age. Not old enough yet. GST. No funding. Travel.
- Because income would drop and would have to travel to pursue education.
- Can't afford.
- Child care and whether I could get a student loan.
- Community night classes discontinued so availability and cost become an issue.
- Cost and loss of earnings whilst doing a course.
- Cost and time.
- Cost and young family.
- Cost of courses and having to give up work to study.
- Cost of courses impact on income.
- Cost of courses, cost of living.
- Cost of courses, time issues as I have a family.
- Cost of courses (x17).
- Cost of the training. Fit it in around children's needs.
- Cost (x5).
- Cost. Time they're on. During the week it's not possible because of family and work.
- Cost. Time was held as I have young children.
- Costs. Student loan to pay back.
- Costs and lack of time with a young family.
- Expensive (x3).
- Fees.
- Finances. Cost of courses (x4).
- Finances and childcare.
- Finances. It is very expensive.
- Finances (x3).
- Financial costs. Other time commitments. Self-motivation.
- Financial side of training and time issues as I'd need a job as well.
- Financial. The cost of courses. I'll health.

- *Financial. Costs and it has to be after work.*
- *Have a student loan already.*
- *I'd have to cut my hours and couldn't afford to live.*
- *If it wasn't available in Napier. Cost - financial and time.*
- *Income, mortgage, rent. Providing for the family.*
- *Just family and finances. Government chucked the book at everything.*
- *Lack of time and cost of courses.*
- *Loss of earnings.*
- *Maybe financial or work load issues.*
- *Money. Can't afford it.*
- *Money. Costs a lot to go to university.*
- *Money for the mortgage.*
- *Money. Cost of courses and lack of time.*
- *Money. Cost of courses now there are no night school classes.*
- *Money and cost of courses.*
- *Money (x6).*
- *My home responsibilities and cost of courses.*
- *My mortgage doesn't allow me to but I'd love to give up work and re-train.*
- *Student loans may have interest put on them and increasing the amount to pay back each week.*
- *Student loans, bills etc. Means it is easier to work than to study more.*
- *Time and cost of courses (x4).*
- *Time and money (x3).*
- *Too much need to earn money so wouldn't have the time.*
- *Well, if I needed re-training. If I lost my job - I'd have no option but to retrain, but at the moment, time/cost and a young family would prevent.*
- *Work and family commitments. Student loan.*
- *Work and finances.*
- *Work commitments. Cost of courses.*
- *Work/life balance. Finances.*

Comments coded to "age":

- *Age and health.*
- *Age I suppose and my back.*
- *Age (x11).*
- *Age. Not old enough yet. GST. No funding. Travel.*
- *Getting older.*
- *Getting on and really busy.*
- *Getting too old. More interested in hobbies.*
- *Health and age.*
- *I'm retired so don't need further education (x3).*
- *I'm too old (x4).*
- *Not at my age.*
- *Not at my stage of life.*
- *Not interested as I'm retired.*
- *Only just retired. Want to relax.*
- *Past all that.*
- *Retired (x3).*
- *Too old and have knee replacement.*
- *Too old and not interested.*
- *Too old to be interested in further education.*
- *Too old (x57).*

- *We are retired.*

Comments coded to **“lack of time”**:

- *Cost and time.*
- *Cost of courses. Time issues as I have a family.*
- *Cost. Time was held as I have young children.*
- *Costs and lack of time with a young family.*
- *Family and time.*
- *Financial costs. Other time commitments. Self-motivation.*
- *Financial side of training and time issues as I'd need a job as well.*
- *Fitting it in time wise.*
- *Getting on and really busy.*
- *Have lots to do. Lots of hobbies. Very busy.*
- *If it wasn't available in Napier. Cost - financial and time.*
- *Lack of time and cost of courses.*
- *Lack of time (x5).*
- *Money. Cost of courses and lack of time.*
- *My employment leaves no time.*
- *No time.*
- *Not enough time.*
- *Time. Fitting it in with my job.*
- *Time and cost of courses (x2).*
- *Time and cost (x2).*
- *Time and money (x3).*
- *Time constraints.*
- *Time factor. Balancing family and work.*
- *Time pressures with a family.*
- *Time. Not enough spare time.*
- *Time (x10).*
- *Too busy.*
- *Too much need to earn money so wouldn't have the time.*
- *Well, if I needed re-training. If I lost my job - I'd have no option but to retrain, but at the moment, time/cost and young family would prevent.*
- *Work commitment/time.*
- *Young family and lack of time.*

Comments coded to **“lack of interest/nothing (if wants to do it)”**:

- *Can't be bothered.*
- *Don't want to.*
- *Financial costs. Other time commitments. Self-motivation.*
- *Getting too old. More interested in hobbies.*
- *Happy as I am (x2).*
- *Having no motivation. Some days I will be happy than other days I'm drained.*
- *I don't wish to do anything else.*
- *I'm enjoying just doing nothing.*
- *I'm retired so there is no need.*
- *Motivation.*
- *Not interested and unable to due to health issues.*
- *Not interested as I'm retired.*
- *Not interested (x16).*
- *Not really interested in anything new.*
- *Nothing apart from motivation.*

- *Nothing if I was really interested in it.*
- *Only just retired. Want to relax.*
- *Personal choice.*
- *Quite happy with where I am.*
- *There is no need. I'm comfortable with things as they are now. I can't think of anything I'd be interested in.*
- *Too lazy.*
- *Too old and not interested.*
- *Well set up as I am.*

Comments coded to **“business/employment”**:

- *Cost of courses and having to give up work to study.*
- *Cost. Time they're on. During the week it's not possible because of family and work.*
- *Going to work.*
- *Having to give up my job to do so.*
- *Having to work.*
- *I work full time.*
- *I work so it would have to be after work.*
- *Maybe financial or work load issues.*
- *My employment leaves no time.*
- *My employment.*
- *Present job.*
- *Solo dad. Time away from work and recreational activities.*
- *Time - fitting it in with my job.*
- *Time factor. Balancing family and work.*
- *Too busy with work. I have a business and work long hours.*
- *Work and family commitments, student loan.*
- *Work and finances.*
- *Work commitment and time.*
- *Work commitments as I work out of town.*
- *Work commitments (x2).*
- *Work commitments. Cost of courses.*
- *Work full time (x3).*
- *Work hours.*
- *Work. I do long hours.*
- *Work/life balance. Finances.*
- *Working and full time mother.*

Comments coded to **“family”**:

- *A young family.*
- *Child care and whether I could get a student loan.*
- *Child care (x3).*
- *Cost and young family.*
- *Cost of courses. Time issues as I have a family.*
- *Cost of the training. Fit it in around children's needs.*
- *Cost. Time they're on. During the week it's not possible because of family and work.*
- *Cost. Time was held as I have young children.*
- *Costs and lack of time with a young family.*
- *Family commitments.*
- *Family, time.*

- *Finances and childcare.*
- *Home situation.*
- *I have four children.*
- *Income, mortgage and rent. Providing for the family.*
- *Just family and finances. Government chucked the book at everything.*
- *Kids!*
- *My home responsibilities. Cost of courses.*
- *Single parent with pre-school children.*
- *Solo dad. Time away from work and recreational activities.*
- *Three young children.*
- *Time factor. Balancing family and work.*
- *Time pressures with a family.*
- *Too much to do caring for everyone.*
- *Well, if I needed re-training. If I lost my job I'd have no option but to retrain, but at the moment, time/cost and young family would prevent.*
- *Work and family commitments. Student loan.*
- *Working and full time mother.*
- *Young children.*
- *Young family. Lack of time.*

Comments coded to **“nothing”**:

- *No barriers.*
- *No reason. Lack of computer.*
- *None (x2).*
- *Nothing unless I move overseas.*
- *Nothing (x22).*

Comments coded to **“location/transport”**:

- *Because income would drop and would have to travel to pursue education.*
- *Depends on where it is - what city.*
- *Having to move to another city.*
- *If it wasn't available in Napier. Cost - financial and time.*
- *Ill health would prevent me. I also don't drive.*
- *Location of Universities etc.*
- *No transport.*
- *Not being able to do my training in the Hawke's Bay.*
- *Not having the course available locally.*
- *Not in Hawke's Bay. Need to go to University.*
- *Quality of education providers in Hawke's Bay. They aren't good enough. I'd have to go further afield.*
- *There isn't a university in Hawke's Bay.*
- *Transport issues (x3).*

Comments coded to **“happy with qualifications/don't want further training”**:

- *A university graduate.*
- *Already done all the training I need.*
- *Don't need to do anymore.*
- *Done all that.*
- *Done all the training I want.*
- *Don't need to.*
- *Happy with what I have got.*

- *Have degree in geology. Don't need anymore.*
- *Have done all my degrees already.*
- *I don't need any further education.*
- *I have a PHD so don't need further education.*
- *I've already done all my studying.*
- *I've been a tutor at EIT and now tutor at U3A.*
- *I've completed my training.*
- *Not interested. We have degrees and are now reaping the rewards of studying earlier in life.*
- *Not interested. Had enough training for what I want.*
- *Will have all the qualifications I want.*

Comments coded to **“health”**:

- *Age I suppose and my back.*
- *Financial. The cost of courses. Ill health.*
- *Health and age (x2).*
- *Ill health would prevent me. I also don't drive.*
- *Ill health as I'm on a sickness benefit.*
- *I'm not well enough.*
- *My hearing impairment limits me.*
- *My hearing would make things difficult.*
- *Not interested and unable to due to health issues.*
- *Poor health.*
- *Too old and have knee replacement.*

Comments coded to **“already training”**:

- *I'm a teacher so get on the job training all the time.*
- *I'm already doing a doctorate.*
- *Nothing. Going to university.*
- *Nothing. Planning to start a course next semester.*
- *Nothing. We are doing up-skilling courses all the time in my profession.*
- *Nothing. I'm always up-skilling.*
- *On-going.*
- *Starting a course in six weeks' time.*
- *Will have all the qualifications I want.*

Comments coded to **“times not suitable”**:

- *Allocation - work time. Courses are run during work hours.*
- *Community night classes discontinued so availability and cost become an issue.*
- *Cost. Time they're on. During the week it's not possible because of family and work.*
- *Lack of night classes - like they used to be held in local schools. Lack of accessibility.*
- *Limited night classes because they stopped the ones at schools.*
- *Money. Cost of courses now there are no night school classes.*
- *Since the closing of night classes it would be harder because the courses are no longer available and to have to do a course at tertiary level is not what I would want.*
- *The fact funding was taken away from night classes so they are no longer in existence would make it difficult for me.*
- *The fact that the Government has withdrawn night school classes.*

- *The lack of evening classes at high schools. I was very disappointed when night classes were stopped.*

Comments coded to **“suitable courses not available”**:

- *If it wasn't available in Napier. Cost, financial and time.*
- *Lack of suitable courses available.*
- *Not being able to do my training in the Hawke's Bay.*
- *Not having the course available locally.*
- *Not in Hawke's Bay would need to go to University.*
- *Since the closing of night classes it would be harder because the courses are no longer available and to having to do a course at tertiary level is not what I would want.*
- *The course I want to do they don't have here.*
- *There isn't a university in Hawke's Bay.*

Comments coded to **“government funding”**:

- *12% pay-back on student loans. Cap on student allowances.*
- *Government cutting down on number of places at university and limiting funding for people over 25 years, being able to access funding is an issue for me.*

Comments coded to **“other”**:

- *Being out of school for a while might make it harder to get back into.*
- *Have to sort out my house first.*
- *I don't know.*
- *I go to the gym three times a week.*
- *Putting two children through university.*
- *Quality of education providers in Hawke's Bay; they aren't good enough. I'd have to go further afield.*
- *Schooling not up to standard.*
- *Technology.*
- *What you like. You should do what you want to.*

The next set of questions ask about your feelings toward the broader Napier community

Q17 How would you rate the current relationship between different ethnic groups in Napier?

	Number	Percent
Not at all satisfactory	13	3.4%
Not very satisfactory	18	4.4%
Sometimes satisfactory/sometimes not	137	34.2%
Fairly satisfactory	154	38.4%
Very satisfactory	50	12.6%
Don't know/can't say	28	7.1%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Not at all satisfactory	3.4%	2.0%	1.3%
Not very satisfactory	4.4%	4.0%	0.5%
Sometimes satisfactory/sometimes not	34.2%	32.6%	1.6%
Fairly satisfactory	38.4%	45.7%	-7.3%
Very satisfactory	12.6%	8.1%	4.5%
Don't know/can't say	7.1%	7.6%	-0.6%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q18 Are there any comments you wish to make in relation to this situation?

Comments for respondents who gave a rating of “not at all satisfactory”:

- *Enforcement of rules.*
- *I'm English, I get a lot of prejudice and I'm white! See prejudice towards Asians.*
- *Lots of gang stuff happening in Napier.*
- *Maori are the main problem. They are segregationists and want separate education systems. They don't want to mix with others and want special treatment.*
- *Room for improvement. I think things should be a bit more family orientated and not leaving control of children (teenagers) to outsiders. Parent and family responsibility should be fostered.*
- *So racist that it is not in your face and other groups aren't acknowledged.*
- *There is a lot of racism in Napier. Lots of different ethnic groups who don't like each other.*
- *They need to get rid of the gangs they cause real problems.*
- *This is a mono cultural city; consideration for other than white people is not great.*
- *Too much gang activity. Police can't do anything. Gangs think they have more rights than anyone else.*
- *We seem to get areas of one sort or another and different cultures group together.*

Comments for respondents who gave a rating of “not very satisfactory”:

- *I don't think newcomers of different ethnic groups are treated very well.*
- *Mongrel Mob causes trouble.*
- *Napier people are very unfriendly.*
- *NZ is apartheid in reverse, there should be one law for everyone.*
- *Racism. Community does not interact. People are intolerant of anyone different from them.*
- *There is not a lot of co-operation between each group unless it is convenient to them.*
- *There is still racism between Maori and Islanders.*
- *Too many gangs. They target the young Maori to get them into their gangs and this means they have to commit crimes.*

Comments for respondents who gave a rating of “sometimes satisfactory/sometimes not”:

- *Although it depends on where you are. Problems on both sides.*
- *Always tension between them. All the groups seem to stick to themselves, don't integrate.*
- *Black Power and Mongrel Mob cause the most problems.*

- *Continuing to work to get Maori and Pacifica to understand each other's point of view.*
- *Could definitely improve. New Zealanders are quite exclusive and we should make more of an effort to embrace other cultures.*
- *Council to ensure that the minority cultures have a voice, be that Maori, Island or Asian.*
- *Depending on what neighbourhood. Definite boundaries between neighbourhoods and ethnic groups.*
- *Depends on what way you have to get along with different ethnic groups.*
- *Don't know, too many wrong types put together. No inspectors going round to look at Housing Corp property so it is not looked after.*
- *Don't mix with any ethnic groups. In Napier there is no intermingling. Everyone sticks to their own group.*
- *Everyone is a little bit racist although there is no need to be.*
- *Gang activity is on the increase. Satisfaction would deteriorate if gangs get out of control.*
- *Gang presence.*
- *Gang problems in Hawke's Bay. There are pockets of very low socio-economic areas in Napier which are best avoided.*
- *Gangs are a problem.*
- *Haven't had any trouble even though I live in an area where there are lots of Maori and Islanders.*
- *I don't have any problems, everyone has a place.*
- *I feel Napier should make an effort to celebrate different ethnic groups. Have festivals of different cultures so that people become more aware.*
- *I see a lot of racial tension. Maori get a lot more benefits than everyone else and they just waste more and more.*
- *I think it is nationwide not just Napier.*
- *I think that communication is lacking and there are perceived barriers.*
- *I think that the Maori want everything. I'm not racist, can't afford to be as I'm Chinese, but Maori think they deserve more than anyone else.*
- *I think there are problems, even though I personally have not experienced any, but I think they need to sort it out themselves and not expect government hand outs.*

Comments for respondents who gave a rating of "fairly satisfactory":

- *A lot of churches in Napier have mixed ethnic groups and this breaks down barriers. Maybe more churches could become involved with integrating ethnic groups into the mainstream Napier community.*
- *A lot of suspicion between NZ and ethnic groups, mainly caused by sensational newspaper reporting.*
- *As far as I'm concerned it's ok.*
- *Because there are intolerant people in Napier who think if you're different you are not as good as them.*
- *Better if people did not stereotype and if people got to know different ethnic people they wouldn't judge them all the same and have preconceived ideas.*
- *Depending on where you live and your own personality. I can mix with everyone, but a lot of people can't.*
- *Different ethnic groups don't accept our culture, they won't speak English and don't mix.*
- *Employers in Napier are quite racist towards certain ethnic groups especially Asians generally and especially towards Indians.*
- *Have had no problems.*
- *I can only go by what I read in the media, as I don't mix with that many people now.*
- *I don't have any problems socialising with different groups.*

- *I don't seem to have a problem and I haven't seen any problems.*
- *I get on with the Maori people. I think the Government should put a stop to immigration of Africans, Asians and especially Moslems otherwise we'll have Mosques everywhere like in England. There are enough of them here already.*
- *I have never had a problem.*
- *I mix with a wide range of people and I've never seen any problems.*
- *I taught international students and they didn't have any problems.*
- *I think there are a large proportion of people who think if you are not like them, then you are less than they are.*
- *I treat everyone as equal so I have no problems.*
- *If you are friendly and help other people you have no problems.*
- *I'm concerned about some of the poorer people and their behaviour. Social services should be improved for these people.*
- *I'm concerned about the amount of violence happening now.*
- *I'm Maori and haven't had any problems.*
- *I'm not aware of any problems.*
- *It comes down to attitude.*
- *It is very hard to define racism, every group is racist.*
- *I've never had any problems.*
- *Lots of different ethnic groups and lots of burglaries. I don't know who is responsible for them.*
- *Lots of Indians owning the dairy, everyone seems to accept that.*
- *Napier is a good place to live; I think people get on well together generally.*
- *Napier is not too bad as far as race relations go.*
- *Napier people are proud of their city and all their citizens regardless of race.*
- *Needs to be more effort on all concerned to improve relationships, more tolerance is needed.*
- *No, we have a range from all ethnic backgrounds and we all get along well.*
- *No one can do anything about the gangs.*
- *No, some people are always going to be intolerant, but in Napier it seems to be quite overall.*
- *No (x5).*
- *None (x17).*
- *Not really, just understanding each other.*
- *Not really, except that I think the problems are often alcohol related.*
- *Over all race relations are pretty good.*
- *People are generally pretty good.*
- *People are mostly happy and tolerant in Napier.*
- *People need to have more tolerance towards one another. More events that celebrate diversity eg, Diwali.*
- *Some people aren't very nice, but most people are good.*
- *Stop putting them all together in the one area.*
- *The gangs in different areas cause problems at times.*
- *The Hastings/Napier divide is getting big. The social economic divide between the haves and have not's in Hastings is increasing.*
- *The only groups that cause trouble are the Maori gangs.*
- *There is a very vast difference between the haves and have not's, maybe due to the fact that a lot of the work here is seasonal.*
- *Things seem reasonably okay to me.*
- *Think everyone gets on ok.*
- *Too many gangs in Napier. There is a lot of gang violence.*
- *Well, it's not perfect. No further comment.*
- *Where ever you get a mixture of people, you will get people who aren't happy about it.*

