

# Chapter Six

# Social

# Connectedness

## What's in this chapter?

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Overall quality of life

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Diversity and identity

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Community strength and spirit

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Access to telecommunications

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Arts and culture

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**This chapter looks at how people come together, interact and network. Social connectedness provides an indication of community strength.**

### Why this is important

The concept of community is fundamental to people's overall quality of life and sense of belonging. Informal networks and how people connect with others are important for strong communities and social cohesion.<sup>1</sup> Confident and connected communities support social and economic development in our cities. Strong communities have fewer social problems, are more adaptable in the face of change and when they do experience difficulty they have internal resources to draw upon.

Population growth and change in our cities impact on the relationships people have with others and their sense of belonging to an area.

### Key points

Overall, there are relatively high levels of social connectedness in the 12 cities. The vast majority of residents in the cities felt they had a positive overall quality of life. Rodney, Wellington and Dunedin residents were slightly more likely to feel that they had a positive overall quality of life and Waitakere residents less likely.

In 2006, 28,346 people became New Zealand citizens, with 82.9% attending citizenship ceremonies in our cities. The cities in the Auckland region had the highest proportion of new citizens from Asia. Rodney, Hamilton and North Shore had higher proportions of new citizens from South Africa. Manukau, Porirua, Hutt and Waitakere had the highest proportion of new citizens from Oceania, primarily from Fiji and Samoa.

More than half of all residents (58.0%) felt positive about the impact of increasing lifestyle and cultural diversity on their city. Residents in Wellington, Dunedin, Porirua, Christchurch and Auckland felt most positively about increasing diversity. Across the cities, people aged 25 to 49 years and Asian/Indian residents felt most positively about increasing diversity.

Increasing diversity in cities was mirrored in the languages spoken. After English, Maori was the most commonly spoken language in four of our cities and Samoan in five cities.

Nationally, the most common social networks people belong to are family networks and networks through school or work.

School and work play a larger role in social networks in our cities than in the rest of New Zealand. The busy lives of city residents could be a reason for their lower involvement in community or voluntary groups than people living in other parts of New Zealand.

Compared with the rest of New Zealand, people in the 12 cities had slightly higher rates of affiliation with social networks based on shared interests or beliefs and lower rates of affiliation to the area in which they lived. Perhaps as a result, city residents had a lower sense of community within their local area compared to residents living outside our cities.<sup>2</sup>

Around three quarters of people had very positive interactions with their neighbours and considered that other people can usually or almost always be trusted and that they had access to support when they felt stressed.

City households have higher levels of access to telecommunications than households in the rest of New Zealand. Seventy six percent of households in our cities had access to a mobile phone and 64.7% of households had internet access in 2006, up from 42.7% in 2001.

Nearly three quarters (72.0%) of residents in the 12 cities thought their city had a culturally rich and diverse arts scene. Residents in Wellington, Dunedin and Porirua rated their city's arts scene as culturally rich and diverse.

Increasing diversity in cities was mirrored in the languages spoken. After English, Maori was the most commonly spoken language in four of our cities and Samoan in five cities.

### Links to other indicators

Households move frequently in cities and this may have an impact on people's ability to make connections and participate in community life. People living in households with lower income tend to have lower rates of social connectedness, which suggests that there may be financial barriers to participation.

The quality of the built environment has an important role in creating public spaces that are safe and welcoming and that provide focal points for people to experience community interaction.

Social connection and interaction between cultures are associated with people having better understanding of their neighbours and others and feeling safer. The ability to connect with people of similar interests through the internet means that more people are sustaining social networks outside their local area through online communities.

1 Putnam, R. (2000). *Bowling alone: The collapse and revival of American community*. New York: Simon and Schuster, defines strong communities as where there are high levels of coordination and cooperation for reciprocal and mutual benefit.

2 A community is often defined spatially through a shared geographic area such as a neighbourhood. Communities can also be the product of shared interest, such as online communities, religious or cultural groups, sports clubs, business or voluntary groups.

## Overall quality of life

- The vast majority of residents in New Zealand and in the 12 cities feel they have a positive overall quality of life.

### What this is about

This indicator provides a summary of the overall perception of quality of life of residents. It uses data from the 2006 Quality of Life Survey and is based on residents' perception of overall quality of life on a five point scale from 'extremely poor' to 'extremely good'.

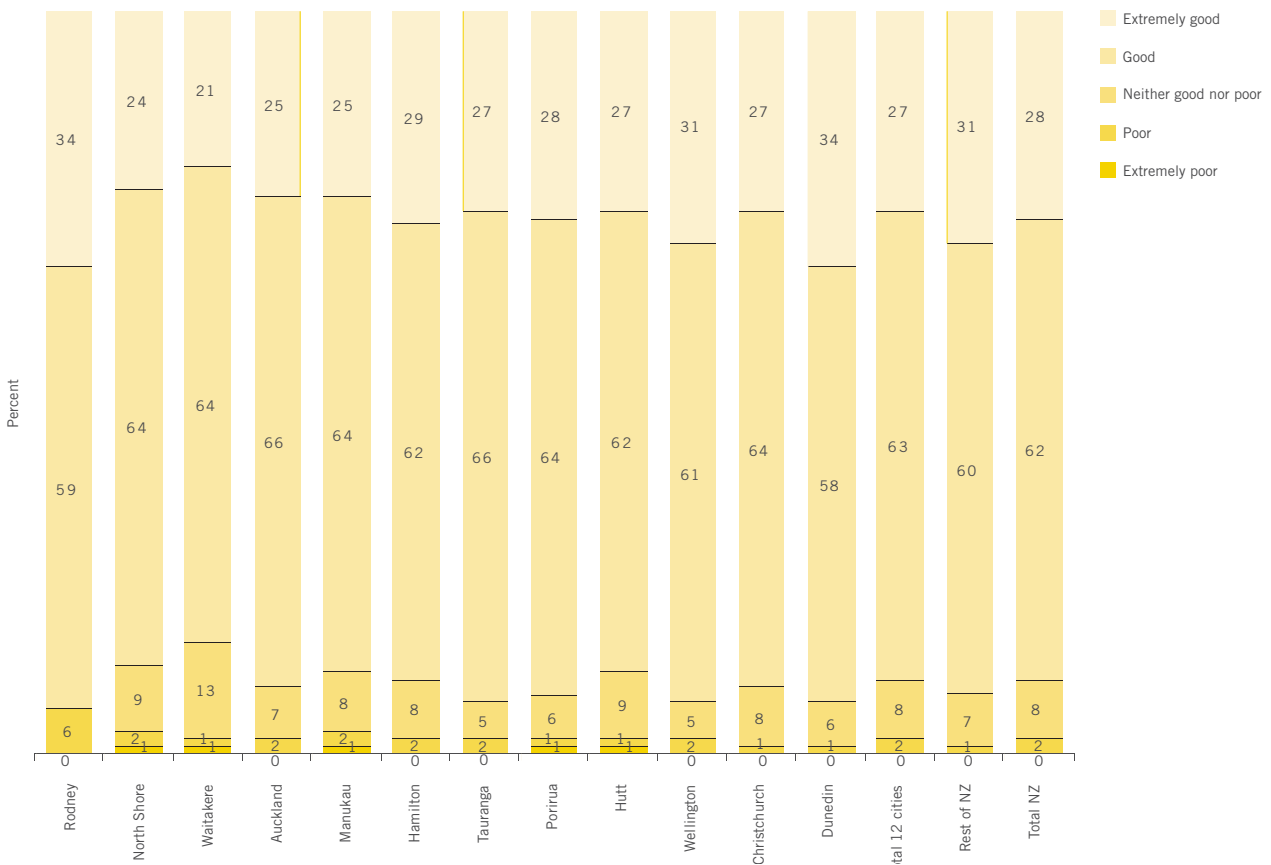
### What did we find?

The vast majority (90.0%) of residents in New Zealand felt they had a positive overall quality of life, rating it as good or extremely good. This was also the case in the 12 cities, where 90.0% of residents felt they had a positive overall quality of life and only 2.0% rated it as poor.

There was little difference in perceptions of quality of life between the cities. Residents in Rodney (93.0%), Wellington and Dunedin (both 92.0%) were most likely to report a positive overall quality of life. Waitakere residents were less likely to rate their quality of life positively (85.0%).

Nationally and in the 12 cities combined, a higher percentage of residents aged 65 years and over rated their quality of life positively. Residents with a higher household income were more likely to rate their quality of life positively as were New Zealand European residents, while Asian/Indian residents were less likely to rate it positively.

Residents' perceptions of overall quality of life (2006)<sup>3</sup>



Data source: Quality of Life Survey 2006

3 Figures might not add to 100% as 'don't know' responses are not shown.



## Diversity and identity

### 6. Social connectedness

- India is the most common source country for new citizens, followed by China, South Africa, England, Fiji and Korea.
- Almost two thirds of city residents feel positive about the impact of increasing diversity.
- A fifth of Maori people living in cities speak Maori.

#### What this is about

Cities are home to people from diverse cultures and lifestyles. Diversity impacts on how we communicate across cultures and on our sense of connectedness and belonging.

Understanding the changing population in cities ensures that facilities, services and the future development of our cities meet the needs of these diverse communities. The measures for diversity and identity are:

- Number of residents gaining citizenship
- Residents gaining citizenship by country
- Perceptions of diversity
- Languages spoken
- Maori speakers in the Maori population
- Languages spoken by New Zealand-born Pacific Islands and Asian residents.

