

## A Summary of All Right? Research Findings February 2017

This summary presents the latest quantitative research, carried out in September 2016 to inform the continual development of the *All Right?* campaign for greater Christchurch. This summary includes 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 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 below between 2016 and 2012, are statistically significant with 95% confidence.

### Key findings

Fewer respondents from greater Christchurch in 2016 are reporting that they are struggling to deal with things that have happened as a result of the earthquakes compared to 2012. About a third of respondents (34%) reported that their life is now better than before the earthquakes. However, six years on from the earthquakes one fifth of respondents (of those who had an EQC/insurance claim) continue to have unresolved claims. Over half of respondents with unresolved claims reported feeling frustrated and over a third reported that their living situation is getting them down.

Quantitative findings showed some significant changes between November 2012 and September 2016, including: Key improvements in 2016

- More respondents reported that their life was better now than before the earthquakes (34% in 2016, 19% in 2012).
- Fewer respondents were struggling to deal with things that have happened as a result of the earthquakes (29% in 2016, 46% in 2012).
- Fewer respondents reported that their current living conditions were getting them down (18% in 2016, 24% in 2012).
- Fewer respondents reported that they were experiencing financial problems because of the earthquakes (22% in 2016, 30% in 2012).
- More respondents reported that they felt connected to greater Christchurch (56% in 2016, 46% in 2012).



- Fewer respondents reported that they smoke more than they did before the earthquakes (8% in 2016, 11% in 2012).
- More respondents reported that they give time to helping others outside of their family (43% in 2016, 36% in 2012).

## Key challenges in 2016

In September 2016, 59% of respondents reported that they owned property in greater Christchurch at the time of the September 2010 earthquakes. Of those, 89% reported that they had had a claim with EQC or an insurance company. One fifth (20%) of respondents with a claim reported that these claims had not been settled. Of those who had settled, over one fifth were dissatisfied with the final outcome of the settlement (23%). Almost four fifths of respondents were satisfied with the final outcome of the settlement (77%).

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 they were struggling to deal with things that have happened as a result of the earthquakes (42% not settled, 24% settled)
- report that their current living situation was getting them down (35% not settled, 11% settled)
- report that putting wellbeing first has cost them and their family financially (54% not settled, 33% settled)
- report that they were financially worse off than before the earthquakes (36% not settled, 19% settled)
- report feeling frustrated (54% not settled, 25% settled)
- report that they were struggling to cope (19% not settled, 7% settled).

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

- report that they felt they had moved on from the effects of the earthquakes (64% not settled, 80% settled).

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

*Significant changes observed in September 2016:*

- More respondents reported that life was better now compared to before the earthquakes (34% in 2016, 19% in 2012).



- Fewer respondents reported that their current living conditions were getting them down (18% in 2016, 24% in 2012).
- More respondents reported that their faith, religion or spirituality had helped them to deal with the last few years (42% in 2016, 34% in 2012).
- More respondents reported that their cultural practices had helped them to deal with the last six years (36% in 2016, 26% in 2012).

*Findings unchanged (any differences not statistically significant) between November 2012 and September 2016:*

- One half of respondents 'agreed' that they worry about another big earthquake happening (24% in 2016, 18% in 2012).
- Over half of respondents reported keeping physically active regularly (53% in 2016, 56% in November 2012).
- Over one tenth of respondents 'agreed' that they were drinking more alcohol than they did before the earthquakes (16% in 2016, 17% in 2012).
- Over one third of respondents reported that they try new experiences (36% 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 (82% in 2016, 83% in 2012).
- One tenth of respondents 'agreed' that they argued with their partner more than they did before the earthquakes (10% in 2016, 8% in 2012).
- Four fifths of respondents 'agreed' that they valued others more now than before the earthquakes (81% in 2016, 83% in 2012).
- Over two thirds of respondents reported doing a lot to stimulate their mind (67% in November 2016, 68% in November 2012).

## Support networks and connectedness

*Significant changes observed in September 2016:*

- More respondents reported that they felt connected to greater Christchurch than in 2012 (56% in 2016, 46% in 2012).
- No significant change between November 2012 and September 2016:
- Over three quarters of respondents felt connected to their family (77% in 2016, 76% in 2012).
- Almost three quarters of respondents felt connected to their friends (74% in 2016, 71% in 2012).
- Almost a third of respondents felt connected to their neighbours (30% in 2016, 30% in 2012).
- Over a third of respondents felt connected to nature (48% in 2016, 46% in 2012).



