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# Nelson City Council

## City For All Ages – Resident Survey

### REPORT

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# 1: Executive Summary

## 1.1 Background and approach

Nelson City Council has conducted a community survey as part of the City For All Ages project, which is examining how age-friendly Nelson is and developing a strategy for Nelson's aging demographic. Nelsonians were able to get involved by completing the age-friendly survey available online at [cityforallages.nz](https://cityforallages.nz), or at Council's customer service centre on the corner of Halifax and Trafalgar Street and at public libraries. The survey was also sent or delivered to various organisations in Nelson and Stoke including Greypower, Age Concern, Volunteer Nelson, sports clubs and retirement villages.

A total of N=596 people completed a survey. The standard margin of error at the 95% confidence level on a sample of N=596 is +/-4%.

84% of participants were aged over 50 (n=501), and 16% were under 50 years of age (n=95).

## 1.2 Over 50s – summary of key findings

The results of this survey indicate (for the most part) that residents aged over 50 years of age are generally happy with many aspects associated with living in the Nelson area but that there are some opportunities for increasing 'satisfaction'. In many instances these are to do with functional/maintenance related issues (footpaths, seating, cleanliness) rather than the changes in life-style or activity-related issues – although improvements to footpaths and seating (the two key themes in suggestions made) would certainly have a positive impact on lifestyle for many.

Many over 50s are happy with the range of activities that are available to them and the accessibility of these. They are also relatively happy with their level of social contact – in fact, as residents age they are more likely to say they are happy with their level of social contact. There are some residents however who do indicate an interest in more social contact and better accessibility to information and activities.

Despite positive results across many measures, there is however clear opportunity for the City For All Ages Project to further increase residents' positivity towards a wider range of issues and further enhance the experiences of over 50s of living in Nelson.

A further key finding here is that this is also the case for those residents aged under 50 years of age who (overall) were less positive about the range of measures in this survey than the over 50 segment.

### 1.2.1 Highest and lowest areas of agreement

Residents of Nelson who are aged over 50 years of age were more likely to provide positive responses (i.e. to agree or strongly agree with the list of statements presented in the survey) than residents aged under 50 years (although we note that there is a large sample size difference here). In many instances, the older the resident the more likely they were to provide a positive response.

The top five and lowest five areas of agreement for the over 50s are for the following (based on scores of 4/agree or 5/strongly agree out of 5):

| Over 50s - top five areas of agreement   | Over 50s - lowest five areas of agreement   |
|--|---|
| <ul style="list-style-type: none"> <li>• I enjoy living around here</li> <li>• I think of this as a desirable place to live</li> <li>• I feel safe around here during the day</li> <li>• There are well-maintained and safe green spaces for me to visit</li> <li>• There is a wide range of activities or groups I can join (exercise, art, music, gardening, hobbies, etc.)</li> </ul> | <ul style="list-style-type: none"> <li>• Feel regularly consulted by public, voluntary and commercial services</li> <li>• Footpaths are accessible for wheelchairs or other assistive mobility devices</li> <li>• Footpaths are in good condition, free from obstructions and are safe for pedestrian use</li> <li>• Public toilets are clean, well-maintained and are accessible to people of different physical abilities</li> <li>• There are community activities and events that bring both younger and older people together</li> </ul> |

The relative highest and lowest rankings do not change significantly between different over 50s age segments (e.g. 50-65, 65-79, 80+). The lowest scoring rankings do change however when we only look at residents over 50 who have **strongly agreed** with a statement. In this respect, the lowest five areas of agreement now include:

- The street and community buildings/facilities signage is adequate (10% strongly agree)
- Important information is provided in printed format and is easy to read (10% strongly agree).

### 1.2.2 Key trends across measures

These findings are based on age segments of under 50 years, 50-64 years, 65-70 years and 80 years or older. 'Agree' here is referring to all positive responses (agree and strongly agree).

#### Nelson as a place to live:

Overall, across each of these age segments, residents enjoy living in the area and think of Nelson as a desirable place to live. As residents age, their positive views on (i.e. experiences of) the desirability of Nelson as a place to live increases. Between 92% and 97% of older residents (over 50) agree that they 'enjoy living around here' and between 87% and 97% agree that they 'think of this as a desirable place to live'.

This is also consistent with the question 'how would you rate your community or area as a place for you to live as you age?' – as residents age their positive perceptions of Nelson as a place to live increases.

### Safety in the Nelson area:

Residents across each of these age segments agree that they feel safe during the day, but **less so** at night. Younger residents (aged under 50 and between 50-64 years) are less likely to agree that they feel safe at night than older residents. The survey does not ask the reason for this but this **may** be due to the fact that more younger residents (under 64 years) **may** be more likely to be out of their homes at night (note that we can only make assumptions here). Perceptions of day time safety (agreement) for older residents ranges from 92% to 97%. Perceptions of safety at night ranges from 67% to 74%.

### Involvement in neighbourhood or community:

Younger residents (under 50 years) are less likely to agree that they are involved in their neighbourhood or community in ways they want to be (63%).

There is a high level of agreement here for those aged between 50 and 79 (81% to 84%) years but agreement drops off slightly **after 80 years of age** (79%). This implies that older residents (80+) do not feel that they are as involved in their neighbourhood or community as much as they would like to be compared to other age segments in the over 50s.

### Green spaces, seating and footpaths:

As residents age they are more likely to agree that there are well maintained and safe green spaces for them to visit. Residents aged under 50 years are less likely to agree with this. Agreement in the over 50s ranges from 87% to 97% (increasing with age).

Residents across all of these age segments are less likely to agree that there are benches or other seating available along footpaths and in green spaces (68% for under 50s though to 78% for 80+ residents). More seating and age-friendly seating (arms and backs) was a key theme in the open-ended comments.

Residents across all of these age segments are **less likely to agree** that footpaths are in good condition, free from obstruction and safe for pedestrians to use – or that footpaths are accessible for wheelchairs or other assistive mobility. Younger residents (aged under 50 years) are significantly less likely to agree about the accessibility of footpaths for wheelchairs or other assistive devices. Note however that there were more members of this younger age group that answered don't know to this question (don't know responses have been excluded from these calculations). Close to, or less than 50% of older residents agreed that footpaths are in good condition and approximately only one third agreed that footpaths are accessible for wheelchairs or other mobility devices.

The most common suggestions for improvement in the open-ended comments were to do with footpaths and seating. Footpaths were the most commonly mentioned issue and included the following themes:

- That footpaths are often blocked - including by wheelie bins and over-hanging branches, and that footpaths are overgrown
- That footpaths are often uneven or damaged, including by tree roots
- That there is a lack of footpaths in some areas (rural) and that in some areas footpaths are only on one side of the street in some areas
- That there needs to be better/more rules around cyclists and scooters using footpaths – shared use is considered dangerous/hazardous for older people
- That there are some issues with people parking on footpaths
- That footpaths need widening in some areas.



### Street lighting and signage:

The older the resident, the more likely they are to agree that there is adequate street lighting and that street and community buildings/facilities signage is adequate. Note however that while there is 'good' agreement for these measures, very few residents were likely to strongly agree with these (for over 50s - 16% strongly agreed that street lighting is adequate and 10% strongly agreed that buildings/facilities signage is adequate).

### Community buildings and public toilets:

The older the resident, the more likely they are to agree that community buildings are well maintained, and public toilets are clean, well-maintained and accessible (although few residents strongly agreed with this). The maintenance and cleanliness of public toilets was raised as a common theme in the open-ended comments. Levels of agreement among the over 50s that public toilets are clean and well-maintained ranged from 53% to 66%.

### Nelson City Centre as a destination:

Between two thirds and three quarters of residents across all age segments agree that Nelson City Centre is an enjoyable destination to visit and spend time in. Suggestions with regard to the City Centre were limited but included the need for more vibrancy including through events and other activities, and seating.

### Consultation:

There is consistency across all age segments that they are not regularly consulted by public, voluntary and commercial services on service improvements – 23% agreement for under 50s through to 27% for 80+ residents.

### Nelson City Council staff:

Over 50s are more likely to agree that Nelson City Council staff are courteous and helpful.

### Activities and events:

Those residents between 50 and 79 are more likely to agree that there is a wide range of activities or groups they can join – **slightly fewer over 80 agree** with this but agreement is still high for this age segment (82%).

Fewer residents overall agree that there are community activities and events that bring both younger and older people together. Once again, the 50-79 age segment are more likely to agree this is the case than other younger or older age segments. Most residents across each of these age segments agree that activities and events are held in accessible locations although some over 50s commented on the cost of public transport and/or the difficulty of accessing activities at night.

### Information, computer access:

As residents age they are more likely to agree that important information is provided in printed format and is easy to read (between 62% for 50-64 years up to 73% for 80+ residents). There is a similar level of agreement across each of the age segments that there is public access to computers and the internet for free or low cost and that help is available if required (between 69% and 74% agreement).



### Volunteering and community

Fewer younger and fewer older (over 80 years) residents agree that they are encouraged to volunteer and remain engaged in the community. As residents age they are more likely to agree that they feel respected and recognised by their community. Fewer than half of under 50s agree that they feel respected and recognised.

### Social contact:

Overall, as residents age they are happier with their level of social contact. There is a slight decrease in the percentage of residents who say they are very happy among those 80 years or older.



## 2: Project Background and Approach

In July 2019 Nelson City Council launched its City For All Ages project, an initiative which is examining how age-friendly Nelson is and developing a strategy for Nelson's ageing demographic. One fifth of Nelsonians are aged over 65 and in 20 years Nelson will be the 14<sup>th</sup> oldest community in New Zealand. This demographic swing will mean challenges for housing, the economy, labour, transport, and health care. Smart, community-based solutions will be required to make sure Nelson's future is for everyone.

Nelson City Council has conducted a community survey as part of the City For All Ages project. Nelsonians were able to get involved by completing the age-friendly survey available online at [cityforallages.nz](http://cityforallages.nz), or at Council's customer service centre on the corner of Halifax and Trafalgar Street and at public libraries. The survey was also sent or delivered to various organisations in Nelson and Stoke including Greypower, Age Concern, Volunteer Nelson, sports clubs and retirement villages.

A total of N=596 people completed a survey. The standard margin of error at the 95% confidence level on a sample of N=596 is +/-4%.

A full set of demographics is presented in Section 6 of this report. The table below outlines the age segments of the people who took part.

**Table 1: Survey participants by age group**

| Age segment | N   | %     | Segment summary       | Segment summary       |
|-------------|-----|-------|-----------------------|-----------------------|
| Under 18    | 7   | 1.2%  | Under 50 years<br>16% | Under 50 years<br>16% |
| 18-24       | 6   | 1.0%  |                       |                       |
| 25-29       | 9   | 1.5%  |                       |                       |
| 30-34       | 14  | 2.3%  |                       |                       |
| 35-49       | 59  | 9.9%  | 50-64 years<br>21%    | Over 50 years<br>84%  |
| 50-54       | 25  | 4.2%  |                       |                       |
| 55-59       | 52  | 8.7%  |                       |                       |
| 60-64       | 48  | 8.1%  |                       |                       |
| 65-69       | 94  | 15.8% | 65-79 years<br>47%    |                       |
| 70-74       | 101 | 16.9% |                       |                       |
| 75-79       | 86  | 14.4% |                       |                       |
| 80-84       | 54  | 9.1%  | 80+ years<br>16%      |                       |
| 85-89       | 29  | 4.9%  |                       |                       |
| 90-94       | 10  | 1.7%  |                       |                       |
| 95-99       | 1   | 0.2%  |                       |                       |
| 100+        | 1   | 0.2%  |                       |                       |

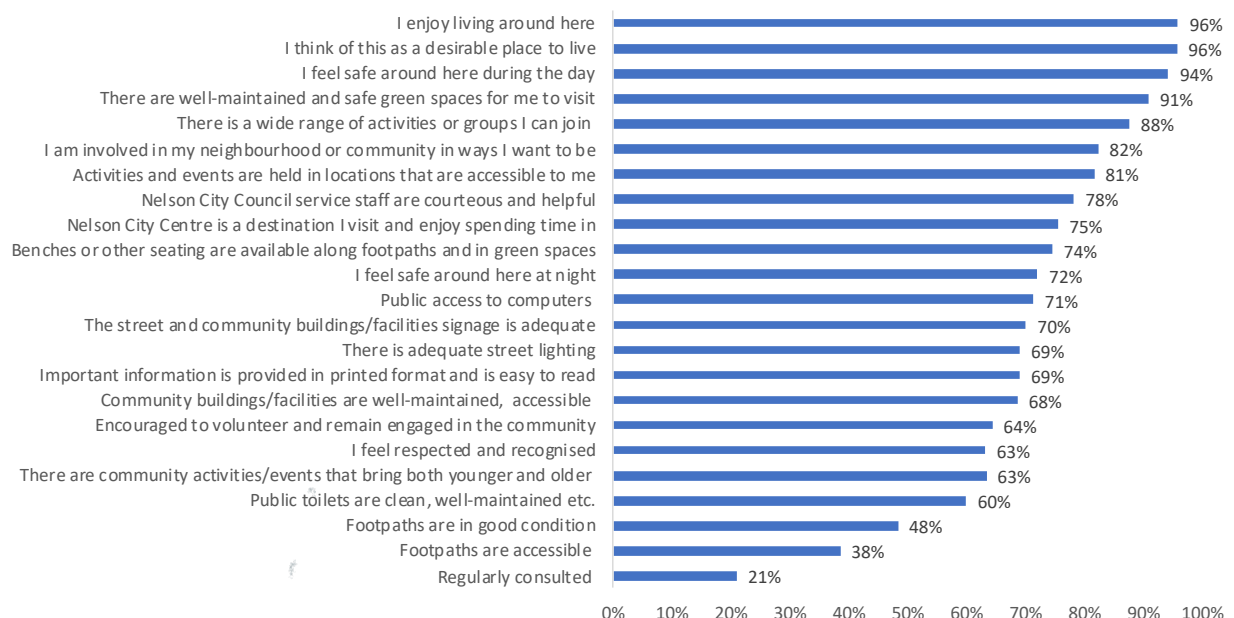
## 3: Research Findings

### 3.1 Overview of findings for the over 50s overall

The top five and lowest five areas of agreement for the over 50s are for the following. These are based on scores of 4 (agree) or 5 (strongly agree) out of 5.

| Over 50s - top five areas of agreement   | Over 50s - lowest five areas of agreement   |
|--|---|
| <ul style="list-style-type: none"> <li>I enjoy living around here</li> <li>I think of this as a desirable place to live</li> <li>I feel safe around here during the day</li> <li>There are well-maintained and safe green spaces for me to visit</li> <li>There is a wide range of activities or groups I can join (exercise, art, music, gardening, hobbies, etc.)</li> </ul> | <ul style="list-style-type: none"> <li>Feel regularly consulted by public, voluntary and commercial services</li> <li>Footpaths are accessible for wheelchairs or other assistive mobility devices</li> <li>Footpaths are in good condition, free from obstructions and are safe for pedestrian use</li> <li>Public toilets are clean, well-maintained and are accessible to people of different physical abilities</li> <li>There are community activities and events that bring both younger and older people together</li> </ul> |

Over 50s - ranked agreement (scores of 4 and 5)

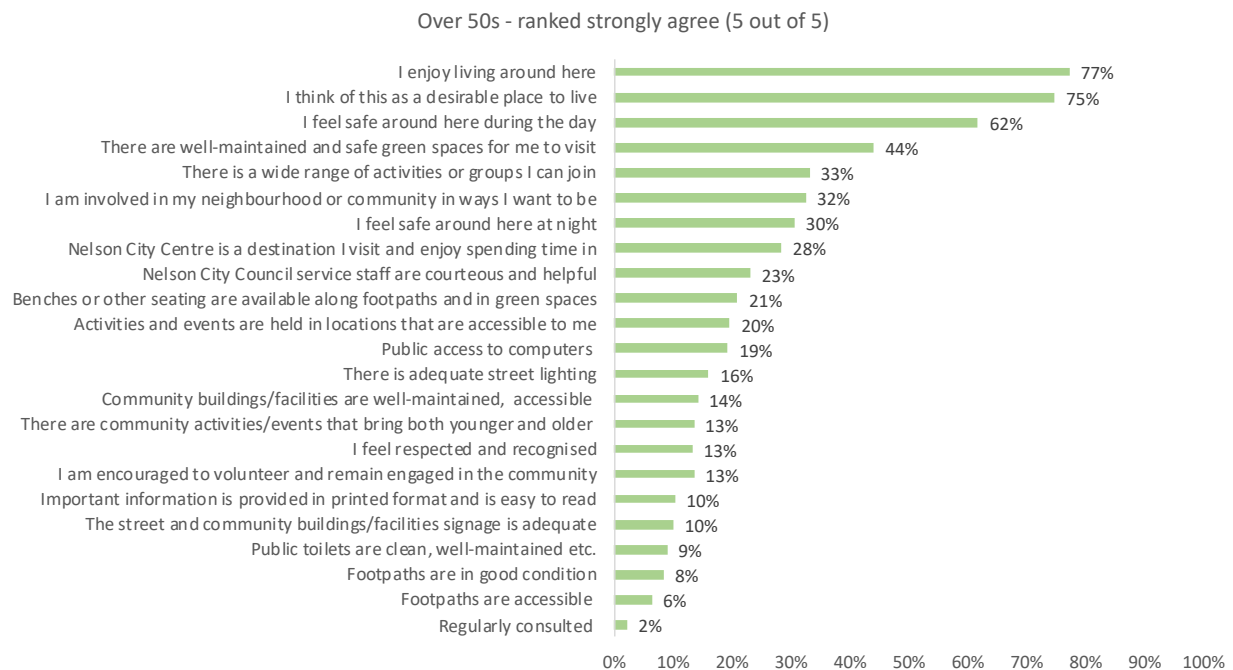


The relative rankings **do not change significantly** between different over 50s age segments (e.g. 50-65, 65-79, 80+).

