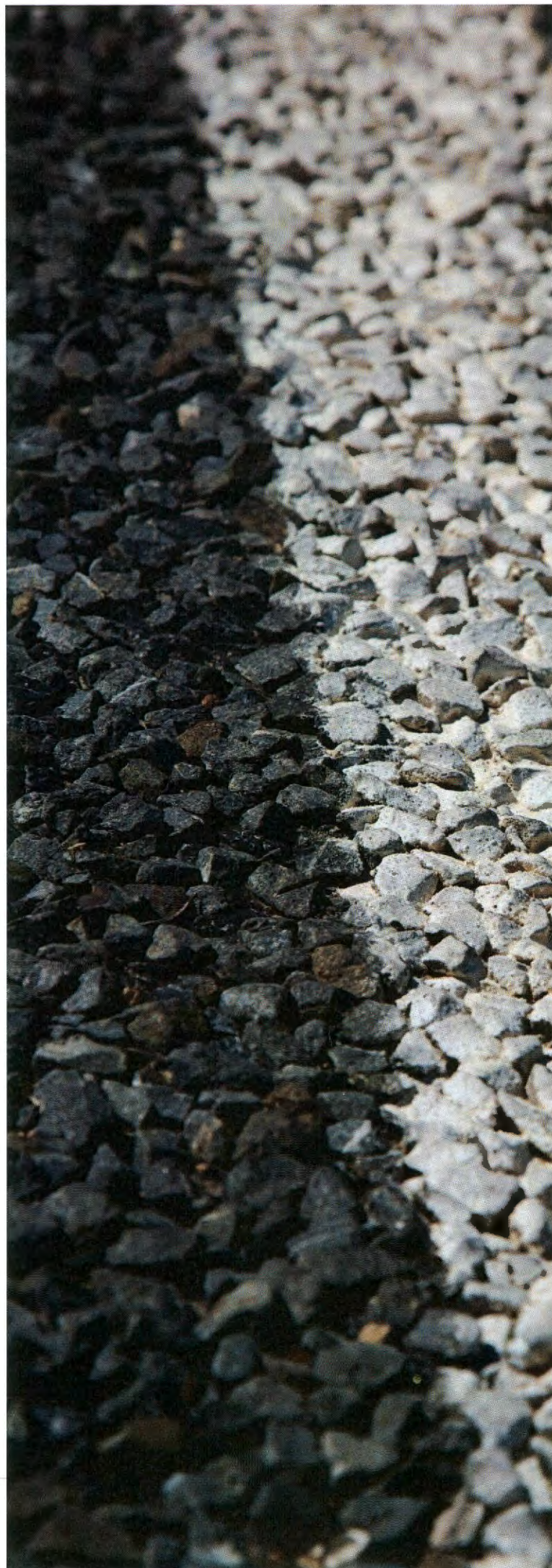




Evaluation of the Hutt Valley's first  
teen road safety expo, June 2014

Final Report for internal use

November 13, 2014





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*Evaluation designed, facilitated and written up by:*

**E. Jane Davidson, Ph.D., with Aneta Cram**



*In collaboration with the Expo partners, particularly the following key organisations:*



## EXECUTIVE SUMMARY

June 9-12 2014 the Upper Hutt City Council and Police collaborated with 9 other organisations to run X-ROADS, the Hutt Valley's first road safety expo for teens. 1,565 students, mostly from Years 11 and 13, attended. X-ROADS featured three speakers (including an MC), a stage play and interactive booths.

### 1. How worthwhile was the Expo as an **investment of time, effort and money** to influence teens to make safer choices? **→ p. 13**

- *Conservative* estimates showed that X-ROADS was likely to result in Hutt Valley teens' getting safe rides home about 300 more times a year, refusing to illegally take passengers about 30 more times a year, and speaking up about 200 more times when they saw unsafe behaviour in a vehicle.
- X-ROADS would need to prevent two minor injury crashes OR one serious injury crash in order to deliver **value for investment in financial terms**. That does seem plausible, based on the above results.
- **Was X-ROADS by far the most powerful thing the Hutt Valley could ever do to keep teens safe on the roads? No** – and we have learned a lot about what worked and how to design better teen road safety initiatives in future years.

X-ROADS (or any teen road safety initiative of similar cost) would need to prevent **two minor injury crashes** OR **one serious injury crash** in order to deliver value for investment

### 2. How well did the Expo provide teens with the **knowledge and skills** needed to make safer choices, and influence their **attitudes, beliefs and intentions** about safe and legal travel in cars? **→ p. 18**

#### Key Outcomes for Students:

Intended behaviours	Making sure they have a safe way of getting home				
	Speaking up when someone does something unsafe				
	Driving illegally with passengers (without a full licence)				
Beliefs	"A car crash really could happen to me or one of my mates"				
	"... but there's a lot I can do to make sure it doesn't"				
Knowledge	The zero alcohol limit for teen drivers (not a key focus)				
	Knowledge of risk factors (not a key focus)				



3. Which parts of the Expo were the most **informative, engaging and impactful**?

→ p. 27

Tori, the mother whose teen was injured in a car crash, was the big hit. She was highly impactful, got everyone's attention and influenced them to make safer choices.

Police "beer goggles" experiences were also very influential, mostly because they were well planned and had very clear messaging.

Wellington Free Ambulance's CPR was practical and popular, mostly because of excellent and engaging staff running the event.

"Gutted" – the stage play from Crash Bash was well received and *may* have been influential, but evidence for this was thin. To be followed up.

The Steer Clear (drugged driving simulator) van *may* also have been influential (again, evidence was thin), but only for girls.

4. What were our **lessons learned** about how to run an effective Expo (alongside related/supporting initiatives aimed at schools, parents and communities)?

→ p. 30

**Top tips for the overall approach to designing an event or set of initiatives:**

- Instead of inviting as many organisations as possible to participate, take a more considered approach.
- Start with the overall goal/vision; develop the key theme and messages, as well as the key outcomes needed (which specific beliefs, attitudes, and behaviours are you seeking to change?) – keep this quite tightly focused (not the kitchen sink).
- Design the best possible approach to achieving those mindshifts and behaviourshifts (pick the brains of experts and review the key research, p. 3), and then figure out how to make it happen and who to involve.
- Don't just think of it as a one-off event (expo); if there is a major event, work out ways to weave it into ongoing work, e.g. curriculum in schools (see p. 3).
- Think outside the box on formats – and make sure the various activities within the event are connected so that they are part of the overall theme, not just something else to look at.
- An Expo like this takes a LOT of organising. Dedicate at least one person full-time for at least six months. Bigger events would require even more resource.

**Top tips for designing good stalls/booths/activities:**

- Design each activity purposefully, thinking what belief, attitude or behaviour you are seeking to change, and how/why this activity will help do so.
- Select the right people to run the activity.
- Prebrief staff carefully on how to run the activity, paying particular attention to key messages you want to get across.
- Coach your speakers, particularly if they are not hugely experienced.



## NEW ZEALAND TRANSPORT AGENCY FOREWORD: EDUCATIONAL CONTEXT & THE EVIDENCE BASE

***This section was contributed by the New Zealand Transport Agency; prepared by Mary Chamberlain***

Real Evaluation led the evaluation of Hutt Valley's Road Safety Expo, **X-ROADS** and Auckland Transport's **Make It Home** Expo to assist *Auckland Transport*, the *Hutt Valley Safer Roads Consortium* and the *New Zealand Transport Agency* to understand how well these Expos influenced teens to make better choices. Each evaluation done collaboratively, with key stakeholders (Auckland Transport/Hutt Valley Safer Roads Consortium) participating in evaluation planning, data collection and evidence interpretation.

The X-ROADS evaluation was designed to answer four key evaluation questions:

1. How worthwhile was the Expo as an investment of time, effort and money to influence teens to make safer choices?
2. How well did the Expo provide teens with the knowledge and skills needed to make safer choices, and influence their attitudes, beliefs and intentions about safe and legal travel in cars?
3. Which parts of the Expo were the most informative, engaging and impactful?
4. What were our lessons learned about how to run an effective Expo (alongside related/supporting initiatives aimed at schools, parents and communities)?

For questions 1 and 4 in particular, the evaluation took into consideration other related/supporting initiatives (aimed at schools, parents and/or community) that were – or could have been – implemented alongside the Expo.

**This introduction provides additional wider contextual information that can be considered alongside the answers to the evaluation questions, particularly 1 and 4. It may be useful when making decisions about the Expo's place in the mix of road safety initiatives available for secondary schools, and when considering opportunities for enhancement.**

Secondary schools can play an important role in improving the decision-making and actions of their students and wider school community in relation to road safety. The key purpose in working with secondary schools is to help achieve a roading network that enables people to safely connect with their families, friends, schools, communities and employment. The desired outcome is that young people see our roads as connecting us. They see themselves as part of a community of road users rather than as merely drivers, cyclists or pedestrians. And they understand that being an informed and thoughtful user of our shared roading networks is part of being a good citizen.

Research indicates that promising approaches are strength based and engage young people and their communities in thinking and acting together to solve local problems<sup>1</sup>. A key aspect

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<sup>1</sup> Westheimer, J., & Kahne, J. (2004). Educating the "Good" Citizen: Political Choices and Pedagogical Goals. *PS Washington*, 37 (2), 241-248.

of the design of such approaches is that they are embedded in the day-to-day work of schools.

### What some of the existing research says

There is research evidence<sup>2</sup> to suggest that **effective road safety interventions in schools are:**

- designed to fit within the school curriculum
- developmentally and culturally appropriate and delivered at different time points through a student's school life rather than one-off events
- interactive and encourage students to develop social competence and resilience rather than purely information based
- part of a strengths based, culturally responsive<sup>3</sup> whole school approach
- designed to engage with school, whanau and the local community given the vital role they play in their children's education.

There is also research evidence to suggest that **some approaches are not likely to be effective** in influencing young people's long-term attitudes and actions.

These include events that:

- are stand-alone one day or one off events<sup>4</sup>
- rely on fear appeals or testimonials from crash victims<sup>5</sup>
- rely on driver simulation or utilise beer or fatal vision goggles<sup>6</sup>
- are purely knowledge based (videos, oral presentations, printed materials) and rely only on providing information or facts to inform students' actions.<sup>7</sup>

While lasting change is beyond the scope of one-off educational events,<sup>8</sup> **one-off events can be beneficial if they are part of an ongoing multi-action approach delivered by**

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<sup>2</sup> Raftery, S. & Wundersitz, L. (2011) *The efficacy of road safety education in schools: A review of current approaches*, Centre for Automotive Safety Research. Report no. CASR077. Adelaide, South Australia.

<sup>3</sup> Bishop, R (2007) Establishing a culturally responsive pedagogy of relations in mainstream secondary school classrooms. <http://www.educationcounts.govt.nz/publications/series/9977/9454>

<sup>4</sup> Elkington J., Hunter K. & Makay, L. (2000) A systematic review of the evidence on preventing injuries to young people (15-24 years), Youthsafe [www.youthsafe.org](http://www.youthsafe.org).

<sup>5</sup> Ruiter, R., Abraham, C. & Kok, G. (2001) Scary warning and rational precautions: a review of the psychology of fear appeals, *Psychology & Health*, vol. 16, 6, pp. 613-630.

<sup>6</sup> Jewell, J. & Hubb, S. (2005) Examining the Effects of Fatal Vision Goggles on Changing Attitudes and Behaviors Related to Drinking and Driving, *The Journal of Primary Prevention*, vol. 26.6, pp. 553-565.

<sup>7</sup> Flay, B. (2000) Approaches to substance use prevention utilizing school curriculum plus social environment change, *Addictive Behaviours*, vol. 25, pp. 861-865.

<sup>8</sup> Elkington J., Hunter K. & Makay, L. (2000) A systematic review of the evidence on preventing injuries to young people (15-24 years), Youthsafe [www.youthsafe.org](http://www.youthsafe.org).

**professionals.**<sup>9</sup> In the case of secondary students, this means that an expo needs to be explicitly designed with the school to ensure it meets their particular students learning needs and that it is part of ongoing teaching and learning.

### Promising design and delivery approaches

Much has been written about what students need to know in relation to road safety; less established is a process for teaching this content using new understandings around how young people learn.

Recent learning theories<sup>10</sup> suggest that there are four key features that should be considered:

1. designing activities deliberately linked to how young people learn
2. ensuring relevance that motivates and engages young people
3. creating dissonance and developing deep knowledge
4. developing competencies for making decisions and taking action.

The table below summarises approaches based on best evidence<sup>10</sup> about effective teaching and learning:

RESEARCH FINDINGS ON LEARNING	IMPLICATIONS FOR ROAD SAFETY EDUCATORS
<b>Clear outcomes</b>	
Focus on high quality outcomes for <b>all</b> students.	Set and expect high standards for <b>all</b> students.
Share learning intentions and success criteria with students (if students are not clear about what they are supposed to be learning, they can expend effort on the wrong things and get disheartened).	Focus on what you want students to know and do after your teaching. (This requires a fine balance: an activity that is too challenging will produce anxiety; if it is too easy it will produce boredom.)
Make relevance transparent to students (often it's not that students can't learn, it's that they don't want to or can't see the point).	Share with students what you want them to learn and why it's important.
	Make your approach broad enough to provide a hook (something personally relevant and/or engaging) for every student.

<sup>9</sup> Gottfredson, D. (1997) School Based Crime Prevention, In Sherman, Gottfredson, Layton, McKenzie, Reuter, Bushway. *Preventing Crime: What Works, What Doesn't, What's Promising, A Report to the United States Congress*. College Park, MD: University of Maryland, Department of Criminology and Criminal Justice.

<sup>10</sup> Alton-Lee, A. (2003) *Quality Teaching for Diverse Students in Schooling: Best Evidence Synthesis Iteration*. Wellington: Ministry of Education.

Hattie, J (2012) *Visible Learning for Teachers: Maximizing Impact on Learning*. Routledge 2 Park Square, Milton Park, Abingdon, Oxon OX14 4RN.

National Road Safety Committee (2008) *Safer Young Drivers: A Guide to Best Practice Education*. Retrieved from <http://www.nzta.govt.nz/resources/safer-young-drivers/index.html>



# TUAKANA TEINA WATER SAFETY PROGRAMME



9/14/2015

Programme Evaluation:

July 2015

The July 2015 Tuakana Teina Water Safety Programme is a collaborative programme involving Wellington City CAYAD/Consultancy Advocacy & Research Trust (CART), NZ Police and Upper Hutt City Council.



# Tuakana Teina Water Safety Programme

## KEY STAKE HOLDERS & PROGRAMME PROVIDERS



Wellington City CAYAD



C.A.R.T.



Hutt Valley, Wellington &  
Police National Dive Squad



Upper Hutt City Council



Tikanga Maori



Wetsuit, Boots, Flipper,  
Mask & Snorkel hire



Water Safety Instruction



Team building



Team Building &  
Confidence Building

## TUAKANA TEINA WATER SAFETY PROGRAMME BRIEF

This evaluation has been compiled with the support of key stakeholders and participants of the Tuakana Teina Water Safety Programme. The report highlights most of the key findings, successes and issues that have come from the July 2015 programme.

The Tuakana Teina Water Safety Programme was an initiative born out of a desire to address the over representation of Maori and Pasifika in drowning statistics in New Zealand. In 2013 alone Maori and Pasifika people accounted for 27% of the drowning's in New Zealand.

In 2013 the number of hospitalisations relating to water activity increased from the previous year. Of those hospitalisations swimming had the highest number of all water related activities and 65% of swimming hospitalisations were aged 25yrs or younger.

In addition to this, the programme was considered by NZ Police as an excellent opportunity to use a prevention strategy with regards to youth and potential youth offending.

So the Tuakana Teina Water Safety Programme provided an ideal opportunity and forum to directly look at providing water safety education and experience for young people as well as general life-skills and good decision making.

The July 2015 Tuakana Teina Water Safety Programme was a 5 day programme for 12-17 year olds run in partnership between Wellington City CAYAD (CART), NZ Police and the Upper Hutt City Council.

With the Hutt Valley surrounded by both sea and rivers, this programme was something both beneficial in practical skills needed for the local environment and for the development of the local community.

In developing and evolving the programme from the pilot programme in 2013 we have introduced a strength base model called 'The Circle of Courage' which looks at developing four areas of an individual's life; Belonging, Mastery, Independence and Generosity and covers a number of key areas of youth development. Aside from the practical water safety skills, this programme aims to help young people develop; social, ethical, emotional, physical and cognitive competencies through a range of activities and processes. The programme uses a mentoring approach as suggested by the name Tuakana Teina, big brother/sister - little brother/sister, and further aims to prepare a young person to meet the challenges of adolescence and adulthood and achieve his or her full potential.

### Participants gain knowledge in:

- Skills and confidence in water safety
- Life-skills and good decision making
- Basic snorkelling instruction
- Fisheries & Customary Law/lore compliance
- Education of kaitiakitanga (guardianship)
- Providing for their whanau and kawa of kaimoana (customary collection) - correct methods to gather seafood
- Positive connectedness to their community and culture
- Gain experience to contribute to on-going diving following the programme
- Health & Fitness
- Basic First Aid



- Alcohol & Drug harm education
- Health & Nutrition

The final day of the programme is an opportunity for the family can come celebrate and support the rangatahi as they look to apply what they have learnt during the week on an open sea snorkeling trip, followed by a certificate presentations, awards, acknowledgements and shared lunch.



