Christchurch City Council
AGENDA

Notice of Meeting:

An ordinary meeting of the Christchurch City Council will be held on:

Date:	**Wednesday 6 March 2024**
Time:	**9.30 am**
Venue:	**Council Chambers, Civic Offices, 53 Hereford Street, Christchurch**

Membership

Chairperson	Mayor Phil Mauger
Deputy Chairperson	Deputy Mayor Pauline Cotter
Members	Councillor Kelly Barber
	Councillor Melanie Coker
	Councillor Celeste Donovan
	Councillor Tyrone Fields
	Councillor James Gough
	Councillor Tyla Harrison-Hunt
	Councillor Victoria Henstock
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Jake McLellan
	Councillor Andrei Moore
	Councillor Mark Peters
	Councillor Tim Scandrett
	Councillor Sara Templeton

29 February 2024

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Note: The reports contained within this agenda are for consideration and should not be construed as Council policy unless and until adopted. If you require further information relating to any reports, please contact the person named on the report.

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What is important to us?

Our Strategic Framework is a big picture view of what the Council is aiming to achieve for our community

Our focus this Council term
2022–2025

Strategic Priorities

- **Be an inclusive and equitable city which puts people at the centre** of developing our city and district, prioritising wellbeing, accessibility and connection.
- **Champion Ōtautahi-Christchurch** and collaborate to build our role as a leading New Zealand city.
- **Build trust and confidence** in the Council through meaningful partnerships and communication, listening to and working with residents.
- **Reduce emissions** as a Council and as a city, and invest in **adaptation and resilience**, leading a city-wide response to climate change while protecting our indigenous biodiversity, water bodies and tree canopy.
- **Manage ratepayers' money wisely**, delivering quality core services to the whole community and addressing the issues that are important to our residents.
- Actively balance the needs of **today's residents** with the **needs of future generations**, with the aim of leaving no one behind.

Adopted by the Council on 5 April 2023

Our goals for this Long Term Plan
2024–2034

Draft Community Outcomes

Collaborative and confident
Our residents have the opportunity to actively participate in community and city life, have a strong sense of belonging and identity, and feel safe.

Green and liveable
Our neighbourhoods and communities are accessible and well connected, supporting our goals to reduce emissions, build climate resilience and protect and regenerate the environment, especially our biodiversity, water bodies and tree canopy.

A cultural powerhouse
Our diverse communities are supported to understand and protect their heritage, pursue their arts, cultural and sporting interests, and contribute to making our city a creative, cultural and events 'powerhouse'.

Thriving and prosperous
Our city is a great place for people, business and investment where we can all grow our potential, where enterprises are innovative and smart, and where together we raise productivity and reduce emissions.

To be adopted by the Council as part of the Long Term Plan 2024–2034

Our intergenerational vision

A place of opportunity for all.

Open to new ideas, new people, new investment and new ways of doing things – a place where anything is possible.

Ngāi Tahu has rangatiratanga over its takiwā – the Council is committed to partnering with Ngāi Tahu to achieve meaningful outcomes that benefit the whole community

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Karakia Whakamutunga

Karakia Tīmatanga

Whakataka te hau ki te uru

Whakataka te hau ki te tonga

Kia makinakina ki uta

Kia mataratara ki tai

E hi ake ana te atakura

He tio, he huka, he hau hu

Tihei mauri ora

1. Apologies Ngā Whakapāha

At the close of the agenda no apologies had been received.

2. Declarations of Interest Ngā Whakapuaki Aronga

Members are reminded of the need to be vigilant and to stand aside from decision making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

3. Public Participation Te Huinga Tūmatanui

3.1 Public Forum Te Huinga Whānui

A period of up to 30 minutes is available for people to speak for up to five minutes on any issue that is not the subject of a separate hearings process.

3.1.1 Andrew Hamlin

Andrew Hamlin will speak regarding whether a bylaw can be passed to regulate cats.

3.1.2 Life in Vacant Spaces Trust

Paul Lonsdale, Trustee and Chair, will speak on behalf of the Life in Vacant Spaces Trust to provide an update on the Trust's work, partnerships, and new projects going forward.

3.2 Deputations by Appointment Ngā Huinga Whakaritenga

Deputations may be heard on a matter or matters covered by a report on this agenda and approved by the Chairperson.

There were no deputations by appointment at the time the agenda was prepared.

4. Presentation of Petitions Ngā Pākikitanga

There were no Presentation of Petitions at the time the agenda was prepared.

Christchurch City Council

Item 5

5. Council Minutes - 7 February 2024

Reference / Te Tohutoro: 24/199046

Report of / Te Pou Matua: Katie Matheis, Democratic Services Advisor (Katie.Matheis@ccc.govt.nz)

Senior Manager / Pouwhakarae: Mary Richardson, Interim Chief Executive (Mary.Richardson@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

For the Council to confirm the minutes from the Council meeting held 7 February 2024.

2. Recommendation Te Tūtohu Council

That the Council confirm the Minutes from the Council meeting held 7 February 2024.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Minutes Council - 7 February 2024	24/166588	8

Signatories Ngā Kaiwaitohu

Author	Katie Matheis - Democratic Services Advisor

Christchurch City Council

Item 5

Attachment A

Christchurch City Council
MINUTES

Date:	**Wednesday 7 February 2024**
Time:	**9.31 am**
Venue:	**Council Chambers, Civic Offices, 53 Hereford Street, Christchurch**

Present

Chairperson	Mayor Phil Mauger
Members	Councillor Kelly Barber – via audio / visual link
	Councillor Melanie Coker
	Councillor Celeste Donovan
	Councillor Tyrone Fields
	Councillor James Gough
	Councillor Tyla Harrison-Hunt – via audio / visual link
	Councillor Victoria Henstock
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Jake McLellan
	Councillor Andrei Moore
	Councillor Mark Peters
	Councillor Tim Scandrett
	Councillor Sara Templeton

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Karakia Tīmatanga: Given by all Councillors

The agenda was dealt with in the following order.

1. Apologies Ngā Whakapāha

Council Resolved CNCL/2024/00003

That the apology for absence received from Deputy Mayor Cotter, the apology for lateness received from Councillor Gough and the apology for early departure received from Councillor Harrison-Hunt be accepted.

Councillor Peters/Councillor Henstock **Carried**

2. Declarations of Interest Ngā Whakapuaki Aronga

There were no declarations of interest recorded.

3. Public Participation Te Huinga Tūmatanui

Councillor Keown joined the meeting at 9.34am during consideration of Item 3.1.1.
Councillor MacDonald joined the meeting at 9.39am during consideration of Item 3.1.1.

3.1 Public Forum Te Huinga Whānui

3.1.1 Dr. Angela Curl and Dr. Rose Crossin

Dr. Angela Curl and Dr. Rose Crossin of the University of Otago Christchurch spoke regarding the recently published report, *Quantifying Access to On-Demand Alcohol in New Zealand,* and the possible extension of such services in some neighbourhoods.

Attachments

A Dr. Angela Curl and Dr. Rose Crossin - Presentation to Council

B Crossin R, Norriss D, McKerchar C, Martin G, Pocock T, Curl A. - Quantifying Access to On-Demand Alcohol in New Zealand

Secretarial Note: The meeting requested that staff consider on-demand alcohol regulation as part of the review of the Local Alcohol Policy (LAP) to reduce the potential for alcohol harm in the local Christchurch community.

3.1.2 Water & Wildlife Habitat Trust and Wallbridge Gilbert Aztec

Mike Patchett from Water & Wildlife Habitat Trust and Cameron Jasper from Wallbridge Gilbert Aztec spoke regarding the restoration of Ōtūkaikino groundwater dependent ecosystems and wetlands for climate change resilience.

Attachments

A Water & Wildlife Habitat Trust and Wallbridge Gilbert Aztec - Presentation to Council

3.2 Deputations by Appointment Ngā Huinga Whakaritenga

There were no deputations by appointment.

4. Presentation of Petitions Ngā Pākikitanga

There was no presentation of petitions.

5 & 11. Council Minutes - 24 January 2024

Council Resolved CNCL/2024/00004

That the Council confirm the Minutes from the Council meeting held 24 January 2024.

AND

That the Council confirm the Public Excluded Minutes from the Council meeting held 24 January 2024.

Councillor MacDonald/Councillor Peters **Carried**

Councillor Harrison-Hunt left the meeting at 10.00am during consideration of Item 6.3.

6. Monthly Report from the Community Boards - December 2023

Paul McMahon, Chairperson, and Jackie Simons, Deputy Chairperson, joined the meeting for presentation of the **Waitai Coastal-Burwood-Linwood Community Board** area report.

Lyn Leslie, Chairperson, and Penelope Goldstone, Community Governance Manager, joined the meeting for presentation of **Te Pātaka o Rākaihautū Banks Peninsula Community Board** area report.

Callum Ward, Chairperson, and Keir Leslie, Deputy Chairperson, joined the meeting for presentation of the **Waihoro Spreydon-Cashmere-Heathcote Community Board** area report.

Bridget Williams, Chairperson, and Maryanne Lomax, Community Governance Manager, joined the meeting for presentation of the **Waimāero Fendalton-Waimairi-Harewood Community Board** area report.

Emma Norrish, Chairperson, and Emma Pavey, Community Governance Manager, joined the meeting for presentation of the **Waipapa Papanui-Innes-Central Community Board** area report.

Helen Broughton, Chairperson, and Jess Garrett, Community Governance Manager, joined the meeting for presentation of the **Waipuna Halswell-Hornby-Riccarton Community Board** area report.

Council Resolved CNCL/2024/00005

Officer Recommendation accepted without change

That the Council:

1. Receive the Monthly Report from the Community Boards December 2023.

Mayor/Councillor MacDonald **Carried**

Attachments

A Waitai Coastal-Burwood-Linwood Community Board - Presentation to Council

B Te Pātaka o Rākaihautū Banks Peninsula Community Board - Presentation to Council

C Waihoro Spreydon-Cashmere-Heathcote Community Board - Presentation to Council

D Waimāero Fendalton-Waimairi-Harewood Community Board - Presentation to Council

E Waipapa Papanui-Innes-Central Community Board - Presentation to Council

F Waipuna Halswell-Hornby-Riccarton Community Board - Presentation to Council

7. Greers/Langdons Roads Traffic Lights

Secretarial Note: This Item was Moved by Councillor MacDonald and Seconded by The Mayor. As the meeting indicated it had questions of staff who were not yet present, the meeting moved on to consideration of Item 8. Item 7 was considered later in the meeting and following debate, the joint Community Board recommendations were declared carried (refer below).

Report from Waipapa Papanui-Innes-Central Community Board - 14 December 2023

8. Consider Revocation of Portion of Recreation Reserve - 119 Petrie Street Richmond

Council Resolved CNCL/2024/00006

Community Board Recommendation accepted without change

That the Council:

1. Approves that if (and if so, when) the Community Board revokes the reserve status classification of Lot 2 DP 37039 held in record of title CB16B/517 comprising 124m^2 119 Petrie Street Richmond, the land shall be declared surplus and available for sale to the adjoining owner at a valuation determined by a registered valuer.

Mayor/Councillor Scandrett **Carried**

9. Heritage Incentive Grant extension of time requests

Council Resolved CNCL/2024/00007

Officer Recommendations accepted without change

That the Council:

1. Approve an extension of time of eighteen months for the uptake of the Heritage Incentive Grant previously approved for the building at 141 High Street.
   a. Note that the new completion date for the project will be 31 August 2025.
2. Approve an extension of time of eighteen months for the uptake of the Heritage Incentive Grant previously approved for the building at 527 Colombo Street.
   a. Note that the new completion date for the project will be 31 August 2025.

Councillor MacDonald/Councillor Scandrett **Carried**

Councillor Gough joined the meeting at 10.34am during consideration of Item 7.

Report from Joint Meeting - Waimāero Fendalton-Waimairi-Harewood & Waipapa Papanui-Innes-Central Community Board - 4 December 2023

7. Greers/Langdons Roads Traffic Lights

Council Resolved CNCL/2024/00008

Joint Community Board Recommendations accepted without change

That the Council:

1. Approves that in accordance with Sections 6 and 10.5 of the Land Transport Rule: Traffic Control Devices 2004, all road user movements at the Greers Road / Langdons Road intersection be controlled by Traffic Signals, as detailed on plan SK01-4B, sheet 1, dated 09/11/2023 and attached to this report as **Attachment A**.
2. Approves, pursuant to Clause 18 of the Christchurch City Council Traffic and Parking Bylaw 2017:
    a. That a Special Vehicle Lane for the use of northeast bound cycles only be installed on the northwest side of Greers Road, commencing at its intersection with Harewood Road, and extending in a north-easterly direction for a distance of 344 metres, as detailed on plan SK01-4B, sheet 1, dated 09/11/2023 and attached to this report as **Attachment A**.
    b. That a Special Vehicle Lane for the use of southwest bound cycles only be installed on the southeast side of Greers Road, commencing at its intersection with Harewood Road, and extending in a north-easterly direction for a distance of 238 metres, as detailed on plan SK01-4B, sheet 1, dated 09/11/2023 and attached to this report as **Attachment A**.
    c. That a Special Vehicle Lane for the use of southwest bound cycles only be installed on the southeast side of Greers Road, commencing at its intersection with Langdons Road, and extending in a north-easterly direction for a distance of 65 metres, as detailed on plan SK01-4B, sheet 1, dated 09/11/2023 and attached to this report as **Attachment A**.
    d. That a Special Vehicle Lane for the use of southeast bound cycles only be installed on the northeast side of Langdons Road, commencing at a point 15 metres southeast of its intersection with Greers Road (measured from the prolongation of the northeastern kerb line of Greers Road), and extending in a south-easterly direction for a distance of 130 metres, as detailed on plan SK01-4B, sheet 2, dated 09/11/2023 and attached to this report as **Attachment A**.
    e. That a Special Vehicle Lane for the use of northwest bound cycles only be installed on the southwest side of Langdons Road, commencing at a point 7 metres southeast of its intersection with Greers Road (measured from the prolongation of the southeastern kerb line of Greers Road), and extending in a south-easterly direction for a distance of 124 metres, as detailed on plan SK01-4B, sheet 2, dated 09/11/2023 and attached to this report as **Attachment A**.
3. Notes that the above resolutions are in reliance on the Council's powers under the Christchurch City Council Traffic and Parking Bylaw 2017, the Land Transport Rule: Traffic Control Devices 2004 and Part 21 of the Local Government Act 1974.

4. Approves that the project shall proceed to detailed design, as detailed on **Attachment A.**
5. Requests that staff investigate as part of the detailed design process:
   a. Additional indented parking bays.
   b. Additional measures to prevent right-turn movements between Greers Road and Reynolds Ave.
6. Approves that the project shall proceed to construction subject to adequate budget being available to meet the contract commitments for construction.
7. Notes that there is a relationship between this project and the Greers/Northcote/Sawyers Arms Intersection Upgrade Project.

Councillor MacDonald/Mayor **Carried**

10. Resolution to Exclude the Public Te whakataunga kaupare hunga tūmatanui

Secretarial Note: The meeting did not resolve to go into a Public Excluded session as Item 11 – the Public Excluded Council Minutes of 24 January 2024 were confirmed in the Open meeting (refer Item 5).

Karakia Whakamutunga: Given by all Councillors

Meeting concluded at 10.41am.

CONFIRMED THIS 6TH DAY OF MARCH 2024

MAYOR PHIL MAUGER
CHAIRPERSON

Christchurch City Council

Item 6

6. Council Minutes - 21 February 2024

Reference / Te Tohutoro: 24/288710
Report of / Te Pou Matua: Katie Matheis, Democratic Services Advisor (Katie.Matheis@ccc.govt.nz)
Senior Manager / Pouwhakarae: Mary Richardson, Interim Chief Executive (Mary.Richardson@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

For the Council to confirm the minutes from the Council meeting held 21 February 2024.

2. Recommendation Te Tūtohu Council

That the Council confirm the Minutes from the Council meeting held 21 February 2024.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Minutes Council - 21 February 2024	24/273023	16

Signatories Ngā Kaiwaitohu

Author	Katie Matheis - Democratic Services Advisor

Christchurch City Council

Item 6

Attachment A

Christchurch City Council
MINUTES

Date:	**Wednesday 21 February 2024**
Time:	**9.33 am**
Venue:	**Council Chambers, Civic Offices, 53 Hereford Street, Christchurch**

Present

Chairperson	Mayor Phil Mauger
Deputy Chairperson	Deputy Mayor Pauline Cotter
Members	Councillor Kelly Barber
	Councillor Melanie Coker
	Councillor Celeste Donovan
	Councillor Tyrone Fields
	Councillor James Gough
	Councillor Tyla Harrison-Hunt – via audio / visual link
	Councillor Victoria Henstock
	Councillor Yani Johanson
	Councillor Aaron Keown
	Councillor Sam MacDonald
	Councillor Jake McLellan
	Councillor Andrei Moore
	Councillor Mark Peters
	Councillor Tim Scandrett
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Karakia Tīmatanga: Given by all Councillors

The agenda was dealt with in the following order.

1. Apologies Ngā Whakapāha

Council Decision

There were no apologies received.

2. Declarations of Interest Ngā Whakapuaki Aronga

There were no declarations of interest recorded.

3. Public Participation Te Huinga Tūmatanui

3.1 Public Forum Te Huinga Whānui

3.1.1 Grant MacKinnon

Grant MacKinnon spoke to thank the Council and its staff for their work and the cooperation he's experienced as a Central City residential developer over the last 30 years.

3.2 Deputations by Appointment Ngā Huinga Whakaritenga

3.2.1 Canterbury Agricultural and Pastoral Association

Representatives of Canterbury Agricultural and Pastoral Association withdrew their request for a deputation regarding Public Excluded Item 10.

4. Presentation of Petitions Ngā Pākikitanga

There was no presentation of petitions.

11. Resolution to Include Supplementary Report

Council Resolved CNCL/2024/00009

That the reports be received and considered at the Council meeting on Wednesday, 21 February 2024.

Open Items

12. Draft Council Submission: draft Canterbury Regional Land Transport Plan 24-34
13. Mayor's Monthly Report

Deputy Mayor/Councillor Henstock **Carried**

Councillor Donovan left the meeting at 9.51am and returned at 9.55am during consideration of Item 13.

13. Mayor's Monthly Report

Council Resolved CNCL/2024/00010

The Mayor's Recommendations accepted without change

That the Council:

1. Acknowledge the impacts of the 2024 Port Hills Fire on the affected residents and note that the Mayor's Welfare Fund was immediately stood-up as the mechanism to receive financial donations to support affected people and volunteers.
2. Thank Fire & Emergency New Zealand (FENZ), NZ Police and all the responding agencies, including the Christchurch City Council staff for their efforts in responding to the fire.
3. Note the Response Transition Report, informing the transition from response into recovery, was updated on 20 February 2024.
4. Note a Recovery Plan is under development collaboratively with the Council, Environment Canterbury, the Selwyn District Council and others.
5. Note that the Mayor has requested that staff incorporate, in the Recovery Plan, a relief funding mechanism for any impacted households that receive an excess water use charge as a result of their efforts during or immediately after the fires.

Mayor/Councillor Scandrett **Carried**

Councillors Gough and MacDonald left the meeting at 10.09am and returned at 10.11am during consideration of Item 5.

5. Response to Notice of Motion - Open Briefings and Workshops

Council Resolved CNCL/2024/00011

Officer Recommendations accepted without change

That the Council:

1. Agrees that informal meetings with the Council and Community Boards linked to a proposed decision are held in public by default, including but not limited to:
   a. Briefings
   b. Workshops
   c. Seminars
2. Notes that informal meetings for Community Boards will be held in public by default after a full meeting round and no later than 1 April 2024.
3. Notes that pre-meeting informals remain as non-public session as they are for administrative or logistic purposes for the meeting they refer to.
4. Notes that agenda setting meetings remain as non-public sessions as they are for administrative or logistic purposes.
5. Notes that there is a process that reviews public excluded briefings and releases information when appropriate.

6. Notes that the process will be reviewed in six months.

Mayor/Councillor Scandrett **Carried**

6. Committee Structure Review

Council Officers Megan Pearce and Matthew Boult joined the table to present Item 6 and answer questions from elected members. The Officer Recommendations were Moved by Councillor MacDonald and Seconded by Deputy Mayor Cotter.

During debate, Councillor Templeton put forward an amendment to Recommendation 3 (refer italicised text below), which was incorporated into the Motion with the agreement of the Mover and Seconder.

The meeting then voted on the Motion as amended which was declared carried.

Officer Recommendations

That the Council:

1. Agree to retain the current committee structure,
2. Agree to receive six monthly forward work programme reports at Council,
3. Agree to receive regular, six monthly information update reports from operational service delivery units,
4. Agree that Committee Chairs will be responsible for updating the Council on the work of the Committee when the committee minutes are received by the Council.

Council Resolved CNCL/2024/00012

That the Council:

1. Agree to retain the current committee structure,
2. Agree to receive six monthly forward work programme reports at Council,
3. Agree to receive regular, six monthly information update reports from operational service delivery units, *including the forward work programme for the units*,
4. Agree that Committee Chairs will be responsible for updating the Council on the work of the Committee when the committee minutes are received by the Council.

Councillor MacDonald/Deputy Mayor **Carried**

Councillors Coker, Donovan, Johanson and Templeton requested that their vote against Resolution 1 be recorded.

The meeting adjourned at 11.15am and reconvened at 11.34am. Councillor Keown was not present at this time.

Councillor Keown returned at 11.38am during consideration of Item 7.

The meeting adjourned at 11.57am and reconvened at 12.00pm during consideration of Item 7.

The Mayor left the meeting at 12.11pm during consideration of Item 7. Deputy Mayor Cotter assumed the Chair for consideration of Items 7, 8, 12, 9 and Public Excluded Item 10.

Councillor Scandrett left the meeting at 12.19pm during consideration of Item 7.

Councillor Templeton left the meeting at 12.23pm during consideration of Item 7.

7. Better Off Funding Citywide Safety

Council Officers Gary Watson, John Filsell, and Michael Healy joined the table to present Item 7 and answer questions from elected members. The Officer Recommendations were Moved by the Mayor and Seconded by Deputy Mayor Cotter.

During debate, Councillor Donovan put forward an amendment to Recommendation 4 (refer italicised text below), which was Seconded by Councillor Johanson. At the conclusion of debate on the amended Recommendation 4, the meeting voted by division and the amendment was declared carried.

The substantive Motion was then debated, voted on, and declared carried.

Officer Recommendations Moved and Seconded

That the Council:

1. Grant the Christchurch City Mission a total sum of $560,000 over three years to deliver two outreach positions working across the city to support, and promote housing options for, Christchurch's Street community.
2. Grant Youth and Cultural Development a total sum of $750,000 over three years to deliver a Mobile Youth Work project to address youth issues city wide and respond to hot spots as they arise.
3. Grant a total sum of $100,000 to provide three smart poles in priority areas namely New Brighton, Hornby, and Papanui.
4. Set aside a total sum of $200,000 to coordinate and deliver community safety, development, and cohesion initiatives across the East of the city.
5. Establish a funding pool using the remaining funds previously set aside by the Council for City-wide safety initiatives, a total of $116,000, to allow the Council to deliver future initiatives responding to issues as they arise.
6. Note the Council's previous grant to the Christchurch Central City Business Association of $244,000 to deliver inner city safety patrols over three years.
7. Delegate authority to the Head of Community Support and Partnerships to make the necessary arrangements to implement the Council's decision.

Mayor/Deputy Mayor **Moved/Seconded**

Council Resolved CNCL/2024/00014

4. Set aside a total sum of $200,000 to coordinate and deliver community safety, development and cohesion initiatives in the East, *with $100,000 for New Brighton and $100,000 for Woolston*

and Eastgate, and delegate authority to the Manager Community Governance of the Waitai Coastal-Burwood-Linwood to implement the Council's decision.

*The division was declared **carried** by 8 votes to 6 votes the voting being as follows:*

For: *Councillor Barber, Councillor Coker, Councillor Donovan, Councillor Fields, Councillor Harrison-Hunt, Councillor Johanson, Councillor McLellan and Councillor Templeton*

Against: *Mayor Mauger, Councillor Gough, Councillor Henstock, Councillor MacDonald, Councillor Peters and Councillor Scandrett*

Abstained: *Deputy Mayor Cotter, Councillor Keown and Councillor Moore*

Councillor Donovan/Councillor Johanson **Carried**

Council Resolved CNCL/2024/00015

That the Council:

1. Grant the Christchurch City Mission a total sum of $560,000 over three years to deliver two outreach positions working across the city to support, and promote housing options for, Christchurch's Street community.
2. Grant Youth and Cultural Development a total sum of $750,000 over three years to deliver a Mobile Youth Work project to address youth issues city wide and respond to hot spots as they arise.
3. Grant a total sum of $100,000 to provide three smart poles in priority areas namely New Brighton, Hornby, and Papanui.
4. Set aside a total sum of $200,000 to coordinate and deliver community safety, development and cohesion initiatives in the East, with $100,000 for New Brighton and $100,000 for Woolston and Eastgate, and delegate authority to the Manager Community Governance of the Waitai Coastal-Burwood-Linwood to implement the Council's decision.
5. Establish a funding pool using the remaining funds previously set aside by the Council for City-wide safety initiatives, a total of $116,000, to allow the Council to deliver future initiatives responding to issues as they arise.
6. Note the Council's previous grant to the Christchurch Central City Business Association of $244,000 to deliver inner city safety patrols over three years.
7. Delegate authority to the Head of Community Support and Partnerships to make the necessary arrangements to implement the Council's decision.

Mayor/Deputy Mayor **Carried**

Councillor Keown did not take part in the vote on the substantive motion.

8. Metropolitan Discretionary Response Fund - The New Zealand Symphony Orchestra Foundation

Council Resolved CNCL/2024/00016

Officer Recommendation accepted without change

That the Council:

1. Decline the application from the New Zealand Symphony Orchestra Foundation to its 2023/24 Discretionary Response Fund for the Beyond Words Programme.

Councillor MacDonald/Councillor Keown **Carried**

12. Draft Council Submission: draft Canterbury Regional Land Transport Plan 24-34

The Officer Recommendations were accepted without change, noting that the meeting agreed to appoint Councillors Donovan and Keown to speak on behalf of the Council's submission at the forthcoming Regional Land Transport Plan hearing (refer resolution 4 below).

Council Resolved CNCL/2024/00017

Officer Recommendations accepted without change

That the Council:

1. Receive the attached draft submission (Attachment A to this report) to the Canterbury Regional Transport Committee on their Draft Regional Land Transport Plan 24-34.
2. Approve lodging the final submission with any agreed amendments.
3. Requests the opportunity to speak to its submission during the hearings on 18th-19th March 2024.
4. Appoints *Councillors Donovan and Keown* to present on its behalf.

Councillor Donovan/Councillor MacDonald **Carried**

9. Resolution to Exclude the Public Te whakataunga kaupare hunga tūmatanui

Council Resolved CNCL/2024/00018

That at 12.40pm the resolution to exclude the public set out on pages 39 to 40 of the agenda be adopted.

Deputy Mayor/Councillor MacDonald **Carried**

The public were re-admitted to the meeting at 12.46pm.

Karakia Whakamutunga: Given by all Councillors

Meeting concluded at 12.47pm.

CONFIRMED THIS 6TH DAY OF MARCH 2024

MAYOR PHIL MAUGER
CHAIRPERSON

7. Monthly Report from the Community Boards - February 2024

Reference Te Tohutoro:	24/262450
Report of Te Pou Matua:	The Chairpersons of all Community Boards
Senior Leader Pouwhakarae:	Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

The purpose of this report is to provide the Council with an overview of initiatives and issues recently considered by the Community Boards. This report attaches the most recent Community Board Area Report included in each Boards public meeting. Please see the individual agendas for the attachments to each report.

Each Board will present important matters from their respective areas during the consideration of this report and these presentations will be published with the Council minutes after the meeting.

2. Community Board Recommendations Ngā Tūtohu a te Poari Hapori

That the Council:

1. Receive the Monthly Report from the Community Boards February 2024.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Te Pātaka o Rākaihautū Banks Peninsula Community Board Area Report February 2024	24/262452	26
B	Waihoro Spreydon-Cashmere-Heathcote Community Board Area Report February 2024	24/262453	34
C	Waimāero Fendalton-Waimairi-Harewood Community Board Area Report February 2024	24/262455	42
D	Waipapa Papanui-Innes-Central Community Board Area Report February 2024	24/262457	48
E	Waipuna Halswell-Hornby-Riccarton Community Board Area Report February 2024	24/262460	62
F	Waitai Coastal-Burwood-Linwood Community Board Area Report February 2024	24/262462	75

13. Te Pātaka o Rākaihautū Banks Peninsula Community Board Area Report - February 2024

Reference / Te Tohutoro: 23/2052615

Report of / Te Pou Matua: Penelope Goldstone, Community Governance Manager Banks Peninsula (Penelope.Goldstone@ccc.govt.nz)

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That Te Pātaka o Rākaihautū Banks Peninsula Community Board:

1. Receive the Te Pātaka o Rākaihautū Banks Peninsula Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Basketball Social Competition	A 3v3 Basketball Tournament was held in December at Mānawa Kāwhiu Lyttelton Recreation Centre. It was a fantastic turn out organised by Pioneer Basketball. Over seven teams competed, the best turn out yet, the atmosphere was excellent, and the diversity of the teams was great to see.	Completed	Good social and physical connections for our communities

Activity	Detail	Timeline	Strategic Alignment
Lyttelton Harbour Network	In December 2023, the Lyttelton Harbour Network celebrated another year with some kai and undertook a review of the purpose and style of the Network meetings. Fifteen people attend the meeting, representing nine different organisations from around the Harbour. The main comments included feedback on frequency, timing, venues, hosting, and topics. The feedback received from the network will guide future meetings.	On-going, meetings held throughout the year	Good social and physical connections for our communities
Lyttelton Norman Kirk Pool	Project Lyttelton held a garage sale in November 2023 to raise funding for swim passes. They raised $400 which was then matched by the Council's Recreation and Sports Unit. This provided a total of 135 swim passes for the community. The swim passes were distributed via different community groups to provide to those who would most benefit.	Completed	Good social and physical connections for our community
Governors Bay Community Centre Playground	The soft fall in the small playground at the Governors Bay Community Centre was replaced mid-January 2024. The existing soft fall was spread onto the Community Centre gardens and new soft fall placed. The playground had to close for two days (17 and 18 January 2024) whilst this happened. The Community Association were informed, and an email distributed to all its members along with a notice placed on the Governors Bay Facebook page to inform local families.	Completed	Good social and physical connections for our communities
Sail GP Naval Point	Lyttelton Recreation Ground Reserve Committee have been informed that the Recreation Ground will be used for light infrastructure during the SailGP event. A community meeting for the residents/business owners of Lyttelton will be held late January 2024.	ongoing	All elements of Te Nukutai o Tapoa - Naval Point are progressed (off-shore, on-shore and the recreation ground)

Activity	Detail	Timeline	Strategic Alignment
Le Bons Bay Hall Renovations	The Le Bons Bay Hall has been painted inside and out, including overdue cosmetic earthquake repairs to the interior. The use of a local painter for this work, rather than an external contractor, meant lower cost to the Council and extra care and attention being paid to the job. The hall has two new ovens, a barbecue and a new smoke alarm system funded by the Le Bons Bay Reserve Committee.	Completed	Good social and physical connections for our communities
Little River A&P Show	The annual Little River A&P Show was held on 20 January 2024 on a sweltering hot day. Attendance was excellent, bringing many visitors to the township.	Completed	Good social and physical connections for our communities

Activity	Detail	Timeline	Strategic Alignment

3.2 **Community Funding Summary**

3.2.1 **Discretionary Response Fund -** On 11 December 2023 the Board approved funding of $3,486 for Project Lyttelton Incorporated towards emergency equipment and 1st Aid training or the Lyttelton Emergency Hub; and $2,000 funding for Little River Farmers Market towards insurance and the purchase of an amp. A full Discretionary Response Fund summary is attached. **(Attachment A)**

3.2.2 **Youth Development Fund -** The Board has welcomed feedback from youth who have received funding towards their sporting endeavours as follows.

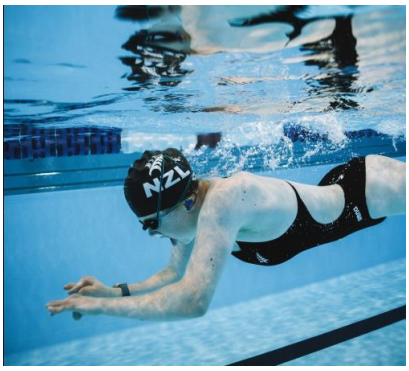
- Edward Lopas was granted $300 to help him attend the 2023 World Under 23 Rowing Championships in Bulgaria, representing NZ at the top level for his age. Edward's team placed first in the C final, which placed them 9th on times and 13th place overall. Edward is currently rowing at Northeastern University on a sports scholarship. He aims to qualify for the Under 23 team two more times before deciding on further goals, with the Olympics being one possible option.

- Izzy Hoult was granted $150 towards masterclasses with the Royal New Zealand Ballet as part of their Mentor Programme Intensive 2023. Izzy was selected as one of 30 students from around New Zealand to be part of the programme which

enables young dancers to experience life with the company and take classes with them and their ballet masters. Izzy said her mentor's advice and insight allowed her to think outside her comfort zone and challenged her ability. They showed her that dreams really do come true. Izzy starts training full time at New Zealand School of Dance as Classical major in February 2024 and can't wait to spend more time with the Royal New Zealand Ballet.

- McKenzie Drage was granted $150 towards representing New Zealand in para swimming at the Oceania Tri Series held in Hawkes Bay in September 2023. McKenzie placed:
  - 1st in the 100m Individual Medley Multi-class with a new personal best time.
  - 3rd in 100m Breaststroke Mixed Multi-class
  - 3rd in 50m Freestyle Mixed Multi-class.

  She said this was an amazing opportunity to develop her racing skills and engage with Para athletes from Western Australia and Victoria. It increased the intensity and competitiveness of her racing experience, as well as providing new skills in yoga and media/personal branding.
  McKenzie will now work towards achieving qualifying times for Para World Swimming Champs in 2025 and Paralympics in 2028.



3.2.3 **Strengthening Communities Fund –** Applications will open for 2024/25 Strengthening Communities Funding in early March 2024. An Accountability Report for 2022/23 Strengthening Communities Funding is attached. **(Attachment B)**

3.3 **Participation in and Contribution to Decision Making**

3.3.1 **Report back on other Activities contributing to Community Board Plan**

3.3.2 **Council Engagement and Consultation**.

- Have your say – at the time of writing the report the following consultations were open within the Community Board Area and city-wide consultation:

Topic:	Closing date:	Link:
Adapting to sea level rise in Lyttelton Harbour and Port Levy	21 January 2024	Adapting to sea level rise in Lyttelton Harbour and Port Levy | Kōrero mai | Let's talk (ccc.govt.nz)
Demolition of the existing building at 33 Dublin Street, Lyttelton	30 January 2024	Demolish an existing building on 33 Dublin Street, Lyttelton | Kōrero mai | Let's talk (ccc.govt.nz)
Tree Planting Plans	1 February 2024	Tree Planting Plans (ccc.govt.nz)
Diamond Harbour – proposed land use	19 February 2023	Diamond Harbour - proposed land use | Kōrero mai | Let's talk (ccc.govt.nz)

- **Start Work Notices** - Various Start Work Notices have been sent to the Board throughout the month. All Board area and city-wide start work notices can be found at: https://ccc.govt.nz/transport/works.

3.4 **Governance Advice**

3.4.1 **Hui a Hapori Community Open Forum and Public Forum –** The Board received the following Hui a Hapori Community Open Forum presentations on 27 November 2023 and Public Forum presentations at its 11 December 2023 Meeting:

- Okuti Valley Track, Freedom Camping, Destination Management Plan and Council Potential Sale of Assets concerns of residents.
- Resident concerns about potential sale of assets by Council.
- Te Ūaka the Lyttelton Museum Update.
- Little River Wairewa Community Trust recent events and future plans.
- Okuti Valley Hall Committee recent repairs and maintenance.
- Fishing Boats and inshore fishing in Banks Peninsula.
- Akaroa Heritage Festival Society.
- Condition of Beach Road, Akaroa.
- Banks Peninsula Member of Parliament Introduction.

3.4.2 **Board Requests –** the Board made the following requests at its 27 November 2023 Briefing and 11 December 2023 Meeting:

- The Board agreed to request a process outline and timeline for the Steadfast Reserve ground lease to the Cass Bay Resident's Association.
- The Board agreed to request that the Better Off Funding summary sheet be added to the elected members' digital reference library.
- The Board agreed to request information on the Council's fund the assist with swimming lessons that was set up during 2023/24 Annual Plan.
- The Board requests staff advice on how the community could lobby for formal commercial fishing restrictions in the Bays surrounding the Banks Peninsula and how the Board could support such an initiative.
- The Board requests that staff work with the Akaroa Heritage Festival Society to explore options for long term funding for the FrenchFest.

3.4.3 **Board Briefings –** the Board received the following briefings during November 2023:

- Water Quality Issues and Actions, Environment Canterbury.
- Vertical Land Movement.
- Te Pā o Rākaihautū – Unsolicited Proposal Process.
- Site visit to Okuti Valley Hall.

4. Advice Provided to the Community Board Ngā Kupu Tohutohu ka hoatu ki te Poari Hapori

4.1 **Naming Sections of the Head-to-Head Walkway –** A memorandum in reply to the Board's 11 September 2023 meeting request: *The Board requests the Head to Head Walkway Working Party to investigate the possibility of naming track sections of the Head to Head Walkway.* **(Attachment C).**

4.2 **Customer Service Requests Report -** providing an overview of the number of Customer Service Requests that have been received, including the types of requests being received and a breakdown of how they are being reported from 1 November 2023 to 30 November 2023 is attached, (**Attachment D**) and from 1 December 2023 to 31 December 2023 (**Attachment E**).

Snap Send Solve is the smartphone app the Council offers to help make reporting issues easy, and it is still possible to report issues online, by calling Council on 03 941 8999 or visiting one of the Council's Service centres.

4.3 **Graffiti Report –** the Graffiti Snapshot Report for November 2023 is attached. **(Attachment F).**

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Banks Peninsula Discretionary Response Fund - January 2024	24/65037	
B	Banks Peninsula 2022-23 Strengthening Communities Fund End of Project Accountability Report	24/130487	
C	Memorandum- Naming Sections of the Head to Head Walkway - 15 January 2024	24/61956	
D	Customer Service Requests - November 2023	24/86902	
E	Customer Service Requests - December 2023	24/86903	
F	Graffiti Snapshot - November 2023	24/52757	

Signatories Ngā Kaiwaitohu

Authors	Liz Beaven - Community Board Advisor Steffi Brightwell - Community Development Advisor Linda Burkes - Support Officer Jane Harrison - Community Development Advisor Natasha McDonnell - Banks Peninsula Governance Advisor Dane Moir - Community Development Advisor Andrea Wild - Community Development Advisor Trisha Ventom - Community Recreation Advisor
Approved By	Penelope Goldstone - Manager Community Governance, Banks Peninsula Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

17. Waihoro Spreydon-Cashmere-Heathcote Community Board Area Report - February 2024

Reference / Te Tohutoro: 23/2053838

Report of / Te Pou Matua: Arohanui Grace, Community Governance Manager

Senior Manager / Pouwhakarae: Mary Richardson, Interim Chief Executive (Mary.Richardson@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That the Waihoro Spreydon-Cashmere-Heathcote Community Board:

1. Receive the Waihoro Spreydon-Cashmere-Heathcote Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 **Community Governance Projects**

Activity	Detail	Timeline	Strategic Alignment
Waltham Pool Party	Following on from the success of the December Waltham Pool Party, Youth and Cultural Development will be delivering another Waltham Pool Party, funded by the Waihoro Community Board. Community Governance Staff are engaging with local Waltham organisations to participate if there is capacity and desire to be a part of the delivery of the event.	Sunday 17th March 2024, 12-3pm	Strengthening Communities Together Strategy Community Board Plan 2023-25
Summer with your Neighbours	Summer with your neighbours is about bringing people closer together and celebrating the unique and diverse mix of each neighbourhood.	Events are being held through to 31 March.	Strengthening Communities Together Strategy
Community and Youth Service Awards	The Community and Community Youth Service Awards were held on 7 December.	Complete	Be an inclusive and equitable city which puts people at the centre.

Community Pride Garden Awards 2024	A nominated elected member will participate in the judging for the Street and Garden Awards for half a day in early March. Certificates will be posted out to the award recipients this year.	Jan – Mar 2024	Strengthening Communities Together Strategy
Edible and Sustainable Garden Awards 2024	Twenty-one entries have been received, with assessments to be carried out by the end of February 2024.	Ongoing	Strengthening Communities Together Strategy
Addington Neighbourhood Building Project	Neighbourhood building is a priority in the Waihoro Community Board Plan. The Waihoro Community Governance Team has partnered with Neighbours Aotearoa and Addington Community groups to grow participation in a whole range of community led activities. With "Phase One" of the Neighbourhood Project now complete, we celebrate the success of creating a sense of mahi tahi with local community leaders to increase participation and collaboration in Addington. "Phase Two" of the Project will commence in February/March, which will be an "incubation phase" encouraging local people to bring together activities for the local community, as well as a website and social media campaign. The End of Year report for the project is **attached** for further reading of all the great success over the past few months.	Ongoing	Community Board Plan 2023-25

3.2 **Community Funding Summary**

3.2.1 **Community Board Strengthening Communities Fund 2022/23** – End of Project Report is **attached** for record purposes. 23/2102007

3.2.2 **Community Board Discretionary Response Fund 2023/24** – as at 29 January 2024:

- Discretionary Response Fund balance for 2023/24 is $23,426.00
- Youth Achievement and Development Fund balance is $3,200.00
- The Off the Ground Fund balance is $1,170.00

- The Shape Your Place Toolkit Fund balance is $5,600.00

The 2023/24 Discretionary Response Fund Spreadsheet is **attached** for record purposes.

3.2.3 **Youth Development Fund Applications**

This fund is being delivered in two tranches, with the first tranche exhausted, the second tranche opened on 1 January 2024.

Youth Development Fund – Reporting back to Community Board:

Name | Event	Photos
Isla Cook *Cashmere High School 2023 Music Tour, Australia* The funding provided from Community Board helped towards the total overall trip. Working with students from other schools was an amazing experience because it allowed me to work with new people and learn new music. I also got to experience working with different conductors which meant different styles which I think greatly benefitted my playing. I got to experience first-hand what studying music in university looks like. This and the incredible talent of the people I saw performing both in the school and at the Manly jazz festival has made me eager to continue learning music and possibly to study it in the future.	

3.2.4 **Off the Ground Fund Applications**

The following Off the Ground Fund applications have been approved since the last Area Report:

Name	Event	Amount
Lower Cashmere Residents Association	Printing of newsletter	$300
Simeon Park Community Group	Watering system and soil nutrients	$280

The Off the Ground Fund Decision Matrices are **attached** for record purposes.

3.3 **Participation in and Contribution to Decision Making**

3.3.1 **Report back on other Activities contributing to Community Board Plan [*for items not included in the above table but are included in Community Board Plan]***

- The Waihoro Spreydon-Cashmere-Heathcote 2023-25 Community Board Plan was adopted by the Board at their meeting in May 2023 and can be found online here.
- Progress on the Community Board Plan can be found online here.

3.3.2 **Community Board Webpage**

- The Community Board pages on the Christchurch City Council website have been given a facelift with the Board new page at this link: https://letstalk.ccc.govt.nz/Waihoro-Spreydon-Cashmere-Heathcote-Community-Board

3.3.3 **Council Engagement and Consultation**

- **Tree planting plans** (open 15 December 2023 – 1 February 2024)

  Walsall Reserve and Remuera Reserve are under consideration. Help us shape tree planting plans across Ōtautahi Christchurch.

- **Waltham Park play space renewal** (open 19 December 2023 – 22 January 2024)

  We want to hear what you think about our ideas for Waltham Park, with the initial feedback helping to develop a draft plan for public consultation (March – April 2024).

3.4 **Governance Advice**

3.4.1 **Public Forum** – The Board received the following public forum presentations at its 14 December 2023 meeting:

- Members of the Ōpāwaho Heathcote River Network, spoke to the Board regarding Biodiversity on the Ōpāwaho Heathcote River with regard to the Christchurch City Council Pest Plant Management Plan.
- A local resident, spoke regarding road damage at the corner of Wades Avenue and Wilsons Road, in particular noting, the frequent repair of the kerb which is damaged by heavy vehicles driving over it. The resident also spoke of the regular congestion at the Bus stops on Wilsons Road.
- A local resident, spoke regarding traffic safety concerns by St Mark's School on Locarno Road.

3.4.2 **Deputations** – The Board received no deputations at its 14 December 2023 meeting:

3.4.3 **Correspondence** – The Board did not receive correspondence at its 14 December 2023 meeting.

3.4.4 **Briefings** – The Board did not receive any briefings in December 2023.

3.4.5 **Presentations** – The Board received a Cultural Narrative presentation pertaining to the South Library and Service Centre rebuild.

3.5 **Community Development**

3.5.1 **Kaiawa Interclub National Touch Tournament:**

Waihoro Spreydon-Cashmere-Heathcote Community Governance staff supported the delivery of the 2-day Kaiawa Interclub Touch Tournament on 19-20 January 2024 delivered in Belfast. The event was a huge success with 21 teams from all over Aotearoa

competing in the Women's and Men's grades, with junior exhibition games played on the Saturday, which encouraged the inclusion of tamariki and rangatahi into the event. The Māori Kaupapa event is one of a kind delivered here in Ōtautahi with over 1,200 attendees over the 2 days.

4. Advice Provided to the Community Board

4.1 **Customer Service Request Report** – A report on open and completed tickets (requests for service) in November 2023 and December 2023 is **attached**.

4.2 **Graffiti Snapshot Report** – A report on Graffiti for November 2023 is **attached**.

4.3 **Smart Christchurch Smart Talk** – Volume 3 of Smart Talk, November 2023 is **attached**.

4.4 **Attached Memos include:**

- Selwyn Street (Somerfield) Wastewater Pump Station

- Council to decide on organics processing solutions 30 November 2023
- Response to request for no stopping line – 406/408 Barrington Street
- Proposed parks for Urban Forest Planting 2024-2025
- Council produced summer events update 2023-2024
- Aldwins Road Intersection and Slow Speed Neighbourhoods
- Date change for Kite Day 2024
- Centaurus Road Pedestrian Crossin Review
- Response to Correspondence, Howard Street

4.5 At the 27 July 2023 Briefing, during Elected Members Exchange the Board agreed to request staff investigate extending no stopping lines on Woodlau Rise Centaurus Road intersection to the driveway of 2A Woodlau Rise. Staff advised: *No stopping lines are supported in this location due to the proximity to the intersection and since the gap is only around five metres long which is too small for most vehicles to legally park, while still providing the required 1 metre clearance to the adjacent driveway.*

A consultation plan has been drawn up to extend the no stopping lines through to the driveway, as requested. Consultation documents will be sent out to affected residents later this week (week ending 1 December 2023) and a report will be presented to the Community Board for a decision at the first meeting in the new year.

4.6 At the 14 September meeting the Board requested a site visit to Ultimate Care Bishop Selwyn be arranged with members, staff and the facility manager to talk through the issue of safety at the entrance of Ultimate Care Bishop Selwyn, in order to fully understand the issue and devise a practical solution. Update: *Staff have looked at options and support installing a 'Keep Clear' box to alleviate the issues raised by the residents. Staff are in the process of getting a quote and confirming funding and will send through further information when there is an indication of install timeframes.*

4.7 At the 14 December 2023 during the public forum session a resident raised the regular congestion at the Bus stops on Wilsons Road. The Board refers the issues raised in the public forum presentation by Mr Dunford regarding the: b) Bus stops on Wilsons Road (37001 and 32146), to staff for advice on managing the congestion. Staff responded:

These bus stops are timing points, where some buses stop longer to keep the timetable working better. With increasing the frequency now, we have been facing congestion at these bus stops, particularly at outbound stop 32146 as recently raised by ECan and bus operators.

We have a project underway which includes providing longer bus boxes at these bus stops. At the moment, contractors have been asked to come up with concept plans and once we proceed the next steps (design and public engagement), we will present a report to Community Board for approval.

4.8 At the 14 December 2023 during the public forum session a resident raised concerns regarding the repeated road damage at the corner of Wades Avenue and Wilsons Road. The Board requested staff give advice on possible alternative treatments for the intersection to manage the heavy vehicles that use it. Staff responded:

A vehicle tracking assessment has been undertaken for an 11-metre rigid truck and larger B-train truck to check if there is enough clearance for these vehicles to turn between Wilsons Road and Wades Road without mounting the kerb. The assessment has confirmed that both vehicles are able to turn at the intersection within the existing carriageway.

Based on the assessment, increasing the radius of the kerb to make it easier for larger vehicles to turn is not warranted. This is also not supported from a safety perspective as it would result in higher speeds which is less safe for all road users, particularly pedestrians crossing Wades Road. Staff have reviewed the overall layout of the intersection and determined that no further measures are currently warranted at this location.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Addington Neighbourhood Building Project - End of Year Report	24/95862	
B	2022-23 Spreydon-Cashmere Strengthening Communities Fund (including Heathcote) - End of Project Report	23/2102007	
C	2023/24 Discretionary Response Fund Spreadsheet as at 29 January 2024	24/132805	
D	Decision Matrix - Off the Ground Fund - Lower Cashmere Residents Associaiton	24/195929	
E	Decision Matrix - Off the Ground Fund - Simeon Park Group	24/62549	
F	Customer Service Request Report - November 2023	24/81647	
G	Customer Service Request Report - December 2023	24/81648	
H	Graffiti Snapshot Report - November 2023	24/45278	
I	Smart Christchurch - Smart Talk	24/24082	
J	Memo - Selwyn Street (Somerfield) Wastewater Pump Station	24/24083	
K	Memo - Council to decide on organics processing solutions 30 November 2023 Report	24/24084	
L	Memo - Response to request for no stopping lines 406-408 Barrington Street	24/45280	
M	Memo - Proposed parks for Urban Forest Planting 2024-2025	24/45282	
N	Memo - Council-produced summer events update 2023-2024	24/45283	
O	Memo - Aldwins Road Intersections and Slow Speed Neighbourhoods	24/45284	
P	Memo - Date Change for Kite Day 2024	24/45285	
Q	Memo - Pedestrian Crossing Review, Centaurus Road (near Sloan Terrace)	23/2131736	
R	Memo - Response to Correspondence, Howard Street	23/1884095	

Signatories Ngā Kaiwaitohu

Authors	Arohanui Grace - Manager Community Governance, Spreydon-Cashmere-Heathcote Bec Carr - Support Officer Jane Walders - Community Board Advisor Heather Davies - Community Development Advisor Shanelle Temaru-Ilalio - Community Recreation Advisor Nime Ah Kam-Sherlock - Community Recreation Advisor
Approved By	Arohanui Grace - Manager Community Governance, Spreydon-Cashmere-Heathcote Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

13. Waimāero Fendalton-Waimairi-Harewood Community Board Area Report - February 2024

Reference / Te Tohutoro: 24/79933

Report of / Te Pou Matua: Maryanne Lomax, Community Governance Manager (Maryanne.Lomax@ccc.govt.nz)

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That the Waimāero Fendalton-Waimairi-Harewood Community Board:

1. Receive the Waimāero Fendalton-Waimairi-Harewood Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 Community Governance Projects

3.1.1 Unity Under the Sun: Bryndwr's Inaugural Community Celebration

As the sun rises on Saturday, 27th January, Bryndwr will be buzzing with excitement for the inaugural 'Unity Under the Sun' event at Morley Reserve from 11am to 2pm. The organisers aim to welcome around 200 Bryndwr neighbours for this local, free gathering.

'Unity Under the Sun' is all about bringing the Bryndwr community together. It's a chance for the organisers to connect, share in some fun activities, and extend a warm welcome to everyone, including the new Kainga Ora residents who recently moved into the new developments.

Activities include a free sausage sizzle, some gardening fun, and the Nor'West five-piece Brass band will be playing. Attendees will also have the opportunity to connect with the local Community Patrol, explore the services and activities within Bryndwr, and join the local Vege Co-op for some fresh produce.

Partners include CCC Libraries (Fendalton), Waimāero Fendalton-Waimairi-Harewood Community Board and staff, St Aidan's (Bryndwr), The Village @ Bryndwr, New Generation Church, Bryndwr Community Gardens, Bryndwr Chapel, Bryndwr Vege Co-op, Kainga Ora, North Christchurch Community Patrol, and Nor'West Brass Band.

3.1.2 **Nepal Reserve Engagement**

The Urban Forest team has been hard at work crafting a tree-planting plan for Nepal Reserve and now seeks community input.

The proposed tree planting plan is open for community feedback until 1 February 2024.

The Council's Urban Forest Team partnered with Bruce Irvine, a resident driving the community development of Nepal Reserve, FENZ, and various Council departments to create a plan that's green, fire-safe, and community-driven.

Join us on Monday 29 January 2024, 11am - 1pm for a 'Tree-mendous BBQ' at Nepal Reserve. Mingle with neighbours, FENZ and Council staff and enjoy a free sausage sizzle.

Attendees will get a sneak peek at the exciting tree-planting plans and will have the opportunity to provide feedback. At the event, Bruce and friends will seek initial community feedback on what else they would like to see at the reserve, helping shape the vision for Nepal Reserve and making it a locally cherished space.

3.1.3 **Culture Galore 2024 - 17 February 2024**

Culture Galore is the Council's annual event that celebrates the ethnic diversity of the city. This year over 40 ethnic groups will be offering cultural performances and demonstration at the free event at Ray Blank Park on Maidstone Rd, showcasing the music, dance, heaps of ethnic food, arts and crafts of cultures from around the world.

Stage performances range from colourful traditional dances and songs from Indonesia, Korea, the Philippines, Sri Lanka, China, Fiji, Ukraine, Afghanistan, Ireland, Bangladesh and many more.

As well as these amazing performances there is a huge range of have-a-go activities, such as flax weaving, face painting, soft archery, bouncy castles, police speed radar, fire truck and evacuation challenge. And and you can also sample some of the appetising ethnic cuisines from one of the many food stalls.

3.2 **Community Funding Summary**

3.2.1 A status report on the Board's 2023-24 Discretionary Response Fund and Youth Development Fund as at 18 January 2024 is attached (refer to **Attachment A**).

3.2.2 **Summer with your Neighbours**

We are receiving positive feedback from recipients of Summer with your Neighbours funding including some of our first-time applicants.

Tim Miller, a first-time applicant, held an event on Sunday 19th November 2023.

For their event they had a BBQ, the kids played, the adults talked, and new neighbours had the opportunity to meet each other.

Tim noted in his feedback, *"Thank you for the funding, it is important to know our neighbours and this is a great initiative."*

Summer with your Neighbours event in Avonhead

3.2.3 **Unity Unleashed: Annual Community Christmas Carols at UC**

For over a decade, Avonhead and Russley communities hosted the annual Community Christmas Carols at Crosbie Park. This year, it expanded to eight churches from various neighbourhoods, with a target attendance of 350-500.

To enhance the event, it moved to the University of Canterbury, providing a central location and a built-in wet weather plan, fostering a more welcoming atmosphere.

Featuring both secular and traditional carols, a children's skit, and music by the Eastbourne brass band, the event successfully moved indoors with the forecast of thunderstorms, accommodating over 300 attendees.

Attendees relished familiar Christmas carols, a lively pantomime skit, and diverse offerings from three food trucks. The positive feedback and eager anticipation for next year reinforced the strong sense of community in Avonhead and Russley.

The Waimāero Fendalton-Waimairi-Harewood Community Board provided funding for this event through its 2023/24 Discretionary Response Fund.

3.2.4 **Spreading Joy: Summer Buckets of Fun Bring Smiles and Memories**

Before Christmas, the Avonhead Community Trust distributed 100 Summer Buckets of Fun to families who utilise their food pantry, attend their Holiday Programme, and to Russley and Avonhead Primary schools.

Successfully piloted in December 2021, these buckets contain free and enjoyable activity ideas for families to share during the summer holidays.

The Waimāero Fendalton-Waimairi-Harewood Community Board supports this initiative through its 2023-24 Strengthening Communities Fund.

Here's feedback from a parent at Russley School:

"Our family was grateful to receive one of your 'buckets of fun' via Russley Primary School. The boys took great pleasure in sorting through each of the activities, planning when we could do them together. I could see that a lot of thought and effort had gone into them, and while many were very simple, they were a lot of fun and showed us that you don't need to spend a lot of money to have a good time together as a family. We especially enjoyed Yahtzee; I hadn't played it since I was a kid, and it's made me think about what else we used to do when I was young that I could introduce them to. I think we'll play a lot more games together. Thank you so much for this kind gift and all the thought that went into it."

3.2.5 **Nomads United AFC** would like to express its sincere thanks for the funding they received from the Board last year towards their Women's First coaching costs and operational costs for their clubrooms.

With nearly 1,100 members, Nomads United AFC is one of the largest football clubs in New Zealand and relies on the generosity of volunteers to coach most of their teams. Being able to offer some payment for their Women's First Team coach meant that they were able to offer a qualified coach for this team.

The team enjoyed great success last season - they won the 2023 New World Premiership Women's Football Championship.

"Thank you for your financial support - it made a real difference to these players' experience."

3.3 **Participation in and Contribution to Decision Making**

3.3.1 **Report back on other Activities contributing to Community Board Plan**

- A progress report on the Community Board Plan was provided to the Board at their November 2023 meeting. The next report will be provided in May 2024.

3.3.2 **Council Engagement and Consultation**

- There are currently no projects out for consultation in the Fendalton-Waimairi-Harewood Board area.

  Recently closed consultations:

  - Nepal Reserve tree planting plan - closed 1 February 2024
  - Tralee Reserve tree planting plan - closed 1 February 2024

3.4 **Governance Advice**

Lake Roto Kohatu

Following a request from a Board member, staff have provided the following update regarding the development plans for the new entranceway:

The team are currently finalising the tender documents for the new entranceway with the aim to begin construction around April/May 2024.

They are also working on design work for enhancing the swimming beach area with a hope to get that finished in time for next summer.

4. Advice Provided to the Community Board Ngā Kupu Tohutohu ka hoatu ki te Poari Hapori

4.1 Customer Service Request Report - Hybris monthly reports for November and December 2023 attached, providing an overview of the number of Customer Service Requests that have been received, including the types of requests being received and a breakdown of how they are being reported (refer to **Attachment B**).

4.2 SWN - Avonhead Park - surface water management *(circulated 4 December 2023)*

4.3 SWN - Nor'west Arc Cycleway *(circulated 6 December 2023)*

4.4 SWN - Clyde Road/Ilam Road - roundabout safety improvements *(circulated 12 December 2023)*

4.5 SWN - Memorial Avenue - watermain renewals *(circulated 14 December 2023)*

4.6 SWN - Becmead Reserve - footpath reconstruction *(circulated 20 December 2023)*

4.7 SWN - Ilam Road - Nor'west Arc Cycleway update *(circulated 18 December 2023)*

4.8 SWN - Memorial Ave/Greers Road intersection - water pipe renewal *(circulated 17 January 2024)*

4.9 SWN - Memorial Ave/Roydvale Ave intersection - water pipe renewal *(circulated 17 January 2024)*

4.10 SWN - Memorial Ave/Grahams Road intersection - water pipe renewal *(circulated 17 January 2024)*

4.11 SWN - Memorial Ave/Ilam Road intersection - water pipe renewal *(circulated 17 January 2024)*

4.12 SWN - Upper Riccarton Domain - hard surface renewals *(circulated 18 January 2024)*

4.13 SWN - Hampton Place - watermain renewal *(circulated 22 January 2024)*

4.14 MEMO - Brenchley Avenue - scoping and costing of flood mitigation measures (refer **Attachment C**)

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Fendalton-Waimairi-Harewood Board Funding Update - February 2024	24/80742	
B	Fendalton-Waimairi-Harewood Hybris Ticket Reports - November and December 2023	24/80694	
C	Brenchley Avenue - scoping and costing of flood mitigation measures	24/81235	

Signatories Ngā Kaiwaitohu

Author	Maryanne Lomax - Manager Community Governance, Fendalton-Waimairi-Harewood
Approved By	Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

12. Waipapa Papanui-Innes-Central Community Board Area Report - February 2024

Reference / Te Tohutoro: 23/2021960

Report of / Te Pou Matua: Emma Pavey, Community Governance Manager Papanui-Innes-Central (Emma.Pavey@ccc.govt.nz)

General Manager / Pouwhakarae: Mary Richardson, General Manager Citizens & Community (Mary.Richardson@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That the Waipapa Papanui-Innes-Central Community Board:

1. Receive the Waipapa Papanui-Innes-Central Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 Community Governance Projects

Activity	Detail	Timeline	Strategic Alignment
Community Pride Garden Awards 2024	The awards are a Council initiative started in 1991, and have been a joint venture between the Community Boards and the Christchurch Beautifying Association since 1997. The awards encourage civic pride and acknowledge those who have contributed to maintaining the image of Christchurch as the Garden City by beautifying their streets and gardens.	Judging will be carried out this month by volunteer judges from the Christchurch Beautifying Association accompanied by the Board's representative member.	Resilient Communities Strengthening Communities Together Strategy
Community Service Awards 2024	Community Service Awards are given to individuals and groups in recognition of significant voluntary service.	Nominations open in March. Marketing details to come.	Strengthening Communities Together Strategy
Summer with your neighbours (SWYN)	SWYN is about bringing people closer together and celebrating the unique and diverse mix of each neighbourhood. Photos from events held in the community through the project are shown below.	Requests for reimbursement are gradually being received and processed.	Te Haumako Te Whitingia Strengthening Communities Together Strategy

- ***Willowview Community Garden - Summer with your Neighbours event***

Held on the afternoon of 23 December 2023 with lots of fun and socialising, in spite the less than great weather, around 80 attendees enjoyed the Willowview Community Garden SWYN event.

- ***Christchurch Community House - Summer with your Neighbours event***

The Christchurch Community House SWYN event was videoed and posted to their Facebook page in a post on 24 December 2023 noting that just under 100 people came to catch up with familiar faces, meet new ones, or to find out a little about exactly what happens at this amazing Whare.

- ***Welles Street - Summer with your Neighbours event***

  The residents over at Atlas Apartments reported having a great evening with lots of food and everyone mixing and getting to know their neighbours (photo to the right).

- ***Shirley Community Trust - Summer with your Neighbours event***

The Trust reports having a really lovely, relaxed event and much enjoyed. So relaxed in fact they forgot to take photos, but the still (to the left) from the Park Centre security camera shown here captures some of the crowd attracted.

3.2 Community Funding Summary

The balance of the Board's funding pools at the time of writing is currently as follows subject to subtraction of the grants proposed through the reports to this meeting as shown:

2023/24 Waipapa Papanui-Innes-Central Discretionary Response Fund (DRF)		
Approved Board Projects:		
• Summer with your neighbours	$4,500	
• Youth Recreation	$9,000	
• Community Pride Garden Awards	$700	
• Community Liaison	$4,000	
• Youth Development Fund	$7,500	
• Community Service Awards	$2,500	
• Rangatahi Civic Awards	$1,100	
AVAILABLE BALANCE *(at time of writing):*		**$92,084**
Proposed DRF Grants (subject to approval at this meeting):		***Recommended:***
• Papanui RSA - Website upgrade and Anzac Day Parade 2024		$4,830
• St Joseph's Indoor Bowls Club - Club costs		$500
• St James Park Croquet Club - Replacement fence		$5,632
Prospective remaining balance (if all recommendations accepted):		***$81,122***

2023/24 Waipapa Papanui-Innes-Central Youth Development Fund (YDF)	
Approved under delegation since last report:	
• Grant to Hannah Weston and Grace Weston ($175 each as detailed in **Attachment A**)	$350
• Grant to Libbi Rose Watts (detailed in **Attachment B**)	$300
• Grant to Isabella Gilbert, Zara Hunter and Brooke Smith ($100 each as detailed in **Attachment C**)	$300
• Grant to Kendal McGregor and Danalla Latu-Sa ($100 each as detailed in **Attachment D**)	$200
AVAILABLE BALANCE *(at time of writing):*	**$3,800**

3.3 Upcoming Community Events and Activities

- ***Volunteer Events***

  Visit this link for the variety of volunteer events held around the city, and this link to volunteer at a Council-produced event. Or find out about getting involved in a community garden through the Canterbury Community Gardens Association.

  There is also information at this link on becoming a Graffiti Programme volunteer.

- ***FRESH Events 2024***

  Information on events from Youth & Cultural Development (YCD) is available at this link.

- ***Other upcoming community events and festivals in the city***

  Visit this link for the variety of community events and festivals held around the city. This also links to the What's On site, where can found one-off and regular events like:

- Celebration of Culture - Lunar New Year - A spectacular display of colours, costumes, music and performances to welcome the Year of the Dragon on 10 February at Tūranga.
- Te Pūnaha Whakarōpū Para/Waste Hierarchy - Join Miriama from Para Kore at the Riverlution Eco Hub on 20 February at Riverlution Eco Hub as part of the Repair Revolution event to learn about Waste Hierarchy.
- Electric Avenue 2024 – 24 February.
- Open Studio Session – a friendly and relaxed monthly Open Studio Session at Photosynthesis in Phillipstown to discover studio lighting secrets and expand creativity in their supportive artistic community.

- Thursday Evening Gardening Session - Every Thursday evening until daylight savings at Riverlution Eco Hub & Richmond Community Garden. Promoted as a relaxed and enjoyable way to unwind after a busy day.

- ***Te Matatiki Toi Ora / The Arts Centre – What's On***

  See what's on at Te Matatiki Toi Ora / The Arts Centre at this link.

- ***Te rā o ngā tamariki / Children's Day 2024*** – Sunday 3 March 2024, 11.00am – 3.00pm at Cuthberts Green, Shuttle Drive, Bromley.

Children's Day is a free community event which is about celebrating children. The day is about having fun, learning, and gaining information. More information at this link.

- ***Christchurch City Council Libraries Events***

  Christchurch City Libraries run a wide range of classes and programmes both in libraries and through its learning centres for everyone from babies to seniors, with information at this link.

  The Libraries' Events Calendar can be found here, and there are dedicated pages for significant events and related topics like:

  - Waitangi Day and Te Tiriti o Waitangi - The Treaty of Waitangi
  - Children's Day - 3 March 2024
  - International Women's Day - 8 March 2024

Celebrated on 8 March each year, International Women's Day is celebrated in many countries around the world. It is a day when women are recognized for their achievements.

The Libraries site includes a range of related resources, including this list of women's societies and clubs.

- Seaweek - 2-10 March 2024 - New Zealand's annual national week about the sea. It is hosted by the NZ Association for Environmental Education. Seaweek is run by NZAEE members and volunteers with support from a wide range of individuals, groups and organisations.

3.4 Participation in and Contribution to Decision Making

3.4.1 Report back on other Activities contributing to Community Board Plan

- ***Welcome Rest Art***

In coordination with the Community Partnerships Ranger, some young artists, as part of OCS - Otautahi Creative Spaces, have been temporarily displaying their art in Welcome Rest over the summer as shown here.

- ***Home of Hoopz Shirley***

Council is partnering with Youth and Cultural Development (YCD) to deliver fun, youth friendly events for rangatahi in Christchurch.

House of Hoopz is a city-wide basketball competition with a series of local ward base rounds with a competition final held in late March 2024.

These events will be an opportunity for young basketballers go up against other teams and will also cater for non-basketballers with fades and braids (haircuts and hair braiding), music and free sausage sizzles.

The Shirley House of Hoopz event held at MacFarlane Park on Friday 26 January 2024 attracted over 150 people.

- ***Petrie Park Update***

  A December Update on Petrie Park is displayed on the We Are Richmond website at this link.

- ***MacFarlane Park Update***

Shirley Village Project used some of their Community-Led funding to upgrade the wharepaku in MacFarlane Park (near Jebson Street, by the community garden) – the inside of toilets have fallen victim to graffiti but not the mural!

Additionally, Shirley Community Trust got funding from the Sustainability Fund for the pergola they installed nearby under budget using a local builder.

- ***MacFarlane Park Boxing Day Party***

On Boxing Day Emmett Street Community Church and the Shirley Community Trust hosted a community party in MacFarlane Park. Andre from the Church reports that: *There was a fantastic turnout with approximately 300 locals stopping past to 'party'.*

It was quite the party with the sun out, the BBQ going, ice cold drinks, good music, backyard cricket, Jenga, a selection of bouncy castles and of course, a good old-fashioned slip n' slide.

Shirley is such a great community to live in, and it was awesome to spend Boxing Day together. It was wonderful to see so many locals chipping in to help out by supervising the bouncy castles, cooking and serving sausages and generally being helpful.

A big thanks to the CCC for their financial support making it possible to host this fun, free, safe and family-friendly event.

- ***Langdons Road to Sawyers Arms Road Shared Path Open***

The Northern Line shared path between Langdons Road and Sawyers Arms Road railway crossing is complete and open, improving cycle and pedestrian connectivity in the area. This is one of the Board's priorities in its Board Plan.

3.4.2 **Council Engagement and Consultation**

- ***Meet me on Gloucester*** *(feedback timeline set out in link)*

The Council is trialling a temporary street upgrade on Gloucester Street, between Manchester and Colombo streets. User feedback and modelling will help plan a possible street renewal to support this rapidly developing area.

The aim is to encourage people to spend more time on Gloucester Street by creating new ways for people to connect, including spaces that champion the performing arts. A vibrant and dynamic streetscape has been developed, which also supports a safe shared road space for everyone to enjoy.

- **Consultations in other parts of the district**
  - Waltham Park Play Space Renewal *(consultation dates to be confirmed)*
  - Diamond Harbour – proposed land use *(closes 19 February 2024)*

3.5 Governance Advice

3.5.1 **Customer Service Request (CSR) Report for the Papanui-Innes-Central Wards**

Refer to **Attachments E and F** for the 1 November – 30 November 2023, and 1 December – 31 December 2023, statistics, providing an overview of the number of CSRs that have been received, including the types of requests being received and a breakdown of how they are being reported.

Snap Send Solve is the smartphone app the Council offers to help make reporting issues easy, and it is still possible to report issues online, by calling Council on 03 941 8999 or visiting one of the Council's Service centres.

3.5.2 **Update on changes to kerbside collection**

The national standards for waste collection changed on 1 February, and the Newsline release explaining the changes to us has gone live, with some more detailed FAQs here.

In a nutshell:

What you can place in your yellow, green, and red bins for kerbside collection is changing to make sorting waste easier across the country.

From 1 February, the Government is standardising what materials can be collected from households for recycling and organics across New Zealand.

The only items able to be recycled from home will be plastic bottles, clear meat trays and containers number 1, 2 and 5, food and drink tins and cans, paper and cardboard, and glass bottles and jars.

3.5.3 **Climate action**

The Board's vision statement reflects its commitment to supporting the Ōtautahi Christchurch Climate Resilience Strategy's climate goals and the Ōtautahi-Christchurch Urban Forest Plan. Another resource for understanding the Council's targets, what it's doing, how emissions are tracking, and finding relevant community events and activities, is the Council's Climate Action webpage. At present relevant community events in the Board area listed there include 'Repair Revolution' at Riverlution Eco Hub and Richmond Community Garden, and 'The Vegan Night Mākete' at Phillipstown Community Hub.

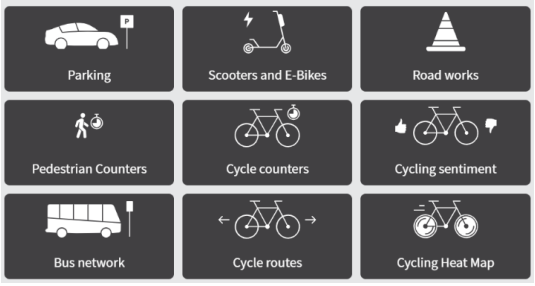
3.5.4 **Community Patrols**

The Community Patrols of New Zealand website hosts a wealth of information relevant to what they do in helping to build safer communities, becoming a patroller, and setting up a patrol. Patrols in the Board area include the Christchurch North and City Park community patrols. Their statistical information can be found on the website.

3.5.5 **Planned road works and closures**

Planned road works and closures are indicated on the map at the Traffic Updates page at this link. Additionally, a Smartview of nearby road works and closures is available at the following link: https://smartview.ccc.govt.nz/travel/roads.

3.5.6 **SmartView**



The Council's SmartView page gives users access to a range of real-time information about the city, including data on how to find local mountain bike tracks and also check that they are open, the number of spaces available in car park buildings, the nearest bus stop and the time of the next arrival, air quality, how to get to places, events, where to see street art, weather updates and the latest airport arrivals and departures.

4. Advice Provided to the Community Board

4.1 Start Work Notices (SWN)

SWN relating to the Board area are separately circulated to the Board. All Board area and city-wide start work notices can be found at this link. Recent SWN relating to the Board area are:

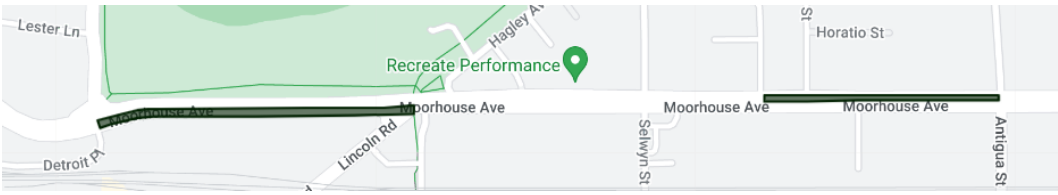
- Brittan Street and Armagh Street Intersection - road safety improvements *(circulated 7 February 2024)*
- Trent Street and Armagh Street Intersection – road safety improvements *(circulated 7 February 2024)*
- Linwood Village - streetscape enhancement project *(circulated 5 February 2024)*
- Linwood Avenue & Worcester Street Intersection - road safety improvements *(circulated 2 February 2024)*
- Dudley Street and Nicholls Street - street reconstruction *(circulated 1 February 2024)*
- Grassmere Street – water supply main *(circulated 1 February 2024)*

- Manchester Street - stormwater drain renewal *(circulated 1 February 2024)*
- Updated SWN Tuckers Road – water supply renewal *(circulated 25 January 2024)*
- Botanical Gardens, Armagh St – pathway renewal *(circulated 24 January 2024)*
- High Street Upgrade (Tuam Street – St Asaph Street) *(circulated 19 January 2024)*
- Jed Lane - streetlight switched on *(circulated 8 January 2024)*
- Dudley Street and Nicholls Street - investigative work *(circulated 22 December 2023)*
- Innes Road - street renewal *(circulated 20 December 2023)*
- Northern Line Cycleway - path renewal works *(circulated 20 December 2023)*
- Stapletons Road - road reconstruction *(circulated 15 December 2023)*

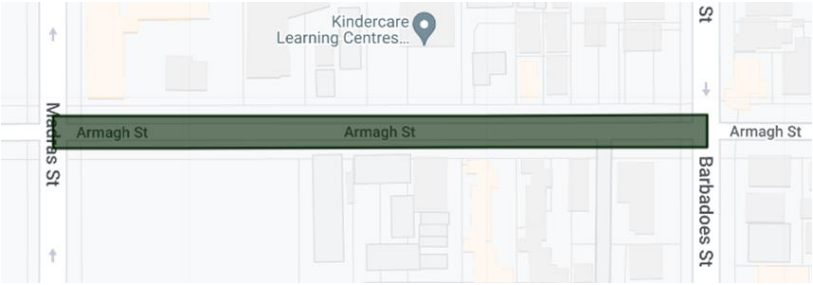
4.2 Additional Asphalt Renewal Approved

Advice was received from the City Streets Maintenance Manager of several roads in the Board area being brought forward for asphalt resurfacing:

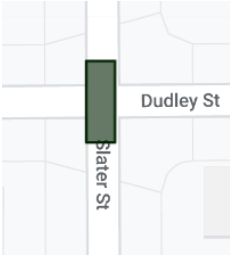
- Moorhouse Ave 1 West Hagley Ave & Moorhouse Ave 2 North



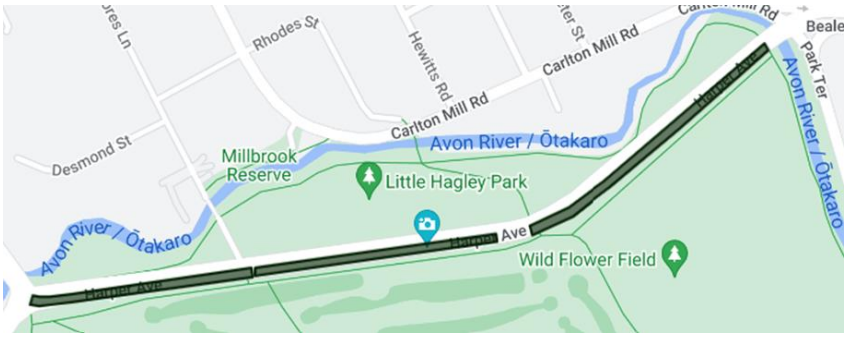
- Armagh St 1 West Fitzgerald Ave



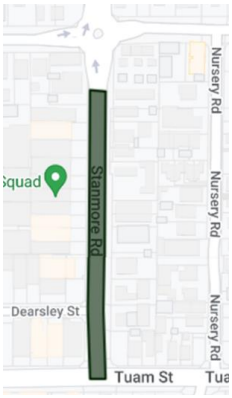
- Dudley St – Slater St intersection



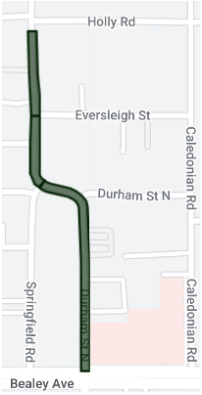
- Harper Ave 2 South (early February 2024)



- Bealey Ave 2 South (late March 2024)



- Durham St 1 to Bealey Ave (early April 2024)
- Springfield Rd 2 North Durham St (mid April 2024)
- Stanmore Rd



4.3 Graffiti Snapshot

The Graffiti Snapshot for November 2023 can be found as **Attachment G** to this report, and the year-end snapshot for 2023 can be found as **Attachment H**. The Council also provides information on graffiti, including tips to prevent it, and about becoming a Graffiti Programme volunteer, at this link.

4.4 Memoranda

Memoranda related to matters of relevance to the Board have been separately circulated for the Board's information and are listed below.

- CCC: Rakaia Huts Selwyn chlorine exemption update *(circulated 2 February 2024)*
- CCC: Parking near Christchurch Hospital *(circulated 25 January 2024)*
- CCC: Date change for Kite Day 2024 *(circulated 21 December 2023)*

- CCC: Innes Road Street Renewal *(circulated 21 December 2023)*
- CCC: High Street Improvements (Tuam to St Asaph) *(circulated 21 December 2023)*
- CCC: Aldwins Road Intersections & Slow Speed Neighbourhoods *(circulated 20 December 2023)*
- Orion: Orion works on Brougham Street for 2024 *(circulated 18 December 2023)*
- Council-produced summer events update 2023-24 *(circulated 14 December 2023)*

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Youth Development Fund Grant under Delegation for Hannah Weston and Grace Weston	24/107441	
B	Youth Development Fund Grant under Delegation for Libbi Rose Watts	24/107443	
C	Youth Development Fund Grant under Delegation for Isabella Gilbert, Zara Hunter and Brooke Smith	24/156953	
D	Youth Development Fund Grant under Delegation for Kendal McGregor and Danalla Latu-Sa	24/163592	
E	Customer Service Request Report - November 2023	24/86045	
F	Customer Service Request Report - December 2023	24/86047	
G	Graffiti Snapshot - November 2023	23/2112284	
H	2023 Yearly Graffiti Snapshot	24/166099	

Signatories Ngā Kaiwaitohu

Authors	Mark Saunders - Community Board Advisor Lyssa Aves - Support Officer Trevor Cattermole - Community Development Advisor Stacey Holbrough - Community Development Advisor Helen Miles - Community Recreation Advisor
Approved By	Emma Pavey - Manager Community Governance, Papanui-Innes-Central Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

13. Waipuna Halswell-Hornby-Riccarton Community Board Area Report - February 2024

Reference / Te Tohutoro: 23/1964915

Report of / Te Pou Matua: Jessica Garrett, Community Governance Manager, jessica.garrett@ccc.govt.nz

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That the Waipuna Halswell-Hornby-Riccarton Community Board:

1. Receives the Waipuna Halswell-Hornby-Riccarton Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 **Community Governance Projects**

Activity	Detail	Timeline	Strategic Alignment
Culture Galore	Culture Galore is a multicultural festival that celebrates our city's diversity with food, music and dance performances, and arts and crafts from more than 35 cultures who call Christchurch home. This year Culture Galore will be held from 12pm to 4pm, on Saturday 17 February at Ray Blank Park on Maidstone Road.	17 February 2024	Resilient Communities Strengthening Communities Strategy
Community Pride Garden Awards 2024	Judging for the Community Pride Garden Awards 2024 took place in January and February. The awards encourage civic pride, acknowledging those who have contributed to maintaining the image of Christchurch as	Ongoing	Strengthening Communities Strategy

	the Garden City by beautifying their streets and gardens.		
Community Service and Youth Service Awards 2024	Nominations for the Community Service and Youth Service Awards 2024 will open from 1 March and close on 31 March 2024. Community Service Awards are given to individuals and groups in recognition of significant voluntary service. More information is available at www.ccc.govt.nz/csa	Ongoing	Strengthening Communities Strategy

3.2 **Connect**

Connect is a free community event that provides an opportunity for Riccarton locals, old and new to connect over fun games, activities and food. It is also an opportunity for local community groups to meet and connect with the community. The event will be held at Harrington Park, Friday 23rd February between 3-5 pm. In previous years the event has been held on a Saturday afternoon, this year it will be held on a Friday evening to try and capture a different audience.

3.3 **Hello Hornby**

Hello Hornby is an annual community event that celebrates Hornby. There will be community groups, stall holders, food vendors and performances for the whole family to enjoy. This year's event is on Saturday 9th March at Wycola Park from 12pm till 3pm.

3.4 **Wycola Hoops**

Youth Cultural Development (YCD) is organising a series of hoops events across the city called House of Hoops. On Sunday 10th March from 12pm, there will be a hoops event at Wycola Park as a part of this series. The local Gators basketball club, Youth Town and some other local groups will support the event.

3.5 **Riccarton Sports Hub Holiday Festival**

The annual Riccarton Sports Hub Holiday Festival took place on Wednesday 24th and Thursday 25th January. Both days had 91 tamariki from the Riccarton and surrounding areas. The five sports codes involved were cricket, tennis, basketball, ultimate Frisbee and football.

3.6 **Carols event 126 on the Corner & opening of the new kitchen**

126 on the Corner hosted its annual Community Christmas Carol Service on 15 December 2023. A BBQ was held for the community to enjoy and after the Carol service the opening of the new Kitchen and Toilet facilities upgrade was held.

3.7 **Riccarton Community Garden and Pātaka Trust Christmas Lunch**

The Riccarton Community Garden and Pātaka Trust held a Christmas Lunch on 15 December to acknowledge and celebrate its volunteers and supporters. Attendees enjoyed a pleasant afternoon and a delicious lunch which included vegetables from the community garden.

The garden and pātaka are run by a dedicated team of volunteers who donate their time to support food security within their community.

3.8 **Greater Hornby Residents' Association Christmas Fun Day**

Another successful Christmas Fun Day, organised by the Greater Hornby Residents' Association, was held on 9 December 2023 at Gilberthorpe School. The event was well attended by the wider local community who were able to enjoy an array of fun activities, entertainment, food and market vendors and a visit from Santa Claus.

3.9 **Children's Day**

Children's Day is being held on Sunday 3rd March 11am-3pm at Cuthberts Green.

Children's Day 2024 is a FREE community event which is about celebrating children. The day is about having fun, learning and gaining information. More importantly, parents and caregivers don't have to say NO, as all activities are free. The aim is to create an environment to provide moments of joy and fun to families that might not necessarily be able to have moments like this often. Approximately 15,000 people are expected to attend over the 4 hours.

3.10 **Halswell Community Patrol**

A Halswell Community Patrol is in the process of getting set up, becoming a formalised organisation, and recruiting volunteers. The Halswell Community Patrol is a voluntary

organisation that supports maintaining a safe Halswell community. Volunteers need to have a full driver's licence and be able to commit approximately 5 hours per month. Full training for the role will be given.

3.11 **Community Funding Summary**

3.11.1 For information, a summary is provided on the status of the Board's 2023-24 funding as at January 2024 (refer **Attachment A**).

3.11.2 **Funding Accountability Report**

The Halswell-Hornby-Riccarton funding accountability report for the 2022-2023 Strengthening Communities Fund is attached (refer **Attachment B**).

3.11.3 **Youth Development Fund** – Under authority delegated by the Community Board the following allocation was made in January 2024:

- $350 to New Brighton Surf Life Saving Club towards Caitlin Knudsen participating in the Trans-Tasman Surf Boat Challenge to be held in Melbourne, Australia.

Courtney Smith

Youth Development Fund recipient, Courtney Smith competed at the Pan Continental Curling Championships 2023 in Kelowna, Canada. From this competition the New Zealand team qualified for the Women's Curling World Championships 2024 which will be held in Nova Scotia, Canada in March.

Courtney is appreciative of the Board's support and continues to train for upcoming competitions, including the Curling World Championships 2024 which will be held in Sweden and has a goal of competing at the 2026 Winter Olympics in Italy.

3.11.4 **Off the Ground Fund**

Carols, Chaos and Kai event

A group of Oakland community member decided to organise a community Christmas event at Scott Park as an opportunity for local people to meet each other in a relaxed setting. Invitations were delivered to houses immediately surrounding the park and attendees enjoyed a sausage sizzle, outdoor games (including jenga and basketball) and sang traditional Christmas carols.

3.11.5 **Summer with your neighbours**

Summer with your neighbours is well underway with a number of events being held in the Board area. Attendees have enjoyed BBQ lunches, a potato growing competition, a game of bowls, outdoor games along with community conversations being held and new connections established.

Summer with your neighbours event held on Garforth Green, Halswell

3.12 **Participation in and Contribution to Decision Making**

3.12.1 **Report back on other Activities contributing to Community Board Plan [*for items not included in the above table but are included in Community Board Plan]***

- **Huritini Student Council Pool Party Activations**

  The Huritini Council supported the Summer Splash Pool Party event at Te Hāpua on Saturday 13 January. The students provided games for event, cooked and gave away 450 sausages, and did some engagement on what other events and activities young people would like to see in Halswell. When the students meet again in Term One 2024 they will collate all the information and share it with the community.

  Youth and Cultural Development were invited by the Huritini Council to attend the event and they provided a DJ, MC and Barbering for the participants.

Included at the event was an outdoor movie screening and Manu competition.

The Te Hāpua pool facility was at capacity for much of the event.

- **Riccarton - Tactile Pavers Installation**

  Staff have advised that installation of the new tactile pavers in Riccarton as part of the Christchurch Regeneration Acceleration Facility (CRAF) package of works has started. The new pavers are being installed on all Riccarton Road intersections between Matipo Street and Balgay Street, one of the busier pedestrian areas in Riccarton. This will ensure that the majority of intersections on Riccarton Road are safe for all pedestrians crossing at these locations and contributes to Community Board Plan priority to *Support initiatives that provide for social cohesion, community connectedness and safety in the Riccarton Ward.*

  The work is expected to take approximately four weeks to complete the and staff will provide another update once works are finished.

- **Kennedy's Bush Neighbourhood Group Christmas Event**

  The Kennedys Bush Neighbourhood Gorup hosted their annual Christmas Party event in December. The event had approximately 80 people in attendance and provided a great afternoon for the neighbourhood to connect with one another and share games and kai.

3.12.2 **Council Engagement and Consultation**.

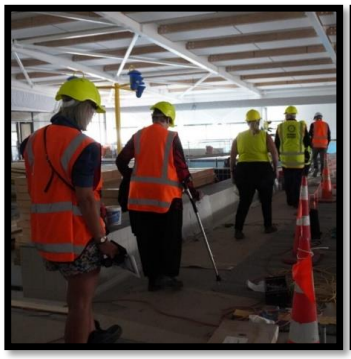
- **Tree Planting Plans**

  Tree Planting Plans were open for feedback from 15 December 2023 to 1 February 2024 which included Tree Plans for Bishops Green, Harrington Park, Fanshaw Reserve, Marcella Reserve and Runnymede Reserve.

4. Advice Provided to the Community Board Ngā Kupu Tohutohu ka hoatu ki te Poari Hapori

4.1 **Matatiki Hornby Centre**

Community Board Members attended a site visit to Matatiki Hornby Centre on Thursday 1 February 2024.



Construction update

There continues to be a large amount of work occurring in the exterior spaces of the site. The remaining carpark spaces to the south are being prepared for asphalt along with the hard landscaping works to the north western courtyard. Planting within both stormwater basins alongside Waterloo Road, and the carpark islands, are complete.

Within the building, there has been significant progress in all areas. All pool liners have been installed, pre-commissioning activities are underway, and the final preparations are being made before beginning to fill the pools.

The Library wing is now substantially complete with only minor works to be completed before to the final clean. Library shelving has been erected and furniture installation is imminent. IT workstreams are ramping up in preparation for the digital fitout.

Behind the scenes

Work on the programme development and marketing workstreams are also progressing well, with the opening date to be endorsed early February via the projects governance group. The date will then be communicated to this forum, and then to the wider public.

The community continues to be updated as the project progresses, with regular Newsline stories, e-newsletters, and social media posts.

The manawhenua representative from Whitiora is also working through the names that will be gifted to six spaces within the facility. These include the Creative Activities Space, multi-purpose room and the four publicly available meeting rooms. We will advise of these names in the near future.

4.2 **Ngā Puna Wai Access Review**

Staff have advised that an 'access review' is currently being undertaken at Ngā Puna Wai to investigate the parking challenges and consider short term and long term solutions.

Individual meetings are being undertaken with neighbours, sports partners, event organisers and the NPW operations team to identify the problems, when they occur, what the impacts are and then consider short term and long term solutions.

A report will be completed once the investigative discussions have taken place, to present the findings and recommendations.

4.3 **Pedestrian Crossing Facility at Jones Road, Templeton**

At its meeting on 10 August 2023 the Board requested staff advice on the possible installation of a pedestrian crossing facility on Jones Road, Templeton in the vicinity of Globe Bay Drive. Staff have responded (**see attachment C**) advising that the scheme design for the South Express Major Cycle Route allows for a pedestrian crossing facility across Jones Road.

The scheme design was approved by the Infrastructure, Transport and Environment Committee in July 2019 and traffic resolutions for Section 1 of the cycleway route were approved by Council on 21 June 2023.

Delivery of this work is dependant on additional funding being secured through the Long Term Plan. Subject to the additional funding construction of the crossing facility will be incorporated into the cycleway works scheduled for 2024.

4.4 **Vehicle speed on Murphys Road, Halswell**

At its meeting on 15 June 2023 the Board requested that staff investigate the speed of vehicles travelling on Murphys Road, Halswell and provide advice on any measures needed to address this.

Staff have now advised that a variable 30 kilometres per hour speed limit has been approved for Murphys Rd in the vicinity of Seven Oaks School. This was part of the Interim Speed Management Plan, and is awaiting installation. A forthcoming traffic calming feature north of Seven Oaks School and works at the Murphys/Quaifes intersection- being installed as part of Subdivision works, are both anticipated to support lower operating speeds in the vicinity. A repeat tube count was undertaken in Murphys Road (Caulfield to Quaifes) which indicates vehicle speeds- both average and 85%- have fallen by approximately 4 kilometres per hour in the last two years. As there are some road users travelling at higher than desirable speeds staff have contacted Hornby Police and asked that they consider this site for enforcement if resources permit.

No further action is recommended at this stage until after the traffic calming, intersection and variable speed limit works are implemented.

4.5 **Stop signage - Jarnac Boulevard and John McKenzie Drive, Yaldhurst**

At its meeting on 15 June 2023 the Board requested staff advice on whether there is a current proposal to install stop signage on Jarnac Boulevard and John McKenzie Drive where they intersect with Millesimes Way.

Staff have responded advising that there are no plans to install stop signage at the intersection of Jarnac Boulevard/Millesimes Way. This intersection arrangement is consistent with the treatments applied to the rest of this stage of the subdivision development and reflects the treatments applied at Champagne Avenue and Charente Way – all intersections show no recorded history of crashes suggesting that they perform safely.

Millesimes Way is a low volume section of road that predominantly serves access to a relatively small amount of houses – it is not a through route and is likely to be used primarily by those familiar with the arrangement.

There are several features that offer cues to the driver that they are approaching an intersection including:

- Different surface textures on the minor arm approach,
- Presence of broken white lines delineating cycle way on Jarnac Boulevard,
- Presence of lighting at the intersection,
- Obvious termination of the road with buildings established opposite the minor arm of the intersection,

Millesimes Way is constructed to the lower range of complying road widths for an urban residential road suggesting that approach speeds would be low with adequate time to acknowledge and react to the intersection ahead.

Stop control signage is used when sight distances are constrained, which is usually when the sight distance constraint is outside of council control (such as an existing fence or embankment on private land) and cannot be otherwise mitigated or removed. Millesimes Way does not have such a constraint and meets visibility requirements therefore the intersection does not meet the criteria for a Stop control.

4.6 **Ishwar Ganda Park Signs**

The wording for signage at Ishwar Ganda Park in Longhurst subdivision has now been finalised and the signage is ready to be installed.

Some members will recall that towards the end of the last term staff sought feedback from Board members on signage to be installed at Ishwar Ganda Park in Longhurst subdivision. In

particular they wondered whether given that the park is named after a former Board member there should be additional text to the standard name to acknowledge the person and his community contribution.

The wording has now been finalised and signage is ready to be installed.

The sign will read:

"Ishwar Ganda Park

Named after Ishwar Ganda Q.S.O who served as a Paparua County and Hornby District Councillor, a respected long serving Christchurch City Councillor and local community Board member, Ishwar was a local entertainer, businessman and a leader in sporting and community groups."

4.7 **Improvements to rubbish disposal facilities at Halswell Domain and Te Kahu Park**

At its 10 August 2023 meeting the Board requested staff advice on the installation of additional smart rubbish bins at Halswell Domain and investigate and advise on the improvement to the rubbish bin located on Te Kahu Park, Wigram.

Staff have advised that New 'smart' bins are being rolled out across the city this summer, as part of the Council's bin rationalisation programme with busy community parks, such as those used for sport, and open spaces like beach fronts are being prioritised for new smart bins. Feedback from rangers, maintenance contractors, and park users (only received one complaint about litter issues in Halswell Domain has been received in the last six months) suggests that the current number of litter bins at Halswell Domain is sufficient and the installation of an additional bin there would be at the expense of another park, which may require additional litter provision.

The Council asks that the community help keep public places tidy and asks that if they can't find a bin, they take any rubbish home and put it in the appropriate kerbside collection wheelie bin, so it is sent to the right place for processing. This system works well in regional and national parks.

The need for additional bins will continue to be monitored.

The litter bin at Te Kahu Park is an older-style open-topped bin and is scheduled for replacement with a new, fully enclosed Smart Bin as part of this summer's roll out.

4.8 **Franco Road Vehicle Access**

At its 29 March 2022 meeting the Board requested staff to investigate vehicle access on Franco Road, Halswell and provide advice on measures that can be taken to regulate parking where this is impeding access.

Urban Field Rangers have attended this road and cut back shrubs that were impeding the visibility on the road and near the preschool.

4.9 **Elsie Street Parking**

At its 14 September 2023 meeting the Board requested staff advice on possible measures that can be implemented to deter drivers from parking motor vehicles too close to driveways on Elsie Street, Halswell, including parking ticks.

Staff have provided the attached memorandum in response (see **Attachment D**).

The advice notes that installation of parking ticks is considered in situations where there has been an ongoing history of obstructed or blocked vehicle crossings, and where parking enforcement action has been unsuccessful in resolving the issue. However, parking ticks is not always successful in deterring the parking behaviour and ongoing enforcement action may be required by Council Parking Compliance during business hours, seven days a week, by Council Contractor outside of business hours but excluding Public Holidays or by Police on Public Holidays.

Apart from an issue reported over Show weekend no other requests for enforcement action with regard to Parking in Elsie Street have been recorded in the Council's System (HYBRIS).

Staff recommend that residents of Elsie Street should continue to report instances of parked cars blocking driveways to enable the relevant parking enforcement to respond. If enforcement does not resolve the problem then parking ticks could be considered.

4.10 **Dunbars Road & Sabys Road – Pedestrian Improvements**

At its 13 July 2023 meeting the Board agreed to request staff to investigate and provide advice on safe pedestrian access between Halswell School and Country Palms (Sabys Road) as well as between Oaklands School and Aidanfield (Dunbars Road).

Staff have provided the attached memorandum in response (see **Attachment E**). The advice identifies the issues for pedestrian concerns on both Dunbars Road and Sabys Road and indicates that safety improvement projects needed to address these are currently without an allocated budget. It is noted that there are possible lower cost and shorter term improvements identified which may be able to be progressed in the meantime until capital works funding is available.

4.11 **Graffiti Snapshot**

For the Board's information, attached is a Graffiti Snapshot, an update on graffiti as of November 2023 (refer **Attachment F**).

4.12 **Customer Service Requests/Hybris Report**

For the Board's information, attached is a copy of the November and December 2023 Hybris Reports (refer **Attachment G**).

The report provides an overview of the number of Customer Service Requests that have been received, including the types of requests being received and a breakdown of how they are being reported.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Waipuna Halswell-Hornby-Riccarton Community Board Funding Update - January 2024	24/142132	
B	2022-23 Halswell-Hornby-Riccarton Strengthening Communities Fund - End of Project Report	24/98810	
C	Internal or External Memos Pedestrian Crossing Facility at Jones Road, Templeton	23/2001863	
D	Staff Memorandum - Elsie Street Parking	24/25025	
E	Staff Memorandum - Dunbars Road & Sabys Road - Pedestrian Improvements	24/25027	
F	Graffiti Snapshot - November 2023	24/141676	
G	Halswell-Hornby-Riccarton Hybris Reports - November and December 2023	24/104927	

Signatories Ngā Kaiwaitohu

Authors	Noela Letufuga - Support Officer Sam Savage - Community Recreation Advisor Bailey Peterson - Community Development Advisor Marie Byrne - Community Development Advisor Hannah Martin - Community Support & Events Coordinator Faye Collins - Community Board Advisor Jess Garrett - Manager Community Governance, Halswell Hornby Riccarton
Approved By	Jess Garrett - Manager Community Governance, Halswell Hornby Riccarton Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

14. Waitai Coastal-Burwood-Linwood Community Board Area Report - February 2024

Reference / Te Tohutoro: 23/2029698

Report of / Te Pou Matua: Christopher Turner-Bullock, Community Governance Manager (Christopher.turner@ccc.govt.nz)

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

This report provides the Board with an overview on initiatives and issues current within the Community Board area.

2. Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board:

1. Receive the Waitai Coastal-Burwood-Linwood Community Board Area Report for February 2024.

3. Community Support, Governance and Partnership Activity

3.1 **Community Governance Projects**

Activity	Detail	Timeline	Strategic Alignment
New Brighton Guardians	The Guardians have been in operation for 11 weeks leading up to the Christmas holidays and in that time have recorded over 300 incidents that they have been called to or observed and intervened whilst doing their rounds. The amount of incidents recorded has steadily increased as the Guardians become more well-known to the community and are more relied upon to deal with disagreeable situations that arise. The last few months the incidents reported have averaged around 35 per week. In December the types of incidents the Guardians attended to include engaging with rangatahi and building a rapport, reminding people about the 24-hour alcohol	On-going	New Brighton Safety Initiatives

	ban in the area, preventing theft at the local Countdown store, administering first aid, engaging with homeless, reporting graffiti through Snap Send Solve and as unobtrusively and kindly as possible, moving on anyone trying to intimidate or abuse local business owners or others in the community.		
Woolston Village Twilight Gala & public survey	In the lead up to the event and on the day Youth Town were running a survey asking residents what events or activities they'd like to see happening at the Woolston Community Centre and asking what the biggest issues are for whānau and for rangatahi and tamariki in the area. They also sought feedback on what people thought of the event. The survey highlighted the cost of living and poverty as key issues for whānau in the area. For what comes next for the Community Centre, the most votes were for a youth drop in space and for sports and other activity sessions for rangatahi. Youth Town are now reflecting on this information and will use the results to plan how they will activate the community space this year.	Dec 2023	Woolston Village Safety Initiative

3.2 **Community Funding Summary**

3.2.1 For the Board's information, a summary is provided (refer **Attachment A**) on the status of the Board's 2023-24 funding as at 23 January 2024.

3.2.2 **Youth Development Fund**

Board members with the delegation for the Waitai Coastal-Burwood-Linwood Community Board Youth Development Fund (Jo Zervos, Paul McMahon and Greg Mitchell) made three decisions under delegation:

- A grant of $150 from the 2023-24 Waitai Coastal-Burwood-Linwood Youth Development Fund to Jaeda Lynch-Brown to attend the South Islands Te Wai Pounamu Inter Provincial Series – 16 and 17 December 2023 at Burnside Park and the Junior Nationals and 2 to 4 February 2024 – Bruce Pulman Park, Auckland as part of the Canterbury Touch Under 18 girls team.
- A grant of $150 from the 2023-24 Waitai Coastal-Burwood-Linwood Youth Development Fund to Royal Harraway to the attend the Evolution Dance Finals in the Gold Coast competing in a solo, duo and in a squad performance in the Gold Coast from 7 January 2024 to 14 January 2024.
- A grant of $150 from the 2023-24 Waitai Coastal-Burwood-Linwood Youth Development Fund to Kyla Lynch-Brown the attend the Touch NZ National Championships travelling to Rotorua as part of the Canterbury U21 Mixed Touch team.

3.3 **Participation in and Contribution to Decision Making**

3.3.1 **Report back on other Activities contributing to Community Board Plan [*for items not included in the above table but are included in Community Board Plan]***

- Over the last couple of months, the Brighton Gallery Trust has trialled a new venue, moving from their old premises half way down Carnaby Lane to the corner of Carnaby Lane and Brighton Mall.

  Launched on 2 December, the pop-up shop has so far provided a more visible and larger space to operate out of and displays featuring several well-known Ōtautahi artists. With the foot traffic from the seaside Market, and the recent Kite Day event the new location has proved a big success with numbers coming through the gallery almost tripling in the last month.

  Their most recent artwork display features Surface Active who design and produce t-shirts with native flora, fauna and landscapes of Aotearoa.

- Climate Action Campus have been busy cleaning and setting up a new space which will become *The Community Lab*. The lab is a dedicated space for teaching and learning about plants and insects. The first series will be delivered by Rob Cruikshank, an entomologist and lecturer at The University of Canterbury.

  Over the holidays that last wall of the old Coal boiler buildings was demolished, freeing up a lot more land for cultivation. They also held a seedling giveaway on New Years Day giving away tomatoes, egg plants, cauliflower and broccoli with the caveat that you help pull a few weeds, help with planting or moving mulch.

- The Mātauranga Ngahere initiative is a unique educational project that started in November 2023 and runs through to the end of 2026. Its aim is to support the holistic development of tamariki and rangatahi in Ōtautahi who may not excel in a traditional school environment. This initiative is a joint venture between Climate Action Campus, Citycare Property and Christchurch City Council (Parks), and it creates an interactive learning space within the red zone based from the Climate Action Campus. The Mātauranga Ngahere initiative combines active recreation, environmental education, and skill development to provide a comprehensive learning experience. Moreover, it aims to rejuvenate and transform the red zone into a vibrant community space. Read the reviews from parents, and find out more about the initiative here: https://matauranga-ngahere.my.canva.site/

3.3.2 **Upcoming Events**

- Bromley Fair, Saturday 17 February 2024
- House of Hoops – 3x3 basketball events – Linwood Park, Sunday 11 February 2024, Wainoni Park, Sunday 3 March 2024 and Ta Waka Unua School, Sunday 24 March 2024
- Parklands @ Play, Sunday 18 February 2024
- Summer Jam 3x3 Basketball, Thursday 22 February 2024
- Children's Day, Cuthberts Green, Sunday 3 March 2024

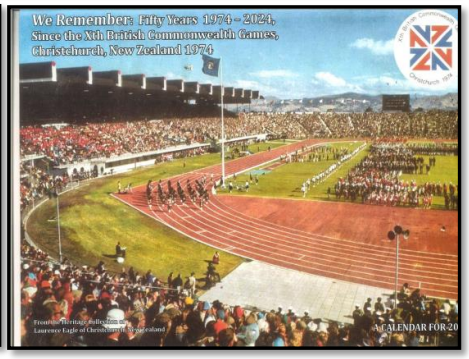
3.3.3 **Events Report Back**

New Brighton Museum's Commonwealth Games 50th Anniversary

New Brighton Museum's Commonwealth Games 50th Anniversary display was officially opened on Saturday 13 January 2024 by Bruce Ullrich of the NZ Olympic Committee and the Mayor. The exhibition, marking the historical hosting of the British 1974 Commonwealth Games at QEII among other venues. The exhibition features a huge collection of memorabilia including badges, uniforms, magazines, books, newspaper clippings, souvenirs, medals and lots more with people donating and lending items from right across Aotearoa. Some of the memorabilia has been donated permanently and so in keeping with it's kaupapa, the Museum will be able to preserve and showcase the items for the future.

The Museums' volunteers have worked countless hours to get all the displays ready in time for the opening. The main attraction, a rare 1974 Holden Kingswood car used by the Games officials to drive around VIPS.

The Exhibition is open Tuesday to Thursday 11am to 3pm, and on Friday and Sunday 10am-4pm. It runs through until mid-February after which the volunteers will be putting back the Museum's long-standing displays and creating a permanent space for the items, they've been donated from the 50th anniversary of the Commonwealth Games.



Dallington Community Cottage Trust Christmas Bauble Hunt

The Dallington Community Cottage Trust held their annual Christmas Bauble Hunt in the Dallington Red Zone on Saturday 16 December 2023. Close to 50 Children took part in the event with a range of ages turning out to hunt in both a toddler only area as well as the main search zone the hunt ran for over an hour until all the baubles were returned. Many families stayed around to enjoy the sun in the Red Zone while the Baubles were collected, and prizes handed out to the winners.

3.4 **Governance Advice**

3.4.1 **Waitikiri Drive**

At is meeting on 9 October 2023, the Board received a public forum presentation from Ross Harland, Denyse South and Wayne Fairweather in relation to health and safety concerns on Waitikiri Drive. Please see below staff response.

Ross Harland approached the Board with health and safety concerns for Waitikiri Drive, specifically:

a) Lack of visibility when exiting driveways with a request for broken yellow lines.
b) Disc golf players damaging the grass verge by regularly parking on them.
c) Cars parked making it impossible for cars to safely use either side of the pedestrian island.

In his presentation, Mr Harland has referred to the section of Waitikiri Drive closest to the Bottle Lake Forest southern boundary. My response therefore focusses on the section of road from the point of the pedestrian island on Waitkiri Drive, continuing north until the driveway entrance of the park, a total of approximately 130 metres (as per image 1).

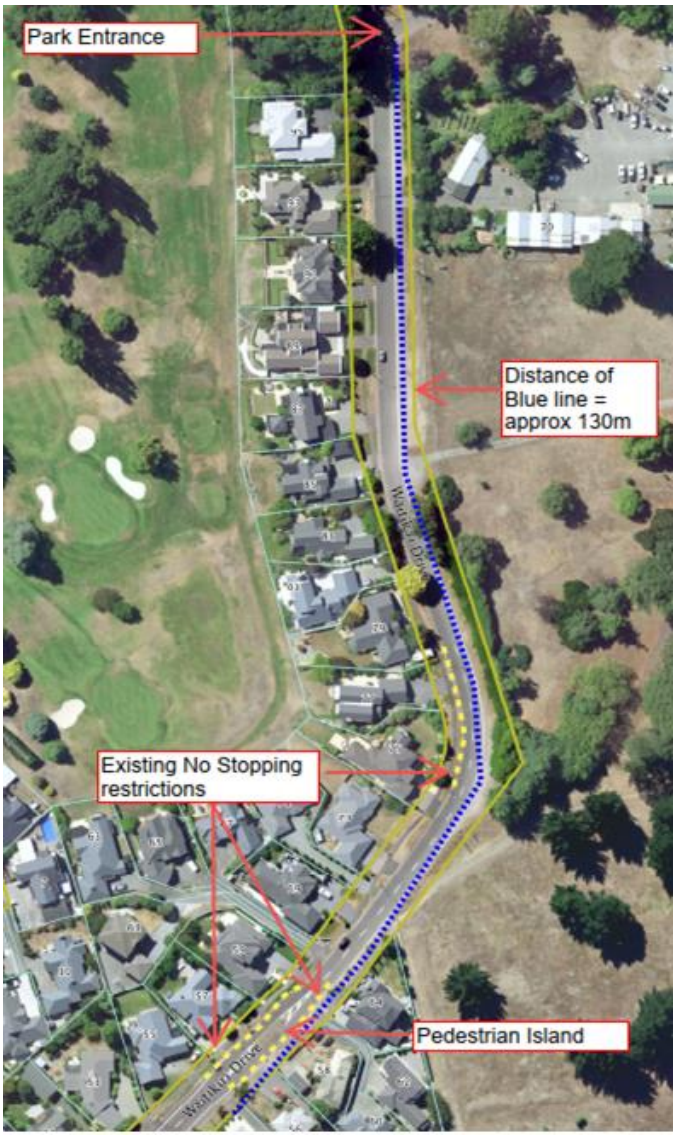


Image 1. Relevant length of Waitikiri Drive showing existing yellow lines.

As per image 1, there are broken yellow 'no stopping' lines either side of the road where the pedestrian island is located and then for a combined total of approximately 53 metres on another section of the street.

Item a.
As per the Suburban Parking Policy (Policy 10), If the carriageway of a street is less than 7 metres in width and there are known access problems (i.e. there are limited places for vehicles to pass and/or emergency access may be compromised), Council will propose to remove parking on one side of the street. Waitikiri Drive is greater than 7 metres wide along its entire length and is standard for streets around Christchurch.

The New Zealand road code requires that "you must not park or stop your vehicle in front of, or closer than 1 metre to, a vehicle entrance." If residents notice cars illegally parking

within 1 metre or blocking their driveway this can be managed by the Parking Enforcement Team. Staff encourage residents to contact Council at the time this occurs.

Staff have investigated the recorded prevalence of such issues and have noted that since 2018, there have been 7 complaints to parking compliance for Waitikiri Drive. No tickets have been issued for cars parked over or too close to driveways.

Item b.
The Traffic and Parking Bylaw 2017 applies the Land Transport Rule allowing a person to "stop, stand or park a motor vehicle off the roadway where there is no kerb unless otherwise restricted by signs and/or markings".
In this location there is no kerb and no signage advising not to park there so cars can legally park in this location.

At the Waitai Coastal-Burwood-Linwood Community Board meeting on November 6th 2023, Megan Carpenter (Team Leader of Parks Recreation Planning team) addressed the concerns raised by the residents in relation to location of start holes and the proximity to the boundary.

It has been suggested that the initial location of the start hole would encourage roadside parking as opposed to utilising designated car parking space. Upon consideration of feedback from local residents, the layout of the course was reconsidered and the location of the start hole has been moved. Megan mentioned at the recent November Community Board meeting that there had been a positive response from the residents to this change.

The parks team own this asset and are responsible for maintenance of the verge.

Item c.
Staff have investigated the two concerns raised in relation to safety of the pedestrian island:

The first would be if cars were parked illegally near the island (such as in image 2). Cars parked in these areas are doing so illegally and parking enforcement should be notified.

Image 2. Illegally parked vehicle on berm near pedestrian island.

The second concern raised is around cars that are legally parked either side of the island (as seen in image 3).

Image 3. Large vehicle legally parked near pedestrian island.

On investigation, staff have found that pedestrian crossing sight distance is not met on the southern side of Waitikiri Drive near the pedestrian island. The calculated crossing sight distance is 44.4m however, the current length of no stopping on this side only allows pedestrian visibility of 40m. It is proposed to consult on extending the no stopping lines at this location to improve the visibility of the crossing and for people crossing the road.

Conclusion

In conclusion:

- *Staff encourage residents to contact the call centre if they consider that people are parking within the 1m area from the driveway that is restricting visibility.*
- *The parks team maintain the grass verge, any future issues should be referred to the Parks Team.*
- *Parking enforcement should be notified of any cars parked illegally close to and/or blocking driveways and the pedestrian island.*

Staff actions:

- *In the new year, staff will commence the process to extend yellow lines around the pedestrian island (to comply with pedestrian crossing sight distance).*
- *A traffic count has been requested to provide insight relating to volume and speed of vehicles travelling on this street during the peak season. This will be carried out in approximately February next year.*

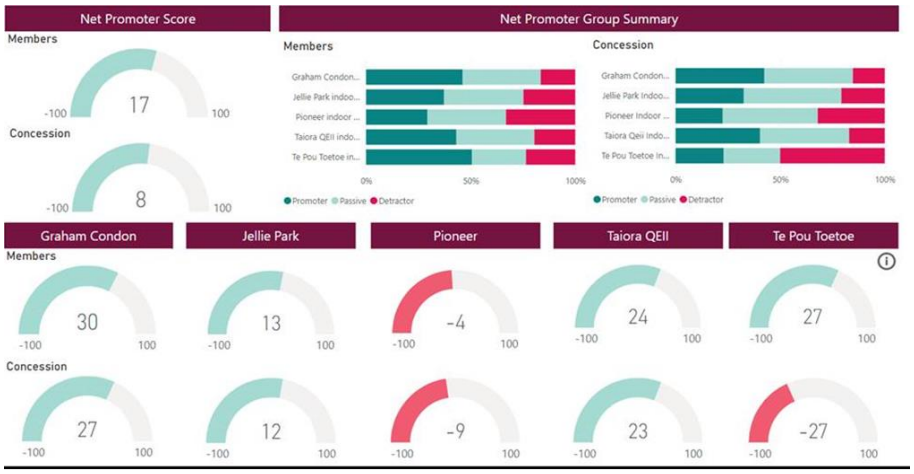
3.4.2 **Taiora:QEII**

At its meeting on 7 August 2023, the Waitai Coastal-Burwood-Linwood Community Board received an item of correspondence from Linda Stewart in relation to maintenance and Long Term Plan considerations for Taiora:QEII. The Board resolved to receive the correspondence and refer the maintenance concerns to staff for investigation and response back to the Community Board.

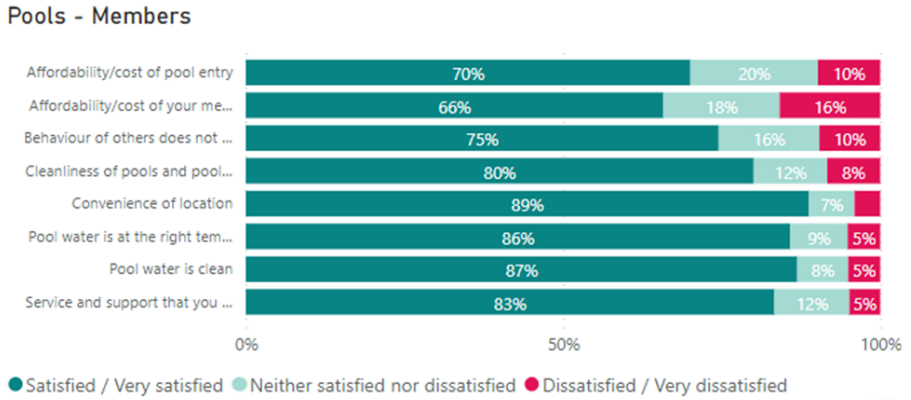
Below and attached (refer **Attachment B**) for the Board's information is a response from the Head of Recreation, Sports and Events:

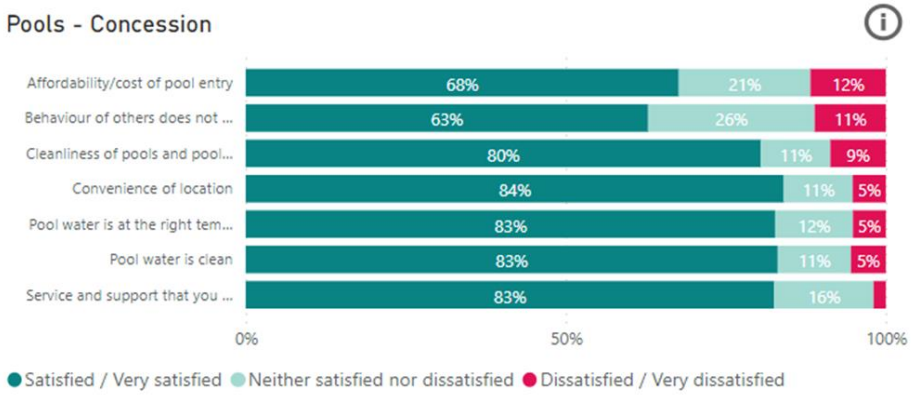
Recreation Sport and Event team members believe there is an adequate maintenance budget for Taiora:QEII. In FY24 $376,000 budgeted and an inflation adjusted amount is included each year of the Long Term Plan.

1. ***Spa Pool Closures*** *- Taiora:QEII Recreation and Sport Centre is open 364 days a year for approximately 5,500 hours and during 2023 there were 8 spa closures for a total of 20 hours due to chemical imbalances.*
2. ***Tog Spinners*** *– the tog spinners have been relocated from within the change rooms to the general area so are accessible and visible to everyone. Since the relocation there has been a reduction in faults which the team believe is due to the togs spinners being used correctly.*
3. ***General Maintenance Standards***
   a. ***Shower cubicles -*** *Both women's and men's shower cubicle frontage has been replaced. Doors are functioning much better.*
   b. ***Car Park Gardens –*** *RSE have changed the contractor due to non-performance. The new contract is performing well and we are seeing improvements.*
4. ***Customer Satisfaction*** *- The RSE team track customer satisfaction throughout the year using Net Promoter Score (NPS = % promoters - % detractors). A score above 0 is good, above 20 is great, and above 50 is amazing. Taiora:QEII is currently scoring 24 from members and 23 from concessions. Attached is a copy of the annual residents survey with comments specific for Taiora:QEII included within the report (Pages 12-27)*



Below are also some of the responses across all pools, not specific to Taiora:QEII.





3.4.3 Parnwell Street

At its meeting on 11 December 2023, the Waitai Coastal-Burwood-Linwood Community Board resolved to request that staff investigate traffic calming and safety improvements on Parnwell Street. Below for the Board's information is a staff response to this request:

Funding of traffic calming measures currently falls within our Minor Road Safety and Minor Safety Interventions programme budgets, which we are required to allocate to safety improvements at the worst sites/intersections for reported death and serious injury crashes. We receive a number of these requests, and due to the availability of limited funding, locations with historically a higher number of injury crashes or higher crash risk are prioritised.

The latest data for Parnwell Street shows:

- *There have been 3 crashes on Parnwell Street within the last 10 years including:*
  - *2 non-injury crashes*
  - *1 Serious crash*

  None of the crashes have been determined as speed related crashes according to the NZTA Crash Analysis database.
- *The traffic count data requested in December 2023 revealed:*
  - *The average speed of vehicles travelling in both directions of Parnwell Street is 49.8km/hr*
  - *85% of vehicles are travelling at 54.9km/hr or less*

Parnwell Street isn't currently identified as a high risk area, however, Staff are supportive of measures such as intersection improvements, raised platform and speed bumps, to encourage drivers to travel at the safe and appropriate speed.

The requests for traffic calming measures on Parnwell Street have been added to our database and can be considered when funding is available.

Engagement staff have also advised the petition provided by resident Amy Cummins cannot be used to include Parnwell Street in staff recommendation for the Safer Speed Plan as it discusses traffic calming measures also. Further consultation would be required for this to occur.

3.4.4 **Clarendon Terrace**

At its meeting on 11 December 2023, the Waitai Coastal-Burwood-Linwood Community Board resolved to request that staff investigate options for slowing traffic entering Clarendon Terrace from Radley Street. Below for the Board's information is a staff response to this request:

Traffic calming is not specifically funded within our road safety budgets, which are prioritised for high risk/high crash intersections and locations. We may use traffic calming as a tool to treat sites, but we don't have funding to use at sites that are not considered high-risk locations. As we receive many queries about speeding on local streets around the City, our first step is to lower the speed limits on local streets.

Relevant NZTA crash data for Clarendon Terrace shows:

- *There have been 3 crashes on Clarendon Terrace within the last 10 years (as circled in image 1) including:*

  - 1 non-injury crash
  - 2 Minor crashes

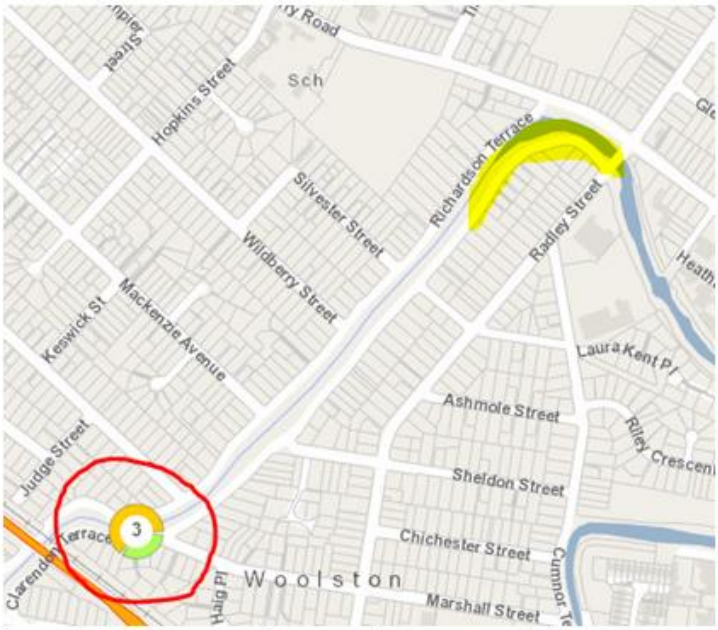


Image 1. Clarendon Tce crash sites. Radley St entrance highlighted.

According to the NZTA Crash Analysis database, one out of the three crashes were speed related.

Clarendon Terrace has a current speed limit of 50km/hr with 3 speed humps along its length.

The lowering of the speed limit on Clarendon Terrace to 30km/h was approved through the Safe Speed Neighbourhood Programme. Implementation of this city wide plan is currently being worked through by staff and the team are working as fast as they can to deliver the changes.

While we do not have current data for Clarendon Terrace specifically, the latest count for Radley Street shows the average speed (near its intersection with Clarendon Tce) is 48.5km/hr and that 85% of vehicles are travelling at 54.4km/hr or less.

Once the 30km/h speed limits have been implemented, we will monitor operating speeds. Undertaking this monitoring will allow the Council to develop an evidence-based approach for further changes where needed. This could include on-street changes, such as additional road marking or speed humps, or additional communications and education, or enforcement, as appropriate. All locations that require physical measures will have to be prioritised and implemented as budget is available.

4. Advice Provided to the Community Board Ngā Kupu Tohutohu ka hoatu ki te Poari Hapori

4.1 **Renewal of Transitional Lease – Climate Action Campus**

Attached for the Board's information is a memorandum from staff regarding the renewal of a transitional lease to the Climate Action Campus (refer **Attachment C**).

4.2 **Community Park Ranger Roles**

Attached for the Board's information is a memorandum from staff responding to an action which arose from the Waikura Linwood-Central-Heathcote Community Board in relation to the various park ranger roles and responsibilities (refer **Attachment D**).

4.3 **Customer Service Requests/Hybris Report**

For the Board's information, attached is a copy of the November and December Hybris Reports (refer **Attachments E and F**).

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Waitai Coastal-Burwood-Linwood Community Board Funding Update as at January 2024	24/102996	
B	Recreation and Sport Facilities Report 2022-2023	24/103390	
C	Waitai Coastal-Burwood-Linwood Community Board - Staff Memorandm - Renewal of Transitional Lease - Climate Action Campus	23/2029706	
D	Waitai Coastal-Burwood-Linwood Community Board - Staff Memorandum - Community Park Ranger Roles and Responsibilities	24/99006	
E	Waitai Coastal-Burwood-Linwood Community Board - Hybris Report November 2023	24/102338	
F	Waitai Coastal-Burwood-Linwood Community Board - Hybris Report December 2023	24/102339	

Signatories Ngā Kaiwaitohu

Authors	Cindy Sheppard - Community Board Advisor Rory Crawford - Community Development Advisor Emily Toase - Community Development Advisor Jacqui Miller - Community Recreation Advisor Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood
Approved By	Christopher Turner-Bullock - Manager Community Governance, Coastal-Burwood-Linwood Matthew McLintock - Manager Community Governance Team John Filsell - Head of Community Support and Partnerships

Report from Waitai Coastal-Burwood-Linwood Community Board – 12 February 2024

8. Travis/Bower/Rookwood Intersection Safety Improvements

Reference Te Tohutoro: 24/227277

Report of Te Pou Matua: Gemma Dioni, Principal Advisor Transportation – Safety (Gemma.Dioni@ccc.govt.nz)
Kiran Skelton, Engagement Advisor (Kiran.Skelton@ccc.govt.nz)
Georgia Greene, Traffic Engineer (Georgia.Green@ccc.govt.nz)

Senior Leader Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

Purpose and Origin of Report Te Pūtake Pūrongo

1.1 For the Waitai Coastal-Burwood-Linwood Community Board to approve a proposal for safety improvements at the Travis/Bower/Rookwood intersection and that they recommend to Council the approval of two sections of shared path.

1.2 The report has been written in response to safety concerns raised at this intersection particularly for school children accessing the high schools and for journeys across the community by people travelling by all modes.

1. Waitai Coastal-Burwood-Linwood Community Board Decisions Under Delegation Ngā Mana kua Tukuna

Original Officer Recommendation accepted without change

Part C

That the Waitai Coastal-Burwood-Linwood Community Board:

3. Approves the scheme design as detailed on plan TG147301, dated 22/01/2023 in Attachment A to the agenda report.

4. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:

   a. The south side of Rookwood Avenue, commencing at its intersection with Bower Avenue and extending in an easterly direction for a distance of 36 metres.

   b. The west side of Bower Avenue, commencing at its intersection with Travis Road and extending in a northerly direction for 26 metres.

   c. The north side of Travis Road, commencing at its intersection with Bower Avenue and extending in a westerly direction for a distance of 71 metres.

5. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the parking of vehicles be restricted to a maximum period of 30 minutes between the times of 8am and 6pm Monday to Sunday, on the west side of Bower Avenue, commencing at

a point 26 metres north of its intersection with Travis Road and extending in a northerly direction for a distance of 18 metres.

6. Revokes any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolutions 4-5 above.

7. Approves that these resolutions take effect when parking signage and/or road markings that evidence the restrictions described in 1 to 4 are in place (or removed in the case of revocations).

2. Waitai Coastal-Burwood-Linwood Community Board Recommendation to Council

Part A

That the Council:

1. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the north side of Travis Road, commencing at its intersection with Bower Avenue, and extending in a westerly direction for a distance of 40 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

2. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the west side of Bower Avenue, commencing at its intersection with Travis Road, and extending in a northerly direction for a distance of 24 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

Attachments Ngā Tāpirihanga

No.	Report Title	Reference	Page
1	Travis/Bower/Rookwood Intersection Safety Improvements	23/1667782	93

No.	Title	Reference	Page
A	Travis/Bower/Rookwood Safety Improvements Plan	24/7309	105
B	Travis Bower Rookwood improvements - Submission Table (Public)	24/86730	106
C	Consultation attachment - Travis Bower Rookwood	24/98026	142

Travis/Bower/Rookwood Intersection Safety Improvements

Reference / Te Tohutoro: 23/1667782

Report of / Te Pou Matua: Gemma Dioni, Principal Advisor Transportation – Safety
Kiran Skelton, Engagement Advisor
Georgia Greene, Traffic Engineer

Senior Manager / Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 For the Waitai Coastal-Burwood-Linwood Community Board to approve a proposal for safety improvements at the Travis/Bower/Rookwood intersection and that they recommend to Council the approval of two sections of shared path.

1.2 The report has been written in response to safety concerns raised at this intersection particularly for school children accessing the high schools and for journeys across the community by people travelling by all modes.

1.3 The Travis/Bower/Rookwood intersection is a busy location used by many people travelling to school or work, accessing the shops, or moving across the community. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely. There have been several crashes at the intersection, and the intersection was raised during the Safe Speed Neighbourhood consultation as a safety issue in this suburb.

1.4 The decisions in this report are of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the low level of impact and low number of people affected by the recommended decision. The community engagement and consultation outlined in this report reflect the assessment.

1.5 The recommended option is to construct speed humps on each approach and departure at the intersection, provide improved pedestrian crossing points, and implement new road markings in accordance with **Attachment A.**

2. Officer Recommendations Ngā Tūtohu

That the Waitai Coastal-Burwood-Linwood Community Board recommends that the Council:

1. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the north side of Travis Road, commencing at its intersection with Bower Avenue, and extending in a westerly direction for a distance of 40 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

2. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the west side of Bower Avenue, commencing at its intersection with Travis Road, and extending in a northerly direction for a distance of 24 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

That the Waitai Coastal-Burwood-Linwood Community Board:

3. Approves the scheme design as detailed on plan TG147301, dated 22/01/2023 in Attachment A to the agenda report.

4. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:

   a. The south side of Rookwood Avenue, commencing at its intersection with Bower Avenue and extending in an easterly direction for a distance of 36 metres.

   b. The west side of Bower Avenue, commencing at its intersection with Travis Road and extending in a northerly direction for 26 metres.

   c. The north side of Travis Road, commencing at its intersection with Bower Avenue and extending in a westerly direction for a distance of 71 metres.

5. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the parking of vehicles be restricted to a maximum period of 30 minutes between the times of 8am and 6pm Monday to Sunday, on the west side of Bower Avenue, commencing at a point 26 metres north of its intersection with Travis Road and extending in a northerly direction for a distance of 18 metres.

6. Revokes any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolutions 4-5 above.

7. Approves that these resolutions take effect when parking signage and/or road markings that evidence the restrictions described in 1 to 4 are in place (or removed in the case of revocations).

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 The Travis/Bower/Rookwood roundabout is a busy intersection with many people walking, cycling, accessing public transport and driving through, particularly at school times. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely. If Council are to achieve a reduction in death and serious injuries on our roads, we need to create a safe transport system; one that recognises humans make mistakes and that these mistakes do not need to cost us our lives.

3.2 The current intersection layout and pedestrian/cyclist crossing facilities (crossing widths, depths, aids for visually impaired users) are inadequate to cater for the increasing demand in active road users such as people walking, scooting and riding a bicycle, who are crossing daily at the roundabout, many of whom are school students.

3.3 The recommendations in this report will help to achieve the desired community outcome of having well-connected communities and neighbourhoods, so people can take fewer and shorter trips to access goods and services and have access to safe and reliable low-emission travel choices.

3.4 A roundabout is a primary safe system intervention (due to the reduced number of conflict points and more favourable impact angles when compared with other layouts), therefore it is proposed to retain the roundabout layout. However, speeds and collision angles are proposed to be managed so as not to result in unacceptably high entry speeds into the circulating carriageway. To improve safety and accessibility for the community it is proposed to install traffic calming across the entries and exits to the roundabout. Slowing vehicle speeds using vertical traffic calming devices are part of the Safe System approach to road safety. Vertical deflection devices are increasingly being used to reduce the maximum

comfortable operating speed for vehicles to Safe System collision speeds, particularly at intersections.

3.5 The science behind lowering speeds shows that lower vehicle speeds improve survival rates and reduce serious harm to people who walk, cycle, scoot and use motorcycles. Lower vehicle speed is particularly important for vulnerable road users, who include children, the elderly and those with visual or mobility impairments. For example, the survival rate of people over 60 is half that of people younger than 60 at most vehicle impact speeds.

3.6 Even small reductions in speed improve survival and reduce serious harm in the event of a collision with a vehicle. Several studies show a 1 km/h and 5 km/h drop in average speed improves survival rates by 4% and 20% respectively (Nilsson, 2004, Elvik et al. 2004). Serious harm is also reduced as vehicle speeds reduce. The speed humps contribute to safer outcomes by reducing vehicle speeds to the more survivable speed of 30km/h.

3.7 It is proposed to provide improved pedestrian crossings for people walking, widen and install a shared path on the northwest corner of the roundabout by removing the short-left turn lane, and highlight the presence of people riding bicycles on the entries and exits of the roundabout using sharrrow markings.

3.8 Options within this report have been assessed against relevant industry-standard guidance including the Standard Safety Intervention Toolkit Handbook produced by NZTA Waka Kotahi, Austroads design guides and Christchurch City Council's Infrastructure Design Standard and Construction Standard Specifications.

4. Alternative Options Considered Ētahi atu Kōwhiringa

Maintain the status quo

4.1 The advantages of this option include:

4.2.1 There is no cost to Council.

4.2 The disadvantages of the option include:

4.2.1 Does not support safer outcomes for all users at the intersection.

Options considered through the investigation process

4.3 Three options were proposed by the design team for the intersection safety improvements:

Option 1	Option 2	Option 3
Raised tables in approach lanes only, prior to pedestrian crossing points.	Raised tables in approach and departure lanes, prior to pedestrian crossing points.	Raised tables in approach and departure lanes, prior to pedestrian crossing points. Raised tables are to be full height (kerb to kerb) Dual pedestrian/cyclist crossings on Travis Road west and Bower Avenue north.
Removal of left turn lane on Travis Road west with kerb buildout.	Removal of left turn lane on Travis Road west with kerb buildout.	Removal of left turn lane on Travis Road west with kerb buildout.
Refuge island adjustments and extensions to reduce circulating vehicle speeds and provide more refuge depth for pedestrians/cyclists to safely wait for a suitable gap in traffic.	Refuge island adjustments and extensions to reduce circulating vehicle speeds and provide more refuge width and depth for pedestrians/cyclists to safely wait for a suitable gap in traffic.	Refuge island adjustments and extensions to reduce circulating vehicle speeds and provide more refuge width and depth for pedestrians/cyclists to safely wait for a suitable gap in traffic.

Roundabout red surfacing and mountable apron.	Roundabout red surfacing and mountable apron.	Roundabout red surfacing and mountable apron.

4.4 The advantages and disadvantages for each option are presented below.

	Option 1	Option 2	Option 3
Advantages	Traffic calming reduces vehicle speeds entering the intersection.	Traffic calming reduces vehicle speeds entering the intersection.	Traffic calming reduces vehicle speeds entering the intersection.
	Larger areas to accommodate groups of school children crossing at the roundabout.	Larger areas to accommodate groups of school children crossing at the roundabout.	Larger areas to accommodate groups of school children crossing at the roundabout.
Disadvantages	Option 1 does not address the departure speeds; therefore, monitoring and potential further works would be required to ensure that safe speeds are maintained for pedestrians crossing the departure lanes at the roundabout.	Option 2 shifts the crossing points further away from the roundabout and therefore potentially away from the pedestrian desire lines. There is also increased risk of conflict with traffic turning left from the BP accessway #2 across the pedestrian crossing point, where drivers are less likely to be aware of crossing activity to their left. However, a traffic calming device is provided in advance of the crossing.	Full height platforms on the approach to crossing points and at the crossing points would be more expensive. Not just for the platform itself but also for the associated changes to stormwater and lighting upgrades for any priority crossing points.

4.5 The option that was preferred was Option 2, however the speed platforms were changed to standard CCC speed humps, to achieve the desired slower speeds but at a lower cost than the platforms. These are similar to those that have been installed at roundabouts in St Martins, Avonhead and Knights Stream. An example of the speed humps on the approach to a roundabout is shown below, the photograph was taken at the Merrin/Withells intersection.

Option to control by traffic signals:

4.6 The advantages of this option include:

4.6.1 Movements are controlled by traffic signals so during peak hours, each approach to an intersection will be provided with time for vehicles to cross or turn at an intersection.

4.6.2 Provides pedestrian crossings controlled by traffic signals. Subject to design these crossings can be fully protected by holding traffic back from turning when pedestrians are crossing using arrows at the cost of time to vehicles.

4.6.3 At signalised intersections different movements are separated in time and therefore the risk to compliant cyclists is generally lower than at unsignalised intersections.

4.7 The disadvantages of the option include:

4.7.1 Creates additional delay to all road users at off-peak times.

4.7.2 Traffic signals alone are not a primary safe system treatment and the risk of collision to all road users including active transport users remains. To address this, a raised safety platform would be incorporated into the design.

4.7.3 The estimated construction cost of a signal-controlled intersection, excluding land purchase, lighting upgrades and design and management, but including the raised safety platform could be approximately $1.5-2.5 million.

4.7.4 This option cannot currently be funded from the Traffic Operations Minor Road Safety budgets and would need to be included and funded through the Long-Term Plan.

5. Detail Te Whakamahuki

5.1 Improving safety on local roads in Christchurch is a priority for the Christchurch City Council. Providing safe infrastructure is key to ensure people get to where they are going safely, irrespective of the mode of travel. CCC has a Level of Service to reduce the number of deaths or serious injuries from all crashes by 40% in 2030 that is a reduction of 5 or more per year, and for this to be under 71 crashes per year within the 10-year period. This is also a goal in the Road Safety Action Plan, which is a collaborative plan between Christchurch City Council, NZTA Waka Kotahi, ACC, FENZ and New Zealand Police.

5.2 The roundabout is located in the suburb of North New Brighton. Located close to the intersection is Shirley Boys High School, Avonside Girls High school, local community shops and medical centre, and Rawhiti School is located just to the east.

5.3 There is generally a single approach and departure lane on each arm of the intersection, except for Travis Road (west) that has a short-left turn lane, measuring approximately 18-20 metres.

5.4 Pedestrians are provided with a crossing point through the median islands on all approaches, however they are narrow and cannot always accommodate the number of children crossing. There are on road cycle lanes on Travis Road only.

5.5 There are large numbers of people walking and scootering through the intersection, with the main demand in the morning peak and after school has finished from school children travelling to the high schools.

5.6 There are approximately 25 people who cycle through the roundabout in the morning peak and lunch time period (2023 traffic count).

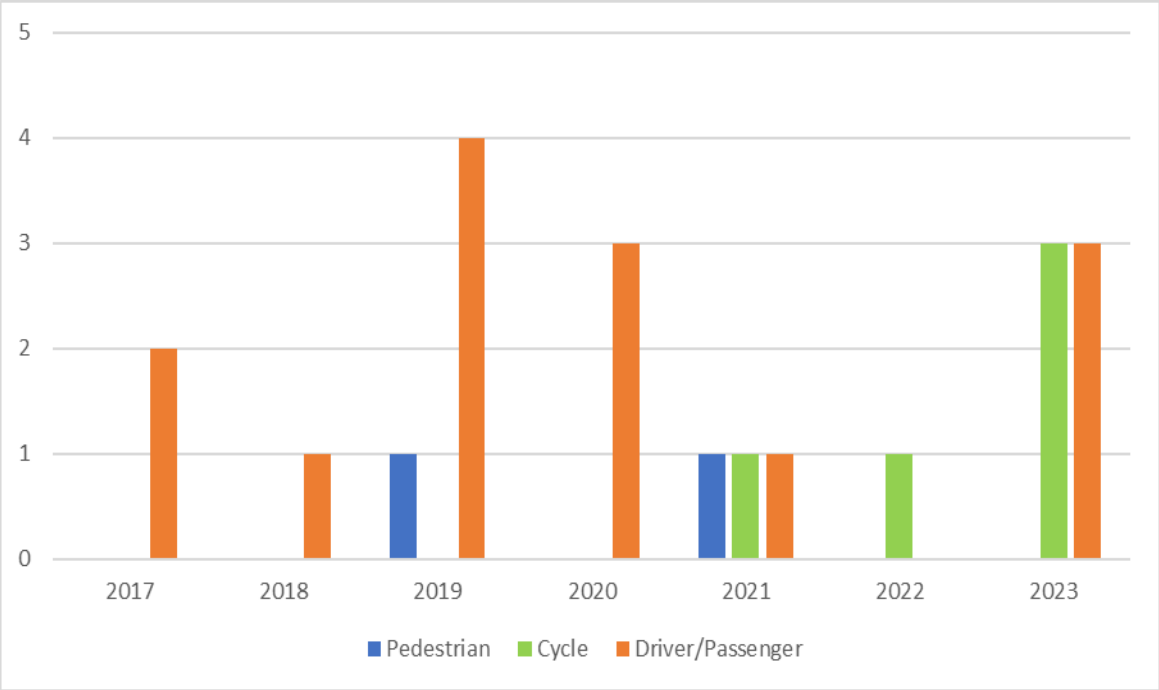
5.7 There are two bus routes that pass through the intersection the 80 (north-south route) and the 60 (east-west route). There are bus stops on Travis Road and both Bower Avenue approaches to the intersection. In 2023, there were an average of 71 boardings a day at the westbound stop on Travis Road and 69 at the southbound stop on Bower Avenue.

5.8 There are approximately 1400 vehicles passing through the intersection in the morning peak and evening peak. This reduces only slightly during the off-peak midday period.

5.9 Between 2017-2021, when the original analysis was undertaken, there were a total of 13 reported crashes (one serious, five minor, seven non-injury) at the Travis/Bower/Rookwood roundabout (Waka Kotahi Crash Analysis System). The main crash types were vehicle against vehicle crossing/turning (five crashes) and rear end/obstruction (six crashes) types. There were also two pedestrian crashes (one of which was the serious injury crash) that occurred on Bower Road north while pedestrians were trying to cross the road. The serious pedestrian accident was in 2021 and was attributed to a distracted driver moving north through the roundabout who hit a pedestrian trying to run across Bower Avenue north, this crash occurred in the evening. The minor pedestrian accident occurred in 2019 where a pedestrian mistakenly assumed a southbound vehicle on Bower Avenue north was giving way, proceeded to cross the road, and was hit by a vehicle, during daylight hours.

5.10 The design team carried out a further crash analysis for the full year of 2022, and to obtain data for 2023. This showed there was one minor crash in 2022, which involved a vehicle on Bower Avenue north failing to give way on entering the roundabout and crashing with a person riding their bicycle through the roundabout during daylight hours.

5.11 At the time this report was written, six crashes have been recorded in 2023 (data for 2023 is not yet fully complete in the Crash Analysis System). Three of these crashes have resulted in serious injuries to people riding their bicycle through the intersection. The crashes occurred outside of the peak hours on weekdays. The remaining three crashes resulted in two minor injuries and one non-injury to people travelling in vehicles.

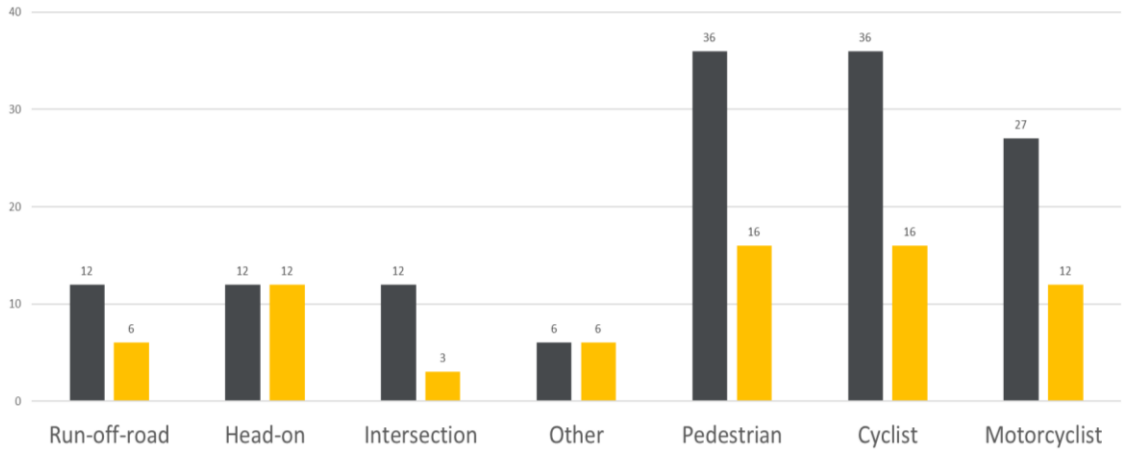


Number of crashes per year by mode (four of the seven crashes involving people walking or biking resulted in serious injury).

5.12 There are three accessways into the BP petrol station through which vehicles can enter and exit in both directions. Accesses for frequent heavy vehicle movements create a hazardous walking environment for pedestrians and increase the number of conflict points for people riding bicycles.

5.13 A Safe System Assessment was completed as part of the development of the proposal for the safety improvements. The assessment considered the existing layout and the proposed option. The Safe System Assessment is a formal examination of a road related program, project or initiative that assesses the safety of the existing intersection and the proposals. The process assesses if, and how, existing or future changes align with safe system principles with a focus on safer roads and safer speeds. The assessment provides a score for the existing arrangement and a score for the options from a total score of 448 (the lower score the safer the outcomes).

5.14 A summary of the scores from the Safe System Assessment can be found below. Note that the lower the score, the safer the option.



Safe System Assessment (black is existing conditions and orange is the proposed option)

5.15 The proposed option, incorporating a primary safe system treatment (raised traffic calming), is the only option to decrease the severity of crash types and achieve safe system speeds for vulnerable users.

5.16 Following consultation, a change has been made to the proposal, which is to re-instate the parking on the east side of Bower Avenue (north) outside QEII Dental Care.

5.17 An additional crossing point was requested on Travis Road by the two local schools during consultation. This will be investigated separately in combination with targeted engagement with directly affected properties. A report to the Community Board will be prepared if a crossing point can be accommodated.

5.18 In response to the top three key themes raised during engagement, staff provide the following responses:

5.18.1 **Change the intersection to traffic signals**

The addition of the speed humps and crossings achieve a significant and much needed improvement to user safety at a more affordable cost than traffic signals. This project would not preclude traffic signals in the future if they were required and affordable.

5.18.2 **Speed humps**

The vertical traffic calming devices (speed humps) are designed to control speeds to 30km/h and as such, at the most congested times of the day (where travel speeds are less) they are not expected to be detrimental to the efficiency of the roundabout and exacerbate further any existing congestion related issues. Slower speeds and improved facilities help to make people travelling outside of vehicles feel safer, enabling more people to choose other transport options.

5.18.3 **Left hand turn removal**

Traffic modelling shows that there are minor increases to delays during the busy morning and evening peak periods. The short-left turn lane has been removed to reduce the width to a single lane exit which will improve visibility for drivers exiting. Currently a through or right turning vehicle will mask the left turning vehicle creating additional risk in the intersection for any person travelling across this entry. It was also raised by some submitters that they felt the turning lane was dangerous as a person waiting at the limit line had given way to someone, but another driver continued and hit a person riding a bicycle. It was also commented on that it would make it simpler for people on Bower Avenue to understand where vehicles are going from Travis Road. The width of the shared path will be able to accommodate more people walking, cycling and scootering and facilitate the left turn by people on bicycles accessing Bower Avenue.

The Waka Kotahi Cycling Network Guidance states that cycle lanes should not be used at roundabouts, as they put cyclists in a less safe position. Where cyclists use the roadway at roundabouts, they are encouraged to 'take' the lane so people riding a bicycle are in a central position within the lane (similar to a driver) and that people approaching are in a single file (this also supports the removal of the short-left lane). To do this safely and to feel comfortable, vehicle speeds need to below 30km/h. The guidance recommends that cycle lanes and road shoulders should be terminated prior to the entry of the roundabout and sharrows be marked to indicate that cyclists share the lane. While there are only on-road cycle lanes on Travis Road, the sharrow markings have been provided on each approach.

5.19 The decision affects the following Community Board area:

5.19.1 Waitai Coastal-Burwood-Linwood.

6. Community Views and Preferences Ngā mariu ā-Hāpori

Public Consultation Te Tukanga Kōrerorero

6.1 Early engagement with affected businesses, key transport stakeholders and nearby schools started in October 2023. Staff visited businesses located near the intersection and left material inviting them to contact staff with any questions or book in a time to meet.

6.2 Staff heard back from 12 out of 16 local businesses that were approached, all who responded broadly support the proposals. QEII Food Market raised concerns about the impact parking removal would have on their business and the plans were amended. Key feedback included:

- Agreement with the proposal and the issues it sets out to address.
- School students don't appear to use to existing pedestrian refuge island to cross.
- Rubbish can be an issue in the area.

6.3 Staff heard back from three out of six transport stakeholders that were approached. All transport stakeholders that responded were supportive of the proposal and in agreement with the issues it set to address. Environment Canterbury, although supportive of the overall plan and the goal to reduce speeds, were not supportive of speed humps. Their main concerns were that speed humps would negatively impact bus services through increased wear and tear and customer discomfort.

6.4 Staff met with Avonside Girls and Shirley Boys High School and ran a focus group with students at Shirley Boys High School, asking for their thoughts on the plans. Key feedback included:

- Agreement with the proposal and the issues it sets out to address.
- Students finding cycling through the intersection dangerous/cars not sharing the corridor.
- Speeding cars make it difficult to cross the road before school (8:20-8:30am).
- Many students who cycle do not use the intersection as they feel unsafe.
- Students cycling is increasing year-on-year.

6.5 Public consultation started on 7 November 2023 and ran until 5 December 2023. An email was sent to 32 key stakeholders, including emergency services, Canterbury AA, Spokes, Environment Canterbury, North Beach Residents' Association and the Disabled Persons' Assembly. Local businesses were provided with leaflets containing information about the proposal and inviting submissions on Kōrero Mai | Let's Talk.

6.6 The consultation was posted on the council Facebook page and Newsline, inviting submissions on Kōrero Mai | Let's Talk.

6.7 Physical and digital signage was installed at Taiora QEII and on the streets near the intersection, for the duration of the consultation.

6.8 Staff attended the North Beach Residents' Association monthly meeting to discuss the proposal and answer questions. Attendees provided mixed feedback. Some members were supportive of the proposal, acknowledging the need for safety improvements at the intersection. Others raised concerns about the speed humps and left hand turn removal and questioned whether alternatives had been considered.

Summary of Submissions Ngā Tāpaetanga

6.9 Submissions were made by six recognised organisations – Sustain South Brighton, Environment Canterbury, Go Bus, Spokes Canterbury, Te Tāhuhu o Te Mātauranga Ministry of Education and UC Climate Action Club; one local business – QEII Shopping Centre; two schools – Avonside Girls and Shirley Boys High School and 156 individuals. A full table of public submission feedback is available in **Attachment B.**

6.10 Submitters were asked how safe they feel travelling through the intersection now, compare to how safe they think they would feel if the proposed changes were made. Overall, submitters felt the proposal was safer than the current intersection.

6.11 The main themes from consultation were:

- Requests for traffic lights at this intersection (42 submissions related to this theme)
- Support for speed humps and their effectiveness to slow traffic down (38 submissions related to this theme)
- Concern that the proposal would cause more congestion by removing the left turning lane and narrowing traffic (23 submissions related to this theme)
- Requests for pedestrian crossing supports. (E.g. raised zebra crossings and painted lines to define boundaries between the road and pedestrians) (21)
- Support the removal of the left turning lane from Travis Road onto Bower Avenue (20)

- Requests for more to be done to make the intersection safer for cyclists and pedestrians (5)

6.12 A full analysis of submissions is available in **Attachment C**.

7. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

7.1 Council's strategic priorities have been considered in formulating the recommendations in this report, including, residents having equitable access to a range of transport options that make it easy and safe to get around the city, and reduce emissions as a Council and as a City.

7.2 This report supports the Council's Long Term Plan (2021 - 2031):

7.3 Transport

7.3.1 Activity: Transport

- Level of Service: 10.0.6.1 Reduce the number of death and serious injury crashes on the local road network - <=96 crashes.
- Level of Service: 10.5.1 Limit deaths and serious injury crashes per capita for cyclists and pedestrians - <= 12 crashes per 100,000 residents.

Policy Consistency Te Whai Kaupapa here

7.4 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

7.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.

7.6 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

7.7 The effects of this proposal upon Mana Whenua are expected to be insignificant as the proposal involves minor work within the existing carriageway.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

7.8 The decisions in this report are likely to:

7.8.1 Contribute neutrally to adaptation to the impacts of climate change.

7.8.2 Contribute positively to emissions reductions.

7.9 The emission reductions associated with this proposal have not been estimated.

7.10 Improving the ability for people to walk and cycle are a key part of council's emissions reduction efforts by providing a safe, low emission way for residents to move around the city.

7.11 From the 2022 Life in Christchurch Transport Survey, inconsiderate and dangerous behaviour from other road users and sharing the road with cars were the main reasons respondents found it difficult to cycle.

7.12 Improving safety and making the intersection feel safer would address some of the barriers to people making sustainable travel choices. Removing these barriers will lead to reductions in vehicle kilometres travelled and consequently emissions from transport.

7.13 The National Emissions Reduction Plan (ERP) states we will have to 'substantially improve infrastructure for walking and cycling' to meet our emissions targets (including a 20%

reduction in light Vehicle Kilometres Travelled by 2035 - required under the ERP). Improving the quality of walking and cycling infrastructure is also a key part of the Ministry of Transport and Waka Kotahi's efforts to decarbonise the transport system, so improving safety for these users would be consistent with national direction.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

7.14 This proposal improves accessibility for pedestrians/cyclists, by providing a safer means of crossing at the intersection.

8. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

8.1 Cost to Implement – $380k. This is an estimate and not a tendered price.

8.2 Maintenance/Ongoing costs - To be covered under the area maintenance contract, the effects will be minimal to the overall asset.

8.3 Funding Source – Traffic Operations Minor Road Safety Budget.

8.4 Funding support - Waka Kotahi have confirmed that funding support at 51% is approved for this intersection through the low-cost low-risk programme. Activities funded through the Low-Cost Low-Risk investment pathway do not need to calculate a benefit-cost ratio. Funding support is only guaranteed for this financial year.

Other He mea anō

8.5 None identified.

9. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

9.1 Part 1, Clauses 7 and 8 of the Christchurch City Council Traffic and Parking Bylaw 2017 provides Council with the authority to install parking restrictions by resolution.

9.2 The Community Boards have delegated authority from the Council to exercise the delegations as set out in the Register of Delegations. The list of delegations for the Community Boards includes the resolution of stopping restrictions and traffic control devices. The shared path is outside of Community Board delegations and the decisions remains with Council.

9.3 The installation of any signs and/or markings associated with traffic control devices must comply with the Land Transport Rule: Traffic Control Devices 2004.

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

9.4 There is no other legal context, issue or implication relevant to this decision.

9.5 This specific report has not been reviewed and approved by the Legal Services Unit however the report has been written using a general approach previously approved of by the Legal Services Unit, and the recommendations are consistent with the policy and legislative framework outlined in sections 9.1 to 9.3.

10. Risk Management Implications Ngā Hīraunga Tūraru

10.1 None identified.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Travis/Bower/Rookwood Safety Improvements Plan	24/7309	
B	Travis Bower Rookwood improvements - Submission Table (Public)	24/86730	
C	Consultation attachment - Travis Bower Rookwood	24/98026	

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

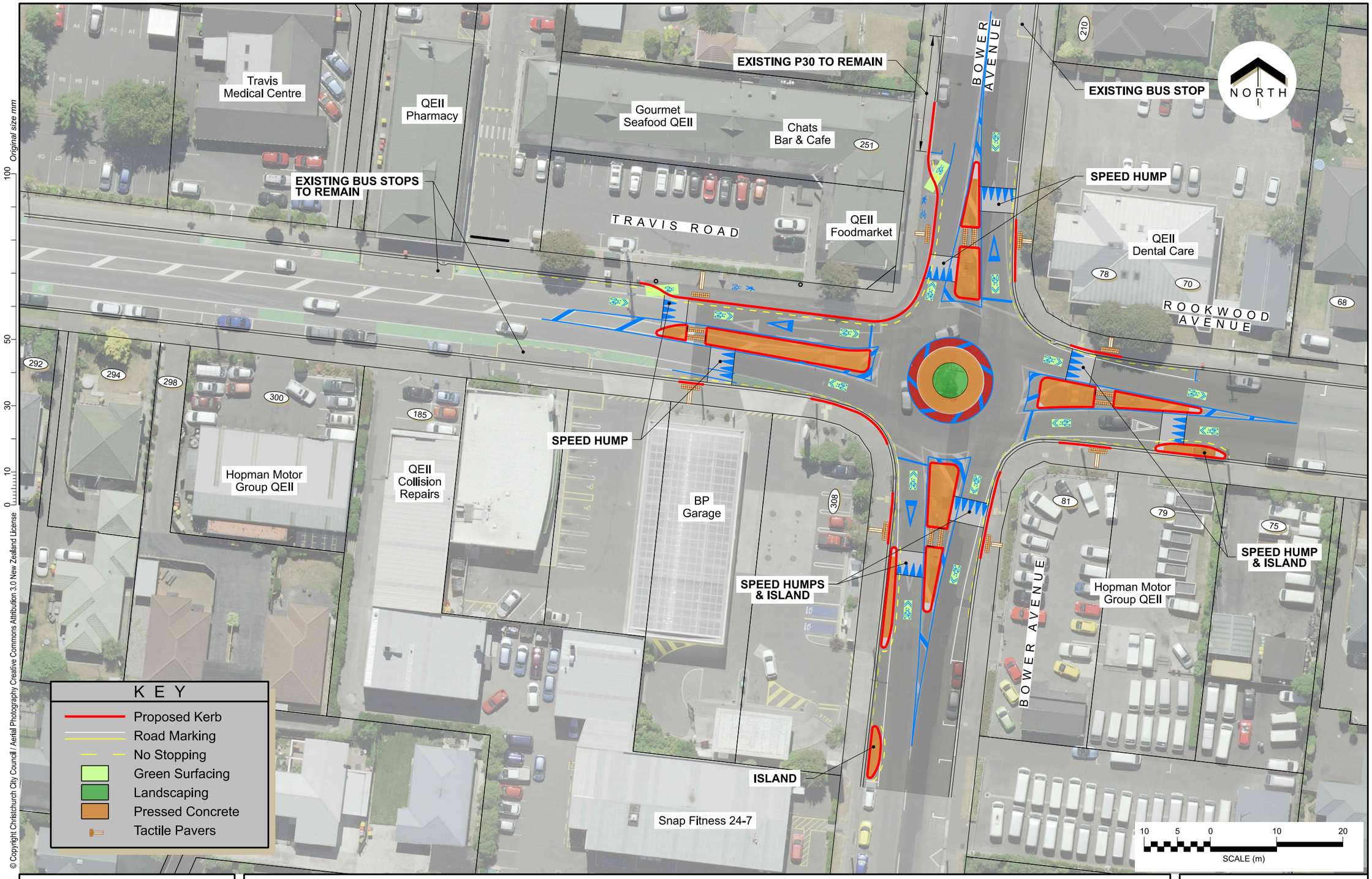
- (i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and
- (ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Gemma Dioni - Principal Advisor Transportation - Safety Kiran Skelton - Engagement Assistant Georgia Greene - Traffic Engineer
Approved By	Katie Smith - Team Leader Traffic Operations Stephen Wright - Manager Operations (Transport) Lynette Ellis - Head of Transport & Waste Management

Christchurch City Council



Christchurch City Council

Travis Road / Bower Avenue / Rookwood Road

Intersection Safety Improvements

For Approval

Original Plan Size: A3

Drawn: MJR Issue 22/01/2024
Designed: GHD Drawing: TG147301
Approved: GD Project: CP50352

Item 8

Attachment A

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

Organisations / Businesses

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12445	Somewhat safe	Somewhat safe	You appear to be reducing the parking spaces outside the QE2 Shopping centre. You've also proposed to yellow line (remove parking) from opposite the shops (outside the doctors) This is to the detriment of the convenience of our customers and the centre as a whole. We have to endure very tough trading conditions and seeing what you have proposed to reduce our parking spaces is a kick in the guts. The whole of the QE2 Shopping Centre opposes the removal of the parking spaces opposite the centre and the reduction in parking space outside the centre. Couldnt you consider moving the bus stop currently outside 217 down to 219 Bower Avenue and then open that up to parking outside the shops? I also believe if you remove the parking spaces outside the doctors, you are going to cause alot of people undue stress and inconvenience. please don't do that! How can you possibly justify increased safety by reducing the amount of parking spaces outside the QE2 Shops? The centre relies heavily on these parking spaces. Removal of the parking outside the doctors is going to cause issues for the public and for the centre. Please do not remove the parking spaces!	Jay Patel - QEII Shopping Centre
12483	Very unsafe	Somewhat safe	I am a community worker writing this on behalf of Sustain South Brighton - a local community group. A number of our young people walk or bike from South Brighton to North Brighton and through the roundabout area to the Highschools. We have had feedback that this roundabout is unsafe for young people going to Shirley Boys and Avonside Girls. In addition, I have a daughter who goes to Avonside Highschool. I find the roundabout area very unsafe especially when I'm picking my daughter up from shcool as she has to cross it. Quote from some young people - "Make the islands bigger because they are too small when you are crossing after school and theres lots of people." Quote from a parent - "The safest way to travel to the highschools is on the bus, then the kids dont have to navigate the roundabout and roads on foot or on their bikes."	Sarah McKay - Sustain South Brighton
13053	Neutral	Neutral	Please see attachment	Alanah Allison - Environment Canterbury
13059	Somewhat unsafe	Neutral	Submitting as Secretary of the UC Climate Action Club (submission attached)	Joseph Fullerton – UC Climate Action Club
13071	Very unsafe	Neutral	Feedback re Travis / Bower / Rookwood intersection safety improvements Shirley Boys' High School and Avonside Girls' High School have considered this submission carefully. Our students, staff and community are regular users of this intersection and it is a very busy area, particularly at peak travel times such as before and after school and the drive home period. The intersection is made busier in the before and after school period with pedestrians and buses making their way to and from Shirley Boys' High School and Avonside Girls' High School. Our view is that the improvements are a positive addition to the intersection. The safe speed platforms are a good addition but do need to be clearly signposted, both for vehicles so that they do not approach them at speed, but also for pedestrians so that they do not use them to cross the street with an 'assumed level of safety'. The larger pedestrian refuge islands at each of the four approaches to the roundabout are also a positive addition. The introduction of tactile pavers is helpful but there is still a concerning level of vulnerability for pedestrians who wait on the refuge island. Shirley Boys' High School and Avonside Girls' High School would like to see the installation of barriers at the area designed to cross to provide an additional level of safety. The sharrow (shared bike and car lane) markings at each approach to the roundabout to indicate that cyclists need to merge into the traffic lane so they can ride through the roundabout are positive, but Shirley Boys' High School and Avonside Girls' High School have concerns that these are very reliant on driver and cyclist behaviour. There is no guarantee that vehicles and cyclists will share the lane and there is potential for crashes. Our preferred option would be an engineered cycle lane that provided much greater safety. Finally, the plan appears to provide vehicle and other access to existing businesses, Shirley Boys' High School and Avonside Girls' High School would like to reinforce that the existing businesses should not be negatively affected by any of the road engineering done to improve this intersection.	Sam Pelham - Avonside Girls' High School Board of Trustees
13083	Somewhat unsafe	Somewhat safe	Please see attachment.	Anne Scott - Spokes Canterbury

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
13087			Please see attachment	Kate Graham - Te Tāhuhu o Te Mātauranga Ministry of Education
13088			Please see attachment	Bob Dennison – Go Bus Transport

Individuals

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12361	Somewhat unsafe	Somewhat safe		Andrew Smith
12362	Very unsafe	Very unsafe	Lights would be better instead of a round about!! Kids don't cross properly, cars don't look out for cyclist. Lights would fix this issue as everyone is in a rush!	Stacey Aarts
12363	Somewhat unsafe	Somewhat safe	Please don't use plants to block the view of on coming traffic as a traffic calmer at the roundabout. With the number of bikes and kids that go through there it would be easy for someone crossing at a dangerous spot to be missed or someone crossing at a time when it is unsafe because they did not see a car coming. Also, one of the things which make this dangerous are the lack of crossing supports. Adding a controlled, or at the very least marked pedestrian crossing somewhere down travis road by the bus stops / close to the school, or north on Rookwood would help with people getting across those very busy roads. I also don't understand the painted bike symbol on the road - painting on roads make them slick for motorcyclists and, I assume, people biking, so less of that seems like it would be safe. Although the community will likely kick up a fuss at the loss of parking on Rookwood, I think the parking and poor turning lane from Travis onto Rookwood is one of the most dangerous things about that intersection, with car doors more likely to open onto cyclists, or cars pull out into traffic all the while kids try and cross. Thank you for sorting this one out!!	Dale Frost
12364	Somewhat unsafe	Somewhat safe	Removing the left turning lane from Travis Rd to Bower Ave would greatly increase congestion there during peak times, increasing driver frustration with an already busy intersection. I believe that the addition of speed humps and a better pedestrian island/crossing in place would be more than sufficient.	Graeme Cooper
12365	Somewhat safe	Very unsafe	This proposal will just back log Travis road. In addition it will also clog up so people cannot access the shops nor the medical centre. This current proposal is VERY dangerous. The schools impact is far wider as kids cros the streets or cause delay for blocks around the school. The kind of rubber speed bumps going in at the moment doesn't deter people. People will still have accidents on this corner as I witnessed them and it's all driver error. Yet there's munted roads and potholes you won't fix elsewhere. Leave this alone	Jenn Shaw
12366	Somewhat unsafe	Somewhat safe	The road is very well usd and speed humps will slow traffic exciting the round about causing Jams in the peak periods before and school.	Nick Lynn
12367	Very unsafe	Very unsafe	I say get traffic lights cos drivers don't intend to stop I have seen so many accidents at the round about so I say use traffic lightss toake people and schoole pupiles safe	Emma Lamb
12368	Somewhat unsafe	Very safe		Chloe Sutton
12369	Somewhat unsafe	Somewhat unsafe	Aside from speed bumps I am struggling to see how this makes cyclists safer, unless you have got rid of the two lane approaches (one turning, one into roundabout). I have a cyclist friend who was injured on this roundabout because the turning lane driver gave way to him (as per road rule) but the driver heading into the roundabout (an elderly woman) kept driving and hit him.	Elizabeth Odell

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12370	Neutral	Somewhat safe	Getting rid of that left hand turn lane is a great idea	Merodie Wright
12371	Somewhat unsafe	Neutral	Put in traffic lights , and do away with the round about. Creates definite places to cross, stops people making judgement calls on when they think its safe to cross the intersection . Dont think the proposed plan will have the same effect .	Scotty Roberts
12372	Somewhat unsafe	Neutral	Traffic lights	Danella Patterson
12373	Somewhat unsafe	Somewhat safe	I think it only minimally reduces the hazard for cyclists of which I think there are more of then pedestrians (including myself). I would rather the pressed concrete included space for cyclists to safely stop and wait rather than being forced to be in front of cars when traveling through the roundabout. This scenario still allows for cars to clip cyclists as the car travels through the intersection. Also needs signage at the garage to remind cars coming out of there to look for cyclists/pedestrians. I don't think there should be a right turn for cars coming out of the petrol on Travis towards the roundabout as have seen too many risk it when cars coming from both directions. The existing cycles lanes are very narrow after the roundabout currently and there doesn't appear to be a plan to widen then so that car doors opening from parked cars are less of a hazard. I currently "say a prayer" whenever I cycle through there at the moment that a parked car won't open their door while I go past or a car pull out in front of me from the petrol station or a car not see me as they speed through the roundabout (I do think the calming measure a good thing).	C Brown
12374	Very unsafe	Somewhat unsafe	I don't think that speed bumps will help me as a cyclist to use that roundabout safely. I also use it as a pedestrian often and sometimes in my car. The problem is it's so small so cars can go fast over it and I cannot and I'm marginalized and have no lane on there as a cyclist. Often I'm forced to get off and try to cross the road on foot. The cars are too fast for me to contend with. Often cars don't indicate. They cut me off. They drive dangerously close to me. Just very unsafe as a cyclist. I would prefer to see traffic lights because this junction has no need for a roundabout. Traffic lights with a crossing would be safer for pedestrians and cyclists.	Hayley Young
12375	Somewhat safe	Somewhat unsafe	These changes are being made for people who use the intersection a voucher of hours a day during g school terms. From my observations while waiting for the bus, the students don't cross at any crossing points and just dash out from the bus or petrol station. The proposal also has cyclists merging into the traffic lanes, how is this going to be any safer for them. A traffic light crossing point would be a safer and better option.	Jennifer Bamber-Sawyer
12376	Neutral	Neutral	Wouldn't traffic lights be a better option	Veronica Mitchell
12377	Somewhat unsafe	Somewhat unsafe	Taking away the left turn lane will make it busier and more backed up as I drop my daughter to school that way and head home that way after school also.... will cause more frustration and impatience with other drivers.	Vanessa Meyer
12378	Neutral	Neutral	My daughter was hit walking across from the doctors towards the dairy a couple of weeks ago in a hit and run (luckily only bruised). I think the speed humps are a good idea to slow traffic, but what other consideration for the pedestrians are there? This intersection gets super busy at morning/afternoon school start/finish times and the cars are too impatient. There needs to be some zebra crossings or at least some lights? There are too many pedestrian/cyclist accidents here. (I know of at least 3 this year). The funny thing is, the police said because there were not any CCTV cameras and no one had the licence plate number there is nothing more that I can do about my daughters accident and that I need to contact Youth Education or the Road Policing to do more about it.	Emma Derrick
12379	Very unsafe	Very unsafe	You are not addressing the risk to cyclists at all in this plan! Where are cyclists supposed to go in this plan. There needs to be adequate cycleways added to the intersection that allow cyclists to cross without the constant danger of being run over by speeding cars. You can't seriously think that cars will give way to cyclists going in front of them to cross at a roundabout. the only people who think this design is functional are people who have never ridden a bike through a roundabout.	Stephen East
12380	Neutral	Very safe	I suggest a design with zebra crossings on Raised Safety Platforms (RSPs) would be even more safe; was this considered?	John Lieswyn
12381	Very safe	Very unsafe	Come on if you make the roundabout bigger it's going to make it harder for the busses and create a massive hazard that intersection is fine don't touch it stop wrecking things IF IT AINT BROKE DONT FIX IT	Aubrey Walker
12382	Somewhat unsafe	Somewhat safe		Abigail Park
12383	Somewhat safe	Somewhat safe	Put in traffic lights	Marco Van werkhooven
12384	Somewhat unsafe	Somewhat safe	Very busy area. Requires updating. This plan should make the intersection much safer	Shannon Brunton
12385	Very unsafe	Somewhat safe	Get rid of the cars. At least 2% of the streets in Christchurch deserve to be free of cars. They honestly just ruin what ever area they are in.	Peter Earl
12386	Very safe	Very safe	These proposed changes look good to me. It would be a hard no if you decided to add traffic lights. Roundabouts keep the traffic flowing	Lara Flavell
12387	Somewhat safe	Somewhat safe	Lights might be a better option for everyone	Karen Dobson

Submissions received on Proposal for a new policy on Travis Road / Bower Avenue / Rookwood Avenue intersection safety improvements, February 2024

ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12388	Very safe	Very unsafe	I firmly and fully oppose the use of speed bumps at every intersection. These are not upgrades but downgrades designed, not for "safety" as the favorite catch-all buzzword right now but to frustrate motorists with speed bumps that damage cars, less road for us to use, more traffic jams trying to navigate these changes. And you are doing this to relieve pedestrian pressure for "peak hours" what about the rest of the time? This will not force people out of their cars, nothing you do will have that outcome, If you think it is safer to have frustrated drivers in change of 1ton machines on the road then you are severely deluded	Paul Durie
12389	Neutral	Very safe	I have had to stop on the way to work multiple times at this roundabout for crashes. School students also run across the road all the time and it is quite dangerous. I support these changes.	Penny Howes
12390	Somewhat unsafe	Neutral	There needs to be traffice lights put in and iv said that for years living so close to this roundabout.	Nicole King-Clark
12391	Somewhat unsafe	Somewhat safe	1. I am concerned about the business impact for the loss of parking for QEII Foodmarket. I'm a frequent user of this business and currently park outside QEII Dental Care in the morning to stop in there. 2. I strongly agree with the removal of left-turn lane on Travis Road to Bower Avenue. I use this lane every evening and more often than not, other road users going straight ahead do not respect the lane, creating a dangerously narrow path which could lead to an accident. 3. Please plant LOW growing plants on the roundabout. It is dangerous being unable to see what's occurring on all sides of the roundabout!	Anna Flanagan
12392	Neutral	Somewhat safe	Anything that slows traffic down at small RoB is a good thing for safety. Please be mindful of where speed bums are used as this can be distressing for pt in the back of ambulances'. Can you consider other forms of traffic carming measures here and around the city please.	Hugh Bootten
12393	Neutral	Neutral		Sarndra Bryenton
12394	Somewhat safe	Neutral		Zoe Bullock
12395	Somewhat safe	Neutral	I trust you have done the proper research to justify spend and use of resources.	Tevita Siulangapo
12396	Somewhat unsafe	Neutral	I feel like traffic lights would be the only way to make this safer for both pedestrians and motorists. I don't think speed humps Will actually do much. People drive through without properly checking and lights would make them actually stop.	Alecia Roumieu
12397	Very safe	Somewhat unsafe	I do not think the speed bumps are needed and leave the turning lane the traffic flow is much better with it making the islands larger will in fact make it even more of a narrow space than it already is. Not needed. Accidents happen from mostly outside dairy cars pulling out if anything move parking spots little further up on bower. Dedicate a pedestrian crossing further back nearer high school before shopping centre	Caroline Smart
12398	Neutral	Somewhat unsafe	do not like the speed bump idea at all or the no stopping near shops put lights in not bumps as slows it down and is a busy intercetion as is and the bus stops write by dairy and be in way after bump be annoying for all bikers too	donna macalpine
12399	Very unsafe	Very unsafe	Traffic lights	Arleia Hebberd
12400	Somewhat unsafe	Somewhat unsafe	I think traffic lights would be the safest option. Also the first entry into the BP station (cnr Travis and Bower - traveling west) should be removed as it's too close to the intersection.	Kent Caddick
12401	Somewhat unsafe	Somewhat safe		Matt Goodwin
12402	Somewhat unsafe	Somewhat unsafe	I don't think these changes are significant enough. Perhaps a traffic light for pedestrians and cyclists crossing part of it, similarly to on Frosts Road, might add an extra level of safety. You already have to approach that intersection fairly slowly, but take off fairly quickly to get through the intersection and it's very narrow. Adding speed bumps is unlikely to actually slow people down any further in approaching the intersection, and they'll take off just as fast because the traffic flow and traffic numbers is unchanged. So cyclists and school students will be no safer than they are now. Take the primary way that students are crossing, and make it a safer crossing (probably between the set of shops and the BP).	Kaylene Wakefield
12403	Somewhat safe	Somewhat safe	Not sure about blocking turning into Bower Ave left . People coming that way off QE11 returning home and students on bikes??	Valerie Attrill
12404	Somewhat unsafe	Somewhat safe	Slowing the traffic is a good idea so long as there is not too much congestion caused by it. Maybe a pickup lane could be created the other side of the schools where there is currently a walkway - a bit like the airport pickup lane.	Laurie Freeman
12406	Very unsafe	Somewhat unsafe	Need to put traffic lights in	Jennifer Robinson
12408	Very safe	Neutral	Forget the speed bumps...there a dam nuisance for a little car	Jill Larche

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12409	Somewhat unsafe	Somewhat safe	As many motorists are very impatient and don't want to stop to give way to other drivers at this intersection, safety measures being put in place is a good thing. Better safety measures for the high school children to cross would be good too, but getting them to use them might be a challenge.	Di Trower
12410	Somewhat unsafe	Somewhat safe	This is a great change and I fully support it, lights are great but I think this is a good interim measure to try and see if it slows the approach of cars at this roundabout. People for some reason come very fast at all directions to this one. If you feel like fixing the potholes on bower ave NB river end that would be helpful too bloody shoddy work done there last year.	Kate Ogilvie
12411	Somewhat safe	Somewhat unsafe	Do away with the roundabout, forget speed humps, and install traffic lights to control that very busy intersection.	Teresa Connor
12412	Somewhat unsafe	Very safe		Helen Sheriff
12413	Somewhat safe	Somewhat safe	Don't muck around with consulting people, just do it.	Graham Trotter
12414	Very safe	Somewhat unsafe	I think lights and proper crossings would be safer for all road users including people with disabilities and in wheelchairs that need a safe place to cross.	Tracy Klenner
12415	Somewhat safe	Somewhat unsafe	Experience for me has been drivers arriving at the roundabout at ~40km/h on the hope and a prayer that no other driver will be doing the same. Said drivers will complain about the speed bumps being installed but there is a need to reduce driver speed at this roundabout.	Marc Stevenson
12416	Somewhat unsafe	Somewhat safe		Jodi Shipley
12417	Somewhat unsafe	Neutral	Hi, thanks for the proposed changes to the roundabout. Could someone please review the written description and show each item in the image supplied. It's hard for lay people to picture what you're describing. Secondly, some of your terminology is technical. If this is a public engagement please either define technical terms or use lay language. E.g. what is "sharrow". One key concern for me as a local driver is that tamariki, rangatahi and adult pedestrians all cross here, way to close to the roundabout. They tend to cross Travis Rd between the shops and the BP, east of the exit driveway from BP onto Travis. This is an incredibly difficult and dangerous crossing. How will the new layout clarify exactly where pedestrians should safely cross? One function of a roundabout is to keep traffic flowing. This seems counter to safety concerns about tamariki and rangatahi crossing.	Corinne Bolstad
12418	Somewhat unsafe	Neutral	Traffic lights would be better and make Travis Rd from Bower to motorway a slow zone with more speed bumps to slow traffic right down. It is unsafe getting in and out of Blue Gum Place.	James Halliday
12419	Very safe	Somewhat unsafe	It's going to slow down traffic considerably not just at peak times but whole time. Why change things when they are working fine now ? If anything it should be the car lanes increased to enable better flow at peak times.	Neil Barrie
12420	Very unsafe	Neutral	Traffic lights with the volume of students. Speeds bumps will not be effective as speed is not the issue	Kate Wilson
12421	Somewhat unsafe	Somewhat unsafe	The school really need to do more education around road safety. It's hectic after school, kids just walk out in front of you and bikes speed through in groups. Changing the roundabout to one lane will help slightly but it's such a small roundabout with that much traffic you sometimes just have to risk it and go. Lights would be a safer option.	Rachael Paterson
12423	Very unsafe	Very unsafe	This is a stupid idea thought up by silly council staff tucked up in their office!!! Do you even use this round about!?? It needs to be turned into traffic lights and there won't be a problem!! We already have enough bumps in our roads 12 years on and still Waiting for some decent time and money to be spent fixing the quake damage that most other suburbs in chch have long since had repaired!!! So much for mr mauger being major and fixing the east side!!! All lies and broken promises!!!! Wasted my vote there!!! You need to Make it lights, leave the speed bumps out of it... fix the rest of the roads on the east and bring some life back into the east side... we pay huge rates for insufficient services and I'm bloody sick of it!!!!	Sarah Moss
12424	Very safe	Very unsafe	If they decide to go ahead with this, please, for everyone sake, make the speed bumps at a proper height and not excessively high like they have been doing everywhere else in chch, and give it a decent grade on the entry and exit of the speed bump	William Howells
12425	Neutral	Neutral	This is not the correct way to fix the intersection use traffic lights. Christchurch drivers are aweful and cannot use roundabouts no matter how narrow or bumps are out in. This needs traffic lights to make a meaningful difference. Very unhappy about these proposed changes as a resident who lives on bower Ave	Graeme Foster
12426	Neutral	Neutral	Just put in traffic lights.	Jasmine Macgregor
12427	Somewhat safe	Neutral	I would prefer to see traffic lights put in this intersection	Pauline Wood
12428	Somewhat unsafe	Somewhat safe	Lots of children dash out onto the road n cars do speed through there. Something needs to be done. Speed humps good idea.	Shirl Scott
12429	Somewhat safe	Very safe	Good idea to change, thanks	John Pickles

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
12430	Somewhat unsafe	Somewhat unsafe	I think this intersection needs traffic lights. This would allow more space for turning lanes and pedestrian crossing times.	Antonia Low
12431	Very safe	Very unsafe	Speed bumps were put in at the Lincoln Road / Barrington street traffic lights. Which I use every few weeks now to visit a friend. Three times I've almost been rear ended, because they are so aggressive that I have to slow down too not do any damage to my vehicle. The people following haven't been paying full attention and have almost hit my car. Luckily I haven't been struck yet but tire squealing behind you isn't a nice feeling. I can't almost guarantee the same thing will happen at the Bower Ave / Travis road round about, if you follow through with this plan. Speed bumps and narrowing the road are not the answer, especially with cyclists. If anything has to be done I believe Traffic lights are the only option, but I have no problem with the round about it seems to be working fine. I've lived in Brighton my whole life and only ever seen one small crash there, but every one was fine.	Josh Newbold
12432	Somewhat unsafe	Somewhat unsafe	I think you should put traffic lights in rather than speed bumps and increasing the width of the footpath. Your proposed changes will just create a longer line of traffic backing up waiting to get through and not necessarily help prevent accidents. It's a tricky situation due to the schools, petrol station and the shops there but I think traffic lights would be the safest option for cars and pedestrians.	Alysha Ellwood
12433	Somewhat unsafe	Neutral	No need for speed bumps - just remove that ludicrous left turn lane from Travis to Bower. There is not enough space to turn left and the other lane to go straight or turn right. Any moron could see that	Giselle Duarte
12434	Somewhat unsafe	Somewhat safe		Kate Taylor
12435	Very unsafe	Somewhat unsafe	This clearly needs traffic lights and pedestrian crossing lights. The proposed changes will slow traffic terribly and cause it to back up especially at peak times. The elimination of the left turn from Travis to bower is very bad idea for traffic flow	Molly Dunlop
12436	Somewhat unsafe	Neutral	Lights would be a lot safer at this intersection. Been too many close calls there. School start and finish time is the worst	Wendy Henley
12437	Neutral	Very safe	I think these changes are positive. I don't use the roundabout at peak school times but I've had an accident at this roundabout in the past where a car came speeding through out of no where and hit me in my car. Definitely agree to slowing down traffic.	Robin Burnell
12438	Neutral	Neutral	I usually buy petrol at this BP and enter by turning right off Travis Road then leave by turning left onto Bower Avenue. With the proposed changes, I will either have to use the roundabout to double back and turn left off Travis Road (increasing traffic to the intersection which is often busy) or turn right at the roundabout to enter and exit using the same Bower Ave entrance which will mean turning around inside the station which is already often busy with cars moving in lots of different directions. I feel the changes are likely to make using this bp more hectic and will probably deter me from going there. Also, traffic often builds up down Travis Road during busy periods and removing the left turning lane onto Bower Avenue will only make this worse as left turning traffic will have to queue with traffic going ahead and right. Widening the footpath is likely to encourage more people to hang around outside the QE2 foodmarket dairy on the corner which is already a popular place for students to socialise when they aren't at school	Sima Peterson
12439	Very safe	Very unsafe	Please show us the data of all the accidents at this intersection that justifies this costly and unnecessary change.	Matt Dauwalder
12440	Very safe	Neutral	This is a very crowded intersection, though I still feel safe on my bike. It's down by the school that is more scary with car doors, people pulling it without looking and kids darting across the road without thinking. I would recommend a pedestrian crossing outside the school. Larger pedestrian refuge islands sound great. Speed bumps might be annoying on my bike. Removing the left turn will make it more dangerous for cyclist as cars often don't notice cyclists or might not indicate.	Bonne Becconsall
12441	Somewhat safe	Somewhat unsafe	Cyclists merging with traffic and more pedestrians trying to cross the road when they see a gap. Sounds like total chaos. Traffic lights with a pedestrian crossing further down towards the qe2 entrance/school entrance would make more sense and be a whole lot safer.	X Lee
12442	Neutral	Very unsafe	Making more narrow will cause more crashes, put traffic lights instead or leave it the way it is	Matt Clark
12443	Neutral	Very safe	I want to give my support to slowing the speeds here, as it's a tricky roundabout with a lot going on and vehicle accesses very close, and this is even more so with the major schools nearby. It'll help the ped crossings to feel more approachable. It's great to see this upgrade happening. Nice work.	Grace Ryan
12444	Very safe	Somewhat unsafe	I feel better education of the students on how to safely use the intersection would be extremely beneficial and if anything speed bumps leading into the intersection would be sufficient and more cost effective solution than what's been proposed.	Benjamin De Jongh
12448	Somewhat unsafe	Very safe	The proposed changes look great, I strongly support them.	Robbie Sutton
12449	Very unsafe	Neutral	Needs a pedestrian crossing for children get across the road safely and bike lane	Susan Mcivor
12450	Very safe	Very safe	Retain the left turn lane on Travis Road to Bower Avenue	Kenneth Dsouza
12453	Somewhat unsafe	Very safe	Two years ago my elderly father was hit by a car while crossing the road on Bower Ave to the QEII Food Market. He spent weeks in hospital and they didn't think he was going to survive but we are grateful that he did. I am really happy with the changes that are being proposed and think that it will make a big difference to the safety of	Adrianne Friesen

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			pedestrians. It also puts my mind at ease knowing that my son who attends Shirley Boys High will be a lot safer crossing the road in the area. One suggestion that I'd like to make is to perhaps install steel bar railings/barriers on the pressed concrete areas similar to the pedestrian crossing on Marshland Road between the Palms Mall and Shirley Medical Centre. It adds extra safety for pedestrians.	
12454	Very safe	Very unsafe	Get rid of all the "islands" and add an extra lane. Stop wasting rate payer money on these stupid "fancy" designs.	Gary Durey
12455	Very safe	Neutral	Getting rid of the turn left lane will be a massive inconvenience on locals. It will either mean a lot more traffic building up at the earlier roundabout which will cause more aggression and then a build up at the right turn into beach road. I can understand the idea behind it but in reality I don't think it is a good idea. More thought needs to go into it.	Dan Smith
12456	Very unsafe	Somewhat unsafe	Good to get rid of the extra left hand lane turning into Bower from Travis, however THIS INTERSECTION NEEDS LIGHTS. It is one of the most terrifying roundabouts in Christchurch, and combined with extremely high levels of foot traffic - especially of kids. In a roundabout you're looking right to watch for a space and then you take off to go left - straight into someone who is crossing the road and is trying to guess if you're going to go or not. I am mostly a driver on this roundabout but I worry about the pedestrians all the time! It's for them that this intersection needs lights. And speed bumps are a stupid idea in this situation. It's not speed that's an issue in my opinion at this intersection.	Juanita Schwalger
12457	Somewhat unsafe	Somewhat unsafe	Why not have traffic lights instead? It will solve the problem and it'll be more practical. The pedestrians particularly the students as well as cyclists have more definite direction and feel safer when to cross the intersection when the traffic light is installed as compared to crossing or driving on a roundabout. The roundabout is not convenient and the drivers in the cars are sometimes inconsiderate and don't use sensible judgement when using the roundabout. There's that feeling of hesitance when driving in a roundabout.	Arlene Wilkins
12458	Very unsafe	Very unsafe	The addition of kerbs give less space for cyclists	Jemima Johanson
12459	Somewhat unsafe	Somewhat safe		Nathan Long
12460	Very safe	Very unsafe	No thank you to speed bumps! The reason people are having accidents is because they are not present when driving NOT because the road is unsafe. Take responsibility for your own state of being when you drive and every road and roundabout will be safe.	Jackie Prattley
12461	Neutral	Neutral	Will this go ahead under the new Government???	Kevin Spaull
12462	Neutral	Very safe		Susan Booth
12463	Somewhat unsafe	Somewhat safe		Soren ONeil
12464	Somewhat unsafe	Somewhat safe	My boy rode his bike through there on his way home from school and another student stepped out in front of him and knocked him off his bike in front of a car. Thankfully he wasn't too badly hurt. It gets pretty scary around that area during school drop off and pick up so I am so pleased to hear that you are looking into how to make the area more safe. Thank you	Justine Balcar
12465	Neutral	Somewhat safe	Definitely agree to increase the safety for pedestrians and cyclists, as I also often cycle through this intersection. I think the BP entrance close to the roundabout is a hazard.	Jane Sullivan
12466	Somewhat unsafe	Somewhat safe	I'm not opposed to a light system being installed to control traffic at that intersection	Abbie Moscrop
12467	Somewhat safe	Somewhat unsafe	Installing uncontrolled pedestrian crossings at/near intersections is a terrible idea, they need to be situated well away from the intersection so there is no risk from turning traffic not seeing them as they step out in front of them.	Mark Abbott
12468	Very safe	Neutral	Please leave alone this should be a simple fix Educate drivers students etc The money is better spent on real roading issues we have in the,east	Kevin Odgers
12469	Very unsafe	Somewhat safe	Unfortunately students (pedestrians) don't use the safety crossing areas that are already available to them, and run/walk across the street wherever they wish. So I'm not sure that changing the crossing areas will have any significant impact on safety, other than slowing traffic down., I feel that the footpaths themselves are wide enough. The speed bumps are a great idea to slow traffic. Cars do speed through this area. Unfortunately no amount of modification can make up for poor driver behaviour and pedestrian behaviour. I ask that my children do not ride their bikes to school via this roundabout.	Toni Hawkyard

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12472	Somewhat safe	Somewhat unsafe	the pedestrian crossings look far too close to each of the roundabout exits, especially travelling from travis onto bower as there is the dairy on the corner which would block the view of this	Amanda Rayner
12490	Neutral	Very safe	This is usually a busy intersection when I drive through and I'd hate to think how people cycle or walk through/across the intersection. Having the speed bumps will make it way safer for everyone, and much easier for cyclists to take the lane through the roundabout. Great work CCC and I hope you're making these changes else where across the city.	David Rowland
12494	Somewhat unsafe	Somewhat safe	Overall, I think the intersection roundabout upgrade is a positive improvement. However, I have one concern about the design of the shared footpath for cyclists and pedestrians. Instead of forcing cyclists to dismount and walk their bikes along the footpath, I believe it would be safer and more convenient to allow them to remain on the road. This would eliminate the risk of collisions between cyclists and pedestrians, particularly during busy times when there is heavy foot traffic from the nearby school. Additionally, it would spare cyclists the hassle of having to go up onto the footpath, as well as the frustration of having to weave around pedestrians who do not always stay to the left. Furthermore, allowing cyclists to stay on the road would reduce the likelihood of accidents caused by pedestrians unexpectedly appearing around corners. I would suggest that the roundabout be designed to allow cyclists to remain on the road, either by providing a separate lane for cyclists or by widening the existing lanes to accommodate cyclists safely. I also really stress that the current shared footpath signs (all around the city) be lowered to eye level for pedestrians (no one cranes their head to look at a dam sign that is 2.5 - 3m tall). The current signs are mounted at car or bus height, which means that pedestrians do not see them. This could be a safety hazard, as pedestrians may not be aware that they are supposed to keep left on the shared footpath. I would suggest that the signs be mounted at a height that is visible to pedestrians (eye hight), and that they include a clear message to keep left.	thomas blain
12497	Somewhat unsafe	Somewhat unsafe	I think it would be a safer option to install traffic lights at this intersection. That way it would be much safer for cars as less people would pull out in front of you and people always race through with out looking. It would also be better for cyclists as I cycle through there four times a week as well as driving. Pedestrians would also be safer with traffic lights. If not I think a pedestrian crossing would be helpful for pedestrians.	Sophie Tiffin
12498	Somewhat unsafe	Somewhat safe	I think it's a great idea, keeping everyone safe is the no. 1 priority!	Lisa Birch
12500	Somewhat unsafe	Somewhat unsafe	Rather than adding to the issue of slowing traffic down when the problem is the amount of traffic especially during week days at school time, the smarter option would be to have controlled traffic lights as people speed through here to get through to the BP also. The amount of near misses from people not looking towards Travis Road from Bower Ave cancels out the amount of accidents here. I think adding speed bumps and narrowing the road will cause more issues than solve them.	Jordan Mills
12502	Very safe	Somewhat unsafe	I believe these changes will not change the way the roundabout is currently used. These changes will make it more difficult for vehicles which are the main users of this roundabout. The removal of the left turning lane on Travis Road will create more congestion during peak times which may cause frustration in drivers, then causing accidents. If anything, there should be more left turning lanes added on other approaches such as on Bower Avenue. This would reduce congestion which then reduces the amount of accidents occurring at this roundabout. Also, the narrowing of the lanes will make it much more difficult for large vehicles traveling through the roundabout such as buses, and trucks. This could damage the infrastructure surrounding the roundabout and also the vehicles. I believe the best solution for reducing pedestrian congestion would be by adding pedestrian crossings on Bower Avenue.	Callum Tiffin
12506	Somewhat safe	Very unsafe	Leave the round about alone	Deborah Dyer
12510	Very safe	Very safe	I'm not sure that the proposed changes are all necessary. Can you start with the speed bumps and then reevaluate?	Rod Thompson
12514	Very safe	Somewhat unsafe	As there is so much traffic using this intersection sometimes you have to wait a considerate amount of time to enter the roundabout. This is common outside peak hours as well as peak hours. The speed bumps are going to make it a nightmare. There is clear vision in every direction with the roundabout.	Gill Hubert
12515	Somewhat unsafe	Neutral	PALMERS /BOWER AV corner needs work too, to reduce speeding from bower av	L RICHARDS
12517	Very safe	Very unsafe	I fell slowing down people travelling through that roundabout buy installing speed bumps which are very noisy when trailers and tradie utes go over them plus taking a left turning lane away will slow and antagonise traveler's, as school traffic is only at sertain times each school day 5 days a week and only 38 weeks a year, so leave the roundabout as is as the 6 months of road works doing the so called upgrades just isn't worth it	Russell Webb
12536	Neutral	Somewhat safe	When travelling on the bus using the intersection generally feels safe, however I have noticed a number of school students do not look before crossing the road and often step out in front of the very bus they have just gotten off. I agree with widening the footpath outside the QEII Foodmarket as it is often crowded before and after school.	Cara Negus

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			Having cars parked on Bower Ave while accessing QEII Foodmarket often makes the road a tight fit for the buses and believe that consideration could be given to removing the park space closest to the roundabout to allow more space for the bus to get through before it has to pull into the stop. A signalised pedestrian crossing on Travis Road could be a consideration for the volumes of pedestrians there. Traffic lights with barn dance style pedestrian crossing would also be a good option for this intersection.	
12550	Somewhat unsafe	Somewhat safe		Laura Hughes
12551	Somewhat safe	Somewhat unsafe	No speed bumps put in, agree take out the left hand turn onto bower Ave but keep road same size. No need for bigger foot path. Things won't change with the school kids, they will carry on crossing the road wherever they like! Crossing for them outside the school may help	Cheryl Bartley
12554	Very safe	Very unsafe	Please don't fix whats not broken I just moved here and chch is great. Speed bumps don't help with ronda abouts anyways it's made the one near my house more dangerous (graham road I think). Just focus on making roads less distracting for drivers and make walking more accessible don't do so at the determinant of driving or cycling. Unrelated but I keep saying this the issue in christchurch is right turn intersections. FIX THIS ISSUE literally every car crash I have seen since here is right turn crashes plz fix this. Also what are you doing with your cycle lanes 😂 1 we don't need a two lane road. 2 when you paint the whole cycle lane green it kinda become a skating rink. I can't rmeber the road name it's like Casher street but instead of taking road away (which passes me off coz I have tk drive too) just take away coucil berms. And STOP PAINTING IT FREAKING GREEN IT DOES NOT MAKE FALLING OFF ANY NICER :(oh also the yellow things are super dangerous too like the speed bump things	Laurie Bennet
12586	Very safe	Very unsafe	This is absolutely idiotic. A busy intersection, rather than solve a problem you believe exists, you will slow traffic past the point of severe congestion. Speed bumps and remove a turning lane on such a busy intersection shows council is out of touch living in lala land. The consultation is a stitch up focused on getting a result that says a person will feel safe with the changes. Hence your question does not address impacts on traffic, nor ask of people support it. Deliberate slowing traffic is a cop out that will cause massive congestion. Narrow roads is moronic. I oppose this stupidity.	Andrew Mckay
12593	Neutral	Somewhat safe	Is it possible to remove the entry to BP closest to the roundabout on Travis Rd? It is so close to the exit of the roundabout, it can disrupt traffic flow a lot. There is already another entrance further up Travis Rd and a second entrance on Bower Ave.	Felicity Boyd
12601	Somewhat unsafe	Very safe	The current roundabout design allows people to speed through without checking. Because of these higher speeds, it becomes more hazardous for all people using the area. I welcome changes to the design which will go some way to accomodating all transport modes.	Cody Cooper
12610	Somewhat unsafe	Somewhat safe	The speed that some drivers approach the Travis/Bower Ave round about is disturbing and illegal. Would welcome speed bumps on Bower Ave as well as any and all suggestions toward increased safety for drivers but more importantly for cyclists & pedestrians at this intersection.	Bridget Olsen
12633	Somewhat safe	Neutral	Should be multichoice... I walk, bus, & drive this intersection! However, have had no issues apart from peeps not slowing down so speed bumps def good idea. I turn left from Travis into Bower when driving so use left lane... Not sure what removal will do, but as a pedestrian it is handy for seeing which approaching vehicles are turning b4 x-ing to the other side footpath using traffic island to pause in the middle. However, if it's busy I often walk left along Bower & cross without a x-ing island because straight through traffic from Bower/NewBrighton end belts through when it's busy, so again speed bumps MIGHT help? Finding speed bumps@other roundabouts seem to work well, so...?	L D Cook
12645	Neutral	Somewhat safe	I like the 'Removal of the left-turn lane on Travis Road to Bower Avenue', it makes it easier for traffic on Bower Ave going south to determine where traffic from Travis Rd. is going, you don't have to monitor possibly two vehicles actions going through the roundabout, but only one.	Frithjof Moritzen
12651	Somewhat unsafe	Somewhat safe	I am really pleased that the safety of pedestrians is very well thought out and the vehicle's are going to be slowed down, as this intersection is a bit crazy at peak school times and in the evenings and peak morning times	Meredyth Anderson
12653	Somewhat unsafe	Very unsafe	Narrowing the road lanes and merging cyclists with traffic, school kids driving, the lines of school busses etc etc is just going to cause problems as there is no margin of error. Having turning traffic included in 1 lane and removing the turning lane will just add to the already problematic traffic back-up. And when there is traffic backed up for blocks and blocks down the road that's when ppl in a hurry do stupid things. Narrowing the road and further increasing driver frustration is not the answer. Nor is mixing cyclists with busses - they won't even be seen. Nor do you seem to take into account the many primary school children and their families also using that intersection daily. Traffic and pedestrians from Rawhiti are backed up way round the corner on Rookwood almost to the Keys Rd intersection causing significant delays. Daily I see frustrated drivers edging out over the lane to try and see further down the line or trying to do u turns to get out of the line. And thats just the Rawhiti school traffic using Rookwood and approaching the roundabout.	Jane Osborn Cathro

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			You maybe have forgotten about the Rawhiti families that live on the Travis - High school side of the roundabout and both directions up and down Bower Ave. They need to safely use the roundabout to get onto Rookwood and then come back through after school drop off / pickup. Many of our family's use the roundabout plus 4 times a day. A lot of our primary school children walk or bike with or without parents daily I see Rawhiti children in groups or singly standing at the roundabout car sale yard or dental side of Rookwood they are talking, on skate boards, scooters, running, bouncing balls, swinging scooters etc kids will be kids and while still at primary school age have not physically developed enough to properly judge the speed of cars. There is also the new Freeville subdivision that is going in where the old Freeville school was, so potentially there will be more parents and primary school aged children needing to use this roundabout/ intersection to get to school. I am annoyed that this intersection wasn't looked at back when Rawhiti was in the planning and actually even back in the days prior to our schools closing and being merged as it was one of the things that came up time and time again in discussions and planning sessions with both parents and staff of all 3 schools, how to get our Freeville students safely through both the Bower/Travis onto Rookwood intersection and also the Keys Road intersection. Yet nothing was ever done! It definitely SHOULD have been looked at and planned BEFORE the High schools were even allowed to be built. I use this intersection 12 plus times a week at all hours of the day and night. I try to avoid it at all costs round school times as its just too hard. Both driver and pedestrian behaviour is just so random and shockingly awful. The High school Travis side is awful with lots of traffic, parents and driving students doing dodgy manoeuvres to pick up friends, drop or collect students, find parks etc. Along with that single students or packs just walk or run across the road usually attached to a device sometimes with their heads down not even looking at traffic both outside the high-school and at the food-mart /BP station, many of them seem by their behaviour to indicate that we, drivers / traffic should give way to them where or whenever they want to cross and also that there is safety in numbers so if you cross in a pack you can play dodge with or just stop traffic where or whenever you like. I agree that slowing traffic round the area would give drivers more time to react and slam on the brakes and therefore reduce injury. But I don't agree that making the road narrower or reducing it to 1 lane extending footpaths or islands in the road etc as in your plan will stop foolish behaviour it will just add to the chaos and give ALL users less margin for error. People in a hurry will still try and speed because they are always more important then other road or footpath users. Plus even when schools out traffic shoots up and down Bower Ave at excessive speed and I think you will see more accidents later at night on this intersection. I think the only way to get High school and Primary school children, the elderly and public safely through the intersection without adding to lines of traffic is to put lights in that way ppl can cross when they need/want and traffic will keep moving evenly on Travis, Rookwood and Bower. This intersection should also be 2 lanes on Travis and Bower plus have a dedicated cycle lane on all 4 of the roads into the intersection. That is the only safe way to do it.	
12675	Somewhat unsafe	Very safe	The high schools need to educate their students on safety in this area too, as the students take stupid risks when crossing quite often.	Alesha McIvor
12676	Very unsafe	Somewhat safe		Suzanne Walker
12677	Neutral	Somewhat safe	I think its a good move to reduce speed in this area	Erin Sutherland
12679	Somewhat unsafe	Somewhat unsafe	I'm not sure it'll do much. Needs to be given Bette solutions to the amount of traffic that goes thru there.	Jen Evans
12682	Somewhat unsafe	Somewhat safe	Please do it. My whanau all use this ontersectio. On bike , foot, scooter, car and camper.	Phil Johnstoncoates
12687	Neutral	Somewhat safe		Tracy Glintmeyer
12691	Neutral	Somewhat safe	Putting the speed humps in makes sense with having the school right there and making the footpath wider by the qell food mart so cars can't park there would make it a lot safer as where the cars park now is to close to the roundabout and cars pull out of traffic turning round that side of the roundabout	Ryan Dry
12705	Somewhat unsafe	Very safe	I haven't had an accident there but heard of plenty and have witnessed a car flip over at this intersection. There are a lot of people on foot in this area especially at school times coupled with traffic of parents picking up kids including from the nearby primary school Rawhiti (which has 600+ roll) so a lot of foot (big and small kids) and vehicle traffic. Very supportive of changes here, and keen to see the left turn on to Bower go too, not enough room.	Kim Hammond
12708	Somewhat safe	Somewhat unsafe	I can't see that getting rid of the left turning lane to bower Ave is going to make it safer, to me i think it's going to create a bottle neck and make traffic slow more especially when school is starting at at the end of school day. Also i can see more people trying to U/turn on travis road because of this and create more carnage.	Gary Harding
12711	Neutral	Neutral		Margy Ineson
12717	Very safe	Somewhat unsafe	The speed should probs be lower here tbh even though it's 20 during school hours after school hours there are still heaps of kids. The speed bumps here are actually really needed but I think you should do raised concrete islands (hard edge) to really enforce speed restrictions here as some people do just huck it through the round about. I did wonder if you guys could move the islands so they line up and you could use that to make another pedestrian crossing (so you get more bang for buck).	Tom Russ

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
			I like the footpath widening but I did ride my bike here once when my car was broken down. And I have to say I wouldn't do that again 😂 could you make a shared pathway here for when the cycle lane ends so we don't have to use the round about if it's to busy 🙏 Speed bumps are dangerous stop putting them in the are slipery	
12741	Very unsafe	Somewhat safe	Does the round about need two lanes, one for turning left and the other for going straight?(coming from the direction of Travis) I think those two lanes are one of the reasons of the many accidents that have happened.	Boram Hong
12796	Somewhat unsafe	Very safe	Thank you :-)	Geoff Walker
12807	Very safe	Neutral	I, like many other parents, use the roundabout purely to turn 360 degrees from Travis Rd heading East back onto Travis Road heading West after dropping my daughter at AGHS and continuing on to my place of work. As we all know, it is unsafe to make the 360 degrees turn any earlier along Travis Rd once completing the drop off due to the large volume of students crossing the road. I am worried that your new roundabout design will cause a huge bottleneck in the traffic, which in turn may encourage drivers to avoid the roundabout and do U-turns back along Travis Road opposite the school, which will result in more accidents. Have you considered this roundabout usage in your design concept? Thanks Trish	Trish Murray
12811	Very unsafe	Somewhat unsafe	Protection for cyclists is minimal.	Noel Meek
12862	Very safe	Somewhat unsafe	I travel through the intersection at least five times A DAY, at peak times and off-peak times. The vehicles i have range in different sizes and they are: A Motorbike B Motor scooter C Trades work van D Station Wagon E Ten ton motor home F Also towing a trailer G Push bike H I also travel by public transport a lot could be 5 - 6 tines per week I Walking J Running Now what i am tryin to say to you or outline to you is that i travel with these vehicles one at a time of course any time of the day or night ,and i have had no issues what so ever with the road layout which is there right now And i have even used the roading at peak times when the schools are operating ,even when the pupils are going to school and even when they are leaving the school ,i have found no issues what so ever when i have used any one of my vehicles while using that intersection You were mentioning about all walks of life of people .for example ,pedestrians ,cyclists , wheel cheer people, school peoples , elderly , motorists , etc. etc. well so what there are literally hundreds of intersections all around Christchurch that are much worse than that and nothing has changed about that I just live up the road a little further beside the entrance to qe2 off Bower Ave ,If you look at Dick Taylor Drive that intersection ,well now that intersection is far worse that the round about at Bower Ave ,the reason why i say that is because i have seen nearly many an accident happen there When they exit from qe2 no one stops they all just drive straight through ,now back to the main topic ,if you are looking at closing down the left hand lane going on the north side of the street which shows a left turn in to Bower Ave there are going to be major issues with that Because once that is done there is going to be a build up of traffic all the way back to Frosts road and then oh how are you going to be able to address that And to make the foot path wider by taking away the left turning arrow and making that road narrower is an absolute the dumbest thing ever that i have heard of ,the reason why that left turn was put there was to be able to move the build up of traffic moving so there would not be such a bottle neck of traffic at that intersection As i have said to you before i travel that intersection many times a day and no matter what you try and do to that intersection that will not work ,near me by Dick Taylor Drive there is a crossing island like at Travis bower and Marriott's road ,they dont mean squidly squat ,most of the general public and the school pupils just completely ignore those crossings and they cross any where they like. Now to speed bumps ,they may work they may not now for emergency services using those roads i can see where that is going to be a major issue ,now when a 15 to 20	Ross Johnston

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
			ton fire engine full of water hits that bump or an ambulance hits that bump especially with a seriously injured patient that could kill them ,and not forgetting the police And for mounting the curb you have mentioned ,i have never ever seen any vehicle what so ever mount a curb in all the years i have been living in the area The removal of the left lane and widening the footpath for the large number of school pupils is a complete fast that foot path is wide enough as it is ,i have never seen that footpath at peak times full at all ,what wally said that ,i live in the area and i have been there many times at peak times and the school pupils do not use that part of the foot path as much As i have said before i have seen many more intersections much worse than this one and nobody has done a thing about it ,school pupils and the general are like farmers browns cows and sheep they are all over the place and no matter what you are proposing to do wont mean squidly squat They only way to slow the traffic down is to put SPEED CAMERAS IN THERE THAT WILL MAKE THE BIGGEST DIFFERENCE TO THE AREA AND THAT WILL BE THE ONLY WAY THAT TRAFFIC WILL SLOW DOWN BELEIVE ME I KNOW IT WOULD WORK Once outside my place there was a speed hump a bus driver did not realize there was a hump and the bus hit that bump at the normal 50 km and when the bus hit the bump ,it literally blew out the drivers windows and shattered more other windows and the glass shattered all over the place ,i went o9ut with a broom with my neighbors to sweep up the glass The bus had to be towed away because there was so much damage done to the suspension it had to be written off ,,i still have the aluminum window frames that blew out from the impact of the bang I could say much more but i think you will have enough at the moment to try and digest this submission i have typed out yo you In other words just leave the intersection alone ,its been working for a long now very well ,now if its not broken just leave it alone	
12865	Somewhat unsafe	Somewhat safe	I think it would be great to have safer changes made to prevent harm to students and citizens alike.	Rosie Paul
12866	Somewhat unsafe	Somewhat safe	These changes would be very beneficial especially for the schooling community to ensure the safety of students. I also think that the traffic around the roundabout needs to be addressed as it gets very congested throughout week mornings and afternoons.	Maya Livermore-Lewis
12876	Very safe	Neutral	Rate payers aren't bottomless pits of money.	Wayne Boyd
12895	Somewhat unsafe	Somewhat unsafe	Would be helpful to have pedestrian barrier at and approaching the Bower Rd roundabout to prevent students jay- walking, as have been installed at Anzac Drive roundabout a few hundred metres west.	Penny Prestidge
12919	Neutral	Very safe	I support the proposed plan changes, as it will make it safer for everyone who travels through the intersection. Is it possible to put some landscaping instead of pressed concrete. To give some more greenery to the area. This will also do its part towards climate change. Even some small shrubs would be good	dave gardner
12944	Somewhat unsafe	Neutral	I think the proposal is great. Could you please ensure that vigorous vibration testing is carried out. I live at 223 Bower Avenue and after the most recent road improvements a small lip was created at the join between the new tarmac and old chip seal. As a result, we experienced 6 months of vibrations which resembled a small earthquake when trucks and buses would pass over it. It was only resolved when the height of the lip was reduced by adding additional sealant between the two road surfaces. I'm concerned that a larger speed hump could cause vibration issues again, and potentially be worse than those caused by the road seal. Regards, Mike	Mike Meredyth-Young
12986	Somewhat unsafe	Very safe	Thank you for proposing ways to make this roundabout safer for people on bikes and on foot! I especially like sharrows leading up to roundabouts- legitimises the presence of bikes and signals to car drivers people on bikes have a right to be there!	Meg Christie
13014	Somewhat safe	Somewhat unsafe	I live a few doors down from this intersection, opposite the dairy. On the night of the tsunami following the Kaikoura earthquake, I wanted to go somewhere safer. Unfortunately the street was totally grid locked. I couldnt even back out of my driveway! This intersection does get very congested but I dont think making the lanes narrower will help. Particularly doing away with the the left turn lane going into Bower Ave. Not only is the school traffic a problem , but the other traffic coming from Travis is coming off a very busy ringroad. Taking away the left lane and combining, trucks, cars and cyclists WILL be an accident waiting to happen!! I currently try to avoid using the intersection when school comes out as the kids just walk right in front of your car! My other concern, is the need for speedbumps coming off an intersection?? WHY!! Thankyou for reading my email and hope you consider my input.	DONNA MARSHALL
13027	Very unsafe	Neutral	I have changed my route to avoid this roundabout by going past Rawhiti School and through Bowhill onto Palmers. Made the change after Mike from NB Cycles was hit. I feel unsafe even in a car. Too many people speed and don't look, so I support any measures to slow them down.	Michele Hollis

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ID	How safe do you currently feel using the intersection?	How safe would you feel using the intersection with the changes?	Submitter feedback	Name - Organisation
13033	Somewhat safe	Somewhat safe		Kyle Haskell
13069	Somewhat unsafe	Somewhat safe	I feel traffic lights are more suitable to resolve the issues at this intersection	Sam Pelham
13070	Somewhat unsafe	Somewhat safe	I like that the bike symbols show that you should claim the lane (which is safer) but I would like to see the roundabout narrowed as much as possible to reduce the speed (and possibility that cars will try an dangerous overtake) If it is wide then it encourage cars to try squeeze past which is very dangerous (and terrifying) I know that buses use this intersection and they require a larger turning circle so to accommodate this it would be good to have a larger mountable surface so they can still make it around the round about while forcing cars to slow down. Or if the "apron" of the round about has a cobblestone surface so that you could drive over it but only at slow speeds while still allowing large vehicles to easily traverse the round about. Also separately I don't understand why the speed humps don't line up with the crossing points (and why they are not pedestrian crossings) I found in my personal experience that if there is a pedestrian crossing with no safety platform then there is a low chance that a car will bother to stop for you, whereas when you raise up the pedestrian crossing to the level of the pavement compliance increases to almost 100% because they have to slow down. Since the crossing point is after the bump then I think this is where cars would be hitting the accelerator and speeding up making it unsafe for a pedestrian crossing.	George Laxton
13082	Somewhat unsafe	Somewhat safe	There are times when I am happy to bike through this intersection and times when I use the refuges as a safer option. Worst is going through on Bower Ave travelling South as vehicles accelerate out of the intersection and overtake you. These changes will help.	Anne Scott
13086	Very unsafe	Somewhat safe	Please run an education campaign around what sharrows are, targetted at both drivers and cyclists of all ages (multiple platforms are needed to reach different age ranges). When everyone knows what sharrows mean, and drivers understand that cyclists are meant to take the lane at intersections, I will feel a lot safer doing this. Currently it is very dangerous as most drivers want me to keep left and don't understand the road code for cyclists (as they've never needed to read it). I'm looking forward to slower speeds all across the city, especially in the greater area around schools (not just right outside the gate) and at busy intersections like this. Everything is safer at slower speeds. I really like safe speed platforms and speed humps entering and exiting roundabouts. Most drivers approach intersections way too fast, so these speed humps set back a little further will help teach drivers to slow down earlier before intersections (hopefully). I like the location of the speed humps and pedestrian refuge island crossings. Good idea to narrow the lanes as well (encouraging slower speeds and training cyclists to claim the lane), however the island south of BP near the Bower Ave entrance/exit forces cyclists to move into the general vehicle lane before any sharrow markings. I assume this island is to make the entrance/exit of BP on Bower Ave safer by prevent parking, but can this be achieved in another way that doesn't endanger cyclists? I support making this a single-lane roundabout all the way around instead of the two lanes on the Travis Rd approach. • I support the need to upgrade this intersection as vehicles often come into this roundabout too fast and/or accelerate out, particularly those coming through the roundabout to go south on Bower Street. As busy times this intersection can get very congested for cyclists, pedestrians and vehicles. • I support the use of speed humps to slow the traffic. • I support the shared path on the North West corner. • Less confident cyclists feel unsafe when the road design forces them into taking the lane with heavy traffic. The northwest corner allows for an alternative option (the shared path). Could the southwest (BP) and southeast (Hopmans on Rookwood) corners also be made into shared paths with appropriate treatments/signage at the entrance/exit to BP and Hopmans (on Rookwood)? I understand space is a limitation with the existing kerbs and channels, and buses need a minimum width to negotiate roundabouts. • I support the use of sharrows on the intersection. • Please make sure the island refuges have plenty of space for two bikes to wait side-by-side. Please consider larger bikes such as cargo bikes (2 metres long, 1 metre wide) or cycle trailers that could be carrying children, trikes, and other mobility devices. • Please provide hand rails at the island refuges and either side of the crossing (on the outside of the path of travel, so you're not turning into/around the hand rail) • The Bower Ave crossing by Hopman Motors floods when it rains and is slow to drain away creating an accessibility problem. • The surface of the intersection needs some improvement • On the BP garage side of Bower Ave there is a service grate in line with the existing crossing that needs some repairs as it is a trip and tyre hazard.	Fiona Bennetts

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I am like most motorist that is getting sick of tired of intersections that are being revamped with raised speed platforms and speed bumps. We hear the same old crap that we have to make it safe for pedestrians and cyclist.

