



# The Neighbourhood Sustainability Framework and Assessment Kit

## Part V: Guidelines for Using the Resident Self-Report Tool



If you have decided that your development is either a redevelopment of an existing neighbourhood or a new development within an existing neighbourhood, people will be living in the neighbourhood already. Their behaviours, relationships and perceptions are affected by the built environment. Understanding how people relate and behaviour in the neighbourhood you are about to work in is an important part of making sure you optimise the resilience and sustainability of the neighbourhood and avoid undermining the things that make a neighbourhood work.

The Resident Self-Report Tool assesses the sustainability of a neighbourhood by collecting information on what residents think of and how they act in the neighbourhood. This is done through a survey process. This data is analysed in relation to data collected through a national survey in 2009, providing results that are relative to urban neighbourhoods across New Zealand.

The Resident Self-Report Tool provides a 3-band assessment of neighbourhood sustainability. The bands are:

- High sustainability
- Medium sustainability
- Low sustainability

The report of the Resident Self-Report Tool also comments on how your neighbourhood compares with the national baseline survey of urban neighbourhoods in New Zealand. The latter will help you to focus on some of the issues that possible compromise or support your particular neighbourhood 'working well'.

It is important to remember that:

- The Resident Self-Report Tool results need to be looked at in combination with the results of the Observational Tool. It should be noted that the tools are not designed to be numerically combined. Rather, the output of each should be discussed and interpreted alongside each other.
- Our testing has shown that typically the two tools give very similar assessments. Sometimes a 'split assessment' occurs usually where the Resident Self-Report Tool gives a lower band than the Observational Tool. Where this happens, it is important that users explore the reasons for this. It sometimes indicates that a community development approach is required in that community to improve its resilience and sustainability.
- The Resident Self-Report Tool provides an assessment to help you think about the neighbourhood and how the built environment supports, or does not support, sustainable behaviours. **It is not a rating tool.** It does not give you directions about what to do in the neighbourhood, but rather it identifies where neighbourhood outcomes need to be addressed.

### What is in this Guideline?

1. Instructions for using the Resident Self-Report Tool
2. How to survey
3. Who do you need to survey?
4. How many households do you need to survey?
5. Telephone, self-complete or face-to-face interviewing
6. Follow-up success
7. Confidentiality, anonymity and keeping data safe
8. Inputting the data
9. Analysis and reporting back

## 1. INSTRUCTIONS FOR USING THE RESIDENT SELF-REPORT TOOL

To use the Resident Self-Report Tool, you need to:

- Collect data from the people that live in the neighbourhood itself using a questionnaire either by self-report or through face-to-face interviews or even through telephone surveying. You should refer to the “How to Survey” section (p. 4) for guidance about surveying. Questionnaire templates for both telephone and face-to-face interviews, and for self-completion, are provided in Parts 5a and 5b.
- The data is entered into the Excel-based Resident Self-Report Tool calculator. Enter data into the Excel input sheet which is set up so you can simply enter the relevant data collected in the questionnaire. The best way to do this is to save the calculator with the name of the neighbourhood you are assessing so that you always have a blank workbook to copy for use on other neighbourhoods in the future.
- Table 1 below sets out what data will be collected from each question of the questionnaire. You should refer to the “Inputting Data” section (p. 7) for guidance about using the input sheet. The input sheet also gives you further instructions.  
You will note that data from some questions are used twice in different places in the calculator. For example, data from question 2 (Q2) in Functional Flexibility is used also in the Minimised Cost domain. Where that happens, the input sheet only requires you to enter the data once.
- You will see that sometimes you are asked to use valid percents and sometimes raw percents. Instructions on how to put in a raw or valid percent are found in the input sheet and in the “Inputting Data” section (p.7).
- Consider the implications of the overall band of sustainability and how your neighbourhood compares to urban neighbourhoods nationally as presented on the Results sheet.

