2020

Resident Survey

CITY OF ADELAIDE

City of Adelaide

2020 Resident Survey

Report on key findings

December 2020 first release

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EXECUTIVE SUMMARY

The City of Adelaide Resident Survey (the Survey) was undertaken between 2 October and 2 November 2020.

The Survey builds on Council's understanding of city resident needs and values commenced in 2019 through our first Resident Survey in many years. The 30-40 minute online survey covered a broad range of topics from health and wellbeing, emergency preparedness, and access and inclusion, to safety, aspects of city living, the importance of and performance in delivering Council services, environmental practices at home, and behavioural changes due to COVID-19.

The Survey was widely promoted and a total of 993 responses were available for analysis.

Key findings of the 2020 Resident Survey are given below. More detail and comparisons by demographics, or the previous year, is found in the subsequent sections.

Health and wellbeing:

21% of respondents undertake physical activity every day. Those aged 55-74 years are the most likely to do physical activity everyday (30%).

Vegetable consumption is low with just 10% getting the recommended five daily serves. Young people are most likely to have one serve per day.

58% reported getting the optimal average of seven to nine hours of sleep in a 24-hour period.

Overall, 42% of respondents rated their general health as ‘excellent’ or ‘very good’ with residents aged 40-54 years and 55-64 years most likely to do so (48% of each age range).

Respondents’ sense of personal wellbeing generally improved on 2019, although more reported a higher level of anxiety.

Most people say they can get help when needed (84%), 68% feel that people in their neighbourhood can be trusted, and 58% feel part of their local community.

34% of respondents rated their community as very accessible (down from 42% in 2019) and 59% say their local community is inclusive.

Services

According to respondents the three most important service categories are Asset Maintenance, followed by Waste, Natural Resources, and Environmental Services, and Arts, Community Development and Civic Services. They are also the service categories in which Council is performing best.

Safety and emergency preparedness

38% of respondents had done at least one of the three key actions to prepare for an emergency.

95% of respondents say they feel comfortable to walk around their local area during the day, 63% feel comfortable doing so in the evening.

Most (76%) feel comfortable to walk to their closest main street in the evening, while relatively few (34%) feel comfortable to walk in their nearest Park Land or square in the evening.

Strategic Plan and other measures

89% agree that the city has public spaces that they feel safe to use.

69% agree that Council is taking effective steps to protect the natural environment.

77% agree that the city is a place that is welcoming to people from diverse cultural backgrounds.

Environmental action at home

55% of respondents collect food scraps, and 49% collect garden clippings and put them in the green bin.

One quarter of respondents have solar panels on their home and 40% are interested in installing them.

A deficit of space on the property (36%), needing the approval of a landlord or strata body (31%), or the upfront cost (30%) are the main barriers to doing more.

City life

In the month leading up to the survey, 93% of respondents had shopped locally for groceries and 93% had gone to a local café, restaurant, or bar.

84% visited the Park Lands.

64% avoided large crowds, and shops with a good approach to sanitisation and distancing were preferred by 49%.

80% of respondents expect sanitisation facilities in public places, and 76% expect more cleanliness. 73% expect physical distancing to be observed.

62% of respondents value the convenience of city living, 35% the amenities on offer, 20% the lifestyle, and 26% the amenity (look and feel) of the city.

37% of employed respondents usually walk to work, 25.5% usually travel by car to work, public transport is the usual mode for 9.5%, as is cycling, and 8.5% usually travel to work some other way.

Park Lands

77.5% of respondents visit the Park Lands at least once per week.

The lighting of pathways, shade/shelter, seating, and exercise loops/trails were the facilities that most respondents want to see more of in the Park Lands.

ABOUT THIS SURVEY

Purpose of the survey

The Resident Survey is the tool used to collect rich, quality, local level data direct from residents. The insights from the Resident Survey are used to:

- inform City of Adelaide services and operations and future budget processes
- inform advocacy to other levels of government
- track progress against some objectives in the 2020-2024 Strategic Plan

The survey covers various topics including:

- Exercise, nutrition and sleep
- Wellbeing and connection with others
- Emergency preparedness
- Access and inclusion
- Services delivered by the City of Adelaide
- Safety
- City living
- Park Lands
- Sustainability

A Resident Survey was first undertaken in 2019. The topics were largely repeated in the 2020 survey. Key changes to the content of the 2020 survey compared to 2019 are:

- A reduction in the number of questions under some topics and /or changes to the questions under topics
- The addition of questions around environmental actions within the home
- The addition of questions around activity in the city and changes to daily life due to COVID-19
- A change to the approach taken to asking about CoA services' importance and performance
- New questions to provide a baseline measure for several objectives in the 2020-2024 Strategic Plan

The effect was to tighten the survey and to reduce it to 45 questions.

993 respondents across Adelaide (5000) and North Adelaide (5006) completed the survey in 2020.

The key demographics of the 993 respondents are as follows:

54% female

43% male

3% non-binary (or not stated)

5% identified as having a disability

WHERE DO YOU LIVE?

31% 5006

69% 5000

AGE

HOW LONG HAVE YOU LIVED IN THE CITY OF ADELAIDE?

10% less than a year

52% 1-10 years

38% 10+ years

WHERE WERE YOU BORN?

63% AUSTRALIA

13% HONK KONG / CHINA / INDIA / SINGAPORE / OR MALAYSIA

13% REST OF WORLD / NOT ANSWERED

11% UNITED KINGDOM / OR NEW ZEALAND

HOUSEHOLD MAKEUP

39% COUPLES (NO CHILDREN AT HOME)

29% LIVING ALONE

15% GROUP HOUSEHOLD

15% COUPLES / SINGLE PARENTS (CHILDREN AT HOME)

34% rent

66% own/paying off

PROFESSIONAL LIFE

53% WORKERS

28% RETIREES

13% STUDENTS ► **68%** INTERNATIONAL

6% OTHER

HOUSEHOLD ANNUAL INCOME

LESS THAN $35K	13%
$35K - $110K	36%
MORE THAN $110K	27%
NO ANSWER	25%

NOTES

Not all answers are shown and rounding of data / summaries may result in totals being more/less than 100%.

Survey Methodology

The 2020 Resident Survey was made available online through the Your Say platform from 2 October to 2 November 2020.

Our target was 800 responses with a roughly equal distribution between Adelaide (postcode 5000) and North Adelaide (postcode 5006) to achieve, based on each suburb's population, a margin of error at the 95% confidence level of +/-5%.

To promote the survey, flyers were distributed to residential addresses in Adelaide and North Adelaide. The survey was promoted through the Your Community Newsletter, the Your Say Adelaide Newsletter, and distributed via the rates database to residential ratepayers. Social media posts on Facebook promoted the survey throughout the survey period, and reminder emails were sent out to Your Say registrants and City of Adelaide residential ratepayers one week before the survey closed.

Corflute signage was installed at various locations throughout the city to alert residents to the survey, and posters were displayed at various shops/services throughout the city during the survey period.

1,006 people completed the 2020 Resident Survey. Thirteen of these were non-residents and they have been excluded from the analysis. In all, 993 residents of the City of Adelaide completed the survey. Given that the estimated resident population of the City of Adelaide is 25,456, with a sample size of 993, the margin of error at the 95% confidence level is +/-3%.


LOADING

Who took the survey?

The distribution of respondents throughout the city was quite different in 2020 to that achieved in 2019.

The key differences are a higher proportion of responses from postcode 5000 (including from each of the four small areas within that) totalling 69% of all respondents (up from 49% in 2019). Consequently, there was a lower proportion of respondents from postcode 5006 (31% in 2020 compared to 51% in 2019).

This shift in responses by suburb reflects the single method approach to delivering this research in 2020: we did not offer a face-to-face completion option as we did in 2019.

This distribution impacts the margin of error by suburb. The 304 responses from residents of North Adelaide, based on the 2019 estimated resident population of 7,354 people, yields a margin of error at the 95% confidence level of +/-5.5%. For the suburb of Adelaide, the 689 responses give a margin of error at the 95% confidence level of +/-3.7%.

