

Napier Social Monitor 2009



ABOUT THIS PUBLICATION

The Napier Social Monitor survey sets out a framework for considering social well being and provided important information about what is happening to the quality of life of Napier Citizens.

The surveys are normally conducted in October or November and the key findings are reported back to Council by March of the following year. Previous surveys were undertaken in 1998, 1999, 2000, 2001, 2002, 2003, 2005 and 2007.

The 2009 report presents the results undertaken during October and November 2008. A total of 400 residents were surveyed. The results were weighted against age and gender to account for sampling differences and ensure the results were representative of the Napier population.

The content of the report is descriptive only and provides a snapshot of the respondents' status in respect to a limited number of variables. It provides a general, but brief, insight into the social status of a small number of local residents of Napier.

The survey has been completed by a Rotorua based specialist survey company, APR Consultants Ltd, which involved telephone-based random questioning of Napier households/residents from all parts of the City, on a wide range of social issues.

Items measured relate to housing, health, safety, employment, education and training, vehicle and Internet access, nature of community and community relationships.

The key information from the survey particularly the trends of the social conditions are used as a tool to support the activities and potential projects, where relevant, by the **Community Development Department**. **The survey is linked to Council's Long Term Community Council Plan** and is part of the Community Advice activity management plan.

The value of this survey is that it adds to the pool of knowledge for the Council and should be **read in conjunction with other information such as the Napier/Hawke's Bay Economic Performance report, the Communitrak survey and the latest Census data.**

A supplementary of the **'QuickStats about Napier City' based on Census 2006 produced by Statistics NZ** is also attached to use as a point of reference at the back of the report.

The Napier City Council's Community Development Department has produced these community surveys since 1998 on an annual basis then changed to a survey done every second year stating from 2003.

We would also like to extend a warm thanks to all respondents for their time and appreciate their comments and feedback to these surveys.



Paul Faleono
Community Advisor
Community Development
Napier City Council

1.0 EXECUTIVE SUMMARY

This report presents the results of the Napier Social Monitor Survey undertaken during October and November 2009.

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

Items measured relate to housing, health, safety, employment, education and training, vehicle and Internet access, nature of the community and community relationships. Note that previous surveys were undertaken in 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005 and 2007.

The key findings are summarised in this section and detailed in the report that follows.

Housing

- The majority of respondents (94.1%) were either very satisfied or fairly satisfied with their current housing in Napier.
- Nearly three-quarters (73.8%) of respondents indicated that they owned their own home, while one-quarter (25.2%) rented.

Health

- A total of 88.5% of respondents rated their personal health as excellent, very good or good while 10.1% rated their health as poor and 1.4% as extremely poor.
- Over four-fifths (86.6%) of respondents identified that they (or a person in their care) had visited a doctor, hospital or other medical/health service in the last six months.
- 90.0% of those seeking healthcare from a doctor or Medical Health Service reported no problems with this service, while 8.9% reported some problems.
- 68.3% of those seeking healthcare at Hawke's Bay Hospital reported no problems with this service, while 27.6% reported some problems.

Safety

- Almost all respondents (93.8%) rated their feeling of safety for themselves and other family members as average or better, while 6.2% of respondents stated that they do not feel safe. Safety concerns specified included burglary, attacks, abuse and violence, going out at night and youth.
- Suggestions to make respondents feel safer included increasing Neighbourhood Watch groups, increasing police levels, developing better street lighting and CCTV systems, handing down harsher sentences, improving Police response time, cracking down on drugs, removing the gang presence from the streets and improvements in Civil Defence operations.

Education and Training

- One-fifth of respondents (21.4%) had been involved in post-secondary education and/or training in the previous 12 months. Respondents had received their training from a range of providers from within and outside the region.
- Most (80.5%) of the respondents who undertook training indicated that the training provided them with the skills they required.
- Half of the respondents (50.4%) reported that they would consider undertaking future education or training in a topic that interests them, 45.2% reported that they would not.
- Barriers to continuing with education or training included financial reasons, age, lack of interest and lack of time.

Employment

- Over one-third (34.2%) of respondents were employed full-time, 28.0% of respondents were parenting, had home duties or were retired and 14.6% were employed part-time. A further 14.8% were unemployed or on a benefit and 2.4% were undertaking education/training.
- Over two-thirds (68.2%) of respondents who were not working did not want to gain employment.
- Three-quarters (75.2%) of respondents that had part-time employment indicated a preference to remain in part-time work and 12.7% indicated that they would like full-time employment.
- Over three-quarters of respondents (89.1%) had only one job and 8.0% had more than one.
- Employment concerns related to the economic downturn, low wage rate, being made redundant and lack of work to do/maintaining profits.

Community Relationships

- Over half of survey respondents (53.8%) rated the current relationship between different ethnic groups in Napier as very satisfactory or fairly satisfactory and 32.6% rated the relationship as sometimes satisfactory and sometimes not. A total of 6.0% of respondents believed the relationship was not very satisfactory (4.0%) or not at all satisfactory (2.0%).

Caring Community

- Almost all (88.8%) of respondents indicated that they perceived Napier as being a good, very good or excellent caring community.
- Only 7.5% of respondents consider Napier as being a poor or extremely poor caring community.
- Over one quarter of respondents (29.1%) undertook regular voluntary work. Barriers to undertaking volunteer community work included age (too old), health issues, lack of time, self employed situation, commitments both work and personal, time and having a young family.

- 11.3% of respondents were members of voluntary social service groups.
- 21.1% of respondents used local social service organisations, while 78.6% did not.

Quality of Life

- 56.9% of respondents reported that their quality of life has improved over the previous five years, while 38.4% reported no improvement.
- 43.8% of respondents expected their quality of life to improve, while 32.2% expected their quality of life would stay the same. 15.5% expected their quality of life to deteriorate.

Future Issues

- Respondents were asked to identify how much opportunity they felt they had to express their views about the future direction of Napier city and New Zealand:
 - For Napier: A total of 27.7% of respondents stated plenty or quite a lot, 25.4% stated just enough, while 37.7% stated very little or none or virtually none.
 - For New Zealand: Approximately one-third (38.3%) of respondents stated that they had an opportunity to have a say, however 55.0% believe they had very little or no chance to have a say.

Access

- Almost all (91.8%) of respondents had access to a vehicle during the day.
- Almost all (83.3%) of respondents had access to the Internet.

Sample Demographics

The following demographics are weighted by ethnicity to match 2006 census.

- The highest household income brackets for respondents were \$50,001 and over (40.0%), \$20,001-\$30,000 (13.5%), \$40,001-\$50,000 (10.8%) and \$15,001-\$20,000 (10.7%).
- Half of the respondents (58.0%) identified themselves as New Zealand Pakeha/European followed by New Zealand Maori (14.6%), Asian (2.1%) or Pacific Island (2.1%).
- Over two-thirds (69.3%) of respondents had lived in Napier for more than ten years.
- The most identified suburbs where respondents lived were Taradale (19.0%), Greenmeadows (12.8%), Marewa (12.6%), Maraenui (11.9%) and Onekawa (10.4%).
- Survey respondents were 51.9% female and 48.1% male.

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2.0 INTRODUCTION

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

This report presents the results of 400 telephone interviews conducted with Napier District residents in October 2009.

The objectives of this survey were to establish:

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

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

3.0 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 identical to that used in previous surveys. Note that the survey used was identical to that used for the 2007 study.

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

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

3.1 Weighting

Statistics in this report are weighted to better enable inferences about the population as a whole. Weighting was based in the resident population of Napier at the time of the 2006 Census.

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

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

At the conclusion of the interviewing period, there was an under-representation of Maoris, Pacific Islanders and Asian and an over-representation of European respondents.

Ethnicity was then weighted appropriately to bring them into line with the proportions found in the Napier population. In this sense, the survey results could be seen to be broadly representative of the Napier population. Please note that comments from these ethnic groups were not weighted.

3.2 Survey

During October and November 2009, over 3,000 Napier City households were called to generate a total of 400 completed surveys which provides for a margin of error of +/-4.88% at the 95% level of confidence¹.

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

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

The raw data from the survey results has been provided in Appendix One.

Where possible, comparisons have been drawn with the 2007 survey.

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

4.0 RESULTS

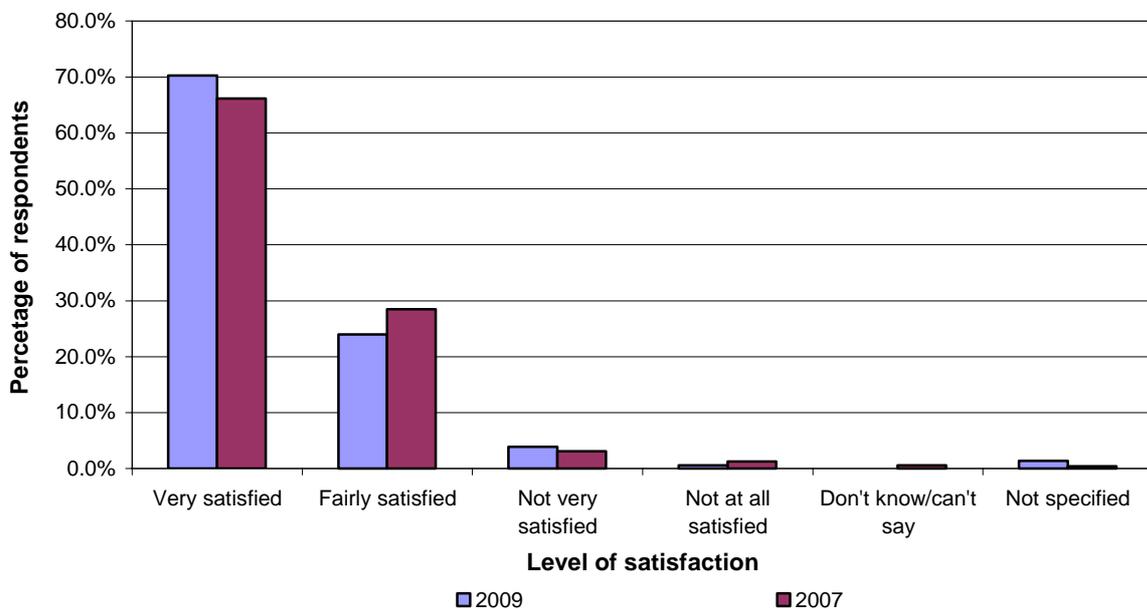
The following section outlines key results from the 2009 Napier Social Monitor Survey. Note: All data, unless stated, has been weighted by ethnicity to match 2006 census results. The raw data from the survey results is provided in Appendix One.

4.1 Housing

4.1.1 Satisfaction

The majority of respondents, 94.1%, were either very satisfied (70.2%) or fairly satisfied (23.9%) with their current housing in Napier. This compares to 94.7% in 2007. A further 3.9% were not very satisfied (compared to 3.1% in 2007) and 0.6% of respondents were not at all satisfied (compared to 0.9% in 2007).

Figure 1 – Satisfaction with Housing



Reasons for dissatisfaction included lack of warmth, age of the house, the small size of the house and houses not being maintained.

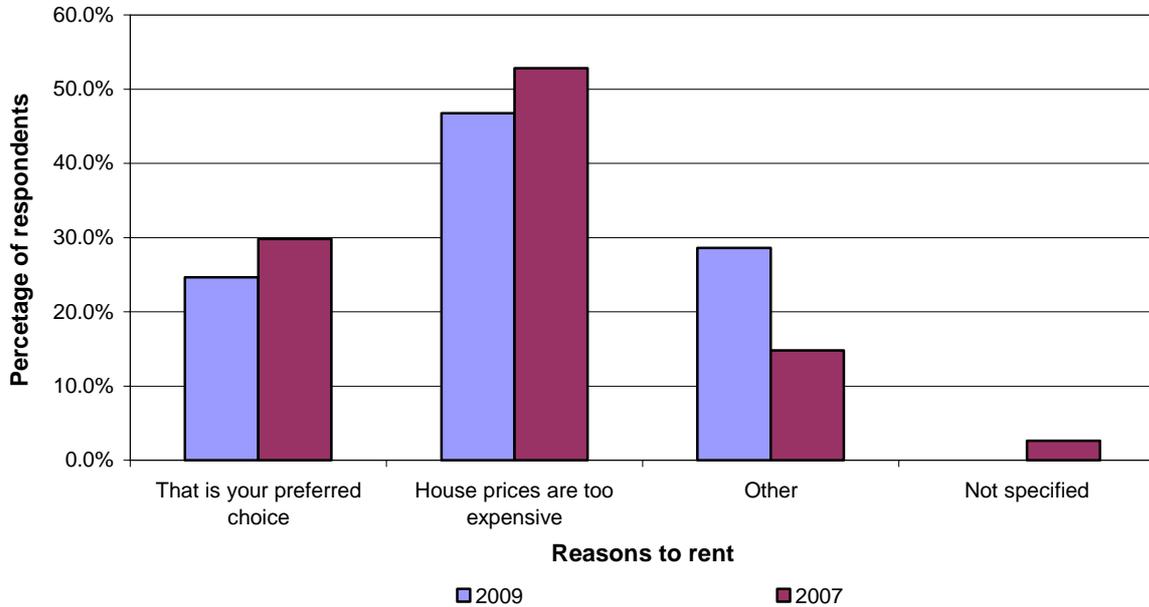
4.1.2 Home Ownership

Home ownership in Napier decreased in 2009, with 73.8% of respondents stating they owned their own home (down from 78.2% in 2007). One-quarter (25.2%) of respondents indicated they rented in 2009. The number of respondents who indicated they live in rented accommodation has increased over the last two years, with 21.0% of respondents renting in 2007.

Of the 25.2% that lived in rented housing, just under half of the respondents (46.7%) did so because they believed house prices were too expensive. This figure has

decreased from 52.8% of respondents in 2007. 24.7% said they rented because that was their preferred choice (29.8% in 2007). A further 28.6% of respondents stated other reasons such as “convenience”, “haven’t looked into buying” and “I haven’t found a house I like and I don’t want a mortgage”. This is an increase of 11.7% from the 2007 results.

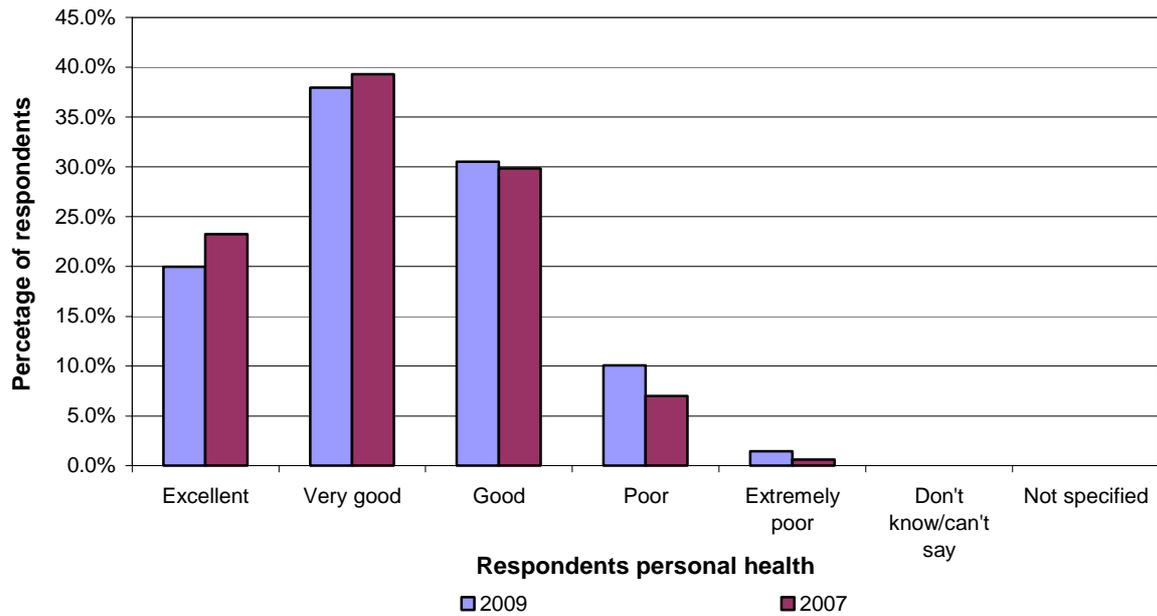
Figure 2 – Reasons to Rent



4.2 Health

4.2.1 Personal Health

Respondents were generally happy with their personal health with 88.5% rating it as excellent (20.0%), very good (38.0%) or good (30.5%). This compares negatively with the 2007 results where 91.7% rated their personal health as excellent (24.8%), very good (36.6%) or good (30.3%). A total of 10.1% of respondents rated their personal health as poor and 1.4% as extremely poor. This is an increase from the 2007 results where 7.0% of respondents rated their personal health as poor and 0.6% as extremely poor.

Figure 3 – Personal Health

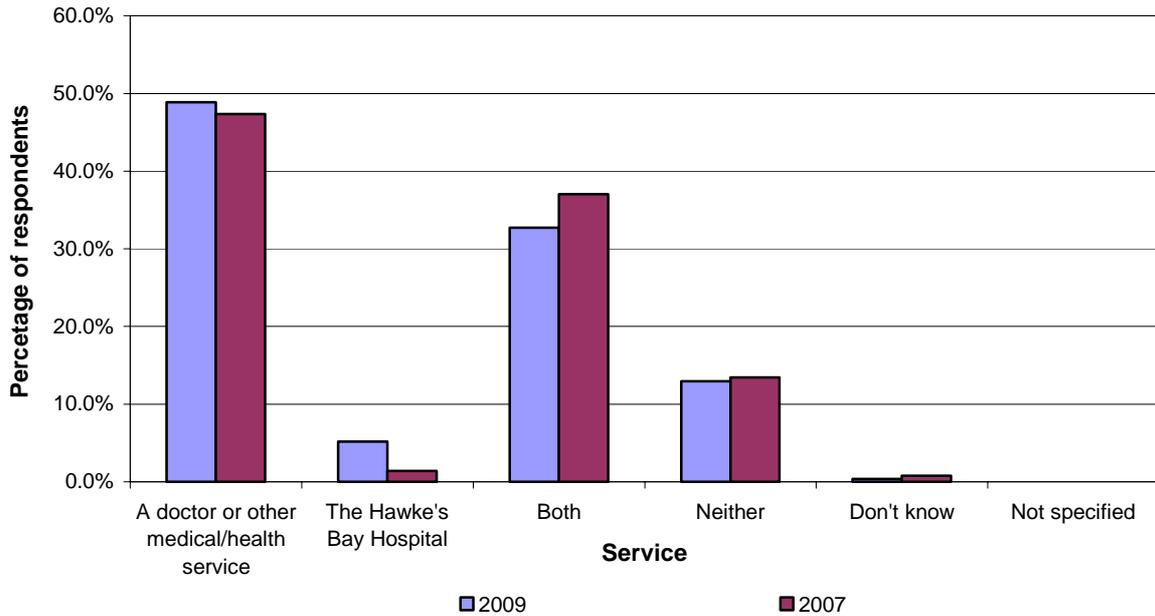
4.2.2 Health Service

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

In the last six months, 86.6% of respondents had sought health care services. This compares to 85.8% of respondents in 2007.

- 48.8% of respondents reported they had visited a doctor or medical health service exclusively, compared to 47.3% in 2007,
- 32.7% of respondents reported they had visited both a doctor/medical health service and the Hawke's Bay Hospital, compared to 37.0% in 2007, while
- 5.1% had visited the Hawke's Bay Hospital only, compared to 1.4% in 2007 and
- 12.9% of respondents reported they had visited neither, compared to 13.4% in 2007.

Figure 4 – Use of Doctor or Health Service



4.2.3 Problems Getting Healthcare at Doctor or Medical Health Service

Over 90.0% of those seeking healthcare from a doctor or medical health service reported no problems with the service. This compares favourably with the 2007 results where 82.5% reported no problems.

Only 8.9% of respondents reported having problems getting healthcare from their doctor or medical health service. This represents a decrease of 8.4% from the 2007 results of 17.3%. Problems included poor communication, poor standard of care, delays in getting treatment at the facility and waiting to visit the facility and seeing a different doctor each time.

Table 1 – Problems getting healthcare at Doctor or Medical Health Service

	2009	2007	Percent change
Yes	8.9%	17.3%	-8.4%
No	91.1%	82.5%	8.6%
Don't know	0.0%	0.2%	-0.2%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	0.0%

4.2.4 Problems Getting Healthcare at Hawke's Bay Hospital

There were 68.3% of respondents seeking healthcare at the Hawke's Bay Hospital who reported no problems with the service. This is down from the 74.3% of respondents in 2007.

Over one quarter of respondents (27.6%) in 2009 reported problems getting healthcare at the Hawke's Bay Hospital. This is an increase on the 2007 results where 24.2% of

respondents reported problems. Problems included delays in getting treatment both for at the hospital and waiting to visit the hospital, poor standard of care and staff overworked.

Table 2 – Problems getting healthcare at Hawke’s Bay Hospital

	2009	2007	Percent change
Yes	27.6%	24.2%	3.4%
No	68.3%	74.3%	-6.0%
Don't know	0.0%	0.5%	-0.5%
Not specified	4.1%	1.1%	3.0%
Total	100.0%	100.0%	

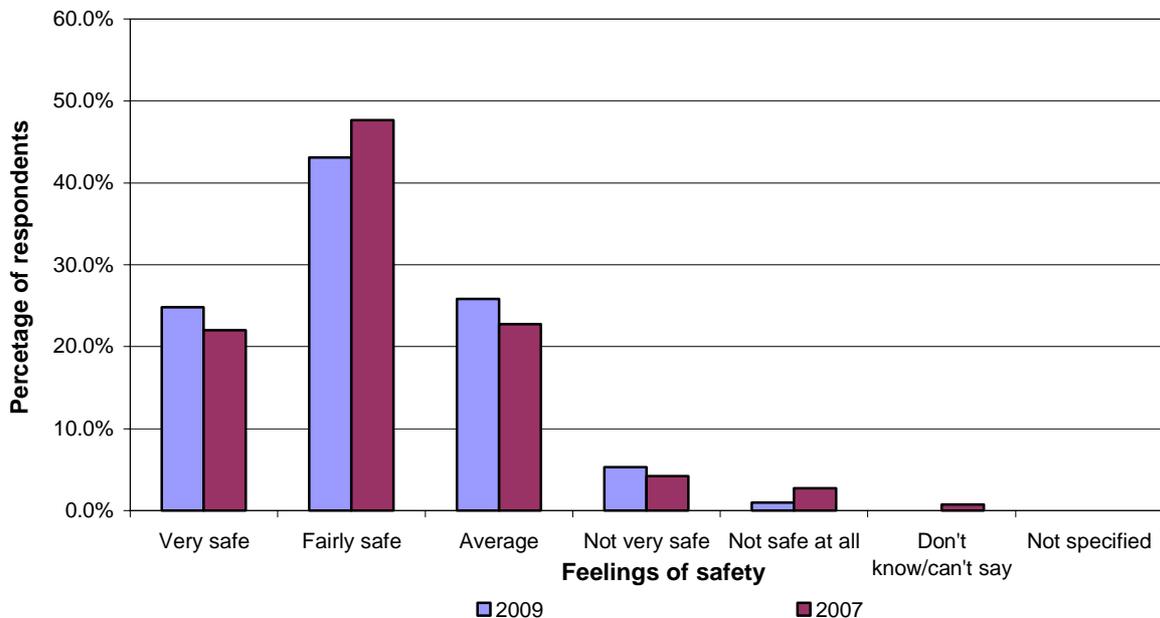
4.3 Safety

4.3.1 Personal Safety

Almost all respondents (93.8%) rated their feeling of safety for themselves and other family members as average or better. This was a slight increase of 1.5% from the 2007 figure of 92.3%. Over two-thirds of respondents (68.0%) rated their feeling of safety for themselves and other family members as very safe or fairly safe. This was a slight decrease from the results of the 2007 survey where 69.6% of respondents rated their feeling of safety for themselves and other family members as very safe or fairly safe.

The 2009 results showed an increase of 3.1% on the 2007 results of 22.7% of respondents who regarded their feelings of safety as average. Only 6.3% of respondents in 2009 did not feel safe. This is only a slight improvement on the 6.9% of respondents in 2007.

Figure 5 – Feelings of Safety



A large number of comments were received with regard to safety (see Appendix One for full list of comments). The main safety concerns were burglary, attacks, abuse and violence, going out at night and Youth.

Table 3 – Safety concerns

	Number	Percent
Burglary	100	33.2%
Attacks/abuse/violence	52	17.3%
Going out at night	39	13.0%
Youth	31	10.3%
Drugs/druggies/drunks	27	9.0%
Driving/drivers/boy racers/traffic	26	8.6%
Gangs	26	8.6%
Safety of children	22	7.3%
Home invasions	15	5.0%
Strangers/thugs/prowlers	11	3.7%
Natural disasters	8	2.7%
Town improvements	7	2.3%
Vandals/graffiti	6	2.0%
Lack of police/slow response/not effective	5	1.7%
Being/walking alone	2	0.7%
Living alone	0	0.0%
No safety concerns	21	7.0%
Other	26	8.6%
Sample	301	

Suggestions to make respondents feel safer included increasing Neighbourhood Watch groups, increasing police levels, improving the police response time, developing better street lighting and CCTV systems, handing down harsher sentences, cracking down on drugs, removing the gang presence from the streets and improvements in Civil Defence operations.

4.4 Education and Training

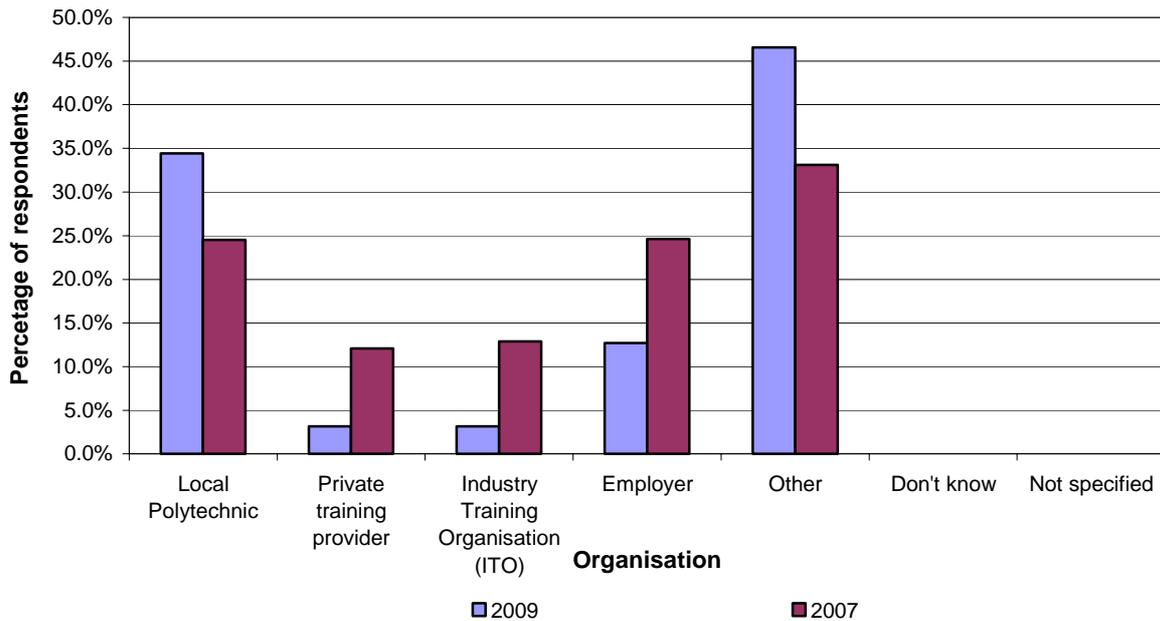
Approximately one-fifth, 21.4%, of respondents had been involved in post-secondary education and/or training in the last 12 months. This is down slightly from 22.0% in 2007.

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

Training and education from 'other' organisations were identified by 46.6% of respondents, (an increase from 33.1% in 2007) and covered organisations such as Massey University, Open Polytechnic, Victoria University and Senior Net.

The local polytechnic accounted for 34.4% of respondents (an increase from 24.5% in 2007), while employer accounted for 12.7% of respondents (a decreased from 24.6% in 2007) and Industry Training Organisations and Private Training Providers accounted for 3.1% and 3.1% of respondents respectively (a decrease from 12.9% in 2007 and 12.1% in 2007 respectively).

Figure 6 – Post-secondary education and training organisations



There were 80.5% of respondents who reported that the course had provided them with the training they needed (a decrease from 92.8% in 2007). While 7.7% of respondents in 2009 reported the course had partly provided them with the required training (an increase from 4.5% in 2007).

When asked if respondents would consider taking further education or training that interests them, 50.4% of respondents reported they would (compared to 55.3% of respondents in 2007). Approximately half of respondents, 45.2%, in 2009 reported that they would not (compared to 39.7% in 2007).

Barriers to continuing with education or training included financial reasons, age, lack of interest and lack of time.

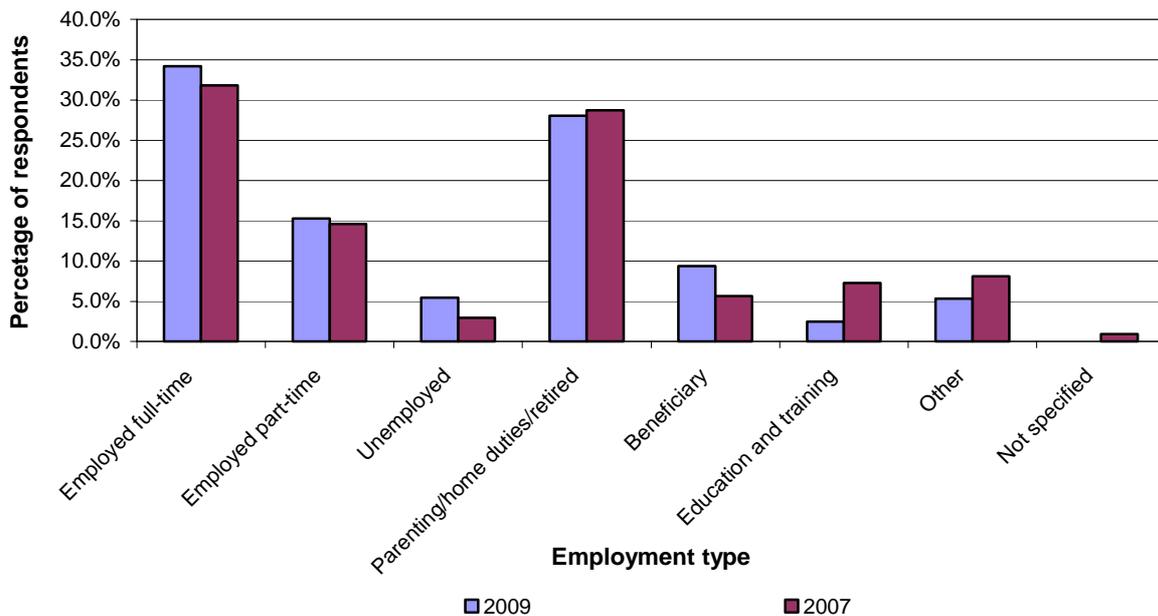
Figure 7 – Barriers to continuing education or training

	Number	Percent
Financial	84	21.0%
Age	70	17.5%
Lack of interest/nothing (if wants to do it)	50	12.5%
Lack of time	44	11.0%
Business/employment	40	10.0%
Family	39	9.8%
Nothing	35	8.8%
Happy with qualifications/don't want further training	29	7.3%
Government funding	11	2.8%
Health	11	2.8%
Suitable courses not available	10	2.5%
Location/transport	2	0.5%
Times not suitable	2	0.5%
Already training	1	0.3%
Other	15	3.8%
Sample	400	100.0%

4.5 Employment

Over one third of respondents, 34.2%, were employed full-time, compared to under one third (31.8%) of respondents in 2007. A similar percentage of respondents, 28.0%, (28.7% in 2007) were employed in parenting, home duties or retired roles and 15.3% of respondents in 2009 (14.6% in 2007) were employed part-time. 2.4% of respondents were occupied with education and training courses (a decrease of 4.8% from 2007), 9.4% of respondents in 2009 were beneficiaries (an increase from the 5.7% in 2007) and 5.4% of respondents in 2009 were unemployed (an increase from 2.9% in 2007). As with the 2007 results the respondents in 2009 listed under 'other' were largely self-employed.

Figure 8 - Employment



Those respondents not working full-time or part-time were asked if they would like a job now. 17.4% said they would like a job, compared to 22.4% in 2007. While 68.2% said they would not like a job, compared to 76.7% in 2007. 14.4% of respondents from the 2009 study did not know and did not specify.

Those respondents working part-time were asked if they would like a full-time job now. 12.7% said they would like full-time work (28.8% in 2007) and 75.2% said they were happy with part-time work (64.0% in 2007). 12.1% of respondents from the 2009 study did not know and did not specify (7.2% in 2007).

The percentage of respondents who currently have more than one job at present has remained the same from the 2007 results, with 8.0% in 2009 and 8.1% in 2007. Respondents who had only one job had decreased slightly with 89.1% of respondents in 2009 compared to 90.3% in 2007.