- *With the older people it is fairly satisfactory; it is the younger ones that cause trouble.*
- *You have to treat people as you find them. I get on very well with all ethnic groups.*

Comments for respondents who gave a rating of “very satisfactory”:

- *Don't think we have a problem with ethnic groups. Mellow city. We have lots of problems with gangs.*
- *Everybody seems to get along ok.*
- *Good relationship in Napier.*
- *I don't have any problems with other ethnic people.*
- *I don't have any problems (x2).*
- *I don't see disharmony between the different ethnic groups.*
- *I like living in Napier.*
- *I see only a few problems mainly caused by alcohol.*
- *In my circle there are a lot of Samoans and we all get along well.*
- *It is fine.*
- *It seems fine to me.*
- *I've been in many countries where there is real racial tension.*
- *No problems in my area.*
- *No (x2).*
- *None (x4).*
- *People do target Asians, but there is nothing you can do, so you just have to get on with life.*
- *Things are fine in Taradale, but I don't know about other parts of Napier.*
- *We are in a fairly decent community.*
- *We have no problems here.*

Comments for respondents who gave a rating of “don't know/can't say”:

- *Can't say, you might have wonderful neighbours then you might get horrible ones.*
- *Don't notice anything (x2).*
- *Don't see any problems.*
- *Feels there has been deterioration between ethnic group relations.*
- *Haven't noticed.*
- *I don't go out much.*
- *I don't have any dealings with any ethnic group.*
- *I don't know, but it seems okay.*
- *I keep to myself and family, but I've never had a problem.*
- *I've only lived here 8 months.*
- *Not really involved with ethnic groups.*
- *There is too much emphasis in youth of belonging to various gangs or races. Peer pressure.*

Q19 How would you rank the people of Napier as a community that takes care of, or provides help for, one another?

	Number	Percent
Excellent	34	8.5%
Very good	142	35.4%
Good	178	44.5%
Poor	27	6.7%
Extremely poor	4	1.0%
Don't know/can't say	16	3.9%
Not specified	0	0.0%
Total	400	100.0%

Comments for a rating of **“excellent”**:

- *Excellent in our district. Good lighting.*
- *I know all my neighbours.*
- *Quite a good community spirit in Napier.*
- *We have a really good neighbourhood watch operating in our area.*
- *Where I live, good community spirit.*

Comments for a rating of **“very good”**:

- *Based on my neighbourhood we all look out for each other pretty well.*
- *Depends on the area that you live in, some areas are better than others.*
- *Everyone seems friendly and supportive.*
- *Flats provided for by council.*
- *Have never heard any negative comments or indications when people need help.*
- *I feel if I needed help, people would come to my aid.*
- *I know of someone who was in financial difficulties and someone brought this to the attention of our local MP who got lots of help for him.*
- *I was involved in a major motor accident and the support I got was amazing.*
- *In our community we have neighbourhood watch and it works well.*
- *It's very good.*
- *Lack of volunteers. Senior Citizens are going blind. More volunteers for disabled and blind. People don't know how to make the first step.*
- *Lovely little town.*
- *My husband has Alzheimer's and I have had good support from the Alzheimer's group.*
- *Neighbourhood looks out for each other, feed cats when others are away.*
- *Neighbourhood you live in and how well established it is, is a big factor.*
- *Neighbours in my area look out for each other.*
- *People do help each other.*
- *Rally round when there is a good cause.*
- *Salvation Army. Limited resources. Lovelink. Not always easy to access though.*

Comments for a rating of **“good”**:

- *Because I haven't had to rely on community help, I'm not involved, but I do know it is there.*
- *Come across some neighbours who are terminally ill and they have had wonderful support as have elderly neighbours and my own daughter with cancer.*
- *Good sense of community shown during the police shoot out last year.*
- *I think you can always get help if you need it.*
- *If you hear of anyone in trouble then people always rally round.*

- *In my church circle we help all who need it.*
- *It takes a disaster before we care for each other.*
- *Napier is a small town and it is not what you know, but who you know.*
- *Neighbours communicate well in our street and watch out for each other.*
- *Nice to see kids working to get food for the Food Bank.*
- *People don't know their neighbours these days, only get to know them in an emergency.*
- *People rally around.*
- *Some people are good, other not so good.*
- *Some people can be snobby, arrogant, demanding or selfish but as a whole Napier gives off a community feeling.*
- *The Council should listen to the people more.*
- *There are always the good people but they are often few and far between.*
- *There are a lot of good volunteers, community minded people and community organisations.*
- *There is a lot of work to be done to alert people to the help organisations available.*
- *There is a wide range of community volunteer groups and club for people to participate in. Council used to provide a directory booklet.*
- *Very friendly.*
- *Volunteers are excellent, but Council doesn't do enough in the community, they leave it all up to a few volunteers.*
- *We were burgled. We had lots of offers of support and witnesses came forward.*
- *Neighbourhood support/watch is an excellent thing to have. It brings people together and gives a sense of community.*

Comments for a rating of "poor":

- *A lot of people don't care and don't listen.*
- *Community spirit is not as good as it used to be. Younger ones do not interact.*
- *Concern and responsibility for others went out when they stopped caning kids at school.*
- *I feel isolated, no car, family all moved away and no contact from neighbours.*
- *Hastings community embraces people much better than Napier. Napier is a very unfriendly place.*
- *I think people prefer to keep to themselves and stay out of other people's business.*
- *I think the community climate has changed from when neighbours cared and looked out for each other. I would like to see some community group working towards getting this back.*
- *If there was a disaster, people would rally around like they have in Christchurch.*
- *It depends on the colour of your skin. White people will get more care.*
- *Just saw someone getting beaten up, people stand around ignoring it and walk away.*
- *Know lots of families who need help and aren't getting it.*
- *None of my neighbours offer me any support although they are all aware of my situation.*
- *Tagging and graffiti is out of hand.*
- *There are lots of people who need help and can't get it.*
- *We could be more prepared to help each other. We need more neighbour watch groups so people are aware of what is happening in their neighbourhood.*

Comments for a rating of “extremely poor”:

- Unfriendly town.
- When I was growing up people cared about each other, now they don't. No one comes to ask if you're ok. Napier is a very conservative town and don't mix.

Comments for a rating of “don't know”:

- Depends on the individual.
- Depends on the neighbourhood. Where we used to live on the border of Marewa and Mirimai, the neighbours had no respect for each other or others property. Kids left roaming the streets at all hours.
- Everybody seems to just look after themselves.
- No occasions.
- This question is too broad for me to answer.

Comparison with 2009 results:

	2012	2009	Percent Change
Excellent	8.5%	8.7%	-0.2%
Very good	35.4%	41.2%	-5.8%
Good	44.5%	38.9%	5.6%
Poor	6.7%	6.6%	0.1%
Extremely poor	1.0%	0.9%	0.2%
Don't know/can't say	3.9%	3.8%	0.1%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q20 Do you undertake any regular volunteer community work?

	Number	Percent
Yes	101	25.3%
No	297	74.1%
Don't know	2	0.6%
Not specified	0	0.0%
Total	400	100.0%

Comments from respondents “who undertake volunteer community work”:

- Age Concern volunteer.
- All Saints Anglican church working in a youth ministry.
- Anglican Social Services, work with elderly.
- Area co-ordinator for Bellies full.
- Art Deco walk guide.
- Assist at Art Deco shop.
- Assisting Salvation Army emergency response team.
- Athletics coaching and administration.
- Autistic Society. Minding children overnight 2 nights a week.
- Board of Trustees for Social Services - Technical.
- Christian Love Link volunteer.
- Church volunteer work (x3).
- Church volunteer (x2).
- Church work at Napier Baptist Church.

- Church work.
- Church youth group.
- Church.
- Citizens Advice Bureau. Women's Centre in Hastings.
- Civil Defence volunteer.
- Coach a junior soccer team and a women's football team.
- Coach a junior soccer team.
- Coach, administration and management of basketball team.
- Coach for kid's rugby.
- Coach/manager a junior sports team.
- Collections for RSA.
- Collections for various charities.
- Community Food Bank.
- Community patrol. Pipeband. Inner Wheel.
- DOC. Working at cemetery. Hospice.
- DOC (Department of Conservation).
- Drive for the Cancer Society. Look forward, feel better - Cancer Society.
- Driver for Meals on Wheels.
- Driving for the blind care and craft work.
- Food Bank. Opportunity Shop. St. Pat church volunteer.
- Fund raising for Cancer Society.
- Girl Guides.
- HB YMCA.
- Help in church op shop.
- Help out at kid's rugby.
- HR Professional, provide free HR advice to Hawke's Bay Playcentre Association.
- Involved in an education trust.
- Jehovah Witness so I do visitor volunteer work.
- Justice of the Peace. Chairman of a Charitable Trust.
- Keas leader for Scouting NZ.
- Kiwi Recovery Programme.
- Local school, help in the library.
- Local school.
- Maintenance for Op Shop in Westshore.
- Marae volunteer. I'm on a local Charitable Trust.
- Marae work. Maori Warden.
- Member of sports club.
- Neighbourhood support group co-ordinator.
- New Life Church, youth group volunteer work eg, hand out hot chocolate at the rugby.
- Not for Profit Organisation.
- On the Board for Hohepa Hawke's Bay.
- On-going work through the Anglican Church.
- Parent help and coaching sports teams at Napier Girls High.
- Patron of Napier Red Cross.
- Perception movement programme at Green Meadows Primary School.
- Perform garage sales, scout group.
- Plays the organ at church.
- Probus.
- Red Cross Meals on Wheels. Food bank deliveries. MS Volunteer. Seamen's Mission. Cranford Hospice Committee.
- Referee rugby every Saturday.
- Relationship counselling.

- *Riding for Disabled. Big Brother/Big Sister. Nominated person for youth at police station.*
- *Rotary reader at the local primary school.*
- *Royal NZ Foundation for the Blind.*
- *RSA Women's section.*
- *Rugby Club and Cricket Club.*
- *Rugby coaching.*
- *Run Neighbourhood Watch. Age Concern. Napier Arts Club. Church.*
- *School and club rugby volunteer.*
- *School volunteer.*
- *Seafarers and a Cathedral guide.*
- *SPCA volunteer.*
- *SPCA, volunteer through St. John's Church.*
- *SPCA (x2).*
- *Special Olympics - swimming.*
- *Sporting groups.*
- *Sports coaching.*
- *St. Vincent de Paul.*
- *Surf lifesaving, run junior surf lifesaving each Sunday.*
- *Surf lifeguard.*
- *Teaching aid at a local school.*
- *Teaching English to Chinese new migrants.*
- *Through the church.*
- *Trade Council helping apprentices.*
- *Treaty claims. Coaching for rugby.*
- *Tutor at U3A.*
- *Tutoring for Hawke's Bay literacy and numeracy.*
- *Victim support volunteer. Fund raiser for family centre.*
- *Volunteer Fire Brigade (x2).*
- *Volunteer work for Age Concern.*
- *Welfare, Napier RSA.*
- *Work at the marae and do their books free of charge.*
- *Work at the SPCA - helping with animals.*
- *Work in church office, do collections for various groups eg, annual appeals.*
- *Work in literacy assistance.*
- *Working in an Op Shop.*
- *Youth Council.*
- *Youth group.*

Comments from respondents “**who do not undertake volunteer community work**”:

Comments coded:

	Number	Percent
No spare time	80	27.8%
No barriers	57	19.8%
Work	55	19.2%
Family	39	13.5%
Age	16	5.5%
Health	15	5.1%
Other interests	3	0.9%
Study	2	0.7%
Cost/finances	2	0.7%
Sports	1	0.3%
Other	15	5.2%
Sample	287	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to “**no barriers**”:

- No, laziness.
- No, apart from working long hours.
- No, but I don't drive.
- No (x70).
- No. Thinking about going to the SPCA.
- None.

Comments coded to “**work**”:

- Full time career.
- Full time employment and after work sport commitments.
- Health and work.
- Hours and work. Young family, coach at school for children.
- Lack of time. Work commitments.
- Long work hours.
- My work hours.
- No, apart from working long hours.
- Shift worker (x3).
- Spend time on hobbies or at work.
- Still working (x2).
- Study and work.
- Time. Work full time.
- Time and work.
- Voluntary hours clash with work hours.
- Work and family commitments (x6).
- Work commitments (x8).
- Work full time (x8).
- Work six days a week.
- Work (x12).
- Workload and family.
- Yes, time is precious. Small children and family business.
- Young family, work (x2).

Comments coded to “**no spare time**”:

- *Family and lack of time. Other commitments which take priority.*
- *Hours and work. Young family, coach at school for children.*
- *I'm busy enough.*
- *I'm too busy in my daily life.*
- *Lack of time and not interested.*
- *Lack of time (x17).*
- *Lack of time. We have a young family (x2).*
- *Lack of time. Work commitments.*
- *Looking for a job.*
- *No time (x2).*
- *Not enough time.*
- *Time and family.*
- *Time and work.*
- *Time commitments.*
- *Time issues (x3).*
- *Time (x15).*
- *Too busy.*
- *Yes, time is precious. Small children and family business.*

Comments coded to **“family”**:

- *Child care.*
- *Employment and children.*
- *Family and lack of time. Other commitments which take priority.*
- *Family commitments.*
- *Home care for my wife, 24 hours home care.*
- *Hours and work. Young family, coach at school for children.*
- *Husband's health.*
- *I have four children.*
- *I have to help my family (x2).*
- *I look after my husband who has Alzheimer's.*
- *Kids, I have a young family.*
- *Lack of time. We have a young family (x3).*
- *Look after grandchildren.*
- *My family situation*
- *Solo parent with young children.*
- *Time and family.*
- *Work and family commitments (x6).*
- *Yes, time is precious. Small children and family business.*
- *Young children.*
- *Young family and work (x2).*
- *Young family (x6).*

Comments coded to **“health”**:

- *Age and health.*
- *Arthritis and hip replacement.*
- *Health and work.*
- *Health issues. I used to do Meals on Wheels.*
- *Health problems (x2).*
- *Health (x6).*
- *House bound.*
- *I used to but ill health prevents me now.*
- *Ill health (x5).*

- *Too old and health problems.*

Comments coded to **“age”**:

- *Age and health.*
- *Age. I used to do voluntary work.*
- *Age (x3).*
- *Too old and health problems.*
- *Too old (x8).*
- *Too young.*
- *Used to do so but too old.*

Comments coded to **“other interests”**:

- *I like fishing, so spend all my spare time doing that.*
- *Spend time on hobbies or at work.*

Comments coded to **“study”**:

- *Study and work.*
- *Study.*

Comments coded to **“cost/finances”**:

- *I can't afford transport costs as I've been made redundant.*

Comments coded to **“sports”**:

- *Full time employment and after work sport commitments.*

Comments coded to **“other”**:

- *Away from Napier a lot.*
- *Did in the past.*
- *Don't want to be tied down.*
- *Don't want to.*
- *I did so for a long time before we moved to Napier.*
- *I don't drive.*
- *I'm miserable.*
- *I've done my bit. 25 years on Diabetic Society Committee.*
- *Laziness, apathy.*
- *Laziness.*
- *My preference.*
- *No vehicle.*
- *Recently separated. Have done in past. Health.*
- *Supports wife's voluntary work (Red Cross & Blind).*

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	25.3%	29.1%	-3.8%
No	74.1%	70.7%	3.5%
Don't know	0.6%	0.2%	0.4%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q21 Are you a member of a voluntary social service group?

	Number	Percent
Yes	27	6.8%
No	364	91.1%
Don't know	3	0.7%
Not specified	6	1.4%
Total	400	100.0%

Comments for "yes":

- Age Concern (x2).
- BBC (Baby Boys Club).
- Blind Foundation when I can.
- Board of Trustees for Social Services - Technical.
- Cancer Society.
- Citizens Advice Bureau.
- Civil Defence.
- Hohepa Hawke's Bay.
- LDS Church, Mormon Church.
- Lions International and Napier Lions Club.
- Lions.
- Ocean Beach Lifesaving Club.
- Plunket.
- Probus.
- Red Cross (x2).
- Rotary (x3).
- RSA Women's section.
- SPCA.
- St. Johns.
- St. Vincent de Paul.
- Westshore Surf Lifesaving Club.
- Woman's Institute.
- Youth Council.

Comments for “**no (are there barriers stopping you from being a member of a voluntary social service group)**”:

Comments coded:

	Number	Percent
No barriers	153	42.4%
No spare time	58	16.0%
Work	39	10.7%
Family	27	7.5%
Health	14	3.9%
Age	10	2.8%
Other interests	4	1.0%
Study	3	0.9%
Cost/finances	2	0.5%
Other	16	4.4%
Sample	361	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to “**no barriers**”:

- No, laziness (x2).
- No, work takes me away.
- No, but have been very involved in Anglican parish work.
- No, but too busy.
- No (x154).
- None (x2).

