A COMMUNITY WITH EXCELLENT FACILITIES AND SERVICES

23. Pride in the look and feel of the District

Why is this important?

Community pride is an important element of overall quality of life. It affects the way we perceive our local environment and how we interact with others. Community pride can also impact on how visitors perceive the District. A negative image can take many years to overcome, regardless of whether or not it reflects the day-to-day reality for Rotorua residents.

What are the measures?

23a Pride in the look and feel of the District

How are we doing?

- Residents from Rotorua are more likely to agree or strongly agree that they feel a sense of pride in the way their town looks and feels (85%) than respondents in other parts of the Bay of Plenty Region (average 79%). Rotorua residents have a similar level of pride in their area as residents in Wellington City, and substantially higher than residents in many parts of Auckland.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
23a	Pride in the look and feel of the District	85% of residents take pride in the District	79% of residents take pride in their areas	B	B

The 2006 Bay of Plenty Community Outcomes Survey asked a sample of 400 Rotorua residents to rate the extent they agreed or disagreed with the statement "I feel a sense of pride in the way my area looks and feels," on a five point scale from 'strongly agree' to 'strongly disagree'. The results showed that respondents from Rotorua were more likely to state they agreed or strongly agreed that they feel a sense of pride in the way their town looks and feels (83%) than respondents in other parts of the Bay of Plenty Region (average 75%). Comparison with the 2006 Big Cities Quality of Life Survey results showed that Rotorua and the wider region compared favourably with the national average of 61%. Rotorua residents had a similar level of pride in their area as residents in Wellington City, and substantially higher than residents in many parts of Auckland.

The 2010 Bay of Plenty Community Outcomes Survey asked a similar set of questions to the 2006 survey, at both the regional and sub-regional level. Results (refer Table 23a(ii) and Table 23a(iii)) show that 85% of Rotorua respondents agreed or strongly agreed that they feel a sense of pride in the way their local area looks and feels, which was similar to the 2006 survey results.

Table 23a(i): Pride in the look and feel of the District 2006

	Bay of Plenty	WBOP District	Tauranga	Eastern BOP	Rotorua	New Zealand
Strongly agree	23%	19%	23%	28%	23%	20%
Agree	52%	54%	44%	52%	60%	41%
Neither agree nor disagree	16%	15%	26%	8%	10%	29%
Disagree	8%	10%	4%	10%	6%	8%
Strongly disagree	1%	1%	2%	1%	1%	2%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Source: BOP Community Outcomes Survey 2006/Big Cities Quality of Life Survey 2006

Table 23a(ii): Pride in the local area, Rotorua District and Bay of Plenty Region 2006-2010 (% agree/strongly agree)

	2006	2010
Rotorua District	83%	85%
Bay of Plenty Region	75%	79%

Source: Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.

Table 23a(iii): Pride in the local area, Bay of Plenty local areas 2010 (agree/strongly agree)

Local area	Percent agree/strongly agree
Whakatane	86%
Papamoa	85%
Rotorua	85%
Mount Maunganui	85%
Kawerau	82%
Tauranga	79%
Katikati	75%
Te Puke	71%
Opotiki	67%
Other	71%

Source: Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.

24. Ease of getting from place to place

Why is this important?

Rotorua communities have said they value being able to travel from place to place within and outside the District, including safe roads, accessible public transport and options for walking and cycling.

What are the measures?

24a Perception of public transport
24b Perception of ease of walking and cycling

How are we doing?

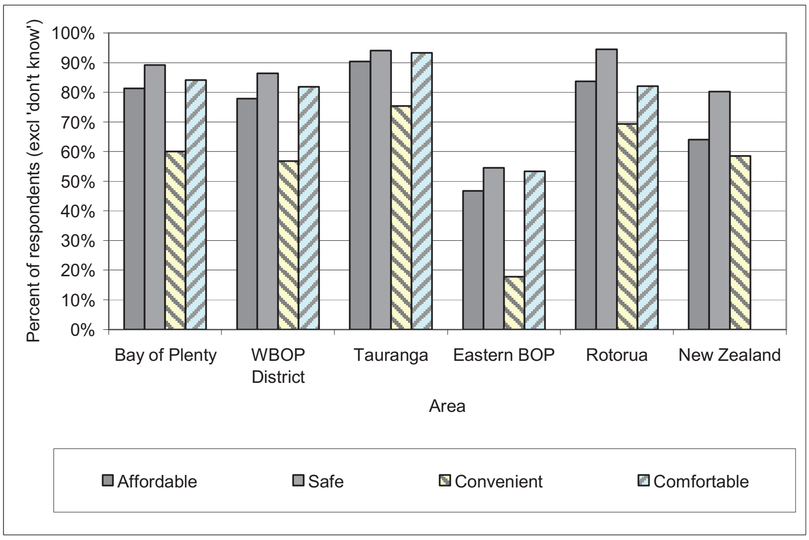
- Rotorua residents are more likely than the Bay of Plenty regional average to agree or strongly agree that public transport is affordable, safe, convenient and comfortable.
- Survey results from 2010 show that 79% of respondents from Rotorua agree or strongly agree that it is easy to walk to places they want to get to, and 51% agree or strongly agree it is easy to cycle. These figures are similar to the regional average.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
24a	Perception of public transport	91% average satisfaction score	87% average satisfaction score	B	B

The 2006 Bay of Plenty Community Outcomes Survey asked a sample of 400 Rotorua residents whether they agreed or disagreed with statements about certain attributes of public transport in the area. The results showed that, excluding respondents who stated ‘don’t know’, Rotorua residents were more likely to agree or strongly agree that public transport was affordable (84%), safe (94%) and convenient (69%) than the regional average (81%, 89% and 60% respectively). The average satisfaction level for Rotorua was 82% compared to the Bay of Plenty regional average of 79%. Satisfaction with public transport was highest in Tauranga City and lowest in the Eastern Bay of Plenty area. For comparison, results from the 2006 Big Cities Quality of Life Survey showed that 67% of New Zealanders perceived it was easy to access a public transport facility (eg, bus stop or train station). Of those New Zealanders who could access public transport (and excluding ‘don’t know’ responses), 64% considered public transport affordable, 80% considered it safe and 59% considered it convenient.

