Your Local Area People's Panel Survey

Results Summary

Feb 2023

Intro to the People’s Panel

The People's Panel

Council's online survey panel

In 2022:

WITH OVER **50,000** MEMBERS

WE RAN **30+** SURVEYS

WE RECEIVED **30,000+** RESPONSES

Our members*:

AUCKLANDERS FROM ALL BACKGROUNDS

22,000 women

15,000 men

27,000	European	**4,700**	Under 35
6,200	Asian	**9,900**	35-49
3,300	Pacific	**10,600**	50-64
3,300	Māori	**8,300**	65+

**Data as at Feb 2023. We do not have demographic information for all of our panel members.*

What are our surveys like?

Survey length: **5-10 minutes**

Response rates: **10% - 12%**

Fieldwork: **5-7 days**

Variety of survey topics:

- Communications and awareness
- Environment and climate change
- Parks and public spaces
- Services and service concepts
- Transport and public transport
- Your local area / local plans

The People's Panel: Local Board Membership*

Northern Local Boards	
Rodney	2,368
Hibiscus and Bays	2,755
Upper Harbour	1,608
Devonport-Takapuna	2,157
Kaipātiki	2,417
Central Local Boards	
Waitematā	3,140
Albert-Eden	3,101
Ōrākei	2,586
Puketāpapa	1,057
Maungakiekie-Tāmaki	1,917
Waiheke	440
Aotea Great Barrier	60

Western Local Boards	
Henderson-Massey	2,353
Waitākere Ranges	1,942
Whau	1,767
Howick	2,859
Māngere-Ōtāhuhu	1,201
Ōtara-Papatoetoe	1,138
Manurewa	1,307
Papakura	1,106
Franklin	1,988

**Data as at Feb 2023. We do not have Local Board information for all of our panel members.*

Survey Methodology

Methodology

Survey invites were sent to **30,259** panel members via email

13% (n=3,983) finished the survey

Fieldwork: **7-20 Dec 22** and **25 Jan-2 Feb 23**

Auckland-wide results have been weighted.

Local Board level results are unweighted.

Note: *76 responses were received on or after the day of the Auckland Anniversary Floods (27 Jan 2023)*

A second wave of field work was conducted to boost responses for:

- Boards with low sample sizes, including island Boards
- Younger Aucklanders

Auckland-wide results were weighted to better match Auckland's 20+ population (Census 2018) by:

- Gender
- Age, and
- Ethnicity

Survey sample size per Local Board

Lower sample sizes were achieved in our Southern Local Boards.

Northern Local Boards	
Rodney	198
Hibiscus and Bays	298
Upper Harbour	177
Devonport-Takapuna	202
Kaipātiki	242
Central Local Boards	
Waitematā	331
Albert-Eden	325
Ōrākei	256
Puketāpapa	126
Maungakiekie-Tāmaki	221
Waiheke	89
Aotea Great Barrier	8

Western Local Boards	
Henderson-Massey	211
Waitākere Ranges	215
Whau	172
South Eastern Local Boards	
Howick	295
Māngere-Ōtāhuhu	108
Ōtara-Papatoetoe	101
Manurewa	115
Papakura	87
Franklin	206

Results for Aotea Great Barrier are not included in this report due to small sample size

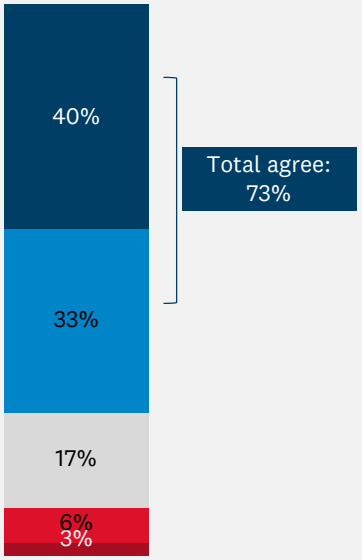
BASE: All respondents (n=3,983)

Your suburb

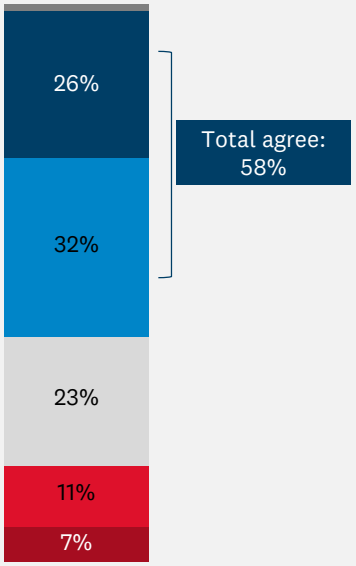
Feelings and pride in suburb

Most people agree (73%) that their suburb is a great place to live, while just over half (58%) are proud of the way their suburb looks and feels. The most common way to spend time in one's suburb is to walk around it, take care of one's home and property, and visiting playgrounds and reserves.

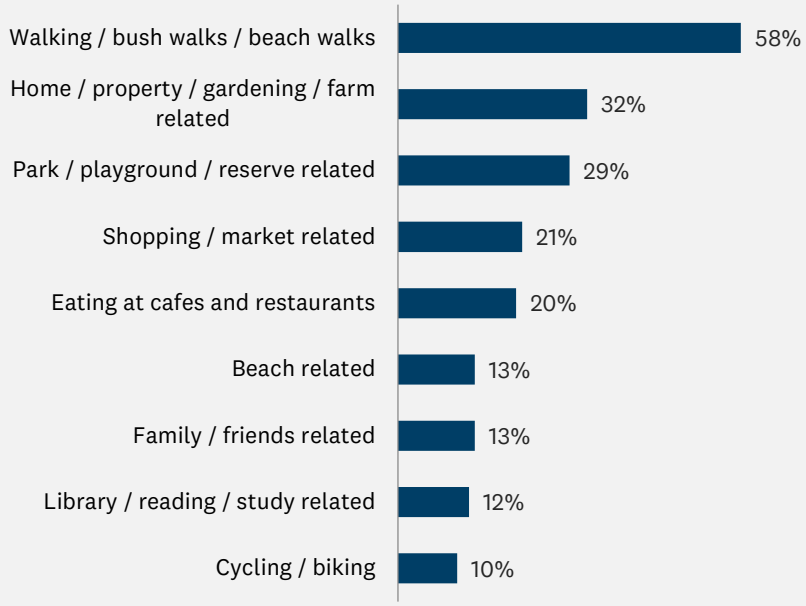
My suburb is a great place to live:



Pride in way suburb looks and feels:



Top 10 ways to spend free time in suburb:



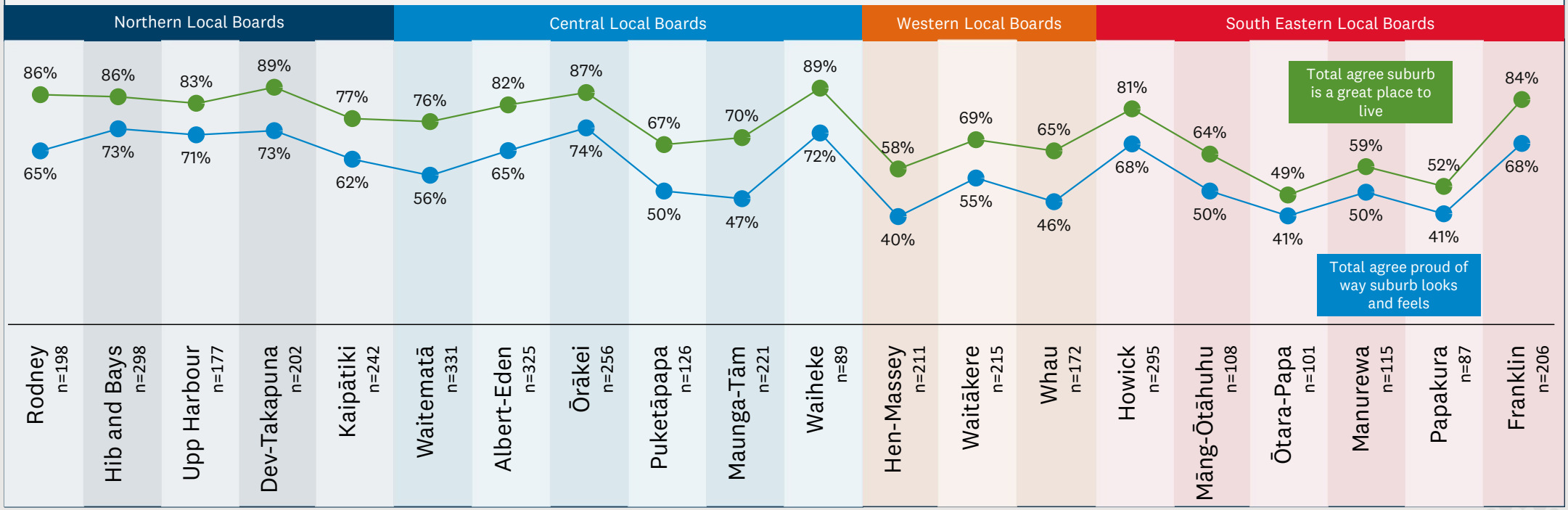
1 – Strongly Disagree | 2 | 3 | 4 | 5 – Strongly Agree | DK

BASE: All respondents (n=3,983)
Q: How much do you agree or disagree with the following statements: 'I have a sense of pride in the way my suburb looks and feels', and 'My suburb is a great place to live'
Q: How do you spend your free time in your suburb? [Coded responses]

Feelings and pride in suburb

Those in Henderson-Massey (40%), Ōtara-Papatoetoe (41%), and Papakura (41%) experience the least pride in the way their suburb looks and feels. Looking at results by local board, ‘pride in look and feel’ and agreeing a suburb is a ‘great place to live’ seem correlated.

