

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

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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.

11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services

LOS Target | At least 67% satisfied

2021 – 2022 Result | 59%

2020 – 2021 Result | 60%

Interpretation of results

There has been a decline in satisfaction with wastewater services over the past two years. Some of this is due to wastewater overflows during wet weather events and the big issue for the past few months has been the foul odours from the Christchurch wastewater treatment plant following the fire in November 2021. Some residents are concerned with the time taken to replace wastewater mains and the resulting disruption to traffic along the roads.

Response to the results

The result is below expectations and the fire at the wastewater treatment plant has had a significant impact on the community. The loss of the trickling filters has greatly reduced the effectiveness of the treatment process and resulted in odours from both the plant and the oxidation ponds. A recovery plan is being implemented to reinstate the treatment process and to reduce the sources of odour as quickly as possible.

Reducing wastewater overflows into our rivers and streams continues to be a priority with significant investment into renewal of wastewater mains and pump stations. We also have a prioritised programme to reduce inflow and infiltration into our networks with a focus on both Council owned and private pipes.

14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network

LOS Target | At least 40% satisfied
2021 – 2022 Result | 44%
2020 – 2021 Result | 45%

Interpretation of results

Residents' satisfaction with the land drainage and stormwater network remains at a relatively low level although we are meeting the level of service.

A number of residents are pleased with the work to naturalise and improve waterway health and affirming of the Council's approach to waterways improvement. Others are concerned with sediment and erosion control, pollution and litter along our waterways.

A number of residents are dissatisfied with continued ponding and flooding of water along roads. Some have commented about the neglect of riverbanks in the garden city while others are delighted by the treatment of the river through the central city.

Response to the results

Satisfaction with waterways and our stormwater networks remains at a relatively low level compared with pre-earthquake days. There has been an improvement with major works completed in the Flockton area and works in progress throughout the Ōpāwaho Heathcote catchment. We continue to invest in waterways renewals and naturalisation. The next few years will see a major investment in stormwater and floodplain management along the Ōtākaro Avon river corridor with benefits for water quality, habitat for native species, cultural values and recreational opportunities.

We continue to refine our wet weather response plan as the city has experienced a number of storm events over recent years. We work closely with emergency management and our transport teams to coordinate action across the district.

Transport & Waste Management

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10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)

LOS Target | At least 71% satisfied
2021 – 2022 Result | 72%
2020 – 2021 Result | 84%

Interpretation of results

The majority of respondents were satisfied with the appearance and condition of bus shelters, and are happy with the ease of use and convenience of bus shelters.

Many respondents mentioned that bus shelters would benefit from improved weather protection.

Other common concerns raised by respondents included improving the accuracy of bus timetables, and improving the ease of getting on and off the bus, for elderly in particular.

The feeling of safety during the day at the interchange and hubs was very high among respondents (90% and 94% respectively), however this feeling of safety decreased at night for both the interchange and hubs (66% and 64% respectively).

Response to the results

Providing quality public transport infrastructure is a crucial tool in the programme to improve patronage. The reasonably positive but declining result is a reflection of reducing support for using public transport.

Bus stops and bus shelters are a significant programme of work that the Council undertakes to support the delivery of PT services. Shelters aim to enhance customer comfort, convenience and safety while providing a good level of protection from the elements and maintaining accessibility for all users. Currently the focus is on supporting the increased frequency on routes 17 and 28 as aligned with the PT Futures Business Case. Bus information at stops is provided in conjunction with Environment Canterbury, the updated Real Time Information (RTI) project has just been rolled out and it will be a while before the benefits of improved travel information are realised.

Services at the Bus Interchange are provided to ensure the smooth operation of the facility and the safety of all users. Ambassadors are provided at the Interchange from the morning until closing. These staff combine custodial, customer services and low level security roles. Additional security is provided should it be needed.

16.0.9 Improve resident satisfaction with footpath condition & 16.0.10 Improve the perception that Christchurch is a walking friendly city

16.0.9 Footpath Condition

LOS Target | At least 40% satisfied
2021 – 2022 Result | 35%
2020 – 2021 Result | 36%

16.0.10 Walking Friendly City

LOS Target | At least 85% satisfied
2021 – 2022 Result | 70%
2020 – 2021 Result | 74%

Interpretation of results

There was a slight decrease in overall satisfaction with footpath condition, at 35% this year, down slightly from 36% the year prior.

70% of respondents think Christchurch is a walking friendly city.

The main issues mentioned by respondents include uneven surfaces of footpaths, and comments relating to footpath maintenance such as weeds on footpaths and in gutters, overhanging plants that block footpaths and damaged kerbsides.

