

Christchurch City Council
ATTACHMENTS - ADDITIONAL DOCUMENTS

Date: Thursday 9 June 2022
Time: 9.30am
Venue: Council Chambers, Civic Offices,
53 Hereford Street, Christchurch

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Officers' Response to Residents Survey Results 2021/22

1

Introduction

We are committed to addressing the results from our 2021/22 residents survey. This year heads of service were asked to provide action plans in response to the 2021/22 residents survey results.

This document contains the action plan for each level of service, which includes an interpretation of the results, a response to the results, and an outline of any actions to be taken.

Common themes from the action plans

Common themes from services where we are doing well...

Services that received positive feedback from residents all had things in common that contributed to a positive result. Officers often attributed these positive results to:

- Communication that is:
 - Timely
 - Respectful
 - Friendly
 - Helpful
 - Conveys accurate information
 - Personable (e.g. face-to-face or over the phone)
- Listening to our residents when issues arise
- Consistently striving to provide a high level of service
- Innovative solutions to continue delivering a service when fronted with challenges
- High levels of maintenance

Common themes from services where we could improve...

Services that received feedback that improvements were needed had things in common that may contribute to the overall level of service.

Areas where improvements are needed are:

- Maintenance
- Prioritisation of OPEX
- Resolutions to issues raised by residents
- Timeliness of responses to queries or concerns
- Direct communication where possible (e.g. face-to-face or over the phone)
- Dissatisfaction often coincided with key infrastructure that impact residents directly or on a day-to-day basis (such as roads or stormwater)
- Consultation with communities and engaging with communities in a way that is meaningful to them
- Transparency with decision making
- Cascading organisation goals through to all staff

Key Messages

Communication is key

Services that continue to perform well communicate accurate information in a timely manner that is respectful, helpful and friendly. The services are able to demonstrate they are listening to residents by addressing issues. Direct communication where possible drives the best outcomes.

Residents want to feel heard if an issue is raised. Residents want to know how an issue is being addressed and when the issue can be resolved. If the issue cannot be resolved, residents want to know why, and this needs to be clearly communicated in a way that is respectful, transparent and conveys accurate information.

Our residents' maintenance expectations are often not aligned with what we can achieve with our maintenance budgets

And if we can't address this through increasing our maintenance budgets, we need to instead work on managing our residents' expectations. This includes communicating with residents about the challenges we are facing (e.g. a summer with particularly high rainfall), and the impacts that they are likely to have on the services we provide.

How we engage with communities is important

Consulting with and actively listening to communities will allow us to better understand their needs and improve the delivery of our services.

The cascading of organisational goals through to all Council staff will better position our organisation to reach these goals

When this happens they become ingrained in the everyday work we do.

Actions already underway...

Communication and engagement with our residents

- Engagement work group who will make recommendations to the Council on opportunities to improve awareness of and community participation in decision-making processes, including the 2024 Long Term Plan.
- Ensuring that we collect demographic data across the Residents Survey programme to track representation of a range of target groups.
- Improvements in survey representation of groups that have in the past been under-represented, including booster surveys for: younger people aged 18-24 years, Maori, Pacific Peoples and those from Asian ethnic groups). We are also continuing to work with under-represented communities to improve our Life in Christchurch survey panel and to discuss the best methods for engaging with these communities.
- Simplification of questionnaires to reduce survey response times and to make it easier for respondents to complete our surveys.

Continued focus on LOS, facilities and services our communities value

- Managers action plans identify specific actions to be incorporated into performance development plans and work programmes for 2022/2023.
- Survey results and managers action plans have fed into the final annual plan deliberations.
- Investing in the facilities and services that our residents have told us they value (e.g. parks asset renewals, completion of Te Pou Toetoe Linwood Pool, continuation of the Mobile Library Service). Te Pou Toetoe received a gold award in the tourism and leisure category of the New Zealand Commercial Project Awards.
- The customer service improvements programme effectively acts as the voice of the customer. We use the feedback and insights from what our customers tell us to improve and refine our processes, and generate dashboards. The team then use the dashboards to provide valuable insights to the organisation, to enable more customer-centric outcomes to be achieved.

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Responding to specific areas of concern

- As a result of resident feedback, additional budget has been allocated in the Long Term Plan for the next 10 years to focus on improving the condition of our roads and footpaths.
- Investment in upper Heathcote floor detention basins, providing enhanced stormwater treatment and recreational assets at the same time.
- Continued investment in our water supply infrastructure. Approximately \$45,000,000 of capital works undertaken year to date.

