

This summary details the latest quantitative research, carried out between 10 October and 5<sup>th</sup> November 2015 to inform the continual development of the All Right? campaign for greater Christchurch. This research provides a comparison to data that was collected in November 2012. It was undertaken through phone interviews with a representative and randomly selected sample of 800 individuals aged 15 years and over and living within greater Christchurch (the Christchurch City, Waimakariri and Selwyn Districts). However, while the survey collected responses from a representative sample of 800 residents, the findings may not necessarily be applicable to all individuals living in the Christchurch area. As such, the findings should be interpreted with some caution. Any changes identified between 2015 and 2012 are statistically significant with 95% confidence.

In addition, qualitative research was carried out between 20<sup>th</sup> August and 3<sup>rd</sup> September 2015. This research consisted of eight focus groups, which were structured to ensure a range of gender, ethnicity, age and socio-economic status was represented. The qualitative research uncovers more about people's experiences (why things may be the way they are) and therefore is an important component of the overall project. Qualitative data is not representative or generalisable, rather it presents the views of those participating in the focus groups.

### Key findings:

**Quantitative findings showed some significant changes between November 2012 and November 2015, including:**

#### Improvements in 2015

- Fewer respondents reported worrying about another big earthquake happening than in 2012 (42% in 2015, 54% in 2012).
- Fewer respondents were struggling to deal with things that have happened as a result of the earthquakes than in 2012 (28% in 2015, 46% in 2012).
- More respondents felt connected to greater Christchurch than in 2012 (49% in 2015, 46% in 2012).
- Fewer respondents reported feeling angry about the decisions made by the powers that be in 2015 (51% in 2015, 59% in 2012).
- Fewer respondents reported that their life was worse than before the earthquakes (28% in 2015, 38% in 2012).
- Fewer respondents reported that they were experiencing more financial problems because of the earthquakes (24% in 2015, 30% in 2012).
- Fewer respondents reported that their children were anxious or clingy (11% in 2015, 17% in 2012).
- Fewer respondents reported that they smoke more than they did before the earthquakes (6% in 2015, 11% in 2012).

#### Challenges in 2015

- Fewer respondents reported doing a lot to stimulate their mind (60% in November 2015, 68% in November 2012).

- Fewer respondents reported that they were regularly eating well (72% in November 2015, 80% in November 2012).
- Fewer respondents reported that they notice the simple things that give them joy (61% in November 2015, 71% in November 2012).

In October/November 2015, 61% of respondents reported that they owned property in greater Christchurch at the time of the September 2010 earthquakes. Of those, 92% reported that they had had a claim with EQC or an insurance company. Over one quarter (26%) of respondents with a claim reported that these claims had not been settled. Of those who had settled, one fifth were dissatisfied with the final outcome of the settlement (20%). Four fifths of respondents were satisfied with the final outcome of the settlement (80%).

When comparing those whose claim had been settled with those whose claim had not been settled, some significant differences were found.

If the respondent's EQC or insurance claim had not been settled the respondent was more likely to:

- report that their current living situation is getting them down (34% not settled, 12% settled)
- report that they feel angry about the decisions being made by the powers that be (66% not settled, 48% settled)
- report that life is much worse than before the earthquakes (50% not settled, 26% settled)
  - Of those that reported that life was much worse than before the earthquakes, almost one tenth reported that life is worse due to loss of morale (9% not settled, 1% settled).
- report that they are financially worse off than before the earthquakes (42% not settled, 19% settled)
- report feeling frustrated (53% not settled, 34% settled)
- report that their life is full of uncertainty (49% not settled, 28% settled)
- report that they feel angry (27% not settled, 10% settled)
- report that their experience of the insurance or EQC process was:
  - frustrating (82% not settled, 52% settled)
  - overly slow (78% not settled, 44% settled)
  - confusing (65% not settled, 44% settled)
  - intimidating (44% not settled, 23% settled).

**Qualitative findings** showed that some participants were feeling positive about the future of greater Christchurch, with some excitement expressed about what has been built and the rate of progress on some buildings, especially in the central city. The most successful aspects of the city were seen to have been those that have been community led, such as Gap Filler.

