

NAPIER SOCIAL MONITOR 2017

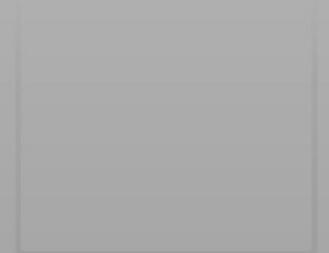
PREPARED FOR

NAPIER CITY COUNCIL

BY

APR CONSULTANTS

29 June 2017



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EXECUTIVE SUMMARY

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 April and May 2017.

Areas surveyed related to housing, health, safety, employment, education and training, vehicle, internet and smartphone access, nature of the community and community relationships. The key findings are summarised in this section and detailed in the report that follows.

Housing

Housing ownership type

Most respondents (83.0% of all respondents) indicated that they owned their own home and approximately one-fifth (17.0%) indicated that they rented. These results were broadly similar to the 2014 survey where 77.8% owned and 21.8% rented.

Reasons for ownership type

Of the 17.0% of respondents (68) that lived in rented housing, 57.4% stated they did so because house prices were too expensive, with 16.2% stating that it was because this was their preferred option. A further 22.1% provided other reasons for renting and 4.4% did not specify an answer. Other reasons specified related to living with friends or family and not having enough savings yet. For a detailed list of respondents' reasons for preferring rented housing refer to Appendix One, question 1b.

From 2014 to 2017, those that thought house prices were too expensive increased by 17.1%.

Housing satisfaction

The majority of respondents (93.5%) were either very satisfied or fairly satisfied with their current housing in Napier. This was in line with the 2014 results where 92.0% of respondents were very or fairly satisfied.

Selected reasons for dissatisfaction included; housing affordability, limited housing being available, problems with neighbours and poor standards of housing. For a full list of respondents' reasons refer to Appendix One, question 3.

Health

Personal health

Respondents were mostly happy with their personal health with 89.0% rating it as excellent, very good or good. A total of 8.0% of respondents rated their personal health as poor and 2.8% as extremely poor.

Feelings towards personal health were similar in 2014. In total 89.0% rated their health positively compared with 87.5% in 2014. Slightly over a tenth (10.8%) rated their health negatively compared with 11.3% in 2014.

Health service usage

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.

- 47.3% of respondents reported they had visited a doctor or medical health service exclusively (54.5% in 2014);
- 32.5% of respondents reported they had visited both a doctor/medical health service and the Hawke's Bay Hospital (26.3% in 2014), while;
- 3.0% had visited the Hawke's Bay Hospital only (also 3.0% in 2014); and
- 16.8% reported they had visited neither (compared to 14.8% in 2014).

Problems getting health care at doctor or medical health service

The majority (85.6%) of those seeking health care from a doctor or Medical Health Service (319 respondents) reported no problems with the service, a decrease of 0.5% since 2014.

The most common problems specified were delays in getting treatment. The most common problem was having to wait to visit the facility (40.5% of those that identified problems), followed by having long waits at the facility (18.9%).

Problems getting health care at Hawke's Bay Hospital

Most respondents (82.4%) who sought health care at the Hawke's Bay Hospital reported no problems with the service. This was an increase of 7.2% from 2014. A total of 16.2% of respondents reported some problems getting health care at the Hawke's Bay Hospital. This was a 6.9% decrease from the number recorded in 2014.

The most common problems specified were delays in getting treatment. The most common problem was having to wait at the facility (39.1% of those that identified problems), followed by long waits to visit the facility (30.4%). Other problems identified were poor standard of care (21.7%), and not enough doctors/specialists/nurses or staff (13.0%).

Personal safety

Almost all respondents (93.8%) rated their feeling of safety for themselves and other family members as average or better.

Most respondents (68.5%) rated their feeling of safety as very safe or fairly safe and a further 25.3% of respondents regarded their feelings of safety as average. A further 6.0% of respondents did not feel safe and 0.3% did not know.

Feelings of personal safety were lower than in 2014. Those who felt very or fairly safe in Napier decreased by 6.5% from 75.0% in 2014 to 68.5% in 2017.

Safety concerns

A large number of comments were received with regards to safety. The main safety concerns were burglary (29.0% of the entire sample), going out at night (10.3%), attacks/abuse/violence (10.0%), strangers/thugs/prowlers (7.3%) and youth crime (7.0%). The full list of comments, grouped into the categories below can be found in Appendix One, question 11.

Education and training

Education Participation

Nearly one-fifth (18.3%) of respondents had been involved in post-secondary education and/or training in the last 12 months. This was higher than the number in 2014 when 16.5% had been involved.

Education organisations used

Respondents sourced post-secondary education and training from a wide variety of organisations both within the region and nationally. The Eastern Institute of Technology provided approximately one third (31.5%) of education and training opportunities to respondents and employers provided training for 23.3% of respondents. Private training providers and Industry Training Organisations each account for 13.7% and 9.6% respectively of education and training opportunities.

Training and education from other organisations were listed by approximately one third (30.1%) of respondents. Selected organisations specified included: Massey University and the Ministry of Education. For a full list of organisation specified by respondents refer to Appendix One, question 13b.

Success of post-secondary and training

Success of post-secondary and training had increased since 2014. The percentage of respondents who reported that a course had provided them with required training increased by 6.9%, from 71.2% in 2014 to 78.1% in 2017.

Further education or training

When asked if they would consider taking further education or training that interests them, 54.5% of respondents replied that they would and 40.8% reported that they would not. In 2014, 58.3% of respondents replied that they would and 37.3% reported that they would not.

Barriers to continuing with education or training

Barriers to continuing with education or training included financial reasons (reported by 22.0% of respondents), age (12.8%), lack of time (12.8%), family/children (8.8%) and business/employment (8.5%). A total of 5.8% of respondents had no barriers to continuing education if they wished to pursue this option and only 3.3% specified that suitable courses were not available.

Employment

Approximately one-third (39.0%) of respondents were employed full-time, 27.0% were employed in parenting, home duties or retired roles and 16.5% were employed part-time. A further 4.3% were undertaking education and training courses, 4.5% of respondents were beneficiaries (other than those on Jobseeker Support or NZ Superannuation) and 2.3% were unemployed.

Respondents who identified themselves as being employed full time increased by 6.5% from 2014, while workers who identified as being employed part time decreased by 4.0%.

Respondents not working full-time or part-time employed

Those respondents not working full-time or part-time were asked if they would like a job now. A total of 20.2% said they would like a job while 57.3% said they would not like a job. This was a slight decrease from 2014 where 22.9% indicated that they would like a job (a decrease of 2.6%).

Respondents employed working part-time

Those respondents working part-time were asked if they would like a full-time job now. Just over a tenth (13.2%) said they would like full-time work, with 80.9% being happy with part-time work and 5.9% not specifying an answer.

For the 2017 round, the proportion of part-time workers who would like a full-time job had dropped by 11.5% from 2014 (24.7% to 13.2%).

Employed respondents number concurrent jobs

Of those respondents currently working 9.8% had more than one job, while 85.3% had only one job. A further 0.9% didn't know and 4.0% did not specify an answer. The numbers of people with more than one job dropped 2.5% from 2014.

Respondents' employment concerns

Over a quarter of respondents (28.3%) specified that they had no concerns about their present employment situation. Out of the entire sample, the most common concern about employment was job uncertainty (4.3% of all respondents) and high work load/stress (3.0%).

Napier community

Community relationships

Respondents were asked to rate the current relationship between different ethnic groups in Napier. The majority of respondents (57.0%) rated the relationship as either very satisfactory (11.3%) or fairly satisfactory (45.8%). A further 25.5% rated it as sometimes satisfactory and sometimes not. On the negative side, a total of 6.5% of respondents rated the current relationship between different ethnic groups as not very satisfactory (5.5%) and not at all satisfactory (1.0%).

Results were higher than 2014 with those rating the relationship as satisfactory increasing 3.8% from 53.3% in 2014 to 57.0% in 2017.

Caring community

The majority (88.0%) of respondents viewed Napier as good, very good or excellent at being a caring community. Nearly a tenth (8.5%) rated it as poor (7.0%) or very poor (1.5%) at being a caring community. A further 3.5% didn't know.

These results were very similar to those found in 2014. At this time, the majority of respondents (88.3%) felt that Napier was good, very good or excellent at being a caring community. A further 6.3% felt Napier was either poor or extremely poor in terms of caring.

Volunteer community work

Over a quarter of respondents (27.8%) undertook regular volunteer community work while 71.5% did not. A further 0.5% didn't know and 0.3% didn't specify an answer.

Most volunteer work was community/social based (45.9% of those who indicated that they undertook volunteer community work). This was followed by sports hobbies (19.8%), health (15.3%), school/teaching (14.4%) and religious work (12.6%). A full list of groups supported is contained in Appendix One, Question 20a.

Respondents undertaking volunteer work had decreased by 5.5% since 2014 when 33.3% of respondents undertook regular volunteer community work.

Social service group membership

Only 11.5% of respondents were members of social service groups, while 86.0% were not members of any social service group. A further 2.0% didn't know and 0.5% did not specify an answer. Respondents who belonged to a social service group had decreased by 3.5% since 2014 when 15.0% of respondents were members.

Barriers stopping respondents from joining social service groups included no spare time (39.8% of those who indicated there were barriers), work (30.1%), health (21.1%), family (16.3%) and age (9.8%). Slightly over half the sample (50.3%) of respondents stated that there were no barriers preventing them from joining social service groups.

Quality of life

Current quality of life

Respondents were asked if their quality of life had improved over the last five years. Over half (55.5%) of the respondents reported that their quality of life had improved while 39.5% reported no improvement. A further 4.8% didn't know and 0.3% did not specify an answer.

Compared to 2014, 4.3% more people reported improvements to their quality of life in Napier. In 2014, 51.3% reported that their quality of life had improved over the past 5 years, increasing to 55.5% in 2017.

Predicted quality of life

Respondents were asked what they expected to happen to their quality of life over the next five years. A total of 36.0% of respondents expected their quality of life to improve, 42.3% expected their quality of life to stay the same, while 13.8% expected their quality of life to deteriorate.

Views regarding future direction

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 41.3% of respondents stated very little, none or virtually none, 23.8% stated just enough and 29.5% stated plenty or quite a lot. A further 5.5% of respondents did not know or did not specify an answer.

Respondents who felt they had plenty, or quite a lot of opportunity to express their views about the future direction of Napier City increased by 4.0% from 2014 (25.5% in 2014 to 29.5% in 2017).

Views on the 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 (59.8%) believed they had very little or no chance of having a say about the future direction of New Zealand, up from 52.5% in 2014. A total of 23.3% believed they had just enough of a say on national issues. Just over a tenth of respondents (12.3%) felt they had either quite a lot, or plenty of opportunities to express their views, down from 18.3% in 2014. A total of 4.8% of respondents did not know or did not specify an answer to this question.

Respondents who felt they had plenty, or quite a lot of opportunity to express their views about the future direction of New Zealand decreased by 6.0% from 2014 (18.3% in 2014 to 12.3% in 2017).

Access**Mobility**

A total of 93.0% of respondents had access to a vehicle during the day while 6.0% did not. This was a 9.8% increase in respondents that had access to a vehicle from 2014. Removing don't know and not specified responses from the calculation, resulted in 93.9% of respondents in Napier having access to a car during the day, with 6.1% not having access.

Internet access

A total of 93.3% of respondents had access to the internet in some way (either at home, school or work, etc.) while 6.3% did not. A further 0.5% of respondents did not specify an answer to this question. Removing them from the calculation, resulted in 93.7% of respondents in Napier having access to the internet, with 6.3% not having access.

SmartPhone access

A total of 79.8% of respondents had access to a smartphone in some way (either at home, school or work, etc.) while 19.8% did not. A further 0.6% of respondents did not know or did not specify an answer to this question. Removing them from the calculation revealed that 80.2% of Napier residents had access to a smartphone, with 19.8% not having access at the time of the survey.

Sample demographics**Age**

The age group composition of the survey sample was matched to the ratio of the population of Napier at the time of the 2013 Census. The biggest variation was in people aged between 15 to 24. This was a difference of -5.8% from Census ratios. All other age ranges were within a variation of +/- 2.0%.

Compared to the 2014 results, the 2017 survey had a 6.3% reduction in respondents aged between 15 to 24. The numbers of respondents aged between 25 to 54 were all higher than in 2014 (by 1.8% for those aged 15 to 34 and 45 to 54 and 2.0% for those aged 35 to 44). Less respondents aged between 55-64 were sampled for the 2017 survey, a reduction of 0.8%.

Ethnicity

A total of 82.5% of the survey sample was of New Zealand Pakeha/European origin, while 18.5% were Maori, 2.3% were Asian and 1.8% were Pacific Islanders. Note that respondents could identify coming from multiple ethnicities, so totals do not add to 100%. All ethnicities were within +/- 3.5% of Census 2013 ratios.

Compared to the 2014 survey, the number of respondents identifying as New Zealand Pakeha/European increased by 10.5%, those who identified as Maori by 3.5% and those that identified as Asian by 0.5%.

Gender

A total of 56.0% of respondents were female, with the remainder (44.0%) being male. This was representative of the Napier population with the biggest variation from Census 2013 being +/- 3.2%.

Length of time living in Napier

Over two-thirds (76.0%) of respondents had lived in Napier for more than 10 years, while only 2.5% of respondents had lived in Napier for less than one year. Residents who have lived in Napier for 10 years or more increased 3.3% from the 2014 survey.

Place of residence

The place of residence composition of the survey sample was matched to the ratio of the population of Napier at the time of the 2013 Census. All places were within a variation of +/- 2.2%. Most respondents were from Taradale (19.8%), followed by Marewa (McLean Park) (13.8%), Greenmeadows (13.3%), Onekawa (7.8%), Tamatea (7.8%), Maraenui (Nelson Park) (7.3%), Pirimai (6.8%).

Nominal household income

Respondents were asked to identify their gross annual household income. For respondents who specified their household income, only 0.9% of respondents indicated that they had zero income, with a further 0.6% indicating that they earned under \$5,000 per year. Most respondent households earned more than \$20,000 per year (96.5% of the sample who specified their household incomes). This dropped to 62.2% when looking at households earning more than \$50,000, 53.5% when looking at households earning more than \$60,000, 43.6% earning more than \$70,000 and 23.8% earning more than \$100,000. Just under a tenth of the sample (7.0%) indicated that they earned over \$150,000 per year.

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1.0 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 April 2017. This survey is representative of the population of Napier as at the 2013 Census results.

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, the internet and smartphones.
- 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.

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, November 2009, October 2012 and October 2014.

2.0 METHODOLOGY

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

Apart from minor changes, the questionnaire was similar to that used in previous surveys. Some questions were modified slightly to make them more user friendly and a question was added to ask about access to smartphone technology. This technology was not available when the survey programme commenced in 1998.

A random sample of residential telephone numbers was generated using the Hawke's Bay Telecom White Pages. This was boosted by targeted online sampling.

To help ensure the survey results would be more representative of the Napier population, quotas were applied by age, gender and ethnicity to the 2013 Census. Experienced telephone interviewers were briefed regarding the questionnaire, the quota requirements and the survey's objectives.

APR Consultants hosted an online version of the survey, and created a url link that was targeted to shortfalls from the telephone survey sampling (mainly youth and ethnic groups).

In order to create the final sample of 400 respondents, matched to the makeup of Napier at the time of the 2013 Census, 946 surveys were collected.

2.1 Survey

A total of 400 stratified surveys from within Napier City were undertaken during April to May 2017. This provided 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.

An online version of the survey was created and hosted by APR Consultants. The web address to the survey was advertised in the media and via social media.

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

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

¹ A 95% level of confidence implies that if 1,000 samples were taken, we would expect that the results obtained would be the true value in all but fifty samples. In other words, the results in 950 of these samples are likely to be similar 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.

3.0 RESULTS

The following section outlines key results from the 2017 Napier Social Monitor Survey. A detailed analysis of the survey results is provided in Appendix One. Where appropriate, comparisons are made with the 2014 Napier Social Monitor Survey results.

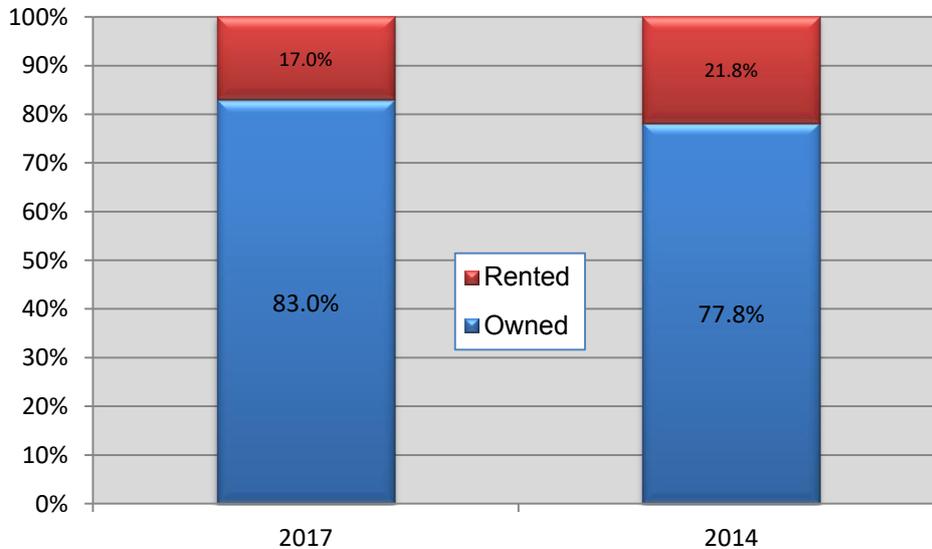
Note that the base number shown at the bottom of each graph is for the 2017 results only.

3.1 Housing

3.1.1 Home ownership

Most respondents (83.0% of all respondents) indicated that they owned their own home and approximately one-fifth (17.0%) indicated that they rented. These results were broadly similar to the 2014 survey where 77.8% owned and 21.8% rented.

Figure 1: Ratio of rented to owned properties



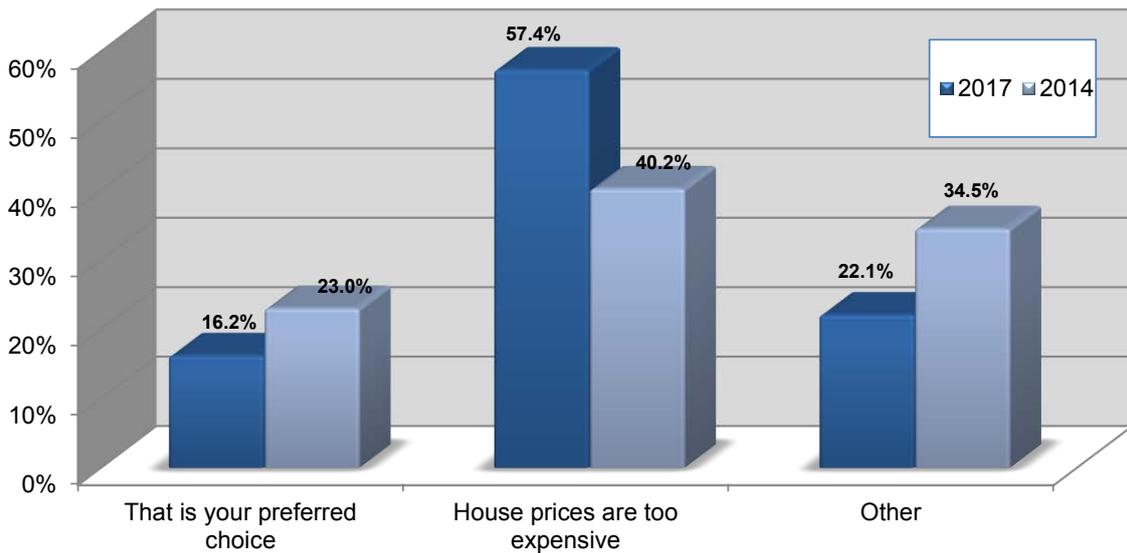
Note: base number = 400

Of the 17.0% of respondents (68) that lived in rented housing, 57.4% stated they did so because house prices were too expensive, with 16.2% stating that it was because this was their preferred option. A further 22.1% provided other reasons for renting and 4.4% did not specify an answer.

Other reasons specified related to living with friends or family and not having enough savings yet. For a detailed list of respondents’ reasons for preferring rented housing refer to Appendix One, question 1b.

From 2014 to 2017, those that thought house prices were too expensive increased by 17.1%.

Figure 2: Reason for renting



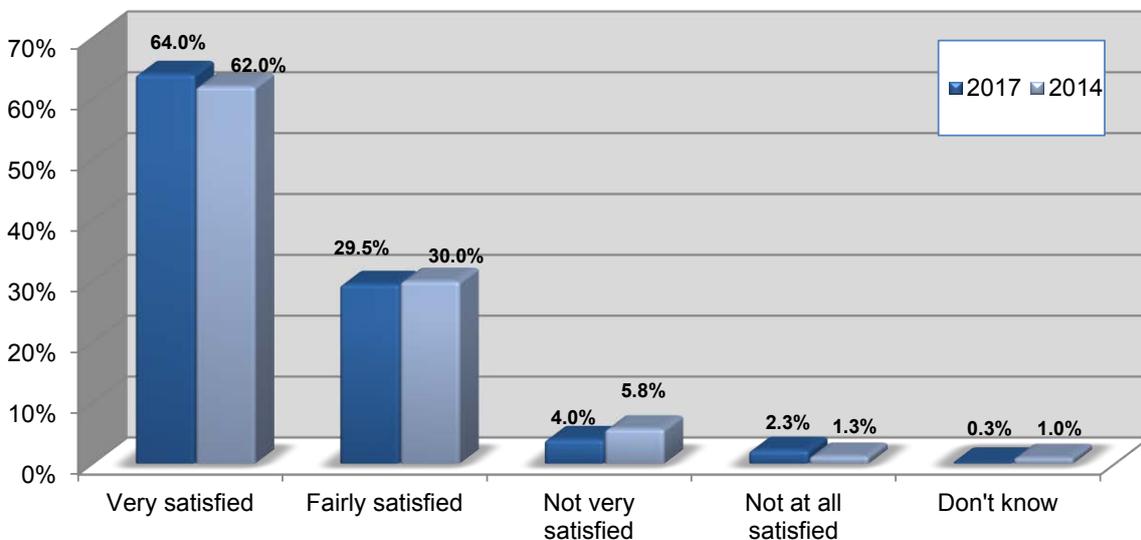
Note: base number = 68

3.1.2 Satisfaction

The majority of respondents (93.5%) were either very satisfied or fairly satisfied with their current housing in Napier. A further 4.0% of respondents were not very satisfied, with 2.3% being not at all satisfied. This was in line with the 2014 results where 92.0% of respondents were very or fairly satisfied.

Selected reasons for dissatisfaction included; housing affordability, limited housing being available, problems with neighbours and poor standards of housing. For a full list of respondents' reasons refer to Appendix One, question 3.

Figure 3: Rate of housing satisfaction



Note: base number = 400

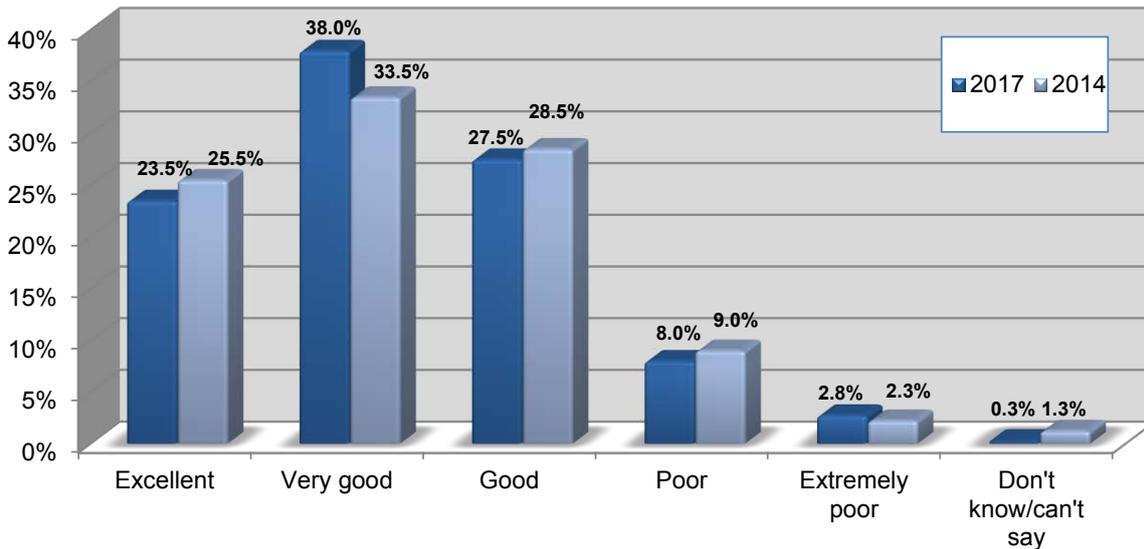
3.2 Health

3.2.1 Personal health

Respondents were mostly happy with their personal health with 89.0% rating it as excellent, very good or good. A total of 8.0% of respondents rated their personal health as poor and 2.8% as extremely poor.

Feelings towards personal health were similar in 2014. In total 89.0% rated their health positively compared with 87.5% in 2014. Slightly over a tenth (10.8%) rated their health negatively compared with 11.3% in 2014.

Figure 4: Rating of personal health



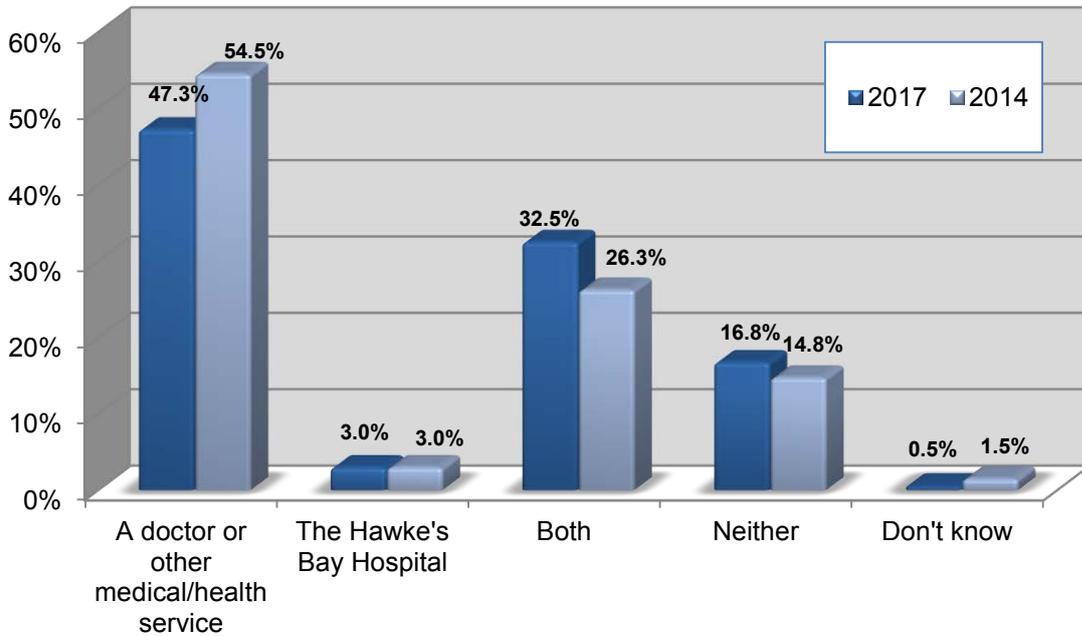
Note: base number = 400

3.2.2 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. Respondents were asked if they had any problems receiving health services over the period between November 2016 and May 2017.

- 47.3% of respondents reported they had visited a doctor or medical health service exclusively (54.5% in 2014);
- 32.5% of respondents reported they had visited both a doctor/medical health service and the Hawke’s Bay Hospital (26.3% in 2014), while;
- 3.0% had visited the Hawke’s Bay Hospital only (also 3.0% in 2014); and
- 16.8% reported they had visited neither (compared to 14.8% in 2014).

Figure 5: Usage of doctor or health service



Note: base number = 400

3.2.3 Problems getting health care at doctor or medical health service

The majority (85.6%) of those seeking health care from a doctor or Medical Health Service (319 respondents) reported no problems with the service, a decrease of 0.5% since 2014.

The most common problems specified were delays in getting treatment. The most common problem was having to wait to visit the facility (40.5% of those that identified problems), followed by having long waits at the facility (18.9%). Other problems identified were cost (16.2%), and poor standard of care (10.8%). A full list of comments, grouped by categories can be found in Appendix One, Question 7.

Table 1: Problems identified with getting health care at doctor or medical health service

	Number	Percent
Delays in getting treatment (waiting to visit facility)	15	40.5%
Delays in getting treatment (at facility)	7	18.9%
Cost	6	16.2%
Poor standard of care	4	10.8%
Not enough doctors/specialists/nurses	3	8.1%
Given wrong/no information	1	2.7%
Poor communication	1	2.7%
Other	5	13.5%
Not specified	4	10.8%
Sample	37	

Note: Not additive as respondents comments could be coded into multiple categories

3.2.4 Problems getting health care at Hawke's Bay Hospital

Most respondents (82.4%) who sought health care at the Hawke's Bay Hospital reported no problems with the service. This was an increase of 7.2% from 2014. A total of 16.2% of respondents reported some problems getting health care at the Hawke's Bay Hospital. This was a 6.9% decrease from the number recorded in 2014.

The most common problems specified were delays in getting treatment. The most common problem was having to wait at the facility (39.1% of those that identified problems), followed by long waits to visit the facility (30.4%). Other problems identified were poor standard of care (21.7%), and not enough doctors/specialists/nurses or staff (13.0%). A full list of comments, grouped by categories can be found in Appendix One, Question 9.

Table 2: Problems identified with getting health care at Hawke's Bay Hospital

	Number	Percent
Delays in getting treatment (at facility)	9	39.1%
Delays in getting treatment (waiting to visit facility)	7	30.4%
Poor standard of care/not as efficient as could be	5	21.7%
Not enough doctors/specialists/nurses/staff overworked	3	13.0%
Poor communication	2	8.7%
Transport issues	2	8.7%
Details of health concerns	1	4.3%
Given wrong/no information	1	4.3%
Cost	0	0.0%
Other	2	8.7%
Not specified	2	8.7%
Sample	23	

Not necessarily additive as respondents comments could be coded to multiple categories

3.3 Safety

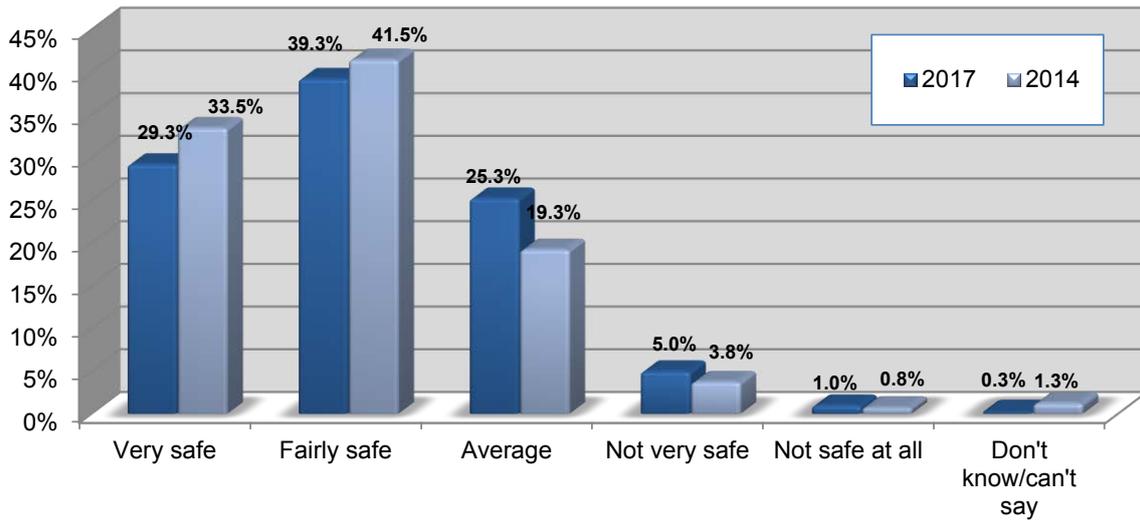
3.3.1 Personal safety

Almost all respondents (93.8%) rated their feeling of safety for themselves and other family members as average or better.

Most respondents (68.5%) rated their feeling of safety as very safe or fairly safe and a further 25.3% of respondents regarded their feelings of safety as average. A further 6.0% of respondents did not feel safe and 0.3% did not know.

Feelings of personal safety were lower than in 2014. Those who felt fairly or very safe in Napier decreased by 6.5% from 75.0% in 2014 to 68.5% in 2017.

Figure 6: Rating of safety in Napier



Note: base number = 400

A large number of comments were received with regards to safety. The main safety concerns were burglary (29.0% of the entire sample), going out at night (10.3%), attacks/abuse/violence (10.0%), strangers/thugs/prowlers (7.3%) and youth crime (7.0%). The full list of comments, grouped into the categories below can be found in Appendix One, question 11.

Table 3: Safety concerns specified

	Number	Percent	% tot sample.
Burglary	116	41.1%	29.0%
Going out at night	41	14.5%	10.3%
Attacks/abuse/violence	40	14.2%	10.0%
Strangers/thugs/prowlers/weirdos	29	10.3%	7.3%
Youth	28	9.9%	7.0%
Drugs/druggies/drunks	24	8.5%	6.0%
Gangs	23	8.2%	5.8%
Lack of police/slow response/not open 24 hours	23	8.2%	5.8%
Driving/drivers/boy racers/traffic	16	5.7%	4.0%
Car theft/theft from car/wilful damage to car	10	3.5%	2.5%
Home invasions	10	3.5%	2.5%
Being/walking alone	8	2.8%	2.0%
General mentions of crime and perceived increase in it	8	2.8%	2.0%
Locations of concern	6	2.1%	1.5%
Natural disasters/dirty water	6	2.1%	1.5%
Safety of children	6	2.1%	1.5%
Vandals/graffiti	5	1.8%	1.3%
Increased poverty/increase in desperation	4	1.4%	1.0%
Racism	4	1.4%	1.0%
Town improvements/lighting	3	1.1%	0.8%
Living alone	2	0.7%	0.5%
Roaming dogs	1	0.4%	0.3%
No safety concerns	12	4.3%	3.0%
Don't know	4	1.4%	1.0%
Other	7	2.5%	1.8%
Not specified	24	8.5%	6.0%
Sample	282		

Not necessarily additive as respondents comments could be coded to multiple categories

Sample is out of people who indicated any safety concerns (282 respondents)

Note: % tot sample is the percentage out of the entire sample (ie, 400 respondents)

Respondents were asked what one thing they think could be done that would help them feel safer. The most mentioned solution specified was having more Police and making them being more visible (42.9% of those who identified any safety concerns). Other solutions specified were better street lighting/CCTV cameras/alarms (6.7%), community policing/neighbourhood watch (6.4%) and having strict sentencing (6.4%). Note that this is an abbreviated table. The full table can be found in Appendix One, question 12.

Table 4: Safety concerns specified

	Number	Percent
More police/visible policing/beat police including night patrol /more resources	121	42.9%
Provide better street lightings/CCTV cameras/alarms	19	6.7%
Community policing/neighbourhood watch	18	6.4%
Overhaul law/impose strict penalties for offenders	18	6.4%
Community awareess/youth programmes	16	5.7%
Support homeless/jobless	14	5.0%
Nothing else can be done	21	7.4%
Already feel safe	6	2.1%
Don't know	27	9.6%
Other	7	2.5%
Sample	282	

*Not necessarily additive as respondents comments could be coded to multiple categories
Sample is out of people who indicated any safety concerns (282 respondents)*

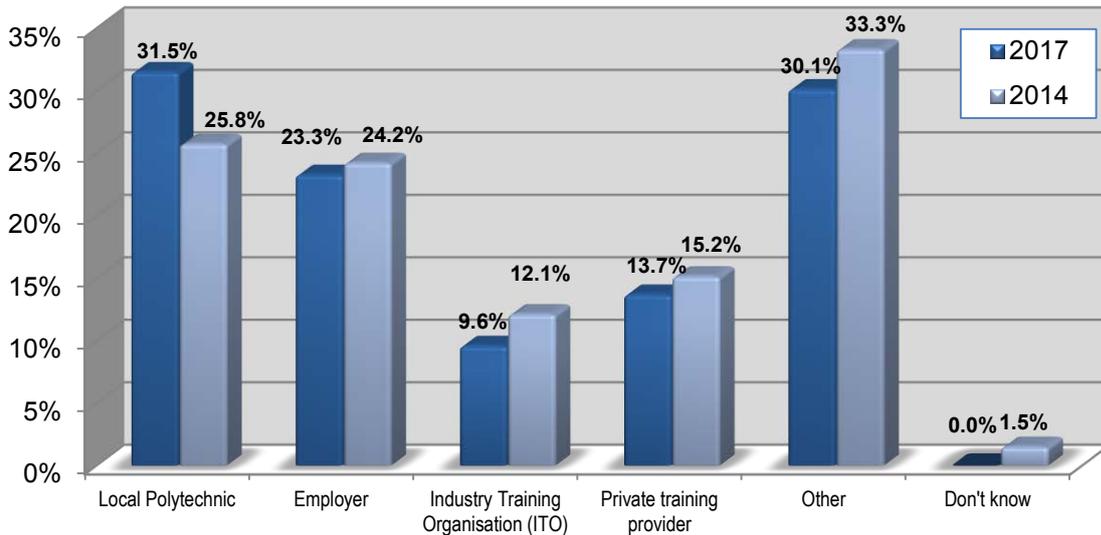
3.4 Education and training

Nearly one-fifth (18.3%) of respondents had been involved in post-secondary education and/or training in the 12 months prior to May 2017. This was higher than the number in 2014 when 16.5% had been involved.

Respondents sourced post-secondary education and training from a wide variety of organisations both within the region and nationally. The Eastern Institute of Technology provided approximately one third (31.5%) of education and training opportunities to respondents and employers provided training for 23.3% of respondents. Private training providers and Industry Training Organisations each account for 13.7% and 9.6% respectively of education and training opportunities.

Training and education from other organisations were listed by approximately one third (30.1%) of respondents. Selected organisations specified included: Massey University and the Ministry of Education. For a full list of organisation specified by respondents refer to Appendix One, question 13b.

Figure 7: Post-secondary education and training organisations used in the 12 months prior to May 2017²



Note: base number = 73

Overall, 78.1% of respondents reported that the course had provided them with the training they needed, while 15.1% reported the course had partly provided them with the required training. No respondents indicated that the course did not provide the training that they needed. A further 6.8% of respondents stated that they did not know or did not specify an answer.

Success of post-secondary and training had increased since 2014. The percentage of respondents who reported that a course had provided them with required training increased by 6.9%, from 71.2% in 2014 to 78.1% in 2017.

When asked if they would consider taking further education or training that interests them, 54.5% of respondents replied that they would and 40.8% reported that they would not. In 2014, 58.3% of respondents replied that they would and 37.3% reported that they would not.

Barriers to continuing with education or training included financial reasons (reported by 22.0% of respondents), age (12.8%), lack of time (12.8%), family/children (8.8%) and business/employment (8.5%). A total of 5.8% of respondents had no barriers to continuing education if they wished to pursue this option and only 3.3% specified that suitable courses were not available.

² Note: Categories in the graph are not additive as respondents could identify multiple sources of training.

Table 5: Barriers to continuing education or training

	Number	Percent
Financial	88	22.0%
Age	51	12.8%
Lack of time	51	12.8%
Family/children	35	8.8%
Business/employment	34	8.5%
Lack of interest/nothing (if wants to do it)/motivation	31	7.8%
Happy with qualifications/don't want further training	14	3.5%
Health/learning disability	13	3.3%
Suitable courses/night classes - not available	13	3.3%
Times not suitable	11	2.8%
Location/transport	9	2.3%
Already training	3	0.8%
Government funding	1	0.3%
Nothing	23	5.8%
Other	1	0.3%
Sample	400	

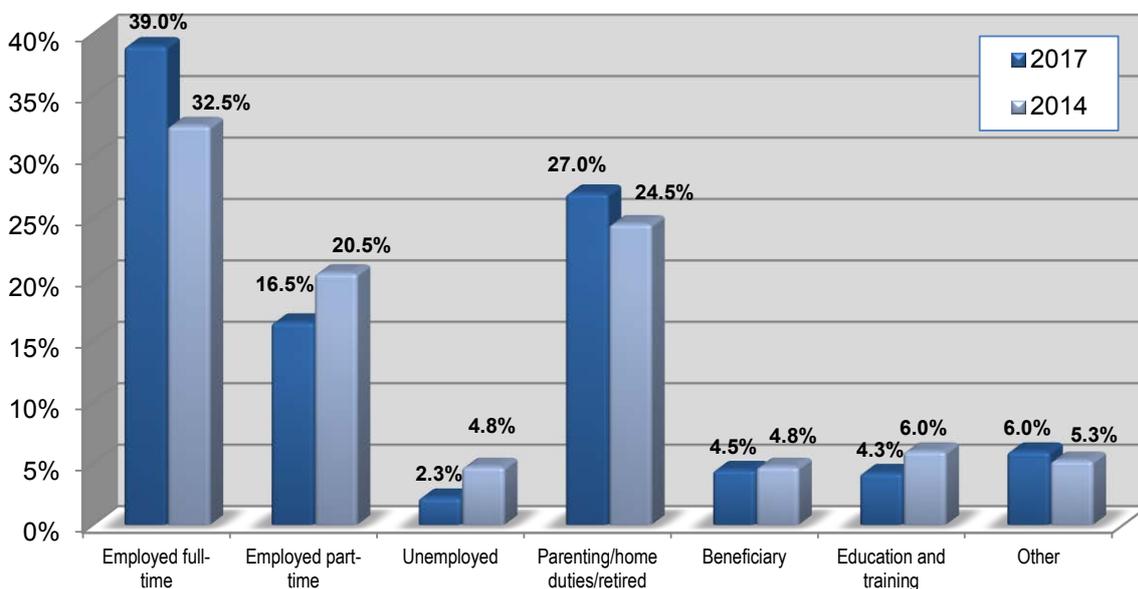
Note: Not additive as respondents comments could be coded into more than one category

3.5 Employment

As at May 2017, approximately one-third (39.0%) of respondents were employed full-time, 27.0% were employed in parenting, home duties or retired roles and 16.5% were employed part-time. A further 4.3% were undertaking education and training courses, 4.5% of respondents were beneficiaries (other than those on Jobseeker Support or NZ Superannuation) and 2.3% were unemployed. A further 8.5% identified other employment categories (eg, self-employed) and 0.5% did not specify an answer to this question.