The lowest scoring rankings do change however when we only look at residents over 50 who have **strongly agreed** with a statement. In this respect, the lowest five areas of agreement now include:

- The street and community buildings/facilities signage is adequate (10% strongly agree)
- Important information is provided in printed format and is easy to read (10% strongly agree).

The following chart summarises and ranks the **strongly agree** scores for the over 50s:



## 3.2 Findings by age segment – under 50, 50-64, 65-79 and 80+

The following charts provide a summary of findings across four age segments – **under 50** years, **50-64** years, **65-79** years and **80 years and older**. Percentages in the charts represent positive scores i.e. scores of 4 and 5 out of 5.

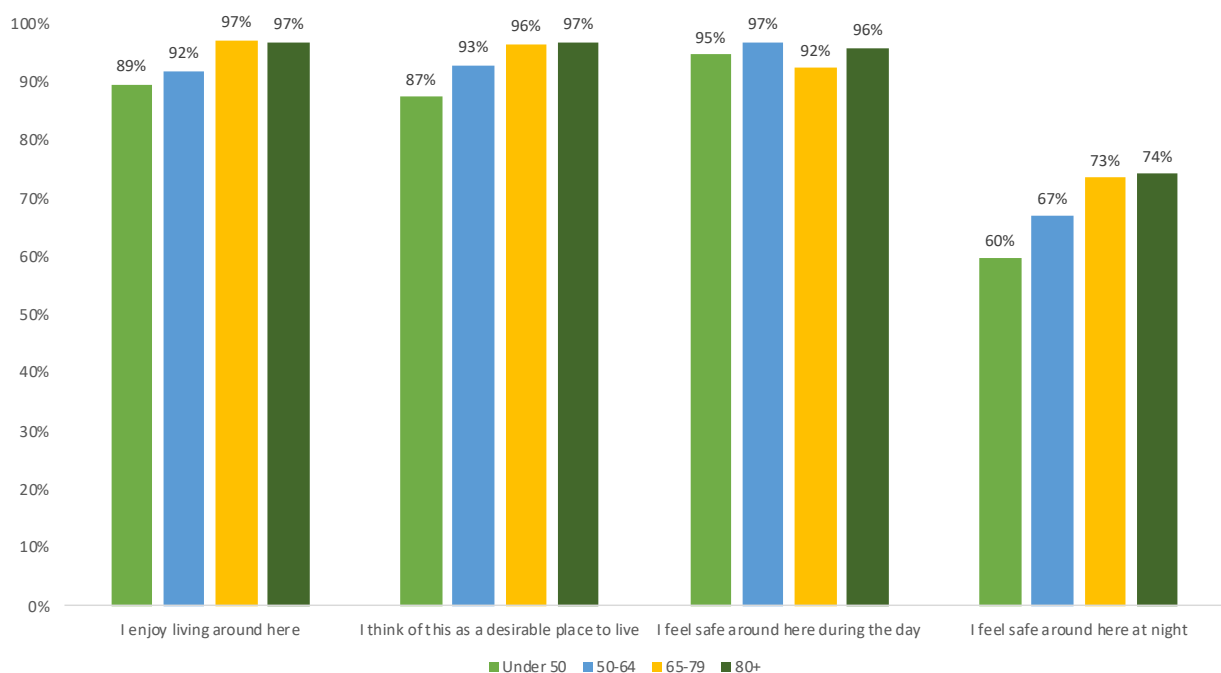
Results are presented here in the order in which they were asked in the survey – but charts are grouped (as much as possible) to ensure that similar question topics are shown together e.g. safety, footpaths, activities etc.

### 3.2.1 Nelson as a place to live:

Overall, across each of these age segments, residents enjoy living in the area and think of Nelson as a desirable place to live. As residents age, their positive views on (experiences of) the desirability of Nelson as a place to live increases. This is consistent with the question ‘how would you rate your community or area as a place for you to live as you age’ – as residents age their positive perceptions of Nelson as a place to live increases (see Section 4.3).

### 3.2.2 Safety in the Nelson area:

Residents across each of these age segments agree that they feel safe during the day, but **less so** at night. Younger residents (aged under 50 and between 50-64 years) are less likely to agree that they feel safe at night than older residents. The survey does not ask the reason for this but this **may** be due to the fact that more younger residents (under 64 years) **may** be more likely to be out of their homes at night (note that we can only make assumptions here).



### 3.2.3 Involvement in neighbourhood or community:

Younger residents (under 50 years) are less likely to agree that they are involved in their neighbourhood or community in ways they want to be.

There is a high level of agreement here for those aged between 50 and 79 years but agreement drops off slightly **after 80 years of age**. This implies that older residents (80+) do not feel that they are as involved in their neighbourhood or community as much as they would like to be.

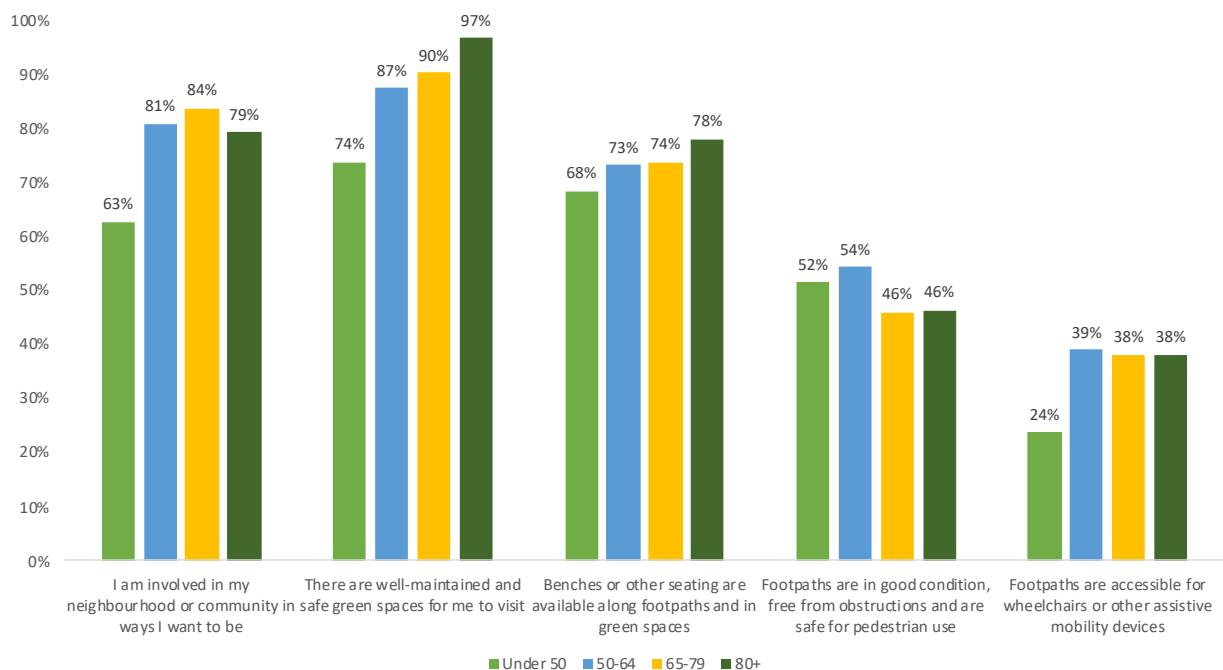
### 3.2.4 Green spaces, seating and footpaths:

As residents age they are more likely to agree that there are well maintained and safe green spaces for them to visit. Residents aged under 50 years are less likely to agree with this.

Residents across all of these age segments are less likely to agree that there are benches or other seating available along footpaths and in green spaces.

Residents across all of these age segments are also **less likely to agree** that footpaths are in good condition, free from obstruction and safe for pedestrians to use – or that footpaths are accessible for wheelchairs or other assistive mobility devices. The most common suggestions for improvement in the open-ended comments were to do with footpaths and seating.

Younger residents (aged under 50 years) are significantly less likely to agree about the accessibility of footpaths for wheelchairs or other assistive devices. Note however that there were more members of this younger age group that answered don't know to this question (don't know responses have been excluded from these calculations).



### 3.2.5 Street lighting and signage:

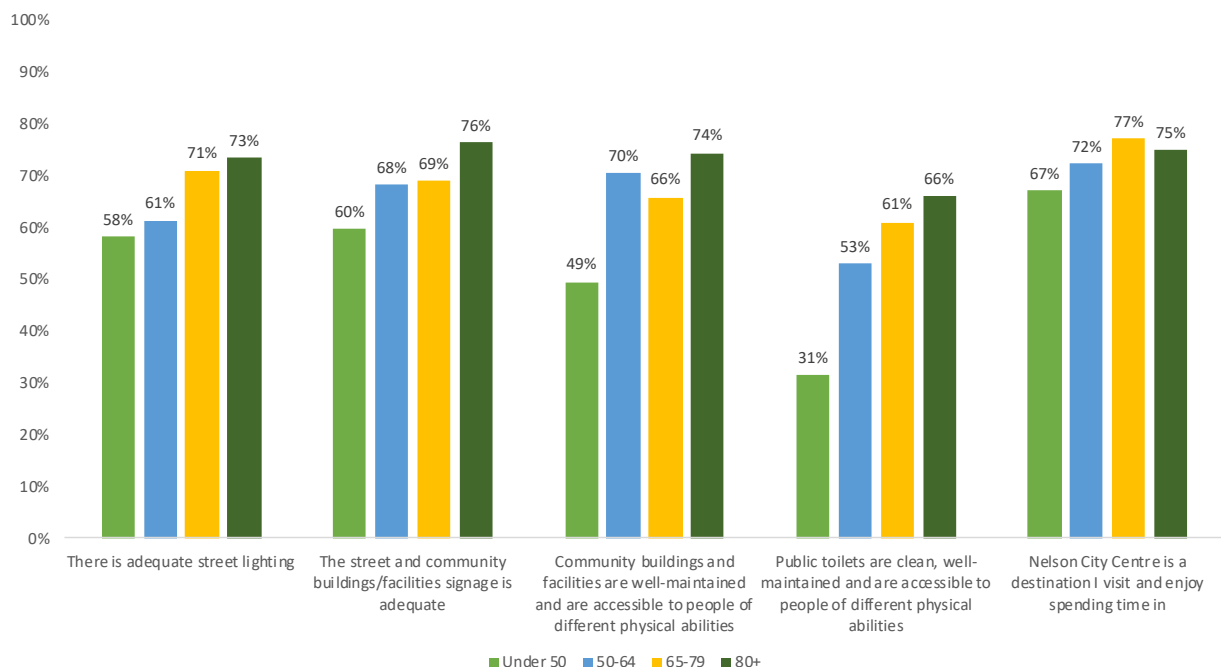
The older the resident, the more likely they are to agree that there is adequate street lighting and that street and community buildings/facilities signage is adequate. Note however that while there is 'good' agreement for these measures, very few residents were likely to strongly agree with these (for over 50s - 16% strongly agreed that street lighting is adequate and 10% strongly agreed that buildings/facilities signage is adequate).

### 3.2.6 Community buildings and public toilets:

The older the resident, the more likely they are to agree that community buildings are well maintained, and public toilets are clean, well-maintained and accessible (although few residents strongly agreed with this). The maintenance and cleanliness of public toilets was raised as a common theme in the open-ended comments.

### 3.2.7 Nelson City Centre as a destination:

Between two thirds and three quarters of residents across all age segments agree that Nelson City Centre is an enjoyable destination to visit and spend time in. Suggestions with regard to the City Centre were limited but included the need for more vibrancy including through events and other activities, and seating.



### 3.2.8 Consultation:

There is consistency across all age segments that they are not regularly consulted by public, voluntary and commercial services on service improvements.

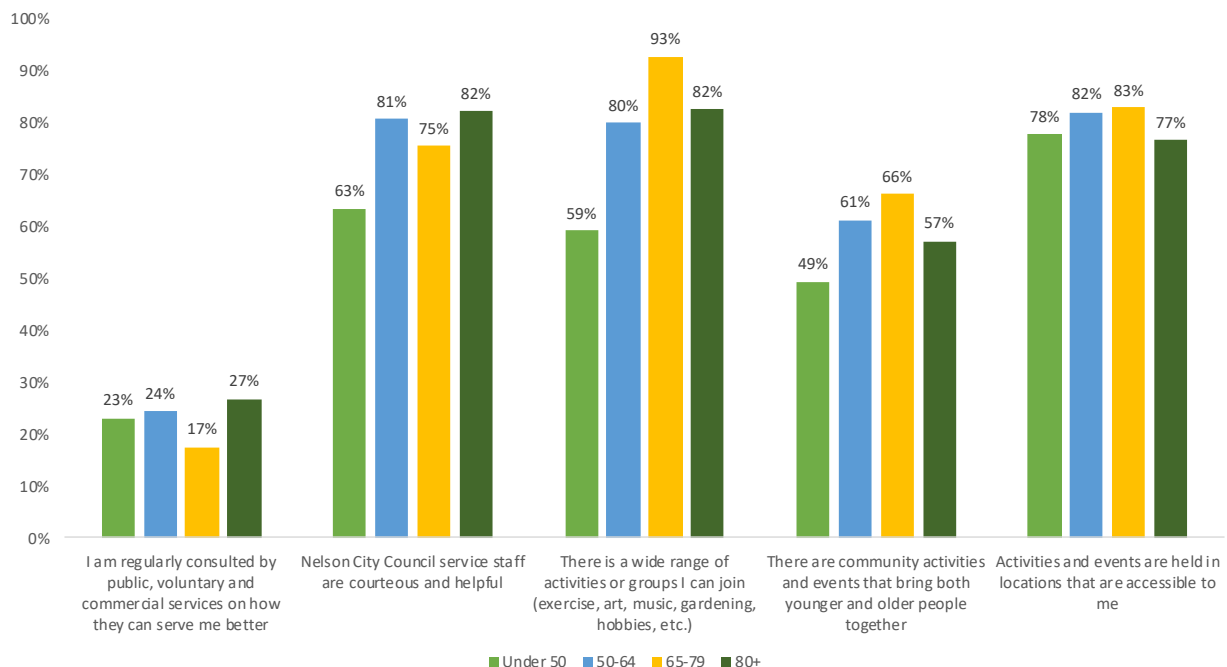
### 3.2.9 Nelson City Council staff:

Over 50s are more likely to agree that Nelson City Council staff are courteous and helpful.

### 3.2.10 Activities and events:

Those residents between 50 and 79 are more likely to agree that there is a wide range of activities or groups they can join – **slightly fewer over 80 agree** with this.

Fewer residents overall agree that there are community activities and events that bring both younger and older people together. Once again, the 50-79 age segment are more likely to agree this is the case than other younger or older age segments. Most residents across each of these age segments agree that activities and events are held in accessible locations, although there were some comments regarding the cost and accessibility of public transport (including at night).



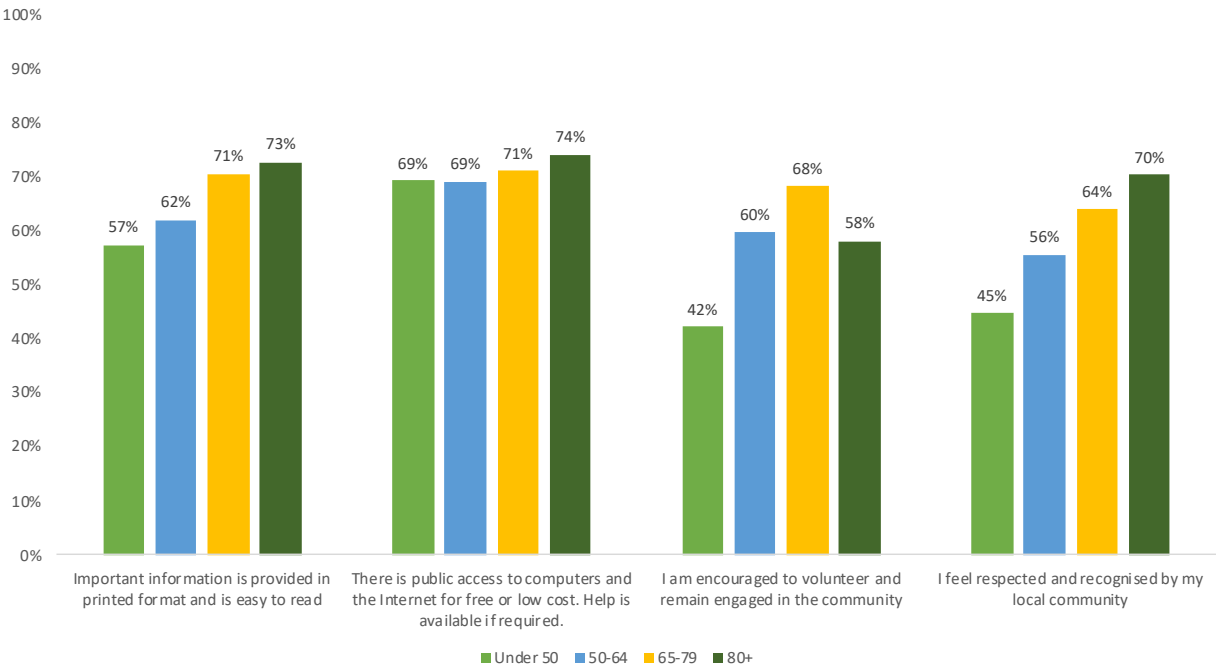


3.2.11 Information, computer access

As residents age they are more likely to agree that important information is provided in printed format and is easy to read. There is a similar level of agreement across each of the age segments that there is public access to computers and the internet for free or low cost and that help is available if required.

