

WhakahouTake VitalUpdate

TAURANGA

2023

Ngā tāngata noho kāinga kore |
People experiencing homelessness



He mihi

Acknowledgement

Whakahou Taketake Vital Update – Tauranga has, once again, helped give a voice to our diverse community, some of whom we don't hear from often enough. For this, we are grateful.

Thank you for sharing your voice

First of all, we would like to thank the communities in Tauranga for taking the time to share your experiences and aspirations, and for doing it with honesty and a willingness to promote positive change.

Contributing sponsors and organisations

The support of our sponsors is fundamental to the success of this project. Thank you to the Acorn Foundation, BayTrust, TECT and Tauranga City Council.

We would also like to acknowledge the support of Ngairo Eruera in ensuring that our research material and reporting reflects a bilingual approach and acknowledges the importance of mana whenua in Tauranga Moana.

This research would not have been completed without the following groups:

- Tauranga Housing Community Trust
- Wairakei Whanau Mentoring
- Awhina House
- Takitimu House
- The Salvation Army
- Welcome Bay community centre
- Merivale community centre
- Tauranga Foodbank

Thanks to their help, we have achieved a rich diversity of responses, reflecting the unique and varied population of Tauranga. We have endeavoured to ensure both inclusion and accessibility, and the information collected provides a balanced view of our community's experiences, needs and aspirations.

A special mention also goes to the Tauranga City Council Community Development Team. They put a huge effort into project management and ensured the research was focused on a range of community engagement principles bespoke to each priority community.

Kia mātau ki ngā hāpori – kia whai take mō ngā rā kei te heke mai

Knowing our community – to inform our future

Rārangi take

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Tēnā koutou katoa

*Tērā koia te tautara ki Maunganui,
te rūpeketanga a nunui, a roroa ki te pō.
Okioki atu rā koutou ki te pō nui,
Takoto atu rā koutou ki te pō roa,
Tēnei te pō, nau mai e te ao.
E ngā rauru o Tauranga moana,
E ngā kārure o Tauranga tangata,
Whītiki, maranga!*

*Tēnei te pou, te pou nō Rongo,
Te Pou Taketake e rāhiri nei,
haere mai, nau mai, tautī mai rā.*

He kupu whakataki

Introduction

Whakahou Taketake Vital Update – Tauranga is a research project that looks at the geographic communities in Tauranga: who makes them up, and what their needs, wants and aspirations are for their neighbourhoods and the wider city.

Acorn Foundation, BayTrust, TECT and Tauranga City Council partnered to complete this research in 2020, and again in 2023, because we recognise that our communities and the city are evolving. We believe that by listening to our diverse communities, we can better understand how to plan and prioritise future work, and create a vision for Tauranga's tomorrow; inclusive, empowering and connected.

Through Vital Update – Tauranga, in addition to providing citywide data that is useful to the wider community, we have also been able to make significant progress in achieving the following areas:

- Understand the current living status of the community
- Understand the change in priorities for our community at suburban and citywide levels.
- Ensure that a community voice is reflected in Tauranga City Council's 'Long-term Plan'.
- Ensure that a community voice is evident in Tauranga City Council's work programmes.
- Understand areas that may require further consideration, consultation and/or partnership with external agencies.

Many individuals and whānau in our community don't have access to safe and secure housing. They are without shelter, in temporary accommodation, sharing accommodation with another household, or living in uninhabitable housing. Homelessness and housing stress is an ever-increasing issue for our region amplified by housing affordability, and often compounded by trauma and life-long negative impacts. The needs of those who are experiencing homelessness is complex and diverse. It is significant, now more than ever, to include their voices and their experiences, and to explore opportunities to collaborate, innovate and implement appropriate services and solutions. Doing so will make Tauranga better for all of us.

People experiencing homelessness represent 2.8% of Tauranga residents. We received 205 responses from those who identified as experiencing homelessness. The data and insights captured in this report only show some of the information provided by these communities. The dashboards www.tauranga.govt.nz/vitalupdate2023 include all the data collected, which can be extracted in meaningful ways to suit the needs of those who require it.

We are truly grateful to everyone who participated in this project. Your input will be used to inform and influence future projects and plans – it will help shape your city's future.

Ma te mōhio ki a tātou o āianeī ka whakatata mai te pae tawhiti

Knowing who we are today makes the distant horizon within our reach

Tauranga

Demographic profile



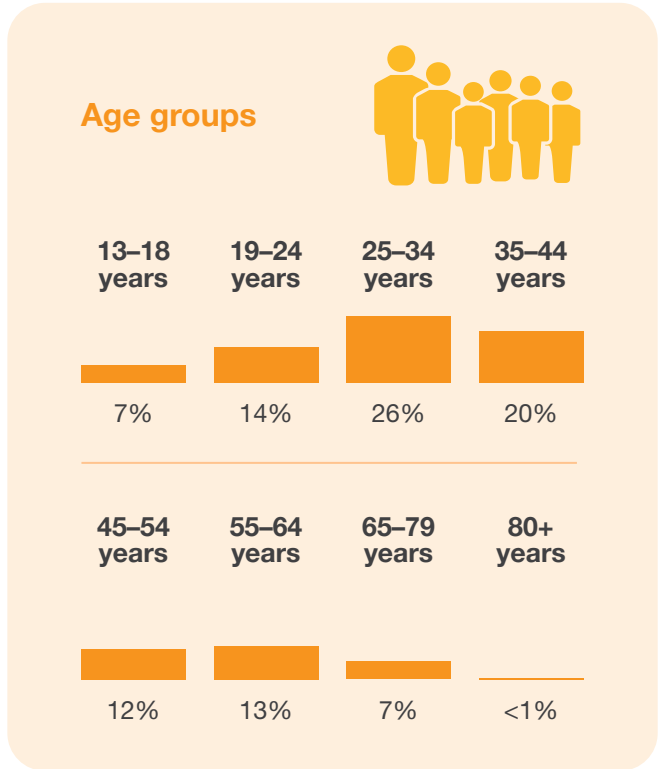
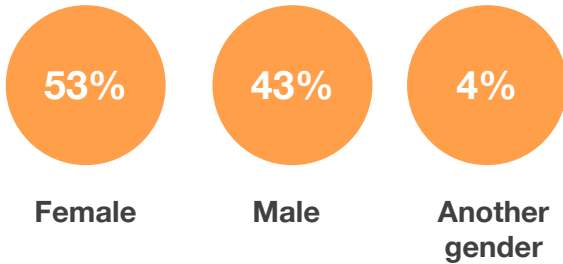
Who responded to the survey?

Snapshot of People experiencing homelessness

This page represents the demographics of the 205 respondents who are experiencing homelessness.



Gender



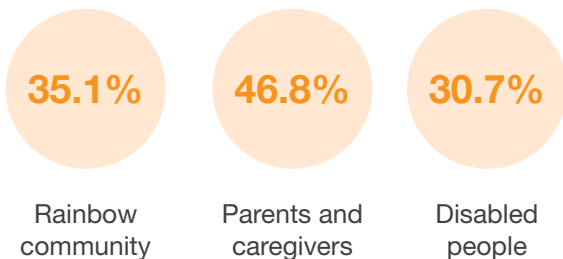
Unemployment rate



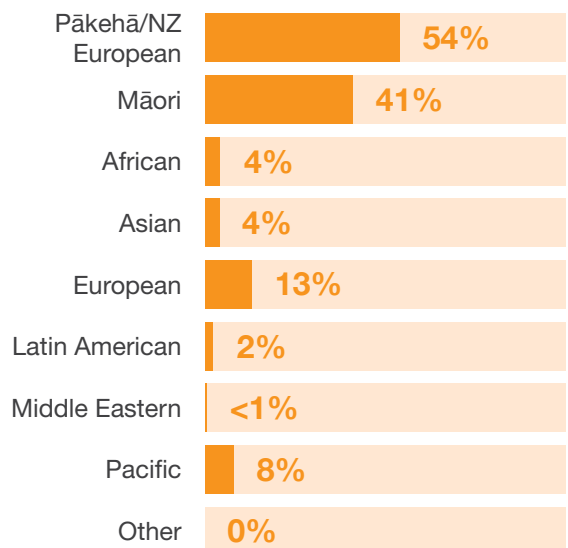
Unemployment rate for this priority group is higher than 4.5% for Tauranga overall.

16.3%

Within People experiencing homelessness respondents



Ethnicity



52 out of 205 respondents identified as belonging to more than one ethnic group. As this was a multiple-choice question, the total percentages will not add up to 100.

NOTES:

1. Sample: n=1,205.

* See 'Appendix 2. About the people' for a more detailed demographic profile of the respondents.

* You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

Wawatanga o Tauranga Whānui

Aspirations for Tauranga



He aha ō tātou whakarerekētanga ki Tauranga? What would we change in Tauranga?

“ Everyone is super disconnected, they prefer social media neighbourhood pages, rather than to face to face interaction.

Have a mixture of people in the community across the middle/lower economic classes. Too many poor people stuck in one area which brings the whole area down and no decent family wants to move there.

It would be all the gangs and violence that people have to witness, even though they have no connections to it whatsoever. It's hard to avoid all the hate speech as a citizen.

Drinking and substances, I see it and smell it everyday.

It is suggested to increase community hospitals to meet the emergency needs of the elderly.

Environmental aspects so that the eco system is healthy.

I think it would be nice to have more community events, so we can feel connected and trusting of those around us. There is such a negative atmosphere in every suburb at the moment and it needs to be reduced.

Add some exercise equipment.

”

Change is important. It can improve quality of life and help our city to move in the right direction.

Priorities remain consistent with what we saw for all Tauranga residents:



'Less traffic congestion/better roading infrastructure/less roadworks' (**24%** for those experiencing homelessness vs **35%** for Tauranga overall). This area has gathered the most comments from respondents.