Respondents who identified themselves as being employed full time increased by 6.5% from 2014, while workers who identified as being employed part time decreased by 4.0%.

Figure 8: Employment situation of Napier residents as at May 2017

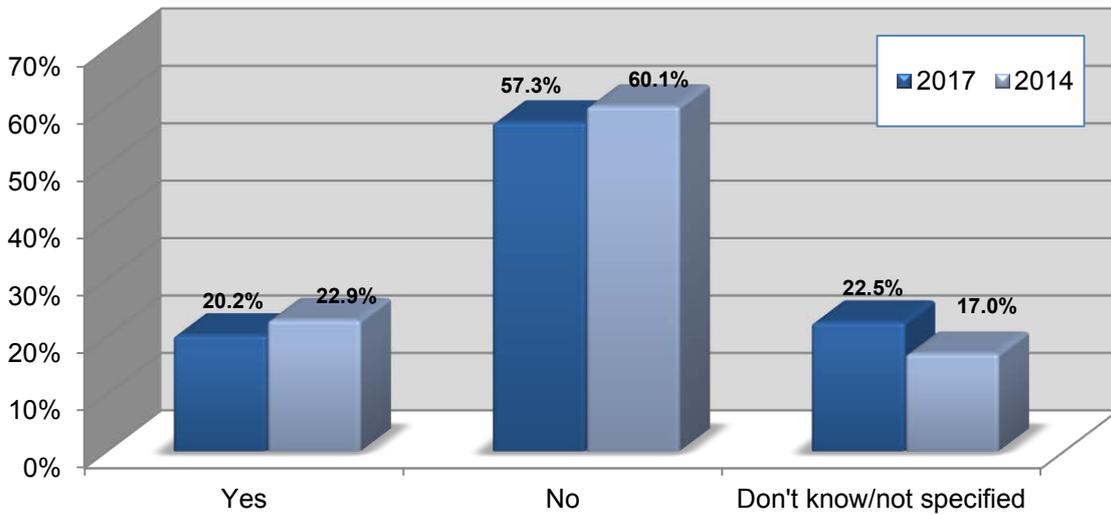


Note: base number = 400

3.5.1 Respondents not working full-time or part-time employed

Those respondents not working full-time or part-time were asked if they would like a job now. As at May 2017, a total of 20.2% said they would like a job while 57.3% said they would not like a job. This was a slight decrease from 2014 where 22.9% indicated that they would like a job (a decrease of 2.6%).

Figure 9: Respondents' desire for a job as at May 2017



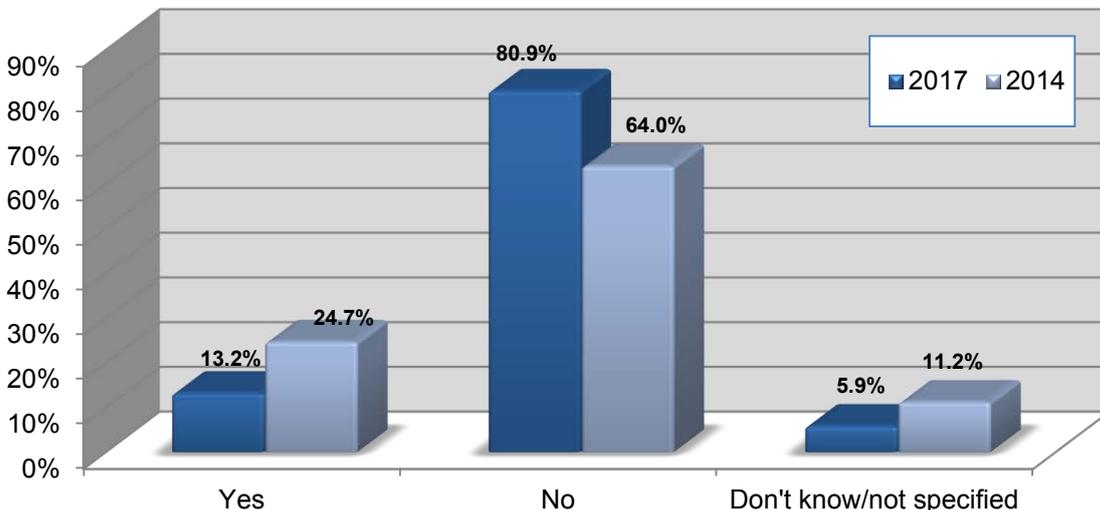
Note: base number = 178

3.5.2 Respondents employed working part-time

Those respondents working part-time were asked if they would like a full-time job now. As of May 2017, just over a tenth (13.2%) said they would like full-time work, with 80.9% being happy with part-time work and 5.9% not specifying an answer.

For the 2017 round, the proportion of part-time workers who would like a full-time job had dropped by 11.5% from 2014 (24.7% to 13.2%).

Figure 10: Part-time workers desire for a full-time job as at May 2017



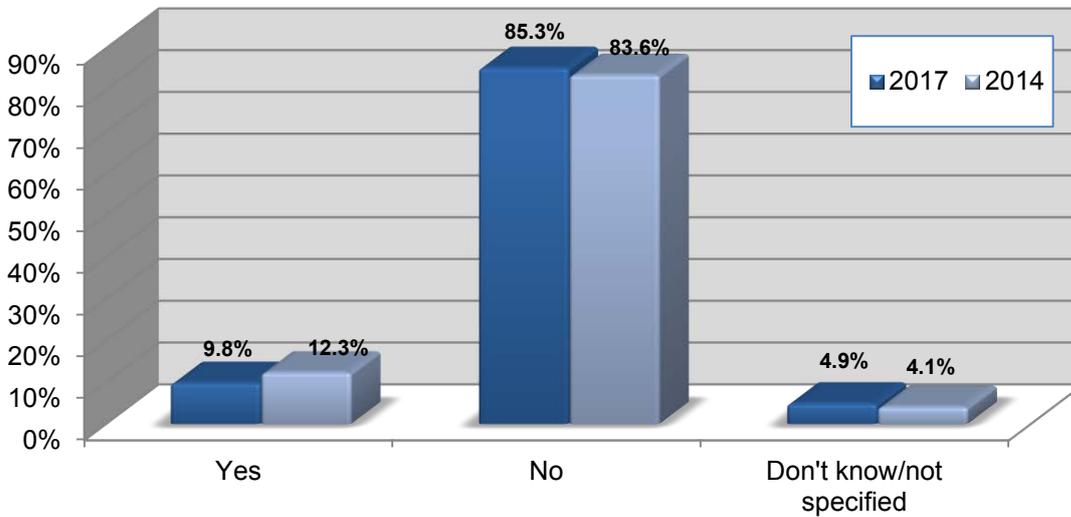
Note: base number = 68

3.5.3 Employed respondents number of concurrent jobs

As of May 2017, of those respondents working, 9.8% had more than one job, while 85.3% had only one job. A further 0.9% didn't know and 4.0% did not specify an answer.

The numbers of people with more than one job dropped 2.5% from 2014.

Figure 11: Residents with more than one job as at May 2017



Note: base number = 224

3.5.4 Respondents' employment concerns

Over a quarter of respondents (28.3%) specified that they had no concerns about their present employment situation as at May 2017.

Out of the entire sample, the most common concern about employment was job uncertainty (4.3% of all respondents) and high work load/stress (3.0%).

Table 6: Employment concerns identified

	Number	Percent
None	113	28.3%
Job uncertainty	17	4.3%
High work load/stress	12	3.0%
Issues related to individual businesses	11	2.8%
Low wage	10	2.5%
Government/change in direction or policy	6	1.5%
Hard to find good staff	6	1.5%
Job dissatisfaction/just working to meet needs	6	1.5%
Age/poor health/nearing retirement	5	1.3%
Family/Job flexibility	3	0.8%
Economic downturn	2	0.5%
Fixed term contract/temporary contract	2	0.5%
Lack of work to do/maintaining profits	2	0.5%
Poor treatment of staff/bullying	2	0.5%
Being made redundant	1	0.3%
Funding	1	0.3%
Safety issues	1	0.3%
Want to work longer hours/more days	1	0.3%
Other	6	1.5%
Sample	400	

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

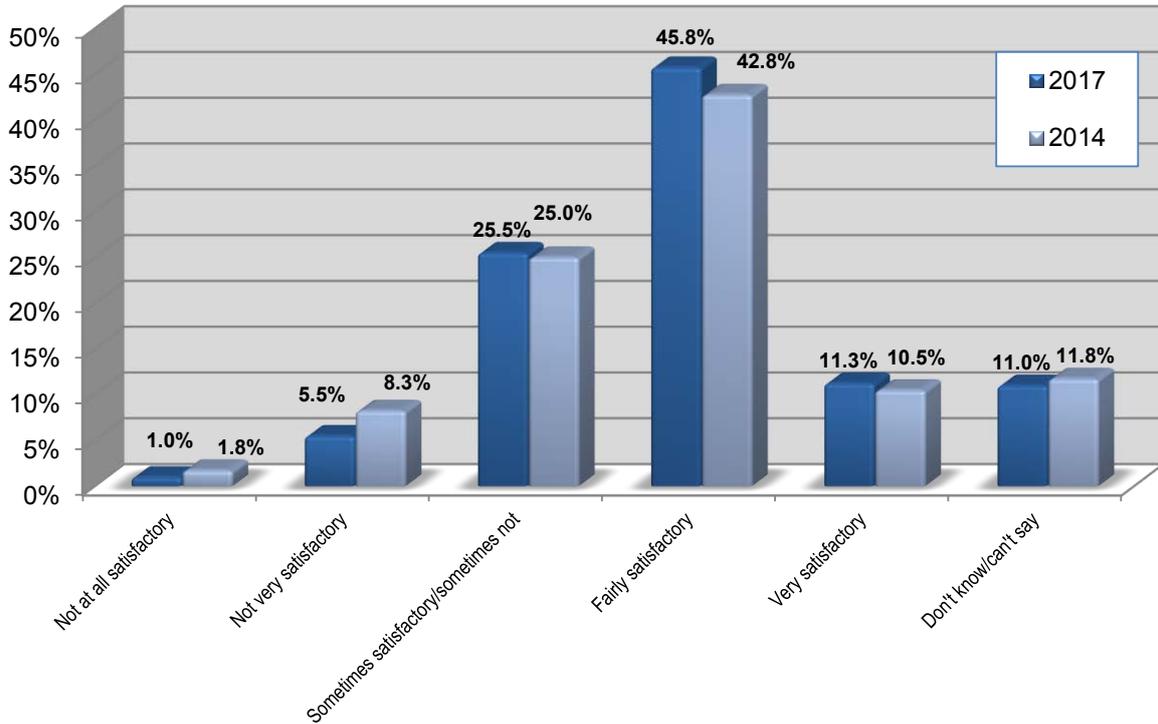
3.6 Napier community

3.6.1 Community relationships

Respondents were asked to rate the current relationship between different ethnic groups in Napier as at May 2017. The majority of respondents (57.0%) rated the relationship as either very satisfactory (11.3%) or fairly satisfactory (45.8%). A further 25.5% rated it as sometimes satisfactory and sometimes not. On the negative side, a total of 6.5% of respondents rated the current relationship between different ethnic groups as not very satisfactory (5.5%) and not at all satisfactory (1.0%).

Results were higher than 2014 with those rating the relationship as satisfactory increasing 3.8% from 53.3% in 2014 to 57.0% in 2017.

Figure 12: Current relationships between different ethnic groups in Napier as at May 2017



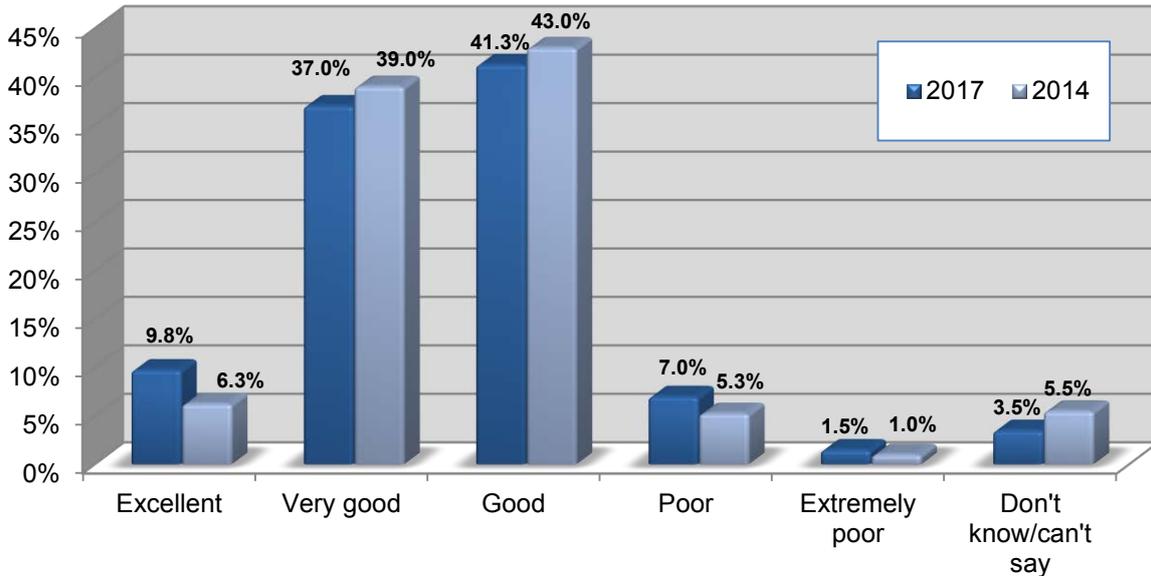
Note: base number = 400

3.6.2 Caring community

The majority (88.0%) of respondents viewed Napier was good, very good or excellent at being a caring community in May 2017. Nearly a tenth (8.5%) rated it as poor (7.0%) or very poor (1.5%) at being a caring community. A further 3.5% didn't know.

These results were very similar to those found in 2014. At this time, the majority of respondents (88.3%) felt that Napier was good, very good or excellent at being a caring community. A further 6.3% felt Napier was either poor or extremely poor in terms of caring.

Figure 13: Rating of how the people of Napier as a community takes care of, or provides help for one another



Note: base number = 400

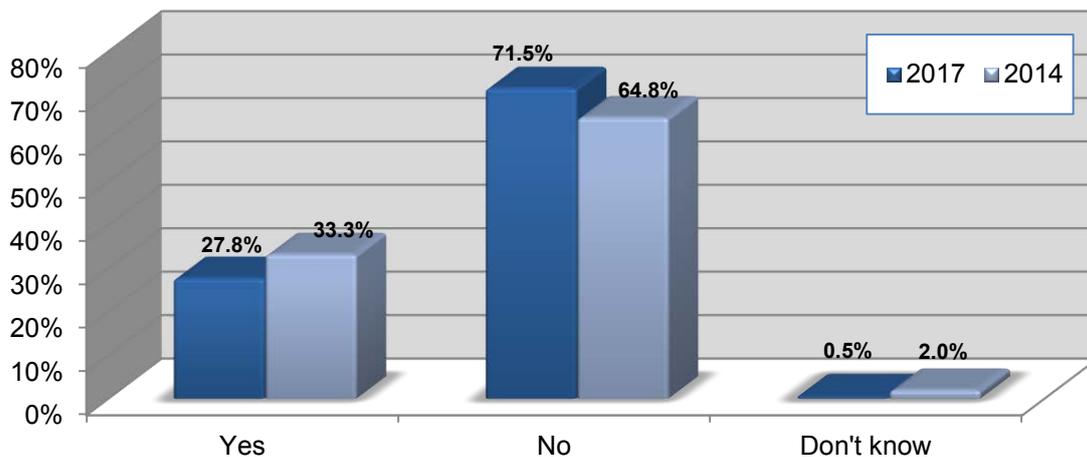
3.6.3 Community work

Over a quarter of respondents (27.8%) undertook regular volunteer community work while 71.5% did not. A further 0.5% didn't know and 0.3% didn't specify an answer.

Most volunteer work was community/social based (45.9% of those who indicated that they undertook volunteer community work). This was followed by sports hobbies (19.8%), health (15.3%), school/teaching (14.4%) and religious work (12.6%). A full list of groups supported is contained in Appendix One, Question 20a.

Respondents undertaking volunteer work had decreased by 5.5% since 2014 when 33.3% of respondents undertook regular volunteer community work.

Figure 14: Numbers undertaking regular volunteer community work



Note: base number = 400

Reasons given as to why respondents could not undertake volunteer community work included work (39.6% of those who specified that there were barriers to them undertaking community work), no spare time (35.2%), family (21.4%), health (17.6%) and age (13.2%).

Approximately one-third (29.8%) stated there were no barriers stopping them from undertaking volunteer community work.

Table 7: Barriers to undertaking volunteer work

	Number	Percent
Work	63	39.6%
No spare time	56	35.2%
Family	34	21.4%
Health	28	17.6%
Age	21	13.2%
Cost/finances	5	3.1%
Study	5	3.1%
Not currently volunteering but have done so in the past	4	2.5%
No transport/live rurally	2	1.3%
Don't know where help is required	1	0.6%
No barriers	1	0.6%
Other interests	1	0.6%
Other	1	0.6%
Sample	159	

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

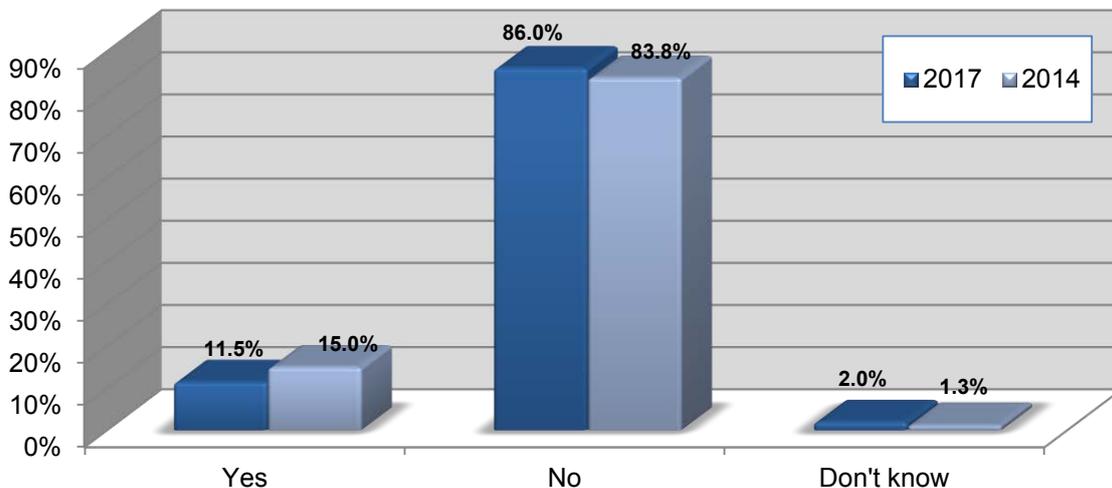
Note: Sample is the number of respondents who could answer the question

3.6.4 Social service group membership

In May 2017, only 11.5% of respondents were members of social service groups, while 86.0% were not members of any social service group. A further 2.0% didn't know and 0.5% did not specify an answer.

Respondents who belonged to a social service group had decreased by 3.5% since 2014 when 15.0% of respondents were members.

Figure 15: Membership of voluntary social service groups



Note: base number = 400

Barriers stopping respondents from joining social service groups included no spare time (39.8% of those who indicated there were barriers), work (30.1%), health (21.1%), family (16.3%) and age (9.8%).

Slightly over half the sample (50.3%) of respondents stated that there were no barriers preventing them from joining social service groups.

Table 8: Barriers to joining social service groups

	Number	Percent
No spare time	49	39.8%
Work	37	30.1%
Health	26	21.1%
Family	20	16.3%
Age	12	9.8%
Study	5	4.1%
Other interests	3	2.4%
No barriers	2	1.6%
No transport	2	1.6%
Cost/finances	1	0.8%
Not currently volunteering but have done so in the past	1	0.8%
Other	4	3.3%
Sample	123	

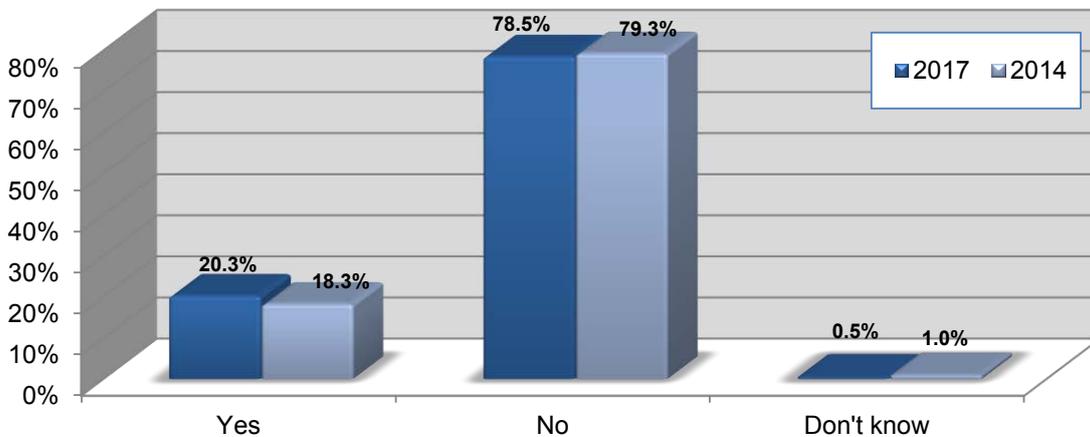
Note: Not additive as respondents comments could be coded into more than one category

Note: Sample is the total number of respondents who could answer this question

When queried about using a social service organisation, 20.3% of respondents indicated that they did use social service groups while 78.5% reported that they did not. A further 0.5% didn't know and 0.8% did not specify an answer. A list of social service groups identified can be found in Appendix One, Question 22.

Respondents who indicated using social service groups increased by 2.0% from the 2014 survey. Numbers using their services increased from 18.3% in 2014 to 20.3% in 2017.

Figure 16: Use of social service groups



Note: base number = 400

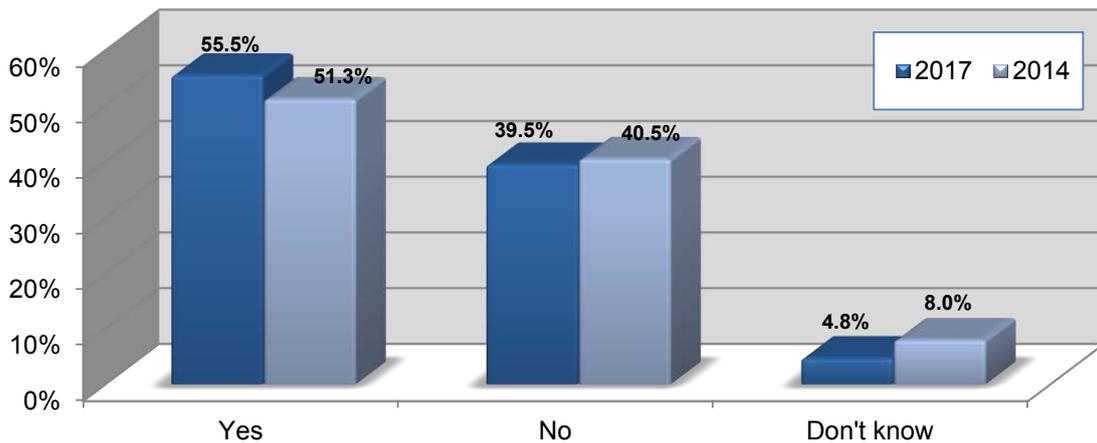
3.7 Quality of life

3.7.1 Current quality of life

In May 2017, respondents were asked if their quality of life had improved over the last five years. Over half (55.5%) of the respondents reported that their quality of life had improved while 39.5% reported no improvement. A further 4.8% didn't know and 0.3% did not specify an answer.

Compared to 2014, 4.3% more people reported improvements to their quality of life in Napier. In 2014, 51.3% reported that their quality of life had improved over the past 5 years, increasing to 55.5% in 2017.

Figure 17: Quality of life improvement over the five years prior to May 2017



Note: base number = 400

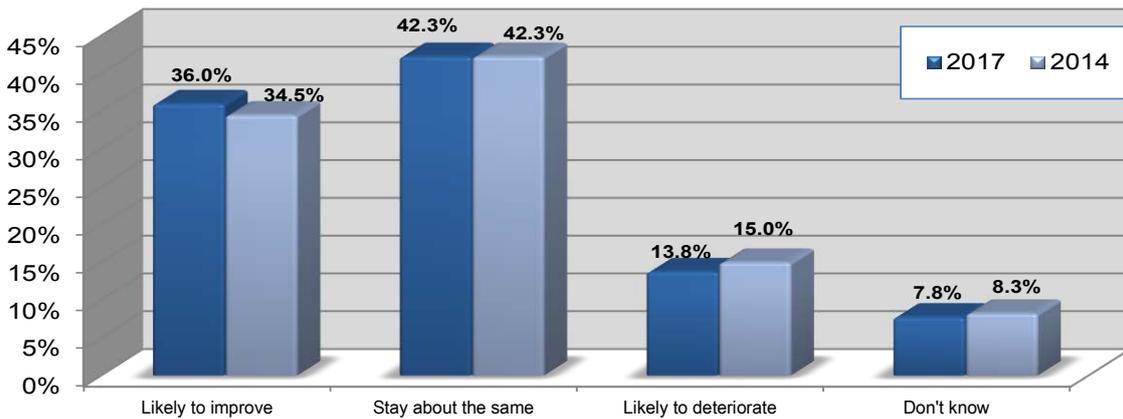
Respondents who felt that their quality of life had improved gave reasons including being more financially secure (10.5% of all respondents), having employment (6.8%), having housing (6.8%), having a family (6.5%), retiring (5.5%) and having good health (5.5%). Other high ranking factors included enjoying a change of lifestyle (5.3%) and enjoying life/better standard of living (5.3%).

Reasons for no improvement in quality of life included staying the same (16.8% of all respondents), poor health or fitness (8.5%), not being financially secure (7.5%) and old age (4.0%).

3.7.2 Predicted quality of life in five years time

Respondents were asked what they expected to happen to their quality of life over the next five years from May 2017. A total of 36.0% of respondents expected their quality of life to improve, 42.3% expected their quality of life to stay the same, while 13.8% expected their quality of life to deteriorate. A further 7.8% did not know and 0.3% did not specify an answer to this question.

Figure 18: Predicted quality of life in the five years from May 2017



Note: base number = 400

Quality of life improvements were expected to come about due to being financially secure (7.5% of all respondents), personal attitude (6.8%) and having employment (6.3%).

Those who felt that the quality of life would stay the same felt this way largely due to an expectation that things will stay the same (26.3% of all respondents) or due to health and fitness (5.3%).

For those who believed their quality of life would deteriorate over the next five years, major reasons included age (6.8% of all respondents) and health and fitness (5.5%).

When comparing results between the previous survey in 2014 and this year’s survey it was found that respondents are slightly more optimistic towards their future quality of life than they were two years ago. Those that thought life was likely to improve increased by 1.5%, while those that thought it was likely to deteriorate decreased by 1.3%.

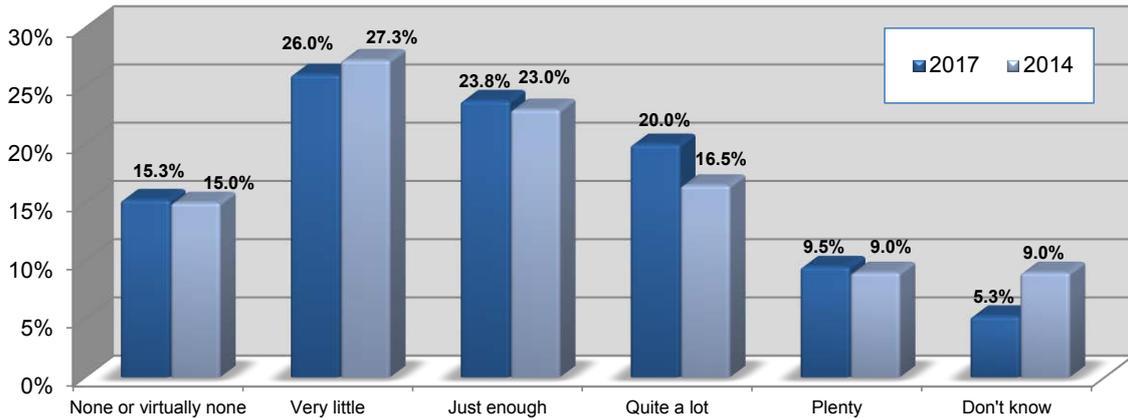
3.8 Views regarding future direction

3.8.1 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 41.3% of respondents stated very little, none or virtually none, 23.8% stated just enough and 29.5% stated plenty or quite a lot. A further 5.5% of respondents did not know or did not specify an answer.

Respondents who felt they had plenty, or quite a lot of opportunity to express their views about the future direction of Napier City increased by 4.0% from 2014 (25.5% in 2014 to 29.5% in 2017).

Figure 19: Perceived opportunities to express views about the future direction of Napier City



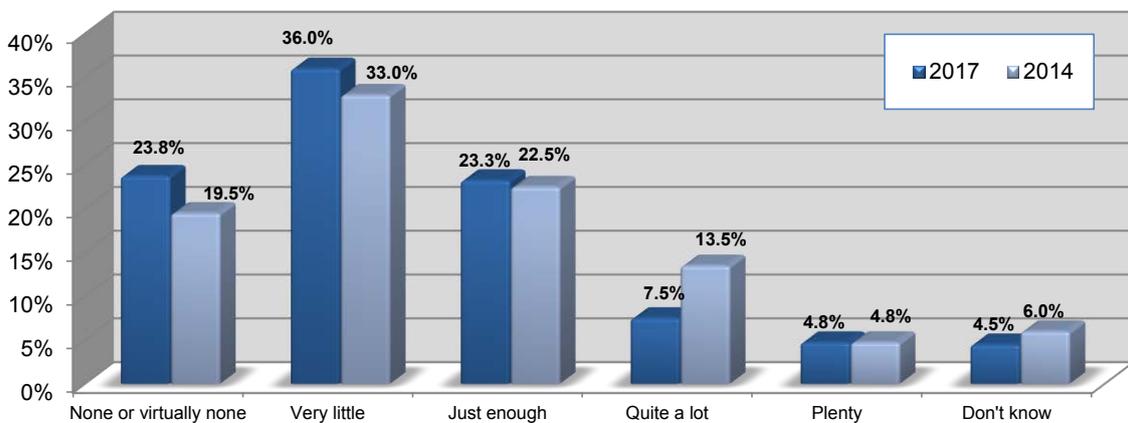
Note: base number = 400

3.8.2 Views on the 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 (59.8%) believed they had very little or no chance of having a say about the future direction of New Zealand, up from 52.5% in 2014. A total of 23.3% believed they had just enough of a say on national issues. Just over a tenth of respondents (12.3%) felt they had either quite a lot, or plenty of opportunities to express their views, down from 18.3% in 2014. A total of 4.8% of respondents did not know or did not specify an answer to this question.

Respondents who felt they had plenty, or quite a lot of opportunity to express their views about the future direction of New Zealand decreased by 6.0% from 2014 (18.3% in 2014 to 12.3% in 2017).

Figure 20: Perceived opportunities to express views about the future direction of New Zealand

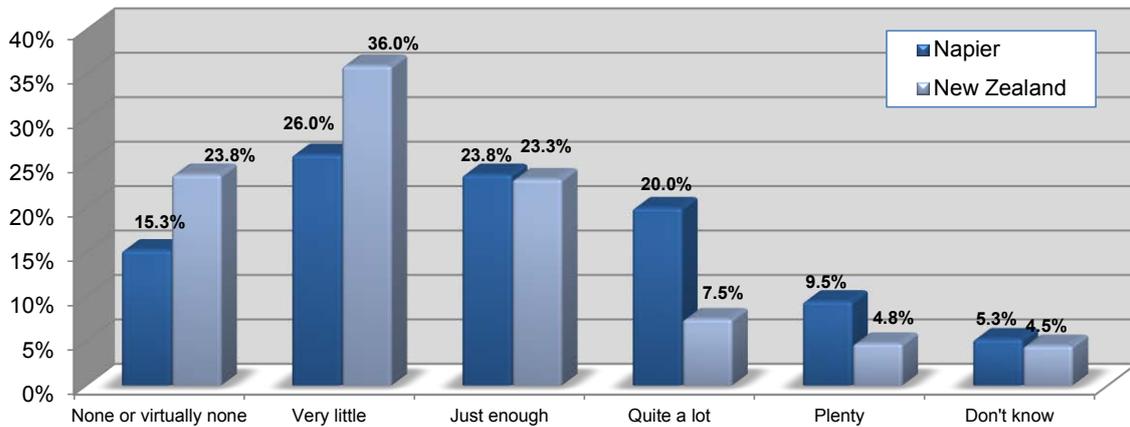


Note: base number = 400

3.8.3 Views on the future direction of Napier and New Zealand

Comparing the perceived opportunities to effect the direction of Napier compared to that of New Zealand, respondents felt that they have more opportunities to change the direction of Napier. A total of 53.3% indicated that they had just enough, plenty or quite a lot of opportunities to express their views about the future direction of Napier. This compares favourably to their ability to change the future direction of New Zealand. When asked about their ability to effect the future direction of New Zealand, 35.5% had a perception of just enough, plenty or quite a lot.

Figure 21: Perceived opportunities to express views about the future direction of Napier and New Zealand



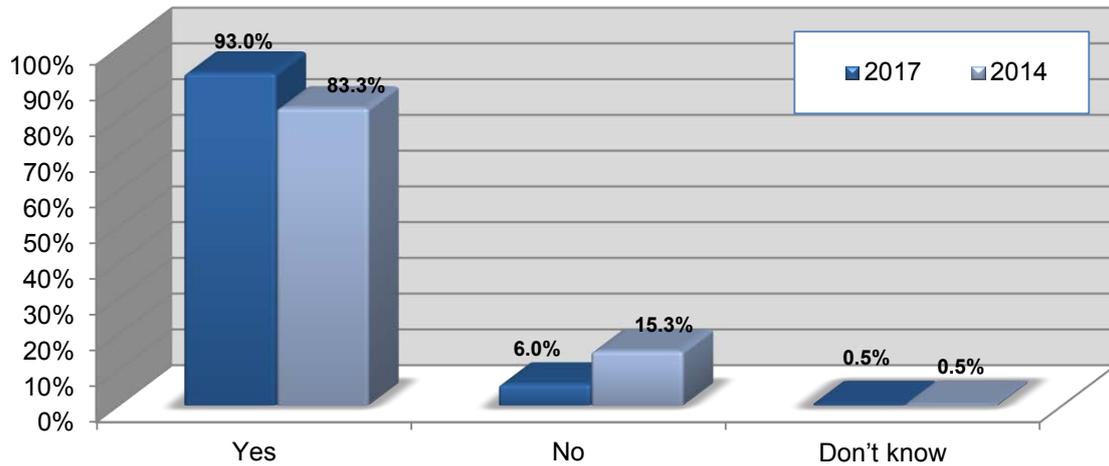
Note: base number = 400

3.9 Access

3.9.1 Access to a Vehicle

As at May 2017, a total of 93.0% of respondents had access to a vehicle during the day while 6.0% did not. This was a 9.8% increase in respondents that had access to a vehicle from 2014. Removing don't know and not specified responses from the calculation, resulted in 93.9% of respondents in Napier having access to a car during the day, with 6.1% not having access.

Figure 22: Access to a Vehicle

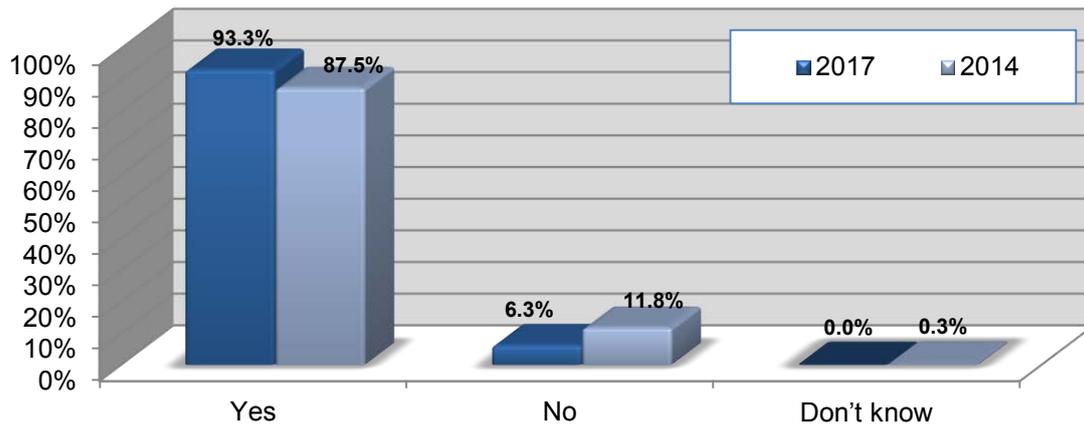


Note: base number = 400

3.9.2 Internet access

As at May 2017, a total of 93.3% of respondents had access to the internet in some way (either at home, school or work, etc.) while 6.3% did not. A further 0.5% of respondents did not specify an answer to this question. Removing them from the calculation, resulted in 93.7% of respondents in Napier having access to the internet, with 6.3% not having access.

Figure 23: Internet access

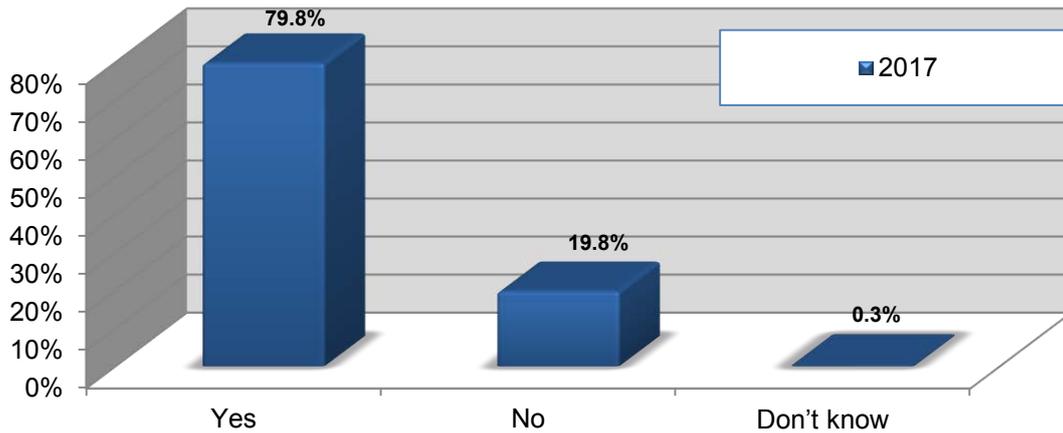


Note: base number = 400

3.9.3 Smart phone access

As at May 2017, a total of 79.8% of respondents had access to a smart phone in some way (either at home, school or work, etc.) while 19.8% did not. A further 0.6% of respondents did not know or did not specify an answer to this question. Removing them from the calculation revealed that 80.2% of Napier residents had access to a smart phone, with 19.8% not having access at the time of the survey.

Figure 24: Smart phone access



Note: base number = 400

3.10 Sample demographics

3.10.1 Age

The age group composition of the survey sample was matched to the ratio of the population of Napier at the time of the 2013 Census. The biggest variation was in people aged between 15 to 24. This was a difference of 5.8% from Census ratios. All other age ranges were within a variation of +/- 2.0%.

Table 9: Age

	Number	Percent	Census 2013	Difference
15 to 24	37	9.3%	15.0%	-5.8%
25 to 34	57	14.3%	12.3%	2.0%
35 to 44	71	17.8%	15.9%	1.8%
45 to 54	76	19.0%	17.5%	1.5%
55 to 64	61	15.3%	16.0%	-0.7%
65 plus	96	24.0%	23.3%	0.7%
Refused	1	0.3%		
Not specified	1	0.3%		
Total	400	100.0%		

3.10.2 Ethnicity

A total of 82.5% of the survey sample was of New Zealand Pakeha/European origin, while 18.5% were Maori, 2.3% were Asian and 1.8% were Pacific Islanders. Note that respondents could identify coming from multiple ethnicities, so totals do not add to 100%. All ethnicities were within +/- 3.5% of Census 2013 ratios.

Table 10: Ethnicity

	Number	Percent	Census 2013	Difference
New Zealand Pakeha/European	330	82.5%	79.0%	3.5%
New Zealand Maori	74	18.5%	18.2%	0.3%
Asian	9	2.3%	3.3%	-1.1%
Pacific Island	7	1.8%	3.0%	-1.2%
Other	20	5.0%		
Refused	1	0.3%		
Sample	400			

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

3.10.3 Gender

A total of 56.0% of respondents were female, with the remainder (44.0%) being male. This was representative of the Napier population with the biggest variation from Census 2013 being +/- 3.2%.

