



Wellbeing Survey April 2014



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Opinion Statement

Nielsen certifies that the information contained in this report has been compiled in accordance with sound market research methods and principles, as well as proprietary methodologies developed by, or for, Nielsen. Nielsen believes that this report represents a fair, accurate and comprehensive analysis of the information collected, with all sampled information subject to normal statistical variance.

1.0 Executive Summary

Introduction

This report has been prepared for the agencies partnering the CERA Wellbeing Survey. It presents a high-level overview of results from a survey of residents of greater Christchurch.

CERA has developed the Canterbury Wellbeing Index to measure the progress of earthquake recovery. The Wellbeing Survey supplements indicators drawn from official data sources by collecting data on the self-reported wellbeing of residents.

The survey also monitors residents' perceptions of the recovery.

This is the fourth Wellbeing Survey that has been undertaken. The initial survey was conducted in September 2012, the second in April 2013, and the third in September 2013. Where appropriate, comparisons have been made to the previous results.

The intention is to conduct this survey at six-monthly intervals until mid 2015 to monitor progress.

Method

This survey was carried out using a self-completion methodology. A random selection of residents of greater Christchurch was made from the Electoral Roll and respondents either completed the survey online or via a hard copy questionnaire posted to them.

The table below outlines the fieldwork dates, number of completed questionnaires and the final response rate for each of the four surveys conducted thus far.

	September 2012	April 2013	September 2013	April 2014
Fieldwork dates:	29 August to 15 October 2012	21 March to 5 May 2013	23 August to 6 October 2013	19 March to 4 May 2014
Number of completed questionnaires:				
Total	2381	2438	2476	2511
Christchurch City	1156	1210	1240	1276
Selwyn District	618	621	640	633
Waimakariri District	607	607	596	602
Response rate:	52%	48%	43%	38%

**Overall
Observations**

When this survey was carried out in April 2013, progress towards recovery was evident when results were compared against the benchmark survey in September 2012. At this time, there were considerable improvements in perceptions of quality of life and fewer indicated they were being negatively impacted by primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

When the survey was repeated in September 2013, further improvements were less dramatic; however, recovery was flowing on to some of the secondary stressors such as transport-related pressures and additional work pressures.

In April 2014, improvements are less evident. Many of the positive outcomes associated with the earthquake are dissipating with time. The rebuild continues to interrupt residents' everyday lives and this has resulted in some aspects being given less positive ratings than they were six months ago.

There is a sense that the disruptions stemming from the widespread rebuilding activity is testing the patience of residents. In particular, more residents than six months ago feel strongly negatively impacted by living day to day in a damaged environment surrounded by construction work and also by transport pressures. More also feel strongly negatively impacted from the loss of recreation facilities (both indoor and outdoor) and meeting places for the community.

Residents continue to be polarised as to whether they feel confident that the decisions being made by the agencies involved in the recovery are in the best interests of greater Christchurch. However, compared with six months ago, a higher proportion expresses a lack of confidence in the decisions being made.

Despite the agencies involved in the recovery working to ensure they provide opportunities for residents to be involved in earthquake recovery decisions, satisfaction among residents with the opportunities available continues to decline. The focus going forward should be on understanding what it is that residents are not satisfied with and what decisions they would like more input into.

As observed previously, residents of Christchurch City continue to rate their quality of life less positively than residents of Selwyn District and Waimakariri District. A higher proportion of Christchurch City residents also continue to have their lives strongly negatively impacted by issues resulting from the earthquakes.

In this April 2014 survey, we asked an additional question to identify where home-owners who responded to the survey were in the insurance claim/settlement process. Three quarters of home-owners (74%) surveyed in greater Christchurch have needed to make a claim as a result of the earthquakes, 50% having had their claim settled (accepted the offer from their insurer) and 24% still in the process

Among Christchurch City homeowners, 29% are still in the process with 7% having received an offer on their dwelling claim from their insurer but not accepted it yet, 12% having had an assessment on their dwelling claim from their insurer but not yet received an offer and 10% waiting to have an assessment on their dwelling claim from their insurer.

It is clear that those still in the claims process (i.e. those who have not accepted an offer from their insurer) are considerably more likely to be continuing to feel negative impacts from the earthquakes in many ways.

Quality of Life Indicators

Three quarters (75%) of greater Christchurch residents rate their quality of life positively (16% rate it extremely good while 59% rate it as good).

This has rebounded slightly following a slight drop between April 2013 and September 2013. There seems to be a seasonal element to this result, with a slight increase in positivity in both April 2013 and April 2014 immediately following the summer months.

Some 7% continue to rate their quality of life poorly confirming that there is a small but vulnerable group requiring specific focus.

As was the case in September 2013, 22% believe that their quality of life has deteriorated compared to 12 months ago. This result has decreased significantly since April 2013 and is now more closely aligned with 'typical' results nationwide (based on results of the 2012 Quality of Life Survey where this same question is asked of residents of six cities in New Zealand). The proportion indicating that there has been an improvement compared to 12 months ago is stable at 17%.

A third (33%) of residents of greater Christchurch has moved properties since the earthquake on 4 September 2010. Among these respondents who have moved since the earthquakes, a quarter (25%) indicated that they had to move due to the impact of the earthquakes. A further 17% indicated that the earthquakes were a factor in their decision to move. For the remaining 58% moving was felt to be a natural progression unrelated to the earthquakes.

Of those who have moved since the earthquakes, almost eight in ten (79%) are satisfied with their new location, particularly those who are now living in Selwyn and Waimakariri Districts (86% cf. 77% of those now living in Christchurch City). Among those who **had** to move because of the earthquakes, satisfaction with their new location is lower (67% satisfied or very satisfied, compared to 82% among those who **chose** to move in part due to the impact of the earthquakes and 84% among those who moved for a non earthquake related reason).

Just under half (47%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. This is a significant decrease from the September 2013 result (51%) and particularly from September 2012 when a sense of community may have been heightened in the immediate post- earthquakes period (55% felt a sense of community).

The majority (76%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them. Just over one in five (22%) indicate they have experienced stress always or most of the time during this period. This result has been very consistent since September 2012.

Negative Impact of the Earthquakes

A list of 27 possible negative issues was shown to residents who indicated whether, and the extent to which, their everyday lives *were still being impacted* by each issue as a result of the earthquakes.

Previously, this area of questioning has provided encouraging results when survey waves were compared, with fewer residents being strongly impacted by many of the issues tested as time passed. In April 2013 recovery was most evident in the primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns. In September 2013, recovery was flowing on to some of the secondary stressors which take longer to recover such as transport-related pressures and additional work pressures.

As the rebuild gathers momentum, but the time residents have had to live with disruption increases, the proportion of residents feeling strongly negatively impacted in some areas has increased since the September 2013 survey. This is evident in two of the three most prevalent negative impact areas in the table below (being in a damaged environment and transport related pressures), but also in terms of the loss of recreation facilities (both indoor and outdoor), and meeting places for community events.

The three most prevalent issues continuing to have a strong negative impact are:

Most prevalent negative impacts	% of greater Christchurch residents for whom issue continues to have a moderate or major negative impact on everyday lives			
	Sept 2012	April 2013	Sept 2013	April 2014
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*
Transport related pressures	20	17✓	14✓	22*
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21

Living day to day in damaged home and poor quality housing are the only issues where a more favourable result has been achieved compared to September 2013. While poor quality housing seems to be showing a consistent seasonal trend with results more positive in April each year following the warmer summer months, the decrease in proportion negatively impacted by living day to day in a damaged home is encouraging.

Positive Impacts of the Earthquakes

A list of 14 possible positive impacts was also presented to respondents.

For many residents the initial 'reactionary' positive outcomes of the earthquakes have dissipated with time, particularly pride in ability to cope, renewed appreciation of life, heightened sense of community, spending more time with family and increased resilience.

Whilst some longer-term positive outcomes have remained stable (e.g. business and employment related benefits, improved quality of house), others have decreased significantly as some aspects of the progress seem to be taking longer than residents had hoped (related to frustrations of being in a damaged environment, transport related pressures and loss of recreation facilities identified in the negative impacts section). In particular, smaller proportions of residents feel positively impacted by access to new and repaired recreational facilities, and opportunities for individual creative expression.

The three most prevalent issues continuing to have a strong positive impact are:

Most prevalent positive impacts	% of greater Christchurch residents for whom each had a moderate or major positive impact on everyday lives			
	Sept 2012	April 2013	Sept 2013	April 2014
Renewed appreciation of life	45	33*	29*	27
Pride in ability to cope under difficult circumstances	41	26*	24	22
Family's increased resilience	36	23*	24	21*

Confidence in Decision-Making

As has been the case since September 2012, residents’ opinions are polarised as to whether or not they have confidence that the decisions being made by the agencies involved in the recovery are in the best interests of greater Christchurch.

Over four in ten (41%) residents express a lack of confidence, a significant increase since September 2013 (39%). Just over a quarter (28%) are confident, while the other three in ten (31%) are non committal.

The table below shows the level of confidence expressed in the decision-making of specific agencies since September 2012.

- The proportion of greater Christchurch residents who expressed confidence in the decisions being made by CERA (33%) has showed a slight downward trend over time.
- Encouragingly, the proportion of Christchurch City residents who **lack** confidence in the decisions the council is making has **decreased** significantly (37% cf. 43% in September 2013). However, Christchurch residents continue to have the lowest proportion of residents confident with their decision-making (29% confident) compared to the other councils.
- Confidence with decisions being made by Waimakariri District Council (35%) remains higher when compared with Christchurch City. However, confidence has dropped over time (from 43% in September 2012 to 35% in April 2014).
- Selwyn residents continue to have the highest confidence with the decisions being made by Selwyn district Council (39% very confident or confident).
- Confidence in Environment Canterbury’s decision-making continues to be significantly lower than all other agencies. In addition, confidence has decreased significantly compared to September 2013 (25% cf. 28% in September 2013 indicating they are confident and 35% cf. 32% in September 2013 indicating they lack confidence).

Confidence that agency has made decisions in best interest of relevant area		Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
CERA	Very confident or confident		41	35*	35	33
	Neutral		29	35	33	34
	Not at all or not very confident		30	30	32	33
Christchurch City Council	Very confident or confident		29	28	26	29
	Neutral		29	31	31	34
	Not at all or not very confident		42	41	43	37✓

Selwyn District Council	Very confident or confident	41	37	42	39
	Neutral	33	35	36	37
	Not at all or not very confident	27	28	22✓	24
Waimakariri District Council	Very confident or confident	43	37*	37	35
	Neutral	27	30	26	31
	Not at all or not very confident	30	33	37	34
Environment Canterbury	Very confident or confident	28	27	28	25*
	Neutral	37	41	40	40
	Not at all or not very confident	35	32✓	32	35*

Base: All respondents excluding those who said don't know or not answered

Almost a quarter (24%) of residents in greater Christchurch are satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. A higher proportion (38%) is dissatisfied or very dissatisfied. Whilst this is not a significant change from September 2013, satisfaction with the opportunities the public has had to influence earthquake recovery decisions has declined slightly with each survey from its peak at 32% satisfied in September 2012.

Satisfaction with Information

Residents continue to have very polarised views about the information they have received about earthquake recovery decisions. While 33% express satisfaction with the overall information received, 30% express dissatisfaction, while the remaining 37% do not have a firm view. This result has been very stable over time.

There continues to be a range of information provided to residents, with the great majority noticing information relating to earthquake recovery decisions from a number of various agencies.

Satisfaction with the information received from specific agencies is mixed.

- Thirty three percent of greater Christchurch residents are satisfied with the information received from CERA – similar to September 2013.
- Recipients of information from Waimakariri District Council are significantly less satisfied with the information they have received (36% cf. 44% in September 2013). Whilst they used to be more positive than recipients of information from Selwyn District Council and Christchurch District Council, the gap has now narrowed considerably.
- Satisfaction with the information received from EQC has improved slightly but significantly since September 2013. However, EQC continues to have the highest level of dissatisfaction among information recipients despite this improvement.

The table below outlines these results.

Satisfaction with information about earthquake recovery decisions among recipients		Rating	Sept 2012	Apr 2013	Sept 2013	April 2014
CERA	Satisfied and very satisfied		40	37*	34*	33
	Neither satisfied nor dissatisfied		42	47	46	48
	Dissatisfied and very dissatisfied		18	16	20*	19
Christchurch City Council	Satisfied and very satisfied		28	31	28	28
	Neither satisfied nor dissatisfied		45	45	46	49
	Dissatisfied and very dissatisfied		27	24	26	23
Selwyn District Council	Satisfied and very satisfied		36	34	34	34
	Neither satisfied nor dissatisfied		47	47	50	50
	Dissatisfied and very dissatisfied		17	19	16	16
Waimakariri District Council	Satisfied and very satisfied		42	43	44	36*
	Neither satisfied nor dissatisfied		39	37	39	45
	Dissatisfied and very dissatisfied		19	20	17	19
Environment Canterbury	Satisfied and very satisfied		22	24	25	23
	Neither satisfied nor dissatisfied		55	56	55	57
	Dissatisfied and very dissatisfied		23	20 ✓	20	20
EQC (relating to resident's policy)	Satisfied and very satisfied		27	28	26	29 ✓
	Neither satisfied nor dissatisfied		31	29	33	32
	Dissatisfied and very dissatisfied		42	43	41	39
Private insurer (relating to resident's policy)	Satisfied and very satisfied		31	33	33	34
	Neither satisfied nor dissatisfied		36	36	39	37
	Dissatisfied and very dissatisfied		33	31	28 ✓	29

Base: Those who recall receiving communications or information from the various organisations.

To obtain further insight, respondents were also asked where they currently receive information about the rebuild and recover from, and where they would go if they were to look for additional information.

Mailouts (such as circulars and flyers, 29%), newsletters (26%), newspapers (24%) and through online channels (22%) are the most common ways in which residents of greater Christchurch receive information about the rebuild and recovery.

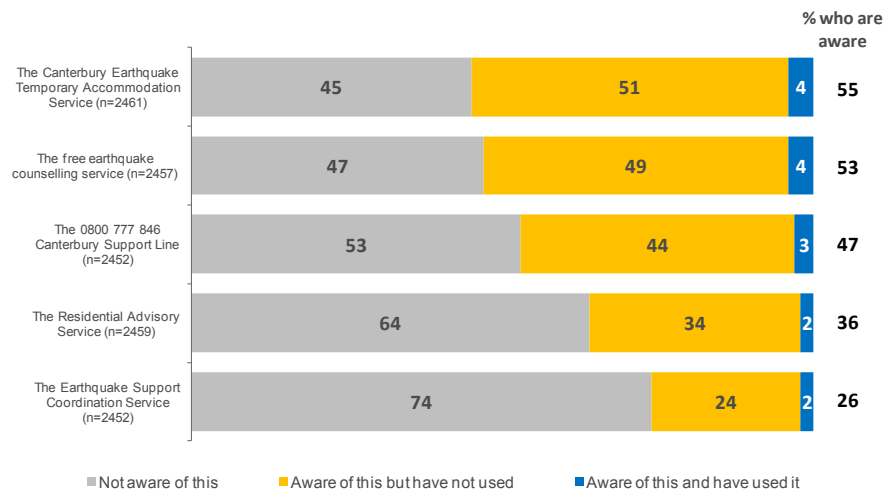
The majority (64%) of residents would go online if they were looking for information about the rebuild or recovery emphasising the importance of an up to date online presence among all agencies.

Awareness and Opinion of Services

Since the earthquakes, a number of services have been implemented in greater Christchurch to assist people living in the area cope with various issues.

Awareness and use of each service has been stable over time, with only awareness of the 'All Right?' campaign increasing significantly to 49% from 38% in September 2013. Nearly two thirds of those who have seen this campaign feel favourable towards it.

The following chart summarizes the level of awareness and usage of each of these services:



Base: All respondents, excluding not answered



Base: All respondents, excluding not answered

Favourability towards the services is mostly positive, particularly with the free earthquake counselling service and the Canterbury Earthquake Temporary Accommodation Service.

2.0 Background

Background CERA has developed the Canterbury Wellbeing Index to measure the progress of earthquake recovery and to provide timely feedback to social and other agencies when trends in community wellbeing emerge.

CERA is supplementing indicators drawn from official data sources by collecting data around the self-reported wellbeing of residents. It is also monitoring residents' perceptions of the recovery.

A survey will be conducted every six months between 2012 and 2015 to collect this information.

Nielsen has been commissioned to conduct this research.

This is the fourth Wellbeing Survey that has been undertaken. The initial survey was conducted in September 2012, the second in April 2013, and the third in September 2013. Where possible, comparisons have been made to the results of the previous surveys (September 2012, April 2013 and September 2013) to determine the extent to which change is occurring.

This report provides a high-level overview of the results of the survey.

The CERA Wellbeing Survey is being partnered by Christchurch City Council, Waimakariri District Council, Selwyn District Council, Canterbury District Health Board, Ngāi Tahu and the Natural Hazards Platform (a multi-party research platform funded by the Ministry of Science and Innovation). The survey is also collaboration between Government departments and the academic community which will undertake detailed analysis of the data.

Nielsen would like to sincerely thank the residents of greater Christchurch who took the time to respond to this survey.

Ethics Approval

After seeking advice, the Survey Team determined that the method and content of the CERA Wellbeing Survey did not require Health and Disability Committee ethics approval.

The project design was peer-reviewed by the Massey University Ethics Committee and the chair confirmed that it fell into the low ethical risk category. The research conforms to the Massey University Code of Ethical Conduct for Research Involving Human Participants.

Questionnaire Development

Prior to the September 2012 survey a draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The April 2013 questionnaire was adapted from the September 2012 questionnaire. Key changes were:

- Instead of asking whether quality of life had changed *since the earthquakes*, we asked how it had changed in the last *12 months*.
- An additional question was added to the health and wellbeing section to provide insight into where residents were turning for support.
- The WHO-5 wellbeing index was also added to obtain an additional measure of wellbeing.
- The focus of the questions to monitor impacts of the earthquakes (both negative and positive) was shifted to identify the extent to which specific issues were still affecting residents' everyday lives.
- New questioning was added to understand awareness, use and opinion of a variety of services that have been set up in greater Christchurch to help residents cope with issues arising from the earthquakes.

The September 2013 questionnaire was kept largely the same as April 2013, with only the following key changes:

- An additional question was included for those who indicated they are continuing to be negatively impacted by dealings with EQC / insurance issues, to find out what these issues are.
- Two outcomes were added to the positive impacts of the earthquake question to understand the impact of improved quality of house and tangible signs of progress.
- The Residential Advisory Service was included in the section about awareness, use and opinion towards the services offered.

The April 2014 questionnaire was kept largely the same as September 2013, with only the following key changes:

- Two questions were included to understand, from those who have moved homes since the 4 September 2010 earthquake, their reasons for moving and their satisfaction with their new location.
- Questions were also included to ascertain where residents currently receive information from about the rebuild and recovery, and where they would go if they were looking for information.
- Due to the closure of the Avondale Earthquake Assistance Hub, this Earthquake Assistance Hubs service was removed from the section about awareness, use and opinion towards the services set up to help residents.
- A question was added to identify the proportion of home-owners who needed to make an insurance claim as a result of the earthquakes. And among those who did were asked to identify where in the insurance claim/settlement process their claim is.

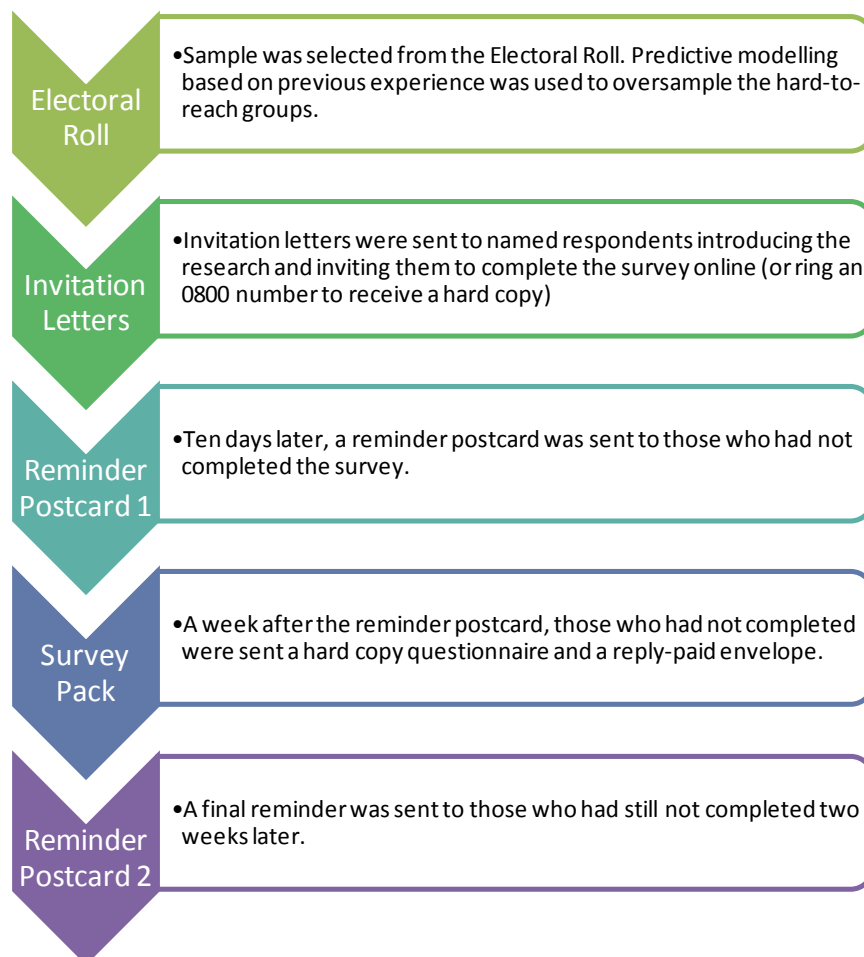
Overview of Method and Sample

The target population for this research was people aged 18 years and over who currently reside in greater Christchurch.

The Electoral Roll was used as the sampling frame as it is the most comprehensive database of individuals in New Zealand.

This survey used a self-completion methodology, with respondents being encouraged to complete the survey online initially before being provided with a paper questionnaire.

An overview of the research process is shown below:



The research took place between 19 March 2014, when the first invitation letters were sent, and 4 May 2014 when the survey closed.

For more details about the methodology, please refer to Appendix 1.

Response to Survey

From 7258 people selected randomly from the Electoral Roll, 2511 completed questionnaires were received. The response rate for this survey was 38%. This is calculated as the number of completed interviews as a proportion of total number of selections minus exclusions based on known outcomes (e.g. death, moved out of region, gone no address). (Please see Appendix 1 for detailed response rate calculations).

The response rate for Christchurch City was 39%, for Selwyn District it was 40%, while Waimakariri District achieved a response rate of 36%.

	September 2012	April 2013	September 2013	April 2014
Number of completed questionnaires:				
Total	2381	2438	2476	2511
Christchurch City	1156	1210	1240	1276
Selwyn District	618	621	640	633
Waimakariri District	607	607	596	602
Response rate:	52%	48%	43%	38%

As can be seen in the above table, the response rate has decreased slightly with each wave of the survey.

Between September 2012 and April 2013, some of the decline in response rate can be attributed to a change in sampling. In April 2013, we increased the number of males and youth (18-24 year olds) initially invited to participate in the survey as these groups were found to be less likely to complete this survey.

Since then it seems that the main reason for the decline in response rate is the time lapse from the earthquakes to the survey.

Fifty-seven percent of questionnaires were completed online while 43% were completed in paper copy.

Data Analysis

The sample design over-sampled residents of the two districts with smaller populations to ensure that the sample size within each district was sufficient to allow reliable and robust analysis.

At the analysis stage, the data was adjusted by a process called weighting. This process adjusts for discrepancies between the profile of people who completed the survey and the known profile of residents of greater Christchurch.

Population statistics are obtained from Statistics New Zealand data and are based on the latest population projections.

Weighting increases the influence of some observations and reduces the influence of others. So, for example, while 633 or 25% of completed interviews came from Selwyn District, the population of Selwyn actually represents about 8% of greater Christchurch. Thus, the data was adjusted so that 8% of any 'greater Christchurch' result reported is based on the responses of Selwyn residents.

For more details about the weighting and data analysis, please refer to Appendix 1 and 4.

Margin of Error

All sample surveys are subject to sampling error. Based on a total sample size of 2511 respondents, the results shown in this survey are subject to a maximum sampling error of plus or minus 2.0% at the 95% confidence level. That is, there is a 95% chance that the true population value of a recorded figure of 50% actually lies between 52.0% and 48.0%. As the sample figure moves further away from 50%, so the error margin will decrease.

The maximum error margins for each of the territorial local authority areas is:

Table: Sample Size (and maximum margin of error) by TLA

TLA	September 2012	April 2013	September 2013	April 2014
Christchurch City	1156 (± 2.9)	1210 (± 2.8)	1240 (± 2.8)	1276 (± 2.7)
Selwyn District	618 (± 3.9)	621 (± 3.9)	640 (± 3.9)	633 (± 3.9)
Waimakariri District	607 (± 4.0)	607 (± 4.0)	596 (± 4.0)	602 (± 4.0)

3.0 Notes to Report

- Where 'greater Christchurch' is referred to in this report, this includes Christchurch City, Selwyn District and Waimakariri District.
- At CERA's request the following rules have been applied to ensure results add exactly to 100% (rather than 99% or 101% which can occur due to rounding):
 - If results add to 101% - round down the one that is rounded up the most
 - If results add to 99% - round up the one that is rounded down the most
- For those results charted in the report, the combined percentages are based on the rounded number shown in the charts, not the unrounded figures in the data tables.
- A small number of respondents who completed the survey in hard copy skipped over one or more questions they were meant to answer. Therefore, the number of respondents who answered each question varies slightly. For each question, the number providing an answer to that question forms the base for analysis rather than the total sample of n=2511.
- The protocol for identifying significant differences between sub-groups applied throughout this report is:
 - a) the difference must be statistically significantly at the 95% confidence level and
 - b) the difference must be greater than five percentage points.
- Throughout the September 2012 report, results for questions measuring perceptions were presented showing the proportion of respondents who responded with a 'don't know' response. However, when measuring whether perceptions have improved or deteriorated over time, it is important to ensure that results cannot be impacted simply by an increase or decrease in the proportion of respondents choosing the 'don't know' response. Thus, while the report still notes the proportion of residents who feel they don't know enough to provide an opinion, comparison of perceptions between measures are based on the responses given by those who do express an opinion.
- When comparing results from April 2014 with results from previous measures, statistically significant differences (at a 95% confidence interval) are highlighted in the following way:
 - Differences highlighted green and with a tick (✓) are identified as positive shifts
 - Those highlighted red and with a cross (✗) are negative shifts in the results
 - Differences that are in black font and are bold are significant changes that are neither positive nor negative (such as an increase in a midpoint).

4.0 Quality of Life

Introduction

Early on in the survey, prior to being asked specifically about the impacts of the earthquakes, respondents were asked to rate their overall quality of life.

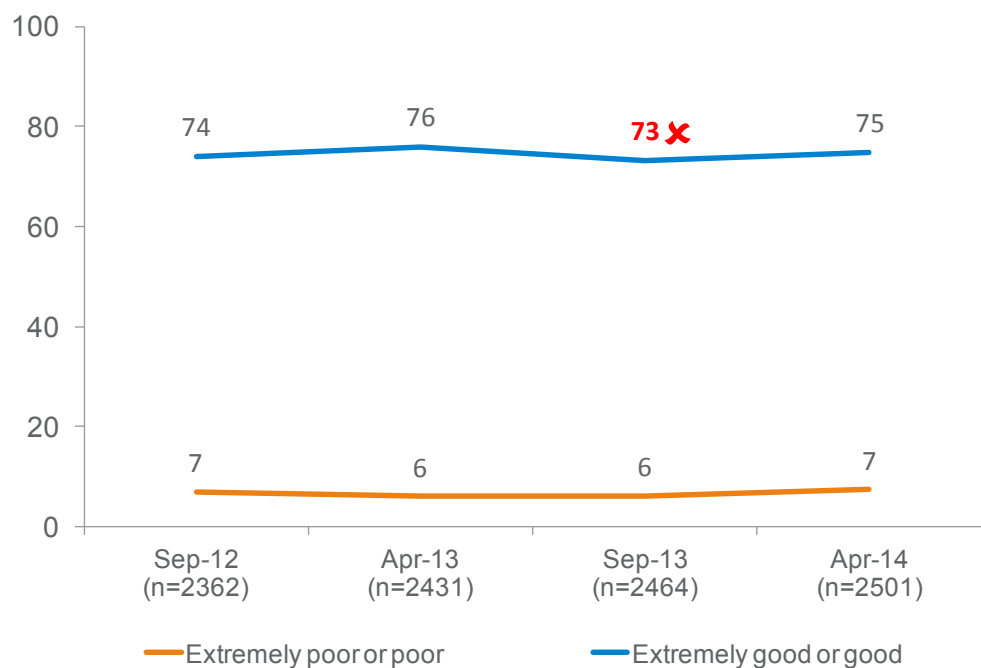
They were then asked whether or not their quality of life had changed compared to 12 months ago.

Overall Quality of Life

Three quarters (75%) of greater Christchurch residents rate their quality of life positively (16% rate it extremely good while 59% rate it as good). There seems to be a slight seasonal trend with ratings slightly higher in April each year.

Just 7% indicate that their quality of life is poor which is consistent with previous results.

Figure 4.1: Trend – Overall quality of life, over time (%)



Base: All respondents, excluding not answered

Those living in Selwyn District are significantly more likely to rate their quality of life positively, and are showing an upward trend over time (increasing from 85% in September 2012 to 89% in April 2014).

Just over eight in ten (83%) of those living in Waimakariri District rate their quality of life positively. This has rebounded slightly following a significant decrease in September 2013.

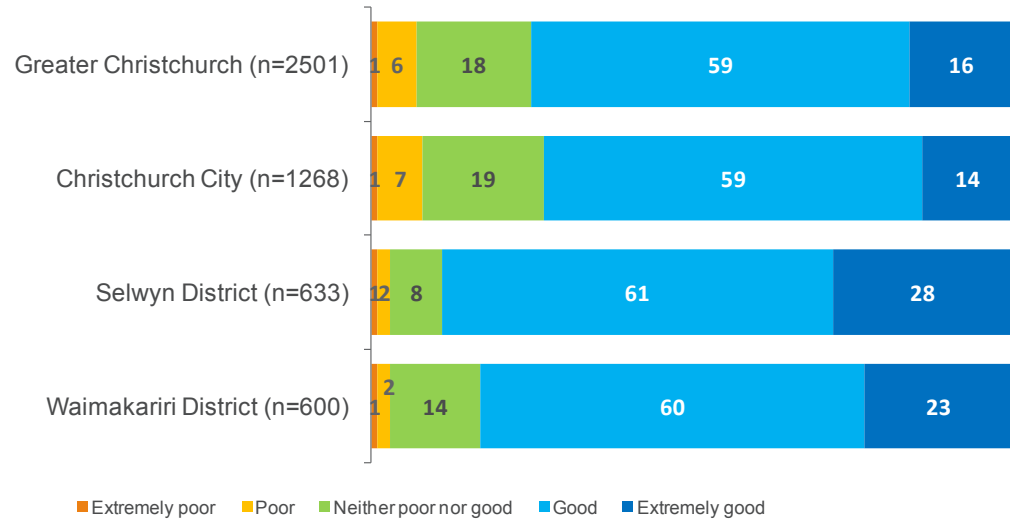
Christchurch City residents continue to rate their quality of life less positively, with 73% rating it as extremely good or good, and 8% rating it extremely poor or poor.

Table 4.1: Trend – Overall quality of life by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1145; April 2013, n=1208; September 2013, n=1234; April 2014, n=1268)	Extremely good or good	72	73	71	73
	Neither poor nor good	21	20	22	19
	Extremely poor or poor	7	7	7	8
Selwyn District (September 2012, n= 614; April 2013, n=620; September 2013, n=638; April 2014, n=633)	Extremely good or good	85	85	86	89
	Neither poor nor good	11	11	12	8
	Extremely poor or poor	4	4	2✓	3
Waimakariri District (September 2012, n= 603; April 2013, n=603; September 2013, n=592; April 2014, n=600)	Extremely good or good	82	85	79*	83
	Neither poor nor good	14	12	16	14
	Extremely poor or poor	4	3	5	3

Base: All respondents , excluding not answered

Figure 4.2: Current result – Overall quality of life by TLA in April 2014 (%)



Base: All respondents, excluding not answered

Those more likely to rate their overall quality of life positively (75%) are:

- From a household with an income of more than \$100,000 (85%)
- Those who have not needed to have made an insurance claim on their dwelling (83%)
- Those who have accepted an offer on their dwelling claim from their insurer (80%)

Those less likely to rate their overall quality of life positively are:

- Living with a physical health condition or disability (55%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (58%)
- Living in temporary housing (59%)
- Of Pacific, Asian, or Indian (61%) or Māori ethnicity (63%)
- From a household with an income of less than \$30,000 (63%)
- Those who have received an offer on their dwelling claim but have not accepted it yet (64%)
- Renting the dwelling they usually live in (65%)

Quality of Life compared to 12 months ago

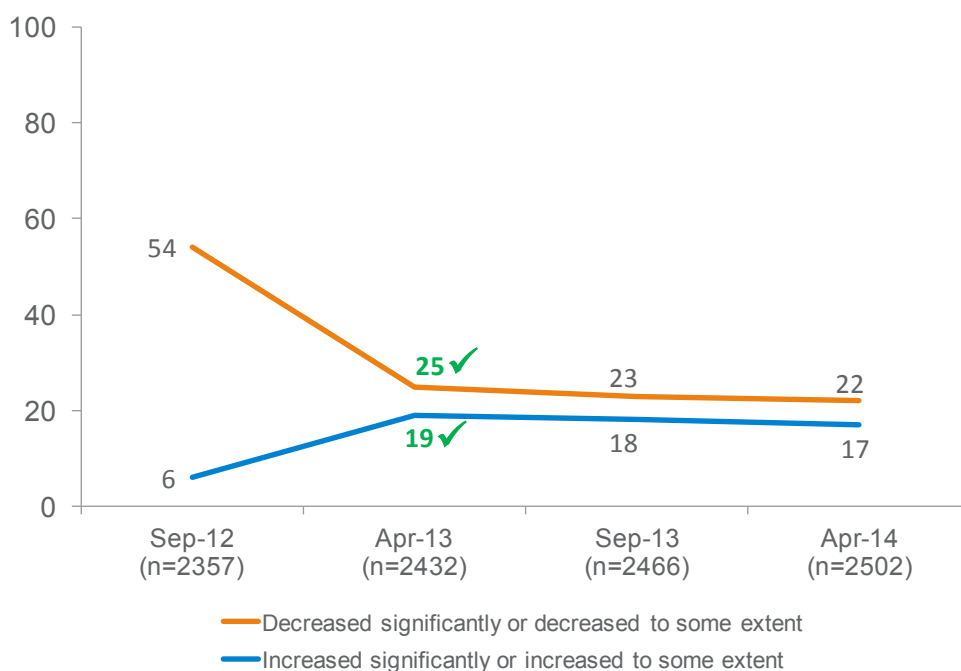
In September 2012, residents of greater Christchurch were asked whether or not their quality of life had changed **since the earthquakes**. At this time over half (54%) indicated that their quality of life had decreased significantly or decreased to some extent, while only a small proportion (6%) felt their quality of life had improved.

