

**CHRISTCHURCH
CITY COUNCIL**

**ANNUAL SURVEY
OF RESIDENTS**

MARCH 2002

**PART 1:
METHODOLOGY AND
QUESTIONNAIRE**

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COMMISSIONED BY THE:

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SURVEYOR

The Annual Survey of Residents was conducted by Statistics New Zealand from 1991 to 1997, and by National Research Bureau from 1998 to 2002.

OBJECTIVES

The objectives of the survey were:

- (a) to obtain information on the opinions of residents in the Christchurch City Council area on the performance of the services supplied by the Christchurch City Council (CCC);
- (b) to ascertain residents' use of and satisfaction with, a range of Christchurch City Council facilities and services;
- (c) to measure changes from year to year, over an eight year period beginning April 1994.

The survey has been designed to produce statistical indicators which will provide measures of performance as set down in the Council's performance indicators for specified service delivery areas.

The statistical indicators combined with additional factors will aid Council decision making and policy formulation, and help to determine priorities for resource allocation.

SCOPE AND COVERAGE

The population for the survey was defined as all people aged 18 or over:

- who had lived in Christchurch for the 12 months before the date of interview (ignoring short trips away); and
- who at the date of interview lived in private households in permanent dwellings in the Christchurch area.

The following people were excluded:

- people who were too ill physically or mentally to take part;
- people who were away from their address for the whole of the survey period.

SAMPLE SELECTION

The sample design was a three-stage, cluster design. First, clusters of dwellings within Christchurch were chosen, then dwellings within those clusters and finally a respondent within each dwelling. The clusters in this case correspond to Statistics New Zealand 1996 defined meshblocks. We have called these Primary Sampling Units (PSUs). Christchurch is divided up into 2,381 PSUs. 100 of these PSUs were randomly selected within CCC boundaries.

For each selected PSU, every x th private dwelling was identified and listed. Our objective was to obtain an average of 12.28 initial homes from each of the 100 PSUs, giving approximately 1,228 homes before ineligibility, refusals and so on are taken into account. Since the PSUs have unequal household numbers, this needed to be accomplished by varying the number of homes sampled in the second step of sampling and is achieved by approaching every x th dwelling where x is households/12.28. To allow for ineligibles, unoccupied dwellings and households with no-one resident in the CCC area for the last 12 months and refusals, 1,328 households were selected (second stage of sampling). Given the normal assumptions of ineligibles and non-response, it was expected that the achieved sample size would be 750-760 (this would give a sample error of the order of 3% at the 90% confidence level).

The third stage of sampling was the selection of one respondent from every eligible household. This is discussed in the Fieldwork section.

FIELDWORK

Training

Interviewers attended a day briefing and training and were then tested on their knowledge of the questionnaire and survey procedure.

Interviewing

Interviews were carried out face-to-face at respondents' homes, by 39 interviewers, between Saturday 2 March and Wednesday 27 March 2002.

Once contact had been made at a household, a responsible adult was interviewed to get some basic information about each person and select the respondent. The Screening Form was used to record that information (see appendix B).

The respondent was selected using a procedure designed to avoid interviewer bias. The names of all normally resident household members were listed, and the age of each person established. Further questions were asked to determine the eligibility of each person. The selection of a respondent from each household was randomised, by establishing which one of the eligible household members had the last birthday.

QUESTIONNAIRE DEVELOPMENT

The survey undertaken in 1991, 1992 and 1993 comprised a set of 65 questions which were consistent over the three years to allow measurement of changes in performance from year to year. In addition, there were a further 10 questions each year to collect information on topical, "one-off" issues of interest to the Council.

In developing the questionnaire for the 1994 and subsequent surveys, and in order to cover a wider range of topics, a different approach was taken. The questionnaire included:

- (a) a set of questions which will be standard over the years 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001 and 2002. This will allow for measurement of changes in performance as for the previous survey;
- (b) bi-annual questions which will be asked in 1994, 1996, 1998, 2000 and 2002 with different questions developed for 1995, 1997, 1999 and 2001; and
- (c) supplementary questions which will differ from year to year and will collect information on topical "one-off" issues.

The questionnaire for 2002 comprised 67 questions ranging over 21 topics. These covered the Christchurch City Council's main areas of service delivery. The question type - standard, bi-annual and supplementary, were interspersed throughout the 21 topics. The final questionnaire was produced after repeated consultation with the Council.

Note:

Changes in wording and in the order of questions may affect the response patterns of respondents, particularly for attitudinal surveys. Due to changes in wording of core questions between 1994 and 2002, and changes to the order of some questions between 1994 and 2002, the user should be wary when making comparisons between these years.

Other documents

A Rating Sheet was produced for every address which was enumerated. This showed the approximate rates for the address and the amount from those rates spent on each of the 23 items in question 66.

This excluded 55 enumerated addresses which were Council or pensioner households.

For 17 enumerated addresses, where rates were unknown, an average rating sheet was prepared.

RESPONSE

2002

A total of 780 interviews were completed and the response rate was 65%.
A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,328
Ineligible potential respondents	92
Total participating in survey	780
Non-contacts	83
Vacant houses	26
Eligible non-respondents	347

Notes:

- (i) If a household or household members did not meet the scope and coverage rules, they were classified as ineligible.
- (ii) If a household could not be contacted (as a rule eight attempts were made) and there was no evidence that they were absent for the whole survey period, the address was classified as a non-contact.

¹ Response rate =

$$\frac{\text{eligible respondents}}{\text{eligible respondents} + \text{eligible non-respondents} + \text{an estimate of non-contactable respondents who are eligible}}$$

For comparative purposes, the response rates for previous surveys are shown on the following pages.

2001

A total of 788 interviews were completed and the response rate was 68%.
A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,280
Ineligible potential respondents	95
Total participating in survey	788
Non-contacts	85
Vacant houses	21
Eligible non-respondents	291

2000

A total of 755 interviews were completed and the response rate was 64%.
A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,324
Ineligible addresses	49
Total participating in survey	755
Non-contacts	101
Refusals	322

1999

A total of 759 interviews were completed and the response rate was 63%.
A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,240
Ineligible addresses	26
Total participating in survey	759
Non-contacts	188
Refusals	267

1998

A total of 1031 interviews were completed and the response rate was 67%.
A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,595
Ineligible addresses	57
Total participating in survey	1031
Non-contacts	191
Refusals	316

1997

A total of 803 interviews were completed and the response rate was 78%.
A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,168
Ineligible addresses	132
Total participating in survey	803
Non-contacts	53
Refusals	108

1996

A total of 789 interviews were completed and the response rate was 75%.
 A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,167
Ineligible addresses	116
Total participating in survey	789
Non-contacts	117
Refusals	145

1995

A total of 752 interviews were completed and the response rate was 72%.
 A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,167
Ineligible addresses	119
Total participating in survey	752
Non-contacts	84
Refusals	212

1994

A total of 826 interviews were completed and the response rate was 79%.
 A detailed analysis of participation rates is given in the following table.

Response Analysis

	<i>Number</i>
TOTAL ADDRESSES DRAWN FOR SAMPLE	1,165
Ineligible addresses	110
Total participating in survey	826
Non-contacts	74
Refusals	155

1993

A total of 833 interviews were completed and the response rate was 82%.
 A detailed analysis of participation rates is given in the following table.

Response Analysis*Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,105
Ineligible addresses	79
Total participating in survey	833
Non-contacts	52
Refusals	141

1992

A total of 792 interviews were completed and the response rate was 80%.
 A detailed analysis of participation rates is given in the following table.

Response Analysis*Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,097
Ineligible addresses	102
Total participating in survey	792
Non-contacts	49
Refusals	154

1991

A total of 754 interviews were completed and the response rate was 73%.
 A detailed analysis of participation rates is given in the following table.

Response Analysis*Number*

TOTAL ADDRESSES DRAWN FOR SAMPLE	1,146
Ineligible addresses	98
Total participating in survey	754
Non-contacts	156
Refusals	138

RELIABILITY OF THE SURVEY ESTIMATES

Two types of error are possible in an estimate based on a sample survey: non-sampling error and sampling error. For any survey, possible sources of non-sampling error include inaccuracies in recall or reporting by respondents, error in the recording of data, and errors made in the processing of data.