#### What did we find?

##### Number of residents gaining citizenship

This measure is about immigrants making New Zealand their home. In 2006, 28,346 people became New Zealand citizens, with 82.9% attending citizenship ceremonies in our cities. There has been a steady increase (except in 2003) in the number of residents gaining citizenship, up from 19,274 in 2002.

Auckland (22.7%) had the highest share of citizenship ceremony attendees in 2006, followed by Manukau (17.0%) and North Shore (11.9%). New immigrants are likely to have been attracted to cities in the Auckland region by the wide employment opportunities and strong existing migrant community networks.

#### Numbers gaining citizenship (2004 to 2006)<sup>4</sup>

	2004	2005	2006
Rodney	310	360	401
North Shore	2,771	3,323	3,385
Waitakere	1,719	1,896	2,397
Auckland	5,446	5,541	6,441
Manukau	3,816	4,547	4,815
Hamilton	763	790	934
Tauranga	247	239	411
Porirua	215	147	165
Hutt	335	440	525
Wellington	1,206	1,253	1,488
Christchurch	1,305	1,709	2,208
Dunedin	302	289	327
<b>Total 12 cities</b>	<b>18,435</b>	<b>20,534</b>	<b>23,497</b>
<b>Rest of NZ</b>	<b>2,726</b>	<b>3,107</b>	<b>3,956</b>
<b>Total NZ</b>	<b>21,846</b>	<b>24,189</b>	<b>28,346</b>

Data source: Department of Internal Affairs

<sup>4</sup> Total New Zealand figure includes people attending ceremonies run by the Auckland, Wellington and Christchurch citizenship offices and overseas. People who attend these ceremonies are not classified by city.

## Diversity and identity continued

### Residents gaining citizenship by country

This measure looks at the source countries of people who have gained New Zealand citizenship.

The range of source countries for new citizens in New Zealand has steadily increased, with people coming from 183 countries in 2006, up from 156 in 2001 and 127 in 1996. In 2006, India (4,242) was the most common birth country for new citizens, followed by China, South Africa, England, Fiji and Korea.

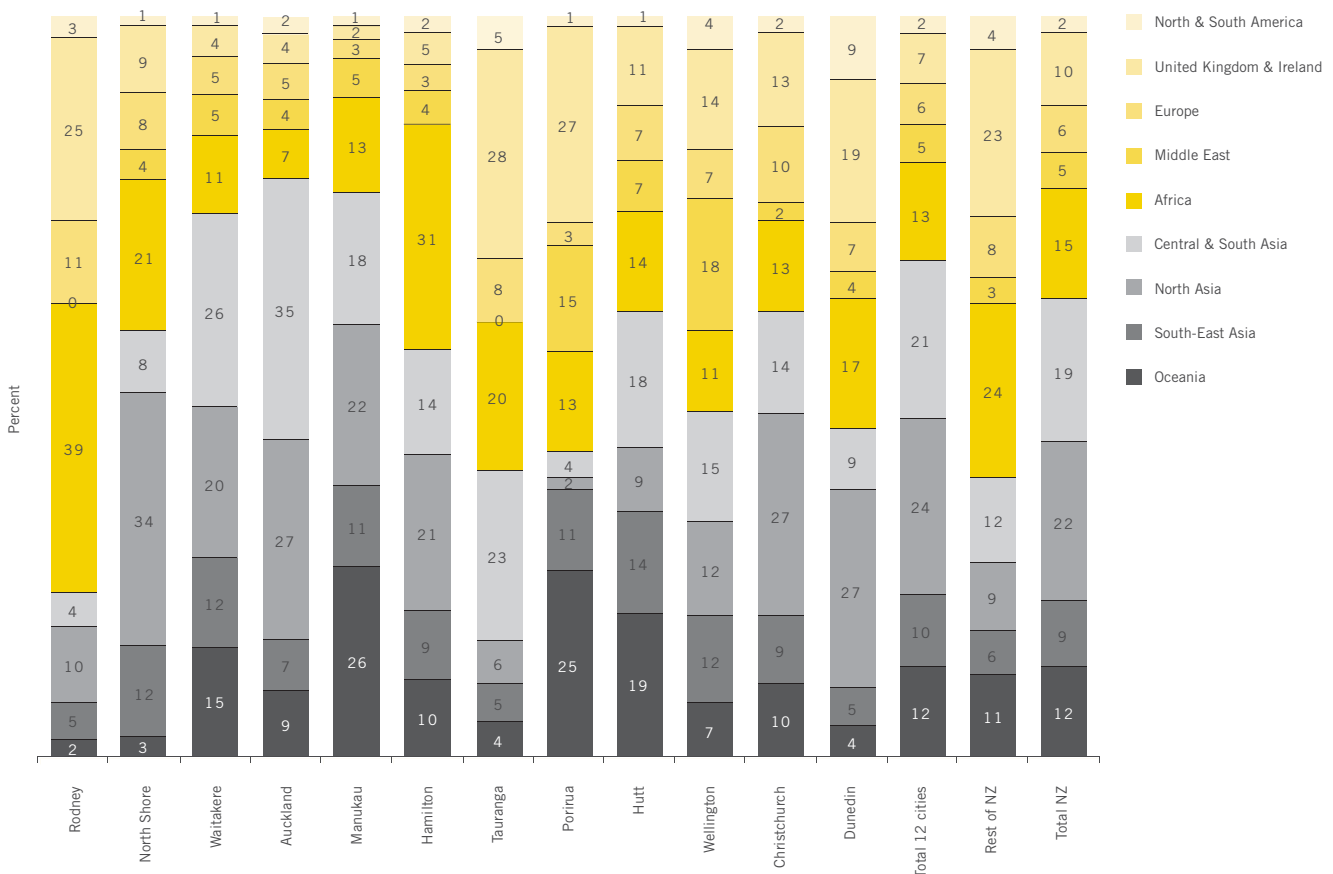
The growth of immigration from Asia is reflected in citizenships, with half of new citizens originating from Asian countries.

The main country of birth of new citizens differs across the 12 cities. Of our cities, Rodney, Hamilton and North Shore had higher proportions of new citizens from South Africa, which was similar to the rest of New Zealand. The cities in the Auckland

region had the highest proportion of new citizens from Asia: Auckland (69.4%), Waitakere (58.6%), North Shore (54.9%) and Manukau (50.6%). Asian residents comprised 50.2% of new citizens in Christchurch. There were differences in the make up of new Asian citizens, with a higher proportion in Auckland and Waitakere from countries in Central and South Asia and in North Shore, Manukau and Christchurch from North Asia (mainly China and Korea).

Tauranga (28.0%), Porirua (26.7%) and Rodney (24.9%) had the highest proportion of new citizens from the United Kingdom and Ireland. Manukau (25.6%), Porirua (24.8%), Hutt (19.2%) and Waitakere (14.7%) had the highest proportion of new citizens from Oceania, primarily from Fiji and Samoa.

Region of birth of residents gaining citizenship (2002 to 2006)



Data source: Department of Internal Affairs

## 6. Social connectedness



### Perceptions of diversity

Diversity is a particularly relevant issue in New Zealand's cities, as immigration and increasing cultural diversity have had a significant impact in cities.

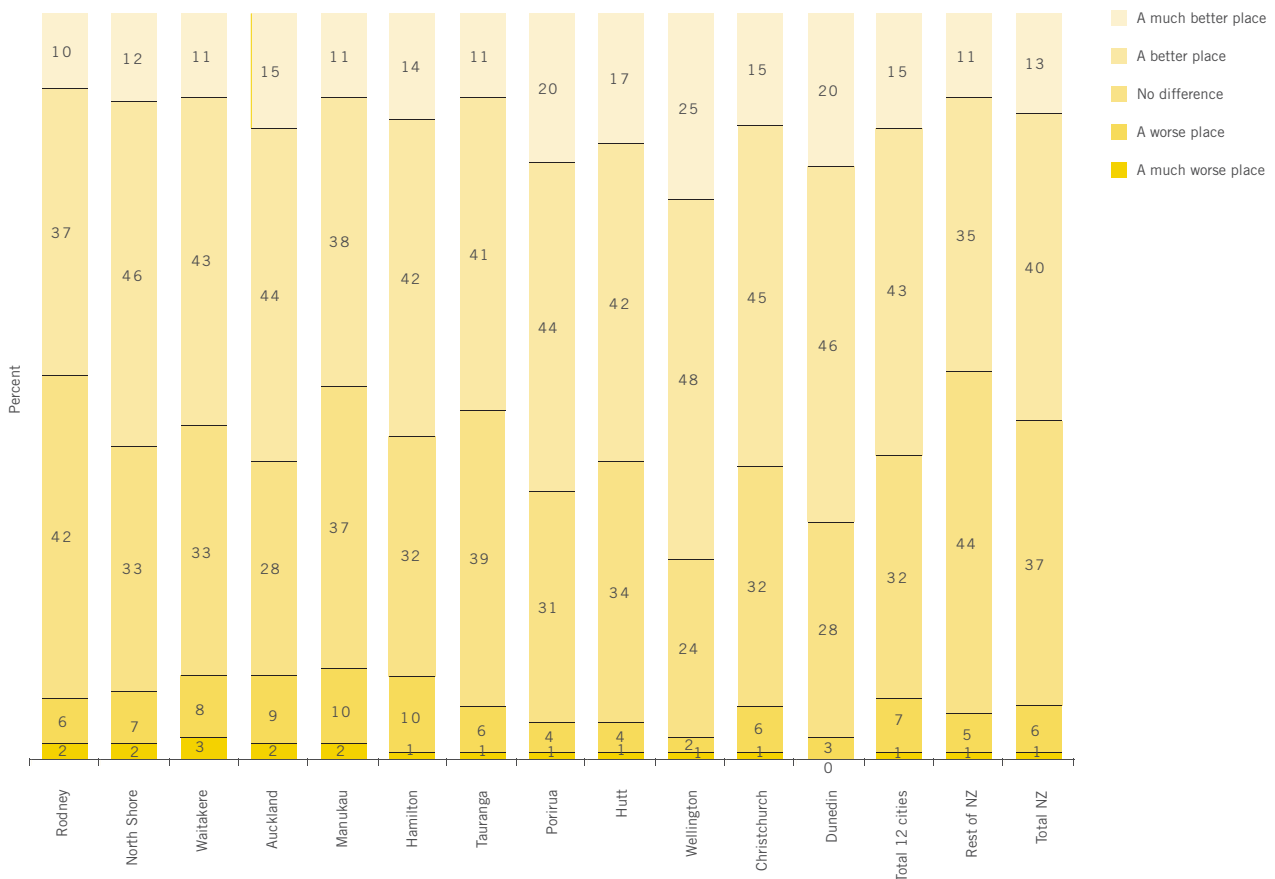
Residents were asked in the 2006 Quality of Life Survey whether they thought increasing lifestyle and cultural diversity made their area a better or worse place to live and asked the reasons for this view. Just over half of residents nationally (53.0%) felt positive about increasing diversity and said it made their area a better or much better place to live. Fifty-eight percent of residents in the 12 cities combined felt positive about the impact of increasing diversity. Reasons provided for the positive view were the introduction of new ideas and a broader perspective and greater cultural understanding and tolerance.