I have no idea what the council is try to achieve by placing speed bumps just a few metres form an intersection or in front of pedestrian safety islands such as those that are placed on Worcester St. I live between the two of them and I can you that there is no justification of having them. I see very few people actually walking along Worcester St.

Why is necessary to have a safe speed platform at the Waimairi road crossing when you have a set of traffic lights? I personally believe that it total waste of time and money.

We have seen this at number of areas around Christchurch where the council has put in separate cycle lanes, then find out that they also have a shared footpath. Looking at Curletts rd and Main south road intersection this is also the case.

Looking at the changes to Shirley Road/ Marshland Road/ Shirley /Hills rd/Warrington ST. Once again the council is planning on having speed platform on all approaches and speed platform, raised zebra crossing. Once again I don't support having them. Christchurch City Council is under the illusion that speed is the problem at intersections when it is not.

Travis/Bower/Rockwood Intersection.

What is the point of having speed bump entering and exiting a roundabout? If the council was really serious about safety of the children then why not remove the roundabout and replace it with traffic lights. There is no need to have speed bumps or speed platforms.

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Bridge St and Estuary Rd. Once again raised platform as you enter the roundabout. What I don't understand why is it that Travis/Bower intersection has speed bumps both entering and exiting while Bridge St / Estuary only has speed bumps entering this intersection. This doesn't make any sense to me.

As you can see that I am totally opposed to raised speed platforms and speed bumps. My observation while sitting at traffic lights that the problem is not speed but people driving through the intersection on a red light. On a number of times I had to wait while having a green light for the intersection is clear. I also seen a number of pedestrians walk across the intersection forcing drivers to stop while they walk in front of the vehicle.

Another word that is thrown around is safety. How safe is for cyclist travelling along St Asaph St when their view is blocked vehicles even driver have to be careful when exiting the vehicle or finding trucks and buses cannot stay in their own lane. Bus lane along Moorhouse Ave. If you don't let them in the driver will push their way in and force you into another lane, then there's Lincoln Rd how safe do you think it is safe for cyclist to share the same piece of road as buses.

What I also find rather amusing that Victoria St is 30 km/h until you reach two intersections where the speed limit is increased to 50 km/h then reduces back to 30 km/h. The same as Pages Rd 50 km/h Pages Rd /Anzac intersection the speed limit increases to 70 km/h.

What I also find puzzling is why new speed bumps placed on Ngarimu St, Holland St has two which are about 30 feet apart then on the corner of Holland St and Rowcliffe Cres. I can understand if they were by the school which they are not.

Christchurch City Council and New Zealand Transport are fixated on reducing speed limits by introducing speed platforms and speed bumps. It time that Christchurch City Council put a stop to wasting money on these platforms and start repairing roads. One road that's

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need to repaired is Ruru Rd that runs between Cuthberts Rd and Dyers Rd many people use this road going to the refuse station.

I would also like to apologise for my rant. I am just feed up with the state of our road while this money is being spent on speed platforms and bumps. I am regular user of Lincoln Rd and Whiteleigh Ave and recently I had have all four bushes replaced on my vehicle.

Thanks

Kyle Haskell

Submission #13053

Environment Canterbury Regional Council
Kaunihera Taiao ki Waitaha

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5 December 2023

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Thank you for the opportunity to provide feedback on the Christchurch City Council's Travis/Bower/Rookwood intersection safety improvements consultation. Environment Canterbury is the main public transport provider in the Canterbury region. Our network in Greater Christchurch consists of urban buses, school buses and a ferry service. Please find our comments below.

- Environment Canterbury are supportive of the provision of measures to improve the safety of all users of the transport network. We support lowering vehicle speeds to enhance safety. However, we believe that the provision of speed platforms/ tables on public transport routes unfairly disadvantage public transport in relation to private cars, which is contrary to the intent of CCC's Strategic Transport Plan. We would prefer to see the provision of alternative measures such as lowering speed limits and actively enforcing the lower limits and the appropriate use of speed cushions which do not affect public transport vehicles.
- In addition, as part of these projects, we would like to see measures to increase the relative competitiveness of public transport incorporated into the planning and delivery of such interventions. This could include measures such as queue jump arrangements, signal priority, bus stop improvements and increased safety of access to bus stops.

Next steps

- We request that Environment Canterbury's Public Transport Team are included in the project team working on the detailed design.
- We also request that Environment Canterbury's public transport operations team is notified of any temporary traffic management in advance of implementation to ensure impacts to customers is minimised.

Thank you for the opportunity to provide this submission. For any clarification on points within this submission please feel free to contact me at Derek.walsh@ecan.govt.nz

Yours faithfully,

Derek Walsh

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Operations Manager

Environment Canterbury

Submission #13059

UC Climate Action Club

The University of Canterbury Climate Action Club: a community coming together for people and planet

Contact us at:
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Travis/Bower/Rookwood Intersection Improvements Submission

This submission is authorised by the executive committee of the UC Climate Action Club.

2023-12-4

Submission #13059

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Summary

UC CAC supports the changes proposed as a starting point. UC CAC also points out the context of the climate crisis, and car dependency and its negative effects, such as pollution, cost of living, and death (**section 1**). Therefore, UC CAC suggests that instead of undertaking these safety improvements CCC simply closes the roads affected by this project to unauthorised cars, allowing only public and active transport instead (**section 2**).

1 Introduction & Background

1.1 UC CAC represents the staff, students, and alumni of the University of Canterbury who hold in common a concern for people and planet in the face of the climate crisis.

1.2 UC CAC is pleased to have the opportunity to submit on the safety improvements project for Shirley intersections. This submission consists of the introduction (**section 1**), in which we discuss the broader context for safety in the climate crisis (para.s **1.3** - **1.6**) and in general (para.s **1.7** - **1.17**), our responses to the proposed changes (**section 2**), and our conclusion (**section 3**). References are footnoted and provided in bibliography list form (**section 4**).

1.3 UC CAC acknowledges that we are in a climate emergency, which Christchurch City Council (CCC) declared in 2019.[1] This emergency has resulted in disasters worldwide, which have displaced, injured, and killed thousands.[2] One of these disasters was the Auckland Anniversary Floods, which killed four people.[3] Immediately following this disaster was Cyclone Gabrielle, which killed a further 11.[4] Both of these disasters caused immense damage to the people, cities, towns, and infrastructure of Aotearoa New Zealand ("Ao/NZ").[5] Sea level rise threatens Ōtautahi's coastal areas, including New

[1] Christchurch City Council, "Christchurch City Council declares climate emergency", Christchurch City Council Newsline, 2019-5-23, https://newsline.ccc.govt.nz/news/story/christchurch-city-council-declares-climate-emergency.
[2] Ministry for the Environment, "The science linking extreme weather and climate change", Ministry for the Environment News and Updates, 2023-2-3, https://environment.govt.nz/news/the-science-linking-extreme-weather-and-climate-change.
[3] NZ Herald, "Auckland flood victims: The four people killed in extreme and unprecedented weather event", RNZ, 2023-1-31, https://www.rnz.co.nz/news/national/483404/auckland-flood-victims-the-four-people-killed-in-extreme-and-unprecedented-weather-event.
[4] Cherie Howie, "Cyclone Gabrielle: Who are the 11 victims?", RNZ, 2023-2-20, https://www.rnz.co.nz/news/national/484536/cyclone-gabrielle-who-are-the-11-victims.
[5] Tom Pullar-Strecker, "Repair bill from cyclone and Auckland floods at least $9b, Treasury estimates", Stuff, 2023-4-27, https://www.stuff.co.nz/business/131883544/repair-bill-from-cyclone-and-auckland-floods-at-least-9b-treasury-estimates.

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Brighton, the area of the proposed improvements.[6] These problems will only worsen as the climate crisis continues.[7]

1.4 UC CAC notes that the scientific consensus on the climate emergency attributes the climate crisis in large part to greenhouse gas emissions caused by human activity.[8] UC CAC takes the position that the increasing scale of climate-related disasters around the world should be prevented. Therefore, UC CAC recommends that all bodies reach negative emissions as soon as possible to limit the extent of the climate crisis.

1.5 We know that most readers are aware of these facts. They are included to illustrate the urgency, scale, and severity of the climate crisis; to underscore the need for immediate climate action; and to demonstrate the significant risk to safety in Aotearoa New Zealand posed by climate change. At this stage, the climate crisis must be a factor in every decision made by bodies such as CCC.

1.6 In Ōtautahi Christchurch, a significant source of emissions is land transport.[9] Therefore, to achieve net negative emissions, CCC must do everything it can to curtail land transport emissions (which are Ao/NZ's fastest-growing emissions sector[10]). There are two principal ways to reduce these "enabled emissions" (the "enabling" is by the transport system). One is to encourage zero-emissions transport, such as active transport and busses. The other is to reduce encouragement of transport by cars, SUVs, and utes (collectively "cars").[11] This is a significant step that CCC can take for the safety of its residents, as the climate crisis is a significant safety risk, as above (in para. **1.5**).

1.7 One major encouragement for high-emissions transport modes such as cars is the phenomenon of "induced demand", in which the existence of infrastructure for cars

[6] Tina Law, "Sinking coastlines mean parts of Christchurch will feel impact of sea-level rise earlier than expected", Stuff, 2022-5-2, https://www.stuff.co.nz/the-press/news/128505544/sinking-coastlines-mean-parts-of-christchurch-will-feel-impact-of-sealevel-rise-earlier-than-expected.
[7] Ministry for the Environment, above: № 2.
[8] IPCC Core Writing Team, "Summary for Policymakers", *Climate Change 2023: Synthesis Report*: pp. 1-34. doi: 10.59327/IPCC/AR6-9789291691647.001
[9] CCC Smartview, "Our transport emissions", Christchurch City Council Smartview, accessed 2023-11-13, https://smartview.ccc.govt.nz/apps/emissions/?transport.
[10] Waka Kotahi, "Climate Change", Waka Kotahi, accessed 2023-11-13, https://www.nzta.govt.nz/roads-and-rail/highways-information-portal/technical-disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/climate-change.
[11] Waka Kotahi, "Climate Change Mitigation", Waka Kotahi, accessed 2023-11-13, https://www.nzta.govt.nz/roads-and-rail/highways-information-portal/technical-disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/climate-change/climate-change-mitigation.

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causes more people to use cars for transport.[12] In other words: infrastructure for cars always fills to its capacity for congestion. It is thus inappropriate to frame safety projects as "increasing" congestion unless they increase the number of cars on the road: infrastructure itself cannot "increase" congestion. The induced demand phenomenon is therefore a major factor in ever-increasing transport emissions. This means that there is little point in considering whether changes increase or decrease congestion, so this should not be a factor in infrastructure decision-making.

1.8 Conversely, the induced demand phenomenon applied to active and public transport infrastructure, can play a significant role in decreasing transport emissions by encouraging zero-emissions transport. Therefore, to increase safety outcomes relating to climate change, CCC must induce demand for active and public transport.

1.9 The current transport situation in Ao/NZ and Ōtautahi Christchurch can be described as "car-centric", or "car dependent": transport infrastructure heavily incentivises travel by cars, with all its concomitant climate effects detailed above (in para.s **1.3** – **1.6**). But there are further negative effects to car dependence beyond climate destruction.

1.10 Car dependence forces commuters to pay not only for car maintenance (including repairs, registration, road user charges, insurance, and regular replacement), but also for petrol, which is consistently noted as a major part of the cost of living crisis in Ao/NZ.[13]

1.11 Cars are also a major cause of pollution in Ao/NZ, which causes negative health outcomes for thousands of people every year, putting strain on the health system and decreasing quality of life for everybody exposed to pollutants, which are more common in urban areas such as Ōtautahi Christchurch.[14] This is a negative safety outcome.

1.12 The most confronting of the consequences of car-centrism, however, is the "road toll".[15] This is the price that Ao/NZ pays in lives for its car-dependence. At the time of

[12] Simon Kingham, "Congestion and Emissions", Ministry of Transport, accessed 2023-11-13, https://www.transport.govt.nz/about-us/chief-science-advisor.
[13] Brianna Mcilraith, "New Zealanders Stuck in a 'car dependency cycle' as fuel likely to rise to record-breaking prices", Stuff, 2023-9-19, https://www.stuff.co.nz/business/money/132964784/new-zealanders-stuck-in-a-car-dependency-cycle-as-fuel-likely-to-rise-to-recordbreaking-prices.
[14] Marc Daalder, "The Invisible Killer: New Zealand's air pollution crisis", Newsroom, 2023-10-11, https://www.newsroom.co.nz/the-invisible-killer-new-zealands-air-pollution-crisis.
[15] Hulya Gilbert and Marco te Brömmelstroet, "Our children are the victims of road violence. We need to talk about the deadly norms of car use", The Conversation, 2023-11-2, https://theconversation.com/our-children-are-victims-of-road-violence-we-need-to-talk-about-the-deadly-norms-of-car-use-214476.

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writing, there have been 284 deaths on the roads in Aotearoa New Zealand in 2023. In 2022, there were 373, and 318 in 2021.[16] The number of injuries is even higher.[17] UC CAC takes the moral position that even one death or injury caused by car crashes is too many deaths or injuries caused by car crashes, and that every government body should do everything in its power to reduce these numbers.

1.13 We are certain that many readers will be aware of the phenomenon of car dependency, and of the consequences thereof. This overview is included to inform those who are not aware, and to reiterate to the already aware the extent of the harmful effects of car dependency to show the urgency of the need to counteract it.

1.14 This submission is written in relation to the various improvements that CCC is proposing to install to the Travis/Bower/Rookwood intersection. We have chosen to submit on these improvements because of their potential to reduce car dependency in Ōtautahi Christchurch, which, as above (in para.s **1.3** – **1.6**), has direct bearing on the climate crisis, as well as on the other harmful effects of car dependence.

1.15 UC CAC understands this project's purpose to be enhancing safety. We have provided the information above (in para.s **1.3** – **1.11**) to situate safety improvements in context. Increasing safety is a worthy goal, which we congratulate CCC for prioritising, but this project exists in a broader context in which the safety of every person in Ōtautahi Christchurch is threatened not only by the prospect of car injuries but also by the climate crisis, air pollution, and the negative health and safety outcomes of car dependency.

1.16 We further note that CCC admits (citing NZTA) that intersections are the parts of roads which create the most risk of car crashes, and therefore of injury and death. UC CAC considers that, for the safety of Ōtautahi Christchurch residents, the number of intersections that cars can travel through should be kept as low as possible to prevent undue risk of crashing, and therefore that CCC should proactively close intersections to cars in order to uphold safety, including in Shirley around the shopping areas, schools, and amenities in Shirley.

[16] Ministry of Transport, "Daily updated provisional road deaths", Ministry of Transport, accessed 2023-11-13, https://www.transport.govt.nz/statistics-and-insights/safety-road-deaths.
[17] Environmental Health Intelligence New Zealand, "Road traffic injury deaths and hospitalisations", Massey University, accessed 2023-11-13, https://www.ehinz.ac.nz/indicators/transport/road-traffic-injury-deaths-and-hospitalisations.

Submission #13059

UC Climate Action Club

The University of Canterbury Climate Action Club: a community coming together for people and planet
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2 **The Proposals**

2.1 Our position on these proposals is informed by the principles above. We agree with the safety focus of this project, and are deeply concerned that intersections are the most likely sites for car crashes. We therefore believe that a legitimate option for increasing safety is decreasing the number of intersections, and reducing traffic flow through them to reduce the number of potential vehicle interactions which could cause crashes. As there is an ongoing climate crisis, and car dependency presents significant detriments to society, we do not accept that projects should not have regard for decreasing people's ability to use cars. Rather, we believe that they *should* have regard for this, and set reducing car dependency as an *aim*.

2.2 UC CAC's recommendation is for Travis Road, Bower Avenue, and Rookwood Avenue to be closed to all motor vehicles except for buses, open only to public and active transport (as well as, we recognise, authorised vehicles), by removing the roundabout and installing special purpose lanes (bus and bicycle lanes). This is the simplest method to reduce the number of intersection interactions which could result in crashes, thereby being the most successful method to ensure safety at the intersections concerned. It will also decrease the other negative health and safety outcomes we have discussed, such as CCC's climate crisis contributions and pollution. Further, any remaining space unused for public and active transport should be used for trees and green space to make further reductions to CCC's climate crisis and pollution contributions.

2.3 We recognise that during implementation of such a plan, there would have to be a grace period for residents to ensure they have non-car travel arrangements. Ultimately, however, reduction of interactions between drivers will ensure a safety outcome of nearly zero car crashes in the affected area in future. Further, by reducing car traffic, the safety outcome of mitigating the climate crisis will be achieved, and, similarly, by reducing car traffic in this area, the negative health outcomes associated with pollution will be greatly reduced. These are safety outcomes not offered by CCC's current proposals. Therefore, we believe that the loss of convenience for those unwilling to adopt alternate transport arrangements on these roads is far outweighed by the benefits of our proposal, which we also believe would make Shirley far more vibrant.[18]

2.4 Because of induced demand, and because there are many alternate routes in the eastern part of the city, this will not prevent people from reaching their destinations.

[18] Beliefs of the executive committee of the UC Climate Action Club.

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2.5 We understand that CCC is willing to compromise between safety outcomes and traffic flow, however. Therefore, we also support the current proposals being implemented unaltered, as they will still have positive outcomes. We oppose any consideration of implementing less than CCC's current proposals.

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3 **Conclusion**

3.1 To conclude, UC CAC would remind CCC and the elected councillors of their moral obligation to uphold the health and safety of every resident of Ōtautahi Christchurch, which necessarily requires considering the dangerous and harmful effects not only of climate change, but also of car dependency. Given the context of the climate crisis, car dependency, and the over 100 crashes in the last decade in the affected area,[19] these proposals are the bare minimum that CCC should implement. These changes should not be watered down or reduced. Rather, a much more extensive program, in line with our suggestions, should be implemented instead. This would indicate CCC's willingness to boldly face the climate crisis and car dependency, as young people expect nothing less than total protection for their futures, and UC CAC exists to express that expectation, to CCC and other bodies. All residents of Ōtautahi Christchurch are entitled to expect from CCC protection from car accidents, pollution, the climate crisis, and all other negative effects of car, including those who submit against projects such as this.

3.2 UC CAC would like to continue to be involved in any further stages of consultation for this project, including by presenting to hearings panels. Please contact our secretary, Joseph J Fullerton, for any questions, clarifications, or follow-ups. Contact details are enclosed in this letter, and are provided below:

Email: mailto:ucclimateactionclub@gmail.com
Phone: 028 469 8861

— Joseph J Fullerton,
Secretary,
UC Climate Action Club (mailto:ucclimateactionclub@gmail.com, 028 469 8861)

[19] Christchurch City Council, above: № 18.

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Submission #13059

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disciplines/environment-and-sustainability-in-our-operations/environmental-technical-areas/climate-change/climate-change-mitigation.

Submission #13083

Travis / Bower / Rookwood Intersection

Submission from Spokes Canterbury

Reference: https://letstalk.ccc.govt.nz/TBRsafety

Tēnā koutou katoa

Thank you for the opportunity to comment on Travis.

Introduction

Spokes Canterbury (http://www.spokes.org.nz/) is a local cycling advocacy group with approximately 1,200 followers. Spokes is affiliated with the national Cycling Action Network (CAN – https://can.org.nz/). Spokes is dedicated to including cycling as an everyday form of transport in the greater Christchurch and Canterbury areas. Spokes has a long history of advocacy in this space including writing submissions, presenting to councils, and working collaboratively with others in the active transport space. We focus on the need for safe cycling for those aged 8 to 80.

This intersection is used by a lot of cyclists and pedestrians as it is a key connector to many services and amenities in the area. School children and parents use this intersection to get to Avonside Girls, Shirley Boys, Rawhiti School and a number of Preschools in the area. It provides access to QEII, the red zone and Avon River, and the Beach. Cyclists from around the city use this intersection frequently as it connects into a number of good cycleways to the City Centre and the North West with Brighton and Parklands.

Spokes:

- Supports the need to upgrade this intersection as vehicles often come into this roundabout too fast and/or accelerate out, particularly those coming through the roundabout to go south on Bower Street. As busy times this intersection can get very congested for cyclists, pedestrians and vehicles.
- Supports the use of speed humps to slow the traffic
- Supports the shared path on the North West corner.
- Less confident cyclists feel unsafe when the road design forces them into taking the lane with heavy traffic. The North West corner allows for an alternative. However there are two islands, one going north on Bower Ave and one going West on Rookwood Ave that are problematic. We would prefer that there is a shared path where there is enough space. It would require some warning treatment over the BP entrance way.
- Supports the use of sharrows on the intersection.
- Please make sure the island refuges have plenty of space for two bikes to wait. Consider larger bikes such as cargo bikes that could be carrying children, trikes and other mobility devices.
- Provide safety hoops at the island refuges.
- The Bower Ave crossing by Hopman Motors floods when it rains and is slow to drain away creating an accessibility problem.

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- The surface of the intersection needs some improvement
- On the BP garage side of Bower Ave there is a service grate in line with the existing crossing that needs some repairs as it is a trip and tyre hazard.

I would like the opportunity to present to the Community Board on this submission and I am happy to discuss or clarify any issues that arise.

Anne Scott
Submissions Co-ordinator
Spokes Canterbury
submissions@spokes.org.nz

Christchurch City Council

Item 8

Attachment B

Submission #13087

Te Tāhuhu o te Mātauranga
Ministry of Education

Submission on the Christchurch City Council - Travis / Bower / Rookwood intersection safety improvements

To:	Christchurch City Council
Name of submitter:	**Ministry of Education Te Tāhuhu o Te Mātauranga ('the Ministry')**
Address for service:	C/-Beca Ltd PO Box 13960 Christchurch 8141
Attention:	Daly Williams
Phone:	03 371 3664
Email:	daly.williams@beca.com

This is feedback on the Christchurch City Council Travis / Bower / Rookwood intersection safety improvements

Background

The Ministry is the Government's lead advisor on the New Zealand education system, shaping direction for education agencies and providers and contributing to the Government's goals for education. The Ministry assesses population changes, school roll fluctuations and other trends and challenges impacting on education provision at all levels of the education network to identify changing needs within the network so the Ministry can respond effectively.

The Ministry has responsibility for all education property owned by the Crown. This involves managing the existing property portfolio, upgrading, and improving the portfolio, purchasing, and constructing new property to meet increased demand, identifying and disposing of surplus State school sector property, and managing teacher and caretaker housing. The Ministry is therefore a considerable stakeholder in terms of activities that may impact on existing and future educational facilities and assets in the Christchurch district.

The Ministry of Education's submission is:

It is understood that Christchurch City Council (CCC) are proposing various safety improvements to the intersection of Travis Road, Bower Avenue, and Rockwood Avenue to provide a safer traffic environment.

The intersection is heavily used by people cycling, driving and walking, including school-aged tamariki and rangatahi from nearby Avonside Girl's High School, Shirley Boys' High School, and Rāwhiti School – noting Avonside Girl's High School and Shirley Boys' High School are located approximately 130m to 230m to the northwest of the intersection, and Rāwhiti School is located approximately 480m east of the intersection.

The Ministry has an interest in relation to the effects of the proposed safety improvements on these nearby schools and the safety of ākonga.

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The proposed safety improvements are intended to provide for larger pedestrian islands, provide for clear cycle routes, and slow the speed of vehicles travelling through the roundabout from all four approaches and exits. Raised safety platforms are proposed to be installed on all four approaches and exits to the intersection, which are designed to slow traffic and reduce the risk of collisions.

The Ministry understand as part of the suite of safety improvements, CCC are also proposing to:

- Speed bumps on each lane approaching and exiting of the roundabout — eight in total.
- Removal of the left-turn lane on Travis Road to Bower Avenue to increase the footpath width. This will help to cater for the large number of pedestrians that use the intersection before and after school.
- Larger pedestrian refuge islands at each of the four approaches to the roundabout, where the current flush medians are positioned. This will allow more people to cross the road safely during peak times such as before and after school and narrow the road to slow traffic down.
- Low curb extensions on the Bower Avenue entrance to BP petrol station on Bower Avenue and outside Hopman Motors on Rookwood Avenue, to slow vehicles travelling towards the roundabout and give all road users more time before merging. These curb extensions will also prevent vehicles turning too early and mounting the kerb, minimising the chance of a vehicle-pedestrian crash.
- Sharrow markings at each approach to the roundabout to indicate that cyclists need to merge into the traffic lane so they can ride through the roundabout.

This Ministry acknowledges that the above approach supports Road to Zero, New Zealand's national road safety strategy where no one is killed or seriously injured in road crashes.

The Ministry's position on the proposed improvements

The proposed safety improvements will have a positive effect on nearby Avonside Girl's High School, Shirley Boys' High School, and Rāwhiti Schools and will provide a safer transport environment for ākonga and kaimahi travelling to and from these schools via the intersection.

The proposed safety improvements will not only enhance vehicle user safety, but also the improve the safety of pedestrians and users of active modes of transport commuting to and from these schools.

The Ministry express support for the proposed Travis Road, Bower Avenue, and Rockwood Avenue safety improvements and is supportive of the proposed improvements in its current form.

To ensure safety is not impacted during the construction phase, the Ministry requests Council appropriately mitigate potential construction impacts (including dust, noise, heavy vehicle movements) and provide for appropriate traffic management methodologies to mitigate any potential safety risks during this phase.

The Ministry request that Christchurch City Council communicate with Avonside Girl's High School, Shirley Boys' High School, and Rāwhiti School when the construction timeframe is confirmed to ensure appropriate communication can go out to the school community regarding diversions, construction safety risks, and any other matters of relevance.

The Ministry contact person for asset planning is Walter Lettink. Contact details for Walter are:
Walter Lettink
Infrastructure Manager- Asset Planning
+6433787805
Walter.Lettink@education.govt.nz

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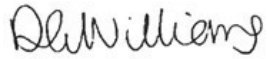

Daly Williams
Planner- Beca Ltd
(Consultant to the Ministry of Education)
Date: 4/12/2023

Submission #13088

Urban. School.
Charter. Events.

31 October 2023

To whom it may concern:

RE: Travis Road and Bower Road intersection- draft plan

Thank you for the opportunity to provide feedback on the proposed plans to introduce traffic calming measures on the Travis Road and Bower Road intersection.

It would be helpful to better understand the issues identified by Christchurch City Council at this location and how the proposed measures will support rectification of the identified issues. In the absence of this detail, Go Bus can however provide the following feedback:

Feedback on current draft plan:

1. The loss of the turning lane heading east is concerning and will cause significant delays at peak times which will likely negatively impact travel time reliability in and around this area.
2. It is noted that Shirley Boys' and Avonside Girls' High Schools have a left turn only policy from their grounds therefore directing all the traffic towards the roundabout at peak times. This is especially concerning with the proposed reduction and removal of the L/H turning lane. Has the impact of this been modelled with respect to delays in the local roading network and on public transport?
3. The introduction of speed humps on both entry into and exit from the roundabout seem a redundant measure. By default, vehicles will need to reduce speed to negotiate the roundabout. Additional signage could be used instead of speed humps to help promote and encourage the desired behaviour at this intersection. This could be supported by local media and promotion as required.

Follow up- additional information requested:

- Please provide a summary of the validated issues which are being addressed with the proposed measures at this location?
- Why are the proposed measures deemed fit for purpose at this location?
- What other options have been considered at this location? Have any of them been trialled, either in isolation, or collectively, if so, over what period and what were the outcomes of such trials?
- What was the rationale as to why any of the options have been discounted and how was this evaluated/ measured?
- Similar treatments have been recently constructed on Richmond Ave/ Whincops Road- which would likely have a lower volume of daily vehicle movements. On what basis is a similar treatment being proposed for potentially a busier location?

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- Has a swept path analysis been conducted to ensure that the proposed kerbs do not impact bus (minimum length 11.5m) movements or cause damage?
- Is a speed limit reduction being proposed in this location?
- Has there been a significant increase in traffic movements in this area to justify the introduction of traffic calming measures? If so, over what period was this calculated?
- What other intersections are currently being monitored for an increase in traffic movements?

Go Bus look forward to ongoing and meaningful dialogue about future plans which may impact bus routes. A timely response to the above queries would also be appreciated to help fully inform our view on the proposed plans at Travis Road and Bower Road intersection.

Yours sincerely,

Bob Dennison
Operations Support Manager- Christchurch
Go Bus Transport

Travis / Bower / Rookwood intersection safety improvements

Submission analysis

Overview

Between 7 November and 5 December 2023, 163 organisations, businesses, and individuals made submissions on the Travis/Bower/Rookwood intersection safety improvements.

Submitters were asked to rate how safe they feel using the current intersection, compared to how safe they think they would feel if the proposed changes were made.
Overall,44% (72) of those who answered the safety questions felt the proposed changes would make the intersection somewhat or very safe, as opposed to 30% (49) who feel that the current layout is somewhat or very safe.

Submitter profile

Submissions were made by six recognised organisations – Sustain South Brighton, Environment Canterbury, Go Bus, Spokes Canterbury, Te Tāhuhu o Te Mātauranga Ministry of Education and UC Climate Action Club, one business – QEII Shopping Centre, and 156 individuals.

Sustain South Brighton, Spokes Canterbury, Te Tāhuhu o Te Mātauranga Ministry of Education, and Te Whatu Ora Health New Zealand expressed support for the proposal, noting that the intersection was currently unsafe, and that the proposal would improve the safety of all road users. Environment Canterbury supported the proposal to improve the safety of all road users. However, they were unsupportive of speed humps as they felt it would negatively impact bus travel times and customer travel experience. They requested speed cushions that heavy vehicles can straddle.

Of the individuals:

- 16 (9.8%) live directly in the project area.
- 108 (66.2%) live in the local area.
- 39 (24%) live in broader Christchurch.

Key themes:

Key themes	Number of submissions received relating to the theme	Percentage of submitters raising this theme
Requests for traffic lights at this intersection.	42	25.8%
Support for speed humps and their effectiveness to slow traffic down.	38	23.3%
Concern that the proposal would cause more congestion by removing the left turning lane and narrowing traffic.	23	14.1%
Requests for pedestrian crossing supports. (E.g. raised zebra crossings and painted lines to define boundaries between the road and pedestrians)	21	12.9%
Support the removal of the left turning lane from Travis Road onto Bower Avenue.	20	12.3%
Requests for more to be done to make the intersection safer for s cyclists and pedestrians.	9	5.5%

Shifts in safety perceptions:

Submitters were asked how safe they feel travelling through the intersection now, compared to how safe they think they would feel if the proposed changes were made.

How to read shift in safety perceptions tables		
Symbol	**Description**	**Meaning**
⌄	**Decrease** - Between 5-25% negative shift	**Example: +10, +43%** **The number represents the net change in the number of people who have selected a specific safety rating. A positive number (+10) indicates an increase in the number of people selecting that rating, while a negative number (-10) indicates a decrease.** *For example, if 20 cyclists rated the current intersection 'somewhat safe' compared with 30 cyclists who rated the proposed intersection 'somewhat safe', this would result in a net increase of +10 cyclists selecting the 'somewhat safe' rating for the proposed intersection e.g. overall, more cyclists find the proposed intersection somewhat safe.* **The percentage (+43%) represents this net change in relation to the total number of respondents in a specific group.** *For example, if the total number of cyclists was 23, a net shift of 10 cyclists to a safety rating of 'somewhat safe' would result in a 43% increase of cyclists rating the proposed intersection 'somewhat safe'.*
⌄⌄	**Large decrease -** More than 25% negative shift	
—	**Minimal change** - Less than 5% shift either way	
⌃	**Increase** - Between 5-25% positive shift	
⌃⌃	**Large increase** – More than 25% positive shift	

Table 1 - How to read shift in safety perceptions tables

Overall shift in safety perceptions

The most significant overall shift was that submitters felt that the proposed intersection was safer. This was shown by the net change between those who rated the proposal 'somewhat unsafe' and 'somewhat safe'. The proposed intersection had 29 less submitters (-17.8%) rate it somewhat unsafe than the current feeling. While the intersection had 30 more submitters (+18.6%) rate it somewhat safe. The main reasons provided for this shift included that:

- The plan would address dangerous behaviour and speeding (38).
- More safety measures were needed to keep students safe (21).
- The removal of the left hand turning on to Bower Avenue would reduce confusion at the roundabout (20).

	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (163)	— -1, -0.6%	∨ -29, -17.8%	— +7, +4.3%	∧ +30, +18.4%	— -7, -4.3%

Table 2 - Overall Table

10 submitters showed an extreme direct shift from feeling very safe with the current layout to very unsafe if the proposed changes were made. Of these submitters,

- Nine were car drivers; one was a cyclist.
- Six were local residents, three didn't state their reason, and one was a student.
- Six drove through the intersection at least five times a week, two drove at least once a week, and two drove less than once a week.

The main reasons for this shift were that:

- Speed humps and roundabout narrowing would increase dangerous behaviour and driver agitation, leading to increased accidents (6).
- Narrowing the road corridor and removing turning lanes would cause congestion, making travelling through the intersection more difficult (4).

Shift in safety perceptions by travel method

Perceptions of safety improved with the planned changed across the group of cyclists (52.4% increase in somewhat/very safe) and pedestrians (40% increase in somewhat safe).

This was the same for car users that we heard from (14% increase in somewhat safe), with the exception of a decrease (8.5%) in the very safety rating. 9 of the 10 users who said that they would feel very unsafe with the proposed changes, made a drastic shift from feeling very safe in the current layout. The main themes of their concerns related to speed humps and congestion causing more accidents and increasing driver frustration.

Five individual submitters are not included in this analysis – three submitters reported their main mode of travel was by bus, however this group was too small to analyse meaningfully.

Main method of travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Car (as a driver and passenger) (132)	— +3, +2.3%	⌄ -18, -14%	⌃ +7, +5.4%	⌃ +18, +14%	⌄ -10, -8.5%
Bike (21)	⌄ -4, -19%	⌄⌄ -6, -28.6%	⌄ -1, -4.8%	⌃⌃ +9, +42.9%	⌃ +2, +9.5%
Walk (5)	No change 0, 0%	⌄⌄ -3, -60%	⌃⌃ +1, +20%	⌃⌃ +2, +40%	No change 0, 0%

Table 3 - Shift in safety perceptions by travel method

Shift in safety perceptions by reason for travel

Parents and submitters who selected others as their reason for travel had the largest shift in feeling safer with the proposed intersection than now (at least a 39.4% increase in feeling somewhat/very safe). 22 submitters chose the 'other' category, these included submitters who filled out the field incorrectly (9) and reported they commute to New Brighton (7).

Four submitters stated their main reason for travel was to visit Taiora QEII and another four stated they were travelling students; these groups are too small to analyse meaningfully.

Reason for travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Local resident (106)	— +3, +2.8%	∨ -11, -10.4%	∧ +8, +7.5%	∧ +7, +6.6%	∨ -7, -6.6%
Parent of student (26)	∨ -6, -23.1%	∨ -7, -26.9%	— +1, +3.8%	∧ +11, +42.3%	— +1, +3.8%
Other (22)	— +1, +4.5%	∨ -7, -31.8%	∨ -2, -9.1%	∧ +9, +40.9%	— -1, -4.5%

Table 4 - Shift in safety perceptions by reason for travel

Shift in safety perceptions by travel frequency

There was a decrease in submitters feeling somewhat unsafe across all travel frequencies (at least 5%) and an increase in feeling somewhat safe (by at least 15%).

Frequency of travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
At least five days a week (100)	— +2, +2%	∨ -23, -23%	∧ +10, +10%	∧ +18, +18%	∨ -7, -7%
At least once a week (40)	∨ -2, -5%	∨ -2, -5%	∧ +2, +5%	∧ +6, +15%	∨ -4, -10%
Less than once a week (23)	— -1, -4.3%	∨ -4, -17.4%	∨ -5, -21.7%	⋀ +6, +26.1%	∧ +4, +17.4%

Table 5 - Shift in safety perceptions by travel frequency

Report from Joint Meeting - Waipapa Papanui-Innes-Central and Waitai Coastal-Burwood-Linwood Community Boards – 13 February 2024

9. Shirley/Marshland/New Brighton/North Parade Intersection Safety Improvement

Reference Te Tohutoro: 24/240471

Report of Te Pou Matua: Gemma Dioni, Principal Advisor Transportation – Safety (Gemma.Dioni@ccc.govt.nz)
Georgia Greene, Traffic Engineer (Georgina.Greene@ccc.govt.nz)
Danielle Endacott, Engagement Advisor (Danielle.Endacott@ccc.govt.nz)

Senior Leader Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

Purpose and Origin of Report Te Pūtake Pūrongo

1.1 For the Waipapa Papanui-Innes-Central and Waitai Coastal-Burwood-Linwood Community Board to approve a proposal for safety improvements at the Shirley/Marshland/New Brighton/North Parade intersection, and make a recommendation to Council for a shared path.

1.2 The report has been written in response to ongoing safety concerns at this intersection particularly for people travelling across the community by all different modes.

1. Joint Meeting - Waipapa Papanui-Innes-Central and Waitai Coastal-Burwood-Linwood Community Boards Consideration Te Whaiwhakaarotanga

The Joint Boards considered the submissions attached to the report, and deputations received at the Joint Boards meeting, which are available to view within the recording of the meeting at the link on the front of the Joint Boards meeting agenda.

The Officer recommendations were accepted with the addition of a noting provision (refer Joint Board resolution 5. below).

Secretarial Note: *Subsequent to the Joint Community Board meeting held on 13 February 2024, Council Officers advised that a recommendation regarding the revocation of the bus lane on the north side of Shirley Road was omitted from the original Officer Recommendations and report. Therefore, a further recommendation has been included for the Council's consideration (refer to new recommendation 7 below):*

That the Council:
7. Approves that the bus lane on the north side of Shirley Road operating at any time to the right of the left turn lane commencing at a point 10.5 metres west of its signalised intersection with Marshland Road/New Brighton Road/North Parade and extending in an easterly direction for a distance of 9.5 metres be revoked.

2. Officer Recommendations Ngā Tūtohu

That the Waipapa Papanui-Innes-Central Community Board and Waitai Coastal-Burwood-Linwood Community Board recommends that the Council:

1. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the north side of Shirley Road, commencing at its intersection with Marshland Road, and extending in a westerly direction for a distance of 71 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

2. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the west side of Marshland Road, commencing at its intersection with Shirley Road, and extending in a northerly direction for a distance of 14 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

That the Waipapa Papanui-Innes-Central Community Board and Waitai Coastal-Burwood-Linwood Community Board:

3. Approves the scheme design as detailed on plan TP362801, dated 22/01/2024 in Attachment A to the agenda report.

4. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:

    a. The north side of Shirley Road, commencing at its intersection with Marshland Road and extending in a westerly direction for a distance of 111 metres.

    b. The west side of Marshland Road, commencing at its intersection with Shirley Road and extending in a northerly direction for a distance of 75 metres.

5. Revokes any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolution 4 above.

6. Approves that these resolutions take effect when parking signage and/or road markings that evidence the restrictions described in 1 to 4 are in place (or removed in the case of revocations).

3. Joint Meeting - Waipapa Papanui-Innes-Central and Waitai Coastal-Burwood-Linwood Community Boards Decisions Under Delegation Ngā Mana kua Tukuna

Part C

That the Waipapa Papanui-Innes-Central Community Board and Waitai Coastal-Burwood-Linwood Community Board:

1. Approve the scheme design as detailed on plan TP362801, dated 22/01/2024 in Attachment A to the agenda report.
2. Approve pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:
   a. The north side of Shirley Road, commencing at its intersection with Marshland Road and extending in a westerly direction for a distance of 111 metres.
   b. The west side of Marshland Road, commencing at its intersection with Shirley Road and extending in a northerly direction for a distance of 75 metres.
3. Revoke any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolution 2 above.
4. Approve that these resolutions take effect when parking signage and/or road markings that evidence the restrictions described in resolutions 1 and 2, and recommendations 1 and 2 to Council, are in place (or removed in the case of revocations).
5. Note that staff will address the way-finding and markings as referenced in the deputation, and investigate the installation of a “press” phasing for safer pedestrian crossing.

4. Joint Meeting - Waipapa Papanui-Innes-Central and Waitai Coastal-Burwood-Linwood Community Boards Recommendation to Council

Part A

That the Waipapa Papanui-Innes-Central Community Board and Waitai Coastal-Burwood-Linwood Community Board recommend that the Council:

1. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the north side of Shirley Road, commencing at its intersection with Marshland Road, and extending in a westerly direction for a distance of 71 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.
2. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the west side of Marshland Road, commencing at its intersection with Shirley Road, and extending in a northerly direction for a distance of 14 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared

Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

That the Council:

7. Approves that the bus lane on the north side of Shirley Road operating at any time to the right of the left turn lane commencing at a point 10.5 metres west of its signalised intersection with Marshland Road/New Brighton Road/North Parade and extending in an easterly direction for a distance of 9.5 metres be revoked.

Attachments Ngā Tāpirihanga

No.	Report Title	Reference	Page
1	Shirley/Marshland/New Brighton/North Parade Intersection Safety Improvement	23/1835650	153

No.	Title	Reference	Page
A	Shirley/Marshland/New Brighton/North Parade Safety Improvements	24/75999	166
B	Shirley/Marshland/New Brighton North Parade submissions	Link to submissions	
C	Shirley/Marshland/New Brighton/North Parade submission analysis	24/99216	167

Shirley/Marshland/New Brighton/North Parade Intersection Safety Improvement

Reference / Te Tohutoro: 23/1835650

Report of / Te Pou Matua: Gemma Dioni, Principal Advisor Transportation - Safety
Georgia Greene, Traffic Engineer
Danielle Endacott, Engagement Advisor

Senior Manager / Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 For the Waipapa Papanui-Innes-Central and Waitai Coastal-Burwood-Linwood Community Board to approve a proposal for safety improvements at the Shirley/Marshland/New Brighton/North Parade intersection, and make a recommendation to Council for a shared path.

1.2 The report has been written in response to ongoing safety concerns at this intersection particularly for people travelling across the community by all different modes.

1.3 This intersection is within the top 1% of intersections within the Christchurch District in terms of there being a risk of a crash, compared to over 5700 Council controlled intersections citywide (excludes State Highway intersections). This intersection is currently ranked at number 37. The intersection safety improvements were identified through a co-design process with Waka Kotahi NZ Transport Agency for the 2021-2024 National Land Transport Programme Funding Cycle. The Pipeline Development Tool (PDT) used in this process helps road controlling authorities and their funding partners plan road safety interventions, understand their benefits, including the expected reduction in death and serious injury, and identifies the most effective interventions at a local, regional, and national level.

1.4 The intersection is a busy location used by many people travelling to school or work, accessing the shops or moving across the community. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely.

1.5 The decisions in this report are of medium significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the high volume of people impacted and the level of interest on all intersection upgrades.

1.6 The recommended option is to construct safe speed platforms on each approach to the intersection, and remove the left turn slip lane from Shirley Road into Marshland Road as shown in **Attachment A**.

2. Officer Recommendations Ngā Tūtohu

That the Waipapa Papanui-Innes-Central Community Board and Waitai Coastal-Burwood-Linwood Community Board recommends that the Council:

1. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the north side of Shirley Road, commencing at its intersection with Marshland Road, and extending in a westerly direction for a distance of 71 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the

classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

2. Approves that in accordance with Clause 21 of the Christchurch City Council Traffic & Parking Bylaw 2017, that the path on the west side of Marshland Road, commencing at its intersection with Shirley Road, and extending in a northerly direction for a distance of 14 metres, be resolved as a bi-directional Shared Path and in accordance with section 11.4 of the Land Transport Act - Traffic Control Devices Rules: 2004. This Shared Path is for the use by the classes of road user only as defined in Section 11.1A of the Land Transport (Road User) Rule: 2004.

That the Waipapa Papanui-Innes-Central Community Board and Waitai Coastal-Burwood-Linwood Community Board:

3. Approves the scheme design as detailed on plan TP362801, dated 22/01/2024 in Attachment A to the agenda report.
4. Approves pursuant to Clause 7 of the Christchurch City Council Traffic and Parking Bylaw 2017 that the stopping of all vehicles be prohibited at any time on:
   a. The north side of Shirley Road, commencing at its intersection with Marshland Road and extending in a westerly direction for a distance of 111 metres.
   b. The west side of Marshland Road, commencing at its intersection with Shirley Road and extending in a northerly direction for a distance of 75 metres.
5. Revokes any previous resolutions pertaining to traffic controls made pursuant to any bylaw to the extent that they are in conflict with the traffic controls described in resolution 4 above.
6. Approves that these resolutions take effect when parking signage and/or road markings that evidence the restrictions described in 1 to 4 are in place (or removed in the case of revocations).

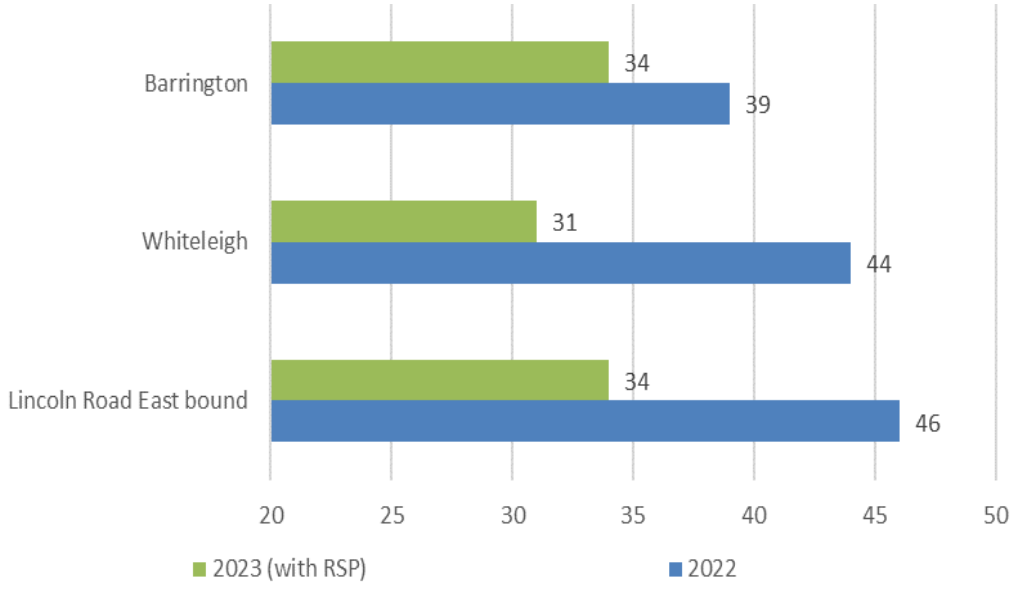
3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 The Shirley/Marshland/North Parade/New Brighton intersection is busy with many people walking, cycling, accessing public transport and driving through, particularly at school times and when people are travelling to work. Whether people are travelling through this intersection on foot, by bicycle, by bus or driving, they should be able to do so safely. If Council are to reduce death and serious injury crashes on our transport network, we need to create a safe transport system; one that recognises humans make mistakes and that these mistakes do not need to cost us our lives.

3.2 Options within this report have been assessed against relevant industry-standard guidance including the Standard Safety intervention toolkit Handbook produced by NZTA Waka Kotahi and Austroads design guides. Traffic signals are not typically identified and promoted as a Safe System solution, primarily due to the angle and impact speed of crashes at signalised intersections. Safe Speed Platforms (Raised Safety Platforms) are a vertical deflection device increasingly used to reduce the maximum comfortable operating speed for vehicles to Safe System collision speeds. The tolerable limit (survivable speed) for people walking, cycling, scooting or motorcycling, is 30 km/h.

3.3 Since the installation of the platform at the Lincoln/Barrington/Whiteleigh intersection, safer speeds by drivers entering the intersection have been achieved as shown in the chart below. In the preceding five-year period (2018-2022) there were 21 reported crashes at the

Lincoln/Barrington/Whiteleigh intersection including two crashes resulting in serious injury. There have been no reported crashes at this intersection in 2023 (as of 16/01/2024).



Approach 85th percentile operating speeds at the Lincoln/Barrington/Whiteleigh intersection (vehicle speeds are shown along the bottom)

3.4 Speed surveys have also recently been completed (December 2023) at the new platforms at the intersection of Briggs/Marshland/Lake Terrace. The survey showed that the average free flow speed recorded on the Marshland Road approaches was 31.2km/h and 28.5km/h on Briggs Road. This again shows that the platforms are reducing vehicle entry speeds into the intersection to the safe system collision speeds. It is too early to understand the changes in crashes at this location.

3.5 It is proposed to provide improved pedestrian crossings for people walking, by removing the slip lane from Shirley Road to Marshland Road. The primary reason for the removal of the slip lane is that they can make crossing a road feel unsafe for people walking, particularly children, the elderly and mobility or visually impaired pedestrians. Drivers are focussing on what traffic may be coming from the right to see if they can pass through without stopping, which can sometimes lead to people speeding up to take the gap. The location is surrounded by activities that generate foot traffic such as the schools to the south, so we want to make it safer for them to cross the road. Removing the slip lane, also allows for the crosswalk on the west side of the intersection to be re-aligned. An additional benefit is that operationally, there is a greater ability to better manage the left turn movement as it can be controlled by the signals. The removal of the slip lane has been modelled, which shows that the introduction of a new left-turn movement into the signal phasing results in a slight deterioration of the Level of Service at the left-turn movement from Shirley Road.

3.6 The recommendations in this report will help to achieve the desired community outcome of having well-connected communities and neighbourhoods, so people can take fewer and shorter trips to access goods and services and have access to safe and reliable low-emission travel choices.

4. Alternative Options Considered Ētahi atu Kōwhiringa

4.1 A Safe System Assessment was completed as part of the optioneering for the improvements. The assessment considered the existing signals, improvements to the existing signal-controlled intersection and the raised platforms. The Safe System Assessment is a

formal examination of a road related program, project or initiative that assesses the safety of the existing intersection and the proposals. The process assesses if, and how, existing or future changes align with safe system principles with a focus on safer roads and safer speeds. The assessment provides a score for the existing arrangement and a score for the options from a total score of 448 (the lower score the safer the outcomes).

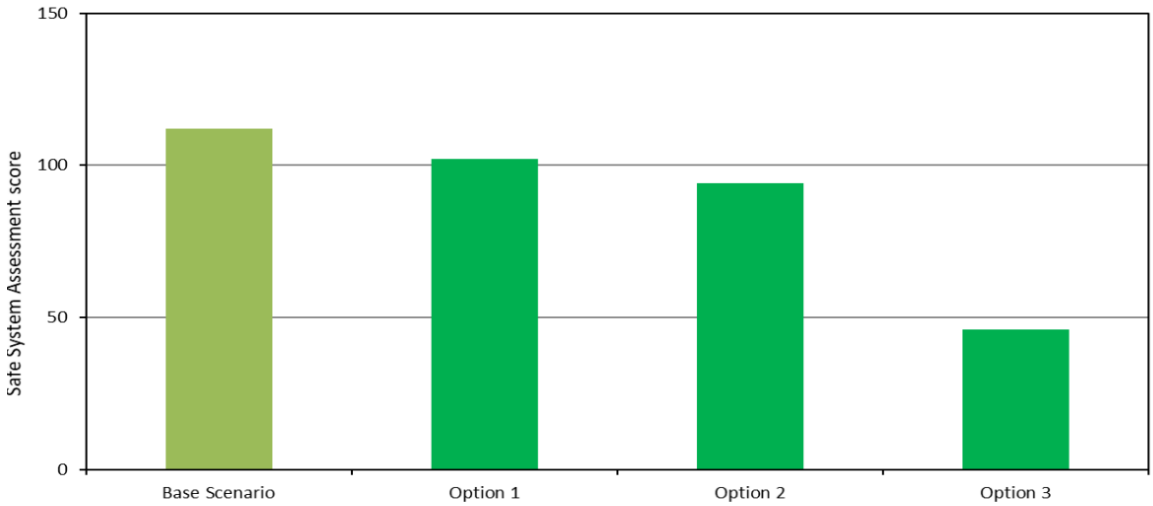
4.2 Three options were reviewed by the consultant design team:

4.2.1 Option 1 - Vehicle limit lines to be adjusted to provide greater separation from crosswalks and advanced cycle stop lines. Refresh road markings, including coloured surfacing.

4.2.2 Option 2 – Fully protected right-turn phasing from the northern and southern approach as well as pedestrian protection against left and right-turning traffic, review of mast arm provision, repaint the traffic signals, and the elements of Option 1.

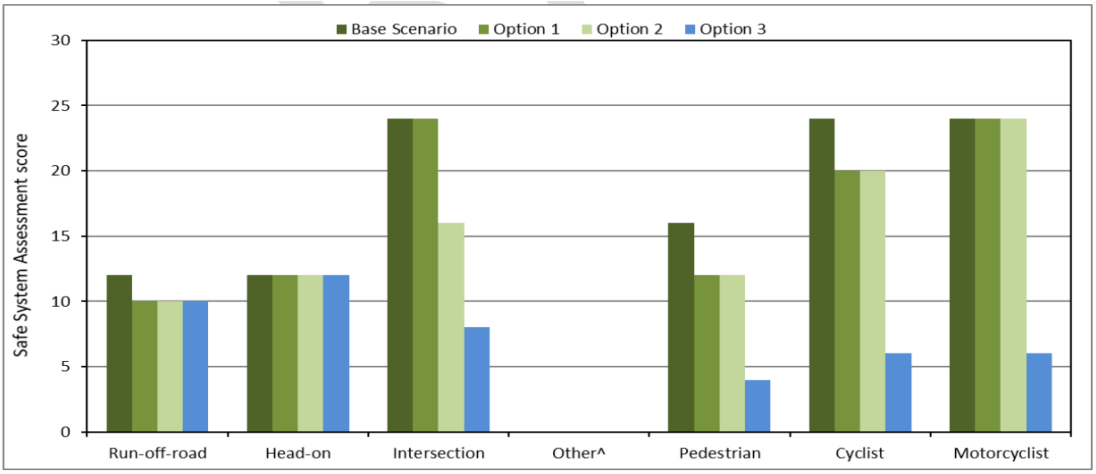
4.2.3 Option 3 – Option 1 and 2 in addition to the inclusion of Safe Speed Platforms, which are a primary safe system treatment option.

4.3 A summary of the scores from the Safe System Assessment can be found below. Note that the lower the score, the safer the option.



Summary of Safe System Assessment

4.4 In addition to the overall scores, different crash types are assessed. Due to the straight road alignment and solid median some crash types did not change in the three options. With the other crash types, there is an evident decrease in score with each option, with Option 2 scoring mostly the same as Option 1 except where intersection collisions were assessed. Protected right-turn phasing on all approaches will likely decrease the safe system score, and while effective, is not a primary treatment as they do not physically control vehicle speeds travelling into the intersection. Option 3, being a primary treatment, is the only option to decrease the severity of crash types and achieve safe system speeds for vulnerable users. The Standard Safety Intervention Toolkit assumes a death and serious injury reduction of 40% by implementing raised safety platforms at existing signalised intersection.



Summary safe system assessment collision type

4.5 The Safe System Assessments were completed at investigations stage. The Safe System Audit completed independently of the project team raised concerns around the retention of the slip lane. It was at this stage that the design team accepted the auditors' recommendations to remove the slip lane.

Maintain the status quo

4.6 The advantages of this option include:

4.6.1 There is no cost to Council.

4.7 The disadvantages of the option include:

4.7.1 Does not support safer outcomes for all users at the intersection.

Option 1 – Road marking changes

4.8 The advantages of this option include:

4.8.1 Provides minor improvements to pedestrian and cycle safety.

4.9 The disadvantages of the option include:

4.9.1 There is a cost to Council to change the crosswalks and signal pole locations.

4.9.2 Slight decrease in the likelihood of a collision; however, severity is not reduced.

4.9.3 Does not support safer outcomes for all users, particularly active users such as children walking, scooting and riding to school, at the intersection.

Option 2- Traffic signal changes and road marking changes

4.10 The advantages of this option include:

4.10.1 Provides additional protection for people crossing the road. Provides minor improvements for people on bicycles.

4.11 The disadvantages of the option include:

4.11.1 There is a cost to Council to improve the traffic signal phasing and the elements of Option 1.

4.11.2 Severity of collisions does not decrease with the installation of protected phasing. Potential for additional delay if all right turn movements are protected.

4.11.3 Does not support safer outcomes for all users, particularly active users such as children walking, scooting and riding to school, at the intersection.

5. Detail Te Whakamahuki

5.1 Improving safety on local roads in Christchurch is a priority for the Christchurch City Council. Providing safe infrastructure is key to ensure people get to where they are going safely irrespective of their mode of travel. CCC has a Level of Service to reduce the number of deaths or serious injuries from all crashes by 40% in 2030 that is a reduction of 5 or more per year, and for this to be under 71 crashes per year within the 10-year period. This is also a goal in the Road Safety Action Plan, which is a collaborative plan between Christchurch City Council, Waka Kotahi, ACC, FENZ and New Zealand Police.

5.2 The intersection is located in the suburb of Shirley. Located close to the intersection is Te Oraka Shirley Intermediate School, Pareawa Banks Avenue School, The Palms Shopping Centre, Food outlets, World Mission Church of God and residential properties.

5.3 Pedestrians are provided with crossings on each arm of the intersection. On the northwest corner, people walking have to cross a slip lane before being able to access the signals. There are groups of people walking and scootering through the intersection, with the main demand in the morning peak from school children travelling to the schools, and in the afternoon when travelling home or visiting the shops around the intersection.

5.4 There are on road cycle lanes on each approach and departure, except for Shirley Road for eastbound users, and the exit on New Brighton Road for eastbound users. The 2023 intersection count showed that there are approximately 53 cyclists travelling through the intersection in the morning peak, 30 in the lunch time period reducing to 15 in the evening peak.

5.5 There are four bus routes that pass through the intersection including the Orbiter, number 7, 60 and 135 services. There are bus stops on all approaches and departures to the intersection. There are no changes proposed to bus routes or stops.

5.6 There are approximately 2300 vehicles passing through the intersection in the morning peak and close to 3000 in the evening peak. There are approximately 1900 vehicles passing through at lunchtime.

5.7 In the 10-year period from 2014-2023 (noting that data for 2023 is incomplete), there have been 27 reported crashes by Police, including one serious crash involving a person riding a motorcycle. There have been three crashes involving people walking and crossing at the intersection. The remaining crashes were single vehicle or multiple vehicle crashes.

5.8 The serious crash involving a person on a motorbike was a result of a right turning vehicle from Shirley Road failing to give-way to the motorcycle rider travelling westbound from New Brighton Road. This crash type occurred another eleven times resulting in minor or non-injuries:

- Three crashes occurred on a green signal when people turning right from Marshland Road (north) failed to give-way to northbound users (two), and once from a vehicle turning right from New Brighton Road and crashing with an eastbound vehicle.
- Four crashes occurred when both vehicles entered the intersection on orange signals and vehicles turning have collided with vehicles travelling straight through. This occurred twice when vehicles were turning right from Marshland Road into Shirley Road, once when a driver was turning right into New Brighton Road from Marshland Road, and once when a driver was turning right from North Parade into New Brighton Road.
- Three crashes occurred when a driver has entered the intersection on a red signal. The red-light runners came from all different approaches (none from the north). Two crashes involved drivers travelling straight through the intersection and were hit on the side of the

vehicle in a right-angle crash, the third crash involved a vehicle travelling straight through and has crashed with a vehicle turning right.

- One of this crash type was unknown as neither driver could recall what happened.

5.9 There were eight crashes at the intersection that resulted in damage to the rear of a vehicle.

- Three of these crashes occurred on the Marshland Road (north) approach due to inattentiveness, turning right from the petrol station over the median and misinterpreting the length of the queue, and merging after leaving the Palms.
- Two crashes occurred on Marshland Road (north) exit lane, where people have stopped for a queue of traffic and the person following has been travelling to close and hasn't been able to stop. Another similar crash type occurred at the exit to the service station when a driver has exited and hit the rear of a vehicle in front in a queue.
- One crash occurred on the New Brighton Road approach, when vehicles were waiting to turn right. It was not clear at what speed the driver hit the third vehicle but all cars in front hit the rear of preceding vehicles.
- One crash also occurred on the New Brighton Road exit, when a vehicle stopped for a queue and another driver has hit the rear of the vehicle.

5.10 Four crashes have resulted as a loss of control, two involving drivers turning left from Shirley Road into Marshland Road, one involving a driver turning right from Marshland Road into Shirley Road, and one involving a driver travelling west from New Brighton Road. The drivers have either hit a median, traffic signal or another vehicle.

5.11 Crashes involving people walking (three) were all random. One crash involved a person crossing Marshland Road north of the intersection and was hit by a vehicle, one pedestrian was walking along the footpath on Shirley Road and was hit by a vehicle exiting a business premise, the remaining pedestrian was crossing at the lights at the intersection and was hit by a vehicle turning right.

5.12 Following consultation, several changes have been made to the proposal, these include:

5.12.1 Creation of a short-left lane on New Brighton Road approach to accommodate a short mixing lane for left turning vehicles and people on bicycles. Currently drivers wanting to travel through the intersection are delayed by left turning traffic particularly when there are lots of children crossing in the morning peak period. Separating out the left turners means that these vehicles will be able to travel through the intersection. This also addresses a concern that people waiting to turn left in these conditions may not see a person riding in the cycle lane and turn over the person riding. Having a shared lane where people mix into the lane under low speeds due to the raised safety platform will result in one person at a time through this lane at the intersection. The 2023 counts show that there are 153 left turners in the morning peak, which drops to 83 in the evening peak and 62 in the off-peak. There is insufficient room on the footpath to accommodate a shared path in this location.

5.12.2 Lengthening of the right turn bay on New Brighton Road by changing the design of the island.

5.12.3 Addition of a shared path on the northwest corner. This was requested as people riding may feel uncomfortable riding in the left lane to make the left turn or travel through the intersection. The 2023 counts show that there are 103 left turners in the morning peak, 185 in the evening peak and 183 in the off-peak.

5.12.4 Providing an additional cutdown for westbound cyclists to use the shared path on the south side of Shirley Road at the bus stop as people felt that it was too narrow in this location to ride comfortably on the road.

5.12.5 Upgrading the signal hardware to allow for further changes in future. It is proposed to retain the current phasing arrangement, which requires right turning traffic from Shirley Road and New Brighton Road to filter through straight and left turning traffic.

5.13 Requests for further education for drivers including not driving through red lights, not using mobile phones, nor waiting in advanced stop boxes have been referred to our Travel Demand management Team.

5.14 The decision affects the following wards/Community Board areas:

5.14.1 Waipapa Papanui-Innes-Central

5.14.2 Waitiai Coastal-Burwood-Linwood

6. Community Views and Preferences Ngā mariu ā-Hāpori

Public Consultation Te Tukanga Kōrerorero

6.1 Early engagement with affected businesses, key transport stakeholders and nearby schools started in October 2023. Staff visited businesses located near the intersection and left material inviting them to contact staff with any questions or book in a time to meet.

6.2 Staff heard from seven out of the eight businesses that were approached, including The Palms Shopping Centre, Burger King, Z Energy Limited, and KFC. Key feedback included:

- Agreement with the plans and the issues it sets out to address.
- Request for clarification around construction timeframes and any possible impacts to entry/exit points to the businesses.

6.3 Staff heard from four out of the 11 transport stakeholders that were approached. Generation Zero were supportive of the plans and in agreement with the issues it set to address. The Automobile Association requested information clarification including how the plans may affect traffic flow.

6.4 Staff met with Shirley Intermediate and Pareawa Banks Avenue School. Both schools supported the plans and felt that they would make the intersection safer for all road users including students and families getting to and from school. The schools shared information on the consultation with their school communities.

6.5 Public consultation started on 8 November 2023 and ran until 6 December 2023. An email was sent to 165 key stakeholders, including emergency services, the local preschools, local resident associations, and the Disabled Persons' Assembly. Local businesses were provided with leaflets and/or emailed with information about the plans and the opportunity to provide feedback on Kōrero Mai | Let's Talk.

6.6 The consultation was posted on the council Facebook page (reach: 89,835) and Richmond Avonside Dallington Shirley Locals (R.A.D.S) Facebook page, the council Instagram page and Newsline (2,128 views), inviting submissions on Kōrero Mai | Let's Talk.

6.7 The consultation was advertised in the Pegasus Post newspaper.

6.8 Consultation documents were delivered to local preschools and schools to be made available to staff and families. Consultation material was also displayed in the Shirley Library.

6.9 Physical and digital signage was displayed at Taiora QEII Recreation and Sport Centre, The Palms washrooms and on the streets of the intersection, for the duration of the consultation.

6.10 Residential addresses located directly around the intersection and between the Shirley Road intersections with Hills and Marshlands were delivered consultation material.

Summary of Submissions Ngā Tāpaetanga

6.11 Submissions were received from five recognised organisations – Environment Canterbury, Spokes Canterbury, Go Bus Transport, Ministry of Education, UC Climate Action Club; 1 local business – Z Energy Limited (Z); and 173 individuals.

6.12 A copy of all public submission feedback is available in **Attachment B**.

6.13 Submitters were asked how safe they feel travelling through the intersection now, compared to how safe they think they would feel if the proposed changes were made.

6.14 The existing Shirley Road, Marshland Road, New Brighton Road, North Parade intersection is perceived as 'very safe' by 81 submitters. If the proposed changes were implemented, this number ***decreases*** to 44 (26% decrease). However, the existing intersection is perceived as 'somewhat safe' by 31 submitters, which ***increases*** to 44 (7.3% increase) if the proposed changes are implemented.

6.15 The table below shows how perception shifted between how safe people feel using the intersection as it is today, to how safe they think they will feel following the proposed changes.

Overall shift in safety perceptions					
	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Shirley, Marshland, New Brighton, North Parade intersection (179)	^ +20, +11.2%	— 0, 0.0%	^ +15, +8.4%	^ +13, +7.3%	⌄⌄ -48, -26.8%

6.16 Overall, there was a shift away from people feeling very safe. However, when submitters were asked to comment on the project, they did not generally raise concerns about how the changes would make them feel less safe or make requests to amend the plans to make them feel safer.

6.17 The main themes from consultation were:

- Oppose the safe speed platforms (47)
- Concern about cost (37)
- Concern about congestion (31)
- Oppose the removal of the slip lane from Shirley Road to Marshland Road (30)

6.18 A full breakdown analysis, key themes from submitters is available in **Attachment C.**

Concern around the use of safety platforms

6.19 Whether driving, walking or cycling, you are more likely to have a crash at an intersection than any other part of the road network. Christchurch has one of the highest intersection risk ratings of any city in New Zealand. Slowing traffic through intersections using features like safe speed platforms reduces both the number and severity of potential crashes. Not everyone has access to a car. It is important that everyone, including elderly and children, have access to safe and convenient means of travel. We have to provide transport choices for walking, cycling and public transport, designed in a way that is safe and easy-to-use for everyone, and located where there is the greatest need, like outside schools.

6.20 The addition of the speed platforms is to achieve a significant and much needed improvement to user safety. No one expects a crash, but people make mistakes – including those who are careful and responsible drivers. Speed is the key factor in deaths and serious injuries – no matter what the cause of a crash is, its speed that determines whether or not you'll walk away from it. We can prevent serious injury and harm through a safe system approach, which incorporates safe speeds and safe infrastructure, which includes treatments such as vertical traffic calming. Slower speeds will provide more time for all users to observe each other and reduce the risk of crashes resulting in a significant reduction to the likelihood of crashes and, in the unfortunate event crashes do occur, less severe injuries.

6.21 The science behind lowering speeds shows that lower vehicle speeds improve survival rates and reduces serious harm to people who walk, cycle, scoot and use motorcycles. Lower vehicle speed is particularly important for vulnerable road users, who include children, the elderly and those with visual or mobility impairments. For example, the survival rate of people over 60 is half that of people younger than 60 at most vehicle impact speeds.

6.22 Even small reductions in speed improve survival and reduce serious harm in the event of a collision with a vehicle. Several studies show a 1 km/h and 5 km/h drop in average speed improves survival rates by 4% and 20% respectively[1].

Concern around cost

6.23 CCC has a Level of Service to reduce the number of deaths or serious injuries from all crashes by 40% in 2030 that is a reduction of 5 or more per year, and for this to be under 71 crashes per year within the 10-year period. This is also a goal in the Road Safety Action Plan, which is a collaborative plan between Christchurch City Council, Waka Kotahi, ACC, FENZ and New Zealand Police.

6.24 As part of Council's approach, we don't want to wait for a crash to happen, we want to take a proactive approach to reducing death and serious injuries. Priortising investment in lower cost effective treatments assists Council to deliver on our Road Safety Action Plan, reduce the social cost to society, reduce expenditure by Council on maintenance upgrades (when signal poles are hit in a crash and need to be replaced for example) and travel time delays when a crash occurs particularly if there is a serious injury crash and multiple emergency services are involved or where vehicle damage has resulted in lubricants or debris covering the carriageway, and it requires cleaning prior to the road re-opening.

6.25 We have a specific budget in the long-term plan to target high risk locations to reduce death and serious injury on our network. The intersection improvements are not fully funded by Council. Waka Kotahi have confirmed that funding support at 51% is approved for this intersection for this financial year.

Concern around congestion

6.26 The purpose of this project is solely to address an ongoing safety risk to people who travel outside of vehicles at this intersection. Improvements to the efficiency of the intersection is not the main objective of the project.

6.27 The safety platforms are designed to control speeds to 30km/h and as such, at the most congested times of the day (where travel speeds are less) they are not expected to be detrimental to the efficiency of the intersection and exacerbate further any existing congestion related issues. Slower speeds and improved facilities help to make people travelling outside of vehicles feel safer, enable more people to choose other transport options.

[1] Nilsson, 2004, Elvik et al. 2004

6.28 The removal of the slip lane has been modelled, which shows that the introduction of a new left-turn movement into the signal phasing results in a slight deterioration of the Level of Service at the left-turn movement from Shirley Road. The modelling also showed that the shared through/left lane on New Brighton Road is inefficient in discharging the demand of the two movements. This has been addressed by adding a short-left turn/shared lane for people on bicycles. This will allow through traffic to proceed through the intersection with less delay as they no longer have to wait for people turning left to proceed when there are large groups crossing.

6.29 There is no space at the intersection to provide any additional traffic lanes to increase capacity. These overcapacity situations are generally only for a short duration during the peak period and as it is not cost effective to be designing the road network to cater for this short duration therefore some delays should be expected during these periods.

7. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

7.1 Council's strategic priorities have been considered in formulating the recommendations in this report, including, residents having equitable access to a range of transport options that make it easy and safe to get around the city, and reduce emissions as a Council and as a City.

7.2 This report supports the Council's Long Term Plan (2021 - 2031):

7.3 Transport

7.3.1 Activity: Transport

- Level of Service: 10.0.6.1 Reduce the number of death and serious injury crashes on the local road network - <=96 crashes
- Level of Service: 10.5.1 Limit deaths and serious injury crashes per capita for cyclists and pedestrians - <= 12 crashes per 100,000 residents

Policy Consistency Te Whai Kaupapa here

7.4 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

7.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.

7.6 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

7.7 The effects of this proposal upon Mana Whenua are expected to be insignificant as the proposal involves minor work within the existing carriageway.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

7.8 The decisions in this report are likely to:

7.8.1 Contribute neutrally to adaptation to the impacts of climate change.

7.8.2 Contribute positively to emissions reductions.

7.9 The emission reductions associated with this project have not been estimated.

7.10 Improving the ability for people to walk and cycle are a key part of council's emissions reduction efforts by providing a safe, low emission way for residents to move around the city.

7.11 From the 2022 Life in Christchurch Transport Survey, 96 percent of respondents travel by car. Inconsiderate and dangerous behaviour from other road users and sharing the road with cars were the main reasons respondents found it difficult to bike.

7.12 Improving safety and making the intersection feel safer would address some of the barriers to people making sustainable travel choices. Removing these barriers will lead to reductions in vehicle kilometres travelled and consequently emissions from transport.

7.13 The National Emissions Reduction Plan (ERP) states we will have to 'substantially improve infrastructure for walking and cycling' to meet our emissions targets (including a 20% reduction in light Vehicle Kilometres Travelled by 2035 - required under the ERP). Improving the quality of walking and cycling infrastructure is also a key part of the Ministry of Transport and Waka Kotahi's efforts to decarbonise the transport system, so improving safety for these users would be consistent with national direction.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

7.14 This proposal improves accessibility for pedestrians/cyclists, by providing a safer means of crossing at the intersection.

8. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

8.1 Cost to Implement - $355k for the civil works and $346k for traffic signal upgrades. This is an estimate and not a tendered price.

8.2 Maintenance/Ongoing costs - To be covered under the area maintenance contract, the effects will be minimal to the overall asset.

8.3 Funding Source – Traffic Operations Minor Road Safety Budget.

8.4 Funding support - Waka Kotahi have confirmed that funding support at 51% is approved for this intersection through the low-cost low-risk programme. Activities funded through the Low-Cost Low-Risk investment pathway do not need to calculate a benefit-cost ratio. Funding support is only guaranteed for this financial year.

Other He mea anō

8.5 None identified.

9. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

9.1 Part 1, Clauses 7 and 8 of the Christchurch City Council Traffic and Parking Bylaw 2017 provides Council with the authority to install parking restrictions by resolution.

9.2 The Community Boards have delegated authority from the Council to exercise the delegations as set out in the Register of Delegations. The list of delegations for the Community Boards includes the resolution of stopping restrictions and traffic control devices. Shared paths are not within the delegations of the Community Boards, hence the recommendation to Council.

9.3 The installation of any signs and/or markings associated with traffic control devices must comply with the Land Transport Rule: Traffic Control Devices 2004.

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

9.4 There is no other legal context, issue or implication relevant to this decision.

9.5 This specific report has not been reviewed and approved by the Legal Services Unit however the report has been written using a general approach previously approved of by the Legal

Services Unit, and the recommendations are consistent with the policy and legislative framework outlined in sections 9.1 - 9.3.

10. Risk Management Implications Ngā Hīraunga Tūraru

10.1 None identified.

11. Next Steps Ngā Mahinga ā-muri

11.1 Should the intersection safety improvements be approved, construction will be undertaken this financial year.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Shirley/Marshland/New Brighton/North Parade Safety Improvements	24/75999	
B	Shirley/Marshland/New Brighton North Parade submissions	24/99276	
C	Shirley/Marshland/New Brighton/North Parade submission analysis	24/99216	

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

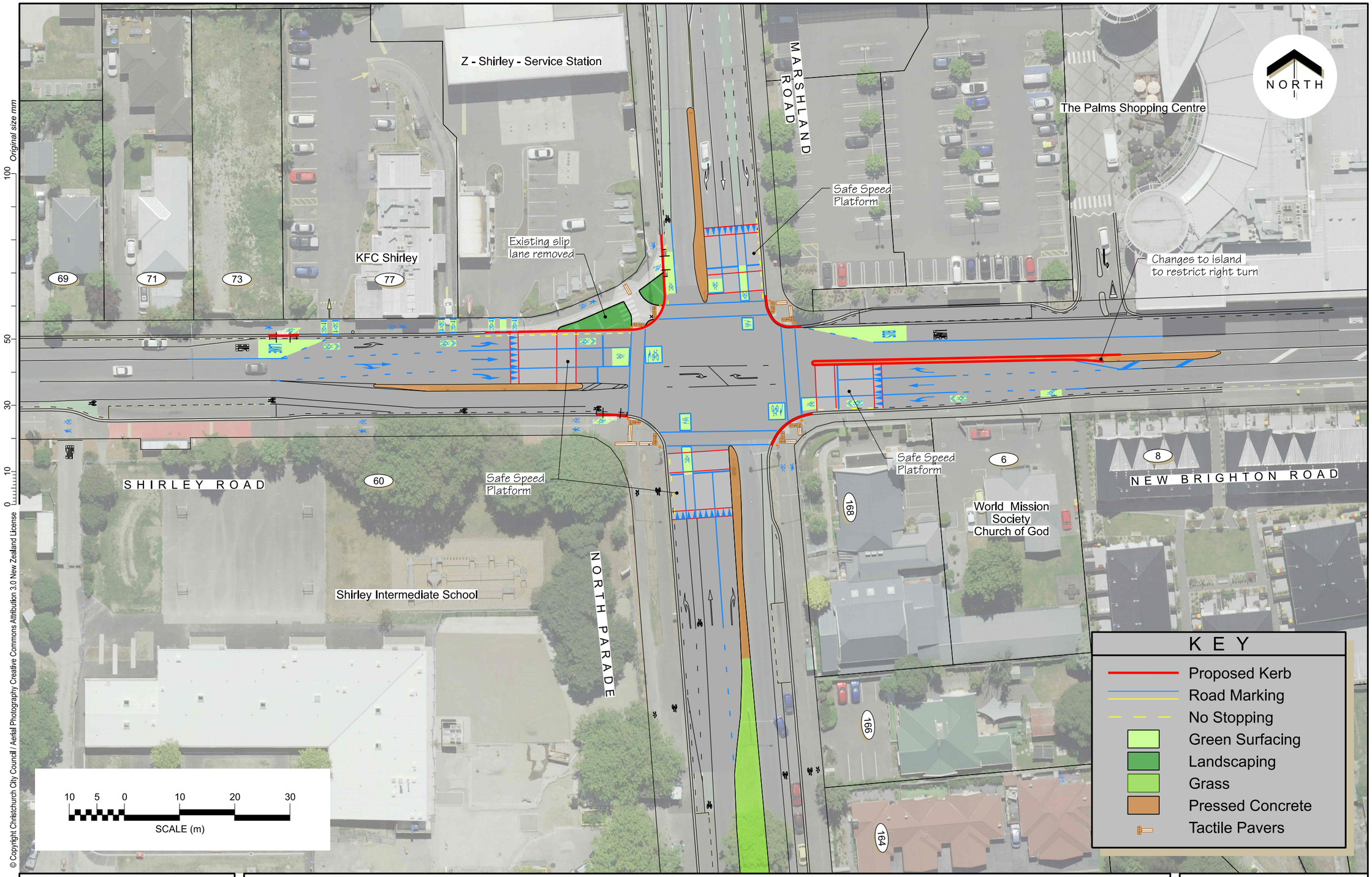
(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Gemma Dioni - Principal Advisor Transportation - Safety Danielle Endacott - Engagement Advisor Georgia Greene - Traffic Engineer
Approved By	Katie Smith - Team Leader Traffic Operations Stephen Wright - Manager Operations (Transport) Lynette Ellis - Head of Transport & Waste Management

Christchurch City Council



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Christchurch City Council

Shirley Road / Marshland Road / New Brighton Road / North Parade Improvements

Safety Improvements
For Approval

Original Plan Size: A3
Drawn: MJR Issue 1 22/01/2024
Drawing: TP362801
Project: CP503552

Shirley Road, Marshland Road, New Brighton Road, North Parade intersection improvements | submission analysis

Overview

Between 8 November and 6 December 2023, 183 groups and individuals made submissions on the Shirley, Marshland, New Brighton, North Parade intersection improvements.

Submitter profile

Submissions were made by 6 organisations/businesses:

Stakeholder type	Name
Transport	• Environment Canterbury • Spokes Canterbury • Go Bus Transport
Local organisations	• Z Energy Limited (Z)
Other	• Ministry of Education • UC Climate Action Club

Table 1 - Organisations who provided submissions

The Ministry of Education (MoE), Spokes Canterbury and the UC Climate Action Club expressed support for the proposal:

- The proposal would improve the safety of all road users (MoE and Spokes)
- More should be done to increase safety and enable active and public transport (UC Climate Action Club)

Environment Canterbury (ECan) and Z Energy supported the proposal to improve the safety for all road users, with exception to:

- the removal of the slip lane from Shirley Road to Marshland – increased congestion (ECan)
- inclusion of raised safety platforms
    - negative impacts on bus travel times and customer experiences (ECan)
    - creates difficulties for tankers entering/exiting site (Z Energy)

Go Bus asked for more details about the plans, which staff responded to. Go Bus raised concerns about;

- the inclusion of raised safety platforms - negative impacts on bus travel times, customer experiences, and wear and tear to buses
- the removal of the slip lane from Shirley Road to Marshland – increased congestion
- the planned kerb buildouts and extended traffic island on New Brighton Road – reduces space for buses to manoeuvre

Te Mana Ora emailed feedback in support for the proposed changes but did not make a submission.

Of the 177 individuals that submitted:

- 18 live within Shirley

- 39 live in the surrounding suburbs (Richmond, Edgeware, Mairehau, Dallington, Burwood, and Marshland)
- 112 live in broader Christchurch
- 3 live outside of Christchurch

How to read this report

Submitters were asked how safe they feel travelling through the intersection now, compared to how safe they think they would feel if the proposed changes were made. The below table outlines how to read the tables in this report.

How to read shift in safety perceptions tables		
Symbol	**Description**	**Meaning**
˅	**Decrease** - Between 5-25% negative shift	**Example: +10, +43%** **The number represents the net change in the number of people who have selected a specific safety rating. A positive number (+10) indicates an increase in the number of people selecting that rating, while a negative number (-10) indicates a decrease.** *For example, if 20 cyclists rated the current intersection 'somewhat safe' compared with 30 cyclists who rated the proposed intersection 'somewhat safe', this would result in a net increase of +10 cyclists selecting the 'somewhat safe' rating for the proposed intersection e.g. overall, more cyclists find the proposed intersection somewhat safe.* **The percentage (+43%) represents this net change in relation to the total number of respondents in a specific group.** *For example, if the total number of cyclists was 23, a net shift of 10 cyclists to a safety rating of 'somewhat safe' would result in a 43% increase of cyclists rating the proposed intersection 'somewhat safe'.*
˅˅	**Large decrease -** More than 25% negative shift	
—	**Minimal change** - Less than 5% shift either way	
˄	**Increase** - Between 5-25% positive shift	
˄˄	**Large increase** – More than 25% positive shift	

Table 2 - How to read shift in safety perception tables

Key themes

Key themes raised by submitters about the Shirley Road, Marshland Road, New Brighton Road, North Parade intersection included:

Supportive of aspects of the proposal:

- Support the safe speed platforms (16)
- Support the removal of the slip lane from Shirley Road to Marshland Road (12)

Concerns about aspects of the proposal:

- Oppose the safe speed platforms (47)
- Cost (37)
- Congestion (31)
- Oppose the removal of the slip lane from Shirley Road to Marshland Road (30)
- Driver frustration (16)

Requests:

- For changes to the traffic signals and phasing (28)

7 generally positive comments and 8 generally negative comments were received about this section with no further detail.

Perceptions of safety

The existing Shirley Road, Marshland Road, New Brighton Road, North Parade intersection is perceived as very safe by 81 submitters. If the proposed changes were implemented, this number decreases to 44 (26% decrease).

Of this decrease of 37 submitters, 28 made the drastic shift from very safe to very unsafe.

- 24 of these submitters were car users (drivers or passengers)

The existing intersection is perceived as somewhat safe by 31 submitters, which increases to 44 (7.3% increase) if the proposed changes were implemented.

Overall, there was a decrease in submitters feeling very safe (26.8%) and an increase in feeling somewhat safe (7.3%), neutral (8.4%), and very unsafe (11.2%), as shown in Table 3.

Overall shift in safety perceptions					
	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Shirley, Marshland, New Brighton, North Parade intersection (179)	^ +20, +11.2%	— 0, 0.0%	^ +15, +8.4%	^ +13, +7.3%	⌄⌄ -48, -26.8%

Table 3 - Shirley, Marshland, New Brighton, North Parade - overall shift in safety perceptions

Shift in safety perceptions by method of travel

Submitters shift in safety perceptions has been broken down by their method of travel, as seen below in Table 4. Less submitters felt very safe with the proposed changes compared to the current layout across pedestrians (-42.9%), car users (-31.7%) and those who noted that they use 'other' (-50.0%) modes of transport, including by moped/motorbike or by multiple modes of transport. Cyclist went against this trend, where the amount of submitters that felt somewhat or very unsafe decreased, and the number that felt somewhat or very safe increased.

Shirley, Marshland, New Brighton, North Parade – Shift in safety perceptions by method of transport					
Main method of travel	Very unsafe	Somewhat unsafe	Neutral	Somewhat safe	Very safe
Overall (179)	^ **+20, +11.2%**	— **0, 0.0%**	^ **+15, +8.4%**	^ **+13, +7.3%**	⌄⌄ **-48, -26.8%**
Bike (22)	⌄ -2, -9.1%	⌄⌄ -10, -45.5%	— +1, +4.5%	^^ +9, +40.9%	^ +2, +9.1%
Car (as driver and passenger) (138)	^ +22, +15.8%	^ +11, +7.9%	^ +13, +9.4%	— -2, -1.4%	⌄⌄ -44, -31.7%
Walk (7)	^^ +2, +28.6%	— 0, 0.0%	⌄ -1, -14.3%	^^ +2, +28.6%	⌄⌄ -3, -42.9%
Other (7)	⌄ -1, -16.7%	^ +1, +16.7%	^ +1, +16.7%	^^ +2, +33.3%	⌄⌄ -3, -50.0%

Table 4 - Shirley, Marshland, New Brighton, North Parade - shift in safety perceptions by method of travel

Four bus users also submitted feedback – too small of a sample size to be included in Table 4. Three thought that the proposed changes would make the intersection somewhat safer compared to being somewhat unsafe currently, with the other feeling that it is currently somewhat safe, and would remain the same with the proposed changes.

Shift in safety perceptions by reason for travel

Submitters shift in perception of safety has been broken down by reason for travel, as seen below in Table 5. Of those who live in the area, 17 (31.5%) said that they currently feel very safe, but the proposed changes would make them feel neutral or less safe. They provided some rational for this rating within their comments for this section:

- Not a good use of money (11)
- Raised safety platforms made the road feel less safe (7)
- Congestion (7)
- Driver frustration (5)

This trend is similar with submitters who are commuters in the area 19 (52.8%) decrease in commuters feeling very safe with the planned changes. Of the commuters, 18 said that they currently feel very safe, but the proposed changes would make them feel neutral or less safe. They provided some rational for this rating within their comments for this section:

- Raised safety platforms made the road feel less safe (7).
- Congestion (5).

Shirley, Marshland, New Brighton, North Parade – Shift in safety perceptions by reason for travel					
	Very unsafe	**Somewhat unsafe**	**Neutral**	**Somewhat safe**	**Very safe**
Overall (179)	^ **+20, +11.2%**	— **0, 0.0%**	^ **+15, +8.4%**	^ **+13, +7.3%**	⌄⌄ **-48, -26.8%**
I commute through here (36)	^ +5, +13.9%	^ +5, +13.9%	^ +6, +16.7%	^ +3, +8.3%	⌄⌄ -19, -52.8%
I have a business/I work here (7)	^ +1, +14.3%	^ -1, -14.3%	— 0, 0.0%	— 0, 0.0%	— 0, 0.0%
I live here (54)	^ +8, +14.8%	^ +3, +5.6%	^ +8, +14.8%	— -2, -3.7%	⌄⌄ -17, -31.5%
I visit here sometimes (22)	⌄ -2, -9.1%	⌄ -4, -18.2%	⌄ -3, -13.6%	^ +4, +18.2%	^ +5, +22.7%
Multiple (59)	⌄ +9, +15.3%	⌄ -3, -5.1%	^ +3, +5.1%	^ +8, +13.6%	⌄⌄ -17, -28.8%

Table 5 - Shirley, Marshland, New Brighton, North Parade - shift in safety perceptions by reason for travel

Report from Waipuna Halswell-Hornby-Riccarton Community Board – 15 February 2024

10. Waka Kotahi Roading Improvements 206R Halswell Road (SH75) - Temporary Licence to Occupy and Purchase of Land

Reference Te Tohutoro: 24/263170

Report of Te Pou Matua: Colin Windleborn, Property Consultant (Colin.Windleborn@ccc.govt.nz)

Senior Leader Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

Purpose and Origin of Report Te Pūtake Pūrongo

1.1 This report seeks Community Board consent for temporary occupation of council land by Waka Kotahi in order to construct a footpath and cycleway and a Board recommendation to the Council for the sale of approximately 956 square metres of Council land.

1.2 This report is staff initiated in response to a request from Waka Kotahi who is undertaking improvements to Halswell Road(SH25) which require temporary occupancy of council land and minor land purchases.

1. Waipuna Halswell-Hornby-Riccarton Community Board Consideration Te Whaiwhakaarotanga

The Board took into consideration the deputation made by David Hawke on behalf of Halswell Residents' Association whilst making its recommendation to the Council and Part C decision.

2. Waipuna Halswell-Hornby-Riccarton Community Board Decisions Under Delegation Ngā Mana kua Tukuna

Officer recommendations accepted without change

Part C

That the Waipuna Halswell-Hornby-Riccarton Community Board:

1. Supports the Crown – Waka Kotahi's project for improvements to Halswell Road between Dunbars Road and Augustine Drive, which provides for construction of a footpath and cycleway along with any required lighting to Councils standard as indicated on the plan shown in the agreement, through resolving the following:
2. Resolves to grant temporary occupation of that part of the Land B and Land D (shown labelled "F" & "K" on the Plan contained in the Draft Memorandum of Agreement attached to the report on the meeting agenda), being an area of approximately 511 square metres to allow the formation of a footpath to be vested in the Council upon completion.
3. Notes that:
    a. Due to the mutual benefit, there is no consideration for the temporary occupation.

b. The Head of Transport has signed off the report on the meeting agenda indicating that they will accept the new footpath.

4. Grants delegated authority to the Property Consultancy Manager to do all things necessary and make all decisions at his sole discretion to conclude negotiations to finalise the terms of a temporary licence agreement with Waka Kotahi, including the signing of any associated documentation to implement the temporary licence agreement and to protect the Council's interests.

Helen Broughton/Mark Peters

3. Waipuna Halswell-Hornby-Riccarton Community Board Recommendation to Council

Part A

5. That the Council:

a. Transfer to the Crown the "Required Land" under section 50 of the Public Works Act. The Required Land being that part of the Land A, Land C and Land E (shown labelled "E","H", "I" & "J" on the Plan contained in the Draft Memorandum of Agreement attached to the report on the meeting agenda), being an area of approximately 956 square metres, subject to final survey and for the consideration of $83,130.43 plus Good and Services Tax (if any) with any adjustments made on a pro rata per metre rate if the area of land is increased.

b. Note that this Required Land will be declared road and vested in the Crown pursuant to section 114 of the Public Works Act 1981.

c. Grant delegated authority to the Property Consultancy Manager, to do all things necessary and make all decisions at his sole discretion to conclude negotiations to finalise the terms of a sale agreement with Waka Kotahi including the signing of any associated documentation to implement the sale of land and to protect the Council's interests.

Attachments Ngā Tāpirihanga

No.	Report Title	Reference	Page
1	Waka Kotahi Roading Improvements 206R Halswell Road (SH75) - Temporary Licence to Occupy and Purchase of Land	23/1340173	175

No.	Title	Reference	Page
A	Draft Agreement with Waka kotahi	23/1405881	180
B	Halswell Road Land	23/1356061	197
C	Decision Letter Alteration to designation	23/1355823	199

Waka Kotahi Roading Improvements 206R Halswell Road (SH75) - Temporary Licence to Occupy and Purchase of Land

Reference / Te Tohutoro: 23/1340173

Report of / Te Pou Matua: Colin Windleborn, Property Consultant
colin.windleborn@ccc.govt.nz

Senior Manager / Pouwhakarae: Bruce Rendall, Head of City Growth & Property
(bruce.rendall@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 This report seeks consent for temporary occupation of council land in order to construct a footpath and cycleway and a recommendation to the Council for the sale of approximately 956m2 of Council land.

1.2 This report is staff initiated in response to a request from Waka Kotahi who are undertaking improvements to Halswell Road(SH25) which require temporary occupancy of council land and minor land purchases.

1.3 The decision in this report of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by considering the licence is temporary with the land required minor, with a greater public benefit being achieved with the improvement in the transport corridor for cyclists, motorists and bus movement.

1.4 Officers recognise that the recommendations for this report are complicated due to the two different naming conventions used in the Crown's request. The Board can be assured that the cross referencing has been undertaken and the parcels match.

2. Officer Recommendations Ngā Tūtohu

That the Waipuna Halswell-Hornby-Riccarton Community Board:

1. Supports the Crown – Waka Kotahi's project for improvements to Halswell Road between Dunbars Road and Augustine Drive, which provides for construction of a footpath and cycleway along with any required lighting to Councils standard as indicated on the plan shown in the agreement, through resolving the following:

2. Resolves to grant temporary occupation of that part of the Land B and Land D (shown labelled "F" & "K" on the Plan contained in the Draft Memorandum of Agreement attached to the report on the meeting agenda), being an area of approximately 511 square metres to allow the formation of a footpath to be vested in the Council upon completion.

3. Notes that:

    a. Due to the mutual benefit, there is no consideration for the temporary occupation.

    b. The Head of Transport has signed off the report on the meeting agenda indicating that they will accept the new footpath.

4. Grants delegated authority to the Property Consultancy Manager to do all things necessary and make all decisions at his sole discretion to conclude negotiations to finalise the terms of a temporary licence agreement with Waka Kotahi, including the signing of any associated

documentation to implement the temporary licence agreement and to protect the Council's interests.

5. Recommends to the Council that it resolves to:

   a. Transfer to the Crown the "Required Land" under section 50 of the Public Works Act. The Required Land being that part of the Land A, Land C and Land E (shown labelled "E","H", "I" & "J" on the Plan contained in the Draft Memorandum of Agreement attached to the report on the meeting agenda), being an area of approximately 956 square metres, subject to final survey and for the consideration of $83,130.43 plus Good and Services Tax (if any) with any adjustments made on a pro rata per metre rate if the area of land is increased.

   b. Note that this Required Land will be declared road and vested in the Crown pursuant to section 114 of the Public Works Act 1981.

   c. Grant delegated authority to the Property Consultancy Manager, to do all things necessary and make all decisions at his sole discretion to conclude negotiations to finalise the terms of a sale agreement with Waka Kotahi including the signing of any associated documentation to implement the sale of land and to protect the Council's interests.

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 Waka Kotahi have approached Council for the purchase of land and temporary occupation of land for the construction of a footpath and cycleway as part of their improvement programme on Halswell Road (SH75) located between Dunbars Road and Augustine Drive.

4. Alternative Options Considered Ētahi atu Kōwhiringa

4.1 Decline the sale of the land and Temporary Licence – Not recommended.

4.2 Advantage of the discounted option: There will no change to land ownership in the short term or possibly at all. The agreement is voluntary and Waka Kotahi has the ability to compulsorily acquire the land if they wished.

4.3 Disadvantage of the discounted option: The community will miss out on the new infrastructure (footpath and cycleway). Council will not receive the agreed compensation estimated at $83,130.43 plus GST (if any).

5. Detail Te Whakamahuki

5.1 Waka Kotahi is undertaking improvements to Halswell Road (SH 75) between Dunbars Road and Augustine Drive to improve their roading network. This work is to commence in the first quarter of 2024 and be completed by the fourth quarter of 2024.

5.2 The Council land which is the subject of this report is only a part of the project between Dunbars Road and Augustine Drive, and other aspects of the project will also involve private land. There are a number of small portions of council land required to facilitate the project. These are either required to be transferred to the Crown or occupied temporarily.

5.3 Temporary Occupation Land: This work will involve the construction of a footpath and cycleway on Council land shown as 'F' 342m2 and 'K' 170 m^2 on Plan SKT-UC-0010 Schedule C of agreement with F being Fee simple land and K being Local Purpose (Drainage) Reserve held under the Reserves Act 1977.With these assets being vested in Council at the conclusion of the project.

5.4 Required Land: The purchase of land shown in Schedule C and D of the agreement being.

a. 57m^2 of land shown as 'J' for roading which is fee simple land,

b. 812 m^2 of land shown as 'E' and 'H' for roading which is Local Purpose (Drainage) Reserve held under the Reserves Act 1977,

c. 87 m^2 of land shown as 'I' for roading which is Local Purpose (Drainage) Reserve held under the Reserves Act 1977.

5.5 The compensation valuation in the agreement was undertaken by an independent valuer agreed to by both Waka Kotahi and Christchurch City Council.

5.6 If the Community Board and Council agree to the request for temporary occupation, and sale of approximately 956m^2 of land Waka Kotahi will be required to meet the requirements of the Reserves Act 1977.

5.7 The proposed footpath and cycleway, and the change of ownership, will not have any long-term negative impacts on the community or the function of the land. There may be short term disruptions during construction, however, these will be managed. Detailed designed plans will be reviewed prior to construction to confirm this.

5.8 The decision affects the following wards/Community Board areas:

5.8.1 Waipuna Halswell-Hornby-Riccarton Community Board.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

6.1 This report supports the Council's Long Term Plan (2021 - 2031):

6.2 Transport

6.2.1 Activity: Transport

- Level of Service: 16.0.2 Improve roadway condition, to an appropriate national standard, measured by smooth travel exposure (STE) - >=75% of the sealed local road network meets the appropriate national standard
- Level of Service: 16.0.9 Improve resident satisfaction with footpath condition - >=41% resident satisfaction

Policy Consistency Te Whai Kaupapa here

6.3 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

6.4 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture, and traditions.

6.5 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

6.6 Waka Kotahi have consulted with all parities with respect to the project and the requirement to vary the designation which has been approved by Council.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

6.7 The decisions in this report are likely to:

6.7.1 Contribute positively to adaptation to the impacts of climate change.

6.7.2 Contribute positively to emissions reductions.

6.8 Provision of an improved cycleway/walkway at no cost to Council along with roading improvements will impact emissions reductions and adaptation to the impacts of climate through improved transport utilisation of the roading network.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

6.9 A new footpath and cycleway will improve an all-weather connection between Dunbars Road Meeking Place and Halswell Road (SH 75).

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

7.1 Cost to Implement – Waka Kotahi will be covering all the costs to implement the project.

7.2 Maintenance/Ongoing costs – Eventually there will be maintenance costs for the footpath/cycleway which will be met from operational budgets. Given the footpath, cycle way is only 512m^2, it is considered a minor maintenance cost given the overall length of paths in Christchurch City. The increase will be able to be planned for in future financial planning rounds.

Other He mea anō

7.3 N/A

8. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

8.1 Waka Kotahi is undertaking all the statutory obligations under the Public Works Act 1981, Reserves Act 1977, Resource Management Act 1991 and Local Government Act 2002. Including the consultation requirements of those statutes as they relate to the various land parcels.

8.2 As Council is the owner/territorial authority in which the land is situated Waka Kotahi needs Christchurch City Council's consent to proceed with any land dealings.

8.3 The report and agreement with Waka Kotahi have been reviewed by Council's Legal Team.

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

8.4 There is no legal context, issue, or implication relevant to this decision for Council apart from the project has required Waka Kotahi to obtain an alteration to the existing designation which has been granted with a copy of the decision attached.

9. Risk Management Implications Ngā Hīraunga Tūraru

9.1 There is minimal risk to Council as this report is authorising sale of land and occupation of Council land on a temporary basis.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Draft Agreement with Waka kotahi	23/1405881	
B	Halswell Road Land	23/1356061	
C	Decision Letter Alteration to designation	23/1355823	

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Colin Windleborn - Property Consultant
Approved By	Angus Smith - Manager Property Consultancy Lynette Ellis - Head of Transport & Waste Management Bruce Rendall - Head of City Growth & Property

Land Information New Zealand
Toitū te whenua

Memorandum of Agreement Pursuant to the Public Works Act 1981

Full and Final – Partial Acquisition

File reference: CPC/2022/22517

Agreement made this day of 2023

Between	The Crown	(Crown)
And	Christchurch City Council	(Owner)

The Owner is registered under the GST Act in respect of the transaction evidenced by this agreement and/or will be so registered at settlement: Yes

The Owner's GST number (if any) is: 53-198-554

Acquisition Details

Purpose: Road

Project: NZUP Halswell Improvements Project

Compensation Details

Compensation for the Supply of Required Land:	**$** 83,130.43	**GST**: Plus GST (if any)
Consideration for Injurious Affection:	**$** 0	**GST:** None
Additional Compensation:	**$** 0	**GST:** None
Compensation:	**$**83,130.43	**GST: Plus GST (if any)**

Description of Land (Land A)

Address: 206 Halswell Road, Halswell, Christchurch

Legal Description:

Section 1, 3 Survey Office Plan 460041

Local Purpose (Drainage) Reserve

Record of Title: 614835

Total Area:

1.1404 hectares more or less

Description of Land (Land B)

Address: 240B Halswell Road, Aidanfield, Christchurch

Legal Description:

Lot 2 Deposited Plan 326621

Record of Title: 108166

Total Area:

0.5497 hectares more or less

Description of Land (Land C)

Legal Description:

Lot 138 Deposited Plan 302598

Record of Title: Legal Road

Description of Land (Land D)

Address: 10 Dunbars Road, Halswell, Christchurch

Legal Description:

Lot 55 Deposited Plan 340120

Local Purpose (Drainage) Reserve

Record of Title: 164761

Total Area:

0.2627 hectares more or less

Description of Land (Land E)

Address: 240A Halswell Road, Aidanfield, Christchurch

Legal Description:

Lot 2 Deposited Plan 456390

Record of Title: 589788

Total Area:

0.6450 hectares more or less

Copies of which are attached as **Schedule D**

Description of Required Land (Required Land)

That part of the Land A, Land C and Land E shown labelled "E","H","I" & "J" on the Plan, being an area of approximately 956 m², subject to final survey in accordance with **clause 5** of **Schedule B**.

Description of Temporary Occupation Land (Temporary Occupation Land)

That part of the Land B and Land D shown labelled "F" & "K" on the Plan, being an area of approximately 511 m², occupied for the formation of a footpath.

Agreement

1 The Crown requires the Required Land for the Project.

2 The Statutory Authority to acquire the Required Land will be section 50 of the PWA and pursuant to section 114 of the PWA it is the intention of the parties that the Required Land will be declared road and vested in the Crown.

3 Subject to clause 7 of Schedule B, the Owner agrees to:

(a) sell the Required Land to the Crown for the purposes set out on the front page, and on and subject to the conditions set out below and in the Schedules to this agreement, free of all leases and tenancies, free and discharged from all mortgages, charges, claims, estates, or interests of whatever kind; and

(b) consents to the Required Land being declared road and vested in the Crown.

4 The Owner further agrees to accept the Compensation in full and final settlement of all claims under the PWA.

5 In consideration of the temporary occupation over Land B and Land D, the Crown agrees to pay the

Owner the sum of $1.00 plus GST (if any), if demanded, and the Owner accepts the sum in full and final settlement for the occupation of the Temporary Occupation Land in accordance with clause 6 of Schedule B.

Execution

Signed for and on behalf of)
Christchurch City Council by its)
duly Authorised Officer.) **……..**

In the presence of:

Signature of witness

Name of witness

Address of witness

Occupation of witness

I accept the above offer to sell

Signed by

……
Signature of Authorised Officer

……
Name of Authorised Officer

For and on behalf of His Majesty the King acting pursuant to delegated authority from the Chief Executive of Land Information NZ pursuant to Clause 2 of Schedule 6 of the Public Services Act 2020

Schedule A: Standard Terms and Conditions

1 Definitions

In this agreement, unless the context requires otherwise:

(a) *Authorities* means all or any government, local, statutory or non-statutory authorities or bodies having jurisdiction over the Required Land;

(b) *Balance Land* means the balance of Land A, Land C and Land E following acquisition of the Required Land;

(c) *Compensation* means the amount on the front page of this agreement, being the amount that the parties have agreed that the Owner is entitled to pursuant to Part 5 of the PWA for the taking of the Required Land on the terms set out in this agreement, but does not include disturbance costs pursuant to section 66 of the PWA;

(d) *Compensation for the Supply of the Required Land* means the amount on the front page of this agreement;

(e) *Contaminant* has the meaning of that word as defined in the RMA;

(f) *Crown* means His Majesty the King acting by and through the Minister for Land Information New Zealand and includes the Crown's agents, employees, contractors and invitees and where the context requires includes Waka Kotahi;

(g) *GST* means goods and services tax arising pursuant to the GST Act;

(h) *GST Act* means the Goods and Services Tax Act 1985;

(i) *Land A and Land B* means the land described in this agreement;

(j) *Owner* means the owner described on the front page of this agreement, and includes the Owner's successors, permitted assigns, agents, employees, contractors and invitees;

(k) *Plan* means the Alteration to Designation Plan SKT-UC-0010 Rev C03 and SKT-UC-0012 Rev A03 annexed at **Schedule C**;

(l) *Project* means the project described on the front page of this agreement;

(m) *PWA* means the Public Works Act 1981;

(n) *Required Land* means that part or those parts of the Land A, Land C and Land E required by the Crown described on the second page of this agreement;

(o) *RMA* means the Resource Management Act 1991;

(p) *Settlement Date* means the date specified in **Schedule B**:

(q) *Settlement Statement* means a statement showing the Compensation and any other amounts payable under this agreement on the Settlement Date;

(r) *Temporary Occupation Land* means that part or those parts of Land B and Land D required by the Crown for Temporary Occupation described on the second page of this agreement;

(s) *Waka Kotahi* means New Zealand Transport Agency and includes its agents, employees, contractors and invitees.

(t) *Working Day* has the meaning given in the PWA, and excludes the provincial anniversary day observed where the Land is situated; and

(u) Where obligations bind more than one person, those obligations bind those persons jointly and

severally.

2 No Commitment

The Owner acknowledges and agrees that, until accepted in writing, this agreement is only an offer to sell to the Crown, its acceptance will not be anticipated and the Owner will not enter into any consequential commitments in anticipation of this offer being accepted by the Crown. Any variation of this agreement is not binding on the Crown unless it is signed by the Crown.

3 Disturbance Costs

(a) The Crown will reimburse the Owner's reasonable legal, valuation and property consultancy costs incurred in the negotiation and settlement of this agreement on production of accounts or receipts.

(b) The Owner acknowledges that the disturbance payments payable in accordance with clause 3 are part of the total compensation payable under this agreement. The Owner must provide a tax invoice with respect to such payments in accordance with section 24 of the GST Act.

4 Full and Final Settlement and Possession

(a) To facilitate settlement, the Owner or the Owner's solicitor will provide the Crown with the Settlement Statement and a GST invoice (if applicable) for payment of the Compensation, and any other amounts payable under this agreement on the Settlement Date no later than 10 working days before the Settlement Date.

(b) The Owner acknowledges that the Crown will tender settlement by way of funds drawn on the account of Waka Kotahi.

(c) On the Settlement Date:

(i) vacant possession of the Required Land and the Temporary Occupation Land will be given to the Crown (other than any licence, lease or tenancy provided for in **Schedule B** of this agreement); and

(ii) subject to **clauses 4(a), 6(b)** and **7(c) of this Schedule A** the Crown will pay the Compensation, and any other amounts payable under this agreement on the Settlement Date to the Owner.

(iii) the Owner will deliver to the Crown's solicitor any documents that the Owner is required to provide to the Crown on settlement in accordance with the terms of this agreement.

5 Owner to Pass Good and Clear Title

(a) The Owner will provide to the Crown a good and clear title to the Required Land.

(b) The Owner will, at the request of the Crown, provide the Crown with all documents of consent by or from persons with a registered or unregistered interest in the Required Land (other than in respect of the Permitted Encumbrances) and other consents that are necessary in executed and registrable form (either in paper or electronic form for E- dealing), sign any documents and plans and do anything within the power of the Owner that may reasonably be required to pass good and clear title to the Crown or to facilitate the Crown taking title declaration, freed and discharged from all mortgages, charges, claims, estates or interests of whatever kind (other than the Permitted Encumbrances).

(c) The Owner indemnifies the Crown against any losses or damages that the Crown may incur as a result of a breach of **clause 5(a)** or **clause 5(b) of this Schedule A** by the Owner.

6 Mortgages and Encumbrances

(a) As the issue of the declaration pursuant to the PWA will free and discharge the Required Land of any mortgages, charges, claims, estates, or interests of whatever kind (other than the Permitted Encumbrances) the Owner will, with all due speed and diligence, advise whether the Required Land is, at the date of this agreement, or will be, at the Settlement Date, subject to any registered or unregistered mortgage, lien, charge, or any other encumbrance securing money. If the Required Land

is or will be so subject, the Owner or the Owner's solicitor will forward to the Crown statements from each mortgagee, holder of the lien or charge, and other encumbrancee (other than in respect of the Permitted Encumbrances) setting out the amount required to be paid to it in discharge or reduction of the mortgage debt, for the release of the lien or charge, or in discharge of any other encumbrance securing money.

(b) The Owner authorises the Crown to retain and pay (if demanded) to the persons entitled the whole or a sufficient portion of the Compensation to release the Required Land from all such mortgages, liens, charges or other encumbrances securing money.

7 Insurance and Owner's Obligations

(a) Insurance premiums payable in respect of the Required Land will not be apportioned and the Required Land will remain at the sole risk of the Owner until possession is given and taken.

(b) The Owner will, up to and including the Settlement Date and the giving and taking of possession, at the Owner's expense, maintain the Required Land, and any buildings and improvements thereon in the same order and condition as at the date of this agreement, fair wear and tear excepted.

(c) If any damage (excluding fair wear and tear) is done to the Required Land prior to the Settlement Date other than by the Crown, such damage will be made good by the Owner prior to the Settlement Date or the cost of making good such damage will be deducted from the Compensation.

(d) The Owner agrees to a duly authorised representative of the Crown entering onto the Required Land for a pre-settlement inspection of the Required Land and their state of repair prior to settlement and at a time to be agreed between the parties, but in any event, close enough to the Settlement Date to satisfy the Crown that at settlement the Required Land is in the condition required by this agreement.

8 Rates

Rates (including any water rates, and/or charges for water supply) in respect of the Required Land will not be apportioned on the Settlement Date.

9 Owner's Warranties

(a) The Owner warrants and undertakes at the date of this agreement that:

(i) the Owner has disclosed to the Crown the existence of any requirement or notice from any tenant or Authority that affects the Required Land and Temporary Occupation Land (other than any requirement or notice in respect of the Project);

(ii) the Owner has disclosed to the Crown the existence of any consent or waiver given by the Owner pursuant to the RMA that directly or indirectly affects the Required Land and Temporary Occupation Land (other than a consent or waiver given in relation to the Project); and

(iii) the Required Land and Temporary Occupation Land is not subject to a "short-term lease" as that term is defined by section 207 of the Property Law Act 2007 and as at the Settlement Date, the Required Land and Temporary Occupation Land will not be subject to a "short term lease".

(b) The Owner warrants and undertakes at the Settlement Date that:

(i) the Required Land and Temporary Occupation Land, or any part of the same, does not comprise pre-1990 Forest Land, as that term is defined in section 4 of the Climate Change Response Act 2002, or any portion of pre-1990 Forest Land that has been cleared of trees within 4 years of the Settlement Date;

(ii) there will be no arrears of rates or water rates or charges outstanding on the Required Land;

(iii) the Owner has delivered to the Crown all notices and requirements received after the date of this agreement from any tenant or Authority unless the Owner has satisfied the notice or requirement (if the Owner has failed to deliver to the Crown or satisfy the notice or demand, the Owner will be liable for any costs or penalties arising from such failure);

(iv) the Owner has not given any consent or waiver in relation to any application pursuant to the RMA that directly or indirectly affects the Required Land (other than any requisition or notice in respect of the Project);

(v) where, under section 100 of the Building Act 2004, any building on the Required Land requires a compliance schedule, all obligations imposed on the Owner under the Building Act 2004 have been complied with; and

(vi) where the Owner has done or caused or permitted to be done on the Required Land any works:

a. any permit, resource consent or building consent required by law was obtained;

b. the works were completed in compliance with those permits or consents; and

c. where appropriate, a code compliance certificate was issued for those works.

(vii) to the best of the Owner's knowledge:

a. there are no Contaminants on or under the Required Land and Temporary Occupation Land;

b. the Owner has not dealt with any contaminants on the Required Land and Temporary Occupation Land except in accordance with the RMA;

c. no one has ever used any part of the Required Land and Temporary Occupation Land as a landfill or waste dump except for occasional and immaterial disposal of non-toxic domestic waste; and

d. there are not currently, nor have there been in the past, any storage tanks on the Required Land and Temporary Occupation Land.

(c) Settlement will not be deferred, but the Crown reserves its right to seek compensation from the Owner and reserves all its remedies at law or in equity if the Owner breaches any warranty granted in **clauses 9(a)** and **9(b) of this Schedule A.**

10 Compensation Certificate

(a) The Crown will register a Compensation Certificate pursuant to section 19 of the PWA against the Records of Title to the Required Land and Temporary Occupation Land as soon as practicable following the date that this agreement is declared unconditional. The Crown will notify the Owner as soon as the compensation certificate has been registered. The Crown will notify the Owner as soon as the Compensation Certificate has been registered.

(b) The Crown will (at its cost) discharge the compensation certificate the later of:

(i) Completion of the Project; or

(ii) Termination or expiry of the temporary occupation pursuant to clause 6 of Schedule B.

11 Legalisation Survey

(a) The Crown will survey the Required Land from the Balance Land and complete all legalisation actions required at no cost to the Owner, as soon as reasonably practicable after completion of the Project (or earlier at the sole discretion of the Crown). The Crown may enter the Land at any time upon reasonable written notice to undertake the survey.

(b) The Owner acknowledges that on completion of the Crown taking title to the Required Land, the Balance Land may have new appellations based on the survey prepared for the Crown's acquisition of the Required Land and if so, the Owner will be provided with a new Record of Title for the Balance Land based on those new appellations, at no cost to the Owner.

12 Land to be Declared Road

(a) Should the Crown decide to take the Required Land or any part thereof by declaration under section 114 of the Public Works Act 1981, the Owner consents to the Required Land or part thereof, being declared Road or limited access road and/or State Highway pursuant to section 88 of the Government Roading Powers Act 1989 and/or section 103(1) of the Land Transport Management Act 2003.

(b) The Parties acknowledge and agree that Land C is currently road and will vest in the Crown by virtue of section 5 of the Land Transport Management Act 2003 and no further legalisation actions will be required in respect of Land C.

13 No Objection

The Owner will not lodge any proceedings in any court or tribunal in relation to any designation or resource consents in respect of the Project or any alteration of the designation for the Project in the future, or participate in any such proceedings, or take, participate in or fund any other action or make any claim that may have the effect of preventing or interfering with the Crown's plans in relation to the Required Land or the Project. These requirements will not merge on settlement.

14 General

The parties acknowledge and agree that where any obligation, agreement or warranty of the parties in this agreement remains unperformed at the Settlement Date, that obligation, agreement or warranty will not merge on settlement of this agreement and, notwithstanding any rule of law or equity to the contrary, will continue until fully performed.

15 Counterparts and Electronic Execution

(a) This agreement may be executed in any number of counterparts (including facsimile or scanned PDF counterpart), each of which will be deemed an original, but all of which, together, will constitute the same instrument. No counterparts will be effective until each party has executed at least one counterpart. A party may enter into this agreement by signing a counterpart copy and sending it to the other party, including by facsimile or email;

(b) The production of an emailed copy or copies of this agreement signed by all parties is to be deemed to be sufficient to satisfy the requirements of the Property Law Act 2007;

(c) In the case of email, any notice or document is deemed to have been served when sent to the email address provided by each party or party's lawyer to the other; and

(d) In accordance with the Contract and Commercial Law Act 2017, the parties agree that any notice or document that must be given in writing by one party to the other may be given in electronic form and by means of electronic communication.

16 Dispute Resolution

(a) Any dispute which may arise between the parties concerning the interpretation of this agreement or relation to any other matter arising under this agreement (other than concerning the compensation or any statutory decision, which will be determined in accordance with the PWA) will be actively and in good faith negotiated by the parties with a view to a speedy resolution of such disputes.

(b) If the parties cannot agree on any dispute resolution technique within 15 working days of any dispute being referred in writing by one party to the other, then the dispute will be settled by reference to arbitration with the exception of any matters requiring a statutory decision.

(c) Except as otherwise expressly provided in this agreement, the reference shall be to a single arbitrator if one can be agreed upon, or to two arbitrators (one to be appointed by each party) and their umpire (appointed by them prior to their arbitration), such arbitration to be carried out in accordance with the Arbitration Act 1996 and the substantive law of New Zealand.

(d) The parties will co-operate to ensure the expeditious conduct of any arbitration. In particular, each party will comply with any reasonable time limits sought by the other for settling terms of reference,

interlocutory matters and generally all steps preliminary and incidental to the hearing and determination of the proceedings.

Schedule B: Special Terms and Conditions

1 Schedule B Provisions Will Prevail

If there is any inconsistency or conflict between this **Schedule B** and any other provisions of this document, then the provisions of this **Schedule B** will apply.

2 Settlement Date

The date of settlement will be within twenty (20) working days of the date the Crown notifies the Owner that the compensation certificate has been registered pursuant to clause 10(a) of Schedule A above (**Settlement Date**).

3 Goods and Services Tax

(a) Unless the context requires otherwise, words and phrases used in this clause have the same meaning that those words and phrases have in the GST Act.

(b) The parties agree that the supplies made pursuant to this agreement are subject to the provisions of the GST Act, and zero rated by virtue of Section 11(1) (mb) of the GST Act.

(c) The Owner warrants that it is a registered person as required by the GST Act in respect of the supply to be made pursuant to this agreement and will still be a registered person at the Settlement Date, the Owner will be a registered person;

(d) The Crown warrants, for the purposes of section 78F(2) of the GST Act, that at the date of this agreement:

(i) it is a registered person as required by the GST Act;

(ii) it is acquiring the Required Land for the purpose of making taxable supplies;

(iii) the Required Land will not be used as a principal place of residence by the Crown or a person associated with it under Section 2A(1)(c) of the GST Act;

(iv) that the warranties provided in **clauses 3(d)(i)** to **3(d)(iii) of this Schedule B** will remain correct up until the Settlement Date; and

(v) the Crown's GST number is 89-364-086.

(e) Each party reserves its right to seek compensation from the other party and reserves all its remedies at law and in equity if the other party breaches any warranty granted in this **clause 3**.

5 Variation in Area

If, following completion of the survey, the survey shows that the Required Land has an area of more than 10% greater than the area stated in this agreement, then the Owner is to be paid further compensation at the rate of $87 plus GST (if any), for each square metre in excess of 956 square metres, together with interest to be calculated in accordance with Schedule Two of the Interest on Money Claims Act 2016, in full and final settlement of all compensation under the PWA for such additional land.

6 Temporary Occupation

(a) The Owner hereby grants the Crown the right to:

(i) Enter and re-enter the Temporary Occupation Land at all times without notice with such vehicles machinery and equipment as is required for the construction of a footpath for a period of three (3) years from the Settlement Date;

(ii) enter onto such other parts of Land B and Land D as is reasonably required so as to enable the Crown to obtain access to the Temporary Occupation Land;

(iii) Notwithstanding clause 6(a)(i), the Crown will give the Council at least five (5) Working Days' notice before the first time it enters the Temporary Occupation Land in accordance with this clause.

(b) Upon completion of construction of a footpath on the Temporary Occupation Land, the Crown will:

(i) remove from the Temporary Occupation Land any plant and equipment that the Crown or its contractors installed or use;

(ii) where any damage is caused by the Crown's occupation of the Temporary Occupation Land, Land B or Land D, reinstate that damaged part to a condition as close as reasonably practicable to that existing prior to the occupation, but taking into account any permanent improvements constructed as part of the occupation.

7 Reserve

The parties acknowledge and agree that:

(a) Part of the Required Land is held by the Owner for Local Purpose (Drainage) Reserve is subject to the Reserves Act 1977;

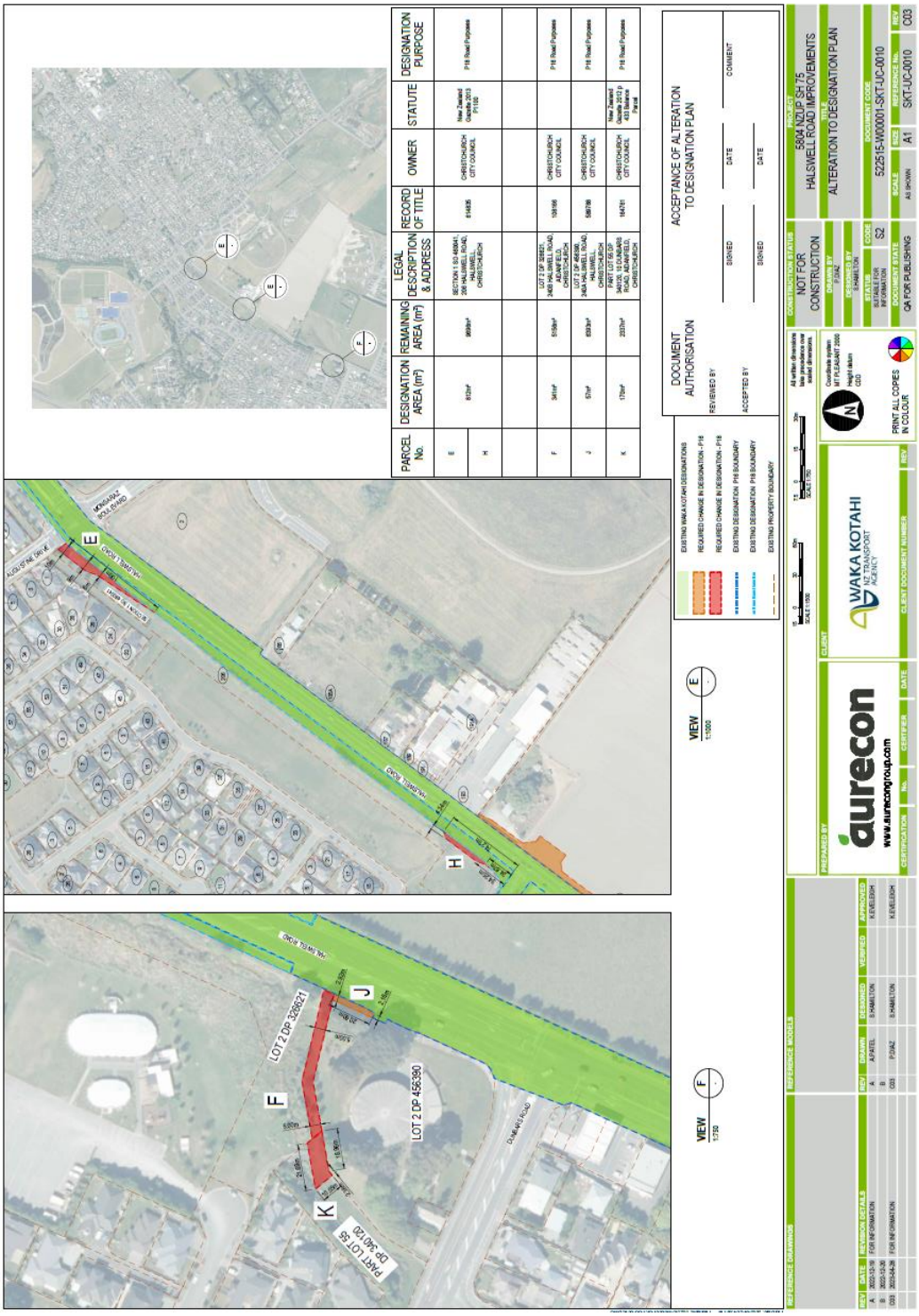
(b) the Crown wishes to declare the Required Land road pursuant to section 114 of the PWA (which, pursuant to section 103 of the Land Transport Management Act 2003, will form part of State Highway 75);

(c) this agreement is conditional on the Crown obtaining the consent of the Minister of Conservation pursuant to section 114 of the PWA to the declaration of that part of the Required Land that is subject to the Reserves Act 1977 as road, within six (6) months of the date of this agreement or such later date as may be agreed between the parties. Satisfaction of this condition may not be waived by either party.

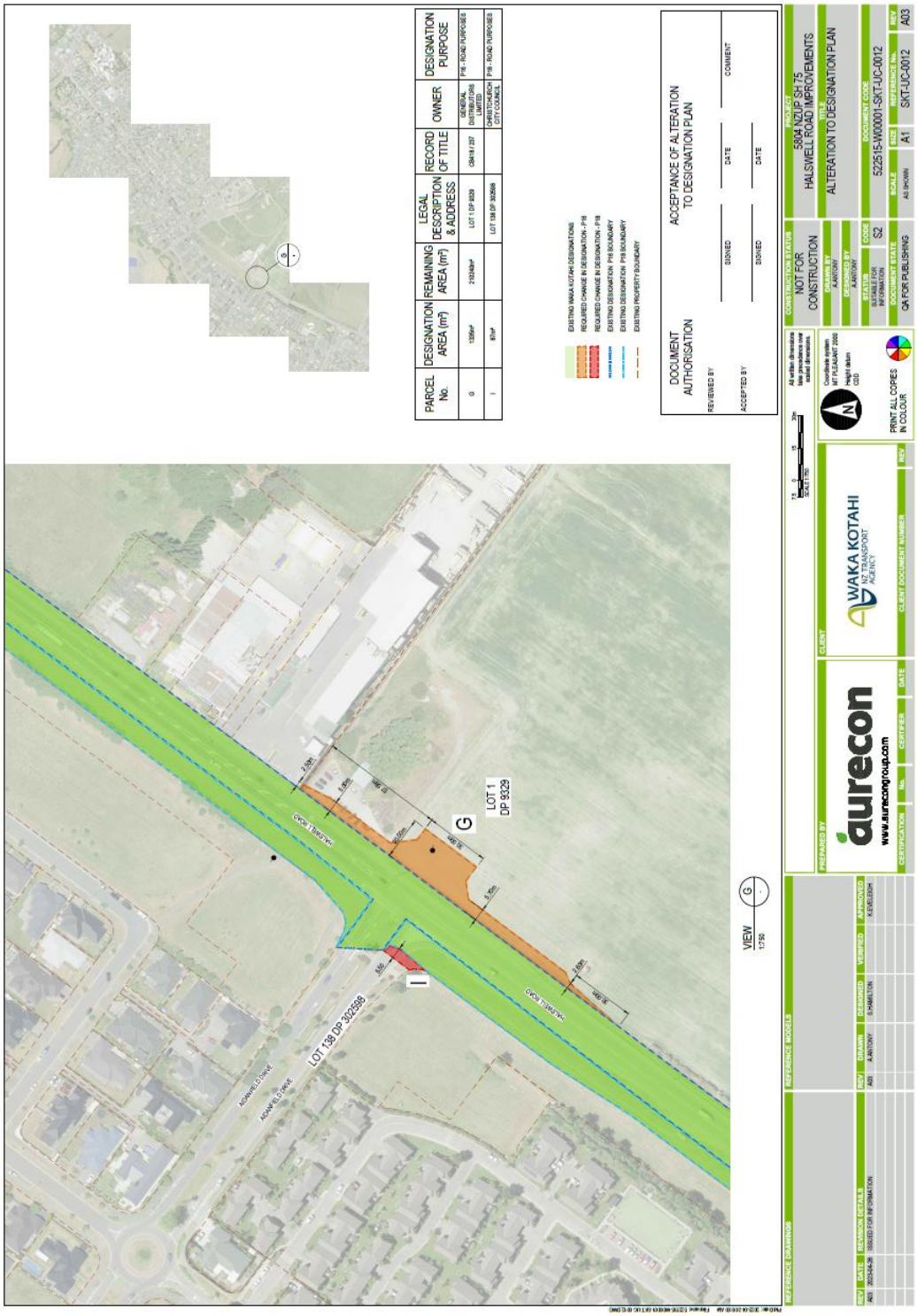
8. Council Approval

This agreement is conditional upon the Christchurch City Council approving the terms of this agreement within five calendar months of the date of this agreement, which approval may be withheld at the elected Council's entire discretion and without giving any reason. This condition is inserted for the sole benefit of the Council. The Council will notify the Crown in writing upon satisfaction of this condition.

Schedule C: Land Requirement Plans



Schedule D: Land Requirement Plans



Schedule E: Records of Title

RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
FREEHOLD
Search Copy

R.W. Muir
Registrar-General
of Land

Identifier	**614835**
Land Registration District	**Canterbury**
Date Issued	28 March 2013

Prior References
13593

Estate	Fee Simple
Area	1.1404 hectares more or less
Legal Description	Section 1, 3 Survey Office Plan 460041
Purpose	Local Purpose (Drainage) Reserve

Registered Owners
Christchurch City Council

Interests

Subject to the Reserves Act 1977

Subject to a right (in gross) to convey electricity over part Section 3 SO 460041 marked A on DP 524820 in favour of Orion New Zealand Limited created by Easement Instrument 11314045.1 - 20.12.2018 at 4:03 pm

Subject to a right (in gross) to convey electricity over part Section 3 SO 460041 marked A on DP 524820 in favour of Christchurch City Council created by Easement Instrument 11314045.2 - 20.12.2018 at 4:03 pm

Transaction ID 562824
Client Reference 61411 AA

Search Copy Dated 17/02/23 8:20 am, Page 1 of 3
Register Only

RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
FREEHOLD
Search Copy

R.W. Muir
Registrar-General of Land

Identifier **164761** **Part-Cancelled**

Land Registration District **Canterbury**
Date Issued 11 November 2004

Prior References
108168

Estate	Fee Simple
Area	2627 square metres more or less
Legal Description	Lot 55 Deposited Plan 340120
Purpose	Local Purpose (Drainage) Reserve

Registered Owners
Christchurch City Council

Interests

Subject to the Reserves Act 1977

Subject to a right to convey electricity in gross over part marked S,T on DP 340120 in favour of Orion New Zealand Limited created by Transfer 6376709.2 - 11.4.2005 at 9:00 am

Subject to a right to drain water in gross over part marked W,S on DP 340120 in favour of Christchurch City Council created by Transfer 6376709.5 - 11.4.2005 at 9:00 am

8994582.2 Gazette Notice 2012 p 433 declaring part within land (117m² now known as Section 3 SO 406697) to be road which, pursuant to Section 5 Land Transport Management Act 2003, forms part of State Highway 75 and shall vest in Her Majesty the Queen - 29.2.2012 at 10:48 am

Transaction ID 1234285
Client Reference mbannister001

Search Copy Dated 27/06/23 2:26 pm, Page 1 of 1
Register Only

RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
FREEHOLD
Search Copy

R.W. Muir
Registrar-General of Land

Identifier **108166**
Land Registration District **Canterbury**
Date Issued 24 October 2003

Prior References
CB11K/220

Estate Fee Simple
Area 5497 square metres more or less
Legal Description Lot 2 Deposited Plan 326621
Registered Owners
Christchurch City Council

Interests

5776618.2 Certificate pursuant to Section 321(3) (c) Local Government Act 1974 (DP 326621) - 24.10.2003 at 9:00 am

Land Covenant in Easement Instrument 5776618.4 - 24.10.2003 at 9:00 am

Appurtenant hereto is a right of way created by Easement Instrument 5776618.4 - 24.10.2003 at 9:00 am

The easements created by Easement Instrument 5776618.4 are subject to Section 243 (a) Resource Management Act 1991

Fencing Covenant in Transfer 5828270.3 - 8.12.2003 at 9:00 am

Fencing Covenant in Transfer 5828270.5 - 8.12.2003 at 9:00 am

Subject to a right to drain sewage in gross over part marked R on DP 340120 in favour of Christchurch City Council created by Transfer 6212232.6 - 11.11.2004 at 9:00 am

Subject to a right to convey electricity in gross over part marked Q on DP 340120 in favour of Orion New Zealand Limited created by Transfer 6376709.4 - 11.4.2005 at 9:00 am

Subject to a right to drain sewage and water in gross over part marked Q on DP 340120 in favour of Christchurch City Council created by Transfer 6376709.7 - 11.4.2005 at 9:00 am

Transaction ID 562827
Client Reference 61411 AA

Search Copy Dated 17/02/23 8:20 am, Page 1 of 2
Register Only

Item 10

Attachment A

RECORD OF TITLE
UNDER LAND TRANSFER ACT 2017
FREEHOLD

Search Copy

R.W. Muir
Registrar-General of Land

Identifier **589788**
Land Registration District **Canterbury**
Date Issued 13 November 2013

Prior References
118684

Estate Fee Simple
Area 6450 square metres more or less
Legal Description Lot 2 Deposited Plan 456390
Purpose Waterworks
Registered Owners
Christchurch City Council

Interests

Subject to a right to convey electricity in gross over part marked U,AK and V1 on DP 456390 in favour of Orion New Zealand Limited created by Transfer 6376709.3 - 11.4.2005 at 9:00 am

Subject to a right of way, right to drain water and sewage, a right to convey water, electricity, telecommunications and computer media over part marked A and B on DP 456390 created by Easement Instrument 9483755.3 - 13.11.2013 at 9:05 am

Some of the easements created by Easement Instrument 9483755.3 are subject to Section 243 (a) Resource Management Act 1991

Transaction ID 1235191
Client Reference mbannister001

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Land Purchase and Occupation Project

Land Purchase

E and H - Council 812m^2

J - Council 57m^2

Land Occupation

F and K footpath and cycleway approximately 511 m2

Land Purchase

G- Private

I - Council 87m^2

Christchurch City Council

Item 10

Attachment C

Resource Management Act 1991	Christchurch City Council

Report on a Notice of Requirement to alter a Designation pursuant to Section 181(3)

Application Reference: RMA/2023/1337
Requiring Authority: New Zealand Transport Agency (Waka Kotahi)
Site identification: Existing: Designations P16 and P18 roading designations
Proposed:

Letter reference in Alteration to Designation Plans	Legal Description	Owner	Record of Title	Address	Required Area
E and H	Section 1 SO 460041	Christchurch City Council	614835	206 Halswell Road	812m² (E=602m² and H= 210m²)
F	Lot 2 DP 326621	Christchurch City Council	108166	240B Halswell Road	341m²
G	Lot 1 DP 9329	General Distributors Limited	CB418/237	201 Halswell Road	1,335m²
I	Lot 138 DP 302598	Christchurch City Council	N/A	Aidanfield Drive	87m²
J	Lot 2 DP 456390	Christchurch City Council	589788	240A Halswell Road	57m²
K	Part Lot 55 DP 340120	Christchurch City Council	164761	10 Dunbars Road	170m²

Christchurch District Plan: Liquefaction Management Area
Existing designation: P16 and P18 NZ Transport Agency SH75 and SH75 (widening) – road purposes

S 181 alteration proposed: To alter the existing designations P16 and P18 to include six additional parcels of land totalling 2802m² to enable the proposed SH75 Halswell Road Improvements Project between Curletts Road and Dunbars Road.

Introduction

The designations to be altered in the Christchurch District Plan (CDP) are:

- P16 State Highway 75 (Curletts, Halswell and Tai Tapu Roads); and
- P18 State Highway 75 (Proposed Halswell Road Widening)

A 1335m² parcel of land at 201 Halswell Road is owned by General Distributors Limited, with the other five parcels of land owned by Christchurch City Council.

Both designations include conditions related to construction and operational noise and a protocol for discovery of koiwi, taonga or other artefact material.

P16 is the SH75 designation for road purposes along Curletts, Halswell and Tai Tapu roads, from the Curletts Road overpass to the Halswell River bridge. P18 is the SH75 Proposed Halswell Road widening designation for road purposes and applies from Curletts Road to Sparks Road.

These parcels of land are proposed to be included in the designations to enable the project which includes:

- Installation of a new signalised intersection to cater for additional traffic and population associated with the development of the adjacent North Halswell Key Activity Centre (NHKAC);
- Establishment of shared bus and cycle lanes for enhanced accessibility and travel mode options in the network for the Halswell catchment;
- Widening of vehicle lanes for improved road user safety;
- Installation of bus infrastructure (i.e. bus shelters and bus stops);
- Stormwater infrastructure upgrades/maintenance to cater for the additional impervious surface area;
- Landscaping to soften impact of hardstand, enhance visual amenity and road user safety;
- Utility infrastructure to be upgraded or relocated to enable installation of cycleway, bus lanes and road widening to maintain services to the surrounding area;
- Removal of trees / vegetation to provide for the installation of cycleway/road and associated supporting infrastructure;
- Earthworks to construct associated infrastructure and key project components; and
- Installation of footpaths for improved pedestrian connectivity.

The six areas proposed to be included in the altered designation are identified in Attachment A of Attachment A: Assessment of Effects, attached to the Notice of Requirement.

- Works are proposed to be undertaken in 201 Halswell Road to establish the new signalised intersection. This area was identified as contaminated and resource consent was obtained to disturb contaminated material under the National Environmental Standard for Assessing and Managing Contaminants in Soil to Protect Human Health) Regulations 2011 (NESCS) (RMA/2017/3185/A). All works will be undertaken in accordance with the conditions of the consent and the approved contaminated site management plan.

The Council has delegated the following powers under the Resource Management Act 1991 in relation to Section 181(3) to a Head of Resource Consents, Planning Team Leader, Principle Advisor Resource Consents or Senior Planner; or to a Commissioner:

> "To consider and make decisions on an alteration to a designation in the plan … if the alteration is a minor change in effects or boundaries."

A Commissioner was appointed on 27th July 2023 to consider this notice of requirement application.

Framework under the Resource Management Act 1991

The New Zealand Transport Agency is a "Requiring Authority" as defined under section 166 of the Resource Management Act 1991 (RMA). In this instance the Christchurch City Council (the Council) is the "Territorial Authority". The responsibility for assessing the notice of requirement for the designation therefore falls to the Council.

Pursuant to section 181(2) and subject to 181(3), sections 168 to 179 of the RMA shall, with all necessary modifications, apply to a requirement referred to in subsection 181(1) as if it were a requirement for a new designation.

Pursuant to section 181(3) a territorial authority may, at any time, alter a designation in its district plan or a requirement in its proposed district plan if—

(a) the alteration—
  (i) involves no more than a minor change to the effects on the environment associated with the use or proposed use of land or any water concerned; or
  (ii) involves only minor changes or adjustments to the boundaries of the designation or requirement; and
(b) written notice of the proposed alteration has been given to every owner or occupier of the land directly affected and those owners or occupiers agree with the alteration; and
(c) both the territorial authority and the requiring authority agree with the alteration—
and sections 168 to 179 shall not apply to any such alteration.

Pursuant to Section 181(3)(a)(i) does the alteration involve a no more than minor change to the effects on the environment associated with the use or proposed use of land concerned

The notice includes an assessment of the effects the proposed alteration to the designation will have under s181(3)(a)(i) in a detailed assessment attached as Attachment A to the notice of requirement.

The P16 and P18 designations are existing, with conditions related to construction and operational noise and an accidental discovery protocol in relation to the uncovering of any archaeological material. The proposal includes provision to comply with these conditions. The relevant effects to focus on under this section are those that would or could occur with a change to the designation boundaries and what is enabled - relative to what the existing boundaries enable now and in the future. The test is whether these differences have no more than minor effects.

Does changing the planning framework enable more than minor changes to the effects on the environment?

No. Sections 2 and 3 of Attachment A to the NOR identify the three discrete areas in which changes to the boundaries of the designations are proposed, note current land use and environs and what specifically is proposed in these areas as per the detailed design incorporated in RMA/2023/1338 (the outline plan for the project). I generally adopt this assessment.

In summary, it demonstrates that Areas 2 and 3 are well separated from any sensitive existing land uses and infrastructure proposed will have negligible adverse impacts on the surrounding environs. In the case of Area 3 a shared use pathway is proposed in the drainage reserve linking with existing pathways. In Area 2 the new intersection to provide access to the proposed Key Activity Centre east of the road will accommodate a design that has already been considered via resource consent and authorised under RMA/2017/3185/A. I am satisfied the changes to the designation boundaries in these areas will involve no more than minor changes to the effects on the environment associated with use of the land in accordance with the designation, compared to its current and potential permitted and approved use.

Area 1 is relatively close to five residential properties south of Augustine Drive though the assessment notes an 8m wide reserve area will remain between the designation boundary and their back fences; transport infrastructure in the vicinity will involve extension of an existing shared pathway and not road carriageway; and the roading activity is being designed to meet the condition on the designation related to construction and operational noise. It is probable that the proposed use of the extended area of the designation in this area will be indistinguishable from already anticipated (given it is designated) use of this area. The application acknowledges four laning of the road will be noticeable to these nearest homes, but that can be accommodated within the existing designation in any case and is not resulting from the minor boundary change proposed in this area.

On this basis, I am satisfied that the alteration involves a no more than minor change to the effects on the environment associated with the use or proposed use of land concerned. I consider this criterion is likely met.

Pursuant to Section 181(3)(a)(ii) does the alteration involve only minor changes or adjustments to the boundaries of the designation

If it is accepted that the test under section 181(3)(a)(i) has been satisfied, it is not necessary to meet this section of the Act to enable the designation to be altered under this process, Section 181 (3) (a) is an either/or criteria.

In any case, I note the notice of requirement proposes the addition of 2802m^2 to the extensive P16 and P18 designations and consider this represents only minor changes to the boundaries of the designations. This area is made up of six different small lots along the southern end of the designation length with areas comprising 57 m^2, 87 m^2, 170 m^2, 210 m^2, 341 m^2 and 602 m^2 related to various Council owned lots and 1335m^2 associated with the General Distributors Limited (GDL) site. The Council lots comprise small areas currently part of roadside local purpose drainage reserve and road reserve. The GDL land at 1335m^2 is the largest area.

Pursuant to Section 181(3)(b) has written notice of the proposed alteration been given to every owner or occupier of the land directly affected and those owners or occupiers agree with the alteration?

Yes. Christchurch City Council and General Distributors Limited both own land directly affected by the alteration. Written notice has been served on them and they have both agreed to the alteration and signed written approval forms and plans denoting the areas to confirm this. These are attached to the notice of requirement as Attachment D.

Conclusion re S181(3)

I consider that the tests in section 181(3)(a)(i) and 181 (3)(b) have been satisfied. I consider there is no reason why Council would not therefore give its agreement to the alteration under Section 181(3)(c). As this is the case, Sections 168-179 shall not apply to the processing of this application.

Recommendation

It is recommended that the Council:

1. Agree, pursuant to section 181(3)(c) of the Resource Management Act 1991, to the notice from the New Zealand Transport Agency of the requirement to alter the P16 and P18 designations to include the six lots identified in Table 1 of the notice within the designations in accordance with Attachment B Alteration to Designation Plans.

2. Approve the proposed alteration to designation under Section 181(3) without sections 168-179 of the Resource Management applying.

3. Alter designation P16 and P18 in the Christchurch District Plan accordingly.

Reported and Recommended by: Melinda Smith, Senior Planner **Date:** 2nd August 2023

Decision

That the above recommendation be accepted for the reasons outlined in the report.

Commissioner:

Name: Nathan O'Connell

Signature: [redacted]

Date: 4 August 2023

11. 2023-2024 Residents' Survey Results

Reference / Te Tohutoro: 24/102803

Report of / Te Pou Matua: Kath Jamieson, Team Leader Monitoring and Research (kath.jamieson@ccc.govt.nz)
Peter Ryan, Head of Corporate Planning and Performance (peter.ryan@ccc.govt.nz)

Senior Manager / Pouwhakarae: Lynn McClelland, Assistant Chief Executive Strategic Policy and Performance (Lynn McClelland@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 To provide 2023-2024 Residents' Survey key results to the Mayor and Councillors.

1.2 The origin is Annual Residents' Survey reporting.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receive the information in the 2023-2024 Residents' Survey report.

3. Brief Summary

3.1 Residents' Survey results, including verbatim comments, will be used to inform Long-Term Plan decision making.

3.2 2023-2024 Residents' Survey results remain mixed but with some improvements compared to last year.

3.3 Overall organisation performance saw a second year of small improvements to 46% from 43% last year (2022: 42%). Dissatisfaction sat at 25% (24% in 2023; 2022: 29%). The top reason for satisfaction was the same as last year: Council is doing a good job. The top reasons for dissatisfaction were also the same as last year: roading and road maintenance; disapproval of Council spending.

3.4 The majority (71% [29]) of services measured via the Residents' Survey met their levels of service targets compared to 75% (30) last year.

3.5 Half (51% [21]) of services improved their satisfaction scores by 1% or more (2023: 55% [22]; 2022: 23% [9]). More services improved their satisfaction ratings by 4% or greater this year (34% [14]), compared to 25% [10] in 2023 (2022: 8% [3]).

3.6 More services were ranked as higher satisfaction services (scoring 85% or greater) this year: 44% (18) compared to 28% (11) last year. These were mainly services where residents have direct contact with Council staff who they see as friendly, approachable and helpful.

3.7 The best performing services remain the same as last year: kerbside waste management (residual, recycling and organic); parks; libraries.

3.8 A third (34% [14] of services saw reductions in their satisfaction ratings of 1% or more since last year (2023: 24% [10]), with five worsening by 4% or more (2023: 13% [5]).

3.9 Areas for improvement remain the same as last year: roading (ongoing patch repairs, potholes and uneven surfaces); Council decision making and financial management (disapproval of Council spending, not listening to resident priorities or communicating how resident views

have informed decisions); water supply quality (want chlorine removed from water due to taste and odour).

3.10 Reputation and trust measures were added to the Residents' Survey last year. Results remain low, with an average positive score of 27% across 15 measures (28% in 2023). Council making wise spending decisions sat at 14% (similar to 2023: 15%).

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Summary of General Service Satisfaction Survey Levels of Service Results Table 2024	24/304339	205
B	Summary of Point of Contact Levels of Service Results Table 2023-2024	24/304340	208
C	Point of Contact Surveys Summary Report 2023-2024	24/304341	211
D	Key Findings Overview Summary Report - 2024-02-29	24/334752	281
E	Key Findings Overview Reference Report - 2024-02-29	24/334759	321
F	General Service Satisfaction Survey Report 2024 - 2024-02-29	24/334762	417
G	Residents' Survey Snapshot 2023-2024 FINAL - 2024-02-29	24/334769	567

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Kath Jamieson - Team Leader Monitoring and Research
Approved By	Peter Ryan - Head of Corporate Planning & Performance Lynn McClelland - Assistant Chief Executive Strategic Policy and Performance

Summary of Levels of Service Results: General Service Satisfaction Survey 2024

Notes: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016
Strategic Planning and Policy	**Public Information and Participation**	*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)*	Community	At least 30%				**28%**	29%	26%	28%	26%	34%	28%	41%	38%[0]
Governance	**Governance and Decision Making**	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	Community	At least 34%				**34%**	35%	31%	33%	26%	32%	29%	41%	37%
Parks, Heritage and Coastal Environment	**Parks Heritage Management**	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	Community	≥ 65%				**68%**	68%	66%	67%	64%	71%	NA	NA	NA
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%				**61%**	55%	50%	48%	51%	63%	NA	NA	NA
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	Community	≥ 80%				**85%**	77%	76%	82%	80%	82%	NA	NA	NA
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%				**76%**	73%	76%[0a]	78%	75%	74%	73%	66%	68%
Refuse Disposal	**Solid Waste and Resource Recovery**	*8.0.3 Customer satisfaction with kerbside collection service*	Community	At least 85%				**84%**	82%	78%	78%	82%	87%	88%	91%	90%
Stormwater Drainage	**Stormwater Drainage**	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	Community	≥ 39%				**51%**	43%	44%	45%	43%	47%	35%	52%	50%[1]
Transport	**Transport**	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*	Community	≥ 50%				**56%**	55%	49%	49%	44%	49%	39%	48%	51%[2]
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community					**NA[5]**	NA[5]	52%	50%	51%	59%	48%	51%	47%
		10.5.2 Improve perception that Christchurch is a cycling friendly city	Community	≥ 67%				**65%**	66%	65%	65%	61%	64%	51%	56%	53%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Community	≥ 85%				**74%**	71%	70%	74%	83%	85%	76%	81%	84%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 30%				**27%**	28%	27%	29%	26%	27%	20%	34%	37%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 42%				**36%**	32%	35%	36%	40%	41%	34%	48%	51%
Wastewater	**Wastewater Collection, Treatment and Disposal**	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	Community	≥ 65%				**66%**	59%	59%	60%	66%	71%	79%[3]	79%	80%
Water Supply	**Water Supply**	*12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies*	Community	≥ 80%				**84%**	79%	77%	75%	72%	81%	NA	NA	NA
		12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 65%				**64%**	59%	57%	52%	54%	60%	NA	NA	NA

1

		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%				**48%**	53%	46%	45%	48%	37%	79%[4]	90%	91%
Overall Satisfaction with Council Performance		NA						**46%**	43%	42%	49%	50%	62%	55%	72%	74%
Ease of Interaction with Council		NA						**60%**	55%	53%	57%	65%	74%	65%	67%	70%

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component
0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward
1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component
2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component
3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward
4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance* (there was also a minor question wording change in 2016)
5 Surveyed via Point of Contact programme from 2022-2023 onward

	LOS target met		Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)		LOS target not met		Baseline result or target to be set
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)		Deleted level of service or not a level of service
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year	NA	No information available

Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met[1]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014
Governance and Decision Making	*Percentage of residents who agree the Council makes decisions in the best interests of the city*	NA	NA			**32%**	33%	31%	36%	37%	45%	40%	55%	52%	52%	47%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				**26%**	28%	25%	30%	30%	34%	33%	45%	42%	44%	39%
	The Council is open and transparent	NA	NA			**21%**	24%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council can be trusted	NA	NA			**28%**	28%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council has a good reputation	NA	NA			**27%**	29%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council acts with integrity and honesty	NA	NA			**30%**	29%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council is accountable for what it does	NA	NA			**32%**	30%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council understands the needs of residents and what they care about	NA	NA			**26%**	23%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council balances the needs of today's residents with planning for the future of the city	NA	NA	NA		**34%**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	The Council communicates clearly with residents the results of Council decisions	NA	NA			**28%**	32%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council communicates clearly with residents about how their views have informed Council decisions	NA	NA			**19%**	22%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Council managers and staff are doing a good job	NA	NA			**34%**	34%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council makes wise spending decisions	NA	NA			**16%**	16%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council provides good value for ratepayers' money	NA	NA			**18%**	20%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council honours the principles of the Treaty of Waitangi	NA	NA			**39%**	37%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Leadership of the Mayor and Councillors	NA	NA	NA		**27%**	30%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Emergency Preparedness	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	NA	NA			**56%**	61%	61%	NA	NA	69%	71%	NA	NA	NA	NA
Events and Festivals	*Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)*	90%				**66%**	68%	60%	66%	66%	73%	70%	80%	84%	86%	86%
City Promotions	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	85%				**64%**	60%	54%	62%	62%	67%	72%[2]	79%	83%	83%	84%
Refusal Disposal	*Recyclable materials (yellow bin)*	90%				**83%**	81%	76%	76%	80%	88%	93%	94%	95%	95%	93%
	Residual waste (red bin)	90%				**84%**	84%	81%	80%	85%	88%	89%	93%	92%	92%	90%
	Organic material (green bin)	80%				**83%**	81%	77%	77%	81%	84%	83%	85%	82%	85%	82%

1 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?
2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only

Summary of Levels of Service Results: Point of Contact Surveys 2023-2024

NOTES: In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21
Citizens and Communities	**Citizens and Customer Services**	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Community	At least 85%				**98%**	**97%**	98%	95%	97%	92%	97%[a]	95%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				**68%[1]**	**71%**	74%[1]	72%	76%[1]	73%	71%[a 1]	59%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				**88%[1]**	**85%**	90%[1]	92%	90%[1]	88%	92%[a 1]	93%
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Community	At least 90%				**95%**	**95%**	96%	98%	94%	95%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				**96%**	**93%**	96%	94%	NA	NA	97%	96%
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	Community	80%				**86%**	**76%**	79%	66%	81%	71%	88%	71%
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	Community	At least 80%				**88%**	**80%**	89%[1]	75%	82%[1]	76%	81%[1]	89%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				**86%**	**76%**	83%	85%	90%	78%	92%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				**93%**	**85%**	87%	76%	85%	75%	88%	90%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				**92%[6]**	**92%**	91%[6]	93%	94%	NA	94%	NA
Strategic Planning and Policy	**Public Information and Participation**	*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*	Community	67%				**73%**	**64%**	72%	67%	65%	59%	82%	76%
Parks, Heritage and Coastal Environment	**Parks and Foreshore**	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	Community	≥ 60%				**54%**	**69%**	61%	80%	56%	69%	63%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				**99%**	**94%**	99%	97%	99%	97%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				**88%**	**87%**	84%	80%	90%	89%	NA	91%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				**85%**	**98%**	84%	90%	72%	80%	86%	92%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				**95%[4]**	**93%[4]**	97%[4]	93%[4]	95%[4]	95%[4]	100%[2 3]	100%[3]
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				**50%**	**75%**	56%	71%	60%	70%	NA	NA

1

		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				**95%**	**96%**	97%	95%	97%	91%	98%	99%
		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	Community	60%				**75%**	**81%**	65%	79%	67%	72%	71%	76%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				**100%**	**99%**	100%	99%	100%	97%	100%	99%
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	Community	70%				**86%**	**79%**	71%	69%	77%	67%	73%	62%
	Building Regulation	*9.1.15.2 Provide Case Management Services*	Management	80%		NA		**98%[7]**	**97%**	NA	NA	100%	NA	100%	NA
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Community	≥50%				**78%[5]**	**90%**	77%[5]	79%	82%[5]	84%	53%[5]	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%				**69%**	**85%**	76%	91%	72%	83%	84%	92%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels
1 Sample may include non-residents of Christchurch. Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data is not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied
d methodology
2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)
3 Caution must be taken in interpreting this result due to small sample size
4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred
5 From 2022-2023 onward, the LOS is measured via the point of contact survey. Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)
6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score
7 Surveyed via Residents Survey point of contact surveying from 2023-2024 onward. The case management service started in 2015-2016

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

Additional Service Satisfaction Results

Service	Detail	Old LOS Target[4]	Old LOS Target Met[4]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Community Facilities	*Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities*	80%				**84%**	**87%**	81%	78%	80%	73%	84%	73%	82%	66%
Sports Parks	*Deliver a high level of customer satisfaction with the range and quality of sports parks*	90%				**67%[1]**	**85%**	67%[1]	87%	70%[1]	87%	80%[1]	89%	73%[1]	85%
Regional Parks	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	≥ 80%				**86%**	**87%**	81%	80%	88%	89%	85%	91%	81%	90%

2

Marine Structures	*Customer satisfaction with marine structure facilities (presentation)*	90%				**71%**	**81%**	62%	79%	61%	72%	80%	76%	70%	81%
Governance and Decision Making	*Percentage of residents that understand how Council makes decisions (users of governance services)*	NA	NA			**46%[3]**	**NA**	45%[3]	NA	42%[3]	NA	36%[3]	39%	42%[3]	36%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			**35%**	**NA**	34%	NA	33%	NA	24%	39%	33%	36%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			**48%**	**NA**	44%	NA	44%	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			**19%**	**NA**	23%	NA	27%	NA	NA	NA	NA	NA
Transport	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	≥ 90%				**84%**	**96%**	80%	97%	89%	96%	93%	98%	91%	94%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks
2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)
3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)
4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Christchurch City Council

Item 11

Attachment C

Christchurch City Council
Point of Contact Service Satisfaction Residents Survey Results

2023-2024

Monitoring and Research Team
Performance Management Unit
March 2024

Christchurch City Council

Christchurch City Council

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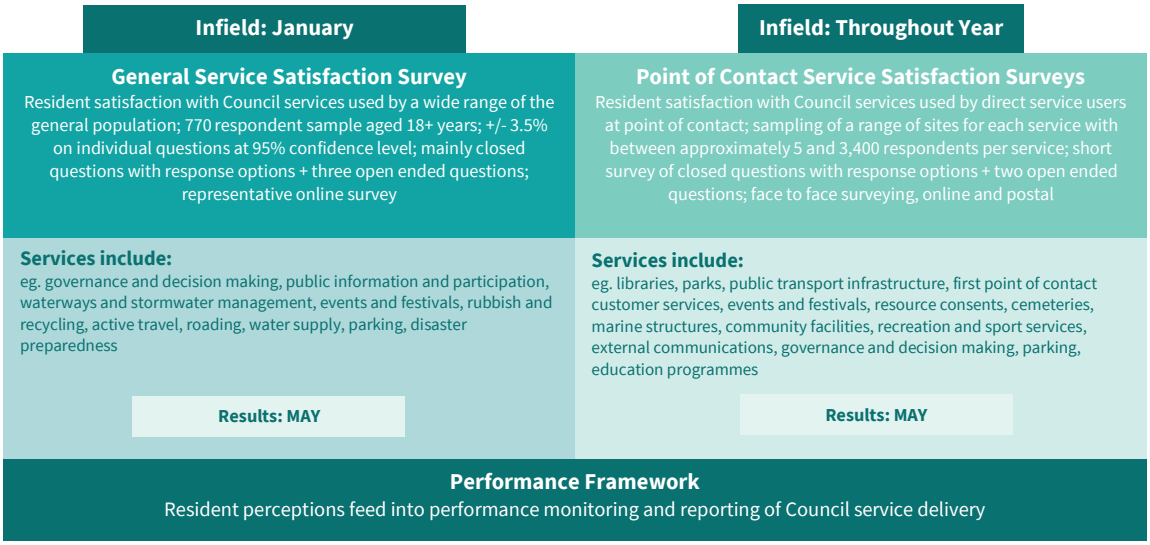
Introduction

Rationale for Residents Survey Framework

Christchurch City Council began surveying residents on a regular basis in 1991 with the introduction of a face to face Annual Survey of Residents. The Council's Residents Survey framework assesses a total of 41 Performance Standards (levels of service) under 15 different Activities. It also assesses some other services for ongoing organisation performance trend monitoring. The Residents Survey includes a two part framework:

1. **General Service Satisfaction Survey** – this measures resident perceptions of satisfaction with Council services that the general population of Christchurch is likely to have had experience using (such as the water supply and roads). Survey content is closely aligned with Levels of Service in Service Plans (and uses, where possible, a consistent style of satisfaction questioning across services). It also includes an overall Council service performance measure and an overall effort or ease of interaction with Council measure. The online survey is conducted in January and February each year with a representative sample of 770 residents aged 18 years and over (quotas are applied for age, gender and ward). The overall questionnaire length is approximately 15 minutes. The General Service Satisfaction Survey measures 17 Performance Standards under 9 Activities. In February 2023 a Life in Christchurch booster survey was undertaken to boost participation by Māori, Pacific Peoples, Asian and those aged 18-24 years. This survey included some of the key General Service Satisfaction Survey questions such as overall service performance, ease of interaction with Council and core infrastructure satisfaction.

2. **Point of Contact Service Satisfaction Surveys** – this is a series of surveys conducted during the year at the point of contact with Council services. Surveys cover services identified as better suited to assessment by users at the time they use a service or where there is a very specific customer base (eg. library users and resource consent applicants). A range of survey methods is used including onsite and telephone sequential mixed method surveying (onsite and online survey completions); postal/mail drop surveys and email surveys to people on Council data bases. Point of contact surveys are used to measure 24 Performance Standards under 9 Activities.



NB: A Life in Christchurch booster survey may also be undertaken to ensure better representation across the Residents Survey by various ethnic groups and by young people

Methodology

- Survey questions based on Levels of Service in Activity Plans and/or existing surveys
- Where applicable, questions use a five point satisfaction scale (very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, very dissatisfied, don't know / not applicable)
- Point of Contact Service Satisfaction Surveys are conducted at service sites or users are contacted by either telephone, email, post or mail drop with either a random sample or the total population of service users
- Respondent sample sizes range from approximately 5 to 3,400 per service, depending on factors such as user numbers and scale of services provided at the site
- A range of sites are selected for each service, (random selection of small, medium and larger sites) (service size is determined by factors such as user numbers and scale of services provided at the location)

- A variety of survey methods are used to gather information, with surveys taking on average 2-3 minutes to complete: Most of the surveys are administered using a sequential mixed methodology of onsite, mail drop/postal and online surveying. Respondents are asked if they would give feedback at the site about the service and if they agree, they are interviewed or given a self-complete form. Those who do not want to complete the survey onsite are asked for their email address and are then sent an online feedback form. Some surveys are completed as email collectors (using lists supplied by business units), postal/mail drop or as telephone interviews[1].
- Overall 9,014 Point of Contact surveys were completed in 2023-2024: of those completed via the summer research programme, 30% were completed face to face; 3% were completed by mail drop or post and 67% were completed online. The overall completion rate for the summer point of contact surveys was 15%.

Customer Effort: Ease of Interacting With or Using Council Services

Customer services research suggests that customers want, with minimal effort on their part, to be able to interact with organisations in the easiest possible way for them, with their needs met so that they can get on with their busy lives (Corporate Executive Board 2014 *Blinded by Delight: Why Service Fails and How to Fix It* CEB, Arlington). A measure of ease of interaction with Council services, based on customer services principles, has been added to all point of contact feedback forms. This question tests respondent perceptions of how easy it is for them to interact with or use a Council service, based on efficient and effective processes and/or receiving respectful, prompt and efficient service by staff who understand customer/citizen needs and who provide accurate advice and effective options to address needs and resolve issues.

[1] With the potential for disruption to onsite surveying in 2021-2022 due to COVID restrictions, permanent changes were made to simplify the wording of many questions across the Residents Survey programme to ensure surveys could be delivered in a contactless manner if required. While the changes did not impact the intent of the questions, some caution is needed when comparing results to previous years.

Summary of Levels of Service Results: Point of Contact Surveys 2023-2024

NOTES: In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21
Citizens and Communities	**Citizens and Customer Services**	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Community	At least 85%				**98%**	**97%**	98%	95%	97%	92%	97%[a]	95%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				**68%[1]**	**71%**	74%[1]	72%	76%[1]	73%	71%[a 1]	59%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				**88%[1]**	**85%**	90%[1]	92%	90%[1]	88%	92%[a 1]	93%
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Community	At least 90%				**95%**	**95%**	96%	98%	94%	95%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				**96%**	**93%**	96%	94%	NA	NA	97%	96%
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	Community	80%				**86%**	**76%**	79%	66%	81%	71%	88%	71%
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	Community	At least 80%				**88%**	**80%**	89%[1]	75%	82%[1]	76%	81%[1]	89%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				**86%**	**76%**	83%	85%	90%	78%	92%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				**93%**	**85%**	87%	76%	85%	75%	88%	90%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				**92%[6]**	**92%**	91%[6]	93%	94%	NA	94%	NA
Strategic Planning and Policy	**Public Information and Participation**	*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*	Community	67%				**73%**	**64%**	72%	67%	65%	59%	82%	76%
Parks, Heritage and Coastal Environment	**Parks and Foreshore**	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	Community	≥ 60%				**54%**	**69%**	61%	80%	56%	69%	63%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				**99%**	**94%**	99%	97%	99%	97%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				**88%**	**87%**	84%	80%	90%	89%	NA	91%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				**85%**	**98%**	84%	90%	72%	80%	86%	92%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				**95%[4]**	**93%[4]**	97%[4]	93%[4]	95%[4]	95%[4]	100%[2 3]	100%[3]
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				**50%**	**75%**	56%	71%	60%	70%	NA	NA

		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				**95%**	**96%**	97%	95%	97%	91%	98%	99%
		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	Community	60%				**75%**	**81%**	65%	79%	67%	72%	71%	76%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				**100%**	**99%**	100%	99%	100%	97%	100%	99%
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	Community	70%				**86%**	**79%**	71%	69%	77%	67%	73%	62%
	Building Regulation	*9.1.15.2 Provide Case Management Services*	Management	80%		NA		**98%[7]**	**97%**	NA	NA	100%	NA	100%	NA
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Community	≥50%				**78%[5]**	**90%**	77%[5]	79%	82%[5]	84%	53%[5]	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%				**69%**	**85%**	76%	91%	72%	83%	84%	92%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels
1 Sample may include non-residents of Christchurch. Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data is not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied
d methodology
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3 Caution must be taken in interpreting this result due to small sample size
4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred
5 From 2022-2023 onward, the LOS is measured via the point of contact survey. Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)
6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score
7 Surveyed via Residents Survey point of contact surveying from 2023-2024 onward. The case management service started in 2015-2016

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

Additional Service Satisfaction Results

Service	Detail	Old LOS Target[4]	Old LOS Target Met[4]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Community Facilities	*Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities*	80%				**84%**	**87%**	81%	78%	80%	73%	84%	73%	82%	66%
Sports Parks	*Deliver a high level of customer satisfaction with the range and quality of sports parks*	90%				**67%[1]**	**85%**	67%[1]	87%	70%[1]	87%	80%[1]	89%	73%[1]	85%
Regional Parks	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	≥ 80%				**86%**	**87%**	81%	80%	88%	89%	85%	91%	81%	90%

Marine Structures	*Customer satisfaction with marine structure facilities (presentation)*	90%				**71%**	**81%**	62%	79%	61%	72%	80%	76%	70%	81%
Governance and Decision Making	*Percentage of residents that understand how Council makes decisions (users of governance services)*	NA	NA			**46%[3]**	**NA**	45%[3]	NA	42%[3]	NA	36%[3]	39%	42%[3]	36%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			**35%**	**NA**	34%	NA	33%	NA	24%	39%	33%	36%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			**48%**	**NA**	44%	NA	44%	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			**19%**	**NA**	23%	NA	27%	NA	NA	NA	NA	NA
Transport	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	≥ 90%				**84%**	**96%**	80%	97%	89%	96%	93%	98%	91%	94%
	Transport network is safe for all users	NA	NA	NA		**49%**	**NA**	NA	NA	NA	NA	NA	NA	NA	NA
	Ease of travel by main mode today	NA	NA	NA		**92%**	**NA**	NA	NA	NA	NA	NA	NA	NA	NA

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks
2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)
3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)
4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Survey Results

Activity: Citizens and Customer Services

Walk In Customer Service

2.6.7.1 Recommended Level of Service Target: At least 85%

2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner
Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via walk in services

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

Walk In:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you spoke to today was?

2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?

3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*

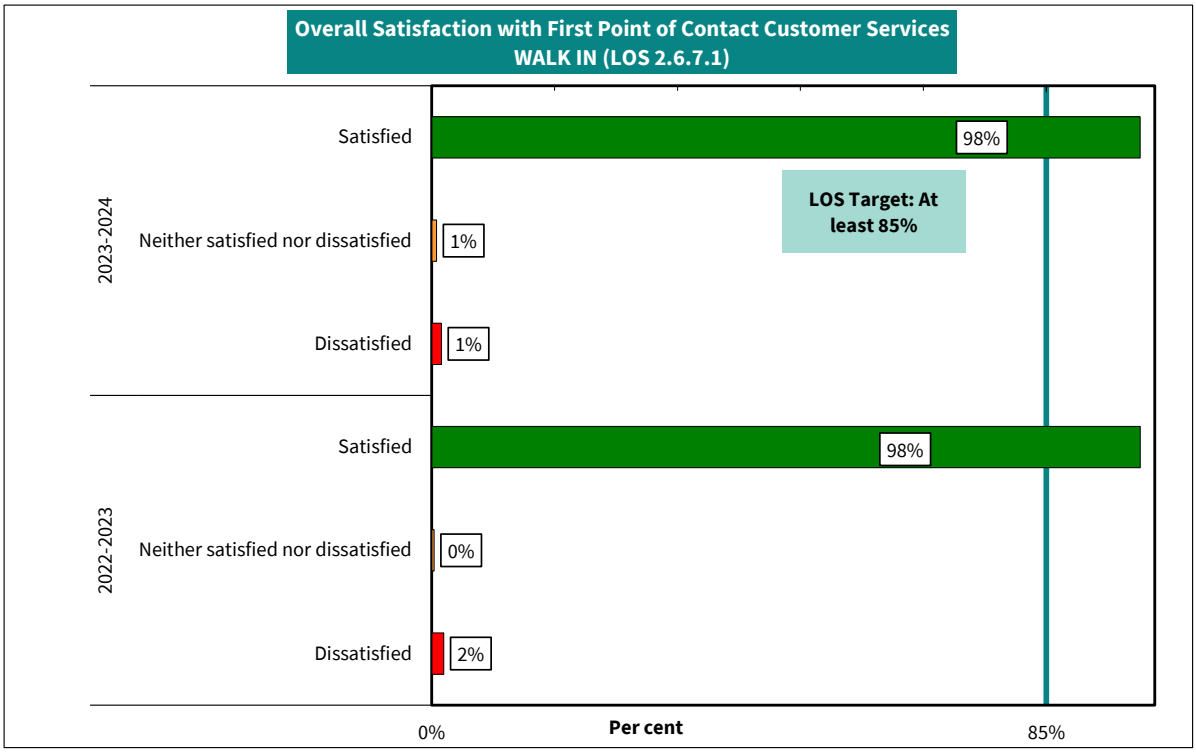
4. How satisfied or dissatisfied were you that our walk-in service was PROFESSIONAL and EFFICIENT? *This includes fast service, helpful instructions or signs and the presentation of counter staff*

Time in field: Face to face surveying took place between November and December 2023

Sites Surveyed: 5

Completed Surveys: 150

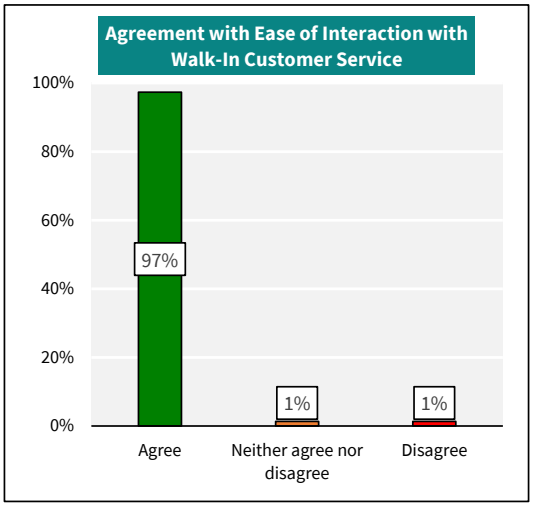
Service Centres	Completed Surveys
CIVIC OFFICES (HEREFORD STREET)	50
FENDALTON SERVICE CENTRE	25
PAPANUI SERVICE CENTRE	25
SHIRLEY SERVICE CENTRE	25
TE HAPUA HALSWELL	25
Total	**150**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Walk in manner	**n**	124	22	1	2	0	0	**149**
	%	83.2%	14.8%	0.7%	1.3%	0.0%	0.0%	**100.0%**
Walk in understanding of needs	**n**	125	19	1	3	0	0	**148**
	%	84.5%	12.8%	0.7%	2.0%	0.0%	0.0%	**100.0%**
Walk in how we responded	**n**	126	20	1	2	0	0	**149**
	%	84.6%	13.4%	0.7%	1.3%	0.0%	0.0%	**100.0%**
Walk in professional and efficient	**n**	128	19	1	1	0	0	**149**
	%	85.9%	12.8%	0.7%	0.7%	0.0%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**503**	**80**	**4**	**8**	**0**	**0**	**595**
	%	**84.5%**	**13.4%**	**0.7%**	**1.3%**	**0.0%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with our customer service counters?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	95	63.8%
Agree	50	33.6%
Neither Agree nor Disagree	2	1.3%
Disagree	2	1.3%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	**149**	**100.0%**
Not applicable	0	

Email Customer Service

2.6.7.2 Recommended Level of Service Target: At least 80%

2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner
Target: At least 80% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via email

Methodology
LOS score calculated as an aggregate of the two survey questions stated below[2]:

Email:

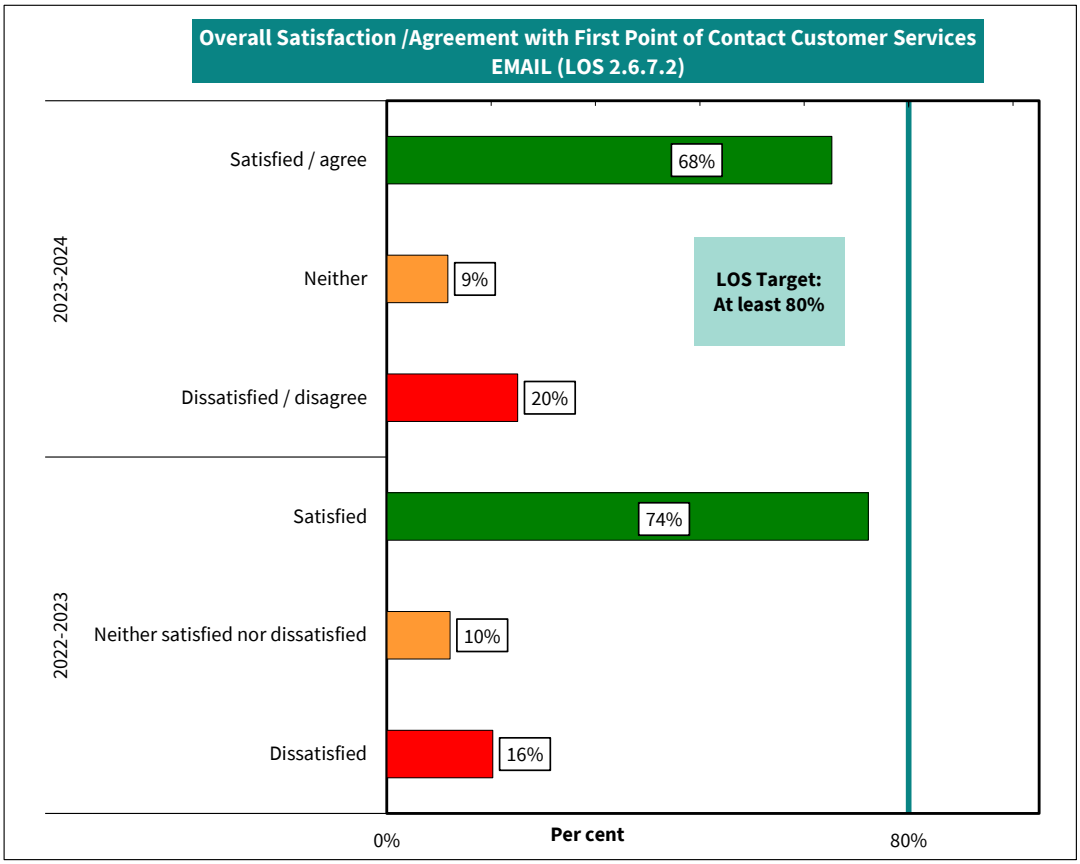
1. How satisfied or dissatisfied were you that our email customer service was **EFFICIENT** to use? *This includes saving you time and making it easy for information to be communicated between you and the Council*

2. How much do you agree or disagree that the Council makes it EASY for you TO MAKE CONTACT with us using email?

[2] Note: In 2021-2022, this level of service was measured using three questions: time taken to respond; email being clear, professional, and easy to understand; and email efficient way to communicate. In 2023-2024, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, the data from these two years is not directly comparable.

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 1,791 residents who had emailed the CCC email customer services email address from June to September. In total, 301 surveys were completed. The level of service result uses a random selection of 150 surveys to ensure balance with walk in and telephone services. However, all 301 surveys are included in the analysis of best and improvement aspects. 100% of surveys were completed online

Completed Surveys: 301



Results Not Applicable responses have been removed from the results		Very Satisfied / Strongly Agree	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied / Strongly Disagree	Don't Know	TOTAL
Email efficient way to communicate	**n**	50	48	16	17	16	3	**150**
	%	33.3%	32.0%	10.7%	11.3%	10.7%	2.0%	**100.0%**
Email ease of contact	**n**	42	64	12	12	15	4	**149**
	%	28.2%	43.0%	8.1%	8.1%	10.1%	2.7%	**100.0%**
LOS AVERAGE RATING	**n**	**92**	**112**	**28**	**29**	**31**	**7**	**299**
	%	**30.8%**	**37.5%**	**9.4%**	**9.7%**	**10.4%**	**2.3%**	**100.0%**

Telephone Customer Service

2.6.7.3 Recommended Level of Service Target: At least 85%

2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner
Target: At least 85% of citizens and customers are satisfied or very satisfied by the quality of the service received at the first point of contact via phone

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

Phone:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the staff member you first spoke to was?

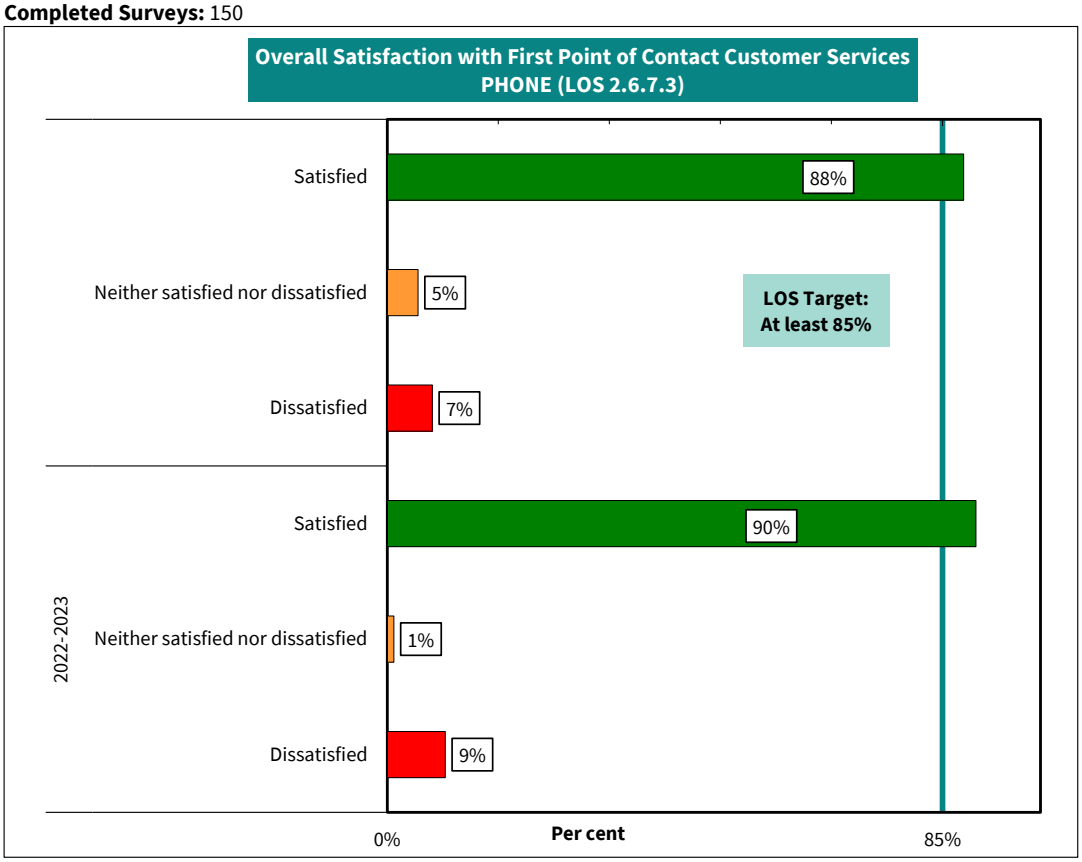
2. How satisfied or dissatisfied were you that they UNDERSTOOD WHAT YOU NEEDED?

3. How satisfied or dissatisfied were you with HOW THEY RESPONDED to your enquiry? *This includes checking your needs were met and following up on any other issues*

4. How satisfied or dissatisfied were you that the Council's telephone customer service was PROFESSIONAL and EFFICIENT? *This includes waiting times, giving you fast service and providing helpful instructions*

Time in field: The telephone survey was infield in November and December 2023, with surveys conducted with residents who had called the CCC telephone customer services line in September and November 2023. 100% of surveys were completed by telephone

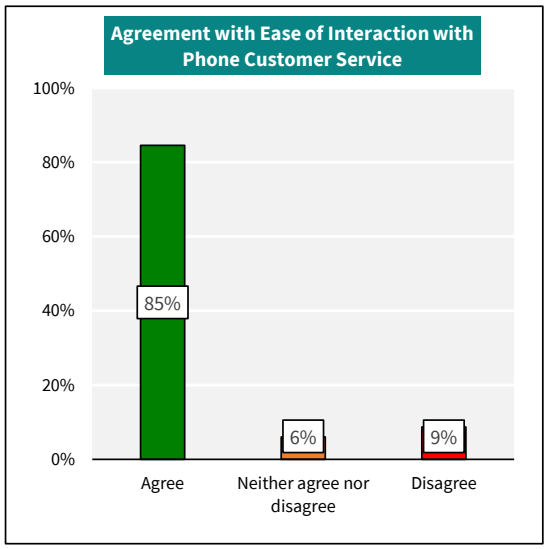
Completed Surveys: 150



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Phone manner	**n**	118	22	3	3	3	0	**149**
	%	79.2%	14.8%	2.0%	2.0%	2.0%	0.0%	**100.0%**
Phone understanding of needs	**n**	99	36	7	3	4	0	**149**
	%	66.4%	24.2%	4.7%	2.0%	2.7%	0.0%	**100.0%**
Phone how we responded	**n**	83	33	14	10	7	1	**148**
	%	56.1%	22.3%	9.5%	6.8%	4.7%	0.7%	**100.0%**
Phone professional and efficient	**n**	114	20	4	10	1	0	**149**
	%	76.5%	13.4%	2.7%	6.7%	0.7%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**414**	**111**	**28**	**26**	**15**	**1**	**595**
	%	**69.6%**	**18.7%**	**4.7%**	**4.4%**	**2.5%**	**0.2%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council makes it EASY for you TO INTERACT with us by telephone?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	81	54.4%
Agree	45	30.2%
Neither Agree nor Disagree	9	6.0%
Disagree	8	5.4%
Strongly Disagree	5	3.4%
Don't Know	1	0.7%
Total	**149**	**100.0%**
Not applicable	1	

Activity: Public Information and Participation

External Communications

4.1.10.1 Recommended Level of Service Target: 67%

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
Target: 67% of residents are satisfied that our communications, marketing and engagement activities are effective, helpful, and relevant

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you that Council communications are TIMELY? *This means information is available at the right time*

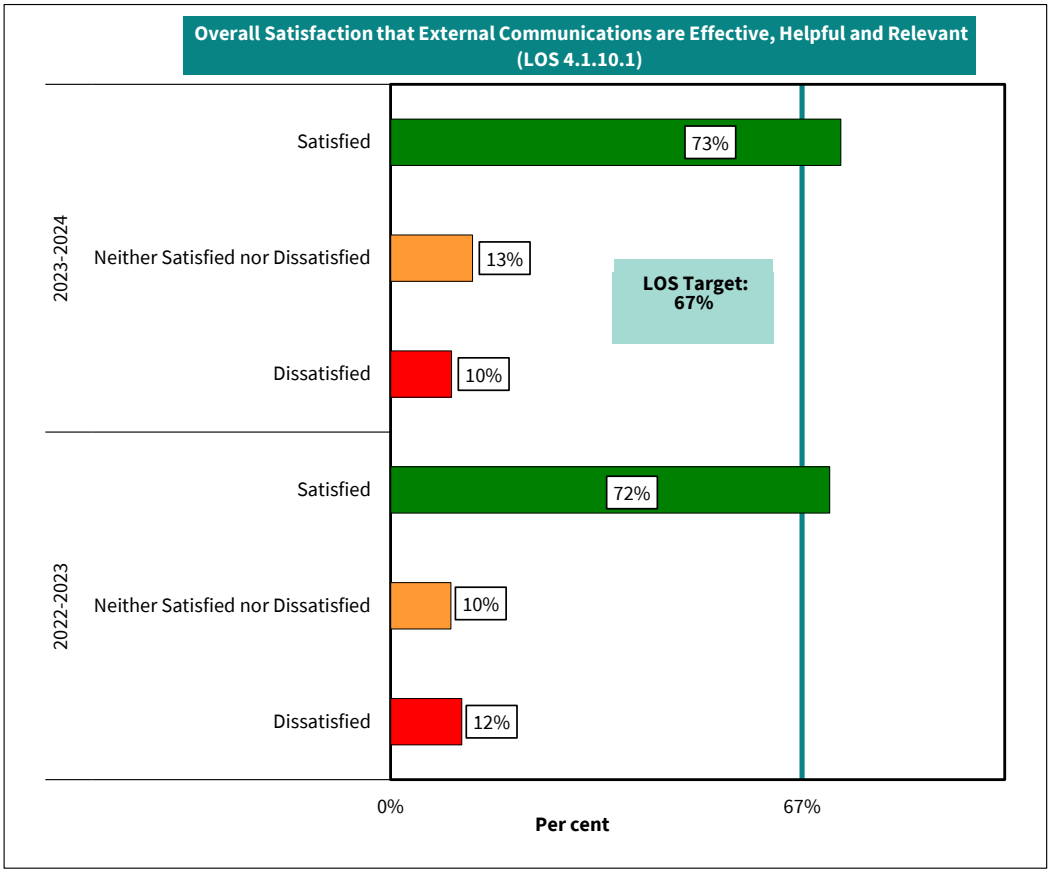
2. How satisfied or dissatisfied are you that Council communications are RELEVANT? *This means information covers what the Council is doing and what you want to know*

3. How satisfied or dissatisfied are you that Council communications are ACCURATE? *This means information is correct*

4. How satisfied or dissatisfied are you that Council communications are CLEAR and EASY TO UNDERSTAND?

Time in field: Face to face surveying took place at a range of public sites between November and December 2023

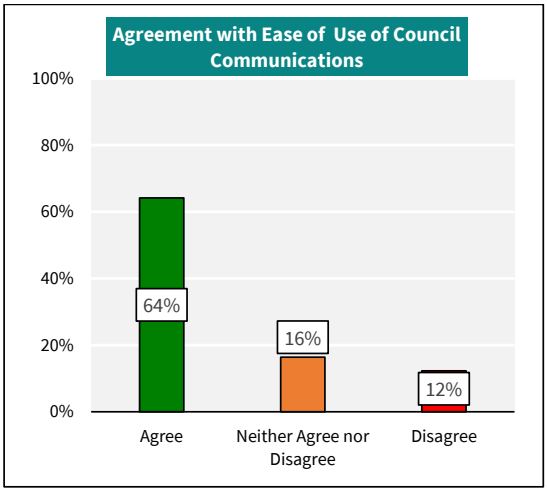
Completed Surveys: 300



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Timely communications (helpful)	**n**	27	176	51	20	11	15	**300**
	%	9.0%	58.7%	17.0%	6.7%	3.7%	5.0%	**100.0%**
Relevant communications	**n**	35	189	43	19	6	7	**299**
	%	11.7%	63.2%	14.4%	6.4%	2.0%	2.3%	**100.0%**
Accurate communications (effective)	**n**	39	175	41	20	10	15	**300**
	%	13.0%	58.3%	13.7%	6.7%	3.3%	5.0%	**100.0%**
Clean and easy to understand communications (helpful)	**n**	64	174	25	23	10	4	**300**
	%	21.3%	58.0%	8.3%	7.7%	3.3%	1.3%	**100.0%**
LOS AVERAGE RATING	**n**	**165**	**714**	**160**	**82**	**37**	**41**	**1199**
	%	**13.8%**	**59.5%**	**13.3%**	**6.8%**	**3.1%**	**3.4%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council communications?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	38	13.0%
Agree	150	51.2%
Neither Agree nor Disagree	48	16.4%
Disagree	22	7.5%
Strongly Disagree	14	4.8%
Don't Know	21	7.2%
Total	**293**	**100.0%**
Not applicable	4	

Activity: Community Development and Facilities

Community Development and Capacity Building Initiatives

4.1.27.1 Recommended Level of Service Target: 80%

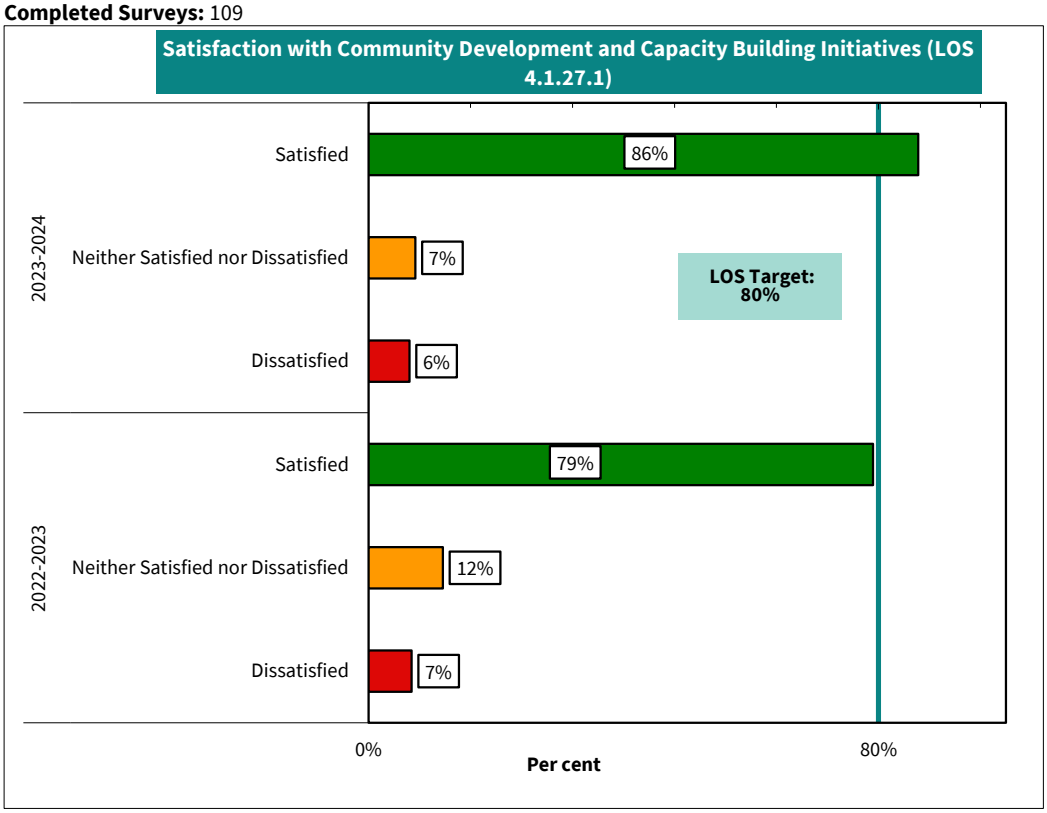
4.1.27.1 Customers are satisfied with community development and capacity building initiatives
Target: 80% customer satisfaction with the delivery of community development and recreational events, programmes and initiatives

Methodology
LOS score based on the survey question stated below:

1. How satisfied or dissatisfied are you with the SUPPORT GIVEN to your community group by Council community capacity building staff? *This includes community development, community support and community recreation staff being friendly, respectful and responsive and providing information, resources and advice that is correct and helpful and providing networking and collaboration opportunities*

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 209 community groups that have had contact with community governance teams from January 2023. 100% of surveys were completed online

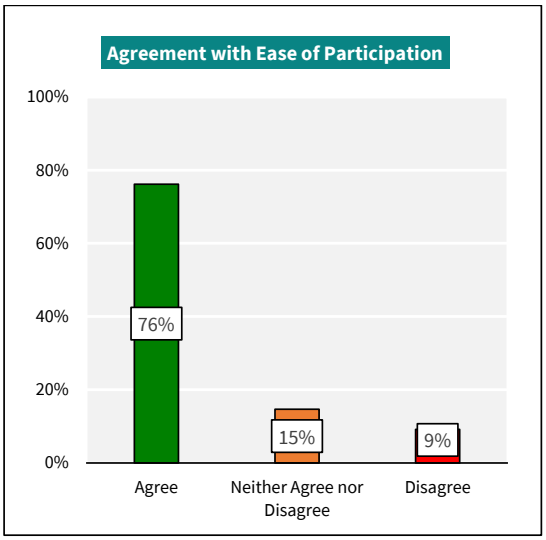
Completed Surveys: 109



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Support Given	**n**	64	30	8	3	4	0	**109**
LOS AVERAGE RATING	**%**	**58.7%**	**27.5%**	**7.3%**	**2.8%**	**3.7%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO PARTICIPATE in our local community development and capacity building initiatives?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	34	31.2%
Agree	49	45.0%
Neither Agree nor Disagree	16	14.7%
Disagree	9	8.3%
Strongly Disagree	1	0.9%
Don't Know	0	0.0%
Total	**109**	**100.0%**
Not applicable	0	

Activity: Libraries

Libraries

3.1.5 Recommended Level of Service Target: At least 90%

3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries
Target: At least 90% of library users satisfied with the library service

Methodology
LOS score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied are you that library services are EFFICIENT, EASY TO UNDERSTAND and ACCESS? *This includes signs, self-service kiosks, computers, digital resources, free wifi, library catalogues and the library website*

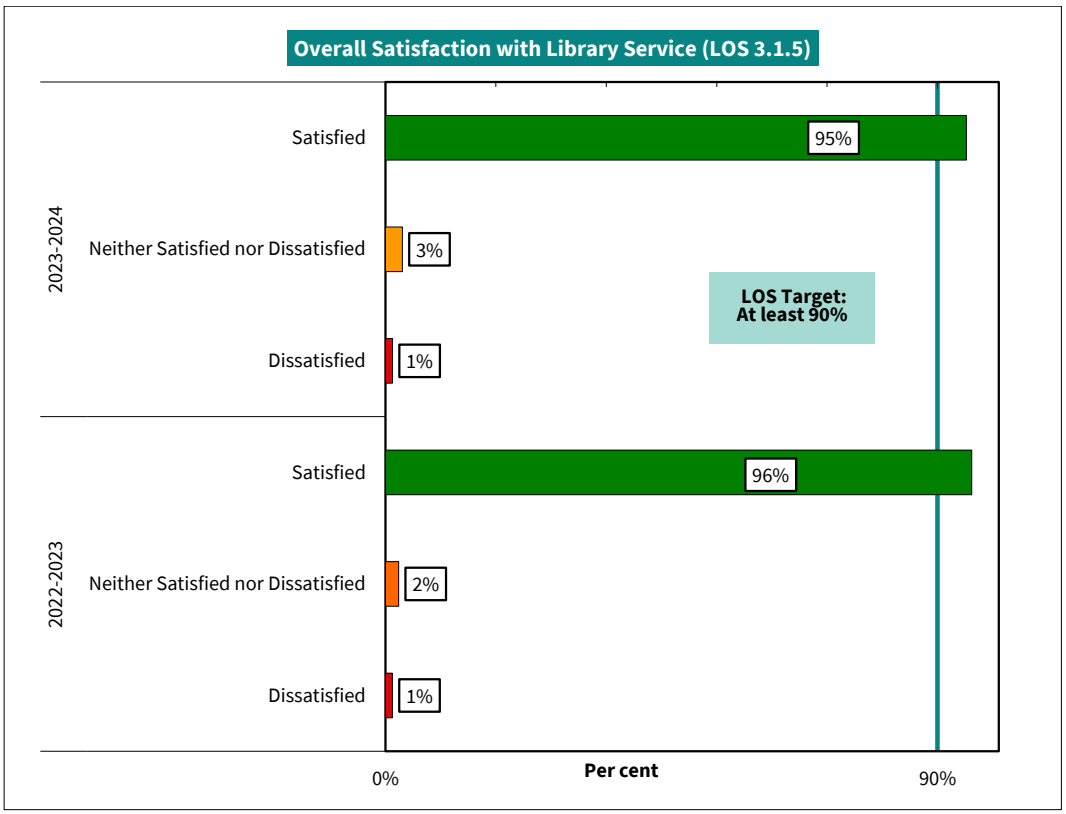
2. How satisfied or dissatisfied are you with the RANGE of books and other items available? *This includes books, magazines, DVDs, reference material and digital resources like digital eBooks, eMagazines, PressReader, LinkedIn Learning, etc*

3. How satisfied or dissatisfied are you with how FRIENDLY, KNOWLEDGEABLE and HELPFUL the library staff are?

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 300

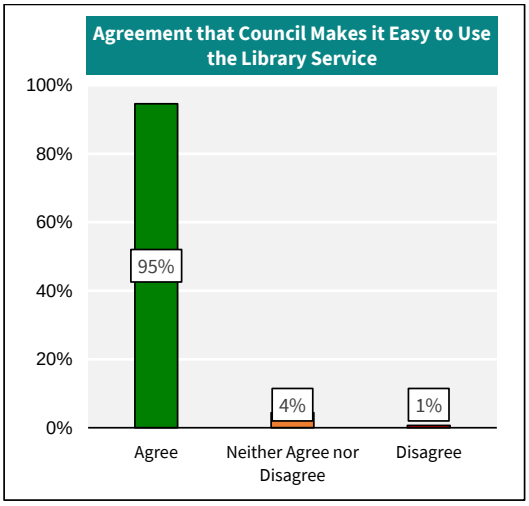
Library Site	Completed surveys
TURANGA	60
FENDALTON	60
PAPANUI	60
SHIRLEY	60
UPPER RICCARTON	60
Total	**300**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Efficient, easy to understand and access	**n**	211	77	6	1	0	3	**298**
	%	70.8%	25.8%	2.0%	0.3%	0.0%	1.0%	**100.0%**
Range of books and other items	**n**	152	107	14	7	1	7	**288**
	%	52.8%	37.2%	4.9%	2.4%	0.3%	2.4%	**100.0%**
Staff friendly, knowledgeable and helpful	**n**	217	60	4	1	0	2	**284**
	%	76.4%	21.1%	1.4%	0.4%	0.0%	0.7%	**100.0%**
LOS AVERAGE RATING	**n**	**580**	**244**	**24**	**9**	**1**	**12**	**870**
	%	**66.7%**	**28.0%**	**2.8%**	**1.0%**	**0.1%**	**1.4%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the library service?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	163	55.1%
Agree	117	39.5%
Neither Agree nor Disagree	13	4.4%
Disagree	1	0.3%
Strongly Disagree	1	0.3%
Don't Know	1	0.3%
Total	**296**	**100.0%**
Not applicable	0	

Libraries Programmes and Events

3.1.8 Recommended Level of Service Target: 90%

3.1.8 Customer satisfaction with programmes and events
Target: 90% customer satisfaction across Children, Youth and Adults

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied were you with the PROCESS OF JOINING / TAKING PART in the programme?

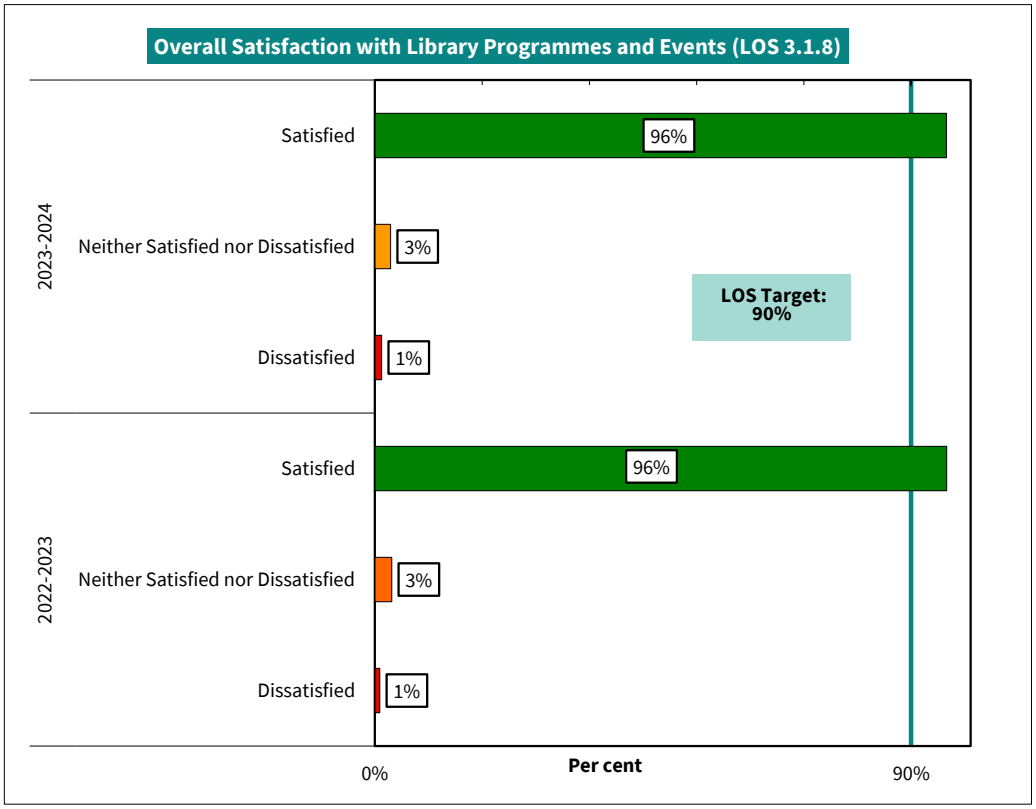
2. How satisfied or dissatisfied were you with how FRIENDLY and HELPFUL the staff were?

