

Social Wellbeing Framework

A tool to understand Wellington City Council's role in supporting the social wellbeing of its communities.

August 2021



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Te Whāinga Purpose

Wellington City Council plays a key role in supporting people in their day-to-day lives. We provide programmes, experiences and facilities that encourage participation in recreational, cultural, creative, social and learning opportunities.

As a people-centred city, we want all individuals, whānau and communities to have these opportunities to connect, participate and thrive in the city. Improving and maintaining our infrastructure (such as water, transport, urban design, community facilities and open space network) makes Wellington a liveable city, but the work we do to support human connection is what makes the city thrive.

Social inclusion, resilience and an ability for all people to access the necessities of life are key ingredients for a city to be able to support itself. The Council's role in this depends on a number of factors. Sustainable community development practices encourage community-led responses, but some communities may need more active support from the Council.

The purpose of this framework is to:

- acknowledge the many groups that make up Wellington City
- explore key issues that affect the social wellbeing of our people
- outline the Council's different roles in improving social wellbeing
- encourage consideration of evidence and measurable impacts.

This framework is a tool for understanding the Council's role in improving social wellbeing for Wellingtonians, rather than a strategy that would outline the goals and plans for how the Council will improve social wellbeing.

The framework was adopted on 5 August 2021 by the Council Social, Cultural and Economic Committee.

Ko Pōneke tātou We are Wellington

As well as fitting into simple groupings based on age and life stage, people belong to communities based on who they are, their whakapapa, shared interests and challenges, cultural affiliations and physical location.

This presents potentially endless combinations but shows the great diversity of Wellington's people. It also helps us to understand that to be truly inclusive means understanding the needs, aspirations and challenges of all the groups in our community.

The Council's Long-Term Plan commits to building strong partnerships with mana whenua to ensure te reo and te ao Māori are woven into the social, cultural, environmental and economic development of our city, and our city's connection with Papatūānuku is restored. Acknowledging Māori as first peoples and our bicultural foundations through Te Tiriti o Waitangi are important for building a partnership with mana whenua. The Council's work also acknowledges Māori who live in Wellington but are not in a Taranaki Whānui or Ngati Toa mana whenua group.

He aha te māramatanga o tā mātou e kī nei, hauora ā-hapori? What do we mean by social wellbeing?

Through the Council's long-term planning work and community consultation, the community outcomes framework defines social wellbeing as:

An inclusive, liveable and resilient city where people and communities can learn, are connected, well housed, safe and healthy.

Strong social connections, access to basic amenities, feeling safe and having a good quality of life are important aspects of social wellbeing. Everyone has different factors that contribute to their individual social wellbeing, some commonly understood ones are the role of voluntary activity in wellbeing, and the role of faith for many.

Wellington's compactness and close proximity to the natural environment are often cited as really important features that support Wellingtonians' mental and physical wellbeing. Businesses have a role, as employers and in their efforts to support employee wellbeing.



Local government is required to consider the impact on social, environmental, cultural and economic wellbeing when making decisions, Local Government Act 2002 (Section 10 (1)(b) refers. In practice, these four areas are intertwined. For example, people need certain resources and support to be able to determine their own path, and insufficient income will limit a person's ability to participate in and socially connect with their community.

Hauora in te ao Māori is holistic, linking people and the environment, and is whānau-centred. While there are universal measures of wellbeing that apply to all, this framework acknowledges the need for specific understanding of the unique characteristics for Māori. For example, there is an interrelationship of whenua (land) and its familial and spiritual connections defined by cultural concepts such as whakapapa (genealogy) and kaitiakitanga (stewardship) and economic potential for future generations.¹

Professor Mason Durie's model of wellbeing, Te Whare Tapa Whā², uses the four walls of a whareniui to represent all that is needed to sustain hauora: taha hinengaro (mental health and emotions) taha wairua (spirit), taha tinana (body) and taha whānau (extended family health).

Equal access to those things that support social wellbeing is not shared by all. We need to consider all types of accessibility challenges (such as financial, physical, technological) across different groups with different lived experiences.



1 An Indigenous Approach to the Living Standards Framework 2019 (Te Puni Kōkiri and the Treasury)
2 Prof Mason Durie, *Measuring Māori Wellbeing 2006*, treasury.govt.nz/sites/default/files/2007-09/tgls-durie.pdf

Te Pou Tarāwaho a Pōneke mō ngā putanga ā-hapori Wellington City's community outcomes framework

The Community Outcomes framework was developed alongside the Long-term Plan.

Vision: Wellington 2040
An inclusive, sustainable
and creative capital for
people to live, work and play



Community Outcomes – environmental, social, cultural and economic



**Environmental
wellbeing**

A sustainable, climate friendly eco capital

A city where the natural environment is being preserved, biodiversity improved, natural resources are used sustainably, and the city is mitigating and adapting to climate change – for now and future generations



**Social
wellbeing**

A people friendly, compact, safe and accessible capital city

An inclusive, liveable and resilient city where people and communities can learn, are connected, well housed, safe and healthy



**Cultural
wellbeing**

An innovative, inclusive and creative city

Wellington is a vibrant, creative city with the energy and opportunity to connect, collaborate, explore identities and openly express, preserve and enjoy arts, culture and heritage.