Residents in Wellington (73.0%), Dunedin (66.0%), Porirua (64.0%), Christchurch (60.0%) and Auckland (59.0%) felt most positively about increasing diversity. Residents in Rodney (47.0%) and those in the rest of New Zealand (46.0%) were less likely to consider that diversity made their area a better place to live.

Over the 12 cities, people aged from 25 to 49 years felt most positively about increasing diversity, as did Asian/Indian people, while Maori were less positive.

Nationally and in the 12 cities combined, a small percentage of residents felt that increasing diversity had a negative impact (7.0% and 8.0% respectively). This viewpoint was held by people who felt there was a lack of mixing and integration by people of other cultures into New Zealand society and that there were too many foreigners and different cultures.

Residents' perception of the impact of increased cultural diversity (2006)<sup>5</sup>



Data source: Quality of Life Survey 2006

<sup>5</sup> Figures might not add to 100% as 'don't know' responses are not shown.

## Diversity and identity continued

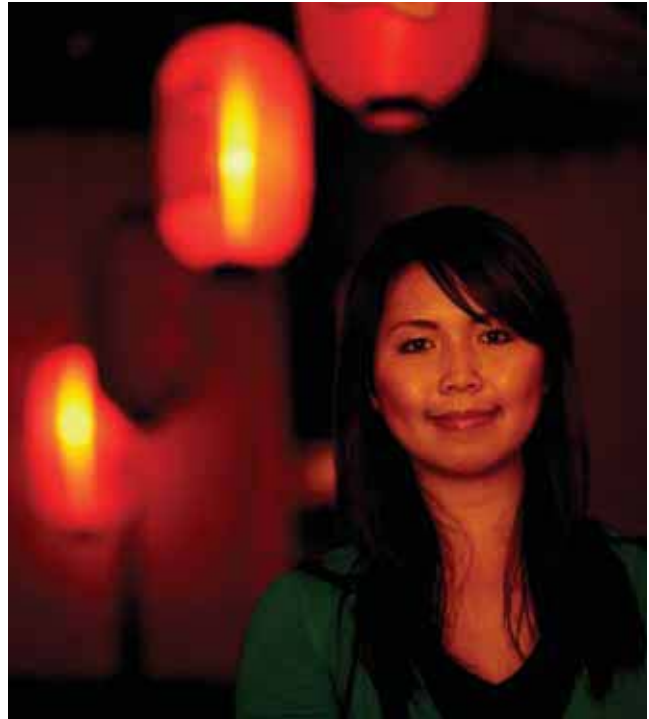
### Languages spoken

This measure looks at the languages in which people could have a conversation about everyday things. It is based on 2006 Census data.

Nationally, most people aged five years and over could hold a conversation in English (93.1%). The proportion was slightly lower (under 90.0%) in Waitakere, Auckland and Manukau, which have received relatively high numbers of migrants from non-English speaking countries.

Languages spoken reflect the ethnic make up of the cities. After English, Maori was the most common language spoken by residents of Rodney, Hamilton, Tauranga and Christchurch. Samoan was the most common language spoken after English in Waitakere, Auckland, Manukau, Hutt and Porirua. In North Shore, after English, Korean was the most commonly spoken language, while in Wellington and Dunedin it was French.

Maori was in the top four languages spoken in all cities except for North Shore and Auckland. New Zealand's third official language, Sign Language, was in the top 15 in all cities except North Shore, Manukau and Wellington.



### 15 most common languages spoken (other than English) (2006)

	Rodney	North Shore	Waitakere	Auckland	Manukau	Hamilton	Tauranga	Hutt	Porirua	Wellington	Christchurch	Dunedin	Rest of NZ	Total NZ
1st	Maori 1,425	Korean 7,902	Samoan 9,441	Samoan 13,896	Samoan 31,605	Maori 7,053	Maori 4,614	Samoan 4,770	Samoan 4,914	French 6,063	Maori 6,450	French 2,274	Maori 96,228	Maori 157,113
2nd	French 1,260	Northern Chinese 5,412	Maori 5,211	Hindi 13,629	Hindi 13,446	Sinitic not further defined 1,989	French 1,083	Maori 4,695	Maori 2,697	Maori 3,939	French 5,385	Maori 2,127	French 17,868	Samoan 85,428
3rd	German 1,119	Sinitic not further defined 5,085	Hindi 4,668	Northern Chinese 13,428	Maori 11,853	Hindi 1,578	Dutch 807	French 1,359	Tokelauan 942	Samoan 3,891	Sinitic not further defined 4,251	German 1,680	German 13,782	French 53,754
4th	Dutch 918	Yue <sup>6</sup> 4,227	Yue 2,928	Yue 12,135	Tongan 11,556	Northern Chinese 1,437	German 795	Yue 1,179	French 561	German 3,453	Samoan 4,212	Northern Chinese 966	Dutch 12,918	Hindi 44,589
5th	Afrikaans 831	Afrikaans 4,167	Northern Chinese 2,898	Sinitic not further defined 12,114	Yue 10,236	French 1,401	New Zealand Sign Language 714	Hindi 1,023	Cook Islands Maori 504	Yue 3,144	Korean 4,011	Yue 909	New Zealand Sign Language 11,571	Yue 44,154

Data source: Statistics New Zealand, Census 2006

<sup>6</sup> The Yue language is also known as Cantonese.

## 6. Social connectedness



### Maori speakers in the Maori population

This measure is of the number of people within the Maori population who can have a conversation about everyday things in the Maori language. It is based on Census data. Maori language proficiency is an important dimension of Te Ao Maori (Maori cultural inheritance).<sup>7</sup>

Nationally, the percentage of Maori who speak Maori was 23.9% in 2006, down from 25.6% in 2001. This was lower in our cities with 21.1% of Maori speaking Maori.

Hamilton (26.1%) and Hutt (25.6%) had higher percentages of Maori speakers amongst Maori residents, while Rodney (14.5%), Dunedin (17.2%), North Shore (17.9%) and Christchurch (18.3%) had the lowest proportions.

### Number and percentage of Maori speakers in the Maori population (2006)

	Number of Maori residents	Percentage speaking Maori %
Rodney	7,470	14.5
North Shore	12,519	17.9
Waitakere	22,890	19.6
Auckland	29,850	20.6
Manukau	47,346	22.0
Hamilton	24,576	26.1
Tauranga	16,569	23.6
Porirua	9,642	23.7
Hutt	16,281	25.6
Wellington	13,335	21.3
Christchurch	25,725	18.3
Dunedin	7,362	17.2
<b>Total 12 cities</b>	<b>233,565</b>	<b>21.4</b>
<b>Rest of NZ</b>	<b>331,764</b>	<b>25.7</b>
<b>Total NZ</b>	<b>565,329</b>	<b>23.9</b>

Data source: Statistics New Zealand, Census 2006



<sup>7</sup> Statistics New Zealand. (2002). *Towards a Maori statistics framework: A discussion document.*

### Languages spoken by New Zealand-born Pacific Islands and Asian residents

This measure is of the proportion of Pacific Islands and Asian people born in New Zealand who can have a conversation about everyday things in a language of their ethnic group.

Nationally, just over a quarter of people in the Pacific Islands and Asian ethnic groups who were born in New Zealand could speak a language of their ethnic group. This was higher in the 12 cities than in the rest of New Zealand. More than a third of New Zealand-born Pacific Islands residents in Manukau and Hutt could speak a Pacific Islands language. The proportion of the New Zealand-born Asian population that could speak an Asian language was highest in North Shore.