While the second most popular change that our overall respondents want to see is 'revitalised CBD/better CBD/shops/restaurants/bars' (**14%**), those experiencing homelessness would like to have 'lower cost of living' (**10%**).



'Inclusivity/attitude/less racism' was mentioned by a further **9%** of the respondents who identified as experiencing homelessness.

Other ideas included:

- More affordable housing/rent control/alternative housing solutions (9%)
- Better public transport/more transport options (7%)
- Parking (7%)

NOTES:

1. AS2. If you could change one thing about Tauranga, what would it be? And why? n=105 left a comment.

What is Tauranga missing when compared to other cities?

We asked if there was anything that our residents saw in another city that Tauranga should have. A total of 85 people who are experiencing homelessness shared their opinions with us.

Some of the most common ideas included:



Stadiums/theme parks/aquarium/facility to host large events' (12% compared with 15% for Tauranga overall)



More public activities/facilities' (11% compared with 5% for Tauranga overall)

Other ideas included:

- Better/improved public transportation (8%)
- Better/improved roading infrastructure/traffic (7%)
- Thriving/busy CBD/city centre (7%)
- Green spaces and parks (6%)



NOTES:

1. AS3. Have you seen something in another city that you think Tauranga should have? n=85 left a comment

“

Better infrastructure that has been planned in advance.

Smaller buses (5-15 seat). More frequent and multiple location. Safer. Better locations for basic services.

More effective public transport with longer hours, more community gardens, community projects.

Upgraded playgrounds, gym equipment in parks, more BBQ's along the beaches and reserves, public train transport, free Wi-Fi spots throughout parks.

Fruit trees should line footpaths and roads. Not trees which only create mess, poisonous and harmful insects to create a habitat and those which are restrictive and a serious danger hazard in the event of flooding or gail force winds which Tauranga is known for!

A thriving nightlife – needs less restrictions from council.

At the tip, have a place good stuff could be re-sold to save going to waste. Ohakune have one, excellent money goes back into the community.

I saw many different kinds of volunteers in China.

”

Ngā whare me ngā paerewa oranga

Housing and standards of living



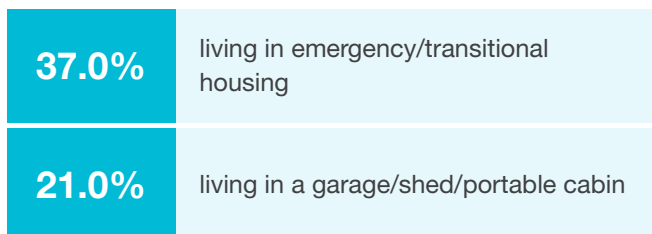
Housing and living standards – what is most important?

Homelessness is defined as severe housing deprivation. We have used the four-category definition that aligns with the European Observatory on Homelessness definitions of homelessness and housing exclusion, and is adapted to reflect New Zealand’s social, cultural and housing contexts (Statistics New Zealand, 2015).

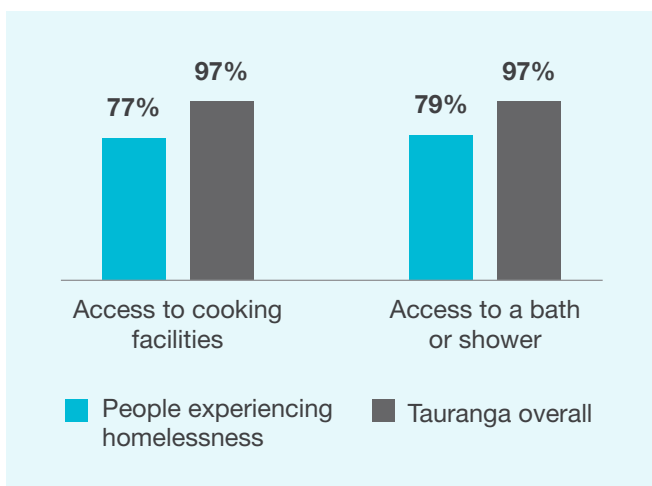
- **Without shelter:** living situations that provide no shelter, or makeshift shelter, e.g., living on the street and inhabiting improvised dwellings.
- **Temporary accommodation:** overnight, or 24-hour accommodation in a non-private dwelling and accommodation not intended to be lived in long-term e.g., transitional accommodation for the homeless, motor camps, boarding houses.
- **Sharing accommodation:** temporary accommodation through sharing someone else’s private dwelling. The usual residents of the dwelling are not considered homeless.
- **Uninhabitable housing:** dilapidated dwellings in an advanced state of deterioration and with inadequate or absent utility services.

Housing situation

Homelessness can look different for different people.



People experiencing homelessness have significantly less access to basic household amenities when compared to Tauranga as a whole:

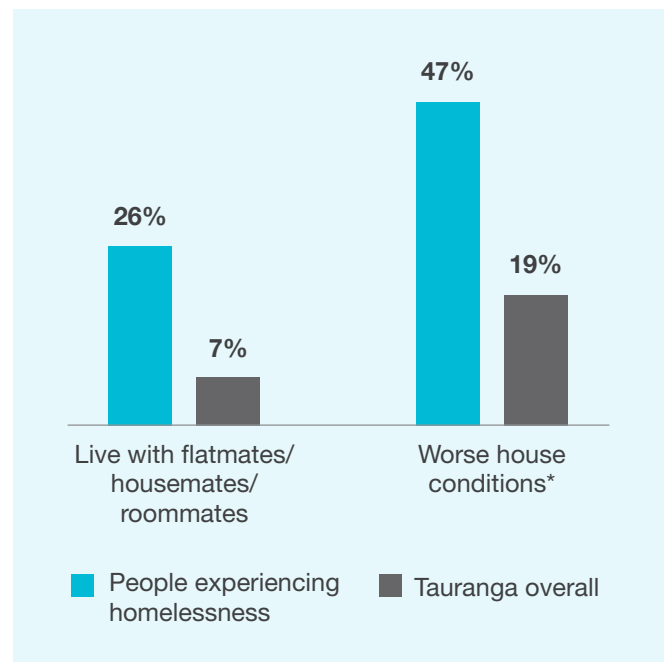


Household incomes

- **31%** of survey participants reported having ‘nowhere near enough’ or ‘not enough’ household income to meet their everyday needs, compared with 16% for Tauranga overall.
- **86%** of those surveyed worry about how much their household has, those aged 25-44 years being the most concerned (89%).
- **29%** of People experiencing homelessness who participated in the survey indicated that they ‘often’ or ‘all the time’ go without groceries to help keep expenses down, compared with 5% for Tauranga overall.

What else?

The living situation for those experiencing homelessness is quite different when compared with Tauranga overall:

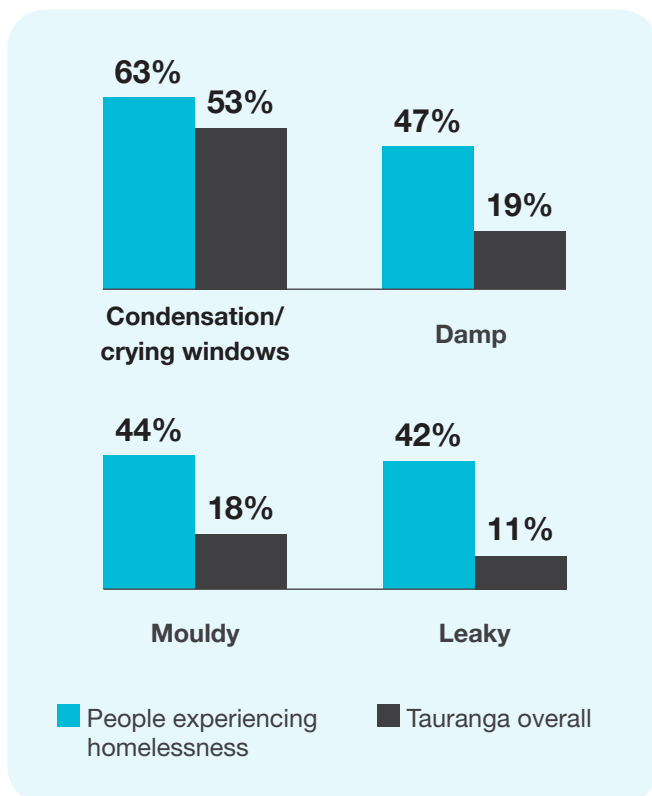
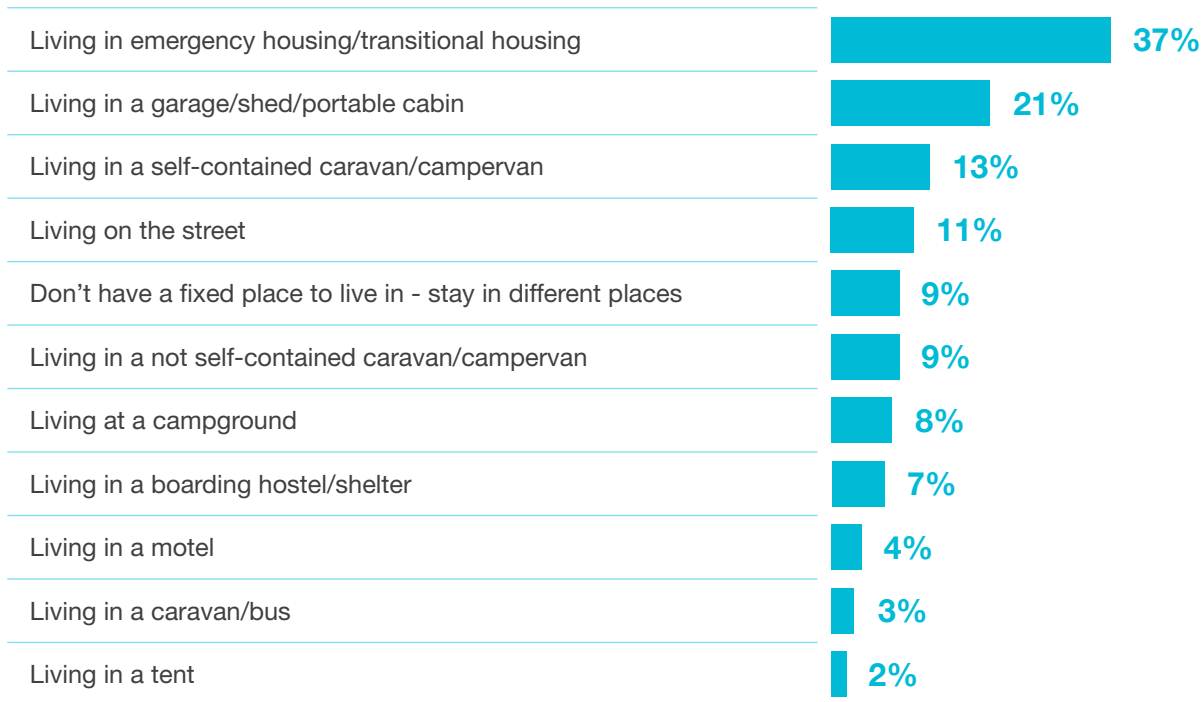


This directly related to the spaces that those experiencing homelessness occupy.

