

For the Aranui Community Trust

Our Aranui

Results of the Aranui Door-to-door Survey 2010

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Key Facts

1130 questionnaires returned from 2700 homes

Mean time the individuals from the sample had lived in Aranui 15yrs

89% of the sample thought Aranui was a good place to live.

78% thought there was community spirit in Aranui

62% thought community spirit had increased over recent years.

41% of the sample wanted to be involved in some of the future work of ACTIS

48% wanted to find out more information

57% of the sample attributed the increase in community spirit directly to the activities of ACTIS.

26% of the sample attribute the increase in community spirit was to do with knowing their neighbours.

45% suggest that community wide actions were the best way to continue development on the result areas

25% suggest that individuals need to act themselves to make change effective across the 5 result areas in the Aranui community

23% suggest that wider social solutions need to be better to effect change and see result across the 5 result areas.

7% believe that the result areas can be effected by action and solutions that take place at a local street level.

Summary

In late 2009 a survey was carried out to every house in Aranui. Questions were asked about the 5 result areas that the trust is working towards. These 5 areas are based around health, education, participation, the physical environment, social / spiritual capacity.

In total 1130 questionnaires were returned from 2700 homes, each giving detailed personal views on what has happened in Aranui to make it a good community, and what needs to happen to make it even better.

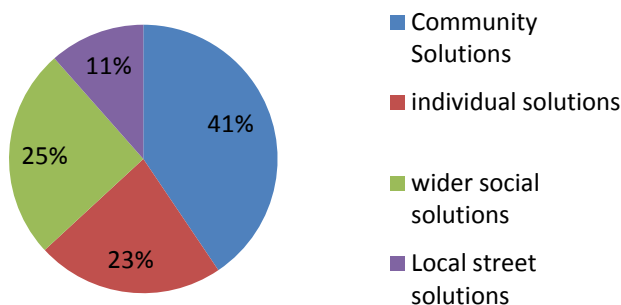
As there were so many varied solutions suggested that involved different actions, responses from individuals were grouped into common themes, these were community wide solutions, individual solutions, wider social solutions, and organisation solutions, for each result area examples of these comments have been placed in the analysis later in this document.

There is much to be happy about from the results of this Survey. There is also a good number of areas for further development as work is done towards improving the result areas that have been defined.

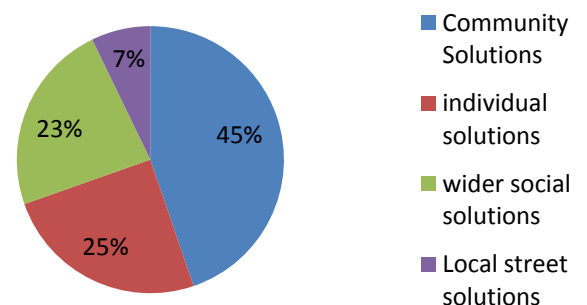
Much of those individuals that suggested that the community had improved or developed in each of the result areas talked about a mixture of solutions that had effected this change. This validates the community renewal approach and community development approach that has taken place over the last 9 years. The largest of these areas by nearly 100% was community wide solutions. People value the community wide solutions that have been done over the past 9 years and see the results. Those that believe things haven't improved put the same weighting (2% more) on community solutions as those solutions that they believe will make a difference.

It is suggested that any activities or strategies that attempt to make continual positive development and increase participation in the 5 result areas identified in the Aranui Community Trusts' strategic plan must include a mixture of all of the solution themes presented by the community. That is, where community wide solutions are presented there must be a point for individual solutions (enabling people to act) and local street solutions (enabling people to act together locally) built into the community wide solutions. Whilst these solutions are going on wider social solutions are being affected to support the increase in social capital that is occurring for development to take place.

Those from the sample that stated that things have improved and say what solutions have been done to make this change happen



Those From the sample that believe that things haven't improved but offer solutions for the Community to improve



Recommendations for actions on Result Area 1 –A community that is socially and spiritually strong

As action from a community development perspective it seems that community wide solutions, actions / activities that take place across the community should continue. However it is clear that there needs to be provision for individuals to act, be involved and take part. A best practice approach would be to suggest that community activities that are done by an organisation or department on a community wide scale to effect change and development should have at each point and as much as possible, participation from the local community to make them most effective, and sustainable

There must also be further investigation into what decisions the participants in violent / antisocial behaviour have and how positive options can be made more realistic for both the 'perpetrators' and the 'victims' in the various scenarios that this description encapsulates. It seems that an effective community based restorative justice programme may be one answer to this at one end of the continuum, as would increasingly stronger / quicker more supportive interventions by the justice system and those supporting services as a whole.

Recommendations for actions on Result Area 2 – A community full of knowledge and learning

From the information presented the most effective solution in improving the learning opportunities in Aranui has been the solutions and work of the learning / educational institutions themselves. The strategies they deliver to engage with the community and present appropriate and relevant programmes for the children and adults alike have been effective, this is shown through that fact that 59% of the population believe that these opportunities have improved. Many individual examples were given about how an institution had changed the way they work or how they work for the community effectively.

What is clear is that there is still room to continue to improve in this area and it is the work of the institutions / organisations themselves that can continue this development. It is suggested that for this to be most effective these organisations as much as possible need to engage wider with, and be supported increasingly by the community in their actions, allowing individuals to participate and be involved in their organisational solutions as much as possible. If these learning / educational institutions can be involved also in wider social solutions to common problems, this would also add strength and effectiveness to solutions that are strategically cohesive across all solutions for the development of the Aranui community and the future prospects that achievement in learning brings.

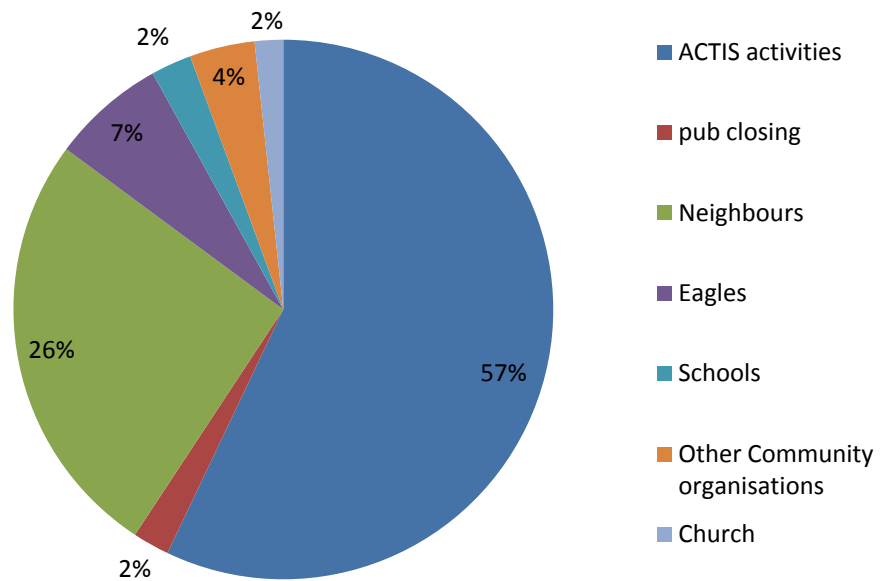
Recommendations for Result Areas 3 – A great physical environment

It was suggested that to maintain the development in this area, the improvement of the physical environment, and the reduction of graffiti and vandalism a clear focus on more effective wider social solutions to curb this level of crime is needed. Community solutions also play an important part in this area, this includes more activities for young people and something that engages them positively in the creative arts. It is clear that for it to be truly successful the community needs to be continually supported by effective wider social solutions.

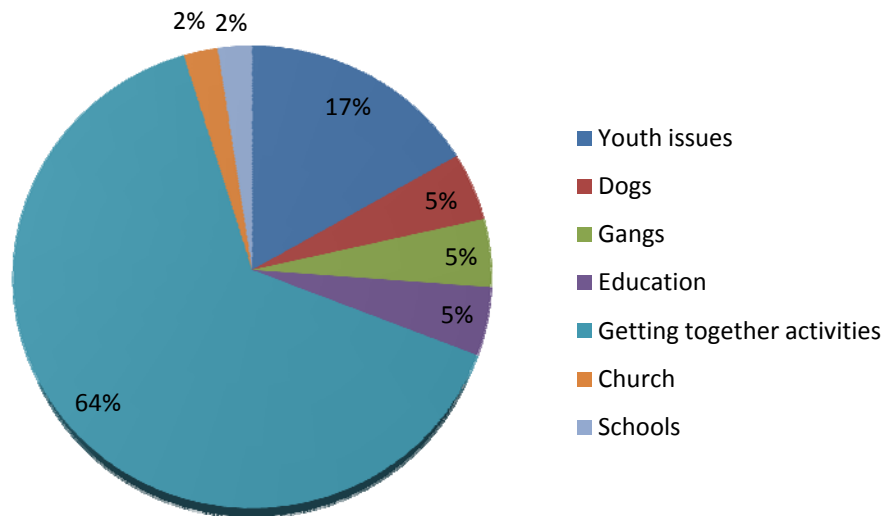
Recommendations for Result Area 4 – People who know and fit in Aranui

Solutions presented to increase community spirit or capacity must target community wide solutions whilst enabling individuals to act themselves, whether that is to engage with their neighbour or even utilising the steady 14% in both the negative and positive forms of the question that suggest local street solutions could be effective in bridging the gap between suggested community wide solutions and individuals acting independently. Clearly the role of ACTIS is recognised as building community capacity and strengthening community spirit through its activities, along with the role of good neighbours and other community organisations and this should continue. Specific areas for development are also highlighted and these must be taken into consideration when planning activities and actions to continue the development of the Aranui community.

Common themes. Is there community spirit in aranui - Yes. Has it got more over recent years? Yes. Why is this?



Common Issues that need to be dealt with or focused on to increase community spirit.



Recommendations for Result Area 5- A community that is healthy

Future work in this area should first focus on improving localised provision around the three service areas defined as being missing. Dentist, Doctors / After hours service and local accessible allied services are all important for the community of Aranui. All these must be either Free, or low cost.

More investigation must go into why there is a difference between the findings from this sample regarding the fact that people feel they are able to access health services and that enrolment / registration at GPs is not an issue for a large % of our community and why there is an unacceptably high usage (more than 200% the city mean) of Accident and emergency services for non-trauma (or issues that should have been seen / could have been dealt with previously through primary care) by the population of Aranui. Attendance at secondary clinics by the people in Aranui with acute symptoms is also exceptionally high (over 150% more than the city mean). The main reasons why this is the case can be contributed to individuals for whatever reason not accessing the primary services available to them. The difference between this issue with access and enrolment and people actually attending or going to these primary services must be investigated further.

The survey successfully highlighted the opinions of the community regarding the 5 areas that the Aranui community trust are working on. These opinions were both positive on the work and solutions that have been applied by the community of Aranui to see development take place, and negative - the work that needs to be done by those that don't believe change has been seen. These negative comments have a positive edge though as they highlighted hope or a belief that if things are done then things can change. The survey successfully highlighted a large number of people that wanted to be involved and wanted more information about the work that was going on. It is clear from this survey that improvement has taken place and the community development / renewal process that has taken place has been effective. It was also clear from the survey that the Aranui community trust has played a significant part in this. It is also clear that many other organisations have played a part in this development too, and that this couldn't have happened without the individual actions and belief that there is community spirit and that things can get better by the people of Aranui themselves. Further development and action across the 5 result areas must involve solutions that engage community, individuals, local streets, appropriate organisation solutions and wider social solutions to continue this change.