#### New Zealand-born Pacific Islands and Asian residents speaking the language of their ethnic group (2006)<sup>8</sup>

	Pacific Islands residents speaking Pacific languages	Asian residents speaking Asian languages
	%	%
Rodney	5.2	21.6
North Shore	21.6	34.8
Waitakere	28.2	25.1
Auckland	32.1	29.2
Manukau	34.6	30.8
Hamilton	15.3	20.5
Tauranga	12.4	13.4
Porirua	25.9	12.6
Hutt	34.7	21.4
Wellington	30.9	22.2
Christchurch	27.7	30.3
Dunedin	16.4	27.8
<b>Total 12 cities</b>	<b>30.6</b>	<b>27.1</b>
<b>Rest of NZ</b>	<b>11.3</b>	<b>15.8</b>
<b>Total NZ</b>	<b>26.8</b>	<b>25.4</b>

Data source: Statistics New Zealand, Census 2006

<sup>8</sup> The Pacific Islands and Asian languages that are included in this measure are not comprehensive. The Pacific Islands languages are Samoan and Tongan. The Asian languages included are Yue, Northern Chinese, Sinitic, Hindi, Japanese and Korean. As ethnicities are grouped, the language spoken may not necessarily be the language of a person's specific reported ethnic group.

## Community strength and spirit

### 6. Social connectedness

- The most common social networks are family, school or work networks.
- There is a higher sense of local community in the rest of New Zealand than in the 12 cities.

#### What this is about

The presence of formal and informal relationships between people, either living in the same local area or not, facilitates participation in society, encourages a sense of belonging and supports social cohesion.

Data for the measures is largely based on the 2006 Quality of Life Survey. The measures for this indicator are:

- Types of social networks
- Location of social networks
- Sense of community
- Community resilience
- Contact with neighbours
- Unpaid work
- Trust
- Social isolation
- Personal support.

#### What did we find?

##### Types of social networks

Residents were asked in the 2006 Quality of Life Survey about the range of their social networks and groups.

Nationally, the most common social networks people belonged to were a family network (64.0%) and a network through work or school (52.0%). People also commonly belonged to a hobby or interest group (35.0%), a sports club (33.0%), or a church or spiritual group (30.0%). The growing impact of the internet on how people form and sustain networks is shown by the 17.0% of people who belonged to an online community or interest group.

Patterns of social networks in the 12 cities combined followed a similar trend to national patterns. Residents in Manukau (70.0%) and Auckland (69.0%) were most likely to belong to a family network, while residents in Wellington (62.0%), Auckland and Hamilton (both 58.0%) were more likely to belong to a work or school network.

School and work played a larger role in the social networks in urban areas. People living in the rest of New Zealand (49.0%) were less likely to belong to a work or school network than residents in the 12 cities (54.0%). The busy lives of urban residents could be a contributing factor for those in our cities (22.0%) being less likely to belong to a community or voluntary group than people living in the rest of New Zealand (29.0%).

#### Types of social networks to which residents belong (2006)

	Rodney	North Shore	Waitakere	Auckland	Manukau	Hamilton	Tauranga	Porirua	Hutt	Wellington	Christchurch	Dunedin	Rest of NZ	Total NZ
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
A sports club	37	36	33	27	31	32	33	34	32	33	34	38	35	33
A church or spiritual group	26	27	34	35	36	34	26	36	31	32	31	25	28	30
A hobby or interest group	37	30	27	33	34	32	32	29	33	37	36	39	36	35
A community or voluntary group	31	21	23	21	22	19	22	25	22	22	23	27	29	25
Family	64	67	64	69	70	62	66	63	63	66	63	65	62	64
Online community or interest group	18	16	15	17	16	20	15	17	16	20	18	19	16	17
A network of people from work or school	48	55	50	58	52	58	48	56	53	62	51	57	49	52
Age specific group	1	1	1	2	1	2	1	3	2	2	2	0	1	1
Ethnic group	0	0	0	1	1	1	0	1	1	1	1	1	1	1
Friends/social group	2	4	3	2	2	1	4	3	3	4	3	2	3	3
Other social network or group	1	1	1	0	0	1	1	1	1	0	1	0	1	1

Data source: Quality of Life Survey 2006

## Community strength and spirit continued

### Location of social networks

Residents were asked in the 2006 Quality of Life Survey about where their main social networks were based.

Nationally, 25.0% of people said their main social networks were in the same area that they lived. This proportion was lower in the 12 cities combined (21.0%), while in the rest of New Zealand it was 29.0%.

In our cities, 22.0% of people said their main social networks were based on shared interests or beliefs, but not necessarily located in the same area where they lived. Nationally, 18.0% of people said this was the case.

Just over half of people nationally (51.0%) and in the 12 cities (52.0%) said their main social networks were a mix of those based locally and on shared interest and beliefs.

Residents in Rodney (29.0%), Waitakere and Manukau (both 27.0%) were more likely to have their main social networks in the same area that they lived. Residents in Christchurch (15.0%), Wellington (17.0%), Auckland and Hamilton (both 18.0%) were less likely to have networks locally.

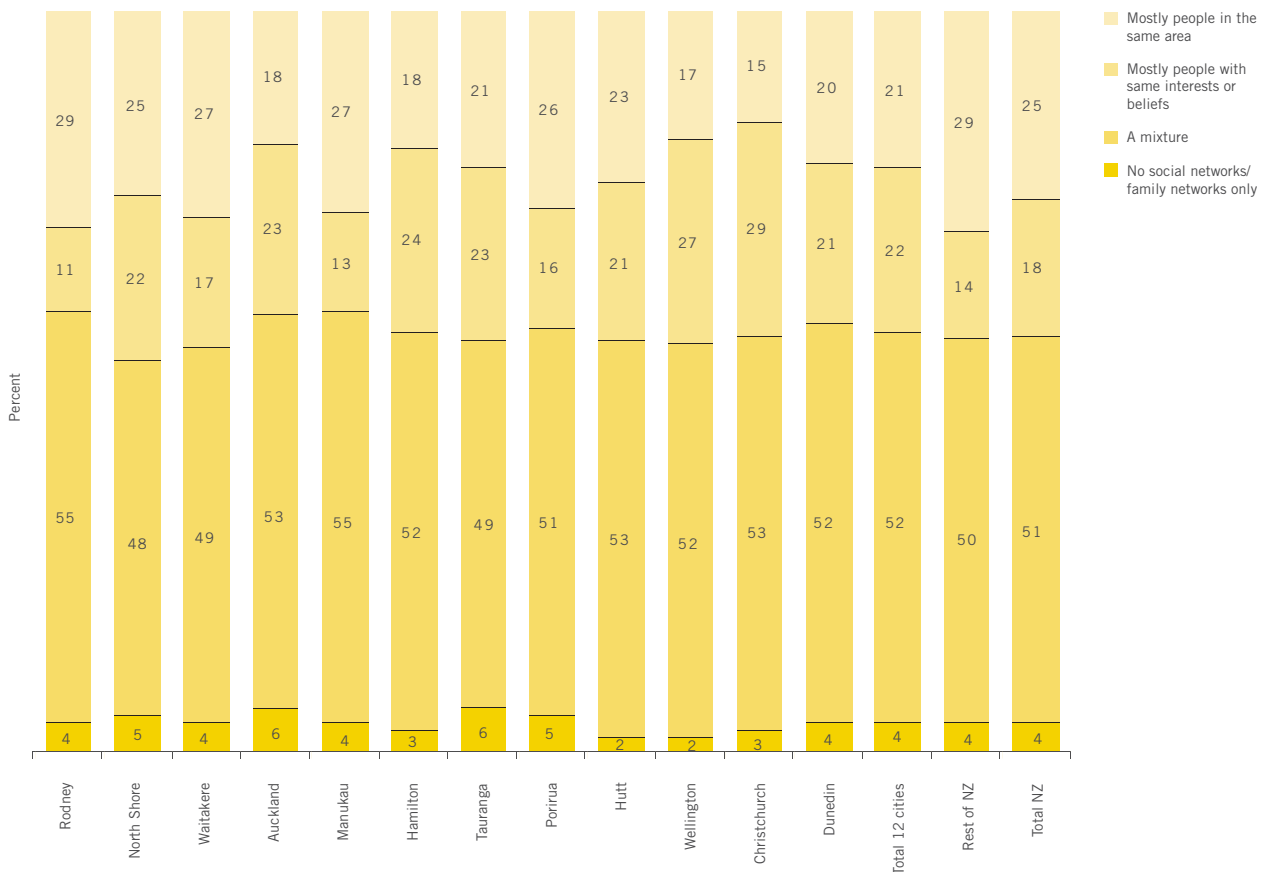
Residents in Christchurch (29.0%) and Wellington (27.0%) were more likely to have their main social networks based on shared interests or beliefs, while residents in Rodney (11.0%), Manukau (13.0%), Porirua (16.0%) and Waitakere (17.0%) were less likely to have mainly interest or belief networks.

Across the 12 cities and nationally, the location of social networks was linked to age. Compared to other residents, people aged 15 to 24 years were more likely to have a mix of both local area and shared interests, while those aged 25 to 49 years were more likely to have networks based mostly on shared interests or beliefs.

A small proportion of residents in our cities said they had no social networks or groups to which they belonged (3.0%).

The location of social networks can be influenced by mobility and access to information and communications technology.