NOTES:
* Dampness, mould, being leaky, condensation/crying windows and access to amenities.

E pēhea ana te noho ā-whare?

What is our housing situation?



Amenities

| Amenities | % have access - People experiencing homelessness | % who have access - Tauranga |
|-----------------------------------------------------------------------|--------------------------------------------------|------------------------------|
| Cooking facilities | 77% | 97% |
| Tap water that is safe to drink | 79% | 96% |
| Fridge | 81% | 97% |
| Bath or shower | 79% | 97% |
| Toilet | 84% | 97% |
| Electricity supply | 81% | 97% |
| Heating (including heat pump, wood burner, or built-in gas fireplace) | 69% | 93% |
| Extractor fan in bathroom | 59% | 86% |
| Extractor fan in kitchen | 59% | 85% |
| Additional bedroom heaters | 44% | 66% |

NOTES:

1. HS1. What best describes your living situation? Please select all that apply. n=204.
 2. HS3. Please review the statements below regarding the place you are currently living. n=199.
 3. HS4. Which of the following are available at the place you are currently living. Don't include anything that is disconnected or broken. n=200.
- * 'Don't know' responses were excluded for more accurate data presentation.

Ko wai ō tātou hoa noho?
Who do we live with?

24%

**Live with partner/
spouse**

Tauranga overall 62%

24%

Live with parents

Tauranga overall 18%

22%

**Live with dependent
children**

Tauranga overall 26%

4%

Live with siblings

Tauranga overall 9%

5%

**Live with partner and
children**

Tauranga overall 20%

26%

**Live with flatmates/
housemates/roommates**

Tauranga overall 7%

7%

Live with adult children

Tauranga overall 7%

13%

Live alone

Tauranga overall 9%

7%

Live with grandparents

Tauranga overall 1%

17%

Single parents

Tauranga overall 5%

5%

Live with grandchildren

Tauranga overall 1%

What have we learnt?

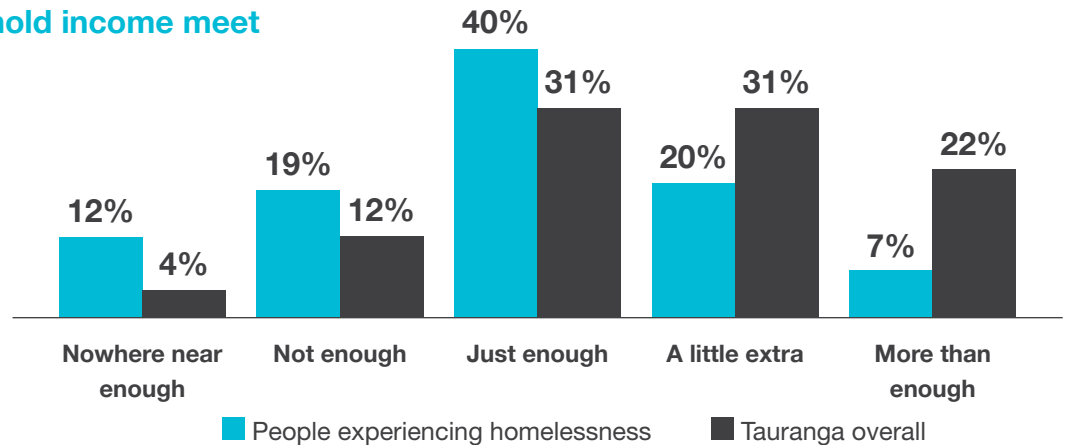
- 1 Sharing a home with a partner is significantly less likely for People experiencing homelessness when compared to Tauranga as a whole (24% of People experiencing homelessness vs 62% for Tauranga).
- 2 17% are single parents.
- 3 Over a quarter (26%) of survey participants in this priority group live with flatmates/housemates/roommates. A further 24% live with their partner/spouse.

NOTES:

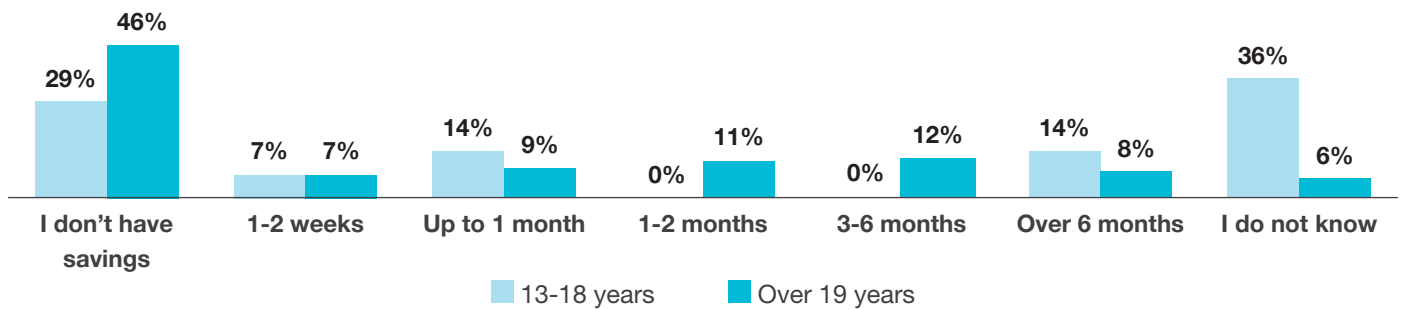
1. HS5. Which of the following best describes who you live with? If you don't live alone please select all that apply. n=204.

He aha ā tātou whiwhinga pūtea ā-whare, ā, e hāngai ana ki ngā matea?
What are our household incomes, and do they meet our needs?

How does our household income meet everyday needs?



How long can we get by using our savings?



Note: The responses have been separated in these age groups for display purposes only. Further information can be found in the dashboards.

What have we learnt?*

- 1 People who are experiencing homelessness who were surveyed make up a high proportion of those who do not have enough income to meet everyday needs (31% compared with 16% overall).
- 2 Those aged between 45-64 years struggle financially the greatest, with 39% reporting not having enough income to meet their everyday needs. This proportion is also high for the ageing population experiencing homelessness – 34% have indicated that they have either ‘nowhere enough’ or ‘not enough’.
- 3 Overall, 45% of People experiencing homelessness do not have savings to fall back on in a chance of circumstance or in case of emergency, with just 14% of those over 19 year having saving to last them over one month.
- 4 86% worry about how much money their household has overall at least ‘sometimes’.
- 5 Survey participants aged between 25-44 years worry the most about their household’s financial wellbeing (89%).

NOTES:

1. HS9. Thinking about how well your household income meets your everyday needs (including accommodation, food, clothing) – money wise would you say you have... n=203.
2. HS10. If you were to have a change in circumstances that affected your income (car breakdown, school camps, loss of job) how long would you be able to get by using your savings or passive income? n=204.
3. HS12. Do you worry about how much money your household has? n=199.

* ‘Don’t know’ responses were excluded from HS12 for more accurate data presentation.

** We combined responses for ‘nowhere near enough’ and ‘not enough’ to identify at risk communities that might struggle more than others.

Me pēhea e whakaheke ai i ngā nama?
How do we keep our expenses down?*

What are the most common ways people keep their expenses down?

- Spend less on hobbies and entertainment than you would like (62% do this 'often' or 'all the time')
- Go without/cut back on trips to the shops/ other local places (54% do this 'often' or 'all the time')
- Put off buying clothing/footwear for as long as possible (53% do this 'often' or 'all the time')

What are people not wanting to compromise to keep expenses down?

- **Buying food**
Gone without groceries to help keep expenses down (29% do this 'often' or 'all the time')
- **Using community support**
Have accessed community meals and/or food parcels (20% do this 'often' or 'all the time')
- **Paying the bills**
Not paid or put off paying bills (including rent, mortgage, power, school expenses, car related cost) (29% do this 'often' or 'all the time')



What have we learnt?

- 1 Almost three in ten of People experiencing homelessness (29%) indicated that they 'often' or 'all the time' go without groceries to help keep expenses down, compared with 5% for Tauranga overall.

NOTES:

1. HS11. In the last 12 months have you done any of the following? n=198.
* 'Don't know' responses were excluded for more accurate data presentation.

Oranga hāpori

Social wellbeing



Social wellbeing – what is most important?

Feeling connected to friends, family and wider community is integral to social wellbeing.

This study has shown that, 69% of People who are experiencing homelessness surveyed feel lonely at least some of the time.