In April 2013, residents were asked whether or not their quality of life had changed **compared to 12 months ago**. Just over half felt that their quality of life had remained at the same level as it was 12 months previously. A quarter believed that their quality of life had deteriorated, while 19% indicated there had been an improvement in their quality of life.

This result seen in April 2013 aligned more closely with results that could be anticipated if residents of other New Zealand cities had been asked this question. As an indication, when this question was asked as part of the Quality of Life Survey in 2012, 24% of residents living in Auckland, Wellington, Christchurch, Dunedin, Porirua and Lower Hutt said their quality of life had improved in the past 12 months and 21% had experienced a deterioration (Source: Nielsen, Quality of Life Six Cities Report 2012).

In April 2014, results of those who believe that their quality of life has deteriorated has dropped slightly to 22% of residents (this is a significant drop from 25% in April 2013). The proportion indicating that there has been an improvement compared to 12 months ago is stable.

Figure 4.3: Trend – Quality of life compared to 12 months ago, over time (%)



Base: All respondents, excluding not answered

When looking at the three TLA areas separately, it is evident that Christchurch City residents are driving the decline in the proportion who say their quality of life has improved compared to 12 months ago. While they have always been more likely to rate their quality of life more negatively than those living in Selwyn District or Waimakariri District, the gap seems to be widening further.

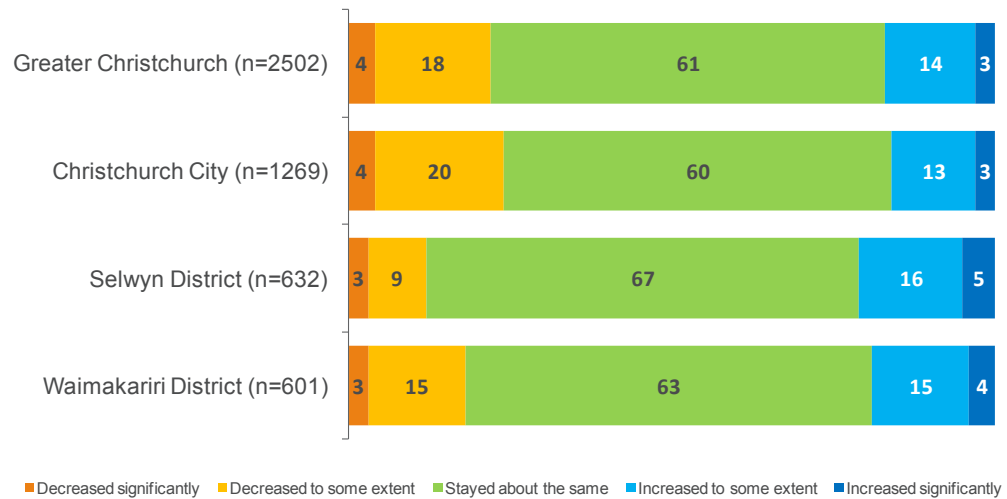
Table 4.2: Trend – Quality of life compared to 12 months ago by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n= 1141; April 2013, n=1208; September 2012, n=1237; April 2014, n=1296)	Increased significantly or to some extent	6	20✓	18	16
	Stayed about the same	37	53	57	60
	Decreased significantly or to some extent	57	27✓	25	24
Selwyn District (September 2012, n= 613; April 2013, n=620; September 2013, n=638; April 2014, n=632)	Increased significantly or to some extent	7	15✓	22✓	21
	Stayed about the same	56	68	65	67
	Decreased significantly or to some extent	37	17✓	13✓	12
Waimakariri District (September 2012, n= 603; April 2013, n=604; September 2013, n=591; April 2014, n=601)	Increased significantly or to some extent	7	17✓	19	19
	Stayed about the same	55	65	63	63
	Decreased significantly or to some extent	38	18✓	18	18

Base: All respondents, excluding not answered

Residents of the Selwyn District are more likely than other residents to say that their quality of life has increased significantly or to some extent (21%).

Figure 4.4: Current result – Quality of life compared to 12 months ago (%)



Base: All respondents, excluding not answered

Those more likely to say their quality of life has deteriorated over the past 12 months (22%) are:

- Living with a physical health condition or disability (41%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (36%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (32%)
- Of Māori ethnicity (31%)
- From a household with an income of less than \$30,000 (29%)

Those more likely to say their quality of life has improved over the past 12 months (17%) are:

- Living at a different address from their address on 4 September 2010 (28%)
- Those aged 25-34 (26%) and 18-24 years (24%)

5.0 Social Connectedness

Introduction

A number of social connectedness indicators were included in the survey. These were:

- Whether residents are still living in the same street address as they were on 4 September 2010. Those who had moved were asked whether they had to move due to the impact of the earthquakes or whether they chose to, and how satisfied they were with their new location.
- The extent to which a person feels a sense of community with others in his/her neighbourhood.
- Who residents would turn to if faced with a serious injury or illness, or needed emotional support during a difficult time.

Reason for moving since 4 September 2010

A third (33%) of greater Christchurch residents have moved properties since the earthquake on 4 September 2010. This is higher among those now living in Selwyn and Waimakariri Districts (35% and 39% respectively).

Among these respondents who have moved since the earthquakes, a quarter (25%) indicated that they had to move due to the impact of the earthquakes, while some 17% indicate that this was a factor in their decision.

Table 5.1: Current result – Proportion who are no longer living in the same street address as 4 September 2010, reason for moving since the 4 September 2010, by where respondents are now living (%)

	Greater Christchurch (n=2486)	Christchurch City (n=1262)	Selwyn District (n=626)	Waimakariri District (n=598)
Proportion no longer living in the same street address	33%	32%	35%	39%
Reason for moving:	(n=780)	(n=358)	(n=202)	(n=220)
I had to move due to the impact of the earthquakes	25%	25%	14%	34%
I chose to move and my decision was in part due to the impact of the earthquakes	17%	17%	16%	17%
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	58%	58%	70%	49%

Base: All respondents, excluding not answered

Those more likely to indicate they **had** to move due to the impact of the earthquakes (25% of those who had moved) are:

- From a household with an income less than \$30,000 (44% of those in this income bracket who had moved)
- Those who have accepted an offer on their dwelling claim from their insurer (44%)
- Aged 50 or over (43%)
- Living in temporary housing (39%)

Those less likely to indicate they had to move due to the impact of the earthquakes are:

- Aged 18-24 (13%) and 25-34 (9%)
- Those who have not needed to make an insurance claim on their dwelling (9%)

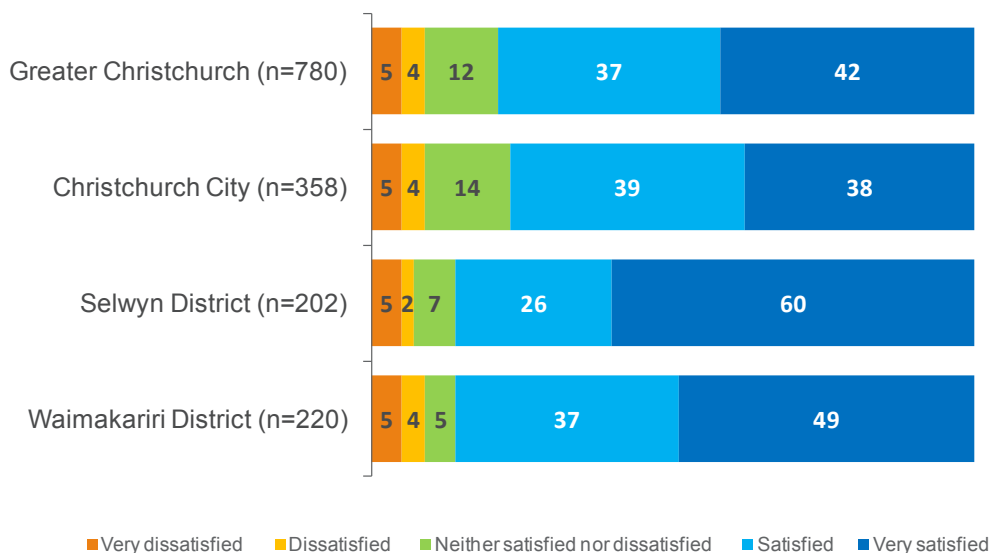
Those more likely to indicate they **chose** to move and their decision was in part due to the impact of the earthquakes (17% of those who had moved) are:

- Aged 35 to 49 (22%)

Satisfaction with new location

Almost eight in ten (79%) are satisfied with their new location. Those now living in Selwyn and Waimakariri Districts are more satisfied than those living in Christchurch City.

Figure 5.1: Current result – Satisfaction with the new location among those who have moved since 4 September 2010, by where respondents are now living (%)



Base: Those who are living at a different street address compared to where they were living on the 4th of September - Excluding NA

Those more likely to be satisfied with their new location (79%) are:

- Those who have accepted an offer on their dwelling claim from their insurer (86%)

Those less likely to be satisfied with their new location (79%) are:

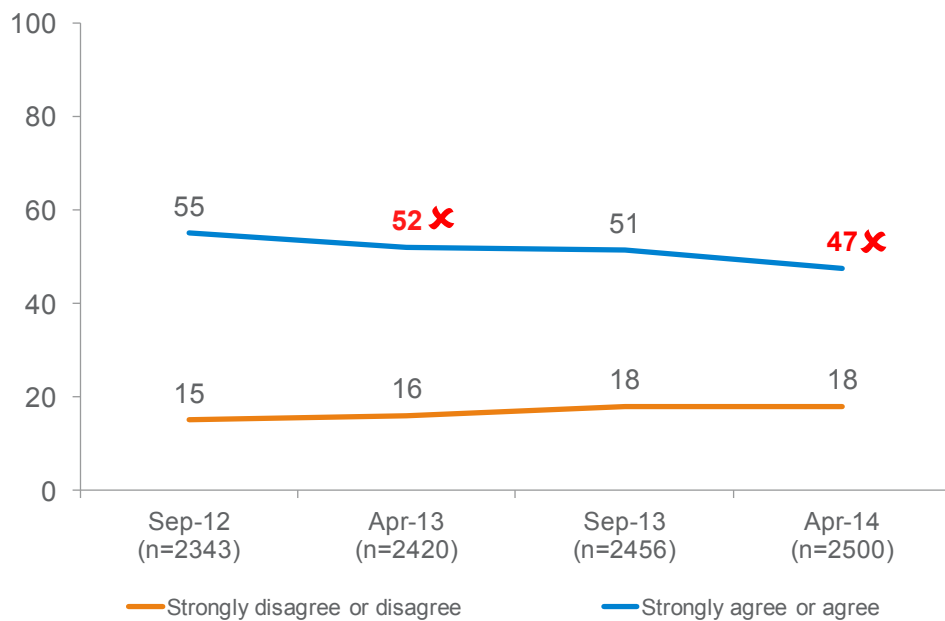
- Living in temporary housing (50%)
- Aged between 50 and 64 (66%)
- Living with a health condition or disability (69%)

When looking at satisfaction with the new area by reason for moving, it is not surprising that those who **had** to move are less satisfied with the new area (67% satisfied or very satisfied, compared to 82% of those who chose to move but their decision was in part due to the impact of the earthquakes and 84% of those who moved for a non earthquake related reason).

Sense of Community

Just under half (47%) of those living in greater Christchurch agree (strongly agree or agree) that they feel a sense of community with others in their neighbourhood. This is a significant decrease from the September 2013 result and follows the pattern of decline from September 2012 when a sense of community was heightened in the immediate post-earthquakes period.

Figure 5.1: Trend – Sense of community with others in neighbourhood, over time (%)



Base: All respondents, excluding not answered

Christchurch City residents are driving the decrease in social connectedness with fewer than half (45%) saying that they feel a sense of community.

Those living in the Selwyn (64%) and Waimakariri (59%) districts continue to feel the same sense of community with others in their neighbourhood as they did immediately following the earthquakes.

Table 5.1: Trend – Sense of community with others in neighbourhood by TLA over time (%)

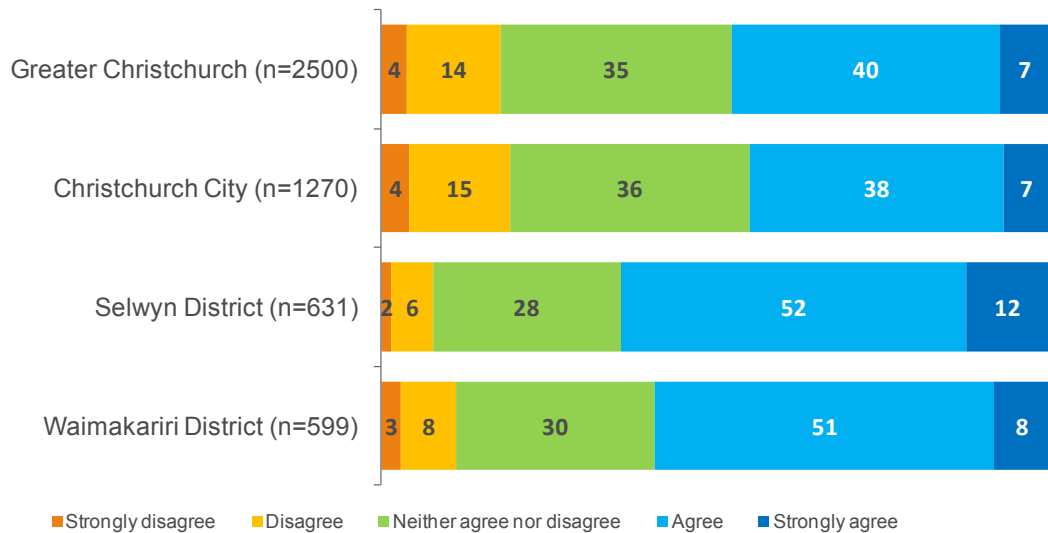
TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n= 1135; April 2013, n=1201 ; September 2013, n= 1232; April 2014, n= 1270)	Strongly agree or agree	53	51	49	45*
	Neither agree nor disagree	31	32	32	36
	Strongly disagree or disagree	15	17	19	19
Selwyn District (September 2012, n= 610; April 2013, n=616 ; September 2013, n= 638; April 2014, n= 631)	Strongly agree or agree	63	59	62	64
	Neither agree nor disagree	28	29	29	28
	Strongly disagree or disagree	9	12	9	8
Waimakariri District (September 2012, n= 598; April 2013, n=603 ; September 2013, n= 586; April 2014, n= 599)	Strongly agree or agree	56	56	58	59
	Neither agree nor disagree	31	32	30	30
	Strongly disagree or disagree	13	12	12	11

Base: All respondents, excluding not answered

This result is impacted by residents moving homes as a result of the earthquakes, as social connectedness is higher among those who are living in the same street address as they were on 4 September 2010 (50%, cf. 41% of those who have moved and 24% of those who are in temporary housing).

When looking at this result by where respondents are now living, it is evident that this sense of community is an issue among those now living in Christchurch City (34% of those who have moved rating strongly agree or agree). It doesn't seem to be an issue for most of those now living in Selwyn or Waimakariri Districts (67% and 56% respectively among those who have moved).

Figure 5.2: Current result – Sense of community with others in neighbourhood by TLA (%)



Base: All respondents, excluding not answered

Those more likely to agree they feel a sense of community with others in their neighbourhood (47%) are:

- Aged 75 years or over (63%), 65 to 74 years old (54%) and 50 to 64 year olds (53%)
- Those who have not needed to make an insurance claim on their dwelling (54%)
- Those who have accepted an offer on their dwelling claim from their insurer (53%)

Compared with the 18% of residents who disagree that they feel a sense of community with others in their neighbourhood those more likely to *disagree* are:

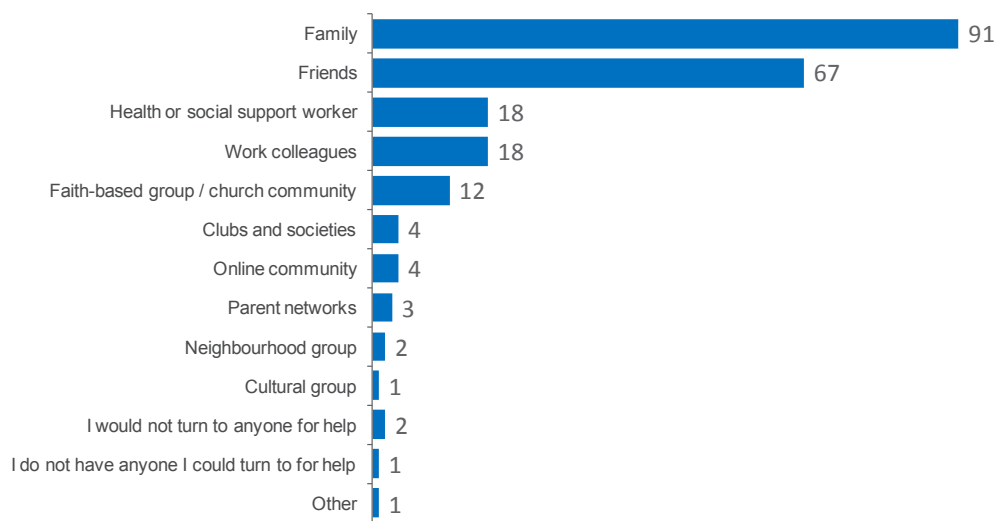
- Living in temporary housing (36%)
- Renting the dwelling that they usually live in (30%)
- Aged 18 to 24 (29%) or 25-34 (29%)
- Living at a different address from where they were living before the earthquake on 4 September 2010 (24%)
- Living with a physical health condition or disability (23%)

Support Network

The second indicator of social connectedness is whether residents of greater Christchurch have someone to turn to if faced with a serious injury or illness, or needed emotional support during a difficult time.

The majority (97%) indicate that they have someone to turn to. Family (91%) and friends (67%) are the most common forms of support that residents turn to.

Figure 5.5: Current result – Who residents would turn to for help (%)



Base: All respondents - Excluding NA (n=2506)

While just one percent of residents say they have no one to turn to for support, those more likely to say this are:

- Living in temporary housing (3%)
- People of Pacific/Asian/Indian ethnicity (3%)
- Those who rate their quality of life poorly (3%)

Sub group differences of interest are.

- Those of Pacific / Asian / Indian ethnicity are more likely to say they would turn to a faith-based group / church community (20%) or a cultural group (13%)
- Residents of Māori ethnicity are more likely to turn to a health or social support worker (30%)
- Those who have a household income of more than \$100,000 or income from \$60,000 to \$100,000 are more likely to turn to work colleagues (29% and 23% respectively)
- People with a household income of less than \$30,000 are more likely than those with a higher income to turn to a health or social support worker (25%)
- Households with at least one child under the age of 18 are more likely to turn to friends for support (74%) or to parent networks (8%)
- Younger residents (those aged 18 to 24) are more likely to turn to friends (82%)

and online communities (15%)

- Those who have a physical health condition or disability are more likely to turn to health or social support workers (30%)
 - Females are more likely than males to turn to friends (73% cf. 61%), faith based groups / church communities (14% cf. 10%), health and social support workers (20% cf. 16%) and parent networks (4% cf. 2%).
-

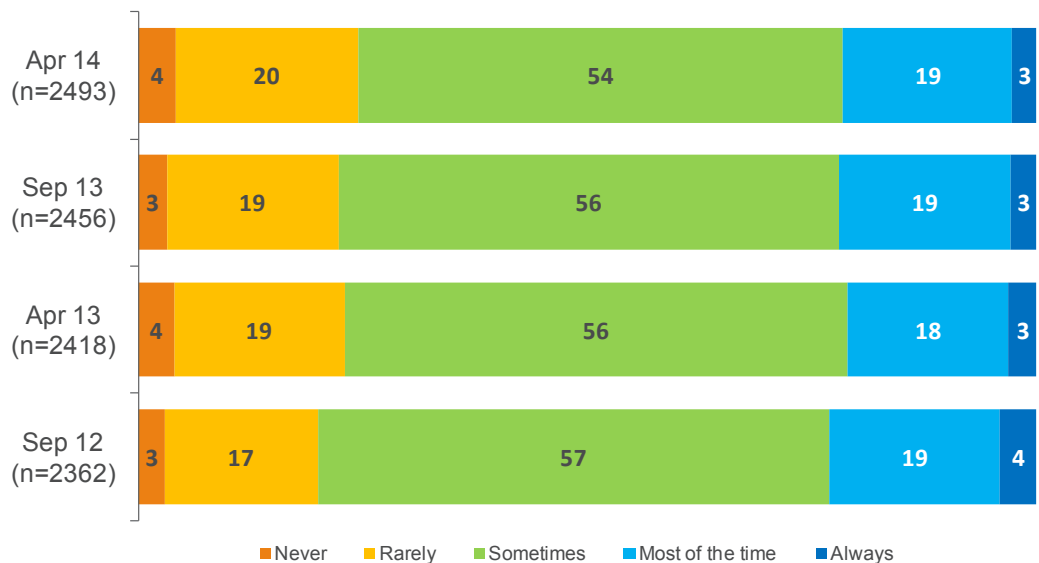
6.0 Health and Wellbeing

Introduction Two health and wellbeing indicators were included. The first relates to levels of stress, while the second is an internationally-used wellbeing index.

Levels of Stress Levels of stress across greater Christchurch are similar to levels seen in previous measures.

The majority (76%) of greater Christchurch residents have experienced stress at least sometimes in the past 12 months that has had a negative effect on them. Just over one in five (22%) indicate they have experienced stress always or most of the time during this period.

Figure 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect, over time (%)



Base: All respondents, excluding not answered

Table 6.1: Trend – Whether experienced stress in the past 12 months that has had a negative effect by TLA over time (%)

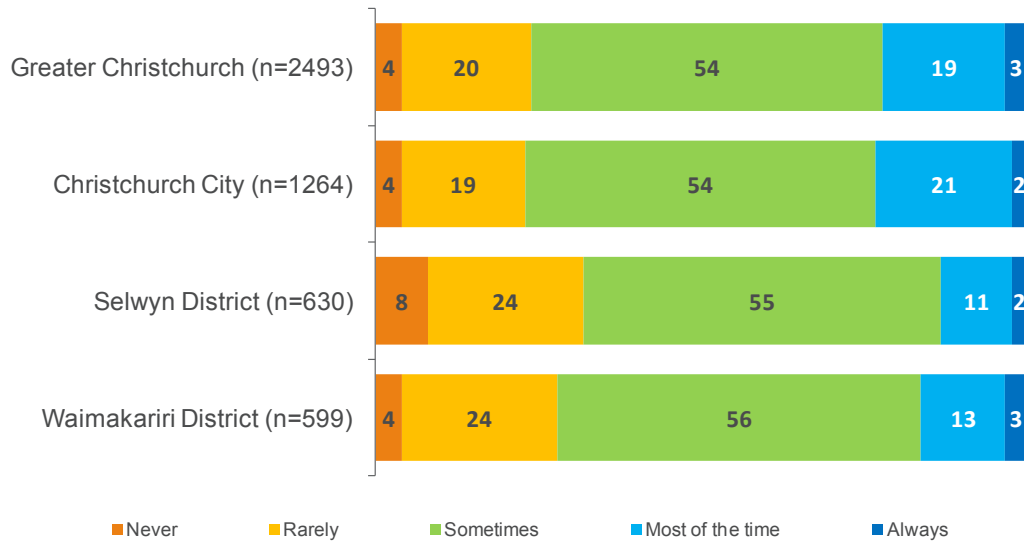
TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1145; April 2013, n=1200; September 2012, n=1230; April 2014, n=1264)	Always or most of the time	24	23	23	23
	Sometimes	57	56	56	54
	Rarely or never	19	21	21	23
Selwyn District (September 2012, n=615; April 2013, n=616; September 2012, n=638; April 2014, n=630)	Always or most of the time	17	17	13✓	13
	Sometimes	58	54	57	55
	Rarely or never	25	29	30	32
Waimakariri District (September 2012, n=602; April 2013, n=602; September 2013, n=588; April 2014, n=599)	Always or most of the time	19	15	18	16
	Sometimes	56	58	53	56
	Rarely or never	25	27	29	28

Base: All respondents, excluding not answered

Those living in Christchurch City continue to report higher levels of stress than those living in Selwyn and Waimakariri Districts.

In September 2013, levels of stress in Selwyn District dropped. This result has been maintained.

Figure 6.2: Current result – Whether experienced stress in the past 12 months that has had a negative effect by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say they have experienced stress always or most of the time (22%) are:

- Living in temporary housing (40%)
- Living with a physical health condition or disability (39%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (36%)
- Of Māori ethnicity (33%)
- Aged 25-34 years old (32%)
- Renting the dwelling they usually live in (30%)
- Living at a different address from their address on 4 September 2010 (27%)

WHO-5 Wellbeing Index

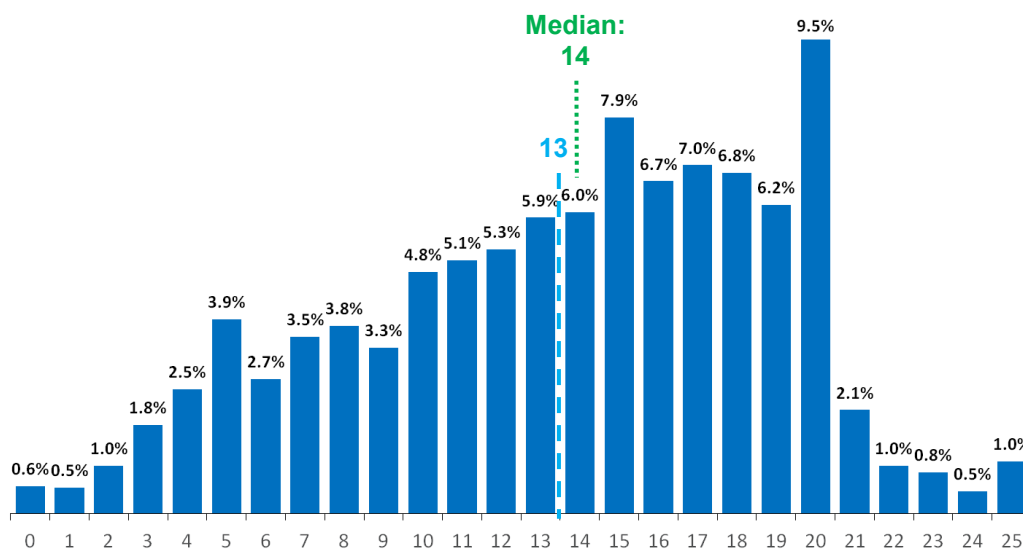
The WHO-5 is a self rated measure of emotional wellbeing. Respondents are asked to rate the extent to which each of five wellbeing indicators has been present or absent in their lives over the previous two-week period. They do this using a six-point scale ranging from ‘all of the time’ to ‘at no time’. The five wellbeing indicators are:

- I have felt cheerful and in good spirits
- I have felt calm and relaxed
- I have felt active and vigorous
- I woke up feeling fresh and rested
- My daily life has been filled with things that interest me

The WHO-5 is scored out of a total of 25, with 0 being the lowest level of emotional wellbeing and 25 being the highest level of emotional wellbeing. Scores below 13 (between 0 and 12) are considered indicative of poor emotional wellbeing and may indicate risk of poor mental health.

The chart below shows the distribution of scores across the greater Christchurch area. The mean result for greater Christchurch is 13.6, while the median result is 14. Nearly four in ten (39%) respondents have a score of below 13.

Figure 6.6: Current result – WHO-5 raw score distribution for greater Christchurch (%)



Base: All respondents, excluding not answered on any statement (n=2405)

Please note, these results should be interpreted with caution, given the absence of New Zealand norms and no pre-quake data for greater Christchurch.

With no New Zealand norms or pre-quake data, the April 2013 results can be treated as a benchmark. As illustrated in the table below, there has been no significant change in the index results since April 2013.

Table 6.7: Trend – WHO-5 raw score mean over time (Mean (95% CI level))

TLA	April 2013	September 2013	April 2014
Greater Christchurch	13.8 (± 0.22) <i>n=2343</i>	13.7 (± 0.21) <i>n=2398</i>	13.6 (± 0.22) <i>n=2405</i>
Christchurch City	13.6 (± 0.31) <i>n=1171</i>	13.5 (± 0.30) <i>n=1204</i>	13.3 (± 0.30) <i>n=1219</i>
Selwyn District	14.6 (± 0.41) <i>n=599</i>	14.9 (± 0.38) <i>n=628</i>	15.1 (± 0.41) <i>n=610</i>
Waimakariri District	14.8 (± 0.43) <i>n=573</i>	14.4 (± 0.43) <i>n=566</i>	14.3 (± 0.43) <i>n=576</i>

Those living in Waimakariri and Selwyn District continue to have a significantly higher mean compared to those living in Christchurch City.

Those more likely to have a raw score result *above* the greater Christchurch mean of 13.6 (55%) are:

- Those who have not needed to have made an insurance claim on their dwelling (63%)
- Aged 65 to 74 (62%)
- From a household with an income of more than \$100,000 (61%)

Those more likely to have a raw score result *below* the greater Christchurch mean of 13.6 (45%) are:

- Those with a physical health condition or disability (67%)
- Living in temporary housing (58%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (59%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (58%)
- From a household with an income of less than \$30,000 (50%)

For further information about the WHO-5 Wellbeing Index, please see the paper by Bech, Gudex and Johansen. (Bech P, Gudex C, Johansen KS. The WHO (Ten) Well-Being Index: Validation in diabetes. Psychotherapy and psychosomatics. 1996;65(4):183-90. PubMed PMID: 8843498.)

7.0 Negative Impacts of the Earthquakes

Introduction In this section of the report, we look at responses to questions aimed at measuring the proportion of residents who are negatively impacted by the earthquakes in each of a number of ways.

Respondents were shown a list of 27 possible issues and were asked to indicate the extent to which each was **still having** a negative impact on their everyday lives as a result of the earthquakes.

The results are shown as follows:

- Table 7.1 provides an overview and ranks the 27 issues, based on the proportion that indicates a particular issue is continuing to have a **strong negative impact** on their everyday lives (answered either 'moderate negative impact' or 'major negative impact'). This table compares April 2014 results with the earlier surveys.
 - Following this summary table, each of the issues is scrutinised individually and significant differences between sub-groups highlighted.
-

Strength of Impact

The table below compares April 2014 with the September 2013, April 2013 and September 2012 survey results. The question was phrased slightly differently between measures as follows:

- In September 2012 residents considered the extent their everyday lives **had been impacted** by an issue as a result of the earthquakes
- In April 2013, September 2013 and April 2014 residents considered the extent to which their everyday lives **were still being impacted** by each issue as a result of the earthquakes.

In April 2013 the proportion of residents indicating that an issue was continuing to have a strong negative impact on their everyday lives decreased for all but one of the issues, with recovery most evident in the primary stressors, including the anxiety caused by ongoing aftershocks, dealing with frightened or upset children and workplace safety concerns.

In September 2013 there was further improvement seen in some of the secondary stressors that weren't so evident in April 2013. Factors such as dealing with EQC/insurance issues, transport related pressures, additional work pressures and potential or actual loss of employment or income.

However, with more construction in the area in recent months residents are feeling more of a negative impact on their everyday lives from the following issues: being in a damaged environment, transport related pressures, loss of recreation facilities (both indoor and outdoor), and meeting places for community events.

Living day to day in a damaged home and poor quality housing are the only issues where a more favourable result has been achieved compared to September 2013. While poor quality housing seems to be showing a consistent seasonal trend with results more positive in April each year following the warmer summer months, the decrease in proportion negatively impacted by living day to day in a damaged home is a sign that repairs to residential dwellings are continuing to progress.

Table 7.1: Trend – Proportion that indicates an issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

(Issues ranked based on April 2014 results from highest to lowest in term of proportion still being strongly impacted by each issue)	September 2012	April 2013	September 2013	April 2014
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24✗
Transport related pressures	20	17✓	14✓	22✗
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21

Loss of other recreational, cultural and leisure time facilities	34	21✓	17	20✗
Making decisions about house damage, repairs and relocation	29	22✓	21	19
Loss of indoor sports and active recreation facilities	24	16✓	13	17✗
Additional financial burdens	26	16✓	15	15
Uncertainty about my own or my family's future in Canterbury	30	16✓	16	15
Distress or anxiety associated with ongoing aftershocks	42	16✓	14	14
Loss of outdoor sports and active recreation facilities	20	12✓	10	13✗
Additional work pressures	27	16✓	12✓	13
Living day to day in a damaged home	22	16✓	16	12✓
Loss of usual access to the natural environment	24	13✓	10	12
Having to move house permanently or temporarily	16	13✓	12	11
Loss of meeting places for community events	NA*	10	8	11✗
Difficulty finding suitable rental accommodation	12	9✓	10	10
Poor quality of house	14	10✓	13✗	9✓
Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	15	9✓	7	9
Relationship problems	16	9✓	9	9
Potential or actual loss of employment or income	18	10✓	7✓	8
Loss or relocation of services	13	8✓	7	7
Dealing with barriers around disabilities whether existing or earthquake related	12	8✓	6	6
Dealing with insurance issues in relation to a business or work	11	9✓	7	6
Dealing with frightened, upset or unsettled children	18	7✓	5	6
Difficult decisions concerning pets	10	6✓	5	5
Workplace safety concerns	16	6✓	6	4
House too small for the number of people in the household	3	3	4	4

Base: All respondents, excluding not answered (base sizes vary)

* Not asked in September 2012

Damaged Environment

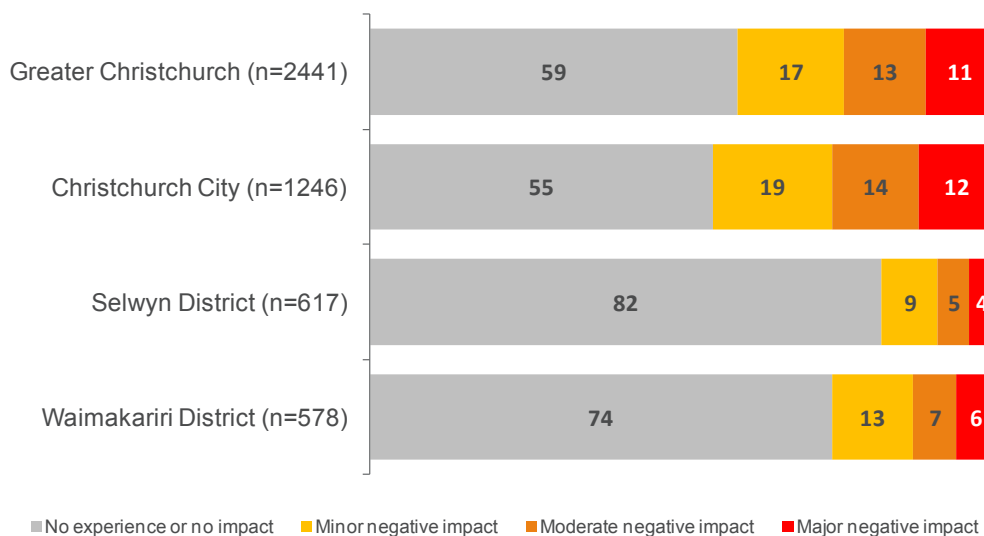
Four in ten (41%) say that being in a damaged environment or surrounded by construction work continues to have a negative impact on their everyday lives. For almost a quarter (24%) this impact is moderate or major.