Table 11: Gender

	Number	Percent	Census 2013	Difference
Male	176	44.0%	47.2%	-3.2%
Female	224	56.0%	52.8%	3.2%
Not specified	0	0.0%		
Total	400	100.0%		

3.10.4 Length of time living in Napier

Over two-thirds (76.0%) of respondents had lived in Napier for more than 10 years, while only 2.5% of respondents had lived in Napier for less than one year. Residents who have lived in Napier for 10 years or more increased 3.3% from the 2014 survey.

Table 12: Duration of living in Napier

	2017	2014	Percent Change
Less than 1 year	2.5%	2.3%	0.3%
1-2 years	4.8%	3.3%	1.5%
3-5 years	6.8%	8.0%	-1.3%
5-10 years	9.8%	12.8%	-3.0%
More than 10 years	76.0%	72.8%	3.3%
Don't know	0.0%	0.5%	-0.5%
Not specified	0.3%	0.5%	-0.3%
Total	100.0%	100.0%	

3.10.5 Place of residence

The place of residence composition of the survey sample was matched to the ratio of the population of Napier at the time of the 2013 Census. All places were within a variation of +/- 2.2%. Most respondents were from Taradale (19.8%), followed by Marewa (McLean Park) (13.8%) and Greenmeadows (13.3%).

Table 13: Place of residence in Napier

	Number	Percent	Census 2013	Difference
Bay View	12	3.0%	3.3%	-0.3%
Westshore	4	1.0%	2.2%	-1.2%
Ahuriri (Bluff Hill)	24	6.0%	7.3%	-1.3%
Hospital Hill	17	4.3%	5.0%	-0.8%
Greenmeadows	53	13.3%	11.9%	1.4%
Marewa (McLean Park)	55	13.8%	12.6%	1.2%
Onekawa	31	7.8%	9.9%	-2.2%
Maraenui (Nelson Park)	29	7.3%	8.5%	-1.3%
Pirimai	27	6.8%	5.9%	0.9%
Tamatea	31	7.8%	8.7%	-0.9%
Taradale	79	19.8%	18.7%	1.1%
Meeanee (Awatoto)	16	4.0%	3.2%	0.8%
Poraiti	17	4.3%	2.9%	1.4%
Refused	0	0.0%	0.0%	0.0%
Other	5	1.3%	0.0%	1.3%
Total	400	100%		

3.10.6 Nominal household income

Respondents were asked to identify their gross annual household income per annum (as at May 2017). For respondents who specified their household income, only 0.9% of respondents indicated that they had zero income, with a further 0.6% indicating that they earned under \$5,000 per year. Most respondent households earned more than \$20k per year (96.5% of the sample who specified their household incomes). This dropped to 62.2% when looking at households earning more than \$50,000, 53.5% when looking at households earning more than \$60,000, 43.6% earning more than \$70,000 and 23.8% earning more than \$100,000. Just under a tenth of the sample (7.0%) indicated that they earned over \$150,000 per year.

Table 14: Nominal household income (per year) as at May 2017

	Number	Percent	% ex non spec.
Zero income	3	0.8%	0.9%
\$1 - \$5,000	2	0.5%	0.6%
\$5,001 - \$10,000	0	0.0%	0.0%
\$10,001 - \$15,000	7	1.8%	2.0%
\$15,001 - \$20,000	18	4.5%	5.2%
\$20,001 - \$30,000	44	11.0%	12.8%
\$30,001 - \$40,000	37	9.3%	10.8%
\$40,001 - \$50,000	19	4.8%	5.5%
\$50,001 - \$60,000	30	7.5%	8.7%
\$60,001 - \$70,000	34	8.5%	9.9%
\$70,001 - \$100,000	68	17.0%	19.8%
\$100,001 - \$150,000	58	14.5%	16.9%
\$150,001 or more	24	6.0%	7.0%
Refused	50	12.5%	
Not specified	6	1.5%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentages with refused and not specified responses removed

APPENDIX ONE: DATA TABLES

Appendix 1 contains the full Napier Social Monitor 2017 survey results listed in data tables along with comments reported by the respondents.

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

Q1a. Is your home owned or rented?

	Number	Percent	
Owned	332	83.0%	<i>[skip to Q2]</i>
Rented	68	17.0%	<i>[continue to Q1b]</i>
Don't know	0	0.0%	<i>[skip to Q2]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
Owned	83.0%	77.8%	5.3%
Rented	17.0%	21.8%	-4.8%
Don't know	0.0%	0.5%	-0.5%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

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

	Number	Percent	% ex non spec.
That is your preferred choice	11	16.2%	16.2%
House prices are too expensive	39	57.4%	57.4%
Other	15	22.1%	22.1%
Not specified	3	4.4%	4.4%
Total	68	100.0%	100.0%

Note: % ex non spec. is the percentages with non specified answers removed

Other specified:

- Auntie's house.
- Can't get a mortgage, so I have no choice but to rent.
- Currently living at my mum's, with her four kids and my partner and son as we are on the waiting list for HNZ.
- Divorce.
- Do not have sufficient savings.
- Easiest option.
- Finding a permanent job.
- House prices are too expensive compared to my income. I am with Housing New Zealand.
- Not in a position to buy yet, haven't really looked at the market to know prices.
- Part of employment package.
- Planning to buy, just not quite there yet.
- Renting to save a bigger house deposit.
- Too old to be buying a house.
- Want to build, but not enough areas to build on - need to open more land for building.

Comparison with 2014 results:

	2017	2014	Percent Change
That is your preferred choice	16.2%	23.0%	-6.8%
House prices are too expensive	57.4%	40.2%	17.1%
Other	22.1%	34.5%	-12.4%
Not specified	4.4%	2.3%	2.1%
Total	100.0%	100.0%	

Q2 How satisfied are you with your current housing?

	Number	Percent	
Very satisfied	256	64.0%	[skip to Q4]
Fairly satisfied	118	29.5%	[skip to Q4]
Not very satisfied	16	4.0%	[continue to Q3]
Not at all satisfied	9	2.3%	[continue to Q3]
Don't know	1	0.3%	[continue to Q3]
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
Very satisfied	64.0%	62.0%	2.0%
Fairly satisfied	29.5%	30.0%	-0.5%
Not very satisfied	4.0%	5.8%	-1.8%
Not at all satisfied	2.3%	1.3%	1.0%
Don't know	0.3%	1.0%	-0.8%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

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

Other specified:

- *Accessibility to housing is limited, so stuck in current situation.*
- *Affordability.*
- *As me and my family are currently living at my mum's house and we are on the HNZ waiting list.*
- *Can't afford to move.*
- *Dampness. Not enough light in winter. Too many rats coming over from the reserve and into everything. Too many late parties with booming bass. Unhappy with how neighbour has been allowed to build a huge and tall garage so close to the fence, blocks view and looks so ugly, it should be in the country.*
- *Don't have a garage.*
- *House has been sold.*
- *I live on the hill and we have off street parking.*
- *It's a Housing Corp house, it has no privacy at all and it affects my mental health.*
- *My land lady doesn't maintain the property. She hates spending money.*
- *Neighbourhood has gone downhill, more traffic, more crime. I want to move away from here.*
- *No heating, but the landlord is looking into it... still... since September... Fingers crossed it's sorted soon... This week is COLD! We pay \$420 a week for a big house so my mother in law can live with us as she can't afford to live by herself.*
- *Noise levels in the area are too high.*

- *Not currently living in my own house.*
- *Overcrowding.*
- *People.*
- *Poor neighbours (noisy and psycho).*
- *Poor workmanship.*
- *Price and availability.*
- *Price is ridiculous, but there is not much out there, and too many people looking for houses.*
- *Prices and overall standards.*
- *The area the rented house is situated is not ideal, and we have no garage.*
- *The Macrocarpa trees that run on Kennedy Road by Pania Motel, are so large they block out all sun in winter, can't dry washing and I have twigs, leaves etc, all over my property and can't keep up with clearing it. They give me asthma and the trees creak and groan in winds, I worry one will come down. They are on Council land, but Council won't do anything.*
- *Too small, but Housing Corp.*
- *We want to own our own home. House prices have shot through the roof and we don't stand a chance!*

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

	Number	Percent
Excellent	94	23.5%
Very good	152	38.0%
Good	110	27.5%
Poor	32	8.0%
Extremely poor	11	2.8%
Don't know/can't say	0	0.0%
Not specified	1	0.3%
Total	400	100.0%

Comparison with 2014 results:

	2017	2014	Percent Change
Excellent	23.5%	25.5%	-2.0%
Very good	38.0%	33.5%	4.5%
Good	27.5%	28.5%	-1.0%
Poor	8.0%	9.0%	-1.0%
Extremely poor	2.8%	2.3%	0.5%
Don't know/can't say	0.3%	1.3%	-1.0%
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	47.3%	<i>[continue to Q6]</i>
The Hawke's Bay Hospital	12	3.0%	<i>[skip to Q8]</i>
Both	130	32.5%	<i>[continue to Q6]</i>
Neither	67	16.8%	<i>[skip to Q10]</i>
Don't know	2	0.5%	<i>[skip to Q10]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
A doctor or other medical/health service	47.3%	54.5%	-7.3%
The Hawke's Bay Hospital	3.0%	3.0%	0.0%
Both	32.5%	26.3%	6.3%
Neither	16.8%	14.8%	2.0%
Don't know	0.5%	1.5%	-1.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

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

	Number	Percent	
Yes	37	11.6%	[continue to Q7]
No	273	85.6%	[if ticked BOTH in Q5 skip to Q8]
Don't know	7	2.2%	if not skip to Q10]
Not specified	2	0.6%	
Total	319	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	11.6%	12.1%	-0.5%
No	85.6%	86.1%	-0.5%
Don't know	2.2%	1.2%	1.0%
Not specified	0.6%	0.6%	0.0%
Total	100.0%	100.0%	

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

Comments coded:

	Number	Percent
Delays in getting treatment (waiting to visit facility)	15	40.5%
Delays in getting treatment (at facility)	7	18.9%
Cost	6	16.2%
Poor standard of care	4	10.8%
Not enough doctors/specialists/nurses	3	8.1%
Given wrong/no information	1	2.7%
Poor communication	1	2.7%
Details of health concerns	0	0.0%
Other	5	13.5%
Not specified	4	10.8%
Sample	37	

Note: Not additive as respondents comments could be coded into multiple categories

Comments coded to "delays in getting treatment (waiting to visit facility)":

- A long wait for any other care required eg, referrals to other treatment or specialists take a long time to come through.
- Hard to get an appointment, partly because of my shift work and partly because doctor wasn't available.
- Have had problems with uterine bleeding for years. The problem I have with the healthcare is the length of time involved with getting anything done. This then has

impact on your daily life, your work environment and your health, causing more problems ie, stress and financial issues.

- *Have to ring at least two weeks in advance just to see our doctor.*
- *Impossible to book appointments. How are people who work 9-5 meant to see a doctor? I have to ring up a month in advance just to get a 4.45 appointment. Impossible to see doctor on the day if you wake up sick too.*
- *It can take six weeks to get an appointment. Doctors are so busy that consultations are very rushed.*
- *It took a long time to get tests done and to get a specialist appointment; meanwhile my life is on hold.*
- *Long wait to get in to see them.*
- *No appointments available for days and very long wait times with young kids.*
- *Not able to access GP appointment for 1.5 weeks.*
- *Problems with getting an appointment, sometimes the wait to see someone was a week, this isn't good enough.*
- *The problem is the length of time it takes to get an appointment. The first available appointment could be 4-5 days later. Not good enough - the cost of doctors are appalling. Only one service in Napier offers \$18.00 per patient, more of these services are available in Hastings. Come on Napier influence the DHB to provide more affordable healthcare.*
- *There were no appointments for my baby to see her regular doctor (at The Doctors Greenmeadows) for the next six days! So I called Greendale to see if we could enrol there, but they weren't taking new patients. We did end up going into town to use The Doctors Napier drop in service, but had to wait over an hour to be seen. Not nice with a sick baby!*
- *Waiting over one week and occasionally two` weeks to see my own doctor.*
- *We have to wait to get an appointment up to two weeks.*

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

- *Closest appointment was 2 weeks and was in pain for the 2 weeks whilst I waited. Also the cost is tremendous.*
- *Hard to get an appointment, partly because of my shift work and partly because doctor wasn't available.*
- *It can take six weeks to get an appointment. Doctors are so busy that consultations are very rushed.*
- *Long waiting times.*
- *No appointments available for days and very long wait times with young kids.*
- *There were no appointments for my baby to see her regular doctor (at The Doctors Greenmeadows) for the next six days! So I called Greendale to see if we could enrol there but they weren't taking new patients. We did end up going into town to use The Doctors Napier drop in service but had to wait over an hour to be seen. Not nice with a sick baby!*
- *We had to wait a while to see a doctor.*

Comments coded to “**cost**”:

- *Closest appointment was 2 weeks and was in pain for the 2 weeks whilst I waited. Also the cost is tremendous.*
- *Expensive.*
- *Had a debt from previous visits that needed to be paid first before seeing a doctor.*
- *I work for minimum wage and have been charged for maternity visits. I had one debt from a previous visit on my account and have been forced to pay for visits before seeing a doctor which resulted in me losing out at one point, and working while sick because I couldn't afford the \$66 to get a medical certificate.*
- *Primary care services are very expensive in Napier, there is almost a cartel operating.*

- The problem is the length of time it takes to get an appointment. The first available appointment could be 4-5 days later. Not good enough - the cost of doctors are appalling. Only one service in Napier offers \$18.00 per patient, more of these services are available in Hastings. Come on Napier influence the DHB to provide more affordable healthcare.

Comments coded to “**poor standard of care**”:

- Had to see three doctors before they realised there was a problem with my wife's health. Once I said I was unhappy, she was in hospital that day.
- It took a long time to get tests done and to get a specialist appointment, meanwhile my life is on hold.
- Needed to go back three times with impacted sinuses until the problem was fixed.
- Racism. Questioned about whether I was a NZ Citizen simply because of my race. Extremely difficult to register with a medical centre as all not accepting new enrolments. Poor quality of doctors.

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

- GP is often full, so visit Wellesley Road Medical Centre.
- The doctors keep changing. The practice doesn't seem to be able to retain staff.
- Went to the Napier A&E and there was no doctor on duty, so was only diagnosed by the nurse with the doctor over the phone.

Comments coded to “**given wrong/no information**”:

- My husband didn't get the correct advice he needed.

Comments coded to “**poor communication**”:

- Have to advocate for older and younger family members to get taken seriously.

Comments coded to “**other**”:

- Finding a doctor that cares about the patient is very hard.
- Had to go back, didn't take me seriously.
- Have to advocate for older and younger family members to get taken seriously.
- National Party health cuts.
- Racism. Questioned about whether I was a NZ Citizen simply because of my race. Extremely difficult to register with a medical centre as all not accepting new enrolments. Poor quality of doctors.

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 healthcare?

	Number	Percent	
Yes	23	16.2%	[continue to Q9]
No	117	82.4%	[skip to Q10]
Don't know	2	1.4%	
Not specified	0	0.0%	
Total	142	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	16.2%	23.1%	-6.9%
No	82.4%	75.2%	7.2%
Don't know	1.4%	1.7%	-0.3%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

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

Comments specified:

	Number	Percent
Delays in getting treatment (at facility)	9	39.1%
Delays in getting treatment (waiting to visit facility)	7	30.4%
Poor standard of care/not as efficient as could be	5	21.7%
Not enough doctors/specialists/nurses/staff overworked	3	13.0%
Poor communication	2	8.7%
Transport issues	2	8.7%
Details of health concerns	1	4.3%
Given wrong/no information	1	4.3%
Cost	0	0.0%
Other	2	8.7%
Not specified	2	8.7%
Sample	23	

Not necessarily additive as respondents comments could be coded to multiple categories

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

- *A very long waiting time at A & E Department.*
- *Appointment made for 3pm, not seen until 4.30.*
- *Delays in accessing the suitable specialist required. Staff was good, but overworked.*
- *Had to ask for help with transport, then had a long wait at the hospital. Treatment took ages to get.*
- *It took several hours to be seen with a broken arm.*
- *Left before seen, as waited six hours.*
- *There is a long wait in emergency department.*
- *Waiting time. Doctors in a hurry and not listening to all symptoms.*
- *Waiting too long.*

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

- *I had a long wait to have radio-iodine treatment. So far I have had to wait 14 months; I'm still waiting. It is a treatment that can't be done privately.*
- *I had problems getting an appointment with my GP. It became an acute situation and had to see another GP. High turnover of health professionals here, so hard to have a relationship with a GP.*
- *I'm having to wait a very long time for surgery, for hip and knee replacements.*
- *It took four months to get the appointment, but by that time the condition had resolved itself, but I was offered no advice on how to manage the condition when it occurred again.*
- *Long waiting list - took six months.*
- *Public waiting lists (length of time), postponement of scheduled operations affecting life ie, time off work for both myself and my partner, re-scheduling of work etc.*
- *The waiting lists are too long, then you don't see the specialist that is specified and communication is not very good. One trip could be done instead of three. They do not seem to utilise the services efficiently. Having to rely on someone to take me there is a hassle.*

Comments coded to “poor standard of care/not as efficient as could be”:

- *My husband had to go back two or three times to convince them he needed treatment.*
- *The waiting lists are too long, then you don't see the specialist that is specified and communication is not very good. One trip could be done instead of three. They do*

not seem to utilise the services efficiently. Having to rely on someone to take me there is a hassle.

- *Too many chiefs and not enough Indians. If there were more nurses and doctors, the service would be better.*
- *Waiting time. Doctors in a hurry and not listening to all symptoms.*
- *Went for two reasons - connected - they fixed one problem, but not the other.*

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

- *Delays in accessing the suitable specialist required. Staff was good, but overworked.*
- *I had problems getting an appointment with my GP. It became an acute situation and had to see another GP. High turnover of health professionals here, so hard to have a relationship with a GP.*
- *Too many chiefs and not enough Indians. If there were more nurses and doctors, the service would be better.*

Comments coded to “**poor communication**”:

- *Lack of communication leading to lack of treatment.*
- *The waiting lists are too long, then you don't see the specialist that is specified and communication is not very good. One trip could be done instead of three. They do not seem to utilise the services efficiently. Having to rely on someone to take me there is a hassle.*

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

- *Had to ask for help with transport, then had a long wait at the hospital. Treatment took ages to get.*
- *The waiting lists are too long, then you don't see the specialist that is specified and communication is not very good. One trip could be done instead of three. They do not seem to utilise the services efficiently. Having to rely on someone to take me there is a hassle.*

Comments coded to “**details of health concerns**”:

- *I had a long wait to have radio-iodine treatment. So far I have had to wait 14 months; I'm still waiting. It is a treatment that can't be done privately.*

Comments coded to “**given wrong/no information**”:

- *It took four months to get the appointment, but by that time the condition had resolved itself, but I was offered no advice on how to manage the condition when it occurred again.*

Comments coded to “**other**”:

- *HBDHB are underfunded. I have a rare condition that they are too busy to research, which means they don't help me.*
- *I had problems getting an appointment with my GP. It became an acute situation and had to see another GP. High turnover of health professionals here, so hard to have a relationship with a GP.*

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 Napier in any way (eg, personal, property etc.)?

	Number	Percent	
Very safe	117	29.3%	<i>[skip to Q13]</i>
Fairly safe	157	39.3%	<i>[continue to Q11]</i>
Average	101	25.3%	<i>[continue to Q11]</i>
Not very safe	20	5.0%	<i>[continue to Q11]</i>
Not safe at all	4	1.0%	<i>[continue to Q11]</i>
Don't know/can't say	1	0.3%	<i>[skip to Q13]</i>
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
Very safe	29.3%	33.5%	-4.3%
Fairly safe	39.3%	41.5%	-2.3%
Average	25.3%	19.3%	6.0%
Not very safe	5.0%	3.8%	1.3%
Not safe at all	1.0%	0.8%	0.3%
Don't know/can't say	0.3%	1.3%	-1.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q11 What are your safety concerns?

Safety concerns specified:

	Number	Percent
Burglary	116	41.1%
Going out at night	41	14.5%
Attacks/abuse/violence	40	14.2%
Strangers/thugs/prowlers/weirdos	29	10.3%
Youth	28	9.9%
Drugs/druggies/drunks	24	8.5%
Gangs	23	8.2%
Lack of police/slow response/not open 24 hours	23	8.2%
Driving/drivers/boy racers/traffic	16	5.7%
Car theft/theft from car/wilful damage to car	10	3.5%
Home invasions	10	3.5%
General mentions of crime and perceived increase in it	9	3.2%
Being/walking alone	8	2.8%
Natural disasters/dirty water	6	2.1%
Safety of children	6	2.1%
Locations of concern	5	1.8%
Vandals/graffiti	5	1.8%
Racism	4	1.4%
Increased poverty/increase in desperation/unemployment	3	1.1%
Town improvements/lighting	3	1.1%
Living alone	2	0.7%
Roaming dogs	2	0.7%
No safety concerns	12	4.3%
Don't know	4	1.4%
Other	7	2.5%
Not specified	24	8.5%
Sample	282	

Not necessarily additive as respondents comments could be coded to multiple categories

Sample is out of people who indicated any safety concerns (282 respondents)

Comments coded to "burglary":

<i>Safety concerns</i>	<i>Things that could be done to help respondent feel safer</i>
• <i>Being burgled by young teenagers who are opportunist thieves.</i>	• <i>I think more random street patrols that give people the message that suburbs are being monitored.</i>
• <i>Break-ins and burglaries.</i>	• <i>Don't know.</i>
• <i>Break-ins to my home. Tsunami. Dogs when we are out walking, especially ones off leads.</i>	• <i>I'd like dogs to be on a lead at all times in any public area.</i>
• <i>Break-ins, car break-ins, safety on roads.</i>	• <i>More police presence.</i>
• <i>Break-ins.</i>	• <i>More visible policing and community neighbourhood patrols.</i>
• <i>Burglaries and theft.</i>	• <i>More police.</i>
• <i>Burglaries in Napier appear to be on the rise. I am afraid my house and/or car will be broken into.</i>	• <i>More police patrols.</i>
• <i>Burglaries in our street, there have been a few recently.</i>	• <i>A visible police presence.</i>
• <i>Burglaries, stolen cars.</i>	• <i>Not sure.</i>
• <i>Burglaries.</i>	• <i>Don't know.</i>
• <i>Burglaries.</i>	• <i>More police on the beat.</i>
• <i>Burglaries.</i>	• <i>More policing.</i>
• <i>Burglary (neighbours burgled during daylight hours recently).</i>	• <i>More police presence on streets.</i>
• <i>Burglary and assaults.</i>	• <i>Better street lighting especially in the suburbs.</i>

Safety concerns	Things that could be done to help respondent feel safer
• Burglary and attacks on people.	• More police, visible patrolling.
• Burglary and attacks on street.	• More police.
• Burglary and break-ins.	• More community police.
• Burglary and home invasion.	• Stronger punishment for crime.
• Burglary in our area.	• Less people feeling the need to burgle, a social issue with no easy fix.
• Burglary of my possessions.	• Higher police presence.
• Burglary, house invasion. If there was a large earthquake the hospital is in Hastings and it could be hard to get there.	• More help for the police, visible policing.
• Burglary, people taking drugs in Napier is high, gang presence and activity.	• A visible police presence in Taradale - community constable.
• Burglary, racist hate acts.	•
• Burglary, too many criminals in the area, so worry about that. Wouldn't walk at night as worry about being assaulted.	• More protection for victims.
• Burglary, uncontrolled youth (out of control youth).	• We need more police, more visible police patrols and rapid response police.
• Burglary, violence in my neighbourhood.	• Moving, but I can't because I'm in a Housing Corp house and I've already asked to be transferred because of my scary neighbours and they refused.
• Burglary, weirdos in the areas.	• More visible policing. Police presence at night.
• Burglary.	• Alarms maybe.
• Burglary.	• I don't know that anything can be done. Our area has cameras which does help.
• Burglary.	• Nothing, it is the way society is now.
• Burglary.	• Don't know as I have alarm systems and deadlocks. Our neighbourhood support isn't very active.
• Burglary.	• A police station available in Napier open 24/7.
• Burglary.	• More visible police patrols.
• Burglary.	• Better penalties for crime, eg, tougher sentences to deter offenders.
• Burglary.	• Police street patrols in the suburbs.
• Burglary.	• We have alarmed, fenced and gated our property. Having a neighbourhood watch operating in the area would help.
• Burglary.	• Nothing really, as overall I feel safe.
• Burglary.	• More visible police patrols.
• Burglary.	• More police patrols in the suburbs.
• Burglary.	• I'd like to see a higher police profile as this prevents crime.
• Burglary.	• Having a good neighbourhood watch operating.
• Burglary.	• We need police on beat.
• Burglary.	• More visible police patrols. Police should attend all burglaries, they didn't even come to ours.
• Burglary.	• A local police presence.
• Burglary.	• Having a dog might help.
• Burglary.	• Nothing, on the whole I feel safe. It is just that burglary is common here.
• Burglary.	• The meth problem in Hawke's Bay is contributing to the high number of burglaries, so it needs to be tackled.
• Burglary.	• More community support, neighbours meeting each other, looking out for each other. We try to do this.
• Burglary. Being attacked.	• Have more police in Napier, the police numbers have been cut back too much here.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Burglary. Concern of being attacked in town at night by drunks. 	<ul style="list-style-type: none"> Not sure what could be done.
<ul style="list-style-type: none"> Burglary. I have been broken into seven times. Burglary. Violence when walking alone at night. 	<ul style="list-style-type: none"> Better policing, more visible police would help a lot. More police around, Napier Police Station re-opened, better lighting.
<ul style="list-style-type: none"> Desperate people causing burglary, home invasion, assaults on the streets. Getting attacked or burgled. 	<ul style="list-style-type: none"> More employment in the area, more front line police. More intervention with youth at risk. More police presence.
<ul style="list-style-type: none"> Groups intimidating at night. Dairies being broken into and people violently attacked. 	<ul style="list-style-type: none"> 13 to 20 year old offenders should be placed in some form of compulsory service, like the army. At the moment it is just a slap on the wrist and they know that. More police.
<ul style="list-style-type: none"> Had things stolen from our property recently. Know other people who have had the same. 	<ul style="list-style-type: none"> More police and in particular more police presence.
<ul style="list-style-type: none"> High theft rates from vehicles and homes. Idiots using my street like a burnout pad. The fact the police station is closed on weekends and the thinning out of officers in Napier. 	<ul style="list-style-type: none"> Officers 'walking the beat' high crime areas in Napier instead of in their cars.
<ul style="list-style-type: none"> Home invasion and burglary. 	<ul style="list-style-type: none"> Close down the alleyway beside us as we have had a home invasion and four burglaries.
<ul style="list-style-type: none"> Home invasion, burglary, safety of children when not with you. 	<ul style="list-style-type: none"> More visible police patrols.
<ul style="list-style-type: none"> Home invasion, burglary. We have had a home invasion and four burglaries. 	<ul style="list-style-type: none"> Not sure what else can be done, we have alarms and locked gates both front and back.
<ul style="list-style-type: none"> Home invasions, burglary and car thefts. House burglary and car theft. 	<ul style="list-style-type: none"> More visible policing in the suburbs. To feel a police presence on the roads and on foot in the CBD. Also, I have had to phone police regarding potential break-in at neighbours property and was told they are understaffed and advised to call noise control.
<ul style="list-style-type: none"> Household burglaries. Traffic - idiots on the road. 	<ul style="list-style-type: none"> More police presence on road and foot.
<ul style="list-style-type: none"> Housing NZ house in neighbourhood, tenants really bad with gang connections. Burglary. 	<ul style="list-style-type: none"> A better neighbourhood watch group.
<ul style="list-style-type: none"> Housing NZ properties housing GANG MEMBERS next to \$450K+ privately owned villas. Anti-social behaviours from kids and adults (fighting, domestic violence, littering, urinating in the street, climbing neighbours fences, stealing, abusive language ...the list goes on and on!). 	<ul style="list-style-type: none"> These individuals need to be more accountable! Abide by the law! Abide by council rules! Or be fined, or jailed?
<ul style="list-style-type: none"> I moved up to Napier from Christchurch last June, and shortly after moving into my current address my car and garage was broken into and stuff stolen. 	<ul style="list-style-type: none"> Security lights and alarms.
<ul style="list-style-type: none"> I worry about being burgled. I don't walk around after dark even in the early evening to walk the dog as I don't feel safe. 	<ul style="list-style-type: none"> Better street lighting in suburbs. More visible policing, the thought that at times there are very few on and if something happened to myself, my family or property it would take time for help to arrive.
<ul style="list-style-type: none"> I wouldn't go out at night. Burglary and assaults at night. 	<ul style="list-style-type: none"> Having more police. We don't see the police at all in Napier, except on Art Deco weekend.
<ul style="list-style-type: none"> I'm concerned about the Macrocarpa trees coming down in a storm. 	<ul style="list-style-type: none"> Remove the trees.
<ul style="list-style-type: none"> Increase in crime by people looking for drug money. Burglary and violence in the streets. 	<ul style="list-style-type: none"> We need to increase police numbers.
<ul style="list-style-type: none"> Increase in the thieves in the area. 	<ul style="list-style-type: none"> Better community support for those in need.
<ul style="list-style-type: none"> Increased crime rates in Napier more desperate people out there. 	<ul style="list-style-type: none"> The gap between poor and rich needs to close - social change not just more police.
<ul style="list-style-type: none"> Increased criminal activity, local shops being held up. Police based out of Hastings now. 	<ul style="list-style-type: none"> Knowing that there was more of a police presence in Napier especially at night.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Increasing crime ie, robberies and burglaries. I feel fairly safe, however, I choose not to put myself in an 'unsafe' situation or environment ie, out late at night or early hours of the morning, drink/drug driving etc, etc. 	<ul style="list-style-type: none"> A complete overhaul of the law. Police try their hardest to do the frontline job. The judges are too soft and the sentences do not fit the crime or severity of. Criminals are happy to get a slap with a wet towel, they will be out doing what they do in no time, or slapped with a fine that can be 'added to the rest'. What's the point then? A waste of taxpayer dollars and a vicious circle.
<ul style="list-style-type: none"> Increasing rate of burglaries. Feeling safe when you are walking in broad daylight. Control of gangs in both the Napier and Hastings areas. 	<ul style="list-style-type: none"> More investment in having police 'on the beat'.
<ul style="list-style-type: none"> Invasion of property and private space. Theft - people coming onto property. 	<ul style="list-style-type: none"> Don't know. Better policing, more community policing.
<ul style="list-style-type: none"> Just the usual - burglaries/random violence. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Keeping an eye out for people stealing. We live close to where the girl was almost abducted this morning - worry about children's safety. Burglary. 	<ul style="list-style-type: none"> I don't think there is anything more that can be done as we do have a police presence in our area.
<ul style="list-style-type: none"> Kids out late at night. House might get burgled. Patched members out in the community. 	<ul style="list-style-type: none"> More police, more prompt. Too slow to respond to emergencies in my area.
<ul style="list-style-type: none"> Lack of policing resources. Burglary. 	<ul style="list-style-type: none"> More visible policing in the suburbs.
<ul style="list-style-type: none"> Living rurally on no exit road, a lot of unusual traffic gives cause for concern - a spate of burglaries in our area. 	<ul style="list-style-type: none"> It comes down to people having respect for other people's property. A strong neighbourhood support group which is happening. Police support has been amazing.
<ul style="list-style-type: none"> Lots of houses/cars getting broken into. 	<ul style="list-style-type: none"> Lower the crime rate.
<ul style="list-style-type: none"> More low lifes around roaming even kids, very intimidating and abusive. People speed everywhere in their cars. Property and vehicles are fair game to people that think everything is for the taking. 	<ul style="list-style-type: none"> More police presence on the streets and in urban streets more diversions to slow people down.
<ul style="list-style-type: none"> Own a small business, we have been robbed twice and vandalised twice in the past 12 months. 	<ul style="list-style-type: none"> Re-prioritise police resources away from pointless drug busts and actually focus on keeping the bay safe.
<ul style="list-style-type: none"> People breaking and entering into your home. 	<ul style="list-style-type: none"> Better, longer sentencing for offenders.
<ul style="list-style-type: none"> People checking out properties and belongings. 	<ul style="list-style-type: none"> Lighting.
<ul style="list-style-type: none"> People in town in the small hours, as there is a lot of violence and disturbed people about. Burglary, slow responsiveness of police in cases of burglary and shop lifting. 	<ul style="list-style-type: none"> A visible police presence in town at night and on foot patrol in the day time.
<ul style="list-style-type: none"> Personal safety - random attacks are rising in Napier - burglary and vehicle theft. 	<ul style="list-style-type: none"> Visible police presence 24/7.
<ul style="list-style-type: none"> Property and personal. 	<ul style="list-style-type: none"> More intensive policing and tougher court rulings.
<ul style="list-style-type: none"> Property being stolen, can't walk around at night, get approached by males. 	
<ul style="list-style-type: none"> Rampant crime including burglaries. 	<ul style="list-style-type: none"> Re-instal the police budget.
<ul style="list-style-type: none"> Robbery. 	<ul style="list-style-type: none"> Neighbourhood patrols in the suburbs.
<ul style="list-style-type: none"> Robbery. 	<ul style="list-style-type: none"> Cameras and lights in alleyways to deter thieves in Onekawa, Pirimai and other connected areas.
<ul style="list-style-type: none"> Shit *-?=# stealing my tools and guns and food. 	<ul style="list-style-type: none"> More police. Tougher laws for thieves.
<ul style="list-style-type: none"> So many young gang kids walking the streets hanging out in town asking for money etc, makes me feel unsafe. High crime rates. High break-ins etc. 	<ul style="list-style-type: none"> More police walking the streets, they need to be seen more not just in cars.
<ul style="list-style-type: none"> Starting to hear about a lot of strange things being stolen eg, playground pieces at a public park etc. 	<ul style="list-style-type: none"> I feel very safe in the area I live. I would feel less safe if I lived around the Marewa area for example.
<ul style="list-style-type: none"> The amount of break-ins/robberies that go on in my area (Napier south). 	<ul style="list-style-type: none"> Bringing back the policeman! I know there are priorities, but late last year I was abused in my own home and police arrived five hours later.
<ul style="list-style-type: none"> The amount of crime still being committed; especially burglaries. 	<ul style="list-style-type: none"> Invest in more police, but they need to be seen.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> The number of burglaries and assaults in the Napier-Hastings region concerns me. I worry that there is a high drug use and these people are unpredictable and erratic. I worry that I could be caught up in this through no doing of my own. 	<ul style="list-style-type: none"> Higher police presence with a focus on reducing drug presence and usage.
<ul style="list-style-type: none"> Theft and burglary, of which I have been a victim. 	<ul style="list-style-type: none"> Support local police.
<ul style="list-style-type: none"> Theft and damage due to high numbers of people struggling in our city, both financially and mentally and with addictions as a result of mental health issues. 	<ul style="list-style-type: none"> If all of our community were well looked after and each had enough to cover their needs, crime would plummet.
<ul style="list-style-type: none"> Theft by large groups of youths. 	<ul style="list-style-type: none"> More police presence.
<ul style="list-style-type: none"> Theft, burglary people texting whilst driving. 	<ul style="list-style-type: none"> More police. Community taking more ownership of youth and our elderly.
<ul style="list-style-type: none"> Theft, dodgy people coming back from work late at night. Possibility of being attacked. 	<ul style="list-style-type: none"> Getting the homeless off the street (shelter?), more police presence and more lighting.
<ul style="list-style-type: none"> Theft. 	<ul style="list-style-type: none"> No idea.
<ul style="list-style-type: none"> Thefts, personal safety in town and beggars on drugs in streets. 	<ul style="list-style-type: none"> Move the beggars on. More visible policing.
<ul style="list-style-type: none"> There seems to be more burglaries. 	<ul style="list-style-type: none"> More police patrols needed.
<ul style="list-style-type: none"> Thieves in shops and violent attacks. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Thieving and burglaries. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Too many thieves, young people being the majority. 	<ul style="list-style-type: none"> Better street lighting. The real root cause is get more youth programmes and hubs for them to take part in. The youth today are bored, not lost.
<ul style="list-style-type: none"> Too many unemployed people stealing and wandering the streets. 	<ul style="list-style-type: none"> More visible policing.
<ul style="list-style-type: none"> Vandalism and theft. 	<ul style="list-style-type: none"> To move out of the area would be the only thing.
<ul style="list-style-type: none"> Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this. 	<ul style="list-style-type: none"> Provide safe spaces for teenagers and develop communities via events and programmes.
<ul style="list-style-type: none"> We were broken into three years ago and have never heard anything about our lost items. There no longer seems to be a strong police presence in Napier. 	<ul style="list-style-type: none"> Have more police cars patrolling and more walking around amongst everyday people.

Comments coded to “going out at night”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> At night would not go out alone. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> At night, fear of assaults, young ones getting into fights. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Being assaulted when out at night. 	<ul style="list-style-type: none"> More police and more police resources put into Napier.
<ul style="list-style-type: none"> Being in town at night - violence. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Being in town late at night possibility of being assaulted. 	<ul style="list-style-type: none"> Seeing police on foot patrol. Police on patrol in the late evening.
<ul style="list-style-type: none"> Burglary, too many criminals in the area, so worry about that. Wouldn't walk at night as worry about being assaulted. 	<ul style="list-style-type: none"> More protection for victims.
<ul style="list-style-type: none"> Burglary. Concern of being attacked in town at night by drunks. 	<ul style="list-style-type: none"> Not sure what could be done.
<ul style="list-style-type: none"> Burglary. Violence when walking alone at night. 	<ul style="list-style-type: none"> More police around, Napier Police Station re-opened, better lighting.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Cars get broken into on our street ALL the TIME... Not allowed dogs at rentals (even if they're well behaved. No one seems to give any benefit of doubt to good dog owners, like ourselves) and they're the best robbery deterrents! I still get hassled by idiots if I'm out walking in the evening. Got followed a couple times and had to get my partner to tell them to move on. 	<ul style="list-style-type: none"> More police. Possibly a special rental application for dogs - I understand it's up to the homeowner, but most people are courteous enough to care about the property, garden etc. A way to facilitate an extra agreement or approved owner status would be awesome. I used to feel super safe knowing my dog was looking after my house in Wellington.
<ul style="list-style-type: none"> During the day I feel safe around the CBD and some of the suburbs. During night in CBD also feel fairly safe, would worry about my daughters who are now young adults. Possibly more police patrols and better lighting. 	<ul style="list-style-type: none"> Possibly more police patrols and better lighting at night.
<ul style="list-style-type: none"> Fear about being out after dark. 	<ul style="list-style-type: none"> None.
<ul style="list-style-type: none"> Gangs in ALL neighbourhoods, especially Tamatea - P addicts. After dark safety walking or exercising on the streets. 	<ul style="list-style-type: none"> CCTV - like what is done in many major cities around the world. Napier would be small enough that this could easily be done on a small scale.
<ul style="list-style-type: none"> Going out after dark. Wouldn't do so on my own unless in my car. 	<ul style="list-style-type: none"> More police presence.
<ul style="list-style-type: none"> Groups intimidating at night. Dairies being broken into and people violently attacked. 	<ul style="list-style-type: none"> 13 to 20 year old offenders should be placed in some form of compulsory service, like the army. At the moment it is just a slap on the wrist and they know that. More police.
<ul style="list-style-type: none"> I won't go out alone at night. Concern for my vehicle if parked on the street being vandalised. 	<ul style="list-style-type: none"> More visible police on the streets to crack down on minor petty crime, so the youth don't progress to major criminals.
<ul style="list-style-type: none"> I worry about being burgled. I don't walk around after dark even in the early evening to walk the dog as I don't feel safe. 	<ul style="list-style-type: none"> Better street lighting in suburbs. More visible policing, the thought that at times there are very few on and if something happened to myself, my family or property it would take time for help to arrive.
<ul style="list-style-type: none"> I wouldn't go out at night. Burglary and assaults at night. 	<ul style="list-style-type: none"> Having more police. We don't see the police at all in Napier, except on Art Deco weekend.
<ul style="list-style-type: none"> I wouldn't walk in Napier at night. I am concerned about gang behaviour, drug dealing in our neighbourhood and the lack of things to do for young people. 	<ul style="list-style-type: none"> A more connected community.
<ul style="list-style-type: none"> Increasing crime ie, robberies and burglaries. I feel fairly safe, however, I choose not to put myself in an 'unsafe' situation or environment ie, out late at night or early hours of the morning, drink/drug driving etc, etc. 	<ul style="list-style-type: none"> A complete overhaul of the law. Police try their hardest to do the frontline job. The judges are too soft and the sentences do not fit the crime or severity of. Criminals are happy to get a slap with a wet towel, they will be out doing what they do in no time, or slapped with a fine that can be 'added to the rest'. What's the point then? A waste of taxpayer dollars and a vicious circle.
<ul style="list-style-type: none"> Just around evening times too unsafe to be anywhere on your own. 	<ul style="list-style-type: none"> Probably more community patrol type thing.
<ul style="list-style-type: none"> Just around evening times. Too unsafe to be anywhere on your own. 	<ul style="list-style-type: none"> Probably more community patrol type things.
<ul style="list-style-type: none"> Late at night, if you are walking around in town, groups of young ones can be intimidating sometimes. Road rage. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Late night in inner city. Never know who is around - could get attacked. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> No police around at night, I worry being out at night. 	<ul style="list-style-type: none"> A visible police presence in town on foot patrol.
<ul style="list-style-type: none"> Not happy walking the streets alone at night. 	<ul style="list-style-type: none"> Access to a local 24 hour police station.
<ul style="list-style-type: none"> Not safe being in town after dark. 	<ul style="list-style-type: none"> Visible police presence after 10pm in town. There are no police in Napier at this time of night.
<ul style="list-style-type: none"> Not safe to walk at night. 	<ul style="list-style-type: none"> It is a sign of the times, don't know what could be done.