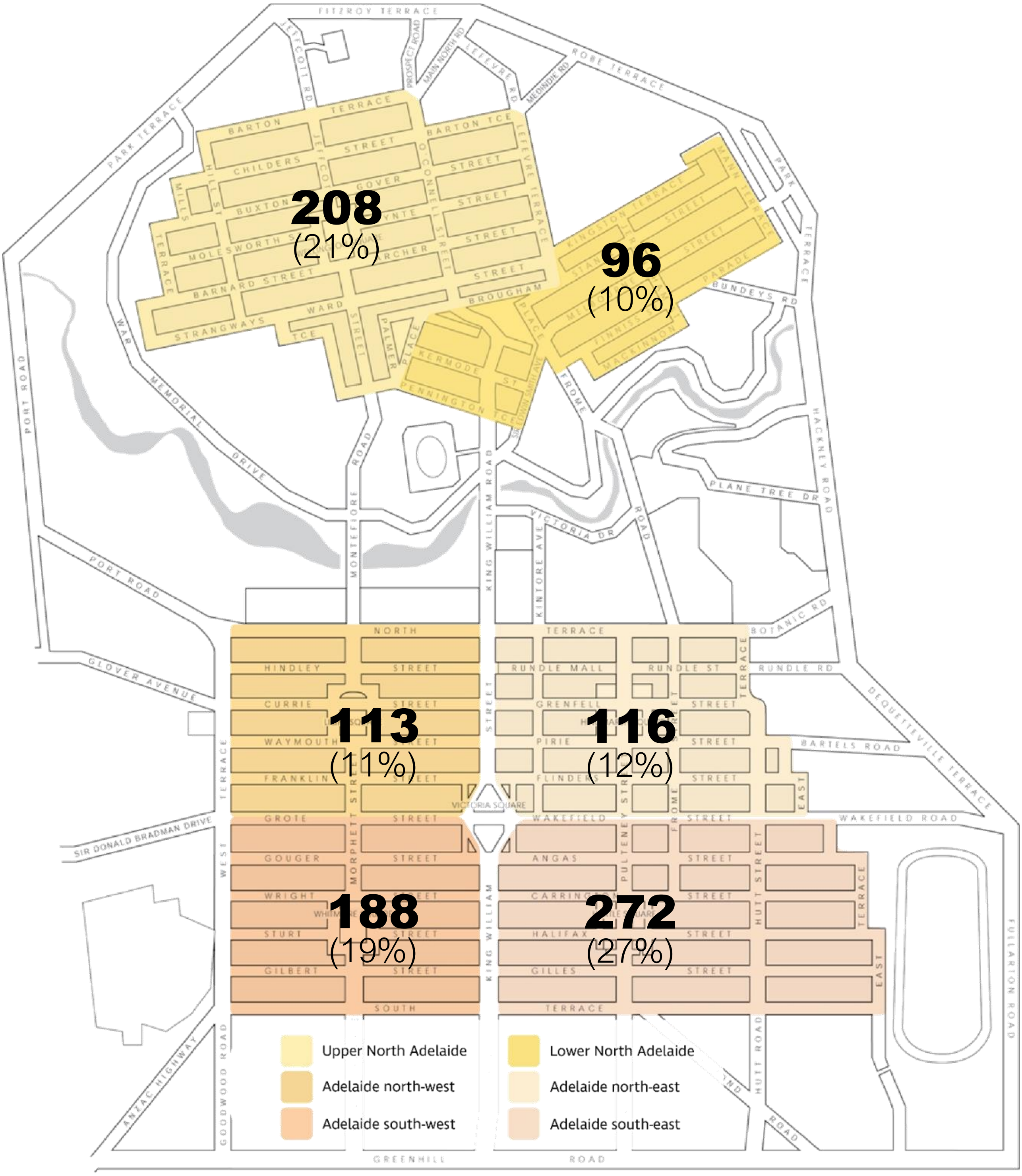
As shown in Table 1 below, the proportion of responses from the two areas of North Adelaide are very close to their actual share of the city residential population. Residents of Adelaide South West and Adelaide South East are over-represented in the survey and residents of Adelaide North West are under-represented.

Table 1. Comparison of actual residents and surveyed residents by city location

Area	Actual share of residents	Share of surveyed residents	Difference
Upper North Adelaide	21.4%	21%	-0.4%
Lower North Adelaide	10.3%	10%	-0.3%
Adelaide North West	18.2%	11%	-7.2%
Adelaide North East	12.6%	12%	-0.6%
Adelaide South West	14.9%	19%	+4.1%
Adelaide South East	22.6%	27%	+4.4%

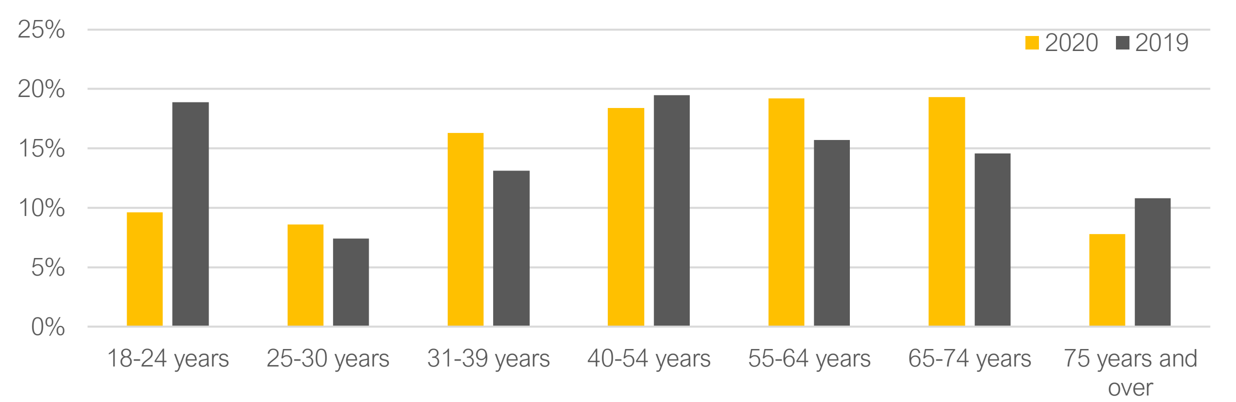
Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled and presented in profile.id by .id , the population experts. In Profile.id, Adelaide South West and Adelaide South East are known as the South East Overlay and the South West Overlay.

Map1: Respondents by area



Another key difference in 2020 is the distribution of survey respondents by age group, as illustrated below.

Figure 1: Respondents by age group



Compared to the 2019 survey, responses from 18-24 year olds, as a proportion of all respondents to the survey, halved in 2020 to 9.6%.

This disparity is important to keep in mind when considering the responses from the 18-24 age group, especially where those responses are being compared with the 2019 survey findings.

The proportion of responses from residents aged 25-30 years increased slightly, and responses from residents aged 55-64 and 65-74 years each increased by around 5%.

Table 2 shows the proportion of respondents to the 2020 Resident Survey by age range, compared to the age range of the City of Adelaide residential population. This is provided to give a picture of how the different age ranges are represented in the sample population.

Table 2 – Respondents by age range, 2020

Age range	Survey respondents %	City population %
18-24	9.6%	27.3%
25-39	24.9%	29.7%
40-54	18.4%	14.4%
55-74	38.4%	13.8%
75 and over	7.7%	5.1%

In reading this report, it is important to bear in mind that residents aged 18-24 years are significantly underrepresented in the sample and that those aged 55-74 years are significantly overrepresented in the sample. This may have some bearing on some of the results.

Scope of this report

This report is arranged by broad topic area as follows:

- Health and wellbeing (questions 4 to 11, 14 and 15)
- Services (questions 16 and 17)
- Safety and emergency preparedness (questions 12, 13 and 18 to 21)
- City life (questions 23 to 26 and 40)
- Park Lands (questions 27 and 28)
- Strategic Plan and other measures (questions 29 to 31)
- Environmental action at home (questions 32 to 34)

In all cases the results are presented for the sample population. In some cases, the results are presented by a key demographic, such as age, gender, or residential location within the city. If a question was also asked in the 2019 Resident Survey, the 2020 results may have been compared to that year.

The content of this report does not represent all the analysis that will be done on the Resident Survey 2020: it is a “first release” to provide staff and Council with the basics from which further requests for information can be actioned.

DETAILED RESULTS

Health and wellbeing

This series of questions was included to give an overall picture of the health and wellbeing of our diverse population. Some changes were made to the inclusions from 2019, and these are identified in the detail below.

PHYSICAL ACTIVITY

Q4: On average, how many days per week do you do physical activity for at least 30 minutes?

It is recommended that adults be active on most, preferably all, days of the week. 21% of respondents undertake physical activity every day. The next most common frequency of physical activity is five days per week (21%). People aged 55-74 years are the most likely to do physical activity everyday (30%).

Respondents aged 18-24 are significantly less likely than any other age group to do physical activity every day, with only 5% doing so. That is the same proportion as found in the 2019 survey. They are also far more likely than other age groups to do physical activity one day per week (20%), on two days per week (20%), or on no days (12%).

Compared to 2019, our residents aged 18-24 years are less likely to say they do physical activity on three days per week (15% in 2020 down from 25% in 2019), or four days per week (8% in 2020 down from 16% in 2019).