Of all 27 issues, being in a damaged environment and/or surrounded by construction work is now the issue that has the highest proportion of greater Christchurch residents indicating it has had a major or moderate negative impact on their everyday lives. This has increased significantly compared to six months ago (September 2013).

Table 7.1: Trend – Proportion that indicates this issue continues to have a moderate or major negative impact on their everyday lives, over time (%)

	September 2012	April 2013	September 2013	April 2014
Being in a damaged environment and / or surrounded by construction work	30	21✓	20	24*

Figure 7.1: Current result – Being in a damaged environment and / or surrounded by construction work by TLA (%)



Base: All respondents, excluding not answered

Again, a considerably higher proportion of Christchurch City residents (26%) continue to be moderately or majorly impacted compared with Waimakariri (13%) and Selwyn residents (9%).

Those more likely to say the impact on their everyday lives is moderate or major (24%) are:

- Living in temporary housing (42%)
- Those who are waiting to have an assessment on dwelling claim from their insurer (38%), those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (36%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (33%)
- Currently have children living in household (29%)

Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 to 74 years old (9%) or 75 years or over (10%)
 - From a household with an income of less than \$30,000 (17%)
 - Currently have no children living in household (21%).
-

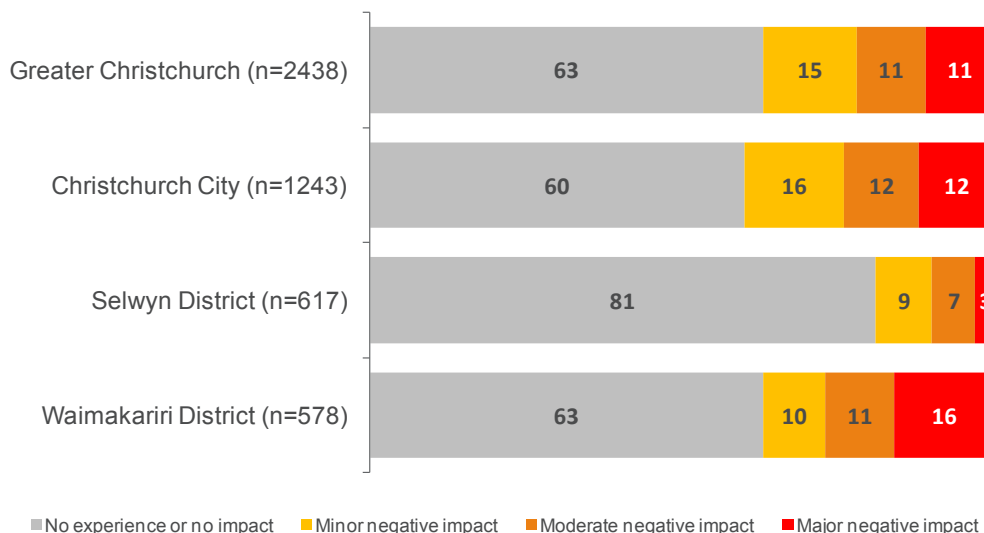
**Transport
Related
Pressures**

Over a third (37%) is continuing to experience negative impacts around transport related pressures. For two in ten (22%), this impact is moderate or major – a significant increase since the previous measure, and the highest level to date.

Table 7.2: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	September 2012	April 2013	September 2013	April 2014
Transport related pressures	20	17✓	14✓	22*

Figure 7.2: Current result – Transport related pressures (work/personal) by TLA (%)



Base: All respondents, excluding not answered

Transport related pressures has increased as an issue across all three TLA's but are affecting Waimakariri District (27% cf. 12% in September 2013) and Christchurch City residents in particular (24% cf. 16% in September 2013).

Those more likely to say the impact on their everyday lives is moderate or major (22%) are:

- Living in temporary housing (37%)
- From a household with an income of more than \$100,000 (31%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (31%)

Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (9%) or 65 to 74 years old (9%)
- From a household with an income of less than \$30,000 (13%)

EQC or Insurance Issues

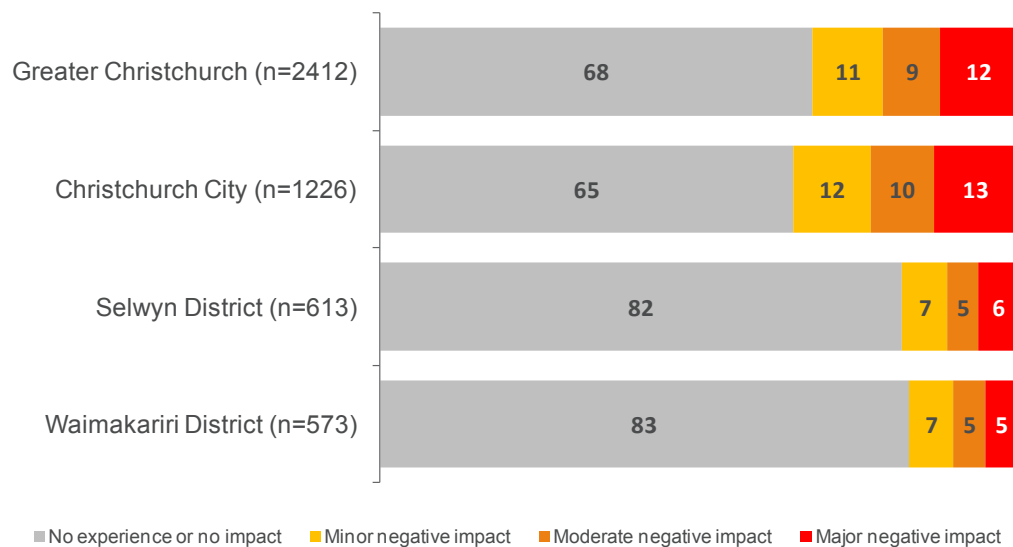
Almost a third (32%) says that dealing with EQC/Insurance issues in relation to personal property and house continues to have a negative impact on their everyday lives. Two in ten (21%) say it is still having a moderate or major negative impact on their everyday lives.

The situation has significantly improved since September 2012 when over a third (37%) indicated dealing with personal insurance issues was having a strong negative impact on their everyday lives. While it has not improved significantly since September 2013, it is continuing to decline as an issue.

Table 7.3: Trend – Proportion that indicates impact continues to have a moderate or major negative impact on their everyday lives, over time (%)

	September 2012	April 2013	September 2013	April 2014
Dealing with EQC/insurance issues in relation to personal property and house	37	26✓	23✓	21

Figure 7.3: Current result – Dealing with EQC/insurance issues in relation to personal property and house by TLA (%)



Base: All respondents, excluding not answered

The proportion of those who continue to be strongly impacted (rated the impact as moderate or major) by having to deal with EQC and insurance issues is higher for those living in Christchurch City (23%, compared to 11% of those in Selwyn and 10% of those living in Waimakariri District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (21%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (64%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (60%), and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (58%)
- Living in temporary housing (33%)
- Those with a physical health condition or disability (28%)
- Aged 50 to 64 years old (27%)

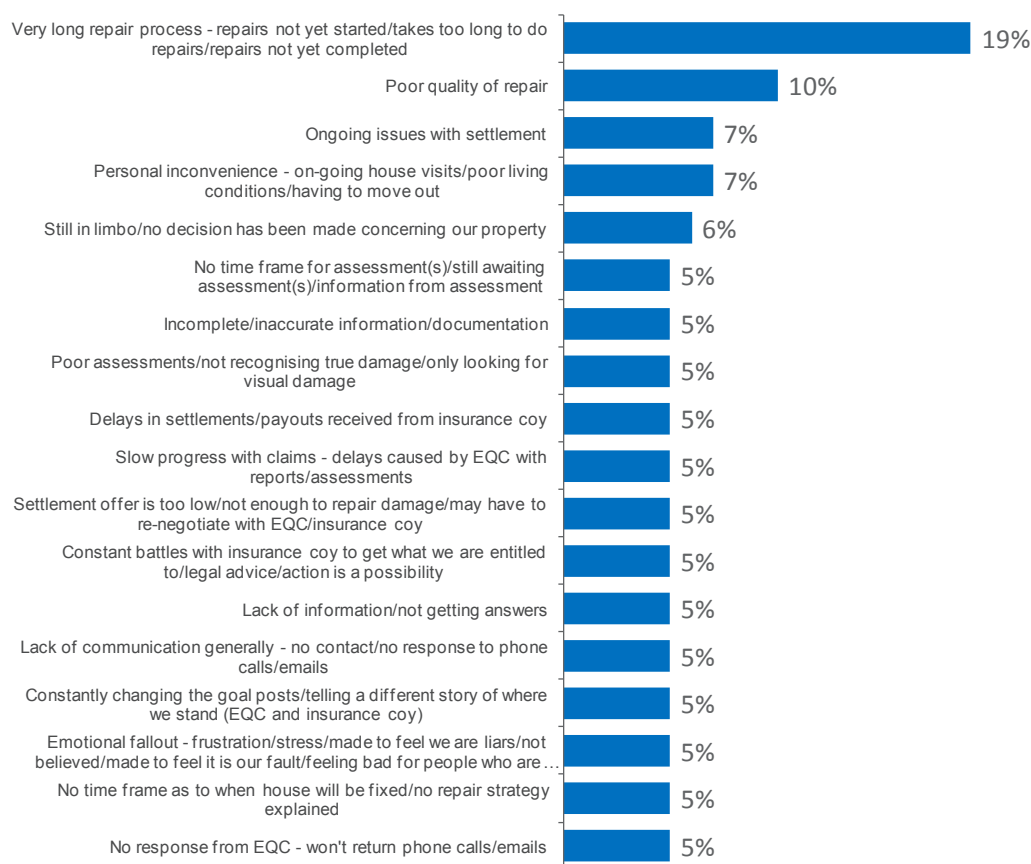
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Renting the dwelling they usually live in (7%)
- Aged 75 years old and over (10%), 18 to 24 years old (12%) or 25 to 34 years old (12%)
- From a household with an income of less than \$30,000 (14%)

When those residents who indicate they are still being negatively impacted by their dealings with EQC and insurance issues describe the issues they are facing, the most common themes to emerge are timeframes in which things are being done and the quality of repair. The most common issue is the long repairs process, with other themes being frustrations with being kept in limbo, the delays in settlement, slow progress and communication issues.

The other theme that emerges is the personal impact on residents, including personal inconvenience and the emotional fallout.

Figure 7.3.1: Current result – Description of issue (%)



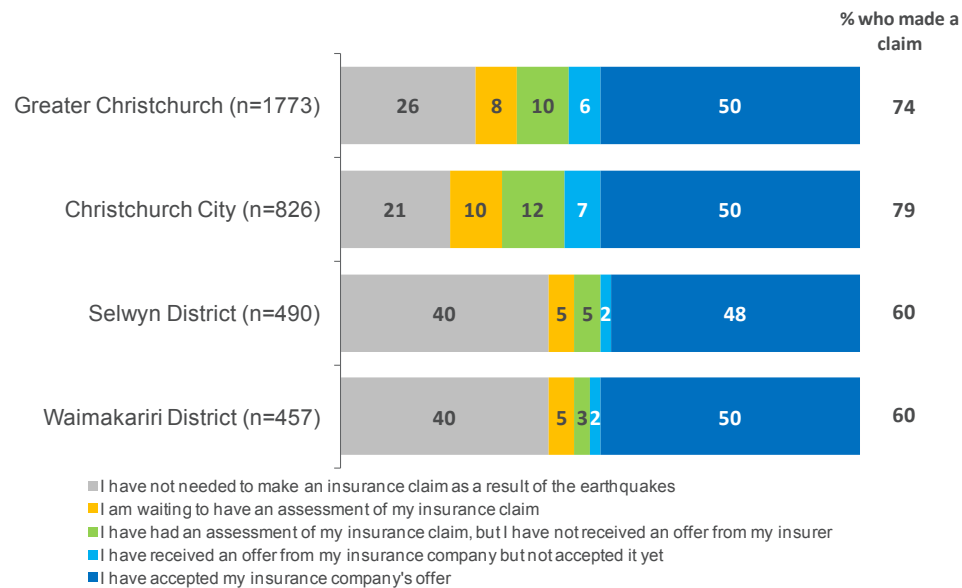
Base: Those who continue to be negatively impacted by this issue - Excluding NA (n=650)

Note: Only responses over 5% are shown

An additional question was added in April 2014 to get a better understanding of the proportion of residents who are dealing with insurance issues and to understand how far through the claims process residents are. This question was asked only of those who currently own (either personally or jointly) the residential property that they usually live in (therefore does not capture the issues being faced by those who own rental properties).

Three quarters (74%) of residents who own the dwelling they usually live in have needed to make an insurance claim on their dwelling as a result of the earthquakes. For half (50%) the claim has been resolved and the home-owners have accepted the offer from their insurer. However, for the remaining quarter (24%) the claim has not been settled yet (with 6% having received an offer on their dwelling claim but who have not accepted it yet, 10% having had an assessment on their dwelling claim from their insurer but who have not received an offer yet, and 8% who are still waiting for an assessment from their insurer).

Figure 7.3.2: Whether they made an insurance claim, and if so, where they are in the process (%)



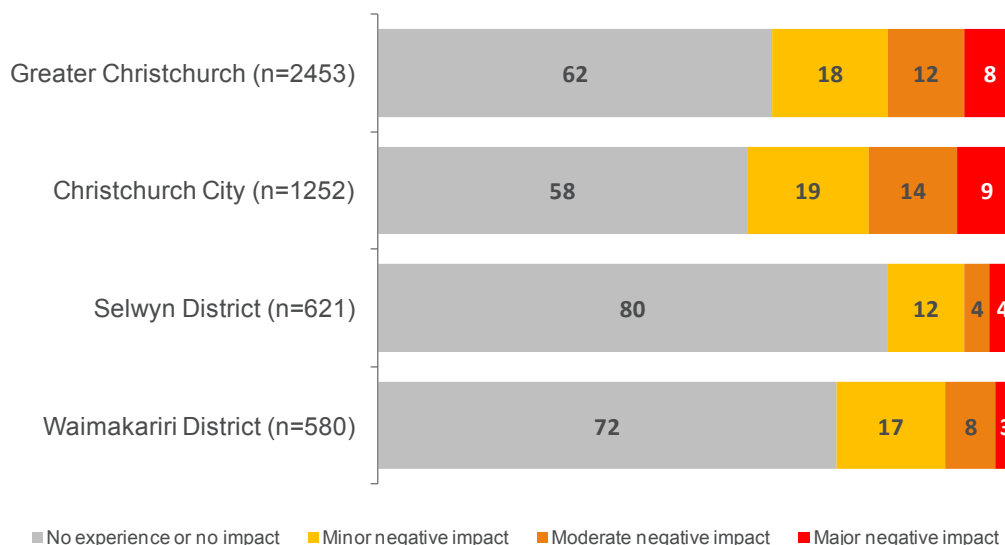
Base: Those who personally or jointly own the dwelling they usually live in, excluding not answered

Home-owners living in Christchurch City are significantly more likely to have made a claim on their dwelling (79% cf. 60% of those living in Selwyn and Waimakariri Districts). Nearly three in ten Christchurch home-owners in the survey have made a claim that is currently not settled (they have either received an offer on their claim from their insurer but not accepted it yet, had an assessment from their insurer but not received an offer yet, or are waiting to have an assessment on their dwelling claim from their insurer). This includes 10% still waiting for an assessment on their dwelling claim from their insurer.

**Loss of
Leisure
Facilities**

Almost four in ten (38%) greater Christchurch residents continue to be negatively impacted by the loss of recreational, cultural and leisure time facilities. For 20% this loss continues to have a moderate or major negative impact on their everyday lives.

Figure 7.4: Current result – Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, marae, arts and cultural centres) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents continue to feel more strongly negatively impacted by the loss of leisure facilities (23% compared with 11% in Waimakariri District and 8% in Selwyn District).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (20%) are:

- Living in a temporary housing (35%)
- Aged 35 to 49 years old (26%)
- From a household with an income of more than \$100,000 (25%)

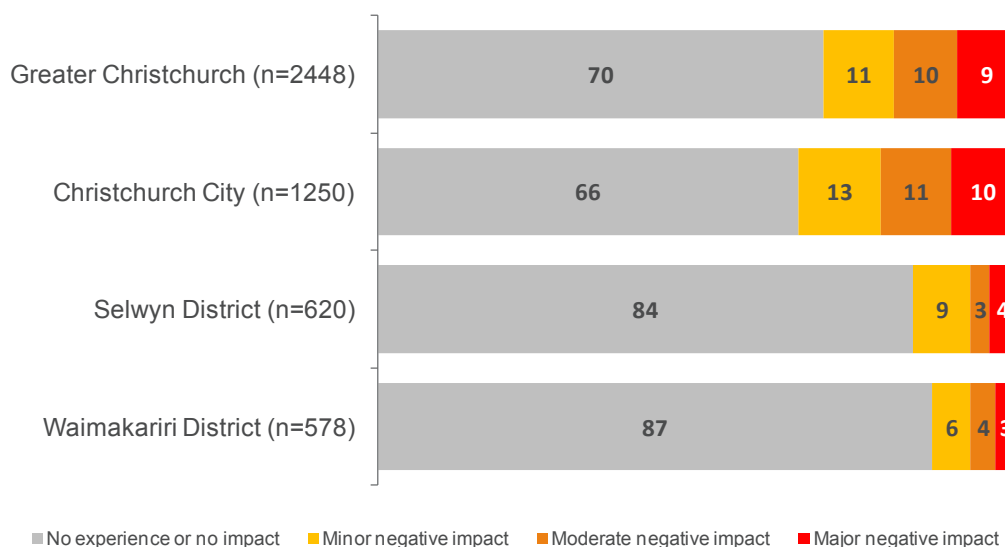
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Aged 75 year or over (7%) or 65 to 74 years old (12%)
- From a household with an income of less than \$30,000 (12%)
- Those who have not needed to make an insurance claim on their dwelling (15%)

Decisions around Damage, Repairs and Relocation

Under a third (30%) of greater Christchurch residents are still being negatively impacted through having to make decisions about house damage, repairs and relocation. For almost two in ten (19%), making these decisions continues to have a strong (moderate or major) negative impact on their everyday lives.

Figure 7.5: Current result – Making decisions about house damage, repairs and relocation by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents (21%) continue to be strongly negatively impacted by this issue when compared with Selwyn District and Waimakariri District residents (7%).

Those more likely to say the negative impact on their everyday lives continues to be moderate or major (19%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (49%), those who are waiting to have an assessment on their dwelling claim from their insurer (49%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (46%)
- Living in temporary housing (37%)
- Those with a physical health condition or disability (25%)

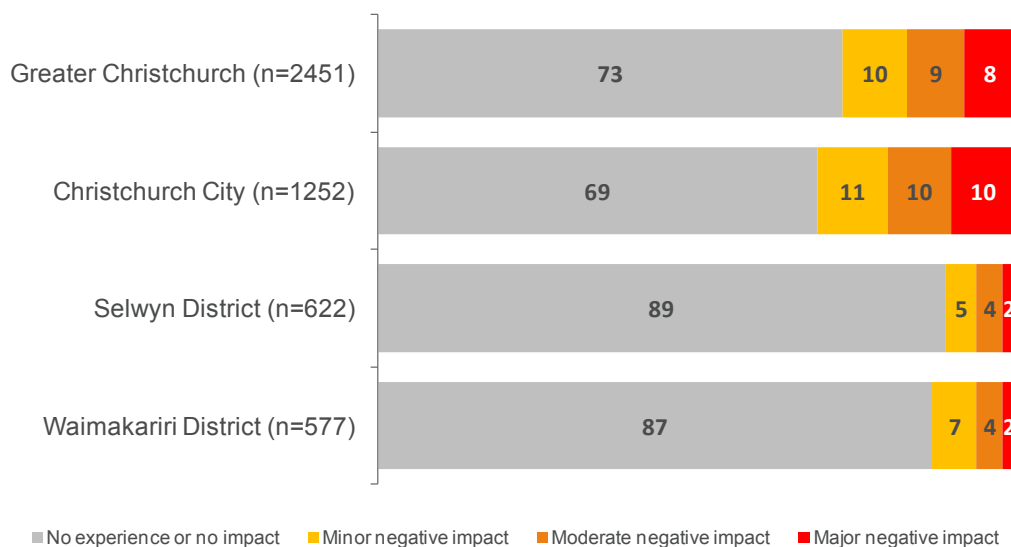
Those less likely to say the negative impact on their everyday lives continues to be moderate or major are:

- Those who have not needed to make an insurance claim on their dwelling (9%)
- Aged 18 to 24 years old (12%) and 65 to 74 years old (12%)
- Renting the dwelling they usually live in (13%)

Loss of Indoor Facilities

Just over a quarter (27%) continues to be negatively impacted by the loss of indoor sports and active recreation facilities. For 17% the impact on their everyday lives is major or moderate.

Figure 7.6: Current result – Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) by TLA (%)



Base: All respondents, excluding not answered

Those living in Christchurch are being affected the most in relation to the loss of indoor recreation facilities (20%, compared with 6% of those living in Waimakariri and Selwyn Districts).

Those more likely to say the impact on their everyday lives is moderate or major (17%) are:

- Living in temporary housing (27%)
- Aged 35 to 49 years old (23%)
- Currently have children living in household (23%)

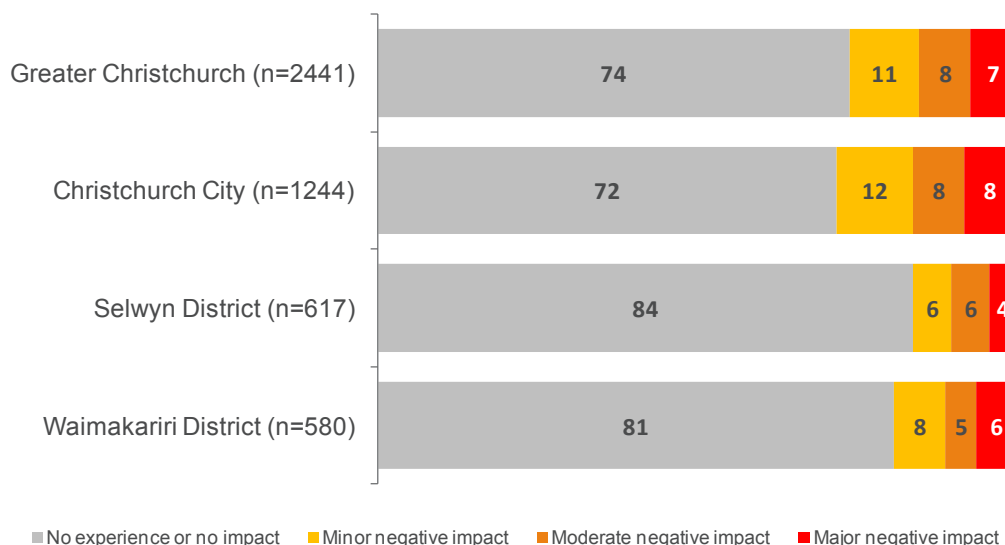
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (6%) or 65 to 74 years old (10%)
- From a household with an income of less than \$30,000 (11%)

Financial Burdens

Just over a quarter (26%) of residents say that additional financial burdens as a result of the earthquakes continue to negatively impact their everyday lives. For 15% this impact is moderate or major.

Figure 7.7: Current result – Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents continue to feel more negatively impacted by the additional financial burdens (16% rating the impact as moderate or major, compared with 11% in Waimakariri and 10% in Selwyn).

Those more likely to say the impact on their everyday lives is moderate or major (15%) are:

- Living in temporary housing (34%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (26%), those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (25%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (24%)
- Of Pacific, Asian or Indian ethnicity (24%)
- Those with a physical health condition or disability (23%)

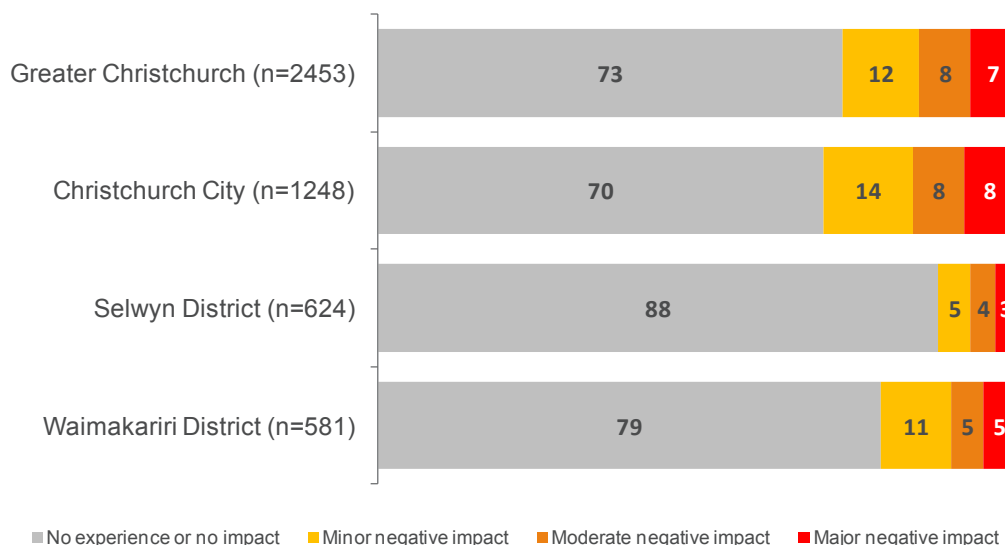
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (5%)
- Those who have not needed to make an insurance claim on their dwelling (7%)

Uncertainty about the Future

Nearly three in ten (27%) say that uncertainty about their own or their family’s future in Canterbury over the past 12 months is still having a negative impact on their everyday lives. For 15% this issue is having a moderate or major impact on them.

Figure 7.8: Current result – Uncertainty about my own or my family's future in Canterbury by TLA (%)



Base: All respondents, excluding not answered

Uncertainty about a future in Canterbury is being experienced most in Christchurch City with 16% saying the impact is moderate or major. But even in Waimakariri and Selwyn District, there continues to be uncertainty about the future (with 10% of those living in Waimakariri District and 7% of those living in Selwyn District saying the impact has been moderate or major).

Those more likely to say the impact on their everyday lives has been moderate or major (15%) are:

- Living in temporary housing (33%)
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (26%)
- Those with a physical health condition or disability (24%)
- Renting the dwelling they usually live in (23%)
- From a household with an income of less than \$30,000 (20%)

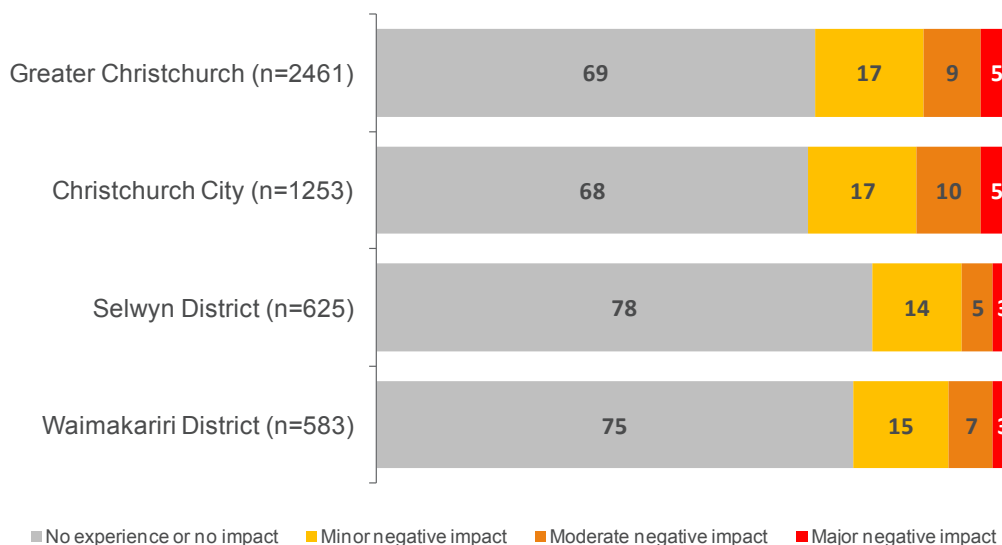
Those less likely to say the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (7%)
- Those who have not needed to make an insurance claim on their dwelling (8%)
- From a household with an income of more than \$100,000 (10%)

**Distress
 around
 Aftershocks**

Three in ten (31%) greater Christchurch residents say the distress or anxiety associated with ongoing aftershocks is still having a negative impact on their everyday lives. For 14% this impact on their everyday lives is moderate or major.

Figure 7.9: Current result – Distress or anxiety associated with ongoing aftershocks by TLA (%)



Base: All respondents, excluding not answered

The proportion of Christchurch City residents who say they are still experiencing distress or anxiety associated with ongoing aftershocks remains significantly higher than the proportion of those living in Selwyn or Waimakariri (15% rating the impact as moderate or major, compared with 10% in Waimakariri District and 8% in Selwyn District).

Those more likely to say the negative impact on their everyday lives is moderate or major (14%) are:

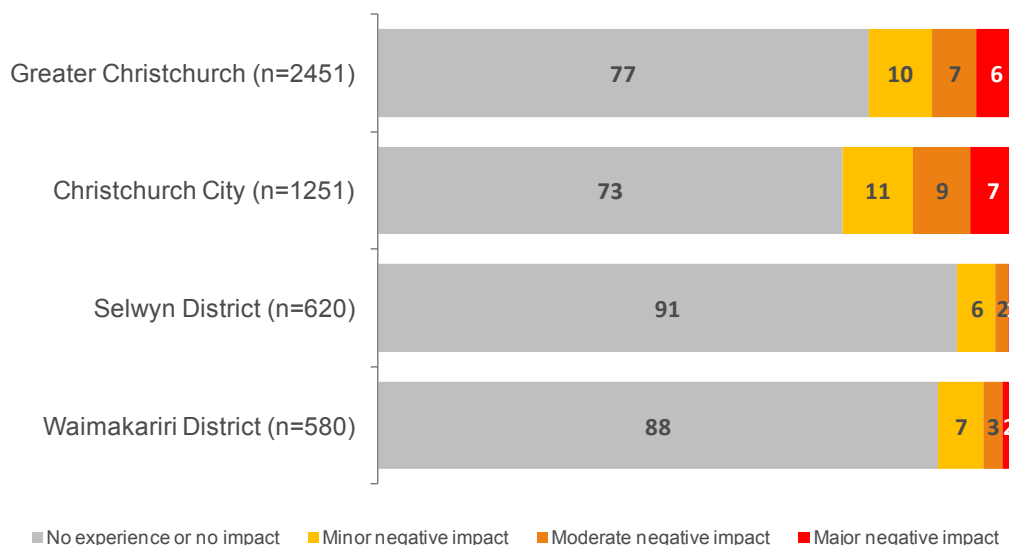
- Those with a physical health condition or disability (26%)
- Of Pacific, Asian or Indian ethnicity (21%)
- From a household with an income of less than \$30,000 (20%)

In September 2012, this distress or anxiety was the issue that had the highest proportion of greater Christchurch residents indicating it was having a moderate or major negative impact on their everyday lives (42%). This decreased significantly to 16% in April 2013. Since then it has remained stable at 14%, likely due to the reduced frequency of large aftershocks.

Loss of Outdoor Facilities

Almost a quarter (23%) of greater Christchurch residents continue to be impacted by the loss of outdoor sports and active recreation facilities. For around one in ten (13%), the loss of outdoor facilities is still having a moderate or major impact on their everyday lives.

Figure 7.10: Current result – Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts) by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn (3%) and Waimakariri (5%) are less likely to say the loss of outdoor recreation facilities is still impacting their everyday lives (compared with 16% of those living in Christchurch City).

Those more likely to say the impact on their everyday lives is moderate or major (13%) are:

- Living in a temporary housing (26%)
- Those who have received an offer on their dwelling claim but have not accepted it yet (24%) and those who are waiting to have an assessment on their dwelling claim from their insurer (22%)
- Aged 35 to 49 years old (19%)
- From a household with an income of more than \$100,000 (18%)
- Currently living with children in the household (18%)

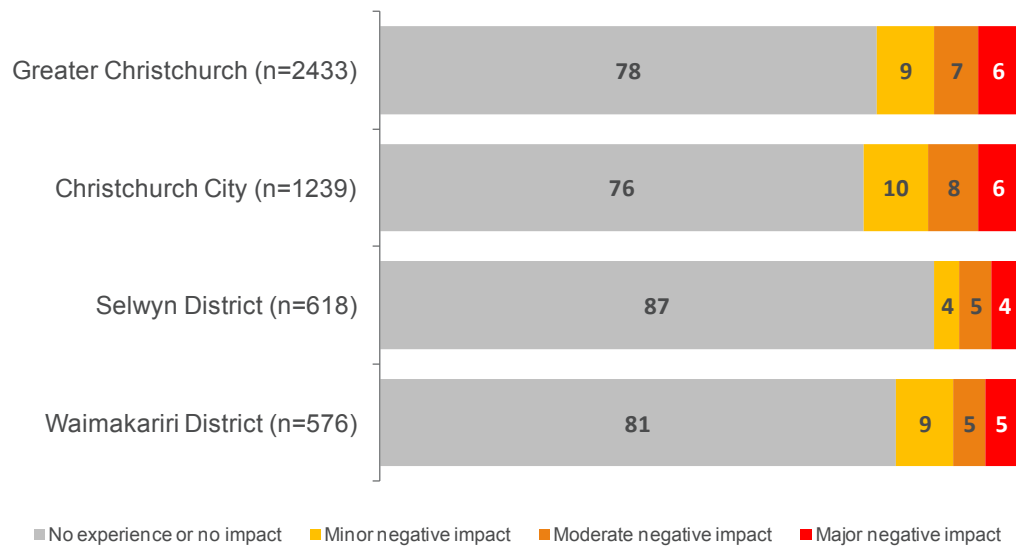
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 65 to 74 years old (6%) or 75 years or over (6%)
- From a household with an income of less than \$30,000 (8%)

Additional Work Pressures

Two in ten (22%) greater Christchurch residents continue to be impacted by additional work pressures. For 13% this issue is having a moderate or major impact on their everyday lives. This is now stable after showing a decline since September 2012 (27% in September 2012 and 16% in April 2013).