Introduction

In 2001 a first community needs analysis was conducted in the suburb of Aranui Christchurch, to complement the community renewal initiative that was just beginning at that time. Entitled Towards community renewal this needs analysis was produced for the newly formed Aranui Community Trust (ACTIS) and the other partners of the Aranui Community renewal, Housing New Zealand (HNZ) and the Christchurch City Council (CCC). This first needs analysis consisted of a demographic profile, key findings and recommendations. This information came from census data and a total of 122 individuals split across 5 sources including focus groups and face-to-face interviews. The recommendations from this analysis formed the work of the newly formed community trust for the next 6 years.

In 2007 the partners of the community renewal project, the now well established Aranui Community Trust, HNZ, and CCC contracted another community needs analysis to be carried out which would reflect the work that had taken place over the 6 years previous and highlight areas of further work that need to be undertaken over the coming years in Aranui. This needs analysis was entitled “Aranui Now- there’s nothing we can’t do”, and highlighted in its title the huge work that had been done in building community capacity and social capital, and the hope that had arisen in terms of the future continual development that was needed in the community of Aranui to see things continue to change. In this needs analysis a mixture of demographic comparison were undertaken (between the 2001 and 2006 census), from the 2001 needs analysis and focus groups and interviews were used to highlight areas of success and further development. From this needs analysis the governance board of the Aranui Community trust came together to plan strategically for the next five years and to develop a new strategic plan which would encapsulate the essence and needs highlighted in the new analysis and define clear areas of work to achieve these. The board in early 2008 released at a celebration of the work completed to date its new strategic plan and missions statement, and a draft version of a baseline report that reflected the future areas of work. Over 160 community members, as well as MP’s, local government staff and other local and city wide NGO staff attended this celebration. With a new mission to change minds, change lives and break cycles, the Aranui Community Trust highlighted 5 result areas that would help achieve this bold vision.

1. A community that is socially and spiritually strong
2. A community Full of knowledge and learning
3. A great physical environment
4. People who know and fit in Aranui
5. A community that is healthy

Each of these results areas had clear indicators which would enable ongoing monitoring and focus.

Part of the Aranui Community Trusts commitment to this work was to increase the community of Aranui’s participation in these areas to effect change. The desire was to facilitate further the people of Aranui’s involvement in their own solutions to the areas they identified. The Aranui Community Trust would be one of the mechanisms to facilitate this future development.

With this in mind and participation by the community at its heart of the work, the Aranui Community trust undertook a community survey to every house in Aranui. This survey had three goals.

1. To highlight the opinions of the community on the work and state of the 5 Areas to date, to elicit a belief / hope that things could improve and highlight common solutions and suggestions for improvement.
2. To highlight those members of the community that wanted to be involved and who wanted more information about the continuing development work.
3. If possible evaluate the work of the Aranui Community Trust and the renewal / community development process to date across the Aranui Community.

The Survey

The survey questions were developed by the staff and members of the Aranui Community trust board to develop the information required for the result areas, to highlight what people participated in already and whether they wanted to be involved in the work of the Aranui Community trust and to see if they knew about the work of the trust already. Some specific questions were required by the board to be put in to the survey. First, was a direct question relating to a perceived increase in unemployment across the suburb. It was felt that in the deteriorating economic climate the board needed to be as informed as possible about this level so they could be in the best possible position to respond to increasing need. Another question related directly to what programmes or courses could be provided by the local Adult and community education provider. The Trust had been asked if they would put in a specific question relating to this area, to help the then Director of the Aranui Community learning Centre with course planning, and to best meet the needs and wants of the local community. Unfortunately as the Aranui Community Trust was conducting the survey changes in policy around government funding and ACE provision meant that there would no way of acting on this information (from a local perspective) as in mid December 2010 the community of Aranui found that its local learning centre would lose 100% of its funding, and have to close. The Aranui Community Trust is working hard with other partners and providers to deliver on some of the common areas identified in the survey. There is little doubt that a vacuum has been left.

Generally though the questions in the survey tracked the result areas successfully and have provided direction and focus on future actions and activities. As an incentive participants were given the opportunity to win a \$250 worth of food vouchers if they completed the questionnaire. It is important to note here that from the feedback provided by the surveyors, this 'carrot' was not the reason people were generally engaged in answering the survey. The surveyors commented that they were genuinely surprised by the enthusiasm to answer the survey regardless of the 'carrot' once they found out that it was about the development of the Aranui community. Below is the full survey.

For Every completed questionnaire you will go into the draw to win \$250 worth of Food vouchers

Sorry we missed you please fill out this form and return to our offices at 37 Hampshire street to go into the draw.



- | | | |
|---|-----------|----|
| 1. Have you heard about the Aranui Community Trust | Yes | No |
| 2. How long have you lived in Aranui? | _____ Yrs | |
| 3. Do you think Aranui is a Good place to live? | Yes | No |
| 4. Since you have been living in Aranui has it become a better place to live? | Yes | No |
| 5. Do you believe there is less violence and or antisocial behaviour in Aranui? | Yes | No |

If Yes

Why do you think this is?

If No

Do you think it can get better? Yes No

What needs to happen?

6. Do you think we should promote the 'violence is not ok' campaign in Aranui? Yes No

7. Have the schools and learning opportunities in the area improved for our community?

Yes No

If yes

What has been done to improve them?

If No

What should / Could be done to improve them?

8. Would you think about enrolling in a course or programme at the Aranui Community Learning centre?

Yes No

If yes – What sort of course or programme?

If no – Why not?

9. Is there less graffiti and vandalism?

Yes No

If Yes

Why is this?

If No?

What can be done to improve it?

10. Is there community spirit in Aranui?

Yes No

If yes

Has it got more over recent years?

Yes No

If Yes Why is this?

If no

What do we need to do to create the sense of community?

11. Do you find you can access Health Care easily in Aranui?

Yes No

12. What Health services if any are missing from the Aranui Area?

13. Are you enrolled with a doctor?

Yes No

If yes – Is this doctor in Aranui? Yes No if No where? _____

If No – Why not? _____

14. Do you use any of the local shops?

Yes No

Yes. Which ones? _____

No ,Why Not? _____

15. Do you know about AFFIRM, the Aranui family festival?

Yes No

16. Do you Receive the ACTIS Newsletter?

Yes No Don't Know

17. Have you or Anyone you know in Aranui recently been made redundant / laid off

Yes No

18. Would you like to find out some more information about the work of ACTIS and how you can become a member of the organisation.

Yes No

19. Do you want to find out how you could be involved with some of the work we are doing in Aranui?

Yes No

Statistical Information

1. Male / female 2. age 16-19 20-29 30- 39 40-49 50-59 60-69 69+

Which ethnicity

New Zealand European Maori Pacific islander Other _____

Are you involved regularly with the following,

Church / Religious organisation? Yes No Which one? _____

Sports Club	Yes No Which one?	_____
Community Organisation	Yes No Which one?	_____
Learning activity	Yes No Which one?	_____
other Activities	Yes No Which one?	_____

Name: _____

Address: _____

Telephone No: _____

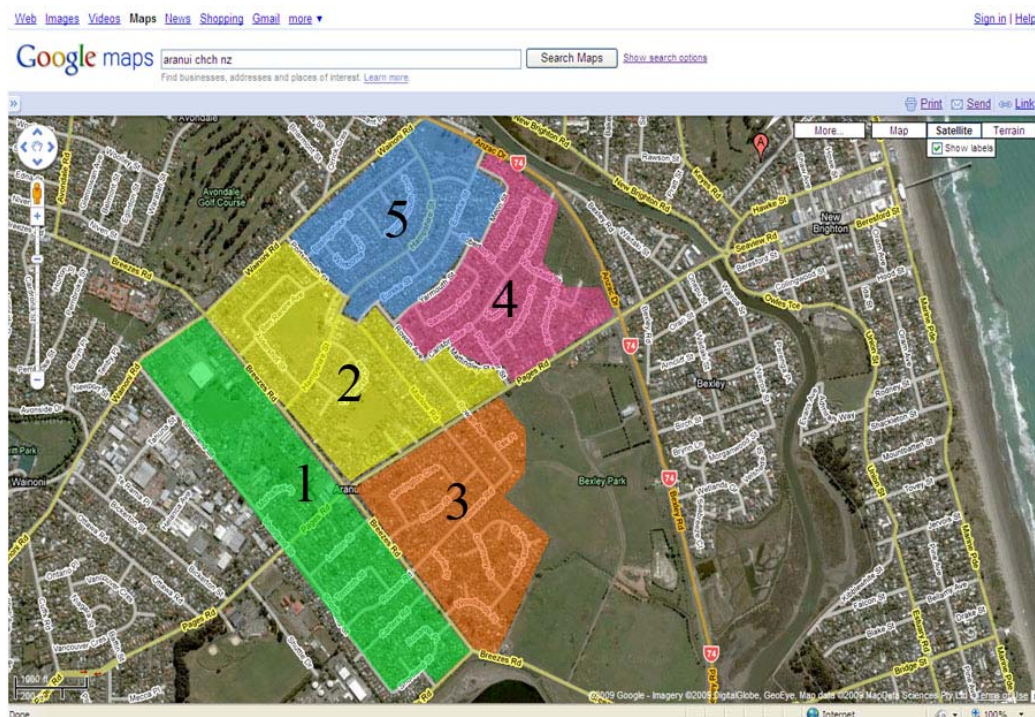
E-mail: _____

The Surveyors.

To actually do the survey the Aranui Community Trust decided to employ for 6 weeks 5 surveyors to undertake the survey / questionnaire to every house in Aranui. With the focus on employing local people if possible, the trust advertised the positions, interviewed and employed 5 surveyors. 3 of these people were local inhabitants of Aranui, 1 was new to Christchurch and the other was from central south Christchurch.

Conducting the Survey

Each surveyor was given an area to survey. The Aranui Community was split up into the following areas.



Surveyors visited each house in the area, and returned twice to houses where there was no answer to make sure that there was the maximum amount of chance to get face to face contact. If the resident was still not in / or not answering the door a survey was left at the property with instructions to call or sms / txt the Aranui community trust and the survey would be picked up. A total of 1130 surveys were returned.

Analysis

Two stages of analysis were carried out on the information provided from the survey for initial feedback.

Stage 1

This took the simple quantitative questions and worked out an aggregate % value for each of these questions across the Aranui community. The questions were directly link to the result areas by colour coding

	- Result area 1: A community that is socially and spiritually strong
	- Result area 2: A community full of knowledge and learning
	- Result Area 3: A great physical environment
	- Result Area 4: People who know and fit Aranui
	- Result Area 5: A community that is Healthy

Stage 2

A more substantial analysis of the qualitative questions took place, looking for:

1. Commonalities of actions and activities
2. Common Themes of these actions or activities

This was done for both the negative and positive questions so we were able to view what retrospectively people had thought had worked in terms of development in the result areas and also what needed to happen to improve or continue to improve these areas.

It was found in this stage 2 analysis that answers congregated around 5 common themes.

1. Individual Solutions

Individual solutions were defined as either solutions that were attributed to or thought to require specific individual action.

2. Organisation Solutions

Organisation solutions were defined as solutions that were attributed to or thought to require action from a specific organisation directly relating to result area of the question being asked.

3. Local street solutions

Local street solutions were defined as solutions that were attributed to or thought to require streets or neighbours acting collectively around the issue described.

4. Community wide solutions

Community wide solutions were defined as solutions that were attributed to or thought to require the whole community acting collectively or solutions that were delivered across the community around the issue described.