Safety concerns	Things that could be done to help respondent feel safer
• Out at night, random attacks.	• Don't know.
• People roaming the streets at night.	• More employment for those who don't have jobs to keep them off the streets.
• People walking around at night.	• More police patrols.
• Property being stolen, can't walk around at night, get approached by males.	
• Recently a friend was ambushed and assaulted in our neighbourhood at night, although I wouldn't walk by myself at night, I think people should be able to without feeling they could be jumped by some young gang prospects.	• Better lighting down thoroughfare streets like Nuffield Avenue and Bedford Road.
• Some parts of Napier I would not venture into at night.	• Increase the Community Patrols.
• Street lighting is very poor in Masefield Avenue, Maraenui. Dogs on the street.	• Double the street lights so there are the same as the rest of Napier.
• The scum that travel in packs out late at night causing problems. Drivers are very poor here. I cycle daily and it is really dangerous.	• We need more police patrolling the roads and also visible policing in town and suburbs to crack down on the packs of youth.
• Theft, dodgy people coming back from work late at night. Possibility of being attacked.	• Getting the homeless off the street (shelter?), more police presence and more lighting.
• Walking alone as a female, or my friends being out at bars at night.	• Community programmes teaching consent, reduction of rape culture, safety numbers at bars.
• Walking around at night.	
• Walking the streets at night, frightened of being accosted.	• Nothing - sign of the times.
• Where I live it's ok, but not safe in some areas, especially at night.	
• Wouldn't walk alone in the main street of Napier at night, fear of being attacked by groups of young people.	• More police.

Comments coded to "attacks/abuse/violence":

Safety concerns	Things that could be done to help respondent feel safer
• Abusive people when out at night.	• More police patrols, foot patrols in town and patrols regularly in the suburbs.
• Amount of drug use and strange people we have around the city. Amount of incidents - assaults on women.	• Lock up a few more and keep them there.
• At night, fear of assaults, young ones getting into fights.	• More police.
• Being assaulted when out at night.	• More police and more police resources put into Napier.
• Being attacked in the street.	• More police available.
• Being in town at night - violence.	• Don't know.
• Being in town late at night possibility of being assaulted.	• Seeing police on foot patrol. Police on patrol in the late evening.
• Burglary and assaults.	• Better street lighting especially in the suburbs.
• Burglary and attacks on people.	• More police, visible patrolling.
• Burglary and attacks on street.	• More police.
• Burglary and home invasion.	• Stronger punishment for crime.
• Burglary, too many criminals in the area, so worry about that. Wouldn't walk at night as worry about being assaulted.	• More protection for victims.
• Burglary, violence in my neighbourhood.	• Moving, but I can't because I'm in a Housing Corp house and I've already asked to be transferred because of my scary neighbours and they refused.
• Burglary. Being attacked.	• Have more police in Napier, the police numbers have been cut back too much here.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Burglary. Concern of being attacked in town at night by drunks. 	<ul style="list-style-type: none"> Not sure what could be done.
<ul style="list-style-type: none"> Burglary. Violence when walking alone at night. 	<ul style="list-style-type: none"> More police around, Napier Police Station re-opened. Better lighting.
<ul style="list-style-type: none"> Desperate people causing burglary, home invasion, assaults on the streets. 	<ul style="list-style-type: none"> More employment in the area, more front line police.
<ul style="list-style-type: none"> Gangs and violence. 	<ul style="list-style-type: none"> More street lighting in some dark suburban areas.
<ul style="list-style-type: none"> Getting attacked or burgled. 	<ul style="list-style-type: none"> More intervention with youth at risk. More police presence.
<ul style="list-style-type: none"> Going through separation and partner is hanging out with very undesirable group who have access to firearms. 	<ul style="list-style-type: none"> Nothing, think I have things under control.
<ul style="list-style-type: none"> Groups intimidating at night. Dairies being broken into and people violently attacked. 	<ul style="list-style-type: none"> 13 to 20 year old offenders should be placed in some form of compulsory service, like the army. At the moment it is just a slap on the wrist and they know that. More police.
<ul style="list-style-type: none"> Have seen more gang prospects in the Tamatea area, seem to be a lot of late teenagers wandering around at night in groups, yelling out and generally causing intimidation. 	<ul style="list-style-type: none"> Perhaps having the street lights always working whereas at the moment they will be off for 2-3 times a week down our street.
<ul style="list-style-type: none"> High murder rate in Napier. 	<ul style="list-style-type: none"> More of an investment in mental health providers and treatment.
<ul style="list-style-type: none"> Housing NZ properties housing GANG MEMBERS next to \$450K+ privately owned villas. Anti-social behaviours from kids and adults (fighting, domestic violence, littering, urinating in the street, climbing neighbours fences, stealing, abusive language ...the list goes on and on!). 	<ul style="list-style-type: none"> These individuals need to be more accountable! Abide by the law! Abide by council rules! Or be fined, or jailed?
<ul style="list-style-type: none"> I wouldn't go out at night. Burglary and assaults at night. 	<ul style="list-style-type: none"> Having more police. We don't see the police at all in Napier, except on Art Deco weekend.
<ul style="list-style-type: none"> Just the usual - burglaries/random violence. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Late night in inner city. Never know who is around - could get attacked. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> More low lifes around roaming even kids, very intimidating and abusive. People speed everywhere in their cars. Property and vehicles are fair game to people that think everything is for the taking. 	<ul style="list-style-type: none"> More police presence on the streets and in urban streets more diversions to slow people down.
<ul style="list-style-type: none"> Out at night, random attacks. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Out of control youth walking the streets at night in packs. Hearing arguments and fighting at parties in the area. 	<ul style="list-style-type: none"> Community patrols at night, especially in the greenbelt aka Harakeke walkway.
<ul style="list-style-type: none"> People in town in the small hours, as there is a lot of violence and disturbed people about. Burglary, slow responsiveness of police in cases of burglary and shop lifting. 	<ul style="list-style-type: none"> A visible police presence in town at night and on foot patrol in the day time.
<ul style="list-style-type: none"> Personal safety - random attacks are rising in Napier - burglary and vehicle theft. 	<ul style="list-style-type: none"> Visible police presence 24/7.
<ul style="list-style-type: none"> Recently a friend was ambushed and assaulted in our neighbourhood at night, although I wouldn't walk by myself at night, I think people should be able to without feeling they could be jumped by some young gang prospects. 	<ul style="list-style-type: none"> Better lighting down thoroughfare streets like Nuffield Avenue and Bedford Road.
<ul style="list-style-type: none"> The number of burglaries and assaults in the Napier/Hastings region concerns me. I worry that there is a high drug use, and these people are unpredictable and erratic. I worry that I could be caught up in this through no doing of my own. 	<ul style="list-style-type: none"> Higher police presence with a focus on reducing drug presence and usage.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • Theft, dodgy people coming back from work late at night. Possibility of being attacked. 	<ul style="list-style-type: none"> • Getting the homeless off the street (shelter?), more police presence and more lighting.
<ul style="list-style-type: none"> • Thefts, personal safety in town and beggars on drugs in streets. 	<ul style="list-style-type: none"> • Move the beggars on. More visible policing.
<ul style="list-style-type: none"> • Thieves in shops and violent attacks. 	<ul style="list-style-type: none"> • Don't know.
<ul style="list-style-type: none"> • What people may do out in the community eg, assault. Napier isn't a safe place to roam the streets. 	<ul style="list-style-type: none"> • Not putting myself in a situation that was unsafe. I don't think more police would help, it is up to me.
<ul style="list-style-type: none"> • Young gang affiliated or gang prospects and young people drunk and fighting regularly in the suburbs. 	<ul style="list-style-type: none"> • Consequences for breaking the law or being drunk and disorderly.

Comments coded to "strangers/thugs/prowlers/weirdos":

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • All sorts of weirdos out there. 	<ul style="list-style-type: none"> • More visible police on patrol.
<ul style="list-style-type: none"> • Amount of drug use and strange people we have around the city. Amount of incidents - assaults on women. 	<ul style="list-style-type: none"> • Lock up a few more and keep them there.
<ul style="list-style-type: none"> • Break-ins to my home. Tsunami. Dogs when we are out walking, especially ones off leads. 	<ul style="list-style-type: none"> • I'd like dogs to be on a lead at all times in any public area.
<ul style="list-style-type: none"> • Bullies. 	<ul style="list-style-type: none"> • Don't know.
<ul style="list-style-type: none"> • Burglary, weirdos in the areas. 	<ul style="list-style-type: none"> • More visible policing. Police presence at night.
<ul style="list-style-type: none"> • Cars get broken into on our street ALL the TIME... Not allowed dogs at rentals (even if they're well behaved.. no one seems to give any benefit of doubt to good dog owners, like ourselves) and they're the best robbery deterrents! I still get hassled by idiots if I'm out walking in the evening. Got followed a couple times and had to get my partner to tell them to move on... 	<ul style="list-style-type: none"> • More police. Possibly a special rental application for dogs - I understand it's up to the homeowner, but most people are courteous enough to care about the property, garden etc. A way to facilitate an extra agreement or approved owner status would be awesome. I used to feel super safe knowing my dog was looking after my house in Wellington.
<ul style="list-style-type: none"> • Groups intimidating at night. Dairies being broken into and people violently attacked. 	<ul style="list-style-type: none"> • 13 to 20 year old offenders should be placed in some form of compulsory service, like the army. At the moment it is just a slap on the wrist and they know that. More police.
<ul style="list-style-type: none"> • Groups walking around causing trouble and not hearing a good response from police involvement. 	<ul style="list-style-type: none"> • Patrols.
<ul style="list-style-type: none"> • Homeless and mentally unstable people walking the streets. 	<ul style="list-style-type: none"> • Having these people housed?
<ul style="list-style-type: none"> • Hood rats and opportunists. 	<ul style="list-style-type: none"> • I'm sure it's like this in any town/country.
<ul style="list-style-type: none"> • Housing NZ properties housing GANG MEMBERS next to \$450K+ privately owned villas. Anti-social behaviours from kids and adults (fighting, domestic violence, littering, urinating in the street, climbing neighbours fences, stealing, abusive language ...the list goes on and on!). 	<ul style="list-style-type: none"> • These individuals need to be more accountable! Abide by the law! Abide by council rules! Or be fined, or jailed ?
<ul style="list-style-type: none"> • Living alone, not feeling secure, door bell goes and no one is there. 	<ul style="list-style-type: none"> • Just making sure the doors are all locked. I have a large dog, so don't feel too bad.
<ul style="list-style-type: none"> • Low life running around the streets - can feel threatened. 	<ul style="list-style-type: none"> • More police on the streets and community patrol.
<ul style="list-style-type: none"> • More crime, undesirables mainly on streets at night. 	<ul style="list-style-type: none"> • More police.
<ul style="list-style-type: none"> • Other people and those using drugs. 	<ul style="list-style-type: none"> • Less people in streets and community support. Sort our Maraenui problems asap.
<ul style="list-style-type: none"> • People in town in the small hours, as there is a lot of violence and disturbed people about. Burglary, slow responsiveness of police in cases of burglary and shop lifting. 	<ul style="list-style-type: none"> • A visible police presence in town at night and on foot patrol in the day time.
<ul style="list-style-type: none"> • People lurking around with nothing to do. 	<ul style="list-style-type: none"> • More visible police presence.
<ul style="list-style-type: none"> • People roaming the streets at night. 	<ul style="list-style-type: none"> • More employment for those who don't have jobs to keep them off the streets.
<ul style="list-style-type: none"> • People walking around at night. 	<ul style="list-style-type: none"> • More police patrols.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • People walking the streets, vandalism and gangs. 	<ul style="list-style-type: none"> • Don't know.
<ul style="list-style-type: none"> • People who spoil it for others. 	<ul style="list-style-type: none"> • Nothing, it is society today.
<ul style="list-style-type: none"> • Property being stolen, can't walk around at night, get approached by males. 	
<ul style="list-style-type: none"> • Some undesirables in the community. 	<ul style="list-style-type: none"> • More rehabilitation and youth services.
<ul style="list-style-type: none"> • The scum that travel in packs out late at night causing problems. Drivers are very poor here. I cycle daily and it is really dangerous. 	<ul style="list-style-type: none"> • We need more police patrolling the roads and also visible policing in town and suburbs to crack down on the packs of youth.
<ul style="list-style-type: none"> • Theft, dodgy people coming back from work late at night. Possibility of being attacked. 	<ul style="list-style-type: none"> • Getting the homeless off the street (shelter?), more police presence and more lighting.
<ul style="list-style-type: none"> • Thefts, personal safety in town and beggars on drugs in streets. 	<ul style="list-style-type: none"> • Move the beggars on. More visible policing.
<ul style="list-style-type: none"> • There are so many homeless people lingering and although they might not be threatening, they stink, the language they use is terrible, and we witnessed needle use at Clive Square. 	<ul style="list-style-type: none"> • The homeless need to be moved on and not made so comfortable here in Napier. Get them out of our tourist locations. Get them off the streets. Make our streets feel safe again.
<ul style="list-style-type: none"> • Too many people/boarders in some houses and at times some or their friends are a bit shady. You can't tell whose car belongs in the area. Would be good to have the police on the beat again. And in quakes and tsunami warnings, we might not get a warning and no one checks to see if there is anyone on their own and if they are ok or not. 	<ul style="list-style-type: none"> • Police on the beat who get to know the locals ..trim the reserve up behind NBHS going up to Nash Street, that has become a good hiding place for both kinds of vermin.
<ul style="list-style-type: none"> • Too many unemployed people stealing and wandering the streets. 	<ul style="list-style-type: none"> • More visible policing.

Comments coded to "youth":

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • Adolescent teenagers. 	<ul style="list-style-type: none"> • More things to do with young teenagers.
<ul style="list-style-type: none"> • At night, fear of assaults, young ones getting into fights. 	<ul style="list-style-type: none"> • More police.
<ul style="list-style-type: none"> • Being burgled by young teenagers who are opportunist thieves. 	<ul style="list-style-type: none"> • I think more random street patrols that give people the message that suburbs are being monitored.
<ul style="list-style-type: none"> • Boys. 	<ul style="list-style-type: none"> • Not sure.
<ul style="list-style-type: none"> • Burglary, uncontrolled youth (out of control youth). 	<ul style="list-style-type: none"> • We need more police, more visible police patrols and rapid response police.
<ul style="list-style-type: none"> • Cars parked on roads being damaged eg, keyed. Too many people drugged up and teenagers hanging around shopping centres in gangs. 	<ul style="list-style-type: none"> • More policing and less questioning when ringing police with issues on suspicious people or things happening, you end up feeling like the criminal.
<ul style="list-style-type: none"> • Gang problems, youth roaming late at night. Alcohol related crimes of violence. 	<ul style="list-style-type: none"> • More visible policing.
<ul style="list-style-type: none"> • Gangs of youth out late at night causing problems. 	<ul style="list-style-type: none"> • More visible police, especially at night.
<ul style="list-style-type: none"> • Gangs, bored kids, poverty is becoming a huge thing here. The police station situation is ridiculous. 	<ul style="list-style-type: none"> • More police, bring back the community constables too.
<ul style="list-style-type: none"> • Have seen more gang prospects in the Tamatea area, seem to be a lot of late teenagers wandering around at night in groups, yelling out and generally causing intimidation. 	<ul style="list-style-type: none"> • Perhaps having the street lights always working where as at the moment they will be off for 2-3 times a week down our street.
<ul style="list-style-type: none"> • Housing NZ properties housing GANG MEMBERS next to \$450K+ privately owned villas. Anti-social behaviours from kids and adults (fighting, domestic violence, littering, urinating in the street, climbing neighbours fences, stealing, abusive language ...the list goes on and on!). 	<ul style="list-style-type: none"> • These individuals need to be more accountable! Abide by the law! Abide by council rules! Or be fined, or jailed?
<ul style="list-style-type: none"> • I wouldn't walk in Napier at night. I am concerned about gang behaviour, drug dealing in our neighbourhood and the lack of things to do for young people. 	<ul style="list-style-type: none"> • A more connected community.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Kids out late at night. House might get burgled. Patched members out in the community. 	<ul style="list-style-type: none"> More police, more prompt. Too slow to respond to emergencies in my area.
<ul style="list-style-type: none"> Late at night, if you are walking around in town, groups of young ones can be intimidating sometimes. Road rage. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> More low lifes around roaming even kids, very intimidating and abusive. People speed everywhere in their cars. Property and vehicles are fair game to people that think everything is for the taking. 	<ul style="list-style-type: none"> More police presence on the streets and in urban streets more diversions to slow people down.
<ul style="list-style-type: none"> Out of control youth walking the streets at night in packs. Hearing arguments and fighting at parties in the area. 	<ul style="list-style-type: none"> Community patrols at night, especially in the greenbelt aka Harakeke walkway.
<ul style="list-style-type: none"> Packs of roaming youths. Our water. 	<ul style="list-style-type: none"> Provide activities for our young people not just for the tourists.
<ul style="list-style-type: none"> So many young gang kids walking the streets hanging out in town asking for money etc, makes me feel unsafe. High crime rates. High break-ins etc. 	<ul style="list-style-type: none"> More police walking the streets, they need to be seen more, not just in cars.
<ul style="list-style-type: none"> Theft by large groups of youths. 	<ul style="list-style-type: none"> More police presence.
<ul style="list-style-type: none"> Too many little hoodlums with nothing to do. 	<ul style="list-style-type: none"> Get them working.
<ul style="list-style-type: none"> Too many thieves, young people being the majority. 	<ul style="list-style-type: none"> Better street lighting. The real root cause is get more youth programmes and hubs for them to take part in. The youth today are bored, not lost.
<ul style="list-style-type: none"> Too much youth gangster wannabes with no harsh consequences. 	<ul style="list-style-type: none"> Make the justice system live up to its name and serve justice.
<ul style="list-style-type: none"> Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this. 	<ul style="list-style-type: none"> Provide safe spaces for teenagers and develop communities via events and programmes.
<ul style="list-style-type: none"> Wouldn't walk alone in the main street of Napier at night, fear of being attacked by groups of young people. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Young gang affiliated or gang prospects and young people drunk and fighting regularly in the suburbs. 	<ul style="list-style-type: none"> Consequences for breaking the law or being drunk and disorderly.
<ul style="list-style-type: none"> Young people - drugs. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Young people have no respect. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Youth are an issue for others safety. 	<ul style="list-style-type: none"> Outreach programmes for youth to find them productive things to do.

Comments coded to "drugs/druggies/drunks":

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Amount of drug use and strange people we have around the city. Amount of incidents - assaults on women. 	<ul style="list-style-type: none"> Lock up a few more and keep them there.
<ul style="list-style-type: none"> Burglary, people taking drugs in Napier is high, gang presence and activity. 	<ul style="list-style-type: none"> A visible police presence in Taradale - community constable.
<ul style="list-style-type: none"> Cars parked on roads being damaged eg, keyed. Too many people drugged up and teenagers hanging around shopping centres in gangs. 	<ul style="list-style-type: none"> More policing and less questioning when ringing police with issues on suspicious people or things happening, you end up feeling like the criminal.
<ul style="list-style-type: none"> Crime motivated by drug use. 	<ul style="list-style-type: none"> Treat it as a disease.
<ul style="list-style-type: none"> Crime. Methamphetamine. 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Drugs and alcohol - these affect our people - causes them to do criminal things. 	<ul style="list-style-type: none"> Clean up the homeless on the street.
<ul style="list-style-type: none"> Gang problems, youth roaming late at night. Alcohol related crimes of violence. 	<ul style="list-style-type: none"> More visible policing.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Gangs in ALL neighbourhoods, especially Tamatea - P addicts. After dark safety walking or exercising on the streets. 	<ul style="list-style-type: none"> CCTV - like what is done in many major cities around the world. Napier would be small enough that this could easily be done on a small scale.
<ul style="list-style-type: none"> Housing NZ properties housing GANG MEMBERS next to \$450K+ privately owned villas. Anti-social behaviours from kids and adults (fighting, domestic violence, littering, urinating in the street, climbing neighbours fences, stealing, abusive language ...the list goes on and on!). 	<ul style="list-style-type: none"> These individuals need to be more accountable! Abide by the law! Abide by council rules! Or be fined, or jailed ?
<ul style="list-style-type: none"> I wouldn't walk in Napier at night. I am concerned about gang behaviour, drug dealing in our neighbourhood and the lack of things to do for young people. 	<ul style="list-style-type: none"> A more connected community.
<ul style="list-style-type: none"> Increasing crime ie, robberies and burglaries. I feel fairly safe, however, I choose not to put myself in an 'unsafe' situation or environment ie, out late at night or early hours of the morning, drink/drug driving etc, etc. 	<ul style="list-style-type: none"> A complete overhaul of the law. Police try their hardest to do the frontline job. The judges are too soft and the sentences do not fit the crime or severity of. Criminals are happy to get a slap with a wet towel, they will be out doing what they do in no time, or slapped with a fine that can be 'added to the rest'. What's the point then? A waste of taxpayer dollars and a vicious circle.
<ul style="list-style-type: none"> Intoxicated people after dark. Gangs. 	<ul style="list-style-type: none"> Ban public intoxication and gangs.
<ul style="list-style-type: none"> Meth addicts. 	<ul style="list-style-type: none"> Police on the beat.
<ul style="list-style-type: none"> Other people and those using drugs. 	<ul style="list-style-type: none"> Less people in streets and community support. Sort our Maraenui problems asap.
<ul style="list-style-type: none"> So many people on drugs, unpredictable and in community everywhere. 	<ul style="list-style-type: none"> Police do a good job. Change the way people get money so they don't spend on drugs.
<ul style="list-style-type: none"> The number of burglaries and assaults in the Napier-Hastings region concerns me. I worry that there is a high drug use and these people are unpredictable and erratic. I worry that I could be caught up in this through no doing of my own. 	<ul style="list-style-type: none"> Higher police presence with a focus on reducing drug presence and usage.
<ul style="list-style-type: none"> Theft and damage due to high numbers of people struggling in our city, both financially and mentally and with addictions as a result of mental health issues. 	<ul style="list-style-type: none"> If all of our community were well looked after and each had enough to cover their needs, crime would plummet.
<ul style="list-style-type: none"> Thefts, personal safety in town and beggars on drugs in streets. 	<ul style="list-style-type: none"> Move the beggars on. More visible policing.
<ul style="list-style-type: none"> There are so many homeless people lingering and although they might not be threatening, they stink, the language they use is terrible, and we witnessed needle use at Clive Square. 	<ul style="list-style-type: none"> The homeless need to be moved on and not made so comfortable here in Napier. Get them out of our tourist locations. Get them off the streets. Make our streets feel safe again.
<ul style="list-style-type: none"> Too much crime, streets aren't safe, drugs out of control. 	<ul style="list-style-type: none"> More police, stronger court penalties.
<ul style="list-style-type: none"> Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this. 	<ul style="list-style-type: none"> Provide safe spaces for teenagers and develop communities via events and programmes.
<ul style="list-style-type: none"> Young gang affiliated or gang prospects and young people drunk and fighting regularly in the suburbs. 	<ul style="list-style-type: none"> Consequences for breaking the law or being drunk and disorderly.
<ul style="list-style-type: none"> Young people - drugs. 	<ul style="list-style-type: none"> More police.

Comments coded to "gangs":

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Black Power moved in next door. 	<ul style="list-style-type: none"> Move Black Power from next door. We have been to the Police, Council and MP and nothing can be done. The landlord is Black Power, so can't approach him.
<ul style="list-style-type: none"> Burglary, people taking drugs in Napier is high, gang presence and activity. 	<ul style="list-style-type: none"> A visible police presence in Taradale - community constable.
<ul style="list-style-type: none"> Cars parked on roads being damaged eg, keyed. Too many people drugged up and teenagers hanging around shopping centres in gangs. 	<ul style="list-style-type: none"> More policing and less questioning when ringing police with issues on suspicious people or things happening, you end up feeling like the criminal.
<ul style="list-style-type: none"> Gang activity. 	
<ul style="list-style-type: none"> Gang members that live in my street. 	<ul style="list-style-type: none"> Get rid of gangs.
<ul style="list-style-type: none"> Gang problems, youth roaming late at night. Alcohol related crimes of violence. 	<ul style="list-style-type: none"> More visible policing.
<ul style="list-style-type: none"> Gangs and violence. 	<ul style="list-style-type: none"> More street lighting in some dark suburban areas.
<ul style="list-style-type: none"> Gangs in ALL neighbourhoods, especially Tamatea - P addicts. After dark safety walking or exercising on the streets. 	<ul style="list-style-type: none"> CCTV - like what is done in many major cities around the world. Napier would be small enough that this could easily be done on a small scale.
<ul style="list-style-type: none"> Gangs, bored kids, poverty is becoming a huge thing here. The police station situation is ridiculous. 	<ul style="list-style-type: none"> More police, bring back the community constables too.
<ul style="list-style-type: none"> Gangs. 	<ul style="list-style-type: none"> No clue.
<ul style="list-style-type: none"> Gangs. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Have seen more gang prospects in the Tamatea area, seem to be a lot of late teenagers wandering around at night in groups, yelling out and generally causing intimidation. 	<ul style="list-style-type: none"> Perhaps having the street lights always working where as at the moment they will be off for 2-3 times a week down our street.
<ul style="list-style-type: none"> Housing NZ house in neighbourhood, tenants really bad with gang connections. Burglary. 	<ul style="list-style-type: none"> A better neighbourhood watch group.
<ul style="list-style-type: none"> Housing NZ properties housing GANG MEMBERS next to \$450K+ privately owned villas. Anti-social behaviours from kids and adults (fighting, domestic violence, littering, urinating in the street, climbing neighbours fences, stealing, abusive language ...the list goes on and on!). 	<ul style="list-style-type: none"> These individuals need to be more accountable! Abide by the law! Abide by council rules! Or be fined, or jailed ?
<ul style="list-style-type: none"> I wouldn't walk in Napier at night. I am concerned about gang behaviour, drug dealing in our neighbourhood and the lack of things to do for young people. 	<ul style="list-style-type: none"> A more connected community.
<ul style="list-style-type: none"> Increasing rate of burglaries. Feeling safe when you are walking in broad daylight. Control of gangs in both the Napier and Hastings areas. 	<ul style="list-style-type: none"> More investment in having police 'on the beat'.
<ul style="list-style-type: none"> Intoxicated people after dark. Gangs. 	<ul style="list-style-type: none"> Ban public intoxication and gangs.
<ul style="list-style-type: none"> Kids out late at night. House might get burgled. Patched members out in the community. 	<ul style="list-style-type: none"> More police, more prompt. Too slow to respond to emergencies in my area.
<ul style="list-style-type: none"> People being attacked for wearing the wrong colours - gang groups. 	<ul style="list-style-type: none"> Community patrols and visible policing.
<ul style="list-style-type: none"> People walking the streets, vandalism and gangs. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Personal safety - gangs hanging around. 	<ul style="list-style-type: none"> Get rid of gangs.
<ul style="list-style-type: none"> Recently a friend was ambushed and assaulted in our neighbourhood at night, although I wouldn't walk by myself at night, I think people should be able to without feeling they could be jumped by some young gang prospects. 	<ul style="list-style-type: none"> Better lighting down thoroughfare streets like Nuffield Avenue and Bedford Road.
<ul style="list-style-type: none"> Young gang affiliated or gang prospects and young people drunk and fighting regularly in the suburbs. 	<ul style="list-style-type: none"> Consequences for breaking the law or being drunk and disorderly.

Comments coded to **“lack of police/slow response/not open 24 hours”**:

Safety concerns	Things that could be done to help respondent feel safer
• A lot of robberies are on the increase and the fact that Napier Police station is not manned 24 hours is just ridiculous.	• More police and 24hr police station.
• Crime up due to lack of police presence.	• Manned police station.
• During the day I feel safe around the CBD and some of the suburbs. During night in CBD also feel fairly safe, would worry about my daughters who are now young adults. Possibly more police patrols and better lighting.	• Possibly more police patrols and better lighting at night.
• Gangs, bored kids, poverty is becoming a huge thing here. The police station situation is ridiculous.	• More police, bring back the community constables too.
• Groups walking around causing trouble and not hearing a good response from police involvement.	• Patrols.
• High theft rates from vehicles and homes. Idiots using my street like a burnout pad. The fact the police station is closed on weekends and the thinning out of officers in Napier.	• Officers 'walking the beat' high crime areas in Napier instead of in their cars.
• Home break-ins, having my wallet stolen when out.	• I don't think there is much more that could be done, it is up to us to keep safe.
• Increased criminal activity, local shops being held up. Police based out of Hastings now.	• Knowing that there was more of a police presence in Napier especially at night.
• Insufficient police numbers.	• More visible police.
• Lack of police.	• More police.
• Lack of policing resources. Burglary.	• More visible policing in the suburbs.
• More generally, with cut backs in local policing at the same time our crime rate is increasing.	
• New police station that closes at 5pm. Anything that happens after hours goes to a call centre.	• More on beat police officers, staff levels and a community event that could happen and involves community to be safe.
• No police around at night, I worry being out at night.	• A visible police presence in town on foot patrol.
• No police in Napier overnight, rising crime in our area. Boy racers are a problem.	• Having the police station in Napier manned 24/7.
• Not enough policemen.	• Close the bars earlier.
• People in town in the small hours, as there is a lot of violence and disturbed people about. Burglary, slow responsiveness of police in cases of burglary and shop lifting.	• A visible police presence in town at night and on foot patrol in the day time.
• The time it takes for a response from the police and the lack of hours that the police station is open.	• Police on the job for security and traffic safety.
• There aren't enough police in the field. Can't let children walk to school as not safe.	• Knowing that there is a visible police presence. Having a community constable in Taradale Police Station.
• Too many people/boarders in some houses and at times some or their friends are a bit shady. You can't tell whose car belongs in the area. Would be good to have the police on the beat again. And in quakes and tsunami warnings, we might not get a warning and no one checks to see if there is anyone on their own and if they are ok or not.	• Police on the beat who get to know the locals ..trim the reserve up behind NBHS going up to Nash Street, that has become a good hiding place for both kinds of vermin.
• We live in Tamatea, just ask the police for their records of Plunket Street and Wynyard Crescent.	• More police, more interested in general matters like house break-ins etc.
• We were broken into three years ago and have never heard anything about our lost items. There no longer seems to be a strong police presence in Napier.	• Have more police cars patrolling and more walking around amongst everyday people.

Comments coded to **“driving/drivers/boy racers/traffic”**:

Safety concerns	Things that could be done to help respondent feel safer
• Break-ins, car break-ins, safety on roads.	• More police presence.
• Drivers on the road - young ones - dangerous.	• More police. More in Napier City.
• Drones flying over our suburb. Cars driving too fast. Unlicensed dirt bikes racing on and off the new Marewa cycle way, which is a natural reserve.	• Better response to *555.
• High theft rates from vehicles and homes. Idiots using my street like a burnout pad. The fact the police station is closed on weekends and the thinning out of officers in Napier.	• Officers 'walking the beat' high crime areas in Napier instead of in their cars.
• Household burglaries. Traffic - idiots on the road.	• More police presence on road and foot.
• I don't feel safe driving around, drivers are poor in Napier.	• A greater police presence, especially on the roads.
• Late at night, if you are walking around in town, groups of young ones can be intimidating sometimes. Road rage.	• Don't know.
• More low lifes' around roaming even kids, very intimidating and abusive. People speed everywhere in their cars. Property and vehicles are fair game to people that think everything is for the taking.	• More police presence on the streets and in urban streets more diversions to slow people down.
• No police in Napier overnight, rising crime in our area. Boy racers are a problem.	• Having the police station in Napier manned 24/7.
• Road safety, poor drivers in Napier don't give way or stop at stop signs.	• Instead of police just worrying about speeding motorists, they should pick up poor drivers and cyclists riding on the footpaths.
• The scum that travel in packs out late at night causing problems. Drivers are very poor here. I cycle daily and it is really dangerous.	• We need more police patrolling the roads and also visible policing in town and suburbs to crack down on the packs of youth.
• Theft, burglary people texting whilst driving.	• More police. Community taking more ownership of youth and our elderly.
• Traffic around Napier, shocking drivers here. My job is road management and I'm appalled at the driving I see.	• Not a lot can be done. I'm very proactive in making sure my staff are kept safe.
• Traffic speed in residential areas.	
• Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this.	• Provide safe spaces for teenagers and develop communities via events and programmes.
• We live down Ulyatt Road and it bothers me every day that the speed limit is 100km, as I have a two year old son and another child on the way and it worries me sick the prospect they might be hit by a car - which go in excess of 100km regularly.	• The speed limit down Ulyatt Road should be dropped to 60km/hr or 70km/hr. 100km is insane and unsafe for this patch of road.

Comments coded to **“car theft/theft from car/wilful damage to car”**:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • Break-ins, car break-ins, safety on roads. 	<ul style="list-style-type: none"> • More police presence.
<ul style="list-style-type: none"> • Burglaries in Napier appear to be on the rise. I am afraid my house and/or car will be broken into. 	<ul style="list-style-type: none"> • More police patrols.
<ul style="list-style-type: none"> • Burglaries, stolen cars. 	<ul style="list-style-type: none"> • Not sure.
<ul style="list-style-type: none"> • Cars get broken into on our street ALL the TIME... Not allowed dogs at rentals (even if they're well behaved.. no one seems to give any benefit of doubt to good dog owners, like ourselves) and they're the best robbery deterrents! I still get hassled by idiots if I'm out walking in the evening. Got followed a couple times and had to get my partner to tell them to move on... 	<ul style="list-style-type: none"> • More police. Possibly a special rental application for dogs - I understand it's up to the homeowner, but most people are courteous enough to care about the property, garden etc. A way to facilitate an extra agreement or approved owner status would be awesome. I used to feel super safe knowing my dog was looking after my house in Wellington.
<ul style="list-style-type: none"> • Cars parked on roads being damaged eg, keyed. Too many people drugged up and teenagers hanging around shopping centres in gangs. 	<ul style="list-style-type: none"> • More policing and less questioning when ringing police with issues on suspicious people or things happening, you end up feeling like the criminal.
<ul style="list-style-type: none"> • High theft rates from vehicles and homes. Idiots using my street like a burnout pad. The fact the police station is closed on weekends and the thinning out of officers in Napier. 	<ul style="list-style-type: none"> • Officers 'walking the beat' high crime areas in Napier instead of in their cars.
<ul style="list-style-type: none"> • Home invasions, burglary and car thefts. 	<ul style="list-style-type: none"> • More visible policing in the suburbs.
<ul style="list-style-type: none"> • House burglary and car theft. 	<ul style="list-style-type: none"> • To feel a police presence on the roads and on foot in the CBD. Also, I have had to phone police regarding potential break-in at neighbours property and was told they are understaffed and advised to call noise control.
<ul style="list-style-type: none"> • Lots of houses/cars getting broken into. 	<ul style="list-style-type: none"> • Lower the crime rate.
<ul style="list-style-type: none"> • Personal safety - random attacks are rising in Napier - burglary and vehicle theft. 	<ul style="list-style-type: none"> • Visible police presence 24/7.

Comments coded to **“home invasions”**:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • Desperate people causing burglary, home invasion, assaults on the streets. 	<ul style="list-style-type: none"> • More employment in the area, more front line police.
<ul style="list-style-type: none"> • Home invasion and burglary. 	<ul style="list-style-type: none"> • Close down the alleyway beside us as we have had a home invasion and four burglaries.
<ul style="list-style-type: none"> • Home invasion, burglary, safety of children when not with you. 	<ul style="list-style-type: none"> • More visible police patrols.
<ul style="list-style-type: none"> • Home invasion, burglary. We have had a home invasion and four burglaries. 	<ul style="list-style-type: none"> • Not sure what else can be done, we have alarms and locked gates both front and back.
<ul style="list-style-type: none"> • Home invasion. 	<ul style="list-style-type: none"> • Community awareness. Neighbourhood Watch.
<ul style="list-style-type: none"> • Home invasion. 	<ul style="list-style-type: none"> • More police on the beat.
<ul style="list-style-type: none"> • Home invasion. 	<ul style="list-style-type: none"> • More police.
<ul style="list-style-type: none"> • Home invasion. 	<ul style="list-style-type: none"> • More police on the street, visible on foot patrol.
<ul style="list-style-type: none"> • Home invasions, burglary and car thefts. 	<ul style="list-style-type: none"> • More visible policing in the suburbs.
<ul style="list-style-type: none"> • Invasion of property and private space. Theft - people coming onto property. 	<ul style="list-style-type: none"> • Don't know. Better policing, more community policing.

Comments coded to “being/walking alone”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> At night would not go out alone. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Just around evening times too unsafe to be anywhere on your own. 	<ul style="list-style-type: none"> Probably more community patrol type things.
<ul style="list-style-type: none"> Not happy walking the streets alone at night. 	<ul style="list-style-type: none"> Access to a local 24 hour police station.
<ul style="list-style-type: none"> Safety walking around the streets. 	<ul style="list-style-type: none"> Not sure.
<ul style="list-style-type: none"> Walking alone as a female, or my friends being out at bars at night. 	<ul style="list-style-type: none"> Community programmes teaching consent, reduction of rape culture, safety numbers at bars.
<ul style="list-style-type: none"> Worry about my young children on the streets and I worry when I'm out alone walking or running. 	<ul style="list-style-type: none"> Provide better street lighting in places like Waterhouse Street and other streets with poor lighting.
<ul style="list-style-type: none"> Wouldn't walk alone in the main street of Napier at night, fear of being attacked by groups of young people. 	<ul style="list-style-type: none"> More police.

Comments coded to “general mentions of crime and perceived increase in it”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> General petty crime seems to be on the increase and leave me a little on edge. 	<ul style="list-style-type: none"> Work with vulnerable and lower decile community areas where drugs and criminals are unfortunately prevalent.
<ul style="list-style-type: none"> Increased crime rates in Napier more desperate people out there. 	<ul style="list-style-type: none"> The gap between poor and rich needs to close - social change not just more police.
<ul style="list-style-type: none"> Rampant crime including burglaries. 	<ul style="list-style-type: none"> Re-install the police budget.
<ul style="list-style-type: none"> The crime rate is increasing. 	<ul style="list-style-type: none"> More police in the suburbs. More police presence generally.
<ul style="list-style-type: none"> There seems to be a lot of crime in Napier. 	<ul style="list-style-type: none"> More police.
<ul style="list-style-type: none"> Too much crime, streets aren't safe, drugs out of control. 	<ul style="list-style-type: none"> More police, stronger court penalties.
<ul style="list-style-type: none"> Too much crime. 	<ul style="list-style-type: none"> Knowing that people will be locked up for longer. Make sure they go to jail for crimes.
<ul style="list-style-type: none"> Water safety, being able to maintain clean drinking water. Increase in crime. 	<ul style="list-style-type: none"> A quicker and direct line of communication when contacting emergency services. More Police.

Comments coded to “locations of concern”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Drones flying over our suburb. Cars driving too fast. Unlicensed dirt bikes racing on and off the new Marewa cycle way, which is a natural reserve. 	<ul style="list-style-type: none"> Better response to *555.
<ul style="list-style-type: none"> Gangs in ALL neighbourhoods, especially Tamatea - P addicts. After dark safety walking or exercising on the streets. 	<ul style="list-style-type: none"> CCTV - like what is done in many major cities around the world. Napier would be small enough that this could easily be done on a small scale.
<ul style="list-style-type: none"> Street lighting is very poor in Masfield Avenue, Maraenui. Dogs on the street. 	<ul style="list-style-type: none"> Double the street lights so there are the same as the rest of Napier.
<ul style="list-style-type: none"> Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this. 	<ul style="list-style-type: none"> Provide safe spaces for teenagers and develop communities via events and programmes.
<ul style="list-style-type: none"> We live in Tamatea, just ask the police for their records of Plunket Street and Wynyard Crescent. 	<ul style="list-style-type: none"> More police, more interested in general matters like house break-ins etc.
<ul style="list-style-type: none"> You don't feel safe in some areas - Marewa. 	<ul style="list-style-type: none"> More CCTV cameras.

Comments coded to “natural disasters/dirty water”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • Break-ins to my home. Tsunami. Dogs when we are out walking, especially ones off leads. 	<ul style="list-style-type: none"> • I'd like dogs to be on a lead at all times in any public area.
<ul style="list-style-type: none"> • Burglary, house invasion. If there was a large earthquake the hospital is in Hastings and it could be hard to get there. 	<ul style="list-style-type: none"> • More help for the police, visible policing.
<ul style="list-style-type: none"> • Packs of roaming youths and our water. 	<ul style="list-style-type: none"> • Provide activities for our young people not just for the tourists.
<ul style="list-style-type: none"> • Too many people/boarders in some houses and at times some or their friends are a bit shady. You can't tell whose car belongs in the area. Would be good to have the police on the beat again. And in quakes and tsunami warnings, we might not get a warning and no one checks to see if there is anyone on their own and if they are ok or not. 	<ul style="list-style-type: none"> • Police on the beat who get to know the locals ..trim the reserve up behind NBHS going up to Nash Street, that has become a good hiding place for both kinds of vermin.
<ul style="list-style-type: none"> • Tsunami. 	<ul style="list-style-type: none"> • Linking in with Civil Defence.
<ul style="list-style-type: none"> • Water safety, being able to maintain clean drinking water. Increase in crime. 	<ul style="list-style-type: none"> • A quicker and direct line of communication when contacting emergency services. More Police.

