



NAPIER
CITY COUNCIL
Te Kaunihera o Ahuriri

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NAPIER PEOPLE AND PLACES COMMITTEE

Open Agenda

Meeting Date: Thursday 4 May 2023

Time: 9.30am

Venue: Large Exhibition Hall
War Memorial Centre
Marine Parade
Napier

Livestreamed via Council's Facebook site

Committee Members Councillor McGrath (In the Chair), Mayor Wise, Deputy Mayor Brosnan, Councillors Boag Browne, Chrystal, Crown, Greig, Mawson, Price, Simpson, Tareha and Taylor

Officer Responsible Executive Director Community Services

Administration Governance Team

**Next Napier People and Places Committee Meeting
Thursday 15 June 2023**

2022-2025 TERMS OF REFERENCE - NAPIER PEOPLE AND PLACES COMMITTEE

<i>Chairperson</i>	<i>Councillor McGrath</i>
<i>Deputy Chairperson</i>	<i>Councillor Boag</i>
<i>Membership</i>	<i>Mayor and Councillors (13)</i> <i>Ngā Mānukanuka o te Iwi representatives (2)</i>
<i>Quorum</i>	<i>8</i>
<i>Meeting frequency</i>	<i>At least 6 weekly (or as required)</i>
<i>Officer Responsible</i>	<i>Executive Director Community Services</i>

Purpose

To provide governance oversight for all community strategies, housing and community facilities, visitor experiences, matters relating to diversity and accessibility, and sport and recreation. The Committee adopts a wide focus by considering policy implications that impact on the health, safety and well-being of the community.

Delegated Powers to Act

To exercise and perform Council's functions, powers and duties within its area of responsibility, excluding those matters reserved to Council by law or by resolution of Council, specifically including the following:

1. Community development, feedback and well-being in terms of Council's agreed City Vision principles
2. Community resilience and sustainability
3. Community Social and Cultural needs
4. Grants and community funding initiatives
5. Community projects and facilities
6. Community housing and associated wellbeing
7. Positive aging and youth accessibility
8. Events, tourism and visitor experiences
9. Sport and recreation
10. To consider reports from the Arts Advisory Panel, Community Services Grants Subcommittee, Creative Communities New Zealand, and any other arts, culture and heritage related organisations where Council is represented.
11. To adopt or amend policies or strategies related to the Committee's area of responsibility, provided the new or amended policy does not conflict with an existing policy or strategy.
12. To monitor performance (including budget and performance targets in the Long Term Plan) for the Committee's areas of responsibility and authority.
13. To resolve any other matters which fall outside the area of responsibility of all Standing Committees, but where the Mayor in consultation with the Chief Executive considers it desirable that the matter is considered by a Standing Committee in the first instance.

Power to Recommend

The Committee may recommend to Council and/or any standing committee as it deems appropriate.

The Committee may make a recommendation to the Annual Plan or Long Term Plan relevant to the Committee's responsibilities. This includes recommendations on fees and charges for activities within the Committee's responsibility and which are not otherwise delegated to officers.

The Committee must make a recommendation to Council or the Chief Executive if the decision considered appropriate is not consistent with, or is contrary to, any policy (including the Annual Plan or Long Term Plan) established by the Council.

ORDER OF BUSINESS

Karakia

Apologies

Nil

Conflicts of interest

Public forum

Nil

Announcements by the Mayor

Announcements by the Chairperson including notification of minor matters not on the agenda

Note: re minor matters only - refer LGOIMA s46A(7A) and Standing Orders s9.13

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

Announcements by the management

Confirmation of minutes

That the Minutes of the Napier People and Places Committee meeting held on Thursday, 23 March 2023 be taken as a true and accurate record of the meeting.....80

Agenda items

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| 2 | Library Fines Free | 69 |

Minor matters not on the agenda – discussion (if any)

Public excluded79

AGENDA ITEMS

1. NAPIER SOCIAL MONITOR REPORT 2022

<i>Type of Report:</i>	Information
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	1619997
<i>Reporting Officer/s & Unit:</i>	Michele Grigg, Senior Advisor Policy

1.1 Purpose of Report

To provide an overview of the findings from the 2022 Napier Social Monitor report.

Officer's Recommendation

The Napier People and Places Committee:

- a. Receive the Napier Social Monitor report 2022.

1.2 Background Summary

A Social Monitor survey has been commissioned by Napier City Council since 1998. The survey was reviewed in 2019 to more appropriately reflect local government's focus on community wellbeing and is now undertaken annually by SIL Research. The Monitor gives us a snapshot into Napier's wellbeing over several points in time.

This report presents findings from the 2022 Social Monitor and the implications for Council.

1.2.1 Survey purpose and objectives

The purpose of the Social Monitor is to measure residents' perceptions of social wellbeing in Napier to inform the development of Council policies and initiatives. The 2022 Monitor (see questionnaire in **Attachment 1**) measures:

- Quality of life
- Health and community mental wellbeing
- Community, social connections and diversity
- Safety
- Environment (including climate change)
- Travel
- Emergency management.

As with previous years, the questionnaire was reviewed in 2022. Some additional questions on safety, diversity, equity, social connections and climate change were included. A new topic was also introduced – travel patterns and attitudes.

1.2.2 Methodology and data analysis

Data was collected between 10 August and 26 September 2022.

A similar sampling approach to previous years was used to ensure proportional representation of respondents from each of the electoral wards, by age, gender and ethnicity.

Data collection methods included: telephone surveys, social media links to the online survey, email invitations through Council's Community Network (community groups and organisations), and postal survey forms to 500 randomly selected households.

The 528 survey responses are a representative sample of Napier's population. This sample size gives accurate reporting at the 95% confidence level.

Responses were statistically weighted to reflect population proportions in each ward. Tables in the report use shading to show where results vary within subgroups. Figures in **red** denote the significantly lowest percentage and in **green** the significantly highest percentage within the subgroup.

Comparisons are made to other local surveys and to national data where available.

1.2.3 High level findings

The Social Monitor report (**Attachment 2**) presents the full survey findings. It makes comparisons to previous Social Monitors, and to a number of local surveys conducted in 2020 (NCC Covid-19 Wellbeing Survey, NCC Community Safety Survey and Hawke's Bay Regional Council Climate Change Survey). Below are the key highlights from the report.

- Overall sentiment about **life in Napier** remains high, with 70% of residents rating their life as 'good' or 'very good'. This is consistent with previous years.
 - However, fewer residents (30%) agree their quality of life improved in the last year (down from 37%).
- **Safety perceptions** continue to improve (62% of residents feel safe, up from 56% in 2021's Monitor and 45% in early 2021).
 - Improvements are similar for both day time and night time (including in the CBD during the day, at home alone at night, going out at night in the CBD, and walking alone after dark).
- The composite **Mental Wellbeing Index** – a measure of indicative psychological distress – is similar to the previous four years.
 - This standard index includes measures for loneliness, worry about everyday problems, lack of interest in doing things, and feeling down.
- **Social connections** remain positive (74%), similar to previous years. The percentage of residents with a supportive network of family and friends is especially high (86%).
- 43% believe the Napier community could cope **after a major event or disaster**.
 - This has not changed over time and will be measured again in the upcoming Community Resilience and Wellbeing Survey.

- Half (53%) of residents believe **diversity** of lifestyles and cultures makes Napier a better place to live, up slightly from 48% in 2021.
 - Sense of acceptance by the community however, declined in 2022 (from 77% in 2021 to 69%).
- Over half (58%) of residents are concerned about the impacts of **climate change** in Napier. This is similar to 2021.
 - As in 2021, sea level rise was identified as the main negative outcome of climate change in Napier (35%), followed by the threat of flooding and higher rainfall (29%).
 - Extreme weather/storms/changing weather patterns was seen as harmful by 11% of people.
 - Petrol/diesel vehicles are the most preferred method of travel to work (77%) or study (76%).
 - Few work travellers wish to actively change their vehicle use (14%).
 - Improvements to public transport are identified as having the most likely impact on encouraging less car use.

1.3 Issues

The 2022 Monitor was conducted in August/September. The impacts on our community caused by the recent cyclone may have impacted on community wellbeing. We are planning to conduct a post-cyclone Community Resilience and Wellbeing Survey in May 2023. The aim of this survey is to measure community sentiment following the cyclone and to feed this information into recovery planning.

While not as prominent as previously observed, the COVID-19 pandemic and associated lockdowns and alert levels may have had a lingering effect on community sentiment in 2022. While March-April 2022 saw a relaxing of the COVID-19 rules across Aotearoa, and the COVID-19 Protection Framework ending in mid-September 2022, public health measures including vaccine roll-out and mask mandates in some settings continued.

In the meantime, national issues (such as inflation and cost of living increases) and local developments (including coverage of vehicle thefts and ram raids), may have influenced community perceptions. These issues combined may have influenced the lower level of improved quality of life as measured in the Monitor.

The majority of remaining measures in 2022 either remained consistent with the previous year or improved.

1.4 Significance and Engagement

A distribution plan has been prepared and the report will be shared with:

- Council directorates to inform work plans, including the Recovery Directorate to feed into recovery planning
- The Safer Napier Strategic Group, which includes representatives from agencies including Te Whatu Ora Te Matau a Māui, Ministry of Social Development, New Zealand Police, Hawke's Bay Civil Defence and Emergency Management, ACC, Te Puni Kōkiri, Kāinga Ora, and a number of organisations who have a focus on community safety
- Napier Neighbourhood Support to inform and support their work in connecting neighbours and communities

- Council's Community Network, which includes social service organisations and government agencies
- Residents' associations
- Business associations
- Residents via Council's [website](#).

1.5 Implications

Financial

N/A

Social & Policy

As mentioned, a post-cyclone Community Resilience and Wellbeing Survey is planned for May 2023. This survey aims to measure community sentiment following Cyclone Gabrielle, with the additional opportunity to collect follow up information in this year's Social Monitor, planned for August/September 2023.

Findings assist with ongoing monitoring of implementation of Council's programmes and strategies and with tracking progress for key measures of wellbeing. New information collected in the 2022 Monitor will further inform work plans, including the Welcoming Communities 'Welcoming Plan'.

Council's Key Performance Indicator for safety is measured through the Monitor and reported annually.

Risk

N/A

1.6 Options

The option available to Council is as follows:

- a. To receive the Napier Social Monitor report 2022.

1.7 Development of Preferred Option

N/A

1.8 Attachments

- 1 2022 Social Monitor Questionnaire (Doc Id 1648337) [↓](#)
- 2 2022 Social Monitor Report (Doc Id 1648338) [↓](#)

SOCIAL MONITOR 2022 QUESTIONNAIRE

Introduction

Thank you for your interest in our Social Monitor Survey.

This survey asks Napier citizens a series of questions about living in Napier. The findings from this survey will help inform policies and initiatives to enhance the social wellbeing of our community.

The survey is anonymous, and you won't be personally identified in any feedback or results presented. SIL Research is a Napier based research company and member of the Research Association of New Zealand; we strictly adhere to industry privacy and confidentiality practices.

At the end of this survey, you can opt-in to win 1 of 3 \$200 Prezzy cards.

Demographics

1. Firstly, we need to ensure we speak with a cross section of the community. Which of the following age groups do you fit into?
 - ☐ 18-24
 - ☐ 25-39
 - ☐ 40-54
 - ☐ 55-64
 - ☐ 65+
2. I am a... (please select your answer)
 - ☐ Female
 - ☐ Male
 - ☐ Another gender
3. Which ethnic group(s) do you identify with (select all that apply)
 - ☐ New Zealand European
 - ☐ Māori
 - ☐ Samoan
 - ☐ Tongan
 - ☐ Niuean
 - ☐ Chinese
 - ☐ Indian
 - ☐ Other (please specify)
4. Is the home where you live owned by someone who lives in the household, or is it rented? (please select your answer)
 - ☐ Owned
 - ☐ Rented
 - ☐ Refused
 - ☐ Private trust
 - ☐ Other (please specify)
5. What suburb do you live in? (select from list)
6. How long have you lived in the Napier City Council area? (please select your answer)
 - ☐ Less than 1 year
 - ☐ 1 year to just under 2 years
 - ☐ 2 years to just under 5 years
 - ☐ Five years to just under 10 years
 - ☐ 10 years or more
7. Which of the following best describes your household's annual income before tax? (please select your answer)
 - ☐ \$20,000 or less
 - ☐ \$20,001-\$30,000
 - ☐ \$30,001-\$50,000
 - ☐ \$50,001-\$70,000
 - ☐ \$70,001-\$100,000
 - ☐ More than \$100,001
 - ☐ Declined

Safety

8. Based on a scale from 0 (no impact), 1 (weak impact) to 10 (great impact), what impact, if any, has fear of crime had on your everyday life? (select one)

0	1	2	3	4	5	6	7	8	9	10
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9. How often do you go into the Napier city centre at night... (select one for each)

- Do not go out at night at all
- Rarely (only one or two times a year)
- Monthly
- Two-three times a month
- Weekly
- Daily
- Other comments _____

10. When thinking about your safety, how much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I feel safe going out during <u>the day</u> in Napier	1	2	3	4	5	6
I feel safe going out <u>at night</u> in Napier	1	2	3	4	5	6
I feel safe in my home alone <u>at night</u>	1	2	3	4	5	6
I feel safe walking alone in my neighbourhood <u>after dark</u>	1	2	3	4	5	6
I feel safe using public transport	1	2	3	4	5	6*
I feel safe when making online transactions	1	2	3	4	5	6
I feel safe in the Napier city centre <u>at night</u>	1	2	3	4	5	6
I feel safe in the Napier city centre <u>during the day</u>	1	2	3	4	5	6
I feel safe driving in Napier	1	2	3	4	5	6
Overall, I feel safe in Napier	1	2	3	4	5	6

* 6=I do not use public transport

11. If [Agree/Disagree], You said you feel [safe/unsafe overall], why did you say that? (type in response) _____

12. Compared to 12 months ago, how do you now feel... (select one)

- Definitely less safe
- Somewhat less safe
- About the same
- Somewhat more safe
- Definitely more safe

13. Have you or a member of your household been the victim of crime in the last 12 months?

- Yes
- No
- Unsure

Diversity

14. Thinking about the community you live in (that is, your local neighbourhood or suburb), how much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
Everyone in Napier has a fair shot at a good life, regardless of ethnicity or race	1	2	3	4	5	6
People in my community are tolerant of others	1	2	3	4	5	6

15. People in NZ have different lifestyles, cultures and beliefs, that express who they are. How easy or hard is it for you to be yourself in Napier? (select one)

- Very hard
- Somewhat hard
- Neither hard nor easy
- Somewhat easy
- Very easy
- Unsure

16. Were you thinking of any of these things when you answered the previous question? (select all that apply)

- Age
- Skin colour
- Dress/appearance
- Race or ethnic group
- Accent or language
- Sexual orientation
- None of the above
- Or something else (please specify) _____

17. In the last three months, have you personally experienced, or seen someone else experience, prejudice or intolerance, being treated unfairly or excluded? (for example when online or out and about in Napier) (select one)

- Yes – myself
- Yes – someone else
- Yes – myself and someone else
- No – not experienced or seen this
- Unsure

18. [If Yes], You mentioned you and/or someone else have experienced prejudice or intolerance. Was this because of... ? (select all that apply)

- Gender
- Age
- Ethnicity

- Physical health condition or impairment
- Mental health condition
- Religious beliefs
- Sexual orientation
- Or something else (please specify) _____
- Prefer not to say

19. New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Napier... (select one)

- A much worse place to live
- A somewhat worse place to live
- Makes no difference
- A somewhat better place to live
- A much better place to live
- Not applicable, there are few or no different cultures and lifestyles here
- Don't know

Social connections

20. Thinking again about your community, how much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I know I have friends or relatives I can count on in times of trouble	1	2	3	4	5	6
People in my community take care of, or provide help for, one another	1	2	3	4	5	6
I know my closest neighbours by their first name	1	2	3	4	5	6

Neighbourhood

21. And thinking about your own neighbourhood, how much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I feel that I am accepted by the community in my neighbourhood	1	2	3	4	5	6
My neighbourhood has everything I need	1	2	3	4	5	6
I feel a sense of pride with how my neighbourhood looks and feels	1	2	3	4	5	6

22. What one thing could improve your neighbourhood? _____

23. How much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I am satisfied with councils' provision of Civil Defence delivery	1	2	3	4	5	6
Our community could cope after a major event or disaster	1	2	3	4	5	6

Health

24. How would you rate your personal health at the moment? (select one)

- ☐ Extremely poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very good

25. In a typical week, how many hours do you do moderate-intensity sports, fitness or recreational (leisure) activities (e.g. walking, gardening, swimming) _____. Please state your answer in **hours per week** (a rough estimate is fine).

26. In the past 6 months, how much do you agree or disagree with the following? (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
I have felt down or depressed	1	2	3	4	5	6
I have had little interest or pleasure in doing things	1	2	3	4	5	6
I have worried a lot about everyday problems	1	2	3	4	5	6
I have felt lonely at least some of the time	1	2	3	4	5	6

Accessibility

27. How much do you agree or disagree with the following (please select your answer)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
It is easy to get around Napier	1	2	3	4	5	6

28. Why did you give this rating? _____

29. How much do you agree or disagree with the following (please rate each)

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
Napier's facilities are easily accessible (e.g. have an accessible route into the building from the car parking area and footpath, facilities are well-signed, etc.)	1	2	3	4	5	6
Napier is a disability-friendly city (e.g. accessible buildings, public transport, even footpaths, etc.)	1	2	3	4	5	6

Climate change

30. Now thinking generally about environment and climate change, how concerned are you about the impact of climate change in Napier? (select one)

- Not at all concerned
- Not really concerned
- In the middle
- Somewhat concerned
- Very concerned

31. What do you think will be the biggest effect or impact of climate change in Napier? (type in your response)

32. In your opinion, which of the following are the biggest contributors to greenhouse gas emissions in New Zealand? (select all that apply)

- Industry emissions and manufacturing
- Overconsumption
- Agriculture and farming
- Horticulture
- Electricity and heat production
- Road Transport
- Air travel
- Too much waste
- Population growth
- Deforestation
- Natural processes
- Don't know
- None of them have an impact
- Or something else? _____

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33. Which of the following things have you done in the past 12 months? (select all that apply)

- Minimised your waste by recycling regularly
- Minimised your waste by using a compost or similar system for food scraps
- Regularly used reusable products instead of plastic (e.g. bags, bottles, food storage)
- Installed household products to save energy (e.g. low-energy light bulbs or energy efficient appliances)
- Taken measures to conserve water at home
- Taken measures to reduce home energy use for air-conditioning, heating or lighting
- Regularly used biodegradable/eco-friendly household products (e.g. pesticides, cleaning products, toilet paper)
- Other (please specify)
- None of the above

Travel patterns and attitudes

34. To better understand transport needs in Napier, thinking about your last week (that is, the last 7 days), what were the main destinations/places you travelled to: (select all that apply)

- Work (either paid or voluntary) [go to Q35]
- Study (e.g. school, EIT, other tertiary providers) [go to Q35]
- Social (e.g. visiting family/friends) [go to Q39]
- Shopping (e.g. supermarket, Mitre 10, Warehouse, etc.) [go to Q39]
- Sports and recreation (e.g. sport clubs/fields, parks, beach, etc.) [go to Q39]
- Healthcare (e.g. pharmacy, doctors/hospital appointment) [go to Q39]
- Hospitality and entertainment (e.g. café/restaurant, art gallery, library, cinema, etc.) [go to Q39]
- Other (please specify) [go to Q39]
- Did not travel in the last 7 days [go to Q39]

35. Now thinking about your [work/study] travel, how far did you travel to [work/study place] (for your most recent trip, one way)?

- Less than 3 km
- 3 km to less than 5 km
- 5 km to less than 7 km
- 7 km to less than 10 km
- 10 km to less than 15 km
- 15 km to less than 25 km
- 25 km or more
- Other (please specify)

Note: For example, it's approximately 1.5 km from MacLean Park in Napier South to the Napier City Council offices on Hastings Street in Napier CBD (or 10 km from EIT, and 20 km from the Hawke's Bay Hospital in Hastings).

36. What was the one main way you travelled to [work/study]? Did you travel by... (select one)

- Private petrol/diesel vehicle (e.g. car, truck or van, personal or corporate vehicle, driving or as a passenger)
- Hybrid or electric vehicle (e.g. personal or corporate vehicle, driving or as a passenger)
- Public transport (e.g. bus)
- Bicycle/electric bike
- Walked/ran

- Motorbike/moped/scooter
- Other (please specify)

37. You mentioned [private vehicle – from Q36], which statement best describes your future transport goals? (select all that apply)

- I want to reduce my current level of car use, but I don't know how. [go to Q38]
- I would like to reduce my current level of car use, but it is not an option for me right now. [go to Q38]
- I am happy with my current level of car use and have no plan to reduce it. [go to Q39]
- I want to cycle/walk/run more [go to Q38]
- I want to use the bus more [go to Q38]
- Something else? (please specify) [go to Q39]

38. What would encourage you to use other modes of transport rather than your car (or other private vehicles)? (type in response)

General life and quality of life

39. On a scale from 1 ('Very poor') to 5 ('Very good'), how would you rate your overall life in Napier?

1-very poor	2-poor	3-in the middle	4-good	5-very good
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40. How much do you agree or disagree with the following?

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
In the last 12 months, my overall quality of life has improved	1	2	3	4	5	6

41. What one thing could improve your life in Napier? _____

42. I see myself living in Napier for the next 5 years (select one)

- Strongly disagree
- Somewhat disagree
- Neither agree nor disagree
- Somewhat agree
- Strongly agree

43. Would you like to go to the draw to win 1 of 3 \$200 Prezzy cards?

- No
- Yes (please provide your name and a phone number) _____

Thank you for completing the survey.

The survey is anonymous, and you won't be personally identified in any feedback or results presented. SIL Research is a Napier based research company and member of the Research Association of New Zealand; we strictly adhere to industry privacy and confidentiality practices.

If you would like to contact someone at Napier City Council regarding this survey, please contact Michele Grigg, Senior Advisor Policy, on 06 835 7579.



Napier City Council

SIL Research

| 2022 Social Monitor

October 2022

SIL RESEARCH
Strategy | Insights | Engagement



Contact: Dr Virgil Troy 06 834 1996 or virgiltroy@silresearch.co.nz

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APPENDIX

EXECUTIVE SUMMARY

The purpose of this research is to inform Council policies and initiatives to enhance the social wellbeing of Napier's community.

Fieldwork was conducted between 10 August and 26 September 2022. A total of n=528 surveys were used in the final analysis.

- While not as prominent as in 2020, the COVID-19 pandemic and associated restrictions or considerations may have had a lingering effect on public sentiment in the 2022 year.
- While March-April 2022 saw a rapid relaxation of Covid-19 rules across New Zealand, and the COVID-19 Protection Framework ended in mid-September 2022, previous measures (including vaccine roll-out, mandates and related public health measures) were a dominant feature in 2021-22.
- Other important developments both nationally (e.g. growing inflationary pressures and oil prices) and locally (e.g. crime-related incidents) may have had a continuing influence on community perceptions.
- As a result, fewer residents (30%) agreed their quality of life improved in the last year (down from 37% in 2021).
- However, most performance areas in 2022 remained consistent with the previous years or improved.
- The Social Index – derived by summing scores from all questions evaluating residents' quality of life – was 65.2, a 'good' level consistent with 2021, but remaining slightly lower compared to 2020.

Overall life in Napier:

- 2021-22 saw some stabilisation in public perceptions of life in Napier: 70% of residents rated their life in Napier as 'good' or 'very good' (also 70% in 2021), while a similar proportion saw themselves remaining in Napier over the next five years (72%, 71% in 2021).
- Further improvements in feelings of personal safety and acceptance in the community may serve to increase perceived quality of life and commitment to Napier, especially for younger adults.