Steps taken to minimise and control non-sampling error included:

- the careful and systematic development of a questionnaire to meet the information requirements of the Christchurch City Council;
- the attendance of all interviewers at a training course to be instructed on the objectives, procedures and methods of the survey;
- the production of a manual which detailed fieldwork procedures, guidelines and checks for interviewers to follow;
- for each interviewer, field checks were completed to ensure the selected address was approached and the appropriate action was taken.

Due to changes in wording of core questions between 1994 and 2002, and changes to the order of some questions over the same period, the user should be wary when making comparisons between these years.

Sampling error is a measure of the variability that occurs by chance because a sample, rather than a whole population, is surveyed. The size of the sampling error is controlled by the size of the sample and depends on the variability of the target population. To ensure the method is consistent with the theory used to calculate the sampling error, random selection and sample allocation techniques must be employed.

As a multi-stage cluster design was used, the sample errors may not be the same even for questions with the same number of respondents. This is due to the correlation of responses within clusters (intracluster correlation).

The sample error for the surveys remains in the order of 3% at the 90% confidence interval for those questions applicable to all respondents.

It should be noted that the 1991 - 1993 surveys were conducted during February, the 1994 - 1997 surveys were conducted during May, the 1998, 1999, 2000 and 2001 surveys were conducted in March/ April and the 2002 survey was conducted in March. This may have a significant effect on ability to compare data between the surveys.

Changes in wording of questions, as well as changes in the order of the questions, also may have a significant effect on data comparability between survey years. In the 1991 - 1993 surveys, the first and main part of the questionnaire stayed unchanged to allow comparability between years. The user should be wary when making comparisons when these kind of changes have been made.

Sample Errors For Subpopulations

The estimated sample errors for sub-populations in the survey are given in the table below. While given nominally at a 90% confidence level, care must be taken for small sub-populations due to possible biases with the commensurately small samples achieved in the survey:

Size of Sub-Sample	Estimated Sample Error
441-660	5%
316-440	6%
236-315	7%
186-235	8%
151-185	9%
121-150	10%
101-120	11%

ESTIMATION

There was no imputation of individual responses, thus where a response was omitted, it was assigned to the "don't know" category. The standard assumption was made that those who refused are similar to those who participated in the survey.

TABLES

Percentages shown in this report have been re-weighted for household size, and benchmarked to age group and gender proportions for the City.

**Appendix A:
Questionnaire**

02-032

Affix meshblock
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CHRISTCHURCH CITY COUNCIL

ANNUAL SURVEY OF RESIDENTS

2002



IN CONFIDENCE

START TIME: _____

CHRISTCHURCH CITY COUNCIL
ANNUAL SURVEY OF RESIDENTS

"We would like your impressions on a number of aspects of the Christchurch City Council's services and activities on behalf of the people of the area, in order for Council to offer better services and facilities. For most of our questions, you don't have to have direct experience yourself. We are interested in your impressions based on anything you have heard, read about or experienced."

LIBRARIES

Q.1 SHOWCARD 1

"Have you visited any of these Christchurch City Council public libraries in the last 12 months?"
 (CIRCLE ONE)

Yes - 1



No - 2 Don't know - 3 GOTO Q.6a

Q.2 SHOWCARD 2

"Which of these describes your **main** reason for visiting a Council library over the last 12 months?"
 (CIRCLE OR RECORD ONE ONLY)

- To borrow or return books ----- 01
- To borrow or return records, cassettes, CDs & videos ----- 02
- To get information ----- 03
- To browse and read ----- 04
- To study or do school work ----- 05
- To bring the children ----- 06
- Used the Internet terminals ----- 07
- Attended a library programme or event ----- 08
- Other reason (SPECIFY) _____

Q.3 SATISFACTION SHOWCARD

"Thinking just about borrowing books from a Council library in the last 12 months, how satisfied or dissatisfied were you with ..." (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know/ N/A
i. "The range of books at that library?"	1	2	3	4	5	6
ii. "How easy it was to find your way around that library by yourself and find what you wanted by yourself?"	1	2	3	4	5	6
iii. "How long you had to wait to get your books issued?"	1	2	3	4	5	6
iv. "How long you had to wait if you reserved a book or requested an interloan?"	1	2	3	4	5	6
v. "How helpful the staff were?"	1	2	3	4	5	6
vi. "How polite and courteous they were?"	1	2	3	4	5	6

INTERVIEWER: IF "TO GET INFORMATION - 03" HAS BEEN CIRCLED IN Q.2, GO TO Q.4. OTHERWISE GO TO Q.5.

Q.4 SATISFACTION SHOWCARD

"Thinking just about getting information at a Council library, how satisfied or dissatisfied were you with ..." (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
i. "How easy it was to find the information that you wanted?"	1	2	3	4	5	6
ii. "The quality of the information that you got?"	1	2	3	4	5	6
iii. "How quickly you could get help if you wanted it?"	1	2	3	4	5	6
iv. "How helpful the staff were?"	1	2	3	4	5	6
v. "How polite and courteous they were?"	1	2	3	4	5	6

Q.5 SATISFACTION SHOWCARD

"Overall, how satisfied or dissatisfied are you with ..." (READ OUT AND CIRCLE ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
a. "The <u>hours</u> that the Council libraries are open?"	1	2	3	4	5	6
b. "The <u>days</u> that the Council libraries are open?"	1	2	3	4	5	6
c. "The <u>location</u> of the City Council libraries?"	1	2	3	4	5	6

LEISURE SPORTS & EVENTS

Q.6a SHOWCARD 6

"In the last 12 months, have you been to any of these Council swimming pools - either to swim or watch, or to use any of the other facilities at the pool?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GOTO Q.7a



Q.6b SHOWCARD 6

"Which of these pools have you been to in the last 12 months?" (CIRCLE ALL MENTIONED)

- Sockburn Pool - - - - - 0 1
- Halswell Aquatic Centre - - - - - 0 2
- Centennial Leisure Centre - - - - - 0 3
- Waltham Lido Pool - - - - - 0 4
- Jellie Park Aqualand - - - - - 0 5
- QE II Pools - - - - - 0 6
- Wharenui Pool - - - - - 0 7
- Papanui Pool - - - - - 0 8
- Templeton Pool - - - - - 0 9
- Edgware Pool - - - - - 1 0
- Woolston Pool - - - - - 1 1
- Pioneer Leisure Centre - - - - - 1 2
- Belfast Pool - - - - - 1 3
- Been to one or more, but
can't remember which - - - - - 1 4
- Don't know - - - - - 1 5

Q.7a SHOWCARD 7

"In the last 12 months, have you been to any of these Council stadiums - either to watch, or take part in sport or some other event?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GOTO Q.8



Q.7b SHOWCARD 7

"Which of these stadiums have you been to in the last 12 months?" (CIRCLE ALL MENTIONED)

- Porritt Park - - - - - 0 1
- Cuthberts Green Softball Complex - - - - - 0 2
- Denton Oval - - - - - 0 3
- English Park - - - - - 0 4
- Cowles Stadium - - - - - 0 5
- Pioneer Leisure Centre - - - - - 0 6
- QE II Stadium - - - - - 0 7
- Jade Stadium - - - - - 0 8
- Westpac Trust Sport & Entertainment Centre - - - - - 0 9
- Another stadium
(If not been to any listed stadium) - - - - - 1 0
- Been to one or more, but can't remember which - - - 1 1
- Don't know - - - - - 1 2

Q.8 "In the last 12 months, have you been a member of any sports club or association, taken part in, or trained for, any physically active sport or game or lesson run by a club or association?" (CIRCLE ONE)

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

Q.9 "In the last 12 months, have you taken part in, or trained for, any physical activity on a casual or social basis away from your home. For example taking part in a friendly game of tennis or golf, jogging or walking for pleasure?" (CIRCLE ONE ONLY)

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

NOTE: "Away from your home" MEANS ANYWHERE WITHIN CHRISTCHURCH, EXCEPT THE RESPONDENT'S OWN HOME OR GARDEN.

