



Napier City Council

SIL Research | COVID-19 Wellbeing Survey

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Unite
against
COVID-19

JUNE 2020





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EXECUTIVE SUMMARY

The purpose of this research was to better understand the impacts of COVID-19 on the wellbeing of Napier community.

This survey was designed to be an important part of Napier City Council's planning and service delivery during and post COVID-19. Some questions from the Napier Social Monitor survey were included for comparison purposes.

Research was conducted during the national Alert Level 3 (following the step down from Level 4) between 1 and 11 May 2020. A total of n=800 surveys were used in the final analysis.

The main findings were as follows:

Current situation/immediate reaction and concerns

- Overall, 61% of Napier residents felt concerned about the coronavirus/COVID-19 situation.
- Just around one-third of residents in Napier worried about catching COVID-19 (31%) and their own health (32%). At the same time, residents showed a greater level of concern for their loved ones' health (57%).
- General concern about local business was noticeably higher than concern about personal health. 69% of residents were worried about small companies going out of business in Napier.
- Together, perceived worry about catching COVID-19, loved ones' health and small companies going out of business displayed the strongest influence on residents' overall level of concern.

Personal/household impacts

- 57% of Napier residents stated the COVID-19 situation had an overall negative impact on them or their family; 16% reported no impact and 27% reported an overall positive impact. Negative impacts were associated with a higher level of concern.
- The most cited negative impact was related to residents' financial situation, whereas positive impacts were most linked to time spent with family.
- 44% of residents reported their household income had decreased slightly or a lot, 6% lost their income completely, 41% reported no change in their income, 8% reported an increase.
- However, despite the lockdown, 9-in-10 respondents recognised some positive outcomes. Half of residents reported greater appreciation of life (51%) and spending more time together with family and other householders (50%).
- Another positive outcome was a reported increase in physical activity. During the lockdown, 53% of residents believed they had done more walking and/or cycling.

Napier-wide perceptions and future outlook

- The risk of contracting the COVID-19 virus in Napier was perceived at the same or lower level (72%) as other cities.
- Despite the low perceived risk of catching COVID-19, around two-thirds of residents agreed they would still continue practicing physical distancing and avoiding public places even if there were no longer any formal restrictions. The higher the overall level of concern, the greater sensitivity was shown to physical distancing.

- Although there was some uncertainty about when things could get back to normal, only a minority believed it would happen soon (up to a month or up to three months).
- 58% disagreed the Napier economy would recover quickly (within 2 months).
- Coming out of the lockdown (Alert Level 4) Napier residents were most looking forward to reconnecting with family and friends (70%), travelling to other parts of New Zealand (50%), and getting back to normal (44%).

Napier activities/involvement

- Close to 8-in-10 residents had attended different events, activities or meetings in the 6 months prior to the lockdown.
- The willingness to attend smaller events (up to 10 people) in the future was much higher than for medium and larger events, activities or meetings. 51% of residents previously attending different activities were likely to return to small events within a month, and 29% within three months.
- Reluctance to return to events increased with the size of the events.

Council facilities usage

- Likelihood of attending Council facilities was noticeably higher amongst recent facility users. 84% of recent public library users were likely to visit it again in the next 6 months.
- Other facilities most likely to be visited by recent users were: swimming pool (70%), sport facilities (69%) and public toilets (65%).
- Among preferred safety measures in Council facilities, hand sanitizer was the most cited (79%), followed by restricted numbers to allow for physical distancing (62%) and contactless payment (60%).

Council support/communication

- Around half of residents stated they had seen COVID-19 communication from the Council in the four weeks prior to the survey (46%).
- Facebook posts, in general, were the main recalled communications, including 22% who specifically mentioned daily messages from the Mayor.
- Only 3% of the Napier community did not expect the Council to provide any specific support following the lockdown. 72% of residents would rather there be no or low increase to rates, 62% cited a campaign to support local business, and 60% would like free parking.
- 36% of residents expected Council to provide additional support from six months to one year.
- Overall, 43% of residents were satisfied with the Council's provision of Civil Defence delivery (similar to 44% in 2019).

General wellbeing, safety, and community resilience

- Overall, 81% of residents rated their life in Napier from 'good' to 'very good' (an improvement from 74% in 2019).
- 67% of residents positively rated their feelings of safety. This perceived safety has declined since 2019 (75%) and could, in part, be attributed to gang-related activities in late 2019/early 2020.
- Overall, Napier residents provided positive ratings in relation to social connections (on average, 74%), which was similar to 2019 results.



METHODOLOGY

BACKGROUND AND OBJECTIVES

The first cases of a new strain of coronavirus (COVID-19) were reported in New Zealand in February 2020. By the end of March 2020, the national lockdown was announced by the New Zealand Government as a response to the COVID-19 outbreak (Alert Level 4 in New Zealand's epidemic response process).

The purpose of this research was to better understand the impacts of COVID-19 on the wellbeing of the Napier community. The survey was designed to be an important part of Napier City Council's (NCC) recovery planning and service delivery during and post the COVID-19 epidemic.

QUESTIONNAIRE AND PROJECT SPECIFICS

SIL Research, together with NCC, developed a COVID-19 Wellbeing survey.

The survey incorporated World Health Organisation guidance for conducting behavioural insight studies related to COVID-19.

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

DATA COLLECTION

Research was conducted during the national Alert Level 3 (following the step down from Level

4) between 1 and 11 May 2020. Following New Zealand Government recommendations, the data collection was limited only to online and telephone interviewing methods, with no face-to-face or postal deliveries, to ensure safety of the Napier community. In this context, several methods were used: (1) Telephone survey (CATI), (2) Social media (available via SIL Research social media platforms, such as Facebook for Napier residents), and NCC Facebook posts.

A total of n=800 surveys were used in the final analysis.

DATA ANALYSIS AND QUALITY CONTROL

Surveys were conducted proportional to the population in each of Napier's wards. Post-stratification (weighting) was then applied to reflect the ward, gender, age and ethnic group proportions as determined by the Statistics New Zealand 2018 Census. The main analysis was conducted on age groups 18 years or older.

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

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

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

Using Statistics New Zealand population projections for the NCC catchment area, in general, a sample size of n=800 across around 47,400 residents aged 18 years and over allows for a 95% confidence level +/- 3.4% where residents are split 50/50 on any given issues, and a 95% confidence level +/- 2.8% where residents are split 80/20.

Where sample size is reduced due to 'No answers' (actual base number is reported on

each page), the results are still reported with a 95% confidence level +/- 4-5%.

NOTES ON REPORTING

Most responses were collected using a 1-5 Likert scale.

Combined (e.g. 'Agree') percentages represent positive responses (ratings of 4-5).

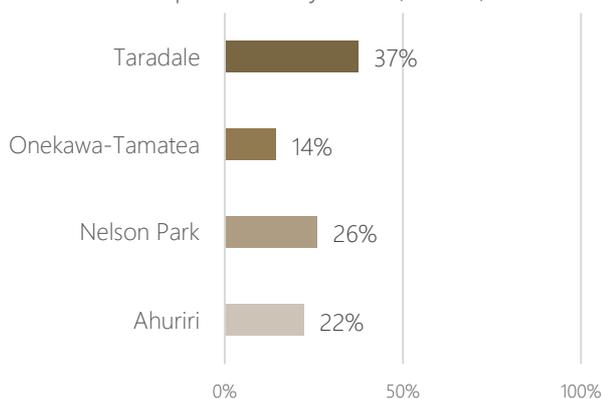
Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results, not rounded values.

Where applicable, results are compared to New Zealand overall findings (anecdotal comparison to publicly available research results) and a previous NCC Social Monitor survey conducted by SIL Research in August-September 2019.

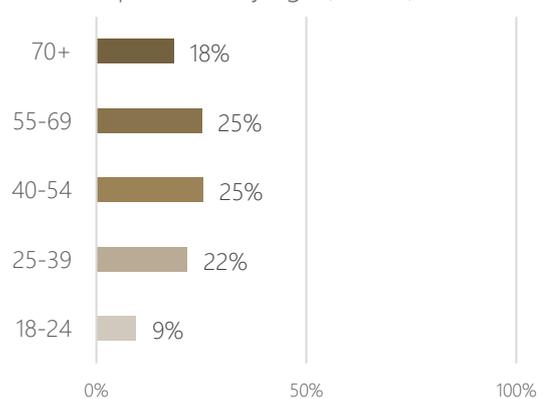
The term 'Resident' has been used to represent respondents who participated in the survey.

Where results are reported for smaller sub-groups, estimates of results may not be statistically reliable due to the high margins of error.

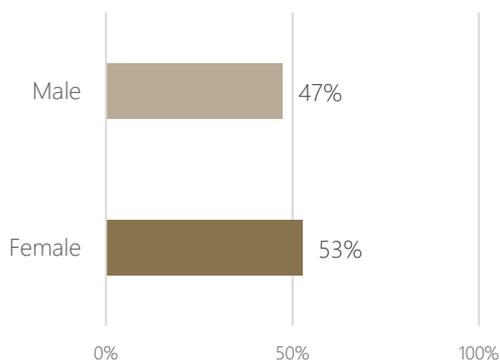
Respondents by ward (n=800)



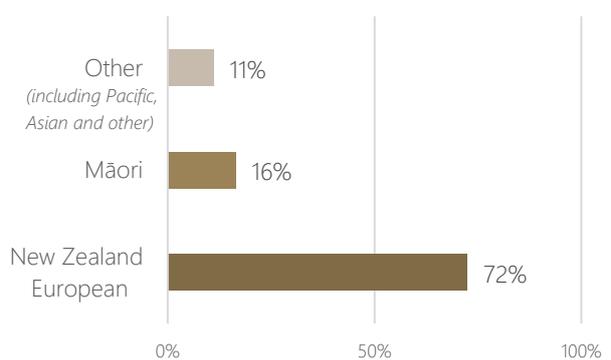
Respondents by age (n=800)



Respondents by gender (n=800)



Respondents by ethnicity (n=800)



NAPIER COMMUNITY

81% said their life in Napier is 'good' or 'very good' (74% in 2019)

67% agreed they feel safe in Napier (75% in 2019)

Mental wellbeing index = **10.9**
(10.7 in 2019)
*(*moderate level of psychological distress, maximum distress score is 20)*

Social connections average agreement score – **74%** (73% in 2019)

43% said they are satisfied with Council's provision of Civil Defence delivery (45% in 2019)

33% believed their neighbourhood is resilient (40% in 2019)

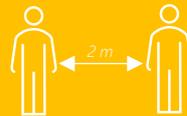
Consistent with the rest of New Zealand, the impact of COVID-19 has clearly been felt in Napier. However, the local community is in a good position to weather the pandemic and even take advantage of some positive benefits.

COVID-19 IMPACT IN NAPIER

Overall impact:

- **57%** - negative
- **16%** - no impact
- **27%** - positive impact

64% will continue practicing physical distancing in the next 3 months



61% felt concerned about COVID-19 situation



31% were worried about catching COVID-19

57% were worried about loved one's health

69% were worried about local small businesses

More than half believed it would take more than 6 months for things to return back to normal



50% - income decreased

41% - no change to income

8% - income increased

The risk of contracting the COVID-19 virus in Napier was perceived at the same or lower level (72%) as other cities



KEY MESSAGES TO CONSIDER

Understandably, most residents **are concerned** about the virus generally - but feel that Napier is as safe as, or safer than, other cities at this time; consequently, **the risk of catching COVID-19 is considered low**, with many residents **more concerned about their loved ones' health** than their own.

Overall, **economic concerns outweigh health concerns**, with loss of jobs, income, and business closures a reality for many – coupled with uncertainty about the duration and ongoing severity of these impacts.

Nevertheless, many households in lockdown have taken the opportunity to **spend more quality time together, complete tasks around the home, exercise more; increasing their appreciation for each other**, their communities, and their city. Essential workers have continued to keep the city running and protect the wellbeing of residents.

The road ahead may be uncertain, the sense of caution still high, the return to 'normal' lifestyles and activities more gradual than immediate; but a spirit of hope remains.

Napier City Council is seen as playing a crucial role in guiding the city through the challenges ahead - supporting residents and local businesses to come through this crisis stronger and better prepared than before.



Despite a significant impact on people's lives both nationally and locally, there have been moments of strength and hope showing the community's resilience.

"As long as rules are adhered to, we will strive for a better, stronger Napier."

"It has been an emotional roller coaster. But I will cherish the way almost everyone you walk past smiles and greets each other. There has been some incredible community spirit."

"It encouraged me and my neighbours to look out for one another."

"COVID-19 made our family re-evaluate our work life, family situation and really appreciate each other."

COVID-19 had both positive and negative impacts

"Family time. Time to stop and breath and take a break from the usual rushing around"

"More time to work on projects, exercise, actually relax and reflect on life"

"Of 3 members in our house. One lost job completely, one is down to 50% of salary and one down to 70% of salary"

"Working harder, longer, very little time out, can't see family / friends, having to cancel overseas trip"



ASSESSING VULNERABILITY IN NAPIER

Residents aged 70 years and over:

- expressed high overall concern about the COVID-19 situation, but similar to those aged 40-69;
- showed only moderate worry about catching COVID-19, with lower concern for personal health than loved ones' health;
- were more sensitive to physical distancing.

At the same time, they

- reported lowest impact on income and concern for personal financial situation,
- had most positive feelings about life in Napier and social connections, and showed most positive mental wellbeing.

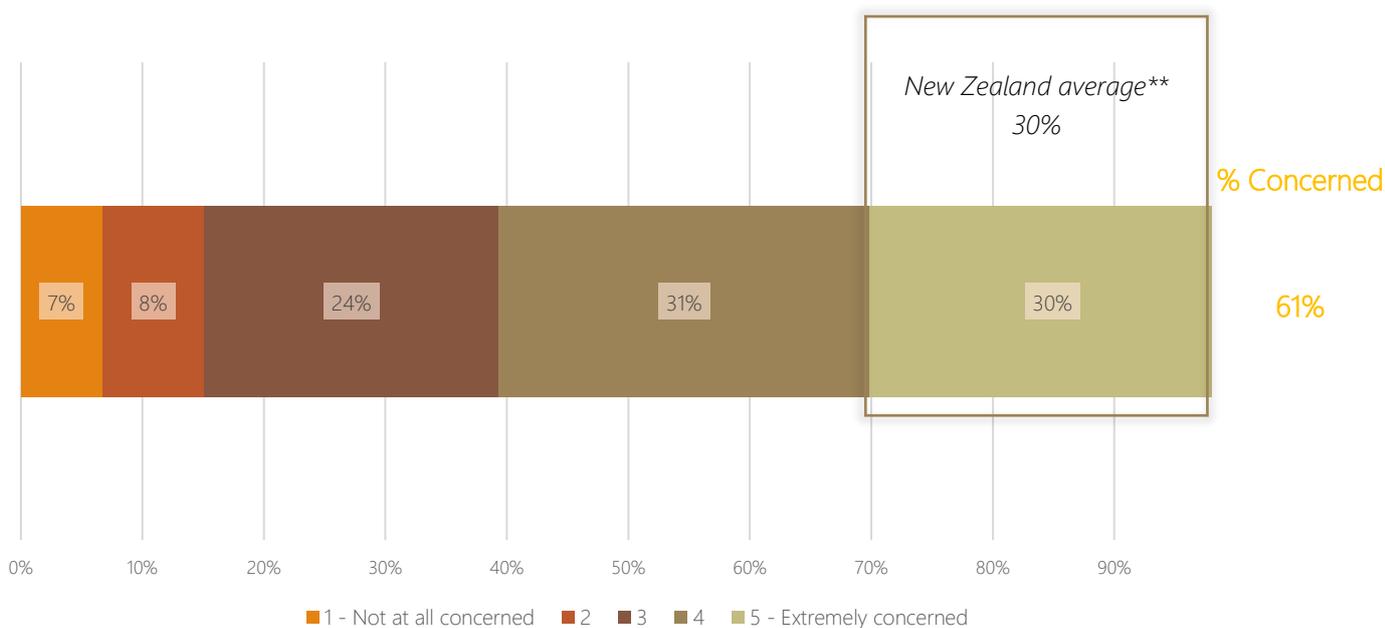
Residents aged between 18 to 24 years:

- expressed low overall concern about the COVID-19 situation;
- were least worried about catching COVID-19, with low concern for personal health;

At the same time, they

- had the most negative impact on income;
- showed moderate level of distress (feeling depressed or worried), but similar to residents aged 25-54;
- were the least informed about Council's communications.