***'It takes a village to raise a child'*** African Proverb

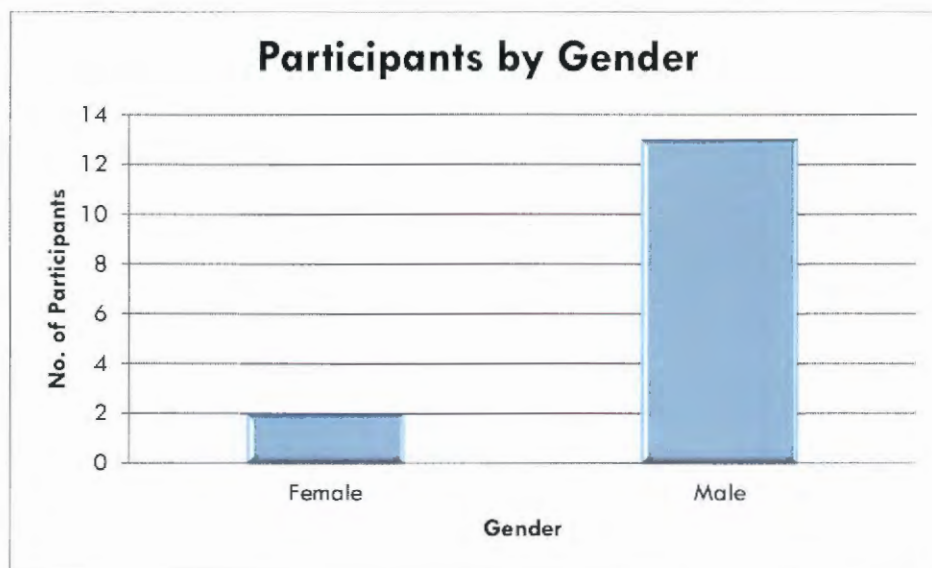
## A 'SNAP-SHOT' OF THE PARTICIPANTS

The following section looks at the participants on the programme

### PROGRAMME NUMBERS

MONTH	No. on Programme			Rangatahi Attendance (%)
	Rangatahi	Programme Staff	Other Session Provider Staff	
July 2015	17	10	6	100%

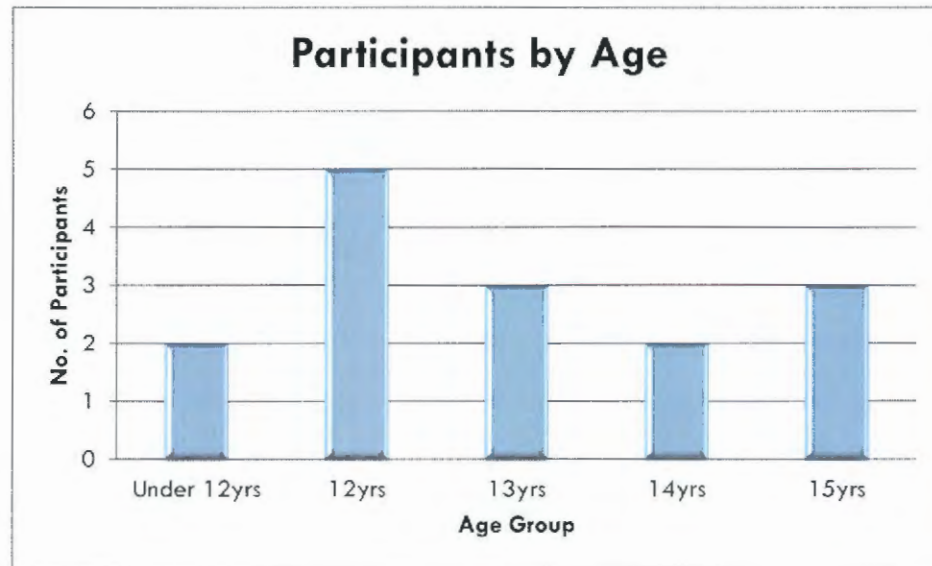
### GENDER BREAKDOWN



The gender breakdown favours males and can be considered as a reflection of the level of interest and general participation in water related activity. This proportion is also reflected in the NZ drowning stats.

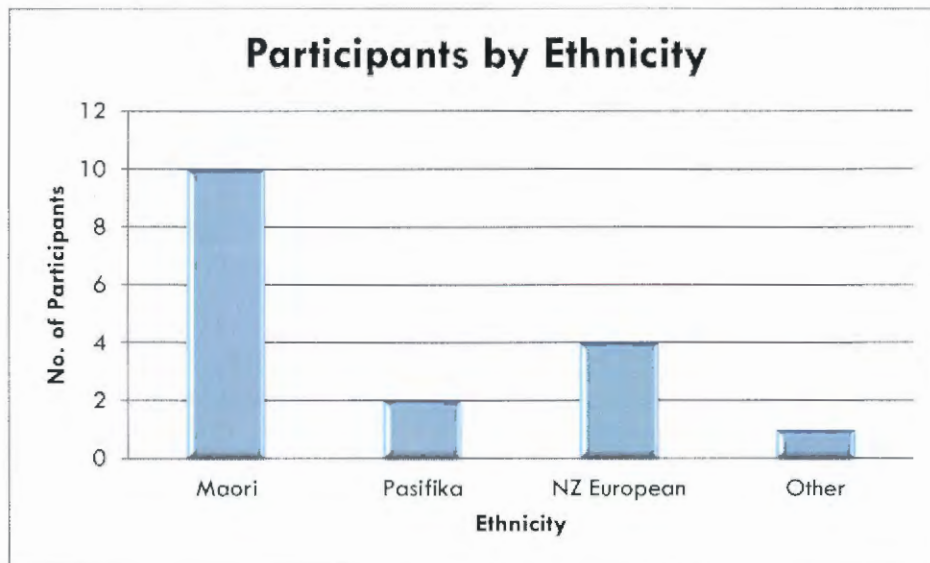


## AGE BREAKDOWN



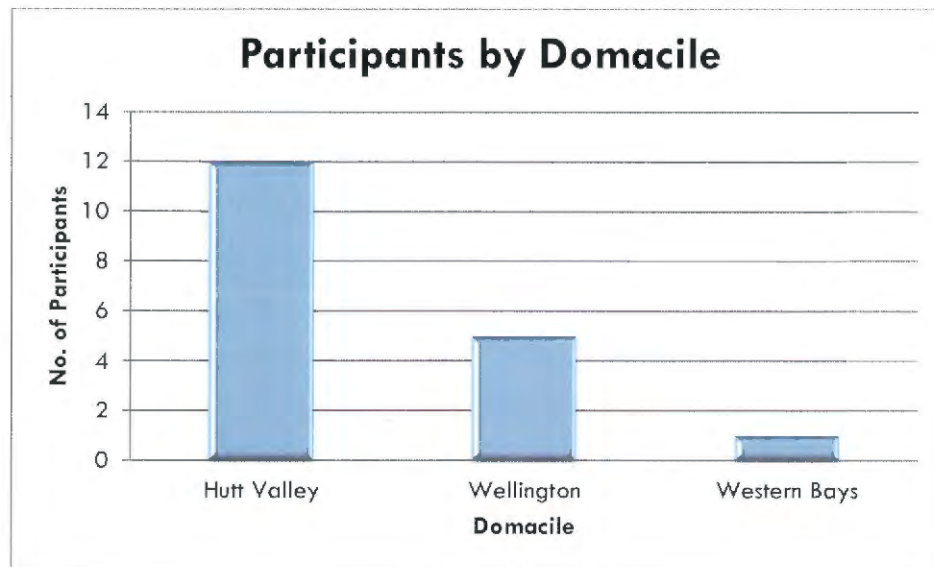
The majority of rangatahi were aged between 13yrs and 15yrs old. Consideration should be given to narrowing the age range for future programmes. Although not present at every programme observations and feedback from programme staff showed that there was an often segregated environment. Following the trend from the previous 2 programmes the suggested ideal age ranges could be 12-15yrs and another programme for 16-18yrs.

## ETHNICITY BREAKDOWN



The programme has achieved its original goal of mainly targeting Maori and Pasifika rangatahi, given their over representation in the national drowning statistics. Already in 2015, Maori account for 32% of reported drowning's in New Zealand (ref: Water Safety NZ, Drownbase as at 13 February 2015).

## DOMACILE BREAKDOWN



The majority of participants came from the Wellington City area. The Wellington City area was taken from the CBD and included Western, Eastern and Southern suburbs.

Through 2014 we saw a sharp increase in participants from the Hutt Valley. This reflected both an increase in awareness of the programme and a strong need for similar activity based programmes for that area.

Review and planning is now underway to look at having a Hutt based water safety programme.

## REFERRAL SOURCES

### REVIEW OF MISCONDUCT INCIDENTS

On the October 2014 and the January 2015 programmes we experienced behaviour by programme participants that was deemed unacceptable, disruptive and serious enough for removal from the programme.

This poses the question around whether dealing with misconduct could be dealt with by using a scaling system related to seriousness of the misconduct. An example of a disciplinary or consequence scale could be:

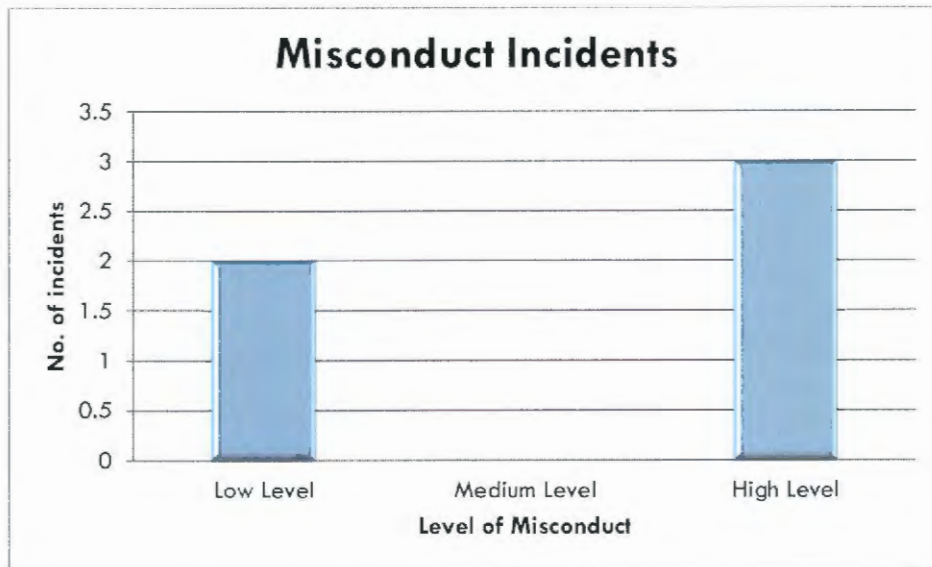


MISCONDUCT ACTION	INTERVENTION PROCESS	CONSEQUENCE
<b>Low Level:</b>  Non-compliant and disruptive behaviour at any time during the programme	Rangatahi is immediately asked to cease what they are doing, told what it is that is unacceptable, and given the option to behave appropriately or sit out the rest of the session supervised by one of the programme staff.	Continued unacceptable behaviour during a session, will result in removal from the session and remain with one of the programme staff not involved with the session.  Continued unacceptable behaviour will be considered Medium Level Misconduct.
<b>Medium Level:</b>  Disruptive and abusive behaviour at any time during the programme	Rangatahi will be taken aside by programme staff member, told what it is that is unacceptable and advised that their caregiver will be contacted and that they will be taken home for the rest of the day.  Statement of Concern form to be completed.	Rangatahi's caregiver will be contacted and rangatahi dropped home for the rest of the day.  The option will be given to the rangatahi to return the next day for a 'fresh start'.
<b>High Level:</b>  Behaviour that is a safety risk to themselves and others, theft, physical violence	Rangatahi to be spoken to by intervening programme staff and details recorded. Incident to be recorded in programme notes and caregiver contacted by Programme Coordinator.  Statement of Concern form to be completed.	Rangatahi's caregiver will be contacted and rangatahi dropped home immediately.

On the July 2015 three students were removed from the programme due to unacceptable behaviour and persistent challenging of the programme staff, standards and rules – posing a risk to themselves and others.

One incident involved taking of personal property, a cellphone, with the intention of stealing it. This incident was quickly and efficiently handled by the programme staff and the cellphone recovered and returned to the owner. It was decided that that in line with the guidelines of the programme and in terms of the integrity and continued safety of the programme that the rangatahi's caregiver be contacted and the rangatahi returned home immediately. As an additional consequence and as a

way of moving positively forward, a letter of apology to the programme was requested from the rangatahi apologizing and detailing what they had learnt from the incident. (The victim did not want an apology).



## NZ POLICE

We have been extremely grateful to the senior staff of the Wellington & Hutt Valley Police for the release of their SCO's to assist and front the Tuakana Teina Water Safety Programme. All officers demonstrated Police core values and ambassadorship throughout.

An important goal for Police is the reduction of youth offending and it is important to reiterate that while the programs operated, the prevention of youth offending and boredom was achieved because at risk youth were engaged in positive activities, were influenced by positive peers and role models and under the watchful eye of Police but in a fun environment.

Each day for the Police staff on the programme started early and ended late due to pick-up and drop-off of youth to their homes. This time also gave officers an insight into the home environment and relationship building opportunities with some of the families well known to Police, as well as guaranteed youth attendance.

There were several significant contributions from Police staff throughout the programme including participating in education delivery, building relationships, mentoring and teaching youth good decision-making. Ultimately, swimming sessions in a controlled environment helped youth achieve confidence swimming in open water and lowers their risk becoming a drown victim.

What started as a programme supported by the Wellington Police Iwi Liaison Officer, Community Police and Police Youth Aid, has grown to include Hutt Valley Police and the National Police Dive Squad.



A strong positive presence by NZ Police is significant in breaking down the perception and barriers that many of the rangatahi had from previous experience or as a result of 'DNA' type transfer – i.e. influences from older family attitudes or experiences.

Specific delivery areas by NZ Police during the programme include:

- Maori Tikanga
- Drug and Alcohol Education
- Fisheries Law / Lore
- Life-skills and good decision making
- Diving and Water Safety
- Mentoring
- Transport

## FEEDBACK COMMENTARY

The Tuakana Teina Water Safety programme provides an excellent forum for discussion, youth development and education.

We have seen retuning rangatahi take on the Tuakana role and continue learning leadership skills, with one rangatahi who had attended 3 previous programmes being transitioned and formally acknowledged as one of the programme leadership team. Rangatahi have learnt and experienced being part of a team and placing trust in each other. Through the programme more and more community organisations/groups have found positive ways to contribute to the development of rangatahi, and we are working as "the fence at the top of the hill, rather than the ambulance at the bottom".

Delivering the July 2015 programme in the Hutt Valley was a pilot, and from all feedback from stakeholders, providers and rangatahi it was a positive, strong and much needed initiative.

Specific feedback from a post programme stakeholders review were:

- Very successful programme. The programme involved some great collaboration and interaction between various agencies and services.
- The ration of staff to rangatahi was good.
- The establishing of expectations right at the beginning was good and further enforced when participants were exited from the programme for not abiding by those expectations.
- The breaking down of barriers and participants relating to police as "people/humans" was a positive outcome.
- Orongomai Marae was an excellent facility and provided flexibility in delivering various sessions and catering needs
- The Noho on the first night really helped the participants to get to know each other and connect as a group and is an element worth keeping in future programmes.
- Having the expertise in team building and youth development from both Activation and YMCA was positive and highly successful addition to the programme.

- Previous programmes ran for 6 days, the July 2015 programme ran for 5 days and worked well.
- The session on the Thursday just before lunch re water/river safety could have been carried out at the river.
- Possibilities of getting dive suits earlier and doing river crossing an option for the future.
- Other options re dive suits should be investigated.
- The water safety sessions were good. Possibility of better informing the supporting adults regarding what was being done on some activities. Also possibility of doing more with clothes on in the water; swim towels and the possibility of a Junior Lifesaver Course was discussed.
- Need for an adult at all times with the participants in the changing rooms.
- MPI keen to be involved in future programmes with presentations on Fisheries Law/Lore.
- The resourcing of the programme by police was outstanding. The resourcing by police for future programmes needs to be determined.
- Topics of First Aid; Hypothermia should be included in future programmes and the opportunity for Surf Lifesaving involvement should be investigated.
- The possibility of rash vests to better identify participants should be investigated.
- The possibility of delivering the Tuakana Teina programme in the Hutt Valley every alternative holiday period was discussed.
- The final meal was outstanding along with the manner in which the presentations were made.

Verbal feedback and observations by programme staff, participants and participant whanau would suggest that the programme was successful.

Upper Hutt City Council reported that they would be keen to be involved in the Tuakana Teina Water Safety programme moving forward as is Orongamai Marae. However there were issues around available funding which would need to be addressed for future programmes.

The July 2015 Tuakana Teina Water Safety Pilot Programme was extremely successful. Through observations and whanau feedback we know that rangatahi benefitted from the attending the programme.