Concerns about respondents' current employment situation included the economic downturn, low wage rate, being made redundant and lack of work to do/maintaining profits.

Table 4 – Concerns regarding respondents present employment situation.

	Number	Percent
None	99	24.8%
Economic downturn	21	5.3%
Low wage	12	3.0%
Being made redundant	11	2.8%
Lack of work to do/maintaining profits	10	2.5%
Issues related to individual businesses	8	2.0%
Need longer hours/more days	8	2.0%
Government/change in direction or policy	7	1.8%
High workload	7	1.8%
Fixed term contract/temporary contract	4	1.0%
Lack of skills to improve	3	0.8%
Physically demanding work	3	0.8%
Exchange rate	2	0.5%
Lack of safety/equipment	2	0.5%
Seasonal issues	2	0.5%
Too much management	2	0.5%
Hard to find good staff	1	0.3%
Other	17	4.3%
Sample	400	

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

4.6 Napier Community

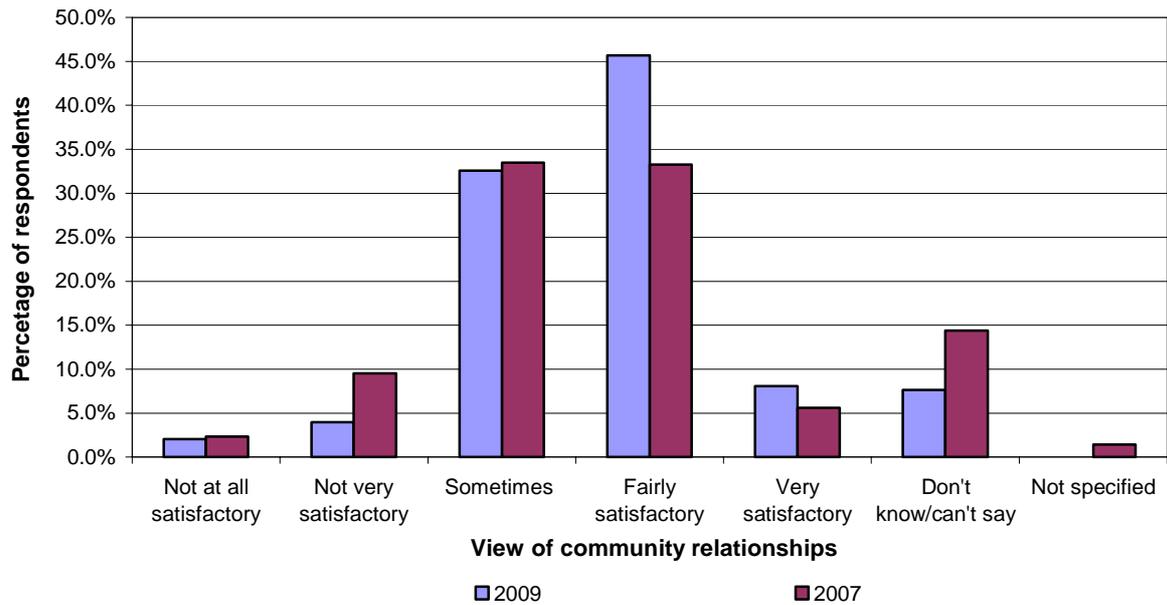
4.6.1 Community Relationships

Respondents who rated the current relationship between different ethnic groups in Napier as fairly satisfactory increased to 45.7% in 2009 (33.3% in 2007). Respondents rating the relationship between the different ethnic groups as sometimes satisfactory or sometimes not satisfactory remained consistent with 32.6% in 2009 (33.5% in 2007).

There was an increase in respondents from 5.6% in 2007 to 8.1% in 2009, who regarded the relationship between ethnic groups as very satisfactory.

Respondents rating the relationship between different ethnic groups as not at all satisfactory or not very satisfactory both decreased to 2.0% and 4.0% respectively (from 2.3% and 9.5% in 2007 respectively)

Comments in relation to the respondents' view of community relationships within Napier can be viewed in Appendix One.

Figure 9 – Community Relationships

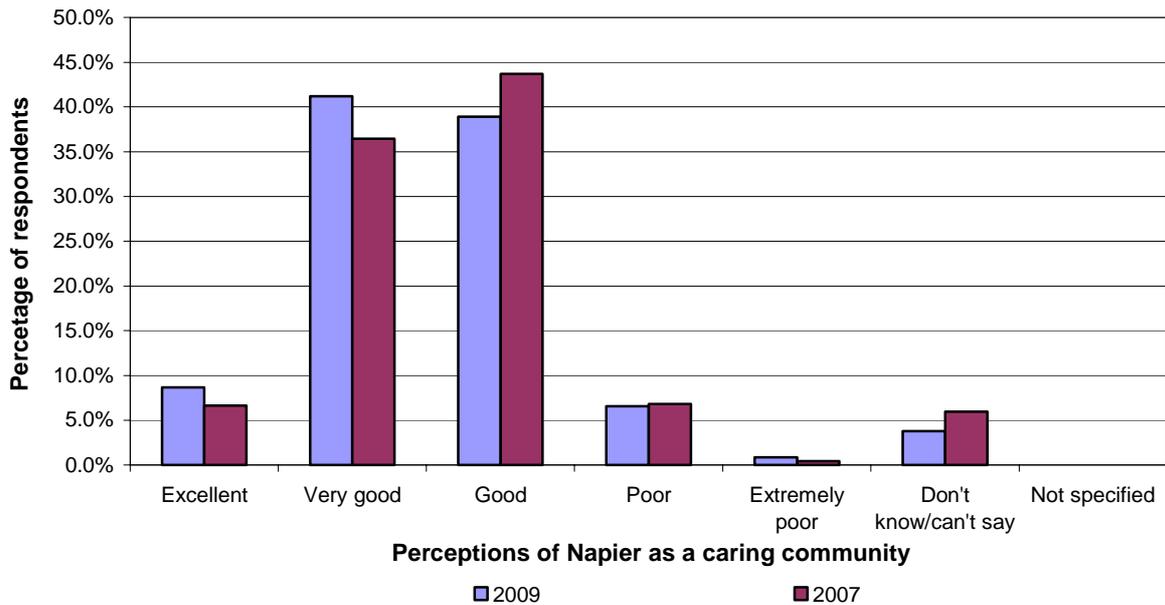
4.6.2 Caring Community

There has been an increase of 2.1% in respondents to 8.7% who view Napier as being an 'excellent' caring community (6.6% in 2007). The majority of respondents, 80.1%, consider Napier has having a 'very good' or 'good' caring community (no change from the 2007 results). Only 7.5% of respondents consider Napier as having a 'poor' or 'extremely poor' caring community (7.2% in 2007).

The most noticeable change from the 2007 results was an increase of 4.8% of respondents viewing Napier as being a 'very good' caring community and a decrease of the same proportion for respondents viewing Napier as being a 'good' caring community.

Comments in relation to the respondents' view of the caring community of Napier can be viewed in Appendix One.

Figure 10 – Caring Community

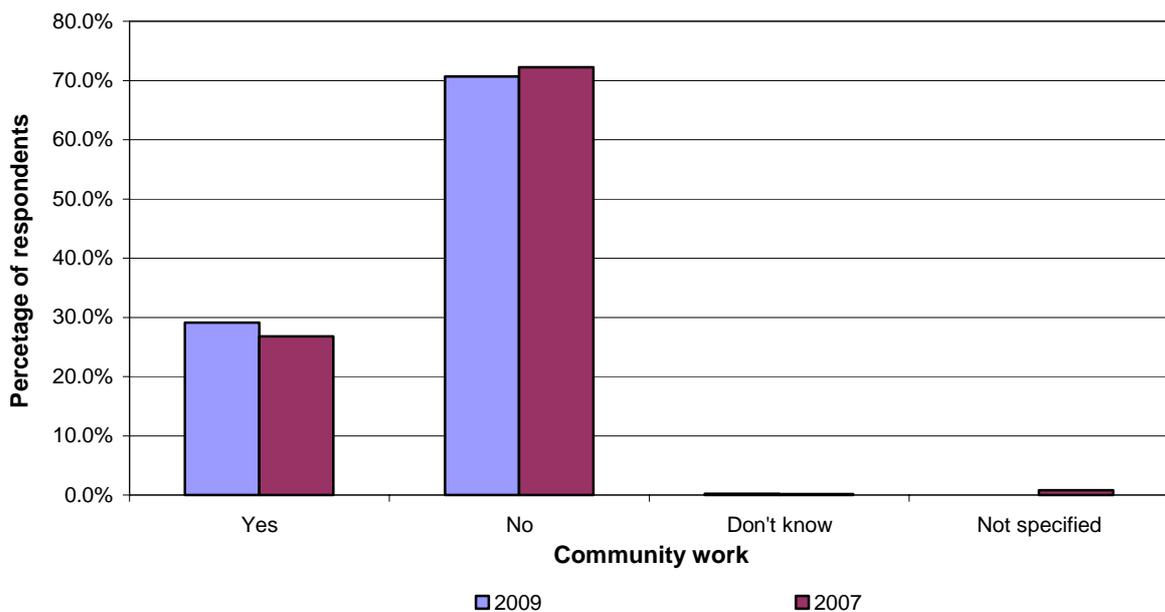


4.6.3 Community Work

There has been an increase of 2.4% in the number of respondents to 29.1% undertaking regular volunteer community work (26.8% in 2007). Groups such as Meals on wheels, Church groups, SPCA, Red Cross and aspects to do with the community's Art Deco have benefited. Approximately one third, 29.1%, do not undertake volunteer community work (26.8% in 2007). (A full list of groups supported is contained in Appendix One).

Reasons given as to why respondents cannot undertake volunteer community work include respondents admitting there are no barriers, work, family, age, health and study.

Figure 11 – Community Work



4.6.4 Social Service Groups

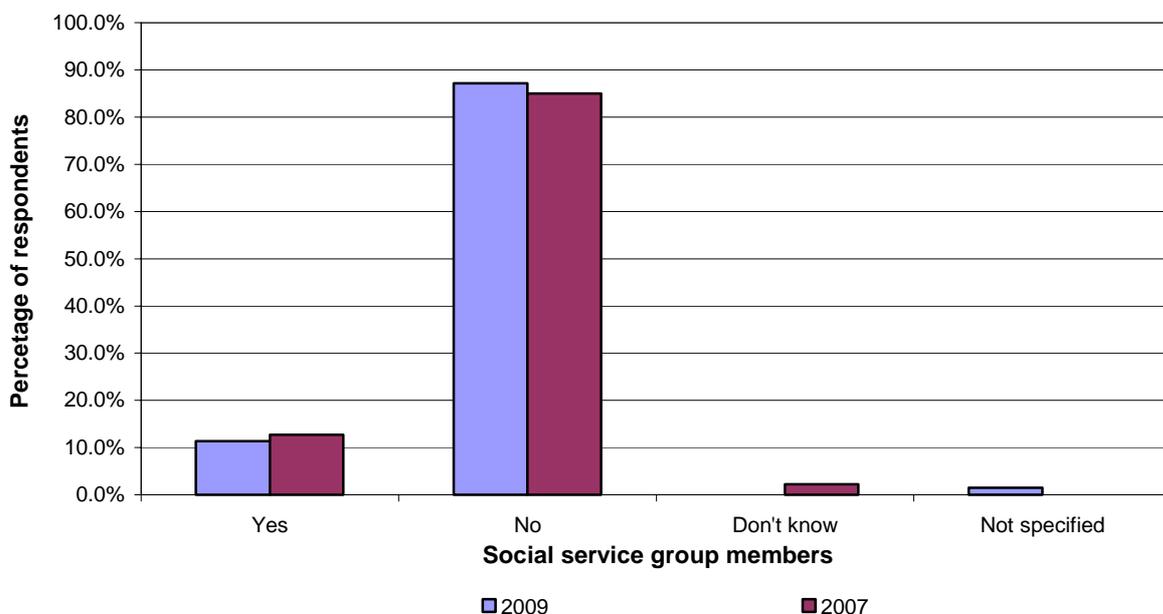
There has been a slight decrease of 1.4% in respondents to 11.3% who are members of social service groups (12.7% in 2007). Organisations such as, Age Concern, Alzheimer’s Society, Plunket, Probus, Rotary and St. Johns have benefited. The majority of respondents, 87.2%, are not members of any social service group. This is an increase from 85.1% in 2007.

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

When queried about using local social service groups, 21.1% of respondents indicated that they did use social service groups (an increase from 19.0% in 2007). While 78.6% reported that they did not (a decrease from 80.5% in 2007).

Groups used include Plunket, Invalid’s Benefit, Age Concern and Patents Centre/Family Centre.

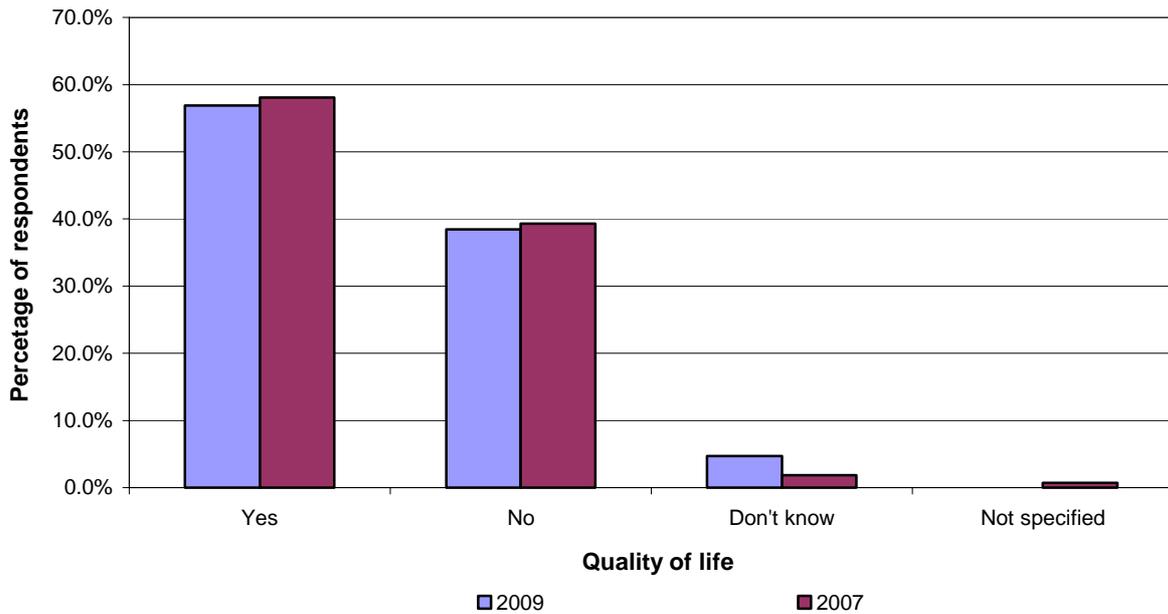
Figure 12 – Social Service Group - Members



4.7 Quality of Life

Respondents were asked if their quality of life had improved over the past five years. There was a slight decrease of 1.2% in respondents to 56.9% (58.1% in 2007) who indicated their quality of life had improved. 38.4% of respondents reported no improvement (down from 39.3% in 2007).

The most notable change in responses was a 2.8% increase in respondents not knowing if their quality of life had improved over the past five years.

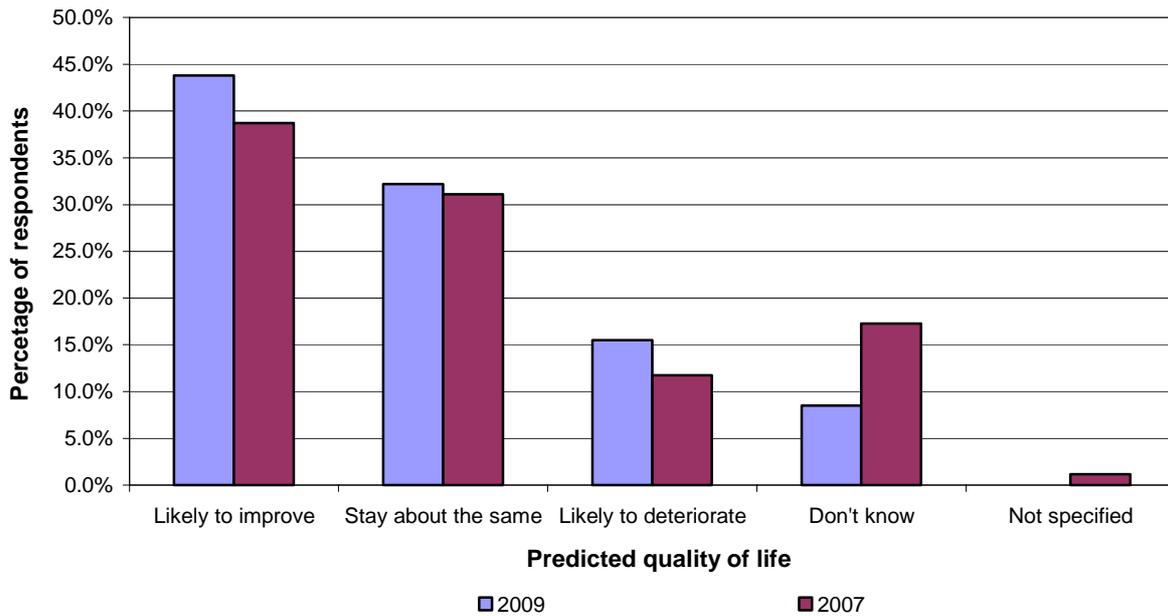
Figure 13 – Quality of Life

Respondents who felt that their quality of life had improved gave reasons including financially secure/income increased, age/retirement, family, change of lifestyle and stable/more settled.

Reasons for no improvement in quality of life included respondents feeling about the same, not financially secure, not enough income, price increases, health and fitness and age.

4.7.1 Predicted Quality of Life

Respondents were asked what they expected to happen to their quality of life over the next five years. Two-fifths, 43.8%, of respondents expected their quality of life to improve (an increase of 5.1% on the 2007 results). An increase of 1.1% in respondents to 32.2% expected their quality of life to stay the same (31.1% in 2007), while 15.5% of respondents expected their quality of life to deteriorate (11.7% in 2007).

Figure 14 – Predicted Quality of Life

Quality of life improvements were expected to come about due to being financially secure, increased income, personal attitude and growth, children leaving home and children being more mature and respondents being hopeful.

Those who felt that their quality of life would stay the same were largely due to an expectation or hope that things will stay the same or that they couldn't see things changing, health and fitness, finance and income and age and retirement.

For those who believed their quality of life would deteriorate over the next five years, reasons included not being financially secure, not enough income and price increases, health and fitness decreasing and aging.

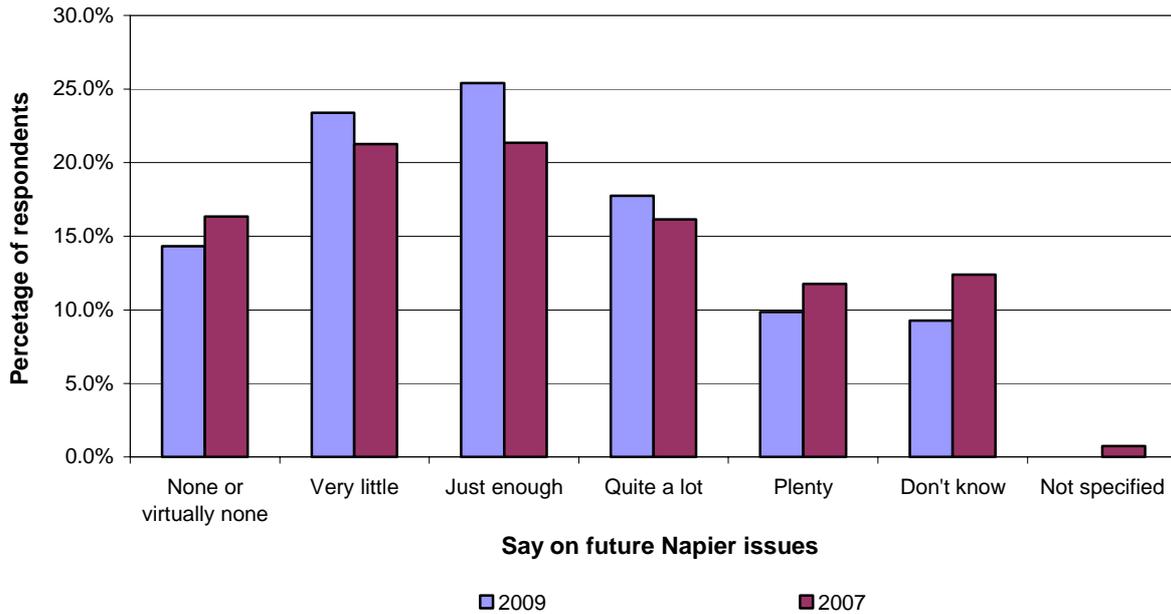
4.8 Say on Future issues

4.8.1 Say on Future Napier Issues

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 37.7% of respondents stated very little or no opportunity. This is the same as the 2007 results of 37.6%. One-quarter of respondents, 25.4%, stated just enough (an increase of 4.1% from 2007) and 27.7% stated plenty or quite a lot (no change from the 2007 results of 27.9%). A further 9.3% of respondents did not know (down from 12.4% in 2007).

Figure 15 – Say on Future Napier Issues



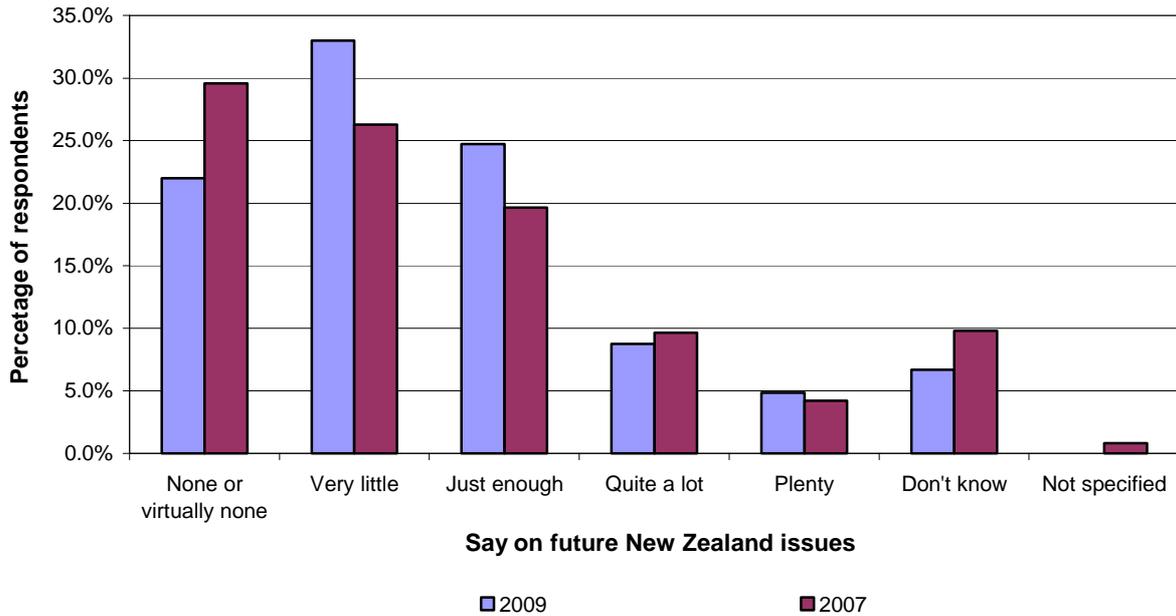
4.8.2 Say on Future New Zealand Issues

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, 55.0%, believed they had very little or no chance of having a say about the future direction of New Zealand. This was similar to the 55.9% of respondents in 2007.

In 2009, 38.3% of respondents believe they had an opportunity to have a say (an increase from 33.5% in 2007) and 6.7% of respondents in 2009 did not know (down from 9.8% in 2007).

Figure 16 – Say on Future New Zealand Issues



4.9 Access

4.9.1 Mobility

More respondents from the 2009 study, 91.8%, have access to a vehicle during the day (89.5% in 2007). While 8.0% did not have access (10.5% in 2007).

Table 5 – Access to a vehicle during the day

	2009	2007	Percent change
Yes	91.8%	89.5%	2.3%
No	8.0%	10.5%	-2.5%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.0%	0.2%
Total	100.0%	100.0%	

4.9.2 Internet Access

A slight increase of 2.1% in respondents to 83.3%, had access to the Internet in some way, compared to 81.1% in 2007 (either at home, school or work etc.). While 16.7% do not have Internet access (18.9% in 2007).

Table 6 – Access to the internet

	2009	2007	Percent change
Yes	83.3%	81.1%	2.1%
No	16.7%	18.9%	-2.1%
Don't know	0.0%	0.0%	0.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

4.10 Sample Demographics

4.10.1 Length of time living in Napier

Over two thirds of respondents (69.3%) had lived in Napier for more than ten years, while 2.5% of respondents had lived in Napier for less than one year.

Table 7 – Length of time respondents have lived in Napier

	Number	Percent
Less than 1 year	10	2.5%
1-2 years	25	6.3%
3-5 years	24	6.1%
5-10 years	60	15.0%
More than 10 years	277	69.3%
Don't know	1	0.3%
Not specified	2	0.6%
Total	400	100.0%

4.10.2 Geographic Distribution

The sample of respondents was taken from across Napier with most respondents residing in Taradale (19.0%), Greenmeadows (12.8%), Marewa (12.6%), Maraenui (11.9%) and Onekawa (10.4%).

Table 8 – Geographic distribution of respondents

	Unweighted 2009	Weighted 2009	Percent
Bay View	13	10	2.6%
Westshore	8	7	1.6%
Ahuriri (Bluff Hill)	26	27	6.9%
Hospital Hill	20	18	4.6%
Greenmeadows	45	51	12.8%
Marewa (McLean Park)	51	50	12.6%
Onekawa	41	42	10.4%
Maraenui (Nelson Park)	43	47	11.9%
Pirimai	25	23	5.7%
Tamatea	37	32	7.9%
Taradale	75	76	19.0%
Meeanee (Awatoto)	11	12	2.9%
Poraiti	5	4	1.1%
Refused	0	0	0.0%
Other	0	0	0.0%
Not specified	0	0	0.0%
Total	400	400	100.0%

4.10.3 Age of Respondents

The survey sample covered a wide range of ages. A total of 5.6% of respondents were aged 15 to 24 years of age, 14.7% were aged 25 to 34 years, 22.0% were aged 35 to 44 years, 18.3% were aged 45 to 54 years, 16.3% were aged 55 to 64 and 23.0% were over 65 years of age.

Table 9 – Age of respondents

	<i>Unweighted 2009</i>	Weighted 2009	Percent
15 to 24	24	23	5.6%
25 to 34	58	59	14.7%
35 to 44	85	88	22.0%
45 to 54	74	73	18.3%
55 to 64	68	65	16.3%
65 plus	91	92	23.0%
Refused	0	0	0.0%
Not specified	0	0	0.0%
Total	400	400	100.0%

4.10.4 Gender of Respondents

Of the 400 respondents in the total sample, there was a higher number of female respondents (51.9%) compared to male respondents (48.1%).

Table 10 – Gender of respondents

	<i>Unweighted 2009</i>	Weighted 2009	Percent
Male	192	192	48.1%
Female	208	208	51.9%
Not specified	0	0	0.0%
Total	400	400	100.0%

4.10.5 Ethnicity

Approximately half of respondents (58.0%) identified themselves as New Zealand Pakeha/European followed by New Zealand Maori (14.6%). Only a small number of respondents identified themselves as Pacific Island (2.1%) or Asian (2.1%).

Other ethnicities identified by 23.3% of respondents included New Zealander, South African, British and Iraq. A full list of other ethnicities is located in Appendix One.

Table 11 – Ethnicity of respondents

	<i>Unweighted 2009</i>	Weighted 2009	Percent
New Zealand Pakeha/European	299	232	58.0%
New Zealand Maori	51	58	14.6%
Pacific Island	6	8	2.1%
Asian	4	8	2.1%
Other	40	93	23.3%
Refused	0	0	0.0%
Not specified	0	0	0.0%
Total	400	400	100.0%

4.10.6 Iwi Affiliation

The Iwi’s respondents who identified themselves as NZ Maori identified most frequently were: Ngati Kahungunu, Ngati Pōrou, Tuhoe and Tainui.

4.10.7 Household Income

Respondents were asked to identify their annual household income. The highest brackets were \$50,001 and over (40.0%), \$20,001-\$30,000 (13.5%), \$40,001-\$50,000 (10.8%) and \$15,001-\$20,000 (10.7%). A total of 7.7% of respondents refused to specify their income.

Table 12 – Household income of respondents

	Number	Percent
Zero income	2	0.5%
\$1 to \$5,000	0	0.0%
\$5,000 to \$10,000	4	1.1%
\$10,001 to \$15,000	30	7.4%
\$15,001 to \$20,000	43	10.7%
\$20,001 to \$30,000	54	13.5%
\$30,001 to \$40,000	33	8.2%
\$40,001 to \$50,000	43	10.8%
\$50,001 and over	160	40.0%
Refused	31	7.7%
Not specified	0	0.0%
Total	400	100.0%

5.0 Disclaimer

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

APPENDIX ONE: DATA TABLES

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

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

Q1a. Is your home owned or rented?

	Number	Percent
Owned	295	73.8%
Rented	101	25.2%
Don't know	4	1.0%
Not specified	0	0.0%
Total	400	100.0%

[go to Q1b]

Comparison with 2007 results:

	2009	2007	Percent change
Owned	73.8%	78.2%	-4.4%
Rented	25.2%	21.0%	4.2%
Don't know	1.0%	0.2%	0.8%
Not specified	0.0%	0.6%	-0.6%
Total	100.0%	100.0%	

[go to Q1b]

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

	Number	Percent
That is your preferred choice	25	24.7%
House prices are too expensive	47	46.7%
Other	29	28.6%
Not specified	0	0.0%
Total	101	100.0%

Other specified:

- Can't afford a mortgage at the moment.
- Convenience (x2).
- Daughter's home (Housing NZ).
- Divorced in 70's. Now 80 years old - needs life easier eg, gardening.
- Do not have any savings.
- Goes with the job/farm manager.
- Haven't looked into buying.
- Housing Corporation house.
- I don't intend to stay in Napier.
- I haven't found a house I like and I don't want a mortgage.
- I prefer not to say why.
- I was in my mother's house, but she died so I had to move out.
- I'm moving to Auckland soon.
- International student.
- Just moved to region - need to look around.
- Living on my own. Not in a relationship with anyone.
- Living with family.
- My father owns the house, so eventually it will be mine anyway.

- My marriage broke up, so I had to find somewhere else to live.
- New migrants.
- Not enough income to take on a mortgage.
- Saving to buy a house.
- Saving up to buy our first home.
- We are in a Housing Corp home as we had very little money when we came here and we have just stayed on.
- We sold our house to start our own business.
- When I get residency I'll think about buying a house.

Comparison with 2007 results:

	2009	2007	Percent change
That is your preferred choice	24.7%	29.8%	-5.1%
House prices are too expensive	46.7%	52.8%	-6.1%
Other	28.6%	14.8%	13.8%
Not specified	0.0%	2.6%	-2.6%
Total	100.0%	100.0%	

Q2 How satisfied are you with your current housing?

	Number	Percent	
Very satisfied	281	70.2%	[go to Q4]
Fairly satisfied	96	23.9%	[go to Q4]
Not very satisfied	16	3.9%	[go to Q3]
Not at all satisfied	2	0.6%	[go to Q3]
Don't know/can't say	0	0.0%	[go to Q3]
Not specified	5	1.4%	
Total	400	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
Very satisfied	70.2%	66.2%	4.0%
Fairly satisfied	23.9%	28.5%	-4.6%
Not very satisfied	3.9%	3.1%	0.8%
Not at all satisfied	0.6%	1.3%	-0.7%
Don't know/can't say	0.0%	0.5%	-0.5%
Not specified	1.4%	0.4%	0.9%
Total	100.0%	100.0%	

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

Other specified:

- Condition of house (Housing New Zealand home). Been here 9 years and still have the same old wallpaper. Outside hasn't been painted.
- It is an old house and it is very cold as it has no insulation.
- It is on leasehold land and the Council rent is far too high. It has just been increased and some people have had to sell up.
- It is too cold and it has no insulation.
- It is too small.

- It needs to be insulated.
- Lack of insulation in the house and the place is too small.
- No smoke alarms and the electrical systems in the house are poor. It keeps overloading and the lights go dim.
- Owner says he will do repairs that are really necessary, but does not do them. We stay because he hasn't put the rent up.
- Share a flat. All the problems that go with that.
- The condition of the house and no insulation in walls, so a very wet house. The landlord doesn't maintain the house well.
- The house is old and not well maintained.
- The house is very cold and draughty in the winter. Although it is carpeted, the floor feels very cold.
- We are in the process of renovating our home.
- Cement underneath. No insulation. Condensation forms like a flood.
- Lots of work to be done. Have cockroaches.