5. Wider social solutions

Wider social solutions were defined as solutions that were attributed or thought to require wider social or policy action to be taken that effect these issues directly at a community level around the issue described.

Some solutions highlighted fitted into 2 or more solution descriptions. For instance getting to 'know you neighbour' would fit into individual and local street solutions.

Stage 1 Analysis findings

Results from questions:

Result Area	% Yes	% No	Result Area	% Yes	% No
Are you involved regularly with a Church/ Religious org	27.5	71.9	Do you receive the ACTIS Newsletter?	86.00	8.6
Are you involved regularly with a Sports Club	24.25	75	Do you know about the Aranui Family Festival (AFFIRM)?	72.50	26.1
Are you involved regularly with a Community Organisation	19.9	80.9	Have you heard about the Aranui Community Trust?	75.00	25.8
Are you involved regularly with a Learning Activity	15.30	83.2	Do you think Aranui is a good place to live?	89.10	9.8
Are you involved regularly with any Other activity	28.8	67.6	Since you have been living in Aranui has it become a better place to live?	72.90	20.3
Average Time lived in Aranui	15yrs	-	Do you think we should Promote the 'violence is not ok' campaign in Aranui?	89.90	3.8
Male	37.4	-	Do you believe there is less violence and or antisocial behaviour in Aranui?	59.2	32.5
Female	62.3	-	Have the schools / learning opportunities improved for our community?	58.80	14.5
			Would you enroll in a course / programme?	45.80	48
16-19	5.80	-	Is there less graffiti / vandalism?	58.50	35.9
20-29	15.03	-	Is there community spirit in Aranui?	78.00	15.4
30-39	18.90	-	Has it got more over recent years?	62.10	14.7
40-49	17.30	-	Can you Access Health Care easily in Aranui?	75.00	10.8
50-59	15.30	-	Are you enrolled with a doctor?	90.40	3.9
60-69	11.80	-	Is this doctor in Aranui?	33.00	58.5
69+	15.20	-	Do you use any of the Local shops?	88.30	9.8
NZ European (2006 census 69%)	59.70	-			
Maori (2006 census 18%)	19.80	-			
PI (2006 census 13%)	8.30	-			
Other (2006 census 2%)	15.00	-			
Have you or anyone you know in Aranui recently been made redundant / laid off?	22.60	75.9			
Do you want to find out how you could be involved with some of the work we are doing in Aranui?	41.40	56.8			
Would you like to find out some more info about the work of ACTIS.	48.10	49.9			

Result Area 1 – A community that is socially and spiritually strong.

Question	% Yes	% No
Are you involved regularly in a Church/ Religious organization?	27.5	71.9
Do you think Aranui a good place to live?	89.10	9.8
Since you have been living in Aranui has it become a better place to live?	72.90	20.3
Do you think we should promote the violence is not ok campaign in Aranui?	89.90	3.8
Do you believe there is less violence and or antisocial behaviour in Aranui?	59.2	32.5

These questions were aimed at gauging the spiritual engagement and value / opinion from a board social perspective of the Aranui community on itself. Stating church or religious organisations was seen to be a good way of not just noting religious affiliation as is noted in census data but participation and involvement by people in collective action around a religious activity. This involvement and presumed affiliation was seen as important to investigate by the board of the Aranui community trust as many of the cultures in the Aranui community see a spiritual component as fundamental to their being. Whether people thought Aranui was a good place to live and whether it had become a better place to live was also seen as fundamental to beginning to give value to the social capital in the Aranui community. We also wanted to ask a specific question about primary indicators associated with this result area and a question regarding promoting the violence is not ok national campaign which the Aranui community trust is part of was seen as important as this was one of its main service delivery areas to reduce the % of total police callouts for Family violence in Aranui.

(These baseline indicators can be seen at the Aranui community trusts website www.actis.org.nz/actis-info/what-we-do)

89.9% suggested that we should promote and continue to promote the 'violence is not OK' Campaign.

27.5% over ¼ of the sample state that they were involved with a church or religious organisation regularly. In 2006 the census data for Aranui states that 70% of the population have a religious affiliation. It can be suggested from this difference that the question that was being asked was directly relating to the involvement of individuals in a collective act that is organised. This is important from a participation view point. It may well be from this information that more people affiliate with a belief or faith system than they do with being part of a social network that is connected around the regular participation in an organised act of religion.

89.10% of the sample stated that Aranui was a good place to live. What makes people state that their geographical community is a good place to live relies on a number of intersecting factors. If an individual states that somewhere is a good place to live we understand that as having a stronger social value than if that person said that it was not a good place to live.

The following question enables us to place the original question in a time based context and state whether the individual and sample feel that the area has improved. 72.9% state that they feel that the Aranui community has become a better place to live. The reason for why Aranui has become a better place is not address here, however

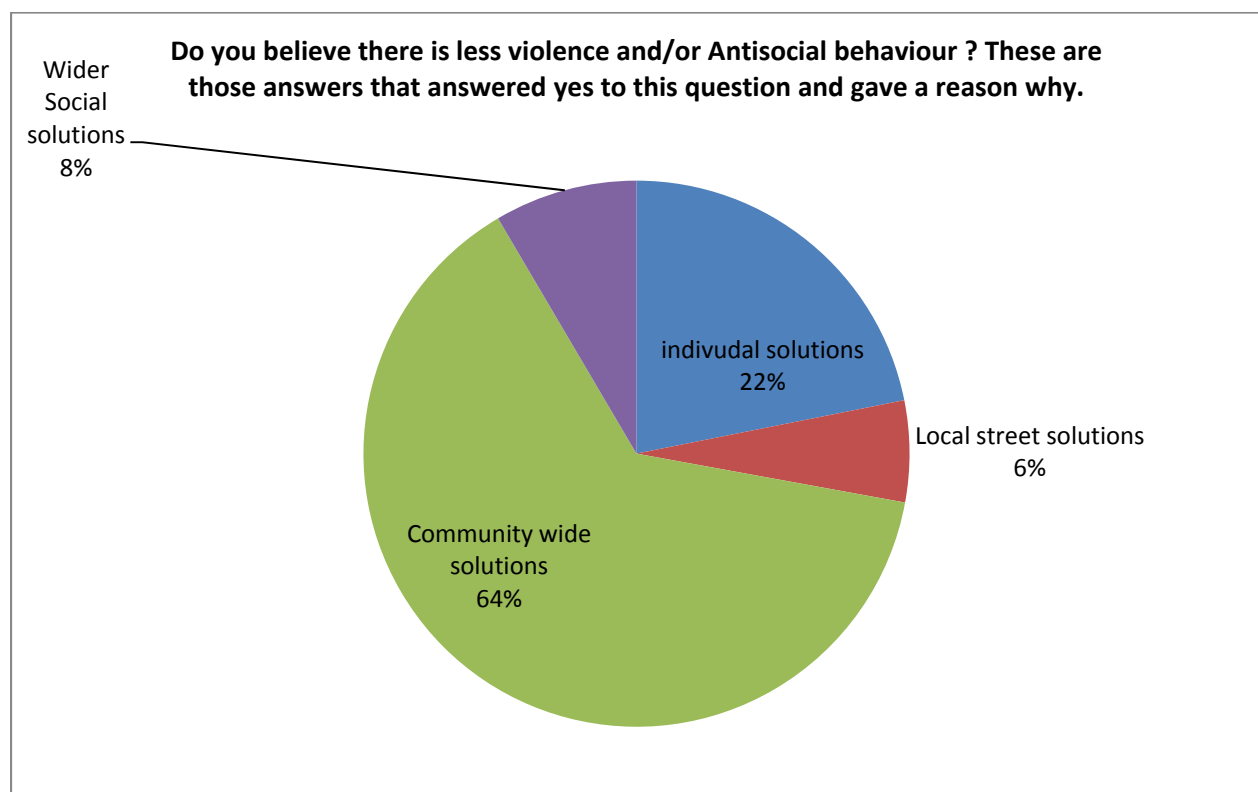
an increase in peoples opinion regarding whether or not their community has become a better place evaluates in a time based way the development work that has been carried out as a whole and suggests an increase in social capital.

Question: Do you believe there is less violence and/or Antisocial behaviour?

Answer: Yes

Question: Why?

Category	% of answers
Individual Solutions	22
Local street solutions	6
Community wide solutions	64
Wider social solutions	8



It was clear from the analysis that people equate many different actions / activities and attitudes for what they believe has produced the reduction in Aranui of violence and / or Antisocial behaviour. Out of the 59.2% of the sample that stated they believe a reduction had occurred the following four areas were identified

92% of the community suggest that the solutions to the reduction of Violent and / or antisocial behaviour in Aranui have come from within the community itself. That is either community wide, individual or local street

solutions. The community wide solutions make up the largest proportion of the solutions presented, this suggests that community activities and actions across the community as a whole have had the largest effect on the opinion that there is less violent and /or Antisocial behaviour. Wider social solutions, changes in policy or actions that have been done at a local or central level that have effected changes did not rate highly or were perceived to be a low factor in the direct reduction of violent and / or antisocial behaviour.

Some examples of the solutions given:

‘More community groups helping, support for their behaviour, times have changed’

‘Since the renewal project - park housing has lifted the community’

‘neighbours helped me from being burgled, come to assistance when needed’

‘Pub Closed, people more visible’

‘lives in a great street, The sports, rugby - builds community spirit’

‘people have got more sensible, housing upgrade has helped, gangs are not around like they used to be, housing NZ upgrade’

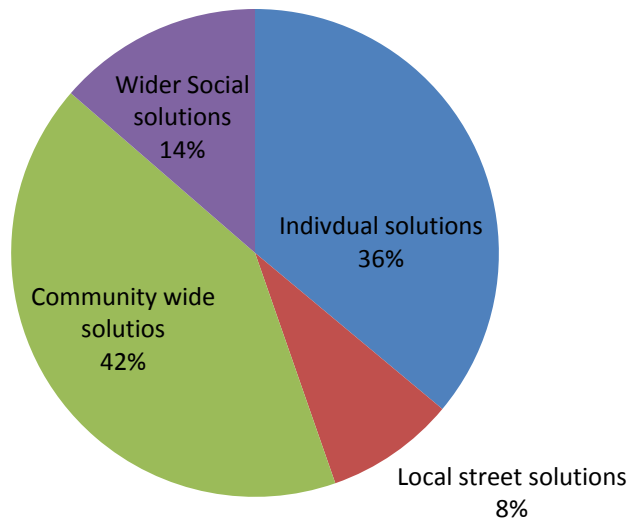
Question: Do you believe there is less violence and/or antisocial behaviour in Aranui?

Answer: No

Question: What needs to happen?

Category	% of answers
Individual Solutions	36
Local street solutions	8
Community wide solutions	42
Wider social solutions	14

**Do you believe there is less violence and/or antisocial behaviour in Aranui? No -
What needs to happen**



When people feel that violence and/ or antisocial behaviour in Aranui hadn't reduced, what they identified needed to happen was quite different to those that believed it had reduced. Here the individuals in the sample identified community solutions (42%) and individual solutions (36%) as being the most important. With only 6% separating these two areas they made up a total of 78% of the solutions presented. People felt that in terms of reducing violent and /or antisocial behaviour community needed to act as a whole and people needed to respond themselves / change their own behaviour to effect change. Local street solutions were still relatively low but there was an increase in wider social solutions given, these solutions were nearly double the positive answer to this question.