VEGETABLE CONSUMPTION

Q5: How many serves of vegetables do you usually eat each day?

The recommended daily serves of vegetables for most adults is five, with 10% of respondents indicating that they eat that number of serves every day. A further 12% consume four serves of vegetables daily. Two serves each day is the most common amount (28%), followed by one serve (25%), three serves (22%), and no serves (2%).

Residents aged 18-24 years are the most likely to consume a low number of serves of vegetable each day with 37% stating one daily serve and 8% no daily serves of vegetables.

SLEEP

Q6: On average, how many hours in a 24-hour period do you spend sleeping?

Sufficient sleep is crucial to health and wellbeing. The recommended amount of sleep in a 24-hour period is between seven and nine hours. Most residents (58%) reported getting an average of seven to nine hours of sleep in a 24 hour period. A further 38% get between five and seven hours, and low proportions (2% each) get less than five hours, or more than nine hours of sleep in an average 24-hour period.

In 2019 a greater proportion got less than five hours (4.8%), or more than nine hours (3.5%) of sleep in an average 24-hour period, and a slightly lower percentage (55%) got the recommended seven to nine hours.

Q7: In general, would you say your health is?

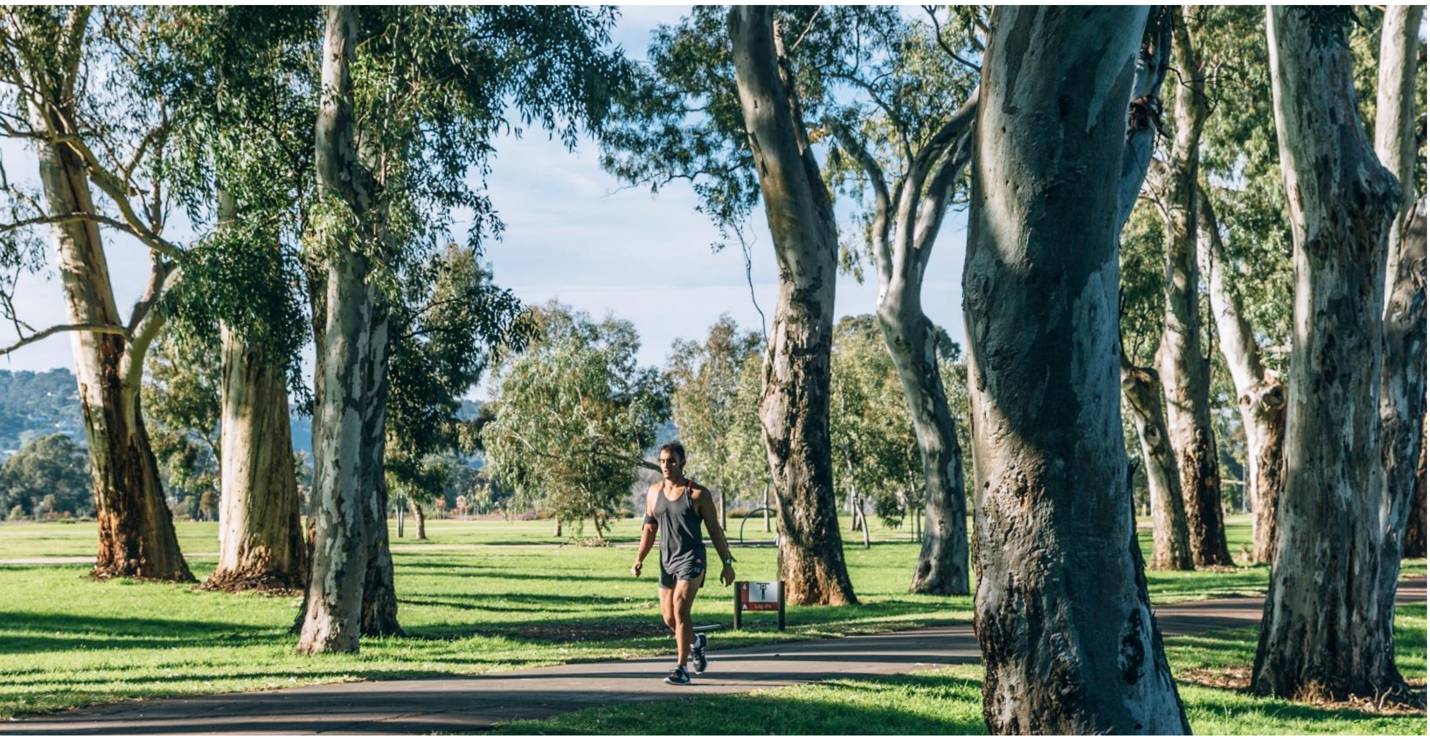
This question was introduced to the Resident Survey in 2020, replacing the 2019 question on serves of fruit.

Respondents were asked to rate their health from ‘excellent’ to ‘poor’. A ‘not sure’ and a ‘prefer not to say’ option was also available.

Overall, 42% of respondents rated their general health as ‘excellent’ or ‘very good’. A further 27% rated their health as ‘good’, 18% as ‘fair’, and 3% as ‘poor’. Only five respondents (0.5%) were unsure or did not say.

Residents aged 40-54 years and 55-64 years were most likely to rate their health as excellent or very good (48% for each age range). This compares to 22% of those aged 18-24 years, and 32% of those aged 75 years and over.

There is a clear correlation between general health and the number of days per week that our residents engage in physical activity: those rating their health as excellent or very good are significantly more likely to do physical activity at least four days per week; those rating their health as fair or poor tend to do physical activity no more than three days per week.



PERSONAL WELLBEING

Q11A: Overall, how satisfied are you with your life nowadays?
Q11B: Overall, to what extent do you feel that the things you do in your life are worthwhile?
Q11C: Overall, how happy did you feel yesterday?
Q11D: Overall, how anxious did you feel yesterday?

The Resident Survey includes four questions to measure personal wellbeing. The responses to the four questions are considered as a composite to give an overall picture of personal wellbeing. These questions are included in the South Australian Public Health Survey so, if we choose to, we can compare results for our residents to people living elsewhere.

Respondents were asked to give their responses on an 11-point scale where ‘0’ is ‘not at all’ and ‘10’ is ‘completely’.

The responses to these questions are then grouped into categories – from low to very high for life satisfaction, worthwhile and happiness scores, and from very low to high for the anxiety scores. The results for all respondents are presented in the Table below for 2020 and compared to 2019.

Table 3 – Personal wellbeing, All respondents, 2020 and 2019 compared

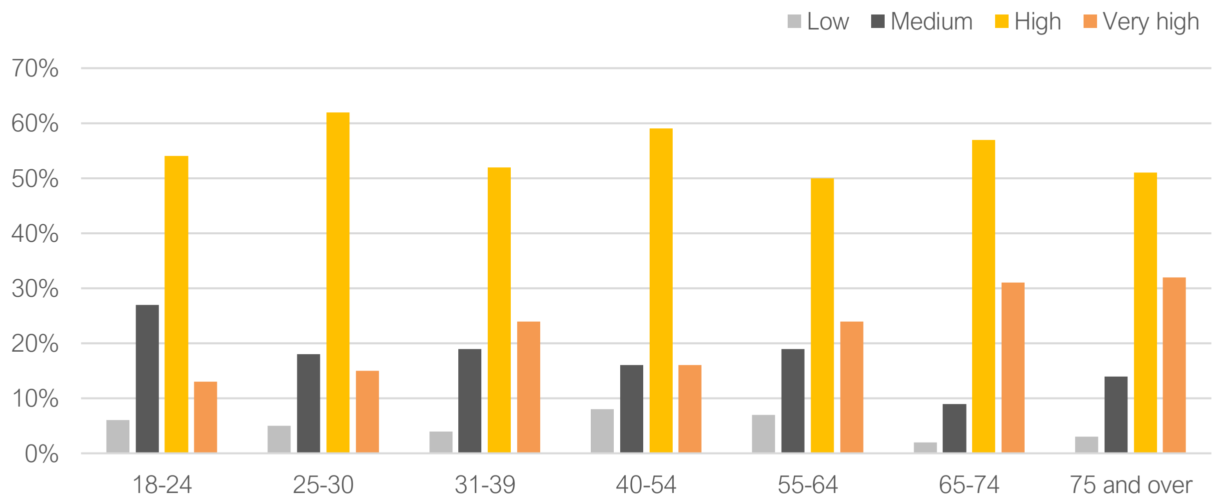
	Life satisfaction		Worthwhile		Happiness			Anxiety	
	2019	***2020***	*2019*	***2020***	*2019*	***2020***		*2019*	***2020***
Low *(0 to 4)*	7.5%	**5.1%**	6.5%	**4%**	8.6%	**6%**	Very low *(0 to 1)*	31.7%	**32.1%**
Medium *(5 to 6)*	17.5%	**17%**	16%	**16%**	19%	**16%**	Low *(2 to 3)*	24.7%	**24%**
High *(7 to 8)*	50.7%	**54.9%**	47.7%	**48%**	43.9%	**45%**	Medium *(4 to 5)*	17.9%	**16%**
Very high *(9 to 10)*	24.3%	**23%**	29.8%	**32%**	28.5%	**33%**	High *(6 to 10)*	25.8%	**27.9%**

The proportion of respondents rating their life satisfaction as high (a score of 7 or 8 out of 10) was greater in 2020 than in 2019 (up 4.2%), partly balanced out by a slight fall in the proportion rating their life satisfaction as very high (a score of 9 or 10 out of 10) which is down by 1.3%. Compared to 2019, a higher proportion of respondents gave a high or very high rating (scores of 7 to 10 out of 10) for feeling that the things they do in life are worthwhile (80% in all) and happiness (78%).