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

	Number	Percent
Excellent	80	20.0%
Very good	152	38.0%
Good	122	30.5%
Poor	40	10.1%
Extremely poor	6	1.4%
Don't know/can't say	0	0.0%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Excellent	20.0%	23.2%	-3.3%
Very good	38.0%	39.3%	-1.3%
Good	30.5%	29.8%	0.7%
Poor	10.1%	7.0%	3.1%
Extremely poor	1.4%	0.6%	0.8%
Don't know/can't say	0.0%	0.0%	0.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

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

	Number	Percent	
A doctor or other medical/health service	195	48.8%	[go to Q6]
The Hawke's Bay Hospital	21	5.1%	[go to Q8]
Both	131	32.7%	[go to Q6, then Q8]
Neither	52	12.9%	[go to Q10]
Don't know	2	0.4%	[go to Q10]
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
A doctor or other medical/health service	48.8%	47.3%	1.5%
The Hawke's Bay Hospital	5.1%	1.4%	3.8%
Both	32.7%	37.0%	-4.3%
Neither	12.9%	13.4%	-0.5%
Don't know	0.4%	0.8%	-0.4%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

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

	Number	Percent	
Yes	29	8.9%	[go to Q7]
No	297	91.1%	[if ticked both in Q5, go to Q8, if not go to Q10]
Don't know	0	0.0%	
Not specified	0	0.0%	
Total	326	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
Yes	8.9%	17.3%	-8.4%
No	91.1%	82.5%	8.6%
Don't know	0.0%	0.2%	-0.2%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	0.0%

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

Comments coded:

	Number	Percent
Poor communication	6	20.7%
Poor standard of care	6	20.7%
Delays in getting treatment (at facility)	4	13.8%
Delays in getting treatment (waiting to visit facility)	4	13.8%
Seeing a different doctor each time	4	13.8%
Difficulties travelling to Hastings	2	6.9%
Given wrong information	2	6.9%
Not enough doctors/specialists/nurses	1	3.4%
Other	1	3.4%
Sample	29	100.0%

Comments coded to poor communication:

- A bit below par in the communication sense. Don't feel they care about you as a person. They just give out prescriptions.
- Basically I couldn't get hold of the doctor. He did not ring me back. I deteriorated rapidly and had to go to hospital.
- Didn't listen.

- Receptionist slow in returning calls and unprofessional. Decline in service since amalgamation.
- Room for improvement with communication.
- Twice have been to Doctor requesting an Orthopaedic surgeon. But he will not make contact and can't make an appointment to investigate her hand.

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

- A bit below par in the communication sense. Don't feel they care about you as a person. They just give out prescriptions.
- Didn't believe my problem was real. Didn't take steps to investigate fully. Only when ACC got involved did I get the proper treatment I needed. Had to go to Auckland to get treatment (scans etc.) as waiting list at Hawke's Bay for this procedure was about six months.
- Medical Centre in Wesley Road. Took my mother there with a sprained wrist. They didn't even x-ray the injury and then rang me hours later to come and pick her up.
- Receptionist slow in returning calls and unprofessional. Decline in service since amalgamation.
- The doctor was incompetent and stuffed us around. We had to go to another doctor and he was excellent.
- They don't check up enough and don't look into the problem fully.

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

- Hard to get appointment. Wait for two hours plus.
- It took a very long time to see a doctor.
- Long wait in waiting room. We had to go to Wellesley Road Health Centre and pay \$50.00.
- One hour wait.

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

- Didn't believe my problem was real. Didn't take steps to investigate fully. Only when ACC got involved did I get the proper treatment I needed. Had to go to Auckland to get treatment (scans etc.) as waiting list at Hawke's Bay for this procedure was about six months.
- Having trouble waiting for day operation.
- It took too long to get the treatment needed and the waiting list. Waiting time to see the specialist is unacceptable.
- Very busy, so can't get instant service. Two and a half day wait.

*Comments coded to **seeing a different doctor each time:***

- Fast and furious. Good old days of talking to a GP are gone, so you don't feel they get (or want) an in-depth knowledge of you.
- I have an asthmatic child and we can't see our own GP. Each time we visit we see a new GP and no one knows what is going on. Our GP is never available.
- Lack of female doctors. Problem with having a designated doctor. Don't like seeing a different doctor each time I visit.
- The doctors keep changing. See a different doctor each time, so doctor doesn't know you or your problem.

*Comments coded to **difficulties travelling to Hastings:***

- Inconvenient having to travel to Hastings to go to the hospital. It could have been handled at the surgery.

- Wellesley Health Care was good at \$38.00. Hot issue since Napier Hospital has closed. We now have to go to Hastings. That would have cost nothing, but small accident not worth the travel. Still have to pay at Wellesley.

*Comments coded to **given wrong information**:*

- Basically got told different things by different doctors. Didn't get the right treatment. Should have had an x-ray much earlier than he did.
- My doctor failed to diagnose my symptoms, so didn't pick up that I have a brain tumour.

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

- Basically I couldn't get hold of the doctor. He did not ring me back. I deteriorated rapidly and had to go to hospital.

*Comments coded to **other**:*

- No one took her seriously. She had to go to a number of doctors before she got help and she ended up dead.

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	42	27.6%	[go to Q9]
No	103	68.3%	[go to Q10]
Don't know	0	0.0%	
Not specified	6	4.1%	
Total	151	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
Yes	27.6%	24.2%	3.4%
No	68.3%	74.3%	-6.0%
Don't know	0.0%	0.5%	-0.5%
Not specified	4.1%	1.1%	3.0%
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 hospital)	21	50.0%
Poor standard of care	10	23.8%
Delays in getting treatment (waiting to visit hospital)	5	11.9%
Staff overworked	5	11.9%
Given wrong information	4	9.5%
Not enough doctors/specialists/nurses	4	9.5%
Poor communication	4	9.5%
Overcrowded	3	7.1%
Facilities for visitors/parents	2	4.8%
Other	4	9.5%
Sample	42	

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

- A huge delay in the A & E Department. We waited 10 hours for our baby to be seen.
- Artificial hip dislocated and 10 hour wait for treatment (heart condition).
- Delays getting to see specialists are a major problem. Not enough of them. Need more. All stretched too far for the community.
- Doctor overworked. He was very late. I was an out patient and actually did not get to see him because I had to get back to work. The hospital said they would make another appointment, but they haven't done so yet.
- Emergency Department - always wait for hours (sent there by doctor).
- Getting through emergency service department was very slow.
- Grandfather was very stressed by the time it took the nurses to come to him when he rang his buzzer. We feel the nurses are overworked and there are not enough of them.
- Had to wait a long time.
- It took too long to see a specialist.
- Lack of service. My wife had a miscarriage and we waited all day for an operation, only to be told to come back the next day.
- Long delays in A & E Department.
- Long wait for operation.
- Major delays at A & E Department.
- My son had an eye accident while on the job. Doctor at the Hospital sent him home with tablets only. Next morning in the early hours was admitted to Hospital for two days. More than a week to attend to the injury fully. Under supervision in hospital now under specialist. Full attention being given to him now. Took too long to realise the seriousness.
- The staff were slow to answer the bell when I called for help. The standard of care in hospital is not as good as it used to be.
- The emergency department is very slow. The staff are lacking heart. There is no compassion.
- Understaffed. Have to wait a long time.
- Wait for four to five hours in A & E (even though got there by ambulance). Problems with waiting for a bed.
- Waiting time. Two and a half days to be admitted to a ward. Couldn't operate because there were no beds. Biggest problem at the hospital is that there is no cardiac unit which is very bad for a city the size of Napier/Hastings. If you need cardiac treatment you have to go to Wellington. No plans for getting a cardiac unit at the hospital.

- We had a long wait in the A&E department. Over eight hours one time and four the next time.
- Wife broke wrist. Took so long to get things done eg, three hours before x-ray. At hospital for eight hours.

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

- An overseas friend staying with us had a miscarriage. She was virtually left to bleed to death at the hospital. Had to have a blood transfusion. No interpreter for her language. Wanted to see the hospital, but that was not possible in NZ. Filled in a complaint form, got a letter of apology saying they were very busy at the time and there was a great shortage of staff. Not good enough!
- Diagnosed as requiring surgery, assessed and listed for December 2008. Not yet received. Feeling abused by waiting list story. Extremely dissatisfied. Another further need of hospital specialist assessment. Waiting list is a huge matter. Access time has lengthened. I have no confidence that Hastings Hospital is likely to provide any form of reasonable service, however desperate my need may be.
- Got referred to Lower Hutt. Needed a biopsy on my nose, a 10 minute job. Had to go by bus and was offered \$50.00 for expenses which only paid one way. No overnight accommodation costs, was not allowed to take a support person unless they paid their own way completely. With a bad back I had to sit in a bus for five hours for something that took 10 minutes to do.
- Grandfather was very stressed by the time it took the nurses to come to him when he rang his buzzer. We feel the nurses are overworked and there are not enough of them.
- Lack of service. My wife had a miscarriage and we waited all day for an operation, only to be told to come back the next day.
- No bed for my father so he was put in a cubby hole, it was two days before he was moved. Because he was out of the way he missed out on some meals and the light was left on all night. His admission was an emergency and they were very busy, but I expected better than that.
- The staff were slow to answer the bell when I called for help. The standard of care in hospital is not as good as it used to be.
- The emergency department is very slow. The staff are lacking heart. There is no compassion.
- The first time we went (by ambulance), I don't think they looked into the problem closely enough which meant we had to go back two days later.
- Treatment was okay. More to do with placement. We had private cover so I feel my wife should not have been in a general ward with lots of old ladies. Should have been in a better area. One more suited to her age and condition. Could not complain to the hospital or I could complain but they didn't seem to be able or want to do anything over my concerns. Lack of consideration for patient's needs.

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

- Diagnosed as requiring surgery, assessed and listed for December 2008. Not yet received. Feeling abused by waiting list story. Extremely dissatisfied. Another further need of hospital specialist assessment. Waiting list is a huge matter. Access time has lengthened. I have no confidence that Hastings Hospital is likely to provide any form of reasonable service, however desperate my need may be.
- Doctor overworked. He was very late. I was an out patient and actually did not get to see him because I had to get back to work. The hospital said they would make another appointment, but they haven't done so yet.
- Length of waiting time. Six weeks for scan.
- Long wait to get an appointment.
- Waiting list was a problem re time.

*Comments coded to **staff overworked**:*

- Doctor overworked. He was very late. I was an out patient and actually did not get to see him because I had to get back to work. The hospital said they would make another appointment, but they haven't done so yet.
- Grandfather was very stressed by the time it took the nurses to come to him when he rang his buzzer. We feel the nurses are overworked and there are not enough of them.
- No bed for my father so he was put in a cubby hole, it was two days before he was moved. Because he was out of the way he missed out on some meals and the light was left on all night. His admission was an emergency and they were very busy, but I expected better than that.
- They were rushed off their feet with one Midwife to 8 patients, so it was hard to get any attention. In the end I was moved to Napier.
- Understaffed. Have to wait a long time.

*Comments coded to **given wrong information**:*

- Issues with one of the specialists. Was misdiagnosis. Now resolved.
- My son had an eye accident while on the job. Doctor at the Hospital sent him home with tablets only. Next morning in the early hours was admitted to Hospital for two days. More than a week to attend to the injury fully. Under supervision in hospital now under specialist. Full attention being given to him now. Took too long to realise the seriousness.
- Was not given the right information. For example, not told he shouldn't walk on his Achilles heel injury so had to have further treatment.
- We got incorrect advice from the specialist.

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

- Delays getting to see specialists are a major problem. Not enough of them. Need more. All stretched too far for the community.
- Grandfather was very stressed by the time it took the nurses to come to him when he rang his buzzer. We feel the nurses are overworked and there are not enough of them.
- It took too long to see a specialist.
- Overcrowded. Too full. Difficulty in seeing specialists.

*Comments coded to **poor communication**:*

- A little. Son had a fall and problem getting referred from Wellesley Health Centre to hospital due to lack of communication.
- Changed an appointment and didn't advise me of the change. I had to take certain medication prior to the treatment. Luckily I rang to confirm the appointment and was told it had changed. Because I kicked up a fuss (and because of the medication I had already taken) they changed it back to what it originally was supposed to be.
- Doctor overworked. He was very late. I was an out patient and actually did not get to see him because I had to get back to work. The hospital said they would make another appointment, but they haven't done so yet.
- Lack of communications. They sent the appointment card, but put the wrong location on it so we missed seeing the specialist.

*Comments coded to **overcrowded**:*

- No bed for my father so he was put in a cubby hole, it was two days before he was moved. Because he was out of the way he missed out on some meals and the light

was left on all night. His admission was an emergency and they were very busy, but I expected better than that.

- Overcrowded. Too full. Difficulty in seeing specialists.
- Waiting time. Two and a half days to be admitted to a ward. Couldn't operate because there were no beds. Biggest problem at the hospital is that there is no cardiac unit which is very bad for a city the size of Napier/Hastings. If you need cardiac treatment you have to go to Wellington. No plans for getting a cardiac unit at the hospital.

*Comments coded to **facilities for visitors/parents:***

- During the first couple of days my daughter was given the wrong antibiotic. I wasn't allowed to stay with her as I was breastfeeding my baby, the baby wasn't allowed to stay with me.
- My child was in the Paediatric ward. The facilities for parents to stay with their child whilst they were in the hospital were not good. Very uncomfortable for me as a parent. No food was provided for me or other parents staying with their children and as you can't leave your child to get food I thought this was a bit uncaring.

*Comments coded to **other:***

- It was very hard to get information about our son as he was 19. He was too ill to give his consent to us being informed and although I realise there are privacy issues I feel the hospital should have used common sense.
- Took a long time to find out what was wrong with me, so it was a long time before I got the proper treatment.
- Tried to get tonsils out. Met criteria and still said no.
- Waiting time. Two and a half days to be admitted to a ward. Couldn't operate because there were no beds. Biggest problem at the hospital is that there is no cardiac unit which is very bad for a city the size of Napier/Hastings. If you need cardiac treatment you have to go to Wellington. No plans for getting a cardiac unit at the hospital.

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

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

	Number	Percent	
Very safe	99	24.9%	[go to Q13]
Fairly safe	172	43.1%	[go to Q11]
Average	103	25.8%	[go to Q11]
Not very safe	21	5.3%	[go to Q11]
Not safe at all	4	1.0%	[go to Q11]
Don't know/can't say	0	0.0%	[go to Q13]
Not specified	0	0.0%	
Total	400	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
Very safe	24.9%	22.0%	2.9%
Fairly safe	43.1%	47.6%	-4.5%
Average	25.8%	22.7%	3.1%
Not very safe	5.3%	4.2%	1.1%
Not safe at all	1.0%	2.7%	-1.8%
Don't know/can't say	0.0%	0.7%	-0.7%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q11 What are your safety concerns? and:

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

Safety concerns specified:

	Number	Percent
Burglary	100	33.2%
Attacks/abuse/violence	52	17.3%
Going out at night	39	13.0%
Youth	31	10.3%
Drugs/druggies/drunks	27	9.0%
Driving/drivers/boy racers/traffic	26	8.6%
Gangs	26	8.6%
Safety of children	22	7.3%
Home invasions	15	5.0%
Strangers/thugs/prowlers	11	3.7%
Natural disasters	8	2.7%
Town improvements	7	2.3%
Vandals/graffiti	6	2.0%
Lack of police/slow response/not effective	5	1.7%
Being/walking alone	2	0.7%
Living alone	0	0.0%
No safety concerns	21	7.0%
Other	26	8.6%
Sample	301	

Comments coded to **burglary**:

- A lot of break-ins.
- Being vulnerable to burglary and attack.
- Break and enter. Remove the drug P from the streets. Get rid of gangs because they control it.
- Break and entering.
- Breaking and entering, stealing cars, violence on the streets.
- Breaking and entering, theft.
- Breaking in - home invasion.
- Break-ins - especially when you're away at work.
- Break-ins when I am absent from my home.
- Break-ins (x3).
- Break-ins. Unwarranted attack.
- Burglaries in some streets late at night eg, Hastings Street.
- Burglaries (x3).

- Burglaries. Next-door neighbour was burgled and police found a map of the area on burglars showing houses to be robbed, luckily ours was marked with having a day.
- Burglaries. Not enough police.
- Burglaries/home invasion.
- Burglary (unlucky).
- Burglary and assaults. Bullying of my children.
- Burglary and break-ins.
- Burglary and I worry about my family out at night with the amount of street violence in the central city.
- Burglary and it isn't safe to walk the streets day or night in some areas of Napier.
- Burglary and random acts of violence.
- Burglary and theft is on the increase.
- Burglary (x19).
- Burglary. Car theft. Home invasion. Not being able to walk the streets after dark.
- Burglary. Gangs of young people hanging around in town.
- Burglary. Idiots on the road.
- Burglary. I've had two bikes stolen from here.
- Burglary. Natural disasters.
- Burglary. People hanging around the section.
- Burglary. Personal safety after dark.
- Burglary. Uncontrolled minority group who need to be better controlled eg, criminal families.
- Burglary and assault.
- Burgled twice. Boy racers - two cars burned, tyres dumped. A four wheeler stolen from work.
- Car stolen. Did have problem with aggressive neighbour. Like to know where kids are.
- Children. Security of home and business.
- Crime in our neighbourhood. Neighbours have been burgled. There are always prowlers and someone tried to break into our garage.
- Crime, burglary and being assaulted in the street as the elderly are often targeted.
- Criminals, vandalism, can't leave anything unlocked or unattended.
- Don't know who's around especially at night. We had pot plants stolen from our porch recently.
- Fairly safe at home. Not very safe downtown at night. Too many things at night (teenage children attacked in town). Breaking in of cars on hill.
- Going into town after dark and getting attacked and mugged. Burglary.
- Home invasions. My car being stolen and being attacked in the street.
- Inner city at night eg, issues with street lighting. Rise in suburban house theft.
- Just think the streets in Ahunini are too enclosed. Too many walkways between streets, makes it easy for people to access your property and easy for burglars to get away.
- Need to remember the locks.
- Next-door burglary. The current gunman.
- Nutters running around the streets. Anyone who poses a threat. Break-ins to cars.
- On the edge of Maraenui - so burglary is my main worry.
- Our area fairly safe - burglary could be an issue. Road safety - on main highway.
- Outside property stolen.
- People breaking in to the house to rob us, but worse to harm us.
- People breaking into cars. Drunken teenagers on our roads.
- People coming off street onto property. Burglary.
- People who take advantage of people who have more than they do.
- Prowlers. Stuff goes missing - outside.
- Recent burglaries of friends.
- Scared of someone breaking in. Even taking pots and plants from the garden. Have to be very careful, don't walk at night.

- Security for our children when playing in the street. Burglary.
- Someone breaking into my home.
- Someone breaking into my home. Violent crime which is a result of the drug scene. Road safety, people's inattention on the roads.
- The house - burglary and random damage. Cars on road - break-ins (twice).
- The thought of street violence, burglary and theft.
- The violence and crime in Napier. Violent youth who hang around town at night. Stabbings and burglary.
- Theft from cars, burglary. We were broken into last year.
- Theft from cars.
- Theft/burglary. Random attacks on me.
- Thefts from home - violation.
- Violence on streets. Theft from cars and houses.
- Violence on the street. Burglary.
- Violence on the streets, burglary. The amount of liquor outlets in the area and the problems they cause.
- Walking in the street. Town at night. Have to lock doors.
- We have been broken into four times. Not the house but the shed. Worry that the house will be broken into. Lunatics driving up the road.
- We wouldn't be able to defend ourselves against home invasion or burglary.
- We've been burgled. Burglaries. Have to have lots of security.
- Work night shift. Coming home while son goes out to school. Some neighbourhood burglaries.
- Worries about burglaries.
- You don't know who can get into your home. Burglary or home invasion.

Things that could be done to help respondent feel safer:

- A better formation of Neighbourhood Watch groups so people are more aware of their neighbours.
- Areas well lit. Increasing police levels.
- Beat cops eg, as in Manchester four blocks beat therefore get to know citizens - moderately successful.
- Better street lighting where I live.
- Better street lighting (x2).
- Bring back discipline in schools and it will start to reduce youth crime.
- CCTV is an excellent idea in the CBD and party area. When people are all coming out of the pubs at night, it can be a bit scary.
- Change laws eg, three strikes. Harsher sentences.
- Create more jobs for people. I think some of today's crime is due to unemployment. Council could be more involved in this area.
- Criminals off the street.
- Don't know we have all the security precautions we can have already.
- Don't know (x8).
- Don't know. Maybe more police?
- Don't know. Police do the best they can.
- Don't really know but something could be done to make people feel safe in the inner city at night. Maybe have more community patrols.
- Don't think anything could be done. I do feel safe in my own home.
- Don't think there is anything.
- Don't think there is much. Better crime prevention programmes in the prisons may help.
- Electronic safety alarms. The police in Napier are too understaffed.
- Get rid of anti-smacking bill and children can be taught respect. Otherwise don't know maybe more police.

- Get rid of the street kids. Ship them over to Hastings. Haven't given it a lot of thought. Some sort of activity for them.
- Harsher sentences for offenders.
- Harsher sentencing and I think conditions in prison are far too good. They are more comfortable than many families' homes.
- Having an alarm in the house, but they are expensive.
- Having more neighbourhood support groups would help to make people more aware of what is happening in the neighbourhood.
- Having more street lighting all over Napier would help.
- Having tougher sentencing, there are no real consequences to crime at present.
- Housing Corporation could put safety locks on doors.
- I don't know.
- I don't think you can do anything. It comes down to how we are raising our children.
- I need to do some things like changing locks and putting in security locks on my windows. I've only recently moved here.
- I'd like to see more police on the beat and having community policing centres in the suburbs. Respect for the police needs to be improved.
- I'm in a Housing Corporation house and we don't have fencing. I'd feel safer if the front of the property was fenced as was promised.
- Increase police presence.
- Jail all those mugs going up and down street. More police.
- Keep kids in school. Stop truancy or find something creative for them to do. (Dole should be available to 16 year olds).
- Law change. Execute people for murder.
- Like to see more community people going around streets who liaise with police. Police station to remain open at Maraenui.
- Longer sentences for all types of crime, sentences are far too light at present.
- Maybe more police on patrol in the suburbs.
- More community cars patrolling the area day and night.
- More community involvement.
- More Police around.
- More police involvement with crimes like burglary. When we were burgled, the police didn't respond and I feel that if they tackled the smaller crimes people wouldn't escalate to bigger crimes.
- More police on the beat especially at night.
- More police patrolling in area.
- More police patrols in the suburbs. More visibility of police in the suburbs.
- More police presence in the community. Education on how to keep safe.
- More police to stop violence. Justice in sentencing.
- More police visually noticeable on the streets.
- More police with more powers. The police haven't got the power they need to be able to tackle crime. They can't touch offenders and they know it.
- More police (x3).
- More police. More patrols. More visibility of police.
- More resources to stop people getting into crime and tougher penalties when they do.
- More school holiday activities that would interest teenagers as they are the ones that cause problems tagging and breaking into cars.
- More street patrols by police in the suburbs.
- More visible policing in suburbs.
- More visible policing in town so they can break up the gangs of youth.
- More visible policing. CCTV cameras. Reparation.
- Need people going out at night to help keep the streets safe, like wardens and police.
- Need to remember the locks.
- No idea.
- Not a lot. I think it comes down to long term education of people learning how to behave and relate to each other.

- Not getting put through to Wellington when you ring the police. Need a local service, so that when you mention the name of a street they know what you're talking about and where the street is.
- Not much.
- Not sure as I think it starts at home.
- Nothing (x3).
- Nothing. Just a sign of the times.
- Parents look after kids. Get rid of all this political correctness crap.
- Personal effort - security.
- Petty safe area. No need for more than I do now.
- Police could focus more on crime prevention rather than car issues.
- Police patrol on Shakespeare Road. More visible policing in the area to get rid of drunk teenagers who hang out in our area.
- Prison system could be upgraded and the Sensible Sentencing Trust needs upgrading.
- Run a course for parents of teenagers. Police are always prompt. Also good response from ambulance.
- Security camera (Housing NZ). More security lights (only one in front).
- Some kind of funding for a burglar alarm.
- Stiffer penalties for criminals.
- The police response time needs to improve, as it took far too long to answer our call out when we were burgled.
- The public need to have more rights to protect themselves and their property. There needs to be a change to the law.
- There is no one thing that could be done. There are so many reasons why people commit crime. The main thing that causes crime is greed.
- Tougher penalties for law breakers.
- Tougher sentences for youth crime. Stop them while they are young as at present the youth know there are no consequences if they offend.
- We need to help poor people to get a better lifestyle then everyone will feel safer.

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

- Basically I think the violence on the street. Youth violence/hoons in cars.
- Being accosted on the street.
- Being attached.
- Being attacked when out at night.
- Being vulnerable to burglary and attack.
- Breaking and entering, stealing cars, violence on the streets.
- Break-ins. Unwarranted attack.
- Burglary and it isn't safe to walk the streets day or night in some areas of Napier.
- Burglary and random acts of violence.
- Burglary/assault.
- Car stolen. Did have problem with aggressive neighbour. Like to know where kids are.
- Crime, burglary and being assaulted in the street as the elderly are often targeted.
- Dangerous people on the streets. People can be very aggressive for no reason.
- Do not know as an ordinary person when you will become involved and maybe hurt. What's going on in the underground world around here? Gang activity, but mainly individual people losing control. Don't know where or when someone is going to create a problem. Like the siege and person threatening to blow up the bus.
- Fighting and shouting in the street. Roaming dogs in the area.
- Getting raped. Nights not safe.
- Going into town after dark and getting attacked and mugged. Burglary.
- Gun man and violence. The level of violence in the neighbourhood.
- Home invasions. My car being stolen and being attacked in the street.

- Increase in violence not just in Napier but across New Zealand. Murders used to be very uncommon, now they happen all the time.
- Increase in violent crimes and recent things happening like Napier siege and bomb threats at the bus station.
- Late night walking anywhere in Napier, you take a risk of being accosted or attacked.
- More people on drugs and people running around with guns. The higher level of violence and it is on the increase.
- More street violence - Taradale. General decline in people's concerns for one another.
- Nervous walking around even during the day. People are so crazy. You can get attacked for no reason.
- Next-door burglary. The current gunman.
- None. The siege worried a lot of us.
- Not feeling safe on the streets at night, fear of being attacked.
- Other people/violence on the streets.
- Racial taunts against my children and my wife. Even threats of violence against them. Wife is a black African.
- So many things happening in the general public. For example, 11 year old today was mugged for cell phone.
- Someone breaking into my home. Violent crime which is a result of the drug scene. Road safety, people's inattention on the roads.
- Speeding cars and noisy neighbours fighting outside our house.
- The idiots about, there is more violence now. I worry about my teenage son when he is out in case someone attacks him.
- The level of street violence we have at the moment.
- The possibility of violence on the streets at night.
- The thought of street violence, burglary and theft.
- The violence and crime in Napier. The violent youth who hang around town at night. Stabbings and burglary.
- Theft/burglary. Random attacks on me.
- Thuggery in general.
- Violence in the CBD.
- Violence in the central city. Not enough taxis to be able to get home if I feel uncomfortable.
- Violence in the community.
- Violence of society today.
- Violence on streets. Theft from cars and houses.
- Violence on the street. Burglary.
- Violence on the streets at night, both in town and in the suburbs.
- Violence on the streets at night. Bad driving.
- Violence on the streets with everything that has been happening in Napier recently.
- Violence on the streets, burglary. The amount of liquor outlets in the area and the problems they cause.
- Violence on the streets.
- Violent behaviour/drunken behaviour.

Things that could be done to help respondent feel safer:

- Ban violent movies and video games therefore censorship.
- Better lighting.
- Better police numbers for our city. Having a big problem with gangs.
- Better street lighting.
- Community patrols and more police patrols in my area.
- Doing away with graffiti and low level stuff which impacts on the community. People living in poor and disadvantaged conditions producing criminals. City planning.

- Don't really know but something could be done to make people feel safe in the inner city at night. Maybe have more community patrols.
- Get rid of the roaming dogs by having dog ranger patrols.
- Get rid of the violence but I have not idea how or who could do this.
- Harder crackdown on the troublesome elements. Punishment should fit the crime.
- Having more street lighting all over Napier would help.
- Having tougher sentencing, there are no real consequences to crime at present.
- I don't know as the Police are very good and they responded very quickly when the neighbours were fighting outside our house.
- I don't think anything could be done except education and that is long term.
- I'd like to see more effort put into safe biking areas and crack down on drag racing on Napier Hill.
- I'd like to see more police on the beat and having community policing centres in the suburbs. Respect for the police needs to be improved.
- If parents kept an eye on their kids and didn't let them wander the streets at night. More money for policing.
- Improvement in policing.
- Increase police presence.
- Justice Department should impose stiffer penalties and stick to jail terms given out.
- Law administered to the maximum.
- More police in general, there needs to be a more visible police presence.
- More police involvement with crimes like burglary. When we were burgled, the police didn't respond and I feel that if they tackled the smaller crimes people wouldn't escalate to bigger crimes.
- More police to stop violence. Justice in sentencing.
- More police with more powers. The police haven't got the power they need to be able to tackle crime. They can't touch offenders and they know it.
- More police.
- More police. Control of guns is really the main problem. Mental health needs to be monitored better. Too many people have guns. Seems too easy to get them. Even people not mentally stable can get guns. The Mental Health Services should be able to stop this. I think if we had better mental health services we wouldn't let people out of care to roam the streets in an unstable condition when they are likely to blow us up at any minute and lose control and hurt people especially if they have a gun.
- More security cameras.
- More surveillance camera and more patrols.
- No idea.
- Not sure, I don't personally feel unsafe. Maybe a bigger police presence.
- Not sure (x2).
- Pay people better wages so they don't have to get into crime.
- Police to have control over all people. Not be frightened to confront Maori and gangs. Tougher sentencing.
- Prison system could be upgraded and the Sensible Sentencing Trust needs upgrading.
- Run a course for parents of teenagers. Police are always prompt. Also good response from ambulance.
- Shoot all the gang members.
- Some kind of funding for a burglar alarm.
- Stiffer penalties for criminals.
- Teenagers don't respect law enforcement. We need to get back to Police being able to discipline youth with a kick up the backside when they need it and also have boot camps like America does. There needs to be more penalties for youth crime. The kids know nothing will happen to them.
- The public need to have more rights to protect themselves and their property. There needs to be a change to the law.
- The punishment doesn't fit the crime. I'd like to see tougher penalties.

- The young generation needs to have more consideration, so it comes back to better parenting.
- Tougher penalties for crime. Violent offenders need to be locked up for longer. It would at least take them off the streets.
- Tougher penalties for law breakers.
- Tougher penalties for violent crime.
- Tougher penalties/tougher justice.
- Tougher sentences for youth crime. Stop them while they are young as at present the youth know there are no consequences if they offend.
- Youth of today have chip on shoulder. Society needs a shake up. Must come from family. Technology is the problem.

*Comments coded to **going out at night**:*

- Amount of people roaming streets at odd times.
- Being attacked when out at night.
- Being out on the street at night due to bad elements around.
- Burglary and I worry about my family out at night with the amount of street violence in the central city.
- Burglary. Car theft. Home invasion. Not being able to walk the streets after dark.
- Burglary. Personal safety after dark.
- Children can't walk home from local shops after dark.
- Fairly safe at home. Not very safe downtown at night. Too many things at night (teenage children attacked in town). Breaking in of cars on hill.
- Getting raped. Nights not safe.
- Going into town after dark and getting attacked and mugged. Burglary.
- Going out alone at dusk or after dark.
- Going out at night I feel insecure.
- I don't feel safe out at night in the central city.
- I feel unsafe in town at night after dark.
- I'm very aware of my safety when I go out. I won't go out at night.
- In Taradale very safe. Don't feel safe in the evenings in Napier. Gangs of people hanging out on the streets looking for trouble.
- Inner city at night eg, issues with street lighting. Rise in suburban house theft.
- It is very unsafe to go into the central city at night.
- It isn't safe for my 10 year old to be out on the streets alone. I don't like to be out after dark in town, especially when I finish work at 11pm in the weekends.
- Late night walking anywhere in Napier, you take a risk of being accosted or attacked.
- My kids out late at night.
- Napier streets aren't safe after dark. Napier has a huge drug and alcohol problem which isn't being addressed.
- Not at home. Not to go out at night at all alone.
- Not considered safe to go out on own at night.
- Not feeling safe on the streets at night, fear of being attacked.
- Not safe at night.
- People getting bashed at night. Have to be very careful where you go and who you go with.
- People wandering around at night. Lots of parties.
- Safety in the streets at night time.
- Shady characters around Napier - especially at night.
- Society. Don't feel safe on streets at night.
- Streets at night not safe/dangerous.
- Violence on the streets at night, both in town and in the suburbs.
- Violence on the streets at night. Bad driving.
- Violence outside the bars in Napier at night.
- Walking in the street. Town at night. Have to lock doors.

- We've been burgled. Burglaries. Have to have lots of security.
- Worry about safety at night in suburban streets.
- Wouldn't walk down the street alone at night which is pretty sad.