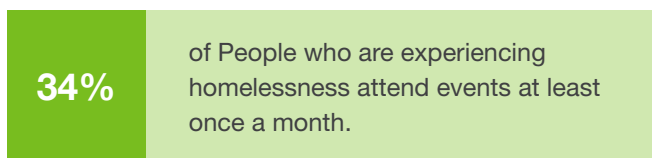
In the last four weeks, 19% of those surveyed ‘never’ or ‘rarely’ have had contact with relatives or friends who they don’t live with.

The most common reasons for having less contact with family and friends are:

- Cost of travel being too high
- Distance
- Not having a suitable transport option (no public buses, no personal vehicle)
- Being too busy

Respondents experiencing homelessness aged between 13-24 years are most at risk. 74% feel lonely ‘all’, ‘most’ or ‘some’ of the time.

Local event attendance



Local events are a way in which the community can come together.

The main reasons for lack of attendance among those surveyed include:

- Too expensive to attend
- Types of events
- Lack of awareness



There is a strong desire in the wider Tauranga community for more events such as music, festivals and concerts. One in five (18%) are also eager for more environmental/educational courses, while others mentioned a need for more free/cost efficient events.

Moving around the city

Driving a car, truck or van is the most common way people move around the city, whether it to be to school, work or generally getting around.

Walking or jogging is the second most common way for those who responded to the survey to get around the city, with 47% reporting this as their preferred transportation method.

To get to work or school, over two in five respondents will take a public or school bus (42%) and a similar proportion will walk or run to get there (40%).

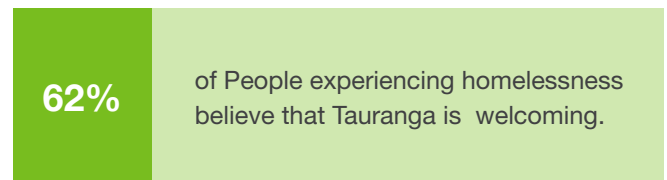
Key household issues

Financial pressure is the greatest issue affecting People who are experiencing homelessness, with 43% of respondents reporting financial pressures.

Mental health is the second largest issue, with two in five affected (42%).

Housing is also high on the list of issues, two in five reported that they are affected (41%).

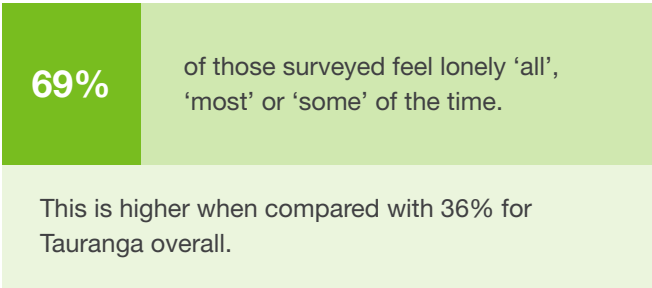
An accepting and welcoming city



Culture and heritage in events

One third of respondents who are experiencing homelessness believe that events in Tauranga reflect a strong sense of culture and heritage. However, there is a strong desire to see more Māori art and culture (26%).

Kei te pēhea koe? Te mokemoke me te whanaungatanga
How are we feeling? Loneliness and connection



Who is most at risk?

People who are experiencing homelessness aged between 13-24 years are most at risk. 74% feel lonely 'all', 'most' or 'some' of the time. The proportion of those aged between 25-44 years feeling lonely is slightly lower, but still remains relatively high at 72%.

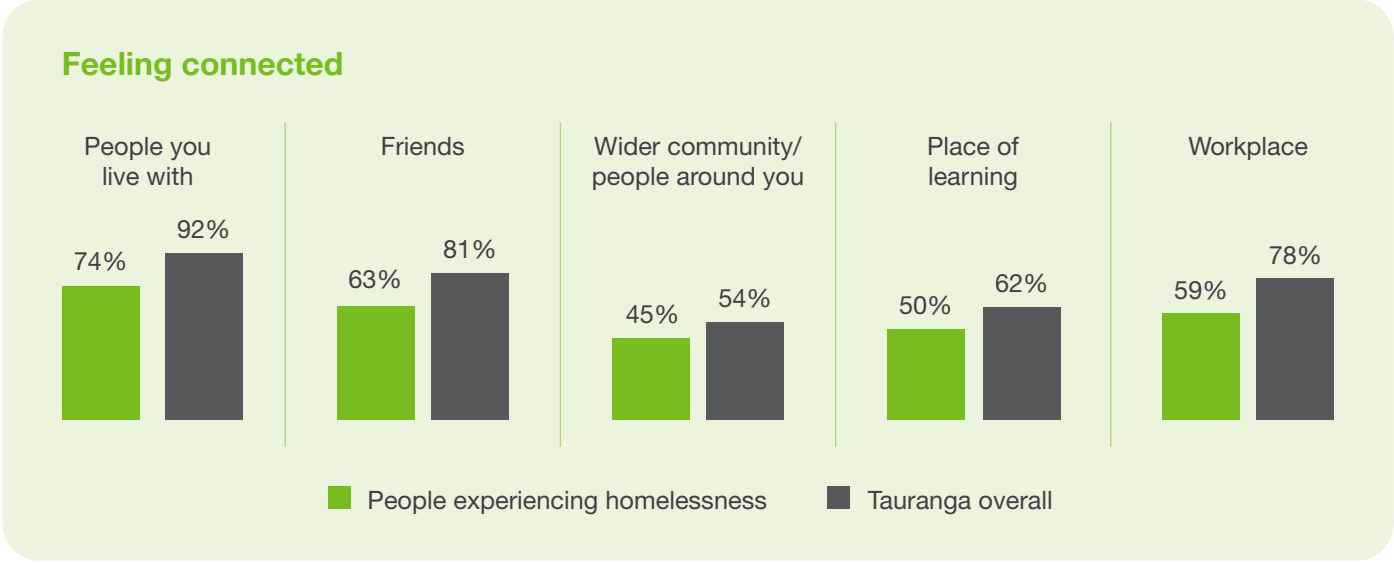
Having contact with family & friends

In the last four weeks, 19% of those surveyed 'never' or 'rarely' had contact with relatives or friends who they don't live with.

Most common reasons for having less contact with family and friends

| | |
|-----------------------|-----|
| Cost | 37% |
| Distance | 30% |
| No suitable transport | 22% |
| Too busy | 18% |

Some of the other reasons for not having contact with family and friends include poor health, losing contact with them and restrictions posed by COVID-19.

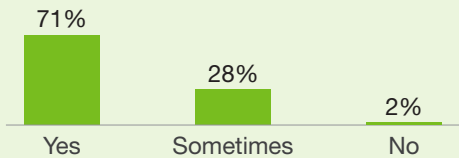


NOTES:
 1. SW1. In the last four weeks, how often have you felt lonely? n=202.
 2. SW2. In the last four weeks, how often have you had contact with relatives or friends who don't live with you? n=203.
 3. SW3. What makes it hard to have contact with family or friends who don't live with you? Please select all that apply. n=194.
 4. SW4. How well-connected do you feel with... n=198.
 * 'Don't know' responses were excluded for more accurate data presentation.

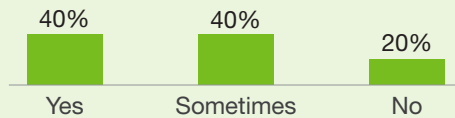
How do we feel about our life and where we live?

In my life...

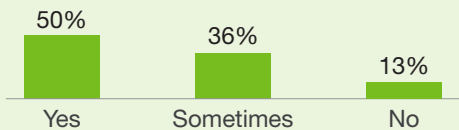
I can make decisions for myself



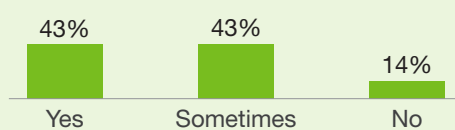
I feel fit and healthy



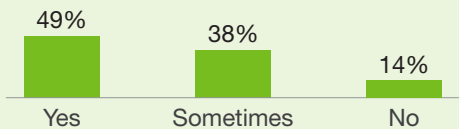
I feel respected and loved



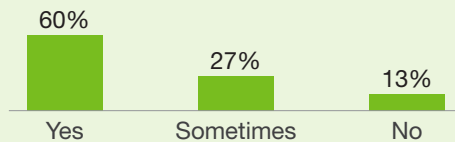
I have a good life



I am proud of who I am

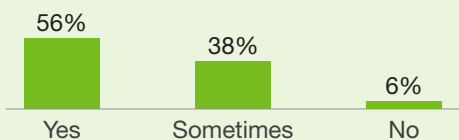


I am proud of my culture

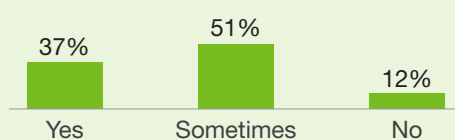


Where I live...