3.2.12 Volunteering and community

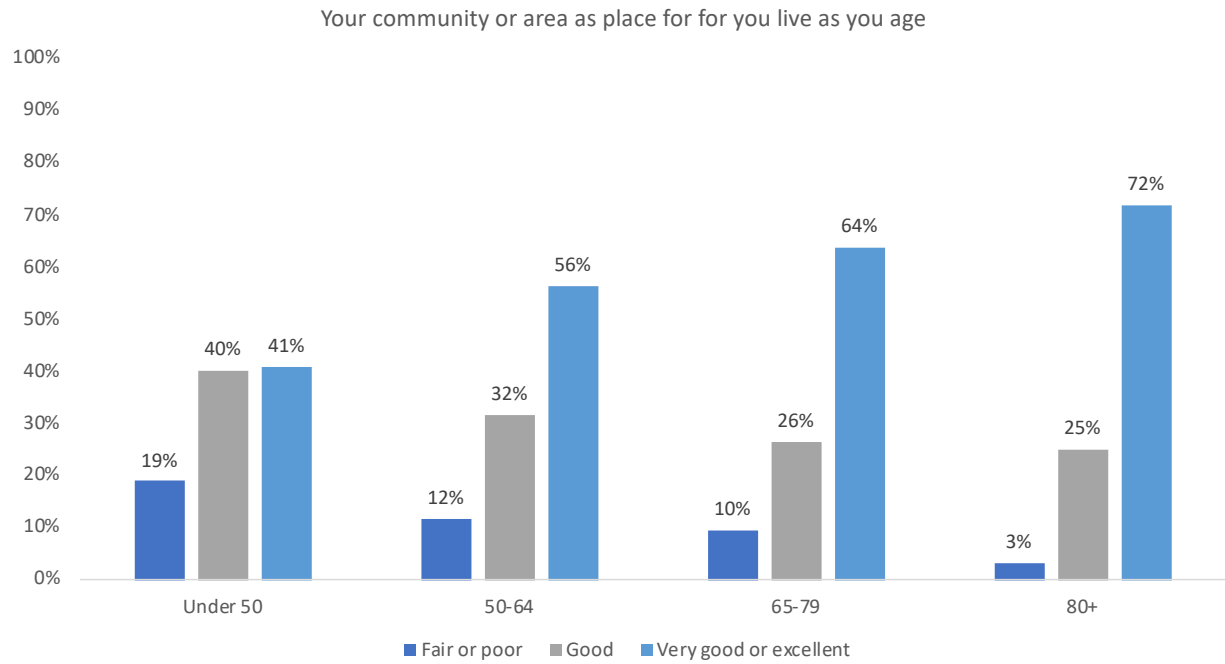
Fewer younger and fewer older (over 80 years) residents agree that they are encouraged to volunteer and remain engaged in the community. As residents age they are more likely to agree that they feel respected and recognised by their community. Fewer than half of under 50s agree that they feel respected and recognised.





### 3.3 Your community or area as a place to live as you age

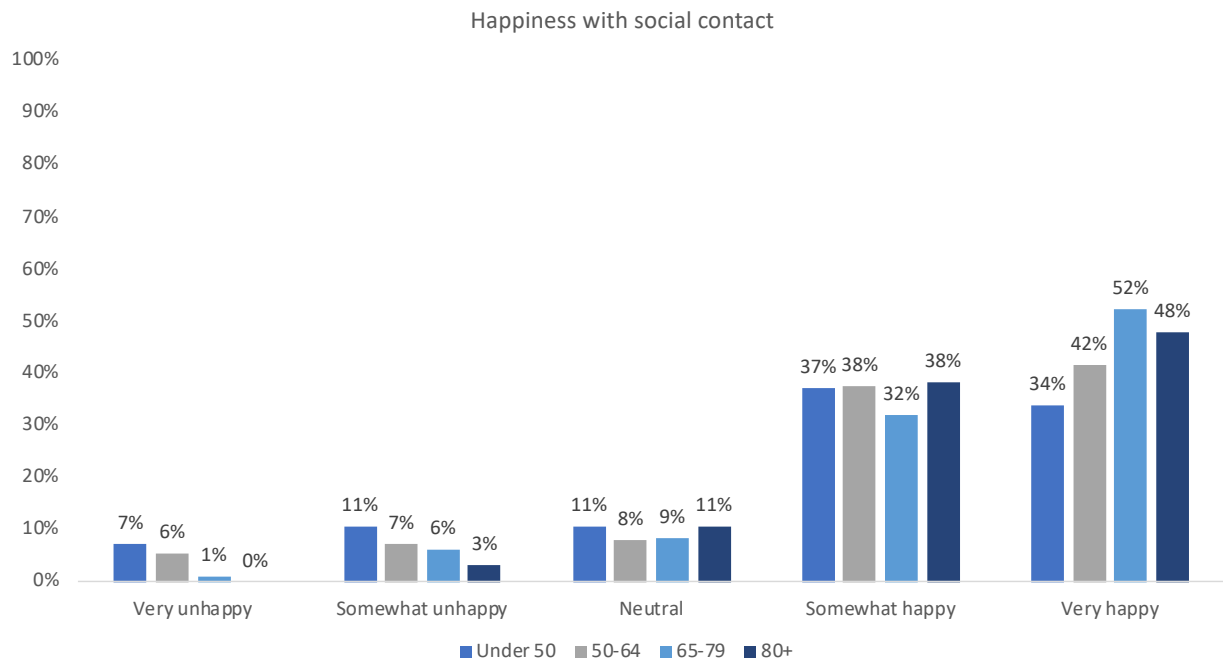
As residents age their perceptions of their community or area as a place to live as people age becomes more positive.



### 3.4 Happy with social contact

Overall, as residents age they are more happy with their level of social contact. There is a slight decrease in the percentage of residents who say they are **very happy** among those 80 years or older.

- Under 50s – **71%** are happy or somewhat happy with their social contact
- 50-64 – **80%**
- 65-79 – **84%**
- 80 years + - **86%** are happy or somewhat happy with their social contact.



### 3.5 Location differences

The sample sizes for the different locations varied. There were no differences across locations within any of the age segments – but overall, residents living in Nelson South were **less likely to agree** with the range of statements in the survey than those living in other areas.

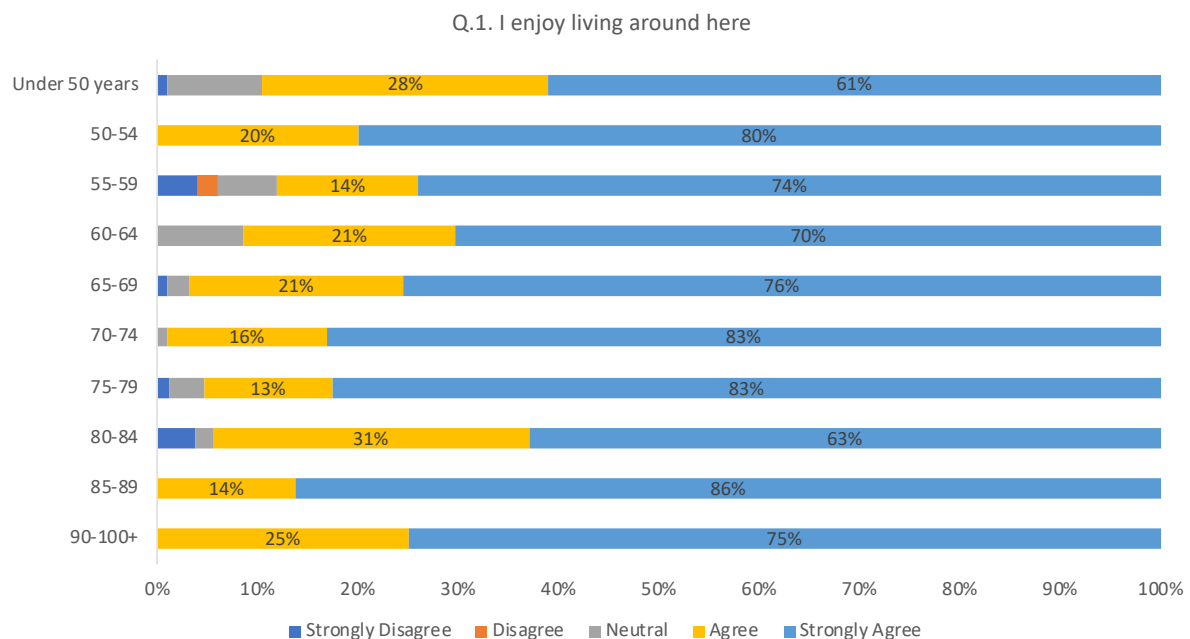
## 3.6 Detailed findings across age groups

### 3.6.1 I enjoy living around here

Most residents in all age segments strongly agreed that they enjoy living in the Nelson area (total agreement scores range from 88%-100%).

Residents over 50 (particularly those aged 50-54, 70-79 and 85-89) are more likely to strongly agree (80-86%) that they enjoy living in the Nelson area. Those less likely to strongly agree were aged under 50 years (61%) and between 80-84 years (63%).

| Age range      | I enjoy living around here<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|---|
| Under 50 years | 89%   |
| 50-54 years    | 100%  |
| 55-59 years    | 88%   |
| 60-64 years    | 91%   |
| 65-69 years    | 97%   |
| 70-74 years    | 99%   |
| 75-79 years    | 96%   |
| 80-84 years    | 94%   |
| 85-89 years    | 100%  |
| 90 years +     | 100%  |

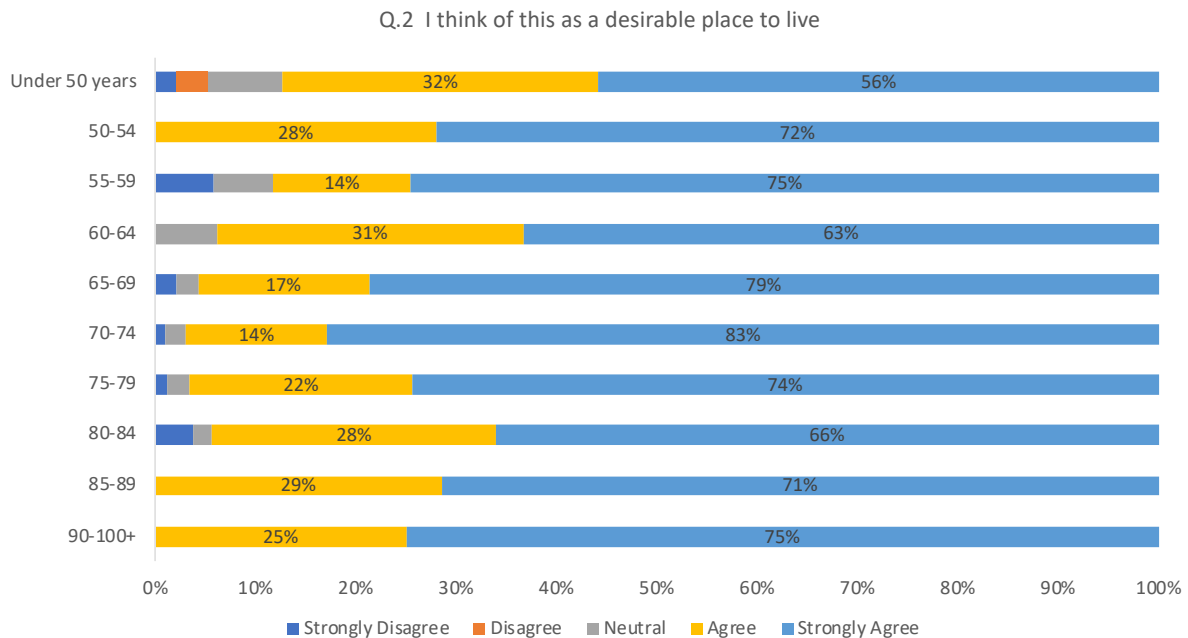


### 3.6.2 I think of this as a desirable place to live

Most residents agreed that Nelson is a desirable place to live (total agreement scores range from 88%-100%)

Residents aged over 50 were more likely to strongly agree than residents aged under 50 (56%). Age segments over 50 who were less likely to strongly agree were aged 60-64 (63%) and 80-84 (66%).

| Age range      | I think of this as a desirable place to live<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|---|
| Under 50 years | 88%   |
| 50-54 years    | 100%  |
| 55-59 years    | 89%   |
| 60-64 years    | 94%   |
| 65-69 years    | 96%   |
| 70-74 years    | 97%   |
| 75-79 years    | 96%   |
| 80-84 years    | 94%   |
| 85-89 years    | 100%  |
| 90 years +     | 100%  |

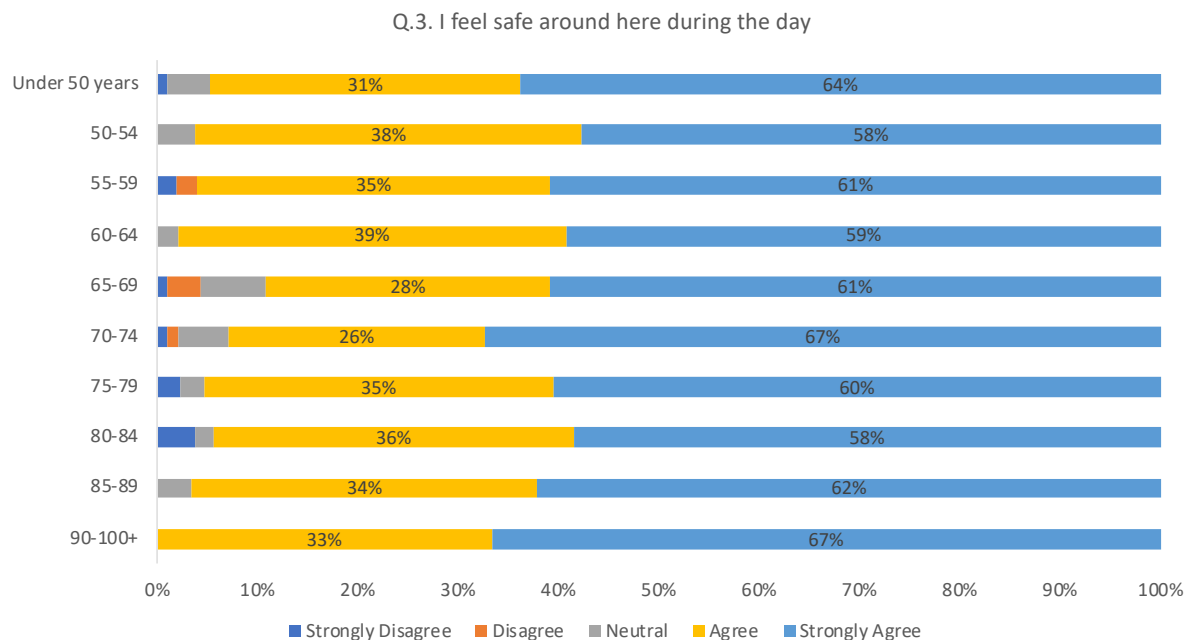


### 3.6.3 I feel safe around here during the day

Most residents agree that they feel safe during the day (total agreement scores range from 89%-100%).

Strongly agree scores range from 58%-67%, which suggests that there may be more opportunity to ensure that residents feel safer during the day and to better understand what may be driving perceptions of day-time safety. Residents less likely to strongly agree that they feel safe during the day are aged 50-54 (58%), 60-64 (59%) and 80-84 (58%).

| Age range      | I feel safe around here during the day<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|---|
| Under 50 years | 95%   |
| 50-54 years    | 96%   |
| 55-59 years    | 96%   |
| 60-64 years    | 98%   |
| 65-69 years    | 89%   |
| 70-74 years    | 93%   |
| 75-79 years    | 95%   |
| 80-84 years    | 94%   |
| 85-89 years    | 96%   |
| 90 years +     | 100%  |

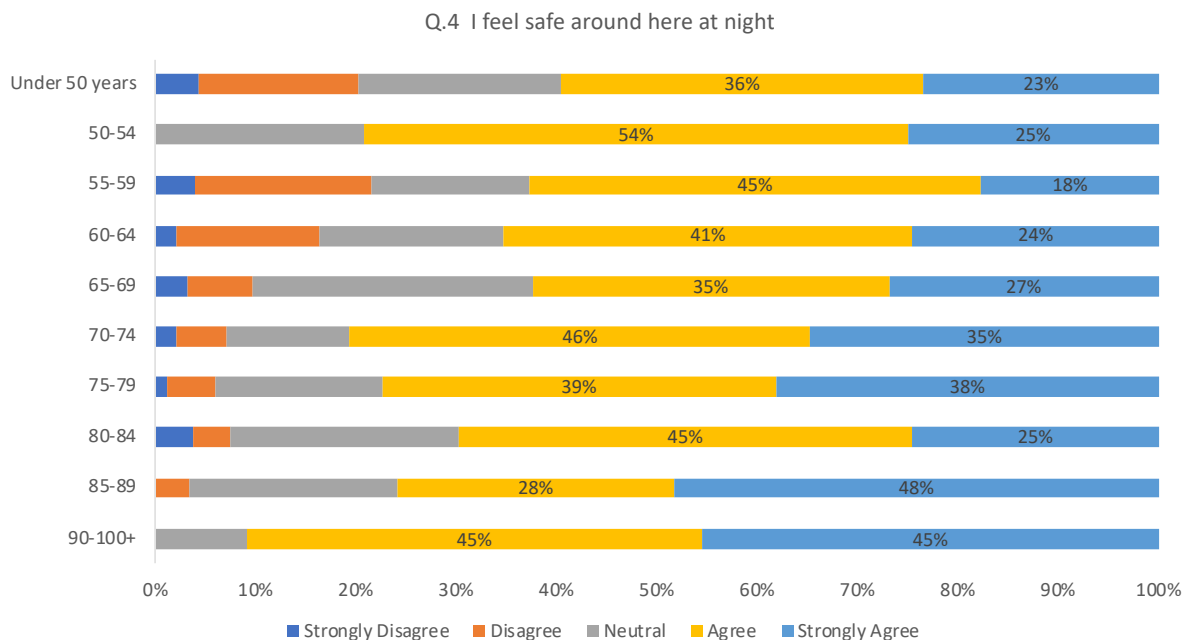


### 3.6.4 I feel safe around here at night

Residents are less likely overall to agree that they feel safe at night (total agreement scores range from 59%-90%).