Response to the results

It is positive that residents feel that the City is walking friendly, however the results show that there is more we can do to ensure maintenance activities are effective and supporting this view. The views on maintenance activities have remained reasonably consistent for the last four or five years.

The footpath renewal programme is driven by asset age and condition and will have network wide focus. Unfortunately quantitative condition information for footpaths have not been updated for a number of years. The development of the current programme is based on asset age, areas of high complaints and information from the maintenance contractor.

Uneven footpaths are caused by a number of factors, predominantly tree root uplift. Staff are currently assessing cost effective options for working in streets where there are established and healthy trees. Weed control is now undertaken predominantly using methods other than spraying. The reduced use of glyphosate can be challenging in high growth seasons such as we have had this season.

16.0.3 Improve resident satisfaction with road condition

LOS Target | At least 25% satisfied

2021 – 2022 Result | 27%

2020 – 2021 Result | 29%

Interpretation of results

Satisfaction with road condition continues to be lowly scored at 27%. This result is consistent with the last three years where road condition is one of the most mentioned areas.

Comments have a focus on issues such as the Council constantly digging up the road, disruption caused by roadworks and repairs, berms needing maintenance and roads in the east continuing to be an issue.

This year respondents were asked to provide the top three reasons that they were dissatisfied with the road condition. The main reasons given were:

- o Patch repairs of roads and potholes.
- o Surfaces not smooth or level.
- o Potholes.
- o Roadworks and repairs taking too long.

Response to the results

The renewal programme is driven by asset age and conditions and has a network wide focus. Council is actively working toward improving efficiency of delivery and improving the quality of the roads and footpaths as soon as possible considering the budget limitations.

The 2021-31 LTP increased renewal budgets for roads to aim to ensure that 6% of the network is resurfaced annually. This will result in the network being back to a condition rating that is comparable with other major metros in approximately ten years. The increase is intended to elevate the condition of the roading network to a sustainable level where large under-maintenance costs are avoided and ongoing investment requirements are kept at minimum.

Potholes develop on all road networks. The roading maintenance contracts have strict measures to address potholes reported to the council in a strictly short timeframe. Identification of the potholes is assisted by residents through snap-send-solve and the call centre. It is also the responsibility of the maintenance contractors to monitor the network and correct defects identified.

With the identification of concerns staff are looking at what can be undertaken to improve information availability and communication to enable increased understanding of what works are being undertaken, how long they will take and why. This will also be a key focus for the new maintenance contracts.

10.5.2 Improve perception that Christchurch is a cycling friendly city

LOS Target | At least 65% satisfied

2021 – 2022 Result | 65%

2020 – 2021 Result | 65%

Interpretation of results

Overall satisfaction remains consistent with the previous year at 65%.

Respondents were generally happy with quality and increasing availability of cycleways. Some respondents would like to see cycleways made more user-friendly, and encouraged the Council to continue with the cycleways programme.

There were respondents who thought there was an excessive amount of money being spent on cycleways, with some who were under the impression that cycleways were scarcely being used.

Response to the results

We have undertaken significant effort to improve the cycling environment in the city, achieving this through the construction of a safer more encouraging environment to provide residents with attractive options for everyday transport needs. This programme of works has started with the delivery of the Major Cycle Route (MCR) programme of works. To date seven of the thirteen planned routes are now open or partially open and usage numbers are increasing at 9% to 13% per year for the completed routes.

The benefits of the MCR network are acknowledged by both regional and central government, which has resulted in financial investment from both Waka Kotahi and Central Government. By virtue of programme being the delivery of a network rather than a collection of standalone projects, the benefits are not simply a sum of their component parts but multiply with each completed section. The benefits also accrue to the city as a whole rather than the individual. These include increased population health, lower emissions, more liveable communities and reduced congestion.

Previous work has shown that 30% of all works undertaken in the cycleway projects is of wider benefit to the community and not directly required for the delivery of cycle facilities, e.g. footpath and road surface improvements, pedestrian and bus-stop improvements.

The model of delivery is also delivering a lower cost of construction in Christchurch than in other major metros across the country. This is currently running at approximately \$3-4 million/km in Christchurch compared to \$4-5 million/km in Auckland.

This is also comparable to the cost of street renewals that are \$4.5-6 million/km to complete.

10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities & 10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities

10.3.7 Off-street parking

LOS Target | At least 50% satisfied
2021 – 2022 Result | 52%
2020 – 2021 Result | 50%

10.3.3 On-street parking

LOS Target | At least 50% satisfied
2021 – 2022 Result | 49%
2020 – 2021 Result | 49%

Interpretation of results

Results remained consistent with previous years. Respondent's top issues with car parking was the cost particularly in the central city, the loss of car parks due to new cycleways, and parking fines.