3. How satisfied or dissatisfied were you that staff KNEW ABOUT the topic?

4. How satisfied or dissatisfied were you that the programme was USEFUL?

Time in field: The online pulse survey was infield throughout the year, with surveys emailed to those who attended library programmes and events over the year. 100% of surveys were completed online

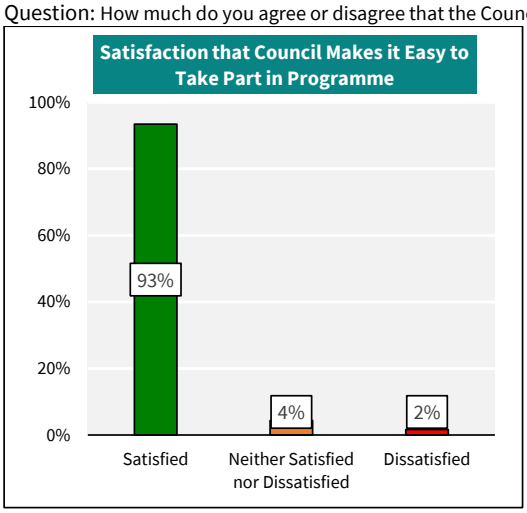
Completed Surveys: 390



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Process of Joining / Taking Park in Programme	**n**	292	81	7	5	2	1	**388**
	%	75.3%	20.9%	1.8%	1.3%	0.5%	0.3%	**100.0%**
Friendly and Helpful Staff	**n**	322	47	4	1	3	0	**377**
	%	85.4%	12.5%	1.1%	0.3%	0.8%	0.0%	**100.0%**
Staff Knowledge of Topic	**n**	305	56	10	1	4	0	**376**
	%	81.1%	14.9%	2.7%	0.3%	1.1%	0.0%	**100.0%**
Programme was Useful	**n**	274	82	16	2	2	3	**379**
	%	72.3%	21.6%	4.2%	0.5%	0.5%	0.8%	**100.0%**
LOS AVERAGE RATING	**n**	**901**	**185**	**30**	**4**	**9**	**3**	**1132**
	%	**79.6%**	**16.3%**	**2.7%**	**0.4%**	**0.8%**	**0.3%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to TAKE PART in this course/programme?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Very Satisfied	275	74.9%
Satisfied	68	18.5%
Neither Satisfied nor Dissatisfied	16	4.4%
Dissatisfied	2	0.5%
Very Dissatisfied	4	1.1%
Don't Know	2	0.5%
Total	**367**	**100.0%**
Not applicable	6	

Activity: Recreation, Sports, Community Arts and Events

Community Events

2.8.5.2 Recommended Level of Service Target: At least 80%

2.8.5.2 Produce and deliver engaging programme of community events
Target: At least 80% satisfaction with the content and delivery across three delivered events

Methodology
LOS score calculated as an aggregate of the two survey questions stated below:

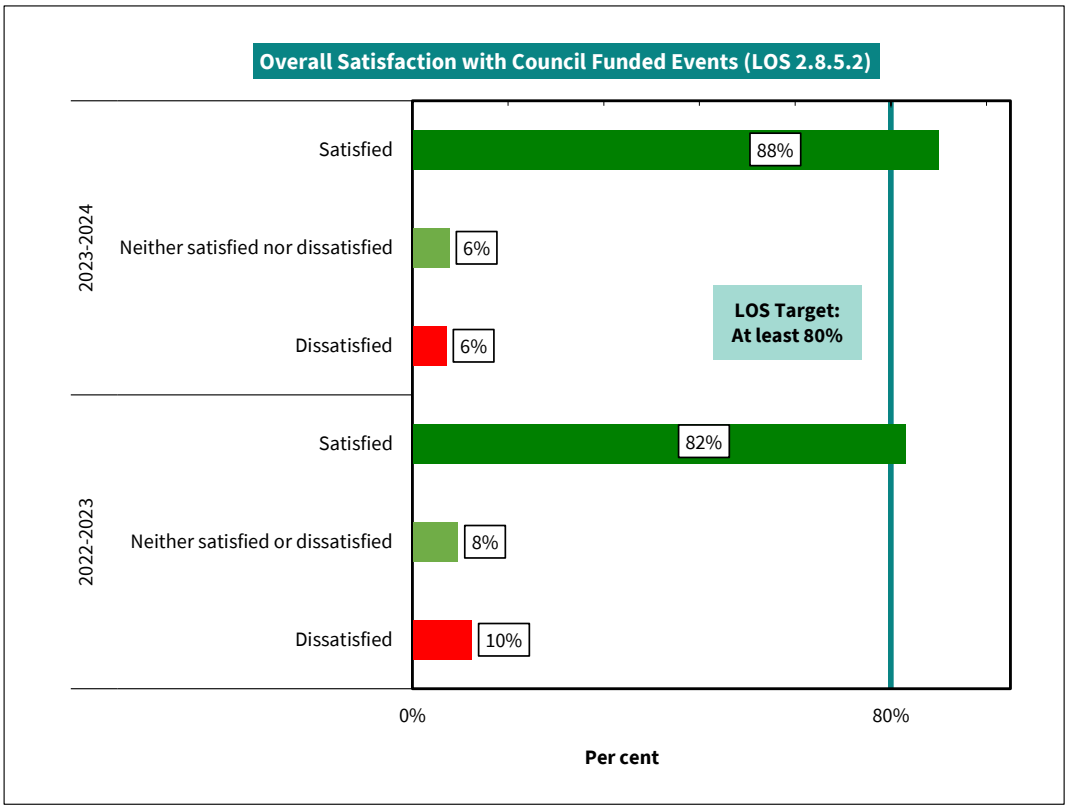
1. How satisfied or dissatisfied were you with the CONTENT of the event? *This includes what the event included and it being interesting and enjoyable*

2. How satisfied or dissatisfied were you with the DELIVERY of the event? *This includes how it was run and presented*

Time in field: The online surveys were conducted with event attendees who attended selected events at a range of dates in late 2023 and 2024

Completed Surveys: 794

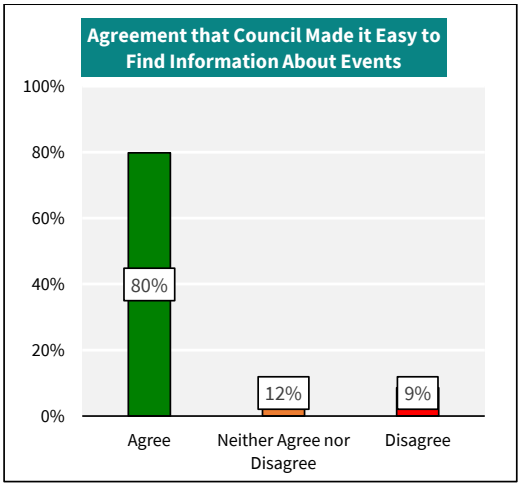
Events Surveyed: New Years Eve, Sparks and Kite Day



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Event content	**n**	411	290	49	24	17	0	**791**
	%	52.0%	36.7%	6.2%	3.0%	2.1%	0.0%	**100.0%**
Event delivery	**n**	395	294	49	33	16	0	**787**
	%	50.2%	37.4%	6.2%	4.2%	2.0%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**806**	**584**	**98**	**57**	**33**	**0**	**1578**
	%	**51.1%**	**37.0%**	**6.2%**	**3.6%**	**2.1%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you TO FIND INFORMATION about this event?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	311	39.8%
Agree	313	40.0%
Neither Agree nor Disagree	91	11.6%
Disagree	47	6.0%
Strongly Disagree	20	2.6%
Don't Know	0	0.0%
Total	**782**	**100.0%**

Event Support

2.8.6.2 Recommended Level of Service Target: 80%

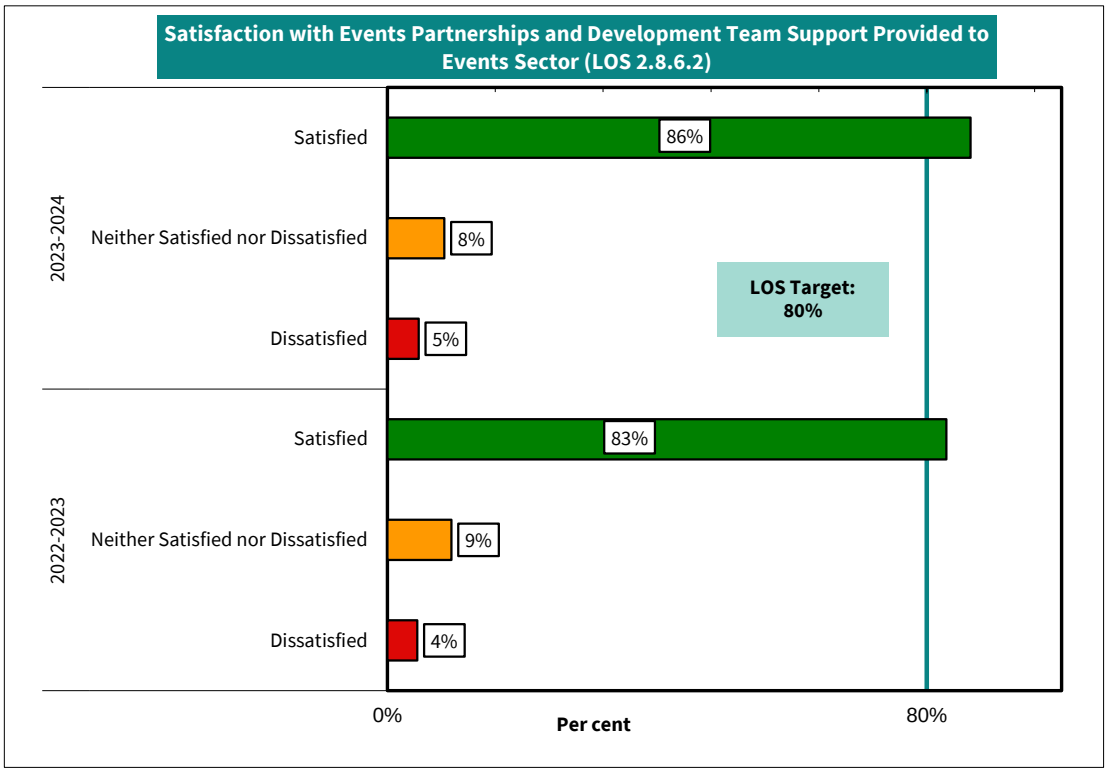
2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch
Target: 80% satisfaction with the quality of Council event support

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Events Partnerships and Development Team staff you dealt with were?
2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*
3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*
4. How satisfied or dissatisfied are you with the INFORMATION PROVIDED on the 'Running an event' support pages on the COUNCIL WEBSITE? *This includes the website being user-friendly and information that is correct and useful*

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 185 respondents who had used the Events Partnerships and Development Team's services from October 2022 onward. 100% of surveys were completed online

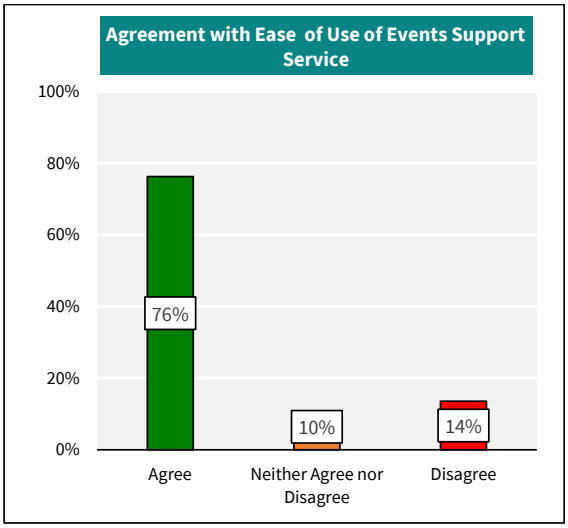
Completed Surveys: 61



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Staff friendly and respectful	**n**	39	18	2	1	1	0	**61**
	%	63.9%	29.5%	3.3%	1.6%	1.6%	0.0%	**100.0%**
Accuracy of information and advice	**n**	36	17	4	3	1	0	**61**
	%	59.0%	27.9%	6.6%	4.9%	1.6%	0.0%	**100.0%**
Ability to respond	**n**	36	19	3	3	0	0	**61**
	%	59.0%	31.1%	4.9%	4.9%	0.0%	0.0%	**100.0%**
Events support web pages	**n**	19	21	11	2	0	1	**54**
	%	35.2%	38.9%	20.4%	3.7%	0.0%	1.9%	**100.0%**
LOS AVERAGE RATING	**n**	**130**	**75**	**20**	**9**	**2**	**1**	**237**
	%	**54.9%**	**31.6%**	**8.4%**	**3.8%**	**0.8%**	**0.4%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our events support service?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	25	42.4%
Agree	20	33.9%
Neither Agree nor Disagree	6	10.2%
Disagree	8	13.6%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	**59**	**100.0%**
Not applicable	1	

Recreation and Sport Support

7.0.3.2 Recommended Level of Service Target: 80%

7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch
Target: 80% satisfaction with the quality of Council recreation and sport support

Methodology
LOS score calculated as an aggregate of the three survey questions stated below:

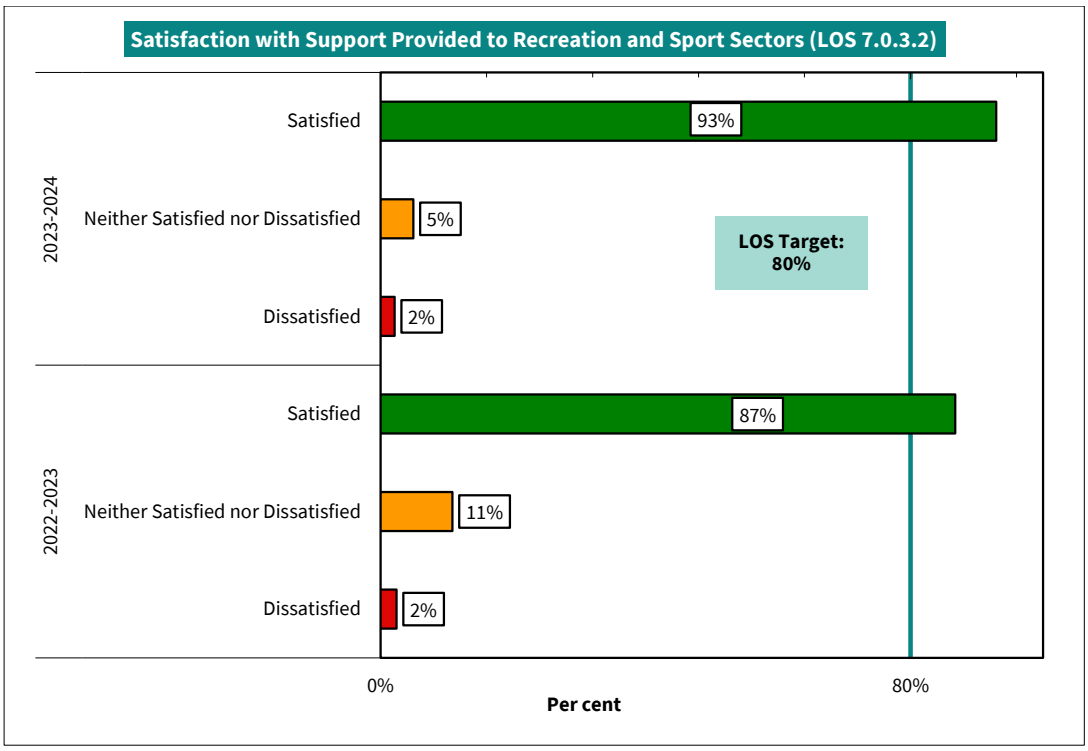
1. How satisfied or dissatisfied were you with how FRIENDLY and RESPECTFUL the Council Recreation and Sport Services Team staff member/s you dealt with were?

2. How satisfied or dissatisfied were you with the ACCURACY of INFORMATION and ADVICE PROVIDED to you by staff? *This includes information that is correct and available to you*

3. How satisfied or dissatisfied were you with the staff member's ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 339 respondents who had used the Recreation Services Team's services from January 2023. 100% of surveys were completed online

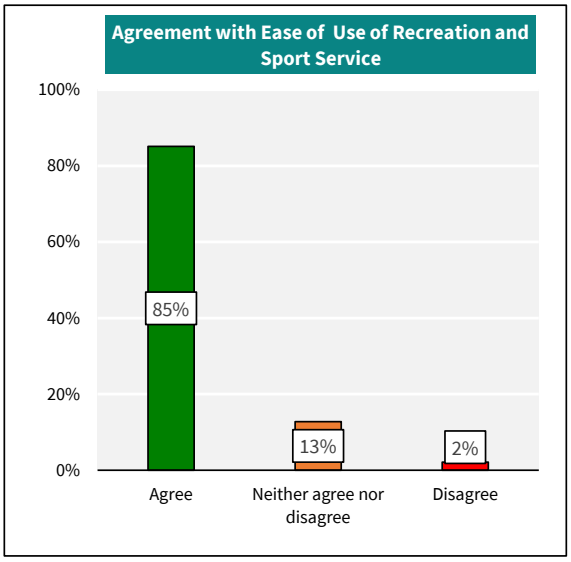
Completed Surveys: 96



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Staff friendly and respectful	**n**	62	26	4	1	1	0	**94**
	%	66.0%	27.7%	4.3%	1.1%	1.1%	0.0%	**100.0%**
Accuracy of information and advice	**n**	48	39	6	2	0	0	**95**
	%	50.5%	41.1%	6.3%	2.1%	0.0%	0.0%	**100.0%**
Ability to respond	**n**	51	37	4	1	1	0	**94**
	%	54.3%	39.4%	4.3%	1.1%	1.1%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**161**	**102**	**14**	**4**	**2**	**0**	**283**
	%	**56.9%**	**36.0%**	**4.9%**	**1.4%**	**0.7%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our recreation and sport support service?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	32	34.0%
Agree	48	51.1%
Neither Agree nor Disagree	12	12.8%
Disagree	1	1.1%
Strongly Disagree	1	1.1%
Don't Know	0	0.0%
Total	**94**	**100.0%**
Not applicable	0	

Recreation and Sport Facilities

7.0.7 Recommended Level of Service Target: At least 80%

7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities
Target: At least 80% of customers are satisfied with the range and quality of facilities

Methodology[3]
LOS score based on the survey question stated below:

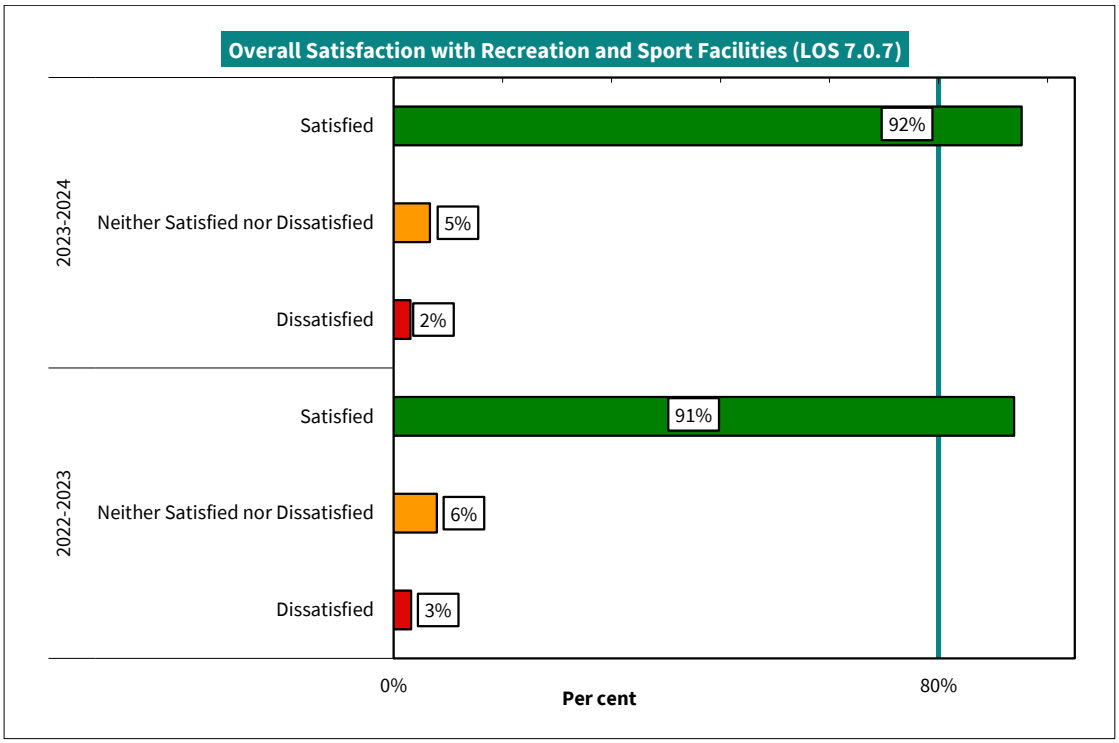
1. Overall, how satisfied or dissatisfied are you as a customer of this centre?

Time in field: Face to face surveying of casual users of seven facilities took place between November and December 2023. An online survey of facility members and concession card holders was carried out between October 2023 and March 2024. 100% of casual surveys were completed face to face and 100% of member and concession surveys were completed online.

Completed Surveys: 3,617

Centres Surveyed:

Recreation and Sport Centre Site	Completed surveys
Graham Condon Rec and Sport Centre	452
Jellie Park Rec and Sport Centre	799
Pioneer Rec and Sport Centre	969
Taiora QEII Rec and Sport Centre	922
Te Pou Toetoe Linwood Pool	418
Te Hapua Halswell Pool (casual users only)	25
Waltham Pool (casual users only)	25
Site unknown	7
Total	**3,617**

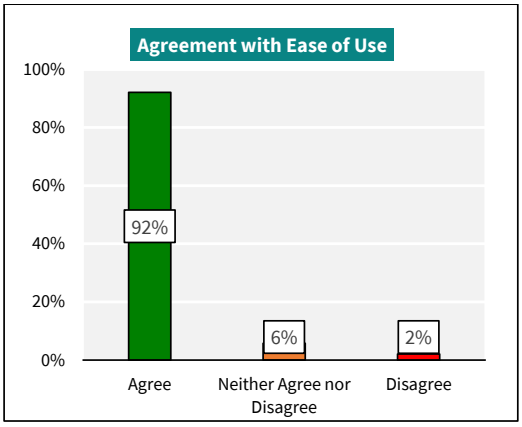


[3] Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023.

Satisfaction Results Not Applicable responses have been removed from the results	Number	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Overall Satisfaction with Centre	**n**	1664	1656	192	72	17	0	**3601**
LOS AVERAGE RATING	**%**	**46.2%**	**46.0%**	**5.3%**	**2.0%**	**0.5%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our rec and sport centres?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	1606	44.6%
Agree	1711	47.5%
Neither Agree nor Disagree	208	5.8%
Disagree	63	1.7%
Strongly Disagree	12	0.3%
Don't Know	2	0.1%
Total	**3602**	**100.0%**
Not applicable	0	

Activity: Parks and Foreshore

Community Parks

6.0.3 Recommended Level of Service Target: ≥ 60%

6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks
Target: Community Parks presentation: resident satisfaction ≥ 60%

Methodology
LOS score calculated as an aggregate of the two survey questions stated below:

1. Overall, how satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*

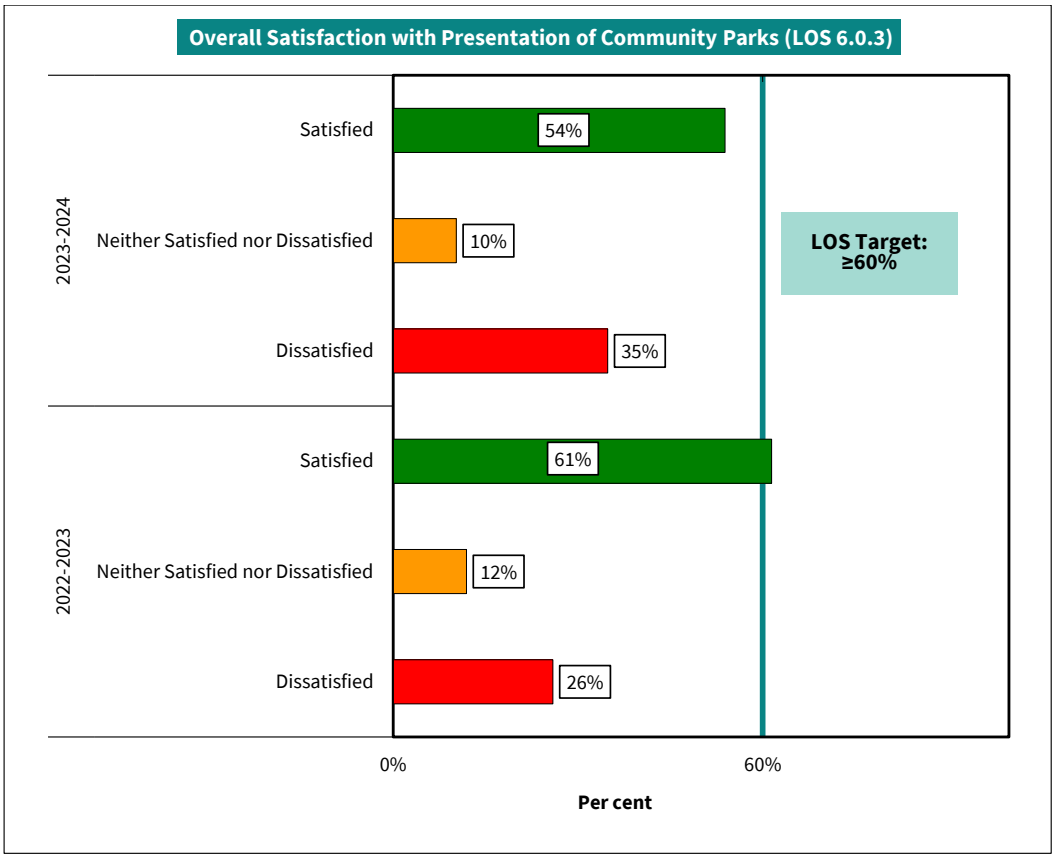
2. Overall, how satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

Time in field: The mail drop postal and online survey was delivered to households in the vicinity of community parks from November to December 2023. Surveys were also completed using our Life in Christchurch online panel where respondents gave feedback on a range of local parks throughout the city

Completed Surveys: 248

Sites surveyed:

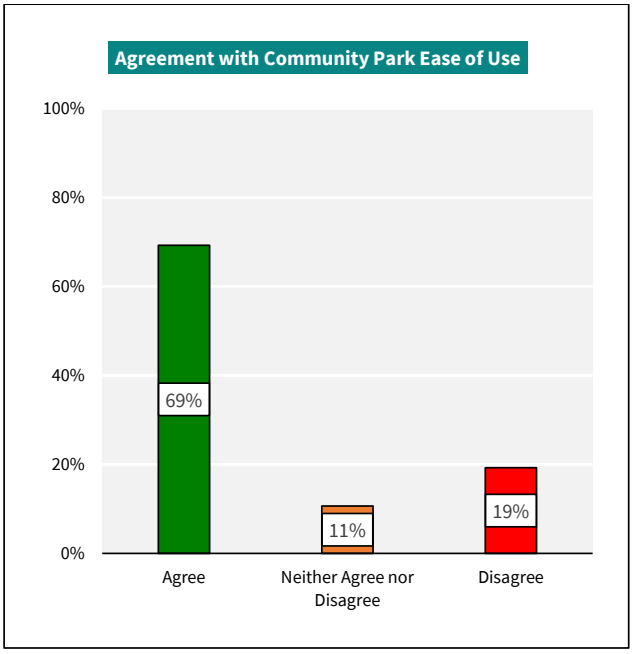
Park Name	Number Completed Surveys
ALDRED RESERVE	9
ANNANDALE PARK	8
BANCROFT RESERVE	4
BENGAL RESERVE	20
BIRDSEY RESERVE	9
BRIGADOON RESERVE	13
CAMERON RESERVE	9
CARISBROOK PLAYGROUND	6
CUFFS ROAD PLAYGROUND	7
CURRIES RESERVE	7
FITZPATRICKS PARK	9
GRAMPIAN RESERVE	10
ISHWAR GANDA PARK	14
MAHARS PLAYGROUND	9
MERIVALE VILLAGE GREEN	8
PETRIE PARK	8
PITCAIRN PLAYGROUND	12
SETTLERS HILL WALKWAY	10
SHARNBROOK RESERVE	16
SISKA RESERVE	6
SOMERVILLE RESERVE	17
THACKERAY RESERVE	5
WAIWETU RESERVE	26
ZINNIA PARK	6
TOTAL	**248**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Park appearance	**n**	29	101	30	54	28	3	**245**
	%	11.8%	41.2%	12.2%	22.0%	11.4%	1.2%	**100.0%**
Park condition	**n**	24	109	20	57	31	2	**243**
	%	9.9%	44.9%	8.2%	23.5%	12.8%	0.8%	**100.0%**
LOS AVERAGE RATING	**n**	**53**	**210**	**50**	**111**	**59**	**5**	**488**
	%	**10.9%**	**43.0%**	**10.2%**	**22.7%**	**12.1%**	**1.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	51	20.9%
Agree	118	48.4%
Neither Agree nor Disagree	26	10.7%
Disagree	26	10.7%
Strongly Disagree	21	8.6%
Don't Know	2	0.8%
Total	**244**	**100.0%**
N/A	3	

Botanic Gardens and Mona Vale

6.2.2 Recommended Level of Service Target: ≥ 90%

6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks
Target: Botanic Gardens and Mona Vale presentation: resident satisfaction ≥ 90%

Methodology
LOS score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of the Botanic Gardens? *This includes layout, plants, trees and gardens and layout and style of facilities such as the Visitor Centre, toilets, playgrounds, swimming pools and houses such as Cunningham House*

2. How satisfied or dissatisfied are you with the CONDITION of the Gardens? *This includes maintenance and how it is looked after*

OR

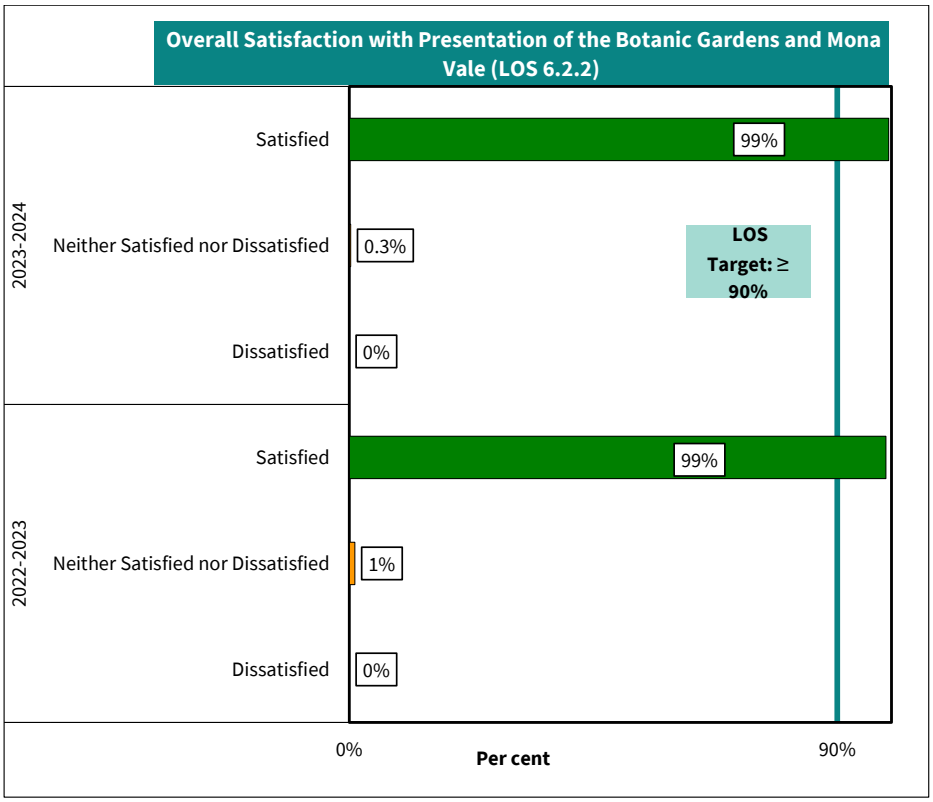
1. How satisfied or dissatisfied are you with the APPEARANCE of Mona Vale? *This includes layout, plants, trees and gardens and layout and style of facilities, such as the homestead and toilets*

2. How satisfied or dissatisfied are you with the CONDITION of Mona Vale? *This includes things such as maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2023

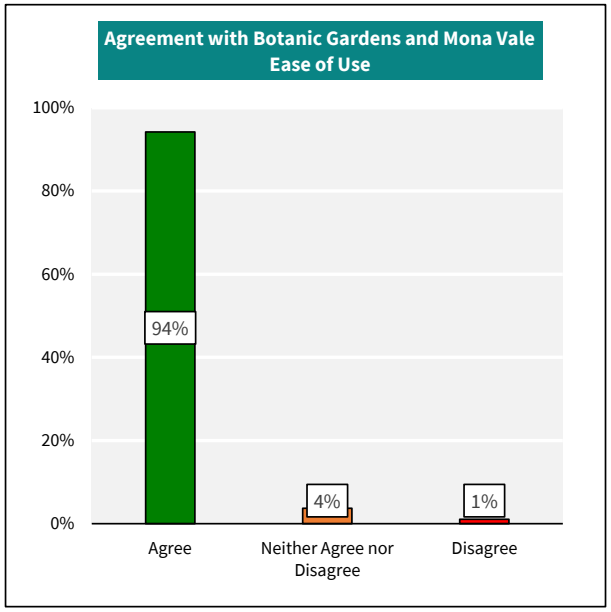
Completed Surveys: 195

Park Name	Number Completed Surveys
BOTANIC GARDENS	150
MONA VALE	45
Total	**195**



Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE <the Botanic Gardens> or <Mona Vale>?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	100	52.9%
Agree	78	41.3%
Neither Agree nor Disagree	7	3.7%
Disagree	2	1.1%
Strongly Disagree	0	0.0%
Don't Know	2	1.1%
Total	**189**	**100.0%**
Not applicable	1	

Regional Parks

6.3.5 Recommended Level of Service Target: ≥ 80%

6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks
Target: Regional Parks: resident satisfaction ≥ 80%

Methodology
LOS score based on the survey question stated below:

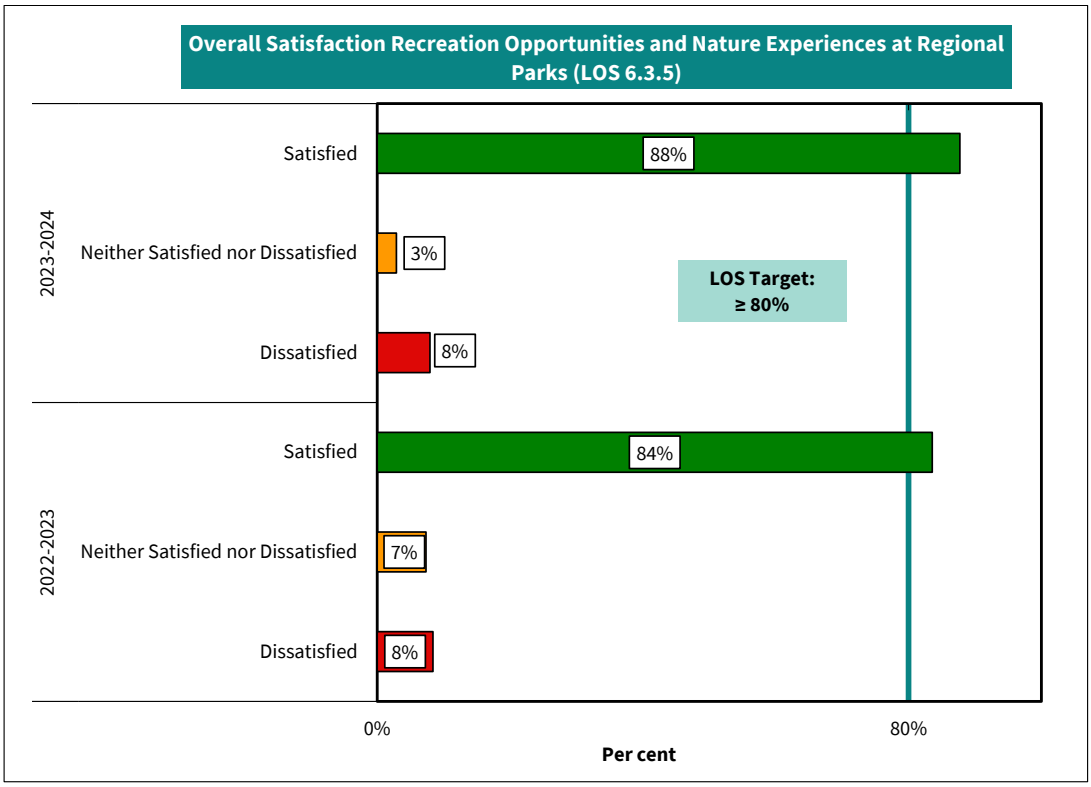
1. How satisfied or dissatisfied are you with the RANGE of RECREATION OPPORTUNITIES and NATURE EXPERIENCES at this park? *This includes areas for sitting, relaxing and playing (eg. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; and opportunities to enjoy nature (eg. native plantings and bird life)*

Time in field: Face to face and mail drop postal surveying took place between November and December 2023

Completed Surveys: 281

Sites Surveyed:

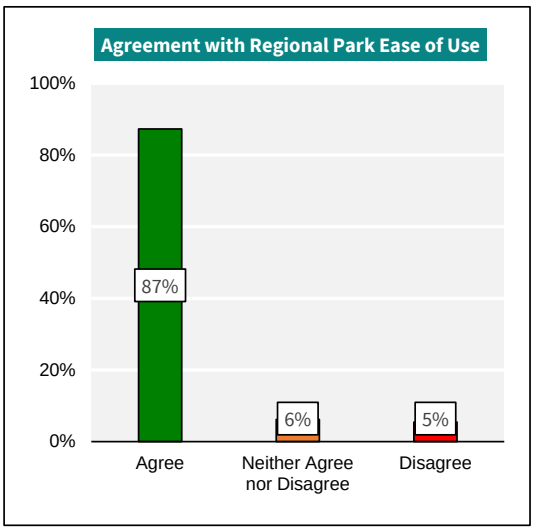
Regional Park	Completed
ELIZABETH PARK	24
FERRYMEAD PARK	19
SHAG ROCK	12
SPENCER PARK	22
TE WAOKU KAHIKATEA and KAPUTONE CONFLUENCE CONSERVATION PARK	13
TE WAOKU KAPUKA and KAPUTONE ESPLANADE RESERVE	11
BOTTLE LAKE BEACH PARK	30
HALSWELL QUARRY PARK	30
NEW BRIGHTON BEACH (developed)	30
RAPAKI TRACK	30
ROTO KOHATU	30
VICTORIA PARK	30
Total	**281**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Recreational opportunities and ecological experiences	**n**	115	128	8	20	2	4	**277**
LOS AVERAGE RATING	**%**	**41.5%**	**46.2%**	**2.9%**	**7.2%**	**0.7%**	**1.4%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this park?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	111	40.4%
Agree	129	46.9%
Neither Agree nor Disagree	17	6.2%
Disagree	14	5.1%
Strongly Disagree	1	0.4%
Don't Know	3	1.1%
Total	**275**	**100.0%**
Not applicable	1	

Cemetery Administration Services

6.4.5 Recommended Level of Service Target: ≥ 95%

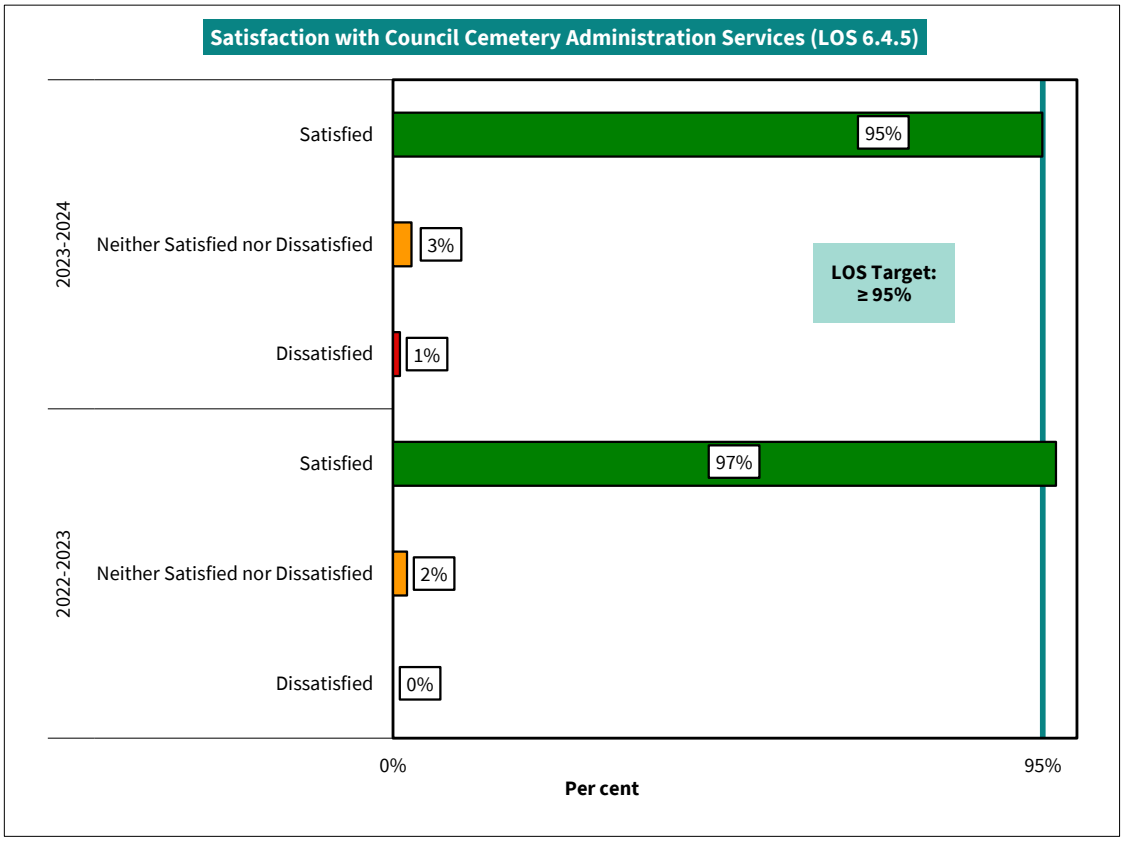
6.4.5 Cemeteries administration services meet customer expectations
Target: Customer satisfaction with cemetery administration services: ≥ 95%

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the INFORMATION PROVIDED about plot location, ownership and availability? *This includes information that is correct and available to you*
2. How satisfied or dissatisfied are you with how FRIENDLY and RESPECTFUL the Council Cemetery Support Officers are?
3. How satisfied or dissatisfied are you that the (interment) application process is EASY TO USE? *This includes clear instructions and processes, and checking your needs were met and following up on any issues*
4. How satisfied or dissatisfied are you with the (interment) application RESPONSE TIME? *This includes time taken to contact you and general timeliness of communication from us*

Time in field: The online survey was infield in October 2023, with surveys emailed to 54 funeral directors and monumental masons who had used the Cemetery administration services in the preceding 12 months. The survey was also emailed to 127 resident customers who had used the Cemetery administration services since January 2023 (this excluded those who had used the service in the eight weeks before the survey due to sensitivities). 100% of surveys were completed online

Completed Surveys: 60



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Provision of information	**n**	60	23	3	3	0	0	**89**
	%	67.4%	25.8%	3.4%	3.4%	0.0%	0.0%	**100.0%**
Staff friendly and respectful	**n**	68	18	2	0	0	1	**89**
	%	76.4%	20.2%	2.2%	0.0%	0.0%	1.1%	**100.0%**
Ease of use of interment process	**n**	39	15	2	0	0	2	**58**
	%	67.2%	25.9%	3.4%	0.0%	0.0%	3.4%	**100.0%**
Interment application response time	**n**	38	20	1	0	0	1	**60**
	%	63.3%	33.3%	1.7%	0.0%	0.0%	1.7%	**100.0%**
LOS AVERAGE RATING	**n**	**205**	**76**	**8**	**3**	**0**	**4**	**296**
	%	**69.3%**	**25.7%**	**2.7%**	**1.0%**	**0.0%**	**1.4%**	**100.0%**

Cemeteries

6.4.4 Recommended Level of Service Target: ≥85%

6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries
Target: Cemeteries presentation: resident satisfaction ≥ 85%

Methodology
LOS score calculated as an aggregate of the two survey questions stated below:

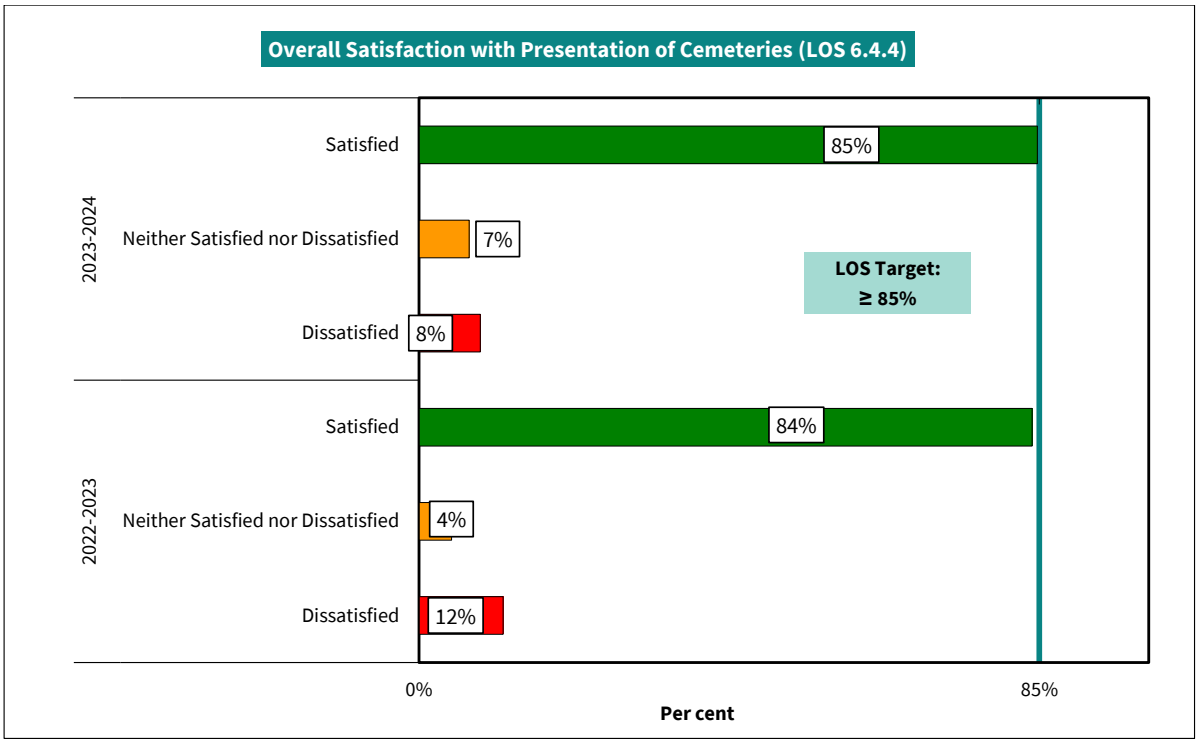
1. How satisfied or dissatisfied are you with the APPEARANCE of this cemetery? *This includes layout, plants, trees and gardens (excluding headstones)*

2. How satisfied or dissatisfied are you with the CONDITION of this cemetery? *This includes maintenance and how it is looked after (excluding headstones)*

Time in field: Face to face and mail drop postal and booster online panel surveying took place between November and December 2023

Completed Surveys: 131
Sites Surveyed:

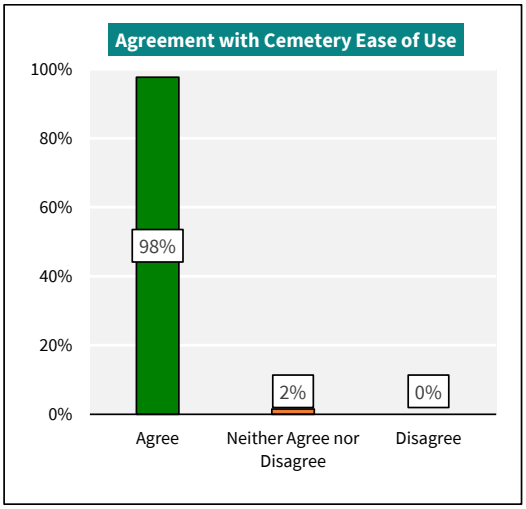
Cemeteries	Completed Surveys
AVONHEAD CEMETERY	30
BELFAST CEMETERY	30
MEMORIAL PARK CEMETERY	30
RURU LAWN CEMETERY	30
WAIMAIRI CEMETERY	11
Total	**131**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Cemeteries appearance	**n**	57	62	6	5	1	0	**131**
	%	43.5%	47.3%	4.6%	3.8%	0.8%	0.0%	**100.0%**
Cemeteries condition	**n**	45	58	12	15	1	0	**131**
	%	34.4%	44.3%	9.2%	11.5%	0.8%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**102**	**120**	**18**	**20**	**2**	**0**	**262**
	%	**38.9%**	**45.8%**	**6.9%**	**7.6%**	**0.8%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE this cemetery?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	64	49.2%
Agree	63	48.5%
Neither Agree nor Disagree	2	1.5%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	1	0.8%
Total	**130**	**100.0%**
Not applicable	0	

Hagley Park

6.8.4.1 Recommended Level of Service Target: ≥ 90%

6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park
Target: Hagley Park presentation: resident satisfaction ≥ 90%

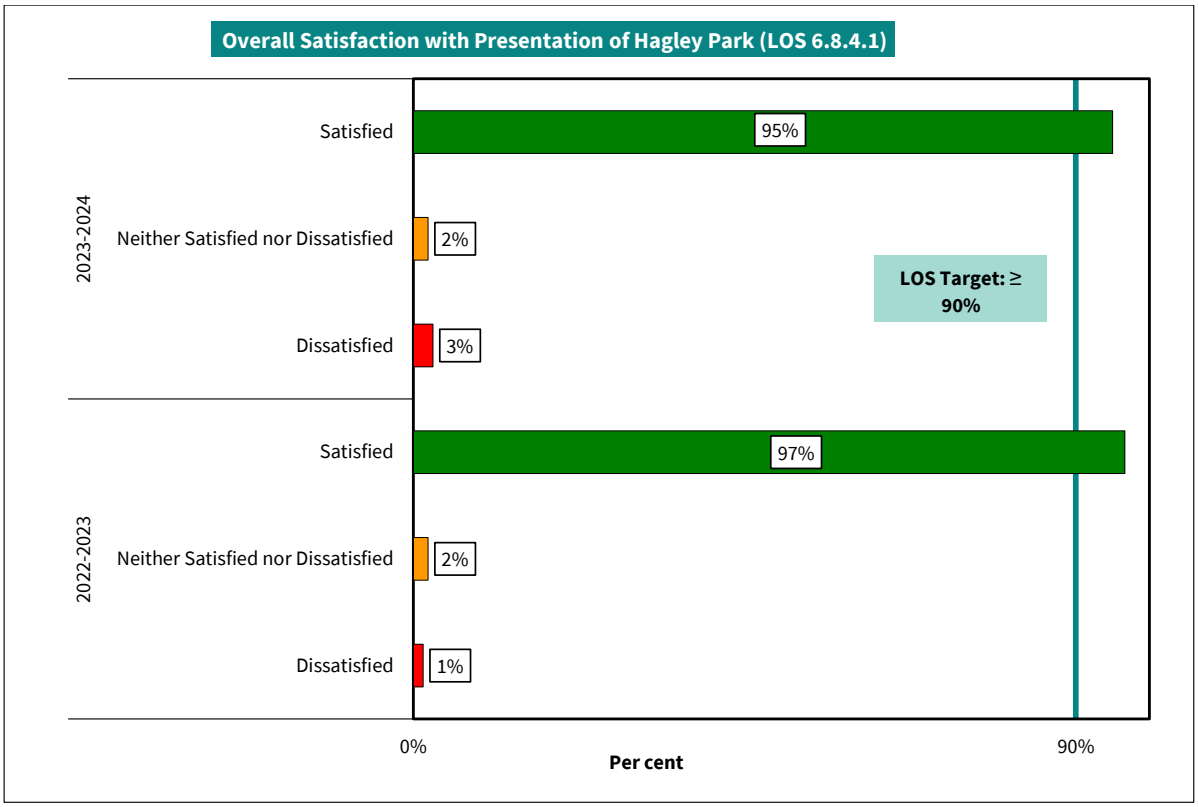
Methodology
LOS score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of Hagley Park? *This includes layout, plants, trees and gardens*

2. How satisfied or dissatisfied are you with the CONDITION of Hagley Park? *This includes maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2023

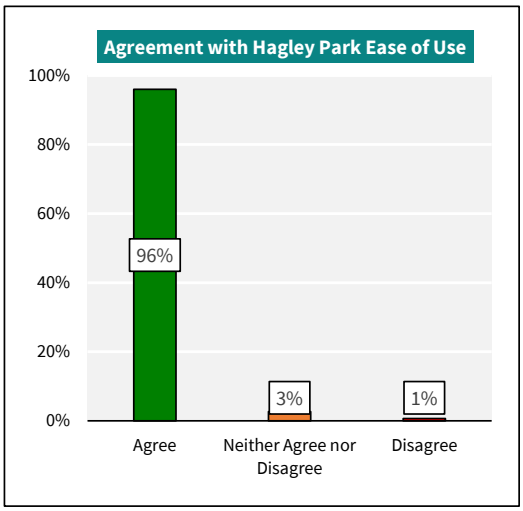
Completed Surveys: 150



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Park appearance	**n**	86	60	0	3	0	1	**150**
	%	57.3%	40.0%	0.0%	2.0%	0.0%	0.7%	**100.0%**
Park condition	**n**	77	62	6	5	0	0	**150**
	%	51.3%	41.3%	4.0%	3.3%	0.0%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**163**	**122**	**6**	**8**	**0**	**1**	**300**
	%	**54.3%**	**40.7%**	**2.0%**	**2.7%**	**0.0%**	**0.3%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: And how much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	69	46.0%
Agree	75	50.0%
Neither Agree nor Disagree	4	2.7%
Disagree	1	0.7%
Strongly Disagree	0	0.0%
Don't Know	1	0.7%
Total	**150**	**100.0%**
Not applicable	0	

Council Park Sport Surfaces

6.8.1.6 Recommended Level of Service Target: ≥ 75%

6.8.5 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces
Target: Satisfaction ≥ 75%

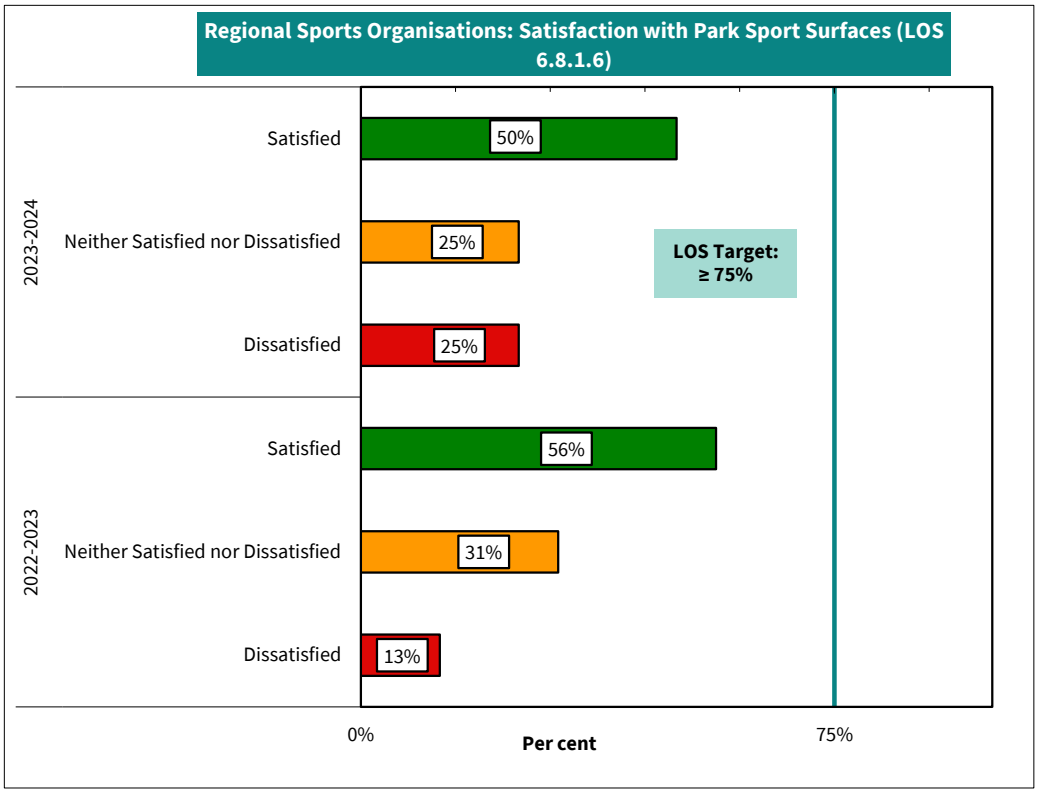
Methodology
LOS score calculated as an aggregate of the two survey questions stated below:

1. Thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied that the sport surfaces are FIT FOR PURPOSE? *This includes surfaces meeting your needs such as type of surfaces available and their layout*

2. Again, thinking about all of the sport surfaces your organisation uses at Council parks, overall how satisfied or dissatisfied are you with the CONDITION of the sport surfaces? *This includes surface maintenance and upkeep*

Time in field: The online survey was infield in October 2023, with surveys emailed to 17 regional sports organisations who had used Council sports park surfaces from January 2023. 100% were completed online

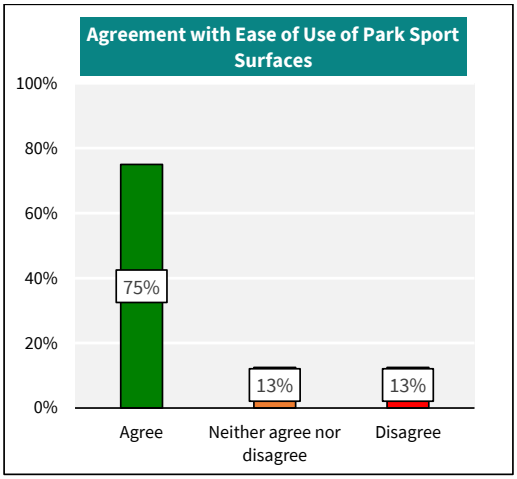
Completed Surveys: 8



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Surface fitness for purpose	**n**	1	4	2	1	0	0	**8**
	%	12.5%	50.0%	25.0%	12.5%	0.0%	0.0%	**100.0%**
Surface condition	**n**	1	2	2	1	2	0	**8**
	%	12.5%	25.0%	25.0%	12.5%	25.0%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**2**	**6**	**4**	**2**	**2**	**0**	**16**
	%	**12.5%**	**37.5%**	**25.0%**	**12.5%**	**12.5%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE our sport surfaces?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	3	37.5%
Agree	3	37.5%
Neither Agree nor Disagree	1	12.5%
Disagree	1	12.5%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	**8**	**100.0%**
Not applicable	0	

Marine Structures

10.8.1.1 Recommended Level of Service Target: 60%

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
Target: Customer satisfaction with the availability of marine structure facilities: 60%

Methodology
LOS score calculated as an aggregate of the five survey questions stated below:

Resident Users

1. How satisfied or dissatisfied are you with being able to ACCESS marine structures for RECREATION? *This includes being in the right places and easy to get to and using them for things like launching boats, fishing and walking on them*

2. How satisfied or dissatisfied are you that there are ENOUGH marine structures of different types for RECREATION? *This includes wharves, jetties, ramps, rafts and moorings*

3. How satisfied or dissatisfied are you with being able to ACCESS marine structures for TRANSPORT? *This includes structures being in the right places and easy to get to for ferries, etc*

Commercial Operators

4. How satisfied or dissatisfied are you with being able to ACCESS marine structures for COMMERCIAL PURPOSES? *This includes structures being in the right places and easy to get to and using them for commercial activities such as launching boats, loading and unloading passengers and cargo, for refuelling and for tourism activities*

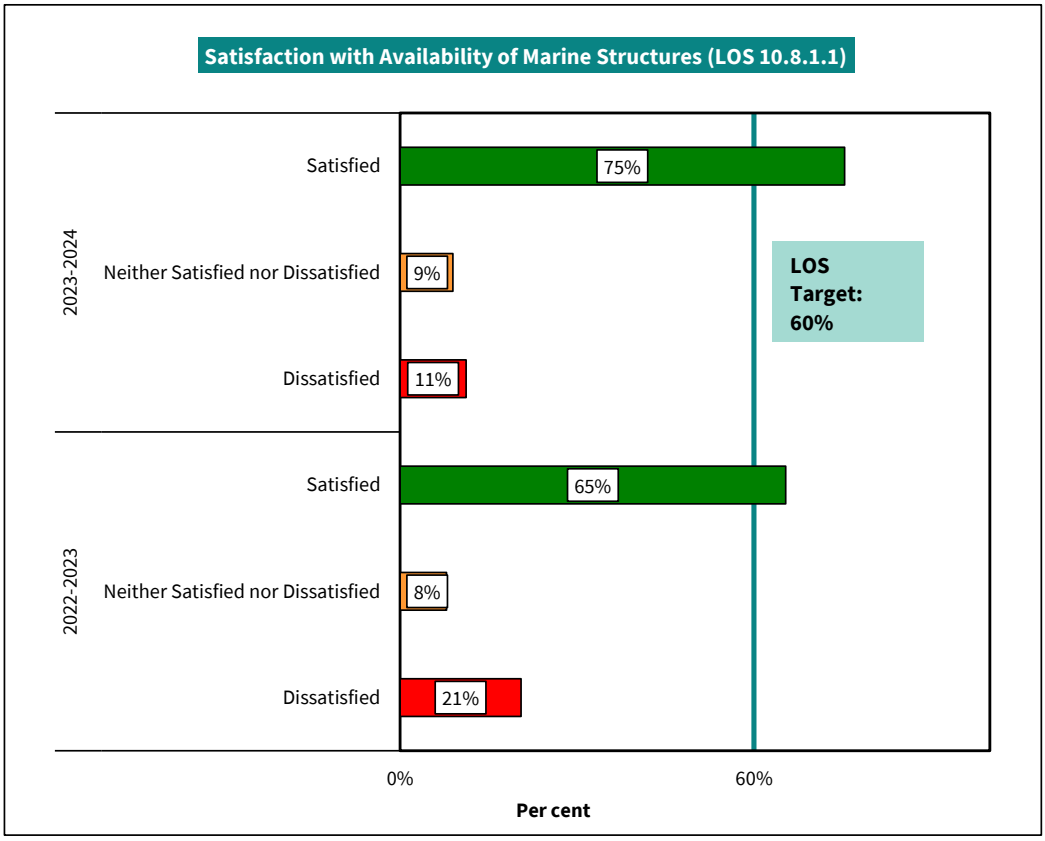
5. How satisfied or dissatisfied are you that there are ENOUGH marine structures of the different types outlined above for COMMERCIAL PURPOSES?

Time in field: An online survey was infield in October and November 2023, with surveys emailed to 11 commercial users who had used marine structures in the preceding 12 months. 100% of surveys were completed online
Face to face surveying of residential marine structure users took place at marine structures between November and December 2023. In total 195 surveys were completed at 9 marine structures

Completed Surveys: 192 (including commercial users)

Sites surveyed (residential users):

Site	Number Completed Surveys
AKAROA BOAT PARK AND RECREATION GROUND JETTY AND SLIPWAY	15
AKAROA WHARF	30
CORSAIR BAY RAMP AND JETTY	15
DALY'S WHARF	20
DIAMOND HARBOUR WHARF	30
LYTTELTON MARINA PUBLIC RAMP AND JETTY	15
MONCKS BAY PUBLIC RAMP	15
NEW BRIGHTON PIER	40
WINDSPORTS PARK RAMPS	7
Total	**187**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Accessibility for recreation	**n**	38	109	16	7	3	6	**179**
	%	21.2%	60.9%	8.9%	3.9%	1.7%	3.4%	**100.0%**
Enough for recreation	**n**	28	105	18	24	2	3	**180**
	%	15.6%	58.3%	10.0%	13.3%	1.1%	1.7%	**100.0%**
Accessibility for transportation	**n**	38	81	12	18	3	15	**167**
	%	22.8%	48.5%	7.2%	10.8%	1.8%	9.0%	**100.0%**
Accessibility for commercial purposes	**n**	0	2	1	1	1	0	**5**
	%	0.0%	40.0%	20.0%	20.0%	20.0%	0.0%	**100.0%**
Enough for commercial purposes	**n**	0	3	1	0	1	0	**5**
	%	0.0%	60.0%	20.0%	0.0%	20.0%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**104**	**300**	**48**	**50**	**10**	**24**	**536**
	%	**19.4%**	**56.0%**	**9.0%**	**9.3%**	**1.9%**	**4.5%**	**100.0%**

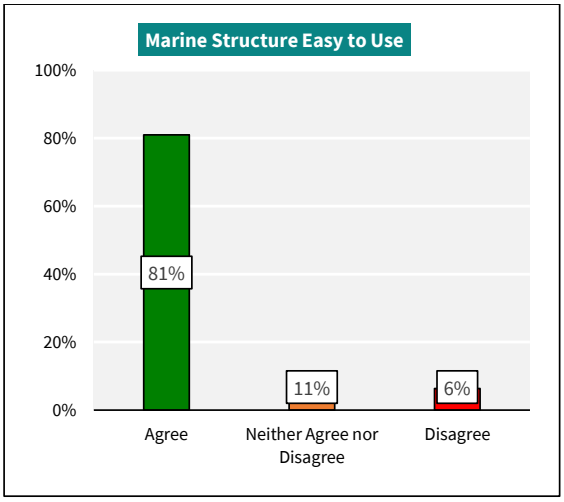
Customer Effort: Ease of Interacting With or Using Council Services

Questions:

How much do you agree or disagree that the Council makes it EASY for you TO USE this marine structure?

or

How much do you agree or disagree that the Council makes it EASY for you TO USE marine structures for commercial purposes?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	47	24.9%
Agree	106	56.1%
Neither Agree nor Disagree	20	10.6%
Disagree	11	5.8%
Strongly Disagree	1	0.5%
Don't Know	4	2.1%
Total	**189**	**100.0%**
Not applicable	1	

Environmental, Conservation, Water and Civil Defence Education Programmes

19.1.6 Recommended Level of Service Target: 95%

19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes
Target: Teachers satisfied with education programmes delivered: 95%

Methodology
LOS score based on the survey question stated below:

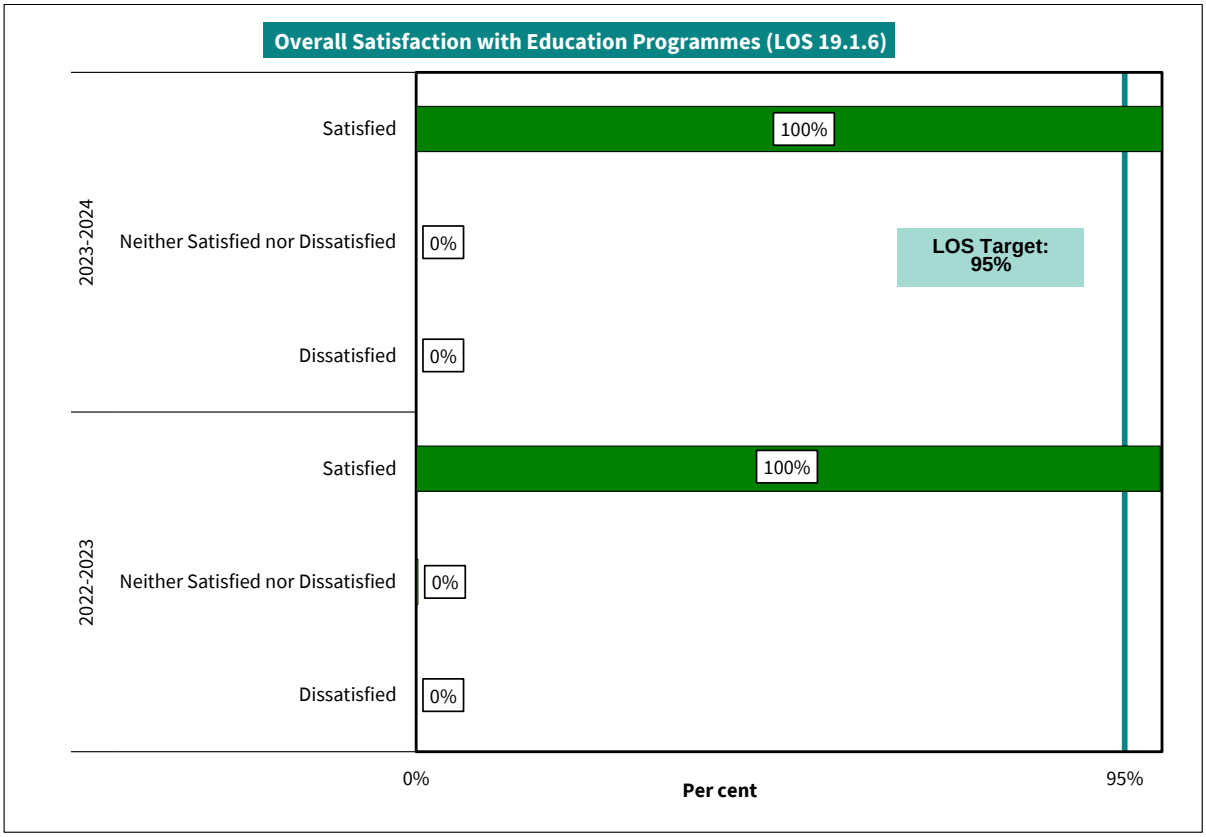
Overall, how satisfied or dissatisfied were you with the education programmes? *This includes things such as the relevance of course content, its delivery, the accuracy of information and advice provided, the manner and attentiveness of the course tutor toward participants, and the programme's ability to help students learn about protecting and enhancing our natural environment*

Time in field: The online pulse survey was infield throughout the year, with surveys emailed to teachers after their students had participated in education programmes over the year. 100% of surveys were completed online

Completed Surveys: 538

Education Programme
Coastal Management at New Brighton Beach
Creative and Native at Halswell Quarry Park
Creative and Native in the Botanic Gardens
ECE - The Insect World - Te Aitanga Pekepe
Forest Explorer at Spencer Park
Forest Explorer in Bottle Lake Forest
Freshwater Frolicking at the Groynes
Future Proof : Climate Change
Have Your Say
Junior Park Explorers at Ernle Clark Reserve
Junior Park Explorers at Halswell Quarry
Junior Park Explorers at Mona Vale
Junior Park Explorers at the Groynes
Junior Park Explorers Beckenham Ponds
Junior Park Explorers in the Botanic Gardens
Junior Park Explorers in Travis Wetland
Native Nurturing in Victoria Park
On the Rocks at Sumner Beach
Otautahi, Our City
Park Detectives at Halswell Quarry
Park Detectives in the Botanic Gardens
Rocky Road of Discovery at Halswell Quarry
Saving the Sand Dunes at Le Bons Bay
Saving the Sand Dunes at North New Brighton Beach
Saving the Sand Dunes at South Brighton Beach
Saving the Sand Dunes at Spencer Park Beach
Searching the Shoreline at North New Brighton Beach
Searching the Shoreline at South Brighton Beach
Searching the Shoreline at Spencer Park Beach
Searching the Shoreline at Sumner Beach
Searching the Shoreline at Waimairi Beach
Wetlands, Waders and Water Boatmen at Travis Wetland
A Waste of Time at various sites
All Flushed Out at the Christchurch Wastewater Treatment Plant
Casting Magic with Worms at the Curators House in the Botanic Gardens
Casting Magic with Worms at the EcoDrop Metro Place, Bromley
Watch Your Waste at Metro Place, Bromley

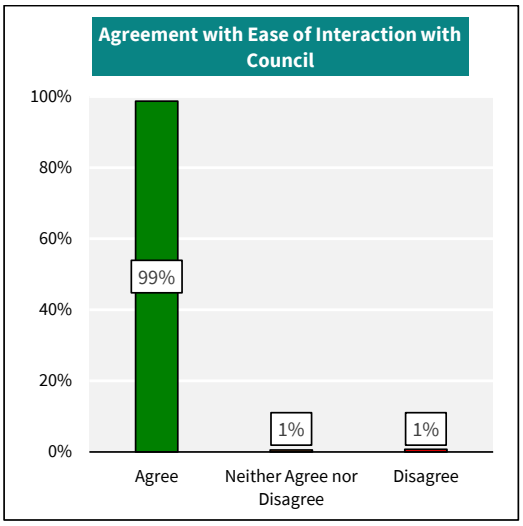
Water for Life at Main Water Pumping Station
Stan's Got a Plan for Earthquakes
Stan's Got a Plan for Floods
Stan's Got a Plan for Storms



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Overall satisfaction	**n**	501	37	0	0	0	0	**538**
LOS RATING	**%**	**93.1%**	**6.9%**	**0.0%**	**0.0%**	**0.0%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council made it EASY for you to interact with us regarding the education programme? *This includes respectful, prompt and efficient service by knowledgeable Council staff who understood your needs, and who provided you with accurate information and service that met your needs*



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	463	86.1%
Agree	68	12.6%
Neither Agree nor Disagree	3	0.6%
Disagree	1	0.2%
Strongly Disagree	3	0.6%
Don't Know	0	0.0%
Total	**538**	**100.0%**
Not applicable	0	

Activity: Building Regulation

Case Management Service

9.1.15.2 Recommended Level of Service Target: 80%

9.1.15.2 Provide Case Management Services
Target: 80% satisfaction achieved

Methodology
LOS score calculated as an aggregate of the three survey questions stated below:

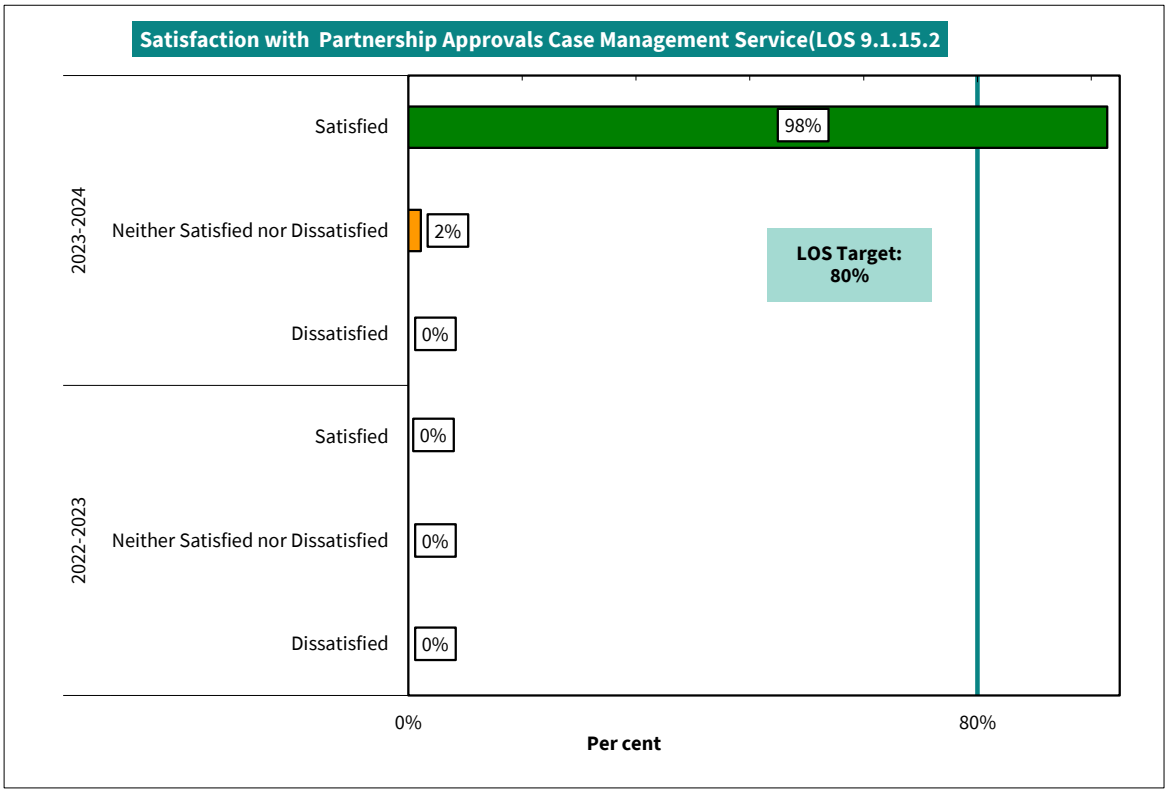
1. How satisfied or dissatisfied were you with the ACCURACY of the INFORMATION and ADVICE provided to you by the case managers? *This includes it being correct and reliable*

2. How satisfied or dissatisfied were you with the case managers' ABILITY TO RESPOND to your needs? *This includes helping you willingly and promptly, understanding your needs and offering information and options to meet your needs*

3. How satisfied or dissatisfied were you with you with the MANNER of the case managers you dealt with? *This includes staff being approachable and supportive*

Time in field: The online survey was infield in September 2023, with surveys emailed to 120 case management service customers who used the service in the last 12 months. 100% of surveys were completed online

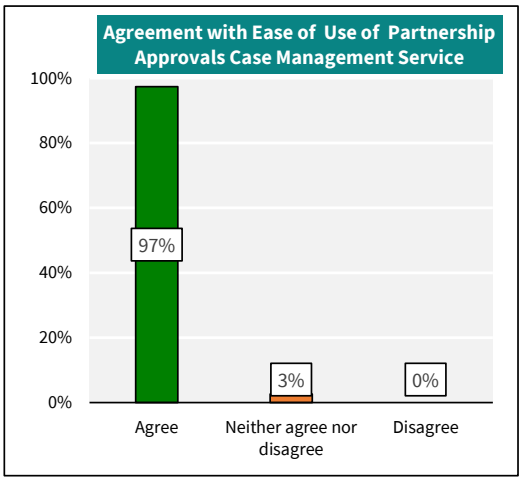
Completed Surveys: 38



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Accuracy of information and advice	**n**	28	10	0	0	0	0	**38**
	%	73.7%	26.3%	0.0%	0.0%	0.0%	0.0%	**100.0%**
Responsiveness of case managers	**n**	29	7	2	0	0	0	**38**
	%	76.3%	18.4%	5.3%	0.0%	0.0%	0.0%	**100.0%**
Manner of case managers	**n**	32	6	0	0	0	0	**38**
	%	84.2%	15.8%	0.0%	0.0%	0.0%	0.0%	**100.0%**
LOS AVERAGE RATING	**n**	**89**	**23**	**2**	**0**	**0**	**0**	**114**
	%	**78.1%**	**20.2%**	**1.8%**	**0.0%**	**0.0%**	**0.0%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: Acknowledging the statutory requirements councils and developers must meet, how much do you agree or disagree that the Council's case management service makes it EASY for you TO INTERACT with the Council for your development needs?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	22	57.9%
Agree	15	39.5%
Neither Agree nor Disagree	1	2.6%
Disagree	0	0.0%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	**38**	**100.0%**
Not applicable	0	

Activity: Resource Consenting

Resource Consenting Process

9.2.7 Recommended Level of Service Target: 70%

9.2.7 % satisfaction of applicant with resource consenting process
Target: 70% satisfaction achieved

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

1. Thinking about this resource consent, how satisfied or dissatisfied were you with the ACCURACY of the INFORMATION and ADVICE PROVIDED to you by planner/s? *This includes information being correct and reliable*

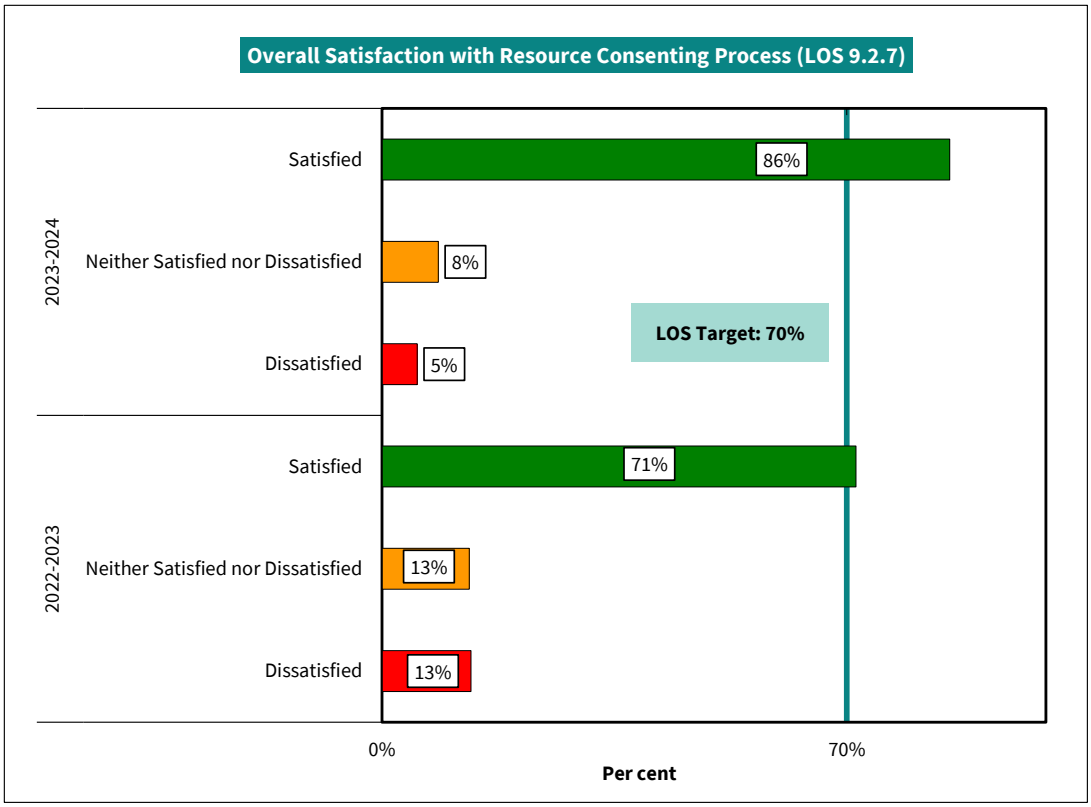
2. How satisfied or dissatisfied were you with you with the TIMELINESS of the INFORMATION and ADVICE provided to you? *This includes planners providing information and advice promptly*

3. How satisfied or dissatisfied were you with you with the MANNER of the planner/s you dealt with? *This includes planners being friendly and respectful*

4. How satisfied or dissatisfied were you with you with the TIME TAKEN to PROCESS your Consent application?

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 357 resource consents applicants from January 2023. 100% of surveys were completed online

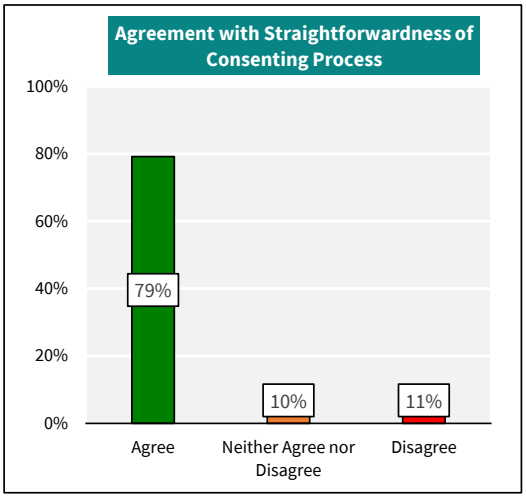
Completed Surveys: 73



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Accuracy of information and advice	**n**	24	33	5	5	2	0	**69**
	%	34.8%	47.8%	7.2%	7.2%	2.9%	0.0%	**100.0%**
Timeliness of information and advice	**n**	17	46	5	0	2	1	**71**
	%	23.9%	64.8%	7.0%	0.0%	2.8%	1.4%	**100.0%**
Staff manner	**n**	31	36	2	0	1	0	**70**
	%	44.3%	51.4%	2.9%	0.0%	1.4%	0.0%	**100.0%**
Time taken to process consents	**n**	16	39	12	3	2	1	**73**
	%	21.9%	53.4%	16.4%	4.1%	2.7%	1.4%	**100.0%**
LOS AVERAGE RATING	**n**	**88**	**154**	**24**	**8**	**7**	**2**	**283**
	%	**31.1%**	**54.4%**	**8.5%**	**2.8%**	**2.5%**	**0.7%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: Taking into account the legal requirements of the consent process, how much do you agree or disagree that the Council made it STRAIGHTFORWARD for you to have your resource consent processed?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	22	30.6%
Agree	35	48.6%
Neither Agree nor Disagree	7	9.7%
Disagree	4	5.6%
Strongly Disagree	4	5.6%
Don't Know	0	0.0%
Total	**72**	**100.0%**
Not applicable	1	

Activity: Transport

Perception of Vehicle and Personal Safety at Council Off-Street Parking Facilities

10.3.7 Recommended Level of Service Target: 50%

10.3.7 % Maintain customer perception of vehicle and personal security at Council off-street parking facilities
Target: 50% satisfaction achieved

Methodology[4]

Score calculated as an aggregate of the three survey questions stated below:

1. How much do you agree or disagree that your MOTOR VEHICLE is SAFER in Council off-street parking compared to on-street parking? *This includes theft, damage from other cars or from posts, bollards or other things and damage from people (like vandalism)*

2. Thinking about your PERSONAL SAFETY, how much do you agree or disagree that you feel safe using Council off-street

[4] **NB:** The 2021-2022 LOS 10.3.7 results came from the General Service Satisfaction Survey and from 2022-2023 onward results came from point of contact surveys. Results across 2021-2022 and 2022-2023 are not comparable as the General Service Satisfaction Survey was carried out online, included non-users of Council parking buildings and was not restricted to assessment at two facilities. The 2022-2023 survey was carried out onsite at two facilities only and did not include non-users of parking buildings. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to 2022-2023 results: 82% satisfied, 12% neither and 5% dissatisfied.

parking DURING THE DAY?

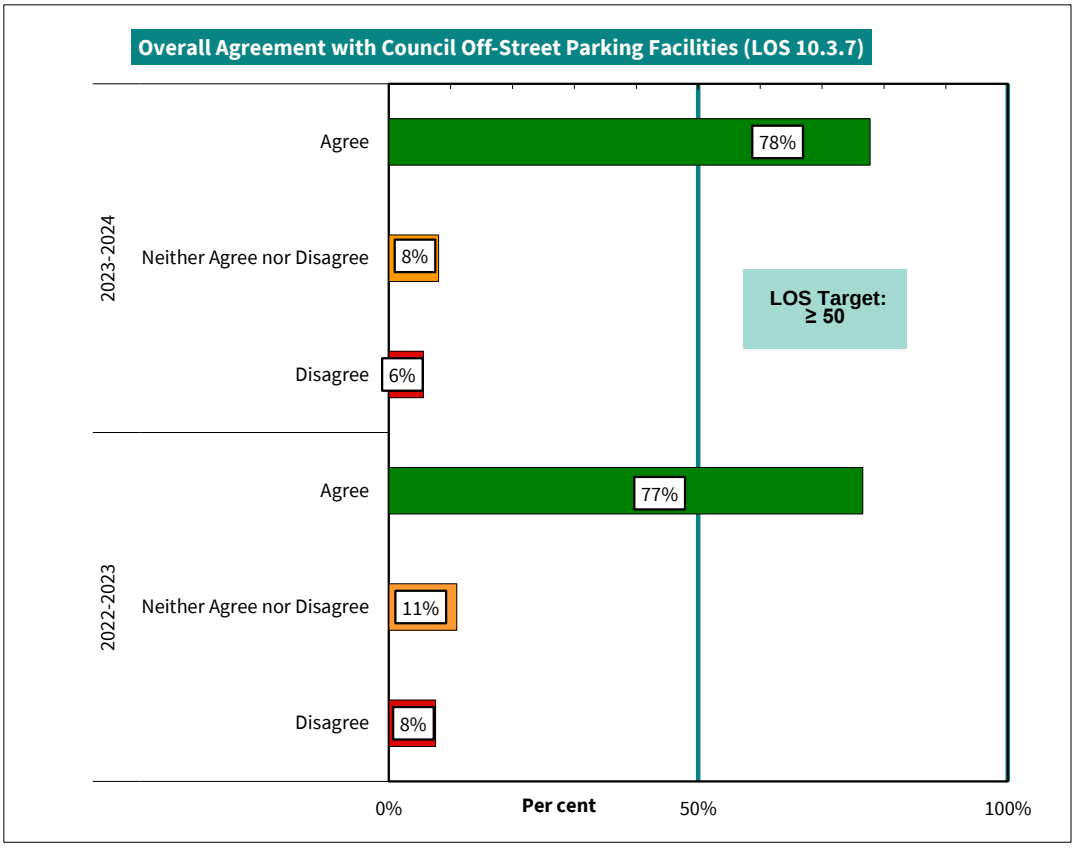
3. Thinking about your PERSONAL SAFETY, how much do you agree or disagree that you feel safe using Council off-street parking AFTER DARK?

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 200

Sites surveyed: 2

Parking Facilities	Number Completed Surveys
ART GALLERY PARKING BUILDING	50
LICHFIELD PARKING BUILDING	150
Total	**200**

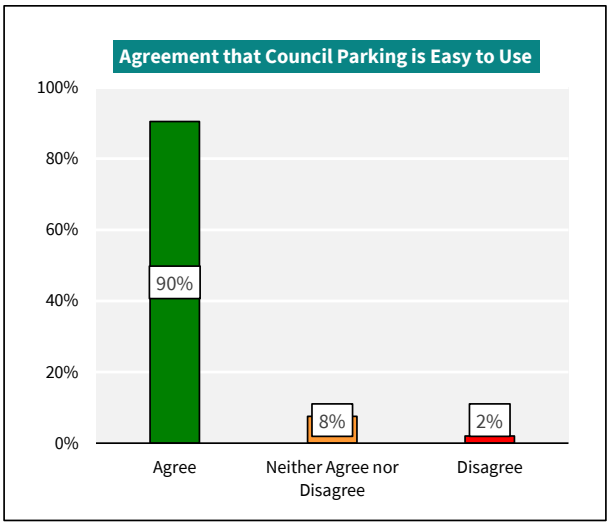


Agreement Results Not Applicable responses have been removed from the results		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Don't Know	TOTAL
Vehicle safety in Council off-street parking	**n**	56	119	16	0	1	8	**200**
	%	28.0%	59.5%	8.0%	0.0%	0.5%	4.0%	**100.0%**
Personal safety during the day	**n**	39	139	10	3	0	8	**199**
	%	19.6%	69.8%	5.0%	1.5%	0.0%	4.0%	**100.0%**
Personal safety after dark	**n**	18	73	20	23	5	33	**172**
	%	10.5%	42.4%	11.6%	13.4%	2.9%	19.2%	**100.0%**

AVERAGE RATING	n	113	331	46	26	6	49	571
	%	19.8%	58.0%	8.1%	4.6%	1.1%	8.6%	100.0%

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council parking?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	36	18.1%
Agree	144	72.4%
Neither Agree nor Disagree	15	7.5%
Disagree	2	1.0%
Strongly Disagree	2	1.0%
Don't Know	0	0.0%
Total	**199**	**100.0%**
Not applicable	1	

Public Transport Facilities

10.4.4 Recommended Level of Service Target: ≥73%

10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)
Target: ≥73% resident satisfaction

Methodology
LOS score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the number of bus shelters available at bus stops in Christchurch?

2. How satisfied or dissatisfied are you with the DESIGN of bus shelters? *This includes seating and pillars and ability to protect from weather*

3. How satisfied or dissatisfied are you with the INFORMATION PROVIDED at bus shelters? *This includes bus stop signs, timetables and real time bus tracking to tell you when buses will get to your stop*

4. How satisfied or dissatisfied are you with the CONDITION of bus shelters? *This includes maintenance and how they are looked after (like cleanliness and no graffiti and vandalism)*

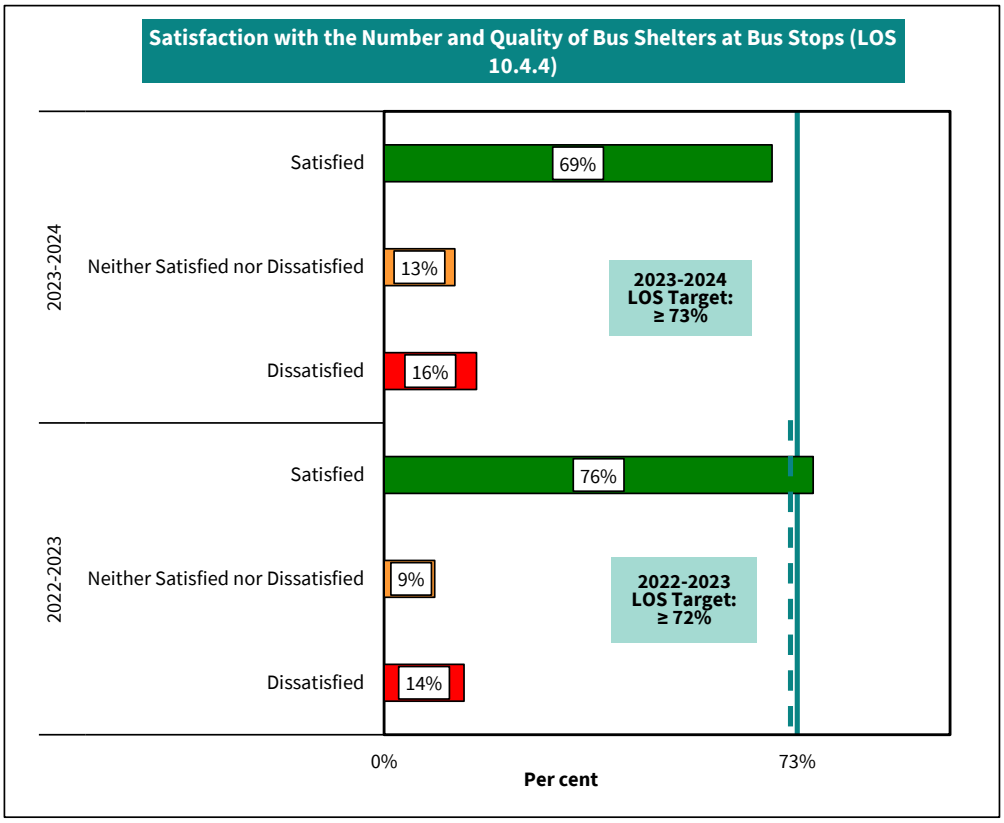
Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 250

Sites surveyed: 2

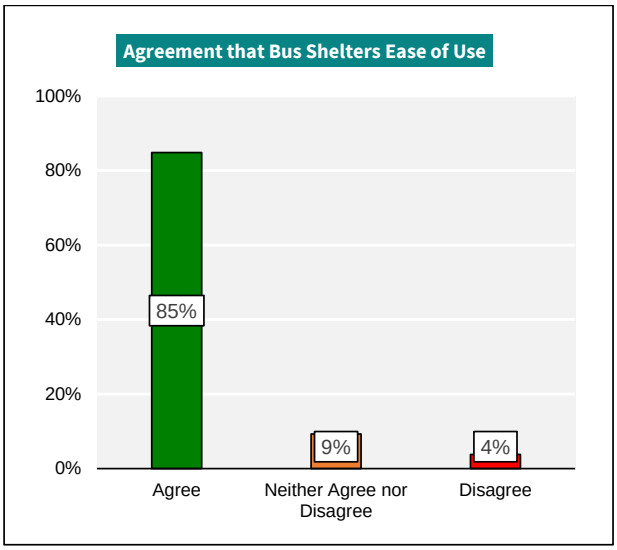
Bus Infrastructure	Completed Surveys
BUS INTERCHANGE	200
RICCARTON BUS LOUNGE	50
Total	**250**

Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Bus shelter number	**n**	44	124	27	45	4	5	**249**
	%	17.7%	49.8%	10.8%	18.1%	1.6%	2.0%	**100.0%**
Bus shelter design	**n**	45	126	32	36	3	6	**248**
	%	18.1%	50.8%	12.9%	14.5%	1.2%	2.4%	**100.0%**
Bus shelter information	**n**	50	114	27	39	7	8	**245**
	%	20.4%	46.5%	11.0%	15.9%	2.9%	3.3%	**100.0%**
Bus shelter condition	**n**	38	139	38	24	4	7	**250**
	%	15.2%	55.6%	15.2%	9.6%	1.6%	2.8%	**100.0%**
LOS AVERAGE RATING	**n**	**177**	**503**	**124**	**144**	**18**	**26**	**992**
	%	**17.8%**	**50.7%**	**12.5%**	**14.5%**	**1.8%**	**2.6%**	**100.0%**



Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE bus shelters?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	55	23.2%
Agree	146	61.6%
Neither Agree nor Disagree	22	9.3%
Disagree	5	2.1%
Strongly Disagree	4	1.7%
Don't Know	5	2.1%
Total	**237**	**100.0%**
Not applicable	1	

Appendix 1: Satisfaction Results for Additional Services

A range of services continue to be surveyed as part of the Residents Survey programme for organisation performance trend monitoring purposes

Community Facilities

Range and Quality of Council Operated Community Facilities

Methodology
Score calculated as an aggregate of the eight survey questions stated below:

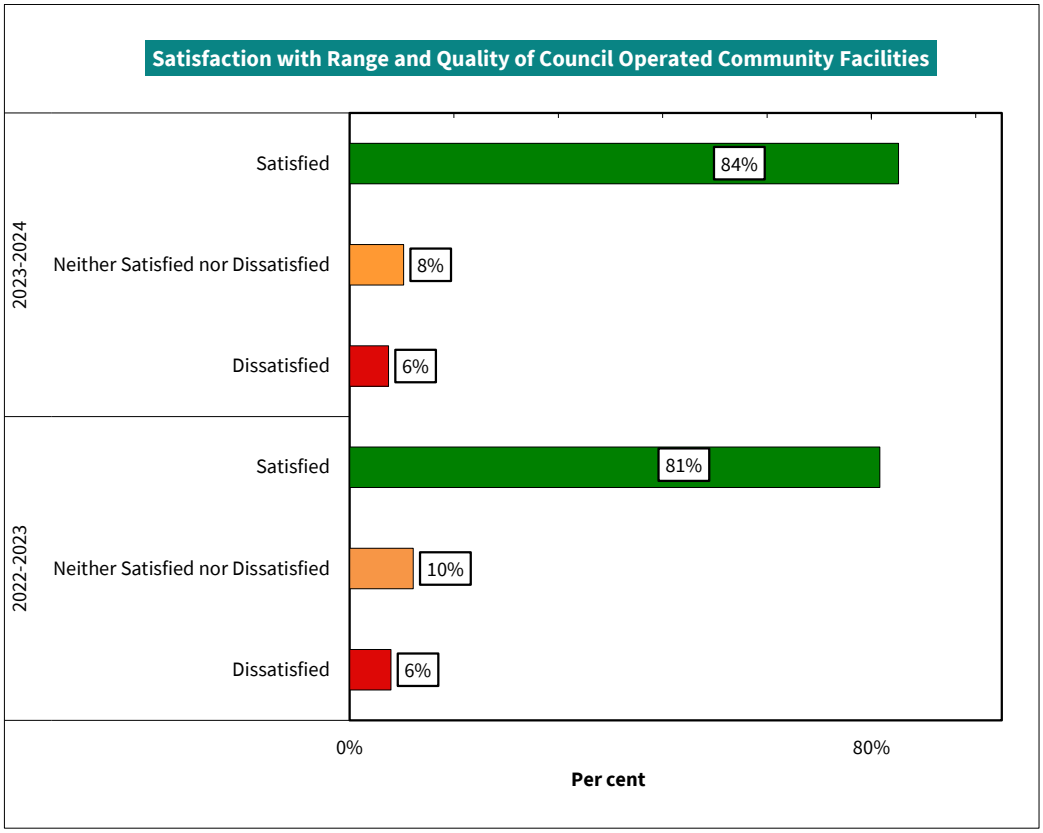
1. How satisfied or dissatisfied are you with the CONDITION of this facility? *This includes maintenance and how it is looked after*
2. How satisfied or dissatisfied are you with the AVAILABILITY of this facility? *This includes being able to book it when you want to use it*
3. How satisfied or dissatisfied are that people can GET AROUND and ACCESS this facility? *This includes the location of the facility, car parking and disability access*
4. How satisfied or dissatisfied are you that this facility is FIT FOR PURPOSE for your activities? *This includes layout, equipment, lighting, appliances and furnishings*
5. How satisfied or dissatisfied are you that this facility gives VALUE FOR THE MONEY you pay to use it?
6. How satisfied or dissatisfied are you with the ACCURACY OF INFORMATION PROVIDED about this facility? *This includes clear signs and instructions and information that is correct and available to people*
7. Thinking about Council community facilities IN CHRISTCHURCH, how satisfied or dissatisfied are you with the RANGE of facilities available for hire and use? *This includes options (like size and type) to meet your needs*
8. Thinking now about community facilities IN YOUR LOCAL AREA, how satisfied or dissatisfied are you with the RANGE of facilities available for hire and use?

Time in field: The online survey was infield in October and November 2023, with surveys emailed to 222 people who had hired Council Community Facilities from January 2023. 100% of surveys were completed online

Completed surveys: 105

Community Facilities	Number Completed Surveys
Abberley Park Hall	4
Aranui/Wainoni Community Centre	8
Avice Hill Community Centre	5
Fendalton Community Centre	9
Harvard Community Lounge	5
Hei Hei Community Centre	6
Lyttelton/Mt Herbert Community Facility	0
Matuku Takotako Sumner Centre	3
North New Brighton Community Centre	6
Orauwhata Bishopdale Library and Community Centre	8
Parklands Community Centre	5
Parkview Community Lounge	2
Rarakau Riccarton Centre	10

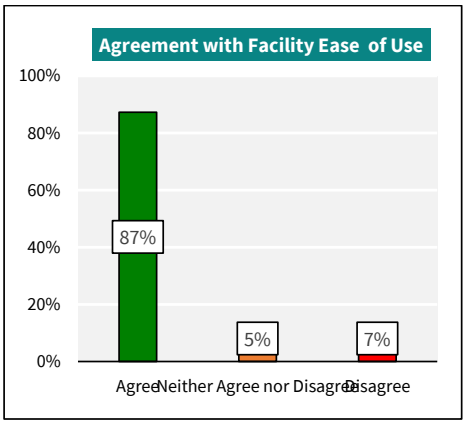
Richmond Community Cottage	2
South New Brighton Community Centre	4
St Martins Community Centre	6
Te Hapua Halswell Centre	10
Templeton Community Centre	6
Waimairi Community Centre	5
Woolston Community Library	1
Total	**105**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Condition	**n**	30	56	6	9	3	1	**105**
	%	28.6%	53.3%	5.7%	8.6%	2.9%	1.0%	**100.0%**
Availability	**n**	56	40	6	2	1	0	**105**
	%	53.3%	38.1%	5.7%	1.9%	1.0%	0.0%	**100.0%**
Getting around and accessing	**n**	55	41	5	2	0	0	**103**
	%	53.4%	39.8%	4.9%	1.9%	0.0%	0.0%	**100.0%**
Fit for purpose	**n**	44	45	7	6	0	1	**103**
	%	42.7%	43.7%	6.8%	5.8%	0.0%	1.0%	**100.0%**
Value for money	**n**	48	46	4	2	2	1	**103**
	%	46.6%	44.7%	3.9%	1.9%	1.9%	1.0%	**100.0%**
Accuracy of information	**n**	51	43	7	1	1	0	**103**
	%	49.5%	41.7%	6.8%	1.0%	1.0%	0.0%	**100.0%**
Range of facilities in Christchurch	**n**	21	52	13	7	1	4	**98**
	%	21.4%	53.1%	13.3%	7.1%	1.0%	4.1%	**100.0%**
Range of facilities in local area	**n**	19	44	20	12	0	6	**101**
	%	18.8%	43.6%	19.8%	11.9%	0.0%	5.9%	**100.0%**
AVERAGE RATING	**n**	**324**	**367**	**68**	**41**	**8**	**13**	**821**
	%	**39.5%**	**44.7%**	**8.3%**	**5.0%**	**1.0%**	**1.6%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE Council-operated community facilities?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	31	30.4%
Agree	58	56.9%
Neither Agree nor Disagree	5	4.9%
Disagree	4	3.9%
Strongly Disagree	3	2.9%
Don't Know	1	1.0%
Total	**102**	**100.0%**
Not applicable	0	

Sports Parks

Presentation of Sports Parks

Methodology
Score calculated as an aggregate of the three survey questions stated below:

1. How satisfied or dissatisfied are with the RANGE OF SPORTS SUPPORT FACILITIES available at this park? *This includes toilets, changing rooms and drinking fountains*

2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

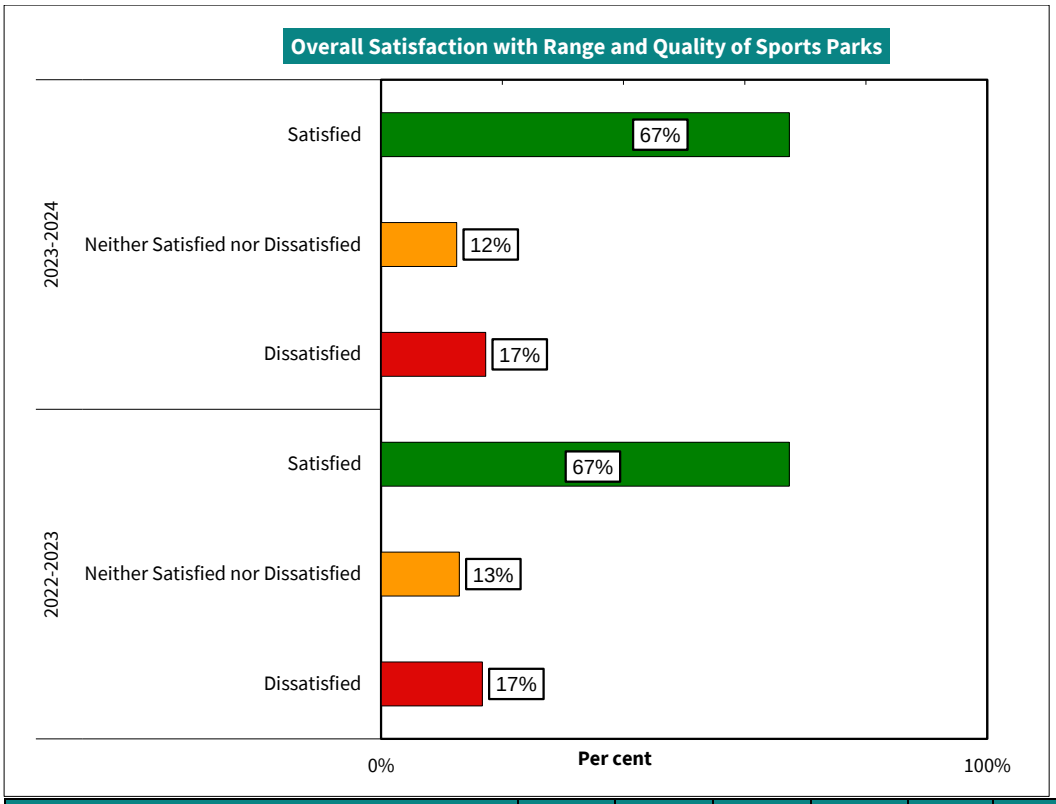
3. How satisfied or dissatisfied are you with INFORMATION PROVIDED for this park? *This includes clear signs and information that is available to people*

Time in field: Face to face and mail drop postal surveying took place between November and December 2023

Completed Surveys: 200

Sites Surveyed:

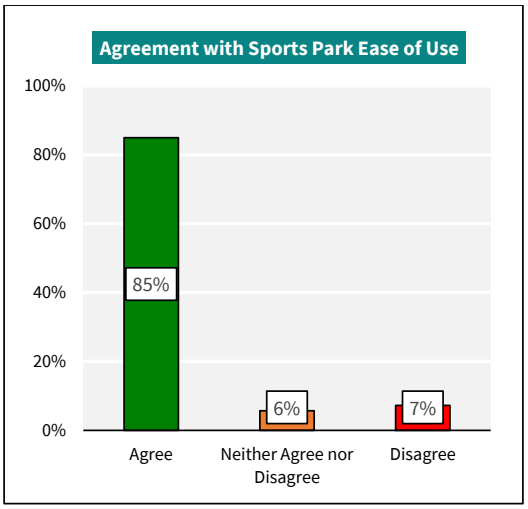
Park Name	Completed Surveys
ADDINGTON PARK	19
AKAROA RECREATION GROUND	4
BOWER PARK	9
HORNBY DOMAIN	5
KYLE PARK	7
LINWOOD PARK	7
SPREYDON DOMAIN	6
TE PAPA KURA REDCLIFFS PARK	13
BURNSIDE PARK	40
HAGLEY PARK SOUTH	30
LANCASTER PARK	30
NGA PUNA WAI	30
TOTAL	**200**



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Sport support facilities	**n**	34	85	17	37	13	4	**190**
	%	17.9%	44.7%	8.9%	19.5%	6.8%	2.1%	**100.0%**
Park condition	**n**	77	85	13	20	6	1	**202**
	%	38.1%	42.1%	6.4%	9.9%	3.0%	0.5%	**100.0%**
Park information provided	**n**	40	73	43	22	3	12	**193**
	%	20.7%	37.8%	22.3%	11.4%	1.6%	6.2%	**100.0%**
Getting around park	**n**	80	91	14	8	2	2	**197**
	%	40.6%	46.2%	7.1%	4.1%	1.0%	1.0%	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council make it EASY for you TO USE this park?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	66	34.2%
Agree	98	50.8%
Neither Agree nor Disagree	11	5.7%
Disagree	9	4.7%
Strongly Disagree	5	2.6%
Don't Know	4	2.1%
Total	**193**	**100.0%**
Not applicable	4	

Regional Parks

Presentation of Regional Parks

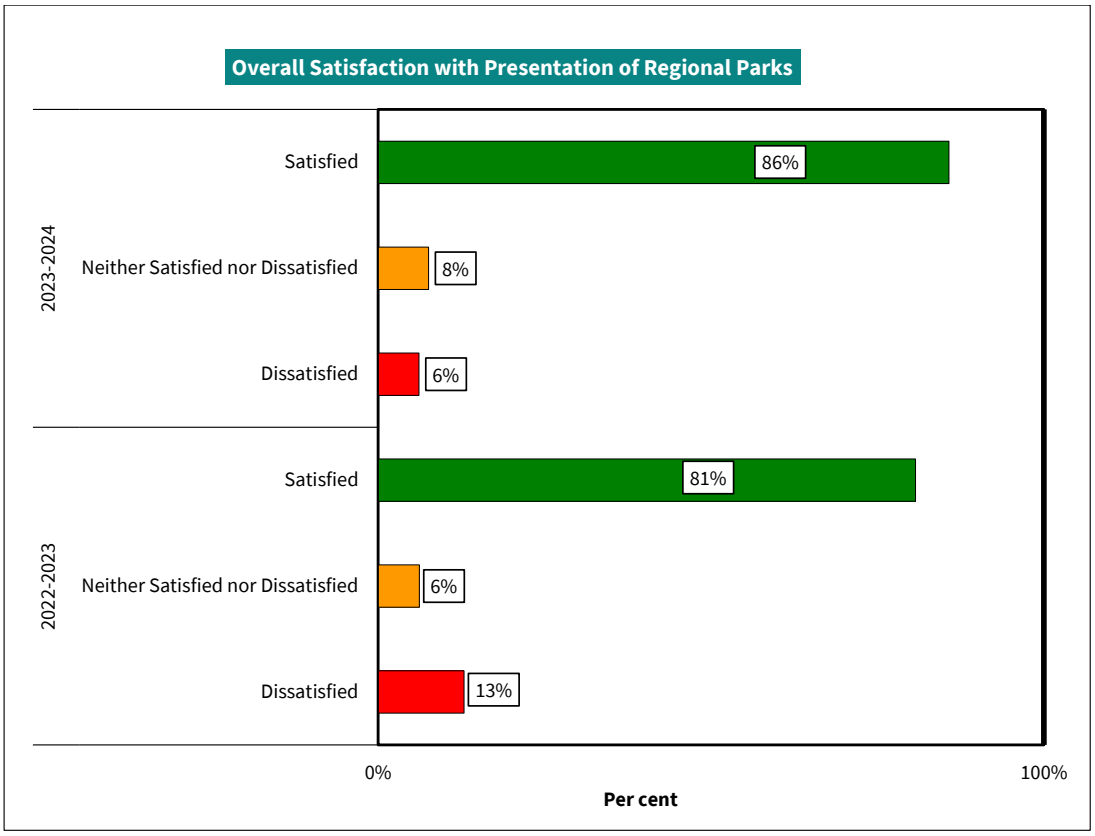
Methodology
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this park? *This includes layout, plants, trees and gardens*
2. How satisfied or dissatisfied are you with the CONDITION of this park? *This includes maintenance and how it is looked after*

Time in field: Face to face and mail drop postal surveying took place between November and December 2023

Completed Surveys: 281

Sites Surveyed: see list in Regional Parks section above



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Park appearance	**n**	114	131	14	15	2	2	**278**
	%	41.0%	47.1%	5.0%	5.4%	0.7%	0.7%	**100.0%**
Park condition	**n**	91	139	28	14	3	1	**276**
	%	33.0%	50.4%	10.1%	5.1%	1.1%	0.4%	**100.0%**
AVERAGE RATING	**n**	**205**	**270**	**42**	**29**	**5**	**3**	**554**
	%	**37.0%**	**48.7%**	**7.6%**	**5.2%**	**0.9%**	**0.5%**	**100.0%**

Marine Structures

Presentation of Marine Structures

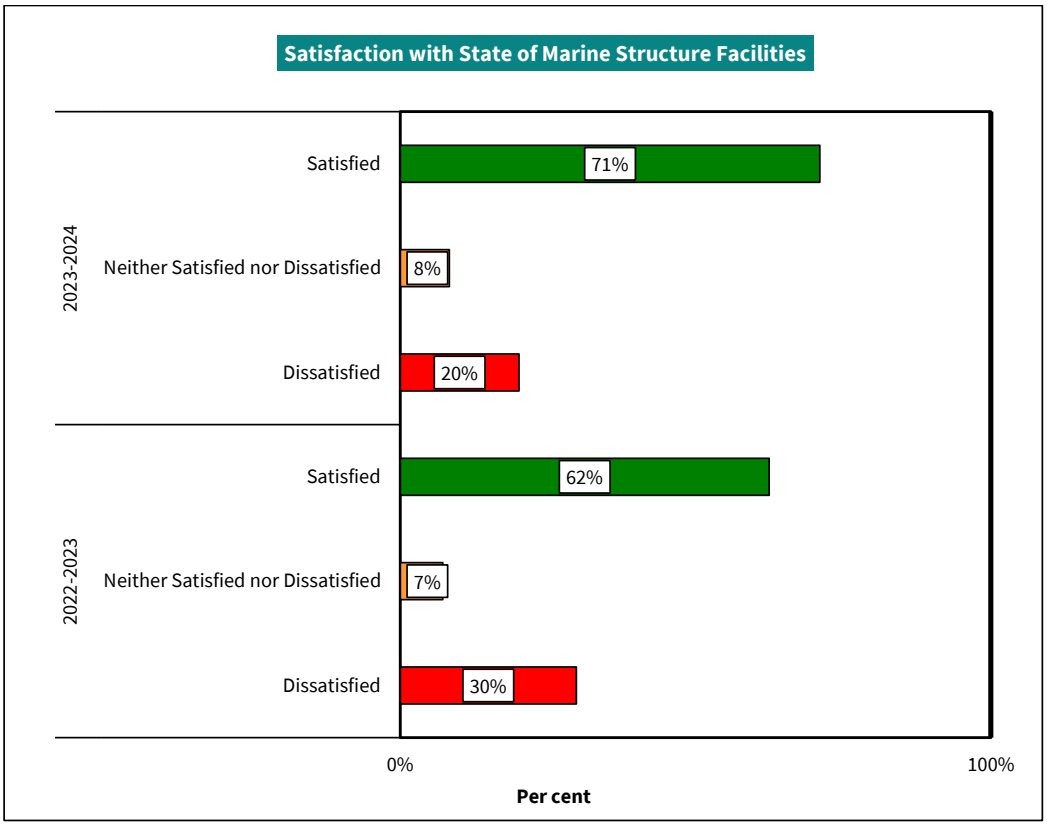
Methodology
Score calculated as an aggregate of the two survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of this marine structure? *This includes layout, type and style of facilities*
2. How satisfied or dissatisfied are you with the CONDITION of this marine structure? *This includes maintenance and how it is looked after*

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 195

Sites Surveyed: see list in Marine Structures section above



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Marine structure appearance	**n**	43	103	11	24	5	1	**187**
	%	23.0%	55.1%	5.9%	12.8%	2.7%	0.5%	**100.0%**
Marine structure condition	**n**	35	84	20	38	8	1	**186**
	%	18.8%	45.2%	10.8%	20.4%	4.3%	0.5%	**100.0%**
AVERAGE RATING	**n**	**78**	**187**	**31**	**62**	**13**	**2**	**373**
	%	**20.9%**	**50.1%**	**8.3%**	**16.6%**	**3.5%**	**0.5%**	**100.0%**

Governance and Decision Making: People Who Attended Hearings or Made Deputations

Methodology

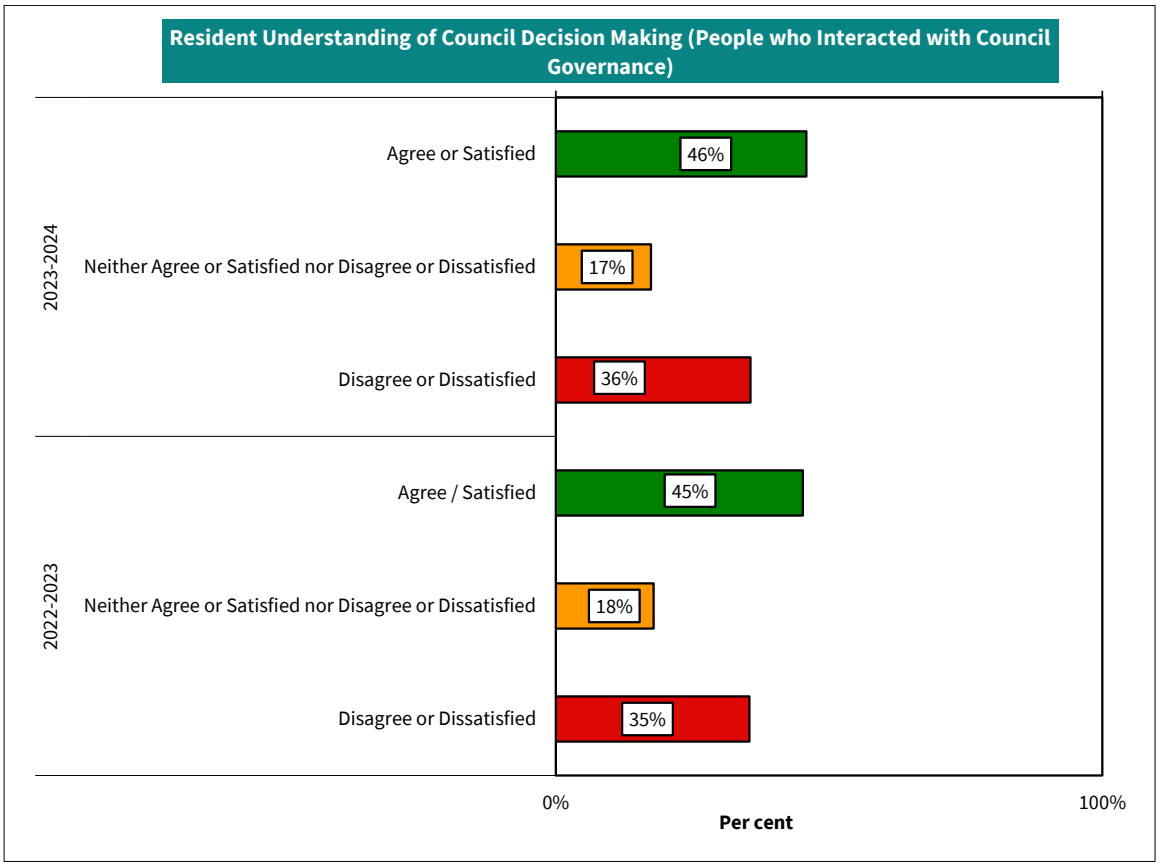
Time in field: The online survey was infield in October 2023, with surveys emailed to 453 people who had attended a hearing or made a deputation to the Council or to a Council committee or community board from January 2023. 100% of surveys were completed online

Completed Surveys: 210

Understanding of Council Decisions

Questions
Score calculated as an aggregate of the three survey questions stated below:

1. How much do you agree or disagree that you UNDERSTAND how the Council makes decisions?
2. How satisfied or dissatisfied are you with the ACCURACY of information provided to you about Council decisions? *This includes being able to rely on what you are told and information being clear, correct and available to people*
3. How satisfied or dissatisfied are you that the public receives information about decision making in a PROMPT and TIMELY manner?



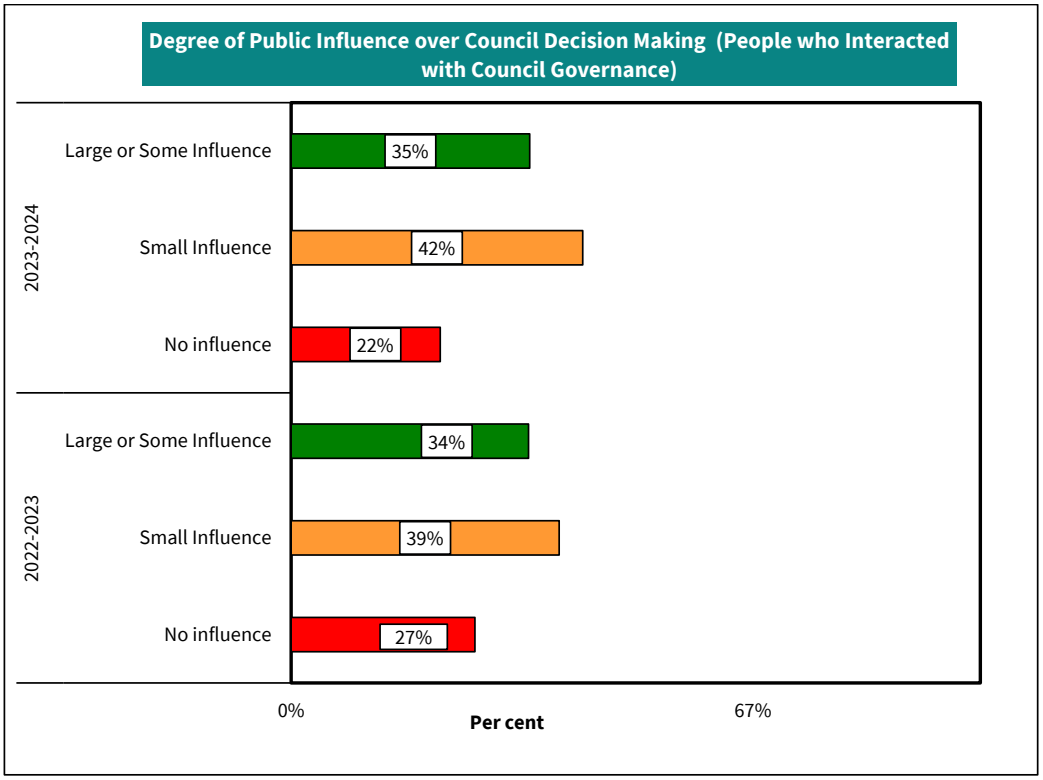
Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied / Strongly	Satisfied / Agree	Neither	Dissatisfied / Disagree	Very Dissatisfied /	Don't Know	TOTAL
Understanding of decision making	**n**	32	100	32	21	21	4	**210**
	%	15.2%	47.6%	15.2%	10.0%	10.0%	1.9%	**100.0%**
Accuracy of information about decisions	**n**	16	61	35	55	39	3	**209**
	%	7.7%	29.2%	16.7%	26.3%	18.7%	1.4%	**100.0%**
Prompt and timely information about decisions	**n**	12	66	42	49	38	0	**207**
	%	5.8%	31.9%	20.3%	23.7%	18.4%	0.0%	**100.0%**
AVERAGE RATING	**n**	**60**	**227**	**109**	**125**	**98**	**7**	**626**
	%	**9.6%**	**36.3%**	**17.4%**	**20.0%**	**15.7%**	**1.1%**	**100.0%**

Public Influence on Council Decision Making

Question

Score based on the survey question stated below:

1. How much INFLUENCE do you feel the public has on the decisions the Council makes?



Satisfaction Results Not Applicable responses have been removed from the results		Large Influence	Some Influence	Small Influence	No Influence	Don't Know	TOTAL
Influence on decision making	**n**	11	61	88	45	3	**208**
AVERAGE RATING	**%**	**5.3%**	**29.3%**	**42.3%**	**21.6%**	**1.4%**	**100.0%**

Opportunities to Participate in and Contribute to Council Decision Making

Questions

1. How satisfied or dissatisfied are you with the OPPORTUNITIES TO HAVE A SAY in what the Council does?

2. How satisfied or dissatisfied are you that the Council makes it EASY for you TO USE and ENGAGE with our decision making processes? *This includes clear instructions about processes and timelines, having options for engaging with us and being able to talk to staff and elected members about decisions*

Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Opportunities to have a say	**n**	26	74	36	41	31	0	**208**
	%	12.5%	35.6%	17.3%	19.7%	14.9%	0.0%	**100.0%**
Decision making processes being easy to use and engage with	**n**	23	76	34	40	34	1	**208**
	%	11.1%	36.5%	16.3%	19.2%	16.3%	0.5%	**100.0%**
AVERAGE RATING	**n**	**49**	**150**	**70**	**81**	**65**	**1**	**416**
	%	**11.8%**	**36.1%**	**16.8%**	**19.5%**	**15.6%**	**0.2%**	**100.0%**

Making Decisions in Best Interests of City

Questions

1. How satisfied or dissatisfied are you that the Council MAKES DECISIONS that are in the BEST INTERESTS of the city?

Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Decisions made in best interests of city	**n**	4	36	49	61	53	4	**207**
AVERAGE RATING	**%**	**1.9%**	**17.4%**	**23.7%**	**29.5%**	**25.6%**	**1.9%**	**100.0%**

Public Transport Facilities

Appearance, Safety and Ease of Use of Bus Interchange and Hubs

Methodology

Score calculated as an aggregate of the four survey questions stated below:

1. How satisfied or dissatisfied are you with the APPEARANCE of the Bus Interchange OR Hub/Lounge? *This includes layout, type and design*

2. How satisfied or dissatisfied are you with the CONDITION of the Bus Interchange OR Hub/Lounge? *This includes maintenance and how it is looked after (like cleanliness and no graffiti and vandalism)*

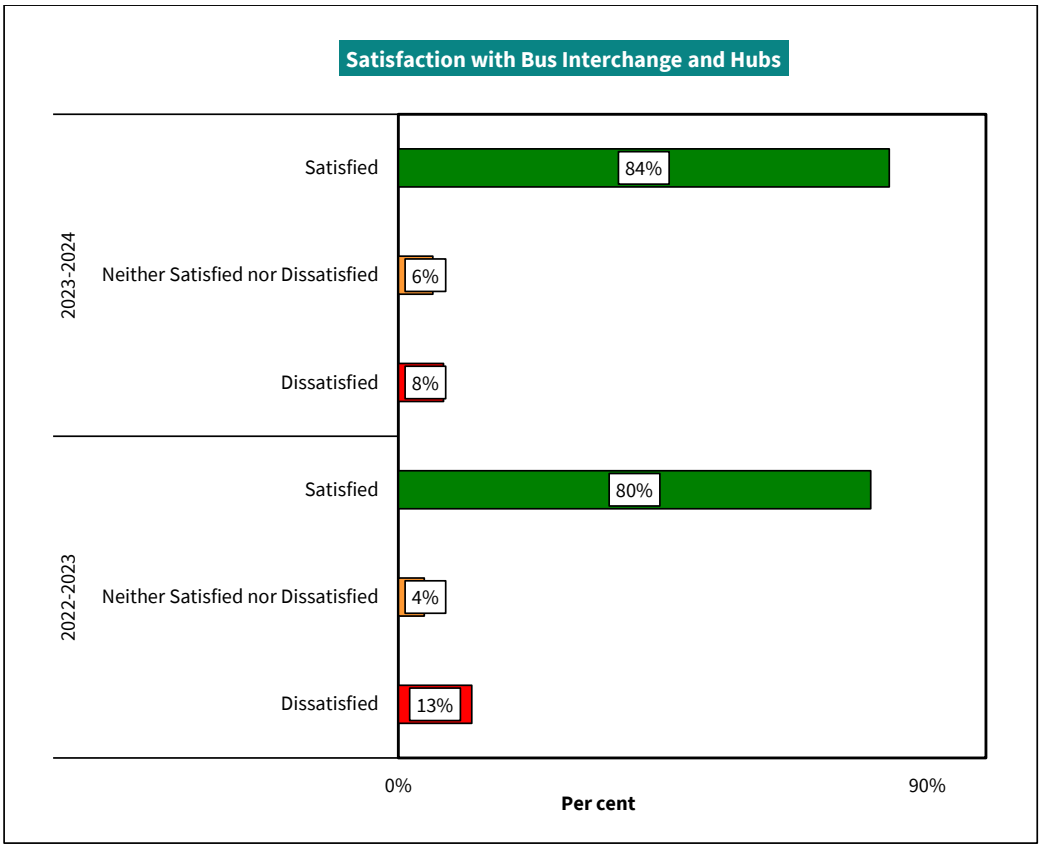
3. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge DURING THE DAY? *This includes safety from crime, amount of lighting, and road safety (like separating people from buses and other road users)*

4. How satisfied or dissatisfied are you with your PERSONAL SAFETY at the Interchange OR Hub/Lounge AFTER DARK?

Time in field: Face to face surveying took place between November and December 2023

Completed Surveys: 250

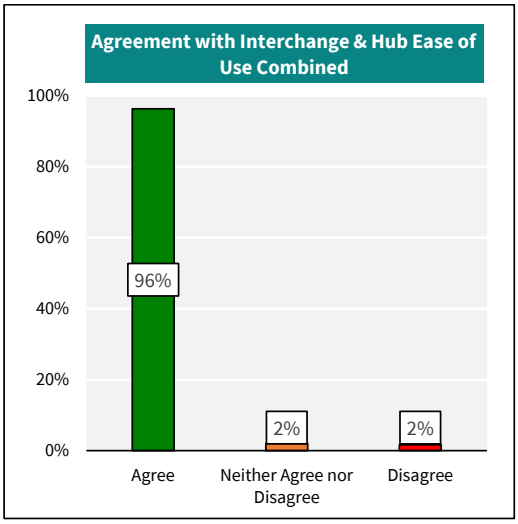
Sites surveyed: Bus Interchange, Riccarton Bus Lounge



Satisfaction Results Not Applicable responses have been removed from the results		Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know	TOTAL
Interchange appearance	**n**	87	101	6	5	1	0	**200**
	%	43.5%	50.5%	3.0%	2.5%	0.5%	0.0%	**100.0%**
Interchange condition	**n**	72	116	8	4	0	0	**200**
	%	36.0%	58.0%	4.0%	2.0%	0.0%	0.0%	**100.0%**
Interchange safety during day	**n**	55	111	14	16	3	1	**200**
	%	27.5%	55.5%	7.0%	8.0%	1.5%	0.5%	**100.0%**
Interchange safety at night	**n**	20	53	16	20	17	22	**148**
	%	13.5%	35.8%	10.8%	13.5%	11.5%	14.9%	**100.0%**
Suburban hub appearance	**n**	20	29	1	0	0	0	**50**
	%	40.0%	58.0%	2.0%	0.0%	0.0%	0.0%	**100.0%**
Suburban hub condition	**n**	16	31	3	0	0	0	**50**
	%	32.0%	62.0%	6.0%	0.0%	0.0%	0.0%	**100.0%**
Suburban hub safety during day	**n**	16	30	3	0	0	1	**50**
	%	32.0%	60.0%	6.0%	0.0%	0.0%	2.0%	**100.0%**
Suburban hub safety at night	**n**	5	20	4	6	0	3	**38**
	%	13.2%	52.6%	10.5%	15.8%	0.0%	7.9%	**100.0%**
AVERAGE RATING	**n**	**291**	**491**	**55**	**51**	**21**	**27**	**936**
	%	**31.1%**	**52.5%**	**5.9%**	**5.4%**	**2.2%**	**2.9%**	**100.0%**

Customer Effort: Ease of Interacting With or Using Council Services

Question: How much do you agree or disagree that the Council makes it EASY for you TO USE the Interchange (or suburban hub/lounge)?



Agreement Results Not Applicable responses have been removed from the results	Number	Percent
Strongly Agree	99	40.6%
Agree	136	55.7%
Neither Agree nor Disagree	5	2.0%
Disagree	4	1.6%
Strongly Disagree	0	0.0%
Don't Know	0	0.0%
Total	**244**	**100.0%**
Not applicable	0	

Christchurch City Council

Item 11

Attachment D

Residents Survey 2023-2024

Overview of Results

A Summary Report

Monitoring and Research Team
Performance Management Unit
March 2024

Christchurch City Council

The Residents Survey Programme

The Residents Survey programme includes a two-part framework to measure resident satisfaction with Council services:

Infield: January	Infield: Throughout
General Service Satisfaction Survey Resident satisfaction with Council services used by a wide range of the general population; 770 respondent sample aged 18+ years; +/- 3.5% on individual questions at 95% confidence level; mainly closed questions with response options + three open ended questions; representative online survey	**Point of Contact Service Satisfaction Surveys** Resident satisfaction with Council services used by direct service users at point of contact; sampling of a range of sites for each service with between approximately 5 and 3,400 respondents per service; short survey of closed questions with response options + two open ended questions; face to face surveying, online and postal
Services include: eg. governance and decision making, public information and participation, waterways and stormwater management, events and festivals, rubbish and recycling, active travel, roading, water supply, parking, disaster preparedness **Results: MAY**	**Services include:** eg. libraries, parks, public transport infrastructure, first point of contact customer services, events and festivals, resource consents, cemeteries, marine structures, community facilities, recreation and sport services, external communications, governance and decision making, parking, education programmes **Results: MAY**
Performance Framework Resident perceptions feed into performance monitoring and reporting of Council service delivery	

NB: A Life in Christchurch booster survey may also be undertaken to ensure better representation across the Residents Survey by various ethnic groups and by young people

Survey Methodology

In total, the 2023-2024 Residents Survey programme surveyed 10,091 Christchurch respondents[1]:

Survey Framework	Number	Percent		
Point of Contact Surveys (POC)	9,014	88%		
General Service Satisfaction Survey (GSS)	771	8%		
Life in Christchurch Booster Survey (LIC Booster)	306	3%	Census	Representation
TOTAL	10,091	100%	292,461	3.5%

2018 Census: Christchurch population aged 18 years and over. **NB:** some respondents may have completed surveys for more than one service so the total count will not reflect the number of unique individuals. Total GSS sample for open ended comments was 773
Number = number of respondents

- General Service Satisfaction Survey: representative online survey of 771 respondents[2].
- Point of Contact Surveys:
  - A range of face to face, email and telephone surveys across a wide range of Council services
  - Total sample of 9,014 respondents (individual survey samples ranged between approximately 5 to 3,400 depending on the service)
- Life in Christchurch booster survey: online survey of 306 respondents asking a range of General Service Satisfaction Survey questions to ensure better representation across the Residents Survey by various ethnic groups and by young people aged 18-24 years

The results presented below for overall satisfaction with Council performance and the one area that is the best and the one needing the most improvement were asked in the General Service Satisfaction Survey.

[1] Note some respondents may be double counted as they may have completed surveys on more than one Council service area.

[2] Total GSS sample for open ended comments was 773. Survey completes for quantitative analysis was 771. Two respondents finished the survey after the close date but their open ended responses were included in the verbatim comment analysis.

Christchurch City Council

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Executive Summary

1. **The 2023-2024 Residents Survey provides mixed results, but with some improvements compared to last year:**

2. **Overall performance satisfaction saw another small improvement to 46% from 43% last year:**
   - Reasons satisfied: Council was doing a good job; happy with the services provided (including key facilities and amenities such as libraries, recreation and sport centres and parks); younger people were more likely to be satisfied: see Council as helping shape the future of the city through provision of amenities such as new stadium and facilities and spaces for recreation
   - Reasons dissatisfied: unhappiness with roading and road maintenance; disapproval of Council spending and rates increases; older people were more likely to be dissatisfied with Council spending and rates increases
   - ~ Neutrals: more likely to lean toward being dissatisfied than satisfied for a fourth year in a row

3. **Majority of LTP services met their targets:**
   - **71%** (29 out of 41); down slightly on last year: 75% (30 out of 40)

4. **More higher satisfaction services (scoring 85% or above):**
   - **44%** (18) vs 28% (11) last year
   - Highest proportion in any of the last three LTP cycles
   - Mainly services where residents have direct contact with Council staff who they see as approachable, knowledgeable and helpful
   - Services: walk in and telephone customer service; major facilities such as libraries and recreation and sport centres; support provided to: events and recreation and sport industries, partnership approvals case management, community development and capacity building and cemeteries administration; presentation of key parks; resource consenting; environmental education programmes

5. **More services improved their satisfaction ratings by 4% or more:**
   - **34%** (14) vs (25% [10] last year
   - Included some key infrastructure services where the Council has invested significant resources to improve service delivery; residents commented on improved maintenance and proactive improvements of some infrastructure services
   - Services: marine structures; stormwater management; wastewater reliability and responsiveness; resource consents process; inner city and regional parks; parks heritage buildings; water supply responsiveness and reliability; footpath condition; Bus Interchange and suburban hubs
   - Satisfaction with the resource consents process saw a 15% improvement to bring it into the higher satisfaction service list for the first time

6. **Best performing services: remain the same as in the last four years:**
   - **Waste management**: efficient and reliable service overall with good customer communication
   - **Parks, reserves and green spaces**: well-presented and maintained; attractive city spaces
   - **Libraries:** good service with helpful staff and a range of resources

7. **Sentiment scoring has remained consistently positive:**
   - Sentiment perceptions of over 9,700 respondents across 197 measures of CATER customer service principles:
   - **64%** of the over 84,000 sentiment scores were positive (63% last year)
   - **18%** were negative (the same as last year)

Executive Summary continued

8. **A third of services saw reductions in their satisfaction ratings:**
   - **34%** (14) worsened by 1% or more
   - Five worsened by 4% or more: number of bus shelters and stops; community parks presentation; sports park surfaces; email customer services; water supply quality
   - Sports park surfaces satisfaction declined by 4% or more for the second year in a row

9. **Areas for improvement remain the same as last year:**
   - **Roading**: ongoing patch repair of roads; potholes; road surfaces not smooth or even
   - **Council decision making and financial management**: disapproval with Council spending; not listening to resident priorities; not communicating how resident views have informed decisions
   - **Water supply**: want removal of chlorine from the water due to taste and odour

10. **Five services had the lowest satisfaction scores:**
    - **Road and footpath condition:** been on lower satisfaction list for many years: ongoing patch repairs of roads; potholes; uneven and cracked footpath surfaces
    - **Governance and decision making:** been on lower satisfaction list for many years: not listening to resident priorities; Council having its own agendas; transparency issues
    - **Water quality:** returned to lower satisfaction list this year: taste and odour issues; want chlorine gone
    - **Stormwater management:** no longer lower satisfaction: perceived proactive management of and investment in stormwater network: less flooding

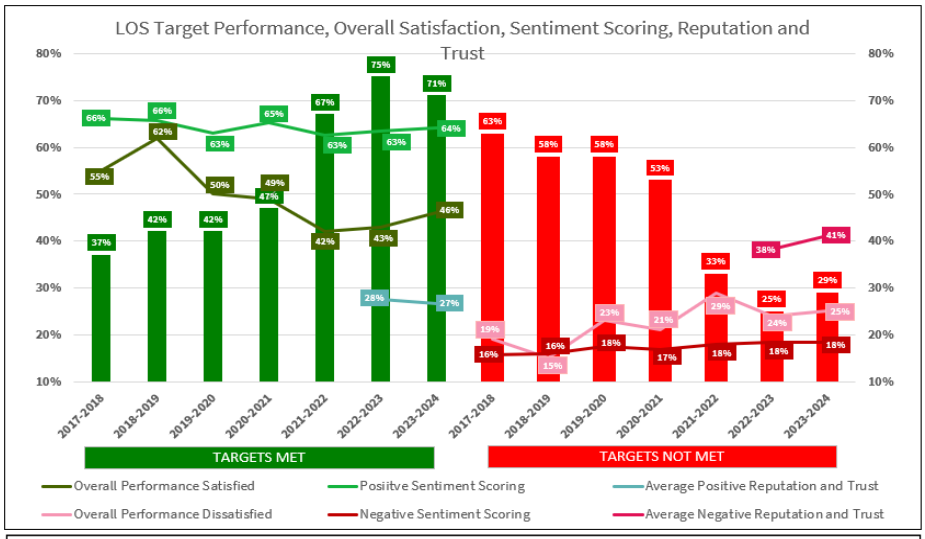
11. **Issues such as roading present complex challenges for the Council to address, with conflicting resident perceptions and priorities:**
    - Road and footpath condition satisfaction: remain low at 27% and 36% respectively despite significant increased investment in recent years; lower road condition satisfaction in the East; car drivers more likely to be dissatisfied with roads; walkers have similar rates of footpath condition dissatisfaction as car drivers, cyclists and bus users; while at the same time the city has a high rate of walking friendliness (74%) and those who walk as a main mode of travel are the most likely to say travel in the city is easy
    - Roading is still rated as the number one area residents want the Council to improve (and at a higher rate than last year) and it is also main driver of overall Council performance dissatisfaction
    - Yet residents also dislike the disruption caused by road repairs
    - And they also disapprove of high spending and rates increases, do not agree with the Council's ability to make wise spending decisions, and want tighter financial controls while at the same time wanting roads and footpaths fixed promptly despite these being very expensive to address
    - While satisfaction with road and footpath condition decrease with age, dissatisfaction with Council spending and rates rises increase with age
    - At the same time, ease of travel in the city is relatively high (78%) and for all ages and all key modes of travel. This is inconsistent with perceptions of condition of the transport network
    - Less than half (47%) of residents agree the transport network is safe for all users (especially cyclists: 42%), yet residents also express continued mixed views on cycleways infrastructure and spending, with too many cycleways being the fourth most common reason for dissatisfaction with Council performance; some want less cycleways while others want more; some say they disrupt travel in the city while others say they make it easier

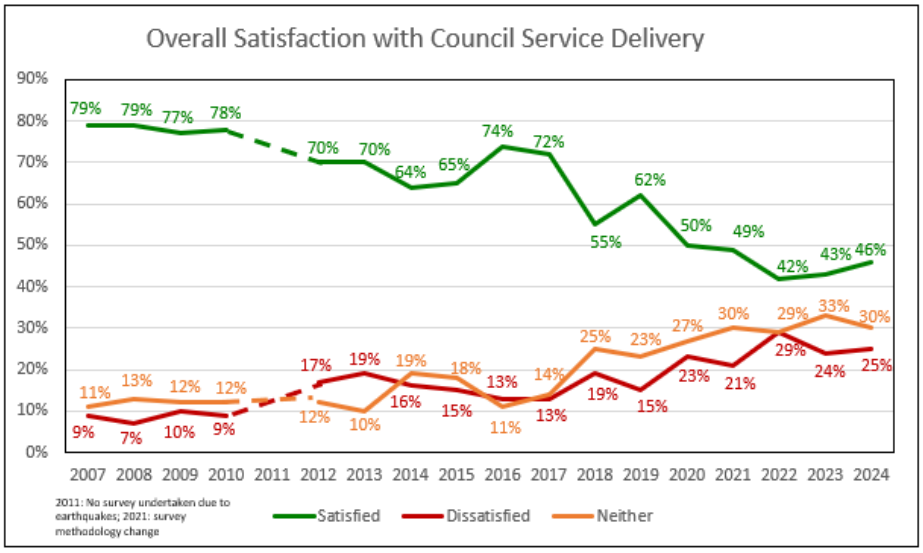
Executive Summary continued

12. **Reputation and trust perceptions remain low (with an average of 27% across 15 measures). Particularly low:**
    - Council making wise spending decisions: 14% (15% in 2023)
    - Providing value for ratepayers' money: 18% (20% in 2023)
    - Communicating how resident views have informed Council decision making (not responding or listening to resident priorities): 19% (22% in 2023)

13. **Disconnects remain between level of service target performance, overall organisation performance ratings, average reputation and trust and positive sentiment ratings across services combined**

14. **Comments provided as rationales for service satisfaction and dissatisfaction remain relatively consistent with those provided in previous years**



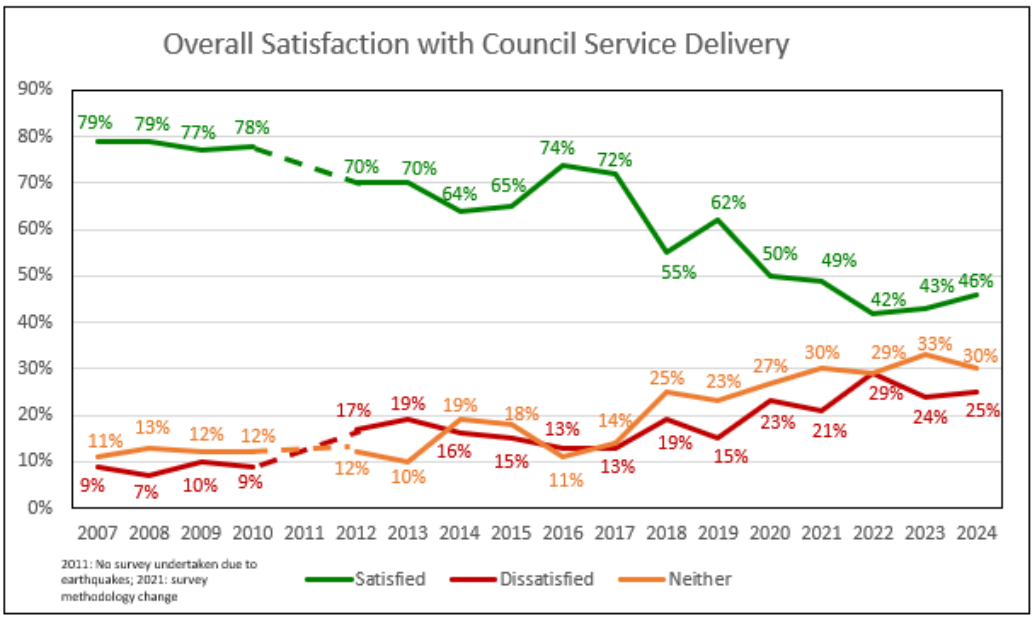


Overall Satisfaction with Council Service Performance

Satisfied: 2024: 46% (347); 2023: 43% (325); 2022: 42% (319); 2021: 49% (365)

Neutral: 2024: 30% (227); 2023: 33% (252); 2022: 29% (219); 2021: 30% (222)

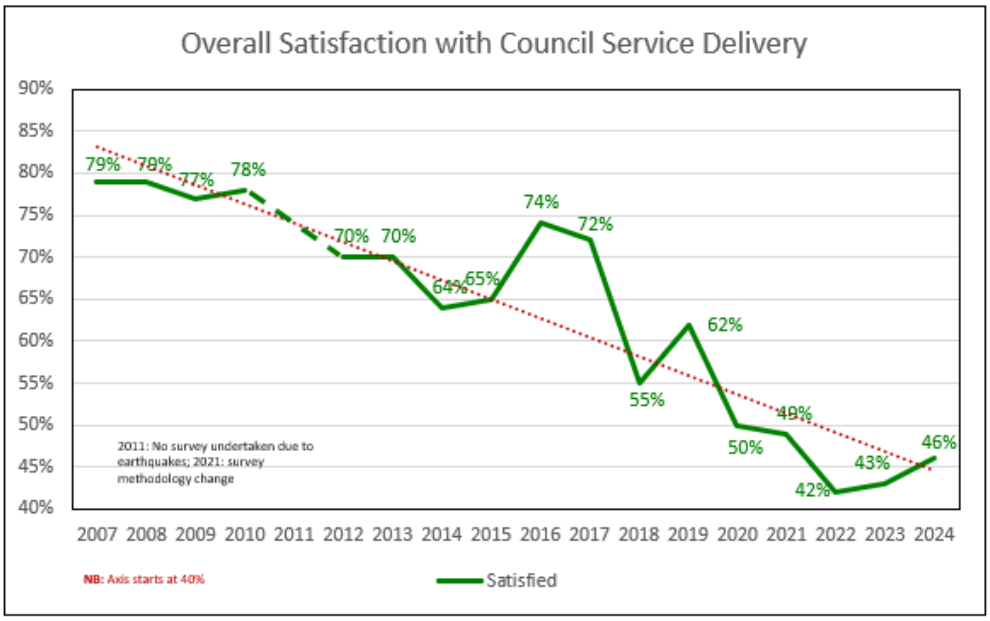
Dissatisfied: 2024: 25% (187); 2023: 24% (184); 2022: 29% (215); 2021: 21% (158)



Overall Satisfaction Trend

Overall satisfaction has been trending slightly upward in the last two years from an all time low of 42%. Prior to the earthquakes, satisfaction remained reasonably constant between 77% and 79%.

Pacific Peoples and those aged over 65 years were less likely to be satisfied than the average.



The Neutrals

Thirty percent (227) of respondents in 2024 were neither satisfied nor dissatisfied with the Council's overall performance. Those who rated overall satisfaction as neutral were asked if they leaned slightly more toward satisfied or dissatisfied, or whether they were equally satisfied as they were dissatisfied:

- Just over a fifth (21% [45]) said they leaned slightly toward satisfied, up from 15% (36) in 2023 (2022: 21% [43]; 2021: 22% [45])
- 43% (94) leaned slightly toward dissatisfied, down from 48% (116) in 2023 (2022: 45% [91]; 2021: 42% [87])
- 37% (80) were equally satisfied as dissatisfied, very similar to 38% (92) in 2023 (2022: 34% [70]; 2021: 37% [76])

Overall Satisfaction

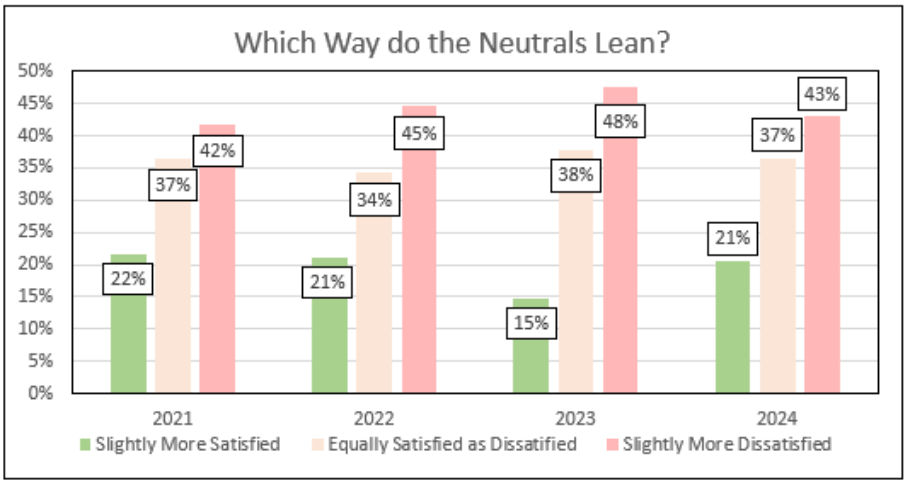
46% overall satisfaction with Council: trending slightly upward in the last two years

The satisfied…
Council is doing a good job, but often also described problems, issues and challenges; excellent facilities; improved maintenance of parks and progress on upgrades of infrastructure; heading in right direction

The dissatisfied…
Continue to be unhappy with the condition of the roads and want patch repairs stopped in favour of permanent solutions; disapprove of Council spending – not responding to resident priorities; unhappiness with rates increases

~ The neutrals…
On balance, some things are done well and others not so well; continue to lean more toward the negative and often give negative reasons to support their neutral position

For a fourth year running, the neutrals are leaning more toward dissatisfied than satisfied with Council performance. Their negative bias continues to make this an important category to watch with their proportion of neutrals reducing this year.



Reasons Given for Satisfaction and Dissatisfaction with Council

The Positive…

Respondents were asked why they were satisfied, neutral or dissatisfied with overall Council service performance and many gave a mix of both positive and negative reasons for their answers. Overall, at the positive end of the spectrum, 13% (71) of all overall satisfaction comments were about the Council being perceived as doing a good job (which was slightly lower than in 2023: 16% [87]). Council doing a good job was also the top positive reason in 2023. Proportionally fewer were happy with the services provided by Council this year: 8% (45), down from 11% (63) in 2023.

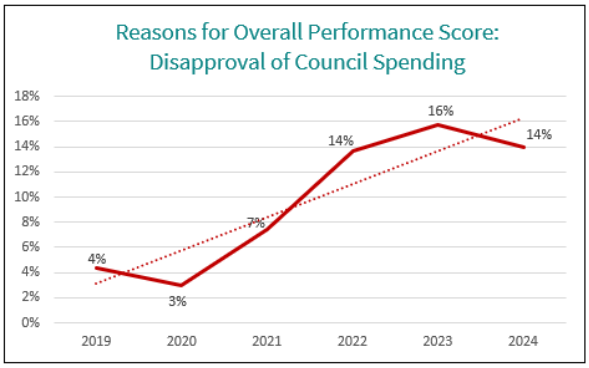
Positive Comments Overall about Council Service Performance			
Theme	**Number of Comments**	**Percent of Total Sample**	**Percent of Total *Positive* Comments**
Council is doing a good job overall	71	13%	19%
Happy with services provided	45	8%	12%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%	9%
No problems/ issues	29	5%	8%
City is cleaned and well- maintained/areas are being tidy	29	5%	8%
Responds in timely manner/dealt within a reasonable timeframe	28	5%	7%
Good customer service	24	4%	6%
Happy with recycling and rubbish services	22	4%	6%
Satisfied with the good range of events/provide lot of activities	14	3%	4%
Happy with the ongoing road maintenance/satisfied with the roadworks	13	2%	3%
Good communication	12	2%	3%
Happy with the water supply services/satisfied with the sewage services	11	2%	3%
Easy to contact/easy to communicate with the council	10	2%	3%
Christchurch is a beautiful place to live/good place to live	9	2%	2%
Satisfied with the cycleways/happy with the work on cycle lanes	7	1%	2%
They have transparent leadership/honest with their dealings	6	1%	2%
Satisfied with the Snap Send Solve App	6	1%	2%
City is accessible/easy to get around	4	1%	1%
They are dedicated to enhance the quality life of the people/they work for the people	4	1%	1%
Green spaces are provided with shaded areas/lot of opens spaces	3	1%	0.8%
TOTAL SAMPLE (n=773)	**380**	**68%**	**100%**

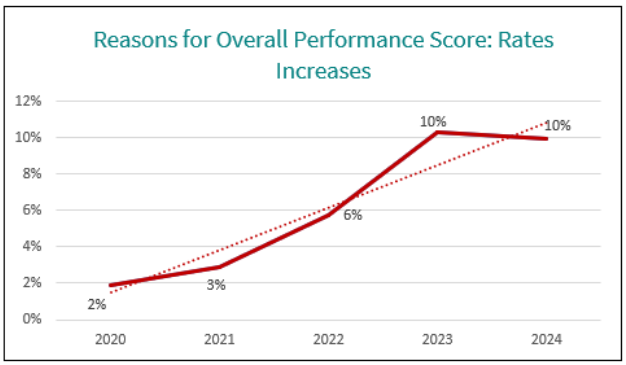
NB: A single respondent may have provided comments that have been coded to multiple themes; Don't know / no response removed

The Not So Positive…

Overall, at the negative end of the spectrum, respondents continue to be pointed in identifying what makes them unhappy, specifying once again unhappiness with roads and wanting more road maintenance as their main reason (17% [92] of all comments). This is the same proportion as 2023 (17% [96]). Unhappiness with roading was also the top negative reason for the overall satisfaction scoring in 2023. Disapproval of Council spending was the second most commonly cited reason overall for respondents' performance rating, with 14% (76) of all comments focusing on this issue. This has been the second most common reason for dissatisfaction in the last four survey cycles (2024: 14%; 2023: 16%; 2022: 14%; 2021: 7%). Disapproval of Council spending as a reason for overall satisfaction rating is consistent with the continuing low "Council makes wise spending decisions" reputation and trust agreement rating of 14% this year[3].Disapproval of Council spending as a reason for overall satisfaction rating has been increasing in the last few years and is consistent with a particularly low "Council makes wise spending decisions" reputation and trust agreement rating of 15% this year[4].

[3] The wise spending decisions result was the combined General Service Satisfaction Survey and the Life in Christchurch booster survey result. The result for the General Service Satisfaction Survey alone was 16% (which was the same result as in 2023).
[4] The wise spending decisions result was the combined General Service Satisfaction Survey and the Life in Christchurch booster survey result. The result for the General Service Satisfaction Survey alone was 16%.





Further insight can be gained by looking at the areas deemed as the best performing and worst performing for the Council over the past year.

Meeting Levels of Service Targets

See Appendices One and Two for tables providing a summary of the individual level of service target results.

Of the 41 levels of service that had a resident/customer satisfaction component in their targets (that were measured through the Residents Survey), 71% (29) met their targets this year[5] while 29% (12) did not meet their targets. This is slight reduction on the three quarters (75% [30]) of services that met their targets and a slight increase on the quarter (25% [10]) that did not meet targets last year. Seven services that did not meet their target this year were within 4% of meeting it.

Meeting LTP Targets

Just under three quarters of resident perception based LTP targets were met: slightly lower than last year while more services saw improvements of 4% or greater this year

Changes in satisfaction scores: 21 levels of service showed improvement of at least 1%, with 14 improving by 4% or more; 14 levels of service showed reductions of at least 1%, with 5 worsening by 4% or more

Excellent customer service: as with previous years, this remains central to higher satisfaction services and with perceived breakdowns in customer service present in the lower satisfaction services

Resident Satisfaction Based LOS Performance Compared to Last Year		Number of Services	Percent
MET	**Met target this year**		
	2023-2024	**29**	**71%**
	2022-2023	*30*	*75%*
	2021-2022	*26*	*67%*
	2020-2021	*18*	*47%*
	2019-2020	*15*	*42%*
	2018-2019	*15*	*42%*
	2017-2018	*17*	*37%*
NOT MET	**Did not meet target this year**		
	2023-2024	**12**	**29%**
	2022-2023	*10*	*25%*
	2021-2022	*13*	*33%*
	2020-2021	*20*	*53%*
	2019-2020	*21*	*58%*
	2018-2019	*21*	*58%*
	2017-2018	*29*	*63%*

[5] The bar for some services remains set low, with four services having targets set at well under 50% satisfaction and three services with targets set that low still did not meet their targets (16.0.3 road condition, 16.0.9 footpath condition and 4.1.9 community participation in and contribution to decision making).

Fifty one percent (21) levels of service had improvements their satisfaction scores by 1% or more this year, with 67% (14) of these improving by 4% or more. Last year, 55% (22) services had scores that improved by 1% or more (45% [10] of these by 4% or more) on the previous year.

Thirty four percent (14) levels of service had reductions in their satisfaction score of 1% or more, with 36% (5) of these worsening by 4% or more. Last year, 30% (12) services had scores that reduced by 1% or more (42% [5] of these by 4% or more) on the previous year. The scores for five services remained the same as last year's score.

		2023-2024		2022-2023		2021-2022	
Resident Satisfaction Based LOS Performance Compared to Last Year		**Number of Services**	**Percent**	**Number of Services**	**Percent**	**Number of Services**	**Percent**
IMPROVEMENT	Improved by 1% or more	**21**	**51%**	**22**	**55%**	**9**	**23%**
	Improved by 4% or more	*14*		*10*		*3*	
SAME	Stayed exactly same (0% change)	**5**	**12%**	**5**	**13%**	**6**	**15%**
WORSENED	Worsened by 1% or more	**14**	**34%**	**12**	**30%**	**22**	**56%**
	Worsened by 4% or more	*5*		*5*		*9*	
Data not available		10	24%	1	3%	2	5%
	TOTAL LOS	**41**		**40**		**39**	

NB: Rounding may result in totals not adding to 100%

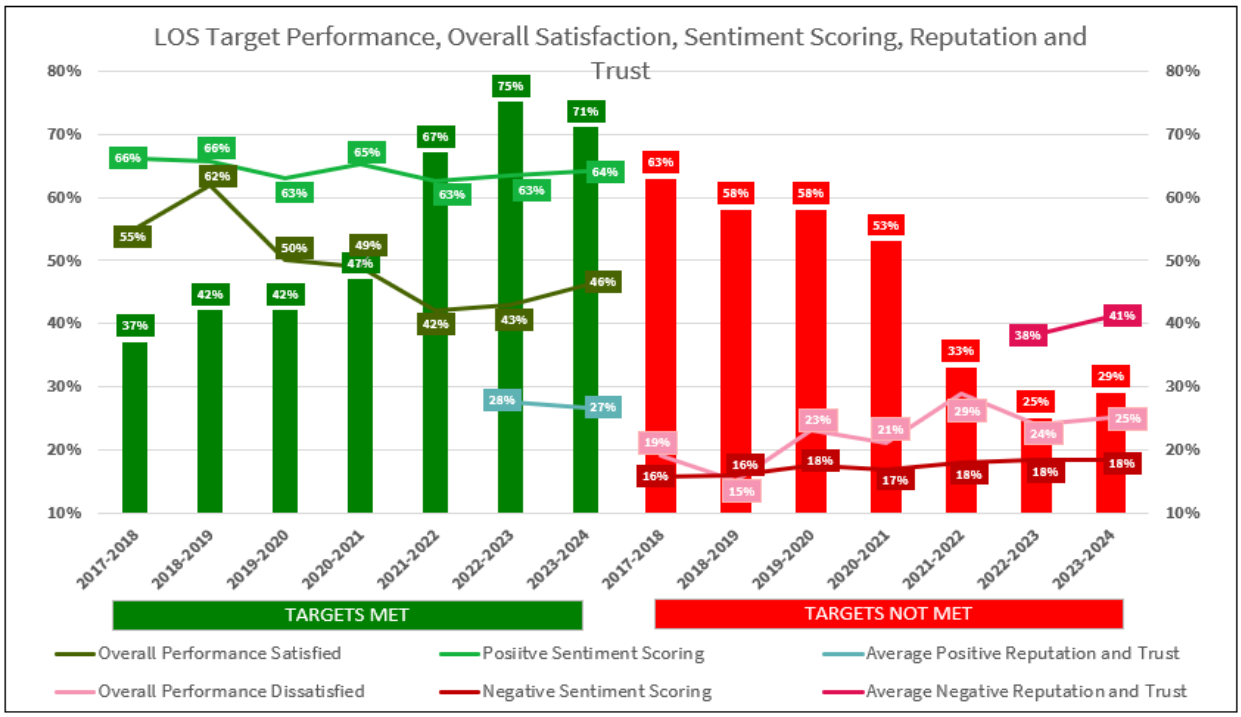
Services with satisfaction scores that improved 4% or more since last year:

LTP	Performance Standard	Percent Increase in Satisfaction Since Last Year
Yes	*9.2.7 % satisfaction of applicant with resource consenting process*	15%
Yes	*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*	10%
Yes	*14.0.3 Proportion of residents with the management of the Council's stormwater network*	8%
Yes	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	8%
Yes	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	7%
Yes	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	7%
Yes	*7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch*	6%
Yes	*6.9.1.6 To manage and maintain Parks scheduled heritage buildings*	6%
Yes	*12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems*	5%
Yes	*12.0.1.13 Proportion of residents satisfied with the reliability of water supplies*	5%
Yes	*6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks)*	4%
Yes	*16.0.9 Improve resident satisfaction with footpath condition*	4%
No	*Customer satisfaction with marine structure facilities (presentation)*	9%
No	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	5%
No	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	4%
No	*Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)*	4%
No	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	4%

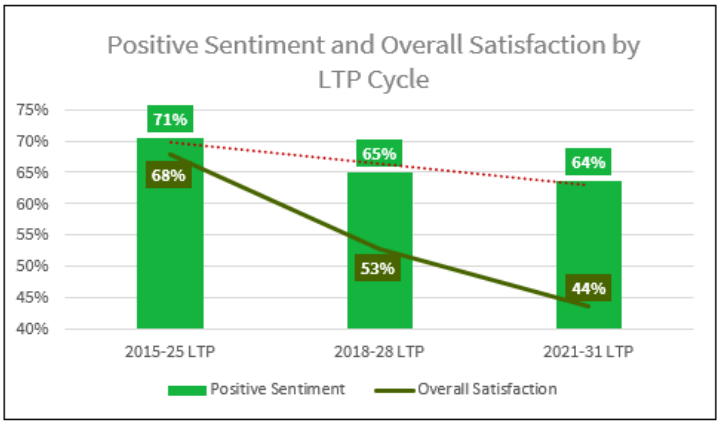
Services where satisfaction fell by 4% or more since last year:

LTP	Performance Standard	Percent Decrease in Satisfaction Since Last Year
Yes	*10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)*	-7%
Yes	*6.0.3 Overall customer satisfaction with the presentation of the City's Parks (community parks)*	-7%
Yes	*6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces*	-6%
Yes	*2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email*	-6%
Yes	*12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies*	-5%
No	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	-5%
No	*Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)*	-4%
No	*The Council communicates clearly with residents the results of Council decisions*	-4%

Looking at the relationship between resident satisfaction based target performance, perception of overall organisation performance, average reputation and trust and positive sentiment scoring across the Residents Survey programme, there remains a degree of disconnection between these factors. The Council set more realistic satisfaction targets in the 2021 LTP to better match service delivery realities but that does not necessarily align with resident expectations, especially in relation to reputational measures such as openness and transparency and value for money spent on services as well as the services the Council prioritises. Further, there is a disconnect between overall organisation performance perception (which this year remains relatively low at 46%) and positive sentiment scoring across a wide range of services (which currently sits at 64%).



The inconsistencies are also clear when looking at the last three LTP cycles. The gap between overall organisation performance satisfaction and positive sentiment scoring for the 2015-25 LTP was 3%. This gap had grown to 20% for the 2021-31 LTP. Overall satisfaction is a fairly broad brush assessment of Council performance which may be influenced by factors other than direct experience with services, whereas sentiment scoring is based on specific assessments of individual service attributes.



LTP Cycle PositiveSentiment and Overall Satisfaction Gaps	2015-25 LTP					2018-28 LTP					2021-31 LTP				
	Positive Sentiment		Overall Satisfaction		Percent Difference	Positive Sentiment		Overall Satisfaction		Percent Difference	Positive Sentiment		Overall Satisfaction		Percent Difference
	Number	Percent	Number	Percent	Percent	Number	Percent	Number	Percent	Percent	Number	Percent	Number	Percent	Percent
	111,557	71%	1,551	68%	-3%	99,226	65%	1,611	53%	-12%	128,076	64%	1,003	44%	-20%

NB: Overall performance satisfaction has been removed from the positive sentiment score for this analysis to allow a direct comparison between the two

Service Best and Improvement Aspects

Respondents were asked which one area the Council performed best in over the last year and which one area required the most improvement. The major factor on which residents judge the performance of Council remains its delivery of key services.

The key services respondents felt the Council best delivered were some of the most visible services (waste management, parks and libraries). These were also the top three best aspects in 2023 and in 2022. The services that respondents said required the most improvement were roading, Council decision making / financial management and water supply (mainly taste and odour). These were also the top three improvement aspects in 2023 and in 2022.

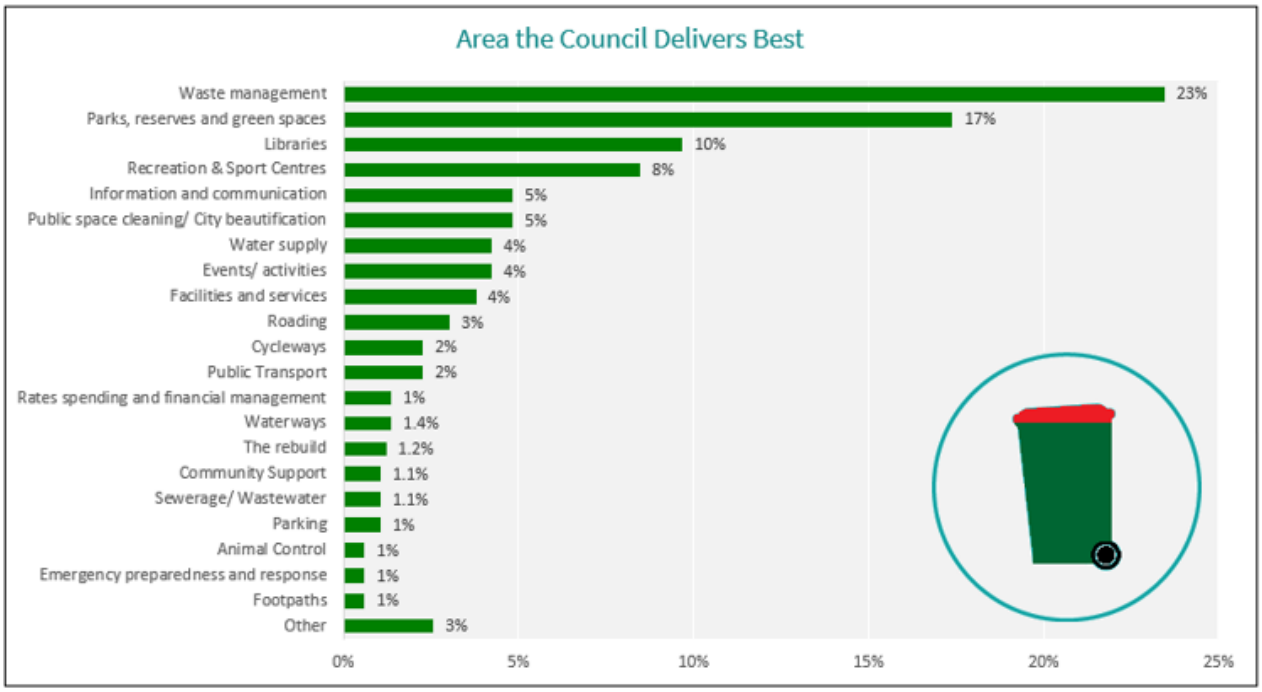
The Good…

Services with largest year-on-year satisfaction increases: resource consent process; marine structure presentation, availability and access; stormwater management; inner city and regional parks presentation; wastewater services reliability and responsiveness; community development and capacity building; recreation and sport support; parks heritage management; water supply responsiveness and reliability

Higher satisfaction services: more higher satisfaction services than last year: customer services (walk in and telephone); libraries and their programmes; key parks (Botanic Gardens, Mona Vale and Hagley Park); inner city and regional parks; cemeteries administration; events and recreation and sport support; recreation and sport facilities; community events; resource consents process; community development and capacity building; partnership approvals case management service; education programmes

Attributes of higher satisfaction services: continues to be staff manner and support (friendly, knowledgeable and helpful), services that are reliable and easy to use, good maintenance standards (appearance and condition)

Residents say we are best delivering: solid waste management (**why?** three bin system is efficient and reliable; keep residents well informed) and parks and reserves (**why?** Well maintained and tidy green spaces for residents to spend time)



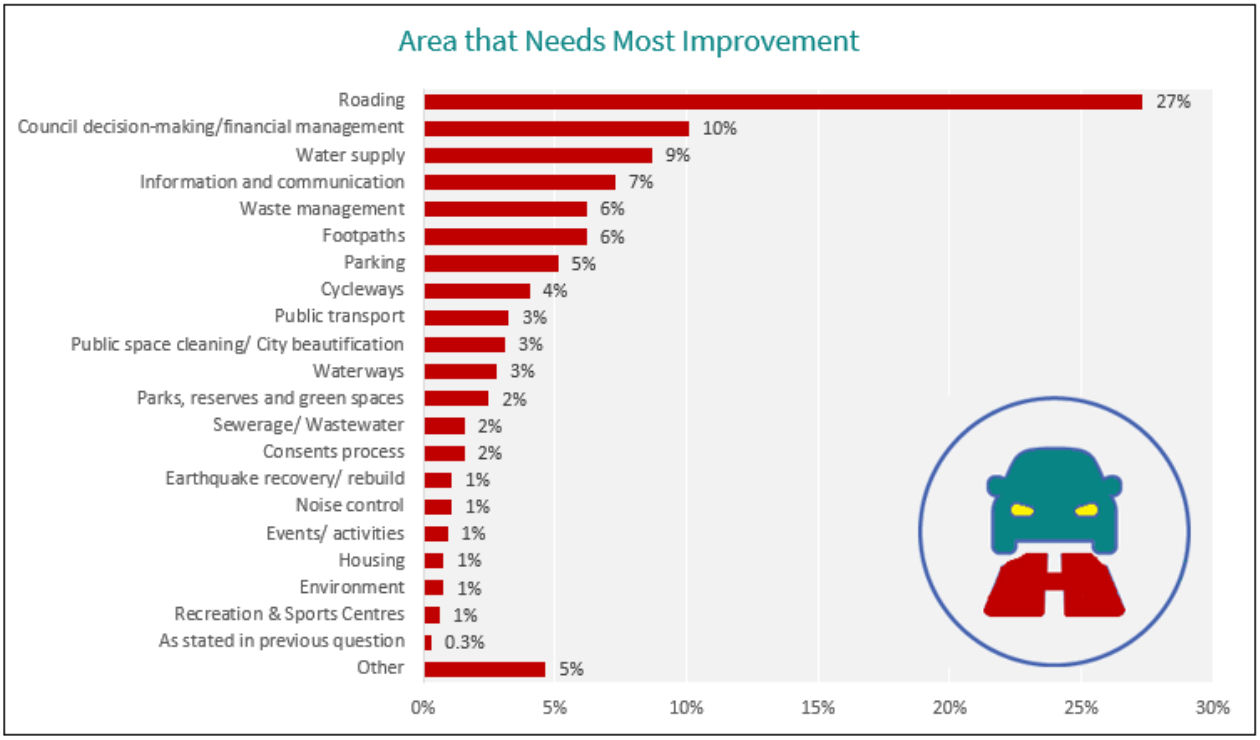
NB: Don't know / nothing and supplied a negative comment (when asked for a best aspect) removed from calculations[6]

One Area Council Delivers Best		
Service	**Number of *Best* Comments**	**Percent of *Best* Comments**
Waste management	155	23%
Parks, reserves and green spaces	115	17%
Libraries	64	10%
Recreation & Sport Centres	56	8%
Information and communication	32	5%
Public space cleaning/ City beautification	32	5%
Water supply	28	4%
Events/ activities	28	4%
Facilities and services	25	4%
Roading	20	3%
Cycleways	15	2%
Public Transport	15	2%
Rates spending and financial management	9	1%
Waterways	9	1%
The rebuild	8	1%
Community Support	7	1%
Sewerage/ Wastewater	7	1%
Parking	7	1%
Animal Control	4	1%
Emergency preparedness and response	4	1%
Footpaths	4	1%

[6] Due to the self-complete nature of the survey, it was not possible to stop respondents supplying a negative reason when they were asked to provide a positive reason.
NB: negative reasons supplied were consistent with negative sentiment in other analyses.

Other	17	6%
	661	**100%**

NB: Don't know / nothing and negative comments removed



NB: Don't know / nothing and supplied a negative comment (when asked for a best aspect) removed from calculations[7]

One Area That Needs Most Improvement		
Service	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
Roading	176	27%
Council decision-making/financial management	65	10%
Water supply	56	9%
Information and communication	47	7%
Waste management	40	6%
Footpaths	40	6%
Parking	33	5%
Cycleways	26	4%
Public transport	21	3%
Public space cleaning/ City beautification	20	3%
Waterways	18	3%
Parks, reserves and green spaces	16	2%
Sewerage/ Wastewater	10	2%
Consents process	10	2%
Earthquake recovery/ rebuild	7	1%
Noise control	7	1%

[7] Due to the self-complete nature of the survey, it was not possible to stop respondents supplying a positive reason when they were asked to provide a negative reason.
NB: positive reasons supplied were consistent with positive sentiment in other analyses.

Events/ activities	6	1%
Housing	5	1%
Environment	5	1%
Recreation & Sports Centres	4	1%
As stated in previous question	2	0.3%
Other	30	5%
	644	**100%**

NB: Don't know / nothing and positive comments removed

Why these Areas Need Improvement

The three services identified by residents as those the Council most needs to improve were the same as in 2023, 2022 and in 2021 but in different orders. However, roading has remained the frontrunner in each of these years and roading and Council decision making / financial management for the top two last year as well as this year.

The Not so Good…

Services with largest year-on-year satisfaction decreases: bus shelters and stops number and quality; community parks presentation; sports park surfaces; email customer service, water supply taste and odour

Lower satisfaction services: road and footpath condition; governance and decision making; range of reputation and trust issues

Attributes of lower satisfaction services: not listening to ratepayers or prioritising the right things; transparency issues; not being responsive; roading and footpath repair and maintenance issues

Residents say we could improve: roading (**why?** Ongoing patch repairs [recurring potholes]; uneven surfaces); Council decision making / financial management (**why?** Not listening to resident priorities; disapproval of Council spending; impacts of rates rises) and water supply (**why?** Want removal of chlorine); these have remained the services most in need of improvement for the last five years

- **Roading:** roading related issues are the two top areas for improvement once again this year: similar issues raised as in previous years: uneven road surfaces; potholes not being fixed properly the first time (patch repairs); disruptive road works; cycleways impacting traffic flow and affecting ability for on-street parking; proportionally there were more comments about fixing roads this year than last year: 2024: 14% [113] of all improvement aspect comments:

Fixing the Roads as Area for Improvement		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	113	14%
2023	83	11%
2022	64	9%
2021	75	12%
2020	258	15%

Fixing footpaths has moved from fifth place in 2023 to sixth place in 2024.

- **Information and communication (improving communication with the public / improving transparency:** (4% [33] of all improvement comments. This is now one of the top three areas for improvement (fourth last year); however, the proportion of improvement comments relating to this is lower than last year: communicate more about how resident views have influenced decision making; provide more information to help residents have input into decision making processes; provide information on what has happened regarding some high level senior managers being put on leave and then departing the organisation under circumstances that have not been made clear; be transparent about own agendas versus listening to residents:

Information and Communication		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	33	4%
2023	42	11%
2022	44	6%
2021	41	6%
2020	158	9%

- **Water supply:** also 4% (33): removal of chlorine from water wanted now; return water to its great taste from the past; dislike the taste and odour. Satisfaction with quality of the water supply (taste and odour) has fallen this year:

Water Supply Taste and Odour *Satisfaction*		
Year	**Number *Satisfied***	**Percent *Satisfied***
2024	367	48%
2023	405	53%
2022	353	46%
2021	348	45%
2020	366	48%

Roading

Given roading's ongoing prominence as the top service improvement aspect and as the main reason for dissatisfaction with Council overall performance, additional information was gathered this year to better understand resident perceptions.

A summary of results is presented below:

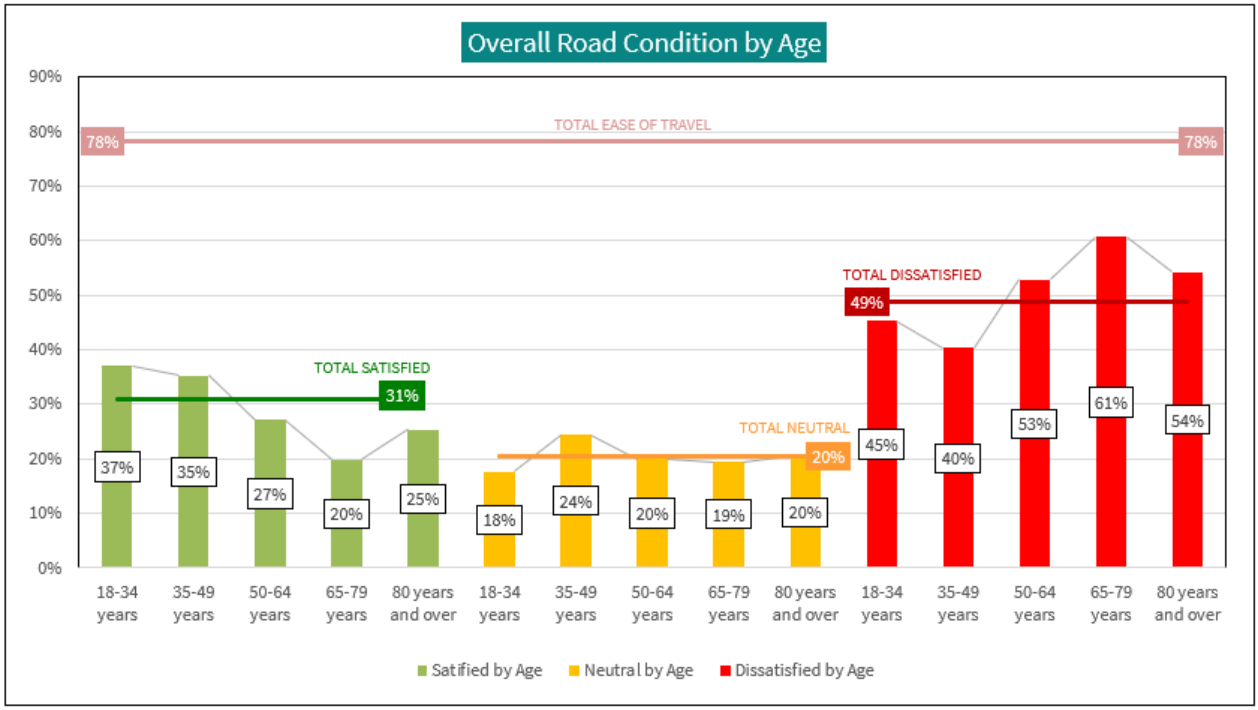
Transport Network Results Don't know and Not applicable responses have been removed from the results		Satisfied / Agree / Easy	Neither	Dissatisfied / Disagree / Difficult	TOTAL
Road Condition	n	526	348	829	**1,703**
	%	31%	20%	49%	**100%**
Footpath Condition	n	743	366	573	**1,682**
	%	44%	22%	34%	**100%**
Safety of Transport Network for All Users	n	773	336	535	**1,644**
	%	47%	20%	33%	**100%**
Ease of Travel	n	1,351	234	143	**1,728**
	%	78%	14%	8%	**100%**

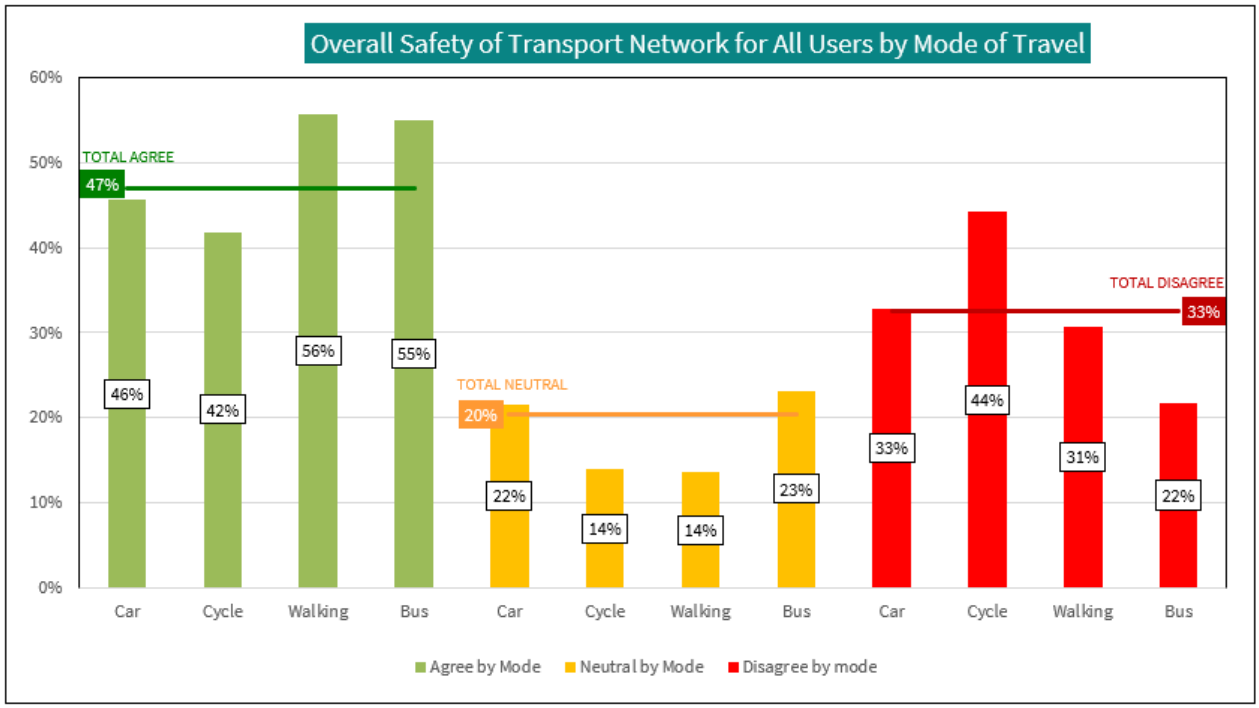
there are complex issues to confront when dealing with road (and footpath) condition:

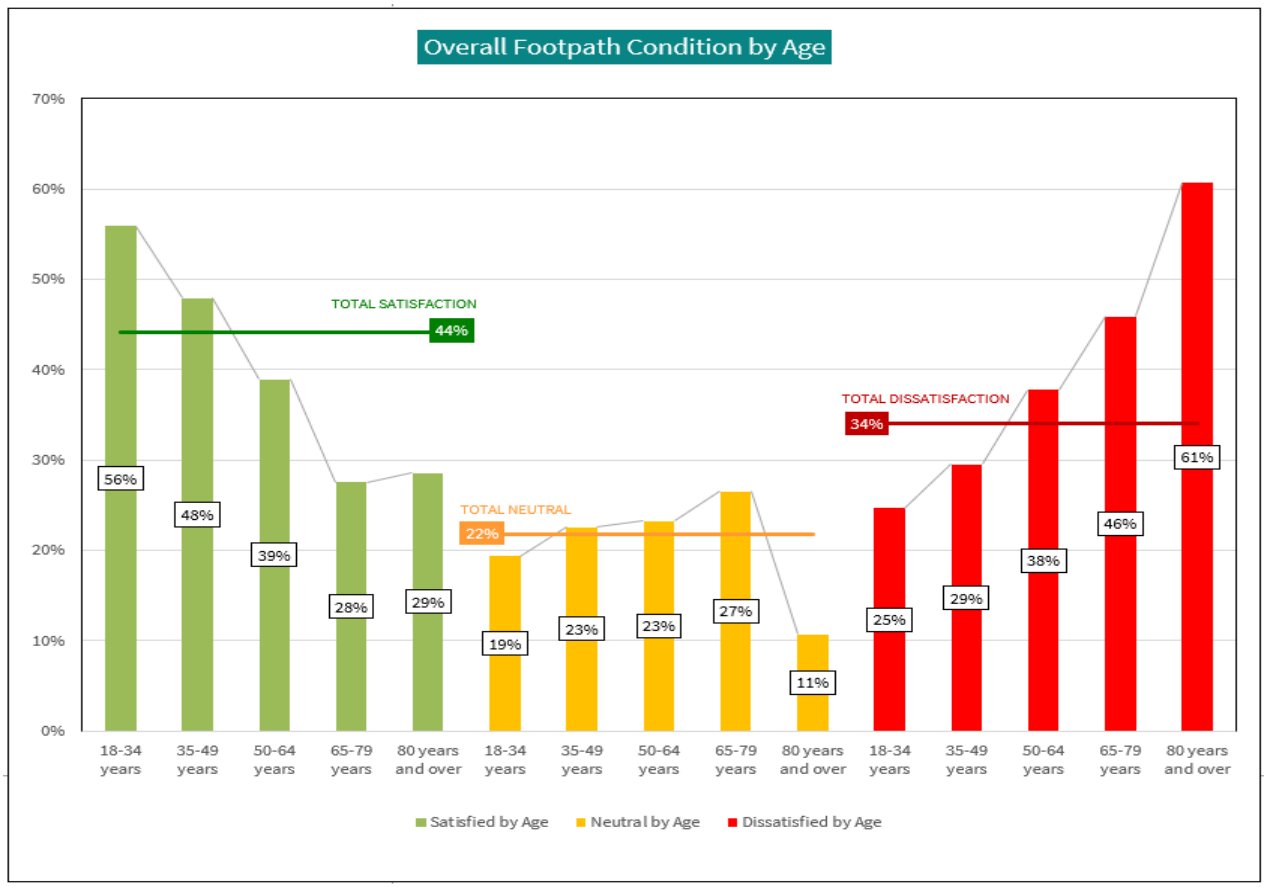
- Perception of road condition was low at 31% and across all modes of travel and across all Community Boards
- Yet perception of ease of travel either on the day a service was used or in the city over the previous 12 months was relatively high at 78% and across all modes of travel
- Roading (which is very costly to improve and quite disruptive to communities while upgrades are being made) was the main area residents wanted improved and was the main reason for dissatisfaction with overall organisation performance

- Yet disapproval of Council spending and rates increases were the second and third most common reasons for dissatisfaction with organisation performance. Further, very few agree the Council is making wise spending decisions

While perception of ease of travel is about more than just road condition, the issues outlined above do present significant challenges for the Council to address and the trade-offs are part of the important ongoing conversations that the Council needs to have with its residents.







Reputation and Trust

See Appendix Three for a full breakdown of the Reputation and Trust results.

In 2024, 15 reputation and trust measures were included in the General Service Satisfaction Survey[8]. Seven of these measures were also included in the Life in Christchurch booster survey.

Just over 1,200 respondents across the General Service Satisfaction Survey and the Life in Christchurch booster survey scored the Council's reputation and trust.

While there have been some improvements in selected individual service satisfaction scores this year, reputation and trust scoring continues to lag and remains low. Concerns remain about the Council in residents' minds that appear to be translating into negative perceptions of the Council as a whole. This includes spending decisions residents don't agree with or that might not be seen by resident as priorities, issues with communicating how resident views have informed

Reputation and Trust… Remain a Challenge

Average positive reputation rating across 15 measures: only 27%. Remains low

Wise spending decisions: had lowest rating especially for Pacific Peoples and those over 80 years

Those who rated overall organisation performance positively: still only had an average reputation and trust score of 47%

[8] Thirteen of these were new measures in 2023 and one additional measure was added in 2024.

decisions and more recently, the departure of key senior staff under seemingly mysterious circumstances is adding to concerns about transparency.

Reputation and Trust Average	2024		2023	
Sentiment	Number	Percent	Number	Percent
Agree/Satisfied	3,514	27%	3,289	28%
Neutral	4,219	32%	4,091	34%
Disagree/Dissatisfied	5,596	41%	4,706	38%
TOTAL	13,329	100%	12,086	100%

Reputation and Trust Average	2024		2023	
Sentiment	Number	Percent	Number	Percent
Strongly Agree / Very Satisfied	504	4%	432	4%
Agree / Satisfied	3,010	23%	2,857	24%
Neither	4,219	32%	4,091	34%
Disagree / Dissatisfied	3,771	28%	3,103	25%
Strongly Disagree / Very Dissatisfied	1,825	13%	1,603	13%
TOTAL	13,329	100%	12,086	100%

NB: Number = number of scores, not number of respondents. Don't know/ not applicable removed from analysis

The lowest scoring reputation and trust score remains *"The Council makes wise sending decisions"*, with only 14% (144) agreeing (15% (148) in 2023) (only 2% [22] strongly agreed; 2023: 2% [17]). As with last year, Pacific Peoples and those over 80 years old were the least likely to agree that the Council makes wise spending decisions, at 3% and 2% respectively.

Reputation and Trust Measures	GSS & LIC Booster Combined					
	Agree/Satisfied		Neither		Disagree/Dissatisfied	
	Number	Percent	Number	Percent	Number	Percent
The Council honours the principles of the Treaty of Waitangi	276	36%	379	49%	119	15%
Council managers and staff are doing a good job	255	34%	268	36%	223	30%
The Council is accountable for what it does	238	31%	191	25%	327	43%
The Council balances the needs of today's residents with planning for the future of the city	324	31%	291	28%	427	41%
The Council makes decisions in best interests of City (residents)	325	31%	301	28%	436	41%
The Council acts with integrity and honesty	226	30%	283	38%	239	32%
The Council communicates clearly with residents the results of Council decisions	213	28%	236	31%	304	40%
The Council can be trusted	286	27%	370	35%	388	37%
The Council has a good reputation	206	27%	218	29%	335	44%
The leadership of the Mayor and Councillors	198	27%	316	42%	232	31%
The Council understands the needs of residents and what they care about	269	26%	272	26%	513	49%
The Council is open and transparent	223	21%	315	30%	503	48%
The Council communicates clearly with residents about how their views have informed Council decisions	195	19%	313	30%	520	51%
The Council provides good value for ratepayers' money	136	18%	186	25%	419	57%
The Council makes wise spending decisions	144	14%	280	27%	611	59%

NB: Number = number of respondents, not number of scores

Resident Sentiment Overall

See Appendix Four for sentiment scoring by Community Board and Ward.

While the above discussion of Residents Survey data continues to indicate some mixed levels of service results this year in regard to resident satisfaction with Council services,

What Do We Know About Overall Resident Sentiment?

Residents provided satisfaction scores across multiple customer service aspects of our service delivery: this year there were over 84,000 scores from over 9,700 respondents across 197 different aspects of service

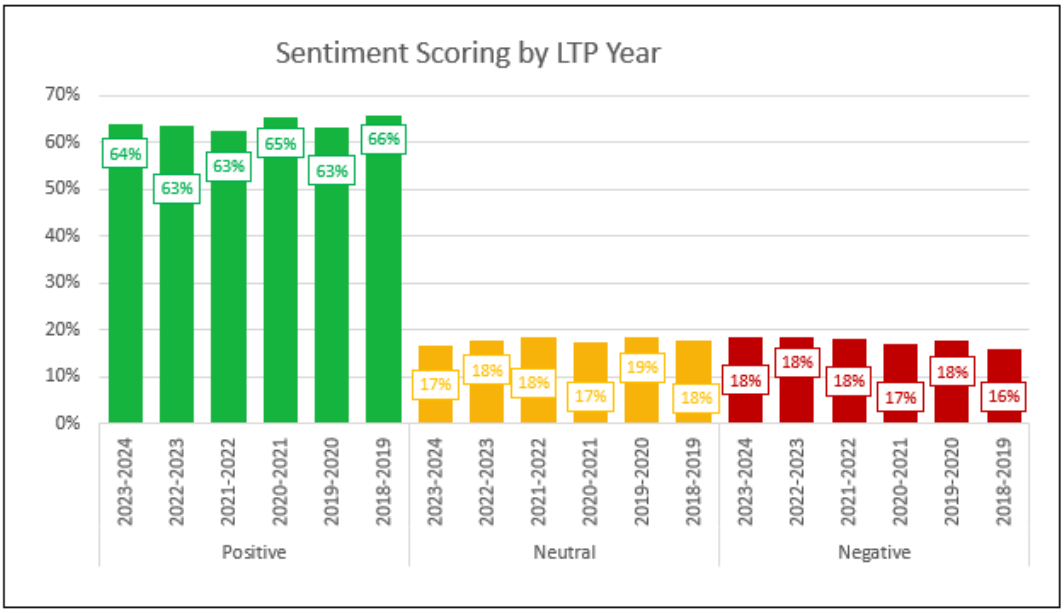
Overall sentiment: just under two thirds (64%) of scores were positive (63% last year); those over 80 years old and Māori and Pacific Peoples were less likely to rate sentiment positively

Positive sentiment scoring by CATER customer service principles: Responsiveness has seen an improvement; Empathy remains very high

respondent sentiment analysis across the entire Residents Survey programme once again demonstrates there was more positive resident sentiment than negative: positive scores: 64% (very similar to 63% in 2022-2023); negative scores: 17% (2022-2023: 18%). The proportion of positive, neutral and negative sentiment scoring has remained relatively stable in the last few years.

Sentiment Summary	2023-2024		2022-2023		2021-2022		2020-2021		2019-2020		2018-2019	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	49,884	64%	44,746	63%	33,889	63%	32,718	65%	33,686	63%	34,433	66%
Neutral	13,039	17%	12,413	18%	9,950	18%	8,668	17%	9,885	19%	9,276	18%
Negative	14,386	18%	12,939	18%	9,775	18%	8,493	17%	9,414	18%	8,362	16%
Don't know	493	1%	415	1%	476	1%	275	1%	439	1%	319	1%
TOTAL	77,802	100%	70,513	100%	54,090	100%	50,154	100%	53,424	100%	52,390	100%

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, yellow: middle, red: lowest)
NB: This table provides a **count of scores** [positive, neutral, negative] given by respondents across the range of measures of aspects of Council services surveyed as part of Resident Survey programme. This is not a count of individual respondents as each respondent may have provided feedback [scores] for multiple aspects of Council services. The numbers in this table provide a count of sentiment scores rather than a count of respondents, with each respondent having given feedback across multiple aspects of services. Further some respondents will have given feedback across more than one service

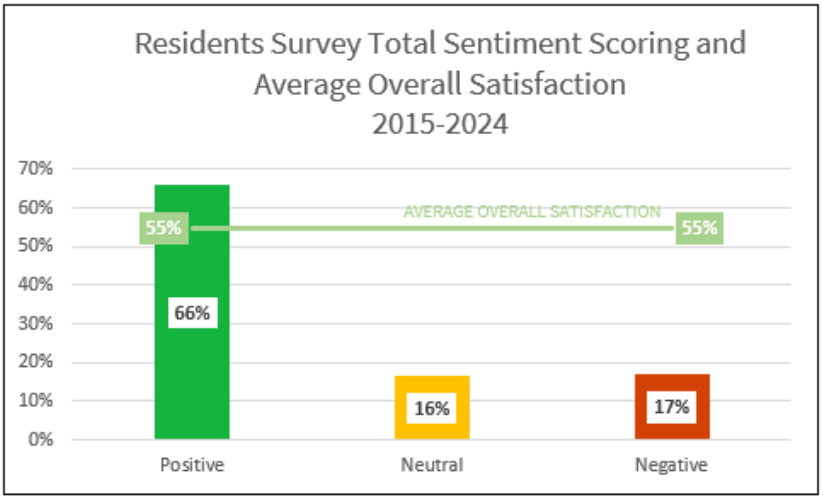


NB: Don't knows have not been displayed on the graph which is why percentages within each year may not add to 100%

Overall Sentiment by LTP Cycle

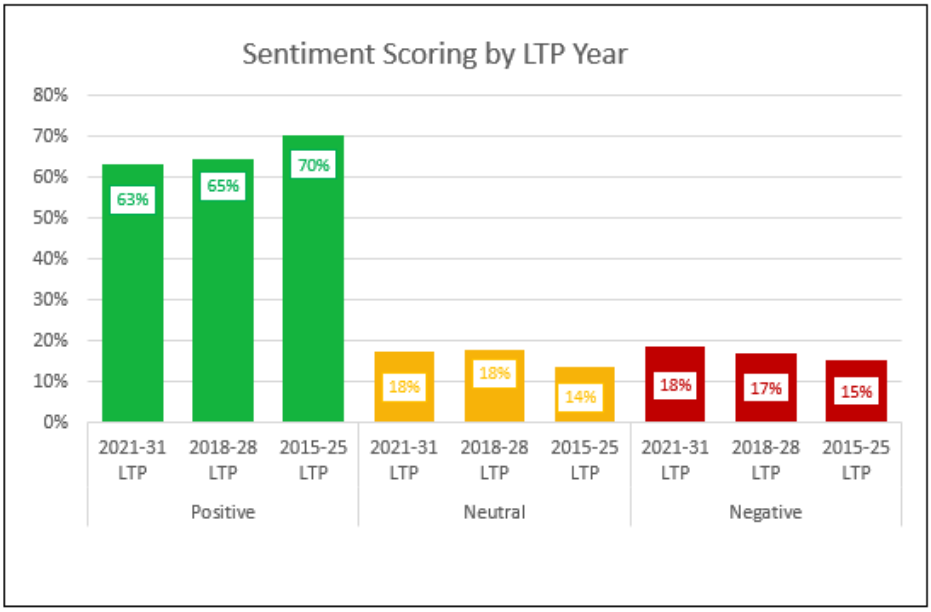
Nine years of sentiment data have now been collected, which includes over 520,000 individual sentiment scores by 62,147 respondents.

Total overall positive sentiment over the nine years was 66% (343,024 scores or 59,225 respondents) while negative sentiment sat at 17% (88,141; 17,828 respondents). Average overall performance satisfaction across the nine years sat at 55% (4,162 respondents).



However, there have been some declines in positive sentiment over the three LTP cycles with it being lowest in the 2021-31 LTP cycle (2015-25 LTP: 70% versus 2021-31 LTP: 63%).

LTP Cycle Sentiment Summary	Total		2021-31 LTP		2018-28 LTP		2015-25 LTP	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	343,024	66%	129,079	63%	100,837	65%	113,108	70%
Neutral	85,303	16%	35,698	18%	27,829	18%	21,776	14%
Negative	88,141	17%	37,477	18%	26,269	17%	24,395	15%
Don't know	3,593	1%	1,384	1%	1,033	1%	1,176	1%
TOTAL	520,061	100%	203,638	100%	155,968	100%	160,455	100%



The largest differences in sentiment scoring across each year of the LTP cycles were in Very Positive, then Positive followed by Neutral scoring, with Negative and Very Negative scoring remaining reasonably stable across each of the years.

Percent Difference Between Highest and Lowest Sentment Across LTP Years	Highest Percent	Year	Lowest Percent	Year	Percent Difference
Very Positive	29%	2015-2016	19%	2021-2022	9%
Positive	47%	2016-2017	38%	2022-2023	8%
Neutral	19%	2019-2020	12%	2015-2016	7%
Negative	13%	2023-2024	11%	2016-2017	2%
Very Negative	6%	2022-2023	3%	2016-2017	2%

Conclusions

The Good

Overall Council performance improved slightly for a second year from 43% last year to 46% this year, with those who were satisfied saying the Council was doing a good job and that they were happy with the services provided. Younger people under 35 years old were more likely to be satisfied, saying the Council is helping shape the future of the city through the provision of amenities such as the new stadium and providing facilities and spaces for recreation.

Just under three quarters (71%) of services met their levels of service targets in 2023-2024, with targets reset in the 2021-31 LTP for better alignment with service delivery realities and with asset planning, renewal and replacement programmes.

In Conclusion…

✓ **Results remain mixed with some notable improvements**

The good news: the majority of services met their LTP targets and half of services saw improvements in satisfaction; overall performance satisfaction increased; sentiment scoring across the Residents Survey programme remains positive; the number of higher satisfaction services increased. Our higher satisfaction services continue to reflect exemplary customer service

The challenges: overall service performance satisfaction remains relatively low; a third of services saw declines in satisfaction; roading remains the main driver of dissatisfaction and is the area most cited for improvement; effective communication continues to play a critical role in how the Council is perceived, with residents telling us to listen carefully to their priorities and views (which at times conflict) and to reflect how these have been considered in decision making

The number of higher satisfaction services (those scoring 85% or more) increased this year and these tend to be services were residents have a high degree of interaction with Council staff (who are seen as helpful, knowledgeable and approachable). This includes walk in and telephone customer services, libraries, recreation and sport centres, environmental education programmes, resource consents processing and support to various industry and customer groups. Feeding this trend, more services improved their satisfaction ratings by 4% or more and many of these were key infrastructure services where the Council has invested significant resources to improve service delivery, such as stormwater management, footpath condition (where satisfaction still remains low at 36%), and water supply and wastewater responsiveness and reliability. However, residents remain unimpressed with the city's water quality with satisfaction falling 5% from last year to 48%.

Some services continue to see very high satisfaction, including libraries, recreation and sport facilities, our key parks (the Botanic Gardens, Mona Vale, Hagley Parks and education programmes.

Waste management remains the service area the Council performs best at from a resident perspective, followed by parks and libraries, and these have remained among the best performing services for the last few years.

Positive sentiment scoring across the entire Residents Survey programme sits at 64% (consistent with 63% last year and the year before), with only 18% of scoring being negative (and 17% being neutral).

The Challenges

Overall organisation performance, despite improving slightly for the last couple of years, remains low at 46%, with those aged 65 years and over particularly unhappy, citing concerns with Council financial management / spending and rates

increases. While disapproval with Council spending is an important issue for residents, roading has been the primary driver of dissatisfaction with organisation performance for a number of years.

Results from the 2023-2024 Residents Survey demonstrate the difficult decision-making journey we face as a city, with at times conflicting resident perceptions and priorities, and with major budget constraints faced by the Council. Transport continues to present very significant challenges. Residents are expressing a clear demand for the Council to improve roads and in a faster time frame than is currently occurring, yet this will require costly investment to address. At the same time residents are signalling strongly to the Council their disapproval of rates increases and a desire for tighter financial controls. Perceptions of road condition remain persistently low despite significant increased investment in recent years, yet conflicting with this, residents of all ages and by all modes of travel say it is easy to travel in the city. However, the safety of the transport network for all users doesn't rate anywhere near as highly, particularly for cyclists. Yet many residents also say they don't like the spending on, and the disruption to other road users caused by, cycleways, while others want further investment in cycling infrastructure. Satisfaction with footpath condition, despite improving this year, remains relatively low. Yet those who walk as a main mode of travel are the most likely to say travel in the city is easy and the perception of the city as being walking friendly is also relatively high.

Satisfaction has declined for a third (34%) of services, including five where satisfaction declined by 4% or more since last year. This includes community parks presentation, the number and quality of bus shelters and stops, water supply quality and email customer services. The Citizen ID Project digital Customer Portal should go some way to addressing some of the issues associated with resident service requests not being responded to in a timely manner and where residents are not being kept informed of progress. While water supply quality (taste and odour) has returned to the lower satisfaction service list, another key infrastructure service is no longer on the list, with residents saying they appreciate the Council's proactivity in addressing stormwater management which has resulted in less flooding. And conversely, while satisfaction with community parks has declined, residents say the city's parks are accessible and well maintained spaces for recreation and for families and contribute significantly to making the city look beautiful, and parks remain the second rated best service the Council provides.

Comments provided by residents as a rationale for their satisfaction scores (both positive and negative) across most services were very consistent with those of previous years.

Our lower satisfaction services and/or those that have seen declines in satisfaction since last year continue to be those where residents feel the Council isn't listening to resident priorities, where they don't feel informed about or able to influence our decision making, where they have to expend too much effort getting the Council to respond to service requests and where they express ongoing maintenance concerns (Council not being proactive in addressing the issues).

Our reputation and trust scores remain low, with a very low average rating of 27% and with all measures scoring well under 50%, including the wisdom of Council spending decisions and provision of value for money which only scored 14% and 18% respectively this year. Residents also feel the Council does not communicate well enough how their views have informed decisions and they also feel there are openness and transparency issues, a feeling exacerbated by some decisions being made behind closed doors and by what is perceived as the mysterious departures of some key executives and managers this year.

In Conclusion

The 2023-2024 Residents Survey once again provides mixed results with some improvements yet also some setbacks compared to last year. More services were in the higher satisfaction category and more improved in their satisfaction ratings by 4% or greater this year. Further, overall satisfaction improved slightly. However there is still a larger proportion who are dissatisfied with Council performance (with the reasons for dissatisfaction remaining the same in recent years), slightly fewer services met their targets and reputation and trust perceptions remain a challenge.

As we continue to face significant financial challenges and other capacity and resourcing constraints, our residents at times express conflicting perceptions and priorities but are clear in their expectation of action to address issues such as roading and footpath maintenance and water supply quality. Managing these expectations in relation to the cost of delivery continues to be important as will be how the Council communicates how it has taken resident views and priorities into account in its decision making.

