



Community Views Survey

Public perceptions and interpretations of council services and representation

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Prepared by



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Background:

This research was conducted by Perceptive on behalf of Wanganui District Council to uncover the perceptions of general community towards the services provided by council. The council has undertaken similar research for years 1990, 1991, 1992, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2003 and now again in 2007.

Although the questions asked in this survey are based on surveys conducted previously but methodology chosen for research this year is CATI (Computer Assisted Telephone Interviews). Further explanation is provided in the methodology section.

This research is one of the steps taken by Wanganui District Council to pursue its mission. Council's mission –

To enhance the quality of life in Wanganui through a proactive approach to:

- Promoting a positive image of Wanganui as a great place to live and visit.
- Developing quality amenities and recreational facilities.
- Encouraging economic prosperity.

Some of the key results are compared and benchmarked with the results of previous research conducted in 2003.

Methodology:

The 2007 community survey analysis is based on feedback received via computer assisted telephone interviews conducted by team at Perceptive. There were 405 telephone interviews carried out to capture the views of general public living in Wanganui district.

Margin of Error:

Following table states the margin of error for different sample sizes (n). This could be used to measure the confidence levels of overall quantitative findings of the research. The same is broken down to different sample sizes, in order to determine the confidence levels for sub-groups i.e. data analysed on the basis of specific criteria such as location or age group or income group. The margin of error is inversely related to sample size i.e. bigger the sample size less is the margin of error for a particular level of confidence. This research aims for 95% level of confidence (when the sample is split between 50/50 on an issue) with a sample size of 407 respondents. In our case, the margin of error is **4.86%** (+ or -) which translates to that the given overall findings may be away from true scenario by the given margin of error.

Sample Size (n)	Margin of Error (+ or -)
50	13.85%
100	9.79%
150	7.99%
200	6.91%
250	6.18%
300	5.64%
350	5.22%
400	4.88%
450	4.60%
500	4.36%

Sample selection:

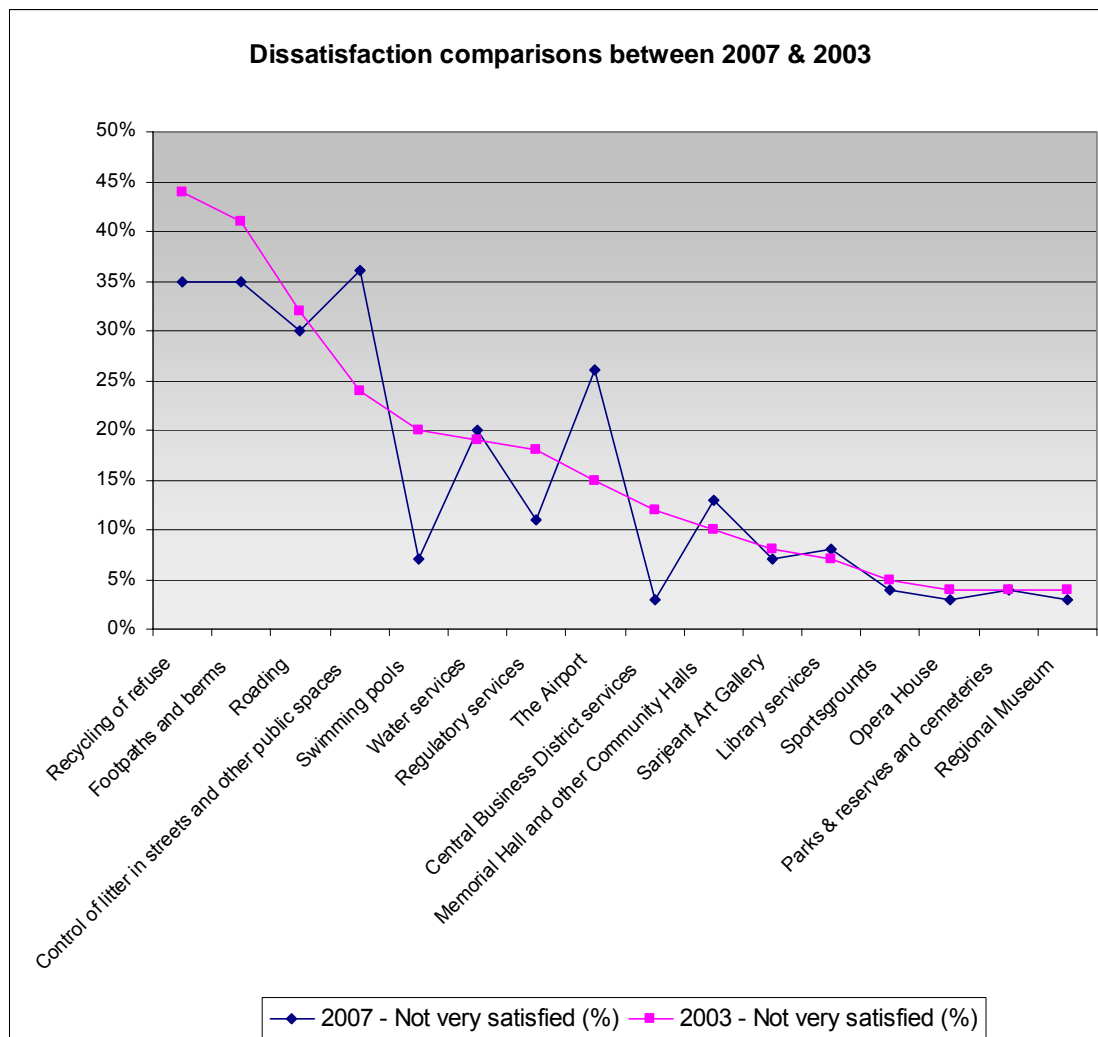
The respondents were selected on the basis of their residential location within Wanganui district. There were 29 locations covered by the survey to allow a sample which was representative of the entire population living in the district.

The criteria for the residential location of respondents were provided by Wanganui District Council. Furthermore, the given residential locations were grouped in to 9 location groups for comparative analysis of results with previous research (Refer to chart1),

Suburb	Group	Total sample size (2007)	Total sample size (2003)
Upper Aramoho	Group 1	35	40
Lower Aramoho			
Wembley Park			
Williams Domain	Group 2	48	58
Kowhai Park			
Otamatea			
St. John's Hill	Group 3	49	49
Bastia Hill			
Durie Hill			
Laird Park			
Wanganui Central			
Cooks Gardens	Group 4	42	52
Spriggens Park			
Putiki			
Springvale East			
Wanganui Collegiate	Group 5	59	40
Springvale West			
Gonville East			
Gonville South			
Tawhero	Group 6	84	85
Gonville West			
Balgownie			
Mosston			
Castlecliff South	Group 7	34	40
Castlecliff North			
Blueskin	Group 8	19	30
Maxwell			
Marybank-Gordon Park	Group 9	37	46
Fordell-Kakatahi			
	TOTAL	407	440

Quantitative analysis:

Chart 1: Dissatisfaction Comparisons between 2007 & 2003



Service	2007 - Not very satisfied (%)	2003 - Not very satisfied (%)	Difference in percent required @95% Confidence Level*	Significant Difference
Recycling of refuse	35%	44%	6.56%	Yes
Footpaths and berms	35%	41%	6.53%	No
Roading	30%	32%	6.23%	No
Control of litter in streets and other public spaces	36%	24%	6.14%	Yes
Swimming pools	7%	20%	4.48%	Yes
Water services	20%	19%	5.34%	No
Regulatory services	11%	18%	4.70%	Yes

The Airport	26%	15%	5.41%	Yes
Central Business District services	3%	12%	3.46%	Yes
Memorial Hall and other Community Halls	13%	10%	4.31%	No
Sarjeant Art Gallery	7%	8%	3.55%	No
Library services	8%	7%	3.55%	No
Sportsgrounds	4%	5%	2.79%	No
Opera House	3%	4%	2.47%	No
Parks & reserves and cemeteries	4%	4%	2.64%	No
Regional Museum	3%	4%	2.47%	No

*The significant difference, for the same question, between two separate surveys of 440 respondents (2003) and 407 respondents (2007). The significant difference figures above refer to the boundary, above and below a result, where by one may conclude that the difference is statistically significant, given a 95 percent level of confidence.

As shown in chart 1, the progress made to increase the level of satisfaction of general community has been mixed between the years 2003 and 2007.

The areas which have seen **increased satisfaction** (overall) are –

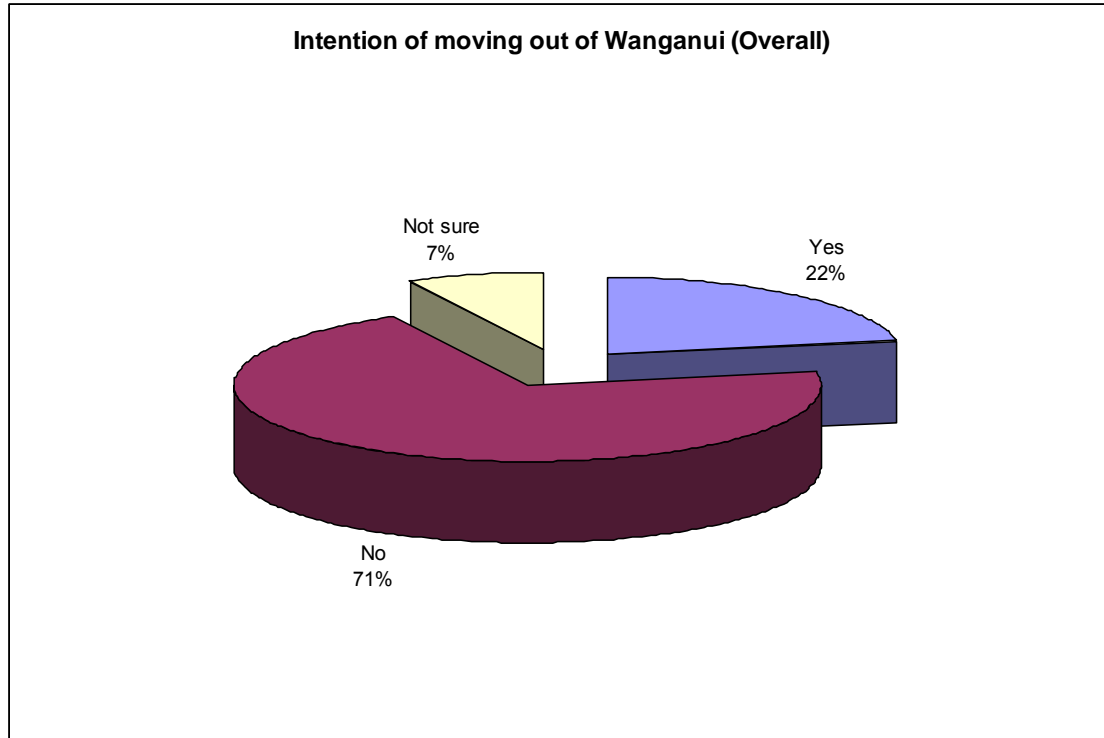
- Recycling of refuse
- Footpaths and berms*
- Roading*
- Swimming pools
- Regulatory services
- Central business district services

*Although the level of satisfaction in this area has increased in 2007, the 2003 level lies within the 95% confidence level (2007 value ± margin of error) so it can't be concluded that the difference are significant.

The areas which have seen **increased dissatisfaction** (overall) are –

- Control of litter in streets and other public spaces
- The Airport
- Memorial hall and other community halls

Chart 2: Intention of moving out of Wanganui (Overall)



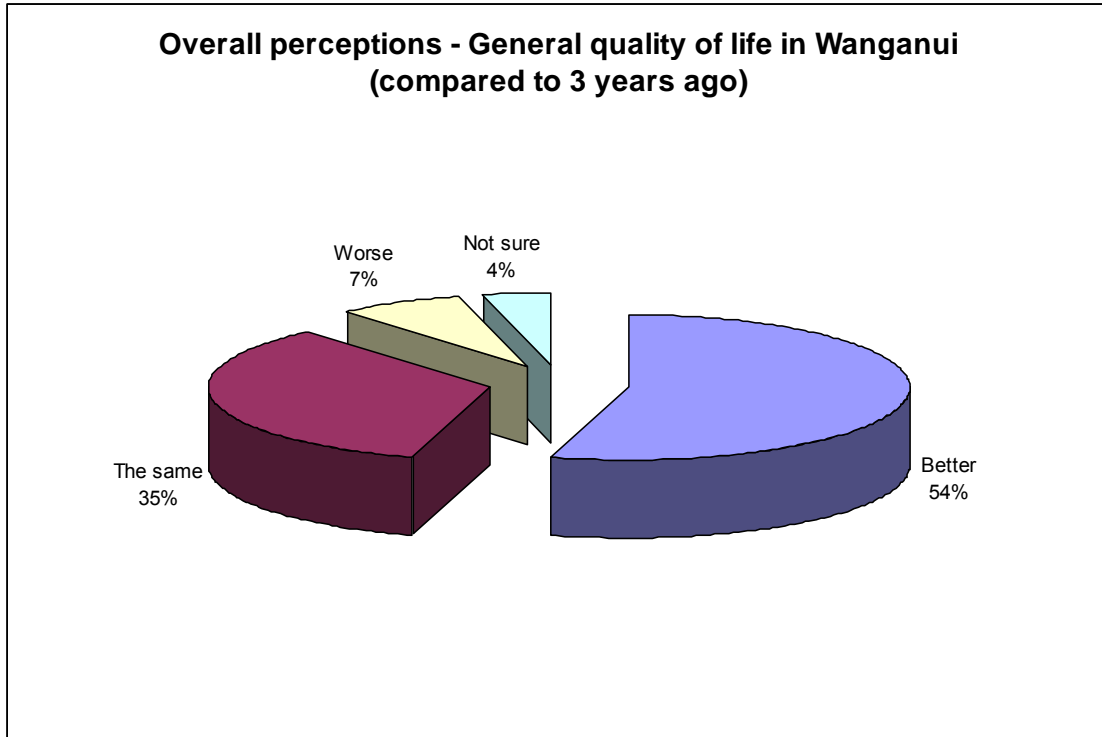
As shown in chart 2, majority of the respondents (71%) do not want to leave Wanganui. The reasons for respondents who indicated the intention to move some place else are further analysed in the qualitative section.

If so, where to and why?
View responses to this question
- Auckland (x 4)
- Back to Auckland.
- family in Auckland
- I would like to move to Auckland or Wellington for work purposes generally.
- Wellington (x 7)
- Wellington because of health reasons
- Wellington - we like all that a larger city has to offer. Wanganui is within easy travelling distance so we the best of both worlds. Wanganui with its slower pace of life and the larger city, Wellington, close by.
- Wellington or another larger centre. Better wage rates and away from the current Mayor.
- Wellington to go to Uni
- Wellington.
- Wellington - Lots more activities etc
- where ever the work was
- With my husband's job, we may have to leave, but I wouldn't know until he applied for

a position. Maybe Napier?
- work and travel opportunities
- Working in the Education area promotion back to Wellington to advance career prospects
- Yes, if would be to get mainly job and to get more challenging foe our family
- Overseas (x 2)
- To see more wide the cultures in capitals.
- Anywhere that family would go.
- Anywhere
- Australia (x 8)
- Australia has better health care and more 'freedoms' for the disabled
- Australia, because it's a better lifestyle and living conditions.
- I will move to Australia. Its better for young people. There are more opportunities.
- Bay of Plenty (x 3)
- Hamilton
- Hastings
- Having been here this long and the friends we have made. the knowledge of the place we have accumulated, at this time of life unless the circumstances were really favorable it would take to long now to settle into a different place.
- Hawkes Bay better live style more to do
- Hawkes Bay
- doesn't know
- However we owe no allegiance in absolute terms to any place, town or country.
- I have always liked the Hawkes Bay and enjoy the people over there.
- I would like to travel around the country. Work when I have to.
- If I was to leave it would be for work, only if it was not possible to find a job here.
- if she had finances to get there
- if you had the money, somewhere that has his work.
- It is perfectly possible for anybody to leave Wanganui. If the opportunity is correct, yes of course.
- It would depend entirely on the circumstances of the opportunity.
- It's always possible to leave. Wherever the wind blows.
- Kapiti Coast - would like quality seaside community
- Lower Hutt
- Maybe Lower Hutt, more opportunities, more to do
- move closer to family
- Napier
- Near his family didn't state where!
- Near the beach.
- Nelson as it's my home town, a beautiful safe place.
- Nelson would be my ideal as I'm from the south island and my parents live in Westport.
- New Plymouth , marton
- Would like move New Plymouth. My sister is there, that's why.
- Not enough employment options. And I'm fed up with the standard of living in

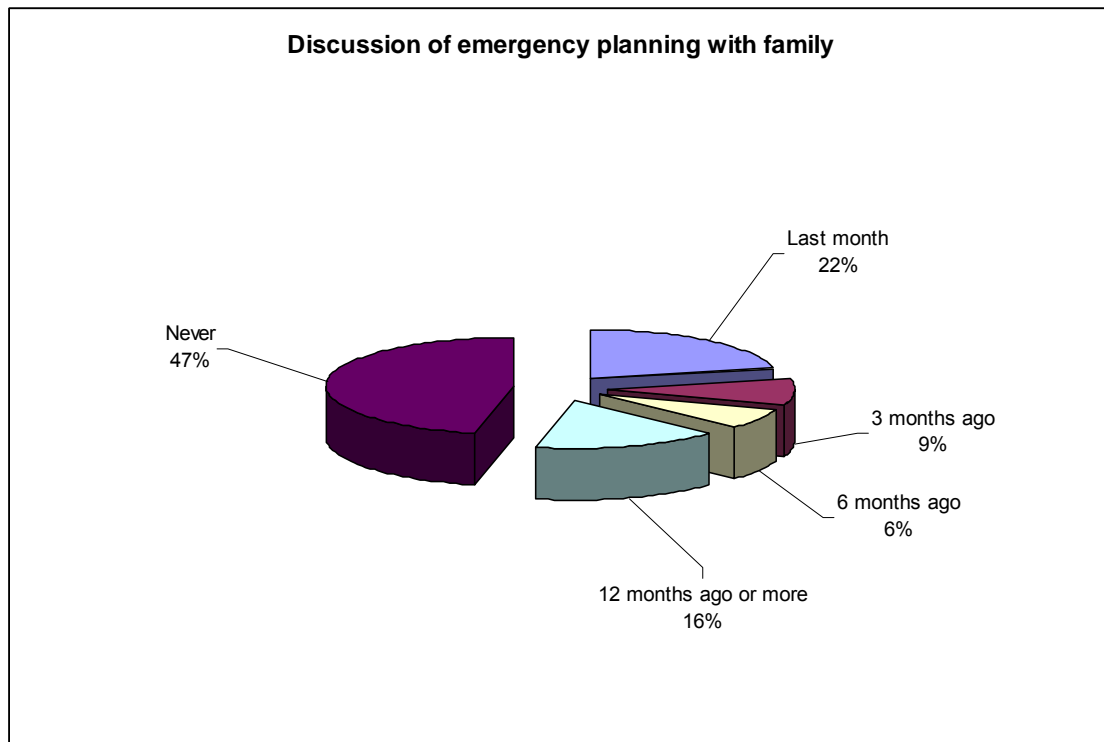
Wanganui in the lower income areas.
- not sure
- not sure
- Palmerston North (x 3)
- Palmerston North, Because they are better jobs and more jobs over there
- Palmerston North due to work commitments. Family has asthma which has worsened in Wanganui.
- Piha
- Queenstown (x 2)
-
- Rotorua (x 6)
- Rotorua - family
- Rotorua - Kiwi and family connections
- Rotorua. More opportunities for work. But it would take a big turn in life to do this.
- Rotorua. We love the place and our health seems better. More opportunities for jobs.
- she doesn't know
- somewhere brighter where people the council are not arguing over silly matters
- somewhere else in New Zealand
-
- South Island (x 3)
- South Island or Australia. More employment opportunity in senior HSE/OSH role for wife.
- South Island possibly the Nelson area. Retire.....
- Taupo
- Tauranga , with a port Tauranga has a thriving economy, jobs, wealth and pride. When Wanganui had a functioning port Tauranga was a back water and Wanganui was the City to live in.
- Taurunga
- to a larger city for more career training and opportunities
- Trial settlement here at the moment until house in Wellington sold
- up north
- We are here and for this moment that is it.
- Others
- But only in the future; maybe in the next five years or so, for career options. Possibly to Christchurch. I feel settled in Wanganui at present. Or the other reason to leave would be to live in England short-term; around a year maybe, England is my home country.
- Christchurch
- danneverke
- Destination unknown, I am always open to opportunities.
- doesn't know
- Don't know.
- Down south island for new start
- East Coast somewhere, like that coast better
- fielding
- Further up North later on in Retirement. But not whilst son is at school.
- Get out of this mob town.

Chart 3: Overall perceptions – General quality of life in Wanganui (compared to 3 years ago)



When asked about the general quality of life in Wanganui majority of the respondents (54%) were of the opinion that it has improved as compared to 3 years ago, 35% said it was the same, 7% said its worse and rest were not sure.

Chart 4: Discussion of emergency planning with family



Majority of the respondents (47%) have never discussed emergency planning with their family. This finding is also inline with the finding shown in chart 5 that 59% of the respondents do not have a emergency survival kit.