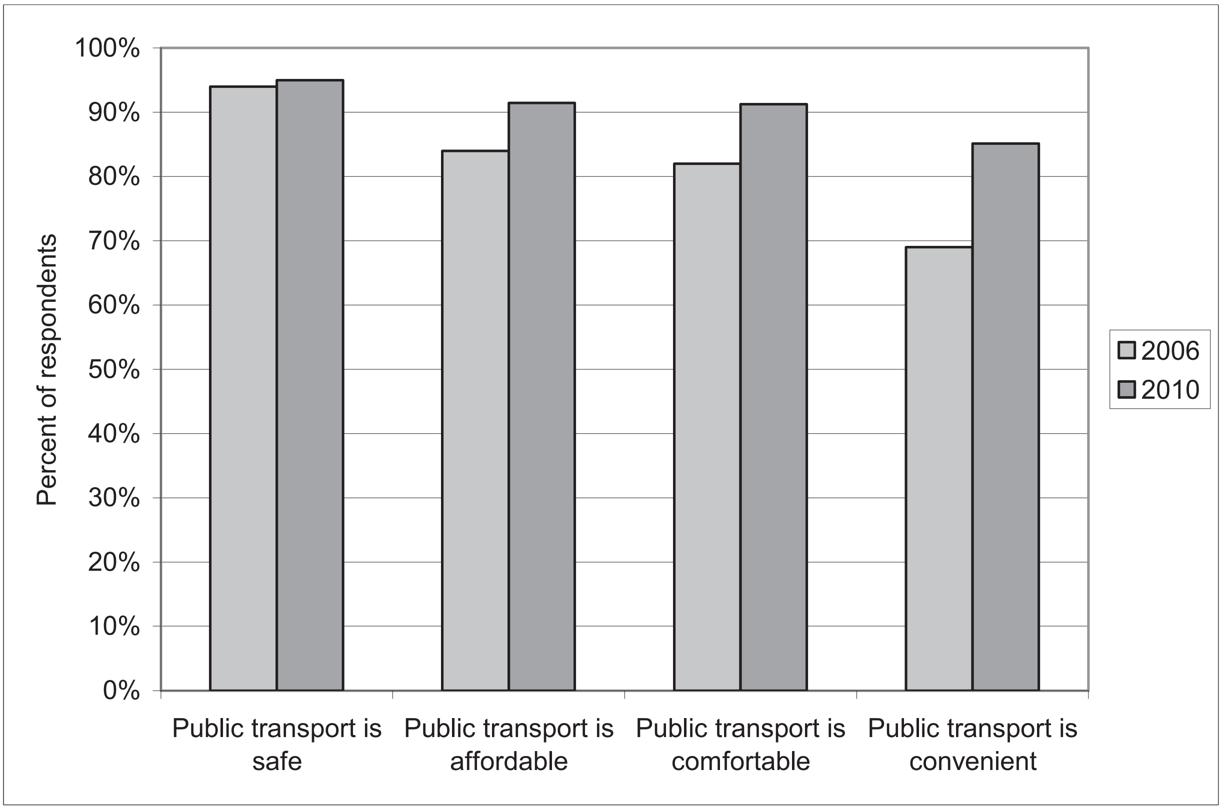
The 2010 Bay of Plenty Community Outcomes Survey asked a similar set of questions to the 2006 survey, at both the regional and sub-regional level. Regional results show that the average satisfaction level of Bay of Plenty increased across all four attributes of public transport since the 2006 survey (ie, safety, affordability, comfort and convenience). Rotorua District results showed a similar pattern (refer Figure 24a(ii)). Moreover, respondents from Rotorua were more likely than the regional average to agree or strongly agree that public transport is convenient and affordable. There is insufficient time series to make any strong conclusions regarding trends.

Figure 24a(i): Perceptions of public transport (agree/strongly agree) 2006



Source: BOP Community Outcomes Survey 2006/Big Cities Quality of Life Survey 2006
Note: "Don't know" responses were deleted from the denominator before calculating the statistics in this graph. This assumes that 'don't know' respondents would have given the same average response as other respondents for each item. In many cases there were a large proportion of respondents in the "don't know" category.

Figure 24a(ii): Perceptions of public transport, Rotorua District 2006-2010 (agree/strongly agree)



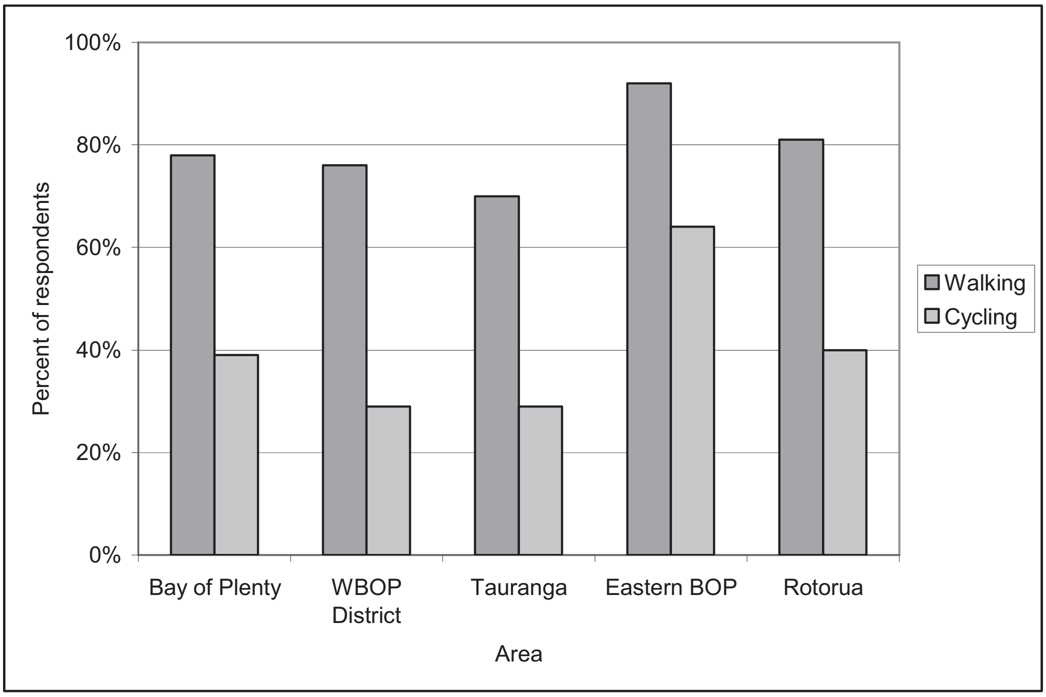
Source: Source: Calculated from figures provided by Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.
Note: "Don't know" responses were deleted from the denominator before calculating these statistics. This assumes that 'don't know' respondents would have given the same average response as other respondents for each item. In many cases there were a large proportion of respondents in the "don't know" category.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
24b	Perception of ease of walking and cycling	51% of residents agree or strongly agree it is easy to cycle around Rotorua	54% of residents agree or strongly agree it is easy to cycle around their local areas	B	B

The 2006 Bay of Plenty Community Outcomes Survey asked a sample of 400 Rotorua residents how easily they feel they can walk or cycle to places they want to get to, in and around their local area. Figure 24b shows that 81% of respondents from Rotorua agree or strongly agree it is easy to walk to places they want to get to, and 40% agree or strongly agree it is easy to cycle. These figures are slightly above the regional average and compare favourably to Tauranga City and Western Bay of Plenty District.

The 2010 Bay of Plenty Community Outcomes Survey asked a similar set of questions to the 2006 survey, at both the regional and sub-regional level. Results (refer Figure 24b(ii)) show that Rotorua respondents gave a similar rating to ease of walking between 2006 and 2010 but a higher rating for ease of cycling in 2010 compared to 2006. There is insufficient time series to make any strong conclusions regarding trends.