Appendix One: General Satisfaction Survey 2024: Key Results Summary

NOTES: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016
Strategic Planning and Policy	**Public Information and Participation**	*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)*	Community	At least 30%				**28%**	29%	26%	28%	26%	34%	28%	41%	38%[0]
Governance	**Governance and Decision Making**	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	Community	At least 34%				**34%**	35%	31%	33%	26%	32%	29%	41%	37%
Parks, Heritage and Coastal Environment	**Parks Heritage Management**	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	Community	≥ 65%				**68%**	68%	66%	67%	64%	71%	NA	NA	NA
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%				**61%**	55%	50%	48%	51%	63%	NA	NA	NA
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	Community	≥ 80%				**85%**	77%	76%	82%	80%	82%	NA	NA	NA
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%				**76%**	73%	76%[0a]	78%	75%	74%	73%	66%	68%
Refuse Disposal	**Solid Waste and Resource Recovery**	*8.0.3 Customer satisfaction with kerbside collection service*	Community	At least 85%				**84%**	82%	78%	78%	82%	87%	88%	91%	90%
Stormwater Drainage	**Stormwater Drainage**	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	Community	≥ 39%				**51%**	43%	44%	45%	43%	47%	35%	52%	50%[1]
Transport	**Transport**	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*	Community	≥ 50%				**56%**	55%	49%	49%	44%	49%	39%	48%	51%[2]
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community					**NA[5]**	NA[5]	52%	50%	51%	59%	48%	51%	47%
		10.5.2 Improve perception that Christchurch is a cycling friendly city	Community	≥ 67%				**65%**	66%	65%	65%	61%	64%	51%	56%	53%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Community	≥ 85%				**74%**	71%	70%	74%	83%	85%	76%	81%	84%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 30%				**27%**	28%	27%	29%	26%	27%	20%	34%	37%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 42%				**36%**	32%	35%	36%	40%	41%	34%	48%	51%
Wastewater	**Wastewater Collection, Treatment and Disposal**	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	Community	≥ 65%				**66%**	59%	59%	60%	66%	71%	79%[3]	79%	80%
Water Supply	**Water Supply**	*12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies*	Community	≥ 80%				**84%**	79%	77%	75%	72%	81%	NA	NA	NA
		12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 65%				**64%**	59%	57%	52%	54%	60%	NA	NA	NA
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%				**48%**	53%	46%	45%	48%	37%	79%[4]	90%	91%

Overall Satisfaction with Council Performance	NA						**46%**	43%	42%	49%	50%	62%	55%	72%	74%
Ease of Interaction with Council	NA						**60%**	55%	53%	57%	65%	74%	65%	67%	70%

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component
0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward
1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component
2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component
3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward
4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance* (there was also a minor question wording change in 2016)
5 Surveyed via Point of Contact programme from 2022-2023 onward

	LOS target met		LOS target not met		Baseline result or target to be set
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Deleted level of service or not a level of service		Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)	NA	No information available

Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met[1]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014
Governance and Decision Making	*Percentage of residents who agree the Council makes decisions in the best interests of the city*	NA	NA			**32%**	33%	31%	36%	37%	45%	40%	55%	52%	52%	47%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				**26%**	28%	25%	30%	30%	34%	33%	45%	42%	44%	39%
	The Council is open and transparent	NA	NA			**21%**	24%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council can be trusted	NA	NA			**28%**	28%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council has a good reputation	NA	NA			**27%**	29%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council acts with integrity and honesty	NA	NA			**30%**	29%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council is accountable for what it does	NA	NA			**32%**	30%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council understands the needs of residents and what they care about	NA	NA			**26%**	23%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council balances the needs of today's residents with planning for the future of the city	NA	NA	NA		**34%**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council communicates clearly with residents the results of Council decisions	NA	NA			**28%**	32%	NA	NA	NA	NA	NA	NA	NA	NA	NA

	The Council communicates clearly with residents about how their views have informed Council decisions	NA	NA			**19%**	22%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Council managers and staff are doing a good job	NA	NA			**34%**	34%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council makes wise spending decisions	NA	NA			**16%**	16%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council provides good value for ratepayers' money	NA	NA			**18%**	20%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council honours the principles of the Treaty of Waitangi	NA	NA			**39%**	37%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Leadership of the Mayor and Councillors	NA	NA	NA		**27%**	30%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Emergency Preparedness	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	NA	NA			**56%**	61%	61%	NA	NA	69%	71%	NA	NA	NA	NA
Events and Festivals	*Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)*	90%				**66%**	68%	60%	66%	66%	73%	70%	80%	84%	86%	86%
City Promotions	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	85%				**64%**	60%	54%	62%	62%	67%	72%[2]	79%	83%	83%	84%
Refusal Disposal	*Recyclable materials (yellow bin)*	90%				**83%**	81%	76%	76%	80%	88%	93%	94%	95%	95%	93%
	Residual waste (red bin)	90%				**84%**	84%	81%	80%	85%	88%	89%	93%	92%	92%	90%
	Organic material (green bin)	80%				**83%**	81%	77%	77%	81%	84%	83%	85%	82%	85%	82%

1 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?
2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only

Appendix Two: Point of Contact Surveys 2023-2024: Key Results Summary

NOTES: In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21
Citizens and Communities	**Citizens and Customer Services**	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Community	At least 85%				**98%**	**97%**	98%	95%	97%	92%	97%[a]	95%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				**68%[1]**	**71%**	74%[1]	72%	76%[1]	73%	71%[a 1]	59%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				**88%[1]**	**85%**	90%[1]	92%	90%[1]	88%	92%[a 1]	93%
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Community	At least 90%				**95%**	**95%**	96%	98%	94%	95%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				**96%**	**93%**	96%	94%	NA	NA	97%	96%
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	Community	80%				**86%**	**76%**	79%	66%	81%	71%	88%	71%
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	Community	At least 80%				**88%**	**80%**	89%[1]	75%	82%[1]	76%	81%[1]	89%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				**86%**	**76%**	83%	85%	90%	78%	92%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				**93%**	**85%**	87%	76%	85%	75%	88%	90%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				**92%[6]**	**92%**	91%[6]	93%	94%	NA	94%	NA
Strategic Planning and Policy	**Public Information and Participation**	*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*	Community	67%				**73%**	**64%**	72%	67%	65%	59%	82%	76%
Parks, Heritage and Coastal Environment	**Parks and Foreshore**	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	Community	≥ 60%				**54%**	**69%**	61%	80%	56%	69%	63%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				**99%**	**94%**	99%	97%	99%	97%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				**88%**	**87%**	84%	80%	90%	89%	NA	91%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				**85%**	**98%**	84%	90%	72%	80%	86%	92%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				**95%[4]**	**93%[4]**	97%[4]	93%[4]	95%[4]	95%[4]	100%[2 3]	100%[3]
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				**50%**	**75%**	56%	71%	60%	70%	NA	NA

		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				**95%**	**96%**	97%	95%	97%	91%	98%	99%
		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	Community	60%				**75%**	**81%**	65%	79%	67%	72%	71%	76%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				**100%**	**99%**	100%	99%	100%	97%	100%	99%
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	Community	70%				**86%**	**79%**	71%	69%	77%	67%	73%	62%
	Building Regulation	*9.1.15.2 Provide Case Management Services*	Management	80%		NA		**98%[7]**	**97%**	NA	NA	100%	NA	100%	NA
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Community	≥50%				**78%[5]**	**90%**	77%[5]	79%	82%[5]	84%	53%[5]	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%				**69%**	**85%**	76%	91%	72%	83%	84%	92%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels
1 Sample may include non-residents of Christchurch. Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data is not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied
d methodology
2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)
3 Caution must be taken in interpreting this result due to small sample size
4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred
5 From 2022-2023 onward, the LOS is measured via the point of contact survey. Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)
6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score
7 Surveyed via Residents Survey point of contact surveying from 2023-2024 onward. The case management service started in 2015-2016

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

Additional Service Satisfaction Results

Service	Detail	Old LOS Target[4]	Old LOS Target Met[4]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Community Facilities	*Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities*	80%				**84%**	**87%**	81%	78%	80%	73%	84%	73%	82%	66%
Sports Parks	*Deliver a high level of customer satisfaction with the range and quality of sports parks*	90%				**67%[1]**	**85%**	67%[1]	87%	70%[1]	87%	80%[1]	89%	73%[1]	85%
Regional Parks	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	≥ 80%				**86%**	**87%**	81%	80%	88%	89%	85%	91%	81%	90%
Marine Structures	*Customer satisfaction with marine structure facilities (presentation)*	90%				**71%**	**81%**	62%	79%	61%	72%	80%	76%	70%	81%

Governance and Decision Making	*Percentage of residents that understand how Council makes decisions (users of governance services)*	NA	NA			**46%[3]**	**NA**	45%[3]	NA	42%[3]	NA	36%[3]	39%	42%[3]	36%
	Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)	NA	NA			**35%**	**NA**	34%	NA	33%	NA	24%	39%	33%	36%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			**48%**	**NA**	44%	NA	44%	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			**19%**	**NA**	23%	NA	27%	NA	NA	NA	NA	NA
Transport	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	≥ 90%				**84%**	**96%**	80%	97%	89%	96%	93%	98%	91%	94%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks
2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)
3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)
4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Appendix Three: Reputation and Trust Results

Reputation and Trust Measures	GSS & LIC BOOSTER COMBINED (n=1,077)																			
	FULL BREAKDOWN												NETS							
	Strongly Agree / Very Sati		Agree / Satisfied		Neither		Disagree / Dissatisfied		Strongly Disagree / Very D		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council is open and transparent	23	2%	200	19%	315	30%	370	36%	133	13%	1041	100%	223	21%	315	30%	503	48%	1041	100%
The Council can be trusted	42	4%	244	23%	370	35%	279	27%	109	10%	1044	100%	286	27%	370	35%	388	37%	1044	100%
The Council has a good reputation	28	4%	178	23%	218	29%	248	33%	87	11%	759	100%	206	27%	218	29%	335	44%	759	100%
The Council acts with integrity and honesty	33	4%	193	26%	283	38%	177	24%	62	8%	748	100%	226	30%	283	38%	239	32%	748	100%
The Council is accountable for what it does	45	6%	193	26%	191	25%	214	28%	113	15%	756	100%	238	31%	191	25%	327	43%	756	100%
The Council understands the needs of residents and what they care about	37	4%	232	22%	272	26%	367	35%	146	14%	1054	100%	269	26%	272	26%	513	49%	1054	100%
The Council balances the needs of today's residents with planning for the future of the city	38	4%	286	27%	291	28%	292	28%	135	13%	1042	100%	324	31%	291	28%	427	41%	1042	100%
The Council communicates clearly with residents the results of Council decisions	24	3%	189	25%	236	31%	227	30%	77	10%	753	100%	213	28%	236	31%	304	40%	753	100%
The Council communicates clearly with residents about how their views have informed Council decisions	33	3%	162	16%	313	30%	373	36%	147	14%	1028	100%	195	19%	313	30%	520	51%	1028	100%
Council managers and staff are doing a good job	34	5%	221	30%	268	36%	138	18%	85	11%	746	100%	255	34%	268	36%	223	30%	746	100%
The Council makes wise spending decisions	22	2%	122	12%	280	27%	328	32%	283	27%	1035	100%	144	14%	280	27%	611	59%	1035	100%
The Council provides good value for ratepayers' money	21	3%	115	16%	186	25%	243	33%	176	24%	741	100%	136	18%	186	25%	419	57%	741	100%
The Council honours the principles of the Treaty of Waitangi	53	7%	223	29%	379	49%	72	9%	47	6%	774	100%	276	36%	379	49%	119	15%	774	100%
The leadership of the Mayor and Councillors	29	4%	169	23%	316	42%	166	22%	66	9%	746	100%	198	27%	316	42%	232	31%	746	100%
The Council makes decisions in best interests of City (residents)	42	4%	283	27%	301	28%	277	26%	159	15%	1062	100%	325	31%	301	28%	436	41%	1062	100%
	504	4%	3,010	23%	4,219	32%	3,771	28%	1,825	13%	13,329		3,514	27%	4,219	32%	5,596	41%	13,329	
		AVERAGE		AVERAGE		AVERAGE		AVERAGE		AVERAGE				AVERAGE		AVERAGE		AVERAGE		

NB: Orange shading denotes Reputation and Trust measures included in the Life in Christchurch (LIC) booster survey

Reputation and Trust Measures	GSS Only (n=771)																			
	FULL BREAKDOWN												NETS							
	Strongly Agree / Very Sati		Agree / Satisfied		Neither		Disagree / Dissatisfied		Strongly Disagree / Very D		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council is open and transparent	20	3%	142	19%	239	32%	273	36%	82	11%	756	100%	162	21%	239	32%	355	47%	756	100%
The Council can be trusted	32	4%	177	23%	272	36%	196	26%	78	10%	755	100%	209	28%	272	36%	274	36%	755	100%
The Council has a good reputation	28	4%	178	23%	218	29%	248	33%	87	11%	759	100%	206	27%	218	29%	335	44%	759	100%
The Council acts with integrity and honesty	33	4%	193	26%	283	38%	177	24%	62	8%	748	100%	226	30%	283	38%	239	32%	748	100%
The Council is accountable for what it does	45	6%	193	26%	191	25%	214	28%	113	15%	756	100%	238	31%	191	25%	327	43%	756	100%
The Council understands the needs of residents and what they care about	31	4%	168	22%	198	26%	262	34%	104	14%	763	100%	199	26%	198	26%	366	48%	763	100%
The Council balances the needs of today's residents with planning for the future of the city	28	4%	225	30%	218	29%	196	26%	87	12%	754	100%	253	34%	218	29%	283	38%	754	100%
The Council communicates clearly with residents the results of Council decisions	24	3%	189	25%	236	31%	227	30%	77	10%	753	100%	213	28%	236	31%	304	40%	753	100%
The Council communicates clearly with residents about how their views have informed Council decisions	24	3%	119	16%	226	30%	270	36%	105	14%	744	100%	143	19%	226	30%	375	50%	744	100%
Council managers and staff are doing a good job	34	5%	221	30%	268	36%	138	18%	85	11%	746	100%	255	34%	268	36%	223	30%	746	100%
The Council makes wise spending decisions	15	2%	102	14%	199	27%	243	32%	189	25%	748	100%	117	16%	199	27%	432	58%	748	100%
The Council provides good value for ratepayers' money	21	3%	115	16%	186	25%	243	33%	176	24%	741	100%	136	18%	186	25%	419	57%	741	100%
The Council honours the principles of the Treaty of Waitangi	45	8%	167	31%	265	49%	41	8%	26	5%	544	100%	212	39%	265	49%	67	12%	544	100%
The leadership of the Mayor and Councillors	29	4%	169	23%	316	42%	166	22%	66	9%	746	100%	198	27%	316	42%	232	31%	746	100%
The Council makes decisions in best interests of City (residents)	32	4%	210	27%	213	28%	196	26%	114	15%	765	100%	242	32%	213	28%	310	41%	765	100%
Don't know/not applicable removed from analysis	441	4%	2,568	23%	3,528	32%	3,090	28%	1,451	13%	11078		3,009	27%	3,528	32%	4,541	40%	11,078	
		AVERAGE		AVERAGE		AVERAGE		AVERAGE		AVERAGE				AVERAGE		AVERAGE		AVERAGE		

Reputation and Trust Measures	LIC Booster Only (n=306)																			
	FULL BREAKDOWN												NETS							
	Strongly Agree / Very Sati		Agree / Satisfied		Neither		Disagree / Dissatisfied		Strongly Disagree / Very D		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council is open and transparent	3	1%	58	20%	76	27%	97	34%	51	18%	285	100%	61	21%	76	27%	148	52%	285	100%
The Council can be trusted	10	3%	67	23%	98	34%	83	29%	31	11%	289	100%	77	27%	98	34%	114	39%	289	100%
The Council understands the needs of residents and what they care about	6	2%	64	22%	74	25%	105	36%	42	14%	291	100%	70	24%	74	25%	147	51%	291	100%
The Council balances the needs of today's residents with planning for the future of the city	10	3%	61	21%	73	25%	96	33%	48	17%	288	100%	71	25%	73	25%	144	50%	288	100%
The Council communicates clearly with residents about how their views have informed Council decisions	9	3%	43	15%	87	31%	103	36%	42	15%	284	100%	52	18%	87	31%	145	51%	284	100%
The Council makes wise spending decisions	7	2%	20	7%	81	28%	85	30%	94	33%	287	100%	27	9%	81	28%	179	62%	287	100%
The Council honours the principles of the Treaty of Waitangi	8	3%	56	24%	114	50%	31	13%	21	9%	230	100%	64	28%	114	50%	52	23%	230	100%
The Council makes decisions in best interests of City (residents)	10	3%	73	25%	88	30%	81	27%	45	15%	297	100%	83	28%	88	30%	126	42%	297	100%
Don't know/not applicable removed from analysis	63	3%	442	20%	691	31%	681	30%	374	16%			505	23%	691	31%	1,055	46%	2,251	
		AVERAGE		AVERAGE		AVERAGE		AVERAGE		AVERAGE				AVERAGE		AVERAGE		AVERAGE		

Reputation and Trust Measures	2024								2023							
	GSS & LIC Booster Combined								GSS & LIC Booster Combined							
	Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council honours the principles of the Treaty of Waitangi	276	36%	379	49%	119	15%	774	100%	292	38%	369	47%	117	15%	778	100%
Council managers and staff are doing a good job	255	34%	268	36%	223	30%	746	100%	252	34%	280	38%	212	28%	744	100%
The Council is accountable for what it does	238	31%	191	25%	327	43%	756	100%	230	30%	213	28%	316	42%	759	100%
The Council balances the needs of today's residents with planning for the future of the city	324	31%	291	28%	427	41%	1,042	100%								
The Council makes decisions in best interests of City (residents)	325	31%	301	28%	436	41%	1,062	100%	334	33%	306	30%	372	37%	1,012	100%
The Council acts with integrity and honesty	226	30%	283	38%	239	32%	748	100%	222	29%	322	42%	214	28%	758	100%
The Council communicates clearly with residents the results of Council decisions	213	28%	236	31%	304	40%	753	100%	238	32%	238	32%	278	37%	754	100%
The Council can be trusted	286	27%	370	35%	388	37%	1,044	100%	285	28%	369	36%	357	35%	1,011	100%
The Council has a good reputation	206	27%	218	29%	335	44%	759	100%	221	29%	235	31%	307	40%	763	100%
The leadership of the Mayor and Councillors	198	27%	316	42%	232	31%	746	100%	222	30%	315	42%	212	28%	749	100%
The Council understands the needs of residents and what they care about	269	26%	272	26%	513	49%	1,054	100%	237	24%	293	29%	477	47%	1,007	100%
The Council is open and transparent	223	21%	315	30%	503	48%	1,041	100%	244	24%	318	32%	441	44%	1,003	100%
The Council communicates clearly with residents about how their views have informed Council decisions	195	19%	313	30%	520	51%	1,028	100%	215	22%	285	29%	496	50%	996	100%
The Council provides good value for ratepayers' money	136	18%	186	25%	419	57%	741	100%	149	20%	237	32%	366	49%	752	100%
The Council makes wise spending decisions	144	14%	280	27%	611	59%	1,035	100%	148	15%	311	31%	541	54%	1,000	100%

Appendix Four: Overall Sentiment by Community Board and Ward

Ward and Community Board location is determined by the residential address of the respondent giving feedback or by the site location of the asset being surveyed. As such, the analyses below, where no respondent location details are available, exclude service sites that were likely to have been used by people from across the city (eg. central city facilities and assets [such as Tūranga, Civic Offices, Bus Interchange, Hagley Park, Botanic Gardens]; cemeteries; marine structures; some parks surveyed onsite [as opposed to mail drops at homes in the local area]; Mona Vale); the Christchurch totals used in this analysis also exclude the same sites for comparison purposes. The tables in the Appendix provide a count of scores [positive, neutral, negative] given by respondents across the range of measures of aspects of Council services surveyed as part of Resident Survey programme. This is not a count of individual respondents as each respondent may have provided feedback [scores] for multiple aspects of Council services. The numbers in this table provide a count of sentiment scores rather than a count of respondents. Results must be treated with caution where there are low numbers in cells

NB: Due to Community Board and Ward changes in 2022, the tables below do not show trend data except for Banks Peninsula

Overall Sentiment by Ward

	2023-2024						2022-2023					
Sentiment by Ward	**Positive**		**Neutral**		**Negative**		**Positive**		**Neutral**		**Negative**	
City and Ward Location	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Christchurch (with services/sites/Empathy excluded)	32,562	57%	11,552	20%	12,784	22%	28,595	54%	11,674	22%	12,152	23%
Banks Peninsula	1,002	63%	264	17%	311	20%	871	53%	358	22%	409	25%
Coastal	1,838	49%	880	24%	1,003	27%	1,932	54%	773	22%	869	24%
Burwood	1,905	55%	738	21%	830	24%	1,743	48%	975	27%	910	25%
Linwood	2,049	57%	743	21%	809	22%	1,336	47%	705	25%	794	28%
Fendalton	1,550	59%	522	20%	572	22%	1,377	55%	559	22%	562	22%
Waimairi	1,193	50%	591	25%	623	26%	1,107	50%	538	24%	566	26%
Harewood	1,539	45%	846	25%	1,025	30%	1,646	51%	681	21%	864	27%
Halswell	2,291	56%	924	22%	898	22%	2,172	56%	844	22%	848	22%
Hornby	1,088	42%	674	26%	851	33%	937	48%	520	27%	483	25%
Riccarton	2,234	56%	813	20%	955	24%	2,120	55%	889	23%	844	22%
Papanui	2,769	65%	734	17%	728	17%	1,415	52%	692	25%	630	23%
Innes	1,777	55%	766	24%	699	22%	1,444	47%	851	28%	776	25%
Central	1,811	60%	662	22%	532	18%	1,119	49%	654	28%	527	23%
Spreydon	1,482	60%	471	19%	497	20%	1,448	53%	712	26%	566	21%
Cashmere	1,888	55%	681	20%	859	25%	2,176	55%	865	22%	878	22%
Heathcote	1,407	53%	612	23%	629	24%	1,474	54%	508	19%	726	27%

Positive Sentiment by Ward	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020
City and Ward Location	Percent	Percent	Percent	Percent	Percent
Christchurch	57%	54%	57%	59%	57%
Papanui	65%	52%	57%	50%	53%
Banks Peninsula	63%	53%	52%	50%	52%
Spreydon	60%	53%	53%	53%	58%
Central	60%	49%	57%	58%	56%
Fendalton	59%	55%	58%	55%	60%
Linwood	57%	47%	50%	54%	52%
Halswell	56%	56%	56%	62%	57%
Riccarton	56%	55%	59%	65%	60%
Cashmere	55%	55%	55%	48%	59%
Innes	55%	47%	59%	50%	55%
Burwood	55%	48%	53%	60%	55%
Heathcote	53%	54%	54%	59%	53%
Waimairi	50%	50%	59%	63%	55%
Coastal	49%	54%	52%	56%	54%
Harewood	45%	51%	59%	57%	54%
Hornby	42%	48%	50%	58%	54%

Colour scaling helps identify patterns in data: read colour scales down ↓ the columns (**green**: highest, yellow: middle, **red**: lowest)
NB: Analysis excludes Empathy CATER principle(including for the Christchurch totals) to allow for more accurate comparison between wards as limited or no Empathy data are available for some wards;
Don't knows have not been shown in the table which is why percentages may not add to 100%
Number = number of scores, not number of respondents

Customer Service Analysis by Community Board and Ward

Below is a community board and ward analysis by CATER customer service principles.

CATER PRINCIPLE	DEFINITION
CONSISTENCY	*Performing dependably and accurately* ***Doing what we say we will do*** Includes factors such as: accuracy, reliability and clarity of information communications and knowledge; channels of communication, listening
ASSURANCE	*Conveying trust and confidence through knowledge of products and service* ***Giving the customer confidence*** Includes factors such as: accessibility (ease of access and convenience; ease of use; value for money; safety and security); reputation(reputation and trust; city leadership and decision making, organisation resilience)
TANGIBLES	*Creating an impression through appearance (people, facilities, written communication) and equipment (efficient and user friendly systems)* ***Being professional*** Includes factors such as: facilities, resources and amenity: (buildings, facilities and amenities; range and variety); maintenance (appearance and condition)
EMPATHY	*Communicating, caring and individualised attention* ***Communicating respect*** Includes factors such as: staff manner and support; sense of belonging and networking
RESPONSIVENESS	*Helping customers willingly, promptly and speedily* ***Responding promptly to customer needs*** Includes factors such as: responsiveness and processes; efficiency of service delivery

Te Pātaka o Rākaihautū Banks Peninsula by CATER Customer Service Principle

Te Pātaka o Rākaihautū Banks Peninsula by CATER		2023-2024				2022-2023			
		Christchurch		Te Pātaka o Rākaihautū Banks Peninsula		Christchurch		Te Pātaka o Rākaihautū Banks Peninsula	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	1,002	63%	23,420	52%	731	51%
	Neutral	11,552	20%	264	17%	10,508	23%	316	22%
	Negative	12,784	22%	311	20%	11,280	25%	384	27%
Consistency	Positive	3,851	58%	117	62%	3,572	61%	96	51%
	Neutral	1,362	20%	26	14%	1,158	20%	36	19%
	Negative	1,394	21%	43	23%	1,050	18%	51	27%
Assurance	Positive	8,929	42%	392	58%	7,586	40%	262	42%
	Neutral	5,386	25%	132	20%	5,182	27%	152	24%
	Negative	7,087	33%	150	22%	6,268	33%	210	34%
Tangibles	Positive	8,176	60%	279	66%	7,857	58%	307	62%
	Neutral	2,680	20%	57	13%	2,912	21%	105	21%
	Negative	2,767	20%	84	20%	2,823	21%	86	17%
Empathy	Positive	968	95%	30	86%	1,158	94%	5	100%
	Neutral	25	2%	4	11%	41	3%		
	Negative	24	2%	1	3%	24	2%		
Responsiveness	Positive	3,478	68%	62	61%	3,247	58%	61	50%
	Neutral	942	18%	23	23%	1,215	22%	23	19%
	Negative	678	13%	16	16%	1,115	20%	37	30%

Colour scaling helps identify patterns in data: read colour scales across ➔ the rows (**green**: highest, **red**: lowest)

NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%; Caution: Banks Peninsula: very small counts for Empathy

Customer Service Highs and Lows by Community Board

Te Pātaka o Rākaihautū Banks Peninsula by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	117	62%
	Neutral	26	14%
	Negative	43	23%
Assurance	Positive	392	58%
	Neutral	132	20%
	Negative	150	22%
Tangibles	Positive	279	66%
	Neutral	57	13%
	Negative	84	20%
Empathy	Positive	30	86%
	Neutral	4	11%
	Negative	1	3%
Responsiveness	Positive	62	61%
	Neutral	23	23%
	Negative	16	16%

Colour scaling helps identify patterns in data: read colour scales down 🡻 the columns (**green**: highest, **yellow**: middle, **red**: lowest)

NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waitai Coastal-Burwood-Linwood by CATER Customer Service Principle

		2023-2024										2022-2023									
Waitai Coastal-Burwood-Linwood by CATER		**Christchurch**		**Waitai Coastal-**		**Coastal**		**Burwood**		**Linwood**		**Christchurch**		**Waitai Coastal-**		**Coastal**		**Burwood**		**Linwood**	
CATER Principle	**Sentiment**	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	6,016	54%	1,853	50%	1,937	55%	2,057	57%	23,420	52%	4,142	47%	1,611	51%	1,440	45%	1,091	44%
	Neutral	11,552	20%	2,414	22%	880	24%	739	21%	743	21%	10,508	23%	2,225	25%	707	23%	890	28%	628	26%
	Negative	12,784	22%	2,739	24%	1,003	27%	831	24%	809	22%	11,280	25%	2,389	27%	814	26%	838	26%	737	30%
Consistency	Positive	3,851	58%	461	47%	160	44%	158	54%	108	43%	3,572	61%	405	51%	169	56%	124	46%	112	50%
	Neutral	1,362	20%	258	26%	101	28%	62	21%	78	31%	1,158	20%	211	26%	63	21%	82	30%	66	29%
	Negative	1,394	21%	257	26%	101	28%	73	25%	65	26%	1,050	18%	181	23%	68	22%	65	24%	48	21%
Assurance	Positive	8,929	42%	1,696	39%	607	38%	602	43%	430	36%	7,586	40%	1,464	37%	549	40%	500	35%	415	36%
	Neutral	5,386	25%	1,159	27%	405	25%	390	28%	343	28%	5,182	27%	1,142	29%	364	27%	460	32%	318	27%
	Negative	7,087	33%	1,488	34%	581	36%	412	29%	433	36%	6,268	33%	1,327	34%	443	33%	456	32%	428	37%
Tangibles	Positive	8,176	60%	1,548	55%	609	58%	535	55%	404	51%	7,857	58%	1,639	56%	622	58%	571	54%	446	55%
	Neutral	2,680	20%	561	20%	215	20%	179	19%	167	21%	2,912	21%	629	21%	205	19%	247	23%	177	22%
	Negative	2,767	20%	696	25%	229	22%	248	26%	219	28%	2,823	21%	677	23%	248	23%	240	23%	189	23%
Empathy	Positive	968	95%	78	96%	15	100%	32	94%	8	100%	1,158	94%	153	99%	83	100%	65	98%	5	100%
	Neutral	25	2%	2	2%			1	3%			41	3%								
	Negative	24	2%	1	1%			1	3%			24	2%								
Responsiveness	Positive	3,478	68%	493	60%	109	48%	254	71%	97	55%	3,247	58%	481	52%	188	59%	180	50%	113	45%
	Neutral	942	18%	189	23%	79	35%	54	15%	44	25%	1,215	22%	243	26%	75	24%	101	28%	67	27%
	Negative	678	13%	135	16%	39	17%	48	13%	34	19%	1,115	20%	204	22%	55	17%	77	22%	72	29%

Colour scaling helps identify patterns in data: read colour scales across ➔ the rows (**green**: highest, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Customer Service Highs and Lows by Community Board

Waitai Coastal-Burwood-Linwood by Highest to Lowest CATER Score		**2023-2024**	**2022-2023**
CATER Principle	**Sentiment**	**Percent**	**Percent**
Consistency	Positive	47%	51%
	Neutral	26%	26%
	Negative	26%	23%
Assurance	Positive	39%	37%
	Neutral	27%	29%
	Negative	34%	34%
Tangibles	Positive	55%	56%
	Neutral	20%	21%
	Negative	25%	23%
Empathy	Positive	96%	99%
	Neutral	2%	
	Negative	1%	
Responsiveness	Positive	60%	52%
	Neutral	23%	26%
	Negative	16%	22%

Colour scaling helps identify patterns in data: read colour scales down ➔ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waimāero Fendalton-Waimairi-Harewood by CATER Customer Service Principle

Waimāero Fendalton-Waimairi-Harewood by CATER		2023-2024										2022-2023									
		Christchurch		Waimāero Fendalton-		Fendalton		Waimairi		Harewood		Christchurch		Waimāero Fendalton-		Fendalton		Waimairi		Harewood	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	4,460	51%	1,594	59%	1,193	50%	1,547	45%	23,420	52%	3,399	50%	1,136	52%	924	48%	1,339	49%
	Neutral	11,552	20%	1,989	23%	522	19%	591	25%	846	25%	10,508	23%	1,591	23%	509	23%	476	25%	606	22%
	Negative	12,784	22%	2,282	26%	572	21%	623	26%	1,025	30%	11,280	25%	1,839	27%	519	24%	515	27%	805	29%
Consistency	Positive	3,851	58%	403	48%	139	57%	108	47%	469	32%	3,572	61%	378	55%	157	61%	77	47%	144	54%
	Neutral	1,362	20%	203	24%	56	23%	58	25%	375	26%	1,158	20%	164	24%	52	20%	50	30%	62	23%
	Negative	1,394	21%	238	28%	48	20%	62	27%	614	42%	1,050	18%	140	20%	44	17%	37	23%	59	22%
Assurance	Positive	8,929	42%	1,338	37%	433	44%	395	38%	126	39%	7,586	40%	1,220	39%	391	43%	363	40%	466	37%
	Neutral	5,386	25%	912	25%	237	24%	286	28%	82	25%	5,182	27%	788	25%	258	28%	237	26%	293	23%
	Negative	7,087	33%	1,330	37%	324	33%	353	34%	118	36%	6,268	33%	1,081	35%	268	29%	312	34%	501	40%
Tangibles	Positive	8,176	60%	1,439	59%	468	61%	408	60%	563	57%	7,857	58%	1,392	59%	424	57%	375	59%	593	62%
	Neutral	2,680	20%	518	21%	149	19%	136	20%	233	24%	2,912	21%	472	20%	154	21%	139	22%	179	19%
	Negative	2,767	20%	477	20%	154	20%	137	20%	186	19%	2,823	21%	474	20%	163	22%	126	20%	185	19%
Empathy	Positive	968	95%	68	97%	44	100%			8	100%	1,158	94%	38	100%	37	100%			1	100%
	Neutral	25	2%									41	3%								
	Negative	24	2%	2	3%							24	2%								
Responsiveness	Positive	3,478	68%	438	66%	224	82%	85	56%	104	52%	3,247	58%	371	54%	127	59%	109	55%	135	51%
	Neutral	942	18%	145	22%	35	13%	43	28%	60	30%	1,215	22%	167	24%	45	21%	50	25%	72	27%
	Negative	678	13%	84	13%	15	5%	24	16%	36	18%	1,115	20%	144	21%	44	20%	40	20%	60	22%

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Customer Service Highs and Lows by Community Board

Waimāero Fendalton-Waimairi-Harewood by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	48%	55%
	Neutral	24%	24%
	Negative	28%	20%
Assurance	Positive	37%	39%
	Neutral	25%	25%
	Negative	37%	35%
Tangibles	Positive	59%	59%
	Neutral	21%	20%
	Negative	20%	20%
Empathy	Positive	97%	100%
	Neutral		
	Negative	3%	
Responsiveness	Positive	66%	54%
	Neutral	22%	24%
	Negative	13%	21%

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NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waipuna Halswell-Hornby-Riccarton by CATER Customer Service Principle

		2023-2024										2022-2023									
Waipuna Halswell-Hornby-Riccarton by CATER		Christchurch		Waipuna Halswell-		Halswell		Hornby		Riccarton		Christchurch		Waipuna Halswell-		Halswell		Hornby		Riccarton	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	5,866	52%	2,402	57%	1,096	42%	2,248	56%	23,420	52%	2,841	49%	1,846	54%	754	45%	1,807	53%
	Neutral	11,552	20%	2,460	22%	925	22%	674	26%	813	20%	10,508	23%	1,434	25%	762	22%	472	28%	791	23%
	Negative	12,784	22%	2,833	25%	899	21%	851	32%	955	24%	11,280	25%	1,473	26%	803	23%	443	26%	786	23%
Consistency	Positive	3,851	58%	544	49%	260	57%	106	42%	159	47%	3,572	61%	485	59%	219	65%	85	48%	181	58%
	Neutral	1,362	20%	263	24%	103	23%	65	26%	88	26%	1,158	20%	174	21%	58	17%	49	28%	67	21%
	Negative	1,394	21%	286	26%	87	19%	78	31%	89	26%	1,050	18%	163	20%	58	17%	41	23%	64	20%
Assurance	Positive	8,929	42%	1,814	39%	751	43%	316	28%	719	43%	7,586	40%	1,495	41%	585	40%	292	39%	618	42%
	Neutral	5,386	25%	1,168	25%	446	26%	300	26%	402	24%	5,182	27%	1,044	28%	411	28%	220	29%	413	28%
	Negative	7,087	33%	1,677	36%	541	31%	516	46%	550	33%	6,268	33%	1,133	31%	454	31%	234	31%	445	30%
Tangibles	Positive	8,176	60%	1,694	58%	609	59%	372	51%	713	62%	7,857	58%	1,566	57%	620	59%	303	51%	643	60%
	Neutral	2,680	20%	617	21%	230	22%	182	25%	205	18%	2,912	21%	591	22%	208	20%	162	27%	221	20%
	Negative	2,767	20%	590	20%	196	19%	179	24%	215	19%	2,823	21%	559	20%	220	21%	131	22%	208	19%
Empathy	Positive	968	95%	160	97%	111	98%	8	100%	14	100%	1,158	94%	238	98%	132	98%	4	100%	102	99%
	Neutral	25	2%	2	1%	1	1%					41	3%	1	0%	1	1%				
	Negative	24	2%	3	2%	1	1%					24	2%	2	1%	1	1%			1	1%
Responsiveness	Positive	3,478	68%	586	66%	223	70%	92	56%	247	72%	3,247	58%	623	61%	290	65%	70	47%	263	62%
	Neutral	942	18%	175	20%	59	18%	41	25%	61	18%	1,215	22%	215	21%	84	19%	41	28%	90	21%
	Negative	678	13%	121	14%	37	12%	30	18%	32	9%	1,115	20%	175	17%	70	16%	37	25%	68	16%

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NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Customer Service Highs and Lows by Community Board

Waipuna Halswell-Hornby-Riccarton by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	49%	59%
	Neutral	24%	21%
	Negative	26%	20%
Assurance	Positive	39%	41%
	Neutral	25%	28%
	Negative	36%	31%
Tangibles	Positive	58%	57%
	Neutral	21%	22%
	Negative	20%	20%
Empathy	Positive	97%	98%
	Neutral	1%	0%
	Negative	2%	1%
Responsiveness	Positive	66%	61%
	Neutral	20%	21%
	Negative	14%	17%

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NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waipapa Papanui-Innes-Central by CATER Customer Service Principle

Waipapa Papanui-Innes-Central by CATER		2023-2024										2022-2023									
		Christchurch		Waipapa Papanui-		Papanui		Innes		Central		Christchurch		Waipapa Papanui-		Papanui		Innes		Central	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	6,533	60%	2,822	66%	1,777	55%	1,811	60%	23,420	52%	3,247	46%	1,177	49%	1,154	43%	916	46%
	Neutral	11,552	20%	2,210	20%	734	17%	766	24%	662	22%	10,508	23%	1,994	28%	623	26%	767	29%	604	30%
	Negative	12,784	22%	2,103	19%	728	17%	699	22%	532	18%	11,280	25%	1,802	26%	587	25%	736	28%	479	24%
Consistency	Positive	3,851	58%	503	53%	170	58%	144	49%	154	56%	3,572	61%	337	51%	142	57%	113	48%	82	48%
	Neutral	1,362	20%	230	24%	59	20%	84	28%	74	27%	1,158	20%	193	29%	71	29%	69	29%	53	31%
	Negative	1,394	21%	208	22%	61	21%	68	23%	48	17%	1,050	18%	126	19%	35	14%	55	23%	36	21%
Assurance	Positive	8,929	42%	1,900	45%	590	44%	607	43%	658	50%	7,586	40%	1,219	37%	418	39%	439	35%	362	38%
	Neutral	5,386	25%	1,112	26%	345	26%	400	28%	343	26%	5,182	27%	1,019	31%	311	29%	394	32%	314	33%
	Negative	7,087	33%	1,204	29%	392	29%	418	29%	303	23%	6,268	33%	1,030	32%	331	31%	413	33%	286	30%
Tangibles	Positive	8,176	60%	1,689	63%	554	59%	565	63%	570	68%	7,857	58%	1,271	55%	423	54%	479	54%	369	56%
	Neutral	2,680	20%	514	19%	185	20%	183	20%	146	17%	2,912	21%	552	24%	176	23%	213	24%	163	25%
	Negative	2,767	20%	474	18%	200	21%	149	17%	125	15%	2,823	21%	503	22%	177	23%	202	23%	124	19%
Empathy	Positive	968	95%	63	97%	53	100%					1,158	94%	36	97%	36	97%				
	Neutral	25	2%	2	3%							41	3%								
	Negative	24	2%									24	2%	1	3%	1	3%				
Responsiveness	Positive	3,478	68%	555	70%	263	79%	144	67%	126	64%	3,247	58%	384	51%	158	59%	123	44%	103	49%
	Neutral	942	18%	155	20%	51	15%	48	22%	47	24%	1,215	22%	230	30%	65	24%	91	33%	74	35%
	Negative	678	13%	82	10%	16	5%	22	10%	23	12%	1,115	20%	142	19%	43	16%	66	24%	33	16%

Colour scaling helps identify patterns in data: read colour scales across ➔ the rows (**green**: highest, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%; blank cells indicate results are not available for that category;
Caution: Linwood-Central-Heathcote: very small counts for Empathy

Customer Service Highs and Lows by Community Board

Waipapa Papanui-Innes-Central by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	53%	51%
	Neutral	24%	29%
	Negative	22%	19%
Assurance	Positive	45%	37%
	Neutral	26%	31%
	Negative	29%	32%
Tangibles	Positive	63%	55%
	Neutral	19%	24%
	Negative	18%	22%
Empathy	Positive	97%	97%
	Neutral	3%	
	Negative		3%
Responsiveness	Positive	70%	51%
	Neutral	20%	30%
	Negative	10%	19%

Colour scaling helps identify patterns in data: read colour scales down ➔ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waihoro Spreydon-Cashmere-Heathcote by CATER Customer Service Principle

		2023-2024										2022-2023									
Waihoro Spreydon-Cashmere-Heathcote by CATER		Christchurch		Waihoro Spreydon-		Spreydon		Cashmere		Heathcote		Christchurch		Waihoro Spreydon-		Spreydon		Cashmere		Heathcote	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	5,067	56%	1,497	61%	1,950	56%	1,414	53%	23,420	52%	4,198	52%	1,189	51%	1,804	52%	1,205	51%
	Neutral	11,552	20%	1,827	20%	471	19%	681	19%	613	23%	10,508	23%	1,893	23%	629	27%	794	23%	470	20%
	Negative	12,784	22%	2,128	24%	497	20%	861	25%	629	24%	11,280	25%	2,033	25%	532	23%	840	24%	661	28%
Consistency	Positive	3,851	58%	542	55%	142	59%	199	56%	138	50%	3,572	61%	489	58%	123	54%	229	62%	137	54%
	Neutral	1,362	20%	221	22%	47	20%	82	23%	72	26%	1,158	20%	188	22%	57	25%	77	21%	54	21%
	Negative	1,394	21%	219	22%	51	21%	77	22%	63	23%	1,050	18%	168	20%	47	21%	63	17%	58	23%
Assurance	Positive	8,929	42%	1,726	45%	553	52%	636	43%	432	40%	7,586	40%	1,574	42%	430	40%	722	44%	422	42%
	Neutral	5,386	25%	897	23%	245	23%	336	23%	294	27%	5,182	27%	944	25%	319	30%	404	25%	221	22%
	Negative	7,087	33%	1,228	32%	274	26%	518	35%	347	32%	6,268	33%	1,186	32%	326	30%	498	31%	362	36%
Tangibles	Positive	8,176	60%	1,519	64%	435	67%	594	64%	490	61%	7,857	58%	1,673	61%	508	63%	627	58%	538	61%
	Neutral	2,680	20%	409	17%	108	17%	152	16%	149	19%	2,912	21%	558	20%	179	22%	230	21%	149	17%
	Negative	2,767	20%	442	19%	111	17%	177	19%	154	19%	2,823	21%	522	19%	118	15%	218	20%	186	21%
Empathy	Positive	968	95%	90	94%	15	100%	62	97%	7	88%	1,158	94%	91	99%	7	100%	78	99%	6	100%
	Neutral	25	2%	2	2%					1	13%	41	3%								
	Negative	24	2%	4	4%			2	3%			24	2%	1	1%			1	1%		
Responsiveness	Positive	3,478	68%	335	59%	108	68%	108	57%	91	59%	3,247	58%	371	51%	121	51%	148	51%	102	50%
	Neutral	942	18%	130	23%	30	19%	48	25%	37	24%	1,215	22%	203	28%	74	31%	83	29%	46	23%
	Negative	678	13%	101	18%	21	13%	34	18%	25	16%	1,115	20%	156	21%	41	17%	60	21%	55	27%

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NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%; blank cells indicate results are not available for that category

Customer Service Highs and Lows by Community Board

Waihoro Spreydon-Cashmere-Heathcote by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	55%	58%
	Neutral	22%	22%
	Negative	22%	20%
Assurance	Positive	45%	42%
	Neutral	23%	25%
	Negative	32%	32%
Tangibles	Positive	64%	61%
	Neutral	17%	20%
	Negative	19%	19%
Empathy	Positive	94%	99%
	Neutral	2%	
	Negative	4%	1%
Responsiveness	Positive	59%	51%
	Neutral	23%	28%
	Negative	18%	21%

Colour scaling helps identify patterns in data: read colour scales down ↓ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Christchurch City Council

Residents Survey 2023-2024

Overview of Results

A Reference Report

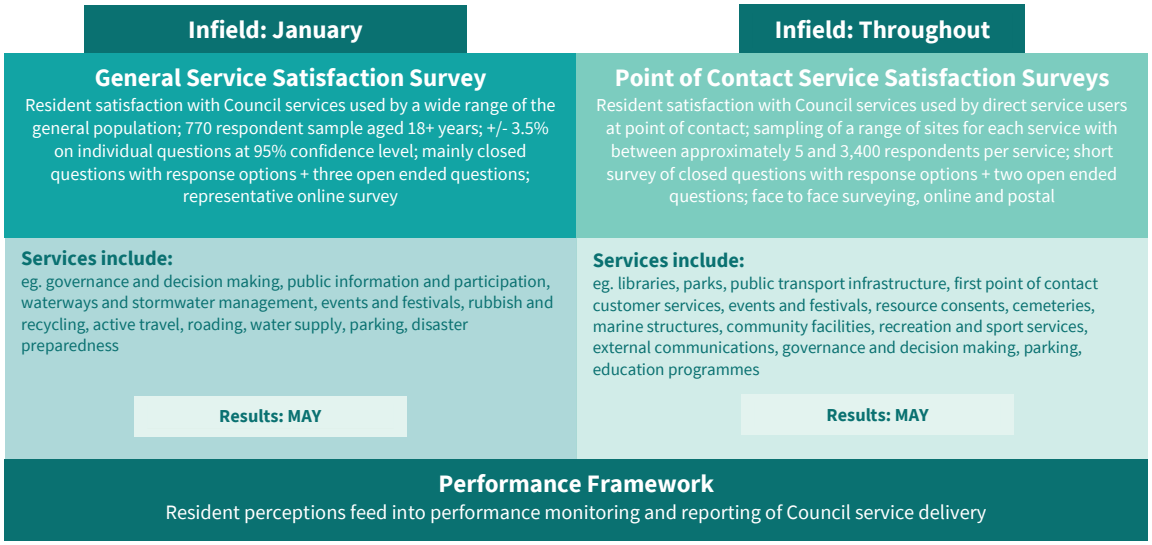
Monitoring and Research Team
Performance Management Unit
March 2024

Christchurch City Council

The Residents Survey Programme

The Residents Survey programme is a central component of the Council's wider service performance framework and a core part of the Council's drive to be customer / citizen centric. It measures resident perception based levels of service targets in the Long Term Plan (LTP) and also measures satisfaction with a range of additional services that sit outside of the LTP.

The programme includes a two-part framework:



NB: A Life in Christchurch booster survey may also be undertaken to ensure better representation across the Residents Survey by various ethnic groups and by young people

The results in this report cover service performance, including 41 levels of service across a total of 15 different Activities in the Long Term Plan with a resident satisfaction component, measured through the Residents Survey programme. The Council also uses a range of objective levels of service and other data to provide a complete picture of Council service performance.

The General Service Satisfaction Survey measures 17 performance standards (levels of service) across 9 LTP activities. The point of contact surveys measure 24 performance standards across 9 activities.

Life in Christchurch Representation Booster Survey

A Life in Christchurch booster survey was carried out in January 2024 to ensure better representation across the Residents Survey by various ethnic groups and by young people aged 18-24 years. This survey included some of the key General Service Satisfaction measures such as overall Council service performance, ease of interaction with Council, key infrastructure satisfaction and governance satisfaction. While these results do not form part of the level of service results, they have been included in ethnicity and age analyses in this report. The booster results are not included as part of the main Residents Survey results as the booster survey is not an official part of the Residents Survey programme.

Total Number of Respondents Across Residents Survey Programme

Survey Framework	Number	Percent		
Point of Contact Surveys (POC)	9,014	88%		
General Service Satisfaction Survey (GSS)	771	8%		
Life in Christchurch Booster Survey (LIC Booster)	306	3%	Census	Representation
TOTAL	10,091	100%	292,461	3.5%

2018 Census: Christchurch population aged 18 years and over. **NB:** some respondents may have completed surveys for more than one service so the total count will not reflect the number of unique individuals. Total GSS sample for open ended comments was 773
Number = number of respondents

Ward Location

The following table provides a breakdown of the numbers by Ward. For the General Service Satisfaction Survey and the Life in Christchurch booster survey, Ward is based on the home address of respondents. For the Point of Contact surveys, the Ward is based either on the service/facility location or the home address of respondents:

	GSS & LIC Booster		POC		OVERALL TOTAL	
Ward	Number	Percent	Number	Percent	Number	Percent
Banks Peninsula	24	2%	174	2%	198	2%
Burwood	65	6%	152	2%	217	3%
Cashmere	75	7%	1,202	17%	1,277	16%
Central	78	7%	999	14%	1,077	13%
Coastal	83	8%	1,159	17%	1,242	15%
Fendalton	56	5%	1,032	15%	1,088	13%
Halswell	90	8%	287	4%	377	5%
Harewood	76	7%	141	2%	217	3%
Heathcote	60	6%	163	2%	223	3%
Hornby	54	5%	64	1%	118	1%
Innes	90	8%	71	1%	161	2%
Linwood	69	6%	538	8%	607	8%
Papanui	58	5%	614	9%	672	8%
Riccarton	81	8%	194	3%	275	3%
Spreydon	62	6%	71	1%	133	2%
Waimairi	55	5%	139	2%	194	2%
Not provided	1		2,014		2,015	
TOTAL	1,077	100%	9,014	100%	10,091	
				TOTAL exc not provided	8,076	100%

Number = number of respondents

Residents Survey Programme Ethnic Representation

Europeans were over-represented in the survey programme, whilst most other ethnicities were under-represented, especially those of Asian ethnicity:

Level 1 Ethnic Groups	Survey Framework									2023-2024	2022-2023	2021-2022
	POC		GSS		LIC Booster		OVERALL TOTAL		Census	Representation	Representation	Representation
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Percent	Percent	Percent	Percent
European	7,096	85%	675	88%	221	73%	7,992	85.0%	77.9%	7.1%	8.2%	4.5%
Maori	591	7%	79	10%	137	45%	807	8.6%	9.9%	-1.3%	-2.3%	-1.2%
Pacific Peoples	207	2%	8	1%	28	9%	243	2.6%	3.8%	-1.2%	-1.6%	-0.9%
Asian	733	9%	67	9%	32	11%	832	8.9%	14.9%	-6.0%	-5.1%	-5.7%
MELAA	136	2%	6	1%	15	5%	157	1.7%	1.5%	0.2%	0.2%	-0.4%
Other	142	2%	6	1%	2	1%	150	1.6%	1.4%	0.2%	-0.4%	0.6%
TOTAL BY SURVEY TYP	8,323	107%	770	109%	304	143%	9,397	108.3%	100.0%			

NB: respondents were able to select more than one ethnicity which is why totals do not add to 100%; ethnicity was an optional question and not all respondents across the full Residents Survey programme supplied their ethnicity details; 2018 Census: based on Christchurch population aged 18 years and over.
Number = number of respondents

Residents Survey Age Representation

Those aged under 35 years and those aged 80 years and over were under-represented in the survey programme:

Age Bands	Survey Framework								Census	2023-2024	2022-2023	2021-2022
	POC		GSS		LIC Booster		OVERALL TOTAL			Representation	Representation	Representation
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Percent	Percent	Percent	Percent
18-24 years	426	5%	75	10%	23	8%	524	6.1%	13.4%	-7.3%	-7.8%	-2.7%
25-34 years	1,089	14%	185	24%	63	21%	1,337	15.6%	19.8%	-4.3%	-3.1%	-7.0%
35-49 years	2243	28%	182	24%	71	24%	2,417	28.1%	24.8%	3.3%		
50-64 years	2,164	27%	176	23%	86	29%	2,051	23.9%	23.0%	0.9%		
65-79 years	1,789	22%	117	15%	50	17%	1,956	22.8%	13.8%	9.0%	3.6%	2.0%
80 years and over	260	3%	35	5%	8	3%	303	3.5%	5.1%	-1.6%	7.3%	7.7%
TOTAL BY SURVEY TYP	7,971	100%	770	100%	301	100%	8,588	100.0%	100.0%			

NB: Age was an optional question and not all respondents across the full Residents Survey programme supplied their age details; 2018 Census: based on Christchurch population aged 18 years and over. Number = number of respondents. 2021-2023 age breakdowns: 18-24 years; 25-49 years, 50-64 years, and 65 years and over

The 2023-2024 Residents Survey programme provided feedback on a wide range of Council services from a total of 10,091[1] Christchurch respondents. Data came from the General Service Satisfaction Survey and a range of point of contact surveys (including some business unit surveying) and from a Life in Christchurch booster survey[2]. Of the summer Point of Contact surveys, 30% were completed face to face; 3% were completed by mail drop or post and 67% were completed online.

The overall completion rate for the summer Point of Contact surveys conducted onsite, via mail drop and via online surveys was 15% (or 39% if two of the largest events and recreation and sport surveys which had very large distributions were excluded) [3]. There were 1,030 responses to the General Service Satisfaction Survey and 771 were completed surveys[4]. There were 360 responses to the Life in Christchurch booster survey and 306 were completed surveys.

This summary report covers results from both the General Service Satisfaction Survey and the Point of Contact surveys (and for age and ethnicity breakdowns it also includes results from the Life in Christchurch booster surveys), identifying main findings related to service performance. It includes analysis of overall satisfaction with Council service performance and the overall best and improvement aspects of Council services (which are all assessed via the General Service Satisfaction Survey).

The report also provides an overview of resident sentiment based on scoring across the entire Residents Survey programme[5] , where respondents provided 84,838 customer service sentiment scores across 197 separate measures as part in this year's Residents Survey programme. Where age and ethnicity sentiment breakdowns are provided, the analyses also include the Life in Christchurch booster survey results (bringing the total to 94,279 sentiment scores).

[1] This figure is made up of 9,014 point of contact survey completes (with individual survey samples ranging in size from approximately 5-3,400 respondents), 771 General Service Satisfaction Survey completes and 306 Life in Christchurch booster survey completes. Note some respondents may be double counted as they may have completed surveys on more than one Council service area.

[2] As well as this report, a range of other reports are produced using Residents Survey data, including: a General Service Satisfaction Report of tables, graphs and verbatim comments, a Point of Contact Surveys summary report of tables and graphs and a range of business unit reports with point of contact data specific to various business units.

[3] This excludes online surveys generated off business unit supplied email customer lists.

[4] Two additional surveys were completed after fieldwork stopped but before the survey was closed. The total sample for LOS reporting was n=771. However, all 773 responses were included in the open ended analysis of overall satisfaction, best and improvement reasons as the feedback supplied was considered important for the Council to understand.

[5] Sentiment analysis is provided for 9,785 respondents who provided feedback as part of this year's Residents Survey programme (point of contact surveys and General Service Satisfaction Survey (or 7,971 for age analyses and 8323 for ethnicity analyses which include the Life in Christchurch booster survey results).

Overall results are presented to the Executive Leadership Team and to elected members and specific business unit reports are provided to heads of services, where available. Results and trend data are published on the Council website. A communication plan is prepared each year outlining key messages regarding the current year's results.

Important Notes

Note, the General Service Satisfaction Survey moved to a representative online methodology in 2020-2021[6]. Research has shown that interviewer administered surveys (such as telephone surveys) tend to give more extreme positive and/or socially desirable responses (due in part to the presence of interviewers) than self-administered surveys (such as online surveys). However, the differences between the two methodologies are usually relatively small[7]. Due to the change in General Service Satisfaction Survey methodology, a pure direct comparison of results from 2020-2021 onward with earlier years' results is not possible. However, it is possible to make some generalised comparisons as the questions remained the same.

In 2021-2022 the wording of many questions was simplified across the Residents Survey programme to ensure surveys could be delivered in a contactless manner if COVID restrictions required that and to ensure surveys were as easy as possible for respondents to complete. These question changes are permanent. While the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years.

[6] The General Service Satisfaction Survey moved to an online methodology to achieve significant cost savings and to reduce the time length of the survey to limit respondent burden (and its associated response bias). The point of contact surveys, measuring half of resident perception-based levels of service, remain a mix of face to face, mail drop, telephone and online methodologies. Note, Auckland Council and Wellington City Council conduct their annual residents surveys via online methodologies.

[7] In a 2014 customer experience methodology test, Gallup found that the response differences between web and telephone samples in their test were not meaningfully different (ie. were within 4 percentage points) for their overall satisfaction score. They also analysed over one million records in their Gallup employee engagement database (which included a range of survey methods) and found that while there were significant differences between survey modes, the differences could all be attributed to respondent demographics and after controlling for the demographic differences, Gallup found no differences in the percentage of items scoring "5" on a 1-5 scale and even the slight differences in mean scores were not substantial. Marlar, Jenny (2018) *Why Phone and Web Survey Results Aren't the Same* Gallup Methodology Blog https://news.gallup.com/opinion/methodology/233291/why-phone-web-survey-results-aren.aspx

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Executive Summary

1. **The 2023-2024 Residents Survey provides mixed results, but with some improvements compared to last year:**

2. **Overall performance satisfaction saw another small improvement to 46% from 43% last year:**
   - Reasons satisfied: Council was doing a good job; happy with the services provided (including key facilities and amenities such as libraries, recreation and sport centres and parks); younger people were more likely to be satisfied: see Council as helping shape the future of the city through provision of amenities such as new stadium and facilities and spaces for recreation
   - Reasons dissatisfied: unhappiness with roading and road maintenance; disapproval of Council spending and rates increases; older people were more likely to be dissatisfied with Council spending and rates increases
   - ~ Neutrals: more likely to lean toward being dissatisfied than satisfied for a fourth year in a row

3. **Majority of LTP services met their targets:**
   - **71%** (29 out of 41); down slightly on last year: 75% (30 out of 40)

4. **More higher satisfaction services (scoring 85% or above):**
   - **44%** (18) vs 28% (11) last year
   - Highest proportion in any of the last three LTP cycles
   - Mainly services where residents have direct contact with Council staff who they see as approachable, knowledgeable and helpful
   - Services: walk in and telephone customer service; major facilities such as libraries and recreation and sport centres; support provided to: events and recreation and sport industries, partnership approvals case management, community development and capacity building and cemeteries administration; presentation of key parks; resource consenting; environmental education programmes

5. **More services improved their satisfaction ratings by 4% or more:**
   - **34%** (14) vs (25% [10] last year
   - Included some key infrastructure services where the Council has invested significant resources to improve service delivery; residents commented on improved maintenance and proactive improvements of some infrastructure services
   - Services: marine structures; stormwater management; wastewater reliability and responsiveness; resource consents process; inner city and regional parks; parks heritage buildings; water supply responsiveness and reliability; footpath condition; Bus Interchange and suburban hubs
   - Satisfaction with the resource consents process saw a 15% improvement to bring it into the higher satisfaction service list for the first time

6. **Best performing services: remain the same as in the last four years:**
   - **Waste management**: efficient and reliable service overall with good customer communication
   - **Parks, reserves and green spaces**: well-presented and maintained; attractive city spaces
   - **Libraries:** good service with helpful staff and a range of resources

7. **Sentiment scoring has remained consistently positive:**
   - Sentiment perceptions of over 9,700 respondents across 197 measures of CATER customer service principles:
   - **64%** of the over 84,000 sentiment scores were positive (63% last year)
   - **18%** were negative (the same as last year)

Executive Summary continued

8. **A third of services saw reductions in their satisfaction ratings:**
   - **34%** (14) worsened by 1% or more
   - Five worsened by 4% or more: number of bus shelters and stops; community parks presentation; sports park surfaces; email customer services; water supply quality
   - Sports park surfaces satisfaction declined by 4% or more for the second year in a row

9. **Areas for improvement remain the same as last year:**
   - **Roading**: ongoing patch repair of roads; potholes; road surfaces not smooth or even
   - **Council decision making and financial management**: disapproval with Council spending; not listening to resident priorities; not communicating how resident views have informed decisions
   - **Water supply**: want removal of chlorine from the water due to taste and odour

10. **Five services had the lowest satisfaction scores:**
    - **Road and footpath condition:** been on lower satisfaction list for many years: ongoing patch repairs of roads; potholes; uneven and cracked footpath surfaces
    - **Governance and decision making:** been on lower satisfaction list for many years: not listening to resident priorities; Council having its own agendas; transparency issues
    - **Water quality:** returned to lower satisfaction list this year: taste and odour issues; want chlorine gone
    - **Stormwater management:** no longer lower satisfaction: perceived proactive management of and investment in stormwater network: less flooding

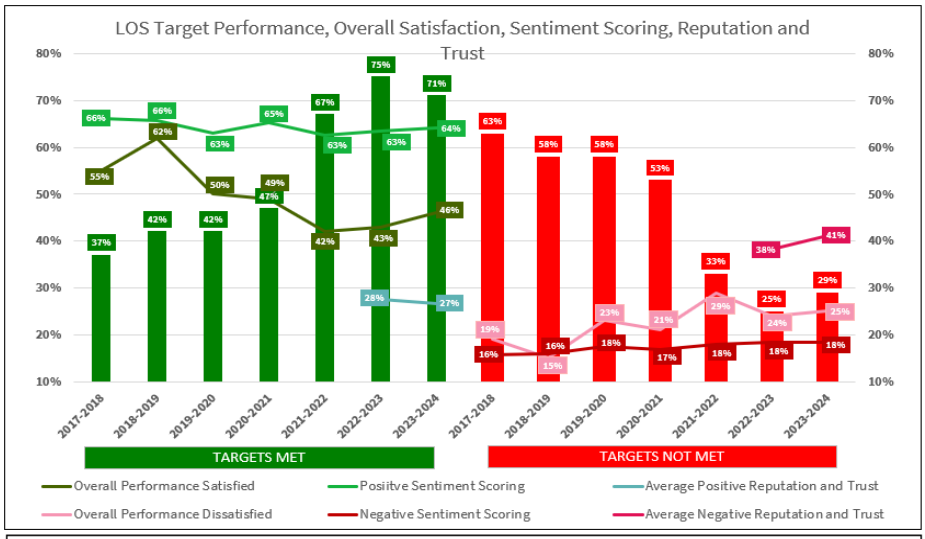
11. **Issues such as roading present complex challenges for the Council to address, with conflicting resident perceptions and priorities:**
    - Road and footpath condition satisfaction: remain low at 27% and 36% respectively despite significant increased investment in recent years; lower road condition satisfaction in the East; car drivers more likely to be dissatisfied with roads; walkers have similar rates of footpath condition dissatisfaction as car drivers, cyclists and bus users; while at the same time the city has a high rate of walking friendliness (74%) and those who walk as a main mode of travel are the most likely to say travel in the city is easy
    - Roading is still rated as the number one area residents want the Council to improve (and at a higher rate than last year) and it is also main driver of overall Council performance dissatisfaction
    - Yet residents also dislike the disruption caused by road repairs
    - And they also disapprove of high spending and rates increases, do not agree with the Council's ability to make wise spending decisions, and want tighter financial controls while at the same time wanting roads and footpaths fixed promptly despite these being very expensive to address
    - While satisfaction with road and footpath condition decrease with age, dissatisfaction with Council spending and rates rises increase with age
    - At the same time, ease of travel in the city is relatively high (78%) and for all ages and all key modes of travel. This is inconsistent with perceptions of condition of the transport network
    - Less than half (47%) of residents agree the transport network is safe for all users (especially cyclists: 42%), yet residents also express continued mixed views on cycleways infrastructure and spending, with too many cycleways being the fourth most common reason for dissatisfaction with Council performance; some want less cycleways while others want more; some say they disrupt travel in the city while others say they make it easier

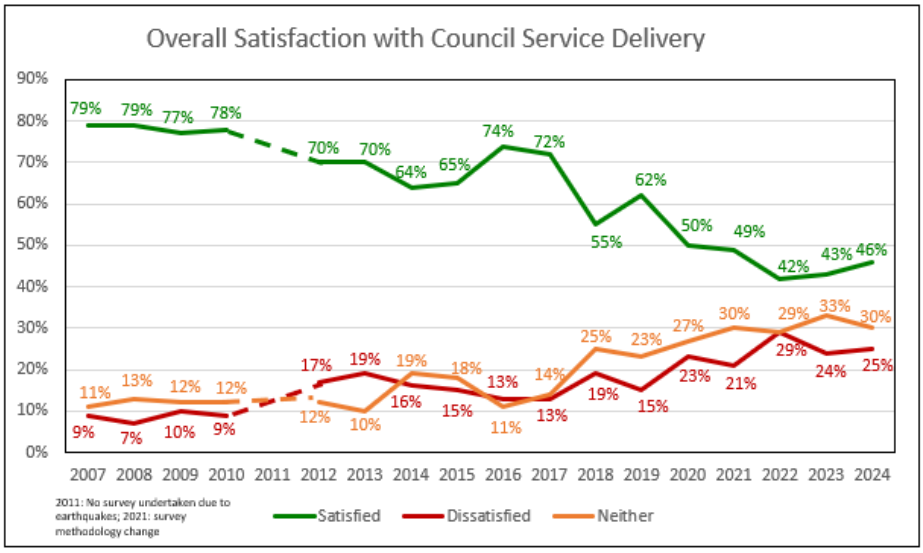
Executive Summary continued

12. **Reputation and trust perceptions remain low (with an average of 27% across 15 measures). Particularly low:**
    - Council making wise spending decisions: 14% (15% in 2023)
    - Providing value for ratepayers' money: 18% (20% in 2023)
    - Communicating how resident views have informed Council decision making (not responding or listening to resident priorities): 19% (22% in 2023)

13. **Disconnects remain between level of service target performance, overall organisation performance ratings, average reputation and trust and positive sentiment ratings across services combined**

14. **Comments provided as rationales for service satisfaction and dissatisfaction remain relatively consistent with those provided in previous years**





Overall Satisfaction with Council Service Performance

The results in this section of the report relate specifically to a measure in the General Service Satisfaction Survey asking respondents to rate satisfaction with the Council's overall service performance[8]. The total sample for this question was 771 and the results are representative of Christchurch residents. Age and ethnicity breakdowns also include Life in Christchurch booster survey results.

Overall **satisfaction** with Council service performance was 46% (347) in 2024. This is slightly higher than last year's result (2023: 43%; 2022: 42% [319]; 2021: 49% [365]).

Those rating overall performance as **neutral** has fallen slightly compared to last year (2024: 30% [227]; 2023: 33% [252]; 2022: 29% [219]; 2021: 30% [222]).

The proportion of respondents who were **dissatisfied** remained very similar to last year 25% (187) in 2024; 24% (184) in 2023 (2022: 29% [215]; 2021: 21% [158]).

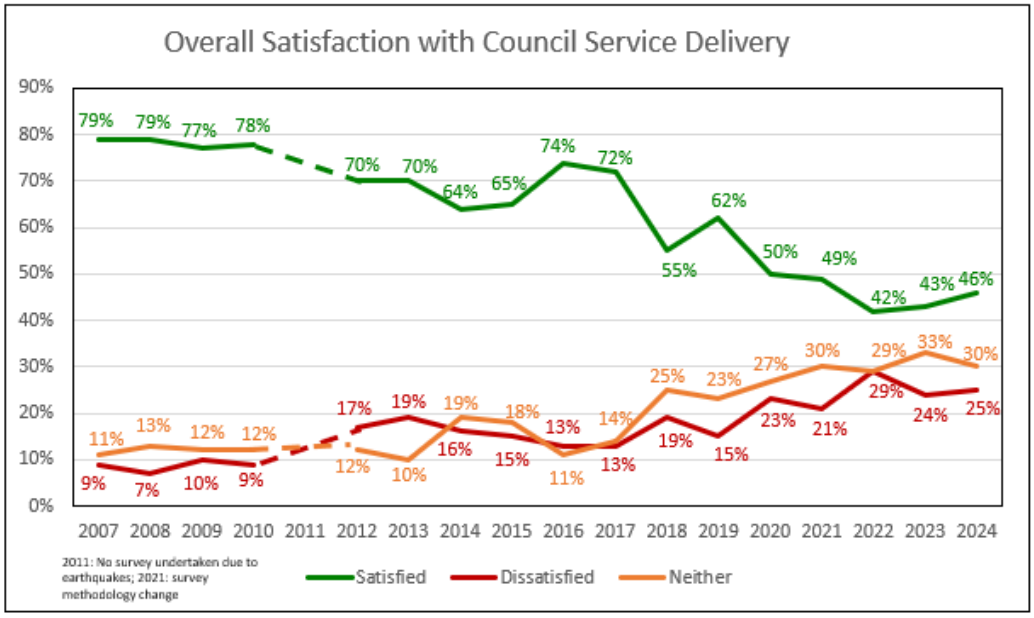
Overall Satisfaction

46% overall satisfaction with Council: trending slightly upward in the last two years

The satisfied…
Council is doing a good job, but often also described problems, issues and challenges; excellent facilities; improved maintenance of parks and progress on upgrades of infrastructure; heading in right direction

The dissatisfied…
Continue to be unhappy with the condition of the roads and want patch repairs stopped in favour of permanent solutions; disapprove of Council spending – not responding to resident priorities; unhappiness with rates increases

The neutrals…
On balance, some things are done well and others not so well; continue to lean more toward the negative and often give negative reasons to support their neutral position



Overall satisfaction has been trending slightly upward in the last two years from an all time low of 42%. Prior to the earthquakes, satisfaction remained reasonably constant between 77% and 79%.

[8] While this question is asked in both the General Service Satisfaction Survey and the Life in Christchurch booster survey, the results in this section are based only off the General Service Satisfaction Survey for comparability over time.

Overall Performance by Age

Note this analysis includes both General Service Satisfaction Survey and the Life in Christchurch booster survey results.

Overall performance satisfaction results varied by age, with younger age groups under 35 years more likely to be satisfied (53% [261]) whereas those aged 65 years and over less likely to be satisfied (38% [73]).

Younger people gave reasons for their positive rating of overall performance such as the Council shaping the city for the future eg. new stadium and provision of amenities, facilities and parks and open spaces for recreation; addressing service requests promptly (eg. bins); like Snap Send Solve app; keeping the city looking tidy; no real issues with Council; Council is trying hard to do the right thing.

Those aged over 65 years gave reasons for a negative rating of overall performance such as disapproval of spending: overspending; rates rises; lack of accountability and not listening to ratepayers; high salaries of managers; issues with executive recruitment and resignations; no longer seems to be the Garden City – weeds and unkempt; roading and footpath maintenance issues; too many cycleways.

Looking specifically at service satisfaction, those aged 65 years and over were more likely than other age brackets to score the following lower:

- Participation in and contribution to decision making
- Heritage buildings and monuments maintenance
- Inner city parks condition
- Stormwater management
- On-street parking
- Cycle and walking friendly city
- Road and footpath condition
- Water supply responsiveness
- Water supply quality (taste and odour)
- Community events content and delivery
- Cemeteries presentation and administrative support

While younger people under 35 years were more likely to rate the responsiveness and reliability of the wastewater service lower than other age groups, they were more likely to rate most services more positively than other age groups.

Overall Performance by Age	Christchurch		18-24 years		25-34 years		35-49 years		50-64 years		65-79 years		80 years and over	
Satisfaction Score	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Satisfied	472	46%	49	53%	124	53%	106	44%	117	46%	55	34%	18	42%
Neutral	308	30%	26	28%	76	32%	73	30%	65	26%	54	33%	11	26%
Dissatisfied	257	25%	17	18%	36	15%	64	26%	71	28%	55	34%	14	33%
TOTAL	1,037	100%	92	100%	236	100%	243	100%	253	100%	164	100%	43	100%

Overall Performance by Ethnicity

Note this analysis includes both General Service Satisfaction Survey and the Life in Christchurch booster survey results.

As with previous years, Pacific Peoples were less likely to be satisfied this year at 39% (13) but the proportion satisfied has risen from 27% last year. However, caution is required as total numbers were small. Further, there were very few comments provided as to reasons for Pacific Peoples' ratings. Where data were available, Pacific Peoples tended to be less satisfied than other ethnicities across a range of services, including governance and decision making (particularly reputation and trust measures), kerbside recycling, wastewater reliability and responsiveness and water supply quality.

Māori and Asian residents had very slightly higher overall performance satisfaction ratings. Māori residents said the Council was doing a good job overall, while Asian residents said the Council addresses issues promptly and provides good services and facilities.

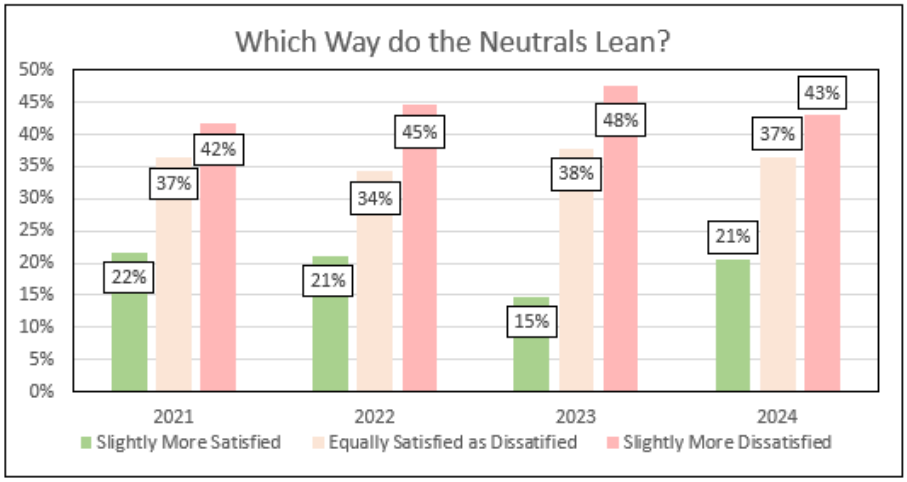
Overall Performance by Ethnicity	Christchurch		European		Māori		Pacific Peoples		Asian	
Satisfaction Score	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Satisfied	472	46%	377	44%	102	50%	13	39%	49	51%
Neutral	308	30%	258	30%	61	30%	12	36%	31	32%
Dissatisfied	257	25%	227	26%	40	20%	8	24%	16	17%
TOTAL	1,037	100%	862	100%	203	100%	33	100%	96	100%

The Neutrals

Thirty percent (227) of respondents in 2024 were neither satisfied nor dissatisfied with the Council's overall performance. Those who rated overall satisfaction as neutral were asked if they leaned slightly more toward satisfied or dissatisfied, or whether they were equally satisfied as they were dissatisfied:

- Just over a fifth (21% [45]) said they leaned slightly toward satisfied, up from 15% (36) in 2023 (2022: 21% [43]; 2021: 22% [45])
- 43% (94) leaned slightly toward dissatisfied, down from 48% (116) in 2023 (2022: 45% [91]; 2021: 42% [87])
- 37% (80) were equally satisfied as dissatisfied, very similar to 38% (92) in 2023 (2022: 34% [70]; 2021: 37% [76])

For a fourth year running, the neutrals are leaning more toward dissatisfied than satisfied with Council performance. Their negative bias continues to make this an important category to watch with their proportion of neutrals reducing this year.



Reasons Given for Overall Satisfaction Rating

The Positive…

Respondents were asked why they were satisfied, neutral or dissatisfied with overall Council service performance and many gave a mix of both positive and negative reasons for their answers. Overall, at the positive end of the spectrum, 13% (71) of all overall satisfaction comments were about the Council being perceived as doing a good job (which was slightly lower than in 2023: 16% [87]). Council doing a good job was also the top positive reason in 2023. Proportionally fewer were happy with the services provided by Council this year: 8% (45), down from 11% (63) in 2023.

Positive Comments Overall about Council Service Performance			
Theme	**Number of Comments**	**Percent of Total Sample**	**Percent of Total *Positive* Comments**
Council is doing a good job overall	71	13%	19%
Happy with services provided	45	8%	12%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%	9%
No problems/ issues	29	5%	8%
City is cleaned and well- maintained/areas are being tidy	29	5%	8%
Responds in timely manner/dealt within a reasonable timeframe	28	5%	7%
Good customer service	24	4%	6%
Happy with recycling and rubbish services	22	4%	6%
Satisfied with the good range of events/provide lot of activities	14	3%	4%
Happy with the ongoing road maintenance/satisfied with the roadworks	13	2%	3%
Good communication	12	2%	3%
Happy with the water supply services/satisfied with the sewage services	11	2%	3%
Easy to contact/easy to communicate with the council	10	2%	3%
Christchurch is a beautiful place to live/good place to live	9	2%	2%
Satisfied with the cycleways/happy with the work on cycle lanes	7	1%	2%
They have transparent leadership/honest with their dealings	6	1%	2%
Satisfied with the Snap Send Solve App	6	1%	2%

City is accessible/easy to get around	4	1%	1%
They are dedicated to enhance the quality life of the people/they work for the people	4	1%	1%
Green spaces are provided with shaded areas/lot of opens spaces	3	1%	0.8%
TOTAL SAMPLE (n=773)	**380**	**68%**	**100%**

NB: A single respondent may have provided comments that have been coded to multiple themes; Don't know / no response removed

Top overall Council performance positive theme summaries:

- **Council doing good job overall:** things running relatively well given constraints faced; mention of specific things that are done well, including progress being made on maintenance and infrastructure upgrades eg. parks maintenance, stormwater management upgrades, customer call centre, libraries, etc. Heading in the right direction. While positives were mentioned, many also provided negative comments at the same time. The proportion of positive comments focusing on Council doing a good job has fallen from 37% (87) of all positive comments in 2023 to 19% (71) in 2024
- **Happy with services provided:** generally happy with Council service provision: reliable and runs smoothly; basics being done well; service requests addressed in a reasonable timeframe. The proportion of positive comments focusing on being happy with the services provided has fallen from 27% (63) of all positive comments in 2023 to 12% (45) in 2024.
- **Happy with recreation facilities and improvements at parks and public amenities:** provision of excellent facilities that are an asset to the city eg. swimming pools and libraries; parks are attractive and well maintained; cycleways are an asset; facilities and amenities for families
- **No problems or issues:** no complaints or issues; doing what ratepayers expect
- **City is cleaned and well maintained/areas are being tidy:** city looks good: clean and tidy; parks well maintained
- **Responds in timely manner/dealt within a reasonable timeframe:** Council responsive to service requests; staff act with speed and efficiency and are helpful eg. water leak repairs; waste collected promptly
- **Good customer service:** friendly, polite and helpful staff, especially frontline staff
- **Happy with recycling and rubbish services:** reliability and efficiency of the three bin kerbside waste collection service

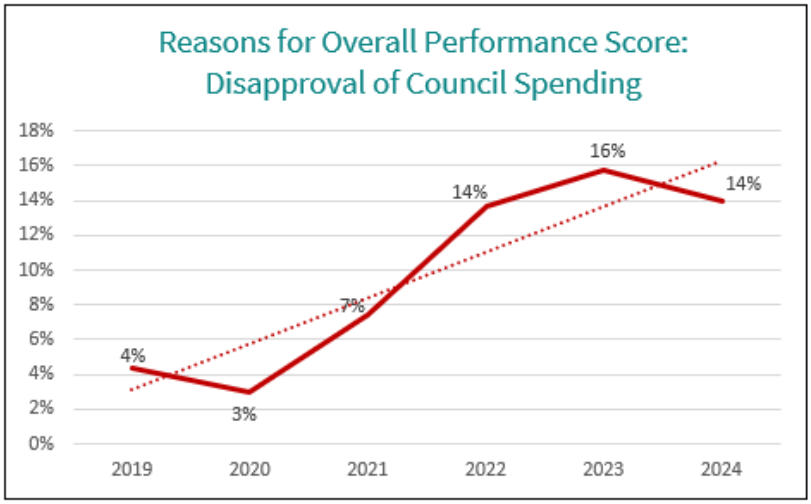
The Not So Positive…

Overall, at the negative end of the spectrum, respondents continue to be pointed in identifying what makes them unhappy, specifying once again:

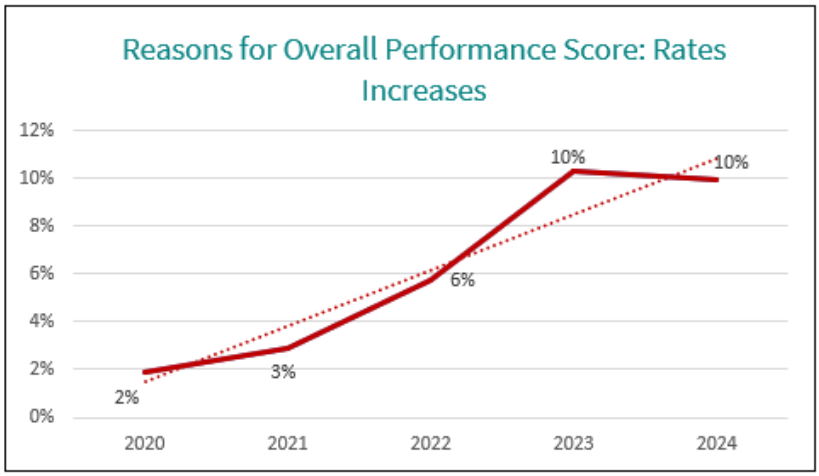
- **Unhappiness with roads** and wanting more road maintenance as their main reason (17% [92] of all comments). This is the same proportion as 2023 (17% [96]). Unhappiness with roading was also the top negative reason for the overall satisfaction scoring in 2023.

- **Disapproval of Council spending** was the second most commonly cited reason overall for respondents' performance rating, with 14% (76) of all comments focusing on this issue. This has been the second most common reason for dissatisfaction in the last four survey cycles (2024: 14%; 2023: 16%; 2022: 14%; 2021: 7%). Disapproval of Council spending as a reason for overall satisfaction rating is consistent with the continuing low "Council makes wise spending decisions" reputation and trust agreement rating of 14% this year[9].

[9] The wise spending decisions result was the combined General Service Satisfaction Survey and the Life in Christchurch booster survey result. The result for the General Service Satisfaction Survey alone was 16% (which was the same result as in 2023).



A range of other issues were cited as reasons for dissatisfaction with Council performance. Unhappiness with rates increases has moved to third place this year, at 10% (55) of total overall Council satisfaction comments (from fifth place last year: also 10% [57]). Six percent of all overall Council dissatisfaction comments this year were about rates increases.



Negative Comments Overall about Council Service Performance			
Theme	**Number of Comments**	**Percent of Total Sample**	**Percent of Total *Negative* Comments**
Unhappy with roads/more road maintenance	92	17%	11%
Disapprove of Council spending	76	14%	9%
Rates increased	55	10%	6%
Too many cycle lanes	41	7%	5%
Slow to/ don't respond to problems/ concerns	37	7%	4%
Poor communication	33	6%	4%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	32	6%	4%
Room for improvement	31	6%	4%

General maintenance needed	28	5%	3%
Parking expensive/lack of/parking issues	28	5%	3%
Council is doing a poor job overall	26	5%	3%
Lack of public consultation	24	4%	3%
Unhappy with the waterways/sewage services needs to improve	21	4%	2%
Respond to problems/ concerns	19	3%	2%
Lack of transparency/have behind the scene dealings	18	3%	2%
Does not listen	17	3%	2%
Need more recreational areas/improvement on parks and grounds/sport facilities	17	3%	2%
Unhappy with the public transportation services/needs improvement on public transportation	16	3%	2%
Unhappy with the traffic management/need improvements on traffic	15	3%	2%
Unhappy with the lack of attendance of council employees/staffs are on long term absence	12	2%	1%
Personal agendas are being put first/look after themselves	12	2%	1%
They don't have considerations on people's needs/don't look after the community	11	2%	1%
Unhappy with the stadium being built/no need to build a new stadium	11	2%	1%
Disapprove of water chlorination handling	10	2%	1%
Unhappy with the massive salaries/they are being overpaid	10	2%	1%
Disapprove of charging for water	9	2%	1%
Too much bureaucracy	9	2%	1%
Need to improve more infrastructures/need to construct more buildings	9	2%	1%
Councils have lack of accountability/doesn't take responsibilities	9	2%	1%
Unhappy with Mayor	8	1%	1%
Have concerned about the quality of the water/have issues about the taste of the water	8	1%	1%
Have issues about the smell of the water	8	1%	1%
Have issues about the selling of council assets/reduction of council assets	8	1%	1%
Councils seems to be divided/need to work together/lack of unity	8	1%	1%
Council needs to take more action	7	1%	1%
Area favouritism/ More help for certain areas	7	1%	1%
Cycleways are not safe for cyclist/cycle lanes are not safe to use	7	1%	1%
Unhappy with the flood risk management service	7	1%	1%
Poor customer service	6	1%	1%
Unhappy with council staff	6	1%	1%
Difficulties in gaining a consent from the council	6	1%	1%
Not satisfied with the speed limits	6	1%	1%
Too much construction of building/too much construction of apartments	5	1%	1%
Unhappy with the CEO/don't like the CEO	5	1%	1%
Council is dishonest	4	1%	0.5%
Noise control is not being addressed/not satisfied with the noise control management	4	1%	0.5%
Too many council staff/being overstaffed	4	1%	0.5%
Unhappy with services provided	3	1%	0.4%
Unhappy with rebuild progress	2	0.4%	0.2%

Difficulties reporting issues to Council	2	0.4%	0.2%
Unhappy about water bottling plant	1	0.2%	0.1%
TOTAL SAMPLE (n=773)	**850**	**153%**	**100%**

NB: A single respondent may have provided comments that have been coded to multiple themes; Don't know / no response removed

Top overall Council performance negative theme summaries:

- **Unhappy with roads / more road maintenance wanted:** roads continue to be in poor condition (especially in the East) despite rates increasing (repairs taking too long and money being spent on unnecessary things); repeated patch repairs (disruptive and a waste of money), potholes and uneven surfaces; disruption caused by road works and poor quality of roading repairs; cracked gutters; some feel cycleways are being put in at the expense of both road repairs and ease of travel for motor vehicles
- **Disapprove of Council spending:** not prioritising the things ratepayers want money spent on (eg. infrastructure maintenance and repairs such as roading and water pipe repairs); not listening to ratepayers; wasteful expenditure (eg. on fireworks, art installations, cycleways, stadium); rising rates (too high); high management salaries. Also second most common theme last year but with a slight decrease from 16% in 2023 to 14% in 2024
- **Rates increased:** rates are too high (and rising) and money spent on things that aren't ratepayer priorities; level of rates seen as "ridiculous", "appalling" and "exorbitant"'; roads still in disrepair and infrastructure issues remain despite rising rates; Council spending other peoples' money (ratepayers as cash cows); impact of new stadium on rates. Moved from fifth place (10%) in 2023 to third place (10%) this year
- **Too many cycle lanes:** cost too much at expense of more important priorities (such as fixing roads); disruptive for motor vehicles; too few people seem to use them for the funding invested; perceive that cyclists don't pay road user charges so cycleways shouldn't be prioritised. Moved from eighth place (8%) in 2023 to fourth place (7%) in 2024
- **Slow to / don't respond to problems / concerns:** things taking a long time to get done in the city (from big issues like roading repairs to smaller service requests not being attended to in a timely manner eg. dealing with water leaks and bin issues); having to follow up again with Council when don't get a timely response

As with previous years, the main themes that emerged from those who said they were neither satisfied nor dissatisfied with the Council's overall performance continue to be that on balance, some things are done well by the Council and others not so well; performance is okay but there is plenty of room for improvement; recognition that the Council can't satisfy everyone especially in tough economic times. As with previous years, neutral respondents continued to be more likely to give negative examples than positive examples in support of their neutral rating and provided similar examples of things that weren't going so well as those who said they were dissatisfied with service performance (eg. road condition, Council not being fiscally responsible, Council not listening, etc).

Additional Comments			
Theme	**Number of Comments**	**Percent of Total Sample**	**Percent of Total *Additional* Comments**
Other	46	6%	17%
Don't know / nothing to add	218	28%	83%
TOTAL SAMPLE (n=773)	**264**	**34%**	**100%**

Of the 6% (46) who gave other reasons, those who were satisfied with Council performance saw the Council as effective in what it does, with good facilities and amenities, while those who were dissatisfied talked of issues such as road repairs not being done[10].

[10] A reasonably large number of respondents who scored the Council's overall performance gave no reason for their score (including 98 of those who were satisfied, 74 of those who were neutral and 19 of those who were dissatisfied).

Meeting Levels of Service Targets

The results in this section of the report relate to measures surveyed in either the General Service Satisfaction Survey or via a range of point of contact surveys. Appendices Two and Three outline which services are measured via the two components of the Residents Survey framework. Appendix Four provides target trends between this year and last year and Appendices Five and Six target provide results by age and ethnicity. The discussion in this section is provided to assess Long Term Plan level of service target performance only. To get a more accurate picture of satisfaction performance year-on-year, it is more appropriate to look at thesatisfaction trends over time as levels of service targets change year-on-year.

Meeting LTP Targets

Just under three quarters of resident perception based LTP targets were met: slightly lower than last year while more services saw improvements of 4% or greater this year

Changes in satisfaction scores: 21 levels of service showed improvement of at least 1%, with 14 improving by 4% or more; 14 levels of service showed reductions of at least 1%, with 5 worsening by 4% or more

Excellent customer service: as with previous years, this remains central to higher satisfaction services and with perceived breakdowns in customer service present in the lower satisfaction services

Of the 41 levels of service that had a resident/customer satisfaction component in their targets (that were measured through the Residents Survey), 71% (29) met their targets this year[11] while 29% (12) did not meet their targets. This is slight reduction on the three quarters (75% [30]) of services that met their targets and a slight increase on the quarter (25% [10]) that did not meet targets last year. Seven services that did not meet their target this year were within 4% of meeting it.

Many of the services that met their targets were those where residents have face to face interaction with staff and/or were highly visible and well liked services such as libraries and key parks. Others were infrastructure services that were seen as reliable (wastewater collection, treatment and disposal and water supply [but not its taste and odour). Stormwater management also met its fairly low target. Services that did not meet their targets were predominantly maintenance related services (such as road and footpath condition, some parks maintenance, bus stops and bus shelter maintenance and the quality of the water supply) and those where the Council wasn't seen as being responsive (such as fixing water supply problems, email customer services and cycling friendliness). The kerbside collection service just missed out on meeting its target, as did community participation in and contribution to decision making.

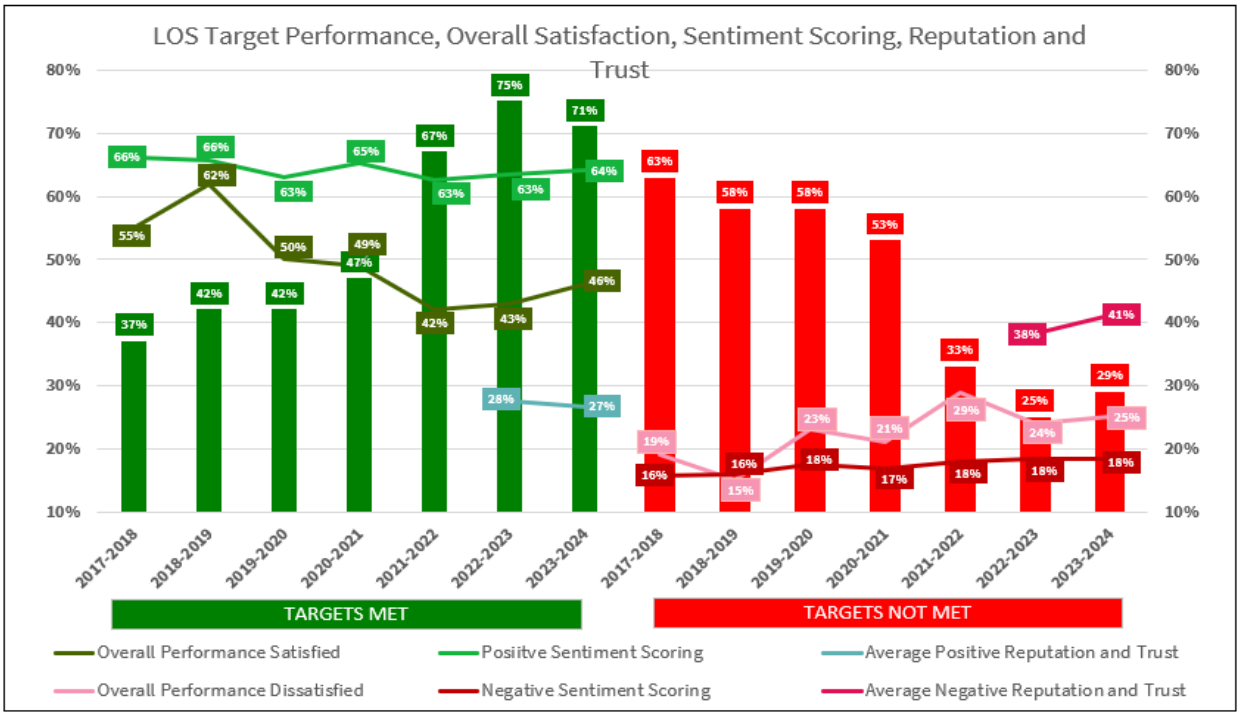
Resident Satisfaction Based LOS Performance Compared to Last Year		Number of Services	Percent
MET	**Met target this year**		
	2023-2024	**29**	**71%**
	2022-2023	*30*	*75%*
	2021-2022	*26*	*67%*
	2020-2021	*18*	*47%*
	2019-2020	*15*	*42%*
	2018-2019	*15*	*42%*
	2017-2018	*17*	*37%*
NOT MET	**Did not meet target this year**		
	2023-2024	**12**	**29%**
	2022-2023	*10*	*25%*
	2021-2022	*13*	*33%*
	2020-2021	*20*	*53%*
	2019-2020	*21*	*58%*
	2018-2019	*21*	*58%*
	2017-2018	*29*	*63%*

NB: As part of the 2021-2031 LTP development process, business units were asked to consider the delivery of the service as a whole in terms of quantity, quality, effectiveness, timeliness etc. This has

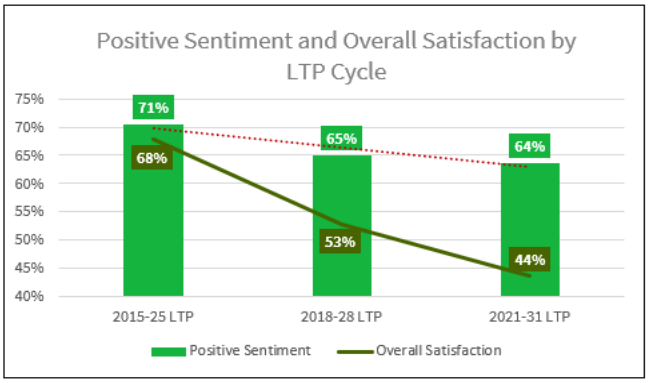
[11] The bar for some services remains set low, with four services having targets set at well under 50% satisfaction and three services with targets set that low still did not meet their targets (16.0.3 road condition, 16.0.9 footpath condition and 4.1.9 community participation in and contribution to decision making).

resulted in more realistic satisfaction targets being set for services that allow for better alignment with service delivery realities and with asset planning, renewal and replacement programmes. This resulted in the reduction of 19 target levels in 2021-2022 over the previous year and only one target level was set higher. In 2022-2023, two target levels were set lower than the previous year and five were set higher. In 2023-2024, one target level was set lower than the previous year and eight target levels were set higher

Looking at the relationship between resident satisfaction based target performance, perception of overall organisation performance, average reputation and trust and positive sentiment scoring across the Residents Survey programme, there remains a degree of disconnection between these factors. The Council set more realistic satisfaction targets in the 2021 LTP to better match service delivery realities but that does not necessarily align with resident expectations, especially in relation to reputational measures such as openness and transparency and value for money spent on services as well as the services the Council prioritises. Further, there is a disconnect between overall organisation performance perception (which this year remains relatively low at 46%) and positive sentiment scoring across a wide range of services (which currently sits at 64%).



The inconsistencies are also clear when looking at the last three LTP cycles. The gap between overall organisation performance satisfaction and positive sentiment scoring for the 2015-25 LTP was 3%. This gap had grown to 20% for the 2021-31 LTP. Overall satisfaction is a fairly broad brush assessment of Council performance which may be influenced by factors other than direct experience with services, whereas sentiment scoring is based on specific assessments of individual service attributes.



LTP Cycle PositiveSentiment and Overall Satisfaction Gaps	2015-25 LTP					2018-28 LTP					2021-31 LTP				
	Positive Sentiment		Overall Satisfaction		Percent Difference	Positive Sentiment		Overall Satisfaction		Percent Difference	Positive Sentiment		Overall Satisfaction		Percent Difference
	Number	Percent	Number	Percent	Percent	Number	Percent	Number	Percent	Percent	Number	Percent	Number	Percent	Percent
	111,557	71%	1,551	68%	-3%	99,226	65%	1,611	53%	-12%	128,076	64%	1,003	44%	-20%

NB: Overall performance satisfaction has been removed from the positive sentiment score for this analysis to allow a direct comparison between the two

Slightly fewer services had improvements in their satisfaction scores by 1% or more this year than last year (2023-2024: 51% [21]; 2022-2023: 55% [22]). However, more services that saw improvements this year improved their satisfaction scores by 4% or higher compared to last year (2023-2024: 67% [14]; 2022-2023: 45% [10]). This included some key infrastructure services where residents commented on improved maintenance and proactive works, such as stormwater management.

Slightly more services saw a worsening of their satisfaction scores by 1% or more this year than last year (2023-2024: 34% [14]; 2022-2023: 30% [12]). However, the same number in both years saw reductions of 4% or more (2023-2024: 5; 2023-2024: 5), including water supply quality and email customer services.

The scores for five services remained the same as last year's score.

Resident Satisfaction Based LOS Performance Compared to Last Year		2023-2024		2022-2023		2021-2022	
		Number of Services	Percent	Number of Services	Percent	Number of Services	Percent
IMPROVEMENT	Improved by 1% or more	21	51%	22	55%	9	23%
	Improved by 4% or more	*14*		*10*		*3*	
SAME	Stayed exactly same (0% change)	5	12%	5	13%	6	15%
WORSENED	Worsened by 1% or more	14	34%	12	30%	22	56%
	Worsened by 4% or more	*5*		*5*		*9*	
Data not available		10	24%	1	3%	2	5%
	TOTAL LOS	41		40		39	

NB: Rounding may result in totals not adding to 100%

Levels of Service That Met Targets This Year and Last Year

Twenty three services met their LOS targets in this year and last year, which was similar to 2022-2023 (21). These were mainly services where residents had direct contact with staff (who they saw as friendly and helpful) and facilities and amenities that are visible and liked by families (eg. certain parks, libraries and recreation and sport centres). This year:

- Most (17) of these had satisfaction results within 4% of last year's result
- Six had a satisfaction result that improved by 4% or more (see table below for details of these services). This was higher than last year where three improved their scores by 4% or more
- None had satisfaction results that worsened by 4% or more

Resident Satisfaction Based LOS Performance Standard Target Met in Both Years	Satisfaction Score Trend
2.6.7.1 *Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Result within 4% of last year's result
2.6.7.3 *Citizen and Customer expectations for service response are delivered in a timely manner – telephone*	Result within 4% of last year's result
2.8.5.2 *Produce and deliver engaging programme of community events*	Result within 4% of last year's result
2.8.6.2 *Support community based organisations to develop, promote and deliver community events and arts in Christchurch*	Result within 4% of last year's result
3.1.5 *Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Result within 4% of last year's result
3.1.8 *Programmes and events designed to meet customers' diverse lifelong learning needs*	Result within 4% of last year's result
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*	Result within 4% of last year's result
4.1.18 *Participation in and contribution to Council decision-making (understanding of decision making)*	Result within 4% of last year's result
7.0.3.2 *Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch*	Improved by 4% or more
7.0.7 *Deliver a high level of customer satisfaction with the range and quality of facilities*	Result within 4% of last year's result
6.2.2 *Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks*	Result within 4% of last year's result
6.3.5 *Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks)*	Improved by 4% or more
6.4.5 *Cemeteries administration services meet customer expectations*	Result within 4% of last year's result
6.8.4.1 *Overall customer satisfaction with the presentation of Hagley Park*	Result within 4% of last year's result
6.8.5 *Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network*	Result within 4% of last year's result
6.9.1.5 *To manage and maintain public artworks, monuments and artefacts*	Result within 4% of last year's result
6.9.1.6 *To manage and maintain Parks scheduled heritage buildings*	Improved by 4% or more
9.2.7 *% satisfaction of applicant with resource consenting process*	Improved by 4% or more
10.3.3 *Maintain customer perception of the ease of use of Council on-street parking facilities*	Result within 4% of last year's result
10.3.7 *Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Result within 4% of last year's result
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*	Improved by 4% or more
14.0.3 *Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	Improved by 4% or more
19.1.6 *Delivery of Environmental, Conservation, Water and Civil Defence education programmes*	Result within 4% of last year's result

Levels of Service That Did Not Meet Targets This Year and Last Year

Five services did not meet their LOS targets in 2023-2024 and in 2022-2023 (mainly those where Council responsiveness was an issue eg. email customer services and resolving water supply problems). In 2022-2023: six services did not meet their targets in both that year and the preceding year[12]:

- One had a satisfaction result within 4% of last year's score
- Two had a satisfaction result that improved by 4% or more (12.0.1.14 responsiveness to water supply problems and 16.0.9 footpath condition)
- Two had satisfaction results that worsened by 4% or more (2.6.7.2 email customer services; and 6.8.1.6 sports park surfaces - this is the second year in a row of decline of 4% or greater for the latter)

Resident Satisfaction Based LOS Performance Standard Target Not Met in Both Years	Satisfaction Score Trend
2.6.7.2 *Citizen and Customer expectations for service response are delivered in a timely manner – email*	Worsened by 4% or more
6.8.1.6 *Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces*	Worsened by 4% or more
12.0.1.14 *The proportion of residents satisfied with Council responsiveness to water supply problems*	Improved by 4% or more
16.0.9 *Improve resident satisfaction with footpath condition*	Improved by 4% or more
16.0.10 *Maintain the perception that Christchurch is a walking friendly city*	Result within 4% of last year's result

[12] This analysis does not include services that are either new levels of service this year or that were non levels of service last year (and therefore did not have a target). See Appendix Four for more detail about target trends.

Target Scoring by Age

Note this analysis includes General Service Satisfaction Survey, Point of Contact surveys and the Life in Christchurch booster survey results. See Appendices Five and Six for a breakdown of levels of service targets met and not met by ethnicity and age.

There were some differences between age brackets with regard to meeting LOS satisfaction targets, with the 25-49 year age bracket having the most targets met, while those in the oldest age bracket of 80 years and over being the least likely to have targets met.

LOS Target	18-24 years		25-34 years		35-49 years		50-64 years		65-79 years		80 years and over	
	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent
Met	18	69%	21	78%	25	74%	22	59%	20	59%	8	42%
Not Met	8	31%	6	22%	9	26%	15	41%	14	41%	11	58%
TOTAL	26	100%	27	100%	34	100%	37	100%	34	100%	19	100%

NB: Note some point of contact surveys did not have large enough samples in each age group to calculate target performance by age.
Each age bracket required at least 20 respondents to calculate this result

Target Scoring by Ethnicity

Note this analysis includes General Service Satisfaction Survey and the Life in Christchurch booster survey results. Point of Contact surveys generally did not have sufficient sample sizes by ethnicity to warrant a breakdown of LOS targets by ethnicity.

Pacific Peoples were the least likely of all ethnic groups to have rated services as having met LOS satisfaction targets. Where data were available by ethnicity, the services Pacific Peoples rated as having passed the targets were: the availability of recreation facilities within the parks network, kerbside waste collection, management of the stormwater network and road condition.

Those of Asian ethnicities were more likely to have rated services as having met LOS satisfaction targets. They also rated overall organisation satisfaction higher than all other ethnic groups (with Māori very close behind).

Last year, Māori were the least likely of all ethnic groups to have rated services as having met LOS satisfaction targets, whereas this year that was not the case.

LOS Target	European		Māori		Pacific Peoples		Asian		MELAA	
	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent	Number of Services	Percent
Met	7	41%	13	76%	4	36%	14	82%	7	78%
Not Met	10	59%	4	24%	7	64%	3	18%	2	22%
TOTAL	17	100%	17	100%	11	100%	17	100%	9	100%

NB: Note most Point of Contact surveys did not have large enough samples in each ethnic group to calculate target performance by ethnicity. Each ethnic group required at least 20 respondents to calculate this result

Services with Largest Year-on-Year Increases in Satisfaction

Ten services saw satisfaction increases of 5% or more since last year, which was up from seven in 2022-2023.

LTP	Performance Standard	Percent Increase in Satisfaction Since Last Year
Yes	*9.2.7 % satisfaction of applicant with resource consenting process*	15%
Yes	*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*	10%
Yes	*14.0.3 Proportion of residents with the management of the Council's stormwater network*	8%
Yes	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	8%
Yes	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	7%
Yes	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	7%
Yes	*7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch*	6%
Yes	*6.9.1.6 To manage and maintain Parks scheduled heritage buildings*	6%
Yes	*12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems*	5%
Yes	*12.0.1.13 Proportion of residents satisfied with the reliability of water supplies*	5%
Yes	*6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks)*	4%
Yes	*16.0.9 Improve resident satisfaction with footpath condition*	4%
No	*Customer satisfaction with marine structure facilities (presentation)*	9%
No	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	5%
No	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	4%
No	*Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)*	4%
No	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	4%

Services that saw a year-on-year increase in satisfaction of 5% or more between 2022-2023 and 2023-2024:

- **Resource consents process:** 9.2.7: 15% increase (2023-2024: 86%; 2022-2023: 71%). Comment: professional, helpful and responsive staff; experienced and knowledgeable; excellent communication from planning staff
- **Marine structures:** 10.8.1.1 (availability and access): 10% increase (2023-2024: 75%; 2022-2023: 65%). Comment: size, layout and design of wharves and jetties is good; great to walk on and relax at and for views of water; marine structures are easy to access / good locations; allow easy access to the water
- **Stormwater management:** 14.0.3: 8% increase (2023-2024: 51%; 2022-2023: 43%). Comment: proactive management has improved flood mitigation; preventative maintenance; less flooding compared to past; appearance of waterway margins is good; all four components of the level of service (condition of waterways and their margins, appearance of waterway margins and effective operation of stormwater systems to manage flood risk) improved their scores from last year)

The Good…

Services with largest year-on-year satisfaction increases: resource consent process; marine structure presentation, availability and access; stormwater management; inner city and regional parks presentation; wastewater services reliability and responsiveness; community development and capacity building; recreation and sport support; parks heritage management; water supply responsiveness and reliability

Higher satisfaction services: more higher satisfaction services than last year: customer services (walk in and telephone); libraries and their programmes; key parks (Botanic Gardens, Mona Vale and Hagley Park); inner city and regional parks; cemeteries administration; events and recreation and sport support; recreation and sport facilities; community events; resource consents process; community development and capacity building; partnership approvals case management service; education programmes

Attributes of higher satisfaction services: continues to be staff manner and support (friendly, knowledgeable and helpful), services that are reliable and easy to use, good maintenance standards (appearance and condition)

Residents say we are best delivering: solid waste management (**why?** three bin system is efficient and reliable; keep residents well informed) and parks and reserves (**why?** Well maintained and tidy green spaces for residents to spend time)

- **Inner city parks presentation:** 6.8.4.2: 8% increase (2023-2024: 85%; 2022-2023: 77%). Comment: parks make city look beautiful; well maintained
- **Wastewater services:** 11.0.1.16 (reliability and responsiveness) 7% increase (2023-2024: 66%; 2022-2023: 59%). Comment: waste water services are reliable – work effectively; waste treatment plant issues resolved
- **Community development and capacity building:** 4.1.27.1: 7% increase (2023-2024: 86%; 2022-2023: 79%). Comment: great staff; helpful, approachable and supportive staff; constructive relationship building between Council and community; provide good communication and accurate advice
- **Recreation and sport support:** 7.0.3.2: 6% increase (2023-2024: 93%; 2022-2023: 87%). Comment: staff willingness to help; supportive and responsive; easy to deal with; responsive; customer focussed; staff go above and beyond
- **Parks heritage management:** 6.9.1.6 (parks heritage buildings): 7% increase (2023-2024: 61%; 2022-2023: 55%). Comment: no specific comments available; saw 5% increase last year
- **Water supply:** 12.0.1.14 (responsiveness to problems) 5% increase (2023-2024: 64%; 2022-2023: 59%). Comment: problems and issues investigated and fixed promptly
- **Water supply:** 12.0.1.13 (reliability) 5% increase (2023-2024: 84%; 2022-2023: 79%). Comment: always have clean, good quality water

Additional non-LTP services that have seen a year-on-year increase of 5% or more between 2021-2022 and 2022-2023:

- **Marine structures presentation:** 9% increase (2023-2024: 71%; 2022-2023: 62%). Comment: marine structures are in good condition; look good; clean
- **Regional parks presentation:** 5% increase (2023-2024: 86%; 2023-2024: 81%). Comment: like the walking tracks and plantings; well maintained and clean

Services with Largest Year-on-Year Decreases in Satisfaction

Five services saw a worsening of their satisfaction scores by 5% or more in 2023-2024, the same number as in 2022-2023[13]. None of the services with satisfaction reductions of 5% or more achieved satisfaction scores of over 70% (although bus shelters and stops and email customer services were very close to that at 69% and 68% respectively).

LTP	Performance Standard	Percent Decrease in Satisfaction Since Last Year
Yes	*10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)*	-7%
Yes	*6.0.3 Overall customer satisfaction with the presentation of the City's Parks (community parks)*	-7%
Yes	*6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces*	-6%
Yes	*2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email*	-6%
Yes	*12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies*	-5%
No	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	-5%
No	*Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)*	-4%
No	*The Council communicates clearly with residents the results of Council decisions*	-4%

[13] In 2020-2021, services with the largest decreases (ie. 4% or more) from the previous year were mainly those measured via the General Service Satisfaction Survey (ie. the measurement tool for most of our key services used by most residents) whereas from 2021-2022 onward more services measured via the point of contact surveys have shown reductions in scores of 4% or more (2023-2024: number and quality of bus shelters and bus stops, sports park surfaces, community parks, and email customer service – the first two had decreases of 4% or more last year also). Issues such as maintenance (appearance and condition), availability of amenities and responsiveness were mentioned as reasons for dissatisfaction for these services.

Services that saw a year-on-year decrease in satisfaction of 5% or more between 2022-2023 and 2023-2024:

- **Public transport infrastructure:** 10.4.4 (number and quality of bus shelters and bus stops): 7% decrease (2023-2024: 69%; 2022-2023: 76%). Comment: shelter design issues – don't provide shelter from inclement weather; need more shelters; lack of rubbish bins; need more seating; maintenance issues
- **Community Parks:** (6.0.3): 7% decrease (2023-2024: 54%; 2022-2023: 61%). Comment: maintenance – appearance and condition issues: better pruning of plants; lawn mowing; rubbish bins emptied more often; parks environment and equipment needing updating; uneven paths; parks needing more amenities such as bins, seats or play equipment
- **Sports park surfaces:** 6.8.1.6: 6% decrease (2023-2024: 50%; 2022-2023: 56%). Comment: surfaces need to be maintained to a higher standard (including length of grass) and consistently maintained (especially bad after rain)
- **First point of contact customer services (email)[14]:** 2.6.7.2: 6% decrease (2023-2024: 68%; 2022-2023: 74%). Comment: poor or no follow up; delays in replies or action; no reply at all; customers having to enquire multiple times about what is happening – frustrating and time consuming; poor communication; unhelpful responses; staff not seeming to understand the issues or giving incorrect advice; poor communication; need to keep customers informed of progress. The Citizen ID Project digital Customer Portal should go some way to addressing some of these issues
- **Water supply:** 12.0.2.19: 5% decrease (2023-2024: 48%; 2022-2023: 53%). Comment: chlorination causing taste and odour issues (want chlorine removed from water supply); confusing/annoying excess water charges and queries being ignored; remove excess water charges

Additional non-LTP services that have seen a year-on-year decrease of 5% or more between 2023-2024 and 2022-2023:

- **Emergency preparedness:** (water and food storage, securing heavy items and household emergency plan): 5% decrease (2023-2024: 56%; 2022-2023: 61%). Comment: drop in proportion of households that say they are prepared for an emergency

Higher Satisfaction Services and Service Best Aspects

The results in this section of the report relate to measures surveyed in either the General Service Satisfaction Survey or via a range of point of contact surveys.

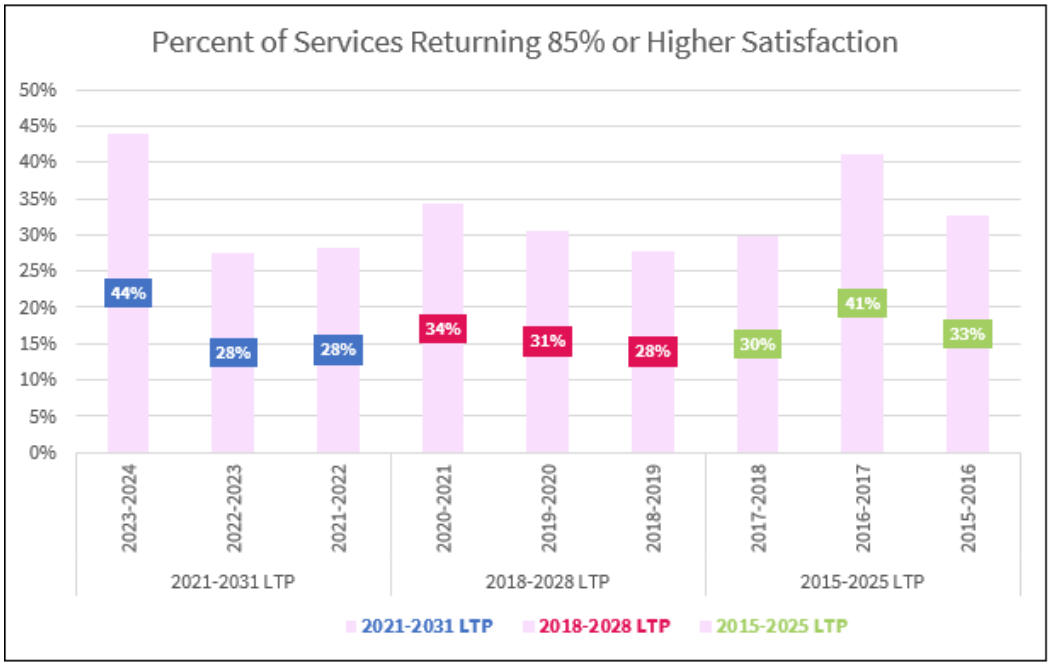
More (18) services (or 44% of all services with resident satisfaction targets in the LTP) returned satisfaction scores of 85% or above (ie. a higher satisfaction service) compared to 2022-2023: 28% (11). This is the highest proportion in the last three LTP cycles.

[14] Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data are not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied.

Services returning 85% or higher satisfaction[15]							
LTP	LTP Year	Year	Number of LOS Measured Via Residents Survey	Notes	Number of Services 85%+	Percent of all Residents Survey LOS Scoring 85%+	Higher Satisfaction Services GREEN – services with consistently higher satisfaction every current LTP year
2021-2031	Y3	2023-2024	41	LOS 9.1.15.2 (partnership approvals case management service) was added to the Residents Survey programme in 2023-2024	18	44%	See table below
	Y2	2022-2023	40		11	28%	2.6.7.1 Walk in customer services 2.6.7.3 Telephone customer services 2.8.5.2 Council funded events 3.1.5 Library service 3.1.8 Library programmes and events 6.2.2 Botanic Gardens and Mona Vale presentation 6.4.5 Cemeteries administration service 6.8.4.1 Hagley Park presentation 7.0.7 Recreation and sport facilities 7.0.3.2 Recreation and sport support 19.1.6 Environmental, conservation, water and civil defence education programmes
	Y1	2021-2022	39	LOS 3.1.8 (library programmes and events) was not surveyed in 2021-2022 due to COVID restrictions	11	28%	2.6.7.1 Walk in customer services 2.6.7.3 Telephone customer services 2.8.6.2 Events support and advisory services 3.1.5 Library service 6.2.2 Botanic Gardens and Mona Vale presentation 6.35 Regional parks recreation opportunities and ecological experiences 6.4.5 Cemeteries administration service 6.8.4.1 Hagley Park presentation 7.0.7 Recreation and sport facilities 7.0.3.2 Recreation and sport support 19.1.6 Environmental, conservation, water and civil defence education programmes
2018-2028	Y3	2020-2021	38	LOS 2.6.7 (first point of contact customer service) was split out into three separate levels of service in 2020-2021 to measure walk in, phone and email customer services separately	13	34%	2.6.7.1 Walk in customer services 2.6.7.3 Telephone customer services 2.8.6.2 Events support and advisory services 3.1.5 Library service 6.2.2 Botanic Gardens and Mona Vale presentation 6.3.5 Regional parks presentation 6.4.3 and 6.4.5 Cemeteries administration service 6.4.4 Cemeteries presentation 6.8.4.1 Hagley Park presentation 7.0.7 Recreation and sport facilities 7.0.3.2 Recreation and sport support 19.1.6 Environmental, conservation, water and civil defence education programmes
	Y2	2019-2020	36		11	31%	2.6.7 Customer services (walk in, phone and email combined) 2.8.6.2 Events support and advisory services 3.1.5 Library service 6.2.2 Botanic Gardens and Mona Vale presentation 6.4.3 and 6.4.5 Cemeteries administration service 6.8.4.1 Hagley Park presentation 7.0.7 Recreation and sport facilities 7.0.3.2 Recreation and sport support 8.1.4 Kerbside residual waste collection

[15] Note, caution must be exercised when making direct comparisons from 2020-2021 onward with earlier years for services measured via the General Service Satisfaction Survey due to a change of methodology from CATI telephone interviewing to an online survey.

							19.1.6 Environmental, conservation, water and civil defence education programmes
	Y1	2018-2019	36		10	28%	2.6.7 Customer services (walk in, phone and email combined) 2.8.6.2 Events support and advisory services 3.1.5 Library service 6.2.2 Botanic Gardens and Mona Vale presentation 6.8.4.1 Hagley Park presentation 7.0.7 Recreation and sport facilities 8.0.3 Kerbside recycling 8.1.4 Kerbside residual waste collection 16.0.10 Walking friendly city 19.1.6 Environmental, conservation, water and civil defence education programmes
2015-2025	**Y3**	2017-2018	47		14	30%	1.4.7 Heritage protection 2.6.7.1 Customer services (walk in, phone and email combined) 3.1.5 Library service 3.1.8 Library programmes and events 6.2.2 Botanic Gardens and Mona Vale appearance 6.4.5 Cemetery services to funeral industry 8.0.3 Kerbside recycling 8.1.4 Kerbside residual waste collection 10.4.5 Bus Interchange and suburban hubs 10.7.7 Transport education programme 17.0.36 Build Back Smarter service 19.1.2 Parks education programmes 19.1.4 Water and waste education programmes 19.1.6 Civil defence education programme
	Y2	2016-2017	51		21	41%	1.4.7 Heritage protection 2.6.7.1 Customer services (walk in, phone and email combined) 2.8.3.1 Deliver and produce events and festivals 3.1.5 Library service 3.1.8 Library programmes and events 2.8.3.1 Museum experience 4.1.27.2 Community development support 6.2.2 Botanic Gardens and Mona Vale appearance 6.4.4 Appearance and condition of cemeteries 6.4.5 Cemetery services to funeral industry 7.0.7 Recreation and sport facilities 8.0.3 Kerbside recycling 8.1.4 Kerbside residual waste collection 8.2.3 Kerbside organic waste collection 10.4.5 Bus Interchange and suburban hubs 10.7.7 Transport education programme 12.0.2.5 Water supply quality 17.0.36 Build Back Smarter service 19.1.2 Parks education programmes 19.1.4 Water and waste education programmes 19.1.6 Civil defence education programme
	Y1	2015-2016	52		17	33%	1.4.7 Heritage protection 2.6.7.1 Customer services (walk in, phone and email combined) 2.8.3.1 Deliver and produce events and festivals 2.8.6.2 Events support and advisory services 3.1.5 Library service 3.1.8 Library programmes and events 3.3.1.2 Museum experience 6.2.2 Botanic Gardens and Mona Vale appearance 6.4.5 Cemetery services to funeral industry 7.0.7 Recreation and sport facilities 8.0.3 Kerbside recycling 8.1.4 Kerbside residual waste collection 10.7.7 Transport education programme 12.0.2.5 Water supply quality 19.1.2 Parks education programmes 19.1.4 Water and waste education programmes 19.1.6 Civil defence education programme



As with previous years, the common themes running through feedback about services that were well rated (both in regard to satisfaction scores and/or effort / ease of use) were tied to the principles of excellent customer service (ie. our CATER principles, which also include aspects such as organisation reputation and service value)[16].

Higher Satisfaction Services in 2023-2024

Services returning 85% or higher satisfaction			
LOS Number	**Service**	**Also Higher Satisfaction in 2022-2023**	**Common Themes Associated with Why These are Higher Satisfaction Services**
2.6.7.1	First point of contact customer service – walk in	Yes	Continues to have higher satisfaction. Staff Manner and Support: friendly, approachable and helpful staff (CATER principle: Empathy > Staff Manner and Support) Ease of Access and Convenience: convenient locations to get to; collocated with or near other services; good parking (CATER principle: Assurance > Accessibility) Efficiency of Service Delivery: fast and efficient, short wait times (CATER principle: Responsiveness > Responsiveness and Processes)
2.6.7.3	First point of contact customer service – telephone	Yes	Continues to have higher satisfaction. Staff Manner and Support: helpful, pleasant manner, friendly staff, understanding (CATER principle: Empathy > Staff Manner and Support) Efficiency of Service Delivery: prompt follow up; sort problems quickly (CATER principle: Responsiveness > Responsiveness and Processes)
2.8.5.2	Council funded community events	Yes	Great family entertainment; lots of fun for children; love the fireworks; good atmosphere
2.8.6.2	Events support and advisory service	No	Staff Manner and Support: helpful, supportive and knowledgeable staff (CATER principle: Empathy > Staff Manner and Support) Efficiency of Service Delivery: prompt and responsive (CATER principle: Responsiveness > Responsiveness and Processes) **NB:** agreement with ease of interaction has declined from 85% in 2022-2023 to 76% in 2023-2024

[16] As with previous years, while some residents saw these issues as examples of how a service was best performing, other residents saw them as areas for service improvement.

3.1.5	Library service	Yes	Continues to have higher satisfaction. Range and Variety: wide range of books, magazines, children's activities and resources for different needs and uses (CATER principle: Tangibles > Facilities, Resources and Amenities) Ease of Access and Convenience: accessible locations; good parking; opening hours are good (CATER principle: Assurance > Accessibility) Buildings, Facilities and Amenities: well designed spaces – quiet spaces to relax; comfortable chairs; cafes (CATER principle: Tangibles > Facilities, Resources and Amenities)
3.1.8	Library programmes and events	Yes	Fun, creative and interactive activities (Lego, music, painting, etc); great entertainment for babies and children
4.1.27.1	Community development and capacity building	No	Staff Manner and Support: supportive, helpful staff; collaborative approach; approachable and helpful (CATER principle: Empathy > Staff Manner and Support) Accuracy, Reliability, Clarity and Knowledge: good communication; sound advice provided; knowledgeable staff; liaison group meetings are effective (CATER principle: Consistency > Communication, Information and Advice)
6.2.2	Presentation of Botanic Gardens and Mona Vale	Yes	Continues to have higher satisfaction. Range and Variety: wide variety of plantings, gardens and indoor plants (including rose gardens and Cunningham House); great open spaces; beautiful environments; pool and ponds (CATER principle: Tangibles > Facilities, Resources and Amenities) Buildings, Facilities and Amenities: Botanic Gardens: rose garden; glass houses (Cunningham House); open spaces for relaxing. Mona Vale: café; places to sit; open spaces for walking (CATER principle: Tangibles > Facilities, Resources and Amenities) Ease of Access and Convenience: accessible locations (eg. Botanic Gardens in centre of city); good parking (CATER principle: Assurance > Accessibility)
6.3.5	Regional parks recreation opportunities and ecological experiences	No	Buildings, Facilities and Amenities: open plan and natural layout; walking tracks; native bush; dog walking areas (CATER principle: Tangibles > Facilities, Resources and Amenities) Ease of Access and Convenience: easy to get to; natural environments within easy reach of city (CATER principle: Assurance > Accessibility) Ease of Use: available for everyone to use easily; great for walking; good environments for families and for walking dogs and for biking (CATER principle: Assurance > Accessibility)
6.4.4	Cemeteries presentation	No	Appearance and Condition: well maintained eg, lawns and plantings (CATER principle: Tangibles > Maintenance) Buildings, Facilities and Amenities: beautiful and peaceful environments; good layout (CATER principle: Tangibles > Facilities, Resources and Amenities) Range and Variety: wide variety of plantings, including roses and other flowers and well-established trees for shade (CATER principle: Tangibles > Facilities, Resources and Amenities)
6.4.5	Cemeteries administration services	Yes	Continues to have higher satisfaction. Note: from 2021-2022 onward this level of service includes resident users of cemetery support services (eg. plot purchase) as well as funeral directors and monumental masons Staff Manner and Support: friendly, helpful and respectful staff (CATER principle: Empathy > Staff Manner and Support) Efficiency of Service Delivery: prompt and responsive (CATER principle: Responsiveness > Responsiveness and Processes)
6.8.4.1	Presentation of Hagley Park	Yes	Continues to have higher satisfaction. Buildings, Facilities and Amenities: big open spaces in city centre; greenness; trees and planting; walking and cycling paths (CATER principle: Tangibles > Facilities, Resources and Amenities) Ease of Access and Convenience: in city centre so accessible for all; wide pathways for variety of users (CATER principle: Assurance > Accessibility) Range and Variety: variety of trees and other plantings; multiple uses including walking, cycling, sports; great place to spend free time (CATER principle: Tangibles > Facilities, Resources and Amenities)
6.8.4.2	Inner city parks	No	Parks well maintained and make the city look beautiful

	presentation		
7.0.7	Recreation and sport facilities	Yes	Continues to have higher satisfaction. Buildings, Facilities and Amenities: enjoy the pools, gyms and saunas/spas and amenities available at the facilities (CATER principle: Tangibles > Facilities, Resources and Amenities) Ease of Access and Convenience: great locations; proximity to home; good parking (CATER principle: Assurance > Accessibility)
7.0.3.2	Recreation and sport support	Yes	Continues to have higher satisfaction. Staff Manner and Support: very helpful, friendly and supportive staff (CATER principle: Empathy > Staff Manner and Support) Efficiency of Service Delivery: quick responses; prompt communication (CATER principle: Responsiveness > Responsiveness and Processes)
9.1.15.2	Building regulation Case Management Service	NA	Staff Manner and Support: helpful, professional staff with good knowledge of processes (CATER principle: Empathy > Staff Manner and Support) Efficiency of Service Delivery: single point of contact; made process easier for customers, including communication across Council departments (CATER principle: Responsiveness > Responsiveness and Processes)
9.2.7	Resource consents process	No	Staff Manner and Support: helpful, professional staff (CATER principle: Empathy > Staff Manner and Support) Accuracy, Reliability, Clarity and Knowledge: good communication; accurate advice (CATER principle: Consistency > Communication, Information and Advice) Efficiency of Service Delivery: fast and efficient responses and decisions (CATER principle: Responsiveness > Responsiveness and Processes)
19.1.6	Environmental, Conservation, Water and Civil Defence education programmes	Yes	Continues to have higher satisfaction. Ease of Use: hands on, engaging and fun activities for children (CATER principle: Assurance > Accessibility) Accuracy, Reliability, Clarity and Knowledge: relevant information aligned to class curriculum; useful resources; knowledgeable educators (CATER principle: Consistency > Communication, Information and Advice)
Non-Long Term Plan services returning 85% or higher satisfaction			
Service		**Also Higher Satisfaction in 2022-2023**	**Common Themes Associated with Why These are Higher Satisfaction Services**
Regional parks presentation		No	Well maintained plantings and walking tracks; clean and tidy; comments about recent improvements in maintenance
Ease of travel by main mode today (onsite library, parks, marine structures and recreation and sport centre users)		NA	Shows disconnect between perception of road condition and ease of travel to a range of libraries, parks, marine structures and recreation and sport centres. Reasonably consistent result across modes of travel on the day (walking: 94%; car: 92%; cycle: 90%; bus: 88%)

No Longer Higher Satisfaction Services

No services moved out of the higher satisfaction category this year:

Services no longer having higher satisfaction compared to 2022-2023		
LOS Number	**Service**	**Reasons Why Satisfaction May Have Fallen**
NA		

General Service Satisfaction Survey: Area the Council Does Best

General Service Satisfaction Survey respondents were asked which one area the Council performed best in over the last year.

The major factors on which residents judged the performance of Council were whether or not it is doing a good job overall and its performance in delivering services.

The three services identified by residents as those the Council delivers best were the same as in 2023, 2022, 2021 and 2020 and these remain some of the Council's most visible services[17]:

- **Waste management (kerbside waste collection)** remained the most commonly cited best delivered service and this has been the case for the last few years (23% [155] in 2024):

Waste Management as Best Service		
Year	**Number of *Best* Comments**	**Percent of *Best* Comments**
2024	155	23%
2023	143	25%
2022	137	28%
2021	137	29%
2020	433	31%

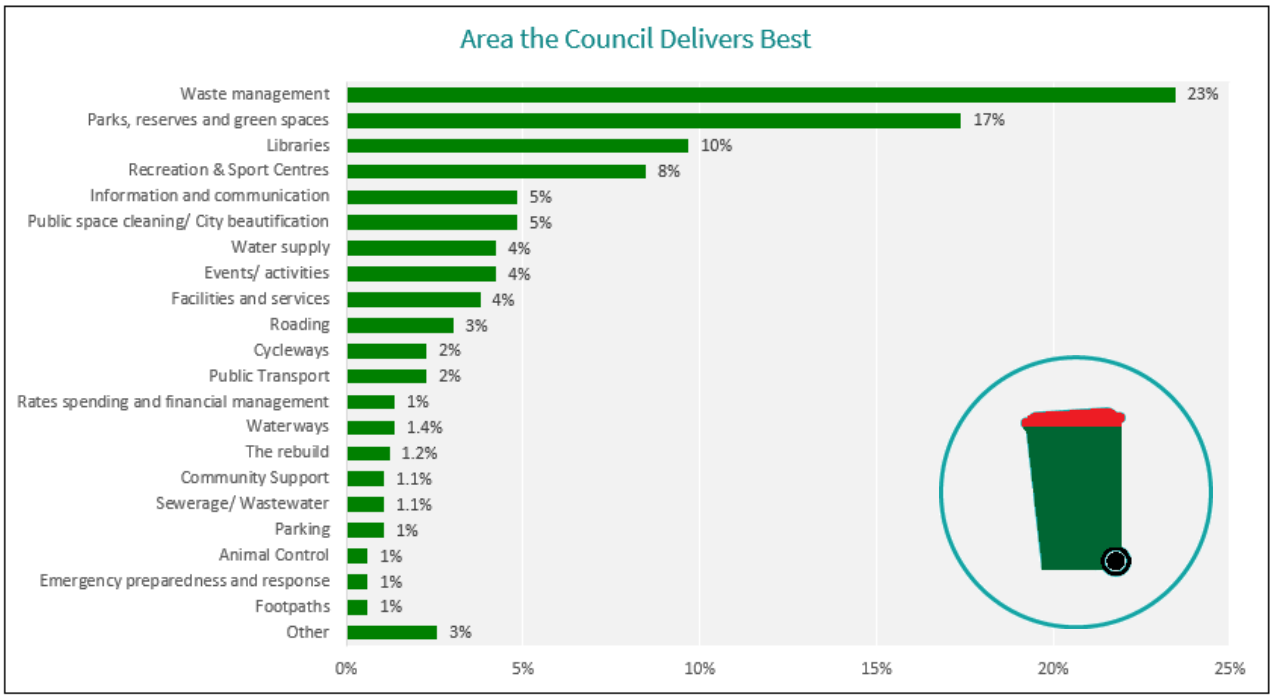
- **Parks and reserves** was again the second most commonly cited best service area (17% [115] in 2024):

Parks and Reserves as Best Service		
Year	**Number of *Best* Comments**	**Percent of *Best* Comments**
2024	115	17%
2023	84	15%
2022	75	16%
2021	75	16%
2020	124	9%

- **Libraries** was again the third most commonly cited best service area (10% [64] in 2024):

Libraries as Best Service		
Year	**Number of *Best* Comments**	**Percent of *Best* Comments**
2024	64	10%
2023	79	14%
2022	64	23%
2021	45	9%
2020	253	18%

[17] In 2020, Libraries was the second best with parks in third place. **NB:** the 2020 results were recalibrated to remove the Don't know / nothing and supplied negative comments (when a positive comment was sought) to allow for comparison with other years.



NB: Don't know / nothing and supplied a negative comment (when asked for a best aspect) removed from calculations[18]

One Area Council Delivers Best		
Service	**Number of *Best* Comments**	**Percent of *Best* Comments**
Waste management	155	23%
Parks, reserves and green spaces	115	17%
Libraries	64	10%
Recreation & Sport Centres	56	8%
Information and communication	32	5%
Public space cleaning/ City beautification	32	5%
Water supply	28	4%
Events/ activities	28	4%
Facilities and services	25	4%
Roading	20	3%
Cycleways	15	2%
Public Transport	15	2%
Rates spending and financial management	9	1%
Waterways	9	1%
The rebuild	8	1%
Community Support	7	1%
Sewerage/ Wastewater	7	1%
Parking	7	1%
Animal Control	4	1%
Emergency preparedness and response	4	1%

[18] Due to the self-complete nature of the survey, it was not possible to stop respondents supplying a negative reason when they were asked to provide a positive reason.
NB: negative reasons supplied were consistent with negative sentiment in other analyses.

Footpaths	4	1%
Other	17	6%
	661	**100%**

NB: Don't know / nothing and negative comments removed

Why the Council is Performing Best in This Area

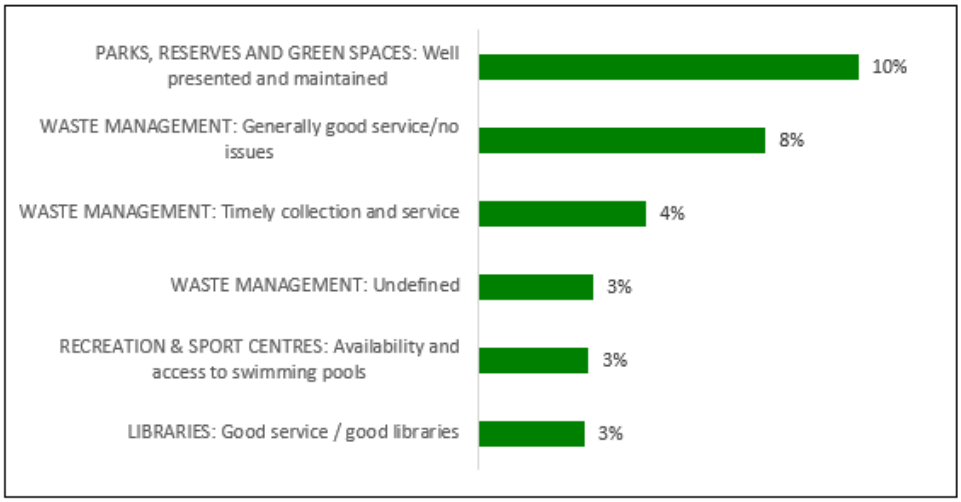
The two areas seen as the best performers are both services that are highly visible to residents and both of these were the best services last year as well:

- **Parks and reserves:** seen as well presented and maintained (2024: 10% [86]; the same as 2023: 10% [63]). Residents say the city's parks are well maintained and looked after; clean and tidy; great green spaces all across the city for people to spend time; makes the city look beautiful; comments that regional parks maintenance has improved recently

Parks and Reserves as Well Presented and Maintained		
Year	**Number of *Best* Comments**	**Percent of *Best* Comments**
2024	86	10%
2023	63	10%
2022	62	11%
2021	54	10%
2020	100	6%

- **Waste management:** continues to be seen as generally a good service (2024: 8% [65] of all best aspect comments and similar to 2023: 10% [64]). Residents continue to say the three bin system works well and bins get collected reliably; keep people well informed of any changes to collection days; Bin App helps; keeps city looking clean and tidy

Waste Management as a Generally Good Service		
Year	**Number of *Best* Comments**	**Percent of *Best* Comments**
2024	65	8%
2023	64	10%
2022	64	11%
2021	59	11%
2020	215	13%



Why the Council is Performing Best: Detailed Breakdown

The table below provides a breakdown of themes in the areas residents said were best delivered by Council.

Detailed Reasons Why Area is Best Delivered		
Area by Reason	**Number of *Best* Comments**	**Percent of *Best* Comments**
PARKS, RESERVES AND GREEN SPACES: Well presented and maintained	86	10%
WASTE MANAGEMENT: Generally good service/no issues	65	8%
WASTE MANAGEMENT: Timely collection and service	38	4%
WASTE MANAGEMENT: Undefined	26	3%
RECREATION & SPORT CENTRES: Availability and access to swimming pools	25	3%
LIBRARIES: Good service / good libraries	24	3%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Keeping spaces/ city clean	21	2%
FACILITIES AND SERVICES IN GENERAL: Generally good service	20	2%
WASTE MANAGEMENT: Recycling and recycling options	18	2%
WASTE MANAGEMENT: Communicate issues	17	2%
LIBRARIES: Availability and variety of good/current resources/activities	16	2%
RECREATION & SPORT CENTRES: Clean/ well maintained	16	2%
WASTE MANAGEMENT: Reliable	15	2%
PARKS, RESERVES AND GREEN SPACES: undefined	15	2%
LIBRARIES: Good librarians/ staff	15	2%
WASTE MANAGEMENT: Other	14	2%
PARKS, RESERVES AND GREEN SPACES: Availability/number/variety	14	2%
ROADING: Roadworks/ Maintenance	13	2%
PARKS, RESERVES AND GREEN SPACES: Other	12	1%
INFORMATION AND COMMUNICATION: Good communication/ clear	12	1%
WASTE MANAGEMENT: Availability of bins/ good size bins	10	1%
WASTE MANAGEMENT: Proper collection/no residue left behind	10	1%
LIBRARIES: Other	10	1%
LIBRARIES: Undefined	10	1%
RECREATION & SPORT CENTRES: Generally good service	10	1%
RECREATION & SPORT CENTRES: Other	10	1%
INFORMATION AND COMMUNICATION: Easy to contact/ responsive	10	1%
WATER SUPPLY: Water quality/ taste is good	10	1%
PUBLIC TRANSPORT: Generally a good/efficient service	10	1%
INFORMATION AND COMMUNICATION: Different mode of communication (Facebook, online, face-face)	9	1%
WATER SUPPLY: Maintenance done promptly/ well maintained	9	1%
FACILITIES AND SERVICES IN GENERAL: Other	9	1%
WATERWAYS: Well maintained/ clean	8	1%
WASTE MANAGEMENT: Friendly/ responsive staff	7	1%
LIBRARIES: Good/ modern infrastructure	7	1%
INFORMATION AND COMMUNICATION: The use of an app - Snap Send Solve	7	1%
EVENTS/ACTIVITIES: Availability/ number/ range	7	1%
EVENTS/ACTIVITIES: Well organised	7	1%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Other	7	1%
WASTE MANAGEMENT: Easy with the app	6	1%
LIBRARIES: Free access/ free access to materials	6	1%
WATER SUPPLY: Other	6	1%

EVENTS/ACTIVITIES: undefined	6	1%
CYCLEWAYS: Other	6	1%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Attract tourists/ businesses	6	1%
ROADING: Improved network/services	6	1%
RATES SPENDING AND FINANCIAL MANAGEMENT: Other	6	1%
PARKING: Other	6	1%
PARKS, RESERVES AND GREEN SPACES: Family enjoys going to the park	5	1%
LIBRARIES: Availability of and access to libraries	5	1%
RECREATION & SPORT CENTRES: Friendly and helpful staff at the centre	5	1%
RECREATION & SPORT CENTRES: Undefined	5	1%
INFORMATION AND COMMUNICATION: Other	5	1%
WATER SUPPLY: Generally good service	5	1%
EVENTS/ACTIVITIES: Free/ affordable	5	1%
CYCLEWAYS: Good quality	5	1%
THE REBUILD: Other	5	1%
SEWERAGE/WASTEWATER: Generally good service	5	1%
PARKS, RESERVES AND GREEN SPACES: Good service to have	4	0.5%
WATER SUPPLY: Adequate and regular supply	4	0.5%
EVENTS/ACTIVITIES: Family friendly/ for all ages	4	0.5%
COMMUNITY SUPPORT: Involvement of council	4	0.5%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Undefined	4	0.5%
PUBLIC TRANSPORT: Cheap and affordable bus rates	4	0.5%
PUBLIC TRANSPORT: Other	4	0.5%
PARKING: Access to parking	4	0.5%
RECREATION & SPORT CENTRES: Availability and access to walking tracks	3	0.4%
EVENTS/ACTIVITIES: Specific events and activities (Matariki, Kids Festivals, etc.)	3	0.4%
EVENTS/ACTIVITIES: Fun and enjoyable events	3	0.4%
CYCLEWAYS: Availability/ number	3	0.4%
CYCLEWAYS: Undefined	3	0.4%
COMMUNITY SUPPORT: Other	3	0.4%
THE REBUILD: Improving the look of the city	3	0.4%
ROADING: Other	3	0.4%
RATES SPENDING AND FINANCIAL MANAGEMENT: Undefined	3	0.4%
WATERWAYS: Other	3	0.4%
ANIMAL CONTROL: Undefined	3	0.4%
EMERGENCY PREPAREDNESS AND RESPONSE: Other	3	0.4%
FOOTPATHS: Well maintained	3	0.4%
WATER SUPPLY: Undefined	2	0.2%
EVENTS/ACTIVITIES: Other	2	0.2%
THE REBUILD: Good process being made	2	0.2%
SEWERAGE/WASTEWATER: Other	2	0.2%
ANIMAL CONTROL: Good service	2	0.2%
EVENTS/ACTIVITIES: Providing information on events	1	0.1%
EMERGENCY PREPAREDNESS AND RESPONSE: Well prepared/ good response	1	0.1%
FOOTPATHS: Other	1	0.1%
Other	17	2%
TOTAL	**661**	**100%**

NB: Don't know / nothing and negative comments removed. Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level

Lower Satisfaction Services and Service Improvement Aspects

The results in this section of the report relate to measures surveyed in either the General Service Satisfaction Survey or via a range of point of contact surveys.

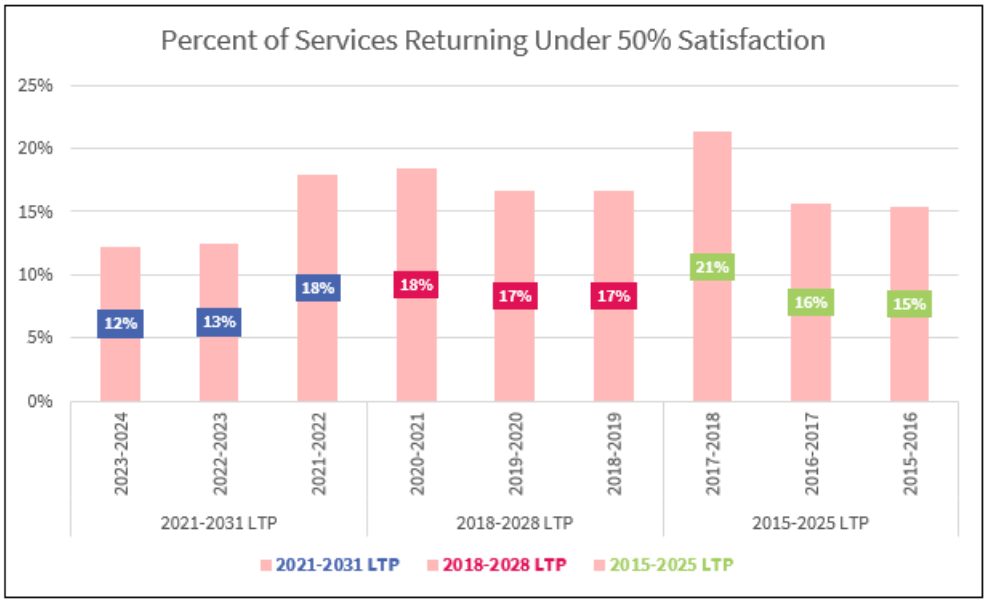
Five services returned satisfaction scores of under 50% and the list of services with lower satisfaction hasn't changed much in the last few years, with participation in, contribution to and understanding of decision making, and road and footpath condition featuring each year. This year, they have been joined by quality of water supplies, which at 48% satisfied, has seen a decline of 5% since 2023.

Another 22 non LTP governance and decision making measures (including reputation and trust measures) and transport network safety had satisfaction scores of under 50%.

Services returning under 50% satisfaction[19]							
LTP	**LTP Year**	**Year**	**Number of LOS Measured Via Residents Survey**	**Notes**	**Number of Services Under 50%**	**Percent of all Residents Survey LOS Scoring Under 50%**	**Lower Satisfaction Services** **RED – services with consistently lower satisfaction every current LTP year**
2021-2031	**Y3**	2023-2024	41	LOS 9.1.15.2 (partnership approvals case management service) was added to the Residents Survey programme in 2023-2024	5	12%	See table below
	Y2	2022-2023	40		5	13%	4.1.9 Participation and contribution to Council decision making 4.1.18 Understanding of decision making 14.0.3 Stormwater drainage 16.0.3 Road condition 16.0.9 Footpath condition
	Y1	2021-2022	39	LOS 3.1.8 (library programmes and events) was not surveyed in 2021-2022 due to COVID restrictions	7	18%	4.1.9 Participation and contribution to Council decision making 4.1.18 Understanding of decision making 10.3.3 Ease of use of on-street parking 12.0.1.19 Quality of water supplies 14.0.3 Stormwater drainage 16.0.3 Road condition 16.0.9 Footpath condition
2018-2028	**Y3**	2020-2021	38	LOS 2.6.7 (first point of contact customer service) was split out into three separate levels of service in 2020-2021 to measure walk in, phone and email customer services separately	7	18%	4.1.18 Understanding of decision making 6.1.9.6 Parks heritage buildings 10.3.3 Ease of use of on-street parking 12.0.1.19 Quality of water supplies 14.0.3 Stormwater drainage 16.0.3 Road condition 16.0.9 Footpath condition
	Y2	2019-2020	36		6	17%	4.1.18 Understanding of decision making 10.3.3 Ease of use of on-street parking 12.0.1.19 Quality of water supplies 14.0.3 Stormwater drainage

[19] Note, caution must be exercised when making direct comparisons from 2020-2021 onward with earlier years for services measured via the General Service Satisfaction Survey due to a change of methodology from CATI telephone interviewing to an online survey.

							16.0.3 Road condition 16.0.9 Footpath condition
	Y1	2018-2019	36		6	17%	4.1.18 Understanding of decision making 10.3.3 Ease of use of on-street parking 12.0.1.19 Quality of water supplies 14.0.3 Stormwater drainage 16.0.3 Road condition 16.0.9 Footpath condition
2015-2025	**Y3**	2017-2018	47		10	21%	2.5.12 Disaster preparedness meeting attendance 4.1.9 Participation and contribution to Council decision making 4.1.18 Understanding of decision making 4.1.20 Influence on decision making (residents in general) 10.3.3 Ease of use of on-street parking 10.3.7 Motor vehicle safety and personal security at off-street parking facilities 10.5.7 Cycle parking facilities 14.0.3 Stormwater drainage 16.0.3 Road condition 16.0.9 Footpath condition
	Y2	2016-2017	51		8	16%	2.5.12 Disaster preparedness meeting attendance 4.1.9 Participation and contribution to Council decision making 4.1.18 Understanding of decision making 4.1.20 Influence on decision making (residents in general) 4.1.21 Influence on decision making (users of governance services) 10.3.3 Ease of use of on-street parking 16.0.3 Road condition 16.0.9 Footpath condition
	Y1	2015-2016	52		8	15%	2.5.12 Disaster preparedness meeting attendance 4.1.9 Participation and contribution to Council decision making 4.1.18 Understanding of decision making 4.1.20 Influence on decision making (residents in general) 4.1.21 Influence on decision making (users of governance services) 10.3.7 Motor vehicle safety and personal security at off-street parking facilities 10.8.2 Marine structure state 16.0.3 Road condition



As with previous years, challenges with meeting the basics of customer service were behind many issues raised for improvement in 2023-2024[20].

Lower Satisfaction Services in 2023-2024

Services returning under 50% satisfaction			
LOS Number	**Service**	**Also Lower Satisfaction in 2022-2023**	**Common Themes Associated with Why These are Lower Satisfaction Services**
4.1.9	Public ability to participate in and contribute to decision making (opportunities to have a say and Council decision making processes easy to engage with) (residents in general)	Yes	Continues to have lower satisfaction. Similar issues presenting to last few years: hard to find information to needed to allow participation in decision making; have own agendas; doesn't communicate how resident views have informed decisions
4.1.18	Public understanding of decision making (residents in general)	Yes	Continues to have lower satisfaction. Similar issues presenting to last few years: Council doesn't listen to resident priorities; not communicating reasons for decisions; big bureaucracy; black hole; lack of transparency (including in relation to members of the senior management team disappearing on leave and or leaving the organisation suddenly and without adequate explanation)
16.0.3	Satisfaction with road condition	Yes	Continues to have lower satisfaction. Road condition continues to be the most commonly mentioned area that respondents felt needed the most improvement by Council. Comments about uneven road surfaces and potholes not being fixed correctly first time (mention of potholes continues to be more prevalent than two years ago); cycleways taking funding precedence over repairs and disrupting traffic flow/parking
16.0.9	Satisfaction with footpath condition	Yes	Continues to have lower satisfaction. Satisfaction with footpath condition increased 4% this year: 36% of respondents were satisfied with the city's footpath condition (32% in 2023; 35% in 2022; 36% in 2021 and 40% in 2020). Low scoring is not consistent with perceptions of walking friendliness: 74% said Christchurch is a walking friendly city in 2024, up from 71% in 2023; 70% in 2022; 74% in 2021 and 83% in 2020. Comments about uneven surfaces (including from tree roots) being dangerous particularly for older people and those with accessibility issues; weeds in gutters, overhanging trees/plants causing obstructions; cars parked across footpaths; fix the footpaths now! Those who were dissatisfied with footpath condition were asked for up to three main reasons why: the most common reasons given by the dissatisfied were: 57% footpath surfaces not smooth or level; 50% surfaces, kerbs or gutters contain holes or cracks; 46% repairs not completed to a good standard; 45% tree roots/weeds coming up through surfaces. Further, respondents at libraries, recreation and sport facilities, regional and sports parks, and marine structures were asked about their perceptions of footpath condition in the city. 50% (469) said they were satisfied (vs 36% via the General Service Satisfaction Survey)
12.0.2.19	Quality of water supplies (taste and odour)	No	Chlorination makes water taste awful and smell bad; Christchurch water used to taste and smell so good but doesn't now; promised a fix and yet chlorination remains (people are annoyed that there is no resolution yet); get rid of chlorine in the water now (and advocate to government for this if government regulations are preventing this)
Non-Long Term Plan services returning under 50% satisfaction			
Service		**Also Lower**	**Common Themes Associated with Why These are Lower**

[20] As with previous years, while some residents saw these issues as areas for service improvement, other residents saw them as examples of how a service was best performing.

	Satisfaction in 2022-2023	Satisfaction Services
Confidence Council makes decisions in best interests of city (residents in general)	Yes	Continues to have lower satisfaction. Council not listening to what ratepayers identify as priorities; make decisions based on own agendas; not communicating how residents views have informed decisions. Those satisfied that the Council makes decisions that are in the best interests of the city has remained fairly static in recent years and is still very low (32% in 2024; 33% in 2023; 31% in 2022; 36% in 2021, 35% in 2020, 37% in 2019 and 45% in 2018)
Confidence Council makes decisions in best interests of city (users of governance services)	Yes	Continues to have lower satisfaction. Don't make decisions that reflect the needs of the city as a whole; influenced by those with the loudest voices or swayed by political interests; Council has its own agenda. Similar issues raised by governance service users as to those raised by residents in general In 2023-2024, only 19% of governance service users had confidence in Council decision making, down from 23% in 2022-2023
Understanding of Council decision making (users of governance services)	Yes	Continues to have lower satisfaction. Accuracy, Reliability, Clarity and Knowledge: inaccurate information provided; hard to get clarity about decisions made or seeing decisions in wider contexts or other decisions; lack of knowledge about Council structure and processes; more information about how to have a say; better feedback to public on decisions wanted; more transparency needed (CATER principle: Consistency > Communication, Information and Advice) City Leadership and Decision Making: transparent leadership needed; staff having too much power; make decisions that are best for city rather than based on political ideologies; leadership means listening to residents; better financial accountability wanted; comments about the ex-CEO needing to leave (surveyed prior to her resignation) (CATER principle: Assurance > Reputation) Listening: listen to residents; don't really listen to public deputations and presentations; predetermined outcomes (CATER principle: Consistency > Communication, Information and Advice)
Residents feeling the public has some or a large influence on the decisions the Council makes (users of governance services)	Yes	Continues to have lower satisfaction. Accuracy, Reliability, Clarity and Knowledge: as above: provide better information (CATER principle: Consistency > Communication, Information and Advice) Listening: listen more to communities; pre-determined decisions (CATER principle: Consistency > Communication, Information and Advice)
Residents feeling the public has some or a large influence on the decisions the Council makes; understanding of decision making processes (residents in general)	Yes	Continues to have lower satisfaction. Public has little influence due to Council being a large bureaucracy and/or having its own agendas and not listening to resident priorities; see themes above
Public ability to participate in and contribute to decision making (opportunities to have a say and Council decision making processes easy to engage with) (users of governance services)	Yes	See themes above
The Council is open and transparent	Yes	See themes above. Only four of the reputation and trust measures have improved even marginally since last year and only four have improved slightly. Satisfaction with wise spending decisions remains particularly low at 16% (15% last year); value for ratepayers' money at 18% (20% last year); clear communication about how resident views have informed Council decisions at 19% (22% last year); Council is open and transparent at 21% (24% last year). Despite comments about Council not taking account of resident priorities, one of the few reputation and trust measures that improved marginally was Council understanding the needs of residents and what they care about (2024: 26% vs 2023: 23%). However, the proportion of residents agreeing with this is still very low overall
The Council can be trusted	Yes	
The Council has a good reputation	Yes	
The Council acts with integrity and honesty	Yes	
The Council is accountable for what it does	Yes	
The Council understands the needs of residents and what they care about	Yes	
The Council balances the needs of today's residents with planning for the future of	NA	

the city		
The Council communicates clearly with residents the results of Council decisions	Yes	
The Council communicates clearly with residents about how their views have informed Council decisions	Yes	
Council managers and staff are doing a good job	Yes	
The Council makes wise spending decisions	Yes	
The Council provides good value for ratepayers' money	Yes	
The Council honours the principles of the Treaty of Waitangi	Yes	
Leadership of Mayor and Councillors	Yes	
Transport network is safe for all users	NA	See discussion below

No Longer Lower Satisfaction Services

One service moved from having lower satisfaction in 2022-2023 to having moderate satisfaction in 2023-2024.

Services no longer having lower satisfaction compared to 2022-2023		
LOS Number	**Service**	**Reasons Why Satisfaction May Have Improved**
14.0.3	Management of Council's stormwater network	More proactive maintenance of and investment in the stormwater network has resulted in less flooding

General Service Satisfaction Survey: Area for Improvement

General Service Satisfaction Survey respondents were asked which one area of Council service delivery required the most improvement over the next 12 months.

The three services identified by residents as those the Council most needs to improve were the same as in 2023, 2022 and in 2021 but in different orders. However, roading has remained the frontrunner in each of these years and roading and Council decision making / financial management for the top two last year as well as this year[21]:

- **Roading** has remained the most commonly cited service for improvement in the General Service Satisfaction Survey for a number of years (27% [176] in 2024, an increase from 24% last year despite more Council investment in roading in recent years – see table below for previous years). Roading has also remained the most common improvement area at levels well ahead of all other areas residents tell us

The Not so Good…

Services with largest year-on-year satisfaction decreases: bus shelters and stops number and quality; community parks presentation; sports park surfaces; email customer service, water supply taste and odour

Lower satisfaction services: road and footpath condition; governance and decision making; range of reputation and trust issues

Attributes of lower satisfaction services: not listening to ratepayers or prioritising the right things; transparency issues; not being responsive; roading and footpath repair and maintenance issues

Residents say we could improve: roading (**why?** Ongoing patch repairs [recurring potholes]; uneven surfaces); Council decision making / financial management (**why?** Not listening to resident priorities; disapproval of Council spending; impacts of rates rises) and water supply (**why?** Want removal of chlorine); these have remained the services most in need of improvement for the last five years

[21] **NB:** the 2020 results were recalibrated to remove the Don't know / nothing and supplied positive comments (when a negative comment was sought) to allow for comparison with other years.

need improvement for many years. Those who were dissatisfied with road condition were asked for up to three main reasons why. The proportions for the top two reasons remained consistent with last year, indicating no change to the perceived condition of the roads.

Roading has long been a key area identified for improvement, even before the earthquakes.

Roading as Service for Improvement		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	176	27%
2023	156	24%
2022	133	23%
2021	126	22%
2020	421	28%

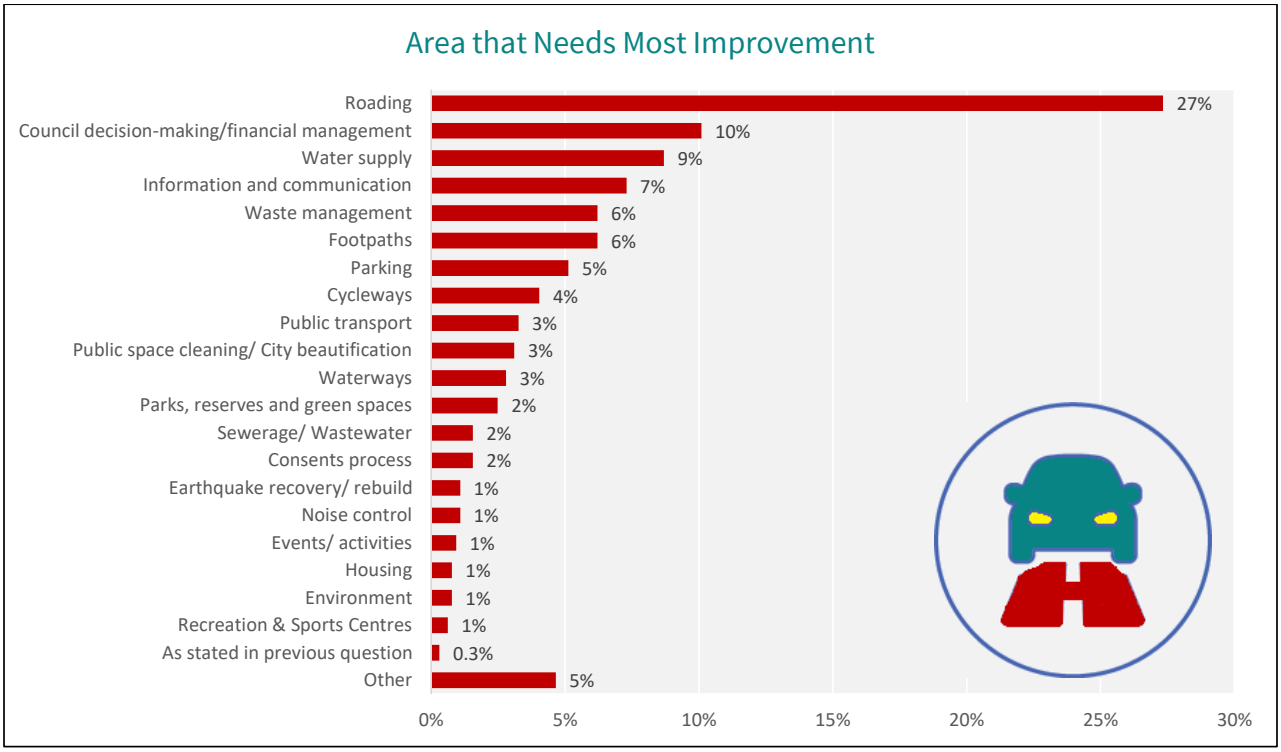
Reason for Condition of Roads	2024		2023	
	Number	Percent	Number	Percent
Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)	**287**	**69%**	287	69%
There are potholes in the roads	**242**	**59%**	248	60%
Road surfaces are not smooth or level	**230**	**56%**	220	53%
Roadworks not completed to a good standard	**153**	**37%**	180	43%
Roadworks are taking too long	**146**	**35%**	120	29%
Roadworks are causing delays and disruption	**95**	**23%**	82	20%
Roads are not swept often enough (including litter and debris on roads)	**37**	**9%**	44	11%
Other	**16**	**4%**	24	6%

- **Council decision making / financial management:** reducing Council spending has remained in second place in 2024, but with a lower proportion seeing this as needing improvement compared to last year. Despite this reduction, resident concerns about financial management remain apparent in rationales for other scores: disapproval of Council spending was again the second most common reason given for overall organisation performance scoring for the fourth year in a row and agreement that the Council makes wise spending decisions (a reputation and trust measure) remains low at only 16% (117) (2023: 15% [148]):

Council Decision Making / Financial Management as Service for Improvement		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	65	10%
2023	97	15%
2022	50	9%
2021	65	12%
2020	71	5%

- **Water supply** remains the third most commonly cited improvement area for a second year at 9% (56): want chlorine removed due to taste and odour; want water restored to how it used to be:

Water Supply as Service for Improvement		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	56	9%
2023	60	9%
2022	64	11%
2021	89	16%
2020	221	15%



NB: Don't know / nothing and supplied a positive comment (when asked for an improvement aspect) removed from calculations[22]

One Area That Needs Most Improvement		
Service	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
Roading	176	27%
Council decision-making/financial management	65	10%
Water supply	56	9%
Information and communication	47	7%
Waste management	40	6%
Footpaths	40	6%
Parking	33	5%
Cycleways	26	4%
Public transport	21	3%

[22] Due to the self-complete nature of the survey, it was not possible to stop respondents supplying a positive reason when they were asked to provide an improvement aspect reason. **NB:** positive reasons supplied were consistent with positive sentiment in other analyses.

Public space cleaning/ City beautification	20	3%
Waterways	18	3%
Parks, reserves and green spaces	16	2%
Sewerage/ Wastewater	10	2%
Consents process	10	2%
Earthquake recovery/ rebuild	7	1%
Noise control	7	1%
Events/ activities	6	1%
Housing	5	1%
Environment	5	1%
Recreation & Sports Centres	4	1%
As stated in previous question	2	0.3%
Other	30	5%
	644	**100%**

NB: Don't know / nothing and positive comments removed

Why the Council Needs to Improve in This Area

The top areas most requiring improvement were key services for residents. Roading has remained in first place for the last few years:

- **Roading:** roading related issues are the two top areas for improvement once again this year: similar issues raised as in previous years: uneven road surfaces; potholes not being fixed properly the first time (patch repairs); disruptive road works; cycleways impacting traffic flow and affecting ability for on-street parking; proportionally there were more comments about fixing roads this year than last year: 2024: 14% [113] of all improvement aspect comments:

Fixing the Roads as Area for Improvement		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	113	14%
2023	83	11%
2022	64	9%
2021	75	12%
2020	258	15%

Fixing footpaths has moved from fifth place in 2023 to sixth place in 2024.

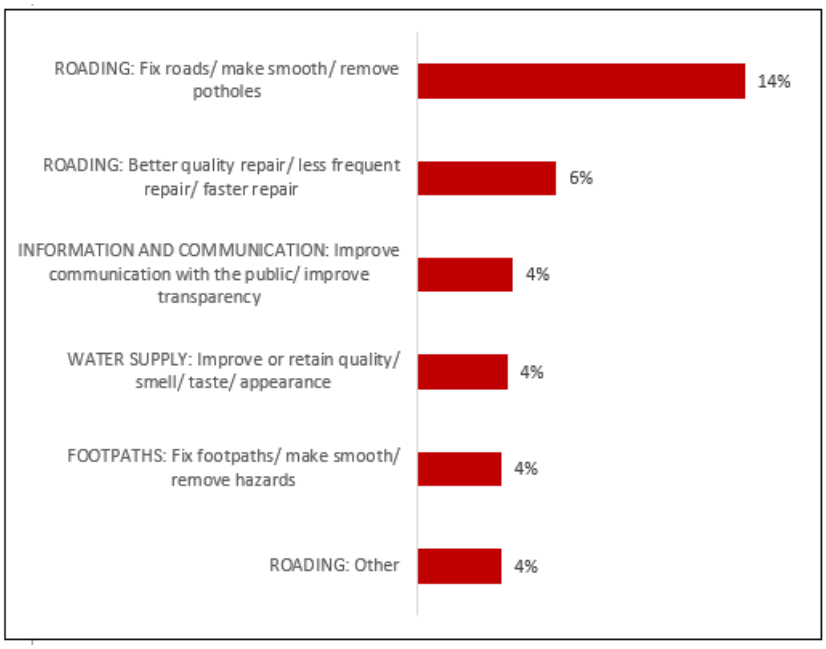
- **Information and communication (improving communication with the public / improving transparency:** (4% [33] of all improvement comments. This is now one of the top three areas for improvement (fourth last year); however, the proportion of improvement comments relating to this is lower than last year: communicate more about how resident views have influenced decision making; provide more information to help residents have input into decision making processes; provide information on what has happened regarding some high level senior managers being put on leave and then departing the organisation under circumstances that have not been made clear; be transparent about own agendas versus listening to residents:

Information and Communication		
Year	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
2024	33	4%
2023	42	11%
2022	44	6%
2021	41	6%
2020	158	9%

- **Water supply:** also 4% (33): removal of chlorine from water wanted now; return water to its great taste from the past; dislike the taste and odour. Satisfaction with quality of the water supply (taste and odour) has fallen this year:

Water Supply Taste and Odour *Satisfaction*		
Year	**Number *Satisfied***	**Percent *Satisfied***
2024	367	48%
2023	405	53%
2022	353	46%
2021	348	45%
2020	366	48%

The detailed reasons given by residents for the key areas for improvement continue mainly to be facets of Council activity that require significant and ongoing expenditure and time to address. This continues to present challenges in balancing resident expectations with the Council's financial and resource capacity realities.



Why the Council Needs to Improve: Detailed Breakdown

The table below provides a breakdown of themes in the areas residents said required improvement.

Detailed Reasons Why Area Requires Most Improvement		
Area by Reason	**Number of *Improvement* Comments**	**Percent of *Improvement* Comments**
ROADING: Fix roads/ make smooth/ remove potholes	113	14%
ROADING: Better quality repair/ less frequent repair/ faster repair	48	6%
INFORMATION AND COMMUNICATION: Improve communication with the public/ improve transparency	33	4%
WATER SUPPLY: Improve or retain quality/ smell/ taste/ appearance	31	4%
ROADING: Other	29	4%
FOOTPATHS: Fix footpaths/ make smooth/ remove hazards	29	4%
WATER SUPPLY: Remove chlorine/ other additives	27	3%
ROADING: Improve traffic control/ flow/ accessibility	20	2%

COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Devise a better rates system	20	2%
PARKING: More parking/better quality parking	19	2%
ROADING: Undefined	17	2%
WASTE MANAGEMENT: Provide bigger bins/ more bins/ same size bins/ replacement of bins	17	2%
CYCLEWAYS: Make more user-friendly/ Less obstructive/ Safer	16	2%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Increase council transparency/ address corruption/ accountability	15	2%
PARKING: Lower the cost/make it free in some areas	15	2%
WATER SUPPLY: Other	14	2%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Better quality staff	14	2%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Avoid over expenditure/ expenditure on unnecessary projects	13	2%
WASTE MANAGEMENT: Proper/ better collection of waste	13	2%
CYCLEWAYS: Other	13	2%
PARKS, RESERVES AND GREEN SPACES: Improve maintenance/repair of park facilities	12	1%
PUBLIC TRANSPORT: Improve service to raise usage/ improve the service generally	12	1%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Clear leaves, dry grass, weeds/ mow lawns/ prune trees	11	1%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Other	9	1%
FOOTPATHS: Improve accessibility	9	1%
WATERWAYS: More efforts made to dredge/ keep clean/ clean up pollutants	9	1%
WASTE MANAGEMENT: Other	8	1%
ROADING: Allocate resources correctly	7	1%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Developing clear plans and budgets/ long term/independent thinking	7	1%
INFORMATION AND COMMUNICATION: More consultations	7	1%
INFORMATION AND COMMUNICATION: Faster response to queries/concerns	7	1%
INFORMATION AND COMMUNICATION: Other	7	1%
PUBLIC TRANSPORT: Other	7	1%
WASTE MANAGEMENT: Increase collection frequency/ change time of collection	6	1%
FOOTPATHS: Clear debris/ overhanging foliage	6	1%
WATERWAYS: Other	6	1%
CONSENTS PROCESS: Raise standards for the approval process/ streamline the process	6	1%
EVENTS/ACTIVITIES: Provide more events and activities	6	1%
ROADING: Prioritise/ focus repairs where needed most	5	1%
WASTE MANAGEMENT: Better recycling options / information	5	1%
FOOTPATHS: Pedestrian right of way clarifications	5	1%
WATERWAYS: Planting along the river/make the rivers more presentable	5	1%
NOISE CONTROL: Fix noise control issues	5	1%
ENVIRONMENT: Address environmental issues	5	1%
WATER SUPPLY: Undefined	4	0.5%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Planting more trees	4	0.5%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Other	4	0.5%
SEWERAGE/WASTEWATER: Improve drainage/ runoff	4	0.5%
SEWERAGE/WASTEWATER: Reduce unpleasant smells	4	0.5%
CONSENTS PROCESS: Other	4	0.5%

COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Reduce spending on Councillors	3	0.4%
WASTE MANAGEMENT: Better delineation / education of recycling/organic/waste	3	0.4%
FOOTPATHS: Other	3	0.4%
PARKING: Other	3	0.4%
PARKING: Undefined	3	0.4%
PARKS, RESERVES AND GREEN SPACES: More facilities	3	0.4%
PARKS, RESERVES AND GREEN SPACES: Other	3	0.4%
PUBLIC SPACE CLEANING/CITY BEAUTIFICATION: Council should clean up/ increase cleaning frequency	3	0.4%
EARTHQUAKE RECOVERY / REBUILD: Speed up the rebuild and rebuild processes	3	0.4%
PUBLIC TRANSPORT: Develop routes/services that meet all customers needs	3	0.4%
HOUSING: Other	3	0.4%
WATER SUPPLY: Fix leaks	2	0.2%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: Improve communication and monitoring	2	0.2%
WATERWAYS: Undefined	2	0.2%
SEWERAGE/WASTEWATER: Regular maintenance of drains and culverts	2	0.2%
EARTHQUAKE RECOVERY / REBUILD: More attention to the red zones	2	0.2%
EARTHQUAKE RECOVERY / REBUILD: Management of Heritage properties	2	0.2%
EARTHQUAKE RECOVERY / REBUILD: Other	2	0.2%
PUBLIC TRANSPORT: Undefined	2	0.2%
RECREATION & SPORT CENTRES: Construct more facilities	2	0.2%
HOUSING: Safer housing	2	0.2%
NOISE CONTROL: Undefined	2	0.2%
ROADING: Better communication/ consultation	1	0.1%
WATER SUPPLY: Halt sale of water to commercial interests	1	0.1%
WATER SUPPLY: Fix the wells/ bore/ aquifer/ pumping stations	1	0.1%
COUNCIL DECISION-MAKING / FINANCIAL MANAGEMENT: More consultation on new building spending/more consultation generally	1	0.1%
WASTE MANAGEMENT: Undefined	1	0.1%
INFORMATION AND COMMUNICATION: Consistency and clarity	1	0.1%
CYCLEWAYS: Ensure cycleways on arterial roads/ direct routes	1	0.1%
CYCLEWAYS: Undefined	1	0.1%
FOOTPATHS: Undefined	1	0.1%
WATERWAYS: Clamping down on dumping of waste into waterways/prevent pollution	1	0.1%
PARKING: Fair enforcement/better enforcement	1	0.1%
PUBLIC TRANSPORT: Add / improve bus stops	1	0.1%
RECREATION & SPORT CENTRES: Make them cheaper/ open them for longer	1	0.1%
RECREATION & SPORT CENTRES: Other	1	0.1%
CONSENTS PROCESS: Process needs to be more inclusive/ less adversarial	1	0.1%
CONSENTS PROCESS: Reduce the time and costs related to the process	1	0.1%
CONSENTS PROCESS: Undefined	1	0.1%
EVENTS/ACTIVITIES: Improvement communication about events	1	0.1%
HOUSING: More housing	1	0.1%
As stated in previous question	2	0.2%
Other	30	4%
TOTAL	**818**	**100%**

NB: Don't know / nothing and positive comments removed. Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level

Transport Network: Additional Analysis

Given roading's ongoing prominence as the top service improvement aspect and as the main reason for dissatisfaction with Council overall performance, additional information was gathered this year to better understand resident perceptions. The results in this section of the report relate to measures surveyed in either the General Service Satisfaction Survey or via five point of contact survey onsite locations.

Residents who completed onsite surveys at a range of locations of libraries, regional and sports parks, marine structures and recreation and sport centres were asked for their perceptions of road and footpath condition, the safety of the transport network for all users and their ease of travel by main mode used to get to the service location on the day they were interviewed. General Service Satisfaction Survey respondents were also asked about the safety of the transport network and ease of travel in the city by their main mode of transport in the last 12 months.

Challenges of the Transport Network

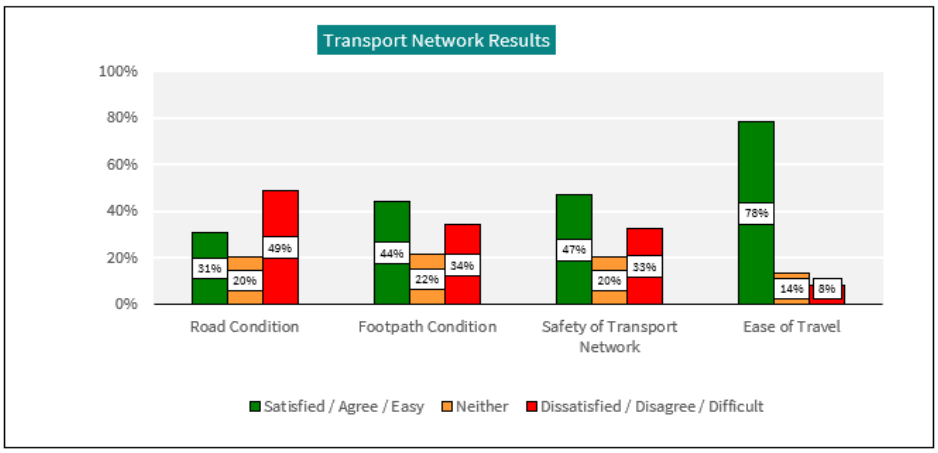
Disconnect between perception of road condition, tolerance of the cost and travel disruption to address it and perception of ease of travel in the city: residents rate road and footpath condition poorly, are unhappy with high Council spending, with rates increases and with the disruption caused by road repairs, yet say roading (which requires high expenditure to address) is the main area they want improved (and on which they most judge the Council's performance), yet they also say it is easy to travel by all modes to services and in the city

Road and footpath condition: footpath condition rating has improved this year but still remains low overall; road and footpath condition satisfaction reduces by age: older residents more likely to be car drivers and satisfaction also lower for car users; mobility issues associated with uneven footpath surfaces

Cyclists were less likely to see the transport network as safe for all users: safety is rated by all groups much lower than ease of travel and disagreement with safety is relatively consistent across all age groups

A summary of results is presented below:

Transport Network Results Don't know and Not applicable responses have been removed from the results		Satisfied / Agree / Easy	Neither	Dissatisfied / Disagree / Difficult	TOTAL
Road Condition	**n**	526	348	829	**1,703**
	%	31%[23]	20%	49%	**100%**
Footpath Condition	**n**	743	366	573	**1,682**
	%	44%[24]	22%	34%	**100%**
Safety of Transport Network for All Users	**n**	773	336	535	**1,644**
	%	47%	20%	33%	**100%**
Ease of Travel	**n**	1,351	234	143	**1,728**
	%	78%	14%	8%	**100%**



[23] The 16.0.3 road condition level of service result (measured via the General Service Satisfaction Survey) was 27% (1% lower than last year: 27%).

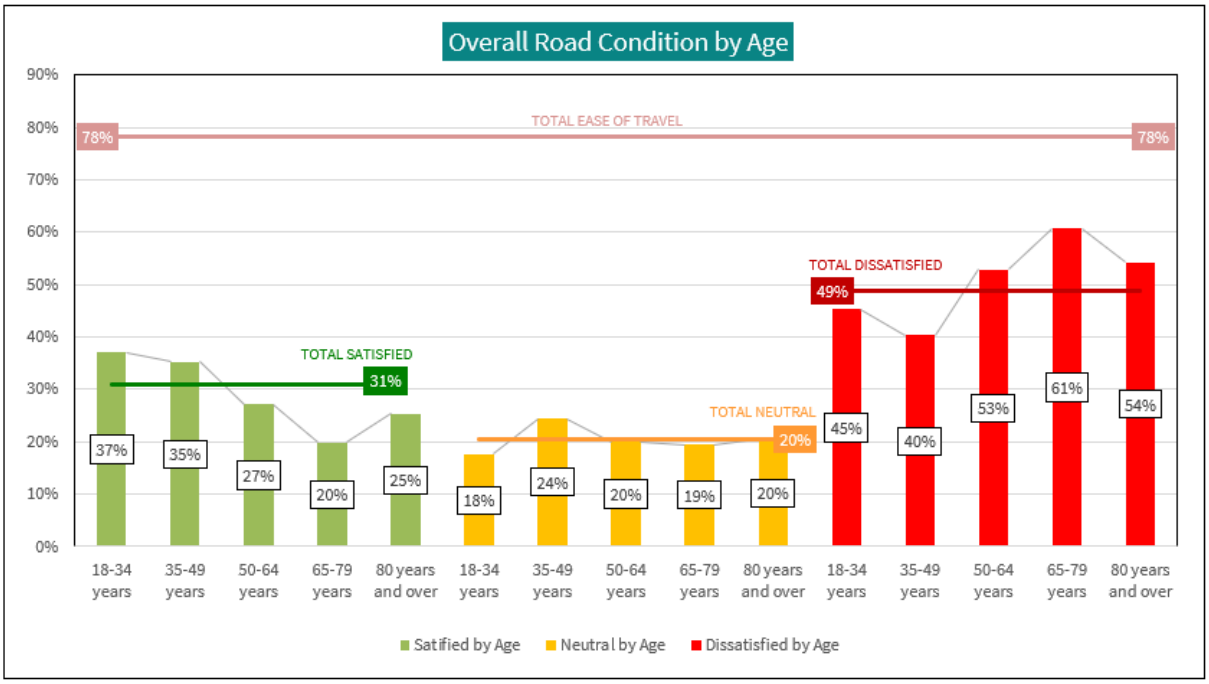
[24] The 16.0.9 footpath condition level of service result (measured via the General Service Satisfaction Survey) was 36% (4% higher than last year: 32%).

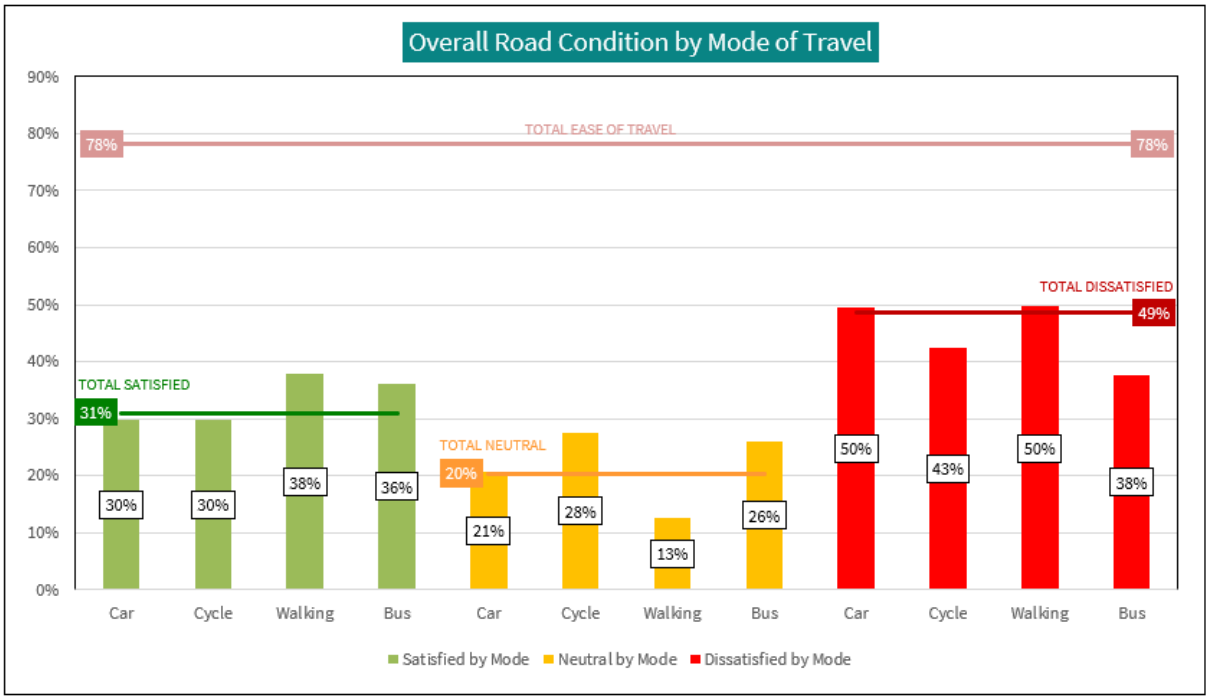
Road Condition

Overall, only a third (31% [526]) of those surveyed across a wide range of services and locations were satisfied with the road condition. However, satisfaction reduced by age, with older age groups less likely to be satisfied, and was also lower for car drivers and cyclists than for those who walked or took the bus. Further, there are complex issues to confront when dealing with road (and footpath) condition:

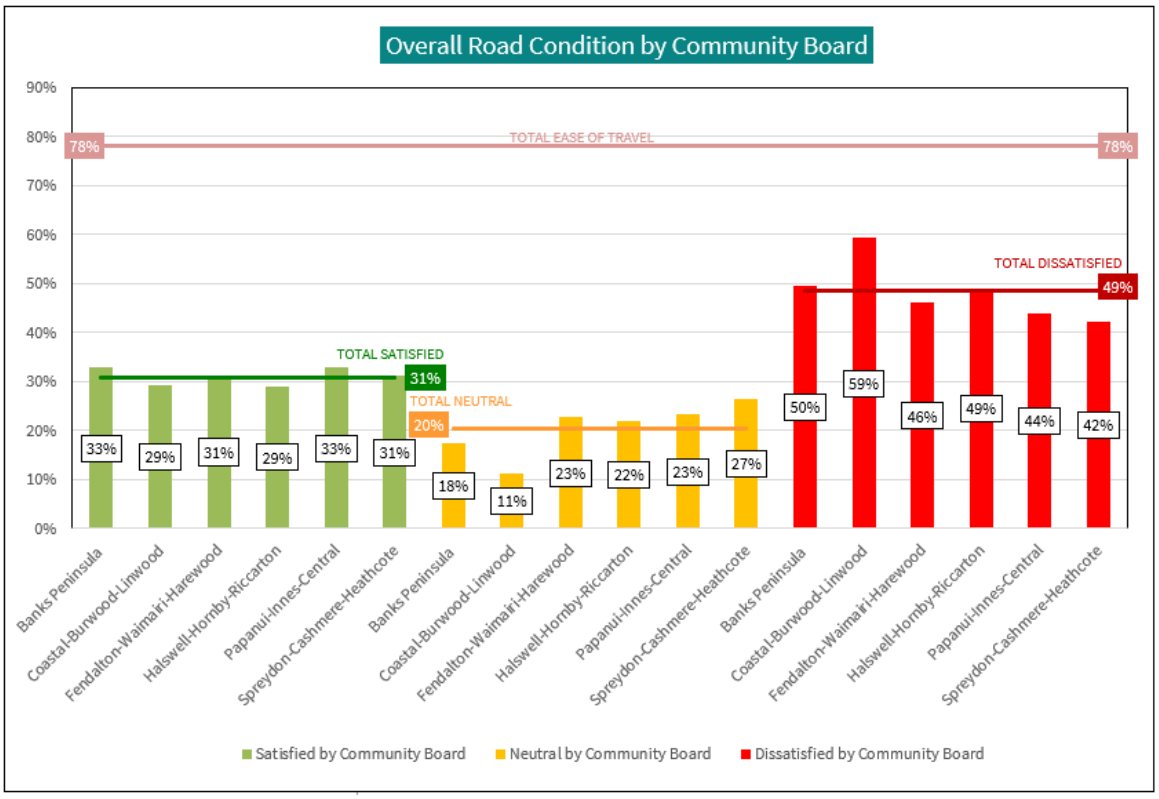
- Perception of road condition was low at 31% and across all modes of travel and across all Community Boards
- Yet perception of ease of travel either on the day a service was used or in the city over the previous 12 months was relatively high at 78% and across all modes of travel
- Roading (which is very costly to improve and quite disruptive to communities while upgrades are being made) was the main area residents wanted improved and was the main reason for dissatisfaction with overall organisation performance
- Yet disapproval of Council spending and rates increases were the second and third most common reasons for dissatisfaction with organisation performance. Further, very few agree the Council is making wise spending decisions

While perception of ease of travel is about more than just road condition, the issues outlined above do present significant challenges for the Council to address and the trade-offs are part of the important ongoing conversations that the Council needs to have with its residents.





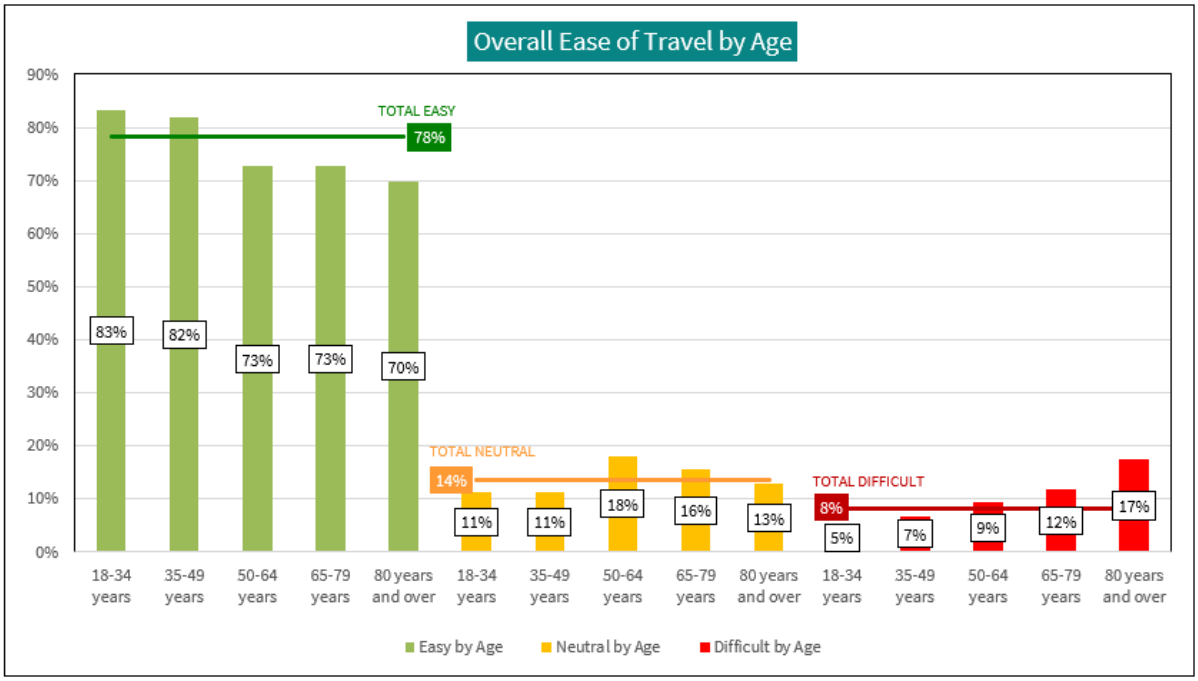
There was very little difference between Community Boards regarding road condition satisfaction. However, consistent with feedback on condition of roads in the East, those from Waitai Coastal-Burwood-Linwood were more likely to be dissatisfied (59% [214] compared to an average of 49% [829]).

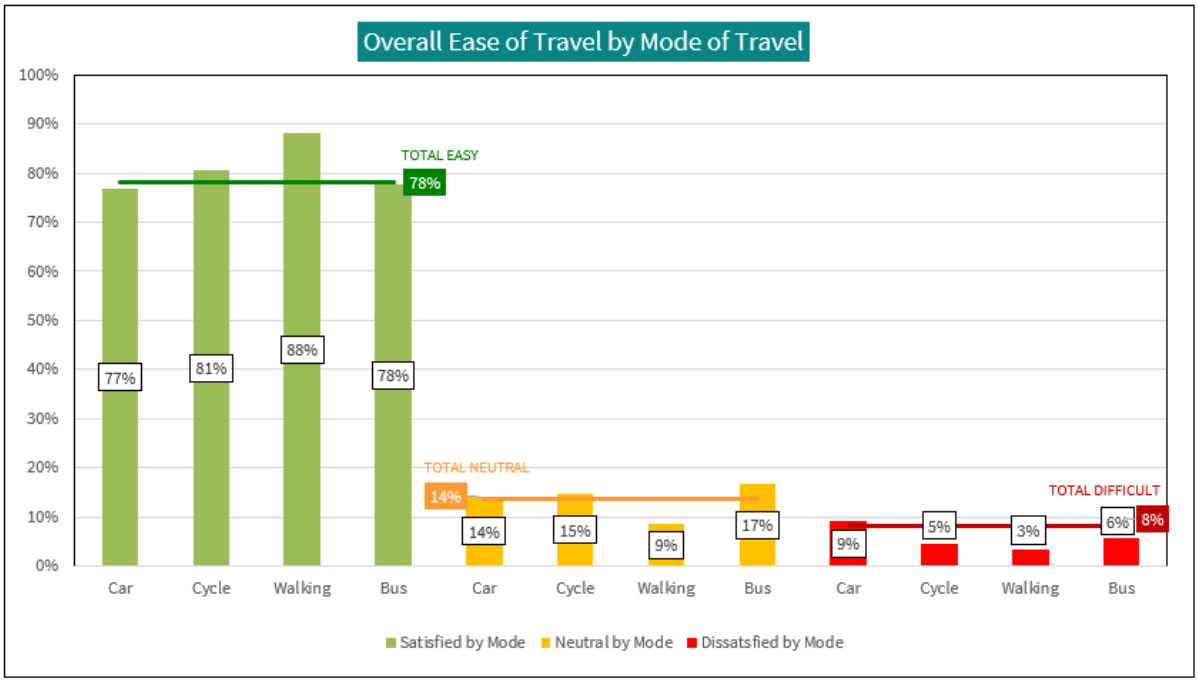


Ease of Travel

The majority (78% [1,351]) of residents said it was easy to travel on the day to the service they were using or within the city over the last 12 months, with those who walked, the most satisfied (88% [132]).

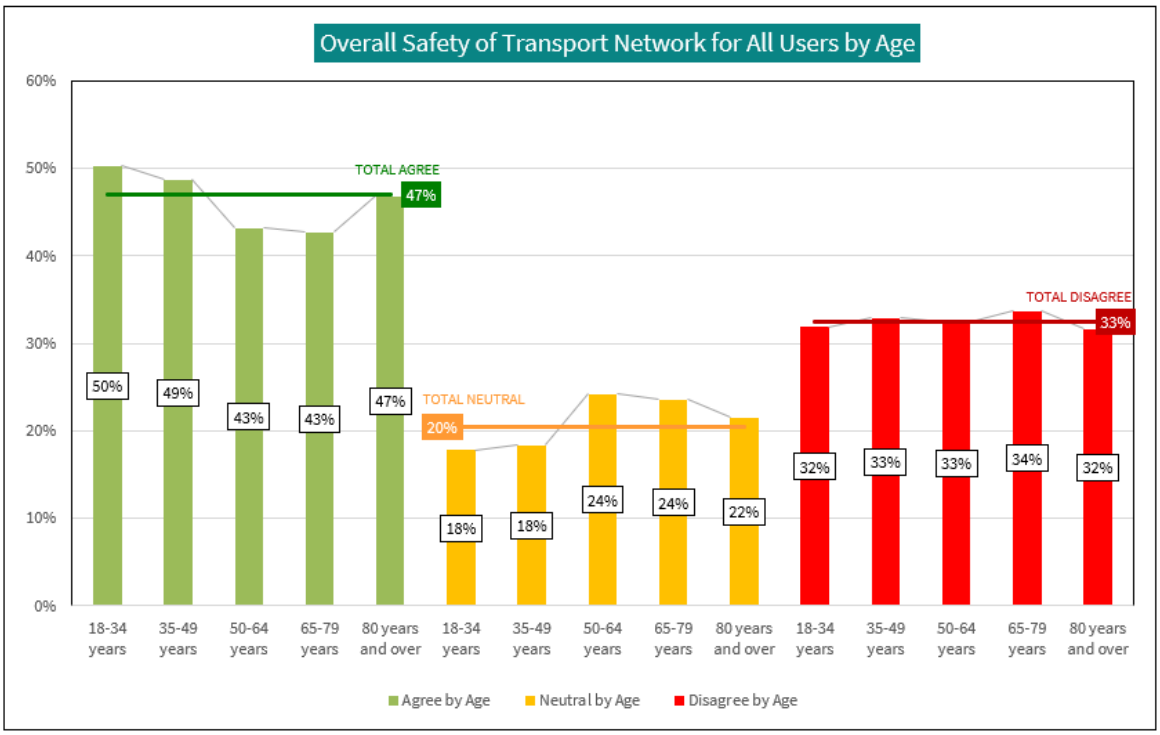
While all age groups said it was easy to travel, younger people under 35 years were more likely to say it was easy (83% 807) versus those aged over 65 years (71% 284).

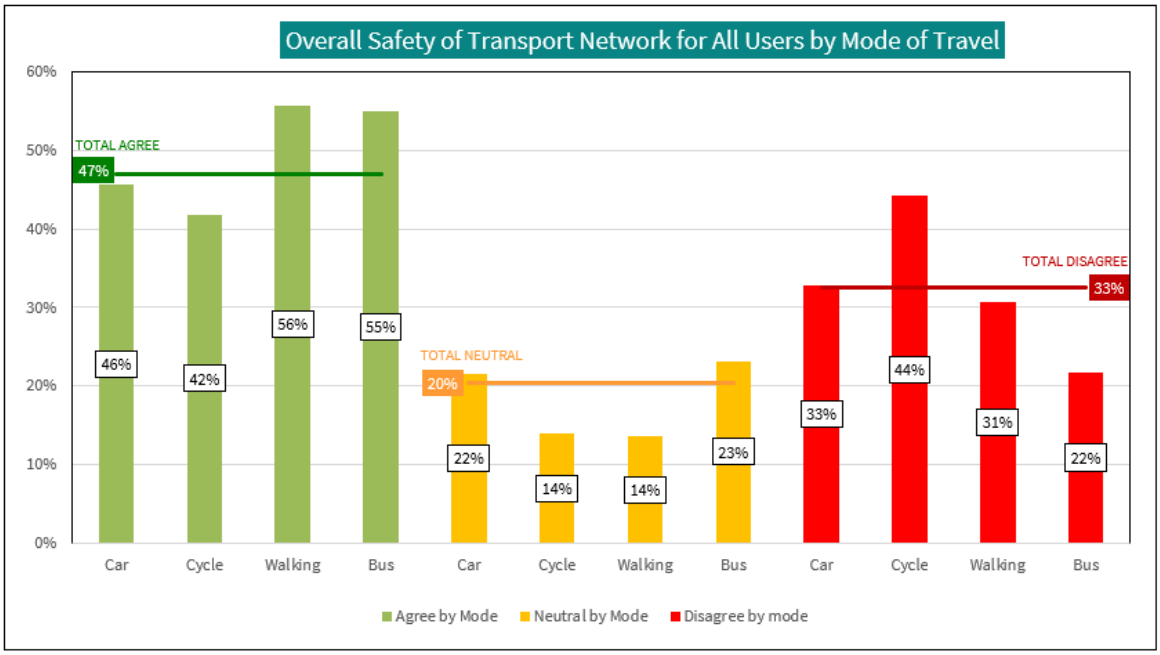




Safety of the Transport Network for All Users

Just under half (47% [773]) said the transport network was safe for all users, with younger people under 35 years slightly more likely to see it as safe (50% [257]) (although there is consistency across age groups in disagreement around safety) and cyclists more likely to see it as unsafe (44% [43]).

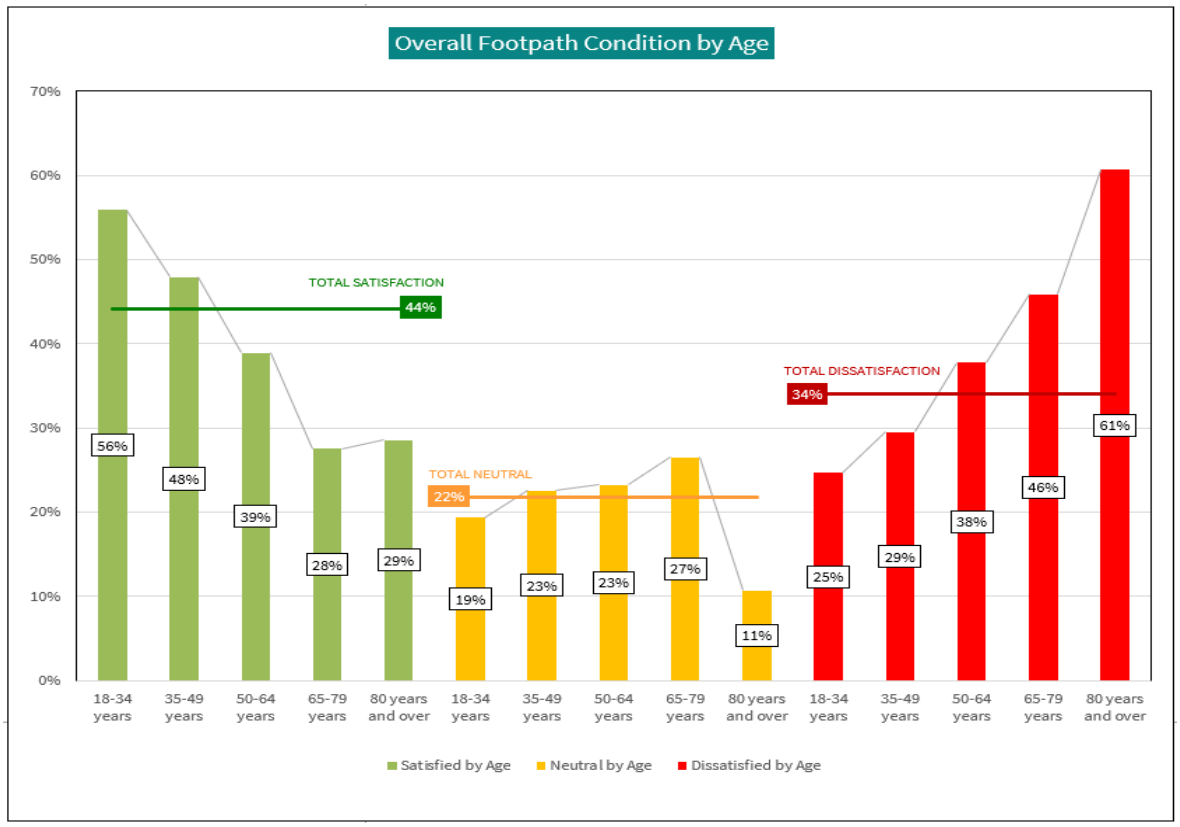




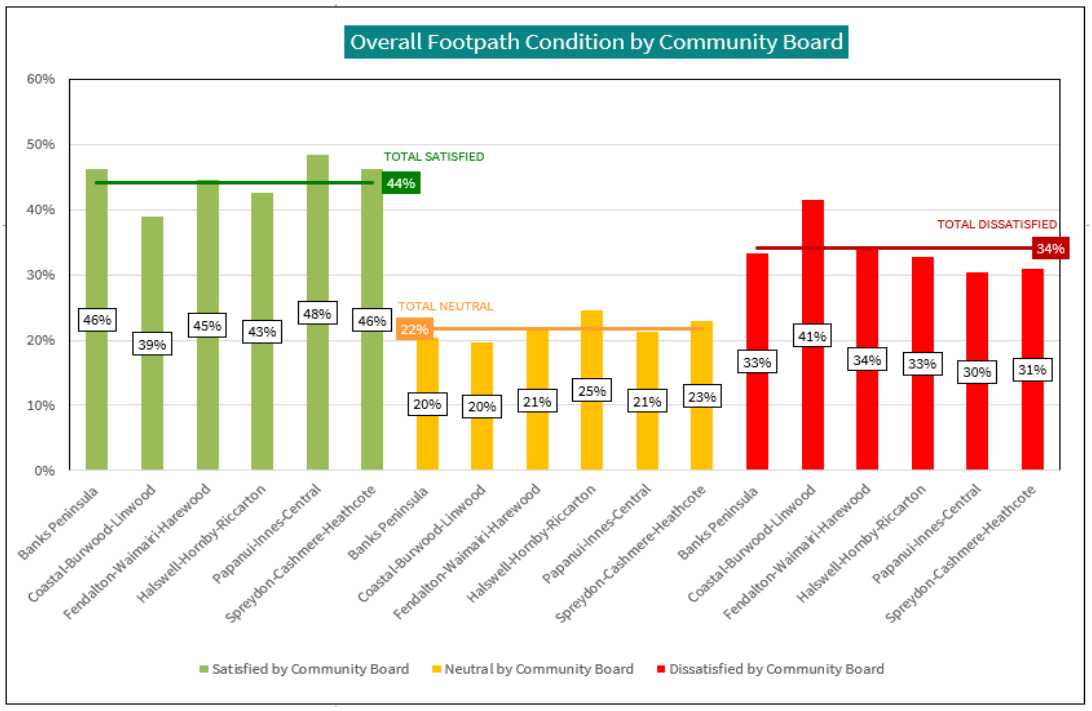
Footpath Condition

The older residents become, the less likely they are to be satisfied with the condition of footpaths (eg. 65 years and over: 28% [105] which was well below the average of 44% [743] versus 18 to 34 years which was above the average: 56% [292]). Those aged 80 years and over were the most likely to have clear views on the issue, with 61% (51) dissatisfied and only 11% being neutral. Mobility issues associated with uneven and cracked footpath surfaces were cited, particularly by older residents dissatisfied with footpaths. Those who walked had similar rates of dissatisfaction with footpath condition to car drivers, cyclists and bus users.

The majority of residents (74% [564] saw the city as being walking friendly despite the low footpath satisfaction rating.



Watai Coastal-Burwood- Linwood residents were also more likely to be dissatisfied with footpath condition (41% [147]).



Ease of Interaction with Council

The results in this section of the report relate to measures surveyed in the General Service Satisfaction Survey, the Life in Christchurch booster survey and point of contact surveys.

Across the Residents Survey Programme (General Service Satisfaction Survey, Life in Christchurch booster survey and point of contact surveys), 80% (8,439) agreed that the Council is easy to interact with. However, there was variation based on the type of service.

General Service Satisfaction Survey respondents (the survey that measures services all residents use such as the Council's major infrastructure services) were asked how easy it is to interact with the Council regarding their service needs. Just over half (60% [407]) agreed the Council was easy to interact with, which was higher than the 2023 rate of 55% (407), but still lower than measurements prior to 2021:

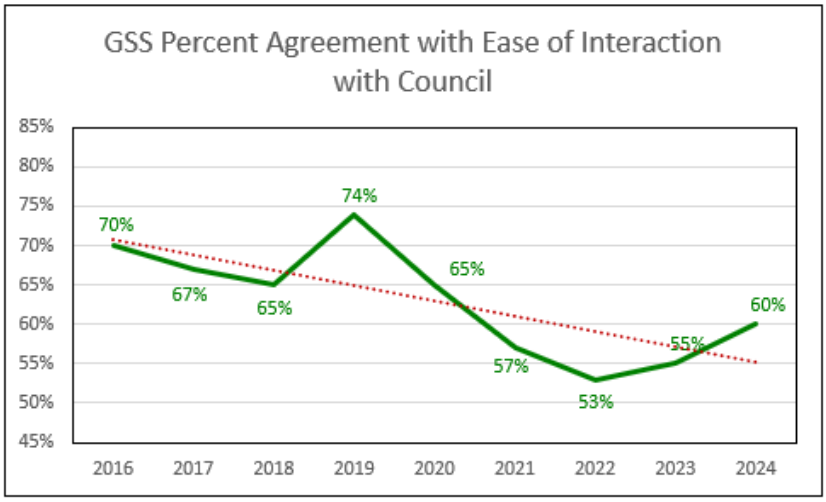
General Service Satisfaction Survey: Ease of Interaction with Council		
Year	**Number**	**Percent**
2024	407	60%
2023	407	55%
2022	382	53%
2021	407	57%
2020	996	65%
2019	563	74%
2018	505	65%
2017	618	67%
2016	540	70%

Ease of Interaction with Council

Ease of interaction high overall: across the Residents Survey programme 80% agree Council is easy to interact with, but varies by service and Māori less likely to agree

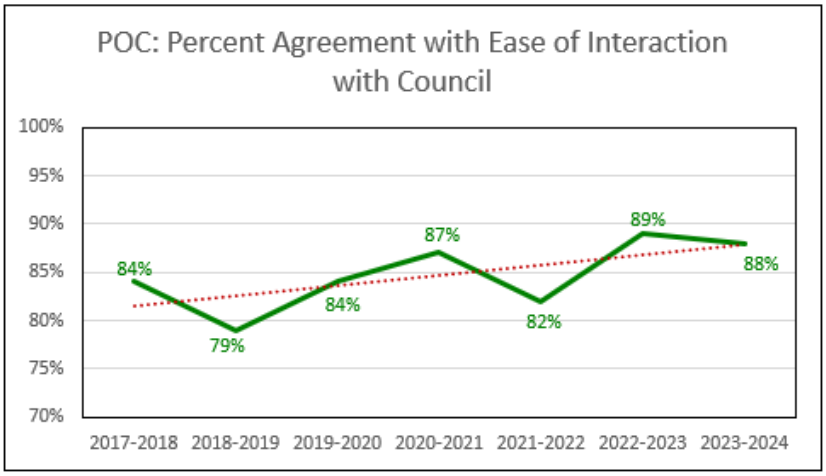
Ease of interaction lower in surveys measuring services all residents use: 60% agree, but there has been an increase since last year

Ease on interaction higher for surveys measuring services where there is often direct interaction with staff: 88% agree



For point of contact survey services, many of which involved direct contact with staff, ease of use/interaction was much higher, with 88% (7,803 scores), which was very similar to the 2022-2023 rate of 89% (7,121):

Point of Contact surveys: Ease of Interaction with Council		
Year	**Number**	**Percent**
2023-2024	7,803	88%
2022-2023	7,121	89%
2021-2022	3,485	82%
2020-2021	3,402	87%
2019-2020	3,900	84%
2018-2019	3,757	79%
2017-2018	4,769	84%



Māori were less likely to agree that the Council is easy to interact with (69% [634]) (Pacific Peoples: 76% [196] and those of Asian ethnicities 82% [720]).

Reputation and Trust

The results in this section of the report relate to measures surveyed in the General Service Satisfaction Survey and the Life in Christchurch booster survey[25].

Appendix Seven provides some more detaled tables in relation to reputation and trust.

In 2024, 15 reputation and trust measures were included in the General Service Satisfaction Survey[26]. Seven of these measures were also included in the Life in Christchurch booster survey.

Just over 1,200 respondents across the General Service Satisfaction Survey and the Life in Christchurch booster survey scored the Council's reputation and trust[27].

Reputation and Trust… Remain a Challenge

Average positive reputation rating across 15 measures: only 27%. Remains low

Wise spending decisions: had lowest rating especially for Pacific Peoples and those over 80 years

Those who rated overall organisation performance positively: still only had an average reputation and trust score of 47%

While there have been some improvements in selected individual service satisfaction scores this year, reputation and trust scoring continues to lag and remains low. Concerns remain about the Council in residents' minds that appear to be translating into negative perceptions of the Council as a whole. This includes spending decisions residents don't agree with or that might not be seen by resident as priorities, issues with communicating how resident views have informed decisions and more recently, the departure of key senior staff under seemingly mysterious circumstances is adding to concerns about transparency.

The average positive rating (agree/satisfied) for the 15 measures was 27% (3,514 scores), which was very similar to the 2023 rate of 28% (3,289 scores)[28]. The average negative rating (disagree/dissatisfied) has increased this year to 41% (5,596 scores) from 38% (4,706 scores) last year. Another 32% (4,219 scores) were neutral.

The Council had an average very positive reputation and trust score of only 4% for the second year running.

Reputation and Trust Average	2024		2023	
Sentiment	Number	Percent	Number	Percent
Agree/Satisfied	3,514	27%	3,289	28%
Neutral	4,219	32%	4,091	34%
Disagree/Dissatisfied	5,596	41%	4,706	38%
TOTAL	13,329	100%	12,086	100%

Reputation and Trust Average	2024		2023	
Sentiment	Number	Percent	Number	Percent
Strongly Agree / Very Satisfied	504	4%	432	4%
Agree / Satisfied	3,010	23%	2,857	24%
Neither	4,219	32%	4,091	34%
Disagree / Dissatisfied	3,771	28%	3,103	25%
Strongly Disagree / Very Dissatisfied	1,825	13%	1,603	13%
TOTAL	13,329	100%	12,086	100%

NB: Number = number of scores, not number of respondents. Don't know/ not applicable removed from analysis

[25] The Reputation and Trust results in Appendix Two are based solely off the General Service Satisfaction Survey.

[26] Thirteen of these were new measures in 2023 and one additional measure was added in 2024.

[27] Not every respondent provided a response to every measure.

[28] Note: in 2023, there were 14 reputation and trust measures. A new measure was added in 2024: The Council balances the needs of today's residents with planning for the future of the city.

The lowest scoring reputation and trust score remains *"The Council makes wise sending decisions"*, with only 14% (144) agreeing (15% (148) in 2023) (only 2% [22] strongly agreed; 2023: 2% [17]). As with last year, Pacific Peoples and those over 80 years old were the least likely to agree that the Council makes wise spending decisions, at 3% and 2% respectively.

Reputation and Trust Measures	GSS & LIC Booster Combined					
	Agree/Satisfied		Neither		Disagree/Dissatisfied	
	Number	Percent	Number	Percent	Number	Percent
The Council honours the principles of the Treaty of Waitangi	276	36%	379	49%	119	15%
Council managers and staff are doing a good job	255	34%	268	36%	223	30%
The Council is accountable for what it does	238	31%	191	25%	327	43%
The Council balances the needs of today's residents with planning for the future of the city	324	31%	291	28%	427	41%
The Council makes decisions in best interests of City (residents)	325	31%	301	28%	436	41%
The Council acts with integrity and honesty	226	30%	283	38%	239	32%
The Council communicates clearly with residents the results of Council decisions	213	28%	236	31%	304	40%
The Council can be trusted	286	27%	370	35%	388	37%
The Council has a good reputation	206	27%	218	29%	335	44%
The leadership of the Mayor and Councillors	198	27%	316	42%	232	31%
The Council understands the needs of residents and what they care about	269	26%	272	26%	513	49%
The Council is open and transparent	223	21%	315	30%	503	48%
The Council communicates clearly with residents about how their views have informed Council decisions	195	19%	313	30%	520	51%
The Council provides good value for ratepayers' money	136	18%	186	25%	419	57%
The Council makes wise spending decisions	144	14%	280	27%	611	59%

NB: Number = number of respondents, not number of scores

Not surprisingly, those who rated overall organisation performance positively were also more likely to have a positive average reputation and trust score. However, even those who rate our overall performance positively, still only had an average reputation and trust score of 47% (2023: 48%). Further those who were neutral about organisation performance were almost as likely to have a negative average reputation score as they were a neutral reputation score and much less likely to have a positive reputation score. This reinforces results that show those who are neutral about overall organisation performance often lean more toward the dissatisfied than satisfied. The average reputation and trust score for those dissatisfied with organisation performance was only 5% (2023: 8%).

Reputation and Trust by Overall Organisation Performance	2024						2023					
	Satisfied w/ Performance		Neutral w/ Performance		Dissatisfied w/ Performan		Satisfied w/ Performance		Neutral w/ Performance		Dissatisfied w/ Performa	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Agree/Satisfied	2,824	47%	498	13%	179	5%	2,459	48%	597	15%	228	8%
Neutral	1,897	32%	1,645	41%	629	19%	1,790	35%	1,743	44%	550	18%
Disagree/Dissatisfied	1,234	21%	1,834	46%	2,508	76%	894	17%	1,613	41%	2,259	74%
TOTAL	5,955	100%	3,977	100%	3,316	100%	5,143	100%	3,953	100%	3,037	100%

NB: Number = number of scores, not number of respondents

Resident Sentiment Overall

The sentiment analysis below looks at resident sentiment feedback across the entire Residents Survey programme where respondents have each scored one or multiple aspects of Council service provision. The majority of these aspects incorporate measures of our CATER customer service principles and give insight into the overall sentiment of residents toward Council services. For this analysis, all scores across the entire Residents Survey programme have been categorised as positive, neutral or negative. This analysis provides insight into how residents

What Do We Know About Overall Resident Sentiment?

Residents provided satisfaction scores across multiple customer service aspects of our service delivery: this year there were over 84,000 scores from over 9,700 respondents across 197 different aspects of service

Overall sentiment: just under two thirds (64%) of scores were positive (63% last year); those over 80 years old and Māori and Pacific Peoples were less likely to rate sentiment positively

Positive sentiment scoring by CATER customer service principles: Responsiveness has seen an improvement; Empathy remains very high

perceive our service delivery: the areas where we are doing well (based on the proportion of positive sentiment scores) and the areas where we need to improve (based on the proportion of negative sentiment scores).