Chart 5: Respondents who have Emergency Survival Kit

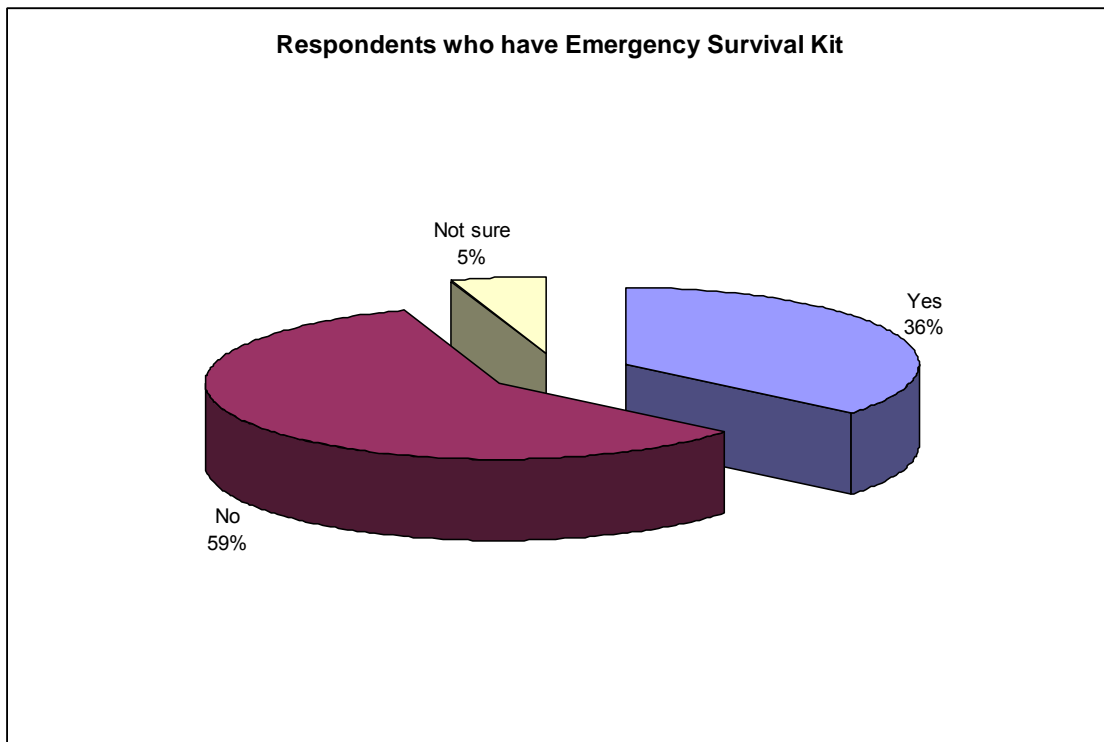


Chart 6: Respondents who checked the survival kit

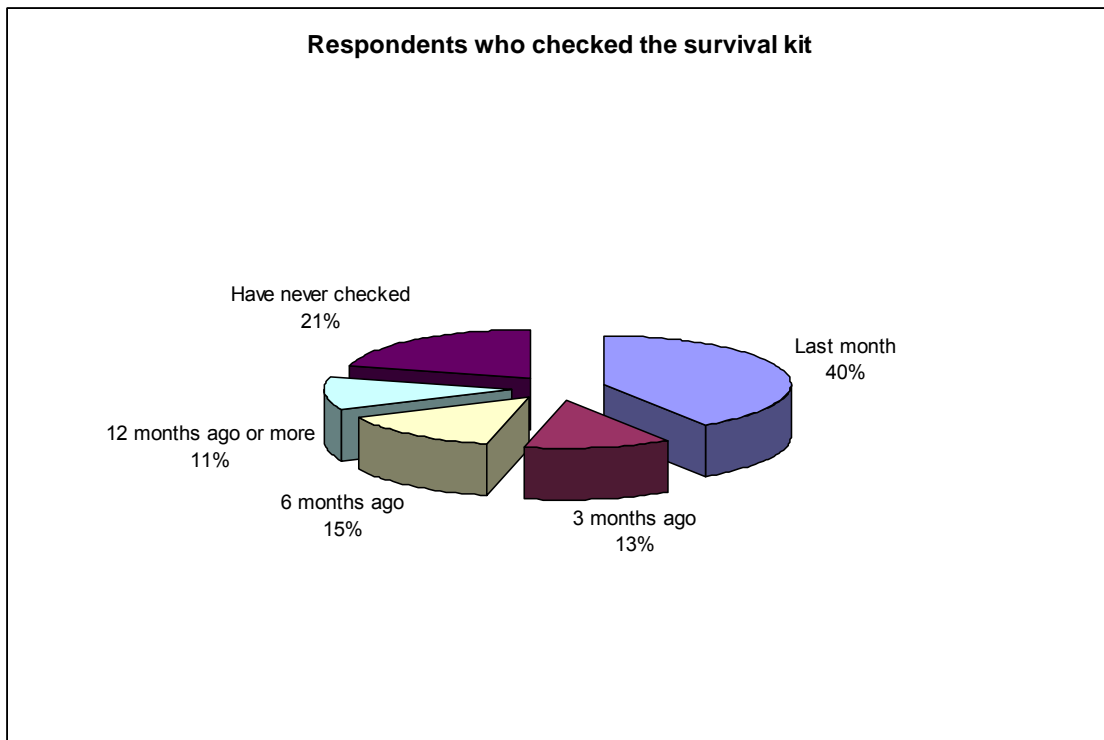


Chart 7: Things found easily in the dark

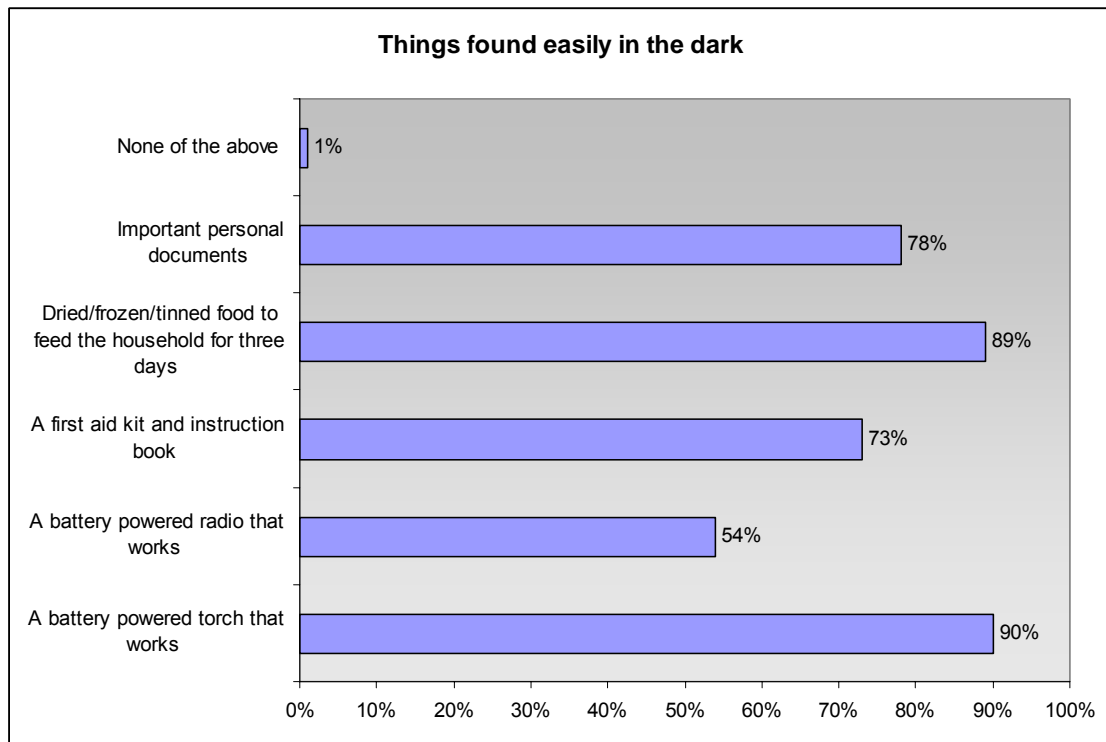


Chart 8: Preparedness for an emergency

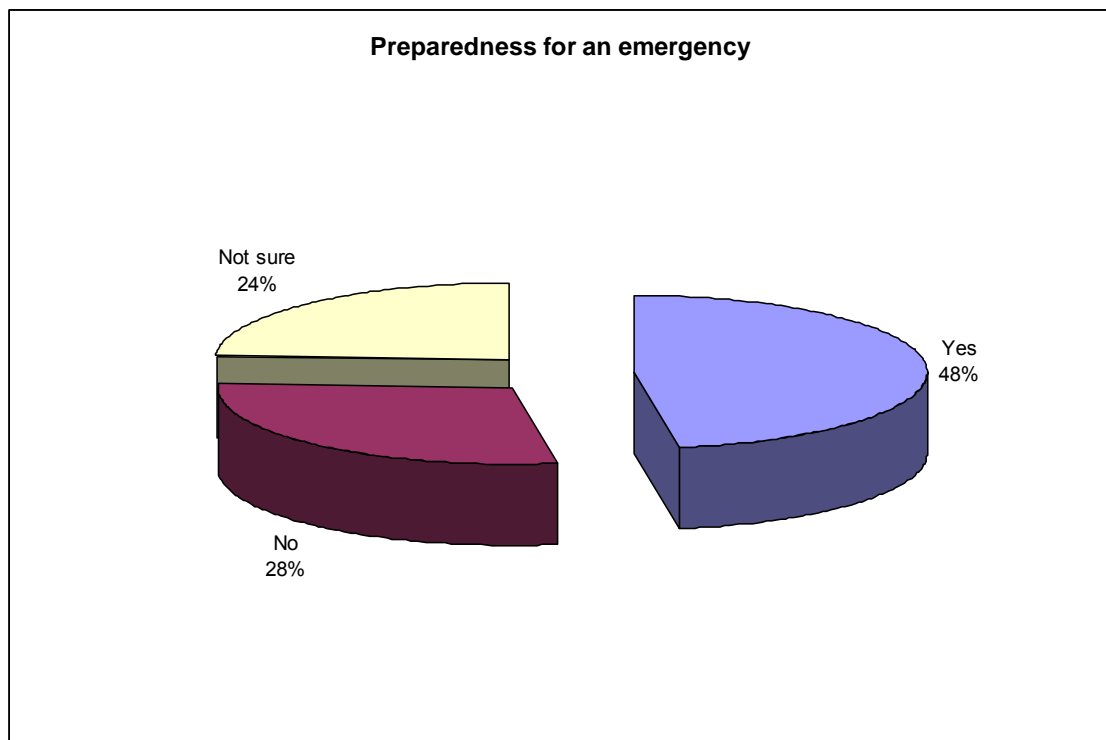


Chart 9: Ability to cope without outside assistance

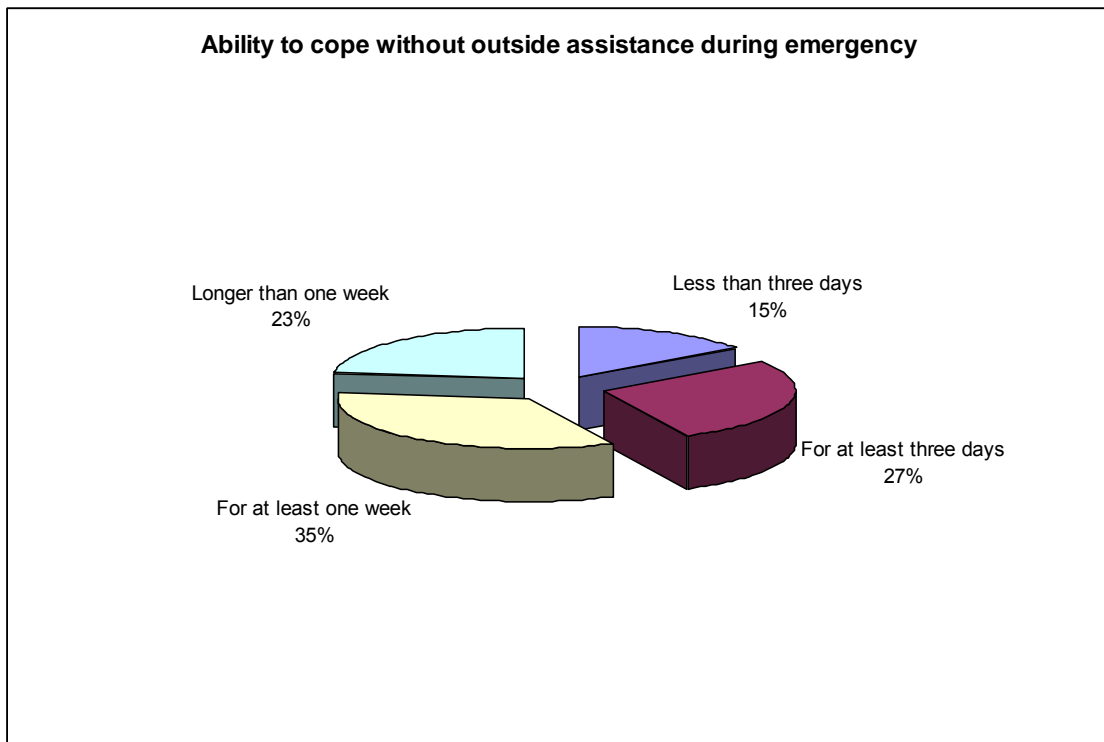


Chart 10: Feeling safe at home – during the day

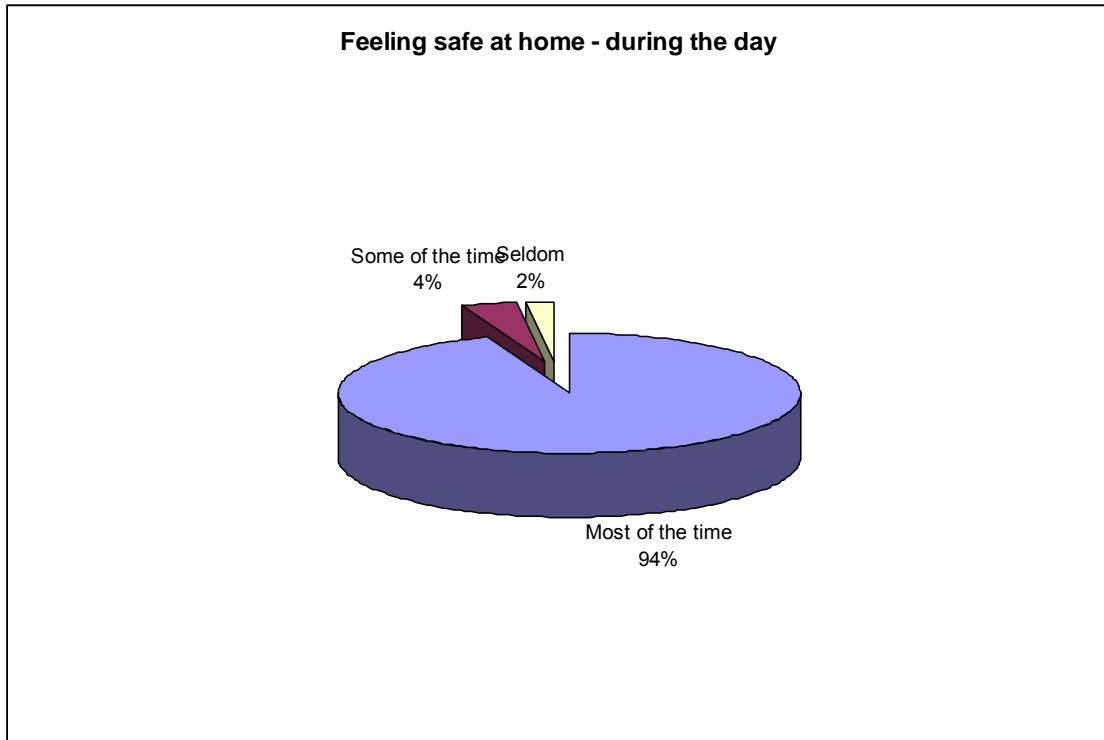


Chart 11: Feeling safe at home – during the night

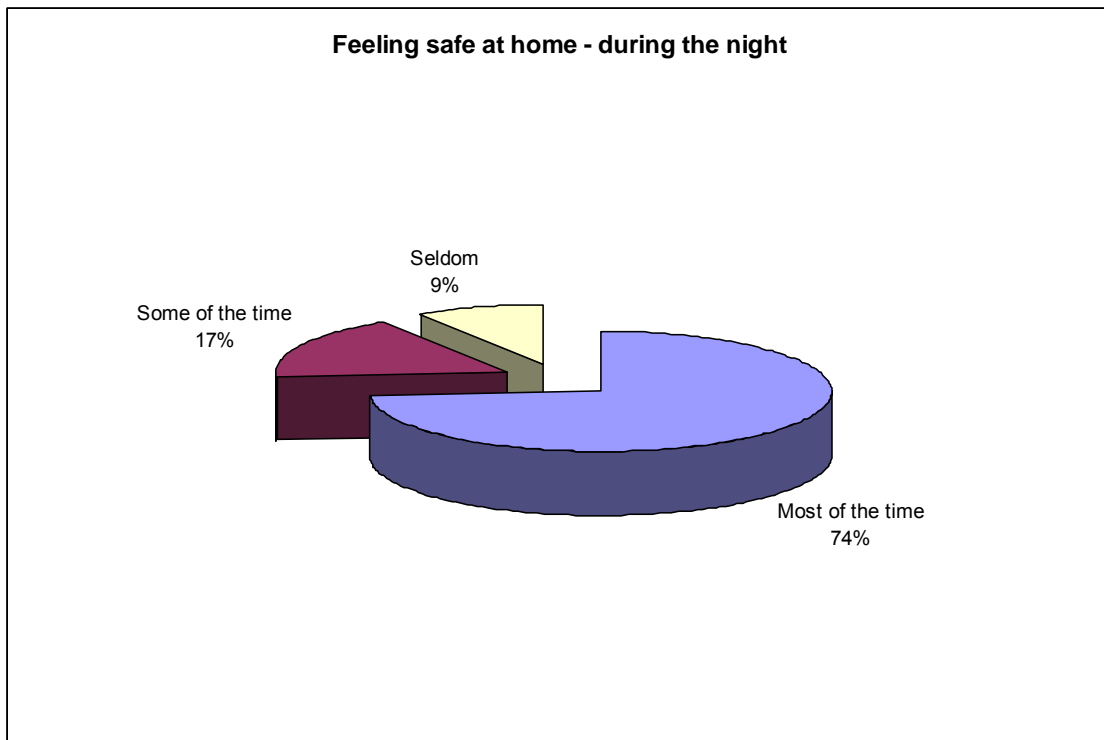


Chart 12: Activities undertaken in the previous 12 months

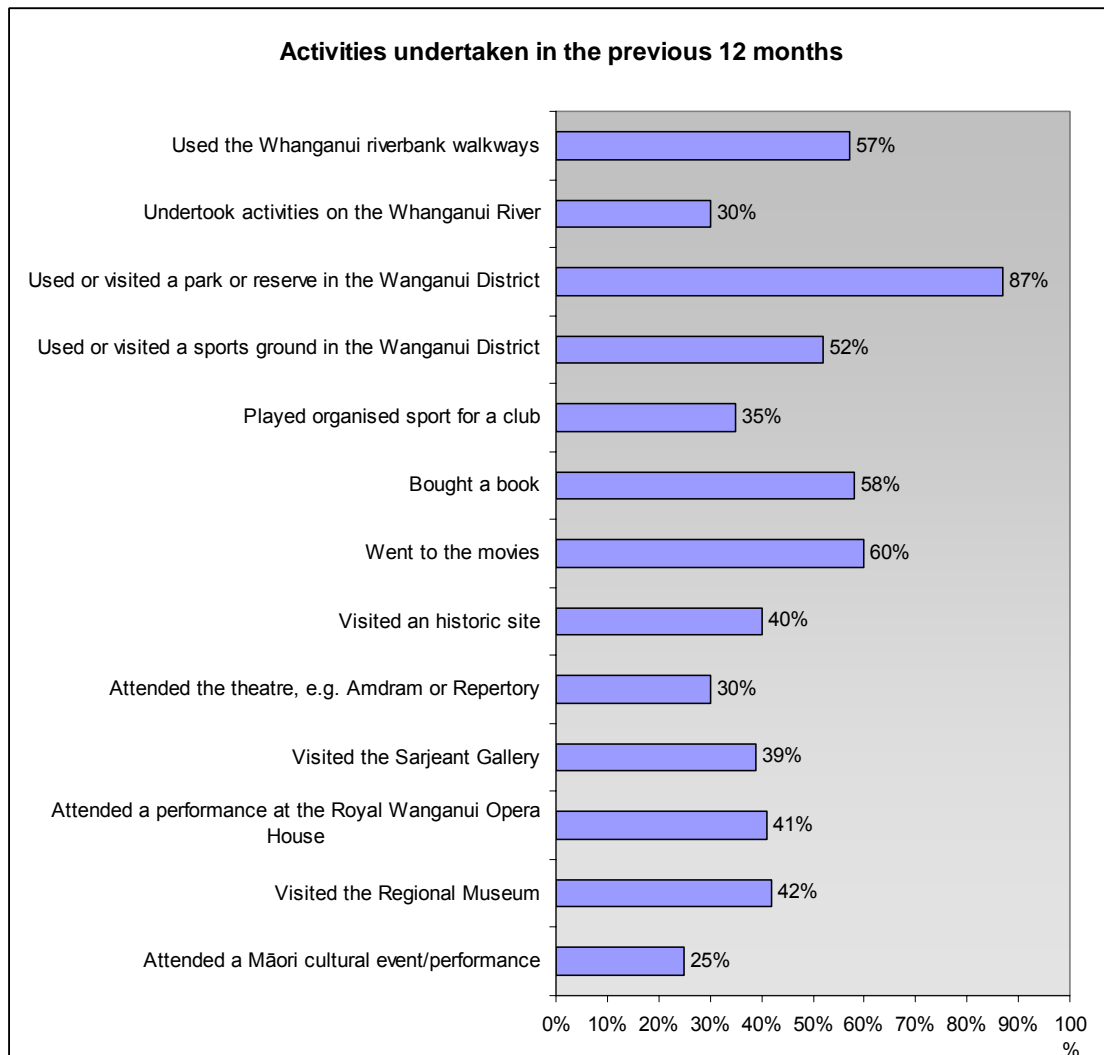


Chart 13: Respondents who pay rates

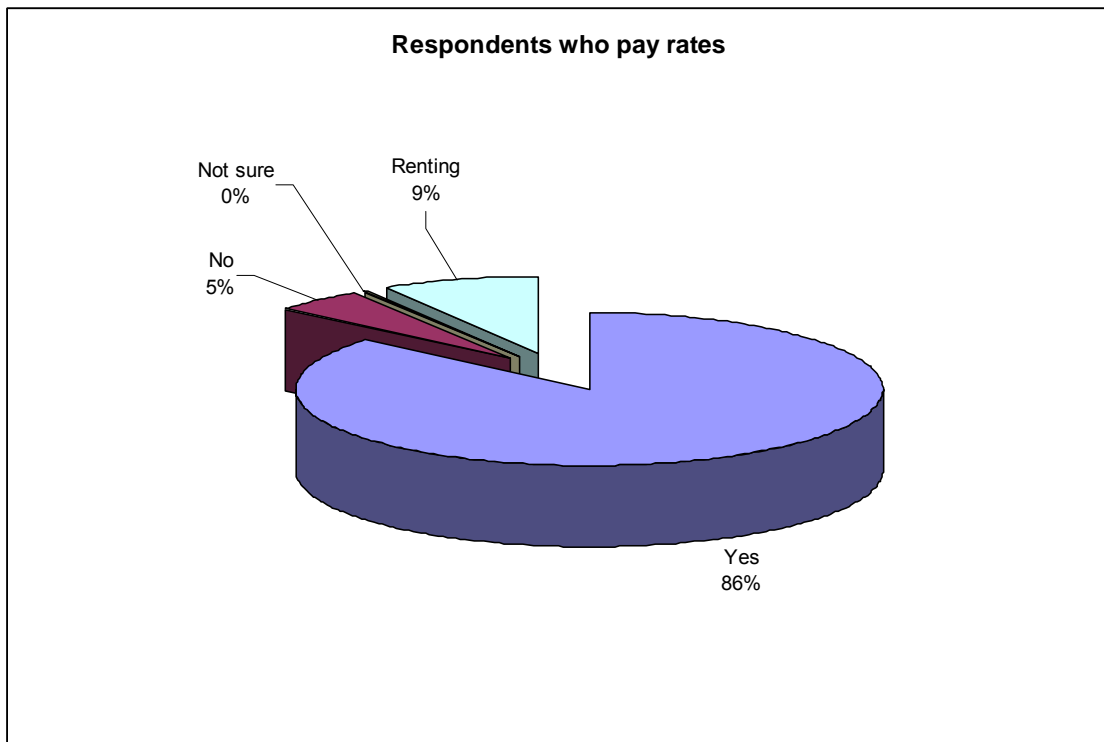


Chart 14: Satisfaction with the Airport

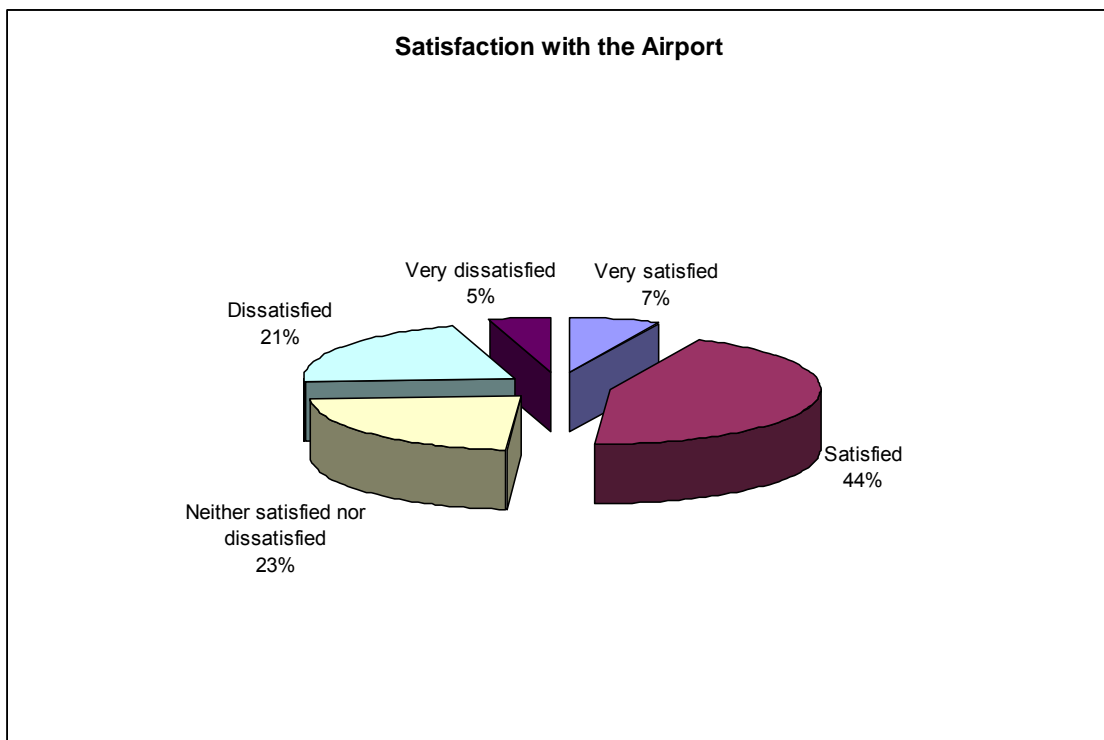


Chart 15: Davis Central City Library cardholders

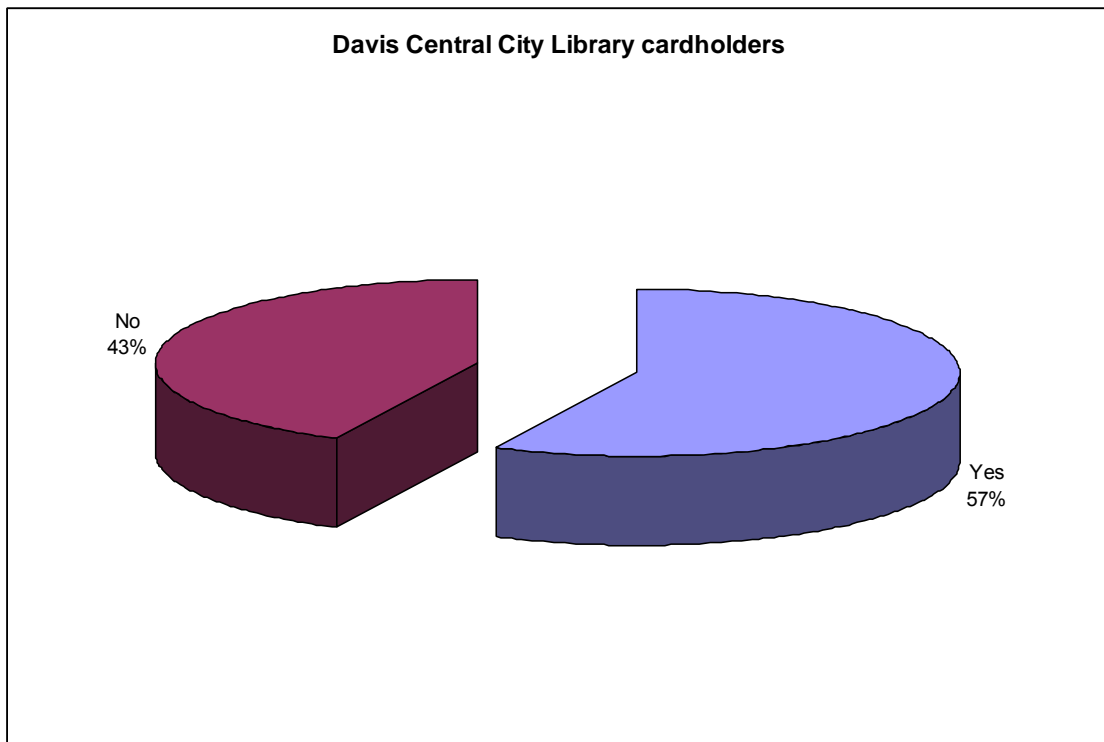
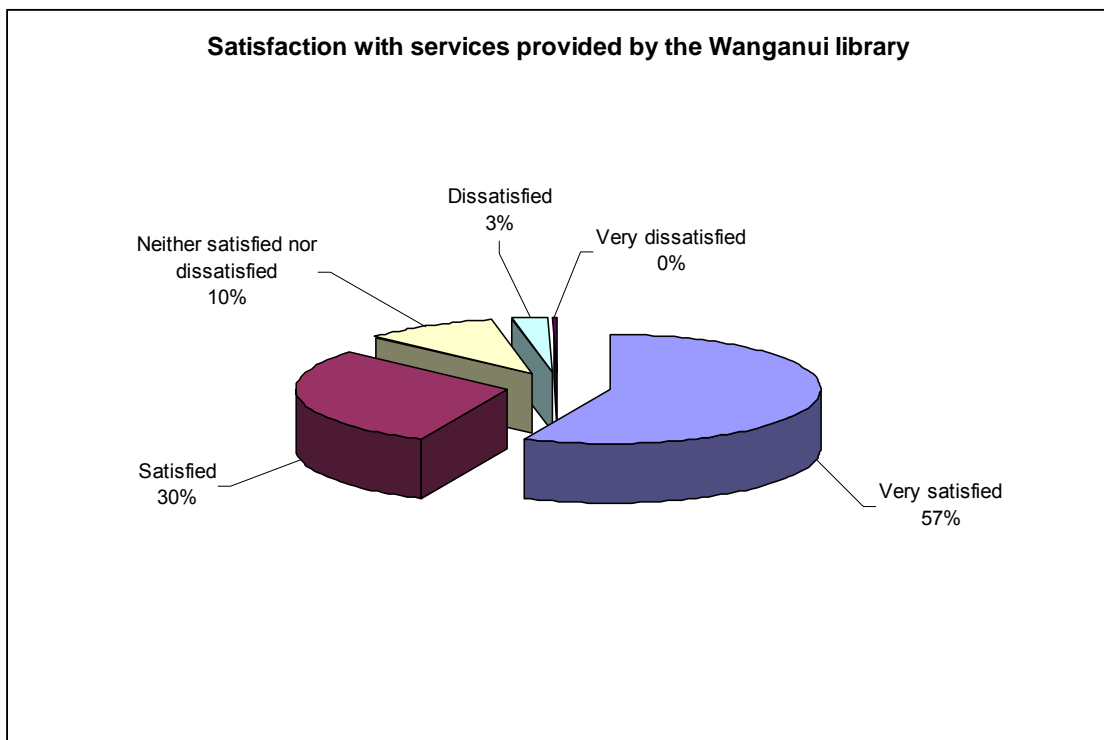


Chart 16: Satisfaction with services provided by the Wanganui library



If not library member, why not?
View responses to this question
Too old
- Too old. and she got sky TV
- Too old. watch TV
- Too busy!
- Used to be but she too old now.
- used to be too old
Other members
- His children have.
- His son his.
- His wife is.
- His wife is.
- Queen island library cardholder
- My child is. I don't use the library
- My daughter is the holder, so don't feel the need of it.
- My husband and kids is the card holder. I am not as i do not read a lot because i don't get the time to.
- My own library.
- My wife has one, maybe I should also, but up to now I have not had or taken the opportunity to borrow books finding my needs for information satisfied on the internet.
- My wife is
Used to be
- Used to be. hasn't been in a while
- Used to be. maybe again when she retires
- was but not a reader anymore
- was years ago, but not now
- work to much to read
- You pay for your membership and for borrowing books!
Buys books
- Because I prefer to buy my own books as I never seem to have the time to read one of their books before having to return it.
- Buys books instead.
- buys her own books
- buys his books
- Buys the books he likes.
- She gets people to buy her books.
- She just reads the paper.
- she said she reads the newspapers
- She said she should be but she's not.
- She said she is too lazy to get one.
- she was but it expired
- she's belonged to a book club
- she's got a friend that gives her books
- she's got a personal library of her own

- she's got her own store of books
- She's got loads of books at home.
- She's not a reader.
- Tend to purchase books I need.
- the bowling club has a library
- Insufficient time available to make good use of the facility.
- Poor selection of specialist books in my sphere of interest.
- because she's blind and gets them from the blind library
- Because she reads books of her own.
- Because she lives in rural area.
- reading newspapers etc.
- Reads books of her own.
- Reads newspapers not books.
- Reads other books.
- Reads own books.
- Reads the newspaper.
- Rest of family is. We hold 3 cards in this family.
- She buys books.
Doesn't read.
- Doesn't get time to read
- Doesn't go to the library.
- Doesn't like reading
- Doesn't read a lot.
- doesn't read books
- Doesn't read much.
