

From: BDC_Lgoima
To: [REDACTED]
Bcc: BDC_Lgoima
Subject: RE: Official Information Request for Cultural Hub Project Information Ref: OIA 079/24
Date: Monday, 22 July 2024 11:31:54 am
Attachments: [image004.png](#)
[image006.png](#)
[image008.png](#)

Hi [REDACTED]

Thanks for your further query. You will find attached below a link to the “Flood Recovery Assistance Booklet”. Within this booklet you will find information about the Community Hub as well as the contact details of the “Support Agencies”.

<https://bullerdc.govt.nz/media/j34o2h14/flood-recovery-assistance-booklet-web.pdf>

Kind Regards,

Buller District Council | Phone 0800 807 239 | bullerdc.govt.nz
PO Box 21 | Westport 7866

Community Driven | One Team | Future Focused | Integrity | We Care

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From: [REDACTED]
Sent: Friday, July 19, 2024 9:47 AM
To: BDC_Lgoima <lgoima@bdc.govt.nz>
Subject: Re: Official Information Request for Cultural Hub Project Information Ref: OIA 079/24

Hi BDC,

Thank you for that further information.

Please give me some contact details for the organisations that were funded to operate the hub and to conduct the Cultural Hub survey.

With thanks,

[REDACTED]

On Wed, 17 Jul 2024 at 1:18 PM, BDC_Lgoima <lgoima@bdc.govt.nz> wrote:

Hi [REDACTED]

Thank you for your further query.

The Wellbeing survey was not commissioned with Better Off Funding. This survey took place before the Better Off Funding existed.

It was as a result of the Flood Recovery work and was paid for out of the DIA Lotteries Commission Grant given to BDC for the Navigators and Community Hub programme.

Kind regards

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From: [REDACTED]

Sent: Tuesday, July 16, 2024 3:48 PM

To: BDC_Lgoima <lgoima@bdc.govt.nz>

Subject: Re: Official Information Request for Cultural Hub Project Information Ref: OIA 079/24

Thank you Krissy,

Please advise who the "communities agencies" were who conducted the Well being survey with "Better Off" funding.

With thanks,

[REDACTED]

16 July 2024

On Tue, 16 Jul 2024 at 3:12 PM, BDC_Lgoima <lgoima@bdc.govt.nz> wrote:

| Dear [REDACTED]

We refer to your official information request dated 20th June 2024, your request and our response in red are as follows:

We are unable to provide all information requested therefore some parts of your request are required to be refused under of the Local Government Official Information and Meetings Act.

Regarding information gathered from the Buller Wellbeing Survey to justify the Buller Community Cultural Hub Project I request the following information to review and to communicate to other stakeholders. If you have this information available online then a direction to its location will suffice.

1. **The Buller Wellbeing Survey (BWS) Report:** Please provide the complete report. – *please see link below*
2. **Any other relevant survey reports or studies** that contributed to the project's development. – *please see link below*
3. For each study, including the BWS, please provide:
 - All raw data (redacted as necessary)

This information is refused under section 17 (e) as this is not held by BDC

Opinions Market Research (OMR) completed the Buller Wellbeing Survey. The agency could possibly supply this, however they may charge a fee.

<https://www.opinions.co.nz/>

- | | |
|----------------------------------|--|
| 1. Number of participants | 488 |
| 2. Full results on each question | Not held by BDC (refused under section 17 (e)) |
| 3. Long form answers with names | Not held by BDC (refused under section 17 (e)) |

identifiers redacted

- A full methodology report detailing how the study was conducted:

That was developed and shared with BDC in the proposal. Please see the attached proposal document. There are parts of this redacted due to commercially sensitive information. (refused under section 7 (2)(b) (ii))

- *Information on how the data was marketed, advertised, distributed and collected:*

1. *How were mailing lists formed – no 'Mailing list' was developed, a comprehensive promotion of the survey was run over multiple weeks using standard advertising methods through OMR*
2. *Where were hard copies made available? Yes, through the Buller District Council office and the Flood Recovery Community Hub. They were also distributed to sports groups and businesses using the connections that the flood recovery navigators and the project team had within their personal and professional networks.*

Please note this is not a Buller District Council (BDC) run project. BDC are facilitating the funding through the Better Off Funding. It is run by the community agencies involved.