Some examples of the solutions given:

'Get kids off the street'

'More Police-Community Watch'

'Neighbours need to become closer to each other, and willing to lend a helping hand where they are able. Perhaps even developing a sincere concern for others would indeed make a huge difference'

'More street community patrols'

'People need to be more friendly and get know neighbours and children need to have respect for property and their elders and the community as a whole'

'Public perception needs to change'

Result Area 1 - Conclusion

Initial findings from the questions relating to this area are positive. Over 4 / 5 individuals from the sample thought that the community of Aranui is a good place to live. And over 3 / 5 thought that it had become a better place to live. When asked whether they believed there was less violence / antisocial behaviour 59% said that they thought there was. When asked what had happened to cause this decrease individuals in the sample suggested that community wide solutions had had the most impact on reducing this with individual actions / solutions second. Those that answered that they did not believe that violence / antisocial behaviour had reduced suggest that community wide solutions should be applied, as well as individual solutions. There were some noticeable differences in the distribution of answers amongst the themes. That is that the community wide solutions were 22% less than the positive form of the question, individual solutions had increased by 14% and wider social solutions had increased by 6%, and local street solutions had increase by 2%. We could conclude from this comparison that those that believed that changed has happened feel that the community wide solutions that have been applied have resulted in the change. Whilst individual solutions have played a part, as well as wider social solutions in this development it is the collective community wider solutions that have best effected the change. In this context many of the individual solutions were separated at focusing on both 'victims' solutions, where the victims of violence / antisocial behaviour were deciding to effect change and 'perpetrator' solutions or would be 'perpetrator' solutions, where solutions that were presented were focused on deciding to change the behaviour of these individuals to effect change.

What we see in the negative form (those from the sample that don't believe change has been seen but highlight their hope that it could change) put forth a different picture of solutions. Whilst they state that community wide solutions are still needed, they see the role of individual solutions and of the effectiveness of wider social solutions as important for change and development.

Recommendations

As action from a community development perspective it seems that community wide solutions, that is actions / activities that take place across the community should continue. However it is clear that there needs to be provision for individuals to act, be involved and take part. A best practice approach would be to suggest that community activities that are done by an organisation or department on a community wide scale to effect change and development should have at each point and as much as possible, participation from the local community to make them most effective, and sustainable

There must also be further investigation into what decisions the participants in violent / antisocial behaviour have and how positive options can be made more realistic for both the 'perpetrators' and the 'victims' in the various scenarios that this description encapsulates. It seems that an effective community based restorative justice programme may be one answer to this at one end of the continuum, as would increasingly stronger / quicker more supportive interventions by the justice system and those supporting services as a whole.

Result Area 2 – A community full of knowledge and learning

Question	% Yes	% No
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Are you involved regularly with any Learning Activity?	15.30	83.2
Have the schools and learning opportunities in the area improved for our community?	58.80	14.5
Would you think about enrolling in a course or programme?	45.80	48

These questions enabled us to get a good indication of the level of participation in learning across our community. Whether the sample thought the schools and learning opportunities have improved and whether people would enrol in a course or programme. 15.3% currently involved in a learning activity is relatively low compared to the other areas of participation that were asked, but coincides with census data that shows high levels of individuals with no-qualifications in Aranui and also correlates with other research ('First chance for a real education' an impact study of adult literacy Besnemen and Tobias 2003) and large proportions of generational non-school achievement by the residents of Aranui.

58.8% of the sample thought that the local schools and learning opportunities have improved in the community of Aranui. This is a positive result for the learning opportunities and the work that has been done and is being undertaken currently by initiatives such as the Pegasus Achievement Cluster that are working to improve learning and achievement for the students in the schools across the community.

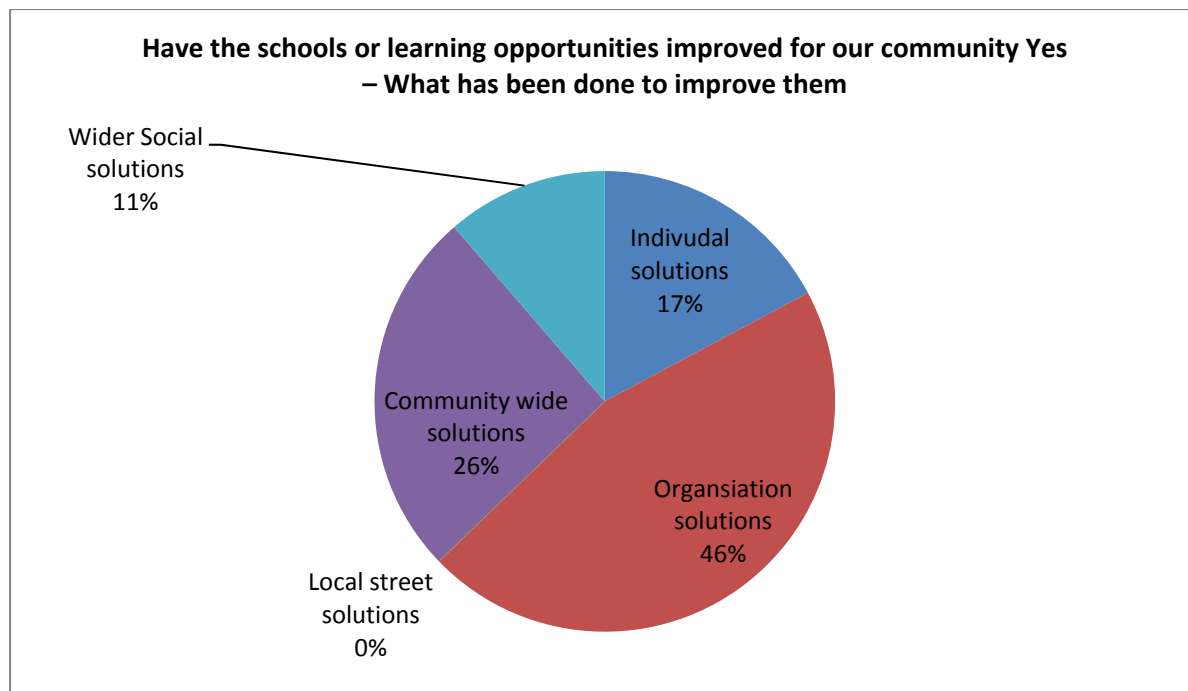
45.8% of the sample suggested that they would enrol in a course or programme. This is a large number of the population and opportunities should be made to harness this desire to learn. It is interesting to state that the difference between those that are currently involved in a learning activity (15.3%) and those that want to learn or enrol in a course or programme is a difference of 30.5% or 345 people.

Question: Have the schools or learning opportunities improved for our community?

Answer: Yes.

Question: What has been done to improve them?

Category	% of answers
Wider social solutions	11
Individual Solutions	17
Organsiation Solutions	48
Local Street Solutions	0
Community wide solutions	26



The sample indicated that when concerned with learning and the improvement of opportunities across the community much of the community feel that this has been done by the actions of organisations themselves. In this instance these organisations can be considered to be the education institutions themselves. What is also evident here is that community wide solutions were also seen as being important. 1 in 4 of the individuals in the sample that thought that the learning opportunities had improved equated this to some form of community wide solution or initiative. Individual solutions, and wider solutions were not seen as significant as these other solutions and local street solutions were not seen as effecting the change at all.

Some examples of the solutions given:

‘Strict about going, more teachers, more help’

‘Good community that work with the teachers’

‘whaka Whanaungatanga at AHS community spirit built and (awhi) and support and accessibility resources for community. They assist those socially isolated and support network’

‘Community involvement, Higher education levels seems to be more understand of our children’s skill levels, eg practical as opposed to written’

‘Kids are getting lots of support and services through the schools. School programmes appropriate for the area’

‘Giving more options for the community- younger generational up skilling education opportunities- more health and medical people involved in school programmes. Schools working together. Matariki celebrations, Canterbury league games, good role modelling going on throughout schools, sports, community organisations. Hall of fame in newsletter / ACTIS is a good idea’

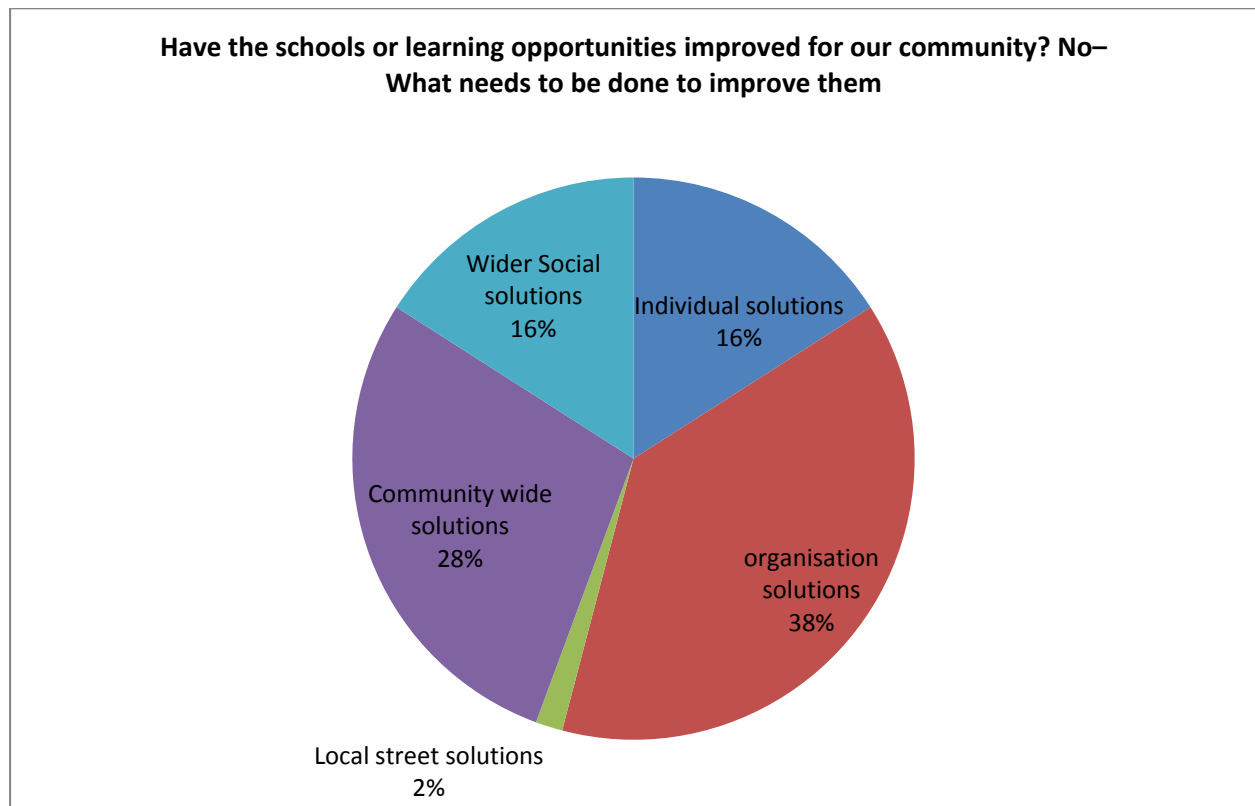
‘fruit in schools, Zero tolerance etc.’

Question: Have the schools or learning opportunities improved for our community?

Answer: No.

Question: What needs to be done to improve them?

Category	% of answers
Wider social solutions	16
Individual Solutions	16
Organsiation Solutions	38
Local Street Solutions	2
Community wide solutions	28



There was not a lot of difference in terms of % of distribution between solutions from those that thought the learning opportunities in the community had improved and those from the sample that didn't. When asked what needed to be done to improve them, the largest solution identified was that of organisation solutions. That is the education and learning organisations needed to act to improve learning opportunities. Second was community wide solutions. Individuals solutions, wider solutions and local street solutions presented very similarly to that of those individuals that thought that the learning opportunities had improved in the area.