Working more closely with our partners and partnering with our communities

- Taking a partnership approach with our communities to deliver on the things that are important to them. E.g. Council added additional 3 Ranger Staff to Community Parks to facilitate additional volunteer led initiatives in the last Annual plan.
- More than 184 community planting events and 665 community maintenance events held across Christchurch, planting a mix of 40,000 trees, shrubs and grasses. Over 41,475 hours of volunteering over the last year.
- Each year the strengthening communities fund generates approximately 3,350,000 volunteer hours (or 1,600 Full Time Equivalent positions). Projects are varied and often positively impact Council's engagement with diverse communities.
- Enabling our communities to deliver important local projects and facilities with our support (e.g. St Albans Community Centre, Edgeware Pool, Governors Bay Jetty, Pukeko Centre)
- Continuing to strengthen relationships with our strategic partners, including mana whenua, Environment Canterbury on priority projects e.g. co-governance of Ōtākaro Avon River Corridor with Te Ngāi Tūāhuriri, It's Time Canterbury inter-council climate change campaign.

Parks

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6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries

LOS Target | At least 85% satisfied
2021 – 2022 Result | 72%
2020 – 2021 Result | 86%

Interpretation of results

Close to three quarters (72%) of all respondents were satisfied with the presentation of the city's cemeteries. A further 12% were neither satisfied nor dissatisfied. Appearance scored highest at 74% with information provided and facilities scoring lowest.

Aspects requiring the most improvement included garden areas, buildings facilities and amenities and confusing layouts and lack of information.

Appearance and condition as well as buildings, facilities and amenities were the two top areas of feedback for best aspects but also areas that need the most improvement.

Overall residents are telling us that they wish to see cemeteries maintained to a higher standard than what we currently achieve year on year.

Response to the results

The result is below expectations. Overall we have seen a drop in satisfaction in cemeteries. Observations are that we have had to focus all of the available resources on mowing this year due to the wet weather (NIWA data confirms Christchurch experienced more than two and a half times the average rainfall and the fourth wettest year since records began). This meant less ability to spend the necessary time on other aspects of the programme.

Across all parks maintenance disciplines we have a fixed resource for both scheduled and reactive maintenance. Overall results can be significantly impacted by seasonal weather impacts. Staff are looking to modify its internal resource team to ensure that cemetery maintenance and garden renewals are prioritised due to the significance of cemeteries to the wider community.

Actions

1. Prioritise cemetery activity across capital and Opex as much as possible.
2. We will focus on a citywide cemeteries signage project over the upcoming years to renew and improve information signage.
3. Toilet facilities within cemeteries will be prioritised for refurbishment and where required renewal over the next three years.

6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks

LOS Target | At least 80% satisfied

2021 – 2022 Result | 90%

2020 – 2021 Result | NA

Interpretation of results

Generally residents are happy with the Regional Parks services - with 90% overall satisfaction of recreational opportunities and ecological experiences.

Response to the results

A positive result.

Our community appreciate the opportunity to be in the natural environment. We will strive to continue to provide the multi-skilled Ranger team who are seen as a front for Regional Parks, providing and maintaining an extensive track network and protecting our natural values through plant and animal pest control and restoration.

The team are also successful in providing volunteer opportunities which will be continued.

The results reflect the dedication of the Regional Parks team. Despite COVID-19 and associated challenges the Parks and services have been provided continuously and appreciated by residents.

6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks –Botanic Gardens, Mona Vale and Garden Heritage Parks

LOS Target | At least 90% satisfied

2021 – 2022 Result | 99%

2020 – 2021 Result | 97%

Interpretation of results

The public enjoy both spaces for being free to enter, peaceful, having a wide range of areas, diversity of plants and something for all seasons, good paths. A wonderful facility to have in the city centre.

Several comments about parking, which we know on busy days is often oversubscribed.

Response to the results

The result is positive. Christchurch residents and visitors appreciate a space in the heart of the city that residents enjoy and value for being free, peaceful, having a diversity of spaces and plant collections, for all seasons and a place to enjoy.

More plant labels are requested, which the team are addressing with a new plant database to make the process simpler.

Several would like to see the no dog signage increased to help enforce the no dogs or dogs on lead rule respectively. Improve the toilets and have additional picnic benches. These matters will be reviewed against available funding.