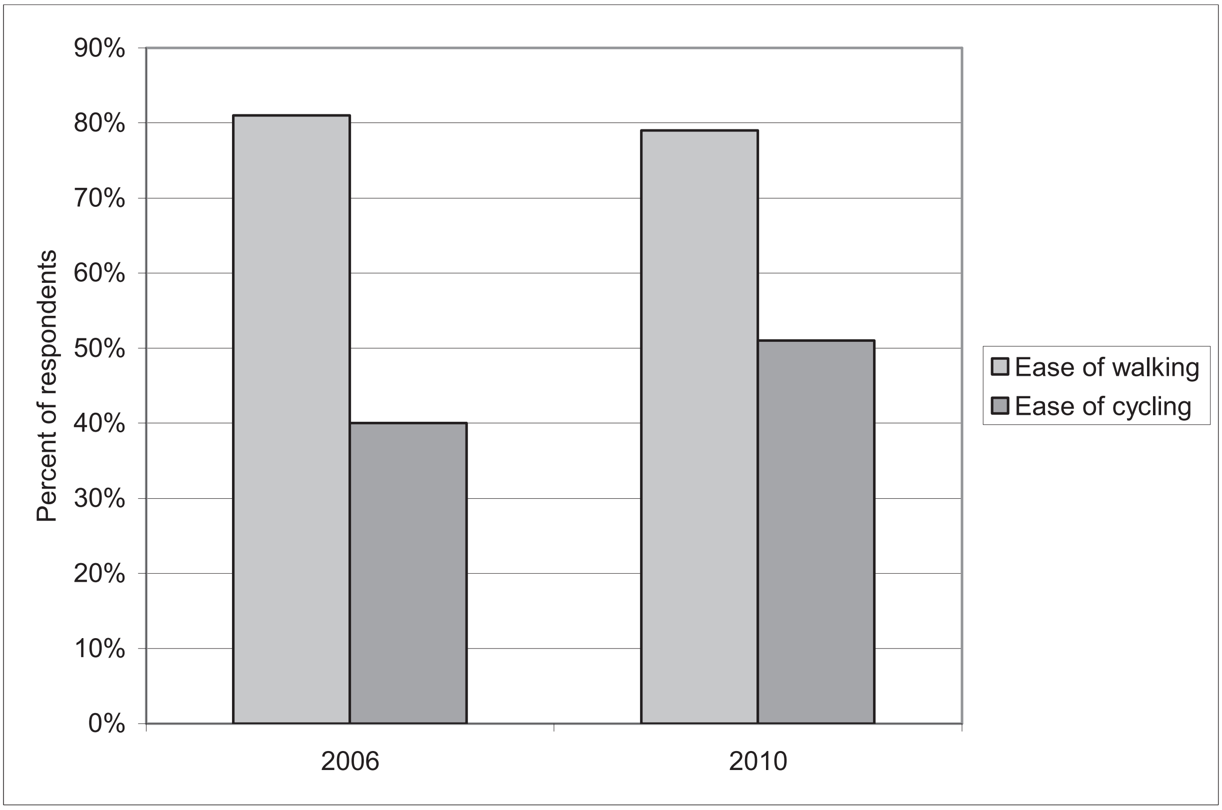
Figure 24b(i): Ease of walking and cycling 2006 (% agree/strongly agree it is easy to get around in local area)



Source: BOP Community Outcomes Survey

Note: Denominator includes 'Don't Know' responses. In the case of cycling, between 26% (Eastern BOP area) and 53% (Western BOP District) of total respondents gave a 'Don't Know' response.

Figure 24b(ii): Ease of walking and cycling, Rotorua District 2006-2010 (agree/strongly agree)



Source: Source: Key Research Ltd and Environment Bay of Plenty: '2010 Bay of Plenty Community Outcomes Survey Report'.
Note: Denominator includes 'Don't Know' responses.

25. Satisfaction with facilities and services

Why is this important?

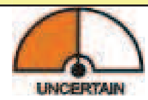
Infrastructure such as water supply, telecommunications, power supply and waste management are fundamental to community wellbeing and economic development. Private sector services such as retail, hospitality and transport also contribute towards quality of life for residents and a quality experience for visitors. Residents' and visitors' satisfaction with the overall provision of facilities and services is a summary measure of community infrastructure.

What are the measures?

25a Resident satisfaction with Council facilities and services
25b Visitor satisfaction with facilities and services
25c Cost of local authority services
25d Number of smoke-free facilities in Rotorua's urban areas

How are we doing?

- The overall level of satisfaction with Council services remains relatively high, with an average of 74% of respondents very/fairly satisfied with all services. Rotorua performs favourably compared to the national average for footpaths, roads, building inspections, planning and inspection services, promotion of job opportunities, promotion of events and tourism, control of noise, Rotorua Aquatic Centre, beautification and landscaping, rubbish collection, water supply and sewerage system. This is similar to previous years' results. However, Rotorua compared unfavourably to the national average in 2009 for public toilets, stormwater drainage and recycling of waste material.
- Most of Rotorua's facilities and services are highly regarded by visitors. The highest satisfaction scores relate to attractions/activities, accommodation, cleanliness of the area and friendliness of the people. The lowest scores relate to shop opening hours, quality of nightlife and overall vibrancy of the urban atmosphere.
- Rotorua households pay an average of approximately $2,470 in rates per dwelling each year, which is lower than the Taupo District but higher than Tauranga City.
- In May 2008, Rotorua District Council adopted a smokefree outdoor public spaces policy that banned smoking in the city's 76 playgrounds and in the Tokorangi Triangle in Whakarewarewa Forest. The policy was launched in December 2008. Signs are displayed as a reminder to remain smokefree in the Redwoods Forest and in parks and playgrounds.

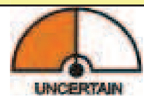
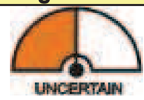
	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
25a	Resident satisfaction with Council facilities and services	74% average satisfaction rating	74% average satisfaction rating		

Rotorua District Council's annual NRB Communitrak Survey asks a sample of 400 Rotorua residents to rate their satisfaction with a variety of Council facilities and services. The results are used by Council to review its levels of service on an ongoing basis. Latest available results for 2009 show the overall level of satisfaction with Council services remains relatively high, with an average of 74% of respondents very/fairly satisfied with all services. According to the 2009 NRB report, Rotorua performs favourably compared to the national average for footpaths, roads, building inspections, planning and inspection services, promotion of job opportunities, promotion of events and tourism, control of noise, Rotorua Aquatic Centre, beautification and landscaping, rubbish collection, water supply and sewerage system. This is similar to previous years' results. However, Rotorua compared unfavourably to the national average in 2009 for public toilets, stormwater drainage and recycling of waste material. Approximately 41% of respondents in 2009 said they were not very satisfied with recycling, compared to the national average of 13%. The main reasons included "need kerbside recycling/bins", "need more recycling centres/depots/too far away/have to take it there", and "improve facilities/services at recycling centres/depots". Approximately 35% of respondents in 2009 said they were not very satisfied with public toilets, compared to the national average of 25%. The main reasons were "dirty/disgusting/smelly/untidy/need cleaning more often", "poor condition/need upgrading/improving/maintenance" and "not enough toilets/need more/more in the central city area".