Providing a safe environment for rangatahi to find belonging, learn new skills, create their own independence and display genuine generosity has only been possible through the support and action of people with hearts for all rangatahi, their whanau and the community. The staff and stakeholders of this programme display *Aroha* in everything they do for this important initiative.

*Aroha nui ki a koutou*



#### MICROSOFT OFFICE

F12	Save As
Ctrl+O	Open
Ctrl+N	New file or item
Ctrl+P	Print
Ctrl+S	Save
F1	Help

#### OUTLOOK

Ctrl+Shift+M	New Email
Ctrl+Shift+A	New Appointment
Ctrl+Shift+Q	New Meeting Request
Ctrl+Shift+C	New Contact
Ctrl+Shift+N	New Note
Ctrl+Shift+K	New Task

#### EXCEL

F11	Create Chart
Ctrl+:	Insert Date
Ctrl+Shift+:	Insert Time
Ctrl+Home	Go to cell A1

#### POWERPOINT

F5	Run Slideshow
Shift+F5	Run Slideshow from Current Slide

#### *When a Slideshow is running:*

B	Black/Unblack the screen
W	White/Unwhite the screen

#### WORD

Ctrl+M	Indent
Ctrl+A	Select All
Ctrl+Q	Clear Paragraph Formats
Ctrl+Alt+M	Insert Comment



# TOP Timberlea Community Survey Results



Upper Hutt City Council

June 2015



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## **What Is TOP Timberlea?**

Together Our Place (TOP) Timberlea is all about connecting friends and whānau and bringing residents and neighbours together to create a strong, healthy, vibrant and safe community.

It's all about developing sustainable ideas, projects and fun activities that everyone can participate in.

TOP Timberlea is for the local community and primarily run by the local community. It has been facilitated by the Community Development division at Upper Hutt City Council since August 2013, working closely with residents, local schools and kindergartens, and the Timberlea Community House. It has also involved Safe Hutt Valley partners including NZ Fire Service, NZ Police, Regional Public Health, and ACC. Additionally, faith groups, youth groups and other community groups have had significant involvement. TOP Timberlea is about enhancing and building on the positive aspects of life in Timberlea to ensure a strong, resilient, connected community.

## **What Is The survey?**

The survey is a collection of questions on the specific topics of health and safety in the home and community, crime prevention, fire safety, emergency preparedness and specific issues identified in the suburb.

The survey results are a mix of qualitative and quantitative data.

Some of the questions are simple "yes" or "no" answers such as *"Do you have working smoke alarms in your house?"*, however the opportunity was given to give additional open feedback. As such, answers have been kept as much as possible to the original wording given by those who responded.

## **Why Do The Surveys?**

The 2013 survey was one of the first steps in bringing the concerns, thoughts and observations of those who live in Timberlea to light so we could work together to address them and develop ideas and activities to carry the project forward. It was an opportunity to empower the community and get people involved in helping achieve what they wanted to see happen in their suburb. The 2015 survey was an opportunity to once again bring residents' concerns, thoughts and observations to light. Additionally, it was an opportunity to see whether these had changed or remained static in response to twenty-one months of community development, engagement and action in Timberlea.

## **Who Took Part?**

The initial 2013 survey was carried out via door-knocking and postal response, and covered many streets in Timberlea. These were: Norana Road, Aniseed Grove, Serenity Grove, Speargrass Grove, Blueberry Grove, Edelweiss Grove, Snowberry Grove and Gentian Street. Four hundred and fifty surveys were distributed and ninety-one were returned.

In 2015, Timberlea residents were again surveyed via door-knocking and postal response covering the same geographic area. Additionally the survey was available at the May TOP Timberlea

Neighbour's Night. In all, four hundred and twenty-five surveys were distributed and one hundred and forty were returned.

## **What Do The Surveys Show Overall?**

### 2013 Reflection

Results from the 2013 survey showed that in general people had mixed feelings about living in Timberlea.

Feedback showed that people genuinely cared about each other, looked out for their neighbours and really enjoyed living in the area. The 2013 survey showed that there were elements of behaviour which sometimes portrayed the suburb in a poor light.

The 2013 survey showed 54% home ownership with a number of residents who had lived in the suburb for over ten years remarking on changes over time to a more transient, sometimes turbulent resident population. The 2013 survey highlighted that Timberlea has a core of committed, proactive, concerned and caring residents.

An underlying thread that ran through the survey in 2013 was that while Timberlea is at its core, a good place to raise a family, more could be done to ensure children and youth followed a path in life that ensures a positive future.

This was evident in the call for reducing or eliminating tagging and graffiti. There was also concern about road safety and making the streets safer for children.

The 2013 survey highlighted that while there was a strong core network of neighbours in Timberlea, there was an element of crime and unrest.

Most people that completed the survey in 2013 said they felt safe in their homes both during the day and night; however 27% felt uncomfortable in their street at night.

Alcohol and drugs were factors in 2013 affecting the behaviour of some who lived in Timberlea. There was a call to address this, as well as to reduce the levels of crimes such as burglary and theft.

### 2015 Analysis

The 2015 survey shows that in general, people continue to have mixed feelings about living in Timberlea.

Results from the 2015 survey echo the genuine care that residents have for each other's wellbeing.

Feedback shows high percentages of positive/neutral thoughts about the streets and the neighbourhood to which residents belong, with the majority of residents reporting that they feel connected to their street, neighbourhood and Timberlea.

Results highlighted that residents are aware of, and appreciate TOP Timberlea projects which addressed graffiti and tagging. However, continued calls for the reduction and elimination of graffiti vandalism persist and this was highlighted in survey feedback.

Most people in 2015 said they felt safe in their home and their street during the day however 31% felt unsafe in their street at night, with concerns about gang presence, anti-social behaviour by youth, alcohol and drug related crime and violence as well as speeding and graffiti vandalism. The 2015 survey also showed that there were elements of behaviour occurring regularly in the neighbourhood which contribute to low perceptions of safety among some residents.

The underlying thread that Timberlea at its core is a good place to raise a family remains, as does the call for opportunities which promote positive engagement with children and youth that ensures positive outcomes in their futures.

An increased number of participants reported being part of a Neighbourhood Support Group or expressed interest in forming new Neighbourhood Support Groups showing, once again, the committed core networks of neighbours in Timberlea.

Alcohol and drugs remained factors in affecting the behaviour of some who live in Timberlea. There remains a call to address this as well as to reduce the level of crime such as burglary, theft and graffiti vandalism.

The 2015 TOP Timberlea Community Survey results tell us that core community strengths, such as looking out for each other's wellbeing and that Timberlea is a good place to raise a family remain present. The survey results also tell us that there are issues which need addressing through community led initiatives including: graffiti vandalism, low perceptions of safety and alcohol and drug use. With strong community leadership, collaboration and maintenance and strengthening of partnerships formed during this project, Timberlea residents will continue to support and strengthen their community.



Mike Ryan  
Director Community Services

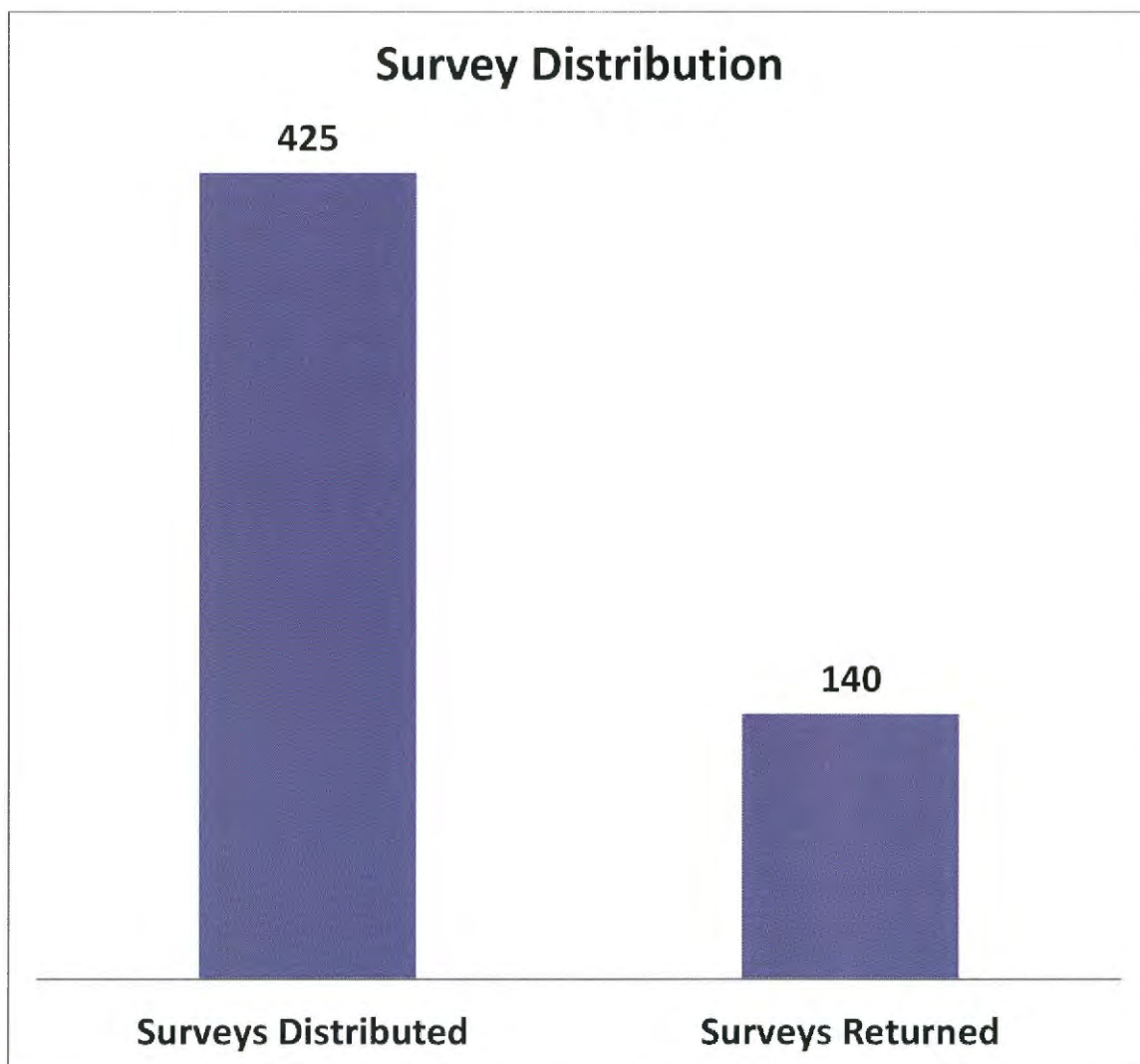


Nga Powhiri Webster  
Community Project coordinator



## How Many People Completed The 2015 TOP Timberlea Community Survey?

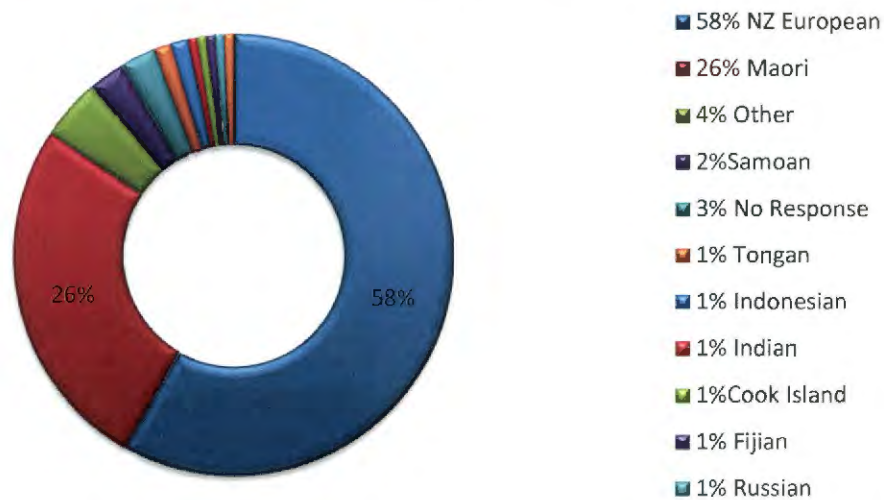
Out of 425 potential results, 140 people responded. This is approximately 33% of the households surveyed; it gives an increased snapshot (up 49 responses from 2013) of community views.



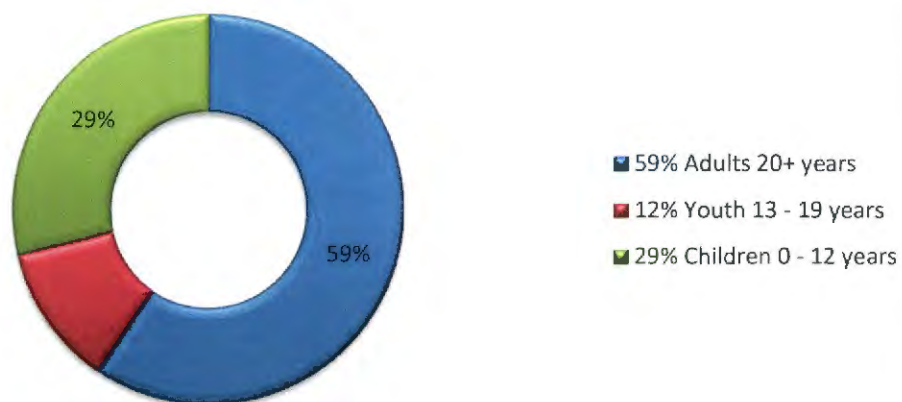
## Who Completed The 2015 TOP Timberlea Community Survey?

Survey results indicate that there is a good mix of ethnicities and age groups in Timberlea.

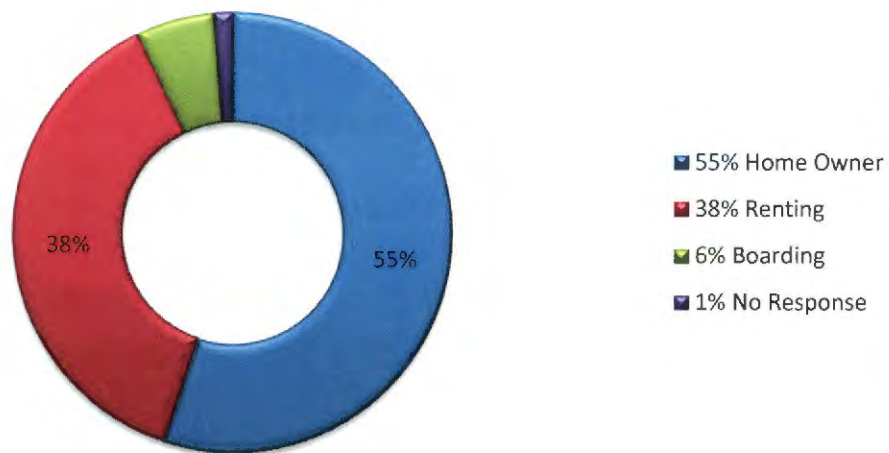
### Ethnic Diversity Of Survey Participants



### Household Age Groups Of Survey Participants



### Housing Status Of Survey Participants



*"I like that the kids are easy to keep an eye on, due to them playing just outside my house with other close neighbour kids." (Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*

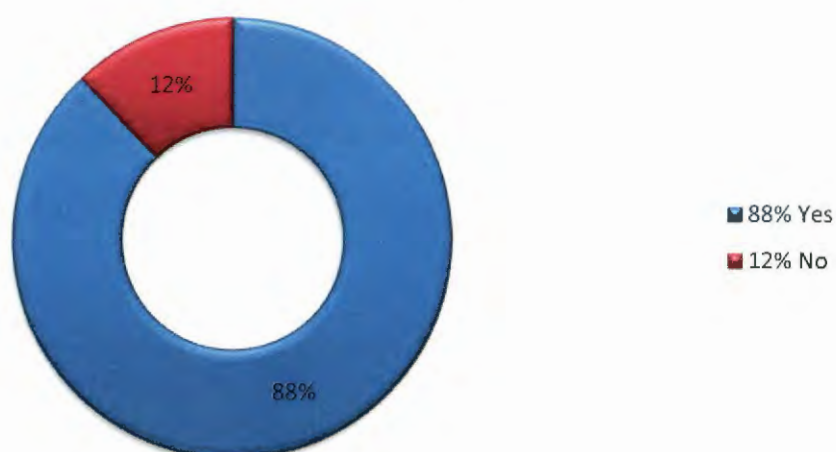


## Section 1: Neighbours & Neighbourhood

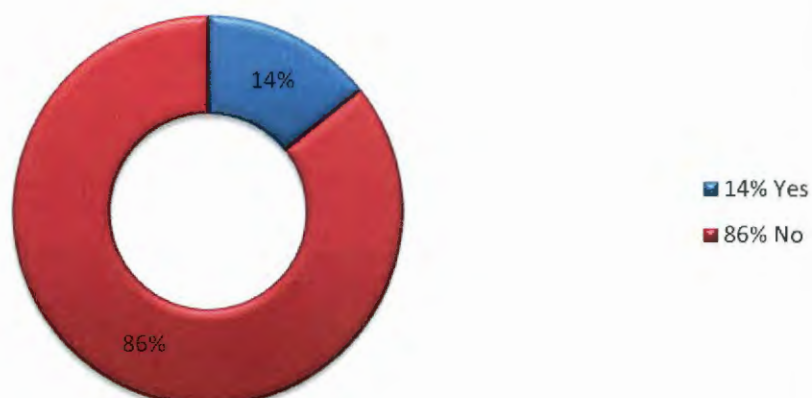
Survey results indicate most survey respondents know their neighbours, steady numbers report belonging to a Neighbourhood Support Group and many remain interested in forming a Neighbourhood Support Group.