Things that could be done to help respondent feel safer:

- A greater presence of police in the central city at night.
- Beat cops eg, as in Manchester four blocks beat therefore get to know citizens - moderately successful.
- Better neighbourhood watch schemes.
- Better street lighting (x2).
- CCTV is an excellent idea in the CBD and party area. When people are all coming out of the pubs at night, it can be a bit scary.
- Don't know (x6).
- Don't know. Maybe more police?
- Don't know. Though fewer people on streets at nights. More vulnerable in mid city especially.
- Gang problems are a major problem. Police to be commended, but are stretched. Also "P" in unexpected places in the neighbourhood.
- Get rid of anti-smacking bill and children can be taught respect. Otherwise don't know maybe more police.
- Get rid of Maori gangs.
- Have more visible police in town and take a tougher line with the kids in town at night. Make the parents responsible. Kids as young as eleven are in there at night.
- Having tougher sentencing, there are no real consequences to crime at present.
- I don't know.
- I'd like to see more effort put into safe biking areas and crack down on drag racing on Napier Hill.
- If parents kept an eye on their kids and didn't let them wander the streets at night. More money for policing.
- Judder bars - council.
- More police on the beat.
- More police on the beat. More Maori wardens to keep an eye on things. Have a "little chat" to kids on the street.
- More police on the roads in town and in the suburbs.
- More police patrolling the streets - on foot.
- More security cameras.
- More security patrols by police, private companies and council.
- More visible policing on the streets especially at night with police on foot patrol.
- More visible policing.
- Need more things for young people to do. I feel they get into trouble because there's not enough for them to do.
- Not a lot. I think it comes down to long term education of people learning how to behave and relate to each other.
- Not sure.
- Nothing.
- Raise the drinking age.
- Shoot all the gang members.
- There is no one thing; you are fighting a losing battle against crime these days.
- Tougher penalties for crime. Violent offenders need to be locked up for longer. It would at least take them off the streets.

Comments coded to youth:

- Activity in the area. Too many groups of young kids hanging around.
- Basically I think the violence on the street. Youth violence/hoons in cars.

- Being accosted on the street.
- Burglary. Gangs of young people hanging around in town.
- Burglary. People hanging around the section.
- Drunk youths causing problems. Speeding vehicles.
- Fear the younger generation is getting out of hand. Violent and anti social.
- Groups of people on the street of no particular type. Just find groups especially of young people intimidating.
- Groups of young people in the town drinking and hanging around.
- I feel unsafe in town at night after dark.
- In town - all the young people hanging around in the parks getting drunk. Not enough lights to see them.
- Lack of control of youth. Groups of them roaming the streets.
- Lots of prowling. Never had the problem before of gardens getting trashed. Students in the area roaming at night.
- Nutters running around the streets. Anyone who poses a threat. Break-ins to cars.
- People breaking into cars. Drunken teenagers on our roads.
- Roam around town. Behaviour of a lot of young people is anti-social.
- Shady characters around Napier - especially at night.
- Street kids. Gangs. Over the top political correctness which prevents authorities from doing anything to stop the problems.
- Streets at night not safe/dangerous.
- The idiots about, there is more violence now. I worry about my teenage son when he is out in case someone attacks him.
- The violence and crime in Napier. The violent youth who hang around town at night. Stabbings and burglary.
- Under age liquor consumption, drunken youths get violent.
- Violent youth at night in the central city and Napier Hill area.
- We have a lot of street kids in Marewa and also have problems with drunk people around Marewa shops, who just throw away their bottles into surrounding properties.
- What is taught at high school seems to be how to survive without working rather than the other way round ie, how to get a job and keep it.
- Young kids ganging up on others. The "gang" mentality that exists in Napier.
- Young kids. No discipline. Too many gangs.
- Young ones can be a bit of a problem, hanging around with nothing to do.
- Young teens wandering around the streets late at night ie, 1 to 2 am. This is happening in my area and I wonder what they are up to.
- Youth crime, especially the youth gangs and boy racers.
- Youth problems eg, throwing stones at houses, loud music.

Things that could be done to help respondent feel safer:

- Better lighting in the city and parks.
- Closing all those "holes in the wall" bars between 11.30pm and 12 midnight.
- Deal with problems. Too scared of being labelled racist to come down hard on Maori causing problems.
- Don't know (x2).
- Enforce the liquor ban, especially around the Marewa shops. The police should patrol the area on a regular basis.
- Get kids off street. Youth outfit can do it eg, one teenage neighbour sent to a programme/camp and it turned him around.
- Get rid of the street kids. Ship them over to Hastings. Haven't given it a lot of thought. Some sort of activity for them.
- Harder crackdown on the troublesome elements. Punishment should fit the crime.
- Have more visible police in town and take a tougher line with the kids in town at night. Make the parents responsible. Kids as young as eleven are in there at night.
- Keep kids off the streets. Need higher penalties.

- Modern society. Modern youth not brought up properly.
- More CCTV cameras.
- More community policing and more visible police presence.
- More local police on the beat.
- More police on the beat. More Maori wardens to keep an eye on things. Have a "little chat" to kids on the street.
- More police.
- More school holiday activities that would interest teenagers as they are the ones that cause problems tagging and breaking into cars.
- More visible police and also the current laws need enforcing and harsher penalties for youth crime, stop them while they are young.
- More visible policing in town so they can break up the gangs of youth.
- Need more police. Council should re-instate the patrols in town.
- Need more things for young people to do. I feel they get into trouble because there's not enough for them to do.
- Perhaps education somehow for teenagers through the schools that gangs of any kind are not a good idea.
- Police patrol on Shakespeare Road. More visible policing in the area to get rid of the drunk teenagers who hang out in our area.
- Raise the drinking age to twenty.
- Revamp the neighbourhood watch system.
- Teenagers don't respect law enforcement. We need to get back to Police being able to discipline youth with a kick up the backside when they need it and also have boot camps like America does. There needs to be more penalties for youth crime. The kids know nothing will happen to them.
- The young generation needs to have more consideration, so it comes back to better parenting.
- Tougher sentences for youth crime. Stop them while they are young as at present the youth know there are no consequences if they offend.
- Trying to find alternative activities to get kids off the streets at night and tackle the problem of under age drinking. Police and various community groups would need to be involved to do this.

*Comments coded to **drugs/druggies/drunks:***

- Amount of alcohol around and how aggressive people get. Drugs worry us also.
- Bad neighbours, middle aged man walked into my home drunk with a baseball bat.
- Being out at night in a car because of boy racers and drunk drivers. Wouldn't go to certain areas of Napier at night.
- Break and enter. Remove the drug P from the streets. Get rid of gangs because they control it.
- Coming into contact with someone who abuses drugs as they are unpredictable.
- Drunk people wandering past our place and they sometimes bang on our door which scares us.
- Drunk youths causing problems. Speeding vehicles.
- Groups of young people in the town drinking and hanging around.
- Have two little boys, worry about them getting on the road.
- Home invasions.
- I live next to a drug dealer.
- I worry that my grand children aren't safe walking to and from school.
- In town - all the young people hanging around in the parks getting drunk. Not enough lights to see them.
- More people on drugs and people running around with guns. The higher level of violence and it is on the increase.
- Napier streets aren't safe after dark. Napier has a huge drug and alcohol problem which isn't being addressed.

- None specified.
- People breaking into cars. Drunken teenagers on our roads.
- Someone breaking into my home. Violent crime which is a result of the drug scene. Road safety, people's inattention on the roads.
- The gangs and drugs.
- The violence from people who drink or take drugs.
- Traffic behaviour. Drunkenness.
- Under age liquor consumption, drunken youths get violent.
- Violence on the streets, burglary. The amount of liquor outlets in the area and the problems they cause.
- Violence outside the bars in Napier at night.
- Violent behaviour/drunken behaviour.
- Violent youth at night in the central city and Napier Hill area.
- We have a lot of street kids in Marewa and also have problems with drunk people around Marewa shops, who just throw away their bottles into surrounding properties.

Things that could be done to help respondent feel safer:

- A better response from the police. We have contacted them on a number of occasions regarding the drug dealer and nothing has been done.
- Behaviour change.
- Better lighting in the city and parks.
- Crack down on drugs.
- Don't know (x3).
- Drugs are the main problem, so investing in reducing drug availability. More drug busts etc.
- Enforce the liquor ban, especially around the Marewa shops. The police should patrol the area on a regular basis.
- Get rid of hoons - up and down road.
- Have the police do their job properly, they wouldn't prosecute this man because they all know from the drinking club.
- Law administered to the maximum.
- More police involvement with crimes like burglary. When we were burgled, the police didn't respond and I feel that if they tackled the smaller crimes people wouldn't escalate to bigger crimes.
- More visible policing on the streets especially at night with police on foot patrol.
- Need more police. Council should re-instate the patrols in town.
- No idea.
- Not sure.
- Police patrol on Shakespeare Road. More visible policing in the area to get rid of the drunk teenagers who hang out in our area.
- Raise the drinking age to twenty.
- Raise the drinking age.
- Take the keys off hoons in cars.
- The justice system needs to send out the message that criminal activity will not be tolerated.
- The public need to have more rights to protect themselves and their property. There needs to be a change to the law.
- The punishment doesn't fit the crime. I'd like to see tougher penalties.
- To get rid of the gangs and the drugs. The Government should be doing more to sort these things.
- Trying to find alternative activities to get kids off the streets at night and tackle the problem of under age drinking. Police and various community groups would need to be involved to do this.

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

- Basically I think the violence on the street. Youth violence/hoons in cars.
- Being out at night in a car because of boy racers and drunk drivers. Wouldn't go to certain areas of Napier at night.
- Burglary. Idiots on the road.
- Burgled twice. Boy racers - two cars burned, tyres dumped. We had a four wheeler stolen from work.
- Car accident.
- Fairly safe where we live. Walking and cycling main concern on the roads.
- Grandchildren - living and visiting lots of new neighbours in three years. Lately a lot of boy racers - so not safe beyond gate.
- Idiots in cars.
- Lighting problems. Narrow streets. Speeding cars.
- Medical services not needs driven, fiscally driven. Firearms problem. Police resources stretched therefore traffic issues.
- Not enough street lighting. 70km road needs to be 50km to pull onto main road. Don't feel safe letting kids walk to school because of motorway junction.
- Our area fairly safe - burglary could be an issue. Road safety - on main highway.
- People have access to firearms. The speed of the traffic on Kennedy Road.
- Poor drivers on the roads.
- Road crossing safety for my young boys walking to and from school.
- Someone breaking into my home. Violent crime which is a result of the drug scene. Road safety, people's inattention on the roads.
- Speeding cars and noisy neighbours fighting outside our house.
- Teenage children out at night and my younger child riding a bike on the roads.
- Traffic behaviour. Drunkenness.
- Traffic safety for my children and child abduction.
- Traffic. Live on corner Chaltam/Breakwater. Cars do terrifying speeds. Taken own precautions.
- Traffic. Live on main road. Speed limit at 70 kph is too high. Needs to be lower.
- Violence on the streets at night. Bad driving.
- We have been broken into four times. Not the house but the shed. Worry that the house will be broken into. Lunatics driving up the road.
- Young drivers eg, boy racers in our area. I worry about my children walking to the shops.
- Youth crime, especially the youth gangs and boy racers.

Things that could be done to help respondent feel safer:

- Areas well lit. Increasing police levels.
- Behaviour change.
- Community meetings to discuss problems in the area, find out what is worrying others and what is happening in the area.
- Community Police patrols so the police get to know people in Onekawa. More visible policing.
- Don't know (x3).
- Get rid of the boy racers.
- Harder crackdown on the troublesome elements. Punishment should fit the crime.
- I don't know as the Police are very good and they responded very quickly when the neighbours were fighting outside our house.
- I'd like to see more effort put into safe biking areas and crack down on drag racing on Napier Hill.
- Improving the section of road between York Street and Auckland Road.
- More CCTV - combination between Council and Government. Needs national uniform network.
- More police patrolling in area.

- More police.
- More support for community eg, council, especially play ground/toilet area and around shop.
- More visible police and also the current laws need enforcing and harsher penalties for youth crime, stop them while they are young.
- Not enough street lighting. 70km road needs to be 50km to pull onto main road. Don't feel safe letting kids walk to school because of motorway junction.
- Not getting put through to Wellington when you ring the police. Need a local service, so that when you mention the name of a street they know what you're talking about and where the street is.
- Pedestrian crossing for above (Chaltam/Breakwater).
- Provide either over bridges or tunnels so the boys don't have to cross traffic.
- Ring the police to patrol.
- Take the keys off hoons in cars.
- The public need to have more rights to protect themselves and their property. There needs to be a change to the law.
- There needs to be more policing on our roads in Napier.
- Traffic. Live on main road. Speed limit at 70 kph is too high. Needs to be lower.

*Comments coded to **gangs**:*

- A lot of gang presence - quite intimidating when they confront each other in front of you and your young child.
- Black Power gang lives just down the road.
- Break and enter. Remove the drug "P" from the streets. Get rid of gangs because they control it.
- Do not know as an ordinary person when you will become involved and maybe hurt. What's going on in the underground world around here? Gang activity, but mainly individual people losing control. Don't know where or when someone is going to create a problem. Like the siege and person threatening to blow up the bus.
- Don't know.
- Gang situation in Napier.
- Gangs and the gang prospects as they are very unpredictable in their behaviour.
- Gangs.
- I worry that my grand children aren't safe walking to and from school.
- In Taradale very safe. Don't feel safe in the evenings in Napier. Gangs of people hanging out on the streets looking for trouble.
- Late night walking anywhere in Napier, you take a risk of being accosted or attacked.
- Lots of out of control, violent Maori on the streets. Conflict between Black Power and Mongrel Mob. Maori fighting Tongans - Maori friends won't visit us in our street because of gangs.
- Mongrel Mob has lived next-door and gangs in general.
- None. The siege worried a lot of us.
- Not considered safe to go out on own at night.
- Not safe at night.
- Probably gang members around.
- Racial taunts against my children and my wife. Even threats of violence against them. Wife is a black African.
- Street kids. Gangs. Over the top political correctness which prevents authorities from doing anything to stop the problems.
- Suburbs we live - people in them - lots of gangs around our area.
- The gang presence in my area is very strong.
- The gangs and drugs.
- The gangs that are here in Hawke's Bay.
- Young kids ganging up on others. The "gang" mentality that exists in Napier.
- Young kids. No discipline. Too many gangs.

- Youth crime, especially the youth gangs and boy racers.

Things that could be done to help respondent feel safer:

- Ban gang patches from city and suburbs. Police focus on the suburbs where the gangs are.
- Better police numbers for our city. Having a big problem with gangs.
- Birth control in the water in parts of Napier. Government has to realise that bringing lots of islanders into a society that has already broken down will just cause more problems.
- Deal with problems. Too scared of being labelled racist to come down hard on Maori causing problems.
- Don't know.
- Gang problems are a major problem. Police to be commended, but are stretched. Also "P" in unexpected places in the neighbourhood.
- Get rid of Black Power, but I have no idea how and who could manage this as the Police don't seem to be getting very far in doing this.
- Get rid of Maori gangs.
- Get rid of the gangs especially Black Power and Mongrel Mob. Don't house them in the same towns. Housing Corporation didn't use to house them together in the same town. One lot were in Hastings but now they do and it is causing major problems.
- Get rid of the gangs (x2).
- I don't think anything can be done. We do our thing to secure our property.
- I'd like to see the gang presence removed or reduced, but I know this is unlikely and I have no idea how it could be done.
- Keep kids off the streets. Need higher penalties.
- More police. Control of guns is really the main problem. Mental health needs to be monitored better. Too many people have guns. Seems too easy to get them. Even people not mentally stable can get guns. The Mental Health Services should be able to stop this. I think if we had better mental health services we wouldn't let people out of care to roam the streets in an unstable condition when they are likely to blow us up at any minute and lose control and hurt people especially if they have a gun.
- More visible police and also the current laws need enforcing and harsher penalties for youth crime, stop them while they are young.
- Not sure.
- Perhaps education somehow for teenagers through the schools that gangs of any kind are not a good idea.
- Police need to stop being so scared of the gangs. They never followed up any of our complaints even when we told them the gang was selling drugs from the house.
- Police to have control over all people. Not be frightened to confront Maori and gangs. Tougher sentencing.
- Remove patches off gang members, local by law.
- Removing the gang presence from the streets.
- Shoot all the gang members.
- Stiffer sentencing. Stomp right down on the gangs.
- To get rid of the gangs and the drugs. The Government should be doing more to sort these things.

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

- Burglary and assaults. Bullying of my children.
- Car stolen. Did have problem with aggressive neighbour. Like to know where kids are.
- Children can't walk home from local shops after dark.
- Children. Security of home and business.

- Fairly safe at home. Not very safe downtown at night. Too many things at night (teenage children attacked in town). Breaking in of cars on hill.
- Have two little boys, worry about them getting on the road.
- I worry about my children's safety when they are outside the home, especially if there is a civil emergency, have more public messages on the radio.
- I worry about my daughter on the streets going to and from school.
- I worry for the safety of my children when they are away from the house because you don't know what other people will do.
- I worry that my grand children aren't safe walking to and from school.
- Intruders and paedophiles as I have daughters.
- It isn't safe for my 10 year old to be out on the streets alone. I don't like to be out after dark in town, especially when I finish work at 11pm in the weekends.
- My kids out late at night.
- My teenage son goes running at night and I worry about his safety. Will he get attacked or hit by a vehicle?
- My young children walking to or from school. I worry about the weirdoes out there.
- Road crossing safety for my young boys walking to and from school.
- Security for our children when playing in the street. Burglary.
- Teenage children out at night and my younger child riding a bike on the roads.
- The idiots about, there is more violence now. I worry about my teenage son when he is out in case someone attacks him.
- Traffic safety for my children and child abduction.
- Young children can't go to playground or visit friends like we used to do.
- Young drivers eg, boy racers in our area. I worry about my children walking to the shops.

Things that could be done to help respondent feel safer:

- Don't know (x7).
- Get rid of anti-smacking bill and children can be taught respect. Otherwise don't know maybe more police.
- Give more information on what to do in a civil emergency, have more public messages on the radio.
- Having an alarm in the house, but they are expensive.
- I'd like to have a neighbourhood support group in our area.
- Not sure as I think it starts at home.
- Nothing much it is just how it is.
- Nothing (x2).
- Provide either over bridges or tunnels so the boys don't have to cross traffic.
- Run a course for parents of teenagers. Police are always prompt. Also good response from ambulance.
- Society needs to change; there is no quick fix to this problem.
- Teenagers don't respect law enforcement. We need to get back to Police being able to discipline youth with a kick up the backside when they need it and also have boot camps like America does. There needs to be more penalties for youth crime. The kids know nothing will happen to them.
- To get rid of the gangs and the drugs. The Government should be doing more to sort these things.
- Tougher sentencing.

*Comments coded to **home invasions**:*

- Bad neighbours, middle aged man walked into my home drunk with a baseball bat.
- Bay View - home invasion because we're out of town on lifestyle block.
- Breaking in - home invasion.
- Burglaries/home invasion.
- Burglary. Car theft. Home invasion. Not being able to walk the streets after dark.
- Home invasions (x3).
- Home invasions. My car being stolen and being attacked in the street.
- I live in a semi rural to isolation. Home invasion.
- Intruders and paedophiles as I have daughters.
- Intruders.
- People breaking in to the house to rob us, but worse to harm us.
- We wouldn't be able to defend ourselves against home invasion or burglary.
- You don't know who can get into your home. Burglary or home invasion.

Things that could be done to help respondent feel safer:

- Alarm system.
- Better penalties for culprits.
- Better police mobile coverage. Quicker police response time.
- Better street lighting where I live.
- Don't know we have all the security precautions we can have already.
- Don't know (x2).
- Drugs are the main problem, so investing in reducing drug availability. More drug busts etc.
- Have the police do their job properly, they wouldn't prosecute this man because they all know him from the drinking club.
- Having more street lighting all over Napier would help.
- I don't know.
- More police on the beat especially at night.
- Nothing much it is just how it is.
- Nothing (x2).

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

- Crime in our neighbourhood. Neighbours have been burgled. There are always prowlers and someone tried to break into our garage.
- Dangerous people on the streets. People can be very aggressive for no reason.
- I suppose its intimidation by strangers.
- Low-life that cruise around. Though the camera surveillance (done by residents) on our road helps.
- No control of people on the streets. Too many people roaming the streets looking for trouble.
- Nutters around. You don't know what people will do.
- Nutters running around the streets. Anyone who poses a threat. Break-ins to cars.
- People prowling around outside.
- Prowlers.
- Prowlers. Stuff goes missing - outside.
- Shady characters around Napier - especially at night.

Things that could be done to help respondent feel safer:

- Harsher sentencing and I think conditions in prison are far too good. They are more comfortable than many families' homes.
- I don't think there is much more that can be done, I have safety lights, I'd like to have a security door, but it can't be fitted to the door I have.

- More police on the beat.
- More police on the streets.
- More police presence on the streets. TV camera.
- More school holiday activities that would interest teenagers as they are the ones that cause problems tagging and breaking into cars.
- Need more things for young people to do. I feel they get into trouble because there's not enough for them to do.
- Not sure.
- Nothing.
- Nothing. Just a sign of the times.
- The camera surveillance (done by residents) on our road helps. Tougher sentencing.

*Comments coded to **natural disasters**:*

- Tsunamis. Earthquakes (x3).
- The fact we didn't have a hospital here. Would we have to go to Hastings and could we even get there? Could Napier cope? Not well informed about the tsunami last week. Need more information with any natural disaster like a tsunami or earthquake.
- I worry about my children's safety when they are outside the home, especially if there is a civil emergency, have more public messages on the radio.
- None specified.
- Burglary. Natural disasters.
- Tsunami. No other concerns.

Things that could be done to help respondent feel safer:

- Building something to prevent high waves from sea. Live two kilometres from coast and even there don't feel safe from tsunami.
- Confidence in the warning system.
- Get the hospital back or at least provide a bigger facility in case of an emergency.
- Give more information on what to do in a civil emergency, have more public messages on the radio.
- Need more education about tsunami danger. Civil Defence.
- Not enough information in general in media on tsunami. Need to inject money into community to pay salaries for civil defence or reward to encourage good volunteers.
- Nothing.

*Comments coded to **town improvements**:*

- Broken concrete on footpaths are a hazard.
- Footpaths - not even in Taradale. Blocks against the kerb/easy to fall over.
- Inner city at night eg, issues with street lighting. Rise in suburban house theft.
- Islands on the road. Don't know what they are going to get next.
- Just think the streets in Ahunini are too enclosed. Too many walkways between streets, makes it easy for people to access your property and easy for burglars to get away.
- None.
- Not enough street lighting. 70km road needs to be 50km to pull onto main road. Don't feel safe letting kids walk to school because of motorway junction.

Things that could be done to help respondent feel safer:

- Beat cops eg, as in Manchester four blocks beat therefore get to know citizens - moderately successful.
- Council take these blocks away.
- More control over bad drivers.
- More police visually noticeable on the streets.
- Not enough street lighting. 70km road needs to be 50km to pull onto main road. Don't feel safe letting kids walk to school because of motorway junction.
- Regular maintenance of the footpaths.
- Uneven footpaths causing accidents from alleyways between Kennedy Road.

*Comments coded to **vandals/graffiti**:*

- Criminals, vandalism, can't leave anything unlocked or unattended.
- Thuggery in general.
- My tyres were slashed this morning. Up until this happened I felt very safe.
- The house - burglary and random damage. Cars on road - break-ins (twice).
- My car has been vandalised.
- Lots of prowling. Never had the problem before of gardens getting trashed. Students in the area roaming at night.

Things that could be done to help respondent feel safer:

- Better street lighting.
- Doing away with graffiti and low level stuff which impacts on the community. People living in poor and disadvantaged conditions producing criminals. City planning.
- Have a bigger fence, I live right next to an alley in a Housing Corporation house and the fencing is poor.
- More visible policing. CCTV cameras. Reparation.
- Not sure.
- Revamp the neighbourhood watch system.

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

- None. The siege worried a lot of us.
- The increase in crime. At one time Napier was very safe, but now burglary, home invasions and murders happen all the time.
- Medical services not needs driven, fiscally driven. Firearms problem. Police resources stretched therefore traffic issues.
- Burglaries. Not enough police.
- Lack of police. They don't have a visible presence in Napier.

Things that could be done to help respondent feel safer:

- Better police numbers for our city. Having a big problem with gangs.
- Having more police visible in the suburbs.
- More CCTV - combination between Council and Government. Needs national uniform network.
- More police.
- Nothing.

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

- Going out alone at dusk or after dark.
- Being a woman on own.

Things that could be done to help respondent feel safer:

- Don't know.

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

- I don't have any concerns.
- I don't have any.
- I haven't got any safety concerns.
- Lived here for seven years and had no problems.
- No problems.
- No real safety concerns.
- None - Mongrel Mob down road, but no problem. Feeling of unease though.
- None in regards to crime. My main concern is safety in my home as I'm not very mobile and might fall.
- None, but there is that one percent chance that something might happen.
- None, I do feel safe.
- None, my family are all safe.
- None (x6).
- None. Don't know what might happen in the future.
- Not a lot really.
- Nothing.
- Security conscious. Not a scared person.

Things that could be done to help respondent feel safer:

- Don't know as I don't have any worries about my safety.
- Don't know. I feel fairly safe.
- Don't think there is anything.
- I feel safe.
- If really concerned - alarm system. Tougher sentences.
- I'm a Christian and know the Lord will look after us.
- More police - visibly (live on busy road).
- More police. Random patrols
- Not sure.
- Nothing, I don't really have any safety issues.
- Nothing (x2).
- Re-introduction of capital punishment.
- There is no one thing, more Police and tougher sentencing.

*Comments coded to **other**:*

- Amount of crime is a concern. Deterioration of society generally.
- Amount of criminal activity in district.
- Can be a bit rough at times like everywhere else.
- Crime in our neighbourhood. Neighbours have been burgled. There are always prowlers and someone tried to break into our garage.
- Crime, burglary and being assaulted in the street as the elderly are often targeted.
- Criminals, vandalism, can't leave anything unlocked or unattended.
- Fear of falling. Uses a stick to walk.
- Fighting and shouting in the street. Roaming dogs in the area.
- Gun problems.
- Issues surrounding firearms and crime in general, are on the rise.
- It isn't a safe community anymore. People are out for their own gains regardless of the safety of others.
- Locality of current house. Unrest associated with lower socio economic area.
- Maraenui - on streets. Safety in the home (but have a big dog).

- Medical services not needs driven, fiscally driven. Firearms problem. Police resources stretched therefore traffic issues.
- More people on drugs and people running around with guns. The higher level of violence and it is on the increase.
- More street violence - Taradale. General decline in people's concerns for one another.
- No.
- Ongoing thing - live in rented flats - tenants a problem - kind of tenants we have.
- People have access to firearms. The speed of the traffic on Kennedy Road.
- Pump failure due to power loss from extreme weather conditions, compounded by increased power demand from heating, is serious and significant. Requires immediate planning and protection for all citizens' safety. Good awareness of security factors changing. Both personal and property.
- Safety in Napier has gone downhill over the years.
- Some areas look dodgy.
- The fact we didn't have a hospital here. Would we have to go to Hastings and could we even get there? Could Napier cope? Not well informed about the tsunami last week. Need more information with any natural disaster like a tsunami or earthquake.
- The increase in crime. At one time Napier was very safe, but now burglary, home invasions and murders happen all the time.
- The justice system in general. Police have their hands tied. Ability to protect our own home is limited. Cannot use force to protect home or body.
- We need a camp or handrail at our door. People knocking on the door that don't have ID. Lack of good fencing.

Things that could be done to help respondent feel safer:

- Ban violent movies and video games therefore censorship.
- Better quality of tenants.
- Better street lighting.
- Change in law to affect one's own protection. (Must be abused first now to be able to protect ones self). Broader police powers.
- Community Police patrols so the police get to know people in Onekawa. More visible policing.
- Council need to do something about fire arms.
- Get rid of the roaming dogs by having dog ranger patrols.
- Get the hospital back or at least provide a bigger facility in case of an emergency.
- Harsher sentencing and I think conditions in prison are far too good. They are more comfortable than many families' homes.
- Having more police visible in the suburbs.
- I don't know as my big concern is the people who come to the door looking for money.
- I think I should have one of those medical alarm systems as I live alone.
- I'd like to see more police on the beat and having community policing centres in the suburbs. Respect for the police needs to be improved.
- Immigration control.
- Increase prison terms.
- Justice system needs to be reviewed - sentences (level of employment affects crime) need to fit crime and be adhered to.
- More CCTV - combination between Council and Government. Needs national uniform network.
- More police.
- Nothing.
- People need to be educated on how to raise good children. There is no easy fix to crime. I am pleased that the Government is going to offer education on parenting.
- Policing. Youth gangs. Social development.

- Promote community Neighbourhood Support groups. People don't know their neighbours anymore.
- Pump failure due to power loss from extreme weather conditions, compounded by increased power demand from heating, is serious and significant. Requires immediate planning and protection for all citizens' safety. Good awareness of security factors changing. Both personal and property.
- Standard of housing could improve therefore more economic wealth which would lead to more cultural diversity. City Council.
- The punishment doesn't fit the crime. I'd like to see tougher penalties.
- You need to learn about areas.

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	86	21.4%	[go to Q13b]
No	313	78.2%	[go to Q15]
Don't know	0	0.0%	
Not specified	2	0.4%	
Total	400	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
Yes	21.4%	22.0%	-0.6%
No	78.2%	77.8%	0.4%
Don't know	0.0%	0.0%	0.0%
Not specified	0.4%	0.3%	0.1%
Total	100.0%	100.0%	

Q13b Who provided your training?

	Number	Percent
Local Polytechnic	29	34.4%
Private training provider	3	3.1%
Industry Training Organisation (ITO)	3	3.1%
Employer	11	12.7%
Other	40	46.6%
Don't know	0	0.0%
Not specified	0	0.0%
Sample	86	100.0%

Note: Not necessarily additive as respondents could identify more than one source of training

Other specified:

- Adult Literacy-Hawke's Bay.
- Cad design school Rotorua.
- City and Guilds (London)
- College of Future Learning NZ/Hastings - Barista course.
- Correspondence school.
- Dance teacher - keeping up with professional development.

- He provides training but refused to provide further details.
- I was teaching a night school class.
- Local budget service I volunteer at.
- Local High School - Mosiac.
- M.A.F.
- Manufacturer - optical customer service course (goes to Wellington to access - sent by employer).
- Massey University - extra murally (current).
- Massey University (x8).
- Napier Boys High School.
- Night class at High School.
- NZ PICS.
- Open Polytechnic (x3).
- Premier Hairdressing College.
- Price Waterhouse Cooper, Institute of Directors' course.
- Senior Net - learning the computer.
- Senior Net (over 55 computer training).
- Senior Net computer course.
- Senior Net, Senior Net computer course.
- Society of Accountants.
- Stott Pilates.
- University in Australia.
- Victoria University.
- Wellington for Polytechnic, by correspondents (x2).
- Work force (x2).

Comparison with 2007 results:

	2009	2007	Percent change
Local Polytechnic	34.4%	24.5%	9.9%
Private training provider	3.1%	12.1%	-8.9%
Industry Training Organisation (ITO)	3.1%	12.9%	-9.7%
Employer	12.7%	24.6%	-11.9%
Other	46.6%	33.1%	13.4%
Don't know	0.0%	0.0%	0.0%
Not specified	0.0%	0.0%	0.0%
Sample	100.0%	100.0%	

Note: Not necessarily additive as respondents could identify more than one source of training

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

	Number	Percent
Yes	69	80.5%
Partly	7	7.7%
No	4	4.5%
Don't know	3	3.6%
Not specified	3	3.6%
Total	86	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Yes	80.5%	92.8%	-12.3%
Partly	7.7%	4.5%	3.1%
No	4.5%	1.9%	2.7%
Don't know	3.6%	0.8%	2.8%
Not specified	3.6%	0.0%	3.6%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	202	50.4%
No	181	45.2%
Don't know	16	3.9%
Not specified	2	0.6%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Yes	50.4%	55.3%	-4.9%
No	45.2%	39.7%	5.4%
Don't know	3.9%	5.0%	-1.1%
Not specified	0.6%	0.0%	0.6%
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	84	21.0%
Age	70	17.5%
Lack of interest/nothing (if wants to do it)	50	12.5%
Lack of time	44	11.0%
Business/employment	40	10.0%
Family	39	9.8%
Nothing	35	8.8%
Happy with qualifications/don't want further training	29	7.3%
Government funding	11	2.8%
Health	11	2.8%
Suitable courses not available	10	2.5%
Location/transport	2	0.5%
Times not suitable	2	0.5%
Already training	1	0.3%
Other	15	3.8%
Sample	400	100.0%

Comments coded to financial:

- A young family and a solo parent so childcare will be an issue.
- A young family and the cost of courses.