Safety:

- Perceptions of safety improved overall in 2022, for safety during the day and – importantly – also at night.
- Overall, 62% of residents agreed they feel safe in Napier to some extent (up from 56% in August 2021 and 45% in March 2021); 25% of residents felt unsafe (33% August 2021, 44% March 2021).
- 82% reported feeling safe going out during the day (78% August 2021).



- Notably, feeling safe at night increased when at home alone at night (68%, 64% August 2021), going out at night (41%, 35% August 2021), and walking alone after dark (37%, 32% August 2021).
- Among residents who felt unsafe (and provided a comment), over half (55%) had personally experienced (or heard reports of) crime, while 46% were concerned about gang presence.
- Fewer residents (41%) in 2022 reported feeling less safe in the past 12 months compared to 51% in 2021.
- 3-in-10 residents reported that they, or a member of their household, had been the victim of crime in the last 12 months (similar to 31% in 2021) – consistent with national findings.

Health and community mental wellbeing:

- 69% of residents believed they were personally in good health (similar to 72% in 2021).
- Residents continued to report a good level of moderate-intensity activity (7.3 hours on average per week); this result was higher than minimum recommendations from the World Health Organization.
- The Mental Wellbeing Index - a measure of indicative psychological distress - was moderate (10.5, maximum score = 20) and similar to 2021.

Community, social connections and diversity:

- Napier residents provided, on average, positive ratings in relation to social connections (74%, similar to 78% in 2021).
- While fewer residents (60%) believed that people in their community take care of one another, the presence of a supportive network of family and friends remained high (86%).
- Residents' sense of their own acceptance (69%) was greater than perceived tolerance (58%) within the community as a whole.
- Although sense of acceptance declined in 2022 (69%, 77% in 2021), more respondents remained neutral in 2022 (19%) compared to 2021 (13%), rather than feeling unaccepted.
- 68% believed it was 'somewhat' or 'very easy' to be themselves in Napier (similar to 71% in 2021).
- Half (53%) of residents believed an increasing number of people with different lifestyles and cultures make Napier a better place to live (slightly up from 48% in 2021).
- However, still around half of residents (49%) reported experiencing or seeing someone else experiencing prejudice or intolerance (most often associated with ethnicity).

Environment:

- Overall, 58% of residents were concerned about the impacts of climate change in Napier (similar to 57% in 2021).
- At the same time, almost all residents named at least one environmental activity they had been involved in the past 12 months; 55% of residents named five activities or more.
- 88% of the Napier community reported minimising their waste by recycling regularly (similar to 90% in 2021).

Travel:

- Almost all respondents (98%) indicated travelling within the previous 7-day period; respondents named, on average, three destination types (85% shopping, 66% work, and 58% social).
- Petrol/diesel vehicles were by far the most preferred method of transport (to work - 77%).
- Of those travelling to work, 2-in-5 (42%) travelled a distance under 5 km, with the most cited distance being 3 to 5 km (23%); 28% of respondents were most likely travelling outside of Napier (15+ km).
- Most respondents travelling to work in petrol/diesel vehicles (78%) were least inclined to change their car usage in the future. A further 14% of respondents (or 11% of all respondents travelling to work) were representative of petrol/diesel vehicle drivers potentially most likely to change their travel behaviour towards non-car options.
- Improving public transport services (making this service more convenient, frequent and reliable) was the most cited suggestion to encourage less car use.

Other findings:

- Two-thirds of residents believed their neighbourhood has everything they need (66%, similar to 69% in 2021) and felt a sense of pride with how their neighbourhood looks and feels (64%, 68% in 2021).
- 47% of residents were satisfied with Council's provision of Civil Defence (47% in 2021, 50% nationwide).

METHODOLOGY

BACKGROUND AND OBJECTIVES

The aim of this research was to continue measuring residents' perceptions of social wellbeing in Napier, and help inform the Council's policies and initiatives to enhance local communities.

As a part of their biennial work programme, Napier City Council (NCC) has commissioned a Social Monitor survey since 1998. Since 2019, the Social Monitor survey has been conducted every year by SIL Research, an independent Market Research Company.



QUESTIONNAIRE AND PROJECT SPECIFICS

In 2019, SIL Research, together with NCC, developed a revised Social Monitor questionnaire based on work previously conducted for the Council. With further modifications, this survey was then repeated in 2020 and 2021.

In 2022, the questionnaire was reviewed and continued asking more in-depth questions about safety, diversity, equity, social connections and climate change. A new topic was introduced in 2022 – travel patterns and related attitudes.

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

SIL used a multi-layered sampling technique to ensure a proportional spread of respondents from each of Napier's four electoral wards, by age and gender distribution.

DATA COLLECTION

Fieldwork was conducted between 10 August and 26 September 2022.

Multiple data collection methods were utilised to ensure residents were well-represented. The mixed-methods approach included:

- (1) Telephone survey. Respondents were randomly selected from the publicly available telephone directories;
- (2) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to Napier residents;
- (3) Online/web based (available via NCC's channels). The survey was available via NCC's Facebook, and community groups.
- (4) Postal survey forms. 500 forms were delivered to randomly selected households in Napier.

A total number of n=528 surveys were used in the final analysis.

DATA ANALYSIS

Surveys were conducted proportional to the population in each of Napier's wards, by age, gender and ethnicity. Post-stratification (weighting) was then applied to the full dataset to reflect age and gender group proportions within each ward as determined by the Statistics New Zealand 2018 Census.

Table 1 Responses by ward

	Number of responses	%
Ahuriri	96	18%
Nelson Park	148	28%
Onekawa-Tamatea	88	17%
Taradale	196	37%

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

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


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

Using Statistics New Zealand population projections for the NCC catchment area, in general, a sample size of n=528 across approximately 47,400 residents aged 18 years and over allows for a 95% confidence level +/- 4.2% where residents are split 50/50 on any given issues, and a 95% confidence level +/- 3.4% where residents are split 80/20.

Where results are reported by sub-groups of residents, estimates of results may not be statistically reliable due to the higher margins of error (small sample sizes).

NOTES ON REPORTING

Where relevant, the current 2022 findings are compared to the 2019-2021 Social Monitors, 2021 Community Safety Survey (March 2021), 2022 New Zealand Benchmarking survey, and 2020 Hawke’s Bay Regional Council Climate Change survey (where applicable).

New Zealand-wide anecdotal comparisons are indicated with the  icon, and provided (where applicable) using the following sources: Indicators Aotearoa New Zealand (Statistics New Zealand), COVID-19 Health and Wellbeing Survey, 2022 Quality of Life Survey (a partnership between nine New Zealand Councils) and the New Zealand Crime and Victim Survey (Ministry of Justice).

Due to questionnaire changes earlier in 2021, some reported measures (e.g. average agreement score and social index) included new and/or updated statements and may not be directly comparable to previous results (2019-2020).

The survey included several question statements about life in Napier; each question was rated using a 1-5 Likert scale (e.g. ‘Strongly disagree’ to ‘Strongly agree’). Respondents were also provided with a ‘Don’t know’ option.

‘Agree’ percentages represent aggregated positive responses (ratings of 4-5).

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

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

A reported significant difference implies that, within a given tested sample group or factor (e.g. age, ward, ethnicity, etc.), one or more subsample result is substantially different from other subsample results (e.g. younger vs. older respondents, one ward vs. another ward, etc.). Where results do vary within a sample group, this difference is noted in the report text or shown in tables (as

shaded cells), with additional font colour highlighting the significantly lowest (red) and significantly highest (green) percentages for ease of reading.

WHO TOOK PART IN THE SURVEY

Table 1 Responses by age

	Frequency	Percent	Population %
18-39	169	32.0	31.6
40-64	221	41.8	42.2
65+	138	26.2	26.3
Total	528	100.0	100.0

Table 2 Responses by gender

	Frequency	Percent	Population %
Female	276	52.4	52.4
Male	248	46.9	46.9
Another gender	4	0.8	-
Total	528	100.0	100.0

Table 3 Responses by home ownership

	Frequency	Percent
Owned	398	75.4
Rented	100	19.0
Private trust	7	1.4
Other	14	2.7
I'd rather not say	7	1.4
Total	528	100.0

Table 4 Responses by ethnicity

	Frequency	Percent*	Population %*
New Zealand European	423	80.1	82.7
Māori	90	17.1	17.4
Other	81	15.3	10.3
Total	528	100.0	*Multichoice

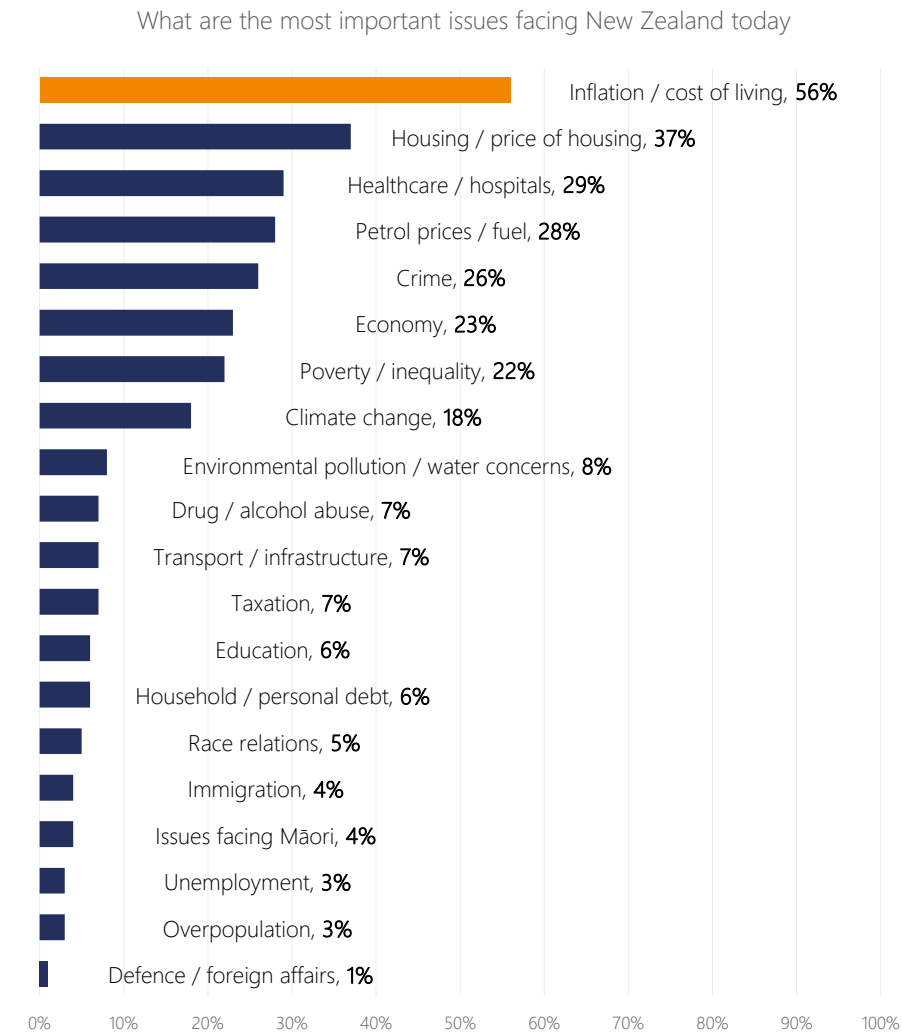
Table 5 Responses by aggregated time lived in Napier

	Frequency	Percent
Less than 10 years	199	37.7
More than 10 years	329	62.3
Total	528	100.0

Note: final dataset was statistically weighted to increase accuracy of the reported results. The results are representative of key demographic groups (age, gender, ethnicity and ward) for adults aged 18+. The target was based on 2018 New Zealand Census information. *Respondents can select more than one ethnic group; therefore, totals add to more than 100%.

ENVIRONMENTAL FACTORS

Nationwide concerns - key highlights in the past year.



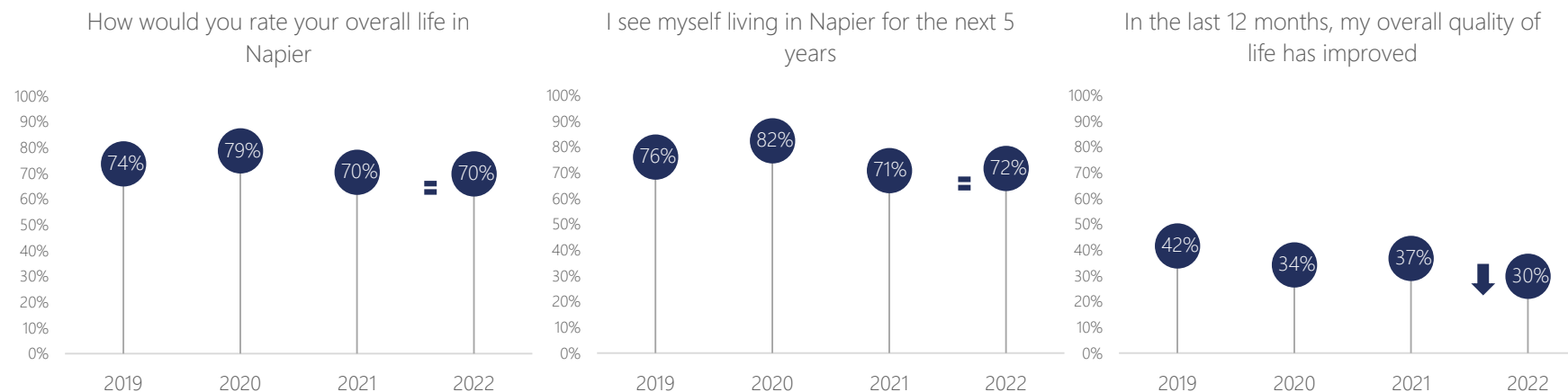
- While not as prominent as in 2020, the COVID-19 pandemic and associated restrictions or considerations may have had a lingering effect on public sentiment in the 2021-22 year.
- In December 2021, all of New Zealand moved to the COVID-19 Protection Framework, also known as the traffic lights system. The COVID-19 Vaccine Pass was introduced for use in New Zealand, with a number of services/facilities requiring proof of vaccination.
- March-April 2022 saw a rapid relaxation of Covid-19 rules across New Zealand, with the COVID-19 Protection Framework ending in mid-September 2022.
- In addition to COVID-19, throughout 2022, inflationary pressure continued to grow with the main drivers being global oil prices, and ongoing global supply impacts.
- According to Ipsos, *'Inflation / cost of living'* was the most important perceived issue facing New Zealand in 2022.
- Social Monitor fieldwork was partially conducted during local body elections which were held in late September-early October 2022. The electoral campaign and voting period likely brought local issues and concerns to the forefront of residents' minds as they considered the forthcoming Council term and candidates. This may have had some influence on survey responses.

Source: IPSOS New Zealand. (May 2022). Issues monitor
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LIFE IN NAPIER

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Overall perceptions of life in Napier remained moderately positive.
- 7-in-10 residents in 2022 rated their life from 'good' to 'very good' (70%), and/or saw themselves remaining in Napier in the next 5 years (72%). Both results remained on par with 2021.
- However, fewer residents (30%) agreed their quality of life improved in the last year (down from 37% in 2021); while 42% (similar to 2021) felt their quality of life remained the same. However, slightly more residents (28%) in 2022 disagreed their quality of life improved compared to 2021 (23%).



According to Indicators Aotearoa New Zealand, **81%** of New Zealanders aged 15 years and over rated their life satisfaction highly (April-August 2021).

In September 2021, the COVID-19 Health and Wellbeing Survey showed that **75%** of New Zealanders reported being satisfied with their life.



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **18%** of residents had improved their quality of life in the last 12 months.

63% had not considered moving out in the next 12 months.

LIFE IN NAPIER

Overall rating of life in Napier

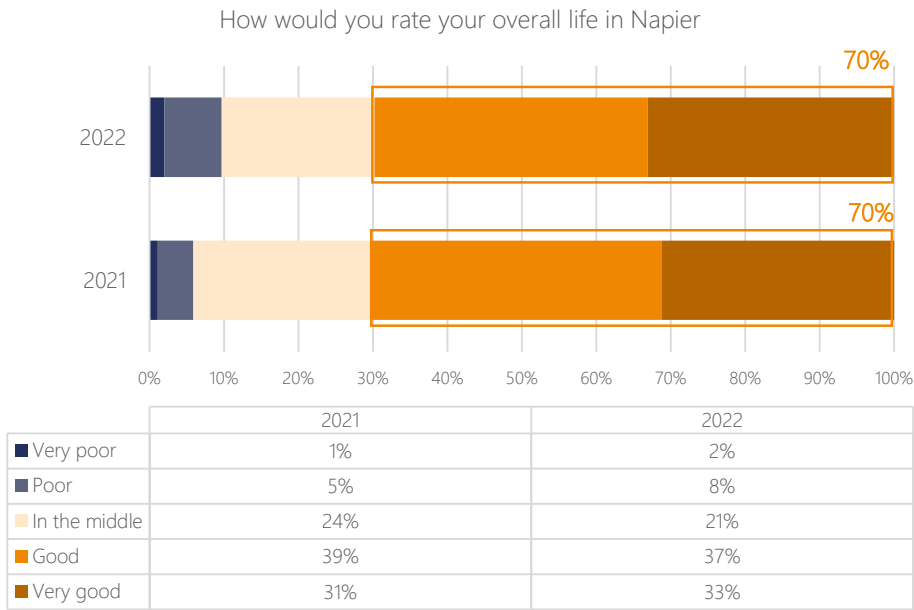


Table 6 Aggregated % 'good' and 'very good' responses

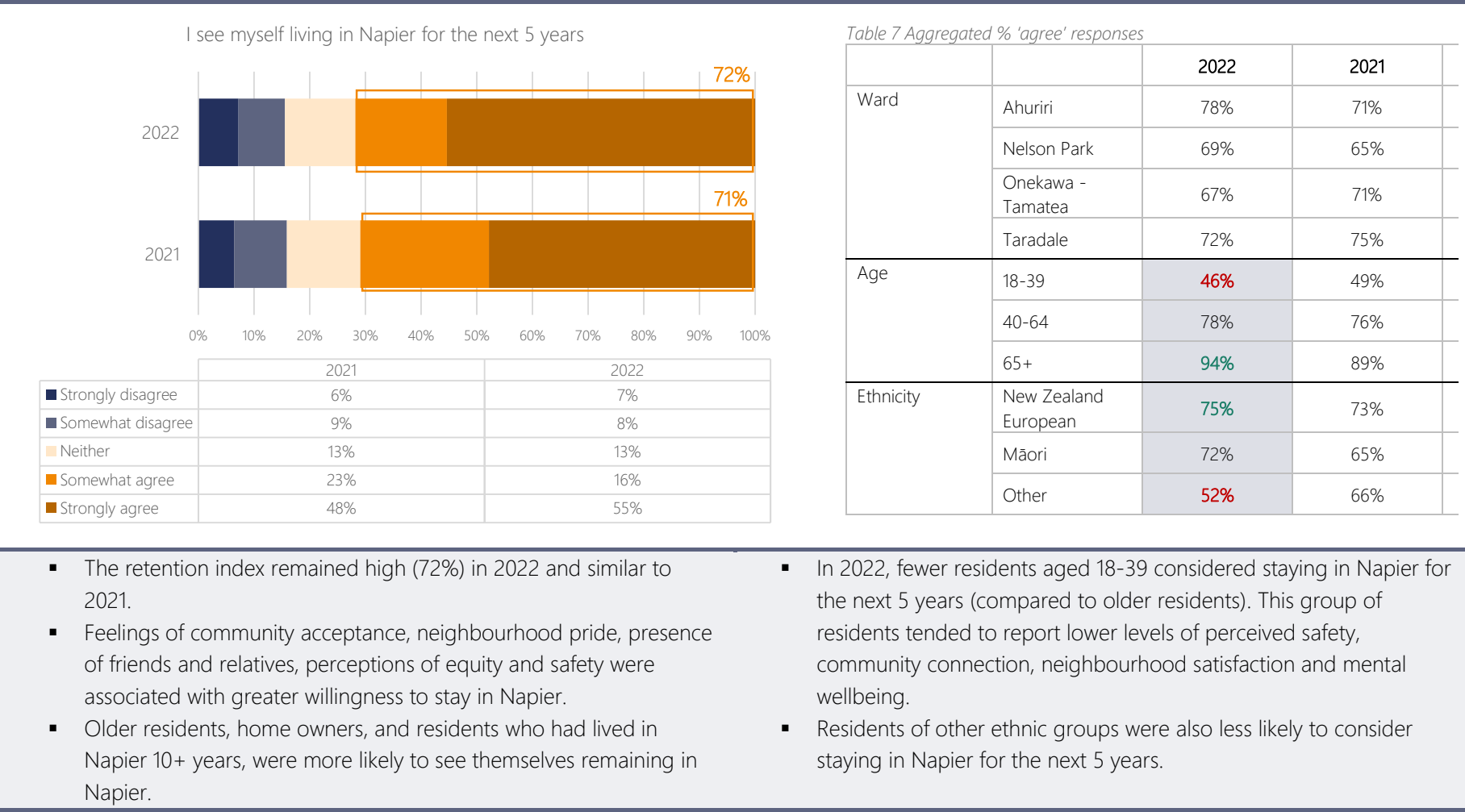
		2022	2021
Ward	Ahuriri	78%	79%
	Nelson Park	54%	59%
	Onekawa - Tamatea	72%	70%
	Taradale	77%	75%
Age	18-39	48%	56%
	40-64	76%	67%
	65+	87%	93%
Ethnicity	New Zealand European	72%	74%
	Māori	66%	64%
	Other	61%	57%

- Overall, 70% of residents felt positive about their life in Napier, with no significant differences compared to last year results.
- All four wards exhibited similar year-on-year results, with Nelson Park ward residents (54%) remaining least likely to find their life in Napier 'good' or 'very good'.
- Older residents (aged 65+), and property owners, were more likely to consider their life in Napier as 'good' or 'very good'.
- Overall perceptions of life in Napier were associated with multiple attributes; however, safety perceptions, ease of being yourself in Napier, being accepted by the community, and mental health wellbeing exhibited the strongest connection with general life satisfaction.