Those residents less likely to strongly agree tend to be younger (under 69 years – the range of scores was 18%-27%) – although the 80-84 age segment is also less likely to strongly agree (25%). Those more likely to strongly agree were aged 85 years and older. This may be because older age segments are less likely to be out of their homes in the evening and/or may be in secure retirement villages or rest homes.

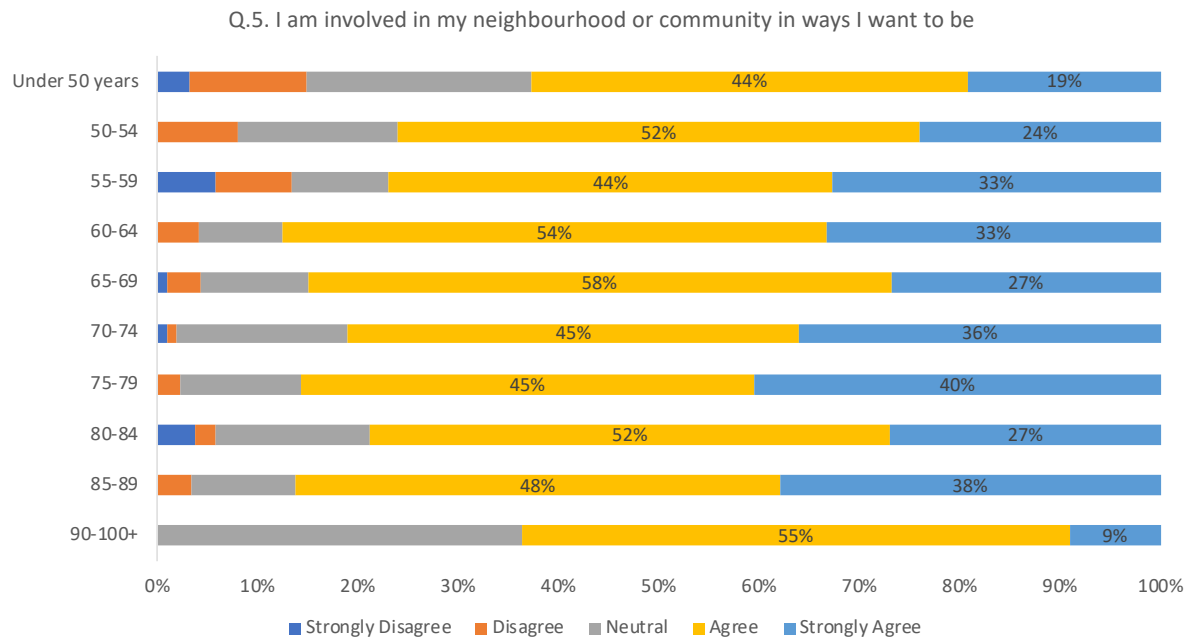
| Age range      | I feel safe around here at night<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|---|
| Under 50 years | 59%   |
| 50-54 years    | 79%   |
| 55-59 years    | 63%   |
| 60-64 years    | 65%   |
| 65-69 years    | 62%   |
| 70-74 years    | 81%   |
| 75-79 years    | 77%   |
| 80-84 years    | 70%   |
| 85-89 years    | 76%   |
| 90 years +     | 90%   |



### 3.6.5 I am involved in my neighbourhood or community in ways I want to be

Total agreement scores range from 63%-87%, but residents are less likely to strongly agree that they are involved in their neighbourhood or community in ways that they want to be (9%-40%). Younger residents (under 50) and older residents (over 80) are less likely than other age segments to agree with this.

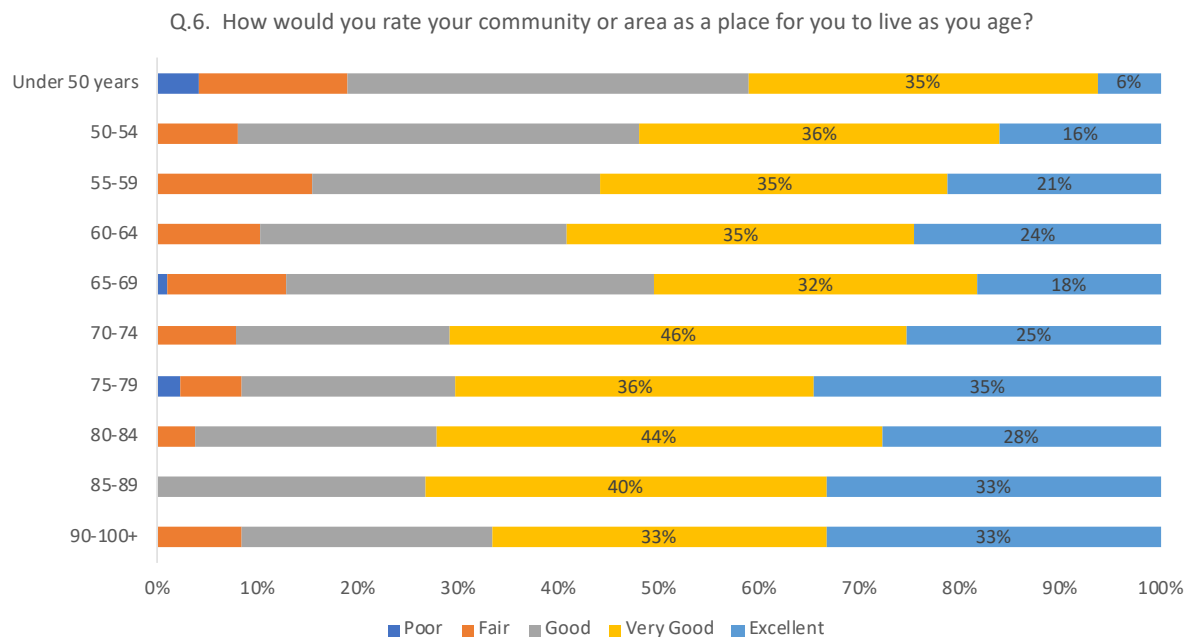
| Age range      | I am involved in my neighbourhood or community in ways I want to be<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|--|
| Under 50 years | 63%  |
| 50-54 years    | 76%  |
| 55-59 years    | 77%  |
| 60-64 years    | 87%  |
| 65-69 years    | 85%  |
| 70-74 years    | 81%  |
| 75-79 years    | 85%  |
| 80-84 years    | 79%  |
| 85-89 years    | 86%  |
| 90 years +     | 64%  |



### 3.6.6 How would you rate your community or area as a place for you to live as you age?

Perceptions of their community or area as a good or very good place to live as people age, increase (overall) with age. Across the over 50s, the 65-69 age segment are less likely to agree or strongly agree with this (50%) than other age segments. While we do not understand the reasons for this, it may be worth considering a link between retirement (within this age segment) and/or a change in life-stage i.e. as people transition from working lives to retirement and the changes this may have within the household (note: this is only an assumption for consideration).

| Age range      | <b>Your community or area as a place to live as you age</b><br>Percentage very good or excellent (overall agreement) |
|----------------|--|
| Under 50 years | 41%  |
| 50-54 years    | 52%  |
| 55-59 years    | 56%  |
| 60-64 years    | 59%  |
| 65-69 years    | 50%  |
| 70-74 years    | 71%  |
| 75-79 years    | 71%  |
| 80-84 years    | 72%  |
| 85-89 years    | 73%  |
| 90 years +     | 66%  |



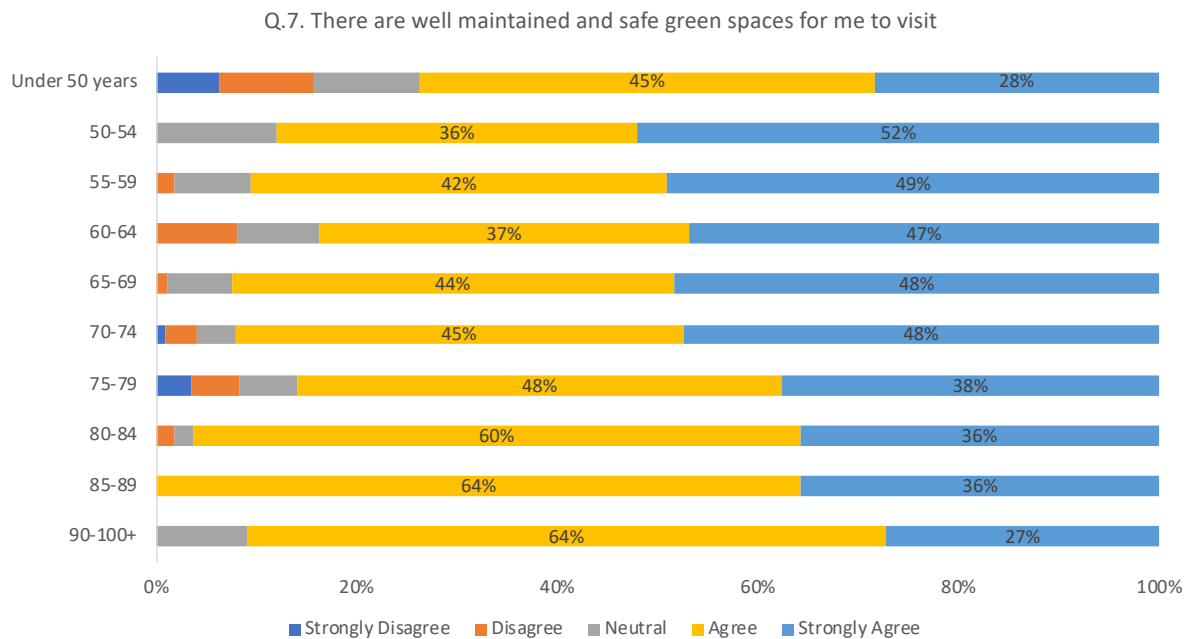


### 3.6.7 There are well-maintained and safe green spaces for me to visit

There is a high level of agreement across all age segments that there are well-maintained and safe green spaces to visit (total agreement scores range from 73%-100%). Total agreement is lower for the under 50s (73%), and for the over 50s the percentage of residents who strongly agree with this decreases as residents age.

The percentage of strongly agree scores range from 28%-52%.

| Age range      | There are well-maintained and safe green spaces for me to visit<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|--|
| Under 50 years | 73%  |
| 50-54 years    | 88%  |
| 55-59 years    | 91%  |
| 60-64 years    | 84%  |
| 65-69 years    | 92%  |
| 70-74 years    | 93%  |
| 75-79 years    | 86%  |
| 80-84 years    | 96%  |
| 85-89 years    | 100%   |
| 90 years +     | 91%  |

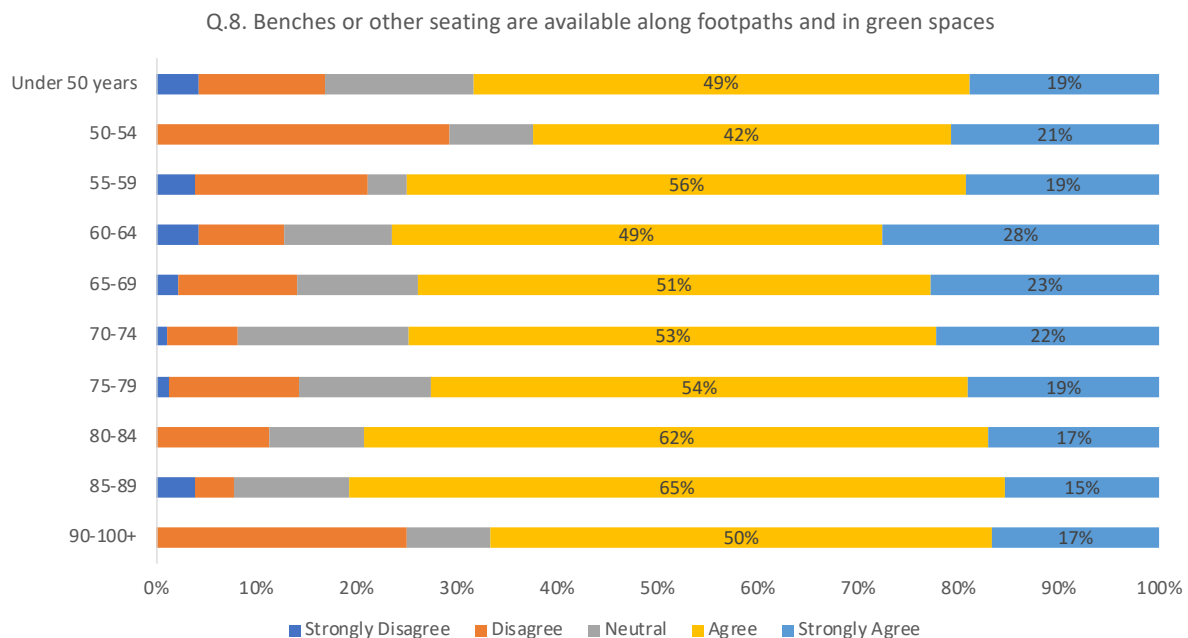


### 3.6.8 Benches or other seating are available along footpaths and in green spaces

One of the key suggestions for improvement in the open-ended comments was to do with seating, and this is reflected in the low percentages of strongly agree scores here (the range is 15%-28%).

The percentage of total agreement scores range from 63%-80%, with most between 63%-75%, which suggests that there are some opportunities to improve seating accessibility from the perspective of all age segments.

| Age range      | Benches or other seating are available along footpaths and in green spaces<br>Percentage agree or strongly agree (overall agreement) |
|----------------|--|
| Under 50 years | 68%  |
| 50-54 years    | 63%  |
| 55-59 years    | 75%  |
| 60-64 years    | 77%  |
| 65-69 years    | 74%  |
| 70-74 years    | 75%  |
| 75-79 years    | 73%  |
| 80-84 years    | 79%  |
| 85-89 years    | 80%  |
| 90 years +     | 67%  |



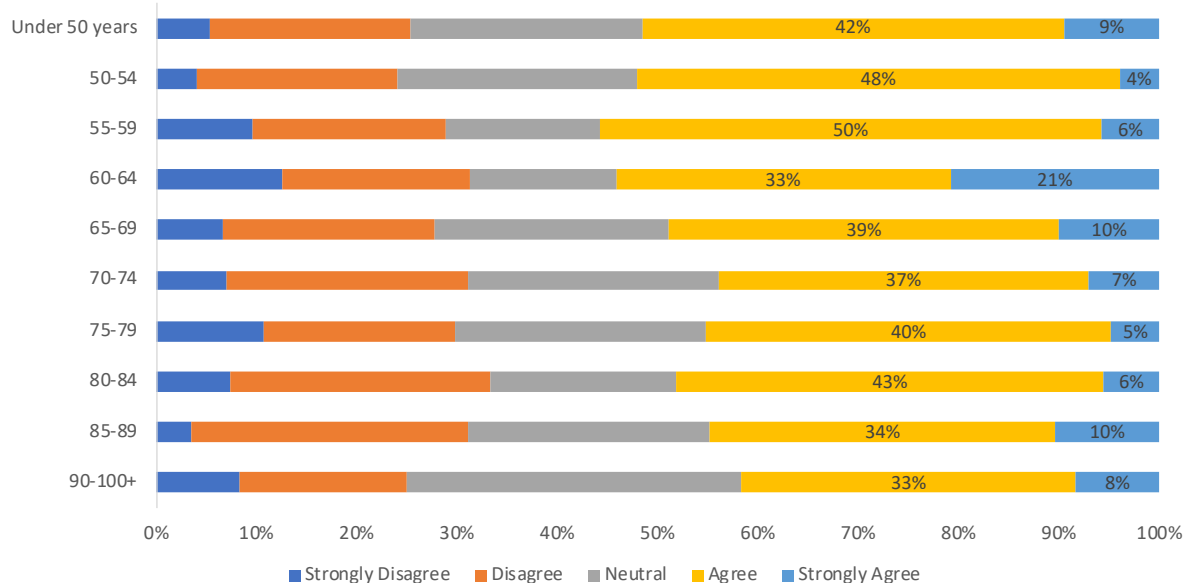
### 3.6.9 Footpaths are in good condition, free from obstruction and are safe for pedestrians to use

Footpath-related issues were another key issue mentioned in the open-ended comments and a high number of residents mentioned the condition of footpaths, blocked footpaths and feeling unsafe on shared footpaths. These comments are reflected in the low percentage of agree and strongly agree scores (total agreement scores range from 41%-56%, with most between 41%-49%) i.e. fewer than half of residents agree that footpaths are in good condition.