**Economic
wellbeing**

A dynamic and sustainable economy

The city is attracting and developing creative talent to enterprises across the city, creating jobs through innovation and growth while working towards an environmentally sustainable future.

Longer-term Direction - Strategic Objectives

Strong partnerships with mana whenua uphold Te Tiriti o Waitangi and weave Te Reo and Te Ao Māori into the social, cultural, environmental and economic development of our city and restore our city's connection with Papatūānuku (Mother Earth).

Wellington has a culture of creativity and innovation integrated into the social, economic and sustainable development of the city.

An accelerating zero carbon transition with communities adapting to climate change and the city economy developing a low carbon infrastructure and buildings.



Environmental

Our natural ecosystem health is being restored, with a growing native biodiversity and innovative nature-based solutions to climate change

A quality natural environment is attractive and accessible to all Wellingtonians and visitors

An increasingly waste free city with more responsible disposal and accelerating reuse

A functioning, resilient and reliable three waters network with improving harbour and waterway quality and, reducing water usage and waste

A sustainable urban environment incorporating water sensitive urban design



Social

Children and young people are thriving in diverse and inclusive neighbourhoods

Communities and cultures are connected, thriving, have a sense of identity and enjoy access to open public spaces

Access to affordable, good quality and resilient homes

Our older, disabled or most vulnerable communities are supported, financially secure and connected

Residents can develop healthy and active lifestyles with access to quality community, sport and recreation facilities

Wellington is an affordable and resilient place to live with an accessible, compact and connected city

People and organisations are engaged and involved in Council decision-making



Cultural

Our cultures, community diversity and inclusive city life are nurtured celebrated and enriched

Wellington's history and built heritage is celebrated and supports a strong sense of identity and place

Sites of significance to mana whenua are preserved and recognised as part of city's identity

There is a vibrant, thriving, and creative, arts and cultural sector with pathways for emerging creative talent

The city has resilient and fit-for-purpose community, creative and cultural spaces for people to connect, develop and express their arts, culture and heritage



Economic

A recovering city economy is diversified, growing sustainably, and resilient

Talent and businesses are attracted and retained to the city where it is easy to start, develop skills, innovate & grow

A compact central city that is the economic heart of the region with thriving suburban centres

The city offers opportunities for education, employment and experiences that contribute to residents' high quality of life

The city's core transport infrastructure is a safe, resilient, reliable and efficient network that supports active transport choices, and an efficient, productive and sustainable economy

A thriving Māori economy is generating incomes, jobs, and opportunities for rangatahi, iwi, hapū and whānau Māori to grow

Ngā tāpaetanga o nāianeī a Te Kaunihera The Council's current contributions

The main concepts from the definition of social wellbeing are described below, together with how the Council currently contributes. Many Council contributions would not be possible without the participation of voluntary and not-for-profit organisations, and of businesses and other partners.

Concept	Description	Current Council activities that contribute
Inclusive	Different communities are acknowledged and celebrated, and there is a strong sense of belonging	<ul style="list-style-type: none"> Public placemaking so that spaces are inclusive Active protection of treaty obligations and mana whenua relationships Community events sponsorship Grants that support inclusiveness as well as individual community groups Community building and neighbourhood activities Supporting community-led volunteer network Family friendly and inclusive events
Liveable	Urban and suburban environments that are accessible, enjoyable, functional and enable social connection	<ul style="list-style-type: none"> Designing an accessible and inclusive urban environment Providing family-friendly spaces Designing play spaces for informal and formal play Providing effective transport and active transport networks Food security initiatives enabling access to healthy food Providing a public space and recreation activity network