ALSO INCLUDE ANY ACTIVITIES OUTSIDE CHRISTCHURCH THAT RESPONDENT LEFT THE CITY TO DO. FOR EXAMPLE: SKIING, TRAMPING, FISHING ETC.

Q.10 **SATISFACTION SHOWCARD**

"How satisfied are you currently with your access to leisure and recreation opportunities, e.g. beaches, clubs, sports, cafés, galleries and other leisure activities available to you?" (CIRCLE ONE)

Very satisfied - - - - - 1

Satisfied - - - - - 2

No feeling either way - - - - - 3

Dissatisfied - - - - - 4

Very dissatisfied - - - - - 5

Don't know - - - - - 6

Q.11 **SHOWCARD 11**

"In the last 12 months, have you been to any of these events or festivals ...?"
(READ OUT EACH AND CIRCLE ONE FOR EACH)

i.	"The Summer-Times Classical Sparks Concert?"	Yes - 1	No - 2	Don't know - 3
ii.	"Other Summer-Times Festival events?"	Yes - 1	No - 2	Don't know - 3
iii.	"Festival of Flowers (the Floral Festival)?"	Yes - 1	No - 2	Don't know - 3
iv.	"The Buskers Festival?"	Yes - 1	No - 2	Don't know - 3
v.	"Showtime Canterbury (Show Week)?"	Yes - 1	No - 2	Don't know - 3
vi.	"Coca Cola Christmas in the Park?"	Yes - 1	No - 2	Don't know - 3
vii.	"Festival of Romance?"	Yes - 1	No - 2	Don't know - 3

Q.12 "In the **last 4 weeks**, have you taken part in any physical activity or exercise?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GO TO Q.15

Q.13 **SHOWCARD 13**

"What are those activities?" (CIRCLE WHERE APPROPRIATE BELOW IN THE Q.13 COLUMN)

FOR EACH ONE CIRCLED IN THE Q.13 COLUMN, ASK Q.14.

Q.14 "On how many days **in the last 4 weeks** have you taken part in this activity?"
(RECORD IN THE Q.14 COLUMN)

	Q.13 Taken part in last 4 weeks	Q.14 No. of days in last 4 weeks
Aerobics	0 1	
Aquarobics (aqua jogging, water jogging)	0 2	
Athletics (track and field)	0 3	
Badminton	0 4	
Basketball	0 5	
Bowls - outdoor/lawn	0 6	
Bowls - indoor	0 7	
Cricket - outdoors	0 8	
Cricket - indoors	0 9	
Cycling - competitive	1 0	
Cycling - recreational (not mountain biking)	1 1	
Exercise classes/going to the gym/weight training	1 2	
Exercising at home	1 3	
Fishing	1 4	
Gardening	1 5	
Golf	1 6	
Hockey	1 7	
Horse riding/Equestrian	1 8	
Motor sports (motorcycling, trail biking, motor-racing)	1 9	

GRID CONTINUED ON NEXT PAGE

	Q.13 Taken part in last 4 weeks	Q.14 No. of days in last 4 weeks
Mountain biking	20	
Netball	21	
Rowing	22	
Rugby League	23	
Rugby Union	24	
Running/jogging/marathon/cross-country	25	
Shooting (rifle and pistol)	26	
Skiing - snow, grass	27	
Soccer	28	
Softball	29	
Squash	30	
Surfing/body boarding	31	
Surf lifesaving	32	
Swimming	33	
Tennis	34	
Touch football	35	
Tramping	36	
Triathlon	37	
Volleyball	38	
Yachting/sailing/dinghy sailing	39	
Walking for enjoyment and/or exercise: 10-30 minutes	40	
Walking for enjoyment and/or exercise: over 30 minutes	41	
Other sports/physical activities	42	

Q.15 "Now I would like you to think about all of the sport and physical activity you've taken part in during **the last 7 days**. On how many different days did you take part for at least 30 minutes over the day? This is the total time spent on all sports and physical activities done that day, e.g. a 10 minute walk, 5 minutes of gardening, and a 15 minute bike ride = 30 minutes." (CIRCLE ONE)

0 1 2 3 4 5 6 7 Don't know/Can't remember - 8

INTERVIEWER: CHECK THAT ANSWER ABOVE IS CONSISTENT WITH ANSWER AT Q.12.
--

PARKS AND WATERWAYS

Q.16a "In Christchurch there are volunteer environmental groups that organise planting days and other environmental activities like beach clean-ups. Have you taken part in any of these activities in the last 12 months?" (CIRCLE ONE)

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

Q.16b **SHOWCARD 16**

"How well or poorly do you feel you are informed about the opportunities to participate in such activities?" (CIRCLE ONE)

Very well informed - - - - - 1
Well informed - - - - - 2
No feeling either way - - - - - 3
Poorly informed - - - - - 4
Very poorly informed - - - - - 5
Don't know - - - - - 6

THE ART GALLERY

Q.17a "The McDougall Art Gallery is in the Botanic gardens behind the Christchurch Museum. In the last 12 months, have you visited the McDougall Art Gallery?" (CIRCLE ONE)

Yes - 1

No - 2 Don't know - 3

GO TO INSTRUCTIONS BEFORE Q.18a



Q.17b "About how often in the last 12 months?" (READ OUT AND CIRCLE ONE)

"1 to 2 times" - - - - - 1
"3 to 4 times" - - - - - 2
"More than 4 times" - - 3

DO NOT READ OUT:
Don't know - 4

Q.17c **SATISFACTION SHOWCARD**

"Thinking about your times at the Gallery in the last 12 months, how satisfied or dissatisfied were you overall with what you got out of those visits?" (CIRCLE ONE)

Very satisfied - - - - - 1
Satisfied - - - - - 2
No feeling either way - - - - - 3
Dissatisfied - - - - - 4
Very dissatisfied - - - - - 5
Don't know - - - - - 6

CONVENTION & ENTERTAINMENT VENUES

INTERVIEWER: THE TOWN HALL AND THE CONVENTION CENTRE ARE JOINED.
WHEN ASKING THE FOLLOWING QUESTION, EMPHASISE **WE ONLY WANT TO KNOW ABOUT THE TOWN HALL.**

Q.18a "Have you visited any part of the **Town Hall** in Kilmore Street in the last 12 months?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GO TO Q.19a



Q.18b "About how often in the last 12 months?" (READ OUT AND CIRCLE ONE)

"1 to 2 times" - - - - - 1

"3 to 4 times" - - - - - 2

"More than 4 times" - - 3

DO NOT READ OUT:

Don't know - 4

Q.18c **SATISFACTION SHOWCARD**

"Thinking about your times at the Town Hall in the last 12 months, how satisfied or dissatisfied were you overall with what you got out of those visits?" (CIRCLE ONE)

Very satisfied - - - - - 1

Satisfied - - - - - 2

No feeling either way - - - - 3

Dissatisfied - - - - - 4

Very dissatisfied - - - - - 5

Don't know - - - - - 6

Q.18d **SHOWCARD 18d**

"Which of these describes the quality of the service that you received from the following staff in the last 12 months?" (READ OUT EACH AND CIRCLE ONE FOR EACH)

	Very good	Good	Neither good nor bad	Bad	Very bad	N/A. Did not come into contact with those staff	Don't know
i. "The box office, or main reception staff?"	1	2	3	4	5	6	7
ii. "The ushers or the security staff?"	1	2	3	4	5	6	7
iii. "The catering staff, for example, the ice-creams, banquet, and bar staff?"	1	2	3	4	5	6	7
iv. "The restaurant or coffee bar staff?"	1	2	3	4	5	6	7
v. "Other Town Hall staff?"	1	2	3	4	5	6	7

Q.19a "Have you visited the **Convention Centre** (across the road from the Town Hall) in the last 12 months?" (CIRCLE ONE)

Yes - 1 No - 2 Don't know - 3 GO TO Q.20a

Q.19b "About how often in the last 12 months?" (READ OUT AND CIRCLE ONE)

"1 to 2 times" - - - - - 1
 "3 to 4 times" - - - - - 2
 "More than 4 times" - - 3