Neighbourhood Sustainability Framework domain and relevant data collected in questionnaire	Unit of measure
<b>Functional Flexibility</b>	
- % intention to move because of housing (Q1.1)	Raw percent
+ % foot/bicycle/public transport for work/ study (Q2)	Raw percent
<b>Neighbourhood Satisfaction</b>	
- % intention to move because of neighbourhood (Q1.2)	Raw percent
+ % describing house/garden condition as ‘very good’ (Q15)	Raw percent
+ % describing walking in street at night as ‘very safe’ (Q9.1)	Raw percent
- % describing walking in street at night as ‘very unsafe’/ ‘do not go out at night’ (Q9.4 & 9.97)	Raw percent
+ % noise disturbance described as ‘not a problem’ (Q10.1)	Raw percent
-% noise disturbance described as a ‘serious problem’ (Q10.3)	Raw percent
- % no neighbours known by name (Q7)	Raw percent
+ % knowing many in the neighbourhood (Q6.1)	Raw percent
- % no chat or greeting of neighbours (Q8)	Raw percent
+ % strongly agreeing that the neighbourhood is friendly (Q11a)	Raw percent
+ % strongly agree that neighbourhood reflects own identity (Q11c)	Raw percent
+ strongly agree that has a sense of belonging (Q11b)	Raw percent

<b>Maximised Bio-physical Health</b>	
-exceeding average aggregate kms last 4 weeks car use (Q3)	Average kms including all households no kms because no vehicle but excluding households that did not know their average kms
+ % use bicycle/walk for work/study (Q2)	Valid percent - Exclude N/A
+ % undertakes composting (Q13)	Raw percent
+ % leaves undisturbed area for wildlife (Q14.1)	Valid percent
+ % maintains shrubs and garden (Q14.2)	Valid percent
+ % provides pond (Q14.3)	Valid percent
+ % provides food and water for wildlife (Q14.4)	Valid percent
+ % undertakes organic gardening (Q14.5)	Valid percent
<b>Effective Governance and Civic Life</b>	
+ % membership and participation in local or neighbourhood groups (Q5)	Raw percent
+ % participation in local or neighbourhood group at least once a month (Q5)	valid percent
+ % use of local public spaces at least once a month (Q4)	Raw percent
<b>Resource Use &amp; Climate Protection</b>	
-exceeding average aggregate kms last 4 weeks car use (Q3)	Average kms including all households no kms because no vehicle but excluding households that did not know their average kms
+ % energy efficient (Q12)	Raw percent
<b>Minimised Cost</b>	
+ % use bicycle/walk for work/study (Q2)	Valid percent - Exclude N/A
+ % who expend more than half of their food expenditure in the neighbourhood (Q16)	Raw percent

Table 1: The specification of data collected from the Resident Self-Report survey for the input sheet

## 2. HOW TO SURVEY

There are a number of issues you need to address and processes you need to establish to successfully survey a neighbourhood. These include:

- Sorting out who you are going to survey and how many people you are going to survey.
- How you are going to ethically get people to respond to the questionnaire and which questionnaire you should use.
- How you are going to keep the individual questionnaires safe and confidential and protect the anonymity of people that fill out the questionnaire.
- How you are going to get the data inputted into the Resident Self-Report Tool calculator.
- How or whether you are going to report back to your neighbourhood about the survey results.

Some of these issues need to be addressed in the context of your specific situation. The following guidelines can not cover all situations. If you are inexperienced in surveying, you are advised to get expert assistance in developing an appropriate surveying and data management strategy.

## 3. WHO DO YOU NEED TO SURVEY?

The answer to this question is superficially simple but can take some thought.

The simple part is that you survey people who live in the neighbourhood. The questionnaire is designed to survey a householder or someone that can speak on behalf of a household. Only one person in a household should be surveyed.

The hard part is deciding where the boundaries of a neighbourhood are. This can be established in a number of different ways. These are discussed in Part III: Guide to Tool Choice in the Kit.

The process of deciding what the boundaries of the neighbourhood are should be completed before surveying begins.

## 4. HOW MANY HOUSEHOLDS DO YOU NEED TO SURVEY?

In general, neighbourhoods tend to have between 200 and 500 households. It is desirable that everyone be given an opportunity to be involved in the survey. This is not primarily for statistical reasons, but because undertaking the survey itself can be a mobilising activity within the neighbourhood.