Figure 7.11: Current result – Additional work pressures (e.g. Workplace relocation, workload increasing as a result of earthquakes) by TLA (%)



Base: All respondents, excluding not answered

Some 14% of Christchurch City residents are still being moderately or majorly impacted by these additional pressures compared with 10% of those living in Waimakariri District or 9% in Selwyn District.

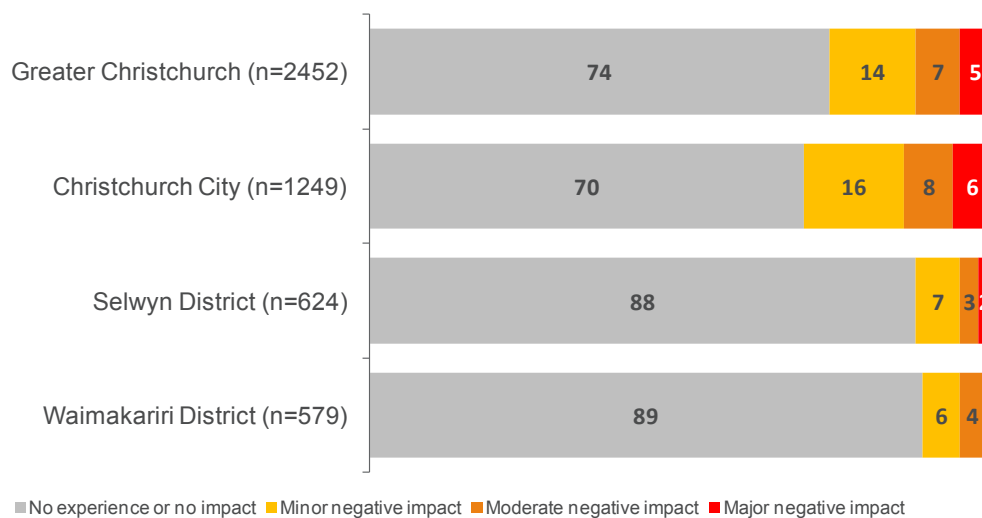
Those less likely to say the impact on their everyday lives is moderate or major (13%) are:

- Aged 75 years or over (2%) or 65 to 74 (5%)

Damaged Home

A quarter (26%) of greater Christchurch residents say that living day to day in a damaged home continues to have a negative impact on their everyday lives. For 12% this impact is moderate or major.

Figure 7.12: Current result – Living day to day in a damaged home by TLA (%)



Base: All respondents, excluding not answered

Again, more Christchurch City residents are more strongly impacted than those living in Waimakariri and Selwyn Districts (14% compared with 5% for those living in Selwyn District and Waimakariri District).

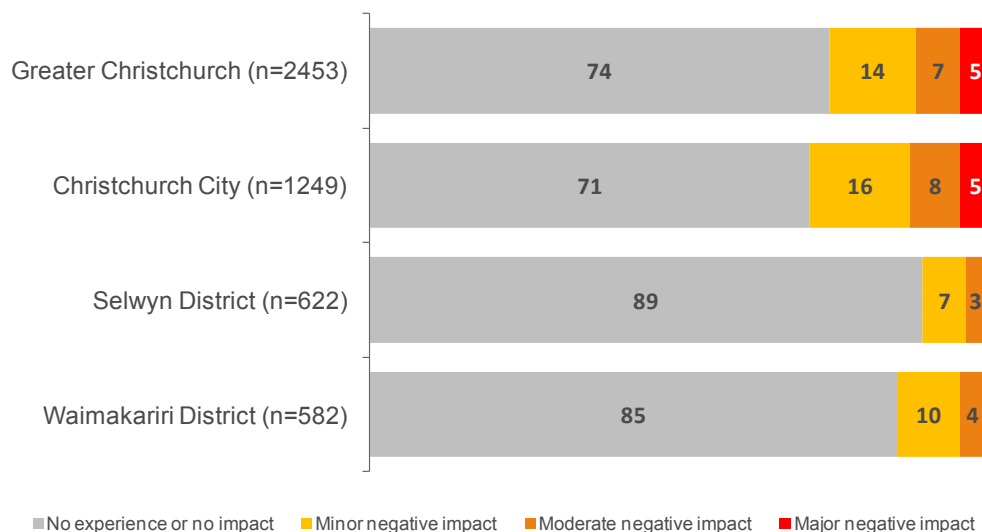
Those more likely to say the impact on their everyday lives is moderate or major (12%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (38%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (33%), and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (32%)
- Living in temporary housing (20%)
- Living with a health condition or disability (19%)
- Aged 50 to 64 (17%)

**Access to
 Natural
 Environment**

For a quarter (26%) the loss of usual access to the natural environment is having a negative impact on their everyday lives as a result of the earthquakes. This impact continues to be moderate or major for 12% of greater Christchurch residents.

Figure 7.13: Current result – Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks) by TLA (%)



Base: All respondents, excluding not answered

Access to the natural environment is not negatively impacting the majority of Selwyn and Waimakariri residents (with 4% of Selwyn residents and 5% of Waimakariri residents indicating that the negative impact on their lives is moderate or major). However, it is continuing to impact residents of Christchurch City (13%).

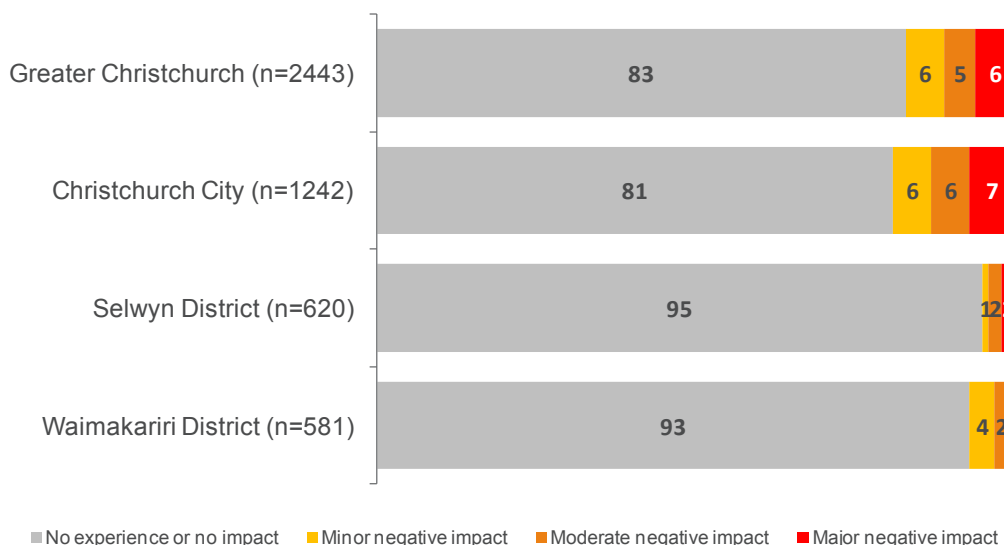
Those more likely to say the impact on their everyday lives is moderate or major (12%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (20%)
- Living with a health condition or disability (19%)

Moving House

Some 17% say they are still being affected by having to move house permanently or temporarily as a result of the earthquakes. For 11% the need to move is still having a moderate or major impact on their everyday lives.

Figure 7.14: Current result – Having to move house permanently or temporarily by TLA (%)



Base: All respondents, excluding not answered

Again, a considerably higher proportion of Christchurch City (13%) residents continue to be impacted by this issue compared with Selwyn (4%) and Waimakariri (3%) residents.

Those more likely to say the impact on their everyday lives is moderate or major (11%) are:

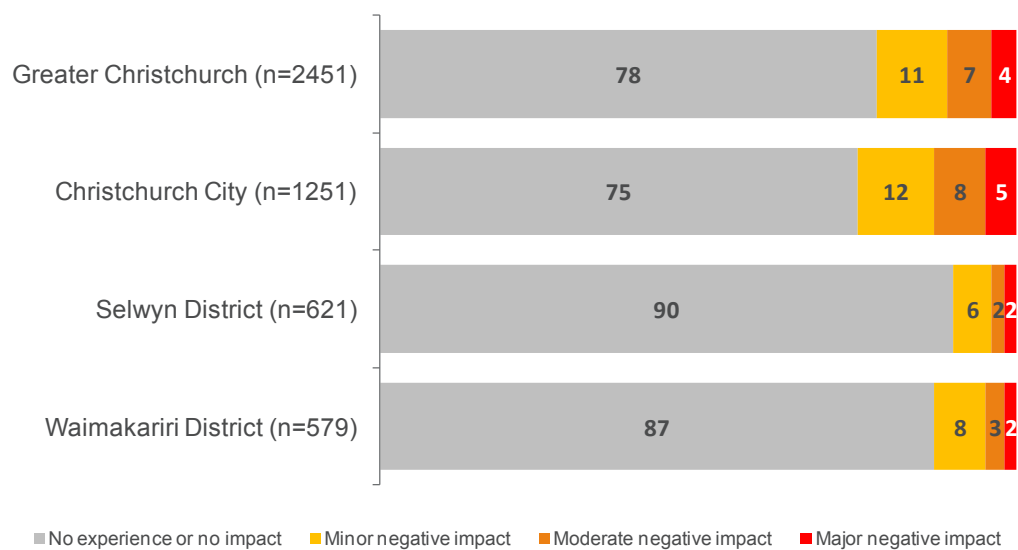
- Living in temporary housing (44%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (28%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (24%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (21%)

Loss of meeting places

Just over two in ten (22%) continue to be impacted by a loss of meeting places for community events. For half of those impacted (11%) this loss is still having a moderate or major impact on their everyday lives.

Loss of such facilities is particularly noticeable in Christchurch City (13%, cf. 5% in Waimakariri District and 4% in Selwyn District).

Figure 7.15: Current result – Loss of meeting places for community events by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say the impact on their everyday lives is moderate or major (11%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (21%) and those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (19%)

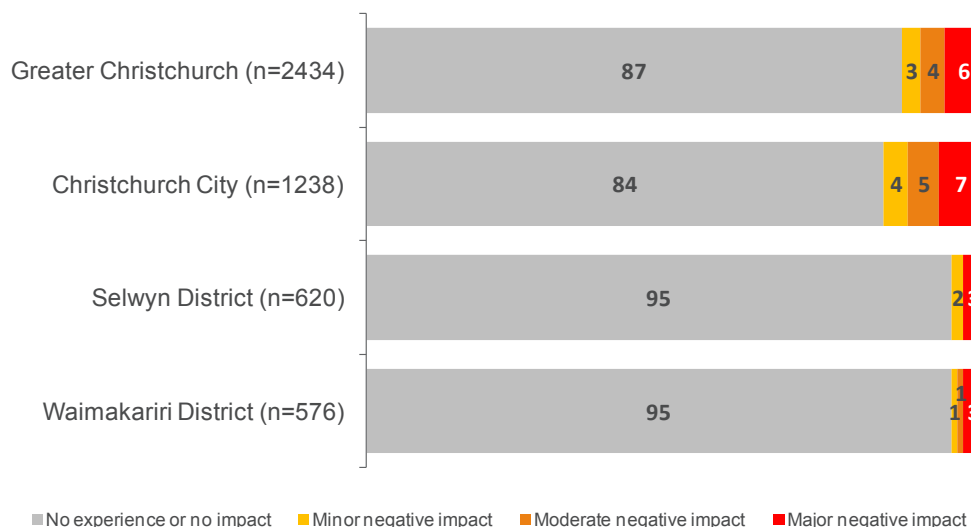
Those less likely to say the impact on their everyday lives is moderate or major are:

- Aged 75 years or over (5%)

**Rental
 Accommodation**

Some 13% are still being impacted in relation to suitable rental accommodation. Overall, the everyday lives of one tenth (10%) of residents are being strongly impacted by the difficulty they have experienced or are experiencing finding this accommodation.

Figure 7.16: Current result – Difficulty finding suitable rental accommodation by TLA (%)



Base: All respondents, excluding not answered

Issues over finding suitable rental accommodation are more prevalent in Christchurch City (12% saying the impact is moderate or major) than in Selwyn (3%) and Waimakariri Districts (4%).

Those more likely to say the impact on their everyday lives is moderate or major (10%) are:

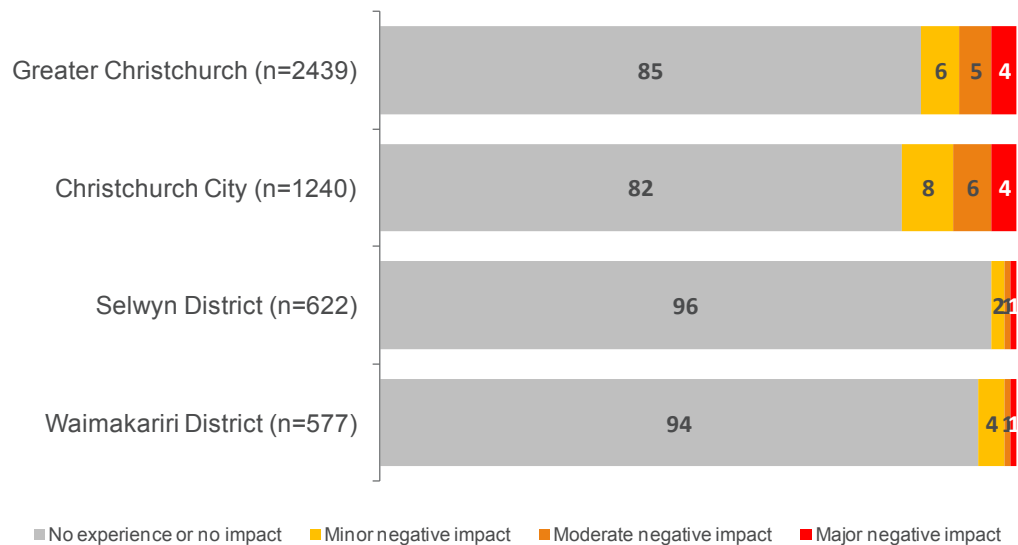
- Living in temporary housing (34%)
- Renting the dwelling they usually live in (24%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (22%) and those who have received an offer on their dwelling claim but have not accepted it yet (19%)
- Aged 25-34 (16%)
- Living with a health condition or disability (15%)

Poor Quality of House

Poor quality housing is influenced by time of year, with results more positive each April wave following the summer months.

Some 15% indicate they are living in a poor quality house as a result of the earthquakes. For 9% this is impacting strongly on their everyday lives.

Figure 7.17: Current result – Poor quality of house (e.g. cold, damp) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents are significantly more likely to still be negatively impacted by living in poor quality housing as a result of the earthquakes (10% compared with 2% of those living in Selwyn and Waimakariri Districts).

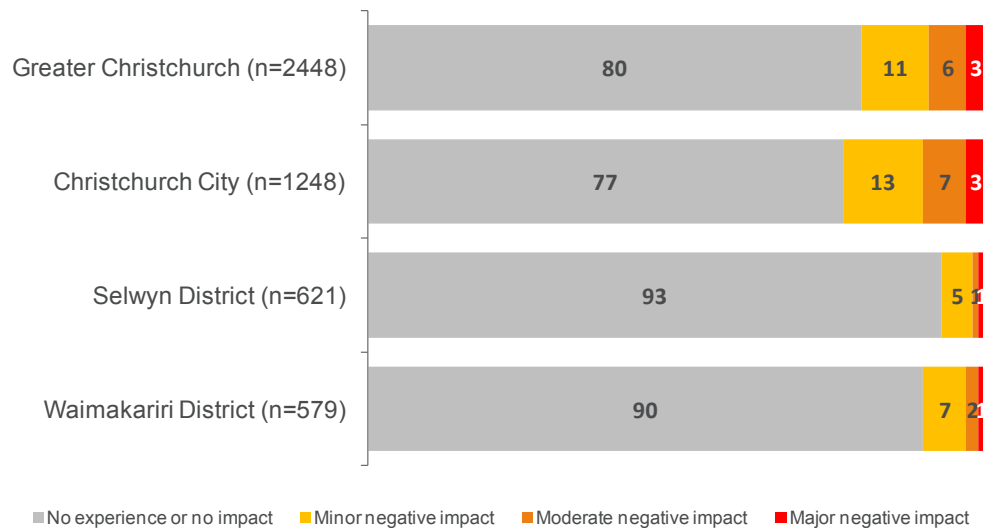
Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (26%) and those who are waiting to have an assessment on their dwelling claim from their insurer (17%)
- Of Pacific / Asian / Indian ethnicity (15%)
- Living with a health condition or disability (15%)
- Aged 25-34 (15%)
- Renting the dwelling that they usually live in (14%)

Loss of Opportunity for Leisure Pursuits

A fifth (20%) of greater Christchurch residents report still being negatively impacted by a lack of opportunities to engage with others in their community through arts, cultural, sports or other leisure pursuits. For 9% the loss of these opportunities is having a moderate or major impact on their everyday lives.

Figure 7.18: Current result – Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits by TLA (%)



Base: All respondents, excluding not answered

Again, this issue is more keenly felt by Christchurch City residents (10% compared with 2% of those living in Selwyn and 3% of those living in Waimakariri District).

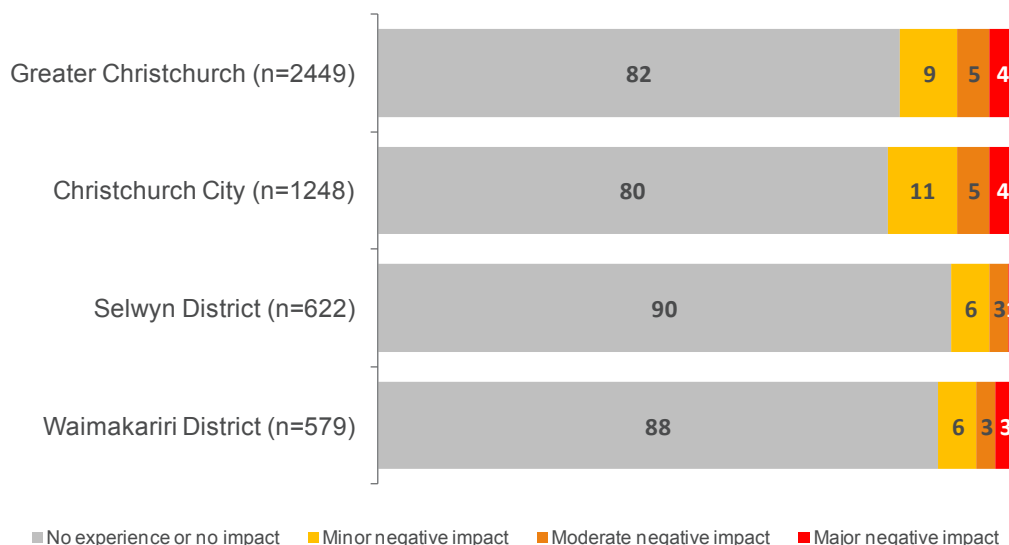
Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Living with a health condition or disability (14%)

Relationship Problems

Nearly one in five (18%) continue to be negatively impacted by relationship problems as a result of the earthquakes. For almost a tenth (9%) of residents, the impact on their everyday lives is major or moderate.

Figure 7.19: Current result – Relationship problems (arguing with partner/friends) by TLA (%)



Base: All respondents, excluding not answered

Christchurch City residents continue to be more negatively impacted by relationship problems as a result of the earthquakes (9% compared with 4% of those living in Selwyn and 6% of those in Waimakariri).

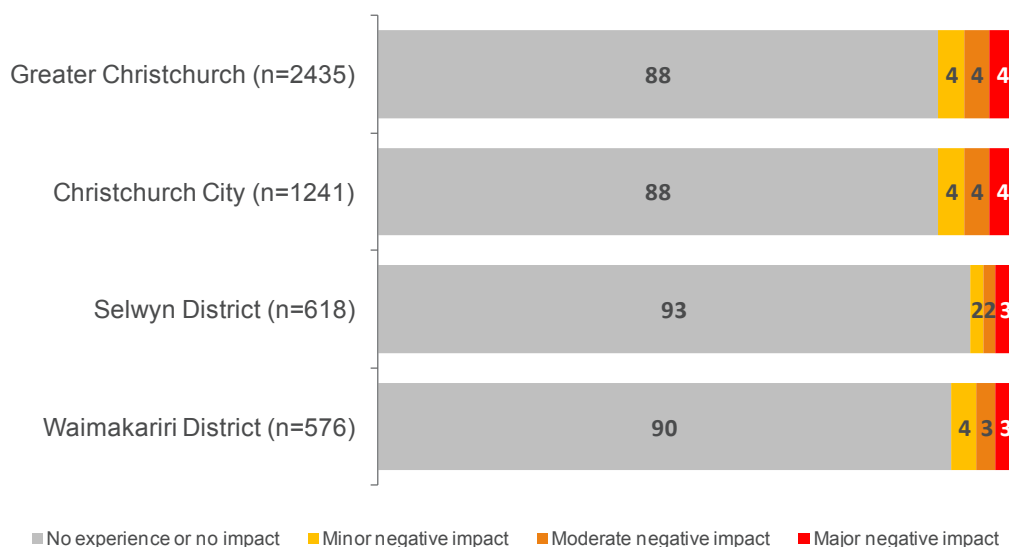
Those more likely to say the impact on their everyday lives is moderate or major (9%) are:

- Living in temporary housing (22%)
- Of Pacific / Asian / Indian ethnicity (16%)
- Those with a physical health condition or disability (15%)
- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (15%)

**Loss of
 Employment
 or Income**

Almost an eighth (12%) continues to be impacted by potential or actual loss of employment or income as a result of the earthquakes. As would be expected, the majority (8% overall or two thirds of those still being impacted) of those experiencing loss of employment or income are being strongly impacted by this.

Figure 7.20: Current result – Potential or actual loss of employment or income by TLA (%)



Base: All respondents, excluding not answered

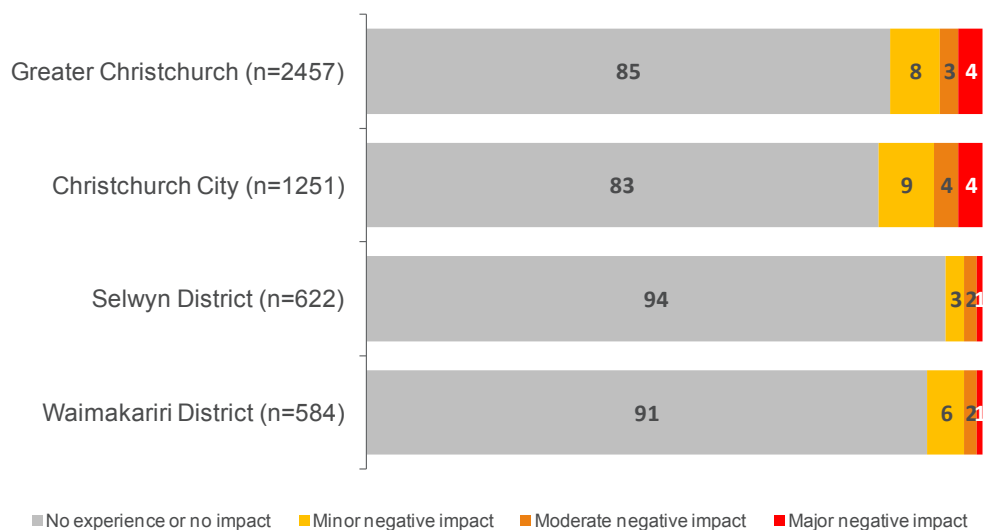
Those more likely to say the impact on their everyday lives is moderate or major (8%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (18%) and those who have had an assessment on their dwelling claim from their insurer but have not received an offer (13%)
- Living in temporary housing (15%)
- Of Māori ethnicity (15%)
- Living with a health condition or disability (15%)

Loss of Services

Nearly a sixth (15%) continues to be negatively impacted by the loss or relocation of services. For 7% this loss is having a moderate or major impact on their everyday lives.

Figure 7.21: Current result – Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments) by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to be strongly impacted by the loss or relocation of services (8% compared with 3% of Waimakariri District and Selwyn District residents).

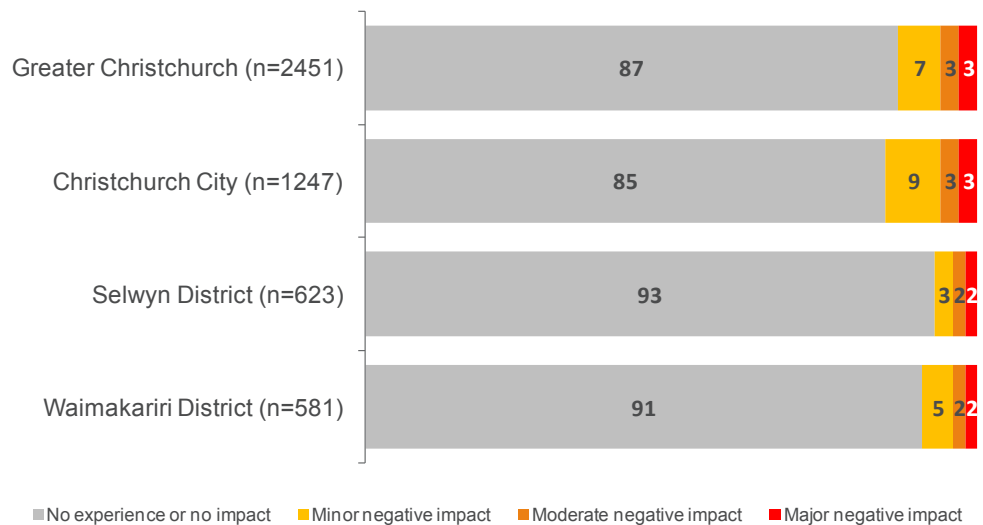
Those more likely to say the impact on their everyday lives is moderate or major (7%) are:

- Living in temporary housing (19%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (17%)

**Barriers
 around
 Disabilities**

Just over a tenth (13%) has their everyday lives negatively impacted in relation to dealing with barriers around disabilities (whether existing or earthquake related). For 6% this is having a moderate or major negative impact on their everyday lives.

Figure 7.22: Current result – Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related by TLA (%)



Base: All respondents, excluding not answered

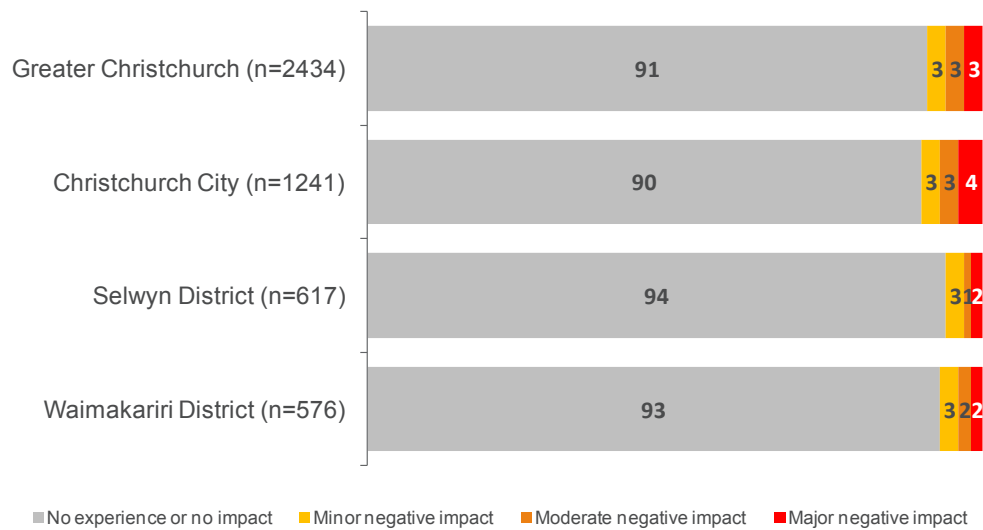
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Those with a physical health condition or disability (17%)
- From a household with an income of less than \$30,000 (12%)

**Insurance
 Issues for
 Business
 Place**

Almost one in ten (9%) are having their daily lives negatively impacted through their dealings over insurance issues in relation to a business or work. For 6% this is having a strong negative impact on their everyday lives.

Figure 7.23: Current result – Dealing with insurance issues in relation to a business or work by TLA (%)



Base: All respondents, excluding not answered

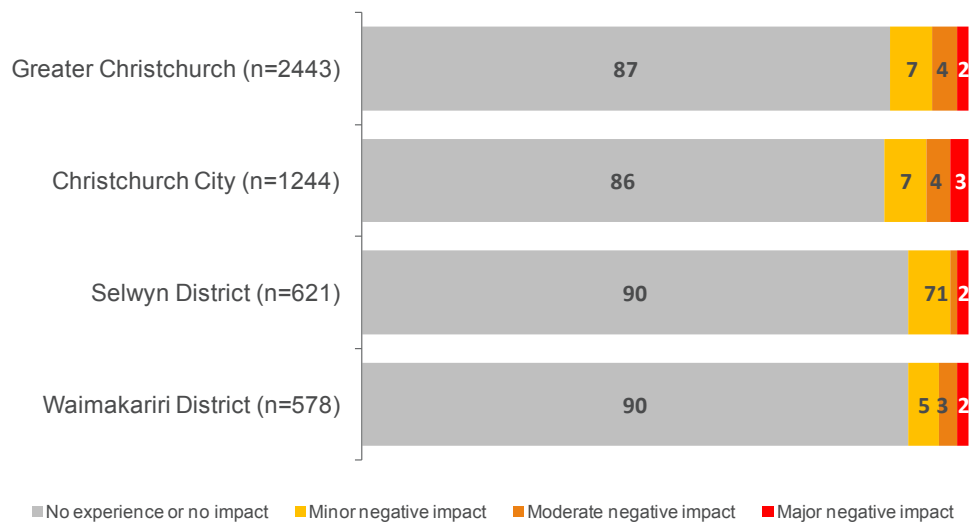
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Those who have had an assessment on their dwelling claim from their insurer but have not received an offer (13%) and those waiting to have an assessment on their dwelling claim from their insurer (14%)

**Frightened,
 Upset or
 Unsettled
 Children**

An eighth (13%) of greater Christchurch residents are still being impacted through needing to deal with frightened, upset or unsettled children as a result of the earthquakes. For 6%, this is still having a moderate or major impact on their everyday lives.

Figure 7.24: Current result – Dealing with frightened, upset or unsettled children by TLA (%)



Base: All respondents, excluding not answered

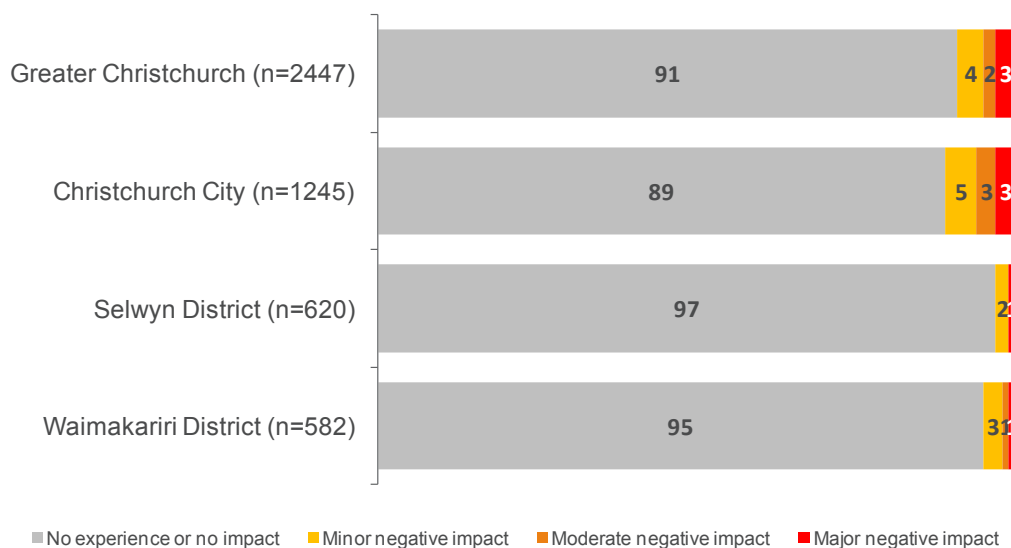
Those more likely to say the impact on their everyday lives is moderate or major (6%) are:

- Living in temporary housing (14%)
- Those who are waiting to have an assessment of their dwelling claim from their insurer (14%)
- Living with health condition or disability (13%)
- Currently have children living in household (11%)

**Difficult
 Decisions
 Concerning
 Pets**

Almost one in ten (9%) residents is still being negatively impacted by difficult decisions concerning pets. For 5% of the residents, these decisions are having a moderate or major impact on their everyday lives.

Figure 7.25: Current result – Difficult decisions concerning pets by TLA (%)



Base: All respondents, excluding not answered

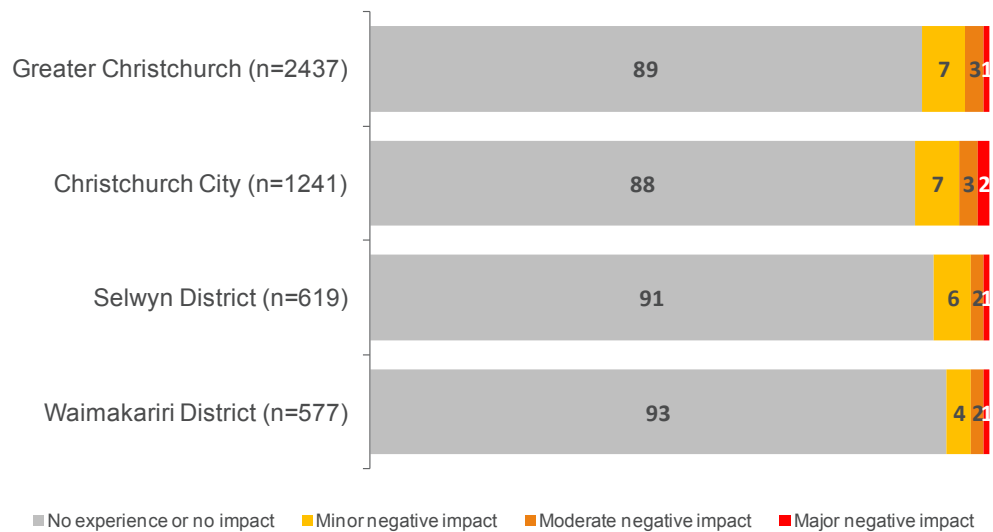
Those more likely to say the impact on their everyday lives is moderate or major (5%) are:

- Living in temporary housing (12%)
- Living with a health condition or disability (12%)
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (11%)
- Aged 18 to 24 (11%)

**Workplace
 Safety
 Concerns**

Over one in ten (11%) continue to have workplace safety concerns as a result of the earthquakes. For 4% of residents, these concerns have a moderate or major impact on their everyday lives.