The percentage of residents who strongly agree that footpaths are 'acceptable' based on the above criteria is **low** across all age segments (strongly agree scores are between 4%-21%, with most between 4%-10%).

| Age range      | Footpaths are in good condition, free from obstruction and are safe for pedestrians to use<br>Percentage agree or strongly agree (overall agreement) |
|----------------|--|
| Under 50 years | 51%  |
| 50-54 years    | 52%  |
| 55-59 years    | 56%  |
| 60-64 years    | 54%  |
| 65-69 years    | 49%  |
| 70-74 years    | 44%  |
| 75-79 years    | 45%  |
| 80-84 years    | 49%  |
| 85-89 years    | 44%  |
| 90 years +     | 41%  |

Q.9. Footpaths are in good condition, free from obstruction and are safe for pedestrians to use



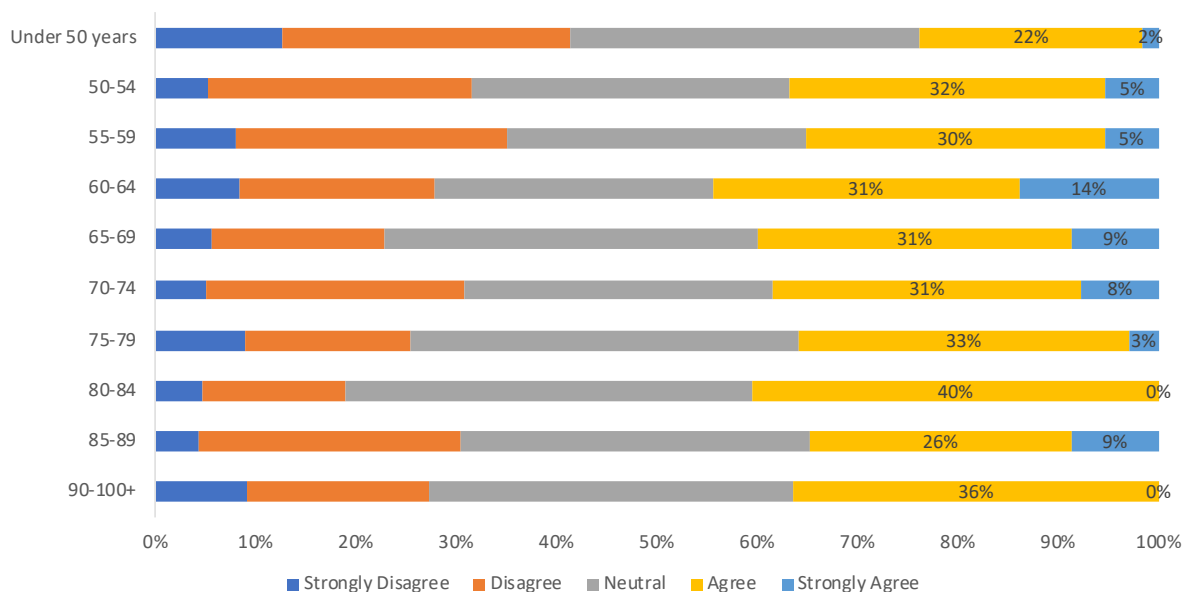
### 3.6.10 Footpaths are accessible for wheelchairs or other assistive mobility devices

Comments made about footpaths are also reflected here, with a low percentage of agree and strongly agree scores across all age segments (total agreement scores range from 24%-45%, with most between 24%-39%). We note that the younger age segment (under 50) gave a higher percentage of 'don't know' responses to this statement (which are excluded from these calculations). The results across other age segments are generally consistent.

The range of strongly agree scores is 0%-14%.

| Age range      | Footpaths are accessible for wheelchairs or other assistive mobility devices<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|---|
| Under 50 years | 24%   |
| 50-54 years    | 37%   |
| 55-59 years    | 35%   |
| 60-64 years    | 45%   |
| 65-69 years    | 40%   |
| 70-74 years    | 39%   |
| 75-79 years    | 36%   |
| 80-84 years    | 40%   |
| 85-89 years    | 35%   |
| 90 years +     | 36%   |

Q.10. Footpaths are accessible for wheelchairs or other assistive mobility devices

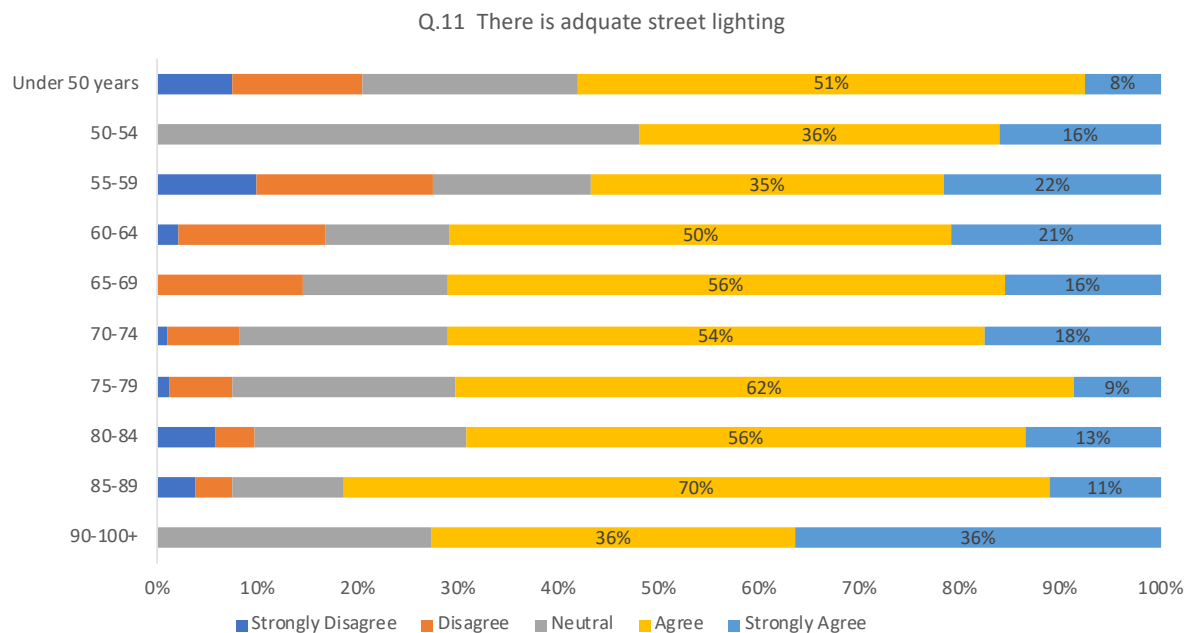


### 3.6.11 There is adequate street lighting

Older age segments (60+) are more likely to agree that there is adequate street lighting than younger age segments (**under 60**). These results suggest that there are some opportunities to improve street lighting (total agreement scores range from 52%-81%, with most between 52%-72%).

Strongly agree scores range from 8%-36%, with most below 20%.

| Age range      | There is adequate street lighting<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|--|
| Under 50 years | 59%  |
| 50-54 years    | 52%  |
| 55-59 years    | 57%  |
| 60-64 years    | 71%  |
| 65-69 years    | 72%  |
| 70-74 years    | 72%  |
| 75-79 years    | 71%  |
| 80-84 years    | 69%  |
| 85-89 years    | 81%  |
| 90 years +     | 72%  |

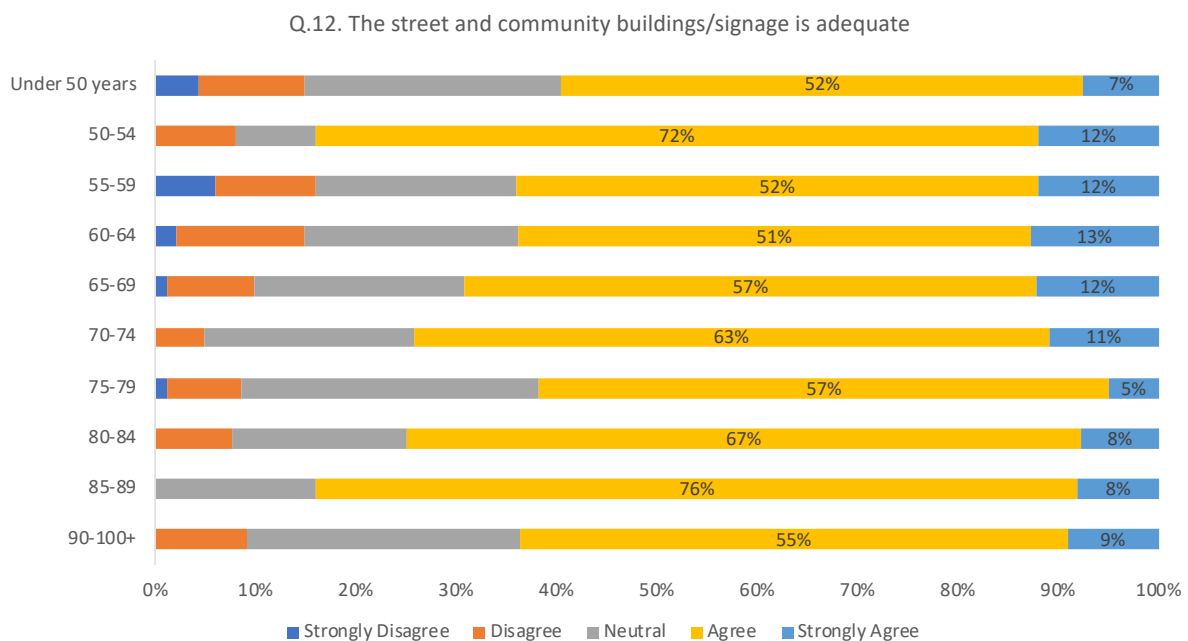


### 3.6.12 The street and community buildings/facilities signage is adequate

Total agreement scores range from 59%-84%, with the under 50s less likely to agree that street and community buildings/facilities have adequate signage.

The percentage of strongly agree scores here is low across all age segments (5%-13%).

| Age range      | The street and community buildings/facilities signage is adequate<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|--|
| Under 50 years | 59%  |
| 50-54 years    | 84%  |
| 55-59 years    | 64%  |
| 60-64 years    | 64%  |
| 65-69 years    | 69%  |
| 70-74 years    | 74%  |
| 75-79 years    | 62%  |
| 80-84 years    | 75%  |
| 85-89 years    | 84%  |
| 90 years +     | 64%  |



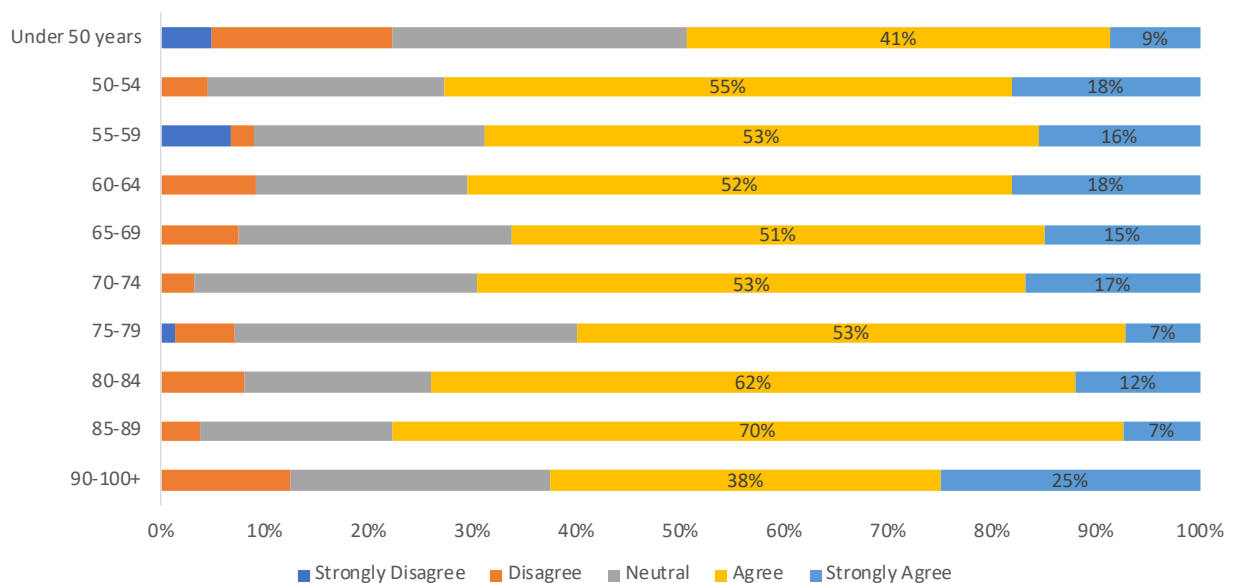
### 3.6.13 Community buildings and facilities are well-maintained and are accessible to people of different physical disabilities

The percentage of total agreement scores range from 50%-77%, with older age segments (50+) are on the whole being more positive about the maintenance and accessibility of community buildings and facilities.

The percentage of strongly agree scores range from 7%-25%, which suggests that opportunities exist to improve maintenance of, and access to community buildings and facilities.

| Age range      | Community buildings and facilities are well-maintained and are accessible to people of different physical disabilities<br>Percentage agree or strongly agree (overall agreement) |
|----------------|--|
| Under 50 years | 50%  |
| 50-54 years    | 73%  |
| 55-59 years    | 69%  |
| 60-64 years    | 70%  |
| 65-69 years    | 66%  |
| 70-74 years    | 70%  |
| 75-79 years    | 60%  |
| 80-84 years    | 74%  |
| 85-89 years    | 77%  |
| 90 years +     | 63%  |

Q.13. Community buildings and facilities are well maintained and are accessible to people of different physical abilities

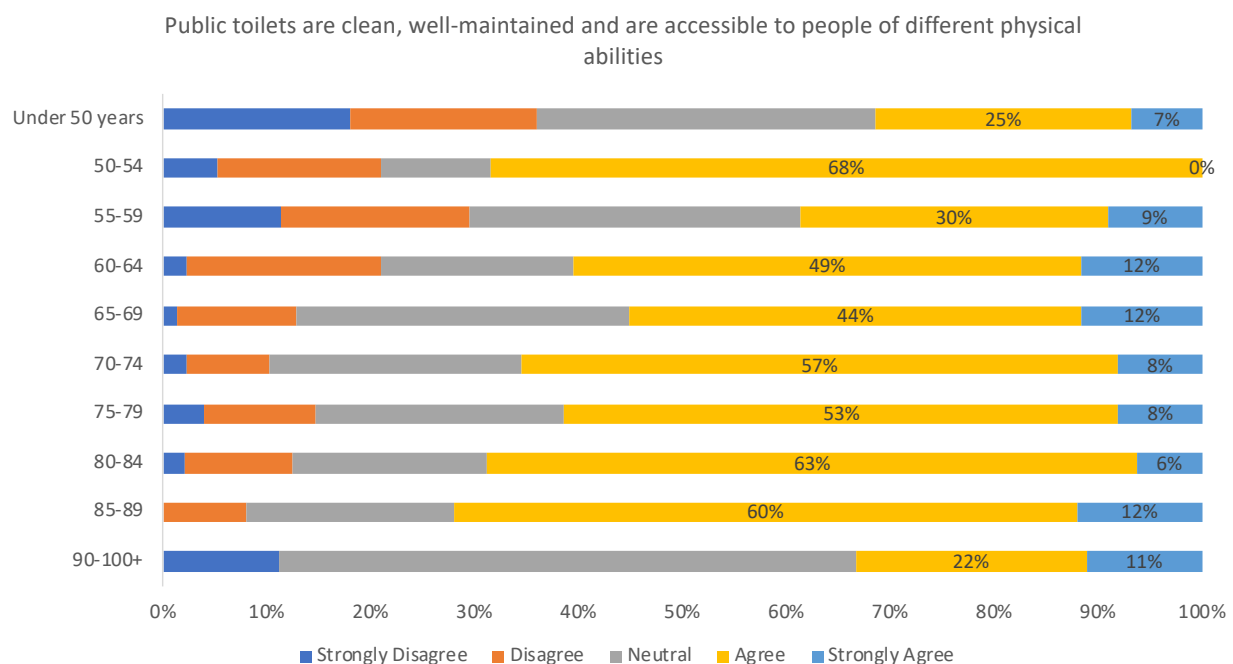


### 3.6.14 Public toilets are clean, well-maintained and are accessible to people of different physical disabilities

The cleanliness of public toilets was another common issue mentioned in the open-ended comments and this is reflected here (total agreement scores range from 32%-72%). Under 50s are less likely to agree or strongly agree with this statement (32%).

There is a very low percentage of residents who strongly agree that public toilets are clean, well-maintained and accessible to people of different physical abilities (6%-12%). The comments made are generally focused on cleanliness and maintenance issues rather than accessibility however.

| Age range      | Public toilets are clean, well-maintained and are accessible to people of different physical abilities<br>Percentage agree or strongly agree (overall agreement) |
|----------------|--|
| Under 50 years | 32%  |
| 50-54 years    | 68%  |
| 55-59 years    | 39%  |
| 60-64 years    | 61%  |
| 65-69 years    | 56%  |
| 70-74 years    | 65%  |
| 75-79 years    | 61%  |
| 80-84 years    | 69%  |
| 85-89 years    | 72%  |
| 90 years +     | 33%  |



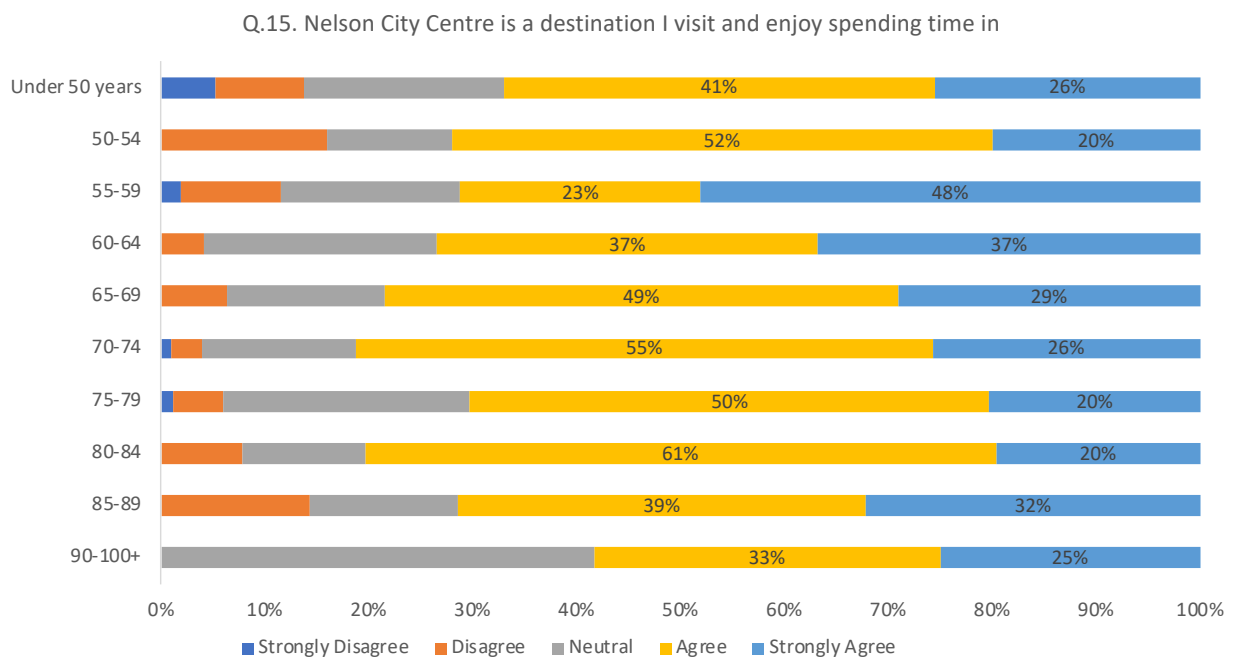


### 3.6.15 Nelson City Centre is a destination I visit and enjoy spending time in

There is consistency overall across age segments in terms of Nelson City Centre being an enjoyable destination to spend time in (total agreement scores range from 58%-81%, with most over 70%).