The proportion of respondents rating their level of anxiety as low or very low in 2020 was about the same as found in the 2019 survey. In 2020, a lower proportion of respondents have a medium level of anxiety (16%, down from 17.9%), and more have a high level of anxiety (27.9%, up from 25.8%). These changes are, perhaps, not unexpected given the year we have had.

CoA's focus on improving personal wellbeing in the past couple of years has been on the youngest surveyed age group. Residents aged 18-24 years were the most likely to state a high level of anxiety (43%), a low level of happiness (12%), and to rate their satisfaction with life as medium (a score of 5 or 6 out of 10) with 27% doing so. Our residents aged 65-74 years and 75 years and over are the most likely to rate their satisfaction with life as very high (31% and 32% respectively).

Figure 2- Satisfaction with life by age group



ASSISTANCE, TRUST AND BELONGING

Q8 Can you usually get help from family, friends or neighbours when you need it?
Q9 Do you feel that people in your neighbourhood can be trusted?
Q10 Do you feel that you are a part of your local community?

This series of questions was also used in the 2019 Resident Survey. A fourth related question about having people to confide in was not used in the 2020 survey.

Most people say they can get help when needed (84%). This is slightly lower than the 87% positive response from the 2019 survey.

A lower proportion (68%) feel that people in their neighbourhood can be trusted. A low 7% do not feel that people in their neighbourhood can be trusted, and 25% are not sure, which may indicate that trust in others in their neighbourhood has not been tested.

Residents in Adelaide South East (74%), Lower North Adelaide (75%) and Upper North Adelaide (80%) are most likely to agree that people in their neighbourhood can be trusted.

Some 58% of all respondents feel part of their local community, 19% are not sure and 23% say they do not feel part of their local community. The 2020 Resident Survey was completed by 85 residents who also identified as international students. This is the same number of international students that completed the 2019 Resident Survey. In 2020, of those 85 individuals, 31% say they feel part of their local community (down from 41% in 2019), 35% do not (up from 27% in 2019), and the remaining 34% are not sure (up from 32% in 2019).

Feeling part of the local community increases with length of residency: 42% of respondents living in the City of Adelaide for less than one year feel part of their local community, increasing to 51% of residents of 3 to 5 years duration, and to 70% for those who have lived here for more than 10 years.

ACCESS AND INCLUSION

Q14 How inclusive is your local community?
Q15 How accessible is your local community?

These questions were first asked in the 2019 Resident Survey to gauge perceptions of the level of accessibility and inclusiveness within local communities. Because 'inclusive' and 'accessible' have particular meanings, respondents were provided with the following explanations:

An inclusive community is one where:

- People feel valued and included
- Everyone can take part in social events, sporting and cultural events
- People have opportunity to work or volunteer

An accessible community is one where everyone can use the public facilities including:

- Getting into buildings
- Using the footpaths safely
- Enjoying parks and playgrounds

An accessible community is also one where everybody can find information in a format that is useful to them.

In 2020, 42% of respondents rated their community as somewhat inclusive, and a further 17% rated it as very inclusive. In both cases this was a couple of percentages lower than in 2019. About one quarter of all respondents in both years were not sure how inclusive their community is, which may reflect unfamiliarity with the concept. 'Not very inclusive' was selected by 11% of respondents (110 people) and 'not inclusive at all' by 3% (29 respondents).

There is a relationship between ratings of inclusiveness and feeling part of the local community: 80% of respondents who feel part of their community rate it as somewhat or very inclusive. Regarding accessibility, 34% of respondents rated their community as very accessible (down from 42% in 2019), and a further 44% rated it as somewhat accessible.

Services

The City of Adelaide currently arranges all its services into ten categories. Respondents were asked to rank the relative importance of each service category. The ranking was from one to ten where one is most important/best performing and ten is least important/worst performing. The same approach was used in the Business Insights Survey that was available to businesses for completion concurrent with the Resident Survey.

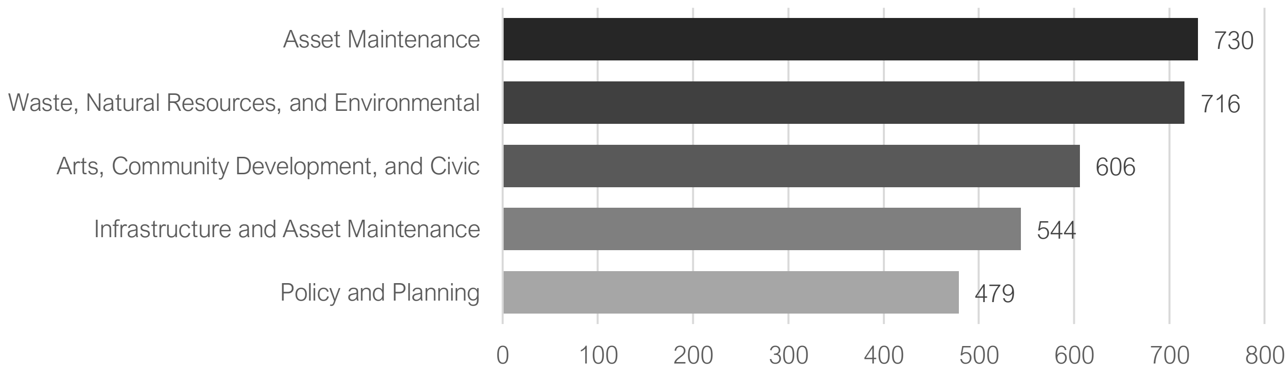
This is a different approach to how residents were asked about services in the 2019 Resident Survey, but it is similar to how opinion was canvassed as part of consultation on the Draft 2020/2021 Business Plan & Budget. Through the Business Plan and Budget consultation respondents were asked to rank their five most important and their five best performing and, as separate questions, their five least important and their five worst performing. Detailed information about each service category was provided in a separate document.

In the Resident Survey, respondents were given a brief explanation of the types of services encompassed by each service category (as part of the check box option).

These questions were mandatory, and this did cause some consternation among respondents and potential respondents. This is especially the case in relation to performance, and in relation to the internal services categories for both performance and importance.

To allow a reasonably direct confluence with information gained from the community about our services through consultation on the Draft 2020-2021 Business Plan and Budget and the Business Insights Survey, the findings from the 2020 Resident Survey are presented below as a 'Top 5' for importance and a 'Top 5' for performance. Presented this way the results are based on the overall number of responses from '1' to '5' that each service category received (regardless of whether it was ranked one, two, three, four of five). This allows us to identify the service categories that were most often selected overall. In the commentary that follows, instances where a service category received noticeably more or fewer 'ones' (i.e. ranked first) is noted.

Figure 3 – Most important (top 5) service categories



Asset Maintenance had the highest number of respondents ranking it in their top five for importance, as shown above. Of those that ranked Asset Maintenance in their top five, 22% gave it a ranking of 'one' (most important). Waste, Natural Resources, and Environmental Services had the second highest number of top five rankings, with 22% of those being 'one' (most important). Economic Growth took out sixth spot in the Resident Survey for importance and was considered the worst performing of the ten service categories.