We provided you with the following link to survey results via email on 21 June 2024 as below:

<https://bullerrecovery.org.nz/media-release-wellbeing-survey-results-released/>

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you wish to discuss this decision with us, please feel free to contact the Buller District Council by return email to lgoima@bdc.govt.nz.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request may be published at <https://bullerdc.govt.nz/district-council/your-council/request-for-official-information/responses-to-lgoima-requests/> with your personal information removed.

Kind regards

Krissy Trigg | Group Manager Community Services
DDI 037889679 | Mobile 0272133022 | Email krissy.trigg@bdc.govt.nz

Buller District Council | Phone 0800 807 239 | bullerdc.govt.nz
PO Box 21 | Westport 7866

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18th May 2022

Buller Community Wellbeing Survey 2022

1. Introduction

Opinions Market Research has been asked by the Buller Flood Recovery Office to design a research methodology to provide insight into and measure residents current level of wellbeing, the rebuild recovery and challenges of the Buller District community following a series of floods in the district.

Please note this document is commercially sensitive and is not to be shared with other parties without written permission from Opinions.

2. Research Objectives

The research objectives are understood to be as follows. Please note, we anticipate finalising these objectives with the Flood Recovery Office at the initial workshop session.

Three groups of people, aged 15 and over, living in the Buller District are of interest and the findings will be analysed and reported for each:

- Buller District residents
- Westport residents
- Those who were living in properties that were red or yellow stickered at the time of the July 2021 and February 2022 flooding events in the district.

The research objectives have been arranged in three key thematic groups.

Wellbeing related:

- To provide a measure of people's level of wellbeing at this point in time, including their:
 - Quality of life*
 - Health*
 - State of mind*
 - WHO-5*
 - Sense of community*
 - Connectedness to others.
- To identify and understand key themes around people's wellbeing, in relation to their experience of the flooding events and recovery so far.

- To identify what would assist most with improving people's wellbeing, the barriers to recovery and gaps in peoples current need for support.
- To identify peoples' perceptions of the future and to explore people's sense of hope and optimism, their readiness for future flooding events, affordability of housing including rental and access to insurance.
- To evaluate awareness of and the effectiveness of different types of help and agency support, including financial and housing support and health, psychosocial and wellbeing related support.

Rebuild related:

- To understand the rebuild issues people are facing and how these are perceived to be impacting people including the:
 - state of the dwelling they usually live in*
 - current status of insurance claims*
- To identify what is unique about each person's challenges, including in their geographical area.
- To explore peoples understanding around the rebuild including specific aspects such as house insurance, building back better e.g. height of houses and how to ensure people are informed and supported in their rebuild decisions and needs.
- To measure perceptions of how long it will take for their community to recover from the floods.
- To measure people's awareness of possible future floods, their level of preparedness and ability to cope.

Flood pilot scheme:

- At this stage, to garner people's attitudes and behaviours towards the idea of initiatives and adaptations for future flood protection.
- To identify what people would like to see in terms of betterment in their community if the recovery is done well in:
 - 1 – 2 years
 - And, in five years time.
- In approximately 12 months time, once the Flood Pilot Scheme which is part of the National Climatic Plan has been launched, to provide insight and understanding of residents attitudes and behaviours in relation to initiatives and adaptations proposed through the Scheme.

Monitoring progress:

- It is understood the research is to be repeated in approximately 12 months to provide an update on peoples level of wellbeing, their progress with the rebuild and future preparedness for flooding events.

*Utilise the Canterbury Wellbeing Survey questions

3. Research Methodology

A multi-stage approach is proposed consisting of:

- **Initial workshop session** to inform the research process and ensure we maximise opportunities to add value, direction and insight into the research and its output.
- **Exploratory key informant research** to provide insight and an understanding of resident's current level of wellbeing, the rebuild recovery and challenges.
- **Robust quantitative research** that can be repeated in a year's time with residents to measure people's level of wellbeing, rebuild recovery and future resilience.