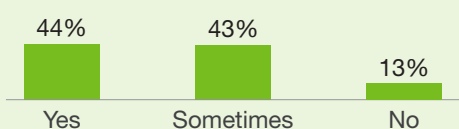
People will help me



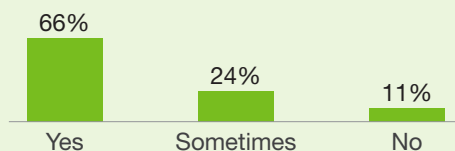
We live in a fun environment



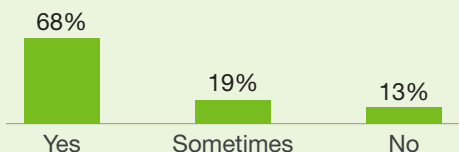
We spend time together



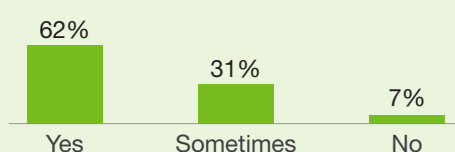
Everyone has their own bed



People would notice if I didn't come home



People are accepted and included



NOTES:

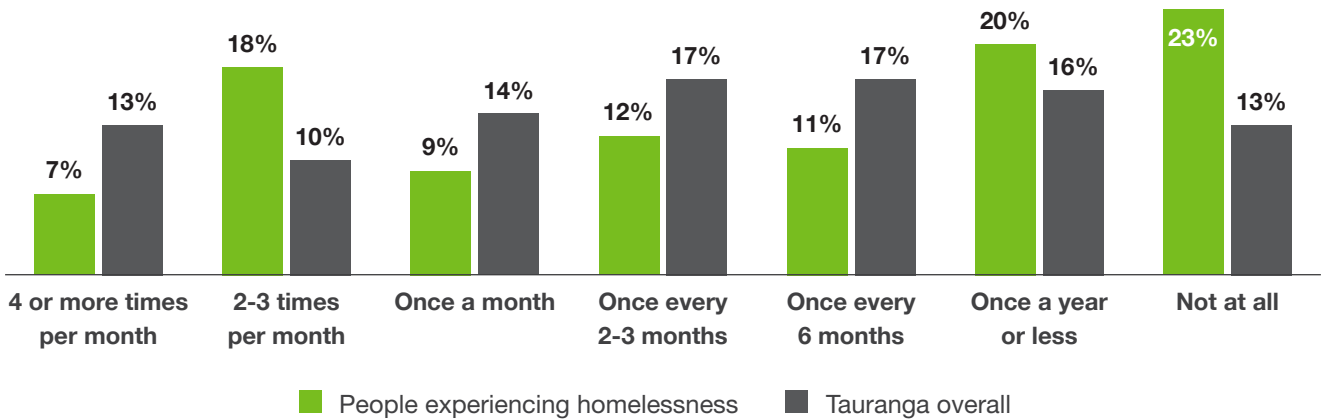
1. SW5. In my life... n=204.

2. SW6. Where I live...n=177.

* 'Don't know' responses were excluded for more accurate data presentation.

* You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.

Kei te haere ki ngā tākUNETANGA tūmatanui? He aha ngā tākUNETANGA e hiahiatia ana ki Tauranga?
Are we attending community events? What events would we like in Tauranga?



What are the barriers?

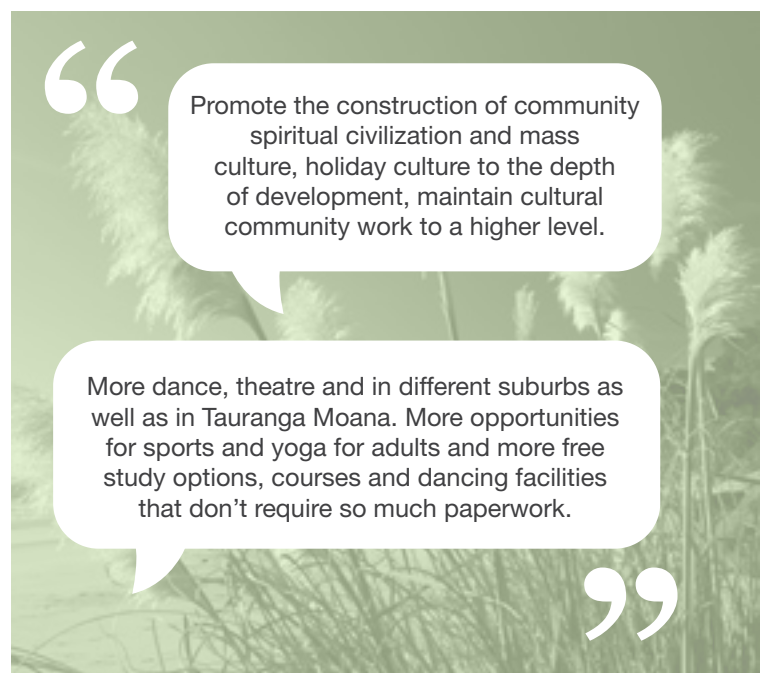
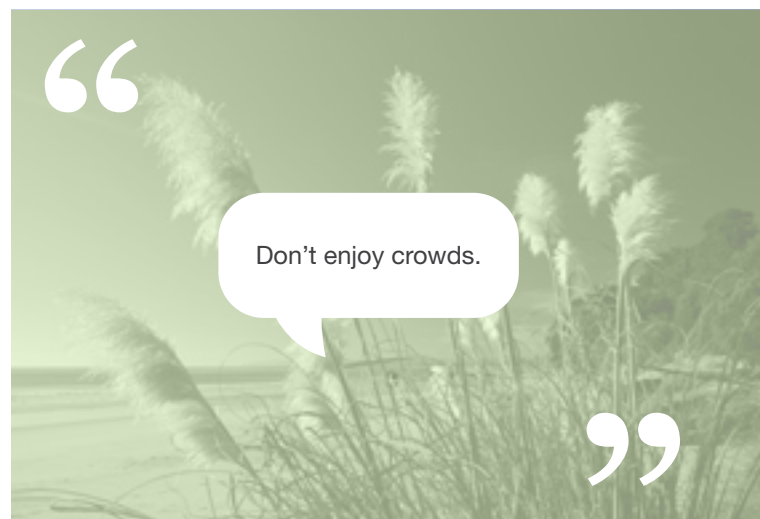
- 1 For Tauranga wide respondents, the most common reason for not attending is the 'types of events on offer' (48%). However, People experiencing homelessness say that it's 'too expensive to attend' (59%).
- 2 The second most common barrier is 'types of the events do not interest' respondents from this priority group (37%).
- 3 A further 24% have indicated they 'don't see advertisements' and don't know of events'.

What are the events that respondents would like to attend?

A total of 98 respondents left a comment with suggestions regarding the events they would like to see in Tauranga. Their suggestions are important, as one of the the most common reasons for not attending the current types of events is because they are not appealing to some people.

Desired events

| | |
|---------------------------------------|-----|
| Music/festival/concerts | 26% |
| Environmental/educational course | 18% |
| Free/cost effective events | 16% |
| Activities for families with children | 14% |



NOTES:

1. SW7. On average, how often do you attend and/or participate in events in your community, such as festivals, concerts, sports events? n=188, n=98 mentioned barriers.

2. SW9. What kinds of events would you like to see more of in your community? n=98 left a comment.

* Percentages represent the survey respondents who indicated they attended events and excluded the response "Don't know" or "Not at all".

What have we learnt?

- 1 14% of People experiencing homelessness surveyed indicated that there are no issues affecting their household. This is considerably lower when compared with 42% Tauranga wide.
- 2 86% of those surveyed indicated that there are one or more issues affecting their household.

Over two in five People experiencing homelessness (43%) who responded reported having financial pressures. Financial issues affect 63% of those experiencing homelessness aged between 45-64 years.
- 3 Mental wellbeing is the second largest issue that was mentioned by survey participants, with two in five affected (42%).
- 4 Housing is the third most important issue in Tauranga, with 6% of respondents noting this.

For People experiencing homelessness, this is a considerably more pressing issue, with 41% indicating this in the survey.
- 5 Other issues mentioned include health (31%), food (28%), employment (25%), isolation/lack of understanding (21%), access to support services (17%) and education (16%).

“

Abuse.

Alcohol and drugs.

Neighbours.

”

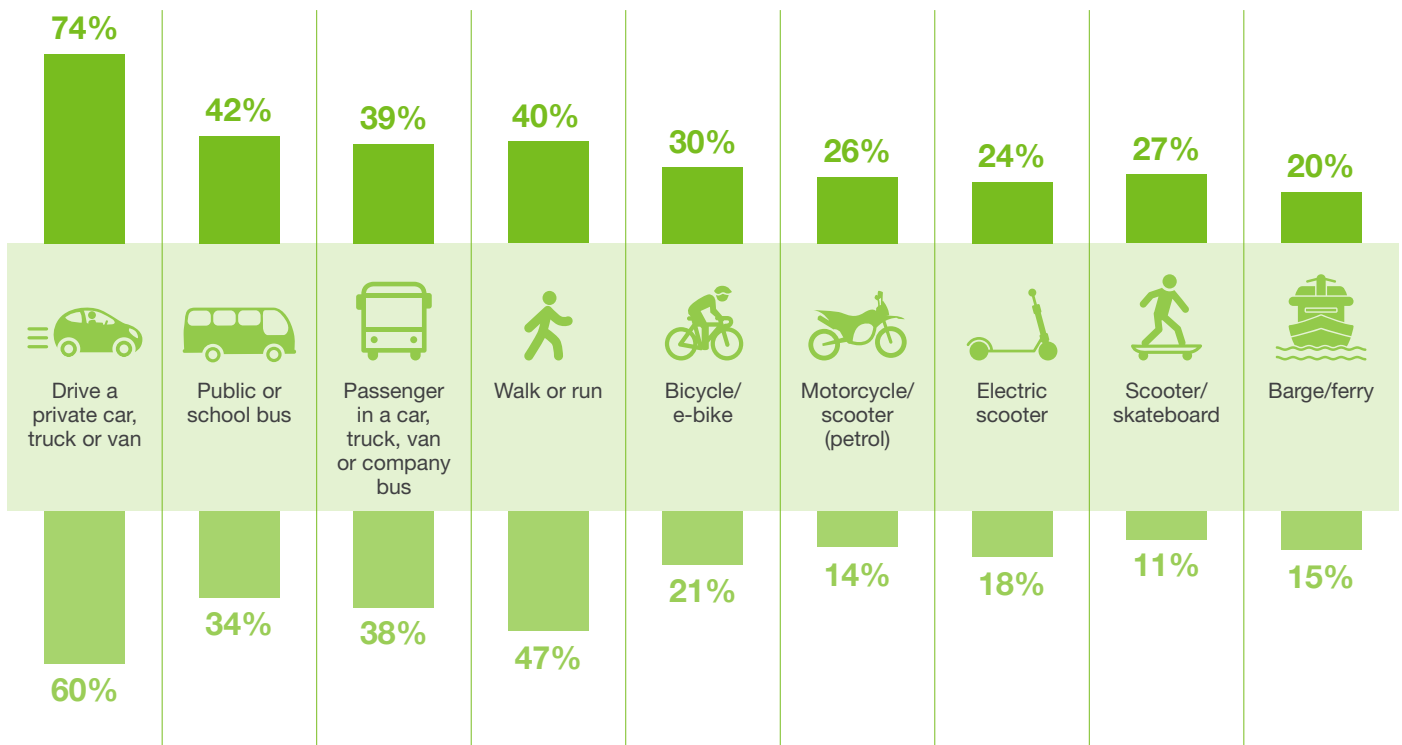
NOTES:

1. SW10. What are the key issues affecting your household? Please select all that apply. n=197.

* 'Don't know' responses were excluded for more accurate data presentation.