- Doesn't read.
- doesn't want to be
- Doesn't want to be.
- Don't go there.
- Don't go to the library.
- Don't have the time to read books.
- don't have time
- Don't like reading.
- don't read
- Don't read much
- don't read my mother is
- Don't read very much.
- Don't read.
- Don't read.
- don't use the library
- Expired card.
- gets books of her family
- Gets the paper.
- got his own library
- Hasn't bothered.
- hasn't got time to read
- Hasn't had time to get a card moved to Wanganui 2years ago.

- hasn't used it for ages
- Hates reading!
- Have enough other hobbies
- Have not used library, use computer at home
- Haven't got around to it really.
- Haven't needed to become one, my son is.
- Haven't used it in ages.
- He can't drive there.
- He can't see to read.
- he doesn't read that much
- he had been but he hasn't got a new one yet
- He has no need for it.
- he hasn't thought about getting one
- He never goes up there, but he might be.
- He reads the paper not books.
- He was years ago. But doesn't bother anymore.
- her granddaughter is
- Her kids are.
- Her kids are.
- Her partner has one.
- He had a heart attack and doesn't read.
- He is into space travel.
-
- I can't be bothered reading now.
- I do not know why.
- I don't have time to read books, very often, but use the library now and then for
- I don't have time. I am very busy man, but I would love to.
- I don't like reading.
- I don't read a great deal
- I don't read.
- I don't seem to have time at the moment to be able to sit and read maybe when I'm retired and not so busy
- I got a computer
- I have bad eyes, so i do not read.
- I have no need for it
- I haven't got the time really.
- I read magazines.
- I use the internet and buy my books
- I Use the internet for information or buy the books I like.
- I have never bothered
- just doesn't read
- Just hasn't got around to joining.
- Just moved here hasn't signed up yet.
- Just moved to wanganui.
- Just moved up from lower hut.
- just never got around to it
- Lived in Rotorua for 6 years and have not renewed since moving back
-
- Never got around to it. Don't read much these days.

- No time to read
- not a great book reader
- not a need for me
- Not a reader.
- Not a reader.;
- Not a very good reader.
- not anymore
- not anymore to old
- Not anymore to old she said.
- Not into reading.
- not interested in reading
- Not interested.
- Obtain most info on line
- Prefer to buy my own books.
-
- she cant get a ride to the library because she doesn't have a card
- She can't read. Because she's going blind.
- she does craft work instead of reading
- she doesn't have time to sit down and read books
- she doesn't know
- she doesn't know
- she doesn't read
- She doesn't read much.
-
- The card has expired and I didn't get time to get a new one.
- the library doesn't interested her
- they find it very expensive
- Too busy to read books.

Chart 17: Satisfaction with Council for responding to community needs and issues

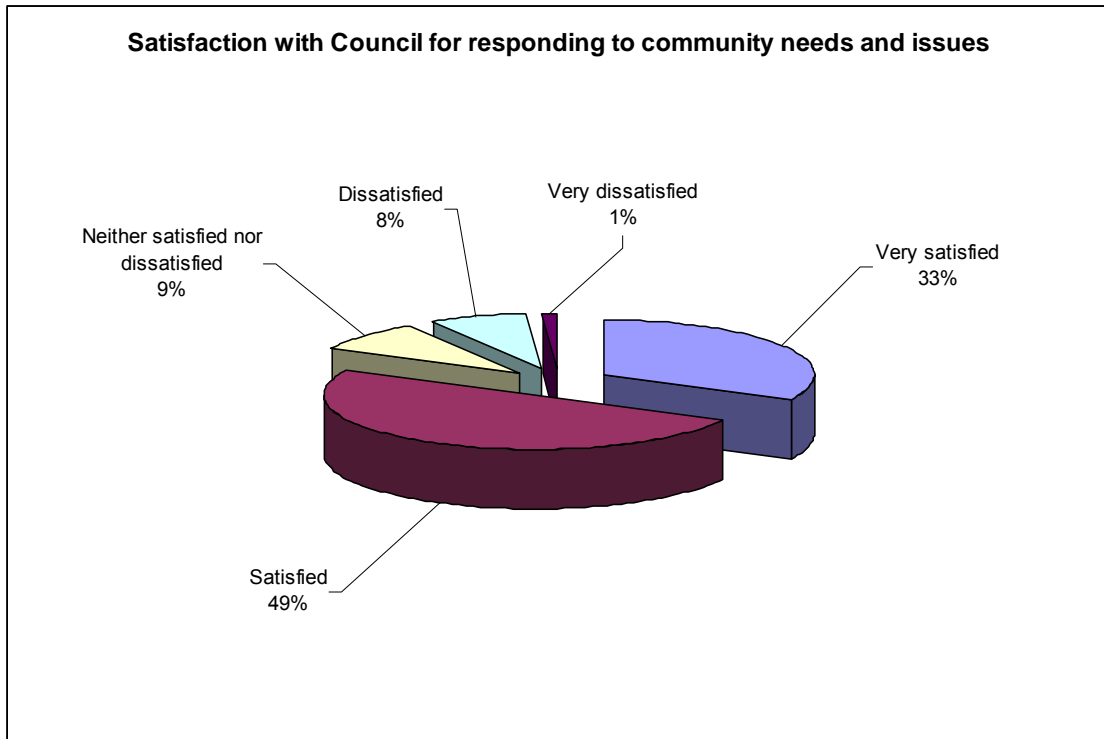


Chart 18: Rating the performance of Wanganui's Mayor and Councilors

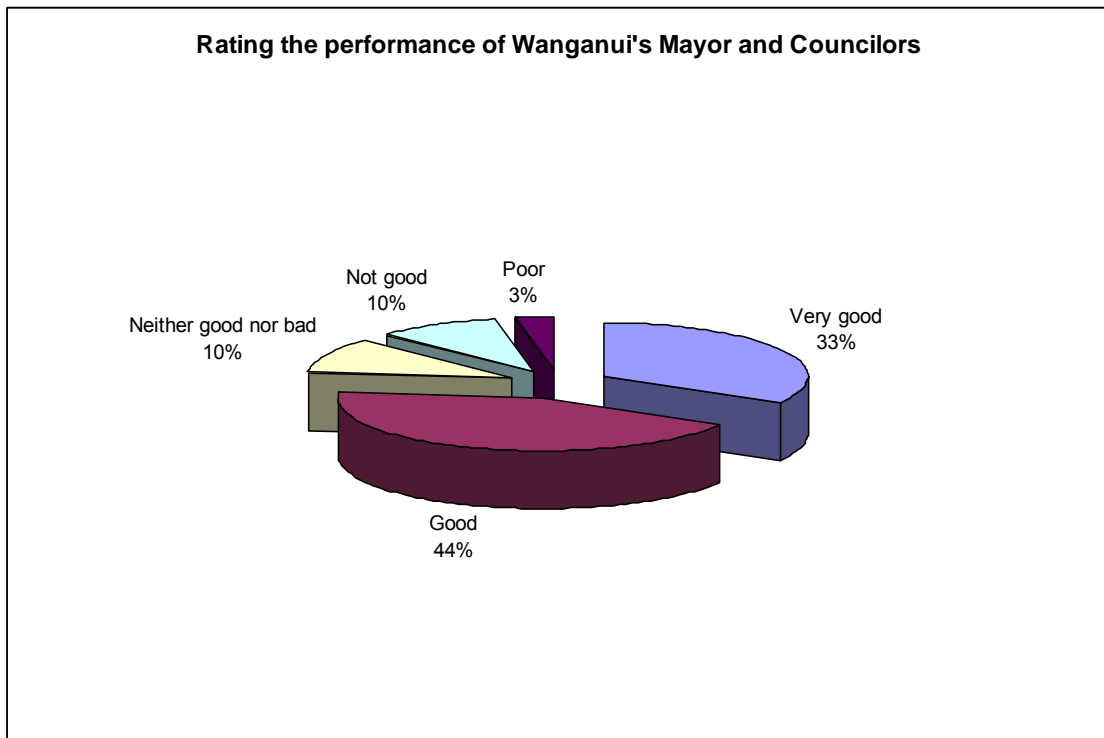


Chart 19: Rating the performance of Council staff

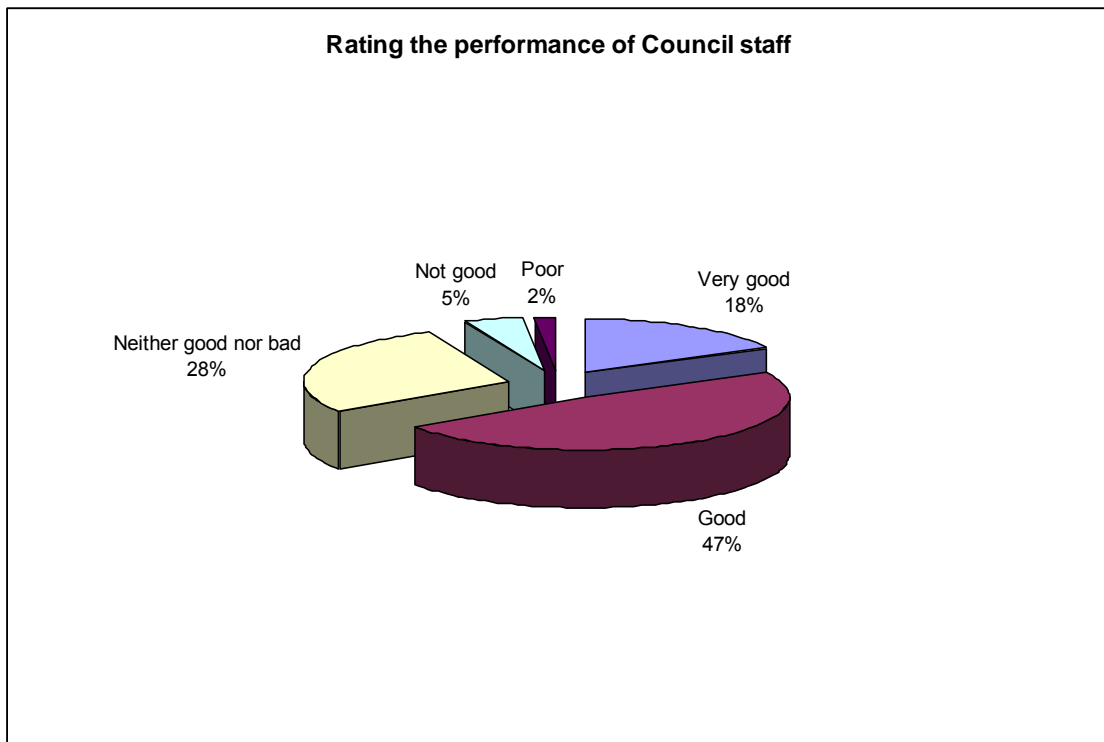


Chart 20: Satisfaction with the information supplied by the Council

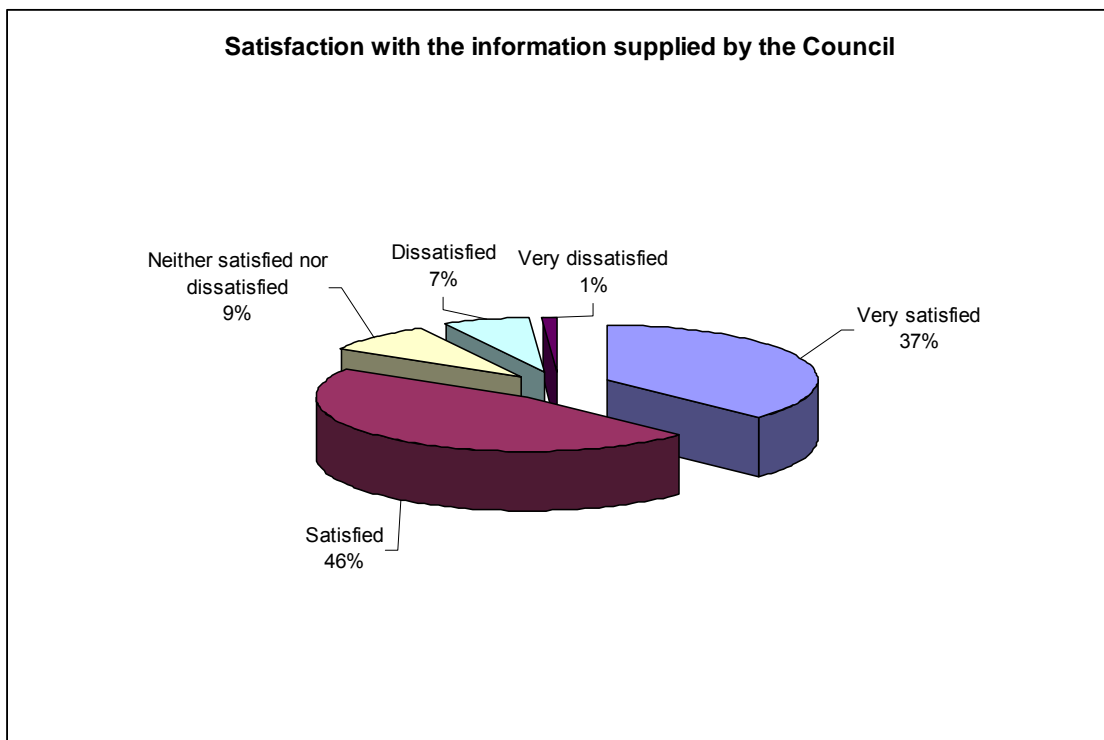
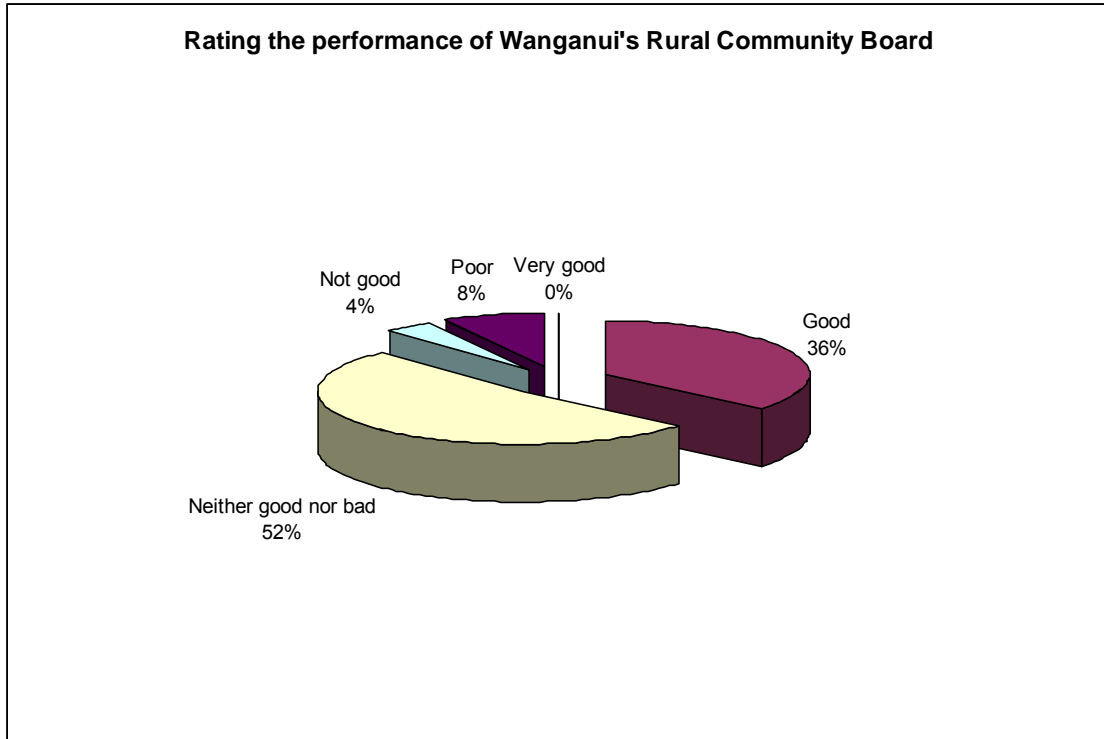