4. Initial workshop session

We will partner with Buller District Recovery Office throughout this research exercise to ensure the research is designed and managed professionally.

To ensure we have a full understanding of requirements, two initial meetings have been held where details of the research were discussed and as a result this proposal prepared.

As a next step, we propose an in depth initial workshop session with the Buller District Recovery Office to confirm the:

- Research objectives and how the insight will be applied.
- Research methodology to ensure it is fit for purpose.
- Sample size and structure and the need for the representation of specific ethnic groups including Māori and whether this process is sufficient to represent their needs.
- Question content ensuring its structure is robust and the questions are formulated to cover all topic areas to be explored and measured.
- Reporting requirements to ensure a structure that will meet all needs and feed directly into decision processes.
- Budget requirements and tailor the research to meet these whilst maximising the return on investment in the research.
- Timeline for the research to ensure it will meet needs.
- Confirmation of whether ethics approval is required/ has been granted.
- Details of support services to share with those who participate in the research.

This proposal has been prepared but it is not set in stone and is more of a starting point, we propose we work with you to ensure we maximise opportunities to add value, direction and insight into this research and its output and work within your budget and timing constraints for the research.

5. Exploratory key informant research

This stage of the research will provide insight and an understanding of residents current level of wellbeing, the rebuild recovery and challenges.

A series of six key informant interviews with people who work directly with residents impacted by the floods from the NGO organisations, Navigators and Public Health are recommended. Each interview will last in the region of one hour.

6. Robust quantitative research

6.1 Sample Structure

Three groups of people, aged 15 and over, living in the Buller District are of interest and the findings will be analysed and reported for each:

- **Buller District residents**
- **Westport residents**
- **Those who were living in properties that were red or yellow stickered** at the time of the July 2021 and February 2022 flooding events in the district.

Please note, at this stage, no specific provision has been made in this research to explore the views of ethnic groups including Māori.

Each of the three sample of people is discussed in further detail below. Please note, the sample sizes proposed are the minimum sizes recommended for each of the three samples.

Buller District Residents

It is understood the population of the Buller TLA is just under 10,000 and a representative sample size of residents is required. On this basis, a sample of 400 residents is proposed which will have a statistical margin of error of $\pm 4.8\%$. This sample size will allow some level of sub-group analysis by age, gender and location and findings will be included in the report where there are statistically significant differences.

Quotas will be set to ensure the sample is representative of the population of the Buller District aged 15 and over in terms of age, gender and area in accordance with the 2018 Census.

To minimise a possible skew in the sample, we will keep the team at the Buller Flood Recovery Office informed of progress with the overall number of completed questionnaires and also the profile of those who have taken part so that the recovery team can target those who are still required; this is likely to be younger people and males.

As a final step, if needed, the data will be weighted for analysis and reporting to address any remaining skew.

Westport Residents

It is understood the population of Westport residents is 4,660 and a representative sample size of residents is required. On this basis, a sample of 300 residents is proposed which will have a statistical margin of error of $\pm 5.5\%$. This sample size will allow some level of sub-group analysis by age, gender and location and findings will be included in the report where there are statistically significant differences.

Quotas will be set to ensure the sample is representative of the population of Westport aged 15 and over in terms of age, gender and location in accordance with the 2018 Census.

The Westport residents who take part in the Buller District sample will form part of the Westport sample, on this basis we estimate approximately 190 of the 300 Westport residents sample will be captured within the Buller District sample meaning that we will need to boost the Westport sample by an additional approximately 110 people.

Again, to minimise a possible skew in the sample, we will keep the team at the Buller Flood Recovery Office informed of progress with the overall number of completed questionnaires and also the profile of those who have taken part so that the team at the Recovery Office can target those who are still required, this is likely to be younger people and males.

As a final step, if needed, the data will be weighted for analysis and reporting to address any remaining skew.