Mā hea tātou nekeneke haere ai?
How do we move around?

✓ **Transport to place of learning/work**



∧ **Getting around the city**

What have we learnt?

- 1** The most popular way to commute to school or work is driving a car, a truck or a van (74%).
- 2** More than three in ten use public transport to commute to school or work, or to get around the city. However, a lot of people are walking or jogging, particularly to get around the city (47%).
- 3** Considerably more respondents who are experiencing homelessness choose to use public transport to get to work (42%) or walk (40%) compared to Tauranga overall (19% and 18% respectively).
- 4** 10% of respondents selected 'other' for getting around the city which includes wheelchairs and mobility scooters.

NOTES:

1. SW13. What mode(s) of transport do you usually use to get? Please select all that apply. Getting around the city n=173; Transport to school/work n=141.
 * 'Don't know' responses were excluded for more accurate data presentation.

E whakaataata ana a Tauranga i te ahurea me te tuku ihotanga?

Does Tauranga reflect a strong sense of culture and heritage?

In events



34%

believe that events **do** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

14% of respondents **do not** think that the events in the city reflect a strong sense of culture and heritage.

In buildings

21%

of survey participants believe that buildings **do** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

19% of survey participants **do not** think that the buildings in the city reflect a strong sense of culture and heritage.

In public spaces



35%

believe that public spaces **do** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

13% of those surveyed **do not** think that the public spaces in the city reflect a strong sense of culture and heritage.

NOTES:

1. SW14. Do you think Tauranga reflects a strong sense of culture and heritage? n=194.
 2. SW15. What types of arts and culture do you want to see more of in Tauranga? n=81 left a comment
- * 'Don't know' responses were excluded for more accurate data presentation.

As a city overall

31%

believe that the city overall **does** reflect a strong sense of culture and heritage 'most of the time' and 'absolutely'.

16% **do not** believe that Tauranga reflects a strong sense of culture and heritage.

Arts and culture that people want to see more of in Tauranga

- 1 Māori art and culture (26%)
- 2 Multicultural/Pasifika/European (17%)
- 3 Art galleries/exhibitions (12%)

62%

believe that the city is 'fairly welcoming', 'welcoming' or 'very welcoming'.

“

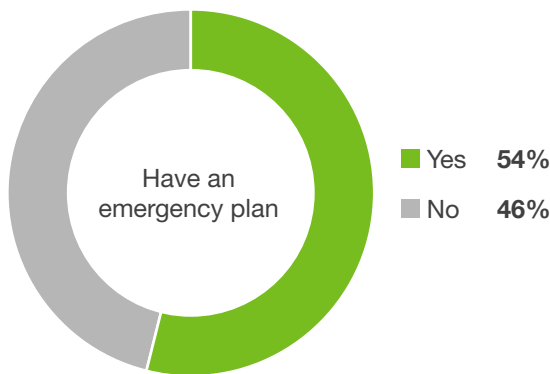
Unique cultural atmosphere. Tauranga is one of the birthplaces of Māori culture, preserving the rich and colourful Māori arts, music, dance, and traditional culture.

Take a good look at New Plymouth, the Puke Ariki building is amazing and free for everyone. This includes info centre, art gallery and a museum. School classes go through it all the time and we have nothing here for the schools. The coastal walking and cycle way with seats and sculptures all along its path. Everyone uses it.

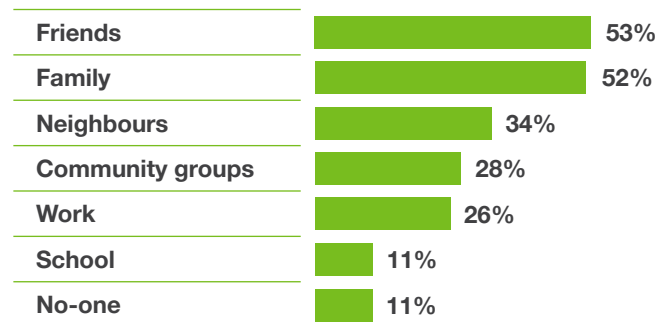
”

Kua rite tātou ki tētahi aituā Whakamaru Ohotata?
Are we ready for a Civil Defence emergency?

After several severe weather events affecting the region and the country over the past year, many people now have a better understanding of emergency services, their importance, their role and their availability. However, it is also important to be ready and prepared in case civil defence emergencies occur.



Support networks in an emergency



What have we learnt?

- 1 54% of People experiencing homelessness who responded have an emergency plan, which is slightly higher than 50% for Tauranga overall.
- 2 When we asked about availability of various support networks, most survey participants will turn to friends (53%), family (52%) and neighbours (34%) for help in case of emergency. However, 11% have selected that they have no-one.



NOTES:

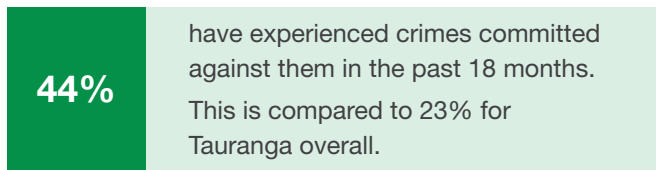
1. EM1. Do you/your family have an emergency plan? n=202.
2. EM2. If there was an emergency, what support networks do you have available to you? Please select all that apply. n=199.

Haumarutanga

Safety



Crime in Tauranga

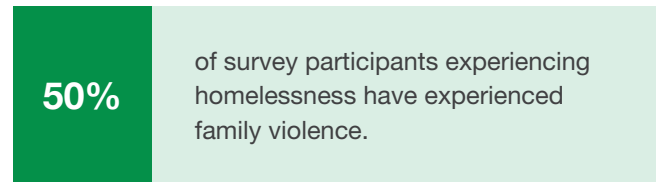


Survey participants indicated that the ‘City Centre/ downtown Tauranga’ area is the most unsafe place, with 36% feeling unsafe there during the night and 24% feeling unsafe there during the day.

Alcohol, nicotine and drug consumption

- 74% of those surveyed consume alcohol. 24% of People experiencing homelessness who were surveyed indicated that they drink alcohol more than once a week. This is considerably lower than 34% of respondents Tauranga wide
- Around four in ten survey participants smoke tobacco (42%) and three in ten smoke cannabis (33%). 40% of respondents have indicated that they have used drugs as recently as a week ago. This includes 14% attributed to cannabis.

Family violence



The most reported instances of family violence, occurring to the respondent or someone close to them, in this study are:

- Verbal abuse/arguments (83%)
- Domestic violence (80%)
- Sexual assault (79%)
- Intimate partner harm (78%)
- Child abuse/neglect (75%)
- Harm from carer/support worker (69%)

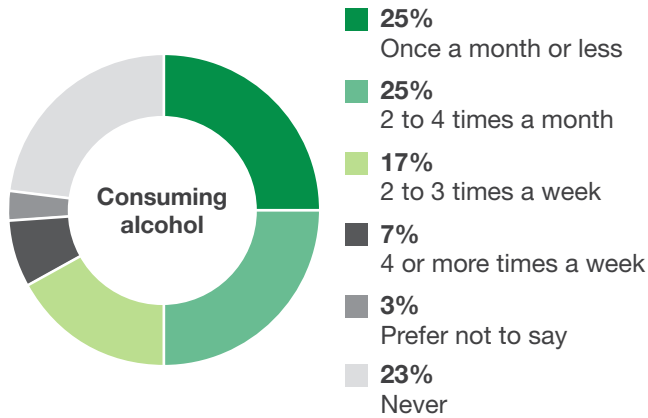
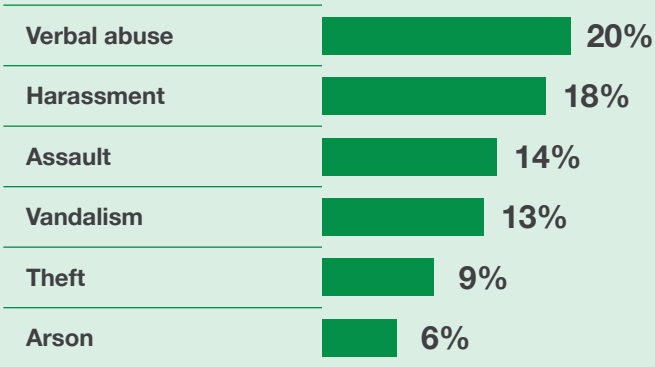
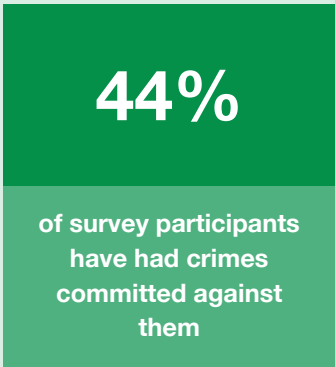
Support to enable victims to come forward and seek help is required. While 53% of survey participants reported family violence, 50% of those affected have sought help.

What are we concerned about?