Respondents were appreciative of the ease of access and convenience of on-street car parking (48% satisfied or very satisfied) and over half found the street parking metres easy to use (56%).

Most respondents feel safe using the Council run off-street parking sites during the day (71%). This does decrease when using them at night (41%).

Response to the results

Council regularly reviews the use of on-street and off-street parking to ensure that the demand is met by an appropriate level of supply. Service levels are regularly reviewed to ensure that people feel as safe as possible when people are using the facility. This is reflected in reasonably consistent results for the last three years.

Council takes a market-based approach to setting parking fees and takes a comparative approach to other major metros when setting fees. Increases have been in line with annual inflation increases as agreed with Council and Annual Plan briefings.

The implications of reducing parking fees in the central city includes loss of revenue, longer stays by users and less turnover for parking spaces. Council is also investigating the removal of credit card fees for parking to encourage the uptake of cashless payments and decrease the risk of vandalism and theft. The opportunity to pay with cash will be retained for those who prefer.

8.0.3 Customer satisfaction with kerbside collection service

LOS Target | At least 80% satisfied

2021 – 2022 Result | 78%

2020 – 2021 Result | 78%

Interpretation of results

There are two main factors contributing to the result of the Residents Survey.

1. Bins not being collected on the specified day.

The contractor has not been able to fully resource the contract due to a national truck driver shortage compounded by drivers not able to work due to COVID-19 impacts.

Some kerbside services were temporarily reduced, such as non-essential bin repairs, to divert more resource into kerbside collections as well as temporarily sub-contracting some collection routes to another service provider.

Subsequently there have been unavoidable delays in some non-essential kerbside services causing frustration with customers.

The Contractor has been proactive in recruiting and training more truck drivers to mitigate this risk in the future.

2. Proactive auditing of Recycling bins for contamination.

Although this is a positive approach to educating customers about the correct items to be placed in the yellow lidded recycling bins to reduce contamination, customers whose bins were not collected due to contamination or whose bin were subsequently removed due to repeat non-compliance, were not happy with this approach.

Response to the results

We are currently in high level discussions with our contractor to ensure improvement is made in the collections area with the first priority being to deliver the agreed LoS to the customer i.e. collecting the bin on the scheduled collection day.

Libraries

37

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries [1/2]

LOS Target | At least 90% satisfied
2021 – 2022 Result | 94%
2020 – 2021 Result | 95%

Interpretation of results

Residents are satisfied or very satisfied with the Libraries' Levels of Service scoring 94%. Themes which came out on top include: Buildings, Facilities and Amenities, Ease of Access and Convenience, Range and Variety, Staff Manner and Support, and General Satisfaction.

Overall customers are satisfied (90%) with the range of books and other items.

Feedback also highlighted that our community libraries are very accessible, spacious and with clear layouts. Similarly Tūranga's best aspects were the building (design, amenities, layout), and the friendly helpful staff.

Generally respondents felt that our libraries provide a pleasant and friendly environment, location and atmosphere.

Residents also value the free service, and affordable services were also mentioned.

A number of small specific improvement aspects were raised, including building improvement at some community libraries, the range and variety of books in the collection, more study spaces in Tūranga, opening hours and communications.

Response to the results

There are opportunities to increase awareness of how the physical and digital collections complement each other through more promotion via the usual channels, and providing some key messages for staff when having conversations with customers. We can also review the current rotation of stock between libraries and evaluate the age and condition of our collection at specific locations.

Residents raised a range of improvements that they would like to see at our facilities.

Some areas for practical improvement included adding more playground equipment and cleaning up the rubbish outside Te Hāpua. Friends of the Library gifted play equipment in 2020/21. The feasibility of extra cleans as required could be investigated.

The need for more power points, an upgrade of computers and need to clean windows at New Brighton were mentioned. The planned digital hub partnership at New Brighton will add to the availability of top end computer hardware, software and digital learning opportunities. There is also an opportunity to try a new way of offering free public computers and or lending of devices to NB customers.

Comments about access to computers and issues with noise at Upper Riccarton will be investigated with improved messaging to customers about Learning Centre rooms being used by the school during the day and then made available to the public in the evening. Also a pilot for customer loan of Chrome Books could help address the lack of availability of public computers during school hours.

Requests for magazines about crafting were made and specific discontinued magazines like 'The Economist', we can check with our Content team as to the availability of these and whether online additions could be made available if physical access is an issue.

Feedback relating to Efficiency of Service Delivery includes ways to improve the process of checking in books and for overdue items, as well as suggesting more return pads. Also more advice on recommended reads and assistance with e-book downloading can be addressed through staff training and promotion of FTL and the resources available via the Library website.