*"We made the right decision to stay. It will be an exciting place when stuff does get rebuilt... some of the new buildings are great".*

Others felt a sense of loss and also of disorientation. Some participants expressed an emotional attachment to Christchurch, feeling that the city is part of their self-identity. This was particularly the case for people who had lived in Christchurch long-term or for multiple generations. These participants wanted to maintain as much as possible of 'their' Christchurch.

The qualitative findings indicate that although life for some participants had moved on significantly since the 2011 earthquakes, others felt stuck and unable to move forward with life.

*“Our house in Lyttelton is damaged and [insurance company] doesn’t want to know about it. The earthquake is a real bummer. No one can move on at the moment. My life is in limbo. Can’t get money out of the house to do what I want to do. It’s stopped me from moving on”.*

A number of participants felt angry particularly towards the authorities and what respondents perceived as a lack of accountability. This perceived lack of accountability was leading to respondents lacking trust in, for example, insurance companies, EQC and government.

*“The earthquakes should have been the worst thing that happened to you not afterwards”.*

Some participants identified that they felt a deep sense of hurt both from the earthquakes and the subsequent management of earthquake related issues:

*“We have been hurt by the earthquakes but we soldier on”.*

*“We are resilient but deep down we are hurting”.*

*“I think lots of people in Christchurch feel that other people were so much worse off. That’s why we shouldn’t complain. Deep down you feel quite hurt.. but other people are hurting more”.*

## **Impact of earthquakes on physical and mental health and wellbeing**

### **Quantitative data:**

- Over three quarters of respondents felt they had moved on from the effects of the earthquakes (78% in 2015, not asked previously).
- Almost three quarters of respondents ‘agreed’ that the gap between the haves and the have-nots had widened over the last four years (71% in 2015, not asked previously).

### **Significant changes observed in October/November 2015:**

- Fewer respondents were struggling to deal with things that have happened as a result of the earthquakes than in 2012 (28% in 2015, 46% in 2012).
- Fewer respondents reported worrying about another big earthquake happening than in 2012 (42% in 2015, 54% in 2012).
- Fewer respondents ‘agreed’ that they regularly ate well (72% in 2015, 80% in 2012).
- Fewer respondents reported that they notice the simple things that give them joy (61% in 2015, 71% in 2012).
- Fewer respondents reported doing a lot to stimulate their mind (60% in 2015, 68% in 2012).

### **Findings unchanged (any differences not statistically significant) between November 2012 and October/November 2015:**

- One half of respondents at both timepoints ‘agreed’ that they regularly slept well (50% in 2015, 50% in 2012).

- Over a third of respondents 'agreed' that they had more health issues than they did before the earthquakes (37% in 2015, 33% in 2012).
- Over half of respondents reported keeping physically active regularly (52% in 2015, 56% in November 2012).
- Over one tenth of respondents 'agreed' that they were drinking more alcohol than they did before the earthquakes (14% in 2015, 17% in 2012).
- Over half of respondents had a lot of hobbies or interests (60% in 2015, 63% in 2012).
- Over one third of respondents reported giving time to help others (37% in 2015, 36% in 2012).
- Almost one third of respondents reported that they try new experiences (29% in 2015, 31% in 2012).
- Over four fifths of respondents reported having a better sense of what is important to them now, compared with before the earthquakes (81% in 2015, 83% in 2012).
- About a fifth of respondents (19% in 2015, 23% in 2012) 'agreed' that their current living conditions got them down.
- One tenth of respondents 'agreed' that they argued with their partner more than they did before the earthquakes (10% in 2015, 8% in 2012).
- Four fifths of respondents 'agreed' that they valued others more now than before the earthquakes (80% in 2015, 83% in 2012).