Table 25a: Overall satisfaction with Council services/facilities (% very/fairly satisfied)

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Beautification and landscaping	94%	92%	96%	96%	95%	92%	97%	94%	93%	96%
Parks, reserves & playgrounds	89%	89%	85%	91%	91%	91%	92%	89%	91%	92%
Sportsfields	n/a	n/a	n/a	n/a	n/a	n/a	n/a	84%	86%	83%
Rubbish collection	92%	91%	94%	92%	93%	95%	93%	94%	90%	90%
Library service	87%	88%	84%	88%	88%	85%	84%	85%	86%	85%
Water supply	92%	92%	94%	91%	93%	92%	94%	97%	93%	91%
Roads	80%	72%	82%	85%	84%	79%	78%	84%	80%	82%
Sewerage system	n/a	91%	92%	91%	93%	95%	97%	99%	99%	96%
Footpaths	86%	79%	83%	81%	82%	81%	81%	81%	75%	81%
Refuse disposal	n/a	68%	74%	72%	81%	77%	70%	n/a	n/a	n/a
Stormwater drainage	72%	75%	74%	81%	81%	74%	79%	80%	72%	75%
Noise control	76%	73%	77%	80%	80%	86%	83%	80%	82%	82%
Rotorua Aquatic Centre	69%	75%	69%	72%	78%	77%	81%	76%	81%	80%
Art & History Museum	78%	75%	75%	75%	71%	78%	82%	79%	79%	80%
Dog Control	74%	72%	72%	73%	69%	75%	70%	69%	77%	73%
Recycling waste materials	n/a	59%	68%	61%	55%	60%	57%	57%	50%	57%
Public toilets	n/a	n/a	n/a	n/a	n/a	n/a	54%	58%	51%	50%
Parking in Rotorua city	52%	51%	48%	52%	48%	53%	60%	66%	63%	67%
Civil defence	52%	57%	50%	47%	46%	47%	40%	n/a	n/a	n/a
Promotion of job opportunities	n/a	40%	43%	44%	46%	53%	55%	54%	53%	41%
Event and tourism promotion	n/a	n/a	n/a	n/a	n/a	n/a	n/a	87%	85%	83%
Planning and inspection services (excl building inspections)	46%	40%	43%	45%	41%	49%	43%	37%	38%	34%
Building inspections	n/a	40%	43%	44%	39%	48%	41%	39%	40%	31%
AVERAGE SCORE	**76%**	**71%**	**72%**	**73%**	**73%**	**74%**	**73%**	**76%**	**74%**	**74%**

Source: NRB Communitrak Survey

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
25b	Visitor satisfaction with facilities and services	Average 8.3 out of 10 for overall visitor satisfaction	Average 8.2 out of 10 for overall visitor satisfaction		

Between October 2002 and August 2006 the Rotorua Quarterly Visitor Field Survey asked 150 visitors every three months to rate various services and facilities in Rotorua. Table 25b(i) shows that most of Rotorua's facilities and services are highly regarded by visitors that use them. The highest satisfaction scores typically related to the friendliness of people/personal service received, personal security, cleanliness of the region, and attractions/activities. The lowest scores tended to relate to shop opening hours and quality of nightlife, with comments such as "closed too early" and "not much to do at night". Overall, the Quarterly Visitor Field Survey showed increasing visitor satisfaction ratings over the survey period.

From 2006, similar information has been collected through the Rotorua Regional Visitor Monitor including benchmark data for other areas (Auckland, Wellington, Christchurch, Dunedin and Queenstown). Ratings are on a scale from 1 to 10 to align with Tourism New Zealand's Visitor Satisfaction Survey. Tables 25b(ii) and 25b(iii) show that Rotorua tends to score close to benchmark levels for most attributes. The overall satisfaction rating is consistently slightly higher than benchmark. Attributes in which Rotorua tends to exceed the benchmark include car parking, signage, street cleaning/rubbish removal, clean and unspoilt landscape, friendly welcoming people and attractions/activities. Attributes in which Rotorua tends to be below the benchmark include vibrancy its urban atmosphere.

Table 25b(i): Rating of services and visitor environment in Rotorua (% excellent/good)

	2003	2004	2005	2006
Accommodation	89.2%	88.4%	81.6%	89.2%
Attractions/activities	83.7%	95.6%	97.8%	96.4%
Airport services	67.9%	79.0%	80.6%	80.2%
Café/restaurants	87.7%	91.3%	91.9%	90.3%
Cleanliness of region	89.7%	93.7%	98.8%	97.3%
Friendliness of people/ personal service received	92.0%	96.8%	98.4%	98.2%
Nightlife	67.2%	74.2%	55.7%	61.5%
Public facilities (eg, toilets)	88.0%	92.2%	94.5%	92.0%
Roads	88.0%	91.6%	96.2%	94.1%
Personal security	91.2%	93.2%	97.9%	97.8%
Shopping	80.5%	83.3%	90.6%	89.6%
Arts and crafts	n/a	93.0%	95.9%	94.0%
Music and theatre	n/a	87.5%	92.9%	92.8%
Shop opening hours	61.7%	76.0%	75.9%	71.8%
Road signage	87.5%	89.2%	95.1%	94.2%
Signage for attractions/activities	85.9%	78.1%	82.8%	87.7%
Sporting facilities	78.6%	88.5%	93.7%	94.1%
Water quality of the Rotorua lakes	77.5%	69.8%	84.2%	n/a
AVERAGE SCORE	**82.3%**	**86.7%**	**89.1%**	**89.5%**

Source: Rotorua Quarterly Visitor Field Survey

Note: "Not applicable" and "not specified" responses were deleted from the denominator before calculating the statistics in this table. This assumes that non-respondents would have given the same average response as respondents for each item. In many cases there were a large proportion of respondents in the "not applicable" category (eg, more than 95% of respondents typically scored Rotorua's airport services as "not applicable"). The number of respondents in the "not applicable" category varied from quarter to quarter for each item.

Table 25b(ii): Satisfaction with services and visitor environment in Rotorua (1 to 10 scale)

	Mar-06	Mar-07	Mar-08	Mar-09	Mar-10
Accommodation	8.4	7.8	7.8	7.9	-
Attractions/activities	8.4	8.1	8.4	8.2	-
Local Airport	6.9	7.7	8.1	-	-
Airport Facilities	-	-	-	7.7	7.8
Restaurants	8.1	7.8	7.8	7.8	-
Street Cleaning/Rubbish Removal	8.5	8.1	8.1	8.1	8.2
Clean and unspoilt landscape	8.1	7.7	7.8	7.8	7.9
Appealing city/town scape	7.6	7.2	7.5	7.5	7.4
Friendly welcoming people	8.4	8.0	8.2	8.2	8.2
Street And Other Signage	7.9	7.7	7.9	7.7	7.9
Safe and secure	7.9	7.7	7.7	7.6	8.0
Retailers	7.7	7.5	7.6	7.7	-
Vibrant urban atmosphere	7.0	6.9	7.1	7.3	7.2
Bars, pubs and nighclubs	7.6	7.3	7.4	7.6	-
Car Parking	7.7	7.7	7.6	7.4	7.7
Overall satisfaction rating	8.6	8.2	8.3	8.3	8.3

Source: Ministry of Tourism, Regional Visitor Monitor.