Agreement that suburb is ‘a great place to live’ and of ‘pride in the look and feel’:

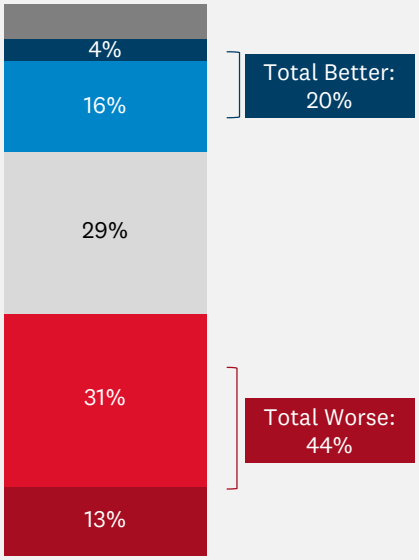


BASE: All respondents (n=3,983)
Q: How much do you agree or disagree with the following statements: ‘I have a sense of pride in the way my suburb looks and feels’, ‘My suburb is a great place to live’

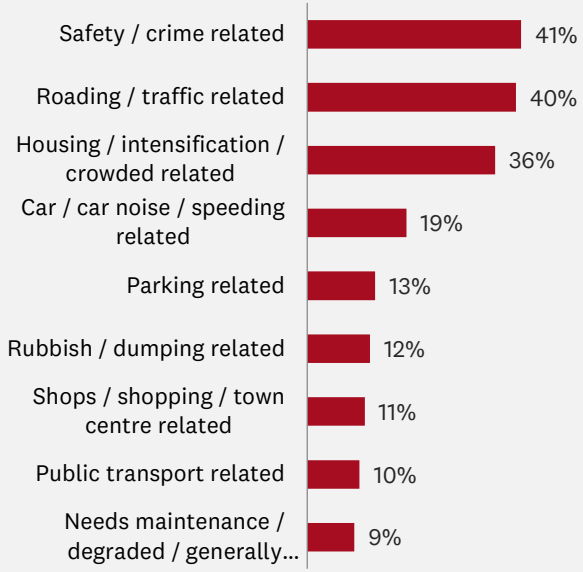
Changes to suburb in last 3 years

Almost half of our respondents (45%) feel like their suburb has become a worse place to live compared to 3 years ago. Main reasons for this relate to crime and safety, roading and traffic, and housing intensification and crowding. 20% feel that their area is now a better place to live, their main reasons being shopping and business, and development related.

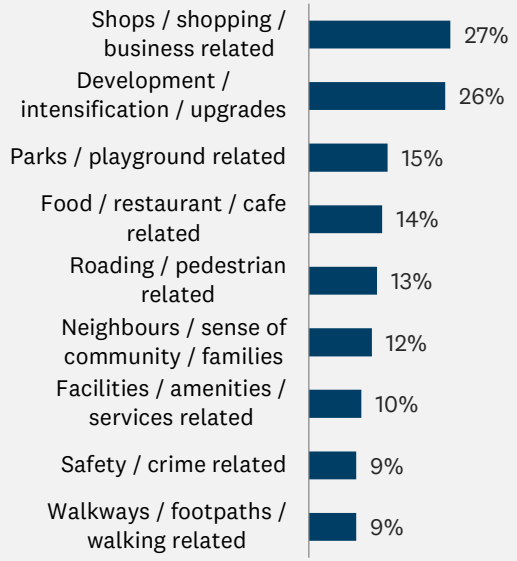
Has suburb become better or worse in last 3 years?



Top reasons why has suburb become **worse**?



Top reasons why has suburb become **better**?

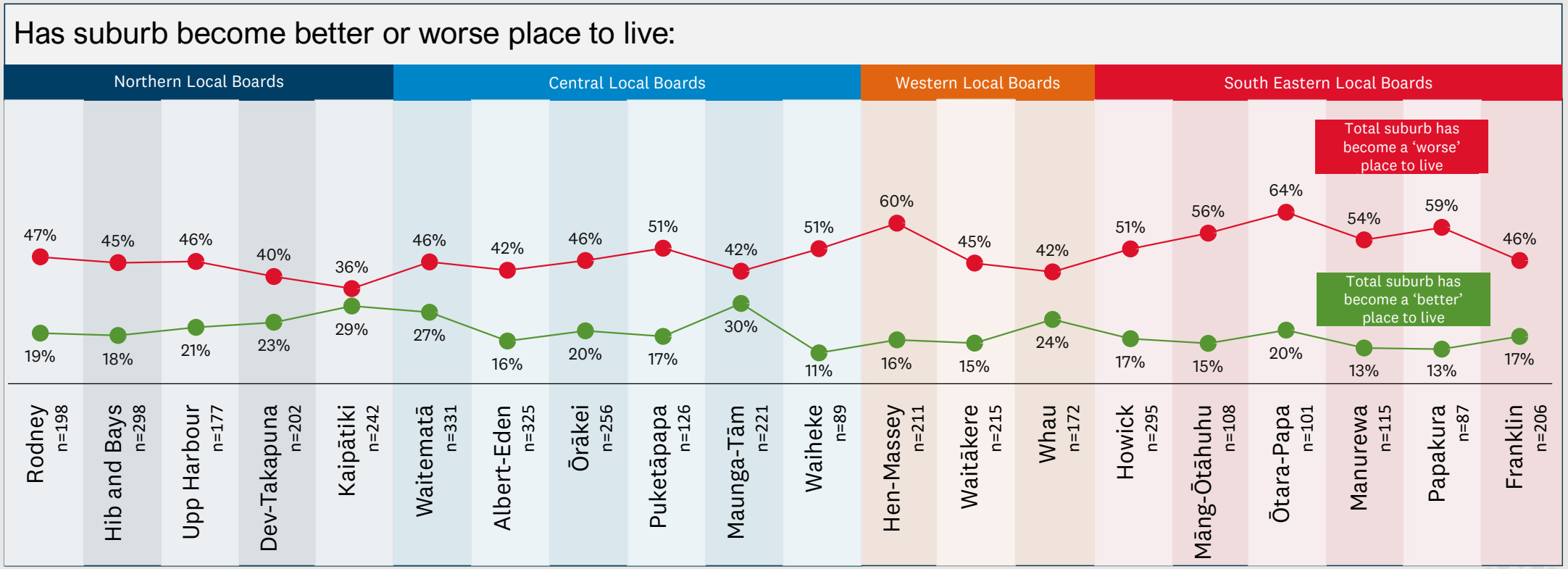


Much worse | Slightly worse | Stayed the same | Slightly better | Much better | DK

BASE: All respondents (n=3,983)
Q: In the last 3 years, do you feel your suburb has become better, worse or stayed the same as a place to live?
Q: How has it become a worse place to live? [Coded responses]
Q: How has it become a better place to live? [Coded responses]

Has suburb become better or worse place to live

Those in Ōtara-Papatoetoe (64%), Papakura (59%) and Henderson-Massey (60%) are more likely to report their suburb becoming a worse place to live over the last 3 years.