Comments coded to “**no spare time**”:

- Don't have time.
- Have enough to do.
- Hours and work. Young family, coach at school for children.
- Lack of time and commitment.
- Lack of time (x24).
- My health and time issues.
- No time because of my Maori Warden work.
- No time (x2).
- Time and family (x2).
- Time and work.
- Time (x14).
- Too busy (x3).

Comments coded to “**work**”:

- Full time career.
- Have a very demanding job.
- Health and work.
- Hours and work. Young family, coach at school for children.
- I work long hours.
- Lack of knowledge as to what is available. Full time working Mum.
- Pressures of job.
- Shift worker (x3).
- Spend time on hobbies or at work.
- Time and work.
- Work and family (x4).

- *Work full time (x4).*
- *Work (x18).*
- *Young family and work.*

Comments coded to **“family”**:

- *Family (x3).*
- *Hours and work. Young family, coach at school for children.*
- *I look after my husband who has Alzheimer's.*
- *Lack of knowledge as to what is available. Full time working Mum.*
- *My family situation.*
- *My work hours and family commitment.*
- *Solo mother with two children.*
- *Time and family (x2).*
- *Used to be a member of Lions but now have to look after my husband.*
- *Work and family (x3).*
- *Young baby.*
- *Young children.*
- *Young family and work.*
- *Young family (x7).*
- *Young kids.*

Comments coded to **“health”**:

- *Age and health.*
- *Health and work.*
- *Health issues (x3).*
- *Health (x5).*
- *House bound.*
- *Ill health (x3).*
- *Mental illness.*
- *My health and time issues.*
- *Recently separated. Have done in past. Health.*

Comments coded to **“age”**:

- *Age and financial circumstances.*
- *Age and health.*
- *Age (x4).*
- *Don't think I'm in the age group for that yet.*
- *Maybe too young.*
- *Too old.*
- *Too young.*

Comments coded to **“other interests”**:

- *No time because of my Maori Warden work.*
- *No, but too busy.*
- *No, I have other interests.*
- *Spend time on hobbies or at work.*

Comments coded to **“study”**:

- *Studying (x2).*

Comments coded to **“cost/finances”**:

- Age and financial circumstances.
- Costs involved eg, transport costs.

Comments coded to “other”:

- Don't want to.
- I don't drive (x3).
- Lack of knowledge as to what is available. Full time working Mum.
- Laziness, apathy.
- Laziness.
- Not enough.
- Not interested (x2).
- Recently separated. Have done in past. Health.
- Seafarers.
- Transport issues and I hate Napier so don't want to be involved in the community.
- Transport.

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	6.8%	11.3%	-4.5%
No	91.1%	87.2%	3.9%
Don't know	0.7%	0.0%	0.7%
Not specified	1.4%	1.5%	-0.1%
Total	100.0%	100.0%	

Q22 Do you use the service of any social service organisation? (eg, Lifeline, Plunket, sickness benefit, Barnados, Age Concern, Birthright)

	Number	Percent
Yes	66	16.6%
No	330	82.4%
Don't know	0	0.0%
Not specified	4	1.0%
Total	400	100.0%

Organisations used coded:

	Number	Percent
Plunket	31	51.3%
Age Concern	8	12.8%
Lifeline	4	5.9%
Invalids Benefit	3	5.1%
Family Centre	3	4.5%
Birthright	3	4.5%
Helpline	2	3.1%
Youth Transition Service	2	3.1%
Directions	2	2.7%
Youthline	2	2.7%
Healthline	1	2.0%
Breast Cancer Society	1	1.5%
RSA	1	1.4%
Barnados	1	1.4%
Hohepa	1	1.4%
MS Society	1	1.4%
Alzheimers Society	1	1.1%
Parkinsons Society	1	1.1%
Senior Citizens Association	1	1.1%
St Johns	1	1.1%
War Pension	1	1.1%
Other	6	9.3%
Sample	61	

Note: Not additive as respondents comments could be coded into more than one category

Other Organisations:

- *Al-non.*
- *Options Home Care.*
- *Senior care.*
- *Speech therapist for a five year old through Ministry of Education.*
- *WINZ.*

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	16.6%	21.1%	-4.5%
No	82.4%	78.6%	3.8%
Don't know	0.0%	0.0%	0.0%
Not specified	1.0%	0.3%	0.7%
Total	100.0%	100.0%	

Q23 Would you say your quality of life has improved over the past 5 years?

	Number	Percent
Yes	200	50.0%
No	182	45.6%
Don't know	17	4.2%
Not specified	1	0.2%
Total	400	100.0%

Comments coded for yes, quality of life has improved over the past 5 years:

	Number	Percent
Financially secure/income increased	70	37.5%
Family	36	19.2%
Age/retirement	28	14.8%
House/housing	20	10.5%
Change of lifestyle	19	9.9%
Enjoy life/better standard of living	14	7.7%
Health and fitness	13	6.8%
Stable/more settled	11	6.1%
Social life/recreation/freedom	11	6.0%
Positives of living in Napier	9	5.0%
Personal attitude	7	3.8%
Children left home	7	3.7%
Studying	3	1.8%
Relationships	2	1.2%
Other	17	9.2%
Sample	187	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **“financially secure/income increased”**:

- A new job which I enjoy.
- Absolutely, because have become better off over time. Stick to a budget.
- Because I have a bit more money and can do the things I like to do. Mortgage interest rates drop and decreasing expenses.
- Because I sold my business and retired.
- Because of work choices we have made.
- Better financial position, came into some money.
- Better income and the pleasure we have spending it.
- Better income.
- Better job circumstances.
- Better job with more money.
- Better living conditions. I have a full time job. Happier than I was.
- Better pay for husband.
- Built a house and two incomes.
- Children have left home so financially better off.
- Due to better employment opportunity and better financial situation.
- Earning more money.
- Employment situation has improved.
- Feel secure financially and in my relationship. Children moved out of home.
- Financially, as a family group it has improved.
- Financially better off.
- Financially it is better, environment is better and more educational opportunities. We moved here from China.
- Financially stable.
- Finishing my degree has helped me get a better job which brings in more money.
- Good job helping people. Get paid for doing a job I love.
- Greater income, good social networks and I've invested more time in it.
- Higher income and we have settled into the community and made friendships.
- Higher income levels. Moved from Rotorua to Napier feel much safer. Happier and better quality of housing. Closer to family.
- Husband earning more.
- Husband got a much better paying job. Came back to Napier from living in Australia.

- *I earn more now and I'm growing up so not treated like a child.*
- *I have a good job and financial position has improved.*
- *I have enough money to pay bills which hasn't always been the case.*
- *I was a student 5 years ago now own my own home and have full time stable employment.*
- *I went to Australia and made heaps of money so I now have money in the bank.*
- *I'm happy with the way things are and I'm fully employed so can afford what I want.*
- *I'm helping myself and have good friends around me. I have been able to freehold my property.*
- *Income has increased and older children leaving home.*
- *Income related, it has increased.*
- *Increase in income.*
- *Increased, I'm now working so we have a higher income.*
- *I've come out of bankruptcy and I'm getting ahead again.*
- *I've gone from renting to owning my own home, have a good job and my family are all ok.*
- *Managing better financially.*
- *More financial security and children older.*
- *More job security for my husband.*
- *More money.*
- *Mortgage free.*
- *My husband changed jobs so have better income.*
- *My income has gone up and I have more discretionary money to spend.*
- *My work looks after me well.*
- *Nice lifestyle and both fully employed.*
- *No longer have a mortgage so we have more disposable income and can travel more. Son and family returned from Ireland to live back in NZ.*
- *Probably better financially. Personal life improved.*
- *Promotions and increased pay. Children getting older and more self-sufficient.*
- *Promotions at work now in a better financial position.*
- *Related to work and family life. Children off our hands now.*
- *Secure and happy in my profession and my family situation.*
- *Separated from partner and moved to Napier. Work is less stressful and children are growing up now.*
- *Stable income and had my first baby.*
- *Steady income.*
- *Transition from high school with a part time job to permanent part time work to further my career in the youth industry to a full time position over the past 5 years.*
- *We are mortgage free so financial stress has been taken away.*
- *We have advanced in our careers. Financially our standard of living is better.*
- *We have finished our studies and are now earning.*
- *We have got to a stage of being financially secure.*
- *Work situation has improved.*

Comments coded to **“family”**:

- *Because I had a child.*
- *Being able to spend more time with my kids.*
- *Buying our own home and having a family.*
- *Children are older so less pressure and more time for myself.*
- *Family all around me.*
- *Feel secure financially and in my relationship. Children moved out of home.*
- *Financially, as a family group it has improved.*
- *Got married.*

- *Have had babies.*
- *Having a new child in the family makes life rosy.*
- *Higher income levels. Moved from Rotorua to Napier feel much safer. Happier and better quality of housing. Closer to family.*
- *I gave up smoking and drinking and had children.*
- *I have had children which improved my quality of life but I'm separated from their father which isn't so good.*
- *I'm closer to my family. My kids are growing up so spend more time with them at sports.*
- *I'm moving out the other end of a separation. Closer to family.*
- *I'm taking care of myself and my family.*
- *I've gone from renting to owning my own home. Have a good job and my family are all ok.*
- *I've had a family, it is more expensive, but rewarding.*
- *I've had two children. Working at my job now for 3 years.*
- *Just growing older and having a family.*
- *Lost my wife some years ago and have finally come to terms with that, the grief has lessened.*
- *More comfortably situated. Have my son living in the front of the house, so am not alone. Love my church friends.*
- *My kids are grown up and life is easier.*
- *My kids are starting to grow up.*
- *New home and young daughter. Older and wiser.*
- *No longer have a mortgage so we have more disposable income and can travel more. Son and family returned from Ireland to live back in NZ.*
- *Promotions and increased pay. Children getting older and more self-sufficient.*
- *Retired, get a lot of help looking after my husband, very happy.*
- *Secure and happy in my profession and my family situation.*
- *Separated from partner and moved to Napier. Work is less stressful and children are growing up now.*
- *Stable income and had my first baby.*
- *We have had a family and have our own home.*
- *We were living in Auckland. Had kids and moved to Napier for our lifestyle and children lifestyle.*

Comments coded to **“age/retirement”**:

- *Age thing. More independent.*
- *Because I have retired from full time work.*
- *Because I sold my business and retired.*
- *Because things are easier and I'm older and wiser.*
- *Getting older, more established and healthier.*
- *Getting older.*
- *Have got older.*
- *I earn more now and I'm growing up so not treated like a child.*
- *I have grown up and became more mature.*
- *I'm older so do more stuff.*
- *I've reached retirement age although I'm still working.*
- *I've retired so I don't have to work anymore.*
- *I've retired (x2).*
- *Just because I'm getting older.*
- *Just growing older and having a family.*
- *New home and young daughter. Older and wiser.*
- *Older and wiser.*

- Retired and am very busy and enjoying my life.
- Retired and enjoying it.
- Retired, get a lot of help looking after my husband, very happy.
- The age and stage we are at. Our children are all at school now.
- Transition from high school with a part time job to permanent part time work to further my career in the youth industry to a full time position over the past 5 years.

Comments coded to **“house/housing”**:

- Bought our own home.
- Built a house and two incomes.
- Buying our own home and having a family.
- Higher income levels. Moved from Rotorua to Napier feel much safer. Happier and better quality of housing. Closer to family.
- I was a student 5 years ago now own my own home and have full time stable employment.
- I'm helping myself and have good friends around me. I have been able to freehold my property.
- I've gone from renting to owning my own home, have a good job and my family are all ok.
- Moved to a nicer house and going to a better school.
- My health is stable and I have renovated my home.
- New home and young daughter. Older and wiser.
- Paid my house off.
- We bought our own house but prices rising are hurting us. We can't afford to eat meat now.
- We have had a family and have our own home.
- We managed to build our own house.
- We moved to a safe country and being able to buy our own home.
- We've been able to do some work on our house which has made our environment healthier.

Comments coded to **“change of lifestyle”**:

- Children are older so less pressure and more time for myself.
- Enjoying university and the independence of living away from home.
- Financially it is better, environment is better and more educational opportunities. We moved here from China.
- Finished work.
- Getting myself sorted out. I've started a small business.
- Husband got a much better paying job. Came back to Napier from living in Australia.
- I moved back from Aussie to Napier and I love living here.
- I used to live in London so moving from a congested city to a fresh green place like Napier has improved my quality of life.
- I'm helping myself and have good friends around me. I have been able to freehold my property.
- I'm very contented. I live a quiet life.
- I've moved back to NZ.
- Lifestyle change. Moved to Napier from Auckland.
- Much happier, I became a Christian and my life changed for the better.
- The change in job has caused less stress. The move from Wellington has meant changes in lifestyle, but of course, less money and less entertainment opportunities.
- The stage of life we are at.

- *We moved to a safe country and being able to buy our own home.*
- *We moved to NZ. The air, water and environment are better here. Government system is also better.*

Comments coded to “enjoy life/better standard of living”:

- *Absolutely, it has become better off over time. Stick to a budget.*
- *Because of my lifestyle, I've made sure it has improved.*
- *Because things are easier and I'm older and wiser.*
- *Better living conditions.*
- *Better living conditions. I have a full time job. Happier than I was.*
- *Good job helping people. Get paid for doing a job I love.*
- *I am very busy. I make wooden toys to be distributed to needy children. I enjoy my life.*
- *I have a good quality of life because we have a good outlook on life.*
- *I'm happy with my life.*
- *I'm happy with the way things are. I'm fully employed so can afford what I want.*
- *I'm very contented. I live a quiet life.*
- *Nice lifestyle and both fully employed.*
- *Retired and am very busy and enjoying my life.*
- *Retired and enjoying it.*
- *We don't have any worries so life is good.*

Comments coded to “health and fitness”:

- *Because I'm more active.*
- *Better health and feel secure.*
- *Better health.*
- *Getting older, more established and healthier.*
- *Had heart attack awhile back and died. Brought back with defibrillator. Heart is good now so my quality of life from dead to alive has definitely improved.*
- *I gave up smoking and drinking and had children.*
- *I got a new hip which gave me back my mobility.*
- *I have been put on a new machine to administer insulin. It is self-funded, but is absolutely necessary and I feel much better since starting to use it.*
- *I love where I live in Napier and the retirement village. Have good health.*
- *I'm getting fitter, I do a lot of walking and my health is better.*
- *My health is stable and I have renovated my home.*
- *My job is great although I'd like to work less hours. My health is excellent and I have lots of leisure activities.*
- *Right medication now and has improved outlook on life.*

Comments coded to “stable/more settled”:

- *Better health and feel secure.*
- *Getting older, more established and healthier.*
- *Happy in my job.*
- *Higher income and we have settled into the community and made friendships.*
- *I'm not working now so there is far less stress in our lives. Napier is a great place to live.*
- *It has changed but my quality of life has remained good.*
- *More comfortably situated. Have my son living in the front of the house, so am not alone. Love my church friends.*
- *More settled in our ways.*
- *More settled than I was and taking things as they come.*

- *Nothing much happens in my life but things are ok.*
- *Quite happy in my little world. Like where I live and what I do.*
- *The age and stage we are at. Our children are all at school now.*
- *There are more services around like help lines.*

Comments coded to **“social life/recreation/freedom”**:

- *Because I have a bit more money and can do the things I like to do. Mortgage interest rates drop resulting in decreasing expenses.*
- *Better income and the pleasure we have spending it.*
- *Got more interested in things eg, Probus and other clubs I like going to.*
- *Greater income, good social networks and I've invested more time in it.*
- *Higher income and we have settled into the community and made friendships.*
- *I don't have to do as much paid work as I did.*
- *I have overcome the death of my wife, joined a church and have good friendships.*
- *I'm closer to my family; my kids are growing up, so spend more time with them at sports.*
- *More comfortably situated and have my son living in the front of the house so am not alone. Love my church friends.*
- *My job is great although I'd like to work less hours. My health is excellent and I have lots of leisure activities.*
- *No longer have a mortgage so we have more disposable income and can travel more. Son and family returned from Ireland to live back in NZ.*

Comments coded to **“positives of living in Napier”**:

- *Higher income levels. Moved from Rotorua to Napier feel much safer. Happier and better quality of housing. Closer to family.*
- *I love where I live in Napier and the retirement village. Have good health.*
- *I moved back from Aussie to Napier and I love living here.*
- *I used to live in London so moving from a congested city to a fresh green place like Napier has improved my quality of life.*
- *I'm not working now so there is far less stress in our lives and Napier is a great place to live.*
- *Live in a great part of the world.*
- *Moved to Napier from Gisborne and we are much happier here.*
- *My living conditions have improved since I returned to Napier but cost of living has increased.*
- *We moved to the Hawke's Bay.*
- *We were living in Auckland. Had kids and moved to Napier for our lifestyle and children lifestyle.*

Comments coded to **“personal attitude”**:

- *Because of my lifestyle, I've made sure it has improved.*
- *Because of my personal development. Certainly not anything that the government has done.*
- *I have a good life and worked at making it so. Getting the things I want by myself and not relying on outside organisations.*
- *I have a good quality of life because we have a good outlook on life.*
- *I have peace of mind and nothing bad has happened to me in the last five years.*
- *I look on the bright side of life.*
- *I'm comfortable within myself and what I'm doing. I don't have any stress in my life.*

Comments coded to **“children left home”**:

- Children have left home so financially better off.
- Children have left home.
- Income has increased and older children leaving home.
- Kids have left now.
- My children have left home.
- Related to work and family life. Children off our hands now.
- The children have left home.

Comments coded to “**studying**”:

- Enjoying university and the independence of living away from home.
- Moved to a nicer house and going to a better school.

Comments coded to “**relationships**”:

- Feel secure financially and in my relationship.
- Higher income and we have settled into the community and made friendships.

Comments coded to “**other**”:

- Because I am living in the country.
- But nothing to do with Napier Council.
- Don't know.
- Got a real car now.
- I have the Lord Jesus with me and He will look after me.
- It has.
- It is the same (x2).
- It just has and I don't want to say why.
- It's about the same, not got worse.
- Our personal situation has improved.
- Personal circumstances have improved.
- Prefer not to say as it is personal.
- Slightly. Don't know.
- Spiritually I have grown.