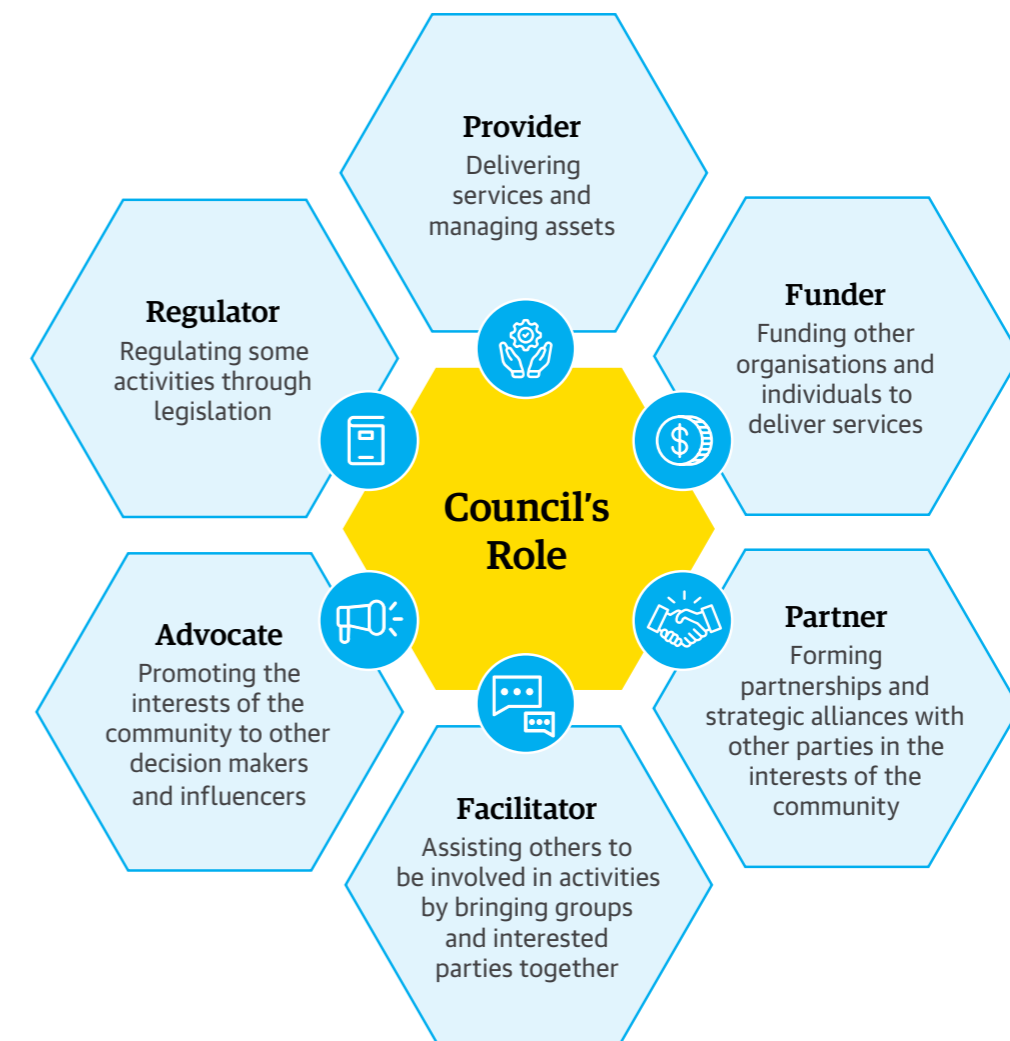
Concept	Description	Current Council activities that contribute
Resilient	People and communities are prepared for environmental, seismic and other adverse events	<ul style="list-style-type: none"> Community resilience work Being prepared to mitigate and adapt in adverse events Funding initiatives to support mental health services Maintaining the green spaces and parks network Managing water infrastructure and assets
Learn	People can acquire information, knowledge, skills and experiences	<ul style="list-style-type: none"> Community and information services Library services Programmes supporting volunteering, skill acquisition such as learn to swim, public programmes Experience Wellington, Wellington Zoo, Zealandia offerings Creating and maintaining parks and open spaces Interpretation and story telling
Connected	Opportunities to connect, be informed and engage with others	<ul style="list-style-type: none"> Community and information services Providing an events programme Libraries and community facilities Implementing efficient urban design and transport networks that enhance connection and encourage active transport Grants for community building initiatives Community engagement work and involvement in decision making and design Leases and support for community-run facilities Supporting an arts and culture ecosystem Supporting the voluntary and not-for-profit sector
Well housed	Safe, healthy and accessible housing and wrap-around support for those experiencing homelessness	<ul style="list-style-type: none"> City Housing and Build Wellington Housing Strategy and homelessness response Community Services, through partnerships, collaborations and grants funding. New builds consent processes District Plan settings

Ngā haepapa a te Kaunihera Council's roles

Concept	Description	Current Council activities that contribute
Safe	Promotion of public health and personal safety (crime and accidental harm)	<ul style="list-style-type: none"> Harm reduction and crime prevention initiatives Enforcing public health bylaws Providing a safe transport network system Supporting safety in the city, for example through lighting, urban design, local host work, partnerships Initiatives to improve safety in the suburbs Emergency management plans and services
Healthy	Physical and mental wellbeing and access to play, sporting, recreational and volunteering opportunities	<ul style="list-style-type: none"> Sports and swimming facilities Designing play spaces for formal and informal play Providing parks and open spaces Creating cycling networks and active transport Community grants to improve mental health and wellbeing, and opportunities for vulnerable groups Providing Leisure Cards to support affordability Supporting natural environment (streams, soils, ecosystems) Leases for sports clubs and community facilities



Local government can play a number of different roles in the community. It is important to be clear on the Council's role, acknowledge where there are complex issues and be fiscally prudent at all times.