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries [2/2]

Response to the results

Respondents commented on insufficient quiet study spaces at Tūranga, “the Quiet Space (needs to be bigger)” or “need for easier online booking of spaces and venues”.

COVID-19 restrictions meant study spaces were restricted. These are now being reopened under ‘Orange’ status. However we note popularity of, and need for, more study tables at Tūranga and will work with the Facilities team to progressively replace underused low-height ‘coffee tables’ with regular study tables and appropriate chairs. This will be reviewed against available funding

There is an opportunity to advocate for replacement of existing online + staff-mediated Council-wide booking system, with a self-service alternative.

Several comments were relating to collection at Tūranga – range of books, age of the collection, more Chinese materials, more copies of eBooks. We will review specific collections with Content services, and also review training for staff so that they are better placed to assist customers to make purchasing recommendations, place requests, etc. Additionally we can continue to promote reserves/holds, and the use of the mobile app, as an affordable way to order from collections network wide.

Several survey respondents called for free parking near Tūranga. We can communicate the advantages of using public transport, develop guide to free parking (incl. the drop-off zone in Cathedral Square) nearby, promote on website and have available as flyers, and liaise with relevant units, e.g. Transport and Strategy to gain a better understanding of potential transport barriers (e.g. parking, cost, physical accessibility, suitability of bus services) for some customers.

We will continue to communicate with residents about issues such as opening hours, membership options, borrowing policies, and fines and disputes.

Planning and Consents

40

9.2.7 % satisfaction of applicant with resource consenting process

LOS Target | At least 70% satisfied

2021 – 2022 Result | 77%

2020 – 2021 Result | 73%

Interpretation of results

Overall a good result was achieved – 77%. The result was 7% above the target and 4% improved from the previous year.

Areas that achieved high satisfaction results were manner, accuracy and communication.

Area that scored the lowest related to processing timeframes or slow processing times.

Response to the results

One area for improvement is speeding up processing timeframes. This is a known issue and is proactively being addressed.

Overall the results were positive and the focus should be on maintaining and enhancing the aspects of the service that were liked.

Actions

1. Customer satisfaction is incorporated as a goal in PDP's and is cascaded to staff.
2. Compliance with statutory timeframes is already a goal in staff PDP's and will be a focus for the 2022/23 year.

Recreation, Sports & Events

42

7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities

LOS Target | At least 80% 5.6 score (CERM)

2021 – 2022 Result | 6.1

2020 – 2021 Result | 6.1

Interpretation of results

The overall mean customer satisfaction score with the range and quality of facilities was 6.1 out of 7 (88%). Individually Jellie Park/Taiora:QEII/Pioneer scored 6.1, Graham Condon scored 6.2 and Te Pou Toetoe scored 6.3.

Across the individual Recreation and Sport Centres 91%- 95% of survey respondent would recommend the centre to others. This is a positive result as personal recommendations are the most powerful marketing tool to increase participation.

The most popular activities at the Recreation and Sport Centres are learn to swim, lap swimming, and fitness centre. Te Pou Toetoe also mentioned aqua jogging as one of the most popular activities.

Generally customers have high expectations of suitable parking, cleanliness, pool water quality, and being well maintained.

Response to the results

The overall satisfaction result is positive, with Christchurch having a great network of Recreation and Sport Centres. To maintain the positive result we will continue to share progress against KPI's celebrate success and call out areas for improvement.

There is frustration around the online presence of the Recreation and Sport Centres with information not easily available in the format customer want. With the opening of Parakiore in FY23 it will be important to have the Recreation and Sport online presence sorted to get more people, more active, more often.

Actions

1. LOS goals will continue to be cascaded. Dashboard to be monitored with a preference of live reporting as opposed to static monthly reporting.

7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch

LOS Target | At least 80% satisfied

2021 – 2022 Result | 85%

2020 – 2021 Result | 88%

Interpretation of results

85% of all respondents were satisfied with the support provided to the Recreation and Sport Sector. 11% were neither satisfied nor dissatisfied and 3% were dissatisfied.

In a further breakdown 87% of respondents were satisfied that the Recreation Services team members were friendly and respectful, 85% were satisfied with the accuracy of information and advice, and 82% were satisfied with the ability to respond to the recreation and sport sector needs.

The five most commonly mentioned best aspects were staff manner and support, efficiency of service delivery, networking, belonging and sense of place, accuracy, reliability, clarity and knowledge, ease of access and convenience.

The five most commonly mentioned aspects that need the most improvement were efficiency of service delivery, appearance and conditions, buildings, facilities and amenities, ease of access and convenience, accuracy, reliability, clarity and knowledge.