The majority of survey respondents had positive or neutral thoughts about the street and neighbourhood which they call home. Feelings of connectedness prevail in Timberlea, with 55% of respondents feeling connected to their street, 35% to their neighbourhood and 39% to Timberlea.

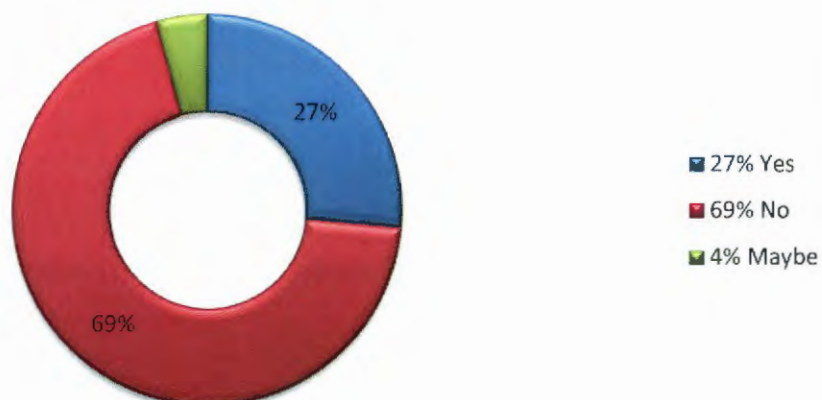
### Do You Know Your Neighbours?



### Are You Part Of The Neighbourhood Support Group?

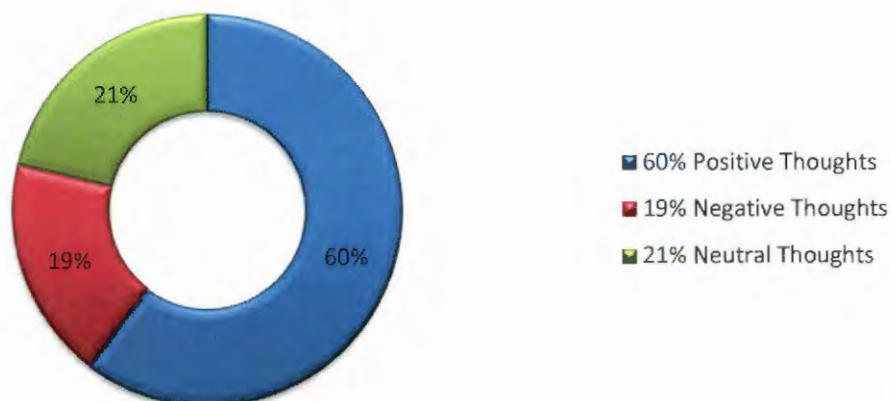


### Are You Interested In Forming A Neighbourhood Support Group?



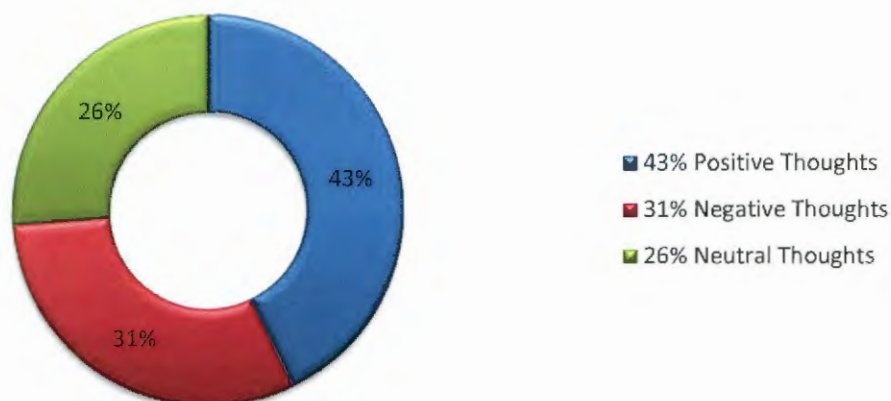
*"Like it because neighbours look after each other." (Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*

### How Do You Feel About The Street You Live In?



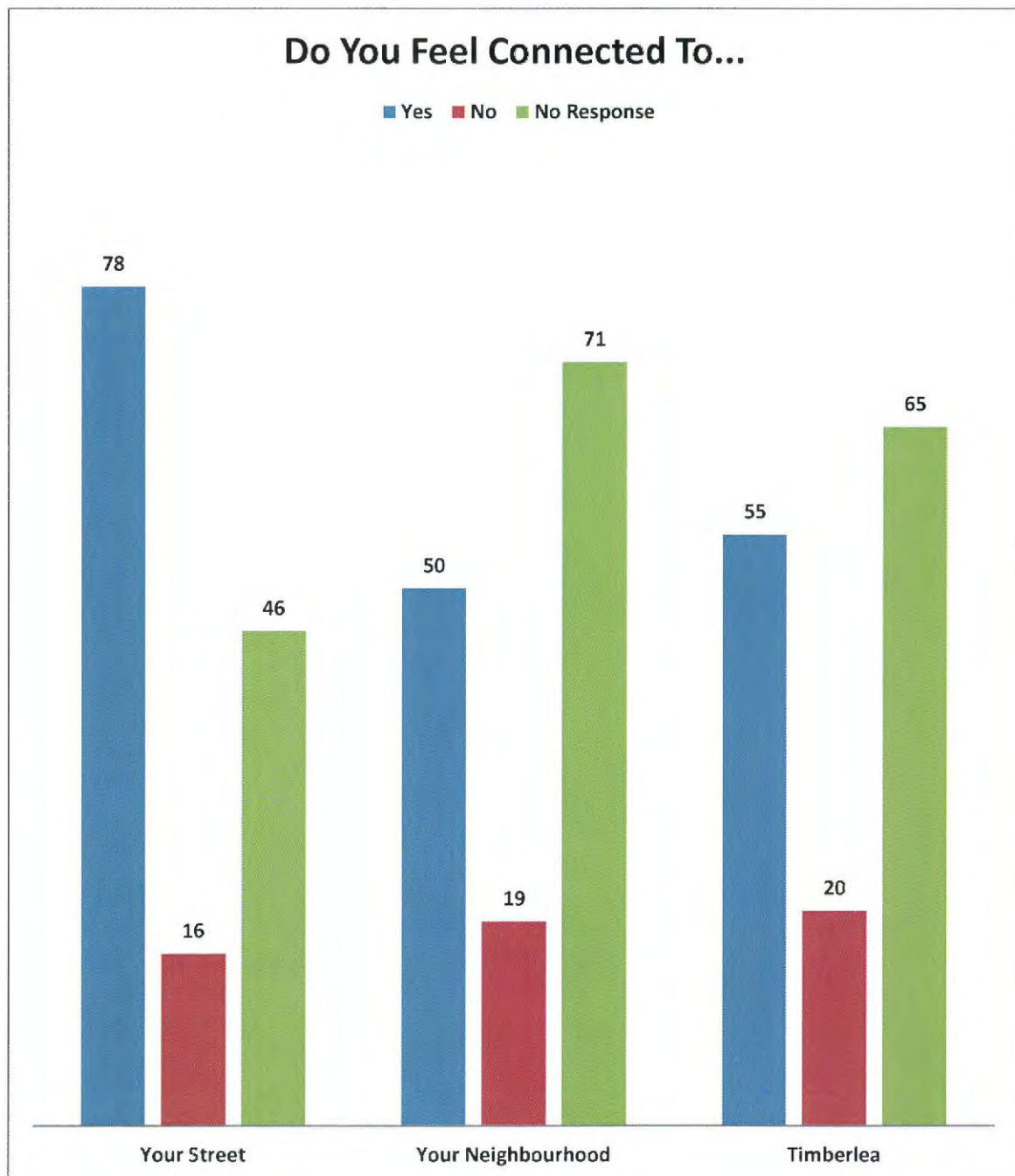
NOTE: For comments relating to the above, refer to Appendix 1, Page 31

### How Do You Feel About The Neighbourhood You Live In?



NOTE: For comments relating to the above, refer to Appendix 2, Page 36

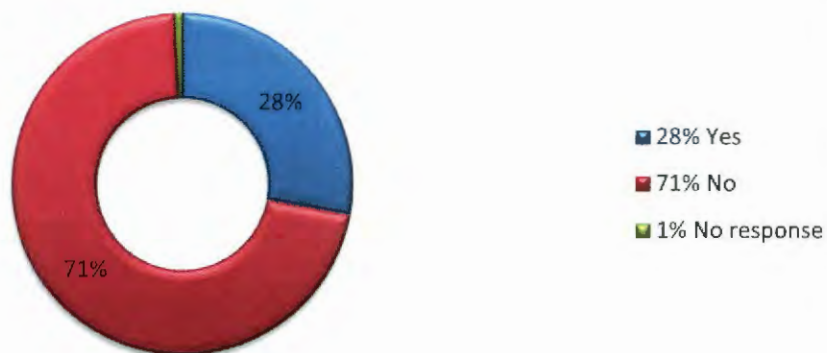




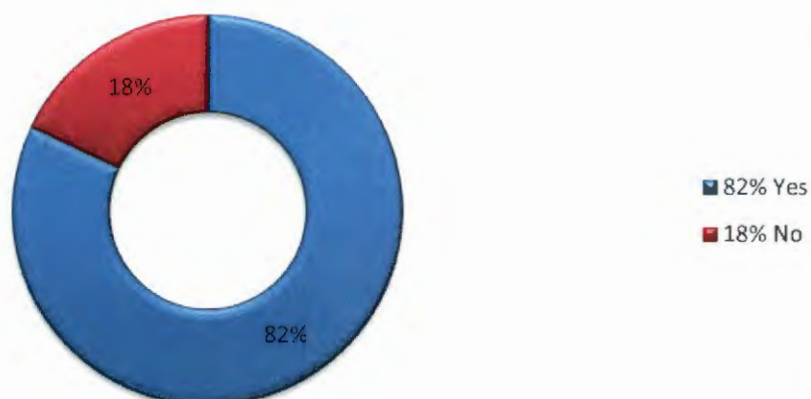
## Section 2: Home Safety

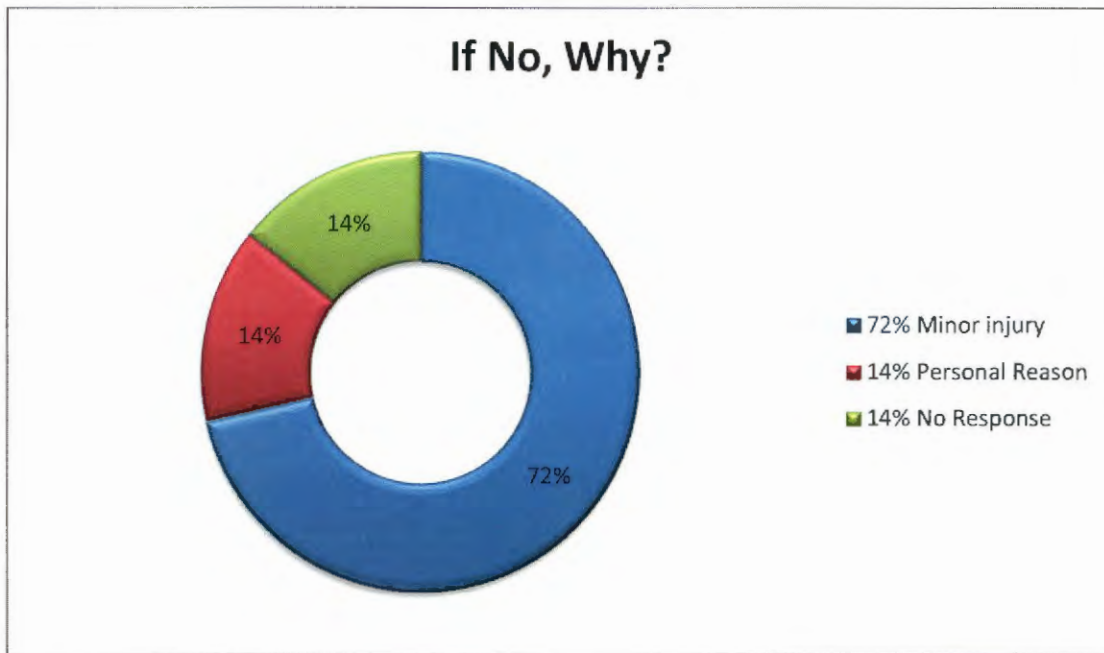
Just over a quarter of respondents reported injuries related to accidents occurring in the home, this is up 3% compared to 2013 survey results. Of those injured, feedback stated that 82% sought medical treatment for their injury while others reported they did not seek treatment due to the minor nature of the injury.

### Have You Or A Family Member Or Other Person In Your Household Had An Accident That Resulted In An Injury In Your Home?



### Have You Sought Medical Treatment For Your Injury?





NOTE: For raw data refer to Appendix 3, Page 37



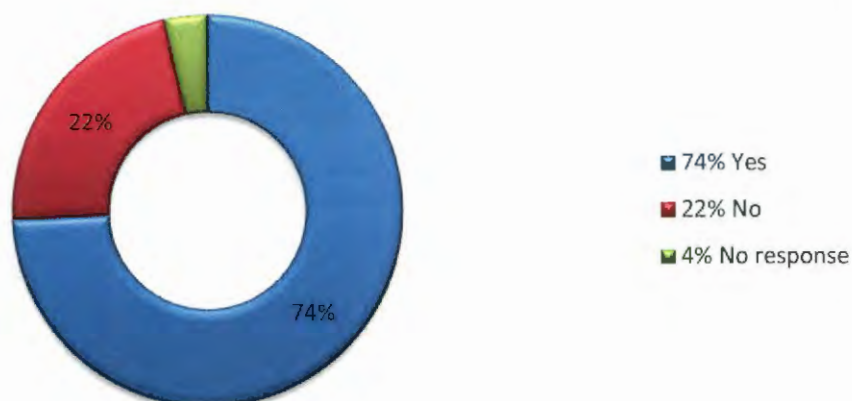
*"Tumeke" (Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*



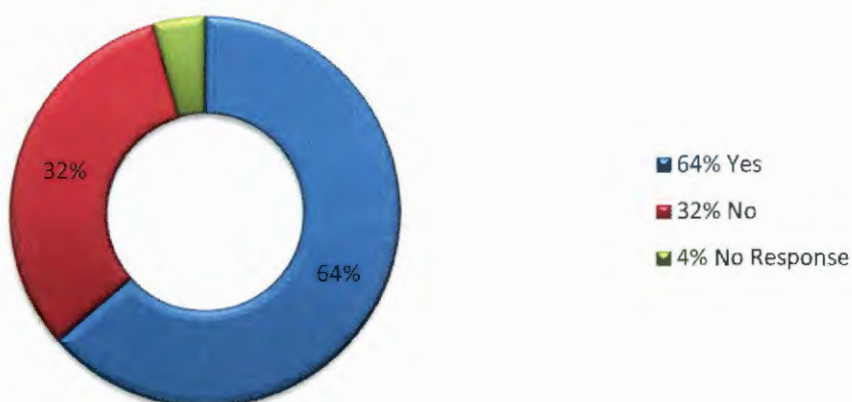
### Section 3: Being Prepared

The majority of respondents feel well equipped and have discussed with whānau what they would do in a large emergency. 64% have emergency water rations for the recommended 3 days which is an increase of 6% on those surveyed in 2013.

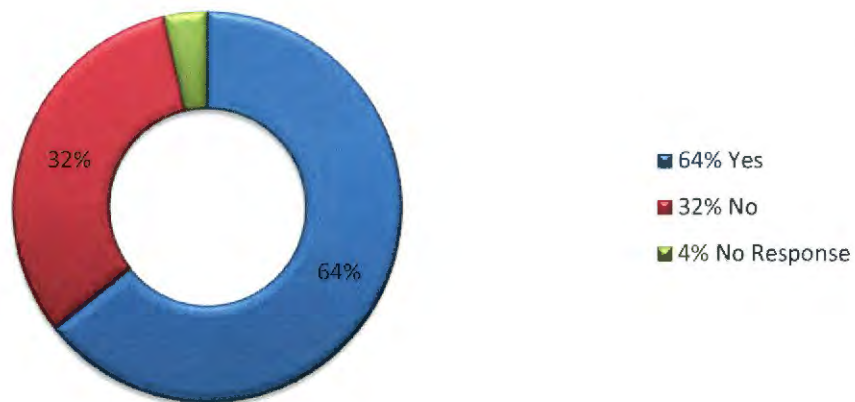
#### Have You And Your Family Talked About What You Would Do In A Large Emergency?