## The challenges of the recovery

*No significant change between November 2012 and September 2016:*

- Almost four fifths of respondents 'agreed' that the house where they live or were living was damaged by the earthquakes (79% in 2016, 78% in 2012).
- Over two thirds of respondents 'agreed' that they are grieving for 'what we have lost of Christchurch' (64% in 2016, 66% in 2012).
- Over half of respondents 'agreed' that they trust those who are making decisions about the recovery (57% in 2016, not asked in 2012).

## Attitudes

*Significant changes observed in September 2016:*

- More respondents reported that their life was better now than before the earthquakes (34% in 2016, 19% in 2012).
- Fewer respondents reported that they were experiencing financial problems because of the earthquakes (22% in 2016, 30% in 2012).
- No significant change between November 2012 and September 2016:
- Over a third of respondents 'agreed' that they have more health issues that they did before the earthquakes (39% in 2016, 33% in 2012).
- Four fifth of respondents 'agreed' that they value what they have more now than before the earthquakes (80% in 2016, 79% in 2012).

## New questions for 2016

- Over four fifths of respondents 'agreed' that since the earthquakes they are more aware that it is important to be prepared for another disaster (89% in 2016, not asked in 2012).
- Over four fifths of respondents 'agreed' that since the earthquakes they are more aware of the need to take care of their own wellbeing (83% in 2016, not asked in 2012).
- Over four fifths of respondents 'agreed' that since the earthquakes they are aware that knowing the people who live in their street is important (83% in 2016, not asked in 2012).
- Over two thirds of respondents 'agreed' that since the earthquakes they have realised that they are stronger than they had thought (68% in 2016, not asked in 2012).
- Over half of respondents 'agreed' that road works are a big problem in their life (53% in 2016, not asked in 2012).



- Almost three quarters of respondents 'agreed' that the gap between the haves and the have-nots had widened over the last four years (76% in 2016, not asked in 2012).

## How respondents felt

In 2016 all respondents were asked "Which of the following words describe how you feel at present?"

- |   |  |
|---|--|
| • grateful (91%)                            | • stressed (41%)                               |
| • happy (89%)                               | • that life is full of uncertainty (34%)       |
| • accepting of their situation (87%)        | • anxious (27%)                                |
| • in control of their life (84%)            | • that they had difficulty concentrating (25%) |
| • excited about the future (74%)            | • overwhelmed (19%)                            |
| • lucky (72%)                               | • insecure (14%), and                          |
| • that they had lots of get up and go (68%) | • angry (10%).                                 |
| • tired (64%)                               |  |

## Impact of earthquakes on children and parenting

Parenting questions were asked of respondents who had lived through the earthquakes.

- In 2016 over one third of respondents agreed that they were still seeing the effects of the earthquakes on their children's wellbeing (identified by respondents with children aged under 18 in the household) (34% in 2016, not asked in 2012).

The following challenges to parenting (identified by respondents with children aged under 18 in the household) were reported by fewer respondents in 2016:

- earthquake anxiety (5% in 2016, 15% in 2012)
- school disruption (3% in 2016, 10% in 2012).
- The following challenges to parenting (identified by respondents with children aged under 18 in the household) were reported by more respondents in 2016:
- internet related challenges (7% in 2016, 0% in 2012)
- lack of support (4% in 2016, 0% in 2012).

## Findings unchanged between November 2012 and September 2016 (asked of all respondents who had experienced the earthquakes):

- Over 10% agreed that their children were anxious and clingy (14% in 2016, 17% in 2012).
- Almost one fifth of respondents agreed that their children had more health issues than they did before the earthquakes (15% in 2016, 16% in 2012).

## Significant differences in responses by gender, September 2016

- Female respondents were more likely to 'agree' that they worry about another big earthquake happening than males (58% of females compared to 42% of males).
- Male respondents were more likely to report that their life is better than before the Canterbury earthquakes, than females (39% of males compared to 28% of females).
- Male respondents were less likely to report that they are worse off financially than before the earthquakes than females (14% of males compared to 23% of females).
- Male respondents were more likely to report keeping physically active than females (59% males compared to 47% females).