In total in 2023-2024, 9,780 Residents Survey respondents provided 84,838 sentiment scores across 197 measures of service delivery. When the Life in Christchurch booster survey results are added for age and ethnicity analyses, these figures rise to 10,091 respondents providing 94,279 sentiment scores.

Most services do not have measures for every CATER customer service principle as measures are based on the level of service target wording. Therefore sentiment analysis in this section of the report is limited to where measures are available for a service.

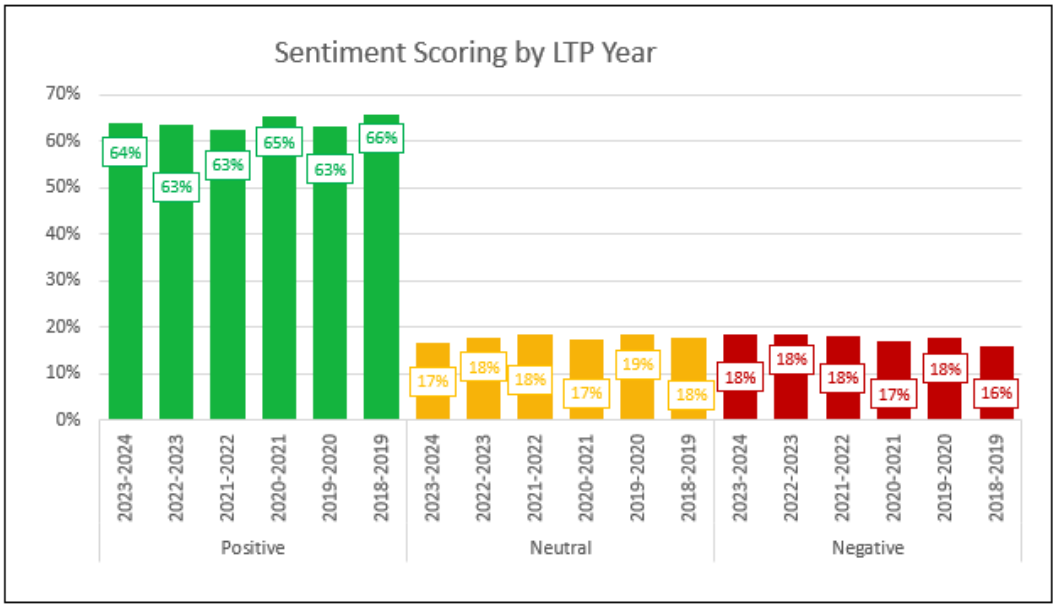
Most analyses in this section of the report are based off data from the General Service Satisfaction Survey and the Point of Contact surveys. Only analyses of age and ethnicity include the Life in Christchurch booster survey results.

Overall Sentiment

While the above discussion of Residents Survey data continues to indicate some mixed levels of service results this year in regard to resident satisfaction with Council services, respondent sentiment analysis across the entire Residents Survey programme once again demonstrates there was more positive resident sentiment than negative: positive scores: 64% (very similar to 63% in 2022-2023); negative scores: 17% (2022-2023: 18%). The proportion of positive, neutral and negative sentiment scoring has remained relatively stable in the last few years[29].

Sentiment Summary	2023-2024		2022-2023		2021-2022		2020-2021		2019-2020		2018-2019	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	49,884	64%	44,746	63%	33,889	63%	32,718	65%	33,686	63%	34,433	66%
Neutral	13,039	17%	12,413	18%	9,950	18%	8,668	17%	9,885	19%	9,276	18%
Negative	14,386	18%	12,939	18%	9,775	18%	8,493	17%	9,414	18%	8,362	16%
Don't know	493	1%	415	1%	476	1%	275	1%	439	1%	319	1%
TOTAL	77,802	100%	70,513	100%	54,090	100%	50,154	100%	53,424	100%	52,390	100%

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, yellow: middle, red: lowest)
NB: This table provides a **count of scores** [positive, neutral, negative] given by respondents across the range of measures of aspects of Council services surveyed as part of Resident Survey programme. This is not a count of individual respondents as each respondent may have provided feedback [scores] for multiple aspects of Council services. The numbers in this table provide a count of sentiment scores rather than a count of respondents, with each respondent having given feedback across multiple aspects of services. Further some respondents will have given feedback across more than one service



NB: Don't knows have not been displayed on the graph which is why percentages within each year may not add to 100%

[29] Sentiment scoring from 2019-2020 and earlier did not include 7.0.7 recreation and sport facilities as the raw data were not available.

Residents continue to be less likely to score sentiment at the extreme ends of positivity and negativity: for instance, they were much more likely to give aspects of services a positive score (2023-2024: 40%; 2022-2023: 38%; 2021-2022: 43%; 2020-2021: 43%) than a very positive score (2023-2024: 24%; 2022-2023: 25%; 2021-2022: 19%; 2020-2021: 23%). Further, almost one in five (17%) scores on aspects of Council services were neutral (a similar proportion to previous years).

Combined sentiment scoring across our key infrastructure services of roads and footpaths, solid waste, stormwater drainage, wastewater collection, treatment and disposal and water supply remained less positive at 59% (versus 62% for all other Council services combined). However, reflecting other results across the Residents Survey programme, there was a small improvement of 3% for core services on last year (2022-2023: 56%).

Overall Sentiment by Age

While there was not much variation in sentiment by age, those aged 80 years and over were less likely to give positive scores across the Residents Survey programme than other age groups. Like others, they mentioned a range of issues that need improvement including disapproval of Council spending and with only 2% agreeing the Council makes wise spending decisions compared to the average of 14%.

Sentiment by Age	Christchurch		18-24 years		25-34 years		35-49 years		50-64 years		65-79 years		80 years and over	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	9,414	64%	516	62%	1,297	61%	2,395	63%	2,313	60%	1,872	60%	292	56%
Neutral	2,647	17%	225	19%	510	20%	766	16%	700	19%	556	17%	110	18%
Negative	2,412	18%	246	18%	423	19%	638	20%	665	21%	582	22%	127	25%
Don't know	363	1%	39	1%	51	0%	74	0%	78	0%	94	1%	20	1%
TOTAL	9,780	100%	524	100%	1,337	100%	2,495	100%	2,424	100%	1,955	100%	307	100%

NB: the counts in the table above are **discrete counts of numbers of respondents** rather than counts of scores; this analysis includes Life in Christchurch booster survey results (except for overall Christchurch totals)

Overall Sentiment by Ethnicity

There was some minor variation in sentiment scoring by ethnicity, with Māori and Pacific Peoples slightly less likely to score aspects of Council services positively than other ethnic groups and with those of Asian ethnicities scoring them higher.

Sentiment by Ethnicity	Christchurch		European		Māori		Pacific Peoples		Asian	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	9,414	64%	7,693	61%	770	57%	233	57%	796	66%
Neutral	2,647	17%	2,480	18%	344	19%	89	17%	228	19%
Negative	2,412	18%	2,342	21%	343	23%	81	25%	160	15%
Don't know	363	1%	311	1%	22	0%	9	0%	25	0%
TOTAL	9,780	100%	7,987	100%	807	100%	243	100%	832	100%

NB: the counts in the table above are **discrete counts of numbers of respondents** rather than counts of scores); this analysis includes Life in Christchurch booster survey results (except for overall Christchurch totals)

Sentiment Scoring: Those Who Rated Overall Service Performance as Neutral

For the fourth year in a row, and further confirming observations that those who are neutral about organisation performance are less likely than those satisfied to express positive sentiment in regard to Council services, of those who said they leaned slightly more toward satisfied than dissatisfied, 21% of their scores were negative compared to 32% of scores for those who leaned more toward being dissatisfied.

Overall Performance Neutrals Sentiment Summary	2023-2024						2022-2023					
	Slightly more satisfied than dissatisfied		Equally satisfied as dissatisfied		Slightly more dissatisfied than satisfied		Slightly more satisfied than dissatisfied		Equally satisfied as dissatisfied		Slightly more dissatisfied than satisfied	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	1,118	44%	1,510	34%	1,835	35%	964	48%	1,840	37%	1,953	31%
Neutral	810	32%	1,713	38%	1,554	30%	581	29%	1,795	36%	2,154	34%
Negative	537	21%	1,051	24%	1,686	32%	378	19%	1,146	23%	1,926	31%
Don't know/ not applicable	49	2%	189	4%	181	3%	95	5%	196	4%	217	3%
TOTAL	2,514	100%	4,463	100%	5,256	100%	2,018	100%	4,977	100%	6,250	100%

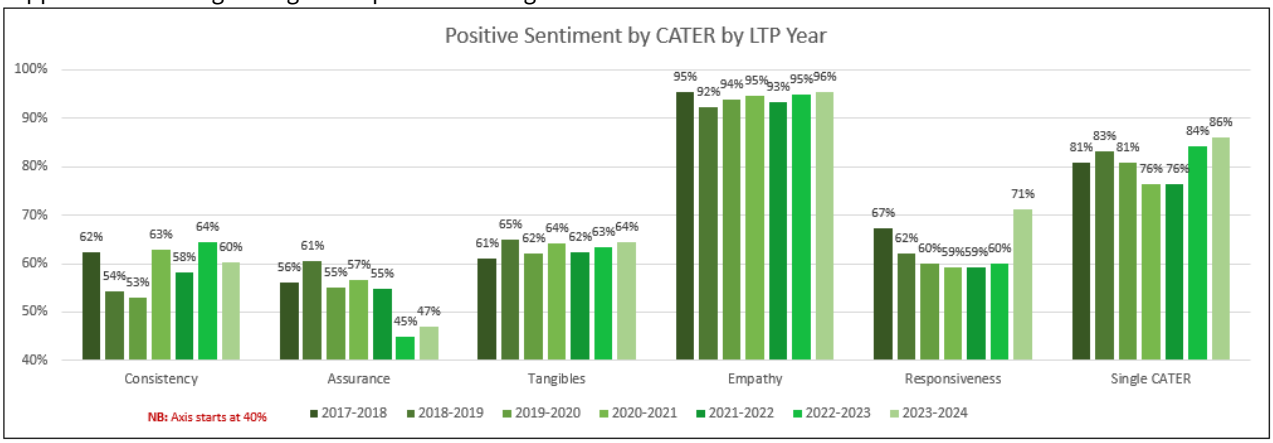
Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, yellow: middle, red: lowest)
NB: This table provides a **count of scores** [positive, neutral, negative] given by respondents across the range of measures of aspects of Council services surveyed as part of Resident Survey programme. This is not a count of individual respondents as each respondent may have provided feedback [scores] for multiple aspects of Council services. The numbers in this table provide a count of sentiment scores rather than a count of respondents, with each respondent having given feedback across multiple aspects of services

CATER Trends Over Time

Questions asked across the Residents Survey programme align with the organisation's CATER customer service principles and sentiment analysis by these principles allows us to see where the organisation is performing well in regard to customer service and where more attention is required[30].

The Consistency CATER principle saw a small decrease in positive sentiment scoring from last year (64% in 2022-2023 to 60% in 2023-2024), while Responsiveness saw an 11% improvement (60% in 2022-2023 to 71% in 2023-2024), the latter of which supports resident feedback about some infrastructure services being more responsive this year (eg. stormwater management, wastewater and water supply responsiveness).

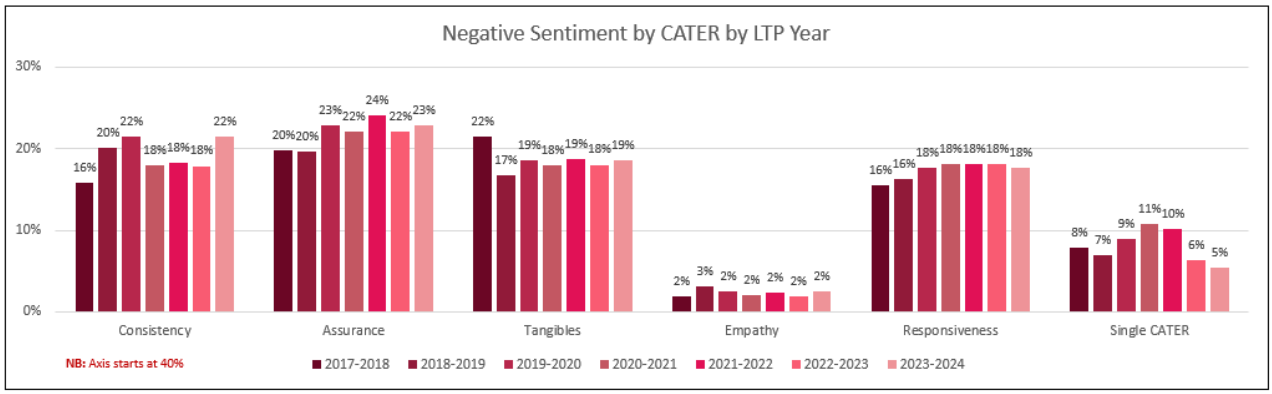
Positive Empathy sentiment scoring has remained consistently high over the last seven years, with staff manner and support and listening having a 95% positive scoring.



NB: Active travel and education programmes and solid waste use a single CATER score; the percent scale used in this graph starts at 40% for presentation purposes

Negative sentiment scoring has remained very low for Empathy.

[30] It is acknowledged there is a reasonable degree of overlap and interrelatedness across the defining aspects of the various CATER principles.

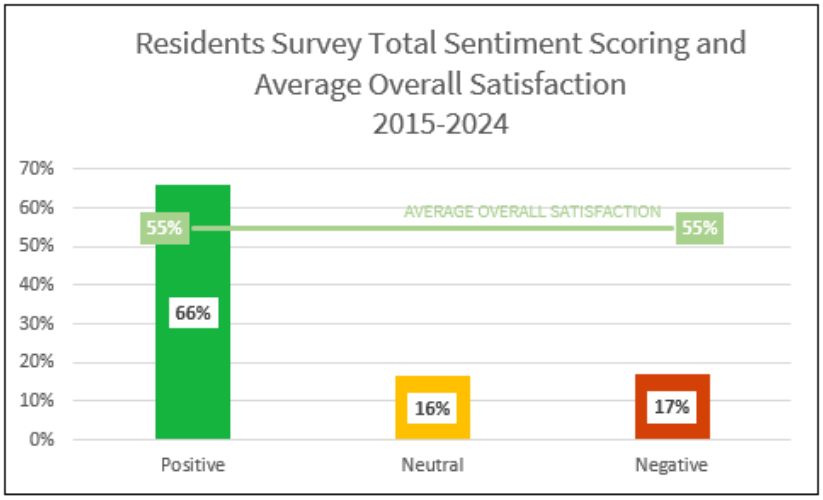


NB: Active travel and education programmes and solid waste use a single; CATER score

Overall Sentiment by LTP Cycle

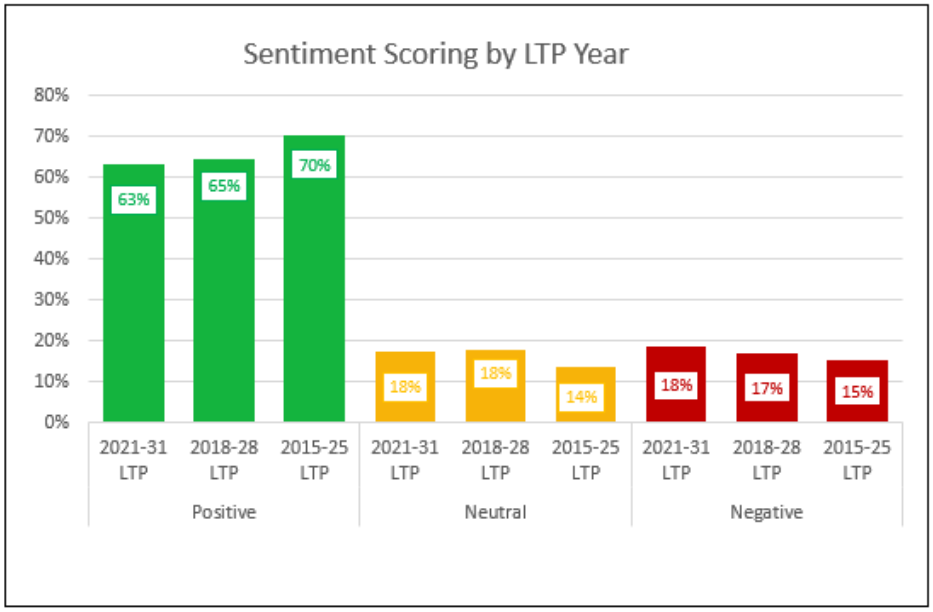
Nine years of sentiment data have now been collected, which includes over 520,000 individual sentiment scores by 62,147 respondents.

Total overall positive sentiment over the nine years was 66% (343,024 scores or 59,225 respondents) while negative sentiment sat at 17% (88,141; 17,828 respondents). Average overall performance satisfaction across the nine years sat at 55% (4,162 respondents).



However, there have been some declines in positive sentiment over the three LTP cycles with it being lowest in the 2021-31 LTP cycle (2015-25 LTP: 70% versus 2021-31 LTP: 63%).

LTP Cycle Sentiment Summary	Total		2021-31 LTP		2018-28 LTP		2015-25 LTP	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Positive	343,024	66%	129,079	63%	100,837	65%	113,108	70%
Neutral	85,303	16%	35,698	18%	27,829	18%	21,776	14%
Negative	88,141	17%	37,477	18%	26,269	17%	24,395	15%
Don't know	3,593	1%	1,384	1%	1,033	1%	1,176	1%
TOTAL	520,061	100%	203,638	100%	155,968	100%	160,455	100%



The largest differences in sentiment scoring across each year of the LTP cycles were in Very Positive, then Positive followed by Neutral scoring, with Negative and Very Negative scoring remaining reasonably stable across each of the years.

Percent Difference Between Highest and Lowest Sentment Across LTP Years	Highest Percent	Year	Lowest Percent	Year	Percent Difference
Very Positive	29%	2015-2016	19%	2021-2022	9%
Positive	47%	2016-2017	38%	2022-2023	8%
Neutral	19%	2019-2020	12%	2015-2016	7%
Negative	13%	2023-2024	11%	2016-2017	2%
Very Negative	6%	2022-2023	3%	2016-2017	2%

Conclusions

The Good

Overall Council performance improved slightly for a second year from 43% last year to 46% this year, with those who were satisfied saying the Council was doing a good job and that they were happy with the services provided. Younger people under 35 years old were more likely to be satisfied, saying the Council is helping shape the future of the city through the provision of amenities such as the new stadium and providing facilities and spaces for recreation.

Just under three quarters (71%) of services met their levels of service targets in 2023-2024, with targets reset in the 2021-31 LTP for better alignment with service delivery realities and with asset planning, renewal and replacement programmes.

In Conclusion…

✓ **Results remain mixed with some notable improvements**

The good news: the majority of services met their LTP targets and half of services saw improvements in satisfaction; overall performance satisfaction increased; sentiment scoring across the Residents Survey programme remains positive; the number of higher satisfaction services increased. Our higher satisfaction services continue to reflect exemplary customer service

The challenges: overall service performance satisfaction remains relatively low; a third of services saw declines in satisfaction; roading remains the main driver of dissatisfaction and is the area most cited for improvement; effective communication continues to play a critical role in how the Council is perceived, with residents telling us to listen carefully to their priorities and views (which at times conflict) and to reflect how these have been considered in decision making

The number of higher satisfaction services (those scoring 85% or more) increased this year and these tend to be services were residents have a high degree of interaction with Council staff (who are seen as helpful, knowledgeable and approachable). This includes walk in and telephone customer services, libraries, recreation and sport centres, environmental education programmes, resource consents processing and support to various industry and customer groups. Feeding this trend, more services improved their satisfaction ratings by 4% or more and many of these were key infrastructure services where the Council has invested significant resources to improve service delivery, such as stormwater management, footpath condition (where satisfaction still remains low at 36%), and water supply and wastewater responsiveness and reliability. However, residents remain unimpressed with the city's water quality with satisfaction falling 5% from last year to 48%.

Some services continue to see very high satisfaction, including libraries, recreation and sport facilities, our key parks (the Botanic Gardens, Mona Vale, Hagley Parks and education programmes.

Waste management remains the service area the Council performs best at from a resident perspective, followed by parks and libraries, and these have remained among the best performing services for the last few years.

Positive sentiment scoring across the entire Residents Survey programme sits at 64% (consistent with 63% last year and the year before), with only 18% of scoring being negative (and 17% being neutral).

The Challenges

Overall organisation performance, despite improving slightly for the last couple of years, remains low at 46%, with those aged 65 years and over particularly unhappy, citing concerns with Council financial management / spending and rates increases. While disapproval with Council spending is an important issue for residents, roading has been the primary driver of dissatisfaction with organisation performance for a number of years.

Results from the 2023-2024 Residents Survey demonstrate the difficult decision-making journey we face as a city, with at times conflicting resident perceptions and priorities, and with major budget constraints faced by the Council. Transport continues to present very significant challenges. Residents are expressing a clear demand for the Council to improve roads and in a faster time frame than is currently occurring, yet this will require costly investment to address. At the same time residents are signalling strongly to the Council their disapproval of rates increases and a desire for tighter financial controls. Perceptions of road condition remain persistently low despite significant increased investment in recent years, yet conflicting with this, residents of all ages and by all modes of travel say it is easy to travel in the city. However, the safety of the transport network for all users doesn't rate anywhere near as highly, particularly for cyclists. Yet many residents also say they don't like the spending on, and the disruption to other road users caused by, cycleways, while others want further investment in cycling infrastructure. Satisfaction with footpath condition, despite improving this year, remains relatively low. Yet those who walk as a main mode of travel are the most likely to say travel in the city is easy and the perception of the city as being walking friendly is also relatively high.

Satisfaction has declined for a third (34%) of services, including five where satisfaction declined by 4% or more since last year. This includes community parks presentation, the number and quality of bus shelters and stops, water supply quality and email customer services. The Citizen ID Project digital Customer Portal should go some way to addressing some of the issues associated with resident service requests not being responded to in a timely manner and where residents are not being kept informed of progress. While water supply quality (taste and odour) has returned to the lower satisfaction service list, another key infrastructure service is no longer on the list, with residents saying they appreciate the Council's proactivity in addressing stormwater management which has resulted in less flooding. And conversely, while satisfaction with community parks has declined, residents say the city's parks are accessible and well maintained spaces for recreation and for families and contribute significantly to making the city look beautiful, and parks remain the second rated best service the Council provides.

Comments provided by residents as a rationale for their satisfaction scores (both positive and negative) across most services were very consistent with those of previous years.

Our lower satisfaction services and/or those that have seen declines in satisfaction since last year continue to be those where residents feel the Council isn't listening to resident priorities, where they don't feel informed about or able to influence our decision making, where they have to expend too much effort getting the Council to respond to service requests and where they express ongoing maintenance concerns (Council not being proactive in addressing the issues).

Our reputation and trust scores remain low, with a very low average rating of 27% and with all measures scoring well under 50%, including the wisdom of Council spending decisions and provision of value for money which only scored 14% and 18% respectively this year. Residents also feel the Council does not communicate well enough how their views have informed decisions and they also feel there are openness and transparency issues, a feeling exacerbated by some decisions being made behind closed doors and by what is perceived as the mysterious departures of some key executives and managers this year.

In Conclusion

The 2023-2024 Residents Survey once again provides mixed results with some improvements yet also some setbacks compared to last year. More services were in the higher satisfaction category and more improved in their satisfaction ratings by 4% or greater this year. Further, overall satisfaction improved slightly. However there is still a larger proportion who are dissatisfied with Council performance (with the reasons for dissatisfaction remaining the same in recent years), slightly fewer services met their targets and reputation and trust perceptions remain a challenge.

As we continue to face significant financial challenges and other capacity and resourcing constraints, our residents at times express conflicting perceptions and priorities but are clear in their expectation of action to address issues such as roading and footpath maintenance and water supply quality. Managing these expectations in relation to the cost of delivery continues to be important as will be how the Council communicates how it has taken resident views and priorities into account in its decision making.

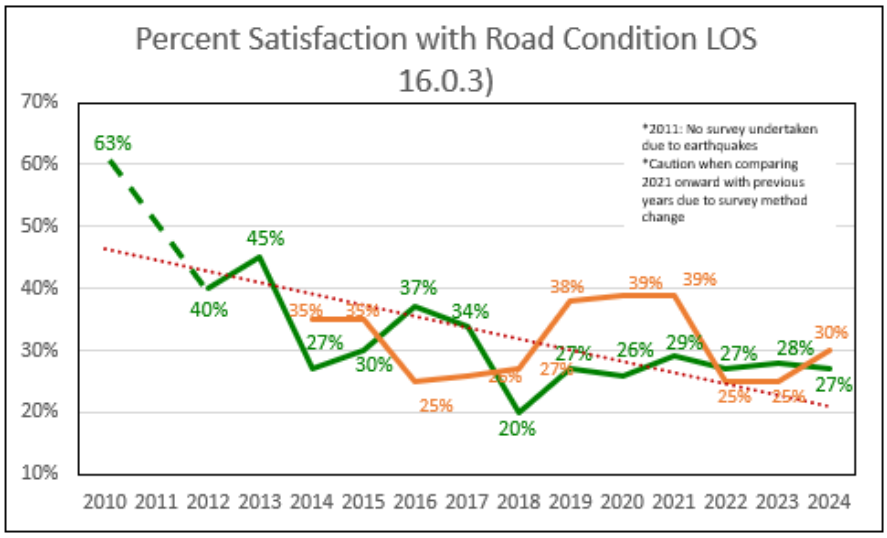
Appendix One: Key Infrastructure Satisfaction Trend Lines

Caution: in 2021 there was a General Service Satisfaction Survey methodology change from a telephone survey to an online survey meaning direct comparisons with previous years is not possible due to. However, loose comparisons are possible.

NB: The percent scales used in the graphs below vary depending on the percent range over time for each service. This is for ease of viewing changes across individual data points and trends over time.

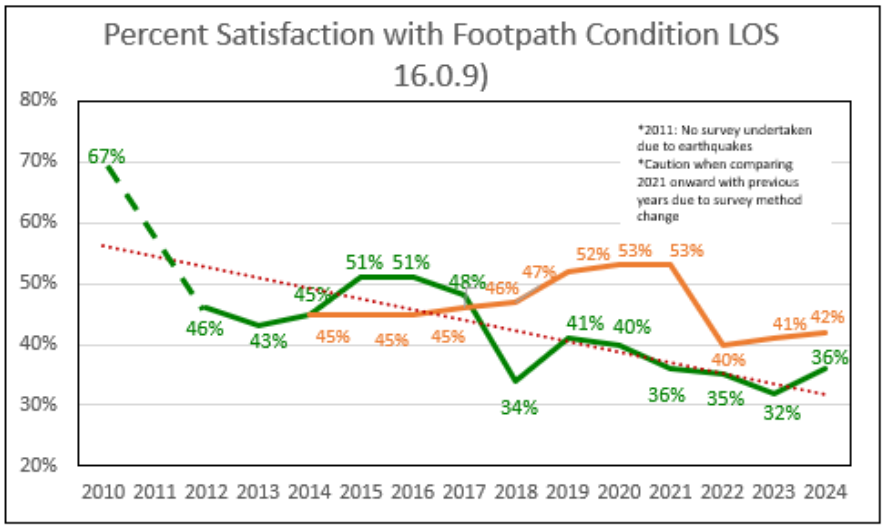
The satisfaction score is displayed in **green** and the Level of service target line is displayed in **orange** and the trendline is displayed as a **red** dashed line.

Road Condition



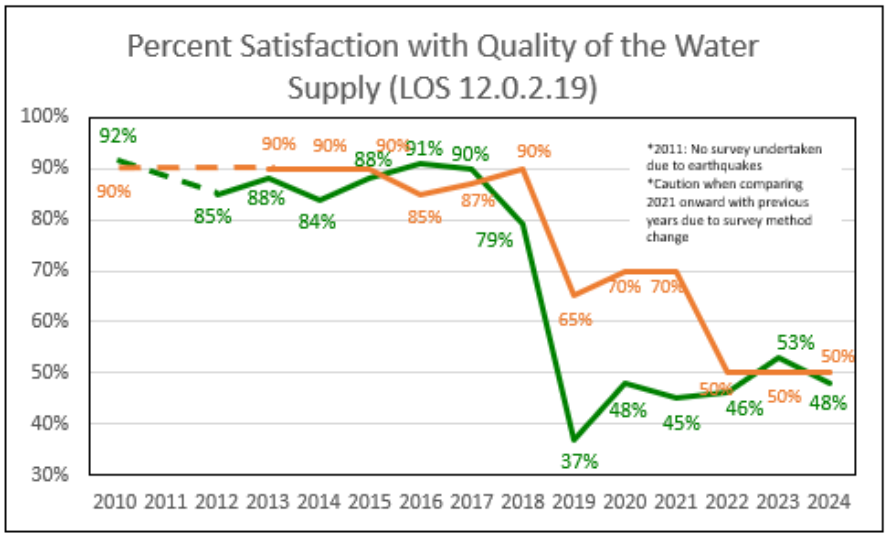
Target:
2009-2010: baseline
2010-2011: no survey due to EQ
2011-2012: target suspended due to EQ
2012-2013: target suspended due to EQ

Footpath Condition



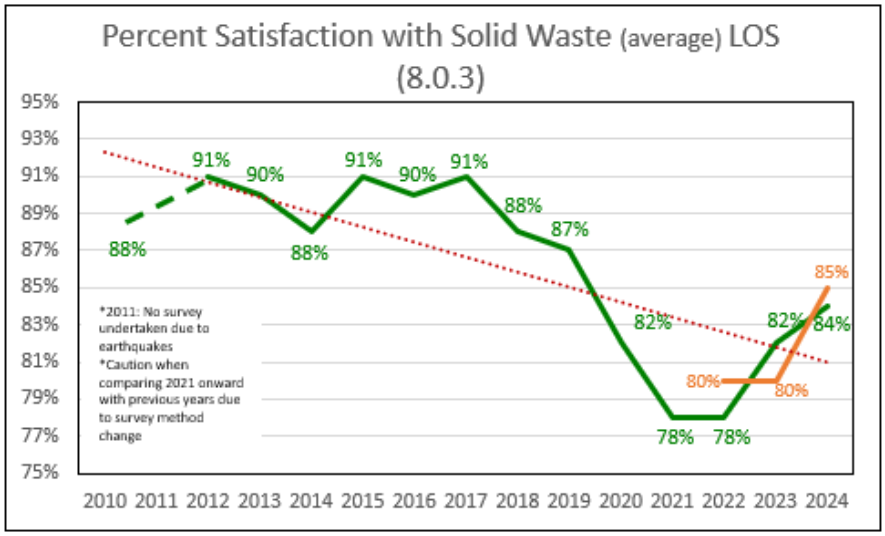
Target:
2009-2010: baseline
2010-2011: no survey due to EQ
2011-2012: target suspended due to EQ
2012-2013: baseline

Water Supply



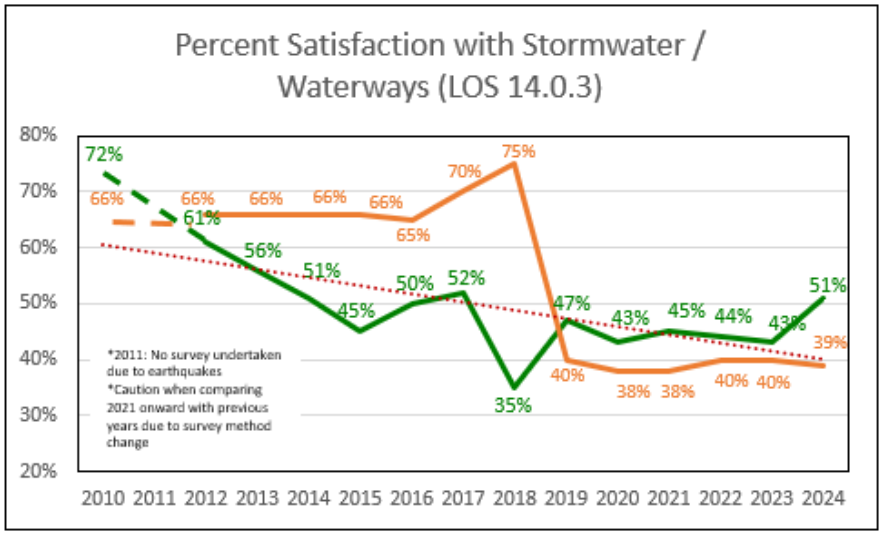
Target:
2010-2011: target suspended due to EQ
2011-2012: target suspended due to EQ

Solid Waste (average across residual, recycling and organic disposal)



Target:
Pre 2022: LOS split for three kerbside collections:
- Residual and recycling: 90% each
- Organics: 80%

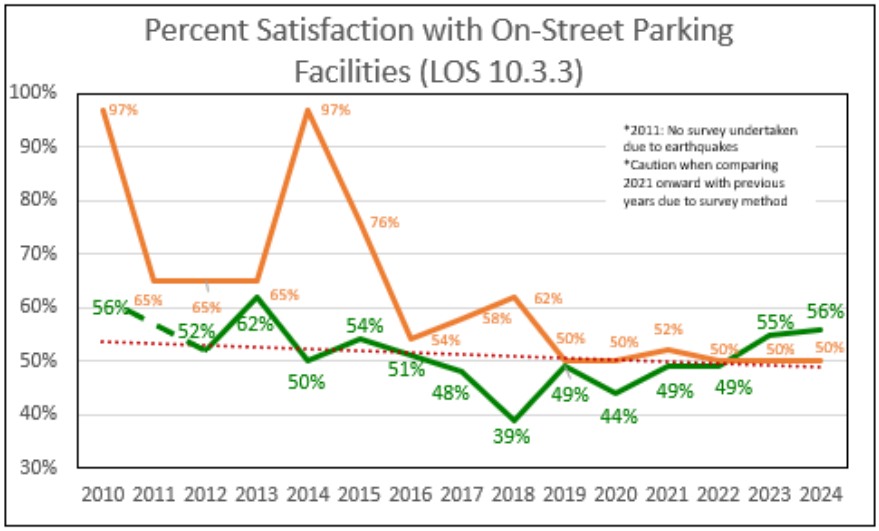
Stormwater Drainage and Waterways



Target:
2010-2011: target suspended due to EQ

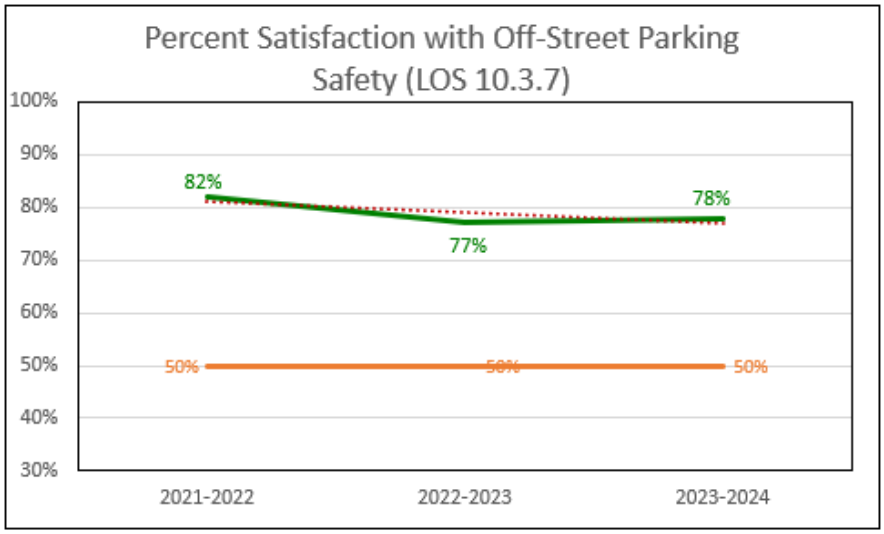
From 2016 onward this LOS contained four measures aggregated into one score (waterways, margins and stormwater management). Prior to 2016, it did not include a stormwater component

Parking Facilities

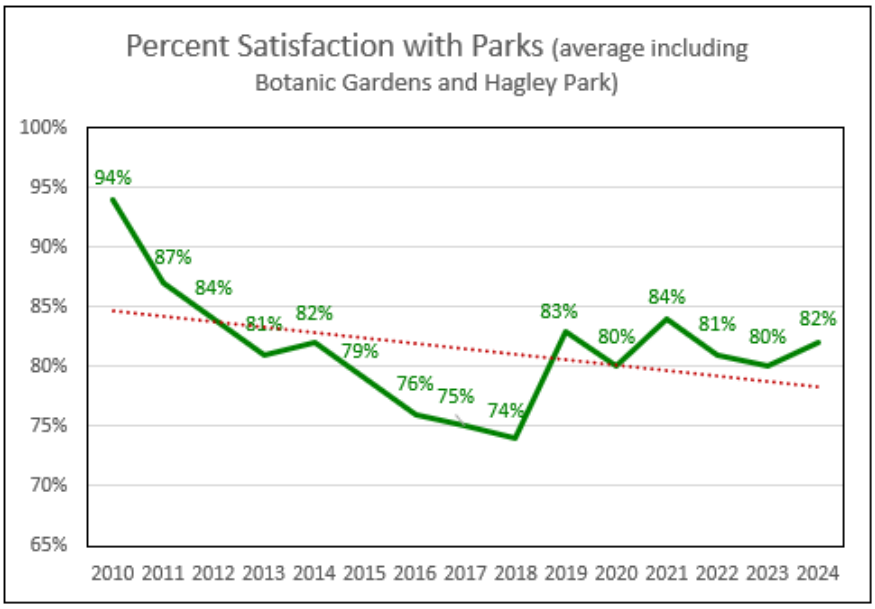


Target:
2010-2011: EQ reduction
2011-2012: EQ reduction
2014-2015: baseline

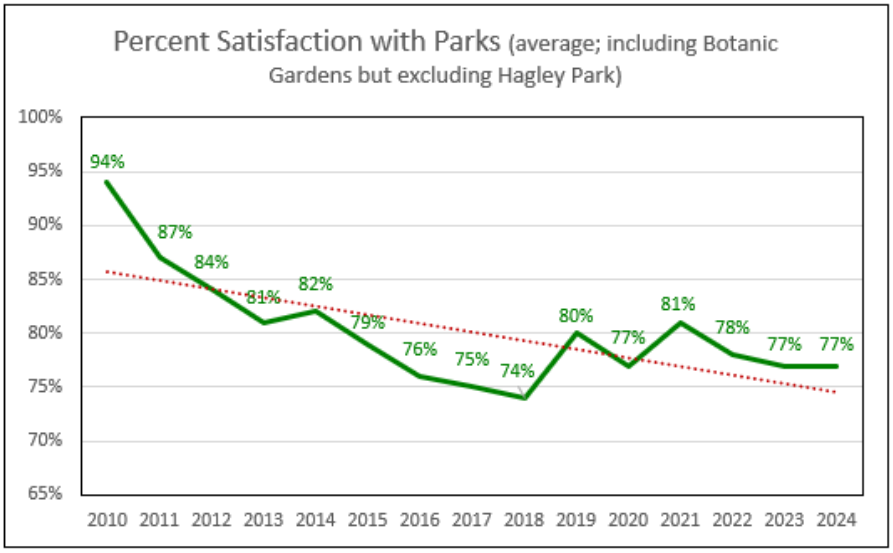
From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component



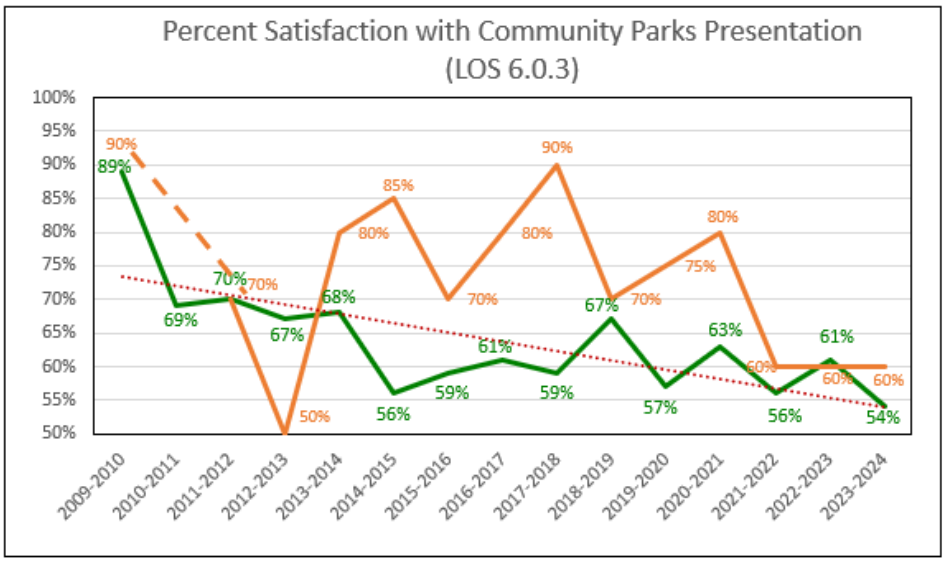
Parks (average)



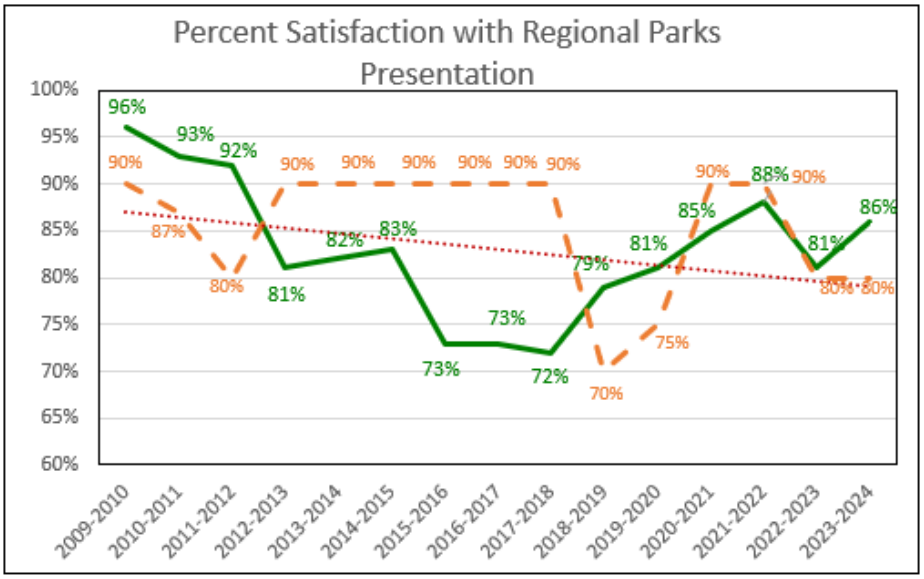
NB: From 2018-2019 onward, the Parks average does not include a range of garden and heritage parks and instead includes only the Botanic Gardens and Mona Vale. City parks and Hagley Park have also been included. From 2021-2022 onward, the regional parks measure changed from an appearance and condition measure to range of recreational opportunities and ecological experiences measure



NB: Hagley Park has been removed from the adjacent graph to make it more comparable with averages for previous years. City parks were not measured prior to 2018-2019

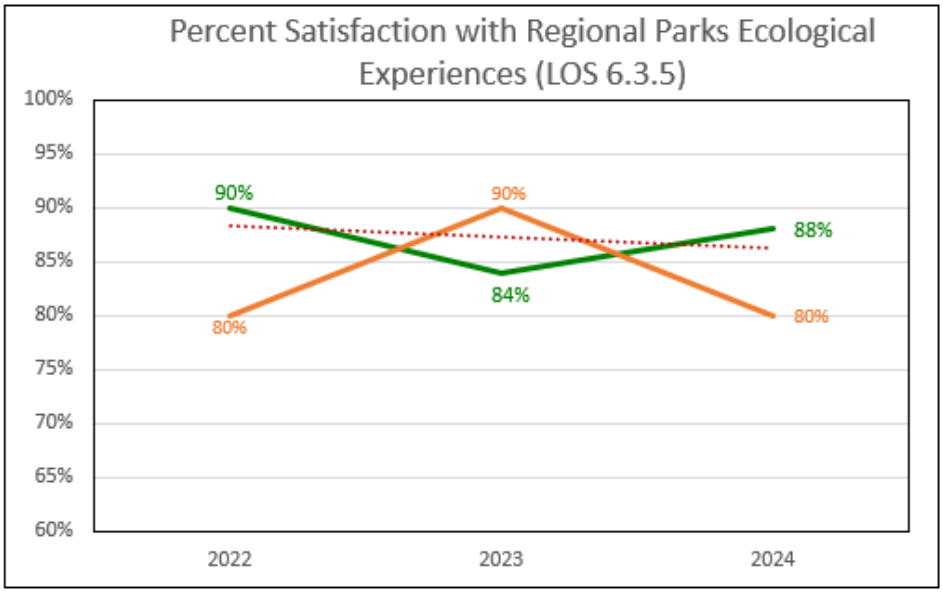


Target:
2010-2011: target suspended due to EQ
2011-2012: target reduced due to EQ



NB: dashed line represents last available LOS target

Target:
2011-2012: target reduced due to EQ



Appendix Two: General Satisfaction Survey 2024: Key Results Summary

NOTES: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years. Pre 2016 results have been provided for general information only. Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre 2016 data cannot be compared directly to later results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016
Strategic Planning and Policy	**Public Information and Participation**	*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)*	Community	At least 30%				**28%**	29%	26%	28%	26%	34%	28%	41%	38%[0]
Governance	**Governance and Decision Making**	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	Community	At least 34%				**34%**	35%	31%	33%	26%	32%	29%	41%	37%
Parks, Heritage and Coastal Environment	**Parks Heritage Management**	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	Community	≥ 65%				**68%**	68%	66%	67%	64%	71%	NA	NA	NA
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%				**61%**	55%	50%	48%	51%	63%	NA	NA	NA
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	Community	≥ 80%				**85%**	77%	76%	82%	80%	82%	NA	NA	NA
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%				**76%**	73%	76%[0a]	78%	75%	74%	73%	66%	68%
Refuse Disposal	**Solid Waste and Resource Recovery**	*8.0.3 Customer satisfaction with kerbside collection service*	Community	At least 85%				**84%**	82%	78%	78%	82%	87%	88%	91%	90%
Stormwater Drainage	**Stormwater Drainage**	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	Community	≥ 39%				**51%**	43%	44%	45%	43%	47%	35%	52%	50%[1]
Transport	**Transport**	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*	Community	≥ 50%				**56%**	55%	49%	49%	44%	49%	39%	48%	51%[2]
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities	Community					**NA[5]**	NA[5]	52%	50%	51%	59%	48%	51%	47%
		10.5.2 Improve perception that Christchurch is a cycling friendly city	Community	≥ 67%				**65%**	66%	65%	65%	61%	64%	51%	56%	53%
		16.0.10 Improve the perception that Christchurch is a walking friendly city	Community	≥ 85%				**74%**	71%	70%	74%	83%	85%	76%	81%	84%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 30%				**27%**	28%	27%	29%	26%	27%	20%	34%	37%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 42%				**36%**	32%	35%	36%	40%	41%	34%	48%	51%
Wastewater	**Wastewater Collection, Treatment and Disposal**	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	Community	≥ 65%				**66%**	59%	59%	60%	66%	71%	79%[3]	79%	80%
Water Supply	**Water Supply**	*12.0.1.13 Proportion of residents satisfied with the reliability of Council water supplies*	Community	≥ 80%				**84%**	79%	77%	75%	72%	81%	NA	NA	NA
		12.0.1.14 Proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 65%				**64%**	59%	57%	52%	54%	60%	NA	NA	NA

		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%				**48%**	53%	46%	45%	48%	37%	79%[4]	90%	91%
Overall Satisfaction with Council Performance		NA						**46%**	43%	42%	49%	50%	62%	55%	72%	74%
Ease of Interaction with Council		NA						**60%**	55%	53%	57%	65%	74%	65%	67%	70%

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component
0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward
1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component
2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component
3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward
4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance* (there was also a minor question wording change in 2016)
5 Surveyed via Point of Contact programme from 2022-2023 onward

	LOS target met		LOS target not met		Baseline result or target to be set
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Deleted level of service or not a level of service		Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)	NA	No information available

Additional Service Satisfaction Results

Service	Detail	Old LOS Target	Old LOS Target Met[1]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021	Survey Result 2020	Survey Result 2019	Survey Result 2018	Survey Result 2017	Survey Result 2016	Survey Result 2015	Survey Result 2014
Governance and Decision Making	*Percentage of residents who agree the Council makes decisions in the best interests of the city*	NA	NA			**32%**	33%	31%	36%	37%	45%	40%	55%	52%	52%	47%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%				**26%**	28%	25%	30%	30%	34%	33%	45%	42%	44%	39%
	The Council is open and transparent	NA	NA			**21%**	24%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council can be trusted	NA	NA			**28%**	28%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council has a good reputation	NA	NA			**27%**	29%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council acts with integrity and honesty	NA	NA			**30%**	29%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council is accountable for what it does	NA	NA			**32%**	30%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council understands the needs of residents and what they care about	NA	NA			**26%**	23%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council balances the needs of today's residents with planning for the future of the city	NA	NA	NA		**34%**	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

	The Council communicates clearly with residents the results of Council decisions	NA	NA			**28%**	32%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council communicates clearly with residents about how their views have informed Council decisions	NA	NA			**19%**	22%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Council managers and staff are doing a good job	NA	NA			**34%**	34%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council makes wise spending decisions	NA	NA			**16%**	16%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council provides good value for ratepayers' money	NA	NA			**18%**	20%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	The Council honours the principles of the Treaty of Waitangi	NA	NA			**39%**	37%	NA	NA	NA	NA	NA	NA	NA	NA	NA
	Leadership of the Mayor and Councillors	NA	NA	NA		**27%**	30%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Emergency Preparedness	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	NA	NA			**56%**	61%	61%	NA	NA	69%	71%	NA	NA	NA	NA
Events and Festivals	*Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)*	90%				**66%**	68%	60%	66%	66%	73%	70%	80%	84%	86%	86%
City Promotions	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	85%				**64%**	60%	54%	62%	62%	67%	72%[2]	79%	83%	83%	84%
Refusal Disposal	*Recyclable materials (yellow bin)*	90%				**83%**	81%	76%	76%	80%	88%	93%	94%	95%	95%	93%
	Residual waste (red bin)	90%				**84%**	84%	81%	80%	85%	88%	89%	93%	92%	92%	90%
	Organic material (green bin)	80%				**83%**	81%	77%	77%	81%	84%	83%	85%	82%	85%	82%

1 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?
2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only

Appendix Three: Point of Contact Surveys 2023-2024: Key Results Summary

NOTES: In 2021-2022 minor question wording simplification occurred across many measures and while the changes did not impact the intent of the questions, some caution is needed when comparing results to earlier years. Some pre 2021-2022 and pre 2018-2019 results have been adjusted to align with current LOS performance standards (footnotes below indicate which results this affects). To view unadjusted results, see previous years' results tables

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21
Citizens and Communities	**Citizens and Customer Services**	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Community	At least 85%				**98%**	**97%**	98%	95%	97%	92%	97%[a]	95%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%				**68%[1]**	**71%**	74%[1]	72%	76%[1]	73%	71%[a 1]	59%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%				**88%[1]**	**85%**	90%[1]	92%	90%[1]	88%	92%[a 1]	93%
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Community	At least 90%				**95%**	**95%**	96%	98%	94%	95%	95%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%				**96%**	**93%**	96%	94%	NA	NA	97%	96%
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	Community	80%				**86%**	**76%**	79%	66%	81%	71%	88%	71%
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	Community	At least 80%				**88%**	**80%**	89%[1]	75%	82%[1]	76%	81%[1]	89%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%				**86%**	**76%**	83%	85%	90%	78%	92%	89%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%				**93%**	**85%**	87%	76%	85%	75%	88%	90%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%				**92%[6]**	**92%**	91%[6]	93%	94%	NA	94%	NA
Strategic Planning and Policy	**Public Information and Participation**	*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*	Community	67%				**73%**	**64%**	72%	67%	65%	59%	82%	76%
Parks, Heritage and Coastal Environment	**Parks and Foreshore**	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	Community	≥ 60%				**54%**	**69%**	61%	80%	56%	69%	63%	69%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%				**99%**	**94%**	99%	97%	99%	97%	97%	98%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks	Community	≥ 80%				**88%**	**87%**	84%	80%	90%	89%	NA	91%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%				**85%**	**98%**	84%	90%	72%	80%	86%	92%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%				**95%[4]**	**93%[4]**	97%[4]	93%[4]	95%[4]	95%[4]	100%[2 3]	100%[3]
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%				**50%**	**75%**	56%	71%	60%	70%	NA	NA
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%				**95%**	**96%**	97%	95%	97%	91%	98%	99%

		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	Community	60%				**75%**	**81%**	65%	79%	67%	72%	71%	76%
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%				**100%**	**99%**	100%	99%	100%	97%	100%	99%
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	Community	70%				**86%**	**79%**	71%	69%	77%	67%	73%	62%
	Building Regulation	*9.1.15.2 Provide Case Management Services*	Management	80%		NA		**98%[7]**	**97%**	NA	NA	100%	NA	100%	NA
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Community	≥50%				**78%[5]**	**90%**	77%[5]	79%	82%[5]	84%	53%[5]	NA
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%				**69%**	**85%**	76%	91%	72%	83%	84%	92%

a In 2020-2021 three separate levels of service were added to represent each of the customer service channels
1 Sample may include non-residents of Christchurch. Prior to 2023-2024, LOS 2.6.7.2 was measured using three questions: time taken to respond; email being clear, professional; and easy to understand and email efficient way to communicate. From 2023-2024 onward, the level of service was measured using two questions: email efficient way to communicate; and email ease of contact as these two questions better reflect what the business unit is aiming to measure. Therefore, pre 2023-2024 data is not directly comparable. However, using the pre-2023-2024 methodology the result in 2023-2024 was still 68% satisfied
d methodology
2 This score has been adjusted to allow comparability with current LOS scoring (ie. the same aggregate measures have been used for each year)
3 Caution must be taken in interpreting this result due to small sample size
4 From 2021-2022 onward, sample includes resident customers of cemetery support services (eg. who purchased plots) as well as funeral directors and monumental masons. From 2022-2023 onward, the ease of use question is asked of all funeral directors but only resident customers who had someone buried or interred
5 From 2022-2023 onward, the LOS is measured via the point of contact survey. Prior to 2022-2023 the official LOS score came from the General Service Satisfaction Survey result (2022 GSS: 52% satisfied, 34% neither and 8% dissatisfied). Official pre-2022-2023 results are not comparable with results from 2022-2023 onward as the General Service Satisfaction Survey was carried out online, included non-users of parking buildings and was not restricted to assessment at two facilities. From 2022-2023 the survey was carried out onsite at two facilities only. In 2021-2022, a trial survey was carried out onsite at the Art Gallery and Lichfield parking buildings with the following results which are comparable to results from 2022-2023 onward: 82% satisfied, 12% neither and 5% dissatisfied. The 2020-2021 result was recalibrated to exclude non-users of Council parking facilities (non-users had a satisfaction score of 38%)
6 Prior to 2022-2023, LOS 7.0.7 was measured via the University of South Australia's CERM Survey. Measurement of the LOS was moved to in-house point of contact surveying in 2022-2023. Pre 2022-2023 results show the overall satisfaction percentage rather than the CERM score
7 Surveyed via Residents Survey point of contact surveying from 2023-2024 onward. The case management service started in 2015-2016

	LOS target met		LOS target not met		Data still being collected or analysed by business units
	Baseline result or target to be set		Effort / Ease of Interaction or Use consistent with LOS result (within 5%)	NA	Deleted Level of Service or no information available
	Higher satisfaction services (85%+ satisfaction)		Moderate satisfaction services (between 50% to 84% satisfaction)		Lower satisfaction services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year
	Key higher satisfaction services that other services could learn from (90%+ satisfaction) (exemplars)				

Additional Service Satisfaction Results

Service	Detail	Old LOS Target[4]	Old LOS Target Met[4]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2023-24	Survey Result 2023-24	Effort / Ease of Interaction or Use 2023-24	Survey Result 2022-23	Effort / Ease of Interaction or Use 2022-23	Survey Result 2021-22	Effort / Ease of Interaction or Use 2021-22	Survey Result 2020-21	Effort / Ease of Interaction or Use 2020-21	Survey Result 2019-20	Effort / Ease of Interaction or Use 2019-20
Community Facilities	*Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities*	80%				**84%**	**87%**	81%	78%	80%	73%	84%	73%	82%	66%
Sports Parks	*Deliver a high level of customer satisfaction with the range and quality of sports parks*	90%				**67%[1]**	**85%**	67%[1]	87%	70%[1]	87%	80%[1]	89%	73%[1]	85%
Regional Parks	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	≥ 80%				**86%**	**87%**	81%	80%	88%	89%	85%	91%	81%	90%
Marine Structures	*Customer satisfaction with marine structure facilities (presentation)*	90%				**71%**	**81%**	62%	79%	61%	72%	80%	76%	70%	81%
Governance and Decision	*Percentage of residents that understand how Council makes decisions (users of governance services)*	NA	NA			**46%[3]**	**NA**	45%[3]	NA	42%[3]	NA	36%[3]	39%	42%[3]	36%

Making	*Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)*	NA	NA			**35%**	**NA**	34%	NA	33%	NA	24%	39%	33%	36%
	Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)	NA	NA			**48%**	**NA**	44%	NA	44%	NA	NA	NA	NA	NA
	Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)	NA	NA			**19%**	**NA**	23%	NA	27%	NA	NA	NA	NA	NA
Transport	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	≥ 90%				**84%**	**96%**	80%	97%	89%	96%	93%	98%	91%	94%

1 This score is based on an average score comprised of range of sport support facilities, sports park condition and information provided for sports parks
2 This score has been adjusted to allow comparability with current scoring (ie. the same aggregate measures have been used for both years)
3 This score is based on an aggregate measure of 'understanding of Council decision making' (a. understanding of how Council makes decisions, b. accuracy of information about Council decisions, and c. prompt and timely information about decisions). This aligns with the calculation of LOS 4.1.18 'understanding of Council decision making' measured through the General Service Satisfaction Survey (for residents generally)
4 The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Appendix Four: Target Trends Between This Year and Last Year

General Service Satisfaction Survey

Activity Group	Activity	Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Survey Result 2024	Survey Result 2023	Target Met or Not Met but Within 4% of Target in 2024	Target Trend in 2024 and 2023	2024 Target Lower or Higher than 2023 Target
Strategic Planning and Policy	**Public Information and Participation**	*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)*	At least 30%		**28%**	29%	Target Not Met but Within 4% of Target	Met Last Year Only	Current Target Higher
Governance	**Governance and Decision Making**	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	At least 34%		**34%**	35%	Target Met	Met both years	Current Target Higher
Parks, Heritage and Coastal Environment	**Parks Heritage Management**	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	≥ 65%		**68%**	68%	Target Met	Met both years	Same
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	≥ 55%		**61%**	55%	Target Met	Met both years	Same
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	≥ 80%		**85%**	77%	Target Met	Met Last Year Only	Same
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	≥ 70%		**76%**	73%	Target Met	Met both years	Same
Refuse Disposal	**Solid Waste and Resource Recovery**	*8.0.3 Customer satisfaction with kerbside collection service*	At least 85%		**84%**	82%	Target Not Met but Within 4% of Target	Met Last Year Only	Current Target Higher
Stormwater Drainage	**Stormwater Drainage**	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	≥ 39%		**51%**	43%	Target Met	Met both years	Current Target Lower
Transport	**Transport**	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*	≥ 50%		**56%**	55%	Target Met	Met both years	Same
		10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities			**NA**	NA			
		10.5.2 Improve the perception that Christchurch is a cycling friendly city	≥ 67%		**65%**	66%	Target Not Met but Within 4% of Target	Met Last Year Only	Current Target Higher
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	≥ 85%		**74%**	71%	Target Not Met by More than 4%	Not Met Both Years	Same
		16.0.3 Improve resident satisfaction with road condition	≥ 30%		**27%**	28%	Target Not Met but Within 4% of Target	Met Last Year Only	Current Target Higher
		16.0.9 Improve resident satisfaction with footpath condition	≥ 42%		**36%**	32%	Target Not Met by More than 4%	Not Met Both Years	Current Target Higher
Wastewater	**Wastewater Collection, Treatment and Disposal**	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	≥ 65%		**66%**	59%	Target Met	Met This Year Only	Same
Water Supply	**Water Supply**	*12.0.1.13 Proportion of residents satisfied with the reliability of water supplies*	≥ 80%		**84%**	79%	Target Met	Met This Year Only	Same

		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	≥ 65%		**64%**	59%	Target Not Met but Within 4% of Target	Not Met Both Years	Current Target Higher
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	≥ 50%		**48%**	53%	Target Not Met but Within 4% of Target	Met Last Year Only	Same

Point of Contact Survey

Activity Group	Activity	Performance Standard	2023-24 LOS Target	2023-24 LOS Target Met	Survey Result 2023-24	Survey Result 2022-23	Target Met or Not Met but Within 4% of Target in 2023-24	Target Trend in 2023-24 and 2022-23	2023-24 Target Lower or Higher than 2022-23 Target
Citizens and Communities	**Citizens and Customer Services**	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	At least 85%		**98%**	98%	Target Met	Met Both Years	Same
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	At least 75%		**68%**	74%	Target Not Met by More than 4%	Not Met Both Years	Same
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	At least 85%		**88%**	90%	Target Met	Met Both Years	Same
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	At least 90%		**95%**	96%	Target Met	Met Both Years	Same
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	90%		**96 %**	96%	Target Met	Met Both Years	Same
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	80%		**86%**	79%	Target Met	Met This Year Only	Same
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	At least 80%		**88%**	89%	Target Met	Met Both Years	Same
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	80%		**86%**	83%	Target Met	Met Both Years	Same
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	80%		**93%**	87%	Target Met	Met Both Years	Same
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	At least 80%		**92%**	91%	Target Met	Met Both Years	Same
Strategic Planning and Policy	**Public Information and Participation**	*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*	67%		**73%**	72%	Target Met	Met Both Years	Same
Parks, Heritage and Coastal Environment	**Parks and Foreshore**	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	≥ 60%		**54%**	61%	Target Not Met by More than 4%	Met Last Year Only	Same
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	≥ 90%		**99%**	99%	Target Met	Met Both Years	Same
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks)	≥ 80%		**88%**	84%	Target Met	Met Both Years	Same

		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	≥ 85%		**85%**	84%	Target Met	Met This Year Only	Same
		6.4.5 Cemeteries administration services meet customer expectations	≥ 95%		**95%**	97%	Target Met	Met Both Years	Same
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	≥ 75%		**50%**	56%	Target Not Met by More than 4%	Not Met Both Years	Same
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	≥ 90%		**95%**	97%	Target Met	Met Both Years	Same
		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	60%		**75%**	65%	Target Met	Met Both Years	Same
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	95%		**100%**	100%	Target Met	Met Both Years	Same
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	70%		**86%**	71%	Target Met	Met Both Years	Same
	Building Regulation	*9.1.15.2 Provide Case Management Services*	80%		**98%**	NA	Target Met	NA	Same
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	≥ 50%		**78%[1]**	77%[1]	Target Met	Met Both Years	Same
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	≥ 73%		**69%**	76%	Not Met but Within 4% of Target	Met Last Year Only	Current Target Higher

Appendix Five: General Service Satisfaction Survey and Life in Christchurch Booster Survey 2024: Levels of Service Results by Ethnicity and Age

Shading Showing LOS Target Met and Not Met

Green shading = LOS target met; **Red** shading = LOS target not met; **Light Yellow** shading = sample sizes too small for analysis (a total of n=20 respondents was required); blank = no results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	GSS Survey Result 2024	European	Māori	Pacific Peoples	Asian	MELAA	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over
Strategic Planning and Policy	Public Information and Participation	*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)*	Community	At least 30%	28%	26%	30%	26%	35%	54%	29%	29%	34%	25%	25%	28%
Governance	Governance and Decision Making	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	Community	At least 34%	34%	32%	38%	27%	38%	53%	40%	37%	35%	30%	27%	35%
Parks, Heritage and Coastal Environment	Parks Heritage Management	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	Community	≥ 65%	68%	68%	75%	33%	67%	91%	73%	74%	64%	68%	62%	60%
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%	61%	60%	72%	58%	72%	90%	77%	65%	61%	61%	51%	51%
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	Community	≥ 80%	85%	85%	88%	67%	84%	100%	90%	85%	86%	85%	82%	77%
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%	76%	77%	82%	79%	75%	96%	75%	80%	76%	76%	77%	74%
Refuse Disposal	Solid Waste and Resource Recovery	*8.0.3 Customer satisfaction with kerbside collection service*	Community	At least 85%	84%	84%	83%	86%	85%	83%	83%	83%	81%	85%	88%	91%
Stormwater Drainage	Stormwater Drainage	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	Community	≥ 39%	51%	48%	48%	40%	53%	69%	57%	52%	54%	45%	45%	35%
Transport	Transport	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*	Community	≥ 50%	56%	55%	64%	25%	63%	39%	52%	63%	63%	49%	53%	39%
		10.5.2 Improve the perception that Christchurch is a cycling friendly city	Community	≥ 67%	65%	64%	73%	29%	68%	100%	66%	72%	69%	64%	54%	50%
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	Community	≥ 85%	74%	74%	84%	75%	73%	83%	81%	79%	76%	73%	66%	58%
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 30%	27%	25%	31%	33%	37%	38%	28%	36%	32%	22%	19%	26%
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 42%	36%	32%	40%	38%	51%	52%	46%	46%	38%	32%	20%	26%
Wastewater	Wastewater Collection, Treatment and Disposal	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	Community	≥ 65%	66%	64%	65%	44%	62%	72%	62%	65%	65%	62%	65%	69%
Water Supply	Water Supply	*12.0.1.13 Proportion of residents satisfied with the reliability of water supplies*	Community	≥ 80%	84%	84%	82%	76%	79%	76%	85%	84%	82%	82%	81%	86%
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 65%	64%	62%	67%	60%	65%	76%	70%	73%	62%	61%	56%	54%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%	48%	44%	48%	30%	56%	67%	62%	45%	47%	42%	44%	58%
Overall Satisfaction with Council Performance		NA			46%	44%	50%	39%	51%	60%	53%	53%	44%	46%	34%	42%
Ease of Interaction with Council		NA			60%	57%	58%	47%	65%	68%	57%	71%	57%	53%	48%	57%

Shading Showing LOS Result Comparison by Ethnicity and by Age

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, **yellow**: middle, **red**: lowest)
Light Yellow shading = sample sizes too small for analysis (a total of n=20 respondents was required); blank = no results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2022-23 LOS Target	GSS Survey Result 2024	European	Māori	Pacific Peoples	Asian	MELAA	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over
Strategic Planning and Policy	**Public Information and Participation**	*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)*	Community	At least 30%	**28%**	**26%**	**30%**	**26%**	**35%**	**54%**	**29%**	**29%**	**34%**	**25%**	**25%**	**28%**
Governance	**Governance and Decision Making**	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	Community	At least 34%	**34%**	**32%**	**38%**	**27%**	**38%**	**53%**	**40%**	**37%**	**35%**	**30%**	**27%**	**35%**
Parks, Heritage and Coastal Environment	**Parks Heritage Management**	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	Community	≥ 65%	**68%**	**68%**	**75%**	**33%**	**67%**	**91%**	**73%**	**74%**	**64%**	**68%**	**62%**	**60%**
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	Community	≥ 55%	**61%**	**60%**	**72%**	**58%**	**72%**	**90%**	**77%**	**65%**	**61%**	**61%**	**51%**	**51%**
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	Community	≥ 80%	**85%**	**85%**	**88%**	**67%**	**84%**	**100%**	**90%**	**85%**	**86%**	**85%**	**82%**	**77%**
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	Community	≥ 70%	**76%**	**77%**	**82%**	**79%**	**75%**	**96%**	**75%**	**80%**	**76%**	**76%**	**77%**	**74%**
Refuse Disposal	**Solid Waste and Resource Recovery**	*8.0.3 Customer satisfaction with kerbside collection service*	Community	At least 85%	**84%**	**84%**	**83%**	**86%**	**85%**	**83%**	**83%**	**83%**	**81%**	**85%**	**88%**	**91%**
Stormwater Drainage	**Stormwater Drainage**	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*	Community	≥ 39%	**51%**	**48%**	**48%**	**40%**	**53%**	**69%**	**57%**	**52%**	**54%**	**45%**	**45%**	**35%**
Transport	**Transport**	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*	Community	≥ 50%	**56%**	**55%**	**64%**	**25%**	**63%**	**39%**	**52%**	**63%**	**63%**	**49%**	**53%**	**39%**
		10.5.2 Improve the perception that Christchurch is a cycling friendly city	Community	≥ 67%	**65%**	**64%**	**73%**	**29%**	**68%**	**100%**	**66%**	**72%**	**69%**	**64%**	**54%**	**50%**
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	Community	≥ 85%	**74%**	**74%**	**84%**	**75%**	**73%**	**83%**	**81%**	**79%**	**76%**	**73%**	**66%**	**58%**
		16.0.3 Improve resident satisfaction with road condition	Community	≥ 30%	**27%**	**25%**	**31%**	**33%**	**37%**	**38%**	**28%**	**36%**	**32%**	**22%**	**19%**	**26%**
		16.0.9 Improve resident satisfaction with footpath condition	Community	≥ 42%	**36%**	**32%**	**40%**	**38%**	**51%**	**52%**	**46%**	**46%**	**38%**	**32%**	**20%**	**26%**
Wastewater	**Wastewater Collection, Treatment and Disposal**	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*	Community	≥ 65%	**66%**	**64%**	**65%**	**44%**	**62%**	**72%**	**62%**	**65%**	**65%**	**62%**	**65%**	**69%**
Water Supply	**Water Supply**	*12.0.1.13 Proportion of residents satisfied with the reliability of water supplies*	Community	≥ 80%	**84%**	**84%**	**82%**	**76%**	**79%**	**76%**	**85%**	**84%**	**82%**	**82%**	**81%**	**86%**
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	Community	≥ 65%	**64%**	**62%**	**67%**	**60%**	**65%**	**76%**	**70%**	**73%**	**62%**	**61%**	**56%**	**54%**
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies	Community	≥ 50%	**48%**	**44%**	**48%**	**30%**	**56%**	**67%**	**62%**	**45%**	**47%**	**42%**	**44%**	**58%**
Overall Satisfaction with Council Performance		NA			**46%**	**44%**	**50%**	**39%**	**51%**	**60%**	**53%**	**53%**	**44%**	**46%**	**34%**	**42%**
Ease of Interaction with Council		NA			**60%**	**57%**	**58%**	**47%**	**65%**	**68%**	**57%**	**71%**	**57%**	**53%**	**48%**	**57%**

Additional Service Satisfaction Results: Shading Showing LOS Result Comparison by Ethnicity and by Age

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, **yellow**: middle, **red**: lowest)
Light Yellow shading = sample sizes too small for analysis (a total of n=20 respondents was required); blank = no results
The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Service	Detail	Old LOS Target	GSS Survey Result 2024	European	Māori	Pacific Peoples	Asian	MELAA	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over
Governance and Decision Making	*Percentage of residents who agree the Council makes decisions in the best interests of the city*	NA	32%	28%	30%	33%	42%	42%	33%	36%	33%	29%	24%	24%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%	26%	23%	30%	17%	34%	35%	40%	29%	31%	19%	18%	7%
	The Council is open and transparent	NA	21%	19%	22%	12%	30%	63%	28%	26%	26%	15%	15%	12%
	The Council can be trusted	NA	28%	25%	29%	9%	38%	57%	38%	34%	27%	24%	18%	21%
	The Council has a good reputation	NA	27%	25%	47%	43%	36%	80%	41%	33%	26%	27%	16%	11%
	The Council acts with integrity and honesty	NA	30%	28%	39%	29%	43%	80%	42%	31%	32%	28%	28%	14%
	The Council is accountable for what it does	NA	32%	29%	38%	29%	36%	83%	42%	33%	31%	26%	29%	37%
	The Council understands the needs of residents and what they care about	NA	26%	23%	28%	9%	34%	50%	38%	35%	25%	23%	11%	10%
	The Council balances the needs of today's residents with planning for the future of the city	NA	34%	29%	36%	12%	39%	53%	43%	36%	33%	28%	22%	19%
	The Council communicates clearly with residents the results of Council decisions	NA	28%	24%	23%	13%	33%	53%	31%	33%	30%	20%	16%	21%
	The Council communicates clearly with residents about how their views have informed Council decisions	NA	19%	17%	39%	17%	26%	20%	24%	25%	25%	15%	8%	12%
	Council managers and staff are doing a good job	NA	34%	33%	49%	29%	40%	20%	51%	45%	33%	32%	18%	18%
	The Council makes wise spending decisions	NA	16%	11%	15%	3%	27%	30%	18%	17%	20%	10%	7%	2%
	The Council provides good value for ratepayers' money	NA	18%	16%	34%	38%	30%	75%	17%	18%	31%	12%	12%	9%
	The Council honours the principles of the Treaty of Waitangi	NA	39%	35%	33%	21%	41%	38%	38%	44%	37%	31%	29%	29%
	Leadership of the Mayor and Councillors	NA	27%	25%	35%	14%	28%	67%	27%	30%	30%	27%	20%	9%
Emergency Preparedness	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	NA	56%	56%	55%	47%	53%	50%	38%	42%	52%	65%	77%	75%
Events and Festivals	*Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)*	90%	66%	65%	78%	63%	65%	83%	61%	67%	68%	67%	65%	60%
City Promotions	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	85%	64%	63%	75%	38%	64%	100%	64%	66%	64%	62%	65%	59%
Refuse Disposal	*Recyclable materials (yellow bin)*	90%	83%	84%	83%	82%	84%	86%	83%	82%	82%	84%	86%	95%
	Residual waste (red bin)	90%	84%	85%	85%	91%	86%	76%	81%	84%	80%	87%	91%	91%
	Organic material (green bin)	80%	83%	83%	82%	85%	85%	86%	85%	83%	80%	83%	87%	86%

Appendix Six: Point of Contact Surveys 2023-2024: Levels of Service Results by Age

Shading Showing LOS Target Met and Not Met

Green shading = LOS target met; Red shading = LOS target not met; Light Yellow shading = sample sizes too small for analysis (a total of n=20 respondents was required); blank = no results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2023-24 LOS Target	POC Survey Result 2023-24	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over
Citizens and Communities	Citizens and Customer Services	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Community	At least 85%	98%	100%	100%	97%	94%	100%	100%
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%	68%	100%	60%	68%	69%	60%	67%
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%	88%	100%	89%	90%	81%	95%	82%
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Community	At least 90%	95%	93%	90%	96%	92%	97%	97%
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%	96%						
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	Community	80%	86%		100%	83%	94%	82%	67%
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	Community	At least 80%	88%	88%	91%	88%	90%	86%	70%
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%	86%	100%	97%	86%	79%	100%	91%
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%	93%	100%	85%	99%	89%	98%	100%
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%	92%	89%	91%	91%	93%	95%	94%
Strategic Planning and Policy	Public Information and Participation	*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*	Community	67%	73%	73%	77%	77%	67%	71%	78%
Parks, Heritage and Coastal Environment	Parks and Foreshore	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	Community	≥ 60%	54%	63%	68%	52%	49%	56%	52%
		6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks	Community	≥ 90%	99%	100%	100%	98%	99%	100%	100%
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks)	Community	≥ 80%	88%	84%	95%	88%	90%	86%	67%
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%	85%	90%	69%	86%	85%	84%	89%
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%	95%		100%	97%	97%	92%	83%
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%	50%		33%	75%	25%	100%	
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%	95%	91%	97%	94%	97%	95%	100%

		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	Community	60%	**75%**	**80%**	**74%**	**77%**	**69%**	**77%**	**71%**
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%	**100%**						
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	Community	70%	**86%**	**92%**	**82%**	**90%**	**85%**	**94%**	**0%**
	Building Regulation	*9.1.15.2 Provide Case Management Services*	Management	80%	**98%**		**89%**	**98%**	**100%**	**100%**	
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Community	≥50%	**78%**	**85%**	**75%**	**82%**	**78%**	**69%**	**83%**
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%	**69%**	**57%**	**64%**	**68%**	**75%**	**74%**	**79%**

Shading Showing LOS Result Comparison by Age

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year **green**: highest, **yellow**: middle, **red**: lowest)
Light Yellow shading = sample sizes too small for analysis (a total of n=20 respondents was required); blank = no results

Activity Group	Activity	Performance Standard	Type of Performance Standard	2022-23 LOS Target	POC Survey Result 2023-24	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over
Citizens and Communities	**Citizens and Customer Services**	*2.6.7.1 Citizen and Customer expectations for service response are delivered in a timely manner – walk in*	Community	At least 85%	**98%**	**100%**	**100%**	**97%**	**94%**	**100%**	**100%**
		2.6.7.2 Citizen and Customer expectations for service response are delivered in a timely manner – email	Community	At least 75%	**68%**	**100%**	**60%**	**68%**	**69%**	**60%**	**67%**
		2.6.7.3 Citizen and Customer expectations for service response are delivered in a timely manner – telephone	Community	At least 85%	**88%**	**100%**	**89%**	**90%**	**81%**	**95%**	**82%**
	Libraries	*3.1.5 Library user satisfaction with library service at Metro, Suburban and Neighbourhood libraries*	Community	At least 90%	**95%**	**93%**	**90%**	**96%**	**92%**	**97%**	**97%**
		3.1.8 Programmes and events designed to meet customers' diverse lifelong learning needs	Management	90%	**96%**						
	Community Development and Facilities	*4.1.27.1 Customers are satisfied with community development and capacity building initiatives*	Community	80%	**86%**		**100%**	**83%**	**94%**	**82%**	**67%**
	Recreation, Sports, Community Arts and Events	*2.8.5.2 Produce and deliver engaging programme of community events*	Community	At least 80%	**88%**	**88%**	**91%**	**88%**	**90%**	**86%**	**70%**
		2.8.6.2 Support community based organisations to develop, promote and deliver community events and arts in Christchurch	Community	80%	**86%**	**100%**	**97%**	**86%**	**79%**	**100%**	**91%**
		7.0.3.2 Support citizen and partner organisations to develop, promote and deliver recreation and sport in Christchurch	Community	80%	**93%**	**100%**	**85%**	**99%**	**89%**	**98%**	**100%**
		7.0.7 Deliver a high level of customer satisfaction with the range and quality of facilities	Community	At least 80%	**92%**	**89%**	**91%**	**91%**	**93%**	**95%**	**94%**
Strategic Planning and Policy	**Public Information and Participation**	*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*	Community	67%	**73%**	**73%**	**77%**	**77%**	**67%**	**71%**	**78%**
Parks,	**Parks and**	*6.0.3 Overall customer satisfaction with the presentation of the City's Community Parks*	Community	≥ 60%	**54%**	**63%**	**68%**	**52%**	**49%**	**56%**	**52%**

Heritage and Coastal Environment	**Foreshore**	*6.2.2 Overall customer satisfaction with the presentation of the City's Garden Parks – Botanic Gardens, Mona Vale and Garden Heritage Parks*	Community	≥ 90%	**99%**	**100%**	**100%**	**98%**	**99%**	**100%**	**100%**
		6.3.5 Overall customer satisfaction with the recreational opportunities and ecological experiences provided the City's Regional Parks)	Community	≥ 80%	**88%**	**84%**	**95%**	**88%**	**90%**	**86%**	**67%**
		6.4.4 Overall customer satisfaction with the presentation of the City's Cemeteries	Community	≥ 85%	**85%**	**90%**	**69%**	**86%**	**85%**	**84%**	**89%**
		6.4.5 Cemeteries administration services meet customer expectations	Community	≥ 95%	**95%**		**100%**	**97%**	**97%**	**92%**	**83%**
		6.8.1.6 Overall Regional Sports Organisation satisfaction with the provision of the city's Council provided sports surfaces	Community	≥ 75%	**50%**		**33%**	**75%**	**25%**	**100%**	
		6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park	Community	≥ 90%	**95%**	**91%**	**97%**	**94%**	**97%**	**95%**	**100%**
		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	Community	60%	**75%**	**80%**	**74%**	**77%**	**69%**	**77%**	**71%**
		19.1.6 Delivery of Environmental, Conservation, Water and Civil Defence education programmes	Community	95%	**100%**						
Regulatory and Compliance	**Resource Consenting**	*9.2.7 % satisfaction of applicant with resource consenting process*	Community	70%	**86%**	**92%**	**82%**	**90%**	**85%**	**94%**	**0%**
	Building Regulation	*9.1.15.2 Provide Case Management Services*	Management	80%	**98%**		**89%**	**98%**	**100%**	**100%**	
Transport	**Transport**	*10.3.7 Maintain customer perception of vehicle and personal security at Council off-street parking facilities*	Community	≥50%	**78%**	**85%**	**75%**	**82%**	**78%**	**69%**	**83%**
		10.4.4 Improve user satisfaction of public transport facilities (number and quality of shelters and quality of bus stop)	Community	≥ 73%	**69%**	**57%**	**64%**	**68%**	**75%**	**74%**	**79%**

Additional Service Satisfaction Results: Shading Showing LOS Result Comparison by Age

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, **yellow**: middle, **red**: lowest)
Light Yellow shading = sample sizes too small for analysis (a total of n=20 respondents was required); blank = no results
The Old LOS Target is the last available target that had been set for these services (ie. included in the 2018-2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

Old LOS Number	Service	Detail	Old LOS Target	POC Survey Result 2023-24	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over
NSP 2.0.2	**Community Facilities**	*Deliver a high level of customer satisfaction with the range and quality of Council operated community facilities*	80%	**84%**		**93%**	**76%**	**85%**	**88%**	**87%**
NSP 7.1.2	**Sports Parks**	*Deliver a high level of customer satisfaction with the range and quality of sports parks*	90%	**67%**	**74%**	**56%**	**67%**	**74%**	**67%**	**72%**
NSP 6.3.5	**Regional Parks**	*Overall customer satisfaction with the presentation of the City's Parks – Regional Parks*	≥ 80%	**86%**	**91%**	**90%**	**87%**	**86%**	**80%**	**75%**
NSP 10.8.1.5	**Marine Structures**	*Customer satisfaction with marine structure facilities (presentation)*	90%	**71%**	**76%**	**77%**	**68%**	**66%**	**63%**	**93%**
NSP 4.1.19	**Governance and Decision Making**	*Percentage of residents that understand how Council makes decisions (users of governance services)*	NA	**46%**	**50%**	**39%**	**44%**	**51%**	**46%**	**20%**
NSP 4.1.21		*Percentage of residents that feel the public has some or a large influence on the decisions the Council makes (users of governance services)*	NA	**35%**	**100%**	**43%**	**36%**	**39%**	**29%**	**20%**
NA		*Percentage of residents that feel they can participate in and contribute to Council decision making (opportunities to have a say and processes easy to engage with) (users of governance services)*	NA	**48%**	**50%**	**50%**	**50%**	**45%**	**51%**	**20%**
NA		*Percentage of residents that have confidence the Council makes decisions in the best interests of the city (users of governance services)*	NA	**19%**	**0%**	**14%**	**25%**	**22%**	**17%**	**0%**
NSP 10.4.5	**Transport**	*Ensure user satisfaction with appearance, safety and ease of use of transport interchange(s) and suburban hubs*	≥ 90%	**84%**	**74%**	**82%**	**84%**	**87%**	**88%**	**86%**

Appendix Seven: Reputation and Trust

Reputation and Trust Measures	GSS & LIC BOOSTER COMBINED (n=1,077)																			
	FULL BREAKDOWN												NETS							
	Strongly Agree / Very Sati		Agree / Satisfied		Neither		Disagree / Dissatisfied		Strongly Disagree / Very D		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council is open and transparent	23	2%	200	19%	315	30%	370	36%	133	13%	1041	100%	223	21%	315	30%	503	48%	1041	100%
The Council can be trusted	42	4%	244	23%	370	35%	279	27%	109	10%	1044	100%	286	27%	370	35%	388	37%	1044	100%
The Council has a good reputation	28	4%	178	23%	218	29%	248	33%	87	11%	759	100%	206	27%	218	29%	335	44%	759	100%
The Council acts with integrity and honesty	33	4%	193	26%	283	38%	177	24%	62	8%	748	100%	226	30%	283	38%	239	32%	748	100%
The Council is accountable for what it does	45	6%	193	26%	191	25%	214	28%	113	15%	756	100%	238	31%	191	25%	327	43%	756	100%
The Council understands the needs of residents and what they care about	37	4%	232	22%	272	26%	367	35%	146	14%	1054	100%	269	26%	272	26%	513	49%	1054	100%
The Council balances the needs of today's residents with planning for the future of the city	38	4%	286	27%	291	28%	292	28%	135	13%	1042	100%	324	31%	291	28%	427	41%	1042	100%
The Council communicates clearly with residents the results of Council decisions	24	3%	189	25%	236	31%	227	30%	77	10%	753	100%	213	28%	236	31%	304	40%	753	100%
The Council communicates clearly with residents about how their views have informed Council decisions	33	3%	162	16%	313	30%	373	36%	147	14%	1028	100%	195	19%	313	30%	520	51%	1028	100%
Council managers and staff are doing a good job	34	5%	221	30%	268	36%	138	18%	85	11%	746	100%	255	34%	268	36%	223	30%	746	100%
The Council makes wise spending decisions	22	2%	122	12%	280	27%	328	32%	283	27%	1035	100%	144	14%	280	27%	611	59%	1035	100%
The Council provides good value for ratepayers' money	21	3%	115	16%	186	25%	243	33%	176	24%	741	100%	136	18%	186	25%	419	57%	741	100%
The Council honours the principles of the Treaty of Waitangi	53	7%	223	29%	379	49%	72	9%	47	6%	774	100%	276	36%	379	49%	119	15%	774	100%
The leadership of the Mayor and Councillors	29	4%	169	23%	316	42%	166	22%	66	9%	746	100%	198	27%	316	42%	232	31%	746	100%
The Council makes decisions in best interests of City (residents)	42	4%	283	27%	301	28%	277	26%	159	15%	1062	100%	325	31%	301	28%	436	41%	1062	100%
	504	4%	3,010	23%	4,219	32%	3,771	28%	1,825	13%	13,329		3,514	27%	4,219	32%	5,596	41%	13,329	
		AVERAGE		AVERAGE		AVERAGE		AVERAGE		AVERAGE				AVERAGE		AVERAGE		AVERAGE		

NB: Orange shading denotes Reputation and Trust measures included in the Life in Christchurch (LIC) booster survey

Reputation and Trust Measures	GSS Only (n=771)																			
	FULL BREAKDOWN												NETS							
	Strongly Agree / Very Sati		Agree / Satisfied		Neither		Disagree / Dissatisfied		Strongly Disagree / Very D		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council is open and transparent	20	3%	142	19%	239	32%	273	36%	82	11%	756	100%	162	21%	239	32%	355	47%	756	100%
The Council can be trusted	32	4%	177	23%	272	36%	196	26%	78	10%	755	100%	209	28%	272	36%	274	36%	755	100%
The Council has a good reputation	28	4%	178	23%	218	29%	248	33%	87	11%	759	100%	206	27%	218	29%	335	44%	759	100%
The Council acts with integrity and honesty	33	4%	193	26%	283	38%	177	24%	62	8%	748	100%	226	30%	283	38%	239	32%	748	100%
The Council is accountable for what it does	45	6%	193	26%	191	25%	214	28%	113	15%	756	100%	238	31%	191	25%	327	43%	756	100%
The Council understands the needs of residents and what they care about	31	4%	168	22%	198	26%	262	34%	104	14%	763	100%	199	26%	198	26%	366	48%	763	100%
The Council balances the needs of today's residents with planning for the future of the city	28	4%	225	30%	218	29%	196	26%	87	12%	754	100%	253	34%	218	29%	283	38%	754	100%
The Council communicates clearly with residents the results of Council decisions	24	3%	189	25%	236	31%	227	30%	77	10%	753	100%	213	28%	236	31%	304	40%	753	100%
The Council communicates clearly with residents about how their views have informed Council decisions	24	3%	119	16%	226	30%	270	36%	105	14%	744	100%	143	19%	226	30%	375	50%	744	100%
Council managers and staff are doing a good job	34	5%	221	30%	268	36%	138	18%	85	11%	746	100%	255	34%	268	36%	223	30%	746	100%
The Council makes wise spending decisions	15	2%	102	14%	199	27%	243	32%	189	25%	748	100%	117	16%	199	27%	432	58%	748	100%
The Council provides good value for ratepayers' money	21	3%	115	16%	186	25%	243	33%	176	24%	741	100%	136	18%	186	25%	419	57%	741	100%
The Council honours the principles of the Treaty of Waitangi	45	8%	167	31%	265	49%	41	8%	26	5%	544	100%	212	39%	265	49%	67	12%	544	100%
The leadership of the Mayor and Councillors	29	4%	169	23%	316	42%	166	22%	66	9%	746	100%	198	27%	316	42%	232	31%	746	100%
The Council makes decisions in best interests of City (residents)	32	4%	210	27%	213	28%	196	26%	114	15%	765	100%	242	32%	213	28%	310	41%	765	100%
Don't know/ not applicable removed from analysis	441	4%	2,568	23%	3,528	32%	3,090	28%	1,451	13%	11078		3,009	27%	3,528	32%	4,541	40%	11,078	
		AVERAGE		AVERAGE		AVERAGE		AVERAGE		AVERAGE				AVERAGE		AVERAGE		AVERAGE		

Reputation and Trust Measures	LIC Booster Only (n=306)																			
	FULL BREAKDOWN												NETS							
	Strongly Agree / Very Sati		Agree / Satisfied		Neither		Disagree / Dissatisfied		Strongly Disagree / Very D		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council is open and transparent	3	1%	58	20%	76	27%	97	34%	51	18%	285	100%	61	21%	76	27%	148	52%	285	100%
The Council can be trusted	10	3%	67	23%	98	34%	83	29%	31	11%	289	100%	77	27%	98	34%	114	39%	289	100%
The Council understands the needs of residents and what they care about	6	2%	64	22%	74	25%	105	36%	42	14%	291	100%	70	24%	74	25%	147	51%	291	100%
The Council balances the needs of today's residents with planning for the future of the city	10	3%	61	21%	73	25%	96	33%	48	17%	288	100%	71	25%	73	25%	144	50%	288	100%
The Council communicates clearly with residents about how their views have informed Council decisions	9	3%	43	15%	87	31%	103	36%	42	15%	284	100%	52	18%	87	31%	145	51%	284	100%
The Council makes wise spending decisions	7	2%	20	7%	81	28%	85	30%	94	33%	287	100%	27	9%	81	28%	179	62%	287	100%
The Council honours the principles of the Treaty of Waitangi	8	3%	56	24%	114	50%	31	13%	21	9%	230	100%	64	28%	114	50%	52	23%	230	100%
The Council makes decisions in best interests of City (residents)	10	3%	73	25%	88	30%	81	27%	45	15%	297	100%	83	28%	88	30%	126	42%	297	100%
Don't know/ not applicable removed from analysis	63	3%	442	20%	691	31%	681	30%	374	16%			505	23%	691	31%	1,055	46%	2,251	
		AVERAGE		AVERAGE		AVERAGE		AVERAGE		AVERAGE				AVERAGE		AVERAGE		AVERAGE		

Reputation and Trust Measures	2024								2023							
	GSS & LIC Booster Combined								GSS & LIC Booster Combined							
	Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL		Agree/Satisfied		Neither		Disagree/Dissatisfied		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
The Council honours the principles of the Treaty of Waitangi	276	36%	379	49%	119	15%	774	100%	292	38%	369	47%	117	15%	778	100%
Council managers and staff are doing a good job	255	34%	268	36%	223	30%	746	100%	252	34%	280	38%	212	28%	744	100%
The Council is accountable for what it does	238	31%	191	25%	327	43%	756	100%	230	30%	213	28%	316	42%	759	100%
The Council balances the needs of today's residents with planning for the future of the city	324	31%	291	28%	427	41%	1,042	100%								
The Council makes decisions in best interests of City (residents)	325	31%	301	28%	436	41%	1,062	100%	334	33%	306	30%	372	37%	1,012	100%
The Council acts with integrity and honesty	226	30%	283	38%	239	32%	748	100%	222	29%	322	42%	214	28%	758	100%
The Council communicates clearly with residents the results of Council decisions	213	28%	236	31%	304	40%	753	100%	238	32%	238	32%	278	37%	754	100%
The Council can be trusted	286	27%	370	35%	388	37%	1,044	100%	285	28%	369	36%	357	35%	1,011	100%
The Council has a good reputation	206	27%	218	29%	335	44%	759	100%	221	29%	235	31%	307	40%	763	100%
The leadership of the Mayor and Councillors	198	27%	316	42%	232	31%	746	100%	222	30%	315	42%	212	28%	749	100%
The Council understands the needs of residents and what they care about	269	26%	272	26%	513	49%	1,054	100%	237	24%	293	29%	477	47%	1,007	100%
The Council is open and transparent	223	21%	315	30%	503	48%	1,041	100%	244	24%	318	32%	441	44%	1,003	100%
The Council communicates clearly with residents about how their views have informed Council decisions	195	19%	313	30%	520	51%	1,028	100%	215	22%	285	29%	496	50%	996	100%
The Council provides good value for ratepayers' money	136	18%	186	25%	419	57%	741	100%	149	20%	237	32%	366	49%	752	100%
The Council makes wise spending decisions	144	14%	280	27%	611	59%	1,035	100%	148	15%	311	31%	541	54%	1,000	100%

Reputation and Trust by Age	Christchurch		18-24 years		25-34 years		35-49 years		50-64 years		65-79 years		80 years and over	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Agree/Satisfied	3,514	26%	422	34%	978	32%	910	29%	721	23%	375	18%	92	16%
Neutral	4,219	32%	455	37%	1,025	33%	886	28%	998	32%	654	31%	177	31%
Disagree/Dissatisfied	5,596	42%	362	29%	1,082	35%	1,350	43%	1,429	45%	1,064	51%	295	52%
TOTAL	13,329	100%	1,239	100%	3,085	100%	3,146	100%	3,148	100%	2,093	100%	564	100%

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, yellow: middle, **red**: lowest). **NB:** Number = number of scores, not number of respondents

Reputation and Trust by Ethnicity	Christchurch		European		Māori		Pacific Peoples		Asian		MELAA		Other	
Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Agree/Satisfied	3,514	26%	2,742	24%	657	30%	48	15%	419	35%	96	51%	10	10%
Neutral	4,219	32%	3,652	32%	677	31%	100	32%	425	35%	47	25%	18	18%
Disagree/Dissatisfied	5,596	42%	4,930	44%	832	38%	167	53%	361	30%	46	24%	74	73%
TOTAL	13,329	100%	11,324	100%	2,166	100%	315	100%	1,205	100%	189	100%	102	100%

Colour scaling helps identify patterns in data: read colour scales across ➔ the columns for each LTP year (**green**: highest, yellow: middle, **red**: lowest)
Other ethnicity category: sample sizes too small for analysis. **NB:** Number = number of scores, not number of respondents

Appendix Eight: Overall Sentiment by Community Board and Ward

Ward and Community Board location is determined by the residential address of the respondent giving feedback or by the site location of the asset being surveyed. As such, the analyses below, where no respondent location details are available, exclude service sites that were likely to have been used by people from across the city (eg. central city facilities and assets [such as Tūranga, Civic Offices, Bus Interchange, Hagley Park, Botanic Gardens]; cemeteries; marine structures; some parks surveyed onsite [as opposed to mail drops at homes in the local area]; Mona Vale); the Christchurch totals used in this analysis also exclude the same sites for comparison purposes. The tables in the Appendix provide a count of scores [positive, neutral, negative] given by respondents across the range of measures of aspects of Council services surveyed as part of Resident Survey programme. This is not a count of individual respondents as each respondent may have provided feedback [scores] for multiple aspects of Council services. The numbers in this table provide a count of sentiment scores rather than a count of respondents. Results must be treated with caution where there are low numbers in cells

NB: Due to Community Board and Ward changes in 2022, the tables below do not show trend data except for Banks Peninsula

Overall Sentiment by Ward

	2023-2024						2022-2023					
Sentiment by Ward	**Positive**		**Neutral**		**Negative**		**Positive**		**Neutral**		**Negative**	
City and Ward Location	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Christchurch (with services/sites/Empathy excluded)	32,562	57%	11,552	20%	12,784	22%	28,595	54%	11,674	22%	12,152	23%
Banks Peninsula	1,002	63%	264	17%	311	20%	871	53%	358	22%	409	25%
Coastal	1,838	49%	880	24%	1,003	27%	1,932	54%	773	22%	869	24%
Burwood	1,905	55%	738	21%	830	24%	1,743	48%	975	27%	910	25%
Linwood	2,049	57%	743	21%	809	22%	1,336	47%	705	25%	794	28%
Fendalton	1,550	59%	522	20%	572	22%	1,377	55%	559	22%	562	22%
Waimairi	1,193	50%	591	25%	623	26%	1,107	50%	538	24%	566	26%
Harewood	1,539	45%	846	25%	1,025	30%	1,646	51%	681	21%	864	27%
Halswell	2,291	56%	924	22%	898	22%	2,172	56%	844	22%	848	22%
Hornby	1,088	42%	674	26%	851	33%	937	48%	520	27%	483	25%
Riccarton	2,234	56%	813	20%	955	24%	2,120	55%	889	23%	844	22%
Papanui	2,769	65%	734	17%	728	17%	1,415	52%	692	25%	630	23%
Innes	1,777	55%	766	24%	699	22%	1,444	47%	851	28%	776	25%
Central	1,811	60%	662	22%	532	18%	1,119	49%	654	28%	527	23%
Spreydon	1,482	60%	471	19%	497	20%	1,448	53%	712	26%	566	21%
Cashmere	1,888	55%	681	20%	859	25%	2,176	55%	865	22%	878	22%
Heathcote	1,407	53%	612	23%	629	24%	1,474	54%	508	19%	726	27%

Positive Sentiment by Ward	2023-2024	2022-2023	2021-2022	2020-2021	2019-2020
City and Ward Location	Percent	Percent	Percent	Percent	Percent
Christchurch	57%	54%	57%	59%	57%
Papanui	65%	52%	57%	50%	53%
Banks Peninsula	63%	53%	52%	50%	52%
Spreydon	60%	53%	53%	53%	58%
Central	60%	49%	57%	58%	56%
Fendalton	59%	55%	58%	55%	60%
Linwood	57%	47%	50%	54%	52%
Halswell	56%	56%	56%	62%	57%
Riccarton	56%	55%	59%	65%	60%
Cashmere	55%	55%	55%	48%	59%
Innes	55%	47%	59%	50%	55%
Burwood	55%	48%	53%	60%	55%
Heathcote	53%	54%	54%	59%	53%
Waimairi	50%	50%	59%	63%	55%
Coastal	49%	54%	52%	56%	54%
Harewood	45%	51%	59%	57%	54%
Hornby	42%	48%	50%	58%	54%

Colour scaling helps identify patterns in data: read colour scales down ↓ the columns (**green**: highest, yellow: middle, red: lowest)
NB: Analysis excludes Empathy CATER principle(including for the Christchurch totals) to allow for more accurate comparison between wards as limited or no Empathy data are available for some wards; Don't knows have not been shown in the table which is why percentages may not add to 100%. Number = number of scores, not number of respondents

Customer Service Analysis by Community Board and Ward

Below is a community board and ward analysis by CATER customer service principles.

CATER PRINCIPLE	DEFINITION
CONSISTENCY	*Performing dependably and accurately* ***Doing what we say we will do*** Includes factors such as: accuracy, reliability and clarity of information communications and knowledge; channels of communication, listening
ASSURANCE	*Conveying trust and confidence through knowledge of products and service* ***Giving the customer confidence*** Includes factors such as: accessibility (ease of access and convenience; ease of use; value for money; safety and security); reputation(reputation and trust; city leadership and decision making, organisation resilience)
TANGIBLES	*Creating an impression through appearance (people, facilities, written communication) and equipment (efficient and user friendly systems)* ***Being professional*** Includes factors such as: facilities, resources and amenity: (buildings, facilities and amenities; range and variety); maintenance (appearance and condition)
EMPATHY	*Communicating, caring and individualised attention* ***Communicating respect*** Includes factors such as: staff manner and support; sense of belonging and networking
RESPONSIVENESS	*Helping customers willingly, promptly and speedily* ***Responding promptly to customer needs*** Includes factors such as: responsiveness and processes; efficiency of service delivery

Te Pātaka o Rākaihautū Banks Peninsula by CATER Customer Service Principle

Te Pātaka o Rākaihautū Banks Peninsula by CATER		2023-2024				2022-2023			
		Christchurch		Te Pātaka o Rākaihautū Banks Peninsula		Christchurch		Te Pātaka o Rākaihautū Banks Peninsula	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	1,002	63%	23,420	52%	731	51%
	Neutral	11,552	20%	264	17%	10,508	23%	316	22%
	Negative	12,784	22%	311	20%	11,280	25%	384	27%
Consistency	Positive	3,851	58%	117	62%	3,572	61%	96	51%
	Neutral	1,362	20%	26	14%	1,158	20%	36	19%
	Negative	1,394	21%	43	23%	1,050	18%	51	27%
Assurance	Positive	8,929	42%	392	58%	7,586	40%	262	42%
	Neutral	5,386	25%	132	20%	5,182	27%	152	24%
	Negative	7,087	33%	150	22%	6,268	33%	210	34%
Tangibles	Positive	8,176	60%	279	66%	7,857	58%	307	62%
	Neutral	2,680	20%	57	13%	2,912	21%	105	21%
	Negative	2,767	20%	84	20%	2,823	21%	86	17%
Empathy	Positive	968	95%	30	86%	1,158	94%	5	100%
	Neutral	25	2%	4	11%	41	3%		
	Negative	24	2%	1	3%	24	2%		
Responsiveness	Positive	3,478	68%	62	61%	3,247	58%	61	50%
	Neutral	942	18%	23	23%	1,215	22%	23	19%
	Negative	678	13%	16	16%	1,115	20%	37	30%

Colour scaling helps identify patterns in data: read colour scales across → the rows (**green**: highest, **red**: lowest)

NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%; Caution: Banks Peninsula: very small counts for Empathy

Customer Service Highs and Lows by Community Board

Te Pātaka o Rākaihautū Banks Peninsula by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	117	62%
	Neutral	26	14%
	Negative	43	23%
Assurance	Positive	392	58%
	Neutral	132	20%
	Negative	150	22%
Tangibles	Positive	279	66%
	Neutral	57	13%
	Negative	84	20%
Empathy	Positive	30	86%
	Neutral	4	11%
	Negative	1	3%
Responsiveness	Positive	62	61%
	Neutral	23	23%
	Negative	16	16%

Colour scaling helps identify patterns in data: read colour scales down ↓ the columns (**green**: highest, **yellow**: middle, **red**: lowest)

NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waitai Coastal-Burwood-Linwood by CATER Customer Service Principle

		2023-2024										2022-2023									
Waitai Coastal-Burwood-Linwood by CATER		**Christchurch**		**Waitai Coastal-**		**Coastal**		**Burwood**		**Linwood**		**Christchurch**		**Waitai Coastal-**		**Coastal**		**Burwood**		**Linwood**	
CATER Principle	**Sentiment**	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	6,016	54%	1,853	50%	1,937	55%	2,057	57%	23,420	52%	4,142	47%	1,611	51%	1,440	45%	1,091	44%
	Neutral	11,552	20%	2,414	22%	880	24%	739	21%	743	21%	10,508	23%	2,225	25%	707	23%	890	28%	628	26%
	Negative	12,784	22%	2,739	24%	1,003	27%	831	24%	809	22%	11,280	25%	2,389	27%	814	26%	838	26%	737	30%
Consistency	Positive	3,851	58%	461	47%	160	44%	158	54%	108	43%	3,572	61%	405	51%	169	56%	124	46%	112	50%
	Neutral	1,362	20%	258	26%	101	28%	62	21%	78	31%	1,158	20%	211	26%	63	21%	82	30%	66	29%
	Negative	1,394	21%	257	26%	101	28%	73	25%	65	26%	1,050	18%	181	23%	68	22%	65	24%	48	21%
Assurance	Positive	8,929	42%	1,696	39%	607	38%	602	43%	430	36%	7,586	40%	1,464	37%	549	40%	500	35%	415	36%
	Neutral	5,386	25%	1,159	27%	405	25%	390	28%	343	28%	5,182	27%	1,142	29%	364	27%	460	32%	318	27%
	Negative	7,087	33%	1,488	34%	581	36%	412	29%	433	36%	6,268	33%	1,327	34%	443	33%	456	32%	428	37%
Tangibles	Positive	8,176	60%	1,548	55%	609	58%	535	55%	404	51%	7,857	58%	1,639	56%	622	58%	571	54%	446	55%
	Neutral	2,680	20%	561	20%	215	20%	179	19%	167	21%	2,912	21%	629	21%	205	19%	247	23%	177	22%
	Negative	2,767	20%	696	25%	229	22%	248	26%	219	28%	2,823	21%	677	23%	248	23%	240	23%	189	23%
Empathy	Positive	968	95%	78	96%	15	100%	32	94%	8	100%	1,158	94%	153	99%	83	100%	65	98%	5	100%
	Neutral	25	2%	2	2%			1	3%			41	3%								
	Negative	24	2%	1	1%			1	3%			24	2%								
Responsiveness	Positive	3,478	68%	493	60%	109	48%	254	71%	97	55%	3,247	58%	481	52%	188	59%	180	50%	113	45%
	Neutral	942	18%	189	23%	79	35%	54	15%	44	25%	1,215	22%	243	26%	75	24%	101	28%	67	27%
	Negative	678	13%	135	16%	39	17%	48	13%	34	19%	1,115	20%	204	22%	55	17%	77	22%	72	29%

Colour scaling helps identify patterns in data: read colour scales across ➔ the rows (**green**: highest, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Customer Service Highs and Lows by Community Board

Waitai Coastal-Burwood-Linwood by Highest to Lowest CATER Score		**2023-2024**	**2022-2023**
CATER Principle	**Sentiment**	**Percent**	**Percent**
Consistency	Positive	47%	51%
	Neutral	26%	26%
	Negative	26%	23%
Assurance	Positive	39%	37%
	Neutral	27%	29%
	Negative	34%	34%
Tangibles	Positive	55%	56%
	Neutral	20%	21%
	Negative	25%	23%
Empathy	Positive	96%	99%
	Neutral	2%	
	Negative	1%	
Responsiveness	Positive	60%	52%
	Neutral	23%	26%
	Negative	16%	22%

Colour scaling helps identify patterns in data: read colour scales down ➔ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waimāero Fendalton-Waimairi-Harewood by CATER Customer Service Principle

Waimāero Fendalton-Waimairi-Harewood by CATER		2023-2024										2022-2023									
		Christchurch		Waimāero Fendalton-		Fendalton		Waimairi		Harewood		Christchurch		Waimāero Fendalton-		Fendalton		Waimairi		Harewood	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	4,460	51%	1,594	59%	1,193	50%	1,547	45%	23,420	52%	3,399	50%	1,136	52%	924	48%	1,339	49%
	Neutral	11,552	20%	1,989	23%	522	19%	591	25%	846	25%	10,508	23%	1,591	23%	509	23%	476	25%	606	22%
	Negative	12,784	22%	2,282	26%	572	21%	623	26%	1,025	30%	11,280	25%	1,839	27%	519	24%	515	27%	805	29%
Consistency	Positive	3,851	58%	403	48%	139	57%	108	47%	469	32%	3,572	61%	378	55%	157	61%	77	47%	144	54%
	Neutral	1,362	20%	203	24%	56	23%	58	25%	375	26%	1,158	20%	164	24%	52	20%	50	30%	62	23%
	Negative	1,394	21%	238	28%	48	20%	62	27%	614	42%	1,050	18%	140	20%	44	17%	37	23%	59	22%
Assurance	Positive	8,929	42%	1,338	37%	433	44%	395	38%	126	39%	7,586	40%	1,220	39%	391	43%	363	40%	466	37%
	Neutral	5,386	25%	912	25%	237	24%	286	28%	82	25%	5,182	27%	788	25%	258	28%	237	26%	293	23%
	Negative	7,087	33%	1,330	37%	324	33%	353	34%	118	36%	6,268	33%	1,081	35%	268	29%	312	34%	501	40%
Tangibles	Positive	8,176	60%	1,439	59%	468	61%	408	60%	563	57%	7,857	58%	1,392	59%	424	57%	375	59%	593	62%
	Neutral	2,680	20%	518	21%	149	19%	136	20%	233	24%	2,912	21%	472	20%	154	21%	139	22%	179	19%
	Negative	2,767	20%	477	20%	154	20%	137	20%	186	19%	2,823	21%	474	20%	163	22%	126	20%	185	19%
Empathy	Positive	968	95%	68	97%	44	100%			8	100%	1,158	94%	38	100%	37	100%			1	100%
	Neutral	25	2%									41	3%								
	Negative	24	2%	2	3%							24	2%								
Responsiveness	Positive	3,478	68%	438	66%	224	82%	85	56%	104	52%	3,247	58%	371	54%	127	59%	109	55%	135	51%
	Neutral	942	18%	145	22%	35	13%	43	28%	60	30%	1,215	22%	167	24%	45	21%	50	25%	72	27%
	Negative	678	13%	84	13%	15	5%	24	16%	36	18%	1,115	20%	144	21%	44	20%	40	20%	60	22%

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Customer Service Highs and Lows by Community Board

Waimāero Fendalton-Waimairi-Harewood by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	48%	55%
	Neutral	24%	24%
	Negative	28%	20%
Assurance	Positive	37%	39%
	Neutral	25%	25%
	Negative	37%	35%
Tangibles	Positive	59%	59%
	Neutral	21%	20%
	Negative	20%	20%
Empathy	Positive	97%	100%
	Neutral		
	Negative	3%	
Responsiveness	Positive	66%	54%
	Neutral	22%	24%
	Negative	13%	21%

Colour scaling helps identify patterns in data: read colour scales down ➔ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waipuna Halswell-Hornby-Riccarton by CATER Customer Service Principle

		2023-2024										2022-2023									
Waipuna Halswell-Hornby-Riccarton by CATER		**Christchurch**		**Waipuna Halswell-**		**Halswell**		**Hornby**		**Riccarton**		**Christchurch**		**Waipuna Halswell-**		**Halswell**		**Hornby**		**Riccarton**	
CATER Principle	**Sentiment**	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	5,866	52%	2,402	57%	1,096	42%	2,248	56%	23,420	52%	2,841	49%	1,846	54%	754	45%	1,807	53%
	Neutral	11,552	20%	2,460	22%	925	22%	674	26%	813	20%	10,508	23%	1,434	25%	762	22%	472	28%	791	23%
	Negative	12,784	22%	2,833	25%	899	21%	851	32%	955	24%	11,280	25%	1,473	26%	803	23%	443	26%	786	23%
Consistency	Positive	3,851	58%	544	49%	260	57%	106	42%	159	47%	3,572	61%	485	59%	219	65%	85	48%	181	58%
	Neutral	1,362	20%	263	24%	103	23%	65	26%	88	26%	1,158	20%	174	21%	58	17%	49	28%	67	21%
	Negative	1,394	21%	286	26%	87	19%	78	31%	89	26%	1,050	18%	163	20%	58	17%	41	23%	64	20%
Assurance	Positive	8,929	42%	1,814	39%	751	43%	316	28%	719	43%	7,586	40%	1,495	41%	585	40%	292	39%	618	42%
	Neutral	5,386	25%	1,168	25%	446	26%	300	26%	402	24%	5,182	27%	1,044	28%	411	28%	220	29%	413	28%
	Negative	7,087	33%	1,677	36%	541	31%	516	46%	550	33%	6,268	33%	1,133	31%	454	31%	234	31%	445	30%
Tangibles	Positive	8,176	60%	1,694	58%	609	59%	372	51%	713	62%	7,857	58%	1,566	57%	620	59%	303	51%	643	60%
	Neutral	2,680	20%	617	21%	230	22%	182	25%	205	18%	2,912	21%	591	22%	208	20%	162	27%	221	20%
	Negative	2,767	20%	590	20%	196	19%	179	24%	215	19%	2,823	21%	559	20%	220	21%	131	22%	208	19%
Empathy	Positive	968	95%	160	97%	111	98%	8	100%	14	100%	1,158	94%	238	98%	132	98%	4	100%	102	99%
	Neutral	25	2%	2	1%	1	1%					41	3%	1	0%	1	1%				
	Negative	24	2%	3	2%	1	1%					24	2%	2	1%	1	1%			1	1%
Responsiveness	Positive	3,478	68%	586	66%	223	70%	92	56%	247	72%	3,247	58%	623	61%	290	65%	70	47%	263	62%
	Neutral	942	18%	175	20%	59	18%	41	25%	61	18%	1,215	22%	215	21%	84	19%	41	28%	90	21%
	Negative	678	13%	121	14%	37	12%	30	18%	32	9%	1,115	20%	175	17%	70	16%	37	25%	68	16%

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NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Customer Service Highs and Lows by Community Board

Waipuna Halswell-Hornby-Riccarton by Highest to Lowest CATER Score		**2023-2024**	**2022-2023**
CATER Principle	**Sentiment**	**Percent**	**Percent**
Consistency	Positive	49%	59%
	Neutral	24%	21%
	Negative	26%	20%
Assurance	Positive	39%	41%
	Neutral	25%	28%
	Negative	36%	31%
Tangibles	Positive	58%	57%
	Neutral	21%	22%
	Negative	20%	20%
Empathy	Positive	97%	98%
	Neutral	1%	0%
	Negative	2%	1%
Responsiveness	Positive	66%	61%
	Neutral	20%	21%
	Negative	14%	17%

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NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waipapa Papanui-Innes-Central by CATER Customer Service Principle

Waipapa Papanui-Innes-Central by CATER		2023-2024										2022-2023									
		Christchurch		Waipapa Papanui-		Papanui		Innes		Central		Christchurch		Waipapa Papanui-		Papanui		Innes		Central	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	6,533	60%	2,822	66%	1,777	55%	1,811	60%	23,420	52%	3,247	46%	1,177	49%	1,154	43%	916	46%
	Neutral	11,552	20%	2,210	20%	734	17%	766	24%	662	22%	10,508	23%	1,994	28%	623	26%	767	29%	604	30%
	Negative	12,784	22%	2,103	19%	728	17%	699	22%	532	18%	11,280	25%	1,802	26%	587	25%	736	28%	479	24%
Consistency	Positive	3,851	58%	503	53%	170	58%	144	49%	154	56%	3,572	61%	337	51%	142	57%	113	48%	82	48%
	Neutral	1,362	20%	230	24%	59	20%	84	28%	74	27%	1,158	20%	193	29%	71	29%	69	29%	53	31%
	Negative	1,394	21%	208	22%	61	21%	68	23%	48	17%	1,050	18%	126	19%	35	14%	55	23%	36	21%
Assurance	Positive	8,929	42%	1,900	45%	590	44%	607	43%	658	50%	7,586	40%	1,219	37%	418	39%	439	35%	362	38%
	Neutral	5,386	25%	1,112	26%	345	26%	400	28%	343	26%	5,182	27%	1,019	31%	311	29%	394	32%	314	33%
	Negative	7,087	33%	1,204	29%	392	29%	418	29%	303	23%	6,268	33%	1,030	32%	331	31%	413	33%	286	30%
Tangibles	Positive	8,176	60%	1,689	63%	554	59%	565	63%	570	68%	7,857	58%	1,271	55%	423	54%	479	54%	369	56%
	Neutral	2,680	20%	514	19%	185	20%	183	20%	146	17%	2,912	21%	552	24%	176	23%	213	24%	163	25%
	Negative	2,767	20%	474	18%	200	21%	149	17%	125	15%	2,823	21%	503	22%	177	23%	202	23%	124	19%
Empathy	Positive	968	95%	63	97%	53	100%					1,158	94%	36	97%	36	97%				
	Neutral	25	2%	2	3%							41	3%								
	Negative	24	2%									24	2%	1	3%	1	3%				
Responsiveness	Positive	3,478	68%	555	70%	263	79%	144	67%	126	64%	3,247	58%	384	51%	158	59%	123	44%	103	49%
	Neutral	942	18%	155	20%	51	15%	48	22%	47	24%	1,215	22%	230	30%	65	24%	91	33%	74	35%
	Negative	678	13%	82	10%	16	5%	22	10%	23	12%	1,115	20%	142	19%	43	16%	66	24%	33	16%

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Caution: Linwood-Central-Heathcote: very small counts for Empathy

Customer Service Highs and Lows by Community Board

Waipapa Papanui-Innes-Central by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	53%	51%
	Neutral	24%	29%
	Negative	22%	19%
Assurance	Positive	45%	37%
	Neutral	26%	31%
	Negative	29%	32%
Tangibles	Positive	63%	55%
	Neutral	19%	24%
	Negative	18%	22%
Empathy	Positive	97%	97%
	Neutral	3%	
	Negative		3%
Responsiveness	Positive	70%	51%
	Neutral	20%	30%
	Negative	10%	19%

Colour scaling helps identify patterns in data: read colour scales down ↓ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Waihoro Spreydon-Cashmere-Heathcote by CATER Customer Service Principle

		2023-2024										2022-2023									
Waihoro Spreydon-Cashmere-Heathcote by CATER		Christchurch		Waihoro Spreydon-		Spreydon		Cashmere		Heathcote		Christchurch		Waihoro Spreydon-		Spreydon		Cashmere		Heathcote	
CATER Principle	Sentiment	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Overall Sentiment	Positive	32,562	57%	5,067	56%	1,497	61%	1,950	56%	1,414	53%	23,420	52%	4,198	52%	1,189	51%	1,804	52%	1,205	51%
	Neutral	11,552	20%	1,827	20%	471	19%	681	19%	613	23%	10,508	23%	1,893	23%	629	27%	794	23%	470	20%
	Negative	12,784	22%	2,128	24%	497	20%	861	25%	629	24%	11,280	25%	2,033	25%	532	23%	840	24%	661	28%
Consistency	Positive	3,851	58%	542	55%	142	59%	199	56%	138	50%	3,572	61%	489	58%	123	54%	229	62%	137	54%
	Neutral	1,362	20%	221	22%	47	20%	82	23%	72	26%	1,158	20%	188	22%	57	25%	77	21%	54	21%
	Negative	1,394	21%	219	22%	51	21%	77	22%	63	23%	1,050	18%	168	20%	47	21%	63	17%	58	23%
Assurance	Positive	8,929	42%	1,726	45%	553	52%	636	43%	432	40%	7,586	40%	1,574	42%	430	40%	722	44%	422	42%
	Neutral	5,386	25%	897	23%	245	23%	336	23%	294	27%	5,182	27%	944	25%	319	30%	404	25%	221	22%
	Negative	7,087	33%	1,228	32%	274	26%	518	35%	347	32%	6,268	33%	1,186	32%	326	30%	498	31%	362	36%
Tangibles	Positive	8,176	60%	1,519	64%	435	67%	594	64%	490	61%	7,857	58%	1,673	61%	508	63%	627	58%	538	61%
	Neutral	2,680	20%	409	17%	108	17%	152	16%	149	19%	2,912	21%	558	20%	179	22%	230	21%	149	17%
	Negative	2,767	20%	442	19%	111	17%	177	19%	154	19%	2,823	21%	522	19%	118	15%	218	20%	186	21%
Empathy	Positive	968	95%	90	94%	15	100%	62	97%	7	88%	1,158	94%	91	99%	7	100%	78	99%	6	100%
	Neutral	25	2%	2	2%					1	13%	41	3%								
	Negative	24	2%	4	4%			2	3%			24	2%	1	1%			1	1%		
Responsiveness	Positive	3,478	68%	335	59%	108	68%	108	57%	91	59%	3,247	58%	371	51%	121	51%	148	51%	102	50%
	Neutral	942	18%	130	23%	30	19%	48	25%	37	24%	1,215	22%	203	28%	74	31%	83	29%	46	23%
	Negative	678	13%	101	18%	21	13%	34	18%	25	16%	1,115	20%	156	21%	41	17%	60	21%	55	27%

Colour scaling helps identify patterns in data: read colour scales across ➔ the rows (**green**: highest, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%; blank cells indicate results are not available for that category

Customer Service Highs and Lows by Community Board

Waihoro Spreydon-Cashmere-Heathcote by Highest to Lowest CATER Score		2023-2024	2022-2023
CATER Principle	Sentiment	Percent	Percent
Consistency	Positive	55%	58%
	Neutral	22%	22%
	Negative	22%	20%
Assurance	Positive	45%	42%
	Neutral	23%	25%
	Negative	32%	32%
Tangibles	Positive	64%	61%
	Neutral	17%	20%
	Negative	19%	19%
Empathy	Positive	94%	99%
	Neutral	2%	
	Negative	4%	1%
Responsiveness	Positive	59%	51%
	Neutral	23%	28%
	Negative	18%	21%

Colour scaling helps identify patterns in data: read colour scales down ↓ the columns (**green**: highest, **yellow**: middle, **red**: lowest)
NB: Number = number of scores, not number of respondents. Don't knows have not been shown in the table which is why percentages may not add to 100%

Christchurch City Council

Item 11

Attachment F

2023-2024 General Service Satisfaction Survey

Research Report

Prepared by Monitoring & Research

February 2024

Christchurch City Council

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Section 1: Summary of Findings

Summary of Levels of Service Results: General Service Satisfaction Survey 2024

CAUTION: A methodology change in 2021 to an online survey (from a telephone survey) means only loose comparisons can be made between results from 2021 onward with those from previous years.

Significant question changes were made across all measures in 2016 to reflect a more detailed customer focus component in level of service measurement. Pre-2016 data cannot be compared directly to later results.

All of the Level of Service measures relate to community performance standards.

Key for Table 1 and Table 2:

Table column	Icon	Icon description
Level of Service Target met	Yes	Yes
	No	No
Trend since last year	↗	Increase in satisfaction score by 4% or more since last year
	→	Satisfaction score remained same or within 3% of last year
	↘	Decrease in satisfaction score by 4% or more since last year
Performance of service relative to others		Top performing service (85%+ satisfaction)
		Moderate performing service (between 50% to 84% satisfaction)
		Underperforming service (less than 50% satisfaction)
N/A	N/A	No information available

Table 1: Summary of Level of Service results

Activity Group	Activity	Performance Standard	2023-2024 LOS Target	2023-2024 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Strategic Planning and Policy	Public Information and Participation	*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[0])*	At least 30%	No	→		**28%**	29%	26%	28%
Governance	Governance and Decision Making	*4.1.18 Participation in and contribution to Council decision-making (understanding of decision making)*	At least 34%	Yes	→		**34%**	35%	31%	33%
Parks, Heritage and Coastal Environment	Parks Heritage Management	*6.9.1.5 To manage and maintain public artworks, monuments and artefacts*	≥ 65%	Yes	→		**68%**	68%	66%	67%
		6.9.1.6 To manage and maintain Parks scheduled heritage buildings	≥ 55%	Yes	↗		**61%**	55%	50%	48%

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Activity Group	Activity	Performance Standard	2023-2024 LOS Target	2023-2024 LOS Target Met	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
	Parks and Foreshore	*6.8.4.2 Overall customer satisfaction with the presentation of the City's Parks (inner city parks)*	≥ 80%	Yes	↗		**85%**	77%	76%	82%
		6.8.5 Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network0a	≥ 70%	Yes	→		**76%**	73%	76%	78%
Refuse Disposal	Solid Waste and Resource Recovery	*8.0.3 Customer satisfaction with kerbside collection service*	At least 85%	No	→		**84%**	82%	78%	78%
Stormwater Drainage	Stormwater Drainage	*14.0.3 Council manages the stormwater network in a responsible and sustainable manner: Resident satisfaction with Council's management of the stormwater network*[1]	≥ 39%	Yes	↗		**51%**	43%	44%	45%
Transport	Parking	*10.3.3 Maintain customer perception of the ease of use of Council on-street parking facilities*[2]	≥ 50%	Yes	→		**56%**	55%	49%	49%
	Active Travel	*10.5.2 Improve the perception that Christchurch is a cycling friendly city*	≥ 67%	No	→		**65%**	66%	65%	65%
		16.0.10 Maintain the perception that Christchurch is a walking friendly city	≥ 85%	No	→		**74%**	71%	70%	74%
	Roads and Footpaths	*16.0.3 Improve resident satisfaction with road condition*	≥30%	No	→		**27%**	28%	27%	29%
		16.0.9 Improve resident satisfaction with footpath condition	≥ 42%	No	↗		**36%**	32%	35%	36%
Wastewater	Wastewater Collection, Treatment and Disposal	*11.0.1.16 Proportion of residents satisfied with the reliability and responsiveness of wastewater services*[3]	≥ 65%	Yes	↗		**66%**	59%	59%	60%
Water Supply	Water Supply	*12.0.1.13 Proportion of residents satisfied with the reliability of water supplies*	≥ 80%	Yes	↗		**84%**	79%	77%	75%
		12.0.1.14 The proportion of residents satisfied with Council responsiveness to water supply problems	≥ 65%	No	↗		**64%**	59%	57%	52%
		12.0.2.19 Proportion of residents satisfied with the quality of Council water supplies[4]	≥ 50%	No	↘		**48%**	53%	46%	45%
Overall Satisfaction with Council Performance		*N/A*	N/A	N/A	→		**46%**	43%	42%	49%
Ease of Interaction with Council		*N/A*	N/A	N/A	↗		**60%**	55%	53%	57%

0 From 2016 onward this LOS contains two measures aggregated into one score (opportunities to have a say and decision making processes easy to use and engage with). In previous years, it only contained an opportunities to have a say component

0a From 2022 onward, this LOS assesses satisfaction with recreation facilities across the parks network as a whole. Prior to 2022, the LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). Pre 2022 results are not directly comparable to results for 2022 onward

1 From 2016 onward this LOS contains four measures aggregated into one score (waterways, margins and stormwater management). In previous years, it did not include a stormwater component

2 From 2016 onward this LOS contains four measures aggregated into one score (ease of use of parking meters, range of parking facilities available, information about parking options, ease of use of other aspects). In previous years, it only contained an ease of use of parking meters component

3 Results before 2019 were collected using a single measure asking about satisfaction that health risk is minimised and issues are responded to promptly. These results are not directly comparable to results for 2019 onward

4 Question wording used pre 2019: Overall how satisfied or dissatisfied are you with the quality of the water supply? *This includes things such as its taste, pressure and appearance* (there was also a minor question wording change in 2016)

Additional Service Satisfaction Results

Table 2: Summary of additional service satisfaction results

Service	Detail	Old LOS Target	Old LOS Target Met[1]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Governance and Decision Making	*Percentage of residents who agree the Council makes decisions in the best interests of the city*	N/A	N/A	→		**32%**	33%	31%	36%
	Percentage of residents who feel the public has some or a large influence on the decisions the Council makes	55%		→		**26%**	28%	25%	30%
Reputation and Trust[2]	*The Council is open and transparent*	N/A	N/A	→		**21%**	24%	N/A	N/A
	The Council can be trusted	N/A	N/A	→		**28%**	28%	N/A	N/A
	The Council has a good reputation	N/A	N/A	→		**27%**	29%	N/A	N/A
	The Council acts with integrity and honesty	N/A	N/A	→		**30%**	29%	N/A	N/A
	The Council is accountable for what it does	N/A	N/A	→		**32%**	30%	N/A	N/A
	The Council understands the needs of residents and what they care about	N/A	N/A	→		**26%**	23%	N/A	N/A
	The Council balances the needs of today's residents with planning for the future of the city	N/A	N/A	N/A		**34%**	N/A	N/A	N/A
	The Council communicates clearly with residents the results of Council decisions	N/A	N/A	↘		**28%**	32%	N/A	N/A
	The Council communicates clearly with residents about how their views have informed Council decisions	N/A	N/A	→		**19%**	22%	N/A	N/A
	The Council managers and staff are doing a good job	N/A	N/A	→		**34%**	34%	N/A	N/A
	The Council makes wise spending decisions	N/A	N/A	→		**16%**	16%	N/A	N/A
	The Council provides good value for ratepayers' money	N/A	N/A	→		**18%**	20%	N/A	N/A
	The Council honours the principles of the Treaty of Waitangi	N/A	N/A	→		**39%**	37%	N/A	N/A
	Leadership of the Mayor and Councillors	N/A	N/A	N/A		**27%**	30%	N/A	N/A
Emergency preparedness	*Improve the level of community and business awareness and preparedness of risks from hazards and their consequence*	N/A	N/A	↘		**56%**	61%	61%	N/A

Service	Detail	Old LOS Target	Old LOS Target Met[1]	Satisfaction Score Trend Since Last Year	Higher and Lower Satisfaction Services in 2024	Survey Result 2024	Survey Result 2023	Survey Result 2022	Survey Result 2021
Events and Festivals	*Lead the promotion and marketing of Christchurch events and the city as an events destination (range of events and festivals)*	90%		→		**66%**	68%	60%	66%
City Promotions[2]	*Residents are satisfied with Council provision of information available to them about events, activities and attractions in Christchurch*	85%		↗		**64%**	60%	54%	62%
Refusal Disposal	*Recyclable materials (yellow bin)*	90%		→		**83%**	81%	76%	76%
	Residual waste (red bin)	90%		→		**84%**	84%	81%	80%
	Organic material (green bin)	80%		→		**83%**	81%	77%	77%
Transport	*Transport network is safe for all users*	N/A	N/A	N/A		**42%**	N/A	N/A	N/A
	Ease of travel by usual mode of transport	N/A	N/A	N/A		**60%**	N/A	N/A	N/A

1 The Old LOS Target is the last available target that had been set for these services (i.e. included in the 2018- 2028 or 2015-2025 LTPs). If that level of service target was applied to the current result, would the service have passed that target?

2 From 2018 onward, this measure focuses on information about events, activities and attractions, whereas prior to this, the measure focused on information about events and festivals only

Key insights

Just over half of surveyed services (9 out of 17) met or exceeded their 2024 level of service targets.

The 2024 General Services Satisfaction Survey has shown perceptions of the Council's service delivery across a broad range of services have improved over the past 12 months.

Satisfaction levels have increased for 11 of 17 services (that have level of service targets), typically by one to four percent. The largest increases since 2023 related to satisfaction with the Council's management of the stormwater network, and satisfaction with the presentation of inner city parks. Satisfaction with both of these services increased by eight percentage points.

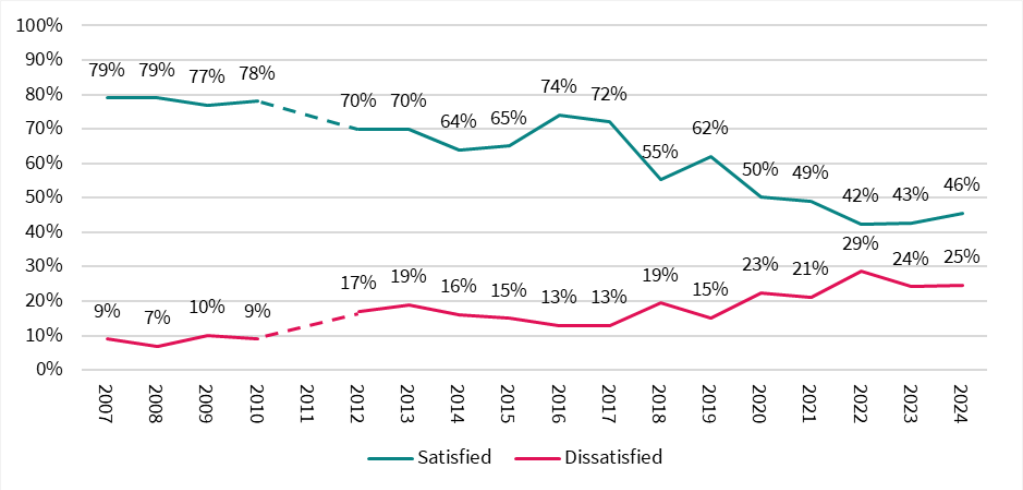
Four out of the 17 services had a one percentage point decrease in satisfaction levels since 2023, while one service (satisfaction with the quality of Council water supplied) declined by five percentage points. One service achieved the same score as in 2023.

Satisfaction with inner city parks (85%) was the only service falling into the Council's highest satisfaction services category (where satisfaction levels are 85% or higher). This was the first time in three years that a service has met this threshold.

"The botanical gardens are largely well maintained and mostly very enjoyable to visit."

Overall satisfaction with the Council's performance (46%) remained below 50%, although this was three percentage points higher than in 2023.

Figure 1: Satisfaction and Dissatisfaction with Council's performance over time



Dissatisfaction (as opposed to a neutral response) with the Council's performance increased slightly to 25%, the second highest since 2007.

The top reasons given for dissatisfaction with Council performance related to roads and roading maintenance, disapproval of Council spending, and rates increases. The top reasons given for satisfaction with Council performance related to feeling the Council was doing a good job overall, being happy with services provided, and being happy with recreational facilities/parks/public amenities.

Table 3: Top 25 reasons for satisfaction/dissatisfaction with Council performance

	Number of comments	Percent of total sample
Unhappy with roads/more road maintenance	92	17%
Disapprove of Council spending	76	14%
Council is doing a good job overall	71	13%
Rates increased	55	10%
Happy with services provided	45	8%
Too many cycle lanes	41	7%
Slow to/ don't respond to problems/ concerns	37	7%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%
Poor communication	33	6%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	32	6%
Room for improvement	31	6%
No problems/ issues	29	5%
City is cleaned and well- maintained/areas are being tidy	29	5%
Responds in timely manner/dealt within a reasonable timeframe	28	5%
General maintenance needed	28	5%
Parking expensive/lack of/parking issues	28	5%
Council is doing a poor job overall	26	5%
Good customer service	24	4%
Lack of public consultation	24	4%
Happy with recycling and rubbish services	22	4%
Unhappy with the waterways/sewage services needs to improve	21	4%
Respond to problems/ concerns	19	3%
Lack of transparency/have behind the scene dealings	18	3%
Does not listen	17	3%
Need more recreational areas/improvement on parks and grounds/sport facilities	17	3%

Base: Total sample with don't know/nothing removed (n=555)

Key:
Red – Negative comments
Green – Positive comments

Disapproval of road and general maintenance, disapproval of Council decision making and spending, and water supply are top-of-mind with many residents. The areas believed to be in greatest need of improvement are in line with previous years:

"Repairs to roads. There are still a few spots across the city that are pretty bumpy."

"Road quality needs to be prioritized. The pot holes, the state of the roads in some parts is terrible."

"The behaviour of our elected representatives. Egos and petty behaviour need to stay at home and instead they need to focus on what is best for the city, both now but equally as importantly, in the future.'

Other areas perceived as needing improvement include information/communication received from Council, footpaths and waste management.

Table 4: One service that is most important to improve

Service	Number of comments	% of total sample	% of improvement comments*
Roading	176	23%	27%
Council decision-making/financial management	65	8%	10%
Water supply	56	7%	9%
Information and communication	47	6%	7%
Footpaths	40	5%	6%
Waste management	40	5%	6%
Parking	33	4%	5%
Cycleways	26	3%	4%
Public transport	21	3%	3%
Public space cleaning/ City beautification	20	3%	3%
Waterways	18	2%	3%
Parks, reserves and green spaces	16	2%	2%
Consents process	10	1%	2%
Sewerage/ Wastewater	10	1%	2%
Noise control	7	1%	1%
Earthquake recovery/ rebuild	7	1%	1%
Environment	5	1%	1%
Events/ activities	6	1%	1%
Housing	5	1%	1%
Recreation & Sports Centres	4	1%	1%
As stated in previous question	2	0%	0%
Other	30	2%	
Don't know	192	25%	
Supplied positive comment despite being asked for improvement aspect	14	2%	

*Base: all respondents (n=773), *n=658 ('Don't know' and positive responses removed)*

As with previous years, services felt to be performing best included waste management, parks and reserves, and libraries. These are consistently amongst the highest rated services by residents.

"The rubbish collection service is great. Any issues I've had they've dealt with so quickly."

"Parks and recreation. We have some great parks and walking areas within a close distance around the city. The botanical gardens are beautiful and well kept."

Table 5: The one service you feel the Council is performing the best in

Service	Number of comments	% of total sample	% of best comments*
Waste management	155	20%	23%
Parks, reserves and green spaces	115	15%	17%
Libraries	64	8%	10%
Recreation & Sport Centres	56	7%	8%
Public space cleaning/ City beautification	32	4%	5%
Information and communication	32	4%	5%
Events/ activities	28	4%	4%
Water supply	28	4%	4%
Facilities and services	25	3%	4%
Roading	20	3%	3%
Cycleways	15	2%	2%
Public Transport	15	2%	2%
Waterways	9	1%	1%
Rates spending and financial management	9	1%	1%
The rebuild	8	1%	1%
Community Support	7	1%	1%
Parking	7	1%	1%
Sewerage/ Wastewater	7	1%	1%
Animal Control	4	1%	1%
Footpaths	4	1%	1%
Emergency preparedness and response	4	1%	1%
Other	17	2%	
Don't know	195	25%	
Supplied negative comment despite being asked for the best aspect	37	5%	

*Base: all respondents (n=773), *n=661 ('Don't know' and negative responses removed)*

Section 2: Research Method

Research Context

The Christchurch City Council's (CCC) annual General Service Satisfaction Survey (the survey) has been conducted since 1991 (with the exception of 2011) to measure resident satisfaction with Council services.

The survey's focus is measuring satisfaction with Council services and facilities detailed in the Long-Term Plan (LTP). This includes general services that most or all residents in the city use, e.g., water supply, waste collection, road surfaces, etc. A representative sample of all city residents aged 18 and over is used to obtain resident satisfaction levels and then compared with the corresponding Level of Service (LOS) targets set out in the LTP.

Research Design

The survey was completed amongst residents in Christchurch and Banks Peninsula. The 2024 survey was conducted using an online-only method to improve cost efficiencies, giving shorter survey completion times for respondents. Before 2021, the survey was completed using telephone calls.

The fieldwork was undertaken between 13-30 January 2024. The median completion time for the survey was 14.49 minutes. The non-response bias evident in telephone surveys (where only residents prepared to commit to a half-hour interview to have their voices heard) was also minimised.

Research panels from Dynata and Consumerlink were used to collect the data. A series of techniques were used to monitor data quality.

A. Random responding: data was reviewed to ensure that answers were logical; additional logic checks were built into the survey script to ensure participants could not continue if they tried to submit an illogical answer.

B. Illogical or inconsistent responding: this was monitored and detected using logic checks programmed into the script before the Survey went live.

C. Overuse of item non-response (e.g., 'Don't Know'): respondents were identified and removed from the final data during quality checks.

D. The panel companies used pre-screening questions to ensure the sample was indeed real people and that they were paying attention to the Survey.

E. Duplicate responses: the panel companies utilise various techniques to ensure duplicate responses are not possible.

There were n=1,030 survey responses, of which n=771 were completed surveys, comprising n=386 from the Dynata panel and n=385 from the Consumerlink resident survey database. The remaining responses were from respondents who:

- did not complete the survey (n=134; 13.0 percent)

• were screened out as they didn't fulfil the survey demographics (such as residing outside the region or under the age of 18 years old) (n=61; 5.9 percent)

• were excluded due to full demographic quotas (n=61, 5.9 percent).

A representative sample of n=771 respondents completed the survey. This achieved sample means that, for any one service asked about, the maximum margin of error for the results is +/-3.5 percent at a 95 percent confidence level. Additional Life in Christchurch booster survey results have been included as part of the age and ethnicity analysis of overall satisfaction with the Council's performance.

Open-ended responses were analysed from 773 respondents who completed this component of the survey.

New Questions for 2024

One new question related to trust and reputation was introduced in 2024:

- Satisfaction that the Council balances the needs of today's residents with planning for the future of the city.

Four new transport-related questions were introduced in 2024:

- Reasons for dissatisfaction with the condition of Christchurch's footpaths (for those who were dissatisfied)
- Whether the transport network is considered safe for all users
- The mode of transport most often used to travel in Christchurch in the last 12 months
- The ease of travelling by the selected mode of transport most often used.

All other questions from the previous survey remain unchanged.

Sample Composition

The achieved survey sample is representative of Christchurch City and the Banks Peninsula population in terms of age (Table 6), gender (Table 7) and community board (Table 8).

Table 6: Number of participants by age

Age	% 18+ Population (2018 Census)	% of Participants	# of Participants
18-24	13%	10%	75
25-34	20%	24%	185
35-49	25%	24%	182
50-64	23%	23%	176
65-79	14%	15%	117
80 years and over	5%	5%	35
Prefer not to say	N/A	0%	1
Total			**771**

Table 7: Number of participants by gender

Gender	% 18+ Population (2018 Census)	% of Participants	# of Participants
A man	49.5%	50%	385
A woman	50.5%	50%	383
Non-binary / another gender	N/A	0%	3
Total			771

Table 8: Number of participants by Community Board

Community Board	% 18+ Population (2018 Census)	% of Participants	# of Participants
Te Pātaka o Rākaihautū - Banks Peninsula	3%	2%	17
Waitai - Coastal-Burwood-Linwood	19%	21%	160
Waimāero - Fendalton-Waimairi-Harewood	19%	17%	132
Waipuna - Halswell-Hornby-Riccarton	19%	22%	169
Waipapa - Papanui-Innes-Central	19%	20%	158
Waihoro - Spreydon-Cashmere-Heathcote	20%	18%	135
Total			**771**

Notes on Reporting Conventions

Resident satisfaction with services is measured in this report by removing all respondents who answered, 'Don't Know', 'Not Applicable' or similar and combining the top two response scores: satisfied and very satisfied (or similar).

When reporting at a top-line level and comparing to LOS targets (Summary of findings section above), we have reported rounded whole numbers. Note that many of these are composite measures, i.e., the average of more than one individual measure as asked in the survey.

In the detailed findings that follow:

• all charts show percentages to one decimal place.

• all tables show percentages to one decimal place and exclude 'Don't Know', 'Not Applicable' or similar responses.

Due to rounding conventions, figures may not add up to 100 percent. This rounding explains any observed percentage differences between this report's tables and charts.

The final percentages used as the Levels of Service Results and Additional Services Satisfaction Results reported in the summary of findings sections are based on the charts in the details findings sections, which combine the top two responses (e.g., Satisfied and Very Satisfied). Due to this combination of two discrete response options and rounding conventions, the charts' summed 'top two box' score may not exactly match the sum of the two discrete scores in the tables.

Section 3: Detailed Findings

Strategic Governance

Advice and Support

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 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)	At least 30%	28%	

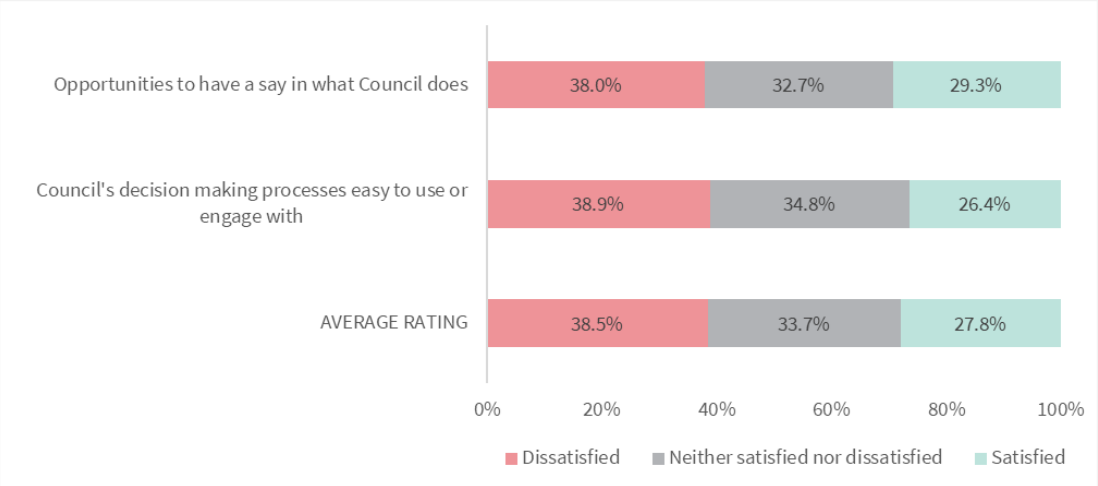
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate their satisfaction around engagement with the Council. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

- How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?
- How satisfied or dissatisfied are you that the Council's decision-making processes are easy to use and engage with?

The Level of Service (LOS) target for advice and support of 30% was not met, with a 28% overall service satisfaction score.

Figure 2: Perceptions around engagement with the Council



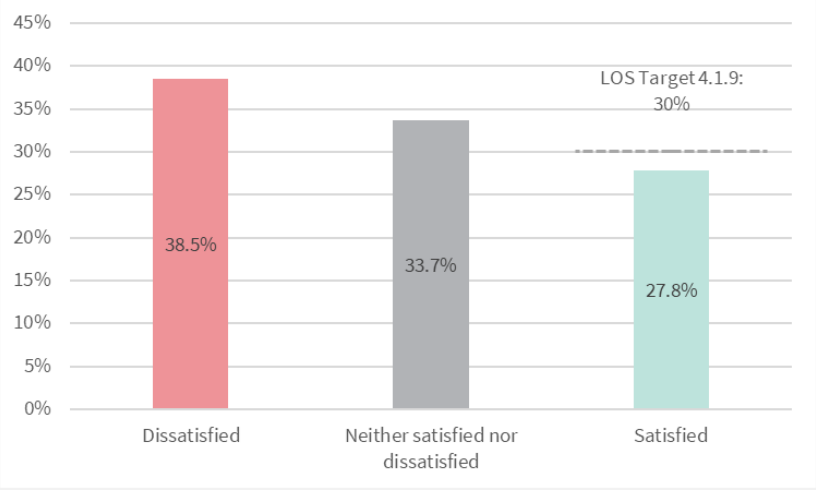
Base: total sample excluding 'don't know/not applicable' (n=744/728)

Table 9: Perceptions around engagement with the Council

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Opportunities to have a say in what Council does	n	34	184	243	206	77	27
	%	4.6%	24.7%	32.7%	27.7%	10.3%	
Council's decision making processes are easy to use and engage with	n	29	163	253	213	70	43
	%	4.0%	22.4%	34.8%	29.3%	9.6%	
AVERAGE RATING		**4.3%**	**23.6%**	**33.7%**	**28.5%**	**10.0%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 3: Average ratings of perceptions around engagement with the Council



Base: Total sample excluding 'don't know/not applicable'

"More conversation before committing ratepayer money on stupid projects please."

"Understanding of how and why decisions are made and an opportunity for people to submit their views with publication around this before decisions are made."

Participation in and contribution to decision-making

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 4.1.18: Participation in and contribution to Council decision-making (understanding of decision making)	At least 34%	34%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate the City Council's effectiveness in fulfilling its governance role and the decision-making process. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

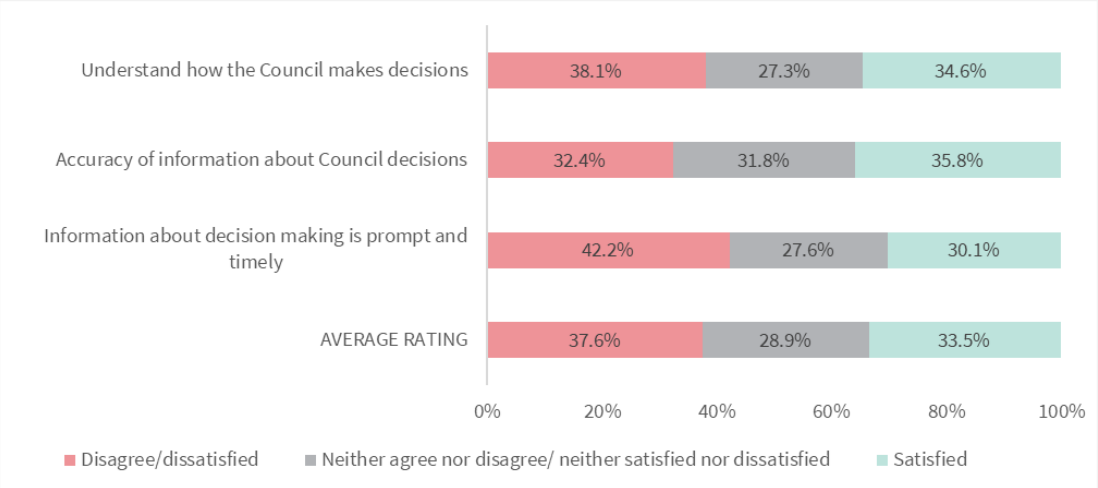
Thinking about Christchurch City Council,

- How much do you agree or disagree with the statement "I understand how the Council makes decisions?"
- How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?
- How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

The Level of Service (LOS) target for participation in and contribution to decision-making of 34% was met, with a 34% overall service satisfaction score.

Satisfaction was highest for accuracy of information provided about Council decisions (35.8%), and lowest for information about decision-making being prompt and timely (30.1%).

Figure 4: Ratings of participation in and contribution to Council decision-making



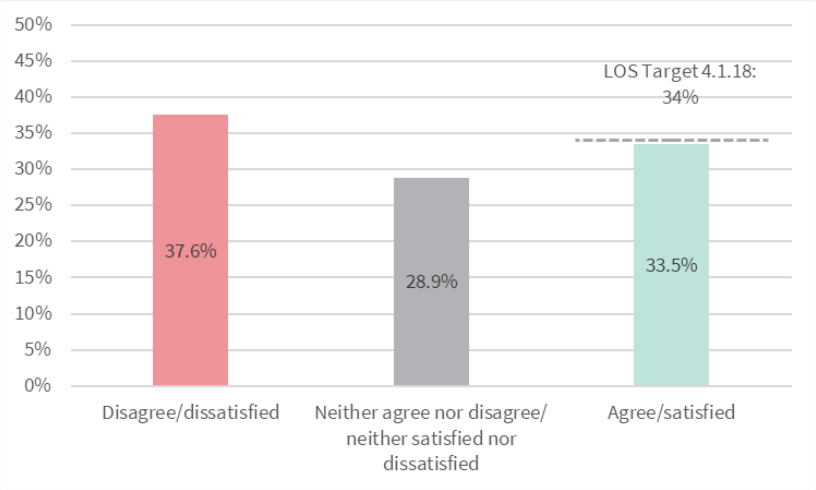
Base: total sample excluding 'don't know/not applicable' (n=755/751/753)

Table 10: Ratings of participation in and contribution to Council decision-making

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Understand how the Council makes decisions	n	41	220	206	215	73	16
	%	5.4%	29.1%	27.3%	28.5%	9.7%	
Accuracy of information about Council decisions	n	42	227	239	200	43	20
	%	5.6%	30.2%	31.8%	26.6%	5.7%	
Information about decision making is prompt and timely	n	30	197	208	270	48	18
	%	4.0%	26.2%	27.6%	35.9%	6.4%	
AVERAGE RATING		**5.0%**	**28.5%**	**28.9%**	**30.3%**	**7.3%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 5: Average ratings of participation in and contribution to Council decision-making



Base: total sample excluding 'don't know/not applicable'

"Communication with the rate payers. The council meetings are open to the public to attend. A transaction of the proceedings should be printed in all the community newspapers to allow Chch residents to read what is going on, who proposes items and those who disagree with proposals etc, this would provide greater transparency of the council's actions. Not everyone has the ability to attend council meetings, nor is there space for large numbers to attend."

Parks, Heritage & Coastal Environments

Manage and maintain public artworks, monuments and artefacts

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.9.1.5: To manage and maintain Public Monuments, Sculptures, Artworks, and Parks Heritage Buildings of significance (presentation of public monuments, sculptures and artworks)	65%	68%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

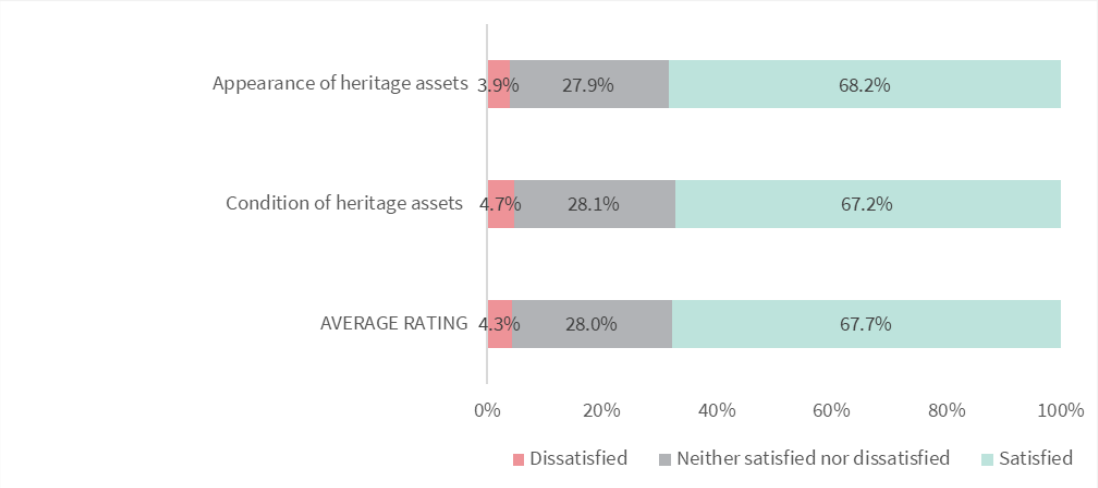
Survey participants were asked to evaluate the appearance and condition of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the city's heritage and character. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

> Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the city's heritage and character.

- How satisfied or dissatisfied are you with the appearance of these objects?
- How satisfied or dissatisfied are you with their condition?

The Level of Service (LOS) target for managing and maintaining public artworks, monuments and artefacts of 65% was met, with a 68% overall service satisfaction score.

Figure 6: Satisfaction with the appearance and condition of monuments and other heritage objects



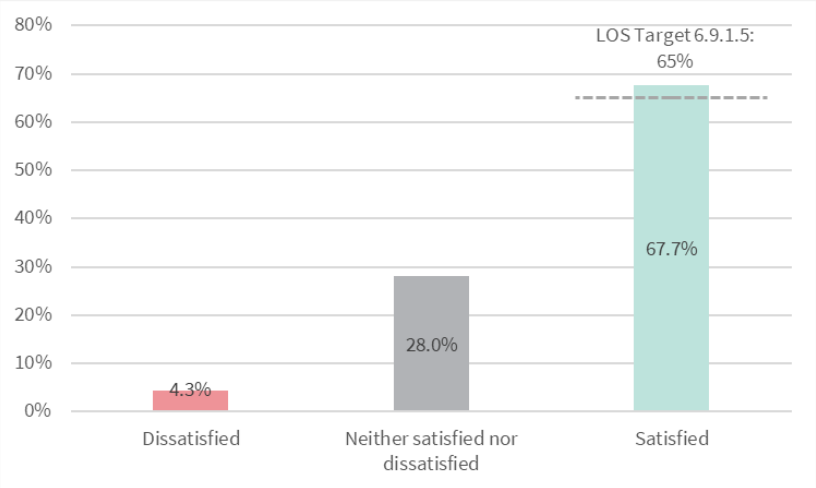
Base: total sample excluding 'don't know/not applicable' (n=746/740)

Table 11: Satisfaction with the appearance and condition of monuments and other heritage objects

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of heritage assets	n	102	407	208	25	4	25
	%	13.7%	54.6%	27.9%	3.4%	0.5%	
Condition of heritage assets	n	99	398	208	33	2	31
	%	13.4%	53.8%	28.1%	4.5%	0.3%	
AVERAGE RATING		**13.5%**	**54.2%**	**28.0%**	**3.9%**	**0.4%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 7: Average level of satisfaction with the appearance and condition of monuments and other heritage objects



Base: total sample excluding 'don't know/not applicable'

Manage and maintain parks scheduled heritage buildings

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.9.1.6: To manage and maintain Public Monuments, Sculptures, Artworks and Parks Heritage Buildings of significance (parks heritage buildings)	55%	61%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

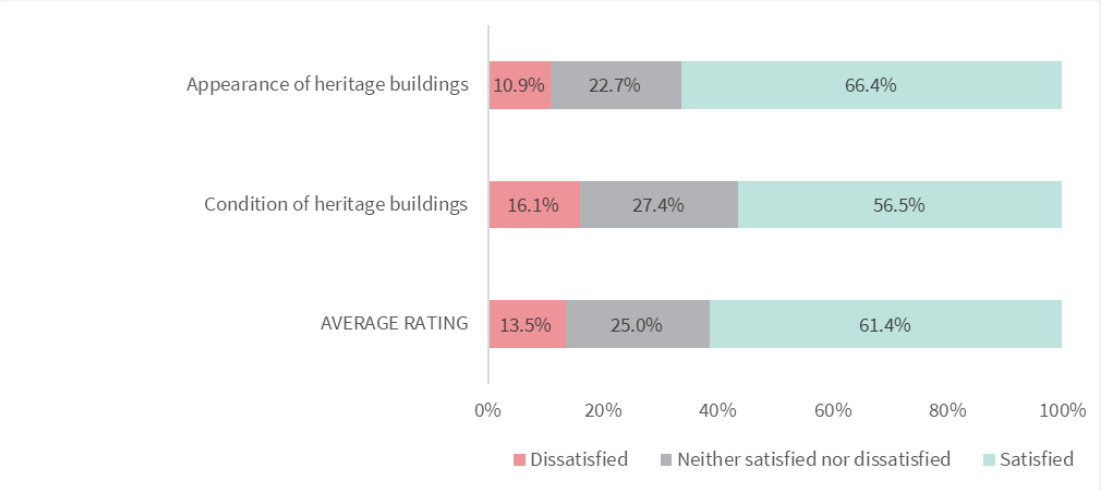
Survey participants were asked to evaluate the appearance and condition of the city's heritage buildings. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

> Christchurch's heritage buildings provide the city with a reminder of a former time. They are often used as community centres, residential properties, and commercial activities such as accommodation and restaurants.

- How satisfied or dissatisfied are you with the appearance of the City's heritage buildings?
- How satisfied or dissatisfied are you with the condition of these buildings?

The Level of Service target for managing and maintaining parks scheduled heritage buildings of 55% was met, with a 61% overall service satisfaction score.

Figure 8: Satisfaction with the appearance and condition of the city's heritage buildings



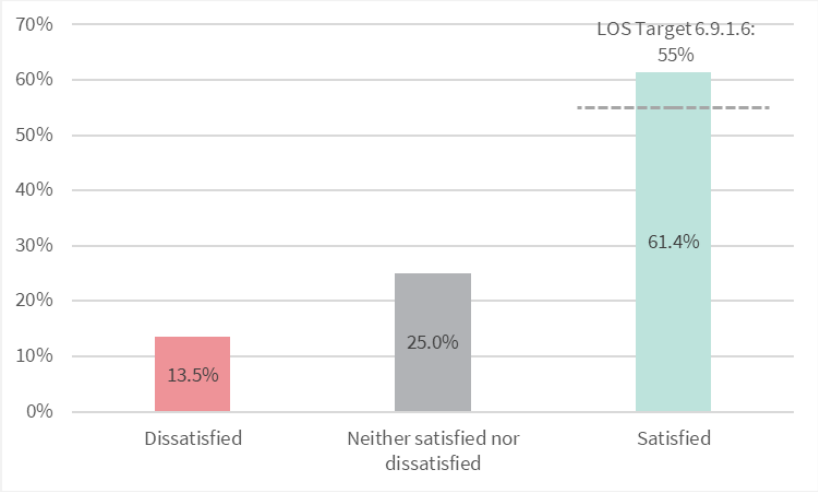
Base: total sample excluding 'don't know/not applicable' (n=741/733)

Table 12: Satisfaction with the appearance and condition of the city's heritage buildings

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of the city's heritage buildings	n	96	396	168	65	16	30
	%	13.0%	53.4%	22.7%	8.8%	2.2%	
Condition of these heritage buildings	n	78	336	201	90	28	38
	%	10.6%	45.8%	27.4%	12.3%	3.8%	
AVERAGE RATING		**11.8%**	**49.6%**	**25.0%**	**10.5%**	**3.0%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 9: Average level of satisfaction with the city's heritage buildings



Base: total sample excluding 'don't know/not applicable'

Refuse Disposal

Kerbside collection

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 8.0.3: Customer satisfaction with kerbside collection service	At least 85%	84%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

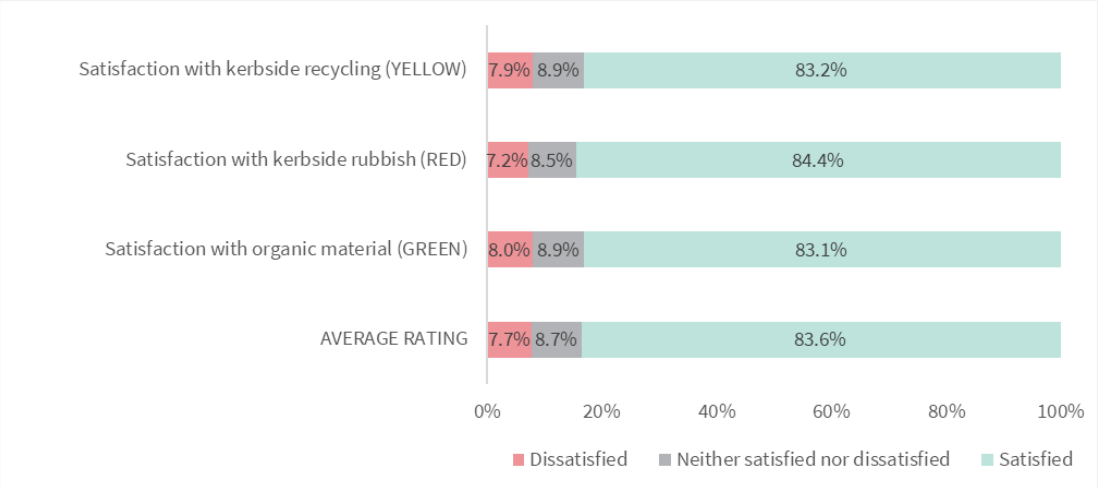
Survey participants were asked to rate their satisfaction with their domestic kerbside collection service. A five-point Likert scale was used to rate their satisfaction. Three services were rated to measure the Level of Service:

Thinking now about the Council rubbish and recycling collection,

- How satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials (your yellow bin)?
- How satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)?
- How satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin)?

The Level of Service target for kerbside collection of 85% was not met, with an 84% overall service satisfaction score.

Figure 10: Satisfaction with kerbside collection services



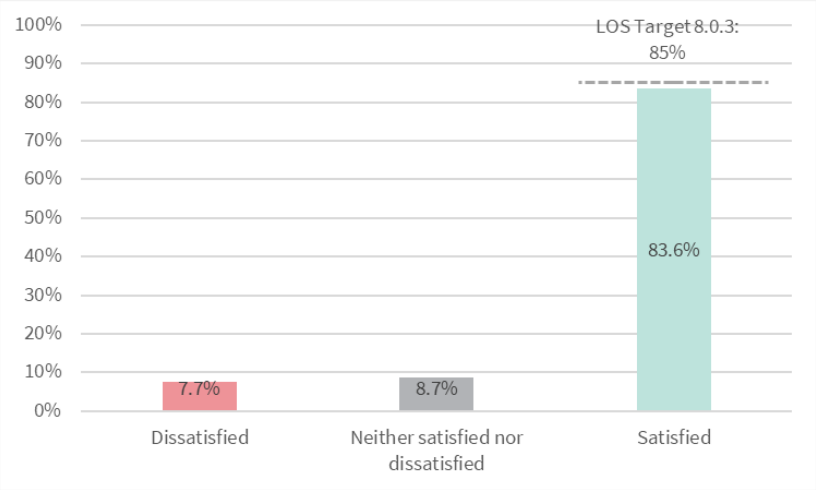
Base: total sample excluding 'don't know/not applicable' (n=768/768/764)

Table 13: Satisfaction with kerbside collection services

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with kerbside recycling	n	246	393	68	51	10	3
	%	32.0%	51.2%	8.9%	6.6%	1.3%	
Satisfaction with kerbside rubbish	n	254	394	65	39	16	3
	%	33.1%	51.3%	8.5%	5.1%	2.1%	
Satisfaction with organic material	n	247	388	68	45	16	7
	%	32.3%	50.8%	8.9%	5.9%	2.1%	
AVERAGE RATING		**32.5%**	**51.1%**	**8.7%**	**5.9%**	**1.8%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 11: Average level of satisfaction with waste disposal services



Base: total sample excluding 'don't know/not applicable'

"Rubbish Collection is excellent and any queries or complaints speedily acted upon. Collections at weekends when holidays have coincided with the usual days is greatly appreciated."

"Recycling/Rubbish curbside collection. It simply works!"

Sewerage and Stormwater

Sewerage and wastewater services

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 11.0.1.16: Proportion of residents satisfied with the reliability and responsiveness of Council wastewater services	65%	66%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

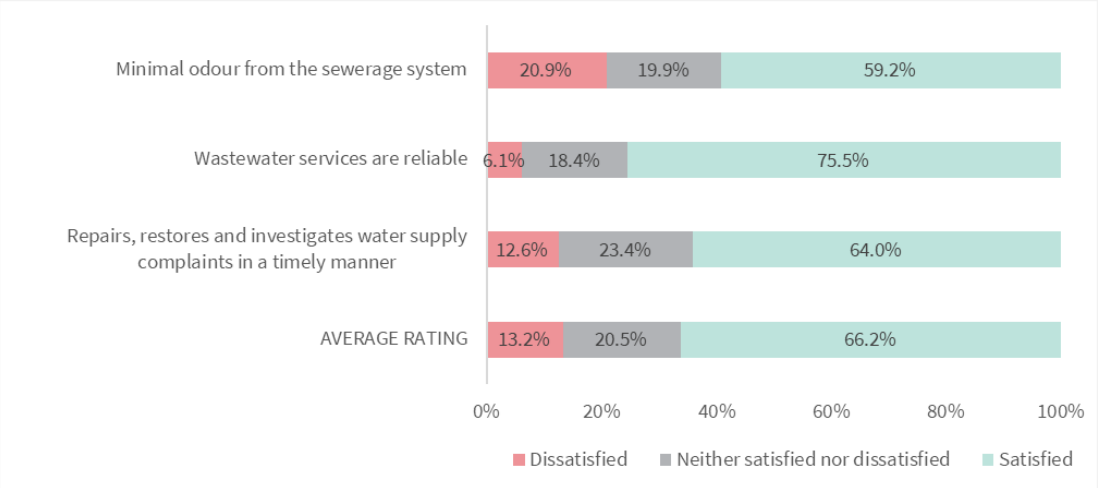
Survey participants were asked to evaluate certain aspects of wastewater collection and the sewerage system. A five-point Likert scale was used to rate their satisfaction. Three factors were used to measure the Level of Service:

> Wastewater collection is about the underground pipes that take wastewater (e.g., from your toilets, showers etc.) away from homes and to the treatment plant.

- How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?
- How satisfied or dissatisfied are you that the wastewater services are reliable?
- How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?

The Level of Service target for sewerage and wastewater services of 65% was met, with a 66% overall service satisfaction score.

Figure 12: Satisfaction with sewerage and wastewater services



Base: total sample excluding 'don't know/not applicable' (n=740/734/689)

Table 14: Satisfaction with sewerage and wastewater services

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Minimal odour from the sewerage system	n	108	330	147	104	51	31
	%	14.6%	44.6%	19.9%	14.1%	6.9%	
Wastewater services are reliable	n	134	420	135	35	10	37
	%	18.3%	57.2%	18.4%	4.8%	1.4%	
Repairs and complaints are investigated in a timely manner	n	92	349	161	60	27	82
	%	13.4%	50.7%	23.4%	8.7%	3.9%	
AVERAGE RATING		**15.4%**	**50.8%**	**20.5%**	**9.2%**	**4.1%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 13: Average level of satisfaction with sewerage and wastewater services

Base: total sample excluding 'don't know/not applicable'

Waterways and stormwater network

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 14.0.3: Proportion of residents satisfied with the management of the Council's stormwater network	39%	51%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

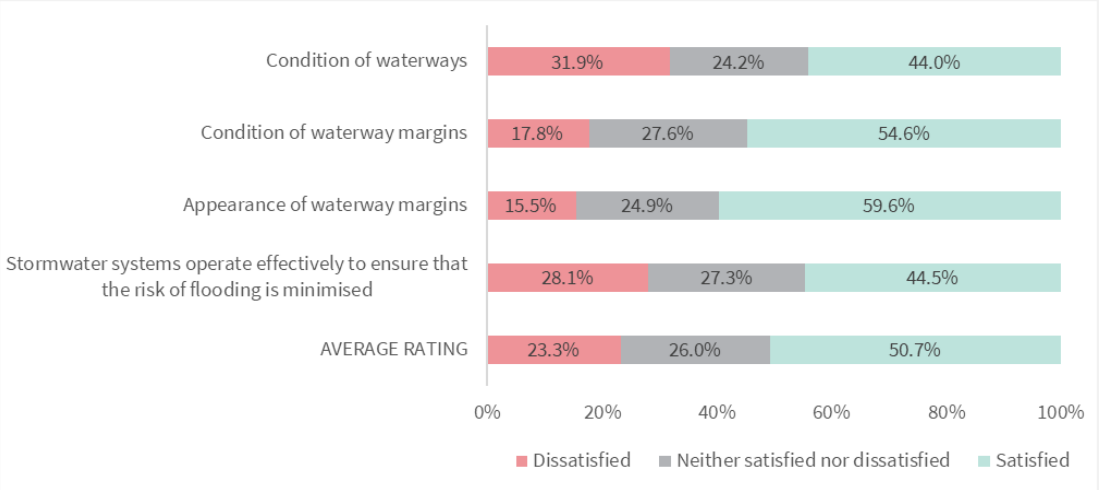
Survey participants were asked to evaluate certain aspects of the City's waterways and stormwater network. A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

> Christchurch has several waterways such as the Ōtākaro Avon, Ōpāwaho Heathcote and Pūharakekenui Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales, and timbered drains.

- How satisfied or dissatisfied are you with the condition of waterways?
- How satisfied or dissatisfied are you with the condition of waterway margins?
- How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?
- How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

The Level of Service target for waterways and the stormwater network of 39% was met, with a 51% overall service satisfaction score.

Figure 14: Satisfaction with waterways and the stormwater network



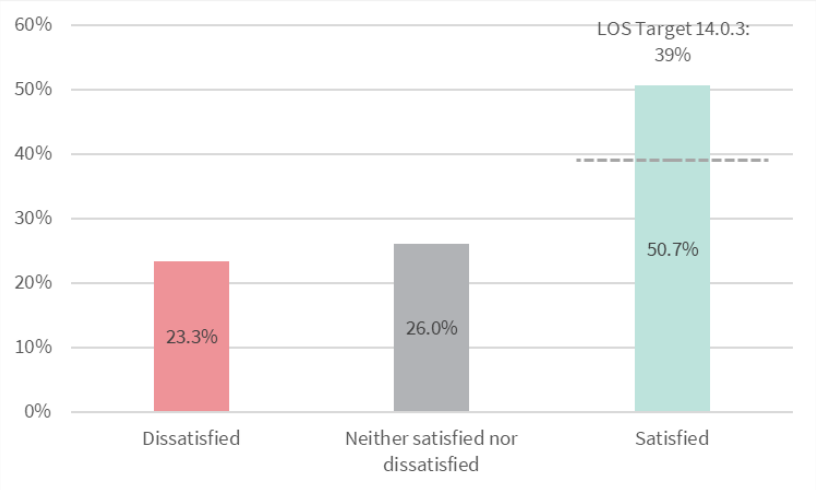
Base: total sample excluding 'don't know/not applicable' (n=737/731/743/732)

Table 15: Satisfaction with waterways and the stormwater network

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of waterways	n	43	281	178	174	61	34
	%	5.8%	38.1%	24.2%	23.6%	8.3%	
Condition of waterway margins	n	55	344	202	105	25	40
	%	7.5%	47.1%	27.6%	14.4%	3.4%	
Appearance of waterway margins	n	65	378	185	90	25	28
	%	8.7%	50.9%	24.9%	12.1%	3.4%	
Stormwater systems operate effectively to ensure that the risk of flooding is minimised	n	49	277	200	154	52	39
	%	6.7%	37.8%	27.3%	21.0%	7.1%	
AVERAGE RATING		**7.2%**	**43.5%**	**26.0%**	**17.8%**	**5.5%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 15: Average level of satisfaction with waterways and the stormwater network



Base: total sample excluding 'don't know/not applicable'

"Stormwater maintenance has prevented any occurrences of surface flooding in the past year. This is a good example of preventative maintenance resulting in less costs down the line."

Transportation

Walking-friendly city

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.10: Improve the perception that Christchurch is a 'walking-friendly' city	85%	74%	

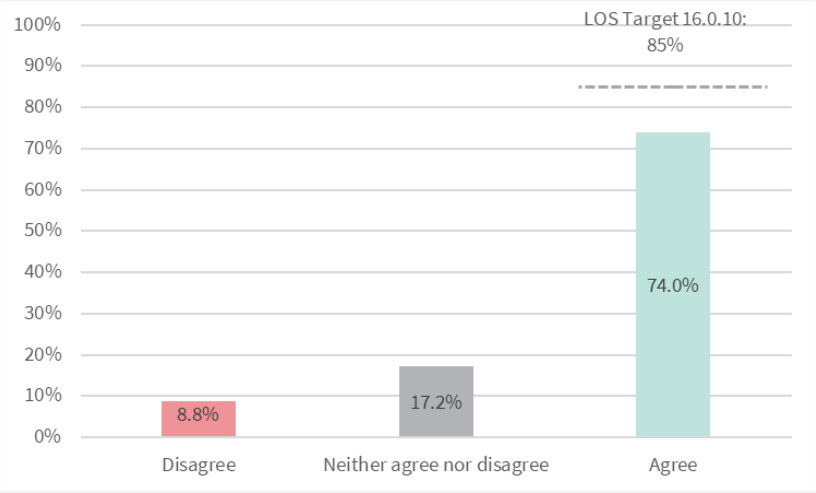
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate how walking-friendly they perceive Christchurch to be. A five-point Likert scale was used to rate their agreement. One factor was used to measure the Level of Service:

- How much would you agree or disagree that Christchurch is a walking friendly city?

The Level of Service target for 'walking-friendly' city of 85% was not met, with a 74% overall service agreement score.

Figure 16: Level of agreement that Christchurch is a walking-friendly city



Base: total sample excluding 'don't know/not applicable' (n=762)

Table 16: Level of agreement that Christchurch is a walking-friendly city

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is walking-friendly	n	142	422	131	45	22	9
	%	18.6%	55.4%	17.2%	5.9%	2.9%	

'Don't know/not applicable' responses excluded from percentage calculations

"I have visitors from overseas saying this is one of the best cities they have been in and I think that is largely due to new buildings and all the walking paths in central city and how well they are maintained."

Cycling-friendly city

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 10.5.2: Improve the perception that Christchurch is a 'cycling-friendly' city	67%	65%	

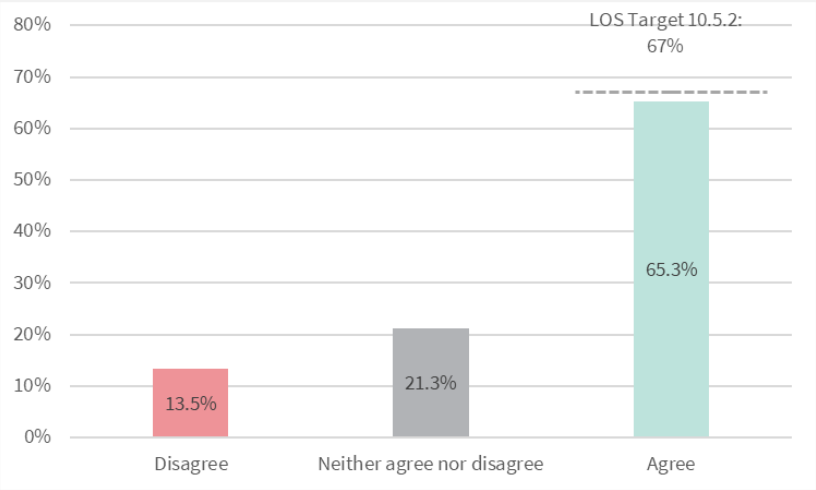
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to evaluate how cycle-friendly they perceive Christchurch to be. A five-point Likert scale was used to rate their agreement. One factor was used to measure the Level of Service:

- How much would you agree or disagree that Christchurch is a cycle friendly city?

The Level of Service target for 'cycling-friendly' city of 67% was not met, with a 65% overall service agreement score.

Figure 17: Level of agreement that Christchurch is a 'cycle-friendly' city



Base: total sample excluding 'don't know/not applicable' (n=743)

Table 17: Level of agreement that Christchurch is a cycle-friendly city

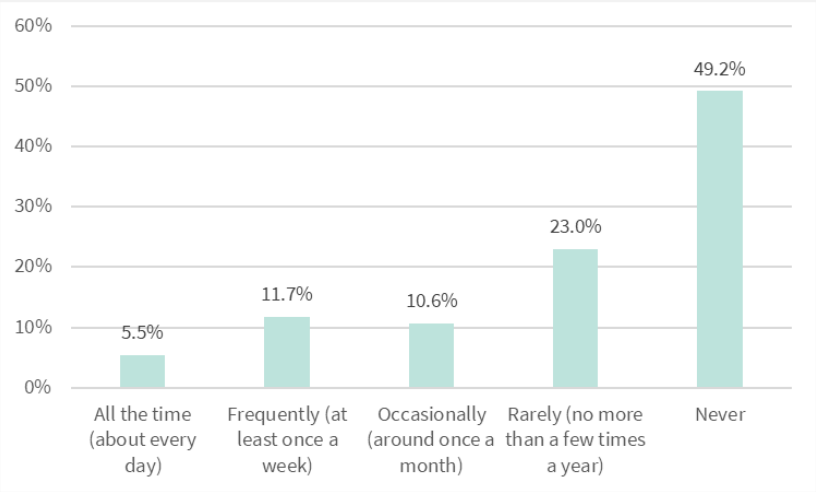
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Christchurch is cycle-friendly	n	99	386	158	79	21	28
	%	13.3%	52.0%	21.3%	10.6%	2.8%	

'Don't know/not applicable' responses excluded from percentage calculations

> *"The cycleways etc are very good, unfortunately often losing car parks to them isn't great."*
>
> *"I really like to see the new bike lanes that are coming in. It helps create safety for bikers but also helps to promote people to get outside and use them."*

Survey participants were asked an additional question, relating to how often they have cycled on a public road in Christchurch in the last 12 months. Fewer than one in five respondents (17%) had cycled on public roads at least once a week in the past 12 months. This percentage is down from previous years. Almost half of respondents reported they had never cycled in the last 12 months.

Figure 18: Frequency of cycling on public roads



Base: total sample excluding 'don't know/not applicable' (n=770)

Cycling is age and gender-dependent, where younger people are more likely to cycle than older people, and more males frequently cycle than females.

Roads and Footpaths

Roadway condition

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 16.0.3: Improve resident satisfaction with roadway condition	30%	27%	

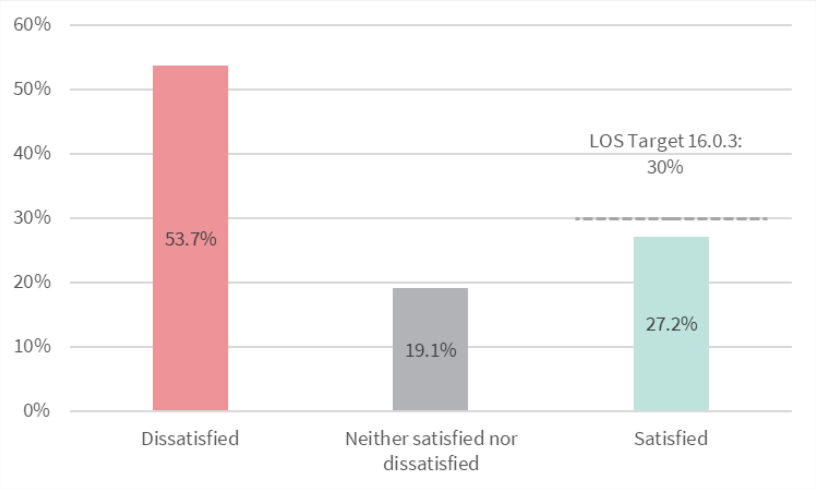
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the condition of roadways in Christchurch, excluding roads in the residential red zone. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?

The Level of Service target for roading condition of 30% was not met, with a 27% overall service satisfaction score.

Figure 19: Satisfaction with the condition of roads, excluding residential red zone roads



Base: total sample excluding 'don't know/not applicable' (n=769)

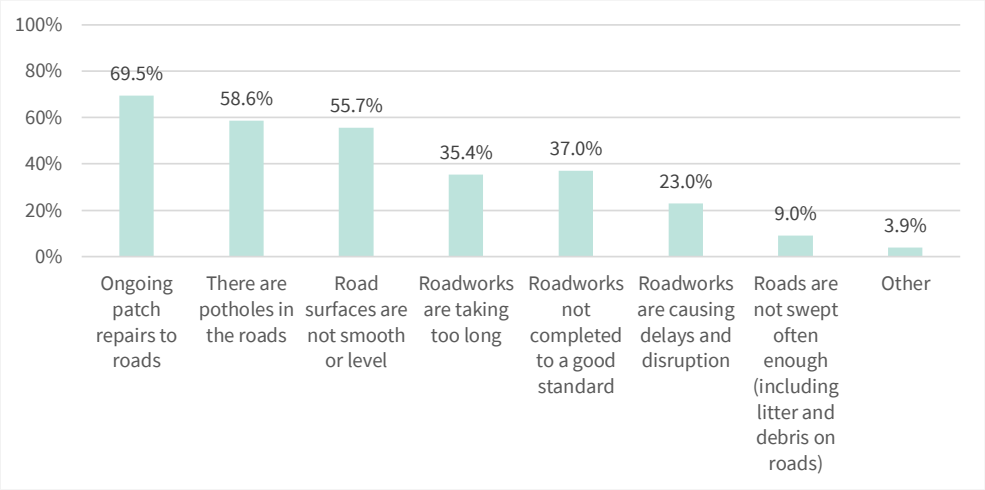
Table 18: Satisfaction with the condition of roads, excluding residential red zone roads

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of roads	n	42	167	147	276	137	2
	%	5.5%	21.7%	19.1%	35.9%	17.8%	

'Don't know/not applicable' responses excluded from percentage calculations

Survey participants who were dissatisfied or very dissatisfied with the condition of Christchurch's roads were asked to identify the three main reasons why. The condition of the road surfaces (potholes and patch repairs, and roads not smooth) was the major reason identified, followed by issues related to roadworks.

Figure 20: Reasons for dissatisfaction with the condition of the roads



Base: Dissatisfied sample excluding 'don't know/not applicable' (n=413)

"Roads-potholes get temporarily repaired but then are worse than ever. Then proper repairs take a long time."

"The constant roadworks. While everyone appreciates these things need to happen, they are very annoying due to the fact they take so long. Roads get closed off for Day's, Weeks & Months at a time. Your normal route to & from work gets closed off. An alternative route is given, but causes mayhem with traffic jams, extra fuel & road rage. The Council don't take this into consideration when doing this."

Footpath condition

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS16.0.9: Improve resident satisfaction with footpath condition	42%	36%	

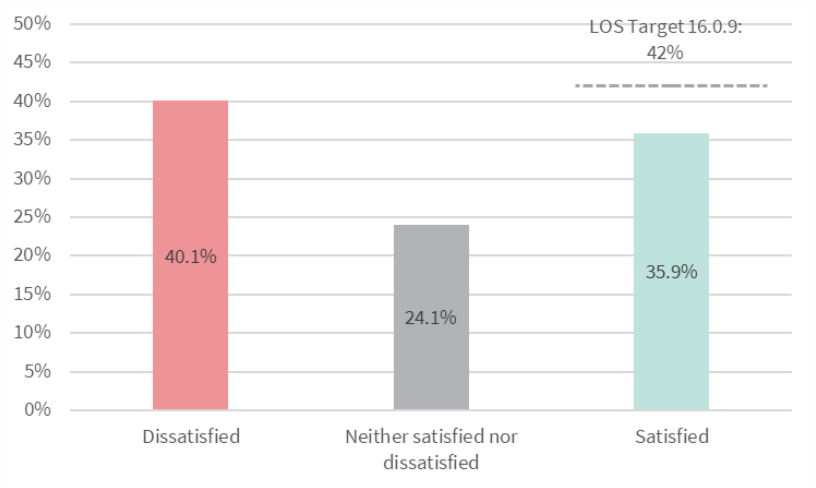
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the condition of footpaths in Christchurch. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths?

The Level of Service target for footpath condition of 42% was not met, with a 36% overall service satisfaction score.

Figure 21: Satisfaction with the condition of footpaths, excluding residential red zone footpaths



Base: total sample excluding 'don't know/not applicable' (n=764)

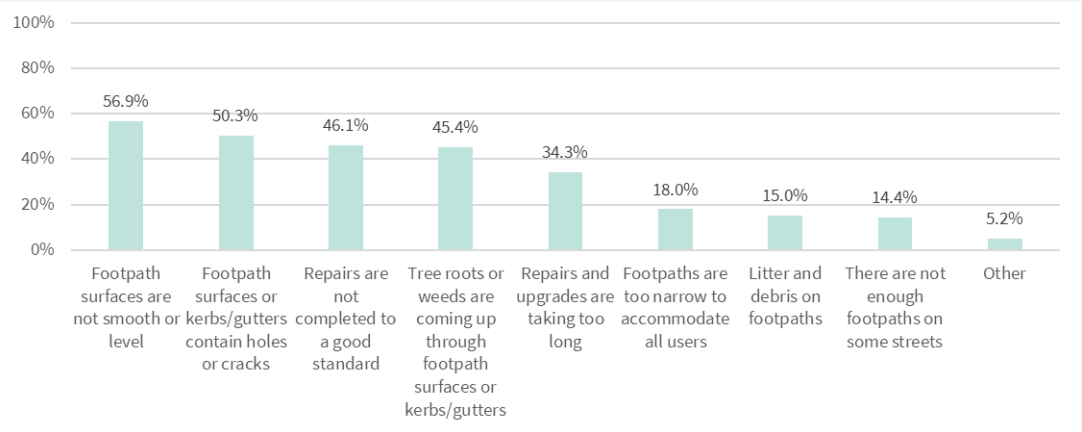
Table 19: Satisfaction with the condition of footpaths excluding residential red zone footpaths

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Condition of footpaths excluding residential red zone footpaths	n	43	231	184	210	96	7
	%	5.6%	30.2%	24.1%	27.5%	12.6%	

'Don't know/not applicable' responses excluded from percentage calculations

Survey participants who were dissatisfied or very dissatisfied with the condition of Christchurch's footpaths were asked to identify the three main reasons why. The condition of footpath surfaces (not being smooth or containing holes/cracks) was the main reason identified, followed by repair and maintenance issues.

Figure 22: Reasons for dissatisfaction with the condition of the footpaths



Base: Dissatisfied sample excluding 'don't know/not applicable' (n=306)

Water Supply

Quality of water supply

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.2.19: Proportion of residents satisfied with the quality of Council water supplies	50%	48%	

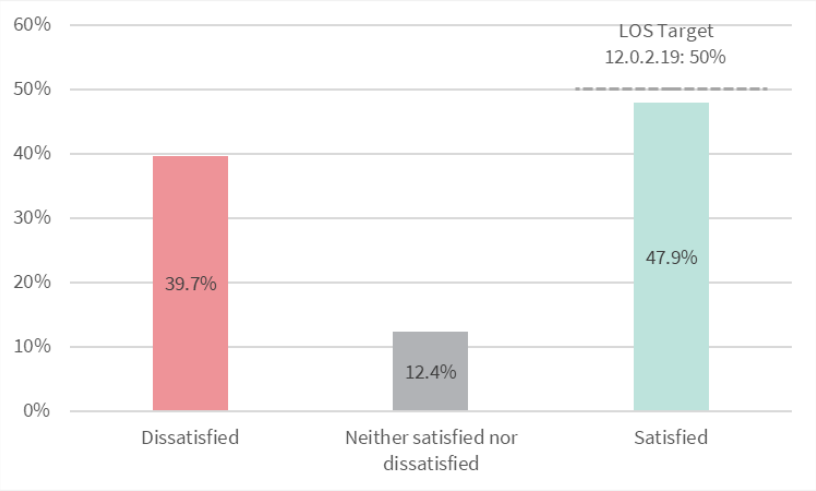
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the quality of the water supply. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How satisfied or dissatisfied are you with the quality of the water supply?

The Level of Service target for quality of water supply of 50% was not met, with a 48% overall service satisfaction score.

Figure 23: Satisfaction with quality of water supply



Base: total sample excluding 'don't know/not applicable' (n=766)

Table 20: Satisfaction with quality of water supply

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Quality of water supply	n	112	255	95	186	118	5
	%	14.6%	33.3%	12.4%	24.3%	15.4%	

'Don't know/not applicable' responses excluded from percentage calculations

"Our drinking water, some days it reeks of chlorine and I shouldn't have to buy water just to have a drink."

"Get the additives out of the water. We had beautiful water for years, now I tend to buy bottled water."

Responsiveness to water supply problems

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.1.14: Proportion of residents satisfied with responsiveness of Council to water supply problems	65%	64%	

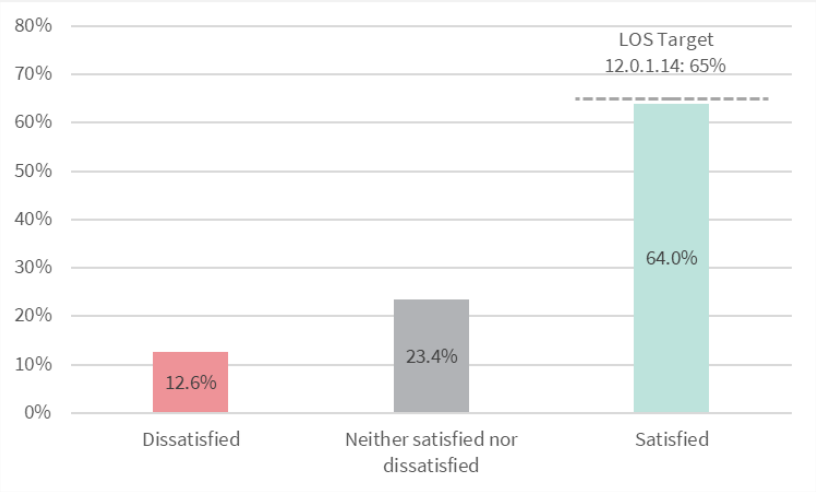
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the responsiveness of the water supply in Christchurch. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?

The Level of Service target for responsiveness to water supply problems of 65% was not met, with a 64% overall service satisfaction score.

Figure 24: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner



Base: total sample excluding 'don't know/not applicable' (n=689)

Table 21: Satisfaction that the Council repairs and attends to water supply complaints in a timely manner

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council repairs leaks and investigates complaints in a timely manner	n	92	349	161	60	27	82
	%	13.4%	50.7%	23.4%	8.7%	3.9%	

'Don't know/not applicable' responses excluded from percentage calculations

"In my last house I had a water leak from my water meter and the council had it sorted very quickly without hassle or interruption. I was very impressed."

"There are a couple of leaks around the area that haven't been fixed."

Reliability of water supplies

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 12.0.1.13: Proportion of residents satisfied with the reliability of Council water supplies	80%	84%	

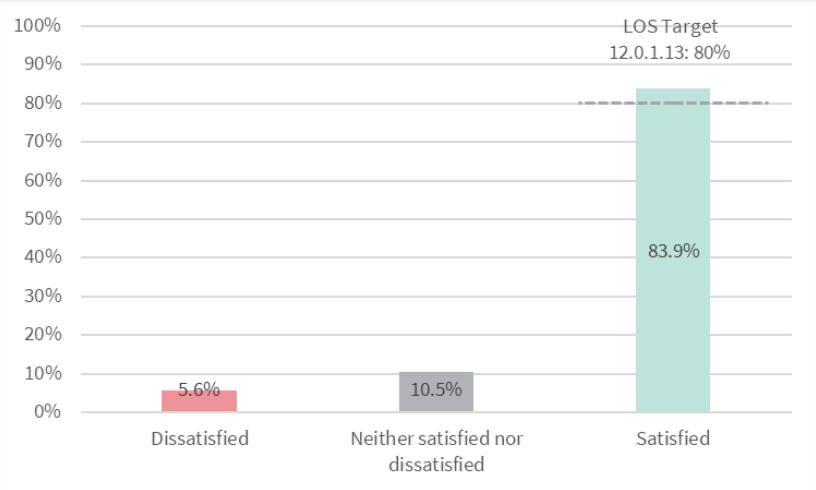
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the reliability of the Council water supply. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure the Level of Service:

- How satisfied or dissatisfied are you that the water supply is reliable?

The Level of Service target for Reliability of water supplies of 80% was met, with an 84% overall service satisfaction score.

Figure 25: Satisfaction with the reliability of water supply



Base: total sample excluding 'don't know/not applicable' (n=764)

Table 22: Satisfaction rating with the reliability of water supply

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Reliability of water supply	n	213	428	80	34	9	7
	%	27.9%	56.0%	10.5%	4.5%	1.2%	

'Don't know/not applicable' responses excluded from percentage calculations

"Water services - prompt action to faults, minimal breaks in service delivery, reliable and quality domestic water supply."

Parking

On-street parking

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 10.3.3: Improve customer perception about the ease of use of Council on-street parking facilities	50%	56%	

Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

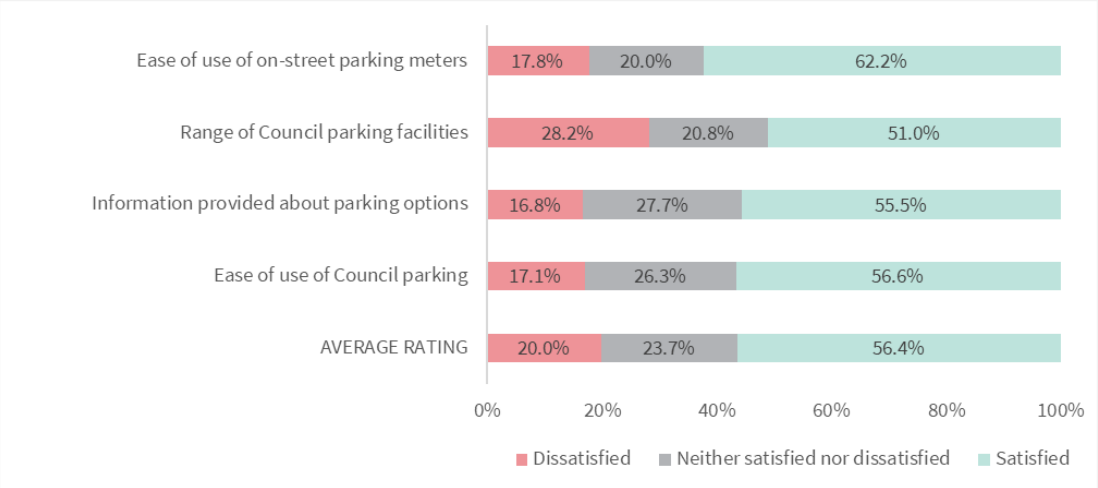
Survey participants were asked whether they had used Council parking facilities in the past 12 months and to rate their satisfaction with parking facilities run by the Council. Seventy percent of respondents had used Council on-street parking facilities, while 54% had used Council off-street parking facilities. Twelve percent had not parked their vehicle in a Council parking facility in the past 12 months.

A five-point Likert scale was used to rate their satisfaction. Four factors were used to measure the Level of Service:

- How satisfied or dissatisfied are you with the ease of use of on-street parking meters?
- How satisfied or dissatisfied are you with the range of Council parking facilities available to you?
- How satisfied or dissatisfied are you with the information provided by the Council about parking options?"
- How satisfied or dissatisfied are you with the ease of use of Council parking?

The Level of Service target for on-street parking of 50% was met, with a 56% overall service satisfaction score.

Figure 26: Satisfaction with on-street parking facilities



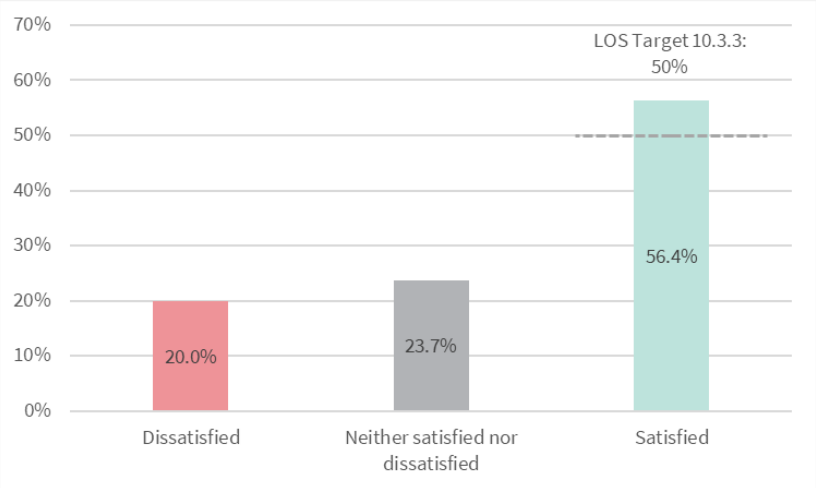
Base: total sample excluding 'don't know/not applicable' (n=686/698/704/703)

Table 23: Satisfaction with on-street parking facilities

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Ease of use of on-street parking meters	n	95	332	137	91	31	50
	%	13.8%	48.4%	20.0%	13.3%	4.5%	
Range of Council parking facilities available	n	65	291	145	142	55	38
	%	9.3%	41.7%	20.8%	20.3%	7.9%	
Information provided about parking options	n	56	335	195	85	33	32
	%	8.0%	47.6%	27.7%	12.1%	4.7%	
Ease of use of Council parking	n	71	327	185	83	37	33
	%	10.1%	46.5%	26.3%	11.8%	5.3%	
AVERAGE RATING		**10.3%**	**46.0%**	**23.7%**	**14.4%**	**5.6%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 27: Average level of satisfaction with on-street parking facilities



Base: total sample excluding 'don't know/not applicable'

> *"Parking in our city is very important but we pay hefty fees to come into our city and it drives a lot of people away from the City. The money collected to come into the city needs to be spend on improving our network of transport so to encourage people to use our services."*

Parks and Foreshore

Presentation of city's parks (inner-city parks)

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.8.4.2: Overall customer satisfaction with the presentation of the City's Parks	80%	85%	

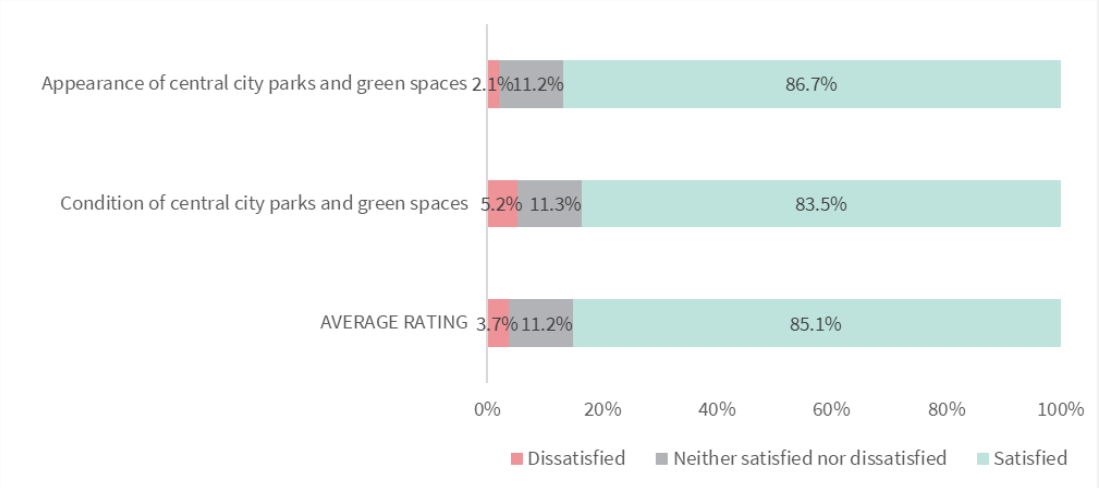
Key:
– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with central city parks and green spaces. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

- How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?
- How satisfied or dissatisfied are you with the condition of these parks and green spaces?

The Level of Service target for inner-city parks of 80% was met, with an 85% overall service satisfaction score.

Figure 28: Satisfaction with parks and green spaces (inner-city parks)



Base: total sample excluding 'don't know/not applicable' (n=753/750)

Table 24: Satisfaction with parks and green spaces (inner-city parks)

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Appearance of central city parks and green spaces	n	206	447	84	10	6	18
	%	27.4%	59.4%	11.2%	1.3%	0.8%	
Condition of these parks and green spaces	n	181	445	85	31	8	21
	%	24.1%	59.3%	11.3%	4.1%	1.1%	
AVERAGE RATING		**25.7%**	**59.3%**	**11.2%**	**2.7%**	**0.9%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 29: Average level of satisfaction with parks and green spaces

Base: total sample excluding 'Don't know/not applicable'

"The parks especially the botanic gardens are kept beautiful."

Availability of recreation facilities across the parks and foreshore network

Performance standard and recommended Level of Service to be measured in Activity Plan:

Level of Service	Recommended Level of Service (LOS)	Actual	Result
LOS 6.8.5: Satisfaction with the overall availability of recreation facilities within the city's parks and foreshore network	70%	76%	

Key:

– has not met the Recommended Level of Service
– has met or exceeded the Recommended Level of Service

Survey participants were asked to rate their satisfaction with the availability of recreation facilities within the city[1]. A five-point Likert scale was used to rate their satisfaction. Two factors were used to measure the Level of Service:

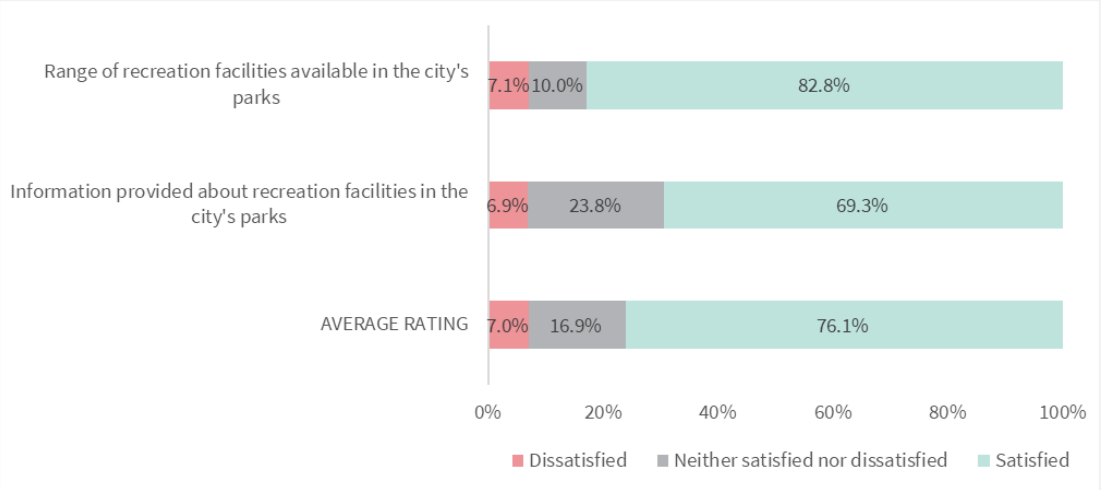
Thinking about the city's parks network as a whole,

- How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)
- How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's parks (including beach park areas)?

The Level of Service target for the availability of recreation facilities within the parks and foreshore network of 70% was met, with a 76% overall service satisfaction score.

[1] Before 2022, this LOS was measured as an assessment of recreation opportunities at individual community, regional and sports parks (via point of contact surveys). For this reason, results from 2022-onwards are not directly comparable to pre-2022 results.

Figure 30: Satisfaction with the range and information provided about the city's parks



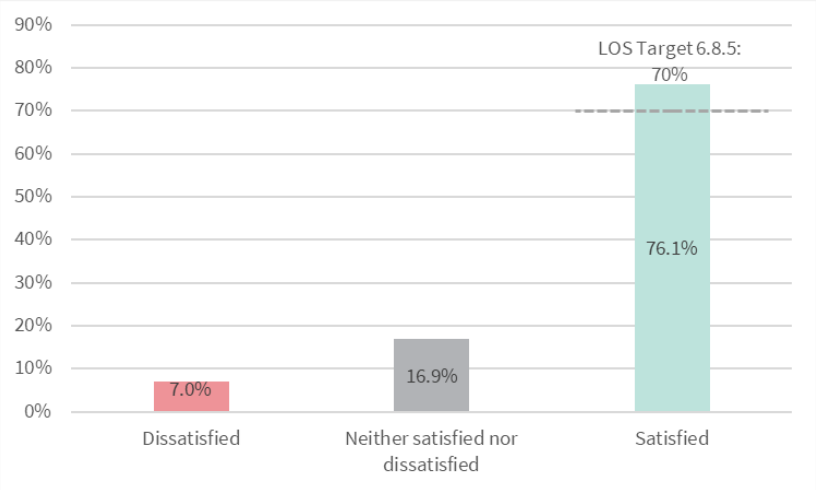
Base: total sample excluding 'don't know/not applicable' (n=758/740)

Table 25: Satisfaction with the range and information provided about the city's parks

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Range of recreation facilities available in the city's parks	n	191	437	76	44	10	13
	%	25.2%	57.7%	10.0%	5.8%	1.3%	
Information provided about recreation facilities in the city's parks	n	114	399	176	45	6	31
	%	15.4%	53.9%	23.8%	6.1%	0.8%	
AVERAGE RATING		**20.3%**	**55.8%**	**16.9%**	**5.9%**	**1.1%**	

'Don't know/not applicable' responses excluded from percentage calculations

Figure 31: Average level of satisfaction with the range and information about the city's parks



Base: total sample excluding 'don't know/not applicable'

"Parks and playgrounds. Heaps to choose from, good variety, interesting and varied options. Beautiful gardens. Great picnic tables. Clear signage about no dogs."

"They have a great range of parks & green spaces, including along waterways, & are pretty good at maintaining those."

Overall satisfaction and opportunities for improvement

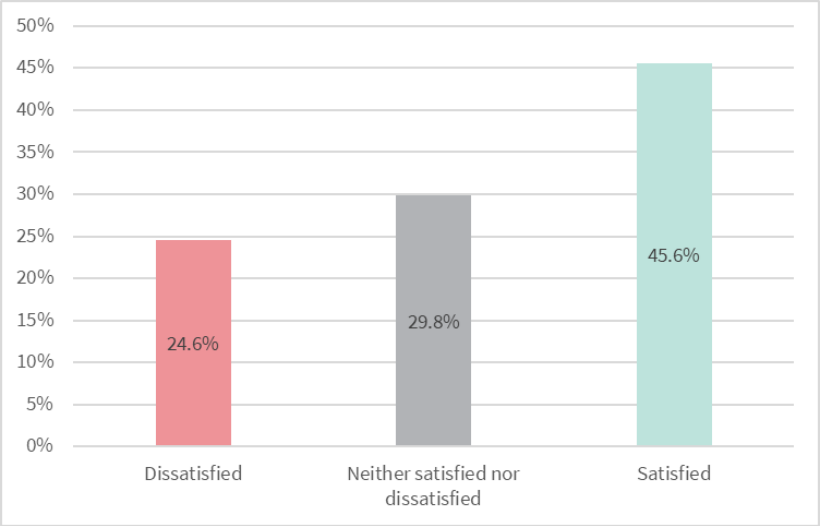
Overall satisfaction with performance in delivering services

Survey participants were asked to rate their satisfaction with the performance of the Council over the last 12 months. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure this:

- Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months?

Overall satisfaction with the Council's performance in delivering its services has improved over the past 12 months (from 43% in 2023 to 46% in 2024). Levels of dissatisfaction are similar to last year's.

Figure 32: Overall satisfaction with the Council's performance in delivering its services



Base: total sample excluding 'don't know/not applicable' (n=761)

Table 26: Overall satisfaction with the Council's performance in delivering its services

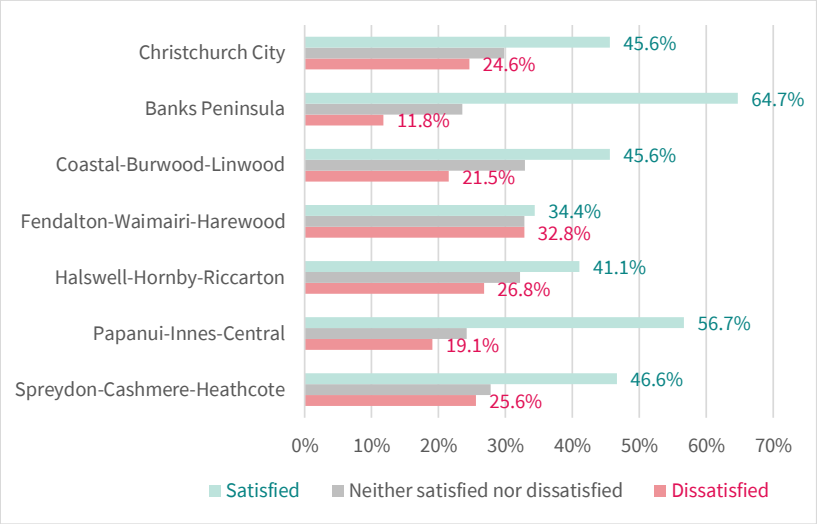
		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Council's performance in delivering service over the last 12 months	n	43	304	227	143	44	10
	%	5.7%	39.9%	29.8%	18.8%	5.8%	

'Don't know/not applicable' responses excluded from percentage calculations

Banks Peninsula community board had the highest proportion of respondents satisfied with the Council's performance (65%), followed by Papanui-Innes-Central (57%).