Overall the big shift from the previous year 2020/21 was the reduction in dissatisfied responses from 10% in 20/21 to 3% in 21/22 and increase in neither satisfied from 1% in 20/21 to 11% in 21/22.

The team will continue to focus on being friendly and respectful at all times.

Response to the results

The result is positive and is linked to a deliberate shift within the team three years ago to:

Be friendly and respectful at all times.

Focusing on providing accurate advice and information (even when the answer is not popular).

Actions

1. LOS will continue to be cascaded through the Sport Services team.
2. The team are looking to use NPS to get more timely feedback throughout the year from the sector.

2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch

LOS Target | At least 80% satisfied

2021 – 2022 Result | 90%

2020 – 2021 Result | 92%

Interpretation of results

90% of all respondents were satisfied with the support provided to the events sector. 2% were neither satisfied nor dissatisfied and 4% were dissatisfied.

In a further breakdown 96% of respondents were satisfied that the events team members were friendly and respectful, 96% were satisfied with the accuracy of information and advice, 93% were satisfied with the ability to respond to the event sector needs, 76% were satisfied with the Council event support web pages and 78% satisfied with the ease of use of the events support services.

The four most commonly mentioned best aspects were staff manner and support, efficiency of service delivery, accuracy, reliability, clarity and knowledge, and general satisfaction

The four most commonly mentioned aspects that need the most improvement were accuracy, reliability, clarity and knowledge, efficiency of service delivery, listening, ease of use, and networking, belonging, and sense of place.

Response to the results

The result is positive as a direct result of the friendly and experienced team members.

There is room for improvement in how information is available, processed and returned to the event organisers. This would require a change to the current CCC website.

Actions

1. LOS will continue to be cascaded to the Events team. Seek process improvements around the information required for event organisers.

Public Information & Participation

46

4.1.9 We provide advice and support in community engagement, and consultation planning and delivery, to teams across the organisation and to Elected Members (participation in and contribution to decision making)

LOS Target | At least 41% satisfied
2021 – 2022 Result | 26%
2020 – 2021 Result | 28%

Interpretation of results

The primary change from 2021 to 2022 has been the % of respondents who are dissatisfied; 21% to 29% - an increase of 8%.

Our best aspects revolve around interaction with our people (staff and elected members). "Being responsive to problems" and "good customer service" frequently mentioned. This is supported by the point of contact survey (person to person service delivery).

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

26% satisfaction is disappointing, but in line with previous years. Since 2016 we have only achieved our level of service once (2017).

The Council has also received feedback from the draft Strengthening Communities Strategy, the Long Term Plan and other consultations that our residents want us to engage in more effective and meaningful ways.

To address the current perceptions associated with Council decision-making, a multi-faceted approach is required – one that enables active and connected communities to own their future, supports elected members to understand the diverse views and interests of communities (as required by the Local Government principles), and gives regard to the Council's Significance and Engagement Policy.

Councillors have established an Engagement Working Group with the purpose of making recommendations to the Council on opportunities to improve awareness of and community participation in decision-making processes, including the 2024 Long Term Plan. The outputs of the Group will include an engagement action plan and an engagement strategy to be considered as part of the planning for the 2024 Long Term Plan programme of work.

Work is already underway to implement a series of initiatives designed to make it easier for our residents to engage with us and to participate in the decision-making process.

4.1.10.1 We provide effective and relevant external communications, marketing and engagement activities to ensure residents have information about Council services, events, activities, decisions and opportunities to participate

LOS Target | At least 67% satisfied
2021 – 2022 Result | 65%
2020 – 2021 Result | 82%

Interpretation of results

External communications saw a very disappointing 17% decrease in satisfaction to 65%, failing to meet its level of service target of 67%. While this is a significant drop on the 2020-21 result, it is more in line with previous years' results.

Our residents are telling us that they want our communications to be clearer, more 'genuine' and more 'truthful', with less jargon. They also want to be better informed, especially about consultations and decisions. In this year's results there is also feedback on making information more available in hard copy, rather than relying heavily on online channels.

As in previous years, there is a blurring of lines between people's experience of external communications in relation to the communications, engagement and marketing information, collateral and advice delivered by the Communications and Engagement Unit, and people's interactions with the Council in general - such as slow responses to service requests, or poor resolution of specific issues.

Response to the results

Across the Communications and Engagement Unit we are in the process of benchmarking the effectiveness of our communication channels - this work is expected to be completed by the end of 2022. More deliberate and regular monitoring and reporting will help us track trends, and highlight areas that are doing well, and areas that require improvement.

We remain committed to delivering timely, accurate, relevant communications that are resident-focused and easily understood.