The issue then arises about response rates. That is, the number of households that, having been given the opportunity to participate, agree to do so. In some communities in New Zealand, response rates are down to around 20 percent for many surveys. The number achieved in some telephone surveys is due to repeated replacement of refusals until the desired sample size is met. In the context of a neighbourhood, this approach is not possible. There are only a limited number of households in the neighbourhood and, in any case, problems of sample bias can easily creep in.

It is desirable to get response rates in excess of 50 percent to reduce problems of sample bias. To do this there are some fairly simple things to keep in mind.

- Telephone surveying can exclude people that do not have telephones. If you believe that your neighbourhood has a lot of people without telephones or using pay-as-you-go cell phones, then other ways of delivering the questionnaire might be better.
- All surveys can be difficult for people that have English as a second language. If you have a community with lots of households with English as a second language, you may want to translate the questionnaire into the commonly-used languages in the area so households have a choice of what language they use to respond.
- You can add questions to the end of the questionnaire, but remember:
  - The longer the questionnaire, the less likely householders are to respond.
  - If you add questions around aspects of people's lives which are very sensitive such as how many people living in a dwelling or the questions about habits such as smoking, drinking or gambling, or questions about personal or household incomes, you are likely to reduce the response rate.
- You can facilitate a higher response rate through putting effort into different surveying techniques. Those include:
  - Following up with householders if they don't respond to a questionnaire within the time period.
  - Using a variety of face-to-face interview opportunities to engage householders.
  - Making sure that householders have a variety of ways to get a questionnaire back to you if it is a self-complete questionnaire including:
    - > Freepost envelopes.
    - > A freephone in which they can get someone to fill out the questionnaire over the telephone.
    - > Using a questionnaire collector to go door-to-door to collect completed questionnaires.

Remember that research shows that the more follow-up, the higher the response rate. Sometimes a token of appreciation or a draw for a range of small prizes can also encourage people to return their questionnaires.

- If members of the community are aware the questionnaire is coming and it is seen as part of helping the community, people are more likely to respond. So community promotion is important.
- People are more likely to participate if they feel certain that their anonymity and confidentiality will be protected. Make sure you put systems in to manage that and that people see those systems as credible. See Section 7: Confidentiality, Anonymity and Keeping Data Safe (p. 6).
- People are more likely to engage with surveyors if they can see that the surveyor or a person collecting completed questionnaires is connected to a credible organisation. So:
  - Be clear about your organisation, who you are and why you are doing this work.
  - Ensure householders can contact you if they have any concerns or enquires. A freephone number as well as a contact person's name is important here.
  - Make sure that surveyors or anyone dropping off or collecting questionnaires have appropriate identification cards and, preferably, some form of identification such as a labelled T-shirt which makes their association with the survey visible in the street.

### 5. TELEPHONE, SELF-COMPLETE OR FACE TO FACE INTERVIEWING?

Telephone surveying can be expensive but it is a quick way of getting participation in large populations. If you are surveying multiple neighbourhoods, this may be an option. Remember, however, that problems of bias readily arise in telephone surveying. Households without landlines and/or those reliant on pay-as-you-go cell phones tend to be under-represented. A template of the questionnaire designed for telephone surveying can be found in the Kit (Part 5a).

When neighbourhood-based surveying is being undertaken, self-complete and/or face-to-face interviewing are often most effective. Self-complete surveys, where the questionnaire is sent to householders by post and returned using a self-addressed envelope by post, are the lowest cost but typically have less than 30 percent response rate, although follow-up can increase this.

The most effective approach is a mixed method as follows:

1. Deliver a self-complete questionnaire to household letter boxes with a self-addressed, stamped envelope and a clear statement of desired return date and that:
  - If a householder would like to respond alternatively by telephone that they can ring a freephone number for that to be done.
  - If a householder would like to respond alternatively by face-to-face interview that they can ring a freephone number for an interview time to be arranged.
  - If they wish to self-complete but can not post the questionnaire back that they can ring a freephone number to have the questionnaire collected.
2. The week prior to returns being due, send a postcard to all addresses that have not returned their questionnaire reminding them how they can get it back to you (see 1-above) and adding that if they have not received or mislaid a questionnaire to ring the freephone number and it can be done over the telephone.
3. The week after returns are due, either repeat 2-above or, if you have the capacity, send surveyors to those addresses that have not returned questionnaires. Those surveyors require:
  - A script which helps them to explain to the householder what the project is about, reassure the householder, and offer to either pick up the self-complete questionnaire or undertake a face to face interview there and then.
  - Additional questionnaires to either leave with the householder or to complete onsite.
  - Instructions regarding safety. See Part 5d: Safety Protocols. This is a generic approach; your organisation will have to shape it specifically for the needs of your surveyors when surveying. This is your responsibility. Beacon takes no responsibility for your implementation of this.
  - Guidelines on appropriate and ethical behaviour. See 5c: Interviewer Ethics and Behaviour. Again, this is a generic approach; your organisation will have to shape it specifically for the needs of your surveyors when surveying. This is your responsibility. Beacon takes no responsibility for your implementation of this.
4. Repeat 3-above until response rate is adequate and/or you must close off data collection to undertake data analysis.

The face-to-face interview and self-complete questionnaire are the same and a template is provided for them in Part 5b. A separate template is provided for telephone interviews – see Part 5a.

## 6. FOLLOW-UP SUCCESS

Successful follow-up is dependent on two things. Firstly, establishing a method by which you can identify which dwellings have responded and which have not. Secondly, good follow-up needs sensitive engagement with householders.

The latter means ensuring that the people conducting the follow-up are well trained and able to make good judgements about the difference between a householder that has refused, and a householder who will participate but needs reassurance and support to do so. It also means making participation as convenient to the householder as possible.

With regard to the first issue, it is important that a list of addresses to which questionnaires are delivered or sent is maintained. That list needs to match a unique identifier number which should be placed on the questionnaire. The list of addresses and their unique identifier should be kept securely and confidentially. Only one or two people should handle the follow-up process. Data inputters do not need, nor should they have access to, the addresses of households. After the surveying is complete and data entered, the follow-up tracking sheet that associates addresses with unique identifiers should be destroyed so there is no possibility of unauthorised individuals identifying the addresses that generated particular dwellings.

## 7. CONFIDENTIALITY, ANONYMITY AND KEEPING DATA SAFE

Issues of anonymity and confidentiality have been already raised in relation to follow-up. Setting up a system by which data is not released or matched inappropriately is important. Clear protocols need to be developed regarding which members of the team collect and analyse neighbourhood data and under what circumstances. All people who are involved need to be trained in relation to confidentiality and anonymity for participant householders. This is particularly important where staff or volunteers, not familiar with standard confidentiality and anonymity procedures in research, are involved.

Keep questionnaires in a locked storage area unless data is actively being inputted. This is important not only for confidentiality but also to protect the questionnaires from loss or being mislaid. All questionnaires should be stamped with: the date received from householder; and the date entered into database. Because the receipt of a returned questionnaire must be marked as 'received' on the follow-up database, it is often useful to have the person managing that process in charge of date-stamping the received questionnaires and storing those questionnaires safely for inputting.

Another precaution to prevent data loss is to:

- enter the data from each questionnaire as soon as possible after receipt
- store the questionnaires in a locked area away from the computer on which the data is stored on the calculator, and
- ensure that input sheet is properly 'backed up'.

## 8. INPUTTING THE DATA

The input sheet in the Resident Self-Report Tool calculator has been kept very simple to allow people to be trained easily to input the data. In the first column of the sheet, the inputter will put the unique identifier number. These do not need to be in order. If you receive questionnaire 161 before questionnaire 2, you can put in questionnaire 161 first.

The columns in the sheet follow the order of the questions and the question numbers in the questionnaire. In some questions only one of the responses is useful for the calculator. See Example: Question 1. Usually the inputter inserts a 1 where a householder says that a response applies to them or a 0 where a response does not apply to them. In most cases, every column needs an answer. There should be no blank cells. The exception is column F, Q3, where, if a household answers 'Don't know,' the cell is left blank.

Instructions for each question and column are included on the input sheets. The table below also gives further explanation of inputting for each question. This will help you make sure you insert the raw percent or the valid percent when required.