Comments coded to “safety of children”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> • Home invasion, burglary, safety of children when not with you. 	<ul style="list-style-type: none"> • More visible police patrols.
<ul style="list-style-type: none"> • Keeping an eye out for people stealing. We live close to where the girl was almost abducted this morning - worry about children's safety. Burglary. 	<ul style="list-style-type: none"> • I don't think there is anything more that can be done as we do have a police presence in our area.
<ul style="list-style-type: none"> • The road in which we live in is 100 kmph and I worry sick that my four year old or visiting friends kids are going to wander. My boy has managed to explore the gates to go visiting without us knowing over the last two years about six times, and thankfully he has so far returned safe and unharmed. One of the occasions a person stopped and told him he should have an adult with him. It is very hard for someone travelling 100 kph to see a small figure wondering along a road with no foot path and we have drummed into him the dangers of this which of course he knows, but little minds are curious and it only takes 30 seconds of not looking out the window for him to go if that idea pops up in his head! Our neighbour over the road also has a two year old and she stresses the same and also another neighbour over the road and down a bit has small children. Ulyatt Road is the name of the road. 	<ul style="list-style-type: none"> • Change the speed zone could be the first simple step. It is a foolish idea to have a road go from 100 kph to 50 kph where there is housing and children living in the 100 kph. We don't want the trauma and sorrow of a child run over before this happens. I believe this is an urgent matter. On open roads to other cities we have to slow for bus stops and the speed is reduced to 70 kph or 50 kph in some areas where residents of small children are living or school bus stop areas. I don't even like my 12 year old biking down our own road because it is so dangerously fast.
<ul style="list-style-type: none"> • There aren't enough police in the field. Can't let children walk to school as not safe. 	<ul style="list-style-type: none"> • Knowing that there is a visible police presence. Having a community constable in Taradale Police Station.
<ul style="list-style-type: none"> • We live down Ulyatt Road and it bothers me every day that the speed limit is 100km, as I have a two year old son and another child on the way and it worries me sick the prospect they might be hit by a car - which go in excess of 100km regularly. 	<ul style="list-style-type: none"> • The speed limit down Ulyatt Road should be dropped to 60km/hr or 70km/hr. 100km is insane and unsafe for this patch of road.
<ul style="list-style-type: none"> • Worry about my young children on the streets and I worry when I'm out alone walking or running. 	<ul style="list-style-type: none"> • Provide better street lighting in places like Waterhouse Street and other streets with poor lighting.

Comments coded to “vandals/graffiti”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> I won't go out alone at night. Concern for my vehicle if parked on the street being vandalised. 	<ul style="list-style-type: none"> More visible police on the streets to crack down on minor petty crime, so the youth don't progress to major criminals.
<ul style="list-style-type: none"> Own a small business, we have been robbed twice and vandalised twice in the past 12 months. 	<ul style="list-style-type: none"> Re-prioritise police resources away from pointless drug busts and actually focus on keeping the bay safe.
<ul style="list-style-type: none"> People walking the streets, vandalism and gangs. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Theft and damage due to high numbers of people struggling in our city, both financially and mentally and with addictions as a result of mental health issues. 	<ul style="list-style-type: none"> If all of our community were well looked after and each had enough to cover their needs, crime would plummet.
<ul style="list-style-type: none"> Vandalism and theft. 	<ul style="list-style-type: none"> To move out of the area would be the only thing.

Comments coded to “increased poverty/increase in desperation”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Increased crime rates in Napier more desperate people out there. 	<ul style="list-style-type: none"> The gap between poor and rich needs to close - social change not just more police.
<ul style="list-style-type: none"> Increased unemployment leading to more crime. 	<ul style="list-style-type: none"> Increasing police numbers.
<ul style="list-style-type: none"> Theft and damage due to high numbers of people struggling in our city, both financially and mentally and with addictions as a result of mental health issues. 	<ul style="list-style-type: none"> If all of our community were well looked after and each had enough to cover their needs, crime would plummet.
<ul style="list-style-type: none"> Too much poverty caused exclusively through excessive immigration. 	<ul style="list-style-type: none"> Give kiwis back jobs and housing they have had stolen by excessive immigration. This is the easiest and simplest way to deal with the problem that would actually work.

Comments coded to “racism”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Burglary, racist hate acts. 	
<ul style="list-style-type: none"> Threats of racism, extremely white population. Never feel welcome in the streets and at shops. 	<ul style="list-style-type: none"> Education and more appreciation of other cultures.
<ul style="list-style-type: none"> Too many immigrants. Indians and Somalians - never know what they might do. 	<ul style="list-style-type: none"> Stringent immigration policy by the government.
<ul style="list-style-type: none"> Too much poverty caused exclusively through excessive immigration. 	<ul style="list-style-type: none"> Give kiwis back jobs and housing they have had stolen by excessive immigration. This is the easiest and simplest way to deal with the problem that would actually work.

Comments coded to “town improvements/lighting”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> During the day I feel safe around the CBD and some of the suburbs. During night in CBD also feel fairly safe, would worry about my daughters who are now young adults. Possibly more police patrols and better lighting. 	<ul style="list-style-type: none"> Possibly more police patrols and better lighting at night.
<ul style="list-style-type: none"> Street lighting is very poor in Masfield Avenue, Maraenui. Dogs on the street. 	<ul style="list-style-type: none"> Double the street lights so there are the same as the rest of Napier.
<ul style="list-style-type: none"> Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this. 	<ul style="list-style-type: none"> Provide safe spaces for teenagers and develop communities via events and programmes.

Comments coded to “living alone”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Living alone, I feel very insecure with the foot traffic on my street. 	<ul style="list-style-type: none"> I don't think there is anything more that can be done.
<ul style="list-style-type: none"> Living alone, not feeling secure, doorbell goes and no one is there. 	<ul style="list-style-type: none"> Just making sure the doors are all locked. I have a large dog, so don't feel too bad.

Comments coded to “roaming dogs”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Break-ins to my home. Tsunami. Dogs when we are out walking, especially ones off leads. 	<ul style="list-style-type: none"> I'd like dogs to be on a lead at all times in any public area.

Comments coded to “no safety concerns”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> No concerns. 	<ul style="list-style-type: none"> Nothing, but more visible policing to deter crimes like burglary.
<ul style="list-style-type: none"> No real concerns. 	<ul style="list-style-type: none"> We need a proper police station in Napier manned 24/7. I'm very annoyed that we have lost this.
<ul style="list-style-type: none"> No real concerns. 	<ul style="list-style-type: none"> Having a dog to alert us to any problems, but we aren't allowed to have one.
<ul style="list-style-type: none"> None - you are as safe as you make yourself. 	
<ul style="list-style-type: none"> None. 	
<ul style="list-style-type: none"> None. 	
<ul style="list-style-type: none"> None. 	<ul style="list-style-type: none"> Nothing, as I do feel safe.
<ul style="list-style-type: none"> None. 	<ul style="list-style-type: none"> Nothing that I can think of.
<ul style="list-style-type: none"> None. 	<ul style="list-style-type: none"> Nothing, I look after myself.
<ul style="list-style-type: none"> None. 	
<ul style="list-style-type: none"> None. 	
<ul style="list-style-type: none"> None. 	<ul style="list-style-type: none"> More police on the streets.

Comments coded to “don't know”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Don't know. 	<ul style="list-style-type: none"> Nothing.
<ul style="list-style-type: none"> Don't know. 	<ul style="list-style-type: none"> Feel safe in the area I live.
<ul style="list-style-type: none"> Don't know. 	<ul style="list-style-type: none"> Don't know.
<ul style="list-style-type: none"> Unsure. 	<ul style="list-style-type: none"> Better street lighting in Pirimai.

Comments coded to “other”:

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Drones flying over our suburb. Cars driving too fast. Unlicensed dirt bikes racing on and off the new Marewa cycle way, which is a natural reserve. 	<ul style="list-style-type: none"> Better response to *555.
<ul style="list-style-type: none"> Going through separation and partner is hanging out with very undesirable group who have access to firearms. 	<ul style="list-style-type: none"> Nothing, think I have things under control.
<ul style="list-style-type: none"> Hastings people. 	<ul style="list-style-type: none"> Less beggars.
<ul style="list-style-type: none"> I have a mobility unit and find people are not very accommodating to my needs. 	<ul style="list-style-type: none"> None.
<ul style="list-style-type: none"> Issues with a neighbour who is now facing multiple charges in court and also has issues the Napier City Council are seeking to resolve. 	<ul style="list-style-type: none"> Speed up the court process.
<ul style="list-style-type: none"> Tenants in the house across the road cause us problems - noise. 	<ul style="list-style-type: none"> If those tenants moved out, it would be fine.

Safety concerns	Things that could be done to help respondent feel safer
<ul style="list-style-type: none"> Vehicles driving fast with little regard for safety/children/community especially around residential streets (Georges Drive etc). Gangs of drunk teenagers with nothing to do wandering at night (Napier South/Onekawa/Maraenui). No street lighting on pathways (Marine Parade). High level of break-ins/burglaries, little or no focus on community building or engagement from NCC to combat this. 	<ul style="list-style-type: none"> Provide safe spaces for teenagers and develop communities via events and programmes.

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

	Number	Percent	% tot sample.
More police/visible policing/beat police including night patrol /more reso	121	42.9%	30.3%
Provide better street lightings/CCTV cameras/alarms	19	6.7%	4.8%
Community policing/neighbourhood watch	18	6.4%	4.5%
Overhaul law/impose strict penalties for offenders	18	6.4%	4.5%
Community awareess/youth programmes	16	5.7%	4.0%
Support homeless/jobless	14	5.0%	3.5%
Police emergency service/responsiveness	13	4.6%	3.3%
Get rid of gangs/drugs/regulate working hours of bars/pubs	9	3.2%	2.3%
Self-help	9	3.2%	2.3%
Provide 24 hr police station	8	2.8%	2.0%
Own dogs	5	1.8%	1.3%
Town improvements	3	1.1%	0.8%
Nothing else can be done	21	7.4%	5.3%
Already feel safe	6	2.1%	1.5%
Don't know	27	9.6%	6.8%
Other	7	2.5%	1.8%
Sample	282		

Not necessarily additive as respondents comments could be coded to multiple categories

Sample is out of people who indicated any safety concerns (282 respondents)

Note: % tot sample is the percentage out of the entire sample (ie, 400 respondents)

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	73	18.3%	<i>[continue to Q13b]</i>
No	325	81.3%	<i>[skip to Q15]</i>
Don't know	1	0.3%	<i>[skip to Q15]</i>
Not specified	1	0.3%	
Total	400	100.0%	

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	18.3%	16.5%	1.8%
No	81.3%	81.8%	-0.5%
Don't know	0.3%	1.0%	-0.8%
Not specified	0.3%	0.8%	-0.5%
Total	100.0%	100.0%	

Q13b Who provided your training?

	Number	Percent
Local Polytechnic	23	31.5%
Private training provider	10	13.7%
Industry Training Organisation (ITO)	7	9.6%
Employer	17	23.3%
Other	22	30.1%
Don't know	0	0.0%
Sample	73	

[skip to Q15]

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

Other specified:

- Brand dealer. Product training.
- Canterbury University.
- Career force.
- Massey University (x7).
- Ministry of Education (x3).
- Money and other commitments.
- Online "Career Academy".
- Otago University distance.
- Site Safe.
- Te Wana game of Raukawa.
- Te Wananga o Heretaunga.
- Uni tech.
- University of Otago.
- Vertical Horizon industry training.

Comparison with 2014 results:

	2017	2014	Percent Change
Local Polytechnic	31.5%	25.8%	5.7%
Employer	23.3%	24.2%	-1.0%
Industry Training Organisation (ITO)	9.6%	12.1%	-2.5%
Private training provider	13.7%	15.2%	-1.5%
Other	30.1%	33.3%	-3.2%
Don't know	0.0%	1.5%	-1.5%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	57	78.1%
Partly	11	15.1%
No	0	0.0%
Don't know	0	0.0%
Not specified	5	6.8%
Total	73	100.0%

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	78.1%	71.2%	6.9%
Partly	15.1%	16.7%	-1.6%
No	0.0%	4.5%	-4.5%
Don't know	0.0%	1.5%	-1.5%
Not specified	6.8%	6.1%	0.8%
Total	100.0%	100.0%	

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

	Number	Percent	% ex non spec.
Yes	218	54.5%	57.2%
No	163	40.8%	42.8%
Don't know	17	4.3%	
Not specified	2	0.5%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	54.5%	58.3%	-3.8%
No	40.8%	37.3%	3.5%
Don't know	4.3%	3.5%	0.8%
Not specified	0.5%	1.0%	-0.5%
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	88	22.0%
Age	51	12.8%
Lack of time	51	12.8%
Family/children	35	8.8%
Business/employment	34	8.5%
Lack of interest/nothing (if wants to do it)/motivation	31	7.8%
Happy with qualifications/don't want further training	14	3.5%
Health/learning disability	13	3.3%
Suitable courses/night classes - not available	13	3.3%
Times not suitable	11	2.8%
Location/transport	9	2.3%
Already training	3	0.8%
Government funding	1	0.3%
Nothing	23	5.8%
Other	1	0.3%
Sample	400	

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

Comments coded to **“financial”**:

- *Affordability. Taking me away from family responsibilities.*
- *Already have a student loan which needs to be paid off first.*
- *Cost and children.*
- *Cost and lack of time.*
- *Cost and time (x2).*
- *Cost availability.*
- *Cost of course and concerns about having time off work.*
- *Cost of courses and availability of courses outside work hours.*
- *Cost of courses and family commitments.*
- *Cost of courses and having to stop work to attend courses.*
- *Cost of courses and having to take time off work, so income would drop.*
- *Cost of courses, having to travel.*
- *Cost of courses, time off work, child care.*
- *Cost of courses, work full time.*
- *Cost of courses (x5).*
- *Cost of further education*
- *Cost! Potential future employment.*
- *Cost, and the fact that both myself and my husband are still supporting our sons' at university and perspective careers. Also demands of private life such as being able to provide care for my mum who has advanced Dementia.*
- *Cost, I was unable to claim any kind of help so had to work 40 hours a week plus go to my full time course. Left very little time to help out around the house.*
- *Cost (x9).*
- *Cost. Can't leave work to study, but can't study and work (x2).*
- *Costs of course/training etc, what time it was held and where.*
- *Costs.*
- *Expensive.*
- *Family commitments, costs and availability of suitable courses.*
- *Feeling overwhelmed by studying and not being able to cope with the stress of studying, paying bills and running a household. My health.*
- *Fees.*
- *Fees. Lack of transport.*
- *Finance. From experience, I cannot afford to study. Last year my partner received \$160 from Studylink studying full time and only being offered work experience as opposed to paid work, so I had to work 45-50 hours p/w with two jobs, and some weeks we were still hungry needing to pay for petrol instead of food. We couldn't find a cheaper/nicer house to rent and the house was so old, it made us sick quite often costing us a bit in healthcare too. I would love to study, but the whole struggle completely puts me off.*
- *Finances are tight.*
- *Finances, and I am a solo parent, so the hours need to correspond with school.*
- *Finances, the cost of course.*
- *Finances (x2).*
- *Financial restraints.*
- *Financial situation.*
- *Funding. Whether the DHB will continue to pay for study.*
- *Funds - lack of.*
- *Getting time off work and the ridiculous cost.*
- *Giving up paid work hours to do so and high fees - so money in a nutshell.*
- *High costs involved with university.*
- *I need to be working to gain the income in the hope we'll be able to purchase sometime in the future.*

- *Income while studying.*
- *I've done all my study.*
- *Lack of income while training.*
- *Lack of time. Cost of courses.*
- *Lack of wages.*
- *Money and childcare.*
- *Money and time.*
- *Money to study. Need to work to pay living costs. Being in debt from not being able to save while paying study loan and living expenses.*
- *Money, time and access.*
- *Money (x3).*
- *Money/child care.*
- *My mortgage and earning power.*
- *Not affordable.*
- *Raising small children, so time and money.*
- *So expensive for adult education, especially with three children, two of whom are at high school and a 19 month old baby. Government cut funding for night classes, bad idea as it would suit my family for me to study at night.*
- *Student loan.*
- *That I really need to work for my family to survive.*
- *The cost and having a young family and trying to balance that with study and work.*
- *The cost and limited time (x2).*
- *The cost (x3).*
- *Time and money.*
- *Time. Need to work to pay rent, food etc, cost of courses.*
- *Time/money.*
- *Timing of courses - must be evening. Cost of courses.*
- *Travel and cost.*
- *Wanting to have more babies and also work part time to pay bills and our mortgage.*
- *Young children and the costs for daycare. I'm happy to wait until my youngest goes to kindergarten though :).*

Comments coded to “**age**”:

- *Age - 75.*
- *Age (77).*
- *Age and health (x2).*
- *Age (x7).*
- *Age. Can't do free courses as over age limit.*
- *Doesn't interest me at my age.*
- *I'm just about at the end of my working life.*
- *I'm too old.*
- *My age 74.*
- *My age and the long hours I work.*
- *My age limits me.*
- *My age (x2).*
- *Not at my age, just not interested.*
- *Not at my stage of life.*
- *Not interested at my age.*
- *Over 60 and retired from working, although not 65 yet.*
- *Retired (x2).*
- *Too old and very poor health.*
- *Too old at my stage of life.*
- *Too old (x23). Comments coded to “**lack of time**”:*

- *Cost and lack of time.*
- *Cost and time (x2).*
- *Getting up to go. Not enough sleep.*
- *Having to work full time. Time available to study and training availability 'after hours'.*
- *I'm too busy.*
- *I'm very busy.*
- *Lack of spare time.*
- *Lack of time with a young family.*
- *Lack of time (x7).*
- *Lack of time. Cost of courses.*
- *Lack of time. Courses need to be outside of working hours.*
- *Money and time.*
- *Money, time and access.*
- *Motivation and lack of time, not seeing it as a need.*
- *My age and the long hours I work.*
- *No barriers apart from I'm time poor.*
- *Not enough time.*
- *Nothing but time constraints.*
- *Raising small children, so time and money.*
- *Still have to carry on working and fit it around a busy life.*
- *The cost and limited time (x2).*
- *Time and money.*
- *Time commitments.*
- *Time management.*
- *Time of the course. With a full time job, it is hard to study at night as energy runs low.*
- *Time to do it outside of working 50 hours a week and family time.*
- *Time to study.*
- *Time (x11).*
- *Time. Need to work to pay rent, food etc, cost of courses.*
- *Time. School hours hard with kids.*
- *Time/money.*
- *Work and family commitments. Time poor.*
- *Working and lack of time.*

Comments coded to **“family/children”**:

- *Affordability. Taking me away from family responsibilities.*
- *As a working parent, courses offered need to be distance learning so I can complete in my own time around my work and children schedule.*
- *Balancing family life.*
- *Child care issues as husband works out of town.*
- *Childcare (x2).*
- *Children.*
- *Commitments to looking after and nurturing a family of six children.*
- *Cost and children.*
- *Cost of courses and family commitments.*
- *Cost of courses, time off work, child care.*
- *Cost, and the fact that both myself and my husband are still supporting our sons' at university and perspective careers. Also demands of private life such as being able to provide care for my mum who has advanced Dementia.*
- *Family, work hours usual things.*
- *Family circumstances (ie, working fulltime with children).*
- *Family commitments, costs and availability of suitable courses.*
- *Family commitments, I have five children.*

- Family commitments.
- Full time work, raising a family.
- Have young children and work part time.
- I have a sick wife who needs 24 hour care.
- I have a special needs son that only does two hours a day at his special needs school and I don't have anyone that can look after him out of school.
- I have young children that I want to be home for at this time.
- Lack of time with a young family.
- Money and childcare.
- Money/child care.
- Raising small children, so time and money.
- So expensive for adult education, especially with three children, two of whom are at high school and a 19 month old baby. Government cut funding for night classes, bad idea as it would suit my family for me to study at night.
- That I really need to work for my family to survive.
- The cost and having a young family and trying to balance that with study and work.
- The lack of suitable child care for school age kids and kids with disabilities.
- Time to do it outside of working 50 hours a week and family time.
- Time. School hours hard with kids.
- Wanting to have more babies and also work part time to pay bills and our mortgage.
- Work and family commitments. Time poor.
- Young children and the costs for day care. I'm happy to wait until my youngest goes to kindergarten though :).

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

- As a working parent, courses offered need to be distance learning so I can complete in my own time around my work and children schedule.
- Busy at work.
- Cost of course and concerns about having time off work.
- Cost of courses and having to stop work to attend courses.
- Cost of courses and having to take time off work, so income would drop.
- Cost of courses, time off work, child care.
- Cost of courses, work full time.
- Cost! Potential future employment.
- Family, work hours usual things.
- Finish job.
- Full time job (x2).
- Full time work, raising a family.
- Having to take time off work and losing pay. Too tired to do anything after work.
- Having to work full time. Time available to study and training availability 'after hours'.
- Need to work so I'd need to do it after hours or by correspondence.
- Need to work.
- Needing to work full time.
- Still have to carry on working and fit it around a busy life.
- The opportunity to do professional development, whether my employer will offer it or not.
- Time of the course. With a full time job, it is hard to study at night as energy runs low.
- Time to do it outside of working 50 hours a week and family time.
- Trying to earn at the same time.
- Work and family commitments. Time poor.
- Work commitments depending on what I'm doing then.
- Work commitments (x2).
- Work full time (x2).

- Work (x3).
- Working and lack of time.
- Working.

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

- Getting motivated to do a course.
- Getting up to go. Not enough sleep.
- I don't want to do so.
- I have no interest in doing anything.
- Lack of interest.
- Motivation and lack of time, not seeing it as a need.
- Motivation.
- No desire (x7).
- No interest (x6).
- Not interested now that I've finished working.
- Not interested plus do lots now.
- Not interested (x9).

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

- Done all the study I want to do.
- Don't need to do any.
- Don't really want to.
- I am retired.
- I do not need to do anymore.
- I don't need it.
- I will have done enough.
- I'm a qualified tradesman and further training is done with my employer.
- I've done all my training and have no desire to retrain.
- I've done enough training.
- My life is very full at the moment.
- No need to do anymore.
- Other priorities.
- There is nothing that would create a barrier to my learning, I simply have chosen to not take up any further study/training.

Comments coded to **“health/learning disability”**:

- Age and health.
- Being turned down by courses because of my disability. Some health issues including anxiety.
- Feeling overwhelmed by studying and not being able to cope with the stress of studying, paying bills and running a household. My health.
- Having a learning disability.
- Health and transport costs.
- Health.
- Health. I have Multiple Sclerosis.
- Ill health maybe.
- Ill health.
- My health issues.
- Poor health.
- Too old and very poor health.

Comments coded to **“suitable courses/night classes - not available”**:

- *Bring back night school classes where skills can be learnt or enhanced.*
- *Family commitments, costs and availability of suitable courses.*
- *I learn by doing, not by reading books ie, good hands on, but not very good with theory.*
- *I would if there were night classes still available. I think it was a big mistake to get rid of them as they served more purpose than just educating.*
- *If the course interests me and is available in the evening outside of work hours.*
- *Lack of options locally.*
- *Location and courses offered.*
- *No courses available in what I'm interested in.*
- *None available here. I need to retrain to try to get another job. I've done all the courses offered here, no retraining courses suitable.*
- *Not having community education night classes anymore.*
- *Suitable courses being available locally.*
- *That we don't have the free night classes we used to have.*
- *The availability of suitable courses.*

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

- *Cost of courses and availability of courses outside work hours.*
- *Costs of course/training etc, what time it was held and where.*
- *Finances, and I am a solo parent, so the hours need to correspond with school.*
- *Having to work full time. Time available to study and training availability 'after hours'.*
- *If the course interests me and is available in the evening outside of work hours.*
- *I'm a shift worker.*
- *Lack of time. Courses need to be outside of working hours.*
- *So expensive for adult education, especially with three children, two of whom are at high school and a 19 month old baby. Government cut funding for night classes, bad idea as it would suit my family for me to study at night.*
- *The hours I work would make it hard.*
- *Time of day.*
- *Timing of courses - must be evening. Cost of courses.*

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

- *Cost of courses, having to travel.*
- *Costs of course/training etc, what time it was held and where.*
- *Fees. Lack of transport.*
- *Health and transport costs.*
- *Location and courses offered.*
- *Money, time and access.*
- *Part of my training must be carried out in a larger urban centre within New Zealand.*
- *Quality of a tertiary provider - accessibility to a university, having to move to that town.*
- *Travel and cost.*

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

- *Already working long hours and have further training to do as part of job.*
- *Once I finish my degree, I want to get a job in my field and won't need to study further.*
- *Still at high school, so spare time is limited at the moment.*

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

- *Getting time off work and the ridiculous cost.*

Comments coded to **“nothing”**:

- *I don't think anything would make it difficult.*
- *No barriers.*
- *None (x4).*
- *Not sure.*
- *Nothing but time constraints.*
- *Nothing would stop me (x3).*
- *Nothing, if a subject interested me and was available.*
- *Nothing, if I wanted to I'd make it happen.*
- *Nothing, it is just a matter of matching a course to my interests.*
- *Nothing (x9).*

Comments coded to **“other”**:

- *I learn by doing, not by reading books ie, good hands on, but not very good with theory.*

The next set of questions ask about your views on the wider Napier community

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

	Number	Percent	% ex non spec.
Not at all satisfactory	4	1.0%	1.1%
Not very satisfactory	22	5.5%	6.2%
Sometimes satisfactory/sometimes not	102	25.5%	28.7%
Fairly satisfactory	183	45.8%	51.4%
Very satisfactory	45	11.3%	12.6%
Don't know/can't say	44	11.0%	
Not specified	0	0.0%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
Not at all satisfactory	1.0%	1.8%	-0.8%
Not very satisfactory	5.5%	8.3%	-2.8%
Sometimes satisfactory/sometimes not	25.5%	25.0%	0.5%
Fairly satisfactory	45.8%	42.8%	3.0%
Very satisfactory	11.3%	10.5%	0.8%
Don't know/can't say	11.0%	11.8%	-0.7%
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**:

- *Deliberately stirred up by corrupt politicians to create a distraction for their revolting agenda.*
- *Getting worried - too many immigrants coming to Hawke's Bay taking jobs.*
- *Hard out on gangs.*
- *There is a lot of racism in Napier, a largely white population which I have personally witnessed make Islamophobic comments and other racist comments.*

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

- *From observation in the town, I think there is some tension between the different groups.*
- *Gangs and troubled youth.*
- *I do like the Indian festival at the sound shell, but let's celebrate more cultures.*
- *I feel that there is probably not enough regular events that would provide the opportunity for the community as a whole to come together and interact with other ethnic groups.*
- *It is getting worse. We should all be treated the same, but some ethnic groups get more than others.*
- *It relates back to socio-economic problems - lack of education.*
- *Maori should not be given preferences. NO local Maori seats, it is one nation and they should be elected based on the general vote.*
- *More aggressive young people taking offence at one another.*
- *Napier has racist undertones as a community.*
- *Napier is more diverse than we think! Council has a huge role to play in celebrating diversity and Maori in the city and integrating communities.*
- *Not enough ethnic cultural celebration in Napier schools. Hastings embraces a multi-cultural community much better.*
- *Standards, something ethnic races set for themselves is appalling. House values can go down when some ethnic groups move in.*
- *The influx of foreign people is diluting the progress of the co-relationship and blending between the Kiwi and indigenous people, plus the disgraceful teaching in the past of our own history of the New Zealand Wars.*
- *We have a problem with Maori kids and Maoris in general in Napier.*
- *What you read in papers. Reports of groups harassing people. Burglaries.*

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

- *Always a fear idiots that make things uncomfortable for others.*
- *Council could provide more events for the different ethnic groups to meet and make friends.*
- *Council's making decisions without public consultation.*
- *Everybody has clashes at some time or another.*
- *Find racism against Maori is very prevalent.*
- *I find a lot of people with a negative view on another ethnicity in this town, hardly interact with them, forming fear and distrust and racism.*
- *I haven't seen anything bad myself, but know things happen.*
- *I live across from a backpackers and they must have a smoking ban as they smoke in the street instead of the actual building ground. They are met with some weird comments occasionally by locals walking around, it's quite sad. I see the odd gang argument in town.*
- *I think Maori as an official language should be used more. Stop lumping all Maori/ Islanders into separate areas thus forming ghettos. Too much of the rich versus poor*

so that when in court the rich are more likely to get off than the poorer. Pakeha seem to get preferential treatment that needs to stop. Have outlets where one can take excess food/veggies/fruit rather than dump it, those who cannot afford the food can take some from there.

- *I think there should be more integration between the different ethnic group - more advertising of ethnic events and more effort made to get others to go to them and meet other ethnic groups.*
- *I think we all need to be listed as NZ residents, none of this NZ Maori or NZ European. If you're born here, then you're a NZ citizen.*
- *I won't get started on this as I won't be able to stop.*
- *It depends on where you go. Maraenui is very poor with a lot more less fortunate people. This is spreading to the surrounding areas Onekawa and Marewa too.*
- *It's a natural fact, part of our make-up that we stick together in groups that are familiar and comfortable. Time allows for integration throughout the community.*
- *I've been abused by Maori, told to get off their land and called white "S..t".*
- *Just an air of superiority among some groups. Think they own or should own everything without doing anything.*
- *Just think there is a little bit of bad feeling between the different groups.*
- *Just think things could be better.*
- *Large division.*
- *Lots of physical separation.*
- *More community events, to bring the different groups together and create a better understanding.*
- *More industry opportunity needs to be created to get young Maori teenagers off the streets and into work or service.*
- *Napier needs to include and make Maori more visible eg, the mural at the bus stop was there, no Maori in Napier in the Art Deco era?*
- *Napierites are intolerant of other cultures.*
- *No or little opportunities to share stories/cultures.*
- *People are friendly, but do fight.*
- *People feeling unsafe walking streets, especially at night.*
- *Police need to deal with the Mongrel Mob. Police here are scared of the gangs.*
- *Reading the papers and from what others tell me.*
- *Relate it to laziness or unemployment.*
- *See and hear racist stuff on the street, but we have different ethnic groups at work and they all get along fine.*
- *Social media seems to have become a platform to bitch and moan about any and every little thing with sometimes racist tones. More education and promotion of the fact that we are a multi-cultural society who need to tolerate each other much more is required.*
- *Some people get on with others and some people just don't.*
- *The classes are becoming very distinct and separate.*
- *The council seems Eurocentric to me. Same as the newspaper. Good stories of ethnic groups not highlighted.*
- *There are ethnic tensions now, I think things are much worse than when I was growing up.*
- *There are positive representations of all kinds of people in Napier, which somewhat get along most, if not all the time.*
- *There is a bit of racism that goes on.*
- *There is an "us and them" mentality where certain "ethnic" groups get what they want when others have to work hard for it.*
- *There is more being done in this regard eg, the cultural festival. I am from Germany and enjoy different cultures.*
- *There is room for improvement.*

- *Things do happen between the different groups, but I think it is much the same everywhere in NZ.*
- *Unfortunately, the current residents next to us in HNZN property make a very bad impression and example of Maori.*
- *We have had problems in our neighbourhood with Mongrel Mob moving in.*
- *Well, I think it is in certain areas, I think Pirimai is good now, but not so good in Tamatea. Different areas, different attitudes.*
- *What I read in the papers.*
- *What's in the papers, but my own experience at work is that people get on well.*
- *Yes. Our city is racist full stop. We never accept other people's beliefs or their culture and we expect them to be all in favour of ours.*
- *You hear things on the grapevine.*

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

- *All my experience points to fairly satisfactory. I hear nothing to the contrary.*
- *As far as I'm concerned you get back what you put into it and I find it ok.*
- *At work all the different ethnic groups get on well.*
- *Because there is a lot of initiatives in Napier for mixing of various groups.*
- *Don't really have much knowledge about this.*
- *Don't think race relations is a problem. I think it is all connected with drugs - all people, not just Maori.*
- *Don't think there are a lot of problems.*
- *Don't think there are any major problems.*
- *Drug issues that make it more difficult and homelessness causes tension between different groups.*
- *Education is important, opportunity to normalise other cultures in a shared way.*
- *Everyone gets on reasonably well.*
- *Everyone should be able to live as they wish.*
- *Gangs are a problem.*
- *Gap needs to be bridged more. Events are for one demographic or the other.*
- *General stereotypes against Maori and other ethnic groups are not always positive.*
- *Go with the flow. Lack of English in migrants is a big problem.*
- *Green Meadows has no racial tension.*
- *Haven't seen any punch up in the streets.*
- *I do notice a lot of homeless people in Napier and a lot of undesirables around the court house.*
- *I don't have a problem.*
- *I don't see any problems.*
- *I don't see much dissension among the different groups.*
- *I don't think it is an issue in Napier.*
- *I don't think it is any different to anywhere else in the country.*
- *I get on with everyone and have no problems mixing with all ethnic groups.*
- *I have no problem.*
- *I haven't a problem with any other ethnic groups.*
- *I haven't had any problems, I will talk to anyone.*
- *I haven't heard of any gang related problems lately, or any racial tensions, but I'm not about so much now that I've retired.*
- *I haven't seen any problems myself.*
- *I know we have our problems in Napier, but I don't think it is as bad as other towns.*
- *I object to people wearing Muslim clothing, especially head gear - no need for that.*
- *I suspect there is some tension in some areas, but nothing I've seen first-hand.*
- *I think it is fairly good in Hawke's Bay. More Asians here now.*
- *I think people get on well most of the time.*

- *I think racial issues are over blown and taken out of proportion.*
- *I think supporting ethnic festivals is a vital part of cultural visibility and acceptance.*
- *I think the treatment some immigrants get when they come here for work is unfair. Perception here that Asians are inferior to locals.*
- *I wish the Council was more diverse ethnically. We should have compulsory Maori in schools.*
- *It could be better.*
- *It disappoints me to see that Indian people are targeted for burglaries and invasions. I feel this is racially based crime.*
- *It is getting worse, more tension less sense of community.*
- *I've had no problems at all.*
- *Kapa Haka events need to be encouraged.*
- *More tolerance is needed.*
- *Mostly it's great, but sometimes groups of young ones can be threatening.*
- *Napier is good in this respect, but Hastings has real problems between different ethnic groups.*
- *Napier is rather divorced from ethnic diversity as they don't have the ethnic mix of say Auckland.*
- *Nationwide we need to be more as one. We are all New Zealanders all with the same rights and responsibilities.*
- *No huge amount of issues between groups in Napier.*
- *No problems that I am aware of.*
- *No. Just uninformed people can be unkind at times.*
- *None. Haven't lived in Napier very long.*
- *Not ideal, but better than other places - big centres.*
- *Often a few debacles between groups, but not too much.*
- *On the surface it looks great, however, there is an undertone of racism. Do I think people realise it, NO, not until they see Maori receiving or are part of a discussion because they are tangata whenua, then the ugliness comes out. Classic example was Te Matatini that was recently held and the comments from the Athletics Club about the state of the track after all those people had been there. The amount of coverage that was generated by the local paper and the social media comments highlights that privileged white hate to see Maori achieving and being successful.*
- *Some ethnic groups feel more hard done by than others and that they are treated unfairly.*
- *Some groups have an undue sense of entitlement.*
- *Still some tension between groups.*
- *The gang patch type thing is intimidating.*
- *There are areas where it is unsatisfactory, but it isn't widespread.*
- *There are issues in some areas, positive things are being done, but we are not there yet.*
- *There are people getting attacked on the streets because of the colour of their skin.*
- *There are pockets of division and as the inequities become wider this division becomes more noticeable.*
- *There are still too many 'rednecks' around.*
- *There can often be prejudice towards others who are of a different ethnicity, which is fuelled by the fact that a lot of housing areas are monopolised by one ethnicity creating a social divide.*
- *There could be easier ways of communicating than there are at the moment. Government departments should work in with each other to help.*
- *There is a little bit of racism in Napier between the different groups.*
- *There is always room for improvement.*
- *There is some ethnic tension.*
- *Treat everyone the same.*

- We have a Maori friend and he is very nice.
- We should all be treated the same. I'm opposed to any race being treated differently.
- Would be good to see everyone together more.
- You can feel intimidated on the streets with the undesirables who hang around the streets eg, Onekawa shops area is bad, the beggars get really aggressive.
- Younger Maori people have an attitude. They think they own the place and have no respect.

Comments for respondents who gave a rating of **very satisfactory**:

- All friendly.
- Focusing on people's ethnic background divides us from just being people/New Zealanders regardless of our ancestry.
- From what I have seen there, don't seem to be any problems.
- Helpful.
- I have friends from ethnic groups. I have never had any problems.
- I haven't come across any problems myself.
- I love Napier.
- I see no problems.
- In my area everything is fine, but I don't socialise or mix much outside my own circle.
- It seems all very inclusive.
- No problems as far as I can see.
- No racial tension.
- Not many racist people.
- Older people seem more racist.
- There are support groups available for different ethnicities.
- We all get on very well, I think.
- We don't have any problems.

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

- As more ethnic groups settle throughout New Zealand, racism has increased across the board, be it subtle or not so. What the answer here is, is unknown, but yes, I certainly have noticed an increase and been guilty of racism.
- I have not noticed anything on a personal level, so I can't really say.
- I haven't had any negative experiences.
- I just don't know anything about the situation.
- I just don't know.
- My wife and I keep very much to ourselves.
- We aren't in contact with the lower socio economic groups, so I really don't know.

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

	Number	Percent	% ex non spec.
Excellent	39	9.8%	10.1%
Very good	148	37.0%	38.3%
Good	165	41.3%	42.7%
Poor	28	7.0%	7.3%
Extremely poor	6	1.5%	1.6%
Don't know/can't say	14	3.5%	
Not specified	0	0.0%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comments for a rating of excellent:

- *Facilities are there for help.*
- *My late sister-in-law died recently of a brain tumour and the amount of support we received was amazing. The family were already down half their income and spending all they could on making her better so when the news of her passing came it was tough, very tough, but we received an outpouring of tremendous support from friends, family and a lot of the community that were strangers to us. It's still hard, but without the community support I don't know what we would've done.*
- *There is not enough funding, but the people who help are great.*
- *We have a good neighbourhood support system going.*
- *We have excellent neighbours.*

Comments for a rating of very good:

- *A lot of good people.*
- *All the facilities are available. People just have to ask for help.*
- *Everyone is very friendly.*
- *From my experience as part of a social network community (out and about with kids in Hawke's Bay).*
- *Get together good community.*
- *Help is there if you really want it.*
- *I do find general consideration and manners are lacking compared to where I'm from in Hamilton. An example of this would be waving to someone when they stop at a courtesy crossing. Mostly with older people! So rude!*
- *I see more public helping others than what I do of those in positions to help others, and don't.*
- *I think most communities in NZ are very caring, it is something New Zealand is known for and doesn't seem to happen as much elsewhere in the world.*
- *If the chips are down the community will rally around.*
- *In Taradale we all look out for each other.*
- *Locals pull together for local events like Art Deco weekend.*
- *Most people I've come across show genuine concern/care for our city and for each other.*
- *Neighbourhood website is very good and keep people in touch.*
- *Neighbours are very supportive in my area.*
- *Our neighbours are all great.*
- *"Out and about" Facebook page does amazing things for the community and the Swansdall family feeding the homeless.*
- *People are friendly.*
- *People are generally friendly in Napier and like to help.*
- *People are quite helpful, many groups are available to help. I'm impressed with what is available.*
- *People look out for one another in our area.*
- *Social media pages help. Like "Out and about in Hawke's Bay".*
- *There are a lot of good people in the community who do a lot for their community.*
- *Up and coming area.*
- *We have a great community with a very good spirit.*
- *We have a neighbourhood watch and have a system of keeping in touch with neighbours by email.*
- *We have a very good Neighbourhood Watch and I find people in Napier very friendly.*
- *You only get an insight when there is a crisis, and the two examples I can think of (water crisis and Napier siege), people were great.*
- *I believe that community events aren't as highly regarded as the same events, but in a different city.*

Comments for a rating of good:

- *As a new resident to the area I've found most people up here generally friendly.*
- *Attitudes have changed over the years, people are not prepared to save, they want everything now and the best and the shiniest.*
- *But Napier needs a sense of purpose to bring people together.*
- *Good. Neighbourhood Watch.*
- *I don't think we look after our vulnerable people that well.*
- *I see things on Facebook where there are groups helping people with food and furniture.*
- *In my view, there are a number of citizens that will always participate with the needs of others to build a better community and there is also a lot of people in the community who choose to simply get on with their own lives.*
- *It depends on where you come from in the community in areas of high deprivation where some families have layers of complexity from low income, violence, gang culture, poor education outcomes, poor health, AOD addiction issues, care of others is not always a priority and survival is key, so this question would depend on who you ask and I wonder if this group of people would even have an opportunity to respond to a survey like this?*
- *It depends who you are, if you are not in the high socio economic bracket you are looked down upon.*
- *It is hard to make friends in Napier. New people find it hard to feel a part of the community.*
- *It varies from suburb to suburb.*
- *Last year my son got hit by a car while riding to school on his bike and a lovely mum helped him, dropped him at school where I collected him after he'd called to let me know what had happened. The person in the car, however, didn't even stop to see if he was ok. So I sit on the fence about this. Some are wonderful, and some far from it...*
- *More direction on where and how to do that. One stop for people that would like to give help or receive it.*
- *Mostly good. Always room for improvement though.*
- *My neighbours all look out for each other, but this isn't the case in all areas.*
- *Napier isn't the easiest town to make friends. Although neighbours will watch our property while we are away, there is no community spirit.*
- *Only in real emergencies do you see good come out of people.*
- *People are quite friendly in Napier.*
- *People tend to gravitate to their preferred economic socio-economic bracket.*
- *The homeless could do with a shelter and affordable housing could be built and made available.*
- *There are always going to be people in all walks of life, every ethnic group, every class that either give willingly or turn a blind eye, as will be those that forever want a hand out, not a hand up. That is just the way society is.*
- *There is always room for improvement.*
- *They do try, but there is room for improvement, lower income families need more help than they are getting.*
- *We could do better.*
- *We should all get to know our neighbours better.*
- *When required people on a whole will help during needs of an emergency or disaster. Other than that, the attitude 'not in my backyard' mentality occurs.*

Comments for a rating of poor:

- *A level of economic development in some areas that doesn't occur in the lower socio economic areas - a separation between the different areas.*
- *Everyone seems to be in a rush and never wants to take the time to help.*
- *Excellent if while not good for Maori.*
- *Generally the ones helping others are the ones towards the bottom that do not lack in empathy.*
- *I come from Wellington where the Council is very active in building community relationships and resilience through the arts, infrastructure, recreation, safety teams, housing, refugee resettlement, outdoor spaces, pools, events, community support groups etc. This council focuses on providing for out of town visitors.*
- *I don't see any evidence of a caring society in Napier, but think this is a sign of the times.*
- *I think that Limitless Hope Charitable Trust should have the support of Napier City Council and not the hindrances that are apparent. The community spirit is being diluted every time a business is restructured to outside ownership or movement of head office.*
- *Most people don't even know their neighbours anymore. You hear a scream, cry in the street and people ignore it. People just don't want to get involved.*
- *Napier needs to do a lot better, there is plenty of room for improvement. Vulnerable and elderly who aren't getting the help they need.*
- *Not much support in my community. We don't know our neighbours like we used to when I was a child.*
- *People don't care like they used to, a sign of times.*
- *People don't reach out to others - too conservative.*
- *Unfortunately, I think the tourists/foreigners are catered for far too much and not the locals. The council could be ensuring that locals can afford food by putting more into veggie/fruit gardens, rather than just ornamental flowers and a useless velodrome. Some pools (non-chlorine, plenty other options) (not playground pools) on the parade that are affordable for the poor to be able to enjoy daily exercise which would benefit the health of all, making for a better community. And a permanent market place on the parade where there is plenty of parking and easy walking, especially for the aged and disabled. It is crazy where it is now, then it gets shunted out of sight when tourists are here. This is our place, tourists either accept or don't come here.*
- *We seem to be increasingly negative to the "have nots". The debate of the velodrome is a good point we need to look at. The provision of facilities eg, a pool for the population at wide and not a selected few. Look at how incredibly popular the inflatable is.*
- *You don't even know your neighbours here. It is very hard to make friends if you aren't from Napier.*

Comments for a rating of extremely poor:

- *I think NZ has lost much of its caring attitude towards others.*
- *It's a closed shop/cliqey people don't talk/share/help. Look at Wellington in a time of crisis, people talk/share, compare this to recent earthquake/tsunami late 2017. People evacuated to hill - stayed in cars, no sharing and no engagement. In a real disaster Napier would not be resilient like other cities.*
- *No one really cares.*
- *People are very selfish generally, a lot of hatred and contempt for poor, homeless, those with mental health concerns or addictions, etc.*
- *Seems very cliqey and difficult to make friends. I've been here five years and have had employment. Currently job hunting. Keep being told it's who you know, not what you know, which makes job hunting very difficult.*

Comments for a rating of *don't know*:

- *It depends on the situation.*

Comparison with 2014 results:

	2017	2014	Percent Change
Excellent	9.8%	6.3%	3.5%
Very good	37.0%	39.0%	-2.0%
Good	41.3%	43.0%	-1.8%
Poor	7.0%	5.3%	1.8%
Extremely poor	1.5%	1.0%	0.5%
Don't know/can't say	3.5%	5.5%	-2.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q20a Do you undertake any regular volunteer community work?