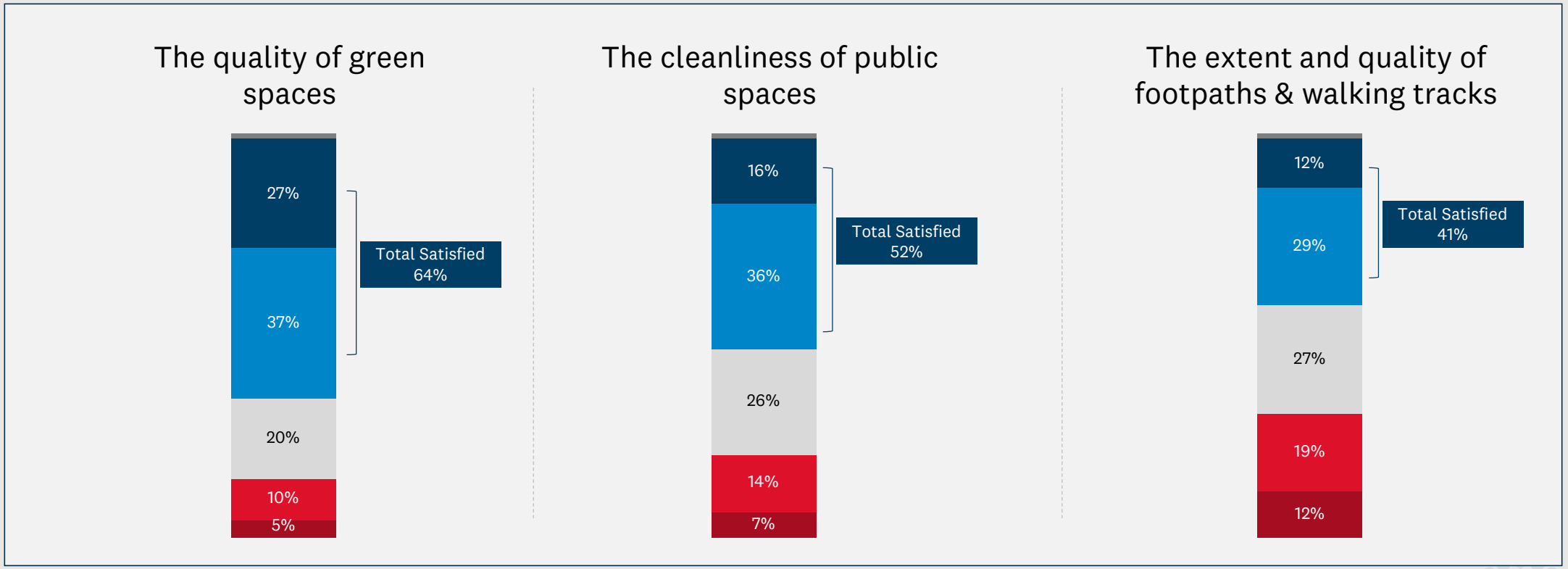
BASE: All respondents (n=3,983)
Q: In the last 3 years, do you feel your suburb has become better, worse or stayed the same as a place to live?

Your local area

“Your suburb and its surrounding suburbs.”

The qualities of your local area

We asked respondents about certain qualities of their local area (their suburb and its surrounding suburbs). Over two thirds of respondents are satisfied with the quality of green spaces (64%) in their local area, and just over half (52%) are happy with the cleanliness of public spaces. Only 41% of respondents report being satisfied with the extent and quality of footpaths and walking tracks.

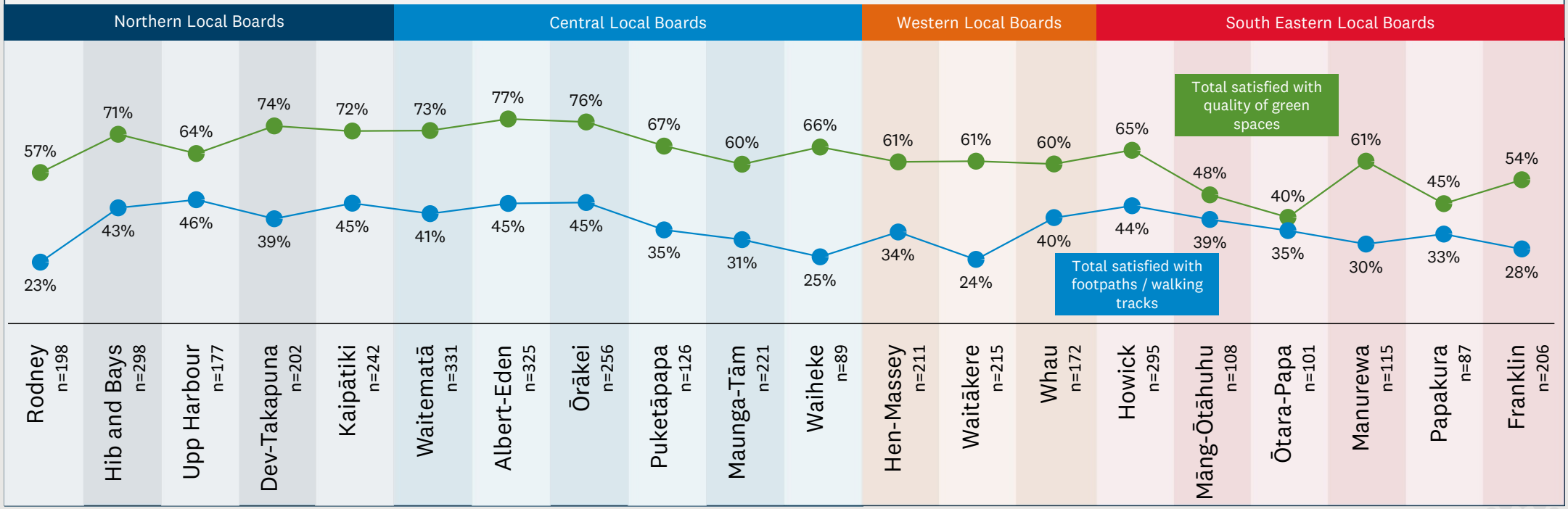


BASE: All respondents (n=3,983)
Q:The next few questions are about your local area. By local area we mean your suburb and its surrounding suburbs. How satisfied are you with the following in your local area?

The qualities of your local area

Rodney (23%), Waitākere (24%), Waiheke (25%), and Franklin (28%) are experiencing very low satisfaction levels with the quality of their footpaths and walking tracks. Ōtara-Papatoetoe has the lowest recorded satisfaction with the quality of green spaces (40%) in their local area.

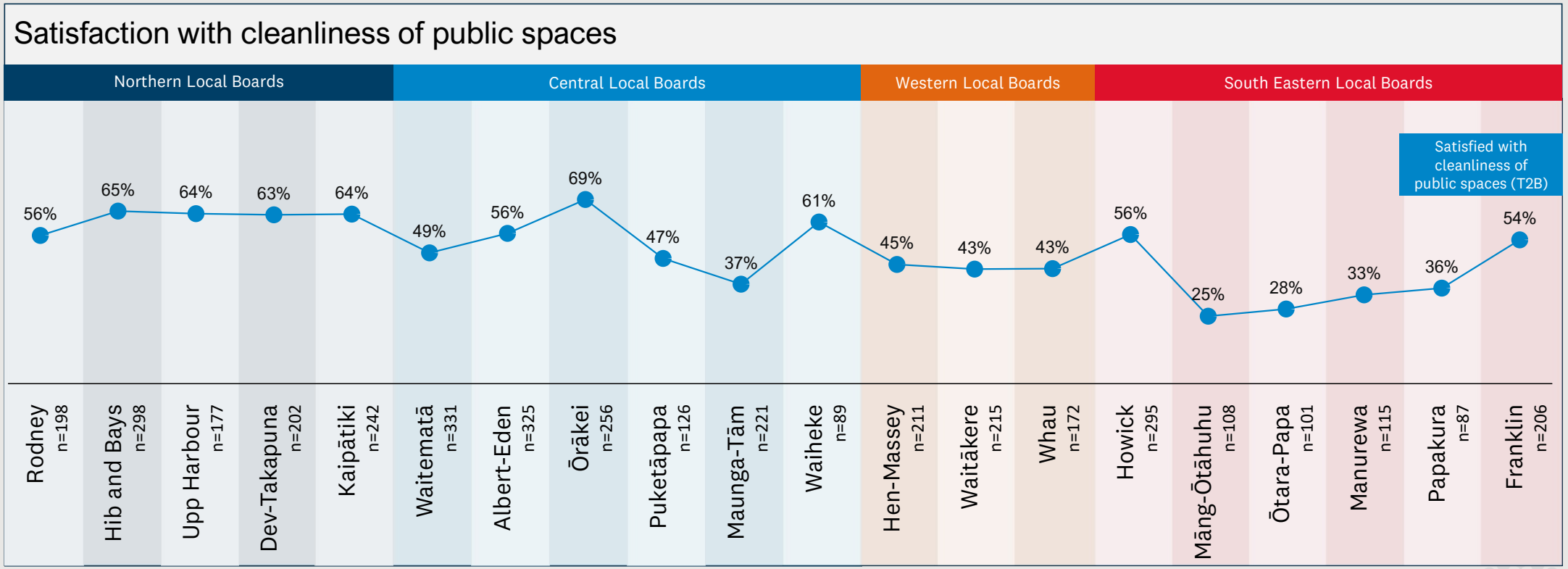
Satisfaction with green spaces and footpaths / walking tracks



BASE: All respondents (n=3,983)
Q:The next few questions are about your local area. By local area we mean your suburb and its surrounding suburbs. How satisfied are you with the following in your local area?

The qualities of your local area

The Southern local boards (expect Franklin), and Maungakiekie-Tāmaki, are experiencing the lowest satisfaction levels with the cleanliness of their public spaces (ranging from only 25% to 36%).