Location of social networks to which residents belong (2006)



Data source: Quality of Life Survey 2006

6. Social connectedness

**Sense of community**

Residents were asked in the 2006 Quality of Life Survey if they thought a local sense of community was important and whether they felt a sense of community in their local neighbourhood.

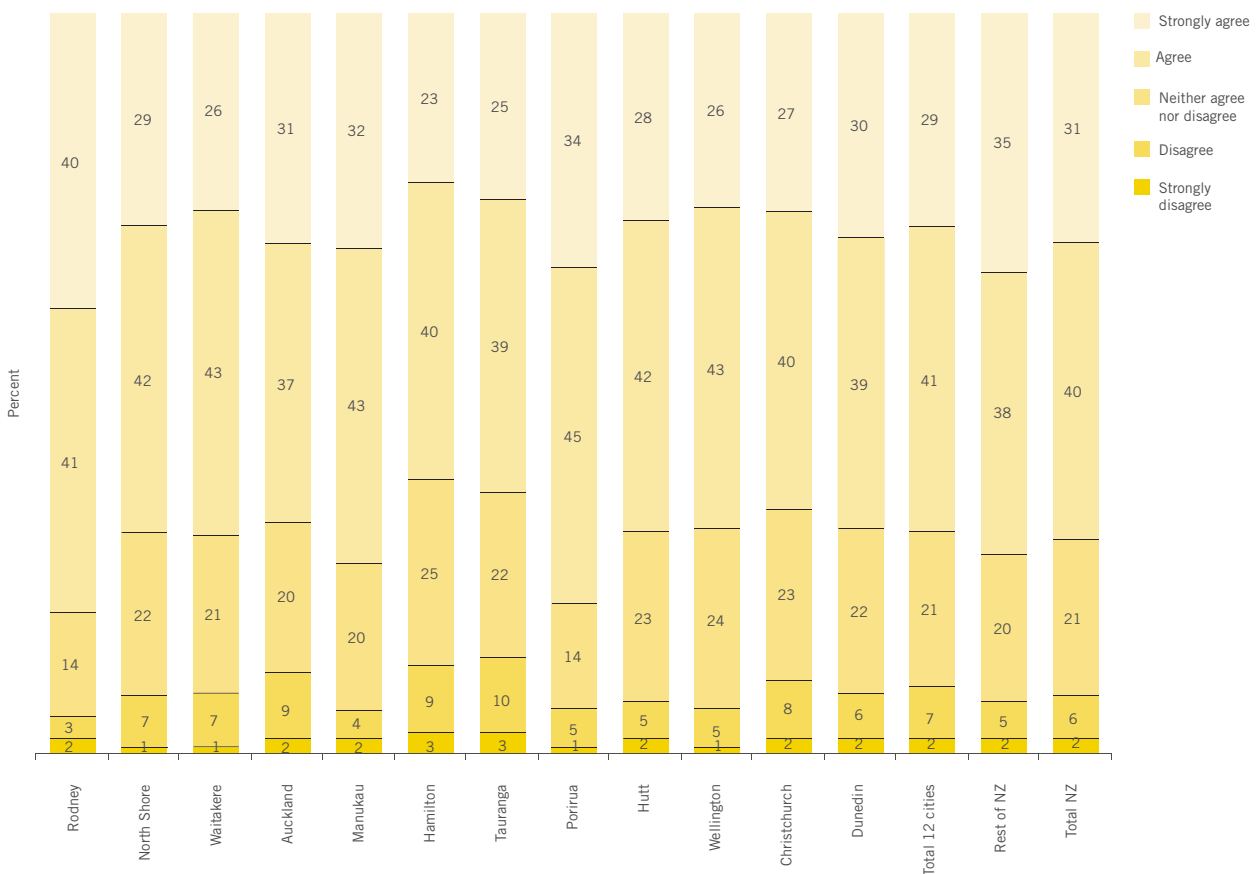
Nationally, 71.0% of people said a local sense of community was important, which was similar to the total 12 cities (70.0%) figure. In the rest of New Zealand, 73.0% said a sense of community was important.

Residents in Rodney (81.0%) were more likely to think that a local sense of community was important, while those in Hamilton (63.0%), Tauranga (64.0%) and Christchurch (67.0%) were less likely to see it as important.

Nationally, 59.0% of people said they felt a sense of community in their local neighbourhood. There was a higher sense of local community (65.0%) in the rest of New Zealand than in the 12 cities (55.0%).

Residents in Rodney (73.0%) were more likely to feel a sense of local community, while those in Waitakere, Hamilton (both 50.0%), Auckland (52.0%), North Shore (53.0%) and Christchurch (54.0%) were less likely to feel it. Reasons provided for not feeling a sense of local community were people's busy lives, lack of communication and events in the neighbourhood and unfriendly or unwelcoming neighbours.

**Residents' importance of sense of community in local neighbourhood (2006)<sup>9</sup>**

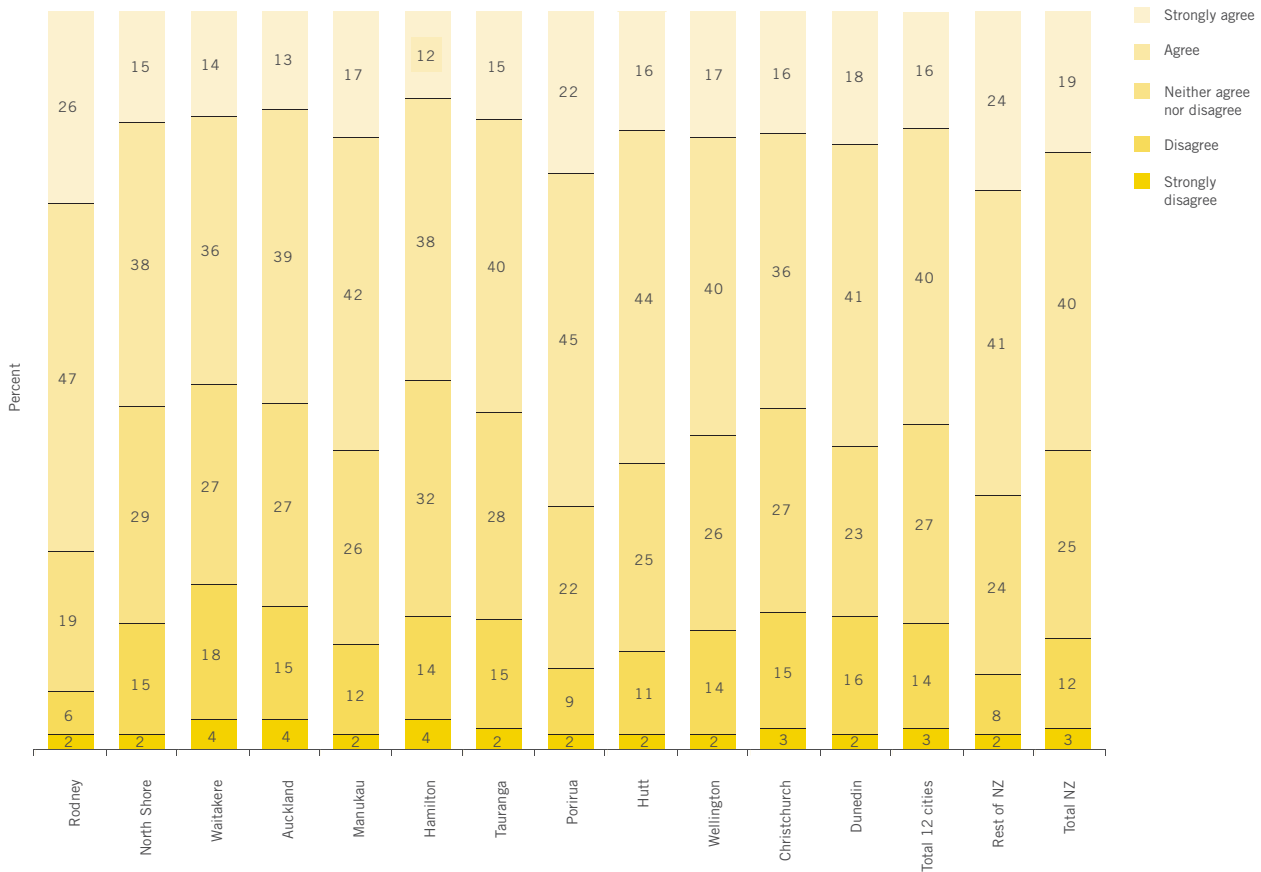


Data source: Quality of Life Survey 2006

<sup>9</sup> Figures might not add to 100% as 'don't know' responses are not shown.

## Community strength and spirit continued

Residents' sense of community in local neighbourhood (2006)<sup>10</sup>



Data source: Quality of Life Survey 2006

### Community resilience

This measure uses a community resilience index.<sup>11</sup> The index combines six factors using 2006 Census data and estimates an overall score of community resilience on a scale of one (high community/low community need) to nine (low community/high community need). The community resilience score reflects the extent to which communities seem likely to suffer increased demands on them and the extent to which they are able to deal with these demands.

This measure shows the number of wards in each city that are in each decile of the index.

There were differences in the overall community resilience of our cities. Half of Dunedin wards were decile two or three demonstrating a high degree of community resilience. By comparison, all of the wards in North Shore, Waitakere and Manukau were in the lower community resilience deciles, eight or nine, indicating lower levels of community connectedness and higher levels of need.