DO NOT READ OUT:
Don't know - 4

Q.19c SATISFACTION SHOWCARD

"Thinking about your times at the Convention Centre in the last 12 months, how satisfied or dissatisfied were you overall with what you got out of those visits?" (CIRCLE ONE)

Very satisfied - - - - - 1	Dissatisfied - - - - - 4
Satisfied - - - - - 2	Very dissatisfied - - - - - 5
No feeling either way - - - - 3	Don't know - - - - - 6

Q.20a "Have you visited the **Westpac Trust Centre** at Addington in the last 12 months?" (CIRCLE ONE)

Yes - 1 No - 2 Don't know - 3 GO TO Q.21a

Q.20b "About how often in the last 12 months?" (READ OUT AND CIRCLE ONE)

"1 to 2 times" - - - - - 1
 "3 to 4 times" - - - - - 2
 "More than 4 times" - - 3

DO NOT READ OUT:
Don't know - 4

Q.20c SATISFACTION SHOWCARD

"Thinking about your times at the Centre in the last 12 months, how satisfied or dissatisfied were you overall with what you got out of those visits?" (CIRCLE ONE)

Very satisfied - - - - - 1	Dissatisfied - - - - - 4
Satisfied - - - - - 2	Very dissatisfied - - - - - 5
No feeling either way - - - - 3	Don't know - - - - - 6

Q.21a "In the last 12 months have you visited the **Canterbury Museum**?" (CIRCLE ONE)

Yes - 1 No - 2 Don't know - 3 GO TO Q.22a

Q.21b "About how often in the last 12 months?" (READ OUT AND CIRCLE ONE)

"1 to 2 times" - - - - - 1
 "3 to 4 times" - - - - - 2
 "More than 4 times" - - 3

DO NOT READ OUT:
Don't know - 4

Q.21c SATISFACTION SHOWCARD

"Thinking about your times at the Museum in the last 12 months, how satisfied or dissatisfied were you overall with what you got out of those visits?" (CIRCLE ONE)

Very satisfied - - - - - 1	Dissatisfied - - - - - 4
Satisfied - - - - - 2	Very dissatisfied - - - - - 5
No feeling either way - - - - 3	Don't know - - - - - 6

CITY CENTRE

Q.22a MAP SHOWCARD

"Thinking of the City centre as this area (TRACE YOUR FINGER AROUND THE AREA) between Bealey Avenue, Fitzgerald Avenue, Moorhouse Avenue, and Hagley Park:

In the last 12 months, have you gone into this City centre area (TRACE YOUR FINGER AROUND THE AREA) to work at a **paid or unpaid job**?" (CIRCLE ONE)

Yes - 1

No - 2 Don't know - 3

GO TO Q.22c



Q.22b "Not counting the trips that you made into the City centre to go to work, have you made any **other** trips into this City centre area over the last 12 months?" (CIRCLE ONE)

Yes - 1

No - 2 Don't know - 3

Respondent lives or lived in City centre - 4

GO TO INSTRUCTION BEFORE Q.24

GO TO Q.22d



Q.22c "Have you made **any** trips into this City centre area over the last 12 months?" (CIRCLE ONE)

Yes - 1

No - 2 Don't know - 3

Respondent lives or lived in City centre - 4

GO TO Q.26a



Q.22d SHOWCARD 22d

"About how often over the last 12 months?" (CIRCLE ONE ONLY)

Once a week or more often (50 times or more) ----- 1

Once a month or more (12 to 49 times) ----- 2

Once every 3 months or more (4 to 11 times) ----- 3

Less often than that (1 to 3 times) ----- 4

Don't know ----- 5

Q.23a SHOWCARD 23

"What were your reasons for those visits to the City centre?" (CIRCLE ALL THAT APPLY)

- Shopping ----- 01
- To see or hear entertainment ----- 02
- Business - eg. to see a solicitor, accountant, travel agent etc., or to pay a bill ----- 03
- To socialise with or meet friends ----- 04
- To attend a meeting or class, to hear a speaker etc. (NOT ENTERTAINMENT) ----- 05
- To visit the central library ----- 06
- Other reason (SPECIFY) _____
- Don't know/Unsure ----- 99

INTERVIEWER: IF ONLY ONE REASON GIVEN IN Q.23a, GO TO INSTRUCTION BEFORE Q.24. OTHERWISE, ASK Q.23b.

Q.23b SHOWCARD 23

"And which one of those would be your main reason, overall, for those visits to the City centre?" (CIRCLE ONE ONLY)

- Shopping ----- 01
- To see or hear entertainment ----- 02
- Business - e.g. to see a solicitor, accountant, travel agent etc., or to pay a bill ----- 03
- To socialise with or meet friends ----- 04
- To attend a meeting or class, to hear a speaker etc. (NOT ENTERTAINMENT) ----- 05
- To visit the central library ----- 06
- Other reason ----- 07
- Unsure ----- 99

INTERVIEWER: IF RESPONDENT MADE ANY NON-WORK TRIPS INTO THE CITY CENTRE OVER THE LAST 12 MONTHS (I.E. IF RESPONDENT ANSWERED "YES" TO Q.22b OR Q.22c), ASK Q.24. OTHERWISE GO TO Q.26.

Q.24 SHOWCARD 24 & MAP SHOWCARD

"Think about trips into the City centre for reasons **other than work**. Which of these ways of getting there have you used in the last 12 months?" (CIRCLE ALL THAT APPLY)

- By driving or riding in car, van or truck - - 1 → GO TO Q.25a
- By bus - - - - - 2
- By motorcycle - - - - - 3
- By bicycle - - - - - 4 → IF CODE ① IS NOT CIRCLED,
GO TO Q.26a
- By walking - - - - - 5
- Other ways - - - - - 6

Q.25a "During any of your non-work trips by car, truck or van, into the City centre over the last 12 months..." (ASK 1 TO 4. IF "YES" TO Q.25a, FOLLOW WITH Q.25b IMMEDIATELY)

Q.25b SHOWCARD 25

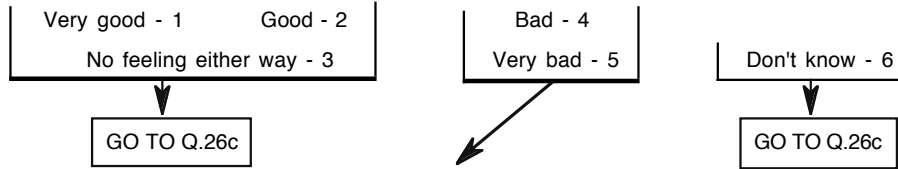
"Overall, how easy or hard has it been to find that sort of carpark?" (CIRCLE ONE)

	Q.25a Parking	Q.25b How hard to find a park?					
		Very easy	Easy	Neither easy nor hard	Hard	Very Hard	Don't know
1. "... have you tried to find a kerbside carpark in a City centre street between 8am and 6pm, Monday to Friday?"	Yes - 1 → No - 2 Don't know - 3 ↓	1	2	3	4	5	6
2. "... have you tried to find a space in an off-street parking building or parking site between 8am and 6pm, Monday to Friday?"	Yes - 1 → No - 2 Don't know - 3 ↓	1	2	3	4	5	6
3. "... have you tried to find a place to park anywhere in the City centre between 8am and 6pm on Saturday or Sunday?"	Yes - 1 → No - 2 Don't know - 3 ↓	1	2	3	4	5	6
4. "... have you tried to find a place to park anywhere in the City centre after 6pm, on any day of the week?"	Yes - 1 → No - 2 Don't know - 3 ↓	1	2	3	4	5	6

WASTE AND WATER

Q.26a SHOWCARD 26

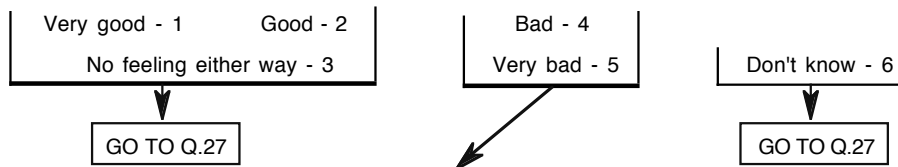
"The Council provides each household with a green crate to put your recycleable rubbish out for collection, and black plastic bags to put the rest of your rubbish in, for collection each week. Thinking first about the green crates, how good or bad do you think this recycleables collection service is overall?" (CIRCLE ONE ONLY)