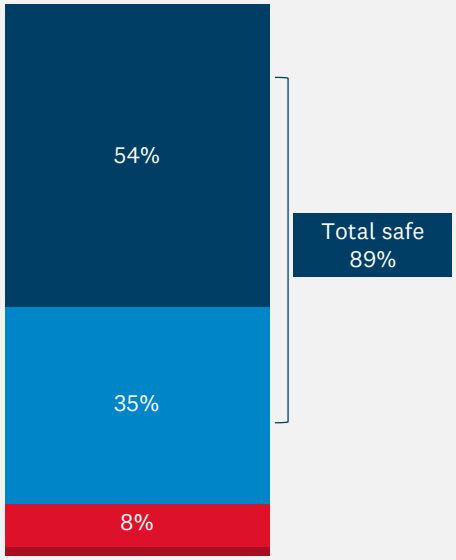


BASE: All respondents (n=3,983)
Q:The next few questions are about your local area. By local area we mean your suburb and its surrounding suburbs. How satisfied are you with the following in your local area?

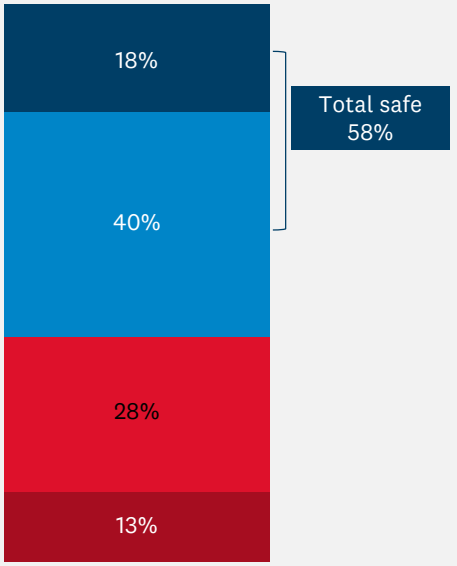
Safety of local area

A over half (53%) feel ‘very safe’ in their local area during the day, this drops to 18% at night.

Safety felt in local area during the day



Safety felt in local area at night



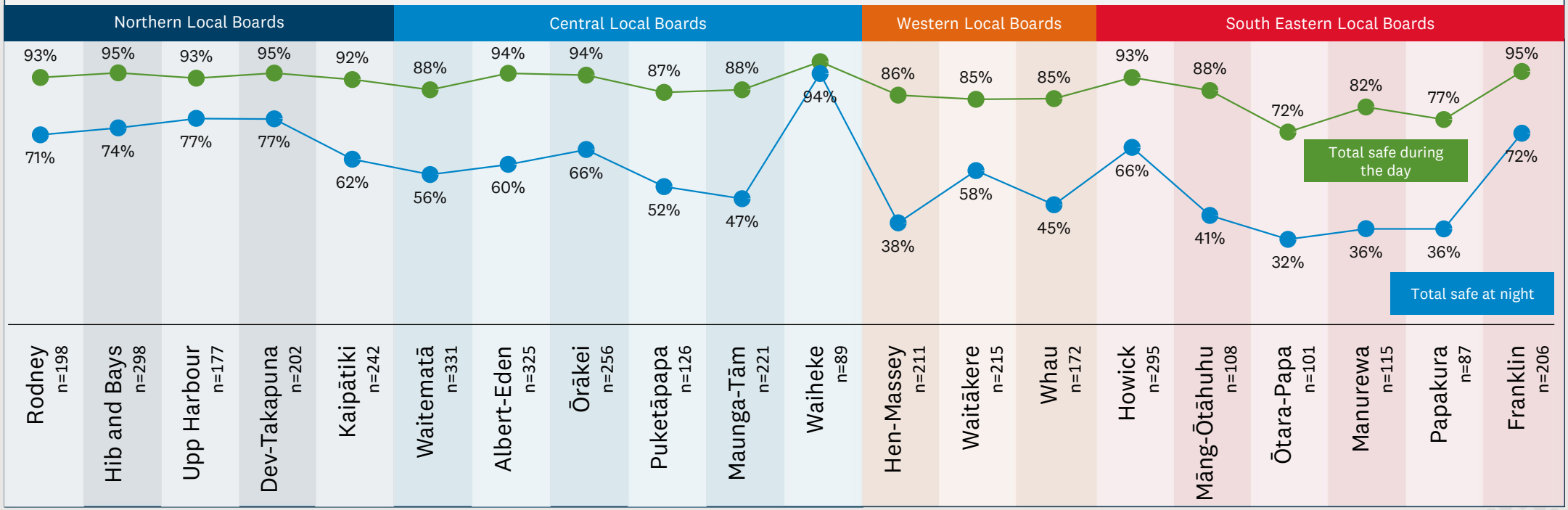
BASE: All respondents (n=3,983)
Q: In general, how safe or unsafe do you feel in the following situations?

Very unsafe | A bit unsafe | Fairly safe | Very safe | DK

Safety of local area

Most people feel ‘very safe’ or ‘fairly safe’ during the day in their local area. Those in Ōtara-Papatoetoe (72%) and Papakura (77%) report the lowest levels of safety during the day. Feelings of night time safety are most rare in Ōtara-Papatoetoe (32%), Papakura and Manurewa (both 36%), and Henderson-Massey (38%). Almost all in Waiheke feel safe all the time.

Safety felt day and night in suburb



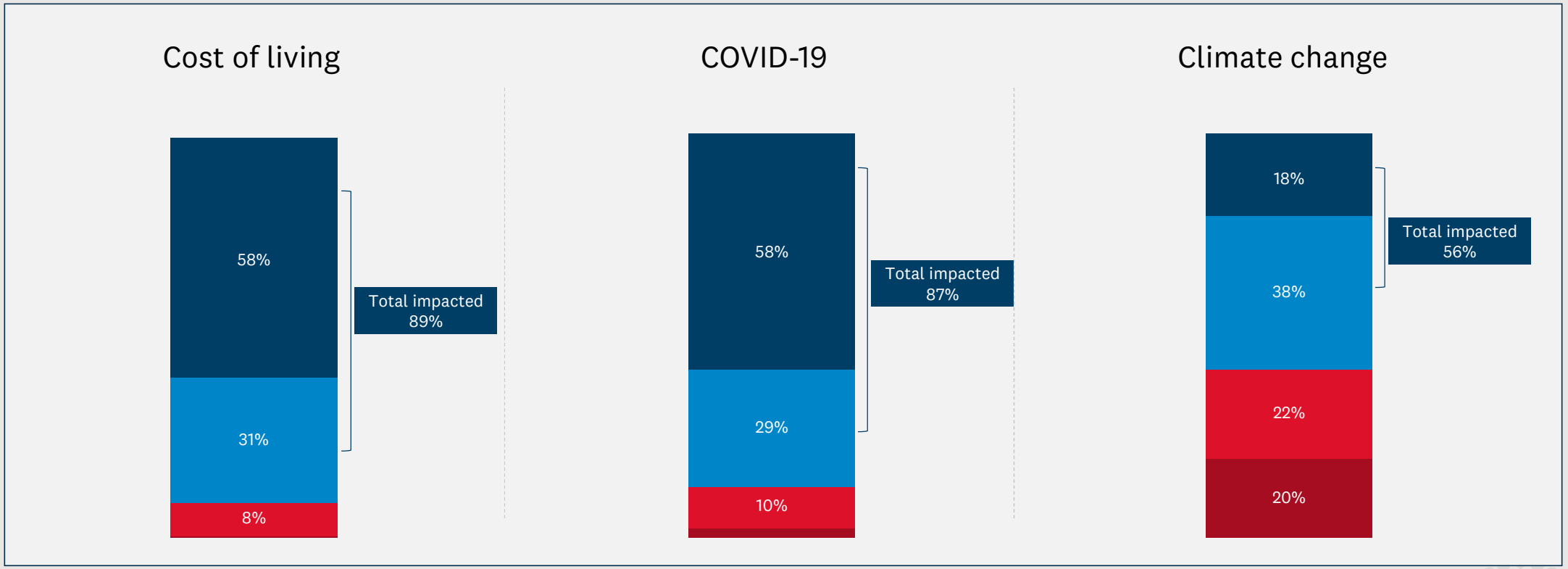
BASE: All respondents (n=3,983)
Q: In general, how safe or unsafe do you feel in the following situations?

Community issues

Issues affecting the community

Almost most all people have experienced at least ‘some’ impact from the cost of living (89%) and COVID-19 (87%). Just over half report some impacts from climate change (56%).