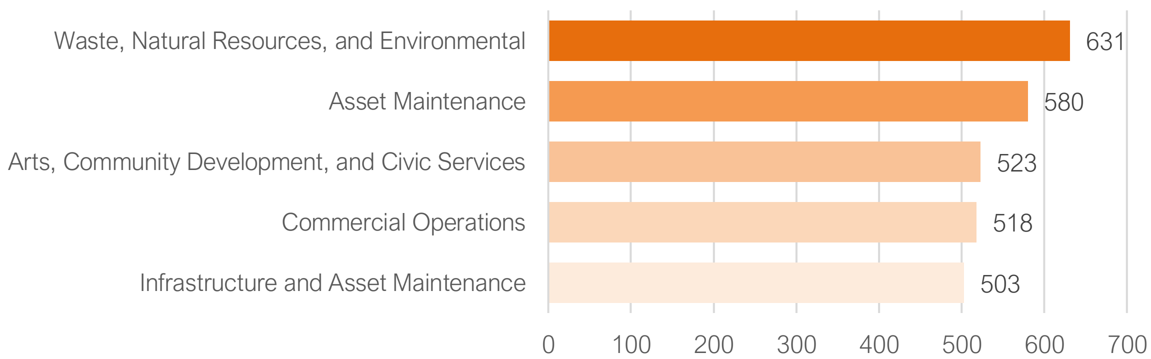
This is quite different to the rankings given through the Business Plan and Budget consultation process. In that forum, the Economic Growth service category received the highest number of respondents ranking it in their top five for importance. Of those 39% ranked it as 'one' (most important). Waste, Natural Resources and Environmental Services took second spot (including 23% 'one' rankings), and Asset Maintenance was the fifth most important service category.

It is likely that the timing of these questions and, perhaps, the purpose of the Business Plan and Budget consultation, with its focus on where dollars would go, influenced the outcomes. The Business Plan & Budget consultation took place throughout July 2020 when the hardest effects of COVID-19, including business shutdowns and trading restrictions, were still quite evident. It is not surprising that services aimed at building/rebuilding the city economy were top of mind at that time.

The Resident Survey took place throughout the month of October when, while business impacts were still being keenly felt, the worst had passed.

In relation to the performance of the service categories, Waste, Natural Resources and Environmental Services was considered the top performer and received the most 'one' rankings (197, 20%). This was followed by Asset Maintenance, and Arts, Community Development and Civic Services. This is a positive result as these are service categories that are highly visible to residents: everyone has experience of the waste service; assets are on show every day; and events, community and art and cultural activity is obvious in the city.

Figure 4 – Best performing (top 5) service categories



Service categories selected as worst performing (bottom five) tended to be administrative services like Corporate Support and Regulatory Services, noting that Economic Growth was considered the worst performing service category overall.

Safety and emergency preparedness

This series of questions informs activity around safety in the city. Some is used to measure progress against the Safer City Action Plan and may be included in the forthcoming Wellbeing Dashboard.

SAFETY

The survey included four questions about feelings of safety at various times and locations. As in 2019, the questions were phrased as “Do you feel comfortable to walk . . .”?

95% of respondents say they feel comfortable to walk around their local area during the day. This reduces to 63% in the evening. Some 25% say they do not feel comfortable walking around their local area in the evening, and 12% are unsure.

Most (76%) feel comfortable to walk to their closest main street in the evening, while relatively few (34%) feel comfortable to walk in their nearest Park Land or square in the evening. Later in the survey, respondents were asked what they would like to see more of in the Park Lands. Lighting of walking/running/cycling paths was the most selected response. Activity in that area may boost comfort with walking in the Park Lands after dusk for many people.

Women (24%) are significantly less likely to feel comfortable to walk to places in the evening compared to men, as shown in the table on the following page.

Table 4 – Comfort with walking in the evening, by gender

		NA	Not Sure	No	Yes
Comfortable to walk in nearest Park Land or square in the evening	males	1%	16%	35%	48%
	females	**1%**	**17%**	**58%**	**24%**
Comfortable to walk in local neighbourhood in the evening	males	0%	9%	16%	75%
	females	**0%**	**14%**	**31%**	**54%**
Comfortable to walk to closest main street in the evening	males	0%	4%	11%	85%
	females	**0%**	**8%**	**21%**	**71%**

These responses by gender are like the responses received to the same questions in the 2019 Resident Survey.

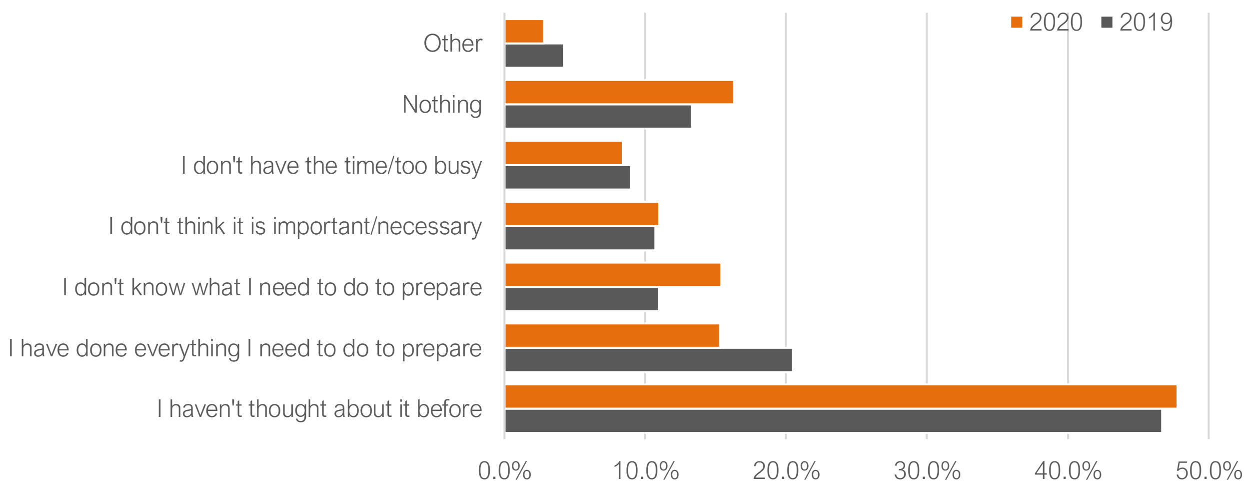
Q12 Have you done any of these key actions to prepare for an emergency (an emergency could be a severe storm, house fire or medical incident) regarding yourself, your family, pets and key belongings?
Q13 What, if anything, prevents you from taking action/further action to prepare for an emergency?

As in 2019, the 2020 Resident Survey asked respondents if they had taken any of three key actions to prepare for an emergency. The options at this question are the three actions that, ideally, every household would do. Respondents could choose more than one option.

In 2020, 30% of respondents had 'discussed what I would do with others in my household or friends/family/neighbours', 11% had put together a grab bag or emergency kit, and 4% had written down an emergency plan. Most, 62% had done none of those three key actions. These responses are like those received in the 2019 Resident Survey.

The main barrier to action was not having thought about it before, noted by 48% of respondents, a similar proportion as in 2019. Respondents were more likely than in 2019 to say they have done everything they need to do to prepare for an emergency, and less likely than in 2019 to say they don't know what to do to prepare. These variations are shown in the chart below.

Figure 5 – Barriers to emergency preparedness



2020-2024 Strategic Plan and related measures

The City of Adelaide 2020-2024 Strategic Plan was adopted by Council in March 2020. The 2020 Resident Survey was the first opportunity to gather data for several of the measures of success in this new Strategic Plan.

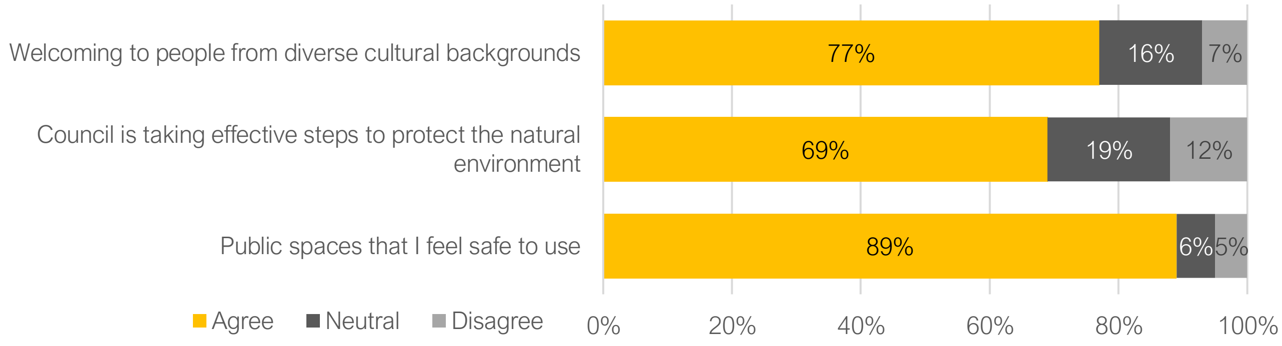
These responses are the baseline measure against which progress will be tracked. The format for all three is: Using a 1 to 5 scale, 1 being strongly agree and 5 being strongly disagree, how would you rate the following statements:

- The city has public spaces that I feel safe to use (Q29)
- Council is taking effective steps to protect the natural environment (Q30)
- The city is a place that is welcoming to people from diverse cultural backgrounds (Q31)

The first statement relates to the Thriving Communities outcome measure of success people feel safe in the city. The second statement relates to the Environmental Leadership outcome measure of success more residents agree that Council is taking effective steps to protect our environment. The third statement is used on the Arts & Culture Dashboard and the Wellbeing Dashboard.