OVERALL LEVEL OF CONCERN IN NAPIER



- Overall, 61% of Napier residents felt concerned about the coronavirus/COVID-19 situation.
- COVID-19 is having a significant impact on people's lives, both nationally and locally. 30% reported being 'extremely concerned', which was consistent with New Zealand's overall results ('High concern' level 30% as reported by Perceptive on 13 May 2020).
- Statistically significant differences were found between age, gender and household income.
- Younger residents (especially aged 18-24 years) were the least concerned. The level of concern was relatively higher for respondents aged 40 years and over.
- Fewer male respondents were concerned.
- Fewer respondents at higher-end income (\$100,001 and more) were concerned.

Ward*	Not concerned	In the middle	Concerned
Ahuriri	18%	28%	54%
Nelson Park	15%	20%	66%
Onekawa-Tamatea	9%	35%	57%
Taradale	16%	21%	63%

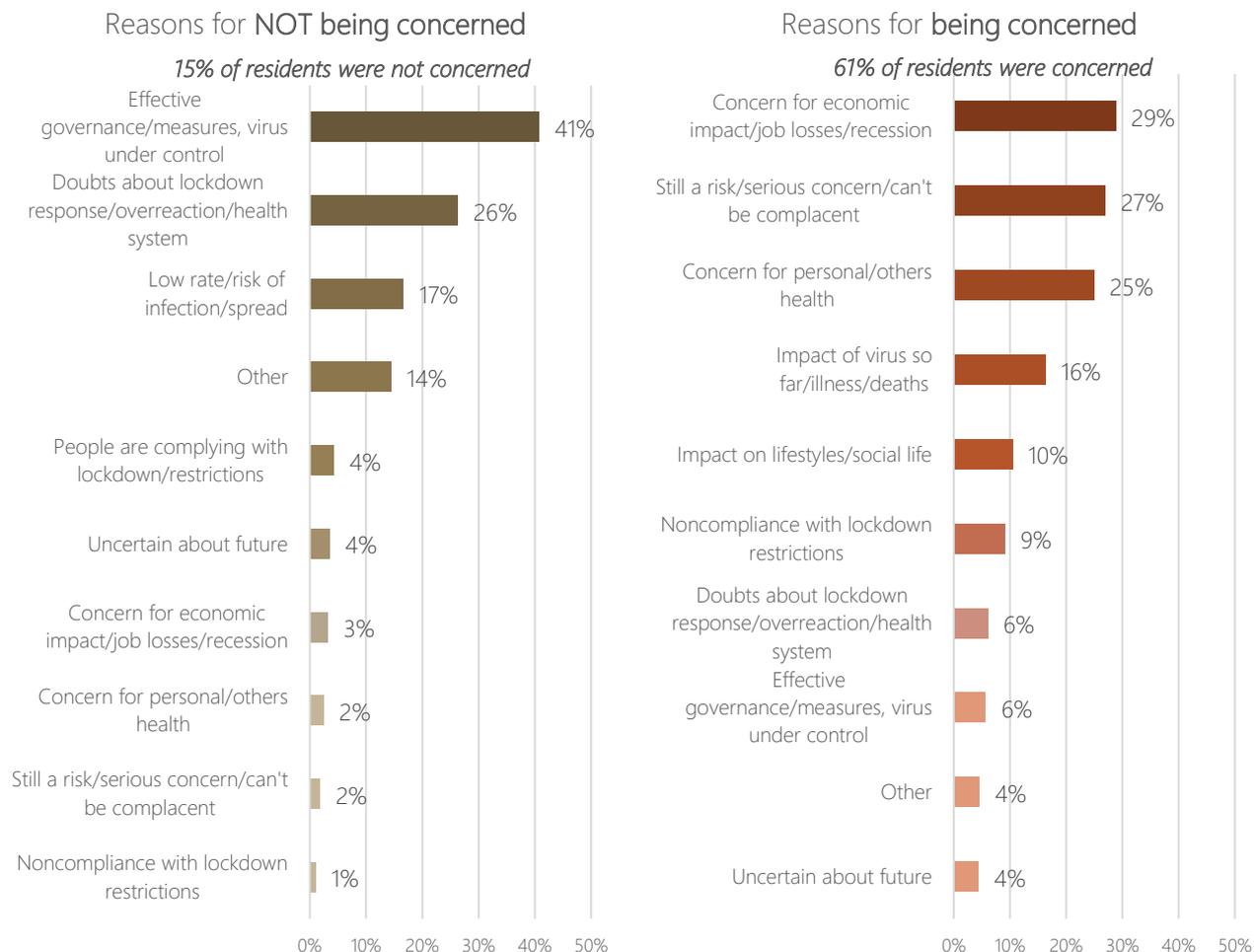
Age*	Not concerned	In the middle	Concerned
18-24	34%	43%	23%
25-39	22%	24%	54%
40-54	7%	23%	70%
55-69	14%	20%	66%
70+	10%	22%	68%

"Was concerned a month ago but the incredible response shown by both our leaders and the whole country has me now feeling we have this under control and are on the right cautious path forward"

"I feel confident that we have no community transmission, but I worry for the economic future of our community and the social effects that it will have"

"At first, I was mainly concerned about the health of my family, community etc, now I am most concerned about how we will survive the economic burden as a family and as a country"

WHAT INFLUENCED CURRENT LEVEL OF CONCERN

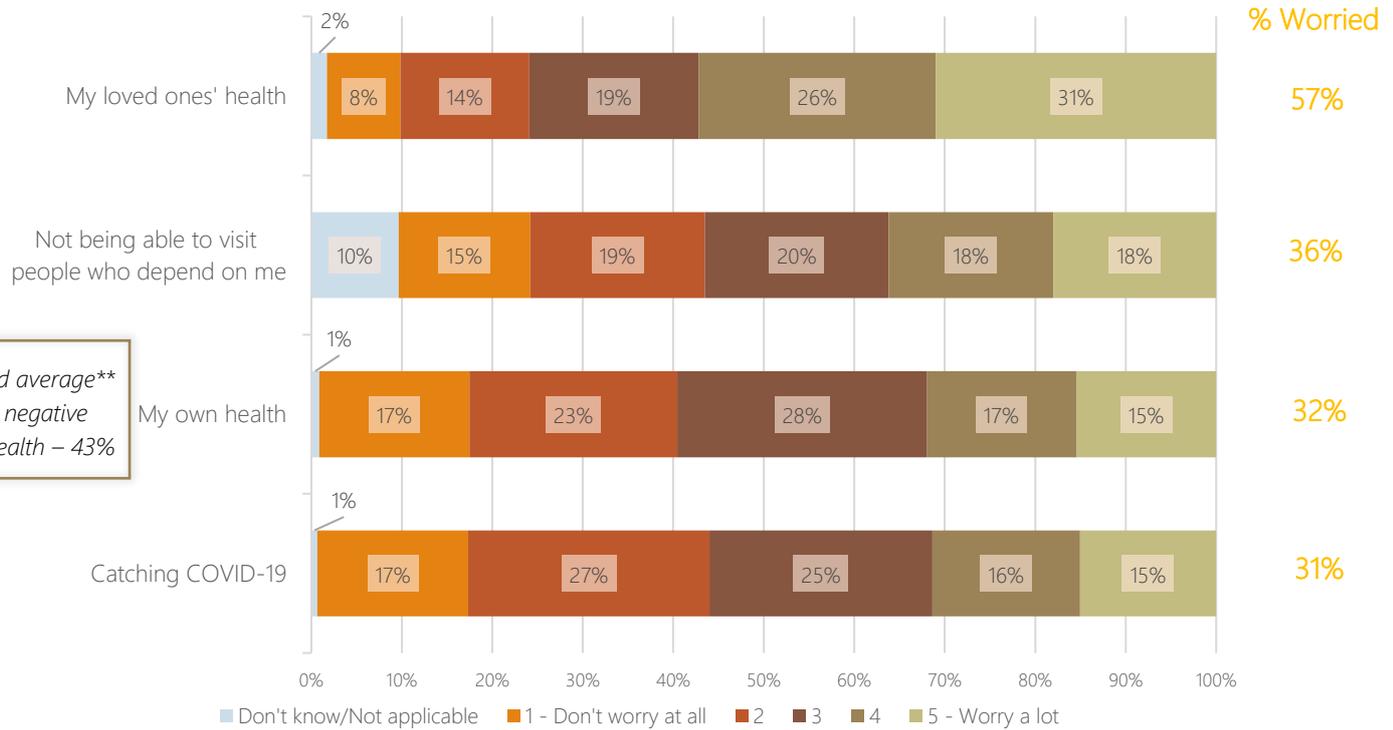


- Five factors were found to have significant influence on the overall level of concern about the COVID-19 situation. Perceived worry about catching COVID-19, loved ones' health and small companies going out of business exhibited the strongest contribution.
- Respondents were also asked to say (in their own words) why they felt concerned, if at all.
- The top three reasons for being concerned were 'Concern for economic impact/job losses/recession' (29%), 'Still a risk/serious concern/cannot be complacent' (27%) and 'Concern for personal/others' health' (25%).
- Respondents who were least concerned believed that government and other agencies had things under control ('Effective governance/measures, virus under control', 41%), or had doubts about the lockdown response ('Doubts about lockdown response/overreaction/health system', 26%). A perceived 'Low rate/risk of infection/spread' (17%) was also a contributing factor to lower feelings of concern.



**Based on regression analysis.

WORRYING ABOUT HEALTH AND OTHER PEOPLE

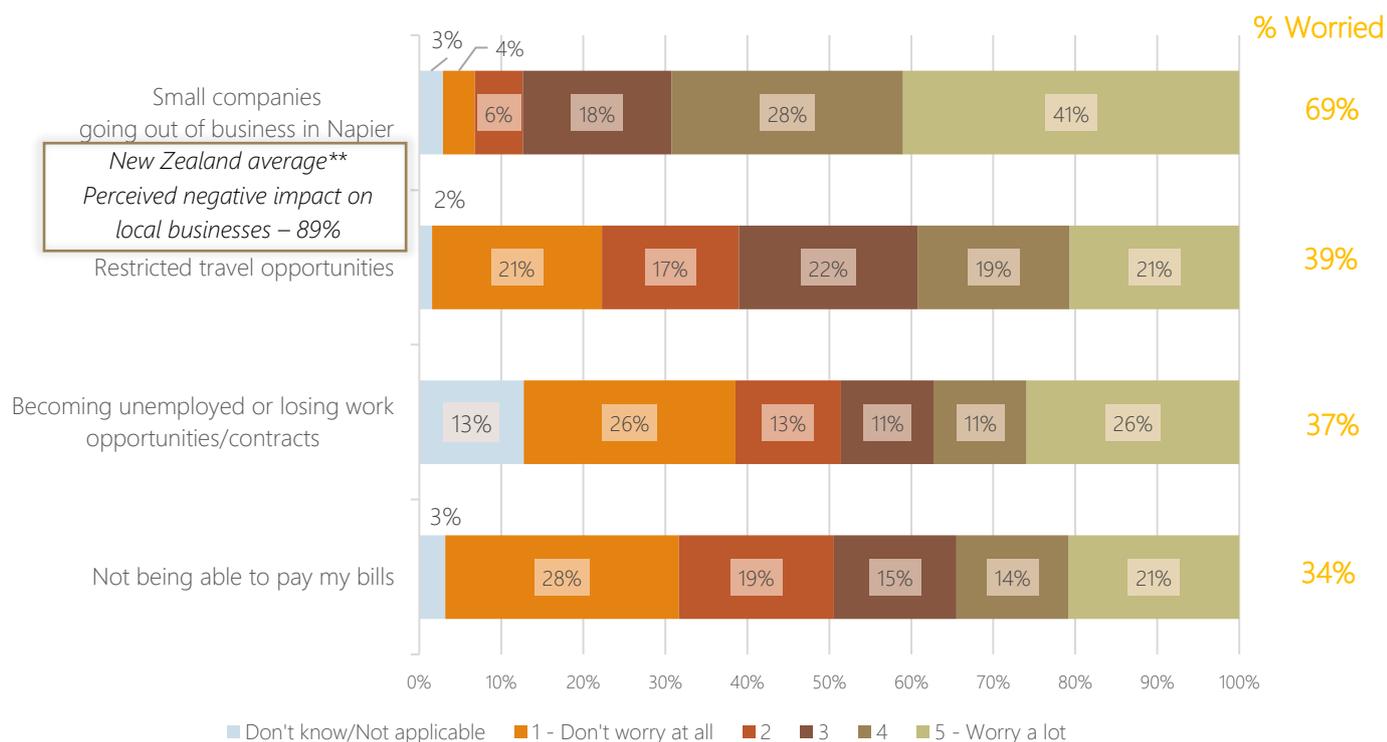


- Just around one-third of residents in Napier worried about their own health (32%) and catching COVID-19 (31%).
- 36% stated they were worried to some extent of not being able to visit people who depend on them.
- At the same time, residents showed a greater level of concern for their loved ones' health (57%).
- The level of concern about health and COVID-19 varied across sub-groups.
- Younger residents aged 18-24 were the least worried about their own health. More vulnerable or health-conscious residents aged 70 years and over were, on average, more likely to worry about catching COVID-19; although the majority (60%) were not explicitly worried about this.
- Female residents tended to worry more about catching COVID-19.
- Māori (38%) and Pacific (46%) residents were also more likely to worry about catching COVID-19.
- Overall, the level of concern about own health decreased with higher income.