Note: *Almost all survey responses were collected prior to the Auckland floods*



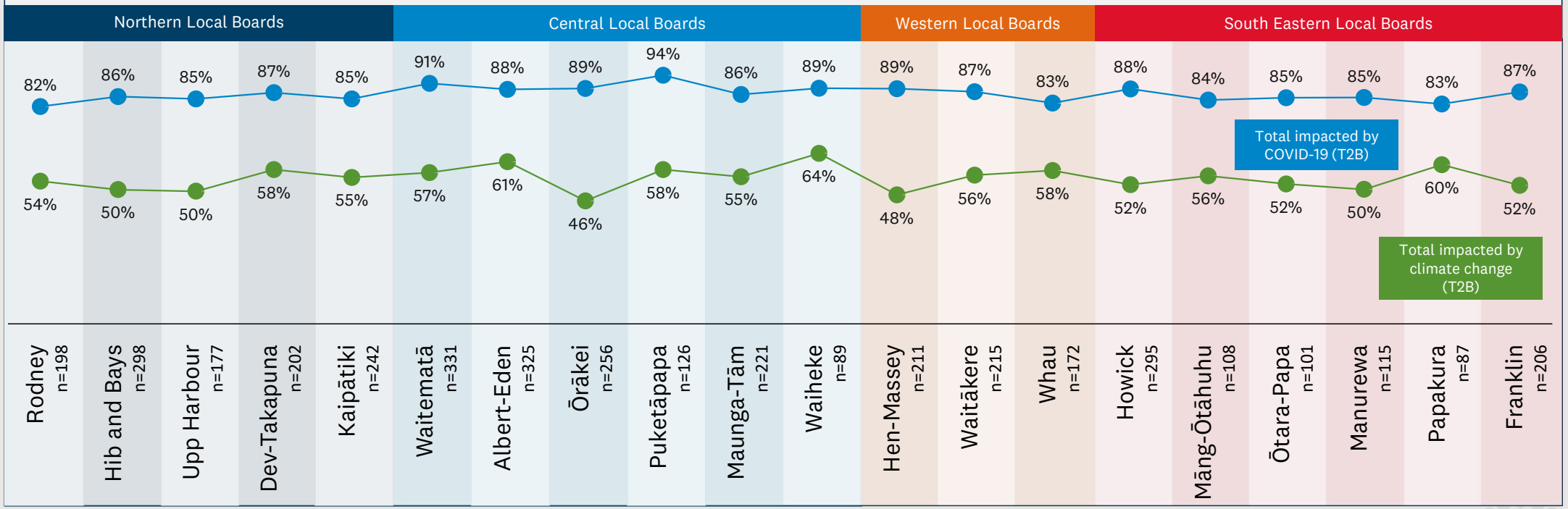
BASE: All respondents (n=3,983)
Q: Over the last 3 years, there have been a number of issues that have affected communities e.g. COVID-19, an increased cost of living, and more emphasis on climate change. We would like to ask you some questions in relation to these issues and how you feel they have impacted you, if at all. In the last 3 years, how much impact have the following issues had on you?

Issues affecting the community

The impacts of COVID-19 are felt evenly across all local boards. The impacts of climate change are more obvious for those in Waiheke (64%), Albert-Eden (61%), and Papakura (60%) local boards.

Note: *Almost all survey responses were collected prior to the Auckland floods*

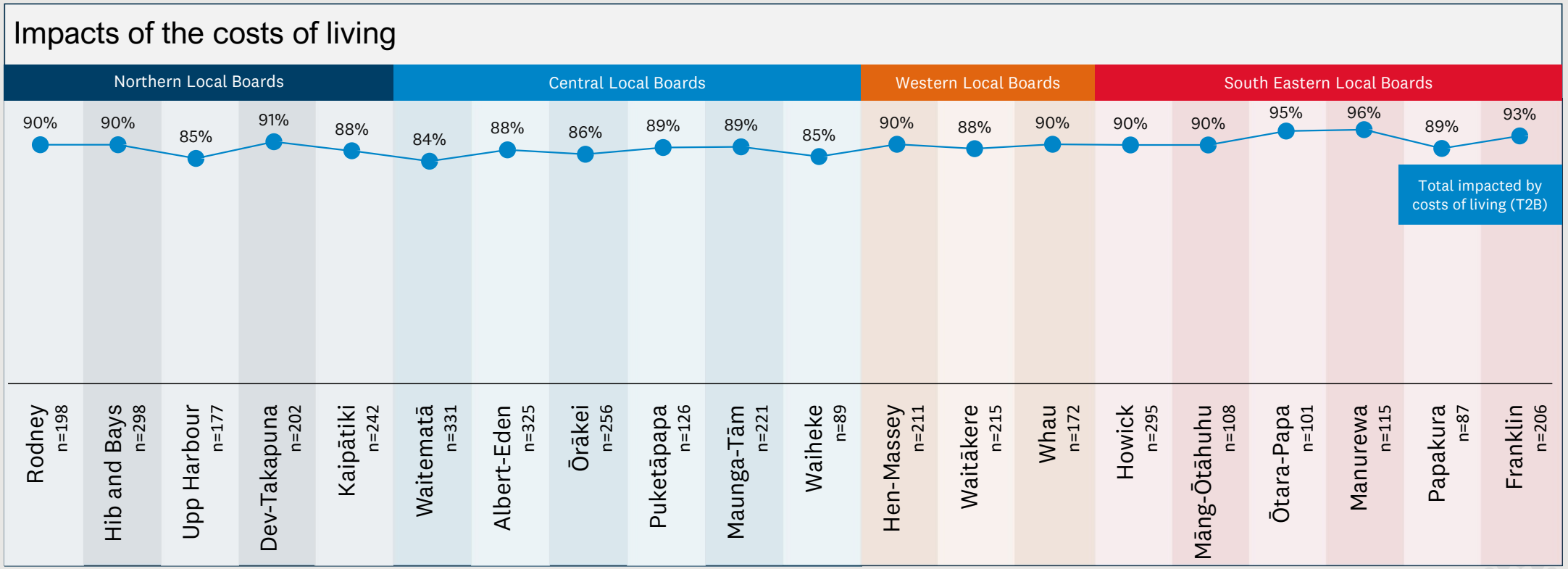
Effect of COVID-19 and Climate Change



BASE: All respondents (n=3,983)
Q: Over the last 3 years, there have been a number of issues that have affected communities e.g. COVID-19, an increased cost of living, and more emphasis on climate change. We would like to ask you some questions in relation to these issues and how you feel they have impacted you, if at all. In the last 3 years, how much impact have the following issues had on you?

Issues affecting the community

The impacts of costs of living are felt fairly evenly by respondents across all local boards.



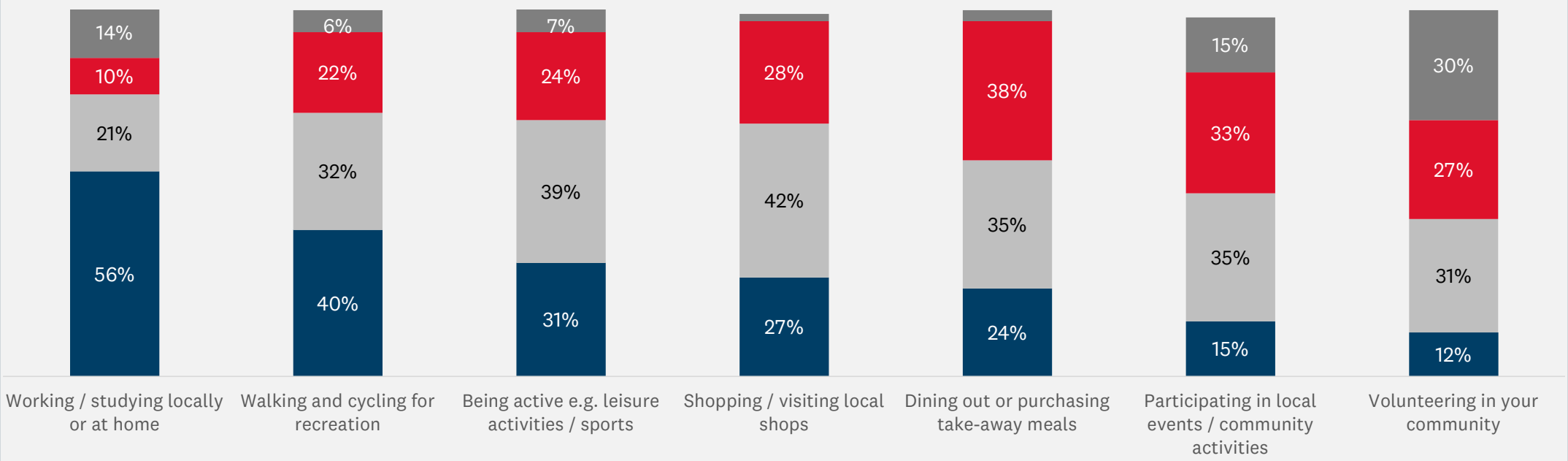
BASE: All respondents (n=3,983)
Q: Over the last 3 years, there have been a number of issues that have affected communities e.g. COVID-19, an increased cost of living, and more emphasis on climate change. We would like to ask you some questions in relation to these issues and how you feel they have impacted you, if at all. In the last 3 years, how much impact have the following issues had on you?