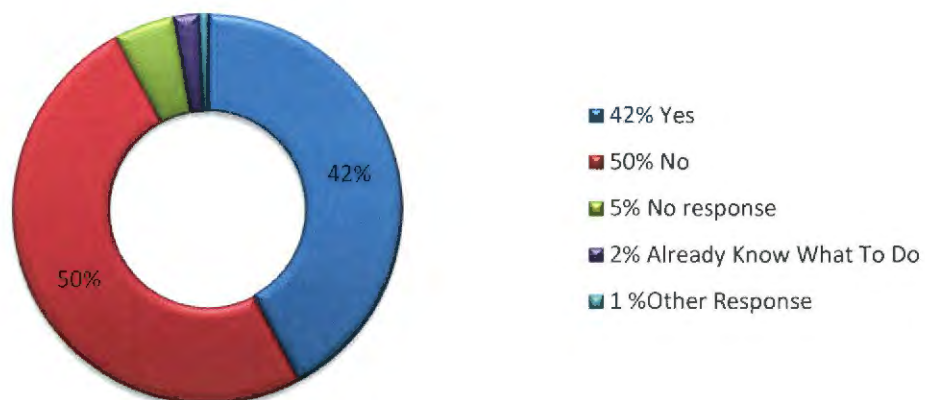
#### Do You Think You Are Prepared To Deal With A Large Emergency?



**Do You Have Emergency Water Stored At Home - 3 Litres For Each Person For 3 Days?**



**Are You Interested In Finding Out Ways To Get Prepared For A Large Emergency?**



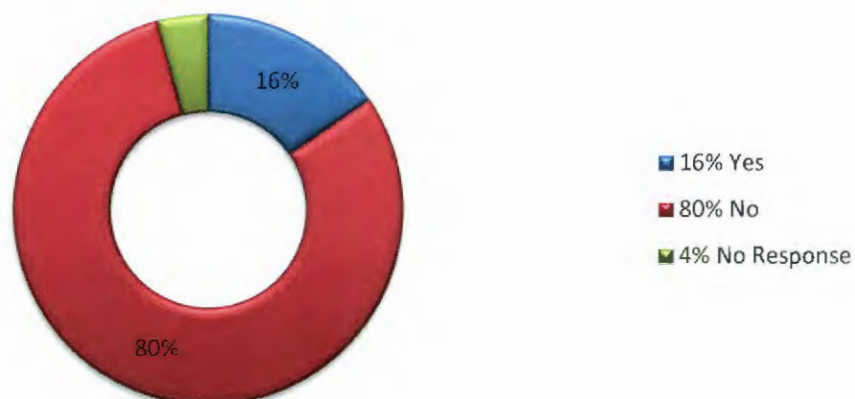
## Section 4: Fire Safety

Most respondents report that their homes are well equipped with working smoke alarms and levels of fire safety awareness appear high, with a 7% increase in numbers of residents with working smoke alarms compared to 2013 survey results.

### Do You Have Working Smoke Alarms In Your House?

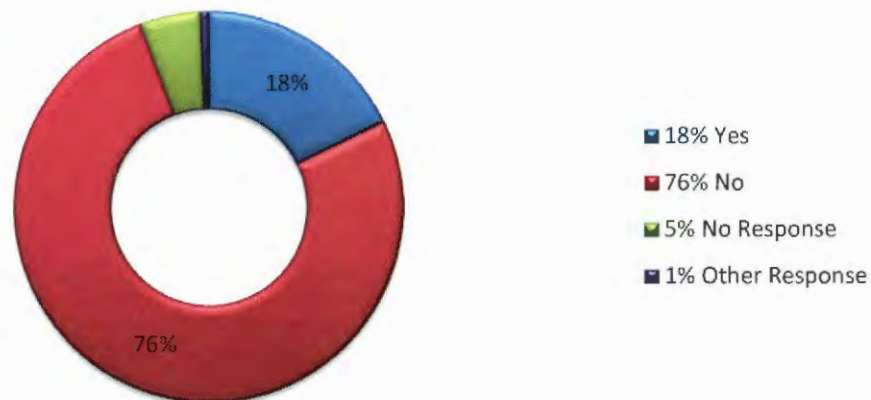


### Have You Ever Needed To Call The NZ Fire Service In The Event Of A Fire?





**Is There Anything In Your Home That You Think Is A Fire Hazard?**



**Would You Like Someone From NZ Fire Service To Visit Your Property To Check Your Alarms, Potential Hazards Or Install New Smoke alarms?**

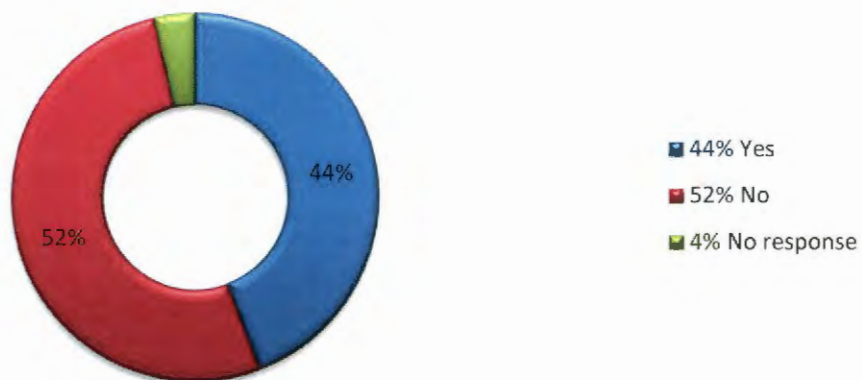


## Section 5: Crime Prevention

52% of respondents reported that they had been a victim of crime at their current address reflecting a 16% increase compared to the 2013 survey. High levels of concern exist amongst respondents in relation to graffiti vandalism, children and youth and speeding drivers.

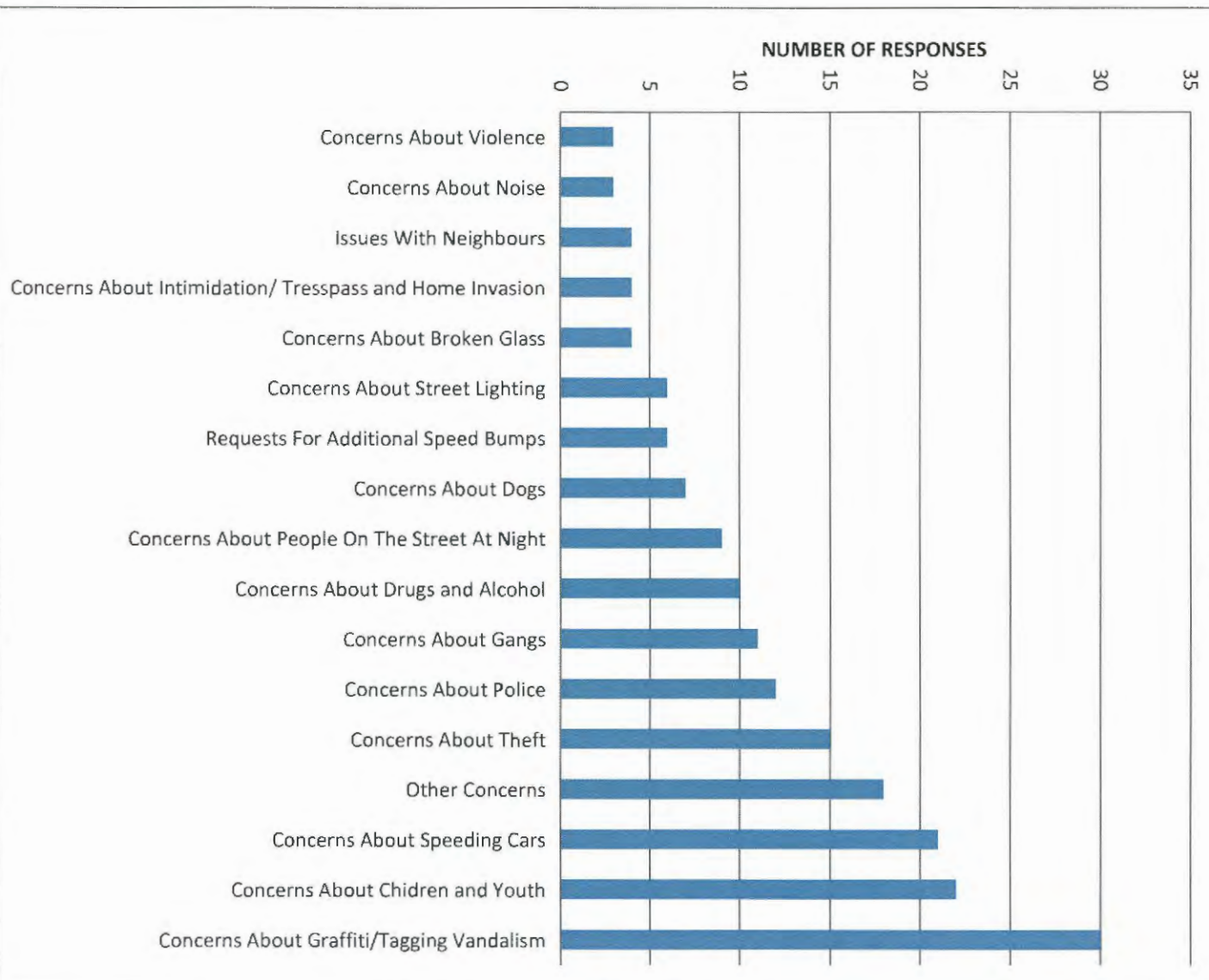
Most respondents feel comfortable calling the police in an emergency and high numbers reported having adequate home security and knowing what to do in an unsafe situation.

### Have You Ever Been A Victim Of Crime While Living At This Address?



*"Drunk youths roaming streets at night. Vandalism. Car theft." (Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*

# What Are The Specific Issues About Safety In Your Local Area That You Think We Should Know About?



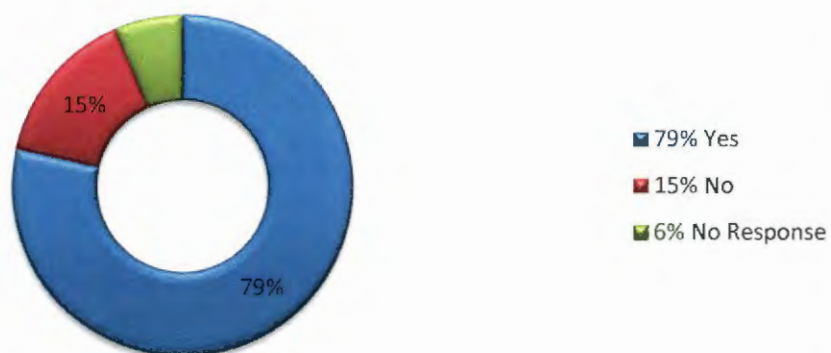
NOTE: For comments relating to the above, refer to Appendix 4, Page 41



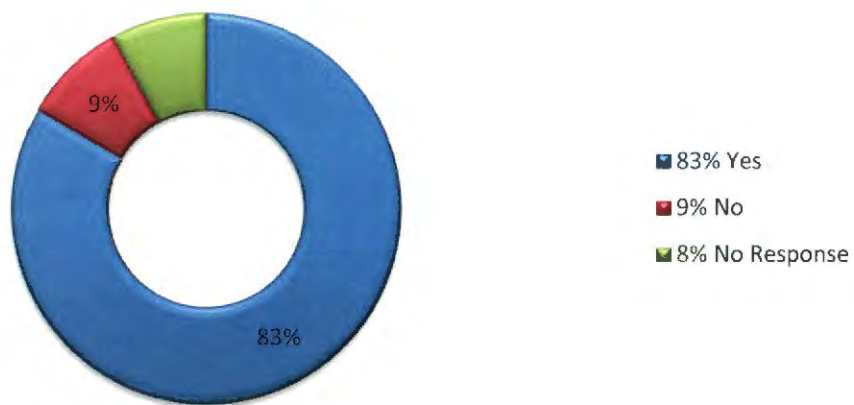
**Do You Feel Comfortable Calling The Police In  
An Emergency Of Your Own Or Others?**



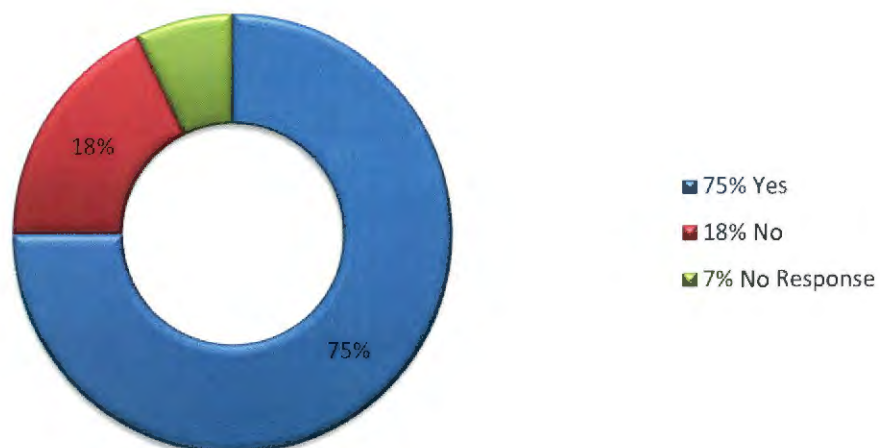
**Do You Have Adequate Security In Your  
Home - Locks On Doors, Secure Windows,  
Alarm?**



## Do You Know What To Do In An Unsafe Situation?



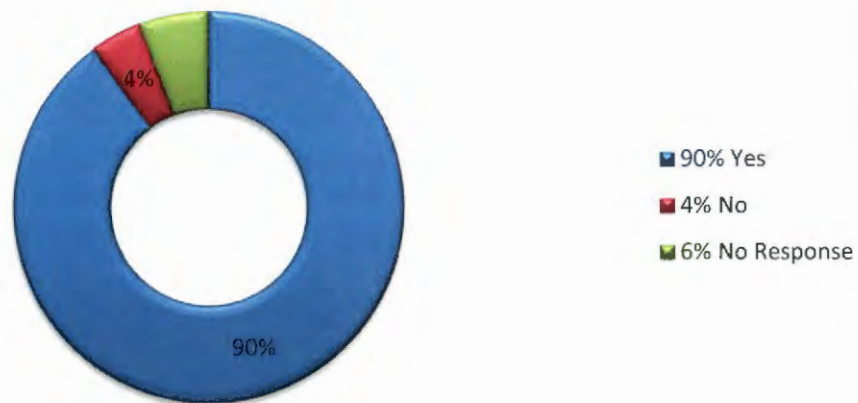
## Is There Adequate Lighting On Your Street?



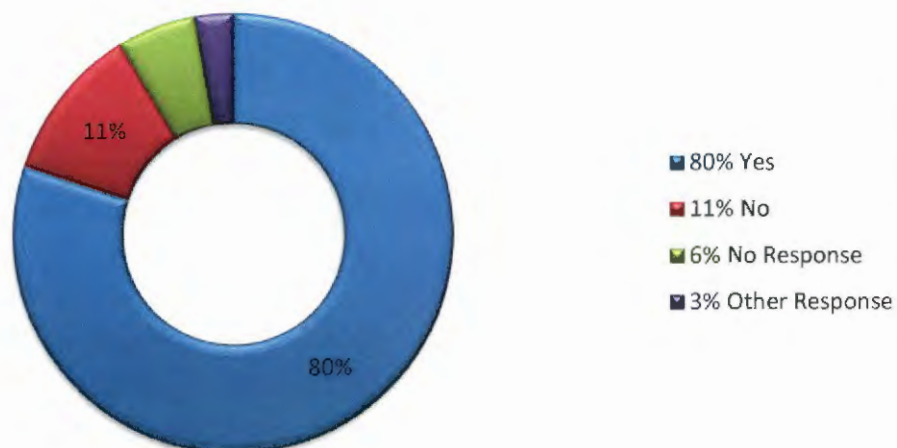
## Section 6: Perceptions Of Safety

High numbers of respondents feel safe in their home and street during the day; lower numbers feel safe at night. Residents' perceptions of safety have decreased since the 2013 survey. People who did not feel safe in their homes or street, reported high levels of concern about gangs, violence and people on the street at night.