Ward	My own health*	My loved ones' health	Catching COVID-19*	Not being able to visit people who depend on me*
Ahuriri	21%	55%	24%	28%
Nelson Park	40%	57%	36%	41%
Onekawa-Tamatea	38%	67%	32%	40%
Taradale	30%	55%	33%	36%

Age	My own health*	My loved ones' health	Catching COVID-19*	Not being able to visit people who depend on me*
18-24	23%	56%	23%	28%
25-39	30%	53%	23%	36%
40-54	34%	60%	33%	37%
55-69	35%	58%	34%	41%
70+	32%	58%	40%	34%

WORRYING ABOUT FINANCES, ECONOMY AND OTHER IMPACTS

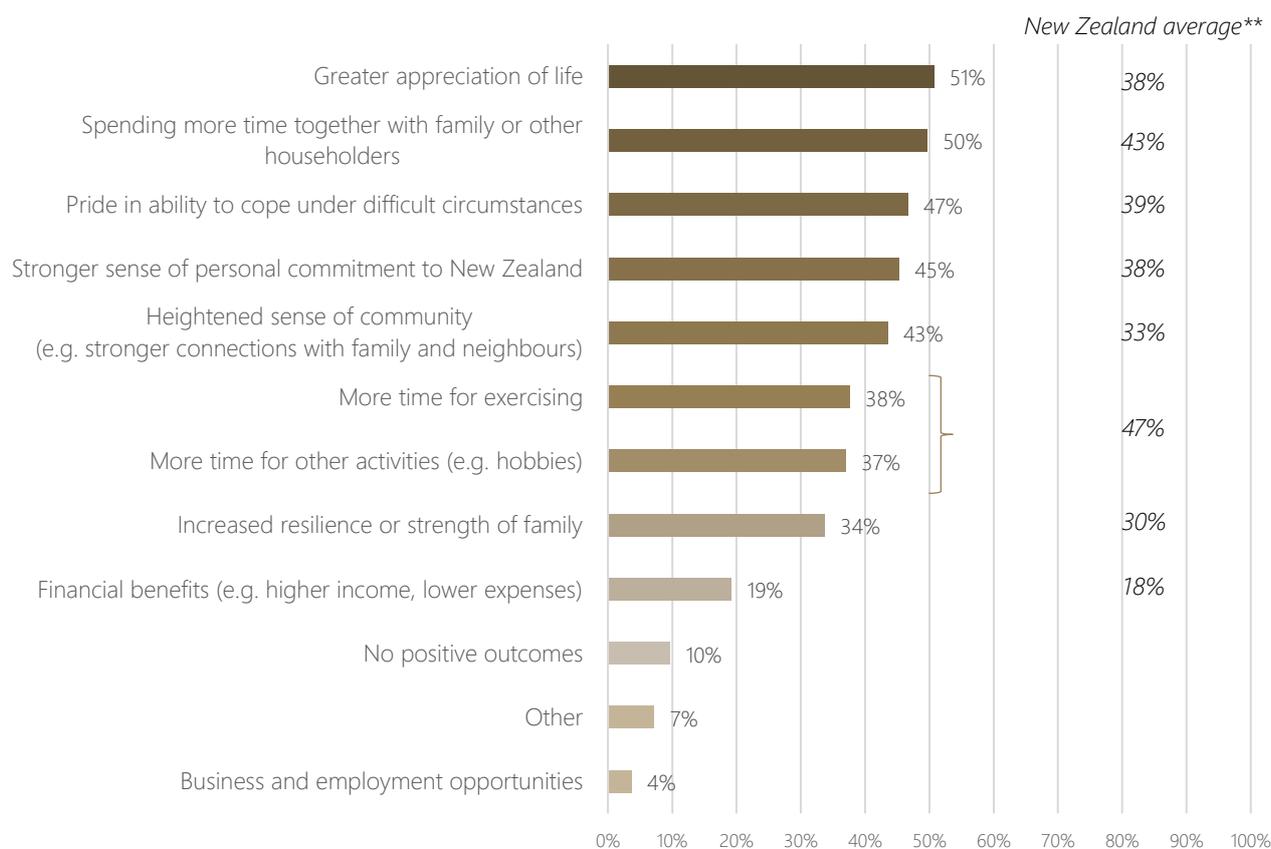


- General concern about local business was noticeably higher than concern about personal health. 69% of residents were worried about small companies going out of business in Napier. National survey results also indicated a greater level of distress in relation to economy and local businesses rather than health.
- Residents aged between 40 and 69 years, and residents with an average income between \$20,000 and \$100,000, were the most concerned about local business.
- 37% of residents worried about becoming unemployed (higher for residents aged under 55 years), and 34% worried about being unable to pay their bills (higher for residents aged between 25-54). Corresponding differences were found by ward.
- 39% of residents worried about restricted travel opportunities.

Ward	Restricted travel	Small companies going out of business in Napier	Becoming unemployed (losing work)	Not being able to pay my bills*
Ahuriri	40%	71%	36%	28%
Nelson Park	38%	69%	42%	42%
Onekawa-Tamatea	38%	68%	38%	38%
Taradale	40%	69%	34%	32%

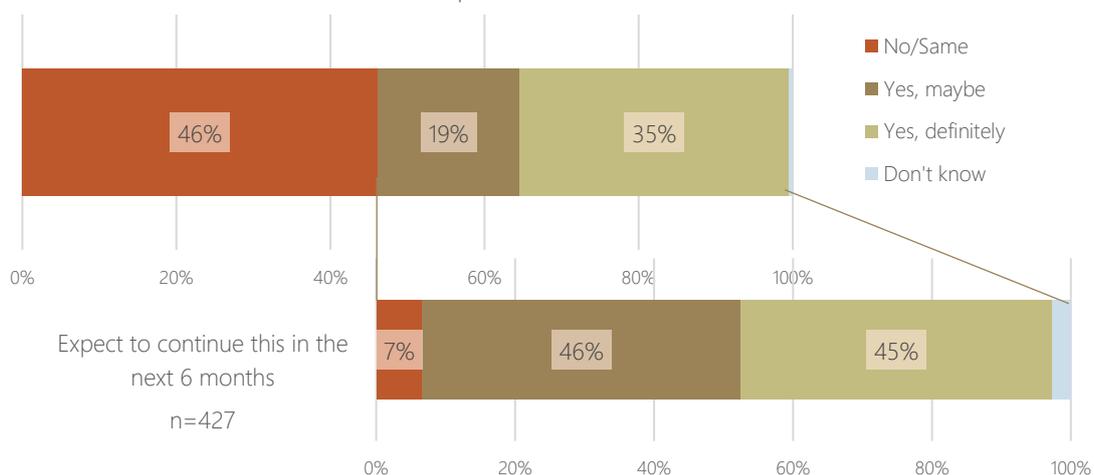
Age	Restricted travel	Small companies going out of business in Napier*	Becoming unemployed (losing work)*	Not being able to pay my bills*
18-24	35%	50%	44%	34%
25-39	41%	67%	44%	39%
40-54	35%	72%	48%	44%
55-69	43%	77%	35%	31%
70+	41%	66%	12%	20%

POSITIVE OUTCOMES

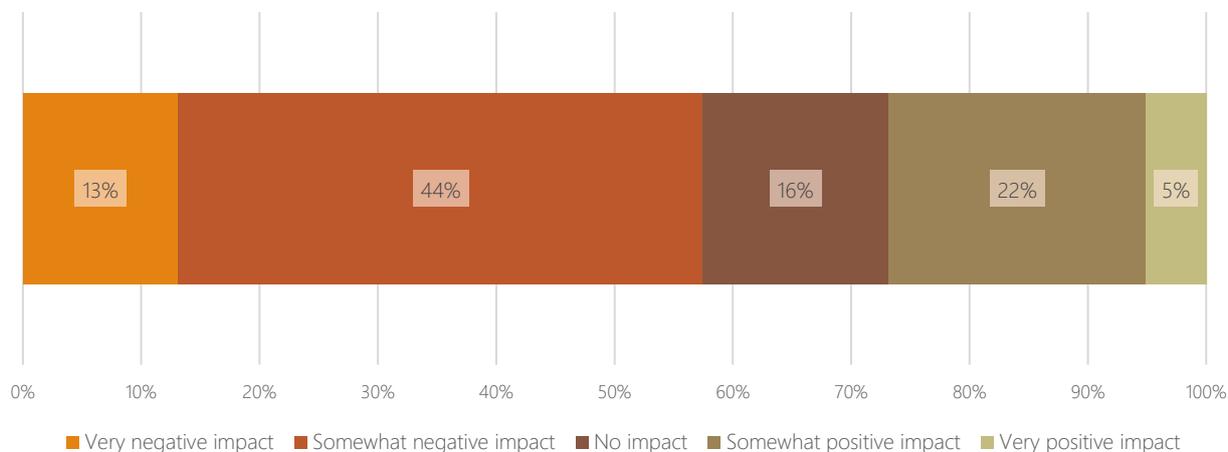


- Despite the lockdown, 9-in-10 respondents recognised some positive outcomes from a prompted list.
- Half of residents reported a greater appreciation of life (51%) and spending more time together with family and other householders (50%).
- NCC's Social Monitor survey in 2019 showed, on average, a good level of moderate-intensity activity in the community; about 60% of residents stated being active for 5 hours per week or more (exceeding the global recommendations on physical activity published by WHO). During the lockdown, 53% of residents believed they had done more walking and/or cycling. The majority of these residents expected to continue their new regime in the next 6 months.

Have you done more walking and/or cycling during the lockdown period?



OVERALL LEVEL OF IMPACT

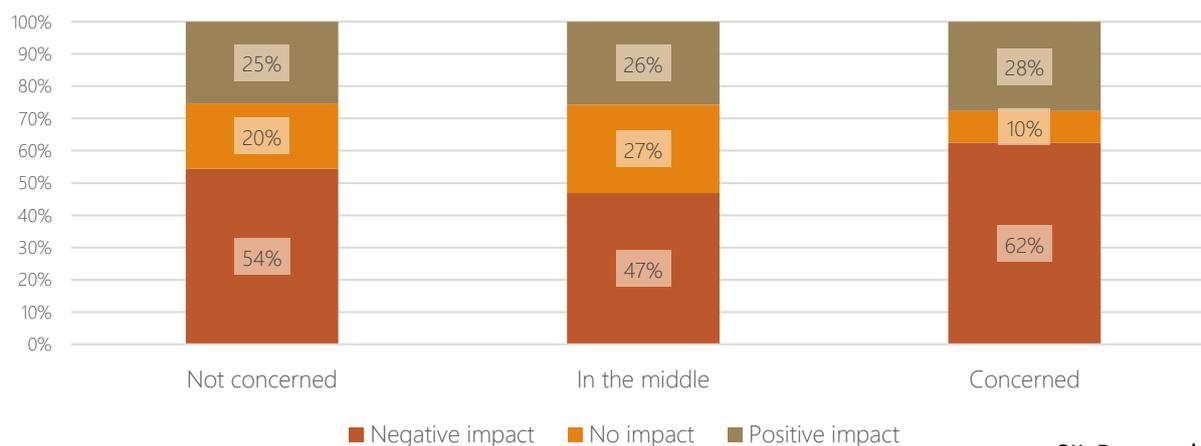


- 57% of Napier residents stated the COVID-19 situation had an overall negative impact on them or their family; 16% reported no impact and 27% reported an overall positive impact. Positive outcomes can be associated with greater appreciation of life and spending more time together with family.
- Feelings of negative impact were associated with higher levels of concern about the virus or lockdown.
- Negative impacts were more likely to be felt in Ahuriri and Taradale wards.
- Fewer residents in Nelson Park and Onekawa-Tamatea wards reported experiencing a negative impact.

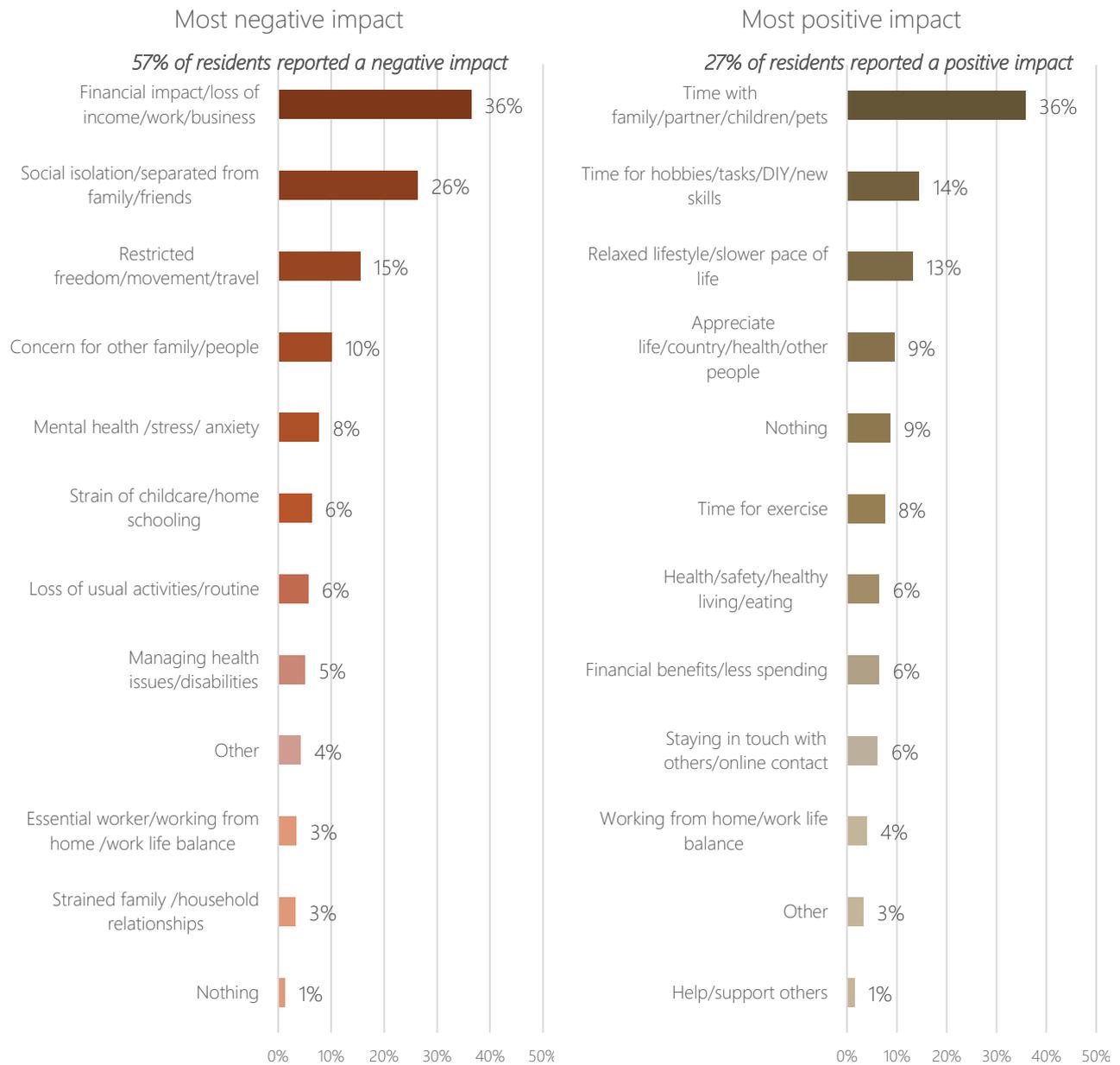
Ward*	Negative impact	No impact	Positive impact
Ahuriri	64%	16%	20%
Nelson Park	51%	14%	35%
Onekawa-Tamatea	48%	19%	32%
Taradale	62%	15%	23%

Age	Negative impact	No impact	Positive impact
18-24	54%	24%	22%
25-39	58%	11%	30%
40-54	59%	13%	28%
55-69	58%	17%	25%
70+	56%	18%	26%

Association between the levels of impact and concern about COVID-19*



TYPE OF IMPACTS (UNPROMPTED)



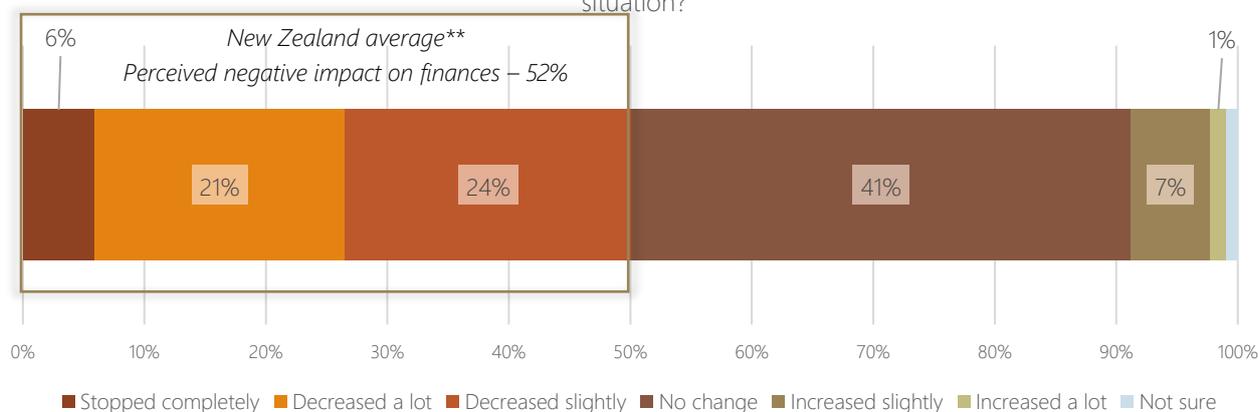
- Each resident had the option to state (in their own words) both the most negative and most positive impact they had experienced from the COVID-19 situation.
- The most cited negative impact was *'Financial impact/loss of income/work/business'* (36%), followed by *'Social isolation/separated from family/friends'* (26%).
- The most positive outcome by far was *'Time with family/partner/children/pets'* (36%), which corresponded with the prompted positive outcomes.