We also remain committed to a culture of continuous improvement, with a willingness to trying new channels and tactics to reach our audiences. Most recently, we have been trialling online webinars as a way of connecting with more people from different parts of the city and peninsula.

The comments on the importance of hard copy material are interesting, but not necessarily well supported by evidence of how residents use our communication channels. Hard copy consultation material is regularly made available in libraries and service centres and is often discarded, unused, at the end of the consultation period. Year on year, more people are choosing to provide their feedback online, rather than in hard copy (from 76% in 2017 to 94% in 2021). That said, we recognise that there are occasions where making information available in hard copy is the most effective way of reaching people and it continues to be an option for how we communicate information.

Mayor's monthly report

May 2022

Item 19

Attachment C

Introduction

There have been a few events this month, which people will look back on in years to come, as significant milestones in the city's re-emergence from a decade of crisis.



However, there is one event which must serve as the last time we ever again fail recovery 101 – the Golden Rule is the one that says: communication, communication, communication.

After the Wastewater Treatment Plant fire, there was a considerable amount of tolerance for the odour. It was to be expected after all. But when it came to this year and the stench grew steadily worse with changes in the weather, people were left wondering what was going on.

We completely failed to communicate, given that communication is a two-way street, we weren't meeting with members of the community, so we didn't know what their concerns were. We were focused on fixing the immediate problem, rather than listening to the anxieties that have been growing.

People are worried about their health and the impact on their children – people with asthma are feeling worse than they previously were – they see the black marks on their homes and say if it's doing that to the paint, what's it doing to my lungs? I took this picture, which shows the clear contrast against a segment that has been scrubbed. They are entitled to answers.



The stench is pervading every aspect of their waking hours and affecting their ability to sleep comfortably through the night.

At least we now have the beginning of spring in sight, but it's getting through the winter months which remains our immediate challenge. Developing partnerships with the Bromley Community Centre, Nga Hau e Wha Marae, The Loft in Eastgate Mall and He Waka Tapu on Pages Road will help us understand the needs of the community better. At the same time, we are working with the schools and early childhood centres in the area through the Ministry of Education, so we can support them through this challenging time.

Progress



The Insurance Subcommittee visited the Wastewater Treatment Plant again to see the progress towards removing the biomass from the trickling filters (ramp being built on left) and the installation of temporary pumps that are providing the much-needed aeration in the tanks before the wastewater enters the oxidation ponds (right).

The contractors and staff remain confident of the two sources of the worst of the stench being resolved by the end of the first week in September – 12 weeks from when they start removing the rotting, putrid media from the trickling filters.



Farewell to Dame Aroha Reriti-Crofts

It was tremendously sad to learn of the passing of Dame Aroha Hohipera Reriti-Crofts CBE. It is difficult to quantify her extraordinary life-long service to her hapū and iwi, and in particular to wāhine Maori.

She was a member of the Māori Women's Welfare League for 52 years, campaigning fiercely on health and wellbeing issues and inspiring and empowering women locally and nationally. She was part of the Māori Women's Development Inc. and was prominent on a number of Māori women's organisations.

She also represented her hapū at iwi level as a Representative on the Tribal Council of Te Rūnanga o Ngāi Tahu.

It was as chairperson of Matapopore that the broader community of Ōtautahi will see and appreciate the impact she made on the character of our rebuilt city. She led the work that ensured that Ngāi Tahu tangata and Ngāi Tūāhuriri narratives were embedded in the redevelopment of public and private sites and buildings.

For years she stood at my side, welcoming those from near and afar to our city. She was a teacher, a guide and a leader, and I will miss her terribly. I last saw Dame Aroha in April at the National Māori Women's Welfare League where she was in her element.



This image is from the opening of Te Pae last year and is made more special as it includes her good friend and mine, Elizabeth Cunningham.

E te kahurangi kamehameha o Ngāi Tūāhuriri, o Ngāi Tahu whānui, oki atu rā ki ōu tīpuna,
Ko te pō ki a koe, ko te ao ki a mātou ngā waihotanga.

To our precious Dame of Ngai Tūāhuriri. Rest now with your ancestors. Your time is now, and it is for us to carry on.

Obituary

Robin Bickley who, as well as being an interpreter serving the Thai community, will be remembered for being the Master of Ceremonies at the city's Citizenship ceremonies for 25 years.

He worked with three other Mayors before me – starting with Vicki Buck, followed by Garry Moore and then Sir Bob Parker.

He always ensured that he could pronounce all their names, and for most ceremonies that would mean he would have to address around 35 nationalities.

This he did with absolute precision, having practised each one before the ceremony began.