Fendalton-Waimairi-Harewood community board had the highest proportion of respondents dissatisfied with the Council's performance (33%).

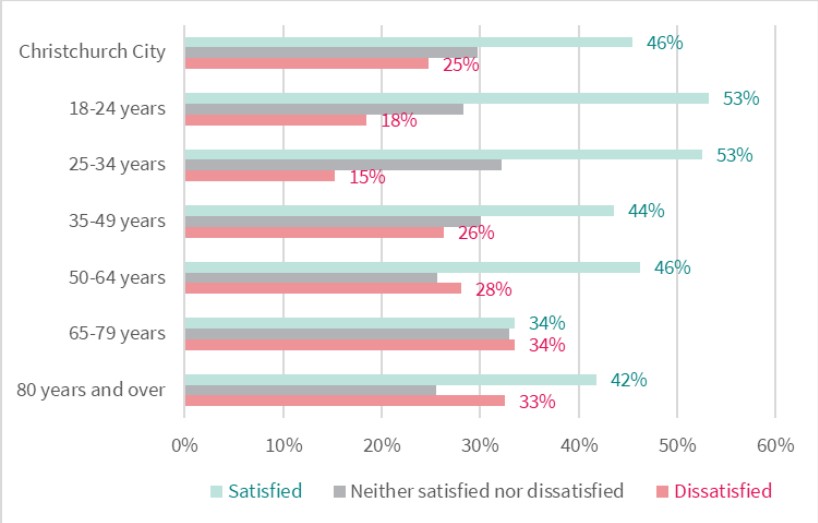
Figure 33: Overall satisfaction with the Council's performance, by community board



Base: total sample excluding 'don't know/not applicable' (n=761)

Overall performance satisfaction results varied by age, with younger age groups under 35 years more likely to be satisfied (53%) whereas those aged 65 years and over are less likely to be satisfied (38%).

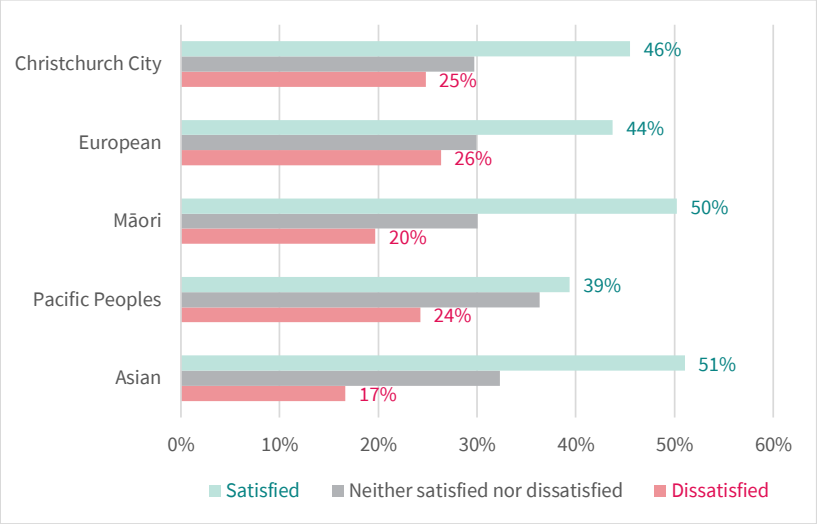
Figure 34: Overall satisfaction with the Council's performance, by age



Base: Total sample and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=1037)

As with previous years, Pacific Peoples were less likely to be satisfied this year at 39%, but the proportion satisfied has risen from 27% last year. However, caution is required as total numbers were small. Māori and Asian residents had very slightly higher overall performance satisfaction ratings.

Figure 35: Overall satisfaction with the Council's performance, by ethnicity



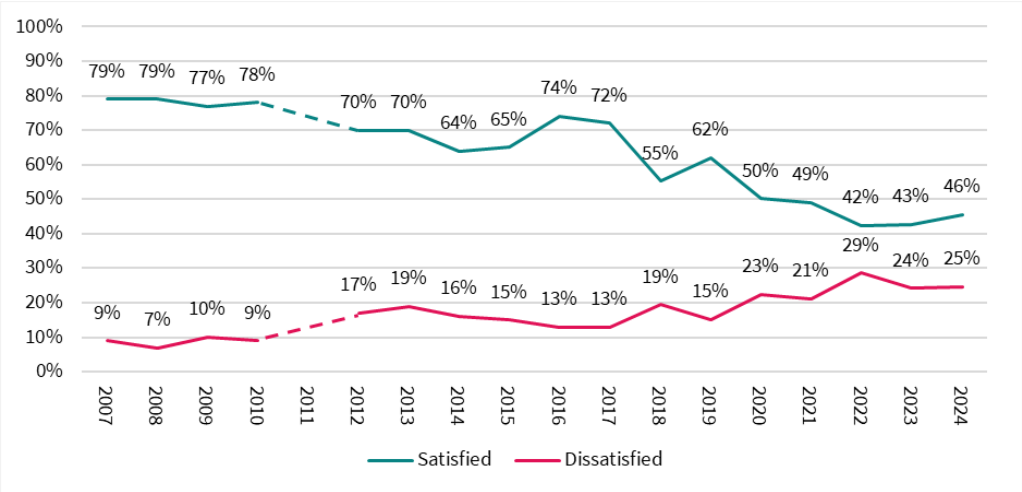
Base: Total sample and additional Life in Christchurch Booster survey results, excluding 'don't know/not applicable' (n=1037)

Satisfaction with Council performance over time

Overall satisfaction has been trending slightly upward in the last two years from an all time low of 42%. Prior to the earthquakes, satisfaction remained reasonably constant between 77% and 79%.

Dissatisfaction levels have remained at over 20% since 2020.

Figure 36: Satisfaction with the Council's performance over time



Base: total sample excluding 'don't know/not applicable'

Reasons for satisfaction and dissatisfaction

Residents were asked to elaborate on why they are satisfied/dissatisfied with Council:

- Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant.

Many respondents gave a mix of both positive and negative reasons for their answers, which are shown in the following tables.

Table 27: Reasons for satisfaction/dissatisfaction with Council performance

	Number of comments	Percent of total sample
Unhappy with roads/more road maintenance	92	17%
Disapprove of Council spending	76	14%
Council is doing a good job overall	71	13%
Rates increased	55	10%
Happy with services provided	45	8%
Too many cycle lanes	41	7%
Slow to/ don't respond to problems/ concerns	37	7%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%
Poor communication	33	6%

Unhappy with the recycling and rubbish services/have issues regarding bin collections	32	6%
Room for improvement	31	6%
No problems/ issues	29	5%
City is cleaned and well- maintained/areas are being tidy	29	5%
Responds in timely manner/dealt within a reasonable timeframe	28	5%
General maintenance needed	28	5%
Parking expensive/lack of/parking issues	28	5%
Council is doing a poor job overall	26	5%
Good customer service	24	4%
Lack of public consultation	24	4%
Happy with recycling and rubbish services	22	4%
Unhappy with the waterways/sewage services needs to improve	21	4%
Respond to problems/ concerns	19	3%
Lack of transparency/have behind the scene dealings	18	3%
Does not listen	17	3%
Need more recreational areas/improvement on parks and grounds/sport facilities	17	3%
Unhappy with the public transportation services/needs improvement on public transportation	16	3%
Unhappy with the traffic management/need improvements on traffic	15	3%
Satisfied with the good range of events/provide lot of activities	14	3%
Happy with the ongoing road maintenance/satisfied with the roadworks	13	2%
Good communication	12	2%
Unhappy with the lack of attendance of council employees/staffs are on long term absence	12	2%
Personal agendas are being put first/look after themselves	12	2%

Base: Total sample with don't know/nothing removed (n=555)

Key:

Red – Negative comments
Green – Positive comments

Overall, at the positive end of the spectrum, 13% (71) of all overall satisfaction comments were about the Council being perceived as doing a good job. Council doing a good job overall was also the top positive reason in 2023. Table 28 shows the top six positive responses.

Table 28: Reasons for satisfaction, (Top 6)

	Total respondents		Positive responses*
	Number of comments	% of total sample	% of positive comments
Council is doing a good job overall	71	13%	19%
Happy with services provided	45	8%	12%
Happy with the recreational facilities/good improvements on parks/public amenities	33	6%	9%
No problems/ issues	29	5%	8%
City is cleaned and well- maintained/ areas are being tidy	29	5%	8%
Responds in timely manner/dealt within a reasonable timeframe	28	5%	7%

*Base: Total sample with don't know/nothing removed (n=555). *Positive responses (n=380)*

"I just feel things run pretty smoothly in Christchurch and services are pretty reliable, and if they aren't, like buses, the Council moves to change that."

"When I had to contact about an extra green bin at my property they were very easy to deal with. I love the parks and activities that they offer."

"I am very satisfied with the work of the Council. They actively promote community development, care about the needs of residents, and take practical and effective measures to solve community problems."

Overall, at the negative end of the spectrum, respondents continue to be pointed in identifying what makes them unhappy. Main reasons for dissatisfaction include unhappiness with roads and disapproval of Council spending, which is consistent with previous years. Table 29 shows the top six negative responses.

Table 29: Reasons for dissatisfaction, (Top 6)

	Total respondents*		Negative responses*
	Number of comments	% of total sample	% of negative comments
Unhappy with roads/more road maintenance	92	17%	11%
Disapprove of Council spending	76	14%	9%
Rates increased	55	10%	6%
Too many cycle lanes	41	7%	5%
Slow to/ don't respond to problems/ concerns	37	7%	4%
Poor communication	33	6%	4%

*Base: Total sample with don't know/nothing removed (n=555). *Negative responses (n=850)*

"CCC are not spending money wisely and they are not interested in the opinions of those whom they serve."

"Getting things done takes forever. They leave roads in a terrible state and money is spent on the wrong things."

"In general our roads are in terrible condition and our rates are too high."

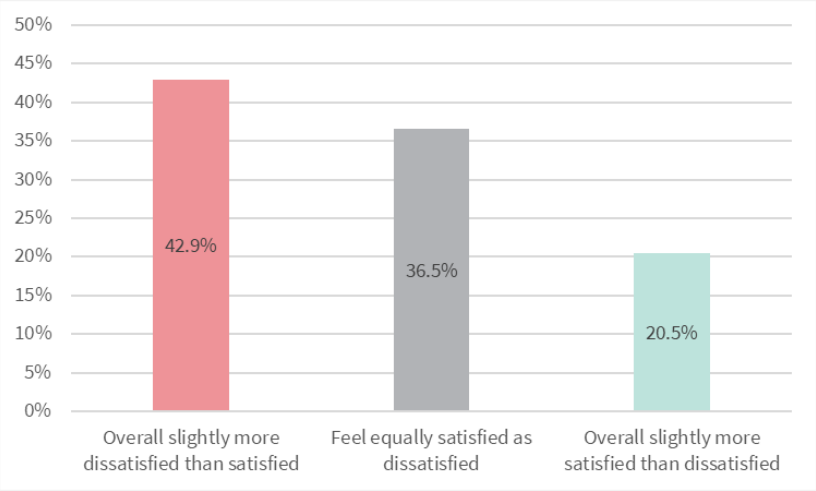
Overall satisfaction with performance – those who were neutral

In 2024, respondents who were neither satisfied nor dissatisfied with the Council's performance in delivering its services were asked about their feelings towards the Council's overall performance:

- Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the past 12 months?

Like 12 months ago, more participants were overall slightly more dissatisfied than were satisfied with the Council's performance.

Figure 37: Feelings towards the Council's overall performance (respondents who were neutral)



Base: Respondents who answered 'neither satisfied nor dissatisfied', excluding 'don't know/not applicable' (n=219)

Table 30: Feelings towards the Council's overall performance (respondents who were neutral)

		Overall slightly more satisfied than dissatisfied	Feel equally satisfied as dissatisfied	Overall slightly more dissatisfied than satisfied	Don't know
Overall feelings towards the Council's overall performance	n	45	80	94	8
	%	20.5%	36.5%	42.9%	

'Don't know/not applicable' responses excluded from percentage calculations

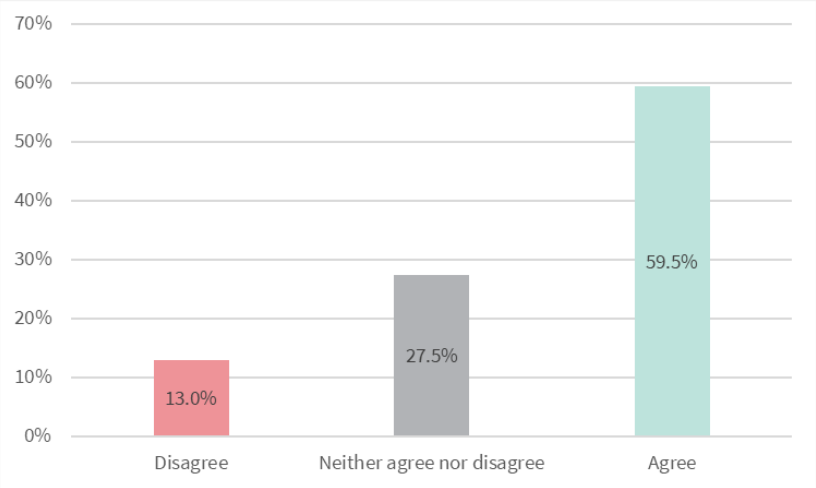
Ease of interaction with Council

Survey participants were asked about ease of interaction with the Council. A five-point Likert scale was used to rate their satisfaction. One factor was used to measure this:

- How much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?

Sixty percent of all participants agreed that the Council makes it easy to interact with them. This has increased from 55% in 2023.

Figure 38: Agreement with ease of interaction



Base: total sample excluding 'don't know/not applicable' (n=684)

Table 31: Agreement with ease of interaction

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Council has made it easy for you to interact with it regarding your service needs	n	88	319	188	65	24	87
	%	12.9%	46.6%	27.5%	9.5%	3.5%	

"Had an issue with being overcharged. Issue was resolved but took a long time and a lot of work. Still missed some requested information."

"Long wait times, don't have consideration for people's needs, lack of communication."

"Whenever I have made enquiries they have been dealt with promptly."

Best services

Survey participants were asked what they thought was the Council's best service and why:

- Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?

As in previous years, waste management is considered the best service Council provides. Parks, reserves, and green spaces is identified as the next best performing service, followed by libraries.

"Bin collection is consistent and timely."

"Christchurch is blessed with a lot of public parks that are well maintained."

"Libraries are fantastic spaces that are easily accessible, free to use and offer a great range of services."

Table 32: The one service you feel the Council is performing the best in (summary)

Service	Number of comments	% of total sample	% of best comments*
Waste management	155	20%	23%
Parks, reserves and green spaces	115	15%	17%
Libraries	64	8%	10%
Recreation & Sport Centres	56	7%	8%
Public space cleaning/ City beautification	32	4%	5%
Information and communication	32	4%	5%
Events/ activities	28	4%	4%
Water supply	28	4%	4%
Facilities and services	25	3%	4%
Roading	20	3%	3%
Cycleways	15	2%	2%
Public Transport	15	2%	2%
Waterways	9	1%	1%
Rates spending and financial management	9	1%	1%
The rebuild	8	1%	1%
Community Support	7	1%	1%
Parking	7	1%	1%
Sewerage/ Wastewater	7	1%	1%
Animal Control	4	1%	1%
Footpaths	4	1%	1%
Emergency preparedness and response	4	1%	1%
Other	17	2%	
Don't know	190	25%	
Negative comment despite being asked for the best aspect	37	5%	

*Base: all respondents (n=773), *n=661 ('Don't know' and negative responses removed)*

The findings are displayed in more detail below.

Table 33: The one service you feel the Council is performing the best in, with the reason (detailed)

Service	In detail	Number of comments	% of best comments
Waste management	Generally good service/no issues	65	8%
	Timely collection and service	38	4%
	Undefined	26	3%
	Recycling and recycling options	18	2%
	Communicate issues	17	2%
	Reliable	15	2%
	Other	14	2%
	Availability of bins/ good size bins	10	1%
	Proper collection/no residue left behind	10	1%
	Friendly/ responsive staff	7	1%
	Easy with the app	6	1%
Parks, reserves and green space	Well presented and maintained	86	10%
	undefined	15	2%
	Availability/number/variety	14	2%
	Other	12	1%
	Family enjoys going to the park	5	1%
	Good service to have	4	0%
Libraries	Good service / good libraries	24	3%
	Availability and variety of good/current resources/activities	16	2%
	Good librarians/ staff	15	2%
	Other	10	1%
	Undefined	10	1%
	Good/ modern infrastructure	7	1%
	Free access/ free access to materials	6	1%
	Availability of and access to libraries	5	1%
Recreation and sports centres	Availability and access to swimming pools	25	3%
	Clean/ well maintained	16	2%
	Generally good service	10	1%
	Other	10	1%
	Friendly and helpful staff at the centre	5	1%
	Undefined	5	1%
	Availability and access to walking tracks	3	0%
Information and communication	Good communication/ clear	12	1%
	Easy to contact/ responsive	10	1%
	Different mode of communication (Facebook, online, face-face)	9	1%
	The use of an app - Snap Send Solve	7	1%
	Other	5	1%
Water supply	Water quality/ taste is good	10	1%
	Maintenance done promptly/ well maintained	9	1%
	Other	6	1%
	Generally good service	5	1%
	Adequate and regular supply	4	0%
	Undefined	2	0%
Events and activities	Availability/ number/ range	7	1%
	Well organised	7	1%
	undefined	6	1%
	Free/ affordable	5	1%
	Family friendly/ for all ages	4	0%
	Fun and enjoyable events	3	0%
	Other	2	0%
	Specific events and activities (Matariki, Kids Festivals, etc.)	3	0%
	Providing information on events	1	0%

Cycleways	Other	6	1%
	Good quality	5	1%
	Availability/ number	3	0%
	Undefined	3	0%
Facilities and services in general	Generally good service	20	2%
	Other	9	1%
Community support	Involvement of council	4	0%
	Other	3	0%
The rebuild	Other	5	1%
	Improving the look of the city	3	0%
	Good process being made	2	0%
Sewerage/ wastewater	Generally good service	5	1%
	Other	2	0%
Public space cleaning/ city beautification	Keeping spaces/ city clean	21	2%
	Other	7	1%
	Attract tourists/ businesses	6	1%
	Undefined	4	0%
Public transport	Generally a good/efficient service	10	1%
	Cheap and affordable bus rates	4	0%
	Other	4	0%
Roading	Roadworks/ Maintenance	13	2%
	Improved network/services	6	1%
	Other	3	0%
Rates spending and financial management	Other	6	1%
	Undefined	3	0%
Waterways	Well maintained/ clean	8	1%
	Other	3	0%
Animal control	Undefined	3	0%
	Good service	2	0%
Emergency preparedness and response	Other	3	0%
	Well prepared/ good response	1	0%
Footpaths	Well maintained	3	0%
	Other	1	0%
Parking	Other	6	1%
	Access to parking	4	0%
Don't know		195	
Negative comment despite being asked for the best aspect		37	

Don't know / nothing and negative comments removed. Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level

Services needing improvement

Survey participants were asked what service they thought was most important for the Council to improve:

- Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?

Roading has remained the most commonly cited service for improvement in the General Service Satisfaction Survey for a number of years.

> *"Making sure road works are completed in a timely manner and to a high standard."*
>
> *"Roading - put more effort into the roads that really need fixing and fix things properly not over and over again."*

Council decision-making / financial management and water supply remained the other key services that residents identified as needing improvement, which is consistent with previous years.

> *"I think overall the council are heading in the right direction, I think they need to listen to the public more and if they are going to increase rates actually show what these rates go towards."*
>
> *"Shocking rates increase despite election promises."*
>
> *"Reduce rates, stick to core business."*
>
> *"Water supply and pipes. So many leaking pipes, drinking water full of chlorine, but inconsistently. Sometimes its ok, sometimes it tastes like a swimming pool."*

Table 34: One service that is most important to improve (summary)

Service	Number of comments	% of total sample	% of improvement comments**
Roading	176	23%	27%
Council decision-making/financial management	65	8%	10%
Water supply	56	7%	9%
Information and communication	47	6%	7%
Waste management	40	5%	6%
Footpaths	40	5%	6%
Parking	33	4%	5%
Cycleways	26	3%	4%
Public transport	21	3%	3%
Public space cleaning/ City beautification	20	3%	3%
Waterways	18	2%	3%
Parks, reserves and green spaces	16	2%	2%
Sewerage/ Wastewater	10	1%	2%
Consents process	10	1%	2%
Earthquake recovery/ rebuild	7	1%	1%
Noise control	7	1%	1%
Events/ activities	6	1%	1%
Housing	5	1%	1%

Environment	5	1%	1%
Recreation & Sports Centres	4	1%	1%
As stated in previous question	2	0.3%	0.3%
Other	30	4%	5%
Don't know	192		
Positive comment despite being asked for improvement aspect	14		

** Base: all respondents (n=773), *n=644 ('Don't know' and positive responses removed)*

The findings are displayed in more detail below.

Table 35: One service that is most important to improve, with the reason (detailed)

Service	In detail	Number of comments	% of improvement comments
Roading	Fix roads/ make smooth/ remove potholes	113	14%
	Better quality repair/ less frequent repair/ faster repair	48	6%
	Other	29	4%
	Improve traffic control/ flow/ accessibility	20	2%
	Undefined	17	2%
	Allocate resources correctly	7	1%
	Prioritise/ focus repairs where needed most	5	1%
	Better communication/ consultation	1	0%
Water supply	Remove chlorine/ other additives	27	3%
	Improve or retain quality/ smell/ taste/ appearance	31	4%
	Other	14	2%
	Undefined	4	0%
	Fix leaks	2	0%
	Fix the wells/ bore/ aquifer/ pumping stations	1	0%
	Halt sale of water to commercial interests	1	0%
Council decision-making/ financial management	Devise a better rates system	20	2%
	Increase council transparency/ address corruption/ accountability	15	2%
	Better quality staff	14	2%
	Avoid over expenditure/ expenditure on unnecessary projects	13	2%
	Other	9	1%
	Developing clear plans and budgets/ long term/independent thinking	7	1%
	Reduce spending on Councillors	3	0%
	Improve communication and monitoring	2	0%
	More consultation on new building spending/more consultation generally	1	0%
Waste management	Provide bigger bins/ more bins/ same size bins/ replacement of bins	17	2%
	Proper/ better collection of waste	13	2%
	Other	8	1%
	Increase collection frequency/ change time of collection	6	1%
	Better recycling options / information	5	1%
	Better delineation / education of recycling/organic/waste	3	0%
	Undefined	1	0%
Information and communication	Improve communication with the public/ improve transparency	33	4%
	Faster response to queries/concerns	7	1%
	More consultations	7	1%
	Other	7	1%
	Consistency and clarity	1	0%

Cycleways	Make more user-friendly/ Less obstructive/ Safer	16	2%
	Other	13	2%
	Ensure cycleways on arterial roads/ direct routes	1	0%
	Undefined	1	0%
Footpaths	Fix footpaths/ make smooth/ remove hazards	29	4%
	Improve accessibility	9	1%
	Clear debris/ overhanging foliage	6	1%
	Pedestrian right of way clarifications	5	1%
	Other	3	0%
	Undefined	1	0%
	Fix footpaths/ make smooth/ remove hazards	29	4%
Waterways	More efforts made to dredge/ keep clean/ clean up pollutants	9	1%
	Other	6	1%
	Planting along the river/make the rivers more presentable	5	1%
	Undefined	2	0%
	Clamping down on dumping of waste into waterways/prevent pollution	1	0%
Parking	More parking/better quality parking	19	2%
	Lower the cost/make it free in some areas	15	2%
	Other	3	0%
	Undefined	3	0%
	Fair enforcement/better enforcement	1	0%
Parks, reserves and greenspaces	Improve maintenance/repair of park facilities	12	1%
	More facilities	3	0%
	Other	3	0%
Public space cleaning/city beautification	Clear leaves, dry grass, weeds/ mow lawns/ prune trees	11	1%
	Planting more trees	4	0%
	Other	4	0%
	Council should clean up/ increase cleaning frequency	3	0%
Sewerage/ wastewater	Improve drainage/ runoff	4	0%
	Reduce unpleasant smells	4	0%
	Regular maintenance of drains and culverts	2	0%
Earthquake recovery/ rebuild	Speed up the rebuild and rebuild processes	3	0%
	Management of Heritage properties	2	0%
	More attention to the red zones	2	0%
	Other	2	0%
Public transport	Improve service to raise usage/ improve the service generally	12	1%
	Develop routes/services that meet all customers needs	3	0%
	Other	7	1%
	Undefined	2	0%
	Add / improve bus stops	1	0%
Recreation and sport centres	Construct more facilities	2	0%
	Make them cheaper/ open them for longer	1	0%
	Other	1	0%
Consents process	Raise standards for the approval process/ streamline the process	6	1%
	Other	4	0%
	Process needs to be more inclusive/ less adversarial	1	0%
	Reduce the time and costs related to the process	1	0%
	Undefined	1	0%
Environment	Address environmental issues	5	1%
Events/ activities	Provide more events and activities	6	1%
	Improvement communication about events	1	0%
Housing	Other	3	0%

	Safer housing	2	0%
	More housing	1	0%
Noise control	Fix noise control issues	5	1%
	Undefined	2	0%
Other	Other	30	4%
Don't know		192	
Positive comment despite being asked for improvement aspect		14	

Don't know / nothing and positive comments removed. Comments are broken down into sub-themes. Where multiple themes about one broad category have been supplied by a respondent these have been counted in their applicable sub-themes resulting in higher detailed counts than at the broad category level

Additional Service Satisfaction Results

The following results are for measures that no longer have Levels of Service targets. However, they are reported here for future comparison. Also included are reputation and trust measures.

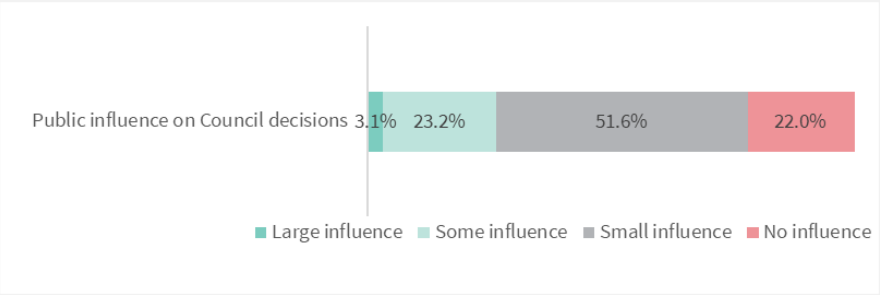
Governance and Decision Making

Survey participants were asked about their perception of public influence on Council decision making. A four-point Likert scale was used to rate their satisfaction.

- Overall, how much influence do you feel the public has on the decisions the Council makes?

Nearly three-quarters (74%) of respondents feel they have no or only a small influence on Council decision-making.

Figure 39: Perceived level of influence the public has on Council decision-making



Base: total sample excluding 'don't know/not applicable' (n=763)

Table 36: Perceived level of influence the public has on Council decision-making

		Large influence	Some influence	Small influence	No influence	Don't know/ not applicable
Level of influence the public has on Council decision making	n	24	177	394	168	8
	%	3.1%	23.2%	51.6%	22.0%	

'Don't know/not applicable' responses excluded from percentage calculations

> *"Very indifferent staff often (at) times, going through consultation because it's a requirement and not to benefit any projects in any way, not even being open to taking on feedback. You have to actively request information a lot of times, and sometimes the public excluded portions of council meetings are suspiciously long."*

Reputation and Trust

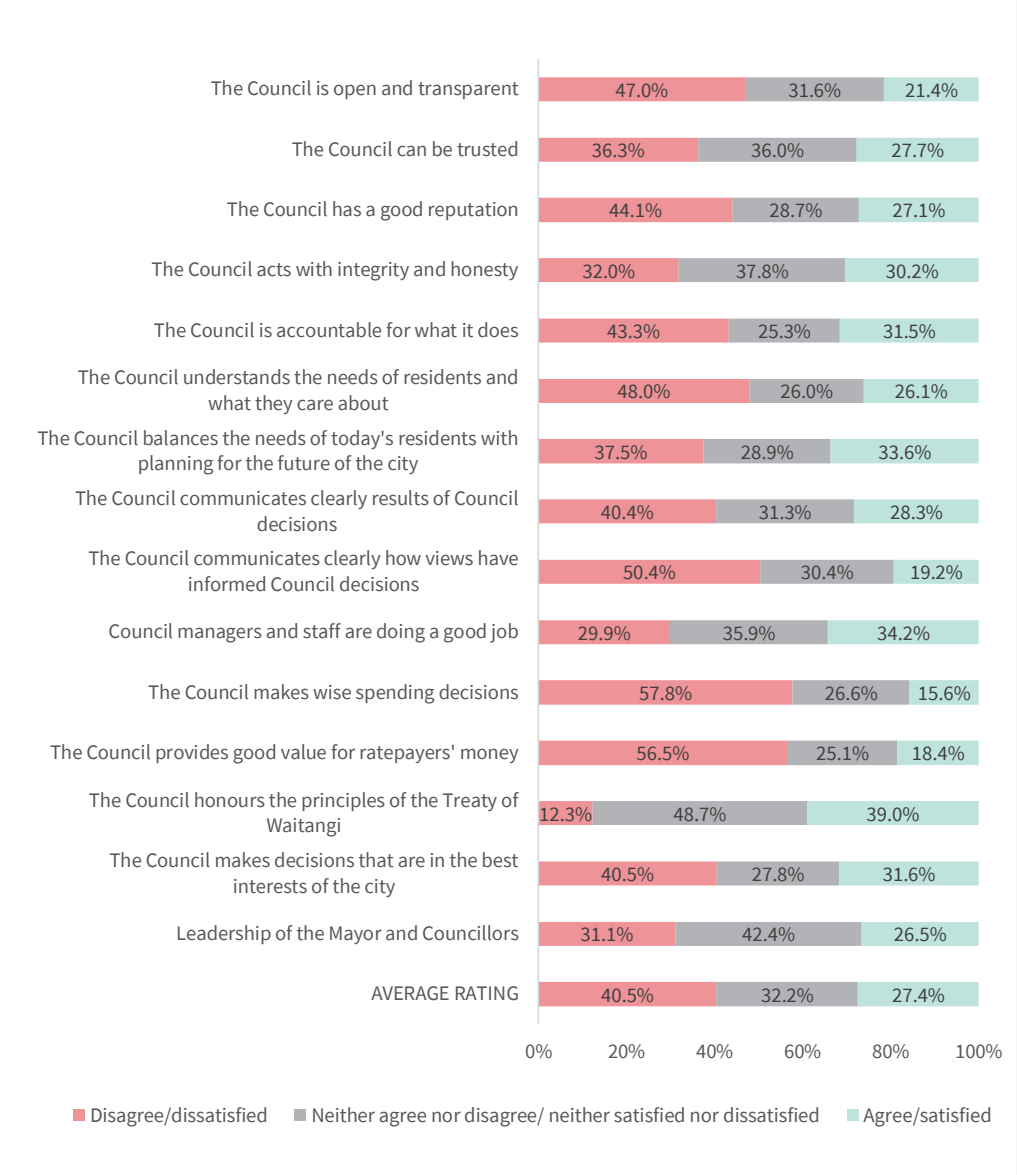
Survey participants were asked to rate their agreement or level of satisfaction with a list of statements revolving around their reputation and trust in the Council[2]. A five-point Likert scale was used to rate their satisfaction. Fifteen factors were used to provide an overall score:

- Do you agree or disagree that the Council is open and transparent?
- Do you agree or disagree that the Council can be trusted?
- Do you agree or disagree that the Council has a good reputation?
- Do you agree or disagree that the Council acts with integrity and honesty?
- Do you agree or disagree that the Council is accountable for what it does?
- Do you agree or disagree that the Council understands the needs of residents and what they care about?
- Do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city?
- Do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?
- Do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?
- Do you agree or disagree that Council managers and staff are doing a good job?
- Do you agree or disagree that the Council makes wise spending decisions?
- Do you agree or disagree that the Council provides good value for ratepayers' money?
- Do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?
- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?
- How satisfied or dissatisfied are you with the leadership of the Mayor and Councillors?

On average, 27% of residents agree that the Council has a good reputation and can be trusted.

[2] A new series of questions was added to the 2023 survey focused on residents' agreement and satisfaction levels with various aspects regarding reputation and trust with the Council, with a further question added in 2024.

Figure 40: Agreement with reputation and trust statements about the Council



Base: total sample excluding 'don't know/not applicable'
(n=756/755/759/748/756/763/754/753/744/746/748/741/544/765/746)

Table 37: Agreement and satisfaction with reputation and trust statements about the Council

		Strongly agree /very satisfied	Agree/ satisfied	Neither agree nor disagree/ Neither satisfied nor dissatisfied	Disagree/ Dissatisfied	Strongly disagree/ very dissatisfied	Don't know / not applicable
The Council is open and transparent	n	20	142	239	273	82	15
	%	2.6%	18.8%	31.6%	36.1%	10.8%	
The Council can be trusted	n	32	177	272	196	78	16
	%	4.2%	23.4%	36.0%	26.0%	10.3%	
The Council has a good reputation	n	28	178	218	248	87	12
	%	3.7%	23.5%	28.7%	32.7%	11.5%	
The Council acts with integrity and honesty	n	33	193	283	177	62	23
	%	4.4%	25.8%	37.8%	23.7%	8.3%	
The Council is accountable for what it does	n	45	193	191	214	113	15
	%	6.0%	25.5%	25.3%	28.3%	14.9%	
The Council understands the needs of residents and what they care about	n	31	168	198	262	104	8
	%	4.1%	22.0%	26.0%	34.3%	13.6%	
The Council balances the needs of today's residents with planning for the future of the city	n	28	225	218	196	87	17
	%	3.7%	29.8%	28.9%	26.0%	11.5%	
The Council communicates clearly with residents the results of Council decisions	n	24	189	236	227	77	18
	%	3.2%	25.1%	31.3%	30.1%	10.2%	
The Council communicates clearly with residents about how their views have informed Council decisions	n	24	119	226	270	105	27
	%	3.2%	16.0%	30.4%	36.3%	14.1%	
Council managers and staff are doing a good job	n	34	221	268	138	85	25
	%	4.6%	29.6%	35.9%	18.5%	11.4%	
The Council makes wise spending decisions	n	15	102	199	243	189	23
	%	2.0%	13.6%	26.6%	32.5%	25.3%	
The Council provides good value for ratepayers' money	n	21	115	186	243	176	30
	%	2.8%	15.5%	25.1%	32.8%	23.8%	
The Council honours the principles of the Treaty of Waitangi	n	45	167	265	41	26	227
	%	8.3%	30.7%	48.7%	7.5%	4.8%	
The Council makes decisions in the best interests of the city	n	32	210	213	196	114	6
	%	4.2%	27.5%	27.8%	25.6%	14.9%	
Leadership of the Mayor and Councillors	n	29	169	316	166	66	25
	%	3.9%	22.7%	42.4%	22.3%	8.8%	
AVERAGE RATING		**4.1%**	**23.3%**	**32.2%**	**27.5%**	**13.0%**	

'Don't know/not applicable' responses excluded from percentage calculations

"Be more transparent and listen to our needs. Stop increasing the rates, it is becoming unaffordable."

"The council needs to be more transparent and honest with ratepayers and the Mayor is also included in this list. No person seems to be accountable for their actions and decisions."

"Stop meetings behind closed doors. It may be months before one knows what has been discussed if at all. Is it so secretive or the Councillors do not want Joe Blog to know who voted for what."

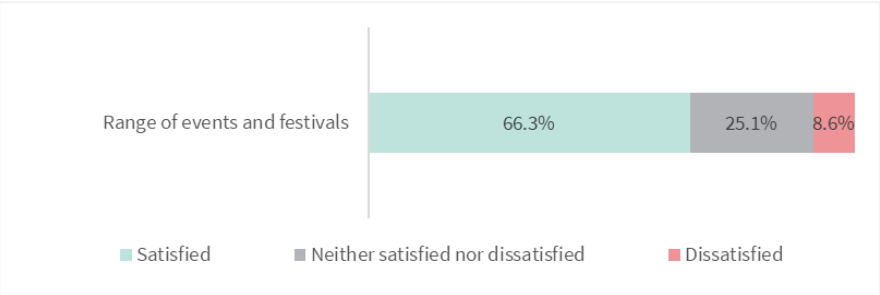
Events and festivals

Survey participants were asked about their satisfaction with the range of events and festivals. A five-point Likert scale was used to rate their satisfaction.

- How satisfied or dissatisfied are you with the range of events and festivals?

Satisfaction with the range of events and festivals is reasonably high, with two thirds of respondents stating they are satisfied or very satisfied.

Figure 41: Satisfaction with the range of events and festivals



Base: total sample excluding 'don't know/not applicable' (n=744)

Table 38: Satisfaction with the range of events and festivals

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Satisfaction with the range of events and festivals	n	106	387	187	53	11	27
	%	14.2%	52.0%	25.1%	7.1%	1.5%	

'Don't know/not applicable' responses excluded from percentage calculations

> *"The events the council hold are fantastic for the community and for families. They are planned perfectly."*

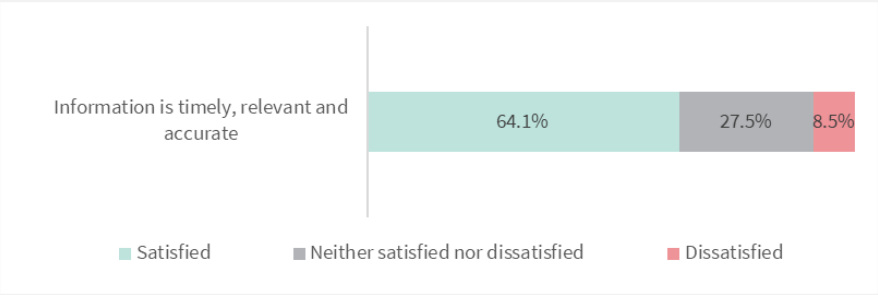
City promotions

Survey participants were asked about their satisfaction with the information received about city events and festivals. A five-point Likert scale was used to rate their satisfaction.

- How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?

Almost two thirds (64%) of respondents were satisfied with information received about city events and festivals.

Figure 42: Satisfaction with timely, relevant, and accurate information



Base: total sample excluding 'don't know/not applicable' (n=754)

Table 39: Satisfaction with timely, relevant, and accurate information

		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / not applicable
Information is timely, relevant and accurate	n	113	370	207	55	9	17
	%	15.0%	49.1%	27.5%	7.3%	1.2%	

'Don't know/not applicable' responses excluded from percentage calculations

"The council puts on great events, kid friendly, easy access to info with the What's On app and the events themselves are fun and interesting and varied too!"

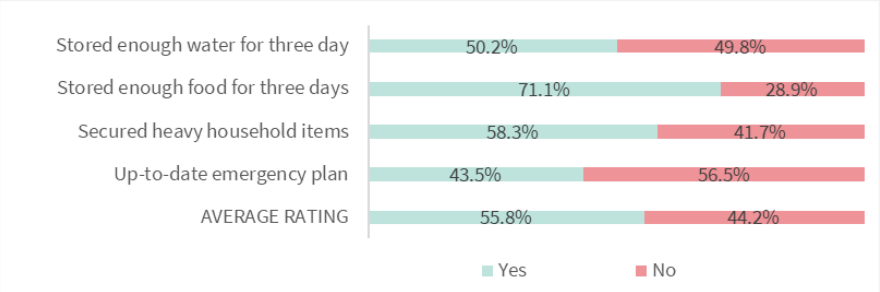
Civil Defence and emergency management

Survey participants were asked about their household preparedness for natural disasters[3]. A yes/no response option was used to rate their preparedness. Four factors were used to measure this:

- Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding:
  - Stored enough water for three days?
  - Stored enough food for three days?
  - Secured heavy household items that might fall in an earthquake, e.g., furniture, water cylinder, etc.?
  - Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?

Overall, 56% of households are prepared for natural disasters. Having an adequate food supply and securing heavy household items were the most predominant preparation forms. Less than half of all households (44%) had an up- to-date emergency plan.

Figure 43: Household preparedness for a natural disaster



Base: total sample excluding 'don't know/not applicable' (n=763/765/741/729)

Table 40: Household preparedness for a natural disaster

		Yes	No	Don't know / not applicable
Stored enough water for three days	n	383	380	8
	%	50.2%	49.8%	
Stored enough food for three days	n	544	221	6
	%	71.1%	28.9%	
Secured household items that might fall in an earthquake	n	432	309	30
	%	58.3%	41.7%	
Up-to-date household emergency plan	n	317	412	42
	%	43.5%	56.5%	
AVERAGE RATING		55.8%	44.2%	

'Don't know/not applicable' responses excluded from percentage calculations

[3] These questions were re-introduced in 2022.

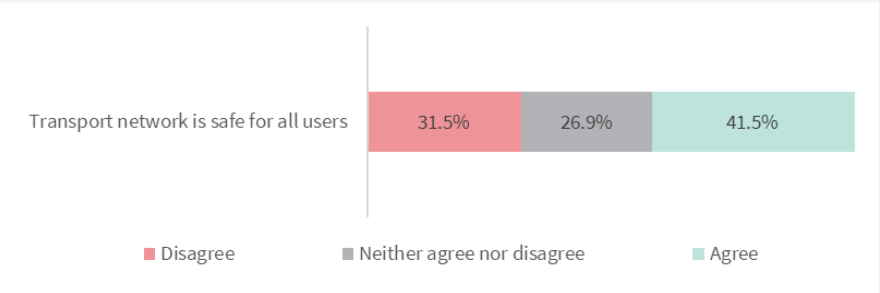
Transport safety

New for 2024, survey participants were asked the safety of the transport network for all users. A five-point Likert scale was used to rate their agreement.

- How much do you agree or disagree that our transport network is SAFE for ALL users so that everyone comes home healthy and safe each day?

42% of survey respondents agreed that the transport network is safe for all users, with 32% disagreeing.

Figure 44: Level of agreement that the transport network is safe for all users



Base: total sample excluding 'don't know/not applicable' (n=761)

Table 41: Level of agreement that the transport network is safe for all users

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know / not applicable
Transport network is safe for all users	n	44	272	205	189	51	10
	%	5.8%	35.7%	26.9%	24.8%	6.7%	5.8%

'Don't know/not applicable' responses excluded from percentage calculations

> *"Safety for walkers and cyclists (and wheelchair, scooter, mobility scooters, etc.); especially around schools, high schools, university, polytech, hospital, and supermarkets. More needs to be done to slow down drivers."*

> *"Appreciate the efforts to provide safe travel spaces for cars, pedestrian, cyclists, but something needs to be done about e-scooters and bikes. They travel with more speed/power than others and can cause more serious accidents."*

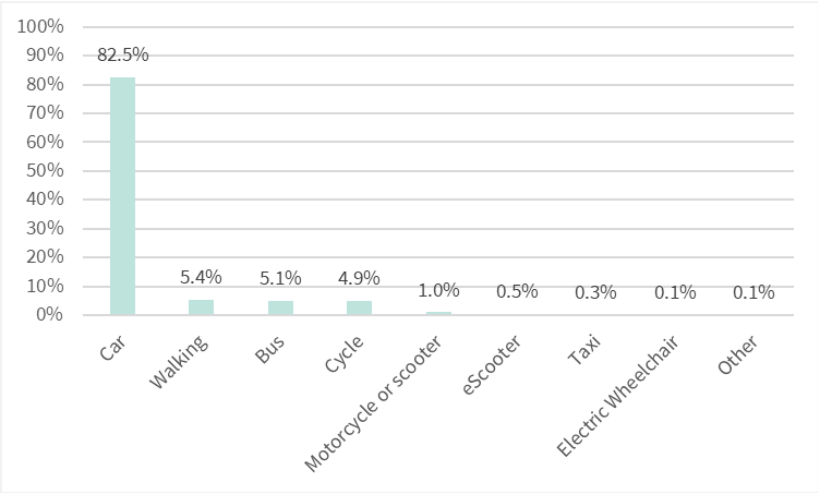
Transport ease

New for 2024, survey participants were asked their usual mode of transport they used most often, and the ease of travelling by that mode using a five-point Likert scale:

- How did you usually travel in Christchurch in the last 12 months? (select the ONE method you used the MOST OFTEN)
- How easy or difficult was it to travel by <<MODE>> in Christchurch in the last 12 months?

The majority of survey respondents (82.5%) travelled by car most often, followed by walking (5.4%), bus (5.1%), and cycle (4.9%).

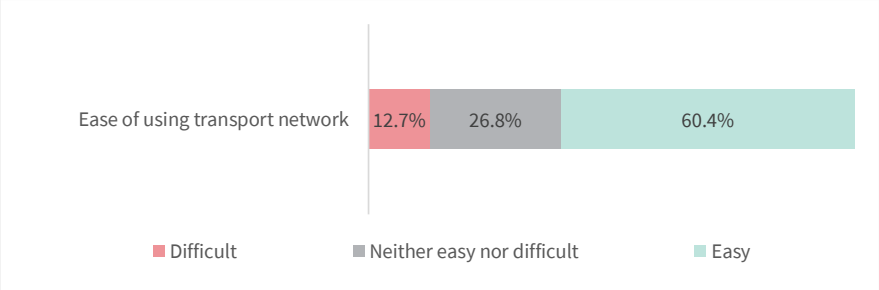
Figure 45: Mode of transport used most often



Base: total sample excluding 'don't know/not applicable' (n=771)

Overall, 60% of respondents reported that they found it easy to travel in Christchurch, while 13% found it difficult.

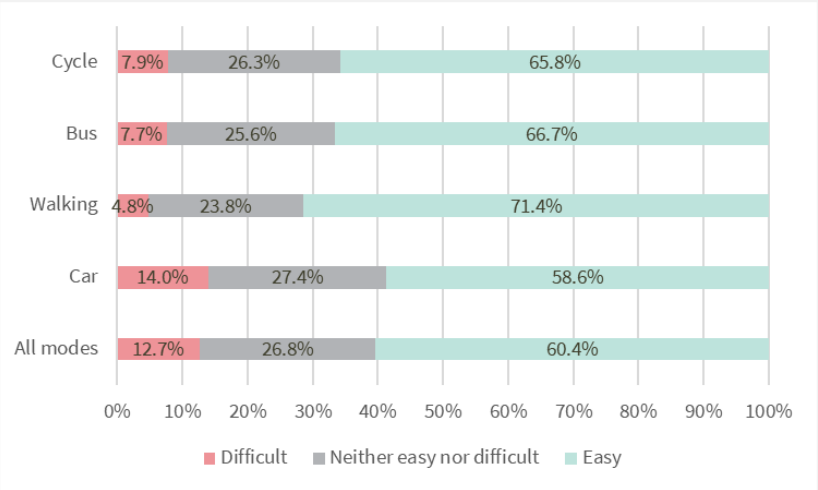
Figure 46: Level of agreement that it is easy to travel using usual mode of transport



Base: total sample excluding 'don't know/not applicable' (n=771)

When looking at the ease of travelling by the four main modes of transport used[4], those usually travelling by car reported the lowest levels of ease and the highest levels of difficulty. Respondents who usually walked reported the highest levels of ease and the lower levels of difficulty.

Figure 47: Ease of travel around Christchurch, by four main modes and total modes



Base: total sample excluding 'don't know/not applicable' (n=771/636/42/39/38)

Table 42: Level of agreement that it is easy to travel using usual mode of transport

Usual mode		Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult
Car	n	89	284	174	79	10
	%	14.0%	44.7%	27.4%	12.4%	1.6%
Walking	n	12	18	10	2	0
	%	28.6%	42.9%	23.8%	4.8%	0.0%
Bus	n	9	17	10	2	1
	%	23.1%	43.6%	25.6%	5.1%	2.6%
Cycle	n	4	21	10	3	0
	%	10.5%	55.3%	26.3%	7.9%	0.0%
Motor cycle or scooter	n	2	4	2	0	0
	%	25.0%	50.0%	25.0%	0.0%	0.0%
eScooter	n	3	0	0	1	0
	%	75.0%	0.0%	0.0%	25.0%	0.0%
Taxi	n	1	1	0	0	0
	%	50.0%	50.0%	0.0%	0.0%	0.0%
Electric wheelchair	n	0	0	1	0	0
	%	0.0%	0.0%	100.0%	0.0%	0.0%
Other	n	1	0	0	0	0
	%	100.0%	0.0%	0.0%	0.0%	0.0%
Total	n	121	345	207	87	11
	%	15.7%	44.7%	26.8%	11.3%	1.4%

Base: total sample excluding 'don't know/not applicable' (n=771/636/42/39/38/8/4/2/1/1)

[4] The other modes were each used by fewer than 10 respondents

"The cycle ways are amazing in Christchurch. They make it so much easier to get around the city safely."

"Public transport! It's on time affordable and easy to use!"

"Roads and inner city parking! A lot of my friends won't go near the City centre because of narrow streets, wide footpaths and cycle lanes, including lack of parking. They prefer suburban malls where they can park and easily transport their purchases to their vehicles."

Section 4: Appendix

Findings by Community Board

The following section details survey findings by Community Board.

Note percentages for community boards *include* don't know/not applicable in percentage calculations, so proportions are not directly comparable with the city-wide level of service proportions (which *exclude* don't know/not applicable responses).

Governance and Decision making

- Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions?

Table 43: Understanding of Council decision-making

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	6.3%	1.5%	3.0%	5.7%	8.1%
Agree	29.4%	23.8%	26.5%	26.6%	31.6%	34.8%
Neither agree nor disagree	17.6%	29.4%	24.2%	29.6%	28.5%	21.5%
Disagree	17.6%	28.8%	34.1%	31.4%	23.4%	23.0%
Strongly disagree	5.9%	10.0%	10.6%	7.1%	8.2%	12.6%
Don't know/not applicable	5.9%	1.9%	3.0%	2.4%	2.5%	0.0%

- How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?

Table 44: Accuracy of information

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	4.4%	1.5%	4.1%	5.1%	10.4%
Satisfied	23.5%	24.4%	25.8%	32.0%	37.3%	27.4%
Neither satisfied nor dissatisfied	29.4%	35.0%	31.8%	29.6%	29.7%	28.9%
Dissatisfied	23.5%	28.1%	32.6%	27.2%	19.6%	23.0%
Very dissatisfied	0.0%	5.6%	6.1%	4.1%	5.7%	7.4%
Don't know/not applicable	0.0%	2.5%	2.3%	3.0%	2.5%	3.0%

- How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

Table 45: Information is prompt and timely

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	3.1%	3.8%	1.2%	3.8%	6.7%
Satisfied	29.4%	25.0%	23.5%	23.7%	28.5%	26.7%
Neither satisfied nor dissatisfied	29.4%	29.4%	20.5%	28.4%	30.4%	24.4%
Dissatisfied	23.5%	33.8%	46.2%	37.3%	29.1%	31.1%
Very dissatisfied	0.0%	6.3%	4.5%	7.1%	5.7%	8.1%
Don't know/not applicable	0.0%	2.5%	1.5%	2.4%	2.5%	3.0%

- How much influence do you feel the public has on the decisions the Council makes?

Table 46: Perceived level of influence the public has on Council decision-making

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Large influence	5.9%	1.9%	3.0%	1.8%	3.2%	5.9%
Some influence	41.2%	20.6%	18.9%	21.3%	30.4%	20.7%
Small influence	47.1%	51.9%	51.5%	49.7%	51.9%	51.1%
No influence	5.9%	24.4%	25.8%	26.6%	12.7%	21.5%
Don't know/NA	0.0%	1.3%	0.8%	0.6%	1.9%	0.7%

- How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

Table 47: Opportunities to have a say in what Council does

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	2.5%	2.3%	3.0%	5.1%	8.1%
Satisfied	29.4%	21.9%	26.5%	21.9%	28.5%	20.0%
Neither satisfied nor dissatisfied	41.2%	33.8%	31.1%	29.0%	29.1%	34.1%
Dissatisfied	11.8%	26.9%	27.3%	29.6%	25.3%	25.9%
Very dissatisfied	0.0%	11.3%	9.8%	11.2%	9.5%	8.9%
Don't know/not applicable	0.0%	3.8%	3.0%	5.3%	2.5%	3.0%

- How satisfied or dissatisfied are you that the Council's decision-making processes are easy to use or engage with?

Table 48: Council's decision-making processes are easy to use or engage with

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	1.3%	1.5%	1.8%	5.1%	7.4%

Satisfied	35.3%	18.1%	17.4%	20.7%	26.6%	20.7%
Neither satisfied nor dissatisfied	29.4%	40.0%	40.9%	28.4%	26.6%	29.6%
Dissatisfied	11.8%	26.3%	27.3%	33.7%	26.6%	25.2%
Very dissatisfied	0.0%	9.4%	7.6%	8.9%	9.5%	11.1%
Don't know/not applicable	0.0%	5.0%	5.3%	6.5%	5.7%	5.9%

Parks, Heritage & Coastal Environments

- Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City's heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?

Table 49: Satisfaction with the appearance of monuments and other heritage objects

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	14.4%	10.6%	8.3%	17.7%	14.8%
Satisfied	58.8%	48.8%	58.3%	55.6%	51.3%	49.6%
Neither satisfied nor dissatisfied	11.8%	30.6%	24.2%	29.6%	24.1%	27.4%
Dissatisfied	5.9%	1.3%	3.0%	2.4%	4.4%	5.2%
Very dissatisfied	0.0%	0.6%	0.8%	1.2%	0.0%	0.0%
Don't know/not applicable	5.9%	4.4%	3.0%	3.0%	2.5%	3.0%

- How satisfied or dissatisfied are you with their condition?

Table 50: Satisfaction with the condition of monuments and other heritage objects

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	29.4%	11.9%	7.6%	8.9%	18.4%	15.6%
Satisfied	58.8%	48.8%	56.8%	52.7%	48.1%	51.9%
Neither satisfied nor dissatisfied	0.0%	29.4%	28.8%	30.8%	25.3%	23.0%
Dissatisfied	5.9%	5.0%	3.0%	3.6%	4.4%	5.2%
Very dissatisfied	0.0%	0.0%	0.8%	0.6%	0.0%	0.0%
Don't know/not applicable	5.9%	5.0%	3.0%	3.6%	3.8%	4.4%

- Christchurch's heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. How satisfied or dissatisfied are you with the appearance of the city's heritage buildings?

Table 51: Satisfaction with the appearance of heritage buildings

	Te Pātaka o Rākaihautū -	Waitai – Coastal-	Waimāero – Fendalton-	Waipuna – Halswell-	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-

	Banks Peninsula	Burwood-Linwood	Waimairi-Harewood	Hornby-Riccarton		Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	10.6%	6.8%	13.0%	13.9%	16.3%
Satisfied	41.2%	46.3%	53.0%	47.9%	57.0%	54.8%
Neither satisfied nor dissatisfied	23.5%	24.4%	25.0%	24.9%	16.5%	17.8%
Dissatisfied	5.9%	12.5%	9.8%	7.7%	6.3%	5.9%
Very dissatisfied	0.0%	4.4%	0.8%	0.6%	3.8%	0.7%
Don't know/not applicable	5.9%	1.9%	4.5%	5.9%	2.5%	4.4%

- How satisfied or dissatisfied are you with the condition of these buildings?

Table 52: Satisfaction with the condition of heritage buildings

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	7.5%	7.6%	7.7%	13.9%	12.6%
Satisfied	47.1%	40.0%	43.9%	43.2%	44.3%	46.7%
Neither satisfied nor dissatisfied	17.6%	27.5%	28.0%	30.2%	21.5%	23.7%
Dissatisfied	5.9%	16.9%	12.1%	10.7%	10.1%	8.9%
Very dissatisfied	0.0%	5.6%	3.0%	1.8%	5.7%	2.2%
Don't know/not applicable	5.9%	2.5%	5.3%	6.5%	4.4%	5.9%

Refuse Disposal

- Thinking now about the Council rubbish and recycling collection, overall, how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials (your yellow bin)?

Table 53: Satisfaction with kerbside recycling

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	35.3%	34.4%	22.7%	27.8%	38.0%	35.6%
Satisfied	58.8%	48.1%	53.8%	53.8%	49.4%	48.9%
Neither satisfied nor dissatisfied	5.9%	7.5%	12.1%	11.2%	5.7%	8.1%
Dissatisfied	0.0%	8.8%	9.8%	5.3%	5.1%	5.2%
Very dissatisfied	0.0%	0.6%	1.5%	0.6%	1.9%	2.2%
Don't know/not applicable	0.0%	0.6%	0.0%	1.2%	0.0%	0.0%

- How satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)?

Table 54: Satisfaction with kerbside rubbish

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	29.4%	32.5%	25.8%	26.6%	41.8%	38.5%
Satisfied	58.8%	47.5%	54.5%	55.0%	48.7%	48.9%
Neither satisfied nor dissatisfied	11.8%	8.1%	12.1%	10.7%	3.2%	8.1%
Dissatisfied	0.0%	8.1%	4.5%	5.3%	4.4%	3.0%
Very dissatisfied	0.0%	2.5%	3.0%	1.8%	1.9%	1.5%
Don't know/not applicable	0.0%	1.3%	0.0%	0.6%	0.0%	0.0%

- How satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin).

Table 55: Satisfaction with organic material

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	35.3%	31.3%	24.2%	29.6%	39.2%	34.8%
Satisfied	52.9%	46.9%	53.8%	52.1%	50.6%	48.1%
Neither satisfied nor dissatisfied	11.8%	10.6%	11.4%	9.5%	4.4%	8.1%
Dissatisfied	0.0%	8.8%	4.5%	5.3%	3.8%	7.4%
Very dissatisfied	0.0%	1.3%	4.5%	1.8%	1.9%	1.5%
Don't know/not applicable	0.0%	1.3%	1.5%	1.8%	0.0%	0.0%

Sewerage and Stormwater

- How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?

Table 56: Minimal odour from the sewerage system

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	5.9%	10.0%	12.1%	17.8%	15.2%	15.6%
Satisfied	47.1%	32.5%	53.8%	42.0%	44.9%	42.2%
Neither satisfied nor dissatisfied	29.4%	21.3%	14.4%	17.2%	18.4%	23.0%
Dissatisfied	11.8%	20.6%	9.1%	11.8%	13.3%	11.9%
Very dissatisfied	0.0%	13.1%	6.1%	5.3%	3.8%	5.2%
Don't know/not applicable	5.9%	2.5%	4.5%	5.9%	4.4%	2.2%

- How satisfied or dissatisfied are you that the wastewater services are reliable?

Table 57: Wastewater services are reliable

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	16.3%	12.1%	20.1%	23.4%	12.6%
Satisfied	41.2%	48.8%	62.9%	53.3%	51.9%	59.3%
Neither satisfied nor dissatisfied	17.6%	21.3%	15.9%	15.4%	16.5%	18.5%
Dissatisfied	11.8%	8.8%	1.5%	5.9%	1.9%	3.0%
Very dissatisfied	0.0%	2.5%	1.5%	1.2%	1.3%	0.0%
Don't know/not applicable	5.9%	2.5%	6.1%	4.1%	5.1%	6.7%

- How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?

Table 58: Repairs and complaints are investigated in a timely manner

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	11.9%	8.3%	10.7%	17.1%	11.1%
Satisfied	52.9%	41.9%	44.7%	48.5%	44.9%	45.2%
Neither satisfied nor dissatisfied	17.6%	26.3%	22.0%	17.8%	20.3%	18.5%
Dissatisfied	5.9%	8.8%	5.3%	8.9%	3.8%	12.6%
Very dissatisfied	0.0%	4.4%	4.5%	3.0%	1.9%	4.4%
Don't know/not applicable	11.8%	6.9%	15.2%	11.2%	12.0%	8.1%

- How satisfied or dissatisfied are you with the condition of waterways?

Table 59: Condition of waterways

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	5.6%	2.3%	4.1%	8.2%	6.7%
Satisfied	41.2%	27.5%	40.9%	35.5%	36.7%	43.0%
Neither satisfied nor dissatisfied	17.6%	22.5%	27.3%	23.1%	25.3%	17.8%
Dissatisfied	17.6%	28.8%	15.9%	23.1%	20.9%	23.7%
Very dissatisfied	0.0%	10.6%	8.3%	7.7%	5.7%	8.1%
Don't know/not applicable	11.8%	5.0%	5.3%	6.5%	3.2%	0.7%

- How satisfied or dissatisfied are you with the condition of waterway margins?

Table 60: Condition of waterway margins

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote

Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	5.0%	3.0%	6.5%	10.8%	8.9%
Satisfied	41.2%	40.6%	46.2%	42.0%	48.1%	47.4%
Neither satisfied nor dissatisfied	23.5%	28.1%	28.8%	26.6%	25.9%	21.5%
Dissatisfied	11.8%	19.4%	10.6%	14.2%	8.9%	14.8%
Very dissatisfied	0.0%	3.8%	2.3%	5.3%	0.6%	4.4%
Don't know/not applicable	5.9%	3.1%	9.1%	5.3%	5.7%	3.0%

- How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?

Table 61: Appearance of Christchurch's waterway margins

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	7.5%	4.5%	8.9%	9.5%	11.1%
Satisfied	52.9%	45.6%	50.8%	43.2%	53.8%	52.6%
Neither satisfied nor dissatisfied	23.5%	24.4%	28.0%	25.4%	23.4%	18.5%
Dissatisfied	5.9%	18.1%	10.6%	11.2%	7.6%	11.1%
Very dissatisfied	0.0%	2.5%	1.5%	5.9%	1.3%	5.2%
Don't know/not applicable	5.9%	1.9%	4.5%	5.3%	4.4%	1.5%

- How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 62: Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	4.4%	3.8%	5.9%	7.0%	9.6%
Satisfied	35.3%	29.4%	30.3%	37.9%	41.8%	40.0%
Neither satisfied nor dissatisfied	17.6%	26.9%	29.5%	26.6%	27.2%	20.0%
Dissatisfied	23.5%	25.6%	22.7%	18.9%	14.6%	17.8%
Very dissatisfied	0.0%	9.4%	4.5%	5.3%	6.3%	8.9%
Don't know/not applicable	5.9%	4.4%	9.1%	5.3%	3.2%	3.7%

Transportation

- How much do you agree or disagree that Christchurch is a walking-friendly city?

Table 63: Agreement that Christchurch is a walking friendly-city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135

Strongly agree	17.6%	13.8%	15.2%	15.4%	29.7%	17.8%
Agree	70.6%	63.1%	56.1%	49.1%	52.5%	51.1%
Neither agree nor disagree	5.9%	17.5%	18.9%	19.5%	10.8%	20.0%
Disagree	5.9%	1.9%	6.8%	13.0%	2.5%	4.4%
Strongly disagree	0.0%	3.1%	1.5%	1.8%	3.8%	4.4%
Don't know/not applicable	0.0%	0.6%	1.5%	1.2%	0.6%	2.2%

- How much do you agree or disagree that Christchurch is a cycle-friendly city?

Table 64: Agreement that Christchurch is a cycle-friendly city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	10.6%	10.6%	12.4%	14.6%	15.6%
Agree	35.3%	53.1%	39.4%	51.5%	51.9%	54.8%
Neither agree nor disagree	29.4%	18.8%	29.5%	20.1%	16.5%	17.8%
Disagree	11.8%	10.0%	9.1%	12.4%	10.8%	8.1%
Strongly disagree	0.0%	3.8%	6.1%	1.2%	1.9%	1.5%
Don't know/not applicable	5.9%	3.8%	5.3%	2.4%	4.4%	2.2%

- And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?

Table 65: Frequency of cycling on public roads

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	**17**	**160**	**132**	**169**	**158**	**135**
All the time, by that I mean about every day	5.9%	1.3%	8.3%	3.6%	7.0%	8.1%
Frequently, by that I mean at least once a week	29.4%	7.5%	10.6%	10.1%	10.8%	18.5%
Occasionally, by that I mean around once a month	5.9%	11.9%	9.1%	9.5%	10.8%	12.6%
Rarely, by that I mean no more than a few times a year	17.6%	20.6%	23.5%	26.0%	22.2%	23.0%
Never	41.2%	58.1%	48.5%	50.9%	49.4%	37.8%
Don't know/not applicable	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%

Roads and Footpaths

- How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?

Table 66: Condition of roads

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote

Number of respondents	17	160	132	169	158	17
Very satisfied	29.4%	4.4%	2.3%	4.1%	6.3%	7.4%
Satisfied	23.5%	18.1%	22.7%	17.2%	26.6%	24.4%
Neither satisfied nor dissatisfied	17.6%	10.6%	18.9%	19.5%	20.9%	26.7%
Dissatisfied	29.4%	42.5%	40.9%	36.7%	32.3%	26.7%
Very dissatisfied	0.0%	24.4%	15.2%	21.9%	13.3%	14.8%
Don't know/not applicable	0.0%	0.0%	0.0%	0.6%	0.6%	0.0%

- What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads?

Table 67: THREE MAIN reasons for dissatisfaction with condition of roads

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	5	107	74	99	72	56
Ongoing patch repairs to roads	20.0%	71.0%	64.9%	69.7%	70.8%	75.0%
There are potholes in the roads	100.0%	60.7%	60.8%	55.6%	59.7%	51.8%
Road surfaces are not smooth or level	60.0%	58.9%	52.7%	49.5%	63.9%	53.6%
Roadworks are taking too long	20.0%	33.6%	40.5%	37.4%	29.2%	37.5%
Roadworks not completed to a good standard	20.0%	37.4%	35.1%	36.4%	37.5%	41.1%
Roadworks are causing delays and disruption	60.0%	21.5%	33.8%	21.2%	15.3%	21.4%
Roads are not swept often enough (including litter and debris on roads)	0.0%	6.5%	6.8%	13.1%	9.7%	8.9%
Other – please specify	0.0%	4.7%	4.1%	4.0%	2.8%	3.6%

- How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths??

Table 68: Satisfaction with the condition of footpaths

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	5.9%	2.5%	3.8%	4.7%	8.9%	8.1%
Satisfied	47.1%	22.5%	30.3%	27.2%	37.3%	31.1%
Neither satisfied nor dissatisfied	23.5%	22.5%	23.5%	26.6%	21.5%	25.2%
Dissatisfied	23.5%	35.0%	28.8%	26.0%	21.5%	25.2%
Very dissatisfied	0.0%	16.9%	12.1%	14.2%	10.1%	9.6%
Don't know/not applicable	0.0%	0.6%	1.5%	1.2%	0.6%	0.7%

Table 69: THREE MAIN reasons for dissatisfaction with condition of footpaths

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	4	83	54	68	50	47
Footpath surfaces are not smooth or level	25.0%	60.2%	57.4%	54.4%	66.0%	46.8%
Footpath surfaces or kerbs/gutters contain holes or cracks	50.0%	48.2%	55.6%	47.1%	50.0%	53.2%
Repairs are not completed to a good standard	25.0%	60.2%	40.7%	32.4%	38.0%	57.4%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	0.0%	47.0%	57.4%	47.1%	50.0%	25.5%
Repairs and upgrades are taking too long	50.0%	28.9%	37.0%	36.8%	36.0%	34.0%
Footpaths are too narrow to accommodate all users	50.0%	13.3%	14.8%	16.2%	20.0%	27.7%
Litter and debris on footpaths	50.0%	16.9%	7.4%	19.1%	14.0%	12.8%
There are not enough footpaths on some streets	50.0%	7.2%	13.0%	23.5%	10.0%	17.0%
Other	0.0%	1.2%	3.7%	0.0%	8.0%	19.1%

- How much do you agree or disagree that our transport network is SAFE for ALL users?

Table 70: Transport network is safe for all users

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	3.1%	4.5%	5.9%	7.0%	6.7%
Agree	41.2%	38.8%	31.8%	32.5%	38.6%	33.3%
Neither agree nor disagree	29.4%	29.4%	26.5%	25.4%	23.4%	28.1%
Disagree	11.8%	20.6%	28.0%	28.4%	22.2%	25.2%
Strongly disagree	0.0%	8.1%	6.8%	6.5%	7.0%	5.2%
Don't know/not applicable	0.0%	0.0%	2.3%	1.2%	1.9%	1.5%

- How easy or difficult was it to travel by usual mode?

Table 71: Transport network is easy to use

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very easy	17.6%	3.1%	4.5%	5.9%	7.0%	6.7%
Easy	41.2%	38.8%	31.8%	32.5%	38.6%	33.3%
Neither easy nor difficult	29.4%	29.4%	26.5%	25.4%	23.4%	28.1%
Difficult	11.8%	20.6%	28.0%	28.4%	22.2%	25.2%
Very difficult	0.0%	8.1%	6.8%	6.5%	7.0%	5.2%

Don't know/not applicable	0.0%	0.0%	2.3%	1.2%	1.9%	1.5%

Water Supply

- How satisfied or dissatisfied are you with the quality of the water supply?

Table 72: Quality of water supply

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	11.9%	15.9%	12.4%	14.6%	17.8%
Satisfied	29.4%	28.8%	31.8%	39.6%	36.7%	27.4%
Neither satisfied nor dissatisfied	11.8%	13.1%	15.9%	11.2%	11.4%	10.4%
Dissatisfied	23.5%	25.6%	20.5%	21.9%	21.5%	31.9%
Very dissatisfied	5.9%	19.4%	15.2%	14.8%	15.2%	12.6%
Don't know/not applicable	5.9%	1.3%	0.8%	0.0%	0.6%	0.0%

- "How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?

Table 73: Council repairs leaks and investigates complaints in a timely manner

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	11.9%	8.3%	10.7%	17.1%	11.1%
Satisfied	52.9%	41.9%	44.7%	48.5%	44.9%	45.2%
Neither satisfied nor dissatisfied	17.6%	26.3%	22.0%	17.8%	20.3%	18.5%
Dissatisfied	5.9%	8.8%	5.3%	8.9%	3.8%	12.6%
Very dissatisfied	0.0%	4.4%	4.5%	3.0%	1.9%	4.4%
Don't know/not applicable	11.8%	6.9%	15.2%	11.2%	12.0%	8.1%

- How satisfied or dissatisfied are you that the water supply is reliable?

Table 74: Reliability of water supply

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	24.4%	28.8%	28.4%	31.0%	26.7%
Satisfied	58.8%	56.3%	59.8%	54.4%	53.8%	53.3%
Neither satisfied nor dissatisfied	11.8%	10.0%	8.3%	8.9%	10.8%	14.1%
Dissatisfied	5.9%	5.6%	2.3%	6.5%	2.5%	4.4%
Very dissatisfied	0.0%	2.5%	0.0%	1.2%	0.6%	1.5%
Don't know/not applicable	5.9%	1.3%	0.8%	0.6%	1.3%	0.0%

Parking

- Have you parked a car in a Council parking facility in the last 12 months?

Table 75: Usage of Council parking facility

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Yes, on-street	58.8%	66.9%	69.7%	65.7%	76.6%	74.8%
Yes, Council off-street	47.1%	55.0%	59.1%	52.7%	51.3%	55.6%
No	11.8%	13.8%	6.8%	17.2%	11.4%	11.9%

- How satisfied or dissatisfied are you with the ease of use of on-street parking meters?

Table 76: Ease of use of on-street parking meters

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	12.5%	11.9%	9.7%	11.2%	16.9%	14.6%
Satisfied	43.8%	45.0%	50.0%	41.0%	47.4%	43.1%
Neither satisfied nor dissatisfied	37.5%	15.2%	20.2%	21.7%	19.5%	13.8%
Dissatisfied	0.0%	15.9%	10.5%	13.0%	9.7%	13.8%
Very dissatisfied	0.0%	4.6%	7.3%	5.0%	0.6%	4.6%
Don't know/not applicable	6.3%	7.3%	2.4%	8.1%	5.8%	10.0%

- How satisfied or dissatisfied are you with the range of Council parking facilities available to you?

Table 77: Range of parking facilities available

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	18.8%	7.3%	4.0%	6.2%	14.3%	10.8%
Satisfied	37.5%	39.7%	41.1%	34.2%	41.6%	42.3%
Neither satisfied nor dissatisfied	31.3%	19.2%	25.0%	17.4%	19.5%	16.9%
Dissatisfied	12.5%	20.5%	16.9%	27.3%	14.3%	16.9%
Very dissatisfied	0.0%	8.6%	10.5%	6.8%	5.8%	6.9%
Don't know/not applicable	0.0%	4.6%	2.4%	8.1%	4.5%	6.2%

- How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?

Table 78: Information provided about parking options

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	0.0%	7.9%	2.4%	5.6%	12.3%	10.0%
Satisfied	62.5%	43.0%	45.2%	42.2%	48.1%	47.7%
Neither satisfied nor dissatisfied	18.8%	27.2%	32.3%	25.5%	25.3%	23.8%
Dissatisfied	18.8%	14.6%	10.5%	18.0%	6.5%	6.2%
Very dissatisfied	0.0%	2.6%	5.6%	5.0%	3.9%	6.2%
Don't know/not applicable	0.0%	4.6%	4.0%	3.7%	3.9%	6.2%

- How satisfied or dissatisfied are you with the ease of use of Council parking?

Table 79: Ease of use of Council parking

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	16	151	124	161	154	130
Very satisfied	6.3%	10.6%	4.8%	6.2%	14.9%	11.5%
Satisfied	56.3%	40.4%	45.2%	39.8%	50.6%	45.4%
Neither satisfied nor dissatisfied	31.3%	27.8%	25.8%	24.8%	24.7%	21.5%
Dissatisfied	6.3%	9.9%	16.1%	16.1%	4.5%	10.8%
Very dissatisfied	0.0%	5.3%	6.5%	6.8%	1.9%	5.4%
Don't know/not applicable	0.0%	6.0%	1.6%	6.2%	3.2%	5.4%

Parks

- How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?

Table 80: Appearance of central city parks and green spaces

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	23.5%	21.9%	21.2%	23.7%	30.4%	37.8%
Satisfied	64.7%	62.5%	64.4%	59.8%	52.5%	49.6%
Neither satisfied nor dissatisfied	5.9%	11.9%	10.6%	13.0%	12.7%	5.9%
Dissatisfied	0.0%	0.6%	0.8%	0.6%	1.3%	3.7%
Very dissatisfied	0.0%	0.6%	0.8%	0.6%	0.6%	1.5%
Don't know/not applicable	5.9%	2.5%	2.3%	2.4%	2.5%	1.5%

- How satisfied or dissatisfied are you with the condition of these parks and green spaces?

Table 81: Condition of these parks and green spaces

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	19.4%	15.9%	21.9%	27.8%	34.1%
Satisfied	64.7%	61.3%	62.1%	58.0%	55.1%	51.1%
Neither satisfied nor dissatisfied	0.0%	12.5%	15.2%	11.8%	9.5%	7.4%
Dissatisfied	11.8%	3.1%	3.8%	4.1%	3.8%	4.4%
Very dissatisfied	0.0%	0.6%	0.8%	1.8%	0.6%	1.5%
Don't know/not applicable	11.8%	3.1%	2.3%	2.4%	3.2%	1.5%

- How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?

Table 82: The range of recreation facilities available

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	23.8%	21.2%	20.7%	26.6%	34.1%
Satisfied	82.4%	56.9%	56.1%	57.4%	57.6%	51.9%
Neither satisfied nor dissatisfied	0.0%	10.6%	13.6%	10.1%	8.9%	7.4%
Dissatisfied	5.9%	5.6%	4.5%	8.9%	4.4%	4.4%
Very dissatisfied	0.0%	1.9%	1.5%	1.2%	0.6%	1.5%
Don't know/not applicable	0.0%	1.3%	3.0%	1.8%	1.9%	0.7%

- How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's park (including beach park areas)?

Table 83: Information provided about recreation facilities

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	15.0%	9.1%	10.7%	19.0%	20.0%
Satisfied	70.6%	50.6%	50.8%	50.9%	51.9%	52.6%
Neither satisfied nor dissatisfied	11.8%	20.6%	31.8%	27.2%	17.7%	18.5%
Dissatisfied	0.0%	8.1%	5.3%	6.5%	4.4%	5.2%
Very dissatisfied	0.0%	1.3%	0.0%	0.6%	1.3%	0.7%
Don't know/not applicable	0.0%	4.4%	3.0%	4.1%	5.7%	3.0%

Events and Festivals

- How satisfied or dissatisfied are you with the range of events and festivals?

Table 84: Satisfaction with the range of events and festivals

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	12.5%	10.6%	10.7%	14.6%	20.7%
Satisfied	58.8%	48.8%	43.2%	50.9%	55.1%	51.1%
Neither satisfied nor dissatisfied	11.8%	26.3%	28.0%	24.9%	22.2%	21.5%
Dissatisfied	5.9%	9.4%	9.8%	7.1%	3.8%	4.4%
Very dissatisfied	0.0%	0.6%	2.3%	1.8%	1.9%	0.7%
Don't know/not applicable	5.9%	2.5%	6.1%	4.7%	2.5%	1.5%

City Promotions

- How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?

Table 85: Satisfaction with timely, relevant, and accurate information

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	29.4%	11.3%	6.1%	11.8%	20.3%	22.2%
Satisfied	47.1%	48.8%	47.0%	46.7%	51.9%	45.2%
Neither satisfied nor dissatisfied	17.6%	27.5%	32.6%	30.8%	19.0%	25.9%
Dissatisfied	5.9%	7.5%	9.8%	7.7%	5.7%	5.2%
Very dissatisfied	0.0%	1.9%	0.8%	1.2%	1.3%	0.7%
Don't know/not applicable	0.0%	3.1%	3.8%	1.8%	1.9%	0.7%

Reputation and Trust

- How much do you agree or disagree that the Council is open and transparent?

Table 86: Council is open and transparent

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	3.8%	0.0%	0.6%	1.9%	4.4%
Agree	17.6%	17.5%	13.6%	14.8%	26.6%	19.3%
Neither agree nor disagree	17.6%	29.4%	33.3%	34.3%	32.3%	26.7%
Disagree	35.3%	34.4%	40.9%	37.9%	31.0%	33.3%
Strongly disagree	5.9%	13.1%	10.6%	10.7%	6.3%	13.3%
Don't know/not applicable	0.0%	1.9%	1.5%	1.8%	1.9%	3.0%

- How much do you agree or disagree that the Council can be trusted?

Table 87: Council can be trusted

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	3.1%	3.8%	4.1%	5.7%	1.5%
Agree	17.6%	19.4%	15.2%	20.1%	32.9%	27.4%
Neither agree nor disagree	23.5%	36.9%	36.4%	34.9%	34.8%	34.8%
Disagree	29.4%	25.6%	31.8%	28.4%	15.2%	26.7%
Strongly disagree	5.9%	13.8%	10.6%	10.1%	7.6%	8.9%
Don't know/not applicable	0.0%	1.3%	2.3%	2.4%	3.8%	0.7%

- How much do you agree or disagree that the Council has a good reputation?

Table 88: Council has a good reputation

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	3.1%	3.8%	3.6%	2.5%	3.0%
Agree	17.6%	27.5%	15.2%	20.1%	27.8%	24.4%
Neither agree nor disagree	35.3%	23.1%	32.6%	26.6%	33.5%	25.2%
Disagree	11.8%	32.5%	33.3%	36.7%	25.3%	35.6%
Strongly disagree	11.8%	11.9%	15.2%	11.2%	8.2%	10.4%
Don't know/not applicable	0.0%	1.9%	0.0%	1.8%	2.5%	1.5%

- How much do you agree or disagree that the Council acts with integrity and honesty?

Table 89: Council acts with integrity and honesty

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	11.8%	4.4%	2.3%	2.4%	3.8%	8.1%
Agree	29.4%	24.4%	19.7%	21.9%	34.2%	23.7%
Neither agree nor disagree	47.1%	38.1%	36.4%	36.7%	37.3%	33.3%
Disagree	5.9%	20.0%	28.8%	30.2%	13.3%	25.2%
Strongly disagree	5.9%	11.9%	9.1%	5.9%	7.0%	6.7%
Don't know/not applicable	0.0%	1.3%	3.8%	3.0%	4.4%	3.0%

- How much do you agree or disagree that the Council is accountable for what it does?

Table 90: Council is accountable for what it does

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	1.3%	6.1%	3.6%	8.9%	8.9%
Agree	35.3%	25.0%	13.6%	21.9%	30.4%	32.6%

Neither agree nor disagree	17.6%	24.4%	25.8%	28.4%	25.9%	19.3%
Disagree	17.6%	30.6%	37.1%	28.4%	20.9%	23.7%
Strongly disagree	11.8%	17.5%	15.9%	16.6%	10.1%	13.3%
Don't know/not applicable	0.0%	1.3%	1.5%	1.2%	3.8%	2.2%

- How much do you agree or disagree that the Council understands the needs of residents and what they care about?

Table 91: Council understands the needs of residents

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	11.8%	1.3%	2.3%	4.7%	5.1%	5.9%
Agree	41.2%	22.5%	16.7%	16.6%	27.8%	23.0%
Neither agree nor disagree	17.6%	30.0%	25.0%	27.8%	24.7%	20.7%
Disagree	17.6%	28.1%	39.4%	36.7%	32.3%	36.3%
Strongly disagree	11.8%	18.1%	15.2%	13.0%	8.2%	13.3%
Don't know/not applicable	0.0%	0.0%	1.5%	1.2%	1.9%	0.7%

- How much do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city

Table 92: Council balances the needs of today's residents with planning for the future of the city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	29.4%	1.9%	2.3%	1.8%	4.4%	5.2%
Agree	29.4%	31.3%	25.8%	26.0%	34.2%	28.1%
Neither agree nor disagree	23.5%	26.3%	28.0%	30.8%	24.1%	33.3%
Disagree	17.6%	26.3%	30.3%	27.8%	23.4%	20.0%
Strongly disagree	0.0%	12.5%	12.1%	13.0%	10.1%	9.6%
Don't know/not applicable	0.0%	1.9%	1.5%	0.6%	3.8%	3.7%

- How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?

Table 93: Council communicates clearly with residents the results of Council decisions

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	11.8%	0.6%	2.3%	1.8%	4.4%	5.9%
Agree	29.4%	24.4%	18.9%	20.1%	29.1%	29.6%
Neither agree nor disagree	35.3%	33.8%	27.3%	28.4%	33.5%	28.9%
Disagree	17.6%	28.1%	37.9%	36.7%	22.8%	23.0%
Strongly disagree	5.9%	11.3%	12.1%	10.7%	6.3%	10.4%
Don't know/not applicable	0.0%	1.9%	1.5%	2.4%	3.8%	2.2%

- How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?

Table 94: Council communicates clearly with residents about how their views have informed decisions

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	1.3%	2.3%	1.8%	4.4%	3.7%
Agree	35.3%	16.3%	10.6%	10.7%	20.9%	16.3%
Neither agree nor disagree	11.8%	31.9%	25.8%	26.6%	32.3%	31.9%
Disagree	23.5%	31.9%	42.4%	40.8%	31.0%	30.4%
Strongly disagree	5.9%	15.0%	17.4%	16.0%	5.7%	15.6%
Don't know/not applicable	0.0%	3.8%	1.5%	4.1%	5.7%	2.2%

- How much do you agree or disagree that the Council managers and staff are doing a good job?

Table 95: Council managers and staff are doing a good job

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	5.0%	3.0%	1.8%	3.8%	7.4%
Agree	41.2%	32.5%	22.7%	27.8%	32.3%	25.2%
Neither agree nor disagree	29.4%	33.1%	34.1%	34.3%	39.2%	33.3%
Disagree	0.0%	15.0%	22.7%	20.7%	12.7%	21.5%
Strongly disagree	11.8%	10.6%	14.4%	13.0%	7.0%	10.4%
Don't know/not applicable	0.0%	3.8%	3.0%	2.4%	5.1%	2.2%

- How much do you agree or disagree that the Council makes wise spending decisions?

Table 96: The Council makes wise spending decisions

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	17.6%	1.3%	0.0%	1.2%	2.5%	3.0%
Agree	35.3%	10.6%	10.6%	11.2%	15.2%	16.3%
Neither agree nor disagree	17.6%	29.4%	22.0%	23.7%	29.7%	24.4%
Disagree	11.8%	27.5%	41.7%	33.1%	30.4%	28.1%
Strongly disagree	17.6%	28.1%	24.2%	27.8%	18.4%	24.4%
Don't know/not applicable	0.0%	3.1%	1.5%	3.0%	3.8%	3.7%

- How much do you agree or disagree that the Council provides good value for ratepayers' money?

Table 97: The Council provides good value for ratepayers' money

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	1.3%	0.8%	1.2%	4.4%	3.7%
Agree	23.5%	16.9%	9.8%	12.4%	16.5%	17.8%
Neither agree nor disagree	17.6%	23.8%	28.8%	21.9%	27.8%	19.3%
Disagree	17.6%	28.1%	34.1%	33.7%	30.4%	33.3%
Strongly disagree	17.6%	25.6%	24.2%	26.0%	17.1%	21.5%
Don't know/not applicable	0.0%	4.4%	2.3%	4.7%	3.8%	4.4%

- How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?

Table 98: The Council honours the principles of the Treaty of Waitangi

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly agree	23.5%	5.0%	4.5%	4.7%	7.0%	5.9%
Agree	23.5%	21.9%	18.9%	17.8%	26.6%	23.0%
Neither agree nor disagree	35.3%	32.5%	30.3%	36.7%	34.2%	37.8%
Disagree	0.0%	7.5%	3.8%	5.9%	4.4%	5.2%
Strongly disagree	0.0%	4.4%	2.3%	4.1%	2.5%	3.7%
Don't know/not applicable	17.6%	28.8%	40.2%	30.8%	25.3%	24.4%

- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

Table 99: Satisfaction the Council makes decisions in the best interests of the city

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Very satisfied	11.8%	3.1%	5.3%	4.1%	3.8%	3.7%
Satisfied	41.2%	25.6%	19.7%	24.9%	33.5%	30.4%
Neither satisfied nor dissatisfied	23.5%	33.1%	24.2%	29.0%	27.2%	23.7%
Dissatisfied	17.6%	23.1%	34.8%	28.4%	20.9%	21.5%
Very dissatisfied	5.9%	13.8%	15.9%	13.6%	13.3%	19.3%
Don't know/not applicable	0.0%	1.3%	0.0%	0.0%	1.3%	1.5%

- How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?

Table 100: Satisfaction with the leadership of the Mayor and councillors

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote

Number of respondents	17	160	132	169	158	135
Very satisfied	17.6%	5.0%	1.5%	1.2%	4.4%	5.2%
Satisfied	23.5%	21.3%	15.9%	21.9%	25.9%	23.7%
Neither satisfied nor dissatisfied	35.3%	45.6%	46.2%	36.1%	43.0%	34.8%
Dissatisfied	23.5%	15.6%	23.5%	26.0%	19.0%	23.7%
Very dissatisfied	0.0%	8.8%	9.8%	9.5%	5.7%	10.4%
Don't know/not applicable	0.0%	3.8%	3.0%	5.3%	1.9%	2.2%

Emergency Preparedness

- Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?

Table 101: Prepare for a natural disaster such as an earthquake

		Number	Yes	No	Don't know
Stored enough water for three days	Te Pātaka o Rākaihautū - Banks Peninsula	17	58.8%	41.2%	0.0%
	Waitai – Coastal-Burwood-Linwood	160	50.0%	50.0%	0.0%
	Waimāero – Fendalton-Waimairi-Harewood	132	50.8%	47.7%	1.5%
	Waipuna – Halswell-Hornby-Riccarton	169	40.8%	58.0%	1.2%
	Waipapa - Papanui-Innes-Central	158	49.4%	50.6%	0.0%
	Waihoro – Spreydon-Cashmere-Heathcote	135	58.5%	38.5%	3.0%
Stored enough food for three days	Te Pātaka o Rākaihautū - Banks Peninsula	17	88.2%	11.8%	0.0%
	Waitai – Coastal-Burwood-Linwood	160	70.0%	30.0%	0.0%
	Waimāero – Fendalton-Waimairi-Harewood	132	69.7%	28.8%	1.5%
	Waipuna – Halswell-Hornby-Riccarton	169	63.3%	35.5%	1.2%
	Waipapa - Papanui-Innes-Central	158	72.2%	27.8%	0.0%
	Waihoro – Spreydon-Cashmere-Heathcote	135	77.0%	21.5%	1.5%
Secured heavy household items that might fall in an earthquake, e.g. furniture, water cylinder, etc	Te Pātaka o Rākaihautū - Banks Peninsula	17	58.8%	35.3%	5.9%
	Waitai – Coastal-Burwood-Linwood	160	56.3%	39.4%	4.4%
	Waimāero – Fendalton-Waimairi-Harewood	132	50.8%	46.2%	3.0%
	Waipuna – Halswell-Hornby-Riccarton	169	53.3%	43.8%	3.0%
	Waipapa - Papanui-Innes-Central	158	52.5%	41.8%	5.7%
	Waihoro – Spreydon-Cashmere-Heathcote	135	68.1%	28.9%	3.0%

- Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?

Table 102: Up-to-date emergency plan

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Yes	52.9%	41.3%	35.6%	38.5%	40.5%	48.9%
No	41.2%	53.1%	58.3%	57.4%	52.5%	46.7%
Don't know/not applicable	5.9%	5.6%	6.1%	4.1%	7.0%	4.4%

Overall satisfaction

- Reasons for overall satisfaction rating with the performance of Christchurch City Council in delivering its services over the last 12 months:

Table 103: Top 25 reasons for satisfaction/dissatisfaction with the Council (coded table)*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	12	110	101	115	115	100
Unhappy with roads/more road maintenance	8%	21%	18%	20%	17%	7%
Disapprove of Council spending	0%	13%	20%	19%	8%	11%
Council is doing a good job overall	8%	12%	8%	12%	16%	17%
Rates increased	0%	9%	15%	12%	8%	7%
Happy with services provided	8%	8%	6%	5%	10%	12%
Too many cycle lanes	0%	6%	9%	8%	5%	10%
Slow to/ don't respond to problems/ concerns	8%	7%	5%	10%	4%	7%
Happy with the recreational facilities/good improvements on parks/public amenities	8%	7%	3%	4%	8%	7%
Poor communication	8%	3%	10%	7%	4%	6%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	0%	5%	6%	6%	6%	6%
Room for improvement	8%	7%	3%	4%	9%	4%
No problems/ issues	8%	6%	2%	4%	8%	5%
City is cleaned and well-maintained/areas are being tidy	0%	4%	7%	3%	10%	3%
Responds in timely manner/dealt within a reasonable timeframe	17%	5%	5%	3%	5%	5%
General maintenance needed	0%	5%	4%	6%	3%	8%
Parking expensive/lack of/parking issues	0%	4%	10%	5%	3%	4%
Council is doing a poor job overall	0%	3%	11%	3%	3%	6%
Good customer service	8%	3%	4%	3%	4%	8%
Lack of public consultation	0%	5%	8%	3%	6%	1%
Happy with recycling and rubbish services	8%	3%	4%	5%	5%	2%
Unhappy with the waterways/sewage services needs to improve	0%	6%	0%	5%	3%	4%
Respond to problems/ concerns	0%	3%	5%	3%	3%	5%
Lack of transparency/have behind the scene dealings	0%	4%	1%	4%	3%	4%
Does not listen	0%	5%	3%	2%	4%	1%
Need more recreational areas/improvement on parks and grounds/sport facilities	0%	4%	2%	5%	3%	2%

**Proportion of respondents who gave a reason, excluding 'Don't know' responses. Some respondents answered with more than one reason, so proportions sum to more than 100%*

Key:
Red – Negative comments
Green – Positive comments

- Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?

Table 104: Agreement that Council has made it easy for you to interact with it

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Strongly Agree	23.5%	8.8%	6.8%	7.7%	14.6%	18.5%
Agree	41.2%	36.9%	40.2%	41.4%	48.1%	40.0%
Neither agree nor disagree	23.5%	29.4%	27.3%	26.0%	19.0%	20.0%
Disagree	11.8%	10.0%	9.1%	8.9%	7.0%	6.7%
Strongly disagree	0.0%	2.5%	4.5%	2.4%	2.5%	4.4%
Don't know/not applicable	0.0%	12.5%	12.1%	13.6%	8.9%	10.4%

- Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?

Table 105: One service you feel the Council is performing the best in delivering (coded table)*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Waste management	8%	23%	28%	29%	22%	18%
Parks, reserves and green spaces	15%	17%	17%	19%	17%	18%
Libraries	31%	10%	9%	8%	10%	9%
Recreation & Sport Centres	0%	9%	6%	4%	11%	13%
Public space cleaning/ City beautification	0%	4%	3%	7%	7%	5%
Information and communication	8%	5%	4%	8%	2%	5%
Events/ activities	0%	5%	8%	3%	3%	3%
Water supply	8%	5%	8%	4%	3%	2%
Facilities and services	0%	3%	4%	3%	6%	3%
Roading	8%	2%	3%	4%	4%	2%
Cycleways	0%	2%	2%	1%	3%	4%
Public Transport	0%	1%	2%	4%	2%	4%
Waterways	8%	2%	1%	0%	2%	1%
Rates spending and financial management	0%	0%	2%	1%	2%	2%
The rebuild	0%	2%	1%	1%	2%	0%
Community Support	0%	3%	0%	0%	1%	2%
Parking	0%	1%	0%	1%	1%	2%
Sewerage/ Wastewater	8%	2%	0%	1%	1%	1%
Animal Control	0%	1%	1%	0%	1%	1%
Footpaths	0%	1%	0%	1%	1%	1%
Emergency preparedness and response	0%	2%	0%	0%	0%	2%
Other	8%	4%	2%	1%	1%	5%

**Proportion of comments, excluding 'Don't know' and negative responses.*

- Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?

Table 106: Most important service for Council to improve over the next 12 months (coded table)*

	Te Pātaka o Rākaihautū - Banks Peninsula	Waitai – Coastal-Burwood-Linwood	Waimāero – Fendalton-Waimairi-Harewood	Waipuna – Halswell-Hornby-Riccarton	Waipapa - Papanui-Innes-Central	Waihoro – Spreydon-Cashmere-Heathcote
Number of respondents	17	160	132	169	158	135
Roading	7%	28%	29%	28%	28%	25%
Council decision-making/financial management	0%	8%	12%	14%	7%	10%
Water supply	0%	10%	12%	7%	7%	9%
Information and communication	13%	9%	9%	7%	3%	7%
Footpaths	13%	6%	5%	5%	5%	10%
Waste management	7%	5%	3%	8%	12%	3%
Parking	13%	7%	7%	5%	3%	3%
Cycleways	0%	1%	2%	4%	6%	8%
Public transport	0%	3%	2%	5%	3%	3%
Public space cleaning/ City beautification	0%	4%	3%	4%	3%	2%
Waterways	0%	1%	3%	2%	3%	4%
Parks, reserves and green spaces	0%	2%	1%	5%	4%	1%
Consents process	20%	0%	2%	0%	2%	3%
Sewerage/ Wastewater	0%	3%	2%	0%	1%	3%
Noise control	0%	1%	1%	1%	1%	2%
Earthquake recovery/ rebuild	0%	1%	2%	0%	2%	1%
Environment	7%	0%	0%	1%	1%	2%
Events/ activities	7%	3%	0%	0%	1%	0%
Housing	0%	1%	0%	1%	1%	2%
Recreation & Sports Centres	0%	1%	2%	0%	0%	0%
Other	0%	0%	2%	2%	2%	6%

**Proportion of comments, excluding 'Don't know' and positive responses.*

Findings by Age/Gender

The following section details survey findings by age and gender[5].

Note percentages for demographic breakdowns *include* don't know/not applicable in percentage calculations, so proportions are not directly comparable with the city-wide level of service proportions (which *exclude* don't know/not applicable responses).

Governance and Decision making

- Thinking about Christchurch City Council, how much do you agree or disagree with the statement 'I understand how the Council makes decisions?

Table 107: Understanding of Council decision-making

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	2.7%	4.3%	9.3%	5.1%	2.6%	5.7%	8.3%	2.3%
Agree	36.0%	25.9%	24.2%	31.3%	29.9%	28.6%	33.8%	23.2%
Neither agree nor disagree	29.3%	26.5%	24.7%	25.0%	31.6%	25.7%	23.4%	30.0%
Disagree	21.3%	31.4%	30.2%	27.3%	25.6%	22.9%	24.4%	31.3%
Strongly disagree	5.3%	9.7%	10.4%	9.1%	9.4%	14.3%	8.8%	10.2%
Don't know/not applicable	5.3%	2.2%	1.1%	2.3%	0.9%	2.9%	1.3%	2.9%

- How satisfied or dissatisfied are you with the accuracy of the information provided to you about Council decisions?

Table 108: Accuracy of information

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	9.3%	6.5%	9.3%	1.7%	0.0%	8.6%	7.3%	3.7%
Satisfied	37.3%	33.5%	26.9%	27.8%	25.6%	22.9%	27.8%	31.1%
Neither satisfied nor dissatisfied	36.0%	33.5%	29.1%	29.0%	31.6%	25.7%	28.3%	33.7%
Dissatisfied	12.0%	21.1%	24.7%	32.4%	35.0%	25.7%	27.8%	24.0%
Very dissatisfied	4.0%	2.7%	6.6%	6.8%	6.8%	8.6%	6.5%	4.7%
Don't know/not applicable	1.3%	2.7%	3.3%	2.3%	0.9%	8.6%	2.3%	2.9%

- How satisfied or dissatisfied are you that the public receives information about decision making in a prompt and timely manner?

Table 109: Information is prompt and timely

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female

[5] Excludes gender diverse due to low sample size

Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	5.3%	3.8%	6.6%	1.7%	2.6%	2.9%	4.4%	3.1%
Satisfied	30.7%	32.4%	26.4%	22.7%	15.4%	22.9%	26.5%	24.8%
Neither satisfied nor dissatisfied	29.3%	29.7%	24.2%	26.7%	25.6%	25.7%	24.2%	29.5%
Dissatisfied	32.0%	27.6%	34.1%	38.6%	47.0%	28.6%	35.1%	35.2%
Very dissatisfied	2.7%	3.8%	5.5%	8.0%	8.5%	14.3%	7.5%	5.0%
Don't know/not applicable	0.0%	2.7%	3.3%	2.3%	0.9%	5.7%	2.3%	2.3%

- How much influence do you feel the public has on the decisions the Council makes?

Table 110: Perceived level of influence the public has on Council decision making

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Large influence	4.0%	4.9%	3.8%	2.3%	0.9%	0.0%	3.6%	2.6%
Some influence	37.3%	25.4%	28.6%	17.0%	15.4%	5.7%	24.2%	21.4%
Small influence	46.7%	54.6%	42.9%	54.0%	51.3%	68.6%	48.6%	53.8%
No influence	10.7%	14.1%	24.2%	25.6%	30.8%	25.7%	23.1%	20.6%
Don't know/NA	1.3%	1.1%	0.5%	1.1%	1.7%	0.0%	0.5%	1.6%

- How satisfied or dissatisfied are you with the opportunities to have a say in what Council does?

Table 111: Opportunities to have a say in what Council does

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	9.3%	7.0%	6.0%	1.1%	0.9%	0.0%	4.4%	4.4%
Satisfied	21.3%	20.5%	26.4%	22.7%	26.5%	28.6%	27.5%	20.1%
Neither satisfied nor dissatisfied	26.7%	36.8%	26.4%	34.1%	29.9%	34.3%	29.6%	33.4%
Dissatisfied	29.3%	22.7%	28.0%	28.4%	29.1%	20.0%	25.7%	27.7%
Very dissatisfied	8.0%	10.8%	10.4%	9.1%	10.3%	11.4%	9.9%	10.2%
Don't know/not applicable	5.3%	2.2%	2.7%	4.5%	3.4%	5.7%	2.9%	4.2%

- How satisfied or dissatisfied are you that the Council's decision-making processes are easy to use or engage with?

Table 112: Council's decision-making processes are easy to use or engage with

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	2.7%	7.0%	5.5%	1.1%	0.9%	2.9%	4.4%	3.1%
Satisfied	24.0%	20.5%	22.5%	22.7%	15.4%	20.0%	22.3%	20.1%
Neither satisfied nor dissatisfied	36.0%	36.2%	29.1%	30.7%	39.3%	17.1%	31.2%	34.5%
Dissatisfied	24.0%	23.2%	29.7%	27.8%	30.8%	37.1%	26.8%	28.5%
Very dissatisfied	8.0%	8.1%	8.8%	10.8%	9.4%	8.6%	10.1%	7.8%
Don't know/not applicable	5.3%	4.9%	4.4%	6.8%	4.3%	14.3%	5.2%	6.0%

Parks, Heritage & Coastal Environments

- Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains and artworks that reflect the City's heritage and character. How satisfied or dissatisfied are you with the appearance of these objects?

Table 113: Satisfaction with the appearance of monuments and other heritage objects

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	18.7%	13.5%	14.8%	13.6%	7.7%	8.6%	15.3%	11.0%
Satisfied	54.7%	58.4%	47.3%	51.1%	53.8%	51.4%	53.2%	52.7%
Neither satisfied nor dissatisfied	22.7%	23.2%	30.2%	28.4%	26.5%	34.3%	24.4%	29.2%
Dissatisfied	0.0%	1.6%	4.4%	2.3%	6.8%	5.7%	3.9%	2.6%
Very dissatisfied	1.3%	0.0%	0.0%	0.6%	1.7%	0.0%	0.3%	0.8%
Don't know/not applicable	2.7%	3.2%	3.3%	4.0%	3.4%	0.0%	2.9%	3.7%

- How satisfied or dissatisfied are you with their condition?

Table 114: Satisfaction with the condition of monuments and other heritage objects

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	21.3%	11.9%	16.5%	11.9%	6.0%	8.6%	13.5%	12.3%
Satisfied	48.0%	58.4%	45.6%	51.7%	52.1%	51.4%	53.0%	50.4%
Neither satisfied nor dissatisfied	25.3%	23.2%	28.6%	26.7%	29.9%	34.3%	24.7%	29.0%
Dissatisfied	2.7%	2.7%	5.5%	2.8%	7.7%	5.7%	4.9%	3.7%
Very dissatisfied	0.0%	0.0%	0.0%	0.6%	0.9%	0.0%	0.3%	0.3%
Don't know/not applicable	2.7%	3.8%	3.8%	6.3%	3.4%	0.0%	3.6%	4.4%

- Christchurch's heritage buildings provide the City with a reminder of a former time. They are often used as community centres, residential properties and for commercial activities such as accommodation and restaurants. How satisfied or dissatisfied are you with the appearance of the city's heritage buildings?

Table 115: Satisfaction with the appearance of heritage buildings

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	25.3%	14.1%	15.9%	6.8%	8.5%	0.0%	11.2%	13.6%
Satisfied	52.0%	55.7%	47.3%	54.5%	45.3%	51.4%	51.7%	50.9%
Neither satisfied nor dissatisfied	13.3%	20.0%	19.2%	22.2%	33.3%	22.9%	24.2%	19.6%
Dissatisfied	5.3%	4.9%	11.0%	8.0%	9.4%	20.0%	8.1%	8.9%
Very dissatisfied	1.3%	2.7%	1.6%	1.7%	1.7%	5.7%	1.8%	2.3%
Don't know/not applicable	2.7%	2.7%	4.9%	6.8%	1.7%	0.0%	3.1%	4.7%

- How satisfied or dissatisfied are you with the condition of these buildings?

Table 116: Satisfaction with the condition of heritage buildings

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	20.0%	11.9%	11.5%	7.4%	6.0%	0.0%	8.8%	11.2%
Satisfied	50.7%	44.3%	39.6%	45.5%	39.3%	48.6%	43.9%	43.1%
Neither satisfied nor dissatisfied	13.3%	28.6%	20.9%	27.8%	36.8%	22.9%	29.6%	22.7%
Dissatisfied	6.7%	9.7%	17.0%	8.5%	12.0%	20.0%	10.1%	13.3%
Very dissatisfied	4.0%	2.7%	4.4%	4.0%	2.6%	5.7%	3.1%	4.2%
Don't know/not applicable	5.3%	2.7%	6.6%	6.8%	3.4%	2.9%	4.4%	5.5%

Refuse Disposal

- Thinking now about the Council rubbish and recycling collection, overall, how satisfied or dissatisfied are you with the Council's kerbside collection of recyclable materials (your yellow bin)?

Table 117: Satisfaction with kerbside recycling

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	33.3%	31.9%	32.4%	23.9%	37.6%	45.7%	35.1%	29.0%
Satisfied	49.3%	48.6%	50.0%	56.3%	50.4%	48.6%	50.9%	50.7%
Neither satisfied nor dissatisfied	4.0%	10.3%	7.1%	12.5%	8.5%	2.9%	8.3%	9.4%
Dissatisfied	12.0%	7.0%	8.8%	6.3%	1.7%	0.0%	4.4%	8.9%
Very dissatisfied	1.3%	1.6%	1.6%	0.6%	1.7%	0.0%	0.8%	1.8%
Don't know/not applicable	0.0%	0.5%	0.0%	0.6%	0.0%	2.9%	0.5%	0.3%

- How satisfied or dissatisfied are you with the Council's kerbside collection of rubbish (your red bin)?

Table 118: Satisfaction with kerbside rubbish

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	33.3%	31.9%	30.2%	29.5%	39.3%	45.7%	34.8%	31.3%
Satisfied	49.3%	50.8%	50.0%	54.5%	51.3%	45.7%	51.4%	50.4%
Neither satisfied nor dissatisfied	5.3%	8.6%	9.3%	10.8%	5.1%	8.6%	8.8%	8.1%
Dissatisfied	9.3%	5.4%	6.6%	4.0%	2.6%	0.0%	3.6%	6.5%
Very dissatisfied	2.7%	2.7%	3.3%	0.6%	1.7%	0.0%	1.0%	3.1%
Don't know/not applicable	0.0%	0.5%	0.5%	0.6%	0.0%	0.0%	0.3%	0.5%

- How satisfied or dissatisfied are you with the Council's kerbside collection of organic material (your green bin).

Table 119: Satisfaction with organic material

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	32.0%	32.4%	28.6%	26.1%	41.0%	45.7%	36.1%	28.2%
Satisfied	53.3%	50.3%	51.1%	54.0%	46.2%	37.1%	47.5%	52.7%
Neither satisfied nor dissatisfied	6.7%	11.9%	6.6%	10.2%	5.1%	14.3%	8.8%	8.9%
Dissatisfied	8.0%	2.2%	9.9%	8.5%	1.7%	0.0%	5.7%	6.0%
Very dissatisfied	0.0%	2.7%	3.3%	0.6%	3.4%	0.0%	1.0%	3.1%
Don't know/not applicable	0.0%	0.5%	0.5%	0.6%	2.6%	2.9%	0.8%	1.0%

Sewerage and Stormwater

- How satisfied or dissatisfied are you that there is minimal odour from the sewerage system?

Table 120: Minimal odour from the sewerage system

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	14.7%	10.3%	17.0%	13.6%	12.8%	22.9%	16.1%	11.7%
Satisfied	30.7%	44.3%	45.6%	38.1%	47.0%	54.3%	46.5%	39.2%
Neither satisfied nor dissatisfied	22.7%	18.9%	11.0%	25.0%	23.9%	8.6%	19.5%	18.8%
Dissatisfied	21.3%	16.2%	15.4%	11.9%	6.8%	2.9%	9.9%	17.0%
Very dissatisfied	5.3%	7.0%	8.2%	5.7%	5.1%	8.6%	5.2%	8.1%
Don't know/not applicable	5.3%	3.2%	2.7%	5.7%	4.3%	2.9%	2.9%	5.2%

- How satisfied or dissatisfied are you that the wastewater services are reliable?

Table 121: Wastewater services are reliable

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	24.0%	20.0%	14.8%	14.8%	16.2%	17.1%	17.1%	17.5%
Satisfied	46.7%	54.6%	54.9%	55.7%	57.3%	54.3%	58.4%	50.7%
Neither satisfied nor dissatisfied	21.3%	15.1%	14.8%	18.2%	20.5%	22.9%	16.9%	18.0%
Dissatisfied	1.3%	4.9%	8.8%	4.5%	0.9%	0.0%	3.4%	5.7%
Very dissatisfied	1.3%	1.6%	1.6%	0.6%	1.7%	0.0%	0.8%	1.8%
Don't know/not applicable	5.3%	3.8%	4.9%	6.3%	3.4%	5.7%	3.4%	6.3%

- How satisfied or dissatisfied are you that the Council repairs wastewater faults and investigates wastewater complaints in a timely manner?

Table 122: Repairs and complaints are investigated in a timely manner

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383

Very satisfied	24.0%	9.2%	13.2%	9.7%	10.3%	8.6%	13.0%	10.7%
Satisfied	37.3%	49.7%	41.8%	46.6%	47.0%	45.7%	48.6%	42.0%
Neither satisfied nor dissatisfied	21.3%	15.7%	24.2%	24.4%	17.9%	22.9%	20.5%	21.4%
Dissatisfied	4.0%	7.6%	6.6%	7.4%	12.8%	8.6%	8.1%	7.6%
Very dissatisfied	0.0%	3.2%	1.6%	3.4%	7.7%	8.6%	4.2%	2.9%
Don't know/not applicable	13.3%	14.6%	12.6%	8.5%	4.3%	5.7%	5.7%	15.4%

- How satisfied or dissatisfied are you with the condition of waterways?

Table 123: Condition of waterways

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	8.0%	4.9%	10.4%	3.4%	2.6%	0.0%	7.8%	3.4%
Satisfied	40.0%	40.0%	35.2%	34.1%	35.0%	31.4%	38.7%	34.2%
Neither satisfied nor dissatisfied	24.0%	20.0%	25.8%	22.2%	24.8%	22.9%	20.5%	25.3%
Dissatisfied	14.7%	23.8%	15.9%	26.7%	27.4%	31.4%	22.6%	22.7%
Very dissatisfied	9.3%	8.1%	8.2%	6.3%	7.7%	11.4%	7.0%	8.9%
Don't know/not applicable	4.0%	3.2%	4.4%	7.4%	2.6%	2.9%	3.4%	5.5%

- How satisfied or dissatisfied are you with the condition of waterway margins?

Table 124: Condition of waterway margins

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	14.7%	7.6%	10.4%	4.0%	3.4%	0.0%	8.3%	5.7%
Satisfied	49.3%	43.8%	50.0%	41.5%	41.0%	37.1%	44.4%	45.2%
Neither satisfied nor dissatisfied	21.3%	27.0%	22.5%	27.8%	31.6%	25.7%	26.8%	25.3%
Dissatisfied	6.7%	13.0%	11.0%	13.6%	17.9%	31.4%	13.5%	13.8%
Very dissatisfied	2.7%	1.6%	2.2%	4.5%	6.0%	2.9%	3.1%	3.4%
Don't know/not applicable	5.3%	7.0%	3.8%	8.5%	0.0%	2.9%	3.9%	6.5%

- How satisfied or dissatisfied are you with the appearance of Christchurch's waterway margins?

Table 125: Appearance of Christchurch's waterway margins

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	21.3%	7.0%	9.3%	6.3%	5.1%	5.7%	10.4%	6.3%
Satisfied	49.3%	54.1%	50.5%	46.0%	46.2%	37.1%	47.8%	50.4%
Neither satisfied nor dissatisfied	18.7%	25.9%	22.0%	24.4%	24.8%	31.4%	21.6%	26.4%
Dissatisfied	6.7%	5.9%	11.5%	14.8%	17.9%	17.1%	15.1%	8.4%
Very dissatisfied	1.3%	2.2%	2.7%	3.4%	6.0%	5.7%	3.1%	3.4%
Don't know/not applicable	2.7%	4.9%	3.8%	5.1%	0.0%	2.9%	2.1%	5.2%

- How satisfied or dissatisfied are you that the city's stormwater management systems operate effectively to ensure that the risk of flooding is minimised?

Table 126: Stormwater systems operate effectively to ensure that the risk of flooding is minimised

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	12.0%	5.4%	8.8%	3.4%	6.0%	2.9%	8.6%	4.2%
Satisfied	36.0%	34.6%	37.4%	35.8%	39.3%	22.9%	38.4%	33.4%
Neither satisfied nor dissatisfied	25.3%	25.4%	19.2%	28.4%	27.4%	48.6%	28.3%	23.5%
Dissatisfied	9.3%	21.1%	23.1%	21.0%	19.7%	17.1%	17.7%	22.2%
Very dissatisfied	5.3%	8.6%	6.6%	6.3%	6.0%	5.7%	3.9%	9.7%
Don't know/not applicable	12.0%	4.9%	4.9%	5.1%	1.7%	2.9%	3.1%	7.0%

Transportation

- How much do you agree or disagree that Christchurch is a walking-friendly city?

Table 127: Agreement that Christchurch is a walking friendly city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	25.3%	22.2%	17.6%	17.0%	14.5%	8.6%	19.7%	17.2%
Agree	54.7%	56.2%	57.1%	55.1%	51.3%	45.7%	54.8%	54.3%
Neither agree nor disagree	9.3%	15.7%	14.3%	19.9%	20.5%	28.6%	16.9%	17.2%
Disagree	5.3%	4.9%	6.6%	4.0%	9.4%	5.7%	4.9%	6.8%
Strongly disagree	4.0%	0.5%	3.3%	2.8%	4.3%	5.7%	2.9%	2.9%
Don't know/not applicable	1.3%	0.5%	1.1%	1.1%	0.0%	5.7%	0.8%	1.6%

- How much do you agree or disagree that Christchurch is a cycle-friendly city?

Table 128: Agreement that Christchurch is a cycle-friendly city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	14.7%	13.0%	15.4%	13.6%	8.5%	5.7%	14.8%	11.0%
Agree	50.7%	57.3%	52.2%	47.2%	42.7%	40.0%	50.1%	49.9%
Neither agree nor disagree	22.7%	16.2%	15.9%	22.2%	26.5%	34.3%	20.8%	20.4%
Disagree	9.3%	9.7%	10.4%	10.2%	12.0%	8.6%	8.6%	11.7%
Strongly disagree	1.3%	1.6%	3.3%	2.3%	5.1%	2.9%	2.9%	2.6%
Don't know/not applicable	1.3%	2.2%	2.7%	4.5%	5.1%	8.6%	2.9%	4.4%

- And in relation to this, how often have you cycled on a public road in Christchurch in the last 12 months?

Table 129: Frequency of cycling on public roads

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
All the time, by that I mean about every day	9.3%	4.3%	7.1%	6.8%	1.7%	0.0%	6.8%	4.2%
Frequently, by that I mean at least once a week	6.7%	12.4%	16.5%	11.4%	10.3%	0.0%	16.9%	6.5%
Occasionally, by that I mean around once a month	14.7%	8.1%	18.7%	10.8%	2.6%	0.0%	10.9%	10.4%
Rarely, by that I mean no more than a few times a year	30.7%	28.1%	18.1%	26.7%	17.1%	5.7%	21.8%	24.0%
Never	38.7%	46.5%	39.6%	44.3%	68.4%	94.3%	43.6%	54.6%
Don't know/not applicable	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%

Roads and Footpaths

- How satisfied or dissatisfied are you with the condition of Christchurch's roads, excluding the residential red zone roads?

Table 130: Condition of roads

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	8.0%	7.0%	9.9%	2.3%	0.9%	0.0%	7.3%	3.7%
Satisfied	21.3%	27.0%	23.1%	17.6%	16.2%	22.9%	20.3%	23.0%
Neither satisfied nor dissatisfied	20.0%	17.3%	18.7%	21.6%	20.5%	11.4%	21.3%	16.7%
Dissatisfied	40.0%	32.4%	34.1%	37.5%	35.9%	45.7%	31.9%	39.7%
Very dissatisfied	10.7%	15.7%	14.3%	20.5%	26.5%	20.0%	19.2%	16.4%
Don't know/not applicable	0.0%	0.5%	0.0%	0.6%	0.0%	0.0%	0.0%	0.5%

- What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the condition of Christchurch's roads?

Table 131: THREE MAIN reasons for dissatisfaction with condition of roads

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	38	89	88	102	73	23	197	215
Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)	65.8%	64.0%	70.5%	66.7%	75.3%	87.0%	70.1%	69.3%
There are potholes in the roads	55.3%	66.3%	53.4%	58.8%	58.9%	52.2%	57.4%	60.0%
Road surfaces are not smooth or level	60.5%	59.6%	54.5%	58.8%	49.3%	43.5%	52.8%	58.1%
Roadworks not completed to a good standard	23.7%	39.3%	35.2%	37.3%	45.2%	30.4%	41.1%	33.5%

Roadworks are taking too long	50.0%	29.2%	35.2%	34.3%	32.9%	47.8%	36.5%	34.0%
Roadworks are causing delays and disruption	36.8%	24.7%	23.9%	20.6%	15.1%	26.1%	20.3%	25.1%
Roads are not swept often enough (including litter and debris on roads)	5.3%	9.0%	6.8%	9.8%	12.3%	8.7%	9.1%	8.8%
Other – please specify	0.0%	0.0%	5.7%	7.8%	4.1%	0.0%	6.1%	1.9%

- How satisfied or dissatisfied are you with the condition of Christchurch's footpaths, excluding the residential red zone footpaths??

Table 132: Satisfaction with the condition of footpaths

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	6.7%	8.1%	9.3%	2.8%	0.9%	0.0%	7.3%	3.7%
Satisfied	44.0%	38.4%	28.0%	27.8%	14.5%	25.7%	20.3%	23.0%
Neither satisfied nor dissatisfied	18.7%	23.2%	22.0%	24.4%	35.9%	5.7%	21.3%	16.7%
Dissatisfied	21.3%	22.2%	26.4%	31.3%	29.9%	42.9%	31.9%	39.7%
Very dissatisfied	9.3%	6.5%	13.2%	12.5%	18.8%	25.7%	19.2%	16.4%
Don't know/not applicable	0.0%	1.6%	1.1%	1.1%	0.0%	0.0%	0.0%	0.5%

Table 133: THREE MAIN reasons for dissatisfaction with condition of footpaths

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	23	53	72	77	57	24	164	142
Footpath surfaces are not smooth or level (e.g. uneven)	60.9%	52.8%	56.9%	50.6%	64.9%	62.5%	53.7%	60.6%
Footpath surfaces or kerbs/gutters contain holes or cracks	34.8%	45.3%	50.0%	58.4%	45.6%	62.5%	54.9%	45.1%
Repairs are not completed to a good standard	34.8%	41.5%	55.6%	49.4%	38.6%	45.8%	47.6%	44.4%
Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters	43.5%	50.9%	37.5%	45.5%	49.1%	50.0%	45.7%	45.1%
Repairs and upgrades are taking too long	30.4%	28.3%	30.6%	32.5%	45.6%	41.7%	40.9%	26.8%
Footpaths are too narrow to accommodate all users	30.4%	24.5%	20.8%	13.0%	10.5%	16.7%	14.0%	22.5%
Litter and debris on footpaths	17.4%	13.2%	13.9%	14.3%	21.1%	8.3%	15.9%	14.1%
There are not enough footpaths on some streets	21.7%	26.4%	18.1%	5.2%	10.5%	8.3%	8.5%	21.1%
Other – please specify	4.3%	5.7%	4.2%	6.5%	7.0%	0.0%	5.5%	4.9%

- How much do you agree or disagree that our transport network is SAFE for ALL users?

Table 134: Transport network is safe for all users

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383

Strongly agree	17.6%	3.1%	4.5%	5.9%	7.0%	6.7%	8.1%	3.4%
Agree	41.2%	38.8%	31.8%	32.5%	38.6%	33.3%	35.3%	35.5%
Neither agree nor disagree	29.4%	29.4%	26.5%	25.4%	23.4%	28.1%	27.3%	25.8%
Disagree	11.8%	20.6%	28.0%	28.4%	22.2%	25.2%	21.8%	26.9%
Strongly disagree	0.0%	8.1%	6.8%	6.5%	7.0%	5.2%	6.8%	6.5%
Don't know/not applicable	0.0%	0.0%	2.3%	1.2%	1.9%	1.5%	0.8%	1.8%

- How easy or difficult was it to travel by usual mode?

Table 135: Transport network is easy to use

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very easy	6.7%	5.9%	9.3%	4.5%	1.7%	2.9%	8.1%	3.4%
Easy	46.7%	39.5%	31.3%	33.0%	30.8%	34.3%	35.3%	35.5%
Neither easy nor difficult	17.3%	25.4%	23.6%	31.3%	32.5%	25.7%	27.3%	25.8%
Difficult	26.7%	22.2%	25.3%	22.7%	28.2%	25.7%	21.8%	26.9%
Very difficult	1.3%	5.4%	9.9%	6.3%	6.8%	8.6%	6.8%	6.5%
Don't know/not applicable	1.3%	1.6%	0.5%	2.3%	0.0%	2.9%	0.8%	1.8%

Water Supply

- How satisfied or dissatisfied are you with the quality of the water supply?

Table 136: Quality of water supply

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	21.3%	13.0%	13.7%	11.4%	15.4%	22.9%	17.1%	11.7%
Satisfied	42.7%	29.7%	36.8%	30.1%	29.9%	37.1%	35.1%	31.3%
Neither satisfied nor dissatisfied	4.0%	14.1%	9.9%	13.1%	17.9%	11.4%	13.5%	11.2%
Dissatisfied	22.7%	26.5%	20.9%	28.4%	20.5%	22.9%	21.0%	26.9%
Very dissatisfied	8.0%	16.2%	18.7%	15.9%	15.4%	5.7%	12.7%	18.0%
Don't know/not applicable	1.3%	0.5%	0.0%	1.1%	0.9%	0.0%	0.5%	0.8%

- "How satisfied or dissatisfied are you that the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?

Table 137: Council repairs leaks and investigates complaints in a timely manner

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	24.0%	9.2%	13.2%	9.7%	10.3%	8.6%	13.0%	10.7%
Satisfied	37.3%	49.7%	41.8%	46.6%	47.0%	45.7%	48.6%	42.0%
Neither satisfied nor dissatisfied	21.3%	15.7%	24.2%	24.4%	17.9%	22.9%	20.5%	21.4%
Dissatisfied	4.0%	7.6%	6.6%	7.4%	12.8%	8.6%	8.1%	7.6%
Very dissatisfied	0.0%	3.2%	1.6%	3.4%	7.7%	8.6%	4.2%	2.9%

Don't know/not applicable	13.3%	14.6%	12.6%	8.5%	4.3%	5.7%	5.7%	15.4%

- How satisfied or dissatisfied are you that the water supply is reliable?

Table 138: Reliability of water supply

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	40.0%	25.9%	27.5%	24.4%	25.6%	31.4%	28.8%	26.1%
Satisfied	41.3%	55.1%	57.1%	58.0%	59.0%	57.1%	56.4%	54.8%
Neither satisfied nor dissatisfied	13.3%	8.1%	10.4%	11.4%	12.0%	5.7%	9.6%	11.2%
Dissatisfied	4.0%	5.9%	4.4%	4.0%	3.4%	2.9%	4.2%	4.7%
Very dissatisfied	0.0%	2.7%	0.5%	1.1%	0.0%	2.9%	0.5%	1.8%
Don't know/not applicable	1.3%	2.2%	0.0%	1.1%	0.0%	0.0%	0.5%	1.3%

Parking

- Have you parked a car in a Council parking facility in the last 12 months?

Table 139: Usage of Council parking facility

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Yes, on-street	74.7%	78.4%	71.4%	69.9%	59.0%	54.3%	68.6%	71.8%
Yes, Council off-street	53.3%	57.8%	56.0%	53.4%	49.6%	48.6%	48.8%	59.8%
No	6.7%	7.6%	8.8%	15.3%	23.1%	20.0%	14.0%	11.0%

- How satisfied or dissatisfied are you with the ease of use of on-street parking meters?

Table 140: Ease of use of on-street parking meters

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	17.6%	18.3%	17.2%	5.3%	7.9%	9.1%	10.8%	14.8%
Satisfied	45.6%	52.0%	48.9%	44.4%	39.5%	12.1%	44.2%	46.2%
Neither satisfied nor dissatisfied	14.7%	12.0%	13.2%	22.2%	29.8%	33.3%	22.0%	15.4%
Dissatisfied	16.2%	10.9%	8.6%	15.2%	13.2%	15.2%	12.2%	12.4%
Very dissatisfied	4.4%	3.4%	4.6%	4.1%	2.6%	12.1%	3.0%	5.5%
Don't know/not applicable	1.5%	3.4%	7.5%	8.8%	7.0%	18.2%	7.9%	5.8%

- How satisfied or dissatisfied are you with the range of Council parking facilities available to you?

Table 141: Range of parking facilities available

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female

Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	8.8%	11.4%	11.5%	6.4%	5.3%	6.1%	8.4%	9.3%
Satisfied	27.9%	40.0%	43.7%	35.7%	47.4%	30.3%	43.9%	35.4%
Neither satisfied nor dissatisfied	10.3%	16.0%	13.2%	28.7%	24.6%	30.3%	22.5%	17.0%
Dissatisfied	45.6%	19.4%	15.5%	17.5%	13.2%	15.2%	15.4%	22.8%
Very dissatisfied	5.9%	9.7%	9.8%	5.8%	4.4%	6.1%	4.6%	10.2%
Don't know/not applicable	1.5%	3.4%	6.3%	5.8%	5.3%	12.1%	5.1%	5.2%

- How satisfied or dissatisfied are you with the information provided to you by the Council about parking options?

Table 142: Information provided about parking options

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	5.9%	9.7%	7.5%	7.6%	6.1%	6.1%	7.3%	8.0%
Satisfied	48.5%	50.3%	50.0%	36.8%	45.6%	33.3%	44.4%	46.7%
Neither satisfied nor dissatisfied	22.1%	22.9%	20.7%	35.1%	28.9%	33.3%	28.7%	24.2%
Dissatisfied	17.6%	9.7%	12.1%	9.4%	14.0%	9.1%	10.6%	12.4%
Very dissatisfied	4.4%	4.0%	5.2%	5.3%	1.8%	9.1%	3.5%	5.5%
Don't know/not applicable	1.5%	3.4%	4.6%	5.8%	3.5%	9.1%	5.4%	3.3%

- How satisfied or dissatisfied are you with the ease of use of Council parking?

Table 143: Ease of use of Council parking

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	68	175	174	171	114	33	369	364
Very satisfied	11.8%	12.6%	12.6%	5.8%	6.1%	6.1%	8.7%	10.7%
Satisfied	39.7%	49.1%	46.6%	40.9%	44.7%	33.3%	46.3%	42.6%
Neither satisfied nor dissatisfied	23.5%	20.0%	22.4%	32.7%	27.2%	24.2%	24.9%	25.3%
Dissatisfied	19.1%	9.1%	8.6%	9.9%	14.9%	15.2%	10.8%	11.5%
Very dissatisfied	4.4%	5.7%	5.2%	4.7%	2.6%	12.1%	3.8%	6.3%
Don't know/not applicable	1.5%	3.4%	4.6%	5.8%	4.4%	9.1%	5.4%	3.6%

Parks

- How satisfied or dissatisfied are you with the appearance of central city parks and green spaces?

Table 144: Appearance of central city parks and green spaces

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	30.7%	29.2%	29.1%	27.8%	16.2%	22.9%	24.9%	28.5%
Satisfied	62.7%	56.8%	56.6%	54.0%	66.7%	51.4%	57.4%	58.5%

Neither satisfied nor dissatisfied	5.3%	10.8%	11.0%	11.4%	12.0%	17.1%	12.2%	9.7%
Dissatisfied	0.0%	1.6%	1.6%	1.1%	0.9%	2.9%	1.3%	1.3%
Very dissatisfied	0.0%	1.1%	0.5%	0.6%	1.7%	0.0%	0.8%	0.8%
Don't know/not applicable	1.3%	0.5%	1.1%	5.1%	2.6%	5.7%	3.4%	1.3%

- How satisfied or dissatisfied are you with the condition of these parks and green spaces?

Table 145: Condition of these parks and green spaces

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	29.3%	24.3%	24.7%	23.9%	16.2%	22.9%	20.3%	26.6%
Satisfied	53.3%	59.5%	59.3%	55.7%	60.7%	48.6%	58.4%	56.9%
Neither satisfied nor dissatisfied	9.3%	10.3%	10.4%	11.4%	12.0%	17.1%	12.7%	9.4%
Dissatisfied	4.0%	3.8%	3.8%	2.8%	6.8%	2.9%	4.2%	3.9%
Very dissatisfied	1.3%	1.6%	0.0%	0.6%	1.7%	2.9%	0.8%	1.3%
Don't know/not applicable	2.7%	0.5%	1.6%	5.7%	2.6%	5.7%	3.6%	1.8%

- How satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)?

Table 146: The range of recreation facilities available

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	25.3%	28.6%	24.2%	26.1%	17.1%	25.7%	26.2%	23.2%
Satisfied	60.0%	51.4%	58.8%	54.0%	65.8%	48.6%	56.4%	57.2%
Neither satisfied nor dissatisfied	6.7%	9.7%	8.8%	13.1%	7.7%	14.3%	10.9%	8.9%
Dissatisfied	5.3%	6.5%	6.6%	4.0%	5.1%	8.6%	4.4%	6.8%
Very dissatisfied	1.3%	1.1%	1.1%	1.7%	1.7%	0.0%	1.0%	1.6%
Don't know/not applicable	1.3%	2.7%	0.5%	1.1%	2.6%	2.9%	1.0%	2.3%

- How satisfied or dissatisfied are you with the information provided about recreation facilities in the city's park (including beach park areas)?

Table 147: Information provided about recreation facilities

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	18.7%	18.9%	15.9%	12.5%	8.5%	11.4%	14.0%	15.7%
Satisfied	42.7%	53.5%	52.2%	51.1%	53.0%	57.1%	51.4%	52.0%
Neither satisfied nor dissatisfied	21.3%	17.3%	22.0%	27.3%	27.4%	22.9%	26.2%	19.3%
Dissatisfied	16.0%	5.4%	5.5%	2.8%	5.1%	5.7%	3.6%	8.1%
Very dissatisfied	0.0%	0.0%	1.6%	1.1%	0.9%	0.0%	0.5%	1.0%
Don't know/not applicable	1.3%	4.9%	2.7%	5.1%	5.1%	2.9%	4.2%	3.9%

Events and Festivals

- How satisfied or dissatisfied are you with the range of events and festivals?

Table 148: Satisfaction with the range of events and festivals

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	10.7%	15.7%	18.7%	10.2%	12.0%	8.6%	14.8%	12.8%
Satisfied	50.7%	49.7%	47.3%	55.7%	48.7%	42.9%	49.6%	50.9%
Neither satisfied nor dissatisfied	28.0%	25.9%	22.0%	24.4%	23.1%	22.9%	22.9%	25.3%
Dissatisfied	9.3%	5.9%	7.7%	5.7%	7.7%	5.7%	6.5%	7.3%
Very dissatisfied	1.3%	0.5%	1.1%	1.7%	1.7%	5.7%	1.8%	1.0%
Don't know/not applicable	0.0%	2.2%	3.3%	2.3%	6.8%	14.3%	4.4%	2.6%

City Promotions

- How satisfied or dissatisfied are you that the information you receive (about city events and festivals) is timely, relevant and accurate?

Table 149: Satisfaction with timely, relevant, and accurate information

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	22.7%	15.7%	19.2%	10.2%	9.4%	8.6%	14.0%	15.4%
Satisfied	41.3%	49.2%	44.0%	50.6%	53.0%	45.7%	46.5%	49.3%
Neither satisfied nor dissatisfied	30.7%	24.9%	24.7%	29.5%	27.4%	25.7%	28.6%	25.1%
Dissatisfied	4.0%	7.6%	9.9%	5.7%	5.1%	11.4%	6.5%	7.8%
Very dissatisfied	1.3%	0.5%	0.5%	2.3%	1.7%	0.0%	1.8%	0.5%
Don't know/not applicable	0.0%	2.2%	1.6%	1.7%	3.4%	8.6%	2.6%	1.8%

Reputation and Trust

- How much do you agree or disagree that the Council is open and transparent?

Table 150: Council is open and transparent

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	0.0%	2.7%	6.6%	0.6%	1.7%	0.0%	4.7%	0.5%
Agree	29.3%	21.6%	17.6%	14.8%	16.2%	8.6%	20.0%	17.0%
Neither agree nor disagree	40.0%	34.6%	26.9%	33.0%	22.2%	34.3%	27.0%	34.7%
Disagree	24.0%	31.4%	33.5%	37.5%	47.0%	40.0%	36.4%	34.5%
Strongly disagree	5.3%	8.1%	12.6%	11.4%	12.8%	14.3%	11.2%	10.2%

Don't know/not applicable	1.3%	1.6%	2.7%	2.8%	0.0%	2.9%	0.8%	3.1%

- How much do you agree or disagree that the Council can be trusted?

Table 151: Council can be trusted

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	4.3%	6.0%	1.7%	3.4%	0.0%	4.9%	3.4%
Agree	32.0%	28.6%	20.9%	21.6%	16.2%	14.3%	24.4%	21.7%
Neither agree nor disagree	41.3%	35.1%	34.1%	33.5%	35.9%	34.3%	31.7%	38.4%
Disagree	14.7%	24.3%	24.7%	30.1%	27.4%	28.6%	26.5%	24.5%
Strongly disagree	2.7%	5.9%	10.4%	10.8%	17.1%	20.0%	10.9%	9.4%
Don't know/not applicable	1.3%	1.6%	3.8%	2.3%	0.0%	2.9%	1.6%	2.6%

- How much do you agree or disagree that the Council has a good reputation?

Table 152: Council has a good reputation

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	6.7%	4.3%	5.5%	1.1%	2.6%	0.0%	4.4%	2.9%
Agree	33.3%	28.1%	20.3%	25.0%	13.7%	11.4%	24.9%	21.4%
Neither agree nor disagree	29.3%	27.6%	31.3%	24.4%	30.8%	22.9%	27.5%	29.2%
Disagree	21.3%	30.8%	28.0%	34.7%	36.8%	57.1%	30.6%	33.2%
Strongly disagree	6.7%	8.1%	13.2%	11.9%	16.2%	8.6%	12.2%	10.4%
Don't know/not applicable	2.7%	1.1%	1.6%	2.8%	0.0%	0.0%	0.3%	2.9%

- How much do you agree or disagree that the Council acts with integrity and honesty?

Table 153: Council acts with integrity and honesty

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	5.3%	4.9%	4.9%	3.4%	4.3%	0.0%	6.2%	2.3%
Agree	34.7%	24.9%	25.8%	23.3%	23.9%	14.3%	27.5%	22.5%
Neither agree nor disagree	42.7%	42.2%	37.4%	29.5%	29.9%	48.6%	31.9%	41.5%
Disagree	9.3%	19.5%	19.2%	31.8%	28.2%	28.6%	24.2%	21.7%
Strongly disagree	4.0%	4.9%	9.9%	8.0%	12.8%	8.6%	8.6%	7.6%
Don't know/not applicable	4.0%	3.8%	2.7%	4.0%	0.9%	0.0%	1.6%	4.4%

- How much do you agree or disagree that the Council is accountable for what it does?

Table 154: Council is accountable for what it does

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female

Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	5.4%	6.6%	2.8%	7.7%	8.6%	8.3%	3.4%
Agree	33.3%	26.5%	24.2%	22.7%	21.4%	28.6%	24.4%	25.8%
Neither agree nor disagree	29.3%	29.7%	21.4%	22.2%	24.8%	17.1%	22.1%	27.4%
Disagree	17.3%	24.9%	29.1%	31.3%	29.1%	37.1%	27.3%	27.9%
Strongly disagree	9.3%	11.4%	16.5%	18.2%	17.1%	8.6%	17.4%	12.0%
Don't know/not applicable	2.7%	2.2%	2.2%	2.8%	0.0%	0.0%	0.5%	3.4%

- How much do you agree or disagree that the Council understands the needs of residents and what they care about?

Table 155: Council understands the needs of residents

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	10.7%	4.9%	6.0%	0.6%	1.7%	0.0%	4.2%	3.9%
Agree	28.0%	31.4%	20.9%	20.5%	10.3%	5.7%	21.0%	22.2%
Neither agree nor disagree	32.0%	24.3%	22.5%	25.6%	29.1%	25.7%	26.0%	25.6%
Disagree	18.7%	29.7%	37.4%	35.2%	40.2%	45.7%	32.2%	35.8%
Strongly disagree	9.3%	9.2%	12.1%	16.5%	18.8%	20.0%	15.6%	11.5%
Don't know/not applicable	1.3%	0.5%	1.1%	1.7%	0.0%	2.9%	1.0%	1.0%

- How much do you agree or disagree that the Council balances the needs of today's residents with planning for the future of the city

Table 156: Council balances the needs of today's residents with planning for the future of the city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	9.3%	4.3%	4.9%	1.7%	0.9%	0.0%	3.6%	3.7%
Agree	36.0%	34.6%	29.1%	27.3%	23.1%	14.3%	27.5%	30.8%
Neither agree nor disagree	29.3%	27.6%	23.1%	30.7%	29.9%	40.0%	29.9%	26.6%
Disagree	18.7%	21.1%	26.4%	25.0%	32.5%	37.1%	25.2%	25.8%
Strongly disagree	5.3%	10.3%	13.2%	12.5%	12.8%	8.6%	12.7%	9.7%
Don't know/not applicable	1.3%	2.2%	3.3%	2.8%	0.9%	0.0%	1.0%	3.4%

- How much do you agree or disagree that the Council communicates clearly with residents the results of Council decisions?

Table 157: Council communicates clearly with residents the results of Council decisions

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	4.0%	4.3%	4.9%	1.1%	0.9%	2.9%	4.4%	1.8%
Agree	29.3%	31.9%	25.3%	19.3%	17.1%	22.9%	23.6%	25.6%
Neither agree nor disagree	24.0%	29.7%	32.4%	34.1%	30.8%	22.9%	31.4%	29.5%
Disagree	33.3%	27.0%	25.3%	29.0%	35.9%	34.3%	26.8%	32.1%

Strongly disagree	8.0%	4.9%	8.8%	13.1%	14.5%	17.1%	12.5%	7.6%
Don't know/not applicable	1.3%	2.2%	3.3%	3.4%	0.9%	0.0%	1.3%	3.4%

- How much do you agree or disagree that the Council communicates clearly with residents about how their views have informed Council decisions?

Table 158: Council communicates clearly with residents about how their views have informed decisions

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	5.3%	4.3%	6.0%	0.6%	0.0%	0.0%	3.4%	2.9%
Agree	17.3%	20.0%	17.6%	13.6%	7.7%	11.4%	17.9%	12.8%
Neither agree nor disagree	38.7%	33.0%	24.7%	23.9%	32.5%	28.6%	27.8%	31.1%
Disagree	26.7%	31.9%	34.1%	37.5%	41.9%	40.0%	31.9%	37.9%
Strongly disagree	8.0%	6.5%	13.7%	20.5%	17.1%	17.1%	16.4%	11.0%
Don't know/not applicable	4.0%	4.3%	3.8%	4.0%	0.9%	2.9%	2.6%	4.4%

- How much do you agree or disagree that the Council managers and staff are doing a good job?

Table 159: Council managers and staff are doing a good job

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	5.9%	5.5%	2.8%	1.7%	0.0%	4.9%	3.9%
Agree	42.7%	36.2%	26.4%	27.8%	16.2%	17.1%	27.3%	29.8%
Neither agree nor disagree	38.7%	38.9%	34.6%	33.0%	31.6%	22.9%	30.4%	39.2%
Disagree	4.0%	7.6%	20.9%	25.0%	25.6%	25.7%	20.5%	15.4%
Strongly disagree	5.3%	5.9%	9.3%	7.4%	24.8%	31.4%	14.3%	7.8%
Don't know/not applicable	1.3%	5.4%	3.3%	4.0%	0.0%	2.9%	2.6%	3.9%

- How much do you agree or disagree that the Council makes wise spending decisions?

Table 160: The Council makes wise spending decisions

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	4.0%	2.7%	3.3%	0.6%	0.0%	0.0%	2.3%	1.6%
Agree	14.7%	16.8%	18.7%	9.7%	6.8%	2.9%	14.8%	11.7%
Neither agree nor disagree	38.7%	29.7%	16.5%	29.5%	21.4%	22.9%	24.7%	26.9%
Disagree	18.7%	30.8%	33.5%	30.7%	37.6%	37.1%	29.9%	33.4%
Strongly disagree	17.3%	16.2%	25.3%	26.7%	34.2%	34.3%	26.5%	22.5%
Don't know/not applicable	6.7%	3.8%	2.7%	2.8%	0.0%	2.9%	1.8%	3.9%

- How much do you agree or disagree that the Council provides good value for ratepayers' money?

Table 161: The Council provides good value for ratepayers' money

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	2.7%	3.2%	6.0%	1.1%	0.0%	0.0%	3.6%	1.8%
Agree	12.0%	14.1%	24.2%	10.8%	12.0%	8.6%	16.6%	13.1%
Neither agree nor disagree	33.3%	28.6%	13.2%	29.5%	21.4%	20.0%	23.6%	24.5%
Disagree	32.0%	30.3%	29.1%	32.4%	32.5%	42.9%	29.4%	33.9%
Strongly disagree	8.0%	18.9%	25.3%	23.3%	32.5%	25.7%	24.7%	21.1%
Don't know/not applicable	12.0%	4.9%	2.2%	2.8%	1.7%	2.9%	2.1%	5.5%

- How much do you agree or disagree that the Council honours the principles of the Treaty of Waitangi?

Table 162: The Council honours the principles of the Treaty of Waitangi

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	8.0%	8.1%	6.6%	2.8%	5.1%	2.9%	7.8%	3.9%
Agree	25.3%	27.6%	22.0%	19.9%	15.4%	11.4%	20.5%	22.7%
Neither agree nor disagree	36.0%	28.6%	29.1%	41.5%	39.3%	37.1%	35.6%	33.2%
Disagree	8.0%	8.1%	6.0%	1.7%	4.3%	2.9%	2.9%	7.8%
Strongly disagree	5.3%	4.3%	3.3%	2.3%	2.6%	2.9%	1.8%	4.7%
Don't know/not applicable	17.3%	23.2%	33.0%	31.8%	33.3%	42.9%	31.4%	27.7%

- How satisfied or dissatisfied are you that the Council makes decisions that are in the best interests of the city?

Table 163: Satisfaction the Council makes decisions in the best interests of the city

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	5.3%	5.4%	4.4%	2.8%	3.4%	2.9%	5.2%	3.1%
Satisfied	32.0%	35.1%	28.0%	23.3%	20.5%	14.3%	25.5%	29.0%
Neither satisfied nor dissatisfied	30.7%	28.1%	26.4%	27.3%	27.4%	25.7%	25.5%	29.8%
Dissatisfied	24.0%	22.7%	25.3%	25.6%	29.1%	31.4%	25.7%	25.1%
Very dissatisfied	8.0%	8.1%	15.4%	19.9%	18.8%	22.9%	17.1%	12.5%
Don't know/not applicable	0.0%	0.5%	0.5%	1.1%	0.9%	2.9%	1.0%	0.5%

- How satisfied or dissatisfied are you with the leadership of the Mayor and councillors?

Table 164: Satisfaction with the leadership of the Mayor and councillors

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Very satisfied	2.7%	3.2%	6.6%	4.0%	1.7%	0.0%	5.2%	2.3%
Satisfied	22.7%	24.9%	22.0%	23.3%	17.9%	8.6%	23.1%	20.6%

Neither satisfied nor dissatisfied	48.0%	44.3%	39.6%	35.2%	38.5%	54.3%	37.9%	43.9%
Dissatisfied	16.0%	16.8%	18.7%	28.4%	27.4%	20.0%	22.1%	21.1%
Very dissatisfied	4.0%	4.9%	9.3%	8.5%	14.5%	14.3%	10.9%	6.3%
Don't know/not applicable	6.7%	5.9%	3.8%	0.6%	0.0%	2.9%	0.8%	5.7%

Emergency Preparedness

- Has your household done any of the following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding?

Table 165: Prepare for a natural disaster such as an earthquake

		Number	Yes	No	Don't know
Stored enough water for three days	18-24 years	75	26.7%	73.3%	0.0%
	25-34 years	185	34.1%	63.8%	2.2%
	35-49 years	182	47.3%	51.6%	1.1%
	50-64 years	176	57.4%	42.0%	0.6%
	65-79 years	117	74.4%	25.6%	0.0%
	80 years and over	35	74.3%	22.9%	2.9%
	Male	385	62.1%	36.9%	1.0%
	Female	383	37.3%	61.6%	1.0%
Stored enough food for three days	18-24 years	75	52.0%	44.0%	4.0%
	25-34 years	185	57.8%	41.1%	1.1%
	35-49 years	182	64.8%	34.6%	0.5%
	50-64 years	176	77.8%	22.2%	0.0%
	65-79 years	117	92.3%	7.7%	0.0%
	80 years and over	35	97.1%	2.9%	0.0%
	Male	385	82.3%	17.4%	0.3%
	Female	383	58.7%	39.9%	1.3%
Secured heavy household items that might fall in an earthquake, e.g. furniture, water cylinder, etc	18-24 years	75	38.7%	54.7%	6.7%
	25-34 years	185	43.2%	51.4%	5.4%
	35-49 years	182	53.3%	44.0%	2.7%
	50-64 years	176	67.6%	30.1%	2.3%
	65-79 years	117	72.6%	23.9%	3.4%
	80 years and over	35	62.9%	31.4%	5.7%
	Male	385	64.7%	32.5%	2.9%
	Female	383	47.3%	47.8%	5.0%

- Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters?

Table 166: Up-to-date emergency plan

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Yes	25.3%	24.9%	38.5%	51.1%	62.4%	54.3%	51.2%	31.3%
No	58.7%	68.6%	59.9%	44.3%	33.3%	40.0%	44.9%	62.1%
Don't know/not applicable	16.0%	6.5%	1.6%	4.5%	4.3%	5.7%	3.9%	6.5%

Overall satisfaction

- Reasons for overall satisfaction rating with the performance of Christchurch City Council in delivering its services over the last 12 months:

Table 167: Top 25 reasons for satisfaction/dissatisfaction with the Council (coded table)*

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	43	114	142	131	93	29	289	262
Unhappy with roads/more road maintenance	19%	16%	18%	15%	19%	10%	14%	20%
Disapprove of Council spending	14%	7%	13%	15%	22%	14%	17%	11%
Council is doing a good job overall	16%	24%	11%	10%	8%	3%	13%	12%
Rates increased	2%	12%	9%	8%	17%	0%	9%	11%
Happy with services provided	14%	11%	8%	8%	3%	3%	8%	8%
Too many cycle lanes	5%	4%	6%	13%	6%	7%	7%	8%
Slow to/ don't respond to problems/ concerns	9%	9%	7%	5%	6%	3%	6%	8%
Happy with the recreational facilities/good improvements on parks/public amenities	9%	10%	4%	5%	5%	0%	4%	8%
Poor communication	12%	4%	4%	5%	11%	10%	6%	6%
Unhappy with the recycling and rubbish services/have issues regarding bin collections	2%	11%	6%	5%	3%	3%	4%	7%
Room for improvement	9%	11%	4%	2%	5%	3%	3%	8%
No problems/ issues	12%	5%	7%	5%	1%	0%	4%	7%
City is cleaned and well-maintained/areas are being tidy	14%	5%	4%	5%	4%	3%	3%	7%
Responds in timely manner/dealt within a reasonable timeframe	2%	5%	5%	8%	2%	3%	5%	5%
General maintenance needed	5%	3%	4%	5%	11%	3%	5%	5%
Parking expensive/lack of/parking issues	5%	4%	5%	7%	4%	3%	6%	5%
Council is doing a poor job overall	2%	2%	8%	4%	4%	10%	6%	4%
Good customer service	0%	3%	4%	7%	5%	7%	6%	3%
Lack of public consultation	5%	4%	5%	3%	3%	10%	3%	5%
Happy with recycling and rubbish services	5%	6%	3%	7%	0%	0%	4%	4%
Unhappy with the waterways/sewage services needs to improve	0%	4%	4%	4%	5%	3%	3%	5%
Respond to problems/ concerns	0%	4%	4%	3%	3%	7%	4%	3%
Lack of transparency/have behind the scene dealings	5%	4%	2%	2%	5%	3%	4%	3%
Does not listen	2%	4%	5%	0%	5%	0%	3%	3%

Need more recreational areas/improvement on parks and grounds/sport facilities	2%	5%	2%	2%	4%	0%	2%	4%

**Proportion of respondents who gave a reason, excluding 'Don't know' responses. Some respondents answered with more than one reason, so proportions sum to more than 100%*

Key:
Red – Negative comments
Green – Positive comments

- Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs?

Table 168: Agreement that Council has made it easy for you to interact with it

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Strongly agree	13.3%	10.8%	14.8%	10.8%	6.8%	8.6%	12.2%	10.4%
Agree	36.0%	53.5%	40.1%	37.5%	34.2%	40.0%	40.5%	42.3%
Neither agree nor disagree	20.0%	16.8%	23.1%	30.1%	32.5%	25.7%	27.8%	21.1%
Disagree	10.7%	5.4%	9.3%	8.0%	11.1%	8.6%	8.3%	8.4%
Strongly disagree	2.7%	1.6%	3.3%	2.8%	6.0%	2.9%	2.3%	3.9%
Don't know/not applicable	17.3%	11.9%	9.3%	10.8%	9.4%	14.3%	8.8%	13.8%

- Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why?

Table 169: One service you feel the Council is performing the best in delivering (coded table)*

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Waste management	14%	15%	16%	28%	43%	39%	29%	19%
Parks, reserves and green spaces	21%	18%	18%	20%	11%	10%	16%	19%
Libraries	5%	14%	8%	9%	9%	10%	7%	12%
Recreation & Sport Centres	11%	9%	9%	9%	5%	6%	6%	11%
Public space cleaning/ City beautification	12%	8%	3%	3%	2%	6%	3%	6%
Information and communication	4%	3%	8%	4%	4%	3%	5%	5%
Events/ activities	2%	6%	7%	3%	2%	0%	2%	6%
Water supply	2%	2%	4%	5%	6%	10%	7%	2%
Facilities and services	4%	5%	3%	3%	3%	6%	3%	4%
Roading	2%	6%	2%	1%	4%	0%	3%	3%
Cycleways	2%	1%	4%	3%	1%	0%	3%	1%
Public Transport	7%	1%	2%	1%	3%	0%	2%	3%
Waterways	5%	2%	1%	1%	0%	0%	1%	2%
Rates spending and financial management	0%	1%	2%	1%	2%	3%	2%	1%
The rebuild	5%	0%	2%	1%	0%	3%	1%	2%

Community Support	0%	1%	3%	0%	0%	0%	2%	0%
Parking	0%	2%	0%	1%	2%	0%	1%	1%
Sewerage/ Wastewater	0%	1%	1%	2%	1%	0%	1%	1%
Animal Control	2%	1%	1%	1%	0%	0%	0%	1%
Footpaths	2%	0%	0%	1%	2%	0%	1%	0%
Emergency preparedness and response	0%	0%	1%	1%	0%	0%	1%	0%
Other	2%	3%	5%	1%	1%	3%	3%	2%

**Proportion of comments, excluding 'Don't know' and negative responses.*

- Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why?

Table 170: Most important service for Council to improve over the next 12 months (coded table)*

	18-24 years	25-34 years	35-49 years	50-64 years	65-79 years	80 years and over	Male	Female
Number of respondents	75	185	182	176	117	35	385	383
Roading	27%	24%	25%	28%	35%	21%	31%	24%
Council decision-making/financial management	8%	7%	9%	9%	12%	30%	12%	8%
Water supply	6%	10%	9%	12%	5%	0%	7%	10%
Information and communication	10%	6%	8%	6%	8%	6%	9%	6%
Footpaths	2%	3%	7%	7%	7%	15%	7%	5%
Waste management	4%	9%	7%	5%	4%	6%	5%	8%
Parking	8%	6%	6%	3%	5%	6%	5%	6%
Cycleways	2%	4%	5%	4%	3%	6%	2%	6%
Public transport	8%	3%	3%	2%	3%	3%	3%	4%
Public space cleaning/ City beautification	0%	1%	2%	4%	7%	3%	4%	2%
Waterways	4%	6%	3%	2%	1%	0%	2%	3%
Parks, reserves and green spaces	0%	3%	3%	2%	4%	0%	1%	4%
Consents process	2%	1%	3%	2%	0%	3%	2%	2%
Sewerage/ Wastewater	4%	2%	1%	2%	1%	0%	2%	2%
Noise control	2%	1%	1%	2%	0%	0%	1%	1%
Earthquake recovery/ rebuild	4%	2%	0%	1%	1%	0%	1%	2%
Environment	2%	2%	1%	1%	0%	0%	0%	1%
Events/ activities	0%	3%	1%	0%	0%	0%	1%	1%
Housing	0%	0%	2%	1%	0%	0%	0%	1%
Recreation & Sports Centres	0%	2%	0%	1%	0%	0%	1%	1%
Other	10%	5%	4%	5%	4%	0%	5%	4%

**Proportion of comments, excluding 'Don't know' and positive responses.*

Section 5: Questionnaire

Part One: Quota Demographics

Now for some questions that help make sure the Council hears from a range of people in the city. Your individual information will not be reported.

Q1. Have you lived in Christchurch for at least 12 months? *Select one.* SINGLE CODE.

	Yes [CONTINUE]
	No [EXIT PAGE]

Q2. Which suburb do you live in? *Select one.* SINGLE CODE

SHOW LIST, AUTOCODE WARD AND COMMUNITY BOARD BASED ON CLIENT SUPPLIED LIST

	Harewood		Halswell
	Waimairi		Riccarton
	Papanui		Spreydon
	Fendalton		Central
	Innes		Cashmere
	Burwood		Linwood
	Coastal		Heathcote
	Hornby		Banks Peninsula

Q3. Which of these age groups do you fall into? *Select one.* SINGLE CODE

	18-24 years
	25-34 years
	35-49 years
	50-64 years
	65-79 years
	80 years and over
	Prefer not to say

Q4. Do you identify as? *Select one.* SINGLE CODE.

	A man
	A woman
	Non-binary / another gender
	Prefer not to say

Q5. Which ethnic group(s) do you identify with? *Select all that apply.* MULTICODE

1	NZ European
1	Other European
1	Māori
1	Cook Islands Māori
1	Samoan
1	Tongan
1	Fijian
1	Niuean
1	Tokelauan
1	Chinese
1	Indian
1	Filipino
1	Japanese
1	Korean
1	Sri Lankan
1	Cambodian
1	Vietnamese
1	Middle Eastern
1	Latin American
1	African
1	Other – please specify

Part Two: Introduction Statement

We are going to ask you to tell us how satisfied or dissatisfied you are with some of the activities Christchurch City Council is involved with and how strongly you agree or disagree with specific statements. Remember, there are no right, or wrong answers and we are just interested in your opinion.

Part Three: City Promotions

Firstly, thinking about city events and festivals.

The Council provides information about a range of city events and festivals, and information about activities such as walking or biking in the city or on the Port Hills, walking on the Pier and about attractions such as the Botanic Gardens.

Q6. How satisfied, or dissatisfied are you that the information provided is timely, relevant and accurate? *Select one.* SINGLE CODE.

This includes the information being available at the right time to decide what you want to attend or take part in, telling you what you want to know and it being correct.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q7. The Council supports a range of events and festivals such as Kids Fest, Le Race and local community events. How satisfied, or dissatisfied are you with the range of events and festivals? *Select one.* SINGLE CODE.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Part Four: Governance and Decision-Making

Thinking now about governance and decision making in our city. We want you to think about the decision-making processes rather than actual outcomes of decisions, which you may or may not have supported.

Q8. How much do you agree or disagree that you understand how the Council makes decisions? *Select one.*
SINGLE CODE.

	Strongly agree
	Agree
	Neither agree nor disagree
	Disagree
	Strongly disagree
	Don't know/ not applicable

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q9. The accuracy of information provided to you about Council decisions. *This includes being able to rely on what you are told and information being clear, correct and available to people*						
Q10. The public receives information about decision making in a prompt and timely manner						
Q11. The Council makes decisions that are in the best interests of the city						
Q12. The opportunities to have a say in what Council does						
Q13. The Council makes it easy for you to use and engage with its decision-making processes. *This includes clear instructions about processes and timelines, having options for engaging with Council and being able to talk to staff and elected members about decisions*						
Q14. The leadership of the Mayor and Councillors						

Q15. How much influence do you feel the public has on the decisions the Council makes? *Select one.* SINGLE CODE.

	Large influence
	Some influence
	Small influence
	No influence
	Don't know/ not applicable

Part Five: Reputation and Trust

How much do you agree or disagree with the following statements? SINGLE CODE PER ROW.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Q16. The Council is open and transparent						
Q17. The Council can be trusted						
Q18. The Council has a good reputation						
Q19. The Council acts with integrity and honesty						
Q20. The Council is accountable for what it does						
Q21. The Council understands the needs of residents and what they care about						
Q22. The Council balances the needs of today's residents with planning for the future of the city						
Q23. The Council communicates clearly with residents the results of Council decisions						
Q24. The Council communicates clearly with residents about how their views have informed Council decisions						
Q25. Council managers and staff are doing a good job						
Q26. The Council makes wise spending decisions						
Q27. The Council provides good value for ratepayers' money						
Q28. The Council honours the principles of the Treaty of Waitangi						

Part Six: Waterways

Christchurch has several waterways such as the Ōtākaro Avon, Ōpāwaho Heathcote and Pūharakekenui Styx rivers, tributary waterways such as St Albans and Cashmere streams and utility waterways such as outfall drains, roadside swales, and timbered drains.

How satisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q29. The condition of the waterways. *This includes maintenance and how they are looked after*						
Q30. Waterway margins are usually the two-metre strip from the water's edge to the top of the bank and are often planted with shrubs, grasses and reeds. The condition of the waterway margins. *This includes maintenance and how they are looked after*						
Q31. The appearance of Christchurch's waterway margins. *This includes layout, plants, shrubs, grasses and reeds*						

The Council manages stormwater through things such as rivers, waterways, timbered drains, and stormwater pipes. How satisfied or dissatisfied are you that… *Select one.* SINGLE CODE.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q32. The city's stormwater management systems operate effectively to ensure the risk of flooding is minimised.						

Part Seven: Rubbish and Recycling

Thinking now about the Council's rubbish and recycling collection and its three-bin kerbside collection service.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

This includes Council understanding resident rubbish, organics and recycling needs, provision of clear and correct information about what can go in each type of bin and about collection days and changes, prompt addressing of any issues, and the user friendliness of the bins and service.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q33. The Council's kerbside collection of RECYCLABLE materials (your YELLOW bin)						
Q34. The Council's kerbside collection of RUBBISH (your RED bin)						
Q35. The Council's kerbside collection of ORGANIC materials (your GREEN bin)						

Part Eight: Roading

Thinking now about the condition of the city's roads and footpaths.

How satisfied, or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q36. The condition of Christchurch's roads, excluding the residential red zone roads? *This includes maintenance and how they are looked after*						
Q37. The condition of Christchurch's footpaths, excluding the residential red zone footpaths? *This includes maintenance and how they are looked after*						

ONLY ASK Q38 IF Q36 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q38. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's ROADS? ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS

	Road surfaces are not smooth or level
	There are potholes in the roads
	Roadworks are causing delays and disruption
	Roadworks are taking too long
	Roadworks not completed to a good standard
	Roads are not swept often enough (including litter and debris on roads)
	Ongoing patch repairs to roads (e.g. reoccurring potholes in the same location)
	Other – please specify [ANCHOR]
	Don't know [ANCHOR]

ONLY ASK Q39 IF Q37 = OPTIONS 4 (DISSATISFIED) OR 5 (VERY DISSATISFIED)

Q39. What are the THREE MAIN reasons why you are dissatisfied or very dissatisfied with the CONDITION of Christchurch's FOOTPATHS? ONE TO THREE OPTIONS ONLY. RANDOMISE ANSWERING ORDER. ANCHOR FINAL TWO OPTIONS

	Footpath surfaces are not smooth or level (eg. uneven)
	Footpath surfaces or kerbs/gutters contain holes or cracks
	Tree roots or weeds are coming up through footpath surfaces or kerbs/gutters
	Litter and debris on footpaths
	Repairs are not completed to a good standard (eg. ongoing patch repairs where holes/cracks return quickly)
	Repairs and upgrades are taking too long
	Footpaths are too narrow to accommodate all users
	There are not enough footpaths on some streets
	Other – please specify [ANCHOR]
	Don't know [ANCHOR]

Q40. How much do you agree or disagree that our transport network is **SAFE** for **ALL** users so that everyone comes home healthy and safe each day? *This includes motor vehicle users, motorcyclists, cyclists, pedestrians, eScooter and kick scooter riders, etc* *Select one.* SINGLE CODE.

	Strongly agree
	Agree
	Neither agree nor disagree
	Disagree
	Strongly disagree
	Don't know/ not applicable

Q41. How did you usually travel in Christchurch in the last 12 months? (select the ONE method you used the MOST OFTEN) SINGLE CODE

	Car
	Cycle
	Walking
	Bus
	Motorcycle or scooter
	eScooter
	Kick scooter or skateboard
	Other (please specify)

Q42. FILTER BY MODE USED MOST OFTEN: How easy or difficult was it to travel by <<MODE>> in Christchurch in the last 12 months? *Select one.* SINGLE CODE.

	Very easy
	Easy
	Neither easy nor difficult
	Difficult
	Very difficult
	Don't know/ not applicable

Part Nine: Water

Thinking now about the city's wastewater collection and water supply.
Wastewater collection is about the underground pipes that take wastewater (e.g. from your toilets, showers etc.) away from homes and to the treatment plant. It is not about storm water collection that collects water in gutters and storm water drains.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q43. That there is minimal odour from the sewerage system? *This includes odours from manholes in the street, treatment plants such as the one at Bromley and smaller plants on Banks Peninsula*						
Q44. That the wastewater services are reliable? *This means wastewater is collected, carried, treated, and disposed of without blockages and overflows. Overflow means wastewater coming out of toilets or gully traps on private property or manholes on roads*						
Q45. That the Council repairs wastewater faults and investigates wastewater complaints in a timely manner? *This includes blockages, overflows, or broken pipes*						

Thinking now about water supply. This is about clean, drinkable water being supplied to your house. How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q46. The quality of the water supply? *This includes its taste, appearance. (e.g., sediment free) and with minimal water odour*						
Q47. That the water supply is reliable? *This means that unplanned water shutoffs are kept to a minimum and pressure/flow is maintained*						
Q48. That the Council repairs water leaks, restores water interruptions and investigates water supply complaints in a timely manner?						

Part Ten: Active Travel

Thinking now about Active Travel in Christchurch. This is human-powered travel such as walking, cycling, skating, and kick scootering.

Q49. How often have you cycled on a public road in Christchurch in the last 12 months? *Select one.* SINGLE CODE

	All the time, (i.e. about every day)
	Frequently (i.e. at least once a week)
	Occasionally (i.e. around once a month)
	Rarely (i.e. no more than a few times a year)
	Never
	Don't know

How much do you agree or disagree with each of the following? SINGLE CODE PER ROW

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/ not applicable
Q50. Christchurch is a cycle friendly city? *This means that cyclists can travel safely and easily around the city by cycle, using roads and cycle lanes; supporting and understanding cyclist needs; provision of correct information about the cycling network; and user friendliness of signage and information*						
Q51. Christchurch is a walking friendly city? *This includes pedestrians being able to travel safely and conveniently around the city on foot; supporting and understanding pedestrian needs; provision of correct information about the pedestrian network; and user friendliness of signage and information*						

Part Eleven: Parking

Thinking now about parking a vehicle in Christchurch...

Q52. Have you parked a vehicle in a Council parking facility within the last 12 months? *This includes on-street and off-street parking. Select all that apply.* MULTI CODE

	Yes, on-street
	Yes, Council off-street
	No [UNIQUE ITEM]
	Don't know/ not applicable [UNIQUE ITEM] [SKIP TO Q57]

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q53. The ease of use of on-street parking meters? *This includes clear instructions, the purchasing of tickets, meters working correctly and the response from the Council when they aren't working*						
Q54. The range of Council parking options available to you. *This includes on-street and off-street Council parking, parking permits and mobility parking*						
Q55. The information provided about Council parking options. *This includes clear signs and instructions, and information that is correct and available to people*						
Q56. The ease of use of Council parking.						

Part Twelve: Heritage Assets

Christchurch has a range of public monuments, statues, war memorials, sculptures, fountains, and artworks that reflect the City's heritage and character.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q57. The appearance of these objects. *This includes layout, type, and style*						
Q58. The condition of these objects. *This includes maintenance and how they are looked after*						

Christchurch's heritage buildings provide the city with a reminder of a former time. They are often used as community centres, residential properties and commercial activities such as accommodation and restaurants. They are maintained and conserved by the Council.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q59. The appearance of the city's heritage buildings. *This includes layout, type, and style*						
Q60. The condition of these buildings. *This includes maintenance and how they are looked after*						

Part Thirteen: Parks

The Council's parks network is made up of different types of sports, community, garden heritage and regional parks. These parks have recreation facilities to meet a range of needs and not all parks will have all types of facilities.

Q61. Thinking about the city's parks network as a whole, how satisfied or dissatisfied are you with the range of recreation facilities available in the city's parks (including beach park areas)? *This includes areas for sitting and relaxing (e.g. spaces, seats, picnic areas and drinking fountains); play spaces; walking and biking tracks; viewing areas; and facilities for playing sport (including sports surfaces, goal posts and changing rooms), etc.* *Select one.* SINGLE CODE

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q62. How satisfied or dissatisfied are you with information provided about recreation facilities in the city's parks (including beach park areas)? *This includes clear signs and information that is correct and available to people about what is at different parks* *Select one.* SINGLE CODE

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Thinking now about central city parks, riverbanks, and squares...

This includes small central city parks and reserves, Margaret Mahy Playground, squares such as Cranmer, Latimer, and Victoria squares, and the inner-city Ōtākaro/Avon River riverbanks, but it excludes Hagley Park and the Botanic Gardens.

How satisfied or dissatisfied are you with each of the following? SINGLE CODE PER ROW

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know/ not applicable
Q63. The appearance of central city parks and green spaces. *This includes layout, plants, trees, and gardens*						
Q64. The condition of these parks and green spaces? *This includes maintenance and how they are looked after*						

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Part Fourteen: Emergency Management

Has your household done any of following to prepare for a natural disaster such as an earthquake, a tsunami/tidal wave or flooding? SINGLE CODE PER ROW

	Yes	No	Don't know/ not applicable
Q65. Stored enough water for three days			
Q66. Stored enough food for three days			
Q67. Secured heavy household items that might fall in an earthquake e.g. furniture, water cylinder, etc			

Q68. Does your household have an up-to-date emergency plan that outlines your preparation for natural disasters? *Select one.* SINGLE CODE

	Yes
	No
	Don't know/ not applicable

Part Fifteen: Overall Satisfaction

We have nearly finished the survey, so we would just like to ask you a few questions about your impressions of the Council overall.

Think about the dealings you've had with Christchurch City Council, all the things it has done over the last 12 months, and all the services and facilities that Christchurch City Council provides.

Q69. Overall, how satisfied or dissatisfied are you with the performance of Christchurch City Council in delivering its services over the last 12 months? *Select one.* SINGLE CODE.

	Very satisfied
	Satisfied
	Neither satisfied nor dissatisfied
	Dissatisfied
	Very dissatisfied
	Don't know/ not applicable

Q70. Please tell us, giving as much detail as you can, why you gave that rating? Use examples where relevant. *Giving your views helps the Council better understand how people feel about its performance. Verbatim*. CODING REQUIRED.

o Don't know/nothing

ASK Q71 IF Q69 = OPTION 3 (NEITHER SATISFIED NOR DISSATISFIED). OTHERWISE, SKIP TO Q72

Q71. Which of the following would best describe your feelings toward Christchurch City Council's overall performance over the last 12 months?

	Overall slightly more satisfied than dissatisfied
	Overall slightly more dissatisfied than satisfied
	Feel equally satisfied as dissatisfied
	Don't know

Part Sixteen: Things Done Well, and Opportunities for Improvement

All Christchurch residents use Council services over the course of a year. This could be by seeking advice, making an enquiry, complaint, or payment, making a submission, applying for consent, or visiting a public library or swimming pool. This also includes having your rubbish or sewerage collected or using roads and the water supply.

Q72. Thinking about your overall experience in interacting with the Council over the last 12 months, how much do you agree or disagree that the Council has made it easy for you to interact with it regarding your service needs? *This includes prompt and efficient service delivery. It also includes service delivered by knowledgeable Council staff who understand your needs, who show you respect, and who provide you with accurate advice or effective options that address your needs or resolve your issues*. *Select one.* SINGLE CODE.

	Strongly agree
	Agree
	Neither agree nor disagree
	Disagree
	Strongly disagree
	Don't know/ not applicable

To finish, we have two questions about the best things the Council does and the things that need improving most.

Often when we do these surveys, it's the detailed things people tell us about what Council is doing well, and what it is not doing quite so well, that provide the most powerful feedback.

Q73. Thinking about all the services the Council provides, which is the one service you feel the Council is performing the best in delivering, and why? Please give as much detail as possible about how and why you think Council is performing best in delivering. Please only choose just **the one** service. *Giving your views helps the Council better understand what people feel it does well.* *Verbatim*. CODING REQUIRED.

o Don't know/nothing

Q74. Thinking about all the services the Council provides, which is the one service you feel is most important for Council to improve over the next 12 months, and why? Please give as much detail as possible about how and why this service needs improving. Again, just choose **the one** service you think is most in need of improvements. *Giving your views helps the Council better understand what people feel it needs to do better. Verbatim*. CODING REQUIRED.

o Don't know/nothing

Q75. For future feedback about their services and issues impacting on Christchurch residents would you consent to Christchurch City Council holding your email address? *Select one.* SINGLE CODE.

	Yes
	No

ONLY ASK Q76 IF Q75 = OPTION 1 (YES)

Q76. Please supply your email address.

Email address

END. Thank you for taking the time to complete our survey.

Christchurch City Council

Christchurch Residents Survey Programme 2023/24

Results snapshot

How we're doing

Our annual Residents Survey programme, which finds out what people think about Christchurch City Council services, shows that overall satisfaction is at 46% in 2023/24 – up slightly on last year's 43%.

The results of the Residents Survey are used to inform Council decisions. The programme involves three pieces of research:

- The Point of Contact Surveys+, carried out throughout the year with 9014 responses.
- The General Satisfaction Survey, carried out in January 2024 with a representative sample of 771 residents.
- The Life in Christchurch booster survey of 306 respondents, making sure various ethnic and younger age groups are represented better.

The 2023/24 Residents Survey again provides mixed results, but with some improvements on last year.

The 46% who are satisfied say the Council is doing a good job and they're happy with the services provided. The majority of services (71%) met their annual satisfaction targets. More services scored a high 85%+ satisfaction than last year and more services improved their ratings by 4% or more. Our reputation and trust measures remain low (27% on average), and the main issues driving a negative view of the Council remain roading and disapproval of Council spending. Once again, roading is the service judged as most needing improvement.

Read the full results at:

ccc.govt.nz/residents-survey

+ Point of Contact Surveys – percentages are based on individual sample/respondent sizes, which vary for each survey.

STR6910 Feb 2024

What you say we do well

100% Satisfied — Education programmes
"Fantastic resources, great content and fun facts."

99% Satisfied — Botanic Gardens and Mona Vale
"I love all of it especially the rose garden and the NZ Garden, the children's playground and pool, the river walk."

98% Satisfied — Partnership approvals case management service
"Helped to ensure that we provided the Council with the right information and completed the right processes the first time. This greatly improved consenting timeframes."

95% Satisfied — Libraries
"Fantastic and informative staff. Very knowledgeable and friendly. We had an awesome experience on our school trip."

95% Satisfied — Cemeteries administration services
"I feel able to perform a necessary but stressful task with the feeling of support from people who are competent in their work."

92% Satisfied — Recreation and sport facilities
"Friendly staff, good facilities, good fitness classes."

88% Satisfied — Community events
"Well run and friendly. Family fun for all."

85% Satisfied — Inner city parks presentation
"Parks always clean, tidy, lovely displays of different plants."

85% Satisfied — Customer service
"Staff are excellent, extremely friendly and helpful, that's why I come."

- 98% Satisfied Walk-in
- 88% Satisfied Telephone
- 68% Satisfied Email

84% Satisfied — Kerbside collection
"Done in a timely manner and we have never had a missed collection."

- 84% Satisfied Residual waste
- 83% Satisfied Recycling
- 83% Satisfied Organic waste

84% Satisfied — Community facilities
"The facility that we use is always clean and tidy on our arrival."

84% Satisfied — Reliability of water supply
"Water supply – reliable and of good quality."

What you say has improved the most

86% Satisfied (↑15%) — Resource consents processing
"Professional, accurate advice provided by the […] team to ensure my application documentation was in line with what the planners were wanting to see. This streamlines the whole process."

75% Satisfied (↑10%) — Marine structure availability and access
"Safer than the old one, user friendly for yachts to tie on, easy access to ferry."

51% Satisfied (↑8%) — Stormwater management
"Proactive maintenance of stormwater in my street has prevented any surface flooding occurrences."

85% Satisfied (↑8%) — Inner city parks presentation
"The city parks and garden[s] are attractive and look well maintained."

Where you think we could improve

66% Satisfied — Wastewater reliability and responsiveness
"[We] had a leak of grey water and sewerage from a nearby property and the Council did not deal with it very well or in a timely manner."

56% Satisfied — On-street parking
"[The cost of] parking – put me off going to town and paying $12 to park and see a movie."

54% Satisfied — Community parks presentation
"The lawn needs to be mowed more regularly – the long wet grass doesn't make it easy to walk dogs […] Our neighbours help out with weeding occasionally but it would be nice if [the] Council pruned trees and bushes more regularly."

48% Satisfied — Water supply quality
"Give us back our pure drinking and washing water. Sick of washing smelling of chlorine and drinking water tasting bad."

36% Satisfied — Footpath condition
"Many footpaths are uneven and dangerous, especially in low light conditions for those who [have trouble] seeing or [are] older."

27% Satisfied — Road condition
"Roading is appalling. So many years after earthquakes they still fool around doing patch up jobs."

Public involvement in decision-making *(surveying residents in general)*

28% Participation in decision-making	34% Understanding of decision-making	26% Influence on decision-making

- 26% Large or some influence
- 52% Small influence
- 22% No influence

"Understanding of how [and] why decisions are made and [we want more] opportunity for people to submit their views with publication around this before decisions are made."

Reputation and trust

- 16% Making wise spending decisions
- 18% Providing value for ratepayers' money
- 19% Communicating how resident views have informed decision-making
- 21% Openness and transparency

"Transparency for decision-making for the city. Need to understand why/how they are making decisions for the city."

Christchurch City Council

Attachment G Item 11

12. Hearing Panel's report to the Council on the proposed Equity and Inclusion Policy

Reference / Te Tohutoro:	23/1989644
Report of / Te Pou Matua:	Councillor Sara Templeton, Hearing Panel Chairperson
Senior Manager / Pouwhakarae:	Lynn McClelland, Assistant Chief Executive Strategic Policy and Performance (lynn.mcclelland@ccc.govt.nz)

1. Purpose of Report Te Pūtake Pūrongo

1.1 The purpose of this report is to present to the Council the Hearing Panel's recommendations following the consultation and hearing process on a proposed Equity and Inclusion Policy.

1.2 The Hearing Panel has no decision-making powers but, in accordance with its delegation, has considered the written and oral submissions received on the proposed Policy and is now making recommendations to the Council.

1.3 The Council can accept or reject the Panel's recommendations as it sees fit, bearing in mind that the Local Government Act 2002 s.82(1)(e) requires that *"the views presented to the local authority should be received by the local authority with an open mind and should be given by the local authority, in making a decision, due consideration."*

1.4 The Council, as the final decision-maker, should put itself in as good a position as the Hearing Panel. It can do so by considering:

1.4.1 All written submissions (In the Volume of Submissions attached to the Hearing Agenda).

1.4.2 The Summary of Submissions report to the Hearing Panel (included in the Hearing Agenda).

1.4.3 This report, which includes a high-level summary of the written and verbal submissions that were presented to the Hearing Panel and summarises the Panel's considerations and deliberations.

1.4.4 Additional information supplied to the Panel during the Hearing (attached to the Hearing Minutes).

2. Hearing Panel's Recommendations / Ngā Tūtohu o Te Tira Taute

That the Council:

1. Revokes the following polices:
   a. Ageing Together Policy 2007
   b. Children's Policy 1998
   c. Community Van Policy 1990
   d. Early Childhood Education Policy 1998
   e. Equity and Access for People with Disabilities Policy 2001
   f. Social Wellbeing Policy 2000
   g. Winning Women Charter Policy 1995
   h. Youth Policy 1998.

2. Adopts the Equity and Inclusion Policy 2024 in its final form as set out in **Attachment A.**
3. Approves that staff are otherwise authorised to correct any typographical errors and to make minor changes to the Policy.
4. Prioritises an assessment of public Community Board and Council meeting rooms and processes to identify barriers to inclusion and participation, and reports to the Council by 30 June 2024 with recommendations.
5. Notes the concerns raised in submissions around engagement and access to Council information and considers whether additional budget is needed in the Long-Term Plan to enable participation.

3. Background / Context Te Horopaki

3.1 The Council has eight community facing policies which were identified as potentially outdated and in need of further review in a 2018 review of the Council's external policy register. A subsequent review of that policy register recommended that these eight policies be considered in the review of the *Strengthening Communities Strategy 2007*. This strategy was reviewed and replaced with the *Strengthening Communities Together Strategy 2022*.

3.2 Officers have reviewed the eight existing community facing policies and recommended that three be revoked and the remaining five be amalgamated.

3.3 Officers recommended that the following three policies be revoked:

3.3.1 *Community Van Policy 1990*. This policy relates to the hire of a van by community groups. The Council no longer has a community van available for hire.

3.3.2 *Early Childhood Education Policy 1998*. This policy relates to the Council's role in promoting equitable access for all children and their whānau to quality early childhood education in Christchurch. The Council is no longer actively involved in early childhood education and any funding for early childhood education centres is addressed through the Strengthening Communities Fund.

3.3.3 *Winning Women Charter Policy 1995*. This policy adopts the Hillary Commission's Winning Women Charter which aimed to improve women's participation in sport, fitness and leisure. It was tied to an external funding source that is no longer available. The Hillary Commission became SPARC in 2002 and is now Sport New Zealand. The Physical Recreation and Sport Strategy 2002 includes the vision statement of "*moving together to provide a city where people participate and enjoy and have the opportunity to perform and excel in physical recreation and sport.*"

3.4 Officers recommended the following five policies be amalgamated into one new Equity and Inclusion Policy:

3.4.1 *Ageing Together Policy 2007*. This policy outlines the Council's commitment to meeting the needs of older people in Christchurch. It has three goals: access to information; access to places and services; and opportunities for participation.

3.4.2 *Children's Policy 1998*. This policy reflects the value the Council places on including children in the decision-making process and its commitment to ensuring that its policies, planning and programmes impact positively upon the welfare and well-being of children and their whānau.

3.4.3 *Equity and Access for People with Disabilities Policy 2001*. This policy sets out the Council's commitment to removing barriers to participation for people with disabilities and their whānau. Officers have undertaken a clause-by-clause review of this detailed

policy and found that most of its provisions are covered in other Council documents. Officers believe that provisions that are not covered elsewhere are too specific for a policy document. They are more suitable for inclusion in a guideline or procedure document, which can be readily updated as best practice evolves. This work could be part of developing the disability action plan.[2]

3.4.4 *Social Wellbeing Policy 2000*. This policy sets out the high-level social community outcomes that the Council is committed to enhancing, being: participation and community engagement; fair distribution of resources; reducing barriers to access; honouring Te Tiriti o Waitangi; and positive economic outcomes.

3.4.5 *Youth Policy 1998*. This is a one-line policy regarding the Council's commitment to developing, supporting and promoting initiatives that positively contribute to the safety and wellbeing of young people, their whānau and communities.

3.5 Broadly, the five above-named policies cover:

- Removing barriers to accessing places, spaces, information, and participation.
- Ensuring Council services meet the needs of the community.
- Reiterating the value the Council places on the contribution of different groups in the community.

3.6 Officers considered the overall intent of the five policies and drafted an Equity and Inclusion Policy that retains the principles and intent of the old policies but better reflects the Council's role in community wellbeing, in line with Strengthening Communities Together Strategy. The aim of the new Equity and Inclusion Policy is to:

3.6.1 Align with the Council's Strategic Framework, particularly the priority to '*be an inclusive and equitable city which puts people at the centre of developing our city and district, prioritising wellbeing, accessibility and connection'.*

3.6.2 Recognise the Council's responsibility to ensure that decision-making reflects a commitment to foster equity and inclusion for all residents.

3.6.3 Provide a high-level policy framework that influences both other Council policy and strategy documents and what, and how, Council activities are delivered.

3.6.4 Facilitate an equity, access and inclusion lens being put across Council decision-making.

3.6.5 Describe the Council's approach to enabling people from all communities and areas of the city to have equitable access to our services.

3.7 The proposed Policy does not reflect a new policy direction for the Council.

4. Consultation Process and Submissions Te Tukanga Kōrerorero / Ngā Tāpaetanga

4.1 As part of early engagement, officers discussed the drafting of an Equity and Inclusion Policy with the Digital Equity Advisory Group and the Disability Advisory Group.

4.2 Consultation on the Draft Equity and Inclusion Policy ran from 14 September until 3 October 2023. 388 stakeholders were contacted directly by email, including 32 residents' associations, 19 rūnanga organisations and 266 non-profit organisations.

[2] For further detail see: *Summary of Submissions Draft Equity and Inclusion Policy* paragraphs 9.18 to 9.20 (available as part of the Hearing Agenda).

4.3 Community Boards and interest groups were provided with a poster, an information sheet, and a news item to share online.

4.4 The consultation was posted on Facebook pages for the Council, the Christchurch Indian Group and the Disabled Persons Assembly Christchurch and Districts inviting submissions on the Council's website Let's Talk - Draft Equity and Inclusion Policy.

4.5 Consultation information was delivered to all Christchurch libraries and service centres on 18 September 2023. Printed submission forms were available on request at local service centres.

4.6 During consultation Council officers visited local community sessions with Age Concern, Disabled Peoples Assembly, Accessibility Advisory Group, Qtopia, and Mana Tipua - Mana Ora.

Summary of Submissions Ngā Tāpaetanga

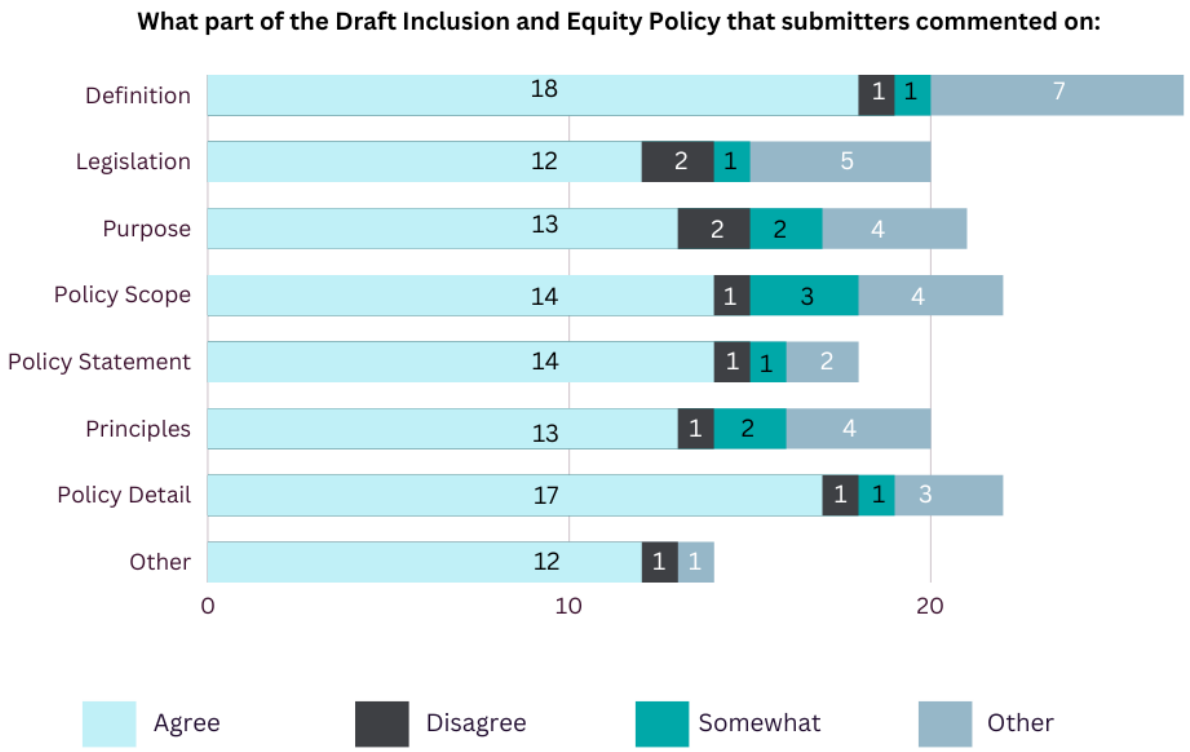
4.7 The following 50 submissions were received on the draft Policy:

- Three Community Boards (Waipuna Halswell-Hornby-Riccarton; Waimāero Fendalton-Waimairi-Harewood; Waihoro Spreydon-Cashmere-Heathcote).
- Five organisations (Te Mana Ora, Spokes Canterbury, CCS Disability Action, Christchurch Methodist Mission, and Mana Wāhine Kōrero).
- 42 individuals.

Submission Analysis

4.8 Submitters were generally supportive of the draft Policy, although many submitters suggested various drafting changes, most of which were minor in nature.

4.9 The parts of the Draft Equity and Inclusion Policy that submitters commented on are shown below.



4.10 Eighteen submissions requested including medical status or choice in the social groups referred to in the draft Policy, particularly in response to the requirement for My Vaccine Pass at Council facilities from December 2021 to April 2022.

4.11 Fourteen submissions proposed changing 'gender' to 'sex', or including 'sex', in the draft Policy.[3]

4.12 In briefing the Panel, Officers provided an analysis of the submissions and commented on the key themes raised. The Officers' proposed response to submissions is attached (**Attachment B**).

Officers' recommendations

4.13 Officers reviewed each submission and considered submitters' proposed amendments against the intent of the draft Policy and existing Council strategies and policies, particularly the Strengthening Communities Together Strategy.

4.14 Based on the submissions received, Officers recommended changes to the draft Policy, including:

4.14.1 Clarifying that the Policy is intended to cover grant funding and procurement.

4.14.2 Adding a section explaining that implementation and monitoring will be part of the Strengthening Communities Together work programme.

4.14.3 Improving the definitions of equity, inclusion and accessibility.

4.14.4 Clarifying the list of social groups referred to. However, Officers did not recommend:

- that medical status or choice be included, noting that the Council's January 2022 COVID-19 risk assessment provides the rationale for requiring My Vaccine Pass at Council facilities from December 2021 to April 2022.
- changing 'gender' to 'sex' or including 'sex', noting the use of gender aligns with the current Council strategies and policies.

4.14.5 Clarifying expectations in relation to policy scope.

4.14.6 Including an explanation of social exclusion.

4.14.7 Rewording the Policy Principles and Policy Detail sections to emphasise inclusive decision-making and diverse information formats.

4.15 The draft Equity and Inclusion Policy with tracked changes reflecting the Officers' recommendations is attached (**Attachment C**).

5. The Hearing Te Hui

5.1 The Hearing Panel consisted of Councillors Celeste Donovan, Tyla Harrison-Hunt and Sara Templeton.

5.2 The Hearing Panel convened on 29 November 2023. At the beginning of the Hearing, it was decided that Councillor Templeton would chair the Panel.

5.3 Prior to hearing oral submissions, Council Officers presented an overview of development of the draft Policy and a summary of the submissions received and their advice in response.

5.4 The Hearing Panel heard oral submissions from the following submitters:

[3] The Summary of Submissions Report grouped these submissions as those "asking the draft Policy to be amended to change the reference from 'gender' to 'sex'". This was on the basis that those submissions were raising concerns about related issues and requesting that 'sex' be included, which would be a change of policy for the Council.

- Anne Scott for Spokes Canterbury
- Mary O'Brien for CCS Disability Action
- Callum Ward, Chairperson of Waihoro Spreydon-Cashmere-Heathcote Community Board
- Katrina Biggs and Dianne Landy for Mana Wāhine Kōrero
- Don Babe
- Joanna Gould.

5.5 Submitters oral submissions emphasised the key concerns raised in their written submissions. Submitter presentations are included in Hearing Panel Minutes Attachments.

5.6 The Hearing Panel asked Officers questions about the following issues:

5.6.1 The number and type of submissions from those outside of Christchurch.

5.6.2 The Council's legal obligations in relation to the use of 'gender' and 'sex'.

5.6.3 How the current community facing policies are implemented.

5.6.4 The Council's employment policy regarding individuals with previous criminal convictions.

5.6.5 The inclusion of the neurodiverse in the Policy.

5.6.6 External guidelines/practices that inform the Council's policy to providing equitable access to transport.

5.6.7 Planned implementation of the Policy.

5.6.8 Providing safe spaces for people coming to the Council.

5.6.9 Accessible facilities and information provision.

5.6.10 Engaging with hard-to-reach communities.

5.7 The hearing adjourned until 11 December 2023 to allow Officers time to respond.

6. Consideration and Deliberation of Submissions Ngā Whaiwhakaaro o Ngā Kōrero me Ngā Taukume

6.1 On 11 December 2023, the Hearing Panel reconvened and deliberated on all submissions received on the Draft Equity and Inclusion Policy, the Officer advice in relation to submissions and the Council Officers responses to the Panel's questions.

6.2 The Panel's questions and Officers' responses are attached **(Attachment D)**.

6.3 Key matters discussed by the Hearing Panel included:

Legal advice

6.3.1 The Panel noted external legal advice received that reference to 'gender' rather than 'sex' in the draft Policy is not inconsistent with Human Rights Act.

6.3.2 The Panel accepted the Officers' recommendation that no amendment be made in this regard.

Operationalisation

6.3.3 Officers noted that facilities staff respond to equity and inclusion issues by talking to those involved and that solutions reflect the uniqueness of each situation.

6.3.4 Officers considered that the draft Policy would give more credence to how these types of situations are managed.

Neurodiversity

6.3.5 The Panel noted that neurodiversity is not considered a disability and agreed that 'neurodiversity' should be specifically referenced in in the Policy.

Safe access to Council and Council spaces

6.3.6 Officers outlined the various processes and mechanisms in place to facilitate public involvement in the Council's decision-making processes.

6.3.7 The Panel discussed the importance of this issue and agreed to recommend that the Council prioritises a review of access to public Community Board and Council meeting rooms and processes to identify remaining barriers to inclusion and participation.

Community engagement and access to information

6.3.8 The Panel noted Officer advice around Council communications and noted that when Council seeks feedback from the community it is important that this is asked for in a safe and inclusive manner.

6.3.9 The Panel also noted that several submitters spoke of difficulties navigating the Council website. Officers advised that the website is currently under review, and that improvements are planned based on data on how users search for information.

6.3.10 The Panel agreed to recommend that the Council consider whether additional budget is needed in the Long-Term Plan to further enable participation.

Statement of Intent

6.3.11 The Panel noted Officer advice that the Council's Statement of Intent Policy, regarding the Council's relationship with the community and voluntary sectors, is currently being refreshed and that Officers will report to the Council on this work in due course.

6.4 Having considered all the information put before it, the Hearing Panel formulated its recommendations. The Panel accepted the Officers' recommendations reflected in **Attachment C** and made further changes to the draft Policy corresponding to 0 above.

6.5 A track changed copy of the draft Equity and Inclusion policy showing the Panels' recommendations is attached **(Attachment E)**.

7. Financial implications

7.1 This policy doesn't represent a change in direction or a new policy position for the Council. It is an amalgamation of existing policies. As such, there are no financial implications of adopting the policy beyond administrative costs which will be met from existing budgets.

7.2 Specific projects related to or aligned with this policy, that are not existing levels of service, may incur additional costs. These would need to be costed on a case-by-case basis as they arise.

8. Reference Documents

Hearing Panel Agenda, including all submissions	Hearing Panel 29 November 2023 Agenda
Hearing Panel Minutes	Hearing Panel 29 November 2023 Minutes
Hearing Panel Minutes Attachments	Hearing Panel 29 November 2023 Minutes Attachments

Community Van Policy 1990	Community Van Policy 1990
Early Childhood Education Policy 1998	Early Childhood Education Policy 1998
Winning Women Charter Policy 1995	Winning Women Charter Policy 1995
Ageing Together Policy 2007	Ageing Together Policy 2007
Physical Recreation and Sports Strategy 2002	Physical Recreation and Sport Strategy 2002
Children's Policy 1998	Children's Policy 1998
Equity and Access for People with Disabilities Policy 2001	Equity and Access for People with Disabilities Policy 2001
Social Wellbeing Policy 2000	Social Wellbeing Policy 2000
Youth Policy 1998	Youth Policy 1998
The Council's Strategic Framework	Council's Strategic Framework
Let's Talk Webpage	Let's Talk - Draft Equity and Inclusion Policy
Council Agenda 6 September 2023 – Item 22 page 347	Council Agenda 6 September 2023
Council Minutes 6 September 2023 - Item 22 page 15	Council Minutes 6 September 2023

Signatories Ngā Kaiwaitohu

Author Cathy Harlow - Hearings Advisor

Approved By Councillor Sara Templeton - Chair of Hearing Panel

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Equity Inclusion Policy 2024 recommended to Council for adoption	23/2043198	577
B	Officers' proposed response to submissions	23/1874575	582
C	Officers' recommended changes to draft Equity and Inclusion Policy (with track changes)	23/1874880	604
D	Panel's questions and Officers' responses	23/1972742	609
E	Panel's recommended changes to draft Equity and Inclusion Policy (with track changes)	24/337912	615

Equity and Inclusion Policy

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Introduction

Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022 details the Council's commitment to building inclusive, safe, resilient and connected communities. The Strategy contains four pou/pillars:

- **People** The city actively promotes a culture of equity by valuing diversity and fostering inclusion across communities and generations.
- **Place** We help build connections between communities and their places and spaces to foster a sense of local identity, shared experience and stewardship.
- **Participation** Residents and groups in the wider community are socially and actively engaged and able to initiate and influence decisions that affect their lives.
- **Preparedness** People feel safe in their communities and neighbourhoods and work together to understand, adapt and thrive in the context of change and disruption.

In adopting Te Haumako Te Whitingia Strengthening Communities Together Strategy, the Council agreed to a review of several community-facing policies, with the intention that these policies would be incorporated into an overarching Equity and Inclusion Policy. The principles of these policies remain and are actioned through Council's Te Haumako Te Whitingia Strengthening Communities Together Strategy, Council's Multicultural Strategy 2017, and this policy statement.

Implementation and monitoring

The Equity and Inclusion Policy is a policy framework. Policy frameworks provide a high-level statement of intent and influence how and what Council activities are delivered. This policy is supported by strategies, plans and programmes of work to ensure that the Council's commitments are implemented and maintained.

The Policy will be implemented, and progress and impact will be monitored and reported on, as part of the Strengthening Communities Together programme of work.

Definitions

Equity

Equality means each individual or group of people is given the same resources or opportunities. Equity recognises that each person has different

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circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

People should have equity, regardless of age, gender, disability, ethnicity, culture, faiths, geographical location, sexual orientation, neurodiversity or socio-economic status.

Inclusion

The practice or policy of providing equitable access to opportunities and resources for people who might otherwise be excluded or marginalised, such as those who have physical, hidden, or mental disabilities and members of other minority and disadvantaged groups.

Accessibility

People have equitable access to the physical environment, information, communication, participation and Council services.

Legislation

Te Tiriti o Waitangi is New Zealand's founding document. Te Tiriti requires councils to establish, maintain and improve opportunities for Māori to contribute to local government decision-making processes.

New Zealand Bill of Rights Act 1990 protects the civil and political rights of all New Zealanders. Under this Act, everyone has the right to freedom from discrimination as outlined in the Human Rights Act 1993.

Building Regulations 1992 contains the Building Code for which all building work in New Zealand must comply. The Building Code's access provisions ensure that people with disabilities can carry out normal activities and functions within buildings.

Human Rights Act 1993 protects all people in New Zealand from discriminatory treatment based on personal characteristics, including religion, race, ethnicity, disability, age, and sexual orientation.

Local Government Act 2002 requires councils to consider and promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. When making decisions councils are expected to take account of the diversity of their community, and the community's interests and the interests of the future community.

Purpose

This policy describes the Council's approach to enabling people from all communities and all areas of the city to have equitable access to our services. It recognises Council's responsibility to ensure that decision-making reflects its commitment to foster equity and inclusion for all Christchurch and Banks Peninsula residents.

The Council values the skills and strengths that all residents bring to our city and recognises that some of our residents may face disproportionate disadvantage in accessing Council services. The purpose of the policy is to ensure that equity and inclusion is embedded into everything we do.

The policy is intended to:

- Inform Council decision-making and investment, including grant funding and procurement.
- Apply an equity, access and inclusion lens over all Council services.

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Policy Scope

For some of our residents, there may be barriers in accessing information, places, and spaces. There may also be challenges in feeling included and seen in Council decision-making – both at a governance and at an operational level.

The Council recognises and values everyone in our community of any age, gender, disability, ethnicity, culture, faiths, geographical location, neurodiversity, sexual orientation, or socioeconomic status.

This policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of Council are expected to apply the principles of this policy to their activities and decision-making.

Policy Statement

The Council recognises, values and welcomes the diversity of people living, working and visiting our city. We are committed to promoting equity and tackling social exclusion and discrimination in our community. Social exclusion occurs when people are unable to participate fully in social, cultural, economic and political life, and where society excludes people for a range of reasons.

The Council will strive to achieve a more equitable city where everyone is respected and shares in the city's success and prosperity. The Equity and Inclusion Policy affirms the Council's commitment to this.

We will continue to develop an inclusive and accessible city where diversity is celebrated, human rights are protected, our interdependencies are recognised, and all abilities are valued and developed.

Principles

The Council will have regard to the following seven pillars of inclusion:

- ACCESS – creating barrier-free access to information and places.
- ATTITUDE – celebrating diversity in our city.
- CHOICE – providing inclusive spaces for informed community decision-making and participation.
- COMMUNICATION – examining and improving the way we share information and let people know about opportunities to get involved.
- OPPORTUNITY – enabling active, engaged, and connected communities.
- PARTNERSHIP – working together with mana whenua, stakeholders, NGOs and the community.
- POLICY – detailing our commitment to, and responsibility for, inclusive practices.

Policy Detail

The Council commits to promoting equity and fostering an environment in which equity and inclusion are valued. This policy should guide decision-making and action across the organisation.

This means:

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- Understanding and addressing structural exclusion and its impact on delivery of services.
  - We will take a collaborative approach to address disproportionate disadvantage in our city, where we can.
  - We will treat everyone with dignity and respect their rights and beliefs.

- Being aware of inequalities and barriers to participation and what this means in decision-making.
  - We will build capability across the organisation so that everyone at the Council is aware of inequalities and what this means in their role.
  - We will work to foster an environment for residents to provide feedback in a safe and inclusive way.
  - We will work to measure the wellbeing of our residents in our monitoring and reporting to ensure Council responses reflect the needs and views of the whole community.

- Consistently applying equity and diversity principles in everything we do.
  - We will integrate equity and inclusion principles across the whole of Council.
  - We will actively pursue positive outcomes across our services and programmes.

- Anticipating, identifying and responding to people's different needs and circumstances.
  - We will utilise inclusive design principles to remove barriers to access to physical spaces, information, and participation.
  - We will ensure easy access to Council services and provide information in formats that suit the needs and preferences of our residents.

- Championing equity and inclusion within the Council to ensure that equitable considerations are integrated in the decision-making and governance of Council.
  - We will use an equity, access and inclusion lens to inform decision-making to avoid discrimination promote inclusion and increase fairness in the city, wherever possible.
  - As an organisation with resource, influence, and authority, using this lens means that our decisions do not create or perpetuate further inequities.

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References and related documents

Document	Link
Intersection Design for People with Disabilities 2016	https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/policies/accessibility-policies/intersection-design-for-persons-with-disabilities-policy/
Infrastructure Design Standard 2022	https://ccc.govt.nz/consents-and-licences/construction-requirements/infrastructure-design-standards/download-the-ids/

Parks and Waterways Access Policy 2002	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Policies/ParksAndWaterwaysAccessPolicy2002.pdf
Multicultural Strategy 2017	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Strategies/Multicultural-Strategy.pdf
Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Strategies/Te-Haumako-Te-Whitingia-Strengthening-Communities-Together-Strategy-document-WEB.pdf
New Zealand Disability Strategy 2016–2026	https://www.odi.govt.nz/assets/New-Zealand-Disability-Strategy-files/pdf-nz-disability-strategy-2016.pdf
United Nations Convention on the Rights on Persons with Disabilities	https://social.desa.un.org/issues/disability/crpd/convention-on-the-rights-of-persons-with-disabilities-crpd

[Admin - *at the end of the policy*]

Policy name	Name of this policy
Adoption date	Date Council adopted the policy
Date of most recent review	Date Council adopted changes to the policy
Resolution number	For ease of reference insert the most recent resolution number
Review date	Date policy to be next reviewed (or before, if required)
Department responsible	Relevant Unit
Position responsible	Relevant Team Leader/Manager

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Equity and Inclusion Policy – Submission comments and staff response

ID #	Do you think the Draft Equity and Inclusion Policy is important?	Tell us why	Comment here	Staff response
11813	Yes	Submission provided as attachment	Submission provided as attachment	We have broadened the policy detail on access to information to reflect this feedback. *We will ensure easy access to Council services and provide information in formats and that suit the needs and preferences of our residents.* It is not Council policy to charge people to receive printed copies of consultation material.
11812	Other	This policy is only important if it truly does foster real "equity" and "inclusion" for all residents. Of particular concern is the ongoing erosion of 51% of the population ie womens and girls rights, safety and decency, and how they will be affected in	This policy is only important if it truly does foster real "equity" and "inclusion" for all residents. Of particular concern is the ongoing erosion of 51% of the population ie womens and girls rights, safety and decency, and how they will be affected in. I would like to comment on Definitions, Legislation, Purpose, Principles, Policy detail Equity is defined as "the quality of being fair or impartial" or "something that is fair and just". Equity, therefore, should not usurp the rights of one group over another. It, therefore, is not possible to obtain 'equity', when, in order to be 'fair", the rights of women and girls specifically, will no longer be supported or upheld by the Council, as the Council considers their Winning Women Charter Policy 1995 as "outdated", "obsolete" and "no longer fit for purpose". The right and need to be supported for women and girls has not changed since the 1995 inception of the Winning Women Charter Policy. This is why there has also been no change made to the Human Rights Act 1993, which makes it illegal to discriminate or withhold goods or services on a number of grounds, but, specifically, for the purpose of this submission, on the basis of sex. Further additional protection on the basis of sex can be found in Human Rights Act 1993 (s46) that allows for "the provision of separate facilities or services of each sex on the grounds of public decency or safety". In contradiction to Human Rights Act 1993 the Christchurch City Council's focus for equity, is on the word "gender". "Gender", however, is not defined in the CCC Draft Equity and Inclusion Policy and is not a synonym to "sex" in any New Zealand statute. 1: [Note also: "gender", is not a word found in the Human Rights Act 1993 (other than s67[2] mention of not using gender specific language in advertisements eg postman or stewardess)]."Gender" is a term used in the Births, Deaths, Marriages, and Relationships Registration Act 2021, as in (s4) Interpretation "nominated sex means, in relation to a person, the sex or gender specified as the person's nominated sex" Traditionally separate sex spaces have been designed or created based on two key principles: 1) Sex (or biological sex) is binary ie there are two sexes; male and female 2) Safety and decency	The Winning Women Charter Policy signed the Council up to the Hillary Commission's Winning Women Charter, which staff understand was once tied to an external funding source. The Charter aimed to improve women's participation in sport. The Hillary Commission was superseded in 2002 by SPARC, which is now known as Sport New Zealand. The Council's Recreation and Sport Strategy 2022 includes the goal of *a safe physical environment that encourages participation in recreation and sport.* Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.