"Have lost my job and future employment does not look positive here in the bay"

"More time together. No rushing around after the kids. Getting jobs done around the home. It's actually been good to have to take time off!"

IMPACT ON INCOME

How much has your household income been affected by the coronavirus/COVID-19 situation?

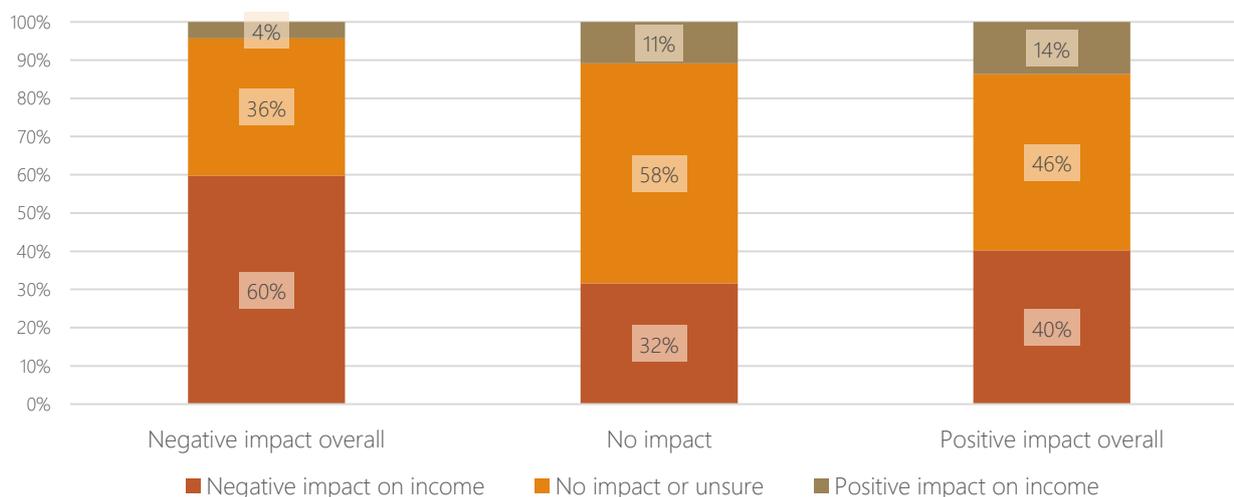


- 50% of residents reported their household income had decreased (including 6% who had lost their income completely), 41% reported no change in their income, 8% reported an increase, 1% were unsure.
- Negative financial impact was greater among working-age residents aged 18-24 (70%), 25-39 (61%) and 40-54 (57%); two-thirds of residents aged 70 years and over reported no impact.
- Greater negative impact on income was associated with the overall negative impact on residents and their households.
- Residents who reported greater financial impact (aged 18-54) were also under greater psychological distress, based on mental wellbeing measures.

Ward*	Negative impact	No impact	Positive impact
Ahuriri	55%	40%	5%
Nelson Park	56%	33%	11%
Onekawa-Tamatea	50%	42%	6%
Taradale	43%	47%	8%

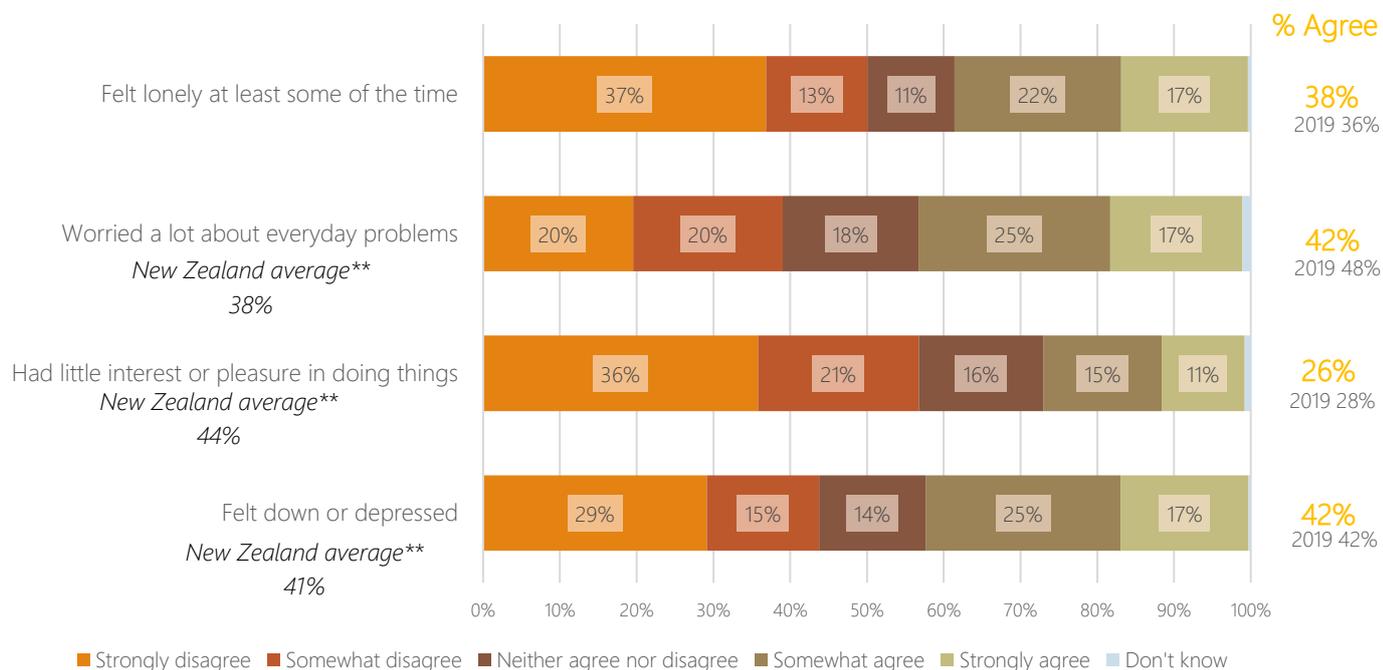
Age*	Negative impact	No impact	Positive impact
18-24	70%	17%	9%
25-39	61%	32%	6%
40-54	57%	35%	8%
55-69	48%	46%	5%
70+	20%	65%	14%

Association between income impact and overall impact on the household*



MENTAL WELLBEING

In the past 2 months



- Among Napier residents, the total level of indicative psychological distress (Mental Wellbeing Index) was moderate (10.9, maximum score = 20) - this level was only marginally higher than in 2019.
- 42% of residents indicated they had worried a lot about everyday problems, or felt down or depressed, in the past 2 months.
- 38% of residents indicated they felt lonely, while fewer residents (26%) had little interest or pleasure in doing things.
- The level of distress (feeling depressed or worried) was higher among residents aged under 55. These residents also worried more about economic outcomes and becoming unemployed as a result of the COVID-19 outbreak.

"Feeling down and worried about going back to work. Not having routine and structure is not good for me"

Mental Wellbeing Index:

The survey asked four questions related to community level of psychological distress. Each question was scored from 1 = 'Strongly disagree' to 5 = 'Strongly agree'. Scores of the four questions were then summed, yielding a maximum score of 20 ('Don't know' scored zero).

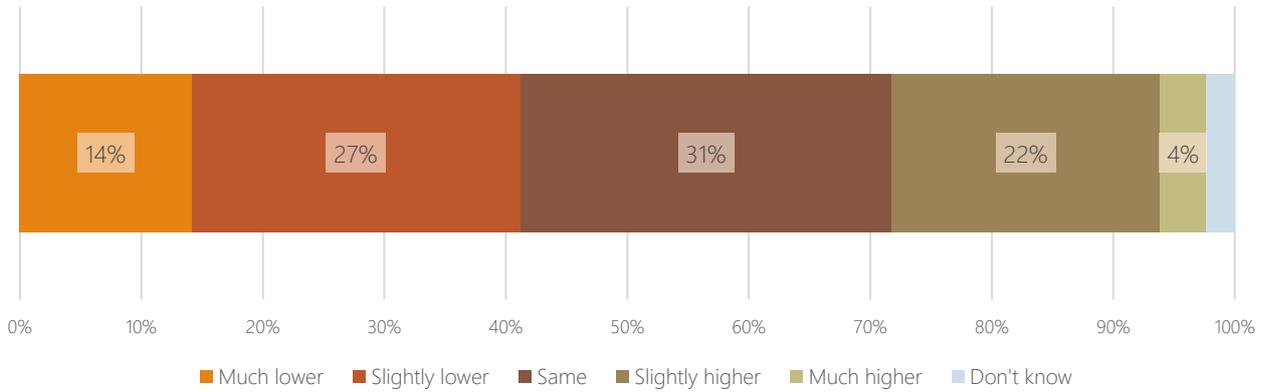
Overall, low scores (0-8) indicated low levels of psychological distress and high scores indicated higher levels of psychological distress (16-20). Note: these results are indicative only and do not replace a Mental Health assessment.

**Note: small sample sizes within groups, estimates of results may not be statistically reliable due to the high margins of error*

TOTAL AVERAGE SCORE*		10.9
AGE	18-24	11.7
	25-39	12.1
	40-54	11.4
	55-69	10.1
	70+	9.8
WARD	Ahuriri	9.7
	Nelson Park	11.9
	Onekawa-Tamatea	11.2
	Taradale	10.9
INCOME	\$20,000 or less	14.9
	\$20,001-\$30,000	12.0
	\$30,001-\$50,000	11.4
	\$50,001-\$70,000	11.4
	\$70,001-\$100,000	9.9
	\$100,001 or more	10.3
IN 2019		10.7

PERCEPTIONS OF LOCAL RISK

Compared to other cities, the risk of contracting the COVID-19 virus in Napier is...



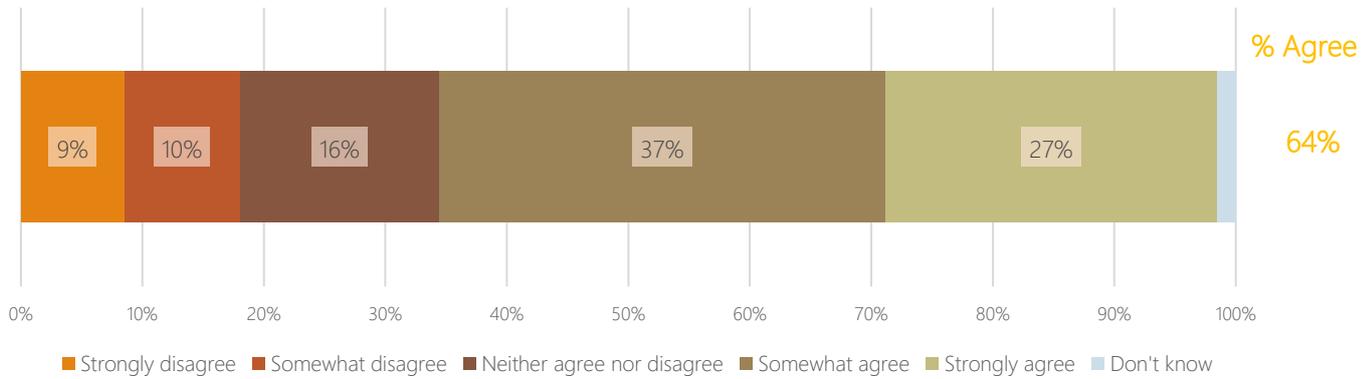
- The risk of contracting the COVID-19 virus in Napier was perceived at the same or lower level (72%) as other cities.
- No significant difference was found by key demographics.

Ward	Same or lower
Ahuriri	70%
Nelson Park	73%
Onekawa-Tamatea	71%
Taradale	72%

Age	Same or lower
18-24	75%
25-39	76%
40-54	67%
55-69	74%
70+	67%

PHYSICAL DISTANCING

Will continue to practise physical distancing and avoid public places even if there are no longer any formal restrictions in the next 3 months

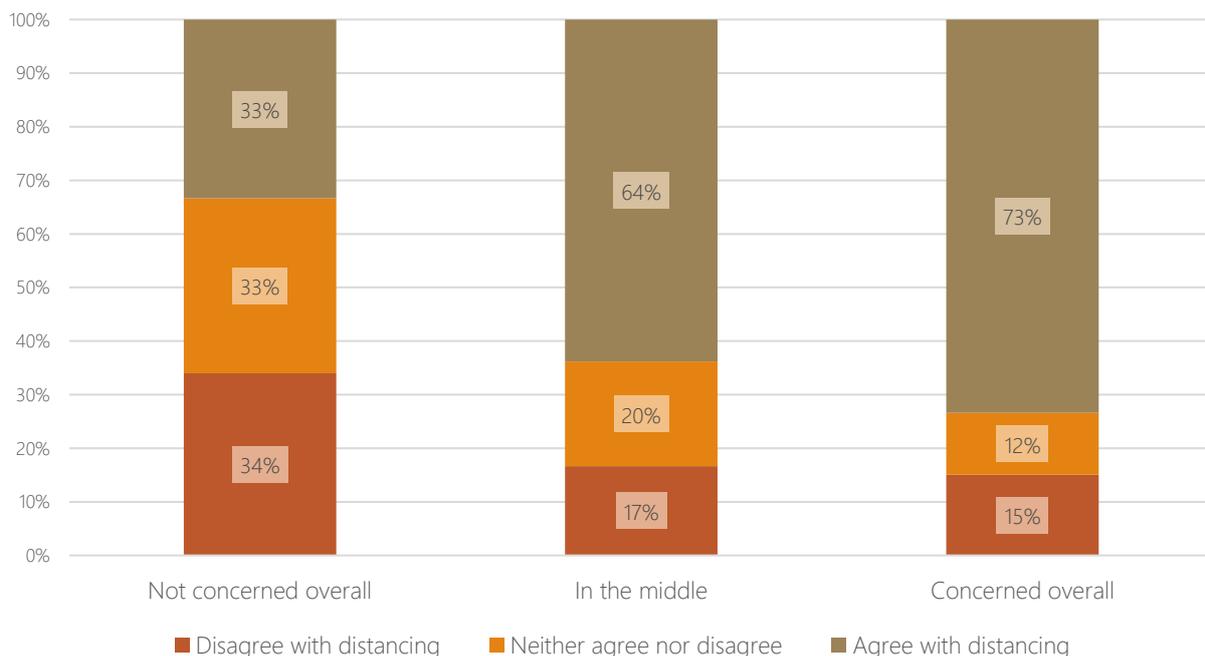


- Around two-thirds of residents agreed they would continue practising physical distancing and avoiding public places even if there were no longer any formal restrictions.
- The higher the overall level of concern, the greater sensitivity was shown to physical distancing.
- Older residents (aged 70 and above) were more likely to practise physical distancing (consistent with their greater level of concern due to being more vulnerable to COVID-19).