n=528

LIFE IN NAPIER

Living in Napier for the next 5 years (retention index)



n=528

LIFE IN NAPIER

Quality of life in the past 12 months

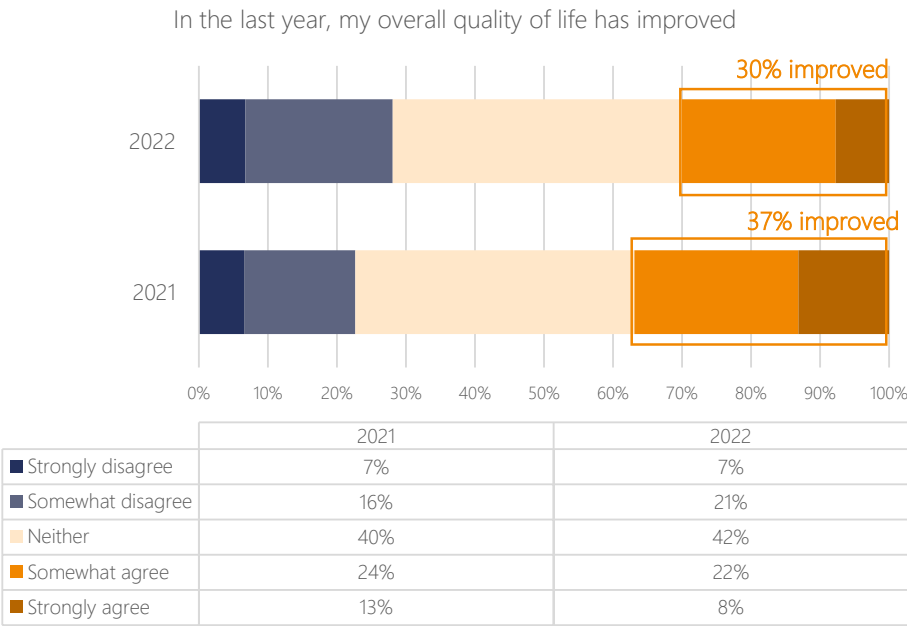


Table 8 Aggregated % 'agree' responses

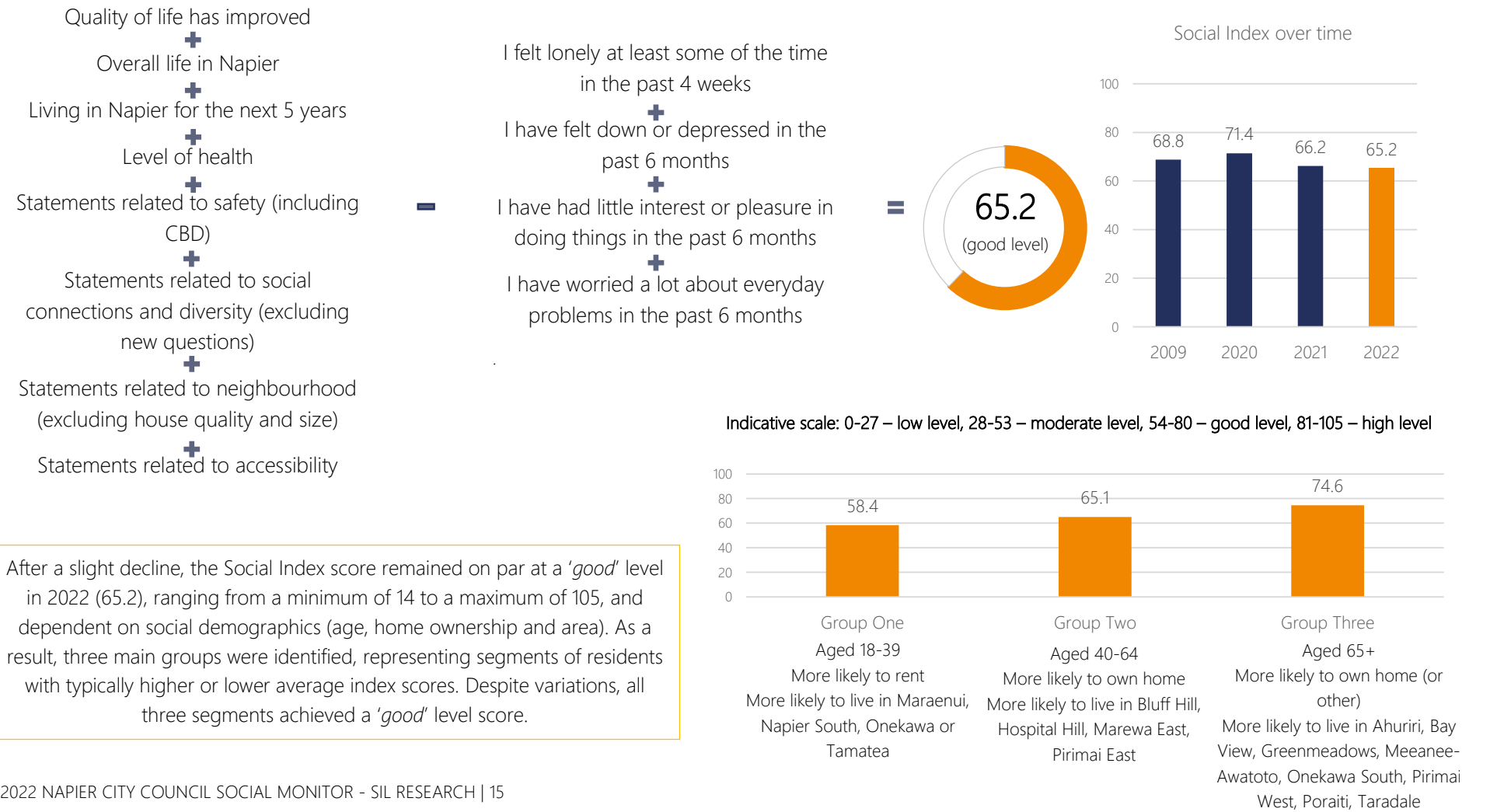
		2022	2021
Ward	Ahuriri	33%	42%
	Nelson Park	24%	36%
	Onekawa - Tamatea	37%	31%
	Taradale	30%	38%
Age	18-39	28%	44%
	40-64	34%	35%
	65+	26%	31%
Ethnicity	New Zealand European	26%	36%
	Māori	40%	40%
	Other	40%	37%

- Overall, 30% of residents in 2022 agreed their quality of life had improved in the past year, which was down compared to 37% in 2021.
- Quality of life perceptions declined in Nelson Park ward, among younger respondents (aged 18-39) and New Zealand European/ Pākehā.
- Despite this decline, 2-in-5 residents consistently stated their quality of life remained the same (42%, similar to 40% in 2021).
- However, slightly more residents in 2022 (28%) disagreed their quality of life improved in 2022, compared to 2021 (23%), matching the drop in agreement.
- Of those who believed their quality of life declined:
 - 48% were aged 18-39,
 - 58% felt less safe,
 - 44% reported personally being (or someone close to them) crime victims, and
 - 62% personally experienced (or seen someone else experience) prejudice or intolerance.

n=528

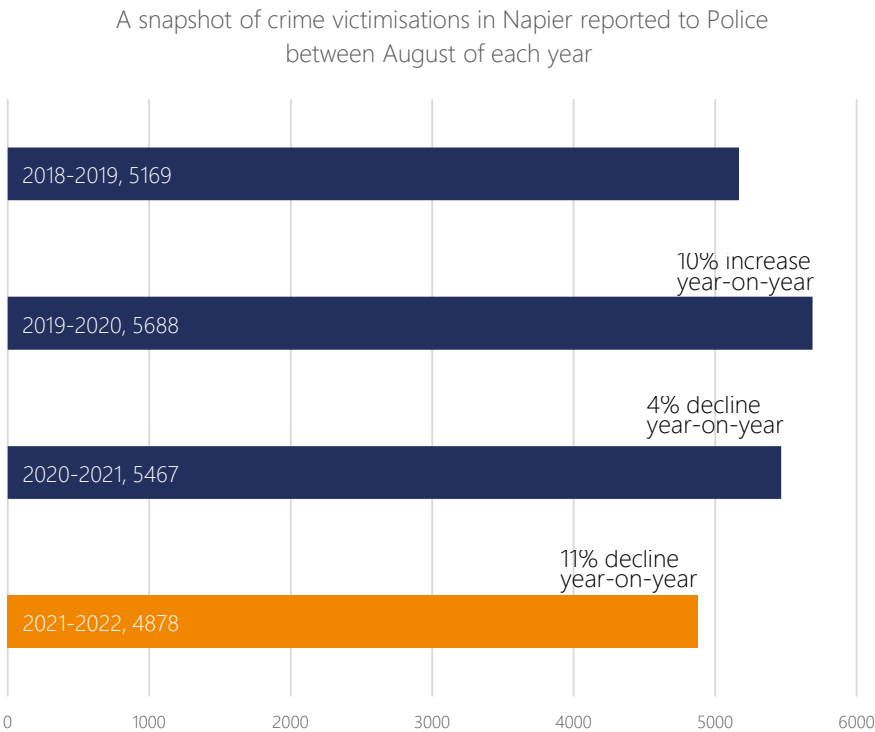
SOCIAL INDEX

The Social Index was derived by summing scores from all questions designed to evaluate residents’ quality of life. Note: mental wellbeing questions were deducted from the total score (negative scale type of questions), and ‘Don’t know’ scored zero. In 2021, the questionnaire was reviewed resulting in a slight modification in attributes included in the Index. The total number of included attributes in 2022 remained the same for scale consistency (i.e. not all new questions were included as part of the Social Index calculations).



SAFETY IN NAPIER

Environmental factors – key highlights in the past year



Source: The Police New Zealand. (September 2022). Crime snapshot

In the past year, there has been a significant decline in the number of reported crimes in Napier.

However, particular events remained subjects of public attention and media coverage (e.g overnight vehicle thefts, ram raids, stolen ATMs in Ahuriri and Taradale, etc.).

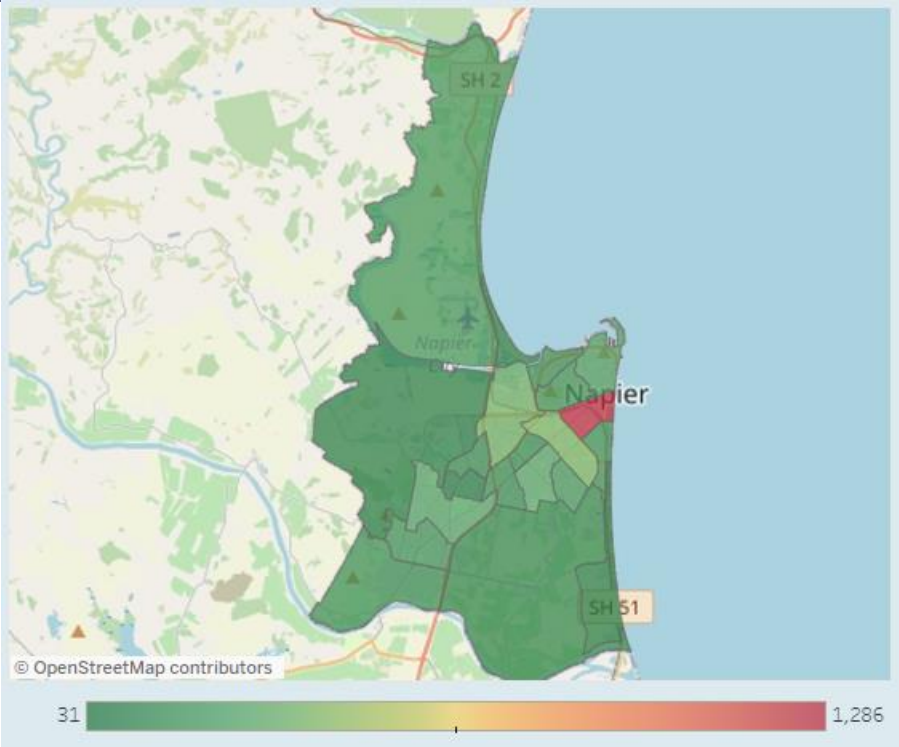


Figure 1 Reported crime victimisations in Napier between August 2021 and August 2022 by area

Safer Napier aims to make Napier a safe and healthy city through encouraging cooperation and collaboration of over 59 agencies, organisations and groups. Their key achievements in the past year were:

- Public Rescue Equipment along Marine Parade
- Napier Assist / Āwhina Tangata staff in the CBD and suburban shopping centres
- Progressive upgrade of CCTV network
- Tactical urbanism projects in West Quay and Napier Hill, and traffic calming projects

Source: Napier City Council. Community Safety - Keeping People Safe in Napier

SAFETY IN NAPIER

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



SAFETY IN NAPIER

Overall feelings of safety

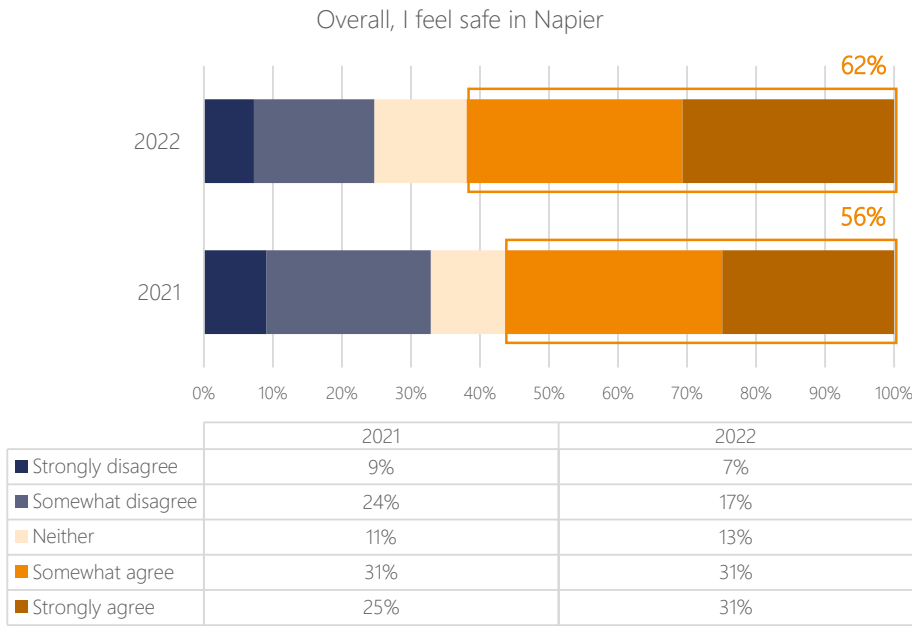


Table 9 Aggregated % 'agree' responses

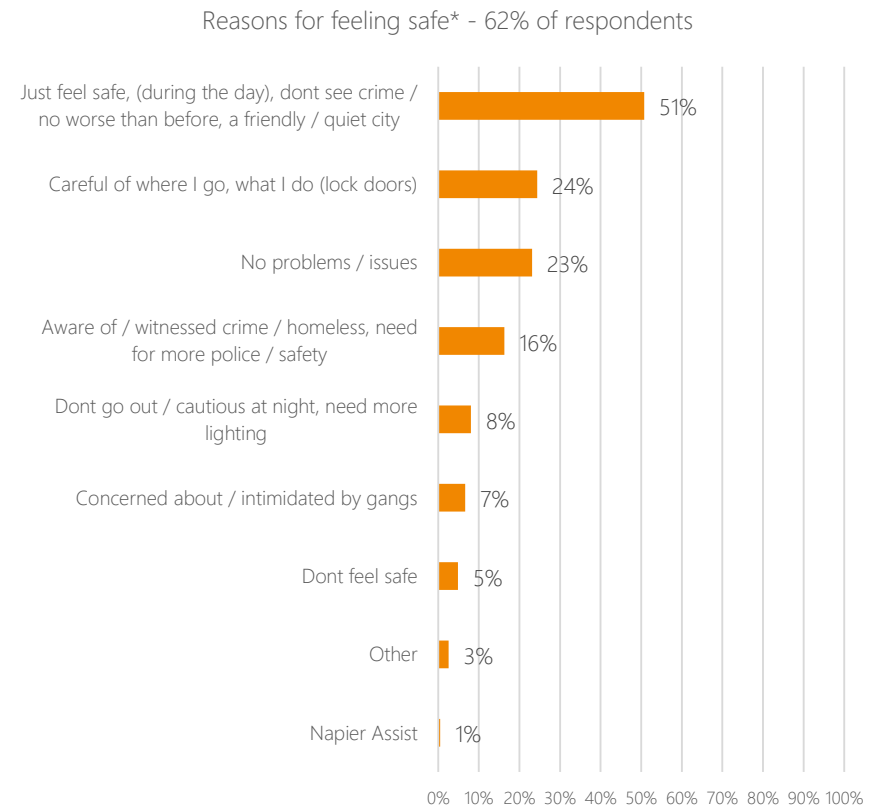
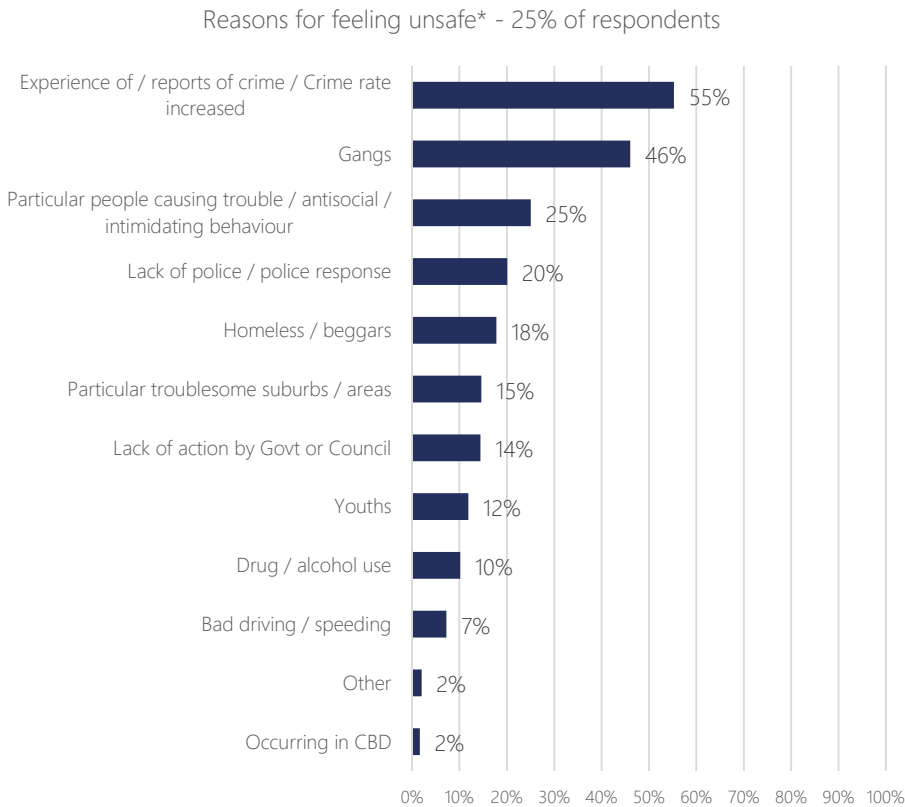
		2022	2021
Ward	Ahuriri	59%	60%
	Nelson Park	49%	55%
	Onekawa - Tamatea	69%	53%
	Taradale	69%	57%
Age	18-39	47%	44%
	40-64	63%	50%
	65+	78%	80%
Ethnicity	New Zealand European	63%	58%
	Māori	55%	57%
	Other	60%	43%

- Overall, 62% of residents in 2022 stated they feel safe in Napier ('somewhat' or 'strongly agree').
- The percentage of residents who felt unsafe in Napier (25%) was down compared to both August 2021 (33%) and March 2021 (44%).
- Safety perceptions continued to be lower in Nelson Park ward (49%, vs. 55% in 2021) – and lowest out of all four wards.
- Safety perceptions in Taradale and Onekawa-Tamatea wards improved markedly in 2022.
- Older residents (aged 65+) were significantly more likely to feel safe; while consistent with 2020, their feelings of safety have improved compared to the historically low score in March 2021.
- Younger residents (18-39) continued to feel least safe in 2022.
- Residents aged 40-64 were the only age group to report improved safety perceptions since 2021.

n=528

SAFETY IN NAPIER

Reasons for feeling safe or unsafe



- Over half of residents (55%) who felt unsafe (and provided a comment) believed lack of safety was due to their personal experience or perceived crime rate increase. A further 46% reported 'gang' presence overall – this was significantly higher in Nelson Park ward (64%).

- Half (51%) of residents who felt safe in Napier generally indicated they had no reason to feel unsafe (*'Just feel safe, don't see crime/no worse than before, a friendly/quiet city'*).

*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

SAFETY IN NAPIER

Perceived safety during the day

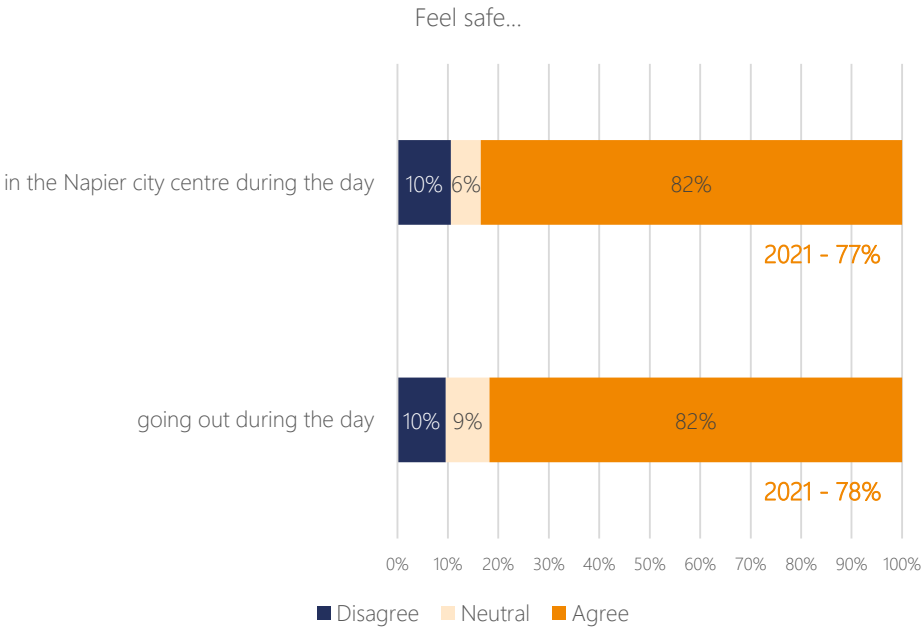


Table 10 Aggregated % 'agree' responses

		During the day in Napier	CBD during the day
Ward	Ahuriri	84%	87%
	Nelson Park	68%	74%
	Onekawa - Tamatea	86%	87%
	Taradale	89%	85%
Age	18-39	77%	76%
	40-64	82%	85%
	65+	86%	86%
Ethnicity	New Zealand European	81%	80%
	Māori	78%	86%
	Other	90%	92%

- Perceptions of safety were higher during the day (82% on average) compared to outside after dark (41%, page 22).
- Overall perceptions of safety while out in Napier correlated highly with feeling safe in the CBD.
- There were no significant differences in safety perceptions during the day in Napier CBD.
- However, general feelings of safety out in Napier were lower in Nelson Park ward, and among younger respondents aged 18-39.

n=528



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **84%** of residents felt safe in their city centre during the day.

SAFETY IN NAPIER

Likelihood of going out after dark

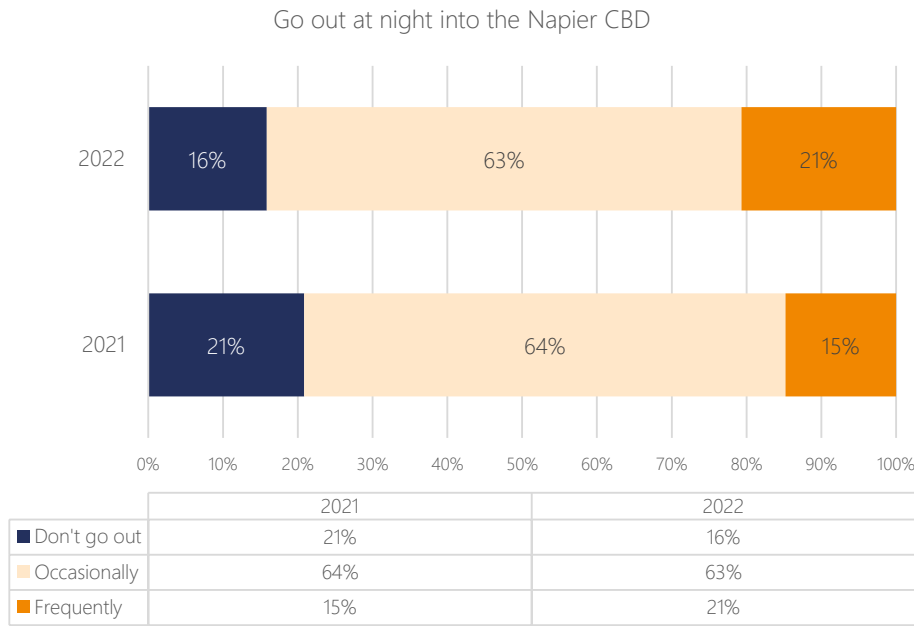


Table 11 Aggregated responses

		Don't go out	Occasionally	Frequently
Ward	Ahuriri	10%	70%	20%
	Nelson Park	16%	62%	21%
	Onekawa - Tamatea	25%	63%	12%
	Taradale	14%	62%	24%
Age	18-39	7%	63%	30%
	40-64	13%	66%	20%
	65+	30%	60%	10%
Ethnicity	NZ European	18%	65%	17%
	Māori	11%	69%	20%
	Other	9%	49%	42%

- In 2022, more residents reported frequently going out at night into the CBD (21%) compared to 2021 (15%).
- 63% of respondents reported going out at night into the CBD occasionally (from couple times a year to 2-3 times a month).
- Younger residents were more likely to go out at night into the city centre.
- Although the survey cannot establish cause and effect relationships, there were significant associations between going out at night and safety perceptions. 50% of respondents frequently going out at night also reported feeling safe in the CBD at night, and 72% felt safe overall.