			Gender; the concept thereof, is taught today as transgender ideology. There is no scientific basis to gender ideology, that heavily draws on sex stereotyping based on looks, behaviours and preferences. Identification or "nominated sex" ie gender is based on a belief system of the holder of that belief. The issue that the holder of that belief (thought/feeling) creates for those that do not believe in that ideology is the expectation that others will accept their "reality". I do not revoke the fact that currently, and throughout history, there have been a small percentage of individuals who experience true “gender dysphoria”. My concern is with the current cult spread of misogynistic transgenderism. This new wave of transgenderism is the antithesis to feminism; a concept that allows people to be who they are, and challenges the confines of sex stereotyping, particularly for women and girls. Feminism fought for and continues to have to do even more so today in the face of transgender ideology, for equality and equity of women and girls rights. To stand up for the rights of women and girls, and children being taught transgender ideology in schools, is not anti-transgender. It is simply not wanting to have one's hard-fought-for rights eroded, be silenced, or bullied into accepting someone else’s ideology, and for children not to be manipulated and taught ideology, as opposed to biology, as facts. A lot of money is invested in the transgender industry - from multinational pharmaceutical companies to the current government, who is captured by the ideology, shelling out millions of dollars each year to organisations such as InsideOut. InsideOut, and the Rainbow Tick, in turn, earns millions of dollars each year by charging corporates and councils and whatever other industry or organisation that wants to be seen as "inclusive" to promote transgender ideology under the "Rainbow umbrella". As a member of the LGB community, I, and a very large number of others, however, have cut ties with the new transgender-captured Rainbow (Alphabet) community and its handmaidens. Refer Speak Up for Women website/ gender critical groups website: https://www.speakupforwomen.nz/gc-groups eg Lesbian Action for Visibility Aotearoa (LAVA), LGB Alliance Aotearoa NZ, LGB New Zealand. 2: I, as a lesbian woman, do not want to share my toilets or changing rooms or any other sacred woman-born-woman space with a male who says he is a woman. I would not feel safe, full stop, and I would not expect others to feel safe either. Listed below are some of the age-old reasons why women and girls need single-sex spaces for safety and decency: ● Most physical violence, including sexual assault, is committed by males. ● There is no evidence that males who say they're women commit less violence. ● Male assaults against women and girls are committed more often in unisex spaces https://www.independent.co.uk/life-style/women/sexual-assault-unisex-changing-rooms-sunday-times-women-risk-a8519086.html ● There is no way of ascertaining which unknown males, whether or not they say they're women, will commit voyeurism, harassment, an assault, or intimidate, until they do it. ● In order to fully participate in public life, women and girls rely on public toilets and changing amenities being safe places from physical harm and	

			intimidation. ● Women and girls who have been subjected to violence by men will not feel safe or comfortable in what should be single-sex spaces if there is a man in there, irrespective of the man's character or appearance. ● Women and girls have historically used female single-sex spaces to escape unwanted attention or harassment from males. Unisex spaces don't offer this, unfortunately necessary, sanctuary. ● Women and girls who feel uncomfortable or distressed at being forced to share single-sex public amenities with men will end up self-excluding from public places. Their personal worlds will become smaller, impacting on their mental, emotional, and physical health. They will lessen their participation in society and contribution to the economy and go out to fewer places with friends and family. ● Women and girls with disabilities or any sort of body self-consciousness, for whatever reason, especially need single-sex changing rooms, and a male presence will be very distressing. The reasons why women and girls need single-sex spaces haven't changed; they are the same as they have always been, irrespective of time and culture, and that does not change because a man says he's a woman. Together we can create a society that truly values ACTUAL diversity, equity, and inclusion, not by taking away from existing rights of others but, instead, by creating a third category and space for participation, in addition to female and male, of "all genders".	
11687	Somewhat	I dont think it should be replacing the Winning Womens Charter Policy	The word SEX is not used in the draft, rather SEXUAL ORIENTATION…I dont think this is acceptable. If it is not corrected, it means eg the womens only leisure time at the Linwood Pool will be open to men who identify as women.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
11686	Yes	It is required to prevent future discrimination against citizens due to their medical choices	The recent vaccine mandates resulted in exclusion of large numbers of New Zealanders from society. The prime minister at the time acknowledged that we had two classes of citizens, which was shameful. Many New Zealanders of various ethnicities, including Maori, were denied access to basic human rights, due to their decision to decline an experimental gene therapy, which the government claimed would protect them from a virus (despite knowing that it would not). We need to ensure that future governments and govt bodies can never again violate peoples basic rights.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
11684	Yes	Equity and Inclusion contribute to a stronger, more cohesive community that everyone feels part of.	I think you should strengthen the acknowledgement of Ngāi Tūāhuriri as mana whenua and their rights under Te Tiriti o Waitangi. Māori are often under-represented with a relative inability to access culturally appropriate services that best suit them. Unconscious bias is difficult to address. Leaders and staff need on-going help to develop the skills to effectively work with diverse communities. I think you should add something in the policy detail along the lines of: We will actively support and foster self-awareness, curiosity, courage, vulnerability and empathy in our leaders (including elected members) and staff to enable them to continuously develop the skills and confidence to work effectively with diverse communities.	Thank you for your submission, we have noted your comments. The Council already has in place training in place for staff on unconscious bias. Unconscious bias would be better addressed in the proposed internal policy on inclusion and diversity. We will pass this suggestion on to responsible staff.
11683	Yes	Spokes supports the need for an Equity and Inclusion Policy.	As an advocacy group for cycling, Spokes aspires to work collaboratively and positively with council and the wider community in a mutually equitable and	We have made an amendment to the policy detail to reflect this suggestion.

			inclusive way. Sometimes we feel this is a work in progress. A policy like this makes it clearer for everyone what the expectations will be. Principles Communication – examining the way we let people know about the options to get involved. Communication is more than this. It is about listening to people in a supportive environment where everyone's views are respected, heard and shared. It is an environment that supports positive feedback and constructive criticism in a safe and inclusive way.	*We will work to foster an environment for residents to provide feedback in a safe and inclusive way.*
11682	Yes	It's just decency to treat everyone politely. The council sets and example.	"We are committed to promoting equity and tackling social exclusion and discrimination for all people of all ages, ethnicities, cultures, faiths, gender and abilities" Hmmm - you didn't do very well at this when you imposed vaccine passports for entry to swimming pools and libraries and other council services. A whole segment of society was socially excluded and denied entry to your facilities. It was not mandated by government and some councils did not treat people that way. You didn't have to insist on vaccine passes, but you did and it certainly wasn't 'inclusive'. The policy statement should specifically include "medical choices" as something you will not discriminate against or socially exclude.... actually it kind of comes under "faiths", because some people did not have faith in medical interventions (the covid vaccines) that had been rushed to market without proper testing, and it almost comes under "abilities" because some people took one dose of the covid injection and suffered serious adverse reaction, such that they really could not risk a second dose - but because of this they were excluded from libraries and pool etc by the council. You should therefore write specifically into your policy statement that you are committed to "tackling social exclusion and discrimination for people of all ages, ...and all persuasions regarding medical choices or vaccine status." Since we are repeatedly warned by news media that future pandemics are' just around the corner' this is of grave importance that you write this into your policy. Especially as vaccine passes are proposed by the WHO for the future. I certainly hope that in future "The council will strive to achieve a more equitable city where everyone - including those who don't have vaccine passes - is respected and shares in the city's success and prosperity".	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11680	Yes	It is important that decisions are based on equitable treatment of everyone.	I am particularly interested in accessibility and want to ensure that people have options to move around our city. The Council has done some great work to give more options for active transport, and in work with ECAN to improve public transport. This has to continue. Not everyone is able to, or wants to drive a car. It is important that people have non-car options to get to places within or city. Public and active transport options also give opportunities for people to interact, even by just a smile, wave or hello. This can go along way to building a community spirit and a feeling of togetherness and an understanding of others needs.	Thank you for your submission. One of the four goals of the 2012 Christchurch Transport Strategic Plan is to improve access and choice across all the transport networks (freight, road, walking, cycling, and public transport). One of the ways this is actioned is through creating shared footpaths and dedicated major cycleways. The Ōtautahi Christchurch Transport Plan is currently under review.
11675	Yes	Because we have experienced the exclusion from CCC owned facilities due to our medical choice in relation to Covid19 response. It was so unfair and disgraceful. We should not have	Treating ratepayers and residents as second class citizens was unacceptable, especially when it came to shutting our children out of libraries, pools, sporting and other council owned and managed facilities. No one has to be excluded or discriminated against due to medical choices.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.

		the same discrimination or any discrimination among us again.	Medical apartheid should never be implemented again as it was implemented according to the unreasonable central government's COVID19 response.	
11674	Yes	Due to my family's lived experience, my research & advocating for a new inclusive accessible civic building at 10 Shirley Road, Shirley Community Reserve (https://www.10shirleyroad.org.nz/).	Equity and Access for People with Disabilities Policy 2001 https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/policies/accessibility-policies/equity-and-access-for-people-with-disabilities-policy "The policy has adopted the following definition of disability: A person with a disability is a person with a physical, intellectual, sensory, or age-related disability or mental illness (or combination of these) who faces barriers in the social and physical environment that prevent them from fully participating and contributing to community life. A disability may be related to age, previous injury or illness, associated with physical, sensory or intellectual disability or mental illness that people were born with or acquired. - Physical disability: Reduced physical capacity which for example affects mobility. - Sensory: Impairment of the senses (mostly commonly sight and hearing). - Mental Illness: A mental health condition arising from continuous or intermittent disorders related to thinking, feeling, volition or behaviour..." My family's lived experience is related to the above 3 disabilities: - I have CRPS/Chronic Pain. - My 16 year old son was diagnosed with ADHD, Autism & Sensory Processing at 6. - My husband has Bipolar. I'm interested to see how this 'Draft Equity and Inclusion Policy' will affect/be applied to the following: 1. Christchurch City Council | Building 2. Christchurch City Council | Libraries 3. Christchurch City Council | Website 4. Christchurch City Council | Social Media 5. Christchurch City Council | Consultations 6. Christchurch City Council | Community Boards 7. Christchurch City Council | Community Facilities 8. Christchurch City Council | Community Events	Thank you for your submission, we have noted your comments. Staff considered including definitions as part of this policy but opted not to as there was concern these may not necessarily reflect how everyone sees themselves and could be inadvertently exclusionary.
11673	Yes	Submission provided as attachment	Submission provided as attachment	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11672	Yes	A draft equity and inclusion policy and an associated action plan which is evaluated and monitored is essential to improve the wellbeing of the local population.	Legislation – The United Nations Convention on the Rights of People with Disabilities. 2026 Ratified 2028. https://www.odi.govt.nz/united-nations-convention-on-the-rights-of-persons-with-disabilities/ We support the pillars Definitions Inclusion	The United Nations Convention on the Rights of People with Disabilities has been added to the list of reference material. Drafting suggestions for the inclusion definition have been considered by staff and the Policy has been amended to reflect this feedback. *those who have physical, hidden, or mental disabilities and members of other minority and disadvantaged groups.*

			We suggest the following wording changes to make the policy more inclusive • The practice or policy - place policy before practice as policy underpins effective practice • such as those who have physical or mental disabilities and members of other minority groups. • such as those who have physical, hidden or mental disabilities and members of other minority groups and disadvantaged people. Inclusion is ensuring that everyone has an equal opportunity to contribute to and influence every part and level of a workplace, and belonging is ensuring that everyone feels safe. We support this but suggest that clarification is required. Does this apply to the Council only, or will the Council work with other employers in the region to work towards inclusive and safe workplaces. Policy Scope We are pleased to see the policy scope and in particular the last sentence. This policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of the Council are required to comply with this policy. Effective implementation and monitoring of this policy will be the key to achieving the Councils Commitment to building inclusive, safe, and connected communities. Policy statement We support the policy statement and would like to work with the Council to achieve this. Principles Out comments are as follows • Partnership – working with stakeholders, mana whenua, and NGOs. Overall we support this, however we suggest a minor alteration to clarify that individuals can also be involved. Policy Detail We support this and as above would like to work with the Council to achieve this. We support measuring the wellbeing of the city residents but also recommend that inclusion rates are measured e.g., disabled people using public transport. Review references and related documents We recommend that the above are reviewed and updated to reflect recently developed New Zealand Evidence and best practice.	Drafting suggestions for partnership have been considered by staff and the Policy has been amended to reflect this feedback. *working together with mana whenua, stakeholders, NGOs and the community.* Reference to workplace in the inclusion section will be removed and will be suggested for internal policy on inclusion and diversity.
11671	Yes	Often marginalised people are silent so their concerns are not heard. They are still important and the Council needs to consider their requirements.	One of the most ingrained inequity is in the transport sector. There are assumptions that citizens have access to motor vehicles when a large portion of our community do not by reason of age (both young and old), physical ability, mental ability and the cost of operating a vehicle. Infrastructure needs to be provided for these people. It is recognised that developments since the middle of the 20th century have been tilted in favour of	Thank you for your submission. One of the four goals of the 2012 Christchurch Transport Strategic Plan is to improve access and choice across all the transport networks (freight, road, walking, cycling, and public transport). One of the ways this is actioned is through creating shared footpaths and dedicated major cycleways. The Ōtautahi Christchurch Transport Plan is currently under review.

			providing access for motor vehicle users. Future work needs to be skewed towards other modes of transport to start to address this 75 year inbalance.	
11669	Yes	It seems to be necessary because sections of the public were excluded from access after 2019.	Please make sure that people will not be discriminated against because of medical choices they have made.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11667	Other	You are undertaking a classic socialist tactic of saying one thing to hide an underlying woke agenda hidden in plain view	The CCC grossly and unfairly discriminated against anyone who either refused to get covid jabs of an experimental drug, and/or who having got the jab, refused to get a 'vax passport'. For example, although vaccinated, and showing my health card confirming this, I was refused entry into your Papanui Service Centre to pay my rates account. I was then verbally abused by your staff and denied entry, and threatened with calling the NZ police if I didn't leave the premises. As a wounded war vet and pensioner, who was injured doing his duty for his country. I find that sort of treatment abhorrent and sickening to the utmost degree. You pay lip service to human rights and this policy document is a sham and extension of a left wing socialist agenda, up with which I will not put or support.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11666	Yes	To ne very clear o the way forward.	Definition of Equity: I object to the omission of 'sex' as a protected minority in the final paragraph of the definition of Equity. Sex is still a category protected from discrimination under the Human Rights Act 1993 and you are conflating it here and effectively replacing /superseding it, with gender. Sex and gender are not the same. Definition of Inclusion: should specifically acknowledge 'women' as a minority group. Policy scope - line 4: again conflating and confusing sex with gender which as a woman I object to. Remove 'gender' and replace with 'sex' in line 3 as you already refer to 'gender identity' in line 5. This would be more inclusive and align with your goals more accurately - if you recognise and value everyone - you must recognise, include and value sex-based rights. Policy Statement - line 2 - typo - should be 'of' not 'or'; and again - I object to you confusing sex with gender - you are discriminating against women and this is not inclusive of "all" - so you're not complying with your own intent, this should be re-worded at end of second sentence as "for people of all ages, sex, ethnicities, cultures, faiths, gender identities, and abilities"	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
11665	Yes	The Policy approach ensures that people from all communities and areas of the city will have equitable access to the Council services. It also means that the decision making will put a lens on equity and inclusion	I request the Council to amend the policy to ensure that no one is excluded or discriminated against due to medical choices. Medical apartheid should never be implemented again. The discrimination we faced when they implemented the Covid-19 Vaccine Passports was unacceptable. Treating ratepayers and residents as second class citizens was unacceptable, especially when it came to shutting our children out of libraries, pools, sporting and other council owned and managed facilities.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11662	Yes	To protect and enhance minority rights	Definition of Equity: I object to the omission of 'sex' as a protected minority in the final paragraph of the definition of Equity. Sex is still a category protected from discrimination under the Human Rights Act 1993 and you are conflating it here and effectively replacing / superseding it, with gender. Sex and gender are not the same. Definition of Inclusion: should specifically acknowledge 'women' as a minority group. Policy scope - line 4: again conflating and confusing sex with gender which as a woman I object to. Remove 'gender' and replace with 'sex' in line 3 as you	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.

			already refer to 'gender identity' in line 5. This would be more inclusive and align with your goals more accurately - if you recognise and value everyone - you must recognise, include and value sex-based rights . Policy Statement - line 2 - typo - should be 'of' not 'or'; and again - I object to you confusing sex with gender - you are discriminating against women and this is not inclusive of "all" - so you're not complying with your own intent, this should be re-worded at end of second sentence as "for people of all ages, sex, ethnicities, cultures, faiths, gender identities, and abilities"	
11658	Yes	Submission provided as attachment	Submission provided as attachment	Regarding policy design – The Council has internal guidance material for staff developing policy. This feedback will be considered when this guidance is next reviewed. An implementation section has been added to the policy to reflect this feedback. *The Equity and Inclusion Policy is a policy framework. Policy frameworks provide a high-level statement of intent and influence how and what Council activities are delivered. This policy is supported by strategies, plans and programmes of work to ensure that the Council's commitments are implemented and maintained.* *The Policy will be implemented, and progress and impact will be monitored and reported on, as part of the Strengthening Communities Together programme of work.* Policy owner details will be added to the admin section once approved. Social characteristics have been amended for consistency and faith has been included to reflect this feedback. *People should have equity, regardless of age, gender, disability, ethnicity, culture, faiths, geographical location, sexual orientation, or socioeconomic status.* *The Council recognises and values everyone in our community of any age, gender, disability, ethnicity, culture, faiths, geographical location, sexual orientation, or socioeconomic status.* The equity definition has been amended to reflect feedback. *Equality means each individual or group of people is given the same resources or opportunities. Equity recognises that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.* The inclusion definition has been amended to reflect feedback. *The practice or policy of providing equitable access to opportunities and resources* The accessibility definition has been amended to reflect feedback. *People have equitable access to the physical environment* Access has been added to the description of equity and inclusion lens to reflect feedback. *Apply an equity, access and inclusion lens over all Council services.* The policy scope has been amended to reflect feedback. *The Council recognises and values everyone in our community, regardless of any* The communication principle has been amended to reflect feedback.

				examining and improving the way we share information and let people know about opportunities to get involved.
11657	No	We are the Rate payers we need FULL right to what our rates should be spent on no hidden agendas	We need the right to have our FULL SAY as WE are the Rate Payers!!!	Thank you for your submission, we have noted your comments.
11650	Yes	Inclusion and Equity are public values in democratic societies and organisations. A "fair" system of decision-making should ensure the brunt of economic and social disadvantage does not fall on the isolated or marginalised.	The Christchurch City Council knowingly adopting, implementing and sustaining over an extended period of time via high-level policy, planning, and strategy, a regime of selective deprioritisation, isolation from inclusion, as well as, socially and economically disadvantaging a certain minority section of a targeted geographically located community of colour-coded individuals and families, in the form of a social policy, has not, does not, and never will, met any form of equitable, equal, fair or socially responsible management. The draft policy here does not include how or when this Equity and Inclusion Policy will be implemented nor what action will be taken to rectify “unfair” and entrenched non-inclusive strategies, policies, and intentions of the Council.	Thank you for your submission, we have noted your comments.
11646	Yes	Because all people are important to create healthy community.	There is a group in society that has been discriminated against and excluded from many community and council facilities based on a medical decision. The council needs to treat all groups equally so the policy needs be amended to include these people and I request that the council do so.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11624	Yes	Awareness of issues of all groups within society	I'd like to comment on those people in our community who were excluded from council premises regarding vaccine mandates. This should never happen again. It doesn't matter why people weren't vaccinated, as we know many people have reacted badly in the past to vaccines etc etc. The sick stay home during outbreaks of diseases and the well go out and live life. A two tier society was nasty and not necessary at all. Medical apartheid that proved useless when COVID affected everyone regardless of vaccination status. Personal medical choices are private and should not have government or council intervention. Please do not discriminate again.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11617	Yes	People with all medical statuses should be able to use council facilities.	No medical procedure, medication, vaccination or any other medical requirement should be required for people to enter and use of council facilities.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11611	Yes	We need to protect the rights of every man, woman, child and gender diverse, but one should not affect the rights of another.	I was disgusted by the discrimination many faced when councils implemented the Covid-19 Vaccine Passports. Treating ratepayers and residents as second class citizens was unacceptable, especially when it came to shutting our children out of libraries, pools, sporting and other council owned and managed facilities. The Council must do what's right and amend the policy to ensure that no one is excluded or discriminated against due to medical choices. Medical apartheid should never be implemented again.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11607	Other	I can’t help feeling sceptical.	Inclusion and Equity sound good. But what are these proposals really all about and what might they be ushering in? Trust has been lost as unbelievable EXclusion has occurred. NZ’s fundamental	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.

			bill of rights was overridden with the right to refuse medical treatment (without catastrophic penalty) not being upheld. I have no reason to believe that the buzzwords of safety, inclusion, diversity and equity will actually result in increased wellbeing for the people. In fact, division and alienation is on the rise. Curious.	
11597	Other	I am undecided. Why is this suddenly necessary?	Hi there Thank you for the opportunity to provide feedback. I am absolutely pro legislation that promotes inclusive, safe, resilient and connected communiites. I am however very concerned that this lofty goal may not extend to and cover everyone in our community including for example those people who having declined the covid-19 vaccinations were left alienated and blocked from using any council services including libraries, public pool and exercise facilities and anything else that was owned and managed by the council. As ratepayers and members of this community I believe not a single person should be excluded from the services that are theirs to enjoy. Discrimination should not exist in any form at any level where it comes to accessing services that the rate and tax payer helps to enable in the first place. Are you able to guarantee that your motives are all encompassing towards people no matter their health choices, their spiritual affiliation, or anything else? Please please consider this carefully in your drafting of any legislation. I for one do not want to belong to a divided, punitive, socially ostrasizing community and don't feel all that confident that your motives are the same given the events that have occurred in our country these past 3 years.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11590	Yes	The Waihoro Spreydon-Cashmere-Heathcote Community Board supports the general direction of the proposed policy.	Purpose Whilst addressing inequity is included in the Policy Detail, the Board believes the purpose of the policy should explicitly include a commitment to not only recognise, but to also address disproportionate disadvantage. Policy scope The Board is concerned that the scope of this policy is too broad, and therefore fails to protect and advocate for the specific needs of communities who might not otherwise advocate for themselves. The Board considers it important to include not only procurement, management and delivery of Council Services, but also Council Grant Funding, including the Strengthening Communities Fund. Policy statement and Detail Whilst the introduction to the policy directly refers to the Strengthening Communities Together and Multi-Cultural Strategies, the policy itself does not refer to these. As a statement it is very high-level, and the Board believes it would be better grounded if the introduction to policy detail explicitly referred to the afore mentioned strategies. Policy detail The Board also believes the policy detail requires a section that recognises historical deficits in the system and the importance of specifically addressing these.	Disproportionate disadvantage has been added to the Policy, in the policy detail section. *We will take a collaborative approach to address disproportionate disadvantage in our city, where we can.* The Policy's reference to investment was intended to include grant funding. Staff have clarified this in the document. *Inform Council decision making and investment, including grant funding and procurement.*
11582	Yes	Absolutely important as you completely disregarded citizens rights illegally implementing and	Medical apartheid should never be implemented again, treating your ratepayers like that was DISGUSTING!	Thank you for your submission, we have noted your comments.

		enforcing the vaccine passport rubbish. Demand that the policy be amended to include NO discrimination for personal medical choices		Staff do not recommend changes to the list of social groups.
11563	Yes	Because in the wake of the Covid exclusions, policies must change	I request that the council enshrines in these policies, the rights for ALL tax payers to have equitable access to the council services they help to PAY for, regardless of medical status. If Covid 19 is the only disease the council bases exclusion from essential services on, that his hugely exclusionary, and unacceptable! You don't ask people if (and exclude them based on their answer) tgey have: HIV for example. You don't screen people at pools or libraries for RSV, or other airborne diseases, so if (God forbid) lockdowns occur in the future, I would not expect to see people who have exercised their right to medical freedom (around, for example, covid vaccines) to be excuded from ANY council services or venues	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11555	Somewhat	I believe everyone should be included in what happens in Christchurch. The discrimination that occurred locking people out of libraries, pools, public spaces because of a personal medical decision was barbaric and totally unacceptable.	The Draft Equity and Inclusion Policy outline's the Council's approach to ensuring people from all communities and areas of the city to have equitable access to the councils services. The policy will mean the Council will put a lens of equity and inclusion across the Council's decision-making and the services it provides. The council needs to be aware of the discrimination I faced when the government implemented the Covid-19 Vaccine Passports. Treating ratepayers and residents as second class citizens was unacceptable, especially when it came to shutting my children and myself out of libraries, pools, sporting and other council owned and managed facilities. I want the council to ensure that no one is excluded or discriminated against due to medical choices. Medical apartheid should never be implemented again.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
11311	No	You are complicit in crimes against humanity and this does not present as anything nearing justice, equality and most importantly, TRUTH.	NO CONSENT	Thank you for your submission, we have noted your comments.
11093	Somewhat	It depends what the framework for the policy is. Equity is not the same as equality. All people should be treated equally but not all people will achieve the same things. Requiring equity means making the playing field unequal which is not always fair.	I think the policy should include that a particular medical status should not be discriminated against. For example, vaccination status. During the covid period my whole family were excluded from council families so I was unable to take my preschool children to the library or swimming pool. This caused their education in these areas to be delayed at no fault of their own. As ratepayers we were even paying for the use of these facilities and should have had an inalienable right to the use of them.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
10835	Yes	Promotes diversity, fosters inclusivity, boosts innovation and decision-making, reduces discrimination, ensures legal compliance, enhances reputation, demonstrates social responsibility	Please see attached Council Submission Friday 29th Sept 2023	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.

10746		Having an up to date policy that can be used as a benchmark to measure against is essential to providing facilities and experiences that are as equitable as possible for the community and for council staff.	In addition to recognising and valuing everyone in the community, this policy should extend to council staff as well.	This would be best addressed in the proposed internal policy on inclusion and diversity. We will pass this suggestion on to responsible staff.
10546	Yes	We believe that equity and inclusion should be top of mind in all that the Council does because everyone in our city deserves a fair opportunity to participate in Council engagement and services.	1. Definitions (i) Equity: We agree with this definition and support its use for this policy. (ii) Inclusion: In light of the definition of equity and the use of the phrase 'equitable access' in the Purpose paragraph, we suggest replacing the phrase 'equal access' with 'equitable access.' (iii) Accessibilty: We suggest including 'community engagement' in this list. 'Information' and 'communication' are listed here and are important but these do not encompass the significant process of community engagement when the Council is considering developments of its services and policies. 2. Legislation We support the inclusion of these pieces of legislation in this policy. 3. Purpose This section focuses on Council services. While we agree that Council services must be a key focus of the purpose of this policy, we suggest adding something here about equitable access to community engagement in the planning and design stage of service development. This is particularly important for those in our communities who do not have online access to the Council's Have Your Say engagement processes or who may not have English as a first language. 4. Policy Scope We support the scope as written in para 3 to cover those involved with Council at several levels. We wonder what 'recognises' means both in the Scope statement and in the Policy Statement. 5. Policy Statement We are concerned about the generality of this policy statement. In particular, we are unclear about what is meant on page 1 about this policy combining a number of other policies. Will those policies cease to exist so that everything in them is expected to be inferred from this policy? Or will they be listed or referenced in relation to this policy? If they are subsumed, and effectively disappear, we are concerned about the loss of specificity for different groups that this will entail. This is potentially a significant loss. Children, in particular, need a way for their own voice to be heard and respected, as this voice is often drowned out in the context of general discussions about rights, access and so forth. Further, it will often be the case that conflicts arise in relation to the rights of different groups; trade-offs become necessary. Specific policies can be very helpful for acknowledging (and even for remembering) the different challenges that various groups face. With only a single, very general policy, we are not confident that these complexities will be adequately addressed. 6. Principles	We have updated the definition of inclusion to reflect this feedback. *The practice or policy of providing equitable access to opportunities* We have updated the definition of inclusion to reflect this feedback. *People have equitable access to the physical environment, information, communication, participation and Council services.* We have updated the definition of partnership to reflect this feedback. *working together with mana whenua, stakeholders, NGOs and the community.* We have updated the definition of opportunity to reflect this feedback. *enabling active, engaged, and connected communities.* We have also broadened the policy detail on access to information to reflect this feedback. *We will work to foster an environment for residents to provide feedback in a safe and inclusive way.* *We will take a collaborative approach to address disproportionate disadvantage in our city, where we can.* We have also included reference to inclusive spaces in the choice principle. *providing inclusive spaces for informed community decision making and participation.*

			We generally support these principles. (i) Opportunity: we wonder if there is a typographical error in this principle as 'ensuring everyone has the enabling active, engaged, and connected community' doesn't seem to make sense. (ii) Partnership: simply 'working with' different groups doesn't necessarily mean partnership. Perhaps 'working in partnership with…' would make the point more clearly? 7. Policy Detail (i) 'We will lead, support and advocate for all communities.' It's not clear from this statement what 'lead' means in relation to communities. Perhaps there are two bullet points here rather than one? (ii) 'Being aware of inequalities and barriers to participation…' While we agree that awareness of inequalities and barriers is a first step to addressing them, we would like to see a more pro-active statement here. (iii) Finally, we appreciate that the document is intended to guide those who are associated with the Council in various capacities. However, the language used is not likely to be particularly accessible for the people that the policy is intended to serve. We would like to encourage the Council to consider a variety of ways of making this policy accessible to everyone.	
10499	Yes	The Board agrees that it is important to consider and practice equity and inclusivity, but is concerned that the proposed policy lacks clarity around definitive actions and how we will measure success.	The Board submits that it would be helpful to include specific examples of behaviour that meets the Policy, and also behaviour that does not align with the Policy. This will make the Policy easier to interpret and provide a framework for measuring success.	It is intended that guidance will be developed and will sit outside the Policy as an internally facing document. We have included a section on implementation and monitoring, to provide clarity. *The Equity and Inclusion Policy is a policy framework. Policy frameworks provide a high-level statement of intent and influence how and what Council activities are delivered. This policy is supported by strategies, plans and programmes of work to ensure that the Council's commitments are implemented and maintained.*
10443	No	I don't agree with transgender men entering women's bathrooms at swimming pools.	People who identify as transgender, can use family changing rooms if need be. I am not comfortable to take my girls to council swimming pools if this is going to be the case.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
10352	Other	This Draft Equity and Inclusion Policy does not include sex as a protected characteristic. The vagueness and non-specificity of the draft policy gives rise to some disquietude of how it may be used.	Submission for CCC Draft Equity and Inclusion Policy Thank you for the opportunity to make a submission on the Christchurch City Council's Draft Equity and Inclusion Policy. This draft policy raises a number of questions and observations which I feel require being satisfactorily responded to and answered, before it reaches consideration for completion. These are addressed in the six points below. I am also writing on behalf of Mana Wāhine Kōrero. 1. Who drafted this policy, and what policy-creating qualifications do they hold? 2. Will this policy be a guide, with discretion on how to apply it, or aspects of it, left to the elected members, employees, volunteers and third parties/ contractors carrying out work on behalf of Council, according to the context of the situation; or will this policy be mandatory?	Thank you for your submission, we have noted your comments. We have amended the policy scope to reflect feedback around this policy guiding decision making. *This policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of Council are expected to apply the principles of this policy to their activities and decision making.* Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.

			The policy uses both the word “guide” and the phrase “comply with this policy” in the following four excerpts – a) “This policy framework is a statement of intent, to guide and facilitate an equity and inclusion lens being put across Council decision-making, other policy and strategy documents, and services we provide” – as written on the introductory page. Use of the word ‘lens’ infers to be viewed through, but not compulsory. b) “This policy should guide decision-making and action across the organisation” – as written on pg 4 of the draft policy under Policy Detail. This also infers an acknowledgement that different situations may require a judgement call according to the context of the situation. c) “We expect all elected members, employees, volunteers and third parties/contractors carrying out work on behalf of the Council to comply with this policy” – as written on the introductory page. This infers compulsory compliance across the board, whilst the first two excerpts with the use of the word ‘guide’ in them infers an acknowledgement that different situations may require a judgement call according to the context of the situation. d) “This policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of the Council are required to comply with this policy” – as written on pg3 of the draft policy. This also infers compulsory compliance across the board, whilst the first two excerpts with the use of the word ‘guide’ in them infers an acknowledgement that different situations may require a judgement call according to the context of the situation. 3. Re: Te Tiriti o Waitangi being referred to in the Legislation section as requiring “councils to establish, maintain and improve opportunities for Māori to contribute to local government decision-making processes” - I, in conjunction with the Māori women’s group Mana Wāhine Kōrero, ask if you can please advise which Māori contributed to the decision-making processes in this Draft Equity and Inclusion Policy, and in what capacity – e.g. as representatives of their specific Iwi – and how did they advise the Christchurch City Council of their consensus about it? Mana Wāhine Kōrero would like the opportunity to contribute to the formulation of this policy. They can be emailed directly at: manawahinekorero@email.com 4. I disagree that the below five policies should be revoked and incorporated into one overarching Equity and Inclusion Policy. a) Ageing Together Policy 2007 b) Children’s Policy 1998 c) Equity and Access for People with Disabilities Policy 201=01 d) Social Wellbeing Policy 2000	

			e) Youth Policy 1998 Aged people, children, disabled people, and youth all have disparate needs and requirements to enable them to thrive and participate in the community. Instead, the existing policies listed above ought to be retained and updated. A melting-pot inclusion policy mostly advantages those already advantaged. An overarching policy takes an Equality approach rather than an Equity approach. Without having policies dedicated to ensuring these disparities are catered to, I don't believe that the Council can honour its stated intention that: "When making decisions councils are expected to take account of the diversity of their community, and the community's interests and the interests of both the future community" (p. 2). 5. The Draft Equity and Inclusion Policy does not mention 'sex' as a protected characteristic anywhere in the draft policy, and needs to include this. The Council may consider that the word 'gender' can be used as a euphemism for 'sex', as was it was once commonly understood to mean (it's noted that neither sex nor gender are defined under Definitions on the introductory webpage). Use of the word 'gender' as a euphemism for the word 'sex' may have worked in older policies, however, culture and times have recently changed the meaning of the word 'gender'. Now it has evolved to mean 'gender identity', as well, which may or may not correlate with a person's biological sex. The Council needs to include the word 'sex' in all its policies relating to protected characteristics, both for public clarity and transparency of the Council's commitment to uphold the Human Rights Act 1993.	
10340	Yes	It is wrong	It is wrong to allow any man to easily declare without verification that they are a trans woman and therefore should have access to womens only spaces. This is not an attack on trans rights but in fact support for those who are truly trans and a protection of women and their right to their own spaces.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
10329	Other	Given we have The Human Rights Act and the Bill of Rights what specifically would this policy add? The draft policy is introduced as a statement of intent. It includes few specifics about how it would it guide decision making.	Gender and gender identity are terms with multiple meanings across different groups of people. The draft policy does not define what gender or gender identity actually and specifically means. The draft policy does not include anything about biological sex which is a protected characteristic in the Human Rights Act. The policy says "people should have equity regardless of gender, ethnicity, age, sexual orientation, disability ,geographic location or socio economic status". Sex is a protected characteristic in the Human Rights Act so why is sex not included here? Under policy scope the document says the council recognises and values everyone in our community regardless of age, gender, disability, ethnicity, culture , geographic location, sexual orientation, gender identity, income or family status" Sex is a protected characteristic in the Human Rights Act so why is sex not included here? The policy detail section says "we will treat everyone with dignity and respect	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.

			their rights and beliefs" It also says the policy will ensure the council " reflects the needs and views of the whole community" and again " anticipating, identifying and responding to people's different needs and circumstances". It also states the policy will " inform decision making to avoid discrimination and promote inclusion" This will not be possible if the council has not considered and defined sex and gender. The lack of specific definitions will cause practical implementation problems . For example the CCC already has a policy at Linwood Swimming Pool where the terms sex and gender are conflated and undefined and highlights the need to have clear specific definitions for sex and gender. On the CCC website it's stated in " the consultation with the community in the build-up to Te Pou Toetoe Linwood Pool opening, there was a call for special sessions where the facility would be available to women only, to help support women and girls to access and use the pool facilities". It is stated that there is "a range of reasons women may choose to come to these sessions, including increased privacy and sense of safety, greater confidence in a women-only environment, spending social time with female friends and family, or because of religious and cultural beliefs." However "Transgender women, and people who identify as being a woman, are welcome." which means the sessions are not women only. This is not inclusive or equitable for biological women and girls who do not believe in the theory of gender identity. Gender identity theory is just that, a theory or a belief that you can be born in the wrong body and if not happy with your body you can actually change sex. It is incumbent on the council to make policy that accommodates everyone's beliefs while at the same time not allowing one belief system to encroach on the rights of other people. Transgender people must be treated with the same respect as everyone else however this should not mean the rights of others are impinged on. The rights of all groups could readily be achieved by provision of facilities and services in 3 categories women, men and both	
10291	Somewhat	There needs to be a reasonability lens put across this, fortunately we're not all the same.	There needs to be a reasonability lens put across this, FORTUNATELY we're not all the same. e.g. to make all doors cater for a 7foot tall person would be unreasonable, but the way it is written a 7foot tall person could demand all places they visit cater for them. e.g. if Council has or is developing a heavy workshop where physical lifting is required and e.g being able to work a drill press or lathe or something, or to change a truck tyre or gearbox to be able to expect that a person who is unfortunately wheel-chair bound to be able to undertake that work is unreasonable (and most likely unsafe) e.g. to expect a 150kg person to be able to operate a council truck is unreasonable - to expect Council to cater for that is just stupid - the international manufacturers do not even make seats that can handle that person - and without a reasonability clause that person could take a case against Council under its own policy	We have added a sentence to the policy scope and policy detail to further explain the equity lens. *are expected to apply the principles of this policy to their activities and decision making.* *As an organisation with resource, influence, and authority, using this lens means that our decisions do not create or perpetuate further inequities.*

			e.g. to make all riverside areas accessible to everyone will pose an unreasonable cost to all projects - by all means make a good selection of places, but not them all	
10143	Yes	Equity and Inclusion Policies ensure fairness, prevent discrimination, and foster social cohesion in council services and personal health choices, promoting community well-being and individual autonomy.	I appreciate the opportunity to provide feedback on the inclusion and equity policy. While I acknowledge the importance of ensuring equal access for people with disabilities, I would like to propose an expansion of the policy to include the right for equity and inclusion regardless of an individual's medical treatment choices. During the recent pandemic, a substantial number of people who chose not to undergo medical treatments in the form of Covid vaccinations were denied access to council facilities. This action contradicts the principles of inclusivity and equity that the policy aims to uphold. It's worth noting that these restrictions were not mandated by the central government, and some councils chose not to discriminate against those who made different medical decisions. In addition, rate payers paid for services that they didn't receive. They were treated like second degree residents which was shameful. This is was a blatant discrimination which reminded me the middle ages as well as other dark periods in our history. Moreover, these restrictions were imposed suddenly and lifted without adequate explanations, leaving room for confusion and frustration among community members. I request that the council revisits its inclusion and equity policy to explicitly state that individuals have the right to decline medical treatments without facing discrimination or barriers to accessing council facilities. Just as people with disabilities are not discriminated against, individuals who exercise their right to make their own medical decisions should be treated with the same level of respect and consideration. Expanding the policy in this manner would demonstrate the council's commitment to fostering a truly inclusive and equitable community for all its residents, regardless of their medical choices. Thank you for your attention to this matter, and I look forward to seeing positive changes in the council's equity and inclusion policy. Thank you David Wards	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups.
10125	Yes	The present document conveys high level statements that set the scene for further essential planning to turn these aspirations in actions.	Definitions Inclusion has a component of 'welcoming' as well. It conveys that 'my needs and preferences have been taken into account' and I know my whanau and I will be OK using this service/place. The final sentence in in inclusion section refers to 'a workplace' but needs to refer to 'the Council and its services' Legislation The Council is also responsible to implement the United Nations Convention on	The final sentence of the inclusion definition has been taken out. It will be considered for inclusion in internal policy. The United Nations Convention on the Rights of Persons with Disabilities has been added to list of reference documents.

			the Rights of Persons with Disabilities, and I believe there is also a childrens' convention. Policy scope There is not any reference to having the Council's staff being diverse and reflective of its communities, to best understand and action the issues relating to the potentially disadvantaged communities. To do this, there needs to be strong statements by leaders, a detailed human resources type plan, addressing staffing analyses, all stages of recruitment and retention. The goal should be to have the Council recognised as a place where people from these communities want to work. Policy detail There are issues in defining and getting information on disability status, both in the community and for Council staff. This will require resources and expertise in this area, and good relations with the disability community so they understand how the Council collects and uses information about disability. References and related documents Infrastructure Design Standard - yes, looks like a useful document. Was the Council's Disability Advisory Group (now Accessibility Advisory Group AAG) given an opportunity to review this document and provide comment when it was being developed? This would be a good example of embedding Equity and Inclusion in Council operations - ie using its own structure to bring a lived experience perspective to its internal standards. The NZ Disability Strategy 2016 - 2026 is being superceded by the restructure of the Aotearoa New Zealand Health and Disability Services. The interim NZ Health Plan Te Pae Tata includes actions related to disability that are more up to date and which include actions outside health and disability ie 'social determinants' that Councils' can influence. There will also be key documents eventually coming out of Whaikaha, the new Ministry of Disabled People. Other Looking at disability specifically, this does not replace the previous Equity and Access for People with Disabilities Policy 2001. It is a high level framework with identified aims, but will only have an impact when each of the Council's teams looks in detail at what this means for them, makes a plan, monitors and reports on achievement of the plan. And takes advantage of having an Accessibility Advisory Group to bring a lived experience perspective and recommend how to improve existing and draft Council work. Note that I am making this submission as a citizen though I work in the disability area and am a member of the AAG.	This is better placed in an internal policy. Staff will provide to appropriate staff for consideration. We note the NZ Disability Strategy 2016 – 2026 is being superseded; however it is still current and so we have retained reference to it.
9887	Yes	Inequity is a major problem in our society.	Gender identity isn't mentioned in the definition of inequity. Gender identity is mentioned elsewhere (scope) but needs to be added to the definition.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
9881	No	Equity and Inclusion Policy, this is vaguely including transmen into women's spaces without being	The Local Government Act 2002, does not give any council permission, to include men into women's spaces. Example: Linwood pools. The draft is not clear on what it is proposing, therefore it will cause issues, as the Council	Thank you for your submission, we have noted your comments.

		clear about what it is actually doing.	already has, to minority groups including Muslim, Chinese, Indian and other migrant groups who cannot understand why a male is in their swimming spaces or toilets. This also affects the elderly and children. There are two biological sexes, male and female, famers understand this, the community understand this but somehow the council does not. The law/legislation in the draft is used incorrectly. In particular, the Treaty of Waitangi, is not law in NZ, the Human Rights Law 1993, and the NZBORA 1990 The draft states that: Te Tiriti o Waitangi is New Zealand's founding document. Te Tiriti requires councils to establish, maintain and improve opportunities for Māori to contribute to local government decision-making processes. The Treaty of Waitangi is not in any meaningful sense New Zealand's constitution; • The Treaty did, however, establish three important points, namely that, in signing the Treaty, chiefs ceded sovereignty to the Crown; that in turn the Crown would protect the property rights of all New Zealanders; and that "nga tangata maori katoa o Nu Tirani" (the ordinary people of New Zealand) would have the same rights and duties of citizenship as the people of England; • The Treaty of Waitangi did not create a "partnership" between Maori and the Crown; • The Treaty of Waitangi did not establish any "principles" and all references to such "principles" should be removed from legislation; • There is no longer any need for special Maori representation in government, whether it be Maori electorates in Parliament, Independent Maori Statutory Board in Auckland, or racially based representation in other governance bodies; • All New Zealanders have an equal interest in the quality of fresh water and in the protection of the environment; • There is no longer any need for the Waitangi Tribunal; • Wherever it can be reasonably established that the Crown unlawfully confiscated property from any individual or group, compensation should be paid, provided however that any such compensation should be "full and final"; • Policy measures intended to support those who need special assistance from government should be based on need, and not on ethnicity. The Council recognises and values everyone in our community regardless of age, gender, disability, ethnicity, culture, geographical location, sexual orientation, gender identity, income or family status Section 44 of the Human Rights Act says that it "shall be unlawful for any person who supplies goods, facilities, or services to the public or to any section of the public— (a) to refuse or fail on demand to provide any other person with those goods, facilities, or services; or (b) to treat any other person less favourably in connection with the provision of those goods, facilities, or services than would otherwise be the case,— by reason of any of the prohibited grounds of discrimination" – which include sex (s 21(1)(a)). Section 46 says that "Section 44 shall not apply to the maintenance or provision of separate facilities or services for each sex on the ground of public decency or public safety." The repeated response we have received from service providers is that providing certain areas exclusively for women would be discriminatory because "[b]y law, we cannot discriminate, and trans women and gender diverse people who identify as women are women"	Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy. The Policy's reference to Te Tiriti is consistent with the Strengthening Communities Together Strategy and other Council documents including the Social Wellbeing Policy.

			New Zealand Bill of Rights Act 1990 protects the civil and political rights of all New Zealanders. Under this Act, everyone has the right to freedom from discrimination as outlined in the Human Rights Act 1993. However you allow men into women's spaces. We fought for single sex spaces. Rest rooms Women have often had to fight for public facilities in cities. City councils erected public urinals for men in the 1860s, but women's toilets were built only after groups like the Women's Political League demanded them. Even then, women's facilities were constructed in parks and at beaches rather than downtown. Deputations had to descend on councils before it was accepted that women had to have public conveniences in order to enjoy the full rights of citizens in the city. By the 1920s many women's toilets had evolved into rest rooms, places where women could also warm their babies' bottles and leave luggage while in town. Some even sold cups of tea or cocoa. Mothers used the facilities during the day, and shop and office girls were the main evening patrons. For twopence they could hire a towel and bar of soap and use the dressing room to prepare for a night on the town. Now, in 2023, women do not go to the city anymore, instead, preferring the malls where they still have women's toilets and parents rooms.	
9851	Yes	Done properly, it will indeed ensure equity of access to Council amenities, thus ensuring everyone's rights are included, but not necessarily all at the same time.	You are not defining terms accurately, e.g., gender is ambiguous whereas sex is not. To be equitable, some services will need to exclude certain groups at certain times, e.g., women's-only sessions will not include those whose "personal characteristics" are self-claimed to be female. Otherwise many people in our community will self-exclude, e.g., muslim women. These women are probably unlikely to respond to this draft policy, let alone demand their rights under the HRA to ensure their dignity and safety in a women's-only session and to uphold their religious beliefs, so your draft policy will end up being unfair. To be fair, give those whose "personal characteristics" are self-claimed to be female their own sessions. As regards your paragraph about human rights on page 2 of your draft, it is not correct. From: https://tikatangata.org.nz/human-rights-in-aotearoa/human-rights-in-legislation "The Human Rights Act (HRA) makes it unlawful to discriminate on the grounds of sex (including pregnancy and childbirth), marital status, religious belief, ethical belief, colour, race, ethnic or national origin (including nationality or citizenship), disability, age, political opinion, employment status, family status and sexual orientation."	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
9842	Other	Unsure	The word gender is included but not the word sex. There can be confusion around the definition of the word gender, whether it means a person's sex or gender identity.	Thank you for your submission, we have noted your comments. Staff do not recommend changes to the list of social groups. This is consistent with existing Council policy.
9841	Yes	For wellbeing and compliance	That the Council must scope all services delivery on how it can accommodate in particular people who are low vision/blind hearing impaired or aged elderly or frail or young parents of children. Context as an example. With the Council integrating users of footpaths with cyclists and scooters. Footpaths are for foot traffic; ie, allowing people who are any of the below to safely use and enjoy.	Thank you for your submission. One of the four goals of the 2012 Christchurch Transport Strategic Plan is to improve access and choice across all the transport networks (freight, road, walking, cycling, and public transport). One of the ways this is actioned is through creating shared

			A parent with a young child or an elderly person or a person who is low vision or hearing impaired cannot use footpaths safely in a dual fashion with scooters and cyclists in these pathways speed hazards, accidental collisions e.g. a child that walks out quickly etc. The design of these services as they are currently are compromised. I also did some research on this topic and found some information that might interest the council. According to a study by the University of Otago, footpath cycling is associated with a higher risk of injury than cycling on the road or on a cycle path1. The study also found that footpath cyclists are more likely to be involved in collisions with pedestrians, especially those who are elderly or visually impaired1. The researchers recommended that footpath cycling should be discouraged and that alternative infrastructure should be provided for cyclists and scooters1. Another study by the New Zealand Transport Agency (NZTA) examined the impacts of e-scooters on footpath users in Auckland2. The study found that e-scooters pose a significant hazard to pedestrians, especially those who are vulnerable or have mobility issues2. The study also found that e-scooters create noise and visual clutter on the footpaths, which can affect the comfort and enjoyment of pedestrians2. The NZTA suggested that e-scooters should be regulated and managed to ensure the safety and accessibility of footpath users2. Based on these findings, it seems that the Council's decision to allow cyclists and scooters to use the footpaths might not be the best option for the well-being of the community. Tēnā koe Me whakarite te Kaunihera i ngā ratonga katoa e taea ai te whakarite i ngā tāngata e pā ana ki te hunga e iti ana te kite, e kore e rongo, e pakeke, e ngoikore, e mātua pēpi rānei. Hei tauira, me te whakauru a te Kaunihera i ngā kaiwhakamahi ara tapuwae ki ngā kaihikoi me ngā hūrapa. Hei ara tapuwae mō ngā tangata hīkoi; arā, ka taea e ngā tāngata o raro nei te whakamahi me te pai. Kāore e taea e tētahi mātua me tētahi pēpi ririki, e tētahi tangata pakeke, e tētahi tangata iti te kite, e tētahi tangata kore rongo rānei te whakamahi i ngā ara tapuwae i te wāhi kotahi me ngā hūrapa me ngā kaihikoi i ēnei ara tapuwae. He mōrearea te tere, he pōrearea ngā taupatupatu, hei tauira, he tamaiti ka puta wawe atu rānei. Kua whakarerekētia ngā hoahoa o ēnei ratonga i tēnei wā. I mahi rangahau anō hoki ahau mō tēnei kaupapa ka kite ahau i ētahi kōrero ka hiahia pea te Kaunihera. I runga i tētahi rangahau nā Te Whare Wānanga o Otāgo, he nui ake te mōrea o te whara i te hīkoi ara tapuwae i te hīkoi ara rori, ara hīkoi ranei1. I kite anō hoki te rangahau ka nui ake ngā taupatupatu ki ngā kaihikoi mō ngā kaihikoi ara	footpaths and dedicated major cycleways. The Ōtautahi Christchurch Transport Plan is currently under review. Waka Kotahi are the decision-makers with respect to where e-scooters and bikes are allowed to be. E-scooters are allowed to be ridden on the footpaths while bikes are not permitted to be on the footpath (with some exceptions). Waka Kotahi recently decided to renew the e-scooter (Declaration Not to be Motor Vehicles) notice for a period of five years. The explanation behind their decision is available on their website. With respect to the Council's role in micromobility, regular monitoring continues for both Lime and Neuron micromobility devices to ensure the conditions of the licences are being met. The operations are monitored through various tools, the main ones being Ride Report (an operations dashboard) and Hybris ticket monitoring. Through these tools we can ensure the company's operations are within the conditions of the licence as well as keep abreast of trending issues/areas from residents. Recent changes to the licences are designed to ensure an appropriate number of devices are deployed to balance ridership demand and managing clutter in public space, and this is under quarterly review. Essentially the licenses are now more dynamic and reward operators when each device is used more often, which will minimise the number of obstructions as well as how long the obstructions are in place. We are aware that micromobility collisions with pedestrians with disabilities or impairments can cause significant injuries, so we are continuously looking to not only reduce the number of scooters blocking the footpath, but also to improve micromobility safety overall. Regarding regulation and compliance with parking standards, these terms and conditions are addressed within the operators permit. Regarding policing of speeds, the shared e-scooters and e-bikes have maximum set speeds. There are also operator-administered user behaviour programmes in place to incentivise considerate riding in shared spaces. Any speed or power limits for micromobility devices are set at the central government level. Data shows there have been fewer injuries over time since shared e-scooters were introduced to New Zealand. One likely factor for this is that ridership has shifted away from first time users towards more regular users. Emerging research on the safety of micromobility is indicating that the overall risk to other pedestrians is relatively low. We need to continuously weigh this and other factors against the associated environmental benefits of providing more sustainable transport choices while always trying to make improvements.

			tapuwae, ina koa mō te hunga pakeke, te hunga iti te kite ranei1. I tohutohu ngā kairangahau kia kaua e whakaaetia te hīkoi ara tapuwae me whakarato he hanganga rerekē mō ngā kaihikoi me ngā hūrapa1. I tirotiro anō tētahi rangahau nā Te Waka Kotahi (NZTA) i ngā pānga o ngā hūrapa ki ngā kaiwhakamahi ara tapuwae i Tāmaki Makaurau2. I kite te rangahau he mōrearea nui ngā hūrapa ki ngā kaihikoi, ina koa mō te hunga rawara, te hunga he raruraru ō rātou nekeneke ranei2. I kite anō te rangahau ka hanga ngā hūrapa he oro me he horihori ki runga i ngā ara tapuwae, ka pērā hoki ki te āhua me te harihari o ngā kaihikoi2. I tohutohu Te Waka Kotahi kia whakahaerehia me whakariterite ngā hūrapa kia haumaru me watea ai ngā kaiwhakamahi ara tapuwae2. I runga i ēnei kitenga, pea kore rawa he pai ake te whakatau a te Kaunihera kia whakaaetia ngā kaihikoi me ngā hūrapa ki runga i ngā aratapuwae mō te oranga o te hapori.	
9823	No	Because the way you describe it, it's socialism. We don't need you to be socialists, just fix the roads and pick up the rubbish.	Equity means money. You are not a money redistribution function. You are a council. Stop this BlackRock nonsense. This grift is now out of fashion.	Thank you for your submission, we have noted your comments.

Equity and Inclusion Policy – DRAFT

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Introduction

Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022 details the Council's commitment to building inclusive, safe, resilient and connected communities. The Strategy contains four pou/pillars:

- **People** The city actively promotes a culture of equity by valuing diversity and fostering inclusion across communities and generations.
- **Place** We help build connections between communities and their places and spaces to foster a sense of local identit~~f~~y, shared experience and stewardship.
- **Participation** Residents and groups in the wider community are socially and actively engaged and able to initiate and influence decisions that affect their lives.
- **Preparedness** People feel safe in their communities and neighbourhoods and work together to understand, adapt and thrive in the context of change and disruption.

In adopting Te Haumako Te Whitingia Strengthening Communities Together Strategy, the Council agreed to a review of several community-facing policies, with the intention that these policies would be incorporated into an overarching Equity and Inclusion Policy. The principles of these policies remain and are actioned through Council's Te Haumako Te Whitingia Strengthening Communities Together Strategy, Council's Multicultural Strategy 2017, and this policy statement.

Implementation and monitoring

The Equity and Inclusion Policy is a policy framework. Policy frameworks provide a high-level statement of intent and influence how and what Council activities are delivered. This policy is supported by strategies, plans and programmes of work to ensure that the Council's commitments are implemented and maintained.

The Policy will be implemented, and progress and impact will be monitored and reported on, as part of the Strengthening Communities Together programme of work.~~This policy combines the Ageing Together Policy 2007, Equity and Access for People with Disabilities Policy 2001, Children's Policy 1998, Social Wellbeing Policy 2000 and Youth Policy 1998.~~

Definitions

Equity

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~~Equity is defined as "the quality of being fair or impartial" or "something that is fair and just." Minority groups often have technically equal rights but are still treated unfairly due to unequal access to resources or opportunities.~~

~~There is a distinction between equality and equity: Equality means things are "the same" and equity means things are "fair." It is possible that something can be equal but not equitable and, inversely, something could be equitable but not equal. Both have to do with the way people are treated.~~ Equality means each individual or group of people is given the same resources or opportunities. Equity recognises that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

People should have equity, regardless of age, gender, disability, ethnicity, culture, faiths, geographical locationage, sexual orientation, ~~disability, geographical location~~ or socio-economic status.

Inclusion

The practice or policy of providing ~~equal~~ equitable access to opportunities and resources for people who might otherwise be excluded or marginalised, such as those who have physical, hidden, or mental disabilities and members of other minority and disadvantaged groups.

~~Inclusion is ensuring that everyone has an equal opportunity to contribute to and influence every part and level of a workplace, and belonging is ensuring that everyone feels safe.~~

Accessibility

People have equitable ~~al rights to~~ access to the physical environment, information, communication, participation and Council services.

Legislation

Te Tiriti o Waitangi is New Zealand's founding document. Te Tiriti requires councils to establish, maintain and improve opportunities for Māori to contribute to local government decision-making processes.

New Zealand Bill of Rights Act 1990 protects the civil and political rights of all New Zealanders. Under this Act, everyone has the right to freedom from discrimination as outlined in the Human Rights Act 1993.

Building Regulations 1992 contains the Building Code for which all building work in New Zealand must comply. The Building Code's access provisions ensure that people with disabilities can carry out normal activities and functions within buildings.

Human Rights Act 1993 protects all people in New Zealand from discriminatory treatment based on personal characteristics, including religion, race, ethnicity, disability, age, and sexual orientation.

Local Government Act 2002 requires councils to consider and promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. When making decisions councils are expected to take account of the diversity of their community, and the community's interests and the interests of ~~both~~ the future community.

Purpose

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This policy describes the Council's approach to enabling people from all communities and all areas of the city to have equitable access to our services. It recognises Council's responsibility to ensure that decision-making reflects its commitment to foster equity and inclusion for all Christchurch and Banks Peninsula residents.

The Council values the skills and strengths that all residents bring to our city and recognises that some of our residents may face disproportionate disadvantage in accessing Council services. The purpose of the policy is to ensure that equity and inclusion is embedded into everything we do.

The policy is intended to:

- Inform Council decision-making and investment, including grant funding and procurement.
- Apply an equity, access and inclusion lens over all Council services.

Policy Scope

For some of our residents, there may be barriers in accessing information, places, and spaces. There may also be challenges in feeling included and seen in Council decision-making – both at a governance and at an operational level.

The Council recognises and values everyone in our community ~~regardless~~ of any age, gender, disability, ethnicity, culture, faiths, geographical location, sexual orientation, ~~-~~or socioeconomic status. ~~gender identity, income or family status.~~

This policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of Council are ~~required to comply with this policy.~~ expected to apply the principles of this policy to their activities and decision-making.

Policy Statement

The Council recognises, values and welcomes the diversity of people living, working and visiting our city. We are committed to promoting equity and tackling social exclusion and discrimination in our community. ~~for people or all ages, ethnicities, cultures faiths, gender, abilities.~~ Social exclusion occurs when people are unable to participate fully in social, cultural, economic and political life, and where society excludes people for a range of reasons. ~~The Equity and Inclusion Policy affirms the Council's commitment to this.~~

The Council will strive to achieve a more equitable city where everyone is respected and shares in the city's success and prosperity. The Equity and Inclusion Policy affirms the Council's commitment to this.

We will continue to develop an inclusive and accessible city where diversity is celebrated, human rights are protected, our interdependencies are recognised, and all abilities are valued and developed.

Principles

The Council will have regard to the following ~~the~~ seven pillars of inclusion:

- ACCESS – creating barrier-free access to information and places.
- ATTITUDE – celebrating diversity in our city.

- CHOICE – providing the inclusive spaces for informed community decision-making and participation.
- COMMUNICATION – examining and improving the way we share information and we let people know about opportunities the options to get involved.
- OPPORTUNITY – ensuring everyone has the enabling active, engaged, and connected communities.
- PARTNERSHIP – working together with mana whenua, stakeholders, mana whenua, and NGOs and the community.
- POLICY – detailing our commitment to, and responsibility for, inclusive practices.

Policy Detail

The Council commits to promoting equity and fostering an environment in which equity and inclusion are valued. This policy should guide decision-making and action across the organisation.

This means:

- Understanding and addressing structural exclusion and its impact on delivery of services.
  - We will take a collaborative approachlead to address disproportionate disadvantage in our city, where we can., support and advocate for all communities.
  - We will treat everyone with dignity and respect their rights and beliefs.
- Being aware of inequalities and barriers to participations and what this means in decision-making.
  - We will build capability across the organisation so that everyone at the Council is aware of inequalities and what this means in their role.
  - We will work to foster an environment for residents to provide feedback in a safe and inclusive way.
  - We will work to measure the wellbeing of our residents in our monitoring and reporting to ensure Council responses reflect the needs and views of the whole community.
- Consistently applying equity and diversity principles in everything we do.
  - We will integrate equity and inclusion principles across the whole of Council.
  - We will actively pursue positive outcomes across our services and programmes.
- Anticipating, identifying and responding to people's different needs and circumstances.
  - We will work towards utilising inclusive design principles to remove barriers to access to physical spaces, information, and participation.
  - We will ensure easy access to Council services and provide information in formats and that suit the needs and preferences of our residents.
- Championing equity and inclusion within the Council to ensure that equitable considerations are integrated in the decision-making and governance of Council.
  - We will use an equity, access and inclusion lens to inform decision-making to avoid discrimination promote inclusion and increase fairness in the city, wherever possible.
  - As an organisation with resource, influence, and authority, using this lens means that our decisions do not create or perpetuate further inequities.

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References and related documents

Document	Link
Intersection Design for People with Disabilities 2016	https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/policies/accessibility-policies/intersection-design-for-persons-with-disabilities-policy/
Infrastructure Design Standard 2022	https://ccc.govt.nz/consents-and-licences/construction-requirements/infrastructure-design-standards/download-the-ids/
Parks and Waterways Access Policy 2002	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Policies/ParksAndWaterwaysAccessPolicy2002.pdf
Multicultural Strategy 2017	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Strategies/Multicultural-Strategy.pdf
Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Strategies/Te-Haumako-Te-Whitingia-Strengthening-Communities-Together-Strategy-document-WEB.pdf
New Zealand Disability Strategy 2016–2026	https://www.odi.govt.nz/assets/New-Zealand-Disability-Strategy-files/pdf-nz-disability-strategy-2016.pdf
United Nations Convention on the Rights on Persons with Disabilities	https://social.desa.un.org/issues/disability/crpd/convention-on-the-rights-of-persons-with-disabilities-crpd

Field Code Changed

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[Admin - *at the end of the policy*]

Policy name	Name of this policy
Adoption date	Date Council adopted the policy
Date of most recent review	Date Council adopted changes to the policy
Resolution number	For ease of reference insert the most recent resolution number
Review date	Date policy to be next reviewed (or before, if required)
Department responsible	Relevant Unit
Position responsible	Relevant Team Leader/Manager

Equity and Inclusion Hearings Panel – Answers to Panel Questions

Panel member	Question	Staff response
Cr. Templeton	Question regarding submitters from outside of Christchurch.	Twelve submitters were from outside of the district (24%). Of those submitters, eight made comments around Covid-19 vaccines and medical status, three commented on the use of the term gender and one commented on transport accessibility.
Cr. Templeton	Could we please have some legal advice on the use of the words gender and sex and the Council's legal obligations?	To be provided separately.

Cr. Templeton	How are the current policies being implemented across council?	All the community-facing policies are owned by the Community Support and Partnerships unit.
		
		Existing work in this space is being driven by either operational best practice, the Strengthening Communities Together Strategy and other programmes of work – which may speak to the age of the policies. Revoking these policies does not impact ongoing operational work.
		
		Some of the ways in which teams across the Council are operationalising the principles of these policies are outlined below:
		
		Transport
		• The transport accessibility provisions of the Equity and Access Policy are picked up by the Infrastructure Design Standards (IDS), Construction Standard Specification (CSS), Intersection & Pedestrian Crossing Design for People with Disabilities Policy and Footpath Berm Policy.
		• Any specific road safety issues raised by people with disabilities are raised through Hybris tickets and will be addressed by transport staff.
		• Parking provisions for people with disabilities are covered by parking-specific policies (Central City Parking Policy and the Suburban Parking Policy).
		• The aforementioned policies deal with transport-related accessibility in more specific detail than the Equity and Access Policy.
		
		Parks
		• The Parks and Waterways Access Policy sets out the specifications for parks and waterways facilities.
		
		Resource Recovery
		• The Assisted Rubbish Collection Service is for residents with a disability, impairment and/or frailty, where circumstances are such that is it is not reasonable to expect them to place their wheelie bins at kerbside . This is a rubbish only service where the Council's contractor will empty the bin on their property every fortnight.
		• An application form along with a letter from resident's doctor or other medical professional is required.
		• Council bin lids also have the following symbols on the top of them to assist anyone with visual impairment:
		  • Circle – organics
		  • Square – rubbish
		  • Triangle – recycling
		
		Youth
		• The Council's work in the youth space is picked up through Strengthening Communities Together Strategy.
		• The Christchurch Youth Council is an independent organisation and not part of the Council.
		• The Youth Council's Youth Action Plan 2017 is not the Council's document and does not make any reference to the Youth Policy.

		Children
		• This work is picked up through Strengthening Communities Together Strategy.
		• Funding for early childhood education centres is through Strengthening Communities Together Fund.
		
		Council reports
		• Staff are required to complete an assessment of accessibility impacts when completing a Council decision report. Internal guidance is available for staff completing this section.
		• Guidance is also available to staff around improving the accessibility of Council reports, such as using alternative text.
		• This work is ongoing and there is room to improve what is best practice in this space.
		
		Accessibility Map
		The Council's Accessibility Map helps people to find accessible toilets, hearing loops, parking and mobility scooter hire locations in Christchurch.
		
		Impact on existing Council policies
		• The Equity and Access for People with Disabilities Policy is referenced in other documents, which would need to be updated should it be revoked and replaced with an Equity and Inclusion Policy.
		  ○ Infrastructure Design Standards (IDS)
		  ○ Intersection & Crossing Design for People with Disabilities
		  ○ Parks and Waterways Access Policy
		  ○ The recently adopted Outdoor Dining Policy references the Equity and Access Policy as an explanatory note – this policy does not go into force until February 2024 and the explanatory note can be updated by staff.
		• This should be done when the policies are next reviewed but is not urgent as the provisions of these policies stand on their own.
		
		• The Social Wellbeing Policy is referenced in the Procurement Policy. The policy includes a principle of social equity, but this, too, stands on its own.

Cr. Templeton	What is our employment policy on individuals with previous criminal convictions?	The Council's internal employment/recruitment policies are silent on individuals with criminal records but there are some roles which require Police and Ministry of Justice vetting. This is outlined in the Recruitment and Selection Policy:
		Pre-employment screening
		This is the formal process of obtaining checks from other agencies as follows:
		• *The Police Vetting Service for all roles that work directly with the community's most vulnerable members including children, older people and people with special needs.*
		• *The Ministry of Justice for all roles that have delegated authority for cash transfer approval, responsibility for the protection of Council property, employees who handle cash, employees who are required to hold warrants and those employees based at, or who require unsupervised access to, the Justice Precinct.*
		• *Safety Checking for Children's Workers under the Children's Act 2014*
		  The procedures for safety checks on children's workers are set out in the Children's Act 2014 and Children's Regulations 2015.
		  The components of the process are:
		  ○ *Confirmation of identity*
		  ○ *New Zealand Police vetting*
		  ○ *Additional interview questions*
		  ○ *Reference check*
		  ○ *Work history over past 5 years and professional membership, licensing or registration check (if applicable to the position)*
		  ○ *Risk assessment*

Cr. Templeton	Is any specific wording required in policy around neurodiversity?	This has already been addressed through a proposed amendment to the "inclusion" definition in the policy, which now refers to hidden disabilities. Hidden, or invisible, disabilities include neurodivergence. Staff recommend the proposed amendment be accepted if the Panel wish for the policy to specifically encompass the neurodivergent population.

Cr. Harrison-Hunt	Lack of equitable access to transport – what guidelines/practice does does ECan have to help inform our policy?	The Council works in partnership with Environment Canterbury on public transport matters through the Canterbury Regional Transport Committee and Greater Christchurch Partnership. • A key consideration for the Greater Christchurch Partnership is the development of a well-functioning urban environment that enables the integration of land use and transport planning to ensure the creation of safe, accessible and liveable urban areas. This includes the alignment of access to a range of transport modes and a joined-up network to reduce the reliance on private vehicles and provide associated wellbeing benefits. • The Canterbury Regional Land Transport Plan guides land transport planning and investment within Canterbury. One part of the vision of the Plan is to ensure our public transport system is inclusive for all. This encompasses affordable fares, vehicles and stops that are useable by people with limited mobility, and easy-to-understand information able to be consumed by people with limited hearing or vision. • The Canterbury Regional Public Transport Plan sets out Environment Canterbury's objectives and policies for delivering public transport in Canterbury. One of the priorities of this Plan is improving the accessibility of public transport so it is usable for all (including the transport disadvantaged and people with disabilities). • Environment Canterbury also has implemented a range of services to make public transport more accessible for the disability community and elderly. Staff particularly note the Total Mobility Scheme which provides subsidised door-to-door transport services for eligible, registered passengers where approved scheme transport providers operate. • In terms of work the Council is doing, recent bus stop upgrades (for example on Lincoln Road) include improvements to make them easier to use for people in wheelchairs (wide footpaths and high kerbs) and those with impaired vision (tactile pavers). They also include shelter, seating and real-time information screens. The PT Futures programme currently being considered through the LTP includes approximately five hundred more of these bus stop upgrades, generally done in conjunction with constructing bus lanes and/or service uplifts. Staff reiterate comments on made on 29 November that issues around transport equity and accessibility are better addressed in transport strategies/policies/plans, not this over-arching policy.
Cr. Harrison-Hunt	What actions are going to come from this policy? (current and future state) – policy is high level, want to see some detail on what implementation actions will look like. How will it be different to what's in place currently?	The policy, as it is currently drafted, is not intended to reflect a new policy position for the Council. Our work around equity, access and inclusion is being championed through the Strengthening Communities Together Strategy and other programmes of work. • The Council has a Multicultural Advisory Group to help the Council understand the needs of diverse communities. • The Council also has an Accessibility Advisory Group, which is facilitated by our Inclusive Communities Coordinator. They provide advice to managers and staff in removing barriers to active participation for disabled people in their own communities. • Work is underway to put together a Youth Advisory Group and Pacific Advisory Group. The Strengthening Communities Together Strategy's implementation plan already includes an action to develop in partnership with key stakeholders and relevant advisory groups the following action plans: • Pacific action plan • Disability action plan • Youth action plan • Older adults action plan. These action plans will build on existing relationships with these communities.
Cr. Donovan	How do we create a safer space for those coming to council?	This was also raised by submitters and stakeholders when we developed the Strengthening Communities Together Strategy and there is ongoing work to improve how we make the Council a safe space for our residents. Some of the things we are already doing are outlined below. In terms of people coming to Council: • We make paper copies of agendas available for vision impaired. • Hearing loop is available in the Council Chamber for the hearing impaired. • We can also make translators available for those who need them. • Work is underway to look at the demographics of people who make submissions in order to measure how diverse and inclusive our participation is.

		In terms of creating safe spaces for our neurodivergent residents: • The proposed Disability Action Plan is the appropriate place to pick up. This work will be developed in partnership with our Accessibility Advisory Group. • Parakiore will have an aquatic sensory room. The Council already operates one multi-sensory space, the Southern Centre based at Pioneer Recreation & Sport Centre. • Tūranga and Redwood Library host a Sensory Hour. This is aimed specifically at children and adults with sensory sensitivities, who may experience difficulties using a large, busy library with lots of noise, lights and people. During the sensory hour, the libraries turn off the artificial lighting and minimise the activities happening in the library. Library staff are available but maintain a low profile.
Cr. Donovan	What does accessibility look like at a facilities level?	The Accessibility Advisory Group provide feedback and advice on planning, reviewing, and the implementation of Council projects and services that relate to the broad spectrum of disability issues. A review of proposed work and design is usually undertaken by the likes of Blind Low Vison NZ and the Council's Inclusive Communities Coordinator, who may also provide ongoing input and advice as the project progresses. Where building work requires a Building Consent, staff ensure that as part of the application all NZ Building Code accessibility standards are met, at a minimum. Our recreation and sport facilities have accessible car parks, wheelchair access, accessible toilets and changing rooms and a hearing loop. The specific detail of each facility is outlined on the Recreation, Sports and Events (RSE) website. Members of the public are able to issue their library items from our self-issue kiosks in a range of languages. Screen reader tools are available on the public computers. Some libraries have wheelchairs available. The accessibility provisions for the libraries are outlined on the library website.
Cr. Donovan	How do we make information as accessible as possible, and for range of people	**Digital** • There is work going on to make the Council's digital channels more accessible. • The Customer Experience Platform team employs skilled User Experience Specialists, Digital Experience Advisors, and Digital Experience Designers to ensure our solutions support our customers to easily find the information they need/want. • We monitor and review site usage regularly to gain insights into how customers 'use' the site. This in turn informs our enhancements programme of work. • IT staff also work closely with others across the organisation to advocate for customer experience best practices and help curate engaging compliant digital experiences. • The Council uses a site checker (Monsido) to assist with identifying website issues, including accessibility on the website. Staff regularly review these and remediate them as capacity and capability permits. • The Council also uses several third-party solutions that may 'appear' to be the Council website, but in fact, are out of our control. • A Digital Equity & Inclusion working group has been initiated to drive greater awareness, advocacy, investment and compliance for digital channels. • Currently, the Council does not mandate any digital accessibility standards. This policy should enable more work to be done to improve the accessibility of the external websites. **Communications:** • Tone of Voice (TOV) is our guiding document – it ensures we use resident-focused content that's clear and easy to understand, enabling people to act. Our TOV is helpful, easy to read and understand. • Across our content we explain the 'why' (e.g., why we're fixing roads so it's safer and easier to use). We also focus on what's important – what people want to know, need to know. • We adapt our content for use across multiple channels – these are the many ways we reach people. We tailor our choice of channels to ensure we're reaching people through the way they want to receive information. • For our ethnically diverse communities, when possible, we use translation services and direct people to the web where language options are available. **Engagement:**

		• The Korero Mai|Let's Talk platform has editable translation in 10 languages. • We write consultation material using our TOV to ensure content is clear, concise, and is easy for people understand and provide feedback on. • We work closely with community boards to extend the reach of our consultations into affected communities. • For city-wide and local projects, we make large-print documents available at Council libraries and service centres. • We use imagery and videos with captions to tell the story. • We door knock the most affected residents and always have our contact details so people can call and ask to meet in person. • Webinars are recorded and available to view at any time of day. **Marketing:** • We work with the Council's accessibility team for the RSE website and in our Recreation & Sports Centres. The new RSE website has been designed to meet accessibility standards including using Te Reo in headlines, menu pages for ease of navigation, colours that are easy to see and call to action buttons that are highlighted. • Marketing of our Libraries services and products includes the dual use of Te Reo and English. The Libraries website has Te Reo across main headlines and web pages, and content is in Te Reo and English. • We use translation services for our marketing campaigns, when possible. For example, translation of election campaign posters and material into multiple languages. The Election campaign on the Council's website had video content featuring sign language, and large print font size. Posters and collateral also included a QR code for people to scan for easy access to the election material. • Marketing campaigns are tailored for our diverse communities and audiences. This is to ensure we're reaching the right people at the right time with the right message. We use a wide range of tactics, such as print, radio, digital, billboards, video, and footpath decals. • We use Tiktok, when appropriate, to reach our youth audience. **Design:** • We have a design guidelines that we follow for all our work to ensure we meet accessibility standards. • All colour contrasts must meet an AA standard for Web Content Accessibility Guidelines. • We use a wide range of design elements to convey information e.g. colour, pattern (scale and colour contrast) and placement. We consider these alongside the content so we're not distracting from the message. • Our font (open source) has a variety of weights that can be easily read at all sizes. We make sure the text size and weight is appropriate for the audience and is legible. It's available for free online for everyone to use. • We make sure there's not too much text in our designs – between 50 and 75 characters per line is readable. • If there is a voice over on animated or motion graphics, we also include subtitles. • We use international standard icons and symbols. • We put image alternative text (audio-based prompter) on all images on our website. This is to make them more accessibly for our visually impaired community. • We do not put text over images. **News & Media:** • Every Newsline story uses the Council's Tone of Voice (TOV) which ensures our stories are clear and easy to read and understand. • We extend the reach of our stories through targeted social media posts to our communities. Our content is across Facebook, Twitter, Instagram, Linkedin, You Tube, and Tiktok. • We use Te Reo in stories where possible. • We publish Newsline stories focusing on council decisions, so residents are up to date on decisions made by the Council. In our stories, if applicable, we provide a link to the livestream Council meeting. • Newsline covers stories which highlights matters of interest to our ethnically diverse communities, youth, environmental groups, residents' groups etc. • We use 'closed captions' in our videos to make sure all members of our community have access to information. • We use images to visually communicate our stories and provide context.
Cr. Donovan	How do we reach those hard-to-reach communities?	**Community Development staff** • The Council has Community Development Advisors in the Community Boards and Community Support and Partnerships unit who help the Council to reach disproportionately disadvantaged communities. The Community Support and Partnerships unit provide advice on how to engage with these communities.

		Engagement
		• Council staff are also actively working to reach the people we don't usually hear from in consultations (for example What Matters Most, where the overarching goal for this phase of the engagement was to engage a diverse range of people in a meaningful way).
		  • For geographic projects, those directly affected would get something in their postbox and we turn up at the school gates for projects that affected our school communities.
		  • For city-wide projects, with a less direct outcome, we will target the communities we want to hear from the most.
		  • For future focussed projects we will engage early with Gen zero, Student Council, UCSA etc, for diversity we work with groups such as the Disabled Persons Assembly, Accessibility Advisory Group, Multicultural Advisory Group and Ministry for Pacific Peoples.
		  • Where there is an economic impact or housing is affected, we would work with the renters association, or relevant church groups.
		  • For Māori engagement we work directly with our internal advisors and Mahaanui Kurataiao, when appropriate.
		• In terms of tactics, this can range from an email to these advocacy groups, meetings with them, attending their local events or hosting webinars.
		• This is an ongoing process and Engagement staff continue to explore ways to gather information from the community.

Christchurch City Council

Equity and Inclusion Policy

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Introduction

Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022 details the Council's commitment to building inclusive, safe, resilient and connected communities. The Strategy contains four pou/pillars:

- **People** The city actively promotes a culture of equity by valuing diversity and fostering inclusion across communities and generations.
- **Place** We help build connections between communities and their places and spaces to foster a sense of local identit~~f~~y, shared experience and stewardship.
- **Participation** Residents and groups in the wider community are socially and actively engaged and able to initiate and influence decisions that affect their lives.
- **Preparedness** People feel safe in their communities and neighbourhoods and work together to understand, adapt and thrive in the context of change and disruption.

In adopting Te Haumako Te Whitingia Strengthening Communities Together Strategy, the Council agreed to a review of several community-facing policies, with the intention that these policies would be incorporated into an overarching Equity and Inclusion Policy. The principles of these policies remain and are actioned through Council's Te Haumako Te Whitingia Strengthening Communities Together Strategy, Council's Multicultural Strategy 2017, and this policy statement.

Implementation and monitoring

The Equity and Inclusion Policy is a policy framework. Policy frameworks provide a high-level statement of intent and influence how and what Council activities are delivered. This policy is supported by strategies, plans and programmes of work to ensure that the Council's commitments are implemented and maintained.

The Policy will be implemented, and progress and impact will be monitored and reported on, as part of the Strengthening Communities Together programme of work.~~This policy combines the Ageing Together Policy 2007, Equity and Access for People with Disabilities Policy 2001, Children's Policy 1998, Social Wellbeing Policy 2000 and Youth Policy 1998.~~

Definitions

Equity

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Christchurch City Council

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~~Equity is defined as "the quality of being fair or impartial" or "something that is fair and just." Minority groups often have technically equal rights but are still treated unfairly due to unequal access to resources or opportunities.~~

~~There is a distinction between equality and equity: Equality means things are "the same" and equity means things are "fair." It is possible that something can be equal but not equitable and, inversely, something could be equitable but not equal. Both have to do with the way people are treated.~~ Equality means each individual or group of people is given the same resources or opportunities. Equity recognises that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

People should have equity, regardless of age, gender, disability, ethnicity, culture, faiths, geographical location~~age~~, sexual orientation, neurodiversity ~~disability, geographical location~~ or socio-economic status.

Inclusion

The practice or policy of providing ~~equal~~ equitable access to opportunities and resources for people who might otherwise be excluded or marginalised, such as those who have physical, hidden, or mental disabilities and members of other minority and disadvantaged groups.

~~Inclusion is ensuring that everyone has an equal opportunity to contribute to and influence every part and level of a workplace, and belonging is ensuring that everyone feels safe.~~

Accessibility

People have equitable ~~al rights to~~ access to the physical environment, information, communication, participation and Council services.

Legislation

Te Tiriti o Waitangi is New Zealand's founding document. Te Tiriti requires councils to establish, maintain and improve opportunities for Māori to contribute to local government decision-making processes.

New Zealand Bill of Rights Act 1990 protects the civil and political rights of all New Zealanders. Under this Act, everyone has the right to freedom from discrimination as outlined in the Human Rights Act 1993.

Building Regulations 1992 contains the Building Code for which all building work in New Zealand must comply. The Building Code's access provisions ensure that people with disabilities can carry out normal activities and functions within buildings.

Human Rights Act 1993 protects all people in New Zealand from discriminatory treatment based on personal characteristics, including religion, race, ethnicity, disability, age, and sexual orientation.

Local Government Act 2002 requires councils to consider and promote the social, economic, environmental, and cultural well-being of communities in the present and for the future. When making decisions councils are expected to take account of the diversity of their community, and the community's interests and the interests of ~~both~~ the future community.

Purpose

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This policy describes the Council's approach to enabling people from all communities and all areas of the city to have equitable access to our services. It recognises Council's responsibility to ensure that decision-making reflects its commitment to foster equity and inclusion for all Christchurch and Banks Peninsula residents.

The Council values the skills and strengths that all residents bring to our city and recognises that some of our residents may face disproportionate disadvantage in accessing Council services. The purpose of the policy is to ensure that equity and inclusion is embedded into everything we do.

The policy is intended to:

- Inform Council decision-making and investment, including grant funding and procurement.
- Apply an equity, access and inclusion lens over all Council services.

Policy Scope

For some of our residents, there may be barriers in accessing information, places, and spaces. There may also be challenges in feeling included and seen in Council decision-making – both at a governance and at an operational level.

The Council recognises and values everyone in our community ~~regardless~~ of any age, gender, disability, ethnicity, culture, faiths, geographical location, neurodiversity, sexual orientation, ~~-~~or socioeconomic status. ~~gender identity, income or family status.~~

This policy applies to the procurement, management, and delivery of Council services. All elected members, employees, volunteers, and third parties/contractors carrying out work on behalf of Council are ~~required to comply with this policy.~~ expected to apply the principles of this policy to their activities and decision-making.

Policy Statement

The Council recognises, values and welcomes the diversity of people living, working and visiting our city. We are committed to promoting equity and tackling social exclusion and discrimination in our community. ~~for people or all ages, ethnicities, cultures faiths, gender, abilities.~~ Social exclusion occurs when people are unable to participate fully in social, cultural, economic and political life, and where society excludes people for a range of reasons. ~~The Equity and Inclusion Policy affirms the Council's commitment to this.~~

The Council will strive to achieve a more equitable city where everyone is respected and shares in the city's success and prosperity. The Equity and Inclusion Policy affirms the Council's commitment to this.

We will continue to develop an inclusive and accessible city where diversity is celebrated, human rights are protected, our interdependencies are recognised, and all abilities are valued and developed.

Principles

The Council will have regard to the following ~~the~~ seven pillars of inclusion:

- ACCESS – creating barrier-free access to information and places.
- ATTITUDE – celebrating diversity in our city.

- CHOICE – providing ~~the~~ inclusive spaces for informed community decision-making and participation.
- COMMUNICATION – examining and improving the way we share information and ~~we~~ let people know about opportunities ~~the options~~ to get involved.~~.~~
- OPPORTUNITY – ~~ensuring everyone has the~~ enabling active, engaged, and connected communities.
- PARTNERSHIP – working together with mana whenua, stakeholders, ~~mana whenua, and~~ NGOs and the community. ~~.~~
- POLICY – detailing our commitment to, and responsibility for, inclusive practices.

Policy Detail

The Council commits to promoting equity and fostering an environment in which equity and inclusion are valued. This policy should guide decision-making and action across the organisation.

This means:

- Understanding and addressing structural exclusion and its impact on delivery of services.
-
    - We will take a collaborative approach~~lead~~ to address disproportionate disadvantage in our city, where we can.~~, support and advocate for all communities.~~
    - We will treat everyone with dignity and respect their rights and beliefs.

- Being aware of inequalities and barriers to participation~~s~~ and what this means in decision-making.
    - We will build capability across the organisation so that everyone at the Council is aware of inequalities and what this means in their role.
    - We will work to foster an environment for residents to provide feedback in a safe and inclusive way.
    - We will work to measure the wellbeing of our residents in our monitoring and reporting to ensure Council responses reflect the needs and views of the whole community.

- Consistently applying equity and diversity principles in everything we do.
    - We will integrate equity and inclusion principles across the whole of Council.
    - We will actively pursue positive outcomes across our services and programmes.

- Anticipating, identifying and responding to people's different needs and circumstances.
    - We will ~~work towards~~ utilise~~ing~~ inclusive design principles to remove barriers to access to physical spaces, information, and participation.
    - We will ensure easy access to Council services and provide information in formats ~~and~~ that suit the needs and preferences of our residents.

- Championing equity and inclusion within the Council to ensure that equitable considerations are integrated in the decision-making and governance of Council.
    - We will use an equity, access and inclusion lens to inform decision-making to avoid discrimination promote inclusion and increase fairness in the city, wherever possible.
    - As an organisation with resource, influence, and authority, using this lens means that our decisions do not create or perpetuate further inequities.

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References and related documents

Document	Link
Intersection Design for People with Disabilities 2016	https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/policies/accessibility-policies/intersection-design-for-persons-with-disabilities-policy/
Infrastructure Design Standard 2022	https://ccc.govt.nz/consents-and-licences/construction-requirements/infrastructure-design-standards/download-the-ids/
Parks and Waterways Access Policy 2002	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Policies/ParksAndWaterwaysAccessPolicy2002.pdf
Multicultural Strategy 2017	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Strategies/Multicultural-Strategy.pdf
Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022	https://ccc.govt.nz/assets/Documents/The-Council/Plans-Strategies-Policies-Bylaws/Strategies/Te-Haumako-Te-Whitingia-Strengthening-Communities-Together-Strategy-document-WEB.pdf
New Zealand Disability Strategy 2016–2026	https://www.odi.govt.nz/assets/New-Zealand-Disability-Strategy-files/pdf-nz-disability-strategy-2016.pdf
United Nations Convention on the Rights on Persons with Disabilities	https://social.desa.un.org/issues/disability/crpd/convention-on-the-rights-of-persons-with-disabilities-crpd

[Admin - *at the end of the policy*]

Policy name	Name of this policy
Adoption date	Date Council adopted the policy
Date of most recent review	Date Council adopted changes to the policy
Resolution number	For ease of reference insert the most recent resolution number
Review date	Date policy to be next reviewed (or before, if required)
Department responsible	Relevant Unit
Position responsible	Relevant Team Leader/Manager

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Christchurch City Council

13. Decision to adopt the Greater Christchurch Spatial Plan

Reference / Te Tohutoro: 23/1978963

Report of / Te Pou Matua: Mark Stevenson, Manager Planning (Mark.Stevenson@ccc.govt.nz); Sarah Oliver, Team Leader City Planning (Sarah.Oliver@ccc.govt.nz)

Senior Manager / Pouwhakarae: John Higgins, Head of Planning & Consents

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 The purpose of this report is for the Council to receive and adopt the final version of the Greater Christchurch Spatial Plan.

1.2 The final version of the Greater Christchurch Spatial Plan has been endorsed by the Greater Christchurch Partnership. Partner Councils are now being asked to consider the Plan for adoption.

1.3 The decision in this report is of medium significance in relation to the Christchurch City Council's Significance and Engagement Policy. The decision relates to the adoption of the Greater Christchurch Spatial Plan. The Spatial Plan sets the future direction for the sub-region, identifying the opportunities, directions and key moves to shape the growth of the area. The Spatial Plan has been consulted on with the community through both pre-engagement and the formal consultation process (see Section 5 of this report for detail).

1.4 Council Officers anticipate that there will community interest in the implementation of key moves and initiatives in the Spatial Plan. The significance of these will need to be determined as part of developing the joint work programme and in many cases will require Council approval.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receives the Greater Christchurch Partnership Committee resolutions from 16 February 2024 as detailed in **Attachment A** of this report.
2. Adopt the final version of the Greater Christchurch Spatial Plan as recommended by the Hearings Panel detailed in **Attachment C** of this report as:
   a. The Spatial Plan for Greater Christchurch; and
   b. The joint Future Development Strategy for Greater Christchurch for the purposes of meeting the obligation to produce a Future Development Strategy under section 3.12(1) of the National Policy Statement on Urban Development 2020.
3. Delegates authority to the Independent Chair of the Greater Christchurch Partnership to authorise any amendments of minor effect, or to correct minor errors to the final version of Greater Christchurch Spatial Plan and make design edits prior to formal public circulation.
4. Acknowledge and thank the following Hearings Panel members for the considerable time and effort they have contributed as part of undertaking their role as Hearings Panel members: Stephen Daysh (Independent Chair); Robbie Brine (Waimakariri District Council); Grant Edge (Environment Canterbury); Gail Gordon (Mana Whenua); Victoria Henstock (Christchurch City Council); Nicole Reid (Selwyn District Council); and Kate Styles (Central Government Representative, Ministry of Housing & Urban Development).

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 The Greater Christchurch Partnership have endorsed the final version of the Greater Christchurch Spatial Plan.

3.2 Approval of the Spatial Plan is now sought from the Council, as a partner Council.

4. Alternative Options Considered Ētahi atu Kōwhiringa

4.1 The alternative option to the recommendation above is to decide not to adopt the final version of the Greater Christchurch Spatial Plan as recommended by the Hearings Panel. This is not the preferred option.

4.2 The development of the Spatial Plan satisfies the requirements of a future development strategy (FDS) under the National Policy Statement on Urban Development 2020 (NPS-UD). This includes outlining how Local Authorities intend to provide sufficient housing and business development capacity to meet expected demand over the next 30 years.

4.3 If the Council do not approve the Spatial Plan, there is risk that Council will not meet its statutory obligations under the NPS-UD (as noted above).

5. Detail Te Whakamahuki

Context and Background

Process Timeframe

5.1 The Whakawhanake Kāinga Komiti (the Komiti) approved commencing consultation on the draft Greater Christchurch Spatial Plan (the Spatial Plan) under section 83 of the Local Government Act 2022 (Special Consultative Procedure) on 12 May 2023.

5.2 The general timing of the steps in the Special Consultative Procedure (consultation phase) are provided in Table 1 below, noting that the process is now into the final phase.

Table 1: Consultation Phase	
Monday June 19 to Sunday 23 July 2023	Consultation
Mid July to early August 2023	Submission Summary
Late July – late September 2023	Officer Report Prepared
Late October – late December 2023	Hearings, Deliberations, and Hearings Panel Recommendations Report
16 February 2024	Greater Christchurch Partnership endorsed the recommendations of the Hearings Panel and recommend to partner governance to adopt the Spatial Plan.
February 2024 – March 2024	Partner governance meetings Adopt the Spatial Plan

Huihui Mai Engagement

5.3 Pre-consultation with the public took place to obtain community input and test the work to date to inform the development of the draft Spatial Plan and the Mass Rapid Transit (MRT) Indicative Business Case work by means of the Huihui Mai engagement. The Huihui Mai – let's come together to plan our future engagement process was held from 23 February – 26 March

2023. The engagement included an online survey, public workshops, drop-ins, activations, and a dedicated youth engagement programme which included workshops in schools and a youth summit.

5.4 During the engagement over 7,000 people completed the online survey and over 500 people were engaged face-to-face through public and youth workshops, an online webinar, drop-ins across Greater Christchurch, and presentations to groups. Of these, over 1,300 people who completed the online survey and participated in workshops were under the age of 25.

5.5 Findings from the engagement include:

- 86% of respondents agree with the proposed direction of the draft Spatial Plan to focus growth around key urban and town centres and along public transport routes.
- 53% agree with the proposed MRT route (24% disagree). Agreement is much higher in suburbs along the MRT route (72%). For those who did not agree, a desire for improved public transport to where they live – Rolleston, Rangiora, Eastern Christchurch (i.e. not on the proposed route) is the main reason for disagreeing with the proposed route.
- 56% are open to higher density living, but it needs to be planned and designed to meet their different needs and provide quality of life for people.
- To use their cars less, people want more frequent, more reliable and more direct public transport.

5.6 The feedback on what would encourage people to consider higher density living and using their cars less, and what people value and believe is missing in their neighbourhoods provides an important input into the implementation of the Spatial Plan.

5.7 With the Huihui Mai consultation exploring what Greater Christchurch could look like in 2050, there was a large emphasis on capturing the youth voice. 1,300 youth under 25 took part in our survey, and 386 rangatahi from schools, tertiary institutions, youth councils/rōpū and participation groups participated in tailored workshops.

5.8 Key themes identified by youth included:

- There needs to be an affordable and accessible range of housing options for different groups of people, including options for intergenerational living and large whānau/aiga, when planning for future growth.
- First home buyers and flatmates would be very open to high density housing - this would need to be affordable and have good design that maintains privacy, space and energy efficiency and promotes access to green spaces.
- The 'Turn up and go service' could be extended to Kaiapoi and Rolleston, and out East, to make the central city and Greater Christchurch areas more accessible. Considerations for transport options are: affordability, accessibility, frequency, consistency, safety for drivers and passengers and Wi-Fi-friendly
- Climate change, a clean and green environment, and drinking water quality is a top priority.
- Safety across all aspects of living, working, transport and recreation in Greater Christchurch and on online platforms is important.
- Māoritanga is embraced, visible and valued. Greater Christchurch is diverse, multi-cultural and welcoming and this is reflected in the city and in decision-making.

Draft Spatial Plan

5.9 The Spatial Plan builds on and replaces the previous plans and strategies developed for Greater Christchurch but has not fundamentally changed from their strategic direction. It provides a blueprint for how future population and business growth will be accommodated in the city region into the future, through targeted intensification in centres and along public transport corridors.

5.10 The development of the Spatial Plan was contributed to by all Whakawhanake Kāinga Komiti partners, including Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development, Kāinga Ora and Te Tari Taiwhenua – Department of Internal Affairs. The successful process and development of the Spatial Plan is testament to the effectiveness of the Partnership's cross-agency collaboration and leadership to effectively plan for and manage urban development across the Greater Christchurch area.

5.11 The Spatial Plan has been:

- Built on the clear direction set by the Greater Christchurch Partnership through the Greater Christchurch Urban Development Strategy (UDS) which provided a strong framework for the response following the Canterbury Earthquakes.
- Informed by a number of background reports to develop the evidence base, our strategic framework, and to analyse different scenarios. These include:
    - The Foundation Report which summarises the work undertaken to identify urban opportunities and challenges, and to develop the strategic framework to guide the Spatial Plan.
    - The Ngā Kaupapa Report which was prepared by Mahaanui Kurataiao on behalf of mana whenua and identifies and describes the cultural values within the boundary of Greater Christchurch and relevant cultural principles, as well as an assessment of relevant Iwi Management Plan policies and other strategy documents to inform and guide the development of the Spatial Plan.
    - Housing and Business Capacity Assessments, which were provided for endorsement alongside the final draft Spatial Plan in May 2023.

      A Housing Capacity Assessment was completed in June 2021 to meet the requirements of the NPS-UD which provides an assessment of Greater Christchurch's capacity to meet the projected demand for housing over the next 30 years. This HCA was updated in 2023 to inform the draft Spatial Plan.

      A draft Business Capacity Assessment was also developed to inform the draft Spatial Plan. This is a new assessment, rather than an update, as a previous version was developed under the National Policy Statement on Urban Development Capacity 2016 (NPS-UDC)
    - The Urban Form Scenarios Evaluation Report that provides information on how different land-use scenarios and transport packages contribute to realisation of the outcomes and priorities as set out in the Greater Christchurch Spatial Plan Strategic Framework, to inform the development of urban form direction and development of the draft Plan. This was complemented by a report prepared on behalf of Mana Whenua by Mahaanui Kurataiao "Greater Christchurch Spatial Plan Evaluation" in June 2022. This evaluation considered scenarios for a future settlement pattern having regard to the priorities of mana whenua and the obligations of Te Tiriti o Waitangi.

- An Areas to Avoid and Protect report to detail the methodology and reasoning for identifying land development constraints, and areas to protect, to inform the development of the Greater Christchurch Spatial Plan.
- The Greater Christchurch Public Transport Futures Mass Rapid Transit Indicative Business Case (IBC) that sets out the case for investment in rapid transit to enable sustainable growth for Greater Christchurch. The IBC assesses a range of route options, including sub assessments on urban realm and land use, station stops and mode technology to recommend a preferred rapid transit solution, its costs, and benefits.

5.12 The Spatial Plan is structured around six opportunities, which together describe the key ways in which the Spatial Plan can help shape the future of Greater Christchurch to provide for the intergenerational wellbeing of its people and place. Each of the six opportunities link to a set of clear directions to guide the growth of Greater Christchurch, with the two overarching directions being to:

5.12.1 Focus growth through targeted intensification in urban and town centres, and along public transport corridors.

5.12.2 Enable the prosperous development of kāinga nohoanga on Māori land and within urban areas.

5.13 In addition to the directions, five key moves are identified, which are critical to the implementation of the spatial strategy and achievement of the transformational shifts required:

- The prosperous development of kāinga nohoanga
- A strengthened network of urban and town centres
- A mass rapid transit system
- A collective focus on unlocking the potential of Priority Areas
- An enhanced and expanded blue-green network

National Policy Statement on Urban Development 2020 (NPS-UD)

5.14 The draft Spatial Plan also acts as the Future Development Strategy (FDS) required under the NPS-UD. For the purpose of the NPS-UD, the draft Spatial Plan satisfies the requirements of Subpart 4 Part 3 to prepare and make publicly available an FDS.

5.15 The purpose of an FDS is to promote long-term strategic planning by setting out how a local authority intends to achieve well-functioning urban environments in its existing and future urban areas, provide at least sufficient development capacity over the next 30 years to meet expected demand and assist in the integration of planning decisions with infrastructure planning and funding decisions.

5.16 Although the draft Spatial Plan represents the FDS for the tier 1 urban environment of Christchurch, the draft Spatial Plan has a much broader scope than the requirements of the NPS-UD for an FDS. However, the mandatory requirements for an FDS under the NPS-UD have been meet.

Consultation Phase

5.17 Consultation on the Spatial Plan was undertaken in accordance with Part 6 of the Local Government Act 2002. Consultation on the draft Spatial Plan occurred from 10 June to 23 July 2023.

5.18 358 submissions were received. Approximately 80% of these were based around the 'Have Your Say' questions provided on the submission form. The remaining submissions provided separate documentation to support their position, in more 'bespoke' manner. Those tended to be through lawyers or planning consultancies on behalf of larger groups, stakeholders, and developers.

5.19 A Reporting Officers group developed an Officers Report responding to submissions on the draft Spatial Plan. This provided an assessment of the submission points received and made recommended changes to the draft Spatial Plan for consideration by a Hearings Panel. This Officers Report was peer reviewed by the wider Spatial Plan Project Team, consisting of representatives from the GCP partners, and was signed off by the Senior Officials Group (SOG) before circulation.

5.20 The Officers Report identified a number of themes arising from submissions. These were grouped under key headings relating to the format of the draft Spatial Plan. Each theme had a high-level summary of submissions and response to submissions from the Reporting Officers, including recommendations.

Hearings and Hearings Panel Recommendations Report

5.21 At its meeting on the 12 May 2023 the Komiti delegated authority to the Chief Executives Advisory Group to appoint an Independent Chair of the Greater Christchurch Spatial Plan Hearings Panel. The Komiti further delegated authority to the Independent Chair to appoint the members of the Greater Christchurch Spatial Plan Hearings Panel (excluding the Independent Chair), in accordance with partner recommendations.

5.22 A Hearing Panel (the Panel) consisting of an Independent Chair and representatives from mana whenua, Canterbury Regional Council, Christchurch City Council, Selwyn District Council, Waimakariri District Council and Central Government was established to hear from submitters over the course of six days across the three Districts.

5.23 86 submitters presented to the Panel across these hearing days. The hearings ran very well particularly for a consultation of this scale, being heard across varying locations and with a significant breadth and depth of issues.

5.24 One of the hearing days was particularly focused on hearing youth submissions, noting that this was still a public hearing. This was a great success, enabling and providing an environment for youth to feel more comfortable to share their views and allow their voices to be clearly heard. It is recommended that this approach be considered for future consultation processes.

5.25 Throughout the hearings, the Panel heard from a range of submitters and varying issues. The Panel collated questions for the Reporting Officers to consider. These were provided in writing and the Reporting Officers responded back in writing once all submitters had been heard.

5.26 The Panel requested that the Reporting Officers present their responses back to them to enable clarification, a type of 'right of reply' for the Reporting Officers. This occurred on the Thursday 16 November and formed part of the open hearing time. Through this 'right of reply', some supplementary issues and questions arose which Reporting Officers responded to.

5.27 Following the consideration of submissions, hearing from submitters and receiving the Officers' Reports, the Panel's role was to hold deliberations and make recommendations to the Greater Christchurch Partnership Committee on any changes considered necessary to the draft document.

5.28 The Hearing Panel Recommendations Report produced by the Panel, dated 17 January 2024 is included as Attachment B to this report.

5.29 A final recommended version of the Spatial Plan is provided at Attachment C to this report.

5.30 The Hearings Panel Recommendations Report also includes considerations that relate to matters raised through the hearings process that the Hearing Panel wanted to share but did not necessitate specific changes to the draft Spatial Plan or were out of scope. These are included in the Hearings Panel Recommendation Report as Appendix 2. These matters will be considered as the Spatial Plan progresses through implementation.

5.31 The Council is being asked to adopt the final version of the Spatial Plan, and as its joint Future Development Strategy for the purpose of meeting each council's obligations under the NPS-UD to produce a Future Development Strategy.

5.32 The Council can either accept or reject the recommendations of the Panel, noting that section 82(1)(e) of the Local Government Act 2002 requires that "the views presented to the local authority should be received by the local authority with an open mind and should be given by the local authority, in making a decision, due consideration."

5.33 If the Council rejects the Hearings Panel's Recommendations Report, it is recommended that the matter be referred back to the Panel for further consideration.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

6.1 This report supports the Council's Long Term Plan (2021 - 2031):

6.2 Strategic Planning and Policy

6.2.1 Activity: Strategic Planning, Future Development and Regeneration

- Level of Service: 17.0.42 Support the Greater Christchurch Partnership. - Support priority projects from Greater Christchurch Partnership Level of Service: 17.0.42 – Support the Greater Christchurch Partnership – support priority projects from Greater Christchurch Partnership

Policy Consistency Te Whai Kaupapa here

6.3 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

6.4 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture and traditions.

6.5 The decision involves a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

6.6 The Spatial Plan reflects the values and priorities of mana whenua through identification of the blue/green network, the preference for a compact urban form and recognition of Māori Land as part of the mapped settlement pattern. Of those priorities which concern spatial planning, the Spatial Plan:

- Supports kāinga nohoanga on Māori Land, supported by infrastructure and improved accessibility;
- Supports kāinga nohoanga within urban areas;
- Protects Wāhi Tapu, Wāhi Taonga and Ngā Wai

6.7 The Spatial plan seeks to reflect these throughout the document including the acknowledgement that enabling prosperous kāinga nohoanga is a "key move' of the Spatial Plan. Other specific directions include:

- Protect urban development over Wāhi Tapu
- Protect, restore and enhance Wāhi Taonga and Ngā Wai
- Improve accessibility to Māori Reserve Land to support kāinga nohoanga

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

6.8 The decision to approve the final version on the Greater Christchurch Spatial Plan does not have direct climate change impacts.

6.9 The Spatial Plan does however set out how we can plan for an urban form and transport system that substantially reduces greenhouse gas emissions, including supporting a transformational shift in transport choices.

6.10 Several of the opportunities in the Spatial Plan specifically respond to impacts of climate change, none more so than Opportunity 2 – Reduce and manage risks so that people and communities are resilient to the impact of natural hazards and climate change. Through this opportunity the Spatial Plan ensures that future development is directed away from these areas, investment in infrastructure reduces exposure and the resilience of communities in these areas is increased by taking action.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

6.11 The decision to approve the final version on the Greater Christchurch Spatial Plan does not have direct accessibility considerations.

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

7.1 Cost to Implement – the Greater Christchurch Partnership will develop a joint work programme to implement the actions and key initiatives in the Spatial Plan. The intent is that the joint work programme will inform the investment decisions made by partners. No decisions on investment have been made to date and any decisions on investment will be subject to future decisions of Council.

7.2 The operational costs of implementing the GCSP i.e. staff time to support implementation, will be accommodated within existing budgets subject to scoping of the work to support priority actions.

7.3 Maintenance/Ongoing costs – N/A

7.4 Funding Source - the Greater Christchurch Partnership will develop a joint work programme to implement the actions and key initiatives in the Spatial Plan. The intent is that the joint work programme will inform the investment decisions made by partners. No decisions on investment have been made to date.

8. Legal Implications Ngā Hīraunga ā-Ture

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

8.1 There is no legal context, issue, or implication relevant to this decision.

9. Risk Management Implications Ngā Hīraunga Tūraru

9.1 There is no risk management implication relevant to this decision.

10. Next Steps Ngā Mahinga ā-muri

10.1 Once Council adopts the Panel recommendations, then the final designed version of the Spatial Plan will be completed.

10.2 The decisions of all Partner Councils will be publicly advertised and circulated to submitters with correspondence outlining the approval process and the outcome.

10.3 The final design version of the Spatial Plan will be made available on the Partner Council websites via the GCP website.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Greater Christchurch Partnership Committee resolutions from 16 February	24/270626	630
B	Greater Christchurch Spatial Plan Hearing Panel Report January 2024 and Appendices *(Under Separate Cover)*	24/227453	
C	Greater Christchurch Spatial Plan *(Under Separate Cover)*	24/227463	

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Helaina Gregg - Principal Advisor Policy Sarah Oliver - Team Leader City Planning Mark Stevenson - Manager Planning
Approved By	John Higgins - Head of Planning & Consents

Christchurch City Council

Item 13

Attachment A

Greater Christchurch Partnership

Te Tira Tū Tahi
One Group, Standing Together

Greater Christchurch Partnership Committee
OPEN MINUTES

Date:	**Friday 16 February 2024**
Time:	**9 am**
Venue:	**Council Chamber, Environment Canterbury, 200 Tuam Street, Christchurch**

Present

Chairperson	Jim Palmer , Independent Chairperson
Members	Councillor Victoria Henstock - Christchurch City Council - via audio/visual link
	Councillor Sara Templeton , Christchurch City Council
	Chair Peter Scott , Environment Canterbury
	Councillor Grant Edge - Environment Canterbury
	Councillor Vicky Southworth , Environment Canterbury
	Councillor Lydia Gliddon , Selwyn District Council
	Councillor Nicole Reid - Selwyn District Council
	Mayor Sam Broughton – Selwyn District Council
	Mayor Dan Gordon , Waimakariri District Council
	Councillor Neville Atkinson ,Waimakariri District Council
	Councillor Niki Mealings , Waimakariri District Council
	(Non-Voting Member) James Caygill , Waka Kotahi (New Zealand Transport Agency)

Principal Advisor
Tracy Tierney
Programme Director Greater Christchurch Partnership
Tel: 941 6993

David Corlett
Democratic Services Advisor
941 5421
david.corlett@ccc.govt.nz
www.ccc.govt.nz

Unconfirmed

Greater Christchurch Partnership Committee
16 February 2024

Karakia mō te Tīmatataka Opening Incantation: Given by all

Tūtawa mai i runga	I summon from above
Tūtawa mai i raro	I summon from below
Tūtawa mai i roto	I summon from within
Tūtawa mai i waho	and the surrounding environment
Kia tau ai te mauri tū	The universal vitality and energy to infuse
te mauri ora ki te katoa	And enrich all present
Hāumi e, hui e, taiki e	Unified, connected and blessed

1. Apologies Ngā Whakapāha

Committee Resolved GCPC/2024/00001

That the apologies received from Mayor Phil Mauger, Mayor Sam Broughton, Jane Huria, Gail Gordan, and Dr Te Maire Tau be accepted.

Councillor Niki Mealings/Councillor Lydia Gliddon **Carried**

Secretarial note: Although an apology Mayor Sam Broughton was able to attend the later part of meeting, arriving during the debate on Item 5.

2. Declarations of Interest Ngā Whakapuaki Aronga

Deputy Mayor Neville Atkinson and Councillor Niki Mealings noted that they are Commissioners on the review of the Waimakariri District Plan and will sit back on item 5.

3. Deputations by Appointment Ngā Huinga Whakaritenga

There were no deputations by appointment.

4. Confirmation of Previous Minutes Te Whakaāe o te hui o mua

Committee Resolved GCPC/2024/00002

That the minutes of the Greater Christchurch Partnership Committee meeting held on Friday, 8 December 2023 be confirmed.

Councillor Vicky Southworth/Councillor Niki Mealings **Carried**

Councillor Templeton joined the meeting at 9.05am after the confirmation of the previous minutes. Mayor Sam Broughton joined the meeting at 9.58am during the debate on item 5.

5. Greater Christchurch Spatial Plan

Committee Comment

1. Staff spoke to their presentation (attached.)
2. Councillor Niki Mealings and Councillor Neville Atkinson abstained from voting on this item due to a potential conflict with their roles on the Waimakariri District Plan Hearing Panel.

Unconfirmed

3. During the discussion on this item various Committee members noted their appreciation and acknowledgement to all the staff and the Hearing Panel members who contributed to the collaborative process that had been followed in developing the Spatial Plan. Members also provided their strong support for its adoption.
4. Cr Templeton was interested to understand the rationale for use of the term "Broad' in relation to Greenfield and Urban Sprawl. Staff provided advice that they used the definition and terminology reflected in the NPS-UD.
5. Cr Southwark sought clarity on the insertion of "quality" in relation to Opportunity 4. It was noted that this was inclusive and a minor grammatical change can be made to better reflect this in the final wording.

Committee Resolved GCPC/2024/00003

Officer Recommendations accepted without change

Part C

That the Greater Christchurch Partnership Committee:

1. **Receive** the Hearings Panel Recommendations Report for the Greater Christchurch Spatial Plan dated 17 January 2024, included as **Attachment A.**
2. **Endorse** the final version of the Greater Christchurch Spatial Plan, as recommended by the Hearings Panel in **Attachment B,** as the Spatial Plan for Greater Christchurch.
3. **Recommends** that the Canterbury Regional Council, Christchurch City Council, Selwyn District Council and Waimakariri District Council adopt:
   a. the Greater Christchurch Spatial Plan as recommended by the Hearings Panel in **Attachment B** as the Spatial Plan for Greater Christchurch.
   b. the Greater Christchurch Spatial Plan as recommended by the Hearings Panel **Attachment B** as the joint Future Development Strategy for Greater Christchurch for the purposes of meeting the obligation to produce a Future Development Strategy under 3.12 (1) of the National Policy Statement on Urban Development 2020.
4. **Notes** that Mana Whenua, Te Whatu Ora – Health New Zealand and NZ Transport Agency Waka Kotahi will convey the recommendations of the Hearings Panel in **Attachment A** and the details of the **endorsed** Greater Christchurch Spatial Plan as recommended by the Hearings Panel in **Attachment B** as the Spatial Plan for Greater Christchurch to their governance, in a manner that is appropriate within the context of their respective governance arrangements.
5. **Approves** the addition of the Greater Christchurch Spatial Plan Foreword in **Attachment C** to be included in the final version of Greater Christchurch Spatial Plan.
6. **Delegates** authority to the Independent Chair of the Greater Christchurch Partnership to authorise any amendments of minor effect, or to correct minor errors, and make design edits to the final version of Greater Christchurch Spatial Plan.
7. **Notes** that partner Council governance adoption of the Greater Christchurch Spatial Plan will occur over February – March 2024.
8. **Acknowledge** and thank the following Hearings Panel members for the considerable time and effort they have contributed as part of undertaking their role as Hearings Panel members: Stephen Daysh (Independent Chair); Robbie Brine (Waimakariri District Council);

Unconfirmed

Grant Edge (Environment Canterbury); Gail Gordon (Mana Whenua); Victoria Henstock (Christchurch City Council); Nicole Reid (Selwyn District Council); and Kate Styles (Central Government Representative, Ministry of Housing & Urban Development).

Mayor Dan Gordon/Chair Peter Scott **Carried**

Attachments

A Greater Christchurch Partnership Committee Staff Presentation February 2024

Councillor Henstock left the meeting at 10.03am after the vote on item 5 and did not return.

Karakia – Whakakapi Closing Incantation: All

Ka whakairia te tapu	Restrictions are moved aside
Kia watea ai te ara	So the pathway is clear
Kia tūruki whakataha ai	To return to everyday activities
Kia tūruki whakataha ai	
Hui e, tāiki e	Enriched, unified and blesses

Meeting concluded at 10.12am.

CONFIRMED THIS <Enter date as 1st, 2nd, 3rd etc> DAY OF <Enter MONTH YYYY>

JIM PALMER
CHAIRPERSON

Unconfirmed

Christchurch City Council

Item 14

14. Adoption of the Greater Christchurch Partnership Joint Housing Action Plan

Reference / Te Tohutoro: 24/129157

Report of / Te Pou Matua: Bruce Rendall, Head of City Growth and Property (Bruce.Rendall@ccc.govt.nz)

Senior Manager / Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 The purpose of this report is to seek the Council's endorsement of the Greater Christchurch Partnership's Joint Housing Action Plan.

1.2 This report has been prepared in response to Greater Christchurch Partnership approving the Joint Housing Action Plan and recommending it to partner Councils for adoption.

1.3 The decision in this report is of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined after consideration of the impacts of the proposals.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Adopts the Greater Christchurch Housing Action Plan as detailed in **Attachment B** of this report.
2. Notes that the Greater Christchurch Housing Action Plan was endorsed by the Greater Christchurch Partnership Committee on 8 December 2023.
3. Notes that Phase One implementation actions contained in the Greater Christchurch Housing Action Plan have been included into the appropriate Council Unit's 2024 work programmes and can be delivered within existing resourcing.
4. Notes that on completion of Phase One of the Greater Christchurch Housing Action Plan, staff will provide a report to the Council highlighting the results of the phase one actions for consideration and to determine how to proceed, before and prior to any work on Phase Two commencing.

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 On the 8 December 2023 the Greater Christchurch Partnership Committee (GCPC) endorsed the Housing Action Plan and recommended that the Council Partners of the Greater Christchurch Partnership Committee adopt the Plan and commit to implementing Phase 1, which is outlined in section 5.12 of this report.

3.2 Officers recommend that the Council endorse the plan because:

3.2.1 The proposals contained in it will assist a broader mix of initiatives that contribute to the supply of public and affordable housing; and

3.2.2 It is consistent with Council's existing Housing Policy 2016 and the Community Housing Strategy 2021-2031.

4. Alternative Options Considered Ētahi atu Kōwhiringa

4.1 ***Option One – Adopts the GCP Joint Housing Actions Plan.*** The Council could choose to adopt the GCP Joint Housing Action Plan as per the recommendations in this report, committing to implementation of Phase One actions during 2024. The GCP Committee have already endorsed the Action Plan and recommended it to each partner Council for adoption. Phase 1 actions do not commit Council to any additional expenditure beyond planned staff time, and do not commit Council to any course of permanent action.

In addition, the Plan's Phase 1 actions are consistent with the directions and objectives of the Council's adopted Housing Policy. Following the completion of Phase 1 actions, the Action Plans Phase 2 activities would be reviewed, and presented back to each partner Council for further consideration.

This is the recommended option.

4.2 ***Option Two – Declines to adopt the GCP Housing Action Plan.*** The Council could choose to decline the adoption of the GCP Housing Action Plan. Other GCP Partners may either continue to adopt or not as they see appropriate. As many of the initiatives proposed in the plan are consistent with Council's existing policy, strategy and practices, there will be little impact on housing outcomes if the Council did not endorse the plan. There may be impacts on our relationship with partners if the Council chose not to endorse the plan. As such, this is not the recommended option.

4.3 ***Option Three – Adopt selected or specific actions within the Action Plan.*** The Council could choose to identify specific actions within the Action Plan to Adopt and decline to participate in the remaining actions. This would enable certain information and data to be collected on particular actions of interest to the Council but would not provide the full picture of information adopting the Plan in its entirety would have. Also, this may send a signal to partner Council's and the community that the Council is not prepared to consider the wider range of housing challenges identified in this report and experienced by the community.

In addition, because there is no significant time or financial saving from this option, and because there is no required commitment of funding or resource beyond Phase 1 at this point, this is not the recommended option.

5. Detail Te Whakamahuki

5.1 In 2018 the 'Our Space' document signalled the need for an action plan to address housing affordability in Greater Christchurch. Two comprehensive reports were commissioned:

5.1.1 Community Housing Aotearoa (2020), GCP Social and Affordable Housing Action Plan Report.

5.1.2 The Urban Advisory (2021/22), GCP: Innovators in Affordable Housing. This report provided a strategic roadmap to inform the development of a joint housing action plan.

5.2 The GCPC on 9 September 2022 received the Urban Advisory report and resolved to agree the specific actions where collective effort will accelerate the provision of affordable housing.

5.3 A draft plan was developed through 2023, resulting in a draft plan being presented to the GCPC meeting in October 2023.

5.4 The scope was further refined through meetings with the GCP Housing Champions and Senior Officials. Engagement continued with other critical stakeholders including private sector developers to advance our understanding of barriers and opportunities within the influence of

the GCP Partners. It is designed to complement other initiatives including the Canterbury Mayoral Forum's Housing Workstream and the Mana Whenua Kāinga Nohoanga strategy

5.5 The GCPC endorsed the housing action plan on 8 December 2023.

Plan Summary

5.6 Phase 1 of the Action Plan has 8 actions that could be started immediately within existing resources. The eight actions are as follows:

5.6.1 Identify publicly owned sites (Crown and Council) appropriate for affordable housing development across all three council districts and determine what is required to acquire/consolidate these for development.

5.6.2 Identify mechanisms to enable development of affordable housing on public land e.g. lease holding. Requires trade-offs between release of capital and other objectives.

5.6.3 Investigate the introduction of inclusionary zoning by all three Councils to collectively increase the supply of social and affordable rental housing. This has been identified elsewhere e.g. by QLDC and Waikato as being the game-changer to get the outcomes we seek. CCC has already undertaken this investigation.

5.6.4 Investigate and test incentives to encourage development of affordable/variety of housing.

5.6.5 Investigate expanding CCC's development contribution rebates for social housing to all 3 councils, and investigate extending this to include social, affordable rental and progressive home ownership.

5.6.6 Support wider advocacy to influence financial institutions to invest in affordable housing solutions e.g. pension fund investment in build-to-rent housing in Greater Christchurch, and to explore tweaks to the settings more generally (e.g. the cost of construction).

5.6.7 Investigate expanding or mirroring the Ōtautahi Community Housing Trust model (providing charities and CHPs access to finance and land).

5.6.8 We will develop a monitoring framework to make sure our actions are having an effect.

Problem Background

5.7 The GCP consider that the dimensions of the problem include:

5.7.1 The overall quantum of housing in NZ is insufficient with 38 houses per 100 people, compared with 45 in the UK and 55 in France. To achieve the same number of homes per 100 people as Australia, New Zealand would need a further 250,000 houses nationwide.

5.7.2 The cost of housing has increased at a far greater rate than household incomes.

5.7.3 Migration is driving house price inflation as new arrivals increase demand:

- 128,900 net gain nationwide in the year to October 2023.
- 1300 a month into Canterbury.

5.7.4 Demographic change is amplifying unaffordability. The ageing population is contributing to the increase in the number of smaller households (1-2 person), and the one in four New Zealanders with accessibility needs, which the housing market does not sufficiently meet.

5.7.5 Recent rents rises in Christchurch have reduced affordability and it is now no longer the most affordable main centre for renters.

5.7.6 The supply-side predominance of 3-4 bedroom houses contributes to the under-utilisation of housing stock as alternatives are either not available, or not affordable for low and modest-income households.

5.7.7 Market provision favours the right-hand side of the housing continuum where the profit margin is higher (Figure 2).

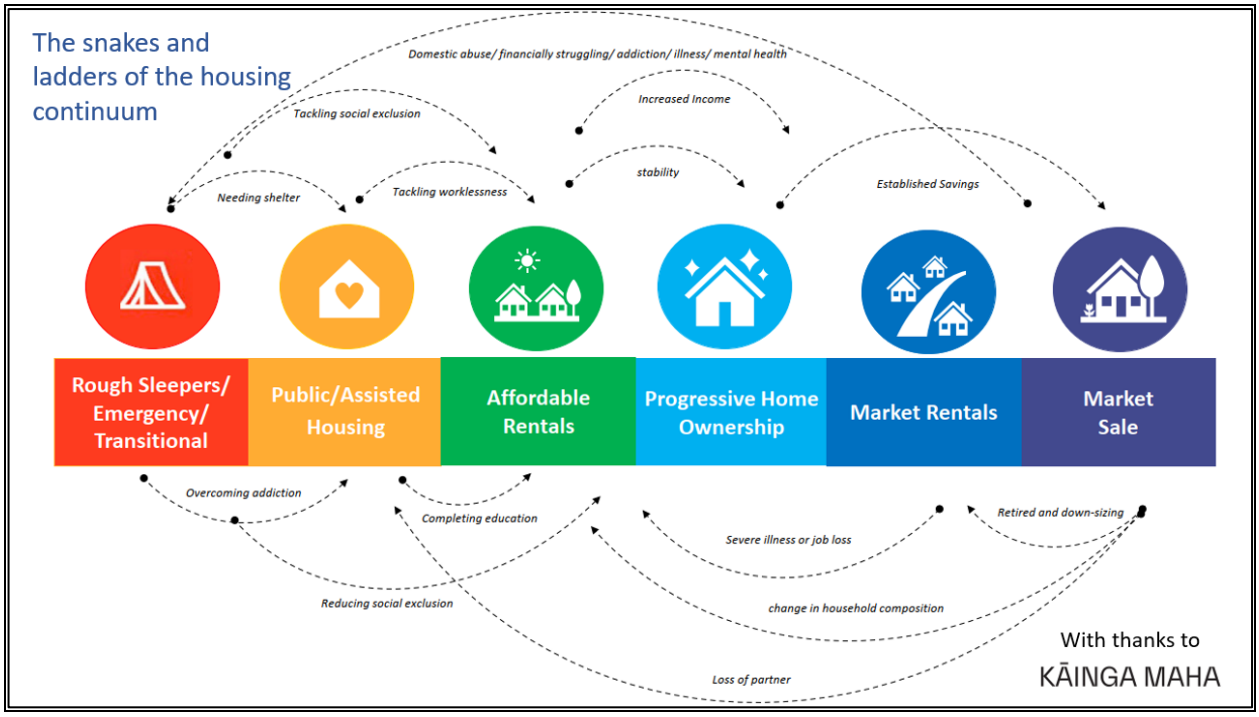

Figure 1: the housing continuum

5.8 The project working group undertook background research and identified gaps between supply and demand across the housing continuum in Greater Christchurch: homelessness, a shortfall in social housing, and the suboptimal use of housing.

5.9 On the left of the spectrum, emergency housing is unavailable, oversubscribed or inadequate. Research by the Te Waipounamu Community Housing Network demonstrated that 700 children and 800 adults were in emergency housing in mid-2023. Absent from official figures is the covert homelessness manifest in overcrowding and inappropriate housing such as camping grounds, motels and garages.

5.10 As of December 2023, 25,389 applicants were listed on the Housing Register nationwide. The register listed 2184 applicants within the GCP Council area. Nationally Māori and Pacific people are significantly overrepresented.

5.11 There is an increasing number of working people who cannot afford housing in the bottom quartile of the market.

5.11.1 In 2020 36,800 households were experiencing housing need. This includes financially stressed private renters, households supported by social, third sector and emergency housing, and people who are homeless or live in crowded dwellings (Figure 3).

5.11.2 Rental stress is an important barometer, as 50% of the children in NZ live in rented accommodation, and in 25 years, 40% of retirees will be renting.

Emergency + Public housing + Housing stress = Total Housing Need

(Mitchell 2021)	Housing stress	Social renters	Other	Total housing need	% of renters	% of all households
Waimakariri	2,500	150	290	2,940	57.8	11.5%
Selwyn	1,670	50	260	1,980	39.8%	8.2%
Christchurch	22,350	7,050	2,480	31,880	55.8%	20.6%

Housing stress as a proportion of rental households in Greater Christchurch

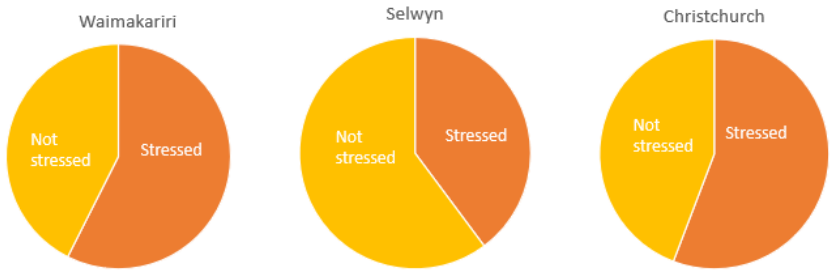

Figure 1: Housing need in Greater Christchurch

5.12 A major gap is in the provision of affordable, smaller, quality houses at a price point that is achievable to avoid housing stress, defined as those in the bottom 40% of household income spending over 30% of their income on housing-related costs. Half of the houses in Greater Christchurch are experiencing housing stress, including working people not eligible for government support (Figure 1).

Assessment

5.13 The initiatives in the Plan have been assessed against the following criteria:

5.13.1 Effectiveness in meeting Council's housing goals;

5.13.2 Consistency with Council's Housing Policy 2016 and the Community Housing Strategy 2021-2031.

5.13.3 Is the plan achievable with current resources.

5.14 A detailed assessment of the initiatives against the criteria is attached as Attachment A. On balance this assessment shows that GCP Plan will be effective in meeting housing goals, is consistent with Council's policy and is achievable with in current resources.

Cross Organization Advice

5.15 Internal Units impacted by the Action Plan include Strategic Policy and Resilience, City Planning and City Growth and Property. These Units were consulted as part of the development of the Action Plan and prior to the GCP's approval report.

5.16 Staff are generally supportive of the approach in the draft Joint Housing Action Plan (the Plan) and recommend endorsing the Plan.

5.17 Staff have some concerns around the phase 1 actions identified, primarily relating to the feasibility and practicality of implementing the actions (i.e. actions 4 and 5). However, due to these already forming part of the Council Housing Policy, staff consider that the action to further investigate is justified.

Summary

5.18 The initiatives in this plan will on balance be effective in meeting housing goals, are consistent with Council's policy and are achievable with in current resources. On this basis, and because

endorsement supports Council's partnership approach with its neighbours, community groups and government agencies, officers recommend that the Council endorses the Plan.

5.19 The decision affects the following wards/Community Board areas:

5.19.1 All of Christchurch.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

6.1 The Greater Christchurch Partnership's Housing Action Plan aligns with Council's strategic direction for housing contained in the Housing Policy 2016. It will support actions in the Community Housing Strategy 2021-2031.

6.2 The Housing Policy 2016 contains the following Vision:

The policy's vision is that all people in Christchurch have access to housing that is secure, safe, affordable, warm and dry.

We want a city where anyone who wants to be housed can be. As a basic human right, we recognise that good, adequate housing is the building block of individual wellbeing and strong communities, ensuring that all our citizens can be all that they wish to be.

6.3 Relevant goals of the Policy include:

6.4 Demand analysis - Take a long-term, systematic, demand-driven housing needs analysis to identifying housing trends so as to develop plans and targets for social, affordable and market housing provision.

6.4.1 Building knowledge - Improve, develop and share research, information and intelligence on housing issues to support the capacity and capability of those involved in innovative housing actions.

6.4.2 A Range of responses - Develop a range of integrated regulatory and non-regulatory measures which reduce housing barriers and incentivise good quality social and affordable housing.

6.4.3 Retaining affordable housing - Develop a range of creative, collaborative and innovative ways to ensure the co-ordinated long term promotion, provision and retention of both social and affordable housing.

6.5 Relevant objectives from the Community Housing Strategy include:

6.5.1 Encourage and incentivise a range of tenure and housing models by the community housing and private sectors;

6.5.2 A sound understanding of community housing need at the local level;

6.5.3 Promote delivery models for the provision of community housing at scale;

6.5.4 Actively support community housing providers through a range of development models; and

6.5.5 Advocate for reducing and streamlining planning requirements for community housing;

6.6 Housing is not specifically a priority in the Council's draft strategic priorities and the modest nature of the initiatives is consistent with this guidance.

6.7 This report does not directly support the Council's Long Term Plan (2021 - 2031):

6.8 Not in Plan

6.8.1 Activity: Not in Plan

- Level of Service: Not in Plan

Policy Consistency Te Whai Kaupapa here

6.9 The decision is consistent with Council's Plans and Policies.

6.10 This matter is not a matter of significance in terms of the Council's Significance and Engagement Policy.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

6.11 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does specifically impact Mana Whenua, their culture and traditions.

6.12 The decision involves a matter of interest to Mana Whenua and could impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

6.13 The Joint Housing Action Plan has been developed collaboratively through meetings with the GCP Housing Champions which includes GCP governors including a Mana Whenua representative. The plan complements the housing initiatives currently being developed and implemented by Mana Whenua through its development entity and longer term, to align the delivery of housing within the context of multi-use and inter-generational urban kāinga nohoanga. Mana whenua are supportive, as the plan complements their own priorities and strategy.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

6.14 The proposals in this report are unlikely to contribute significantly to adaptation to the impacts of climate change or emissions reductions.

6.15 The plan sets out actions and does not directly contribute to climate change or emissions reduction.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

6.16 The plan incorporates does not have accessibility considerations. Accessibility is a consideration when new community housing is constructed.

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

7.1 Cost to Implement - All activities required to implement Phase 1 actions can be undertaken within existing staff resources across the GCP partners. Any additional resourcing required of Council for Phase 2, would be subject to further Council consideration of the Action Plan following completion of Phase 1.

7.2 Maintenance/Ongoing costs – No additional costs are anticipated.

7.3 Funding Source – No additional funding is required.

Other He mea anō

7.4 During implementation of the Plan the Council will need to consider trade-offs associated with the best use of surplus public land. These decisions do not need to be made at this time.

7.5 While at the time of writing there is staff capacity to deliver the actions in Phase 1, this may change given the uncertainty in the wider policy environment (e.g. planning system reform) and the need to shift focus if priorities change.

8. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

8.1 The Council has the statutory power to endorse the Greater Christchurch Housing Action Plan.

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

8.2 There is no legal context, issue, or implication relevant to this decision.

9. Risk Management Implications Ngā Hīraunga Tūraru

9.1 There are not any significant risks arising from the adoption/implementation of the recommendations in this report.

10. Next Steps Ngā Mahinga ā-muri

10.1 Council adopts the plan and supports its implementation.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	GCP Housing Action Plan Endorsement Report 20240306s	24/245262	644
B	Greater Christchurch Housing Action Plan	24/266291	648
C	Joint Housing Action Plan Presentation to GCP Committee 8 December 2023	24/266292	662

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Bruce Rendall - Head of City Growth & Property Lucy Baragwanath - Principal Strategic Advisor
Approved By	Jane Parfitt - Interim General Manager Infrastructure, Planning and Regulatory Services

Action	Effective in Meeting Goals	Consistent with Council's Policy and Strategy	Achievable with Current Resources	Comment
1 Identify publicly owned sites (Crown and Council) appropriate for affordable housing development across all three council districts; and determine what is required to acquire/consolidate these for development.	Partial – This exercise will help ensure that there is a database of public land appropriate for affordable housing development. While land availability is one factor in housing affordability, other considerations such as funding and finance play a more significant role.	Yes -Council's Housing Policy contains the following action: Keep identifying and taking opportunities from the redevelopment or reutilisation of public land to deliver a range of housing.	Yes	Straight forward "stock take" exercise
2 Identify mechanisms to enable development of affordable housing on public land. One example is retaining it in perpetuity but developing it for affordable housing through a leasehold model. (Requires councils/Crown to prioritise development of affordable housing above other potential uses that may furnish a higher return, as well as sufficient capitalisation to buy back properties to enable them to remain affordable in perpetuity.)	Partial. Council already has an understanding of mechanisms that would allow the development of affordable housing on public land. Sharing our knowledge may assist achieving GCP goals. While land availability is one factor in housing affordability, other considerations such as funding and finance also play a role.	Yes -Council's Housing Policy contains the following action: Keep identifying and taking opportunities from the redevelopment or reutilisation of public land to deliver a range of housing.	Yes	Needs the Council to discuss its appetite for accepting lower financial return in exchange for achieving housing outcomes.

Action	Effective in Meeting Goals	Consistent with Council's Policy and Strategy	Achievable with Current Resources	Comment
3 Investigate the introduction of inclusionary zoning by all three Councils to collectively increase the supply of social and affordable rental housing.	While the research on inclusionary zoning indicates both pros and cons, overall it appears to help achieve housing goals.	Yes – Council's Housing Policy contains the following action: Investigate measures such as inclusionary zoning as a means to support social and affordable housing outcomes.	Yes but subject to emerging issues and priorities	Ideally ECan would address this first via their review of the RPS. It is important that all partner Councils include this in their District Plans otherwise it could result in an avoidance to develop in the city. Consideration should also be given to lobbying the government as part of their programme to change planning legislation. Possible - contentious and expensive
4 Investigate and test incentives to develop affordable housing (e.g., density bonuses, value capture, rates concessions for CHPs, planning concessions).	Partial Research shows that some of these initiatives contribute to helps reduce housing costs	This is already CCC Policy (Housing Policy 2016)	Yes but subject to emerging issues and priorities	Some of the possible incentives are not enabled by current legislation. Some of the incentives effectively require ratepayer subsidy. Some ideas have been tested before and did not get traction

Action	Effective in Meeting Goals	Consistent with Council's Policy and Strategy	Achievable with Current Resources	Comment
5 Investigate expanding CCC's development contribution rebates for social housing to all councils. Investigate extending this to include social, affordable rental and progressive home ownership.	Partial The first part of the initiative has proved beneficial to community housing providers but is not relevant to CCC. The second part is likely to help reduce development costs.	Yes – this is already included in Council Policy (Housing Policy 2016), however, there was a lack of support for wider role out when specifically tested. Given the GCP interest it would be appropriate to retest this with Council.	Yes	While this initiative will reduce costs, it effectively requires ratepayer subsidy through reducing development contribution revenue. If these do not get support , then we should consider changing the Policy.
6 Support wider advocacy to influence financial institutions to invest in affordable housing solutions e.g., pension fund investment in build-to-rent housing in Greater Christchurch.	Yes	Yes	Yes	Will be key in larger scale projects such as the disposal of the Addington Stadium site
7 Investigate expanding or mirroring the Ōtautahi Community Housing Trust model (providing charities and charitable community housing providers access to finance and land).	Yes	NA	Yes	Not relevant to CCC but we could be involved we will need to assure Councillors that any change will not impact on delivery of services under the lease or CCC's financial position
8 Develop a monitoring and evaluation framework to track progress	NA	na	Yes	

The Greater Christchurch Partnership Housing Action Plan

Greater Christchurch Partnership
Te Tira Tū Tahi
One Group, Standing Together

1. Why we need a Housing Action Plan

Greater Christchurch is not immune to the national housing crisis. Historically, Christchurch has been relatively more affordable than other urban centres in New Zealand. In 2023 this is no longer the case: it is now relatively more expensive to rent in Christchurch than in Wellington, Auckland and Hamilton[1]. Household incomes have failed to keep up with housing costs, and half the households in Greater Christchurch are facing housing affordability[2] challenges.

The 'affordability gap' is not just Government's responsibility. Many households in Greater Christchurch struggling with housing costs are above the threshold for government support. The housing problem is compounded by the lack of choice in housing options in typology and location. The demographic composition of Greater Christchurch is changing, particularly as the proportion of those 65 years and over is increasing faster than other age-groups, resulting in strong growth in couple-only and one-person households[3]. The housing market is not providing sufficient variety in terms of typology as well as price, for people wishing to downsize, who prefer small houses, who have accessibility needs, or who live multigenerationally. There is unmet demand for housing in all three districts that is smaller and of good quality[4].

The profit margins of private-sector developers are more easily achieved with larger, standalone greenfield developments at a higher price point. The supply-side predominance of 3-4 bedroom homes contributes to an under-utilisation of housing stock[5], for people wishing to downsize cannot because alternatives are either not available, or not affordable for low- and modest-income households. In Christchurch city, smaller houses are being built, but at a price well above the affordability threshold for low- and modest-income households. A diversity of building typologies and price points is needed in appropriate places, that are future-proofed against climate change and well-connected with transport routes linking employment, education and amenities.

The housing crisis affects the entire community: housing is a right and the common denominator in determining wellbeing: "The centre of our social, emotional and sometimes economic lives, a home should be a sanctuary—a place to live in peace, security and dignity"[6], and a critical determinant of the health and wellbeing of individuals and communities.

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[1] CoreLogic 2023: https://www.corelogic.co.nz/news-research/reports/housing-affordability-report

[2] Housing is defined as affordable when housing costs comprise less than 30% of the income of households in the lowest 40% income bracket. Affordability varies with the movement in household incomes, interest rates, market rents and house prices, and is typically measured as:

- Renter affordability – renters' ability to pay affordably the median market rent; and
- First home buyer affordability - renters' ability to purchase a dwelling at either the lower quartile or median dwelling sale price (Mitchell, 2021: 43).

Housing affordability comes under pressure when housing costs increase at a faster rate than household incomes. Variations in interest rates can mask the underlying trends in first home buyer affordability in the short to medium term.

[3] Mitchell, I. 2021. *Housing Demand and Need in Greater Christchurch.*

[4] Quality developments and quality housing are intrinsic to successful intensification and lie at the heart of thriving neighbourhoods. This includes the quality of each house, and also the quality of the overall design of neighbourhoods and involves a variety of aspects including housing choice (household size, typology, sustainability of design - warm, dry, accessible), avoiding adverse outcomes (susceptibility to flooding and other hazards, traffic) and promoting positive outcomes (connectivity to education, work and amenities). Quality developments support neighbourhoods to develop and change over time in response to the diverse and changing needs of people, communities, and future generations.

[5] Foy, R. (2003), *Social Impacts of Housing Intensification: Research Review* (CCC, 2023: 29).

[6] UN Special Rapporteur on the right to adequate housing (https://www.ohchr.org/en/special-procedures/sr-housing/human-right-adequate-housing).

8 December 2023 (1)

The adverse social and economic outcomes of insufficient, inappropriate, inadequate and unaffordable housing are apparent in Greater Christchurch, and can only be tackled collectively[7]. This is why the GCP is using its combined levers and resources to improve the provision of quality, affordable housing in suitable locations and improved housing choice. The draft housing action plan is being developed collaboratively among the Partners and complements other initiatives including the Mana Whenua Kāinga Nohoanga Strategy and the Canterbury Mayoral Forum's housing strategy. Phase 1 is focused on short-term actions to instigate change. Phase 2 signals longer-term interventions to increase provision of quality, affordable housing in Greater Christchurch.

2. The dimensions of the problem

For the bottom half of household incomes in Greater Christchurch, the most significant affordability issue is felt by the 5% of households with incomes under $30,000 and the 13% with incomes between $30-50,000. The 35% of households with incomes between $50,000 and $100,000 are also likely to experience housing affordability issues, particularly given competition from households in higher income groups who may purchase the available stock[8]. Housing supply and affordability challenges disproportionately impact low to moderate income renting households[9].

Table 1 shows that one in five households renting in Christchurch, a quarter of households renting in Waimakariri, and 14% of households renting in Selwyn spend 50% or more of household income on housing-related costs.

MSD, MHUD, StatsNZ, CoreLogic	Households whose rent is equal to or greater than 40% of income	Households whose rent is equal to or greater than 50% of income	Lower quartile weekly rent March 2023	Average weekly rent March 2023
Christchurch	28%	20%	442	522
Selwyn	20%	14%	504	578
Waimakariri	32%	23%	527	558

Table 1: Proportion of household income spent on rent in Greater Christchurch[10]

In 2020, 36,800 people renting in Greater Christchurch were experiencing housing need[11] (Table 2, Figure 1). This includes financially stressed private renters, households supported by social, third sector and emergency housing, and people who are homeless or live in crowded dwellings. Since then, the cost-of-living crisis and inflation post-Covid have significantly worsened affordability.

[7] https://www.rnz.co.nz/news/national/502462/hastings-council-strategy-cuts-number-in-emergency-housing-by-77-percent
[8] R. Yeoman and D. Foy (2022), *Greater Christchurch Spatial Plan Dwelling Affordability Assessment.* Formative.
[9] In 2018, 35% of households in NZ were renting. Māori and Pacific peoples are disproportionately likely to be renting, with only 21 and 31% respectively owning their own home, compared to 58% of European households (Office of the Minister of Housing, December 2022: 5, https://www.hud.govt.nz/assets/Uploads/Documents/Supporting-Increased-Supply-of-Rental-Housing-Cab-Paper-Marked-Up_Redacted.pdf).
[10] MHUD, 2023. https://www.hud.govt.nz/stats-and-insights/local-housing-statistics/key-data/
[11] Renter stress is significantly lower in social housing as current income related rent policy limits the cost to 25% of income in eligible households. These households typically have needs beyond affordability although it is also important to note that if they rented their accommodation in the private market they would very likely be stressed (Mitchell, 2021: 52).

Mitchell (2021)	Financially stressed private renter households	Social/third sector/emergency renters	Other needs (overcrowding, homelessness)	Total housing need	% of renters	% of all households
Waimakariri	2,500	150	290	2,940	57.8	11.5%
Selwyn	1,670	50	260	1,980	39.8%	8.2%
Christchurch	22,350	7,050	2,480	31,880	55.8%	20.6%

Table 1: Housing Need in Greater Christchurch (2020 figures, Mitchell, 2021)

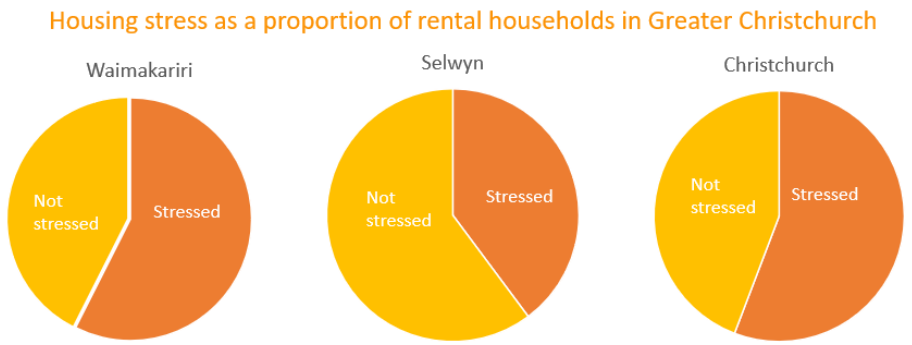

Figure 1: Housing stress as a proportion of rental households in Greater Christchurch (Mitchell, 2021)

The diagram below (Figure 2) illustrates the complexity of the 'snakes and ladders' interactions of the housing ecosystem, and highlights the fragility of housing tenure with more people now moving from right (from market sale) to left (towards homelessness) of the continuum. Demand and supply are in constant flux, but there are clear gaps, described below.

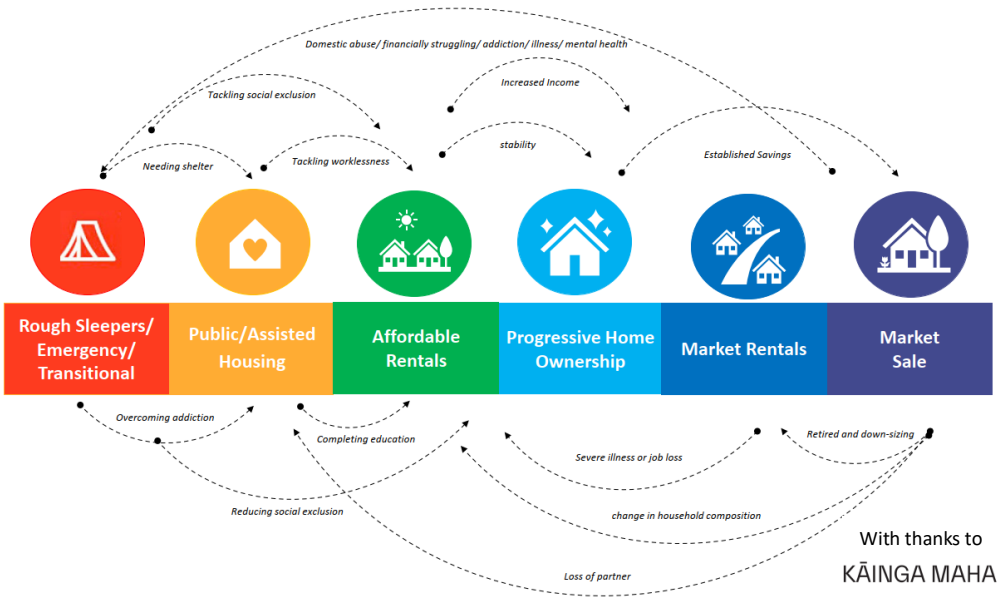

Figure 2: The dynamics of the housing continuum (with thanks to Annie Wilson, Kāinga Maha)

8 December 2023 (3)

Gaps in the provision of housing in Greater Christchurch

1. Hidden homelessness – excess demand, incomplete data:
   a. Functional homelessness (e.g overcrowding, living in cars, reluctance to disclose accessibility needs or rural locations on the Housing Register, inappropriate/insufficient accommodation for vulnerable people needing support being housed inappropriately (youth leaving Oranga Tamariki, women leaving violent relationships, people being released from prison, people with addiction and mental health needs, being housed in camping grounds or risky/inappropriate places) (TWPCHP, 2023, Waimakariri Housing Response Working Group, 2023)).
   b. 800 adults and 700 children in emergency accommodation in early 2023 in Greater Christchurch (TWPCHP, 2023).
   c. Lengthy stays in emergency or transitional housing because there are no appropriate alternatives (TWPCHP, 2023).
   d. Temporary transitional homelessness when no appropriate housing is available, whether in terms of cost/location/type/tenure (e.g. somewhere to stay following separation, interim accommodation for people returning/coming from overseas).
2. Shortfall in social housing despite significant government intervention:
   a. 8000 public houses in GC with a further 800-900 in the pipeline via CHPS and Kāinga Ora (how much replacement stock/net impact unclear)
   b. 2700 on the MSD Housing Register (MSD, MHUD)
   c. Gap of ~1700 households that require housing
   d. Significant overrepresentation of Māori on the Housing Register (MSD, MHUD)
   e. 85% of demand is for 1-2 bedroom houses (MHUD)
   f. Outgoing government position that Greater Christchurch could expect no further investment given sizeable relative investment already received.
3. Affordable rentals/home ownership: the growing intermediate market (people in work who cannot afford to buy), meaning movement leftwards along the continuum:
   a. What's built is big and expensive (except in Christchurch City where it is smaller but expensive).
   b. What's needed is smaller, cheaper (but good quality), well-located houses, which the market is not providing. Full private sector developers have specific profit margins to achieve, more easily achieved in larger, standalone greenfield developments at a higher price point.
   c. Over half of households renting in Waimakariri and Christchurch are under stress, and nearly 40% of households renting in Selwyn (diagram 2). Furthermore, 20% of households in Christchurch, 14% in Selwyn and 23% in Waimakariri pay more than 50% of their income in rent (MHUD). These are 2018-20 numbers and since then inflation and the cost of living has increased – rents went up 10% over the past year in GC.
   d. The rental market is an important barometer of affordability, with declining home ownership and an ageing population – 40% of retirees will be renting in 25 years' time (Stats NZ).
   e. Sufficient quality and affordability of rentals is vital, particularly as home ownership rates decline: the ageing stock and frequently poor condition of market rental housing contributes to adverse outcomes.
   f. Shortage of housing for specific groups in terms of typology and location: multigenerational families, households on small incomes, people with accessibility needs (1 in 4 New Zealanders)(Te Whatu Ora, Ministry for Disabled People, Mitchell, 2021).
4. Restricted choice of housing type resulting in suboptimal use of existing housing stock:

a. People in large houses who would like to downsize to free up capital or to reduce maintenance time cannot find high quality smaller houses even if they would like to, so stay in large homes that could otherwise be sold/rented to families.
b. Employers struggle to attract workers because of lack of housing choice (e.g. rental stock in poor condition makes it difficult to entice talented people). The productivity implications of the housing shortage are an area of focus for the Canterbury Mayoral Forum.

The Housing Action Plan meets the following criteria:

a. Developed collaboratively
b. Technically feasible
c. Creates positive outcomes that can't be achieved by individual partners alone
d. Contributes to increased housing choice and affordability in Greater Christchurch.

8 December 2023 (5)

3. The Housing Action Plan

3.1 Vision: everyone in Greater Christchurch has access to a healthy, warm, sustainable, affordable home

3.2 Outcomes

- Increased provision of quality affordable housing in suitable locations
- An aligned planning system across Greater Christchurch collectively delivering more affordable housing and wider housing choice
- Advocacy to attract interventions where the market is not delivering
- Tracking supply and demand of housing to enable appropriate intervention.

3.3 Costs and benefits

- The instigation of the housing action plan reflects the Partners' recognition that lack of choice in housing and its rising unaffordability in Greater Christchurch is unacceptable. The plan will involve costs in staff time, expert advice, and implementation. These must be weighed against the benefits.
- The Local Government Act stipulates Councils' responsibilities for wellbeing. A well-established body of research demonstrates wellbeing and other benefits from secure and affordable housing. The Social Infrastructure and Green Measures for Affordable Housing calculator[12] allows decision-makers to understand how costs can be avoided from areas such as health, policing, and community services through improved access to housing, and estimates benefits from higher consumption, income and educational attainment.
- Melbourne's housing action plan quantified the wider economic benefits in terms of $1 spent on affordable housing furnishes $3 in community benefits (Figure 3[13]).

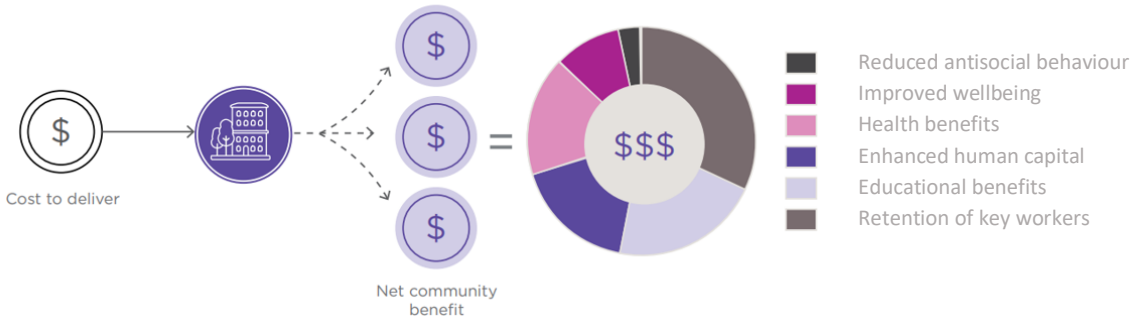

Figure 2: 1:3 Every $1 spent on affordable housing provides $3 of community benefit (Melbourne housing strategy, SGS Economics and Planning, 2019)

[12] Developed by researchers at Swinburne University of Technology and applied in Australia.
[13] MRFINAL_New tool measures compelling value of social housing (communityhousing.com.au). Investment in social and affordable housing from the Commonwealth's National Housing Accord and Housing Australia Future Fund over the next five years was calculated to create an additional $4.4 billion worth of wider benefit over the next four decades.

Housing Action Plan Phase 1

Please see the glossary in Appendix for further detail.

	ACTION	WHEN	WHO *TBC	RESOURCING
1	Identify publicly-owned sites (Crown and Council) appropriate for affordable housing development across all three council districts; and determine what is required to acquire/consolidate these for development.	2024	Councils Central Government partners and stakeholders ChristchurchNZ	Council staff time to track land and GIS map contiguous opportunities
2	Identify mechanisms to enable development of affordable housing on public land. One example is retaining it in perpetuity but developing it for affordable housing through a leasehold model. (Requires councils/Crown to prioritise development of affordable housing above other potential uses that may furnish a higher return, as well as sufficient capitalisation to buy back properties to enable them to remain affordable in perpetuity.)	2024	Councils OCHT CHPs ChristchurchNZ	Council staff time for research and engagement with experts, potential research costs, potential legal advice
3	Investigate the introduction of inclusionary zoning by all three Councils to collectively increase the supply of social and affordable rental housing.	2024	Councils	Staff time to collate evidence, legal advice
4	Investigate and test incentives to develop affordable housing (e.g. density bonuses, value capture, rates concessions for CHPs, planning concessions).	2024	Councils	Staff time for engagement with experts
5	Investigate expanding CCC's development contribution rebates for social housing to all councils. Investigate extending this to include social, affordable rental and progressive home ownership.	2024	Councils	Staff time to evaluate
6	Support wider advocacy to influence financial institutions to invest in affordable housing solutions e.g. pension fund investment in build-to-rent housing in Greater Christchurch.	2024	Councils/CCOs CHPs MHUD ChristchurchNZ	Staff time to identify existing relationships and conversations
7	Investigate expanding or mirroring the Ōtautahi Community Housing Trust model (providing charities and charitable community housing providers access to finance and land).	2024	Councils OCHT	Staff time
8	Develop a monitoring and evaluation framework to track progress	2024	GCP/Partners	Staff time

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Housing Action Plan Phase 2: 2024

As this is an iterative process, Phase 2 is dependent on Phase 1. Actions, timing and resourcing are indicative only: prioritisation and further clarity will be confirmed with the GCP Committee once Phase 1 is complete.

	OUTCOME	ACTION (red relates to follow-up of immediate actions)	COMMENCING	WHO	RESOURCE to deliver plan
1	Increased provision of quality affordable housing	1.1 Prepare and consolidate publicly-owned sites (Crown and Council) identified in Phase 1 appropriate for affordable housing development across all three council districts.	TBC	Councils ChristchurchNZ Government partners and stakeholders (Ministry, Dept and Crown Agency)	Staff time
		1.2 Implement mechanisms to enable development of affordable housing on public land.	TBC	Councils OCHT CHPs ChristchurchNZ	Staff time
		1.3 Connect with work being undertaken nationally on funding and financing of affordable, community and public housing options.	2024	Councils ChristchurchNZ Government	Staff time
		1.4 Proceed with broadening the Ōtautauhi Community Housing Trust model (providing charities and charitable community housing providers access to finance and land).	TBC	OCHT Councils	Staff time
		1.5 Support development of common design of intensive housing typologies that could be applied in other districts.	2024	OCHT, CHPs Kāinga Ora	Staff time
		1.6 Expand CCC case management approach to other councils to help remove obstacles to development.	TBC	Councils	Staff time
2		2.1 Align the three councils' policies on affordable housing and statutory plans to deliver shared housing priorities	TBC	Councils Government	Staff time

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	An aligned planning system that supports the delivery of more affordable housing	across Greater Christchurch (e.g. Canterbury Regional Policy Statement, District Plan reviews and other policies and practices).			
		2.2 Initiate inclusionary zoning across Greater Christchurch subject to Phase 1.	TBC	Councils	Staff time, calculation of costs/benefits, legal advice
		2.3 Implement incentives across Greater Christchurch to encourage development of affordable housing.	TBC	Councils	Staff time, calculation of costs/benefits
		2.4 Implement expansion of development contribution rebates across all Greater Christchurch councils. Include social, affordable rental and progressive home ownership. Clearly differentiate between qualifying and non-qualifying developments to focus on charitable community housing providers.	TBC	Councils	Staff time, calculation of costs/benefits
		2.5 Explore potential for rates relief and resource consent discounting for providers of affordable housing (e.g. charitable community housing providers and charities) across all councils that will make a difference.	TBC	Councils	Staff time, calculation of costs/benefits
3	An advocacy plan to attract housing where the market is not delivering	3.1 Develop plan for advocacy in all spheres to provide solutions that deliver better housing outcomes (e.g. provide supply contracts for x number of units/year and y$ to fund affordable rentals thereby reducing the housing demand by z).	2024	Councils Developers CHPs Funders	Working party, staff time
		3.2 Continue to support regional influence with financial institutions e.g. pension fund investment in build-to-rent housing in Greater Christchurch.	2024	Councils OCHT ChristchurchNZ CHPs CCOs	Staff time
		3.3 Contributing to national frameworks and policy development via synched-up plan that helps to solve our part of a nationwide need for affordable housing (e.g. repositioning affordable housing as essential	2024	Councils	Staff time

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		infrastructure, introduction of mandatory inclusionary zoning, delivery of specialised affordable housing to meet the needs of specific cohorts, introducing higher affordable housing requirements in all urban renewal projects when land increases in value due to government intervention (e.g. improved transport infrastructure).			
		3.4 Advocate for simplification of the funding system and expand grant funding for CHPs and charities to provide social, affordable rentals and progressive home ownership.	2024	Councils CHPs	Staff time
		3.5 Explore opportunities for complementarity with MAIHI Ka Ora National Māori Housing Strategy.	TBC	Councils Government Mana Whenua	Staff time
4	Public, private and community partnerships that accelerate positive housing outcomes	4.1 Lead the engagement across government, community housing providers and the development sector to overcome specific barriers to deliver affordable housing e.g. access to finance, or underwriting pre-sale requirements by CHP agreeing to purchase 10%, thereby de-risking the development to meet bank requirements.	2024	MHUD Kāinga Ora CHPs Councils Developers Banks	Staff time, legal time, financial advice, external advice on options
		4.2 Explore partnerships to provide mixed blind tenure developments.	TBC	Councils ChristchurchNZ CHPs MHUD Private sector	Staff time
		4.3 Partner with the community housing sector to deliver more affordable housing (e.g. provide land, finance, carry development costs, take less return).	TBC	Kāinga Ora MHUD Councils ChristchurchNZ CHPs Charities	Staff time

		4.4 Work with government on de-risking development that returns a social dividend. Analyse potential in existing and emerging government programmes.	TBC	Councils MHUD Kāinga Ora	Staff time
5	Demonstrate that more intensive housing doesn't mean more intensive problems	5.1 Providing and promoting exemplars of good quality mixed tenure, mixed typology developments (e.g. the Residences at Karamū[14]). Stocktake existing design guidelines and processes for mixed tenure housing to ensure buildings are of good quality and that adverse effects are considered and mitigated[15]. Build relatable narrative that demonstrates the benefits of denser living (green space, common space, living close to work, accessibility (e.g. expand 'housing we'd choose' research on typology preferences within financial constraints).	2024	ChristchurchNZ OCHT Kāinga Ora Local examples	Staff time
6	A database that provides live evidence of supply and demand for housing in Greater Christchurch	6.1 Collate and monitor data to identify areas of need immediately and quantify demand, supply, and mismatches in terms of typology, location and price.	2024	Councils MHUD Kāinga Ora CHPs	Staff time from partners, working group
		6.2 Track new housing supply and utilisation of existing stock to determine opportunities to meet need, monitor and evaluate.	2024	Councils Kāinga Ora	Staff time
		6.3 Analyse social dividend from public investment in affordable housing – investment case for City Deal.	2024	Councils Government	Staff time
Parallel Initiatives					
	Complement the housing initiatives currently being developed and implemented by Mana Whenua through its development entity and longer term, to align the delivery of		2024	Mana Whenua Paenga Kupenga	Liaison time

[14] The Residences at Karamū was a joint venture to produce an 84-house mixed-tenure development at Riccarton Racecourse as a partnership between MHUD, Christchurch Methodist Mission, Emerge Aotearoa, Ngāi Tahu Properties, Kāinga Maha), limiting investor purchasing in favour of first home buyers and Community Housing Providers.
[15] Recognising valid fears relating to the social effects of intensification recognising that poor examples have given it a bad reputation alongside privacy concerns, antisocial behaviour, noise, shading, parking, traffic, reduction in green space.

	housing within the context of multi-use and inter-generational urban kāinga nohoanga				
	Complement the work being undertaken by other entities	Canterbury Mayoral Forum Other entities e.g. North Canterbury housing working group	2024	GCP CMF	Staff time
	Implementation and monitoring framework to ensure ongoing analysis, management, review and response.	Concurrently develop a framework to monitor progress. Recognise existing monitoring and explore how these can be brought together in a shared/linked dashboard. e.g. - Number of houses being built - Housing register numbers - Reduction in proportion of people experiencing housing stress	2024	Councils Government	Staff time

8 December 2023 (12)

Appendix: Housing Action Plan Glossary

Further information to support Phase 1 of the housing action plan

Phase 1 Actions

1. Identify publicly-owned sites (Crown and Council) appropriate for affordable housing development across all three council districts; and determine what is required to acquire/consolidate these for development.
   The Councils and Government have land that is not fully developed. This action involves identifying land in appropriate locations that is surplus to requirements and in locations suitable for housing.

2. Identify mechanisms to enable development of affordable housing on public land. One example is retaining it in perpetuity but developing it for affordable housing through a leasehold model. (Requires councils/Crown to prioritise development of affordable housing above other potential uses that may furnish a higher return, as well as sufficient capitalisation to buy back properties to enable them to remain affordable in perpetuity.)
   - The Queenstown Lakes Community Trust enables the development of underused Council land which is leased to affordable housing providers, generating rates revenue, and then bought back once the leaseholder moves on.
   - Other mechanisms: using the borrowing capacity of councils to underwrite development finance for CHPs and charities; deferred settlement in the disposal of council land; long term leases; sales at subsidised values.

3. Investigate the introduction of inclusionary zoning by all three Councils to collectively increase the supply of social and affordable rental housing.
   Inclusionary planning is a way of securing or leveraging affordable housing through the planning and urban development process[16]. Developers make a percentage-based contribution towards supplying affordable housing according to a prescribed percentage of the affordable housing development. A minimum percentage should be introduced across the region, higher percentages in greenfield or urban renewal projects. This can be phased and increased over time. It can be applied to residential, commercial and some industrial land and easily transferred to any affordable housing organisation. Dwellings designated inclusionary should be indistinguishable from market housing[17]. Queenstown and Waikato have identified this as the most effective mechanism to increase the supply of affordable housing.

4. Investigate and test incentives to develop affordable housing (e.g. rates remissions).
   Various financial and planning incentives can be used to encourage more affordable housing and a greater range of typologies:
   - 'Density bonuses' permit higher densities in return for an affordable housing contribution, though quality should not be sacrificed and density bonuses might be deployed in conjunction with mixed tenure.
   - Set affordable housing targets.
   - Protect existing low-cost housing stock
   - 'Value capture' a portion of increased value that occurs when land is rezoned to higher value uses or when infrastructure is provided, then direct this value towards affordable housing. Urban renewal projects and rezoning provide opportunities for value capture[18].
   - Develop land use policies that encourage diverse housing forms.
   - Offer rates concessions to community housing organisations.

[1616] https://www.ahuri.edu.au/sites/default/files/migration/documents/PES-006-Planning-mechanisms-to-deliver-affordable-homes.pdf
[17] https://www.melbourne.vic.gov.au/sitecollectiondocuments/affordable-housing-strategy.pdf
[18] https://www.melbourne.vic.gov.au/sitecollectiondocuments/affordable-housing-strategy.pdf

- By-laws for Air B n Bs in affordable areas[19].
- Planning concessions to enable affordable housing
- Rating vacant land and potentially buildings at the level of what it could be developed to, as a disincentive to land-bank[20].

5. Investigate expanding CCC's development contribution rebates for social housing to all councils. Investigate extending this to include social, affordable rental and progressive home ownership.
   Christchurch City Council's Development Contributions Rebate policy provides for the rebate of DCs for certain types of development including social housing and kāinga nohoanga. With respect to the former, it aims to support the development of new social housing by qualifying community trust organisations, and rebates 100% of DCs for qualifying developments. Developers are required to register a covenant on the title of the development to qualify for the rebate, which restricts the use of a home for social housing purposes only.

6. Support wider advocacy to influence financial institutions to invest in affordable housing solutions e.g. pension fund investment in build-to-rent housing in Greater Christchurch.
   Kiwisaver provider Simplicity has created a housing fund to invest in build-to-rent housing in Auckland. They are attempting to contribute build-to-rent high density housing at scale: Intention to build 10,000 quality homes for long-term rent across NZ: 159 constructed, 345 to be under construction by the end of 2023, and 800 in development[21]. Their model includes:
   - Developer and Builder margins (they are the developer and builder and a nonprofit organisation)
   - Financing margin (they don't have to borrow money to build)
   - Selling costs (rent directly, with no real estate agency fees)
   - Property management margin (manage the properties directly, at cost).

[19] https://www.sciencedirect.com/science/article/abs/pii/S0166046221000272#:~:text=Critics%20of%20the%20home%2Dsharing,et%20al.%2C%202017%3B%20Sheppard
[20] Smartgrowth Housing Action Plan 2021.
[21] https://www.ellerslie.co.nz/post/media-release-simplicity-living-buys-ellerslie-racecourse-land-for-330-build-to-rent-homes

Christchurch City Council

Greater Christchurch Partnership
Te Tira Tū Tahi
One Group, Standing Together

Joint Housing Action Plan

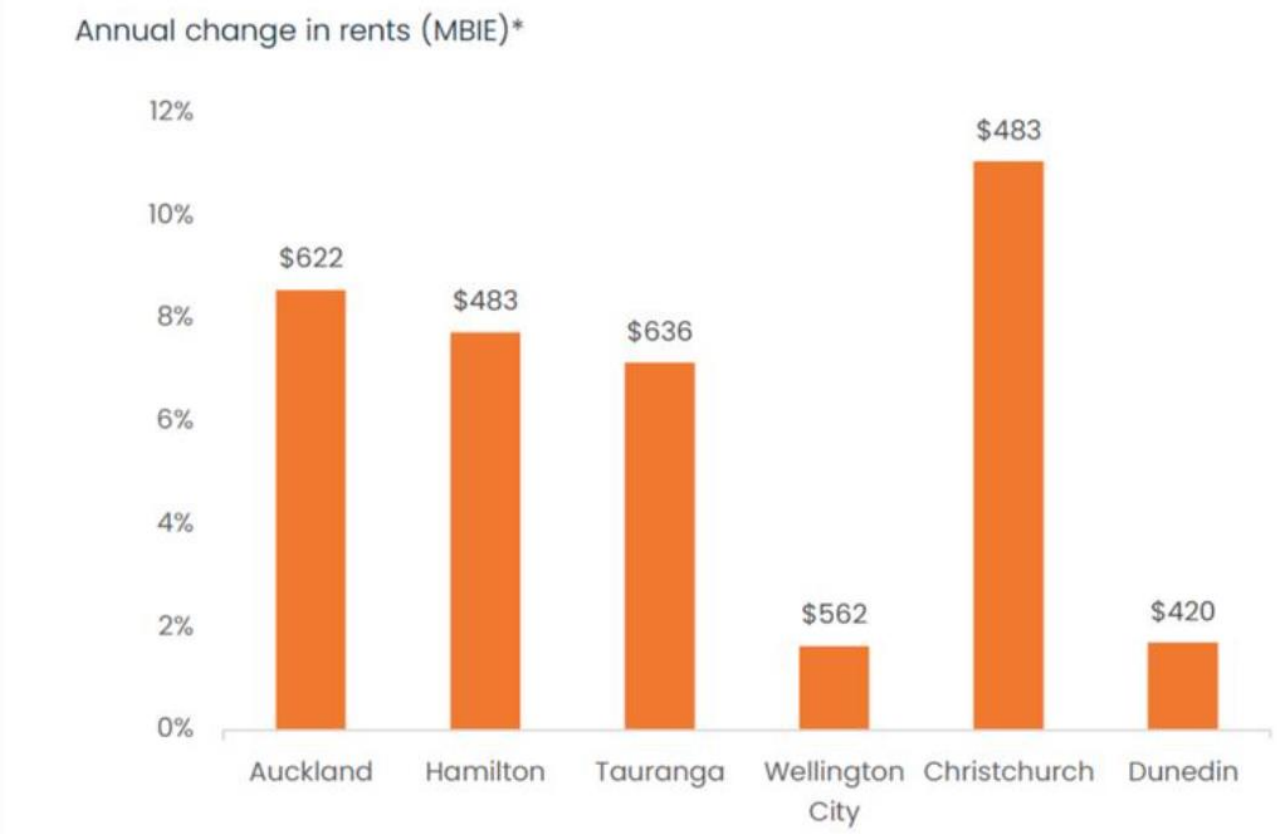
GCP Committee 8 December 2023

Lucy Baragwanath

NZ's overall housing shortage

The Economist, 6 Sep 2023

House price inflation feeding rent rises – supply is not keeping up



"Wellington and Dunedin have been slower to grow in terms of rents, but Christchurch, Hamilton, Tauranga, and Auckland have accelerated," CoreLogic said. (Source: Supplied)

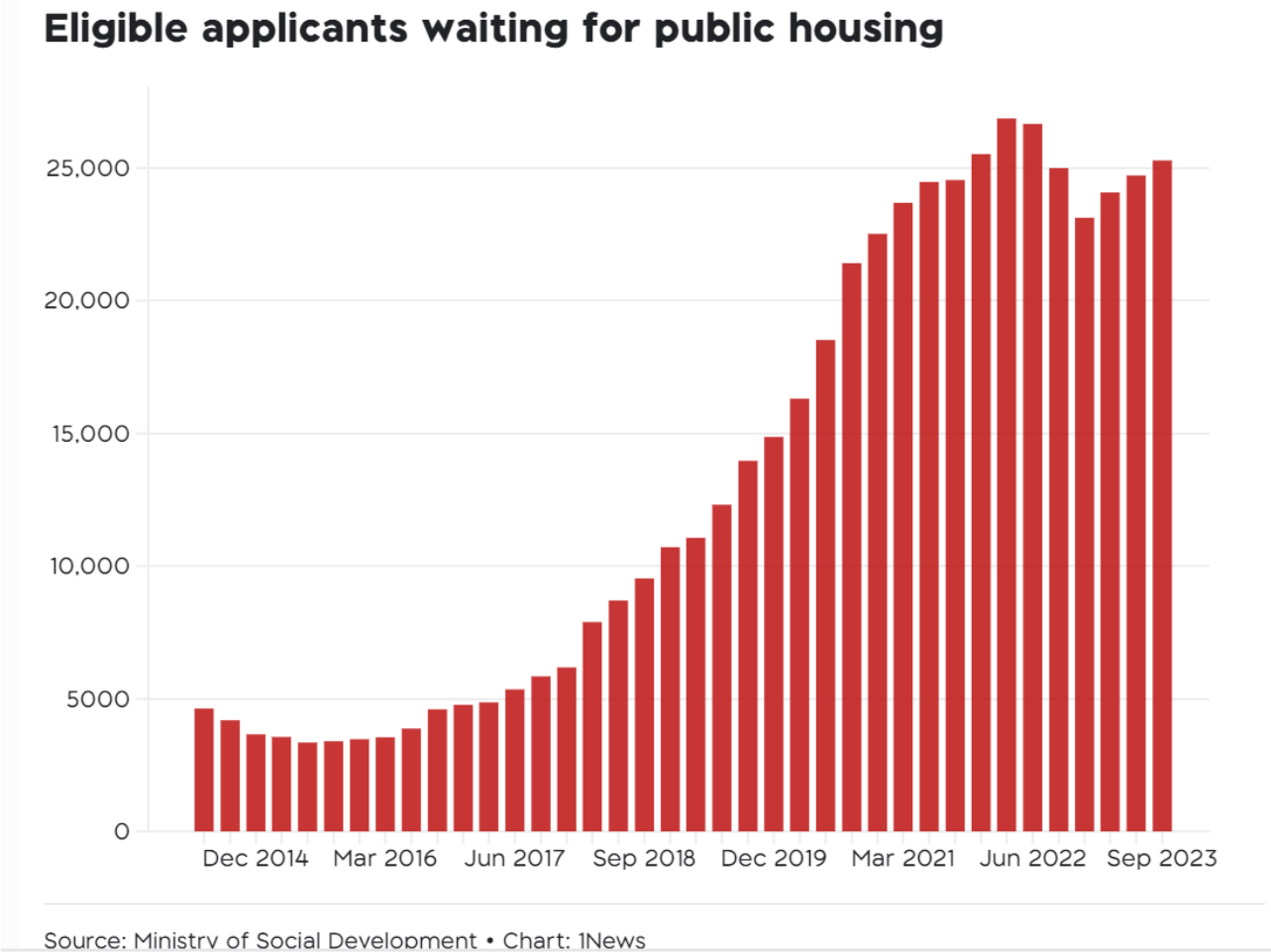
Public housing waitlist spikes, over 25,000 households waiting (1news.co.nz)

Christchurch City Council

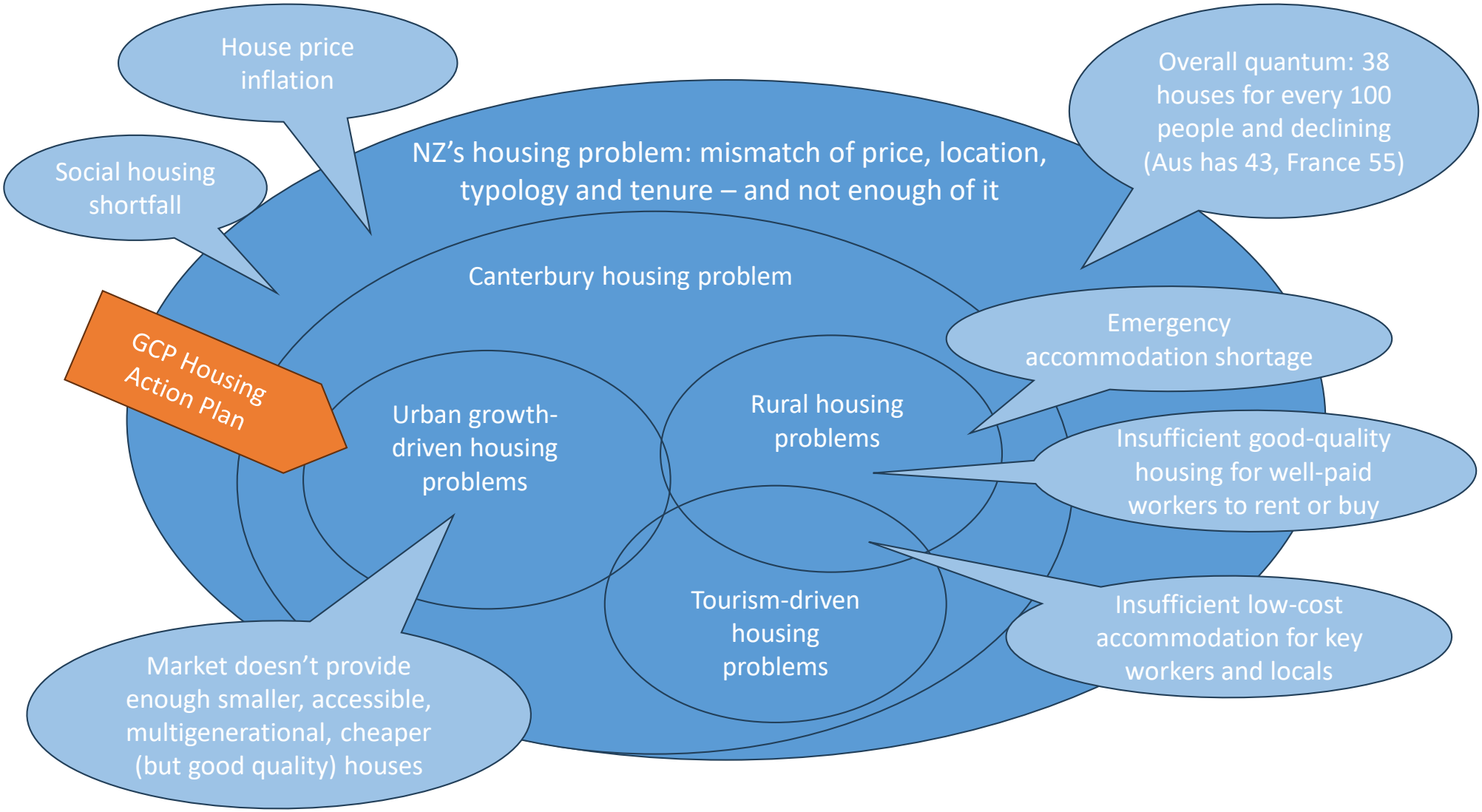
Emergency + Public housing + Housing stress = Total Housing Need

(Mitchell 2021)	Housing stress	Social renters	Other	Total housing need	% of renters	% of all households
Waimakariri	2,500	150	290	2,940	57.8	11.5%
Selwyn	1,670	50	260	1,980	39.8%	8.2%
Christchurch	22,350	7,050	2,480	31,880	55.8%	20.6%

Housing stress as a proportion of rental households in Greater Christchurch

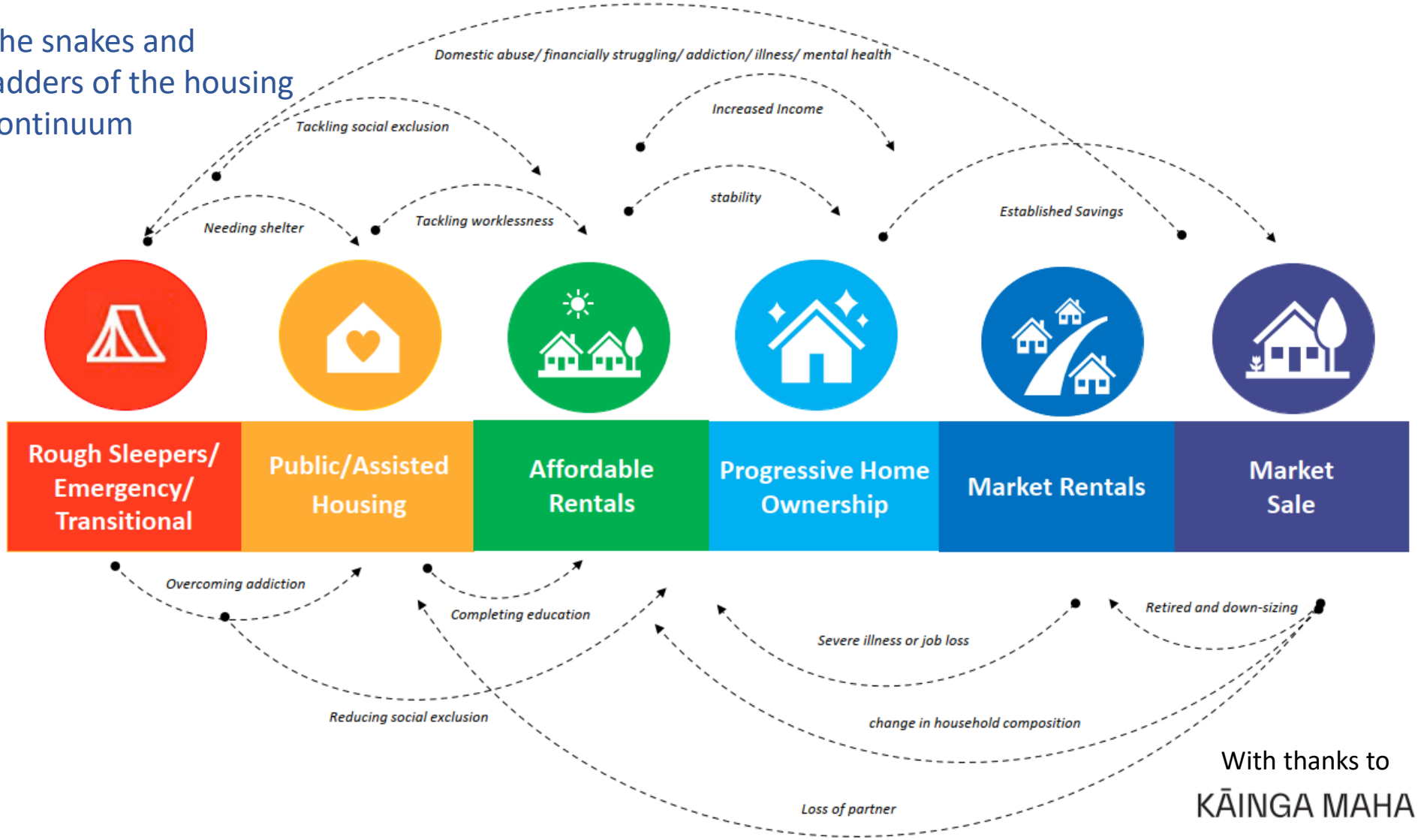


Public housing waitlist spikes, over 25,000 households waiting (1news.co.nz)


House price inflation
Social housing shortfall
NZ's housing problem: mismatch of price, location, typology and tenure – and not enough of it
Overall quantum: 38 houses for every 100 people and declining (Aus has 43, France 55)
Canterbury housing problem
GCP Housing Action Plan
Emergency accommodation shortage
Urban growth-driven housing problems
Rural housing problems
Insufficient good-quality housing for well-paid workers to rent or buy
Tourism-driven housing problems
Insufficient low-cost accommodation for key workers and locals
Market doesn't provide enough smaller, accessible, multigenerational, cheaper (but good quality) houses

Christchurch City Council

The snakes and ladders of the housing continuum



With thanks to
KĀINGA MAHA

Gaps in the continuum:

- Homelessness (overt and covert)
- Shortfall in social housing – despite $$ spent
- The growth of the intermediate market – leftwards along the continuum
- Suboptimal use of housing

Nutshell: Greater Christchurch needs more housing that is good quality, affordable, diverse, and well-located

Greater Christchurch Partnership
Te Tira Tū Tahi
One Group, Standing Together

Christchurch City Council

Why Greater Christchurch needs a joint housing action plan

- Overall shortage of housing nationwide
- Population growth – 'great migration' (1300 new arrivals a month)
- Rising unaffordability – inflation, cost of living crisis
- Insufficient housing for low and modest-income households
- Mismatch of supply and demand – tenure (rental), typology (lack of smaller, multigenerational, accessible houses), price (but still good quality)

The GCP Partners have called for action on housing since 2018

Greater Christchurch Partnership
Te Tira Tū Tahi
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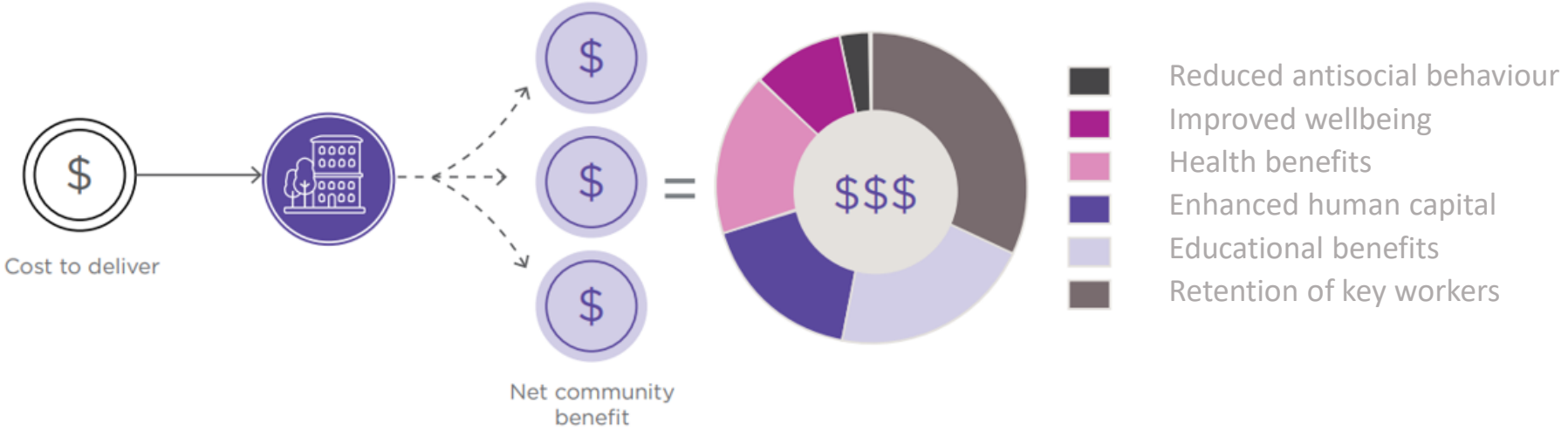
The Joint Housing Action Plan

- Developed collaboratively
- Technically feasible
- Creates outcomes that can't be achieved by individual partners alone
- Contributes to the provision of affordable, quality, diverse housing
- Complements other initiatives:
  - Mana Whenua Kāinga Nohoanga Strategy
  - Canterbury Mayoral Forum Housing Workstream
- Requires resourcing and therefore trade-offs

Greater Christchurch Partnership
Te Tira Tū Tahi
One Group, Standing Together

Why we'd take on the challenge

- Housing as a fundamental determinant of health and wellbeing
- Housing as the foundation for well-functioning communities
- Economic benefits: $1 spent on affordable housing provides $3 of community benefit
- We can make a difference



Christchurch City Council

The Joint Housing Action Plan

Vision: Everyone in Greater Christchurch has access to a healthy, warm, sustainable, affordable home

Phase 1: starting now

Phase 2: follows in 2024

	ACTION
1	Identify publicly-owned sites (Crown and Council) appropriate for affordable housing development across all three council districts; determine what is required to acquire/consolidate
2	Identify mechanisms to enable development of affordable housing on public land
3	Investigate the introduction of inclusionary zoning by all three Councils
4	Investigate and test incentives to deliver affordable housing
5	Investigate expanding development contribution rebates for social housing to all councils; and to include social, affordable rental and progressive home ownership
6	Wider advocacy to influence financial institutions to invest in affordable housing solutions
7	Investigate expanding/mirroring the Ōtautahi Community Housing Trust model, providing charities and CHPs access to finance and land

Christchurch City Council

Questions and discussion

Greater Christchurch Partnership
Te Tira Tū Tahi
One Group, Standing Together

Christchurch City Council

15. Consultation Report - Future Options Hornby Library Building 2/8 Goulding Avenue

Reference / Te Tohutoro: 23/1737947

Report of / Te Pou Matua: Angus Smith, Property Consultancy Manger (Angus.Smith@ccc.govt.nz)

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

Item 15

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 This report is to inform the Council on objections arising from the consultation process and seek a decison following consideration of those. It also takes this opportunity to provide information on the Hornby Care Community Trust's (HCCT) Business Plan.

1.2 This follows up on the resolutions arising from the Council report of 11 August 2022 proposing the gifting of the Hornby library building at 2/8 Goulding Ave to the HCCT.

1.3 The decision in this report is low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the fact that the affected parties are a small, selected group and the effects are generally positive. The broader financial implications which are of interest to the wider city population are not considered significant as the proposal supports the Council's Annual or Long Term Plan as there are no provisions to run and operate this facility following opening of the new Hornby Hub and therefore this decision would not have an impact on rates.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Deems that the requirements of the consultation on the Future Options Hornby Library Building 2/8 Goulding Avenue are considered satisfied.
2. Notes that the outcome of the consultation on the Future Options Hornby Library Building 2/8 Goulding Avenue supports proceeding with the gifting of the Hornby Library Building 2/8 Goulding Ave to the Hornby Community Care Trust.
3. Endorses Council Officers implementing the resolutions passed at its meeting of 11 August 2022 (CNCL/2022/00079), as outlined in Attachment F of the report, which give effect to the gifting of the Hornby Library Building 2/8 Goulding Ave to the Hornby Community Care Trust.
4. Receives the business planning information provided by the Hornby Community Care Trust as outlined in Attachments B, C and D to this report, and;
    a. Notes that staff have confidence that information adequately demonstrates the ability to operate and maintain the building for community service delivery.
    b. Notes this is conditional upon the Council approving a grant of $315,400 to the Hornby Community Care Trust from the Capital Endowment Fund, which is sought through a separate report being considered at the same meeting of 6 March 2024.

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 There is significant support from the consultation process to the proposal. The small number that did not submit in support presented alternative considerations rather than outright opposition. It is therefore considered that there is no reason to depart from the original resolutions.

3.2 The business planning information provided by the Trust is sufficient to provide confidence that the Trust has the ability and resources to integrate the library portion of the building with the portion they already own and in doing so operate and maintain the entire facility/building for the benefit of the community. Noting that this is subject to the HCCT receiving a $300,000 grant from the Capital Endowment Fund to deal with the remedial repairs and deferred maintenance as referred to in clause 5.9 – 5.13 of this report below.

4. Alternative Options Considered Ētahi atu Kōwhiringa

4.1 Revisit the original report, options and resolutions of 11 August 2022. Neither the business planning information nor the consultation feedback provide sufficient reason to do this.

5. Detail Te Whakamahuki

5.1 On 11 August 2022 the Council considered a report that sought to determine the future use of the current Hornby Library at 2/8 Goulding Ave which will be vacated upon completion of the Hornby Library, Customer Service and South West Leisure Centre.

5.2 The report was written in response to the need for a decision on the future of the building once it is no longer required and to deal with an unsolicited proposal from Hornby Community Care Trust (HCCT) to acquire the property.

5.3 The following resolution was passed as a result of that report.

Future Options Hornby Library Building 2/8 Goulding Ave

The Officer Recommendations were accepted with two changes to 2a and 5b.

Council Resolved CNCL/2022/00079

That the Council:

Noting that the:

a. Information normally required from an unsolicited proposal to support a full and informed decision is currently not available.

b. The promotor of the unsolicited proposal Hornby Community Care Trust (HCCT) are concerned about expending time and resources on developing an unsolicited proposal when there was some uncertainty and risk about whether the council would depart from policy and deal unilaterally with them.

c. HCCT require a degree of certainty and support from the council before undertaking such work.

d. Resolutions below are written to provide HCCT with certainty and that such information and required consultation is a condition precedent.

1. Declares the property at 2/8 Goulding Ave (described as Units B DP 43269 on Lot 1 DP43227) surplus to requirements, effective from the date that the current council services transfer to the new Hornby Library, Customer Service and South West Leisure Centre.

2. Approves the gifting of the land and building at 2/8 Goulding Ave (described as Units B DP 43269 on Lot 1 DP43227) to the Hornby Community Care Trust (HCCT), subject to

a. The HCCT providing to the satisfaction of the delegated officer financial and operational information and plans that demonstrate the ability to operate and maintain the building for community service delivery;

b. an encumbrance being registered against the title of the transferred property providing for:

i. The property to be held in perpetuity for community purposes run by a charitable trust or incorporated society.

ii. The Council to have a first right of refusal option to take back the property from HCCT at the sum of $1.

iii. In the event of the council not exercising the first right of refusal option and HCCT selling the property at a future date 50% of the sale proceeds revert to the council. That would be calculated as 50% of unit B if sold separately or 50% of 56% of the sale proceeds if the entire property is sold. 56% being the council's unit entitlement share in the whole property.

c. The council consulting with the community over the proposal to satisfy its obligations under sections 78 and 138 of the Local Government Act.

3. Authorise the Manager Property Consultancy to proceed as resolved in this report if no objections are received through the consultation.

4. Requires the matter to be referred back to the council for consideration and resolution in the event of any objections being received through consultation,

5. Resolves to depart from policy and deal unilaterally with HCCT on the basis that:

a. HCCT are the obvious and natural owner of the property due to the existing ownership complexities and the alignment of outcomes.

b. This is a community asset transfer, which will provide increased capacity to deliver community services.

c. The proposal aligns with Council's direction and policy including the Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022.

6. Authorises the Manager Property Consultancy, with advice from the Head of Community Support and Partnerships on community services provision matters, to undertake all actions, negotiate and conclude all the agreements necessary to facilitate the above in general accordance with this report on terms and conditions acceptable to him at his sole discretion, and in doing so make any decisions necessary to give effect to this.

Councillor Chen/Councillor Johanson ***Carried unanimously***

5.4 This report is primarily to follow up on the following resolutions:

2. Approves the gifting of the land and building at 2/8 Goulding Ave (described as Units B DP 43269 on Lot 1 DP43227) to the Hornby Community Care Trust (HCCT), subject to

c. The council consulting with the community over the proposal to satisfy its obligations under sections 78 and 138 of the Local Government Act.

3. Authorise the Manager Property Consultancy to proceed as resolved in this report if no objections are received through the consultation.

4. Requires the matter to be referred back to the council for consideration and resolution in the event of any objections being received through consultation,

5.5 There were twenty-four submissions in response to the consultation those are attached, excluding the personal details. Only four of those could be considered to oppose the gifting proposal by presenting alternative proposals. These are listed as follows:

5.5.1 *I think selling the property will be a more cost-effective way of doing this instead of just giving it away. I suggest try selling it to Hornby Community Care Trust or to another organisation. If there are no takers then gift it to the Hornby Community Care Trust.*

5.5.2 *The opportunity for other community organisations to uptake the facility should be considered. Otherwise, I think it is fine with a covenant that the property must be retained for charitable community usage only.*

5.5.3 *Kia ora, I believe that 2/8 Goulding Avenue should be for an event & emergency management strategic planning centre for Canterbury. The city does not have one. 2/8 Goulding Avenue is a strategic location for such a centre. This proposal needs to go to council for consideration. I would like to speak about 2/8 Goulding Avenue.*

5.5.4 *This should be sold so that CCC can keep rates low.*

5.6 Those four submissions were followed up on. Two (5.5.1 & 5.5.4) did not respond. 5.5.2) withdrew the proposal following that further engagement. 5.5.3 was engaged with by phone. It was explained that the city had a dedicated facility at the emergency services (Justice) precinct and that contains the EOC we use to plan and manage emergency response activities. The council further has a training facility at Kilronan Place and that CDEM have no need for the building on Goulding Ave. The respondent however still wishes to be heard in respect of the submission.

5.7 Notwithstanding the submissions suggesting alternatives and what may be presented by way of a deputation, there is a significant majority in favour and staff have no reason following the community feedback to depart from the recommendations of the original report.

5.8 We also take this opportunity to present by way of information the following received from the Hornby Community Care Trust in satisfaction of this portion of the prior resolution:

2. Approves the gifting of the land and building at 2/8 Goulding Ave (described as Units B DP 43269 on Lot 1 DP43227) to the Hornby Community Care Trust (HCCT), subject to

a. The HCCT providing to the satisfaction of the delegated officer financial and operational information and plans that demonstrate the ability to operate and maintain the building for community service delivery;

5.8.1 Attachments:

- HCCT Business Plan.
- Community Consultation Survey Report.
- Design Concept Plan (library side).

5.9 Staff have reviewed these documents (listed in 5.8.1 above) and are satisfied that the Trust have the necessary resources and ability to own and manage the entire facility for the benefit of the community. So long as the extraordinary initial costs of dealing with the deferred maintenance and remedial repairs are provided for to bring the building to a sound, weather tight, fit for purpose condition.

5.10 The sale and purchase agreement to give effect to the gifting, as provided for within section 6 of Council's resolution CNCL/2022/00079 set out in section 5.3 above will need to cover the requirement of the building to be in a fit for purpose condition.

5.11 Due to the fact that the council strategy was always to exit this property the asset management strategy has been to "sweat" the asset, only doing essential repairs and maintenance. This has resulted in accumulated deferred maintenance and remedial repairs. The Trust have been concerned about what they may inherit, the cost of that and their ability to deal with it. Particularly as there has been issue with leaks and repairs required to the roof.

5.12 Staff have been working with the Trust to resolve how this matter, and any other related matters, will be attended to so that there is confidence the Trust is not set up to fail and that the building can be put in a sound, weather tight and fit for purpose condition. To this end a condition assessment report has been commissioned which is attached. That indicates an estimated cost of $315,400 to undertake the recommended works:

- Priority 1 – Immediate Works $198,430
- Priority 2 – Required Works $470
- Priority 3 – Recommended Works $116,500

5.13 The proposal which is supported by the HCCT is that they receive a grant of the $315,400 from the Capital Endowment Fund to enable them to undertake the works. The decision to achieve this is set out in a separate report, which will be considered at the same meeting on 6 March 2024.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

6.1 This decision aligns with the Council's vision:

6.1.1 The Council's goal for its role in supporting the city-wide network of community facilities is *"Enabling active, connected and resilient communities to own their own future"*.

6.1.2 The decision is consistent with Council's Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022:

6.1.3 The Strategy's importance of places and spaces as a place where communities can identify with and connect.

- We will encourage communities to create and sustain a sense of local identity and ownership.
- Support the community activation and kaitiakitanga of public spaces and places.

6.1.4 The decision is consistent with Council's Community Outcomes and its Te Mahere kotui o ngā momo Whare-o-hapori Community Facilities Network Plan 2020:

6.1.5 Community facilities contribute to community outcomes in many ways, but not limited to:

- Providing local venues, hosting community events, activities, classes, educational opportunities, networking, and community connection aimed at reducing social isolation.
- Supporting active citizenship and connected communities, by providing venues to support community engagement with the Council, community boards and community organisations to grow community participation in Civic life.

- Building community resilience, social capital, and community capacity to support a response to major stressors such as climate change, terror attacks and the effects of Covid-19.
- Supporting a network of volunteers and opportunities for community partnerships regarding provision, activation, and operation of facilities.
- They enable the celebration of local identity and diversity by providing venues for events, arts, culture, heritage, sport, and recreation.

6.2 This report supports the Council's Long Term Plan (2021 - 2031):

6.3 Internal Services

6.3.1 Activity: Facilities, Property and Planning

- Level of Service: 13.4.10 Acquisition of property right projects, e.g. easements, leases and land assets to meet LTP funded projects and activities. - At least 90% projects delivered to agreed timeframes per annum

Policy Consistency Te Whai Kaupapa here

6.4 The decision is consistent with Council's Plans in that the prior considerations and resulting resolutions contemplate disposal of this asset when the new replacement library is opened.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

6.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture, and traditions.

6.6 Guidance on whether there is any impact on Mana Whenua has been sought from the councils Senior Advisor Treaty Relationships, the matter referred to Ngāi Tahu through Mahaanui Kurataiao (MKT) through the internal engagement process and the public consultation process provided another opportunity for any impacts to be raised, no response has been received.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

6.7 The decision creates certainty over future use and in effect maintains the status quo. The continued use of the building for a community facility will have no impact on the environment or resources.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

6.8 The property is currently compliant for use.

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

7.1 The costs for the proposal were addressed in the original report. This report and decision carry no additional costs.

Other He mea anō

7.2 There are no additional impacts on council's budgets as a result of this decision as the resources needed to bring the building up to a standard whereby it can be gifted to a community group for immediate community use are currently within Council budgets i.e. funded through a grant from the Capital Endowment Fund. There are no other alternative directly suitable budgets available to support this funding.

7.3 Staff have worked with Council's Finance Unit throughout this process.

8. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

8.1 The general powers of competence set out in section 12(2) "Status and Powers" of the Local Government Act.

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

8.2 The earlier report dealing with the substantive decision covered this section. This report and decision gives rise to no further issues.

8.3 This report has not been reviewed and approved by the Legal Services Unit.

9. Risk Management Implications Ngā Hīraunga Tūraru

9.1 This decision carries little risk, the community feedback is supportive of the proposal and the business planning sufficiently robust providing confidence the outcomes will be delivered.

10. Next Steps Ngā Mahinga ā-muri

10.1 Develop and enter a sale and purchase agreement to affect a transfer, when the library vacates to the new facility.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Attachment A Submissions to consultation	23/1749559	683
B	Attachment B HCCT Business Plan	23/1749428	685
C	Attachment C HCCT Survey Report	23/1749457	702
D	Attachment D HCCT Design Concept Plan (Library side)	23/1749467	720
E	Attachment E Condition Assessmet Report	24/218756	721
F	Attachment F CNCL/2022/00079	24/265965	751

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Angus Smith - Manager Property Consultancy
Approved By	John Filsell - Head of Community Support and Partnerships

ID	Date Submitted	Do you have any comments on the property at 2/8 Goulding Avenue being gifted to Hornby Community Care Trust?
6965	Aug 23, 2023, 02:09 PM	I think it is a great idea to gift 2/8 Goulding Ave to the Hornby Community Care Trust as so much goes on there and it is often busy with various clinics, groups etc. The extra room will come in handy for all that goes on and more. I have seen it busy quite a few times and it is nice and close and easy to get there. I am sure the extra space will be well used and needed.
6960	Aug 23, 2023, 10:15 AM	The trust is providing a massive number of community outreach programmes including budgeting, Citizens Advice, Orange Sky, free legal advice, handiscope, health checks and many others. They need more space to expand their outreach. The facilities at 8 Goulding Ave have been very badly run down over the last decade. The car park is full of pot holes, the toilet facilities are in poor condition, the roof and walls of the library have been neglected and the paving out the front needs repair. I believe the council should spend some money so they are not gifting a huge debt to the trust.
6926	Aug 21, 2023, 12:50 PM	I believe the gifting of such a property is an excellent idea and I fully support it. As a volunteer at the Citizens Advice Bureau currently operating out of the Community Centre, I see first hand the demand for facilities at the Centre and the positive impact such facilities have on the local community. The expansion of this facility will only enhance what is currently provided and offer a valuable opportunity for interested groups and organizations to provide and expand on much needed community services in this area. The gifting of such a property to the Hornby Community Care Trust is a once in a generation opportunity with the Trust effectively managing the current property with the assistance of a number of organizations. I highly commend and support this gifting initiative.
6918	Aug 21, 2023, 11:08 AM	I would like to support the gifting of 2/8 Goulding Ave to the Hornby Community Care Trust. The building itself and in particular the outdoor garden courtyard is a fine example of 1970s council directed civic building albeit on a small scale. If the builing was gifted to the trust I am sure the trust will make full use of the facility for the wider enjoyment of the communiuinty, and the building has more opportunity to be saved and conserved for the future.
6916	Aug 21, 2023, 10:35 AM	I think selling the property will be a more cost-effective way of doing this instead of just giving it away. I suggest try selling it to Hornby Community Care Trust or to another organisation. If there are no takers then gift it to the Hornby Community Care Trust.
6911	Aug 21, 2023, 08:24 AM	I would dearly love for CCC gifting to the Community Board, I have used the facilities several times over the years and wish for them to stay and continue their good work.
6901	Aug 20, 2023, 11:51 AM	As a Hornby resident, I fully support the gifting of the 2/8 Goulding Ave property being gifted to the Hornby Community Care Trust. Thankyou CCC for doing this.
6899	Aug 20, 2023, 09:36 AM	I consider it a great use for the building the Trust have operated their side very well since taking over. I am sure they will come up with new ideas to make the community proud.
4597	Aug 09, 2023, 09:03 AM	The opportunity for other community organisations to uptake the facility should be considered. Otherwise, I think it is fine with a covenant that the property must be retained for charitable community usage only.
3871	Aug 04, 2023, 03:02 PM	Kia ora, I believe that 2/8 Goulding Avenue should be for an event & emergency management strategic planning centre for Canterbury. The city does not have one. 2/8 Goulding Avenue is a strategic location for such a centre. This proposal needs to go to council for consideration. I would like to speak about 2/8 Goulding Avenue. Yours faithfully, Drucilla Kingi-Patterson
3827	Aug 04, 2023, 12:22 AM	great idea I am sure it will be put to good use.
3804	Aug 03, 2023, 09:21 PM	I believe this to be a wonderful use of resources and will allow the Hornby Community Trust to continue their great work with the Hornby Community

3798	Aug 03, 2023, 08:57 PM	I think itâ€™s a good idea to gift it to the community care trust, so they can continue to do the work they do.
3706	Aug 03, 2023, 01:25 PM	I support in part the property at 2/8 Goulding Avenue being gifted to the Hornby Community Care Trust . Support is contitent on a suiatble encumbrance on the property. It is essential that an encumbrance is registered against the title of the transferred property providing for the matters set out in the Council meeting on the 11th August 2022. In the event of the council not exercising the first right of refusal option a greater proportion of the sales proceeds should be recovered than agreed to at the Council meeting on the 11th August 2022. It is essential that any proceeds from the sale are redeployment to support, enhance or renew other community assets in the surrounding environs or at least the Greater Hornby Area. The Hornby Community Care Trust is an important part of the community and should be supported. However, I would reccomend Council considers a more future focused option which would see the redevelopment of the site, which includes the Hornby Community Care Trust as a partner.
3317	Jul 31, 2023, 08:05 PM	This should be sold so that CCC can keep rates low.
2229	Jul 27, 2023, 04:54 PM	This is the best option for the building to be gifted to the Hornby Community Care Trust
2205	Jul 27, 2023, 09:39 AM	The CCC property at 2/8 Goulding Avenue should be gifted to the Hornby Community Care Trust. The Trust do amazing mahi in our community, reaching out to many residents who need advice, a friend, or a warm place to be safe. It is an integral part of our community that is further expanding to meet increasing needs of our community. It is vital they are given additional space to ensure they can continue to provide the services they currently are, and expand to include additional services our community needs that they cannot access elsewhere. I also believe the CCC should invest in ensuring the standard of the premises are adequate so that this not for profit organisation does not need to try and fundraise to make improvements where required to have it fit for purpose.
2200	Jul 27, 2023, 08:33 AM	I hope that they can gift HCCT the building and some funding to fix all the problems they are leaving behind as they leave. Also some funding to help with the great work they are doing bring Orange Skys out each week to help with showering and washing close for those in need.
2184	Jul 26, 2023, 07:05 PM	I totally support the gifting of 2/8 Goulding Aenue to Hornby Community Care Trust. The work they currently do in the community is outstanding already and with extra space available they will be able to continue and enhance that work.
2183	Jul 26, 2023, 06:51 PM	Hornby Community Care Trust is the backbone of the community. They bridge divisions and bring people from all over Christchurch into Hornby. Linda, Satali and the volunteers have done an amazing job and an expansion of this building will enable them to also expand their services to and mahi for the community.
2132	Jul 26, 2023, 12:06 PM	The Greater Hornby Residents Association stand fully behind the gifting of this facility to The Hornby Community Care Trust. Facilities such as this and 151 Gilberthorpes Rd. must be retained within our community, because with the current housing intensification taking place these facilities will only see increased demand throughout our communities for future use.
2122	Jul 26, 2023, 09:40 AM	Fully support the Community Centre being gifted the building and just makes common sense. The building is a gem in the Community and they do such wonderful mahi in the very limited space they currently have. Looking forward to seeing what they can do with increased space which will be of major benefit to the community as they will be able to supply increased services and programmes
2098	Jul 25, 2023, 11:33 PM	I would to voice my support for the proposal to gift the property at 2/8 Goulding Ave to the Hornby Community Care Centre Trust. The Hornby Community Care Centre Trust has long served as a beacon of support, unity, and resilience within our community. Their tireless efforts have made a tangible difference in the lives of countless individuals and families within our community. By gifting this property to the Trust, the Council will be supporting a local organisation that has proven its dedication and effectiveness in serving the community. This property would serve as a valuable asset to the Trust, enabling them to expand their reach and enhance the breadth of their services. It would also provide a centralised location for other community organisations to collaborate and support one another more efficiently. Gifting 2/8 Goulding Ave to the Hornby Community Care Centre Trust would not only be an investment in this laudable organisation but also in the broader community. This move would ensure that more people have access to the vital services they need while fostering a stronger sense of community and solidarity.

Christchurch City Council

Business Plan for Hornby Community Care Trust

Date: 18/09/2023

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2

Executive summary

In 2024, it is the intention that the Hornby Community Centre will be expanded after the transfer of the existing Hornby Library land and building to the Hornby Community Care Trust. This expansion will allow flexible spaces to be available for hire and to hold community activities and events.

These various rooms and facilities will enable increased hire to meet the needs of the Hornby community better. The design of the new space has incorporated a community cafe, a dedicated health and well-being hub, and a large multi-purpose space. The focus of the community cafe is to improve social engagement, provide an affordable and accessible community space, and be a potential skills training opportunity for disadvantaged members of the community.

As the Centre is close to the commercial and retail areas, the well-established Hornby Community Care Centre is easily accessible. People in the area already have a strong connection to the Centre and staff, and an improved Centre would enable the Hornby Community Care Trust to improve and increase its active support to community members.

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Business details

Contact details	
Contact name	Linda Turner
Landline	03 3499793
Mobile	027 295 4325
Email	linda@hornbycc.org.nz
Physical address	8 Goulding Avenue, Hornby, Christchurch 8441
Postal address	P O Box 16-271, Hornby, Christchurch 8042

Business name	Hornby Community Care Trust
Trading name	Hornby Community Care Centre
Established	1 June 1979
Structure	Charitable Trust
Date registered	30/06/2008
NZBN	9429042824633

Online/social media	
Website	Website under construction
LinkedIn	
Facebook	https://www.facebook.com/HORNBYCOMMUNITYCENTRE
Instagram	
Twitter	
YouTube	
Blog	

4

What we do and how we do it

The purpose of the Trust is to provide a central hub for our diverse community to connect, foster community development and help coordinate services, activities and a community OP shop. The main aim of Hornby Community Care Centre is to ensure we continue to provide relevant services and activities to meet the changing needs of our community. To have a welcoming environment where people can feel safe and comfortable to spend time in and consider the Centre their local community hub. We have been associated with the community for the past 43 years, and the demand for services and activities has continued to grow significantly.

Hornby and surrounding areas are considered low-income, working-class suburbs with large social housing or rentals. Our culturally diverse community has a high Maori and Pasifika population compared to other Christchurch suburbs and often requires extensive support. The needs in our community are many, with high unemployment, an increase in mental health issues, social isolation, immigration issues, and language barriers; in some areas, there are high levels of crime, vandalism and drug use.

The Community Centre offers volunteering opportunities for diverse members of the community. Often, these people seek social engagement or return to work skills, with a number having significant health issues, including mental health, disabilities, a history of addictions or lack of training or work experience.

Business background

Business history

In May 1979, the Hornby Community Care Centre Committee became the Paparua Community Care Trust (now known as the Hornby Community Care Trust) to facilitate ownership of the Hornby Community Care Centre. At the time of its construction, the Hornby Community Care Centre was probably the first such Centre in New Zealand in which a local Council body, various agencies and churches had combined to provide a caring Centre for the Community. The Hornby Community Care Centre building was completed in December 1979, and the Official Opening was on the 22nd of February 1980.

Matatiki: Hornby Centre, a new Hornby library, customer services, and recreation and sports centre, is under construction at Kyle Park in Hornby for the growing southwest community. It is due for completion in 2023/2024.

In early August 2022, the Christchurch City Council unanimously approved the transfer of ownership of the existing Hornby Library land and building to the Hornby Community Care Trust. This transfer will allow the Trust to expand the Hornby Community Centre once the library has moved to its new premises. Currently, the Centre is at capacity, and there is a need for more space to meet the continuing demand.

Current position

The Community Centre currently provides rooms for hire and spaces for activities and services from community groups, agencies and businesses. It creates the opportunity for initiatives to be developed which will assist the community's diverse needs.

The Community Op Shop provides clothing and household goods at affordable prices to support our community. The day-to-day running of the Op Shop is undertaken by approximately. 25 volunteers.

Our anchor tenant, Citizens Advice Bureau, operates full-time, continuing with a long-standing relationship of 43 years.

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Services and Activities Currently Offered at the Community Centre:

Citizens Advice Bureau
Nga Pou Whakawhirinaki o Aotearoa

StarJam

TOASTMASTERS INTERNATIONAL

B4 School Check
Well Child Tamariki Ora

Therapy Professionals Ltd
Physio, Speech Language, Music, Occupational Therapists & Dietitians

Nail Trimming Clinics

CL Community Law

NEW ZEALAND Family Planning

Depression Support Network
Tu-o-pae ki Te Ao Marama • Keep your eye on the light on the horizon

ORANGA TAMARIKI
Ministry for Children

AGE CONCERN CANTERBURY
He Manaakitanga Kaumātua Aotearoa

Steady as You Go Falls Prevention Exercise Classes

Aotearoa Multicultural Women Association
AMWA

Cake & Connect Social Sessions & Free English Classes

Justice of Peace Clinics

TechMate
CLOSING THE DIGITAL DIVIDE

Digital Inclusion Sessions

Christchurch Budget Service Trust

OrangeSky
Aotearoa

Mobile Shower and Laundry Van

Christchurch Methodist Mission

Wise-Up Program

Hornby Residents Group

Advocacy Drop In Sessions

ALSO

Hornby Handiscope Hornby Community Menzshed Craft & Jewellery Classes
Various Church Groups

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Our goal/mission

We are a community-focused organisation engaging, supporting, promoting, and facilitating inclusive services and activities to meet the needs to enable a strong community.

Our strategy

2023 - 2024

OUR OBJECTIVES

1. Renovations to existing library space
2. Establish a small community café
3. Establish a well-being hub
4. Establish more services and activities to continue meeting our community's needs
5. Increase availability and income from room hire
6. Increase the opening hours of the Op shop
7. Rebranding - Investigate changing the name of the Centre
8. Establish organisational and governance developmental processes
9. Continue to grow strong relationships with other community agencies.

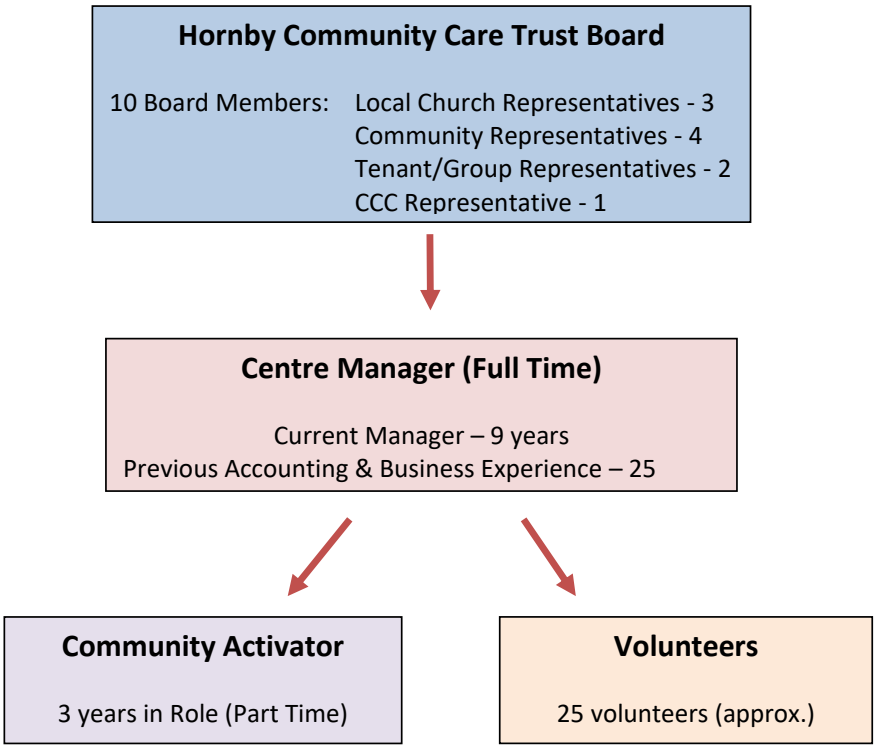
2025 - 2027:

OUR OBJECTIVES

1. Increase the size of the Op shop.
2. Create a vibrant and inviting outdoor community space
3. To connect and engage with the community to continually improve and adapt services and activities to meet the continuing needs of the community
4. Continue building and developing strong relationships with other community agencies
5. Review, update and document organisational and governance procedures.