The percentage of strongly agree scores range from 20%-48%, which suggests that there is an opportunity to enhance residents' experiences of Nelson City Centre.

| Age range      | Nelson City Centre is a destination I visit and enjoy spending time in<br>Percentage agree or strongly agree (overall agreement) |
|----------------|--|
| Under 50 years | 67%  |
| 50-54 years    | 72%  |
| 55-59 years    | 71%  |
| 60-64 years    | 74%  |
| 65-69 years    | 78%  |
| 70-74 years    | 81%  |
| 75-79 years    | 70%  |
| 80-84 years    | 81%  |
| 85-89 years    | 71%  |
| 90 years +     | 58%  |



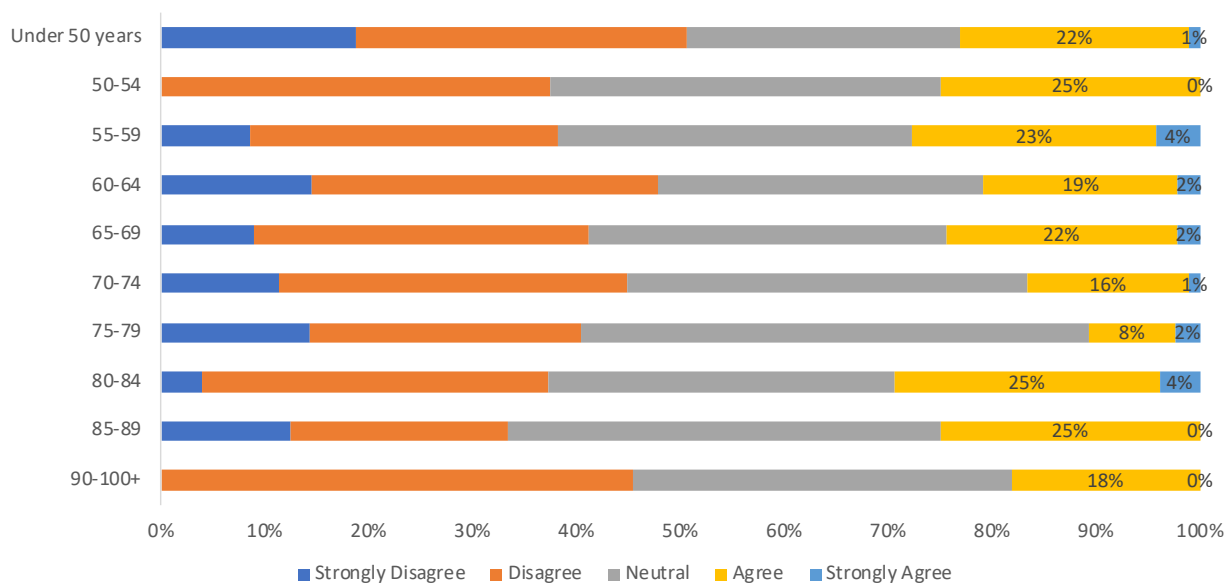
### 3.6.16 I am regularly consulted by public, voluntary and commercial services on how they can serve me better

Residents across all age segments do not agree that they are regularly consulted by public, voluntary and commercial services on how they can be better served (total agreement scores range from 10%-29%).

The percentage of strongly agree scores range from 0%-4%.

| Age range      | I am regularly consulted by public, voluntary and commercial services on how they can serve me better<br>Percentage agree or strongly agree (overall agreement) |
|----------------|---|
| Under 50 years | 23%   |
| 50-54 years    | 25%   |
| 55-59 years    | 27%   |
| 60-64 years    | 21%   |
| 65-69 years    | 24%   |
| 70-74 years    | 17%   |
| 75-79 years    | 10%   |
| 80-84 years    | 29%   |
| 85-89 years    | 25%   |
| 90 years +     | 18%   |

Q.16. I am regularly consulted by public, voluntary and commercial services on how they can serve me better

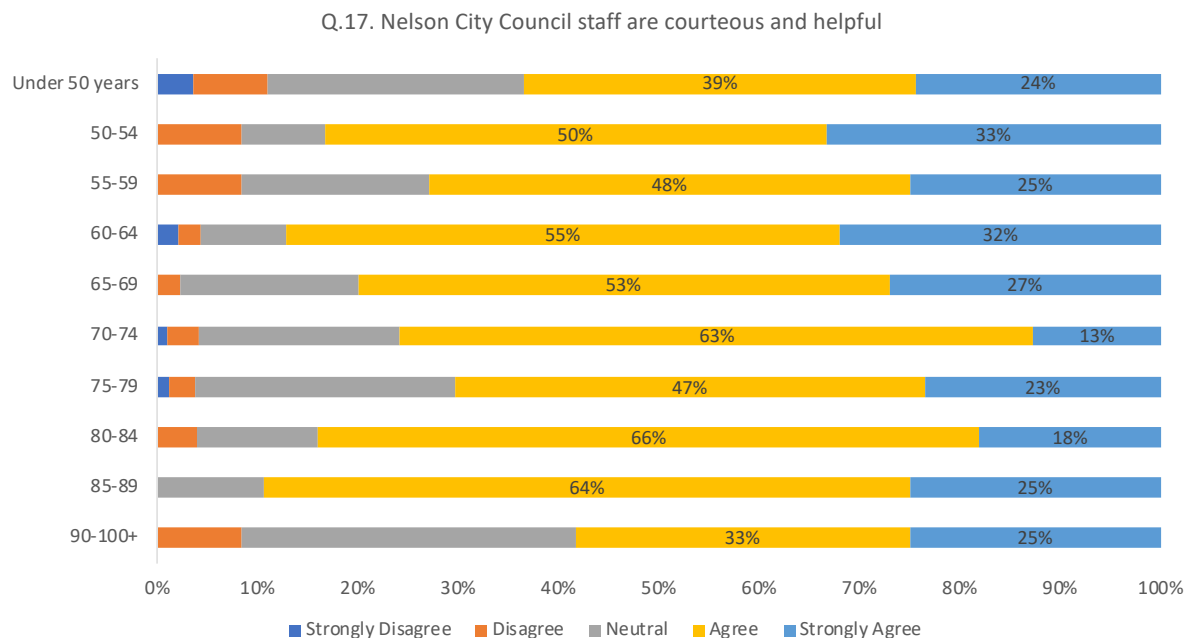


### 3.6.17 Nelson City Council service staff are courteous and helpful

Younger (under 50) and older (80+) age segments are less likely to agree with this. There were some comments in the open-enders regarding a lack of consistency across some staff member interactions. Older residents also commented that they need additional assistance when accessing computers at libraires for example.

The percentage of strongly agree scores ranges from 13%-33%.

| Age range      | Nelson City Council service staff are courteous and helpful<br>Percentage agree or strongly agree (overall agreement) |
|----------------|---|
| Under 50 years | 63%   |
| 50-54 years    | 83%   |
| 55-59 years    | 73%   |
| 60-64 years    | 87%   |
| 65-69 years    | 80%   |
| 70-74 years    | 76%   |
| 75-79 years    | 70%   |
| 80-84 years    | 84%   |
| 85-89 years    | 80%   |
| 90 years +     | 58%   |



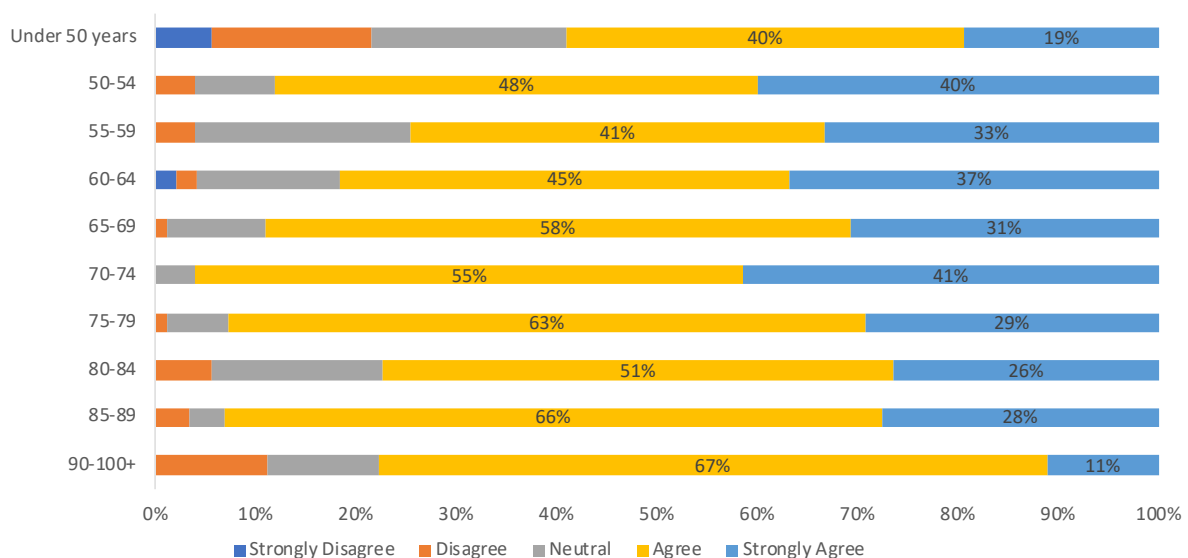
### 3.6.18 There is a wide range of activities or groups I can join (exercise, art, music, gardening, hobbies, etc.)

Across the over-50s overall there is a high level of agreement that there is a wide range of activities or groups to join (over 50s total agreement scores range from 74%-94%. Under 50s are less likely to agree with this (59%).

The percentage of strongly agree scores range from 11%-41%, with residents aged under 50, and 75 and above less likely to strongly agree.

| Age range      | There is a wide range of activities or groups I can join (exercise, art, music, gardening, hobbies, etc.)<br>Percentage agree or strongly agree (overall agreement) |
|----------------|---|
| Under 50 years | 59%   |
| 50-54 years    | 88%   |
| 55-59 years    | 74%   |
| 60-64 years    | 82%   |
| 65-69 years    | 89%   |
| 70-74 years    | 96%   |
| 75-79 years    | 92%   |
| 80-84 years    | 77%   |
| 85-89 years    | 94%   |
| 90 years +     | 78%   |

Q.18. There is a wide range of activities or groups I can join (exercise, art, music, gardening, hobbies etc.)



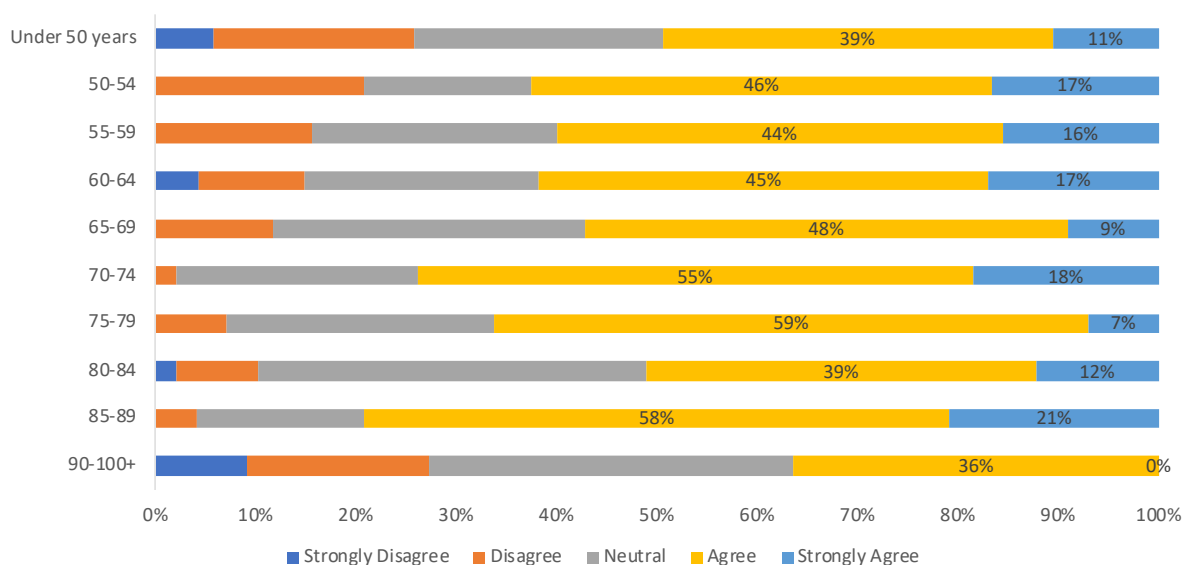
### 3.6.19 There are community activities and events that bring both younger and older people together

Residents are less likely to agree that there are community activities and events that bring both younger and older people together (total agreement scores range from 36%-79%, with most under 70%). Under 50s and more senior residents (90+) are less likely to agree with this (note that the sample size for 90+ is low).

The percentage of strongly agree scores ranges from 0%-18%.

| Age range      | There are community activities and events that bring both younger and older people together<br>Percentage agree or strongly agree (overall agreement) |
|----------------|---|
| Under 50 years | 50%   |
| 50-54 years    | 63%   |
| 55-59 years    | 60%   |
| 60-64 years    | 62%   |
| 65-69 years    | 57%   |
| 70-74 years    | 73%   |
| 75-79 years    | 66%   |
| 80-84 years    | 51%   |
| 85-89 years    | 79%   |
| 90 years +     | 36%   |

Q.19. There are community activities and events that bring both younger and older people together

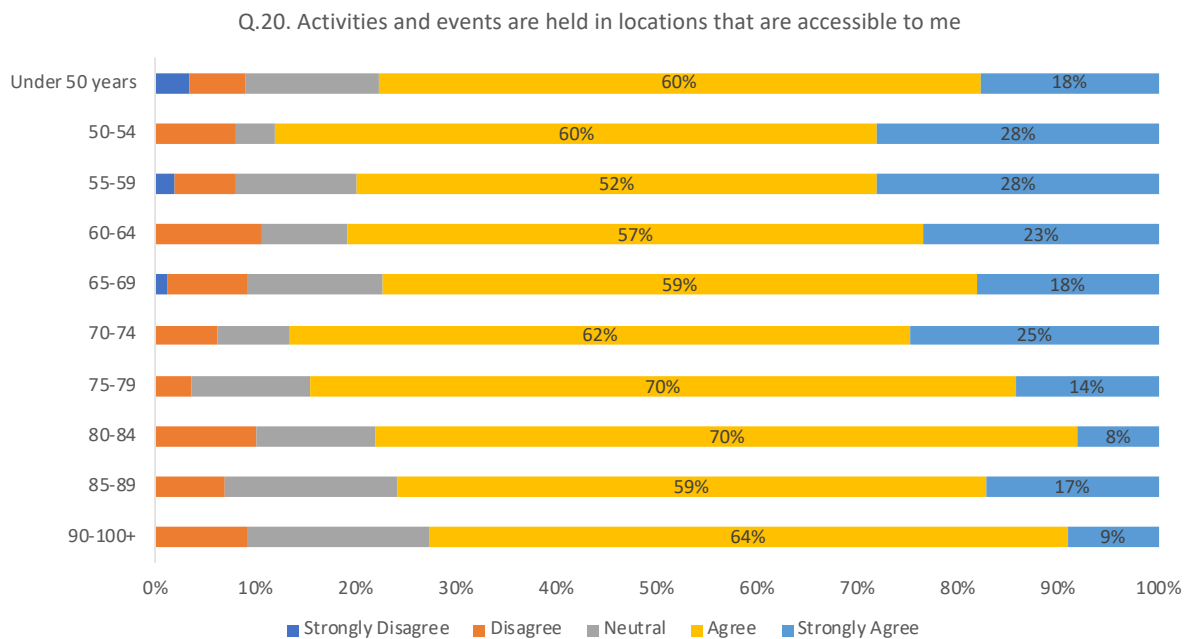


### 3.6.20 Activities and events are held in locations that are accessible to me

In general, perceptions of the accessibility of activities and events is consistent across all age segments although there were some comments made by over 50s regarding the cost of getting to activities and events (via public transport) and the difficulty of getting to some activities in the evening (total agreement scores range from 73%-88%).