Q.26b "Why do you say that?" (PROBE FULLY & RECORD)

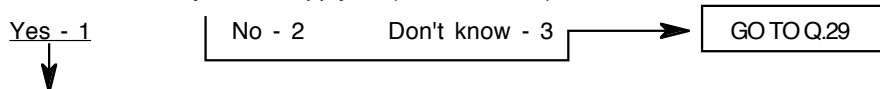
Q.26c SHOWCARD 26

"Thinking now about the black bag collection service for the rest of your rubbish, how good or bad do you think this collection service is overall?" (CIRCLE ONE ONLY)



Q.26d "Why do you say that?" (PROBE FULLY & RECORD)

Q.27 "Are you on the main City water supply?" (CIRCLE ONE)



Q.28 SATISFACTION SHOWCARD

"Thinking about the water that is supplied to this house or flat, how satisfied or dissatisfied are you with..." (READ OUT ALL, CIRCLING ONE FOR EACH)

	Very satisfied	Satisfied	No feeling	Dissatisfied	Very dissatisfied	Don't know
a. "its taste?"	1	2	3	4	5	6
b. "its appearance?"	1	2	3	4	5	6
c. "the pressure?"	1	2	3	4	5	6
d. "the reliability of the supply?"	1	2	3	4	5	6

PUBLIC TRANSPORT

Q.29 SHOWCARD 29

"Thinking about public transport in the City in terms of cost, convenience and safety, how much do you agree or disagree with the following statements?" (READ OUT & CIRCLE ONE FOR EACH)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ No opinion
a. "Fares are affordable"	1	2	3	4	5	6
b. "Public transport is convenient"	1	2	3	4	5	6
c. "Public transport is safe"	1	2	3	4	5	6

Q.30a "In the last 12 months, have you used public transport?" (CIRCLE ONE)

Yes - 1



No - 2 Don't know - 3 → GO TO Q.30c

Q.30b SHOWCARD 30

"How often have you used public transport in the last twelve months?" (CIRCLE ONE)

Every day or almost every day - - - - - 1
(155 times or more often)

Once a week or more often - - - - - 2
(25 to 154 times)

Once a month or more often - - - - - 3
(6 to 24 times)

Less than once a month - - - - - 4
(1 to 5 times)

Don't know - - - - - 5

→ GO TO Q.31a

→ GO TO Q.30c

→ GO TO Q.31a

Q.30c "Can you tell us why you don't use public transport, or don't use it more often?" (PROBE FULLY & RECORD)

CONTACTS YOU MAY HAVE HAD WITH COUNCIL STAFF

Q.31a "Have you **visited** the Council's **Civic Offices in Tuam Street** in the City centre during the last 12 months? Don't count friendly visits to friends or relatives." (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GO TO Q.32a



Q.31b **SHOWCARD 31b**

"About how often?" (CIRCLE ONE)

1 to 2 times - - - - - 1

3 to 4 times - - - - - 2

5 or more times - - - - 3

Don't know - - - - - 4

INTERVIEWER NOTE:

SERVICE CENTRES ARE THE SUBURBAN OFFICES OF THE CITY COUNCIL. THEY ARE ...

the Beckenham Service Centre

the Fendalton Service Centre

the Linwood Service Centre

the Papanui Service Centre

the Riccarton Service Centre

the Shirley Service Centre

the Sockburn Service Centre

Q.32a "Have you **visited** a **Service Centre** in the last 12 months? Don't count friendly visits to friends or relatives" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GO TO Q.33a



Q.32b **SHOWCARD 31b**

"About how often?" (CIRCLE ONE)

1 to 2 times - - - - - 1

3 to 4 times - - - - - 2

5 or more times - - - - 3

Don't know - - - - - 4

Q.32c **SHOWCARD 32c**

"Which Service Centre did you visit most often?" (CIRCLE ONE ONLY)

Beckenham - - - - - 1

Fendalton - - - - - 2

Linwood - - - - - 3

Papanui - - - - - 4

Riccarton - - - - - 5

Shirley - - - - - 6

Sockburn - - - - - 7

Can't recall which one - 8

Q.33a "In the last 12 months, have you **telephoned** the Council for any reason?
Don't count personal calls to friends or relatives." (CIRCLE ONE)

Yes - 1



No - 2 Don't know - 3

GO TO Q.34

Q.33b **SHOWCARD 33b**

"About how often have you telephoned the Council in the last 12 months?" (CIRCLE ONE)

1 to 2 times - - - - - 1

3 to 4 times - - - - - 2

5 or more times - - - - 3

Don't know - - - - - 4

E-MAIL AND THE WORLD WIDE WEB

Q.34 SHOWCARD 34

"In an average month, how often do you use **e-mail** for work, education or personal use?"
(CIRCLE ONE)

- Daily ----- 1
 Several times a week ----- 2
 Once a week ----- 3
 Several times a month ----- 4
 Once a month ----- 5
 Less often than once a month ----- 6
 Never used e-mail ----- 7

Q.35 SHOWCARD 35

"In an average month, how often do you use the **world wide web** for work, education or personal use?"
(CIRCLE ONE)

- Daily ----- 1
 Several times a week ----- 2
 Once a week ----- 3
 Several times a month ----- 4
 Once a month ----- 5
 Less often than once a month ----- 6
 Never used the worldwide web ----- 7

INTERVIEWER: IF 7 IS CIRCLED IN Q.34 AND Q.35, SKIP TO Q.39a.

Q.36 SHOWCARD 36

"Where do you use email and/or the world wide web?" (CIRCLE ALL MENTIONED)

- At work ----- 01
 At home ----- 02
 At school or other educational institution ----- 03
 At a library ----- 04
 At a friend's or relative's house ----- 05
 At an internet café or similar ----- 06
 Other (SPECIFY) _____

INTERVIEWER: IF 7 IS CIRCLED IN Q.35, SKIP TO Q.39a.

Q.37 SHOWCARD 37

"How important is the world wide web as a source of information that helps you make decisions - for example, consumer reviews, providing information for work or education projects, etcetera?"
(CIRCLE ONE)

- Very important ----- 1
 Important ----- 2
 Neither important nor unimportant ----- 3
 Unimportant ----- 4
 Very unimportant ----- 5
 Don't know ----- 6

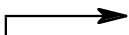
Q.38a "In the last 12 months, have you visited a Christchurch City Council web site?" (CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

GO TO Q.39a



Q.38b "How did you find out about the site?"
(RECORD VERBATIM)

Q.39a "The Council is considering publishing a newsletter by e-mail that would be sent to those who subscribed to it. The newsletter would deal with Council services and issues that affect the community.

Which of the following types of information do you think should be in such a newsletter?"
(READ OUT AND CIRCLE ONE FOR EACH OF i-iv)

	Yes	No	Don't know
i. "Information about upcoming events and festivals organised by the Council?"	1	2	3
ii. "Information about development proposals, proposed new buildings and similar?"	1	2	3
iii. "Information about upcoming Council meetings, including information about items to be discussed?"	1	2	3
iv. "Information about issues open for public consultation?"	1	2	3

Q.39b "Are there any **other** types of information that you think should be in such a newsletter?"
(CIRCLE ONE)

Yes - 1

No - 2

GO TO Q.39d



Q.39c "What other types of information do you think should be in such a newsletter?"
(PROBE FULLY & RECORD)

Q.39d "Would you like to receive an e-mail newsletter that contained some or all of the above material?"
(CIRCLE ONE)

Yes - 1

No - 2

Don't know - 3

CITY APPEARANCE

Q.40a SATISFACTION SHOWCARD

"Thinking about your City as a whole, how satisfied or dissatisfied are you with the way it looks and feels?" (CIRCLE ONE)