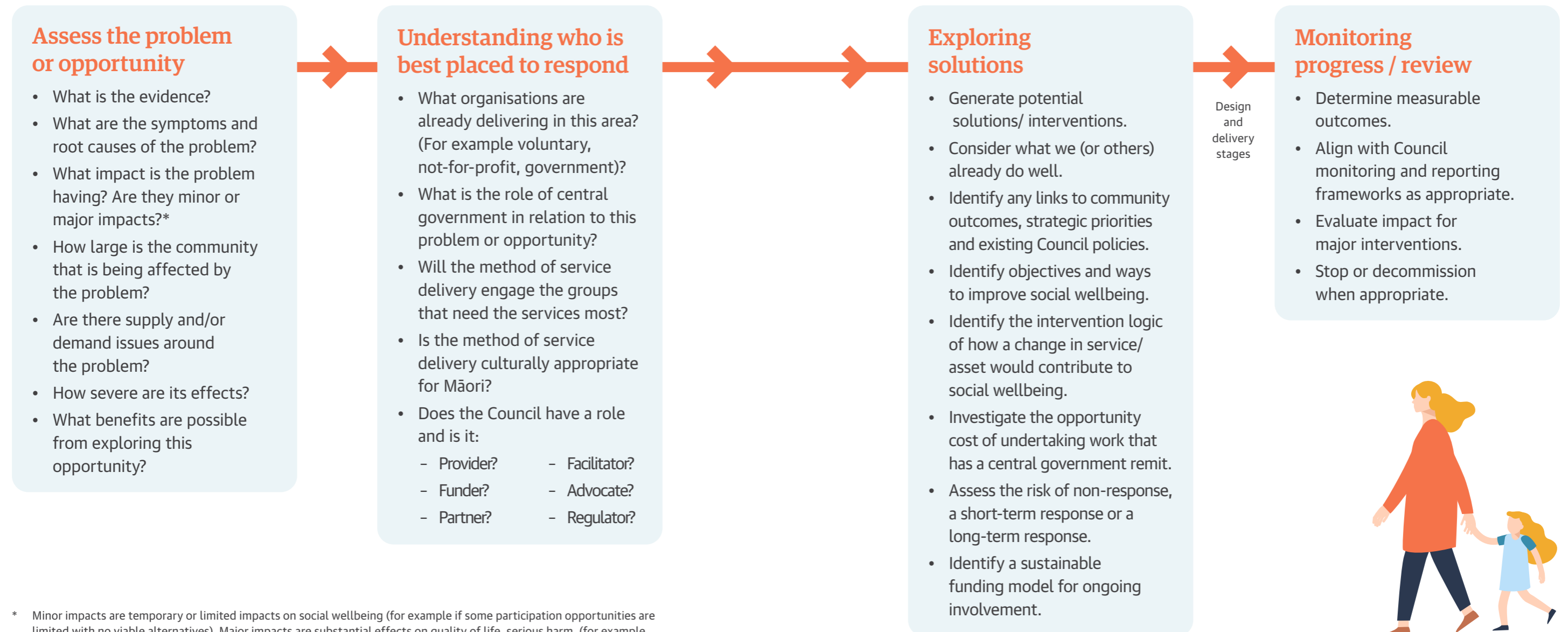


Determining if the Council has a role

Wellington City has a vibrant network of non-governmental organisations, committed volunteer groups, not-for-profit organisations, and government agencies working to improve community outcomes. Businesses in the city contribute to improve community outcomes; as employers and participants in employee and community wellbeing.

Duplication or fragmentation of services can make it harder to reach clients in need and reduces effectiveness. There may also be instances of unmet need in the community. If a central government agency has a clear mandate to respond to a problem, the Council's primary role will be only as advocate or facilitator, or we may have no role at all. The Council may, however, assist with short-term responses.

The Council goes through these steps to determine whether we should have a role in relation to particular social wellbeing issues and opportunities and if so, what that role should be and how we should go about it.