### Example: Question 1

Q1 in the questionnaire is presented below. In the input sheet, you will see that in column B you only need to input data as it relates to response number 1 below, i.e. whether the respondent intends to move because the house is not suitable. This is referred to in the input sheet Q1.1. You will also note that you will be asked in column C to input data from Question 1, but only as it relates to response number 2. This is referred to in the input sheet as Q1.2

Q1 First of all, can you please tell me which of the following statements best reflects your intentions within the next few years? **Read**

- 1 I intend to move because this house is not suitable
- 2 I intend to move because of the neighbourhood
- 3 I intend to move because of other reasons
- 4 I do not intend to move within the next few years
- 98 Don't know **\*\*Do not read\*\***

It is important that inputting is done carefully. Inputters need to be fully conversant with the questionnaire and how data needs to be entered.

Excel column	Column name	Data entry values	Instructions
A	Unique survey ID #	String of freetext – letters or numbers	The ID itself can be anything as long each code is unique to the house. The baseline for the calculator is calculated using this column so please ensure each survey is only entered once and that no extra information is included on the worksheet in this column.
B	Q1.1	1 or 0	If the respondent has answered/ticked/circled statement 1 for Q1 then enter a '1' in this column, enter '0' for all surveys where a statement 1 has not been selected.

Excel column	Column name	Data entry values	Instructions
C	Q1.2	1 or 0	If the respondent has answered/ticked/circled statement 2 for Q1 then enter a '1' in this column, enter '0' for all surveys where statement 2 has not been selected.
Note Q1			Question 1 is not multiple response respondent can only select 1 answer so taken together data input for columns B & C could be 0,0 or 1,0 or 0,1 but it can not be 1,1.
D	Q2.1	1 or 0	If the respondent has answered/ticked/circled option 1 'public transport' for Q2 then enter a '1' in this column, enter '0' in this column for all surveys where option 1 has not been selected.
E	Q2.7	1 or 0	If the respondent has answered/ticked/circled option 7 'on foot/bicycle' for Q2 then enter a '1' in this column, enter '0' in this column for all surveys where option 7 has not been selected.
Note Q2			Question 2 is not multiple response respondent can only select 1 answer so taken together data input for columns D & E could be 0,0 or 1,0 or 0,1 but it can not be 1,1.
F	Q3	0, blank, or the actual kilometres given by the respondent	If respondent has answered 'don't know' to this question, then leave the cell blank in this column. If the household does not use a vehicle, then enter a '0' in this column. For all other answers, enter the number of kilometres given by the respondent. You can not enter a range so if the respondent says 200-300 kms in the last month this should be entered as 250
G	Q4	1 or 0	If the respondent has answered/ticked/circled 'yes' for Q4, then enter a '1' in this column, enter '0' in this column for all surveys where another response has been selected.
H	Q5	1 or 0	Enter a '1' in this column if the respondent has answered/ticked/circled any of the following: '2-3 times a week'; 'about once a week'; 'once a month'; or 'less than once a month' for Q5.  Enter '0' in this column for all surveys where 'don't know' or 'no-do not take part in ...' has been selected.
I	Q5.1-5.3	1 or 0	Enter a '1' in this column if the respondent has answered/ticked/circled any of the following: '2-3 times a week'; 'about once a week'; or 'once a month' for Q5.  Enter '0' in this column for all surveys where 'less than once a month', 'don't know' or 'No - do not take part in ...' has been selected.
Note Q5			<b>Column I is a subset of column H so enter carefully.</b> Data input for columns H & I taken together could be 0,0 or 1,1 or 1,0 but it can not be 0,1.
J	Q6.1	1 or 0	If the respondent has answered/ticked/circled option 1 'many people' for Q6, then enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
K	Q7	1 or 0	If the respondent has answered/ticked/circled 'yes' for Q7, then enter a '1' in this column. Enter '0' in this column for all surveys where another response has been selected.
L	Q8	1 or 0	If the respondent has answered/ticked/circled 'yes' for Q8, then enter a '1' in this column. Enter '0' in this column for all surveys where another response has been selected.