Very satisfied	----- 1	} →	GO TO Q.40b
Satisfied	----- 2		
No feeling either way	----- 3	→	GO TO Q.41a
Dissatisfied	----- 4	} →	GO TO Q.40b
Very dissatisfied	----- 5		
Don't know/No opinion	----- 6	→	GO TO Q.41a

Q.40b "Why do you say that?" (PROBE FULLY AND RECORD)

IF SATISFIED/VERY SATISFIED: _____

IF DISSATISFIED/VERY DISSATISFIED: _____

PERCEPTION OF DIVERSITY

Q.41a SHOWCARD 41a

"Christchurch is becoming home for an increasing number of people with different lifestyles and cultures, and from different countries. Overall, do you think this makes Christchurch ...?" (CIRCLE ONE)

A much better place to live	----- 1	} →	GO TO Q.42
A better place to live	----- 2		
Makes no difference	----- 3		
A worse place to live	----- 4	} →	GO TO Q.41b
A much worse place to live	----- 5		
Don't know/No opinion	----- 6	→	GO TO Q.42

Q.41b "Why do you say that?" (PROBE FULLY AND RECORD)

LEISURE AND RECREATION

Q.42 SHOWCARD 42

"People do lots of different things in their leisure time. Some take part in organised activities run by sports or other clubs, while others do things on their own or on a less organised basis with friends. For some people physical activity is very important in their leisure time, but others have less physically demanding interests. Thinking of your usual routine, what are the main things you do in your leisure time (excluding time spent on household chores)?" (CIRCLE ALL MENTIONED)

INTERVIEWER: EMPHASISE TO RESPONDENTS THAT THIS IS THEIR USUAL ROUTINE AND DOES NOT RELATE TO ONE-OFF, INFREQUENT ACTIVITIES.

Taking part in sports or other physical activity with a club, team or organised group	-----	01
Taking part in sports or other physical activity individually or with an informal group (including walking, swimming, etc.)	-----	02
Gardening	-----	03
Socialising with friends in cafés, bars etc.	-----	04
Shopping or window shopping	-----	05
Attending theatre, concerts or going to see films	-----	06
Creative activity such as arts, crafts, music	-----	07
Surfing the net	-----	08
Reading	-----	09
Watching TV / videos	-----	10
Church or religious activities	-----	11
Voluntary or unpaid community work	-----	12
Attending community education / evening classes	-----	13
Family or child-focused activities	-----	14
Other (SPECIFY)	-----	

COMMUNITY COHESION

Q.43 SHOWCARD 43

"Please tell me if you agree or disagree with these statements?" (READ OUT & CIRCLE ONE FOR EACH)

	Strongly Agree	Agree	No feeling either way	Disagree	Strongly Disagree	Don't Know
(a) "I feel a sense of community with others in my local neighbourhood - for example, share interests and concerns with them"	1	2	3	4	5	6
(b) "It's important to me to feel a sense of community with people in my local neighbourhood"	1	2	3	4	5	6
(c) "People across the City work together and support each other"	1	2	3	4	5	6

Q.44 SHOWCARD 44

"Which of these statements best describes the kind of contact you have had with the people who live on your street during the last 12 months?" (CIRCLE ONE)

- Positive contact - visit, chat when I see them,
ask small favours, tell them if I'm going away ----- 1
- Limited positive contact - nod or say hello ----- 2
- No particular contact ----- 3
- Limited negative contact - we don't get on ----- 4
- Negative contact - there's outright tension or disagreements ----- 5
- Don't know ----- 6

Q.45 SHOWCARD 45

"We are interested in finding out about the social networks and groups that you are part of. Which of the following options best describes the group or social network that matters most to you?" (CIRCLE ONE)

- It is mostly made up of people who live in the same area as me
(i.e. my local neighbourhood) ----- 01
- It is mostly made up of people who have the same interests, culture or
beliefs as me, but who don't necessarily live in my area ----- 02
- It is mostly made up of people I work with ----- 03
- There are no particular groups or networks that I feel I belong to ----- 04
- Other (SPECIFY) _____

CHILD SAFETY

Q.46a SHOWCARD 46a

"How safe or unsafe do you think your local neighbourhood is for your children or other people's children to play in while unsupervised?" (CIRCLE ONE)

- Very safe ----- 1 → GO TO Q.47a
- Safe ----- 2
- Unsafe ----- 3 → GO TO Q.46b
- Very unsafe ----- 4
- Don't know ----- 5 → GO TO Q.47a

Q.46b "Why do you say that?" (PROBE FULLY & RECORD)

SAFETY

Q.47a SHOWCARD 46a

"Thinking of your overall sense of freedom from crime, how safe or unsafe do you feel in the following situations?" (READ OUT AND CIRCLE ONE FOR EACH)

	Very safe	Safe	Unsafe	Very unsafe	Don't know
i. "In your home during the daytime"	1	2	3	4	5
ii. "In your home after dark"	1	2	3	4	5
iii. "In your local neighbourhood during the daytime"	1	2	3	4	5
iv. "In your local neighbourhood after dark"	1	2	3	4	5
v. MAP SHOWCARD "In the City Centre during the daytime - the City Centre being (TRACE YOUR FINGER AROUND THE AREA) between Bealey Avenue, Fitzgerald Avenue, Moorhouse Avenue and Hagley Park"	1	2	3	4	5
vi. MAP SHOWCARD "In the City Centre after dark"	1	2	3	4	5

Q.47b SHOWCARD 47b

"Overall, to what degree do you think there is a crime problem in your local neighbourhood?" (CIRCLE ONE ONLY)

- Crime is a very big problem ----- 1
- Crime is a fairly big problem ----- 2
- Crime is not a big problem ----- 3
- Crime is not a problem at all ----- 4
- Don't know ----- 5

LOCAL PROBLEMS
Q.48 SHOWCARD 48

"Thinking now about your local neighbourhood as a place to live. For each of the following, can you tell me how much of a problem these things have been in your local neighbourhood over the last 12 months?"
(READ OUT LIST 1 TO 30, CIRCLE ONE FOR EACH)

	Very big problem	Fairly big problem	Not a big problem	Not a problem at all	Don't know	Not applicable
1. "Rubbish or litter lying about on streets"	1	2	3	4	5	6
2. "Graffiti on walls, schools, shops"	1	2	3	4	5	6
3. "Broken windows in shops, public buildings, or other vandalism"	1	2	3	4	5	6
4. "House burglaries, break-ins or prowlers"	1	2	3	4	5	6
5. "Car theft, damage to cars or theft from cars"	1	2	3	4	5	6
6. "Dangerous driving, including drink driving, speeding or hoons"	1	2	3	4	5	6
7. "Risk from traffic for pedestrians or cyclists"	1	2	3	4	5	6
8. "People who you feel unsafe around because of their behaviour, attitude or appearance"	1	2	3	4	5	6
9. "Assaults, including sexual assaults"	1	2	3	4	5	6
10. "Drug dealing or drug use in the neighbourhood"	1	2	3	4	5	6
11. "Not enough street lighting"	1	2	3	4	5	6
12. "Lack of public open spaces or parks"	1	2	3	4	5	6
13. "Increase in the number of new houses, townhouses or apartments in the neighbourhood"	1	2	3	4	5	6
14. "Footpaths in bad condition"	1	2	3	4	5	6
15. "Smoke from indoor fires in your neighbourhood"	1	2	3	4	5	6
16. "Barking dogs"	1	2	3	4	5	6
17. "Wandering dogs"	1	2	3	4	5	6
18. "Dogs fouling or other dog nuisance"	1	2	3	4	5	6
19. "Loud music"	1	2	3	4	5	6
20. "Noise from parties"	1	2	3	4	5	6
21. "Other noise from people"	1	2	3	4	5	6
22. "Noise from industry or commercial activity"	1	2	3	4	5	6
23. "Noise from traffic"	1	2	3	4	5	6
24. "Speeding cars"	1	2	3	4	5	6
25. "Smoke or fumes from industry"	1	2	3	4	5	6
26. "Smoke from backyard fires"	1	2	3	4	5	6
27. "Smoke from indoor fires"	1	2	3	4	5	6
28. "Fumes from motor vehicles"	1	2	3	4	5	6
29. "Any other smells"	1	2	3	4	5	6
30. "Burglar or car alarms"	1	2	3	4	5	6

Q.49a "Have there been any **other** problems in your local neighbourhood over the last 12 months?"
(CIRCLE ONE)

Yes - 1



No - 2

→ GO TO Q.50a

Q.49b "What other problems have there been in your local neighbourhood?"
(PROBE FULLY & RECORD)

COUNCIL CONSULTATION/COMMUNITY INVOLVEMENT

READ OUT: "Now a few questions regarding Council's consultation with residents."