Those who were living in properties that were red or yellow stickered

This sample of people, will be those in the district who were living in properties that were red or yellow stickered at the time of the July 2021 and February 2022 flooding events and, as such, it will focus on those known to have definitely been impacted by the floods, either in July 2021 and/or subsequently in February 2022.

It is understood in the July 2021 event, in Westport, 459 homes were flooded (71 Red, 388 Yellow stickered).

The February 2022 event flooded approximately 70 farms and 27 homes (6 Red and 21 Yellow stickered). Some of these stickered homes in this event were "refloods" from Westport in July 2021.

This means there is a maximum of 556 stickered properties, and basing the household size on the average household in Westport of 2.4 people this equates to approximately 1,330 people.

Event	Homes			Farms
	Maximum Total	Red stickered	Yellow stickered	
July 2021	459	71	388	-
February 2022	27	6	21	70
Maximum Total	486	77	409	70

On this basis, we propose a sample size of approximately 200 participants take part in this research which will have a statistical margin of error of $\pm 6.4\%$. We anticipate that these people will need to be personally approached by the Buller Flood Recovery Office team and encouraged to participate.

The age and gender profile of these people is not known but it is reasonable to assume the age and gender profile will be similar to that for Westport in the 2018 Census, on this basis we propose to use the Census profile to set approximate age and gender quotas.

Again, to minimise a possible skew in the sample, we will keep the team at the Buller Flood Recovery Office informed of progress with the overall number of completed questionnaires and also the profile of those who have taken part so that the team at the Recovery Office can target those who are still required, this is likely to be younger people and males.

As a final step, if needed, the data will be weighted for analysis and reporting to address any remaining skew.

6.2 Methodology

A quantitative methodology will be required to provide a robust measurement of people's level of wellbeing and progress with the rebuild process that can then be repeated at a future date.

We have designed this research to use the latest available online methodology complemented with telephone interviews for those that are not able to take part online for each of the three samples; Buller District residents, Westport residents and those who were living in properties that were red or yellow stickered.

Opinions will provide a link to the online questionnaire and we understand the Buller Flood Recovery Office will advertise and communicate the survey to each sample group to make people aware and to encourage participation.

It is important to note that there will be a considerable amount of work involved for the Buller Flood Recovery Office with encouraging participants to take part in the research and, in particular, with ensuring a representative sample of people is achieved in terms of age and gender.

There will be people who are unable to take part online and we have a team of experienced telephone interviewers at Opinions who will be available to assist these people to take part. At this stage we have budget for a total of 50 hours phone interviewing for this purpose.

As koha for participating in this research we propose six prize draws each of \$200; this is two prizes for each sample of Buller District residents, Westport residents and those living in red or yellow stickered homes at the time of the floods.

6.3 Questionnaire

The questionnaire will be designed in partnership with the Buller Recovery Office.

It will be designed to address the objectives of the research and ensure it is relevant to each of the three sample groups.

Once designed, a key stage will be a pilot of the proposed questions prior to the questionnaire being finalised. The pilot will ensure the questions function as designed and will fully address the objectives of this research.

A questionnaire that consists primarily of pre-coded questions that takes a maximum of 8 - 10 minutes to complete is proposed.

7. Presentation of Findings

It is proposed a PowerPoint report of findings be provided and a verbal presentation and discussion of the findings.

In addition, it may be helpful to subsequently conduct a workshop session designed to assist the team with the strategic application of the findings to their work plan and strategy.