### Do You Feel Safe In Your Home During The Day?

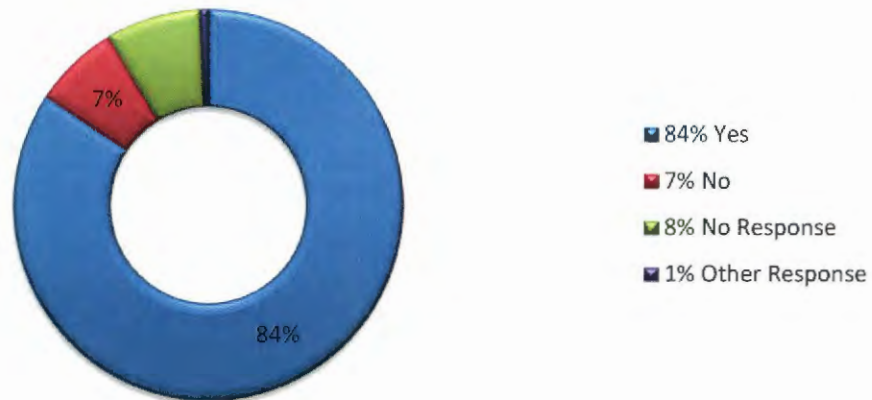


### Do You Feel Safe In Your Home At Night

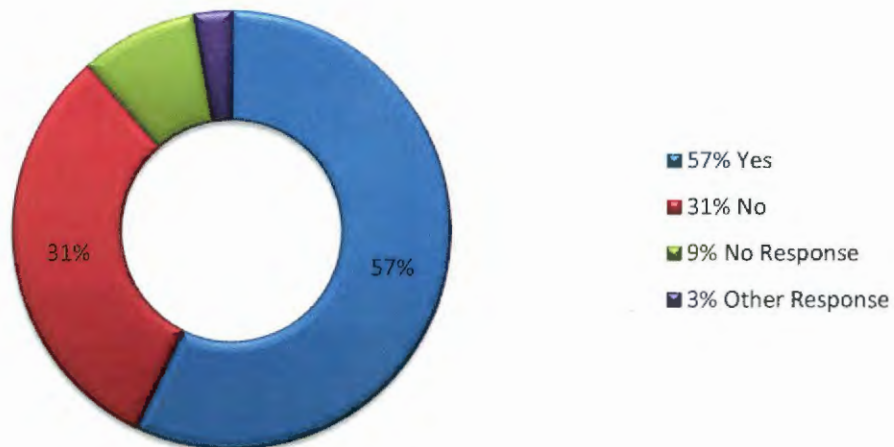


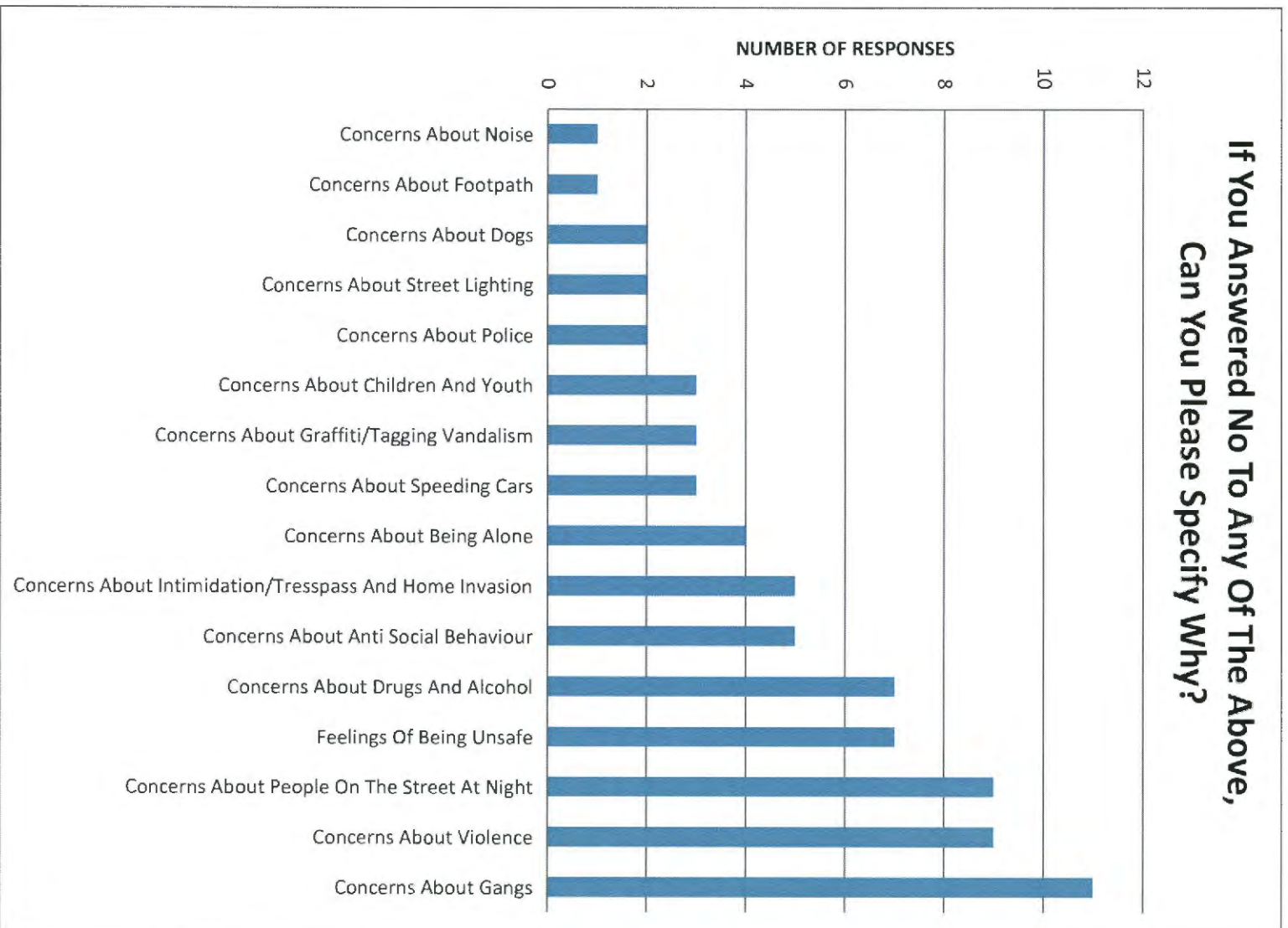


### Do You Feel Safe In Your Street During The Day?



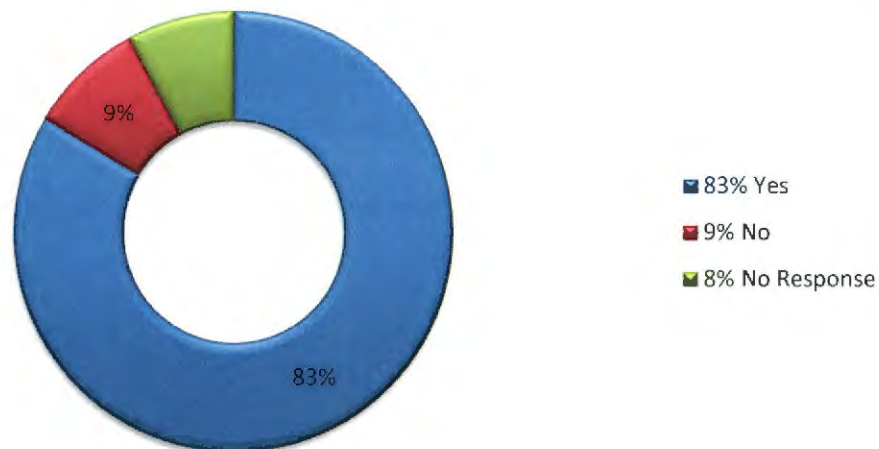
### Do You Feel Safe In Your Street At Night?





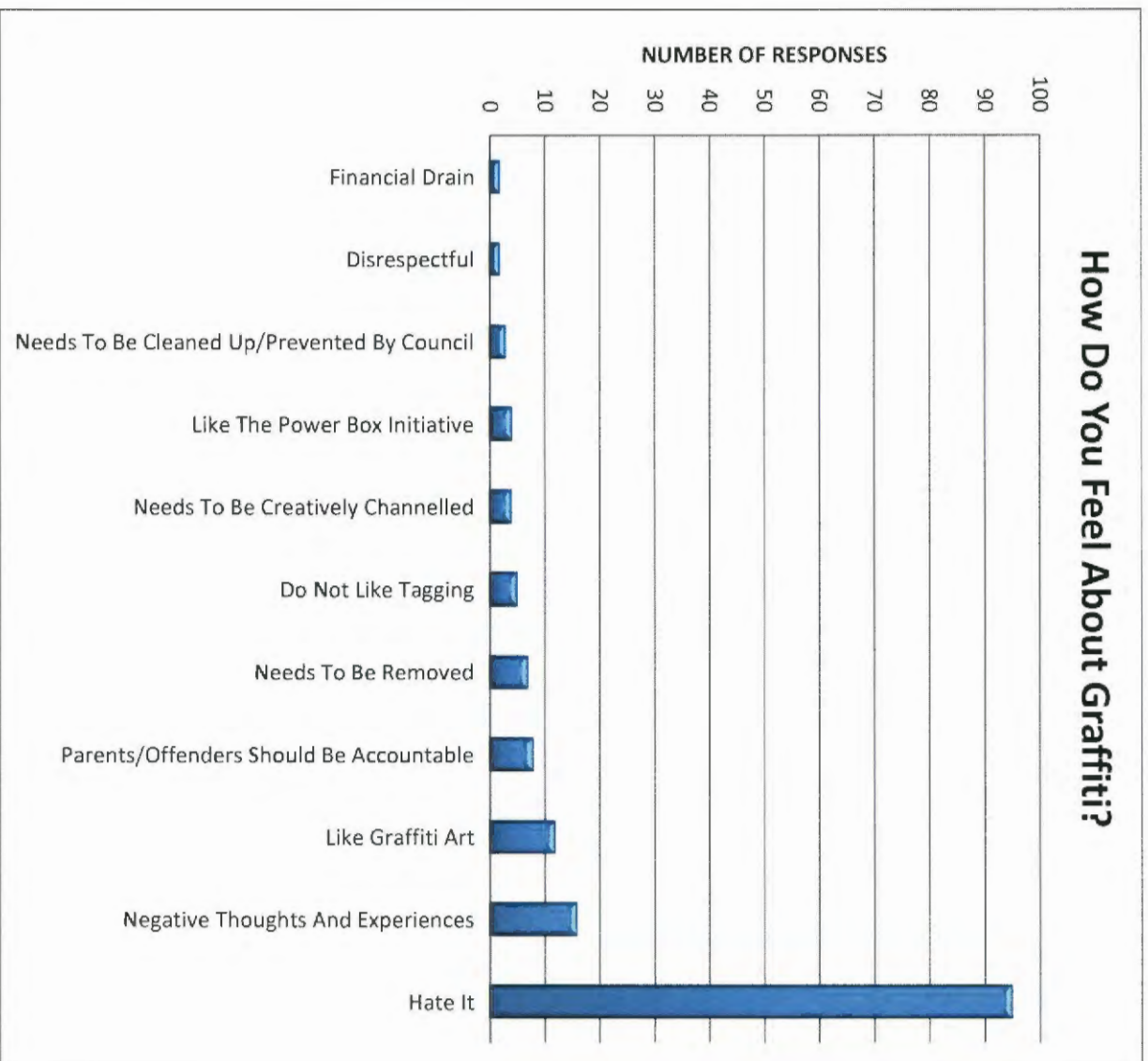
NOTE: For comments relating to the above, refer to Appendix 5, Page 45

### Do You Have A GP?



*"I love that there's a community centre & help available for those in need, I love that there's a park. I wish there was a train station at the back of the park - it makes sense." (Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*





NOTE: For comments relating to the above, refer to Appendix 6, Page 47

## Section 7: Additional Feedback

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- PS: I painted Bob Marley, Jim Morrison & Jimmy Hendrix (still to be finished) and plan to finish mural – that's only been tagged on once in two years. It's about communicating with these kids. I think I know some of them and try to talk art with them.
- Street gutters need a clean. Leaves constantly block them up in our street.
- Council rates are too high. People don't have endless amounts of money to keep giving Councils for overpaid salaries.
- Also neighbours playing loud music at all times day and night just very annoying. We need to have better control on this. P.S. I have already completed this survey before with the same questions, possibly the same comments.
- Get rid of the gang members in Timberlea. We don't need them selling drugs in our area. The police know that they are selling drugs and choose to do nothing about it.
- The Government needs to realise the importance of having task forces involving more than 1 team member to address youth problems, ages 10- upwards. If a Police Community Station (house) was set up in lower economic communities – would this help to lower crimes and antisocial behaviours in the area. Levin for example did so in an area where crime was high and now there is a continuous police presence, it has dropped dramatically.
- Our community needs something for our kids to do every day because it's the kids I see every day playing with the others on the streets trying to find something to do. Me myself would have more than two neighbours' kids at my house playing at mine on the PlayStation since school holidays started. There are parks they can go play at but only when the weather is fine.
- I think we need to do a neighbourhood clean up and the skating bowl on Blueberry Park is full of glass, cracked concrete and broken metal. The graffiti need to be embraced instead of pushed out.
- Also the bus at night need to be changed. I have a son who goes to Rugby League practise and Uni and gets the bus or train. And if he's past 7 he can't get into Timberlea. Oh he can walk the big hill, but he's a big boy and coming home that late, he's knackered. It's very inconvenient, so if something could be done about that, it would be very much welcomed.
- Speed bumps.
- Better police response to call outs is required.
- Police take ages to respond. Council needs to be on top of graffiti issue. Housing Corp to monitor houses better.

- Community surveys at Neighbours Night.
- Housing NZ. Hazardous fence, Speargrass Grove. Blocked drain outside.
- Need to see Council workers more frequently. Pothole on Aniseed.
- Not enough for our tamariki to do – holidays / after school.
- We have had meetings about this violence and nothing has been done about it. Timberlea is a good place, but needs something done about the violence that surrounds it and us.
- The current noise control system of 30 min wait is frustrating, when you call noise control it can take hours to finally get music / noise shut down. My experience is it's not worth bothering as you become more upset by the lack of response / action than the original complaint.
- Our immediate location: thank UHCC for listening to our concerns resulting in the closure of Aniseed – Aniseed access way. Generally things have improved. Although a small group of offenders continue to push our buttons. The Aniseed – Speargrass access way continues to be a problem. Oh! One last point: Following the last survey, I attempted to get some statistical data from the analysis. I only wanted facts, e.g.. How many delivered, how many responses. Common thread – concerns, positives, suggestions. No Joy! It would be really great if there could now be some comparative data to see what is working, and future direction.
- Close off the walkways between the streets. This just adds to the problems in this area, providing a fast getaway from crime. Get rid of all State housing and the low-lives that live in them.
- Re: Blueberry Grove. There needs to be a Give Way sign where you reach the part of the Grove where you can turn left or right. This is dangerous uncontrolled intersection. One day there could be a collision at this intersection.
- I don't believe anything will change here. I will build a better fence and put in a gate when I can afford to, and keep my head down and nose clean to not to draw attention to me or my child.
- I am waiting for the transfer of inmates to the private prison in Auckland. Hopefully their families follow them.
- Did think the bin hire in street was an awesome idea. Many neighbours used it well.
- The graffiti and burn out boys are devaluing the area. That and unkempt grounds pull down the value of homes. Most of them involved come from rented properties, so they don't care. I have lived here for 30 years and there is no reason why the values should be below Totara Park and Birchville.
- Teenagers roaming at 10-11pm at night. It's not right.
- Thanks for this.