SAFETY IN NAPIER

Perceived safety after dark

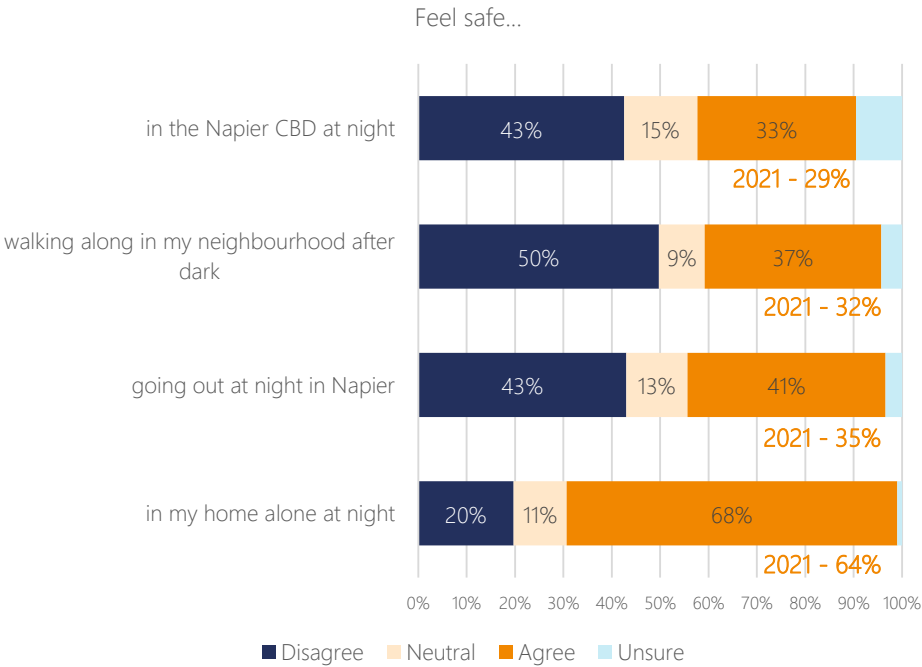


Table 12 Aggregated % 'agree' responses

		Neighbourhood	At home	Going out	CBD
Ward	Ahuriri	41%	73%	43%	37%
	Nelson Park	25%	56%	34%	31%
	Onekawa - Tamatea	40%	75%	42%	35%
	Taradale	41%	73%	45%	31%
Age	18-39	29%	56%	32%	30%
	40-64	41%	71%	45%	37%
	65+	37%	78%	46%	29%
Ethnicity	New Zealand European	37%	70%	41%	31%
	Māori	30%	67%	40%	37%
	Other	43%	64%	40%	36%

- Perceptions of safety after dark improved in 2022. The largest improvement was recorded in relation to going out at night (41%, vs 35% in 2021).
- However, perceptions of safety when out after dark continued to be lower compared to feelings of safety at home at night.
- Younger residents reported feeling least safe in their neighbourhood, at home or going out.
- Nelson Park ward residents typically considered their suburb to be unsafe after dark.



According to Statistics New Zealand, **87%** of New Zealanders felt safe **at home at night** in 2018, and **60%** felt safe **walking after dark** in 2021.

n=523-528



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **38%** of residents felt safe in their city centre after dark.

SAFETY IN NAPIER

Other attributes in relation to safety

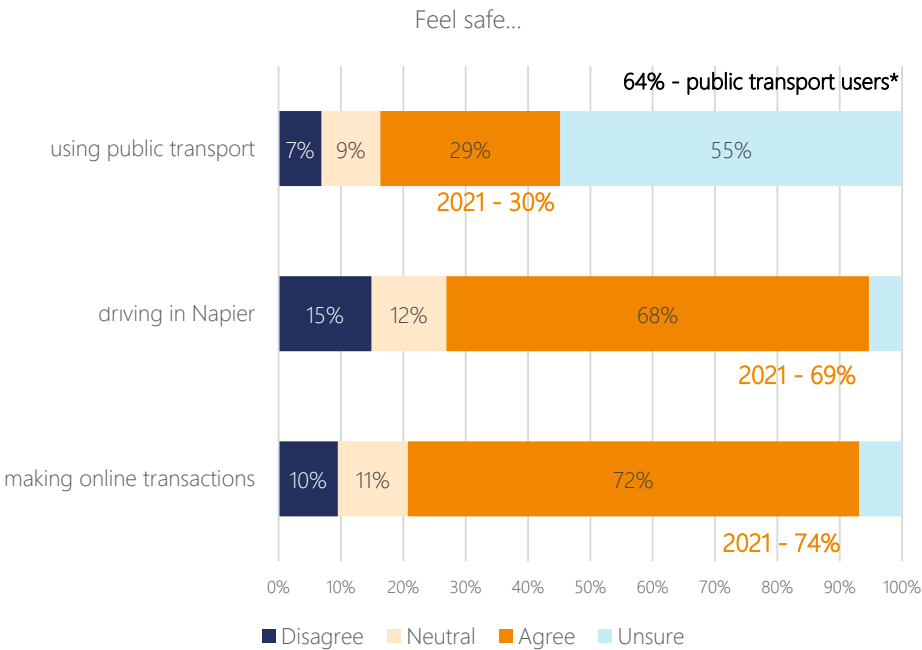


Table 13 Aggregated % 'agree' responses

		Driving	Online transactions	Public transport
Ward	Ahuriri	75%	85%	23%
	Nelson Park	56%	61%	33%
	Onekawa - Tamatea	71%	64%	17%
	Taradale	72%	78%	34%
Age	18-39	61%	69%	30%
	40-64	67%	80%	30%
	65+	76%	65%	26%
Ethnicity	New Zealand European	69%	74%	26%
	Māori	60%	60%	26%
	Other	72%	82%	48%

- Other attributes of safety in Napier remained consistent in the past two years.
- 68% of residents reported feeling safe when driving in Napier.
- 72% of residents reported feeling safe when making online transactions.
- Although only 29% of residents felt safe using public transport, half (55%) could not provide a rating. Amongst public transport users, specifically 64% reported feeling safe (similar to 60% in 2021).
- Respondents aged 65+ were more likely to state they feel safe driving. At the same time, respondents aged 40-64 were more likely to feel safe making online transactions.
- Fewer Nelson Park ward residents felt safe driving compared to those in other areas. Ahuriri (63%) and Tamatea-Onekawa (65%) residents were more likely to feel unsure about public transport overall.



According to Statistics New Zealand, **72%** of New Zealanders felt safe **making online transactions** in 2018.

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n=525-528

*Re-calculated excluding 'Don't know'/'Not applicable' responses

SAFETY IN NAPIER

Fear of crime and everyday life



0 (No impact, smiley face) 1 (Weak impact, neutral face) 2 3 4 5 6 7 8 9 10 (Strong impact, sad face)

2018 New Zealand – 3.3

2022 Napier – 4.9

2021 Napier – 5.0

- Overall, reported fear of crime in 2022 remained consistent with the 2021 results.
- 10% of residents in the current survey believed fear of crime had no impact on their everyday life; 34% of residents reported a weak impact (ratings 1 to 4 out of 10); and 36% reported a moderate to strong impact (ratings 7 to 10 out of 10) – similar to the results in 2021.
- On average, the reported level of impact was 4.9 out of 10.
- This score was higher amongst residents who felt unsafe in Napier (average score of 7.6) – indicating that those who feel less safe also feel crime has a larger impact on their life.

- Younger residents (aged under 65) were more likely to report a stronger impact of fear of crime on their everyday life.
- Reported personal (or family) experience of crime exhibited stronger connections with fear of crime; residents who reported being victims of crime in the past 12 months typically reported a greater impact.
- Other significant factors on fear of crime were feelings of safety alone at home at night, going out at night, going out during the day and driving in Napier.

n=528

SAFETY IN NAPIER

Change in safety perceptions

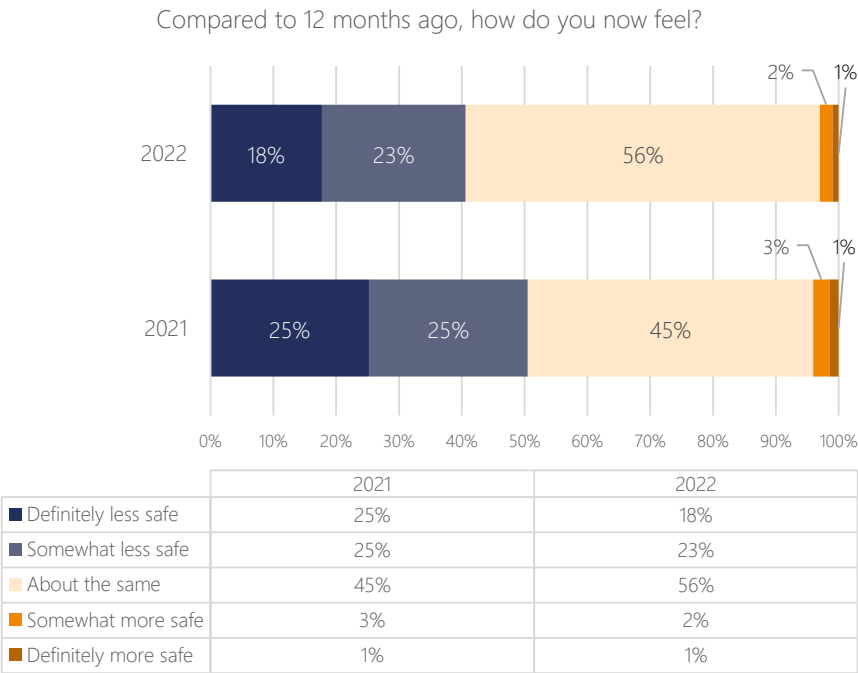


Table 14 Aggregated % 'agree' responses

		Feel less safe	Being victim of a crime
Ward	Ahuriri	40%	25%
	Nelson Park	37%	40%
	Onekawa - Tamatea	31%	25%
	Taradale	48%	26%
Age	18-39	43%	43%
	40-64	45%	33%
	65+	31%	9%
Ethnicity	New Zealand European	43%	24%
	Māori	21%	44%
	Other	54%	40%

- While over half (56%) of residents felt no change in their level of safety, fewer residents (41%) in 2022 reported feeling less safe in the past 12 months compared to 51% in 2021.
- 3-in-10 residents reported that they, or a member of their household, had been the victim of crime in the last 12 months (similar to 31% in 2021) – consistent with national findings.
- Nelson Park ward residents were more likely to report themselves (or family members) being victims of a crime in the past 12 months.
- Reported victimisation significantly reduced with age – peaking at 43% for 18-39s, with only 9% of residents aged 65+ reporting being a victim.
- New Zealand European/ Pākehā residents were also less likely to report any personal crime experience.

n=528

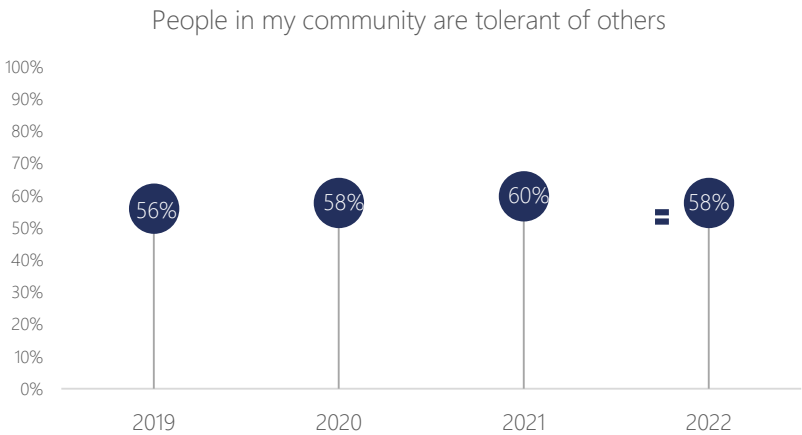
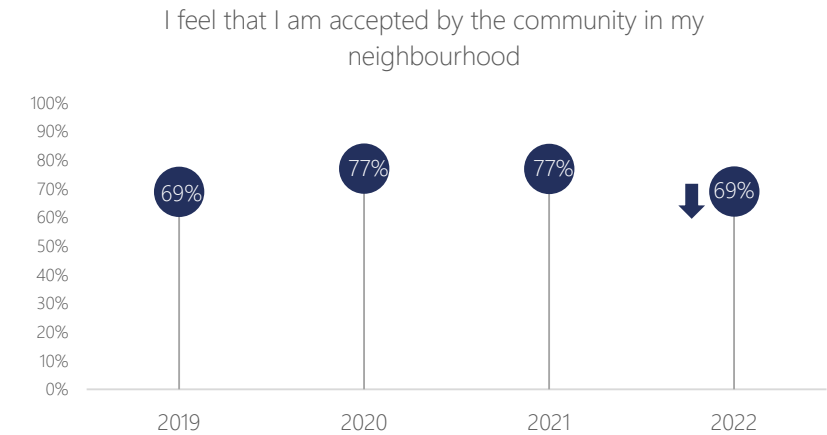


According to Statistics New Zealand, 29% of New Zealanders aged 15 years and older said they had a crime committed against them in 2021.

DIVERSITY

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



- Fewer residents (69%) felt accepted by the community in their neighbourhood in 2022 compared to 2020-2021 results, but on par with 2019.
- 58% residents believed people in their community are tolerant of others (no significant changes over the years).

DIVERSITY

Attributes in relation to community diversity

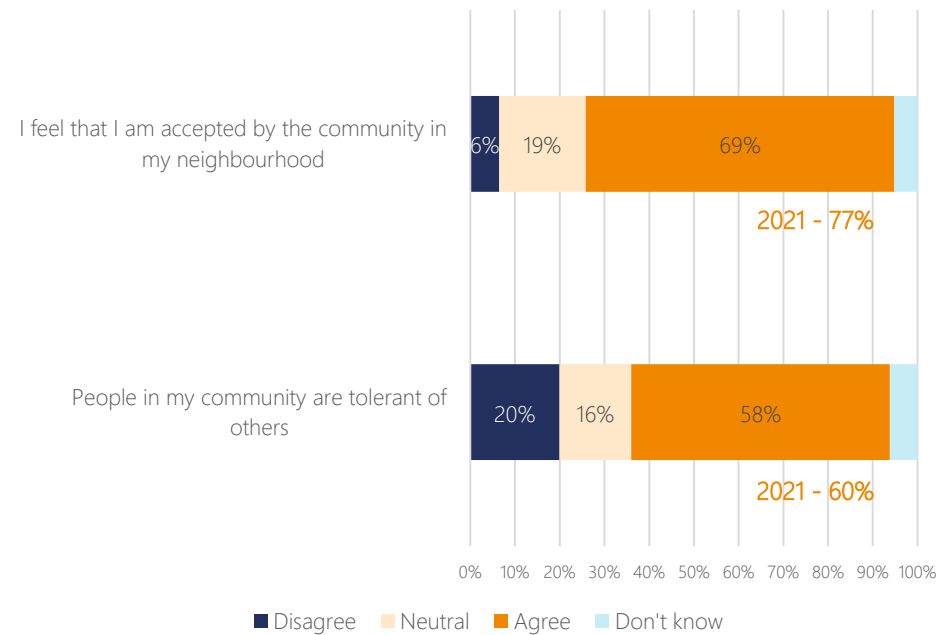


Table 15 Aggregated % 'agree' responses

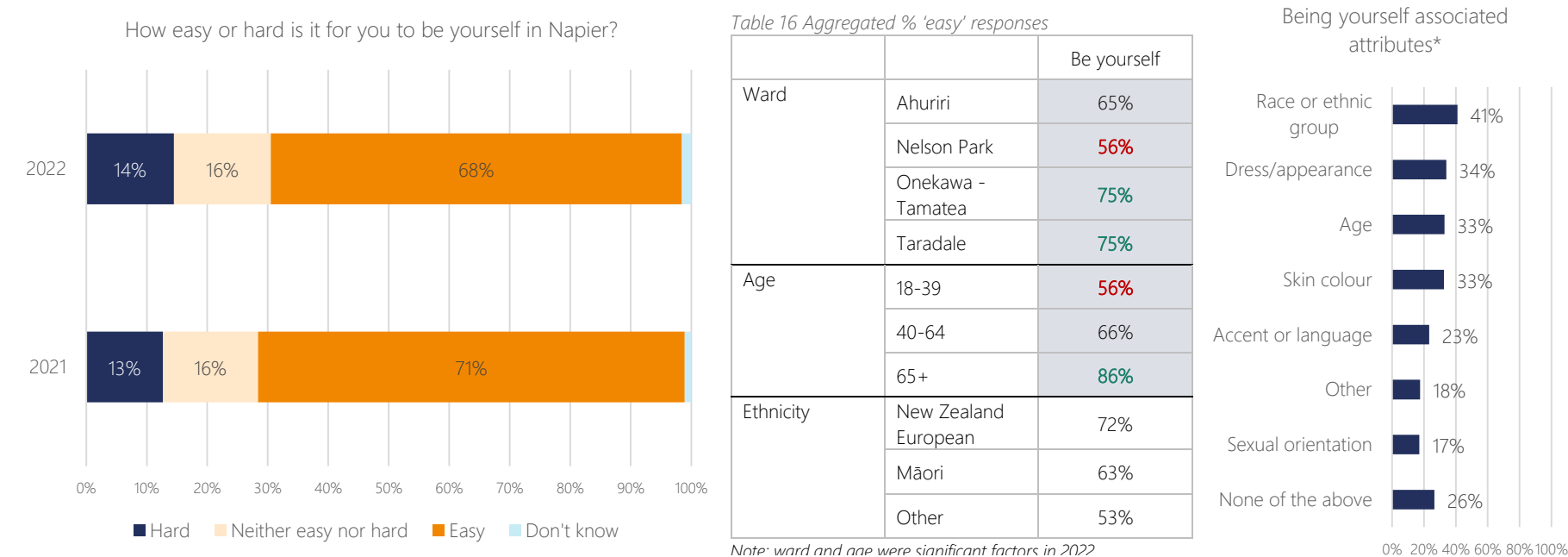
		Feel accepted	Tolerance
Ward	Ahuriri	67%	58%
	Nelson Park	56%	43%
	Onekawa - Tamatea	68%	63%
	Taradale	80%	67%
Age	18-39	52%	47%
	40-64	72%	58%
	65+	85%	71%
Ethnicity	New Zealand European	73%	62%
	Māori	59%	45%
	Other	62%	50%

- Residents' sense of their own acceptance (69%) was greater than perceived tolerance (58%) within the community as a whole.
- Although sense of acceptance declined in 2022, more respondents remained neutral in 2022 (19%) compared to 2021 (13%), rather than feeling unaccepted.
- Feelings of acceptance increased with age, was higher in Taradale ward and among New Zealand European/ Pākehā residents.
- Fewer residents in Nelson Park ward believed people in their community are tolerant of others.
- Fewer Māori residents, and those aged under 64, believed people in their communities are tolerant.

n=528

DIVERSITY

Being yourself in Napier



- As people in New Zealand have different lifestyles, cultures and beliefs that express who they are, Napier residents were asked how easy or hard it is for them to be themselves.
- Consistent with the personal acceptance results, 68% of residents believed it was 'somewhat' or 'very easy' to be themselves in Napier in 2022 – also similar to the 2021 result.
- Nelson Park ward residents found it harder to be themselves in Napier.
- Older residents (aged 65+) were more likely to feel comfortable being themselves compared to younger residents. This corresponds with younger residents finding it harder to feel accepted in the community.
- Residents were more likely to associate their self-identity with race and ethnicity (41%), followed by dress/appearance (34%), age (33%), and skin colour (33%). Other mentioned associations were gender, religion, lower income, vaccination and masks views, and gang intimidation.



According to Statistics New Zealand, **80%** of New Zealanders aged 15 years and older reported that it was **easy or very easy to be themselves** in New Zealand in 2021.

n=528

*Totals may exceed 100% owing to multiple responses for each respondent

DIVERSITY

Intolerance perceptions

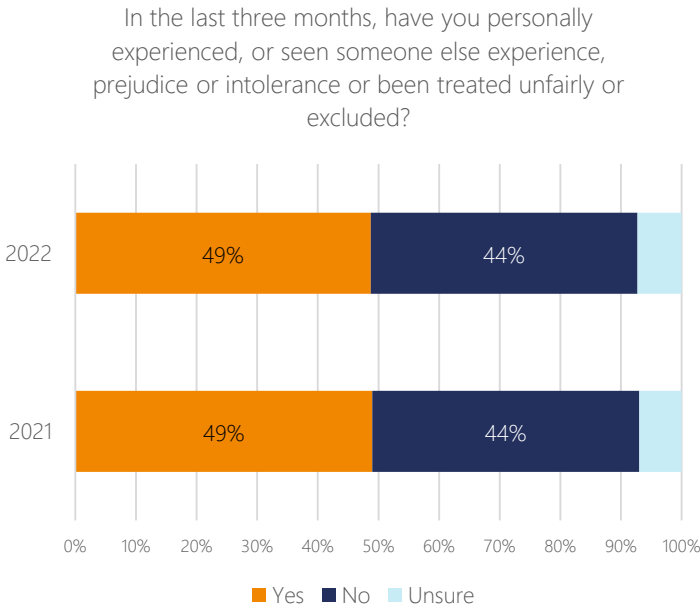
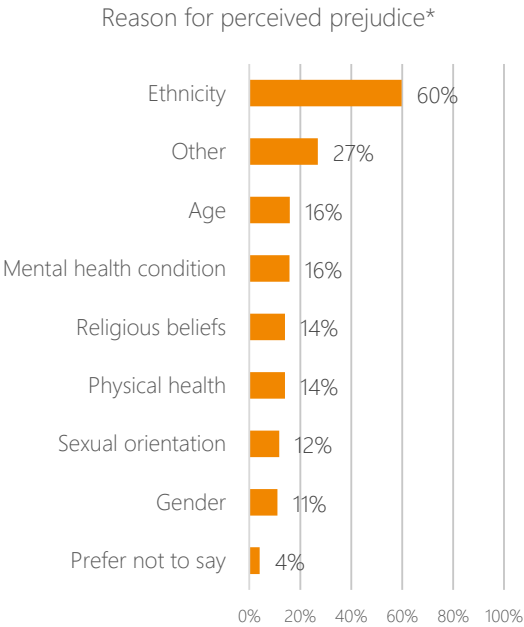


Table 17 Aggregated % 'yes' responses

		Intolerance experienced
Ward	Ahuriri	41%
	Nelson Park	59%
	Onekawa - Tamatea	45%
	Taradale	47%
Age	18-39	59%
	40-64	58%
	65+	21%
Ethnicity	New Zealand European	42%
	Māori	71%
	Other	56%



- 49% of residents reported themselves or someone else experiencing prejudice or intolerance – similar to 2021. 19% had personally experienced this themselves in the last three months (similar to 21% across New Zealand).
- Residents under 65, Māori, and those from Nelson Park ward, were more likely to report these experiences.

- The most cited perceived reason for intolerance remained ethnicity (60%).
- Respondents who reported experiencing prejudice or being treated unfairly were less likely to agree (37%) people in their community are tolerant of others, or that it is easy to be yourself in Napier (36%).

*Totals may exceed 100% owing to multiple responses for each respondent

n=528



According to Statistics New Zealand, **21%** of New Zealanders aged 15 years and older reported being personally subjected to some form of discrimination in 2021.

DIVERSITY

Napier as a place to live with different lifestyles and cultures

New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Overall, do you think this makes Napier...