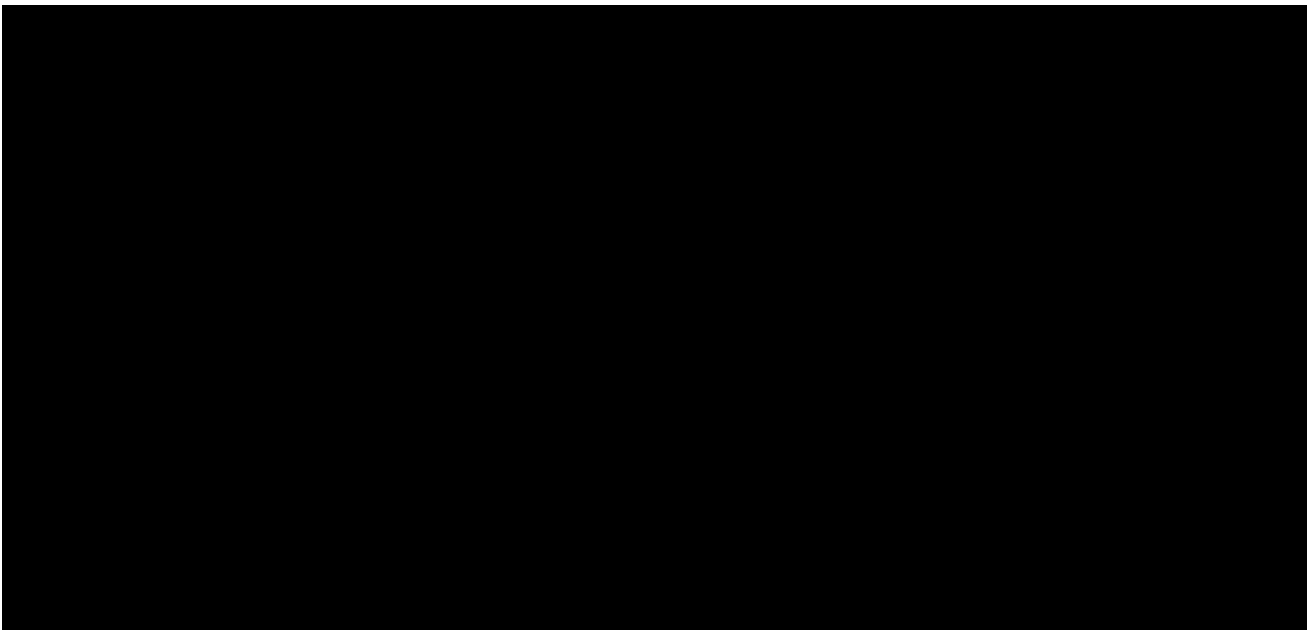
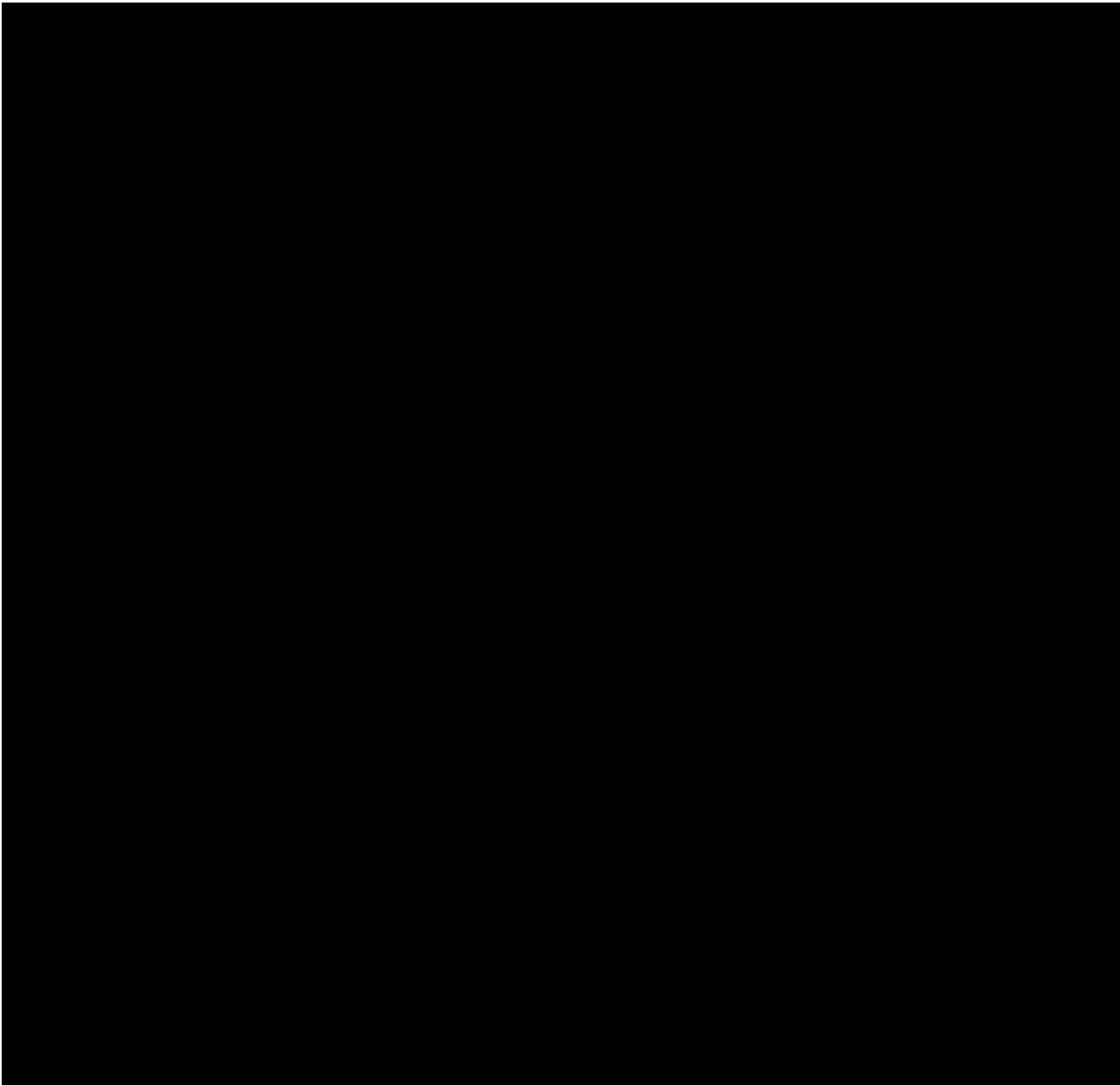
8. Timeline