Actions

1. As resources allow we aim to develop the plant diversity in other parks, particularly the heritage parks.
2. Staff will also look at how we can manage demand on the available parking for the gardens.

6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks

LOS Target | At least 60% satisfied
2021 – 2022 Result | 56%
2020 – 2021 Result | 63%

Interpretation of results

Residents raised common themes throughout all open green spaces which the community appreciates immensely.

Residents raised similar issues of more frequent and better general maintenance (mowing, gardening), more planting of trees and gardens. Improvements to facilities (mainly toilets), upgrades to playgrounds including wider age range equipment, more picnic tables/seating, pathways and drainage.

Additional lighting and provision of dog waste bags also featured.

Response to the results

Whilst the result is below expectations, our maintenance schedules have not altered and our funding has not increased over many years. This will be reviewed against available funding.

Further, the survey took place during above average rainfall, growth rates and a back drop of COVID-19 affecting the manner in which normal maintenance activities take place and restricting our ability to carry out many tasks in a timely fashion.

Upgrades to pathways, buildings are on multi-year cycles, however, many are still suffering from the effects of earthquake damage and overall age related wear and tear.

6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network

LOS Target | At least 70% satisfied
2021 – 2022 Result | 76%
2020 – 2021 Result | 78%

Interpretation of results

Results for satisfaction with recreation facilities is comparable with last year. However the Level of Service has changed this year to measure satisfaction with the availability of recreation facilities across the whole park network (measured via the General Satisfaction Survey vs. Point of Contact surveys asking about recreation facilities at specific parks in previous years). No comments are available from the survey to assist with interpretation of the results.

Comments were also collected via Point of Contact surveys at specific parks which may be relevant to the Level of Service score. People enjoy having large areas of open space for exercise, places for dogs, playgrounds, pleasant areas with trees for walking and picnics, places for children to run around and play, family spaces, biking tracks. There were some suggestions of some playgrounds being outdated and in need of an upgrade, a need to better cater for people with disabilities, demand for more equipment in playgrounds for a wider range of ages, more recreation facilities in each park, e.g. skate park, basketball, bike tracks, bouncy pillow etc, and more picnic tables and BBQs.

Response to the results

The result is on target.

Recreation renewals will continue to be prioritised on condition and community need.

New recreation facilities are constrained by budget and capacity to deliver and prioritised according to evidence-based need. Staff have started preparation of a Play Spaces Network Plan to establish a hierarchy of play opportunities and guide the equitable provision of play facilities.

Actions

1. We will need to focus more on network planning for facilities that can inform the Long Term Plan.

6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)

LOS Target | At least 80% satisfied
2021 – 2022 Result | 76%
2020 – 2021 Result | 82%

Interpretation of results

This result is contained within the General Satisfaction Survey with very few specifics regarding inner city parks.

There was some commentary regarding parks and city public spaces needing better general maintenance; lowered maintenance standards: weeds/grass not mown enough, but this is hard to pin down to the inner city, and seems to apply city-wide, other than grass looking poor along the river.

Response to the results

The result is below the annual norm but this is a consistent picture across all Parks maintenance activity. Whilst all service areas have been impacted by COVID-19 related matters, the main impact is likely to be the extraordinary rainfall from spring all the way through summer (NIWA – 2.5 times higher than average). This has a dual impact of limiting time service providers can operate as well as leading to extraordinary growth. The typical growth slow down and 'browning off' did not occur this year.

We will always be exposed to fluctuating results resulting from more extreme weather as the resource available to service parks is static. The two areas that improved are where we have direct control of the resources rather than contracted (in House provision).

Maintenance inputs have not been lowered, as suggested other than the impact of COVID-19. Results this year show a drop in satisfaction six points below the historical average. This is due to the weather-related challenges experienced this year.

Actions

1. Relevant Managers to develop an agreed maintenance plan with Three Waters and CCC Ecologists for river bank management in the inner city, which appears to be the main issue for Parks.

19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes

LOS Target | At least 95% satisfied

2021 – 2022 Result | 100%

2020 – 2021 Result | 97%

Interpretation of results

Sitting at 100% satisfaction against LOS target of 95% the LTA team are consistently performing against empirical measures and anecdotal commentary provided by teachers.

Response to the results

Very pleasing results across the board with no remedial action needed.