Comments coded for no, quality of life has not improved over the past 5 years:

	Number	Percent
Stable/stayed the same	73	37.2%
Not financially secure/not enough income/price increases	62	31.7%
Health and fitness	29	14.7%
Family	19	9.6%
Age	9	4.7%
House/housing	3	1.7%
Moving to Napier from elsewhere	2	1.1%
Relationship	1	0.5%
Other	10	4.9%
Sample	196	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to “**stable/stayed the same**”:

- About the same (x2).
- I haven't changed, we just plod along and we have increased our mortgage.
- I have a good quality of life but it hasn't changed.
- It has been much the same.
- It has remained about the same. I have a good quality of life.

- *It has remained the same. You can't make head way at present with rising costs.*
- *It has remained the same.*
- *It has remained the same. I'm quite happy with my quality of life (x2).*
- *It has stayed the same. We've had a family.*
- *It has stayed the same (x5).*
- *It hasn't changed (x2).*
- *It is about the same. No improvement over the past few years.*
- *It is about the same (x11).*
- *It is good but I don't think it has changed. I'm a happy person so I'm happy no matter the situation.*
- *It is good but much the same.*
- *It is just the same.*
- *It is much the same. I have a very full life and I'm involved in many different things.*
- *It is much the same, it has always been good.*
- *It is much the same, we live a quiet life.*
- *It is much the same (x8).*
- *It is pretty good. I have a good life but I think it is much the same as 5 years ago.*
- *It is pretty much the same.*
- *It is still the same, we are just surviving. We can't save and can't afford to visit our home country.*
- *It is the same (x13).*
- *It is what it is, stable.*
- *It isn't any different it is always good.*
- *It was good 5 years ago and is still good.*
- *Just stayed pretty much the same.*
- *Just the same, live in the same place.*
- *Not much has changed.*
- *Not really. I'm happy with my little lot and happy with my corner of the world. I have a good family.*
- *Remained the same (x2).*
- *Static. Cost of living when on a pension allows for existence costs.*
- *Static. Don't know.*
- *Static.*
- *Stayed about the same.*
- *Stayed the same. High cost of living prevents any improvement.*
- *Stayed the same, nothing has changed.*
- *Stayed the same.*
- *Unless I am ignorant as a youth but I have not noted any change to my quality of life.*
- *Very happy, have no complaints and am employed.*

Comments coded to “not financially secure/not enough income/price increases”:

- *All the economy gone backwards. Wages are not keeping up with cost of living.*
- *Buying power of my money has decreased and health has deteriorated a bit.*
- *Cost of living has increased which affects family visits, fuel costs, food costs. Don't visit children as much.*
- *Cost of living has increased, can't afford basic necessities, hearing aid, clothing, teeth and general things eg, vacuum cleaner.*
- *Cost of living in NZ is one of the highest in the world.*
- *Cost of living increases have made a big difference.*
- *Cost of living increases with no wage increases has reduced our quality of life.*
- *Cost of living increases. Instability in the building trade.*
- *Cost of living increasing all the time but wages remaining the same.*

- *Cost of living is rising out of all proportion to wages.*
- *Cost of living is too high and it's difficult to provide for teenager's needs.*
- *Costs keep going up; wages are static and can't save any money.*
- *Decrease in income and increase in costs.*
- *Earning a lot less money than previously.*
- *Economic downturn.*
- *Economically it has been tougher.*
- *Economy is not good as there are not enough jobs.*
- *Everything has become more expensive. Have to budget harder just for the basics.*
- *Everything is more expensive but wages don't go up.*
- *Expensive cost of living. Food, power, petrol and general cost of living has increased; there is nothing left for other stuff.*
- *Financial hardship living on a pension, poor eyesight, health issues.*
- *Financial pressures and cost of living has increased.*
- *Financial pressures increase all the time with the continual price increases.*
- *Financial pressures of putting two children through university has decreased my quality of life.*
- *Financial stress; everything keeps going up but wages don't go up.*
- *Financially things have got worse, prices have gone up but wages don't go up.*
- *Five years ago I was earning better money but with rising costs my income doesn't stretch far enough.*
- *General cost of living going up all the time. Husband has Alzheimer's even though he is in his sixties.*
- *Global recession and cost of living for families.*
- *Government will do nothing to contain prices of necessities, like food. Allow the public to be robbed so big profits can be made.*
- *Health issues. I've had an accident and finances have deteriorated as my employer sacked me when I had the accident.*
- *Husband had to change jobs resulting in a financial decline.*
- *I haven't changed, we just plod along and we have increased our mortgage.*
- *I lost my job. Finances are tight. I can't maintain my house.*
- *Income is lower.*
- *Inflation and rising costs.*
- *It has deteriorated due to position I'm in. My husband left me and I have a mortgage to deal with.*
- *It has remained the same. You can't make head way at present with rising costs.*
- *It is still the same and we are just surviving. We can't save and can't afford to visit our home country.*
- *I've lost my husband and I have health problems. I have financial pressures due to the fact I can only work part time because of my health issues.*
- *Keeps getting harder to make money work.*
- *Lack of employment.*
- *Money. Have a young family which puts lots of strain on finances. Prices of everything especially food, seems to have sky rocketed over the last two years.*
- *My health has declined and a lack of extra money. I have only enough money to cover bare essentials.*
- *My health is a factor and I look after my sister who has Alzheimer's. I had to give up work recently and go on a sickness benefit.*
- *My income has reduced. I can't work in my trade due to economic situation as the building sector has slumped. Prices keep rising which makes it hard to survive.*
- *No reason, wage freezes.*
- *Personal circumstances and the economy.*
- *Personal financial situation.*
- *Prices go up and nothing else does. I can barely survive.*

- *Prices keep rising and I can't get a wage rise as I'm a contractor so we are just treading water.*
- *Retired and interest rates and bank deposits have gone down. Harder to maintain a financial level.*
- *Rising costs, income doesn't match the cost increases.*
- *Seem to be going backwards in savings.*
- *Slack government. The Government is not doing enough for lower class, you have to find out for yourself what entitlements are at WINZ.*
- *Slightly down. Cost of living. Everything is going up in price and it's hard to make ends meet, hard to pay the bills.*
- *Static. Cost of living when on a pension allows for existence costs.*
- *Stayed the same. High cost of living prevents any improvement.*
- *The cost of everything is really high so I'm worse off.*
- *The economic situation; the downturn in economy.*
- *The economy is going backwards and we are suffering from it. Prices keep going up.*
- *Things have got much harder financially, we have a high mortgage. Cost of living going up all the time. High childcare fees. We are really struggling to make ends meet.*
- *Things have got much harder financially. Cost of living skyrocketing. Having to manage on one income now we have two young children.*
- *Wages are staying the same but the cost of everything else is skyrocketing.*
- *Weight gone up. Wealth gone down.*

Comments coded to **“health and fitness”**:

- *Age and health issues.*
- *Declined mainly because of cancer.*
- *Due to ill health my quality of life has deteriorated.*
- *Financial hardship living on a pension, poor eyesight and health issues.*
- *General cost of living going up all the time. Husband has Alzheimer's even though he is in his sixties.*
- *Got older now less active.*
- *Health is very poor.*
- *Health declined over the last 5 years.*
- *Health deteriorated now not able to get around.*
- *Health has gone down.*
- *Health issues and I had an accident. Finances have deteriorated as my employer sacked me when I had the accident.*
- *Health.*
- *I am at the lowest point in my life. Poor health. Finding it harder and harder to look after my husband and invalid son. Finding it very difficult to cope mentally and physically.*
- *I have breast cancer.*
- *I have health issues which prevent me from doing the things I'd like to do.*
- *I have MS.*
- *I have Prostrate Cancer.*
- *Ill health meant deterioration in my quality of life.*
- *I'm getting a bit older and not as active.*
- *I'm getting old and old age brings more health problems.*
- *It has deteriorated as I have had health problems.*
- *It has deteriorated due to health issues my wife has.*
- *I've aged and my health isn't good.*
- *I've got heart problems.*

- *I've had health problems.*
- *I've lost my husband and I have health problems. I have financial pressures due to the fact I can only work part time because of my health issues.*
- *My family have left Napier so I'm alone. I've had a fall and injured my hip so my mobility is reduced.*
- *My health has declined and a lack of extra money. I have only enough money to cover bare essentials.*
- *My health has declined.*
- *My health has gone down and I'm now house bound.*
- *My health has got worse.*
- *My health is a factor and I look after my sister who has Alzheimer's. I had to give up work recently and go on a sickness benefit.*
- *My husband has Alzheimer's and I have had major health problems.*
- *Not health wise as my health has got worse; otherwise it is much the same.*
- *On-going health condition. Lack of sleep and pain takes away a lot of pleasure.*
- *Past 3 years had this Super Bug which has affected my quality of life.*

Comments coded to **“family”**:

- *Cost of living has increased which affects family visits because of fuel costs and food costs so don't visit children as much.*
- *General cost of living going up all the time. Husband has Alzheimer's even though he is in his sixties.*
- *Hard adjusting to married life and a young child.*
- *It has deteriorated due to health issues my wife has.*
- *It has deteriorated due to position I'm in. My husband left me and I have a mortgage to deal with.*
- *It has gone down, my wife died.*
- *It has stayed the same, we've had a family.*
- *I've lost my husband and I have health problems. I have financial pressures due to the fact I can only work part time because of my health issues.*
- *Lost my husband. This is a life changing experience.*
- *Money. Have a young family which puts lots of strain on finances, also prices of everything especially food seem to have sky rocketed over the last two years.*
- *My children have grown up and I can do more with them, but my wife died last year.*
- *My family have left Napier so I'm alone. I've had a fall and injured my hip so my mobility is reduced.*
- *My health is a factor and I look after my sister who has Alzheimer's. I had to give up work recently and go on a sickness benefit.*
- *My husband died. I've moved to a new town to be close to family but I'm very lonely.*
- *My husband died and my only daughter died.*
- *My husband has Alzheimer's and I have had major health problems.*
- *My quality of life was excellent until two years ago when my wife died in an accident, now I'm just surviving.*
- *My wife left me, now I just struggle on.*
- *Situation has worsened with illness of daughter.*
- *Supporting family. Private arrangement with relieving work and generosity of family members. No safety net.*

Comments coded to **“age”**:

- *Age and health issues.*
- *Because I don't think it does as you get older. I'm alone.*
- *Due to old age.*

- *Getting on as in age, this has not improved my quality of life.*
- *I'm getting a bit older and not as active.*
- *I'm getting old and old age brings more health problems.*
- *I'm getting older and I'm feeling my age.*
- *I've aged and my health isn't good.*
- *Old age has reduced my quality of life. I can't do as much.*

Comments coded to **“house/housing”**:

- *Because of the buildings. House is crowding me out, all the repairs etc, I need to do.*
- *Cost of living increases. Instability in the building trade.*
- *I lost my job. Finances are tight. I can't maintain my house.*
- *My income has reduced. I can't work in my trade due to economic situation as the building sector has slumped. Prices keep rising which makes it hard to survive.*

Comments coded to **“moving to Napier from elsewhere”**:

- *Been living in Australia.*
- *I lived overseas until 2.5 years and had a very privileged life.*

Comments coded to **“relationship”**:

- *Because I don't think it does as you get older. I'm alone.*

Comments coded to **“other”**:

- *Do not wish to comment.*
- *Finances are better, but life style isn't as good as it was because of increasing violence.*
- *I don't know at this point.*
- *I don't wish to comment.*
- *Napier has improved over the last five years and I like that, but it hasn't really rubbed off on me.*
- *People at bottom are getting worse off and the top ones raking it in.*
- *To work harder.*

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	50.0%	56.9%	-6.9%
No	45.6%	38.4%	7.2%
Don't know	4.2%	4.7%	-0.5%
Not specified	0.2%	0.0%	0.2%
Total	100.0%	100.0%	

Q24 What do you think may happen to your quality of life in the next 5 years?

	Number	Percent
Likely to improve	127	31.8%
Stay about the same	172	43.0%
Likely to deteriorate	69	17.2%
Don't know	32	8.0%
Not specified	0	0.0%
Total	400	100.0%

Comments coded to quality of life likely to improve over the next 5 years:

	Number	Percent
Financially secure/income increased	62	56.8%
Children left home/children more mature	17	15.4%
Personal attitude/growth	13	12.1%
Family	12	11.0%
Health and fitness	9	7.9%
Hopefully	8	7.3%
House/housing	7	6.1%
Studying	6	5.9%
Social life/recreation/freedom	6	5.9%
Age/retirement	6	5.1%
Positives of living in Napier	4	3.3%
Change of life style	2	1.8%
Relationships	2	1.6%
Other	7	6.1%
Sample	110	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **“financially secure/income increased”**:

- *A lot of debts will be paid off in the next year so I'll have more money to spend.*
- *Because I can see myself being able to earn more money.*
- *Because I have my career planned out and it's going to be great.*
- *Becoming debt free.*
- *Better paid job I've just got.*
- *Business is continuing to grow.*
- *Career wise we will be able to earn more. Our house will increase in value.*
- *Cause we have started our own business and it is going well.*
- *Consolidation of increased income.*
- *Decreasing expenses and increasing wages, I'm optimistic.*
- *Due for a pay rise. One child going to school soon so that will lessen the child care expense.*
- *Economically the country should be out of recession, we've all had enough!*
- *General increase in salary. Mortgage will be paid off.*
- *Get on top of few small debts. We have very secure jobs and expect to have pay increases. Plan to do home renovations to enhance our environment.*
- *Hopefully I'll be earning more and looking forward and planning for retirement.*
- *Hopefully I'll get a better job and we can save for a deposit for a house.*
- *Hopefully the economic situation will improve.*
- *I expect to earn more.*
- *I hope it will improve. I will have finished paying off some debts.*
- *I hope the work will increase so that I can return to my trade. I'm hoping the economy will improve.*
- *I hope to earn more money.*
- *I hope to further my career, eat healthier and have a better outlook on life.*

- *I hope to have more money when my children are a little older. I will return to full time employment.*
- *I might be able to get a job.*
- *I want to buy a house so I'm paying off my own home not renting.*
- *I will have finished my studies and get the job I'm aiming for and earn money.*
- *I'll be able to get into work as well so will have more money.*
- *I'll be in a stronger financial position unless something goes wrong health wise.*
- *I'll be more financially stable and less commitments with the kids getting older.*
- *I'll have more cash flow.*
- *I'll move to a different city. I will graduate hopefully. Career opportunities will increase.*
- *I'm actively seeking employment. I hope my next job will be well paying and that I will be appreciated.*
- *Increase in salary.*
- *Investments so my income will continue to increase.*
- *More money and less stress.*
- *More promotions, higher pay, less debt and kids leaving home.*
- *My business is starting to pick up so my income will increase.*
- *My career is likely to go ahead. I'm enjoying my job.*
- *My goal is to get a full time job by the end of the year.*
- *My job situation may improve.*
- *My kids will be older. I'll go back to work so that will ease the financial pressures.*
- *Our babies are getting bigger. Work opportunities are getting better for us.*
- *Our mortgage should be smaller so more cash flow which will help.*
- *Pay rises and cost of living might go down a bit.*
- *Staying in my job and making my career better.*
- *The changes I put in place will get more concrete and there will be financial gains.*
- *The children will be older and I'll have a job.*
- *The economic situation; everything is going up except for wages. I just hope things are going to improve.*
- *The economy is starting to look better and my health will get sorted I hope.*
- *The kids are getting older. I'll be able to go back to work.*
- *Think I might get more work. My health care is very good.*
- *Think my job prospects will improve.*
- *Think my work situation will improve and earn more money.*
- *We are improving at the moment and I think we will continue to do so. Better financial situation. Having to spend less on childcare and more time to enjoy our good situation.*
- *We are looking for better jobs so we will get better income.*

Comments coded to **“children left home/children more mature”**:

- *As kids get older it gets easier.*
- *Children are starting school so can develop our careers further.*
- *Children will be older and not as demanding.*
- *Children will be older. I'll have more time to do the things I want.*
- *Due for a pay rise. One child going to school soon so that will lessen the child care expense.*
- *Getting more involved in community and kids will leave home.*
- *Hope my oldest moves out of home and save me money on groceries etc. Believe my daughter's health will improve. Get back to normal.*
- *I'll be more financially stable and less commitments with the kids getting older.*
- *More promotions, higher pay, less debt and kids leaving home.*
- *My child will go to school so less childcare fees and more free time.*

- *My kids will be older. I'll go back to work so that will ease the financial pressures.*
- *Napier is a great place. I'm getting stronger every day. My daughter will be at school next year.*
- *Our babies are getting bigger. Work opportunities are getting better for us.*
- *The children will be older and I'll have a job.*
- *The kids are getting older. I'll be able to go back to work.*

Comments coded to **“personal attitude/growth”**:

- *Good positive attitude. We are working towards improvement.*
- *I have a positive outlook.*
- *I have a very positive attitude and look forward to working less hours and having more time for the things I want to do.*
- *I see myself and my husband in a good situation and hope it continues.*
- *I want to be happy and have happy children.*
- *I will keep on learning and will help others which will give more meaning to my life. There are more opportunities for me and my family.*
- *I'm going to make sure it does.*
- *I'm just thinking positive upwards and onwards.*
- *I'm still growing.*
- *Setting ourselves up for it to improve.*
- *Try to be optimistic.*

Comments coded to **“family”**:

- *Because we have children our quality of life will continue to improve. They bring us joy; they are the main focus of my life not work.*
- *Glad to be home with family. Going to start a training course in July which will lead to a job.*
- *Hope my oldest moves out of home and save me money on groceries etc. Believe my daughter's health will improve. Get back to normal.*
- *Hoping to start a family.*
- *I see myself and my husband in a good situation and hope it continues.*
- *I want to be happy and have happy children.*
- *I will keep on learning and will help others which will give more meaning to my life. There are more opportunities for me and my family.*
- *We are improving at the moment and I think we will continue to do so. Better financial situation. Having to spend less on childcare and more time to enjoy our good situation.*