Ward	Will continue practising physical distancing
Ahuriri	63%
Nelson Park	61%
Onekawa-Tamatea	63%
Taradale	67%

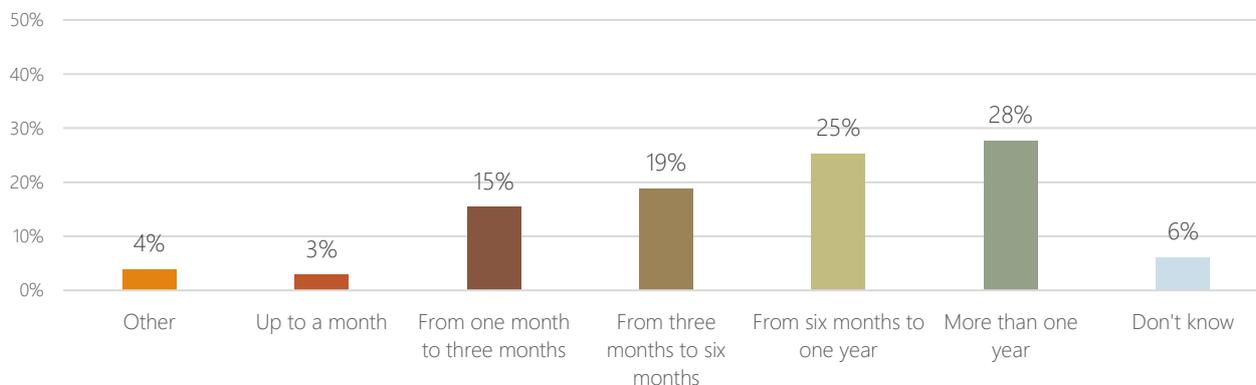
Age*	Will continue practising physical distancing
18-24	60%
25-39	53%
40-54	64%
55-69	68%
70+	73%

Association between overall concern and physical distancing in the next 3 months*



RETURNING TO USUAL LIFESTYLE

In your opinion, how long will it take for things to return back to normal (e.g. all shops and services are open, no physical distancing, etc.) in Napier?



Top 3 reasons for **up to a month**

- Need to restart economy/business - **41%**
- People keen to socialise/return to normal - **38%**
- Virus under control/low risk/spread by then - **19%**

Top 3 reasons for **one month to three months**:

- Virus under control/low risk/spread by then - **28%**
- Need to be cautious/avoid reinfection/new spread - **14%**
- Need to restart economy/business - **11%**

Top 3 reasons for **three months to six months**:

- It will take that long/ongoing restrictions/impact - **22%**
- Need to be cautious/avoid reinfection/new spread - **18%**
- Business/tourism need to adapt/build resources - **12%**

Top 3 reasons for **six months to a year**:

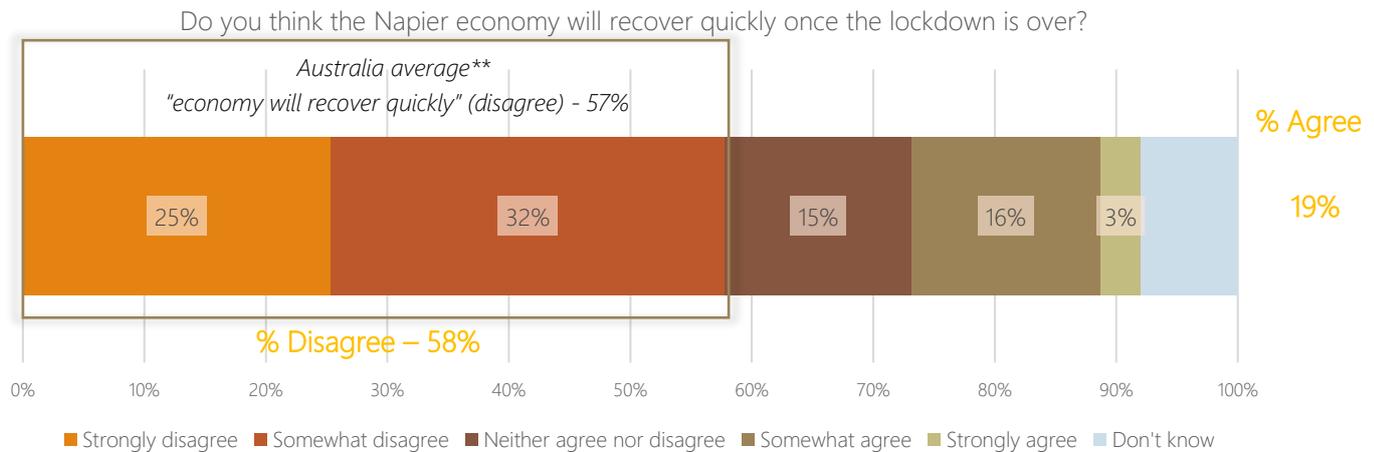
- It will take that long/ongoing restrictions/impact - **35%**
- Business/tourism need to adapt/build resources/need time - **21%**
- Need to be cautious/avoid reinfection/new spread - **19%**

Top 3 reasons for **more than a year**:

- It will take that long/ongoing restrictions/impact - **36%**
- Business/tourism need to adapt/build resources/need time - **28%**
- Vaccine/eradication needed first - **19%**

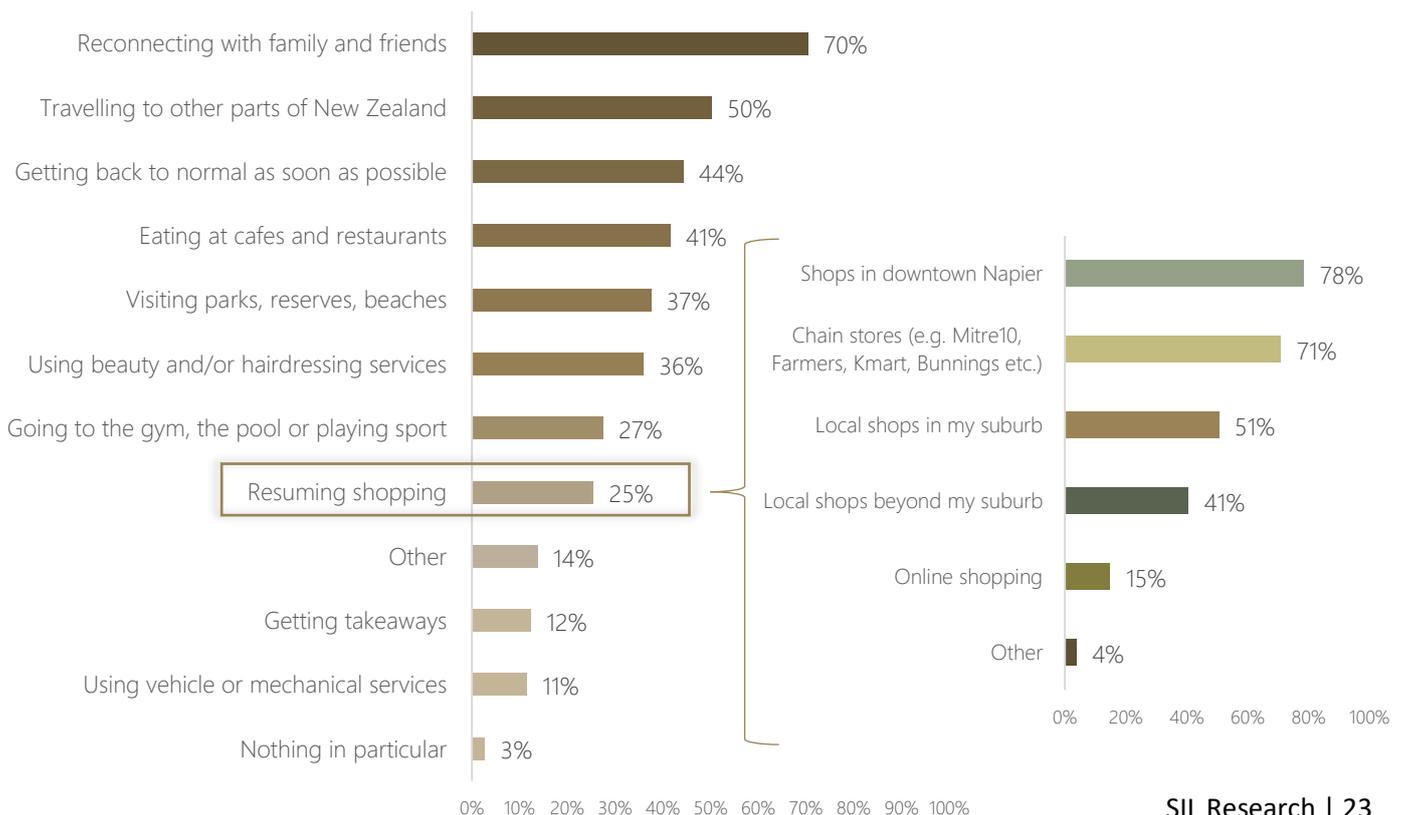
- Although there was some uncertainty about when things could get back to normal, only a minority believed it would happen soon (3% up to a month or 15% up to three months).
- More than half of residents (53%) believed it would take more than six months; particularly, 28% believed it would take longer than one year.
- The reasons for a shorter timeframe were more defined ('Need to restart economy/business', 'People keen to socialise/return to normal' and 'Virus under control/low risk/spread by then'), whereas residents who stated a longer timeframe were more vague that 'It will take that long/ongoing restrictions/impact'.

EXPECTATIONS OF ECONOMIC RECOVERY

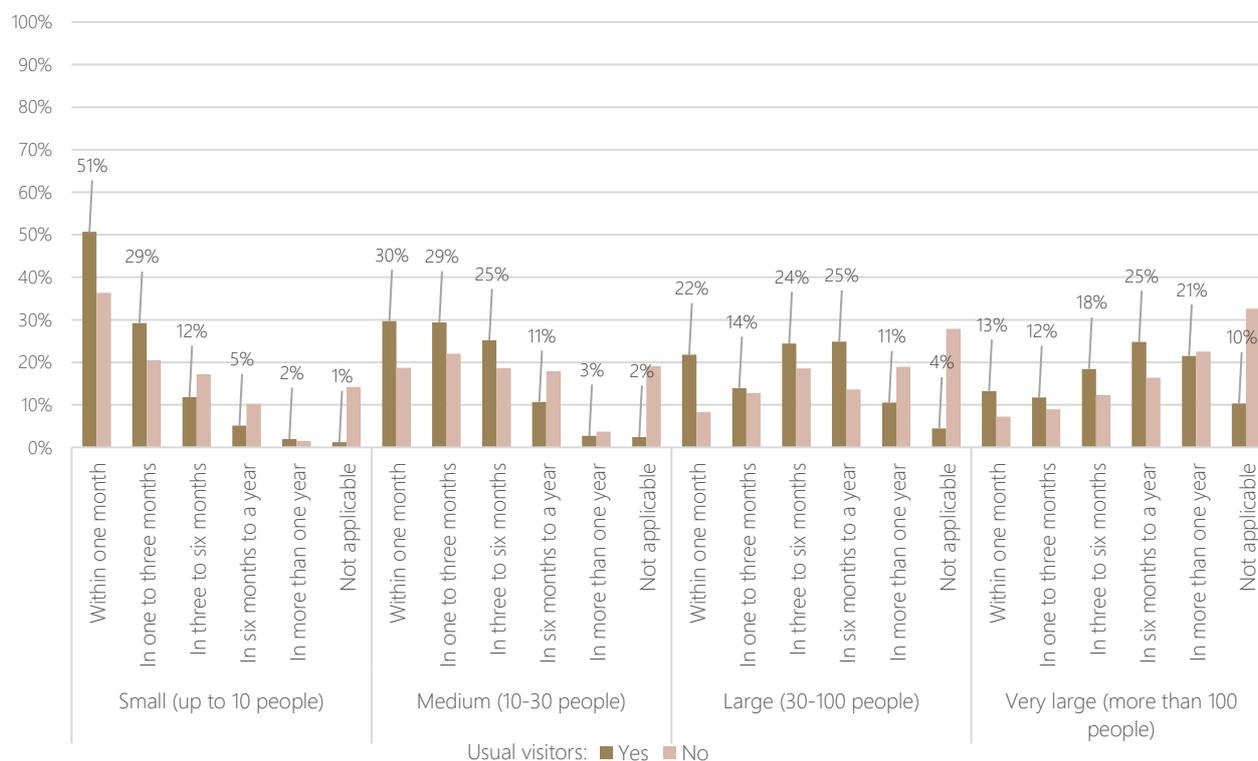


- Corresponding to the expectations of things returning back to normal after six months or more, 58% disagreed the Napier economy would recover quickly (by July 2020). This result was very close to the international findings for New Zealand's closest neighbour (Ipsos results for Australia – 57%).
- Coming out of the lockdown (Alert Level 4), Napier residents were most looking forward to reconnecting with family and friends (70%; also top response across New Zealand as reported by Perceptive on 23 April 2020), travelling to other parts of New Zealand (50%), getting back to normal (44%; second most cited nationally) and eating at cafes/restaurants (41%).
- One-quarter of residents looked forward to resuming shopping; shops in the CBD and big chain stores were the most desirable.