The team have responded to the challenges of the COVID-19 restrictions by offering pivoted alternatives in teaching methodology that has ensured continuation of delivery.

Improved administrative methods will now ensure responsive communications to incoming enquiries.

10.8.1.1 Availability of a network of public marine structures that facilitate recreational and commercial access to the marine environment for citizens and visitors

LOS Target | At least 60% satisfied
2021 – 2022 Result | 67%
2020 – 2021 Result | 71%

Interpretation of results

The results reflect the standard of some of our aging structures. There is concern from commercial users about the standard of some of our wharves.

Response to the results

The target was met but comments reinforce the need to especially renew the Akaroa Wharf and improve the Diamond Harbour Wharf. Both these projects are underway.

The work on marine structures is appreciated by residents and commercial users.

Actions

1. Progressing the renewal programme needs to continue with Akaroa Wharf being a priority.

6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park

LOS Target | At least 90% satisfied

2021 – 2022 Result | 97%

2020 – 2021 Result | 98%

Interpretation of results

As the cities' premier green space Hagley Park continues to score well with improvements being requested mainly in the areas of parking, play and exercise equipment, buildings and specifically toilets with some requests referring to wheelchair accessibility).

Improvements to pathways around the park were noted as being welcomed by many.

Response to the results

A positive result.

The result is what we have come to expect from Hagley Park, and is a testament to a dedicated onsite staff who continue to be invested in the space.

That said, improvements to some of the older toilet buildings and car parking areas would provide additional benefits to our users. This will be reviewed against available funding

6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces

LOS Target | At least 75% satisfied
2021 – 2022 Result | 60%
2020 – 2021 Result | NA

Interpretation of results

First year of running this survey.

Respondents want to see significant increases in spending on the surfaces to improve irrigation, quality of surfaces, seasonal renovations, catching and removing of grass clippings to improve playability.

Some respondents also noted that the use of the spaces is “free of charge”. We noted the low number of responses (10) and the heavy weighting (9-10) responses related to summer codes. This is most likely related to the timing of the survey. We need to ensure going forward that we get a reasonable level of response from winter codes as well.

A theme of the responses primarily related to adjusting maintenance inputs to respond to weather conditions.

Response to the results

The result is below expectations.

As a first time survey we are stabbing in the dark a bit around the right level of satisfaction. For this activity however having a meaningful feedback process is important. Our desire to provide appropriate sustainable quality spaces for citizens to participate in various sporting activities remains a priority to support healthy lifestyles.

In order to meet RSO expectation, significant investment in human and technical resources would be required. This will be reviewed against available funding. Our maintenance schedules have not reduced from previous years, however this year has seen high rainfall and growth rates across the city impacting many playing surfaces significantly.

6.4.5 Cemeteries administration services meet customer expectations

LOS Target | At least 95% satisfied

2021 – 2022 Result | 95%

2020 – 2021 Result | 100%

Interpretation of results

Results came in at 95% with a goal of 95%, a very positive result.

Response to the results

Cemeteries Administration Services meet customer expectations.

The result was positive on the backs of a knowledgeable and dedicated administrative team in Business Support.

We need to continue to tighten our internal relationship to assure flow of information between asset owner and admin staff.

6.9.1.6 To manage and maintain Parks scheduled heritage buildings

LOS Target | At least 55% satisfied

2021 – 2022 Result | 50%

2020 – 2021 Result | 48%

Interpretation of results

Satisfaction with the management and maintenance of Parks heritage buildings has increased slightly since last year to 50% but is slightly below target (55%). There is no specific breakdown of results or comments available to review about these measures so it is difficult to understand these results. We need to ensure that the results are not tainted by privately owned heritage buildings, such as the Christchurch Cathedral for example.

Response to the results

The result is below target.

The repair programme for earthquake damaged heritage buildings continues to track well. Some high profile buildings such as the Provincial Chambers and Robert McDougall Art Gallery are subject to further decisions.

6.9.1.5 To manage and maintain public artworks, monuments and artefacts

LOS Target | At least 65% satisfied

2021 – 2022 Result | 66%

2020 – 2021 Result | 67%

Interpretation of results

The public are overall satisfied with the appearance and condition of monuments, statues and artworks.

Response to the results

The result meets our expectations. Our in-house maintenance team member has delivered positive results in this area, in how the programme of maintenance is delivered. Higher frequency targeted visits to assets where needed has made a difference.