Comments coded to **“health and fitness”**:

- *Hope my oldest moves out of home and save me money on groceries etc. Believe my daughter's health will improve. Get back to normal.*
- *Hopefully we will still be healthy and able to travel.*
- *I hope to further my career, eat healthier and have a better outlook on life.*
- *I'm going to focus more on my fitness and get my energy levels up again.*
- *My health is improving.*
- *The economy is starting to look better and my health will get sorted I hope.*
- *Think I might get more work. My health care is very good.*

Comments coded to **“hopefully”**:

- *I hope it improves (x2).*
- *I hope it will improve. I will have finished paying off some debts.*
- *I just hope it will improve.*
- *I just think it will improve.*

- *Just hope so. I will have to leave Napier to get the job I want.*
- *Things are good at the moment and I think they'll get even better.*
- *We have a plan to make sure our quality of life at least stays the same but hopefully improves.*

Comments coded to **“house/housing”**:

- *Career wise, we will be able to earn more. Our house will increase in value.*
- *Get on top of few small debts. We have very secure jobs and expect to have pay increases. Plan to do home renovations to enhance our environment.*
- *Hopefully I'll get a better job and we can save for a deposit for a house.*
- *I want to buy a house so I'm paying off my own home not renting.*
- *I'll be buying my own home.*
- *We are building a new house.*

Comments coded to **“studying”**:

- *Glad to be home with family. Going to start a training course in July which will lead to a job.*
- *Hopefully go to University in a larger town.*
- *I'll be finished high school and hopefully go on to further studies and get a good job.*
- *I'll move to a different city. I will graduate hopefully. Career opportunities will increase.*

Comments coded to **“social life/recreation/freedom”**:

- *Children will be older and I'll have more time to do the things I want.*
- *I have a very positive attitude and look forward to working less hours and having more time for the things I want to do.*
- *I'll have finished my doctorate and will have more discretionary time.*
- *My child will go to school so less childcare fees and more free time.*
- *We are improving at the moment and I think we will continue to do so. Better financial situation. Having to spend less on childcare and more time to enjoy our good situation.*

Comments coded to **“age/retirement”**:

- *Although I'm growing older, there is less stress in my life and I don't feel any older.*
- *Because I'm retiring in September and will have more time.*
- *Get retirement next year.*
- *Hopefully I'll be earning more and looking forward and planning for retirement.*
- *Moving into a more mature demographic.*

Comments coded to **“positives of living in Napier”**:

- *Because I'm no longer looking for financial gain and community involvement has become more important to me.*
- *Getting more involved in community and kids will leave home.*
- *Great town, we are doing well here and our children are happy.*
- *Napier is a great place and I'm getting stronger every day. My daughter will be at school next year.*

Comments coded to **“change of life style”**:

- *I'm going to live in New York.*

- *The changes I put in place will get more concrete and there will be financial gains.*

Comments coded to **“relationships”**:

- *Because I'm no longer looking for financial gain and community involvement has become more important to me.*
- *Getting more involved in community and kids will leave home.*

Comments coded to **“other”**:

- *Can't expand on that.*
- *Don't know.*
- *If Trans-Tasman Airlines fly from Napier. Oil, if they don't mine it and Napier Council continues with what they are doing.*
- *Jesus will look after me and keep me safe and happy!*
- *Not going to stay in New Zealand (possibly).*
- *We are moving back to Australia.*

Comments coded to quality of life likely to stay about the same over the next 5 years:

	Number	Percent
Expect it to stay the same	85	46.4%
Finances and income	36	19.9%
Health and fitness	15	8.0%
Family	11	6.0%
Age/retirement	11	6.0%
Personal attitude/growth	5	2.8%
Children left home/children more mature	4	1.9%
Lifestyle	2	0.8%
House/housing	1	0.4%
Other	16	8.6%
Sample	183	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **“expect it to stay the same”**:

- *Can't see any great change (x3).*
- *Can't see the economy improving.*
- *Don't see any great change. Hope the cost of food doesn't go up too much.*
- *Don't see much improvement (x4).*
- *Don't think it will change much.*
- *Going along ok and no reasons why it should alter.*
- *Hope it will just stay the same but it may deteriorate because I'm getting older.*
- *Hopefully it will stay the same and not get any worse.*
- *Hopefully it will stay the same. I've recently retired.*
- *Hopefully it will stay the same (x2).*
- *I can't see it changing except for health reasons maybe.*
- *I can't see it getting better.*
- *I don't see any changes, life chugs along.*
- *I don't see any changes. I've been made redundant and as I'm a couple of years off retirement age no one wants to employ me.*
- *I don't see any economic changes for the better for quite some time.*
- *I don't see any great improvements because of my living situation.*
- *I don't think anything will change. Prices will continue rising and financial stress will increase.*
- *I don't think much will change (x9).*

- *I don't think the economic situation is improving worldwide.*
- *I don't think the economy is getting better. Children getting older and more expensive. I'm just hoping things will stay the same and not deteriorate.*
- *I don't think the economy will improve in the next two years, after that is crystal ball stuff.*
- *I don't think things change very rapidly in Napier. Economy should get better as it is at the bottom of the trough now.*
- *I feel on an even kilter.*
- *I have a pretty enjoyable lifestyle which I can maintain.*
- *I hope it at least stays the same or improves.*
- *I hope it doesn't deteriorate (x2).*
- *I hope it stays the same and that I don't deteriorate further.*
- *I hope it stays the same although my health could deteriorate further.*
- *I hope it stays the same; we are elderly so life is less predictable.*
- *I hope it stays the same (x6).*
- *I hope it will stay the same but you can't tell what the future will bring.*
- *I hope it will stay the same, I'm happy with the way things are.*
- *I hope it will stay the same, we are happy.*
- *I think it will stay the same (x18).*
- *I think it will average out to be the same.*
- *I think it will be much the same, as long as I don't have health problems.*
- *I think it will stay about the same until I retire which won't be for about 8 to 10 years.*
- *I will have retired but I think it will be much the same.*
- *If I'm still here I expect it will be much the same.*
- *I'll be happy if it stays the same.*
- *I'm good now and hoping it will stay that way.*
- *It is good now and I think it will stay the same.*
- *It won't improve but I hope it remains the same.*
- *Just think it will.*
- *May deteriorate as retirement numbers are increasing but my quality of life will remain the same.*
- *My health is good, everything else is good and so I don't think things are likely to deteriorate but I don't see them improving either.*
- *My life is very good and I don't expect things to change.*
- *No real reason.*
- *No reason to think otherwise, nothing will change.*
- *Remain stagnant. Cost of living is very high.*
- *The way the world economic situation is going things will remain the same.*
- *Things won't improve.*
- *Unless I win lotto there is no chance of me getting any more money.*
- *Unless my children leave home nothing is likely to change.*
- *We aren't expecting any changes and work conditions are stable.*
- *We have a comfortable lifestyle which isn't likely to change.*

Comments coded to **“finances and income”**:

- *Because of the state of the economy. I don't think the Government will do anything to help investment.*
- *Can't make any headway with current cost of living.*
- *Can't see any more money coming in.*
- *Can't see improvement in the economy and wages.*
- *Can't see likelihood of wage increasing in relation to cost of living rises.*

- *Can't see me earning a lot more money to ease the hard times I have paying my bills.*
- *Can't see much improvement in the economic situation in NZ.*
- *Can't see wage increasing enough to make a difference.*
- *Children will still be at home and so will my wife. Difficult on one income.*
- *Depends on whether I can get a part time job as childcare costs can be high. Cost of food going up all the time.*
- *Don't see any great change. Hope the cost of food doesn't go up too much.*
- *Don't think I'm going to earn more money and don't think prices will come down.*
- *Due to high cost of living it is hard to get ahead.*
- *Economic situation, don't think it will get better.*
- *Economic situation of the country.*
- *Economy wise does not feel like it will be any better.*
- *Even though I save more money, what I can buy with it will remain about the same.*
- *Feel confident about my work situation as we have recently gained more contracts, so feel employment will be pretty stable.*
- *Financially will be in a harder place with tertiary studies. Socially likely to improve.*
- *I don't see any changes. I've been made redundant and as I'm a couple of years off retirement age, no one wants to employ me.*
- *I don't think anything will change. Prices will continue rising and financial stress will increase.*
- *I don't think the economy is getting better. Children getting older and more expensive. I'm just hoping things will stay the same and not deteriorate.*
- *I have enough money to buy food. I live a simple life.*
- *I will still have the same financial pressures.*
- *I work for myself and improve my lifestyle.*
- *I'll be very happy if there are no health or financial problems.*
- *I'm raising teenage children so they are expensive.*
- *Job situation is not great in Napier.*
- *Lack of money. Health is deteriorating through stress, ulcers. High blood pressure, depression, anxiety, diabetes and cholesterol.*
- *Million dollar question, I really don't know, as it depends on economic situation. The whole world is struggling.*
- *Money.*
- *My husband is satisfied with his job, so isn't likely to change jobs and we are happy.*
- *My kids can't afford to buy a house, so they will continue to live with me. There aren't a lot of jobs out there for them.*
- *Probably getting married and perhaps having to live on one income.*
- *Remain stagnant. Cost of living is very high.*
- *Unless I win lotto there is no chance of me getting any more money.*
- *We have secure jobs.*
- *We will still be paying the mortgage off, so won't have any money for travel.*

Comments coded to **“health and fitness”**:

- *Being positive, about the cancer.*
- *Don't know. Cost of living a factor.*
- *Hard to say. Lots of osteoarthritis which I hope won't get worse.*
- *Hard to see in the future and at my age health plays a big part.*
- *Health of wife.*
- *I can't see it changing except for health reasons maybe.*
- *I have good health, so I'm hoping it will be the same. I have a very positive attitude to life.*
- *I hope it stays the same, although my health could deteriorate further.*
- *I think I'll get good on-going care for my diabetes, but I'll still have it.*
- *I think it will be much the same, as long as I don't have health problems.*
- *I'll be very happy if there are no health or financial problems.*
- *I'm reasonably fit and healthy. We look after each other well, family is handy, and we have many interests.*
- *I'm very happy here. I'm active so my quality of life is good.*
- *Lack of money. Health is deteriorating through stress, ulcers. High blood pressure, depression, anxiety, diabetes and cholesterol.*
- *My health is good, everything else is good, and so I don't think things are likely to deteriorate, but I don't see them improving either.*
- *We had a health scare with a family member; if something happened to her my quality of life would deteriorate.*
- *Wife has some health issues.*
- *Will be financially secure and be able to travel more. See more of our grandchildren as both my wife and I may be retired by then.*

Comments coded to **“family”**:

- *Children will still be at home and so will my wife and difficult on one income.*
- *Depends on whether I can get a part time job, childcare costs can be high. Cost of food going up all the time.*
- *Health of wife.*
- *I'm getting married and will be buying my own home.*
- *I'm raising teenage children so they are expensive.*
- *I'm reasonably fit and healthy. We look after each other well, family is handy, and we have many interests.*
- *My kids can't afford to buy a house, so they will continue to live with me. There aren't a lot of jobs out there for them.*
- *Probably getting married and perhaps having to live on one income.*
- *We had a health scare with a family member; if something happened to her my quality of life would deteriorate.*
- *Will be financially secure and be able to travel more. See more of our grandchildren as both my wife and I may be retired by then.*
- *Will still miss my husband and not like living alone.*

Comments coded to **“age/retirement”**:

- *Being in late 30's you tend to coast at this stage of life.*
- *Going to retire soon and expect things to stay about the same.*
- *Hard to see in the future and at my age health plays a big part.*
- *Hope it will just stay the same, but it may deteriorate because I'm getting older.*
- *Hopefully it will stay the same. I've recently retired.*
- *I don't see any changes. I've been made redundant and as I'm a couple of years off retirement age, no one wants to employ me.*

- *I hope it stays the same; we are elderly so life is less predictable.*
- *I will have retired, but I think it will be much the same.*
- *I'm 74 so one never knows how things will go.*
- *I'm 81, who knows what is around the corner.*
- *I'm getting older.*
- *I'm going to retire, but as I'm not working nothing will change.*
- *We are getting older.*
- *Will be financially secure and be able to travel more. See more of our grandchildren as both my wife and I may be retired by then.*

Comments coded to **“personal attitude/growth”**:

- *I have good health, so I'm hoping it will be the same. I have a very positive attitude to life.*
- *I hope it will stay the same and I'm happy with the way things are.*
- *I hope it will stay the same, we are happy.*
- *I'm happy with my surroundings. I live near a park I can walk in and enjoy the good library Napier has.*
- *It depends on the economy. I'm happy with life.*
- *Quite happy.*

Comments coded to **“children left home/children more mature”**:

- *I don't think the economy is getting better, children getting older and more expensive. I'm just hoping things will stay the same and not deteriorate.*
- *Unless my children leave home, nothing is likely to change.*

Comments coded to **“lifestyle”**:

- *I work for myself and improve my lifestyle.*
- *I'm happy with my surroundings. I live near a park I can walk in and enjoy the good library Napier has.*

Comments coded to **“house/housing”**:

- *I hope to remain in my own home with help to the end of my days.*

Comments coded to **“other”**:

- *Again, nothing to do with Napier Council.*
- *Because if I stay around Hawkes Bay, I won't experience the world.*
- *Being realistic!*
- *Don't know. Things are generally ok.*
- *Don't know (x2).*
- *Feel confident about things.*
- *Fortunate situation.*
- *I always want to learn more and there are many new things to learn everyday so it is likely to improve.*
- *If I keep doing what I'm doing I'm not going to deteriorate.*
- *I've got life pretty good.*
- *Life just goes on as normal if Napier doesn't join with Hastings. I am against any amalgamation.*
- *No comment.*
- *Not sure.*
- *Your quality of life depends on how you view the world. NZ is a beautiful place to live.*

Comments coded to quality of life likely to deteriorate over the next 5 years:

	Number	Percent
Not financially secure/not enough income/price increases	34	46.7%
Health and fitness	21	28.4%
Age	15	20.7%
Government	7	10.2%
Breakdown of society	1	0.9%
Other	5	7.1%
Sample	73	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to **“not financially secure/not enough income/price increases”**:

- Age and cost of living.
- Be getting broker, I own the property, but not the land as cross-leased. Lease is increasing next year.
- Because income does not keep pace with inflation.
- Both financial equity and health will decline.
- Cost of living is getting higher, but salary doesn't increase. Less job opportunities and businesses are closing. Prices keep rising, petrol and food keeps increasing. Can't afford to go to the dentist.
- Cost of living price rises continue to increase, but wages don't go up.
- Don't see the cost of living going down.
- Due to financial situation; living costs, and constant price rises of petrol and food with no increase in wages.
- Economic situation is likely to deteriorate.
- Economic situation will get worse I think.
- Every time I get a pay rise, my hours are cut back. Cost of living increases regardless.
- Everything is going up, but your wages don't.
- Feel interest rates will rise and with the cost of living rising all the time, think things will be worse financially.
- Financial pressures, constant price increases.
- Health as I will be getting older. Cost of living, coping with expenses if I retire.
- Hopefully I'll win Lotto! Seriously, I am very concerned about the high cost of living. I would try to get a second job, but the secondary tax makes it not worthwhile.
- I can't see the economic situation improving, in fact I think it will get worse, so I'll change my answer to the deteriorate one because I think it will get harder just to live apart from trying to save.
- I just hope it will. I don't have a crystal ball, but really I think it will get worse because wages are not increasing.
- I think the cost of living will increase even more and this will make things harder.
- If the economy doesn't improve this will have a strong effect on my financial situation.
- I'm getting older and financial pressures will increase.
- I'm getting older.
- Jobs are harder to find, the economic situation isn't likely to improve.
- Life is getting more expensive and I'm getting older.
- Mortgage.
- Rent is increasing and everything else with exception to income.
- Rising costs will mean less money to live on as wages don't go up.