The percentage of strongly agree scores ranges from 8%-28% and decrease overall with age.

| Age range      | Activities and events are held in locations that are accessible to me<br>Percentage agree or strongly agree (overall agreement) |
|----------------|---|
| Under 50 years | 78%   |
| 50-54 years    | 88%   |
| 55-59 years    | 80%   |
| 60-64 years    | 80%   |
| 65-69 years    | 77%   |
| 70-74 years    | 87%   |
| 75-79 years    | 84%   |
| 80-84 years    | 78%   |
| 85-89 years    | 76%   |
| 90 years +     | 73%   |

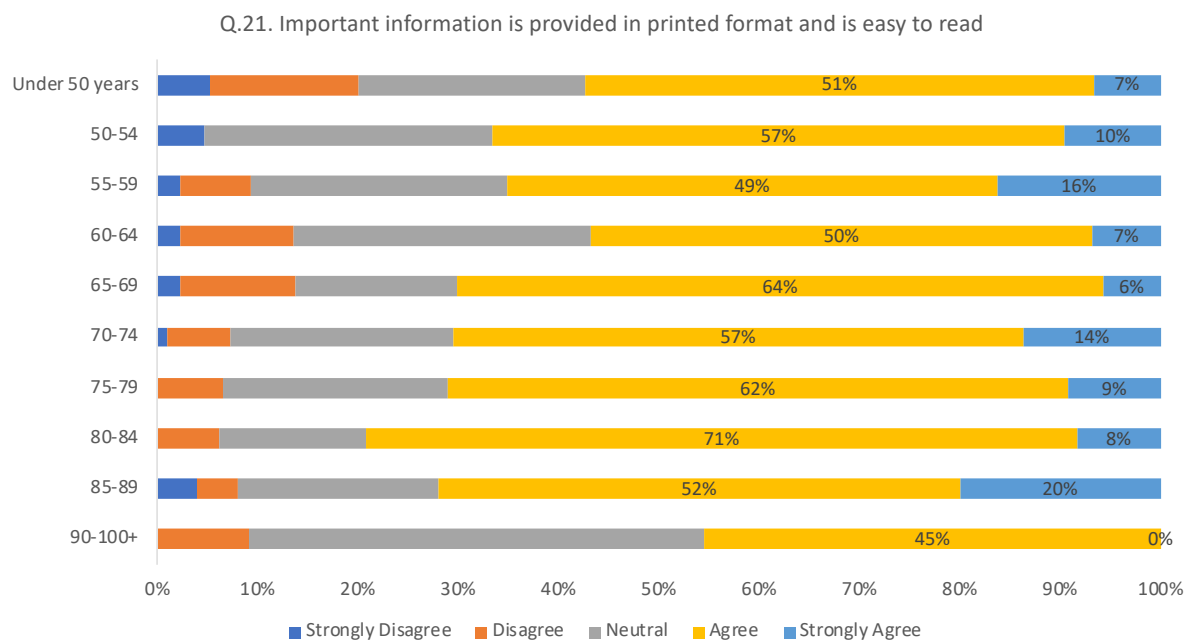


### 3.6.21 Important information is provided in printed format and is easy to read

Experiences here are generally consistent across all age segments, although the percentage of agree and strongly agree scores suggest there is still some opportunity to improve in this area (total agreement scores range from 45%-79%).

The percentage of strongly agree scores ranges from 0%-20%.

| Age range      | Important information is provided in printed format and is easy to read<br>Percentage agree or strongly agree (overall agreement) |
|----------------|---|
| Under 50 years | 58%   |
| 50-54 years    | 67%   |
| 55-59 years    | 65%   |
| 60-64 years    | 57%   |
| 65-69 years    | 70%   |
| 70-74 years    | 71%   |
| 75-79 years    | 71%   |
| 80-84 years    | 79%   |
| 85-89 years    | 72%   |
| 90 years +     | 45%   |

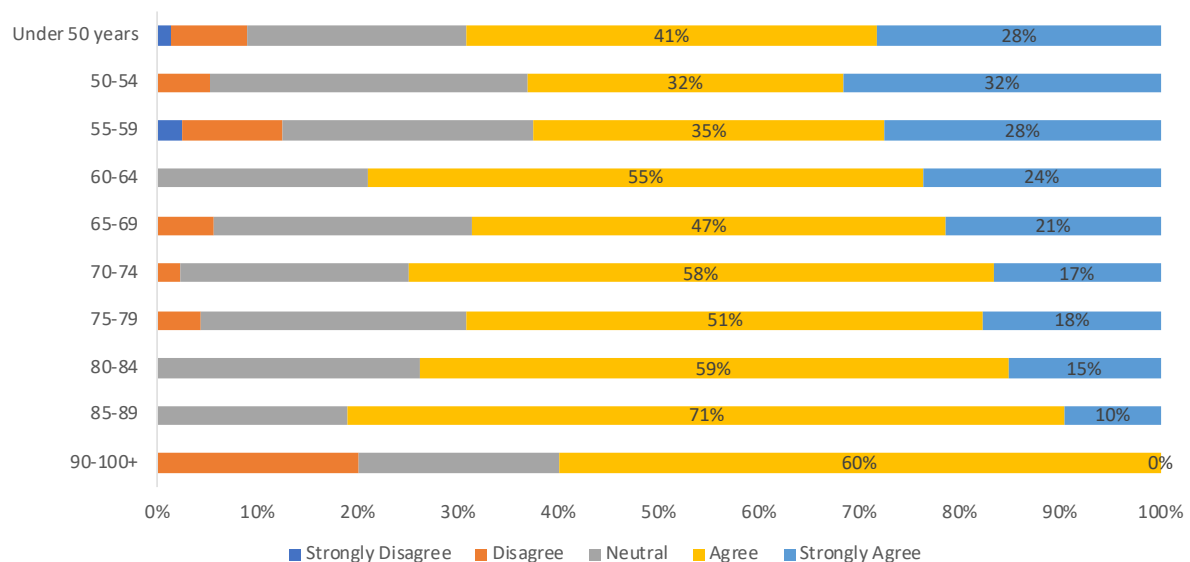


### 3.6.22 There is public access to computers and the Internet for free or low cost. Help is available if required

Experiences here are also generally consistent although (as noted above) there were some comments among the over 50s about a need for more assistance when accessing computers or the internet in some instances. For the over 50s, the percentage of strongly agree scores decreases with age.

| Age range      | There is public access to computers and the Internet for free or low cost. Help is available if required<br>Percentage agree or strongly agree (overall agreement) |
|----------------|--|
| Under 50 years | 69%  |
| 50-54 years    | 64%  |
| 55-59 years    | 63%  |
| 60-64 years    | 79%  |
| 65-69 years    | 68%  |
| 70-74 years    | 75%  |
| 75-79 years    | 69%  |
| 80-84 years    | 74%  |
| 85-89 years    | 81%  |
| 90 years +     | 60%  |

Q.22 There is public access to computers and the internet for free or low cost. Help is available if required



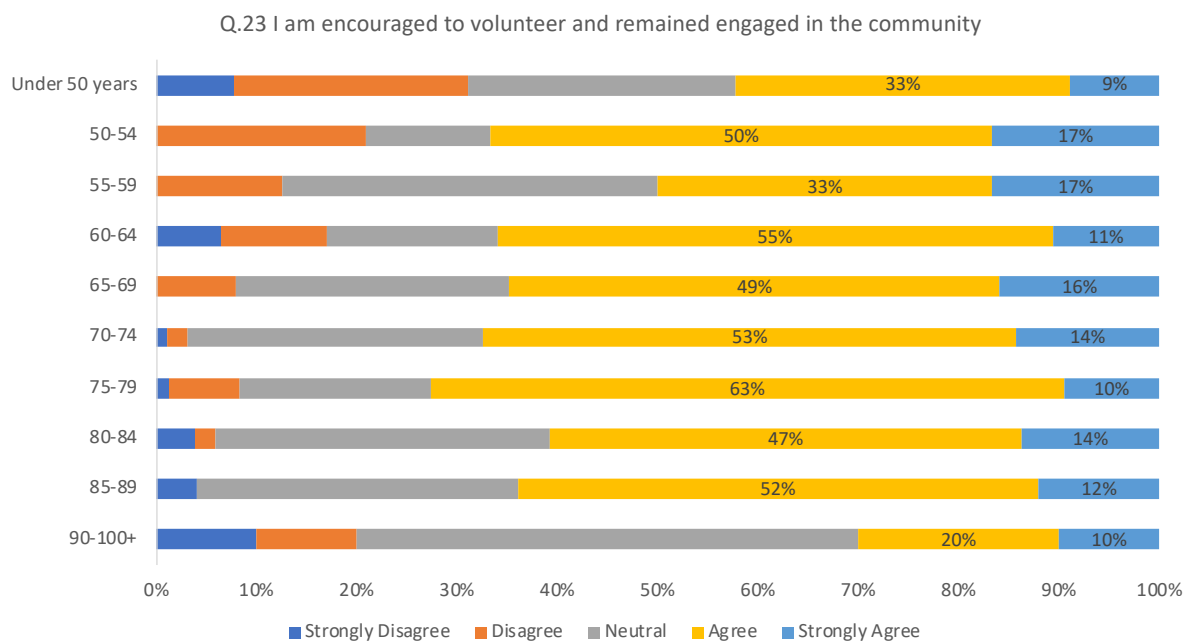


### 3.6.23 I am encouraged to volunteer and remain engaged in the community

Total agreement scores range from 30%-73%, with under 50s and more senior residents (90+) less likely to agree that they are encouraged to volunteer and remain engaged in the community.

The percentage of strongly agree scores ranges from 9%-17%.

| Age range      | I am encouraged to volunteer and remain engaged in the community<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|---|
| Under 50 years | 42%   |
| 50-54 years    | 67%   |
| 55-59 years    | 50%   |
| 60-64 years    | 66%   |
| 65-69 years    | 65%   |
| 70-74 years    | 67%   |
| 75-79 years    | 73%   |
| 80-84 years    | 61%   |
| 85-89 years    | 64%   |
| 90 years +     | 30%   |

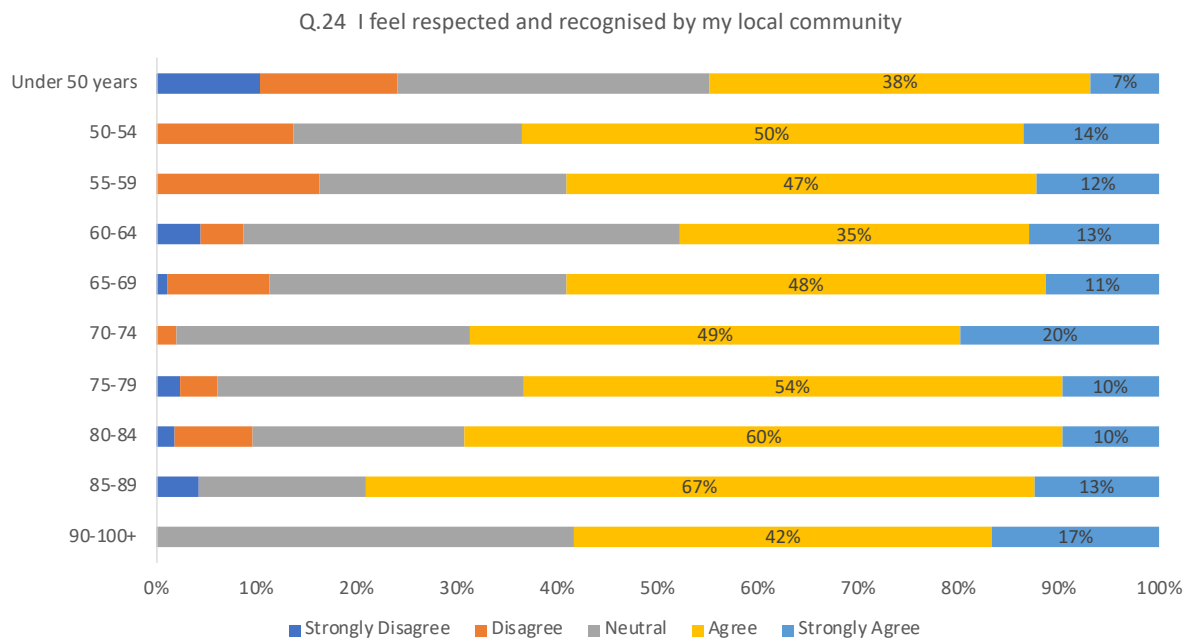


### 3.6.24 I feel respected and recognised by my local community

The percentage of positive scores increases with age for this measure other than for residents in the 90+ age segment when the percentage of agree scores decreases (total agreement scores range from 45%-80%). Under 50s are less likely to agree that they feel respected and recognised by the local community (45%). Across all age segments there is opportunity to improve experiences here.

The percentage of strongly agree scores ranges from 7%-20%.

| Age range      | I feel respected and recognised by my local community<br>Percentage agree or strongly agree<br>(overall agreement) |
|----------------|--|
| Under 50 years | 45%  |
| 50-54 years    | 64%  |
| 55-59 years    | 59%  |
| 60-64 years    | 48%  |
| 65-69 years    | 59%  |
| 70-74 years    | 69%  |
| 75-79 years    | 64%  |
| 80-84 years    | 70%  |
| 85-89 years    | 80%  |
| 90 years +     | 59%  |



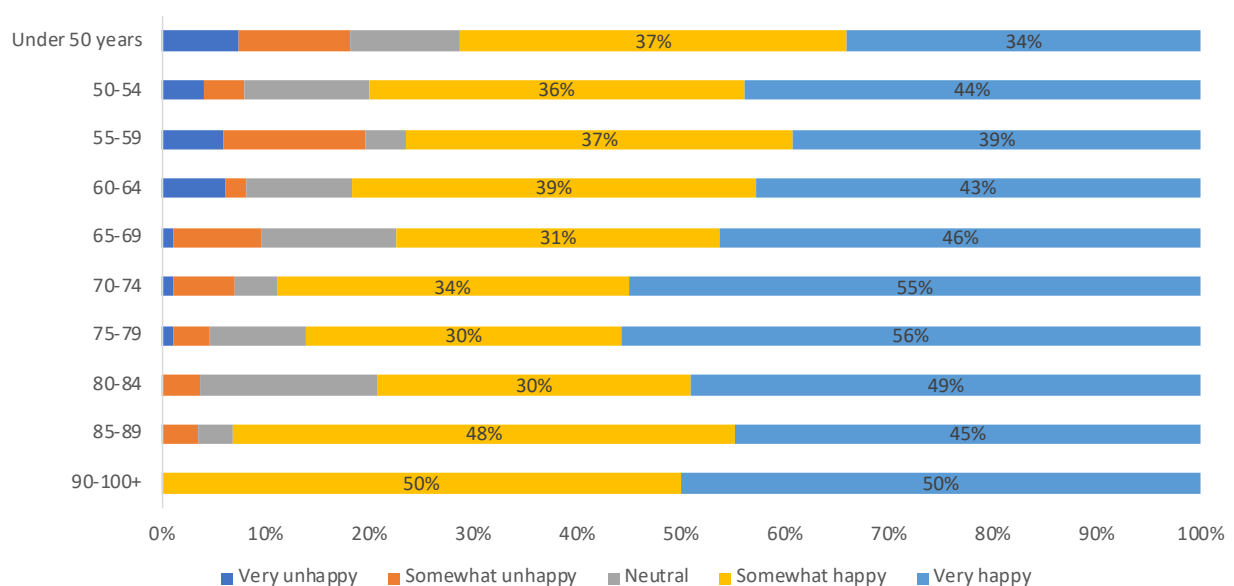
#### 4.6.25 Thinking about your friendships and how often you see and chat to others – how happy are you with your social contact?

Happiness with social contact increases (overall) with age (with some fluctuations for some age segments – 65-69 and 80-84). Once again the 65-69 age segment may be experiencing life-stage change issues e.g. moving into retirement etc. that may be impacting here (total somewhat and very happy scores range from 71%-100%).

The percentage of very happy scores ranges from 34%-56%.

| Age range      | Thinking about your friendships and how often you see and chat to others – how happy are you with your social contact?<br>Percentage somewhat or very happy (overall agreement) |
|----------------|---|
| Under 50 years | 71%   |
| 50-54 years    | 80%   |
| 55-59 years    | 76%   |
| 60-64 years    | 82%   |
| 65-69 years    | 77%   |
| 70-74 years    | 89%   |
| 75-79 years    | 86%   |
| 80-84 years    | 79%   |
| 85-89 years    | 93%   |
| 90 years +     | 100%  |

Q.25 Thinking about your friendships and how often you see and chat to others - how happy are you with your social contact?



## 3.7 Key themes in the open-ended comments – over 50s

### 3.7.1 Suggestions for improvements – first set of statements

Participants were asked to provide examples of where improvements are needed in relation to the first set of measures which included: Nelson as a place to live, safety, community involvement, green spaces, benches/seating, footpaths, lighting, signage, public toilets and the Nelson City Centre.

The most common comments were to do with **footpaths (#1) and seating (#2)**. Other comments were to do with:

- A lack of rubbish bins/bins not emptied often enough
- Public toilets not clean/maintained – note that there were a number of mentions of the public toilets near the Stoke Library
- There not being enough bike paths
- Parking and traffic issues (e.g. parking spaces too narrow)
- Some lighting/safety related issues in some locations (varied).

Footpaths were the most commonly mentioned issue and included the following themes:

- That footpaths are often blocked - including by wheelie bins and over-hanging branches, and that footpaths are overgrown
- That footpaths are often uneven or damaged, including by tree roots
- That there is a lack of footpaths in some areas (rural) and that in some areas footpaths are only on one side of the street in some areas
- That there needs to be better/more rules around cyclists and scooters using footpaths – shared use is considered dangerous/hazardous for older people
- That there are some issues with people parking on footpaths
- That footpaths need widening in some areas

#### Footpaths – examples of comments (note that some people commented on multiple topics):

- Footpath Malvern Ave - is too narrow and gets overgrown with paspalum and some shrubs. I had my glasses knocked off and lost temporarily by passion fruit vines overhanging the footpath. The footpath surfaces in some places are not good enough for using a "walker"
- Not all footpaths are in good condition, free from obstructions and safe for pedestrian use. There are all nasty bumps for wheelchair or other assistive mobility devices. Toilets by the Stoke Library are very tatty
- Many footpaths are narrow and often have vegetation encroaching - however I did see Nelmac staff clearing flax etc. yesterday. Signage needs to be of large enough font for our ageing population - many with reduced visual acuity.
- Some streets have a footpath on only one side. Resealing of footpaths needs an annual program, ongoing.
- Footpaths are frequently being maintained or under repair-when they are they can be hazardous & remain so. Potentially blind people and older people can trip without there being notice or fast repair. Footpaths with ups & downs to allow car entrance are completely unsatisfactory when using disability scooter or wheelchair. Street lighting does not come covered to prevent sky light pollution.