Q.50a **SATISFACTION SHOWCARD**

"How satisfied are you with the way the Council involves the public in the decisions it makes?"
(CIRCLE ONE)

- Very satisfied ----- 1
 - Satisfied ----- 2
 - Neither satisfied nor dissatisfied --- 3
 - Dissatisfied ----- 4
 - Very dissatisfied ----- 5
 - Don't know/No opinion ----- 6
- GO TO Q.51a
- GO TO Q.50b
- GO TO Q.51a

Q.50b "Why do you say that?" (PROBE FULLY & RECORD)

Q.51a **SHOWCARD 51a**

"How much influence do you feel the public has on decisions that the Council makes?
Would you say the public has a ...?" (CIRCLE ONE)

- Large influence ----- 1
 - Some influence ----- 2
 - Small influence ----- 3
 - No influence ----- 4
 - Don't know/No opinion ----- 5
- GO TO Q.52a
- GO TO Q.51b
- GO TO Q.52a

Q.51b "Why do you say that?" (PROBE FULLY & RECORD)

Q.52a SHOWCARD 52a

"How much confidence do you have in your local Council to make decisions that are in the best interests of the City?" (CIRCLE ONE)

Complete confidence -----	1	}	GO TO Q.53
A lot of confidence -----	2		
Some confidence -----	3		
A little confidence -----	4		
Very little confidence -----	5	}	GO TO Q.52b
No confidence -----	6		
Don't know/No opinion -----	7	}	GO TO Q.53

Q.52b "Why do you say that?" (PROBE FULLY & RECORD)

Q.53 SHOWCARD 53

"I'm going to read you some statements that some people say about Councils. Please tell me if you agree or disagree with each statement."
(READ OUT & CIRCLE ONE FOR EACH)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
a. "The Council doesn't really affect me"	1	2	3	4	5	6
b. "Voting in Council elections gives people like me a chance to influence decisions made about my community"	1	2	3	4	5	6
c. "I don't really understand how my Council works"	1	2	3	4	5	6
d. "The Council has a big impact around here"	1	2	3	4	5	6
e. "I'm not very interested in what the Council does, as long as they do their job"	1	2	3	4	5	6
f. "I like to know what the Council is doing, but I'm happy to let them get on with it"	1	2	3	4	5	6
g. "I would like to have more of a say in what the Council does"	1	2	3	4	5	6
h. "The Council has a big impact outside of our City (e.g. at the national government level)"	1	2	3	4	5	6

HEALTH

Q.54 "Now a change of focus - the next few questions relate to health issues.

At some time in their lives, most people experience stressful situations. Have you, or a member of your household, experienced stress in relation to any of the following **in the last 12 months?**"

(READ OUT AND CIRCLE ONE FOR EACH)

	Yes	No	Decline to answer
a. "Moving house"	1	2	3
b. "Serious illness (e.g. yourself, family, friend, flatmate)"	1	2	3
c. "Problems in a relationship"	1	2	3
d. "Divorce or separation"	1	2	3
e. "A child left or returned home"	1	2	3
f. "Difficulty at school or on a training programme, at university, etc."	1	2	3
g. "General family problems"	1	2	3
h. "Drug or alcohol problems"	1	2	3
i. "Death of a family member or friend"	1	2	3
j. "Lost a job"	1	2	3
k. "Demoted at work/taken a pay cut"	1	2	3
l. "Changed jobs"	1	2	3
m. "Financial problems"	1	2	3

Q.55a "At any time in the last 12 months, have you, or a member of your household, experienced **any other** stressful situations?" (CIRCLE ONE)

Yes - 1

No - 2 → GOTO Q.56



Q.55b "What situations are these?" (RECORD FULLY)

Q.56 **SHOWCARD 56**

"Thinking of situations that cause you stress, is there someone you feel you can turn to for help or rely on for support?" (CIRCLE ONE ONLY)

Always - - - - - 1

Most of the time - 2

Sometimes - - - - - 3

Rarely - - - - - 4

Never - - - - - 5

Don't know - - - - - 6

Q.57 **SHOWCARD 57**

"Some people feel as if they don't have time to do everything that they want to do because they are too busy, while others feel they have enough time in the day to get things done. Do you agree or disagree with each of the following?" (READ OUT & CIRCLE ONE FOR EACH)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable	Don't know
a. "I plan to slow down in the coming year"	1	2	3	4	5	6	7
b. "I think I spend too much time working"	1	2	3	4	5	6	7
c. "I think I spend too much time looking after children or other dependants"	1	2	3	4	5	6	7
d. "When I need more time, I tend to cut back on sleep"	1	2	3	4	5	6	7
e. "At the end of the day, I often feel that I haven't accomplished what I set out to do"	1	2	3	4	5	6	7
f. "I worry I don't spend enough time with family and friends"	1	2	3	4	5	6	7
g. "I feel trapped in a daily routine"	1	2	3	4	5	6	7
h. "I just feel I don't have time for fun any more"	1	2	3	4	5	6	7
i. "I want to spend more time alone"	1	2	3	4	5	6	7

Q.58 **SHOWCARD 58**

"Some people tell us they feel lonely or isolated in the City, while others say they don't. In the last 12 months, have you ever felt lonely or isolated?" (CIRCLE ONE)

Always - - - - - 1

Most of the time - - - - - 2

Sometimes - - - - - 3

Rarely - - - - - 4

Never - - - - - 5

Don't know/No opinion - - 6

Q.59 **SHOWCARD 59**

"If you were to consider your life in general these days, how happy or unhappy would you say you are on the whole?" (CIRCLE ONE)

Very happy - - - - - 1

Happy - - - - - 2

Not very happy - - - - - 3

Not at all happy - - - - - 4

Don't know/No opinion - - 5

Q.60 **SHOWCARD 60**

"To what extent do you feel that you have a healthy lifestyle?" (CIRCLE ONE)

- Very healthy - - - - - 1
 Healthy - - - - - 2
 Not very healthy - - - - - 3
 Very unhealthy - - - - - 4
 Don't know - - - - - 5

Q.61 **SHOWCARD 61**

"Would you say that overall your quality of life is ...?" (CIRCLE ONE)

- Very good - - - - - 1
 Good - - - - - 2
 Fair - - - - - 3
 Not very good - - - - - 4
 Poor - - - - - 5
 Don't know - - - - - 6

Q.62 **SHOWCARD 62**

"Generally speaking, would you say that people can be trusted, or that you can't be too careful in dealing with people?" (CIRCLE ONE)

- People can almost always be trusted - - - - - 1
 People can usually be trusted - - - - - 2
 You usually can't be too careful - - - - - 3
 You almost always can't be too careful - - - - - 4
 Don't know - - - - - 5

THE CITY

Q.63 **SATISFACTION SHOWCARD**

"Thinking of Christchurch overall as a place to live, to work and to spend your spare time in, how satisfied or dissatisfied are you with it?" (CIRCLE ONE)

- Very satisfied - - - - - 1
 Satisfied - - - - - 2
 No feeling either way - - - - - 3
 Dissatisfied - - - - - 4
 Very dissatisfied - - - - - 5
 Don't know - - - - - 6

Q.64a "Have you seen the Chalice, the new sculpture in the Square?" (CIRCLE ONE)

Yes - 1



No - 2

Don't know - 3

GO TO 'READ OUT' BEFORE Q.65

Q.64b **SHOWCARD 64b**

"Do you think the Square is a better or worse place for having the Chalice?" (CIRCLE ONE)

- The Square is a much better place for having the Chalice - - - - - 1
 The Square is a better place for having the Chalice - - - - - 2
 The Chalice doesn't make the Square better or worse - - - - - 3
 The Square is a worse place for having the Chalice - - - - - 4
 The Square is a much worse place for having the Chalice - - - - - 5
 No opinion one way or another - - - - - 6

RATES

READ OUT: "This final section is on rates."