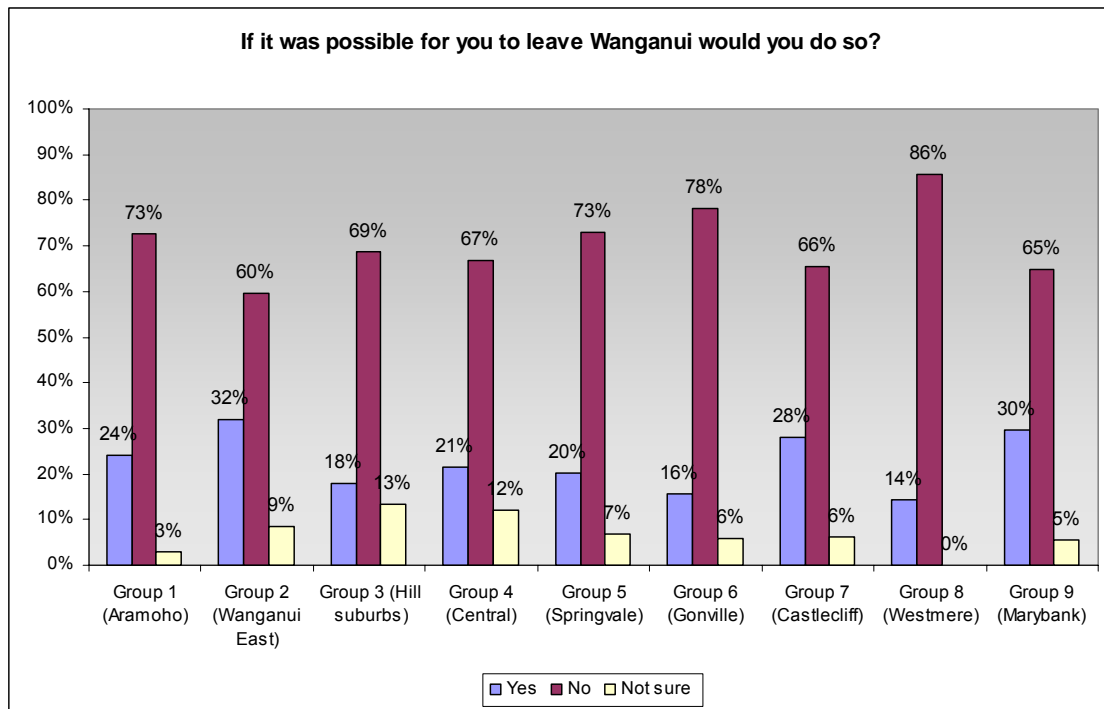
Chart 21: Rating the performance of Wanganui's Rural Community Board



Quantitative analysis based on Location groupings in Wanganui District:

Suburb	Group	Total sample size (2007)
Upper Aramoho	Group 1	35
Lower Aramoho		
Wembley Park		
Williams Domain	Group 2	48
Kowhai Park		
Otamatea		
St. John's Hill	Group 3	49
Bastia Hill		
Durie Hill		
Laird Park		
Wanganui Central		
Cooks Gardens	Group 4	42
Spriggens Park		
Putiki		
Springvale East		
Wanganui Collegiate	Group 5	59
Springvale West		
Gonville East		
Gonville South		
Tawhero	Group 6	84
Gonville West		
Balgownie		
Mosston		
Castlecliff South	Group 7	34
Castlecliff North		
Blueskin	Group 8	19
Maxwell		
Marybank-Gordon Park	Group 9	37
Fordell-Kakatahi		
	TOTAL	407

Chart 22: Intention to keep living in Wanganui



Residents living in areas grouped within **Group 2** (Wembley Park, Williams Domain and Kowhai Park) indicated highest interest (32%) to move out of Wanganui. Some of the main reasons given by this group were -

“Australia has better health care and more 'freedoms' for the disabled”

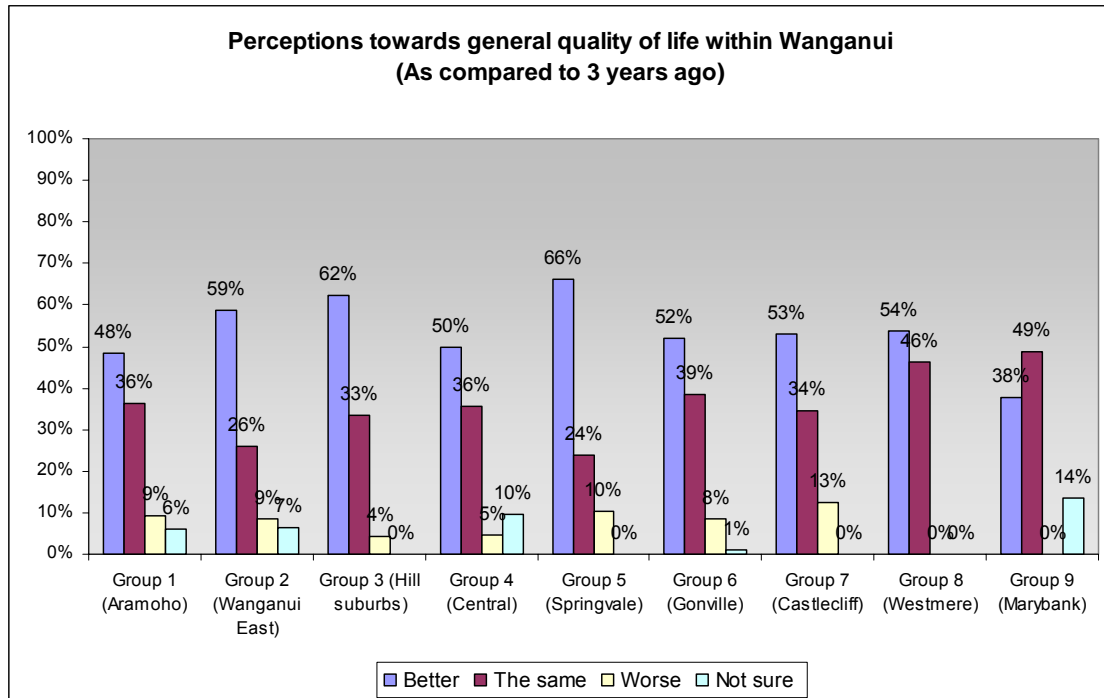
“Palmerston North, because they are better jobs and more jobs over there”

“But only in the future; maybe in the next five years or so, for career options. Possibly to Christchurch. I feel settled in Wanganui at present. Or the other reason to leave would be to live in England short-term; around a year maybe, England is my home country.”

“Rotorua - kiwi and family connections”

	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank/Fordell)
Yes	24%	32%	18%	21%	20%	16%	28%	14%	30%
No	73%	60%	69%	67%	73%	78%	66%	86%	65%
Not sure	3%	9%	13%	12%	7%	6%	6%	0%	5%

Chart 23: Perceptions towards general quality of life within Wanganui

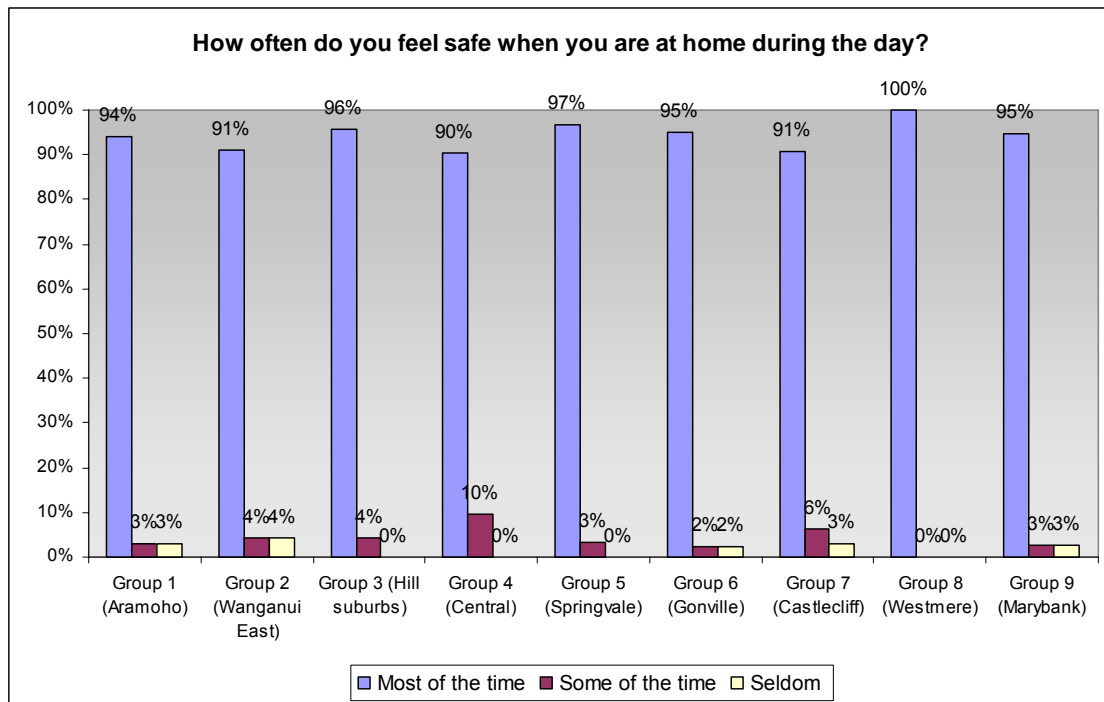


As shown in chart 23, the respondents living in areas grouped within **Group 7** (Mosston, Castlecliff North & South) indicated highest dissatisfaction (13%) with the quality of life within Wanganui as compared to other groups.

The respondents from areas grouped within **Group 5** (Wanganui Collegiate, Springvale East & West) indicated the most positive perceptions (66%) about the quality of life within Wanganui as compared to other groups.

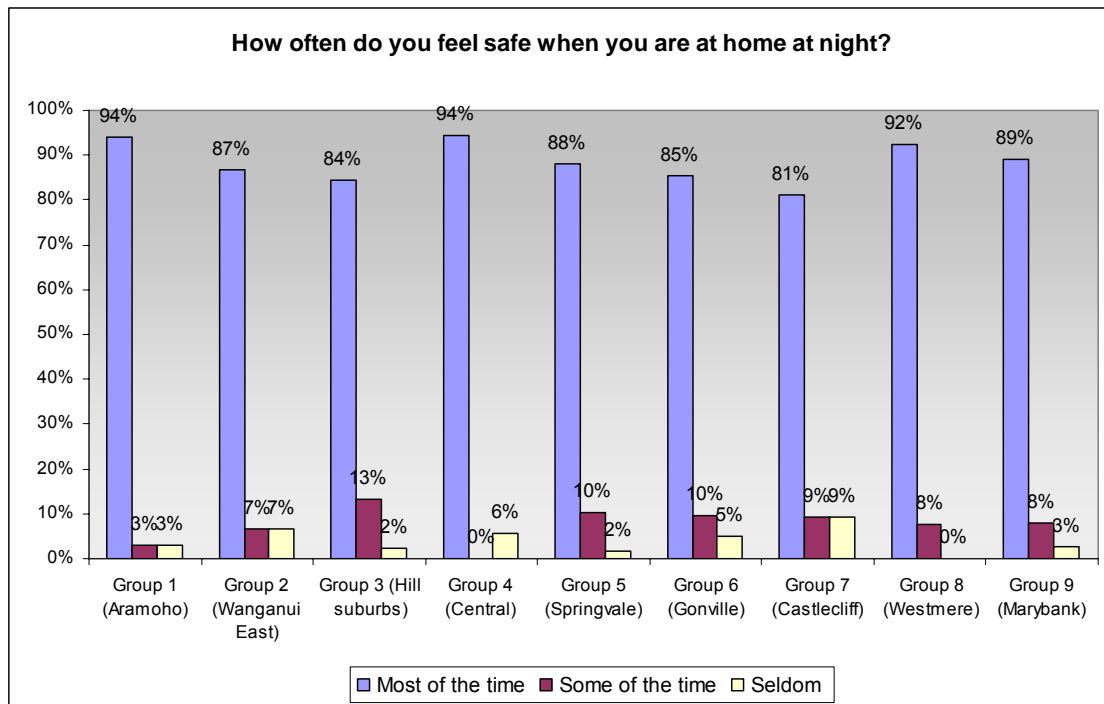
	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank /Fordell)
Better	48%	59%	62%	50%	66%	52%	53%	54%	38%
The same	36%	26%	33%	36%	24%	39%	34%	46%	49%
Worse	9%	9%	4%	5%	10%	8%	13%	0%	0%
Not sure	6%	7%	0%	10%	0%	1%	0%	0%	14%

Chart 24: Feeling of safety – during the day



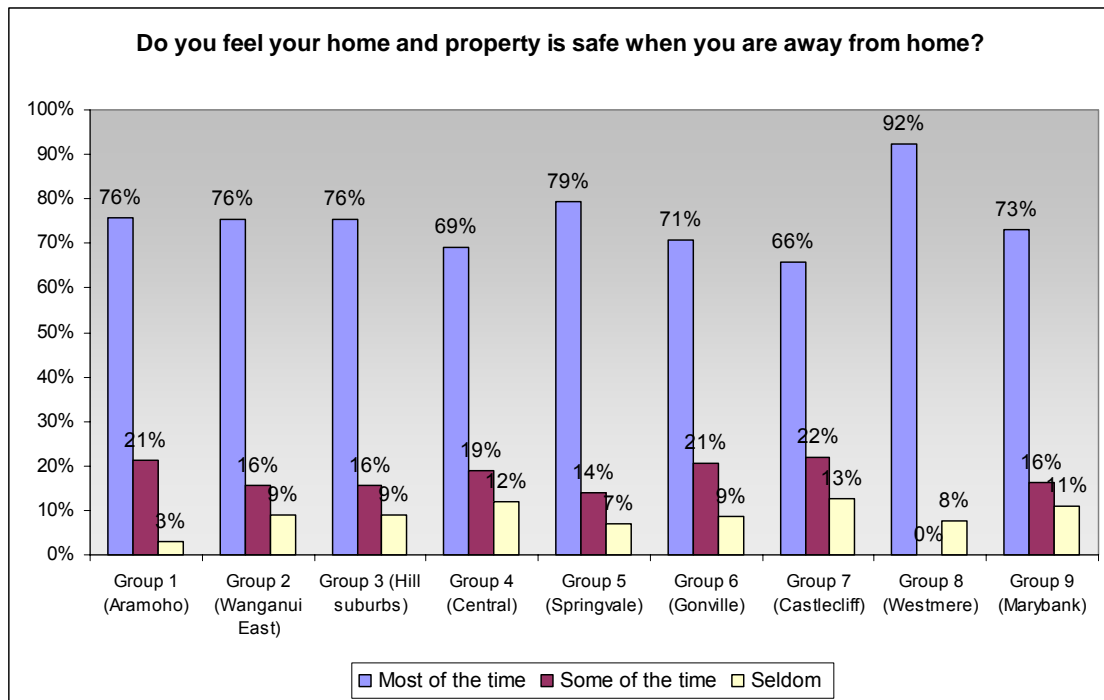
	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank/Fordell)
Most of the time	94%	91%	96%	90%	97%	95%	91%	100%	95%
Some of the time	3%	4%	4%	10%	3%	2%	6%	0%	3%
Seldom	3%	4%	0%	0%	0%	2%	3%	0%	3%

Chart 25: Feeling of safety – during the night



	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank/Fordell)
Most of the time	94%	87%	84%	94%	88%	85%	81%	92%	89%
Some of the time	3%	7%	13%	0%	10%	10%	9%	8%	8%
Seldom	3%	7%	2%	6%	2%	5%	9%	0%	3%

Chart 26: Feeling of safety – away from home



As shown in charts 24, 25 and 26, the respondents living in areas grouped under **Group 7** (Mosston, Castlecliff North & South) are lowest in percentage when it comes to feeling safe i.e. 'Most of the time' as compared to other groups. This finding is also consistent with the finding shown in chart 23 where respondents from **Group 7** indicate dissatisfaction with the quality of life within Wanganui.

	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank/Fordell)
Most of the time	76%	76%	76%	69%	79%	71%	66%	92%	73%
Some of the time	21%	16%	16%	19%	14%	21%	22%	0%	16%
Seldom	3%	9%	9%	12%	7%	9%	13%	8%	11%