- A young family so day care costs and finances as only my husband is earning.
- Cash/funding. Being cut from Government funding is wrong.
- Child care.
- Childcare in evenings.
- Childcare. Funding.
- Cost (especially present one).
- Cost and family commitments.
- Cost of child care.
- Cost of courses and work commitments.
- Cost of courses (x3).
- Cost of the course and work commitments as I hope I will be working.
- Cost of the courses. As an international student I pay more than other NZ students.
- Cost, time and accessibility.
- Cost (x12).
- Cost. Lack of income whilst doing the course.
- Cost. Lecturers are bad news at EIT, some of them are crap.
- Cost. Satisfied with my current career.
- Costs and time.
- Costs.
- Expense of the courses.
- Expense.
- Family commitments. Cost of the courses is high.
- Finances cost of courses and time off work.
- Finances (x3).
- Finances. Being able to study and work at the same time is hard. The Government will no longer fund Teach NZ Scholarships after 2010.
- Finances. The cost of courses.
- Finances. The courses are very expensive.
- Financial (pay mortgage).
- Financial aspects.
- Financial constraints.
- Financial reasons (x2).
- Financial reasons. Can't afford to take time off work to further my studies at present.
- Financial situation.
- Financial. Having to give up my job to do further education.
- Fitting it in with my job and the cost of courses.
- I'd have to leave my current career which would impact on our finances.
- If I could figure out what it is - cost.
- Lack of income.
- Lack of money.
- Lack of time and cost of courses although I will be doing further education through my job which my employer pays for.
- Lack of time due to work and cost of the courses.
- Lack of time, money and flexibility to study and work.
- Loss of income to study. I will have to give up my job.
- Money (x3).
- Money. Lack of interest.
- Money. Mileage for crossing port and time of year.
- My young children, the cost of the courses.
- Not enough money, the courses are expensive.
- Student loans - having to pay them off.
- The cost involved (x2).
- The cost of child care is just too expensive.
- The cost of child care.
- The cost of courses and the mounting debt on student loans with added interest.
- The cost of courses (x2).

- The cost of courses. I don't want to get a student loan.
- The fact I have a mortgage so need to work to pay it off.
- Time and cost.
- Time and money.
- Time factors when I start working and the huge fees and childcare for my daughter.
- Too expensive, I have four children.
- We can't afford to do it because we don't get any allowances.
- Yes - student loan.

*Comments coded to **age**:*

- Age - 90 years old.
- Age - don't need any formal qualifications and have my recreational/hobby interests already sorted.
- Age - no point - one year off retirement.
- Age - retired.
- Age and health (x2).
- Age and lack of desire.
- Age, though some considerations of possible work on the horizon.
- Age (x18).
- Enjoying retirement, don't need more education.
- Getting too old.
- I don't want to at my age.
- I'm 70, so it doesn't interest me.
- I'm a great grandmother who babysits a lot and I lead an active busy life.
- I'm too old and I'm raising my grand children and a great grandchild.
- I'm too old.
- My age is a barrier.
- My age (x2).
- My age. I don't feel like joining night classes or day classes.
- My brain is full and my age.
- None except that my memory isn't as reliable now.
- Not at my age.
- Out of the age group, too old.
- Retired now. Not interested.
- Retired (x4).
- Too old now.
- Too old (x20).
- Too old. Worked in many countries. Don't feel the need.
- Towards the end of working career now.
- Want to retire and get away from work.

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

- Age and lack of desire.
- Can't be bothered.
- Getting out of own way. Need the passion to do it.
- Good information therefore I don't need.
- Got to be of interest.
- If work related and offered through work. Lack of courses around.
- Just don't want to.
- Lack of interest (x2).
- Money. Lack of interest.
- My own motivation or lack of.
- No interest (X2).
- Not in Hawke's Bay.

- Not interested as I'm very involved in other activities.
- Not interested at the moment.
- Not interested at this stage.
- Not interested in doing anything in Hawke's Bay.
- Not interested (x26).
- Nothing interests me at present.
- Retired now. Not interested.
- Stage of life.
- Time. Lack of interest.
- Wanting to travel.
- Working around the children, time and motivation.

*Comments coded to **lack of time**:*

- As hobby - time!
- Balancing family, work and study.
- Busy life. Time.
- Commitments - too many at the moment.
- Cost, time and accessibility.
- Costs and time.
- Family, business owner and time.
- I haven't got time.
- I'm a great grandmother who babysits a lot and I lead an active busy life.
- Lack of time and cost of courses although I will be doing further education through my job which my employer pays for.
- Lack of time due to work and cost of the courses.
- Lack of time due to work commitments.
- Lack of time, fitting it in around work and life activities.
- Lack of time, money and flexibility to study and work.
- Lack of time (x4).
- Lack of time. Work and family commitments.
- Time - two kids and full time job.
- Time and cost.
- Time and money.
- Time commitments.
- Time factors when I start working and the huge fees and childcare for my daughter.
- Time limits - I can only attend evening classes.
- Time to commit to study is limited.
- Time (x12).
- Time. Lack of interest.
- Time/managing with kids.
- Too busy.
- Trying to juggle full time job and family, time constraints.
- Will still have future work related study. Time!
- Working around the children, time and motivation.

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

- (Tertiary). Time - full time job.
- Balancing family, work and study.
- Child care issues and working it around my current job.
- Cost of courses and work commitments.
- Cost of the course and work commitments as I hope I will be working.
- Don't wish to give up job for education and go on DPB.
- Family commitments and work (x2).
- Family, business and small children.

- Family, business owner and time.
- Far too busy/own business.
- Finances cost of courses and time off work.
- Financial reasons. Can't afford to take time off work to further my studies at present.
- Financial. Having to give up my job to do further education.
- Fitting it in with my job and the cost of courses.
- Getting the time off work.
- If time out of own business was curtailed.
- Just got a good job.
- Lack of time due to work and cost of the courses.
- Lack of time due to work commitments.
- Lack of time, fitting it in around work and life activities.
- Lack of time. Work and family commitments.
- Loss of income to study. I will have to give up my job.
- Need to earn a living eg, time outside work.
- Need to make money.
- Shift work in past.
- Time - two kids and full time job.
- Time off work.
- Trying to juggle full time job and family, time constraints.
- Was unemployed when it was considered, but got a job.
- Work and child care.
- Work and family commitments.
- Work commitments (x7).
- Young family and work.

*Comments coded to **family**:*

- A very young family.
- A young family and a solo parent so childcare will be an issue.
- A young family and the cost of courses.
- A young family so day care costs and finances as only my husband is earning.
- Balancing family, work and study.
- Child care issues and working it around my current job.
- Child care.
- Childcare in evenings.
- Childcare. Funding.
- Children (x2).
- Cost and family commitments.
- Family commitments and work (x2).
- Family commitments.
- Family commitments. Cost of the courses is high.
- Family, business and small children.
- Family, business owner and time.
- Full time mum.
- Having a family.
- I have six children, so childcare is difficult.
- I'm too old and I'm raising my grand children and a great grandchild.
- Lack of time. Work and family commitments.
- My kids are young, but once they are older it won't be a problem.
- My young children, the cost of the courses.
- Small children at present.
- The cost of child care is just too expensive.
- The cost of child care.
- Time - two kids and full time job.
- Time factors when I start working and the huge fees and childcare for my daughter.

- Time/managing with kids.
- Too busy with family.
- Too expensive, I have four children.
- Trying to juggle full time job and family, time constraints.
- Work and child care.
- Work and family commitments.
- Working around the children, time and motivation.
- Young children!
- Young family and work.

*Comments coded to **nothing**:*

- Going to Wellington University next year.
- No barriers.
- None.
- Nothing would stop me as I'd always find a way.
- Nothing, but I'm annoyed that my overseas qualifications aren't recognized by employers even though NZQA have approved them.
- Nothing (x30).

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

- Age - don't need any formal qualifications and have my recreational/hobby interests already sorted.
- Already have a veterinary degree.
- Availability of things on internet.
- Been there done that (x2).
- Continuous training on job.
- Cost. Satisfied with my current career.
- Did a community computer course through EIT, so get all the information I want from the internet.
- Done lots of training and education - don't feel the need of any more.
- Don't have any need.
- Don't need any more.
- Don't need it (x2).
- Don't want any, been there done that.
- I don't think I need any more education or training.
- I'm a retired accountant. Done all the training I need or want.
- I'm already trained in my field.
- I'm self taught, so I pick things up myself.
- I've already done so much in the last ten years, that I'm not interested in doing any more.
- I've done all the study I intend to, I have a Masters Degree.
- I've done enough for the time being.
- My brain is full and my age.
- No interest. I've already done that.
- No need for anything at the moment.
- No need.
- Nothing - have participated in past. Not now.
- Occupation I have now needs to be consolidated with the training I'm already done.
- Personal education continues informally.
- Too old. Worked in many countries. Don't feel the need.

*Comments coded to **government funding**:*

- Cash/funding. Being cut from Government funding is wrong.

- Finances. Being able to study and work at the same time is hard. The Government will no longer fund Teach NZ Scholarships after 2010.
- Government funding.
- Government stopped funding night school.
- If Government subsidies are removed, it would be too expensive to further my education.
- Lack of funding by the Government.
- No more High School night classes.
- The cessation of the night school classes.
- The Government making night school classes financially unattractive to attend by cutting funding.
- The night school classes are going to be stopped and they are the easiest form of study for me to access.
- Was doing an adult education at EIT, but Government stopped the funding, so the course was dropped.

*Comments coded to **health**:*

- Age and health (x2).
- At the moment health. Would like part-time work eventually.
- Eyesight, hearing.
- Ill health. I have MS so further education is not an option.
- I'm sick.
- My health issues would make it too hard.
- My health. I've had a stroke and I have to relearn how to do everything.
- My poor health.
- Not very clued up, epilepsy problems.
- Transport issues, I can't drive due to health issues.

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

- Cost, time and accessibility.
- Depends on course.
- Funding and there are limited choices of courses available in Napier.
- Hawke's Bay has a lack of commercial people. Not many head offices. Less senior business. Hard to put a course together due to fewer people.
- If available.
- Interested in dress making. But where to go is a problem.
- Lack of availability of courses in the Hawke's Bay and I don't want to travel to Palmerston North.
- Not available in Napier.
- Something that's not available.
- Type of course. Would be Maori based course.

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

- Can't drive.
- Transport issues, I can't drive due to health issues.

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

- The time the courses are held to fit in with my work.
- Timing eg, start times and dates.

*Comments coded to **already training**:*

- Nothing. Going to University next year.

*Comments coded to **other**:*

- Application.
- Because I believe in broadening one's horizons.
- Computer education for Grey Power.
- Cost. Lecturers are bad news at EIT, some of them are crap.
- English level.
- English.
- I can't spell, so I wouldn't feel confident.
- If I had children.
- Maybe photography.
- My reading and writing skills.
- Not at EIT as unless it is a trade specific course. It is only a "bums on seats place" with stupid courses.
- The amount of input my brain can cope with.
- The courses take too long and there is too much paperwork. I'm not good at the written word.
- The paper world (dyslexic). Hands on learner.
- Too much writing and reading.

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

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

	Number	Percent
Not at all satisfactory	8	2.0%
Not very satisfactory	16	4.0%
Sometimes satisfactory/sometimes not	130	32.6%
Fairly satisfactory	183	45.7%
Very satisfactory	32	8.1%
Don't know/can't say	31	7.6%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Not at all satisfactory	2.0%	2.3%	-0.3%
Not very satisfactory	4.0%	9.5%	-5.6%
Sometimes satisfactory/sometimes not	32.6%	33.5%	-0.9%
Fairly satisfactory	45.7%	33.3%	12.4%
Very satisfactory	8.1%	5.6%	2.5%
Don't know/can't say	7.6%	14.4%	-6.7%
Not specified	0.0%	1.4%	-1.4%
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**:*

- Ethnic groups do not look after themselves. Maori leaders have a lot to say, but don't do anything to control their young people.
- Hawke's Bay very provincial. Don't come from Hawke's Bay.
- I worry about the gangs in Napier having their own turf and the way they keep the other gangs off their turf.
- Napier is a very segregated community. Different cultures don't mix with each other. Maori are perceived as dole bludgers and islanders tend to stay within their community because of language barriers.
- The gang presence in Napier central is very bad.
- They all seem to want to fight each other.
- Violence on all sides.

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

- Crimes of a few. Blame ends with too many in particular ethnic groups.
- Disappointing. Economics more a factor than ethnicity.
- Feel threatened by gangs.
- From the attitudes of different ethnic groups towards anybody and each other. Always tension between Maori and other groups.
- Gangs seem to be increasing and young people are involved which is sad.
- Maori don't get a fair go from Police.
- No comment.
- Now, with younger couples, don't seem as protective as times gone by. Don't look out for neighbourhood children.
- Often problems are within ethnic groups. Personally not worried.
- People should be taught that according to the Bible all people are created equal.
- The counts should get tougher sentences.
- There is one section of the community who feel they are due more than any other group and they act out.

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

- An element (gangs) around. Their presence is a problem.
- A number of ethnic groups do not want to assimilate into the New Zealand society. They are separatists.
- Because there are people on both sides who will not make the effort to find out what others have to offer. Too many closed minds.
- Bit of an attitude from both sides, Maori verses Pakeha. Especially with youth.
- Could write a book!
- Cultural differences. Sometimes people are very racist.
- Different things that happen.
- Don't hear a lot about clashes between different racial groups in Napier.
- Don't know (x4).
- Economic problems/poverty.
- Everyone is getting very segregated. Maori seem to get more help and funding than any other section of the community.
- Few problems in some areas. In Maraenui lots of burglaries. The girls at work tell me police are there all the time with domestics and fights between different groups.
- Gang problems. Spate of kids tagging letter boxes (Primary school kids).
- Gangs and stuff.
- Get rid of the gangs.

- Getting worse slowly. A lot of prejudice.
- Good and bad in all groups.
- Got good education about different people of the world beginning in Primary School. I feel there is racial tension between Maori and Pakeha and that the Maori should stop winging about the past. After all they lost the wars.
- Haven't been here long.
- I don't really mix with any other groups.
- I don't know of any problems.
- I don't really deal with other ethnic groups.
- I don't think the different groups communicate very well with each other.
- I just think there are too many divisions across the groups. New Zealand is too racist to accept other cultures.
- I think some ethnic groups make an effort to engage with the rest of the community. Others are completely isolated.
- I think it is a mistake to give more to one group than the others. We should all be treated the same.
- I think there are some groups who do not want to mix with others.
- I think we need to reduce the gang situation in Napier.
- I'm from the Middle East and I feel that people treat me differently because of my race.
- I'm pretty happy with the way things are.
- In the work I do I see that co-operation can sometimes work.
- Increase in crime and drug trafficking is coming from Polynesian people.
- Influence of ethnic religions will not be good for New Zealand. I have seen bad effect of this in the UK.
- Is a bit of division between the different groups. Sometimes this can cause friction.
- Just think there is a lot of crime around. Growth of ethnic young men can be intimidating.
- Live in a multi cultural part of town. I am very tolerant, but aware many people are not.
- Living in Wellington for a few years I find there is much more mixing of ethnic groups there than in Napier where people seem to stick to their own group.
- Mainly the way the town is divided up into colours.
- Maori get everything given to them by the Government and what they don't get from the Government they think they can take from anyone else.
- Maori hate coconuts (Islanders). Maori hate other Maori. Everyone hates Indians and Tongans. Too many different kinds of people. Somalians and others who come for seasonal work. The lazy Maori resent anyone who works.
- Maoris and Samoan's pick on other races in the city and we don't need this.
- My husband is of a different ethnic group to me.
- Need a greater awareness of how others live and their needs within community.
- Newer generation more accepting.
- No different to anywhere else in New Zealand.
- No issues at all.
- No problems as far as I'm concerned personally.
- Not personally affected.
- Not too happy with gangs of young people roaming the streets. Even as a male I find them intimidating.
- Not too many problems. It's mainly in the lower socio economic areas where the problems are. These areas seem to attract people who want to cause trouble.
- People don't know enough about each others cultures and it puts barriers up.
- People want to argue all the time.
- Perceptions. Groups of youths causing intimidation. Generally good.
- Relationships between groups works in their favour - too much (this comment is negative).

- See evidence of fights between various groups in my work at the hospital ie, bashings/muggings. Have not experienced it myself.
- Sensitive subject.
- Society is about relationships and sometimes needs some direction and strategic approach and not be fiscally driven. Try not to plan things in isolation.
- Some people are really nice and some people show the middle finger to me just because I'm Asian.
- Some people can be really rude.
- Some people are up themselves and need to put others down. Happens across the board.
- Sometimes there are fights between different ethnic groups.
- Still a lot of tension between Maori and European.
- The sooner, as a country we get to saying "I am a New Zealander" and do away with all the division by race or colour, the better. We would stop so much racial tension. Do away with race specific schools/Maori schools. Too separatist.
- There are a lot of racist people. It is just the way things are now.
- There is a lack of police to control certain ethnic groups that I won't mention.
- There is more work to be done with race relations in our community.
- There is some racial tension out there.
- Too many gangs in the area.
- Undercurrent of tension between Maori and Pakeha. The example of the racist comment made by Maori MP at parliament makes me worried whether they (Maori) want to "get us all". Really feel intimidated by such remarks and attitudes and feel that culture exists in Napier.
- We don't get involved with any ethnic groups.
- We need more police and sentencing needs to be sorted.
- World problem, however I think the division in New Zealand could be stopped if everyone considered themselves New Zealanders, not Maori or Pakeha or wherever they came from.
- Yes, I think Napier is not out on its own. Always come across pockets of ethnic tension. Usually other ethnic groups cause this not the locals. Ethnic groups fight each other.
- Young coloured people have an attitude problem.

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

- A certain race cause more problems for all other races.
- A few problems, but good for multi ethnic area.
- Always an element that will cause trouble. Think there should be some sort of multi cultural organisation set up in Napier to educate people before the problem gets worse.
- Apart from Maraenui.
- As New Zealanders we have to learn to accept other ethnic groups. We need to become part of the world and lose our isolationist attitudes. Otherwise I see great problems ahead. Need education of young and old in this regard.
- Bit of tension out there.
- Children at school mix well with all ethnic groups. We mix well with their parents too.
- Council does not condone discrimination.
- Depends on individual. Unfortunately lots of people are racist and I do think Maori are very racist against all other groups.
- Depends who you talk to.
- Doesn't seem to be any trouble in Napier.
- Don't encounter the other side.
- Don't feel there is much racial tension in Napier.
- Don't have a lot of contact any more, but always has been healthy in this community.

- Don't have any problems with people I know and mix with all ethnicities. Can't put a blanket cover on something like this.
- Don't have very much to do with any groups.
- Don't mix with a lot of different ethnic groups.
- Don't see much. At retirement village. Seen a change.
- Employ Samoans and their okay.
- Fourth generation European Kiwi. Both wives Maori. Drugs and gangs are big problems.
- From what he's seen.
- From what I see most people get along except for those who want to cause trouble.
- Go with the flow. Don't care what you are.
- I don't have any dealings with other races.
- I don't mix with them much, but from what I've seen there are some problems, but not too bad.
- I don't see any problems with different ethnic groups. The problem is the Maori in gangs. All against each other.
- I don't see what is going on.
- I don't seem to have any issues and my children don't.
- I don't venture outside my own circle very much.
- I feel there is a certain amount of tension although I have not experienced it myself, but from the media I get this impression.
- I had contact with lots of different ethnic groups and find it easy to get along with them.
- I have friends of all ethnic groups.
- I haven't had any problems.
- I hear people making negative comments about different ethnic groups.
- I know a lot of people from different ethnic groups. I like them and they like me, in my circle we all get along well.
- I think people are inclined to stay too much in their own ethnic groups. There should be more intermingling and this should start and be encouraged in primary school.
- I think people get on pretty well.
- If ethnic groups actively got into politics and need to vote.
- If we had 20% less Maori, we would have 80% less crime.
- In Maraenui it's a multi racial area and mostly gets along well from what I have seen.
- It changes all the time.
- It depends on how you treat others.
- It is pretty good, but they need to ban patches and keep the gangs out of Napier.
- I've got friends from all ethnic groups. We go to each other houses and don't bother about where people come from.
- I've had no problems.
- I've never encountered any problems. Think everyone gets along very well.
- Keep to myself. Had no problem with any ethnic group.
- Lack of English. This causes misunderstandings and mistrust.
- More people worrying now about what the government will do than about each other.
- Much better than Christchurch.
- My experience is that it is fairly satisfactory.
- Napier City Council setting up good immigrant programmes.
- Napier seems to be quite clicky.
- Never had any problems (x2).
- Never had any problems. Have a wide range of friends.
- No antagonism in the area. Very calm.
- No bad experiences but have observed some.
- No comment.
- No racial problems.
- Not any real problem.
- Not aware of big problems.

- Not directly in city. Not in contact.
- Not enough intermingling between the groups. Everyone stays in their own ethnic group.
- Not really much to say. It seems like everyone is jealous of everyone else.
- Nothing has affected me personally, although I read of problems in the newspaper.
- On the whole I think all groups get along.
- Only a minority that causes trouble.
- People have to learn to get along and mix with all types. Napier is a very clicky place.
- Police doing good job.
- Pretty good over all.
- Pretty good really. Don't have any trouble, even from motorcycle gangs 200m away.
- Really as time goes by we are getting a bit better at looking at things differently. By things I mean other ethnic groups and people.
- Seasonal workers sometimes cause tension in Napier and Hastings.
- Society seems to encourage separatism.
- Some problems. Unfortunately the same all over New Zealand.
- Some racism going on.
- Still a lot of prejudice.
- There are undertones of red necked people here. People aren't always very tolerant of other races here.
- There is the odd incident that spoils things, but on the whole it is good.
- We don't have any problems in my area.
- We live in good area.
- Where sport is involved there is no racial tension.

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

- Don't see any problems.
- Gangs are biggest problem. All other ethnic groups work well together.
- Good place to live and everyone tries to get along.
- I do a lot of work with Maori and Pacific Island people. I don't have any problems dealing with them, but how they perceive me might be a different story.
- I don't see any problems. We have different ethnic groups at work and there aren't any problems between them.
- I get a lot of help from many organisations not just Maori based ones.
- I get on with everyone.
- My experience is very satisfactory. Have relationship with Napier Pilot City Project. Wants to build community not prisons.
- None. Just what I observe.
- Not a lot of racial tension in Napier.
- Not had much interaction with different ethnic groups but as far as I can see the relationship is okay.
- On the whole pretty good.
- Pleasant city and mix well.
- Population is very friendly. Never heard of any friction between people of Napier.
- Ride mobility scooter. More Maoris make way for scooter.
- The atmosphere in Napier is good.

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

- Depends on which part of Napier you live in. A lot of differences in the various areas. Still a lot of education needed for people to cope with differences in other cultures.
- Doesn't bother me and don't know how others feel.
- Don't know. Don't have much to do with them.
- Don't know what is going on at the moment. I get on with everybody, but Indian shopkeeper gets a hard time.

- Fairly new to area.
- Gangs. Get rid of them.
- I am aware of street problems. Mainly in evenings. My wife has experienced car break-in during working time in evenings.
- I don't go out and get involved, so I don't know.
- I don't mix with any ethnic groups apart from my own, but I'm not aware of any problems.
- I have no knowledge of other ethnic groups as we haven't been here all that long.
- I live in my own world. I'm not connected to other ethnic groups.
- Isolated because of where she lives and don't get to see possible problems and doesn't go out of her way to look for problems.
- People don't care about one another.
- Some aspects are and some are not.

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

	Number	Percent
Excellent	35	8.7%
Very good	165	41.2%
Good	156	38.9%
Poor	26	6.6%
Extremely poor	3	0.9%
Don't know	15	3.8%
Not specified	0	0.0%
Total	400	100.0%

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

- Amazed by how much giving.
- As a radio announcer, I am aware of lots of community groups and people's support of them.
- Don't move off the hill much. New Napier residents.
- For example, the siege.
- Good community spirit.
- Just as well the community rallies around because the Council doesn't do much.
- People are very willing to help people in need and the elderly. The community spirit is very high in Napier.
- Recently lost husband. Local community were there for her. Bonding with community.
- School community has very good support for each other.
- Togetherness recently.

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

- A lot down to Council membership.
- After 25 years of Australia, I find Napier and community to have as much concern for each other as before.
- After Jan Mollenar, very good to excellent.
- After moving from Palmerston North, find Napier better in this way.
- Been in lots of organisations eg, Civil Defence. Not as good as Hastings. Bit clicky.
- Community mucks in to help when there's a problem.
- Community spirit there. Good to read unsung heroes.
- Customer service we get in our shops and at Royston Hospital. Very caring.
- Depends on what happens.

- Don't know (x2).
- During the Napier siege, people united together and did a very good job.
- Extremely friendly. Colleagues and students willing to assist each other. Not as selfish as I would expect of this age.
- Feel if you are in trouble, people will rally round. When my wife was in hospital I had a lot of help from neighbours and friends.
- Find Napier very good.
- Generally a caring community.
- Get together for something major. Could work on being a closer knit community. People too busy working.
- Give it their best and hope.
- Good response during shooting.
- Have seen different outfits take care of disadvantaged groups.
- I do hear of people helping others.
- I say very good. Should be able to say excellent.
- I think people look out for their neighbours.
- I think there could and should be more support by businesses in Napier for community groups.
- I would not wish to live in any other town (have lived elsewhere many times).
- If something goes wrong, everyone rallies around and a real community spirit emerges.
- In general people are supportive as individuals and a community.
- Lot of people do voluntary work and help others.
- Lots of community groups.
- Lots of groups work to help.
- Main reason I say that is because of the community's attitude and actions when the siege was happening.
- More involvement eg, compared with Wellington.
- Neighbours help when you need it.
- Only in an emergency is any community spirit shown.
- Originally from South Island and thought people in Napier were very stand offish, but once you get to know them they are helpful.
- People are very friendly in Taradale.
- People help out in times of emergency.
- People rally around when there's problems.
- People really rally around when there is a crisis here.
- Rally in a crisis.
- Retired teacher and doing home-care which is a wonderful system. Neighbour contact etc.
- Seems to be all sorts of groups trying to help people.
- Seems to be lots of things around to help.
- Some of the youth can be disrespectful.
- The siege brought lots of community spirit and help together.
- Think people are helpful when necessary.
- Think people rally around when necessary.
- Trying well in Maraenui.
- We have neighbourhood watch, so we know our neighbours and look out for them. Older residents are more concerned. Young people don't care as much and don't want to know their neighbours.
- We have various service groups and community groups. Feel help is available when needed.
- When my mother was ill we got a lot of support from the community in Maraenui.
- When needed they pull together.
- When someone's in need they rally around. During the shooting, people fed police. People help when issue is made public.
- Wonderful place to live in.

- Wonderful voluntary groups in Napier.
- Would like to do.

*Comments for a rating of **good**:*

- "If shit hits the fan" the community would dig in together.
- All friendly and helpful in general. Helped us settle in.
- Always room for improvement.
- As a community, we can always do better.
- Average.
- Based on Chaucer Road experience bonding etc.
- Been good to me.
- Can be a bit stand offish to new comers.
- Could be better.
- Depends on the area.
- Depends on the clubs and church you belong to.
- Don't know.
- Good community in Napier.
- Great rallying of community in crisis eg, Napier siege. Good community spirit - rallying Samoa.
- Gunman - community bonded well.
- Have heard discussed issues that I have not encountered.
- Help is there when you need it.
- Hostage event brought everyone together.
- I come from Auckland originally and found the people friendlier.
- In the main the facilities and help is there if you know where to find them.
- It depends on the part of Napier you are in. Some areas are great at helping others; some areas don't want to know.
- It is a cosmopolitan population with many different points of view.
- It takes a long time for new residents to be accepted into the Napier community. People aren't at all welcoming.
- I've had help since I've been ill.
- Live in Council flat. Council is very caring, but perhaps not the community.
- Lucky in Napier.
- Napier is a very snobby community.
- Not experienced or heard of anything horrific.
- On a whole I think people are fairly caring, but you do get the odd exception.
- People good, but Council not. Very poor.
- People help when it's needed.
- People in my community are very friendly towards each other and there is a good community spirit.
- People in need generally are minded by those around them.
- Regarding major shooting incident - community affected, but rallied around. A good example.
- Room for improvement. Need more community spirit. More community activities to get people to know each other.
- Room for improvement.
- Seems okay around here.
- Some people are excellent but others only care about themselves.
- The community came together and supported each other during the Napier siege.
- There's a hospice and things like that.
- They come together during emergencies eg, tsunami.
- Think people leave each other alone until there is a problem such as the siege or tsunami, and then they rally around.
- Travelling round North Island (ex Auckland). Stayed three nights. Found it the easiest place to meet people.

- Very good intension by many. Undercurrent poor in specific areas. One or two councillors left to do all the work.
- Very self serving. Don't look at wider picture eg, hospital. Napier people refusing amalgamation.

*Comments for a rating of **poor**:*

- At beginning of recession I was in dire straights. Went to MP and got no help.
- Can't get to know your immediate neighbours.
- Compared with some time back, don't know neighbours. Too many changes.
- Comparing it with other places I've lived in, but they were smaller places.
- Feel people are not willing to help because of the consequences/situations they might find themselves in.
- Lack of community spirit. Too much rental housing in Napier.
- Lots of crime happens.
- Napier is a very difficult community to get into when you move here. They seem friendly on the surface, but they won't let you into their groups.
- Napier is an exclusive rather than inclusive community, made up of different groups like Art Deco community, professional community etc, and they don't mix.
- Napier more individualistic now. Used to be a closer community.
- Not enough services out there. Different services depend on where you live. No good transport system.
- People are not willing to hold out a hand to those genuinely in need.
- People are so busy doing their own thing. They don't take time out to care for others.
- People don't care about their neighbours, but when the Napier siege was on people were great.
- People just look out for themselves and don't worry about their neighbours anymore.
- Sense of community has gone. Drivers show no care or concern for others.
- Some people get it all, others get nothing.
- The neighbourhood situation is not good at present.
- There don't seem to be many neighbourhood support groups now and people don't look out for their neighbours like they used to do.
- We live in a money driven society and people don't do anything unless they get paid for it.

*Comments for a rating of **extremely poor**:*

- Denial of levels of poverty in Napier.
- In my area of work I see the lack of concern people have for others in need. Well, able bodied people just ignore others.
- People have very little patience and no courtesy. No respect for other people.
- You have to search for help.

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

- Depends on circumstances.
- I keep to myself.
- Mention Salvation Army.
- Too new to area.

Comparison with 2007 results:

	2009	2007	Percent change
Excellent	8.7%	6.6%	2.0%
Very good	41.2%	36.4%	4.8%
Good	38.9%	43.7%	-4.8%
Poor	6.6%	6.8%	-0.3%
Extremely poor	0.9%	0.4%	0.4%
Don't know/can't say	3.8%	6.0%	-2.2%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q20 Do you undertake any regular volunteer community work?

	Number	Percent
Yes	116	29.1%
No	283	70.7%
Don't know	1	0.2%
Not specified	0	0.0%
Total	400	100.0%

Comments from respondents who undertake volunteer community work:

- 1. Local President of Farm Forestry Association. 2. Trustee of large local park - "Te Mata".
- A number of organisations. (Did not want to say).
- Administration work for my church and motorcycle group.
- Art Deco walk guide (x2).
- Art gallery marketer.
- Assist at D.T.S. 3P industries.
- Assist in charity collections for Cranford Hospice.
- At children's school.
- Blind foundation
- Budget Advisor and community support person at WINZ.
- CAB
- Can Teen.
- Cancer groups.
- Care giving for elderly.
- Chairman school committee.
- Charity collection/church committee.
- Children's church at Oasis Church and volunteer in church office one day a week.
- Church opportunity shops.
- Church work.
- Church (x2).
- Coach hockey.
- Coaching children's sports teams.
- Collect for various charities on their street collection day.
- Collections.
- Community gardening.
- Community patrol - two week.
- Coordinate Napier dog training public courses.
- Coordinator for Arthritis NZ for Napier.
- Crawford Hospice.
- Deliver meals on wheels, committee member Alzheimer's.
- Earth Gardens one to two days a week.

- Education.
- Fish and Game Council.
- Food bank volunteer.
- Friends of Charity fund raising, collator for neighbourhood watch.
- Friends of the Library, Art Deco Trust.
- Halberg Trust, Sir Peter Blake Trust.
- Hawke's Bay Prison Fellowship - Angel Tree (organisation that helps families of prisoners).
- Help at a drop in centre.
- Help at the local church, treasurer of a sporting group.
- Help with street collections Blind Foundation and Alzheimer's Society.
- Helping out at children's school.
- Hockey coach.
- Hospitals - visit with musical group. Orphans Club.
- I volunteer through my church.
- IHC.
- In my job I'm often giving out awards to parties on the weekends.
- Involved in Toastmasters so mentor young people with communication skills.
- Jehovah's Witness.
- Kiwanis.
- Kindergarten.
- Kohanga.
- Local marae Pukemokimoki.
- Look after little boy whose parents are bi polar (9 year old).
- Look after recreational fishing.
- Lovelink - Church, Social Work, remedial reading in the schools via Rotary.
- Meals on wheels (x2).
- Member of Life Surf Saving Club.
- Napier Christian Fellowship Lovelink, Christmas in the Park, Foodbank.
- Napier Community patrol.
- Office work for the church.
- On committee at school, fund raise for school. On kindergarten committee.
- One week voluntary work for Department of Conservation every year.
- Pipe Band.
- Planting native plants at working bees for Forest, Bird, Fish and Game and the Regional Council.
- President local sports club and rugby coach.
- Project K and will consider others.
- Red Cross, Meals on Wheels, Awhia Wheelchairs and community police work.
- Rest home - laundry, feeding elderly people.
- Riding for the Disabled.
- Rotary Community patrols.
- Rotary readers in primary school
- Rotary volunteer work.
- School coaching for sports.
- School mother help twice a week.
- Schools (x2).
- Security cameras, Scouts and Indoor Bowling.
- Singing group, visit old people home to entertain - at least twice a month.
- SPCA.
- Sports clubs.
- Sports coaching.
- Stopping violence programme.
- Street appeal collecting, beach clean-ups.
- Street collections for a number of charities.
- The Blind Society.