	Number	Percent	
Yes	111	27.8%	[go to Q21a]
No	286	71.5%	[go to Q21b]
Don't know	2	0.5%	[go to Q21a]
Not specified	1	0.3%	[go to Q21a]
Total	400	100.0%	

Volunteer work specified from respondents who undertake volunteer community work:

	Number	Percent
Community/Social work	51	45.9%
Sports/hobbies	22	19.8%
Health	17	15.3%
School/teaching	16	14.4%
Religious work	14	12.6%
Policing group/security/emergency services	7	6.3%
Arts/culture	6	5.4%
Food provider	4	3.6%
Business	2	1.8%
Conservation work	2	1.8%
Ethnic	2	1.8%
Environmental group	1	0.9%
Other	3	2.7%
Not specified	7	6.3%
Sample	111	

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

Note: Sample is the number of respondents who answered the question

Comments from respondents coded to “community/social work”:

- *Advocacy Maori Warden, Pukemokimoki Marae volunteer warden, Koha Shed, helper Mokonui garden participant.*
- *Anything giving back to the community within available time constraints.*
- *Business president of Ahuriri Business Association.*
- *CAB volunteer.*
- *Captain Women's Golf Club and committee member, Executive committee Napier Neighbourhood support, contact person for my Neighbourhood Support group and committee member of Rissington Community group.*
- *Certify electrical equipment for Op shops.*

- Chairperson of a BOT, Secretary of a not for profit organisation and mentoring. These are all voluntary positions with no monetary gain. It's about giving back to the community.
- Christmas wrapping for Salvation Army. Not regular as Xmas limited time, but still happy to do.
- Civil Defence Volunteer.
- Coach sport, canoe polo, year round volunteer on youth council of Napier.
- Collect for Red Cross. Grey Power volunteer.
- Collector for various organisations.
- Community Outreach for church.
- Community patrol and neighbourhood support group leader.
- Community patrol, Civil Defence, Coast Guard and operatic society.
- Cystic Fibrosis NZ and SPCA fund raise, Scouts NZ fund raise.
- Driving for Age Concern. Driving for Cancer Society.
- Driving for elderly neighbours.
- Family Centre Board.
- Feed homeless. Chat to homeless to see how I can help change their situation.
- Forest and Bird. Grey Power.
- Fundraising for Blind Association and Cancer Society.
- Grey Power.
- Hospice shop worker.
- I do accountancy work for several organisations on a voluntary basis.
- Lions Club. Operatic Society. Hospice.
- Look after and plant out nice areas around Bayview and maintain them. Via Bayview Community Trust.
- Make wooden toys for children.
- Meals on wheels.
- My life since retirement in 2004 has been committed to voluntary work to the extent that over \$3million has been either raised or promised by way of future bequests so I know what I am talking about.
- Napier Family Centre bread-run. Seafarers Centre volunteer roster. Ship and Marine Society secretary/treasurer.
- Not formal, but I support a number of young families by having their children on a weekly basis.
- Orchestra player. Rugby referee.
- Rapid Relief Team organisation.
- Reading with children, playgroup volunteer, collecting for Plunket.
- Rotarian, so regular volunteer work.
- Rotary - reading at school.
- Run the Napier division of Bellyful.
- Serve on committee (Rural Women, Community House (Hub) Trust and church groups).
- Service and advocacy.
- Surf Lifesaving Association.
- SPCA.
- Stacking shelves at the Hastings Library.
- Street collections for a number of charities and office work for Blind Foundation.
- Volunteer at Masonic Hospital for craft sessions and outings.
- Volunteer through Impact basketball. Helping in the community.
- Volunteer with a trust giving out funding to community groups.
- Volunteering with a charitable organisation in a lead role approximately five hours a week for the whole year.
- Work for MTG (Museum).

- *Work in an Op Shop.*
- *Youth work.*

Comments from respondents coded to **“sports/hobbies”**:

- *Board of trustees. Sports Coach. Maori development loans.*
- *Captain Women's Golf Club and committee member, Executive committee Napier Neighbourhood support, contact person for my Neighbourhood Support group and committee member of Rissington Community group.*
- *Coach kids football and athletics.*
- *Coach kids rugby and cricket.*
- *Coach sport, canoe polo, year round volunteer on youth council of Napier.*
- *Coaching and marshalling at community events.*
- *Coaching.*
- *Napier Family Centre bread-run. Seafarers Centre volunteer roster. Ship and Marine Society secretary/treasurer.*
- *NZ Cadet Force youth section. Defence volunteer.*
- *Orchestra player. Rugby referee.*
- *Run a football club and coaching.*
- *School PTA, coach a mini ball team.*
- *Scouting movement.*
- *Surf Lifesaving Association.*
- *Sport.*
- *Sports - Primary school.*
- *Sports club volunteer.*
- *Sports coach - school. Hockey.*
- *Sports medic.*
- *Tri HB member.*
- *Volunteer at Masonic Hospital for craft sessions and outings.*
- *Volunteer through Impact basketball. Helping in the community.*

Comments from respondents coded to **“health”**:

- *Blind Foundation.*
- *Cancer Foundation fund raising.*
- *Cancer Society “Look Good Feel Good”.*
- *Cystic Fibrosis NZ and SPCA fund raise, Scouts NZ fund raise.*
- *Driving for Age Concern. Driving for Cancer Society.*
- *Helicopter Trust. Provide accommodation free for Can care.*
- *Hospice shop worker.*
- *IHC.*
- *Lions Club. Operatic Society. Hospice.*
- *On a board that runs day disability centre.*
- *Plunket.*
- *PTA at school.*
- *Reading with children, playgroup volunteer, collecting for Plunket.*
- *Red Cross DWTS team member.*
- *Red Cross.*
- *Sports medic.*
- *Street collections for a number of charities and office work for Blind Foundation.*

Comments from respondents coded to **“school/teaching”**:

- Art at a school.
- Board of trustees. Sports Coach. Maori development loans.
- Chairperson of a BOT, Secretary of a “not for profit” organisation and mentoring. These are all voluntary positions with no monetary gain. It's about giving back to the community.
- Hastings Re-start Educational programme.
- I can't really say regular, as my time is spread thin, but I help with fundraising for the schools, kindergartens and colleges my children go to and a few groups for friends on collection days and donate my time as a photographer sometimes to events or bands.
- Not formal, but I support a number of young families by having their children on a weekly basis.
- PTA and a fundraising committee for a drama club.
- Reading with children, playgroup volunteer, collecting for Plunket.
- Rotary - reading at school.
- School and Kohanga.
- School board and PTA.
- School PTA, coach a mini ball team.
- School PTA.
- School.
- Schools - Board of Trustee.
- Teach chess to children at Taradale Primary.

Comments from respondents coded to **“religious work”**:

- Chaplaincy work.
- Christmas wrapping for Salvation Army. Not regular as Xmas limited time, but still happy to do.
- Church activities and services.
- Church children's programme Wednesday afternoon and Sunday morning, church intermediate programme Friday nights every fortnight during the term.
- Church volunteer work (x2).
- Church.
- Church/Youth/Zeal.
- Community Outreach for church.
- Napier Christian fellowship volunteer work.
- Outreach via legacy centre.
- Presbyterian support.
- Serve on committee (Rural Women, Community House (Hub) Trust and church groups).
- St. Patricks Church volunteer.

Comments from respondents coded to **“policing group/security/emergency services”**:

- Advocacy Maori Warden, Pukemokimoki Marae volunteer warden, Koha Shed, helper Mokonui garden participant.
- Captain Women's Golf Club and committee member, Executive committee Napier Neighbourhood support, contact person for my Neighbourhood Support group and committee member of Rissington Community group.
- Community patrol, Civil Defence, Coast Guard and operatic society.
- Community police patrol.
- Maori wardens.
- Neighbourhood support.
- Volunteer fireman.

Comments from respondents coded to “arts/culture”:

- Community patrol, Civil Defence, Coast Guard and operatic society.
- Lions Club. Operatic Society. Hospice.
- Make wooden toys for children.
- PTA and a fundraising committee for a drama club.
- Putting on local event, work in the arts sector.
- Theatre.

Comments from respondents coded to “food provider”:

- Advocacy Maori Warden, Pukemokimoki Marae volunteer warden, Koha Shed, helper Mokonui garden participant.
- Napier Family Centre bread-run. Seafarers Centre volunteer roster. Ship and Marine Society secretary/treasurer.
- Rapid Relief Team organisation.
- Run the Napier division of Bellyful.

Comments from respondents coded to “business”:

- Board of trustees. Sports Coach. Maori development loans.
- Business president of Ahuriri Business Association.

Comments from respondents coded to “conservation work”:

- DoC at nursery.
- Forest and Bird. Grey Power.

Comments from respondents coded to “ethnic”:

- Advocacy Maori Warden, Pukemokimoki Marae volunteer warden, Koha Shed, helper Mokonui garden participant.
- Board of trustees. Sports Coach. Maori development loans.

Comments from respondents coded to “environmental group”:

- Forest and Bird. Grey Power.

Comments from respondents coded to “other”:

- Orchard work.
- Saleability.
- Would rather not disclose.

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	27.8%	33.3%	-5.5%
No	71.5%	64.8%	6.8%
Don't know	0.5%	2.0%	-1.5%
Not specified	0.3%	0.0%	0.3%
Total	100.0%	100.0%	

Q20b If no, are there any barriers stopping you from doing voluntary work?

	Number	Percent	
Yes	159	39.8%	[go to Q20c]
No	119	29.8%	[go to Q21a]
Don't know	8	2.0%	[go to Q21a]
Not specified	0	0.0%	[go to Q21a]
Total	286	71.5%	

Comments from respondents who do not undertake volunteer community work:

Comments coded:

	Number	Percent
Work	63	39.6%
No spare time	56	35.2%
Family	34	21.4%
Health	28	17.6%
Age	21	13.2%
Cost/finances	5	3.1%
Study	5	3.1%
Not currently volunteering but have done so in the past	4	2.5%
No transport/live rurally	2	1.3%
Don't know where help is required	1	0.6%
No barriers	1	0.6%
Other interests	1	0.6%
Other	1	0.6%
Sample	159	

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

Note: Sample is the number of respondents who could answer the question

Comments coded to **“work”**:

- A 55-65 hour working week and a young family.
- Busy life. Working full time in a very full on job. If I were not working I would definitely consider volunteer work.
- Busy work schedule, rotating shifts, so hard to commit to doing anything.
- Busy working.
- Childcare. Busy with lifestyle block.
- Full time employment.
- Full time work, raising a family.
- Have kids, work, so time.
- Health and work commitments.
- I am helping out family and friends with their children. They need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.
- I do shift work.
- I have to work to survive, so I don't have much free time.
- I used to volunteer every Saturday (I work full time Monday to Friday) at Cranford Hospice. I had to give this up as I was needed to help care for family members while others worked.
- I work 60 hours a week.
- I work too many hours.
- I'm a business owner and don't have much free time due to the paper work I need to do.
- I'm a night shift worker.
- I'm away a lot with my job.
- I'm in survival mode, working 80 hours a week to keep my head above water.
- Just started a new job.
- Lack of time due to work and study.
- Lack of time with my type of work.
- Long hours I work.
- My current job, which occupies me for almost 70hrs/week.
- My job.
- Needing to work, I used to volunteer.

- *Shift worker.*
- *Things taken up job hunting, working on endeavours to create a supplementary income.*
- *Time - family and work commitments.*
- *Time and work.*
- *Time, work and children.*
- *Very physically demanding day work.*
- *Work and a young family. I used to volunteer a lot when the children were young. I do volunteer at their school.*
- *Work and being a mum.*
- *Work and family commitments (x4).*
- *Work and study, lack of time.*
- *Work commitments (x4).*
- *Work etc.*
- *Work full time and a mother.*
- *Work full time and have a busy family.*
- *Work full time.*
- *Work roster.*
- *Work, children and study. Single parent.*
- *Work, lack of time.*
- *Work (x7).*
- *Working full time (x2).*
- *Working very long hours at the moment.*
- *Working.*

Comments coded to “no spare time”:

- *Busy life. Working full time in a very full on job. If I were not working I would definitely consider volunteer work.*
- *Childcare. Busy with lifestyle block.*
- *Family circumstances - don't have the time (2x young children, and work fulltime).*
- *Family commitments and lack of time.*
- *Have kids, work, so time.*
- *Health and time.*
- *I am helping out family and friends with their children. They need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.*
- *I care 24/7 for a sick wife who has Alzheimer's.*
- *I have to work to survive, so I don't have much free time.*
- *I travel a lot.*
- *I used to volunteer every Saturday (I work full time Monday to Friday) at Cranford Hospice. I had to give this up as I was needed to help care for family members while others worked.*
- *I work 60 hours a week.*
- *I work too many hours.*
- *I'm a business owner and don't have much free time due to the paper work I need to do.*
- *I've wanted to, but never had the time. I've been supporting myself and my partner for over a year now and when I'm not working I'm very tired and just don't have the energy. Also when I'm free, these services aren't always available to help as my free time is between 11pm-3 am and so on.*
- *Lack of free time.*
- *Lack of personal time as I work long hours.*
- *Lack of time due to work and study.*
- *Lack of time with my type of work.*

- *Lack of time (x13).*
- *Limited time (x3).*
- *My current job, which occupies me for almost 70hrs/week.*
- *My son has a serious health condition and I am his full time carer.*
- *Time - family and work commitments.*
- *Time (I have volunteered in the past, just not currently).*
- *Time and children.*
- *Time and work.*
- *Time, study and family commitments.*
- *Time, work and children.*
- *Time (x8).*
- *Time. Children.*
- *Time. I don't do "specific" volunteer work, but we are always helping others out.*
- *Too busy.*
- *Unaware, bad timing ie, have other plans.*
- *Work and study, lack of time.*
- *Work, lack of time.*

Comments coded to **“family”**:

- *A 55-65 hour working week and a young family.*
- *Am raising very small children so can't leave them.*
- *Childcare. Busy with lifestyle block.*
- *Family circumstances - don't have the time (2x young children, and work fulltime).*
- *Family commitments and lack of time.*
- *Family.*
- *For me it's mental health and a child with problems.*
- *Full time work, raising a family.*
- *Have kids, work, so time.*
- *Having a baby to look after.*
- *I am helping out family and friends with their children. They need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.*
- *I care 24/7 for a sick wife who has Alzheimer's.*
- *I have a young family.*
- *I used to volunteer every Saturday (I work full time Monday to Friday) at Cranford Hospice. I had to give this up as I was needed to help care for family members while others worked.*
- *Live in a rural area. Have children to care for.*
- *Look after grandkids.*
- *My son has a serious health condition and I am his full time carer.*
- *Need to look after my own family first, as I should.*
- *Same reason for not studying or having a job, my son is only allowed to go to school for two hours a day.*
- *Time - family and work commitments.*
- *Time and children.*
- *Time, study and family commitments.*
- *Time, work and children.*
- *Time. Children.*
- *Work and a young family. I used to volunteer a lot when the children were young. I do volunteer at their school.*
- *Work and being a mum.*
- *Work and family commitments (x4).*
- *Work full time and a mother.*

- *Work full time and have a busy family.*
- *Work, children and study. Single parent.*
- *Young children.*
- *Age - I did a lot before.*

Comments coded to **“health”**:

- *Age and health issues.*
- *Age and health.*
- *Age and lack of fitness and mobility.*
- *Age and some health problems.*
- *For me it's mental health and a child with problems.*
- *Health and time.*
- *Health and work commitments.*
- *Health x4.*
- *Health. When you volunteer you have to be able to turn up when you say you will. My health prevents that.*
- *I am a tetraplegic.*
- *I care 24/7 for a sick wife who has Alzheimer's.*
- *I have had two back surgeries.*
- *Multiple Sclerosis.*
- *My health is too poor now.*
- *My mobility is poor.*
- *My son has a serious health condition and I am his full time carer.*
- *Need knee replacement.*
- *Poor health, but I used to do so.*
- *Poor health (x6).*
- *Very bad back.*

Comments coded to **“age”**:

- *Age - I did a lot before.*
- *Age and health issues.*
- *Age and health.*
- *Age and lack of fitness and mobility.*
- *Age and some health problems.*
- *Age maybe.*
- *Age (x5).*
- *I'm 90 years old. I used to volunteer when I was younger.*
- *My age (x5).*
- *Too old (x4).*

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

- *I have to work to survive, so I don't have much free time.*
- *I'm in survival mode, working 80 hours a week to keep my head above water.*
- *I've wanted to, but never had the time. I've been supporting myself and my partner for over a year now and when I'm not working I'm very tired and just don't have the energy. Also when I'm free, these services aren't always available to help as my free time is between 11pm-3 am and so on.*
- *Needing to work, I used to volunteer.*
- *Things taken up job hunting, working on endeavours to create a supplementary income.*

Comments coded to **“study”**:

- Lack of time due to work and study.
- Time, study and family commitments.
- Work and study, lack of time.
- Work, children and study. Single parent.

Comments coded to **“not currently volunteering but have done so in the past”**:

- Needing to work, I used to volunteer.
- Poor health, but I used to do so.
- Time (I have volunteered in the past, just not currently).
- Work and a young family. I used to volunteer a lot when the children were young. I do volunteer at their school.

Comments coded to **“no transport/live rurally”**:

- Live in a rural area. Have children to care for.
- No transport.

Comments coded to **“don’t know where help is required”**:

- Don’t know where/how to do this - unsure where help is needed.

Comments coded to **“no barriers”**:

- I put my name down to volunteer and no one ever got back to me.

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

- Unaware, bad timing ie, have other plans.

Comments coded to **“other”**:

- Options for volunteering.

Q21a Are you a member of a voluntary social service group?

	Number	Percent
Yes	46	11.5%
No	344	86.0%
Don't know	8	2.0%
Not specified	2	0.5%
Total	400	100.0%

Comments for yes:

- Arts on parade.
- Autism support group.
- Bayview Community Trust.
- Blind Foundation.
- Community House Trust.
- Cursillo Faith building.
- Cystic Fibrosis NZ.
- Equippers Tamatea Church.
- Foundation for the Blind.
- Grey Power, Red Cross.
- Grey Power (x2).
- Kings House Church.
- Legacy Centre.
- Lions (x2).

- *Maori wardens.*
- *Napier Christian Fellowship.*
- *Napier Volunteer Fire Service Civil Defence.*
- *Neighbourhood Watch co-ordinator.*
- *Neighbourhood Watch co-ordinators.*
- *Not specified.*
- *Rissington Community group.*
- *Rotary (x3).*
- *RRT - Rapid Relief Team.*
- *RSA and Grey power, Manchester Unity Lodge.*
- *RSA (x3).*
- *Run walk Hawke's Bay, Forest and Bird.*
- *Seventh Day Adventist Church.*
- *Skate clubs.*
- *SPCA.*
- *St. Columbus Church.*
- *St. Patricks Church Outreach group.*
- *St. Patricks.*
- *Trucking for Hawke's Bay Child Cancer Charitable Trust, Little Elms Charitable Trust. My own voluntary efforts (see Type of voluntary work). Weka Point Scout Camp centennial redevelopment, 11 Squadron Charitable Trust, Kids Can Charitable Trust Napier and Hawke's Bay SPCA branches.*
- *Tu Tangata Maraenui Trust, Maraenui Community Council Trust Maori Warden for Takitimu region, Napier Pilot City Trust and Te Araroa Offers Hope Trust.*
- *Women's Institute.*
- *Would rather not disclose.*
- *Zeal / Pirimai Baptist.*
- *Zonta, NCW.*

Q21b If no, are there any barriers stopping you from being a member of a voluntary social service group?

	Number	Percent	% ex non spec.	
Yes	123	30.8%	38.0%	<i>[go to Q21c]</i>
No	201	50.3%	62.0%	<i>[go to Q22]</i>
Don't know	17	4.3%		<i>[go to Q22]</i>
Not specified	59	14.8%		
Total	400	100.0%	100.0%	

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comments for yes, there are barriers stopping respondent from being a member of a voluntary social service group:

Comments coded:

	Number	Percent
No spare time	49	39.8%
Work	37	30.1%
Health	26	21.1%
Family	20	16.3%
Age	12	9.8%
Study	5	4.1%
Other interests	3	2.4%
No barriers	2	1.6%
No transport	2	1.6%
Cost/finances	1	0.8%
Not currently volunteering but have done so in the past	1	0.8%
Other	4	3.3%
Sample	123	

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

Note: Sample is the total number of respondents who could answer this question

Comments coded to “no spare time”:

- Age and time.
- Busy life. Working full time in a very full on job. If I were not working I would definitely consider volunteer work.
- Busy with work.
- Family circumstances - don't have the time (2x young children, and work fulltime).
- Feel too young, no time.
- Health and time.
- I am helping out family and friends with their children, they need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.
- Lack of available time.
- Lack of spare time. When kids are older I'll have more time.
- Lack of time as work full time and look after elderly parents.
- Lack of time (x14).
- My current job, which occupies me for almost 70hrs/week.
- No time. Got school and sport.
- Not enough hours in the week after I finish my work.
- Time - very busy.
- Time and children.
- Time and family commitments.
- Time and work.
- Time issues, balancing full time study and a family.
- Time (x14).
- Time. Full time work and voluntary work.
- Work and lack of time as I work 70 hours a week.
- Work and time.

Comments coded to “work”:

- A 55-65 hour working week and a young family.
- Busy life. Working full time in a very full on job. If I were not working I would definitely consider volunteer work.
- Busy with work.

- Exhausted from work.
- Family circumstances - don't have the time (2x young children and work fulltime).
- Full time employment.
- Full time work approximately 50 hours per week. I plan to become a member of a voluntary group once I reach retirement.
- I am helping out family and friends with their children, they need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.
- Lack of time as work full time and look after elderly parents.
- Long hours I have to work.
- My current job, which occupies me for almost 70hrs/week.
- My job - shift worker.
- My work hours.
- Not enough hours in the week after I finish my work.
- Shift work.
- Things taken up job hunting, working on endeavours to create a supplementary income.
- Time and work.
- Time. Full time work and voluntary work.
- Very physically demanding day work.
- Work and being a mum.
- Work and family commitments.
- Work and family.
- Work and kids.
- Work and lack of time as I work 70 hours a week.
- Work and time.
- Work commitments (x2).
- Work full time. Have a busy family.
- Work long hours.
- Work too many hours.
- Work, children and study. Single parent.
- Work (x5).
- Work/study and family commitment.

Comments coded to **“health”**:

- Age and health.
- Age and some health problems.
- Age.
- As I said - health.
- Caring for my wife.
- Health and time.
- Health issues - arthritis.
- Health issues, I have anxiety problems.
- Health issues.
- Health (x6).
- Knee replacement.
- My son has a serious health condition; I am his full time carer.
- Not very physically active at present.
- Poor health now, so I resigned from everything.
- Poor health (x5).
- Too old, I only belong to Probus now.
- Very bad back.

Comments coded to **“family”**:

- A 55-65 hour working week and a young family.
- Am raising very small children so can't leave them.
- Children. I was involved in the past.
- Family circumstances - don't have the time (2x young children, and work fulltime).
- I am helping out family and friends with their children, they need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.
- Lack of spare time. When kids are older I'll have more time.
- Lack of time as work full time and look after elderly parents.
- My son has a serious health condition; I am his full time carer.
- Same reason for not studying or having a job, my son is only allowed to go to school for two hours a day.
- Time and children.
- Time and family commitments.
- Time issues, balancing full time study and a family.
- Work and being a mum.
- Work and family commitments.
- Work and family.
- Work and kids.
- Work full time.
- Work, children and study. Single parent.
- Work/study and family commitment.
- Young family.

Comments coded to **“age”**:

- Age and health.
- Age and other interests.
- Age and some health problems.
- Age and time.
- Age (x4).
- My age (x2).
- Too old, I only belong to Probus now.
- Too young.

Comments coded to **“study”**:

- I am helping out family and friends with their children, they need help with caregivers/babysitters, especially if single parent or don't have family living nearby plus full time job plus study. No time.
- No time. Got school and sport.
- Time issues, balancing full time study and a family.
- Work, children and study. Single parent.
- Work/study and family commitment.

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

- Age and other interests.
- No time. Got school and sport.
- Too busy with other things.

Comments coded to **“no barriers”**:

- Full time work approximately 50 hours per week. I plan to become a member of a voluntary group once I reach retirement.

Comments coded to “no transport”:

- Transport (x2).

Comments coded to “cost/finances”:

- Things taken up job hunting, working on endeavours to create a supplementary income.

Comments coded to “not currently volunteering but have done so in the past”:

- Children. I was involved in the past.

Comments coded to “other”:

- I don't think you need to be a part of an official organisation to help anyone.
- Maybe lack of confidence.
- My own personal lack of knowledge about what is available.
- Not designed to be bi-cultural.

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	11.5%	15.0%	-3.5%
No	86.0%	83.8%	2.3%
Don't know	2.0%	1.3%	0.8%
Not specified	0.5%	0.0%	0.5%
Total	100.0%	100.0%	

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

	Number	Percent	% ex non spec.
Yes	81	20.3%	20.5%
No	314	78.5%	79.5%
Don't know	2	0.5%	
Not specified	3	0.8%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Organisations used coded:

	Number	Percent
Winz	31	7.8%
Plunket	19	4.8%
Age concern	5	1.3%
Birthright	4	1.0%
Grey Power	4	1.0%
Cancer Society	3	0.8%
Home help	3	0.8%
St Johns	3	0.8%
CAB (Citizen's Advice Bureau)	2	0.5%
CYF	2	0.5%
Napier Family Centre	2	0.5%
RSA	2	0.5%
Tamariki Ora	2	0.5%
Other	10	2.5%
Sample	400	

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

“Other” Organisations:

- Health Maintenance Organisation.
- JP and Community Hub Justice of Peace service.
- Maori young children provider - can't remember name.
- Mosaic.
- Student Association.
- Study Link.
- Taradale Senior Citizens.
- Te Kupenga Hauora.
- Victims support.
- Women's groups, church.

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	20.0%	18.3%	1.8%
No	78.8%	79.3%	-0.5%
Don't know	0.5%	1.0%	-0.5%
Not specified	0.8%	1.5%	-0.8%
Total	100.0%	100.0%	

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

	Number	Percent	% ex non spec.
Yes	222	55.5%	58.4%
No	158	39.5%	41.6%
Don't know	19	4.8%	
Not specified	1	0.3%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

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

	Number	Percent
Financially secure/income increased	42	10.5%
Employment	27	6.8%
House/housing	27	6.8%
Family	26	6.5%
Age/retirement	22	5.5%
Health and fitness	22	5.5%
Change of lifestyle	21	5.3%
Enjoy life/better standard of living	21	5.3%
Personal attitude	15	3.8%
Positives of living in Napier	14	3.5%
Children left home	13	3.3%
Relationships	11	2.8%
Social life/recreation/freedom	10	2.5%
Stable/more settled	3	0.8%
Studying	2	0.5%
Other	0	0.0%
Sample	400	

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

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

- Age and maturity, income matches my age, less financial stress. Mortgage free, children have left home.
- As we have got older we have more assets. I work, so financially secure.
- Because I've gained confidence. Consistent income. Family growing up.
- Becoming more financially secure.
- Being able to support myself properly.
- Being able to support myself properly.
- Being older and less anxious, having more money and our own home.
- Better financial position. Good health.
- Better resources.
- Bought a home, paid more, moved to Napier from New Plymouth.
- Change of lifestyle, income has improved.
- Earning more money.
- Financial security, my health has improved.
- Financial security.
- Financial stability, I got back to work. We got past the toddler stage with our children.
- Financially more stable.
- Graduated and two incomes in house.
- Have no monetary worries. Super is more than adequate to live on.
- Having children. Increased salary.
- Higher income.
- I earn more money.
- I purchased my house and moved up in my career so getting paid more.
- Improved work environment. Pay increase.
- Increased salary.
- I've finished university, now working and have money in my bank account.
- Kids are getting older, I'm working so increased in income.
- Kids are older, we have a nicer home, household income has increased.
- More capable of looking after ourselves. Earning capabilities have risen.
- More financially secure.
- More hours at work - better wages.
- Moved from Auckland. I'm in a better relationship and have a much better happier lifestyle, less financial burden.
- My daughter has moved in as my full time carer, so I have company and peace of mind and more money coming into the house.
- My income has improved.
- No mortgage. Business going well.
- Our income has improved and prices seem to have stabilised.
- Raised equity on house allows purchase of things we wouldn't otherwise have.
- Receive better income than I did five years ago.
- Salary has increased slightly, bought a house,
- We are financially stable, have our own business and life is going well.
- We sold our farm for a lot of money, so are financially sound.
- Worked hard, made headway financially, house price risen.
- Working less and no debt now.

Comments coded to **“employment”**:

- Became self-employed.
- Being able to work more and the children are older.
- Better career aspects and job I enjoy.
- Getting older and working now.

- *Good job, lovely home, beautiful family.*
- *Got a real job.*
- *Got married, better job, bought house.*
- *Have bought a house, found my life partner, renovated, got established in my career, largely recovered from depression.*
- *Have kids, better jobs, better house.*
- *I changed jobs from a very stressful job to one with less stress.*
- *I found employment which works with my family commitments.*
- *I have a job and enjoy my study. A sense of purpose makes anyone happy. My children are very happy in their schools too.*
- *I have a job I really like, and I'm living with family.*
- *I work hard to provide a good income and have the things we want.*
- *I'm older. I have children and a career.*
- *Improved employment.*
- *Improved housing, promotion at work. Grandchildren have arrived. Successful in my studies.*
- *I've come through university, been overseas and now doing a job I enjoy.*
- *I've finished university, now working and have money in my bank account.*
- *Job, home life better.*
- *Life is improving. Good job that I like.*
- *Single mum on benefit, now have partner and we both work.*
- *Started full time employment.*
- *The job I'm doing and the nice people I work with. I'm content with my life.*
- *Through my own work I have been able to make improvements in both my personal situation and make advancement in my employment.*
- *Worked hard to get it.*
- *Working full time (was a student).*

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

- *Better house.*
- *Bought a home, paid more, moved to Napier from New Plymouth.*
- *Bought a house and have a young family.*
- *Bought a house.*
- *Building a new home.*
- *Came to Napier, got a house not living in caravan in Tauranga.*
- *Children grew up and 'left the nest' so money pressures were eased. We then upgraded our home and purchased a newer home which has great insulation etc. More work/life balance for hubby and I.*
- *Good job, lovely home, beautiful family.*
- *Got married, better job, bought house.*
- *Have bought a house.*
- *Have bought a house, found my life partner, renovated, got established in my career, and largely recovered from depression.*
- *Have kids, better jobs, better house.*
- *Have our own house.*
- *I became a mum and a homeowner.*
- *I have children, health and a healthy home. I couldn't really wish for more.*
- *I live in a caring situation, a granny flat on children's property and I have good friends.*
- *I live in a good environment.*
- *I purchased my house and moved up in my career so getting paid more.*
- *Improved housing, promotion at work. Grandchildren have arrived. Successful in my studies.*
- *I've bought a house here.*

- Kids are older, we have a nicer home, household income has increased.
- Living in a comfortable house with my husband and baby. Life is good.
- Living in a healthier, warmer home for my son,
- Moved from Auckland to Napier, so more affordable housing and easier lifestyle.
- Moving into a new house and kids are getting older.
- Our children are getting older and we have a nicer home.
- Salary has increased slightly, bought a house,

Comments coded to **“family”**:

- Being able to work more and the children are older.
- Came to live in NZ - close to family and grandchildren.
- Children getting older (now at primary school), more settled.
- Good job, lovely home, beautiful family.
- Had my babies here.
- Have children - make me happy and keep me busy.
- Have kids, better jobs, better house.
- Having children. Increased salary.
- Help with training up kids.
- I became a mum and a homeowner.
- I have a job I really like, and I'm living with family.
- I have children, health and a healthy home. I couldn't really wish for more.
- I have family around who are very supportive.
- I have retired and I get to spend more time with my family.
- I'm older. I have children and a career.
- Improved housing, promotion at work. Grandchildren have arrived. Successful in my studies.
- Kids are getting older, I'm working so increase in income.
- Kids are older, we have a nicer home, household income has increased.
- Living in a comfortable house with my husband and baby. Life is good.
- More exercise - more time with family.
- Moving into a new house and kids are getting older.
- My children got bigger, started work. I have more time and money.
- My children have got older.
- My children.
- My daughter has moved in as my full time carer, so I have company and peace of mind and more money coming into the house.
- Our children are getting older and we have a nicer home.

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

- Being older and less anxious, having more money and our own home.
- Dad's retired so more time with family.
- Getting older and working now.
- Getting older, we are content with what we have.
- Got older can do more things.
- I have retired and I get to spend more time with my family.
- I have retired and I'm able to do things I enjoy, now that I have time.
- I have retired, so a more relaxed quality of life. Free to do what I want now.
- I have retired.
- I retired.
- I'm older. I have children and a career.
- I've retired and I have a small business as well so I have more free time.
- I've retired from full time work and now work part time so have more time to do the things I enjoy.

- *I've retired (x2).*
- *Just getting older.*
- *Just getting older, I have had more experiences.*
- *Living in Napier offers so much, cultural activities, theatre, restaurants and beach. I have just retired from a demanding job.*
- *Older and wiser.*
- *Retired. More time to do what I want.*
- *Retired and do lots of interesting things - travel and biking.*
- *Shifted from New Plymouth and retired to Hawke's Bay.*

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

- *Attend a gym and became active.*
- *Better financial position. Good health.*
- *Better health, fitness and have job so finances improved.*
- *Better health.*
- *Cancer free.*
- *Financial security, my health has improved.*
- *Gave up smoking, drinking alcohol. Started running half marathons and adventure racing. My children moved in with me.*
- *Given up smoking.*
- *Had operations for cancer - successful.*
- *Having a good doctor and good health care here.*
- *Health.*
- *Healthier eating.*
- *I had a heart valve transplant, so feel very lucky to be here.*
- *I have children, health and a healthy home. I couldn't really wish for more.*
- *I'm fit, I'm healthy and I'm alive!*
- *Medical services have improved and hospital is wonderful.*
- *More exercise - more time with family.*
- *My daughter has moved in as my full time carer, so I have company and peace of mind and more money coming into the house.*
- *My health has improved a little from what it was.*
- *My health improved.*
- *My health is very good, I'm very fit. I have a very good quality of life.*
- *My own lifestyle - fitness regime is working.*

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

- *Average - lifestyle.*
- *Better lifestyle overall in Napier than in Auckland where I moved from.*
- *Came to live in NZ - close to family and grandchildren.*
- *Change of lifestyle, income has improved.*
- *Financial stability, I got back to work. We got past the toddler stage with our children.*
- *Had a cardiac arrest and survived and since then have learnt to slow down and look at life differently.*
- *Have more time to spend at home. Working part time.*
- *I stopped smoking meth and turned my life around.*
- *I've been able to give up work when my husband retired, so have a relaxed lifestyle.*
- *I've been working in Australia and come back set up.*
- *Living out of the city. Working less hours.*
- *Moved from Auckland. I'm in a better relationship and have a much better happier lifestyle, less financial burden.*
- *Moved here from Australia - partner from Napier - prefer the lifestyle and climate.*
- *Moved to Napier.*

- Moved to New Zealand.
- Moving from a busy stressful Auckland to a more quiet life style in Hawke's Bay.
- Moving home from Wellington back to the Bay.
- My stress levels have reduced. I resigned from work.
- We moved from Auckland to Napier.
- We moved from UK to NZ and everything is better - food, climate, people and lifestyle.
- We moved here from Australia for a better lifestyle and love it, although we could earn much more in Australia.

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

- Better health, fitness and have job so finances improved.
- Better standard of living.
- Children grew up and 'left the nest' so money pressures were eased. We then upgraded our home and purchased a newer home which has great insulation etc. More work/life balance for hubby and I.
- Decisions we made, up-graded into our second home, personal choices.
- Happier in my job. I like the people I work with and I feel very positive about life.
- Happier with life.
- I have a job and enjoy my study. A sense of purpose makes anyone happy. My children are very happy in their schools too.
- I have retired and I'm able to do things I enjoy now that I have time.
- I just think it's stayed the same, my quality of life has always been good and I feel like I have a great life in Napier.
- I live by myself now so I'm happier.
- I work hard to provide a good income and have the things we want.
- Just the stage of life we are at, we can do more than when we were younger.
- Life is improving. Good job that I like.
- Living here, we can enjoy the outdoors, great climate. I have a good work/life balance.
- Moved from Auckland to Napier, so more affordable housing and easier lifestyle.
- Moved from Auckland. I'm in a better relationship and have a much better happier lifestyle, less financial burden.
- My children got bigger, started work. I have more time and money.
- Personal and professional development. Made it above the struggle line and loving it here.
- Personal endeavours have created a better lifestyle - feel happy.
- Raised equity on house allows purchase of things we wouldn't otherwise have.
- We work hard and have a good lifestyle to enjoy the benefits of our work and planning.

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

- A lot more relaxed and no longer sweating the small stuff.
- Because I've gained confidence - consistent income - family growing up.
- Better facilities. Good people. NZ is a wonderful place to live.
- Education from a community approach. Became aware of community issues and learned how to problem solve with genuine caring people. Whakawhanaungatanga (building positive relationships) with social services and community members to achieve a good result.
- Getting more motivated in my life.
- Grew up.
- I have a brighter outlook on life.
- I understand more things and I'm involved in more things.
- In a better space.