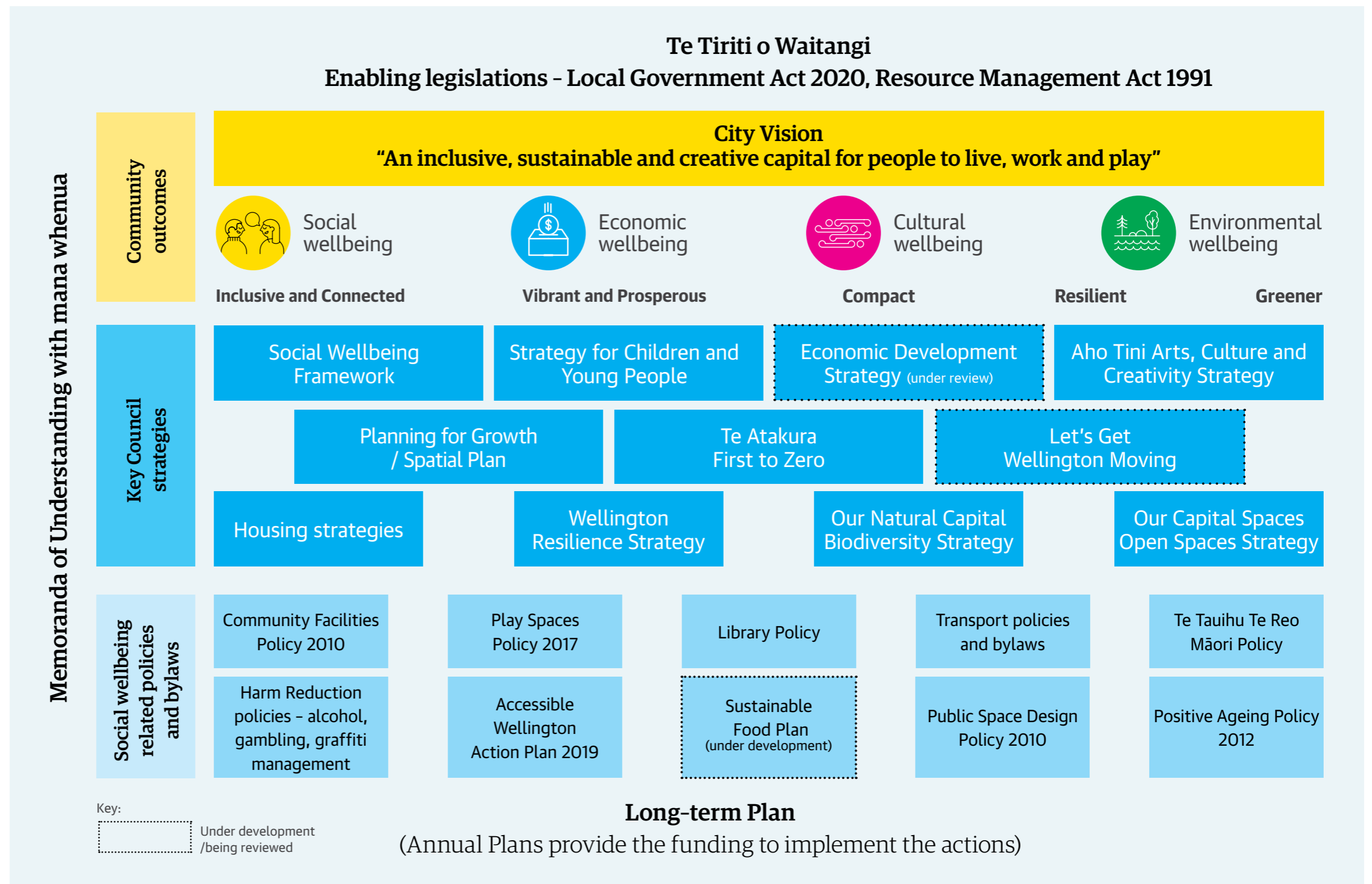
* Minor impacts are temporary or limited impacts on social wellbeing (for example if some participation opportunities are limited with no viable alternatives). Major impacts are substantial effects on quality of life, serious harm, (for example, severe impairment, loss of life), limited access to basic amenities, discrimination and inequitable access to opportunities.



Te horopaki ā-Rautaki

Strategic context

The Council has a number of strategies and policies in place to deliver on the 2040 vision and improve wellbeing for the people of Wellington. This framework also responds to community feedback on other Council proposals where it has related to social wellbeing.



Ngā Mātāpono Principles

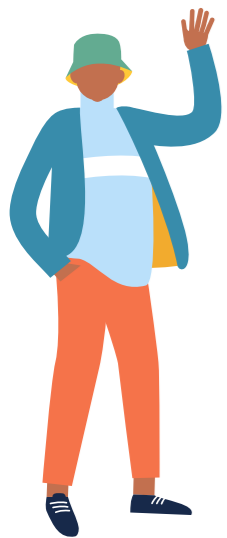
While the Council is concerned with the wellbeing of the people of Wellington City, many of the barriers to achieving wellbeing will need to be addressed by others. As outlined above, the Council can take on various roles in improving social wellbeing. The following principles describe how we will do this.

We honour Te Tiriti o Waitangi and the Council's partnership with mana whenua and Māori in the outcomes we deliver

Fundamental to the success of this strategy is forming partnerships with mana whenua and Māori to understand their desired outcomes and how best we can best work together to achieve them.

We ensure the foundations are in place for everyone to realise their aspirations

Foundations can be hard infrastructure (such as facilities and physical assets) or soft infrastructure (like people capabilities, information and programmes) and are resources for improving wellbeing.



We work creatively and collaboratively with others for our diverse communities

The Council is just one entity and needs to work with others effectively to make things happen in the city. We want to be innovative and try new ways of working with central government agencies and the diverse population in Wellington (particularly Māori, Pacific peoples, other ethnic groups, people with disabilities and rainbow communities) in a way that works for them.

We invest to deliver measurable results across multiple outcomes (economic, social, environmental, cultural)

Many place-based, local government initiatives result in multiple benefits, and this principle will encourage us to broaden our approach to understanding value.

We deliver outcomes to enhance the lives of current and future generations

This principle acknowledges that how we operate today impacts on outcomes for current and future generations. Applying this principle to our work means better engagement with young people to understand the longer-term consequences of decisions made today.



He Āpitihianga: Ngā Kaupapa Matua Appendix: Key issues

We have identified the following key issues that can affect the choices people make about their participation and contribution in the city.