## Significant differences in responses by age, September 2016

Respondents aged 15-29 years old were less likely (than other age groups):

- to agree that the gap between the 'haves' and the 'have nots' has widened over the last four years (64% 15-29, 80% 30-59, 79% 60+)
- to feel connected to their family (67% 15-29, 80% 30-59, 79% 60+)
- to feel connected to their neighbours (17% 15-29, 31% 30-59, 41% 60+)
- to feel connected to Christchurch/ Waimakariri/Selwyn as a place (42% 15-29, 54% 30-59, 73% 60+)
- to practice self-help techniques (12% 15-29, 22% 30-59, 27% 60+)
- to report that they have been dealing with problems well (46% 15-29, 58% 30-59, 61% 60+)
- to report that they have been thinking clearly (56% 15-29, 63% 30-59, 76% 60+).
- to report that they have been able to make up their own mind about things (72% 15-29, 80% 30-59, 86% 60+)
- to report that the house that they live or was living in was damaged by the earthquakes (62% 15-29, 83% 30-59, 81% 60+)



- to report that they are grieving for what they have lost during the earthquakes (54% 15-29, 66% 30-59, 67% 60+)
- to report that they felt for others who are struggling (88% 15-29, 97% 30-59, 98% 60+)
- to report that they are in control of their life (77% 15-29, 85% 30-59, 90% 60+)
- to report that they feel distrustful of the authorities (29% 15-29, 44% 30-59, 47% 60+).

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

- to try new experiences (55% 15-29, 34% 30-59, 21% 60+)
- to report trusting those who are making decisions about the recovery (70% 15-29, 52% 30-59, 53% 60+)
- to report that they are excited about the future (86% 15-29, 76% 30-59, 57% 60+)
- to report that they feel stressed (58% 15-29, 42% 30-59, 22% 60+)
- to report that their life is full of uncertainty (44% 15-29, 32% 30-59, 27% 60+)
- to report that they feel overwhelmed (28% 15-29, 19% 30-59, 10% 60+)
- to report that they are struggling to cope (20% 15-29, 13% 30-59, 7% 60+).

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

- that they feel optimistic about the future (55% 30-59, 49% 15-29, 36% 60+)
- that they feel useful (66% 30-59, 41% 15-29, 52% 60+)
- with the statement "I am experiencing more financial problems because of the earthquakes" (27% 30-59, 17% 15-29, 14% 60+)
- with the statement "I gave up trying to fight EQC or my insurance company for all of the repairs to be done to their house" (27% 30-59, 8% 15-29, 21% 60+)
- with the statement "I gave up trying to fight EQC or my insurance company for as much money for my house as I should have received" (25% 30-59, 8% 15-29, 15% 60+).

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

- to feel connected to their friends (69% 30-59, 76% 15-29, 82% 60+).





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

- to take time to look after themselves (98% 60+, 90% 15-29, 87% 30-59)
- to eat well (83% 60+, 53% 15-29, 65% 30-59)
- to 'agree' with the statement "I have more health issues than I did before the earthquakes" (49% 60+, 32% 15-29, 36% 30-59).

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

- to 'agree' that their current living conditions were getting them down (11% 60+, 21% 15-29, 21% 30-59)
- to 'agree' that they have a better sense of what is important to themselves now, compared to four years ago (76% 60+, 82% 15-29, 85% 30-59)
- to 'agree' that they feel they are constantly too busy (36% 60+, 70% 15-29, 71% 30-59).
- to report that putting wellbeing first has cost them and their family financially (28% 60+, 39% 15-29, 45% 30-59)
- to 'agree' that "financial worries often effect my wellbeing" (25% 60+, 49% 15-29, 49% 30-59)
- to 'agree' that life is better now compared to before the earthquakes (25% 60+, 49% 15-29, 49% 30-59)
- to 'agree' that they value what they have more now than before the earthquakes (73% 60+, 82% 15-29, 83% 30-59)
- to 'agree' that they have lots of get up and go (60% 60+, 75% 15-29, 69% 30-59).