- *In terms of quality of life - believe this is what you make it. It has definitely been hard work and both my husband and I have worked hard to achieve this without anyone else's support.*
- *I've come through university, been overseas and now doing a job I enjoy.*
- *Looking after myself.*
- *My attitude. Happy marriage.*
- *Peaceful - no hassles.*
- *Responsibility.*

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

- *A nice easy pace of life in the Bay, a nice place to live.*
- *Apart from personal reasons Napier has become a very pleasant place to live.*
- *Because we moved to Hawke's Bay.*
- *Better facilities. Good people. NZ is a wonderful place to live.*
- *Better lifestyle overall in Napier than in Auckland where I moved from.*
- *Coming from Gisborne, there is much more activities to do in Napier.*
- *Due to more things being offered in Hawke's Bay, more shops, more food choices in supermarkets and fast food. Prices aren't too expensive.*
- *I just think it's stayed the same, my quality of life has always been good and I feel like I have a great life in Napier.*
- *I moved to Napier.*
- *Increased diversity with new/different businesses around, improvements to the city.*
- *Living in Napier offers so much, cultural activities, theatre, restaurants and beach. I have just retired from a demanding job.*
- *Moved here from Australia - partner from Napier - prefer the lifestyle and climate.*
- *Napier has good amenities and services. I enjoy living here, I'm proud to live here.*
- *The community I live in.*

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

- *Age and maturity, income matches my age, less financial stress. Mortgage free, children have left home.*
- *Because I've gained confidence - consistent income - family growing up.*
- *Children grew up and 'left the nest' so money pressures were eased. We then upgraded our home and purchased a newer home which has great insulation etc. More work/life balance for hubby and I.*
- *Children have left home so freer to do what I want.*
- *Children have left home, so more independence for my husband and myself.*
- *Children have left home.*
- *Children left home - more relaxed lifestyle.*
- *My children have left home.*
- *My kids have left home.*
- *My stage of life - empty nesters so more time for ourselves.*
- *Our children are grown up and fending for themselves financially as we are both working.*
- *Our children have left home and are earning, so financial pressures have reduced.*
- *The children have left home and my wife and I have more time to ourselves.*

Comments coded to **“relationships”**:

- *Gave up smoking, drinking alcohol. Started running half marathons and adventure racing. My children moved in with me.*
- *Got married, better job, bought house.*
- *Have bought a house, found my life partner, renovated, got established in my career, largely recovered from depression.*
- *I finally left my abusive partner.*

- *Job, home life better.*
- *Moved from Auckland. I'm in a better relationship and have a much better happier lifestyle, less financial burden.*
- *Moved here from Australia - partner from Napier - prefer the lifestyle and climate.*
- *My attitude. Happy marriage.*
- *My wife has a better job with more money, so she is much happier which reflects on me.*
- *Out of nowhere abusive relationship, won custody of six kids.*
- *Single mum on benefit, now have partner and we both work.*

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

- *Because I'm a keen cyclist and the cycle ways have improved throughout the Hawke's Bay area.*
- *Children left home - more relaxed lifestyle.*
- *Getting more independent.*
- *I have retired, so a more relaxed quality of life. Free to do what I want now.*
- *I live in a caring situation, a granny flat on children's property and I have good friends.*
- *I've retired and I have a small business as well so I have more free time.*
- *I've retired from full time work and now work part time so have more time to do the things I enjoy.*
- *Neighbourhood group on the internet has given me more involvement in the community. Made more friends.*
- *Retired and do lots of interesting things - travel and biking.*
- *Transport is better. Ease of getting around the city.*

Comments coded to **“stable/more settled”**:

- *Because as I've become older and more independent, I've learned a lot about money and society, and how to use it wisely.*
- *Generally more stable.*
- *My daughter has moved in as my full time carer, so I have company and peace of mind and more money coming into the house.*

Comments coded to **“studying”**:

- *Because my study environment at EIT is very good with friendly people.*
- *Improved housing, promotion at work. Grandchildren have arrived. Successful in my studies.*

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

	Number	Percent
Stable/stayed the same	67	16.8%
Health and fitness	34	8.5%
Not financially secure/not enough income/price increases	30	7.5%
Age	16	4.0%
House/housing	8	2.0%
Family	7	1.8%
Employment	6	1.5%
Government	6	1.5%
Relationship	3	0.8%
Moving to Napier from elsewhere	2	0.5%
Lack of social services	1	0.3%
Other	3	0.8%
Sample	400	

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

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

- *About the same I think. Work levels have risen way too much.*
- *Feel I am not going anywhere.*
- *Going steadily along.*
- *I have a good quality of life.*
- *I'm quite happy, but it hasn't really changed.*
- *In a rut for the last 10 years.*
- *It has changed as I have a child, but otherwise it's the same.*
- *It has maintained at a steady level.*
- *It has not changed.*
- *It has remained the same, it is good now.*
- *It has remained the same.*
- *It has stayed much the same, is very stable, it hasn't got worse as I have got older.*
- *It has stayed the same (x8).*
- *It hasn't changed at all (x2).*
- *It hasn't changed (x2).*
- *It is about the same, pretty good as it is.*
- *It is about the same, prices are rising all the time.*
- *It is about the same (x9).*
- *It is fantastic, but it hasn't changed.*
- *It is much the same, but has had some ups and downs.*
- *It is much the same (x10).*
- *It is pretty steady.*
- *It is static (x2).*
- *It is the same as I'm studying and we basically have one income.*
- *It is the same, nothing has changed.*
- *It was good before and has stayed the same.*
- *Just about the same.*
- *Just going along (x2).*
- *Just the same as always.*
- *Much stayed the same.*
- *My quality of life is good, always has been, it hasn't changed.*
- *No better, no worse.*
- *Nothing changed.*
- *Nothing has changed.*
- *Nothing has really changed.*
- *Same.*
- *Stayed same really.*
- *Very much the same, but I'm happy with it.*
- *We have always had a good quality of life.*

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

- *Age - 77 - slowly health is deteriorating.*
- *As I have got older I can't do the things I would like to do.*
- *Because of health problems.*
- *Black Power moved next door. My lease on our leasehold property went from \$1,500 pa, to \$6,400 pa, so finances are very tight. I am so stressed because of the neighbours.*
- *Cost of living expensive - power, health care and food are all very expensive.*
- *Due to my lack of mobility.*
- *Financial pressures and having my wife with Alzheimer's means my quality of life has gone down greatly.*

- Got cancer, then marriage broke up.
- Had a spinal accident (x2).
- Had a stroke, so had to slow down.
- Had a stroke. Can't drive now.
- Health deteriorated - arthritis in legs and feet.
- Health is deteriorating.
- Health issues have reduced my quality of life.
- Health issues.
- Health problems have meant that I have had to curtail lots of my previous activities.
- Housing situation is really reducing our quality of life.
- I contracted Parkinson's Disease, had to leave work and go on a benefit at a young age.
- I had an accident, so I'm less able than I was. It has changed my life.
- I have breast cancer and I couldn't work last year.
- I have had heart surgery which has slowed me down.
- I have Multiple Sclerosis and have lost mobility.
- It has deteriorated as I'm tied to the hospital for kidney dialysis.
- It has deteriorated due to age related health issues and reduced energy.
- It has deteriorated due to health issues.
- It has deteriorated, due to rising costs and health issues.
- Life/family complexity, unwell adult child. Need to take time to look after myself.
- Mental health issue.
- My health has deteriorated (x2).
- My health is declining so my financial situation is declining.
- Poor health and the cost of food etc, is rising so fast and Super doesn't cover this, as Super increases don't cover the rising costs, so every year I'm poorer.
- Too old and age related health issues prevent me from doing things.

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

- Because I'm on the same wage as I was when I was 18.
- Black Power moved next door. My lease on our leasehold property went from \$1,500 pa, to \$6,400 pa, so finances are very tight. I am so stressed because of the neighbours.
- Cost of living expensive, power, health care, food is all very expensive.
- Cost of living has increased. Wages are the same. We live off one income at the moment as one earns and one looks after the three children.
- Cost of living is getting higher and prices are going up, but wages aren't.
- Costs have risen so much.
- Economy is going up and up and up. I'm just chasing my tail round in circles unable to keep up.
- Facing retirement on a fixed income.
- Financial pressures and having my wife with Alzheimer's means my quality of life has gone down greatly.
- Highly underpaid work, national government policies targeting myself and those around me.
- I am earning less, paying more in rent, am eating lower quality food, cannot afford things such as gym memberships that I used to be able to.
- I left high school being too stupid for a decent job, but needing work asap so I'm now 21 and have just managed to work myself off the minimum wage. Life was easier four years ago when I was 17 and lived rent free, since then it's been cold, damp, mouldy and overpriced rental homes and shitty dead end jobs. Although, my partner is now finishing his second year of study and we expect things to improve a little bit at the end of the year when he gets his qualification and can ask for a decent pay rate. His current employer is also very good to him, I'm also now pregnant so he

contemplated leaving his studies for a full time factory job so we'd have more money, but his boss wasn't very accepting of this idea so instead of work experience he was offered a paid job to help out in the meantime and has been promised a full time apprenticeship at the end of this year.

- I was made redundant and the job I have now is half the wage I was getting.
- It has deteriorated, due to rising costs and health issues.
- It is about the same, prices are rising all the time.
- It is harder to make that pittance go far enough. I don't like to ask for help. The security guard makes you feel guilty when you approach the door, it's so wrong.
- It is the same as I'm studying and we basically have one income.
- It's got so expensive to raise a family, food is expensive, power etc we are just lucky we are in our own home. School is expensive.
- Lack of finances.
- More debt.
- My health is declining so my financial situation is declining.
- Now I'm semi-retired, I have to watch my finances very carefully. Everything is going up, rates, power etc.
- Poor health and the cost of food etc, is rising so fast and Super doesn't cover this, as Super increases don't cover the rising costs, so every year I'm poorer.
- Prices go up and wages still crap.
- Relocated here from overseas. Cost of living and house prices are very expensive here.
- Rising costs of everything except income.
- Still living week to week.
- The rich get richer and the middle and low earners are worse off.
- Working more hours and getting nowhere.

Comments coded to “age”:

- Age - 77 - slowly health is deteriorating.
- Age and less hours working.
- Age catching up on me. Finished working three years ago.
- Age related problems.
- Age (x2).
- Ageing process.
- Ageing.
- As I have got older I can't do the things I would like to do.
- Declining years.
- Facing retirement on a fixed income.
- No, at my age things don't improve.
- Now I'm semi-retired, I have to watch my finances very carefully. Everything is going up, rates, power etc.
- Older age will affect me.
- The older I get the harder I work.
- Too old and age related health issues prevent me from doing things.

Comments coded to “house/housing”:

- Black Power moved next door. My lease on our leasehold property went from \$1,500 pa, to \$6,400 pa, so finances are very tight. I am so stressed because of the neighbours.
- Housing situation is really reducing our quality of life.
- I am earning less, paying more in rent, am eating lower quality food, cannot afford things such as gym memberships that I used to be able to.
- I left high school being too stupid for a decent job, but needing work asap so I'm now 21 and have just managed to work myself off the minimum wage. Life was easier

four years ago when I was 17 and lived rent free, since then it's been cold, damp, mouldy and overpriced rental homes and shitty dead end jobs. Although, my partner is now finishing his second year of study and we expect things to improve a little bit at the end of the year when he gets his qualification and can ask for a decent pay rate. His current employer is also very good to him, I'm also now pregnant so he contemplated leaving his studies for a full time factory job so we'd have more money, but his boss wasn't very accepting of this idea so instead of work experience he was offered a paid job to help out in the meantime and has been promised a full time apprenticeship at the end of this year.

- It's got so expensive to raise a family, food is expensive, power etc, we are just lucky we are in our own home. School is expensive.
- Relocated here from overseas. Cost of living and house prices are very expensive here.
- We are in need of a modified house for me and my family.

Comments coded to **“family”**:

- Cost of living has increased. Wages are the same. We live off one income at the moment as one earns and one looks after the three children.
- Due to my son's condition and his extreme behaviour, I can't get a job that would be accommodating to needing time off all the time.
- I left high school being too stupid for a decent job, but needing work asap so I'm now 21 and have just managed to work myself off the minimum wage. Life was easier four years ago when I was 17 and lived rent free, since then it's been cold, damp, mouldy and overpriced rental homes and shitty dead end jobs. Although, my partner is now finishing his second year of study and we expect things to improve a little bit at the end of the year when he gets his qualification and can ask for a decent pay rate. His current employer is also very good to him, I'm also now pregnant so he contemplated leaving his studies for a full time factory job so we'd have more money, but his boss wasn't very accepting of this idea so instead of work experience he was offered a paid job to help out in the meantime and has been promised a full time apprenticeship at the end of this year.
- It has changed as I have a child, but otherwise it's the same.
- It's got so expensive to raise a family, food is expensive, power etc, we are just lucky we are in our own home. School is expensive.
- Life/family complexity, unwell adult child. Need to take time to look after myself.
- We are in need of a modified house for me and my family.

Comments coded to **“employment”**:

- About the same I think. Work levels have risen way too much.
- Age and less hours working.
- Age catching up on me. Finished working three years ago.
- I left high school being too stupid for a decent job, but needing work asap so I'm now 21 and have just managed to work myself off of minimum wage. Life was easier four years ago when I was 17 and lived rent free, since then it's been cold, damp, mouldy and overpriced rental homes and shitty dead end jobs. Although, my partner is now finishing his second year of study and we expect things to improve a little bit at the end of the year when he gets his qualification and can ask for a decent pay rate. His current employer is also very good to him, I'm also now pregnant so he contemplated leaving his studies for a full time factory job so we'd have more money, but his boss wasn't very accepting of this idea so instead of work experience he was offered a paid job to help out in the meantime and has been promised a full time apprenticeship at the end of this year.
- I was made redundant and the job I have now is half the wage I was getting.
- Made redundant and can't get another job.

Comments coded to **“government”**:

- *Because I moved back to Napier from Aussie and realised how far behind we are in the world and how we don't invest our money in the right areas. No wonder why Napier looks like we still live in the 80's.*
- *Everything has got worse, violence is more prevalent. There is a lack of respect for others.*
- *Highly underpaid work, national government policies targeting myself and those around me.*
- *National government.*
- *National Party theft and treason.*
- *The PC brigade curtail a lot of life's little enjoyments.*

Comments coded to **“relationship”**:

- *Because my marital status changed completely unexpectedly on my part at the age of 62 and this has had a huge impact on the quality of my life over the past five years.*
- *Got cancer, then marriage broke up.*
- *That is hard for me to say as I lost my husband.*

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

- *Because I moved back to Napier from Aussie and realised how far behind we are in the world and how we don't invest our money in the right areas. No wonder why Napier looks like we still live in the 80's.*
- *Relocated here from overseas. Cost of living and house prices are very expensive here.*

Comments coded to **“lack of social services”**:

- *It is harder to make that pittance go far enough. I don't like to ask for help. The security guard makes you feel guilty when you approach the door, it's so wrong.*

Comments coded to **“other”**:

- *Everything is too busy, too rushed, you can't get a parking spot and can't get an appointment at the doctors etc.*
- *I have experienced terrible situations just 29 months ago.*
- *It has been downhill for the last ten years.*

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	55.3%	51.3%	4.0%
No	39.5%	40.5%	2.1%
Don't know	4.8%	8.0%	3.3%
Not specified	0.5%	0.3%	0.3%
Total	100.0%	100.0%	

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

	Number	Percent	% ex non spec.
Likely to improve	144	36.0%	39.1%
Stay about the same	169	42.3%	45.9%
Likely to deteriorate	55	13.8%	14.9%
Don't know	31	7.8%	
Not specified	1	0.3%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

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

	Number	Percent
Financially secure/income increased	30	7.5%
Personal attitude/growth	27	6.8%
Employment/business	25	6.3%
Optimistic	19	4.8%
Family	12	3.0%
Age/retirement	9	2.3%
Children left home/children more mature	9	2.3%
Social life/recreation/freedom	8	2.0%
Health and fitness	6	1.5%
House/housing	6	1.5%
Studying	6	1.5%
Change of life style	5	1.3%
Government/growth	5	1.3%
Positives of living in Napier	3	0.8%
Other	3	0.8%
Sample	400	

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

Comments coded to “financially secure/income increased”:

- *Advancement at work. Better financial situation.*
- *Better pay.*
- *By building on experiences and knowledge, advancing in my career will all improve my life.*
- *Career progression, better income.*
- *Chance to further my career.*
- *Debt free.*
- *Finances will be improving as I progress in my career.*
- *Financial stability.*
- *Getting that cash money.*
- *Having less debt. Travelling abroad. Having two incomes as my son will be at school and I'll be able to work pretty much full time.*
- *Hopefully, my husband will make more money in his business.*
- *I enjoy travel and can do that more now.*
- *I will get more income through Super and Kiwi Saver once I turn 65.*
- *I will have completed my study, so income will increase and as children get older we will have more opportunities to do more things as a family.*
- *I will qualify and earn more. My eldest will go to university.*
- *Income will go up further, will have student loan nearly paid off.*
- *Increased income consolidation as children left home.*
- *Just going back to work so will have two full incomes.*
- *Mortgage free allows for better ability to save for the future.*
- *My income is likely to continue improving.*
- *My kids will start earning, so finances will improve.*
- *My partner is doing something to better our situation. It is a struggle while it's happening, but we know it's worth it. One year from now and we won't even know what hunger is!*
- *Napier is moving ahead, so much is happening. We are financially stable. The future looks secure and we love living in Napier.*
- *Pay increase.*
- *Pay increases and dual incomes.*
- *Pay off mortgage.*
- *Potential growth of Napier/HB. Personal business decisions.*

- *Standard of living will improve.*
- *Think things will get better financially.*
- *We will up-grade our housing and I hope to get a job so finances will improve.*

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

- *Always striving forward so it is likely to improve.*
- *Because I am determined to a pathway towards improvement.*
- *Because I'll be out of the education system and into full time work, and am able to support myself and judge what I need to live a quality life.*
- *Because me and my family will make it happen.*
- *By building on experiences and knowledge, advancing in my career will all improve my life.*
- *Cause of my mind-set and personal growth.*
- *Confident it will.*
- *Constant new ideas and improvements.*
- *Continuing self-improvement.*
- *Family in a good position. Children getting good jobs . My interest in lots of things.*
- *Getting older and wiser.*
- *Getting set up for a more balanced lifestyle.*
- *Hard work will continue to improve my quality of life.*
- *I have learnt to deal with situations that have no beneficial outcome for me or my community.*
- *I know what direction I'm heading and have the confidence and determination to do so.*
- *I need to get off my butt and make a few changes.*
- *I take every day as it comes, I enjoy being at home.*
- *I will be going over to the States for my basketball career.*
- *I'm starting a new project.*
- *More opportunities will come up.*
- *My attitude has changed and health is improving.*
- *My partner is doing something to better our situation. It is a struggle while it's happening, but we know it's worth it. One year from now and we won't even know what hunger is!*
- *One must be positive and hope things will improve.*
- *Plan to work hard to make it better.*
- *We have drive and determination to make our lives full.*
- *Will keep up my exercise and improved lifestyle.*
- *With my plans I know my quality of life will continue to improve.*

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

- *Advancement at work. Better financial situation.*
- *Because I am studying to obtain a better job.*
- *Because I'll be out of the education system and into full time work, and am able to support myself and judge what I need to live a quality life.*
- *By building on experiences and knowledge, advancing in my career will all improve my life.*
- *Career progression, better income.*
- *Chance to further my career.*
- *Doing what I like to do - my work.*
- *Employment secure and life good.*
- *Finish my studies and have better career options.*
- *Having less debt. Travelling abroad. Having two incomes as my son will be at school and I'll be able to work pretty much full time.*
- *Hope to be working.*

- *Hoping my business will expand so that I can employ more people and have more time for myself.*
- *I just hope that it will, I'm trying to grow my business.*
- *I will be going over to the States for my basketball career.*
- *I will go back to work at some stage.*
- *I will qualify and earn more. My eldest will go to university.*
- *I've completed post-grad studies which opens the door to better employment opportunities.*
- *Just going back to work so will have two full incomes.*
- *My job opportunities will improve further as I gain more experience.*
- *Potential growth of Napier/HB. Personal business decisions.*
- *Prospect of a better job with more free time.*
- *Steady growth in Napier. Hopefully, job opportunities will improve.*
- *The children will be older. We will be more settled. I will find a job hopefully.*
- *We plan to stay here and have just set up a business.*
- *We will up-grade our housing and I hope to get a job so finances will improve.*

Comments coded to **“optimistic”**:

- *Employment secure and life good.*
- *Feel confident.*
- *Hopefully, a new government will make changes for the lower income workers.*
- *Hopefully, my husband will make more money in his business.*
- *Hoping my business will expand so that I can employ more people and have more time for myself.*
- *I just hope it will, older and wiser and moving towards retirement.*
- *I just hope that it will, I'm trying to grow my business.*
- *I will make sure it does.*
- *If investments pay off.*
- *I'm optimistic.*
- *No reason just hope that it will improve.*
- *Not sure, I'd like it to.*
- *One must be positive and hope things will improve.*
- *Optimistic things will get better.*
- *Steady growth in Napier. Hopefully, job opportunities will improve.*
- *The children will be older. We will be more settled. I will find a job hopefully.*
- *Think things will get better financially.*
- *We shouldn't have any children at home by then.*
- *With my plans I know my quality of life will continue to improve.*

Comments coded to **“family”**:

- *Because me and my family will make it happen.*
- *Children growing up. Less worry, more enjoyment of them.*
- *Children will be older - require less attention.*
- *Council has good ideas. Children happy and succeeding in school.*
- *Family in a good position. Children getting good jobs. My interest in lots of things.*
- *Having less debt. Travelling abroad. Having two incomes as my son will be at school and I'll be able to work pretty much full time.*
- *Hoping to have children.*
- *I will have completed my study, so income will increase and as children get older we will have more opportunities to do more things as a family.*
- *Intend to move house and have more kids.*
- *Keeping great health and family staying together.*
- *Kids grow happiness!*

- *More children.*

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

- *Getting older and wiser.*
- *Heading towards retirement, so increased leisure.*
- *I just hope it will, older and wiser and moving towards retirement.*
- *I will get more income through Super and Kiwisaver once I turn 65.*
- *I will get Super, so may be able to reduce my work hours.*
- *Probably be retired and have more leisure time.*
- *Retirement.*
- *Retiring in next five years. More time for leisure.*
- *We have just found a new doctor and I will have retired.*

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

- *Children growing up. Less worry, more enjoyment of them.*
- *Children will be older - require less attention.*
- *Family in a good position. Children getting good jobs. My interest in lots of things.*
- *I will have completed my study, so income will increase and as children get older we will have more opportunities to do more things as a family.*
- *I will qualify and earn more. My eldest will go to university.*
- *Increased income consolidation as children left home.*
- *Kids will be older.*
- *The children will be older. We will be more settled. I will find a job hopefully.*
- *We shouldn't have any children at home by then.*

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

- *Heading towards retirement, so increased leisure.*
- *Hoping my business will expand so that I can employ more people and have more time for myself.*
- *I will be going over to the States for my basketball career.*
- *More freedom, left home.*
- *Probably be retired and have more leisure time.*
- *Prospect of a better job with more free time.*
- *Retiring in next five years. More time for leisure.*
- *Will get into the housing market and become more established in Napier with friends/society.*

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

- *Because I look after myself.*
- *Keeping great health and family staying together.*
- *More places becoming available to keep fit like new pools.*
- *My attitude has changed and health is improving.*
- *We are setting up an exercise programme for my wife and myself, so we will be even healthier and fitter.*
- *Will keep up my exercise and improved lifestyle.*

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

- *Buying new house.*
- *I want to buy my own house.*
- *Intend to move house and have more kids.*
- *Looking at developing Papakainga.*
- *We will up-grade our housing and I hope to get a job so finances will improve.*
- *Will get into the housing market and become more established in Napier with friends/society.*

Comments coded to “studying”:

- *Because I am studying to obtain a better job.*
- *I will be at university.*
- *I will have completed my study, so income will increase and as children get older we will have more opportunities to do more things as a family.*
- *I will qualify and earn more. My eldest will go to university.*
- *I'll leave home and go to university which should be good.*
- *I've completed post-graduate studies which opens the door to better employment opportunities.*

Comments coded to “change of life style”:

- *Hoping my business will expand so that I can employ more people and have more time for myself.*
- *I enjoy travel and can do that more now.*
- *I will get Super, so may be able to reduce my work hours.*
- *I'll have more savings and may travel overseas.*
- *Long term plan is to return overseas.*

Comments coded to “government/growth”:

- *Change of government.*
- *Council has good ideas. Children happy and succeeding in school.*
- *Hopefully, a new government will make changes for the lower income workers.*
- *Potential growth of Napier/Hawke's Bay. Personal business decisions.*
- *Steady growth in Napier. Hopefully, job opportunities will improve.*

Comments coded to “positives of living in Napier”:

- *Because compared to other places around the world I have lived, Napier is very comfortable and lacks the detractions of major urban centres.*
- *Because there are a number of initiatives in place for improving life in Napier.*
- *Napier is moving ahead, so much is happening. We are financially stable. The future looks secure and we love living in Napier.*

Comments coded to “other”:

- *Getting help.*
- *Why not?*
- *Working less again.*

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	105	26.3%
Health and fitness	21	5.3%
Finances and income	16	4.0%
Age/retirement	8	2.0%
Employment	7	1.8%
Family	3	0.8%
Lifestyle	3	0.8%
Personal attitude/growth	2	0.5%
Children left home/children more mature	1	0.3%
Government	1	0.3%
House/housing	1	0.3%
Don't know	3	0.8%
Other	2	0.5%
Sample	400	

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

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

- *As long as my health is good, nothing is likely to change.*
- *As long as our health is good, I don't think it will change.*
- *As usual.*
- *Can't get much better.*
- *Can't see any great changes.*
- *Can't see any major changes.*
- *Can't see anything changing that would drop my quality of life.*
- *Can't see much change happening.*
- *Don't feel much will change in five years. Who knows?*
- *Don't see any difficulties arising.*
- *Due to my son's condition and his extreme behaviour I can't get a job that would be accommodating to needing time off all the time. I can't further my situation at present.*
- *Everything feels okay.*
- *Everything is pretty stable.*
- *Happy at the moment.*
- *Happy to be here.*
- *Happy with how things are now.*
- *Having a great time.*
- *Hopefully, it will stay the same (x3).*
- *Hopefully, things will stay much the same.*
- *I am very satisfied with everything. I hope it stays the same.*
- *I can't see anything changing unless I win Lotto.*
- *I can't see anything changing.*
- *I can't see anything changing. I'll still have to work part time in five years because the Super isn't enough to live on.*
- *I can't see it improving.*
- *I can't see things improving, but just hope they don't deteriorate.*
- *I can't see why it would get any better or worse.*
- *I don't expect finances to improve or job opportunities to increase.*
- *I don't expect there to be any real change.*
- *I don't foresee any changes.*
- *I don't plan to make any changes.*
- *I don't see any changes unless my health deteriorates.*
- *I don't see any major changes coming.*
- *I don't see any massive improvements on the horizon.*
- *I don't see any reduction in my lifestyle. I foresee no major issues with finances or health.*
- *I don't see anything changing (x3).*
- *I don't see anything changing. I'm satisfied with my quality of life.*
- *I don't think anything is likely to change.*
- *I don't think it will change, definitely don't expect things to improve.*
- *I don't think much will change.*
- *I expect it to stay much the same.*
- *I expect my circumstances to remain unchanged.*
- *I expect things to remain the same as long as I'm healthy and able to keep working.*
- *I have early stage Parkinson's so not sure what will happen, but I hope it stays the same.*
- *I hope it is as good, I may look for part time employment or voluntary work in the future.*
- *I hope it stays the same as long as we don't have health problems.*
- *I hope it stays the same, you don't know as you get older.*

- *I hope it stays the same. I'm worried about my employment situation, if something happens there, it will deteriorate.*
- *I hope it will continue as it is or improve further.*
- *I hope it will stay the same.*
- *I hope it will stay the same. I have cancer, but had my final treatment today and things look promising.*
- *I hope nothing changes.*
- *I hope things stay the same.*
- *I hope things will continue as they are, I don't foresee any changes.*
- *I just hope it stays the same.*
- *I just hope things won't deteriorate.*
- *I live life every day to the full as you never know what is around the corner.*
- *I plan on doing the same things, so don't see any change happening.*
- *I think it will stay the same until I can have surgery on my back.*
- *I think it will stay the same until the children start to leave home.*
- *I think it's just going to stay the same because I'm not going to be doing anything that different.*
- *I will struggle along as like always.*
- *I would expect it to stay much the same.*
- *I would expect it to stay the same.*
- *I wouldn't want it to deteriorate as I'm very contented.*
- *I'd like to think it will stay the same, but it might deteriorate as I'm getting older.*
- *I'd like to think that my quality of life will stay the same.*
- *If I look after myself, I don't think it will change.*
- *I'm happy where I'm at, so don't see it changing.*
- *I'm hoping it will be the same. I don't see anything changing.*
- *I'm hoping it will stay the same.*
- *I'm not ready to make any life changes at my stage of life, so things will be much the same.*
- *I'm satisfied with things and don't think they will change.*
- *I'm unlikely to retire at 65, so it will remain the same, but if I do have to retire it will deteriorate.*
- *It is good now, I don't see any change ahead.*
- *It is likely to remain about the same. I don't think much will change.*
- *It is unlikely to improve, I just hope it stays the same.*
- *It will hopefully stay the same.*
- *It will stay the same, I don't have any money worries.*
- *Just don't think much will change.*
- *Just go on nicely as we are.*
- *Just the same (x2).*
- *My health is good and I'm independent.*
- *My health won't improve, so just hoping it will stay the same.*
- *My worry is if I get an injury and are unable to work, it would deteriorate.*
- *No plan to change too much, maybe my job.*
- *Not willing to make any changes in my lifestyle.*
- *Nothing is changing.*
- *Nothing is likely to change (x2).*
- *Prices are likely to rise, so I can't see it improving.*
- *The above is unlikely to improve.*
- *Too hard to look ahead.*
- *Unless my business booms, things will be much the same.*
- *We are comfortable financially so expect things to remain the same.*

- *We are retired and as long as we are very careful with our spending it will remain the same.*
- *We don't foresee any major changes ahead, and our quality of life is already good.*
- *We retired, we have a little extra income so nothing is likely to change.*
- *We still have a mortgage and I don't think much will change in the next five years.*
- *Will keep cruising.*
- *Will still have a positive attitude.*

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

- *Age - expect a few health problems to come in.*
- *As long as my health is good, nothing is likely to change.*
- *As long as our health is good, I don't think it will change.*
- *Because my child needs help and the health care system sucks.*
- *Due to my son's condition and his extreme behaviour I can't get a job that would be accommodating to needing time off all the time. I can't further my situation at present.*
- *Health is good.*
- *I don't see any changes unless my health deteriorates.*
- *I don't think my health will improve.*
- *I expect things to remain the same as long as I'm healthy and able to keep working.*
- *I have early stage Parkinson's so not sure what will happen, but I hope it stays the same.*
- *I hope I stay fit and healthy and financially secure.*
- *I hope it stays the same as long as we don't have health problems.*
- *I hope it will stay the same. I have cancer, but had my final treatment today and things look promising.*
- *I look after myself. Healthy and fit and intend to stay this way, financially secure.*
- *I think it will stay the same until I can have surgery on my back.*
- *If I look after myself, I don't think it will change.*
- *I'm looking after myself.*
- *I'm recovering well.*
- *My health is good and I'm independent.*
- *My health won't improve, so just hoping it will stay the same.*
- *No financial problems - health conditions stable.*

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

- *Doubt whether I'll get another job and the redundancy money will run out.*
- *Financial restraints.*
- *Financially more stable.*
- *I can only see things getting more expensive and thus eating into the headway I have made.*
- *I can't see anything changing. I'll still have to work part time in five years because the Super isn't enough to live on.*
- *I hope I stay fit and healthy and financially secure.*
- *I look after myself. Healthy and fit and intend to stay this way, financially secure.*
- *In prime earning period - I expect this to decrease as I get older.*
- *It will stay the same, I don't have any money worries.*
- *No financial problems - health conditions stable.*
- *Prices are likely to rise, so I can't see it improving.*
- *Prices going up, no wage increase.*
- *We are comfortable financially so expect things to remain the same.*
- *We are retired and as long as we are very careful with our spending it will remain the same.*
- *We retired, we have a little extra income so nothing is likely to change.*
- *We still have a mortgage and I don't think much will change in the next five years.*

Comments coded to “age/retirement”:

- Age - expect a few health problems to come in.
- I can't see anything changing. I'll still have to work part time in five years because the Super isn't enough to live on.
- I have a good job that will see me through to retirement.
- I hope it stays the same, you don't know as you get older.
- I'd like to think it will stay the same, but it might deteriorate as I'm getting older.
- I'm unlikely to retire at 65, so it will remain the same, but if I do have to retire it will deteriorate.
- We are retired and as long as we are very careful with our spending it will remain the same.
- We retired, we have a little extra income so nothing is likely to change.

Comments coded to “employment”:

- Doubt whether I'll get another job and the redundancy money will run out.
- I have a good job that will see me through to retirement.
- I hope it is as good, I may look for part time employment or voluntary work in the future.
- I hope it stays the same. I'm worried about my employment situation, if something happens there, it will deteriorate.
- No plan to change too much, maybe my job.
- Probably moving, looking into buying a house. No new job opportunities in sight.
- Unless my business booms, things will be much the same.

Comments coded to “family”:

- Because my child needs help and the health care system sucks.
- Due to my son's condition and his extreme behaviour I can't get a job that would be accommodating to needing time off all the time. I can't further my situation at present.
- Focus on family life/raising children.

Comments coded to “lifestyle”:

- My health is good and I'm independent.
- Population increasing/pressure on water supply may have an effect on my quality of life.
- We don't foresee any major changes ahead, and our quality of life is already good.

Comments coded to “personal attitude/growth”:

- Will still have a positive attitude.
- Would hope for it to get better.

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

- I think it will stay the same until the children start to leave home.

Comments coded to “government”:

- Population increasing/pressure on water supply may have an effect on my quality of life.

Comments coded to “house/housing”:

- Probably moving, looking into buying a house. No new job opportunities in sight.

Comments coded to “don't know”:

- Don't know, just think that.
- Don't know (x2).

Comments coded to **“other”**:

- *Don't want to do anything I don't want to do.*
- *Population increasing/pressure on water supply may have an effect on my quality of life.*

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

	Number	Percent
Age	27	6.8%
Health and fitness	22	5.5%
Quality of Life	10	2.5%
Not financially secure/not enough income/price increases	8	2.0%
Economy	4	1.0%
Employment	3	0.8%
Other	1	0.3%
Sample	400	

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

Comments coded to **“age”**:

- *Age and health (x2).*
- *Age related issues may arise.*
- *Age related.*
- *Age (x2).*
- *Aging and social problems seem to be increasing which impact on lifestyle.*
- *As we get older it is likely to deteriorate as we will probably have to leave our home and move into care.*
- *Because of age I do expect my quality of life to deteriorate.*
- *Because of my age it may deteriorate.*
- *Due to age and health issues.*
- *Due to age related health problems.*
- *Due to age, it is likely to deteriorate even though I'm in good health, as I can't do all the things I used to do.*
- *Due to aging and health issues.*
- *Due to aging issues, I would say it will deteriorate.*
- *Due to aging it is likely to deteriorate.*
- *Due to my age it will deteriorate I think.*
- *Due to my age it will more than likely deteriorate.*
- *Getting older - health problems may arise.*
- *Growing old is not for the faint hearted.*
- *Health - Metastasis cancer - age.*
- *Just due to age, it is likely to deteriorate.*
- *Lack of employment due to aging. Employers don't care about your qualifications or experience once you are over a certain age.*
- *Mature ageing.*
- *There may be a little deterioration as I age, but probably not too much in the next five years.*
- *Unfortunately, as you age your quality of life deteriorates.*
- *We will need home help to stay independent.*

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

- *Age and health (x2).*
- *Due to age and health issues.*
- *Due to age related health problems.*

- *Due to aging and health issues.*
- *Due to health issues it will get worse.*
- *Failing health.*
- *Getting older - health problems may arise.*
- *Health - Metastasis cancer - age.*
- *Health will get worse (x2).*
- *Health.*
- *Health/increase in population - more pressure on services.*
- *It could deteriorate further as I can't sell up and I'm just so stressed. It is a real nightmare. The police are constantly next door.*
- *Lack of finance, can't afford to do roof or fix fences or pay someone to help do lawns etc. Can't afford to go to private hospital or go to a gym or out very often to socialise, so health suffers.*
- *My condition will worsen.*
- *My health will continue to decline.*
- *My health will continue to deteriorate.*
- *Not likely to be here in five years.*
- *Parkinson's disease - won't improve.*
- *Physically it is likely to deteriorate.*
- *We will need home help to stay independent.*

Comments coded to "quality of Life":

- *Aging and social problems seem to be increasing which impact on lifestyle.*
- *As I said - too busy, too rushed and I don't think life is likely to slow down in the next five years.*
- *As we get older it is likely to deteriorate as we will probably have to leave our home and move into care.*
- *Because of age I do expect my quality of life to deteriorate.*
- *Because of my age it may deteriorate.*
- *It could deteriorate further as I can't sell up and I'm just so stressed. It is a real nightmare. The police are constantly next door.*
- *Lack of finance, can't afford to do roof or fix fences or pay someone to help do lawns etc. Can't afford to go to private hospital or go to a gym or out very often to socialise, so health suffers.*
- *Marriage break-up, less money, full time study, but hopefully this will be short term and things will eventually improve again.*
- *My income dropped with my new job and this is likely to impact my quality of life as there isn't much opportunity for my income to increase.*
- *Things are only likely to get worse.*

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

- *Cost increases will outweigh income increases.*
- *Cost of living.*
- *I will have to sell my house and move into something smaller and cheaper.*
- *It could deteriorate further as I can't sell up and I'm just so stressed. It is a real nightmare. The police are constantly next door.*
- *Lack of employment due to ageing. Employers don't care about your qualifications or experience once you are over a certain age.*
- *Marriage break-up, less money, full time study, but hopefully this will be short term and things will eventually improve again.*
- *My income dropped with my new job and this is likely to impact my quality of life as there isn't much opportunity for my income to increase.*
- *Prices go up and wages still crap.*

Comments coded to **“economy”**:

- *Because too many people are stupid enough to vote National.*
- *Health/increase in population - more pressure on services.*
- *Lack of focus by government and local government on developing regional economies, while the big cities keep growing at a staggering rate.*
- *There might be another recession.*

Comments coded to **“employment”**:

- *Lack of employment due to aging. Employers don't care about your qualifications or experience once you are over a certain age.*
- *Lack of finance, can't afford to do roof or fix fences or pay someone to help do lawns etc. Can't afford to go to private hospital or go to a gym or out very often to socialise, so health suffers.*
- *My income dropped with my new job and this is likely to impact my quality of life as there isn't much opportunity for my income to increase.*

Comments coded to **“other”**:

- *Growing inequality and racial tensions in New Zealand and globally. Rise of white supremacy.*

Comparison with 2014 results:

	2017	2014	Percent Change
Likely to improve	36.0%	34.5%	1.5%
Stay about the same	42.3%	42.3%	0.0%
Likely to deteriorate	13.8%	15.0%	-1.3%
Don't know	7.8%	8.3%	-0.5%
Not specified	0.3%	0.0%	0.3%
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	156	39.0%	[skip to Q26c]
Employed part-time	66	16.5%	[skip to Q26b]
Unemployed (eg, Job seeker support)	9	2.3%	[skip to Q26a]
Parenting/home duties/retired	108	27.0%	[skip to Q26a]
Beneficiary (other than Jobseeker or NZ Super)	18	4.5%	[skip to Q26a]
Education and training	17	4.3%	[skip to Q26a]
Other	24	6.0%	[skip to Q26a]
Not specified	2	0.5%	
Total	400	100.0%	

Occupations for respondents who were employed full-time:

- Accountant.
- Acid plant assistant.
- Administration clerk.
- Assistant Fuel Terminal Manager.
- Baker.
- Bio security officer.
- Bus driver.
- Cafe owner.
- Case manager - Corrections.
- CEO.
- Chef (x3).
- Child care provider.
- Civil engineer.
- Cleaner (x2).
- Clerical.
- Community advisor.
- Consultant.
- Contractor.
- Contracts manager.
- Cook.
- Corrections officer.
- Crane operator.
- Customer services
- Design assistant.
- Digital marketer.
- Director at Napier Community High School.
- Doctor (x3).
- Early childhood teacher.
- Electrician foreman.
- Electrician (x2).
- Engineer (x3).
- Engineering geologist.
- Factory manager.
- Factory worker - textiles.
- Farmer manager.
- Farmer/gardener.
- Financial adviser.
- Firefighter.

- *Freight sorter.*
- *General Manager.*
- *Graphic designer (x2).*
- *Grocery manager - supermarket.*
- *Handyman.*
- *Head life guard at Skate Park.*
- *Health - physiotherapist.*
- *Health care assistant.*
- *Health care.*
- *I work in the Disability Sector as a service coordinator.*
- *Kiwi Rail technician.*
- *Labourer.*
- *Lawyer (x2).*
- *Lumber worker.*
- *Management.*
- *Manager- environmental projects.*
- *Manager, self-employed.*
- *Manager (x4).*
- *Manual labour.*
- *Marketing manager (x2).*
- *Mechanical engineer.*
- *Mid wife.*
- *Minister.*
- *Motor mechanic - own business.*
- *MSD Regional Disability Advisor.*
- *Nurse manager, general practice.*
- *Nurse.*
- *Office administrator.*
- *Office administrator. Sales consultant.*
- *Operations manager.*
- *Osteopath.*
- *PA/Receptionist.*
- *Painter and decorator.*
- *Parks manager.*
- *Pastor of a church.*
- *Physiotherapist (x2).*
- *Picture framer and mother.*
- *Pilot.*
- *Planning and development coordinator.*
- *Plant engineer.*
- *Plasterer.*
- *Priest.*
- *Project manager.*
- *Property maintenance.*
- *Psychologist.*
- *Public servant (Inland Revenue).*
- *Quantity surveyor/Project manager.*
- *Recreation team leader.*
- *Registered nurse.*
- *Restaurant host/barmaid/waitress.*
- *Retail assistant.*
- *Retail (x2).*
- *Sales (x2).*

- Sales/Estimator/Quantity surveyor.
- Salon owner hairdresser.
- School teacher, Head of Department.
- Secondary school teacher.
- Security staff at a supermarket.
- Self-employed - farmer.
- Self-employed - landscaping.
- Self-employed - own business.
- Self-employed - marketer.
- Self-employed pharmacist.
- Self-employed (x5).
- Senior adviser, government department.
- Service consultant at a bank.
- Shift work - foreman.
- Shipping.
- Shop keeper - own dairy.
- Sparky.
- Support worker (x3).
- Teacher (x6).
- Team leader.
- Technician.
- Textile worker.
- Tours assistant (x2).
- Truck driver.
- Truck/trailer driver.
- Vet nurse.
- Water reticulation services.
- Watties.
- Welder/driver/digger operator.
- Youth worker.