- Inequity and social disparity are increasing.
- Growing cities can reduce social cohesion.
- More people are facing challenges in finding affordable housing of an acceptable standard.
- Physical and mental health are critical aspects of social wellbeing and resilience.
- Personal safety is fundamental to a having a strong sense of wellbeing.

The analysis for the key issues was prepared during 2020 / 21. The analysis will be repeated, and an environmental scan completed prior to review of the framework and/or to inform the next Long-term Plan.

The Council's quarterly reporting and research and evaluation programme cover many of the aspects of social wellbeing highlighted in the framework, such as the information obtained through the Quality of Life survey and the Residents' Monitoring Survey. Outcome indicators monitor our city over time and provide information on trends that may be outside direct control. We do not set targets for outcome indicators although we do have a desired trend direction.

Increasing inequity and social disparity

COVID-19 is expected to have an ongoing economic and social impact on the lives of people in Wellington City and will exacerbate underlying issues already affecting some communities. It has also had a disproportionate effect on women, young people and Māori in terms of employment.³

Wellington City has an annual before-tax median income of \$41,800. This means approximately 85,000 people over 15 years of age were earning less than \$41,800 (before tax) at the last Census.⁴

Region	Median income	Other cities	Median income
Wellington City	\$41,800	Auckland	\$34,400
Porirua City	\$34,400	Hamilton City	\$30,200
Upper Hutt City	\$35,400	Tauranga City	\$31,600
Lower Hutt City	\$34,700	Christchurch City	\$32,900
		Dunedin City	\$25,500

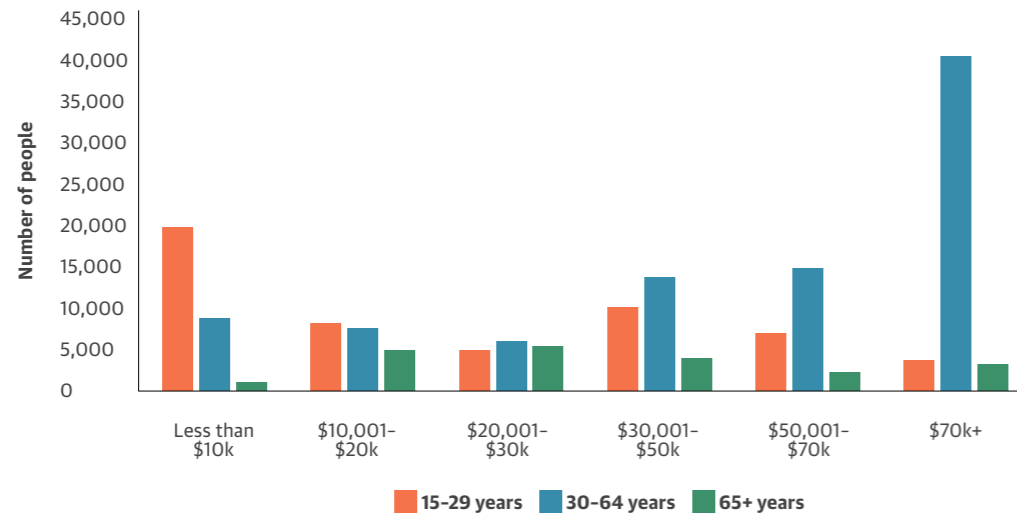
While Wellington City's median income is relatively high compared to other cities, a large number of Wellingtonians are on very low incomes. Census data shows that of the 29,000 households with children, approximately 6,000 were earning less than \$70,000.⁵ Wellington's relatively young population also has a bearing on the spread of incomes.

³ Household Labour Force Survey, December 2020

⁴ Info.stat query, Total personal income (Census 2018)

⁵ For a household of two adults and two children, \$68,952 is a basic living wage according to Living Wage Aotearoa

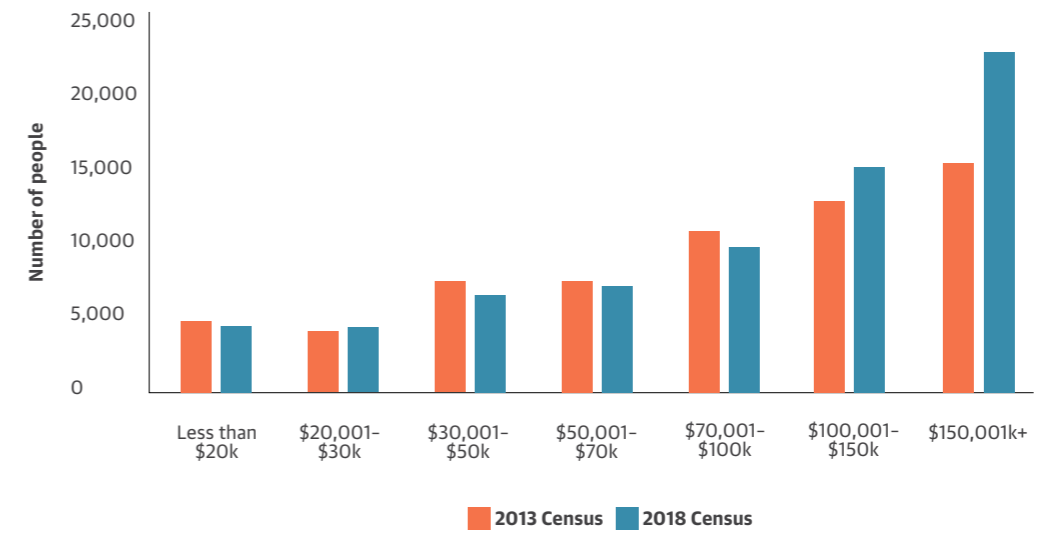
Personal income in Wellington City before tax by age (Census 2018)