*"Timberlea is a good neighbourhood. I like living here, been here for 1 and a half years now. It's good to see my kids do the same as what I used to do when I was a kid, which is chilling with their mates, playing outside and having fun." (Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*

## Appendix 1

### Thinking about good and bad things about your community, how do you feel about the street you live in?

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- I feel we have a good street and group of people – although a couple of peeps could step up on the graffiti culture, as it's a set group 'age wise' that are tagging.
- It's very nice
- OK
- Good, we have good neighbours around us
- Very safe
- It's ok. Like our immediate neighbours, but have had a few incidents / issues with some tenants of a rental that weren't positive
- We love our Grove. It's small and full of children
- Me and my children feel good and safe in our street
- Safe
- Bearable. But needs speed restriction bumpers I feel
- It's pretty ok. Some bad elements, e.g. Noisy cars, stereos etc. But nothing out of the ordinary in suburban area.
- It's alright. I just keep to myself. Don't really socialise with people much.
- The street is all good to live in. we have awesome neighbours. But are unhappy with riffraff that use our street as a shortcut to Speargrass through walkway (graffiti)
- It's a good quiet street
- I think it is a great street. Has it's ups and downs just like most streets
- Nice and quiet
- I hate it because of the noisy cars and they speed
- Alright
- Nice and quiet
- I like my street
- No problems. Good to live in
- These neighbours that own their own homes are good. The occupants of the state house units create a ghetto feeling, and make us feel a bit like we're under siege.
- I am happy to live in Speargrass Grove. My neighbours are good
- Not the best street in Timberlea to live in, but affordable
- I feel fine living in my little off street
- It is fine during the daytime. But at night time we hear a lot of fighting. Yelling and arguing which makes it hard for us to go to sleep at night time. Some of the fights sound more violent than others. Which makes us feel unsafe.
- It's alright

- I like that the kids are easy to keep an eye on, due to them playing just outside my house with other close neighbour kids.
- I'm quite satisfied with our end of the street. It has a real family vibe about it which makes it feel safe and easy to communicate with neighbouring families
- That it's safe since I know my neighbours
- It's ok – mostly good – odd incidents of antisocial behaviours
- Very good
- The street I live in is safe but we do need to come together to make it safer for our kids
- The part of Aniseed Grove I live in is OK, but the scumbags that live further down the street are ruining it for everyone
- It's okay
- OK. Sometimes there are concerns with 'boy racers'. It's scary because I see a lot of kids playing and fear they might get hurt someday
- Generally a nice place to live
- I feel fine. My street is quite quiet, there's never been any trouble on my street at all
- Relatively quiet street, but don't really feel safe
- Sorta safe after. Just want to keep to ourselves
- Some lovely families. Kids play together sometimes. But several disrespectful houses (mainly mob) with horrible noise and parties until 3/4 am. Fights and loud swearing.
- I like this street
- No problem
- Nice quiet street
- Good
- Not too bad as I know the neighbours both sides of me and across the road
- Street is good
- It's cool. It's awesome
- It's good
- Very quiet. Lovely
- All good
- Not how it used to be. A lot of swearing by young ones and vandalism.
- Mixed. Most families are great. There is one or two who spoil it for the rest – loud swearing, aggressive dogs, general anti-social behaviours in Gentian St
- Generally a quiet street, some problems with boy racers
- The street where I live on is very safe for me and my Whanau
- Happy
- Gentian is a Great Street, the only thing that puts it down are the Red Coats
- Love the street
- Very good / safe



- We love our street – most of the time. We care about each other, notice change and look out for each other. We do have problems with unsavoury types disturbing our peace, graffiti buffs and disrespecting of residents
- Most of the neighbours look after each other in our area. Some people are inconsiderate of their neighbours (loud stereo late at night, early in the morning)
- Too many Mob Members
- Pretty good. It's relatively quiet
- Great neighbours, safe for kids to ride bikes and play
- I hate it. Gang kids, noise
- A fine street to live in, a few undesirables come and go leaving damage and graffiti
- Blueberry Grove had been tarnished forever by the axe murder in December 2014. I would like to leave the street and Timberlea.
- It is OK. I would like to get to know others that live in my street. Very upset about the murder that happened a while ago.
- I love it
- Safe and secure, quiet street. Considerate neighbours
- It's not a nice place to live. Nobody is friendly, nobody has any respect for their neighbours or property. The gang presence is getting worse and the violence is getting worse. All the hard working home owners from my street have sold at a loss and moved away and don't wish to return ever.
- Not very safe
- Good street
- Overall it's not a bad street to live in, the only things that let it down is the graffiti and vandalism. And the odd rowdy pedestrians that walk down the street in the early hours of the morning. Some cars speed as well, which concerns me, especially with having young children.
- The street is okay, could do with less graffiti
- Like it because neighbours look after each other.
- Feel it's okay, although a lot of people speed down the hill too often.
- Neighbour racing up and down street leaving tyre marks in the street. We do have humps in street to stop this.
- It's okay, besides some certain residents in our street always do skids & wheelies at the end of the cul-de-sac. I have a 5 year old and it is not safe for her to be outside our gate.
- Yes
- Happy to live here, disappointed to have to put up with vandalism and graffiti. Can't believe the lack of respect shown by juveniles and their parents. Alleyways are just a conduit for unsociable behaviours and should be closed down. Tired of police inaction and give a damn attitude.
- The street is fine, there are some dodgy streets off this street though
- It's pretty good, most neighbours seem to stick to themselves

- It's great
- Overall it's pretty good.
- We keep to ourselves. Immediate neighbours are good, others when issues are raised tell us "It is Timberlea"
- Good street. Reasonably quiet. Neighbours good. Great that the bus stop at end of Gentian.
- Medium ok. Some graffiti on the street
- I feel good at the moment
- Fairly quiet except for the boy racers who race up the hill
- It is OK
- Very comfortable
- I appears a little untidy
- Was best street in Timberlea
- OK. We have neighbours that go too fast sometimes, but we deal with it.
- Indifferent
- I like the top of Timberlea, but I do get worried when I hear the drunks heading up this way at night. There are often conflicts outside our house. I'm glad we have a tall gate and good neighbours, but I do get worried often – I will not let my son play at the park
- So far, very good. Neighbours very friendly, helpful compared to last street. Only lived here since March.
- No problem
- Ok
- Quiet, relaxing. Not too bad. Just get 'Rid of the Taggers' & graffiti.
- Pretty good. A lot of houses have gone on the market lately.
- A lot of home owners with rentals and Housing Corp houses is not a good mix because there have been issues with the police being called on a regular basis to one house constantly.
- I love the street that I live on
- It's okay – sometimes
- Good except for the graffiti
- Not too bad. Can get a bit noisy some weekends at 2am when youngsters walk up the road drunk.
- Too much crime going on late at night.
- Street is OK, mostly young families and trades people. People tend to keep an eye out.
- Like our street, especially the openness for the park
- I feel it's one of the safer streets in Timberlea
- My street is the bomb. Safe as.
- OK
- Gangsta. Mean

- It's pretty good.
- Aniseed Grove is quiet. Neighbours are very friendly.
- It's nice, safe and quiet.
- Tumeke
- Great Community
- Bit loud with the boy racers, but other than that – it's good
- Nothing
- Gangsta, Awesome
- Quiet
- Very nice and quiet family street
- Fine. Needs a gate. Kids unaware of cars on the road.
- Good
- Safe normally
- Pretty good mostly, aside from the murder
- Quiet Grove. No animosity whatsoever





## Appendix 2

### Following on from that question, how do you feel about the neighbourhood you live in?

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- Good neighbourhood – good people. 99% anyway
- It could be better
- Still wouldn't go out at night
- We keep an eye on each other
- Good
- Average
- Love it
- It's ok
- Depends on where in Timberlea you live. In general OK
- Been here 38 years, no drama, no hassle
- It's all good as long as you keep to yourself you are alright
- Don't feel like it is safe in the evenings for my family & daughters to walk from bus
- It's OK
- I have lived here for over 30 years and love my neighbourhood. I do sometimes have my moments
- No different from other areas I've lived in
- Angry because they always have fights in the street
- Ok
- Been really friendly so far
- I feel safe
- Good
- Would be ok without the Mongrel Mob and their associates
- I am not happy seeing gang members wearing patches in our street.
- Timberlea has always been my stomping ground
- I feel we could have a much bigger and better park for all ages to play in and on, as the park caters for over 8 years olds.
- We never go around the neighbourhood – we don't know anyone else living around here and don't particularly feel safe sometimes (mostly at night)
- Alright
- I wish the community centre was open more
- Hmmm ... I guess every neighbourhood has it's good and bad moments. So overall I think we have a Good one.
- Okay

- It suits a purpose for most, and it is usually only a few families who ruin it for everyone
- Good they watch each others houses
- The alleyways at the end of Aniseed and halfway down need to be closed permanently
- Good
- I like the neighbourhood. It feels homely and the people are nice
- Could do with more police presence at times
- I feel fine towards my neighbourhood. I've never had any trouble and I can live with my door unlocked and be fine with the amount of foot traffic that goes past. I even allow the neighbours to walk through my yard if need be, as long as they respect it.
- I see they care for one another when necessary
- Could be safer, hate walking around as a few roaming dogs have nearly attacked me and some gang members are intimidating.
- Parts of Timberlea are, to us, no go
- Have to watch what happens
- Has been a bit of trouble last year
- Not that good
- Wouldn't walk outside at night
- Haven't met, so don't know
- Not too bad
- It's pretty good
- Like it. Has had it's silly moments. Top Timberlea has been awesome
- It's alright
- Very good
- All good – but nothing for kids to do in the holidays
- Been here since 1979, seen a lot of changes within the past 4 years
- Fine. Perfectly safe. Timberlea has it's issues, but most people are nice to one another.
- Not a neighbourhood I would walk at night.
- The neighbourhood is very safe, quiet and friendly
- Good as
- A part from the Axe Man making the news, ok
- Unhappy, wish it would improve. It could be fantastic. Think a small minority are spoiling it.
- In other streets I'm not sure but my street I feel really safe and comfortable with everyone
- Timberlea itself? There have been ups and downs over the years. There has been great community spirit. The Community House offers a lot. Sadly, there is also a high level of disrespect and lack of self pride

- Good. Has it's issues, but all neighbourhoods do
- It's ok
- I hate it
- Fine
- There is still too much graffiti in Timberlea. The bus shelter by the Community House is regularly attacked by graffiti vandals.
- It's OK. The children next door are our only real concern, and what is happening on the hillside behind us is very noisy and if its going to be housing ... very upset.
- Reminds me of where I grew up (paekakariki)
- Satisfactory, tagging often a cause of concern
- The graffiti is at an all time high, my property had been tagged recently and the council told me I had to paint over it myself. As a first time home owner I have invested everything into my house and don't feel safe in it and unable to sell due to the area.
- Going backwards comparing with 5 years ago
- All good
- It's not the best neighbourhood, but it's also not a bad neighbourhood to live in
- It's okay, the immediate neighbours near us are nice
- Good, same as above. We don't have any bad things.
- Not too keen on some of the streets around here
- Have suggested it in the past, nothing has been done?
- I stick to myself basically, so don't really know anyone.
- Interesting!!??
- Some of the neighbouring street, I would prefer my partner not go down
- A bit rough, nothing really here for the younger kids to do (5-10 year olds)
- We don't have arguments and if anything goes wrong, we talk about it and try to rectify it.
- No problems – quiet
- It's a close knit community
- As above. Keep to ourselves. I have lived here for 35 years and am still embarrassed by it's bad name. I wish people were more house proud. Mowed lawns, weeds kept down.
- We only been here for 4 weeks but it seems pretty good to me. Got friends just up the road.
- Medium safe
- They are good people
- We like it, have good neighbours
- It is ok
- Very good – great neighbours –like family



- Ok
- Fine! Been here 7 months
- Ok. Not!
- There are some good neighbours.
- I like the neighbourhood I live, yes it has had it's ups and downs, but what place hasn't
- Good
- I quite like it
- Main streets are OK. Side streets & groves to be avoided.
- Except for recent event, fairly safe – okay to go for walks alone.
- I do feel it is a rough area to live in.
- Ok
- OK
- It's Gangsta, I feel like I'm at home
- Great
- There are people in the neighbourhood that misbehave
- Friendly
- People know about the illegal electricity coming from the police station.
- Tumeke
- Lovely
- Awesome
- Safe
- I feel like I'm at home
- Isolated
- There are always a few bad eggs eh!
- Cars hooning around and doing burnouts. Too much graffiti. Kids without helmets
- Good
- Friendly, helpful people
- Not good – unsafe. Not somewhere for my mokopuna to grow up
- Yeha
- Indifferent
- I love that there's a community centre & help available for those in need, I love that there's a park. I wish there was a train station at the back of the park – it makes sense.
- Still getting used to it, seems good
- Some annoying neighbours, some really nice ones. Not as safe as I thought it once was.
- Timberlea does have a stigma. But I feel OK about living here. But it would be nice to see the neighbourhood tidied up
- There are some ok places / streets and some pretty dodgy areas / streets
- Good, lived here 30+ year

## Appendix 3

### Have you sought medical treatment for your injury?

#### If no, why?

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- Personal reason
- Fell down stairs - was not that serious
- They have been told to turn it off
- Minor
- Because it was a paper cut filling out this form
- When my eldest son was little he jumped off a retaining wall at the back of our property and broke his leg
- Wasn't bad enough to seek treatment for medical departments
- Minor bruising from a fall. With 40 years experience in first aid, most minor stuff is dealt with in house)



## Appendix 4

### What are the specific issues about safety in your local area that you think we should know about?

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- Tagging is the only visible issue, not a safety issue I suppose - glue sniffing popped its ugly head last summer (large group of young kids sharing glue at the park). I think their parents should be aware - or their heads are in the sand
- Tagging
- Would love to see all the crap moved from back of me, not their land. Have constant problem in getting railways to clear & maintain their land on regular basis - it is their (Railways) land not councils and their responsibility. Even got Paul Swain to call them to sort matter out - worked but reverted back now. Needs REGULAR ATTENTION
- Just keeping more in touch with what's happening around us and be more aware
- Lots of broken glass. Dogs off leashes roaming the street
- None
- More street lighting
- My street - speeding cars
- Just people should keep their dogs tied up. And not let them run around on people's properties. And kids shouldn't play on the road and kids need to stay off people's properties
- 1. Loitering after hours. 2. Theft & graffiti. 3. Broken into
- Some of the 60 foot plus Pine trees should be cut down. But I don't think that's going to happen anytime soon.
- While I have no trouble ringing police, we need to have follow through for even minor incidents. More action on noise control for what others may think is loud, needs more attention cause I often hear music which is not too loud for others.
- I had trouble with my neighbours, they were living at this house but they moved out and hopefully next time I get good neighbours now the house is up for sale and I hope I will get good civilised neighbours and get along with them.
- 1. Mongrel Mob & Associates. 2. Local gangs. 3. Graffiti morons (they are NOT artists). 4. General bullying of young (white) kids by older (not white) kids. We have personal experience of this, and no longer allow our child to leave our street unaccompanied
- Property taken while we were on holiday, things taken from yard. Pet taken?
- Tagging, speeding, dogs
- But just tagging, this is why I have CCTV around my place
- Young people graffiti our vehicles. Unaware of who it was and police are still yet to contact us about the Dec 2014 incident.
- Speeding cars, gang presence (young ones)
- An ex issue where they broke in, but it wasn't a neighbourhood thing.



- Cars doing burnouts / boy racers
- A lot of people walking around late
- People going up and down the street on motor bikes. Family violence. Tagging.
- Need speed bump on this street. Better alleyway lighting please
- People stealing from outside the house
- The young kids / teenagers walking streets at night
- Police speeding down the street is a problem. Need speed humps. On Speargrass. On Aniseed - by Kindy
- Taken a bottle through the window. Police cars speeding in area. Speed bump
- Poorly lit pathways. Broken glass in play areas
- Young children with violence in their home, this causes violence in our street.
- Lower income areas
- I've had my car broken into, but nothing major
- Had some things stolen from the car by Red Coats (mob kids)
- Loose, stray dogs or dogs in front gardens with gates open. People trespassing on our property to use it as a short cut. Rubbish, broken glass at playgrounds and in walkways. Lack of response from Community Police Constable when we have emailed with specific issues. Not feeling safe to challenge people of tagging / trespass without being abused and threatened
- Drinking / parties. Gang member from outside Timberlea come and start fights with the Timberlea Town. Parents that argue and get into physical fighting while their children are watching. Kids playing on the road after school because they have nowhere to go. Little kids getting involved with older / youth teenagers. Fights, drugs and other stuff.
- My major concern is that many perpetrators of problems around here are young people. Police seem powerless to do anything. Victims are left angry over unresolved issues. What about 'restorative justice'?
- Late night young people wandering in the street, under influence of drugs / alcohol, yelling and screaming. No consideration for shift workers and young sleeping.
- Dec '14. One off incident
- Fireworks
- Gangs, Street kids, Drugs, Tagging, Boy racers
- Children on the street at late night, early morning before 4am. Have had sitting room windows shot at by air-pistol
- Attempted burglary on my property. Eggs thrown at my house. Road cones thrown onto the roof of my house. Two stolen cars abandoned outside my place on the road. Endless attacks of graffiti on my fence, letterbox and above the doors of the garage. Broken window caused by kids throwing stones at my house. Vandalism of my security letterbox. Street lighting is poor in Timberlea. In Blueberry Grove there are speeding cars and people leaving their engines running for several minutes, sometimes late at night. We need speed bumps in this Grove

- Street lights can be intermittent, cause unknown, however needs to be addressed (new subdivision). Tagging. Children often playing on road unsupervised
- Thank goodness
- Intimidation, vandalism, theft, disrespect, loitering, empty state houses. Too many state houses, rubbish left everywhere. I have had to call police many times and on most times they never show up. I live near an alleyway which has been subject to a lot of criminal activity and noise, tagging, gang activity.
- Between 2am and 5am in the morning there is no police control while a lot of people start to use the street as a race track. You can fence your section off, but still people enter it and play with your security lights. Do not like the poker nights from next neighbours. Hate gang members walking this part of the street twice per day. Hate gangs coming against one another at the corner of Gentian Street / Norana Road. Too many rental homes. The houses are often rented out for short periods to groups of young male adults.
- I do see people walking along the tracks every now and then. Quite often they seem to get on/off at the back of Timberlea Park.
- Haven't witnessed any undesirable people since the above, but pretty sure they exist in all neighbourhoods. See a lot of police driving around, which is a catch 22, makes you feel safe with their presence, but you wonder what is going on. But nothing specific.
- Just the tagging really. Around our area. And parties that go on all night and the rubbish residents throw on your lawn. The burnouts up our street are sometimes quite unsafe.
- 3 burglaries, 1 murder, 1 serious assault nearby.
- Home invasion is a big issue. We, however, have it sorted and not by the local police. Police harassment is a big issue which happens to many families in Timberlea. Tagging is also an issue which people blame certain families
- Speedsters in street. Speed bumps required
- Alley ways should be closed off. Just an additional area for graffiti, drug dealings, and quick getaways. Cars losing control as mentioned on back page. This is a real concern of mine and I would really appreciate some action, before an innocent person loses their life. I have contacted the police several times. Unfortunately nothing can be done if not caught in the act.
- Young people writing graffiti. Boy races speeding up the street. Young people littering beer cans, beer bottles
- Kids have nothing to do. Graffiti
- People hooning up and down the street, dangerous for kids to cross safely. Also fights at Mongrel Mob houses sometimes. Roaming dogs that growl and run at people.