Excel column	Column name	Data entry values	Instructions
M	Q9.1	1 or 0	If the respondent has answered/ticked/circled option 1 'very safe' for Q9, then enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
N	Q9.2	1 or 0	If the respondent has answered/ticked/circled option 2 'fairly safe' for Q9, then enter a '1' in this column. Enter '0' in this column for all surveys where option 2 has not been selected.
O	Q9.3	1 or 0	If the respondent has answered/ticked/circled option 3 'a bit unsafe' for Q9, then enter a '1' in this column. Enter '0' in this column for all surveys where option 3 has not been selected.
P	Q9.4	1 or 0	If the respondent has answered/ticked/circled option 4 'very unsafe' for Q9, then enter a '1' in this column. Enter '0' in this column for all surveys where option 4 has not been selected.
Q	Q9.97	1 or 0	If the respondent has answered/ticked/circled option 97 'not applicable/ don't walk at night' for Q9, then enter a '1' in this column. Enter '0' in this column for all surveys where option 97 has not been selected.
Note Q9			Q9 is not multi response. For any row there should be some combination of four zeros and a single 1 across columns M to Q. The only exception is missing data in which case there will be 5 zeros
R	Q10.1	1 or 0	If the respondent has answered/ticked/circled option 1 'not a problem' for Q10, then enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
S	Q10.3	1 or 0	If the respondent has answered/ticked/circled option 3 'a serious problem' for Q10, then enter a '1' in this column. Enter '0' in this column for all surveys where option 3 has not been selected.
Note Q10			Question 10 is not multi response. The respondent can only select 1 answer so taken together data input for columns R & S could be 0,0 or 1,0 or 0,1 but it can not be 1,1.
T	Q11a.1	1 or 0	If the respondent has answered/ticked/circled option 1 'strongly agree' for Q11a this is a friendly neighbourhood, then enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
U	Q11b.1	1 or 0	If the respondent has answered/ticked/circled option 1 'strongly agree' for Q11b I feel I belong to this neighbourhood, then enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
V	Q11c.1	1 or 0	If the respondent has answered/ticked/circled option 1 'strongly agree' for Q11c my neighbourhood reflects the type of person I am, then enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
W	Q12	1 or 0	If the respondent has answered/ticked/circled 'yes' for Q12, then enter a '1' in this column.  Enter '0' in this column for all surveys where another response has been selected.

Excel column	Column name	Data entry values	Instructions
X	Q13	1 or 0	If the respondent has answered/ticked/circled 'yes' for Q13, then enter a '1' in this column.  Enter '0' in this column for all surveys where another response has been selected.
Y	Q14.1	1 or 0	If the respondent has answered/ticked/circled option 1 'leaves an areas undisturbed for wildlife' for Q14, enter a '1' in this column. Enter '0' in this column for all surveys where option 1 has not been selected.
Z	Q14.2	1 or 0	If the respondent has answered/ticked/circled option 2 'provides and maintains shrubs or trees ...' for Q14, enter a '1' in this column. Enter '0' in this column for all surveys where option 2 has not been selected.
AA	Q14.3	1 or 0	If the respondent has answered/ticked/circled option 3 'provide and maintain a pond' for Q14, enter a '1' in this column. Enter '0' in this column for all surveys where option 3 has not been selected.
AB	Q14.4	1 or 0	If the respondent has answered/ticked/circled option 4 'provides food and water for wildlife' for Q14, enter a '1' in this column. Enter '0' in this column for all surveys where option 4 has not been selected.
AC	Q14.5	1 or 0	If the respondent has answered/ticked/circled option 5 'uses organic gardening methods' for Q14, enter a '1' in this column. Enter '0' in this column for all surveys where option 5 has not been selected.
AD	Q14.95	1 or 0	If the respondent has answered/ticked/circled option 95 'N/A – no outdoor spaces/garden' for Q14, enter a '1' in this column. Enter '0' in this column for all surveys where option 95 has not been selected.
NOTE Q14			Q14 is multi response so, for columns Y to AC, there could be five '1's or five '0's or any combination in between. The exception is in column AD – if there is a 1 in column AD, then columns Y-AC should all be zero. Likewise if there is a 1 recorded in any of the columns Y-AC, then column AD should be zero.
AE	Q15.1	1 or 0	If the respondent has answered/ticked/circled option 1 'very good' for Q15, then enter a '1' in this column.  Enter '0' in this column for all surveys where another response has been selected.
AF	Q16.3-Q16.4	1 or 0	Enter a '1' in this column if the respondent has answered/ticked/circled either of the following: '51-75% over a half to three quarters' or '76%-100% over three quarters to all' for Q16.  Enter '0' in this column for all surveys where another response has been selected.
AI	DATA ENTRY COUNT	N/A	This is automatically generated as you input your data – this total is used in the calculator so you should use it as a check. The number in the data entry count should match the number of returned completed surveys you have inputted.