- *The government will take no action to stop retailers robbing the public so cost of living will increase.*
- *The way the world is at the moment eg, economic situation.*
- *To become a UNI student with little to no funding or help from parents.*
- *We are on a fixed income and prices will go up.*
- *With our current government, things will stagnate economic wise and people will be worse off.*

Comments coded to **“health and fitness”**:

- *Age, body will not be as good. Maybe new health problems.*
- *Age and increasing health problems.*
- *Age and will probably be dead.*
- *As you get older it is harder to do things, mobility reduces.*
- *Because of health issues which are likely to deteriorate.*
- *Because of health problems.*
- *Both financial equity and health will decline.*
- *Don't think I'll be alive.*
- *Due to age and health issues.*
- *Due to age and increasing health problems.*
- *Due to health problems.*
- *Due to health situation.*
- *Health as I will be getting older. Cost of living and coping with expenses if I retire.*
- *Health is unpredictable.*
- *Health may get worse.*
- *Health will deteriorate.*
- *Health (x2).*
- *Health wise, it is likely to deteriorate.*
- *I have an on-going medical problem, failing kidneys.*
- *I have cancer, I'm getting older.*
- *If I'm still here my health is likely to deteriorate further.*
- *My health is going to get worse.*
- *My health will deteriorate and I worry how I and my family will cope.*
- *My husband isn't likely to be around in five years and although he has Alzheimer's we are very close, I'll be very lonely as I don't have any family here.*
- *Some health issue.*
- *Will get even older and less active.*

Comments coded to **“age”**:

- *Age, body will not be as good. Maybe new health problems.*
- *Age and cost of living.*
- *Age and increasing health problems.*
- *Age and will probably be dead.*
- *Age may bring deterioration.*
- *Age, I find it harder to do the things I used to do and this will increase.*
- *Age.*
- *As you get older it is harder to do things, mobility reduces.*
- *Due to age and health issues.*
- *Due to age and increasing health problems.*
- *Due to my age it is likely to deteriorate.*
- *Health as I will be getting older. Cost of living and coping with expenses if I retire.*
- *I'm elderly, so I feel it may deteriorate.*
- *I'm getting older and financial pressures will increase.*

- *Life is getting more expensive and I'm getting older.*
- *Moving into retirement which I don't think will be as interesting as work.*
- *My husband isn't likely to be around in five years and although he has Alzheimer's we are very close, I'll be very lonely as I don't have any family here.*
- *Will get even older and less active.*

Comments coded to **“government”**:

- *Economic climate and government policies.*
- *Government cutting everyone's jobs and taxes etc.*
- *John Key I am an intermediate school teacher, job opportunities shrinking.*
- *Money, the health care and education.*
- *The government will take no action to stop retailers robbing the public so cost of living will increase.*
- *With our current government, things will stagnate economic wise and people will be worse off.*

Comments coded to **“breakdown of society”**:

- *Life is getting harder, many people are struggling which creates conflict.*

Comments coded to **“other”**:

- *Course may get harder and student flats harder to find and more dreary.*
- *Economic climate, nothing in Napier.*
- *I can't figure out how to sort out what I'm going through. I can only work part time. I have major stress.*
- *I don't have any support; people don't care about each other nowadays.*
- *Resources will be more limited.*

Comments for don't know:

- *Anything could happen.*
- *At my age I don't know as I could be in a box by then, otherwise I will just be older.*
- *Can't look that far ahead.*
- *Crystal ball time.*
- *Depends a lot on health.*
- *Depends on how I get on with my hip, because of my age I'm not sure it will heal.*
- *Depends on the cancer.*
- *Depends on who wins the next election.*
- *Don't know.*
- *Due to my age I couldn't say.*
- *Have a positive view of what is to come. Am optimistic.*
- *I don't know that I will be here in 5 years with my health problems.*
- *I don't know what the future holds. I don't think anyone does.*
- *I don't worry about the future.*
- *I hope it will be the same.*
- *I hope it will improve.*
- *I wouldn't have a clue, it depends on your health and I don't know what that will be like.*
- *I'll be leaving home to go to university, so don't know how good it will be looking after me, no nice food!*
- *I'm not sure, but I struggle financially.*
- *I'm on contract which is up for renewal in July, so I don't know if I will still have my job.*

- *It depends on whether I can get rid of this Super Bug.*
- *It is hard to say what will happen in five years' time.*
- *No comment.*
- *No idea, but likely to deteriorate because of my illness.*
- *Not sure.*
- *Things can change overnight.*
- *Who can tell the future.*
- *You never know what will happen.*

Comparison with 2009 results:

	2012	2009	Percent Change
Likely to improve	31.8%	43.8%	-12.0%
Stay about the same	43.0%	32.2%	10.8%
Likely to deteriorate	17.2%	15.5%	1.7%
Don't know	8.0%	8.5%	-0.5%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

I would now like to ask you some questions relating to employment

Q25 What is your employment situation at present?

	Number	Percent	
Employed full-time	166	41.4%	<i>[skip to Q26c]</i>
Employed part-time	69	17.4%	<i>[skip to Q26b]</i>
Unemployed	19	4.7%	<i>[skip to Q26a]</i>
Parenting/home duties/retired	110	27.5%	<i>[skip to Q26a]</i>
Beneficiary	10	2.5%	<i>[skip to Q26a]</i>
Education and training	18	4.4%	<i>[skip to Q26a]</i>
Other	8	2.1%	<i>[skip to Q26a]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Occupations for respondents who were employed "full-time":

- *Account Manager - manufacturing.*
- *Accountant (x2).*
- *Architectural design.*
- *Archivist (on a 12 month contract).*
- *Assistant manager garden centre.*
- *Assistant Manager.*
- *Boiler operator - Pam Pack.*
- *Builder (x2).*
- *Car groomer.*
- *Care assistant.*
- *Care giver.*
- *Caretaker.*
- *Cargo handler for Air NZ.*
- *Carpenter.*
- *Chef.*
- *Civil Servant.*
- *Cleaner.*

- Clerical.
- Computer repair. Planting (grower).
- Construction project manager.
- Contractor - floor sander.
- Customer service co-ordinator.
- Desk Top Publisher.
- Early Childhood teacher.
- Electrical instrumentation technician.
- Electrician (x3).
- Electronics Technician.
- Engineer (x2).
- Factory Manager.
- Factory worker.
- Fire Fighter.
- Freight sorter.
- General Manager.
- Harbour worker.
- Health promotion.
- Heavy machine operator.
- Hospitality (seasonal as in the off season, my hours reduce).
- Hospitality.
- HR Manager.
- Hydrologic Technician.
- International sales.
- IT consultant.
- IT.
- Labourer in a factory.
- Lawyer.
- Lecturer at IT.
- Lecturer.
- Lending Officer/Credit Controller.
- Locomotive Engineer.
- Manager (x2).
- Manufacturing Manager.
- Marketing co-ordinator.
- Meat processor.
- Not specified (x5)
- Nurse (x2).
- Office administration - community support worker.
- Office Manager - motor vehicle industry.
- Office Manager (x2).
- Operations Manager.
- Operator of machinery.
- Orchard worker.
- Packer - supermarket.
- Painter/decorator.
- Panel Beater.
- Paramedic.
- Pest control.
- Pharmacist.
- Pharmacy assistant.
- Pilot.
- Police Officer.

- *Pre-school movement and development tutor.*
- *Project Manager.*
- *Public servant.*
- *Pulp mill operator.*
- *Purchaser.*
- *Quality co-ordinator Audit Controller.*
- *Real Estate agent.*
- *Receptionist.*
- *Refused (x2).*
- *Registered Nurse.*
- *Retail assistant.*
- *Retail.*
- *Running a gym.*
- *Sales and marketing.*
- *Sales consultant - customer car.*
- *Sales Consultant.*
- *Sales Manager - cars.*
- *Sales rep.*
- *Sales.*
- *Security officer.*
- *Self-employed - building industry.*
- *Self-employed - sales of fitness equipment.*
- *Self-employed Block layer/plasterer.*
- *Self-employed Carpenter.*
- *Self-employed Company Director.*
- *Self-employed Eyelash Technician.*
- *Self-employed financial advisor.*
- *Self-employed geologist.*
- *Self-employed home educator.*
- *Self-employed horticultural business.*
- *Self-employed logistics consultant in aviation.*
- *Self-employed Midwife.*
- *Self-employed retailer.*
- *Self-employed roving assessor for forest industries.*
- *Self-employed snack food distributor.*
- *Self-employed, we sell and deliver Bluebird products around Hawkes Bay.*
- *Self-employed (x2).*
- *Senior lecturer.*
- *Service Manager - photo copy company.*
- *Sky TV contractor.*
- *Supervision at the Port.*
- *Supervisor at interior designs.*
- *Swim school co-ordinator.*
- *Teacher - pre-school.*
- *Teacher - Principal.*
- *Teacher Aide.*
- *Teacher (x12).*
- *Tertiary education manager.*
- *Trade - mechanic.*
- *Traffic manager at a radio station.*
- *Trainer - retail.*
- *Truck driver (x2).*
- *Tutor - EIT.*

- Tutor.
- Web developer.
- Wool blender.
- Work for council in Parks and Reserves.
- Youth worker.
- Zumba Instructor.

Occupations for respondents who were employed “**part-time**”:

- Administration/hospitality industry.
- Administrator.
- Boiler Maker - three months a year.
- Bridal consultant.
- Builder.
- Café assistant.
- Car detailer.
- Care provider.
- Cashier.
- CEO (didn't wish to elaborate).
- Child carer.
- Child minder, delivery person.
- Cleaning and delivering newspapers.
- Commentator on Hawks Bay "Duck".
- Commercial cleaner.
- Community driver.
- Computer technician.
- Contact co-ordinator.
- Cook.
- Doctor.
- Drive a loader at shingle camp.
- Driver.
- Fibre Tester.
- Finance and Accountancy semi-retired.
- Hairdresser.
- Housekeeping supervisor.
- In home child carer.
- Lecturer, life coach.
- Music teacher.
- Napier District Court. Court Registry Officer.
- Not specified (x7).
- Nurse (x2).
- Parts assistant - engineering firm.
- Pharmacy technician.
- Promote products in supermarkets.
- Radio Announcer.
- Rebel Sports - sales assistant.
- Regional homestay manager working with international students for NZIU.
- Relieving teacher.
- Retail assistant.
- Sales assistant (x2).
- Sales Rep.
- Self-employed - coach, builder.
- Self-employed - Make-up Artist.

- Self-employed graphic and web designer.
- Self-employed hairdresser and full time student.
- Self-employed semi-retired builder.
- Supermarket employee after school.
- Surveyor.
- Teacher Aide (x2).
- Teacher (x2).
- Teaching. Operate home stay at our place.
- Team manager.
- Tele clerk.
- Tertiary level tutor and telephone surveyor.
- Tutor.
- Works at EKC Holiday Programme.

Other employment situation specified:

- Got made redundant.
- Invalids Benefit
- Living on my savings.
- Parenting and education
- Unemployed, but not physically able to work - ACC.
- Was a self-employed contractor - now too sick to work - but don't qualify for Sickness Benefit.
- Was made redundant last week.

Comparison with 2009 results:

	2012	2009	Percent Change
Employed full-time	41.4%	34.2%	7.3%
Employed part-time	17.4%	15.3%	2.1%
Unemployed	4.7%	5.4%	-0.7%
Parenting/home duties/retired	27.5%	28.0%	-0.5%
Beneficiary	2.5%	9.4%	-6.8%
Education and training	4.4%	2.4%	2.0%
Other	2.1%	5.3%	-3.3%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q26a Do you want a job now?

	Number	Percent	
Yes	40	24.0%	[skip to Q28]
No	120	72.8%	[skip to Q28]
Don't know	4	2.2%	[skip to Q28]
Not specified	2	0.9%	
Total	165	100.0%	

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	24.0%	17.4%	6.6%
No	72.8%	68.2%	4.6%
Don't know/not specified	3.2%	14.4%	-11.2%
Total	100.0%	100.0%	

Q26b If employed part-time, would you prefer to work full-time now?

	Number	Percent
Yes	17	25.0%
No	42	59.8%
Don't know	0	0.0%
Not specified	11	15.2%
Total	69	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	25.0%	12.7%	12.3%
No	59.8%	75.2%	-15.4%
Don't know/not specified	15.2%	12.1%	3.1%
Total	100.0%	100.0%	

Q26c Do you have more than one job at present?

	Number	Percent
Yes	20	8.7%
No	205	87.2%
Don't know	4	1.5%
Not specified	6	2.7%
Total	235	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	8.7%	8.0%	0.7%
No	87.2%	89.1%	-1.9%
Don't know/not specified	4.2%	3.0%	1.2%
Total	100.0%	100.0%	

Q27 What concerns, if any, do you have about your present employment situation?

Comments coded:

	Number	Percent
None	131	32.7%
Being made redundant	20	5.1%
Economic downturn	13	3.3%
Lack of work to do/maintaining profits	13	3.3%
Need longer hours/more days	12	3.1%
Government/change in direction or policy	8	2.0%
Low wage	6	1.4%
Issues related to individual businesses	4	1.1%
Hard to find good staff	4	1.0%
High work load	3	0.9%
Lack of skills to improve	3	0.8%
Fixed term contract/temporary contract	3	0.8%
Seasonal issues	3	0.8%
Too much management	2	0.5%
Physically demanding work	1	0.3%
Lack of safety/equipment	1	0.2%
Other	14	3.5%
Sample	400	

Note: Not additive as respondents comments could be coded into more than one category

Comments coded to “**none**”:

- Nil.
- No concerns (x3).
- No great concerns, there is always restructuring. Nothing stays the same.
- No issues.
- No problems.
- No real concerns.
- None fairly secure.
- None, self-employed (x2).
- None at all.
- None at the moment.
- None, as long as they don't close the Gisborne rail line which would result in lay-offs.
- None, but the market is slow.
- None feel pretty secure in my job.
- None, it is by my choice that I'm semi-retired.
- None, it is reasonably secure.
- None, quite secure in my job.
- None (x95).
- None. Have lost a job last year which was shattering.
- None. I feel comfortable.
- None, all going good.
- Not paid job, so not concerned about losing it.
- Nothing at all.
- Nothing at the moment. Job is going well.
- Nothing at the moment.
- Nothing really.
- Nothing.

Comments coded to **“being made redundant”**:

- *Air NZ may reduce staff in Napier.*
- *Because it is a Government organisation there is always the worry of re-structuring.*
- *Carefully optimistic, but always aware there can be restructuring that may affect me.*
- *Concerns about job security.*
- *Constant restructuring and cut backs.*
- *I will lose my job soon, because of the recession/my employer can't afford to keep me on. Unemployment in Hawks Bay is very bad.*
- *I worry about job security due to lack of work in these economic times, but at the moment my job is secure.*
- *If I lose my job there's not much else around.*
- *If tourists stop coming to Napier, I won't have a job.*
- *Job security.*
- *Keeping my job. Trying to get more hours to earn more money.*
- *Last in first out at place of employment. The economy.*
- *No great concerns, there is always restructuring. Nothing stays the same.*
- *None, as long as they don't close the Gisborne rail line which would result in lay-offs.*
- *Normal concerns about redundancy and re-structure of my department etc.*
- *Redundancy. Prices going up all the time, people won't be able to buy as much.*
- *Redundancy.*
- *Redundancy. Company downsizing due to economic recession.*
- *Staffing levels could be reduced.*
- *There is an oversupply of midwives in Napier, so I worry that there won't be enough work.*
- *Work is getting less and less, carpet sales are down so I worry about job security.*
- *Worry about losing my job. Lack of work in Napier in the building industry.*

Comments coded to **“economic downturn”**:

- *Always worried about lack of work in these economic times.*
- *Downturn in the economy.*
- *Economic situation, the economy needs to grow so the café stays open.*
- *I suppose the economic situation is a worry. There is not a lot of money around and this affects car sales.*
- *I will lose my job soon, because of the recession. My employer can't afford to keep me on. Unemployment in Hawks Bay is very bad.*
- *I worry about job security due to lack of work in these economic times, but at the moment my job is secure.*
- *It is at the mercy of the economic situation.*
- *Last in first out at place of employment. The economy.*
- *None, but the market is slow.*
- *People aren't spending, so not a lot of work around.*
- *Quiet period, drying up at the moment so am concerned that I will have fewer children to care for and so earn less.*
- *Redundancy. Company downsizing due to economic recession.*
- *The global economic conditions could impact on my job.*
- *Work is not constant as the economic situation declines more people will cut back and give up Sky.*

Comments coded to **“lack of work to do/maintaining profits”**:

- *Always worried about lack of work in these economic times.*

- Availability of on-going work.
- Getting on-going work.
- I'm dependent on companies' spending money on training. In these economic times training is the first thing they cut.
- Inconsistency of work.
- Instability in the building trade.
- Just growing the business and maintaining cliental in these economic times.
- People aren't spending, so not a lot of work around.
- Security, like anything. We could lose the business.
- The gaps between how often I work.
- Work is getting less and less, carpet sales are down so I worry about job security.
- Work is not constant as the economic situation declines more people will cut back and give up Sky.

Comments coded to **“need longer hours/more days”**:

- Bias of my boss who also employs her daughter and gives her more hours than me.
- I could lose hours if my employer decided to cut them.
- I'd like to work more hours.
- It is the low season, so not enough tourists, so my hours are down.
- Just that there's not enough hours.
- Keeping my job. Trying to get more hours to earn more money.
- Lack of hours and my boss is struggling to pay high increase in rent so my hours may be reduced because of her circumstances.
- Low paid jobs, hours may increase which I don't want, but I won't be able to turn extra hours down.
- My registration as a teacher as I'm not doing enough hours.
- Not enough hours, doesn't pay enough.
- Tutoring job has had its hours cut back which has caused problems.

Comments coded to **“government/change in direction or policy”**:

- Government funding likelihood of cuts.
- Government legislation can change things overnight.
- National Government. All intermediates abolishing technologies.
- National Party attacking education sector, they are going to do a lot of damage.
- New budget doesn't look good for teachers; my concerns are around what the Government will do to teachers.
- Probably the Government funding for schools and lack of funding for resources.
- The government reducing funding and direction of their policies towards tertiary education changes each year.
- The new budget cuts in education.

Comments coded to **“low wage”**:

- Financial concerns, employer doesn't pay enough which is why we are moving to Australia.
- Hourly rate is fairly low.
- Low paid jobs, hours may increase which I don't want, but I won't be able to turn extra hours down.
- Not enough hours, doesn't pay enough.
- The disparity between wages in the Hawke's Bay compared with the rest of NZ and with Australia.

Comments coded to **“issues related to individual businesses”**:

- *Air NZ may reduce staff in Napier.*
- *Education becoming a business.*
- *I am one of the few people in Napier with a Boiler Makers ticket, so I am the relief person for all of them in Napier. Lack of apprenticeships available in trades.*
- *I work in the sheep and wool industry and the number of farmers' crossing over to forestry or cattle make me wonder how much wool will be produced in the near future.*
- *Possible relocation out of Napier Airline situation globally.*

Comments coded to **“hard to find good staff”**:

- *I am one of the few people in Napier with a Boiler Makers ticket, so I am the relief person for all of them in Napier. Lack of apprenticeships available in trades.*
- *Not having enough staff.*
- *They won't let me go. I'd like to work part time. I am concerned that younger people do not have jobs, but we have tried employing them and they just don't work as they are unreliable and not interested in the job.*

Comments coded to **“high work load”**:

- *I wish I could have more rest.*
- *I'd like to wind it down and not have to work.*
- *Number hours I have to do as work load has been increasing.*
- *Too much work and not enough time.*

Comments coded to **“lack of skills to improve”**:

- *I'm bored and needing a new challenge.*
- *Not getting on job satisfaction. I like a better job.*
- *That I can't find the work I'd like to do, that works around the children.*

Comments coded to **“fixed term contract/temporary contract”**:

- *Contract uncertainty, I don't know if my contract will be renewed.*
- *Just whether my contract will be renewed and if not where I will get another job.*
- *They can terminate me at any time. I am not on contract.*

Comments coded to **“seasonal issues”**:

- *It is the low season, so not enough tourists, so my hours are down.*
- *Quiet period, drying up at the moment so am concerned that I will have fewer children to care for and so earn less.*
- *The hospitality industry is one that fluctuates. It is seasonal in lots of ways. Many outside factors, like the number of tourists coming to NZ could affect my industry and the NZ dollar.*

Comments coded to **“too much management”**:

- *Industry ran by a bunch of dummies.*

Comments coded to **“physically demanding work”**:

- *It is very physical and I have a back injury.*

Comments coded to **“lack of safety/equipment”**:

- Safety.