He believed everyone had the right to the dignity of having their identity recognised in this way.



It was clear that for many it was the first time they had heard their name pronounced correctly at an official event. It meant a lot to them, as evidenced by the smiles I could see. Robin received a message just days before he died, asking if he could interpret for a patient in hospital. He organised an orderly to take him to the ward in a wheelchair. He was also in hospital. That was the measure of the man – someone who served his community right to the end.

Christchurch – Adelaide Sister City Recommitment Pledge

During an online meeting with the Lord Mayor of Adelaide, Sandy Verschoor, we discussed a recommitment pledge we plan to sign for the 50th anniversary of the sister city relationship this year.

We considered a draft programme designed to maximise the connection building and information sharing with representatives of our city visiting Adelaide in July as part of the anniversary celebration.

The Chief Executive of ChristchurchNZ, Vice Chancellor of the University of Canterbury, a representative of Christchurch International Airport, aerospace industry leaders, Cr Galloway, and I will represent Christchurch and attend meetings with the relevant Adelaide organisations during this three-day visit 11-13 July.

Sir Richard Hadlee Sports Centre opening



It was such a thrill to attend the opening of the Sir Richard Hadlee Sports Centre – a legacy that Sir Richard leaves to the next generation of cricketers and to the wider sporting community. This is the best indoor facility in the country and is a tribute to

the generous donations of philanthropists and the cricketing community. Council staff were thanked for their commitment to Hagley Oval.

St Georges & Iona Church



I attended a small ceremony to farewell the St George's/Iona Presbyterian Parish and the end of the Rev Sheena

Dickson's Ministry. Sheena led the parish through earthquakes and the demolition of St George's Church as a result of the damage done.

Through those years she has embodied the true meaning of community, resilience and leadership.

Polish Community

The Polish community celebrated the 150th anniversary of the first Polish arrivals in Christchurch.



Many of those early settlers became market gardeners and their contribution was acknowledged five years ago with naming of Polish Settlers Place in Marshland. The community have kept alive connections with Poland and continue to celebrate their heritage, culture and traditions.

Peace Train

I attended an event organised for those most affected by the 15 March attacks to preview the Peace Train that was gifted to the city by Yusef Islam (Cat Stevens), something he was inspired to do when he came here in 2019. He was inspired by the peace, unity and love that defined our collective response.



A Peace Train gifted to New Zealand's first Peace City and the message that will pass on to present and future generations means

a lot to us all.

Christine Heremaia Field Centre opening

It was great to celebrate both the 20th anniversary of the Styx Living Laboratory Trust and the opening of the new Christine Heremaia Field Centre. The Trust has had an incredibly successful partnership with the Council, particularly in realising the vision of the late Christine Heremaia, the Council staff member for whom the centre was named. She introduced into Council the integrated planning approach to land drainage and stormwater management - built upon values such as landscape, ecology, recreation, heritage and culture - values we take for granted today.

Farewell to British High Commissioner



This month we said farewell to the British High Commissioner, Laura Clarke, who has been in the role since 2018. She is

noted for developing relations with mana whenua and formally expressing regret on behalf of the British Government, for the killing of 9 Māori during the first encounters with the crew of James Cook's Endeavour.

Emerging Ethnic Leaders Breakfast

I was invited to speak at the Emerging Ethnic Leaders Breakfast, held to recognise students from diverse ethnic backgrounds who have demonstrated leadership and service at the highest levels in their respective schools.



Opening of the Observatory Hotel

The new Observatory Hotel in the Arts Centre is a stunning and inspired use for part of this historic complex.

All the furniture and fittings were made locally, and the hotel features NZ artworks for sale.



Christchurch Foundation events

I attended the Generation Give launch, which introduces students to philanthropy, and gives them the skills to successfully complete their own significant fundraising projects. I was able to tell them what it felt like at the first programme's presentation event and how proud I know they will feel too.

The fundraiser for Riccarton Bush is one of the biggest projects since the predator-proof fence was installed.



Peace Memorial Rock unveiling



This is a great project that began with a simple poem written following the 2019 mosque attacks by Sirwan Mohamad, a local member of the Muslim community. Sirwan wanted to inspire hope for a united future. He shared his poem, along

with his vision, at several community events, and people wanted to make it happen .

The Oak Development Trust and the Halswell-Hornby-Riccarton Community Board worked with the locals to make the memorial a reality with a plaque on a standing stone in Harrington Park.

This is a very special tribute to peace and unity, with words that come straight from the heart.