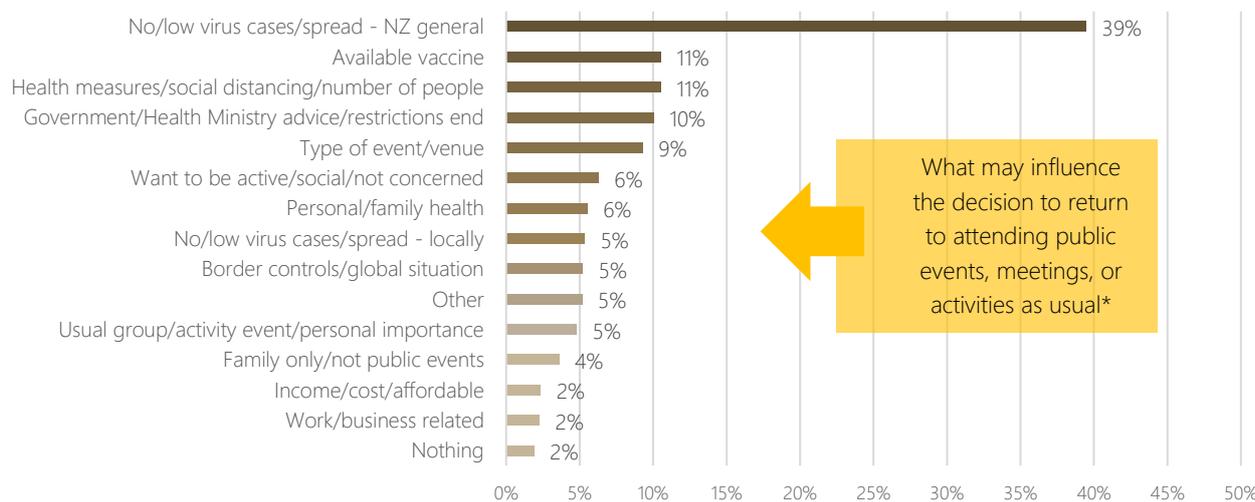
Looking forward to*



RESUMING EVENTS, ACTIVITIES AND MEETINGS



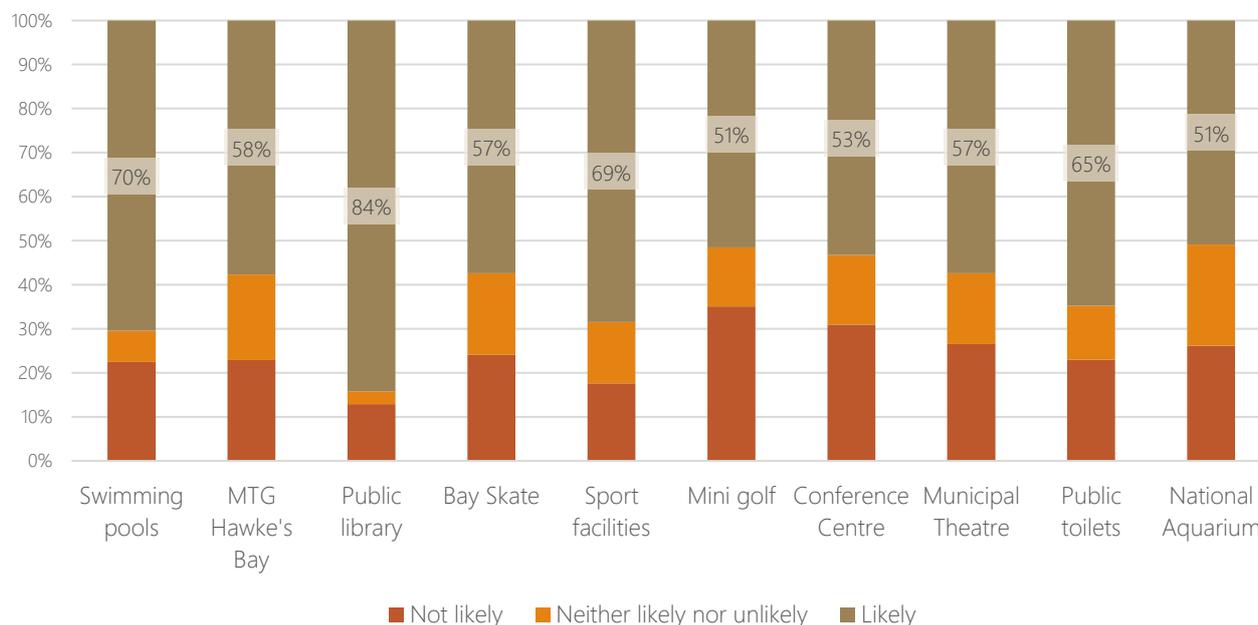
- 77% of residents had attended different events, activities or meetings in the 6 months prior to the lockdown.
- Reluctance to return to events increased with the size of the events.
- The willingness to attend smaller events (up to 10 people) was much higher than for medium and larger events, activities or meetings. 51% of residents previously attending different activities were likely to return to small events within a month, and 29% within three months.
- Within the next three months, more than half of residents (59%) were willing to attend medium events (up to 30 people), only 36% were likely to attend large events (30-100 people), and one-quarter of residents were likely to attend very large events (more than 100 people). This was influenced by a general level of concern and worry about catching COVID-19. Hence, younger residents were more likely to attend public gatherings earlier than older residents.
- The general situation in New Zealand ('No/low virus cases/spread') was the main trigger to attend public gatherings again.



What may influence the decision to return to attending public events, meetings, or activities as usual*

USE OF COUNCIL FACILITIES

Level of interest in using Council facilities in next 6 months (among recent users)

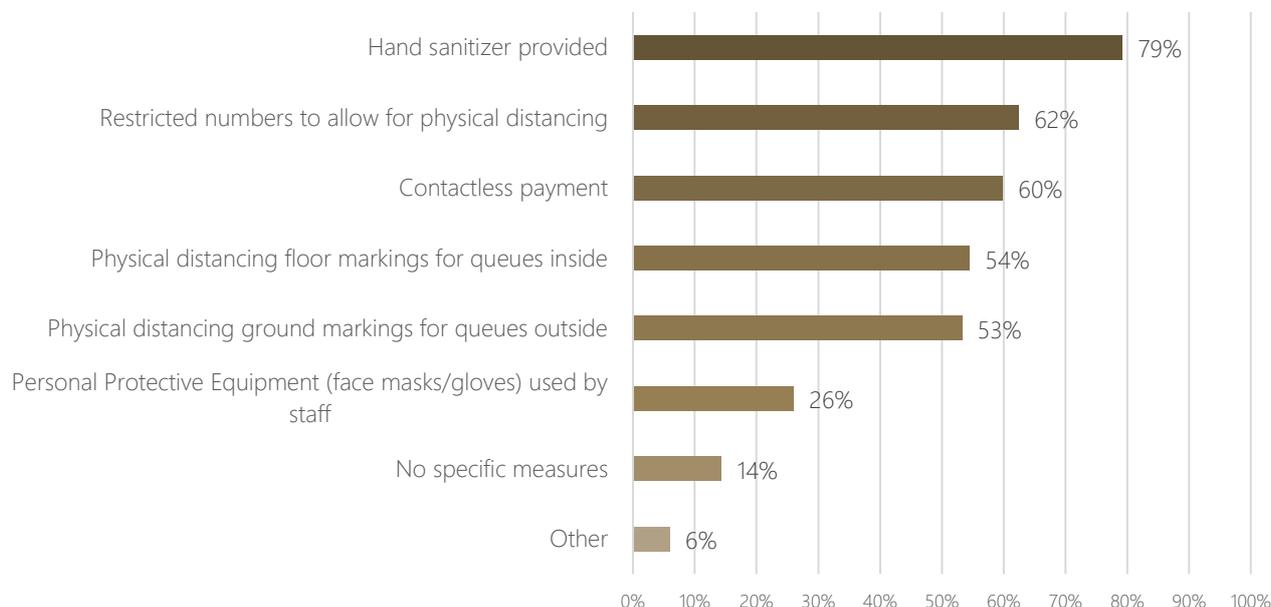


- Overall, public toilets were the most used Council facility (67%) in the 6 months prior to the lockdown, followed by public libraries (48%), swimming pools (42%) and sport facilities (40%). The public library (45%), public toilets (46%), swimming pools and sport facilities (33%) were the four Council facilities most likely to be visited by Napier residents when reopened.
- Among recent users, the likelihood of attending Council facilities was noticeably higher. Thus, 84% of recent public library users were likely to visit again in the next 6 months.
- 70% of swimming pool users were likely to use this facility again in the next 6 months. Residents in Onekawa-Tamatea and Ahuriri were more likely to return to the pools. Residents from the Ahuriri ward were more likely to use Bay Skate again in the next 6 months.
- 69% of recent users were likely to use sport facilities again, and 65% were likely to use public toilets again.

Ward	*Swimming pool	MTG	Public library	*Bay Skate	Sport facilities	Mini golf	Conference Centre	Municipal Theatre	Public toilets	National Aquarium
Ahuriri	78%	56%	88%	71%	76%	54%	42%	55%	75%	52%
Nelson Park	68%	52%	83%	42%	65%	49%	52%	58%	56%	50%
Onekawa-Tamatea	84%	72%	83%	51%	72%	50%	73%	72%	64%	75%
Taradale	60%	57%	84%	60%	65%	52%	56%	54%	66%	42%

Age	Swimming pool	MTG	Public library	*Bay Skate	*Sport facilities	*Mini golf	Conference Centre	Municipal Theatre	Public toilets	National Aquarium
18-24	80%	100%	88%	100%	40%	0%	56%	0%	68%	34%
25-39	71%	59%	77%	46%	67%	47%	50%	44%	59%	52%
40-54	63%	55%	91%	71%	78%	66%	52%	59%	67%	60%
55-69	74%	62%	79%	22%	62%	42%	50%	61%	65%	50%
70+	74%	56%	87%	0%	72%	59%	78%	61%	68%	44%

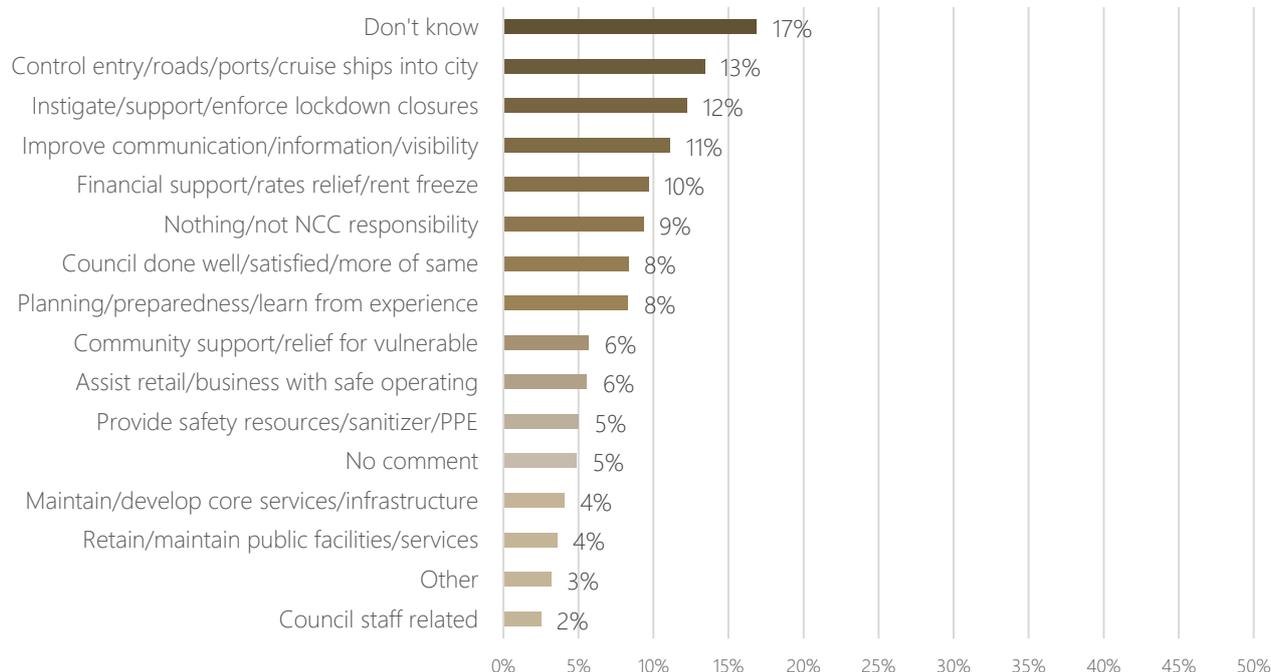
COUNCIL SAFETY MEASURES AND FUTURE PREPAREDNESS



- The most preferred safety measure in Council facilities was hand sanitizer (79%), followed by restricted numbers to allow for physical distancing (62%) and contactless payment (60%).
- When asked what Council could do better in a future pandemic event, about 40% were either unsure ('Don't know', 'No comment'), satisfied with existing measures ('Council done well/satisfied/more of same'), or believed it was not Council's responsibility.
- The top cited measures were related to better control and management ('Control entry/roads/ports/cruise ships into city', 'Instigate/support/enforce lockdown closures'), and improved communication ('Improve communication/information/visibility').

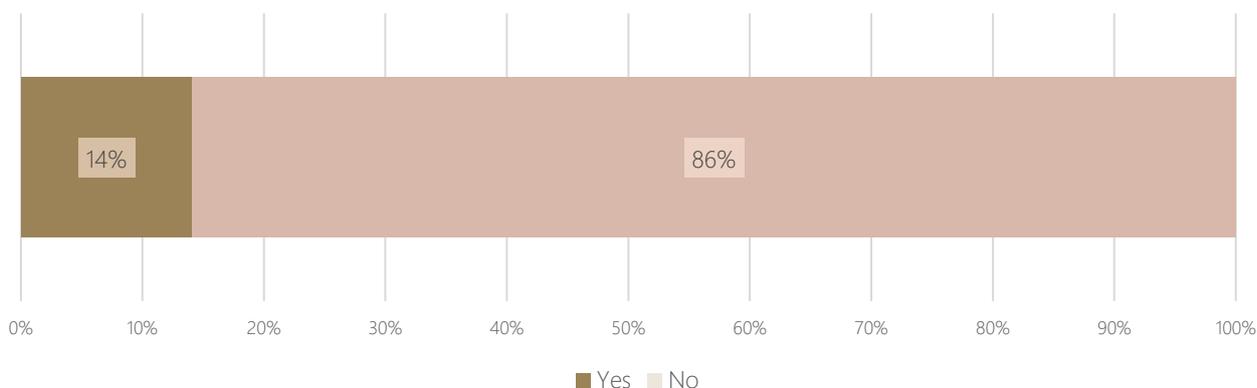
"Ensure community is kept up to date and informed and what support is available"

What could NCC do better (or more of) to prepare and support the residents and businesses of Napier in the event of another pandemic? (unprompted)