Note: Field survey of approximately 300 visitors per quarter that had spent at least one night in region. Due to space restrictions, only the March quarter results are shown here. Also note that the satisfaction rating question for service providers was dropped from the survey since the beginning of 2010 as there was little variation in the benchmark since the survey commenced, however this question may be reintroduced again periodically in the future.

Table 25b(iii): Satisfaction with services and visitor environment – Benchmark (1 to 10 scale)

	Mar-06	Mar-07	Mar-08	Mar-09	Mar-10
Accommodation	8.1	7.8	7.9	8.0	-
Attractions/activities	8.2	8.0	8.0	8.0	-
Local Airport	8.0	7.7	7.9	-	-
Airport Facilities	-	-	-	7.9	7.9
Restaurants	7.9	7.8	7.8	7.9	-
Street Cleaning/Rubbish Removal	7.7	7.7	7.6	7.8	7.8
Clean and unspoilt landscape	7.6	7.4	7.4	7.5	7.5
Appealing city/town scape	7.7	7.7	7.7	7.7	7.4
Friendly welcoming people	8.0	7.9	7.8	7.9	7.9
Street And Other Signage	7.4	7.2	7.3	7.4	7.4
Safe and secure	7.9	7.8	7.6	7.7	7.9
Retailers	7.7	7.6	7.6	7.7	-
Vibrant urban atmosphere	7.3	7.3	7.3	7.3	7.3
Bars, pubs and nighclubs	7.5	7.6	7.5	7.8	-
Car Parking	6.5	6.4	6.4	6.5	6.2
Overall satisfaction rating	8.3	8.1	8.1	8.2	8.2

Source: Ministry of Tourism, Regional Visitor Monitor.

Note: Field survey of approximately 300 visitors per quarter that had spent at least one night in region. Participating regions: Auckland, Rotorua, Wellington, Christchurch, Queenstown and Dunedin. Due to space restrictions, only the March quarter results are shown here. Also note that the satisfaction rating question for service providers was dropped from the survey since the beginning of 2010 as there was little variation in the benchmark since the survey commenced, however this question may be reintroduced again periodically in the future.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
25c	Cost of local authority services	Average $2,470 rates per dwelling	**N/A**	**B**	**N/A**

Many people consider the cost of local government rates to be important, particularly relative to rates in other areas.

Available data on average rates revenue per dwelling (using 2006 Census data on number of dwellings and median household income) shows that Rotorua households pay an average of approximately $2,470 annual rates per dwelling, which is lower than the Taupo District but higher than Tauranga City. Note that local authority services are also partly paid through user charges, which may vary between councils.

Table 25c: Estimated average rates per household 2008

	Rates Revenue 2008 ($m)	Occupied dwellings 2006	Rates per dwelling	Median household income 2006	Rates as % of household income
Rotorua	58.7	23,763	$2,470	$47,600	5.2%
Tauranga	68.9	40,635	$1,696	$45,500	3.7%
Western BOP	37.6	15,741	$2,389	$46,800	5.1%
Whakatane	25.9	11,931	$2,171	$46,200	4.7%
Kawerau	5.9	2,424	$2,434	$35,700	6.8%
Opotiki	6.7	3,270	$2,049	$32,500	6.3%
Taupo	38.2	12,468	$3,064	$47,900	6.4%

Source: Local Councils website/Statistics NZ Census.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
25d	Number of smoke-free facilities in Rotorua's urban areas	Smoking is banned in all 76 playgrounds and in Whaka Forest	**N/A**		**N/A**

Smokefree parks are all about protecting children and young people. Research has shown that increased smokefree environments will contribute towards fewer young people beginning to smoke (ie, the less they see smoking, the less 'normal' it will seem).

In May 2008, Rotorua District Council adopted a smokefree outdoor public spaces policy. Council unanimously voted to ban smoking in the city's 76 playgrounds and in the council-owned Tokorangi Triangle in Whakarewarewa Forest. The policy was launched in December 2008. Signs are displayed as a reminder to remain smokefree in the Redwoods Forest and in parks and playgrounds. The policy was initiated and driven by Toi Te Ora – Public Health (Toi Te Ora), following the successful implementation of a smokefree outdoor policy in Opotiki. The policy aims to normalise non-smoking and encourage positive role modelling to young people in Rotorua and will be community-enforced. It will allow residents to provide an encouraging environment for families and make Rotorua a cleaner and healthier place to live. Opinion polls published in the Rotorua Daily Post suggest a positive response to the policy and there appears to be widespread support, even amongst smokers.

26. Disabled access

Why is this important?

Strategies are in place at the national level to improve access for people with disabilities. Provision of entry ramps, braille and sound instructions and other features in public areas can go a long way towards improving the quality of life, participation and confidence of people with disabilities.

What are the measures?

26a Access for people with disabilities

How are we doing?

- The Rotorua Access Group meets on a two-monthly basis to discuss matters to be raised with Council and other agencies to improve access for people with disabilities. The group has had a very high success rate with initiatives to date, and new issues arise on an ongoing basis.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
26a	Access for people with disabilities	Regular engagement between Council and representatives of the Rotorua Access Group	**N/A**		**N/A**

Access for people with disabilities depends on the context of specific situations, so deriving a summary measure is difficult. The selected measure is the number of initiatives implemented by the Rotorua Access Group. This group is made up of representatives from disability groups such as CCS Disability Action and nominated Council staff members. It meets on a two-monthly basis to discuss matters to be raised with Council and other agencies to improve access for people with disabilities in relation to public facilities. The group also maintains communication with national and regional organisations such as the Barrier Free NZ Trust, Sport Bay of Plenty and Taupo Mobility Access Reference Group. The group has had a very high success rate with initiatives to date, and new issues arise on an ongoing basis.

In recent years, the work of the Rotorua Access Group has continued in terms of initiatives involving public facilities, buildings, kerb ramps and mobility parking. The group has also had some successes in several private properties over the last year (ie, Te Ngae and the Mall area, with the latter ongoing). The RDC Traffic Engineer is currently managing several initiatives including a local accessible facilities map that is intended to be posted on Council's website soon. This will show everything from accessible toilets, parking, accessible bus stops, public phones and intersections with audible signals (for visually impaired). Another initiative about to be trialled by Council is the BLUE mobility park idea which was initiated in Gisborne and has also been adopted in Whakatane to decrease parking abuse.

Activities undertaken since 2002 include the following. Note that this list is indicative only, and that a wide range of additional discussion topics and initiatives are addressed by the Rotorua Access Group.