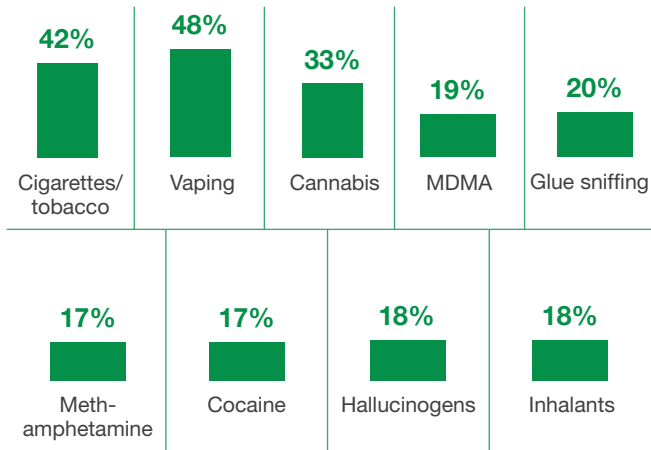


NOTES:
 1. SAF10. Please let us know if any of the following are a concern for you...n=183

Me aha i te taihara, i te waipiro, i te kai pūroi hoki?
What about crime, alcohol and drug consumption?



Nicotine and drug consumption**



What have we learnt?

- 1 While 23% of respondents Tauranga wide experienced crime, 43% of People experiencing homelessness reported that they have been the victim of a crime in the last 18 months.
- 2 74% of those surveyed consume alcohol. 24% of survey participants indicated that they drink alcohol more than once a week. This is considerably lower than 34% respondents Tauranga wide.
- 3 Around four in ten survey participants smoke tobacco (42%) and three in ten smoke cannabis (33%). 40% of respondents have indicated that they have used drugs as recently as a week ago. This includes 14% attributed to cannabis.
- 4 Over half of those who responded (59%) do not feel that there are any barriers in accessing support services for alcohol or drug addiction. 5% of survey participants have indicated that they do not know where to access the services, with a further 2% pointing towards the shortage of support services and wait lists being too long.

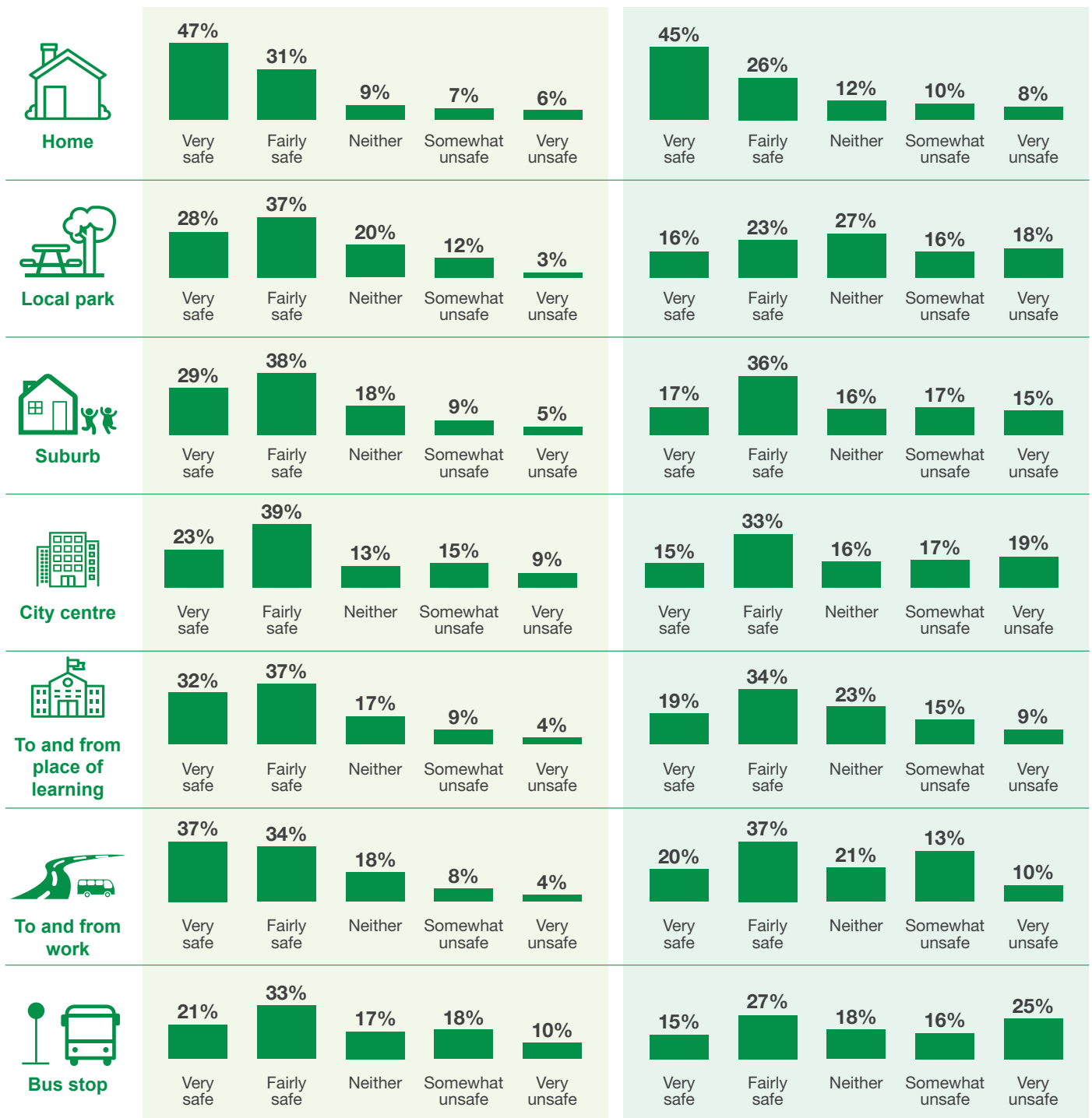
NOTES:
 1. SAF1. In the last 18 months, have you been the victim of a crime? n= 201.
 2. SAF5. How often do you have a drink containing alcohol? By a 'drink' we mean more than a sip. We respect your privacy, and your responses will not be connected with you personally. n=187.
 3. SAF6. When was the last time you have used/tried any of the following? We respect your privacy, and your responses will not be connected with you personally. n=201.
 4. SAF6A. Do you feel that there are any barriers to accessing support services for drugs/alcohol/smoking? If yes, what are they? n=44.
 * You may notice that a set of percentages don't add up to exactly 100%. This is an expected result of rounding to the nearest whole number.
 ** Chart represents combined data for those who have used a certain substance within past 6 months.

He kāinga haumarū a Tauranga? Awatea vs. Pō

How safe is Tauranga? Day vs. night

Feeling safe during the day

Feeling safe during the night



During the day, those surveyed feel the safest in their homes (78%) and when going to and from work (71%).

At night, survey participants feel the safest in their homes (71%) and when going to and from work (57%). The city centre and the bus stop are reported as being less safe at night, with 36% and 41% respectively feeling somewhat unsafe and very unsafe.

NOTES:

- SAF2. Overall, how safe do you feel being alone in the following spaces during the day? n=198.
 - SAF3. Overall, how safe do you feel being alone in the following spaces during the night? n=199.
- * 'Don't know' responses were excluded for more accurate data presentation.

Whakarekerekere whānau – ko wai ka mamaetia?
Family violence – who is likely to be impacted?



■ Yes 50%
 ■ No 42%
 ■ Prefer not to say 8%

| | Myself | Someone close to me | Prefer not to say |
|------------------------------------------|--------|---------------------|-------------------|
| Sexual assault | 27% | 52% | 22% |
| Intimate partner harm | 32% | 46% | 23% |
| Child abuse and/or neglect | 27% | 48% | 25% |
| Domestic violence | 32% | 48% | 20% |
| Verbal abuse/arguments | 41% | 42% | 16% |
| Harm from a carer/ support worker | 31% | 38% | 31% |

What have we learnt?

- 50% indicated that someone in their family has experienced family violence. This is significantly higher than 15% for Tauranga overall. 8% indicated they preferred not to answer the question.
- Support to enable victims to come forward and seek help is required. While 53% of survey participants reported family violence, 50% of those affected had sought help.

It's easy to ask for help

youth services, mental health, finances, employment, health, education, food, general support, and more ...

Here to help
 www.heretohelpu.nz
 0800 568 273

NOTES:

- SAF7A. Has anyone in your family experienced family violence? n=198.
- SAF7. Which of the following have your family experienced? n=97.
- SAF8. Have you or your immediate family member ever reported to Police any incidents of family violence? n=96.
- SAF9. Have you or your immediate family member ever sought help from health and social services in relation to family violence? n=98.

Oranga hinengaro

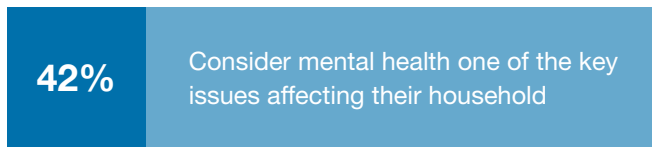
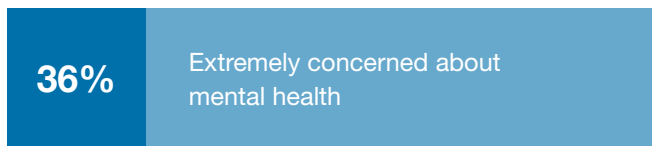
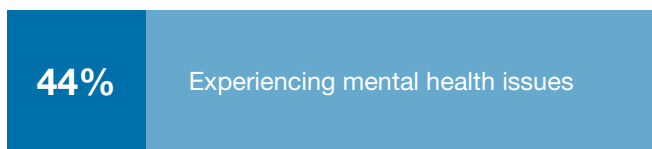
Mental Health



Mental health is a crucial part of wellbeing; however, this is an area in which many people can struggle and may be unable to get the right support.