<sup>10</sup> Figures might not add to 100% as 'don't know' responses are not shown.

## 6. Social connectedness



## Number of wards in community resilience deciles (2006)

	High community/low community need						Low community/high community need			
	1	2	3	4	5	6	7	8	9	10
Rodney	0	0	0	0	1	1	0	1	0	0
North Shore	0	0	0	0	0	0	0	0	3	0
Waitakere	0	0	0	0	0	0	0	1	3	0
Auckland	0	0	0	0	0	1	0	0	6	0
Manukau	0	0	0	0	0	0	0	0	7	0
Hamilton	0	0	0	0	0	1	0	1	1	0
Tauranga	0	0	0	0	1	1	1	0	0	0
Porirua	0	0	0	1	1	0	1	0	0	0
Hutt	0	0	0	0	3	3	0	0	0	0
Wellington	0	0	0	0	0	3	1	1	0	0
Christchurch	0	0	0	1	2	2	1	1	0	0
Dunedin	0	2	1	2	0	0	0	0	1	0
<b>Total 12 cities</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>4</b>	<b>5</b>	<b>21</b>	<b>0</b>

Data source: AUT University 2007

### Contact with neighbours

Residents were asked in the 2006 Quality of Life Survey about the type of contact they have with people in their neighbourhood.

Nationally, nearly all (95.0%) had experienced some form of positive contact with their neighbours, such as a nod or saying 'hello' and 77.0% had experienced a strong positive contact, such as having visited or asked a small favour. Similar proportions of residents in our cities had positive contact with their neighbours.

Residents in Rodney (87.0%) were more likely to report strong positive contact with neighbours. This may reflect the older age structure of the Rodney population. Older adults generally have their main social networks near to where they live, possibly due to mobility issues.

A small proportion of people across New Zealand, (11.0%) had experienced tensions or disagreements with neighbours.

Over the 12 cities, people aged 50 to 64 years or 65 years and over (both 82.0%), were much more likely to have had strong positive contact with neighbours, while those aged 15 to 24 years were much less likely to have had strong positive contact (61.0%) and more likely to have had negative contact with neighbours (15.0%).

Asian/Indian people were much less likely to have strong positive contact (62.0%) and also less likely than other ethnic groups to have negative contact with neighbours (6.0%).

## Community strength and spirit continued

### Residents' contact with neighbours (2006)

	Negative contact with out-right tension or disagreement	Some negative contact such as not getting on with them	Some positive contact such as a nod or saying hello	Positive contact such as a visit, or small favours
	%	%	%	%
Rodney	10	12	98	87
North Shore	12	12	96	76
Waitakere	14	14	93	72
Auckland	14	14	94	74
Manukau	11	12	94	73
Hamilton	11	13	97	73
Tauranga	13	13	96	77
Porirua	13	12	97	80
Hutt	11	11	95	71
Wellington	7	9	95	74
Christchurch	12	13	97	73
Dunedin	10	12	97	79
<b>Total 12 cities</b>	<b>12</b>	<b>12</b>	<b>95</b>	<b>75</b>
<b>Rest of NZ</b>	<b>10</b>	<b>11</b>	<b>96</b>	<b>80</b>
<b>Total NZ</b>	<b>11</b>	<b>12</b>	<b>95</b>	<b>77</b>

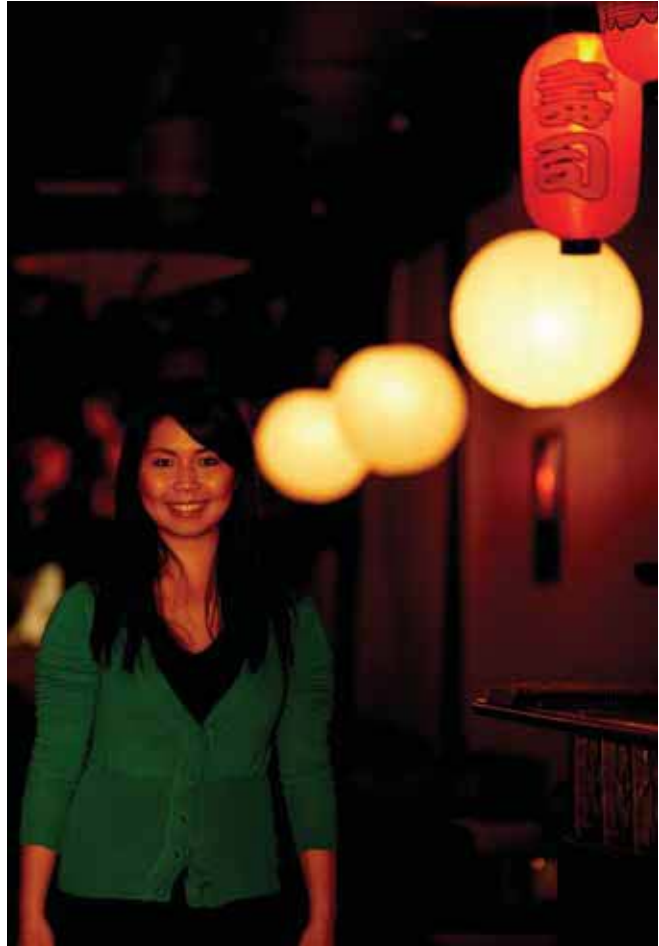
Data source: Quality of Life Survey 2006

### Unpaid work

Doing things for other people is an indication of social ties and support. This measure is of the unpaid activities performed by people for others within or outside their household in the four weeks prior to the 2006 Census.

Nationally, the most common unpaid activity that people undertook was general chores within their own household (77.4%). Around 28.4% of people looked after children in their household and 14.6% looked after children who lived outside their household. Seven percent of people looked after a household member who was ill or had a disability.

Unpaid work followed similar patterns for residents in the 12 cities as in the rest of New Zealand. The exception was voluntary work through an organisation, group or marae, which was undertaken by only 12.3% of city residents compared with 15.7% of those residing in other parts of New Zealand.



## 6. Social connectedness



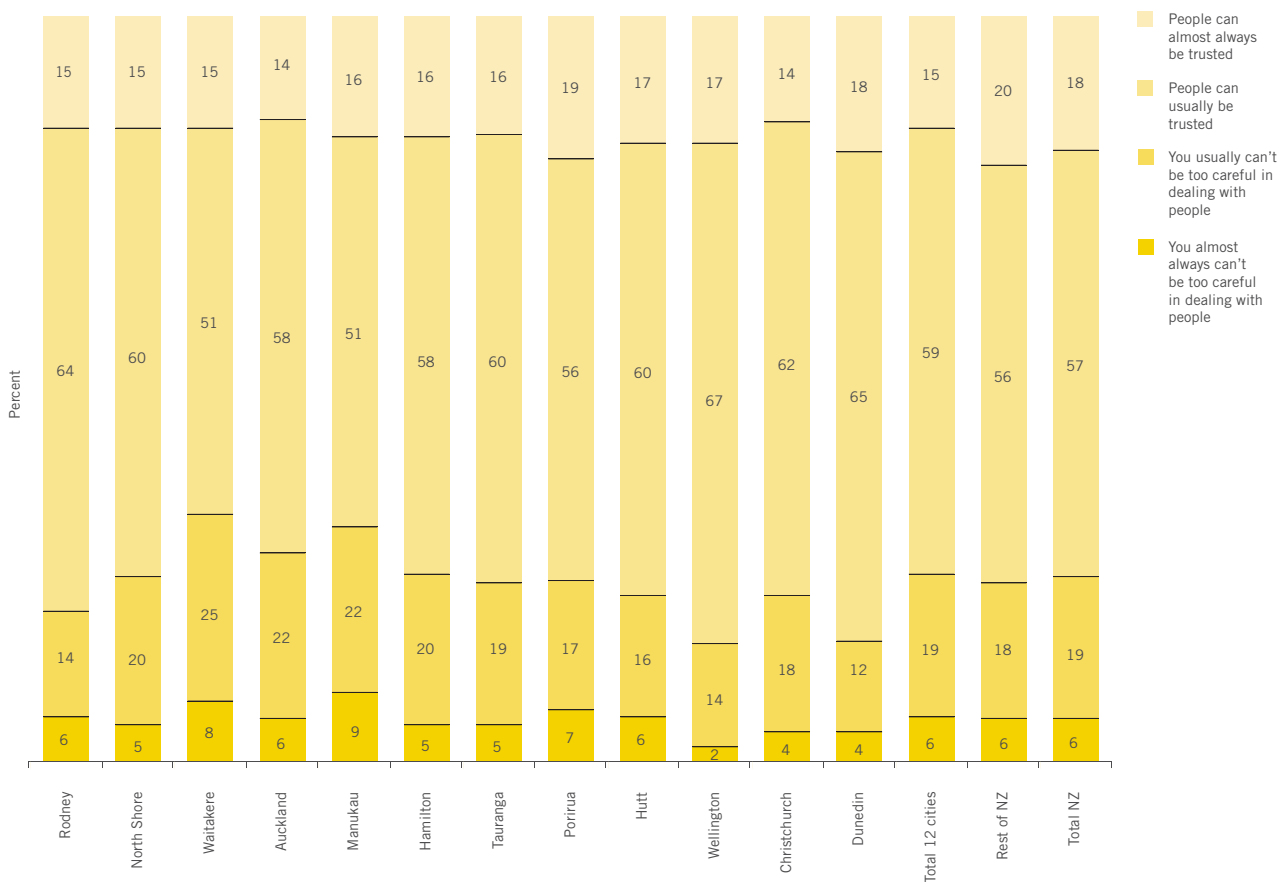
### Trust

Residents were asked in the 2006 Quality of Life Survey about their trust in other people.