- Footpaths need checking regularly for over-hanging foliage and residents need to take responsibility for their trees etc. Public toilet by the library in Stoke needs upgrading.
- Footpaths should be for pedestrians. Shared paths should be wide enough for bicycles and scooters - like the ones by the river. Pedestrians should take priority.  
Public toilets that are free are not always very clean - Montgomery Square. There are few in the city - just Buxton and Montgomery. The Queens Garden ones are excellent.

Seating was also mentioned as a key issue. Themes included:

- That there needs to be more options for seating for older people e.g. seats with arms and/or backs
- That there need to be more seating in general for rest stops (including in green spaces and around town)
- That there needs to be more shaded seating.

#### Seating – examples of comments:

- I'd spend more time in Nelson City Centre if there were more non-commercial places for me to sit down and relax - little green spaces with trees and benches - like next to the Post Office. Indoor non-commercial spaces are really important too. I'm looking forward to the Libraries re-development
- Seating/benches lacking in some areas e.g. Banford Park - No public toilets in the "community" but everywhere else consideration should be given to hygiene as it is often impossible to use door handles, locks, taps, soap without having to re-touch surfaces after one has washed hands. Most appropriate at the present time!
- More seating in community spaces. Better lighting in open areas e.g. Anzac/Cathedral/Rutherford Park/Maitai
- Picnic seats in recreation areas are not suitable for the elderly. They have a table with bench seats that the elderly cannot get their legs over so when having a picnic or afternoon tea they have to sit back to back. The seats are also often low and very hard for the elderly to get back up. I would recommend higher seats with arms and backs perhaps in a circle with a central table. I work as an Activities coordinator in a rest home and one of the things the residents have is to be able to be out in the fresh air at parks and reserves for picnics and afternoon tea
- More seats around town, more toilets in other places
- There is scope for an increased variety of park benches and seating along the Maitai walkway (from the river mouth through to Nile Street).  
At the river mouth end there aren't any (or many) seats with arms, or where people can put their feet under the seats to get up from the seat.  
In the Trafalgar Street to Nile Street part of the walkway all the seats are the same kind (the green ones) which will not be an ideal design for all.
- The seats on Railway Reserve don't have shade. Likewise the seat on Panarama Drive/walkway to the lower part of Panarama Drive. Seats on cycle trail to Mapua don't have shade usually when you want to rest you don't want to sit in the sun. Tracks like the Grampians and Involution don't have places where you can get off the track and sit down.

### 3.7.2 Suggestions for improvements – second set of statements

Participants were asked to provide examples of where improvements are needed in relation to the second set of measures which included: being consulted, NCC staff, activities, information, internet access, volunteering and respect. Note that many people here **continued to comment on footpaths, seating, public toilet cleanliness** and other key themes from the first set of questions. Additional key themes included:

- Recognising that the elderly may need more help with computers (e.g. in libraries)
- Transport options/cost of transport can limit travel across town for older people e.g. to social events, in the evenings
- Not knowing how to find out about community events/missing out on events that may be happening – e.g. assuming that everyone uses social media

### 3.7.3 Additional activities of interest

Residents were asked if there were any additional activities they would like access to. Suggestions included:

- More affordable activities e.g. more affordable community classes, affordable day trips for older people
- Free fitness activities for older people e.g. yoga, tai chi
- Dancing activities/events for older people
- More arts focused activities and events (small and larger-scale, including performing arts, more live events)
- More/extended bike paths (so that older people can ride safely without having to go onto roads)
- More family-oriented events (including for older children not just pre-schoolers/very young children)
- More support/events for gender diverse residents
- More/larger children's playgrounds.

#### Examples of comments:

- Yes, spaces for children and young people.  
I would like it if the Community Centre hosted playgroups (like a Steiner group, a kohanga reo, a music group) during the day, and in the afternoons offered art, dance, performance and music. Community gardens could bring together all ages.
- More theatre. More art and craft and skills-based workshops. More evening and weekend classes at the colleges - on all topics. Use ethnic groups other than Maori and Pakeha to provide classes/workshops of their knowledge and skills.
- Better biking paths for people north of Clifton Terrace - pedestrian paths on Glenduan Road as a good flat walk but cars & pedestrians & cyclists currently share the road!
- Computer classes, fitness classes ,  
social activities for oldies such as dog walking groups cycle groups etc
- Exercise programmes for older people that are more challenging than 'sit and be fit' type of thing. Weight training classes where older people can learn how to get stronger
- Good quality outdoor summer gigs. Enjoyed the winter silent discos. Money put into arts, beautification is also appreciated. Nelson CBD dies very early in the afternoon. Could be a wonderful social gathering place. Late shopping with street gigs?
- I really enjoy events held in Upper Trafalgar Street, e.g. Projecting film onto Cathedral steps, buskers festival etc. Anything where people are out milling around on foot in central town.

### 3.7.4 Sources of information on issues or events for older adults

Residents were asked how they get information on issues or events for older adults. There were a wide range of sources provided but also some consistent mentions. The **most significant source** of information for older residents were **local and community newspapers** – there were considerably more mentions of these as a source of information than any other channel. Other channels are listed below in order of mentions but most were similar.

- Local newspapers/community newspapers (Nelson Mail, Nelson Weekly, Leader)
- Facebook
- Greypower
- Age Concern
- Mudcakes and Roses
- Flyers at the library
- Friends and family
- Online news
- Nelson City Council
- Clubs e.g. Probus

### 3.7.5 Suggestions for a more age-friendly neighbourhood and community

Residents were asked if they had any suggestions for how their neighbourhood and community could be more age-friendly. Suggestions were varied but key themes are listed below. In general, most residents agree that there are a lot of activities and event options in the Nelson area. Most comments tended to be to do with public transport and maintenance related issues (footpaths, rubbish bins, toilets), and more seating.

- A better bus service/public transport options – extended routes, a circular route, easier accessibility to bus stops across busy roads
- Footpath improvements (as outlined earlier – better maintenance, better safety on shared footpaths)

#### Examples of comments:

- There is an old looking bus stop in my street (Tui Glen Road) but no busses come near it. The nearest operating bus stop is down State Highway 6, almost a kilometre away. However I realise it would probably be uneconomic for buses to come up Tui Glen Road. But you did ask "what would make the neighbourhood more age friendly".
- The shared path along the Maitai is dangerous for older walkers. Cyclists drive you off the narrow path & pass at unsettling speed. Path needs to be wider, cyclist education or separate paths.
- Provision of better public transport as driving a car across town at night is a problem with aging eyesight. Driving and parking during the day is expensive and environmentally damaging.
- More street seating. I had to rest on a black telephone services item on a footpath.  
A very kind person saw me there and came out to see if I needed any help. I was touched to have such a caring person look out for me although it was not needed. I just needed a seat to rest after walking for around 20 or so minutes. As a visually impaired person I and other members of the Blind Citizen's Nelson group are concerned for the safety of other if eScooters are allowed to travel on footpaths. I know of 2 members who have been run into, one in Nelson and one in Richmond. However I think kids need to be on footpaths but need training.
- More shaded seating at parks and reserves. Smoother footpaths.  
Fewer steps and stairs. More handrails. More automatic doors as doors can be heavy to open. More free parking near Trafalgar St.

### 3.8 Under 50s – summary of key findings

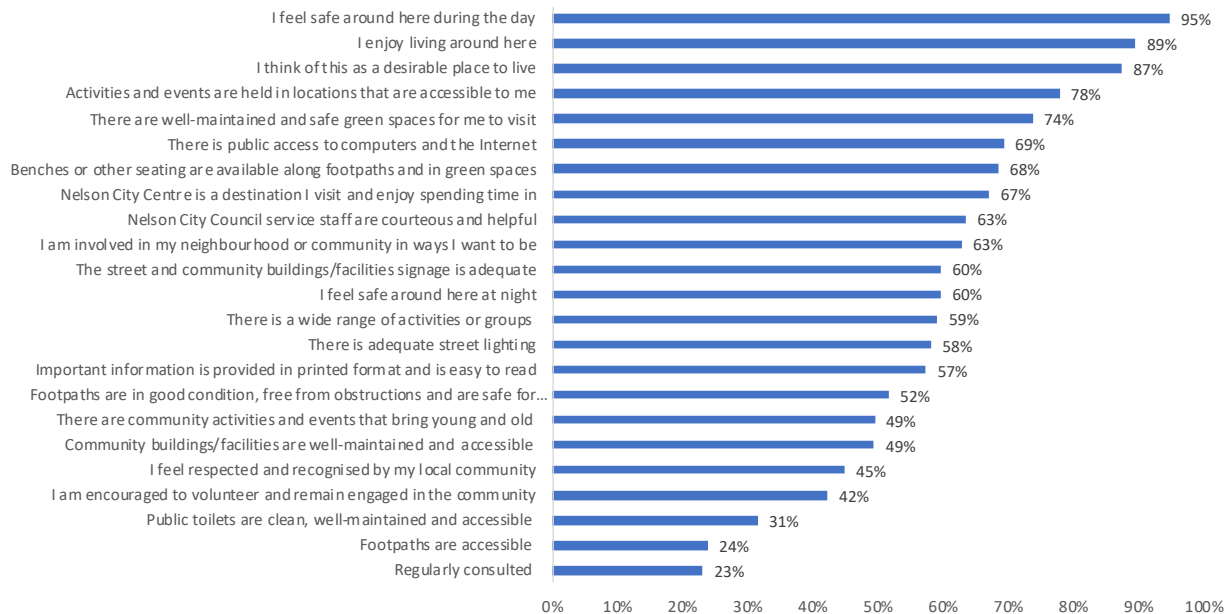
The results from residents aged under 50 have been presented throughout this report. However, this section provides a summary of key findings for this age segment.

The top five and lowest five areas of agreement for the under 50s are for the following. These are based on scores of 4 (agree) or 5 (strongly agree) out of 5.

| Under 50s - top five areas of agreement   | Under 50s - lowest five areas of agreement   |
|---|--|
| <ul style="list-style-type: none"> <li>• I feel safe around here during the day</li> <li>• I enjoy living around here</li> <li>• In think of this as a desirable place to live</li> <li>• Activities and events are held in locations that are accessible to me</li> <li>• There are well-maintained and safe green spaces for me to visit</li> </ul> | <ul style="list-style-type: none"> <li>• Feel regularly consulted by public, voluntary and commercial services</li> <li>• Footpaths are accessible for wheelchairs or other assistive mobility devices</li> <li>• Public toilets are clean, well-maintained and are accessible to people of different physical abilities</li> <li>• I am encouraged to volunteer and remain engaged in the community</li> <li>• I feel respected and recognised by my local community</li> </ul> |



## Under 50s - ranked agreement (scores of 4 and 5)



## Key themes in the open-ended comments – under 50s

## Suggestions for improvements – first set of statements

Participants were asked to provide examples of where improvements are needed in relation to the first set of measures which included: Nelson as a place to live, safety, community involvement, green spaces, benches/seating, footpaths, lighting, signage, public toilets and the Nelson City Centre.

The most common comments were to do with:

- Wanting more green spaces
- More/extended bike paths
- More open space for teenagers e.g. basketball courts (Stoke was mentioned a number of times)
- Improvements to footpaths (better maintenances, more safety on shared footpaths etc.)
- Maintenance related improvements e.g. public toilets, rubbish bins

## Examples of comments:

- Riverside walks are great but once you get on the footpaths a lot appear to be patched up and wouldn't be great if you had affected walking or a wheelchair. A stronger police presence at night would help with the feeling unsafe at night. Lighting could be improved also around the city
- Public toilets in Nelson all need upgrading, I avoid using them.  
Small local parks in suburbs like mine, Nelson South, are not regularly enough cared for.  
Lawns get very long, trees are overgrown, playground equipment that's damaged is not repaired or

maintained.

Painting is even rarer, unless it's to cover graffiti.

- What isn't included are questions about bike paths. The cycle trails are great except when they end on a major street. The connectivity of the bike paths are limited. Sidewalks have raised areas that could potentially create a hazard for those who have problems with balance. Bike paths are not shared by pedestrians. If you pass someone while riding a bike, the pedestrians don't always step aside from walking in the middle of the path. Pedestrians need to understand how to share the path! Bike laws are not always safe + need better routing.
- Police people parking on footpaths stronger. Often footpaths are obstructed by parked cars and also by wheelie bins.
- I'd spend more time in Nelson City Centre if there were more non-commercial places for me to sit down and relax - little green spaces with trees and benches - like next to the Post Office. Indoor non-commercial spaces are really important too. I'm looking forward to the Libraries redevelopment.  
It wasn't in the survey, but the off-road bike paths make a huge difference to me. I now travel by bike most of the time. I would love to see more signed bike paths in the city centre, more undercover bike parking spaces and most importantly, an off-road bike path along Rocks Road.
- Footpaths, roads and the cycleway in my suburb of Atawhai are all in poorly maintained condition. No seating at all along footpaths, seating only exists at the bust stop outside the Four Square supermarket. Green spaces are poorly maintained (often with long grass) and a footpath/walkway needs to be constructed through the green space between Te Ata Place and Dodson Valley Road.

### Suggestions for improvements – second set of statements

Participants were asked to provide examples of where improvements are needed in relation to the second set of measures which included: being consulted, NCC staff, activities, information, internet access, volunteering and respect. Suggestions were varied but included comments regarding the need for Nelson to be age-friendly across all age segments and not just the elderly. This includes families and youth and other younger people.

#### Examples of comments included:

- Nelson caters well to families, kids and older people... but single adults get left out
- Nelson can be quite isolating if you don't have a family or children. Regardless of age.
- Nelson is very clicky - it is hard to make new friends and connections. Events that bridge those gaps would be wonderful.
- There is a strong elderly presence in Stoke which is great. A lot are friendly however there are those who are rude and feel entitled especially to those who are younger. More activities especially at the new Greenmeadows Centre could help with this if more activities, exercise classes etc were targeted at All Ages. A group/activity for Mums and Bubs. Exercise class for e.g. 25-40-50 year olds. Music class for elderly and kids to come together.
- I am a new parent so very little time for weekend activities. I try to do things at lunchtimes but find that NZ in general takes a very short lunch break as it isn't paid. Recently looked for lunchtime yoga and there wasn't anything available. Classes had been set up in the morning and afternoon but nothing for people at work.
- As a young dad, it's hard to make friends. There are a lot of activities and groups frequented by young mothers - but not the equivalent for young dads.

### Additional activities of interest:

Residents were asked if there were any additional activities they would like access to. Suggestions included the following.

- More events (including for families)
- More spaces for children and young people.

## 3.9 Demographic information

Note that not everyone provided a response to the demographic questions.

### 3.9.1 Gender of participants

| Gender         | Total      |             | Under 50s |             | Over 50s   |             |
|----------------|------------|-------------|-----------|-------------|------------|-------------|
|                | N          | %           | N         | %           | N          | %           |
| Male           | 200        | 34%         | 20        | 21%         | 180        | 36%         |
| Female         | 385        | 65%         | 70        | 74%         | 315        | 63%         |
| Gender diverse | 5          | 1%          | 4         | 4%          | 1          | <1%         |
| <b>Total</b>   | <b>590</b> | <b>100%</b> | <b>94</b> | <b>100%</b> | <b>496</b> | <b>100%</b> |

### 3.9.2 Ethnicity of participants (multi-response)

| Ethnicity                             | Total |     | Under 50s |     | Over 50s |     |
|---------------------------------------|-------|-----|-----------|-----|----------|-----|
|                                       | N     | %   | N         | %   | N        | %   |
| European/Pakeha New Zealander         | 555   | 92% | 76        | 87% | 479      | 93% |
| Māori                                 | 10    | 2%  | 2         | 2%  | 8        | 1%  |
| Pacific Peoples                       | 3     | 0%  | 2         | 2%  | 1        | <1% |
| Asian                                 | 8     | 1%  | 6         | 7%  | 2        | <1% |
| Middle Eastern/Latin American/African | 1     | 0%  | 1         | 1%  | 0        | 0%  |
| Other                                 | 26    | 4%  | 0         | 0%  | 26       | 5%  |

### 3.9.3 Residence location

| Residence Location | Total      |             | Under 50s |             | Over 50s   |             |
|--------------------|------------|-------------|-----------|-------------|------------|-------------|
|                    | N          | %           | N         | %           | N          | %           |
| Nelson Central     | 170        | 29%         | 23        | 30%         | 147        | 28%         |
| Nelson South       | 65         | 11%         | 17        | 22%         | 48         | 9%          |
| Stoke              | 186        | 31%         | 27        | 35%         | 159        | 31%         |
| Tahunanui          | 65         | 11%         | 10        | 13%         | 55         | 11%         |
| Other              | 109        | 18%         | 0         | 0%          | 109        | 21%         |
| <b>Total</b>       | <b>595</b> | <b>100%</b> | <b>77</b> | <b>100%</b> | <b>518</b> | <b>100%</b> |

### 3.9.4 Years resident in Nelson

| Years resident in Nelson | Total      |             | Under 50s |             | Over 50s   |             |
|--------------------------|------------|-------------|-----------|-------------|------------|-------------|
|                          | N          | %           | N         | %           | N          | %           |
| up to 4 years            | 73         | 12%         | 24        | 26%         | 49         | 10%         |
| 5-10 years               | 102        | 17%         | 25        | 27%         | 77         | 16%         |
| 11-20 years              | 104        | 18%         | 16        | 17%         | 88         | 18%         |
| 21 plus years            | 308        | 52%         | 29        | 31%         | 279        | 56%         |
| <b>Total</b>             | <b>587</b> | <b>100%</b> | <b>94</b> | <b>100%</b> | <b>493</b> | <b>100%</b> |