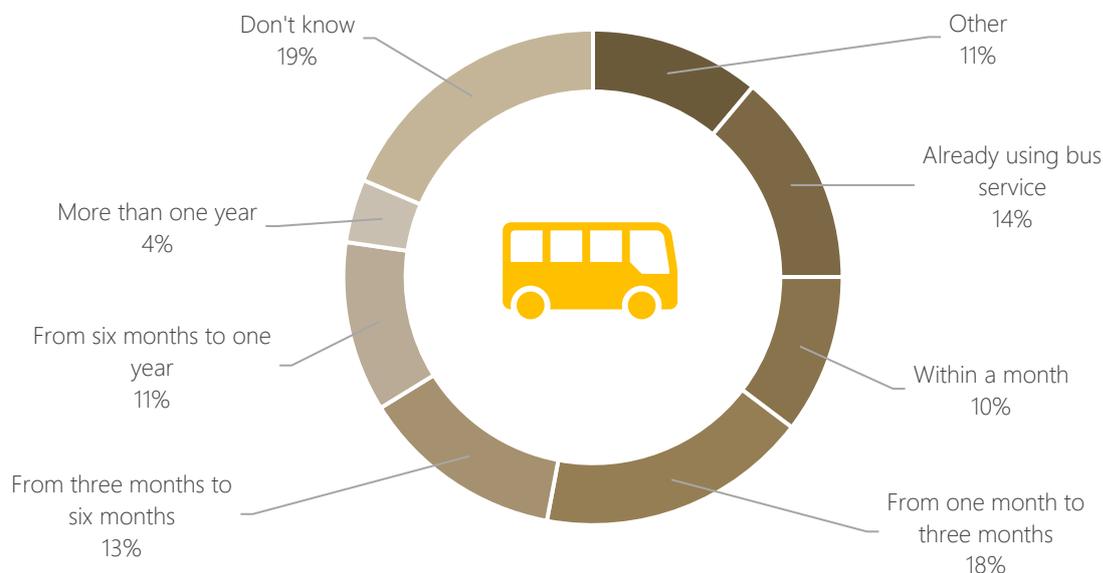
LOCAL BUS SERVICES

Used the local bus service in the 6 months prior to the lockdown



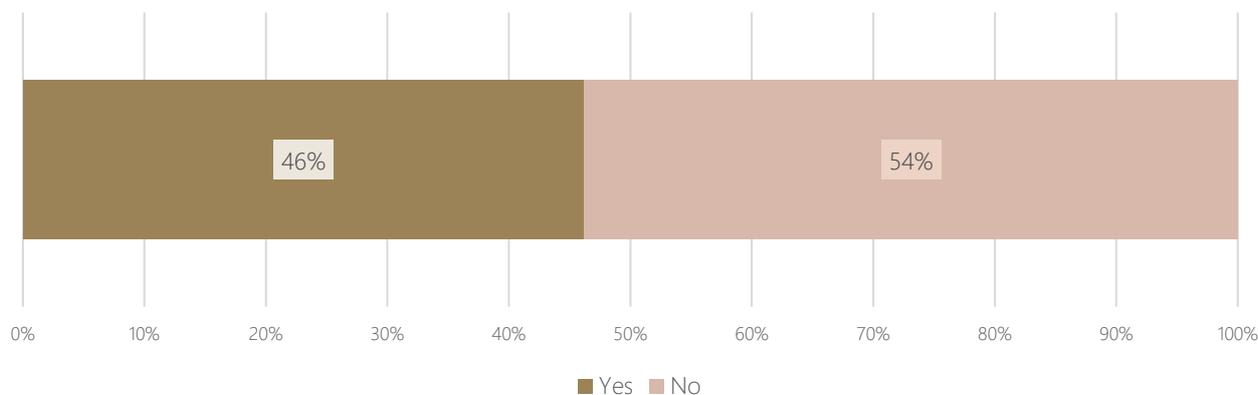
- Only 14% of surveyed residents had used the local bus service in the 6 months prior to the lockdown.
- Older residents (70+) and residents with lower income (\$30,000 and under) were more likely to use bus services.
- 14% of previous bus users had already resumed using this service at the time of the survey (in Level 3), and a further 28% would return to using the local bus as usual within three months.
- Feelings about likelihood of potential usage could increase further as New Zealand moves back into Level 2 and beyond.

When do you think you will return to using the local bus service as usual?



COUNCIL'S COMMUNICATION

Have seen or heard of some support or information from Napier City Council in response to the coronavirus/ COVID-19 situation in the past 4 weeks

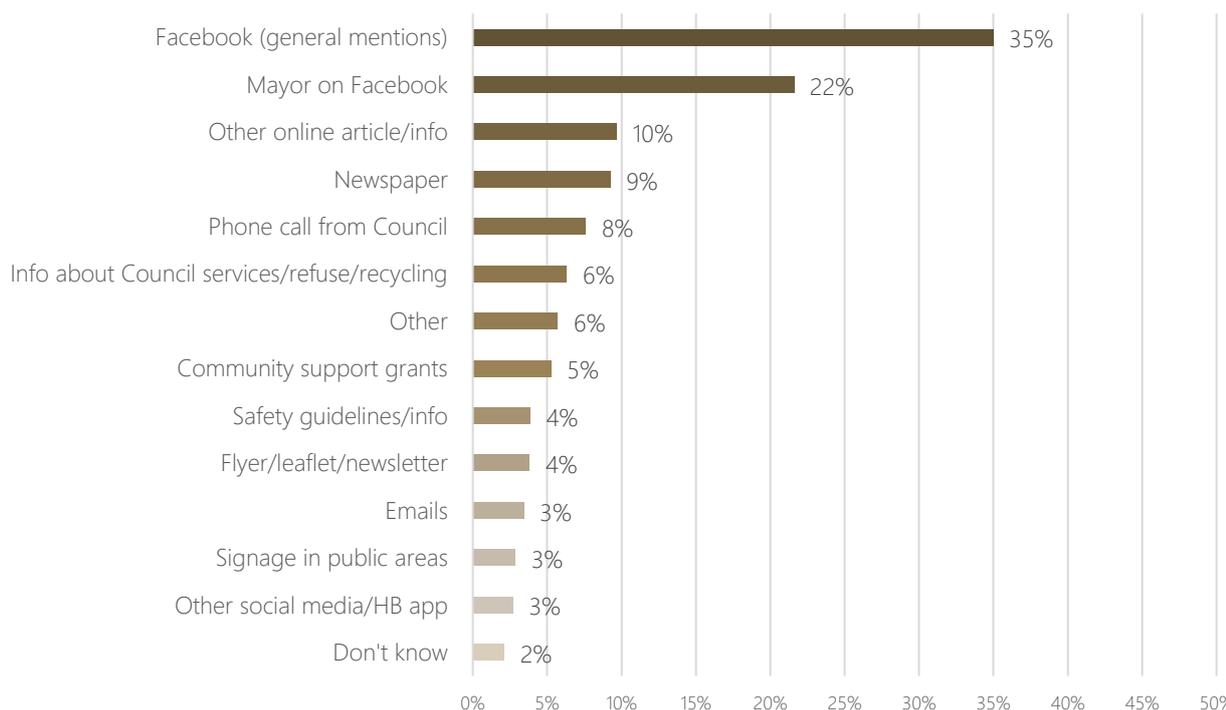


- Almost half of residents stated they had seen communication from the Council in the four weeks prior to the survey (46%).
- Communication recall was significantly lower among younger residents aged 18-24 (19%) and 25-39 (36%).
- Of those who had seen COVID-19 communications, Facebook posts (57%), in general, were the main recalled messages from Council, including 22% who specifically mentioned daily messages from the Mayor.

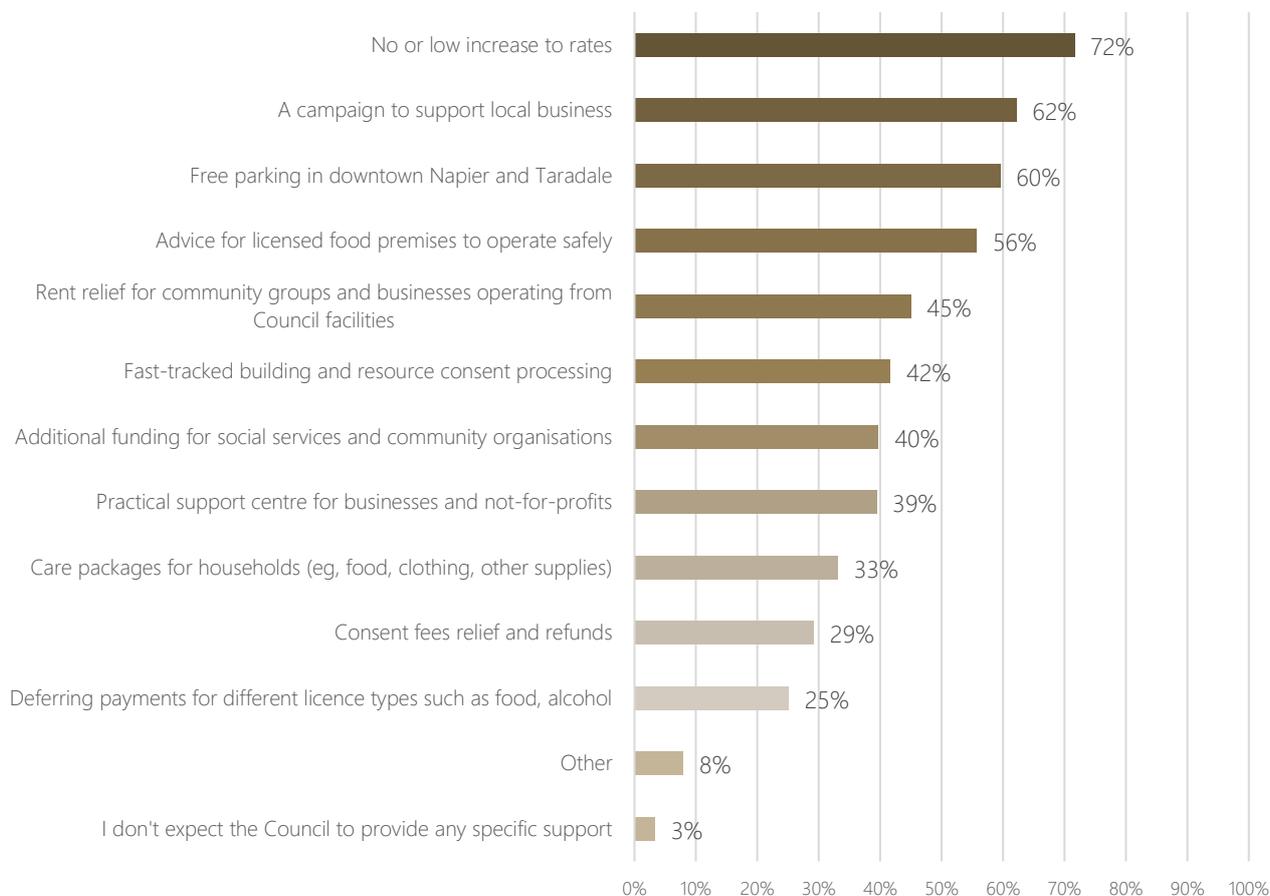
Ward	Yes
Ahuriri	43%
Nelson Park	43%
Onekawa-Tamatea	46%
Taradale	51%

Age*	Yes
18-24	19%
25-39	36%
40-54	46%
55-69	54%
70+	60%

Communication recall (unprompted)**

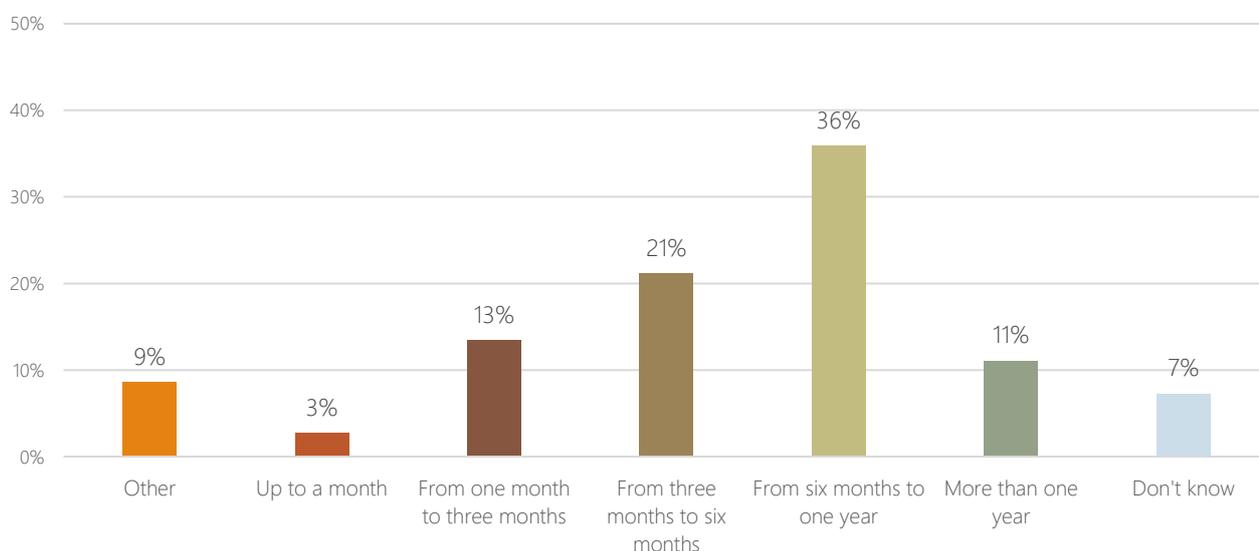


PREFERRED COUNCIL SUPPORT

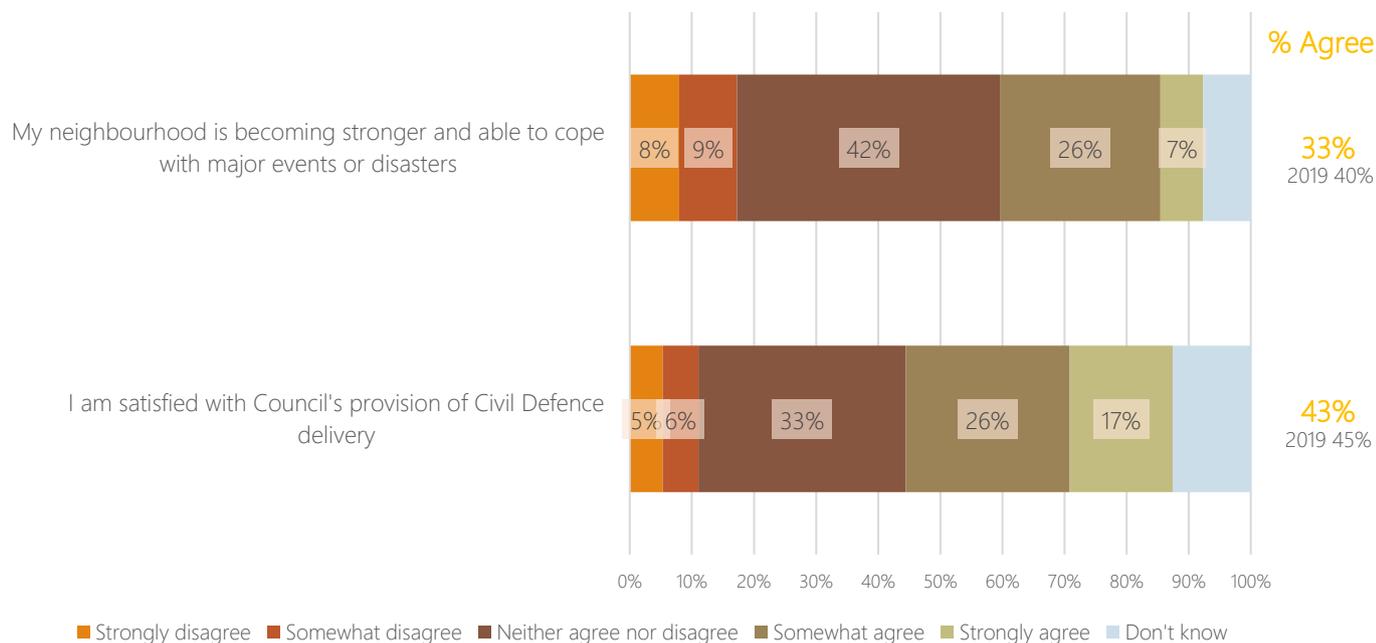


- Only 3% of the Napier community did not expect the Council to provide any specific support following the lockdown.
- 72% of residents would rather there be no or low increase to rates, 62% cited a campaign to support local business, and 60% would like free parking.
- 36% of residents expected Council to provide additional support from six months to one year.