Chart 27: Gender split of sample interviewed

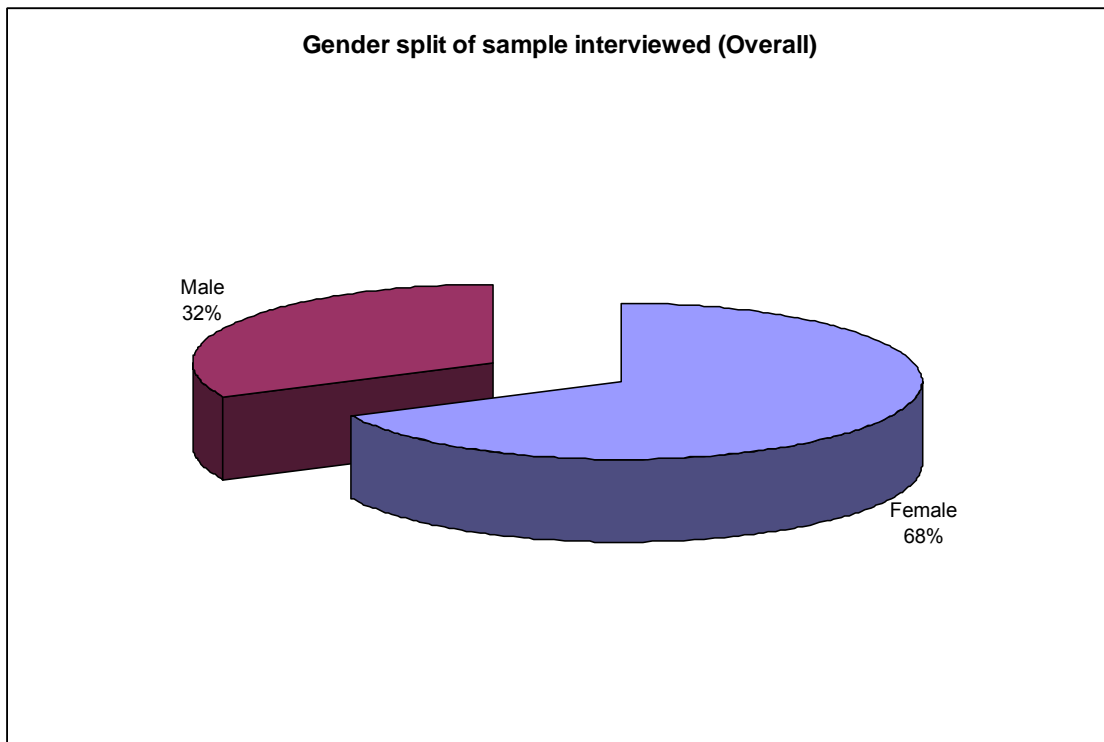


Chart 28: Age group split of sample interviewed

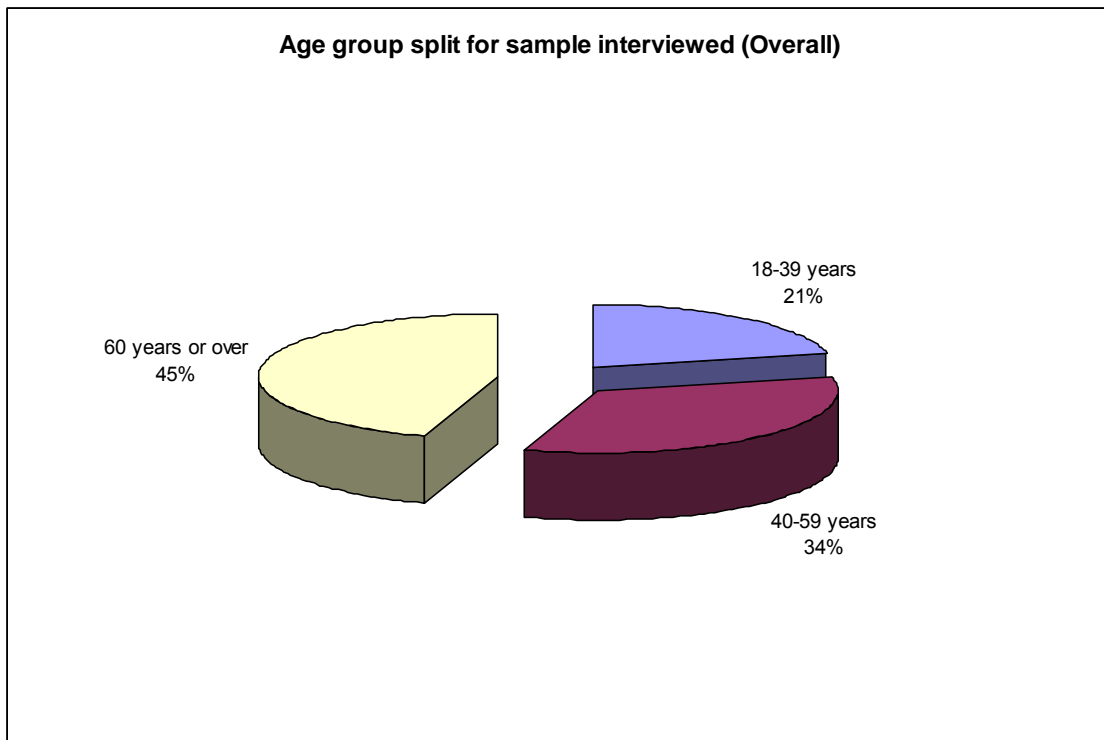


Chart 29: Personal income split of sample interviewed

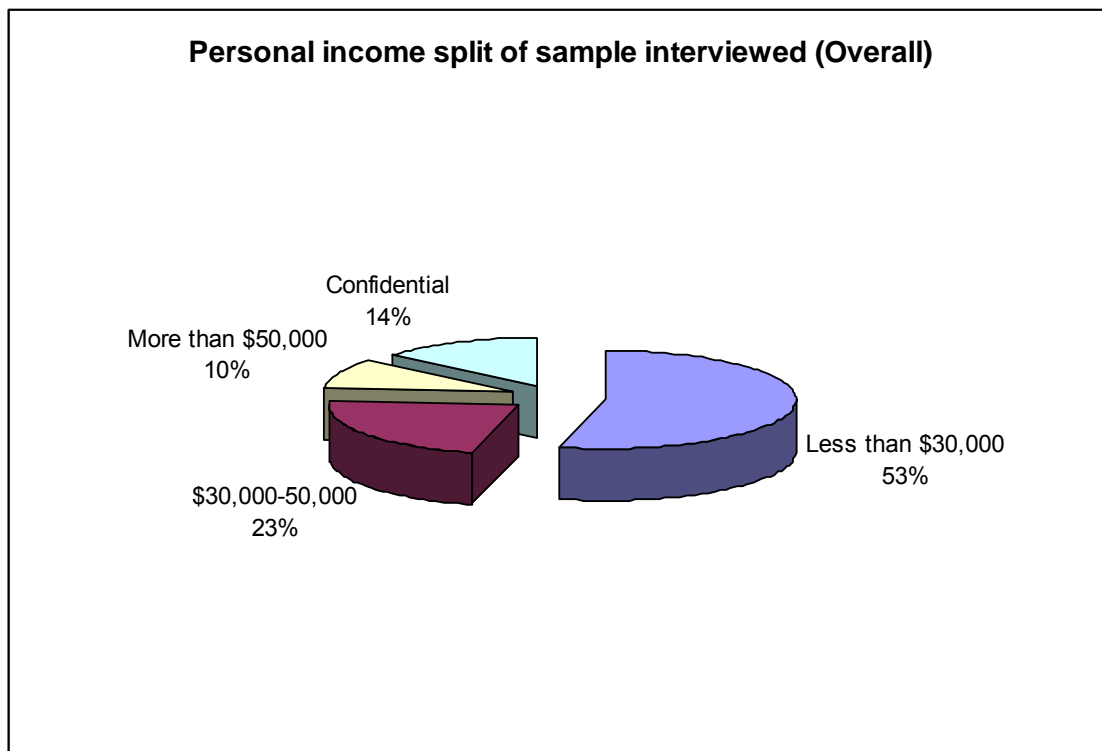
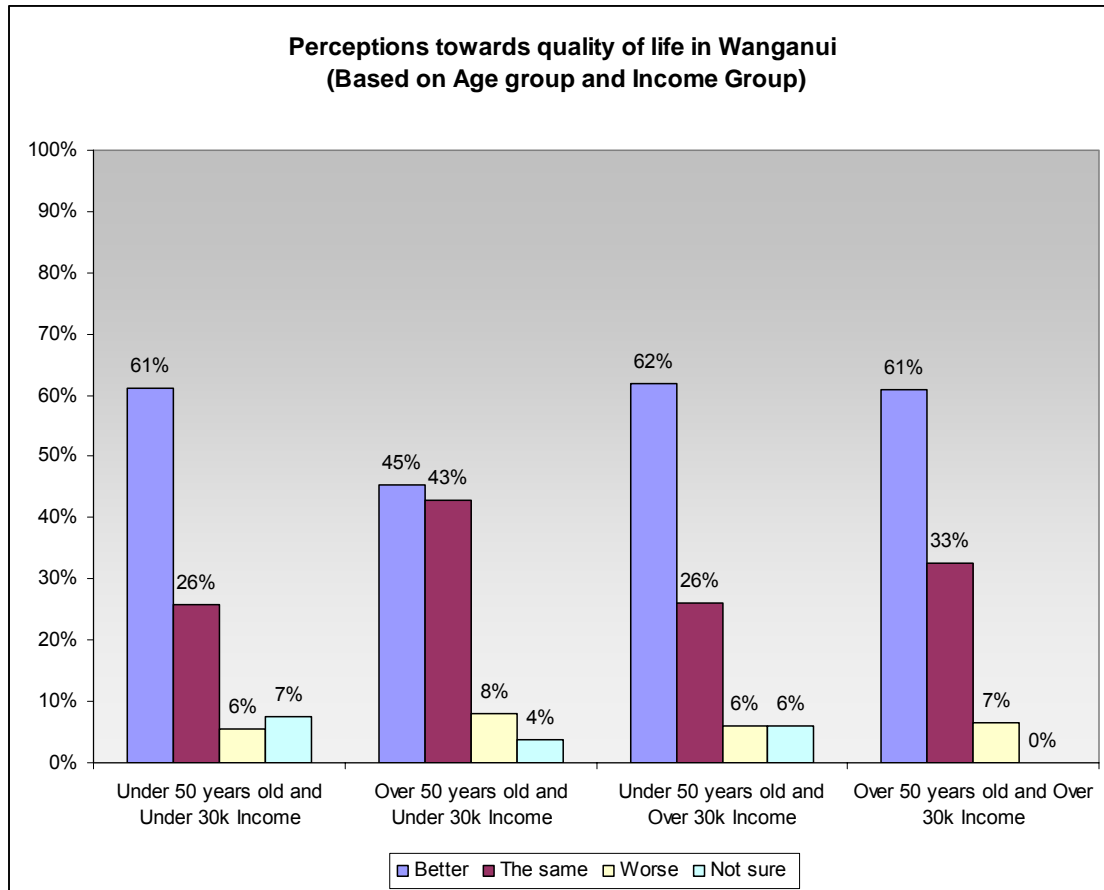


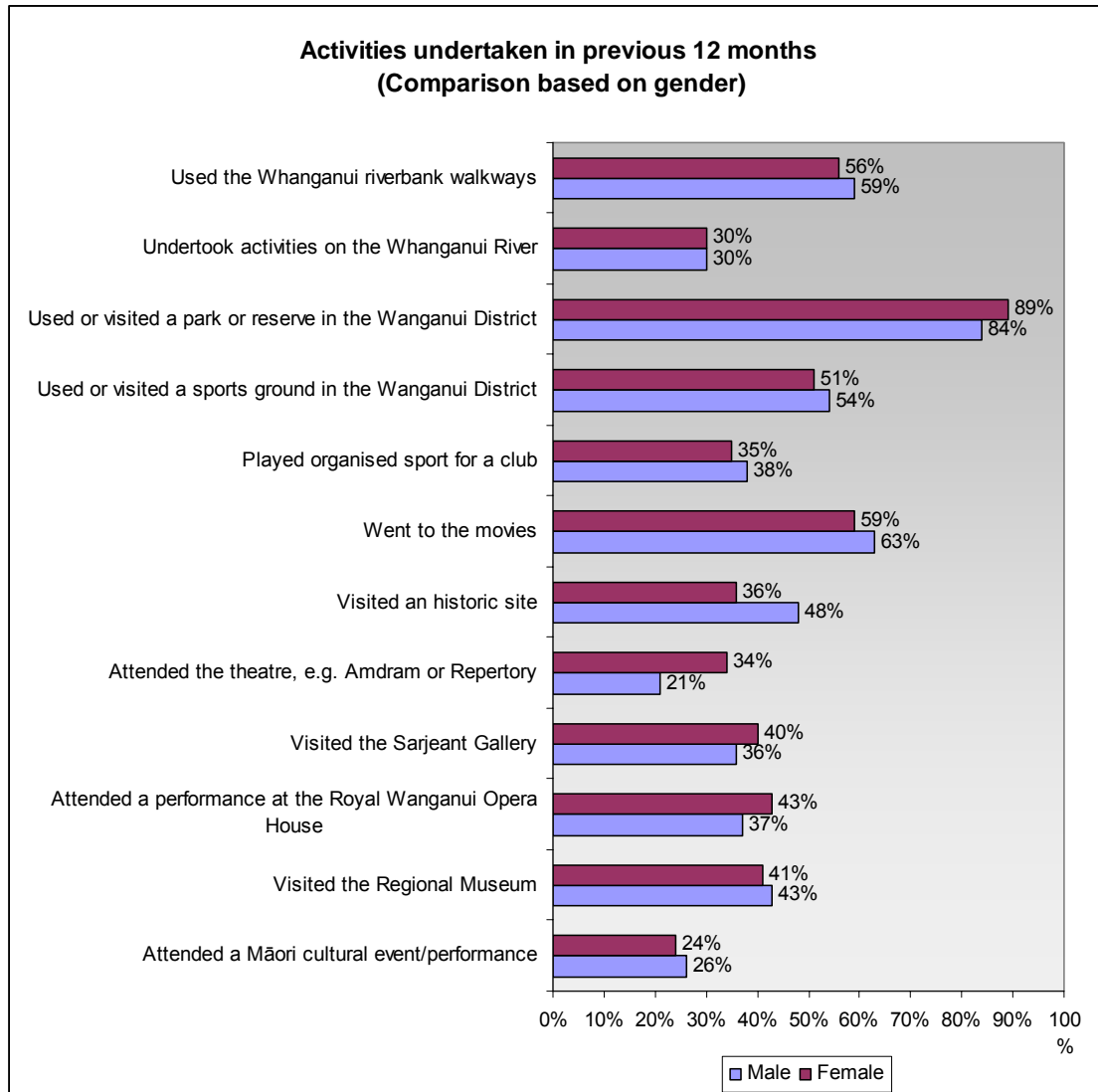
Chart 30: Perceptions towards quality of life in Wanganui (Based on Age group and Income Group)



	Under 50 years old and Under 30k Income	Over 50 years old and Under 30k Income	Under 50 years old and Over 30k Income	Over 50 years old and Over 30k Income
Better	61%	45%	62%	61%
The same	26%	43%	26%	33%
Worse	6%	8%	6%	7%
Not sure	7%	4%	6%	0%

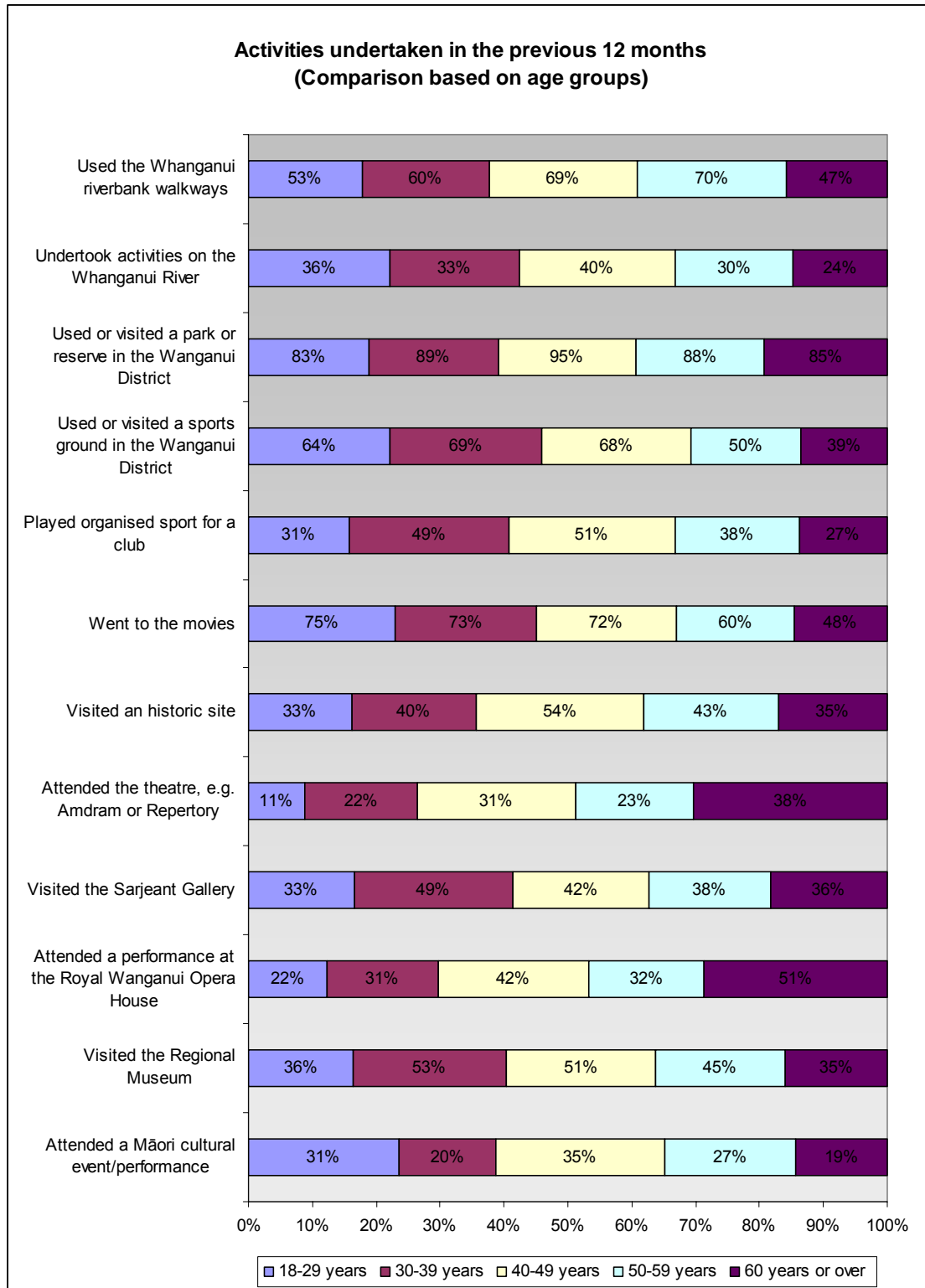
As shown in charts 28, 29 and 30, the sample interviewed was fairly represented by different income and age groups. And when perceptions were compared based on the various income and age criteria their was no significant difference found between the people who believed that quality of life in Wanganui was “worse” than it was 3 years ago. This is also consistent with overall finding where 7% believed the quality of life to be worse than what it was 3 years age (Refer to chart 3 above), Noticeably, percentage people belonging to over 50 years old age group and under 30k income group, believing the quality of life has improved in past 3 years, was comparatively lower at 45% (Refer to chart 30).

**Chart 31: Activities undertaken in previous 12 months
(Comparison based on gender)**



As shown in chart 28, the **women** are likely to show more interest than men in activities such as theatre, art galleries and performances in opera house. On the other hand, **men** show significantly more interest in historic sites.

**Chart 32: Activities undertaken in previous 12 months
(Comparison based on age groups)**



As shown in charts 30, the top 3 popular activities carried out by –

Age group 18 – 29 years

- Used or visited a park or reserve in the Wanganui District (83%).
- Went to the movies (75%).
- Used or visited a sports ground in the Wanganui District (64%).

Age group 30 – 39 years

- Used or visited a park or reserve in the Wanganui District (89%).
- Went to the movies (73%).
- Used or visited a sports ground in the Wanganui District (69%).

Age group 40 – 49 years

- Used or visited a park or reserve in the Wanganui District (95%).
- Went to the movies (72%).
- Used the Wanganui riverbank walkways (69%).

Age group 50 – 59 years

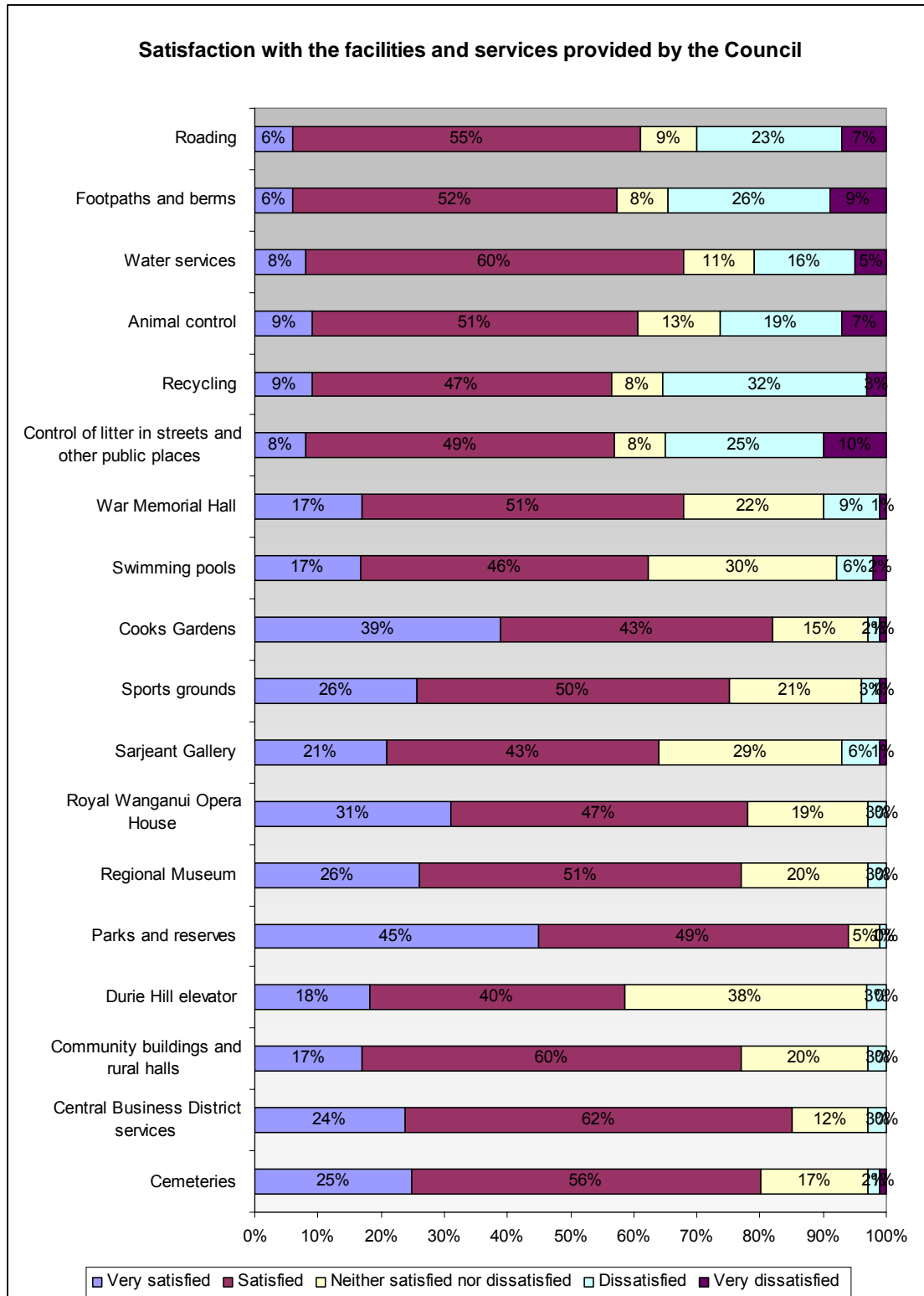
- Used or visited a park or reserve in the Wanganui District (88%).
- Used the Wanganui riverbank walkways (70%).
- Went to the movies (60%).

Age group 60 years or over

- Used or visited a park or reserve in the Wanganui District (85%).
- Attended a performance at the Royal Wanganui Opera House (51%).
- Went to the movies (48%).

Please indicate if you, or any other member of your household undertook any of the following in the previous 12 months?							
	Male	Female	18-29 years	30-39 years	40-49 years	50-59 years	60 years or over
Attended a Māori cultural event/performance	26%	24%	31%	20%	35%	27%	19%
Undertook activities on the Whanganui River	30%	30%	36%	33%	40%	30%	24%
Played organised sport for a club	38%	35%	31%	49%	51%	38%	27%
Visited an historic site	48%	36%	33%	40%	54%	43%	35%
Visited the Regional Museum	43%	41%	36%	53%	51%	45%	35%
Visited the Sarjeant Gallery	36%	40%	33%	49%	42%	38%	36%
Attended the theatre, e.g. Amdram or Repertory	21%	34%	11%	22%	31%	23%	38%
Used or visited a sports ground in the Wanganui District	54%	51%	64%	69%	68%	50%	39%
Used the Whanganui riverbank walkways	59%	56%	53%	60%	69%	70%	47%
Went to the movies	63%	59%	75%	73%	72%	60%	48%
Attended a performance at the Royal Wanganui Opera House	37%	43%	22%	31%	42%	32%	51%
Used or visited a park or reserve in the Wanganui District	84%	89%	83%	89%	95%	88%	85%

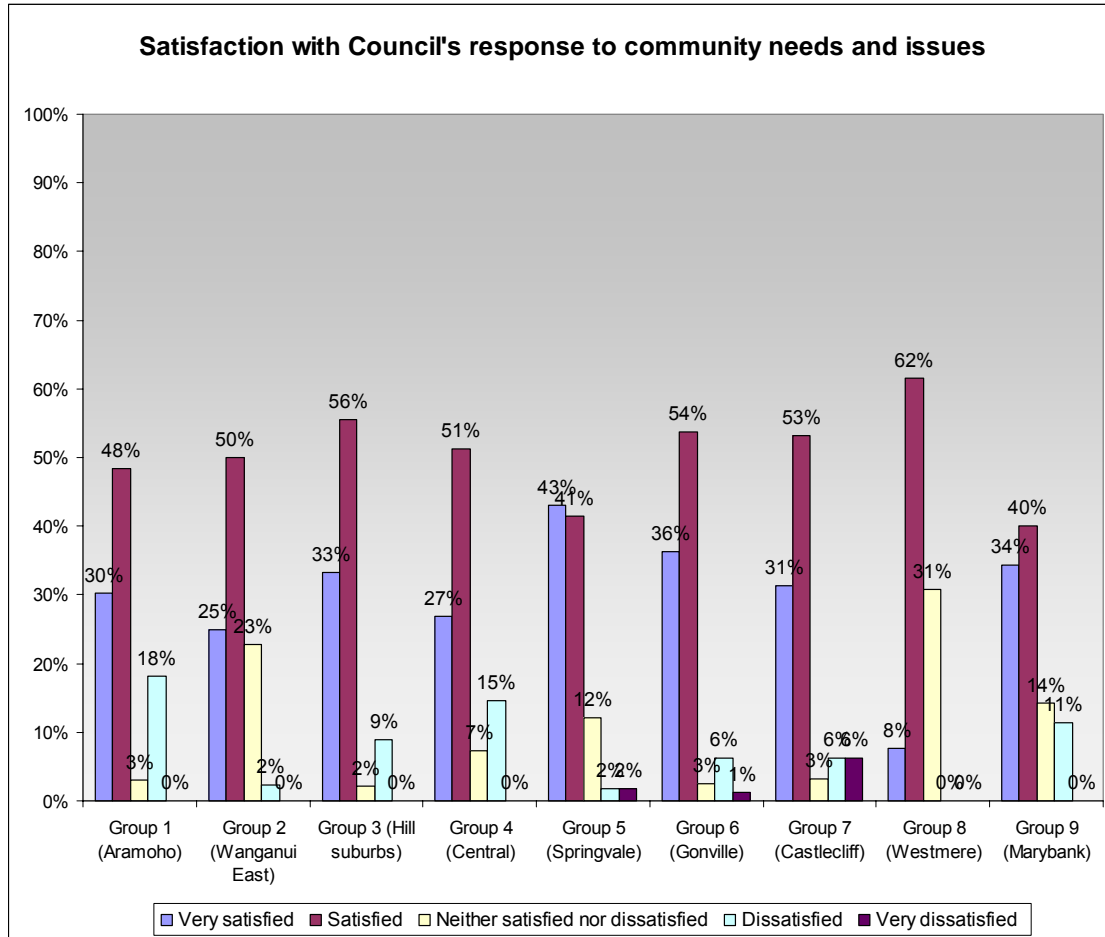
Chart 33: Satisfaction with the facilities and services provided by the Council (measured over all the groups)