Activities in local area

Activities in local area

Compared to 3 years ago, over half (56%) say they are working more from home / their local area, 40% say they are doing more walking and cycling in their local area, and 31% are being more active too. Dining out, participating in local events and activities, and volunteering in communities has become less common.

Changes to local 'activities' compared to 3 years ago:



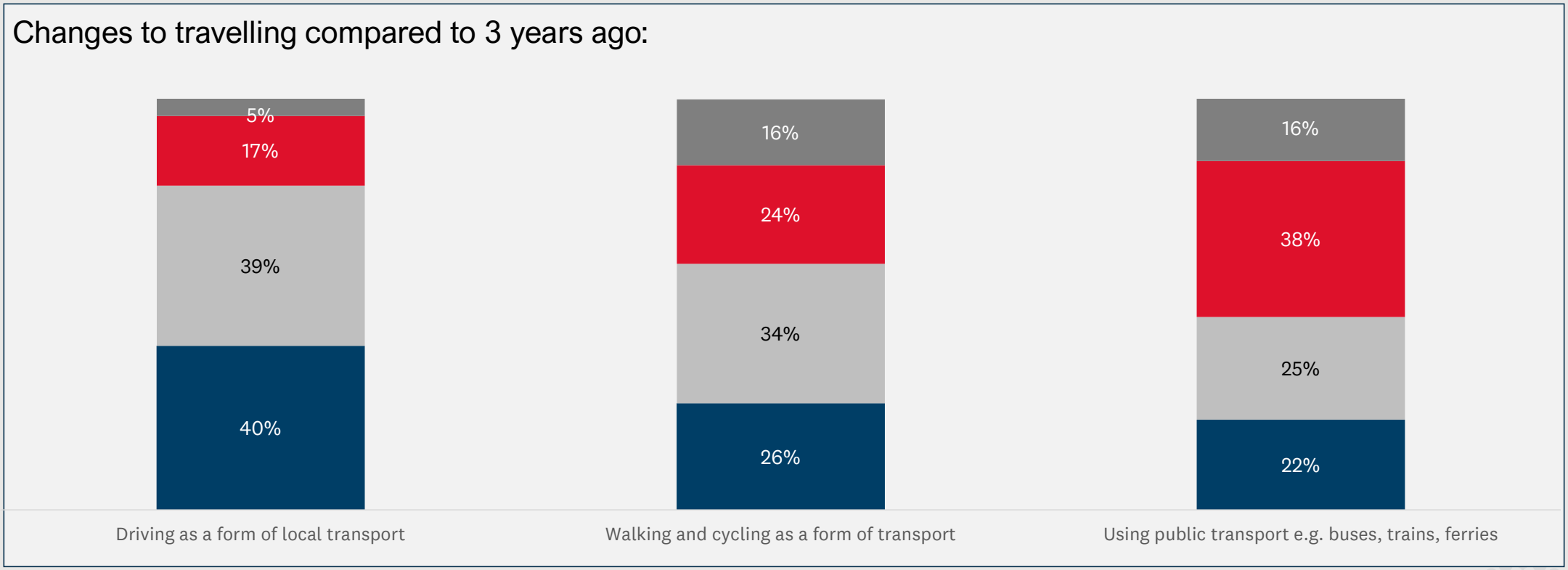
Total 'More' (4+5) | The same (3) | Total 'Less' (1+2) | Not applicable

BASE: All respondents (n=3,983)
Q: Compared to 3 years ago, are you now doing the following activities more or less often in your local area?
Rated on a scale of 1-5, where 1 is 'A lot less' and 5 is 'A lot more'.

Travelling around local area

40% of people report more driving around their local area as a form of transport. 38% say they are using public transport less.

Changes to travelling compared to 3 years ago:



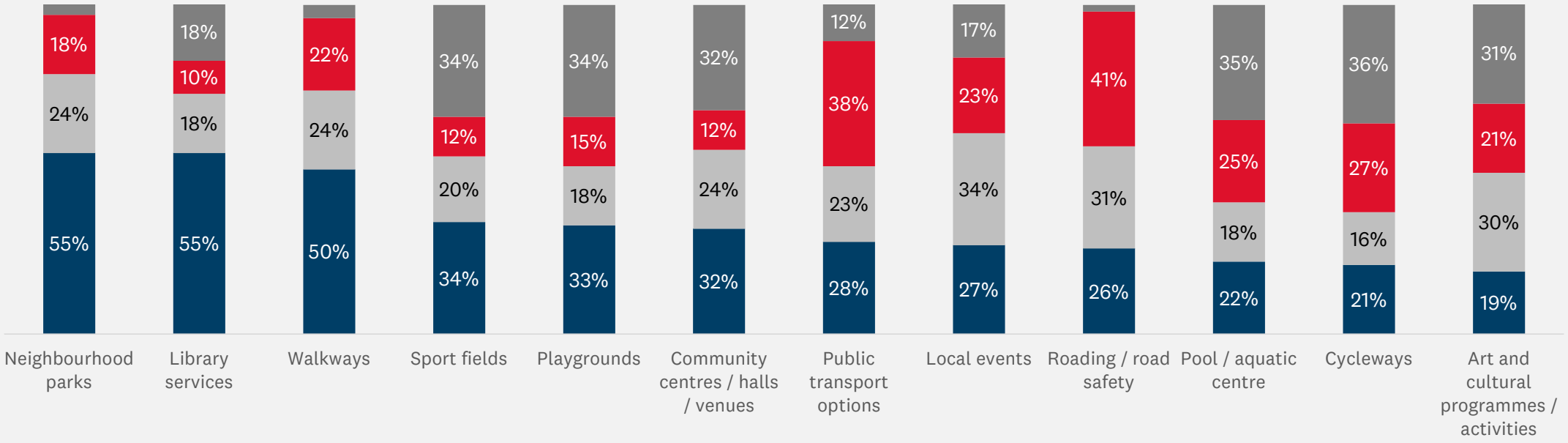
BASE: All respondents (n=3,983)
Q: Compared to 3 years ago, are you now using the following forms of transport more or less often in your local area?
Rated on a scale of 1-5, where 1 is 'A lot less' and 5 is 'A lot more'.

Services and facilities

Facilities and services meeting needs in local area

Half or more respondents feel that their local area is well serviced in terms of neighbourhood parks and library services (both 55%), and walkways (50%). 41% feel like their needs in their area have not been met in terms of roading and road safety or public transport options (38%).

How well facilities and services are meeting community needs:



Total 'Well' (4+5) | Neutral (3) | Total 'Not Well' (1+2) | Not applicable

BASE: All respondents (n=3,983)
Q: Now we would like to ask about council facilities and services in your local area. How well are the following council facilities and services currently meeting your needs in your local area?
Rated on a scale of 1-5, where 1 is 'Not at all' and 5 is 'Very well'.

How well are services meeting community needs

Looking at all services across local boards, Ōtara-Papatoetoe, Papakura, Māngere-Ōtāhuhu, Maungakiekie-Tāmaki, Waitākere seem to be the areas whose needs are least met across services (more likely to be red shaded).

Total needs are met:

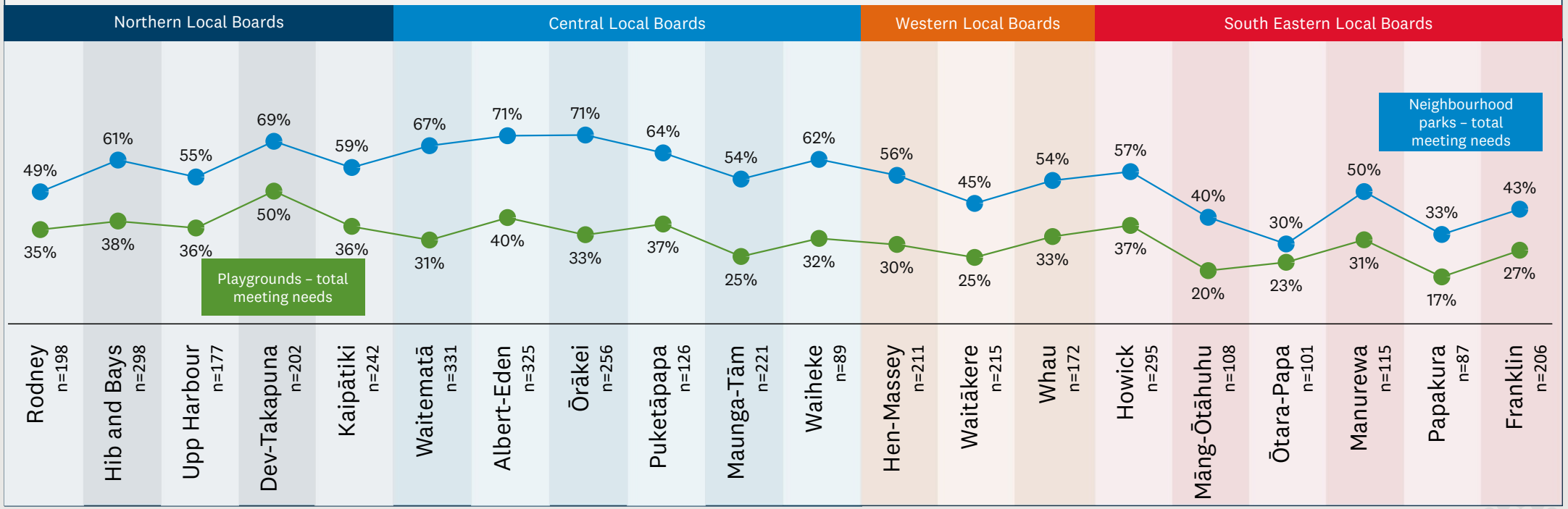
	Northern Local Boards					Central Local Boards						Western Local Boards			South-Eastern Local Boards					
	Rodney	Hib and Bays	Upp Harbour	Dev-Takapuna	Kaipātiki	Waite-mata	Albert-Eden	Ōrākei	Puketa-papa	Maunga-Tām	Waiheke	Hen-Massey	Waitākere	Whau	Howick	Māng-Ōtāhuhu	Ōtara-Papa	Manurewa	Papakura	Franklin
Neighbourhood parks	49%	61%	55%	69%	59%	67%	71%	71%	64%	54%	62%	56%	45%	54%	57%	40%	30%	50%	33%	43%
Library services	52%	59%	51%	61%	61%	57%	54%	59%	60%	51%	78%	58%	56%	59%	59%	51%	58%	55%	45%	41%
Walkways	32%	56%	51%	59%	56%	56%	58%	66%	55%	45%	61%	49%	35%	45%	56%	41%	24%	48%	39%	37%
Playgrounds	35%	38%	36%	50%	36%	31%	40%	33%	37%	25%	32%	30%	25%	33%	37%	20%	23%	31%	17%	27%
Sport fields	30%	36%	31%	48%	34%	28%	36%	38%	40%	29%	33%	30%	21%	34%	35%	29%	27%	37%	26%	33%
Community centres / venues	38%	33%	37%	35%	34%	30%	31%	32%	31%	24%	60%	32%	33%	34%	34%	31%	34%	29%	15%	33%
Public transport options	9%	30%	25%	31%	38%	40%	41%	35%	40%	29%	40%	16%	20%	41%	26%	19%	28%	29%	20%	9%
Local events	27%	36%	24%	40%	29%	35%	30%	24%	20%	25%	49%	24%	18%	22%	35%	27%	23%	32%	16%	21%
Roading / road safety	7%	28%	28%	27%	33%	25%	27%	27%	34%	24%	20%	18%	15%	26%	32%	29%	32%	25%	20%	13%
Pool / aquatic centre	4%	29%	20%	17%	39%	22%	22%	22%	33%	35%	1%	15%	9%	7%	29%	44%	28%	33%	16%	14%
Art / cultural activities	12%	23%	14%	27%	22%	33%	20%	21%	21%	15%	49%	12%	15%	17%	25%	21%	18%	20%	13%	13%
Cycleways	5%	19%	20%	19%	12%	27%	28%	27%	26%	18%	15%	27%	10%	26%	22%	19%	19%	24%	16%	12%
	n=198	n=298	n=177	n=202	n=242	n=331	n=325	n=256	n=126	n=221	n=89	n=211	n=215	n=172	n=295	n=108	n=101	n=115	n=87	n=206

BASE: All respondents (n=3,983)
Q: Now we would like to ask about council facilities and services in your local area. How well are the following council facilities and services currently meeting your needs in your local area?

Parks and playgrounds meeting needs in local area

While neighbourhood parks have meet Aucklanders needs most well, only a third or less in Ōtara-Papatoetoe (30%) and Papakura (33%) feel their needs are being met by them. Less than one in five feel like playgrounds are meeting their needs in Papakura (17%) and Māngere-Ōtāhuhu (20%).

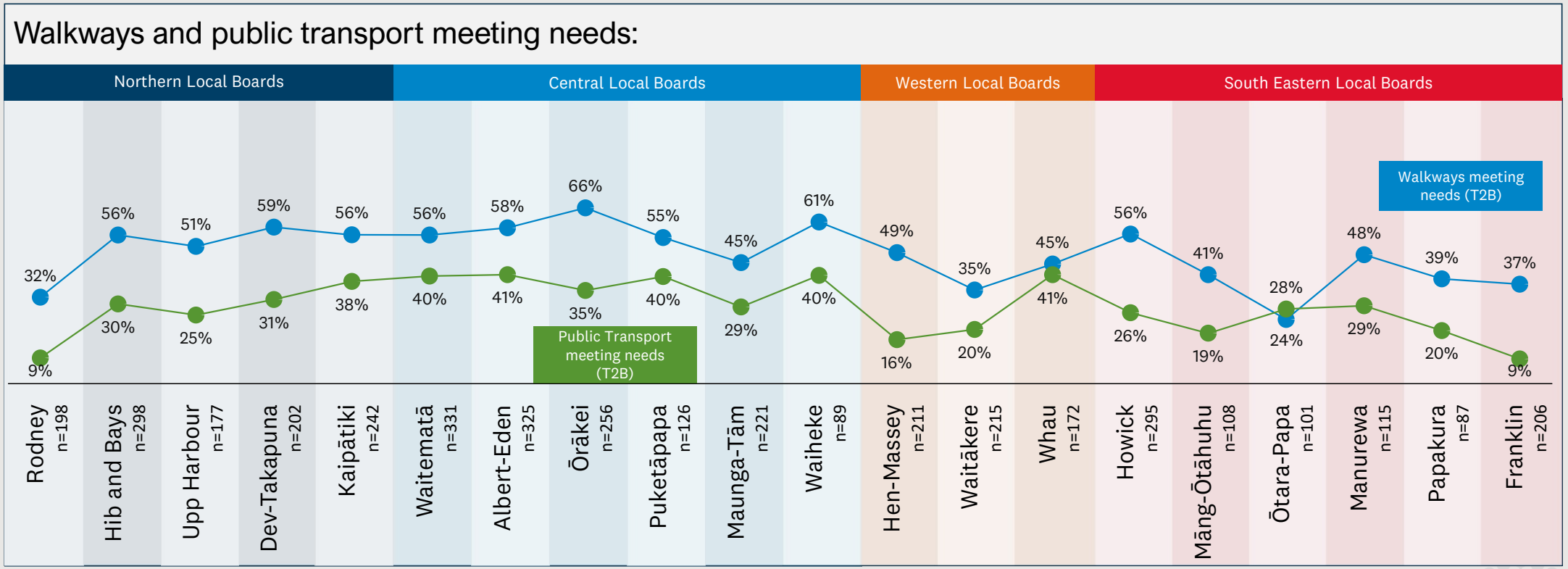
Neighbourhood parks and playgrounds meeting needs:



BASE: All respondents (n=3,983)
Q: Now we would like to ask about council facilities and services in your local area. How well are the following council facilities and services currently meeting your needs in your local area?