From 2001 to 2009, income inequality indicators in the Wellington region worsened and were also higher than the national level.⁶ 2018 Census data shows that nationwide, the top 10% of households earn \$213,000 or more. However, in Wellington City 18% of households are in this top decile.⁷ The national shift in the average mean income of the bottom decile between 2006 and 2018 (\$9,100 to \$12,600, or 38%), did not keep pace with the increase in the top decile (\$135,000 to \$213,000, or 58%). This increase in the top decile household income is even more pronounced in Wellington City.

6 Regional Income Inequality Indicator, 2011, Market Economics
 7 Customised data request, Statistics New Zealand February 2021

Household income - 2013-2018 Census



The 2018 Census shows a significant increase in the number of Wellington households earning \$150,000 or more.

Wellington follows the national trend of disparity between Māori and non-Māori median weekly household incomes (\$1,362 and \$1,564 respectively). However, there is an even more marked disparity between Māori household net worth and European net worth (\$23,000 and \$114,000 respectively) resulting in less ability to absorb financial shocks and unplanned expenses and far lower rates of home ownership.⁸

Overall, from a regional perspective, we have noted the following statistically significant shifts from 2014 to 2018 (before COVID-19).⁹

- In 2014, 16.4% of those surveyed reported going without fruit and vegetables in the previous 12 months to keep costs down. In 2018 that increased to 20.9%.
- In 2014, 51.5% of those surveyed spent less on hobbies or special interests in the previous 12 months than they would have liked. In 2018 that increased to 59.9%.
- In 2014, 24.6% of those surveyed put up with feeling cold in the previous 12 months. In 2018 that increased to 27.6%.

There are three primary measures of child poverty used by Statistics New Zealand which produce different estimates of the numbers of children facing extreme material hardship. Of the 113,800 children in the Wellington region, between 9700 and 14,400 are living in poverty in the year ended June 2020.¹⁰

8 An Indigenous Approach to the Living Standards Framework, TPK and the Treasury, January 2019
 9 Statistics NZ, Wellbeing time series 2014-2018, Wellington region (General Social Survey)
 10 Statistics NZ, Child Poverty Statistics, Year ended June 2020

Growing cities and social cohesion

In the next 10 years it is estimated that Wellington City will be home to 18,000 more people.¹¹ Growing populations impact on where and how we live. To the extent possible, the District Plan settings and this Social Wellbeing Framework will help support the desire for people to live in communities that are compact, resilient, vibrant and prosperous, inclusive and connected, and greener.

A city with strong social cohesion is inclusive, where diverse groups feel included, are able to participate in community activities, express their own identities and not suffer discrimination or bullying. Increasing population density in the city brings both opportunities and risks from a social perspective, for example adding vibrancy but also more people living in closer proximity. Potentially polarising issues include responses to climate change and environmental degradation, intergenerational wealth issues, discrimination and systemic racism.

With the most common social networks for people now online (such as Facebook, Twitter, online gaming communities and forums), internet access has become crucial for maintaining social connection. The increasing rate of online bullying nationally is a cause for concern. We can expect that over half of those targeted will suffer an emotional and/or behavioural impact.

- In both 2014 and 2018, online social networks were the most common – 59% in both years – while participation in more traditional networks (for example clubs and work or school networks) fell.¹²
- In 2014, 8% reported not being part of any social network, and in 2018 12% reported this.¹³
- Discrimination is disproportionately felt by Māori, Pacific people, other ethnic groups, women, people with disabilities and the rainbow communities.¹⁴
- In 2020, 36% of the participants who identified as refugees and respondents reporting disabilities experienced difficulties accessing Wi-fi at least some of the time. For participants identifying as either Māori or rainbow communities this was 34%.¹⁵

11 Greater Wellington Region COVID-19 economic impact, BERL, Pipiri 2020

12 Quality of Life Surveys 2014 and 2018

13 ibid

14 www.netsafe.org.nz/wp-content/uploads/2019/12/Measuring-trends-in-online-hate-speech-report.pdf

15 May 2020, MYD Youth Pulse Check Survey (national figure)

Housing challenges

There is significant pressure on our housing market in terms of housing supply, affordability and housing quality. There is a strong correlation between warm, safe and dry homes, security of tenure, and an individual's sense of wellbeing. An appropriate range of housing types will be needed in response to current needs as well as the expected population growth.