Nationally, three quarters (75.0%) of people considered that they could trust other people, either feeling that people can always (18.0%) or usually (57.0%) be trusted. There were no notable

differences in levels of trust between residents in our cities and those living in other parts of New Zealand. Residents in Wellington (84.0%), Dunedin (83.0%) and Rodney (79.0%) were more likely to trust other people, than those in Waitakere (66.0%) and Manukau (67.0%).

Residents' feeling of trust (2006)<sup>13</sup>



Data source: Quality of Life Survey 2006

13 Figures might not add to 100% as 'don't know' responses are not shown.

## Community strength and spirit continued

### Social isolation

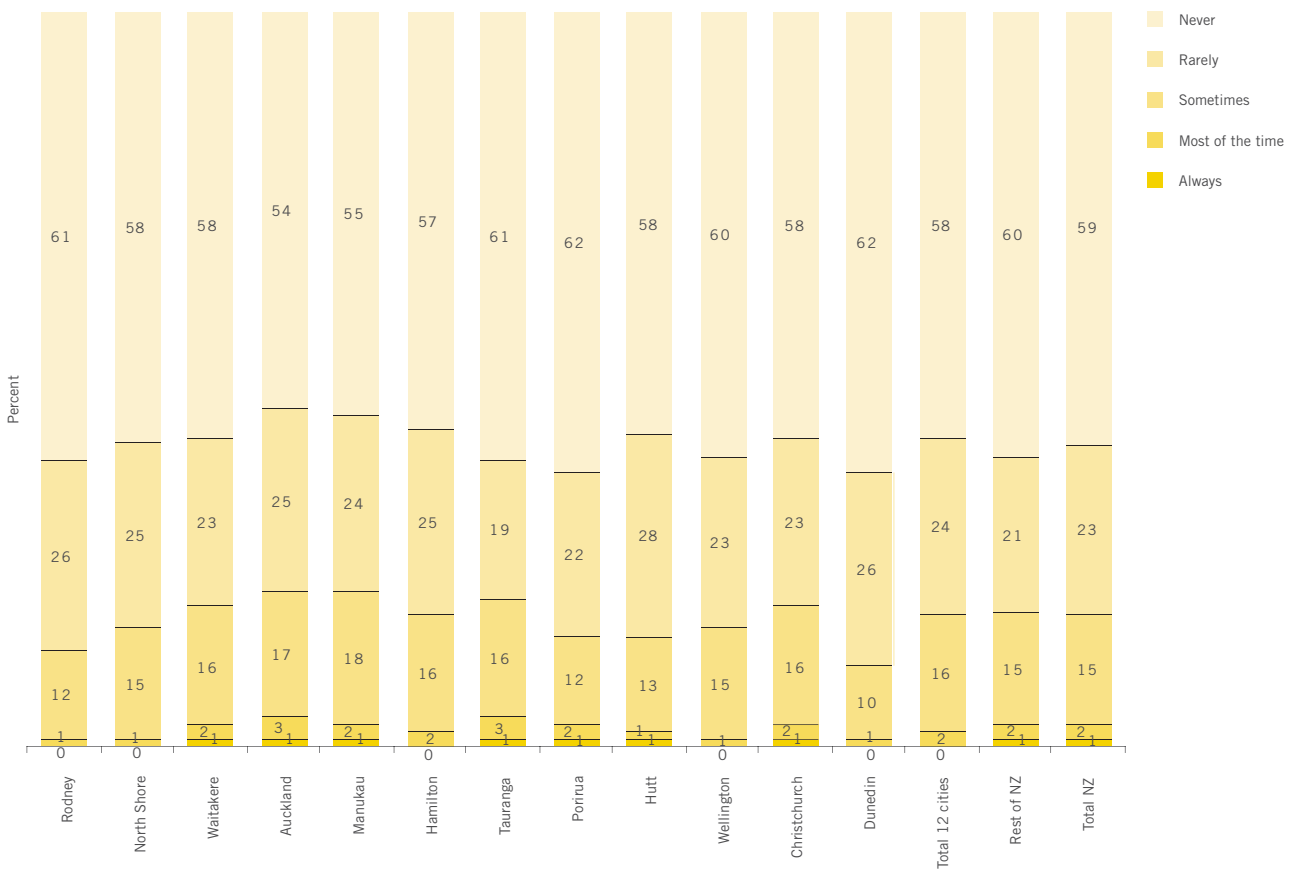
Residents were asked in the 2006 Quality of Life Survey how often they had felt lonely or isolated over the last 12 months.

Nationally, 82.0% of people rarely or never felt isolated or lonely. Fifteen percent sometimes felt isolated or lonely. There was no notable difference between residents in our cities combined and the rest of New Zealand. Residents in Dunedin (88.0%) and Rodney (87.0%), however, were less likely to have felt isolated or lonely.

Nationally and across the 12 cities, there were links between feelings of social isolation and household income. People with household incomes under \$20,000 or between \$20,001 and \$40,000 were more likely to feel isolated or lonely. Residents with household incomes between \$70,001 and \$100,000 or over \$100,000 were less likely to experience these feelings.

Of the different ethnic groups, Pacific Islands and Asian/Indian residents were most likely to feel isolated or lonely. Young people aged 15 to 24 years were also more likely to feel this way.

Residents' frequency of feeling lonely or isolated in the past 12 months (2006)<sup>14</sup>



Data source: Quality of Life Survey 2006

<sup>14</sup> Figures might not add to 100% as 'don't know' responses are not shown.

## 6. Social connectedness



### Personal support

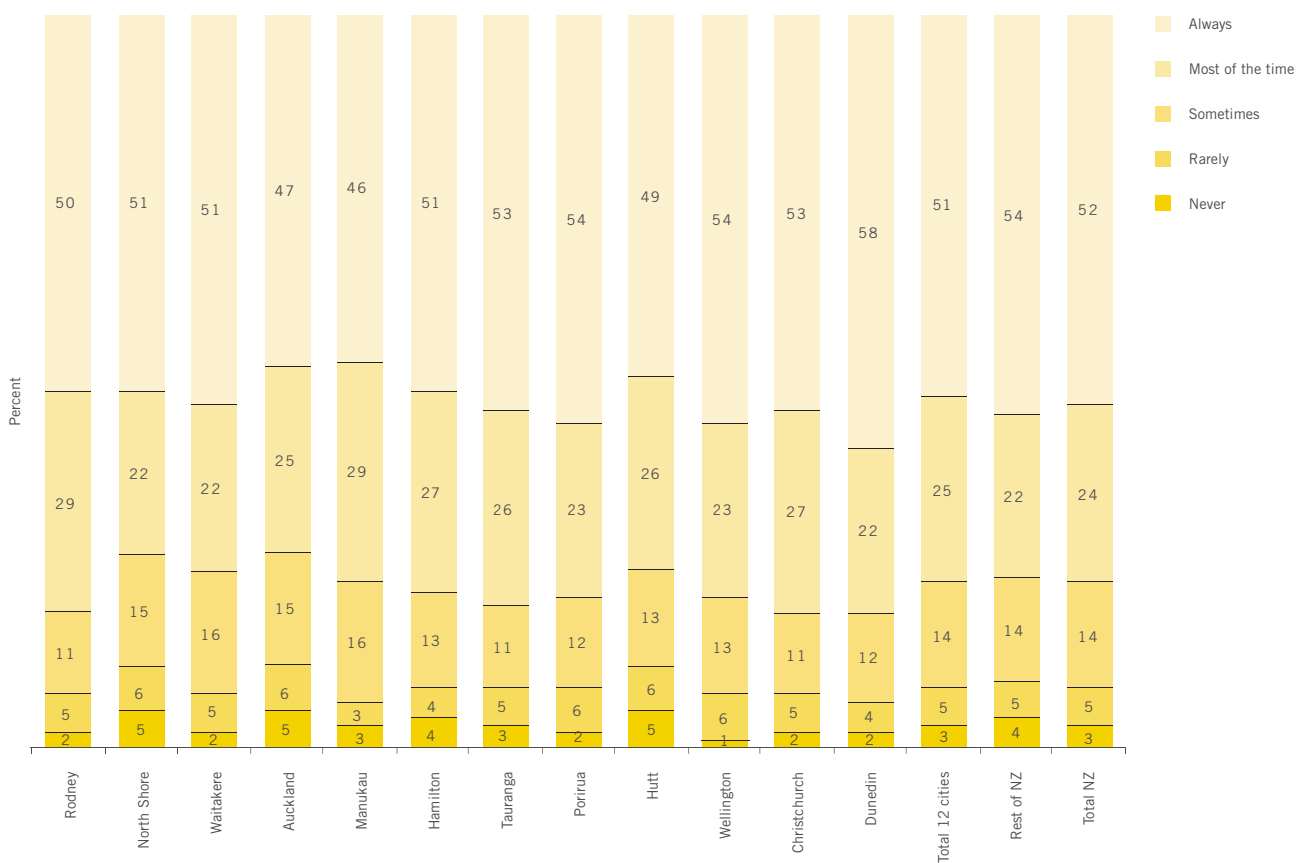
In the 2006 Quality of Life Survey, residents were asked if there was someone they could turn to for help or support if they felt under stress.