Some examples of the solutions given:

‘currently having a few problems with school - better collaboration between schools and parents needed. Also bullying needs addressing. Try young teens unable to get benefit - need someone to help as soon as they are out of school system - income issues, housing issues’

‘Maybe parents in community could offer kids with learning difficulties after school help with homework etc. and take turns to benefit reading, spelling etc.’

‘more funding for services specific to this area. There are language restraints - more appropriate cultural ways of understanding and educating would be helpful’

‘Schools focus on the positive reports only but face to face it is a different story (finds this at teacher / parent evenings) would be better to let the kids / parents know the good and the not so good -areas to work on etc.’

‘The days of the teacher being the authority have well and truly gone (modern society?) It all comes back to the home. IF no respect at home, no respect for teachers’

Result Area 2 - Conclusion.

When talking about learning opportunities it was important not to talk specifically or only about schools, colleges or other educational institutions. We were aware of the other community based initiatives that provide learning opportunities and we wanted to include these as well. However it was clear from the answers given that many individuals in the sample took this question to refer to the schools. It is heartening that with this in mind the solutions that were presented as being most effective and most in need of happening for development to take place, were and are around these organisations, and their actions for it to be / have been a solution. It is certainly noticeable from the research that much work has been undertaken to raise the profile in the community of these institutions / organisations and improve the opportunities and this is realised in the community. What is also noticeable is the role / lead role these educational / learning institutions play in continuing this development.

In the positive form of the question, the work of the organisations concerned with learning was 20% greater than any other theme of solutions presented. In the negative form of the question this difference reduced to 10%, with wider social solutions increasing the most out of the other themed solutions presented by 5% (suggesting that an increase in effective wider social solutions have a role to play in continual development, and this is seen by the community.), community wider solutions increasing by 2%, and local street solutions increasing by 2%, and individual solutions reducing by 1%.

Recommendations

From the information presented the most effective solution in improving the learning opportunities in Aranui has been the solutions and work of the learning / educational institutions themselves. The strategies they deliver to engage with the community and present appropriate and relevant programmes for the children and adults alike have been effective, this is shown through that fact that 59% of the population believe that these opportunities have improved. Many individual examples were given about how an institution had changed the way they work or how they work for the community effectively.

What is clear is that there is still room to continue to improve in this area and it is the work of the institutions / organisations themselves that can continue this development. It is suggested that for this to be most effective these organisations as much as possible need to engage wider with, and be supported increasingly by the community in their actions, allowing individuals to participate and be involved in there organisational solutions as much as possible. If these learning / educational institutions can be involved also in wider social solutions to common problems, this would also add strength and effectiveness to solutions that are strategically cohesive across all solutions for the development of the Aranui community and the future prospects that achievement in learning brings.

Result area 3 – A great physical environment

Question	% Yes	% No
Is there less graffiti / vandalism?	58.50	35.9

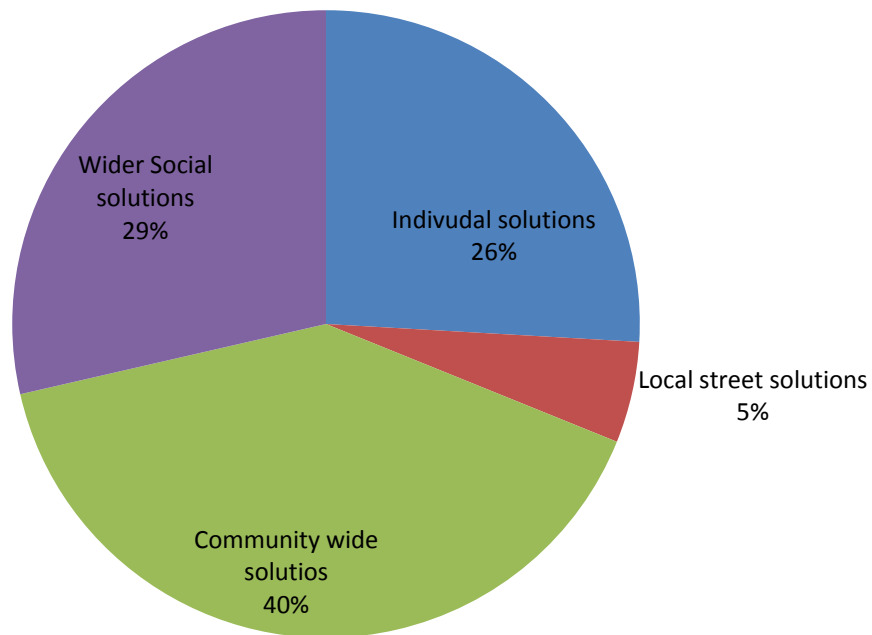
58.5% of the community believe that the level of graffiti and vandalism has reduced. This fits with the work of city wide initiatives and quicker removal of graffiti.

Question: Is there less graffiti / vandalism?

Answer: Yes.

Question: Why is this?

Is there less graffiti and vandalism? Yes – why is this?



The results here suggest that those individuals that think that there has been a reduction in graffiti and vandalism attribute this to a number of factors. The largest group of answers from the sample were associated with community wide solutions, the next two groups of solutions (wider social and individual solutions) were closely linked in the % of answers attributed to them. The closeness of the level of the answers that attributed solutions to both Individual solutions and wider social solutions suggests that those that believe that graffiti and vandalism have reduced feel that a number of solutions have been undertaken to see this improvement not just a community wide involvement, or single initiative. This concurs with the matrix of initiative and activities going on across the city of Christchurch.

Some examples of the solutions given:

‘People are more concerned about their environment’

‘Over here- some people do it, but neighbours tell them to go elsewhere- bored - go to school, get a job, hates tagging’

‘It has changed - appears to have stopped. Within her church she prays for the community. Has prayer meetings in the house every week. The people within it, our city, our country. Feels the strength of prayer, and the importance particularly at this sad time in the community.’

‘Repainted quickly’

‘being cleaned off more pride in Aranui locals’

‘More pride in the community’

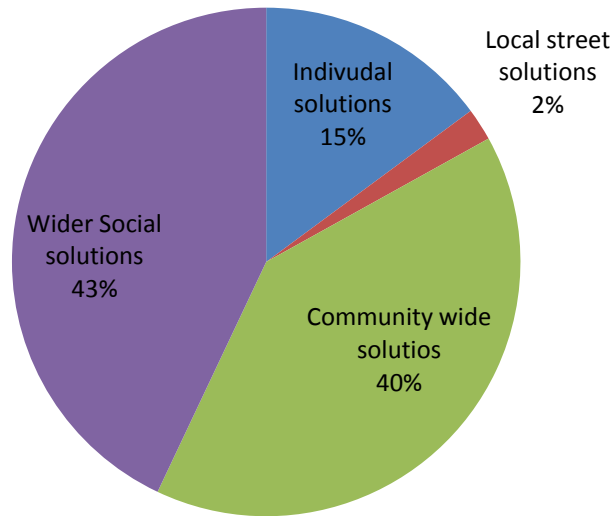
'people have / know each other. In street say hello. Talk to neighbours'

Question: Is there less graffiti / vandalism?

Answer: No.

Question: What can be done to improve it?

Is there less graffiti / Vandalism? No – What can be done to improve it?



For those in the sample that believed that graffiti and vandalism had not reduced, the results show that they thought the largest solutions to the problem should come from wider social solutions and community wide solutions. Individual and Local street solutions presented less.

Some examples of the solutions given:

'No parental control it needs to be addressed'

'Education, tell the kids to be proud of the community, and not trash it. Don't get taught and community responsibility courses and at home'

'Council (mural walls) Hampshire park best location. Get the kids to improve their skills to art level, qualifications. Divert their energies into constructive activities. Project legit'

'Another tough call taggers and vandals never quit penalties not tough enough parents not controlling their kids'

'Zero tolerance for tagging etc. get it cleaned up right away via council scheme. It is unsightly, antisocial and depressing to residents. Stronger community police presence. To feel safe and seen not forgotten'

Conclusion

In the positive form of the question it is clear that the sample feel that community wide solutions are the most common solution presented. Wider social solutions and individual solutions in the positive form of the question play a larger combined total than that of just the community solutions. It could be said that those that believe that graffiti and vandalism has decreased in Aranui attribute this positive development to a mixture of Community, Wider social and individual solutions. This would follow the collaborative effort undertaken in Aranui, and the focus by Christchurch City Council with the reduction of Graffiti across the city with the newly formed Graffiti office.

For the negative form of the question, the individuals that do not believe that graffiti and vandalism has reduced give exactly the same amount of community wide solutions as the positive form of the question (40%). The largest change is the increase in the focus on wider social solutions (13%) to reduce the amount of graffiti and vandalism. Solutions identified here were focused on tougher justice system interventions for the 'doers' of graffiti and vandalism, providing creative avenues for young people and giving them 'something to do'.

Recommendations

It was suggest that to maintain the development in this area, the improvement of the physical environment, and the reduction of graffiti and vandalism a clear focus on more effective wider social solutions to curb this level of crime is needed. Community solutions also play an important part in this area, this includes more activities for young people and something that engages them positively in the creative arts. It is clear that for it to be truly successful the community needs to be continually supported by effective wider social solutions.

Result area 4 – People who know and fit Aranui

Question	% Yes	% No
Are you involved regularly with a Church / Religious organization?	27.5	71.9
Are you involved regularly with a Sports Club?	24.25	75
Are you involved regularly with a Community Organisation?	19.9	80.9
Are you involved regularly with any other activity?	28.8	67.6
Do you Receive the ACTIS Newsletter?	86.00	8.6
Do you know about AFFIRM, the Aranui family festival?	72.50	26.1
Have you heard about the Aranui Community Trust?	75.00	25.8
Is there community spirit in Aranui?	78.00	15.4
Yes = Has it got more over recent years?	62.10	14.7

Over the 4 highlighted areas, church / religious organisations, sports club, community organisation, and other activity the mean % of participation in these events was 25%, many are not involved in anything

86% of the sample receive the newsletter which validates it as a good communication tool within our community.

72.5% know about the Aranui Family Festival (Affirm) and 75% have heard about the Aranui Community Trust.