**Missing data** – in the case of individual surveys, if a question has not been answered or answered incorrectly (e.g. multiple options picked for a single response questions) for data input purposes, the question will need to be treated as missing data. In general, the standard instructions above apply for missing data as well.

For example, in Q 1.1 the instructions are “If the respondent has answered/ticked/circled statement 1 for Q 1 then enter a ‘1’ in this column, enter ‘0’ for all surveys where a statement 1 has not been selected.” In this case, missing data would mean statement 1 had not been selected so a 0 should be entered.

If several questions are missing in a single questionnaire, a determination may need to be made about whether the questionnaire should be excluded from analysis. We would recommend that if five of the questions on the questionnaire are missing data (Note: 5 questions not 5 columns) then that questionnaire should be examined in more detail and potentially excluded.

If **incorrect information** is inputted, the result will be incorrect. If you do not get a result on the results sheet for an indicator, this means that there has been an input error. Sometimes an input error will not be obvious, however. For that reason, it is advisable for all input to be checked by two people working together systematically after all initial inputting has been completed.

The check process requires one individual to read the result from each questionnaire while their ‘checking partner’ establishes that the data is appropriately recorded in the Excel input worksheet. It is also advisable that, as inputting proceeds and checking is done, the worksheet is saved using the date of change and a successive version number.

## 9. ANALYSIS AND REPORTING BACK

It has already been noted that you need to use the assessment coming from the Resident Self-Report Tool in combination with the Observational Tool. It should be noted that the tools are not designed to be numerically combined. Rather, the output of each to be discussed and interpreted alongside each other. Typically the two tools give very similar assessments, but sometimes a ‘split assessment’ occurs, usually where the Resident Self-Report Tool gives a lower band than the Observational Tool. Where this happens, it is important that to explore the reasons for this. It sometimes indicates that a community development approach is required in that community to improve its resilience and sustainability.

The usefulness of the tool is, of course, dependent on the accuracy and validity of the inputted data. While options for data values are limited, it is recommended that any analysis that includes the results from this tool makes available the working data sheets. This will enable any interpretation of results to be clearly and transparently linked to the original data choices.

In addition, you may decide to report back the information generated by these tools to people who have a stake in the neighbourhood. That includes residents and other people that work in, make decisions about, invest in, and use or provide the amenities and services in the neighbourhood. Who and what needs to be reported back to these neighbourhood stakeholders are very specific to the use to which you are putting the Neighbourhood Sustainability Framework. We can not determine that in these guidelines. However, it is important that, prior to undertaking the Resident Self-Report surveying, that you have clear policy on this, processes to execute that policy, and a communication strategy to communicate why and what you are doing in this regard.

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NOTE: The tools provided here have been developed in good faith and on the basis that every endeavour has been made to be accurate and not misleading and to exercise reasonable care, skill and judgement in providing them.

The usefulness of the Neighbourhood Sustainability Framework and tools is, of course, dependent on the accuracy and validity of inputted data. This Kit provides guidance to support a robust process by which users should gather, input and interpret data about individual neighbourhoods.

This information is freely given and so the user has responsibility for the quality of surveying, data inputting, interpretation of outcomes and any subsequent decision-making. Neither Beacon Pathway Limited nor any of its employees, subcontractors, agents or other persons acting on its behalf or under its control accept any responsibility or liability in respect of any interpretation of outcomes / subsequent decision making.

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**All information and tools associated with this Kit are free to use and to share. They are available from [http://www.beaconpathway.co.nz/neighbourhoods/article/the\\_neighbourhood\\_sustainability\\_framework](http://www.beaconpathway.co.nz/neighbourhoods/article/the_neighbourhood_sustainability_framework)**