The results are presented in the chart below. Note that ‘agree’ is a composite of a rating of 1 and 2, ‘neutral’ is the mid-point rating of 3, and ‘disagree’ is a composite of a rating of 4 or 5.

Figure 6 – Measures of success (agreement statements for Strat. Plan and related measures)



Most residents responded positively to all three statements. Steps taken by Council to protect the natural environment recorded the lowest level of agreement of the three, although still a strong 69%. This indicates that our residents would like to see more activity in that space, and it accords with Waste, Natural Resources and Environmental Services being rated as one of the most important service categories.

City Life

The 2020 survey included questions to gauge how residents are using the city as the worst of COVID-19 had passed in South Australia. As in 2019 respondents were asked to comment on what they most value about living in the city.

MOST VALUED ASPECTS OF CITY LIVIING

Q23 What do you most value about living in the City of Adelaide?

This question was used in the 2019 Resident Survey as an early input to the creation of the City of Adelaide's 2020-2024 Strategic Plan.

As in 2019, the most valued aspect of city living related to the convenience of being close to everything. In 2020, 62% of respondents made a comment about the city being convenient/close/accessible. Many specified the things that they value being close to. These included shops/markets/cafes/restaurants, work/education, Park Lands/river, and culture/recreation/sport/entertainment.

The next most valued aspect of living in the city was the amenities on offer with 35% of respondents mentioning this. The amenities most often mentioned are the Park Lands, public transport (including free transport and the Connector Bus), and the restaurants/cafes/pubs/bars.

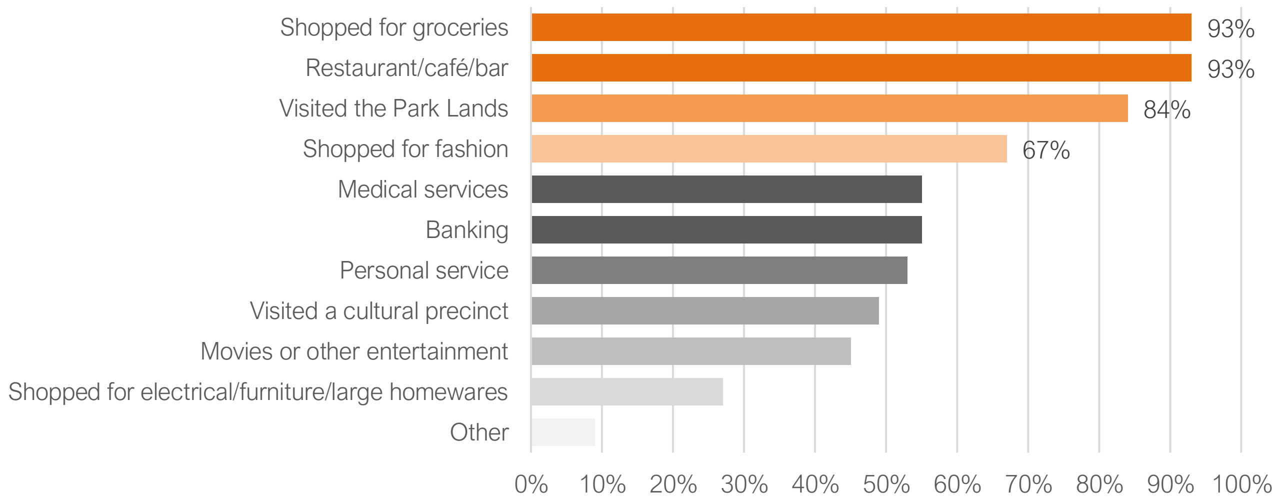
26% of responses to this question related to the amenity of the city, that is its 'look and feel'. Comments in relation to amenity ranged from the city being vibrant, safe, clean, friendly, or quiet, to the diversity of the city, and the sense of community.

Finally, 20% of respondents mentioned the city lifestyle. This category includes general comments about the lifestyle as well as comments about the city being walkable/able to walk places, and having less need for a car.

Q24 Over the past month how have you participated in city life?

This question was grounded in determining if people were ‘out and about’ using the city for their everyday needs and for discretionary spending purposes. The question gave eleven pre-defined options, including an ‘other’ option. The responses are shown in the graph below. The percentages in the graph do not add to 100% as respondents could choose more than one option.

Figure 7 – Participation in city life (% of respondents by activity)



Shopping for groceries and going to a café/restaurant or bar were the most popular activities in the reference period (the past month) with 93% of respondents having done those things. Visiting the Park Lands was the next most common response, with 84% having done so.

Other things done included visiting public institutions, various physical and recreational activities, using health services, and going to work or university.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Q25 How has your daily life changed since COVID-19?

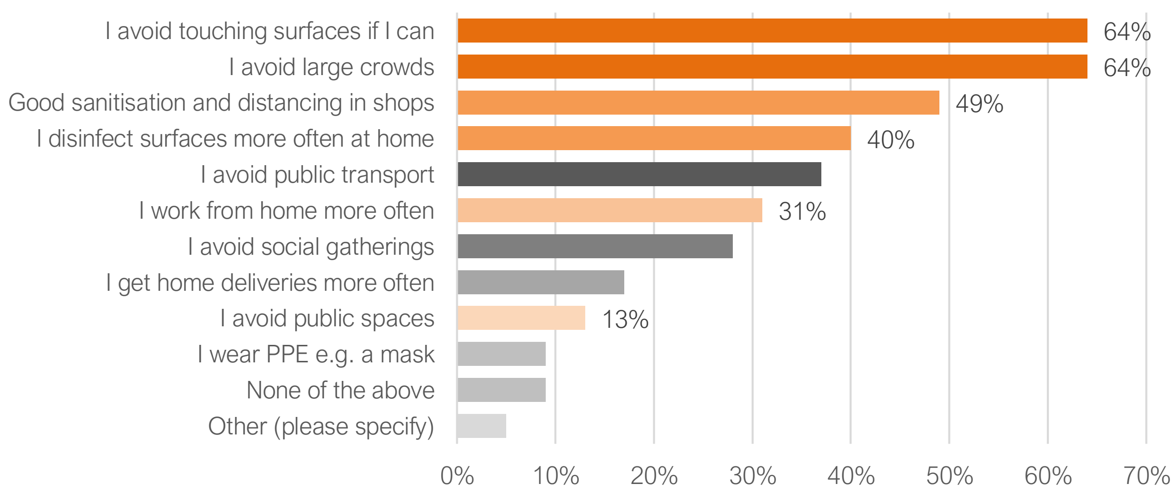
This question was to gauge how, if at all, residents have changed their behaviour in the face of COVID-19.

The top responses to this question was 'I avoid touching surfaces if I can' and 'I avoid large crowds' with 64% of respondents choosing each of these options. This was followed by 'I go to shops with a good approach to sanitisation and distancing' (49%). The survey was undertaken throughout the month of October 2020 when COVID-19 was under control in SA, so behaviours that were likely adopted earlier in 2020, have persisted.

Other surveys such as those by McKinsey Research and the Australian Bureau of Statistics (ABS) have shown a reluctance by Australians to gather in large groups. This is reflected in the chart below with relatively few respondents avoiding public places (13%), but many avoiding large crowds (64%).

Some 31% of respondents noted that they now work from home more often, and 49% said they go to shops where sanitisation and distancing measures are in place.

Figure 8 – Behavioural change (changes to daily life since COVID-19)



EXPECTATIONS OF PUBLIC PLACES

Q26 What do you now expect of public places?

COVID-19 has inspired a lot of commentary across the globe about the future look of public places, events and activities and the urban realm generally.