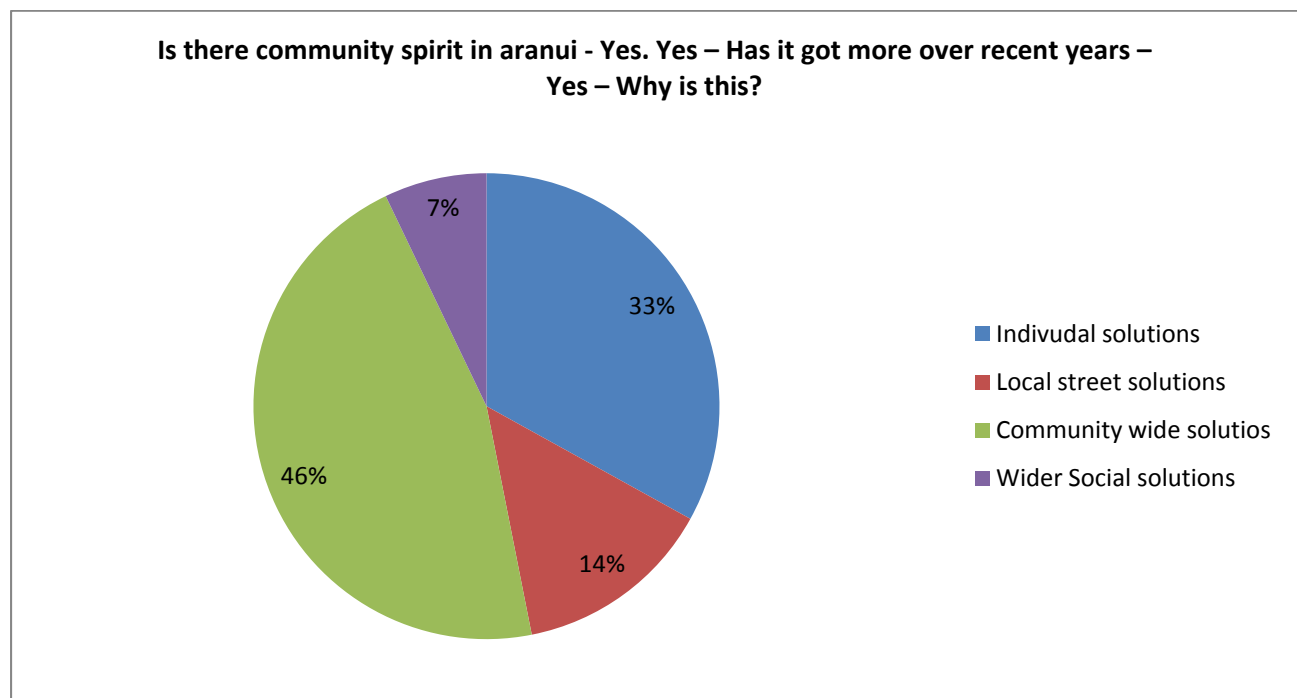
Question: Is there community spirit?

Answer: Yes.

Question: Has it got more over recent years?

Answer Yes.

Question: Why is this?



For those individuals in the sample that suggest that the community spirit had increased over recent years the largest proportion of single grouped solutions were that of community wide solutions. Individual solutions also played an important part in this increase. It would seem that this would be a logical pairing. Wider social solutions and local street solutions were given as the least in terms of raising community spirit.

Some examples of the solutions given:

‘people get more involved in the community activities’

‘Multicultural area, look after each other’

‘Friendly people, good neighbours’

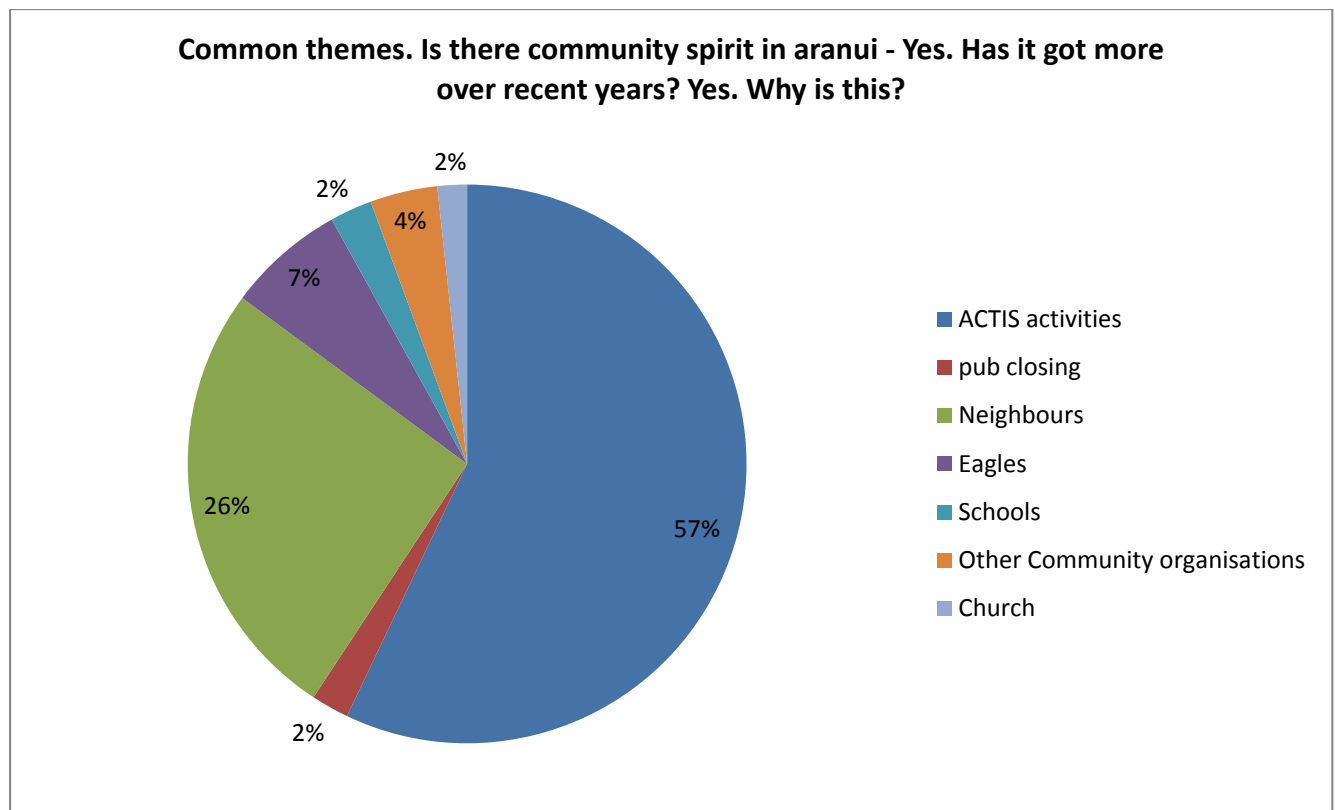
‘the change in the park the kids area, gangs have decreased’

‘More communication, Newsletter’

‘people are more social, accommodating of new people, people out and about, not like years ago’

‘AFFIRM, ACTIS, HNZ, WINZ here and better housing better’

‘Community have bound together to make it better’



Common themes were highlighted in this area, the largest group of solutions that people thought had increased the community spirit of Aranui was the work of ACTIS and its numerous activities. What is interesting in this respect is that neighbours and knowing your neighbours plays a large importance in people's view of what has caused the increase in community spirit. This is in contrast to the relatively small % of people who identified local street solutions as playing a role in the raising of community spirit in Aranui.

To explain this it may be necessary to explain a little further the process of analysis and grouping solutions into themes in a more detailed way. During the analysis individuals highlighted that they know their neighbours or they got together with people down their street. In terms of categorising these solutions into themes, those individuals that expressed that they only knew their local neighbours would be categorised as individual solutions, as they expressed an individual action that made them meet and know / befriend their neighbours. Those that were more descriptive regarding their wider street and neighbours and that they had acted or been involved in this sort of collective action these would then be categorised in the local street solution theme. As this action also involved individual action it was the case that these solutions would often be categorised in the

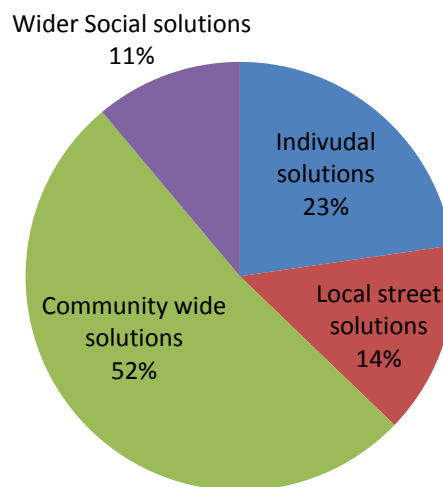
individual solution theme also. In Aranui what could be concluded from this is that people disassociate the relationship with their neighbours to the wider local street area, and the link this could or does have with building community capacity.

Question: Is there community spirit in Aranui?

Answer: No.

Question: What do we need to do to create a sense of community?

Is there community spirit in aranui No – What do we need to do to create the sense of community?



Those that believed that there was not community spirit in Aranui strongly suggested that what needed to happen was an increase in community wide solutions. The next largest grouping of solutions was individual (23%) and then local street solutions (14%) with wider social solutions being the lowest solution identified at 11%. This result gives validation to community wider solutions or those looking to increase community engagement. This information suggests that by providing opportunities or suggesting ways in which individuals can be involved and how individuals can engage in local street solutions, would make community wide solutions possible more effective.

Some examples of the solutions given:

‘Need to have a venue for meeting local people, neighbours (haven’t met the neighbours yet, is working out of area)’

‘Everyone needs to pull their heads out of the sand and start speaking to each other’

‘2005/2006 Community Spirit was good, Last year and this year worse, Drunk kids at night/ Drug selling.’

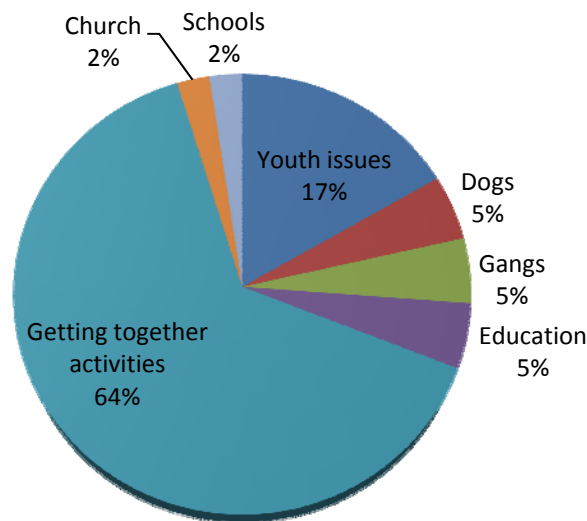
'People aren't talking to each other - don't get to know very well. Most people around here so don't really see anyone'

'Neighbourhood/ street sports for recreation. Teams playing each other. Neighbour support group monthly meetings to discuss problems and new ideas for Community/ Community Gardens projects'

'Deal to the idiots yelling out as we walk down the street, throwing bottles and behaving in a menacing way.'

'Community gym up and running, AFFIRM more, hip hop dance classes needed, sports events for community, (rugby league, families could bring food etc.)'

Common Issues that need to be dealt with or focused on to increase community spirit.



Individuals highlighted a number of common themes that needed to be addressed to create a growing sense of community in Aranui. Some of these were activities that needed to be done, often there were areas or specific groups of individuals that people perceived to be a risk to a sense of community spirit. By far the largest group of these were activities that brought people together, many of these were new ideas, some were activities that were going on already in the local community but people didn't know about them, all however expressed a desire to be together, meet new people and build relationships.

Many of these were presented as community initiatives that people could participate in.

The next largest area identified (17%) was around common youth issues that affected the area. Many of these comments identified that the problem ('the youth' or 'youth issues') just needed to be sorted out, whilst highlighting more 'things' for the youth to do.

The other comments gravitated around 5 other areas, these were

1. more education (5%)

2. Deal with the gangs (5%)
3. Sort out the Dogs (5%)
4. Issues with the schools (2%)
5. More influence from the churches (2%)

Conclusion

It is clear that for those that believe that there is community spirit in Aranui and that it has increased point to community wide solutions and individual solutions to have caused this increase. From the sample it is suggested that it is the combination of these two solutions that increase the sense of community across the suburb of Aranui. With more community wide solutions presented there are more opportunities for individuals to be active and feel more confident to present their own solutions collectively. It is good for the Aranui Community Trust that such a large proportion of the solutions were identified to their work, and also it must be said the importance of neighbours and knowing your neighbour in this improvement.