Table 26a: Initiatives implemented by the Rotorua Access Group

Year	Initiative
2002	• Recommendations to Council for access improvements to the Blue Baths. • Input to Council lakeside walkway projects. • Recommendations to Council for access improvements to the Rotorua Convention Centre. • Input to the development of Council's Older Person's Policy.
2003	• Further recommendations for access improvements to Council facilities including Rotorua Convention Centre, Blue Baths, Public Toilets, Te Runanga Tearooms, Rotorua Aquatic Centre and Rotorua International Stadium. • Recommendations to Council regarding kerbing in specific Rotorua urban areas. • Investigation and recommendation of access options in relation to Rotorua Airport. • Recommendations regarding access issues at Rotorua Museum, Rotorua Public Library.
2004	• Correspondence with various schools and private businesses regarding access issues. • Input to re-development of Rotorua Sportsdrome. • Further recommendations for access improvements to Council facilities. • Recommendations for roading, footpath and car park improvements in the CBD. • Initial liaison with Sport Bay of Plenty, the Halberg Trust and Rotorua Energy Charitable Trust regarding accessible sporting facilities for Rotorua people with disabilities.
2005	• Correspondence with various schools and private businesses regarding access issues. • Investigation of Accessible Booklet for Rotorua (map of visitor facilities and other sites of interest). • Recommendations for roading, footpath and car park improvements in Rotorua urban areas. • Further recommendations for access improvements to Council facilities including Te Runanga

Year	Initiative
	Tearooms and Rotorua Aquatic Centre.
2006	• Correspondence with various schools and private businesses regarding access issues. • Recommendations for roading, footpath and car park improvements in Rotorua urban areas. • Further input to re-development of Rotorua Energy Events Centre (formerly Rotorua Sportsdrome). • Further recommendations for access improvements to Council facilities.
2007	• Further input to re-development of Rotorua Energy Events Centre. • Investigation (with Civil Defence) of options for emergency evacuation of Rotorua people with disabilities.
2008	• Working with RDC on site audits at Waiariki Institute of Technology. • Presentations to Parksyde and Hospice regarding the activities of the Rotorua Access Group. • Initial discussions around establishment of a Liberty Swing by RDC. • Discussions around the use of mobility parking by unauthorised persons.
2009	• Working with RDC to ensure adequate mobility parks are installed and adequate signage is planned for at Rotorua Cemetery. • Working with RDC in relation to a review of Engineering Roading Standards. • Initial work on a Rotorua accessible facilities map. • Ongoing initiatives involving public facilities, buildings, kerb ramps and mobility parking.
2010	• Further work on Rotorua accessible facilities map. • Reviewing access opportunities and emergency management at Rotorua International Stadium in anticipation of the World Cup. Also looking at the possibility of disability awareness training. • Support on submissions to the Draft EBOP Annual Plan around accessible buses. • Working with RDC around the establishment of BLUE mobility parks. • Initial thinking around Marae access issues. • Ongoing initiatives involving public facilities, buildings, kerb ramps and mobility parking.

Source: Compiled from information received from the Rotorua Access Group and CCS Disability Action.

27. Quality, affordable housing

Why is this important?

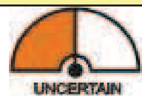
Quality, affordable housing is an important factor in people's wellbeing. For lower-income households especially, high housing costs relative to income are often associated with severe financial difficulty. Issues relating to housing crisis, such as affordability problems, poor housing quality and household crowding have flow-on effects in areas such as health, education, community participation, community cohesion and safety.

What are the measures?

27a Housing affordability index
27b Rent to income ratio
27c Home ownership rate

How are we doing?

- Housing is more affordable in the Bay of Plenty Region than it is in many other parts of New Zealand. According to results from Massey University's Home Mortgage Affordability Index, housing became substantially less affordable to buy over the period 2002/03 to 2006/07 but has subsequently returned to 2004 levels. This is likely due to the effects of the global financial crisis and associated economic recession.
- The rent to income ratio in the Rotorua District increased from 23.4% in 1991 to 28.2% in 2001. By comparison, the rent to income ratio for the Auckland Region in 2001 was 30.8%.
- Home ownership in the Rotorua District fell by 9.1 percentage points between 1991 and 2006, reflecting a wider national trend towards lower rates of home ownership.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
27a	Housing affordability index	Index score of 22.7 points (similar to 2003/04 index level)	Index score of 24.0 points (similar to 2003/04 index level)		

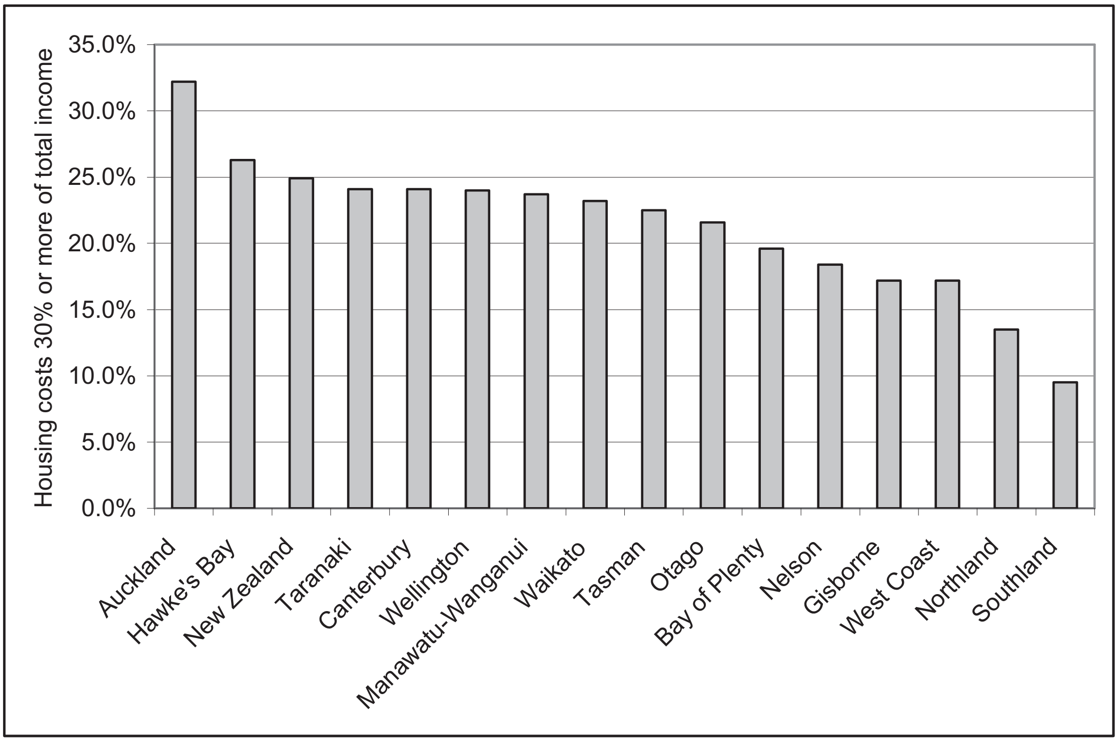
This indicator provides information on households that spend 25% or more, 30% or more, and 40% or more of their net income on housing costs. Housing costs are those mandatory expenses such as mortgage/rent payments and local authority rates (insurance, utility and other costs are excluded). Housing costs are one of the largest expenditure items in New Zealanders' budgets and are considered to be one of the greatest contributors to deprivation and hardship for people on low incomes.