How long would you expect Council to provide additional support?



CIVIL DEFENCE RESPONSE



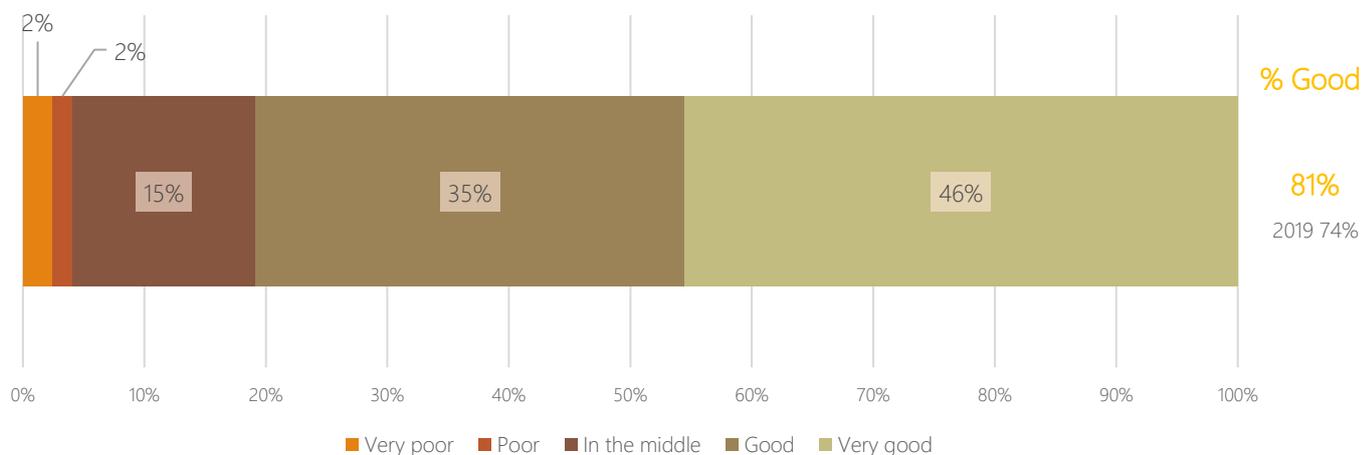
- Overall, 43% of residents were satisfied with the Council's provision of Civil Defence delivery (similar to 45% in 2019).
- Satisfaction with Civil Defence delivery was higher in Onekawa-Tamatea (49%) and lower in Ahuriri (38%).
- 33% of residents believed their community could cope after a major event or disaster (below the 2019 figure at 40%). Many felt neutral or unsure about this. Fewer residents from Onekawa-Tamatea and Nelson Park wards agreed with this statement.

Ward	My neighbourhood is becoming stronger and able to cope with major events or disasters*	I am satisfied with Council's provision of Civil Defence delivery*
Ahuriri	36%	38%
Nelson Park	22%	42%
Onekawa-Tamatea	31%	49%
Taradale	38%	44%

Age	My neighbourhood is becoming stronger and able to cope with major events or disasters*	I am satisfied with Council's provision of Civil Defence delivery*
18-24	11%	39%
25-39	27%	38%
40-54	33%	36%
55-69	44%	52%
70+	34%	48%

"Encourage residents to prepare in advance as part of their emergency/civil defence planning. The more people prepared for natural disaster and pandemics etc the safer it is for everyone"

OVERALL LIFE IN NAPIER



- Overall, 81% of residents rated their life in Napier from 'good' to 'very good'. Older residents aged 55-69 (88%) and 70+ (91%) were more likely to consider their life in Napier was good.
- Fewer Nelson Park residents (74%) and Māori residents (65%) agreed with this statement.
- Satisfaction with life in Napier was only slightly (negatively) affected by a perceived negative impact of COVID-19 or the lockdown.
- In contrast, a reported positive impact from the COVID-19 situation showed a moderately strong relationship with overall life ratings. That is, residents who had more positive feelings about living in Napier generally, tended to also have a more positive response to the pandemic/lockdown.

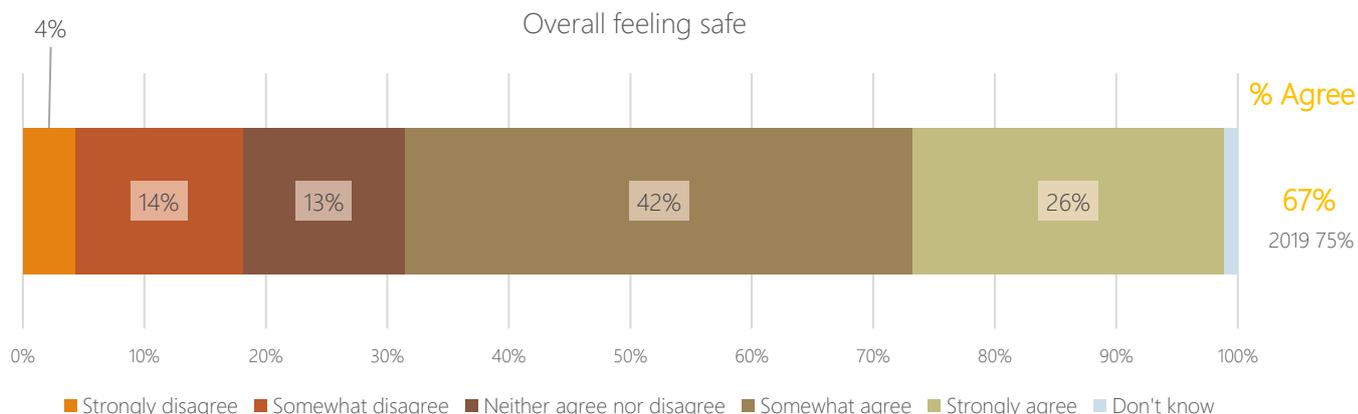
Ward*	Good to very good
Ahuriri	89%
Nelson Park	74%
Onekawa-Tamatea	82%
Taradale	80%

Age*	Good to very good
18-24	60%
25-39	75%
40-54	79%
55-69	88%
70+	91%

"It has been a particularly weird year, with the gang unrest, then Covid. I think Napier is a beautiful city. I love living here. We'll be ok"

"It is a beautiful part of the world to be stuck in a lockdown"

SAFETY IN NAPIER

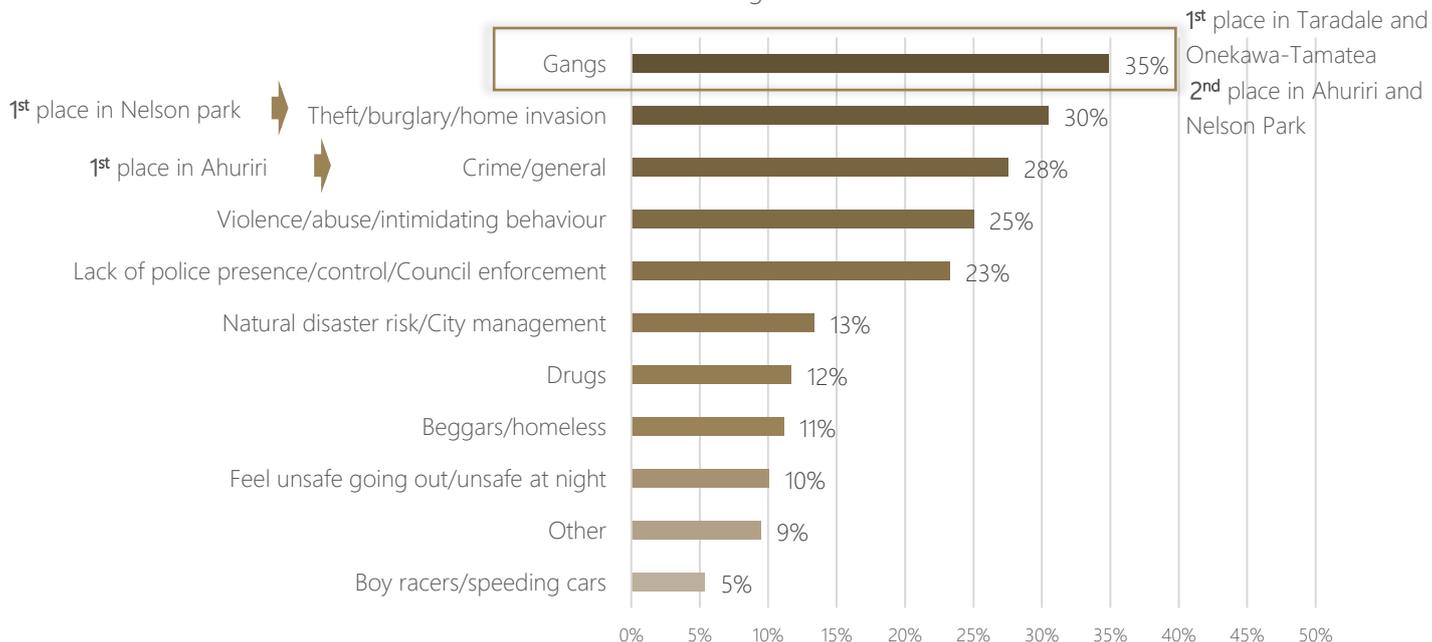


- Overall, 67% of residents positively rated their feelings of safety in the city (75% in 2019).
- 81% of residents rated their feelings of safety as moderate ('Neither agree nor disagree') or better ('Somewhat' to 'Strongly agree') (86% in 2019).
- The proportion of residents who felt safe was lowest in Nelson Park ward.
- While the majority of residents feel safe, the perceived feeling of safety has significantly declined overall since 2019. In particular, a greater decline was noticed in Taradale ward (from 84% to 67%).
- Residents believed gang activity has become more prevalent in Napier (35%). This increase could be influenced by recent shooting events (Taradale shooting in January 2020 and shot fired outside Napier Health Centre in 2019).

Ward*	Safety ratings 4-5 out of 5	
	2020	2019
Ahuriri	74%	84%
Nelson Park	59%	62%
Onekawa-Tamatea	74%	68%
Taradale	67%	84%

Age*	Safety ratings 4-5 out of 5
	18-24
25-39	64%
40-54	62%
55-69	72%
70+	73%

Reasons for feeling unsafe**



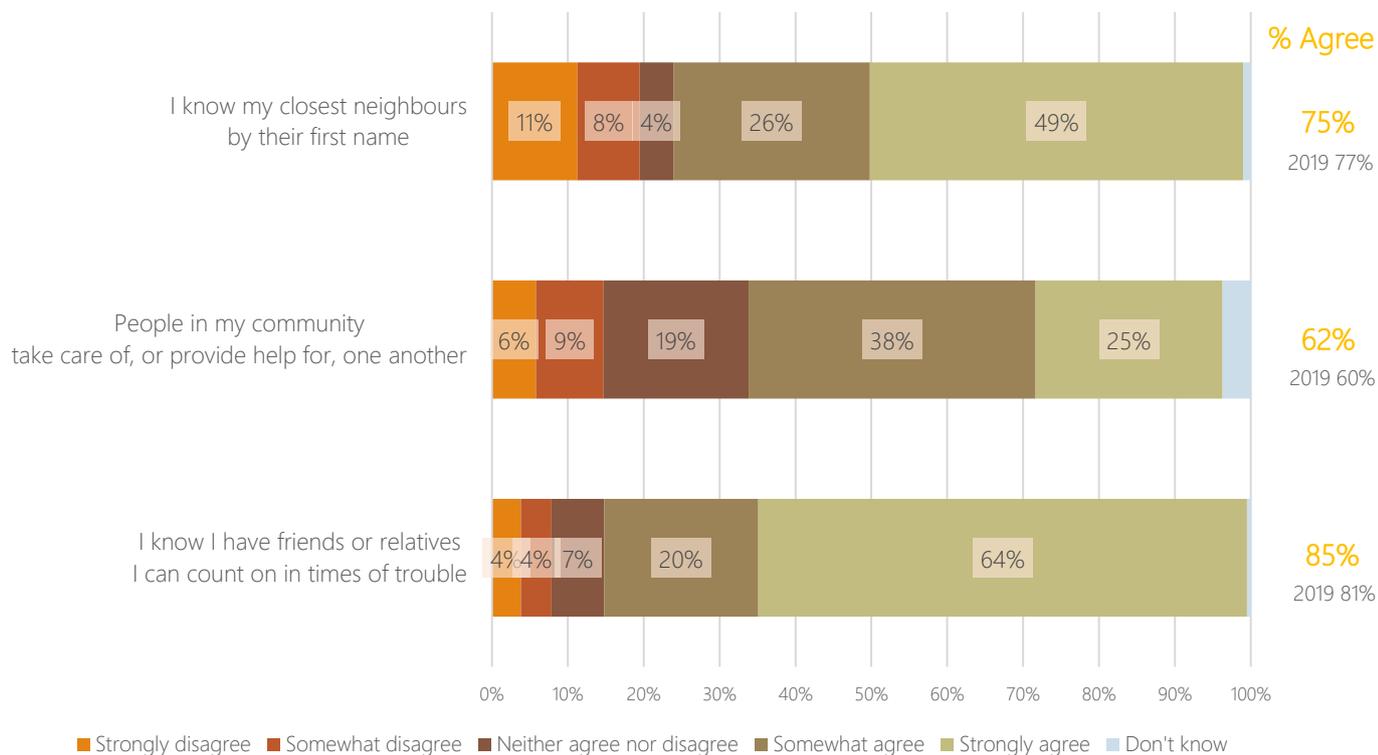
NAPIER COMMUNITY



Social connections average agreement score

74%

2019 73%



- Overall, Napier residents provided positive ratings in relation to social connections (on average, 74%).
- 75% of residents stated they know their closest neighbour by their first name (77% in 2019).
- 85% of residents knew they have friends or relatives they can count on in times of trouble (81% in 2019).
- Slightly fewer residents (62%) believed people in their community take care of, or provide help for, one another (60% in 2019).
- Fewer residents from Nelson Park and Onekawa-Tamatea wards believed people in their community take care/help one another.
- The level of this social knowledge was in linear relationship with age: older respondents were more likely to know their neighbours.
- Younger (18-24) and older (70+) residents were more likely to know they have friends or relatives they can count on.

Ward	Social connections average agreement score	I know my closest neighbours by their first name*	People in my community take care of, or provide help for, one another*	I know I have friends or relatives I can count on in times of trouble*
Ahuriri	76%	76%	66%	86%
Nelson Park	64%	67%	48%	77%
Onekawa-Tamatea	71%	69%	57%	87%
Taradale	81%	82%	72%	88%

Age	Social connections average agreement score	I know my closest neighbours by their first name*	People in my community take care of, or provide help for, one another*	I know I have friends or relatives I can count on in times of trouble*
18-24	60%	54%	37%	90%
25-39	70%	65%	66%	78%
40-54	73%	76%	58%	84%
55-69	78%	84%	67%	84%
70+	82%	83%	69%	92%

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