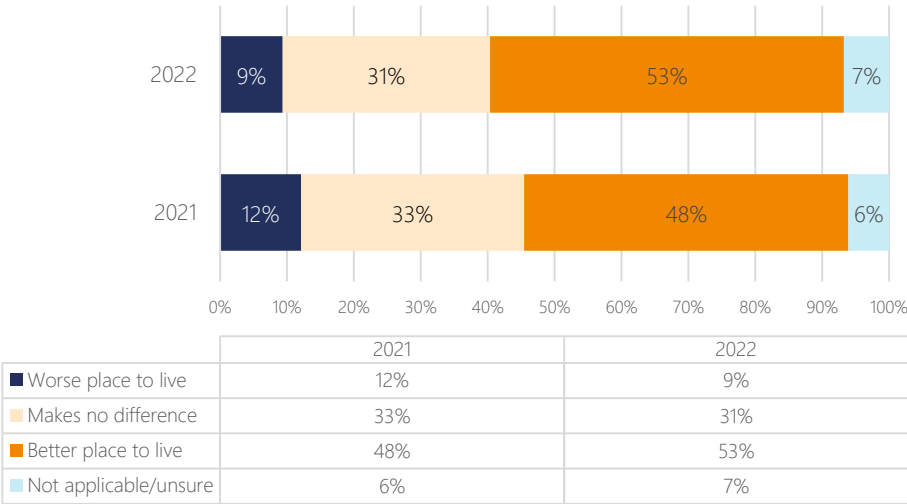


Table 18 Aggregated responses

		Makes Napier better place
Ward	Ahuriri	61%
	Nelson Park	52%
	Onekawa - Tamatea	46%
	Taradale	53%
Age	18-39	50%
	40-64	56%
	65+	50%
Ethnicity	New Zealand European	53%
	Māori	49%
	Other	57%

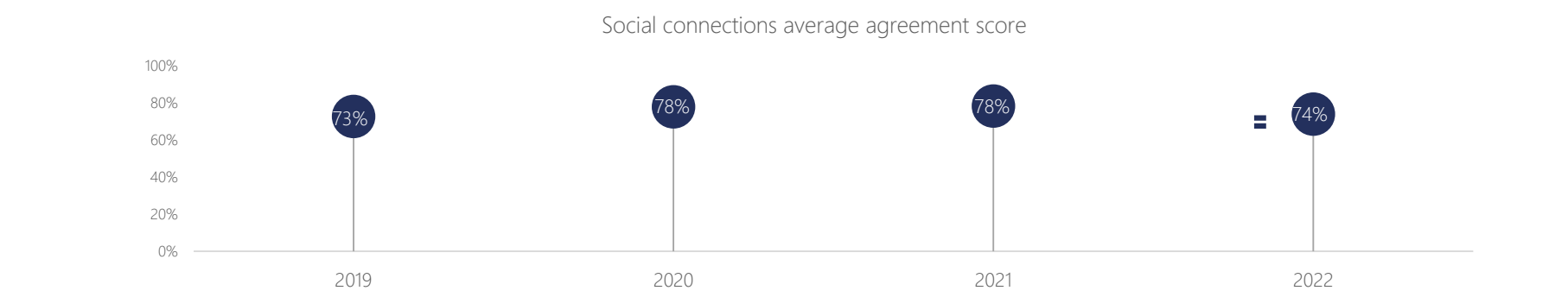
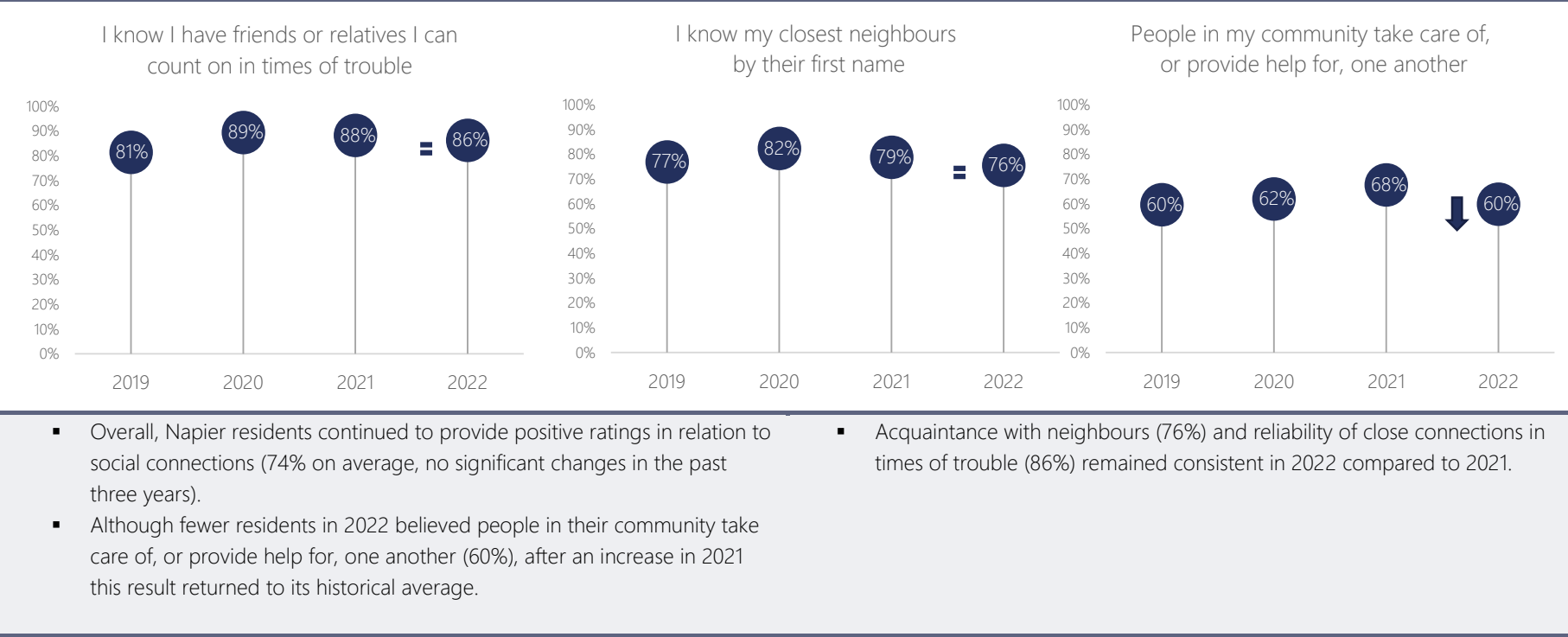
- While New Zealand is becoming home for an increasing number of people with different lifestyles and cultures from different countries, half (53%) of residents believed this diversity makes Napier a better place to live – slightly up compared to 48% in 2021.
 - However, one-third of residents (31%) believed this makes no difference.
- 9% believed this makes Napier a worse place to live.
 - No statistically significant differences were found by ward or other demographic groups.

n=528

SOCIAL CONNECTIONS

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



SOCIAL CONNECTIONS

Attributes in relation to community and social connections

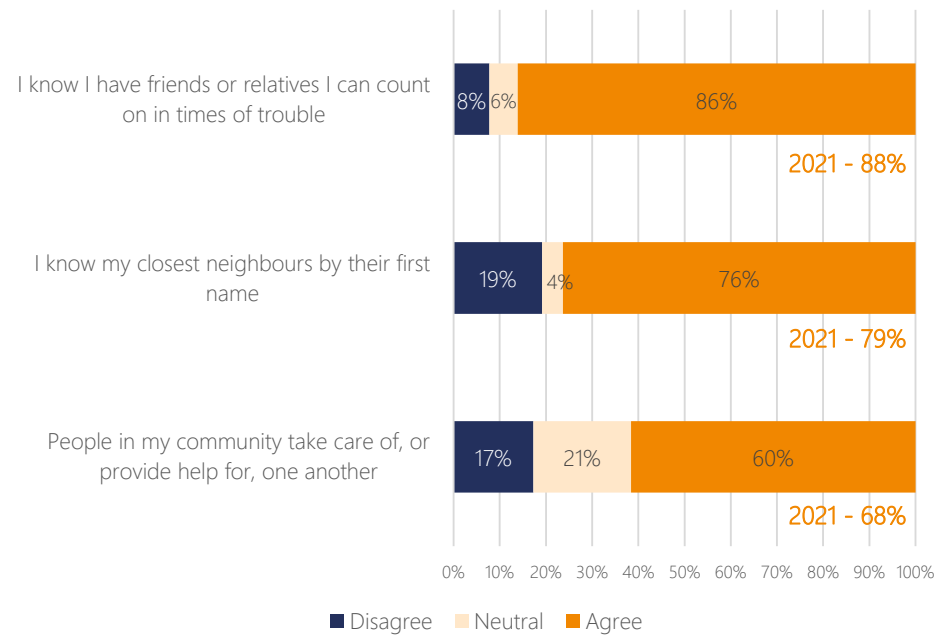


Table 19 Aggregated % 'agree' responses

		Friends or relatives	Knowing neighbours	Community help
Ward	Ahuriri	87%	73%	61%
	Nelson Park	79%	71%	48%
	Onekawa - Tamatea	87%	70%	57%
	Taradale	91%	83%	69%
Age	18-39	75%	61%	41%
	40-64	91%	79%	60%
	65+	92%	88%	82%
Ethnicity	New Zealand European	90%	77%	61%
	Māori	81%	75%	63%
	Other	71%	71%	50%

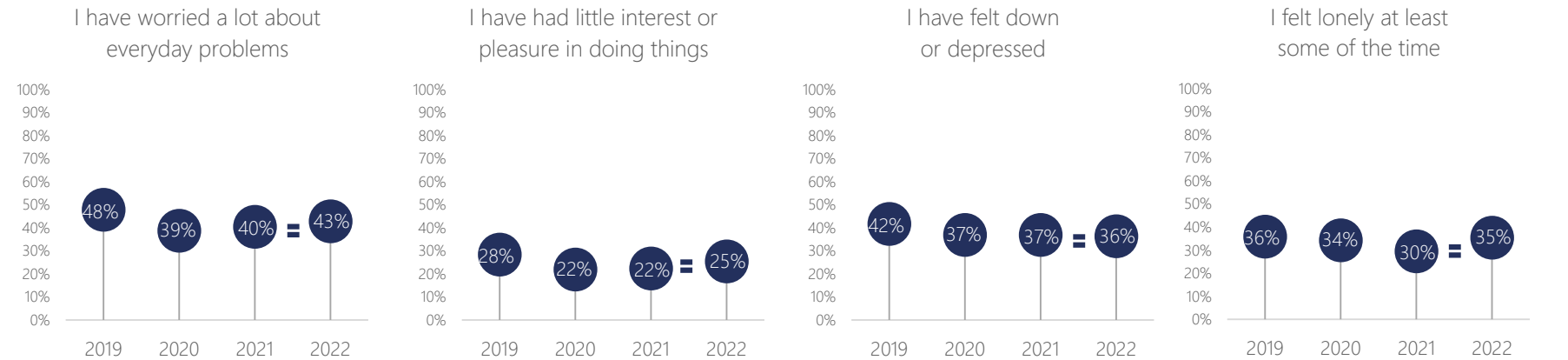
- The presence of a supportive network of family and friends remained high (86%), especially among residents aged 40 or above.
 - 76% of residents stated they know their closest neighbour by their first name. This knowledge increased linearly with age; 88% of residents aged 65+ reported knowing their neighbours.
- While fewer residents (60%) believed that people in their community take care of one another, this perception increased with age; it was significantly lower among younger residents (18-39), and those living in Nelson Park ward.

n=528

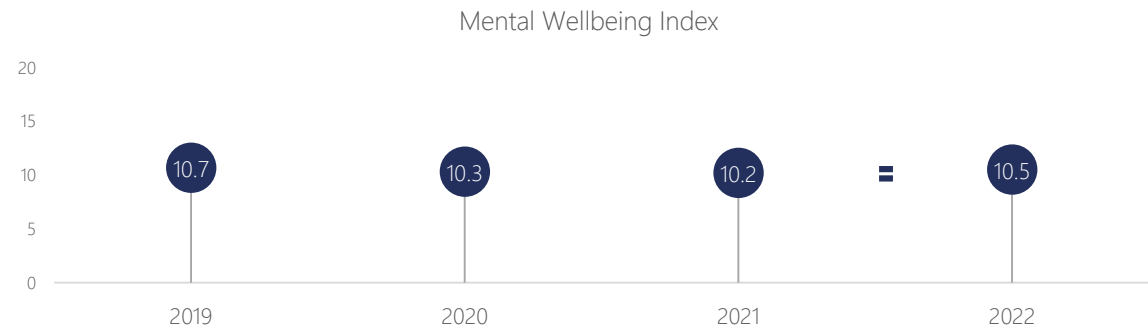
COMMUNITY MENTAL WELLBEING

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



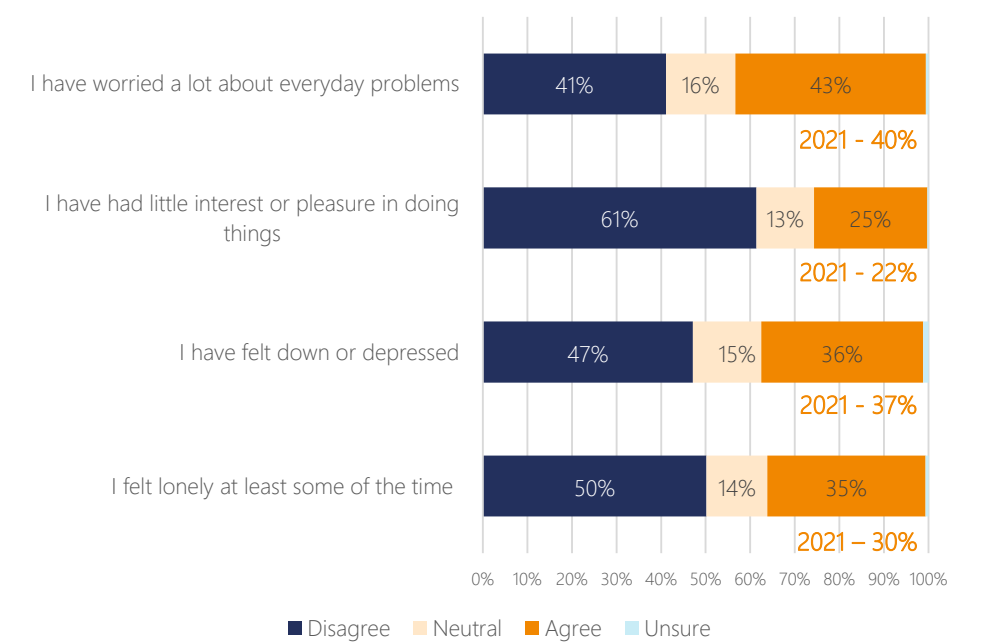
- Overall, the mental wellbeing index – a total measure of indicative psychological distress – was moderate (10.5, maximum distress = 20). This result has been consistent over the past four years.
- General community mental wellbeing remained positive, with no significant trends over time.



According to Statistics New Zealand, **26%** of New Zealanders **felt lonely** at least some of the time in 2021.

COMMUNITY MENTAL WELLBEING

Attributes in relation to community mental wellbeing and Mental Wellbeing Index



- In 2022, around 2-in-5 residents reported worrying a lot about everyday problems (43%).
- Over one-third of residents reported feeling down or depressed (36%) and/or feeling lonely (35%).
- 1-in-4 residents (25%) had little interest in doing things.
- The most vulnerable group remained younger residents aged 18-39. Half of these residents reported feeling lonely (50%), with 58% feeling down or depressed, and over 6-in-10 worried about everyday problems (62%) – contributing to a higher mental wellbeing index of 13.4.
- Other significant factors were ethnicity, area and home ownership.

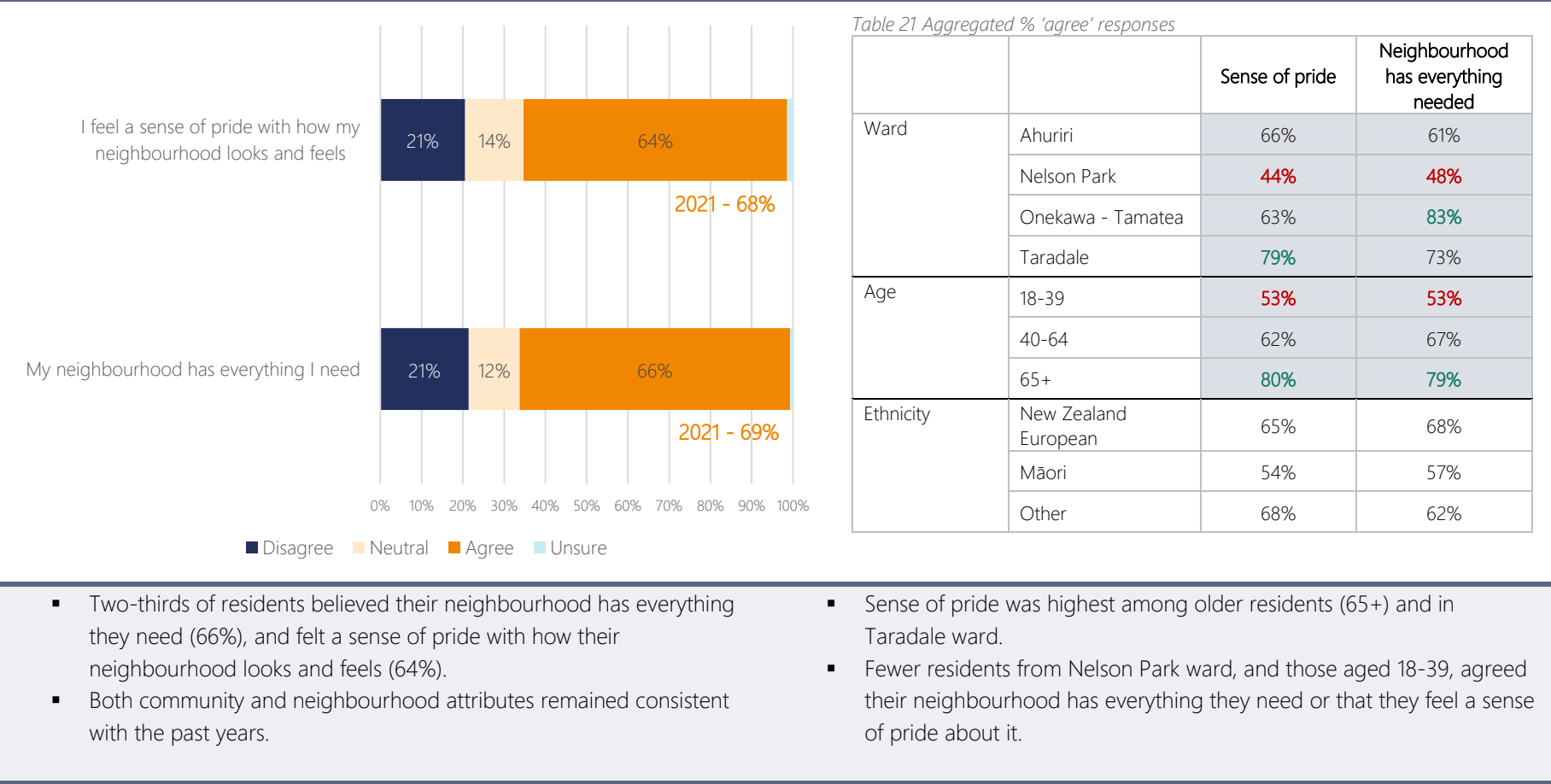
n=528

Table 20 Community mental wellbeing index		10.5 in 2022 (10.2 in 2021)
		Index
Ward	Ahuriri	10.2
	Onekawa - Tamatea	9.9
	Nelson Park	11.7
	Taradale	10.1
Age	18-39	13.4
	40-64	10.1
	65+	7.8
Ethnicity	New Zealand European	9.9
	Māori	11.2
	Other	13.2
Home ownership	Owned	9.8
	Rented	13.7
Income	\$20,000 or less	9.1
	\$20,001-\$30,000	10.2
	\$30,001-\$50,000	10.1
	\$50,001-\$70,000	10.5
	\$70,001-\$100,000	10.7
	\$100,001 or more	10.4

Note: higher mental wellbeing scores = greater distress

NEIGHBOURHOOD

Attributes in relation to community and neighbourhood



n=528

 In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **55%** of residents were proud of how their local area looks and feels.

NEIGHBOURHOOD

Suggested improvements

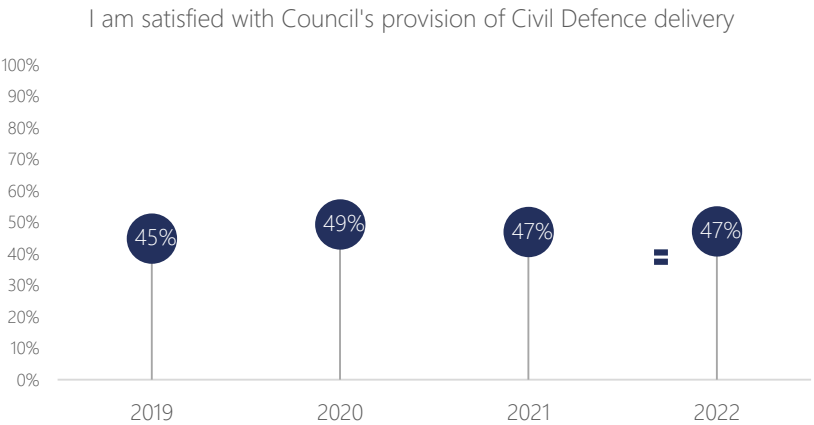
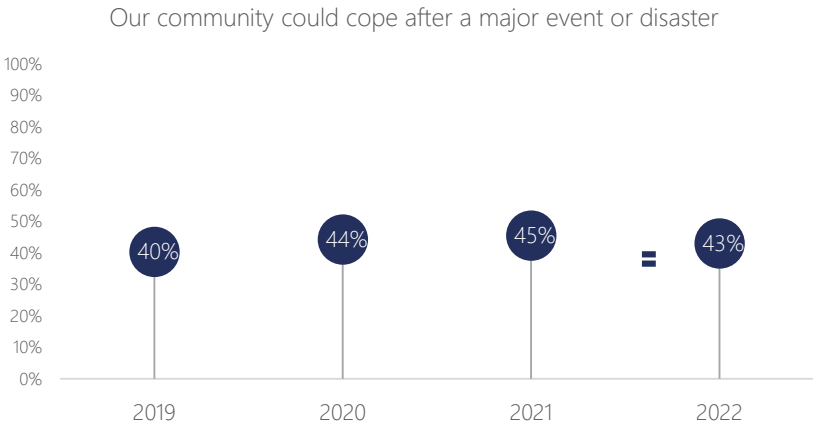


Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent

EMERGENCY MANAGEMENT

Snapshot of results over time

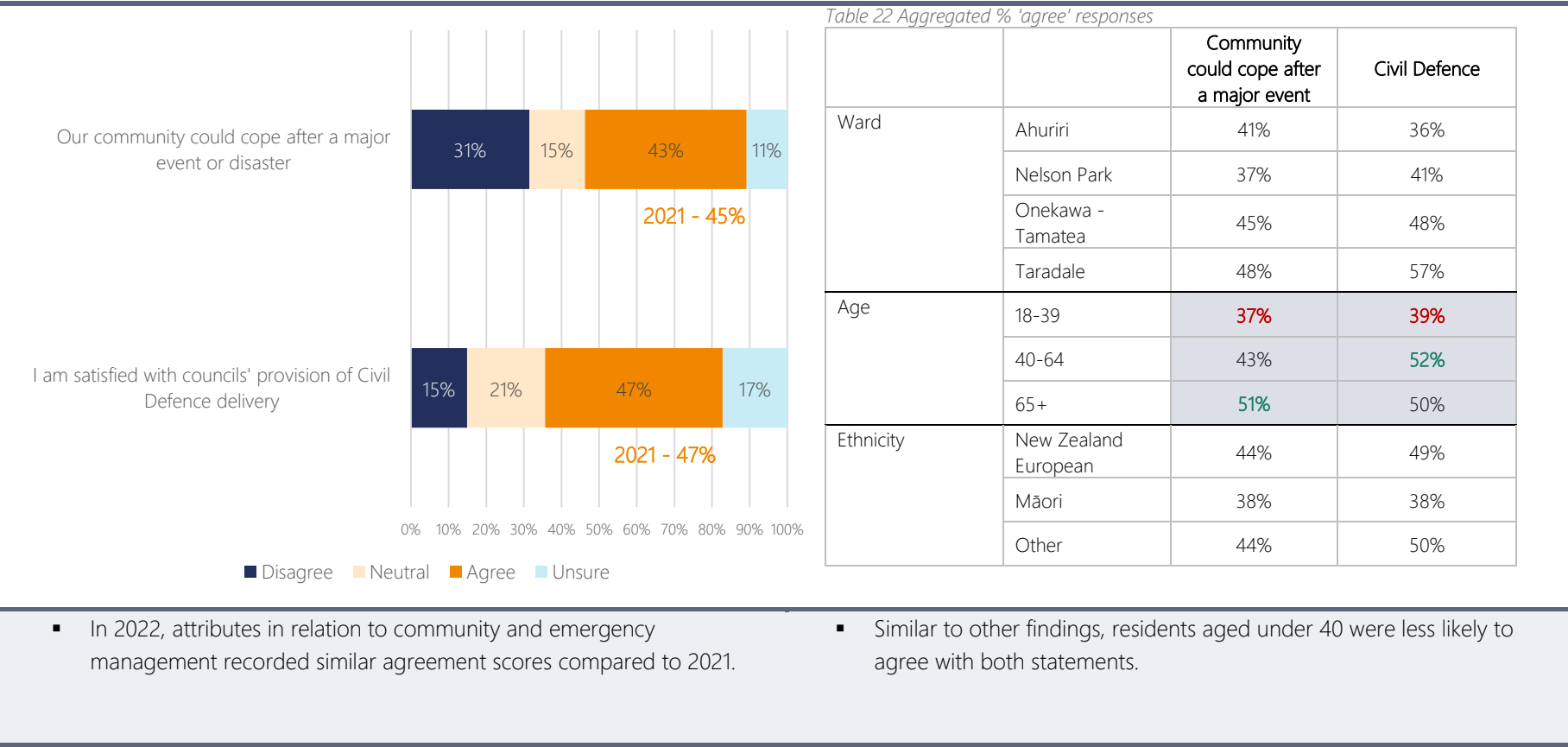
↓ Significant decrease ↑ Significant increase = No significant difference



- 43% of residents believed the Napier community could cope after a major event or disaster, with no significant trends over time.
- In 2022, residents' satisfaction with Council's provision of Civil Defence (47%) remained consistent with the past three years.