- People doing burnouts in cars. Speeding cars. Commercial vehicles parked on streets over night and weekends
- Have been burgled 4 times while living here. All from things outside the main house, but still not nice to know that someone has been there. More surveillance would be good. Also neighbour plays music LOUD at inconsiderate times and has led (and could again) to confrontation. Easier to contact Noise Control would be good. Dogs occasionally roam the street. It would be good if owners were more accountable.
- Drug and gang house at the bottom area. The youth social status in this area is thug and disruptive. They need something to focus on, a youth task or event outside of Timberlea or at the community centre. The youth need some belonging & responsibility other than gangs. Otherwise police help (watch) seems to have stepped up and that's been great. Things like this survey are fantastic. Timberlea is a beautiful neighbourhood with lots of potential, it's unfortunate about the drop kicks at the bottom / gangs, drugs, drinking, car bogans.
- Too new here to comment
- Yes
- Taggers. Burglaries. Boy racers. Litterers.
- Gangs two streets over and graffiti in the streets. Taggers (and the police know who they are as they keep a database on who and their associated tags).
- Intimidation.
- Paedophiles & sex offenders and some drunk gang dicks
- Graffiti, theft of shoes off my door step
- Drunk youths roaming streets at night. Vandalism. Car theft.
- Nothing specific
- A lot of gang members around. People speed along Norana Road.
- Council to fix footpaths and lights in the walkway - Speargrass - State Highway 2.
- Nothing. Everything's good.
- Theft. Graffiti
- Tagging
- (Named person) & The Police do it.
- Nothing
- Groups of thugs (teenagers) walking and loitering around the streets at night.
- Very young kids out late at night unsupervised & tagging (8-12 yrs)
- Tagging
- Youth need to be involved in community more - helping to clean their own tagging. Growing food. Helping the elderly or incapacitated.
- Drunken people and fast approaching vehicles. I think we should have a road mount every 100 metres on Speargrass. Our children are scared of fast running vehicles and we are scared for them too.



## Appendix 5

**Do you feel safe in your home and your street during the day and night?**

**If you have answered NO to any of the above, can you please specify why?**

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- Doors constantly bolted. New Neighbours - Gang lass friends of theirs visit street.
- There are often people loitering around Timberlea at night. Also dogs.
- Hoodlums that think they can bully you
- Because lighting in the street isn't good. And people walking around at night. Noisy, loud sounds, dogs
- Mongrel Mob / drug dealer living over the way? How would you feel?
- Not as safe as I used to feel in Timberlea. Answered yes / no because I have to call the police because of concerns of people being attacked outside my window. Observed some f'd up shit.
- At night time we often hear people fighting or yelling / arguing on the streets in front of our house.
- Gang presence
- Anti-social behaviours / drunkenness is prevalent in the neighbourhood
- My kids are not allowed to walk the streets, just people and gangs. I wont tolerate it around my place. So my place is my kids safe area.
- Many police have had to come to attend to fighting and other violence due to parties
- Young people passing through our street in groups
- I just don't feel safe
- Axe attack followed by domestics at the mob house. Feels unsafe
- A lot of people roaming the street at night
- Some of the people
- Mob house on the corner. Lots of kids who graffiti and speed
- Depends who is around. Gangs smashing up houses / tagging / lighting fires
- Teenagers walking street at night causing trouble
- Daughter & myself at home by myself
- Violence in the street, e.g. Arguing, threatening to hit their women.
- Fast cars racing up the street
- I would not walk through the alleyways at night and would stick to main road - Norana Rd
- I feel very vulnerable to loiterers out there.
- A lot of visits by police in areas very nearby
- Concerned about availability of police in Upper Hutt

- I would not walk around Blueberry Grove or any other area of Timberlea at night. There are some rough people roaming around the streets at night.
- It is a dangerous street, you never know what could happen next
- I am home living alone. They broke into my house and gang members called me a derogatory name.
- Always feel unsafe at night when my husband is out, so we got a guard dog.
- Just because being a single mum, sometimes with strange noises I get scared!! I have had Mongrel Mob trying to push their way into my home
- Too many questionable people roaming at night.
- Older kids roaming the streets tagging and just hanging around
- Fighting in the streets. Young drunks in the streets. Patched gang members
- People loitering the streets at night.
- We just moved to this location and my wife is not feeling really safe
- Wouldn't walk around without protection of a dog.
- Drunk / druggy woman entered our property one night. Opened our gate, then opened our 2nd gate to house, released our dogs & started raving on about something, She was aggressive and also did it to our neighbours.
- Taggers, street racers
- Intimidation
- People walking around at night outside.
- I do feel safe in my street, but having what happened last year (murder) it kind of freaks you out a little bit.
- Drunken idiots who don't live locally
- Because there are some dodgy characters walking along the street. Being a main road it has quite a bit of foot traffic.
- Drunk people from side streets congregate at the park. People have loud domestics in the middle of the street.
- Drunk people from side streets congregate at the park. People have loud domestics in the middle of the street.
- Because I have heard people fighting outside a lot
- Not the neighbourhood though. Prospects / teen wannabees make it unsafe
- People up to no good and inadequate street lighting.
- P freaks live and walk around the whole neighbourhood.
- Too many gangs and kids trying to get in the gangs
- Some people only come out at night time, not sure of their reasoning for this. Too much happens at night.

## Appendix 6

### How do you feel about graffiti?

*Comments below are recorded exactly as written by respondents. Identifying features have been removed, some comments have been omitted entirely for privacy reasons.*

- Hate it - do understand it though. It seems to be a 'rite of passage' for a set age group of rebellious teens
- Hate it
- Horrible. Lowers the whole tone and perception of the place. Love to see camera mounted on Bus Stop near park - as it is constantly graffitied. Would save hundreds of rates payers money if not thousands in long run.
- Don't like it. Not much we can do about it though.
- I hate it, my partner is an artist and painted Bob Marley on the wall at our park to put a stop to it. Which worked. Bob Marley and the other pictures have put a stop to that wall being tagged on. (He has never been thanked for his work, which he did at his own time & cost). The people of Timberlea are good people who care about each other. Outsiders cause the trouble.
- I think it's a shame that people disrespect other's properties by doing graffiti. Don't think it's too bad in Timberlea though.
- Very strong dislike towards it
- It sucks
- If people have the talent to do that then put it to some use. I don't like graffiti but will admit that it curbed. I think it can look more like art - graffiti after all is advertising.
- Don't like it. Seems to be on the increase over past year
- IDK (I don't know)
- Waste of time and effort and money. Not sure where people get the money to deface other's property. Do like power boxes around Timberlea.
- I don't like it
- Mindless actions of the bored young around this area. Parents should be held accountable for young offenders of this crime. And cost should also be covered by parents. Recoverable costs being seized, e.g. TV etc.
- No I don't like seeing it
- Hate it
- Haven't seen much around here
- You do it, you clean it
- Undesirable - needs to be removed promptly
- I have a really strong hate of these defilers of private and public property. They seem to think that it's OK for neighbourhoods to look like ghettos
- I hate it
- I wouldn't mind if it was somewhat meaningful in lovely writing with positive sayings or quotes



- It sucks
- Don't like them - we see a lot around here but we are glad that some of the power station boxes have been painted on / decorated so that people don't graffiti on them anymore.
- Despise graffiti, talented young artists in our community should be filling up empty spaces with tasteful art / graffiti art, positive messages to read as walking to and from commitments.
- Hate it. It's like a dog marking its area that doesn't belong to them
- Hate graffiti
- HATE IT!!! It makes alleyways, fences and walls look really horrible and dirty. I don't mind Art, but graffiti – nah
- Would like to see it removed
- It is ugly and unnecessary. The youth watch YouTube videos, from the States, which shows graffiti art and competitions. It is also part of the young persons culture of today
- Looks horrible
- If it was art it's alright, but do not like scribbles
- Every Thursday night the same taggers walk the streets tagging. I have already caught kids tagging but they didn't get the chance to tag.
- Bad
- Horrible, ugly, makes the area untidy
- It's disgusting. These youth think it's okay to vandalise our things without a care in the world and it's us who have to fork out the money to fix it.
- No place for it. Hate it.
- I love graffiti, but I believe that it's not accepted everywhere. So instead of pushing it out, create places to do it... It's a world renowned art so let us express it as part of the community. P.S. It save us getting people in from outside the neighbourhood to paint the neighbourhood.
- Sick of the graffiti. They should be made to paint over it themselves with their own paint.
- Hate it. Filthy!
- People that do graffiti should be caught and made to clear off.
- Doesn't look very nice
- Disrespectful, rude
- Big dislike
- Pain in the ass
- Pisses me off
- Hate it
- Needs to be redirected into art. Give them somewhere to go.
- Don't like it
- Artwork ok, general graffiti no
- Needs to be dealt with

- I feel that parents need to enforce bedtimes - particularly of school age children. Perhaps parenting courses for different age groups could be useful.
- Hate it
- I have no problem with it if it's done in a secure and safe environment, but as for graffiti around the neighbourhood - there should be zero tolerance in those circumstances.
- No good
- Not very happy, graffiti destroys property
- It sucks, looks bad, the Germans do it better
- It really upsets me to see it everywhere and not removed quickly. It drags down the whole neighbourhood and is a reason why we are considering moving. The road tags and small tags are worse as they are often not removed.
- Good and bad. If it's art then I'm ok, but if it's vandalising people's homes and other stuff, then NO!
- It is disrespectful! Mess up your own property if you so wish, leave private and public property alone.
- It is annoying that there is so much of it. It seems to me that it is a symptom of a deeper problem.
- Annoyed, always had to repaint power box outside
- Hate it
- HATE IT!
- I am sick of it
- It is the nastiest form of damage to property there is, owing to the non-descript type of meaning and effect. Also damages to houses in this street. i.e. Graffiti inside and outside of empty houses. Also holes in outside walls. Have had fences, house and footpaths graffitied as well as vehicles
- I have an intense hatred for graffiti and it makes me very angry. I am left to remove it from my property. There is no help from UHCC. They are as bad as the vandals by turning their backs on Timberlea with their low priority zone policy.
- It is everywhere and the Council needs to do more to get rid of it (please).
- I don't like it, it looks stupid. If it was nice like the alleyway from Norana to Blueberry it wouldn't look so bad.
- Disgraceful and costly act
- Is out of control and never has been cleaned up in my street.
- The parents of those kids should be made responsible for what their children do.
- Do not like it at all
- I hate seeing about the streets. Our letterbox is a huge target, and we get annoyed with how selfish people can be.
- Don't like it, devalues the area.
- Do not like them. Why - is because it makes our community not a good place to live in.
- It is pretty awful. Looks very stressful
- It's disgusting, brings down the neighbourhood

- It's absolutely disgusting, these criminals need their fingers chopped off. Tagging up the street and bus shelter. After each weekend the bus shelter on Norana Rd has always been tagged along with the Timberlea Community Hall.
- No!! - it must be stopped for the graffiti (painters??). But to 'find' them is easy and slow!! To get this 'working' on fixing up the problem's is the graffiti (him/her) Cheer.
- I am absolutely incensed by it. My property has been targeted over 40 times in 2 years. Can be verified by police reports.
- I don't like it
- I hate it and have reported it several times
- Graffiti is ok as long as it is art and has a meaning. Do not like tagging.
- Normally don't like it where permission is not given, but some is tasteful.
- I don't like it and also don't like the scratching type of graffiti.
- I think it looks terrible. I have contacted the police when witnessing it being carried out. Police not being able to take any action if offenders are under 17 is just one of the reasons it is so bad. Young teens in Timberlea have no respect for other people's / council property. When telling someone to not do it, I was told to "F off". Maybe parents of these delightful kids should be held responsible.
- Most the time it's just plain ugly, though there are some talented ones every now and then.
- Loathe it!
- I don't like it
- It's a nuisance
- Think it is sad people sink to that level.
- I remove as soon as I see it. Graffiti breeds graffiti. Think there is only about 6 people responsible for it and we all know who they are. Remove them from the area.
- Not good, it's fine if done by someone with artistic ability. But only in moderation.
- Needs to be taken care of right away and the culprits when caught, made to pay up.
- Hate it!
- Don't like it unless it's featured art
- Pisses me off to no end! It's a definite problem I Timberlea & a really bad look. I'd love to catch them. Almost every house has been targeted, including ours & neighbours on both sides.
- It's ugly and annoying, downgrades the streets
- Don't like it
- Hate it!
- Bastards should be sentenced to 5 years prison - no less (as in Singapore). Or put to Death!!
- It's rubbish, community art rocks like TCH did.
- It sux
- Hate it, especially when you see it at schools. Don't understand why people do it.
- It sucks - mostly no artistic merit - A show of the mentality of some in the area.

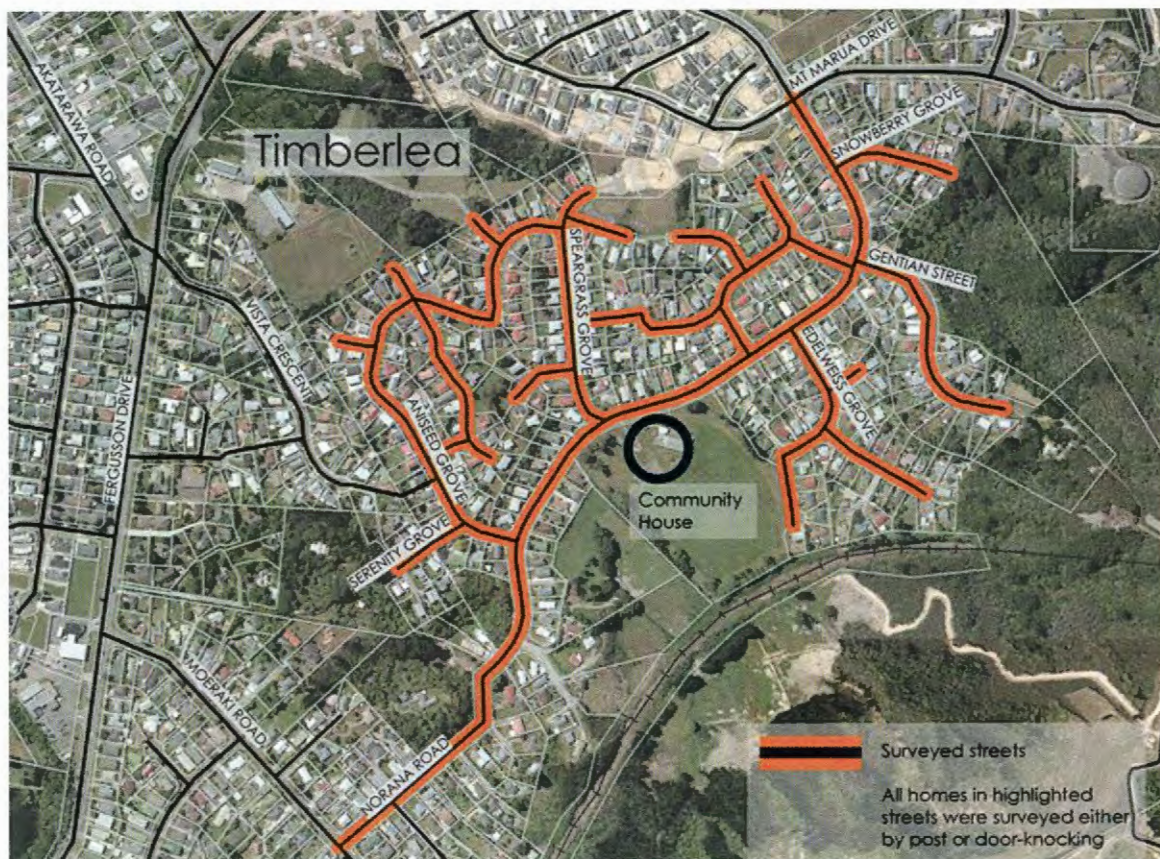


- F'n hate it
- Hate it unless it's down the alleyway
- HATE IT IF DAMAGING PROPERTY. But art graffiti pm power boxes are pretty.
- Needs to be cleaned up in our area.
- Annoying and pointless. Usually cleaned up quickly.
- Like street art - murals (like electricity cabinet) - paintings in appropriate places, but not keen on graffiti. Whoever tags the bus shelter is extremely quiet as we do not hear the taggers at night time. Maybe if the bus shelter has a mural / mosaic, maybe they will stop. Or give them a specific blank wall and mabe they will not tag other places.
- Hate it. Sick of people graffiting the bus stop.
- They're all muppets. Annoying!!
- Not good at all!
- Get rid of it
- I don't really mind aye.
- It's all about art.
- It makes the neighbourhood look messy.
- Disgrace
- Not good
- It pisses me off. I can see it continually being cleaned off, which is great. But it keeps coming back. Is anything being done to stop it?
- Destructive to property, a waste of resources. Plus age of kids I've reported doing it are so young and after dark
- Hate it, looks stupid
- Really annoyed, cost money to get it removed if it's on my property.
- If it makes blank walls look better, OK. If it is just to put your name on, not OK.





## 2015 Surveyed Streets



*"The street I live in is safe but we do need to come together to make it safer for our kids."  
(Timberlea Resident Feedback, TOP Timberlea Community Survey 2015).*