“Council provides a number of facilities and services for the benefit of the community. Please indicate your satisfaction with each of these”: (Overall)					
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Wanganui Library	57%	30%	10%	3%	0%
Cemeteries	25%	56%	17%	2%	1%
Central Business District services	24%	62%	12%	3%	0%
Community buildings and rural halls	17%	60%	20%	3%	0%
Durie Hill elevator	18%	40%	38%	3%	0%
Parks and reserves	45%	49%	5%	1%	0%
Regional Museum	26%	51%	20%	3%	0%
Royal Wanganui Opera House	31%	47%	19%	3%	0%
Sarjeant Gallery	21%	43%	29%	6%	1%
Sports grounds	26%	50%	21%	3%	1%
Cooks Gardens	39%	43%	15%	2%	1%
Swimming pools	17%	46%	30%	6%	2%
War Memorial Hall	17%	51%	22%	9%	1%
Control of litter in streets and other public places	8%	49%	8%	25%	10%
Recycling	9%	47%	8%	32%	3%
Animal control	9%	51%	13%	19%	7%
Water services	8%	60%	11%	16%	5%
Footpaths and berms	6%	52%	8%	26%	9%
Roading	6%	55%	9%	23%	7%

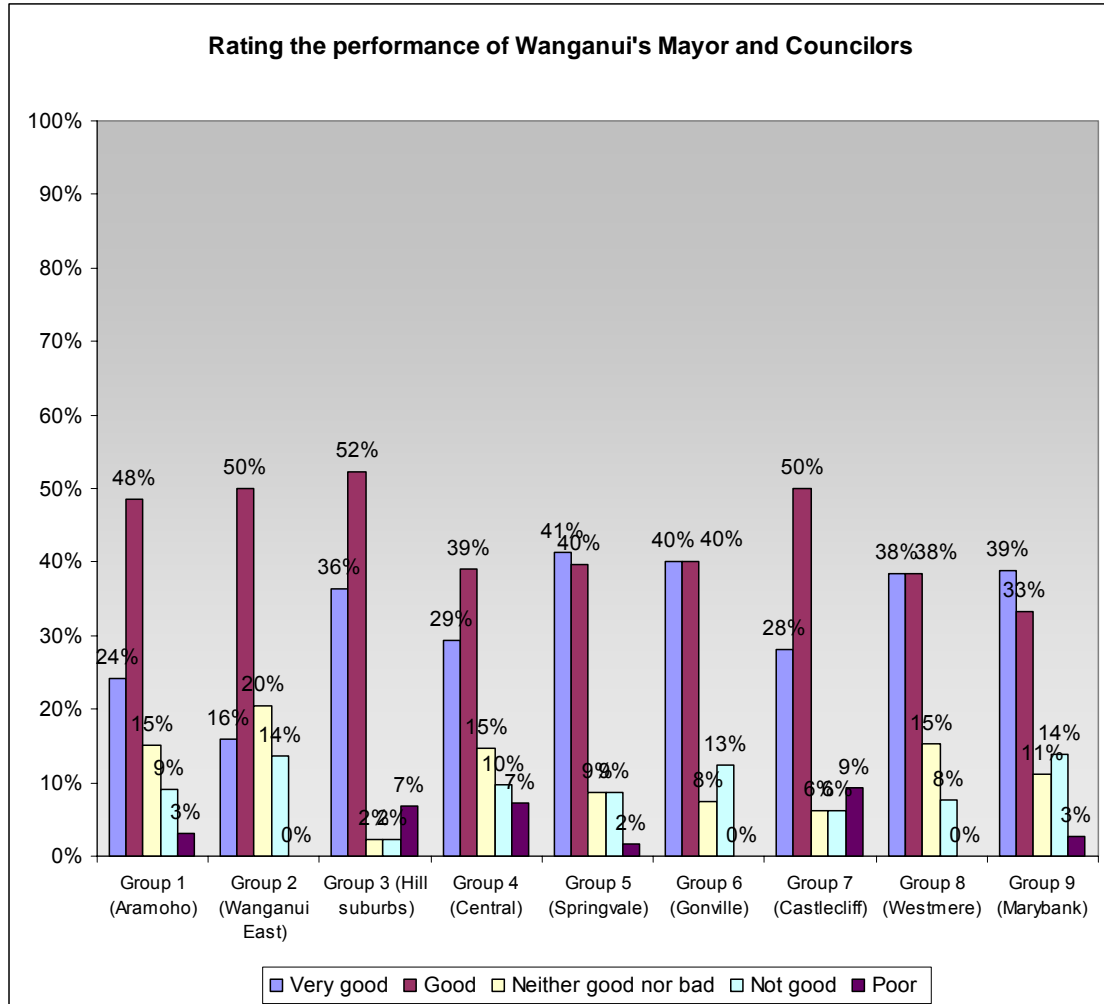
“Council provides a number of facilities and services for the benefit of the community. Please indicate your satisfaction with each of these”: (For respondents who have used the facilities in the past 12 months)					
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Wanganui Library (Davis Central City Library cardholders)	65%	28%	4%	3%	0%
Regional Museum	39%	52%	6%	3%	0%
Royal Wanganui Opera House	46%	45%	5%	3%	1%
Sarjeant Gallery	33%	50%	9%	7%	1%
Sports grounds (Played organised sports)	46%	43%	6%	5%	0%
Sports grounds (Used or visited)	40%	51%	4%	5%	0%
War Memorial Hall	16%	53%	19%	11%	2%
Parks and reserves	49%	46%	3%	1%	1%
Cooks Gardens	40%	45%	13%	1%	1%

Chart 34: Satisfaction with Council's response to community needs and issues



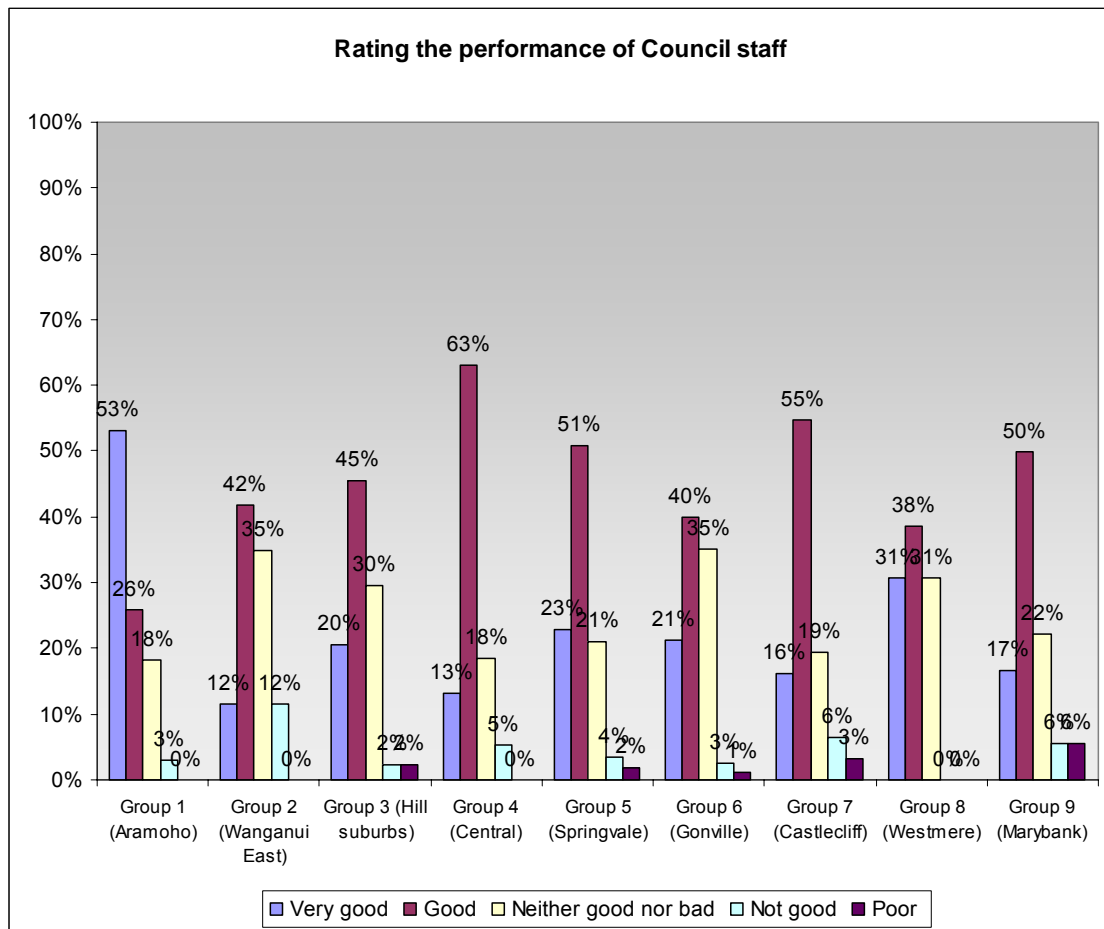
	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank)
Very satisfied	30%	25%	33%	27%	43%	36%	31%	8%	34%
Satisfied	48%	50%	56%	51%	41%	54%	53%	62%	40%
Neither satisfied nor dissatisfied	3%	23%	2%	7%	12%	3%	3%	31%	14%
Dissatisfied	18%	2%	9%	15%	2%	6%	6%	0%	11%
Very dissatisfied	0%	0%	0%	0%	2%	1%	6%	0%	0%

Chart 35: Rating the performance of Wanganui's Mayor and Councilors



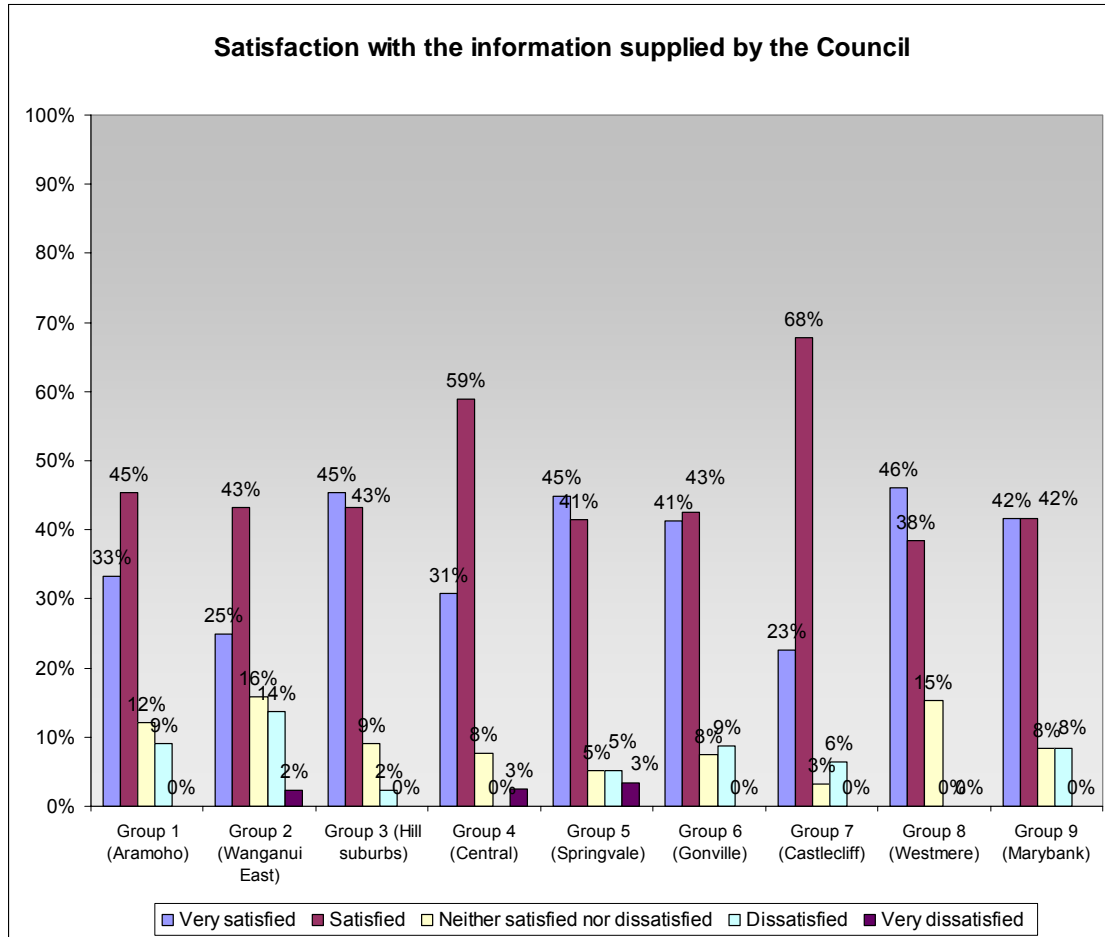
	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank)
Very good	24%	16%	36%	29%	41%	40%	28%	38%	39%
Good	48%	50%	52%	39%	40%	40%	50%	38%	33%
Neither good nor bad	15%	20%	2%	15%	9%	8%	6%	15%	11%
Not good	9%	14%	2%	10%	9%	13%	6%	8%	14%
Poor	3%	0%	7%	7%	2%	0%	9%	0%	3%

Chart 36: Rating the performance of Council Staff



	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank/Fordell)
Very good	53%	12%	20%	13%	23%	21%	16%	31%	17%
Good	26%	42%	45%	63%	51%	40%	55%	38%	50%
Neither good nor bad	18%	35%	30%	18%	21%	35%	19%	31%	22%
Not good	3%	12%	2%	5%	4%	3%	6%	0%	6%
Poor	0%	0%	2%	0%	2%	1%	3%	0%	6%

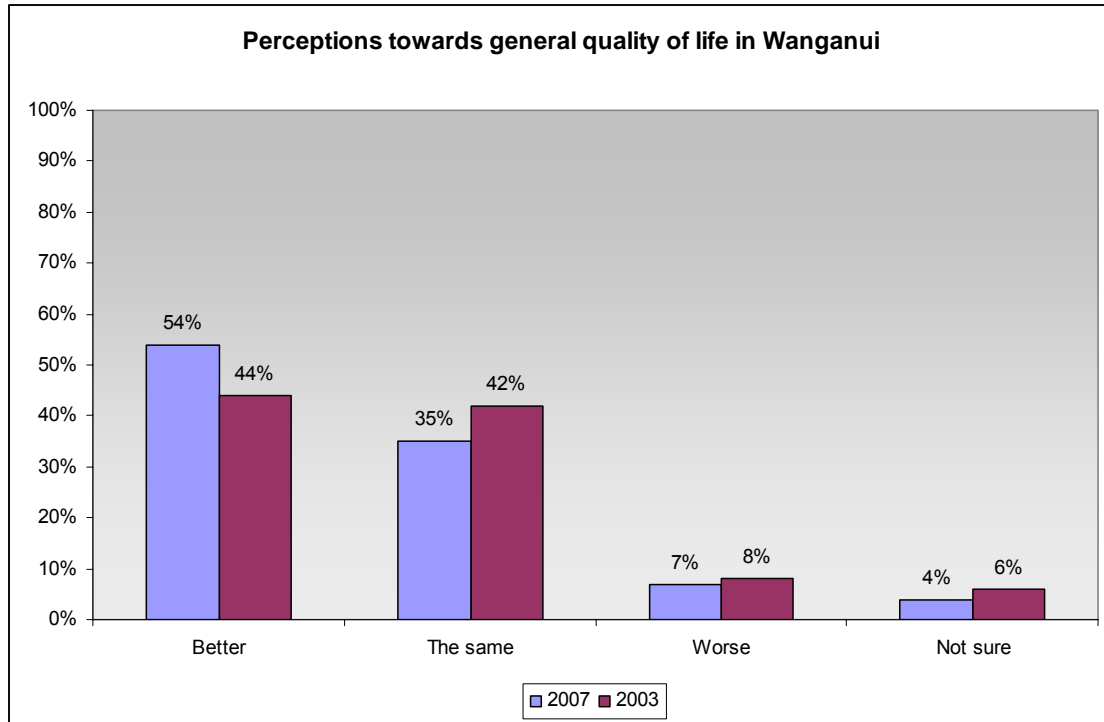
Chart 37: Satisfaction with the information supplied by the Council



	Group 1 (Aramoho)	Group 2 (Wanganui East)	Group 3 (Hill suburbs)	Group 4 (Central)	Group 5 (Springvale)	Group 6 (Gonville)	Group 7 (Castlecliff)	Group 8 (Westmere)	Group 9 (Marybank/ Fordell)
Very satisfied	33%	25%	45%	31%	45%	41%	23%	46%	42%
Satisfied	45%	43%	43%	59%	41%	43%	68%	38%	42%
Neither satisfied nor dissatisfied	12%	16%	9%	8%	5%	8%	3%	15%	8%
Dissatisfied	9%	14%	2%	0%	5%	9%	6%	0%	8%
Very dissatisfied	0%	2%	0%	3%	3%	0%	0%	0%	0%

Benchmarking important overall findings (2007 & 2003)

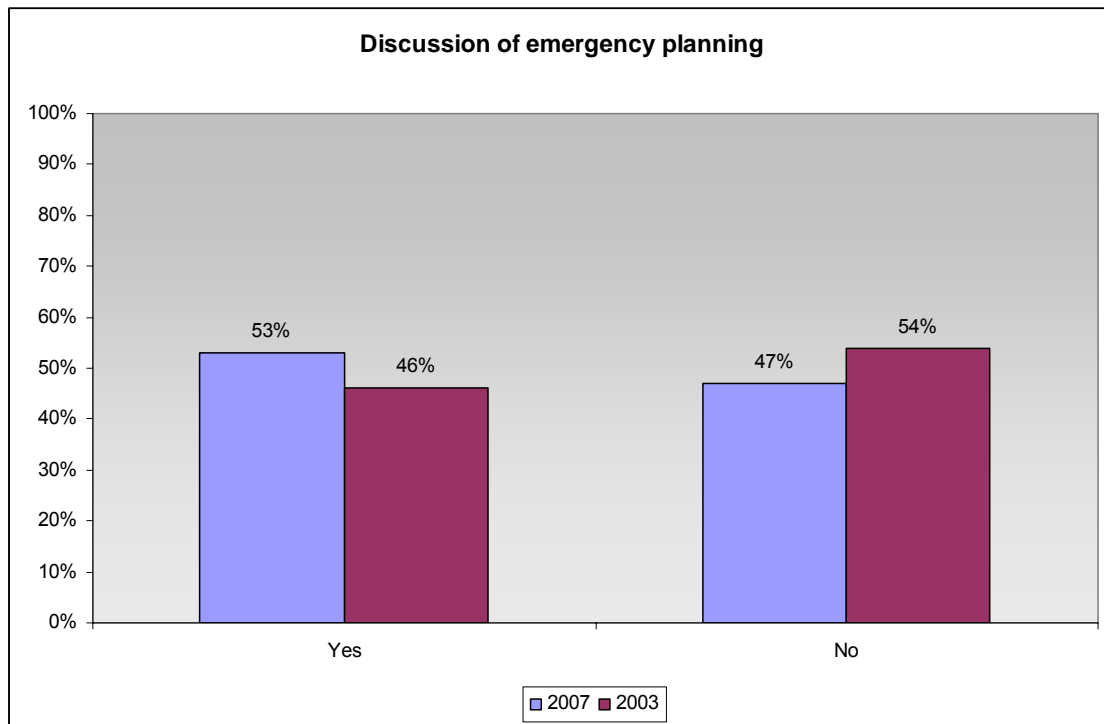
Chart 38: Perceptions towards general quality of life



When you think about the general quality of life that Wanganui provides do you think that the District is better, the same or worse than it was three years ago?

	2007	2003
Better	54%	44%
The same	35%	42%
Worse	7%	8%
Not sure	4%	6%

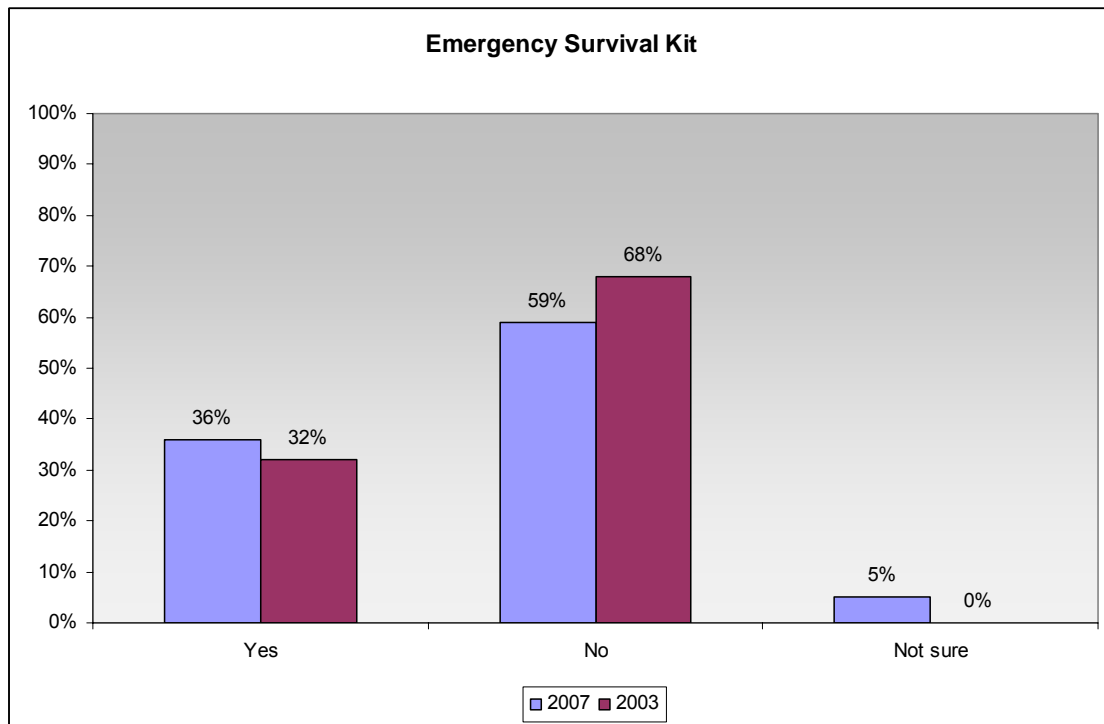
Chart 39: Discussion of emergency planning



When was the last time you discussed emergency planning with your family/household?

	2007	2003
Yes	53%	46%
No	47%	54%

Chart 40: Emergency Survival Kit

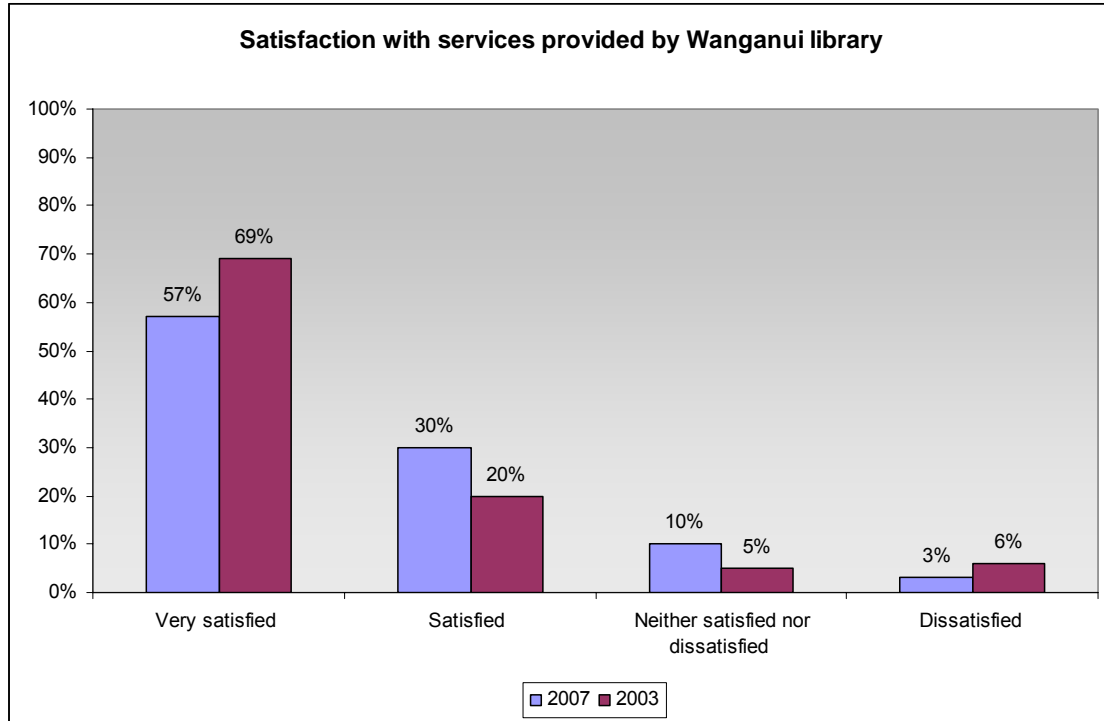


Do you have an emergency survival kit?