Occupations for respondents who were employed part-time:

- Administration - manufacturing.
- Administration and family.
- Administration (x2).
- Administrator at a school.
- Barista.
- Bus driver.
- Caregiver (x2).
- Casual reliever in a hospital.
- Cellar door assistant.
- Check-out operator.
- Cleaning.
- Community support leader.
- Consultant with a fire alarm company.
- Coordinator.
- Counsellor.
- Customer Services Office.
- Deli assistant at New World.
- Duty nurse manager.
- Early childhood teacher.
- Finance manager.
- Health worker.

- Horticulturalist.
- Kindy support worker.
- Learning support facilitator.
- Life guard.
- Maccas.
- Medical receptionist.
- Merchandiser.
- Night Audit Security.
- Nurse (x2).
- Office administrator (x4).
- PA to real estate agent.
- Part time manager of a café and a mum.
- Refused to say.
- Registered nurse.
- Retail assistant.
- Retail management.
- Retail sales (x4).
- Sales rep and medical receptionist.
- Seam.
- Self-employed - ice cream vendor.
- Self-employed.
- Self-employed. Electrical engineering consultant.
- Sound and lighting technician.
- Sport and programme coordinator.
- Student, facilitator of health course.
- Supermarket worker.
- Support worker.
- Teacher aid.
- Teacher (x2).
- Truck driver.
- Trust manager.
- Various.

Other comments:

- Contractor.
- Don't want to answer.
- Employed part time as well as studying full time (x2).
- Freelance from home.
- House husband with part time work in the evening/weekend.
- Living on own means.
- Not specified.
- Own own business.
- Self-employed contractor.
- Self-employed make-up artist.
- Self-employed (x13).
- Supported living.

Comparison with 2014 results:

	2017	2014	Percent Change
Employed full-time	39.0%	32.5%	6.5%
Employed part-time	16.5%	20.5%	-4.0%
Unemployed	2.5%	4.8%	-2.3%
Parenting/home duties/retired	26.8%	24.5%	2.3%
Beneficiary	4.5%	4.8%	-0.3%
Education and training	4.3%	6.0%	-1.8%
Other	6.0%	5.3%	0.8%
Not specified	0.5%	1.8%	-1.3%
Total	100.0%	100.0%	

Q26a Do you want a job now?

	Number	Percent	% ex non spec.
Yes	36	20.2%	26.1% <i>[skip to Q28]</i>
No	102	57.3%	73.9% <i>[skip to Q28]</i>
Don't know	4	2.2%	<i>[skip to Q28]</i>
Not specified	36	20.2%	
Total	178	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	20.2%	22.9%	-2.6%
No	57.3%	60.1%	-2.8%
Don't know/not specified	22.5%	17.0%	5.5%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	9	13.2%
No	55	80.9%
Don't know	0	0.0%
Not specified	4	5.9%
Total	68	100.0%

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	13.2%	24.7%	-11.5%
No	80.9%	64.0%	16.8%
Don't know/not specified	5.9%	11.2%	-5.4%
Total	100.0%	100.0%	

Q26c Do you have more than one job at present?

	Number	Percent	% ex non spec.
Yes	22	9.8%	10.3%
No	191	85.3%	89.7%
Don't know	2	0.9%	
Not specified	9	4.0%	
Total	224	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	9.8%	12.3%	-2.5%
No	85.3%	83.6%	1.7%
Don't know/not specified	4.9%	4.1%	0.8%
Total	100.0%	100.0%	

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

Comments coded:

	Number	Percent
None	113	28.3%
Job uncertainty	17	4.3%
High work load/stress	12	3.0%
Issues related to individual businesses	11	2.8%
Low wage	10	2.5%
Government/change in direction or policy	6	1.5%
Hard to find good staff	6	1.5%
Job dissatisfaction/just working to meet needs	6	1.5%
Age/poor health/nearing retirement	5	1.3%
Family/Job flexibility	3	0.8%
Economic downturn	2	0.5%
Fixed term contract/temporary contract	2	0.5%
Lack of work to do/maintaining profits	2	0.5%
Poor treatment of staff/bullying	2	0.5%
Being made redundant	1	0.3%
Funding	1	0.3%
Safety issues	1	0.3%
Want to work longer hours/more days	1	0.3%
Other	6	1.5%
Sample	400	

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

Comments coded to "none":

- I enjoy my job, it certainly has some challenges which I am learning to manage.
- Nil (x2).
- No concerns at all.
- No concerns (x6).
- None presently.
- None that I can mention.
- None, amazing employers and love my job.
- None, apart from parking issues at Hawke's Bay Hospital for staff (lack of parking).
- None (x90).
- None. In an in demand occupation, so I'm stoked.

- None. Very happy with my employment.
- Nothing at all.
- Nothing, I love both of my roles.
- Nothing (x4).
- Place is great to work for.

Comments coded to **“job uncertainty”**:

- Concerns about restructuring at work, and job security.
- Contract based, I could be let go or no contract given at any time.
- Deterioration of health, I soon won't be able to do my present job and no re-training available in Napier.
- I think it may change and at my age it will be hard to get another job at this pay level.
- It is a matter of when they want you.
- Just hoping it will last until I retire.
- Just that this self-employment works out.
- My work is not guaranteed, there are no set hours per week, ie, one week could have 20 hours and the next 1-2 hours.
- Night shift, not regular, can't survive.
- No guarantees that the job will last from year to year.
- No job is guaranteed. Funding in schools constantly change.
- That I might lose my job or might lose hours.
- The inconsistency of the income and what I do is low paid, but it is what I choose to do.
- There are too many childcare services in Napier and not enough children, this is due to a lack of regulations on setting up centres and some centres are likely to close and I may lose my job again.
- There is a chance of being made redundant.
- There is no job security.
- Uncertain - whether the factory will stay open.

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

- Coping with the stress of a high pressure role.
- I don't enjoy my job, and I work too many hours to keep up with my studies at the same time.
- I enjoy my job, it certainly has some challenges which I am learning to manage.
- It is stressful.
- No parking in town. Only that we don't have enough staff, so have to work harder.
- None, apart from a bit too much stress.
- Stress levels are high.
- The Government doesn't respect teachers, so parents don't either. Paper work keeps building.
- The level of work is rising rapidly. Can't keep up with what is expected of us.
- Too much work and not enough people.
- Under staffing.
- Workload.

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

- Being self-employed is stressful, seven days, long hours and no sick pay.
- Bureaucracy around it, ACC, IRD, building consents and too much paperwork.
- Changing technology, finding the time to keep up with what is available.
- Concerned about home environment of some of our students.
- Finding a suitable workspace.
- I work in the construction industry where things are buoyant at the moment. However, the local market is small and pricing is very competitive. Like many other

regions getting qualified tradespeople and retaining them is difficult. I am relatively comfortable with my own employment outlook.

- It is a small business which I'm trying to grow.
- It's a small local business, we rely on locals to spend their money with us and keep us afloat.
- Outside forces like weather, compliance costs, health and safety all impact on our income. Also worry about health issues or injury at our age impacting ability to work.
- Small business in the hospitality/food industry. The changes, restrictions and expectations placed on small business by local council need to be addressed. The expectation that a small business versus a large corporate chain is ridiculous and may result in the small business owner (across the board) to be squeezed out ie, close.
- That Ministry of Education is allowing a lot of corporate childcare centres to open often with overseas owners, which impacts on local not-for-profit centres.

Comments coded to **“low wage”**:

- Being able to make ends meet as I'm on a low wage.
- Concerned with low wages and poor treatment of staff in the workplace.
- Lack of pay.
- None, except I'm not paid enough.
- Not earning enough money.
- The ability to get a better wage, there are plenty of people available in my industry, so it is hard to bargain for better wages.
- The inconsistency of the income and what I do is low paid, but it is what I choose to do.
- The pay rate.
- Wages are poor.
- Yes, new contract need to negotiate pay.

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

- Government funding and affordability for our patients.
- Napier port needs to upsize massively and the region will benefit.
- None personally, but worry my guts out fearing for young ones opportunity with low wage economy being promoted.
- Restructure and changing nature of role which is determined by funding and revenue. These are things which you cannot control.
- That Ministry of Education is allowing a lot of corporate childcare centres to open often with overseas owners, which impacts on local not-for-profit centres.
- The Government doesn't respect teachers, so parents don't either. Paper work keeps building.

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

- High staff turnover.
- I work in the construction industry where things are buoyant at the moment. However, the local market is small and pricing is very competitive. Like many other regions getting qualified trade's people and retaining them is difficult. I am relatively comfortable with my own employment outlook.
- Lack of employable/committed staff.
- No parking in town. Only that we don't have enough staff, so have to work harder.
- Staffing issues.
- Succession planning long term.

Comments coded to “job dissatisfaction/just working to meet needs”:

- *I don't enjoy my job, and I work too many hours to keep up with my studies at the same time.*
- *I have to work so many hours to survive. I can't get work in my field because of my age.*
- *I'm forced to work in a job rather than for myself, because it's too hard to get paid a decent price these days as people really don't have any money.*
- *It is just not where I want to be, it is a basic job and just a stepping stone until I finish my degree.*
- *Not many other jobs available if I wanted a change.*
- *Pay rate and no one is enthusiastic anymore. People are only there for the pay cheque.*

Comments coded to “age/poor health/nearing retirement”:

- *Deterioration of health, I soon won't be able to do my present job and no re-training available in Napier.*
- *I have to work so many hours to survive. I can't get work in my field because of my age.*
- *Now that I'm not so mobile it is harder to work with children.*
- *Outside forces like weather, compliance costs, health and safety all impact on our income. Also worry about health issues or injury at our age impacting ability to work.*
- *That I can stick it out until I can retire.*

Comments coded to “family/Job flexibility”:

- *Balancing school and work.*
- *Doesn't leave much time for fun activities.*
- *I'd like more income, but I value my quality of life and the freedom to pursue my creative side.*

Comments coded to “economic downturn”:

- *I'm forced to work in a job rather than for myself, because it's too hard to get paid a decent price these days as people really don't have any money.*
- *Tough to get a job for the young people.*

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

- *It is not a permanent job, contract worker. Contract has to be renewed every year by the DHB.*
- *Work security working as a contractor. When a job finishes I never know if I will find another.*

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

- *Making our business viable in the medium term.*
- *That the business may not continue.*

Comments coded to “poor treatment of staff/bullying”:

- *Bullying in the work force caused me to resign one job recently.*
- *Concerned with low wages and poor treatment of staff in the workplace.*

Comments coded to “being made redundant”:

- *Living on redundancy pay-out.*

Comments coded to “funding”:

- *Schools not getting enough funding.*

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

- Outside forces like weather, compliance costs, health and safety all impact on our income. Also worry about health issues or injury at our age impacting ability to work.

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

- The younger girls at my main job are cheaper to employ than I am, since my pay rate has gone up, I've lost an average of five hours per week and no longer receive dinner during my breaks at work. My second job has lost a lot of business over the last year, so I don't often work anymore, maybe ten hours a fortnight if that. My concerns are that now I'm only working 30 hours per week, we may fall behind on things.

Comments coded to **“other”**:

- I can't seem to get ahead!
- Negativity about the water supply from the urban people.
- No parking in town. Only that we don't have enough staff, so have to work harder.
- None, apart from parking issues at Hawke's Bay Hospital for staff (lack of parking).
- Regional attitudes.
- Work being out-sourced overseas or out of town.

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

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

	Number	Percent	% ex non spec.
None or virtually none	61	15.3%	16.1%
Very little	104	26.0%	27.5%
Just enough	95	23.8%	25.1%
Quite a lot	80	20.0%	21.2%
Plenty	38	9.5%	10.1%
Don't know	21	5.3%	
Not specified	1	0.3%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comments for **none or virtually none**:

- But then I'm no longer interested in voicing my views.
- Clique sort of town, old boys network runs it - hard to break into.
- Comparing to somewhere like Tauranga, I feel Hawke's Bay including Napier is very stunted in growth. I would like to shout all the top councillors who make decisions about housing and town planning and subdivisions a trip to Tauranga for a week, so they get the idea what positive growth does for the place. It is a booming, busy, bustling place with a lot of employment and a lot of housing subdivisions to choose from. I know many I have talked to, who have had to move out of this area as there are no decent new subdivisions to buy in for people who want to settle down and live in a decent area and house; some have had to go to Havelock, Taupo, and Tauranga. We have plenty of land here which needs unlocking and let the developers put it into decent sections and decent housing.
- Council do it all.
- Council does what they want. I'm strongly opposed to the velodrome, but Council will just go ahead and do what they want.
- Council tend to do what they want and not listen to rate payers.
- Don't seek it out.

- Facebook pages were overflowing with opposition to the direction of Skate park, but NCC didn't listen, I see the same going down with the velodrome project nobody wants.
- I don't know where or how to express my views in a manner that will make a difference.
- I don't think our representatives care too much about what we think. I also have a very black and white opinion on things.
- I have inquired about how to voice my disapproval for the velodrome for very valid reasons, but there is nowhere to voice these views that I feel will be heard and taken into account.
- I wouldn't waste my time trying.
- My fault as I don't seek out ways to express my views.
- Napier City Council are hard to deal with and do not value ratepayers as their employers. We are treated as second class citizens and the almighty tourist is worshipped above those of us whose total income 365 days per year is essentially invested in this area.
- Napier City Council don't involve the community enough, at the 10 year plan meeting, the mayor said he knew what residents want when I queried him on the velodrome.
- Needs of the community are not met.
- Once elected, they get on with what they want to do.
- One vote.
- Recent developments by Council affected us. I was shocked by their bully, ride-over tactics and felt totally disempowered by them.
- Stupid people wanting a velodrome.
- They are just shit.
- Velodrome is a perfect example of Council not taking notice of people. People don't want it - council does!
- We vote them in and then they do as they like.
- Yes and no.
- You are a voice that isn't heard.
- You can express your views, but Council doesn't listen.

Comments for very little:

- Apart from voting not much opportunity, no consultation with the public from Council.
- As a result of social media, it's no longer safe to make comments about life and people. We have become too politically correct and no one takes responsibility for their actions.
- Because I don't seek it out - don't follow Council meetings etc.
- Consultation not thorough or authentic.
- Could go to Council meetings, but one voice against many doesn't work.
- Council doing not too badly.
- Council make decisions and then tell rate payers it is a 'fait accompli' with no apparent consultation.
- Council makes all the decisions.
- Council need to involve ratepayers more, survey how they feel about things. An online survey is good for comment.
- Council seem to do what they want. I'd like them to get out more and meet the people of the town, not just during election times.
- Council seem to make decisions regardless of public views.
- Don't know.
- How and where can I? How do I know I will be listened to?
- I can only do it on social media as although we live in Napier area, we are under Hastings Council which is crazy.

- *I can put my view on Twitter or Facebook, but what does that change? Met local councillor at neighbourhood meeting which was nice, but based on neighbourhood concerns on recent robberies in area, not my thoughts on Napier City Council.*
- *I don't care anymore.*
- *I don't think they listen.*
- *I think the population needs to be more involved in decisions that affect Napier.*
- *I would like disabled people to be taken into consideration more, eg, the new area around the skate area/sunken garden, whoever designed it, did well so far, except access for wheel chairs to sunken garden - there is no access. New gutter around Hastings Street is good, but a lot around rest of town are too steep.*
- *I'd like to see the zoning changed so that residents in Whirinaki and Esk Valley are ratepayers in Napier as that is where they are closest too and the city they use for business and services.*
- *If I want to I'm sure the opportunities would be there.*
- *I'm never asked anything.*
- *Just a vote.*
- *Just go with the flow - not a pushy person.*
- *Just look at the local population's input in to MTG Art Deco Buses, Westshore Beach, Onekawa Pools, War Memorial Plaques, Skating Club and new traffic flow on Marine Parade.*
- *Mostly done through social media.*
- *No one in higher places are willing to listen as they seem to think that a college degree makes them right and if you don't have one then you are a nobody.*
- *None. They make up their minds what they want to do.*
- *Not actively looking for ways to do this either at the moment.*
- *Seems like the consultation is usually after the fact. Would like to see real engagement and consultation, but I understand this has gotten better.*
- *That is down to me and my knowledge of how to do that.*
- *The Council and mayor do a good job.*
- *The Council is very stacked with mates of mates and people with too much real estate interests to really want change in the Central Business District.*
- *The Council seems to spend a lot of money without consultation and on things that are nice to have rather than core services such as water supply, waste water etc.*
- *The people are saying no to a velodrome, but let's carry out some more research and study on the economic viability for Napier. What a waste of money. Once again this becomes an elitist privilege for a few. There are far greater needs for the people of Napier, one of them is a swimming pool to service a greater number of people.*
- *The proposed velodrome worries me. \$500,000 for a business case for goodness sake. The money for the velodrome would be better spent in areas which would benefit far more of the population.*
- *They don't listen to you anyway, they have people that make the decisions if and when it benefits their pockets.*
- *What is the point of taking the time to fill in a survey, respond to questionnaires or submit, when the Council does not listen to its people? For example the art deco buses, the museum, the velodrome. Far too much taxpayer money being wasted and not enough people being help responsible. In the long run Councillors work for the people.*
- *While some Councillors have the community at heart others appear to have an underlying agenda. It appears to me that Council have not or are not listening to the community on a number of issues eg, velodrome, swimming pools, Westshore Beach. I am also not sure why as a region, Councils' don't work closer together around the planning of facilities such as sports amenities rather than each going their own way and building facilities that are duplicated less than 20 kilometres away.*
- *Who will listen?*

Comments for just enough:

- Approach the right person and you will get results.
- As much as I want.
- Can attend meetings and access the website for information.
- Council not bad and not good - hard to get positive answers/action.
- Councillors are active (I found out about this from Kristen Wise's Facebook Page).
- I could have more of a voice if I chose to.
- I do feel if you express your views, I don't know that they take much notice.
- I don't feel the need to do so, so I'm not really sure, but I feel there would be enough avenues to get my views out there.
- I think the opportunity is there if you want it.
- I think they would listen if you went to them.
- If I had an issue, there are plenty of channels I could direct them through.
- If I put myself out there, I can have my say.
- If we want to do so, there are plenty of openings to see someone.
- If you want to, I'm sure there are plenty of ways.
- If you wanted to have your say, I'm sure you could.
- I'm involved in cycling clubs and our submissions have been put before Council and they are prepared to listen.
- I'm not a wall flower, I'm connected to local and national government and feel my voice is heard.
- I'm starting to be more aware of local issues.
- I'm too young to vote.
- It is through choice, I know the avenues to take if I wanted to be more involved.
- It is whether you take them up.
- Not adverse to going to MP to complain.
- Quite happy with the Council.
- Social media provides an opportunity, but is static regarding long term goals.
- Speaking to submissions regarding Local Annual Plan, Local Alcohol Policy and Grant applications.
- The opportunity is there if you wish to get involved.
- The system works.
- There are lots of ways you can express yourself.
- There doesn't seem to be a long term plan that captures the imagination.
- We like to be consulted on the major things that affect me as a ratepayer.
- Who you know.
- Write letters and get appropriate replies.

Comments for quite a lot:

- Can go to meetings and voice your opinions.
- Council seems open minded, but I haven't expressed my views, so don't really know.
- Council will listen to you.
- Don't know how to. Will it make a difference?
- I don't think my views get acted upon.
- I know people within Council.
- I meet new people every day and talk issues all the time. My views are openly shared and respected.
- I think in general Council is very accessible.
- If you make an effort there are opportunities.
- If you want to get up and make noise someone will always listen.
- If you want to, you can become involved.
- It depends on how much you bother to do so.

- *It is up to me to contact the right authorities to voice my view.*
- *It is up to me to speak to people or write letters.*
- *It takes effort which means I don't do it often.*
- *It's up to you to be involved.*
- *Napier Council make it easy for communication on any issues that comes up.*
- *Napier news website is a very good place to air views and get your views across to councillors.*
- *None. Council doing a good job.*
- *Plenty of opportunity if you want to be involved.*
- *Plenty of opportunity if you want to.*
- *Stuart Nash is very approachable.*
- *The opportunities are there for everybody.*
- *The opportunities are there, I just don't take advantage of them.*
- *The opportunity is certainly there if you wish to participate.*
- *There are avenues to do this, people have to choose to do so.*
- *There is an opportunity to have your say, but you have to be proactive about knowing what is happening linking into websites. Napier City Council for example to find out what is happening.*
- *We can have our say.*
- *We have Council information from Grey Power, so we are well able to voice our view.*
- *Work for Council, so know how to have a say.*
- *You can contact your local ward councillor and you can make submissions to the Council.*
- *You can write to the newspaper, ring the Council and contact the MP.*

Comments for *plenty*:

- *Anyone can speak their mind, there are plenty of avenues.*
- *Current Council very good and open.*
- *From what I read in the papers the opportunity is always there to attend meetings etc.*
- *If you want to become involved, you can.*
- *I'm satisfied with Napier City Council.*
- *Just not interested.*
- *Local city councillors often seek feedback.*
- *Plenty of access places if you have the desire to do so.*
- *Plenty of contact available.*
- *The opportunity is there if you want it.*
- *There are plenty of opportunities, but it is up to me to take them.*
- *There are plenty of opportunities.*
- *There if you want it.*
- *There is plenty, if you have a grudge you can express it.*

Comments for *don't know/not specified*:

- *Have never had occasion to get involved with them.*
- *I don't get involved in that sort of thing.*
- *I have never really explored it. I wouldn't know where to start.*
- *I have no idea about any opportunities that are available to voice my opinion.*
- *I work and sleep too often to know of anything going on. This is the first opportunity I've been given to do this sort of thing, but I can imagine there would be a lot going on to give these chances. I'm just not in the loop.*
- *I've never looked into it.*
- *We don't get the newspaper and keep very much to ourselves, so I really don't know.*

Comparison with 2014 results:

	2017	2014	Percent Change
None or virtually none	15.3%	15.0%	0.3%
Very little	26.0%	27.3%	-1.3%
Just enough	23.8%	23.0%	0.7%
Quite a lot	20.0%	16.5%	3.5%
Plenty	9.5%	9.0%	0.5%
Don't know	5.3%	9.0%	-3.8%
Not specified	0.3%	0.3%	0.0%
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	% ex non spec.
None or virtually none	95	23.8%	24.9%
Very little	144	36.0%	37.8%
Just enough	93	23.3%	24.4%
Quite a lot	30	7.5%	7.9%
Plenty	19	4.8%	5.0%
Don't know	18	4.5%	
Not specified	1	0.3%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
None or virtually none	23.8%	19.5%	4.3%
Very little	36.0%	33.0%	3.0%
Just enough	23.3%	22.5%	0.8%
Quite a lot	7.5%	13.5%	-6.0%
Plenty	4.8%	4.8%	0.0%
Don't know	4.5%	6.0%	-1.5%
Not specified	0.3%	0.8%	-0.5%
Total	100.0%	100.0%	

Comments for **none or virtually none**:

- Again the one who makes the decisions does so to benefit themselves firstly.
- All we can do is vote.
- Can't even vote.
- Council tend to do what they want and not listen to rate payers. Politicians too concerned about their own jobs/goals rather than looking after their constituents.
- Except I can vote.
- Good people have tried to change the direction, but when you have people like DOC who drop 1080 killing native NZ birds then turning around and lying to everyone about how safe it is and to protect wildlife, well then all you can do is face palm yourself. You see we have incoherent people running this country and there are always sheep who will follow.
- Government decides what is going to happen and don't listen to public opinion in just about all cases.
- Government is run by big business not the people.
- I can only vote every three years. I don't think government listens to the people.
- I can only vote (x2).

- *I don't think government listen.*
- *I don't think our representatives care too much about what we think. I also have a very black and white opinion on things. If I was in charge, shit would change very dramatically.*
- *I don't think our thoughts are listened too.*
- *I'm a low income worker with poor health and I don't think the government is concerned about low income people.*
- *Just vote.*
- *No position to do that. More interested in local community.*
- *Not a lot of opportunity for Joe Public to influence government decisions unless they join activist groups or political parties.*
- *Not happy with anything.*
- *One vote.*
- *Other than voting, none.*
- *Politicians forget the wishes of people who elected them once they are elected.*
- *Some decisions I have seen don't make any sense.*
- *They are just shit.*
- *They do what they want.*
- *They don't listen anyway.*
- *This government doesn't listen to people.*
- *Unless the Councillor team changes and we get a bit more broad minded, we will stay small and behind the times.*
- *We say things, but people don't take any notice.*
- *You can say what you like, but they don't listen.*
- *You can talk to your own MP, but that won't influence other MPs.*
- *You can vote at elections.*

Comments for very little:

- *All politicians are liars, particularly during the run-up to elections. They all make promises they don't intend to or cannot keep. Bring back apprenticeships and get tough on those on any benefits. They should be drug tested!*
- *Can only exercise my vote at election times.*
- *Don't even get me started.*
- *Government don't worry about the little people speaking. They have their own agenda.*
- *I always vote.*
- *I can only vote.*
- *I can vote.*
- *I don't think the government listens.*
- *I think the population needs to be more involved in decisions that affect Napier.*
- *If you are not active in politics, very little opportunity to have a real say.*
- *It is a matter of we will appear to ask you for your view, but do what we want anyway - but we will humour you with appearing we are listening.*
- *Just a joke, no government listens to the people. Go Donald Trump.*
- *Just vote.*
- *Nothing to say.*
- *Only can throw out the politicians once every three years.*
- *Only through voting. I think NZ is on a pretty good vein at present.*
- *Only vote.*
- *Referenda aren't acted upon.*
- *The only opportunity is when I go to vote.*
- *Voting.*
- *We can only vote.*
- *We need more referendums on topics that really matter ie, not the flag.*

- *We only get to vote.*
- *You can only vote.*
- *Young voice not heard.*

Comments for *just enough*:

- *Actively promoting enrolment on electoral roll.*
- *I consider my vote carefully.*
- *I don't think people are listened to.*
- *I know the avenues that I could take, I just choose not to.*
- *If you are keen you can.*
- *I'm a voter and I keep up to date with what is going on.*
- *It is up to me to express them, there are plenty of ways to do this if I'm motivated to do so.*
- *It isn't something I would do, but I think the opportunities are there for those who wish to do so.*
- *Make sure your vote counts.*
- *Mostly done through social media.*
- *MPs are available and I'm sure would talk to me.*
- *Need a government change.*
- *Not that it changes anything.*
- *Only vote.*
- *Our MPs are available, we can vote.*
- *The government are not listening to the people.*
- *We are lucky to live in a democratic country.*
- *We get to vote.*
- *You can vote, writing to MPs, letters to the paper all express your views.*

Comments for *quite a lot*:

- *Am a member of Grey Power and they are politically active.*
- *Can do lots of things - join a political party.*
- *I can vote.*
- *I meet new people every day and talk issues all the time. My views are openly shared and respected.*
- *I'm not sure we are listened to, but we can express an opinion.*
- *It is fairly easy in NZ to get in touch with MPs.*
- *It is up to me to bother, we have a good strong MP here.*
- *It is up to you to get involved.*
- *Once again, the opportunities are there. We have to take advantage of them.*
- *The MPs here are very approachable.*

Comments for *plenty*:

- *Again, the opportunity is there if you are interested.*
- *Been there, done that.*
- *Can contact MPs.*
- *If you get involved.*
- *Plenty of opportunities, but I don't know if anyone listens.*
- *Plenty of opportunities, but whether they listen is another story.*
- *Plenty of opportunity, but vested interests stop progress.*
- *The MP we've got, I'm sure would be prepared to listen and help.*
- *You can help the political party of your choice.*

Comments for *don't know*:

- *I don't get involved in this.*
- *I don't know that anyone would listen.*

- *I have no idea about any opportunities that are available to voice my opinion.*

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	10	2.5%
1-2 years	19	4.8%
3-5 years	27	6.8%
5-10 years	39	9.8%
More than 10 years	304	76.0%
Don't know	0	0.0%
Not specified	1	0.3%
Total	400	100.0%

Comparison with 2014 results:

	2017	2014	Percent Change
Less than 1 year	2.5%	2.3%	0.3%
1-2 years	4.8%	3.3%	1.5%
3-5 years	6.8%	8.0%	-1.3%
5-10 years	9.8%	12.8%	-3.0%
More than 10 years	76.0%	72.8%	3.3%
Don't know	0.0%	0.5%	-0.5%
Not specified	0.3%	0.5%	-0.3%
Total	100.0%	100.0%	

Q31 What suburb of Napier do you live in?

	Number	Percent	Census 2013	Difference
Bay View	12	3.0%	3.3%	-0.3%
Westshore	4	1.0%	2.2%	-1.2%
Ahuriri (Bluff Hill)	24	6.0%	7.3%	-1.3%
Hospital Hill	17	4.3%	5.0%	-0.8%
Greenmeadows	53	13.3%	11.9%	1.4%
Marewa (McLean Park)	55	13.8%	12.6%	1.2%
Onekawa	31	7.8%	9.9%	-2.2%
Maraenui (Nelson Park)	29	7.3%	8.5%	-1.3%
Pirimai	27	6.8%	5.9%	0.9%
Tamatea	31	7.8%	8.7%	-0.9%
Taradale	79	19.8%	18.7%	1.1%
Meeanee (Awatoto)	16	4.0%	3.2%	0.8%
Poraiti	17	4.3%	2.9%	1.4%
Refused	0	0.0%	0.0%	0.0%
Other	5	1.3%	0.0%	1.3%
Total	400	100%		

Comparison with 2014 results:

	2017	2014	Percent Change
Bay View	3.0%	3.3%	-0.3%
Westshore	1.0%	1.0%	0.0%
Ahuriri (Bluff Hill)	6.0%	6.0%	0.0%
Hospital Hill	4.3%	4.8%	-0.5%
Greenmeadows	13.3%	9.8%	3.5%
Marewa (McLean Park)	13.8%	16.8%	-3.0%
Onekawa	7.8%	7.3%	0.5%
Maraenui (Nelson Park)	7.3%	6.0%	1.3%
Pirimai	6.8%	4.8%	2.0%
Tamatea	7.8%	8.0%	-0.3%
Taradale	19.8%	25.0%	-5.3%
Meeanee (Awatoto)	4.0%	2.0%	2.0%
Poraiti	4.3%	1.5%	2.8%
Refused	0.0%	0.0%	0.0%
Other	1.3%	4.0%	-2.8%
Total	100.0%	100.0%	

Q32 Please stop me when I reach your age group

	Number	Percent	Census 2013	Difference
15 to 24	37	9.3%	15.0%	-5.8%
25 to 34	57	14.3%	12.3%	2.0%
35 to 44	71	17.8%	15.9%	1.8%
45 to 54	76	19.0%	17.5%	1.5%
55 to 64	61	15.3%	16.0%	-0.7%
65 plus	96	24.0%	23.3%	0.7%
Refused	1	0.3%		
Not specified	1	0.3%		
Total	400	100.0%		

Comparison with 2014 results:

	2017	2014	Percent Change
15 - 24	9.3%	15.5%	-6.3%
25 - 34	14.3%	12.5%	1.8%
35 - 44	17.8%	15.8%	2.0%
45 - 54	19.0%	17.3%	1.8%
55 - 64	15.3%	16.0%	-0.8%
65+	24.0%	23.0%	1.0%
Refused	0.3%	0.0%	0.3%
Total	100.0%	100.0%	

Q33 With which ethnic group or groups do you mainly identify with?

	Number	Percent	Census 2013	Difference
New Zealand Pakeha/European	330	82.5%	79.0%	3.5%
New Zealand Maori	74	18.5%	18.2%	0.3%
Asian	9	2.3%	3.3%	-1.1%
Pacific Island	7	1.8%	3.0%	-1.2%
Other	20	5.0%		
Refused	1	0.3%		
Sample	400			

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

Iwi specified:

- *Kahungunu.*
- *My son is Kahungunu.*
- *Nati Whatua.*
- *Nga Puhi, Kahungunu.*
- *Ngai Tahu.*
- *Ngai Tamanuhiri (x2).*
- *Ngati Kahu.*
- *Ngati Kahungunu (x13).*
- *Ngati Kaitahu.*
- *Ngati Kuri.*
- *Ngati Pahauwera.*
- *Ngati Porou (x4).*
- *Ngati Puhi. / Ngati wai.*
- *Ngati Ranginui.*
- *Ngati Raukawa (x2).*
- *Ngati Tahungunu.*
- *NZ European but husband, children and grandchildren are Ngati Kahungunu.*
- *Ngati Pahauwer.*
- *Pahouwera.*
- *Rongomaiwahine (x2).*
- *Tainui.*
- *Te Arawa (x2).*
- *Te Aroha.*
- *Te Petaitangahaute.*
- *Te Arawa , Ngati Raukawa.*
- *These are the iwi I belong to Rongomaiwahine, Ngati Kahungunu, Ngati Pahauwera, Ngati Porou, Te Aitanga a Mahaki, Te Aitanga a Hauiti.*
- *Tuwharetoa.*
- *Waikato.*
- *Why would this matter? Plus my iwi hasn't done shit for me.*

Other specified:

- *Australian, born New Zealander.*
- *Australian (x5).*
- *British (x3).*
- *Canadian.*
- *English.*
- *French/German - NZ Maori.*
- *Indian.*
- *Kiwi.*
- *New Zealander. This also pisses me off. Just because my olds were from the UK, doesn't mean I should have to identify with being European. I really don't care about what's happened in the last 1,000 years there or the next. I was born here, I will die here. I'm a New Zealander not a Pakeha.*
- *Scottish.*
- *South African (x3).*
- *Yugoslav, Norwegian, Pom.*

Comparison with 2014 results:

	2017	2014	Percent Change
New Zealand Pakeha/European	82.5%	72.0%	10.5%
New Zealand Maori	18.5%	15.0%	3.5%
Asian	2.3%	1.8%	0.5%
Pacific Island	1.8%	4.3%	-2.5%
Other	5.0%	6.5%	-1.5%
Refused	0.3%	0.5%	-0.3%
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	% ex non spec.
Zero income	3	0.8%	0.9%
\$1 - \$5,000	2	0.5%	0.6%
\$5,001 - \$10,000	0	0.0%	0.0%
\$10,001 - \$15,000	7	1.8%	2.0%
\$15,001 - \$20,000	18	4.5%	5.2%
\$20,001 - \$30,000	44	11.0%	12.8%
\$30,001 - \$40,000	37	9.3%	10.8%
\$40,001 - \$50,000	19	4.8%	5.5%
\$50,001 - \$60,000	30	7.5%	8.7%
\$60,001 - \$70,000	34	8.5%	9.9%
\$70,001 - \$100,000	68	17.0%	19.8%
\$100,001 - \$150,000	58	14.5%	16.9%
\$150,001 or more	24	6.0%	7.0%
Refused	50	12.5%	
Not specified	6	1.5%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentages with refused and not specified responses removed

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

	Number	Percent	% ex non spec.
Yes	372	93.0%	93.9%
No	24	6.0%	6.1%
Don't know	2	0.5%	
Not specified	2	0.5%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	93.0%	83.3%	9.8%
No	6.0%	15.3%	-9.3%
Don't know	0.5%	0.5%	0.0%
Not specified	0.5%	1.0%	-0.5%
Total	100.0%	100.0%	

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

	Number	Percent	% ex non spec.
Yes	373	93.3%	93.7%
No	25	6.3%	6.3%
Don't know	0	0.0%	
Not specified	2	0.5%	
Total	400	100.0%	100.0%

93.7%
6.3%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Comparison with 2014 results:

	2017	2014	Percent Change
Yes	93.3%	87.5%	5.8%
No	6.3%	11.8%	-5.5%
Don't know	0.0%	0.3%	-0.3%
Not specified	0.5%	0.5%	0.0%
Total	100.0%	100.0%	

Q37 Do you have access to a smartphone?

	Number	Percent	% ex non spec.
Yes	319	79.8%	80.2%
No	79	19.8%	19.8%
Don't know	1	0.3%	
Not specified	1	0.3%	
Total	400	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified and don't know answers removed

Q38 Gender of respondent

	Number	Percent
Male	176	44.0%
Female	224	56.0%
Not specified	0	0.0%
Total	400	100.0%

Census 2013
47.2%
52.8%

Difference
-3.2%
3.2%

Comparison with 2014 results:

	2017	2014	Percent Change
Male	44.0%	47.0%	-3.0%
Female	56.0%	53.0%	3.0%
Total	100.0%	100.0%	

APPENDIX TWO: 2017 NAPIER SOCIAL MONITOR QUESTIONNAIRE

APR Consultants - Confidential

2017 Napier Social Monitor Survey

Phone No.: Coded Area: Interviewer:

2017 NAPIER SOCIAL MONITOR SURVEY

Hello/Kia ora, this is _____ from APR Research. We are carrying out a survey to find out what people's views are on life 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 Research Association 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 Bowering 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 are about housing and health services in Napier.

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

- 1 Owned *(skip to Q2)*
- 2 Rented *(continue to Q1b)*
- 3 Don't know *(skip to Q2)*

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

- 1 That is your preferred choice
- 2 House prices are too expensive.
- 3 Other *(please specify reason)*

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

- 1 Very satisfied *(skip to Q4)*
- 2 Fairly satisfied *(skip to Q4)*
- 3 Not very satisfied *(continue to Q3)*
- 4 Not at all satisfied *(continue to Q3)*
- 5 Don't know /can't say *(continue to Q3)*

3. What would you consider the major reasons for dissatisfaction to be? (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 problems in getting this healthcare? (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 (if ticked BOTH in Q5 skip to Q8, if not skip to Q10)

7. Could you please describe any problems experienced in getting this healthcare? (please record all comments)

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

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

9. Could you describe any problems experienced in getting this healthcare? (please record all comments)

The next set of questions are about 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 Napier 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 past 12 months? (ie, education and training beyond high school) *(please tick ONE only)*

- 1 Yes *(continue to Q13b)*
 2 No *(skip to Q15)*
 3 Don't know *(skip to Q15)*

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

- 1 Local Polytechnic/Institute of Technology (EIT)
 2 Private training provider
 3 Industry Training Organisation (ITO)
 4 Employer
 5 Other *(please specify)* _____
 6 Don't know *(skip to Q15)*

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

- 1 Yes
 2 Partly
 3 No
 4 Don't know

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

- 1 Yes
 2 No
 3 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 views on the wider 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. a. Do you undertake any regular volunteer community work? *(please tick ONE only)*

- O₁** Yes *(please specify the type of volunteer work then proceed to Q21a)*
- O₂** No *(go to Q20b)*
- O₃** Don't know *(go to Q21a)*

20. b. If no, are there any barriers stopping you from doing voluntary work?

- O₁** Yes *(go to Q20c)*
- O₂** No *(go to Q21a)*
- O₃** Don't know *(go to Q21a)*

20. c. What are these barriers?

Barriers specified:

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

- Yes (please specify the social service group then proceed to Q22) _____
- No (go to Q21b)
- Don't know (go to Q22)

21. b. If no, are there any barriers stopping you from being a member of a voluntary social service group?

- Yes (go to Q21c)
- No (go to Q22)
- Don't know (go to Q22)

21. c. What are these barriers?

Barriers specified: _____

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

- Yes (please specify the social service organisation(s)) _____
- No
- Don't know

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

- Yes
- No
- 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)

- Likely to improve
- Stay about the same
- Likely to deteriorate
- Don't know

Why? (please record all comments)

I would now like to ask you some questions about employment

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

- O1 Employed full-time (answer below then skip to Q26c)
What is your occupation? _____
- O2 Employed part-time (answer below then skip to Q26b)
What is your occupation? _____
- O3 Unemployed (eg, Jobseeker Support) (continue to Q26a)
- O4 Parenting/home duties/retired (continue to Q26a)
- O5 Beneficiary (other than Jobseeker Support benefit or NZ superannuation) (continue to Q26a)
- O6 Education and training (continue to Q26a)
- O7 Other (please specify then proceed to Q27) _____

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. 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 ask about your views on both the Napier community and New Zealand 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 speak to 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 6-10 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"/> O ₁ Bay View | <input type="radio"/> O ₈ Maraenui (Nelson Park) |
| <input type="radio"/> O ₂ Westshore | <input type="radio"/> O ₉ Pirimai |
| <input type="radio"/> O ₃ Ahuriri (Bluff Hill) | <input type="radio"/> O ₁₀ Tamatea |
| <input type="radio"/> O ₄ Hospital Hill | <input type="radio"/> O ₁₁ Taradale |
| <input type="radio"/> O ₅ Greenmeadows | <input type="radio"/> O ₁₂ Meeanee (Awatoto) |
| <input type="radio"/> O ₆ Marewa (McLean Park) | <input type="radio"/> O ₁₃ Poraiti |
| <input type="radio"/> O ₇ Onekawa | <input type="radio"/> O ₁₄ Refused (do not read out) |
| <input type="radio"/> O ₁₅ 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 or groups do you mainly identify with? (please tick all that apply)

- 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 - \$60,000
- O₁₀** \$60,001 - \$70,000
- O₁₁** \$70,001 - \$100,000
- O₁₂** \$100,001 - \$150,000
- O₁₃** \$150,001 or more
- O₁₄** 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. Do you have access to a smartphone? (please tick ONE only)

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

38. What is your gender? (only ask if unsure and tick ONE only)

- O₁** Male
- O₂** Female

Finally, may I please ask your first name? This is just so my supervisor can do quality control checks on me if necessary.

First name:

Thank you for your participation. We appreciate your time!
If you have any queries, please feel free to contact Elvis at APR Consultants on our toll free number (0800 277 937).