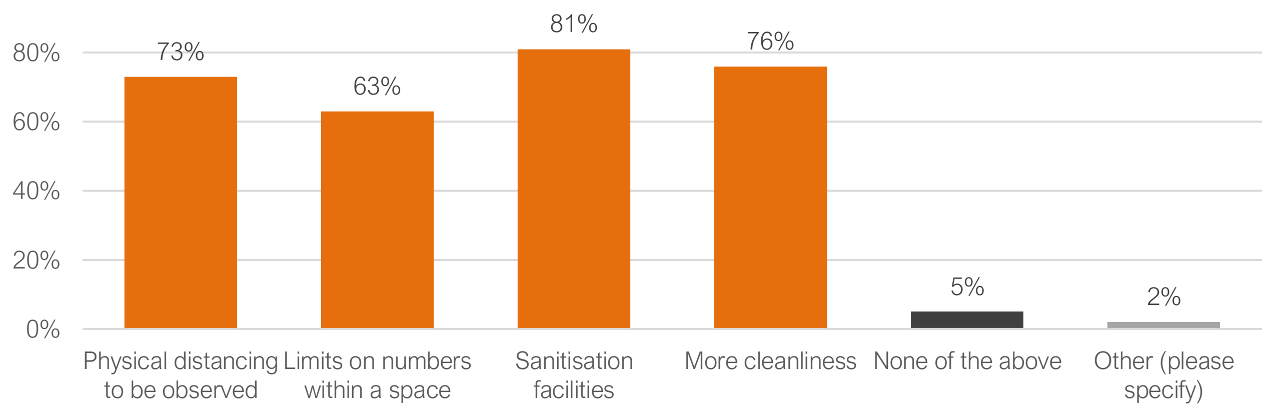
This question was included to provide information about what the City of Adelaide can do to ensure that the many public spaces under our care, control and management, are considered safe for use by residents.

This question had four pre-defined options, plus a ‘none of the above’ and an ‘other’ option. Respondents were able to choose more than one option.

Sanitisation facilities was the top expectation of public places, chosen by more than 80% of respondents. This was closely followed by ‘more cleanliness’ (76%) indicating the need for spaces to look and feel safe to use. These are both matters that the City of Adelaide can influence through our actions.

‘Physical distancing to be observed’ also received a very high level of response, with 73% of respondents expecting this. It is an interesting option as it is something that people do for themselves, rather than something that is provided for them in a public place (like sanitisation and cleanliness) or enforced for them (limits on numbers). It indicates an expectation for people to self-manage and ‘do the right thing’ by others.

Figure 9 – Expectations of public places



TRAVEL TO WORK

Q40 How do you usually travel to work?

This question was new to the 2020 survey. It was asked only of people who nominated their main occupation at Q38 as “employed”.

Of the 526 people giving their main occupation as “employed”, almost equal proportions usually walk to work (37%) or travel by car as driver or passenger (35.5%). Public transport (bus, train, or tram) is the usual mode for about 9.5%, as is cycling, and 8.5% use some other mode of transport to get to work.

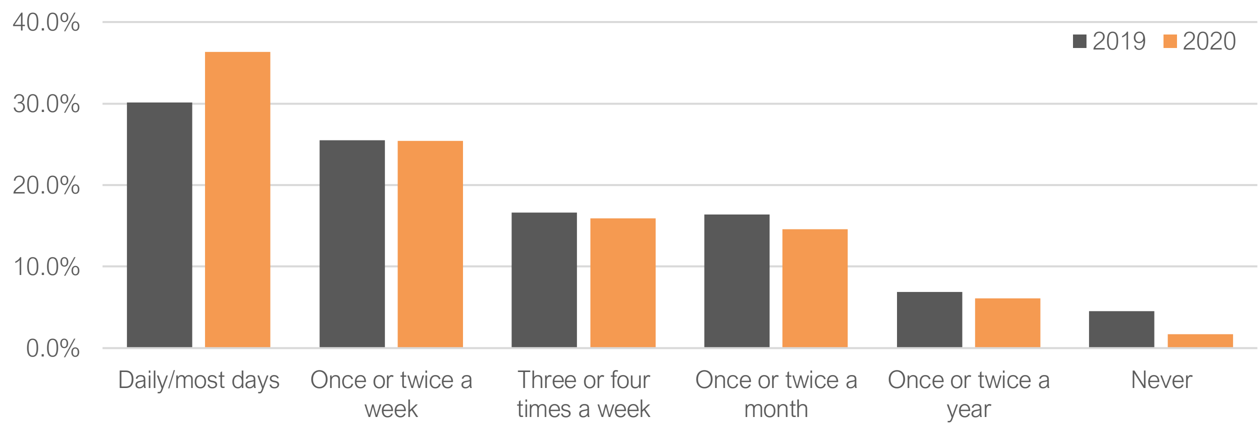
Park Lands

Q27 On average, how often do you visit the Park Lands?

This question was used in the 2019 Resident Survey and there are some differences in the responses received in 2020 compared to 2019. Most notably, the proportion of residents who are frequent visitors to the Park Lands (visit at least once per week) increased from 72.1% in 2019 to 77.5% in 2020. That increase was led by a 6% increase in the proportion of respondents visiting the Park Lands daily/most days, compared to 2019.

There has been a lot of speculation about COVID-19 and its tendency to localise activity. It seems very likely that the period for which fitness activities including gyms were closed inspired some residents to engage more often with outdoor public spaces such as the Park Lands and that this behaviour continued over the following months.

Figure 10 – Visits (frequency) to the Park Lands



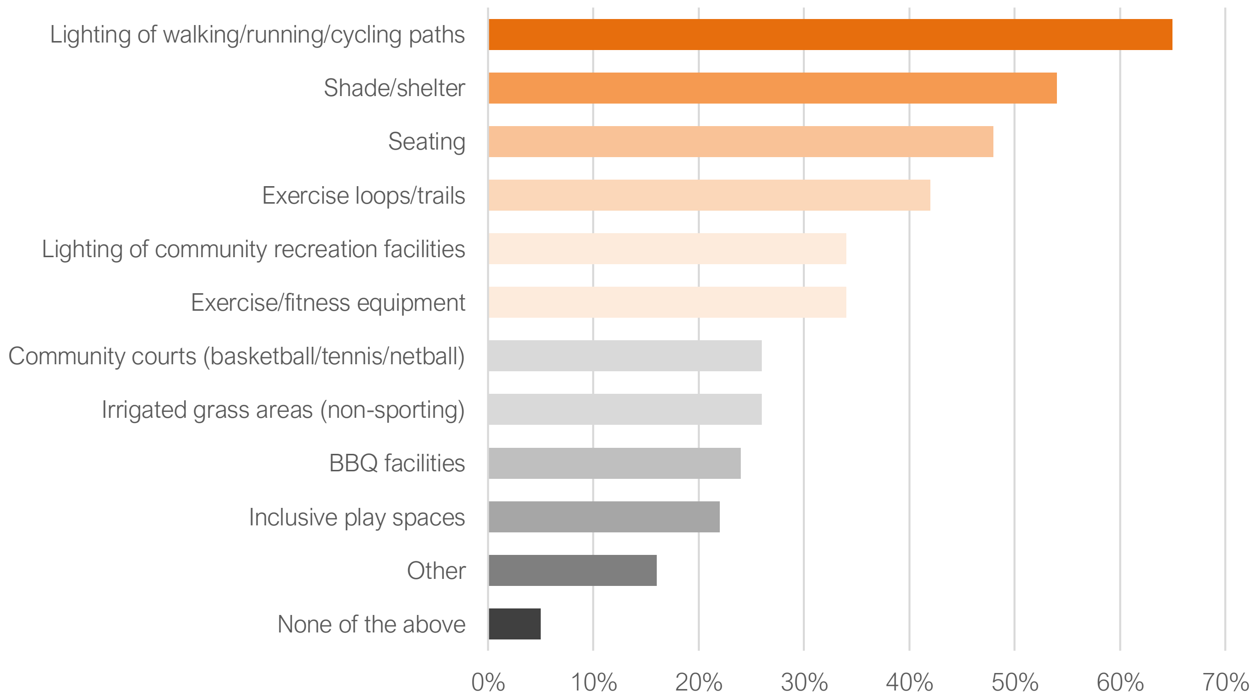
Q28 What would you like to see more of in the Park Lands?

This question was included to assist with Park Lands planning. It is different to the question used in the 2019 survey that focussed on activities done in the Park Lands.

The top responses to this question are shown in the chart below.

The lighting of pathways, shade/shelter, seating, and exercise loops/trails were the facilities that most respondents want to see more of in the Park Lands. This indicates a desire for more of the features that make the Park Lands safe and comfortable for use independent of a club or group or paid activity.

Figure 11 – Desired features of the Park Lands



Respondents had the opportunity to state other things they would like to see more of in the Park Lands and 160 respondents made a comment. The top responses are shown in the word cloud below: The most wanted additional items are toilets, followed by native plantings/biodiversity/conservation zones. The policing/security category includes comments ranging from the control of dogs, to moving on homeless and vulnerable people.