Figure 7.26: Current result – Workplace safety concerns (e.g. perception that building is unsafe) by TLA (%)



Base: All respondents, excluding not answered

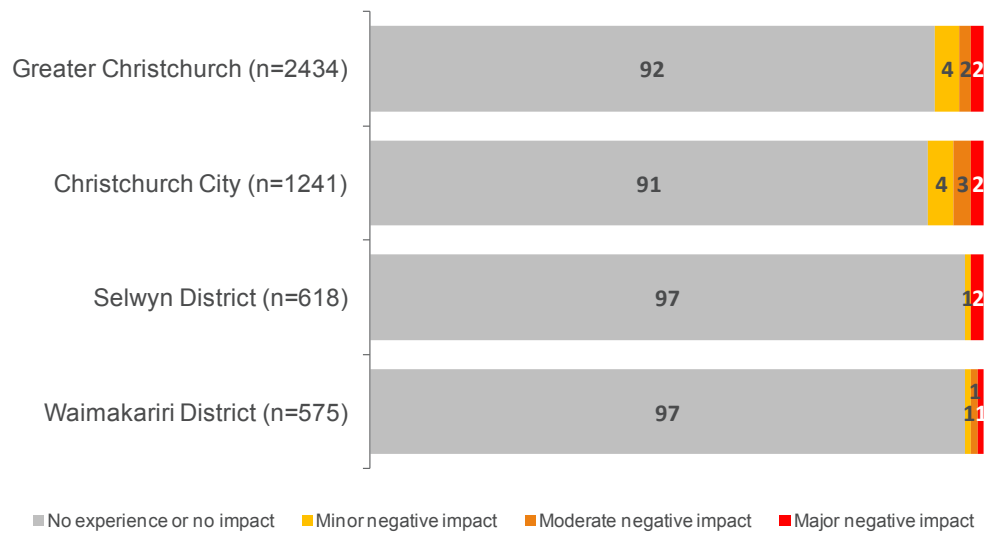
Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Living in temporary housing (10%)

House too Small

The lives of 8% of residents are still being negatively impacted by living in a house too small for the number of people in the household.

Figure 7.27: Current result – House too small for the number of people in the household by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to be strongly impacted by living in a house too small for the number of people (5% compared with 2% of Waimakariri District and Selwyn District residents).

Those more likely to say the impact on their everyday lives is moderate or major (4%) are:

- Living in a temporary housing (22%)
- Renting the dwelling they usually live in (11%)
- Aged 25 to 34 years old (9%)

8.0 Positive Impacts of the Earthquakes

Introduction Questions were also asked to measure the proportion of residents who have experienced positive impacts from the earthquakes.

Respondents were shown a list of 14 positive outcomes and, for each, were asked to indicate the level of impact each issue was **still having** on their everyday lives as a result of the earthquakes.

The results are shown as follows:

- Table 8.1 provides an overview and ranks the 14 outcomes, based on the proportion that indicates a particular issue is continuing to have a **strong positive impact** on their everyday lives (answered either 'moderate positive impact' or 'major positive impact'). This table compares the April 2014 results with results of the September 2012, April 2013 and September 2013 surveys.
- Following this summary table, each of the issues is scrutinised individually and significant differences between sub-groups highlighted.

Strength of Outcome The table below compares April 2014 with September 2013, April 2013 and September 2012 results. The question was phrased slightly differently between measures as follows:

- In September 2012 residents considered the extent their everyday lives **had been impacted** by an issue as a result of the earthquakes
- In April 2013, September 2013 and April 2014 residents considered the extent to which their everyday lives **were still being impacted** by each issue as a result of the earthquakes.

As can be seen from the table below, for many residents the initial 'reactionary' positive outcomes of the earthquakes have dissipated with time, particularly pride in ability to cope, renewed appreciation of life, heightened sense of community, spending more time with family and increased resilience.

Whilst some longer-term positive outcomes have remained stable (e.g. business and employment related benefits, improved quality of house), others have decreased significantly as some aspects of the progress seem to be taking longer than residents had hoped (related to frustrations of being in a damaged environment, transport related pressures and loss of recreation facilities identified in the negative impacts section). In particular, smaller proportions of residents are being positively impacted by access to new and repaired recreational facilities, and opportunities for individual creative expression.

Table 8.1: Trend – Proportion who say the outcome continues to have a moderate or major positive impact (%)

(Issues ranked based on April 2014 results - from highest to lowest in term of proportion still being strongly impacted by each issue)	September 2012	April 2013	September 2013	April 2014
Renewed appreciation of life	45	33*	29*	27
Pride in ability to cope under difficult circumstances	41	26*	24	22
Family's increased resilience	36	23*	24	21*
Spending more time together as a family	36	27*	25	20*
Helping family, friends and the community	NA*	20	19	17
Heightened sense of community	34	20*	19	17
Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	24	20*	18	16
Tangible signs of progress	NA*	NA*	18	15*
Access to new and repaired recreational, cultural and leisure time facilities	NA*	16	18	15*
Opportunity to experience public events and spaces	14	15	14	14
Business and employment opportunities	11	10	11	12
Improved quality of house after the repair/rebuild	NA*	NA*	11	10
Income related benefits	7	8	9	8
Increased opportunities for individual creative expression	9	9	10	7*

Base: All respondents, excluding not answered (base sizes vary)

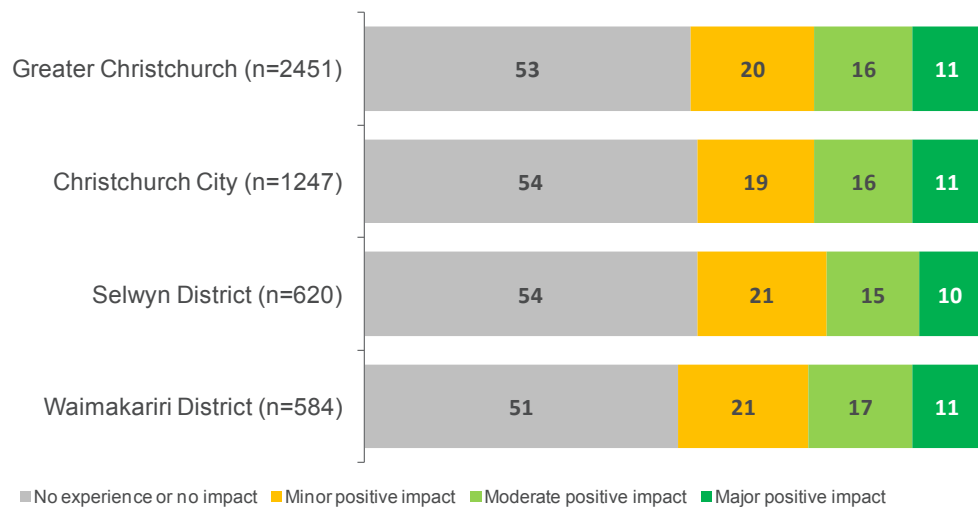
* Not asked in that measure

**Renewed
 Appreciation
 of Life**

Almost one in two (47%) continue to experience a renewed appreciation of life as a result of the earthquakes. For over a quarter (27%) this continues to have a moderate or major positive impact on their everyday lives.

The strength of the impact seems to be dissipating over time (from 45% strongly impacted in September 2012, 33% in April 2013, 29% in September 2013 and now 27% in April 2014).

Figure 8.1: Current result – Renewed appreciation of life by TLA (%)



Base: All respondents, excluding not answered

Those more likely to say the impact on their everyday lives is moderate or major (27%) are:

- Of Māori ethnicity (36%)
- Female (32%)
- Aged 50 to 64 years old (32%)

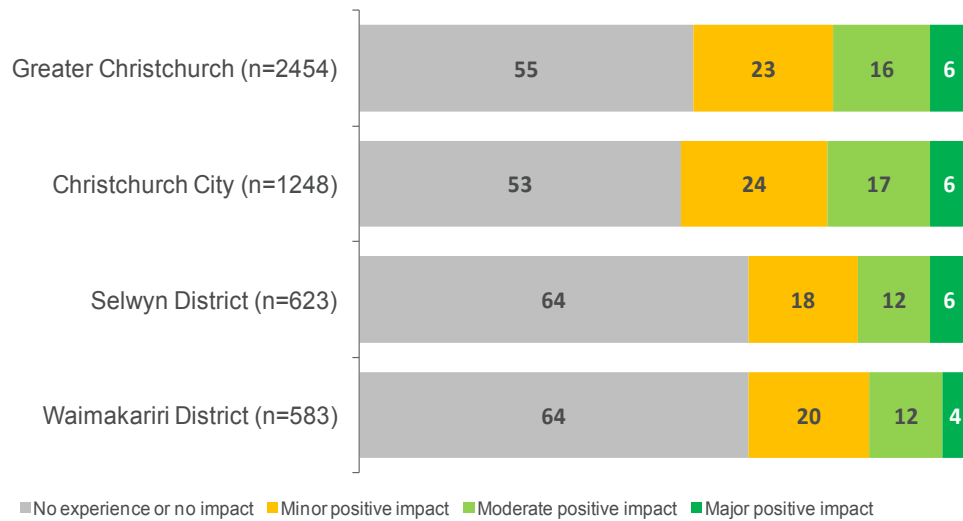
Those less likely to indicate a moderate or major impact are:

- Aged 25-34 (18%)
- Male (21%)

**Coping under
 Difficult
 Circumstances**

Under half (45%) still feel pride in their ability to cope under difficult circumstances as a result of the earthquakes. For a quarter (22%) this continues to have a moderate or major positive impact on their everyday lives.

Figure 8.2: Current result – Pride in ability to cope under difficult circumstances by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to still strongly feel pride in their ability to cope (23%) compared to those living in Selwyn District (18%) or Waimakariri District (16%).

Those more likely to say the impact on their everyday lives is moderate or major (22%) are:

- From a household with an income of between \$30,001 and \$60,000 (26%)

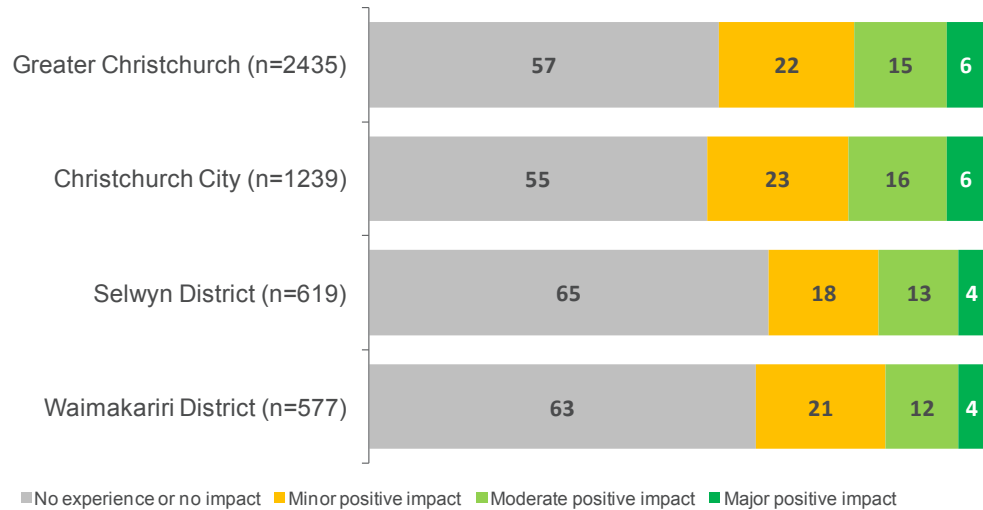
Those less likely to say this are:

- Aged 75 years or over (15%)

Increased Resilience

Under half (43%) indicate an increase in their own and/or their family's resilience as a result of the earthquakes. One in five (21%) of all residents indicate that increased resilience is having a moderate or major positive impact on their everyday lives.

Figure 8.3: Current result – Family's increased resilience by TLA (%)



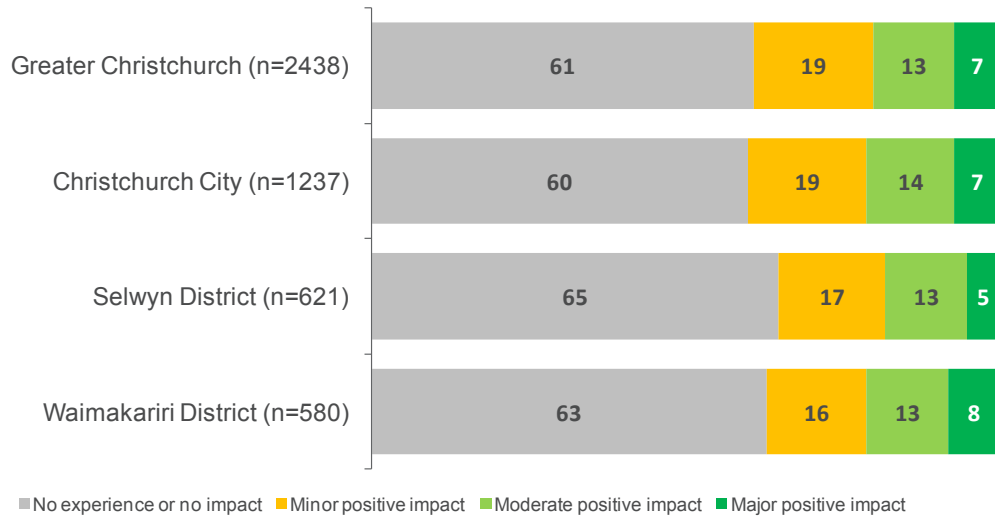
Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to indicate they feel an increase in their family's resilience (22%) compared to those living in Selwyn District (17%) or Waimakariri District (16%).

Spending Time with Family

Almost two in five (39%) greater Christchurch residents continue to benefit from spending more time together as a family as a result of the earthquakes. For two in ten (20%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.4: Current result – Spending more time together as a family by TLA (%)



Base: All respondents, excluding not answered

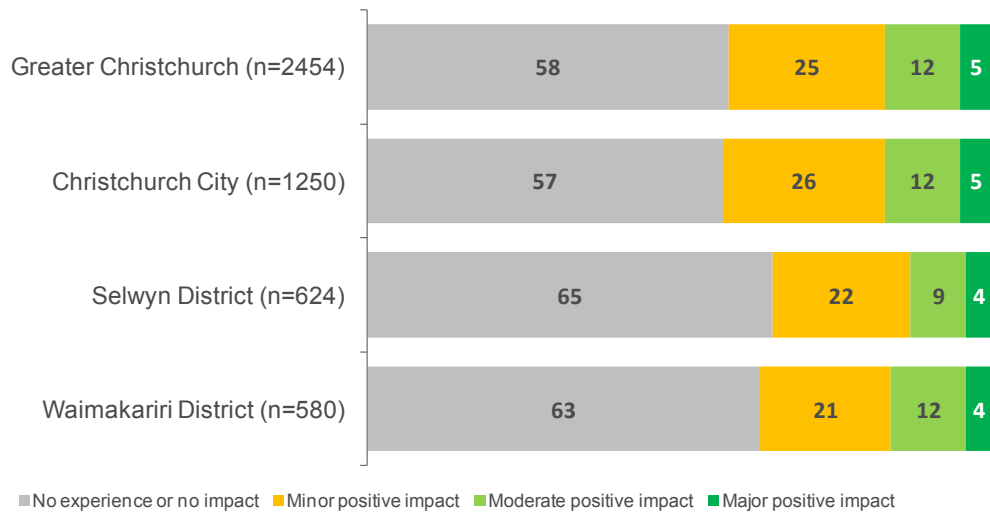
Those more likely to say the impact on their everyday lives is moderate or major (20%) are:

- Of Māori ethnicity (31%)
- Currently living with children in their household (25%)

Helping others

Over four in ten (42%) say that helping family, friends and the community as a result of the earthquakes is still having a positive impact on their everyday lives. A sixth (17%) says this is having a moderate or major positive impact.

Figure 8.5: Current result – Helping family, friends and the community by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to say that helping family, friends and the community continues to have a positive impact on their everyday lives (17% cf. 13% of Selwyn District residents and 16% of Waimakariri District residents).

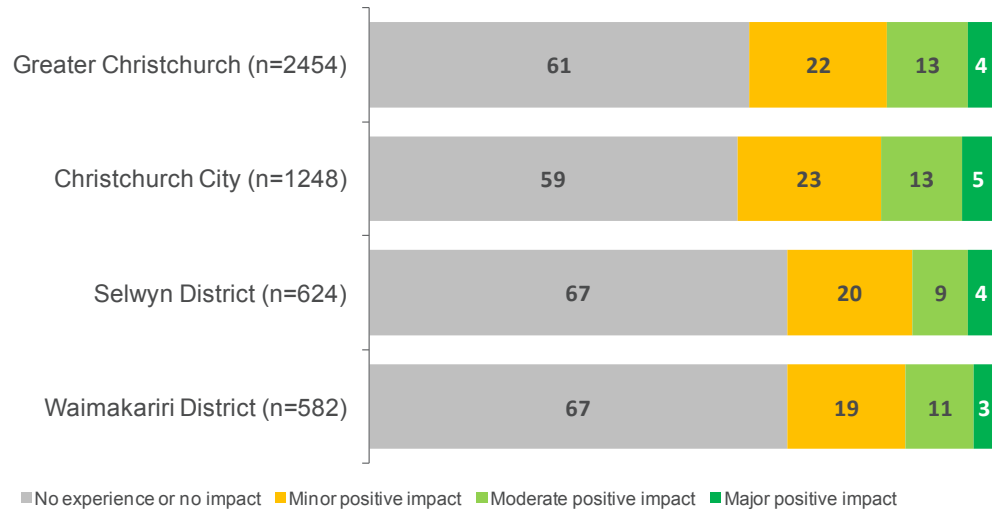
Those more likely to say the impact on their everyday lives is moderate or major (17%) are:

- Of Māori ethnicity (28%)

Sense of Community

Almost two in five (39%) continue to feel a heightened sense of community as a result of the earthquakes. For a sixth (17%), this is having a strong positive impact on their everyday lives.

Figure 8.6: Current result – Heightened sense of community by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents continue to feel a heightened sense of community as a result of the earthquakes that is having a positive outcome on their everyday lives (18% cf. 13% of Selwyn District residents and 14% of Waimakariri District residents).

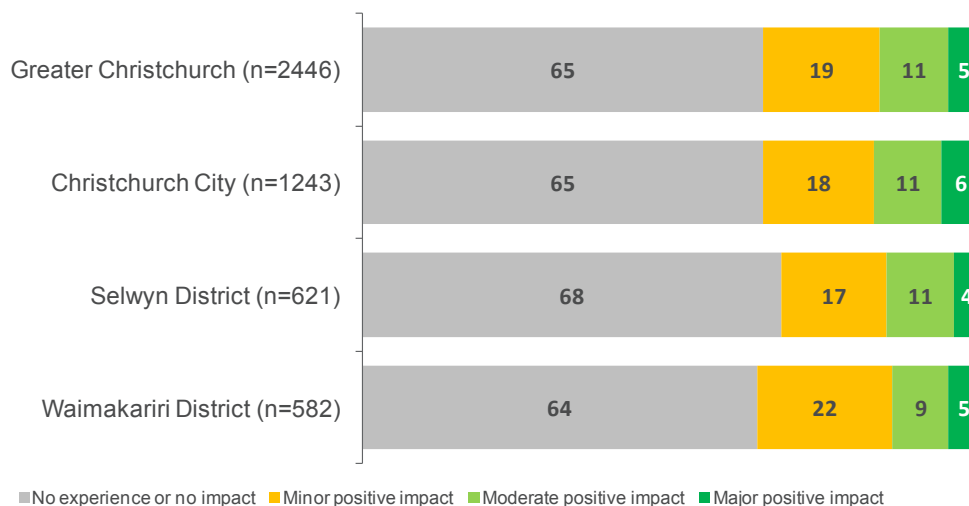
Those more likely to indicate the impact on their everyday lives has been moderate or major (17%) are:

- From a household with an income of less than \$30,000 (23%)

**Stronger
 Personal
 Commitment**

Over a third (35%) feels a stronger personal commitment to Christchurch, Selwyn or Waimakariri. A sixth (16%) says this is having a moderate or major positive impact on their everyday lives.

Figure 8.7: Current result – Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri by TLA (%)



Base: All respondents, excluding not answered

A higher proportion of Christchurch City residents feel a stronger personal commitment to the region that is having a positive outcome on their everyday lives (17% cf. 15% of Selwyn District residents and 14% of Waimakariri District residents).

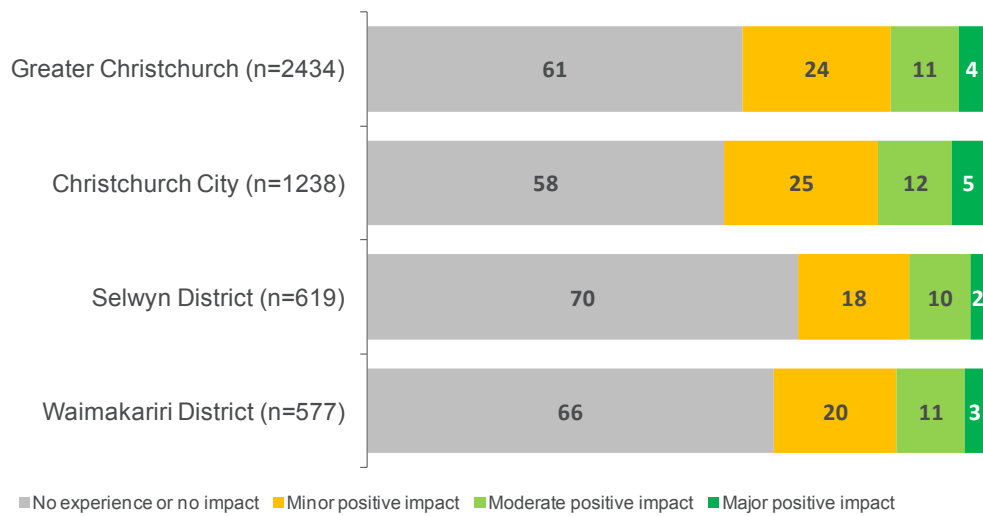
Those more likely to say the impact on their everyday lives is moderate or major (16%) are:

- Renting the dwelling they usually live in (22%)

**Tangible Signs
 or Progress**

Almost four in ten (39%) say they are being positively impacted by tangible signs of progress. For over a sixth (15%) this is having a moderate or major impact on their everyday lives.

Figure 8.8: Current result – Tangible signs of progress (new buildings, CBD cordon removed) by TLA (%)



Base: All respondents, excluding not answered

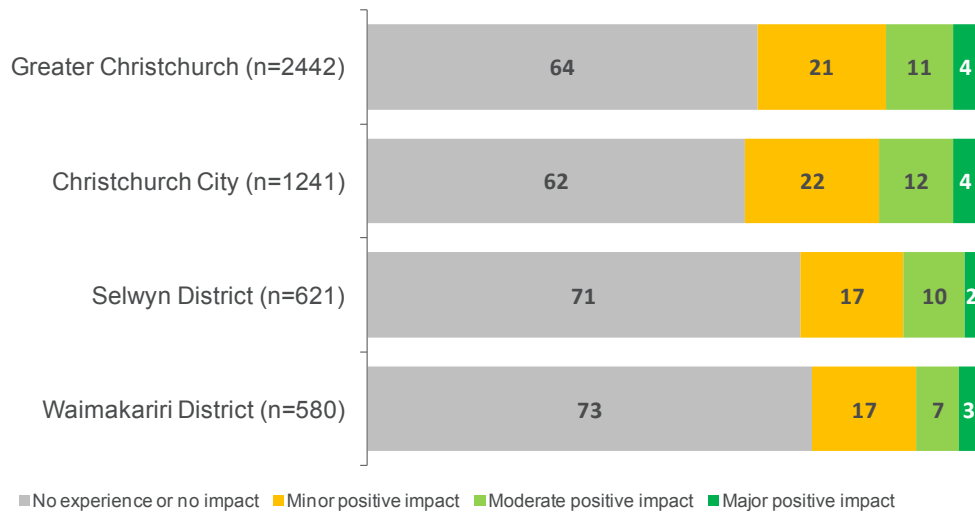
Those more likely to say the impact on their everyday lives is moderate or major (15%) are:

- Aged 65 to 74 (22%)

Access to new facilities

Over a third (36%) feel that access to new and repaired recreational, cultural and leisure time facilities is impacting positively on their lives, including 15% for whom this is having a strong positive impact.

Figure 8.9: Current result – Access to new and repaired recreational, cultural and leisure time facilities by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn District (12%) and Waimakariri District (10%) are less likely to say they are being positively impacted by increased access to new and repaired facilities compared to 16% of those living in Christchurch City.

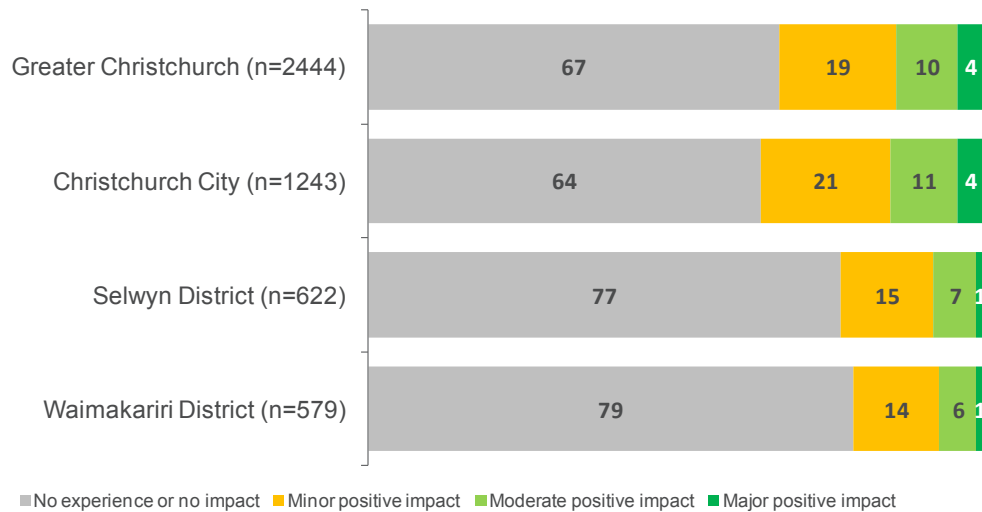
Those more likely to indicate the impact on their everyday lives has been moderate or major (15%) are:

- Renting the dwelling they usually live in (20%)

**Experience
 Public Events
 and Spaces**

A third (33%) continues to be positively impacted by the opportunity to experience public events and spaces as a result of the earthquakes and this is having a strong positive impact on the lives of 14%.

Figure 8.10: Current result – Opportunity to experience public events and spaces by TLA (%)



Base: All respondents, excluding not answered

Those living in Selwyn District (8%) and Waimakariri District (7%) are less likely to feel they are being strongly impacted positively by opportunities to experience public events and spaces as a result of the earthquakes (compared to 15% of those living in Christchurch City).

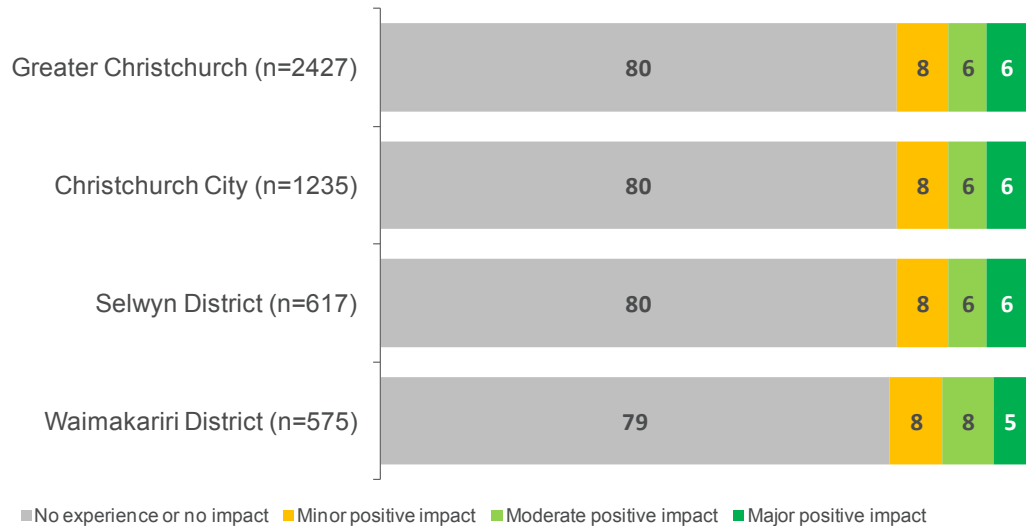
Those less likely to indicate the impact on their everyday lives has been moderate or major (14%) are:

- Aged 75 years or over (7%)

Business and Employment Opportunities

A fifth (20%) is being positively impacted by business and employment opportunities as a result of the earthquakes. For just over one in ten (12%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.11: Current result – Business and employment opportunities by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (12%) are:

- Aged 25-34 (20%)
- From a household with an income of more than \$100,000 (17%)

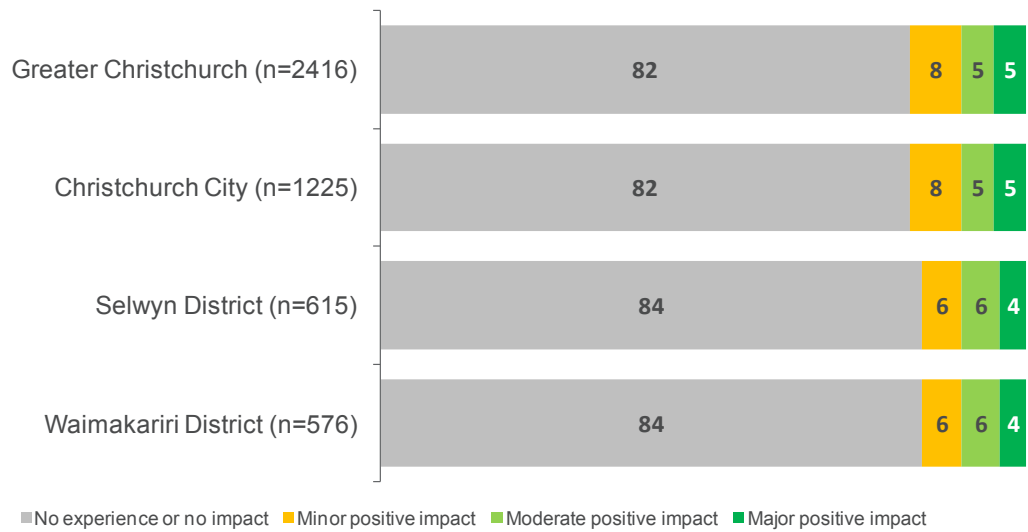
Those less likely to indicate that the impact on their everyday lives has been moderate or major are:

- Aged 75 years or over (1%) or 65 to 74 (3%)
- From a household with an income of less than \$30,000 (7%)

Improved Quality of House

Over a sixth (18%) is experiencing an improved quality of house due to the repair or rebuild as a result of the earthquakes. For 10% this is having a moderate or major impact on their everyday lives.

Figure 8.12: Current result – Improved quality of house after the repair / rebuild by TLA (%)



Base: All respondents, excluding not answered

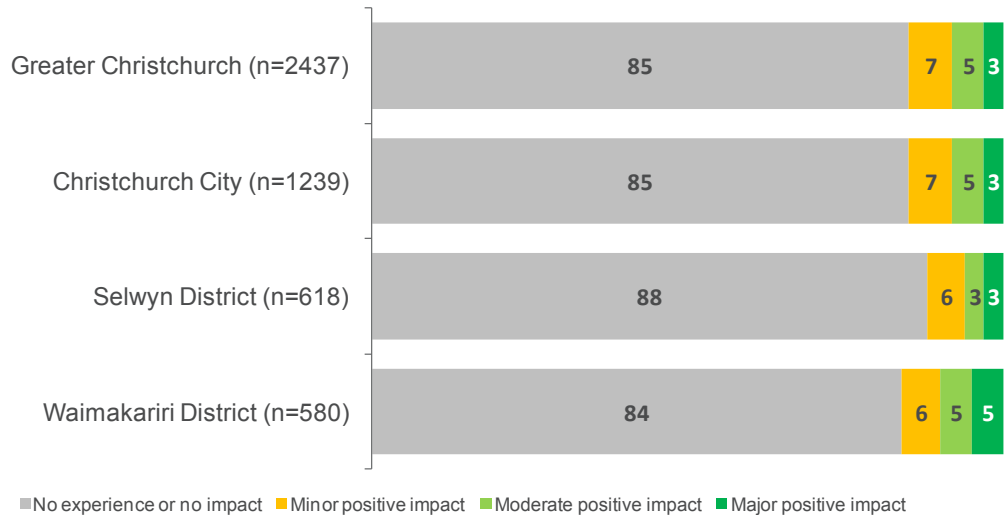
Those more likely to indicate that the impact on their everyday lives is moderate or major (10%) are:

- Aged 65 to 74 years old (16%)

Income-Related Benefits

Around one in seven (15%) are experiencing income-related benefits as a result of the earthquakes. For 8% this is having a moderate or major impact on their everyday lives.

Figure 8.13: Current result – Income-related benefits by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (8%) are:

- Aged 25-34 (14%)

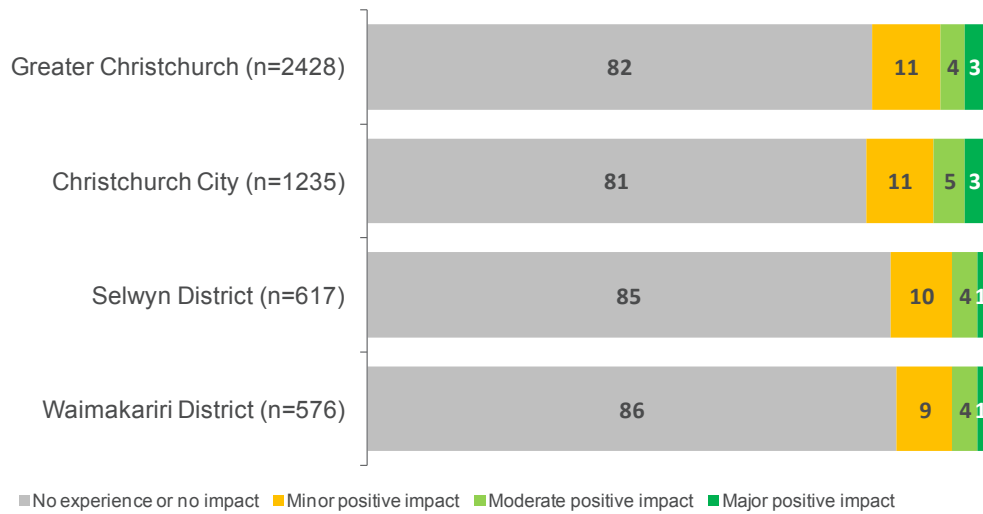
Those less likely to indicate that the impact on their everyday lives is moderate or major are:

- Aged 75 or over (1%) or 65 to 74 (3%)

**Individual
 Creative
 Expression**

Almost a fifth (18%) of Christchurch residents are being positively impacted by increased opportunities for individual creative expression. For under one in ten (7%) this is having a moderate or major positive impact on their everyday lives.