	2007	2003
Yes	36%	32%
No	59%	68%
Not sure	5%	0%

Which of the following could you easily find in the dark?	2007	2003
A battery powered torch that works	90%	81%
A battery powered radio that works	54%	54%
A first aid kit and instruction book	73%	50%
Dried/frozen/tinned food to feed the household for three days	89%	94%
Important personal documents	78%	83%

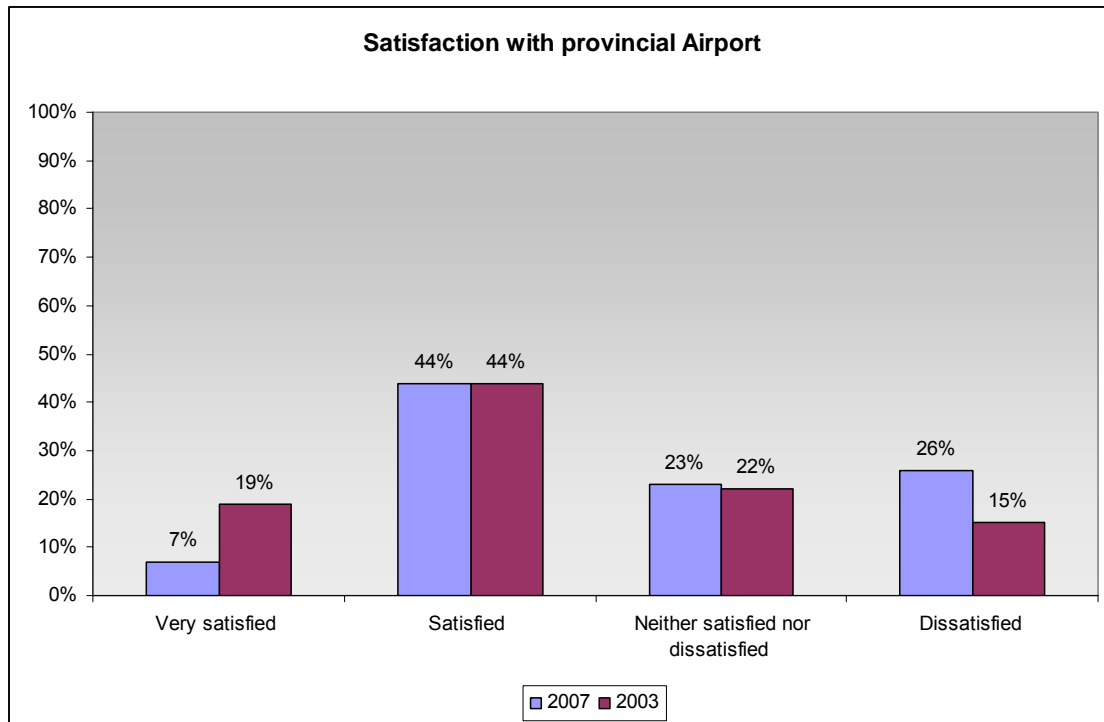
Chart 41: Satisfaction with services provided by Wanganui library



How satisfied are you with all of the services provided by the Wanganui library?

	2007	2003
Very satisfied	57%	69%
Satisfied	30%	20%
Neither satisfied nor dissatisfied	10%	5%
Dissatisfied	3%	6%

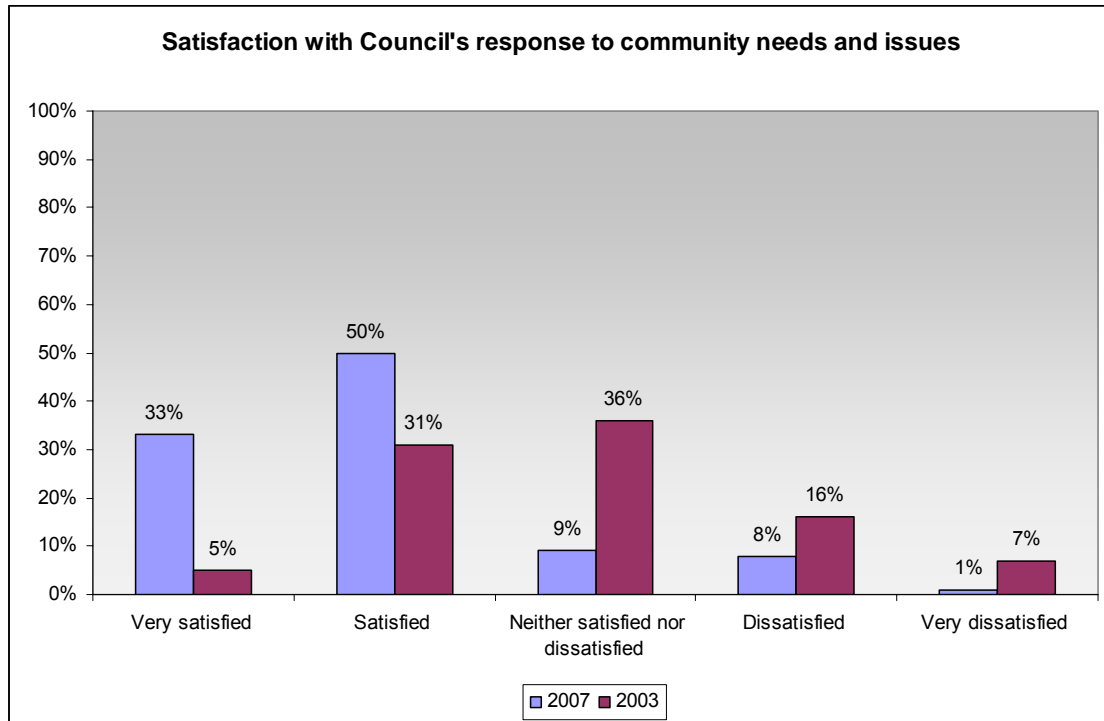
Chart 42: Satisfaction with provincial Airport



How satisfied are you that the terminal facilities and other passenger services are to a standard expected of a provincial airport?

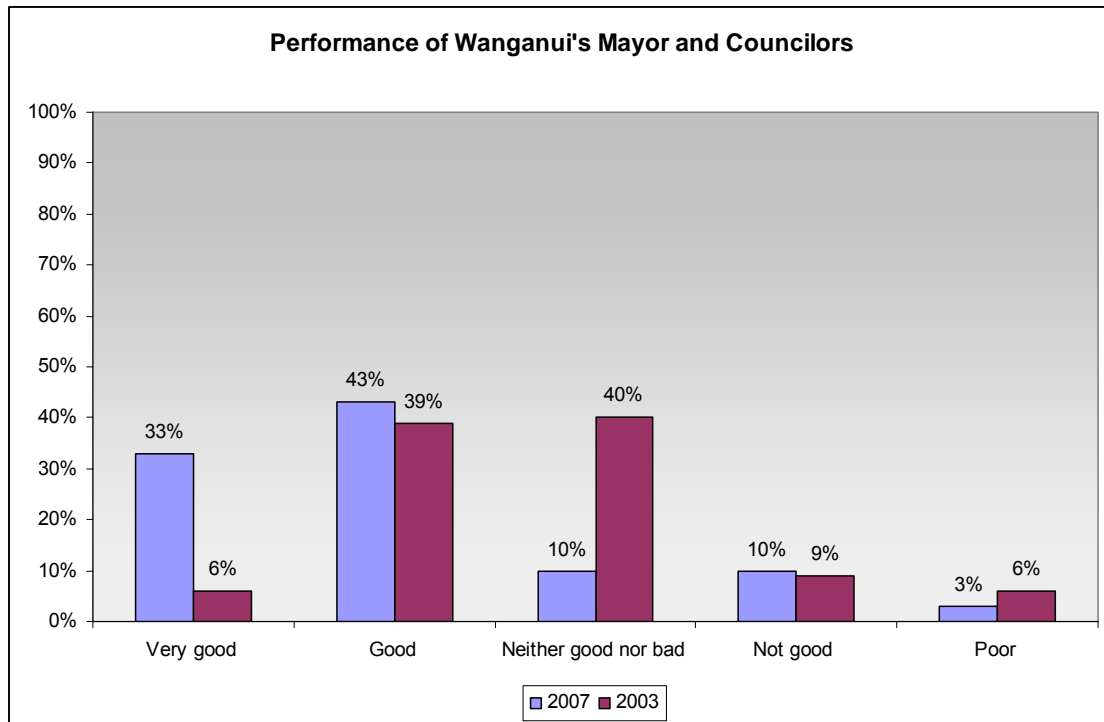
	2007	2003
Very satisfied	7%	19%
Satisfied	44%	44%
Neither satisfied nor dissatisfied	23%	22%
Dissatisfied	26%	15%

Chart 43: Satisfaction with Council's response to community needs and issues



	2007	2003
Very satisfied	33%	5%
Satisfied	50%	31%
Neither satisfied nor dissatisfied	9%	36%
Dissatisfied	8%	16%
Very dissatisfied	1%	7%

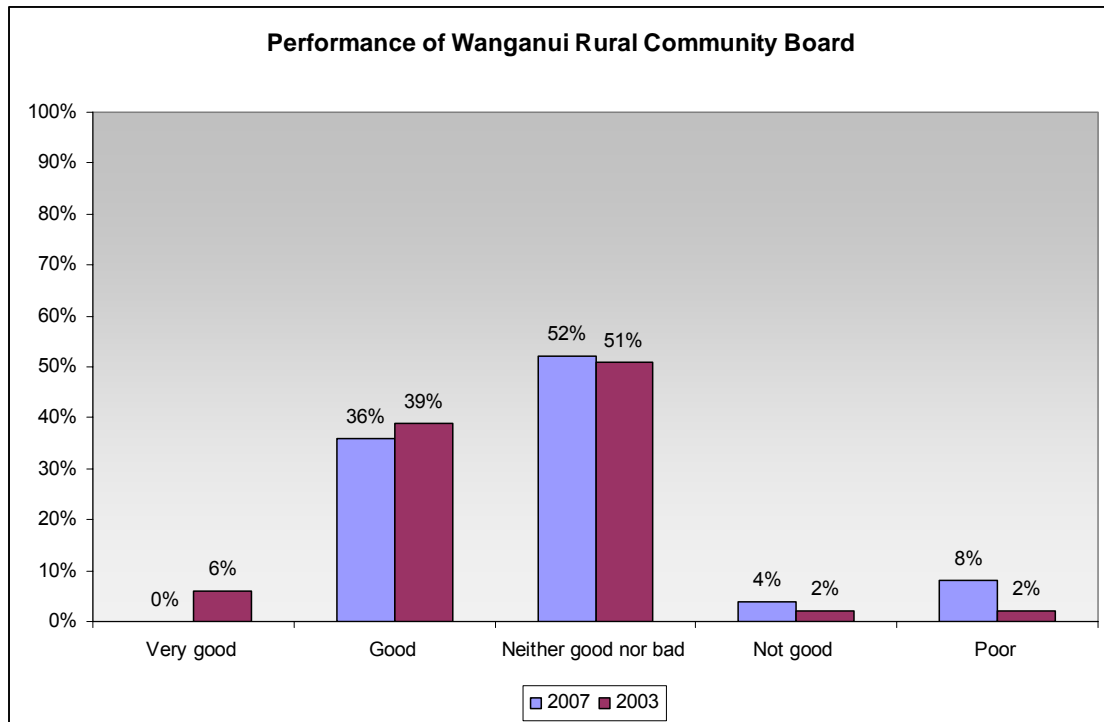
Chart 44: Performance of Wanganui's Mayor and Councilors



How would you rate the performance of Wanganui's Mayor and Councilors?

	2007	2003
Very good	33%	6%
Good	43%	39%
Neither good nor bad	10%	40%
Not good	10%	9%
Poor	3%	6%

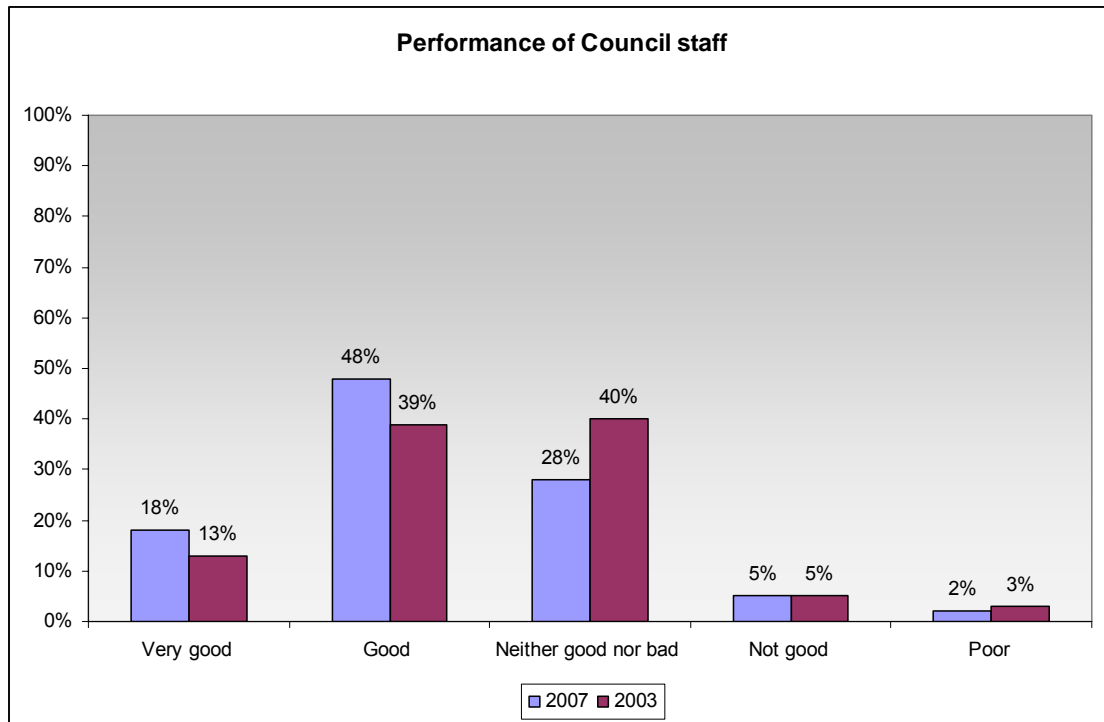
Chart 45: Performance of Wanganui Rural Community Board



For rural residents only – How would you rate the performance of the Wanganui Rural Community Board?

	2007	2003
Very good	0%	6%
Good	36%	39%
Neither good nor bad	52%	51%
Not good	4%	2%
Poor	8%	2%

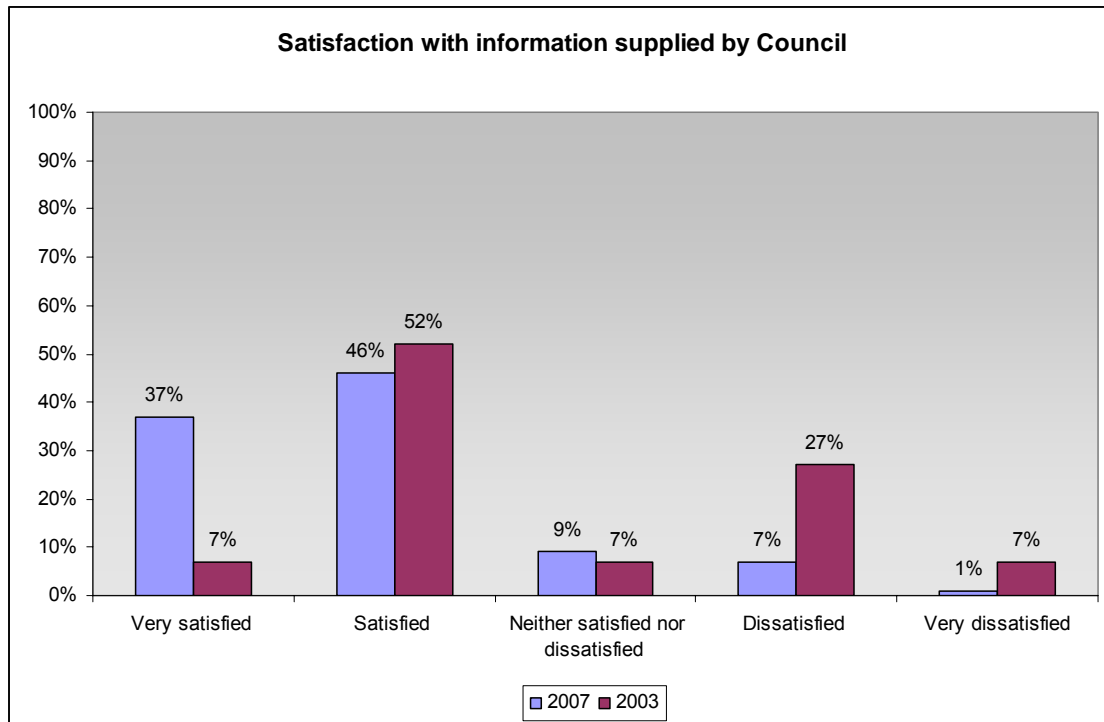
Chart 46: Performance of Council Staff



How would you rate the performance of Council staff?

	2007	2003
Very good	18%	13%
Good	48%	39%
Neither good nor bad	28%	40%
Not good	5%	5%
Poor	2%	3%

Chart 47: Satisfaction with information supplied by Council

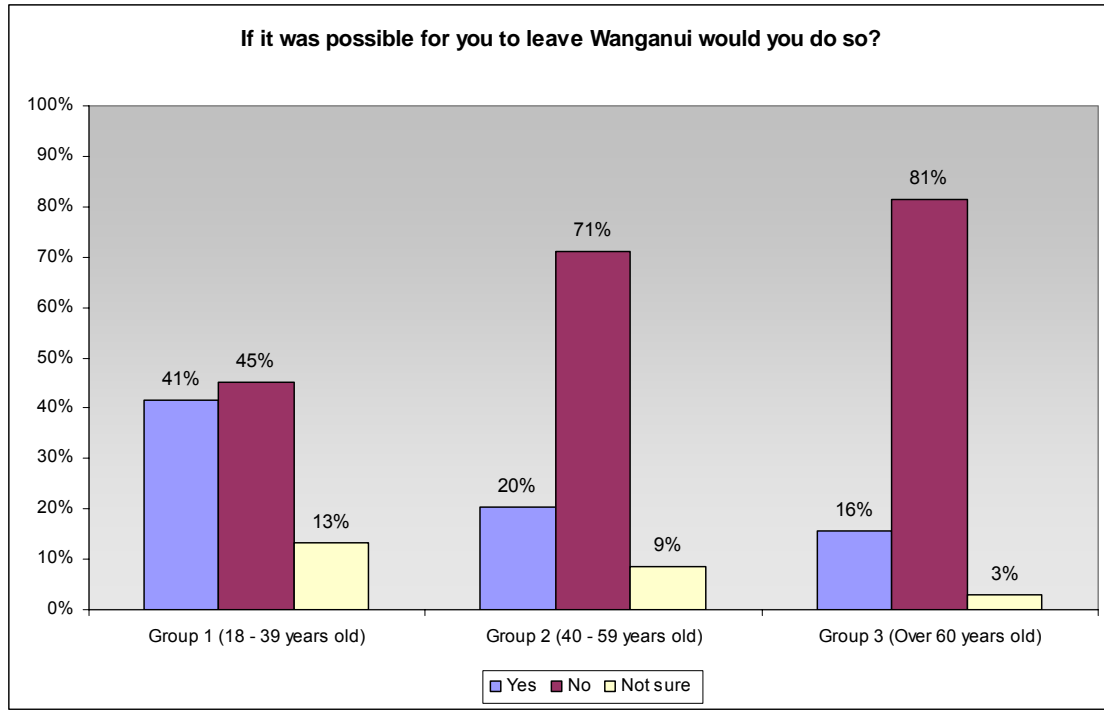


How satisfied are you that enough or more than enough information is supplied by the Council?