Governance & Decision Making & Community Development & Facilities

19

4.1.18 Participation in and contribution to Council decision-making (understanding of decision making) [1/2]

LOS Target | At least 30%

2021 – 2022 Result | 31%

2020 – 2021 Result | 33%

Interpretation of results

Generally, the positive responses and experiences involve our people (staff and elected members) through face-to-face interactions – the more negative responses involve the Council as an institution. When Council reaches individuals it tends to increase satisfaction.

31% satisfaction is consistent with historical levels since 2018 but 2% lower than in 2021 which is disappointing. The primary change from 2021 to 2022 has been the percentage of respondents who are dissatisfied; 21% to 29%, an increase of 8%. This is reflected in the verbal feedback with a number of unusually vehement criticisms with some angry and frustrated people making their views known.

Our best aspects revolve around interaction with our people (staff and elected members). “Being responsive to problems” and “good customer service” frequently mentioned.

Improvement areas relate to “Council not listening”, being slow to respond, poor communication, lack of consultation and “bureaucracy and too much spending on things ratepayers do not want”.

Response to the results

Adopt a focus on outward facing activities, community networking, meeting the community out in the community, soliciting invitations to attend community meetings at community locations. Taking and encouraging elected members to go out and about – out of the chamber - out of the boardroom and engage personally with members of their communities.

Continue to increase the capacity for staff and elected members to outwardly focus by reducing the number of different committees structure, reducing community board administration, meetings, minor actions and (repetitive) board reports on BAU.

Modify elected member induction to emphasise that both staff and elected members are responsible for how our organisation is valued.

Create dedicated time for elected members to get out and about into the communities they serve by:

- o Increasing staff delegations on non-controversial decision making where there is likely to be minimal divergence of views and are routine BAU, e.g. parks operational maintenance, give-way or turning instructions at road junctions, approval of rudimentary drainage easements.
- o Increase Board delegations from Council on inherently local matters that will engage people (within the LTP) such as community facilities, multi-year park maintenance planning; this will encourage boards to directly engage with their communities on the “good stuff”.

4.1.18 Participation in and contribution to Council decision-making (understanding of decision making) [2/2]

Response to the results (continued)

Livestream and record Community Board meetings, host more meetings at community venues and organise local community board forums on topical issues.

Choreograph and publish public forum presentations and debates. Revisit the Public Forum concept.

Work with colleagues in communications and engagement on a more locally/sector delivered approach to engagement. Use all locally based teams to engage locally; people and pictures painting a thousand words; follow up and explain why; direct communication, explain why, and explain how what they said was taken into consideration.

Emphasise Council branding locally so the community can easily recognise a Council person helping (Rangers do this really well). Locally based superhero staff and partner organisations as brand ambassadors.

Investigate more community board, as opposed to Council hearings on localised matters (we will need to take care with this one).

Establishing the capacity within hard to reach communities to engage with Council.

Identify ways that members of the public can more easily access information about participation in decision making:

- by having clear information on the website about what to expect when attending or speaking at a Council, committee or board meeting or any hearing.

- by identifying together with communications and engagement what other digital channels are appropriate to utilise to increase participation in and confidence with decision making.

Actions

1. Our response is currently being planned through an Engagement Working Group, the implementation of the Strengthening Communities Together Strategy (2022) and a closer working relationship with communications and engagement teams. Early responses include but are not limited to:
 - o LOS Target: 30%
 - o Staff Target in PDP: 34% (2023) – 36% (2024)

4.1.27.1 Customers are satisfied with community development and capacity building initiatives [1/2]

LOS Target | At least 80% satisfied
2021 – 2022 Result | 81%
2020 – 2021 Result | 88%

Interpretation of results

In summary, the more positive responses and experiences involve our people (staff and elected members) face-to-face, out and about, networking, building bridges locally – the more negative responses involve Council as an institution with our people (staff and elected members) behind desks at Civic.

81% satisfaction is consistent with historical levels but lower than in 2021. Ease of participation at 71% satisfaction has not changed.

The primary change from 2021 to 2022 has been the % of respondents who are unsatisfied. This is reflected in the verbal feedback with a number of unusually vehement criticisms, some angry and frustrated people.

Our best aspects revolve around our people (staff and elected members), either directly; or vicariously through the staff contribution to other strengths such as networking, sense of place, ease of access, knowledge and clarity.