Figure 8.14: Current result – Increased opportunities for individual creative expression by TLA (%)



Base: All respondents, excluding not answered

Those more likely to indicate that the impact on their everyday lives is moderate or major (7%) are:

- Living in temporary housing (14%)
- Of Māori ethnicity (12%)
- Renting the dwelling they usually live in (12%)

9.0 Confidence in Decision-Making

Introduction This section summarises responses to questions that measured the perceptions residents have of the decisions being made by the agencies involved in earthquake recovery.

Specifically, respondents were asked to indicate the level of confidence they felt in each of the following (using a scale of not at all confident, not very confident, neutral, confident, very confident, don't know):

- Overall, that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (generally, rather than agency-specific)
- That CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch
- That their specific local council is making earthquake recovery decisions that are in the best interests of the district in question
- That Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch.

Respondents were also asked to express their level of satisfaction or dissatisfaction with the opportunities the public has had to influence earthquake recovery decisions.

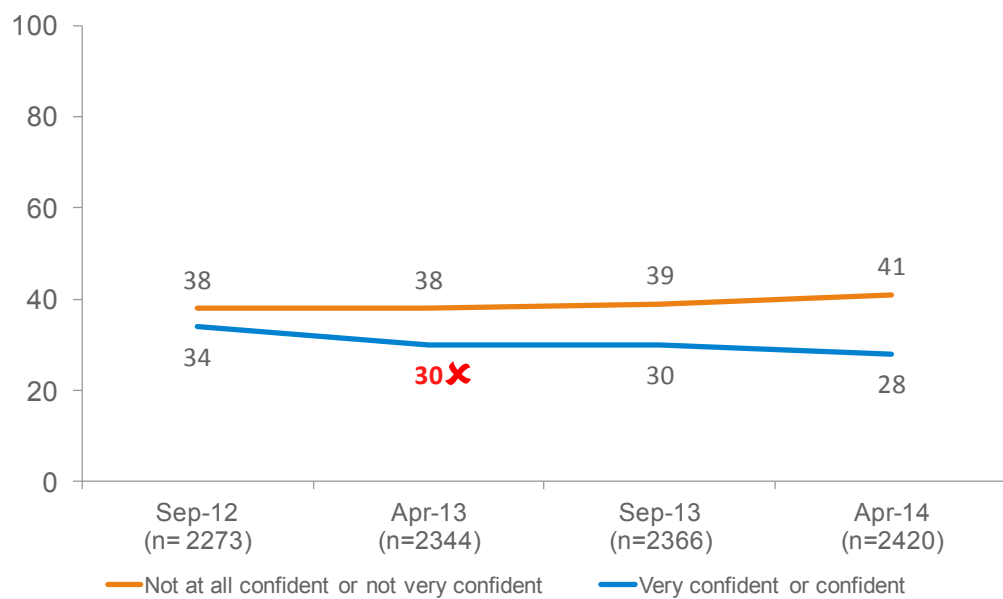
Overall Confidence

While residents' opinions continue to be polarised as to whether or not they have confidence in the decisions being made by the agencies involved in the recovery, these results indicate that residents are becoming less confident over time with the decisions being made.

Over four in ten (41%) residents express a lack of confidence while just 28% are confident. The other three in ten (31%) are non committal.

Since April 2013 there has been a significant increase in the proportion of residents who feel not at all confident or not very confident about the decisions being made by the agencies involved in the recovery (41% cf. 38% in April 2013).

Figure 9.1: Trend – Overall confidence in the earthquake recovery decisions, over time (%)



Base: All respondents, excluding those who said don't know or not answered

Whilst there have been no significant changes in the results among the three Districts this measure, the lack of confidence seems to be being driven by those living in Christchurch City.

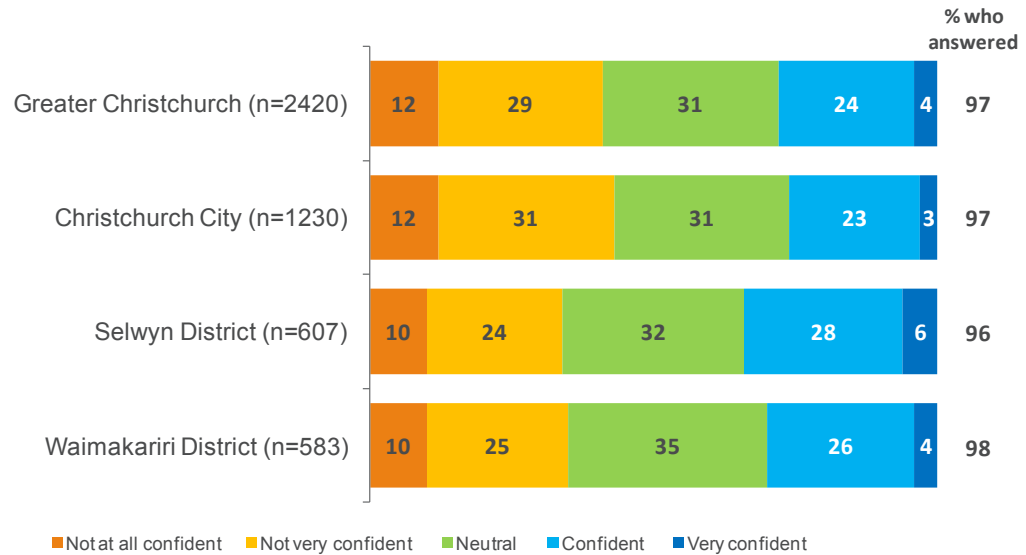
Those living in Selwyn District, continue to be more confident than other residents.

Table 9.1: Trend – Overall confidence in the earthquake recovery decisions by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1100; April 2013, n=1168; September 2013, n=1191; April 2014, n=1230)	Very confident or confident	34	30*	29	26
	Neutral	27	32	31	31
	Not at all or not very confident	39	38	40	43
Selwyn District (September 2012, n=591; April 2013, n=601; September 2013, n=613; April 2014, n=607)	Very confident or confident	40	34*	32	34
	Neutral	26	34	38	32
	Not at all or not very confident	34	32	30	34
Waimakariri District (September 2012, n=582; April 2013, n=575; September 2013, n=562; April 2014, n=583)	Very confident or confident	33	32	29	30
	Neutral	32	31	34	35
	Not at all or not very confident	35	37	37	35

Base: All respondents excluding those who said don't know or not answered

Figure 9.2: Current result – Overall confidence in the earthquake recovery decisions by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to express confidence in earthquake recovery decisions (28%) are:

- Those aged 75 years or more (38%), or 65 to 74 years old (33%)
- From a household with an income of less than \$30,000 (33%)
- Those who have not needed to make an insurance claim on their dwelling (33%)

Those more likely to lack confidence (41%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (56%) and those who are waiting to have an assessment on their dwelling claim from their insurer (52%)
- Those with a physical health condition or disability (51%)
- Aged 50 to 64 years (47%)

Relative Confidence in Specific Agencies

As noted earlier, confidence in the earthquake recovery decisions being made are showing a downward trend. This trend is also evident across all the agencies which are looked at separately below.

The proportion of greater Christchurch residents who expressed confidence in the decisions being made by CERA (33%) is showing a slight downward trend over time.

The proportion of Christchurch City residents who lack confidence in the decisions the council is making has decreased significantly (37% cf. 43% in September 2013). However, they continue to have the lowest proportion of residents confident with their decision-making (29%) compared to the other agencies.

Confidence with decisions being made by Waimakariri District Council (35%) remains higher when compared with Christchurch City. However, confidence has dropped slightly over time (from 43% in September 2012)

Selwyn residents continue to have the highest confidence with the decisions being made by Selwyn district Council (39% very confident or confident).

Confidence in Environment Canterbury's decision-making continues to be significantly lower than all other agencies. In addition, confidence has decreased significantly compared to September 2013 (25% cf. 28% in September 2013 indicating they are confident and 35% cf. 32% in September 2013 indicating they lack confidence).

Table 9.2: Trend – Confidence with the individual agencies involved in making earthquake recovery decisions, over time (%)

Confidence that agency has made decisions in best interest of relevant area	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
CERA (September 2012, n=2273; April 2013, n=2301; September 2013, n=2346; April 2014, n=2386)	Very confident or confident	41	35*	35	33
	Neutral	29	35	33	34
	Not at all or not very confident	30	30	32	33
Christchurch City Council (September 2012, n=1017; April 2013, n=1151; September 2013, n=1184; April 2014, n=1218)	Very confident or confident	29	28	26	29
	Neutral	29	31	31	34
	Not at all or not very confident	42	41	43	37✓
Selwyn District Council (September 2012, n=583; April 2013, n=586; September 2013, n=606; April 2014, n=596)	Very confident or confident	41	37	42	39
	Neutral	33	35	36	37
	Not at all or not very confident	27	28	22✓	24

Waimakariri District Council (September 2012, n=584; April 2013, n=576; September 2013, n=559; April 2014, n=586)	Very confident or confident	43	37*	37	35
	Neutral	27	30	26	31
	Not at all or not very confident	30	33	37	34
Environment Canterbury (September 2012, n=2151; April 2013, n=2217; September 2013, n=2256; April 2014, n=2307)	Very confident or confident	28	27	28	25*
	Neutral	37	41	40	40
	Not at all or not very confident	35	32✓	32	35*

Base: All respondents excluding those who said don't know or not answered

Confidence in CERA

As noted earlier, confidence in the decisions being made by CERA has been showing a slight downward trend over time (33% cf. 41% in September 2012). This is a trend that can be seen across the three TLA's.

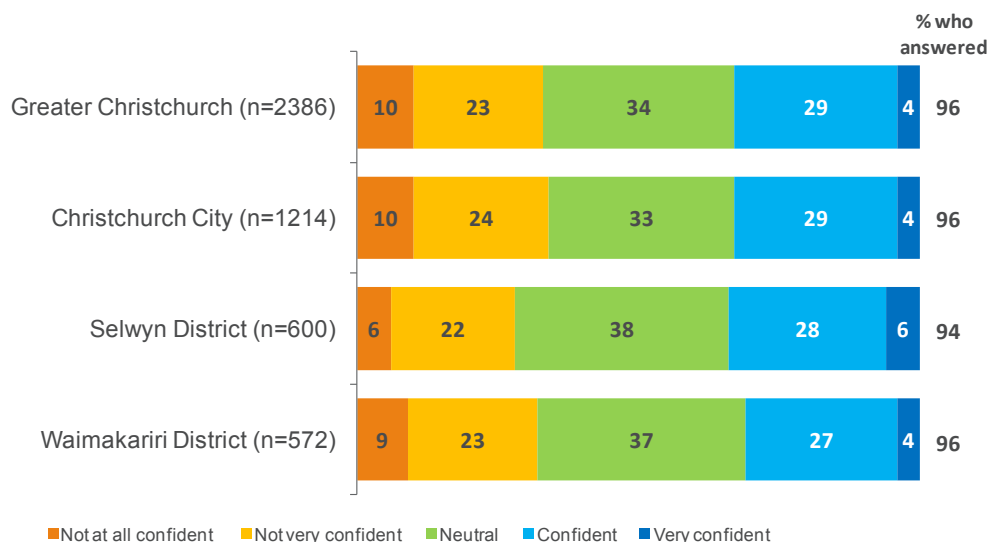
Table 9.3: Trend – Confidence in earthquake recovery decisions being made by CERA by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1101; April 2013, n=1142; September 2013, n=1179; April 2014, n= 1214)	Very confident or confident	41	34*	36	33
	Neutral	29	34	32	33
	Not at all or not very confident	30	32	32	34
Selwyn District (September 2012, n=587; April 2013, n=585; September 2013, n=607; April 2014, n=600)	Very confident or confident	41	37	36	34
	Neutral	31	38	39	38
	Not at all or not very confident	28	25	25	28
Waimakariri District (September 2012, n=585; April 2013, n=574; September 2013, n=560; April 2014, n=572)	Very confident or confident	40	37	32	31
	Neutral	29	36	35	37
	Not at all or not very confident	31	27	33*	32

Base: All respondents excluding those who said don't know or not answered

A third (33%) of residents feel the decisions made by CERA have been in the best interests of greater Christchurch, while another third (33%) express a lack of confidence.

Figure 9.3: Current result – Confidence in decision-making by CERA by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

A larger proportion of those living in Christchurch City and Waimakariri District express a lack of confidence in the decisions being made by CERA, compared with those living in Selwyn District (34% among those living in Christchurch City and 32% among those living in Waimakariri District, compared to 28% among those living in Selwyn District).

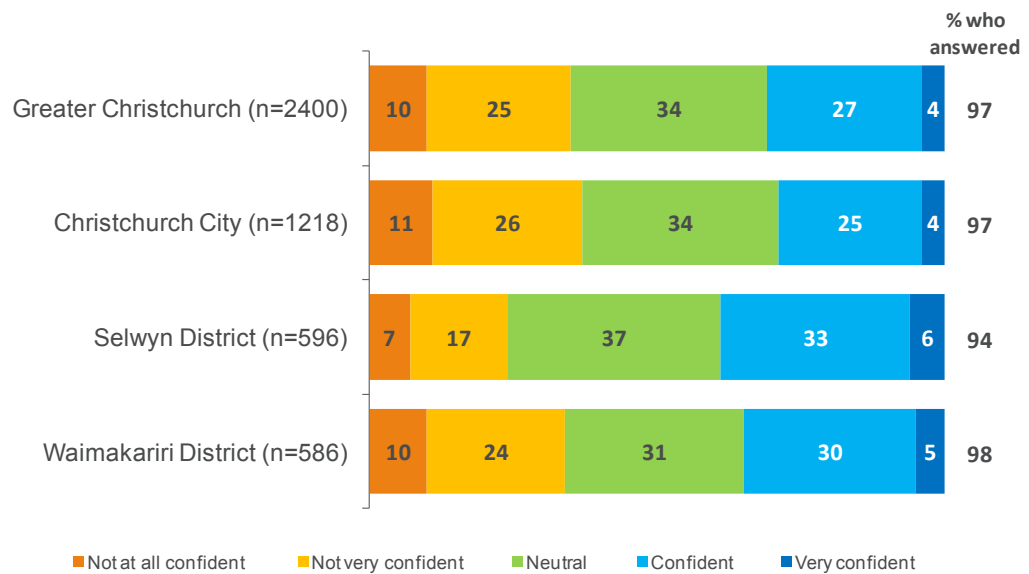
Those more likely to say they are not confident with the decisions CERA has made (33%) are:

- Of Māori ethnicity (45%)
- Those who are waiting to have an assessment on their dwelling claim from their insurer (45%)
- Living with a health condition or disability (42%)

Confidence in Local Councils

Three in ten (31%) residents are confident that the decisions made by their local council have been in the best interests of their city or district, while just over a third (35%) are not confident.

Figure 9.4: Current result – Confidence in decision-making by local councils by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those living in Christchurch City are less confident that the decisions being made by their local council are in the best interest of their city.

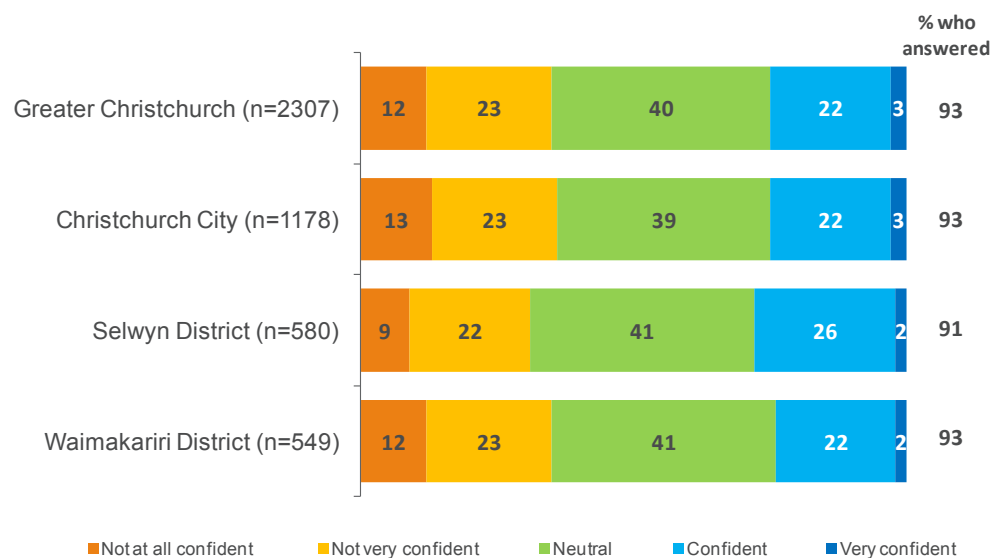
Those more likely to lack confidence with the decisions made (35%) are:

- Aged 50 to 64 (42%)
- Living with a health condition or disability (42%)

Confidence in Environment Canterbury

A quarter (25%) of residents feels confident in the decisions made by Environment Canterbury (a significant decrease from 28% in September 2013). A higher proportion (35%) expresses a lack of confidence.

Figure 9.5: Current result – Confidence in decision-making by Environment Canterbury by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to express confidence in the decisions made by Environment Canterbury (25%) are:

- Aged 75 years and over (36%) or 18 to 24 (34%)

Those more likely to lack confidence with the decisions made (35%) are:

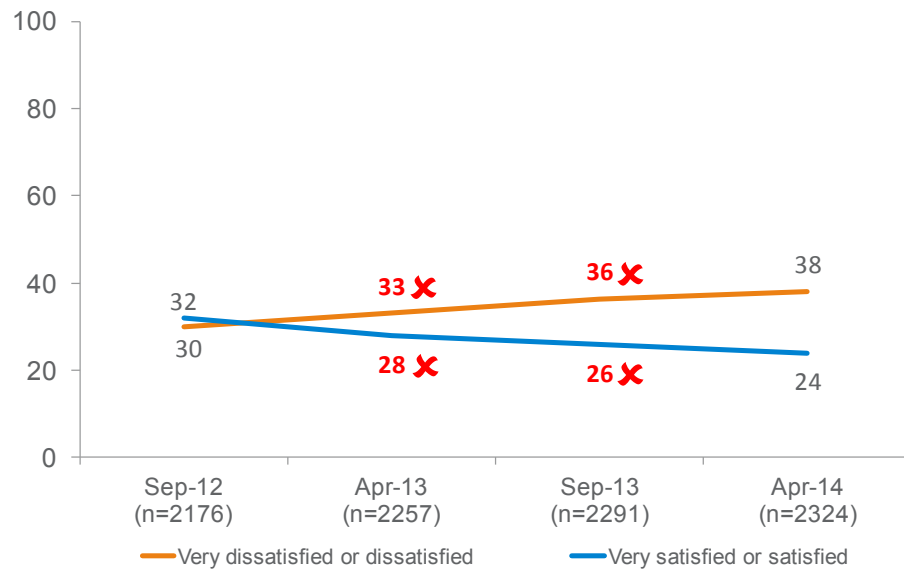
- Those who are waiting to have an assessment on their dwelling claim from their insurer (47%)
- Aged 50 to 64 (45%)
- Have a physical health condition or disability (44%)

Satisfaction with Opportunities to Influence Decisions

Almost a quarter (24%) of residents in greater Christchurch are satisfied (very satisfied or satisfied) with the opportunities the public has had to influence earthquake recovery decisions. A higher proportion (38%) is dissatisfied or very dissatisfied.

Whilst this is not a significant change from September 2013, satisfaction with the opportunities the public has had to influence earthquake recovery decisions has continued to decline over time.

Figure 9.6: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions, over time (%)



Base: All respondents, excluding those who said don't know, excluding not answered

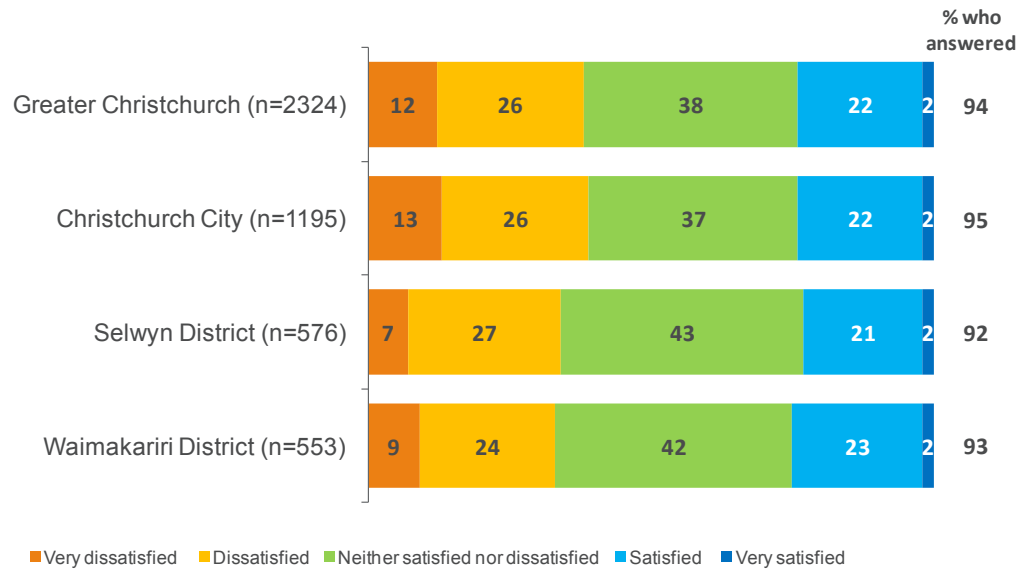
This trend is evident across all three TLA's. However, those living in Christchurch City are significantly more dissatisfied with the opportunities the public has had to influence decisions.

Table 9.4: Trend – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1064; April 2013, n=1125; September 2013, n=1159; April 2014, n=1195)	Very satisfied and satisfied	32	28*	25	24
	Neither satisfied nor dissatisfied	38	39	38	37
	Very dissatisfied and dissatisfied	30	33	37*	39
Selwyn District (September 2012, n=558; April 2013, n=580; September 2013, n=600; April 2014, n=576)	Very satisfied and satisfied	37	31*	27	23
	Neither satisfied nor dissatisfied	37	41	39	43
	Very dissatisfied and dissatisfied	26	28	34*	34
Waimakariri District (September 2012, n=554; April 2013, n=552; September 2013, n=532; April 2014, n=553)	Very satisfied and satisfied	33	27*	27	25
	Neither satisfied nor dissatisfied	39	41	39	42
	Very dissatisfied and dissatisfied	28	32	34	33

Base: All respondents excluding those who said don't know or not answered

Figure 9.7: Current result – Satisfaction with the opportunities the public has had to influence earthquake recovery decisions by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those more likely to be satisfied with the opportunities (24%) are:

- Aged 75 years or over (35%)

Those more likely to be dissatisfied with the opportunities (38%) are:

- Living with a health condition or disability (46%)

10.0 Satisfaction with Information

Introduction This section summarises responses to questions that measured how satisfied or dissatisfied residents have been with information they received about earthquake recovery decisions (e.g. timeliness, relevance, accuracy).

Specifically, respondents were asked their level of satisfaction with each of the following:

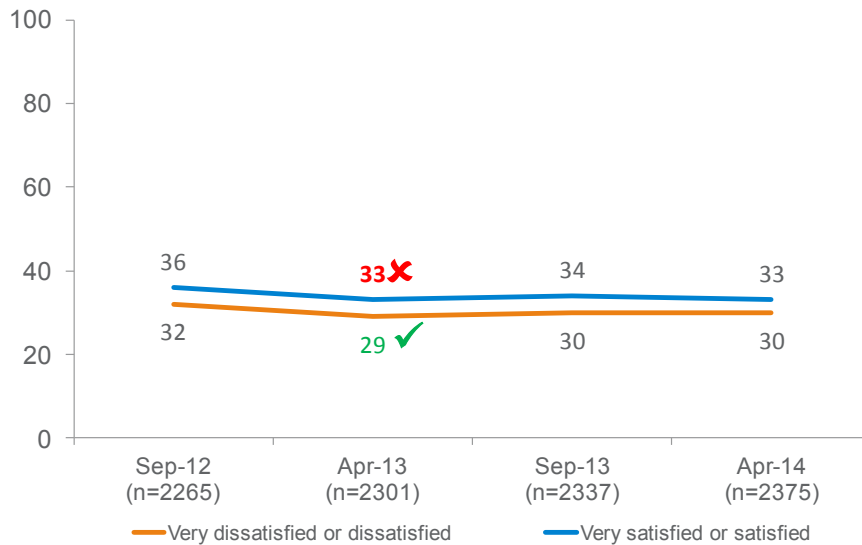
- Overall, with information about earthquake recovery decisions (generally, rather than agency-specific)
- Information from CERA
- Information from their local council
- Information from Environment Canterbury
- Information from EQC (relating to their policy)
- Information from private insurers (relating to their policy)

To obtain further insight, respondents were also asked where they currently receive information about the rebuild and recover from, and where they would go if they were to look for additional information.

Overall Satisfaction

Residents continue to have very polarised views about the information they have received about earthquake recovery decisions. While 33% express satisfaction with the overall information received, 30% express dissatisfaction, while the remaining 37% do not have a firm view. This result has been very stable over time.

Figure 10.1: Trend – Overall satisfaction with information, over time (%)



Base: All respondents, excluding those who said don't know, excluding not answered

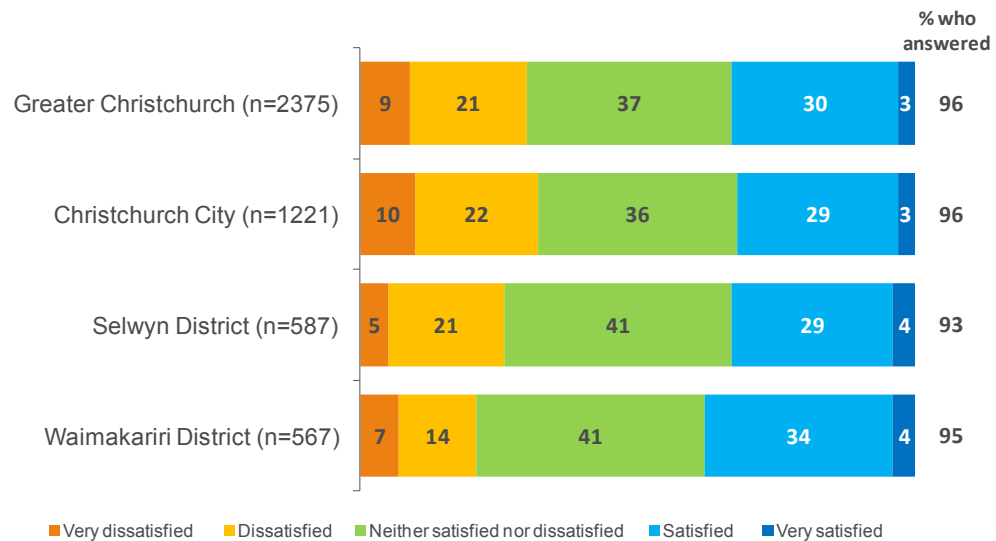
Table 10.1: Trend – Overall satisfaction with information by TLA over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1102; April 2013, n=1152; September 2013, n=1182; April 2014, n=1221)	Very satisfied and satisfied	35	33	33	32
	Neither satisfied nor dissatisfied	31	37	35	36
	Very dissatisfied and dissatisfied	34	30	32	32
Selwyn District (September 2012, n=582; April 2013, n=591; September 2013, n=601; April 2014, n=587)	Very satisfied and satisfied	40	34	35	33
	Neither satisfied nor dissatisfied	36	42	40	41
	Very dissatisfied and dissatisfied	24	24	25	26
Waimakariri District (September 2012, n=579; April 2013, n=558; September 2013, n=554; April 2014, n=567)	Very satisfied and satisfied	40	35	38	38
	Neither satisfied nor dissatisfied	35	43	39	41
	Very dissatisfied and dissatisfied	25	22	23	21

Base: All respondents excluding those who said don't know or not answered

While 33% express satisfaction with the overall information received, 30% express dissatisfaction, while the remaining 37% do not have a firm view.

Figure 10.2: Current result – Overall satisfaction with information by TLA (%)



Base: All respondents, excluding those who said don't know, excluding not answered

Those living in Selwyn or Waimakariri Districts are less likely to be dissatisfied with the information received (26% and 21% respectively, compared to 32% in Christchurch City).

Those more likely to be satisfied with the information received (33%) are:

- Aged 75 and over (48%) or 65 to 74 (45%)
- From a household with an income less than \$30,000 (40%)
- Those who have not needed to make an insurance claim on their dwelling (40%)

Those more likely to be dissatisfied with the information received (30%) are:

- Those who are waiting to have an assessment on their dwelling claim from their insurer (42%)
- Living with a health condition or disability (41%)

The great majority of residents have noticed information relating to earthquake recovery decisions from CERA (88%), EQC (86%) and their local councils (90% of Christchurch City residents, 89% of Waimakariri District residents, and 83% of Selwyn District residents). Some 77% have noticed Environment Canterbury's information, while eight in ten (80%) have received information from their private insurers.

This is very similar to recall in September 2012 with the only downward trend being from private insurers (likely due to more residential repairs being completed).

Table 10.2: Trend – Proportion who recall receiving information from each agency, over time (%)

Proportion who recall receiving information	Sept 2012	April 2013	Sept 2013	April 2014
CERA	89	90	88	88
Local council				
Christchurch City Council	90	90	88	90
Selwyn District Council	83	84	84	83
Waimakariri District Council	90	90	93	89
Environment Canterbury	77	79	78	77
EQC (relating to resident's policy)	90	89	88	86
Private insurer (relating to resident's policy)	86	84	84	80

Base: All respondents, excluding not answered

Note: September 2012 referred to information and communication, while April and September 2013 refers to information only

Relative Satisfaction Satisfaction with the information received from specific agencies, based on those who recall receiving information, shows mixed results.

Firstly the decrease in the proportion of greater Christchurch residents who are satisfied with the information received from CERA that was seen in September 2013 has shown no improvement or further decline.

Recipients of information from Waimakariri District Council are significantly less satisfied with the information they have received (36% cf. 44% in September 2013). Whilst they used to be a lot happier than recipients of information from Selwyn District Council and Christchurch District Council, the gap has now narrowed considerably.

Satisfaction with the information received from EQC has increased significantly. However they continue to have the highest rate of dissatisfaction among recipients despite this improvement.

Table 10.2: Trend – Satisfaction with the information from various agencies, over time (%)

Satisfaction with information about earthquake recovery decisions among recipients	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
CERA (September 2012, n=2061; April 2013, n=2088; September 2013, n=2104; April 2014, n=2146)	Satisfied and very satisfied	40	37*	34*	33
	Neither satisfied nor dissatisfied	42	47	46	48
	Dissatisfied and very dissatisfied	18	16	20*	19
Christchurch City Council (September 2012, n=1019; April 2013, n=1057; September 2013, n=1073; April 2014, n=1132)	Satisfied and very satisfied	28	31	28	28
	Neither satisfied nor dissatisfied	45	45	46	49
	Dissatisfied and very dissatisfied	27	24	26	23
Selwyn District Council (September 2012, n=507; April 2013, n=514; September 2013, n=528; April 2014, n=526)	Satisfied and very satisfied	36	34	34	34
	Neither satisfied nor dissatisfied	47	47	50	50
	Dissatisfied and very dissatisfied	17	19	16	16

Waimakariri District Council (September 2012, n=539; April 2013, n=536; September 2013, n=540; April 2014, n=530)	Satisfied and very satisfied	42	43	44	36*
	Neither satisfied nor dissatisfied	39	37	39	45
	Dissatisfied and very dissatisfied	19	20	17	19
Environment Canterbury (September 2012, n=1778; April 2013, n=1853; September 2013, n=1916; April 2014, n=1916)	Satisfied and very satisfied	22	24	25	23
	Neither satisfied nor dissatisfied	55	56	55	57
	Dissatisfied and very dissatisfied	23	20✓	20	20
EQC (relating to resident's policy) (September 2012, n=2140; April 2013, n=2098; September 2013, n=2161; April 2014, n=2128)	Satisfied and very satisfied	27	28	26	29✓
	Neither satisfied nor dissatisfied	31	29	33	32
	Dissatisfied and very dissatisfied	42	43	41	39
Private insurer (relating to resident's policy) (September 2012, n=1975; April 2013, n=1974; September 2013, n=2036; April 2014, n=1978)	Satisfied and very satisfied	31	33	33	34
	Neither satisfied nor dissatisfied	36	36	39	37
	Dissatisfied and very dissatisfied	33	31	28✓	29

Base: Those who recall receiving communications or information from the various organisations.

Satisfaction with CERA The majority (88%) recall receiving information about earthquake recovery decisions from CERA.

As mentioned previously, the decrease in the proportion of greater Christchurch residents who are satisfied with the information received from CERA that was seen in September 2013 has shown no improvement or further decline.

Satisfaction is very similar across greater Christchurch.