Housing affordability relates to the ability of households to rent or purchase housing in a locality of choice at a reasonable price, the capacity of households to meet ongoing housing costs, and the degree that discretionary income is available to achieve an acceptable standard of living. Affordable housing should leave enough residual income to cover other basic living costs, as well as allowing households to save for irregular but unavoidable costs such as medical and dental care.

Figure 27a(i) shows that, as at 2000/01, a substantially smaller proportion of households in the Bay of Plenty Region paid 30% or more of their total income towards housing costs compared to the Auckland Region. Approximately 20% of households in the Bay of Plenty Region paid one-third or more of their income towards housing costs compared to the national average of 25% and Auckland Region average of 32%. Note: Unfortunately, regional information such as that in Figure 27a(i) is only available by special request, as survey numbers in the Household Economic Survey are generally too low. Freely available results from the 2009 Survey show that households in the Auckland Region spent on average 16% of their total net expenditure on housing costs (not including household utilities). This was the highest of the five 'regions' covered by the HES.

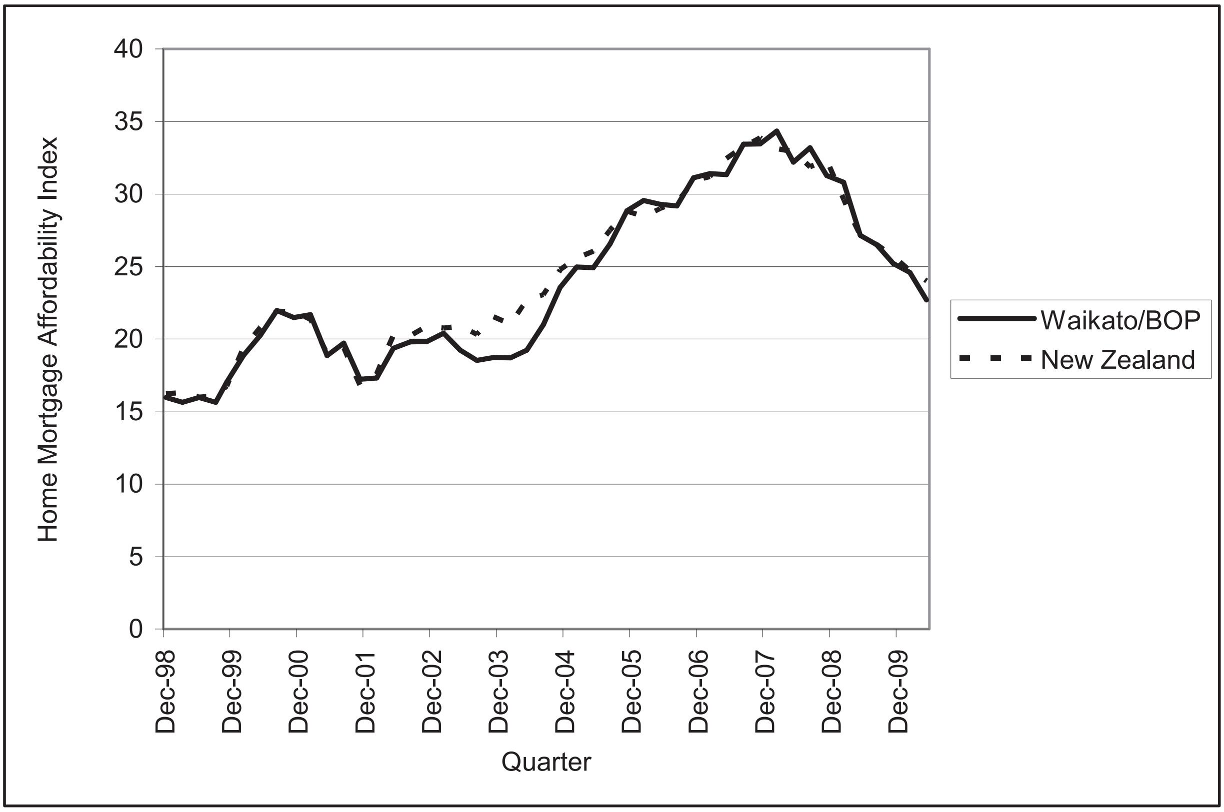
Alternative information about housing affordability is available from the Massey University Home Affordability Report. The Massey University Real Estate Analysis Unit compiles quarterly data on housing prices, mortgage interest rates and average weekly earnings to produce a home mortgage affordability index. The survey, conducted since 1988, uses data supplied from Statistics New Zealand, the Reserve Bank of New Zealand and Real Estate Institute of New Zealand. According to information for the June 2010 quarter, the Home Mortgage Affordability Index for Waikato/Bay of Plenty was 22.7, slightly above the national average index of 24.0. At both the regional and national level, housing became substantially less affordable to buy over the period 2002/03 to 2006/07 but has subsequently returned to 2004 levels. This is likely due to the effects of the global financial crisis and corresponding economic recession.

Figure 27a(i): Households with housing costs that are at least 30% of total net income, as a percentage of all households 2000-2001 – Bay of Plenty and other regions



Source: Statistics New Zealand Household Economic Survey.

Figure 27a(ii): Home Mortgage Affordability Index



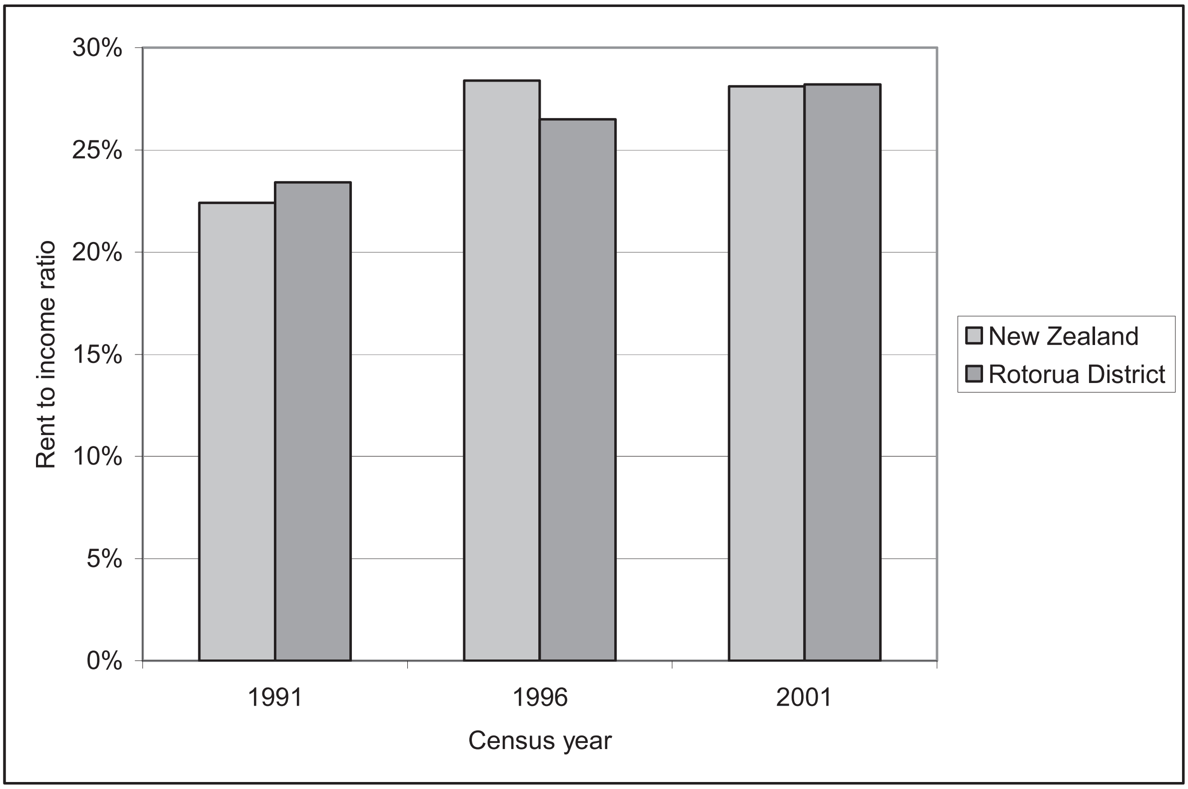
Source: Massey University Home Mortgage Affordability Report.
Note: A low index means housing is more affordable.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
27b	Rent to income ratio	28.2% (2001 Census)	28.1% (2001 Census)		