Comments coded to **“other”**:

- A young company and the normal things associated with a young company. Nothing too major.
- Child care.
- Earning enough money to feed my family.
- I want a second job.
- If there's a big issue there is usually a public forum open to all.
- If you want to or need to counsellors are readily accessible.
- I have to do a lot of travel at present, but it is only for one job.
- I'm not allowed to say.
- Longevity because of my health and how long I'll be able to work.
- Money.
- More location of my work, so I won't be able to walk, other than that no concerns.
- N/A.

The next set of questions relate to your feelings towards both the Napier community and the country in general

Q28 How much opportunity do you feel you have to express your views about the future direction of Napier City?

	Number	Percent
None or virtually none	61	15.3%
Very little	106	26.6%
Just enough	116	28.9%
Quite a lot	53	13.2%
Plenty	37	9.3%
Don't know	25	6.3%
Not specified	1	0.3%
Total	400	100.0%

Comments for **“none or virtually none”**:

- As soon as you turn around, new laws and by-laws are in place without the public having a say.
- City Council does what they please. They don't listen to residents' concerns.
- Council are very arrogant, we have an issue in my area. We've had meetings with Council, but they won't listen.
- Councils don't ask for experienced assistance when they need to. Age group under 30 is not represented enough. Would be good to let younger people come up through the ranks in council and have a better presence of the arts in HB.
- Emerson Street needs to be sealed off from traffic. It would make things more relaxed.
- Even when you vote for things the politicians don't listen ie, Marine land and Napier Hospital.
- I don't bother anyway.
- I don't care about Napier. I don't like Napier people so I keep to myself.
- I don't get involved in anything like that.
- I don't get involved, but I think the opportunities are there if you're keen.
- I don't have time to get involved.
- I feel the Council does not listen to the public at all.

- *I just obey the authorities.*
- *I make sure I vote.*
- *I think getting accessibility to people in power is almost impossible.*
- *I've never really thought about this.*
- *Lack of motivation to seek out opportunities so I guess it is my fault.*
- *Many things happen I don't agree with. I voice my opinion, but I don't think I have much influence.*
- *Mayor will do what she likes. All the petitions people sign are useless. Nelson Crescent (9 years ago), I was told the footpaths would be repaired - they are still not done.*
- *No opportunity and if the opportunity is there, there is no time to pursue.*
- *Nobody listens to just one person.*
- *Nobody listens!*
- *None (x3).*
- *Not involved with meetings.*
- *Not user friendly to put in personal news.*
- *Only at election time.*
- *Poor consultation between Napier Council and residents.*
- *Probably because I go with the flow and don't get involved.*
- *The real communication on what the Mayor or Council is doing.*
- *They don't care what people think. They just do as they like.*
- *They don't listen.*
- *They just do what they want. Don't take any notice of petitions etc, minds made up before they tell residents.*
- *They make promises then when they get elected they line their pockets for 4 years and that's it.*
- *We are at present protesting about a proposed walkway in our area - Knightsbridge. The people here are completely opposed to it and we are going to a meeting with Council this afternoon.*
- *You need a group of people to alter opinions and decisions of the Council. One person alone cannot do it.*

Comments for **“very little”**:

- *Because you really have to hunt for information about when meetings are on.*
- *Council have released their 10 year plan, but I don't know if submissions are listened to.*
- *Council makes up its mind and doesn't care what the residents want.*
- *Council seem to have their own agenda.*
- *Don't know how to become involved.*
- *Don't think the Council is listening.*
- *Even if you express your views, they don't listen.*
- *Haven't got time to be involved.*
- *I can vote.*
- *I don't have enough knowledge of how the system works to get involved.*
- *I don't know how to go about expressing my views. Maybe if Council put more information in with the rates notices to tell us how to do it would be a good idea.*
- *I don't see a lot of consultation being done eg, fracking. I think there should be more meetings about this issue.*
- *I don't think they listen to individuals only well-established groups.*
- *I don't think they take any notice.*
- *I say this because I don't take advantage of what they offer.*
- *I think they make up their minds before they ask the people.*

- *I think this is probably my fault as I don't seek out the opportunities which are probably there.*
- *I'm very disappointed with the new bus shelter in town with no toilets. Writing to Council doesn't help they don't listen.*
- *Never thought about how to do it.*
- *No, I'm not really up with what's been happening in Napier.*
- *No matter what you say Council take no notice, they just do as they want.*
- *No (x2).*
- *None (x5).*
- *Other than the Youth Council, I see very few opportunities for youth to express their views.*
- *Our politicians don't listen to facts and reality and are driven by their personal preferences. I'd like to see just one Council across the region. While they say they are talking to each other, I know from experience that they are not.*
- *People in power make up their minds and just pay lip service to complaints.*
- *Probably because I don't know how to go about it.*
- *Read a lot of things in the paper about Napier and I get concerned as to what is happening.*
- *Should stand yourself for elections.*
- *So many people in Napier don't know how you would be heard.*
- *The hierarchy take no notice of what you say anyway.*
- *There are often notices of meetings in the paper, but the meetings are held during the day, making it impossible for full time workers to attend.*
- *Think they have made up their minds before they seek consultation.*
- *Unless I stand for the Mayor of Napier. Closed shop. Keep things from people - contaminated land issue.*
- *What a waste of time knocking down museum, when they can't save Marine land.*
- *You can talk all you like, they don't listen.*

Comments for "just enough":

- *Apathetic to some degree, doesn't matter what you try, it gets defeated eg, Marine land.*
- *Do see the notices about meetings, so it's up to me to get involved, but the opportunity is there.*
- *Don't want amalgamation with Hastings Council.*
- *Exercising vote is a say.*
- *Have had good rapport with Council when I have contacted them.*
- *I can write to newspapers.*
- *I don't pay much attention to local politics.*
- *I don't understand what all the fuss is about regarding amalgamation.*
- *I feel I can always contact the Council if I have any concerns.*
- *I think if I felt strongly about something, I could make my voice heard.*
- *I think the Council does a good job.*
- *I think they should take a bit more notice of what people want in Westshore, all the streets need upgrading. We pay a lot of rates and don't get anything.*
- *I think we have a wonderful Council. Mayor is a woman of great integrity.*
- *If I want to I can.*
- *If you want to be heard you can be.*
- *I'm happy with Napier as it is, I don't think they can improve. Napier bus services are excellent.*
- *I've never tried to do so.*
- *Know I can get heard by Council members if I need to.*
- *Local MP here is approachable.*

- *Make sure you vote. Bring back the Dolphins.*
- *No (x2).*
- *None (x13).*
- *Only at election time.*
- *People are able to have their say, but whether they are taken notice of, I don't know. Sometimes I think council are just going through the motions.*
- *The opportunities are there.*
- *There are a few things in Napier that could be improved eg, moving the bus shelter; there are no toilets or shelter.*
- *There are online forums and meetings if you are interested.*
- *They are there, but I don't avail myself of them.*
- *Through local politicians - another matter on actions taken with expressions.*
- *Through the submissions they offer and meetings, you have the opportunity to take part. You just have to get off your butt and do it.*
- *Vote every 3 years all you can do.*
- *We are a democratic society.*
- *We have a Maori advisory standing committee and they will take any concerns we have to council.*
- *Wouldn't like both Councils to merge. Napier should remain independent.*
- *You can be as involved as you want.*
- *You can if you want to.*

Comments for “quite a lot”:

- *Always notices in the paper about meetings.*
- *Anyone can go to a Council meeting.*
- *Depends how you go about it, you can write letters to the papers.*
- *I am still able to express my views with what is going on around the place.*
- *I could express my views via inner city marketing or writing directly to Council.*
- *I feel I could get to see the Mayor if I wanted to.*
- *If I exercise my rights there are a lot of opportunities.*
- *If I want to express my views, I know how to go about doing so.*
- *If you want to and have the time to attend Council meetings.*
- *If you want to or need too, councillors are readily accessible.*
- *I'm interested in the growth of Napier, mildly concerned.*
- *In saying that, I really think I should make more effort to attend meetings and have my say. I have to change to say the opportunity is there.*
- *Information in the paper and special printout of Council meetings. Anyone can attend Council meetings.*
- *It is adequate.*
- *Napier is a tourist attraction.*
- *No.*
- *None (x4).*
- *Quite admire Napier council, there is always the opportunities to voice your opinion.*
- *Regional Council reports in the paper give lots of information.*
- *There are lots of avenues to explore.*
- *There is plenty of opportunity if you take it.*
- *There is the opportunity if you want to express your view.*
- *Very lucky - we can always be heard.*
- *You can email local papers and vote.*
- *You can go to meetings etc.*
- *You get the Napier flyer that comes with the rates, which tells you all that is happening and lists meetings etc.*

Comments for “plenty”:

- *Although I leave it to those elected. Reasonably happy with what they do.*
- *Always meetings to go to and have your say.*
- *But only because I am on the Youth Council. I didn't beforehand.*
- *Can do lots of things.*
- *Can write letters and talk to people, but how effective it is, is another question. Happy to express my views, but not sure of how much attention.*
- *I have plenty of chances to say what I want to say.*
- *If you want to, plenty of opportunities.*
- *If you want to.*
- *It is an individual thing, you can write letters to the paper or the Mayor, but there aren't many public forums.*
- *Napier is very good, plenty of avenues to express my view.*
- *NCC - open with meetings.*
- *None (x4).*
- *Not sure how effective it is, but have opportunity. Concerns for environment.*
- *The opportunity is there if you want to take it.*
- *There are always meetings or forums you can attend to express your views.*
- *There is plenty of opportunity if you want to take it.*
- *You can get involved as much as you want.*
- *You can visit your MP, he is approachable.*

Comments for “don’t know”:

- *Happy to do this survey and have opportunity to have a say.*
- *I don't participate; I know the opportunity is there.*
- *I've never tried; I guess all you can do is vote.*
- *Never needed to and don't know how to go about it.*
- *None.*
- *Not anything to grip about.*
- *Wouldn't know how to go about it.*

Comparison with 2009 results:

	2012	2009	Percent Change
None or virtually none	15.3%	14.3%	1.0%
Very little	26.6%	23.4%	3.2%
Just enough	28.9%	25.4%	3.5%
Quite a lot	13.2%	17.8%	-4.5%
Plenty	9.3%	9.9%	-0.5%
Don't know	6.3%	9.3%	-2.9%
Not specified	0.3%	0.0%	0.3%
Total	100.0%	100.0%	

Q29 How much opportunity do you feel you have to express your views about the future direction of New Zealand?

	Number	Percent
None or virtually none	111	27.7%
Very little	132	33.1%
Just enough	88	22.1%
Quite a lot	27	6.6%
Plenty	18	4.6%
Don't know	17	4.3%
Not specified	7	1.6%
Total	400	100.0%

Comments for “none or virtually none”:

- *Because people only think of themselves and no the bigger picture.*
- *Don't care what the people want.*
- *Don't know.*
- *Don't listen to ordinary people.*
- *Explains it self really.*
- *Given up politics.*
- *Go with the flow.*
- *Government have their own agenda.*
- *Government only interested in making money. They don't listen to us, they lie and they are going to sell us off.*
- *I don't think they listen to us at the moment. I'm not happy with the Government.*
- *I think when you are a drop in the ocean, you can't make much difference.*
- *I think getting accessibility to people in power is almost impossible.*
- *I vote each election, but I don't think the government is influenced by anything else eg, street marches and protests.*
- *It is rare to have the Government change its mind.*
- *I've reached a point where I just accept things. I don't argue anymore.*
- *Look at all the people leaving to go to Australia and they do nothing to make it better for them to stay here.*
- *National governments don't listen.*
- *No notice taken of what the people want or need.*
- *No one listens to what the people want.*
- *No one listens (x2).*
- *No opportunity and if the opportunity is there, there is no time to pursue.*
- *Nobody came to ask.*
- *Nobody listens - decisions made before anyone knows anything about it.*
- *Nobody listens (x3).*
- *None (x7).*
- *Not in voting bracket. Not asked (or have a place) to give views.*
- *Nothing can be done about the drinking in NZ. Everyone drinks alcohol.*
- *Once every three years when you vote, but they don't even listen then.*
- *Opportunities don't arise.*
- *Parliament does what it likes.*
- *Political - no matter what you do you're screwed with this Government.*
- *Politicians just go on their merry way; they don't listen to the public eg, selling off state assets when people don't want this.*
- *Same as before only worse.*
- *The way the Government is they just make up their minds and do what they want.*
- *There doesn't seem to be anyway to be heard - a small cog in a big wheel.*
- *They do what they want to do.*

- *They don't listen.*
- *They only do what they want.*
- *Too young to vote (x2).*
- *Very difficult to get a view or a point across to the Government as a single person.*
- *Voting our only voice.*
- *Voting system too complicated to have any effect.*
- *We are supposed to live in a democracy, but even with a referendum eg, the smacking law, the people's wishes were not followed.*
- *We have no say in the future direction of NZ, what you vote for and the government you get are very different to what you thought you would get.*
- *We live in a democracy and get to vote then we get pushed around till the next election.*
- *Who do you approach.*
- *Wouldn't know how to contact anyone.*
- *You can vote.*

Comments for **“very little”**:

- *A bit of contention at the moment and the Government doesn't seem to be listening. It is concerning to me.*
- *Again because I do not get involved.*
- *Avenue not there for people to get to the right person.*
- *Don't care about people, look at all the good people leaving NZ. They won't increase the minimum wage.*
- *Effectively the same reason, one person can't do much you need numbers.*
- *Even if you express your views, they don't listen.*
- *Even though you can sign petitions etc, it is very rarely that any notice is taken.*
- *Everyone dislikes what the Government is doing. Selling off the land to the Chinese, but no one in the Government is going to do anything about it.*
- *Everyone is "doing it tough" the Government doesn't care.*
- *Government doesn't listen and has other ideas.*
- *Government is just doing what they want to do and not what we want to do.*
- *Harder to get the Government to listen.*
- *I can just do voting.*
- *I can vote.*
- *I feel I can't do much.*
- *I feel I do not influence their actions in any way.*
- *I listen to the radio a lot and hear people's dissatisfaction with lots of things which the Government just ignores.*
- *I vote every 3 years. That's when I voice my opinion.*
- *I'd like more opportunities to voice an opinion that would be listened to.*
- *I'm not allowed to vote, I don't have residency.*
- *Just to vote.*
- *Just vote is all you can do.*
- *Just voting is about all you can do. I always vote.*
- *Just voting.*
- *Leaders have their minds made-up and they don't listen to people at large. There should be more public referendums.*
- *Look at the cost of living.*
- *Made up their minds and opinions of public won't change it.*
- *No comment (x2).*
- *No (x3).*
- *None (x9).*
- *Not accessible to individuals.*

- *Not eligible to vote which restricts youth somewhat.*
- *Not have mainstream beliefs and it will take a long time if ever before the Government does what I want it to do.*
- *Not that big a wheel.*
- *Political system.*
- *Politicians do as they please.*
- *Politicians do what they want when it comes down to it.*
- *Politicians never see the country they live in glass houses in Wellington and Auckland.*
- *Small cog in a very big wheel.*
- *So many sitting little parties out there before elections that weirdo's get elected.*
- *The general public. Don't have much input.*
- *The present Government is going against people's wishes and we can do nothing about it.*
- *They don't listen anyway and their minds are set on how they progress.*
- *Very disappointed in the PM not listening to people.*
- *Very little apart from a vote.*
- *We can vote for who we want, but we have very little say and it often does not reflect what we want.*
- *Well I just think there's a trend in the Government to just bulldoze everything through without consultation with the people or in fact even consider general opinion.*
- *What we do say is ignored.*
- *Wish we did have more input into the direction of NZ.*
- *You can only vote.*
- *You can put your views forward, but I don't think they listen.*
- *You get a vote that is all.*
- *You have less say than you have locally.*

Comments for "just enough":

- *A person is limited with what happens. I don't have much influence other than voting or talking to politicians.*
- *Can vote!*
- *I could write/text/ring etc, but don't think they take much notice of one person.*
- *I just vote.*
- *I take very little interest in politics.*
- *I think I can always contact my MP if I want to.*
- *It is there if you want it.*
- *Just voting.*
- *No. comment.*
- *None (x11).*
- *The chance is there if you want to take it.*
- *Through our local MP.*
- *Voting options at election time.*
- *Voting, always been able to send letters to my local MP and get replies.*
- *We are a democratic society.*
- *You can vote, but there are referendums and petitions to take part in.*
- *Your vote counts.*

Comments for "quite a lot":

- *I would write to the politicians, I have done this whenever I've had a concern.*
- *If you are interested the opportunity is there.*

- *I'm happy with what our office bearers are doing for the country.*
- *Lots of ways of getting your thoughts and ideas to Wellington.*
- *None (x4).*
- *Once again there are lots of avenues to explore.*

Comments for “**plenty**”:

- *Local MP's are always available.*
- *Opportunity is there if you want to make the effort.*
- *There is plenty of opportunity if you want to take it.*
- *There is voting and submissions, so I guess if you want to there are plenty of opportunities.*
- *Up to the individual to vote and if you've got concerns, contact your local MP.*
- *We are an open society and have the opportunities to say what we like to when we wish.*
- *We have our vote. Have met with parliamentarian. Have a slightly greater influence at national level with regard to who to vote for, influence is therefore greater.*

Comments for “**don't know**”:

- *Don't have enough knowledge of the system to get involved.*
- *None (x2).*
- *Voting age - 18.*

Comparison with 2009 results:

	2012	2009	Percent Change
None or virtually none	27.7%	22.0%	5.7%
Very little	33.1%	33.0%	0.1%
Just enough	22.1%	24.7%	-2.6%
Quite a lot	6.6%	8.8%	-2.1%
Plenty	4.6%	4.8%	-0.3%
Don't know	4.3%	6.7%	-2.4%
Not specified	1.6%	0.0%	1.6%
	100.0%	100.0%	

Lastly, we have some questions to ensure that we survey a cross-section of residents

Q30 How long have you lived in Napier?