It is understood the research is to be completed in June 2022 prior to the Buller Flood Recovery Office function being wound down at the end of July.

The following timeline is proposed on this basis.

It is understood the research is to be repeated in approximately 12 months time to provide an update on peoples wellbeing and progress with the rebuild.

Date	Task	Responsibility
w/c 16 th May	Research proposal available	Opinions
	Initial workshop session and confirmation of research requirement	Buller Flood Recovery Office & Opinions
w/c 23 rd May	Key informant interviews conducted and a summary report of findings provided	Opinions
w/c 30 th May	Quantitative questionnaire design, pilot exercise and questionnaire finalised	Buller Flood Recovery Office & Opinions
w/c 7 th – w/c 13 th June	Quantitative research fieldwork conducted	Opinions
w/c 20 th June	Data cleaning, collation and analysis of findings	Opinions
w/c 27 th June	Preparation of report of findings	Opinions
w/c 4 th July	Verbal reporting of findings and discussion	Buller Flood Recovery Office & Opinions



10. Project Management

Karen Selway, Director will be responsible for the design of the research, project management and the reporting of findings and will be the point of contact with the Flood Recovery Office.

Karen is known for her insight, expertise and professionalism on high profile research projects and she has managed many research projects of this nature.

The qualitative key informant interviews will be organised, conducted and reported by Karen Selway, Director.

The quantitative research will be designed by Karen Selway and the data will be managed, analysed and a report of findings prepared by Gill Hammersley, Data Services Consultant.

Karen and Gill will be supported by the team at Opinions. At Opinions, we have the resources and expertise to successfully deliver quality research and within the time frame required.