In the negative form of the question similar patterns emerge regarding the solution distribution. It is important when considering the areas specifically highlighted in needing to be targeted that the identified solution areas are considered. In these areas whilst Community wide solutions are given slightly more weighting (52%) and individual solutions are slightly less (23%) they still form the two largest groups. It is important to form relationships between these two groups to enable one to inform and work off the other. Through community wide solutions people feel able to create individual solutions for development and vice versa.

Recommendations

Solutions presented to increase community spirit or capacity must target community wide solutions whilst enabling individuals to act themselves, whether that is to engage with their neighbour or even utilising the steady 14% in both the negative and positive forms of the question that suggest local street solutions could be effective in bridging the gap between suggested community wide solutions and individuals acting independently. Clearly the role of ACTIS is recognised as building community capacity and strengthening community spirit through its activities, along with the role of good neighbours and other community organisations. In the 5 result areas it is important that solutions that are presented enable people to participate and engage.

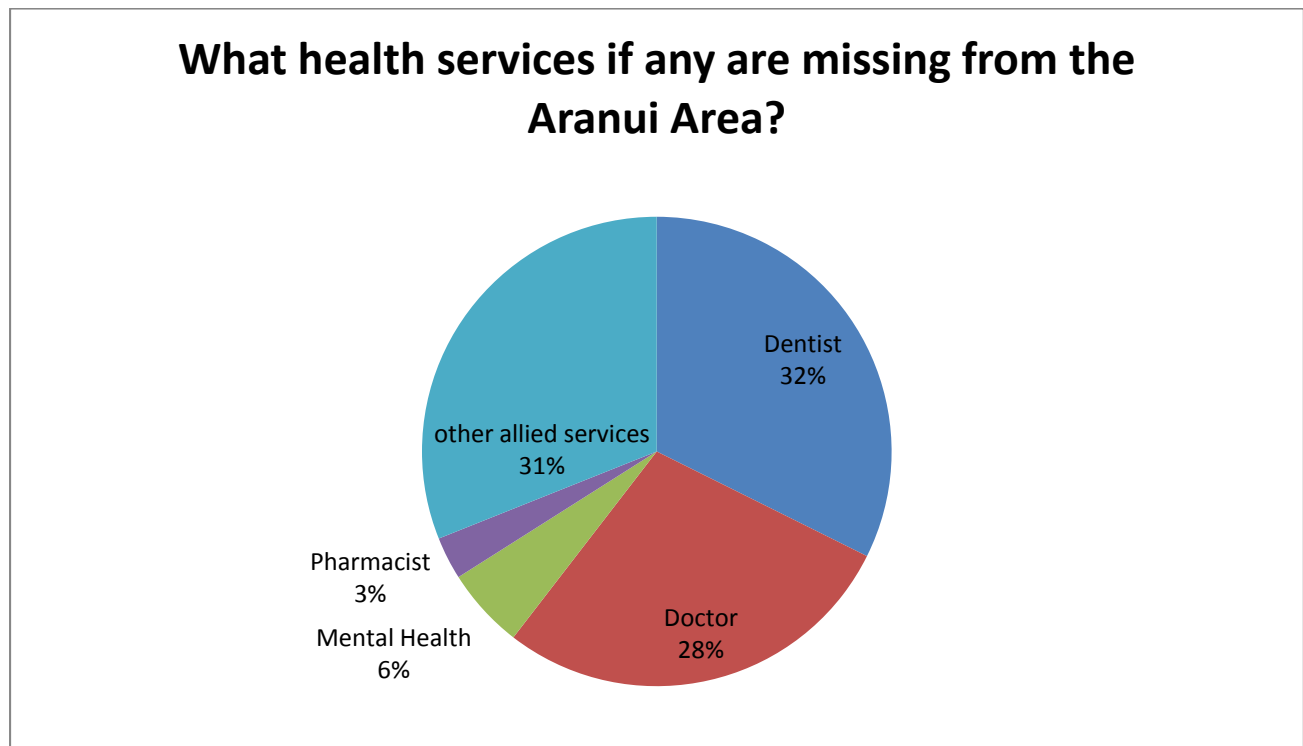
Result area 5 – A community that is healthy

Question	% Yes	% No
Can you Access Health Care easily in Aranui?	75.00	10.8
Are you enrolled with a doctor?	90.40	3.9
Is this doctor in Aranui?	33.00	58.5

A high proportion (3 out of 4 people) of the sample suggested that access to health care is not an issue. Whilst only 33% of the population are enrolled in a doctor in Aranui, 90% are enrolled or registered with a doctor. This concurs with data from the local district health board which places enrolment in local GP practices in Aranui by

residents of Aranui at 40%. In terms of Access issues, these answers are surprising in light of the data we know around levels of individuals utilising Accident and emergency for no-trauma presentations and those that access secondary clinics identified as acute (not normal). It is possible to speculate on the reasons for this mismatch with these two pieces of data however it is suggested that more investigation is undertaken in this area to ask more specific questions around the use of Primary health care, and what type of health care is used by the sample, how they use it and when they use it, rather than whether they can access it or not.

Question: What health services if any are missing from Aranui?



Of those individuals that stated that there were health services missing from Aranui the largest of these was a Dentist (32%) often tagged to this comment was the need for this to either be free or affordable. Behind this was various other allied services (31%) these were numerous services that people needed to be local and accessible and free. Another Doctor in the area was third at 28% and this was often coupled with after hours service or extended hours service. The other 2 common most common areas identified were another local pharmacist (3%), and specific mental health services (6%).

Some examples of the solutions given:

‘existing services should receive more funding to expand their ability to cater for more people’

‘youth health service - needs to be open earlier than noon’

‘Baby and young children services (plunket) and contraceptive advice’

‘A youth drop in centre, doctors that are cheaper’

‘Feels it’s the cost factor that limits people accessing primary health care’

'Diabetes Awareness programme. Transparent Health Programme where the funding is directed at the problem not the hangers on.'

'Cheap Dentist'

'Pharmacy, Doctor, Dentist together'

'Free health and dental care'

'After hours centre'

Conclusion

It is clear that the community have identified deficiencies in the health services available to them.

Recommendations

Future work in this area should first focus on improving localised provision around the three larger areas defined as being missing. Dentist, Doctors / After hours service and local accessible allied services are all important for the community of Aranui. All these must be either Free, or low cost, and be available for the community of Aranui.

More investigation must go into why there is a difference between the findings from this sample regarding the fact that people feel they are able to access health services and that enrolment / registration at GPs is not an issue for a large % of our community and why there is an unacceptably high usage (more than 200% the city mean) of Accident and emergency services for non-trauma (or issues that should have been seen / could have been dealt with previously through primary care) by the population of Aranui. Attendance at secondary clinics by the people in Aranui with acute symptoms is also exceptionally high (over 150% more than the city mean). The main reasons why this is the case can be contributed to individuals for whatever reason not accessing the primary services available to them. The difference between this issue with access and enrolment and people actually attending or going to these primary services must be investigated further.

Other questions

Question	% Yes	% No
Mean Time lived in Aranui	15yrs	N/A
Have you or anyone you know in Aranui recently been made Redundant /Laid off?	22.60	75.9
Do you use the Local shops?	88.30	9.8

The average time someone has lived in Aranui was an important question. 15yrs is an excellent time for people to have seen the work and renewal that has gone on in the community, this period of time enables us to contextualise the answers as well as increases the validity of the sample given.

The other two questions whilst not relating directly to any of the result areas are important indirectly and are specific questions that the board of ACTIS wanted to ask. The question relating to redundancy was to begin build a clear picture of how global economic issues had effected the community of Aranui (as the WINZ data is unable to be applied currently to a suburban level) The question relating to local shops was to try and get a better

picture of local shop usage, as it had been felt that people did not use the local shops as they were either frightened or did not like the appearance of them.

General Demographic questions from survey sample

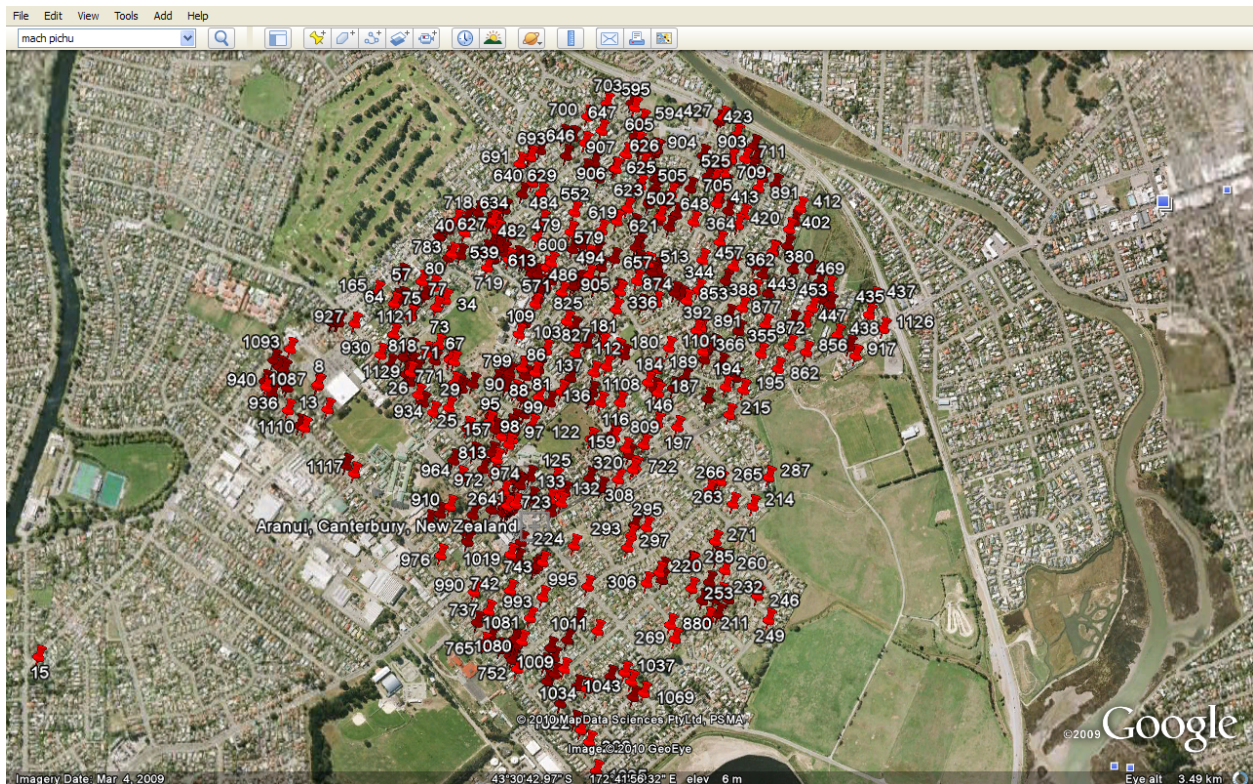
Question	%
16-19	5.80
20-29	15.03
30-39	18.90
40-49	17.30
50-59	15.30
60-69	11.80
69+	15.20
NZ European	59.70
Maori	19.80
PI	8.30
Other	15.00

This information was to evaluate the spread of ages across the community and ethnicity spread. It was important for the whole process that the demographics represented by the survey sample mirrored the census data gathered in 2006. This would also give added validity to the process. In terms of age spread it was realised that further investigation with the younger youth age bracket needed to happen, as the survey missed out due to time and day that it took place on this age bracket. In terms of ethnicity the following difference was found.

Ethnicity	2006 census	Our Aranui Survey	Difference
Maori	18%	19.8%	+1.8%
PI	13%	8.3%	- 4.7%
Other	2%	15%	+13%

The large difference shown in the Pacific Island ethnicity can be explained by many pacific islanders choosing to be more specific in their ethnicity description and entering into other their more specific identity, Samoan, cook islander etc. This also explains some of the large difference in 'other' description we can see.