A recent study by the University of Otago suggested that there were an estimated 1,287 severely housing deprived people in Wellington City (comprising homeless, those in temporary accommodation or shared accommodation).¹⁶

- The number of people on the Ministry of Social Development's housing register has more than doubled since March 2019 (from 361 to 754 in June 2020).¹⁷
- In 2014, 49.2% of people surveyed reported that their house or flat was colder (always or some of the time) than they would like in winter. In 2018 that increased to 56.5%.¹⁸
- In 2014, mortgage payments as a proportion of income was 0.283 and in 2019 this had increased to 0.31 (down from a high of 0.438 in 2008 before the Global Financial Crisis).¹⁹

The proposed approach to housing intensification dominated the recent consultation on the Spatial Plan. Submitters who were stating concerns about the quality and availability of housing in Wellington were generally supportive of plans to intensify housing and reduce restrictions relating to character areas.

16 University of Otago, *Severe housing deprivation in Aotearoa New Zealand*, 2018, July 2020

17 Ministry of Social Development, Housing Register statistics for Wellington City, June 2020

18 Statistics NZ, Wellbeing time series 2014–2018 Wellington region (General Social Survey)

19 Infometrics portal, Regional Profiles, Wellington City



Physical and mental health – critical to social wellbeing and resilience

Participation in play, active recreation and sport and using active transport provides physical benefits and opportunities for social connection. Access to green spaces has a well-documented positive impact on mental health. Indoor places where people can connect with others and pass time freely (often referred to as a third place, that is, not home or a workplace) are important for social wellbeing and are currently limited in Wellington. Such spaces need to be considered as part of good urban design.

Changing lifestyles are having an impact on overall physical health of New Zealanders and key issues of concern are high rates of obesity and the harmful effects associated with alcohol/drugs and smoking.

- In 2014, 58.9% of those surveyed reported their health to be in good or excellent condition. In 2018 that had fallen to 53%.²⁰
- Between 2017 and 2018, there was a 2% drop in participation in sport, exercise or recreation for adults aged over 18 years. Of those surveyed, 25% said they had not exercised over the previous seven days.²¹
- In 2014, 63.5% reported not feeling lonely in the previous week. In 2018 that had fallen to 56.3%.²²
- Over time there has been a gradual increase in the number of adults nationwide reporting psychological distress in the previous four weeks – in 2011/12 it was 4.5% and in 2018 that had increased to 8.2%.²³

20 Statistics NZ, Wellbeing time series 2014–2018 Wellington region (General Social Survey)

21 sportnz.org.nz/media/1472/regional-tables-wellington-2018-final.xlsx

22 Statistics NZ, Wellbeing time series 2014–2018 Wellington region (General Social Survey)

23 Ministry of Health, New Zealand Health Survey 2018–19

Personal safety and wellbeing

Safety from intentional harm is an essential part of social wellbeing. Wellington City is a relatively safe city when compared to other cities internationally. In 2019, Wellington was the 18th-equal safest city in the world, alongside Zurich.²⁴ This index takes into account digital, health, infrastructure and personal security indicators.

Crime incidence data demonstrates actual levels of harm occurring in the city, while residents' perceptions of safety show how safe individuals are feeling in relation to crime-related risks.

- In 2020 more than half of Wellington residents saw theft and burglary (59%), dangerous driving (56%) and vandalism (53%) as problems in the city over the past year.²⁵
- In 2014 and in 2020, 11% felt very safe.²⁶ The combined number who felt "safe" or "very safe" in the central city after dark were, 67% in 2014, 72% in 2018, and 62% in 2020, 69% of residents surveyed felt very safe in their home after dark. In 2018, this had increased to 75%. In 2014, 14% of residents felt very safe in the central city after dark, and in 2018, 17% felt very safe.²⁷
- In 2014, there were 36 reported sexual assault and related offences in Wellington City, and 436 acts intended to cause injury. Both types of offence have trended up – increasing to 128 sexual assaults and 1,090 acts intended to cause injury by 2019.²⁸ Sexual violence is well known to be under-reported due to barriers faced by victims in coming forward and the nature of this type of violation. Of the respondents who had experienced sexual violence in the previous 12 months, 94% said they had not reported it to the Police.²⁹ This means it is difficult to say whether the actual number of sexual assaults has increased, or that more victims are coming forward to report the assaults.

The causes and drivers of crime in all of its various forms are complex and dynamic. Family violence, sexual violence and other assaults are of major concern as they often have a long-lasting impact on victims and their wellbeing. Safety in the city, particularly at night, is a high priority for the Council (and other stakeholders) so that all Wellingtonians can experience and enjoy a vibrant and safe city at night.

24 www.nec.com/en/global/ad/safecitiesindex2019/index.html

25 Quality of Life Survey 2020

26 Quality of Life Survey 2020

27 Quality of Life surveys 2014, 2018 and 2020

28 www.police.govt.nz/about-us/publications-statistics/data-and-statistics/policedatanz/victimisation-time-and-place-report-as-at-3-March-2021

29 NZCVS-Y2-A5-KeyFindings-v2.0-.pdf (justice.govt.nz)