11. Client Testimonials

*Karen's passion for the work she does shines through every interaction with her. **She is expert at what she does and can be relied upon to deliver high quality, insightful work.** She is a pleasure to work with. Jill Atkinson, Director Strategy & Planning, Environment Canterbury*

*The three feedback sessions have dominated my thoughts since last week - **the challenge and opportunities presented by the amazing insights into people's worlds are gold** - I can't thank you enough for all your hard work on this. Dr Lucy D'Aeth, Public Health Specialist, Canterbury District Health Board*

*Waimakariri District Council has used Opinions Market Research for a number of internal and external research projects over a number of years. The advice, process and results delivered by Karen and her team have provided us with **robust insights that have helped us make better business decisions with confidence and in turn delivered significant value for our customers.** I would recommend Opinions Market Research and Karen very highly. Alistair Gray, Communications & Engagement Manager, Waimakariri District Council*

*Having surveyed our residents over the past 8 years, the service we receive from Opinions Market Research is still as professional, focused and fresh as it was the first time. **Karen Selway and her team know their business, understand our needs and deliver results.** I can confidently recommend Opinions Market Research to you." Audrey van der Monde, Manager Public Services, Hurunui District Council*

*From early 2014 Opinions Market Research Ltd has provided SCIRT with **exceptional quality and good value market research.** The results of the research along with Karen's expertise meant we were able to tailor our communications to the people of Christchurch. We have found Karen and her team fantastic to work with and always very thorough. We would recommend her to other potential clients. Thank you for all of the support and dedication from you and your team. Ian Campbell, SCIRT Executive General Manager, SCIRT*

12. About Opinions

Opinions Market Research is:

- A respected, professional market research provider in New Zealand for over 25 years.
- Member of the Research Association of New Zealand.
- Described by clients as flexible, adaptable and innovative. We are known to deliver the goods and provide effective support to clients with the strategic application of the research findings to decision making.
- Known for our innovative, efficient, robust research methodologies tailored to meet quality, timeframe and budget needs of clients. Our depth of experience means we regularly develop tools fit for purpose, these are many and varied.
- The team at Opinions has available a full range of research techniques to deliver practical yet strategic research.
- At Opinions, we utilise exploratory qualitative through to robust quantitative measurement techniques and tailor the methodology for each project according to requirements.
- We have conducted collaborated with many local, regional and central government agencies on a number of similar exercises and we will put to use our learning in the design, completion and reporting of the research findings.
- Experienced with strategic community projects, including for Canterbury District Health Board and Pegasus Health Canterbury, Civil Defence Emergency Management Group, Environment Canterbury, Christchurch City Council, SCIRT, CERA, Regenerate Christchurch, and Ōtākaro.

13. Company Profile

Our Vision

- To ensure decisions are informed by the best research evidence and thinking.

Company profile

- Opinions is a full service market research company with our head offices based in Christchurch. We emphasise our ability to deliver insightful, real-world research results and pride ourselves on our flexibility, creativity and strategic abilities.
- We are committed to building strong client relationships and have a 25 year record of delivering quality, professional research services to our clients, including many who have partnered with us for all these years.

Industry Membership

- Opinions Market Research Ltd has been a member of the Research Association New Zealand since 1995.

Quality Control

- We employ a well-managed, rigorous systematic and peer-reviewed approach across all project processes. This ensures that objectives are integrated at all levels of the project and our results are reliable and provide insight that can be directly applied to decision making.
- We align our quality management systems and service procedures with international standards for the market research industry: ISO 20252:2012.

Appropriate Design for the Exercise

- We are a highly experienced, professional, quality driven team with considerable past experience from and expertise in exercises of this nature.
- We believe our skill base and past experience will provide a valuable source of input into the design stage of this exercise and provide valuable insight.

Appropriate, Experienced Resources for Conducting the Exercise

- We have appropriate, experienced resources available to conduct this exercise in an efficient and cost effective manner to the quality standards required.

The Privacy of Potential and Actual Interviewees is Protected and Obligations under the Privacy Act are Fully Met

- As members of the Research Association of New Zealand we abide by the Code of Practice of the association. This ensures the protection of participants and potential participants as well as the identity of our clients. The Code of Practice meets the requirements set under the Privacy Act.

Health & Safety in the Workplace

- Opinions Market Research Limited operates a Health and Safety Management Policy, which complies with the requirements of the Health and Safety in Employment Act 2016.
- On the commencement of each project particular hazards relating to health, safety and security are identified and each employee is given the information required to carry out their job safely.