- Through RSA. Look after the Service Cemetery
- Tourist Association and church work.
- Tramping group.
- Tree planting in local reserve once a week.
- Umpire netball - coach a team.
- Unpaid work in road safety and prevention.
- Visit and help sick children.
- Visit old people in homes and hospitals - through the church.
- Voluntary church work.
- Volunteer at SPCA each morning.
- Volunteer at the school.
- Volunteer for Child Cancer, I've done free shows.
- Volunteer with al-anon.
- Volunteer work for Salvation Army Church.
- Volunteer work through my church eg, Foodbank.
- We collect for all the charities eg, cancer society Red Cross.
- We fund raise for HB Hockey and also for WIT.
- With my church, visiting, caring for people in need.
- Women Refuge.
- Work at lifeline, growing through grief.
- Work for the church.
- Work in an opportunity shop - Red Cross.
- Work with troubled youth - Maori organisation under SIPS.
- Youth leader in YWCA.

Comments from respondents who do not undertake volunteer community work:

Comments coded:

	Number	Percent
No spare time	61	21.6%
No barriers	57	20.1%
Work	48	17.0%
Family	41	14.5%
Age	25	8.8%
Health	25	8.8%
Study	6	2.1%
Other interests	3	1.1%
Sports	2	0.7%
Cost/finances	1	0.4%
Other	13	4.6%
Sample	283	

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

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

- Busy.
- Commitments/time.
- Committed at home.
- Engaged with family and business, so don't have the time.
- Full time work, family and time.
- Have in past. Time - fitness at present.
- I don't have time.
- Kids and times.
- Lack of free time.
- Lack of time and a young child.

- Lack of time, work commitments.
- Lack of time (x9).
- No time (x2).
- Self employed/no time.
- Time - lack of free time.
- Time (secondary school teacher).
- Time and energy.
- Time and finances. I can't afford to take time off work although I'd like to do voluntary work.
- Time (x29).
- Time/work (x3).
- Too busy and too tired.
- Work and busy.

*Comments coded to **no barriers**:*

- But do some when called on.
- No, although I don't do regular voluntary work, I try to help out at school when I can.
- No (x51).
- None (x2).
- Not any more.
- Nothing.

*Comments coded to **work**:*

- Busy with work.
- Can't afford to work for no pay.
- Engaged with family and business, so don't have the time.
- Extra hours at work and study.
- Family, business and children.
- Family/work commitments.
- Full time employment.
- Full time job, family.
- Full time job.
- Full time work, family and time.
- I can't now. I do shift work. I was a member of the Volunteer Fire Service before I started shift work.
- I have a big family and I work so don't have time.
- I work at night and sleep during the day.
- Job.
- Lack of time due to work commitments (x2).
- Lack of time, work commitments.
- Self employed.
- Self employed/no time.
- Shift work.
- Time and finances. I can't afford to take time off work although I'd like to do voluntary work.
- Time/work (x3).
- Too busy with B&B work.
- Work - own business.
- Work 40 hours.
- Work and busy.
- Work and family.
- Work and young children.
- Work and young family.
- Work commitments (x2).

- Work full time and two young children.
- Work full time/family.
- Work hours.
- Work six days.
- Work (x7).
- Working full time (x2).
- Working, so don't have time.
- Young family and my own work.

*Comments coded to **family**:*

- A young baby.
- A young family and studying.
- A young family (x3).
- Busy with family.
- Care of a child.
- Child care (x3).
- Children and lack of time.
- Children.
- Engaged with family and business, so don't have the time.
- Family, business and children.
- Family/work commitments.
- Full time job, family.
- Full time work, family and time.
- Grand children.
- Housework/kids.
- I have a big family and I work so don't have time.
- I look after an eight month great grandchild.
- I look after my grand child.
- I look after my mother.
- Involved in Rugby with young boys.
- Job, family and training for a major sports event.
- Kids and times.
- Kids are little.
- Lack of time and a young child.
- Lack of time with six children.
- Look after Nan.
- New born baby.
- Single parent.
- Work and family.
- Work and young children.
- Work and young family.
- Work full time and two young children.
- Work full time/family.
- Young family and my own work.
- Young family (x2).
- Young preschoolers.

*Comments coded to **age**:*

- Age - did it in my younger days.
- Age - did it when I was younger.
- Age and health.
- Age (x7).
- My age and I have arthritis.
- Old age.

- Retired now. Have been very active in the past.
- Too old, but did so for 30 years.
- Too old (x10).
- Used to be involved in Napier Community Patrol. Too old now.

*Comments coded to **health**:*

- Age and health.
- Arthritis.
- Due to ill health.
- Have in past. Time - fitness at present.
- Haven't been very well.
- Hazard to myself - physically.
- Health issues prevent me.
- Health (x6).
- I have a back problem.
- I have a disability.
- Ill health (x2).
- Job, family and training for a major sports event.
- My age and I have arthritis.
- My health issues.
- My health would stop me.
- Poor hearing limits me.
- Too many health problems.
- Two wonky knees.
- Waiting for a hip replacement.

*Comments coded to **study**:*

- A young family and studying.
- Extra hours at work and study.
- Study.
- Studying.
- Studying/sport.
- Yes - school.

*Comments coded to **other interests**:*

- Big garden.
- Too busy with my other interests.
- Too many hobbies.

*Comments coded to **sports**:*

- Job, family and training for a major sports event.
- Studying/sport.

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

- Cost.

*Comments coded to **other**:*

- I don't know what is available.
- I haven't thought about doing anything.
- I would get too involved and emotional.
- It is hard for me to trust people.

- Myself.
- Never considered it.
- No - travelling in campervan.
- No (help elderly).
- Not a priority at the moment.
- Not here long enough.
- Offered services for ESOL and never got back to him.
- Transport, our car needs work.
- Yes, volunteer fire fighter for 30 years, stopped because too much paper work.

Comparison with 2007 results:

	2009	2007	Percent change
Yes	29.1%	26.8%	2.4%
No	70.7%	72.3%	-1.6%
Don't know	0.2%	0.2%	0.0%
Not specified	0.0%	0.8%	-0.8%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	45	11.3%
No	349	87.2%
Don't know	0	0.0%
Not specified	6	1.5%
Total	400	100.0%

Comments for yes:

- Age Concern, Community Food Bank.
- Age Concern.
- Alzheimer's Society (x3).
- Art Deco Trust.
- Arthritis. Henry Charles social club (second/Tuesday).
- Coast guard.
- Community patrol - two week.
- Foresters Society ADF.
- Guarding of the Hawke's Bay fishery.
- Hohepa Home.
- Kiwanis.
- MS Society.
- Napier Budget Advisory Service.
- Napier Community Network and Radine Kidnappers.
- Napier Community patrol.
- Napier volunteers.
- Neighbourhood support co-ordinator.
- Neighbourhood watch.
- Plunket.
- Probus (x3).
- Project K is a social service.
- Red Cross.
- Riding for Disabled (on their books, not active at the moment).
- Rotary (x4).

- Rotarian.
- RSA
- Salvation Army.
- Sands.
- Senator of NZ Jaycee.
- St. Johns, Neurological Society, etc.
- St. Johns.
- Surf Life Saving.
- Toastmasters.
- Trefoil Guild - branch of Girl Guides - retired leaders.
- Women's Refuge, Church of Jesus Christ of the Later Day Saints.
- Zonta indirectly speeches.

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

Comments coded:

	Number	Percent
No barriers	91	26.1%
No spare time	68	19.5%
Work	28	8.0%
Age	14	4.0%
Family	13	3.7%
Health	12	3.4%
Study	5	1.4%
Other interests	4	1.1%
Cost/finances	2	0.6%
Other	14	4.0%
Sample	349	100.0%

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

*Comments coded to **no barriers**:*

- No barriers. Just don't need/want to (not currently).
- No (x86).
- None (x2).
- Not.
- Nothing.

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

- Always busy.
- Busy (x2).
- Commitments/time.
- Kids and times.
- Lack of time (x3).
- Lazy/time.
- No time (x3).
- Time - already doing volunteer work.
- Time - school.
- Time (secondary school teacher).
- Time and energy.
- Time (x47).
- Time/work (x2).
- Too busy and too tired.

- Too busy.
- Used to be - no time.

*Comments coded to **work**:*

- Busy with work.
- Did Age Concern and Meals on Wheels. Now too busy at work.
- Family, business and children.
- Full time job.
- I work nine hours a day.
- Self employed.
- Shift work.
- Time (secondary school teacher).
- Time/work (x3).
- Too busy with B&B work.
- Work - I will join some things when I retire.
- Work - own business.
- Work and family (x2).
- Work and young children.
- Work commitments.
- Work full time/family.
- Work (x9).

*Comments coded to **age**:*

- Age - did it in my younger days.
- Age - did it when I was younger.
- Age and health.
- Age (x8).
- Old age.
- Retired now. Have been very active in the past.
- Too old.

*Comments coded to **family**:*

- Busy with young family.
- Care of a child.
- Children.
- Family, business and children.
- Kids and times.
- Kids are little.
- Mother with MS and children take up time.
- Work and family (x2).
- Work and young children.
- Work full time/family.
- Young family.
- Young mum.

*Comments coded to **health**:*

- Age and health.
- Extra hours at work and study.
- Haven't been very well.
- Health (x6).
- Ill health.
- Too many health problems.
- Two wonky knees.

*Comments coded to **study**:*

- Extra hours at work and study.
- Study (x2).
- Time - school.
- Yes - school.

*Comments coded to **other interests**:*

- Big garden.
- Choice.
- Too committed to Church.
- Too many hobbies.

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

- Cost.
- Financially.

*Comments coded to **other**:*

- Contribute enough.
- Done enough through my church.
- I don't want to be involved that way. I'd rather help in a practical way rather than serve on a committee.
- I tried joining a couple of groups when I moved here. They weren't welcoming so it became all too hard.
- It is hard for me to trust people.
- Lack of knowledge of how to join a group.
- No, not into that.
- No. Travelling in campervan.
- Not a priority at the moment.
- Not around enough.
- Not here long enough.
- Physical and mental.
- Recent residents to Napier.
- Too new.

Comparison with 2007 results:

	2009	2007	Percent change
Yes	11.3%	12.7%	-1.4%
No	87.2%	85.1%	2.1%
Don't know	0.0%	2.2%	-2.2%
Not specified	1.5%	0.0%	1.5%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	85	21.1%
No	314	78.6%
Don't know	0	0.0%
Not specified	1	0.3%
Total	400	100.0%

Organisations used coded:

	Number	Percent
Plunket	36	42.4%
Invalid's Benefit	10	11.8%
Age Concern	6	7.1%
Patents Centre/Family Centre	4	4.7%
Birthright	3	3.5%
Foundation for the Blind	3	3.5%
RSA	3	3.5%
Arthritis Association	2	2.4%
St Johns	2	2.4%
AA (Alcoholics Anonymous)	1	1.2%
Asthma Society	1	1.2%
Budgeting Advice	1	1.2%
CCS (Crippled Children Society)	1	1.2%
Citizens Advice Bureau	1	1.2%
Community Law Office	1	1.2%
Drug Addiction Centre	1	1.2%
Grey Power	1	1.2%
Health Nurse	1	1.2%
Lifeline	1	1.2%
Mental Health Services	1	1.2%
Neighbourhood Watch	1	1.2%
Red Cross	1	1.2%
Senior Citizens	1	1.2%
Other	10	11.8%
Sample	85	100.0%

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

Other Organisations:

- Cleaning of house - home help.
- Diabetes.
- Have contact with when helping other people.
- Invalids Benefit, Women's Support Group for sexually abused people.
- Kindy.
- Medical alarm.
- Parentline.
- Plunket Napier, Family Centre, Birthright, Teroopu.
- Sands.
- Three caregiver days - Shirley's Home care.

Comparison with 2007 results:

	2009	2007	Percent change
Yes	21.1%	19.0%	2.2%
No	78.6%	80.5%	-1.9%
Don't know	0.0%	0.0%	0.0%
Not specified	0.3%	0.6%	-0.3%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	228	56.9%
No	154	38.4%
Don't know	19	4.7%
Not specified	0	0.0%
Total	400	100.0%

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

	Number	Percent
Financially secure/income increased	89	39.0%
Age/retirement	31	13.6%
Family	27	11.8%
Change of lifestyle	23	10.1%
Stable/more settled	16	7.0%
Enjoy life/better standard of living	15	6.6%
Health and fitness	15	6.6%
House/housing	12	5.3%
Children left home	11	4.8%
Relationships	11	4.8%
Social life/recreation/freedom	10	4.4%
Positives of living in Napier	9	3.9%
Personal attitude	5	2.2%
Studying	5	2.2%
Other	13	5.7%
Sample	228	100.0%

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

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

- Almost a workaholic, therefore more money, therefore able to provide better for family.
- Because my children are a little older, I'm training and more financially secure.
- Better financial position.
- Better jobs, better income.
- Business doing well. Kids well and happy and health improving.
- Business got better and kids got older.
- Came off the DPB. Was able to use my skills and be independent and self supporting.
- Change of job and career.
- Change of job environment.
- Children left home. Financially better off.
- Different job simplified things, no HPs' etc.
- Different, child and business. How do you define "quality"? I'm happy.
- Divorced! Has own business.

- Due to employment. Happier in my employment. Better pay.
- Financial (not a student working full time).
- Financial.
- Financial. Health. Happiness.
- Financially - children have left home.
- Financially better (x2).
- Financially more secure. More mature so happier. Have more assets.
- Getting older. Finances are better and the kids have left home.
- Good money in New Zealand. Good work. Work experience.
- Got rid of the mortgage.
- Got two incomes now!
- Have a job I enjoy. Good social life.
- Higher disposable income and our kids are growing older.
- Home paid off now.
- I am now qualified in my profession which brings in more money.
- I guess making a bit more money. Doing more work from home.
- I have a business and life is good.
- I have got more money as the children have grown up. I'm more settled in my life.
- I have had a daughter and we are better off financially.
- I have more disposable income.
- I have retired and I have no financial worries.
- I made a career change and finances have improved.
- I made a career change.
- I suppose it has. Basically through losses in my family I have been able to concentrate on career.
- I work very hard.
- I'm earning more money. I have a better house and I'm eating better food.
- I'm more settled. More work opportunities have opened up.
- I'm not a student anymore. I have a full time job and a home.
- I'm now working so have an income to pay my way.
- I'm standing on my two feet now.
- Income levels have increased.
- Increase in income and increase in working hours and progression in our careers and kids leaving home.
- Increase in pay.
- I've been able to get a job.
- I've been able to get what I wanted so I'm financially secure.
- Lucky to have a house provided. Children can grow up in semi rural area. Opportunities to pay off mortgage (house elsewhere).
- More comfortable. No money worries. Better off than in previous times.
- More disposable income.
- More money.
- More money. Eating, sleeping, exercise better.
- Mortgage free (x2).
- My business has grown.
- My career has progressed.
- My children have grown up and we have more money and opportunities to do what we want.
- My husband got a better job.
- My husband has had a pay rise.
- My wages have increased.
- Not affected by recession. Very settled life in Napier.
- Not working for myself. Working for someone this is easier.
- On top of paying the mortgage.
- Pay increases have improved my financial security.
- Promotions through work.

- Re-marriage 7 years ago has resulted in being more financially secure.
- Safety (from South Africa). More opportunities and higher salary. Good antenatal care.
- Slowly, but surely. Work at meat works better than seasonal in the fields. Go to Polytechnic now.
- Small business here and business improved. More income.
- Some ups and downs. After two redundancies, then custody of child, then benefit, then excellent employment.
- Things getting better financially.
- Things have been tight financially so this has taught us to live within our means and I think we have learnt from that and benefited.
- Through good planning for retirement and careful saving.
- Variety of reasons. Improved my employment situation. Moved from Wellington to Napier. Got married.
- We are earning more money.
- We are getting ahead financially.
- We are not poor.
- We became home owners and we have progressed in our careers.
- We have a better house and my partner has a better job.
- We have a better income.
- We have a relaxed lifestyle because we saved for our retirement.
- We have had a child and success at work.
- We now have a NZ pension which has increased our income.
- We own our own home and car. Pay has increased. We moved to Napier which is a good move for us.
- Work situation has improved. Working less hours and have a better social life.
- Worked hard and things have come right by own efforts - not Government efforts.
- Young family. Increased income. Better job satisfaction.

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

- Age. Slower pace of life. Enjoy more things and activities.
- Because I'm retired, I am really enjoying not having to work.
- Because I'm retired, I can relax.
- Because I've retired.
- Could say age, but have met a nice group of people doing the Senior Net course and am enjoying myself.
- Getting older and more mature. Children good addition.
- Getting older and wiser and I retrained.
- Getting older. Finances are better and the kids have left home.
- Getting older. Settled in life.
- I have retired and I have no financial worries.
- I have retired and I love it after years of working.
- I have retired and I'm enjoying not working.
- I retired so can go out more. Have now freedom to do what I want.
- I retired. More time to devote to my hobbies and interests and my community work.
- I think being retired I have more time to enjoy life, to do the things I want to do and am more relaxed about life in general.
- I'm in a retirement village, so feel more secure and there is always someone about to talk to.
- I've grown up.
- I've retired, so there is more time to do the things I want to do.
- Matured!
- Maturity. Appreciate things better.
- More mature and settled which brings a certain amount of contentment.
- More mature.

- Moved to lifestyle and semi retired.
- Napier has got better. There is more to do and I have got older.
- Napier seems like a brighter happier place now. Maybe because I'm getting older.
- Older and have more time to myself.
- Retired - so feel very relaxed.
- Retired!
- Retirement is great.
- Since retired.
- We are retired and we are very happy with our lot.

*Comments coded to **family**:*

- Because my family is here.
- Brought our own home and had a baby. Enjoyed staying home with him until he went to school.
- Business doing well. Kids well and happy and health improving.
- Business got better and kids got older.
- Daughter is getting older and easier to live with. A happy family.
- Different, child and business. How do you define "quality"? I'm happy.
- Doing very well. Good healthy family.
- Drug problem several years ago. Grow up and face responsibilities eg, four kids, two sickly, it's about making the right choices.
- Family are growing up and so aren't as demanding on time and finances.
- Getting older and more mature. Children good addition.
- Got a family. Happy with a balanced life.
- Had a baby.
- Having children. Living in a nicer house.
- Higher disposable income and our kids are growing older.
- I have had a daughter and we are better off financially.
- I have more children now, but financially it has declined.
- I have my family around me now and I enjoy spending time with them.
- I'm settled with a family.
- Lucky to have a house provided. Children can grow up in semi rural area. Opportunities to pay off mortgage (house elsewhere).
- Maori upbringing. Can look after each other.
- Married and now have a daughter.
- Mother had heart attack, which has brought family closer together.
- My son was born.
- Our children are getting older. Stress levels are reducing.
- Settled down now and in a relationship. Have two children.
- We have had a child and success at work.
- Young family. Increased income. Better job satisfaction.

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

- A change of lifestyle.
- Because I'm retired, I'm really enjoying not having to work.
- Because we moved to Napier. Moved from UK to New Zealand then to Napier.
- Coming back to Napier.
- Definitely. Lifestyle improved. Make time for myself. Quality time for family. Enjoy garden.
- Drug problem several years ago. Grow up and face responsibilities eg, four kids, two sickly, it's about making the right choices.
- Has improved since I moved to New Zealand.
- I moved from Nelson to Napier.
- I retired. More time to devote to my hobbies and interests and my community work.

- I've moved from Sydney to NZ and the lifestyle is better here.
- Mostly because of where we are now living in Taradale. Good to bring up our last child here. Lovely neighbours and schools.
- Moved from the farms.
- Moved from Wellington.
- Moved to lifestyle and semi retired.
- Moved to town.
- Moving to Hawke's Bay has improved quality of life (Palmerston North).
- Safety (from South Africa). More opportunities and higher salary. Good antenatal care.
- Variety of reasons. Improved my employment situation. Moved from Wellington to Napier. Got married.
- We moved from Hastings to Taradale and it is nicer here.
- We moved to a different area and I have up skilled myself.
- We own our own home and car. Pay has increased. We moved to Napier which is a good move for us.
- We shifted from Auckland to Napier.
- Went to Australia and came back to Napier. Very happy to be home in Napier and New Zealand.

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

- A lot happier now. No serious ups and downs.
- About the same.
- About the same. Lucky I keep well.
- Being settled, circumstances have improved.
- Holistically more balanced.
- I have more time for myself now. I used to be very involved in looking after my grandchildren, but they are older now.
- I'm independent, strong and work hard at improving my life.
- I'm more settled. More work opportunities have opened up.
- I'm settled with a family.
- I've become more settled. I was overseas for 7 years and since I've come home I have settled down.
- I've been more settled now we are back in NZ.
- I've left home. I've completed my study and have my first teaching job.
- Not affected by recession. Very settled life in Napier.
- Settled down now and in a relationship. Have two children.
- Settled in life. Children older so less responsibility for them.
- We own our own home and are very settled.

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

- Age. Slower pace of life. Enjoy more things and activities.
- Definitely. Lifestyle improved. Make time for myself. Quality time for family. Enjoy garden.
- Different, child and business. How do you define "quality"? I'm happy.
- Financial. Health. Happiness.
- Got a family. Happy with a balanced life.
- I can't answer this, but it is very good.
- I have a better standard of living.
- I have a business and life is good.
- I think being retired I have more time to enjoy life, to do the things I want to do and am more relaxed about life in general.
- I think life is pretty good. I can't pinpoint exactly why it has improved.

- I'm an immigrant so life is much better than where I came from. It is easier to live a good life here.
- Just gets better and better.
- Just got better.
- Personal relationship and life satisfaction.
- We are in better housing and life has just improved.

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

- Because I'm going walking and we have insulated our home.
- Better health care for everyone.
- Business doing well. Kids well and happy and health improving.
- Financial. Health. Happiness.
- Five years ago had cancer. Clear of it now and leading a full and active life.
- Gave up drinking alcohol.
- Good doctor looking after me.
- Health system is easier to access.
- I have a walker which gives me more mobility.
- I'm earning more money. I have a better house and I'm eating better food.
- I'm independent, strong and work hard at improving my life.
- More money. Eating, sleeping, exercise better.
- My health is more stable.
- Own attitude. People I mix with. Medical help positive.
- Safety (from South Africa). More opportunities and higher salary. Good antenatal care.

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

- Because I'm going walking and we have insulated our home.
- Brought our own home and had a baby. Enjoyed staying home with him until he went to school.
- Have a mortgage for own home and in a settled relationship.
- Having children. Living in a nicer house.
- Home paid off now.
- I'm earning more money. I have a better house and I'm eating better food.
- Lucky to have a house provided. Children can grow up in semi rural area. Opportunities to pay off mortgage (house elsewhere).
- We are in better housing and life has just improved.
- We became home owners and we have progressed in our careers.
- We have a better house and my partner has a better job.
- We own our own home and are very settled.
- We own our own home and car. Pay has increased. We moved to Napier which is a good move for us.

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

- Because my son has left home. I only have to think about myself now.
- Because of my studies. Children have left home. Not responsible for them.
- Children have left home and are at University.
- Children left home. Financially better off.
- Financially - children have left home.
- Getting older. Finances are better and the kids have left home.
- I have got more money as the children have grown up. I'm more settled in my life.
- Increase in income and increase in working hours and progression in our careers and kids leaving home.

- My children have grown up and we have more money and opportunities to do what we want.
- Teenagers have left home.
- The children have left home.

*Comments coded to **relationships**:*

- Divorced! Has own business.
- Have a mortgage for own home and in a settled relationship.
- I got married.
- I have got divorced.
- I've got married.
- Married and now have a daughter.
- Met my wife and got married.
- More stable marriage relationship.
- Personal relationship and life satisfaction.
- Re-marriage 7 years ago has resulted in being more financially secure.
- Variety of reasons. Improved my employment situation. Moved from Wellington to Napier. Got married.

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

- Have a job I enjoy. Good social life.
- Husband passed away and when I got over that I realised that we were always too busy. Now I find I get out and about more, even with my bad hip.
- I'm older and have more freedom. Left school.
- More freedom now the children are at school.
- More independence. More control over my life.
- My work load has reduced so I can pursue my interests.
- Napier has got better. There is more to do and I have got older.
- No longer working full time, so I am enjoying life more. Have more time to myself.
- Own attitude. People I mix with. Medical help positive.
- Work situation has improved. Working less hours and have a better social life.

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

- Climate is good.
- Facilities improved eg, libraries, roadworks and by-passes.
- Mostly because of where we are now living in Taradale. Good to bring up our last child here. Lovely neighbours and schools.
- Napier has got better. There is more to do and I have got older.
- Napier has improved (Napier got moving when other places started falling back).
- Napier seems like a brighter happier place now. Maybe because I'm getting older.
- Since moving to Napier - semi rural.
- What Napier has going for it eg, Art Deco.
- Wonderful mayor and deputy.

*Comments coded to **personal attitude**:*

- Become more self aware.
- My course has helped me mature a lot.
- My own personal development. Have become positive in my attitude to life. More mature.
- Own attitude. People I mix with. Medical help positive.
- Personal growth.

*Comments coded to **studying**:*

- Because my children are a little older, I'm training and more financially secure.
- Because of my studies. Children have left home. Not responsible for them.
- Settled down now and in a relationship. Have two children.
- Slowly, but surely. Work at meat works better than seasonal in the fields. Go to Polytechnic now.
- We moved to a different area and I have up skilled myself.

*Comments coded to **other**:*

- Better mediation.
- Easier generally.
- For me a lot.
- Gave up teaching after 40 years.
- Getting older and wiser and I retrained.
- Got my restricted licence.
- I've worked hard to improve things.
- Maori upbringing. Can look after each other.
- Personal reasons.
- Slightly. Less people to look after.
- Stupid question. Recent divorce. Some good and some bad.
- The Lord looks after me.
- Was a student five years ago.

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

	Number	Percent
Stable/stayed the same	52	33.8%
Not financially secure/not enough income/price increases	45	29.2%
Health and fitness	32	20.8%
Age	16	10.4%
Family	6	3.9%
Enjoy life/good standard of living	5	3.2%
Moving to Napier from elsewhere	3	1.9%
House/housing	1	0.6%
Relationship	1	0.6%
Other	9	5.8%
Sample	154	100.0%

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

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

- About the same, but very good.
- Because I can cast my mind back over five years and know it hasn't improved.
- I don't think it has changed.
- It has been very stable.
- It has stayed very much the same.
- It has stayed much the same.
- It is about the same although I'm getting older.
- It is about the same (x27).
- It is much the same. It has always been very good.
- It is much the same. It is pretty good.
- It is much the same. Life is good.
- It is much the same. Sometimes I think it is improving and then it slips backwards.
- It is much the same. Stable.
- It is pretty stable.

- It is pretty well the same.
- It is static.
- It is the same. Nothing has changed.
- Just stayed the same.
- Just the same.
- Life is pretty static.
- Much the same.
- My life is pretty settled.
- My quality of life is much the same. I have health issues, but I don't let them get me down.
- Same.
- Stayed about the same. Mainly financially. It has been increasingly harder to manage.
- Things are going well. Much the same as five years ago.

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

- Because quality of life depends on health and money. Our health is okay, but we don't have any more money in our pockets.
- Bridgecorp - large loss.
- Costs.
- Economic downturn. Expense of children's further education.
- Economy downturn.
- Financial constraints.
- Financial.
- Financially it has got harder with the cost of living increasing.
- Financially things are so much more expensive and we aren't getting anymore money in, so it is tougher.
- Having to work harder.
- Health/finance.
- I do relief teaching. Government has cut teacher training for existing teachers so I don't get as much relief work hence my income has been cut by two-thirds.
- I don't get paid enough. I work two part time jobs and my boss is terrible. My dog got run over so I have a huge vet bill to pay off. It has been a crap year.
- I don't want to comment. I have been ripped off in my job.
- I look after my mother, so it has deteriorated as I've had to give up work. I can only work part time now.
- I took redundancy and then could not find employment.
- I'm not able to work.
- I'm not working. I would really love to get a job.
- I'm on the lowest income there is and prices are constantly going up.
- Income has dropped.
- It has gone downhill. With the economic downturn, we have less money.
- Low income. Hard to manage.
- Monetary.
- Moved back to Napier from Wellington. My job and salary expectations did not happen.
- My dollar doesn't go as far as I think it should.
- No better no worse. I've recently lost my job.
- Not enough earnings.
- Perpetually increasing costs from regional council and local council. All putting up rates disproportional.
- Price increases without wage increases and having four children, finances are tight.
- Price of food! Pay mortgage and rent. Jobs are hard to find due to economic downturn. Wages static.
- Price of food, petrol and electricity goes up but wages don't.

- Prices are going up so quickly with the recession.
- Prices have gone up on food, rent and petrol so much in the last year that my quality of life is deteriorating.
- Prices keep going up. Everything goes up except my salary.
- Retirement meant having to get used to living on a fixed income.
- Stayed about the same. Mainly financially. It has been increasingly harder to manage.
- The cost of living has increased too much.
- The recession has knocked us.
- The recession means I have less disposable income.
- The rent and power have gone up. Food has gone up.
- Time/work etc.
- Wages aren't keeping up with constantly rising prices.
- Wages not kept up with inflation. New Zealand not going forward.
- We are back down to one income as we have a young family and it is really hard.
- We are just working to make ends meet and the rent rise on our leasehold land has meant we have gone backwards.

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

- Age and health.
- Due to chronic illness.
- Health bad at present.
- Health deteriorating (x3).
- Health problems for both.
- Health problems.
- Health reasons, I have gone blind.
- Health (x3).
- Health. Waiting on second hip replacement.
- Health/finance.
- I became very sick but in every other way my quality of life is good as we have good neighbours and live in a nice area.
- I had a good quality of life until I broke my hip. It has been slow to mend, so I'm house bound as I'm not allowed to drive at present.
- I have terminal cancer.
- It has just been average. I have had to go on an Invalids Benefit.
- It is okay, but we have health problems.
- Lost husband. Age related issues. Adapt to new things in health system. Health problems.
- My health has deteriorated (x2).
- My health has deteriorated. I had a breakdown at Christmas.
- My health isn't great. I had a stroke and I have to relearn how to do everything.
- My quality of life is much the same. I have health issues, but I don't let them get me down.
- Need a knee replacement and am on a long waiting list.
- Older and health not as good.
- Ongoing arthritis.
- Problems with kidneys/cancer.
- Put on weight.
- Three heart attacks, bad back and problems with shoulders.
- Widened during that time.

*Comments coded to **age**:*

- Age and health.
- Age Concern.

- Age.
- Due to aging and everything that it brings, it has deteriorated.
- Getting older (x2).
- Getting older. More aches and pains.
- Getting older. Plays a big part.
- Getting older. Society is deteriorating.
- Got older.
- I'm getting older.
- It has deteriorated as I have slowed down due to my age.
- It is about the same although I'm getting older.
- Lost husband. Age related issues. Adapt to new things in health system. Health problems.
- Older and health not as good.
- Retirement meant having to get used to living on a fixed income.

*Comments coded to **family**:*

- I look after my mother, so it has deteriorated as I've had to give up work. I can only work part time now.
- Looked after invalid husband for 17 years and he died last year. Still trying to find place in the world.
- Lost husband. Age related issues. Adapt to new things in health system. Health problems.
- My wife died and I had to adjust to that.
- Personal stresses. Family situations. Teenage daughters.
- We are back down to one income as we have a young family and it is really hard.

*Comments coded to **enjoy life/good standard of living**:*

- Great right through my life.
- I became very sick but in every other way my quality of life is good as we have good neighbours and live in a nice area.
- It is much the same. It has always been very good.
- It is much the same. It is pretty good.
- It is much the same. Life is good.

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

- I used to live in Sweden and the standard of living was much better.
- Moved from Auckland to Napier.
- We have moved back to New Zealand from Australia which we have found to be a step backwards due to New Zealand's poor education, health and high crime.

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

- Because we don't have our own home and we aren't as secure. I'd feel much better if we did have our own place.

*Comments coded to **relationship**:*

- My wife left me.

*Comments coded to **other**:*

- Failed at school.
- Getting older. Society is deteriorating.
- I don't wish to say (x2).

- I'm slowing right down.
- It has changed but hasn't improved.
- It has deteriorated, but I'm not going to comment further.
- More stress.
- No comment.