Regional Partnerships

Inaugural meeting of the Whakawhanake Kāinga Committee (Urban Growth Partnership for Greater Christchurch), 13 May 2022

Central government, mana whenua, and local government met on 13 May to mark the beginning of a new strengthened partnership to drive planning for Greater Christchurch. Minister of Housing Hon Megan Woods, Minister of Local Government Hon Nanaia Mahuta, and members of the existing Greater Christchurch Partnership have established an Urban Growth Partnership for Greater Christchurch – the Whakawhanake Kāinga Committee.

The Committee's priorities are decarbonising the transport system, increasing resilience to natural hazards and the effects of climate change, accelerating the provision of quality, affordable housing and improving access to employment, education and services.

At our inaugural meeting, the Committee agreed on the next steps for its first project – the development of a joint Greater Christchurch Spatial Plan, which will integrate with work already underway on an Indicative Business Case for high capacity and frequency public transport (Mass Rapid Transit). The draft Plan will set out how Greater Christchurch will develop to accommodate a larger population and respond to other challenges including housing affordability and reducing emissions.

https://christchurch.infocouncil.biz/Open/2022/05/WKCCC_20220513_AGN_8065_AT_WEB.htm

Canterbury Mayoral Forum

The meeting was held on Friday 27th May 2022 so the minutes aren't yet available. There was a report on the successful "Climate Champions" regional meeting organised under the auspices of the Climate Change Steering Group. We had a presentation on the "It's Time, Canterbury" which was launched last year. The floods and the Omicron outbreak has affected the awareness campaign that was intended to be building towards the first year review.

We also had a presentation from representatives of the Ministry of Transport. This was an excellent opportunity to hear from them in terms of their work programme. We reiterated our concerns re timing of the GPS and our Long Term Planning process.

<https://canterburymayors.org.nz/>

Events and meetings calendar

1 May	<ul style="list-style-type: none">• Open Christchurch Festival• Celebration of 150 Years of Polish presence in Christchurch
4 May	<ul style="list-style-type: none">• Annual Plan Hearings begin
5 May	<ul style="list-style-type: none">• Council meeting• Christchurch Foundation Generation Give launch event• Christchurch Foundation Fundraiser for Riccarton Bush
7 May	<ul style="list-style-type: none">• Christine Heremaia Field Centre Opening for Styx Living Laboratory Trust• Ian Thomson funeral• Alisdair Cassels Memorial Service
9 May	<ul style="list-style-type: none">• LGNZ Zone 5 & 6 meeting• Opening of Observatory Hotel at Arts Centre
10 May	<ul style="list-style-type: none">• ChristchurchNZ Tourism and Business event
11-13 May	<ul style="list-style-type: none">• ICLEI Local Governments for Sustainability World Summit in Malmo – virtual attendee
12 May	<ul style="list-style-type: none">• Council meeting• Te Pae Christchurch Celebration Dinner
13 May	<ul style="list-style-type: none">• Whakawhanake Kāinga Committee (Urban Growth Partnership for Greater Christchurch) inaugural meeting• Community meeting in Bromley – Christchurch Wastewater Plant odour issues
14 May	<ul style="list-style-type: none">• 'All things New' at Avonside Trinity Church site• Season closing of Burnside Bowling Club
15 May	<ul style="list-style-type: none">• Unveiling of the Peace Memorial Rock in Harrington Park
18 May	<ul style="list-style-type: none">• Christchurch City Holdings Board meeting• Emerging Ethnic Leaders Breakfast• Aranui Community Trust (ACTIS) Board Meeting
19 May	<ul style="list-style-type: none">• WORD Festival supporters event
20 May	<ul style="list-style-type: none">• LGNZ National Council meeting
21 May	<ul style="list-style-type: none">• Farewell to St George's /Iona Presbyterian Parish and Rev Sheena Dickson
22 May	<ul style="list-style-type: none">• Peace Train preview event for Muslim community
23 May	<ul style="list-style-type: none">• Robin Bickley Funeral• Visit to Tuahiwi Marae to pay respects to Dame Aroha Rereti-Crofts
24 May	<ul style="list-style-type: none">• Canterbury District Police 'Operation Deans' presentation of awards• Post Budget briefing with Hon Grant Robertson• Global Women event• Opening Sir Richard Hadlee Sports Centre
25 May	<ul style="list-style-type: none">• Farewell to British High Commissioner, Laura Clark
26 May	<ul style="list-style-type: none">• Electrify Aotearoa Womens Founders Conference• Finance & Performance Committee meeting
27 May	<ul style="list-style-type: none">• Canterbury Mayoral Forum meeting
30 May	<ul style="list-style-type: none">• Welcome dinner for Chinese Consul General Madam He Ying
31 May	<ul style="list-style-type: none">• Zoom Meeting with Lord Mayor of Adelaide Sandy Verschoor