Three quarters (76.0%) of people nationally felt they had someone to turn to most or all of the time for support when dealing with stress. There was no notable difference in support between residents in the 12 cities combined and the rest of New Zealand.

Residents in Christchurch and Dunedin (both 80.0%) and Rodney and Tauranga (both 79.0%) were more likely to feel that they had support most or all of the time, while those in Auckland (72.0%), North Shore and Waitakere (both 73.0%), were less likely to feel that they had those levels of support.

Pacific Islands and Asian/Indian people were less likely to feel they had someone to turn to for support.

Residents' availability of support (2006)<sup>15</sup>



Data source: Quality of Life Survey 2006

15 Figures might not add to 100% as 'don't know' and 'not applicable' responses are not shown.

## Access to telecommunications

- Three quarters of city households have access to a mobile phone.
- Two thirds of city households have internet access, up on 2001 figures.

### What this is about

Communicating with others is fundamental to a strong and healthy society. Electronic communication can facilitate social interaction and lifelong learning and overcome mobility barriers to participation.

### What did we find?

This indicator looks at the level of access to telecommunications based on Census data.

Access to a wide range of telecommunications is increasing nationally, with the percentage of households with no telecommunications access declining from 3.6% in 2001 to 2.0% in 2006. Nearly three quarters (74.2%) of households nationally have access to a mobile phone. Sixty percent of households have internet access and this has risen substantially, up from 37.4% in 2001.

Mobile phone access was higher amongst households in the 12 cities than in the rest of New Zealand. Access was highest for North Shore households (79.2%) and lowest in Christchurch households (72.9%). Christchurch's figures were similar to those found in the rest of New Zealand (72.4%).

The percentage of 12 city households (64.7%) with internet access was higher than in the rest of New Zealand (55.7%). Internet access ranged from 74.5% of North Shore households to 59.0% of households in Manukau.

### Percentage of households with access to telecommunications (2006)

	No access %	Cell/Mobile phone %	Telephone %	Internet %
Rodney	1.3	78.2	92.5	66.4
North Shore	0.7	79.2	96.1	74.5
Waitakere	1.6	75.9	93.5	63.6
Auckland	2.0	75.8	92.2	67.1
Manukau	2.6	74.9	90.9	59.0
Hamilton	2.0	76.8	89.9	61.5
Tauranga	1.6	75.3	91.8	59.5
Porirua	2.3	77.6	90.8	61.2
Hutt	2.1	75.2	92.3	61.2
Wellington	1.3	78.9	94.1	72.1
Christchurch	1.4	72.9	94.5	62.2
Dunedin	1.3	73.3	94.2	60.6
<b>Total 12 cities</b>	<b>1.7</b>	<b>75.8</b>	<b>93.0</b>	<b>64.7</b>
<b>Rest of NZ</b>	<b>2.5</b>	<b>72.4</b>	<b>90.0</b>	<b>55.7</b>
<b>Total NZ</b>	<b>2.0</b>	<b>74.2</b>	<b>91.6</b>	<b>60.5</b>

Data source: Statistics New Zealand, Census 2006



# Arts and culture

## 6. Social connectedness

- Three quarters of city residents say their area has a culturally rich and diverse arts scene.
- More people work in creative occupations in the 12 cities than the rest of New Zealand.

### What this is about

The arts make a strong contribution to community strength and identity and are increasingly recognised for facilitating communication across social, economic, cultural and ethnic groups. The measures for arts and culture are:

- Perceptions of arts scene
- Residents in creative occupations.

### What did we find?

#### Perceptions of arts scene

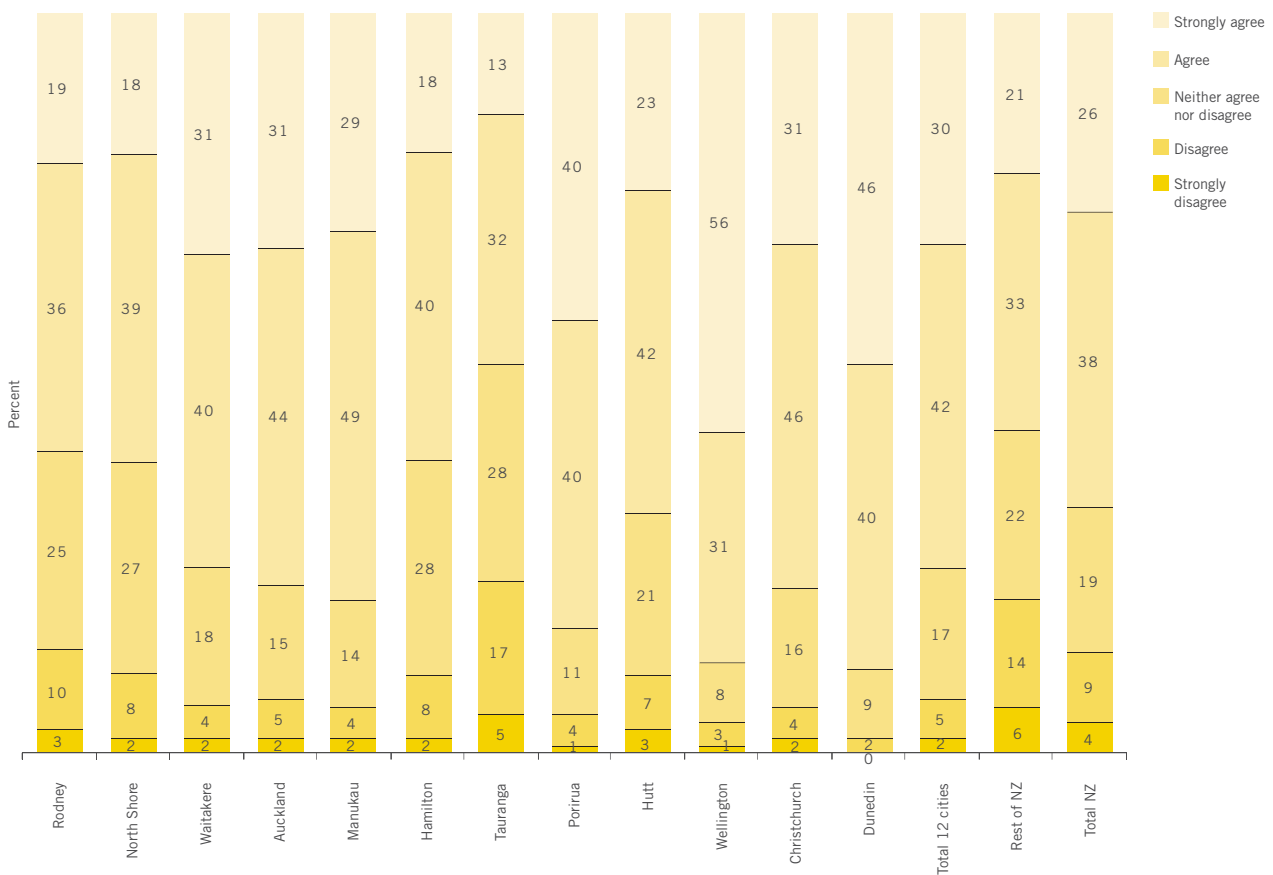
Residents were asked in the 2006 Quality of Life Survey if they thought the area where they lived had a 'culturally rich and diverse arts scene'.

Nationally, 64.0% of people agreed that their area had a culturally rich and diverse arts scene. This was much higher amongst residents in the 12 cities combined (72.0%) than in the rest of New Zealand (54.0%).

Residents in Wellington (87.0%), Dunedin (86.0%) and Porirua (80.0%) were more likely to have rated their city's arts scene as culturally rich and diverse, while those living in Tauranga (45.0%), Rodney (55.0%), North Shore (57.0%) and Hamilton (58.0%) were less likely to have agreed.

Across the 12 cities, Pacific Islands people were more likely to think their city had a culturally rich and diverse arts scene, with New Zealand European people less likely to feel this way.

Residents' rating of culturally rich and diverse arts scene (2006)<sup>16</sup>



Data source: Quality of Life Survey 2006

16 Figures might not add to 100% as 'don't know' and 'not applicable' responses are not shown.

## Arts and culture continued

### Residents in creative occupations

This measure looks at the proportion of residents working in creative occupations, using data from the census.

Nationally, around 2.0% of employed residents worked in creative occupations. This proportion was higher in our cities (2.6%) than the rest of New Zealand (1.2%). Wellington and Auckland had the highest proportions of residents working in creative occupations.

### Percentage of people in creative occupations (2006)<sup>17</sup>

	Percentage employed in creative occupations
Rodney	2.2
North Shore	2.8
Waitakere	2.2
Auckland	4.2
Manukau	1.2
Hamilton	1.4
Tauranga	1.5
Porirua	1.6
Hutt	1.7
Wellington	4.3
Christchurch	2.1
Dunedin	2.2
<b>Total 12 cities</b>	<b>2.6</b>
<b>Rest of NZ</b>	<b>1.2</b>
<b>Total NZ</b>	<b>2.0</b>

Data source: Statistics New Zealand, Census 2006

17 Creative occupations as defined in Appendix A of Statistics New Zealand and Ministry for Culture and Heritage. (2006). *Cultural indicators for New Zealand*.