*Comments for **don't know** if quality of life has improved over the past 5 years:*

- About the same I think.
- Changing shift work. Reduced pay, but other benefits.
- Have my own home now, but that's because my mother died. I am a single parent and it is hard, but I don't have the stress from any husband.
- Have recently moved.
- I have learnt to stand up for myself more. Maybe if I had learnt to do this earlier, life would be better.
- I just lost my wife four years ago and it has been hard to adjust.
- I'm quite happy, but getting a few aches and pains.
- Not sure. It is not that great now.
- Not much change.
- Not sure.
- Redundancy. Retired now, so have had to make a few adjustments financially.
- Things aren't too bad, but health has gone down.
- We have a good quality of life now.
- Went down, and then came back up a bit (lost a grandchild during that time).

Comparison with 2007 results:

	2009	2007	Percent change
Yes	56.9%	58.1%	-1.2%
No	38.4%	39.3%	-0.9%
Don't know	4.7%	1.9%	2.8%
Not specified	0.0%	0.7%	-0.7%
Total	100.0%	100.0%	

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

	Number	Percent
Likely to improve	175	43.8%
Stay about the same	129	32.2%
Likely to deteriorate	62	15.5%
Don't know	34	8.5%
Not specified	0	0.0%
Total	400	100.0%

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

	Number	Percent
Financially secure/income increased	84	48.0%
Personal attitude/growth	27	15.4%
Children left home/children more mature/children attending	21	12.0%
Hopefully	13	7.4%
Change of lifestyle	11	6.3%
Studying	11	6.3%
Social life/recreation/freedom	9	5.1%
Age/retirement	8	4.6%
Family	8	4.6%
Health and fitness	8	4.6%
House/housing	7	4.0%
Relationships	3	1.7%
Positives of living in Napier	1	0.6%
Other	9	5.1%
Sample	175	

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

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

- Advancement in employment. Family leaving home.
- As we get more financial security and save more money and maybe get our own home.
- Because my business will increase and I will derive great satisfaction from that and from the service I provide for people.
- Better income. I expect our income to continue to rise.
- Career progression. Reaching more goals. Kids.
- Continue to make more money.
- Continued development of career, family and all areas of my life.
- Depending on recession and work.
- Determined by indebtedness and kids. Will finish school soon.
- Due to my hard work.
- Economy looking up.
- Family commitments I enjoy. Business will expand.
- Get more experience in the industry and get promoted.
- Got a job when I finish my training.
- Got to look on the bright side. As children get older it is less constricting. Think business will continue to improve.
- Hard to think it can improve much better but I think my employment opportunities will improve and that I'll still be happily married.
- Hard work will help us to get ahead.
- Health will improve, I'll go back to work or do community work as I used to.
- Hope to get a better job when my studies are completed.
- Hope to get a job.
- Hope to get my business off the ground and well and truly flourishing in that time.
- Hopefully. Don't know how business will go.
- Hoping to be employed.
- Hoping to go into business for myself. Hope this will increase income.
- I have a good feeling about the future of the country. I think things will improve.
- I have become self employed. I am in control of my destiny.
- I have just about paid off a big vet bill.
- I hope to go back to full time work once all my children are at school.
- I may have a family or progress in my career.
- I will be a qualified hairdresser by then.
- I will be doing further study which will lead to career progression.

- I will be qualified, so I will have more money and my daughter will be at school.
- I will be taking every opportunity to make things improve and to keep my job.
- I will have finished my degree and finances will improve.
- I will have finished my training and will move into a better job.
- I will have graduated and will earn more money hopefully.
- I will hopefully be more financial and will have more time to do some things I would like to do.
- I will seek full time employment in the next six months.
- I will start working again as my children will be older.
- I won't be supporting the kids at university after next year.
- I'll be a qualified electrician and go to Australia and earn mega bucks.
- I'll get a pay rise.
- I'll go back to work so finances will improve.
- I'll have left school and be working full time or studying and have more money.
- I'm determined to make it improve financially.
- I'm going to earn more money.
- I'm going to have more holidays. Two of my children will be off to university and I may give up work.
- I'm very optimistic that things will improve once the recession is over.
- Income will increase as my wife will return to work when the children are at school.
- Increase in financial security. Go up the property ladder.
- It will improve further when I can start collecting super.
- Job prospects will improve.
- Kids get jobs and leave home.
- Lots more if the mortgage paid off.
- May be able to go back to work full time thus easing the financial strain.
- More and more financially sound.
- More income (x2).
- More money. More Maturity.
- More opportunities at work long term.
- Moving to Adelaide. More money and career improvements.
- Moving to Australia soon where we will earn more money and receive help with a deposit for a house.
- My children will all be at school, so I will be able to go back to part time work.
- My finances are likely to improve as we come out of the recession.
- My income will improve, so that will improve my lifestyle as I will be able to upgrade to a better house.
- My son will be old enough to go to school, so I'll be able to work more hours.
- Once my children are at school, I will be able to get involved in study and get a job.
- One child will go to school and one will be at kindy, so I will have 20 hours to get a job.
- Opportunity for advancement in my career.
- Pay increases, I expect to progress in my career.
- Promotion at work and children getting older and easier to care for.
- Property values will increase.
- Still being young I have the opportunity to improve things through more promotions career wise.
- Succession of my business.
- There will be no children at home. All my money can stay in my pocket.
- Think business will improve, but only slowly.
- Through business growth.
- Two incomes.
- We are working hard and I think we will get ahead.
- We hope our financial situation will improve.
- We will either move to Auckland for employment opportunities or back to Australia.
- We will get rid of our mortgage and hopefully get a better home.

- Work an improvement.
- Work and economic situation improve and stabilise.

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

- Aiming at more personal growth.
- Because I try to be positive.
- Because if you think things will improve it's more likely that they will. If you think things will get worse you help to make it worse. A whole new life and experiences will be opening up for me in the next year when I am at university.
- Because I'll make it better. Think I'll become more settled into my new lifestyle.
- Can only get better!
- Continued development of career, family and all areas of my life.
- Definitely improve.
- Doing well.
- Going to get better!
- Got to look on the bright side. As children get older it is less constricting. Think business will continue to improve.
- I believe it will by creating my own environment.
- I just know it will get better.
- I think I've begun to enjoy my retirement and this enjoyment will increase.
- I will make it better.
- I'm an optimist.
- I'm going to try and make it improve.
- I'm motivated to make sure it improves.
- I'm optimistic about the future.
- Life outlook.
- More money. More Maturity.
- Only 17 and therefore must get better.
- Optimistic.
- Positive person.
- Things are looking up.
- We aim to keep moving up.
- We are working towards our goals.
- Will make sure.

*Comments coded to **children left home/children more mature/children attending school**:*

- Advancement in employment. Family leaving home.
- Because my children will be older and less dependent. I intend to train to be a chef next year, so hope that will lead to work.
- Children get even older and hopefully make their own way.
- Children getting older so less responsibility needed on my part.
- Children getting older. Fewer restrictions in family life.
- Children getting older. Will not have to worry about them 24/7.
- Getting rid of a few things, like kids leaving home.
- Got to look on the bright side. As children get older it is less constricting. Think business will continue to improve.
- I hope to go back to full time work once all my children are at school.
- I will be qualified, so I will have more money and my daughter will be at school.
- I will start working again as my children will be older.
- I'm going to have more holidays. Two of my children will be off to university and I may give up work.
- Income will increase as my wife will return to work when the children are at school.
- Kids get jobs and leave home.

- My children will all be at school, so I will be able to go back to part time work.
- My kids will be older.
- My son will be old enough to go to school, so I'll be able to work more hours.
- Once my children are at school, I will be able to get involved in study and get a job.
- One child will go to school and one will be at kindy, so I will have 20 hours to get a job.
- Promotion at work and children getting older and easier to care for.
- There will be no children at home. All my money can stay in my pocket.

*Comments coded to **hopefully**:*

- Hopefully (x12).
- Hopefully. Don't know how business will go.

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

- Because I'll be in Wellington, a completely new, independent environment.
- Because I'll make it better. Think I'll become more settled into my new lifestyle.
- I will be going overseas to live.
- I'd like to travel and buy a house.
- If I get residency, which I'm sure I will my quality of life will improve in leaps and bounds.
- I'll be a qualified electrician and go to Australia and earn mega bucks.
- I'm starting a new beginning in my life.
- Moving to Adelaide. More money and career improvements.
- Moving to Australia soon where we will earn more money and receive help with a deposit for a house.
- We will either move to Auckland for employment opportunities or back to Australia.
- Will lose weight. Planning an OE.

*Comments coded to **studying**:*

- Because if you think things will improve it's more likely that they will. If you think things will get worse you help to make it worse. A whole new life and experiences will be opening up for me in the next year when I am at university.
- Because my children will be older and less dependent. I intend to train to be a chef next year, so hope that will lead to work.
- I will have finished my degree and finances will improve.
- I will have finished my studies.
- I will have finished my training and will move into a better job.
- I will have graduated and will earn more money hopefully.
- I'll have left school and be working full time or studying and have more money.
- I'm going to do further education so I can get a better job.
- I'm going to start doing some training to be a diver, something I've wanted to do for a long time.
- Once my children are at school, I will be able to get involved in study and get a job.
- Thinking of doing tertiary studies in nursing which is something I've always wanted to do.

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

- Enjoy family and going to local events.
- Health will improve, I'll go back to work or do community work as I used to.
- I just feel it will. I will retire and have more time to do the things I'd like to do.
- I will hopefully be more financial and will have more time to do some things I would like to do.
- If possible, won't have to work in the weekends.

- I'm going to have more holidays. Two of my children will be off to university and I may give up work.
- Looking towards retirement. Lots to do.
- More time and at a good place in our lives right now.
- Wife will retire also, so will be relaxed together.

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

- As you age you get wiser, happier and more content.
- I just feel it will. I will retire and have more time to do the things I'd like to do.
- I may have retired and I know what I plan to do.
- I think I've begun to enjoy my retirement and this enjoyment will increase.
- Looking towards retirement. Lots to do.
- Moving to more suitable property. Smaller and more suitable for my age.
- Retirement will be just around the corner!
- Wife will retire also, so will be relaxed together.

*Comments coded to **family**:*

- Career progression. Reaching more goals. Kids.
- Children getting older. Fewer restrictions in family life.
- Continued development of career, family and all areas of my life.
- Determined by indebtedness and kids. Will finish school soon.
- Enjoy family and going to local events.
- Family commitments I enjoy. Business will expand.
- Have another grandchild now. Gradually the sense of grief is diminishing.
- I may have a family or progress in my career.

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

- After my knee operation.
- Because I am going to be much more sensible about health issues.
- Health will hopefully improve.
- Health will improve, I'll go back to work or do community work as I used to.
- I should get better.
- I will be having surgery, so once I recover my quality of life should improve.
- Joined Weight Watchers and will lose weight.
- Will lose weight. Planning an OE.

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

- As we get more financial security and save more money and maybe get our own home.
- Bought some land and plan to build.
- I'd like to travel and buy a house.
- Increase in financial security. Go up the property ladder.
- Moving to more suitable property. Smaller and more suitable for my age.
- My income will improve, so that will improve my lifestyle as I will be able to upgrade to a better house.
- We will get rid of our mortgage and hopefully get a better home.

*Comments coded to **relationships**:*

- Happily married. Trying for another child.
- Hard to think it can improve much better but I think my employment opportunities will improve and that I'll still be happily married.
- I've got a new girlfriend so things are looking up.

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

- Facilities are improving and Mayoress (Barbara Arnott) is doing well.

*Comments coded to **other**:*

- A lot. That is the way it should be.
- Because I'm now getting the help and assistance I need.
- Don't know.
- Due to the situation my wife and I have created.
- Expect it to improve.
- I've set myself some goals.
- Last year of school. Dad moved to Oz. Mum doesn't live here so brother and sister live together. So things must improve.
- Looking to future and got options.
- Lots of opportunities. Lifestyle - can go where you want and work where you want.

*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	77	59.7%
Health and fitness	20	15.5%
Finances and income	13	10.1%
Age/retirement	7	5.4%
Lifestyle	7	5.4%
Family	5	3.9%
Personal attitude/growth	3	2.3%
Children left home/children more mature/children attending	2	1.6%
House/housing	2	1.6%
Studying	2	1.6%
Other	13	10.1%
Sample	129	

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

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

- As I said, I've had a great life up till now and think it will continue.
- As long as I watch my health, I expect things will stay about the same.
- At my age I maintain a healthy lifestyle and expect quality to remain for some years.
- Been like this for 30 plus years. Must be doing something right!
- Can't see any great leap forward at the moment.
- Can't see a lot of change in the next 5 years.
- Can't see any changes (x2).
- Can't see anything in short term future, changing in Napier or country in general.
- Can't see me going much further ahead than I am now.
- Can't see reason for change.
- Continue to do as I do now. It seems to be working.
- Don't anticipate anything bad happening.
- Don't know - can't see any change.
- Don't see any possibility of great change.
- Don't think things are going to improve greatly.
- Growing up with kids and life in general should stay the same.
- Happiness and security will hopefully remain the same.
- Happy as it is.
- Happy as we are.

- Hopefully stay the same (x2).
- Hopefully (x6).
- I can't guarantee anything at my age, but I hope things will stay the same.
- I can't see any great ray of sunshine.
- I can't see any reason for it to change.
- I can't see any reason why it won't stay the same.
- I can't see much changing.
- I can't see much changing. We both have ongoing health problems.
- I don't expect any changes.
- I don't expect any major changes.
- I don't see any changes ahead.
- I don't see anything changing.
- I don't think a lot is going to change.
- I don't think it is going to change (x2).
- I don't think it will change.
- I don't think much will change unless my hours are cut.
- I don't think much will change (x2).
- I don't think my stress levels will decrease.
- I have no reason to believe anything will change.
- I hope it stays the same as it is. Very good now.
- I hope it stays the same for the rest of my life.
- I hope it will stay the same (x3).
- I imagine it will be much the same.
- I think it is likely to be much the same.
- I think it is likely to stay much the same.
- I think it will be much the same (x2).
- I'd like it to get better, but I can't see it at this stage, so I think it will be much the same.
- I'd like it to improve, but I think it is likely to stay the same.
- I'd like to hope it stays the same.
- I'm an optimist so hopefully it will stay the same.
- I'm happy where I am with my life, so I want things to stay as they are.
- I'm hoping it will stay the same.
- I'm in my 70's and still raising children, so I hope things will stay the same.
- It depends on health, but all going well it will be much the same.
- It is good now and I think it will stay the same. We have good health.
- It is good now, so I hope it stays the same.
- It is likely to be much the same.
- It is likely to remain the same.
- It isn't likely to change much.
- It should stay the same.
- Just think it will stay the same for awhile, then will improve when I can go back to work in about six years time.
- Not too bad now.
- Remain static.
- Things will be much the same.
- Unless I win Lotto I don't see much changing.
- Unlikely to change much.

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

- After my hip operation I should be okay and still able to go out.
- As long as I watch my health, I expect things will stay about the same.
- At my age I maintain a healthy lifestyle and expect quality to remain for some years.
- Being optimistic! Health.
- Can't predict health.

- Depends on health.
- Don't expect to have any major health problems or accidents.
- Good life and eating ethics.
- Good lifestyle. Lead quiet, clean life. Enjoy family.
- Health.
- I can't see much changing. We both have ongoing health problems.
- I don't think it will get any worse as long as I maintain my health.
- If we have no health problems it will be much the same.
- I'm just hoping things will stay the same and that my health won't deteriorate further.
- In good health. Job secure.
- It depends on health, but all going well it will be much the same.
- It is good now and I think it will stay the same. We have good health.
- Taking responsibility for our own health to maintain standard.
- Trusting that I will be alive in five years. I really live day to day.
- With clean living and medical assistance.

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

- Can't. Not great increase in income.
- Cost of living and lower wages make it harder to get ahead.
- Current recession may affect us.
- Don't see any more income.
- Don't see our financial situation improving.
- Hopefully have same job.
- I don't think much will change unless my hours are cut.
- In good health. Job secure.
- Recession. This Government may be able to do things, but will take awhile to happen.
- We have children just about ready to joining the workforce, so our expenses will go down.
- We have to recover from the recession.
- We will adapt to the increased rent.
- We will be looking at buying a home soon so it will be hard financially.

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

- At my age I maintain a healthy lifestyle and expect quality to remain for some years.
- Can't be too sure as you get older.
- Getting older, but my daughter always rings up to check on me.
- I can't guarantee anything at my age, but I hope things will stay the same.
- I'm in my late fifties. We are unlikely to get our own home, so things won't improve.
- Not getting any younger.
- Until I retire completely I don't see much change.

*Comments coded to **lifestyle**:*

- As I said, I've had a great life up till now and think it will continue.
- Been like this for 30 plus years. Must be doing something right!
- Good lifestyle. Lead quiet, clean life. Enjoy family.
- I just enjoy life.
- I'm happy where I am with my life, so I want things to stay as they are.
- I'm happy with things the way they are.
- It is good now, so I hope it stays the same.

*Comments coded to **family**:*

- Good lifestyle. Lead quiet, clean life. Enjoy family.

- Growing up with kids and life in general should stay the same.
- I'm in my 70's and still raising children, so I hope things will stay the same.
- Think I'll still be in a happy family situation.
- Until all the children are older it is a drain on time and you worry.

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

- Being optimistic! Health.
- Feel optimistic.
- Valuing life and knowing what matters.

*Comments coded to **children left home/children more mature/children attending school**:*

- Until my daughter finishes her education.
- We have children just about ready to joining the workforce, so our expenses will go down.

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

- I'm in my late fifties. We are unlikely to get our own home, so things won't improve.
- We will be looking at buying a home soon so it will be hard financially.

*Comments coded to **studying**:*

- Because I will be studying for the most part.
- It will continue to be good. I'm going to university.

*Comments coded to **other**:*

- But could improve.
- Could get better.
- Do enjoy being a member of UTA (University of the Third Age).
- Don't know what I will do.
- Don't know (x3).
- Hope it will improve.
- Hope no more set-backs.
- No reason.
- That's what I think.
- Trying.
- Wish it to.

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

	Number	Percent
Not financially secure/not enough income/price increases	19	30.6%
Health and fitness	17	27.4%
Age	17	27.4%
Breakdown of society	3	4.8%
Government	6	9.7%
Other	3	4.8%
Sample	62	100.0%

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

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

- Being on a fixed income when prices and costs are going up all the time will make a difference.

- Coming to end of my career, will be living on a fixed income.
- Economy going downhill rapidly. We have not seen the worst of it yet.
- Everything is getting more expensive.
- Getting older. I'll have less money when I retire.
- Government is reducing the number of teachers, so I expect my relief work to continue to decrease.
- Government that's in - take out pension. ACC increases.
- I will not be working full time.
- If prices continue to increase at the present rate it will continue to deteriorate.
- In a recession. Don't know how long the effect will last.
- Interest rates on investments.
- Mainly lack of employment for everyone and our society is generally going down.
- Making ends meet is a continuing problem.
- Our three children are getting older, so they will cost more and our income will decrease. We don't get any Government help.
- Poor Uni student.
- Prices will continue to rise, but wages are unlikely to increase.
- Probably interest rates will decline and recession continue.
- Unless I'm able to find work, things won't improve.
- Upward prices and my income won't go up.

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

- Age and health. Hospital system. No cardiac unit may have a large bearing on my quality of life - even my life itself.
- Age and probably health.
- Age. Might have some health problems.
- Arthritis. Circulation in the legs.
- Due to declining health.
- Due to health issues.
- Getting even older. Even more aches and pains.
- Health issues.
- Health.
- I'm nearly 80, so things aren't likely to stay the same. I've just had a bad fall.
- My illness will progress.
- Serious heart problem and nothing much more can be done.
- Steadily worse due to health.
- The illness I have. There is no cure for it so my quality of life will slowly deteriorate, although I do all I can to slow this down.
- Think health (back problem) will get worse.
- Three heart attacks, bad back and problems with shoulders.
- With my underlying health problem, it's likely to deteriorate.

*Comments coded to **age**:*

- Age and health. Hospital system. No cardiac unit may have a large bearing on my quality of life - even my life itself.
- Age and probably health.
- Age (x3).
- Age. Might have some health problems.
- Age. Probably be dead by then!
- Due to age.
- Due to aging.
- Due to my age.
- Due to old age.
- Getting even older. Even more aches and pains.

- Getting older and even though I keep fit, healthy and active you never know what can happen. Here today and gone tomorrow.
- Getting older. I'll have less money when I retire.
- I will be getting older.
- If I'm still around.
- I'm nearly 80, so things aren't likely to stay the same. I've just had a bad fall.

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

- Due to the violence in the community. I think New Zealand is going backwards.
- See society breaking down even further.
- There is a growing awareness of the greed of people and an increase in violent behaviour which makes me feel unsafe and this reduces my quality of life.

*Comments coded to **government**:*

- Anything could happen under present Government. Won't improve.
- Due to lack of services. Government issued statements defining reduction of services. Called upon by retired, family and low socio economic groups. Predictable crime increase, personal and property.
- Government is reducing the number of teachers, so I expect my relief work to continue to decrease.
- Government that's in - take out pension. ACC increases.
- If we have the same Government, it will go down even further.
- With the Government cheating the public, hospital and medical services will get more expensive.

*Comments coded to **other**:*

- Due to lack of services. Government issued statements defining reduction of services. Called upon by retired, family and low socio economic groups. Predictable crime increase, personal and property.
- Just know we live.
- Reading prophecies eg, Nostradamus "end of world" 21st 2012.

Comments for don't know:

- Anything can happen at any time.
- Anything can happen.
- As far as my mind set goes, it is very positive, but I don't know what is ahead.
- Because no guarantees about income therefore combined could drop.
- Can't see into future.
- Definite.
- Depends on economy.
- Depends on health issues and job.
- Depends on Lotto.
- Depends on my mother. If I'm still looking after her it won't improve.
- Don't wish to look into the future.
- Getting older, but can't see future.
- Hope it doesn't change too much.
- I can't predict the future at my age.
- I don't have any medical problems that I am aware of, so I hope things stay the same, but at my age I don't know what will happen.
- I don't know what is ahead.
- I don't know what will happen as I age.
- I'm a solo mother with three children and health issues, so it is hard to know what is going to happen.

- I'm not a youngster any more, so things won't improve.
- I'm of an age that I don't know what the future will hold.
- In retail therefore depends on economy.
- In the hands of the Lord.
- My health problems, I don't know what the future will be for me.
- No comment.
- We don't know what will happen in the future.

Comparison with 2007 results:

	2009	2007	Percent change
Likely to improve	43.8%	38.7%	5.1%
Stay about the same	32.2%	31.1%	1.1%
Likely to deteriorate	15.5%	11.7%	3.8%
Don't know	8.5%	17.3%	-8.8%
Not specified	0.0%	1.2%	-1.2%
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	137	34.2%	[go to Q26c]
Employed part-time	61	15.3%	[go to Q26b]
Unemployed	22	5.4%	[go to Q26a]
Parenting/home duties/retired	112	28.0%	[go to Q26a]
Beneficiary	37	9.4%	[go to Q26a]
Education and training	10	2.4%	[go to Q26a]
Other	21	5.3%	
Not specified	0	0.0%	
Total	400	100.0%	

Occupations for respondents who were employed full-time:

- Accountant.
- Administration (x2).
- Administrator (x2).
- Airline Pilot.
- Apprentice electrician.
- Area Officer for a major trading bank.
- Associate teacher.
- Bank Manager (x2).
- Bar person.
- Build roads.
- Builder (x3).
- Canteen store person.
- Caring for the disabled.
- Carpenter.
- Case manager for Mental Health.
- Cellar hand at winery.
- Check out operator.
- Chief Operating Officer of a construction company (about to take up an overseas post).

- Civil Servant.
- Commercial Accountant.
- Community support worker.
- Company manager.
- Consultant - fertilizer consultant.
- Container operator - port repairs
- Contractors - orchard.
- Counsellor.
- Courier.
- Deputy Registrar.
- Diesel mechanic.
- Education.
- Electrical calibrations technician.
- Engineer (x3).
- Engineer/designer.
- Estimator.
- Executive leasing and directorships.
- Farm manager.
- Financial administration.
- Florist.
- Freelance journalist (now full time) and Self employed.
- Garbage collector.
- General Manager of marketing.
- Horticulture (x2).
- Hostess McDonalds Manager.
- In work support co-ordinator (government employee).
- Joiner.
- Legal Executive.
- Legal secretary/PA.
- Maintenance of rest home - cleaner.
- Manager at a restaurant.
- Manager (x4).
- Marine Pilot.
- Mechanic.
- Nurse.
- NZ Army Officer.
- NZ Towel Service/we load the trucks.
- Operations co-ordinator.
- Operations Manager.
- Owner/operator of a business.
- Pack house - seasonal.
- Petrol pump/housekeeping.
- Physiotherapist.
- Placemakers - Manager.
- Planner.
- Police Officer.
- Prison Officer.
- Pro golfer.
- Production Planner.
- Project Manager.
- Public servant.
- Pulp mill operator.
- Radio announcer.
- Radiographer.
- Rail worker.
- Real Estate Agent.

- Refused to say.
- Roading Engineer (on maternity leave).
- Roofing contractor.
- Sales assistant.
- Sales Manager.
- Sales rep.
- Sales.
- School Principal.
- School secretary.
- School teacher (x3).
- Self employed - importer.
- Self employed - painting and decorating - full time.
- Self employed hospitality.
- Self employment caterer.
- Selling truck parts.
- Senior caregiver.
- Shop assistant (32 hours at work).
- Shop assistant.
- Shop keeper.
- Soldier - Government employee.
- Sport Hawke's Bay.
- State servant - Government Department.
- Supermarket worker.
- Supervisor - meat industry.
- Teacher (x5).
- Technician.
- Trainee dispensing optician.
- Truck driver.
- Vet.
- Veterinary officer (Government Department - Meat Works).
- Warehouse Manager.
- Wine Industry (did not want to answer this question, so this is all I could get).
- Wine maker.
- Winery worker.
- Youth co-ordinator.

Occupations for respondents who were employed part-time:

- Administration and marketing - Payroll.
- Administration assistant.
- Administration (x2).
- Administrator (x2).
- Aluminium joiner.
- Café assistant.
- Care giving.
- Check out operator.
- Check out supervisor.
- Cleaner.
- Cleaning and volunteer work.
- Cleaning.
- Clerk (x2).
- Commission salesman.
- Complex Care Giver.
- Counsellor.
- Customer service office.
- Customer service.

- Florist.
- Gateway co-ordinator High School.
- Hairdresser.
- Home care - for disabled/elderly/palliative care for District Health Board.
- Home care.
- Hydrographer.
- In home child care.
- Indoor adventure centre. The wall assistant there.
- Kitchen Assistant.
- Medical Administrator.
- Motelier.
- Nurse (x3).
- Nursery man.
- Office administration.
- Office administrator.
- Paper run.
- Practice manager at medical centre.
- Reader/writer for disabled students at EIT.
- Relief teaching - primary.
- Retail Manager.
- Retail (x2).
- Sales assistant.
- Sales Consultant.
- Self employed own a B&B.
- Self employed part time.
- Self employed.
- Sewing curtains.
- Shop Assistant (x2).
- Staff recruitment.
- Supermarket assistant.
- Supermarket worker.
- Supervisor at a motel.
- Teacher.
- Teachers Aid.
- Truck driver.
- Work in a supermarket - checkout operator.

Other comments:

- Company director, financial controller and mother.
- Not sure.
- On call casual - Postie.
- Seasonal/meat works.
- Self employed - construction.
- Self employed - flooring company.
- Self employed - hair dressing.
- Self employed - horticulture.
- Self employed - retail.
- Self employed - automotive.
- Self employed - B & B owner.
- Self employed - builder.
- Self employed - business Consultant - food technology.
- Self employed - child minding.
- Self employed - dance teacher.
- Self employed - engineering business owner.
- Self employed - entertainer.

- Self employed - project management.
- Self employed - psychologist.
- Self employed - retail.
- Self employed - sales and merchandise.
- Self employed - viticulture/horticulture block.
- Self employed - Web Designer.
- Self employed - Pilates practitioner about 30 hours a week.
- Self employment - Mortgage finance and insurance consultant.

Comparison with 2007 results:

	2009	2007	Percent change
Employed full-time	34.2%	31.8%	2.4%
Employed part-time	15.3%	14.6%	0.7%
Unemployed	5.4%	2.9%	2.5%
Parenting/home duties/retired	28.0%	28.7%	-0.7%
Beneficiary	9.4%	5.7%	3.7%
Education and training	2.4%	7.3%	-4.8%
Other	5.3%	8.1%	-2.8%
Not specified	0.0%	0.9%	-0.9%
Total	100.0%	100.0%	

Q26a Do you want a job now?

	Number	Percent	
Yes	35	17.4%	[go to Q28]
No	138	68.2%	[go to Q28]
Don't know/not specified	29	14.4%	[go to Q28]
Total	202	100.0%	

Comparison with 2007 results:

	2009	2007	Percent change
Yes	17.4%	22.4%	-5.0%
No	68.2%	76.7%	-8.4%
Don't know/not specified	14.4%	0.9%	13.5%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	8	12.7%
No	46	75.2%
Don't know/not specified	7	12.1%
Total	61	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Yes	12.7%	28.8%	-16.1%
No	75.2%	64.0%	11.2%
Don't know/not specified	12.1%	7.2%	4.9%
Total	100.0%	100.0%	

Q26c Do you have more than one job at present?

	Number	Percent
Yes	17	8.0%
No	195	89.1%
Don't know/not specified	7	3.0%
Total	219	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Yes	8.0%	8.1%	-0.1%
No	89.1%	90.3%	-1.3%
Don't know/not specified	3.0%	1.6%	1.4%
Total	100.0%	100.0%	

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

Comments coded:

	Number	Percent
None	99	24.8%
Economic downturn	21	5.3%
Low wage	12	3.0%
Being made redundant	11	2.8%
Lack of work to do/maintaining profits	10	2.5%
Issues related to individual businesses	8	2.0%
Need longer hours/more days	8	2.0%
Government/change in direction or policy	7	1.8%
High workload	7	1.8%
Fixed term contract/temporary contract	4	1.0%
Lack of skills to improve	3	0.8%
Physically demanding work	3	0.8%
Exchange rate	2	0.5%
Lack of safety/equipment	2	0.5%
Seasonal issues	2	0.5%
Too much management	2	0.5%
Hard to find good staff	1	0.3%
Other	17	4.3%
Sample	400	

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

Comments for a rating of none:

- I'm happy with my job.

- I'm pretty happy; I'm in the process of moving to a better job just now.
- I'm quite happy.
- No concerns at all.
- No concerns.
- No real concerns.
- None - yet.
- None diversified.
- None, family business.
- None, I love my job.
- None, it is quite secure.
- None (x75).
- None. Great job.
- None. My wife also works two jobs.
- None. Not allowed to comment as a Government employee.
- None. Re-structure finished.
- None. Very stable.
- Nothing (x6).
- Pretty stable.
- Self employed - no concerns.

*Comments for a rating of **economic downturn**:*

- At present okay as parents still considering needs of children (thinking of recession).
- Concerns for the recession/potential for redundancy.
- Downturn in economy.
- Economic climate - same as everyone else, there's a worry of redundancy.
- Economy is such that any occupation can have problems.
- Global climate makes it difficult for building industry.
- If recession was to worsen only.
- If things don't get tighter financially and I don't get laid off.
- It is a bit fragile with the economy the way it is.
- Just how fragile the economy it is at the moment.
- Just the economy, but it seems to be improving.
- Losing the job in current climate, losing hours in current climate.
- Lot less work because of the economic downturn.
- Maybe we will be made redundant because of the recession - things slowing down.
- Not very reliable economic climate at the moment. Fear cut backs in road building.
- One job is stable; one job is likely to be affected by the recession.
- Slightly vulnerable due to the recession, but I feel things are improving.
- The current economic climate makes things less secure.
- The recession has reduced my income.
- Will it still be there in a year's time?
- World economy/recession could affect us in Napier.

*Comments for a rating of **low wage(s)**:*

- DHB's lack of support for the community. Staff underpaid and staff overworked.
- I'm being paid unfairly and I'm going to see my MP about the situation.
- More money.
- Not as good as it used to be money wise. Less overtime. Conditions are not as good either. More like a prison camp than a happy place to work.
- Not enough salary.
- Not getting paid enough.
- Really don't like it. Too physical. Not well paid. But really had little choice as it was all that was available.
- The low wages.

- There are too many chiefs, red tape and low wages.
- They don't pay me enough.
- Wages don't keep up with inflation and the company could chip in for the cost of safety equipment and tools as we have to provide our own tools.
- Wants us to do the work of two people for the pay of one and we are on the minimum wage. I'm expected to do this, others are not.

*Comments for a rating of **being made redundant**:*

- Being made redundant.
- Concerns for the recession/potential for redundancy.
- Economic climate - same as everyone else, there's a worry of redundancy.
- Fear of redundancy.
- I'd like more hours and I want to keep my job.
- If things don't get tighter financially and I don't get laid off.
- In the current climate I worry about losing my job.
- Losing the job in current climate, losing hours in current climate.
- Maybe a chance of losing my job/my business.
- Maybe we will be made redundant because of the recession - things slowing down.
- Well it's always in the back of your mind that you'll "no longer be required".