EMERGENCY MANAGEMENT

Attributes in relation to community and emergency management



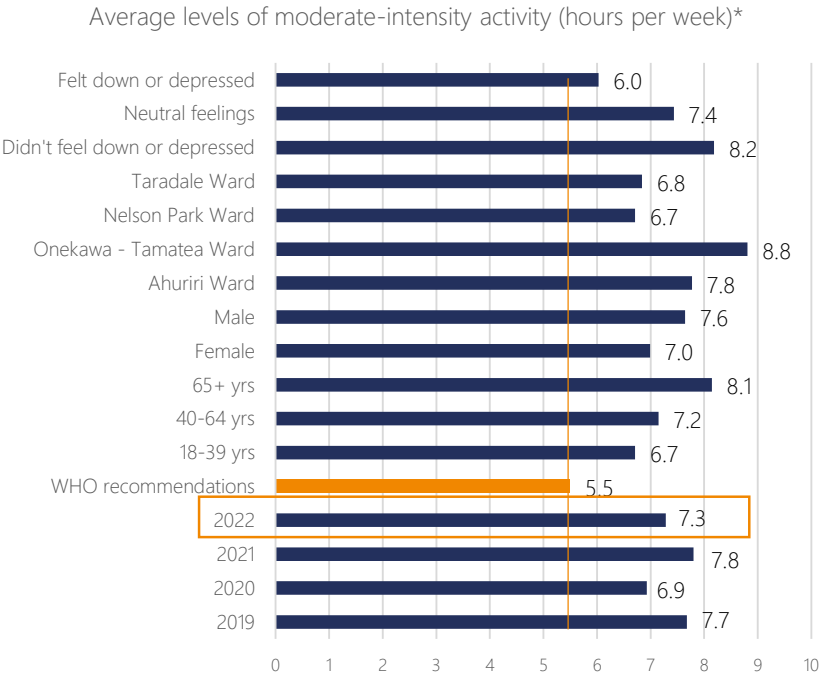
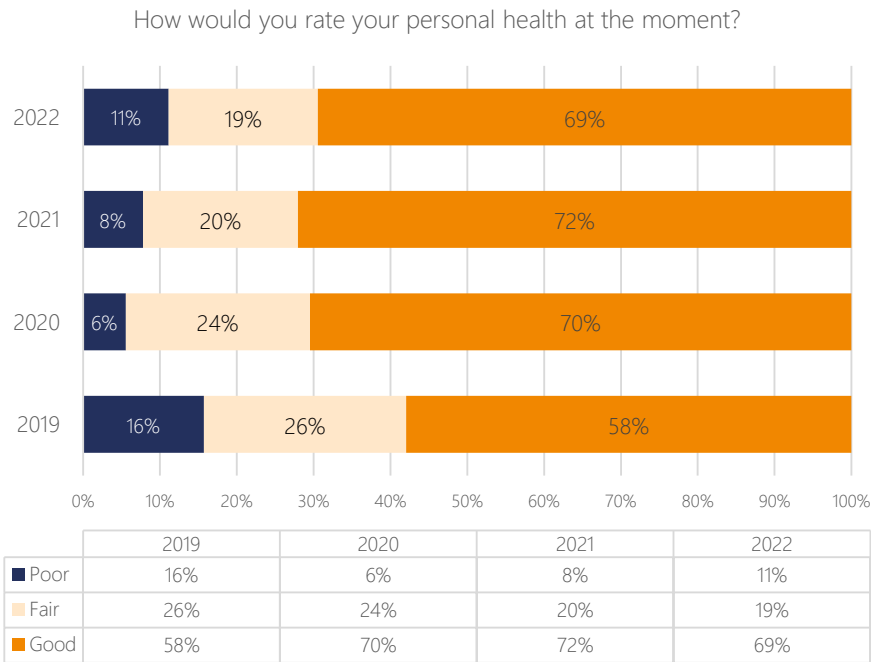
n=528



In 2022, **50%*** of New Zealanders were satisfied with Councils' Civil Defence and emergency management (SIL NZ Benchmark, excluding Auckland, Wellington and Christchurch).
*Re-calculated from a 1-10 scale.

COMMUNITY HEALTH

Personal health and average levels of activity



- 7-in-10 residents believed they were in 'good' or 'very good' health (69%, with no significant changes in the past three years).
- Younger residents (59%), those living in rental property (55%), and Māori (53%) were less likely to report their health as good.

- In 2022, residents continued to report a good level of moderate-intensity activity (7.3 hours on average per week) in the community; more than half of residents (50%) reported moderate-intensity activity of 4 hours or more per week.
- Greater activity (8.2 hours on average) was associated with residents who were less likely to report feeling down or depressed, and among older residents.

*n=482. Reported results are based on open-ended comments. If a range of hours was provided, the average of the range was used in the analysis.

n=528

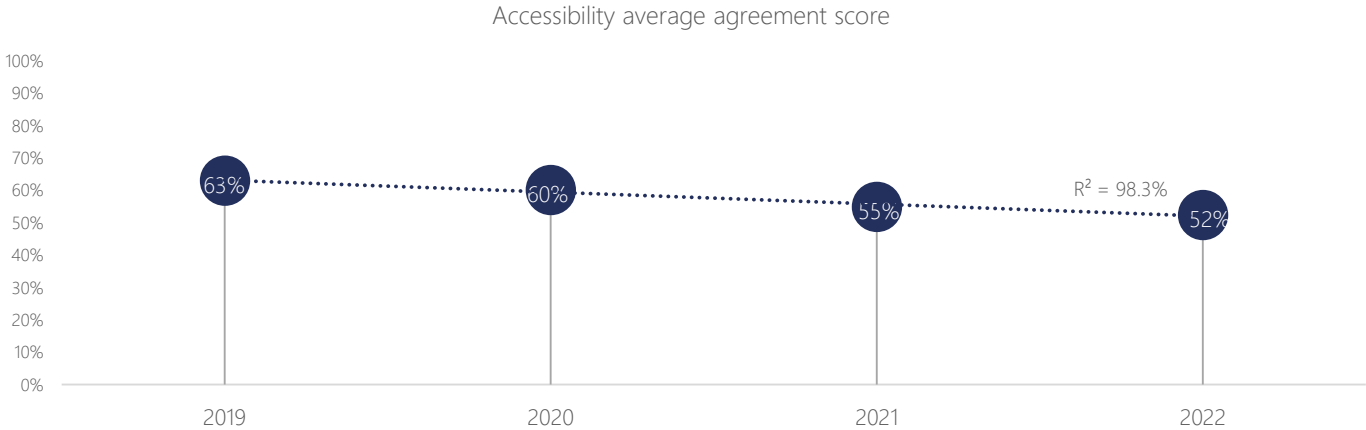
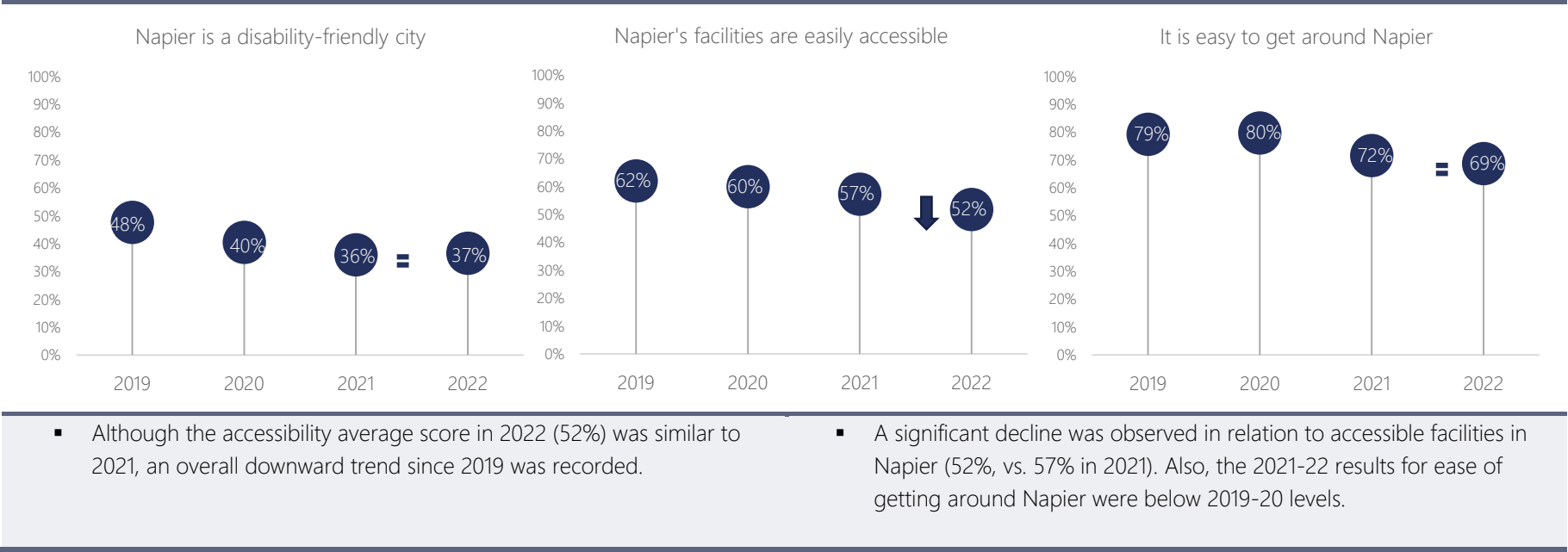


In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **72%** of residents rated their physical health positively.

ACCESSIBILITY

Snapshot of results over time

↓ Significant decrease ↑ Significant increase = No significant difference



ACCESSIBILITY

Attributes in relation to accessibility in Napier

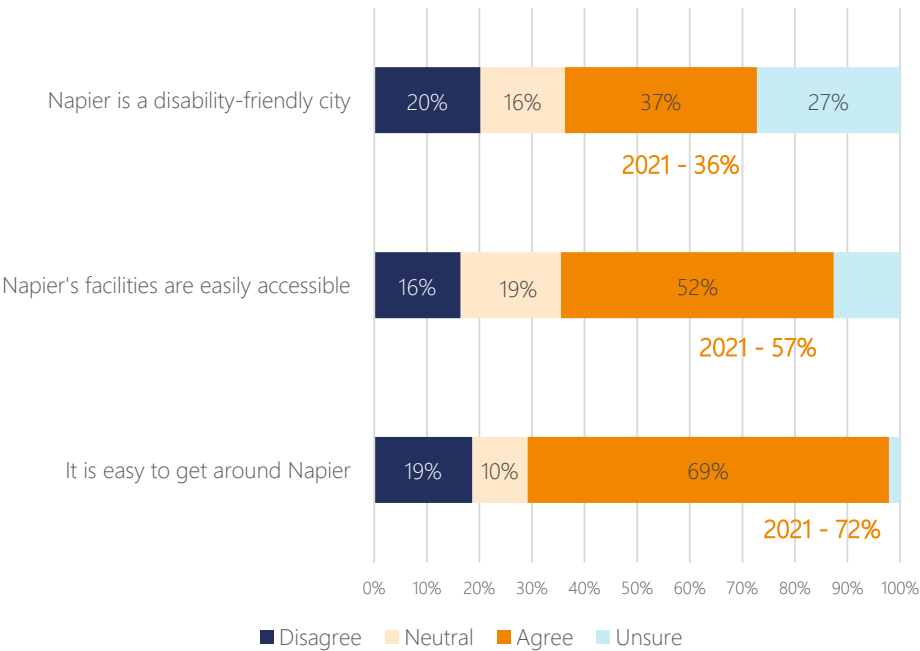


Table 23 Aggregated % 'agree' responses

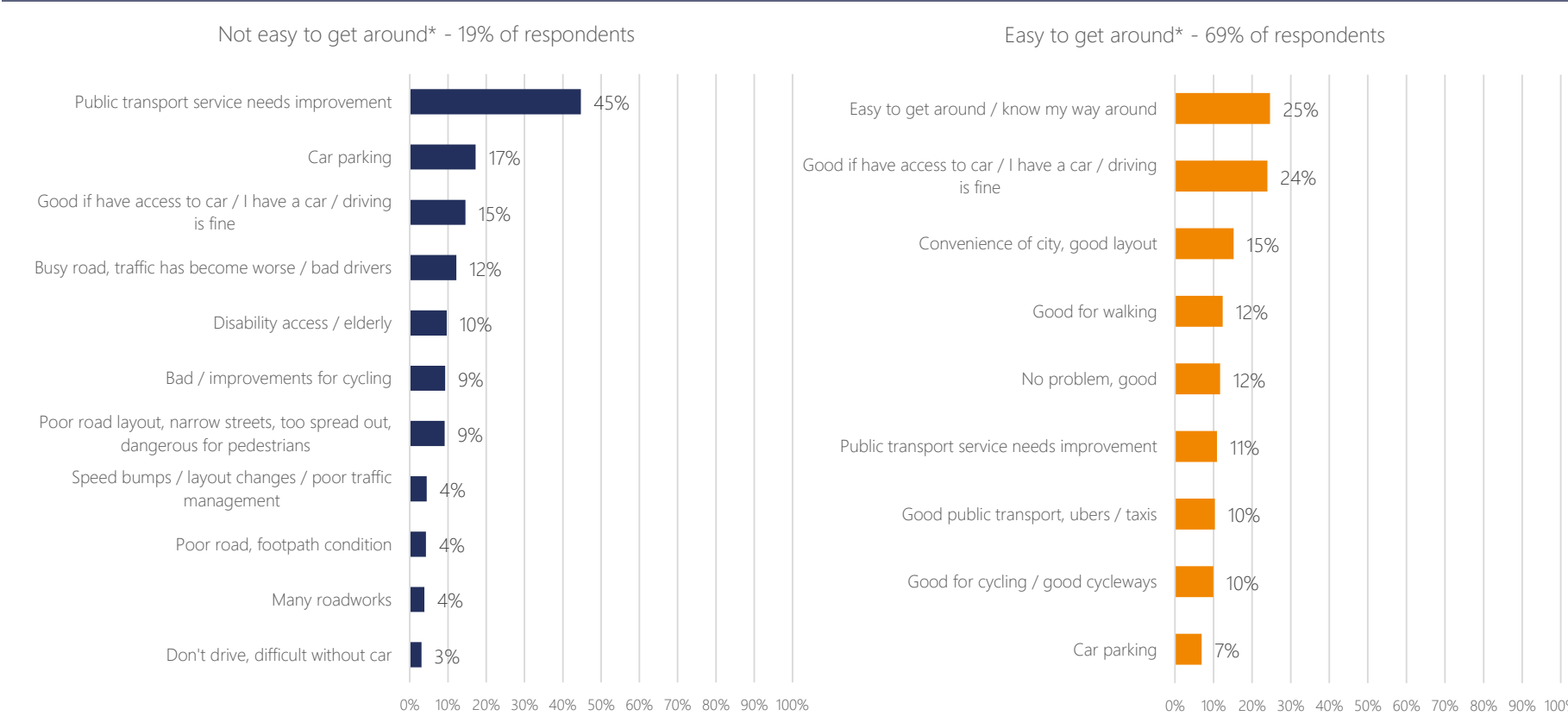
		Disability friendly	Accessible	Easy to get around
Ward	Ahuriri	30%	48%	72%
	Nelson Park	45%	51%	63%
	Onekawa - Tamatea	29%	62%	76%
	Taradale	37%	49%	68%
Age	18-39	32%	43%	63%
	40-64	38%	50%	67%
	65+	40%	66%	78%
Ethnicity	New Zealand European	36%	54%	70%
	Māori	31%	41%	70%
	Other	46%	53%	58%

- 52% of residents stated that Napier’s facilities are easily accessible (down from 57% in 2021). Accessibility was perceived to be slightly lower amongst Ahuriri and Taradale ward residents (although within the margin of error).
- Although 37% of residents found Napier to be a disability-friendly city, over one-quarter (27%) could not provide a rating.
- 69% of residents agreed it is easy to get around Napier.

n=528

ACCESSIBILITY

Reasons for accessibility perceptions

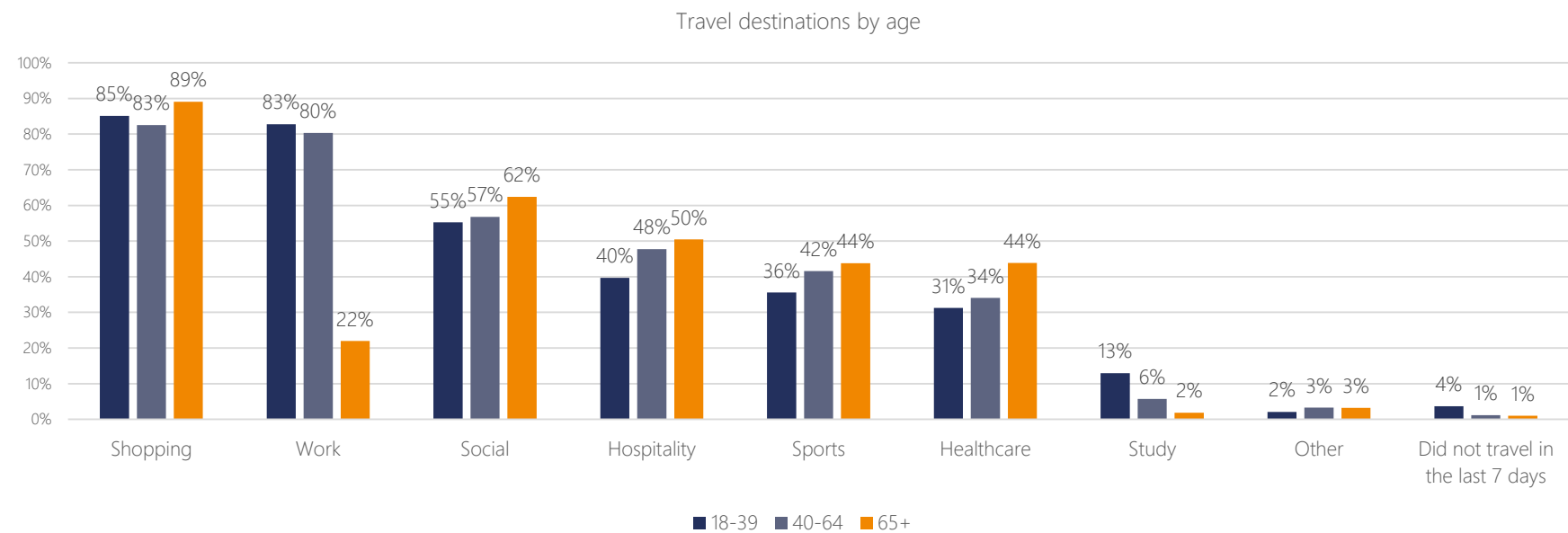


- In 2022, public transport services and transport management were the key factors to improve accessibility around Napier. This was generally consistent across years.
- Local knowledge, and access to a personal car, were the key reasons to agree that Napier is an easy city to get around ('Good if have access to car/I have a car/driving is fine').

**Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent*

TRAVEL

Travel destinations in the past 7 days – new question in 2022

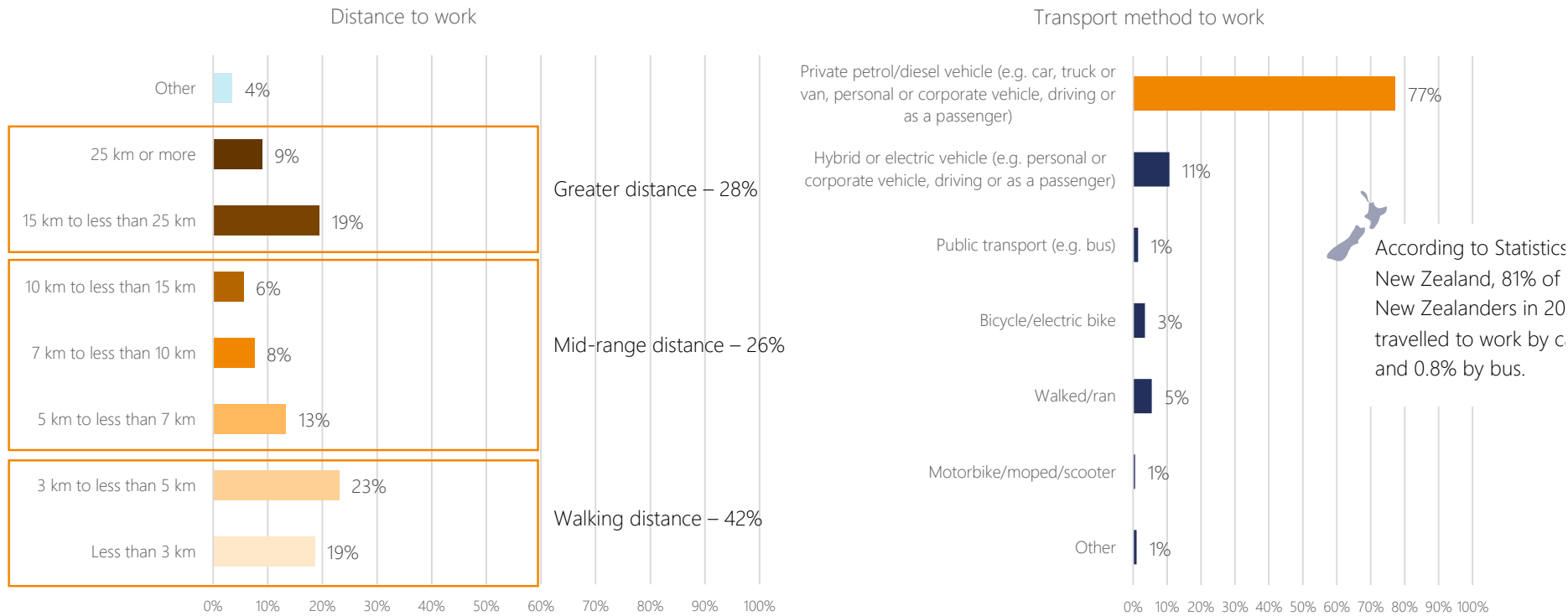


- Almost all respondents (98%) indicated travelling within the previous 7-day period; respondents named, on average, three destination types.
- The top-three destination types were shopping (85%), work (either paid or voluntary, 66%) and social (visiting family/friends, 58%).
- The reported travel patterns varied by age. Older respondents (aged 65+) were more likely to travel for healthcare (44%), compared to the youngest respondents (31%).
- Respondents aged under 64 (82% on average) were more likely than older respondents (22%) to travel to work.
- Shopping was one of the most consistent destinations for respondents of all age groups.

n=528

TRAVEL

Work-related travel



- Of two-thirds (n=348) who travelled to work, 2-in-5 (42%) travelled a distance under 5 km, with the most cited distance being 3 to 5 km (23%).
 - 28% of respondents were most likely travelling outside of Napier (15+ km).
 - Ahuriri (58%) and Nelson Park (49%) ward residents were more likely to live close to work (within 5 km) – residents from Ahuriri (70%), Bluff Hill (74%), Hospital Hill (67%), and Napier South (64%) specifically.
- Petrol/diesel vehicles were by far the most preferred method of transport (to work - 77% and study - 76%); only 1% of respondents reported using public transport for work-related travel (3% of those aged 40-64 and 2% - aged 65+).
 - Taradale (4%), Greenmeadows (5%) and Marewa West (9%) residents were more likely to use buses.
 - 1-in-10 (11%) residents reported using a hybrid or electric vehicle for work-related purposes.

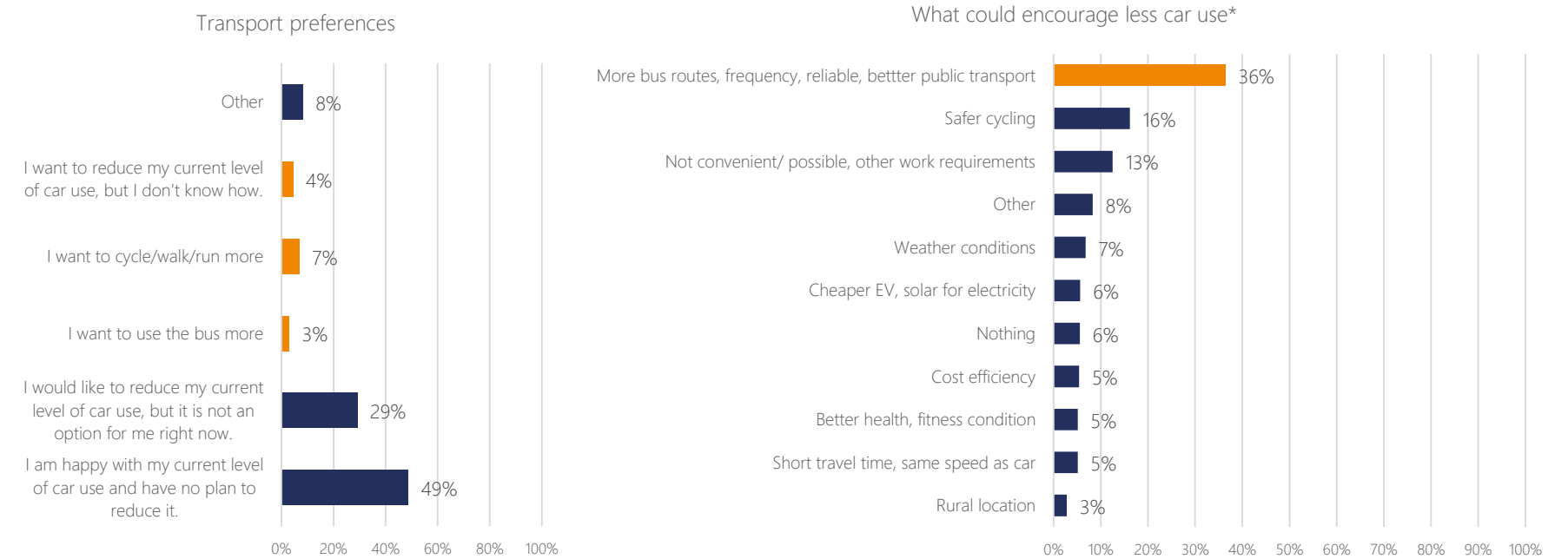
**Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent*

2022 NAPIER CITY COUNCIL SOCIAL MONITOR - SIL RESEARCH | 44

n=348 – travelled to work

TRAVEL

Target groups by their inclination to change car usage



- Of 268 respondents who reported travelling to work in petrol/diesel vehicles, half (49%) were happy with their current level of car use. An additional 29% suggested they would like to reduce their level of car use, but this was not an option for them right now.
- These respondents (78%, or 60% of all respondents travelling to work) are the least inclined to change their car usage in the future.
- A further 14% of respondents (or 11% of all respondents travelling to work) were representative of petrol/diesel vehicle drivers potentially most likely to change their travel behaviour towards non-car options.
- Of these, just 3% would like to use buses more, and 7% wanted to walk/cycle more; an additional 4% wish to reduce car use but did not know how.
- Improving public transport services (making this service more convenient, frequent and reliable) was the most cited suggestion to encourage less car use (top suggestions can be found in the Appendix on p.50).
- Younger residents aged 18-39 (18%), and residents from Taradale ward (especially Greenmeadows – 66%, Poraiti – 32%), and also Bay View (25%) and Hospital Hill (23%) were more likely to consider non-car travel.

2022 NAPIER CITY COUNCIL SOCIAL MONITOR - SIL RESEARCH | 45

**Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent n=268 – travelled to work on a petrol/diesel vehicle*

CLIMATE CHANGE

Climate change perceptions

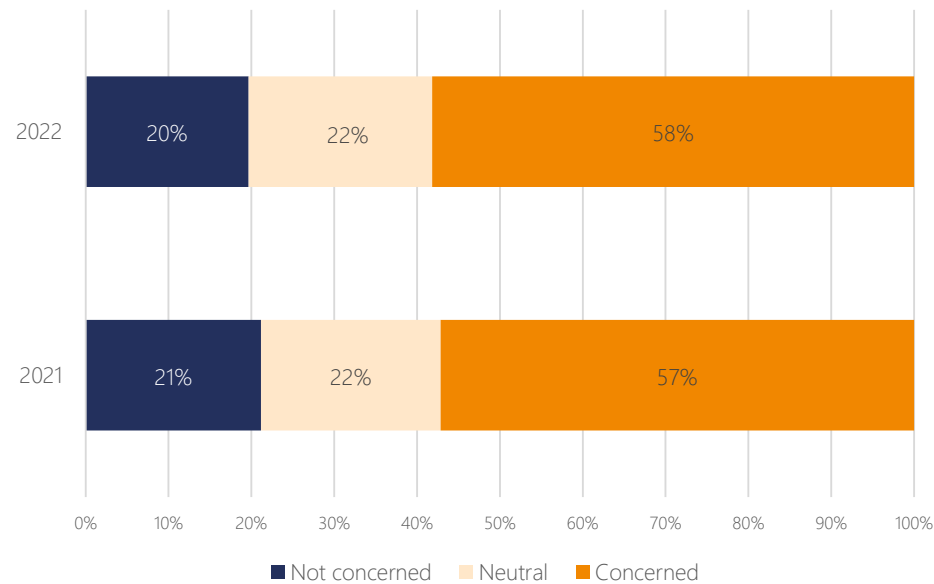


Table 24 Aggregated responses

		Concerned
Ward	Ahuriri	58%
	Nelson Park	60%
	Onekawa - Tamatea	49%
	Taradale	61%
Age	18-39	50%
	40-64	61%
	65+	63%
Ethnicity	New Zealand European	59%
	Māori	64%
	Other	44%

- Overall, 58% of residents were concerned about the impacts of climate change in Napier (similar to 57% in 2021).
- The level of concern was consistent by age; however, female respondents (64%) were more likely to report their concerns compared to male respondents (52%).

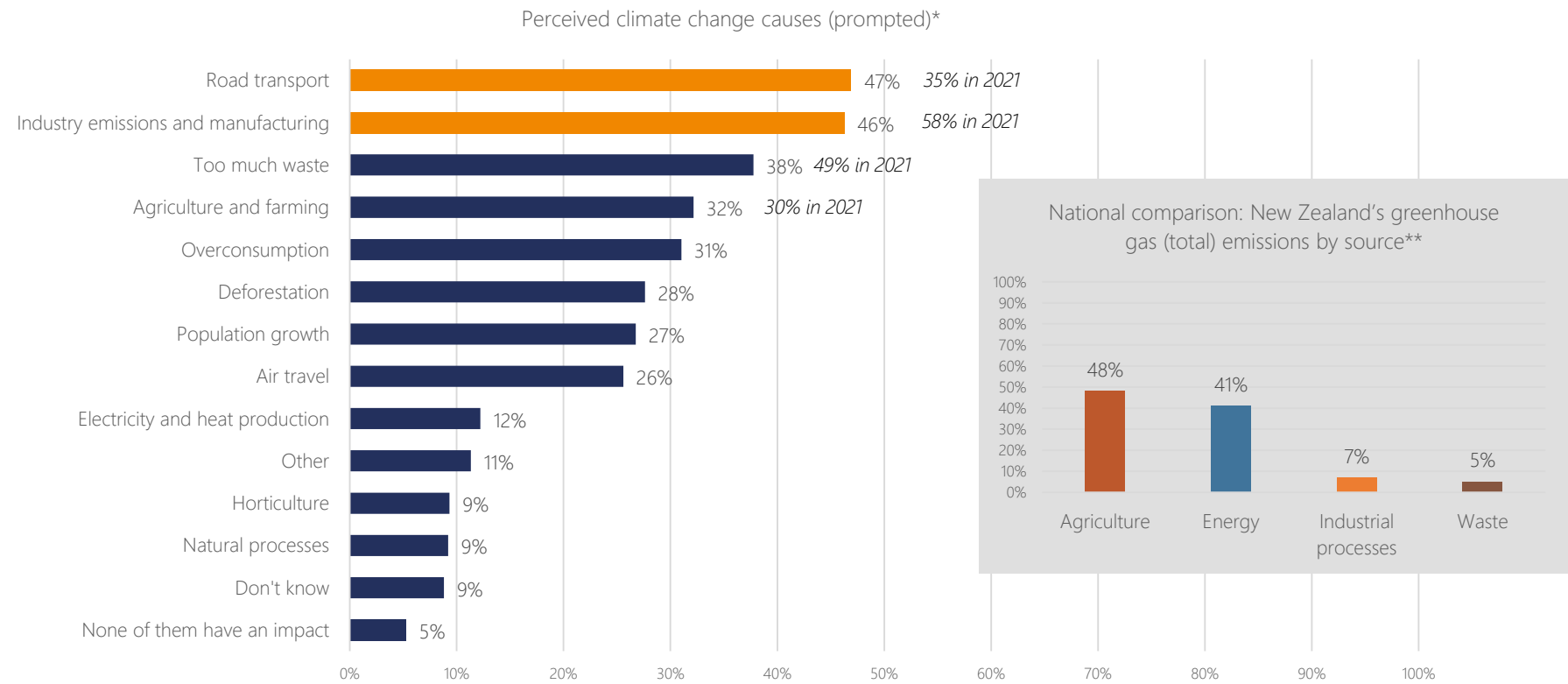
n=528



In 2022, Councils with larger populations (e.g. Auckland, Wellington) reported **42%** of residents worried about the impact of climate change to some extent.

CLIMATE CHANGE

Climate change and perceived causes



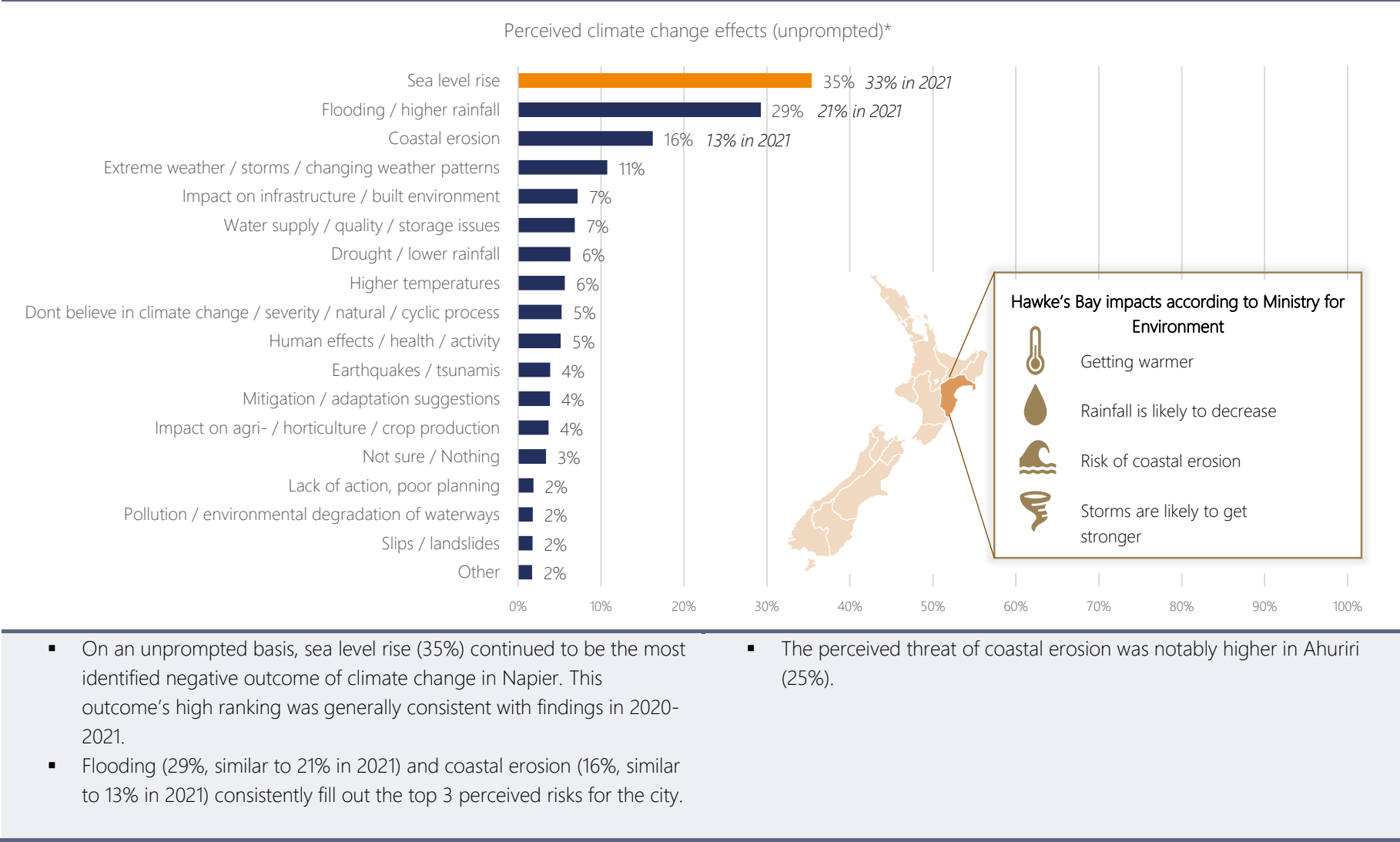
- The most cited perceived causes of climate change were road transport (47%, up from 35% in 2021) and industry emissions and manufacturing (46%, down from 58% in 2021), followed by waste (38%).
- 32% of residents named agriculture and farming as the main cause of climate change (similar to 30% in 2021).
- According to the Ministry for the Environment, New Zealand's emission profile in 2018 showed that the agriculture (48%) and energy (41%) sectors were the two largest contributors to greenhouse gas emissions.

*Totals may exceed 100% owing to multiple responses for each respondent

**Ministry for the Environment. (2020). New Zealand's greenhouse gas inventory 1990-2018.

CLIMATE CHANGE

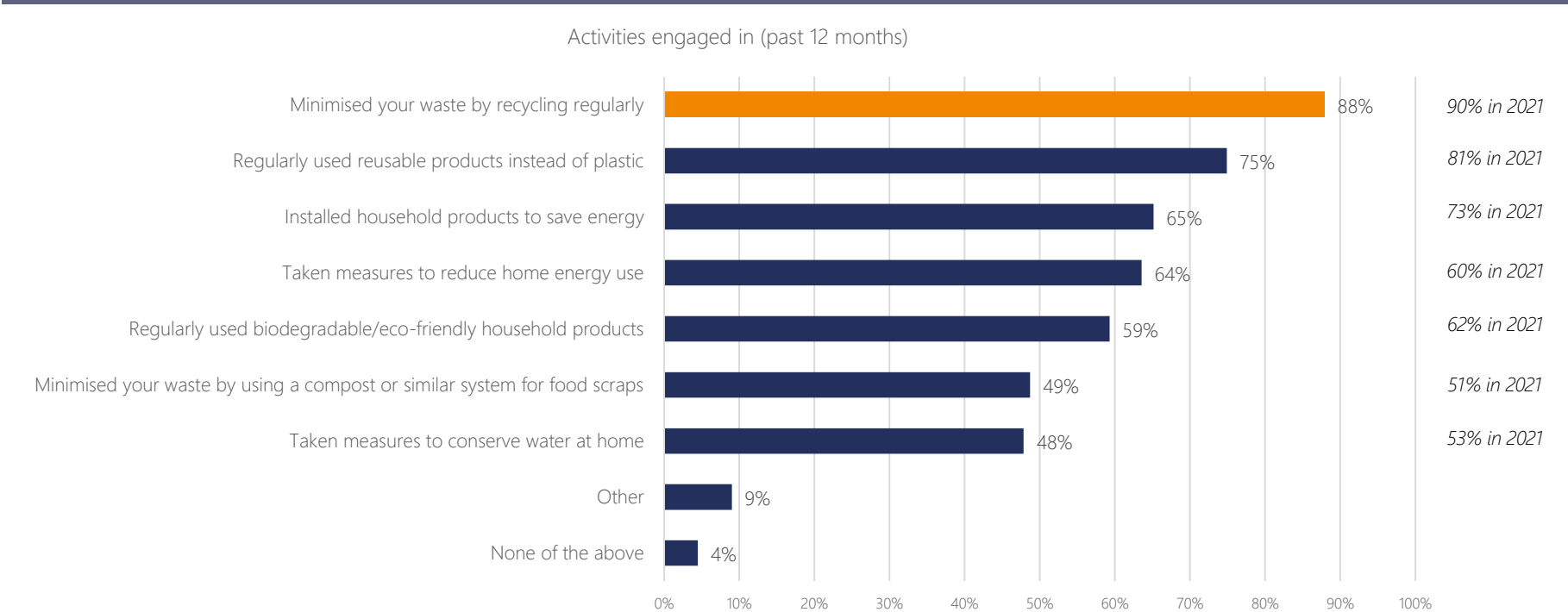
Climate change and perceived harmful impacts



**Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent*
2022 NAPIER CITY COUNCIL SOCIAL MONITOR - SIL RESEARCH | 48

CLIMATE CHANGE

Environmental activities



- Almost all residents named at least one environmental activity they had been engaged in over the past 12 months; 55% of residents named five activities or more.
- 88% of the Napier community reported minimising their waste by recycling regularly (similar to 90% in 2021).
- Respondents who expressed greater concern for climate change were more likely to participate in all environmental activities, especially using reusable products (84%) and compost or similar systems (58%).
- Fewer younger residents reported participating in any environmental activities in total, but especially installing household products to save energy (40%), or conserving water (31%).

**Totals may exceed 100% owing to multiple responses for each respondent*

APPENDIX

Perceived improvements and suggestions to encourage less car use in Napier (verbatim, open-ended comments).

Suggested improvements for bus services and safer cycling
Public transport that runs at night between Hastings and Napier. Direct, quick and safe off road bike track between Napier and Hastings (current tracks are amazing but would be great to have a super Direct route all off road e.g. Whole way along highway) would potentially use for commuting
I live in Napier South and work in Flaxmere for XXX. When I first worked at the DHB I used the express bus (35minute journey) but the service was discontinued and I was not prepared to spend 45-60 minutes on the bus each way daily when the drive takes 20 minutes. I tried the re-introduced "express" but it was still a 45 minute journey and I had somehow to get from Flaxmere to the hospital. I have car pooled from time to time when possible. I'm not sure what the solution is. But there are SO MANY single occupancy cars driving between Napier and Hastings every day
Currently the bus schedule does not suit me, with the mooted changes I would consider using the bus again. I used to be a regular bus user until the timetable was changed.
Public transport systems that are fast, easy to use and reach wider than the city centre. I travel into work from a rural area so this impacts my ability to use public transport.
Convenience, bus timetabling
Suitable public transport
Reliable, frequent buses.
Regular bus service
More routes to Public Transport
More reliable and to feel safer on buses
More bus, tramway?
More bus routes and more frequent
Increase in bus options - better times for working people - more buses from 7.30am - 9.00am and again from 2.00pm to 6.00pm
Frequent bus service
Frequency, reliability, cost
Frequency
Council buses more routes
Busses after 5.30 pm and bus services that are fully staffed and not cancelled at the last minute leaving me on the side of the road
Buses or train between Napier Hastings
Better public transport links
Better bus service
Better and more frequent buses
Better and more accessible and more frequent and due to bus service
Am considering using bus to travel in to town for outings .There have been so many cancelations due to driver shortages that I'm not sure a service would be there if I needed it. Also concerns about people not wearing masks on public transport/.
Increased number of bus runs
Closer bus route to my home that connects with Hastings

Reliability
Free buses
Accessibility and regularity of other transport options
Safer commuter cycle ways between Napier and Hastings. Bus times that suit rotating rosters 24/7.
A better bus service.
Availability
Safe to cycle. Good quality childcare in close proximity to home so its feasible to walk.
Would not feel safe to use a bicycle. Public transport not convenient for me
Safety after dark on cycle pathways
Safer cycling on the road within the city, safer crossings, especially the roundabouts. Prebensen Dr is a disaster waiting to happen
Better crossing points and cycle ways would mean my children and I could bike more.
Because of start time I cannot ride bike in the dark through the nui
I'd love to bike but there are insane drivers in Napier so il use my death trap car
The roads to be more cyclists friendly

2. LIBRARY FINES FREE

<i>Type of Report:</i>	Operational and Procedural
<i>Legal Reference:</i>	N/A
<i>Document ID:</i>	1646427
<i>Reporting Officer/s & Unit:</i>	Nicola Saunders, Libraries Manager

2.1 Purpose of Report

To seek Council approval to implement a fines free policy for both Napier Libraries customers.

Officer's Recommendation

The Napier People and Places Committee:

- a. Approve discontinuing overdue fines and waive historic fines (\$50,241) on customer accounts waived on 30 June 2023. All fines stop, damaged and lost item fees and DVD charges remain.