	Number	Percent
Less than 1 year	3	0.9%
1-2 years	26	6.5%
3-5 years	30	7.5%
5-10 years	59	14.8%
More than 10 years	281	70.3%
Don't know	0	0.0%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Less than 1 year	0.9%	2.5%	-1.6%
1-2 years	6.5%	6.3%	0.2%
3-5 years	7.5%	6.1%	1.4%
5-10 years	14.8%	15.0%	-0.2%
More than 10 years	70.3%	69.3%	1.0%
Don't know	0.0%	0.3%	-0.3%
Total	100.0%	100.0%	

Q31 What suburb of Napier do you live in?

	Number	Percent
Taradale	65	16.1%
Marewa (McLean Park)	57	14.2%
Onekawa	42	10.5%
Greenmeadows	41	10.2%
Tamatae	37	9.3%
Hospital Hill	34	8.4%
Maraenui (Nelson Park)	31	7.8%
Pirimai	25	6.2%
Ahuriri (Bluff Hill)	22	5.6%
Bay View	15	3.7%
Meeanee (Awatoto)	10	2.5%
Poraiti	9	2.4%
Westshore	7	1.6%
Refused	2	0.5%
Other	4	0.9%
Total	400	100%

Comparison with 2009 results:

	2012	2009	Percent Change
Taradale	16.1%	19.0%	-2.8%
Marewa (McLean Park)	14.2%	12.6%	1.6%
Onekawa	10.5%	10.4%	0.1%
Greenmeadows	10.2%	12.8%	-2.6%
Tamatae	9.3%	7.9%	1.3%
Hospital Hill	8.4%	4.6%	3.8%
Maraenui (Nelson Park)	7.8%	11.9%	-4.1%
Pirimai	6.2%	5.7%	0.5%
Ahuriri (Bluff Hill)	5.6%	6.9%	-1.3%
Bay View	3.7%	2.6%	1.1%
Meeanee (Awatoto)	2.5%	2.9%	-0.4%
Poraiti	2.4%	1.1%	1.3%
Westshore	1.6%	1.6%	0.0%
Refused	0.5%	0.0%	0.5%
Other	0.9%	0.0%	0.9%
Total	100.0%	100.0%	

Q32 Please stop me when I reach your age group

	Number	Percent
15 - 24	50	12.5%
25 - 34	52	12.9%
35 - 44	76	19.0%
45 - 54	68	17.0%
55 - 64	61	15.2%
65+	94	23.5%
Refused	0	0.0%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
15 - 24	12.5%	5.6%	6.9%
25 - 34	12.9%	14.7%	-1.8%
35 - 44	19.0%	22.0%	-3.1%
45 - 54	17.0%	18.3%	-1.3%
55 - 64	15.2%	16.3%	-1.1%
65+	23.5%	23.0%	0.4%
Refused	0.0%	0.0%	0.0%
Total	100.0%	100.0%	0.0%

Q33 With which ethnic group do you mainly identify with?

	Number	Percent
New Zealand Pakeha/European	300	75.1%
New Zealand Maori	40	10.1%
Asian	6	1.4%
Pacific Island	4	0.9%
Other	26	6.6%
Refused	2	0.5%
Sample	400	

Note: Not additive as respondents could be more than one ethnicity.

Iwi specified:

- Kahungunu.
- Nagupuara.
- Nga Rauru.
- Ngapuhi (x2).
- Ngate Roa.
- Ngati Hauti.
- Ngati Kahungunu, Ngati Rangitahi.
- Ngati Kahungunu (x14)
- Ngati Pikeo.
- Ngati Porou.
- Ngati Tuwharetoa.
- Ngati Whakatohea.
- Ngati.
- Rongomaiwahine.
- Rua Kawa.
- Tainui.

- *Te Aupouri.*
- *Tu Wharetoa.*
- *Tuhoe.*
- *Tuwharetoa.*
- *Whaka Tahea*
- *Whanau Aapanui.*

Other specified:

- *American (x3).*
- *British.*
- *Canadian.*
- *Cook Island.*
- *Dutch.*
- *English (x7).*
- *Indian.*
- *Middle Eastern (Iraq).*
- *Scotland.*
- *South African (x3).*

Comparison with 2009 results:

	2012	2009	Percent Change
New Zealand Pakeha/European	75.1%	58.0%	17.1%
New Zealand Maori	10.1%	14.6%	-4.5%
Asian	1.4%	2.1%	-0.6%
Pacific Island	0.9%	2.1%	-1.1%
Other	6.6%	23.3%	-16.7%
Refused	0.5%	0.0%	0.5%
Sample			

Note: Not additive as respondents could be more than one ethnicity.

Q34 Finally, please stop me when I reach your gross household income (ie, income before tax)

	Number	Percent
Zero income	1	0.2%
\$1 - \$5,000	1	0.2%
\$5,001 - \$10,000	1	0.3%
\$10,001 - \$15,000	5	1.3%
\$15,001 - \$20,000	35	8.6%
\$20,001 - \$30,000	47	11.6%
\$30,001 - \$40,000	49	12.2%
\$40,001 - \$50,000	40	10.0%
\$50,001 and over	173	43.2%
Refused	45	11.2%
Not specified	5	1.3%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Zero income	0.2%	0.5%	-0.3%
\$1 - \$5,000	0.2%	0.0%	0.2%
\$5,001 - \$10,000	0.3%	1.1%	-0.8%
\$10,001 - \$15,000	1.3%	7.4%	-6.1%
\$15,001 - \$20,000	8.6%	10.7%	-2.1%
\$20,001 - \$30,000	11.6%	13.5%	-1.9%
\$30,001 - \$40,000	12.2%	8.2%	4.0%
\$40,001 - \$50,000	10.0%	10.8%	-0.8%
\$50,001 and over	43.2%	40.0%	3.1%
Refused	11.2%	7.7%	3.5%
Not specified	1.3%	0.0%	1.3%
Total	100.0%	100.0%	

Q35 Do you have access to a car during the day?

	Number	Percent
Yes	341	85.3%
No	58	14.6%
Don't know	0	0.0%
Not specified	1	0.2%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	85.3%	91.8%	-6.5%
No	14.6%	8.0%	6.5%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.2%	0.0%
Total	100.0%	100.0%	

Q36 Do you have access to the Internet? (includes at home, school etc)

	Number	Percent
Yes	340	84.9%
No	60	14.9%
Don't know	0	0.0%
Not specified	1	0.2%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Yes	84.9%	83.3%	1.6%
No	14.9%	16.7%	-1.8%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.0%	0.2%
Total	100.0%	100.0%	

Q37 Gender of respondent

	Number	Percent
Male	190	47.5%
Female	210	52.5%
Total	400	100.0%

Comparison with 2009 results:

	2012	2009	Percent Change
Male	47.5%	48.1%	-0.6%
Female	52.5%	51.9%	0.6%
Total	100.0%	100.0%	

APPENDIX TWO: 2012 NAPIER SOCIAL MONITOR QUESTIONNAIRE

Hello/Kia ora, this is _____ from APR Consultants. We are carrying out a survey to find out how people feel about the social conditions in Napier. The results from this survey will assist future planning for Napier City.

(Is it possible to please speak to someone in your household who is aged 15 years or over?)

Can you spare about 15 minutes of your time to answer some questions? This survey is strictly confidential. All responses will remain completely confidential and will be grouped with others.

If it is not convenient to talk now, when would be a convenient time to call you back?
(Record their details on phone number sheet)

Information to give respondent if required:

- All information you give is confidential within the provisions of the Privacy Act and the Market Research Society Code of Ethics.
- Your responses will be used only for the purpose of this research and will be grouped with others' before being released to maintain confidentiality.
- You are welcome to ring my supervisor Elvis Bowring at APR Consultants during working hours on 0800 277 937. He will be happy to confirm the purpose of the research and discuss any other matters further with you.
- This survey has been undertaken regularly since 1998 in order to track resident's satisfaction with living in Napier.

Our first set of questions relate to housing and health services in Napier.

1. a. Is your home owned or rented? *(please tick ONE only)*

- O₁ Owned *(skip to Q2)*
- O₂ Rented *(continue to Q1b)*
- O₃ Don't know *(skip to Q2)*

b. (If rented) **Is that because...?** *(please tick ONE only)*

- O₁ That is your preferred choice
- O₂ House prices are too expensive.
- O₃ Other *(please specify reason)*

.....
.....

2. How satisfied are you with your current housing? *(please prompt and tick ONE only)*

- O1 Very satisfied *(skip to Q4)*
- O2 Fairly satisfied *(skip to Q4)*
- O3 Not very satisfied *(continue to Q3)*
- O4 Not at all satisfied *(continue to Q3)*
- O5 Don't know /can't say *(continue to Q3)*

3. What would you consider the major reasons for dissatisfaction? *(please record all comments)*

.....

.....

4. How would you rate your personal health at the moment? *(please prompt and tick ONE only)*

- O1 Excellent
- O2 Very good
- O3 Good
- O4 Poor
- O5 Extremely poor
- O6 Don't know/can't say

5. In the last 6 months, have you or a person in your household had occasion to visit: *(please prompt and tick ONE only)*

- O1 A doctor or other medical/health service *(continue to Q6)*
- O2 The Hawke's Bay Hospital *(skip to Q8)*
- O3 Both *(continue to Q6)*
- O4 Neither *(skip to Q10)*
- O5 Don't know *(skip to Q10)*

6. At the doctor or medical health/service, did you or another person in your household have on any occasion any problems in getting this health care? *(please tick ONE only)*

- O1 Yes *(continue to Q7)*
- O2 No *(if ticked BOTH in Q5 skip to Q8, if not skip to Q10)*
- O3 Don't know

7. Could you please describe any problems experienced in getting this health care ... *(please record all comments)*

.....
.....

8. At the Hawke's Bay Hospital, did you or the other person in your household have on any occasion any problems in getting this health care? *(please tick ONE only)*

- O1 Yes *(continue to Q9)*
- O2 No *(skip to Q10)*
- O3 Don't know

9. Could you describe any problems experienced in getting this health care ... *(please record all comments)*

.....
.....

The next set of questions relate to safety for yourself, your family and your possessions in Napier.

10. How would you rate your feeling of safety for yourself or other family members in any way (eg, personal, property etc)? *(please prompt and tick ONE only)*

- O1 Very safe *(skip to Q13)*
- O2 Fairly safe *(continue to Q11)*
- O3 Average *(continue to Q11)*
- O4 Not very safe *(continue to Q11)*
- O5 Not safe at all *(continue to Q11)*
- O6 Don't know/can't say *(skip to Q13)*

11. What are your safety concerns? *(please record all comments)*

.....
.....

12. What one thing do you think, could be done that would help you feel safer?
(please prompt...what could be done? and Who could do that?)

.....
.....

For the next part of the survey I'm going to ask you about education/training.

13. a. Have you been involved in post-secondary education and/or training in the last 12 months? (ie, education and training beyond high school) *(please tick ONE only)*

- O1 Yes *(continue to Q13b)*
- O2 No *(skip to Q15)*
- O3 Don't know *(skip to Q15)*

13. b. Who provided your training? *(please tick all that apply)*

- O1 Local Polytechnic
- O2 Private training provider
- O3 Industry Training Organisation (ITO)
- O4 Employer
- O5 Other *(please specify)*.....
.....
- O6 Don't know *(skip to Q15)*

14. Did the course provide you with the training you needed? *(please prompt and tick ONE only)*

- O1 Yes
- O2 Partly
- O3 No
- O4 Don't know

15. Would you consider taking further education or training in something that interests you? *(please tick ONE only)*

- O1 Yes
- O2 No
- O3 Don't know

16. What things made it, or might make it, difficult for you to continue with education/training? (please record all comments)

.....
.....

The next set of questions ask about your feelings toward the broader Napier community

17. How would you rate the current relationship between different ethnic groups in Napier? (please prompt and tick ONE only)

- O1 Not at all satisfactory
- O2 Not very satisfactory
- O3 Sometimes satisfactory/sometimes not
- O4 Fairly satisfactory
- O5 Very satisfactory
- O6 Don't know/can't say

18. Are there any comments you wish to make in relation to this situation? (please record all comments)

.....
.....

19. How would you rank the people of Napier as a community that takes care of, or provides help for, one another? (please prompt and tick ONE only)

- O1 Excellent
- O2 Very good
- O3 Good
- O4 Poor
- O5 Extremely poor
- O6 Don't know

Comments: (please record all comments)

.....
.....

20. Do you undertake any regular volunteer community work? (please tick ONE only)

- O1 Yes (please specify the type of volunteer work).....
.....
- O2 No
Are there barriers stopping you from doing voluntary work?
.....
- O3 Don't know

21. Are you a member of a voluntary social service group? (please tick ONE only)

- O1 Yes (please specify the social service group).....
.....
- O2 No
Are there barriers stopping you from being a member of a voluntary social service group?
.....
- O3 Don't know

22. Do you use the service of any social service organisation? (eg, Lifeline, Plunket, sickness benefit, Barnados, Age Concern, Birthright) (please tick ONE only)

- O1 Yes (please specify the social service organisation).....
.....
- O2 No
- O3 Don't know

23. Would you say your quality of life has improved over the past 5 years? (please tick ONE only)

- O1 Yes
- O2 No
- O3 Don't know

Why? (please record all comments)

.....
.....
.....

24. What do you think may happen to your quality of life in the next 5 years?
(please prompt and tick ONE only)

- O1 Likely to improve
- O2 Stay about the same
- O3 Likely to deteriorate
- O4 Don't know

Why? (please record all comments)

.....

.....

.....

I would now like to ask you some questions relating to employment

25. What is your employment situation at present? (please prompt and tick ONE only)

- O1 Employed full-time (skip to Q26c)
What is your occupation?.....
.....
- O2 Employed part-time (skip to Q26b)
What is your occupation?.....
.....
- O3 Unemployed (continue to Q26a)
- O4 Parenting/home duties/retired (continue to Q26a)
- O5 Beneficiary (not working) (continue to Q26a)
- O6 Education and training (continue to Q26a)
- O7 Other (please specify).....
.....

26a. Do you want a job now? (can be either part-time or full-time paid job, please tick ONE only)

- O1 Yes (skip to Q28)
- O2 No (skip to Q28)
- O3 Don't know (skip to Q28)

26b. If employed part-time would you prefer to work full-time now? *(please tick ONE only)*

- O1 Yes
- O2 No
- O3 Don't know

26c. Do you have more than one job at present? *(please tick ONE only)*

- O1 Yes
- O2 No
- O3 Don't know

27. What concerns, if any, do you have about your present employment situation?
(please record all comments)

.....

.....

.....

The next set of questions relate to your feelings towards both the Napier community and the country in general

28. How much opportunity do you feel you have to express your views about the future direction of Napier City? *(please prompt and tick ONE only)*

- O1 None or virtually none
- O2 Very little
- O3 Just enough
- O4 Quite a lot
- O5 Plenty
- O6 Don't know

Comments: *(please record all comments)*

.....

.....

.....

29. How much opportunity do you feel you have to express your views about the future direction of New Zealand? (please prompt and tick ONE only)

- O1 None or virtually none
- O2 Very little
- O3 Just enough
- O4 Quite a lot
- O5 Plenty
- O6 Don't know

Comments: (please record all comments)

.....

.....

.....

Lastly, we have some demographic questions to ensure that we survey a cross-section of residents

30. How long have you lived in Napier? (please prompt and tick ONE only)

- O1 Less than 1 year
- O2 1-2 years
- O3 3-5 years
- O4 5-10 years
- O5 More than 10 years
- O6 Don't know

31. What suburb of Napier do you live in? (please prompt and tick ONE only)

- | | |
|---|---|
| <input type="radio"/> O1 Bay View | <input type="radio"/> O8 Maraenui (Nelson Park) |
| <input type="radio"/> O2 Westshore | <input type="radio"/> O9 Pirimai |
| <input type="radio"/> O3 Ahuriri (Bluff Hill) | <input type="radio"/> O10 Tamatea |
| <input type="radio"/> O4 Hospital Hill | <input type="radio"/> O11 Taradale |
| <input type="radio"/> O5 Greenmeadows | <input type="radio"/> O12 Meeanee (Awatoto) |
| <input type="radio"/> O6 Marewa (McLean Park) | <input type="radio"/> O13 Poraiti |
| <input type="radio"/> O7 Onekawa | <input type="radio"/> O14 Refused (do not read out) |
| | <input type="radio"/> O15 Other |

32. Please stop me when I reach your age group (please prompt and tick ONE only)

- O1 15 - 24
- O2 25 - 34
- O3 35 - 44
- O4 45 - 54
- O5 55 - 64
- O6 65+
- O7 Refused (do not read out)

33. With which ethnic group do you mainly identify with? (please prompt and tick ONE only)

- O1 New Zealand Pakeha/European
- O2 New Zealand Māori
(What is the main iwi you belong to?).....
- O3 Pacific Island
- O4 Asian
- O5 Other (please specify)
- O6 Refused (do not read out)

34. Finally, please stop me when I reach your gross household income (ie, income before tax) (all responses are confidential, please tick ONE only)

- O1 Zero income
- O2 \$1-5,000
- O3 \$5,001 - \$10,000
- O4 \$10,001 - \$15,000
- O5 \$15,001 - \$20,000
- O6 \$20,001 - \$30,000
- O7 \$30,001 - \$40,000
- O8 \$40,001 - \$50,000
- O9 \$50,001 and over
- O10 Refused (do not read out)

35. Do you have access to a car during the day? (please tick ONE only)

- O1 Yes
- O2 No
- O3 Don't know

36. Do you have access to the Internet? (includes at home, school etc) (please tick ONE only)

- O1 Yes
- O2 No
- O3 Don't know

37. Gender (only ask if unsure and tick ONE only)

- O1 Male
- O2 Female

Thank you for your participation. We appreciate your time!