	2007	2003
Very satisfied	37%	7%
Satisfied	46%	52%
Neither satisfied nor dissatisfied	9%	7%
Dissatisfied	7%	27%
Very dissatisfied	1%	7%

Key findings split by age groups

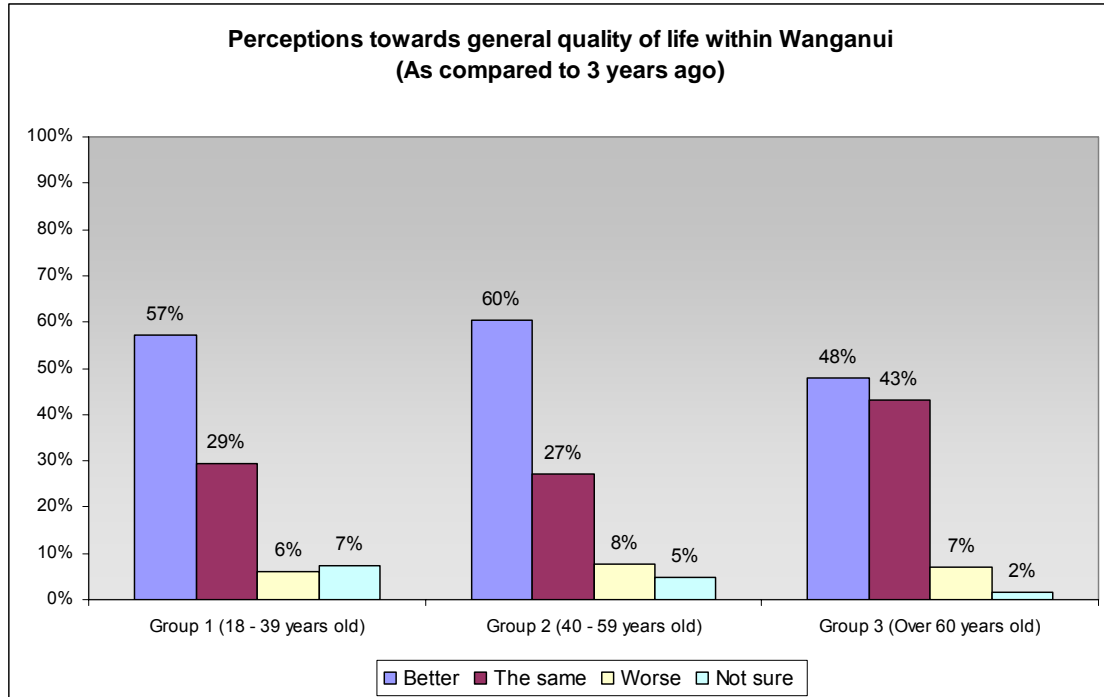
Chart 48: Intention to keep living in Wanganui



If it was possible for you to leave Wanganui would you do so?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Yes	41%	20%	16%
No	45%	71%	81%
Not sure	13%	9%	3%

Chart 49: Perceptions towards general quality of life within Wanganui



When you think about the general quality of life that Wanganui provides do you think that the District is better, the same or worse than it was three years ago?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Better	57%	60%	48%
The same	29%	27%	43%
Worse	6%	8%	7%
Not sure	7%	5%	2%

Chart 50: Feeling of safety – during the day

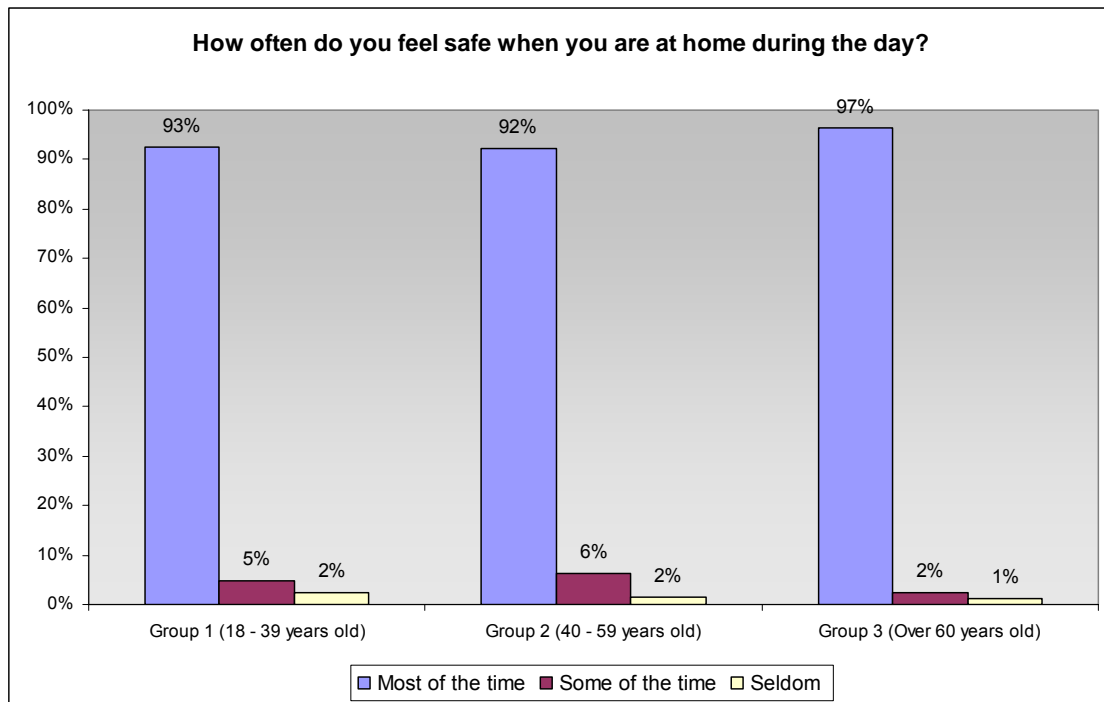


Chart 51: Feeling of safety – during the night

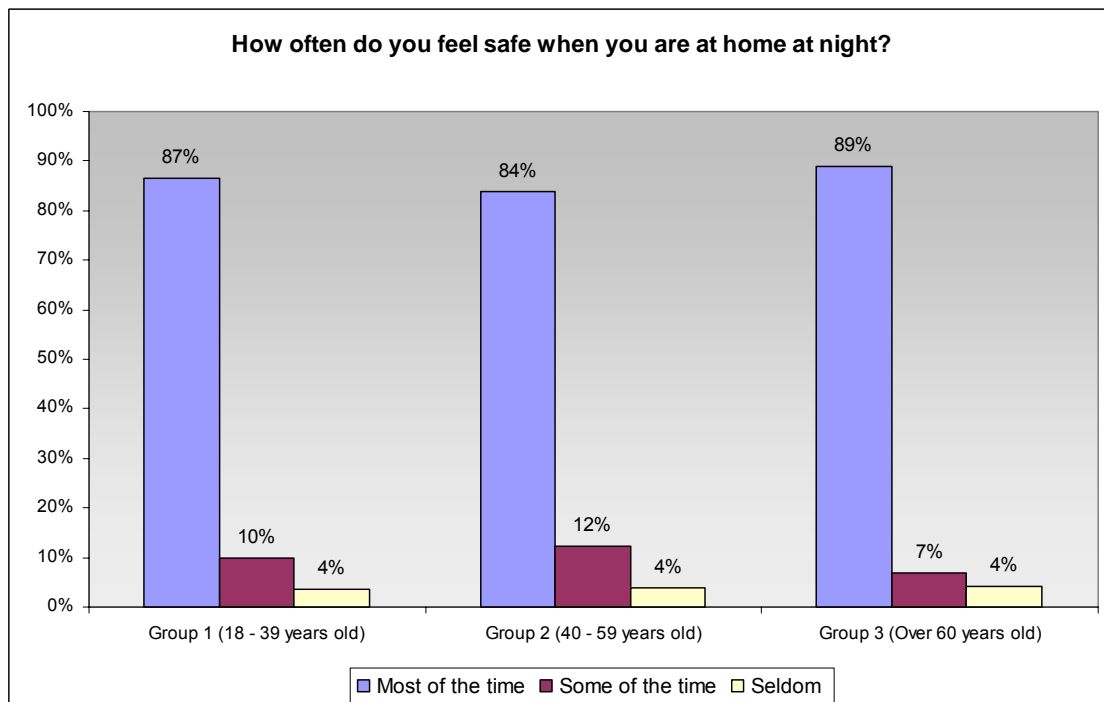
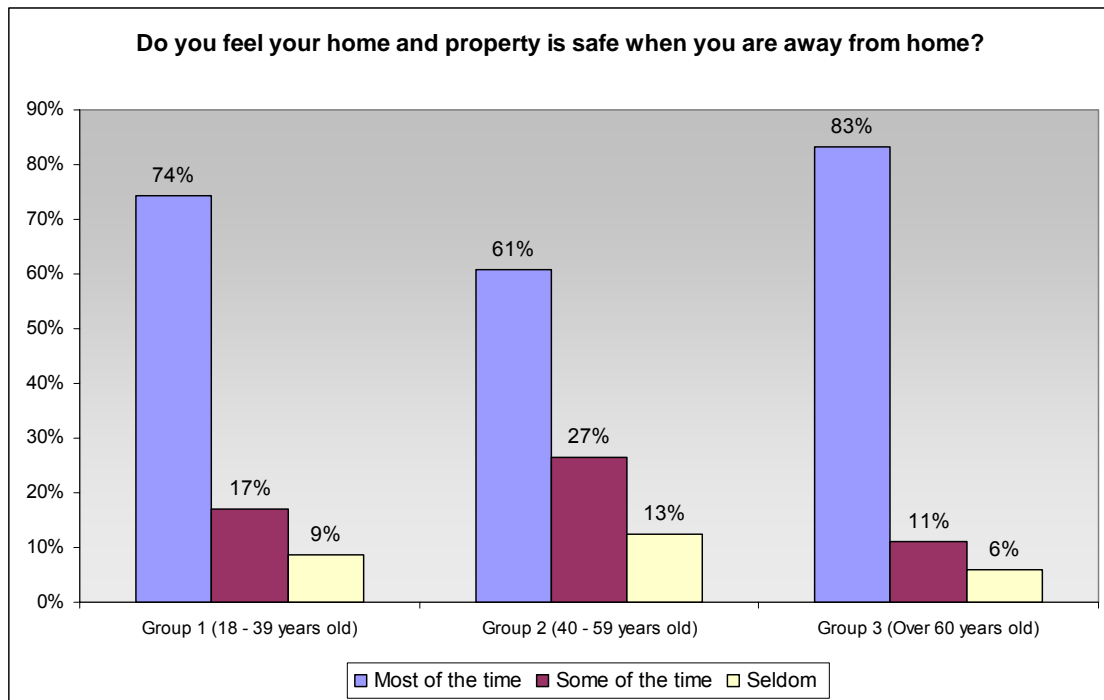


Chart 52: Feeling of safety – away from home



How often do you feel safe when you are at home during the day?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Most of the time	93%	92%	97%
Some of the time	5%	6%	2%
Seldom	2%	2%	1%

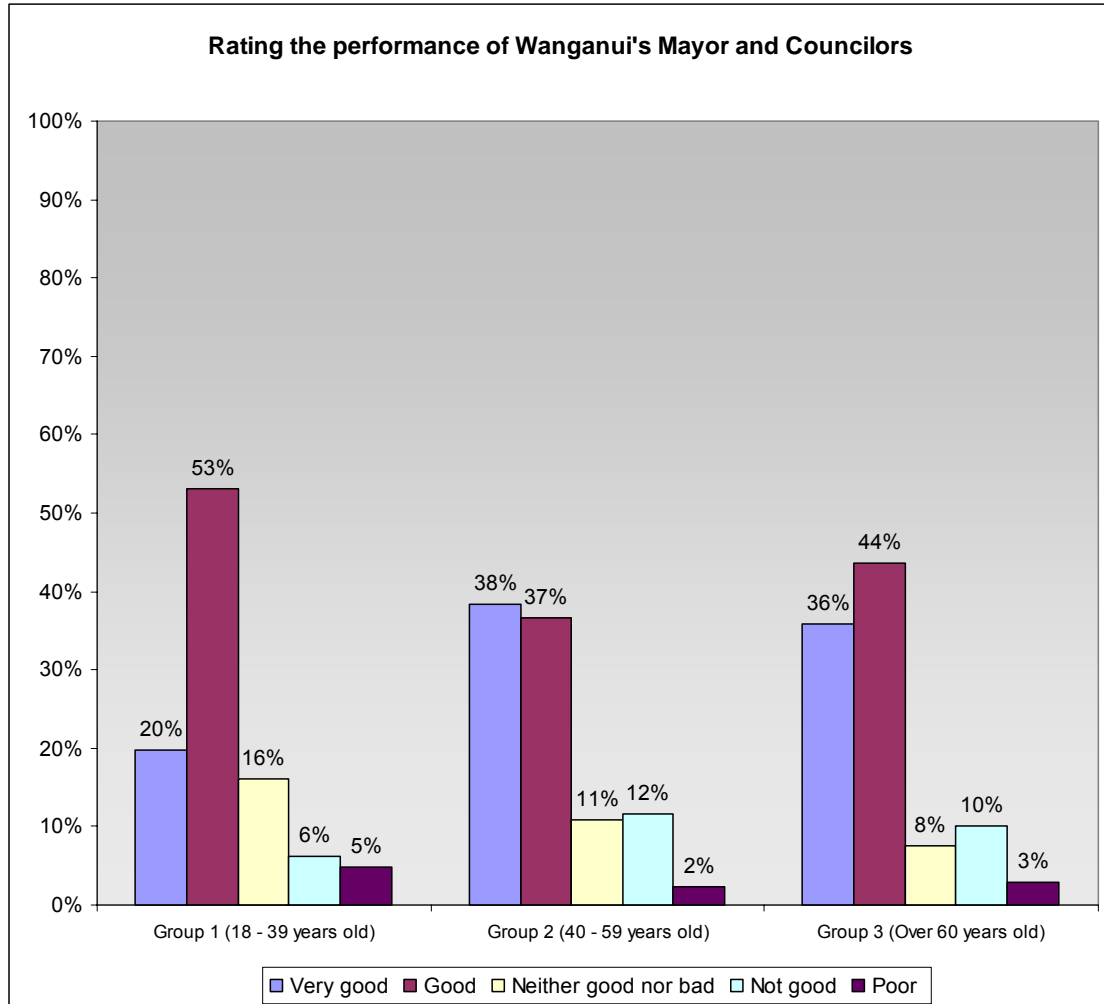
How often do you feel safe when you are at home at night?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Most of the time	87%	84%	89%
Some of the time	10%	12%	7%
Seldom	4%	4%	4%

Do you feel your home and property is safe when you are away from home?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Most of the time	74%	61%	83%
Some of the time	17%	27%	11%
Seldom	9%	13%	6%

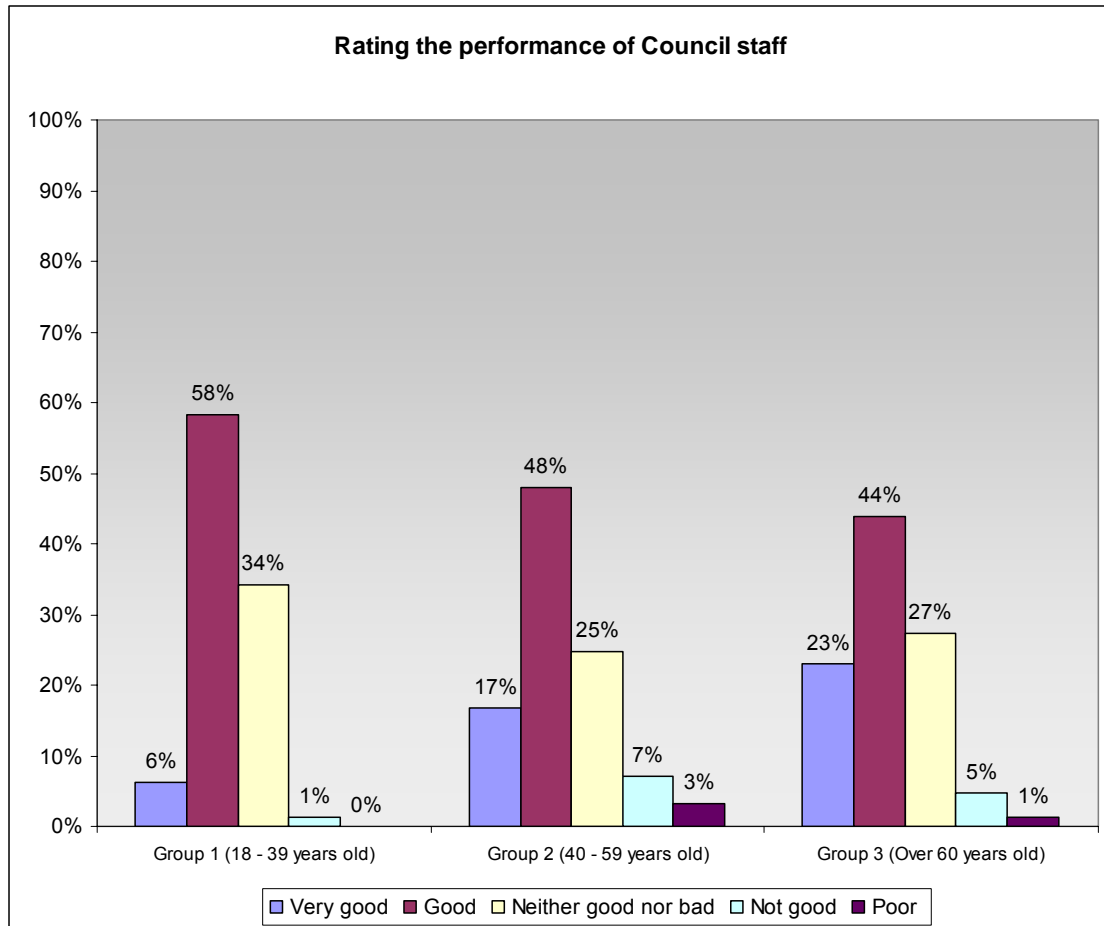
Chart 53: Rating the performance of Wanganui's Mayor and Councilors



How would you rate the performance of Wanganui's Mayor and Councilors?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Very good	20%	38%	36%
Good	53%	37%	44%
Neither good nor bad	16%	11%	8%
Not good	6%	12%	10%
Poor	5%	2%	3%

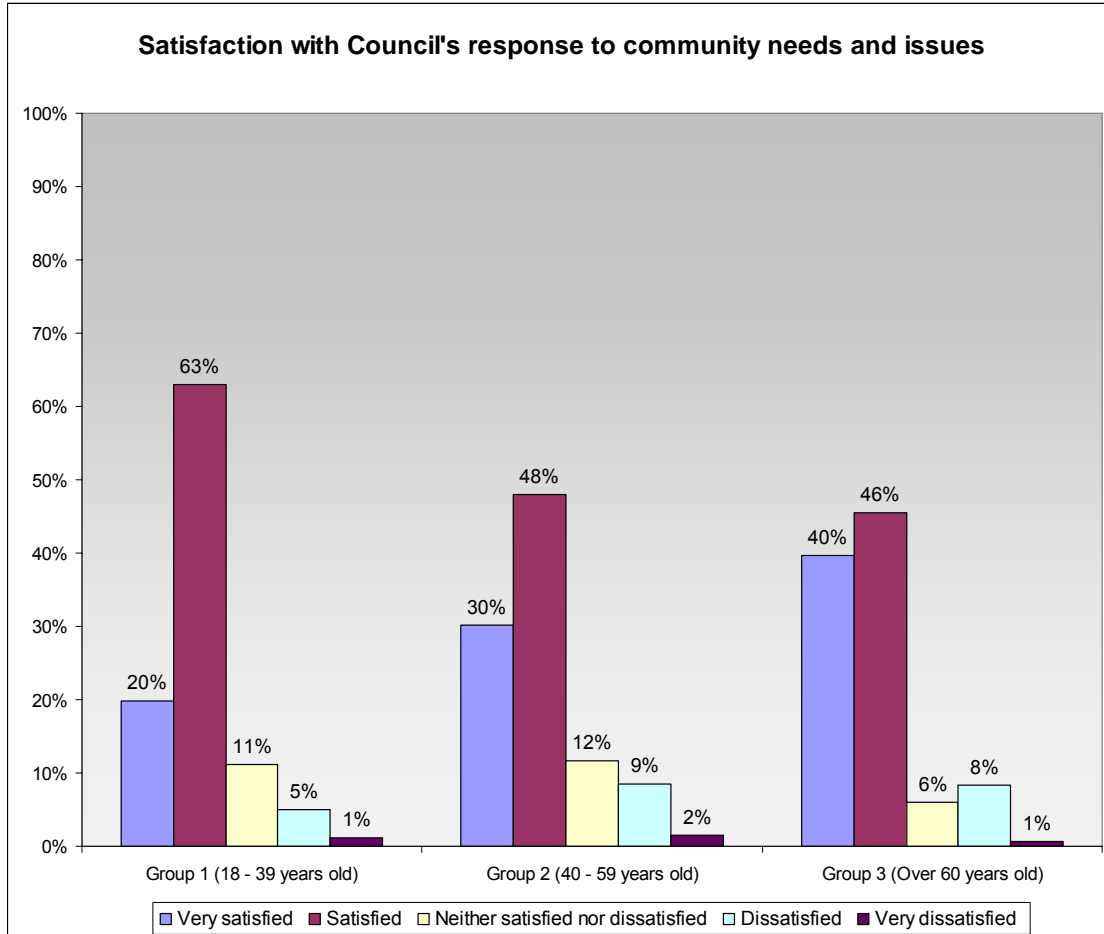
Chart 54: Rating the performance of Council Staff



How would you rate the performance of Council staff?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Very good	6%	17%	23%
Good	58%	48%	44%
Neither good nor bad	34%	25%	27%
Not good	1%	7%	5%
Poor	0%	3%	1%

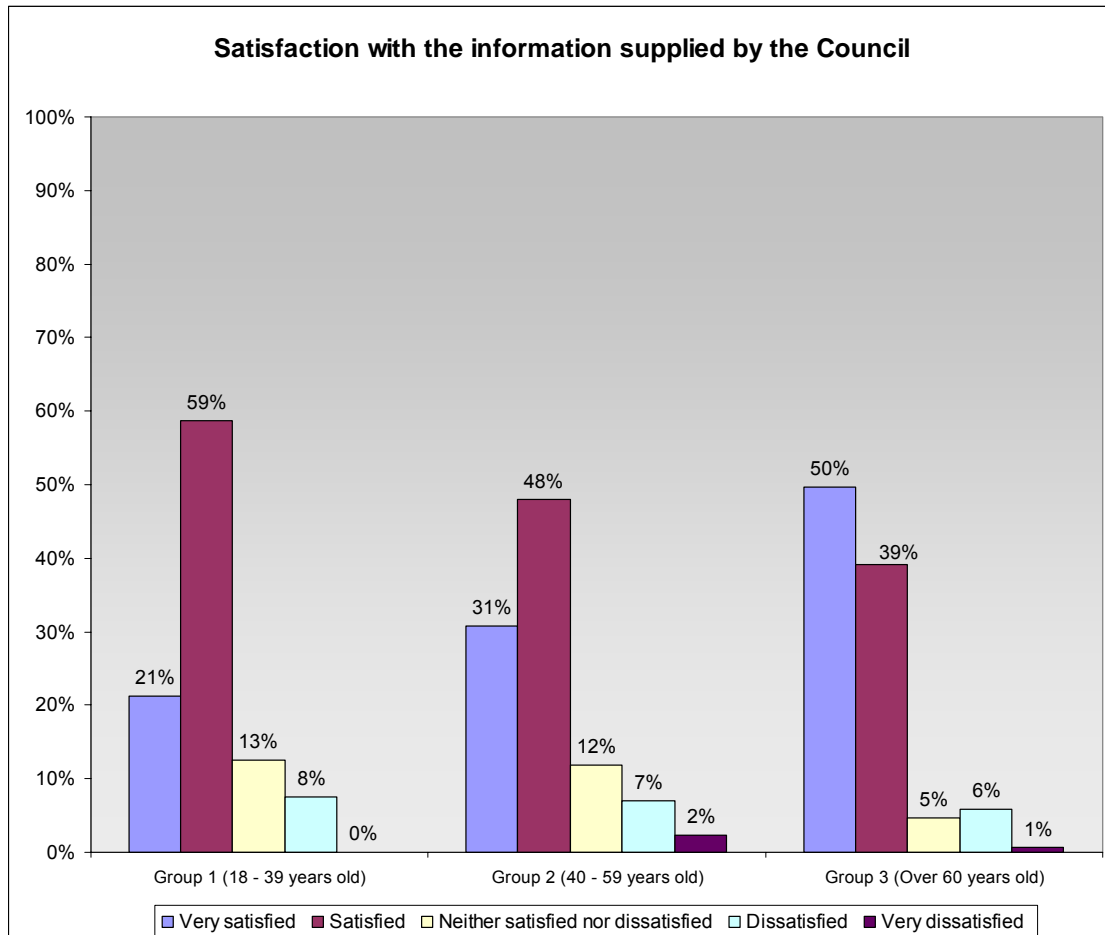
Chart 55: Satisfaction with Council's response to community needs and issues



How satisfied are you that Council has responded very well or well to community needs and issues?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Very satisfied	20%	30%	40%
Satisfied	63%	48%	46%
Neither satisfied nor dissatisfied	11%	12%	6%
Dissatisfied	5%	9%	8%
Very dissatisfied	1%	2%	1%

Chart 56: Satisfaction with the information supplied by the Council



How satisfied are you that enough or more than enough information is supplied by the Council?

	Group 1 (18 - 39 years old)	Group 2 (40 - 59 years old)	Group 3 (Over 60 years old)
Very satisfied	21%	31%	50%
Satisfied	59%	48%	39%
Neither satisfied nor dissatisfied	13%	12%	5%
Dissatisfied	8%	7%	6%
Very dissatisfied	0%	2%	1%