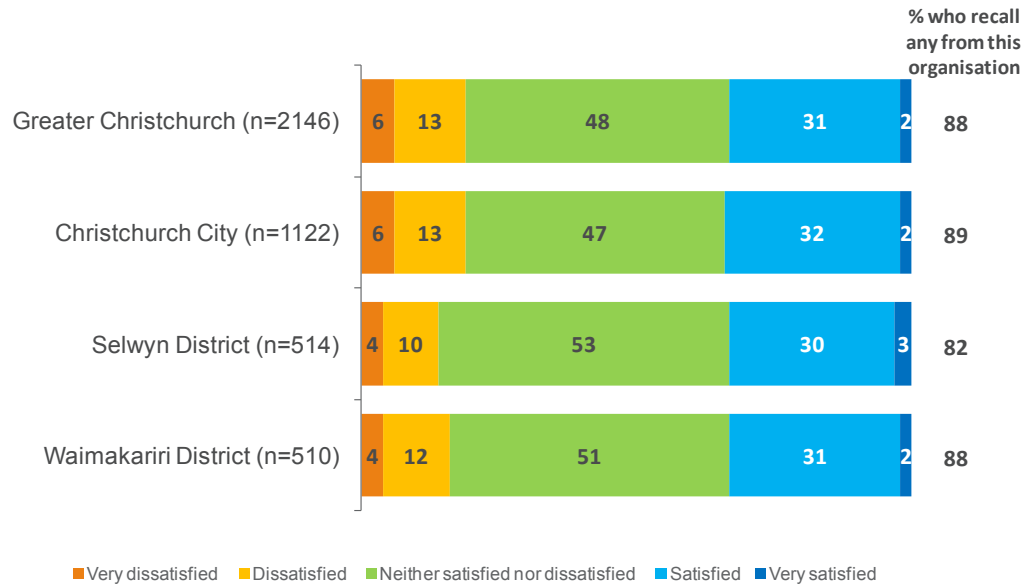
Table 10.3: Trend – Satisfaction with the information from CERA, over time (%)

TLA	Rating	Sept 2012	Apr 2013	Sept 2013	Apr 2014
Christchurch City (September 2012, n=1020; April 2013, n=1058; September 2013, n=1074; April 2014, n=1122)	Very satisfied and satisfied	40	36	34	34
	Neither satisfied nor dissatisfied	41	47	45	47
	Very dissatisfied and dissatisfied	19	17	21*	19
Selwyn District (September 2012, n=510; April 2013, n=519; September 2013, n=515; April 2014, n=514)	Very satisfied and satisfied	40	35	34	33
	Neither satisfied nor dissatisfied	47	52	52	53
	Very dissatisfied and dissatisfied	13	13	14	14
Waimakariri District (September 2012, n=531; April 2013, n=511; September 2013, n=515; April 2014, n=510)	Very satisfied and satisfied	39	45✓	38*	33
	Neither satisfied nor dissatisfied	47	41	48	51
	Very dissatisfied and dissatisfied	15	14	14	16

Base: Those who recall receiving communications or information from the various organisations.

A third (33%) are satisfied with this information, while two in ten (19%) are dissatisfied. A large proportion (48%) is neither satisfied nor dissatisfied.

Figure 10.3: Current result – Satisfaction with the information from CERA by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Recipients of information from CERA who are living in Selwyn District and Waimakariri District are less likely to be dissatisfied with what was received (14% and 16% respectively cf. 19% among those living in Christchurch City).

Those more likely to have been satisfied with the information from CERA (33%) are:

- Aged 75 years or over (58%) or 65 to 74 (45%)

Those more likely to have been dissatisfied (19%) are:

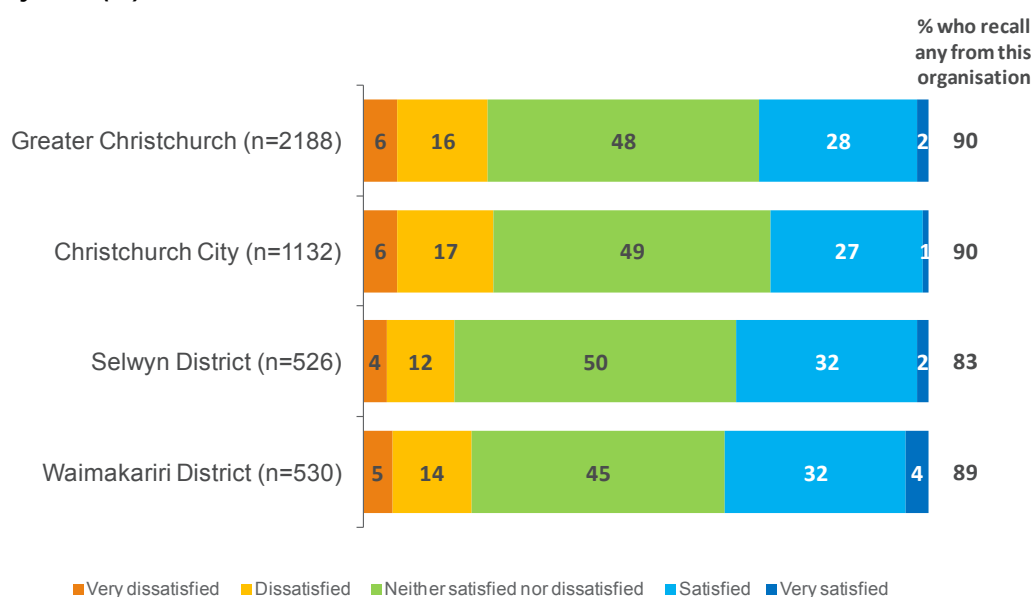
- Of Māori ethnicity (33%)
- Living with a health condition or disability (24%)

Satisfaction with Local Councils

The majority (90%) say that they recall receiving information about earthquake recovery decisions from their local council.

Three in ten (30%) have been satisfied with this information received, while two in ten (22%) have been dissatisfied.

Figure 10.4: Current result – Satisfaction with the information from local councils by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Recipients of information from Waimakariri and Selwyn District Councils are more satisfied with the information received.

Those more likely to have been satisfied with the information (30%) received from their local council are:

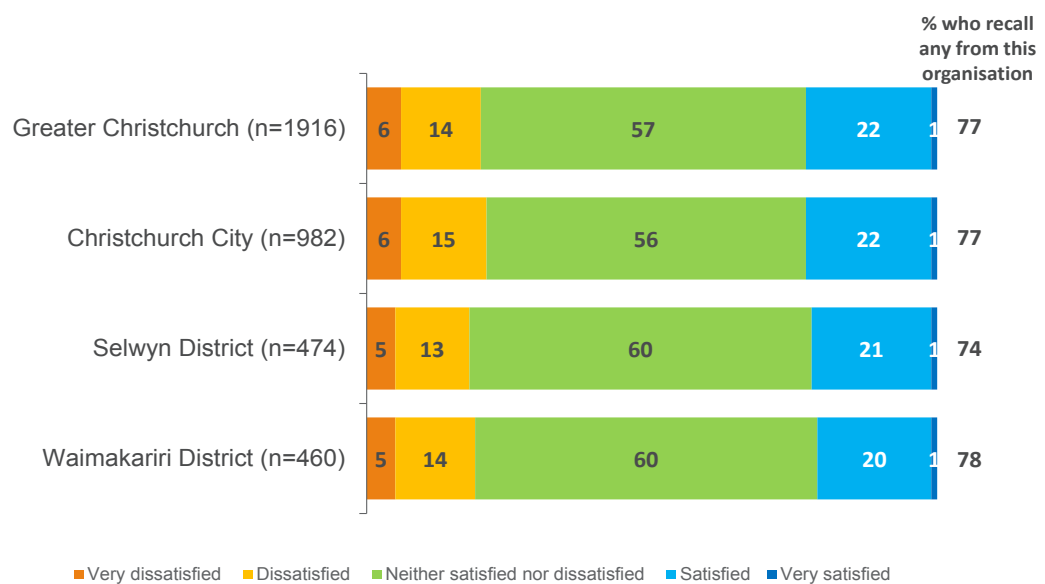
- Aged 75 years or over (45%)
- Those who have not needed to make an insurance claim on their dwelling (37%)
- From a household with an income between \$30,001 to \$60,000 (36%)

Satisfaction with Environment Canterbury

Almost eight in ten (77%) greater Christchurch residents recall receiving information from Environment Canterbury.

Almost a quarter (23%) have been satisfied with the information received from Environment Canterbury, while two in ten (20%) have been dissatisfied.

Figure 10.5: Current result – Satisfaction with the information from Environment Canterbury by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those more likely to have been satisfied with the information received from Environment Canterbury (23%) are:

- Aged 75 years or over (42%) or 65 to 74 years old (28%)
- From a household with an income of \$30,001 to \$60,000 (29%)

Those more likely to have been dissatisfied with the information received from Environment Canterbury (20%) are:

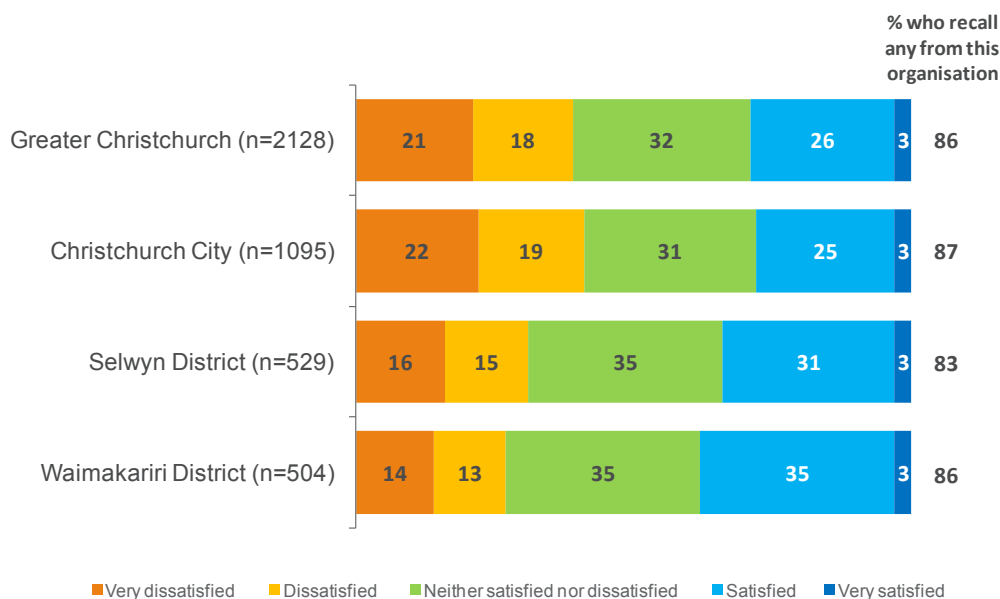
- From a household with an income of more than \$100,000 (26%)
- Living with a physical health condition or disability (26%)
- Aged 50 to 64 years old (25%)

Satisfaction with EQC

The majority (86%) recall receiving information from EQC relating to their policy.

Under a third (29%) is satisfied with the information received. However, almost four in ten (39%) are dissatisfied.

Figure 10.6: Current result – Satisfaction with the information from EQC by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those living in Waimakariri District are more satisfied with the information they have received from EQC in relation to their policy, whereas those in Christchurch City are more dissatisfied.

Those more likely to be satisfied with the information (29%) are:

- Aged 75 years or over (58%) or 65 to 74 (41%)
- From a household with an income of less than \$30,000 (40%)
- Those who have not needed to make an insurance claim on their dwelling (36%) and those who have accepted an offer on their dwelling claim from their insurer (36%)

Those more likely to be dissatisfied with the information (39%) are:

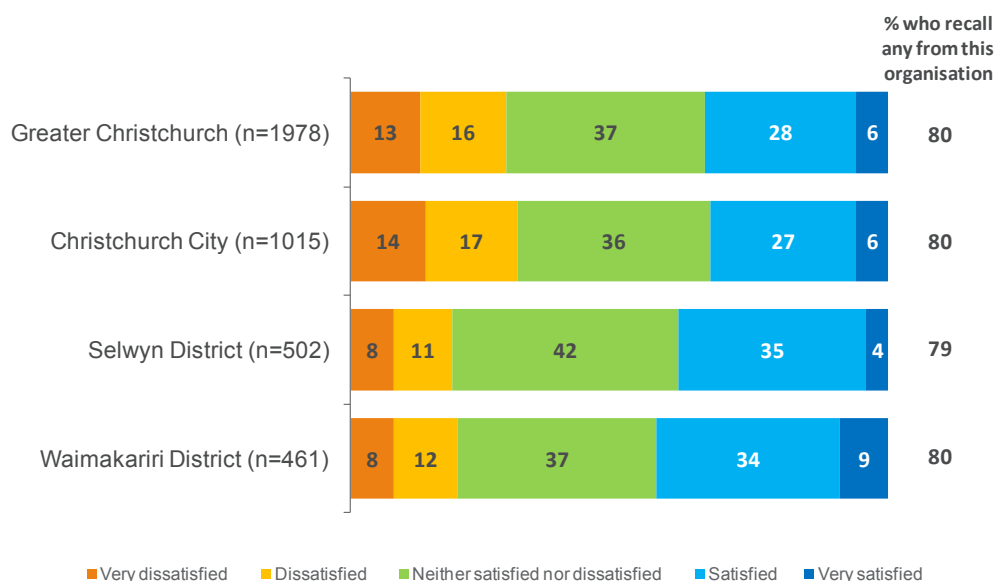
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (62%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (57%) and those who are waiting to have an assessment on their dwelling claim from their insurer (57%)
- Aged 35 to 49 (47%)
- From a household with an income of more than \$100,000 (47%) or \$60,001 to \$100,000 (44%)
- Currently have children living in their household (46%)

Satisfaction with Private Insurers

Eight in ten (80%) recall receiving information relating to their policy from private insurers.

Over a third (34%) of greater Christchurch residents have been satisfied with the information they have received from private insurers, while three in ten (29%) have been dissatisfied with the information.

Figure 10.7: Current result – Satisfaction with the information from private insurers by TLA (%)



Base: All respondents, excluding those who said don't recall receiving any, excluding not answered

Those living in Christchurch City are more dissatisfied than those from the other Districts with the information they have received from private insurers in relation to their policy, while those living in Selwyn and Waimakariri District are more satisfied.

Those more likely to be satisfied with the information (34%) are:

- Aged 75 years or over (61%) or 65 to 74 (44%)
- Those who have accepted an offer on their dwelling claim from their insurer (46%)
- From a household with an income of less than \$30,000 (40%)

Those more likely to be dissatisfied (29%) are:

- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (53%), those who have had an assessment on their dwelling claim from their insurer but have not received an offer (46%) and those who are waiting to have an assessment on their dwelling claim from their insurer (45%)
- From a household with an income of more than \$100,001 (37%)
- Living with a physical health condition or disability (35%)
- Aged 35 to 49 (34%)

**Where
Residents
Receive
Information
From**

Mailouts (such as circulars and flyers, 29%), newsletters (26%), newspapers (24%) and through online channels (22%) are the most common ways in which residents of greater Christchurch receive information about the rebuild and recovery.

Table 10.4: Current result – Where residents receive information about the rebuild and recovery from (%)

	April 2014
Mailouts	29
Newsletters	26
Newspapers	24
Internet/online/websites	22
TV	17
The Press	16
Emails	12
News media general	9
Local community/free newspapers	8
Word of mouth	8
Radio	6
Stuff website	3
Facebook/Facebook groups	2
Insurance company	2
Campbell Live	1
Libraries	1
Other	9
None/don't receive or ask for information	9
Don't know	1

Base: All respondents (n=2511)

**Where
Residents
Would go to
Look for
Information**

The majority (64%) of residents would go online if they were looking for information about the rebuild or recovery emphasising the importance of an up to date online presence among all agencies.

Table 10.4: Current result – Where residents receive information about the rebuild and recovery from (%)

	April 2014
Internet/online/websites	64
Newsletters	8
Newspapers	8
The Press	6
Word of mouth	3
TV	3
Libraries	3
Mailouts	3
News media general	2
Local community/free newspapers	2
Stuff website	2
Radio	1
Insurance company	1
Facebook/Facebook groups	1
Emails	1
Other	6
None/don't receive or ask for information	8
Don't know	5

Base: All respondents (n=2511)

11.0 – Awareness and Opinion of Services

Introduction

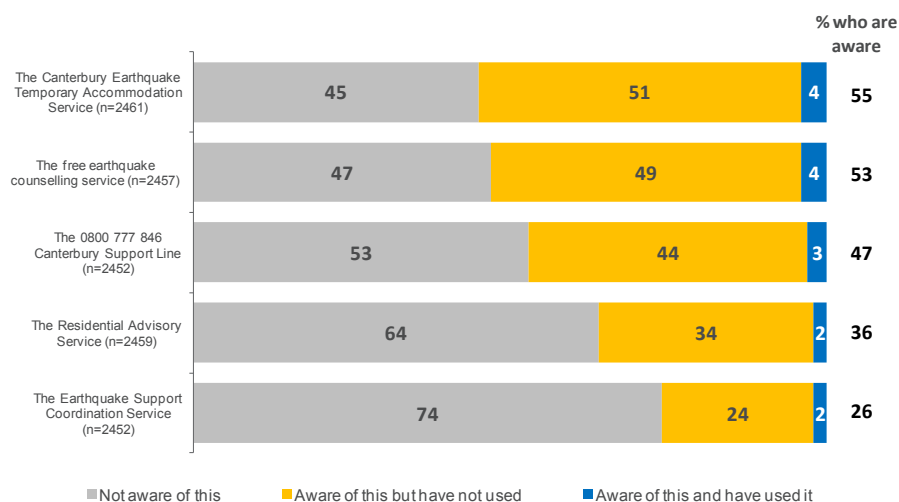
A number of services have been implemented in greater Christchurch to assist people living in the area cope with various issues. This section reviews the awareness, use and opinion of these services.

Overview of Awareness and Use

Awareness of the Canterbury Earthquake Temporary Accommodation Service is highest of all services with almost six in ten (55%) residents saying that they are aware of this service. A small proportion (4%) has used this service.

Awareness of the free earthquake counselling service has dropped 3 percentage points to 53%, with 4% indicating they have used this service. Almost half (47%) of residents are aware of the 0800 777 846 Canterbury Support Line, while over a third (36%) of residents indicate they are aware of the Residential Advisory Coordination Service. Awareness of the Earthquake Support Coordination Service is the lowest of all services with just over a quarter (26%) indicating they are aware of it.

Figure 11.1: Current result – Awareness and usage of the various services (%)



Base: All respondents, excluding not answered

Almost half (49%) of greater Christchurch residents are aware of the 'All Right?' campaign (a significant increase compared to 38% in September 2013).

Figure 11.2: Current result – Awareness of the All Right campaign (%)



Base: All respondents, excluding not answered

Awareness and Opinion over time

Awareness of each of the services has been stable over the last 6 months, apart from the 'All Right?' campaign which has increased significantly (49% cf. 38% in September 2013).

Table 11.3: Trend – Awareness of each service over time (% who are aware)

Awareness of each service	Apr 2013	Sept 2013	Apr 2014
The Canterbury Earthquake Temporary Accommodation Service	55	55	55
The free earthquake counselling service	57	56	53
The 0800 777 846 Canterbury Support Line (the quake line)	53	51	47
The Residential Advisory Service	NA	35	36
The Earthquake Support Coordination Service	29	27	26
The 'All Right?' campaign	33	38✓	49✓

Among those who have used the service, favourability towards the Canterbury Earthquake Temporary Accommodation Service (77%) and the Earthquake Support Coordination Service (77%) is higher compared to the other services.

Attitudes towards the 'All Right?' campaign are also very positive with almost two thirds (63%) rating it as favourable or very favourable. This result is showing an upward trend over time.

Table 11.4: Trend – Opinion of each service over time (% who are favourable or very favourable)

	Among those who have used service			Among those who have not used the service		
	Apr 2013	Sept 2013	Apr 2014	Apr 2013	Sept 2013	Apr 2014
The Canterbury Earthquake Temporary Accommodation Service	76	71	77	39	42	40
The free earthquake counselling service	85	79	70	48	53✓	52
The 0800 777 846 Canterbury Support Line (the quake line)	58	66	62	45	43	39
The Residential Advisory Service	NA	46	63	NA	35	37
The Earthquake Support Coordination Service	58	93✓	77	33	35	34
The 'All Right?' campaign	NA	NA	NA	57	61	63

Canterbury Earthquake Temporary Accommodation Service

Over half (55%) of greater Christchurch residents are aware of the Canterbury Earthquake Temporary Accommodation Service, 4% of which have used the service.

Two thirds (64%) of those currently in temporary housing are aware of the service, and 17% indicate that they have used it.

Those living in Waimakariri District are more likely to be aware of the service (63%), while those living in Selwyn District are less likely to be aware of it (45%).

Those more likely to be aware of this service (55%):

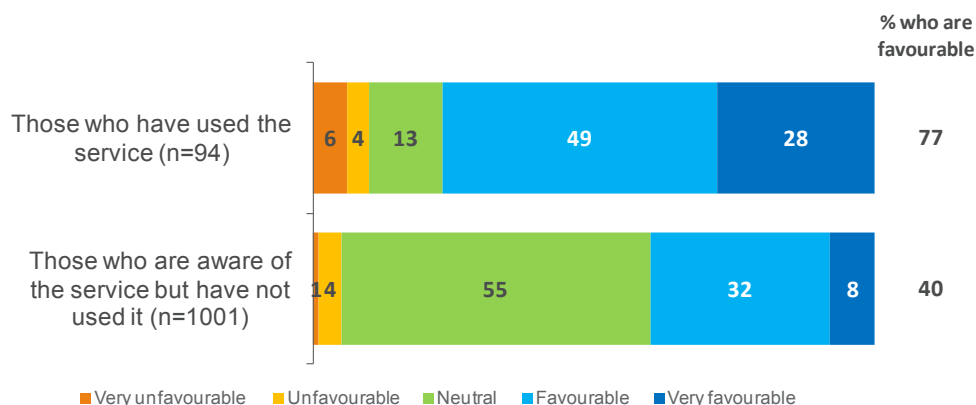
- Have a household income of less than \$30,000 (63%)

Those less likely to be aware of this service (55%) are:

- Aged 18 to 24 (33%) or 25 to 34 (42%)
- Of Pacific, Asian or Indian ethnicity (41%)
- Renting the dwelling they usually live in (45%)

Of those who have used the Canterbury Earthquake Temporary Accommodation Service, almost eight in ten (77%) have a favourable impression of it, while four in ten (40%) of those who have not used it are favourable.

Figure 11.6: Current result – Opinion of the Canterbury Earthquake Temporary Accommodation Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

**Free
 Earthquake
 Counselling
 Service**

Just over half (53%) of residents say that they are aware of the free earthquake counselling service, while some 4% have used this service.

Those more likely to be aware of this service (53%) are:

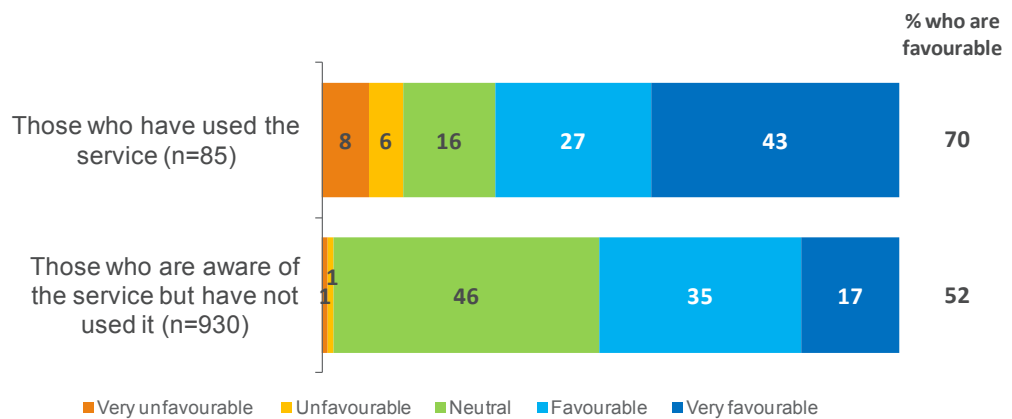
- From a household with an income of less than \$30,000 (63%)

Those less likely to be aware of this service (53%) are:

- Living in Selwyn (46%)
- Aged 18 to 24 (39%) or 25 to 34 years old (44%)
- Male (45%)
- From a household with an income of more than \$100,000 (45%)

Among those who have used the service, seven in ten (70%) have a favourable impression of the service, while half (52%) of those who have not used it are favourable.

Figure 11.5: Current result – Opinion of the free earthquake counselling service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

The 0800 777 846 Canterbury Support Line

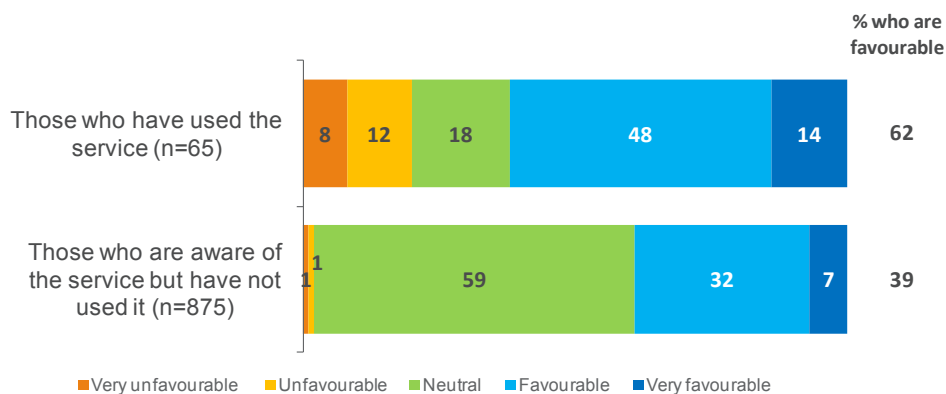
Just under half (47%) of greater Christchurch residents are aware of the 0800 777 846 Canterbury Support Line. Three percent have used the service.

Those less likely to be aware of this service (47%) are:

- Aged 18 to 24 (37%) or 25 to 34 (37%)
- Renting the dwelling they usually live in (40%)
- Male (42%)
- From a household with an income of more than \$100,000 (42%)

Of those who have used the 0800 777 846 Canterbury Support Line, six in ten (62%) have a favourable impression of it. However some 20% have an unfavourable impression. Among those who are aware of the Support Line but not used it, 39% say their impression is favourable.

Figure 11.7: Current result – Opinion of the 0800 777 846 Canterbury Support Line (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

**Residential
 Advisory
 Service**

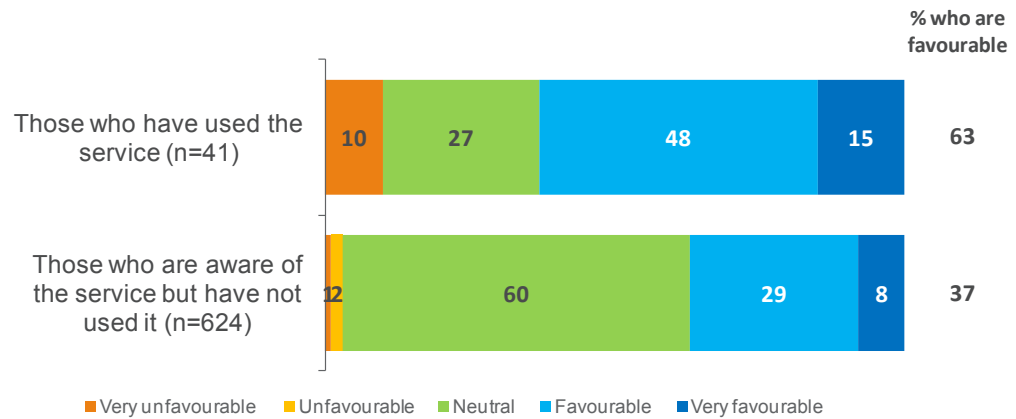
Over a third (36%) of greater Christchurch residents are aware of the Residential Advisory Service, while only 2% have used it.

Those less likely to be aware of this service (36%) are:

- Aged 18 to 24 (17%) or 25 to 34 years old (26%)
- Living in Selwyn District (28%)

Of those who have used the Residential Advisory Service, almost two thirds (63%) have a favourable impression of it, while more than a third (37%) of those who have not used it say their impression of the service is favourable.

Figure 11.9: Current result – Opinion of the Residential Advisory Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

**Earthquake
 Support
 Coordination
 Service**

Just over a quarter (26%) of greater Christchurch residents are aware of the Earthquake Support Coordination Service. A small proportion (2%) says they have used this service.

Those less likely to be aware of this service (26%) are:

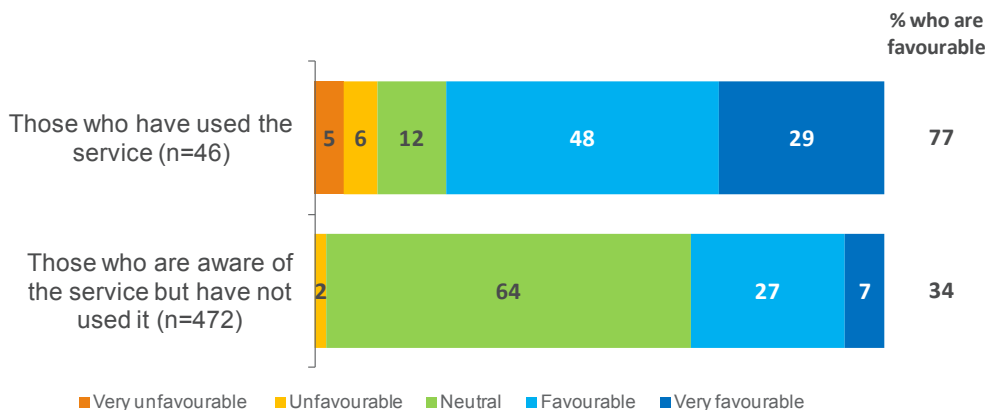
- Aged 18 to 24 (14%) or 25 to 34 (18%)

Those more likely to be aware of this service are:

- Aged 75 years or over (36%), 65 to 74 years old (35%) or 50 to 64 years old (31%)
- Those who have accepted an offer on their dwelling claim from their insurer (32%)
- From a household with an income between \$30,001 and \$60,000 (31%)

Of those who have used the Earthquake Support Coordination Service, a large proportion (77%) have a favourable impression of it, while a third (34%) of those who have not used it say their impression of the service is favourable.

Figure 11.10: Current result – Opinion of the Earthquake Support Coordination Service (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

**All Right?
 Campaign**

Almost half (49%) of greater Christchurch residents are aware of the All Right? campaign. As mentioned previously, this is showing an upward trend over time.

Those more likely to be aware of this campaign (49%) are:

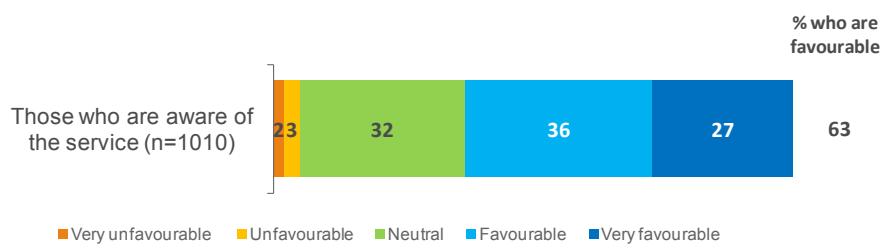
- Those who have received an offer on their dwelling claim from their insurer but have not accepted it yet (62%)
- Aged 35 to 49 years old (59%) or 25 to 34 years old (58%)
- Currently have children living in their household (56%)
- From a household with an income of more than \$100,000 (56%) or \$60,001 to \$100,000 (55%)
- Female (54%)

Those less likely to be aware of this campaign are:

- Aged 75 or over (32%), 65 to 74 (38%) or 50 to 64 years old (42%)
- Of Pacific/Asian/Indian ethnicity (33%) or Māori ethnicity (34%)
- Living with a health condition or disability (40%)
- From a household with an income of less than \$30,000 (41%)
- Male (44%)

Of those who have heard of the All Right? campaign, over six in ten (63%) say their impression is favourable.

Figure 11.11: Current result – Opinion of the All Right? campaign (%)



Base: Those who are aware of the service, excluding those who said don't know or not answered

Appendix I – Research Design

Methodology

Sequential Mixed Methodology

The Wellbeing Survey is carried out using a sequential mixed methodology, in which respondents are first encouraged to complete the survey in the most cost effective manner, online. For those who do not complete the survey online or are not able to, a hard copy questionnaire is provided.

The initial invitation letter was sent on 19 March 2014. The letter contained a link to the online survey and provided an individual login ID and password. An 0800 number and email address (manned by Nielsen) were also in the letter, allowing respondents to ask questions about the survey, request a hard copy or request to be removed.

A reminder postcard was sent to those who had not yet completed the survey a week later on 25 March. This postcard repeated the instructions for completing the survey online.

On 2 April, a week after the postcard, those respondents who had still not completed online were sent a survey pack, containing a hard copy questionnaire, cover letter and reply paid envelope. The cover letter repeated the instructions to participate online, in case a respondent would rather participate in that manner.

After the survey pack has been sent, all those who have completed the survey online are likely to have done so. Therefore efforts changed to encouraging completion of the hard copy questionnaire. On 16 April, the final communication, a second reminder postcard was sent to those who had still not completed.

The survey was closed on 9 May 2014.

Benefits of the methodology

The sequential mixed methodology has a number of benefits. Firstly, potential respondents are selected from the Electoral Roll, which allows for the inclusion of the majority of greater Christchurch residents. It has the advantage of including the approximately 60% who are excluded from CATI methodologies through not having phone numbers available through telematching. It is also superior to online panels which have limited number of panellists and only those who are online, who may not accurately represent the greater Christchurch population.

The sequential mixed methodology allows respondents to complete the survey in their own time, at their own pace and either online or hard copy according to their preference.

Sample Design

Sample Frame

The Electoral Roll records the addresses of the vast majority of New Zealanders aged 18 and over. Potential respondents were selected from the Roll if their residential address was in greater Christchurch.

The survey was not able to include the following people who are not on the Electoral Roll (the number of these people is not known):

- Those who are not on the Electoral Roll (have not enrolled to vote)
- Residents who are not eligible to vote (non-residents)
- Migrant workers whose residential address is out of Christchurch, however they are temporarily working in greater Christchurch
- Those who had very recently moved to Christchurch and not updated their details on the Electoral Roll.

Please note that the Electoral Roll is updated every 3 months and the latest version available at the time of sampling was used to select the sample.

Māori descent from the Electoral Roll was used to identify those with a high possibility of having Māori ethnicity. Title was used for identifying gender and the age of the respondent was also used from the Electoral Roll data to identify their age group for sample selection purposes.

Sample

The sample was a probabilistic sample of the population of Christchurch City, Waimakariri District and Selwyn District.

The sample was targeted to include n=1250 Christchurch City residents, n=625 Waimakariri residents and n=625 Selwyn residents. To ensure a good representation of the population, letters were sent out in proportion to the size of the population by age group, Māori / non-Māori, gender and ward. Additional invitations were sent to males, youth and Māori respondents as these groups are known to have lower response rates.

The targets were set using the most up-to-date data source available from Statistics New Zealand (note: Census 2013 statistics not available at this point):

- June 2011 Stats NZ Estimates – for Age, Gender and Ward
- June 2011 Stats NZ Projections – for Ethnicity

The table below shows the target and achieved sample of the subgroups of interest and their margins of error:

Subgroup	Target	Achieved	Margin of error
Christchurch	1250	1276	± 2.7%
Waimakariri	625	602	± 4.0%
Selwyn	625	633	± 3.9%
18-24 years	325	184	± 7.3%
25-49 years	1088	912	± 3.3%
50-64 years	633	768	± 3.5%
65 + years	455	647	± 3.9%
Māori Ethnicity	147	143	± 8.3%
Males	1233	1166	± 2.9%
Females	1267	1345	± 2.7%

Questionnaire Design

For the September 2012 survey, the draft questionnaire was prepared by the survey partners in consultation with their internal stakeholders. This questionnaire was then amended following consultation with Nielsen and pre-tested face-to-face on a small number of residents of greater Christchurch.