Walkways and public transport meeting needs

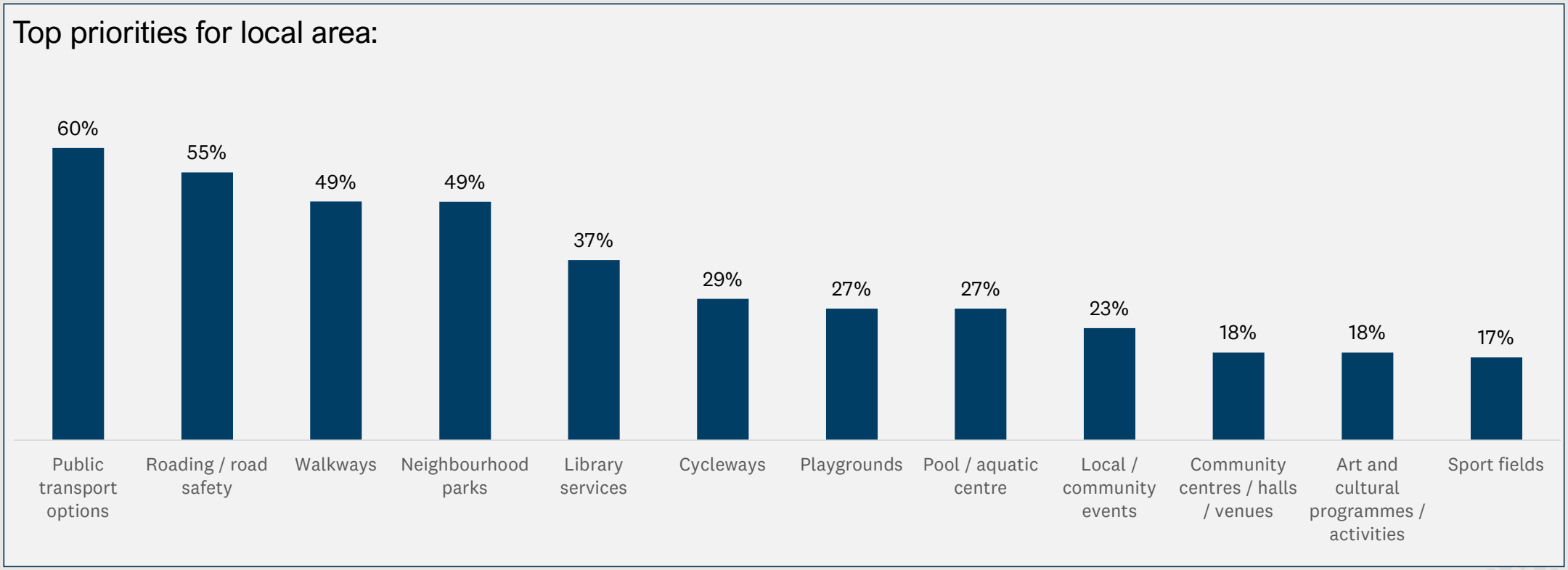
Less than one in five in Franklin (9%), Rodney (9%), Henderson-Massey (16%), and Māngere-Ōtāhuhu (19%) feel that public transportation services are meeting their needs. Less than a third of respondents from Ōtara-Papatoetoe (24%) and Rodney (31%) feel like their walkways are meeting their needs.



BASE: All respondents (n=3,983)
Q: Now we would like to ask about council facilities and services in your local area. How well are the following council facilities and services currently meeting your needs in your local area?

Top priorities for local area

Auckland-wide, top priorities for local areas are public transport options (60%), roading and road safety (55%), walkways and neighbourhood parks (both 49%)



BASE: All respondents (n=3,983)
Q: Auckland Council has less funding than in previous years and community facilities such as libraries, sports and recreation facilities, and community halls require ongoing maintenance and investment. We would like to ask you about the council services and amenities that you feel should be prioritised in your area over the next 3 years. From the below list, please select what you think should be the top 5 priorities for your local area in the next 3 years:

T2B Well | Neutral | B2B Not Well | Not applicable

Top priorities for local area

Compared to other areas a Pool and Aquatic centre is a higher priority for Māngere-Ōtāhuhu (48%), Whau (38%), Manurewa (42%), and Henderson-Massey (36%). Playgrounds or more important for Māngere-Ōtāhuhu (39%) and Manurewa (40%).

Top priorities for local areas:

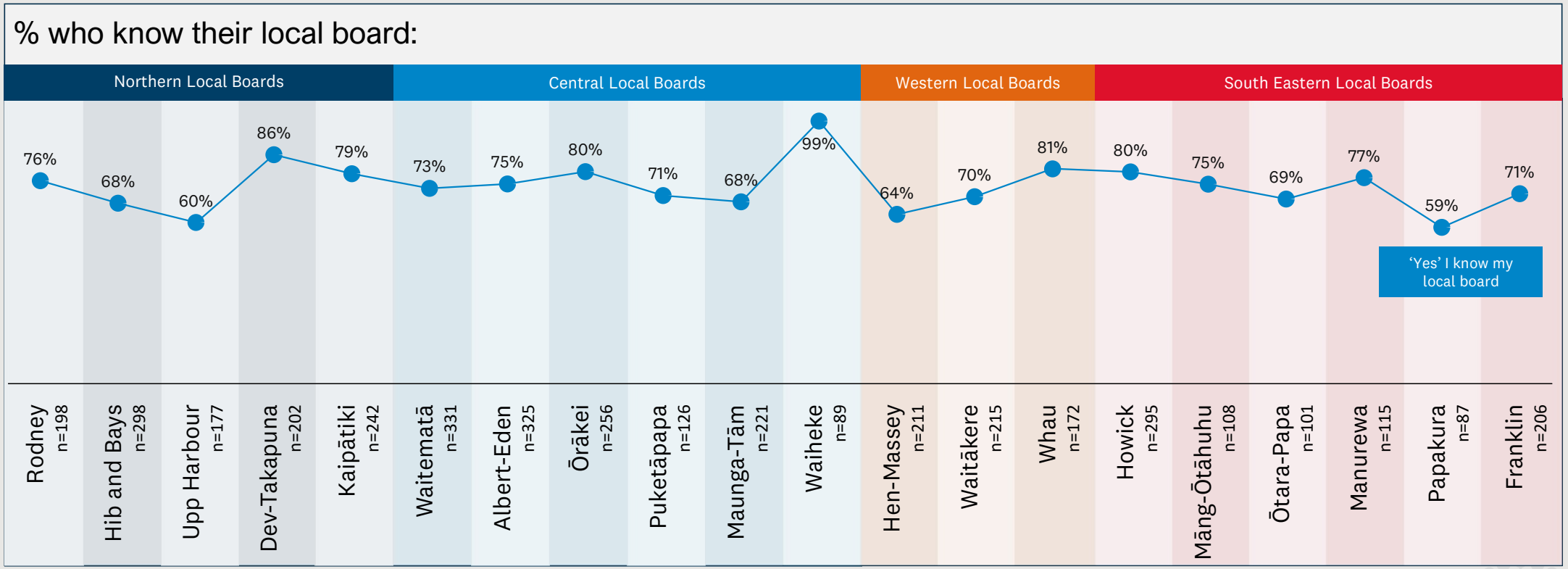
	Northern Local Boards					Central Local Boards						Western Local Boards			South-Eastern Local Boards					
Total	Rodney	Hib and Bays	Upp Harbour	Dev-Takapuna	Kaipātiki	Waite-mata	Albert-Eden	Ōrākei	Puketa-papa	Maunga-Tām	Waiheke	Hen-Massey	Waitākere	Whau	Howick	Māng-Ōtāhuhu	Ōtara-Papa	Manurewa	Papakura	Franklin
Public transport options	50%	48%	59%	64%	62%	61%	68%	58%	60%	67%	58%	56%	58%	56%	55%	53%	50%	57%	57%	44%
Roading / road safety	80%	62%	55%	51%	51%	39%	40%	50%	51%	59%	54%	61%	68%	51%	58%	50%	60%	51%	71%	71%
Walkways	56%	55%	54%	54%	60%	53%	52%	49%	52%	47%	48%	51%	54%	47%	46%	26%	40%	47%	41%	42%
Neighbourhood parks	31%	52%	48%	49%	52%	53%	54%	57%	57%	55%	27%	49%	42%	48%	47%	44%	50%	41%	48%	44%
Library services	37%	40%	24%	37%	40%	46%	49%	46%	41%	39%	43%	39%	36%	40%	39%	50%	44%	36%	31%	32%
Cycleways	26%	25%	24%	31%	31%	38%	41%	32%	27%	29%	38%	28%	32%	27%	20%	19%	18%	15%	23%	20%
Pool / aquatic centre	24%	20%	23%	24%	22%	15%	22%	20%	28%	27%	26%	36%	29%	38%	35%	48%	29%	42%	29%	30%
Playgrounds	21%	26%	32%	25%	25%	16%	23%	26%	31%	30%	12%	31%	26%	22%	30%	39%	27%	40%	30%	29%
Local / community events	20%	21%	20%	16%	21%	25%	23%	21%	28%	21%	12%	21%	20%	31%	22%	23%	23%	30%	25%	21%
Community centres / venues	29%	17%	19%	17%	14%	20%	20%	16%	21%	14%	35%	17%	27%	26%	16%	19%	33%	27%	18%	20%
Sport fields	17%	19%	19%	21%	15%	11%	21%	21%	14%	14%	10%	18%	13%	13%	19%	19%	25%	30%	21%	21%
Art / cultural activities	10%	14%	12%	17%	13%	33%	25%	13%	22%	17%	25%	15%	14%	20%	16%	20%	21%	14%	17%	17%
	n=198	n=298	n=177	n=202	n=242	n=331	n=325	n=256	n=126	n=221	n=89	n=211	n=215	n=172	n=295	n=108	n=101	n=115	n=87	n=206

BASE: All respondents (n=3,983)
Q: Auckland Council has less funding than in previous years and community facilities such as libraries, sports and recreation facilities, and community halls require ongoing maintenance and investment. We would like to ask you about the council services and amenities that you feel should be prioritised in your area over the next 3 years. From the below list, please select what you think should be the top 5 priorities for your local area in the next 3 years:

Knowledge of local board

Knowledge of local board

Knowledge of local board area is lowest in Papakura (59%) and Upper Harbour (60%).



BASE: All respondents (n=3,983)
Q: Do you know which Local Board your suburb is in?

Any questions?