Improvement areas relate to Council being patronising, threatening, complex, slow to respond, “them & us”, insular and communicating on their own terms and their own agenda. The main improvement area relating to our people (staff and elected members) was that they have their own agendas and not always those of the community.

Response to the results

A major focus on outward facing activities, community networking, meeting the community out in the community, soliciting invitations to attend community meetings at community locations. Taking elected members out and about – out of the chamber- out of the boardroom.

Continue to increase the capacity for staff and elected members to outward focus by reducing community board administration, meetings, minor/meaningless actions and board reports on BAU.

Modify elected member induction to emphasise that we (staff and elected members) are all equally responsible for how our organisation is perceived, our people are our best strength, induct elected members to play to this strength...

Free up Boards to get out and about into the communities they serve by increasing staff delegations on basic decision making where there is little room for debate and increase Board delegations from Council on inherently local matters (within the LTP) such as community facilities, that will allow boards to get out and engage.

4.1.27.1 Customers are satisfied with community development and capacity building initiatives [2/2]

Response to the results

Collaborate with other high performing frontline teams e.g. Parks, Funding, CDEM Community Resilience, Local Transport, Water Rec and Sport and Libraries.

Better integrate geographic (localised) and metropolitan (community-wide) community development responses.

Livestream and record Community Board meetings, host more meetings at community venues and organise local community board forums on topical issues.

Emphasise Council branding locally so the community can easily recognise a Council person helping (Rangers do this really well). Locally based superhero staff and partner organisations as brand ambassadors.

Reduce the esoteric part and increase the practical part of community development – projects that have milestones and reporting requirements prioritised.

Work with comms and engagement on a more locally/sector delivered approach to engagement: Use all locally based teams to engage locally; people and pictures painting a thousand words; partner with metro teams; follow up and explain why; direct communication, explain why, and explain how what they said was taken into consideration.

Investigate more community board hearings on localised matters (we will need to take care with this one).

Report capacity building activities and outcomes publically to Boards and Committees.

Establishing the capacity within hard to reach communities to engage with Council:

- o Māori and Rūnanga
- o Pacific Peoples.
- o Asian nationalities.
- o Those with accessibility issues (youth, disability, aged, those affected by mental health issues)

Actions

1. Our response is currently being planned through an Engagement Working Group, the implementation of the Strengthening Communities Together Strategy (2022) and a closer working relationship with communications and engagement teams.

Early responses include but are not limited to:

- o LOS Target: 30%
- o Staff Target in PDP: 34% (2023) – 36% (2024)

Three Waters

24

12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies

LOS Target | At least 50% satisfied
2021 – 2022 Result | 46%
2020 – 2021 Result | 45%

Interpretation of results

A large number of residents continue to be dissatisfied with the quality of the water supply largely due to the ongoing use of chlorine and the consequential impacts on the smell and taste of the water.

Response to the results

The result is below expectations however there are regulatory requirements that must be met before chlorine can be removed.

At present just over 30 per cent of the drinking water supplied within Christchurch city has no chlorine. Ongoing use of chlorine in other parts of the city is in response to updated regulatory requirements for community drinking water supplies.

Work is underway to upgrade infrastructure, particularly tanks and reservoirs, in preparation for an application for an exemption from residual disinfection of our drinking water network.

12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems

LOS Target | At least 55% satisfied

2021 – 2022 Result | 57%

2020 – 2021 Result | 52%

Interpretation of results

Satisfaction with responsiveness to water supply problems has improved over the last year and a number of residents have been delighted by the speed at which leaks and faults reported to Council have been repaired. Some continue to be dissatisfied with the speed of our response and with the wastage of water when repairs are delayed.

Response to the results

The result is positive and we have improved response times to requests to fix leaks considerably over the past year. We have also increased our investment in pipe renewals which slowly, over the next five years, reduce the number of breaks and leaks across our networks.

12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies

LOS Target | At least 75% satisfied

2021 – 2022 Result | 77%

2020 – 2021 Result | 75%

Interpretation of results

A satisfactory result with most residents happy with the reliability of their drinking water supply.

Response to the results

We have reliable community drinking water supplies for most of our residents and respond quickly to any interruptions in service due to burst mains or other infrastructure failure. We have a substantial renewals programme for mains, reservoirs and pump stations across the city and we are investing in new supplies for small communities on Banks Peninsula to improve the security of supply.