## Impact of earthquakes on children and parenting

### Quantitative:

#### Significant changes observed in October/November 2015:

- Fewer respondents reported that their children are anxious or clingy (11% in 2015, 17% in 2012).
- The following challenges to parenting (identified by respondents with children aged under 18 in the household) were reported by fewer respondents in 2015:
  - earthquake anxiety (5% in 2015, 15% in 2012).
  - stress (4% in 2015, 10% in 2012).
  - school disruption (2% in 2015, 10% in 2012).

#### Findings unchanged between November 2012 and October/November 2015:

- Almost one fifth of respondents who had children 'agreed' that their children had more health issues than they did four years ago (16% in 2015, 13% in 2012).
- Almost a quarter of respondents (who had children aged under 18 in the household) reported no challenges to parenting (23% in 2015, 24% in 2012).

### Qualitative:

- Some parents reported that their children had struggled as a result of the earthquakes; however the majority of parents perceived their children were now okay.

## Support networks and connectedness

Significant changes observed in October/November 2015:

- Fewer respondents reported not feeling connected to church, worship, prayer or karakia (65% in 2015, 73% in November 2012).

No significant change between November 2012 and October/November 2015:

- Four fifths of respondents felt connected to their family (80% in 2015, 76% in 2012).
- Almost three quarters of respondents felt connected to their friends (70% in 2015, 71% in 2012).
- Almost a third of respondents felt connected to their neighbours (27% in 2015, 30% in 2012).
- Almost half of respondents felt connected to greater Christchurch than in 2012 (49% in 2015, 46% in 2012).
- Over a third of respondents felt connected to nature (40% in 2015, 46% in 2012).

## The challenges of the recovery

Significant changes observed in October/November 2015.

- Fewer respondents 'agreed' that they felt angry about the decisions being made by the 'powers that be' (51% in 2015, 59% in 2012).
- Fewer respondents 'agreed' that they were tired of waiting for the authorities or companies to fix their home (28% in 2015, 42% in 2012).

No significant change between November 2012 and October/November 2015:

- Over three fifths of respondents 'agreed' that they understood the amount of time it is taking for things to get back to normal (84% in 2015, 82% in 2012).
- One tenth of respondents 'agreed' that it was difficult at present for them to find somewhere suitable to live (10% in 2015, 11% in 2012).
- Over four fifths of respondents 'agreed' that the house where they live or were living was damaged by the earthquakes (81% in 2015, 77% in 2012).
- Over half of respondents 'agreed' that roadworks are a big problem for them in their life (57%, not asked in 2012).
- Over two thirds of respondents 'agreed' that they are grieving for 'what we have lost of Christchurch' (61% in 2015, 66% in 2012).

## Attitudes

Fewer respondents in 2015 reported that they believed their life was worse now compared to before the earthquakes (28% in 2015, 38% in 2012, difference significant), almost half of respondents thought life was the same (49% in 2015, 36% in 2012, difference significant), and over a fifth thought life was better (23% in 2015, 26% in 2012, difference not significant). Respondents were also asked in what way their life is better than before the Canterbury earthquakes and in what ways their life is worse than it was before the earthquakes. This question was not asked prior to 2014.

Of those who identified that their life was better than before the earthquakes, the ways life was better included:

- Having better work opportunities (25% in 2015)
- Being able to move on with life (23% in 2015)
- House issues being resolved (19% in 2015)
- A change in values and priorities (19% in 2015)
- Having improved relationships (14% in 2015)
- Being part of a stronger community (10% in 2015), and
- Having undertaken personal growth (5% in 2015).

Of those who identified that their life was worse than before the earthquakes, the ways life was worse included:

- housing issues (26% in 2015)
- lost facilities and activities (24% in 2015)
- roadworks and bad traffic (22% in 2015)
- worse financial situation (15% in 2015)
- increased anxiety (14% in 2015)
- decreased social connections (14% in 2015), and
- overall inconvenience (11% in 2015).

Respondents were asked about things that they do differently as a result of the earthquakes. The following things were reported:

- being prepared for emergencies (15%)
- more aware of surroundings and personal safety (10%)
- changes to travel routine (due to roadworks) (8%)
- appreciate things more (6%)
- appreciate friends and family (5%)
- secure things in house (5%), and
- look after myself (4%).