Q.65 "The rates on a property like this, in this area, would be about \$XXX a year."

INTERVIEWER: GIVE RESPONDENT THE RATING SHEET
 NB: CHECK SAMPLING SHEET - CHRISTCHURCH CITY PENSIONER HOUSING
 RESPONDENTS SKIP TO Q.67.

"This sheet shows how much of that was spent on some items of Council spending last year. You can see for instance that last year about \$XXX or XX% was spent out of your rates on **looking after roads and footpaths** and about \$XXX or XX% was spent on **making sure traffic moved smoothly and safely**. Take a moment to look at that."

Q.66a **SHOWCARD 66a**

"Now, what sort of value for money do you think that Christchurch as a whole gets for the amount that is spent on **looking after roads and footpaths?**" If you don't have any feeling about it at all, just say so." (CIRCLE IN GRID OPPOSITE IN THE Q.66a COLUMN)

"Now making sure **traffic moves smoothly and safely** - what sort of value for money do you think that Christchurch as a whole gets for the amount that is spent on that? If you don't have any feeling about it at all, just say so." (CIRCLE IN GRID OPPOSITE IN THE Q.66a COLUMN)

...AND SO ON. CONTINUE ASKING THIS QUESTION FOR EVERY ITEM LISTED OVERLEAF.

Q.66b "Are there any items on that list you think the Council should spend **more** on?"
 (CIRCLE ONE ONLY BELOW)

Yes - 1



No - 2



GO TO Q.66d

Q.66c "How many?"

IF MORE THAN 3: "Please tell me the three that you would **most** like to see the Council spending more on."
 (CIRCLE THE THREE ITEMS IN THE Q.66c COLUMN: **MORE**).

IF 3 OR LESS: "Which ones are they?" (CIRCLE IN THE Q.66c COLUMN: **MORE**).

Q.66d "Now are there any items on that list you think the Council should spend **less** on?"
 (CIRCLE ONE ONLY BELOW)

Yes - 1



No - 2



GO TO Q.67

Q.66e "How many?"

IF MORE THAN 3: "Please tell me the three that you would **most** like to see the Council spending less on."
 (CIRCLE THE THREE ITEMS IN THE Q.66e COLUMN: **LESS**).

IF 3 OR LESS: "Which ones are they?" (CIRCLE IN THE Q.66e COLUMN: **LESS**).

	Q.66a Value for Money						Q.66c	Q.66e
	Very good	Good	No feeling	Bad	Very bad	Don't know	Spend More	Spend Less
1. "Looking after roads and footpaths"	1	2	3	4	5	6	7	8
2. "Making sure traffic moves smoothly and safely"	1	2	3	4	5	6	7	8
3. "Overall City and environmental planning"	1	2	3	4	5	6	7	8
4. "Regulating activities and investigating nuisances"	1	2	3	4	5	6	7	8
5. "Sewage disposal"	1	2	3	4	5	6	7	8
6. "Refuse collection and disposal"	1	2	3	4	5	6	7	8
7. "Water supply services"	1	2	3	4	5	6	7	8
8. "Entertainment and Convention Facilities" (Westpac Trust Centre, Town Hall, Convention Centre)	1	2	3	4	5	6	7	8
9. "The Art Gallery"	1	2	3	4	5	6	7	8
10. "Public libraries"	1	2	3	4	5	6	7	8
11. "Putting on events and festivals"	1	2	3	4	5	6	7	8
12. "Parks and playing fields"	1	2	3	4	5	6	7	8
13. "Swimming pools"	1	2	3	4	5	6	7	8
14. "Promoting and supporting sport and recreation"	1	2	3	4	5	6	7	8
15. "Getting tourists to come to Christchurch"	1	2	3	4	5	6	7	8
16. "Getting businesses to create new jobs in Christchurch"	1	2	3	4	5	6	7	8
17. "Supporting voluntary groups and community organisations"	1	2	3	4	5	6	7	8
18. "Recycling programme"	1	2	3	4	5	6	7	8
19. "Looking after waterways, wetlands and land drainage"	1	2	3	4	5	6	7	8
20. "Stadiums"	1	2	3	4	5	6	7	8
21. "Promoting and developing the City Centre"	1	2	3	4	5	6	7	8
22. "Landscaping the City's streets"	1	2	3	4	5	6	7	8
23. "Supporting the Canterbury Museum"	1	2	3	4	5	6	7	8

DEMOGRAPHICS

- Q.68 **CODE GENDER OF RESPONDENT:** Male - 1 Female - 2
- Q.69 **CODE AGE OF RESPONDENT (FROM SCREENER):** 18 to 34 years - - - 1
 35 to 54 years - - - 2
 55+ years - - - - - 3
- Q.70 **CODE NUMBER OF PEOPLE ELIGIBLE FOR INTERVIEW (I.E. THOSE CODED 1 AT COLUMN 3 ON SCREENER)**
 1 2 3 4 5 +

READ OUT:

"I'd like to assure you that the information that you have given will be kept confidential."

"On behalf of the Christchurch City Council, thank you very much for talking with us.
 As I said, my name is Xxx and I'm from National Research Bureau. Here is our company card, should you wish to contact us for any reason." (HAND OVER THANK-YOU CARD AND GIFT)

"May I just have your phone number in case we need to clarify anything?" (RECORD)

Respondent's Name: _____

Telephone Number: _____

Respondent's Address: _____

END TIME: _____

Interview Duration: _____ minutes (RECORD)

CERTIFICATION: I hereby certify that this is a true and accurate record of an interview conducted by me at the time and place specified. TICK WHEN CHECKED:

INTERVIEWER'S NAME: _____ Date: _____
 (Please PRINT)

Supervisor Sign: _____ Audit: _____

**Appendix B:
Screening Form**

CCC RESIDENTS SURVEY - SCREENER

INTERVIEWER NAME: _____

MESHBLOCK NO. _____

QUESTIONNAIRE NO. _____

INTRODUCTION

"Good morning/afternoon/evening. I'm Xxx from the National Research Bureau. We are conducting a survey on behalf of the Christchurch City Council, and would like to talk to residents about Council's services and facilities, and other current issues.

Could I have a moment of your time to select the eligible person from this home?"

Q.1 "Firstly, may I have the names of all the people who normally live in this house? First names will be fine." (LIST EACH PERSON IN Q.1 COLUMN BELOW)

Q.1 Names	Q.1a Ages	Q.2 Y or N	Q.3 Eligibility	Q.4 Last birthday

Q.1a "May I please have the ages of each person?"
(RECORD AGES IN Q.1a COLUMN ABOVE)

Q.2 FOR EACH NAME LISTED, ASK: "Has Xxx lived in Christchurch for at least the last 12 months?" (RECORD Y OR N FOR EACH NAME, IN Q.2 COLUMN)

Q.3 "Are any of these people away until the end of March, or incapable of doing a survey for any reason?" (IF SO, CODE IN Q.3 COLUMN)

4 = Away for whole survey period

5 = Incapable

* NOW CODE ELIGIBILITY OF ALL OTHERS IN Q.3 COLUMN.

1 = Eligible

2 = Aged under 18 years

3 = Not lived in Christchurch for last 12 months

Q.4 READ OUT NAMES OF **ELIGIBLE** PEOPLE (I.E. THOSE WITH **CODE 1 IN Q.3 COLUMN**).
"Which of these people had the last birthday?" TICK THIS PERSON IN Q.4 COLUMN.

Q.5 "May I please speak to _____?"

Yes

No → ARRANGE A TIME TO CALL BACK



Q.6 RE-INTRODUCE: "The Christchurch City Council has asked us to talk to Christchurch residents about the services and facilities they provide. They are also keen to find out what residents feel about a number of specific current issues. Can you spare some time now?"

Yes

No



GO TO QUESTIONNAIRE

ARRANGE APPOINTMENT & RECORD ON SAMPLE SHEET