The amount of rent paid by households for the dwelling they occupy is a significant component of housing affordability. Rents vary greatly according to many factors, including location, dwelling size, sector of landlord and source of income. Rent-to-income ratio is an indicator of how affordable rental properties are across New Zealand. As well as giving an insight into the financial burden of rent payments, this indicator explores the ability of the housing market to provide adequate rental properties for all sections of society, regardless of income. Affordability is defined in Statistics New Zealand's Housing Statistics as one of the six dimensions of housing adequacy. Housing affordability relates to the ability of households to rent or purchase housing in a locality of choice at a reasonable price, the capacity of households to meet ongoing housing costs, and the degree that discretionary income is available to achieve an acceptable standard of living. Affordable housing should leave enough residual income to cover other basic living costs, as well as allowing households to save for irregular but unavoidable costs such as medical and dental care.

The rent-to-income ratio is calculated as median annual rent divided by the median annual income for households paying rent. Both figures are derived from Census results. Figure 27b shows that the rent to income ratio in the Rotorua District increased from 23.4% in 1991 to 28.2% in 2001. By comparison, the rent to income ratio for the Auckland Region in 2001 was 30.8%. More recent 2006 Census data on the median annual income for households paying rent is not freely available from Statistics New Zealand.

Figure 27b: Rent to Income Ratio (percentage) for households paying rent for the private dwellings they occupy 1991, 1996, 2001 - Rotorua District and New Zealand



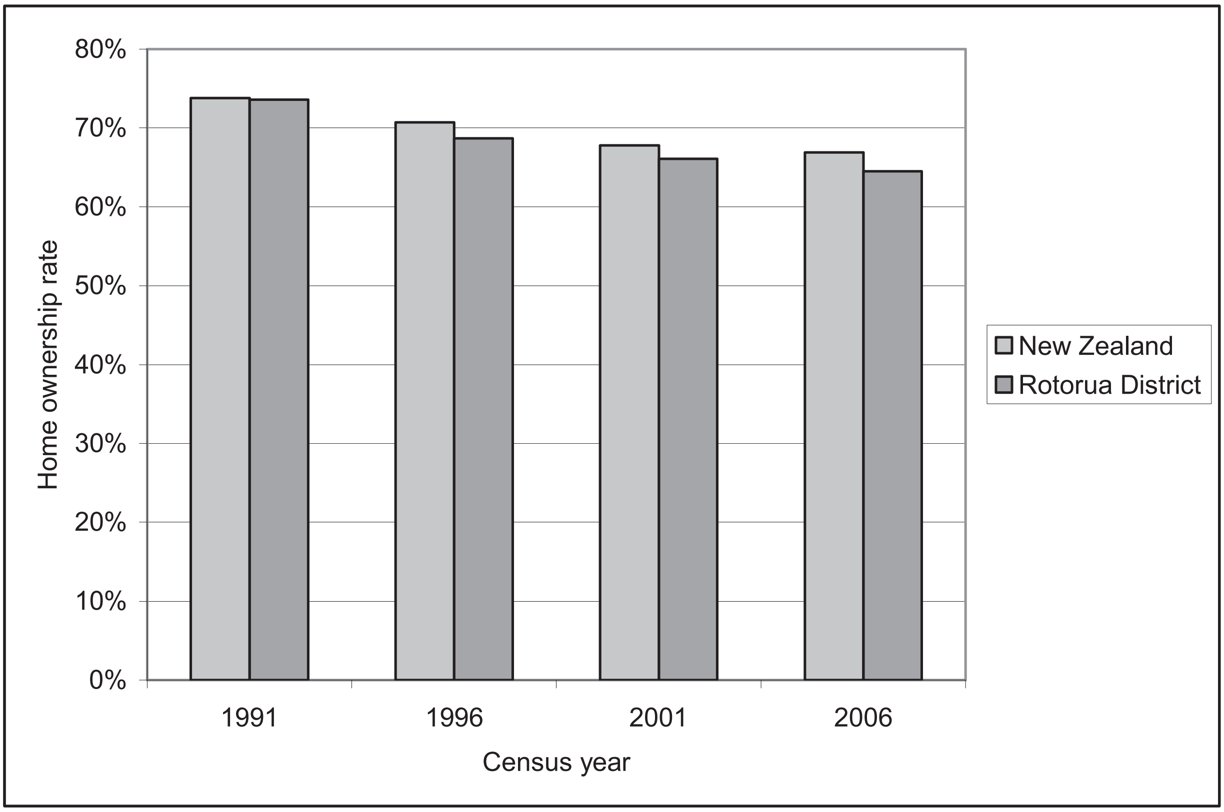
Source: Statistics New Zealand Census.
Note: Calculated as the ratio of median annual rent to median annual household income.

	Indicator	State – Rotorua	State – Regional/NZ	Trend – Rotorua	Trend – Regional/NZ
27c	Home ownership rate	64.5% (2006 Census)	66.9% (2006 Census)	GETTING WORSE	GETTING WORSE

This indicator reports the number of households living in owner occupied private dwellings, as a percentage of all households living in private occupied dwellings. Household tenure is an important aspect of housing in New Zealand since it has implications for household security (both physical and financial), as well as for the national economy. Numerous benefits accompany dwelling ownership, including a degree of financial security and a reduced risk of disruption from frequent changes of dwelling. Recent US research also indicates that home ownership encourages investment in local amenities and social capital, because ownership gives individuals an incentive to improve their community and creates barriers to mobility.

Figure 27c shows that home ownership in the Rotorua District fell by 9.1 percentage points in the Rotorua District between 1991 and 2006, reflecting a wider national trend towards lower rates of home ownership.

Figure 27c: Households in owner occupied private dwellings as a percentage of households in all private occupied dwellings – Rotorua District and New Zealand



Source: Statistics New Zealand Census.

Note: Denominator excludes "not elsewhere included". Numerator includes dwellings held in trust by usual residents.