Respondents were also asked if they did the following, since the earthquakes:

- make sure I know where my family members are (61%)
- keep some cash on hand (51%)
- look for exits in large buildings (46%), and
- make sure I have at least half a tank of petrol (41%).

## How respondent felt

In 2015 respondents felt:

- for others who are struggling (97%)

- grateful (92%)
- happy (91%)
- accepting of their situation (90%)
- in control of their life (83%)
- trusting of others (81%)
- lucky (79%)
- excited about the future (73%)
- they had lots of get up and go (67%)
- tired (59%)
- stressed (39%)
- distrustful of the authorities (38%)
- frustrated (37%)
- life is full of uncertainty (37%)
- anxious (28%)
- they had difficulty concentrating (26%)
- overwhelmed (20%)
- angry (14%)
- insecure (14%), and
- they were struggling to cope (14%).

**This question has been asked in a different way from previous surveys, so cannot be directly compared to previous responses.**

### **New arrivals to Canterbury**

Of the respondents who have moved to Canterbury since 2012 (76 out of 800 in 2015), the main reason for moving to the area was:

- education (52% in 2015)
- work (17% in 2015)
- returning home after time away (11% in 2015)
- for the rebuild (6% in 2015) and
- 'Other' (14% in 2015).

### **Significant differences in responses by gender, November 2015**

- Female respondents were more likely to 'agree' that they worry about another big earthquake happening, than males (51% of females compared with 32% of males).
- Females were more likely to 'agree' that they were grieving for what they had lost of Christchurch, than males (68% of females compared with 54% of males).
- Females were more likely to 'agree' that they value what they have more now than before the earthquakes, than males (87% of females compared with 74% of males).
- Females were more likely to report that they have more health issues than they did before the earthquakes, than males (43% of females compared with 30% of males).
- When asked to describe how they feel at present, females were more likely than males to report that they felt:
  - tired (65% of females, 53% of males)
  - stressed (48% of females, 30% of males)

- frustrated (42% of females, 32% of males)
- anxious (36% of females, 19% of males), or
- lucky (84% of females, 75% of males).
- Male respondents were more likely to 'disagree' that roadworks are a big problem for them in their life, than females (47% of males compared with 36% of females).
- Male respondents were more likely to report that their life is better than before the Canterbury earthquakes, than females (28% of males compared to 19% of females).

## Significant differences in responses by age, November 2015

Respondents **aged 15-29 years old** were more likely to 'agree' (than other age groups) that:

- they try new experiences (56% 15-29, 20% 30-59, 22% 60+).
- they have people around them that they can trust to talk about how they are feeling (97% 15-29, 92% 30-59, 90% 60+).

Respondents **aged 30-59 years old** were more likely to 'agree' (than other age groups) that:

- the gap between the 'haves' and the 'have nots' has widened over the last four years (77% 30-59, 57% 15-29, 71% 60+)
- roadworks are a big problem in their life (62% 30-59, 57% 15-29, 47% 60+).
- their current living conditions were getting them down (24% 30-59, 15% 15-29, 14% 60+), and
- they feel like they are constantly too busy (68% 30-59, 55% 15-29, 38% 60+).

Respondents **aged 30-59 years old** were less likely (than other age groups):

- to 'agree' that they take time to look after themselves (90% 30-59, 95% 15-29, 97% 60+).
- to feel connected to their friends (62% 30-59, 82% 15-29, 73% 60+).

Respondents **aged 60 years old and over** were more likely (than other age groups) to:

- feel connected to Canterbury as a place (61% 60+, 35% 15-29, 49% 30-59)
- belong to a sports or interest club (42% 60+, 35% 15-29, 28% 30-59).

Respondents **aged 60 years old and over** were less likely (than other age groups):

- to 'agree' that they worry about another big earthquake happening (32% 60+, 50% 15-29, 43% 30-59).
- to 'agree' that they have a better sense of what is important to themselves now, compared to four years ago (74% 60+, 81% 15-29, 84% 30-59).