2.2 Background Summary

In recent years, Napier has experienced a number of economic and social hardships that have affected our communities; including;

- COVID-19 pandemic
- The Napier floods in 2020
- The current cost of living crisis
- The effects of Cyclone Gabrielle in February 2023

Library fines and charges present a barrier to equity and limit Napier Libraries ability to provide our community with fair access to information and life-long learning.

Taking the step now to stop fines and charges would benefit those individuals and communities who need us most.

Fines for all items, except for children's and young adult collections, is \$0.60 per day per item to a maximum of \$15.00 per item. Overdue fines are triggered upon item return.

The Library Management System (LMS) automatically notifies the customer that they have an item overdue after 7 days, with a second reminder at 28 days. Once a customer's charges have reached \$10.00, they are automatically unable to borrow or reserve any further items.

2.3 Issues

Both nationally and internationally, it is now recognised that library fines and charges as an incentive to return items on time is in reality a deterrent to using library services.¹

¹ 2019 sees rapid increase in libraries dropping fines. Katherine Cowdrey, The Bookseller, January 13 2020

The purpose of fines has always been about getting the item back – not about a reliable revenue stream.

2.4 Significance and Engagement

This decision does not trigger the Significance and Engagement Policy.

From the community collaboration and consultation for the 2018 Napier Libraries Strategy, it was evident that fees and fines are a barrier to engagement. This often means that people stop using our Library services once they incur a fine.

Napier City Council and Napier Libraries are investing in and empowering our people and community, by growing their knowledge and expertise to be ready for the future and providing the right environment for them to thrive. Fines hinder our engagement with our community and reduce access for all.

2.5 Implications

Financial

Unpaid Library Fines that have accumulated over the past five years amount to \$50,241 (17 March 2018 – 17 March 2023)

Napier Libraries is currently investigating new opportunities to generate revenue;

- Using the Taradale Library meeting room.
- Digital experiences with our virtual reality headsets and robots.
- Using the sewing machines and over lockers.
- Using our Cricut machine and t-shirt press.
- Attending classes and events in our Library After Dark programme.
- Reviewing the cost of printing items on our 3D printer.

The current \$6000.00 revenue line for fines will be removed.

Social & Policy

Local authorities are responsible for improving the social, economic, environmental, and cultural well-being of our communities and libraries are a key instrument for keeping communities connected.²

Library fines undermine one of the core principles of public libraries - the provision of free and universal access to information.

Risk

Critics of going fine free worry that removing fines provided no deterrent to stop customers from keeping their issued items. However, studies in the US have shown that, with good circulation management procedures in place, in the long term there is no significant difference in the number of items not returned. In fact, one Library in the San Francisco area saw an improvement of 5% in the overall number of books returned.³

If we do not waive fines, we will continue to lose customers and will be unable to offer unrestricted access to Napier Libraries for all of our community.

2.6 Options

The options available to Council are as follows:

- a) Retain current state - All adult overdue fees, damaged and lost item fees, and DVD charges remain.

² [Local Government \(Community Well-being\) Amendment Act 2019](#)

³ Why Libraries are eliminating late fees for overdue books. Linda Poon, Citylab Daily Newsletter, 3 October 2019

- b) Discontinuing overdue fines and waive historic fines - *All unpaid fines (\$50,241) on customer accounts waived on 30 June 2023. All fines stop, damaged and lost item fees and DVD charges remain.*
- c) Waive fines after 2 years - *Any fines remaining on customer accounts are waived after 2 years.*
- d) Stop overdue fees – Donation. *The library accepts a donation towards unpaid charges and waives the remainder.*

2.7 Development of Preferred Option

Option 2 - Discontinuing overdue fines and waive historic fines – *All unpaid fines (\$50,241) on customer accounts waived on 30 June 2023. All fines stop, damaged and lost item fees and DVD charges remain.*

In a recent New Zealand study “Libraries in times of economic downturn” by Lara J Sanderson barrier-free access to Libraries and their resources is identified as a key factor for community wellbeing and that libraries play a positive role in community recovery.

The people who can least afford to pay fines are often the ones who need the library service the most. For example, 14.2% of library members living in Maraenui are unable to borrow any further items due to library fines, versus 3.5% living in Poraiti.

Library fines in New Zealand have recently been a topic in the media with both Selwyn District Council and Masterton District Council removing fines included in the fines free movement in Aotearoa (finefreeaotearoa.org.nz see Appendix)

Public Libraries New Zealand (PLNZ) and Library and Information Association of New Zealand Aotearoa (LIANZA) encourage all public libraries to remove library overdue fines for all members to ensure New Zealanders have access to information, reading, learning, and connections to their communities.

Removing fines increases the use and membership of libraries. Using libraries provides communities and families with fair and equitable access to information and lifelong learning, with access to reading to build literacy and empathy, and with opportunities to learn and flourish in their community and the economy.⁴

⁴ [Joint statement from PLNZ and LIANZA FINAL.pdf \(finefreeaotearoa.org.nz\)](#)

Appendix A : Remove Library Fines



Fines were introduced to encourage members to return books. Evidence suggests this is ineffective and creates barriers to use. The fines model is outdated considering increases in e-resources. Overdue fines are out of step with Council strategies to increase use of libraries, empower communities and further their well-being. 31% of NZ public libraries are completely fines free and this is increasing each year.

Fines are not a sustainable form of revenue

If everyone returned their items on time, there would be no revenue

33%

33% of fees & charges incurred was never collected by Auckland Libraries in 2020. Libraries' revenue from fines has decreased over the last 5 years due to increased use of e-resources.

\$\$\$

Collecting fines is expensive -costs include hours of staff time, collection agency costs and ill will. Some libraries reported it costs them more to collect fines than the amount they were collecting.

Fines don't bring back materials faster

Libraries that have eliminated overdue fines get materials back at the same rate (or even faster). Your Library will continue to send overdue notices and charge borrowers for items not returned.

5%

Salt Lake Public Library's late-return rate dropped from 9% to 4% following fine elimination.

3x

Without the threat of a library fine books were *three times* as likely to be returned -The City of Sydney.

Fines DO have a negative impact

35,000

Prior to being fines free about 35,000 Tamaki Makaurau library members were blocked annually from borrowing because they owed more than \$10.



Most libraries report that those blocked from borrowing for unpaid fines are over-represented in poorer neighbourhoods, and by Māori and Pacific.

"I didn't want to come back to the library -I was scared about the fine. I'm so happy now there aren't fines." ~Upper Hutt Library Customer.

"We didn't have books in my house so I went to the library for my homework. Then I got some overdue fines, and my family couldn't afford to pay them. I never went back".

Dropping fines will increase use

16%

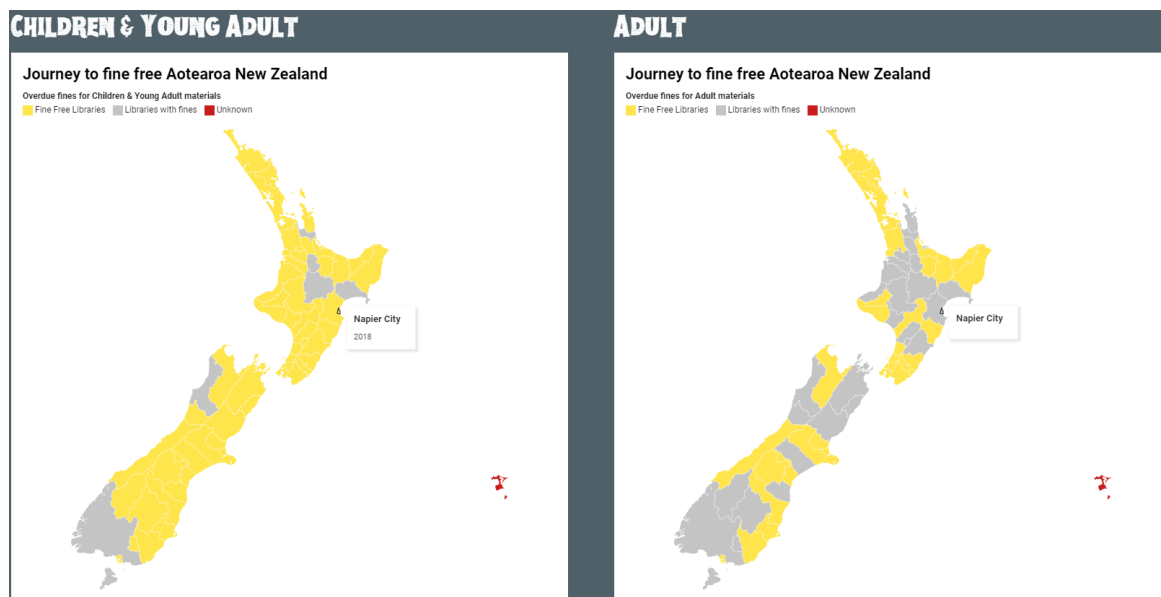
16% ↑ children's issues after removal of fines at San Rafael Library.

18%

18% ↑ in membership after of removal of fines at Library Upper Hutt City Libraries.

8,000

8,000 ↑ in membership in Tasmania when overdue fees were scrapped.



Appendix B : FAQ

Frequently asked questions;

If we remove fines won't that mean no one will return their books?

No. Overseas evidence has shown that people are more likely to return books once fines are removed.

People feel embarrassed and ashamed when they have fines, and often stop using the library.

- **The City of Sydney** (AUS): without the threat of a fine, books were three times as likely to be returned.
- **High Plains Library District** (US) stopped fines in 2015. 95% of materials are now returned within a week of the due date.
- **Chicago Public Library** (US): 240% increase in overdue material returns one month after going fine free and wiping all debt in 2019.

Will there be an incentive for people to return borrowed items?

Yes. Libraries have applied or retained measures to encourage the return of borrowed items.

Libraries that remove fines use these incentives and assistance:

- Borrowers are still billed for lost books if not returned by the set time.
- If they have debt owing (of an amount the library sets) they can't borrow anything else.
- Maximum loan limits.
- Email and SMS reminders are sent before and after due dates.
- Automated renewals which apply unless there are reserves reduce overdue items.
- **The Grand Bibliothèque Quebec** (CA) removed fines but blocks patrons from borrowing when books are overdue.

Will removing fines result in increased borrowing?

Yes. Removing fines tends to result in more customers borrowing more items. There has been essentially no discernible difference in the amount of time that people keep materials since public libraries began their no-fines policy.

- **Far North Libraries:** 112% increase in borrowing 11 months after removing fines for children and Young Adults.
- **Salt Lake City Public Library (US):** 16 % increase in issues in the first year after removal of fines and an 11% increase in checkouts and borrowers in the following year.
- **San Rafael Public Library (US):** 16% increase in children's material circulation within 6 months and a 40% increase in youth borrowers after dropped fines for children's materials.
- **Stark County District Library (US):** 11% increase in circulation within one year.

Will borrowers have to wait longer for popular books?

No. Internationally, libraries have experienced little or no impact on wait times.

- **Gleason Public Library Massachusetts Ela Area Public Library (US):** "holds" or wait times remained steady after enacting fine-free policies.

What is the financial impact? Won't this mean the library has less money to buy books and provide services?

No, not necessarily. Depends on how Councils implement the removal, and how significant this revenue was as a percentage of the budget. Revenue from fines was already decreasing in New Zealand as more people borrow e-Books.

If everyone returned their books on time, there would be no revenue! Many libraries convince their Councils that the loss is acceptable given the expected increase in library usage, especially for children. This seems to be the case when the fines money is a minor percentage of the total library or Council budget. Overseas, some libraries sought external funding, while some NZ libraries used NZLPP funding to mitigate the loss for the Council in the first year of implementation. Libraries have looked for alternative revenue-generating services, such as accepting passport applications. Although these initiatives do not make up the whole revenue loss, a common strategy is simply accepting donations, often via a donation (or "guilt") jar at the circulation desk or a simple Donate Button on the website.

- **Auckland Libraries and Wellington City Libraries:** using the Long-Term-Plan or the Annual Plan process allowed them to spread the loss of revenue across Council, so there was no drop in funding for library services.
- **New York Public Library (US):** a one-time amnesty of \$2.25 million with support from a private organization, provided works to improve the quality of life for low-income people.
- **Halifax Public Library (CA):** is a registered charitable organization that views paying fines as a donation to the library and is grateful for members' support and gifts.
- **Cragin Memorial Library (US):** switched to pay what you want, a model with a fines jar, and found the amount of money collected increased.

Do Libraries ever collect all the fines issued?

No. Non-collection rates are subject to compassionate waiving on an individual basis and periodic debt write off. During Covid lockdowns, many Libraries extended loans or waived fines to support their communities.

- **Auckland Libraries:** 33% of Fees & Charges revenue was never collected. Recovery rates were low and every year periodic write-offs of older debt were undertaken. In the five years up to 2019/2020, over \$4 million was written off.

Aren't fines part of the core business of Libraries? Libraries have always charged fines, haven't they? If it worked for so long why stop them?

No. Overdue fines are meant to encourage the return of borrowed items but in fact, drive people away from Libraries. Books don't get returned and borrowers instead stop coming.

- **Columbus Public Library (US):** the library board eliminated overdue fines when they realized that fines not only weren't encouraging the timely return of materials—but that fines were actively working against the library's very reason for existence. We've shut off access to the library when one of our staunchest principles is trying to provide the widest access to materials that we can. It was seen as counter to the overall purpose and vision of our library.
- **New York Public Libraries (US):** Visitor numbers increased from 9% to 15% (depending on the borough) 5 months after fines were removed.

Will removing fines result in increased membership and retention?

Yes. Once members have fines, they often stop using libraries, and their membership lapses.

2018, the Irish Government announced a new public library strategy that aimed to develop the country's libraries as a modern 21st-century public service. This strategy included providing a library service with no barriers to access and use, with no library fines or lending charges from January 2019 with the aim of doubling library membership from 750,000 to 1.5 million within five years.

- **Tasmania (AUS):** 2018, where libraries scrapped overdue fees, more than 8,000 new members signed up in just five months in contrast to the loss of 900 members encountered in the same period the year prior.
- **Oldham Library (UK):** 6.5% rise in new membership.

Does removing fines result in increased trust in and enhanced reputation for Council?

Yes. Removing fines Increases customer satisfaction and the morale of both customers and staff.

- **Upper Hutt Public Library:** Customer feedback confirmed fear of fines was a reason for not coming back to the library.
- **San Diego Library (CA):** returning overdue items created an adversarial relationship between libraries and the people who use them, discouraging some from borrowing books and others from returning borrowed items on time and in good condition. Say the word library and the first thing people think of is fines.

Do overdue fines impact some sectors of the community more than others?

Yes. For Māori, Pacifica, other marginalised communities, lower socioeconomic communities, and rural customers, fines are punitive, affecting mostly those who cannot afford to pay and preventing their use of libraries.

Customer feedback reveals that they only borrow children's books as the cost of overdue fines for adults is too high. Living in a rural location is not a simple matter to go to the library to return books with the time and cost of gas involved plus having books out with an overdue fine of \$5 for each a day.

- **Chicago Public Library (US)** - one in three cardholders in the public library's south district, where communities are mostly of colour and living in poverty, could not check out books. That's compared to one in six people in the wealthier north district.
- **Puke Ariki in New Plymouth:** identified barriers for communities using the public library Community Consultation in March 2022). Pacific groups mentioned that fees including overdue fines and the fear/shame of being fined were the main barrier to using the public library.
- **Auckland Libraries:** a large number of members who were blocked from borrowing for a debt of over \$10 were from the lower socio-economic areas of Tamaki Makaurau, (South and West Auckland) and were more likely to be Māori or Pacific ethnicity.
- **Verbatim comment from Māori nonuser (non-user research 2019)** - I'm a solo mum and I've racked up enough debt with my mental health and my business course, I don't want to add any more debt, but if it's free, that would help me so much. If it was free, I would do it.
- **Christchurch City Libraries:** feedback on removing fines That's awesome. I stopped borrowing for a while as unfortunately sometimes I got fines when I wasn't that organised. Imagine you borrow a few items, and the fines can be Huge for a stay-at-home mum like me.

Are there any other benefits?

Yes. Removing fines simplifies your Library Management systems settings, making them easier to use and to collect the measures you want to analyse.

- **Auckland Libraries:** reduced the number of "loan rules" substantially, resulting in simpler conditions of use for customers. Previously each format and each audience level needed a different explanation of rules, now most items are free to borrow and have no late fines so there are few exceptions (rental DVDs and CDs, and anything with a different loan periods).

Do libraries forgive the historic debt and wipe all overdue charges?

No, not necessarily. Libraries have taken different approaches.

- **Christchurch, Wellington, and Porirua Libraries:** removed historic debt from fines.
- **Auckland Libraries:** removed all debt from overdue charges but retained debt from lost and damaged charges. An amnesty is planned to help members reduce this debt in 2022.
- Other approaches include:
 - wiping all existing and historic debt
 - wiping all debt from overdue charges but retaining debt from lost and damaged items charges
 - using amnesties to reduce debt including debt wiped for food / activity / other reasons on an individual basis.

What about debt agencies?

Some libraries use debt agencies to reduce the time staff spend on this task. This makes overdue fines more stressful and stops people from returning to libraries out of fear and shame.

Non-use of debt agencies improves the relationship with customers and reduces the fear of borrowing. It also returns control of debt write-off and the relationship with borrowers back to

the library. A PLNZ survey in December 2021 revealed that only 19 respondents used debt agencies, with some of these having paused this to mitigate Covid hardships.

- **Auckland Libraries:** stopped using debt agencies before removing fines.

Do Libraries have other charges – and should they review these?

Yes. Libraries should review their loan rules and fees and charges regularly to ensure they are still appropriate and relevant.

Most libraries have policies and processes to allow for waiving on compassionate grounds. Reviewing these and what authority is needed to waive them can reduce the barrier on an individual basis. Other fees and charges that can be reviewed:

- Rental fees for all items
- Holds charges
- Replacement card charges
- Replacement fees for lost items

What about amnesties – do they work?

Yes. Amnesties do encourage people to return but have only a short-term effect. They can also be used as a way of reducing historic debt if this is not written off when fines are removed.

Twelve libraries in the PLNZ survey in December 2021 said they had ad-hoc or regular amnesties.

- **Auckland Libraries:** has planned a 3-month amnesty for later in 2022 to remove debt from lost and damaged books. To keep it simple and appealing it was decided to waive the debt based on customers having a conversation with library staff about what the library has to offer people rather than ask for any payment, food, or act of service.
- **Grey District Libraries:** has used donating food for the Salvation Army and “reading away your fines” to remove debt for their customers.
- **Leicester Libraries (UK):** used a one-month amnesty in 2020 to promote their services and encourage further reading. To take part in the amnesty, customers were asked to return any late books to a member of the library staff and borrow at least another book. All that was needed was one form of identification showing an address, so the customer details could be updated.
- **Chicago Public Libraries:** before removing fines completely, used amnesties for short-term relief for borrowers. The amnesty in 2016 resulted in over 15,000 new patrons and patrons returning their cards to good standing. This also included a return of over \$800,000 of CPL material. The late materials ranged from items only a few weeks overdue to one book that had been due in 1934!

Should libraries measure the impact of removing fines?

Yes. Setting up measures before removing fine and comparing metrics, and monitoring customer feedback channels including social media are good ways to evaluate impact.

Once the campaign and amnesty are complete these should show how successful going fine free has been.

- **Auckland Libraries:** set up weekly reporting* on some key indicators to measure and report the impact of removing fines such as:

- increase in use
- reducing blocked members
- reducing lapsed members
- increase in new members
- **This has been compromised by Covid lockdowns.*

What about a media campaign to get the message out to lapsed customers, is it worth it?

Yes. You need to tell people the barrier is gone.

Councils have used media releases, direct email mailouts, and campaigns to welcome people back and tell them the good news. This can also expose all the services people may not know libraries offer.

- **Halifax Public Library (Canada):** Goodbye, Fines. Hello, Library Media commented, "This change is long 'overdue'."
- **Auckland Libraries:** removed fines on 1 September 2021 in the middle of a Level 4 lockdown. This meant the campaign was postponed, and in April 2022 there were still 15,000 members blocked from borrowing and many lapsed members have not returned. An amnesty campaign is now planned for July 2022.

Is there one good reason for removing fines?

Yes. It eradicates hardship!

- **Far North Libraries, NZ:** We have many more child and teen borrowers, and many more happy families. In the end, one day, ten years from now, I think that is going to make a difference in this community as those kids are going off to university or into jobs.

2.8 Attachments

Nil

PUBLIC EXCLUDED ITEMS

That the public be excluded from the following parts of the proceedings of this meeting, namely:

AGENDA ITEMS

1. Creative Communities Funding Distribution March 2023

The general subject of each matter to be considered while the public was excluded, the reasons for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution were as follows:

General subject of each matter to be considered.	Reason for passing this resolution in relation to each matter.	Ground(s) under section 48(1) to the passing of this resolution.
1. Creative Communities Funding Distribution March 2023	7(2)(a) Protect the privacy of natural persons, including that of a deceased person	48(1)A That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist: (i) Where the local authority is named or specified in Schedule 1 of this Act, under Section 6 or 7 (except 7(2)(f)(i)) of the Local Government Official Information and Meetings Act 1987.

NAPIER PEOPLE AND PLACES COMMITTEE

Open Minutes

Meeting Date: Thursday 23 March 2023

Time: 9.30am – 9.43am

Venue The Ballroom
War Memorial Centre
Marine Parade
Napier

Livestreamed via Council's Facebook page

Present Councillor McGrath (In the Chair), Mayor Wise, Councillors Boag, Browne, Chrystal, Crown, Greig, Mawson, Price, Simpson, Tareha and Taylor

In Attendance Chief Executive (Louise Miller)
Deputy Chief Executive / Executive Director Corporate Services (Jessica Ellerm)
Executive Director Community Services (Thunes Cloete)
Acting Executive Director City Strategy (Rachael Bailey)
Acting Executive Director Infrastructure Services (Darran Gillies)
Manager Communications and Marketing (Julia Atkinson)
Pou Whakarae (Mōrehu Te Tomo)
Chief Financial Officer (Caroline Thomson)
Senior Advisor Policy (Rebecca Peterson)
Manager Governance (Andrew Springett)

Administration Governance Advisors (Anna Eady and Carolyn Hunt)

Karakia

The Committee opened the meeting with a karakia

Apologies

Councillor Price / Councillor Tareha

That the apology from Deputy Mayor Brosnan be accepted.

Carried

Conflicts of interest

Nil

Public forum

Nil

Announcements by the Mayor

Nil

Announcements by the Chairperson

Nil

Announcements by the management

Nil

Confirmation of minutes

There were no minutes to confirm.

AGENDA ITEMS

1. SAFER NAPIER PROGRAMME UPDATE

Type of Report:	Information
Legal Reference:	N/A
Document ID:	1629478
Reporting Officer/s & Unit:	Rebecca Peterson, Senior Advisor Policy Anne Bradbury, Manager Community Strategies

1.1 Purpose of Report

To provide a summary of the year of the Safer Napier programme, including key highlights and benefits to Council and the Napier community.

At the meeting

The Officer spoke to the report and in response to questions from the Committee it was clarified:

- During Cyclone Gabrielle community safety was compromised by lack of connectivity to power, phones and internet. In light of the Cyclone it is a good time to look at the Safer Napier action plans and priorities can be considered at the next strategic meeting.
- There has been an audit check of the rescue buoys along the Marine Parade by Council's City Services team since the Cyclone. A check of the safety signage along the Parade is yet to be carried out.

COMMITTEE Councillors Mawson / Tareha

RESOLUTION

The Napier People and Places Committee:

- a. **Receive** the Safer Napier Programme Update.

Carried

The Chair of the Committee, Councillor McGrath, said to those who have been affected by the Cyclone, stay strong; he expressed thanks to those in the community and to the Napier City Council team who have helped with the cyclone response. He also expressed thanks to the overseas assessors and loss adjustors who have travelled from Canada, Australia and the United Kingdom to help with the response.

The meeting closed at 9.43am

Approved and adopted as a true and accurate record of the meeting.

Chairperson

Date of approval