Those that Wanted to be involved



A total of 458 individuals from the sample indicated that they would like to be involved in some way with the future work of the Aranui Community Trust.

A total of 532 individuals from the sample indicated that they would like to receive further information about the work of the trust and the work that they do.

It is now our task to match the approaches suggested across community, individual, local street, and organisational solutions with these individuals that identified they have a hope in the continual development and change in the Aranui community.

Community Surveyors Feedback

At the end of the survey we gave the surveyors the following feedback regarding the process that they had been part of. Answers are taken from all the of the surveyors.



Community workers feedback.

Part 1. General Comments.

We would like to ask you some general questions regarding your experience working in Aranui over the last five weeks. Please take time to answer these question in as much detail as possible. This will provide us with important information will and is an important part of the evaluation process.

• **What were you perceptions of Aranui before you started working here?**

A tough area that had to be agency supported to function, although the agencies were the problem 20-15 years ago. I had a perception that there was a constant flow of \$\$ (dollars) into the area but nothing ever changed. It used to be a joke in community in the 90's that the streets of Aranui must be paved with gold because of the schemes and Government \$\$ (dollars) that were thrown into the area. There was a perception that some of the organisations at that time were ill run, badly governed, professed to speak for the whole community, yet had no buy in from the people or local government agencies and also had no understanding of the city wide picture of renewal, poverty or community development. Also there was a perception that often interventions in the area were more about empire building, personal endeavour and a wage. Since Supergrans and then when council and housing new Zealand realised that if they consult with the community and engage the 3rd sector, then from the early 2000's with the advent of the trust (ACTIS) and the engagement of the community in the decision making process and the responsibility that goes along with the decision making, Aranui has taken ownership of its areas and is celebrating its successes and honestly attending to its problems. So in summary my perception has changes as changes have occurred in the area. My Perception is that from my limited experience working for ACTIS, and my second hand knowledge is that although the Aranui community may not have buy in individually for things that are happening there is an understanding collectively that things are happening. And that as a community the community is responsible for the change and the resultant good of the area and the community is endeavouring to work together.

• **How have you found working in Aranui generally?**

Its been a real breeze, the worst comment i got was a guy who refused and gave me a 'smart alec' answer as to why he doesn't give a @#\$!, or answer surveys. People have been surprisingly friendly even the roughest looking characters. Most people are willing to give up their time to help do the survey. I've never felt threatened by a person just some dogs and even they were behind fences.

• **Have your perceptions changed about Aranui? Yes No**

If no: What perceptions particularly have been reinforced.

If yes: What has changed?

YES –its like I was wearing bandages over my eyes and someone came along and took them off. And now the bandages are off I will never put them back on again. I have managed to form relationships with some of the people that i have met. It is a special bond that i don't intent to break but i do intend to build baby steps first and through that the building will grow.

• **Did you feel safe? Yes No**

Why?

YES – My major concern was dogs as I have had very little experience with the 'fighter' type breeds. The dog control people provided good safety tips bit also increased my nervousness about their unpredictability. I had no

bad experiences on any of my visits, and I didn't put myself at risk. I have plenty of experiences with people and am good at reading the signs, keeping myself safe in home situations, so I had no concerns with that aspect of the work. Having regular visits during the day into the office, the receptionist phoning daily, and the alarm device all added to a feeling of safety. Being well name tagged and visible with my black / red official bag helped too.

- **Did you have problems with Dogs?** **Yes** **No**

YES

- **Did you always work on your own, or did you take people with you?** **Own** **others**

Own

- **Did this make a difference?**

Not Applicable

- **Do you think the questionnaire was an effective way of engaging with the community and its future development?** **Yes** **No**

Why?

Some people have been waiting years for something like this to occur. Very few people just looked at it as a mere questionnaire, most wanted to help in some way (genuine)

- **Did it effectively engage with the diverse population of Aranui?** **Yes** **No**

Explain?

As for my area, I cant help who answers the door. I learnt a lot about different cultures and their customs. I even met a Buddhist even though i was standing on the steps he wanted me to stand on the foot path as i was a woman.

- **What would you do differently in the whole process?**

Overall the whole operation was extremely well set up and undertaken. I personally would have liked more information about the broader range of services both the ones the community trust operated and also with the wider community. This was because I was asked for information and guidance with a multitude of issues when I was door knocking. (and also because I was open to spending the time with people, once I became aware of my time and quotas daily. There were great systems in place and Aranui had been divided up into manageable chunks

- **Did you feel supported when you were out conducting the questionnaires by the Aranui Community trust?** **Yes** **No**

Why?

Supported structurally and professionally by all the staff at ACTIS. Supported by the knowledge that queries or non survey issues would be followed up by ACTIS, and by clear boundaries of our roles as just surveyors not spokes people for the trust, not spokes people for the community.

- **Was the information and directions clear enough for you to complete the task?** **Yes** **No**

Why?

Pretty straight forward really, similar to the census. Briefing was fine, just need a little going over of the street shots for continuity and simplification.

Section 2 – The questionnaire

We would like you to think about the comments you heard when you were out and about and respond as much as possible in general terms. These comments will be used to compare your general feelings from the community and what we find from the questionnaire data.

When you make a comment, please think of issues, problems, positives and successes, maybe some examples people suggested etc.

These are general statements that will support the overall findings and how we engage people further.

They will not be used instead of the actual data but help with the evaluation of what we have just done.

1. Do you believe people engaged in the questionnaire with honesty and genuine interest?

Comments

People were very honest in their responses, and expressed strong opinions that they were happy to be recorded. It appeared that the questionnaire gave them a voice about issues that were really bothering them. People hate tagging and destructive behaviour and its repetitive cycles in particular. The interest about the questionnaire was variable. Some people just wanted a brief encounter and the answers reflected this, others were extremely keen and interested in what was going on.

2. Did people ask you about how the information was going to be used, or what was going to be done?

Comments

Yes – but not often – but there was a question about what would happen with the information and if anything good would happen from the survey. There was an expectation of follow up, and unfortunately a belief that there wouldn't be any follow up. People liked the fact that they could speak about their own area and that any work following the survey would be based upon their opinions and not outsiders, people seemed to like that.

3. Do you think people thought Aranui had become a better place to live?

Comment

In my opinion the percentages of those who answered this question were mostly in favour about 90%. Some people living here less than a year said it was too soon to estimate, but hearsay evidence based on the areas 'reputation' it was a lot better than most had anticipated. Some long term residents (30+ years) noticed how things were excellent in the 1950's – 60's then it took a downhill slide in the 1970's, but then things got better from the 1990's until today. Those that said no usually had something happen to their property or immediate neighbourhood. Many commented that 'I wouldn't live anywhere else' or 'I'm still here it's a good place to live.'

4. Do you think people believe there is less violence and /or anti social behaviour in Aranui?

Comments

Most believe there was less violence and anti-social behaviour but in saying that some stated that they didn't go out at night or that they didn't mix with the community as a whole. They admitted to staying home. But those that were brave to go outside and mix like the area and had no problems.

- **From what you heard, what needs to happen to reduce violence and / or anti social behaviour in Aranui?**

The overall theme was the need for more pride in the area and people taking responsibility for themselves and their behaviour. Respect for property and for other people was highlighted. Parenting and boundaries were topic regularly raised. Also the need for offenders to realise the effects of their behaviour and to be made aware of consequences for their behaviour.

5. Do you think people thought the schools and learning opportunities had improved in the area for the community?

Comments

YES – generally 90% good, but a lot of that was hear say. From what they had heard or read about in the paper about Aranui High School. Points about gangs / kids running into schools, issues about teachers being racist previously, but now engaging and talking with students.

What needs to be done to improve them?

All parents need to be more active in their children's lives. They need to find out what they are up to. The parents need to get off their butts at night and go to the dairy or the fish'n'chip shops not send their 8 year old at night at 9pm. More patrols by police, Maori wardens, community watch during the hours of 9pm – 4am.

6. Is there less graffiti and vandalism?

Comments

Some people said yes, others definite no. This appeared to be related to their immediate areas and what they were personally experiencing. The topic of tagging was a 'hot' one as noted previously people find this very upsetting and have strong opinions on how the offenders should be dealt with.

7. Is there community Spirit?

Comments

People talked about the work being done by organisations in this regard – community spirit was found in pockets and people talked about community spirit in areas around Hampshire street. Older residents talked about community spirit being alive in the old days neighbour to neighbour, kids –kids – people were involved. The Hampshire street shopping centre was the hub for community spirit. Everyone met there. Now organisations are creating the spirit. Also countdown was a focal point for the community.

What needs to be done to create a sense of community?

Comments

Can we create a sense of community? The participants said Talking Talking Talking. There is an expectation that ACTIS will create that sense, yet at the same time there is a resilient sub community that looks out for each other. The sense of community is deep in some aspects, but lacking from feedback at surface level, from neighbour to neighbour and street to street.

8. Do people find it easy to access health care in Aranui?

Comments

Most stayed with their own doctor and them. Some found getting into their doctor a mission, they sometimes had to ring the next day and hope they could get in.

9. Were people enrolled with a doctor?

Comments

Yes I only met one woman who was not enrolled and she was within the mental health system.

10. Did people use the local shops?

Comments

Yes lalū's was popular, pac'n'save wainoni was used by the majority although some refused to go because of the unfriendliness and believed it was expensive . Some used Eastgate, Brighton, Stanmore road, Pac'n'Save Moorhouse

11. Did people genuinely want to be involved / or want information

Comments

My sense from those who did answer yes to info would want to get the info on what we do and offer, but 'becoming a member' did stop some from answering yes. There were a few people who I thought were genuinely interested in helping. People lives are very, very busy, busier than I thought anyway. Lids, jobs, take up an awful lot of time, and it came through loud and clear here. Some people were looking for something to do with their time were glad I called. People were pleased to get the info pamphlet.

12. What were people most involved with regularly?

Comments

Some people had strong involvement with their church involvement with their church activities, others with sports, but most did not participate in formal events / organisations on a regular basis. Most people enjoyed relaxing with their families and doing things like walking and gardening.

13. Did people feel that things could improve?

Comments

Yes but that is a universal hope – throughout history, and in every location. So it may not be really based on the Aranui community.

14. In your opinion what is the best way to get people involved?

Comment

Survey and follow up the survey, and the people who did the survey get them back out there to show you the people in need or want to be involved. As they have already built the trust with these people. But do it quick don't let things get cold.

15. What are your general comments regarding the people you have met during the questionnaire?

Comments

I met wonderful people as I walked around my areas, people who were honest and down to earth and very open to showing their views and welcoming of me into their homes. I experienced very little negativity towards the questionnaire or towards myself when i was door knocking. This has been a most valuable experience for me thank you.

Conclusion.

The survey successfully highlighted the opinions of the community regarding the 5 areas that the Aranui community Trust are working on. These opinions were both positive on the work and solutions that have been

applied by the community of Aranui to see development and the work that needs to be done by those that don't believe change has been seen. The survey successfully highlighted a large number of people that wanted to be involved and wanted more information about the work that was going on. It is clear from this survey that improvement has taken place and the community development / renewal process that has taken place and the work of the Aranui community trust has played a significant part in this. It is also clear that many other organisations have played a part in this development too, and that this couldn't have happened without the individual actions and belief that there is community spirit by the people of Aranui themselves. Further development and action across the 5 result areas must involve solutions that engage community, individuals, local streets, and wider social solutions to continue this change.