The questionnaire was designed to be repeatable for subsequent surveys.

For the April 2013, September 2013 and April 2014 surveys, the questionnaire was kept largely the same with some questions removed to make room for additional questions that were of interest at the time.

Programming and design

The survey was programmed in Conformat (Nielsen's online survey software) and set up for hard copy completion. Great care was taken to assure consistency between the two versions wherever possible.

Usage of don't know

Having a don't know option available to respondents in a hard copy or online survey can encourage the selection of this response as an easy option. To avoid this, those questions that ask for an opinion generally did not have a don't know response option. The respondent had the option to not answer these questions if preferred (through not selecting a response on the hard copy version and the online version allowed respondents to continue without completion).

Don't knows were included as a response for questions where respondents may not be able to answer, such as who owns the dwelling where they live, whether they have support if faced with a difficult time, how satisfied they are with earthquake recovery decisions communications and confidence in agencies involved in recovery.

Throughout the September 2012 report, results were analysed including don't know responses. For this report the approach needed to shift so that results are not impacted by shifts in 'don't know' responses and therefore changes in results can be attributed to an actual change in what is happening in the region. For this reason, throughout this report, questions have been reported excluding don't know answers. Where applicable the proportion who knew enough to have an opinion is reported.

A copy of the final questionnaire can be found in Appendix 2.

The average length of the online survey was 21 minutes.

Pre-testing

Once the questionnaire was reviewed and set up, both online and in hard copy, pre-testing was carried out in September 2012.

The purpose of the pre-testing was to:

- Check the questionnaire in both hard copy and online format (the introduction, format and wording of the questions, as well as the instructions about how to complete the questionnaire)
- Test the persuasiveness of the communications
- Provide feedback on the new questions
- Obtain feedback from respondents.

Pre-tests were carried out with 13 respondents across greater Christchurch with a mixture, as shown in the table below.

Target Group	Online Pre-tests	Hard copy Pre-tests
Māori	3	2
Asian / Indian	1	-
Youth (18-24 year olds)	1	1
65 years and older	-	2
Male	2	2
Female	4	5
Red Zone Residents	2	2
Have dependent child/ren	2	2

Following the pre-testing, the questionnaire and materials were finalised using the pre-testing feedback from respondents.

As the content for the April 2013, September 2013 and April 2014 questionnaires were left largely unchanged, pre-testing was not carried out again ahead of these measures.

**0800
 Number**

A 0800 number and email address (manned by Nielsen) were available for respondents throughout the survey period. Three hundred and ninety emails and calls were received during this time. The nature of the calls and emails are listed in the table below:

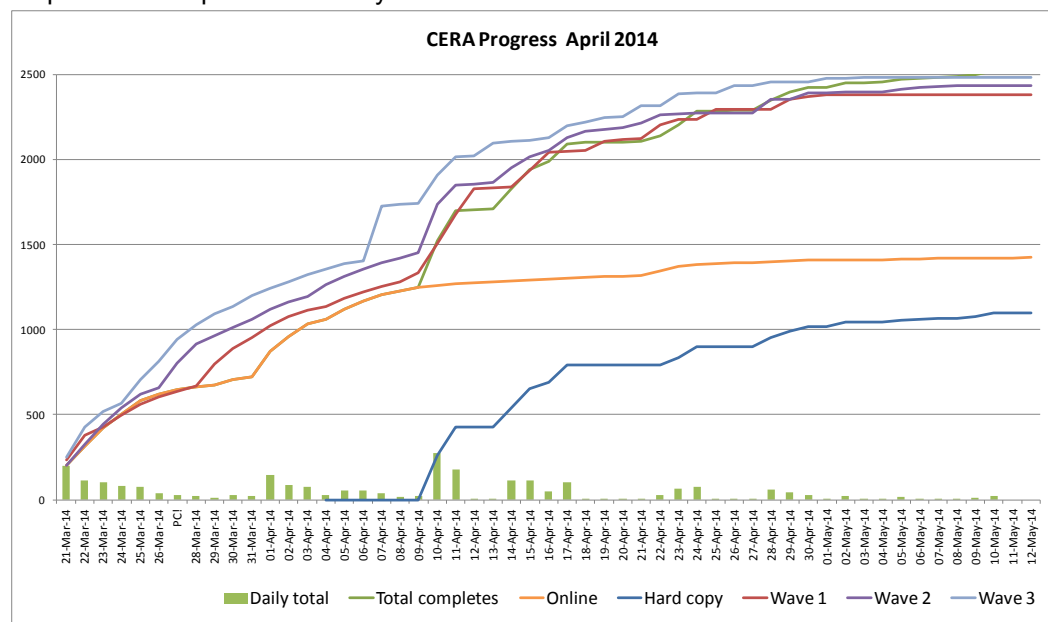
Refusals	
Health/Age/Language reasons	42
Don't want to participate	36
Currently unavailable (e.g. on holiday, out of the country)	44
Person no longer lives at address	9
Deceased	4
Queries	
General question / query	20
Trouble using link	24
Material received after completion	32
Request replacement / hard copy sent	1
Request hard copy	173
New address	5

A set of Survey FAQs was created for the 0800 number operator to assist in the response to callers' questions.

**Survey
 Response**

Fifty-eight percent of questionnaires were completed online while 43% were completed in paper copy.

The following chart shows the responses over the survey period, as well as comparing response to the previous surveys.



Response rate

To calculate response rate, tracking of every individual sent an invitation to complete the survey and the outcome of the invitation was carefully recorded.

By entry into Conformat, Nielsen traced which of the letters, postcards or questionnaire packs were returned as 'gone no address.' Any telephone or email notification of refusal to participate was logged into the 0800 number call log. This log also recorded notification from third parties that the nominated respondent was not available or capable to complete the survey due to age, language issues, health reasons, death or other disabilities. Every effort was made to remove any respondent from subsequent communications.

The return rate is calculated as follows:

Completed surveys / total number of invitations mailed out (excluding GNAs and ineligible) x 100

Ineligibles are defined as those who are unable to participate due to age, language issues, health or other disabilities.

To calculate the response rate we then apply the same proportion of ineligibles as those we have heard back from to those we have not (i.e. the 4,304 "Unknown"). This therefore assumes that there will be the same number of ineligibles (deceased, moved etc) in the group we did not hear from as is in the group we did hear back from).

The table below outlines the response rate calculation:

Category	n
Deceased	5
Out Of Region	14
GNA	157
Language	1
Unavailable	60
Health/Age	43
Total ineligible	280
Refused	53
Incomplete	110
Unknown - Mailed Out, No Info	4304
Total Inscope No Response	4467
On Line Completes	1424
Off Line Completes	1087
Completes	2511
Mail Outs	7258
Response rate Method I (%)	35.98
Response rate Method II (%)	38.22

As can be seen in the table below, the response rate has decreased slightly with each wave of the survey.

	September 2012	April 2013	September 2013	April 2014
Number of completed questionnaires:				
Total	2381	2438	2476	2511
Christchurch City	1156	1210	1240	1276
Selwyn District	618	621	640	633
Waimakariri District	607	607	596	602
Response rate:	52%	48%	43%	38%

The response rate for Selwyn District was 40%, Christchurch City was 39%, for while Waimakariri District achieved a response rate of 36%.

Between September 2012 and April 2013, some of the decline can be attributed to a change in sampling. In April 2013, we increased the number of males and youth (18-24 year olds) initially invited to participate in the survey as these groups were found to be less likely to complete this survey.

Since April 2013 the response rate has been kept largely the same. Therefore, it seems that the main reason for the decline in response rate is the time lapse from the earthquakes to the survey.

Data Entry

Process

As completed questionnaires were returned to Nielsen's Wellington office, they were data entered directly into Confirmit, the same software programme used for the online component of the survey. Using the same software removed the chance of error in combining data sources.

The data entry team had different access to the survey tool from a survey respondent. For example, the data entry team had the ability to select 'no response' for any question where a hard copy respondent had not selected a response.

Protocols

Data entry protocols were set up to ensure consistency between team members and will be used for consistency between measures.

These protocols included:

- Q6 Number in household - must be at least 1.

- Q7 Number of children living in household – if marked as a dash or NA then Zero selected, whereas if it is left blank entered as not answered
- Q8 Owner of dwelling - If multiple answers – add to 98 and type in all responses.
- Q9 Gender - If not answered check name at back for clues, or refer to supervisor.
- Q11 Whakapapa - Only answered if NZ Māori ethnicity in Q10.

Quality Control

As part of Nielsen's quality control processes, 10% of data entered surveys were verified.

Data Cleaning

Once the hard copy questionnaires had been data entered, a series of data checks were carried out as part of the quality control procedure. During this process, the following edits were carried out:

- Thirteen surveys were removed where respondents had completed both online and in hard copy (online version was kept)
- Gender was added for 6 respondents who had left this question blank. This was added using their title from the Electoral Roll.
- Age from the Electoral Roll was added for the 8 respondents who left this question blank

Weighting

Weighting was used to correct for imbalances in sample representation arising from a) the use of the Electoral Roll as a sample frame and b) quotas not being fully achieved.

The weights were calibrated to match the population percentage figures for the quota control variables of TA, age and gender interlocked. A second weight for ethnicity (Māori / Non-Māori) was also applied to counteract any effects the boosting of Māori respondents may have had on the sample.

See Appendix 4 for the weighting matrix.

Appendix 2 – Questionnaire

Introduction This section of the Appendix shows the final questionnaire in the hard copy format.

Thank you for your assistance in helping track progress towards recovery

Nielsen, an independent research company, is hosting the survey and your results will then be passed onto CERA. The full set of data will be held by CERA and will remain confidential. Data with personal identifying information removed may be provided to approved researchers for the purpose of further understanding earthquake recovery. Please be assured that no data that could identify you will be used in any reports on this research. Your details will not be used by Nielsen for any other purposes.

Instructions:

You will need to circle an answer like this	Or like this
Please circle <u>one</u> answer	Please circle <u>one</u> answer for each statement
Yes 1	Question... 1 2 3 4 5
No 2	Question... 1 2 3 4 5

ABOUT YOU AND WHERE YOU LIVE

To begin with we have some general questions about you and where you live. These questions are to help us check we have a representative sample of people to participate in this survey, and sometimes these things can affect our wellbeing.

Q1 Which area do you live in?

Please circle one answer

- Christchurch City (including Banks Peninsula) 1
- Selwyn District 2
- Waimakariri District 3
- Outside these areas 4 → See note below

Q2

Are you still living at the same street address where you were living before the earthquake on the 4th of September 2010? Please answer 'no' if you have moved for any reason

Please circle one answer

- Yes 1 → Go to Q6
- No 2 → Go to Q3

Note: If you live outside of these areas thank you very much for taking the time to start this survey. Unfortunately, we only need those who are currently living in greater Christchurch (this includes Christchurch, Selwyn and Waimakariri) to complete the full questionnaire. Please place your questionnaire in the reply-paid envelope and post back to Nielsen.

Q3

If you answered 'no' in Q2, please write down the street address you were living at before the September 4th earthquake.

Please note: This information will only be used to see if there are differences between different areas. Your individual information will not be looked at separately.

Number _____

Street Name _____

Suburb _____

City _____

Country (if other than New Zealand) _____

Q4 Which of the following best describes the main reason for your move?

If you have moved more than once since the earthquakes please think about your most recent move.

	Please circle <u>one</u> answer
I had to move due to the impact of the earthquakes	1
I chose to move and my decision was in part due to the impact of the earthquakes	2
I moved for a non earthquake related reason (e.g. change of flat, purchase of a new house)	3

Q5 Overall, how satisfied are you with your new location?

	Please circle <u>one</u> answer
Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5

Q6 Which of the following best describes where you are currently living?

'Currently living' means the address where you are currently staying. This may be either a permanent or temporary address.

	Please circle <u>one</u> answer
Long-term or permanent housing	1
Temporary housing until you move into or back into permanent housing	2
Other (please specify)	9

Q7 How many children aged under 18 years currently live with you?

Please enter the number of children in the box.

Please enter a zero or a dash if there are no children aged under 18 currently living with you.

Q8 Which of the following best describes who owns the dwelling (that is the house / townhouse / flat / apartment etc) that you *usually live in*?

'Usually live in' means the address where you usually live. If you are currently living temporarily somewhere else as a result of earthquake damage or repairs, but you intend to move back there, your usual address is your pre-earthquake address. And if you are unsure where you will be moving, your usual address is the address you are living at now.

Please circle one answer

You personally or jointly own it	1	→	Go to Q9
Family member owns it (e.g. your parents, your child, your Family Trust)	2	}	Please go to Q11
You rent it from the local council, or Housing New Zealand	3		
You rent from a private landlord	4		
Other (please specify)	8		
_____	8		
Don't know	9		

Q9 As a result of the earthquakes which of the following is the most accurate when thinking about the residential property you own (personally or jointly) and that you *usually live in*:

Please circle one answer

I have not needed to make an insurance claim as a result of the earthquakes	1	→	Go to Q11
I have accepted my insurance company's offer	2		
I have received an offer from my insurance company but not accepted it yet	3		
I have had an assessment of my insurance claim, but I have not received an offer from my insurer	4		
I am waiting to have an assessment of my insurance claim	5		

Q10 Who is your insurer?

Note: If you are working with both EQC and your own insurance company please select both options.

Please circle one answer (or EQC and one other insurer)

EQC	1	NZI	9
AA Insurance	2	QBE	10
AMI	3	Southern Response	11
FMG	4	State Insurance	12
IAG	5	Tower	13
Lantern	6	Vero	14
Lumley	7	Other insurer	15
Medical Assurance Society	8	I am uninsured	16

Q11 Are you:

Please circle one answer

Male	1
Female	2

Q12 Which ethnic group or groups do you belong to?

Please circle all that apply

New Zealand European	1
New Zealand Māori	2 → Please answer Q13
Pacific	3
Asian	4
Indian	5
Other (please specify)	8
Prefer not to say	7

Q13 Only answer this question if you selected New Zealand Māori as your ethnic group. Otherwise please go to Q14.

Do you whakapapa to Ngāi Tahu / Ngati Mamoe / Waitaha?

Please circle one answer

Yes	1
No	2
Don't know	9

Q14 In which of the following age groups do you belong?

Please circle one answer

Less than 18 years	1
18-19 years	2
20-24 years	3
25-29 years	4
30-34 years	5
35-39 years	6
40-44 years	7
45-49 years	8
50-54 years	9
55-59 years	10
60-64 years	11
65-74 years	12
75 years or over	13

Q15 Which best describes your household's annual income before tax?

Please circle one answer

Loss	1
No income	2
Less than \$30,000	3
\$30,001 to \$60,000	4
\$60,001 to \$100,000	5
More than \$100,000	6
Don't know	9
Prefer not to say	7

Q16 Have you moved into the greater Christchurch area (this includes Christchurch, Selwyn and Waimakariri), from elsewhere in New Zealand or from overseas, since 4 September 2010 specifically for employment or business opportunities?

Please circle one answer

Yes	1
No	2

YOUR QUALITY OF LIFE

The next questions are about your quality of life and about how things have been for you lately.

Q17 Would you say that your overall quality of life is...

Please circle one answer

Extremely poor	1
Poor	2
Neither poor nor good	3
Good	4
Extremely good	5

Q18 And compared to 12 months ago, would you say your quality of life has...

Please circle one answer

Decreased significantly	1
Decreased to some extent	2
Stayed about the same	3
Increased to some extent	4
Increased significantly	5

Q19 To what extent do you agree or disagree with the following statement?

Please circle one answer

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel a sense of community with others in my neighbourhood	1	2	3	4	5

Q20 Do you have a health condition or disability that has lasted, or is expected to last, 6 months or more AND that restricts your everyday activities?

Please circle one answer

Yes	1
No	2
Prefer not to say	7

Q21 If you were faced with a serious illness or injury, or needed emotional support during a difficult time, who would you turn to for help?

Please circle all that apply

Family	1
Friends	2
Faith-based group / church community	3
Cultural group (e.g. Somalian, Korean, Samoan Group)	4
Neighbourhood group (e.g. residents' association, play groups)	5
Clubs and societies (e.g. sports clubs, poetry groups, Lions Club)	6
Health or social support worker	7
Parent networks (e.g. school, pre-school)	8
Work colleagues	9
Online community (e.g. Facebook / Twitter, forums, online gaming communities)	10
Runanga	11
Other (please specify) _____	12
I would not turn to anyone for help	13
I do not have anyone I could turn to for help	14

Q22 At some time in their lives, most people experience stress. Which statement best applies to how often, if ever, in the past 12 months you have experienced stress that has had a negative effect on you?

Stress refers to things that negatively affect different aspects of people's lives, including work and home life, making important life decisions, their routines for taking care of household chores, leisure time and other activities.

Please circle one answer

Always	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5

Q23 Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

Notice that higher numbers mean better wellbeing. For example: If you have felt cheerful and in good spirits more than half of the time during the last two weeks, please circle the number 3 below.

Please circle one answer for each of the 5 statements

		All of the time	Most of the time	More than half of the time	Less than half the time	Some of the time	At no time
1	I have felt cheerful and in good spirits	5	4	3	2	1	0
2	I have felt calm and relaxed	5	4	3	2	1	0
3	I have felt active and vigorous	5	4	3	2	1	0
4	I woke up feeling fresh and rested	5	4	3	2	1	0
5	My daily life has been filled with things that interest me	5	4	3	2	1	0

IMPACT OF THE EARTHQUAKES

These next questions are about different ways that the earthquakes may have impacted on your life.

Q24 Please indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquakes

Please circle one answer for each of the 28 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor negative impact	Still having a moderate negative impact	Still having a major negative impact
1 Living day to day in a damaged home	1	2	3	4	5
2 House too small for the number of people in the household	1	2	3	4	5
3 Poor quality of house (e.g. cold, damp)	1	2	3	4	5
4 Making decisions about house damage, repairs and relocation	1	2	3	4	5
5 Having to move house permanently or temporarily	1	2	3	4	5
6 Difficulty finding suitable rental accommodation	1	2	3	4	5
7 Dealing with EQC/insurance issues in relation to personal property and house – <i>please specify what the issues are below:</i>	1	2	3	4	5
8 Dealing with insurance issues in relation to a business or work	1	2	3	4	5
9 Potential or actual loss of employment or income	1	2	3	4	5
10 Additional work pressures (e.g. workplace relocation, workload increasing as a result of earthquakes)	1	2	3	4	5
11 Workplace safety concerns (e.g. perception that building is unsafe)	1	2	3	4	5
12 Additional financial burdens (e.g. replacing damaged items, additional housing costs, supporting family members)	1	2	3	4	5
13 Transport related pressures (work/personal)	1	2	3	4	5
14 Being in a damaged environment and/or surrounded by construction work	1	2	3	4	5

Please circle one answer for each of the 28 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor negative impact	Still having a moderate negative impact	Still having a major negative impact	
15	Loss or relocation of services (such as GPs, childcare, schools, other Govt Departments)	1	2	3	4	5
16	Loss of indoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	3	4	5
17	Loss of outdoor sports and active recreation facilities (e.g. swimming pools, sports fields and courts)	1	2	3	4	5
18	Loss of other recreational, cultural and leisure time facilities (cafes, restaurants, libraries, places of worship, marae, arts and cultural centres)	1	2	3	4	5
19	Loss of meeting places for community events (church halls, school facilities, clubrooms)	1	2	3	4	5
20	Loss of usual access to the natural environment (rivers, lakes, beaches, wildlife areas, parks, walking tracks)	1	2	3	4	5
21	Lack of opportunities to engage with others in my community through arts, cultural, sports or other leisure pursuits	1	2	3	4	5
22	Distress or anxiety associated with ongoing aftershocks	1	2	3	4	5
23	Relationship problems (arguing with partner/friends)	1	2	3	4	5
24	Dealing with frightened, upset or unsettled children	1	2	3	4	5
25	Uncertainty about my own or my family's future in Canterbury	1	2	3	4	5
26	Dealing with barriers around disabilities (own or other people's) whether existing or earthquake related	1	2	3	4	5
27	Difficult decisions concerning pets	1	2	3	4	5
28	Other negative impacts (please specify these impacts below)	1	2	3	4	5

Q25

Please indicate the level of impact each of the following issues is still having on your everyday life as a result of the earthquake.

Please circle one answer for each of the 15 statements

	Did not experience this as a result of the earthquakes	Experienced this but it is having no or minimal impact now	Still having a minor positive impact	Still having a moderate positive impact	Still having a major positive impact	
1	Heightened sense of community (e.g. stronger connections with family and neighbours)	1	2	3	4	5
2	Helping family, friends and the community	1	2	3	4	5
3	Pride in ability to cope under difficult circumstances	1	2	3	4	5
4	Family's increased resilience	1	2	3	4	5
5	Increased opportunities for individual creative expression	1	2	3	4	5
6	Opportunity to experience public events and spaces (e.g. memorial events, and initiatives like Gap Filler and ReStart)	1	2	3	4	5
7	Access to new and repaired recreational, cultural and leisure time facilities (cafés, restaurants, libraries, places of worship, marae, arts and cultural centres)	1	2	3	4	5
8	Sense of stronger personal commitment to Christchurch / Selwyn / Waimakariri	1	2	3	4	5
9	Renewed appreciation of life	1	2	3	4	5
10	Spending more time together as a family	1	2	3	4	5
11	Business and employment opportunities	1	2	3	4	5
12	Income-related benefits (e.g. higher income, more stable income)	1	2	3	4	5
13	Improved quality of house after the repair/rebuild	1	2	3	4	5
14	Tangible signs of progress (new buildings, CBD cordon removed)	1	2	3	4	5
15	Other positive impacts (please specify these impacts below)	1	2	3	4	5

INFORMATION AND DECISION-MAKING AROUND THE EARTHQUAKES

These next questions are about the information you may have received since the earthquakes and about your impressions of the recovery.

Q26 Overall, to what extent do you feel confident that the agencies involved in the earthquake recovery have made decisions that were in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)?

Please circle one answer

Not at all confident	1
Not very confident	2
Neutral	3
Confident	4
Very confident	5
Don't know	9

Q27 Overall, how satisfied or dissatisfied have you been with information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know / Not applicable	9

Q28 To what extent do you feel confident that...

Please circle one answer for each of the 3 statements

	Not at all confident	Not very confident	Neutral	Confident	Very confident	Don't know
1 CERA is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9
2 Your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council) is making earthquake recovery decisions that are in the best interests of your city or district	1	2	3	4	5	9
3 Environment Canterbury is making earthquake recovery decisions that are in the best interests of greater Christchurch (this includes Christchurch, Selwyn and Waimakariri)	1	2	3	4	5	9

Q29 How satisfied or dissatisfied have you been with information about earthquake recovery decisions (e.g. has this information been timely, relevant, accurate)?

Please circle one answer for each of the 5 statements

	Don't recall any from this organisation	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1 Information from CERA	9	1	2	3	4	5
2 Information from your local council (either Christchurch City Council, Waimakariri District Council or Selwyn District Council)	9	1	2	3	4	5
3 Information from Environment Canterbury	9	1	2	3	4	5
4 Information from EQC (relating to your policy)	9	1	2	3	4	5
5 Information from private insurers (relating to your policy)	9	1	2	3	4	5

Q30 Where do you currently receive information about the rebuild and recovery from?
 Please be as detailed as possible.

Q31 If you were looking for information about the rebuild and recovery, where would you go to find it?
 Please be as detailed as possible.

Q32 For each of the services below, which one of the following best applies to you?

Please circle one answer for each of the 5 statements

		Not aware of this	Aware of this but have not used it	Aware of this and have used it
1	The Canterbury Earthquake Temporary Accommodation Service	1	2	3
2	The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3
3	The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3
4	The free earthquake counselling service	1	2	3
5	The Residential Advisory Service	1	2	3

Q33 And are you aware of the 'All Right' campaign?

'All Right' is a campaign designed to help us think about our mental health and wellbeing.

Please circle one answer

Yes	1
No	2

Q34 For each of the services you were aware of in the previous two questions, which of the following best describes your impression of the service?

Please note, even if you have not personally used the service, you may have an impression of them based on what you have seen and heard.

Please circle one answer for each service you are aware of

		Very unfavourable	Un-favourable	Neutral	Favourable	Very favourable	Don't know
1	The Canterbury Earthquake Temporary Accommodation Service	1	2	3	4	5	9
2	The Earthquake Support Coordination Service (including Kaitoko Whanau workers)	1	2	3	4	5	9
3	The 0800 777 846 Canterbury Support Line (the quake line)	1	2	3	4	5	9
4	The free earthquake counselling service	1	2	3	4	5	9
5	The Residential Advisory Service	1	2	3	4	5	9
6	The 'All Right' campaign	1	2	3	4	5	9

Q35 Overall, how satisfied or dissatisfied are you with the opportunities the public has had to influence earthquake recovery decisions?

Please circle one answer

Very dissatisfied	1
Dissatisfied	2
Neither satisfied nor dissatisfied	3
Satisfied	4
Very satisfied	5
Don't know	9

Q36 And finally, please comment on any other aspects of the recovery that are important to you:

Please turn to the next page

Please provide your contact details so that we are able to contact you if we have any questions about your questionnaire (e.g. if we can't read your response):

Name:

Phone number:

E-mail:

It is likely that more research will be carried out during the recovery; for example, to get a more detailed understanding of a particular issue among people affected by that issue.

Are you willing to provide contact details so that we are able to contact you and invite you to take part in further research?

Please note: providing your contact details does not put you under any obligation to participate.

Please circle one answer: YES / NO

If you said yes, please ensure your contact details are filled in above. Thank you.

We really appreciate that you have taken time to complete this survey. Your feedback will inform our decision making and help to improve the recovery process. Thank you!

PLEASE CHECK THAT YOU HAVE COMPLETED ALL PAGES OF THE QUESTIONNAIRE.

Please put the completed questionnaire in the Freepost envelope provided or any envelope (no stamp required) and post it to:

Customised Coding Department
Nielsen
PO Box 11 346
Wellington 6142
New Zealand

If you have any questions please contact Nielsen during office hours on 0800 400 402 toll free.

Results will be made publicly available on the CERA website after the survey and all analysis is complete.

Appendix 3 – Sample Profile

Results were weighted by gender, age, region and ethnicity to reflect the known population proportions (which were sourced from Statistics New Zealand).

Table 4.1: Region distribution (%)

Greater Christchurch (n=2511)		
	Unweighted	Weighted
Christchurch	51	79
Selwyn	25	10
Waimakariri	24	11

Base: All respondents

Note: Those living in Selwyn and Waimakariri were oversampled to allow for sub group analysis

Table 4.2: Gender distribution (%)

	Greater Christchurch (n=2511)		Christchurch City (n=1276)		Selwyn District (n=633)		Waimakariri District (n=602)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Male	46	49	47	49	47	51	44	49
Female	54	51	53	51	53	49	56	51

Base: All respondents

Table 4.3: Age distribution (%)

	Greater Christchurch (n=2511)		Christchurch City (n=1276)		Selwyn District (n=633)		Waimakariri District (n=602)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Less than 18 years	-	-	-	-	-	-	-	-
18-19 years	2	3	2	4	2	5	1	2
20-24 years	5	10	6	10	4	8	5	7
25-29 years	3	5	4	5	3	4	3	3
30-34 years	4	6	5	6	5	5	3	4
35-39 years	7	9	7	9	7	8	6	7
40-44 years	11	13	10	13	12	14	11	12
45-49 years	11	11	9	10	13	15	12	14
50-54 years	11	9	12	9	11	10	11	10
55-59 years	9	7	9	7	7	7	11	10
60-64 years	11	8	11	8	10	10	11	9
65-74 years	16	11	14	11	18	10	16	13
75+ years	10	8	11	8	8	4	10	9

Base: All respondents

Table 4.4: Age collapsed into reporting groups (%)

	Greater Christchurch (n=2511)		Christchurch City (n=1276)		Selwyn District (n=633)		Waimakariri District (n=602)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
18-24	7	13	9	14	6	12	6	9
25-34	8	10	9	11	8	9	6	7
35-49	28	33	26	32	32	37	29	33
50-64	31	25	31	24	28	27	33	29
65-74	16	11	14	11	18	11	16	13
75+	10	8	11	8	8	4	10	9

Base: All respondents, excluding not answered

Table 4.5: Ethnicity distribution (%)

	Greater Christchurch (n=2501)		Christchurch City (n=1272)		Selwyn District (n=630)		Waimakariri District (n=599)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
New Zealand European /Pakeha	88	86	85	85	90	90	92	92
New Zealand Māori	6	6	6	6	6	6	5	5
Pacific	1	1	1	1	0	0	0	0
Asian	3	4	5	5	1	1	-	0
Indian	1	1	0	1	0	0	1	1
Other European e.g. German, American, British, South African	4	5	5	5	4	4	4	4
Other	0	0	-	0	0	0	-	0
Prefer not to say	1	1	1	2	1	1	0	0

Base: All respondents, excluding not answered

Note: This is a multiple response question therefore columns may add to more than 100%

Table 4.6: Whether Whakapapa to Ngāi Tahu/Ngati Mamoe/Waitaha (%)

	Greater Christchurch (n=141)		Christchurch City (n=74)		Selwyn District (n=35)		Waimakariri District (n=32)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	39	40	41	41	37	35	38	39
No	54	49	50	47	60	62	56	55
Don't know	7	11	9	12	3	3	6	6

Base: Those who identified themselves as New Zealand Māori, excluding not answered

Table 4.7: Whether living in same street address as before the earthquake on 4 September 2010 (%)

	Greater Christchurch (n=2486)		Christchurch City (n=1262)		Selwyn District (n=626)		Waimakariri District (n=598)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	69	67	72	68	68	65	63	61
No	31	33	28	32	32	35	37	39

Base: All respondents, excluding not answered

Table 4.8: Description of where respondent is currently living (%)

	Greater Christchurch (n=781)		Christchurch City (n=359)		Selwyn District (n=202)		Waimakariri District (n=220)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Long-term or permanent housing	84	79	77	76	93	92	88	88
Temporary housing until you move into or back into permanent housing	11	14	16	16	4	5	9	10
Other	5	7	7	8	3	3	3	2

Base: Those who are living at a different street address compared to where they were living on 4 September 2010, excluding not answered

Table 4.9: Number of children living in household (%)

	Greater Christchurch (n=2439)		Christchurch City (n=1231)		Selwyn District (n=618)		Waimakariri District (n=590)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
None	68	65	71	67	63	57	67	64
1	12	14	13	14	12	14	12	13
2	14	15	11	13	17	20	16	18
3	4	4	3	4	7	8	4	4
4	1	1	1	1	1	1	1	1
5 or more	1	0	1	1	0	0	0	0

Base: All respondents, excluding not answered

Table 4.10: Ownership of dwelling where usually live (%)

	Greater Christchurch (n=2502)		Christchurch City (n=1271)		Selwyn District (n=631)		Waimakariri District (n=600)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
You personally or jointly own it	73	65	67	63	79	74	78	76
Family member owns it (e.g. your parents, your child, your Family Trust)	14	18	16	19	13	17	12	13
You rent it from the local council, or Housing New Zealand	1	2	2	2	-	0	1	1
You rent from a private landlord	11	14	14	15	6	6	8	9
Other	1	1	1	1	2	2	1	1
Don't know	0	0	0	0	0	1	-	0

Base: All respondents, excluding not answered

Table 4.11: Household income before tax (%)

	Greater Christchurch (n=2498)		Christchurch City (n=1268)		Selwyn District (n=630)		Waimakariri District (n=600)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Loss	0	0	0	0	0	0	0	0
No income	1	1	1	1	1	1	1	1
Less than \$30,000	16	15	19	16	13	10	14	13
\$30,001 to \$60,000	21	21	21	21	17	15	25	24
\$60,001 to \$100,000	23	24	23	23	23	24	23	24
More than \$100,000	22	23	21	23	27	31	19	20
Prefer not to say	12	10	10	10	15	14	13	12
Don't know	5	6	5	6	4	5	5	6

Base: All respondents, excluding not answered

Table 4.12: Moved into area since earthquakes for employment or business (%)

	Greater Christchurch (n=2472)		Christchurch City (n=1259)		Selwyn District (n=624)		Waimakariri District (n=589)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	5	5	4	5	7	8	5	5
No	95	95	96	95	93	92	95	95

Base: All respondents, excluding not answered

Table 4.13: Whether have a health condition or disability (%)

	Greater Christchurch (n=2502)		Christchurch City (n=1271)		Selwyn District (n=631)		Waimakariri District (n=600)	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
Yes	18	18	21	19	14	11	17	16
No	79	79	76	77	84	87	80	81
Prefer not to say	3	3	3	4	2	2	3	3

Base: All respondents, excluding not answered

Appendix 4 – Weighting Matrixes

Introduction This section of the Appendix shows the weight matrix that results were weighted by.

Weight 1: Region, Age and Gender Interlocked

COUNT	Population Figures (2013 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	267420	17382	58470	32979	28515	19560	56544	31422	22548
Selwyn	32655	1710	7698	4308	2337	2262	7335	4512	2493
Waimakariri	37560	1524	7980	5388	4395	1830	7137	5316	3990

%	Population Figures (2013 Estimates Sourced from Statistics New Zealand)								
	Total	FEMALE				MALE			
		18 – 24 years	25 – 49 years	50 – 64 years	65 years or over	18 – 24 years	25 – 49 years	50 – 64 years	65 years or over
Christchurch	79.2	5.1	17.3	9.8	8.4	5.8	16.7	9.3	6.7
Selwyn	9.7	0.5	2.3	1.3	0.7	0.7	2.2	1.3	0.7
Waimakariri	11.1	0.5	2.4	1.6	1.3	0.5	2.1	1.6	1.2

Weight 2: Ethnicity

COUNT	Population Figures (2013 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	337635	20871	316764

Weight 2: Ethnicity

%	Population Figures (2013 Projections Sourced from Statistics New Zealand)		
	Total	Māori	Non - Māori
Greater Christchurch	100	6.2	93.8

Appendix 5 – Glossary

The purpose of this glossary is to provide a meaning to some of the more technical terms used in this report

Codeframe

This is a summary list of the main themes or topics from the open ended questions.

Confidence interval

This is the interval that is likely to contain the true population result.

Confidence level

This represents how reliable the result is. The 95% confidence level means that you are 95% certain that the true value lies between the confidence interval.

Margin of error

This term expresses the likely amount of random sampling error in the result.

Quota

This is a target number of interviews that is set to ensure a certain sub-group of the population is represented.

Significant

Where results are said to be significant, this means that they are statistically different at the 95% confidence level.

Weighting

Weighting is a method of calculation in which some observations have their influence reduced and other observations have their influence increased. It is used to account for the sample profile being imbalanced relative to the population being measured. For example, proportionally, we have more Māori in our sample than in the New Zealand population; therefore Māori is weighted down to adjust for this sample imbalance.