*Comments for a rating of **lack of work to do/maintaining profits**:*

- Amount of work I have to do. Would like more and there is a bit of uncertainty about being self employed.
- Being able to maintain profitable business.
- Continuity of work (not a problem at present).
- I'd like more hours and I want to keep my job.
- Losing the job in current climate, losing hours in current climate.
- Lot less work because of the economic downturn.
- Making a buck. None really.
- There is not enough work available.
- We just need to get more customers.
- Workload.

*Comments for a rating of **issues related to individual businesses**:*

- A lack of profile in the Hawke's Bay. Businesses tend to use a consultant from Auckland rather than seeing what is available in Hawke's Bay.
- Away from home too much. Diversity of work sometimes hard to manage.
- Funding, we rely on community based funding and if we don't get it, I could lose my two smaller jobs.
- Management not fully aware of students' problems.
- Matters of work conditions eg, class size.
- My boss at one job is just terrible.
- My boss is a sole trader and once he retires, I will be out of a job.
- Only demands of being self-employed.

*Comments for a rating of **need longer hours/more days**:*

- Being on call. Maybe not rostered for full weeks work.
- I don't have enough hours.
- It is a little too part time, I'd like to work 3-4 days a week, and at present I'm only doing 2 days a week.
- It is not enough hours.
- Just that it is not full time and it is a long distance from home.
- Lack of hours.

- Limited hours. I would like to have more hours.
- My employer Silverferm Farms is in a cost cutting mode and my hours could be cut.

*Comments for a rating of **government/change in direction or policy**:*

- Curriculum changing. Don't think frequent change good thing (changes with parties).
- My work is government driven, a change of government means changes in direction.
- National being in Government and cutting all the funding, my job is less secure.
- Not very reliable economic climate at the moment. Fear cut backs in road building.
- Privatisation.
- Probably. Because my work is with people with disabilities I feel there may be cuts to the service.
- Security - threat of redundancy with change of Government.

*Comments for a rating of **high workload**:*

- DHB's lack of support for the community. Staff underpaid and staff overworked.
- Hospital service is under pressure. Always more demands being made on us. High volume of work.
- I want to retire, but my employer keeps me working.
- The workload is too heavy.
- Too much work.
- Very busy.
- Wants us to do the work of two people for the pay of one and we are on the minimum wage. I'm expected to do this, others are not.

*Comments for a rating of **fixed term contract/temporary contract**:*

- Contract is due to finish.
- I'm on a temporary contract - they can let me go at any moment.
- That it ends in December, it is a fixed term contract.
- That it is not permanent, I only have this job until the end of the year.

*Comments for a rating of **lack of skills to improve**:*

- First year teaching. Expectations for professional development too high.
- I don't have any skills to get a better job.
- None except I don't have the skills for many jobs around as when I left school you could get a job without having qualifications.

*Comments for a rating of **physically demanding work**:*

- Full time job. Don't care about staff and I work my butt off. Housekeeping. Lovely people, but very physical job.
- I'm on my feet, it is physically demanding and I don't know how long I will be able to keep doing it.
- Really don't like it. Too physical. Not well paid. But really had little choice as it was all that was available.

*Comments for a rating of **exchange rate**:*

- NZ dollar as I work for an export company and it may affect my job security if the dollar remains high.
- Rising NZ dollar will put more pressure on employer as exporter therefore not able to maintain staff numbers.

*Comments for a rating of **lack of safety/equipment**:*

- None apart from safety on the job.
- Wages don't keep up with inflation and the company could chip in for the cost of safety equipment and tools as we have to provide our own tools.

*Comments for a rating of **seasonal issues**:*

- No work when raining.
- The weather is always a problem and whether we can get enough casual workers.

*Comments for a rating of **too much management**:*

- There are too many chiefs, red tape and low wages.
- Top heavy in administration (hospital).

*Comments for a rating of **hard to find good staff**:*

- Staffing. Quality of staff available and their commitment.

*Comments for a rating of **other**:*

- Being replaced by a younger person.
- Building it up and making it bigger. Lack of knowledge.
- Customers not paying.
- DHB's lack of support for the community. Staff underpaid and staff overworked.
- Due to Jehovah's Witness religion doesn't make waves.
- I can't do the job properly due to my illness.
- I'm thinking of studying in 2011, so will have to leave my job.
- In education expected to do more work. Sinking lid. Health and education poor cousins.
- Lack of action of Napier Council to encourage tourists and to appreciate the amount of money tourists can bring to the city.
- No - can come and go as you please.
- None apart from the number of shoplifters we get.
- None that I'm prepared to mention in a survey.
- Not enough free hours to help them.
- Probably maintaining the balance between my work and family.
- That in the next five years I will be forced to leave.
- Travel to Hastings. Good paid job.
- Would like to see younger people in home care, but pay and remuneration must be better.

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

	Number	Percent
None or virtually none	57	14.3%
Very little	94	23.4%
Just enough	102	25.4%
Quite a lot	71	17.8%
Plenty	39	9.9%
Don't know	37	9.3%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
None or virtually none	14.3%	16.3%	-2.0%
Very little	23.4%	21.3%	2.1%
Just enough	25.4%	21.3%	4.1%
Quite a lot	17.8%	16.1%	1.6%
Plenty	9.9%	11.8%	-1.9%
Don't know	9.3%	12.4%	-3.1%
Not specified	0.0%	0.7%	-0.7%
Total	100.0%	100.0%	

Comments for none or virtually none:

- All happens in Council. They do what they want.
- Can't remember being asked this set of questions.
- Could call community meeting for people to express points of view. Not Council Chamber.
- Council is a shut door. They don't listen to the public and they need to realise they are in an honorary position.
- Council is only interested in doing what they want and don't care what residents think, want or need.
- Do not consult with residents. Pay lip service to consultation, but only do what they've already decided.
- Don't listen to ordinary people.
- Don't socialise a lot, but would like to add. No public transport to Bay view apart from school buses and Bay view is 11 kms from city.
- Hear from Council only when they want their rates.
- I don't look to see where I can have my say.
- I don't think it is the councillors who don't listen, but the extended staff at Council who have been there for years and all need replacing.
- I know Napier is very friendly with helpful people. In five years it may not be so friendly due to the economy.
- I wouldn't know where to go or who to talk to.
- I'm not that sort of person.
- Keep putting rates up. Get no choice in what they do. Don't listen! Not interested in what we think.
- No matter what people say, it is left to Council and Council can overturn things.
- Nobody listens. They make their decisions and even though they may pay lip service to groups and individuals, they have their agenda and will only do what they want.
- Nobody listens.
- None (x5).
- Not enough surveying of the community to find out what people want. If you approach the Council they don't listen.
- Other than the voting, I have never been asked for my opinion on anything.
- The Council ties everything up the way they want it.
- They don't listen. Pretend to want you to comment, but minds already made up.
- They just decide what they want to do and do it no matter what the people want.
- Would be able to phone people in Hastings, but don't know anyone personally to phone.
- You have to be 'in the loop' to make any change. Council has two agendas - how to make money and how to cover costs and they don't listen to anything that prevents them doing this.

Comments for very little:

- Apart from voting.
- Because I don't officially know how to do it.
- Been to Council about certain things and nothing was done so gave up.
- Can see the Mayor if I want to, but think he will only pay lip service to my problem.
- Council is a bunch of Morons. Have to deal with two separate Councils.
- Council isn't very good at advertising what they are going to do, so you don't have time to get to meetings.
- Don't attend meetings. Get feed back from others though.
- Don't hear much feedback from councillors to community. Nice to get feedback through letterbox on Council progress.
- Don't know.
- Don't know. They don't tell you how to go about contacting them about problems.
- Don't think anyone would listen to an ordinary person like me.
- Don't think the elected councillors are prepared to listen once they are elected.
- Don't want to listen to ordinary people.
- From what I know. I don't have much faith in the system. You can say what you think, but no one takes notice.
- Group event should be organised to give Napier a better community feeling.
- Gut feeling.
- Haven't tried.
- I don't get involved. Can't see you can do much unless you get elected to Council.
- I don't think the business sector of Napier Council is very efficient.
- I find the Council makes up its mind and just does what it wants.
- I have been involved with interest groups in the past and although Council says they are listening they still do as they wish!
- I haven't got involved in doing this.
- I wouldn't know how to go about expressing my views to Napier Council.
- I'm not the sort of person to push my views.
- I'm very happy with the way Napier is run. It's a great place.
- Just come back from holidaying in Invercargill and amazed at all the things there are to do for kids. Council should take a leaf out of their book and provide more.
- More involved in Regional Council personally through business. Feel Napier City is a "closed shop". Decisions made by Council without consultation to locals. Lack of ward system and representative.
- Much consultation is tokenism and does not change strategic direction of city.
- My own doing. Could voice more!
- No notice taken of our age group. Just smile at you and say "have a nice day".
- None (x9).
- Not aware until after the fact with City Council decisions.
- Not enough consultation. No one has ever asked me what I think like you're doing now. Council gives the appearance of consultation, but it is only lip service as their decision is made.
- Only information I get is pamphlets pushed through the letterbox. Decisions made in Council only.
- Only time I tried I got nowhere.
- Only voting three yearly.
- Probably are avenues if you chase them. Would like more open discussion. Decisions are often already made before any meetings take place. Like discussions on things before the decisions are made so that residents have real input.
- Rates are a big problem, but they won't listen.
- Some opportunity.
- Technically under Hastings District Council, but use Napier more.

- The only occasions you get to comment is when the Long Term Plan comes out. There does not seem to be any feedback from Council on residents' views or comments on this.
- There isn't enough opportunity to do so. There should be more Council surveys for residents to have their say.
- Unless you're a City Councillor, you don't have much say.
- Up to me to make a point. There are channels to follow.
- Used to.
- Went to the Council to complain about the blocks and the girls behind the counter just giggled amongst themselves about my problem.

Comments for just enough:

- Anything you feel strongly about you can register your opinion.
- At Whirinaki so only use Napier for shopping.
- Avenue is there eg, Ward member. Mayor is approachable.
- But so far haven't had a need.
- Can write in and it is acknowledged.
- Can write to councillors. Have done so and they answer. Mayor very accessible.
- Can't write to paper.
- Does one choose to use them? Happy to let things tick along.
- Don't think Council tells residents early enough about what they propose to do. Don't give people ample time to express their concerns.
- Don't usually get around to doing anything about it though.
- Got enough opportunity eg, just go to Council.
- Had no desire to be in local politics. Think jobs going well. Sometimes question the dollars relating to bureaucracy.
- Have opportunity to express views, but Council takes no notice. They'll just do what they want eg, Child Care Centre in our street not wanted by residents, but went ahead anyway.
- I do this through community groups.
- I don't voice my opinion now. I leave it up to the young ones.
- I feel that if I felt strongly about anything than I would be heard by Council.
- I just have to say "who listens to the elderly".
- I think I could give my opinion if I wanted.
- I think the Council is willing to listen if you make the effort.
- If I choose to, I can.
- If I want to say something I would probably write the editor and talk with people around.
- If I want to.
- If I wanted to do so I can easily express my view.
- If I were concerned about anything I would have no hesitation in approaching Council and would expect to be heard.
- If you needed to act you could.
- If you wish to.
- If you wish, the opportunity is there.
- I'm sure the opportunity is there, but I don't take it but if I was riled up enough I would.
- Lot of personal contacts and use them.
- Lots of information around. You just need to act on it.
- Lots of things you can do if you're interested enough.
- No.
- None (x7).
- Not a simple question, but information is available on the internet.
- Nothing.
- Opportunities there if need to.
- Opportunity is there, but don't use.

- Places you can go to air your views, but would need to do quite a bit of running around.
- Very good local MP. Open door policy.
- We are able to express ourselves through the groups we attend.
- We wouldn't complain anyway if we didn't like what was happening as we aren't that type of people.
- You can go to all the meetings and express your views.
- You can say what you think, but whether anybody listens or acts on it is unknown.

Comments for quite a lot:

- A lot of avenues available.
- Ample opportunities if you make the effort.
- Because of experience I had with them. We had a meeting and our concerns and were listened to and acted on (about cycling lanes).
- Council is very good at getting information to people.
- Councillor is easy to contact or write to. We vote.
- Fought for Maraenui trees and managed to save them (8-9 months). Got to be prepared to front up, but not through community avenues.
- Got the options.
- Have the opportunity, but generally don't complain.
- I have a lot of contact with Council when dealing with community projects. Our opinions are always listened to.
- I have as much as I would want to have.
- I think the Council is very open.
- I think the opportunity is there if you want to take it. I think the Council is fairly open in its dealings.
- I would say that we elect the council to run the city so that's their job. If I wanted any more input I'd stand for Council.
- If I wish to.
- If people want to express their view, there are plenty of opportunities to do so.
- If prepared to engage. Can obtain long term plan and write submissions and acknowledgement.
- If we want the opportunity it is there. You can comment on the plans and go to meeting etc. The Mayor is quite accessible.
- If you are interested enough.
- If you are interested there are avenues to voice your views.
- If you want to unload you can. There are always notices in the paper about meetings the Council is holding about various things.
- If you want to you can go to meetings about things that concern you.
- If you want to, you can.
- If you wish to you can.
- If you wish you can go to Council meetings.
- It is just a matter of doing so.
- It's up to the individual how much input you have.
- Keep doing what we have been doing. Always something to do for town eg, Art Deco and upgrading of buildings, cross roads improved.
- Means are there if you make the effort.
- Napier Council provides notice of meetings they are going to hold and everyone can go to them.
- No.
- None (x2).
- Opportunities are there if you wish to take them.
- Opportunity to voice your opinion is there if you want to take advantage of it.
- The means are there if you want to take advantage of them.
- The opportunity is there if you're interested enough.

- The opportunity is there.
- They have lots of meetings where you can go and voice your opinions.
- Various avenues available to express your opinions.
- When Councils put out "talking points", talk with them and make submissions. Ring up radio.
- Write to or phone local MP. Both local and national.
- Yes. Put myself "out there" when I feel strongly. Not lately though.

Comments for plenty:

- All have plenty. Meetings or new media if necessary.
- Council always advertise and give chance for feedback.
- Doing up our street and Council called a meeting of all residents to tell us what was happening. Very impressed with the Mayor.
- Every opportunity if needed. Good access to people. Good relationship.
- Everyone has the opportunity, but no one takes the opportunity to attend meetings.
- Happy with current situation, but would take opportunity to write or attend Council meetings when and if necessary.
- I can vote in Council members to serve the city.
- I feel I would be listened to.
- I feel the opportunity is there if you want to take it up.
- I just don't take the opportunity.
- I think you can always find the right person to talk to if you have concerns.
- I think the Council is very approachable if you make the effort.
- If you want to you can.
- I'm a member of Taradale Development Society and we have lots of access and dealings with Council. People should not complain unless they are willing to participate.
- In my job I have lots of contact with council.
- Opportunities there, but haven't used.
- Ring them up eg, Executive Officer.
- Talk back radio all the time.
- The opportunity is there if you want it. You have to make the effort.
- There are plenty of avenues to do this.
- There is plenty of opportunity; it is just a case of whether I choose to use it.
- They could do better with housing. Extra help in housing for young families.
- Up to the individual. Opportunity is there if you take it.
- Up to us if we go to meetings.
- We have a good Council who are accessible and listen to the public.
- Writing to papers and contacting local councillor.

Comments for don't know:

- Art Deco. Hastings taken hospital. Hastings got all the good shops eg, K Mart. Napier has very expensive shops.
- Don't know how things work yet.
- Haven't been here long enough.
- Haven't thought about it.
- Haven't tried. Haven't had any issues. If I did I would contact them and then I'd be able to answer your question.
- I don't know where to go to express my views.
- I have never tried to do so.
- I just don't bother.
- If I had a view I could express it, but don't know how to go about it yet.
- I've never looked at doing so, so I don't know.
- I've never tried to do so.

- None.
- Not considered.
- Not tried.
- This is not something I want to get into.

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

	Number	Percent
None or virtually none	88	22.0%
Very little	132	33.0%
Just enough	99	24.7%
Quite a lot	35	8.8%
Plenty	19	4.8%
Don't know	27	6.7%
Not specified	0	0.0%
Total	400	100.0%

Comments for none or virtually none:

- Again Government do what they want.
- All tried. Nothing happens.
- Can't do anything.
- Can't vote yet and don't understand process.
- Change our government. Should worry about our country instead of helping Americans.
- Communication between Local Member of Parliament is not there.
- Don't know how you could make your voice heard.
- Don't listen to ordinary people.
- Don't listen.
- For instance, cutting out of the night classes. Lots of people complained about this, but they still went ahead with their penny pinching cuts.
- Fort stopping adult education.
- Government not interested in what people think and want.
- Government personal agenda to transfer meagre wealth away from the necessary social needs of our people to satisfy own personal greed. Accumulation of national wealth.
- Haven't voted in 21 years.
- I am a white New Zealander so no one listens to me.
- I don't feel Government listens to what the people say.
- I'd like to express my opinion, if I can find out how to.
- I'm not a person to get into political debates.
- Individually you can't do much to change policy and even large numbers of people don't have any success. Government does what it wants.
- Just small fish!
- Keep putting rates up. Get no choice in what they do. Don't listen! Not interested in what we think.
- Little faith in any Government. Opportunity to be heard is negligible.
- Need to listen eg, smacking referendum.
- No influence. Perfect example is the recent referendum. People said what they wanted and the Government totally ignored their views.
- Nobody listens. They make their decisions and even though they may pay lip service to groups and individuals, they have their agenda and will only do what they want.
- None (x7).
- Once you vote that's the end of your involvement.

- Once you vote then it's over until the next election.
- Only to vote. Doesn't matter how much you try otherwise. No notice is taken.
- Only vote and then they just do as they like anyway eg, anti smacking referendum. Nothing will be done about it.
- Only vote.
- Opportunities not available for input.
- The closure of the night classes. People protested about this, but the decision was already made before anyone had any knowledge it was likely to happen.
- The Government takes no notice of the public ie, smacking referendum showed the public want the law changed and the Government isn't going to do anything.
- They don't listen.
- They never listen.
- Treaty of Waitangi needs to be buried.
- Unless heaps of people stand up, no one is heard.
- Unless I answer surveys like this - none.
- We can only vote.
- Whilst some politicians may have offices you can visit, they are more worried about image. Too many list MP's are not answerable to the public and do not take responsibility.
- You can just vote and that's about it.
- You can only vote.

Comments for very little:

- About as much as everyone else.
- Again - I wouldn't know how to go about it and don't think they would listen to an ordinary person like me.
- Can express opinion and that is all.
- Can't get to Government and talk, but can vote.
- Can't really say a lot. In the hands of the ministers, not the people.
- Can't vote yet.
- Cynical about any influence on politicians.
- Didn't take notice of the referendum they held.
- Don't listen once they are elected.
- Don't want to listen to ordinary people.
- Example, the anti smacking referendum. Opportunity to express views, but ignored.
- Five eights of nothing.
- Get a vote, but haven't tried anything else.
- Go by TV/Newspaper.
- Government doesn't listen to the public.
- Government listens only at election time.
- Government too one sided. Only interested in giving the country away to Maori.
- I always vote.
- I can only vote.
- I don't feel that Government listens to the people of New Zealand.
- I tried writing to local MP, Prime Minister and the Minister of Education and Health to voice my concern regarding funding cuts to night school education and just got a standard letter back from everyone.
- I write letters to the newspaper that is about all I can do.
- If voting could change anything, they would make it illegal.
- If you make the effort you can make thoughts known, but change almost impossible.
- I'm not a member of a political party.
- Just voting every few years.
- Less opportunity than you think you have. Don't trust politicians.
- Little fish in a big pond.
- May change with this government.

- Member of Maori Party. Hopefully that will make a difference.
- More difficult to express your views in the wider scheme.
- Most people try to influence MP. Need to be part of pressure or commercial.
- New Zealand is going another way now. It is moving more towards American values which I don't like.
- No way of changing the decisions made.
- No.
- None (x11).
- Once in three years.
- One vote.
- Only by voting.
- People in power make decisions we can't alter.
- Politicians don't take any notice of senior citizens.
- Pressure groups have, but not individuals.
- So governed by Government and don't listen to us. But supposed to work for us and often forget that. Taxes blown.
- Some opportunity.
- The real face to face. Lack of communication.
- There is opportunity if proactive and many cases taken gesture. Paying lip service to listening and not influenced by individual submissions.
- There was a referendum (off putting they don't listen to the people).
- Under MMP.
- Vote and that's it.
- Vote Government in. Usually don't hold to promises.
- Voting only.
- We just vote. We would like to be able to vote for our MPs instead of having the MMP system with list MPs.
- When they do referendums they don't listen!
- You can vote and this is about it.

Comments for just enough:

- Again it is your level of interest.
- But so far haven't had a need.
- Can have more input if you join a political party.
- Can phone talk back radio.
- Consider my options carefully when voting.
- Don't like to hurt people. Go forward!
- Don't want to listen to people like me.
- Get to vote.
- Have to make an effort.
- I can just vote.
- I can vote (x2).
- I get the chance to vote.
- I think New Zealand should be run along the lines of the Swiss system.
- I think the referendum is a bit of a joke. Good they did the referendum, but bad they take no notice.
- I voted! Can contact MP's if I need it.
- If you don't do it you have no say.
- It's a free country. Democratically elected and I just love John Key.
- Just like John Doe. Everyone has an opportunity. Plenty of avenues.
- Just vote (x2).
- Local MP. Getting him to take your views to Wellington.
- Lucky to have a say in running the country. Referendums on issues.
- No restrictions. Don't feel I need to now. I vote - its democracy.
- No.

- None (x6).
- Not frightened to speak my mind.
- Not NZ citizen, but a resident.
- Not so many avenues as with Council.
- Nothing.
- Only at election time.
- Petitions. Vote.
- Pretty good.
- Question is very general. Probably can find information on internet and how to have input into anything you are concerned about. Able to find politicians' websites and email them.
- This first opportunity to express views as above.
- Voting.
- Voting. Visiting local MP.
- We live in a democracy.
- We vote and can have direct involvement with local MP.
- We've got pretty good MP's here who you can talk to but don't know how much influence they have on government.

Comments for quite a lot:

- Again - you have ample opportunity to express your views and be heard.
- Chance to vote.
- Councillor is easy to contact or write to. We vote.
- I don't know if it makes a difference however.
- I feel the local MP would value my opinion.
- I would say that we elect the Council to run the city so that's their job. If I wanted any more input I'd stand for Council.
- In past in Foxton Beach, have made an impact with Council - so would expect it to be the same here.
- Live in a democratic society.
- Local MP and letter to editor etc, but are they heard?
- Local MP readily available.
- None (x2).
- Talk back radio. Write poetry. Distribute copies and internet.
- The opportunities are there if you are motivated to do so.
- The opportunity to express your opinion is certainly there whether people take advantage of it is another matter.
- Through radio, (listen to National radio), newspaper and MP's.
- Voice your opinions in forums and things like that.
- We have a pretty good democracy here. People can express their view without fear.
- We have elections and opportunity to voice your opinion is there if you want to use it.
- We're a democratic society with ample opportunities.
- You can always make your voice heard.
- You can do it through talk back radio.
- You can join a political party and attend meetings.

Comments for plenty:

- All the opportunities you want.
- I always vote.
- I feel the opportunities are there if you want to take it up.
- I have lots of contact with MP's through my work and my radio station.
- If you make the effort.
- Just been to Labour Party conference. Have clinics you can attend. (Unhappy about cut in community grants). More chance with national rather than local.

- Local MP is very approachable.
- May not have effect on Government, but there are plenty of ways of taking issues forward.
- Moving in right direction at the moment.
- MP easy to contact if necessary.
- Not always heard though.
- One vote.

Comments for don't know:

- Can't vote yet.
- National has only just got in and seems okay at this point.
- No good with things like that.
- Not tried.
- Want to sort out own back yard first.

Comparison with 2007 results:

	2009	2007	Percent change
None or virtually none	22.0%	29.6%	-7.6%
Very little	33.0%	26.3%	6.7%
Just enough	24.7%	19.7%	5.1%
Quite a lot	8.8%	9.6%	-0.9%
Plenty	4.8%	4.2%	0.6%
Don't know	6.7%	9.8%	-3.1%
Not specified	0.0%	0.8%	-0.8%
Total	100.0%	100.0%	

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

Q30 How long have you lived in Napier?

	Number	Percent
Less than 1 year	10	2.5%
1-2 years	25	6.3%
3-5 years	24	6.1%
5-10 years	60	15.0%
More than 10 years	277	69.3%
Don't know	1	0.3%
Not specified	2	0.6%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Less than 1 year	2.5%	1.5%	1.0%
1-2 years	6.3%	3.7%	2.6%
3-5 years	6.1%	9.3%	-3.2%
5-10 years	15.0%	11.7%	3.3%
More than 10 years	69.3%	73.9%	-4.6%
Don't know	0.3%	0.0%	0.3%
Not specified	0.6%	0.0%	0.6%
Total	100.0%	100.0%	

Q31 What suburb of Napier do you live in?

	<i>Unweighted 2009</i>	Weighted 2009	Percent
Bay View	13	10	2.6%
Westshore	8	7	1.6%
Ahuriri (Bluff Hill)	26	27	6.9%
Hospital Hill	20	18	4.6%
Greenmeadows	45	51	12.8%
Marewa (McLean Park)	51	50	12.6%
Onekawa	41	42	10.4%
Maraenui (Nelson Park)	43	47	11.9%
Pirimai	25	23	5.7%
Tamatea	37	32	7.9%
Taradale	75	76	19.0%
Meeanee (Awatoto)	11	12	2.9%
Poraiti	5	4	1.1%
Refused	0	0	0.0%
Other	0	0	0.0%
Not specified	0	0	0.0%
Total	400	400	100.0%

Comparison with 2007 results:

Weighted results	2009	2007	Percent change
Bay View	2.6%	3.4%	-0.7%
Westshore	1.6%	3.1%	-1.5%
Ahuriri (Bluff Hill)	6.9%	3.1%	3.8%
Hospital Hill	4.6%	3.5%	1.1%
Greenmeadows	12.8%	11.8%	1.0%
Marewa (McLean Park)	12.6%	13.1%	-0.5%
Onekawa	10.4%	11.4%	-0.9%
Maraenui (Nelson Park)	11.9%	11.9%	-0.1%
Pirimai	5.7%	7.8%	-2.2%
Tamatea	7.9%	8.0%	0.0%
Taradale	19.0%	17.4%	1.6%
Meeanee (Awatoto)	2.9%	3.3%	-0.4%
Poraiti	1.1%	1.5%	-0.5%
Refused	0.0%	0.2%	-0.2%
Other	0.0%	0.4%	-0.4%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q32 Please stop me when I reach your age group

	<i>Unweighted 2009</i>	Weighted 2009	Percent
15 to 24	24	23	5.6%
25 to 34	58	59	14.7%
35 to 44	85	88	22.0%
45 to 54	74	73	18.3%
55 to 64	68	65	16.3%
65 plus	91	92	23.0%
Refused	0	0	0.0%
Not specified	0	0	0.0%
Total	400	400	100.0%

Comparison with 2007 results:

Weighted results	2009	2007	Percent change
15 to 24	5.6%	15.5%	-9.8%
25 to 34	14.7%	14.6%	0.2%
35 to 44	22.0%	18.3%	3.7%
45 to 54	18.3%	17.0%	1.3%
55 to 64	16.3%	14.7%	1.6%
65 plus	23.0%	19.5%	3.5%
Refused	0.0%	0.2%	-0.2%
Not specified	0.0%	0.2%	-0.2%
Total	100.0%	100.0%	

Q33 With which ethnic group do you mainly identify with?

	<i>Unweighted 2009</i>	Weighted 2009	Percent
New Zealand Pakeha/European	299	232	58.0%
New Zealand Maori	51	58	14.6%
Pacific Island	6	8	2.1%
Asian	4	8	2.1%
Other	40	93	23.3%
Refused	0	0	0.0%
Not specified	0	0	0.0%
Total	400	400	100.0%

Iwi specified:

- (Many) Rongomaiwahine.
- Don't know.
- Maori and European (Ngati Porou).
- Maori, European (Ngati Koroki).
- Maori/European (Kahungunu)
- Maori/Pakeha (Ngati Tuwharetoa).
- Ngapuhi.
- Ngatengawhituipititi.
- Ngati Kahungunu (x16).
- Ngati Kahungunu/part Maori/Pakeha.
- Ngati Maniapoto.
- Ngati Pōrou (x3).
- Ngati Pourau/Ngaitahu.
- Ngati Ranginui.

- Ngatiwa.
- Pakeha & Maori (Ngati Raukawa).
- Pakeha/Maori (Kahungunu).
- Pakeha/Maori (Ngati Porou).
- Pakeha/Maori.
- Part Maori & Pakeha (Tainui).
- Puhi (Coromandel).
- Raukawa.
- Tai Nui and Ngatiawa.
- Tainui (x2).
- Tainui/Ngati Waikato.
- Tuhoe Ngati Porou.
- Tuhoe (x4).
- Tuwharetoa.
- Waikato.

Other specified:

- Australian.
- British (x2).
- Converted Pom.
- Dutch.
- English.
- Eurasian.
- German.
- I'm a real mixture. I just prefer to be called a New Zealander.
- Iraq (x2).
- Kiwi (European).
- Kiwi citizen ex US.
- Kiwi.
- Kiwis (? European).
- New Zealander (have a small proportion of Maori from great grandmother - does not know iwi, but they came from Taranaki).
- New Zealander (pretty sure she was Maori).
- New Zealander (x17).
- Northern Irishman.
- Russian.
- Scottish.
- South African (x2).
- Zimbabwe.

Comparison with 2007 results:

Weighted results	2009	2007	Percent change
New Zealand Pakeha/European	58.0%	76.5%	-18.4%
New Zealand Maori	14.6%	13.2%	1.3%
Pacific Island	2.1%	0.6%	1.5%
Asian	2.1%	1.9%	0.2%
Other	23.3%	7.5%	15.8%
Refused	0.0%	0.2%	-0.2%
Not specified	0.0%	0.2%	-0.2%
Total	100.0%	100.0%	

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

	Number	Percent
Zero income	2	0.5%
\$1 to \$5,000	0	0.0%
\$5,000 to \$10,000	4	1.1%
\$10,001 to \$15,000	30	7.4%
\$15,001 to \$20,000	43	10.7%
\$20,001 to \$30,000	54	13.5%
\$30,001 to \$40,000	33	8.2%
\$40,001 to \$50,000	43	10.8%
\$50,001 and over	160	40.0%
Refused	31	7.7%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Zero income	0.5%	0.5%	0.0%
\$1 to \$5,000	0.0%	0.6%	-0.6%
\$5,000 to \$10,000	1.1%	1.9%	-0.9%
\$10,001 to \$15,000	7.4%	7.6%	-0.1%
\$15,001 to \$20,000	10.7%	6.3%	4.4%
\$20,001 to \$30,000	13.5%	12.3%	1.2%
\$30,001 to \$40,000	8.2%	13.6%	-5.4%
\$40,001 to \$50,000	10.8%	12.7%	-1.9%
\$50,001 and over	40.0%	55.5%	-15.5%
Refused	7.7%	32.1%	-24.4%
Not specified	0.0%	11.5%	-11.5%
Total	100.0%	0.9%	

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

	Number	Percent
Yes	367	91.8%
No	32	8.0%
Don't know	0	0.0%
Not specified	1	0.2%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Yes	91.8%	89.5%	2.3%
No	8.0%	10.5%	-2.5%
Don't know	0.0%	0.0%	0.0%
Not specified	0.2%	0.0%	0.2%
Total	100.0%	100.0%	

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

	Number	Percent
Yes	333	83.3%
No	67	16.7%
Don't know	0	0.0%
Not specified	0	0.0%
Total	400	100.0%

Comparison with 2007 results:

	2009	2007	Percent change
Yes	83.3%	81.1%	2.1%
No	16.7%	18.9%	-2.1%
Don't know	0.0%	0.0%	0.0%
Not specified	0.0%	0.0%	0.0%
Total	100.0%	100.0%	

Q37 Gender of respondent

	Unweighted 2009	Weighted 2009	Percent
Male	192	192	48.1%
Female	208	208	51.9%
Not specified	0	0	0.0%
Total	400	400	100.0%

Comparison with 2007 results:

Weighted results	2009	2007	Percent change
Male	48.1%	46.6%	1.5%
Female	51.9%	53.3%	-1.4%
Not specified	0.0%	0.4%	-0.4%
Total	100.0%	100.0%	

APPENDIX TWO: 2009 NAPIER SOCIAL MONITOR SURVEY

2009 NAPIER SOCIAL MONITOR SURVEY

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

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

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

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

Information to give respondent if required:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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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?)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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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)*

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

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

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

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

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

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

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

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

Why? *(please record all comments)*

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

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

Why? (please record all comments)

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

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

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

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

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

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

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

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

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

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

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

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

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

Comments: *(please record all comments)*

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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)*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- O1 Male
- O2 Female

Thank you for your participation. We appreciate your time!