This study has shown that 17% of survey participants in Tauranga are currently experiencing mental health issues. For People experiencing homelessness this is significantly higher at 44%.

36% of People who are experiencing homelessness are extremely concerned about this issue and two in five (42%) consider it to be third largest issue affecting their household.



Six in ten respondents (60%) have someone to talk to, a support person. However, this means that over a third of People experiencing homelessness do not have someone they can turn to in a time of need.

Changes and triggers

Overall, in Tauranga, one quarter of participants have reported that their mental health has improved in the last 12 months. For People experiencing homelessness this proportion is slightly higher – 37%. However, there is also 23% of this priority group whose mental health has declined.

The main triggers for changes in people’s mental health (up or down) are:

- Health/healthcare/family health (11%)
- Support/access to support services/mental health help (11%)
- Life/circumstances/lots of things (11%)
- Housing/move houses (11%)
- Self help/change of mindset/better lifestyle/religion (8%)

Barriers

While close to four in ten survey participants (37%) believe there are no barriers to accessing support services for mental health, others have mentioned:

- Lack of referrals/support to access services/lack of resources or services/difficult to access (21%)
- Don’t have enough money for therapist/not enough affordable services/cost/funding issues (12%)
- Wait lists/waiting time/timing (8%)
- Personal barriers (i.e. do not want to/uncomfortable talking to people/pride/privacy/reluctance) (8%)
- Society/stigma (5%)



NOTES:

1. MH1. Are you currently experiencing mental health issues? n=202.
2. MH2. When you need to talk to someone, have you got a support person? n=202.
3. MH3. Thinking about now and 12 months ago, how would you describe your mental health? n=189.
4. MH4. What has triggered the change? n=73.
5. MH5. Do you feel that there are any barriers to accessing support services for mental health? If yes, what are they? n=78.

Āpitihanga

Appendices



Method

- Quantitative research to ensure that the communities' voice is heard regarding their needs and aspirations.
- Data collection took place from 27 April 2023 to 30 June 2023.
- In total 6,432 responses were collected of which 6,036 were respondents from suburbs within Tauranga. The sample of n=6036 is statistically robust and yields a small margin of error of $\pm 1.24\%$ at the 95% confidence interval.
- Mail-out: An invitation letter, containing an embedded link to the online survey was sent in three waves over the data collection period with a total of 30,000 randomly selected residents from the Electoral Roll. Quotas were applied according to age, ethnicity and suburb to ensure that a representative sample of Tauranga's population was achieved.
- Invitation to participate from partners: On the day of initial mail-out, partners started promoting the research through their websites, social media, media releases and radio advertisements.
- Organisations: Many organisations participated in the data collection. They were critical to reaching the priority groups: People experiencing homelessness, Disabled people (and Carers), Ethnic communities, Youth, Ageing population, Māori, Pacific communities, the Rainbow community, Parents & caregivers and Children.

Analysis

- Post collection, the data was weighted based on Census 2018 to ensure that the results were reflective of Tauranga's population.
- The cross weighting based on age, gender, suburbs and ethnicity was applied. Weighting allows us to look at the people who took part in our research and be able to extrapolate it to all of Tauranga.
- Our margin of error is just $\pm 1.24\%$ at the 95% confidence interval. This report is based on the respondents who identified as People experiencing homelessness. Our margin of error for this priority group is $\pm 2.84\%$ at 95% confidence interval.
- Where the report presents data on ethnicity, please note that respondents were able to respond with affiliation to more than one ethnicity. Therefore, the data does not always add up to 100%.
- Responses from people who indicated they do not live in Tauranga were excluded.
- More detailed information on overall data, the geographic communities as well as priority groups is available from separate reports and dashboards (links are provided after 'appendices' section).
- We thought that people might not be able to choose an answer from the suggested options for some of the questions. We added 'Other' throughout the survey so people could tell us exactly what their situation was. Sometimes 'Other' would make up a large proportion of the responses and sometimes it was very small. If you see 'Other' on the charts, we have explained what people have mentioned in there.
- Sometimes 'Other' is a higher proportion than some of the responses and a lot of people wrote similar answers. When this occurred, we included this in the report. If the proportion of responses under "Other" is very small, you will be able to find some details in our footnotes.
- Some additional analysis, including average rent/mortgage/board payment, has been calculated for report insights only and may not be available in the dashboard. If data is required for any particular demographic, and it cannot be found in the main report or a priority report, please contact the Community Development team at Tauranga City Council.

| TOTAL RESPONDENTS | TAURANGA RESIDENTS |
|-------------------|--------------------|
| 205 | 2.8% |

| LENGTH OF TIME LIVED IN TAURANGA | |
|-------------------------------------------------|-------|
| Less than 1 year | 6.8% |
| 1-2 years | 10.2% |
| 3-5 years | 18.0% |
| 6-10 years | 13.2% |
| More than 10 years | 33.7% |
| I have lived here on and off throughout my life | 18.0% |

| SUBURB | |
|-----------------------------------------------------|-------|
| Mt Maunganui, Omanu | 2.9% |
| Arataki (Bayfair), Matapihi | 7.3% |
| Pāpāmoa Beach, Wairākei (Pāpāmoa East), Te Tumu | 10.7% |
| Kairua, Pāpāmoa Hills (Waitao), Mangatawa | 6.8% |
| Welcome Bay, Hairini, Maungatapu | 9.8% |
| Poike, Oropi, Greerton, Ohauiti | 7.8% |
| Gate Pā, Merivale (Parkvale) | 8.8% |
| Pyes Pā, Omanawa, Tauriko, The Lakes | 4.9% |
| Bethlehem | 3.4% |
| Brookfield, Judea | 7.3% |
| Bellevue, Otūmoetai, Matua | 4.4% |
| Tauranga South, City Centre, Avenues, Sulphur Point | 25.9% |

| GENDER | |
|----------------|-------|
| Female | 53.2% |
| Male | 42.9% |
| Another gender | 3.9% |

| AGE | |
|-------|-------|
| 13-18 | 7.3% |
| 19-24 | 13.7% |
| 25-34 | 26.3% |
| 35-44 | 20.5% |
| 45-54 | 12.2% |
| 55-64 | 12.7% |
| 65-79 | 6.8% |
| 80+ | 0.5% |

| PRIORITY GROUPS | |
|------------------------------|-------|
| Rainbow community | 35.1% |
| Youth | 21.0% |
| Ageing population | 7.3% |
| Parents and caregivers | 46.8% |
| Māori | 41.5% |
| Pacific communities | 8.3% |
| Disabled people | 30.7% |
| Carers (for Disabled people) | 20.0% |

| ETHNICITY (MULTIPLE CHOICE) | |
|-----------------------------|-------|
| Pākehā/NZ European | 53.7% |
| Māori | 41.5% |
| African | 4.4% |
| Asian | 4.4% |
| European | 12.7% |
| Latin American | 2.4% |
| Middle Eastern | 0.5% |
| Pacific | 8.3% |

NOTES:

* The numbers represent the unweighted percentages of respondents amount People experiencing homelessness*

EMPLOYMENT STATUS (MULTIPLE CHOICE)

| | |
|------------------------------------------------------|-------|
| At school/study | 12.8% |
| Government benefit or income support | 22.2% |
| Parental leave | 3.4% |
| Internship | 5.9% |
| Apprenticeship | 3.4% |
| Unemployed | 16.3% |
| Work full-time | 28.1% |
| Work part-time | 26.1% |
| Casual/seasonal worker | 8.9% |
| Self-employed/business owner | 11.3% |
| Collecting interest/dividends/rent/other investments | 3.0% |
| Collecting ACC payments | 1.0% |
| Retired | 3.4% |
| Superannuation/pension | 6.9% |

NOTES:

* The numbers represent the unweighted percentages of respondents amount People experiencing homelessness'

You can find more information about individual suburbs by reading the full reports at www.tauranga.govt.nz/vitalupdate2023 or click on the links below:

[Mount Maunganui, Omanu](#)

[Arataki \(Bayfair\), Matapihi](#)

[Pāpāmoa Beach, Wairākei \(Pāpāmoa East\), Te Tumu](#)

[Kairua, Pāpāmoa Hills \(Waitao\)](#)

[Welcome Bay, Hairini, Maungatapu](#)

[Poike, Oropi, Greerton, Ohauiti](#)

[Gate Pā, Merivale \(Parkvale\)](#)

[Pyes Pā, Omanawa, Tauriko, The Lakes](#)

[Bethlehem](#)

[Brookfield, Judea](#)

[Bellevue, Otūmoetai, Matua](#)

[Tauranga South, City Centre, Avenues, Sulphur Point](#)

You can find more information about our priority groups by reading the full reports at www.tauranga.govt.nz/vitalupdate2023 or click on the links below:

[Rangatahi – Youth \(13-24 years\)](#)

[Taupori pakeke haeretanga – Ageing population \(65+ years\)](#)

[Tangata whai kaha – Disabled people \(including carers\)](#)

[Māori](#)

[Ngā mātāwaka – Ethnic communities](#)

[Hāpori nui ā-Kiwa – Pacific communities](#)

[Ranga Āniwaniwa – Rainbow community](#)

[Ngā tāngata noho kāinga kore – People experiencing homelessness](#)

[Ngā mātua me ngā kaitiaki – Parents & caregivers](#)

[Rangahau Oranga Tamariki – Child Wellbeing Survey](#)

The full Vital Update - Tauranga report is available here:

[Pūrongo Matua - Main report](#)

If you have any questions or concerns, please reach out. We are happy to help:

Acorn Foundation: info@acornfoundation.org.nz

Key Research NZ Ltd: info@keyresearch.co.nz

Tauranga City Council (Community Development): comdev@tauranga.govt.nz

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WhakahouTaketake
VitalUpdate
TAURANGA
2023