Other desired features in the Park Lands:

Environmental action at home

Q32 Which of the following do you have or do at home?

The 2020 Resident Survey included questions to gauge actual and desired environmental activity by residents in their homes. CoA has a focus on community education and a long-established Sustainability Incentives Scheme (SIS) that assists residents and others to implement environmental initiatives at their homes. Environmental Leadership is one of the four Community Outcomes of the 2020-2024 Strategic Plan.

Respondents were asked to select all that applied to them from a list of nine options, including ‘none of the above’.

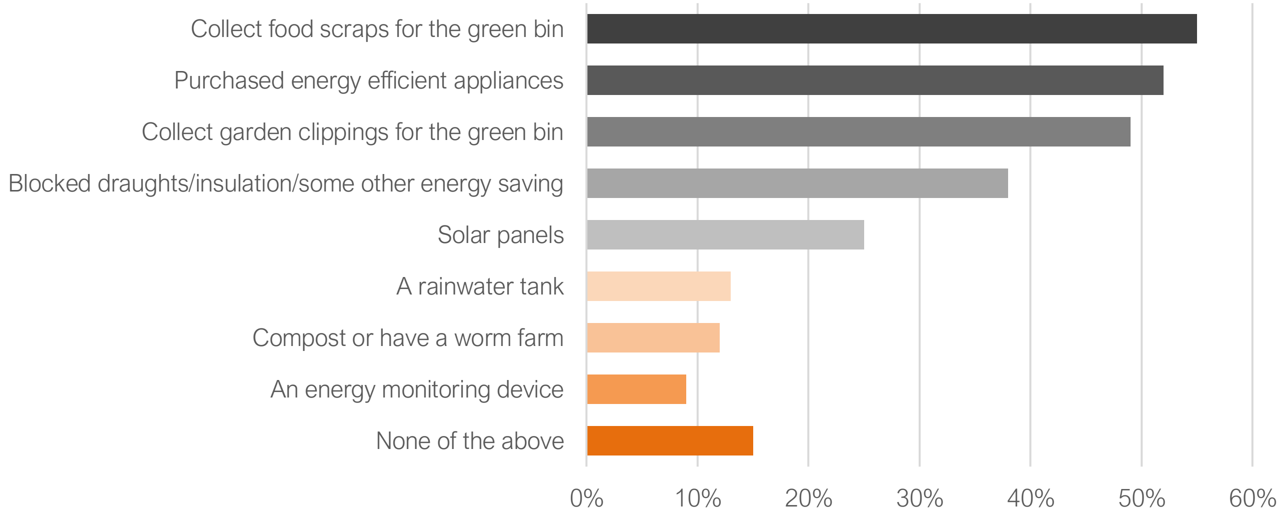
The most common things done are those that are inexpensive, require some basic equipment, and do not require space, or permission, to do: 55% of respondents collect food scraps, and 49% collect garden clippings and put them in the green bin.

Some 52% have purchased energy efficient appliances. While appliances come at a higher cost, it is most likely that these purchases have been made as needed, taking the opportunity to choose an energy efficient appliance in the process.

Actions that require space on the property are less common, with 13% having a rainwater tank and 12% a compost or a worm farm at their home.

Actions that come at a higher cost such as energy monitoring devices and solar panels were less likely to be taken, although one quarter of respondents have solar panels on their home.

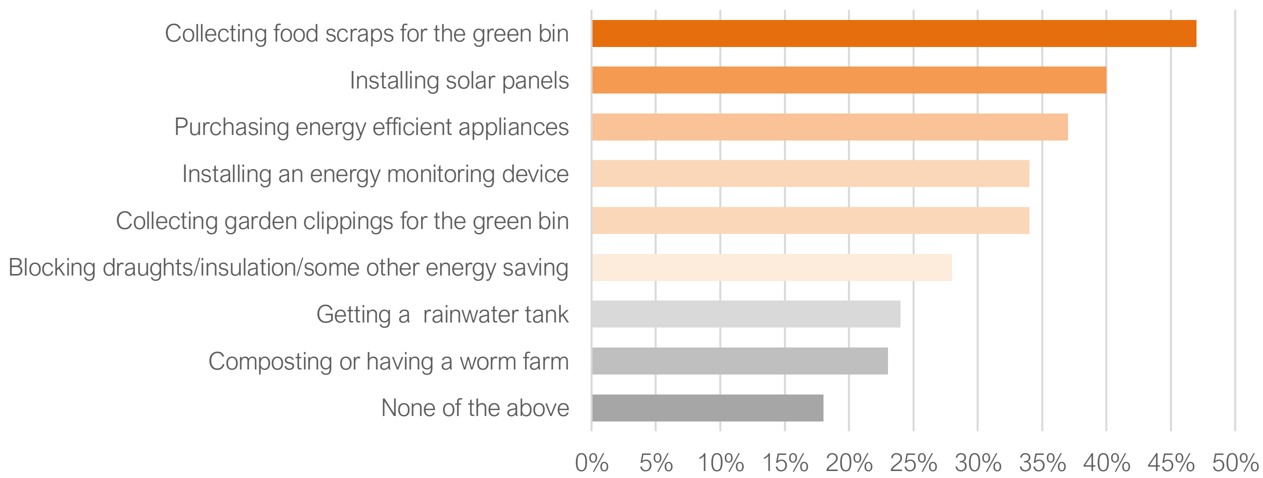
Figure 12 – Environmental practices in the home



Q33 Are you interested in doing any of the following in your home?
Q34 If you are interested in doing any of the above but have not done so, what are the main barriers?

Interest in all activities was high, even the 'big ticket' items, with 40% interested in installing solar panels, 23% are interested in composting or having a worm farm, 24% in getting a rainwater tank, and 34% in installing an energy monitoring device. The latter indicates that this is seen as a good way to understand a household's energy use and to be empowered to make changes. At the low-cost end of the scale, 47% are interested in collecting food scraps and putting them in the green bin. A key barrier here is not having access to the right bin.

Figure 13 – Additional desired environmental practices in the home

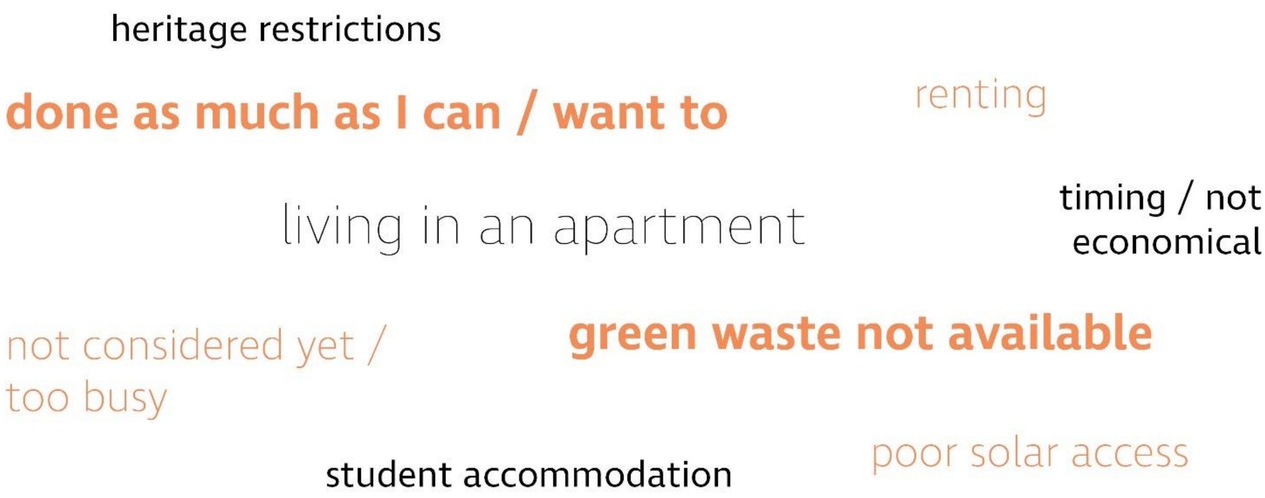


The main barriers question was not mandatory and 864 people responded to it.

The main barriers to doing the things of interest are: insufficient space on the property (36%); needing the approval of a landlord or strata body (31%); and the prohibitive upfront cost (30%). Insufficient space was most often selected by people living in a row/terrace/townhouse. People in this dwelling type were also most likely (38%) to find the upfront cost prohibitive.

The ‘other’ responses to this question are shown in the word cloud below. Heritage restrictions and poor solar access prevent the installation of solar panels for some residents. There is also a relationship between apartment living and not having access to a green waste service.

Other barriers noted to environmental action at home:



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