7

Current Team Structure



Mentors, consultants, advisors and other outside help

- CCC Elected, Community Advisors & Community Board
- Ainger Tomlin - Accountant
- Trust Board members
- Local MP – Megan Woods
- Networking Group
- Linc Lab - Mentoring/Leadership courses

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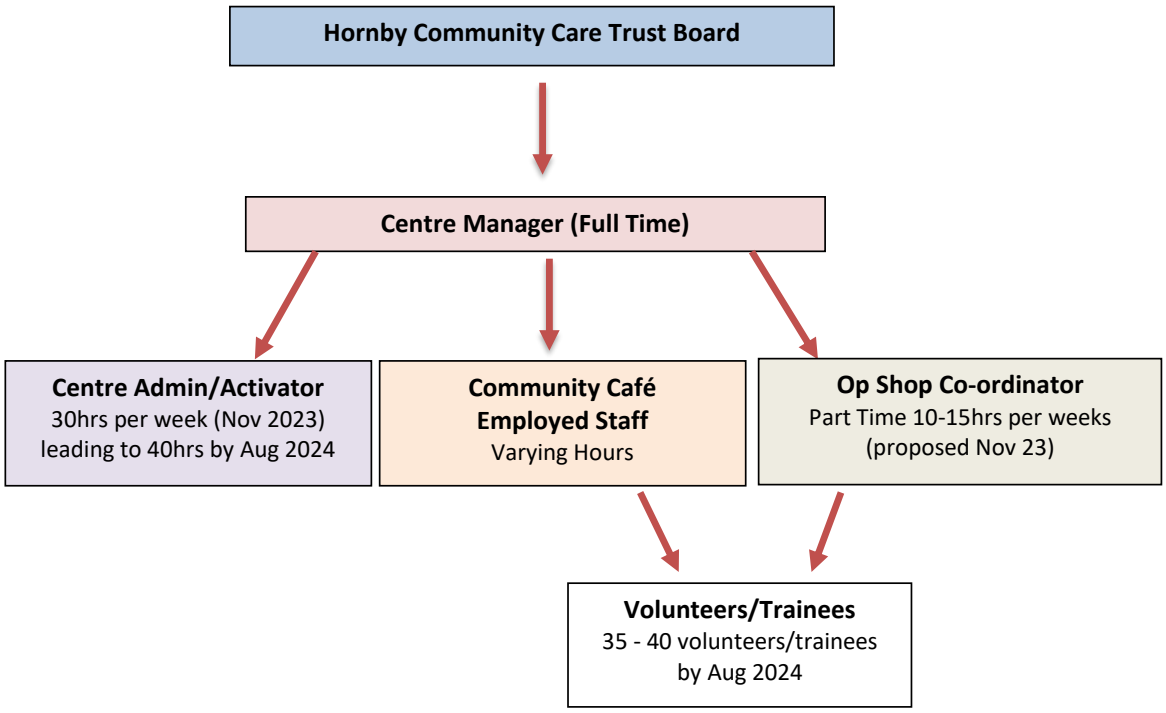
Planned team structure



Retention, engagement and recruitment policies and practices

Employees

- Job Descriptions Provided
- Interview Process: 2 Trust Board members and Centre Manager
- Employment Agreement Provided
- Yearly Review
- Regular performance meetings
- Opportunities provided for training and upskilling

Volunteers

- Engagement of volunteers via social media, community newsletter or word of mouth
- Volunteer Application Form
- Interview Process: Centre Manager
- Police Check if necessary
- On-the-job training is provided and Health & Safety Induction
- Daily check-ins with volunteers
- Regular team meetings

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Market analysis

Market research:

After confirmation of the City Council's decision to transfer ownership of the existing library site land and building to the Hornby Community Care Trust, the Trust initiated a survey to undertake community consultation to seek their visions for the expanded Community Centre.

The target population covered persons under the age of 18 to over 65. The survey could be completed online or by hard copy questionnaire at the Hornby Community Centre, Hornby Library, Hornby Mall, and Hornby High School. The online questionnaire was sent to various community organisations and community Facebook pages. There were 704 responses received, with 95.60% being completed by individuals, 4.40% represented by organisations and nearly 43% of the respondents resided in Hornby.

The role of the Community Activator based at the Community Centre, together with the Centre hosting monthly community workers network meetings, provides valuable insight and discussion about ongoing community needs, which helps us to facilitate new services and activities within the Centre.

The Centre Management engages in regular ongoing discussions with members of the community, facility users, networking groups, community agencies, and Op Shop customers.

Market opportunity:

There is no other community organisation in the vicinity of the Hornby Community Care Centre that provides the same scale and variety of activities and services, nor does it have the space to provide all of these priorities. Some of these initiatives allow for significantly increased revenue opportunities for the Centre. This increased revenue would allow for an opportunity to secure sustainable and financial viability and lessen the need for ongoing funding support. The following initiatives were recognised as priorities from the survey.

Community Café: To offer an affordable, socially connected, welcoming space with the future concept of providing employment skills/training for those with disabilities and disengaged youth.

Event Space: To provide a large multifunctional (up to 70 people) space for the community to have events, workshops, and social and exercise activities. This space will also provide audio/visual/ lighting resources.

Health and Well-being Hub: To provide a dedicated, private and confidential space with separate reception for various existing and new health and well-being providers. There was a high response to this need on the Community Consultation Survey.

Digital Technology Space: To provide a dedicated space with computers available for free use and provision for printing/photocopying/scanning. These facilities could be utilised with Digital Learning sessions in collaboration with TechMate, already established at the Centre.

Innovation Space: To provide a well-resourced space for the community to participate in arts and crafts.

Larger Op Shop: To provide the option to remove a wall between the existing Community Op Shop and another room to provide a larger space for displaying clothing and household goods and enable a larger sorting area for donations.

Youth Hub: To provide youth with a safe space and resources to support positive change and growth. This space will allow youth to connect and engage with their community. This hub is a longer-term initiative involving other organisations in the youth sector and would include further costs for a separate building on the site.

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Market structure:

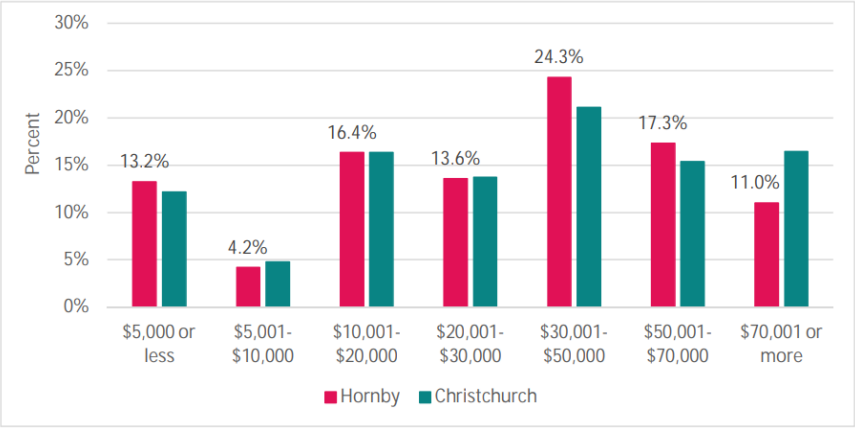
Minimal facilities are currently available to hire at an affordable rate in a central location within the Hornby area. Heartlands Hornby, another significant service provider, was disestablished by MSD in May 2022 after years of providing essential support and services in the community. We have provided space at the Community Centre for some of these services, e.g., Family Planning and Community Law, to re-establish in our community.

Obtaining a larger Centre will make the Hornby Community Care Centre the leading provider of community hire facilities that are easily accessible and close to the Hornby commercial and retail hub.

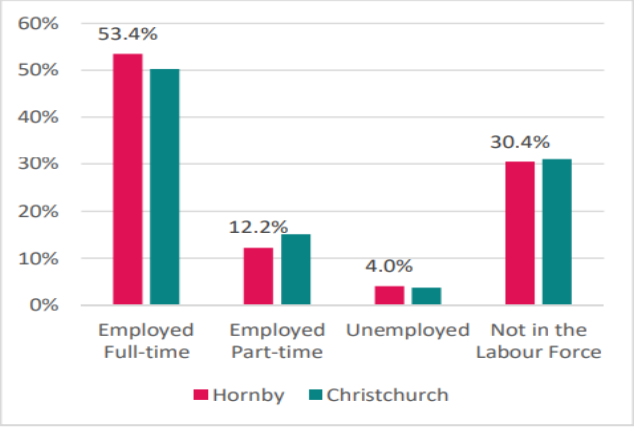
Target market size and outlook:

Information was obtained from the Christchurch City Council 2023-Community Profiles Hornby Ward document in considering the target market. The Hornby Ward includes the growing suburbs of Hornby, Hei Hei, Islington, Yaldhurst and parts of Wigram and Sockburn and encompasses the rural communities in Yaldhurst and Templeton. The 2018 census states the population within the Hornby Ward boundary as 23,274. The following data provides a breakdown of the target market. The outlook is for a planned significant increase in zoning, resulting in increased population in the Hornby area.

PERSONAL INCOME

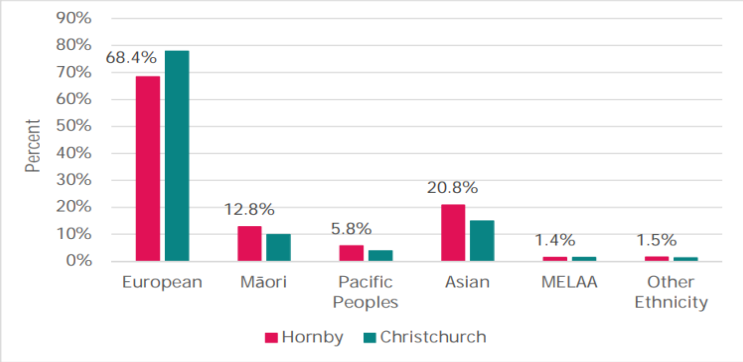


WORK AND LABOURFORCE STATUS

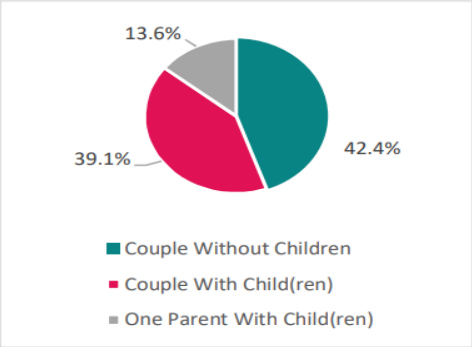


11

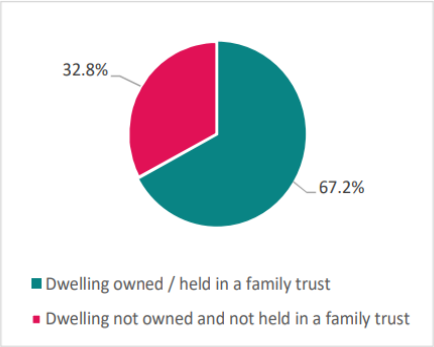
ETHNICITY



FAMILY TYPE



TENURE OF HOUSEHOLDS



Customer mindsets and behaviours:

The Christchurch City Council's 2023-Community-Profiles-Hornby-Ward document has indicated socio-economic deprivation for the Hornby Ward. These factors may influence how the expanded Hornby Community Care Centre might benefit the community's needs.

- It is notable that over half (53.4 per cent) of the ward live in higher deprived areas of the City with a Social Deprivation rating of over seven. Those with ratings of nine and ten are clustered in six major areas around the ward. Conversely, some of the least socially deprived also live in the Wigram Skies, Yaldhurst and Templeton areas.

- Just 11 per cent of the Hornby Ward aged over 15 years have a personal annual income of over $70,000 compared with a city-wide figure of 16.5 per cent. The median personal income in the ward is $32,300, only slightly below the city median of $32,900.

- The Hornby ward is on a par with the city-wide rate in respect to the number of people aged over 15 years who have a personal income of under $20,000 (33.8 and 33.4 per cent, respectively).

- In the Hornby Ward, 33 per cent of people over the age of 15 receive a government-supported income, nearly half of those receiving New Zealand Superannuation.

- The Yaldhurst area has the highest median personal income at $39,600.

- Nearly 33 per cent (32.8) of the Hornby Ward live in rented accommodation.

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Competitor analysis

The Hornby Community Care Centre sees itself as a complementary service and facility provider rather than a competitor for existing or potentially new services.

Due to the lower Op Shop overheads, the Centre can offer a better price point for its clothing and household goods, in line with the lower socio-economic standing of the community. Most other Op Shops are National chains whereby the revenue is returned to the National body. In comparison, the Hornby Community Care Centre Op Shop revenue is used locally to fund and support other ongoing local activities and services and pays for the day-to-day operating costs of the Centre.

Other Providers of Room and Facility Hire in the Greater Hornby Area:

- Hei Hei Community Centre (Hei Hei)
- 126 On the Corner (Hei Hei)
- Matatiki Centre
- Harvard Lounge (Wigram)
- Templeton Community Centre (Templeton)
- The Hornby Club

Other Op Shops in the Greater Hornby Area:

- Salvation Army (Hornby)
- Vinnies (Hornby)
- Red Cross (Hornby)
- SPCA (Hornby)
- Angels (Hei Hei)
- 126 On the Corner (Hei Hei)

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SWOT – Internal and external forces

Internal forces – Strengths

Strengths	What we'll do
People-focused	Consider the needs and changing activities and services to meet the needs.
Solution-focused	Think outside the box and have a substantial networking group to tap into the support required to meet needs.
Maintaining a solid team, from governance to volunteers	Communicate extensively, provide a welcoming and safe space for all and always appreciate the commitment of the volunteers and staff.
Strong long-term relationships	Listen and act when needed and work collaboratively.

Internal forces – Weaknesses

Weaknesses	What we'll do
Harder to fulfil staffing capabilities	Engage community members to help the Hornby community. Continue to advertise and promote the benefits of volunteering.
Lack of space	Provide flexible working spaces to meet community needs.
Limited succession planning processes	Implement a strategic plan and follow it. Create systems and processes for successive governance and staff.

External forces – Opportunities

Opportunities	What we'll do
Health & Wellbeing Partnerships	Establish new relationships with health and wellbeing providers. Possible new anchor tenant.
Website Development	Create a website that allows the community to see what is happening in the Centre. It will also allow for digital booking enquiries.
Job Skills Training Programme	To work with job skills training funders to establish a programme for those with disabilities and or disengaged youth. Provide staffing for the café.

External forces – Threats

Threats	What we'll do
Decrease in Funding	Increase revenue from room hire, activities and the community cafe towards self-sustainability.
Lack of walk-in traffic due to the library leaving	Increase advertising and promotion, and having the community cafe as a drawcard.
Deferred maintenance issues and costs	Recognise, prioritise and develop a realistic and ongoing maintenance programme.

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Marketing strategy

- Rebranding-potential involvement of the community with the renaming of the Centre
- Promotion through social media, community newsletters, local newspaper, schools, agencies and networking group
- Formal opening event with powhiri, local matua, guests and the community
- Week-long "get to know" the Centre with relevant activities
- Special promotional deals in the OP Shop and community cafe

Financial plan

The following budget is based on previous five year's financial outcomes. Future analysis is challenging due to the current economic situation, and there has been only a limited breakdown of the existing costs of the current library site provided.

Room hire costs have been calculated using rates for community organisations and governmental and commercial business rates and an expected greater room occupancy due to better meeting the community's needs.

There should be a significant increase in Op Shop income due to the expansion of the shop size, stock available for sale, and longer opening hours.

It is anticipated that more extensive room hire will lead to the cafe generating income from the people using the rooms and facilities.

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Budget – 5 Year Forecast

	2024	2025	2026	2027	2028
REVENUE					
OP Shop Sales	61,000.00	70,000.00	77,000.00	84,700.00	93,200.00
Hire of Facility Spaces & Resources	32,000.00	53,000.00	58,300.00	64,100.00	70,500.00
Community Café	12,000.00	46,800.00	66,000.00	72,000.00	75,600.00
Other Income	0.00	40,000.00	50,000.00	60,000.00	65,000.00
Grants & Donations	120,000.00	80,000.00	50,000.00	35,000.00	25,000.00
Interest	1,400.00	1,500.00	1,600.00	1,700.00	1,800.00
TOTAL REVENUE	**226,400.00**	**291,300.00**	**302,900.00**	**317,500.00**	**331,100.00**
EXPENDITURE					
ACC	1,800.00	3,200.00	3,600.00	3,600.00	3,600.00
Accountancy Fees	2,000.00	2,600.00	2,600.00	3,000.00	3,000.00
Advertising	3,000.00	4,000.00	4,000.00	4,000.00	4,000.00
Community Café Expenses	7,000.00	12,000.00	14,400.00	17,300.00	20,700.00
Community Free Services, Activities & Projects	12,000.00	15,000.00	16,000.00	17,000.00	18,000.00
Compliance Costs	4,000.00	4,500.00	4,725.00	4,960.00	5,210.00
Eftpos Charges	950.00	2,000.00	2,080.00	2,160.00	2,250.00
Equipment Rental	4,000.00	5,000.00	5,500.00	5,000.00	5,000.00
General	500.00	600.00	700.00	800.00	900.00
Insurance	9,000.00	9,300.00	9,700.00	10,100.00	10,500.00
Light, Heat & Power	8,000.00	8,400.00	8,820.00	9,200.00	9,700.00
Printing, Stationery & PO Box Rental	900.00	1,200.00	1,200.00	1,200.00	1,200.00
Rates & BWOF	4,000.00	4,400.00	4,840.00	5,320.00	5,850.00
Repairs & Maintenance	12,000.00	10,000.00	8,000.00	8,000.00	8,000.00
Rubbish Removal	3,700.00	3,850.00	4,000.00	4,150.00	4,300.00
Subscriptions	2,000.00	2,100.00	2,200.00	2,300.00	2,400.00
Telephone/Internet	4,100.00	4,300.00	4,500.00	4,700.00	5,000.00
Volunteer Expenses	1,800.00	2,000.00	2,200.00	2,400.00	2,600.00
Wages & Salaries	134,000.00	185,000.00	192,400.00	200,100.00	208,100.00
TOTAL EXPENDITURE	**214,750.00**	**279,450.00**	**291,465.00**	**305,290.00**	**316,440.00**
NET SURPLUS /(DEFICIT)	**$11,650.00**	**$11,850.00**	**$11,435.00**	**$12,210.00**	**$14,660.00**

Note 1: The expectation to increase revenue in 2024 will be limited due to the need for significant renovations to take place in the first six months of the Trust acquiring the former library space. However, there will be a substantial increase in outgoings such as compliance costs, insurance, maintenance, power, rates, wages and salaries. This will require increased funding requests for 2024.

16

Legal and regulatory compliance

- Registered with Charities Commission as a Charitable Trust
- Registered with IRD as an employer
- Consulted with Ainger Tomlin, Accountant to register for GST at the end of 2023.
- In the process of applying for Resource Consent for the expanded Centre - recently met with Christchurch City Council planners

Christchurch City Council

Item 15

Attachment C

HORNBY COMMUNITY CARE TRUST SURVEY REPORT

Hornby Community Centre Expansion - Community Consultation

Abstract

This was a consultation with the public about the current usage of the Hornby Community Centre and what they would like to see happen with services and activities with the availability of a larger centre.

Linda Turner
linda@hornbycc.org.nz

Christchurch City Council

Contents

Background Information 2
Survey Objectives 2
Sample Design, Data Collection Method and Response Rate 3
Questionnaire 3
Summary of Key Findings 3
Next Steps - Taking the Findings Forward 6
Conclusions 7
Appendix 8

Background Information

In May 1979, the Hornby Community Care Centre Committee became the Paparua Community Care Trust (now known as the Hornby Community Care Trust) to facilitate ownership of the Hornby Community Care Centre. At the time of its construction, the Hornby Community Care Centre was probably the first such Centre in New Zealand in which a local Council body, various agencies and churches had combined to provide a caring centre for the community. The Hornby Community Care Centre building was completed in December 1979, and the Official Opening was on the 22nd of February 1980.

Matatiki: Hornby Centre, a new Hornby library, customer services, and recreation and sports centre, is under construction at Kyle Park in Hornby for the growing southwest community. It is due for completion in 2023/2024. In early August 2022, the Christchurch City Council unanimously approved the transfer of ownership of the existing Hornby Library land and building to the Hornby Community Care Trust. This ownership will allow the Trust to expand the Hornby Community Centre once the library has moved to its new premises. While this is still subject to further Council consultation by the Council to be completed and other Council requirements to be met by the Trust, it is a wonderful opportunity to provide even more services and activities to our Community.

Building and Land Area:

Unit A, owned by Hornby Community Care Trust, comprises approximately 710m^2, and Unit B's current library space is approximately 1280m^2. The overall area is 4334m^2 (***Appendix A***)

Objectives of the Hornby Community Care Trust:

- To provide a central building that is welcoming for those seeking support.
- To facilitate the coordination of caring agencies, services and activities that will increase community resilience and well-being.
- To foster community development by connecting and collaborating with the community.

Survey Objectives

The Hornby Community Care Trust initiated a survey to undertake community consultation to seek their visions for the expanded Community Centre.

The survey findings provide a snapshot of the views of 704 respondents who completed the survey.

Sample Design, Data Collection Method and Response Rate

The target population covered persons under the age of 18 to over 65. The survey could be completed online or by hard copy questionnaire at the Hornby Community Centre, Hornby Library, Hornby Mall, and Hornby High School. The online questionnaire was sent to various community organisations and community Facebook pages. The response rate was 95.60% completed as individuals, and 4.40% represented organisations, while nearly 43% of the respondents resided in Hornby.

Questionnaire

Data were collected through a structured questionnaire, a copy of which is provided in ***Appendix B***. The length of each survey was about 4 minutes. The questionnaire consists of several parts to assess the following:

- Facilities currently used at the Hornby Community Centre
- Barriers preventing the use of facilities at the Hornby Community Centre
- Possible new facilities and services wanted at the expanded Hornby Community Centre
- Feedback and suggestions

Summary of Key Findings

The survey findings revealed that a large number (about 93%) of the respondents are aware of the location of the Hornby Community Centre, and nearly 75% have used the facilities, with most using Community Op Shop and other community services.

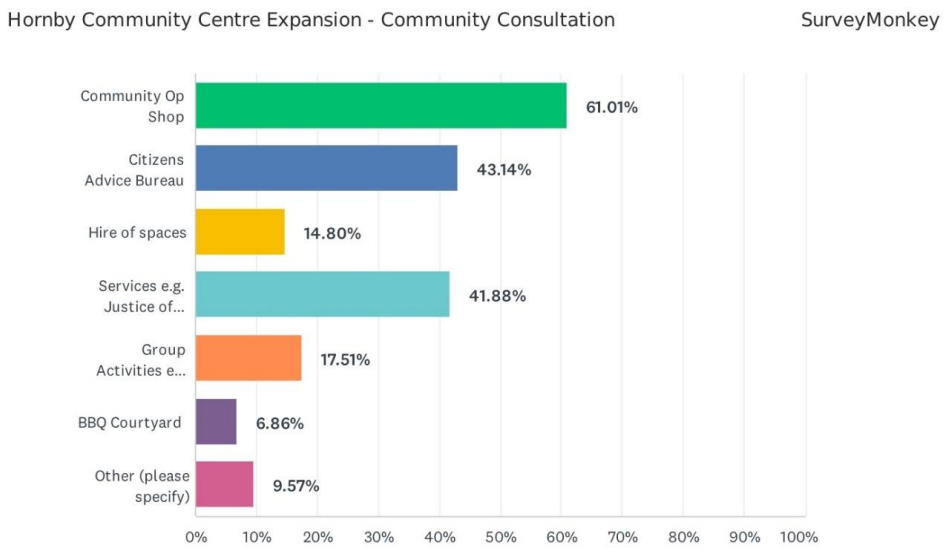


Figure 1 Q7 Please tell us what Centre facilities you have used.

The findings, however, show that many of those who had not used the facilities were unaware of the services and activities on offer. The most popular choices they would like within the larger Community Centre were a multi-purpose space (e.g., large events/workshops/meetings), health & well-being activities and a community café.

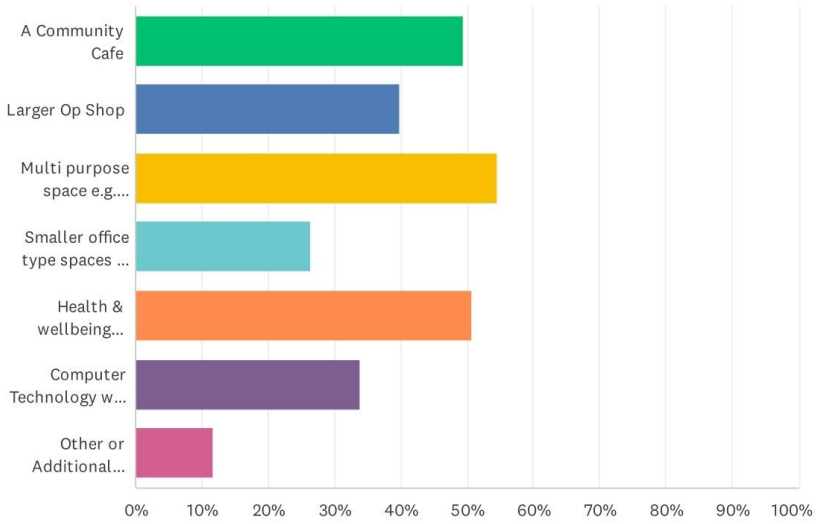


Figure 2 Q10 What would you like to see happen within the larger Community Centre?

Responses also showed the most requested new services for the Community Centre would include mental health, counselling and health.

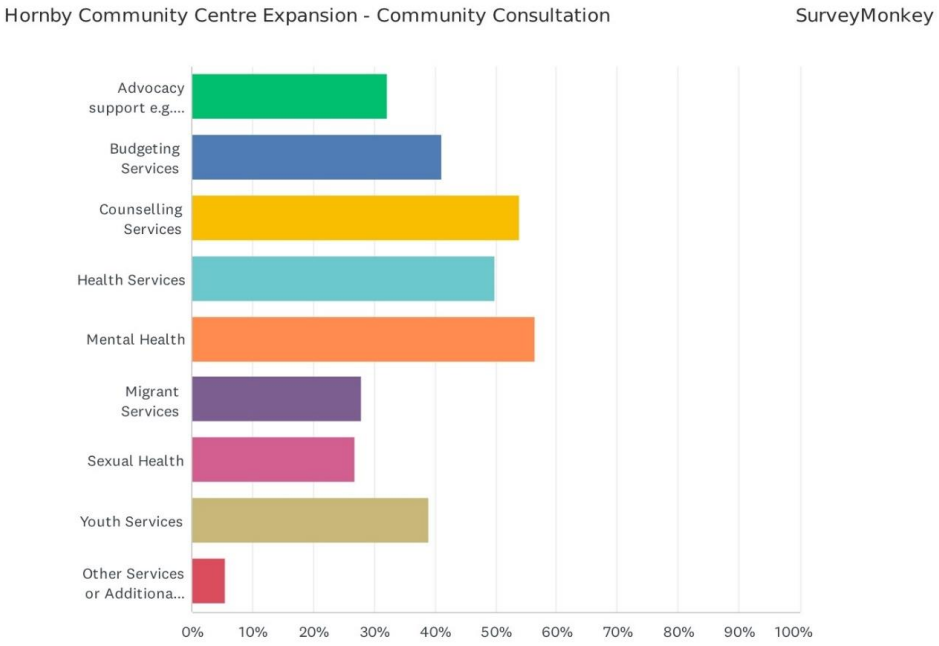


Figure 3 Q11 What new services would you like to see?

The survey showed the most popular activities they would like to see in the expanded Community Centre are arts/craft/cooking groups, activities for older adults and digital technology workshops.

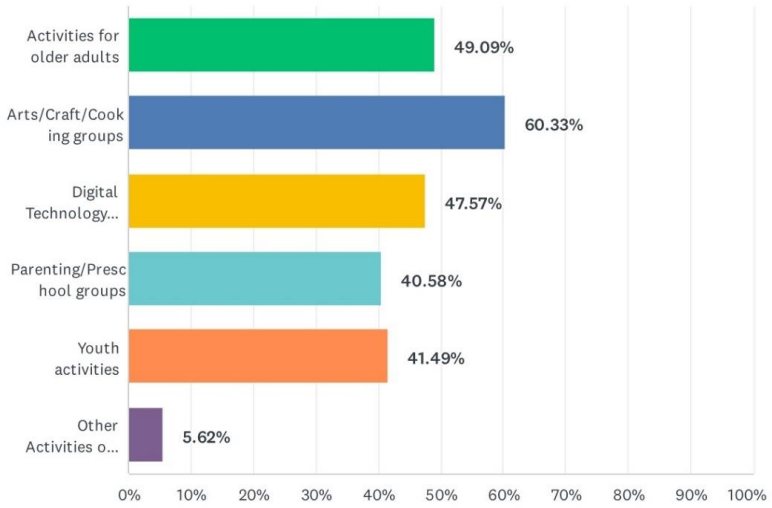


Figure 4 Q12 What activities would you like to see?

Next Steps - Taking the Findings Forward

The Hornby Community Care Trust conducted the survey as part of the public consultation process to hear the community's wants and needs. The survey was available to be completed on a hard copy as there was an awareness that some of the community were not digitally connected, or were not confident in using digital technology, or English was a second language and discussion was needed to ensure complete understanding. It indicates that more efforts need to be made to raise the public's awareness of the activities and services available at the Community Centre.

The collated details will inform the Hornby Community Care Trust Board and initiate discussions to determine the direction of proposed services and activities in the expanded centre.

The survey findings show that the majority of the respondents want greater access to a multi-purpose space to hold events, meetings and workshops, a space for health services with caring agencies, services and activities that will increase community resilience and well-being and a community café to connect with others.

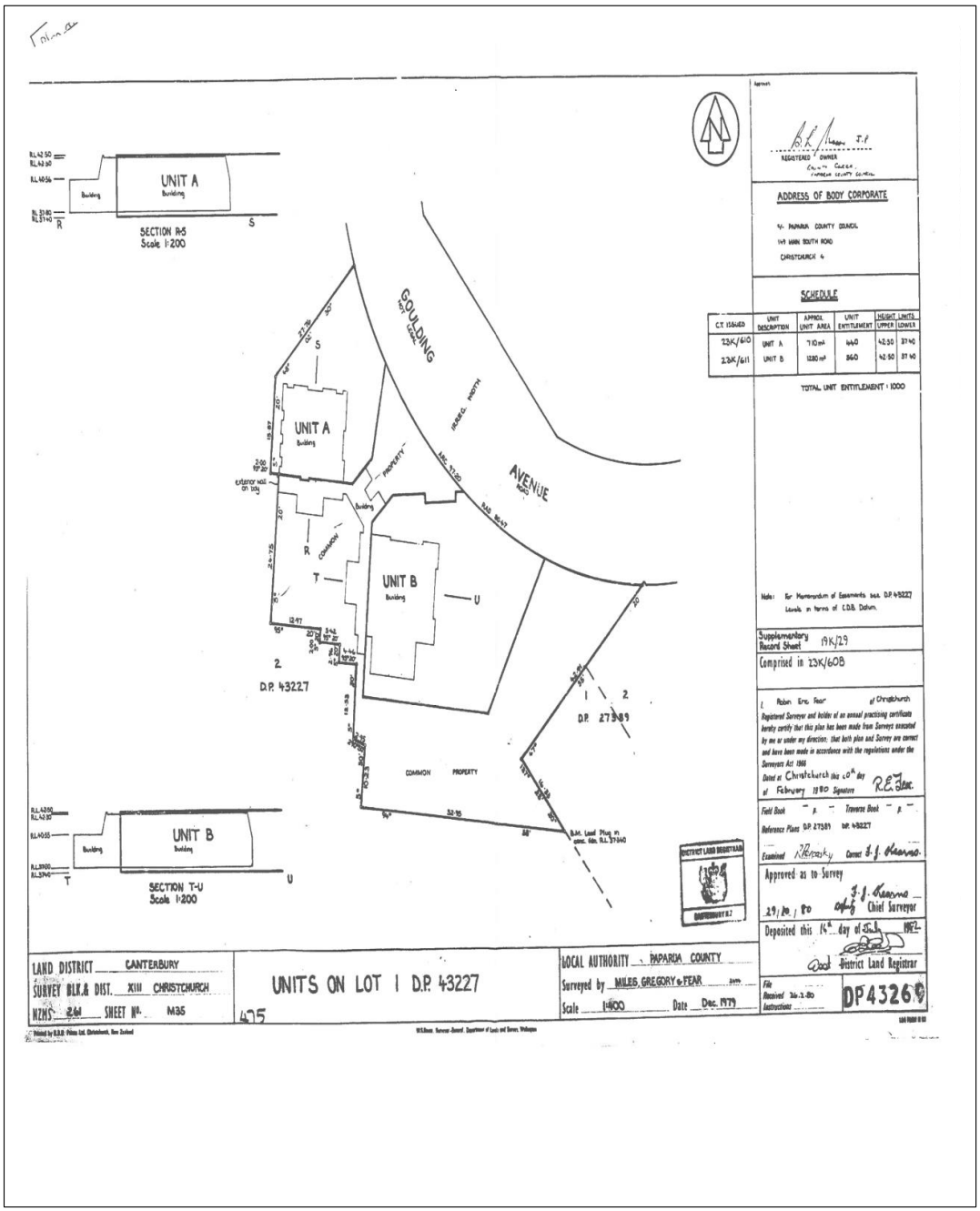
More consideration can be given to providing space for activities to be organised to meet the demand for arts/crafts/cooking, activities for older adults and digital technology workshops.

Conclusions

- The need for more ongoing promotion and advertising of activities and services
- The need for more activities for a wide range of people and interests at the Community Centre
- The need for more health-related services to be available at the Community Centre
- People want the Community Centre to have a community café to be a place for connection with others in a relaxed setting.

Appendix

A-Land Title Document

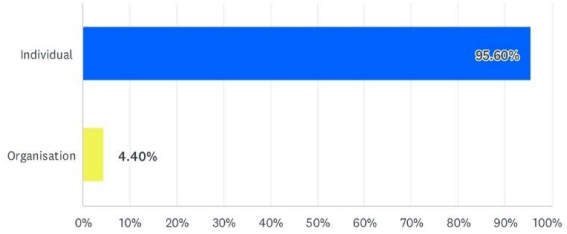


B-Questionnaire data

Hornby Community Centre Expansion - Community Consultation SurveyMonkey

Q1 Responses - Individual or Organisation

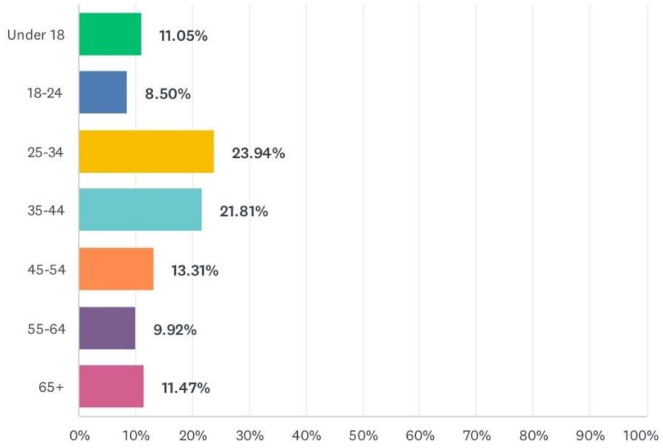
Answered: 704 Skipped: 9



ANSWER CHOICES	RESPONSES	
Individual	95.60%	673
Organisation	4.40%	31
TOTAL		704

Q2 Age Group of Respondents

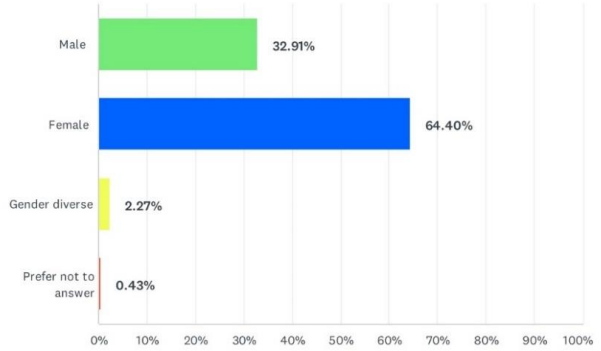
Hornby Community Centre Expansion - Community Consultation SurveyMonkey



ANSWER CHOICES	RESPONSES	
Under 18	11.05%	78
18-24	8.50%	60
25-34	23.94%	169
35-44	21.81%	154
45-54	13.31%	94
55-64	9.92%	70
65+	11.47%	81
TOTAL		706

Q3 Gender of Respondents

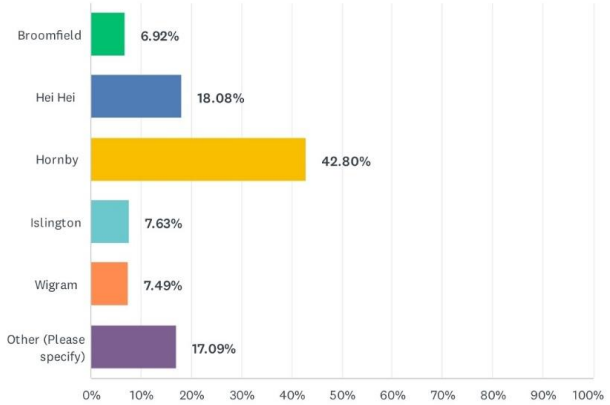
Hornby Community Centre Expansion - Community Consultation SurveyMonkey



ANSWER CHOICES	RESPONSES	
Male	32.91%	232
Female	64.40%	454
Gender diverse	2.27%	16
Prefer not to answer	0.43%	3
TOTAL		705

Q4 What area do you live in?

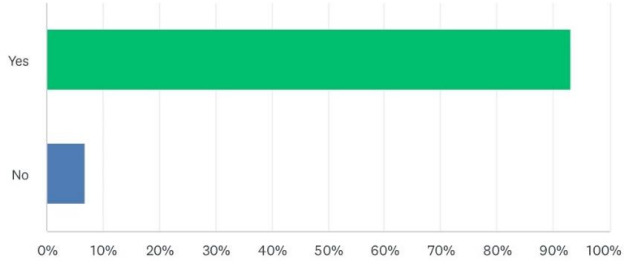
Hornby Community Centre Expansion - Community Consultation SurveyMonkey



ANSWER CHOICES	RESPONSES	
Broomfield	6.92%	49
Hei Hei	18.08%	128
Hornby	42.80%	303
Islington	7.63%	54
Wigram	7.49%	53
Other (Please specify)	17.09%	121
TOTAL		708

Q5 Do you know where the Hornby Community Centre is?

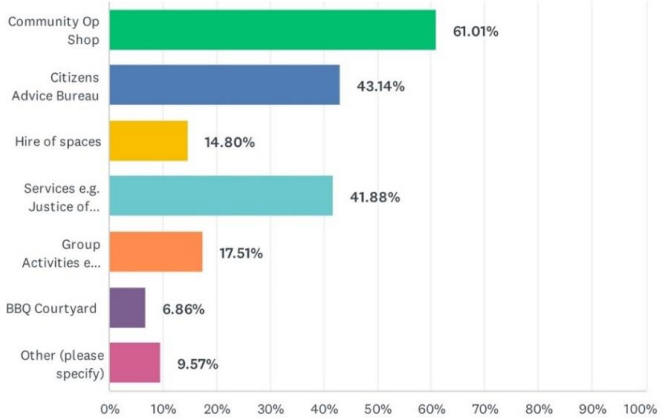
Hornby Community Centre Expansion - Community Consultation SurveyMonkey



ANSWER CHOICES	RESPONSES	
Yes	93.09%	647
No	6.91%	48
TOTAL		695

Q6 Do you use the facilities at the Hornby Community Centre?

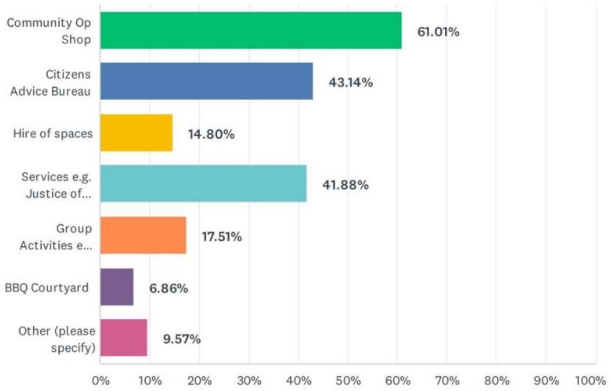
Hornby Community Centre Expansion - Community Consultation SurveyMonkey



ANSWER CHOICES	RESPONSES	
Community Op Shop	61.01%	338
Citizens Advice Bureau	43.14%	239
Hire of spaces	14.80%	82
Services e.g. Justice of Peace, Free Legal, Nail Trimming Clinics	41.88%	232
Group Activities eg: Age Concern Exercise Group, Toastmasters	17.51%	97
BBQ Courtyard	6.86%	38
Other (please specify)	9.57%	53
Total Respondents: 554		

Q7 Please tell us what Centre facilities you have used.

Hornby Community Centre Expansion - Community Consultation SurveyMonkey



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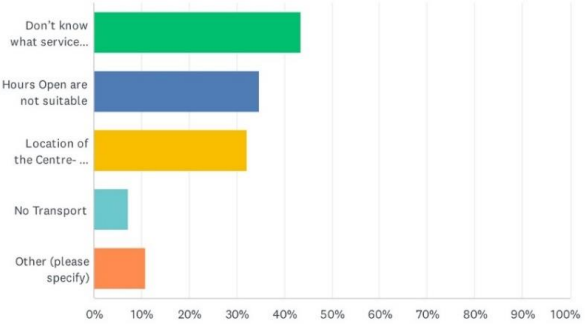
Services e.g. Justice of Peace, Free Legal, Nail Trimming Clinics	41.88%	232
Group Activities eg: Age Concern Exercise Group, Toastmasters	17.51%	97
BBQ Courtyard	6.86%	38
Other (please specify)	9.57%	53
Total Respondents: 554		

Q8 Please tell us why you have not yet used the Community Centre facilities?

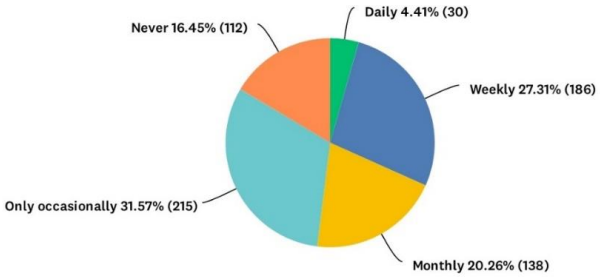
Answered: 401 Skipped: 312



ANSWER CHOICES	RESPONSES	
Don't know what services & activities are on offer	43.39%	174
Hours Open are not suitable	34.66%	139
Location of the Centre- too far to walk from where I live	32.17%	129
No Transport	7.23%	29
Other (please specify)	10.97%	44
Total Respondents: 401		

Q9 How often do you use the current services offered at the Community Centre?

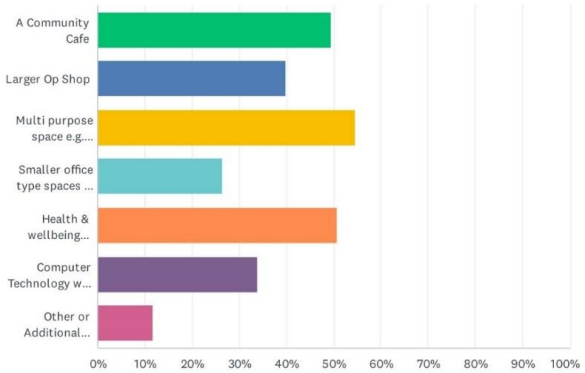
Answered: 681 Skipped: 32



ANSWER CHOICES	RESPONSES	
Daily	4.41%	30
Weekly	27.31%	186
Monthly	20.26%	138
Only occasionally	31.57%	215
Never	16.45%	112
TOTAL		681

Q10 What would you like to see happen within the larger Community Centre?

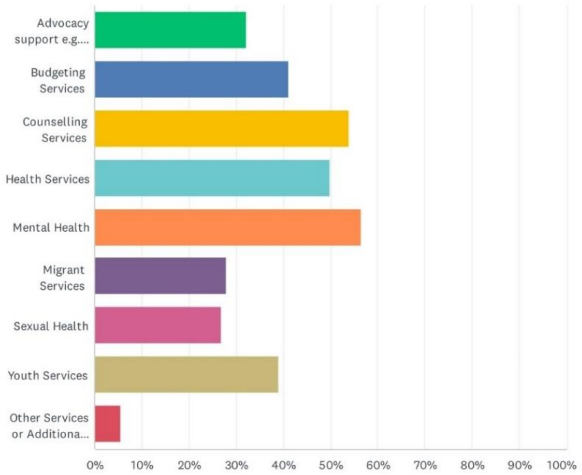
Answered: 662 Skipped: 51



ANSWER CHOICES	RESPONSES	
A Community Cafe	49.40%	327
Larger Op Shop	39.88%	264
Multi purpose space e.g. large events/workshops/meetings	54.68%	362
Smaller office type spaces for hire	26.44%	175
Health & wellbeing activities	50.76%	336
Computer Technology with printing/scanning facilities	33.84%	224
Other or Additional Information	11.78%	78
Total Respondents: 662		

Q11 What new services would you like to see?

Hornby Community Centre Expansion - Community Consultation SurveyMonkey

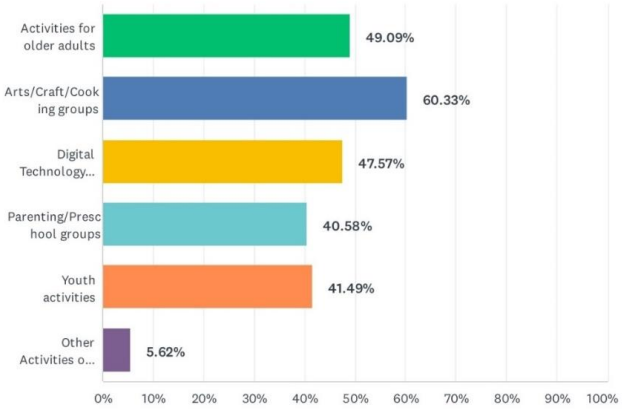


ANSWER CHOICES	RESPONSES	
Advocacy support e.g. Whanau Ora Navigator	32.24%	207
Budgeting Services	41.12%	264
Counselling Services	54.05%	347
Health Services	49.84%	320
Mental Health	56.54%	363
Migrant Services	27.88%	179
Sexual Health	26.79%	172
Youth Services	39.10%	251
Other Services or Additional Information	5.45%	35
Total Respondents: 642		

Hornby Community Centre Expansion - Community Consultation SurveyMonkey

Q12 What activities would you like to see?

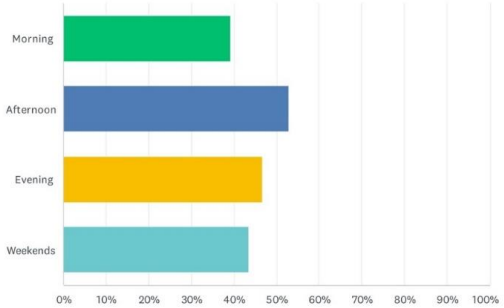
Answered: 658 Skipped: 55



ANSWER CHOICES	RESPONSES	
Activities for older adults	49.09%	323
Arts/Craft/Cooking groups	60.33%	397
Digital Technology workshops	47.57%	313
Parenting/Preschool groups	40.58%	267
Youth activities	41.49%	273
Other Activities or Additional Information	5.62%	37
Total Respondents: 658		

Q13 What time of the day would you prefer to access activities/services at the Community Centre?

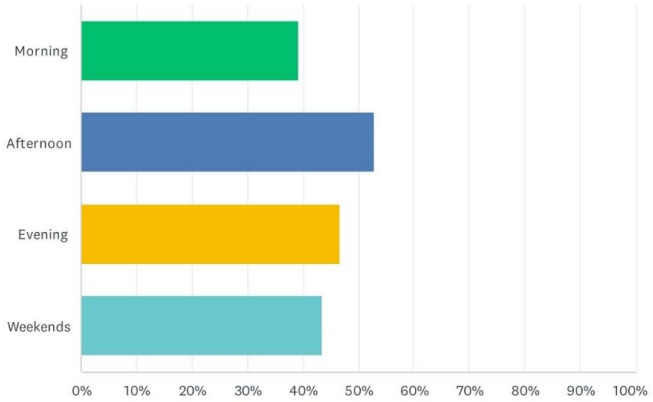
Answered: 659 Skipped: 54



ANSWER CHOICES	RESPONSES	
Morning	39.15%	258
Afternoon	52.96%	349
Evening	46.74%	308
Weekends	43.40%	286
Total Respondents: 659		

Q13 What time of the day would you prefer to access activities/services at the Community Centre?

Answered: 659 Skipped: 54



ANSWER CHOICES	RESPONSES	
Morning	39.15%	258
Afternoon	52.96%	349
Evening	46.74%	308
Weekends	43.40%	286
Total Respondents: 659		

Q14 Is there any further comments or suggestions that you would like to share?

This report only includes a selection of feedback and comments:

- “There is so much potential for the facility I can’t wait to see how it progresses Courses to reduce spending would be good getting back to basics People are struggling so much and I can’t see the economy improving fast the cost of living is skyrocketing Growing veges, Preserving fruit, jam making, Baking Budget cooking, Sewing, Knitting, Christmas on a budget, Different ideas to reduce costs on power bills.”

- ” It's a fantastic service that Get me out of the house the Community Centre provide to help volunteering at the Centre.”

- ” Weekend (including Sunday) Whānau activities would be wonderful as there is not currently anything of the sorts in the Hornby area.”

- ” Having different services offered on different days so that everyone's needs are catered for on a weekly basis. A food kitchen in the evening where local supermarket donate food (products past their sell by date) to those in need.”

- “I think a drop-in type centre would be great for the elderly or lonely people pr those feeling disconnected.”

- “There are lots of opportunities as to how to use existing space moving forward adapting to suit multiple different functions would be the best option. More mental health care is especially important councillors and advocates are in high demand.”

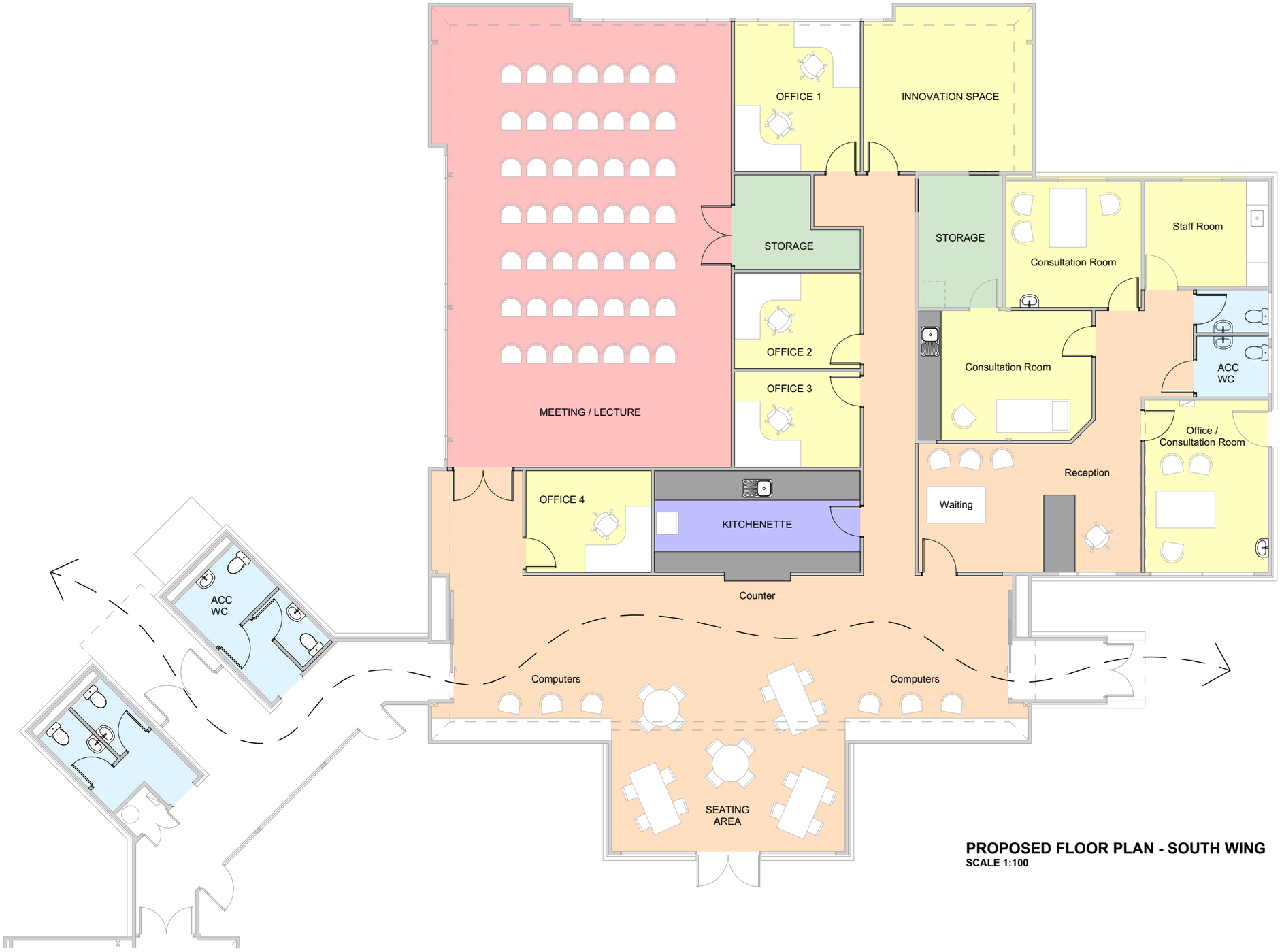
- “I think this is fantastic news! The Hornby community is vibrant and active and I think having a dedicated community hub will be a great thing.”

- Great facility in a great place, looking forward to seeing it better utilized to serve the community.”

- “I think the Hornby community centre has an amazing atmosphere the staff are always so friendly and welcoming.”

- “The community OP has been such a huge part of our journey to New Zealand we moved 5 years ago and had pretty much nothing to start up with our kitchen, kids clothes, clothes for us we visited this Community Op shop and this helped us put things together for us. I go weekly to this shop love the friendly women and men who we meet there.”

- “Some more activities to get the teens causing trouble on the streets and busy elsewhere would be amazing. And make sure it is affordable.”



PROPOSED FLOOR PLAN - SOUTH WING
SCALE 1:100

PXA

229 Lichfield Street
P.O. Box 33 023
Christchurch 8244

tel (03) 365 7577

www.pxa.co.nz

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CONTRACTOR SHALL VERIFY ALL DIMENSIONS PRIOR TO STARTING ANY WORK.

RevID	ChID	Revision	Date

Hornby Community
Care Centre
Alterations

8 Goulding Avenue
Christchurch

SCALES INDICATED FOR A3 SHEET	
DATE	8/08/2023
JOB No.	22353
DRAWN	J.L.M.
CHECKED	?.?.?.
SET	CONCEPT

A104

REV:

OF 8 SHEETS.

Christchurch City Council

Christchurch City Council

Hornby Library

8 Goulding Avenue, Hornby

Building Condition Assessment

23 January 2024 *Confidential*

wsp

Hornby Library
Building Condition Assessment

Christchurch City Council

WSP
Christchurch
12 Moorhouse Avenue
Christchurch 8011
New Zealand
+64 3 363 5400
wsp.com/nz

REV	DATE	DETAILS
2.0	23-1-2024	Final
1.0	23-1-2024	Client Draft

	NAME	DATE	SIGNATURE
Prepared by:	Donna Chapman	23/01/2024	
Reviewed by:	Anthony Van Meer	19/01/2024	Anthony Van Meer
Approved by:	Anthony Van Meer	19/01/2024	Anthony Van Meer

6-G2345.01 Confidential 23 January 2024

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Appendix A 1

Observations and Photos 1

Disclaimers and Limitations

This report ('Report') has been prepared by WSP exclusively for Christchurch City Council (CCC) ('Client') in relation to the assessment of the current condition of Hornby Library, 8 Goulding Avenue, Hornby 8042 ('Purpose'). The findings in this Report are based on and are subject to the assumptions specified in the Report. WSP accepts no liability whatsoever for any reliance on or use of this Report, in whole or in part, for any use or purpose other than the Purpose or any use or reliance on the Report by any third party.

In preparing the Report, WSP has relied upon data, surveys, analyses, plans and other information ('Client Data') provided by or on behalf of the Client. Except as otherwise stated in the Report, WSP has not verified the accuracy or completeness of the Client Data. To the extent that the statements, opinions, facts, information, conclusions and/or recommendations in this Report are based in whole or part on the Client Data, those conclusions are contingent upon the accuracy and completeness of the Client Data. WSP will not be liable in relation to incorrect conclusions or findings in the Report should any Client Data be incorrect or have been concealed, withheld, misrepresented or otherwise not fully disclosed to WSP.

WSP is not able to guarantee all possible damage, defects, conditions or qualities have been identified. The work done by WSP is therefore on a reasonable endeavours' basis.

Executive summary

On behalf of Christchurch City Council, WSP undertook a visual inspection of the Hornby Library building, located at 8 Goulding Avenue, Hornby, Christchurch on 14 December 2024, to establish the current condition of the building.

Provided documentation from CCC includes limited plans, asbestos survey report and building warrant of fitness displayed on the library wall.

The visual inspection included the building cladding, rainwater goods, window and door joinery, internal fabric and finishes and visible building plant and services. The inspection excluded elements which were hidden behind linings or cladding, and those buried underground.

During the inspection, defects, deferred maintenance and health and safety issues were collected and each given a priority rating (P1 – P3) depending on the extent of the defect, current condition, and the consequence of asset failure on the occupation of the library building. A suitable repair and associated budget cost for each observation was recorded. The full table outlining the repairs can be found in Section 5 of this report.

The library was constructed circa 1980 and comprise main building, computer area and staff area. Construction is metal frame with a deep mansard roof slope, which terminates just above ground level.

The main upper roof has metal cladding laid to a slope with parapet walls, internal gutters to the north and south and internal downpipes. The remainder of the roof coverings are membrane.

The mansard roof slope is clad with painted fibre cement shingles, the west elevation has been overclad with corrugated metal. The remainder of the wall cladding is painted concrete block.

Windows are single glazed timber frame with a paint finish and doors are painted timber or glazed auto doors.

The inspection confirmed that the Library building, is in line with its age and construction type and exhibits a condition that is to be anticipated for a 1970's building. A brief list of observations follows:

- Metal roof cladding above the main library area has been previously painted and is now peeling, exposing the base metal to weathering and corrosion.
- Parapet cladding and cap flashings of the upper roof are in poor condition with water damage, exposed edges and lifting cap flashings.
- Roof penetrations (roof lights, air conditioning unit service piping, vents) are poorly formed and, in some instances, are allowing water ingress.
- The current air conditioning units and cassettes are nearing their end of life.
- Because of slumped substrate, ponding rainwater was visible in two areas of the staff room roof. An area of historic water damage was observed on the ceiling tiles of the office internally directly below the ponding.
- Extensive moss and lichen growth covers the fibre cement shingles on the mansard roof slope. Broken and delaminating fibre cement shingles are present on the southeast elevation. The paint finish is in poor condition.

- Rainwater goods are generally blocked with leaves from the mature cabbage and deciduous trees located around the perimeter of the building. At the time of inspection and overflowing internal downpipe had caused damage to the internal linings. The issue was in the process of being remediated.
- Minor damage to the brick cladding on the south entrance porch and a missing sill tile at the computer area window were observed.
- As the toilet windows have been padlocked for security, there is no fresh air or ventilation in the staff toilets.
- Internal ceiling tiles, wall linings, finishes and floor coverings are aged, have stains but still function as expected.
- Electrical distribution boards are original and require upgrading.

Costs of repairing or replacing the assets outlined in the observations have been calculated based on removal and like for like replacement using rates verified by a qualified independent quantity surveyor in December 2024, and hourly rates for trades on QV cost builder. Please note that the provided costs do not encompass contingencies, consent costs, or GST

1 Scope of Works

WSP have been engaged by Christchurch City Council to undertake a visual condition inspection of the Hornby Library building at 8 Goulding Avenue, Hornby Christchurch to establish the current condition, report deferred maintenance and any notable health and safety items.

2 Methodology

The visual condition inspection of the interior and exterior elements of the buildings was undertaken on the 14 December 2023 by a Chartered Building Surveyor and a Building Asset Manager. The weather was overcast with frequent rain showers.

During the inspection, internal and external building elements, mechanical and electrical fittings relating to the occupation of the building were viewed, and any notable defects or observations recorded.

Defects and repair of assets have been split into three priority categories:

Priority Rating	Description
P1 – Immediate Works	Works which are required immediately to either replace or repair an asset to prevent failure of the asset or service. Includes health and safety observations.
P2 – Required Works	Repair, replacement, or asset treatment required in the near term (6-12 months) to prevent failure of the asset or service.
P3 – Recommended Works	Repair, replacement, or treatment of an asset is recommended in the long term (13 months and above).

3 Inspection Limitations

External cladding elements, including the roof, have been inspected from ground level and vantage points where practical. Photos were taken of the roof using a 360-degree camera mounted on a three-metre pole and assessment made from these.

Where signs of water ingress were observed to the fabric of the building during the inspection, commentary has been made in the report relating to the possible location and probable cause of the ingress, provided it can be reasonably ascertained it is essential to note that no invasive investigations have been undertaken and this is not to be interpreted as a comprehensive weathertightness report.

The visual inspection excluded testing of services, plant, hazardous materials or drainage. Potential future testing requirements were noted if considered necessary after our initial inspection.

Our inspection did not encompass underground or concealed services or construction.

Structural components obscured by linings and finishes were not viewed and have not been commented on.

4 Property Description

4.1 Overview

4.1.1 Site

The property is located on Goulding Avenue which extends between Shands Road and Main South Road in Hornby, Western Christchurch. The library building is located on the same site as the Hornby Community Centre. The buildings are joined by a common entrance foyer, toilets and corridor. The library is identified as Unit B on the provided Unit Tiles Plan in Section 4.2.

A car park for the facility is located to the south of the library. The community garden to the west has a concrete and timber deck surface and is sheltered by trees. The remainder of the section is laid to grass and mature planting. Shared boundaries are timber or metal fencing.

4.1.2 Buildings

The library was constructed circa 1980 and comprise main building, computer area and staff area.

The main building is of metal framed mansard truss construction. The upper roof has a low-pitched central east-west ridge, clad with metal, sloping towards the internal gutters located to the north and south elevations. Rainwater discharges into internal downpipes.

Fibre cement shingles clad the mansard slope section of the roof extending from the parapet to approximately one metre above ground level. The exception is the west elevation, which is over clad with corrugated metal. The wall below the mansard slope is painted concrete block.

Windows are single glazed timber frame with a paint finish and doors are either painted timber or glazed auto doors.

A single-story staff area is located to the south of the library building, likely timber framed, with membrane low pitched roof and brick veneer wall cladding. Rainwater discharges into internal gutters and then into rainwater heads and downpipes. Windows are single glazed timber framed units with a paint finish.

The computer area to the west elevation is of a similar construction with a membrane low pitched roof, brick veneer wall cladding, and timber framed single glazed doors and windows.

4.1.3 Water Services

Public utility maps show the water supply is provided from city pipes located in Goulding Avenue to the north of the library building.

Two storm water connections to the city outfalls are located at the main car park entrance. It is assumed, but not confirmed, that the building stormwater is connected to these outfalls.

A wastewater connection is located to the southwest corner of the car park. It is assumed the library is connected to this outfall which connects to the main outfall located in Shands Road.

4.1.4 *Electrical supply*

The electrical supply appears to have an underground feed from a localised transformer (we were however unable to locate this), but it should be similar to the one located across the street, outside a neighbouring building. The existing switchboards are of a similar age to the building and therefore, likely to be original. They have two sets of 100 Amp three phase fuses.

4.2 Site Context

The provided Unit Title Plan is shown in (Figure 1). Of note is that the computer area to the east of the library is marked as common. As Council have been maintaining this section of the building, it has therefore been included in this assessment.

The approximate extents of the library building, and site are highlighted in yellow below (Figure 2), including the areas of the buildings which have been maintained by CCC.

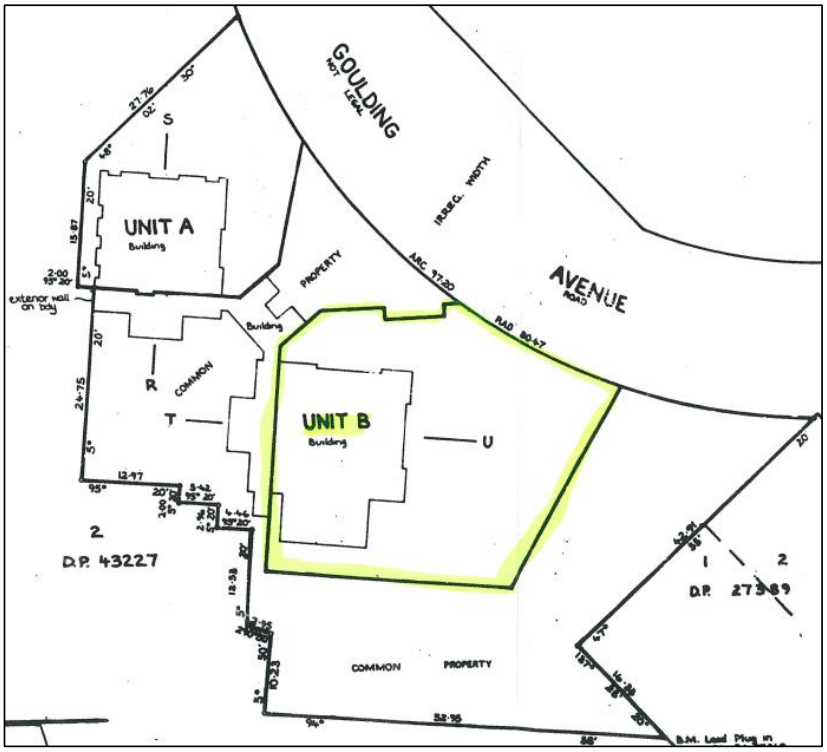


Figure 1 – Unit Title Plan Extents – December 1979

Figure 2 – Extents of areas maintained by CCC. Top of the picture faces North.

4.3 Observations

The following are general observations of the building elements garnered from the visual condition assessment, along with discussions with CCC facilities team and provided plans.

Observations generally relate to the aged external building envelope, rainwater goods, aged air conditioning units and electrical switch boards.

As the mansard roof extends over most of the walls, the mansard hip (slope), which has fibre cement cladding, has been considered under the wall cladding section.

A full list of observations and their associated photos identified during the inspection is included in Appendix A.

4.3.1 Site

The area of grounds maintained by CCC are generally laid to grass or mature planting around the building.

Mature trees are growing adjacent to the building in the shared courtyard. These trees are deciduous and drop leaves into the library rainwater gutters, increasing the risk of blockages. There are also branches in contact with the mansard cladding which can cause impact damage and deterioration of the cladding and paint finish.

We recommend cutting back the branches overhanging the roof cladding on the north and west elevations.

4.3.2 Library Roof

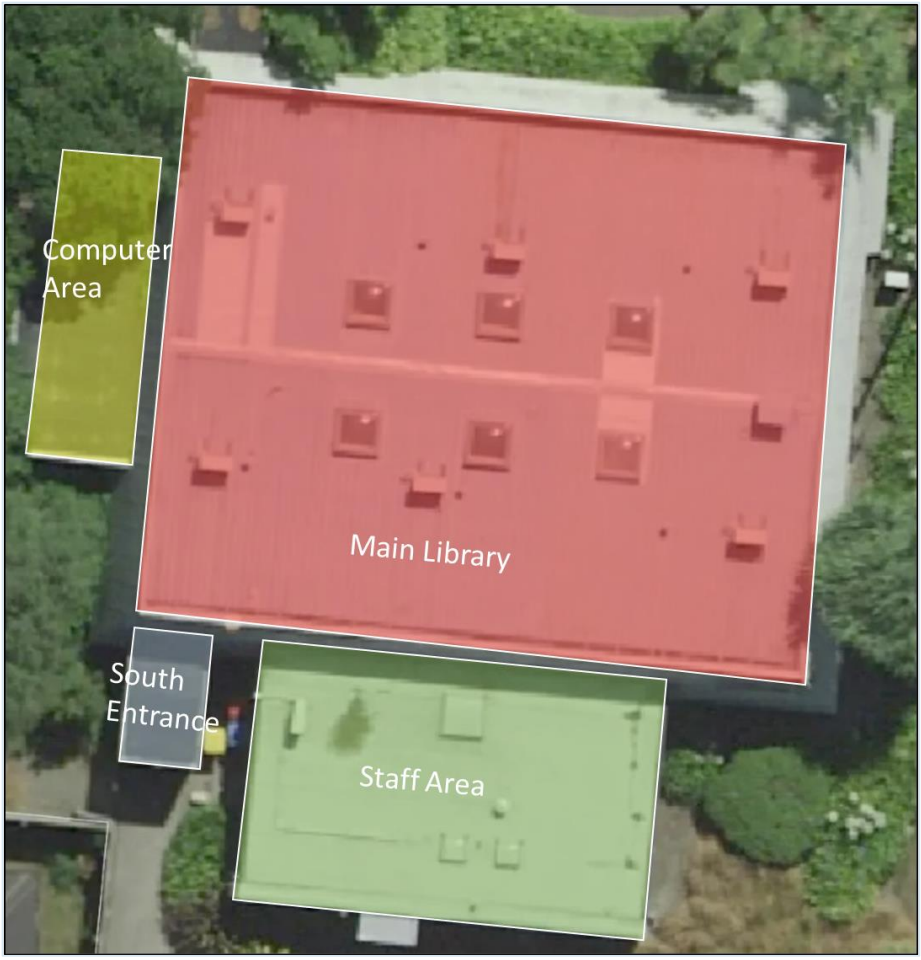


Figure 3 – Areas of the building referred to in this report.

4.3.2.1 Main Library - Upper Roof

The upper-level roof cladding over the main library area is pitched with galvanised metal tray cladding, which has been previously painted. Penetrations through the cladding include dome roof lights, fresh air intake vent and cables and refrigerant pipes servicing the air conditioning units.

The paint finish, applied to the original tray roof cladding, is peeling and lifting, which may lead to spot corrosion of the cladding and loose paint flakes being discharged into the storm water system.

We did also note some internal water ingress damage to the ceiling tiles around one of the roof lights in the main library area.

The cladding over the upper library roof is at the end of its serviceable life and, with the minor leaks sighted, poorly flashed penetrations and flaking paint, replacement is recommended.

4.3.2.2 Parapet Walls

Parapet walls enclose the upper roof perimeter. These are clad internally with fibre cement sheeting, and metal cap flashings set to slope internally. The parapet cap flashings have been painted.

We noted that the parapet cap flashing was lifting at the joints on the south elevation, increasing the risk of wind-blown water entry into the wall.

The fibre cement wall cladding to the north elevation is water damaged along the lower edge and at the edges of the sheet joint, potentially caused by overspilling gutters.

The parapet wall cladding, and cap flashings are generally water stained, paint is peeling and in poor condition. Replacements have been included in the costs.

4.3.2.3 Rainwater Goods

Rainwater from the upper roof cladding drains into internal gutters located behind the parapet walls on the north and south elevations. Internal downpipes discharge the rainwater into surface water pipes and out to the town outflows.

At the time of inspection, the southwest downpipe had blocked and caused water damage to the internal linings. The defect was being remediated and no further action is required.

We recommend regular clearing of the gutters and downpipes to help prevent blockages, especially as there are mature cabbage trees and deciduous varieties of tree adjacent to the buildings, which drop their leaves in autumn.

4.3.2.4 Staff Area Roof

The roof over the staff area to the south elevation is low pitch, sloping north to south, and is waterproofed with membrane.

Rainwater drains into an internal gutter along the south elevation and out to rainwater hoppers and downpipes located on the east and west elevations. The downpipes are wrapped with barbed wire to discourage people climbing and accessing the roof.

Penetrations include refrigerant piping for the air conditioning units, soil stack for the WC's and dome roof lights above the main office area and each of the WC's.

The soil stack penetration is located within the rainwater gutter creating a high-risk of water ingress, especially as water was ponding in this location.

Ponding water was also observed close to the west elevation where the roof substrate has slumped. Although the ceiling tiles didn't have sign of water staining at the time of inspection, they have been replaced previously, indicating potential issues with water ingress in this location.

Additional areas of water ponding on the membrane were observed at sheet laps, and an isolated area to the south of the west elevation.

Remediation involves replacing the membrane and conducting necessary repairs to the substrate. Moving the soil vent pipe outlet will reduce the risk of future water ingress in this area. Replacement costs have been included in our assessment.

4.3.2.5 South Entrance Roof

The roof over the south entry is sloped from north to south with an internal gutter to the north adjacent to the fibre cement cladding. The parapet cap flashing is metal and is sloped inwards towards the roof.

No ponding water or water staining were observed during the inspection.

Lichen grows on the surface of the parapet cap flashing. The roots of the lichen can dislodge and deteriorate the factory applied flashing coating, leading to corrosion of the flashing base metal. Regular cleaning with a mould and lichen eradication product is recommended.

4.3.2.6 Computer Area Roof

The roof over the computer area falls east to west and is waterproofed with membrane. A metal flashing installed to a slope covers the parapet wall head. Rainwater is collected in the internal gutter and is drained via rainwater heads and downpipes on the north and south elevations.

As there is dense vegetation growth around the computer room, leaf detritus has built up in the gutters and has likely blocked the downpipes, reducing the speed of drainage. Pooling water can lead to premature deterioration of the membrane and seepage into the roof or wall cladding elements.

We were made aware by CCC staff that this roof had been replaced recently.

Cutting back the overhanging branches and regular cleaning of the gutters and downpipe is recommended to reduce the risk of pooling water, caused by downpipe blockages and prolonging the life of the membrane roofing.

4.3.3 Library Wall Cladding

4.3.3.1 Library Mansard Slope

The mansard slope / hip extends to cover most of each elevation. Cladding is of fibre cement shingles with a paint finish. These are the original and there are areas where the shingles are impact damaged, chipped, cracked and delaminating, especially at the southwest elevation. The CCC team advised us that members of the public used to try and climb up the mansard slopes, which would explain the amount of impact damage noted to the lower areas of the cladding.

The roots of mould and lichen can disturb the surface of the fibre cement shingles, creating small pits for water to accumulate on the surface. This can make the surface brittle and therefore easily chipped, cracked and porous. Missing tiles can lead to water ingress.

The slope on the west elevation has been overclad with corrugated metal.

Below the mansard slope are approximately four rows of painted concrete block. The paint finish is in moderate condition.

A copy of the asbestos report, completed by others, confirms that there is asbestos present in the window ingos of the main building. No asbestos was found in the fibre cement cladding on the mansard slope.

Regular cleaning with a mould and lichen spray will help prevent the shingles deteriorating. Repainting is also required.

As the shingle cladding product is no longer available on the market, an allowance has been made in the costs to replace damaged areas of shingles, with sheets of fibre cement and applying a paint finish.

4.3.3.2 Staff Area Wall Cladding

External walls of the staff area are clad with brick up to the top of the parapet wall. A metal cap flashing has been installed at the wall head. The membrane roof runs up the internal face of the parapet wall to provide weather proofing.

No defects were observed to the brick cladding.

4.3.3.3 South Entrance Wall Cladding

The external walls of the south entrance have been formed with brick cladding up to the top of the of the parapet wall. A metal cap flashing has been installed over the wall head.

A section of bricks just below the parapet wall head to the right of the entrance door have cracked. There appears to be a large amount of sealant in this area suggesting previous water ingress. This area is not enclosed, the entry door is located further into the entrance, so any risk of water damage to linings is minimal.

Minor repairs to the cracked brick have been included in the costs.

4.3.3.4 Computer Area wall Cladding

The external walls of the computer area have been formed with brick cladding up to the top of the of the parapet wall. A metal cap flashing has been installed over the wall head.

The brick wall cladding is in good condition with no defects noted. Staining was observed to the north elevation, likely from overspilling rainwater gutters.

One of the windowsill tiles on the west facing window has become loose and dislodged. Replacement of the tile has been included in the costs.

4.3.4 Internal Finishes

Internally, the library has undergone refurbishments and upgrades over the years. Most notably, a corridor wall along the west elevation was removed, creating the computer area. Minor alterations have also been undertaken to the office and counter area.

4.3.4.1 Ceiling Finishes

Ceiling tiles are original and are stained in areas with discharge from the air conditioning cassettes, and minor leaks from the roof lights. It would be difficult to match these ceiling tiles now if replaced individually.

As the library is the front of house area, once the air conditioning system and roof have been replaced, it would be worth considering replacement of the ceiling tiles to a more modern tile, where replacements can be sourced.

For security, the roof light wells have a recessed decorative wire infill over them.

Ceilings in the office areas are perforated wood particle type tiles (Pinex) with a paint finish. A small section has been replaced with different tiles adjacent to the west window. This is directly below an area of ponding water on the membrane roof.

A paint finish has been applied to the ceiling in the corridor, toilets and kitchen areas.

4.3.4.2 Wall Finishes

The walls throughout the library building have a paint finish on plasterboard.

Composite panels form the cubicles in the toilets.

Other than scuff marks from furniture, the wall finish is generally in a moderate condition.

4.3.4.3 Floor Finishes

The library, office and storeroom floors have been carpeted, which may be the original. There are sun-faded sections on the library carpet from previously positioned furniture (now removed), tracking around the doors, and bleach marks on the cupboard floor where cleaning supplies are stored.

The current carpet finish in the tea prep area may not be the most practical solution and should ideally have an impervious finish for easy cleaning.

Whilst the carpet remains serviceable, should the ceiling tiles be replaced and walls painted, the carpet will look aged. Consider replacement with any future refurbishment.

Vinyl has been laid in the toilet cubicles and is in good condition with no rips or tears, and only minor scuffing.

We noted there is no cleaner's cupboard or sink in the library. The cleaner uses the carpeted cupboard off the main office for storage and prep of cleaning products. This has led to bleaching of the carpet. Consider forming a designated cleaner's cupboard if considered necessary. This option has been included for in the costings.

4.3.4.4 Lighting

The lighting throughout the library and office areas are ceiling mounted, single strip fluorescent lights. Most of the lights were working at the time of inspection.

Fluorescent lighting will soon become obsolete as manufacturers stop making parts for this type of light fitting. Replacing all the fittings with modern LED alternatives will reduce the requirements for future maintenance and improve on energy efficiency and consumption.

Circular ceiling mounted bulkheads have been installed in the toilets.

4.3.4.5 Sanitary Fixtures

Wash hand basins and WCs are in good repair with no defects observed.

The stainless-steel sink in the tea prep area is serviceable and in a moderate condition.

Hot water is supplied to the sinks from the electrical hot water cylinder in the tearoom cupboard. The electrical hot water cylinder was installed during construction of the building but appears to be working. Note that the cylinder may contain asbestos due to its age.

4.3.5 Electrical

Distribution boards are located in the office and have a total of two sets of 100 Amp three phase fuses.

These boards are aged, and upgrade is recommended prior to the installation of the new air conditioning units.

4.3.6 Heating, Ventilation and Air Conditioning (HVAC)

There are seven medium sized (up to 6.6kW) split systems with outdoor units located on the roof of the library, six indoor ceiling cassettes located in the main library ceiling and one indoor high wall unit located in the staff office.

CCC have reported that the library units are nearing the end of serviceable life and have experienced leaks and loss of service.

Replacement of the air conditioning units on the roof and the indoor cassettes have been included in the costs, along with fees for an HVAC consultant to review and recommend the best option for the building requirements. We have also included for a platform and access walkway on the roof for the new air conditioning units.

Provided plans show that there is underfloor heating in the library area however this system is redundant.

The windows in the toilets have been padlocked shut for security reasons and there is no effective way of ventilating the toilets. Costs have been included to install mechanical extract ventilation into both toilets, venting to the external air. Undercutting the door to each toilet area will allow tempered air to be pulled in to replace the vented air.

5 Recommendations & Costs

The inspection confirmed that the Library building, is in line with its age and construction type and exhibits a condition that is to be anticipated for a 1970's building. While maintenance has been undertaken over the years, various elements are now in need of replacement due to reaching the end of their serviceable lives, resulting in associated failures. Notably, the roof cladding and air conditioning units fall within this category.

The identified works have been allocated a priority rating (P1-3) dependant on the current condition, any defects and the consequence of loss of the asset.

Replacement of the roof cladding, Heating Ventilation Air Conditioning HVAC and electrical distribution boards have been included in the same project because they impact upon each other and fit neatly as one project rather than staged works, saving on project set up costs.

Also included in the HVAC replacement is an allowance for a HVAC designer to review the existing system and suggest the best positioning and size of the new outdoor units and indoor cassettes.

Costs have been calculated based on removal and like for like replacement rates established by a qualified independent quantity surveyor in December 2023 and hourly rates for trades on QV cost builder.

Please note that the provided costs do not include contingencies, consent costs, or GST.

Item	Cost Estimate
Priority 1 - Immediate Works	
Replace upper roof corrogate metal cladding.	$33,125
Replace internal gutters on upper roof.	$6,160
Replace rooflights on upper roof.	$22,500
Replace parapet cap flashings on upper roof.	$2,880
Replace fibre cement parapet cladding to upper roof.	$4,288
Replace areas of broken fibre cement mansard cladding.	$2,000
Spray fibre cement on mansard slope cladding with mould cleaner and repaint all.	$10,075
Remove library air conditioning units and casettes and replace with new. (Includes for design review of new system)	$50,000
Install Monkeytoe(or similar) platform for the new ACU's on the roof and an access walkway.	$6,000
Remove and replace membrane roof over staff area.	$12,870
Install mechanical ventilation and fresh air supply into toilets.	$1,840
Upgrade / replace DB boards.	$40,000
Cut back trees.	$528
Clean all gutters and downpipes.	$384
Subtotal	**$192,650**
% allowance for scaffolding and edge protection.	$5,780
Total P1	**$198,430**
Priority 2 - Required Works	
Replace computer area missing window cill tile and cracked bricks (2Nr) at south entrance wall head.	$470
Total P2	**$470**
Priority 3 - Recommended Work	
Remove and replace ceiling tiles and grid in library and office area.	$46,200
Remove and replace carpet throughout.	$52,200
Replace tea room carpet with impervious flooring such as vinyl.	$1,850
Replace light fittings in the library and office area with LED alternative.	$12,500
Create designeated cleaners area.	$3,750
Total P3	**$116,500**
Total P1, P2 & P3	**$315,400**

Appendix A

Observations and Photos

Christchurch City Council

Item 15

Attachment E

CCC
HORNBY LIBRARY - CONDITION ASSESSMENT OBSERVATION SUMMARY

Hornby Library - 8 Goulding Ave, Christchurch

Exterior

Observation Type
Carpenter

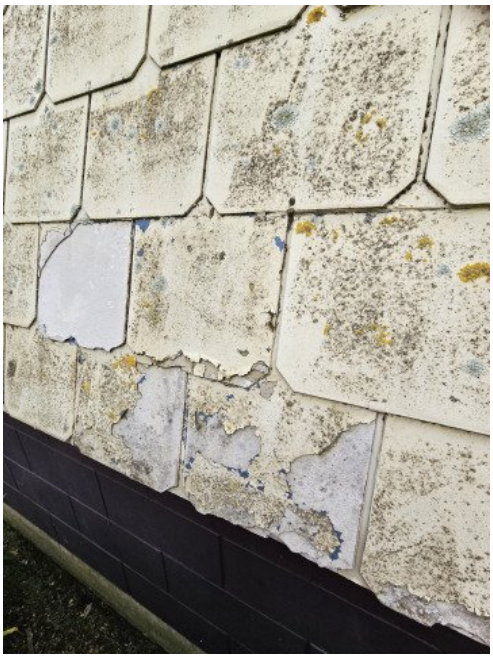
Specific Repair Cost
2000

Issue Priority
Priority 1 - Immediate Works

Description
Damage to the lower areas of the fibre cement mansard slope cladding on the south east elevation.

Recommendations
Replace damaged area with fibre cement sheeting and apply paint finish.

Photos



Observation Type
Other

Specific Repair Cost
10075

Issue Priority
Priority 1 - Immediate Works

Description
Mansard slope fibre cement cladding is covered with lichen and tree mould and paint finish is flaking.

Recommendations
Spray cladding with mould and moss cleaner. Clean and repaint all fibre cement cladding.

Photos

Hornby Library - 8 Goulding Ave, Christchurch / Exterior

Roof / Mansard Slope

Observation Type
Water Damage

Specific Repair Cost
50000

Issue Priority
Priority 1 - Immediate Works

Description
Water damage to ceiling tiles around air conditioning units. Air conditioning cassettes and units are reaching the end of their life expectancy.

Recommendations
Fix leaks by replacing the aged air conditioning units and cassettes. Consider replacing ceiling tiles as will be unable to match new tile with existing.

Photos

Christchurch City Council

Observation Type
Water Damage

Specific Repair Cost
22500

Issue Priority
Priority 1 - Immediate Works

Description
Internal water damage to ceiling tiles adjacent to rooflights. Leak is active during specific weather conditions according to library staff.

Recommendations
Replace rooflights and associated flashings with new roof cladding.

Photos

Christchurch City Council

Observation Type
Roofer

Specific Repair Cost
2880

Issue Priority
Priority 1 - Immediate Works

Description
Parapet cap flashing is lifting which can allow ater ingress.

Recommendations
Replace parapet cap flashing to the upper roof area.

Photos

Observation Type
Roofer

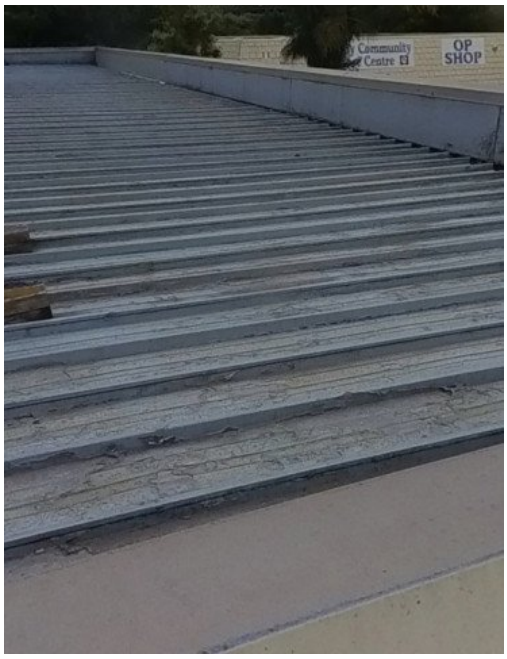
Specific Repair Cost
33125

Issue Priority
Priority 1 - Immediate Works

Description
Paint finish to the upper roof cladding is peeling.

Recommendations
Replace roof cladding.

Photos



Observation Type
Roofer

Specific Repair Cost
4288

Issue Priority
Priority 1 - Immediate Works

Description
Parapet wall cladding suffers water damage at the bottom edge of the sheets and at sheet joints.

Recommendations
Replace all parapet wall cladding.

Photos

Observation Type
Other

Specific Repair Cost
384

Issue Priority
Priority 1 - Immediate Works

Description
Leaves block the internal gutter on the roof above the computer area. Leaves present in upper level roof.

Recommendations
Clear out all gutters and downpipes.

Photos

Observation Type
Roofer

Specific Repair Cost
12870

Issue Priority
Priority 1 - Immediate Works

Description
Water is ponding on the roof above the staff area. Historic internal water damage observed in this area.

Recommendations
Remove membrane to entire roof. Replace substrate where it has slumped to cause ponding and apply new membrane. Move soil vent pipe out of the gutter area to reduce future water ingress risk.

Photos

Observation Type
Brick Layer

Specific Repair Cost
0

Issue Priority
Priority 2 - Required Works in near term

Description
Damage to the top course of parapet bricks at the right hand side of the south entrance door. Missing sill tile on the west computer room window.

Recommendations
Repair damaged bricks and replace missing tile.

Photos

Hornby Library - 8 Goulding Ave, Christchurch / Interior

Main room

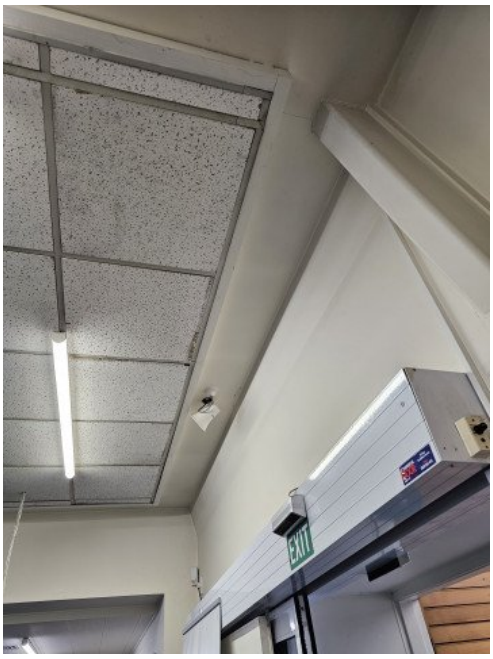
Observation Type
Water Damage

Specific Repair Cost
0

Description
Water ingress damage to ceiling tiles and wall adjacent to south external door due to blocked internal downpipe.

Recommendations
Defect was being repaired during our inspection.

Photos



Hornby Library - 8 Goulding Ave, Christchurch / Interior

Store room

Observation Type
Floor Covering

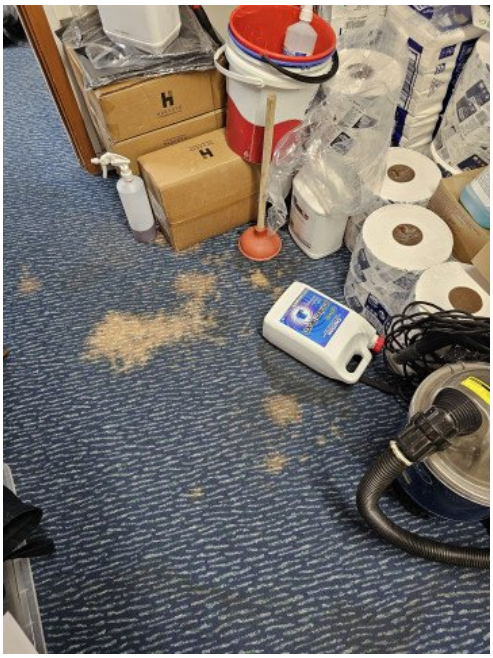
Specific Repair Cost
4000

Issue Priority
Priority 3 - Recommended Works in long term

Description
Bleach damage to carpet within the store room.

Recommendations
Replace carpet and consider moving cleaning supplies to newly formed designated, lockable cupboard with sink.

Photos



Observation Type
Water Damage

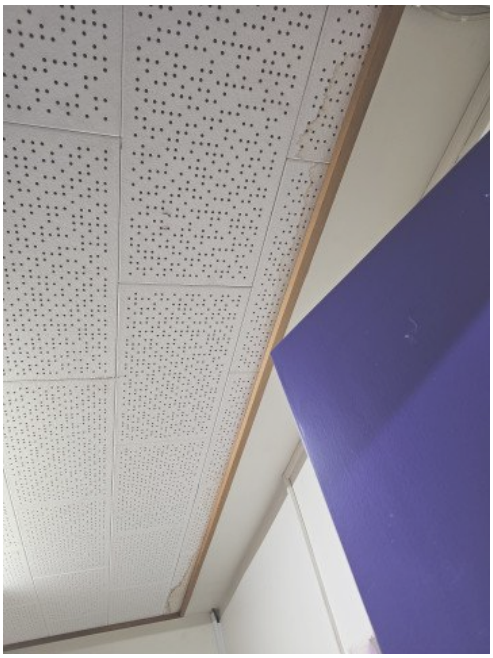
Specific Repair Cost
0

Issue Priority
Priority 1 - Immediate Works

Description
Water damage to ceiling tiles in the cupboard.

Recommendations
Replace ceiling tiles when roof is replaced.

Photos



Appendix F – Minute of Council Resolution CNCL/2022/00079

12. Future Options Hornby Library Building 2/8 Goulding Ave

The Officer Recommendations were accepted with two changes to 2a and 5b.

Council Resolved CNCL/2022/00079

That the Council:

Noting that the:

a. Information normally required from an unsolicited proposal to support a full and informed decision is currently not available.

b. The promotor of the unsolicited proposal Hornby Community Care Trust (HCCT) are concerned about expending time and resources on developing an unsolicited proposal when there was some uncertainty and risk about whether the council would depart from policy and deal unilaterally with them.

c. HCCT require a degree of certainty and support from the council before undertaking such work.

d. Resolutions below are written to provide HCCT with certainty and that such information and required consultation is a condition precedent.

1. Declares the property at 2/8 Goulding Ave (described as Units B DP 43269 on Lot 1 DP43227) surplus to requirements, effective from the date that the current council services transfer to the new Hornby Library, Customer Service and South West Leisure Centre.

2. Approves the gifting of the land and building at 2/8 Goulding Ave (described as Units B DP 43269 on Lot 1 DP43227) to the Hornby Community Care Trust (HCCT), subject to

   a. The HCCT providing to the satisfaction of the delegated officer financial and operational information and plans that demonstrate the ability to operate and maintain the building for community service delivery;

b. an encumbrance being registered against the title of the transferred property providing for:

i. The property to be held in perpetuity for community purposes run by a charitable trust or incorporated society.

ii. The Council to have a first right of refusal option to take back the property from HCCT at the sum of $1.

iii. In the event of the council not exercising the first right of refusal option and HCCT selling the property at a future date 50% of the sale proceeds revert to the council. That would be calculated as 50% of unit B if sold separately or 50% of 56% of the sale proceeds if the entire property is sold. 56% being the council's unit entitlement share in the whole property.

c. The council consulting with the community over the proposal to satisfy its obligations under sections 78 and 138 of the Local Government Act.

3. Authorise the Manager Property Consultancy to proceed as resolved in this report if no objections are received through the consultation.

4. Requires the matter to be referred back to the council for consideration and resolution in the event of any objections being received through consultation,

5. Resolves to depart from policy and deal unilaterally with HCCT on the basis that:

a. HCCT are the obvious and natural owner of the property due to the existing ownership complexities and the alignment of outcomes.

b. This is a community asset transfer, which will provide increased capacity to deliver community services.

c. The proposal aligns with Council's direction and policy including the Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022.

6. Authorises the Manager Property Consultancy, with advice from the Head of Community Support and Partnerships on community services provision matters, to undertake all actions, negotiate and conclude all the agreements necessary to facilitate the above in general accordance with this report on terms and conditions acceptable to him at his sole discretion, and in doing so make any decisions necessary to give effect to this.

Councillor Chen/Councillor Johanson **Carried unanimously**

Christchurch City Council

16. Application to the 2023/24 Capital Endowment Fund - Hornby Community Care Trust

Reference / Te Tohutoro: 24/183712

Report of / Te Pou Matua: Joshua Wharton, Team Leader Community Funding (Joshua.Wharton@ccc.govt.nz)

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 The purpose of this report is for the Council to consider one application for funding from the 2023/24 Capital Endowment Fund (CEF) to the Hornby Community Care Trust.

1.2 The Capital Endowment Fund is avaliable for not-for-profit organisations who require support for capital projects. They must demonstrate significant benefits for the City and its residents. Benefits must be experienced both now and in the future.

1.3 The decision in this report is of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by assessing the number of people affected and/or with strong interest in the outcome of the result.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Makes a grant of $315,400 from its 2023/24 Capital Endowment Fund to the Hornby Community Care Trust towards building remediation at the facility at 8 Goulding Road, conditional upon the Hornby Community Care Trust:
   a. Demonstrating that it has the resources and capacity to complete the project prior to funds being drawn down.
   b. Agreeing that final reporting will be submitted within 6 months of project completion.

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 **Attachment A** contains a decision matrix which provides detailed information on the applications. This includes project details, financial information, strategic alignment and a succinct rationale for the recommendations.

4. Detail Te Whakamahuki

4.1 In April 2001, the Council set up a Capital Endowment Fund of $75 million. This fund was established using a share of the proceeds from the sale of Orion's investment in a gas company. The Fund provides an ongoing income stream which can be applied to specific projects.

4.2 On 12 April 2018 the Council resolved to establish criteria for distributing the proceeds of the Capital Endowment Fund (CEF) (CNCL/2018/00057).

4.3 On 13 December 2018 the Council published eligibility and assessment criteria for the CEF and a standard application process. Assessment criteria are as follows:

4.3.1 That the value of the application is greater than $50,000.

4.3.2 That the proposal is for something specific and new.

4.3.3 That this project is a one off with no expectation of future Council funding.

4.3.4 That the project is not already underway but has run out of funding.

4.3.5 That the project has not already received Council funding through rates revenue, or other funding sources available from Council.

4.3.6 That the project demonstrates a benefit for the City of Christchurch, or its citizens, or for a community of people living in Christchurch.

4.3.7 That the benefits will be experienced now and in the future.

4.4 As this fund is generated through the interest of the sum generated from sale of Orion's investment, the funding available will change annually.

4.4.1 As per Annual Plan 2023/24 the fund had generated $1.289m, which after adding the carry-forward of the fund and subtracting three grants made earlier this financial year (totalling $236,000), there is a remaining available balance of 1,376,000m.

4.4.2 A detailed breakdown of the allocation is attached to this report as **Attachment B**.

4.4.3 Any unallocated balance at year-end will carry forward to 2024/25.

4.5 If the recommendations in this report are accepted the available balance of the Capital Endowment Fund going forward will be $1,061,600.

5. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

5.1 This report supports the Council's Long Term Plan (2021 - 2031):

5.2 Citizens and communities

5.2.1 Activity: Community Development and Facilities

- Level of Service: 2.3.1.1 Provide funding for projects and initiatives that build partnerships; resilient, engaged and stronger communities, empowered at a local or community of interest level. - 95% or more of reports presented demonstrate benefits that align to CCC community outcomes, Council's strategic priorities and, where appropriate Community Board plans
- Level of Service: 2.3.1.2 Build volunteer participation through the effective administration of the community grant schemes. - Strengthening Communities Fund supports 2,185,000 volunteer hours annually, subject to eligible applications

Policy Consistency Te Whai Kaupapa here

5.3 The decision is consistent with Council's Plans and Policies.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

5.4 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture and traditions.

5.5 The decision relates to the allocation of an existing Council community fundas such it does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

5.6 The proposals in this report are unlikely to contribute significantly to adaptation to the impacts of climate change or emissions reductions.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

5.7 This project is consistent with Council's Equity and Access Policy.

5.8 The improvements at 8 Goulding Ave will provide a healthy space for a number of local community organisations to occupy and carry out their community-focused activities.

6. Legal Implications Ngā Hīraunga ā-Ture

6.1 There is no legal context, issue, or implication relevant to this decision. All funding agreements are supported by guidance from Council's Legal and Democratic Services Team.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Hornby Community Care Trust - Capital Endowment Fund Matrix	24/184923	757
B	Capital Endowment Fund - Funds Available For Allocation - November 2023)	24/183639	758

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Josh Wharton - Team Leader Community Funding
Approved By	Jess Garrett - Manager Community Governance, Halswell Hornby Riccarton Matthew Pratt - Community Facilites & Activation Manager John Filsell - Head of Community Support and Partnerships

Christchurch City Council

Capital Endowment Fund Decision Matrix – Hornby Community Care Trust

Lead Unit	Project Details	Project Funding	Staff Recommendation
Community Support & Partnerships Unit **Project Brief** This application is for the remediation at the facility at 8 Goulding Road and replacement of the current Hornby Library and Hornby Community Centre roof. There is a large amount of renovation work to be undertaken to ensure the building is fit for purpose, the primary one being a roof upgrade/replacement. Provision to run and operate this facility will no longer be incorporated in the libraries budget following the handover of the building to HCCT in an "as is where is" basis.	When the new Hornby Matatiki Centre opens in 2024, the Christchurch City Libraries will move the Hornby Library to the new site. The current Hornby Library site which is shared presently with Hornby Community Centre Trust (HCCT) will be gifted under Council resolution to the HCCT. Although fully compliant from a building code perspective, the building is relatively tired and represents a significant financial liability to Council in terms of immediate and longer-term deferred maintenance and depreciation costs. Provision to run and operate this facility will no longer be incorporated in the libraries budget, nor any other budget for that matter without a deliberate provision action through the council's Annual or Long-Term Plan, following opening of Matatiki. To date, maintenance work has largely been deferred and attended to on an as needs/reactive basis. HCCT currently own the other half of the building. **Outcomes** • Improved safety, reducing the risk of accidents, leaks and potential hazards caused by the aging roof. • Extended lifespan, reducing the need for frequent repairs or replacements in the future. • Greater energy efficiency. • Expanded program opportunities, attracting more community members allowing for the expansion of existing programs and introduction of new activities and events. • Increased community engagement, fostering a sense of pride and ownership among community members.	**Total Project cost** $315,400 **Amount requested from CEF** $315,400 **Contribution sought towards** • Building Remediation costs - $315,400 **Other sources of funding** HCCT has received funding from the Waipuna Halswell-Hornby-Riccarton Community Board for architectural design fees for future planning of the building spaces. **Ongoing operational expenses** Roof maintenance & insurance costs. Estimated at $7,000 per year.	**$315,400** That the Council… 1. Makes a grant of $315,400 from the 2023/24 Capital Endowment Fund to the Hornby Community Care Trust towards building remediation at the facility at 8 Goulding Road, conditional upon the Hornby Community Care Trust: a. Demonstrating that it has the resources and capacity to complete the project prior to funds being drawn down. b. Agreeing that final reporting will be submitted within 6 months of project completion.

Organisation Details:	Project Alignment	Staff Comments
Name Hornby Community Care Trust (Operating as Hornby Community Care Centre) **Location** 1/8 Goulding Avenue, Hornby **Legal Status** Charitable Trust **Organisation Description** To provide a central hub for the diverse Hornby community to connect, foster community development and support in the coordination of services, activities and a community OP shop. They provide facilities to community groups and agencies for a small fee. These include the Citizens Advice Bureau, JP Services, Free Legal and Immigration Advice, Depression Support Network, B4 School Checks, Healthy & Wellbeing Drop-In Monthly Sessions (PCW run), StarJam, Toastmasters, Handiscope, Wise-Up – Life skills programme for 8-10yr olds, Age Concern Over 65's Exercise Group, AMMA – Migrant Women & Children Social Group, 65 Alive (Odyssey House) – Older Adults AOD Support Group, Pasifika church groups plus a variety of craft groups.	**Alignment with Council Strategies** • Strengthening Communities Together Strategy (*Pillars: People, Place and Participation)* • This report supports the Council's Long-Term Plan (2021 - 2031): Citizens and communities Activity: Community Development and Facilities • Level of Service: 2.3.1.1 Provide funding for projects and initiatives that build partnerships; resilient, engaged and stronger communities, empowered at a local or community of interest level. - 95% or more of reports presented demonstrate benefits that align to CCC community outcomes, Council's strategic priorities and, where appropriate Community Board plans • Level of Service: 2.3.1.2 Build volunteer participation through the effective administration of the community grant schemes. - Strengthening Communities Fund supports 2,185,000 volunteer hours annually, subject to eligible applications **Significance** The decision in this report is of low significant in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the number of people affected and/or with an interest. Due to the assessment of low significance, no further community consultation is required. Separate consultation on disposal of the building was open for comment in July/August 2023 per the statutory requirements. **Category of Capital Endowment Fund** • Civic and Community Category **Alignment with Capital Endowment Fund** This project meets the CEF criteria and will not require ongoing Council operational investment. This is a one-off investment for remediation and renovation work on the building. **Advantages/ benefits?** Increases community services facilities and delivery capacity in the Hornby area. This assists in satisfying the reported emerging need for community facilities that has arisen as a result of the council decision to sell the council owned property at Gilberthorpes Road. Remedies defects, deferred maintenance and health and safety issues. **Disadvantages** There are limited disadvantages to CEF funding for this project aside from pressure on the funding pool. **Risks** A potential risk might be that other community organisations see a building being gifted by the Council with additional capital spend being provided as precedent setting. This is mitigated by Condition Assessment confirming that the library building elements are now in need of replacement due to reaching the end of their serviceable lives, resulting in associated failures.	**Specialists Consulted** • WSP Christchurch • Council Community Support & Partnerships Unit • Council Property Consultancy Team **Rationale for Recommendations** • The costs to complete this work is $315,400, based on the current building layout and the works to bring the building up to a good standard. A Building Condition Assessment was undertaken in January 2024 which extensively lists the issues and costs of repairing or replacing the assets. The Building Condition Assessment identifies Priority 1 immediate works total $198,430; Priority 2 required works total $470; and Priority 3 recommended works total $116,500. • The HCCT have a demonstrated history of delivering community-focused services and events. Funding of capital work for the roof allows them to focus on their core services and to meet their vision of having a Community Café, Event Space, Health & Wellbeing Office, Digital Technology Space & Innovation Space, Larger Op Shop and a Youth Hub under one roof. • Funding will contribute to the ongoing sustainability of the building and organisation. • The HCCT has completed a consultation with the community that supports the need for hosting additional community wellbeing and service delivery in Hornby. • Remediating the building will ensure the sustainability of this long-standing organisation. It will encourage existing and new groups to increase current function and capacity and improve the ability to serve the community. • HCCT collaborates with other organisations in the local area that are in full support of the expansion of the Hornby Community Care Centre. • Without the success of this project, HCCT would be required to redirect financial resources from providing day-to-day operational support to the community. • The level of funding will assist the organisation to attract other funding and could be a precursor for requests to other funders and philanthropic supporters. • It will facilitate greater community engagement opportunities and allow for the sharing of services and spaces between HCCT and a significant number of other groups.

Attachment E. Capital Endowment Fund: *Funds available for allocation as per 2023/2024 Annual Plan.*

Capital Endowment Fund

In April 2001, Council set up a Capital Endowment Fund of $75 million. This fund was established using a share of the proceeds from the sale of Orion's investment in a gas company. The Fund provides an ongoing income stream which can be applied to specific projects.

Current Council resolutions in respect of the fund can be found on our website: https://ccc.govt.nz/the-council/plans-strategies-policies-and-bylaws/policies/investment-and-funds-policies/capital-endowment-fund-policy/

Annual Plan 2022/23		Long Term Plan 2023/24	Annual Plan 2023/24	Variance to LTP
	$000			
	Capital of the Fund			
104,337	Opening balance	104,050	104,032	(18)
-	Inflation protection	-	-	-
104,337	**Closing balance**	**104,050**	**104,032**	**(18)**
	Income allocation			
10	Unallocated funds from prior year	-	202	202
1,090	Funds carried forward from 2020/21 to 2022/23	-	-	-
3,469	Net interest earnings (after inflation protection if any)	3,340	4,691	1,351
4,569	Funds available for allocation	3,340	4,893	1,553
	Allocations			
1,000	Multicultural Recreation and Community Centre	-	-	-
-	Rates-funded General Grants funded by CEF for 2023/24	-	500	500
939	Christchurch NZ funding	939	939	-
600	Christchurch NZ - events	600	600	-
390	Park Rangers	390	390	-
350	Environmental/Climate Change Partnership Fund	350	350	-
350	Community Partnership Fund	350	350	-
200	Pukeko Centre	-	200	200
-	Woolston Brass	-	130	130
-	New Brighton Community Gardians	-	60	60
90	Healthier Homes Canterbury	-	-	-
85	Papatipu Rūnanga Partnership Worker	85	85	-
4,004	Funds allocated	2,714	3,604	890
565	**Balance available for allocation**	**626**	**1,289**	**663**

Including carry-forward, the opening budget for the fund in 2023/24 was $1,612,000.

Following grants of $100,000 to Table Tennis Canterbury, $86,000 to the Lyttelton recreation Centre Trust, and $50,000 to the Diamond Harbour & Districts Health Support Group Inc. **the remaining available balance of the fund is $1,376,000.**

Christchurch City Council

17. Hagley Park Shelters Demolition

Reference / Te Tohutoro: 23/1956297

Report of / Te Pou Matua: Maria Adamski, Senior Parks Asset Planner, (Maria.Adamski@ccc.govt.nz)

Senior Manager / Pouwhakarae: Andrew Rutledge, Acting General Manager Citizens and Community (Andrew.Rutledge@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 The purpose of this report is to seek the Council's approval for the demolition of a storage and a shelter building in North Hagley Park.

1.2 The two buildings are earthquake prone under the Building Act 2004. Seismic work, strengthening, or demolition, needs to be completed by 13 September 2024 for the storage building and by 25 December 2028 for the shelter building.

1.3 The decision in this report is of low significance in relation to the Christchurch City Council's Significance and Engagement Policy. The level of significance was determined by the removal of the buildings having a low impact on the community.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Approve the demolition of the following two earthquake prone buildings, located in North Hagley Park as detailed in the map in **Attachment A** of this report:
   a. The Storage building located to the west nor-west of John Burns Bridge crossing the Avon River from Park Terrace across from Salisbury Street.
   b. The Shelter building located to the west nor-west of the United Croquet Club.
2. Delegate to the Manager Operations Parks Buildings the authority to implement the demolition of the two earthquake prone buildings and remediation of the sites, as referred to in recommendation 1.

3. Reason for Report Recommendations Ngā Take mō te Whakatau

3.1 The buildings are earthquake prone and there is a deadline to complete seismic work.

3.2 There is no allocated Long Term Plan funding specifically assigned to the strengthening and repair of the buildings which will continue to deteriorate if left insitu (the storage building having been vacant since 2017).

3.3 Demolition and removal of the buildings will remove the ongoing risk (and cost) of vandalism.

3.4 There is no known demand for the buildings, refer to the Community Views and Preference in Section 5 of this report.

4. Alternative Options Considered Ētahi atu Kōwhiringa

4.1 **Status quo.**

This is not considered an option due to the Building Act 2004 requirement to meet a deadline to complete seismic work on the two earthquake prone buildings.

4.1.1 *Advantages*

- No resources are used to strengthen or remove the buildings.
- The buildings will be available in the future if budget is available to strengthen them.

4.1.2 *Disadvantages*

- The Council could be fined for non-compliance for not meeting the deadline to complete seismic work.
- The buildings will deteriorate, remain unsafe, and prone to vandalism.
- Ongoing maintenance costs would be required to address any vandalism.

4.2 **Repair and strengthen both the buildings.**

This option enables both buildings to be reused and to meet the deadlines for seismic work. The demand for the buildings is unknown, see Community Views and Preference in Section 5 of this report.

Advantages

- Repairing the buildings provides the opportunity to reuse or adapt the buildings.
- No demolition material goes to landfill.
- Repairing is more cost effective than demolishing and rebuilding (if required) as it saves on materials, labour, and other associated costs.

4.2.2 *Disadvantages*

- There is no allocated Long Term Plan funding to strengthen and repair.
- The buildings may continue to be subject to vandalism and inappropriate use.
- There may be issues that arise through further investigations that are not currently apparent that could increase the cost to repair.

4.3 **Strengthen one building and remove the other building.**

This option proposes to remove the Storage building and retain the Shelter building. Both buildings are identical, however, one has had doors installed to convert it to a storage shed (Storage) and the other remains unchanged as a public shelter (Shelter).

4.3.1 *Advantages*

- The Shelter building will provide weather protection for park users. The demand is unknown, refer to the Community Views and Preference in Section 5 of this report.
- The budget required is less than completing seismic work on both buildings. Funding could be included in the 2027 – 2037 Long Term Plan for the Shelter which has a 2028 deadline for strengthening.
- The Building Act 2004 deadline of 13 September 2024 for seismic work can be met for the Storage building.
- Less demolition material will go to landfill.

4.3.2 *Disadvantages*

- The Shelter may be subject to vandalism.

- There is no funding in the Long Term Plan for the estimated cost of $99,000 to repair and strengthen the Shelter.
- Removal of the Storage building will reduce the available storage space in Hagley Park.

5. Detail Te Whakamahuki

5.1 The Building Act 2004 requires territorial authorities to identify and keep a register of earthquake prone buildings in their district.

5.2 Section 133AM of the Building Act 2004 requires the owner of an earthquake prone building to complete seismic work (strengthen or demolish) within a specified period.

5.3 The Parks Unit owns two earthquake prone buildings, below 33% new building standard (NBS) in North Hagley Park.

5.4 The Storage building is located to the west nor-west of John Burns Bridge crossing the Avon River from Park Terrace across from Salisbury Street. The Shelter building is located to the west nor-west of the United Croquet Club.

5.5 Seismic work on the buildings is required to be completed by 13 September 2024 for the Storage building and by 25 December 2028 for the Shelter building.

5.6 Under Section 133AU of the Building Act 2004 if the work is not completed by the deadline the Council is potentially liable for a fine not exceeding $1.5m.

5.7 A building consent is not required for the demolition of single storey buildings.

5.8 Both buildings have an earthquake prone building notice on them and are secured with safety fencing.

5.9 The buildings date from the mid-1940s and are likely to have been designed inhouse by Council architects.

5.10 The buildings are approximately 30m^2 each, single storey, with a timber trussed roof covered in corrugated metal roof sheeting. The ceiling is lined with timber tongue and groove slats laid horizontally. The walls are concrete with some reinforcing and rendered. The floor is concrete.

5.11 Both buildings have received minor and non-structural damage in the form of cracks through the floor slab and walls. These may have been pre-existing.

5.12 Both buildings were condition assessed in 2021.

5.13 Once the buildings are removed, the sites will be sown and maintained as turf, becoming open space.

The Shelter building

5.14 The Shelter is an open fronted building with timber columns supporting the roof. It has internal timber seating and was used as a public shelter.

5.15 The building is in average condition, is in a functionally sound condition but showing noticeable wear. Expected deterioration is evident. The condition assessment was completed prior to the building being identified as earthquake prone.

5.16 Cosmetic work was completed on the building in April 2016. The work involved crack injection in the walls on two sides of the shelter and the floor. Damaged timber seating and sections of the ceiling were replaced and a complete exterior and interior paint.

The Storage building

5.17 The building has garage doors inserted into the openings to enclose the building for storage.

5.18 The building is in poor condition. Its condition is deteriorated with substantial work required.

5.19 There is minor deterioration in the iron roof, spalling concrete, and deterioration at the base of the timber columns. The construction joints have opened between the concrete walls and timber ceiling. These are not structural in nature.

Planning

5.20 Hagley Park is scheduled as a Highly Significant heritage item in the Christchurch District Plan. However, the District Plan Rules for Historic Heritage do not apply to Hagley Park other than to those items and their settings that are individually scheduled. The two buildings are not individually scheduled.

5.21 The development and management of Hagley Park is guided by the Hagley Park Management Plan 2007 (Management Plan), Hagley Park/Botanic Gardens Master Plan 2007 (Master Plan) and the Conservation Plan for Hagley Park and the Christchurch Botanic Gardens Volume Two Hagley Park 2013 (Conservation Plan). Each of these plans are silent on the Storage and Shelter buildings.

5.22 The Management Plan objective for Buildings and Structures is to keep the number of new buildings and structures to a minimum and to coordinate and integrate the existing Park buildings and structures into the park environment.

5.23 The Master Plan allows for building removal with consideration given to changed circumstances, such as damage by earthquakes or buildings that may be deemed obsolete and no longer required.

5.24 The Storage and Shelter buildings were not considered to have heritage significance and were not included in the Conservation Plan.

Community Views and Preference

5.25 The Council's Heritage Team have researched the buildings. The team summarise the buildings as primarily utilitarian in design to withstand the elements and the structures are thoughtfully crafted to complement the park's aesthetics. Constructed in concrete with a tall, hipped roof clad in corrugated iron they formed open-fronted pavilions with three timber archways at the front. Internally the ceilings are lined with timber and there are timber benches on three sides. Originally serving as shelters for sports activities on adjacent fields, they provided a meeting place for teams and informal spectator shelter. The design and historical use of these structures indicate some architectural and social/historical significance within Hagley Park.

5.26 If the buildings are to be demolished, then the Heritage Team recommends the buildings be photographically recorded, archived, and the images made publicly accessible.

5.27 Public consultation on the Master Plan supported no more buildings in Hagley Park, keeping the number of buildings to a minimum, and removing buildings no longer required.

5.28 The Storage building was used by the Council Events Team as a storage area. The Events Team now occupy the former RSA Rugby Rooms by Lake Victoria and no longer have an interest in using the Storage building.

5.29 Although the views and preferences of the wider community have not been directly considered the removal of the buildings was discussed by the Hagley Park Reference Group at its 5 July 2021 meeting. The group provides a sounding board for community views and preferences relating to proposed developments, events, and activities in Hagley Park. The group supported the removal of the buildings.

5.30 The decision affects the following wards/Community Board areas:

5.30.1 All wards/Community Board areas as Hagley Park is a metropolitan asset.

6. Policy Framework Implications Ngā Hīraunga ā- Kaupapa here

Strategic AlignmentTe Rautaki Tīaroaro

6.1 The removal of the buildings will increase the open space in Hagley Park contributing to a green, liveable city. However, the removal of the Shelter building will reduce the ability of current and future park users to have shelter when using the park for recreation, sport, and events.

6.2 This report supports the Council's Long Term Plan (2021 - 2031):

6.3 Parks, heritage and coastal environment

6.3.1 Activity: Parks and Foreshore

- Level of Service: 6.8.2.3 Parks are managed and maintained in a clean, tidy, safe, functional and equitable manner (Asset Performance) - At least 90% of parks and associated public recreational assets are available for safe public use during opening hours
- Level of Service: 6.8.4.1 Overall customer satisfaction with the presentation of Hagley Park - Hagley Park presentation: resident satisfaction >=90 %

Policy Consistency Te Whai Kaupapa here

6.4 The decision is consistent with the Council's Plans and Policies regarding dangerous and insanitary buildings.

Impact on Mana Whenua Ngā Whai Take Mana Whenua

6.5 The decision does not involve a significant decision in relation to ancestral land or a body of water or other elements of intrinsic value, therefore this decision does not specifically impact Mana Whenua, their culture, and traditions.

6.6 The decision does not involve a matter of interest to Mana Whenua and will not impact on our agreed partnership priorities with Ngā Papatipu Rūnanga.

6.7 However, both buildings are in an known archaeological site and the Storage building is located approximately 25m from the Avon River, a mahinga kai site. Removal of this building will include protection to ensure nothing enters the river during the demolition process.

6.8 If the archaeological assessment finds that there is a possibility of encountering/impacting Māori archaeological sites Mana Whenua will be consulted.

6.9 Returning the site to open space or underplanting is consistent with the Mahaanui Iwi Management Plan 2013.

Climate Change Impact Considerations Ngā Whai Whakaaro mā te Āhuarangi

6.10 The proposals in this report are unlikely to contribute significantly to adaptation to the impacts of climate change or emissions reductions.

6.11 The reasons no significant impacts are anticipated are the buildings are small and do not contain a significant amount of steel or concrete.

6.12 Remediation will restore the building footprints to green space.

Accessibility Considerations Ngā Whai Whakaaro mā te Hunga Hauā

6.13 Not applicable.

7. Resource Implications Ngā Hīraunga Rauemi

Capex/Opex Ngā Utu Whakahaere

7.1 The cost estimate to strengthen each building to a minimum 67% is $98,700 including engineering fees and a contingency of 20% plus GST.

7.2 An additional $25,000 may be required for the Storage building repair if the roof needs to be replaced.

7.3 The cost to demolish the Shelter building is $5,276.33 and $5,486.34 for the Storage building. This includes asbestos testing. If asbestos is found, its removal would be an additional cost.

7.4 An Archaeological Assessment and Archaeological Authority will be required.

7.5 Demolition costs are funded from the Hagley Park Operational budget.

7.6 The ground will be sown with grass and returned to turf, funded from the Hagley Park Operational budget.

7.7 Ongoing costs of mowing and maintenance will be funded from the Hagley Park Operational budget.

7.8 The Hagley Park Buildings Operational expenses will decrease as reactive maintenance will no longer be required.

7.9 There is no specified budget to strengthen the buildings. If they were retained, budget would need to be prioritised within the programme for Hagley Park Planned Buildings Renewals, CPMS61713 which has $1,282,000 FY24-27.

Other He mea anō

7.10 Not applicable.

8. Legal Implications Ngā Hīraunga ā-Ture

Statutory power to undertake proposals in the report Te Manatū Whakahaere Kaupapa

8.1 A delegation to approve the demolition of a Park building, outside of the Facilities Rebuild Plan or Section 38 notices, is not included in the Delegations Register.

Other Legal Implications Ētahi atu Hīraunga-ā-Ture

8.2 The buildings have been assessed as earthquake prone under the Building Act 2004.

8.3 As building owner, the Council is required to undertake seismic work within a specified time.

8.4 If the work has not been completed the Council could be fined for noncompliance.

9. Risk Management Implications Ngā Hīraunga Tūraru

9.1 The earthquake prone risk is currently mitigated by the buildings being isolated with fencing.

9.2 Removal or seismic work on the buildings eliminates risk of collapse in an earthquake.

9.3 Contamination risk from asbestos is managed through testing prior to demolition.

9.4 Risk to the Avon River environment will be managed to be negligible through the appropriate demolition process.

10. Next Steps Ngā Mahinga ā-muri

10.1 Undertake the demolition of the two earthquake prone buildings in Hagley Park.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Hagley Park Earthquake Prone Buildings Location	24/198600	766

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Maria Adamski - Senior Parks Asset Planner
Approved By	Kelly Hansen - Manager Parks Planning & Asset Management David Laird - Manager Operations Parks Buildings Rupert Bool - Acting Head of Parks

Location of earthquake buildings in North Hagley Park

Storage building near John Burns Bridge

Shelter building near United Croquet Club

Christchurch City Council

Item 18

18. Three Waters Activities Report - October, November and December 2023

Reference / Te Tohutoro:	24/54401
Report of / Te Pou Matua:	Brent Smith, Head of Three Waters Unit (Brent.Smith@ccc.govt.nz)
Senior Manager / Pouwhakarae:	Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 The purpose of this report is to update the Council on Three Waters service delivery during the period October, November and December 2023.

1.2 The attached report was put together by staff in the Three Waters Unit.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receive the information in the Three Waters Activities Report – October, November and December 2023.

3. Brief Summary

3.1 Updates on the delivery of significant projects from the Water Supply, Wastewater and Stormwater capital programmes.

3.2 The status of current and future planning across the 3 Waters activities.

3.3 Summaries of Health and Safety and Wellbeing for this period.

3.4 The status of the Christchurch Wastewater Treatment Plant.

3.5 Updates on Compliance, Consent and Water Safety Plans.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	INWW Three Waters Activities Report - October, November and December 2023.	24/191793	769

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Not applicable

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

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(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Author	Brent Smith - Head of Three Waters
Approved By	Brent Smith - Head of Three Waters Jane Parfitt - Interim General Manager Infrastructure, Planning and Regulatory Services

New Stainless Steel suction tank installed in Sydenham.

THREE WATERS ACTIVITIES REPORT

OCTOBER, NOVEMBER & DECEMBER 2023

Christchurch City Council | February 2024

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COMPLIANCE AND QUALITY ASSURANCE

Health Safety and Wellbeing

In total, there were 182,252.6 hours worked over October, November and December 2023. This covers Three Waters contractors that work on Three Waters projects.

A total of 99 events were reported. These events include 55 near misses, two first aid injuries and no lost time injuries.

Please see appendix 1 for the detailed statistics.

Resource consents

Three Waters Unit holds more than 200 resource consents from Environment Canterbury for day-to-day operations and for capital projects to construct new infrastructure:

- 49 for water supply
- 54 for wastewater
- 118 for stormwater

On 20 December 2023, the resource consent to discharge wastewater onto land in Wainui (CRC213608) was graded as significant non-compliant for one of the 28 conditions.

CRC213608 – condition 2	ECan comments	Actions required
a) Wastewater shall be discharged only onto land within the irrigation area envelope labelled "Temporary LTA" within Lot 1 DP 418665, as shown on the attached Plan CRC213608, at or about map reference NZTM 2000: 159160mE.5149731mN	Condition 2a – This condition is graded as a Significant Non-Compliance because the LTA is not in the consented location as outlined in this condition.	Please provide a Remedial Action Plan with timeframes of when the temporary LTA will be repositioned to the correct consented area by COB 12 Jan 2024.
b) Prior to commissioning the temporary land treatment area, the consent holder shall provide to the Canterbury Regional Council Attention: Regional Leader Compliance Monitoring, a map showing the detailed irrigation layout of the land treatment area and in accordance with conditions (7), (9), (10) and (16)	Condition 2b – Noncompliant The consent holder did not provide to the CRC a map showing the detailed irrigation layout of the land application area prior to commissioning.	Please submit as-builts showing the detailed irrigation layout of the land treatment area and confirmation that the design is in accordance with conditions (7), (9), (10) and (16) once the LTA has been moved to the correct location within 10 working days of instalment.

On 21 December 2023 the Comprehensive Stormwater Network Discharge Consent (CRC231955) was graded as significantly non-compliant for one of the 65 conditions.

CRC231955 – condition 6	ECan comments	Actions required
Condition 6 provides the purpose of the Stormwater Management Plans	Ōpāwaho/Heathcote, Huritini/Halswell and Ōtūkaikino Stormwater Management Plans did not meet the purpose of Condition 6, and thus certification was not provided	Re-submit the Ōpāwaho/Heathcote and Huritini/Halswell stormwater management plans by COB on the 31st of January 2024.
	Ōtūkaikino SMP did not meet the purpose required by this condition. The contaminant load model (CLM) developed for this catchment indicated that the zinc loading from full development mitigated with basins and wetlands is projected to be 167 Kg/yr. This equates to a 111% increase on the 2018 baseline year.	Provide an update on the Ōtūkaikino CLM review by the 29th March 2024. Re-submit the Ōtūkaikino stormwater management plan by COB on the 31st of May 2024.

Council staff are addressing the comments to comply with the actions set by ECan.

There are no current enforcement actions against any of our resource consents.

Comprehensive Stormwater Network Discharge Consent (CSNDC - CRC231955)
On the 5 October 2023 as part of ECan's 6 monthly monitoring review, the CSNDC was ranked as "Non-Compliance Action required". This monitoring report listed 8 of the 65 consent conditions that the Council was either failing to comply with or required action in the next 3 months. Council staff are currently working to address these non-compliance issues and to complete them within ECan set deadlines.

Two of the non-compliant conditions are related to Erosion and Sediment Control (ESC) measures, and ECan has requested the Council to submit a Remediation Action Plan to address this matter. The Plan in the below table aims to provide a roadmap for Council to undertake actions to improve Erosion and Sediment Control implementation, monitoring and reduce sediment discharges from residential building sites.

Action	Timeframe	Details
Improving ESC inspections	began August 2023	Quality and Compliance, Building Inspections and RMA compliance teams are now working collaboratively to improve the quality of ESC inspections at residential

Action	Timeframe	Details
and enforcement actions		building sites and follow up enforcement actions for non-complying sites. Council's subdivision engineers are also being consulted around improving ESC performance on larger development sites
More staff out in the field	from November 2023	Currently, most ESC inspections are undertaken by Building Inspectors as part of the building consent process. To supplement these inspections and provide wider coverage and higher frequency of ESC inspections, four Quality Assurance Officers will begin visiting high-risk building sites to check for any sediment-laden discharges into the Council's stormwater network. Findings from these inspections will be fed back to the Building Inspections and RMA Compliance teams for follow-up actions, if required. The Council and ECan are currently organizing a joint ESC training workshop for their staff to increase their expertise in this field.
Building industry engagement programme	between March and June 2024	Next year, the Council will be launching an industry engagement programme for the residential construction sector to highlight the issue of sediment runoff from building sites and to promote best ESC practice. This industry engagement programme will be tailored for project managers at large residential construction companies and will involve workshops at their company offices.
ESC on small sites brochure	from December 2023	An educational brochure has been developed (based on Auckland Council) to highlight the issue of sediment discharges from small scale building sites and to promote best practice ESC measures. The brochure's target audience is builders and contractors undertaking earthworks on single lot developments. These brochures will be issued along with the hard copies of all residential building consents by the Council's Building Support team and will also be used for the industry engagement programme.
Plan Change 17	from late 2023 to mid. 2024	District Plan Change 17 aims to address several issues involving land development and housing, one of which is improving the health of the city's waterways by reducing sediment runoff from residential building sites. The current District Plan rules make it difficult for Council to monitor and enforce building sites discharging sediment, and so a plan change may be required to give the Council the ability to address this issue more thoroughly. Depending on the timeframes of Plan Change 17, its outcomes and changes to the District Plan will be shared via the industry engagement programme.
Follow-up residential building sites survey	September 2025 to May 2026	To measure the success of the Erosion and Sediment Control Remediation Action Plan and identify areas for improvement, a follow-up residential building sites survey will be conducted using the same methods as the 2022 survey. The follow up surveys will be undertaken over the

Action	Timeframe	Details
		Spring of 2025 and findings will be released in a report by May 2026.

Drinking Water Compliance

A Water Safety Plan documents a public health risk assessment and management process to ensure a safe and secure supply of drinking water for consumers, protecting public health.

Under the Water Services Act 2021, a Water Safety Plan and a Source Water Risk Management Plan (the Plans) are compulsory for all water supplies from November 2022, independent of the population served. The Plans were submitted to the regulator Taumata Arowai in November 2022 and are under internal review to update them with the new regulatory framework, upgrades, or any significant system change. The regulator is currently reviewing Christchurch Water Safety Plan against the Water Services Act requirements and monitoring ongoing compliance.

New drinking water standards and rules exemption processes

Taumata Arowai approved new Drinking Water Quality Assurance Rules (Rules), Drinking Water Standards (Standards) and Aesthetic Values in July 2022, which came into effect on 14 November 2022. The Standards set the Maximum Acceptable Values (MAVs) for a range of determinants which can affect the safety and quality of drinking water. The Council has been complying with the new reporting requirements since 1 January 2023 as required by Taumata Arowai.

Drinking water suppliers can apply for exemptions from some Water Service Act 2021 requirements.

Residual disinfection exemptions

Drinking water suppliers with piped supply networks may apply for exemptions from supplying drinking water without using residual disinfectants (e.g. chlorine) or from complying with certain requirements (e.g. chlorine contact time, continuous monitoring, etc.). An exemption may apply to all or a part of a supply. An exemption can only be granted if it is consistent with the main purpose of the Water Services Act 2021 and if all other legislative requirements will be complied with, including the duty to provide safe drinking water.

The Council applied for two residual disinfection exemptions:

1. Brooklands/Kainga: to provide unchlorinated water. The exemption application was lodged in September 2022.
2. Christchurch: to not comply with contact time values and continuous online monitoring (contact time (C.t) value is the minimum time required for the water to be in contact with chlorine for bacteria inactivation). The exemption application was lodged in October 2022.

On 9 November 2023, Taumata Arowai provided to Council a final decision declining both applications.

Risks of being non-compliant with Drinking Water Standards (DWS) and rules

The new rules framework provides new and different requirements to achieve compliance, and the Council is working continuously to achieve it. However, some of the requirements were not ready when the rules came into force as they need specific budgets and projects that cannot be addressed within such a short timeframe.

Government water regulator Taumata Arowai wrote to the Council outlining its expectation that protozoa treatment barriers are put in place for water supplies that draw from bores with a depth less than 30m. It set deadlines of 30 June 2024 for plans to be in place, and 31 December 2025 for barriers to be installed and operating in Christchurch and Wainui water supplies.

However, the Council expects to be able to demonstrate Class 1 status for most of Christchurch water supply, which means it will comply without having to install protozoa treatment barriers. Class 1 status can be achieved when the water source is drawn from deeper than 30m, the well heads meet the requirements to be considered a sanitary bore, and an intensive sampling programme is completed.

Out of our 148 registered sources in Christchurch, only 11 cannot be considered for Class 1 status as the wells are too shallow or remain in underground chambers.

Projects to address the 11 Christchurch sources that can't be considered for Class 1 are planned or underway. These include:

- Projects have begun to deepen shallow wells at Montreal and Woolston pump stations.
- Five water sources in the Mairehau, Burwood and Averill pump stations can be permanently taken out of service once rezoning is complete.
- Two sources at Kerrs pump station will be replaced as part of a planned treatment plant replacement programme.
- Two sources at Tanner pump station need a protozoa treatment barrier (UV) installed.

In addition to the 11 Christchurch projects, the Wainui treatment plant also needs a protozoa treatment barrier (UV) installed.

Council staff are working on plans for the Wainui and Tanner upgrades, which need to be prioritized to be complete by the December 2025 deadline.

These will be included in the Long-Term Plan 2024-34, which will be considered by the elected council next year.

Potential non-compliance with the new rules is detailed in the table below.

SUPPLY	AREA OF POTENTIAL NON COMPLIANCE	REASON	ESTIMATED DURATION OF NON-COMPLIANCE	PROPOSED MITIGATION
Christchurch	Water treatment plants (pump stations) will be protozoa non-compliant	Not achieving class 1 or interim class 1 source water or not having UV treatment in each pump station.	Until December 2025 (as per Taumata Arowai deadline)	Consider decommissioning or installing UV treatment systems in all pump stations that will not achieve class 1 status due to having below ground wellheads and/or well screens located less than 30m below ground.
	Water treatment plants will be bacterial non-compliant.	Not having proper sampling points to sample conductivity, pH and turbidity before treatment.	1 year	Install dedicated sampling points inside the pump stations and before any form of treatment
		Not having online monitoring for FAC, pH and turbidity after treatment.	5 years after approved in the LTP	An exemption application for continuous monitoring to Taumata Arowai was submitted.
		Not comply with contact time (C.t)	Ongoing	An exemption application for continuous monitoring to Taumata Arowai was submitted.
Akaroa	Water treatment plant will be bacterial non-compliant	Lack of controls/ analyzers to meet disinfection rules (turbidity on water leaving the treatment plant, pH after chlorine contact time, etc.)	2 years after approved in the LTP	
Little River	Water treatment plant will be bacterial non-compliant	Lack of permanent residual disinfection setup at the treatment plant	2 years after approved in the LTP	
	Water treatment plant will be protozoa non-compliant	Lack of UVT and additional turbidity continuous monitoring at the treatment plant.	Until December 2025 (as per Taumata Arowai deadline)	
Duvauchelle	On-going non-compliance	Lack of adequate treatment	Until a new water treatment plant is well established.	
Pigeon Bay	Water treatment plant will be bacterial non-compliant	Lack of permanent residual disinfection setup at the treatment plant	2 years after approved in the LTP	

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SUPPLY	AREA OF POTENTIAL NON COMPLIANCE	REASON	ESTIMATED DURATION OF NON-COMPLIANCE	PROPOSED MITIGATION
Wainui	Water treatment plant will be non-compliant	Shallow depth of screen (<30m) means will not be able to meet Class 1	Until December 2025 (as per Taumata Arowai deadline)	Additional treatment required. Filtration and UV treatment followed by permanent chlorination
Birdlings Flat	Water treatment plant will be bacterial non-compliant	Lack of filtration and permanent residual disinfection setup at the treatment plant	5 years after approved in the LTP	
All Banks Peninsula water supplies	Distribution zones may be bacterial non-compliant	Not feasible to undertake enhanced FAC sampling in the long term with the frequency required	N/A	Setup continuous monitoring points across all the networks. Estimated time: 5 years after approved in the LTP.
All water supplies	Water supplies are non-compliant due to inadequate water quality monitoring.	It is not feasible to manage water quality data without dedicated software that links Laboratory data with Taumata Arowai and Council's requirements.	1 year after rules are approved	Engage with external suppliers to provide software for sampling schedule and monitoring. Currently a 6 month pilot has been contracted.
	Water supplies non-compliant due to inadequate use of hydrants by approved (and not approved) contractors (for water deliveries, use in construction etc.)	New Rules restrict access to hydrants to FENZ, other emergency services and the water supplier (but only as part of normal operation of the supply, e.g. flushing, etc.)	5 years after approved in the LTP	Initial planning for dedicated water supply stations underway. Will continue current approved standpipe scheme.

FINANCIAL OVERVIEW

The numbers

Financial Results - Three Waters - Q2			
Cost Element ($000's)	Oct - Dec 23		
	Actual	Budget	Variance
Term Rentals	(4)	(61)	56
Entry/Usage Fees	(1,847)	(2,249)	403
Professional Services	(261)	(259)	(2)
Product and Information Sales	(6)	(4)	(2)
Cost Recoveries	(53)	(243)	189
Controllable Revenue	**(2,172)**	**(2,816)**	**644**
Personnel Costs	5,574	5,485	89
Office Expenses	84	39	45
Grants and Levies	-	4	(4)
Professional Advice	1,031	1,074	(43)
Operating Costs	4,032	4,169	(136)
Maintenance Costs	9,226	9,079	147
Internal Reallocations	(1,975)	(1,687)	(288)
Controllable Costs	**17,972**	**18,163**	**(191)**
Controllable Net Cost of Service	**15,800**	**15,346**	**453**
Non Controllable Internal Reallocations	5,330	5,329	1
Depreciation Expense	46,860	41,564	5,295
Insurance and Rates	6,476	6,548	(72)
Non Controllable Costs	**58,666**	**53,441**	**5,225**
Total Net Cost of Service	**74,465**	**68,788**	**5,678**

Controllable Revenue - $0.64m less than plan

The main variance here is in entry/usage fess which relate to Excess Water and Trade Waste charges which have seasonal elements, expecting full year result to be close to budget.

Controllable Costs - $0.19m less than plan

Personnel costs are $89k under budget because of ongoing vacancies.

Operating costs are less than budget by $136k mainly due to underspend in service contracts but offset by overspend in Electricity, Chemical and Fuel costs.

Maintenance costs are $147k over budget due to reactive maintenance. This continues to be a significant risk to the budget and is being closely monitored.

Internal reallocations are $288k over budget mainly due to higher Consultancy and staff recoveries.

WATER SUPPLY

DRINKING WATER QUALITY

This section provides drinking water compliance status from 1 July to 30 September 2023 as staff is working on the 2023 annual report, to be provided on the next Three Waters Activity Report. The compliance status was assessed against Drinking Water Quality Assurance Rules and Drinking Water Standards New Zealand 2022.

The Rules require:

- Bacterial and Protozoal compliance for Water Treatment Plants and,
- Bacterial compliance for distribution zones.

Under the new rules, water suppliers must select the rule modules (which cover source, treatment, and distribution) that they will use to show compliance for each supply they administer. The complexity of the rule modules increases depending on the size of the supply. Supplies with a population between 101 and 500 people are required to follow the level 2 modules. Supplies with a population above 500 people are required to follow the level 3 modules.

Below is a summary of the rule modules (levels) that each supply operated by the Christchurch City Council will follow:

Supply (Code)	Source Module	Treatment Module	Distribution Module	Comments
Christchurch (CHR009)	S3	T3	D3	
Akaroa (AKA001)	S3	T3	D3	
Birdlings Flat (BIR001)	S3	T2	D2	
Duvauchelle (DUV001)	S2	T2	D2	
Little River (LIT001)	S2	T3	D2	Required to follow T3 module due to Slow Sand Filtration
Pigeon Bay (PIG001)	S2	T2	D2	
Wainui (WAI138)	S2	T2	D2	

Below are two tables that summarise our compliance for the period July to September 2023:

	Non-compliant
	Compliant

- **Compliance of Level 3 Supplies from July to September 2023**

Supply / Zone	Treatment Plants Compliance			Distribution Compliance		
	Bacterial	Protozoal	Chemical	Residual Disinfection	Disinfection By-Products	Microbiological
Brooklands/ Kainga						
Central Christchurch						
Main Pumps				Not Applicable (Treatment Plant Supplies Central Christchurch Distribution Zone)		
Ferrymead						
Lyttelton	Not Applicable (Distribution Zones Supplied from Ferrymead Zone Treatment Plants)					
Governors Bay						
Diamond Harbour						
Northwest						
Rawhiti						
Parklands						
Riccarton						
West						
Akaroa						
Little River				Not Applicable (Level 2 Distribution Zone)		

- **Compliance of Level 2 Supplies from July to September 2023**

Supply / Zone	Treatment Plants Compliance				Distribution Compliance	
	Filtration	UV	Chlorine	Chemical	Residual Disinfection	Microbiological
Birdlings Flat						
Duvauchelle						
Little River	Not Applicable (Level 3 Treatment Plant)					
Pigeon Bay						
Wainui						

Notifications to Taumata Arowai

The Water Services Act requires that Taumata Arowai are notified of the following:

- If your drinking water does not comply with standards.
- If your drinking water is or may be unsafe (when a critical control point is exceeded).
- If you have a notifiable risk or hazard.
- Your ability to maintain sufficient water is at imminent risk.
- You have a planned restriction or supply interruption longer than 8 hours.
- You have an unplanned restriction or supply interruption longer than 8 hours.

The following notifications were made to Taumata Arowai during the period July - September 2023:

Supply Details	Drinking Water Safety, Compliance or Sufficiency Category	Notification ID	Date	Details
BIR001	Water is non-compliant	NOT-00004975	17/07/2023 21/09/2023 28/09/2023	FAC in water leaving the treatment plant was measured to be less than 0.5 mg/L (indicating non-compliance with rule T2.19).
BIR001	Water is non-compliant	NOT-00005478	07/09/2023	pH of water leaving the treatment plant was measured to be 8.1 (indicating non-compliance with rule T2.21).
CHR009	Drinking Water is or may be Unsafe	NOT-00004941	11/07/2023	Total Coliforms detected at a level of 41 MPN per 100 mL in Estuary Treatment Plant Suction Tank.
CHR009	Drinking Water is or may be Unsafe	NOT-00005106	28/07/2023	Total Coliforms detected at a level of 25 MPN per 100 mL at 9 Velsheda St.
CHR009	Water is non-compliant	NOT-00005292	01/09/2023	Failure of Chlorine Dosing Pump at Kainga Treatment Plant led to unchlorinated water entering the Brooklands/Kainga distribution zone as

Supply Details	Drinking Water Safety, Compliance or Sufficiency Category	Notification ID	Date	Details
				Brooklands Treatment Plant was unable to be run.
CHR009	Water is non-compliant	NOT-00005311	05/09/2023	Failure of non-return valve at Brooklands Treatment Plant resulted in malfunctioning of chlorine dosing system and unchlorinated water entering the Brooklands/Kainga distribution zone.
CHR009	Unplanned Restriction or Interruption Longer than 8 Hours	NOT-00005451	28/09/2023	Difficult main repair at 155 Greers Rd took more than 8 hours to complete.
CHR009	Water is non-compliant	NOT-00005464	27/09/2023	An error by a technician during routine inspection of chlorine dosing pump at Tara Treatment Plant resulted in the pump going into standby mode. This meant that it did not operate when the treatment plant was operated and resulted in unchlorinated water entering the distribution zone.
PIG001	Water is non-compliant	NOT-00004832	03/07/2023	FAC in water at Campground Reservoir measured to be less than 0.1 mg/L (indicating non-compliance with rule D2.5).
PIG001	Water is non-compliant	NOT-00004967	11/07/2023	Only 2 out of 5 FAC samples collected between 3rd and 11th July 2023 were above 0.2 mg/L (indicating non-compliance with rule D2.5).
PIG001	Water is non-compliant	NOT-00005434	25/09/2023	FAC in water leaving the treatment plant was

Supply Details	Drinking Water Safety, Compliance or Sufficiency Category	Notification ID	Date	Details
				measured to be less than 0.5 mg/L (indicating non-compliance with rule T2.19).

Water Supply Planning

Development Planning

The Three Waters Asset Planning team continues to provide engineering support to developers as part of subdivision and building consent applications. There was an increase in subdivision consents in Q2 of FY2024.

Description	Oct-Dec Q2 FY24	Jul-Sep Q1 FY24		FY24 to date	FY23	
Subdivision Consents – advice & conditions	12	↑	**5**	17	↓	**36**
Engineering Acceptance of new subdivisions (WS)	12	↑	**11**	23	↑	**36**
Infrastructure Provider Agreements	1		**1**	2		**2**
Water Capacity Reviews	139	↑	**130**			
BCN Engineering Acceptance	2	↑	**0**	3	↓	**2**

Water Planning Activities

The rezoning of the Parklands WSZ, and the introduction of a protozoa barrier for the Tanner pump station have been briefed.

Water Supply Capital delivery

Eastern Terrace water main renewal

Status: Handover **Budget:** $20m

Update: Project completed

Completion: October 2023

Jeffreys pump station upgrade

Status: Practical Completion **Budget:** $8.7 million

Update: Project successfully completed, and station is in full service. On average the station delivers 800m³/d, with a peak flow capacity of 2,800m³/d.

Completion date: November 2023

Okains Bay New Water Supply

Status: Detailed design **Budget:** $8.5m

Update: Consent has been lodged to ECan. Following consultation with Te Rūnanga o Koukourarata there is a risk that the consent process will be protracted, due to Rūnanga concerns over the discharge from the water treatment plant.

The programmed completion date has been delayed by an expected 2 years.

Completion: December 2026

Duvauchelle Water Treatment Plant Water Supply

Status: Detailed design **Budget:** $5.95m

Update: Consent has been lodged to ECan. Project will be tendered in April 2024.

Completion: December 2025

PS1030 Spreydon Well 2 & Well 3 renewals

Status: Construction **Budget:** $1.8 million

Update: Commissioning of the new Wells is underway. Minor site remediation works remaining.

Completion: February 2024

PS1007 Blighs Road pump station well 3 renewal

Status: Construction **Budget**: $1.08 million

Update: Well 3 will be brought back online in February 2024. Site restoration will continue over the next month.

Completion: February 2024

Akaroa L'Aube Hill reservoir replacement

Status: Design and Construction **Budget**: $6.6 million

Update: Enabling Works awarded and work to start 29 January. Permanent reservoir documentation being reviewed and finalised for the tender process.

Completion: November 2024.

Koukourārata Drinking Water Scheme

Status: Investigation **Budget:** $10 million

Update: The purpose of this project is to establish a safe and reliable reticulated drinking water supply for properties around the southeast side of Port Levy inlet including the local Marae. The scheme will consist of surface water intake(s), water treatment plant, treated water storage, piped distribution network, trickle feed connections to properties. Monitoring equipment has been installed on Owhetoro and Te Kawa streams to determine flows and turbidity. Monthly water quality sampling is also undertaken. Additional assessments are currently underway: flooding risks and coastal hazards; stream catchment risk and water quality assessment to provide input into the treatment design.

Completion: June 2028

PS1095 Tanner pump station water treatment

Status: Investigation **Budget:** $5.4 million

Update: Tanner pump station supplies water from two shallow wells which cannot achieve 'Class 1' protozoa compliance. The purpose of this project is to provide UV treatment and chlorination equipment and controls to achieve DWQAR compliance by providing a protozoal barrier for water sourced from the 2 wells (T3) and to enable, manage and control residual disinfection (D3).

Jacobs has been engaged to provide functional and user requirements, design development and specification, operations and maintenance and resources design which will inform the procurement and construction phases.

Completion: December 2025

Water Supply Operations

There were no significant issues with the water supply operations over the high demand summer peak period. The Network Operations team successfully worked closely with the capital delivery team to help support the delivery of as much capital works as possible before the summer suspension of work period. The team have also continued to work closely with the Quality & Compliance Team, and the Laboratory Team to enable the frequent sampling to enable Class 1 water status to demonstrate the protozoa barrier.

There was some concern that the forecast El Nino could have put pressure on the water supply system, due to the dry-hot weather and associated high water demand. However, the climate system didn't appear to have been as strong as it could have, and the excess water charges also appeared to help keep demand down.

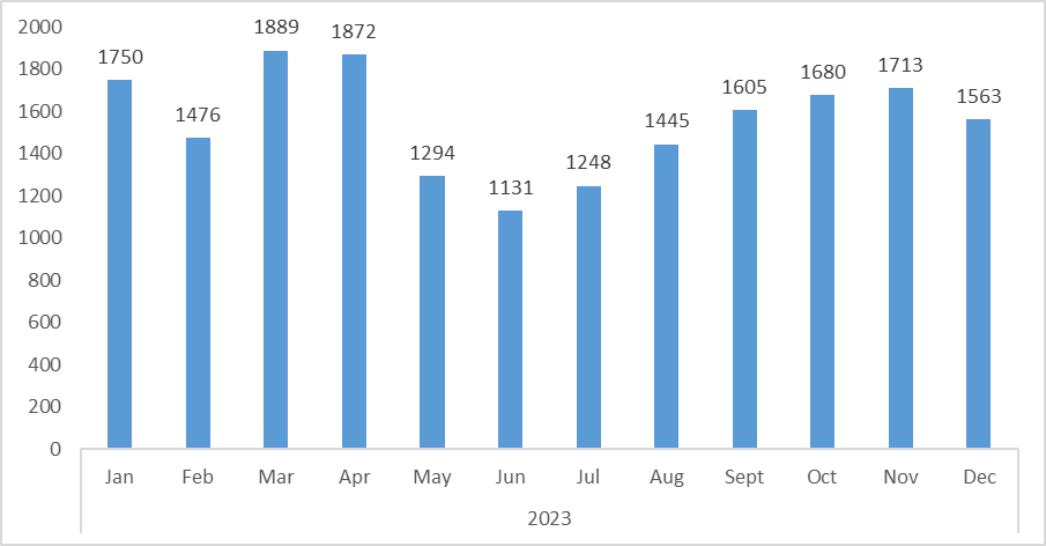
Water Supply reticulation and maintenance

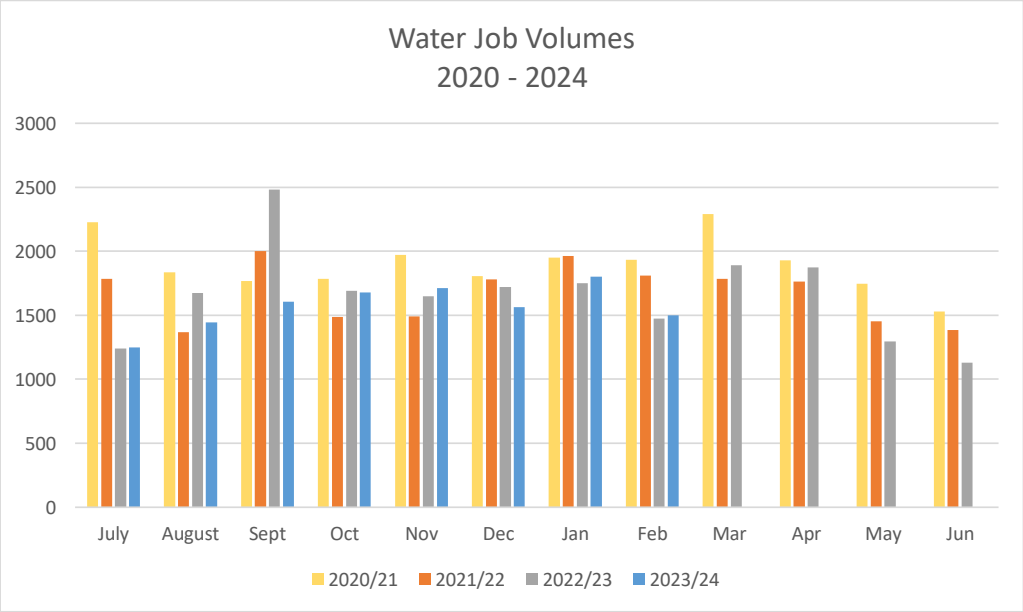
The volume of water jobs for October-December 2023 has largely mirrored the same period in 2022. This is part of cyclical, seasonal patterns; in this instance increased jobs during the spring/ summer period.

Following the changes to response and completion timeframes within the new maintenance contract our contractor is sustaining improved performance.

The main categories of service requests remain unchanged, leaks on connections, sub-mains, hydrants, and valves.

Job volumes





Christchurch City Council

Total Water Abstraction for Christchurch Supply

		LTP/AP22: 12.0.9 Total volume of water abstracted for urban water supplies in Mm3 per year
Target		**<=55**
Oct-23	**MTD Result**	4.1
	YTD Result	15.6
	Comment for Month	Water usage in October was slightly higher from September and remained less than 5 year average.
Nov-23	**MTD Result**	4.5
	YTD Result	20.1
	Comment for Month	Water usage in November was slightly higher from October and remained less than 5 year average.
Dec-23	**MTD Result**	4.7
	YTD Result	24.8
	Comment for Month	Higher demand compared to last 6 months but well within the target limit

Response Times (Water Supply)

Water Supply Response Times (@ Dec 2023)	
Immediate/ Urgent -On Site within 1 Hour	42 minutes
Immediate/ Urgent Service Restored – 5 Hours	1 hour 58 minutes
Normal/Low - On Site within 3 days/ 72 Hours	12 hours 43 minutes
Normal/Low Service Restored - 4 days/ 96 Hours	18 hours 21 minutes

WASTEWATER

Christchurch Wastewater Treatment Plant

All the resource consent parameters over the reporting period (October to December) were met, with all final effluent water quality results within the consented parameters.

However, there was an odour event in late December which continued into January from both the ponds and the Christchurch Wastewater Treatment Plant at times. This was due to the plant and ponds struggling to cope with the variation of strength and volume of sewage entering the plant, which is a common occurrence as traders shut down and then start up either side of the Christmas period. Communications via the website and newsletter were made to keep the community fully informed of the odour events.

As part of the proactive maintenance programme for the aerator on the ponds, the aerators were temporarily switched off for a week to assess whether all the aerators could be turned off over the summer period to enable the maintenance to be undertaken. After a few days it became that odour generation from the pond was an issue with the aerators off, so the majority of the aerators were switched on, only allowing the contractor to take off only a couple of aerators at a time. A couple of aerators have also been off for an extended period following damage detected by the contractor. The contractor is working hard to get the aerators repaired and back onto the pond ready for winter.

There was an incident in the previous three month period, with the temporary activated sludge plant when one of the clarifier arms stopped turning. Over this reporting period, the clarifier arm has continued to operate, but is continuing to be closely monitored. A contractor has been engaged to undertake a detailed mechanical inspection, and a critical spare clarifier bearing is in the process of being procured from the United States.

Since the fire in November 2021, the number of midges from the ponds has been very low. Over the summer period the annual summer monitoring regime was implemented which continued to record low numbers.

Christchurch Wastewater Treatment plant risk

A “Risk Review” has been completed by an external consultant and has been costed. The report is currently being reviewed by sites staff and the asset management team to assess what work & funding is required.

Wastewater planning

Development planning

The Three Waters Asset Planning team continues to provide engineering support to subdivision and building consents. There was an increase in subdivision consents in Q2 of FY2024.

Description	Oct-Dec Q2 FY24	Jul-Sep Q1 FY24	FY24 to date	FY23
Subdivision Consents – advice & conditions	12	↑ 5	5	36
Engineering Acceptance of new subdivisions (WW)	8	8	8	28
Infrastructure Provider Agreements	2	↓ 4	4	3
Wastewater Capacity review and advice for BCN and RMA processes	256	↓ 263	263	1,426
BCN Engineering Acceptance				
• New connections	20	↑ 12	12	66
• Local pressure sewer pumps	127	↑ 80	80	632

Wastewater planning activities

Work has been issued to calibrate the wastewater model with the 3-month flow monitoring data for three wastewater catchments (PS42, PS20 and PS21) and also to re-run the long-term time series rainfall analysis to inform the wet weather overflow consent.

Wastewater Capital Delivery

WW Akaroa Reclaimed Water Treatment and Reuse Scheme

Status: Investigation/design **Budget:** $74 million

The current main focus for staff is the consenting process in order to gain approval for the construction and operation of the proposed scheme. At present ECan has yet to make a decision regarding public notification of the consent applications, which is expected over the next month.

Staff are currently preparing the tender documentation for the detailed design of the scheme and are finalising the Basis of Design with the expectation to let the tender in the new year. Intensive wastewater sampling is planned for the coming summer to inform the designers of the wastewater contaminant load during the peak summer period.

A planting trial has been established on the Hammond Point block to inform the future large-scale planting. An estimated 40,000 Kanuka seedlings have germinated which was lower than the expected 75,000, with staff working to increase the numbers of seedlings to make up for the shortfall.

Completion: Project completion 2029

WW Duvauchelle Treatment and Disposal Renewal

Status: Investigation/design **Budget:** $14.5 million

The contract for the Assessment of Environmental Effects relating to the disposal of treated wastewater on land has been awarded to Pattie Delamore Partners.
The Christchurch City Council will apply for two resource consents. One will be for the drip irrigation on trees that are located on a piece of CCC owned land adjacent to the Akaroa Golf Course. The other resource consent is for spray irrigation on the fairways and greens at the golf course.
For both, the consent lodgment date is planned for early November 2024.
In parallel, a consultant has been engaged to verify and optimise both irrigation schemes for Akaroa and Duvauchelle and completed by the end of October 2023. This will help the team to lock the scope in and work towards a detailed design for both schemes.

Completion: Project completion 2029

WW ANZAC Drive Wastewater Main Renewal

Status: Emergency repair/ detailed design **Budget:** $5.5-6 million

Degradation of a section of trunk wastewater main adjacent to Anzac Drive due to H2S gases, has resulted in emergency repair works being carried out.

Construction of main renewal to start February 2024.

Completion: May 2024

WW South East Riccarton Wastewater Renewal (Multiple Streets)

Status: In Construction **Budget:** $12.2 million

Work is underway on 11 streets in the Riccarton Area, replacing and upsizing wastewater pipes, manholes and laterals to property boundaries. The package of work is progressing well and is ahead of schedule. To date, about 90% has been completed.

Completion: Early 2024

WW Wastewater Main Renewal (Multiple Streets)

Status: In Construction **Budget:** $4.7 million

This package of works originally contained 9 streets requiring wastewater renewals in the Sydenham/Somerfield/Cashmere area. More works were added into this package making it a total of 11 streets. These are Bradford Ave, Norwood St, Hunter Tce, Malcolm Ave, Young St, Woodbridge Rd, Penrith Ave, Cardiff Ave, Port Hills Rd, Soleares Ave and Maffeys Rd. Construction is currently ongoing at Port Hills Rd, Hunter Tce and Woodbridge Rd. Soleares Ave and Maffeys Rd are next. The rest of the works have been completed. Project is due for completion in early 2024.

Completion: Early 2024

WW Fyfe Road Pump Station Renewal (PS0101)

Status: Investigation Design **Budget:** $1.1million

Following the failure of the Fyfe Road wastewater pump station wet well wall, Council is undertaking the urgent replacement of the chamber.

A temporary system has been installed to bypass the failed chamber. Replacement has been tendered.

Completion: March 2024

PS0015 Alport Pump Station - Pump renewal

Status: Design **Budget:** $2.2 million

Update: The design is being finalized following modeling of the station internal hydraulics. Selection of the pump replacement to be finalized in February 2024.

Completion: December 2024

Response Times (Wastewater)

Wastewater Supply Response Times @ Dec 23	
Urgent Urban - On Site 1 Hour	42 minutes
Urgent Rural – On Site 2 Hours	21 hours 13 minutes
Non-Urgent Urban - On Site 5 days/ 120 hours	46 minutes
Non-Urgent Rural - On Site 5 days / 120 hours	2 hours 29 minutes

STORMWATER AND WATERWAYS

Stormwater and Waterways Operations

The total rainfall for Christchurch in 2023 was above average with approximately 730mm of rain recorded. Over the October to November quarter, we have experienced long periods of no rain and only minor rainfall events, with only 110mm of total rainfall recorded. The El Niño conditions that were forecast earlier in the year have occurred and resulted in a relatively dry spring and summer and is expected to continue well into autumn.

The operations team received 463 service requests or complaints from October to December, typical for this time of year. This continues to be a high volume for the team with no obvious signs of it abating.

This quarter Citycare have met or been close to meeting their programmed maintenance schedule. As this has been during the spring months of relatively high vegetation growth, it is pleasing that this is being achieved. We will continue to monitor their progress as summer develops. A high volume of auditing of the quality of their work has continued to identify issues.

Repairs to and raising the level of the Avon River temporary stopbank at Hardy Street have been completed. We have experienced regular damage to the stopbanks, primarily by contractors. Thankfully most of the damage is relatively minor and can be repaired easily but does pose a risk to the integrity of the stopbanks if not detected early.

Stormwater and Waterways planning

Base workload from “business as usual” commitments in the team has remained high, including building and resource consents, tasks under the Comprehensive Stormwater Network Discharge Consent (CSNDC) and supporting the Surface Water and Waterways Project Delivery Team.

The team has also provided input to three current District Plan changes, the continuing development of the 2024 –34 Draft Long term Plan (LTP), the now-defunct Water Services Reform programme and providing input to Council efforts to resolve the delays resulting from the Environment Canterbury (ECan) position on processing consents relating to groundwater.

Stormwater Management Plans

The provision of Stormwater Management Plans (SMPs) to ECan are an essential task for Council in meeting its obligations under the CSNDC. The Puharakekenui/Styx River SMP was adopted by Council and submitted to ECan in December, after proceeding through its public consultation and review stages.

In November, ECan issued to Council their assessment of the Otukaikino SMP which had been submitted in mid-2023. The ECan assessment included a "significant non-compliance" relating to modelled increases in one of the discharge contaminants (zinc). Council has responded to ECan on this assessment, identifying that further review and refinement of the modelling is considered necessary to accurately represent the contaminant generation and stormwater treatment data and analysis. This will affect the modelled contaminant load.

Council staff are taking the opportunity to coordinate the information being generated through the SMP development and review processes, with the formation of the 2025-2035 LTP.

Recruitment

Recruitment of appropriately skilled and experienced staff for vacant senior planning roles remains challenging, necessitating the use of contractors to cover these essential roles.

Team Focus over Coming Months

The team's focus will be on meeting the current high consents-related workload, supporting capital project implementation, identifying and planning the key works required under the CSNDC, and supporting the LTP process.

Monitoring of Erosion and Sediment Control – Aynur Rider

The 3 Waters Quality and Compliance Team, in conjunction with the Building Consenting Unit have been jointly working on auditing of erosion and sediment control from building sites.

Building sites that do not comply with sediment control requirements fail their site inspection and must rebook for a further inspection before proceeding. Data from the last six months (as a percentage of total failed inspections) is included below.

In addition to this, the Quality and Compliance Team carry out spot checks monthly. Any observations of failures to comply are fed back to the Subdivisions and Building Consenting Teams.

	Oct-23	Nov-23	Dec-23
Total Number of Building Consent Failed Inspections	1029	978	832
Total Number of Building Consent Failed Inspections due to Sediment Control	91	59	53
% Failed Due to Sediment Control Over Total Failed Number	9%	6%	6%

Failed Inpsection Stats

Year	2023											
	January	February	March	April	May	June	July	August	September	October	November	December
Total Number of Building Consent Failed Inspections	612	745	1141	912	1067	951	935	1118	909	1029	978	832
Total Number of Building Consent Failed Inspections due to Sediment Control	26	31	89	150	113	76	92	136	94	91	59	53
% Failed Due to Sediment Control Over Total Failed Number	4%	4%	8%	16%	11%	8%	10%	12%	10%	9%	6%	6%

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Stormwater and Waterways Capital Delivery

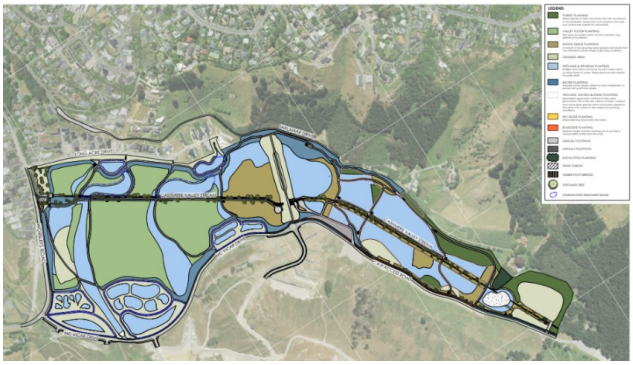
The Stormwater and Waterways Delivery Team are actively managing 127 projects, with a current year FY24 budget total of $63.4m. Key project details are given below.

Cashmere Worsley flood storage

Status: Construction **Budget:** $34.6m

Update: Dam construction and facility substantially complete and open to the public. Control gate commissioning planned for February 2024 which will allow upper valley storage to be utilized. Landscape planting continuing.

Completion date: June 2024



Eastmans, Sutherlands and Hoon Hay basins & wetlands (Te Kuru)

Status: Construction **Budget:** $39.8 Million

Update: The southern area of the site is open to the public, with limited access to some of the northern areas. The overall site is now known as Te Kuru.

Te Kuru covers 109 hectares and when completed will collectively store more than two million cubic metres of flood water.

The Project is making good progress with construction more than 80% complete. Two key control structures are constructed and commissioned, and a bridge construction across Cashmere Stream is underway.

When completed, Te Kuru will provide around 14km of walking and cycling tracks and around 600,000 native, eco sourced plants (including 110,000 trees) – although not all can be secured & planted within the project timeframe.

Completion date: December 2024 (with some planting to follow).

Cashmere Stream enhancement

Status: Construction **Budget:** $4.7 Million

Update: Enhancement work on two kilometers of Cashmere Stream between Sutherlands Road and Dunbars Stream near Cashmere Road are being enhanced. Ministry for the Environment is co-funding.

Work on final stages in progress.

Completion date: June 2024

Waitaki Street (Ōtākaro Avon River Corridor) – Avon Flood Management

Status: Construction **Budget:** $12.2 million

Update: Work on construction of the stopbank is substantially complete.

Construction of the stormwater treatment facility on the city side of the stopbank is on hold indefinitely due to Environment Canterbury consenting issues over groundwater take (these issues are affecting multiple projects). Budget requirements being reassessed. Completion of the shaping of the stopbank and connection to the future site of the new Pages Road Bridge happening this summer. At the end of this stage all works on the river side of the stopbank will be complete.

Completion date: March 2025

Waikākāriki - Horseshoe Lake Stormwater Treatment Facility

Status: Concept Design **Budget:** $27.2 million

Update: Project to design and construct stormwater treatment to comply with global consent conditions. Concept design has many constraints including a Site of Ecological Significance, a large historical landfill, contaminated land, biodiversity impacts and impacts of Environment Canterbury consenting issue over groundwater take. Alternative options are being considered to achieve the same water quality outcomes, and the completion date is under review.

Completion date: Under review

Pages to Bridge (OARC)

Status: Investigation **Budget:** $20.5 million

Update: Bexley stopbank with associated pumpstation and a tidal wetland (delivered separately by the Parks Unit). Concept design was delivered just before Christmas, and preliminary design will commence shortly, with construction scheduled to begin in summer. Contaminated land, Environment Canterbury's groundwater take stance, the remaining private property and the tie-it to the Pages Road Bridge project continue to add complexity to this project.

Completion date: mid 2027

ANZAC to Waitaki Stopbank (OARC)

Status: Concept Design **Budget:** $16.0 million

Update: Project to design and construct a stopbank between ANZAC Drive and the completed stopbank at Waitaki Street. This project has been given priority due to the fragility of the temporary stopbank in this location. The project also includes design of a stormwater treatment device and a pumpstation.

Completion date: mid 2027

Lyttelton Reticulation Renewals (Brick Barrels)

Status: Construction **Budget:** $5.2 million

Update: Repair and renewal of Lyttleton's 100+ year old brick barrel stormwater drains (around 6km) including the installation and modification of new access manholes, with depths 2m to 8m below ground. Manholes now completed. The new section of stormwater pipe replaces a previously dilapidated brick barrel pipe. Recent work discovered a previously unrecorded subterranean heritage timber drain which was investigated by archaeologists and recorded for Heritage New Zealand Pouhere Taonga

Completion date: June 2025

Marshland Road Canal Reserve Drain

Status: Construction **Budget:** $8.3 million

Update: Renewal of 1.9km of timber lined drain contract for phase one (McSaveneys to Prestons) substantially complete. Phase two (Prestons to Hawkins) is being designed.

Completion date: Phase 2 - tba 2025

Horseshoe Lake (Waikakariki) Outlet Renewal

Status: Design **Budget:** $2.7 Million

Update: Project to renew outlet pipes under New Brighton Road is being rescoped after comprehensive analysis of design/construction issues.

Completion date: tba

Manchester Street Brick Barrels Renewal (Purchas St to Bealey Ave)

Status:

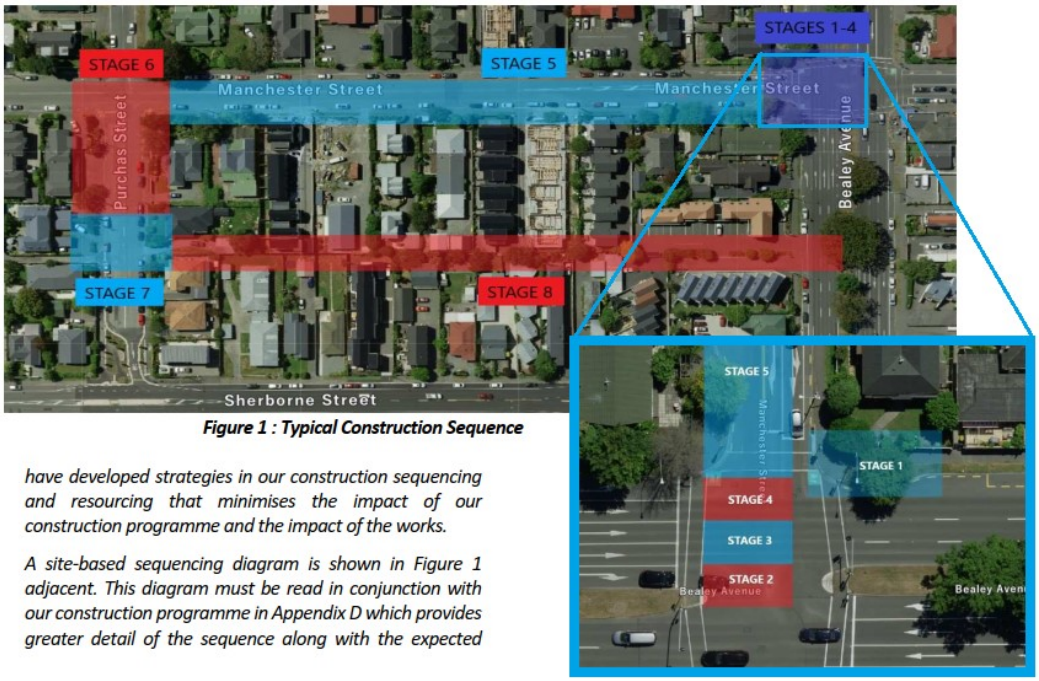


Figure 1 : Typical Construction Sequence

have developed strategies in our construction sequencing and resourcing that minimises the impact of our construction programme and the impact of the works.

A site-based sequencing diagram is shown in Figure 1 adjacent. This diagram must be read in conjunction with our construction programme in Appendix D which provides greater detail of the sequence along with the expected

Procurement

Budget: $4.6 million

Update: Diversion down new alignment in Manchester Street. Early Contractor Involvement (ECI) ahead of detailed design created a collaborative approach that has reduced risks and added value. Construction is due to commence mid-late February.

Completion date: June 2025

Gardiners Stormwater Facility

Status: Construction **Budget:** $5.6 m

Update: Earthworks re-started in September 2023 and to be substantially completed by end of summer with landscaping to follow in May.

Completion date: June 2024

Duvauchelle Waterway Renewals

Status: Design **Budget:** $3.7M

Update: The renewal of 3 flood damaged waterways in Duvauchelle - Pawsons Drain and Duvauchelle Showground Drain within the Akaroa Golf Course and Pipers Stream between the state highway and Seafield Road. Preliminary design delayed by consultants resourcing issues, but is nearly completed. However, this has delayed future construction programme.

Completion date: February 2025

Knights Drain Ponds

Status: Construction **Budget:** $7.3 million

Update: Construction 90% complete. Additional ground improvement works are now complete. Landscaping 80% complete and will be finished once civil construction is completed adjacent to Pages Road.

Completion date: March 2024

Port Hills Revegetation and Sediment Control

Status: Investigation/Design **Budget:** $5.9 million

Update: Purpose is to reduce the amount of sediment being eroded from the Port Hills into the Heathcote River and Ihutai Estuary. This will mostly be achieved by planting native trees.

Completion date: July 2027

APPENDIX 1 – HEALTH SAFETY AND WELLBEING STATISTICS

Health Safety and Wellbeing Statistics - FY2024	October	November	December
Near Misses	15	32	8
Incidents	30	58	11
First aid injuries	2	0	0
Medical Treatment	0	2	0
Lost Time Injuries	0	0	0
No. of days lost	21	44	0
Hours worked	58572.1	96197.5	27483
No. of Notifiable Events	1	4	0
Inductions Completed	134	277	61
Toolbox Meetings	93	234	73
Internal Inspections	38	435	119
Safety Observations	161	772	227
Shared Learnings	79	536	67
WorkSafe visits	0	0	0

Health Safety and Wellbeing Statistics - Year to Date July 2022 - June 2023	Year end Totals
Near Misses	452
Incidents	371
First aid injuries (FAI)	23
Medical Treatment Injuries (MTI)	3
Lost Time Injuries (LTI)	6
No. of days lost to LTIs	102
No. of hours worked	512,560

19. Central City Biannual Report - July to December 2023

Reference / Te Tohutoro: 23/2072745

Report of / Te Pou Matua: Robbie Schmidt – Assistant Planner, Urban Regeneration (Robbie.Schmidt@ccc.govt.nz)
John Meeker – Principal Advisor, Urban Regeneration (John.Meeker@ccc.govt.nz)

Senior Manager / Pouwhakarae: Jane Parfitt, Interim General Manager Infrastructure, Planning and Regulatory Services (Jane.Parfitt@ccc.govt.nz)

1. Purpose and Origin of Report Te Pūtake Pūrongo

1.1 This report provides elected members with information and statistics about Council funded regeneration activity within the Central City for the period July to December 2023.

1.2 The Central City's progress has been biannually reported since 2015 to meet a Level of Service set out in the current Long Term Plan.

2. Officer Recommendations Ngā Tūtohu

That the Council:

1. Receive the information in the Central City Biannual Report.

3. Summary

3.1 **Attachment A** provides a summary of activity in the six-month reporting period. It includes updates on Council and ChristchurchNZ projects and programmes, the use of grants and key development trends. Selected highlights include:

- Strong growth rates in Central City employee numbers means we are on track to achieve the Council goal of 60,000 employees by 2028.
- 2023 had the strongest rate of housing construction seen since 2020.
- Once again, a new peak of international visitors in Q4 led to record post-quake spending totals.
- The results from early engagement were used to develop a draft plan for the South-East Central Neighbourhood. The draft plan will be presented to the Community Board and then the public in February/March 2024.
- The 'Noise in the Central City' project made key progress in supporting the upcoming Plan Change, including great response rates to an online survey, an amended approach to Central City LIMs and a pilot acoustic assessment. In addition to the detail provided on page 7 of the Attachment, a full update report will be provided to the Council on 1 May 2024.
- The Central City event Tīrama Mai for Matariki attracted record attendance, and our produced events outperformed expected attendance numbers.

3.2 Details of these and other key progress and projects is at Attachment 1. Statistics and trends are also available on the Council's interactive Central City Progress webpage.

Attachments Ngā Tāpirihanga

No.	Title	Reference	Page
A	Attachment to report 23/2072745 (Title: Central City Biannual Report - Jul - Dec 2023 Attachment)	24/245288	809

In addition to the attached documents, the following background information is available:

Document Name – Location / File Link
Central City Progress webpage.

Confirmation of Statutory Compliance Te Whakatūturutanga ā-Ture

Compliance with Statutory Decision-making Requirements (ss 76 - 81 Local Government Act 2002).

(a) This report contains:

(i) sufficient information about all reasonably practicable options identified and assessed in terms of their advantages and disadvantages; and

(ii) adequate consideration of the views and preferences of affected and interested persons bearing in mind any proposed or previous community engagement.

(b) The information reflects the level of significance of the matters covered by the report, as determined in accordance with the Council's significance and engagement policy.

Signatories Ngā Kaiwaitohu

Authors	Robbie Schmidt - Assistant Planner Urban Regeneration John Meeker - Principal Advisor Urban Regeneration
Approved By	Carolyn Bonis - Team Leader Urban Regeneration Bruce Rendall - Head of City Growth & Property

Central City Biannual Update

July—December 2023

This summary uses the goals from our Central City Outcomes to look at:

- long term progress and trends.
- recent projects to improve Central City vibrancy and liveability,
- the use of relevant Council grants and funding.

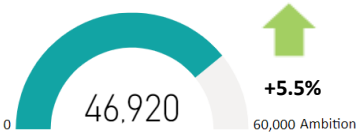
Find out more about the full set of measures and the influences that affect them in this report and at www.ccc.govt.nz/our-progress/

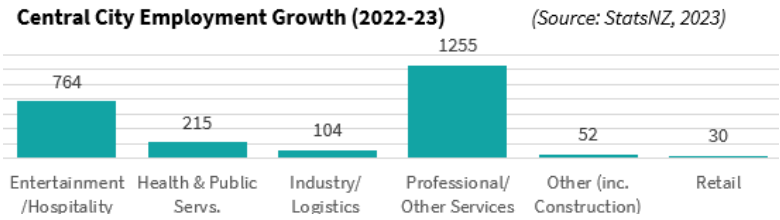
Key Progress Measures

The Thriving Economic Heart of an International City

(See pages 2-4)

Employment growth ambition: 60,000 employees across all economic sectors by 2028.



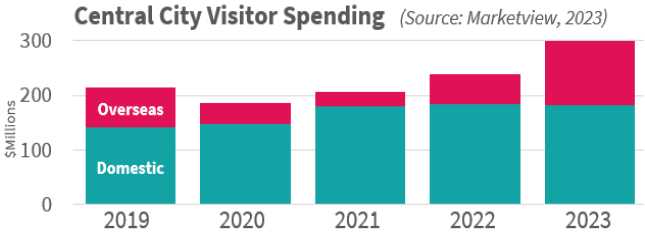


2,400 new jobs added in 2022-23—a 5.5% increase. Growth is back on track to meet the 2028 ambition (see page 3).

Since 2018, between 18-20% of all citywide **retail spending** has been concentrated in the Central City.

In 2023, Central City total retail sales reached a record $1.17bn. Visitors contributed about a third of this total.

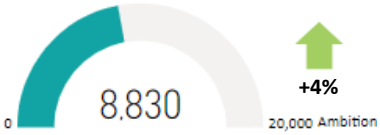
Domestic visitor spending has been steady at around $180m since 2021. The overseas contribution—supressed by the pandemic—doubled from $55m in 2022 to $116m in 2023. *See graphic and page 3.*



Growing Liveable Central City Neighbourhoods

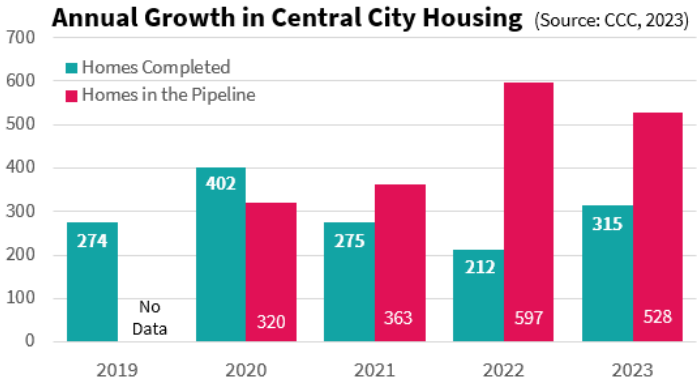
(See page 5)

The Central City Residential Programme's ambition is to grow the population to 20,000 people by 2028.



The most recent population estimates from StatsNZ show Central City resident numbers grew to 8,830 in 2022-2023 (StatsNZ, 2023).

This exceeds the pre-earthquake population. Actual counts from Census data are expected in mid-2024.



A draft neighbourhood plan for the South-East Central neighbourhood is in development, with public engagement planned for the first quarter of 2024.

A Vibrant, People Focused Place Day and Night

(See pages 6-11)

- **Barrier Sites** — There is visible progress on two properties—the former Rydges/ Noahs hotel (Oxford Tce) and the former IRD building (Cashel Street). *See page 6*
- More than 80% of respondents to a '**Noise in the Central City'** survey agreed that higher noise levels should be expected in the Central City. *See page 7.*
- **Central City Events** attracted more than 200,000 people to the Central City during the second half of 2023. Tīrama Mai—held over 10 days in July—boosted retail and hospitality by 10-15%. *See page 9.*

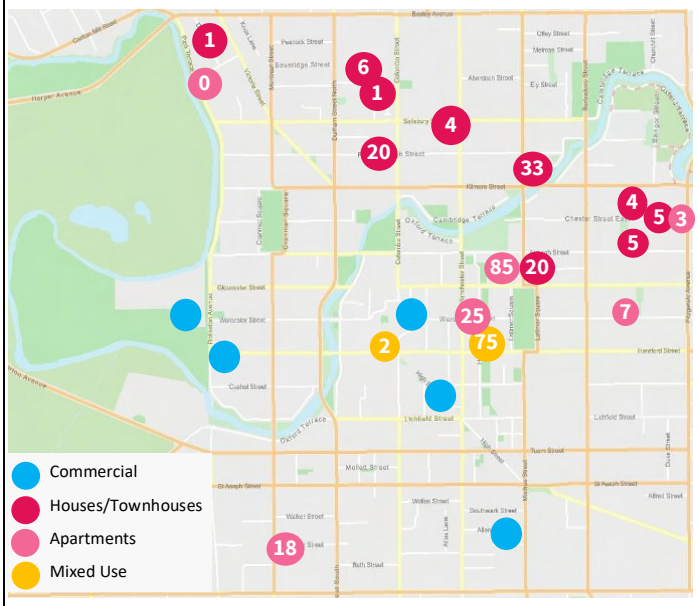
The Thriving Economic Heart of an International City (continued)

July—December 2023

Commercial and Residential Development

Resource consent applications received	Number	Building Consents Issued	Number	Net New Homes (units)	New Residential and Commercial Floorspace (sqm)
All Central City (Four Avenues) - excl. Commercial Core	35	Central City Business	12	187	18,823
Commercial Core only	9	Central City Mixed Use	5	38	2,957
		Central City Residential	13	89	11,079
TOTAL	**44**	**TOTAL**	**30**	**314**	**32,859**

Location of residential and commercial developments granted Building Consent Approval between July and December 2023



Resource consent application rates have not reached the highs of the previous two years, and are more in line with the recent five-year average.

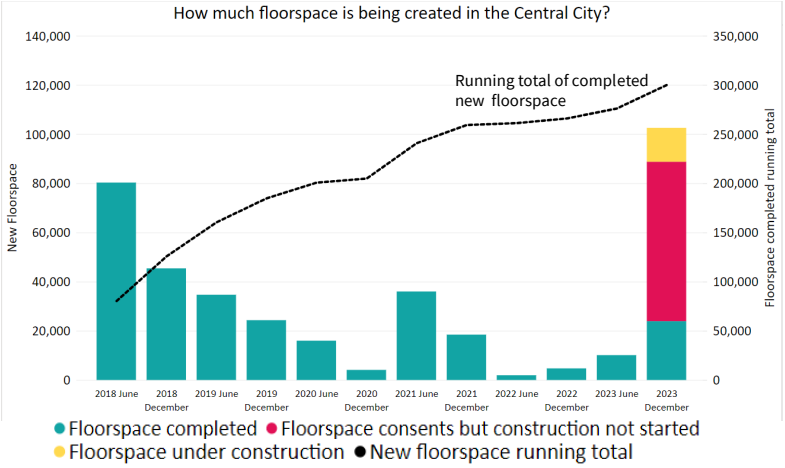
Significant applications include:

- A 26 unit townhouse development at 248 Manchester Street.
- Two retail/office buildings at 170-172 Cashel St.
- A four-story office/commercial building at 76 Manchester Street.

The map shows **Building Consents** approved over the Jul-Dec 2023 period:

- 318 residential units were consented on a range of sites (net housing gain of 314 units).
- This is much higher than the 5-year average (100 -150) and has exceeded the peak set in Jan-June 2022.

Most residential consents continue to be for attached townhouse complexes, and apartment buildings. Some large mixed-use apartments with commercial on the ground floor are also being built.



The graphic (left) shows new **floorspace** delivery.

At 23,924 sqm, delivery (in blue) has picked up to its highest level in 2 years. There is a strong pipeline of construction underway (yellow) and a range of consents ready to deliver (red).

Key contributors to floorspace are:

- the new public car park, Tū Waka-Waipapa (14,754m²) at Hagley Avenue,
- The third six-storey inpatient tower at Christchurch Hospital's Waipapa Building (under construction).
- The retail/office building at 33 Cathedral Square (which is now moving to the internal fit-out phase).

Tū Waka-Waipapa Hospital Car Park

Rendering of Tower C at Waipapa, Christchurch

33 Cathedral Square

The Thriving Economic Heart of an International City (continued)

July—December 2023

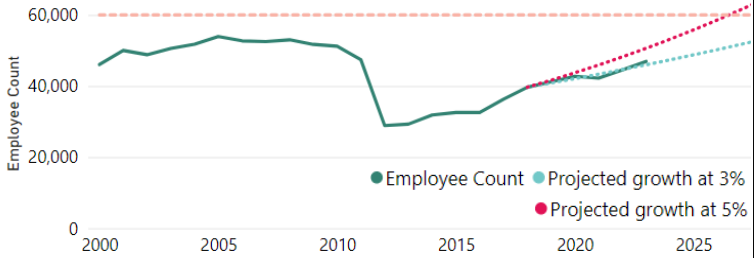
Business and Employment Growth

The 5.5% employee increase between February 2022-2023 shown in the adjacent graphic signalled the main rebound from COVID-19. This saw growth return within the 3-5% range projected to achieve 60,000 jobs by 2028.

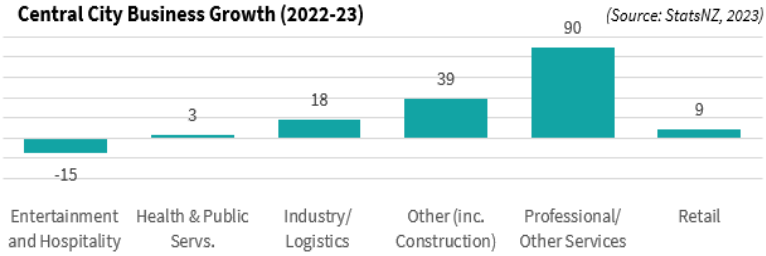
The employment (page 1) and business count data (below), explores growth by sectors showing that,

- Entertainment/Hospitality grew back 750 of the 770 employees lost to COVID during 2021 and 2022, although the total number of businesses fell in 2022-23.
- Professional service jobs and businesses continue to grow strongly. Post quake, the sector has recovered from 3,800 to almost 10,000 workers.

Central City Employment (2000-2023) *(Source: StatsNZ,2023)*

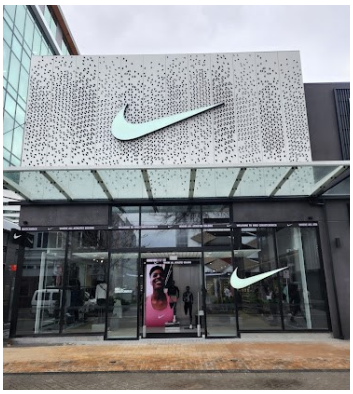


Central City Business Growth (2022-23) *(Source: StatsNZ, 2023)*



Central City Spending

Central City spending continued to grow in the second half of 2023. A record annual total of $1.17bn was set with monthly sales only dipping below $90m in February. See graph below.



- Local and domestic spending has been relatively constant with any nominal increase more due to inflation than actual spending. There is plenty of anecdotal evidence pointing towards people being more selective in their purchases.
- International visitor numbers have grown in response to the gradual removal of various pandemic travel restrictions, and pent up demand for global travel. There was a 59% rise in spending derived from non-Australian international visitors in the final quarter of the year. New summer airline services from San Francisco United) and Guangzhou (China Southern) are supporting this growth.
- In addition, new retail space continues to be added. New retail and hospitality businesses—including Nike and Helly Hansen—were opened in November following the development of the last empty City Mall site at 93 Cashel Street.

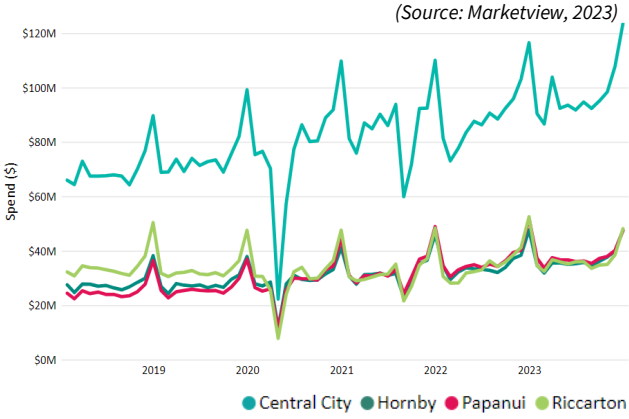
Balance of spending across the Central City and Suburbs

Local and domestic spending in the Central City and 'Big Three" suburban centres has been growing at similar rates. However, the Central City's strong overall spending growth has resulted from a greater share of spending from overseas visitors.

Overall, as a share, the Central City captures around 18-20% of all Christchurch's spending. This is a good balance noting that most residents obtain their everyday goods locally, but local and sub-regional residents visit the Central City for its specialised goods, services and experiences.

As the Central City's appeal continues to grow, retailers are seeing it as the place to be—after years of focusing on the suburban Malls. Nike's relocation of its flagship store from Riccarton to Cashel Mall (see photo) in November is a great example of this.

Spending in Christchurch's Main Commercial Centres
(Source: Marketview, 2023)



The Thriving Economic Heart of an International City (continued)

July—December 2023

Major Development Progress

The following progress has been made between July and December 2023:

- **Te Kaha—** Substructure and foundation works are now complete and the structural steel works for the stands continue. The scale of the arena is becoming clear as upper bowl steelwork progresses. Regular updates are available at www.ccc.govt.nz/canterbury-arena.
- **Performing Arts Precinct—** Construction of the Court Theatre—expected to host its first performance in April 2025— is visibly progressing. Other projects in the precinct are in negotiation including a music school, the public realm area within the precinct and proposals for the use of the Council owned land at 129 Gloucester Street.
- **East Frame Residential Development**—Work continues on different blocks. Fletcher Residential has completed the Cambridge Quarter (north of the river from the Margaret Mahy playground) and is rapidly progressing on the Carriage Quarter (between Hereford and Cashel Streets). Work has commenced on the Manchester Square and Gloucester Green sites.
- **Christchurch Cathedral—**The walls of the main building are currently being methodically strengthened. This phase will be complete in early 2024.
- **Cathedral Square–** Repaving and landscaping has now been completed outside the Old Government Building, Distinction Hotel and Spark building.
- **The Old Post Office ("The Grand")** fit-out is progressing with the new i-Site (tourist information centre). ChchNZ brokered a temporary agreement with Novotel to operate the current i-Site from their former giftshop, until The Grand opens. Funding for the remaining fitout is being secured.

Other significant commercial buildings under construction include:

- **33 Cathedral Square (Regent Site)**—construction of a new multi-storey office, retail and café space on this prominent Cathedral Square corner by the Carter Group is almost complete.
- **93 Cashel Street**— retail and hospitality businesses in the new Peebles Group development next to the Westpac building began trading in November and December, including Nike's flagship Christchurch store.
- **211 High Street**— Construction of a significant retail, hospitality and office building by Anthony Leigh is well underway on this underdeveloped section of High Street. When complete in early 2025, it will reinvigorate this important link between Cashel Mall and the SALT district.

Development Pipeline

Activity	Who	When
Major Public Facilities, Spaces and Buildings		
Performing Arts Precinct	Court Theatre Christchurch School of Music	2024 TBC
Parakiore Recreation and Sport Centre	Rau Paenga Ltd *(formerly Ōtākaro Ltd)*	Early 2025 (TBC)
Waipapa Building Project—Tower C	Christchurch Hospital/Whatu Ora	Q3 2025
Te Kaha/ Canterbury Arena	CCC / Kōtui Consortium	mid-2026
Christ Church Cathedral	Christ Church Cathedral Reinstatement Limited	End of 2027
Cathedral Square repair and upgrade	CCC	Ongoing phased project stages
Selected Commercial/Attraction Projects		
170 Cashel St (Retail/Offices)	Carter Group	Spring 2024 (provisionally)
Madras Square (Housing/local retail)	Peebles Group and Mike Greer Group	2025
Catholic Cathedral / Precinct	Catholic Church/Carter Group	TBC

(Dates above are based on direct or best available sources.)

Growing Liveable Central City Neighbourhoods

July—December 2023

Central City Residential Programme (Project 8011)

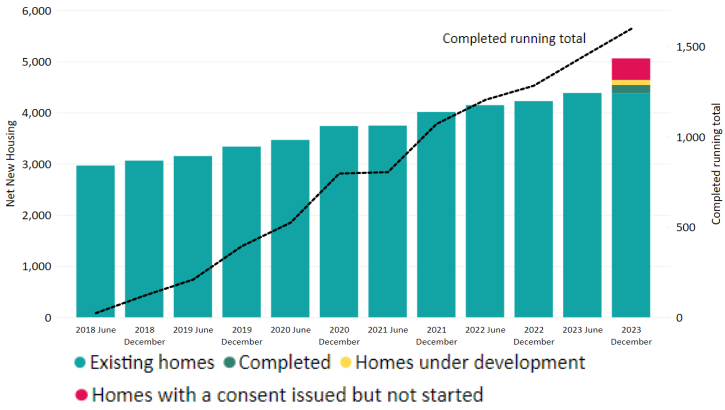
The Residential Programme's ambition of 20,000 Central City residents by 2028 was boosted as the latest population estimates suggest there are now 8,830 residents (StatsNZ, 2023). However, current growth rates are closer to the lower range of our planned population projections (14,327 residents by 2028). Actual counts from the 2023 Census are expected in mid-2024.

Residential development in 2023 was strong:

- 315 homes completed—156 in July-Dec.
- 99 homes under construction.
- 429 homes consented (yet to be built).

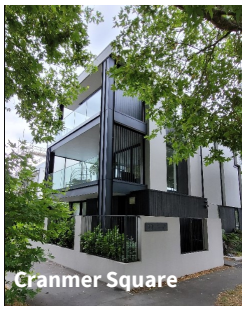
Across the year, delivery was the strongest since the 2020 peak of 402 new homes built. Some great examples below underline the diversity on offer.

Despite industry concerns that the housing sector faces a slowdown in 2024, prospects in the Central City are more positive. A jump in new housing consents at the end of 2023, and steady addition of new venues and attractions is maintaining market interest. The key factor will be the continued downward trend in inflation, enabling interest rates to be lowered.



Cranmer Gardens

Hereford Street


Cranmer Square

South-East Neighbourhoods

The South-East Central Neighbourhood is rapidly transforming with new building activity underway (see pictures), Te Kaha under construction and new businesses regularly opening in the area.

A Draft Neighbourhood Plan is under development to guide the area's transition and set out focus areas and actions for the Council, our partners and the community in supporting residential growth.

During the reporting period:

- Early engagement concluded in July 2023. Over 200 members of the local community responded, providing over 600 pieces of feedback that have been invaluable to the development of the draft neighbourhood plan.
- In July the Community came together to enjoy pizza (at one of the neighbourhoods' many eateries) and chat further about the future for SE Central.
- The Community has helped to identify some key issues in SE Central on topics such as: connectivity, street amenity, opportunities for greening, and how we can continue to build the neighbourhood identity.
- The draft neighbourhood plan is being developed and will be shared with the Waipapa Papanui-Innes-Central Community Board on 15 February. Public engagement on the draft plan is expected to commence in March.

A Vibrant, People Focused Place Day and Night

July—December 2023

Barrier Sites Programme - www.ccc.govt.nz/barrier-sites

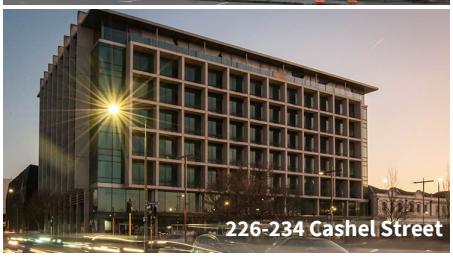
16 Barrier Sites remain on the published Barrier Sites list. 13 of these properties have plans in place for their repair.

There are no imminent intentions for the remaining properties— **112-114 Manchester Street** (former 2 Fat Indians), **119 Armagh Street** (former PWC) and **205 Manchester Street** (former Blue Jean Cuisine).

Key updates:

- **170 Oxford Terrace** (Former Noahs/Rydges hotel): Demolition of the podium and retail premises along Worcester Boulevard was completed in December. Demolition of the parking building will commence in January. Work to reinstate the hotel will continue into 2025.
- **214 Tuam Street** (Odeon site)**:** The containers supporting this building have now been removed—further strengthening work to the façade structure is intended during 2024.
- **226—234 Cashel Street** (Former IRD Building): This property changed hands in the spring of 2023. It will be brought into use for a mixture of commercial uses including offices, retail and hospitality— just across the street from Te Kaha. This property has been removed from the programme.
- **170 Cashel Street** (Former Holiday Inn): A resource consent for a two storey retail and office building has been approved for this site. Construction is expected to be completed for Summer 2024/25

170 Oxford Terrace


226-234 Cashel Street

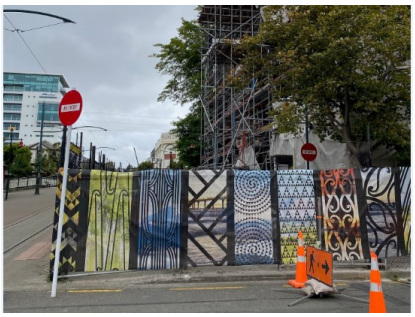
Enliven Places Programme — www.ccc.govt.nz/enliven-places-programme

The Enliven Places Programme supported the **Streets for People project on Gloucester Street** (between Manchester and Colombo Streets) providing seating and planters to help transform the street into a shared space/slow speed environment, trialling some of the measures that may be used in a permanent street upgrade. A range of temporary installations and activations were added to create an environment that encourages people to meet, connect and grow interest in the performing arts.

The trial, funded by the Waka Kotahi Streets for People programme, will run from 12 December 2023 to 18 March 2024.

The Programme supported **Ko Tāne (Waka on Avon) at 794 Colombo St** to temporarily improve their prominent vacant, corner site. Graffiti covered fencing and abandoned foundations have been replaced by repositioned portacoms, re-grassed surfacing and the use of Enliven Places planters and a solar lighting column.

The layout enhances this section of the promenade and provides a more welcoming presence for those enjoying the Waka experience.



The fencing around **"Our City" (the Old Municipal Chambers) at 159 Oxford Terrace** had become a visible eyesore on this important pedestrian route.

The Programme installed a new creative hoarding wrap on the fencing to deter tagging.

A Vibrant, People-Focused Place Day and Night (continued)

July—December 2023

Smart Christchurch Programme

Smart Christchurch Innovation Expo

- The team delivered the successful Smart Christchurch Innovation Expo event on September 10 & 11 at Te Pae Convention Centre. The free-to-attend exhibition featured NZs current leading innovations.
- There were 70 exhibitors, 34 speakers, five workshops, and a live esports event that attracted crowds of up to 8,000 people.

Environmental Sensor Network

- Smart Christchurch is planning a Central-City wide installation of environmental sensors for its Environmental Sensor Network initiative, based on the successful trials at Bottle Lake Forest and the Christchurch Adventure Park.
- The central city sensors will capture river levels, weather indicators, camera footage, air quality and pollution.
- The data captured is used for a variety of reasons—e.g. flood management, pollution events—and will be available to city residents and visitors through the Attentis app.

SmartView

- The SmartView web app has had its biggest rework to date, with a contemporary look and feel, optimised user experience, and new features.
- It pulls together datasets from public and private organisations, making city information for residents and visitors easy to access.
- SmartView includes the Central City pedestrian and cycle counters, property values, free Wi-Fi locations, and much more.
- Over 75,000 users accessed the Christchurch Free Wi-Fi network during this period, about a 41% increase on last year.

Central City Noise

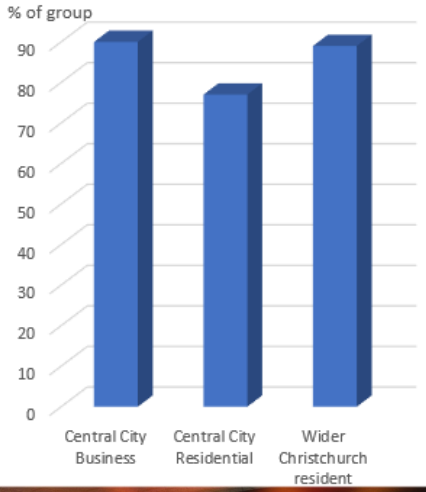
The 'Managing Noise in the Central City' project continues to address noise issues from residential growth in the Central City. Recent work includes:

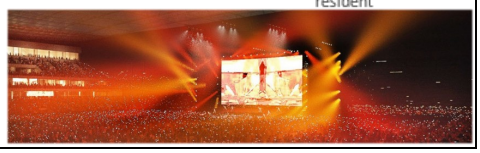
- An online noise survey (Sept) attracting almost 3,400 responses including 100 businesses. Key results include:
  - Overwhelming levels of acceptance that noise in the Central City should be expected and tolerated at higher levels than suburbs.
  - Support for reviewing the District Plan's noise rules, including:
    - Reviewing where louder activities are encouraged,
    - Changing noise limits to better enable the night-time economy,
    - Reviewing acoustic insulation standards for new developments.
- Central City LIMs now include a note emphasising that noise rules are more permissive than in the suburbs.
- Webpages are being developed to include a range of noise information aimed at residents, businesses and developers (education, guidance and best practice).
- A pilot acoustic assessment was done for an existing live music venue on St Asaph St, which identified the scale and costs of sound mitigation for the building. The venue is now exploring funding options.

Looking to 2024, the Issues and Options paper will be the key first step of the Plan Change. Using the noise survey results, and the recommendations of an acoustic engineer, it will assess potential options going forward.

NOISE SURVEY—RESULTS

Percentage of survey participants who agree higher levels of noise should be tolerated in the Central City than the suburbs





A Vibrant, People Focused Place Day and Night (continued)

July- December 2023

Temporary Site Activation: Rates Incentive

The **Enliven Places Rates Incentive for Property Owners** supported four Central City sites in this reporting period, including a new LiVS-licenced tech community-run event centre at 231 High Street. A continuation of the Incentive will be considered in the next reporting period. ccc.govt.nz/rates-incentive

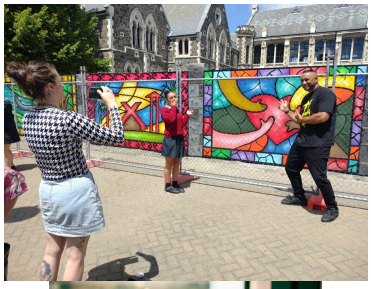
Budget 2023/2024 (city-wide): $40,000	**Credited this period (Central City):** $16,500	**Balance 30 December 2023**: $22,700

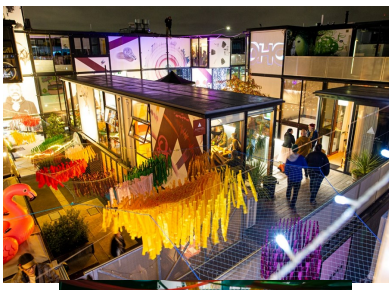
Contestable Funding

The **Business Improvement District Fund** is aimed at growing capacity among local business groups to help them collaborate and work together on initiatives that sustain the health of commercial centres. This funding has supported Central City projects including:

- The SALT Trust to fund (for six months) a place-based coordinator for the district.
- The CCBA to develop digital content for its website to help guide people to places of interest including attractions, venues, parking and shopping opportunities.

The **Place Partnership Fund** supported two Central City events, and collaborative murals including with multi-disciplinary artist Mr G and fifty rangitahi from five schools. Previously funded projects were also completed in this reporting period.





ChristchurchNZ—Urban Development/Destination and Attraction

Central City Illumination Strategy

- A cross-sector working group held workshops to inform a creative illumination strategy for the Central City. The Strategy will be finalised in early 2024.

Street Art Destination Development

- CNZ supported the delivery of two murals, the Little Art Festival, and several digital artworks.
- A Street Art Destination strategy and programme is being developed through Watch This Space and Flare, ready for March 2024, to continue developing the City as a global street art destination.

Cruise City Champions

- Thousands of Lyttleton cruise ship passengers travelled to the Central City through the new official, direct shuttles.
- Volunteer city champions were available to help visitors, give directions and advice, and direct them to the new i-Site.

Cruise City Champions

Wāhine Toa— Hereford St

A Vibrant, People-Focused Place Day and Night (continued)

July—December 2023

Events Programme

Council-produced light festival Tīrama Mai, timed around Matariki, attracted over 140,000 people to the Central City during its 10-day run. Detailed spending data for that period showed a 10-15% boost across the retail and hospitality sectors. Other produced and funded events are detailed in the table below.

Tīrama Mai—Matariki 2023

The CCC Arts team delivered Block Party, held across ten locations in four adjacent Central City blocks. The free event offered exhibitions, artist and curator talks, an arts market, free workshops and live performances.

Our summer events season kicked off with two NYE celebrations, both well attended and enjoyed by the community.

SCAPE Public Art 2023

Tīrama Mai

Event Name	Event Date	Anticipated Attendance	Actual Attendance	Funded or Produced
Tīrama Mai *(CBD wide)*	July 7—15	75,000	140,000	Produced
Go Live Festival	29 July	1,500	1,600	Produced
Block Party	November 25	3,000	3,000	Produced
Kids NYE	December 31	4,000	4,876	Produced
Rock the Park NYE	December 31	15,000	16,591	Produced
Matariki at the Arts Centre	July 2023	5,000	2,574	Funded
NZ International Film Festival	10 August—27 August	14,000	11,167	Funded
Much Ado About Nothing	17—19 August	2,800	2,200	Funded
WORD Festival	August—September	10,000	10,351	Funded
Golden Ribbon Youth Music Festival	16-17 and 23-24 September	750	540	Funded
13th Annual Show Me Shorts	October	1500	474	Funded
Christchurch Big Band Festival	19—23 October	12,000	5,373	Funded
Latin Street Festival	4 November	1,500	2,000	Funded
SCAPE	Nov 23—Jan 24	50,000	TBC	Funded
Carols by Candlelight	24 December	5,000	7,000	Funded

Marketing and Promotion

The winter months are an incredibly exciting time for the events and marketing team with an array of amazing events to entertain Christchurch residents and visitors.

The Council's marketing team moved away from printed material to support the Council's effort to meet its sustainability and climate commitments, moving to a more digital based focus to get the message out about what's happening in and around Ōtautahi.

The What's On webpages received 449,750 page views between 1 July—31 December 2023. This is a 34% increase from last year which is a great result! A majority of this traffic is driven through our organic social media, as well as paid Google and Facebook/Instagram adverts.

What's On Christchurch has 30,582 Facebook followers and 6,591 Instagram followers. The newsletter and database have also grown to 12,911 subscribers.

A Vibrant, People Focused Place Day and Night (continued)

July—December 2023

Grant funding : City-making partners

The Council's three-year grant funding agreements continue with city-making partners Gap Filler, The Green Lab and Life in Vacant Spaces. These organisations are placemaking leaders in Central Christchurch.

The Central City Business Association (CCBA) is also funded by a targeted rate, enabling them to act on key Central City issues and support business-led collaborations that grow consumer interest.

Life in Vacant Spaces (LiVS)

Works completed in this reporting period:

- Over 1842 Central City activation days across 10 licences (56% of property portfolio in Central City).
- 2 new licences (231 High Street/Community Tech Hub; 160 Lichfield Street/RAD Bikes HQ).
- Hosted 9 projects at LiVS Incubator: exhibitions, workshops and World Homeless Day.
- Supported 2 partner projects: Watch this Space's Little Street Art Festival; Arts Northern Rivers (NSW) reciprocal pilot residency.

Continuing activation & new projects in development:

- Supported 22 ongoing projects including 207 St Asaph St youth space; Gap Filler's Dance-O-Mat site, 146 Gloucester St Park.
- LiVS Art Windows underway—young creatives will activate vacant shop fronts.

Partnerships, participation fees and funding leveraged:

- In-kind support and other funding amounted to over 100% of grant value.

Outside of grant funding agreement:

- Supported National Science Challenge report: *Enabling Life in Vacant Spaces.*

Central City Business Association (CCBA)

The CCBA's activities support its strategic priorities. In the second half of 2023 these activities included:

Priority 1 – "The Place to be"

- **Marketing and Promotion:** With a BID fund grant from the Council, we ran a spring/pre-Christmas marketing campaign aimed at locals, raising the profile of our city centre and its businesses. We followed this up in December with a Christmas Treasure Trail supported by 33 businesses, encouraging exploration of the Central City.
- **Events:** Our *Christmas in the City* event saw Santa tour all parts of the Central City, attracting family crowds and great media coverage that helped showcase the city and its businesses.

Priority 2 – Build awareness and engagement of the CCBA

- **Safety and Security:** Continued Council joint funding of our Safety Patrol team for the next two years enabled us to tender for a contract—awarded to Alpha Protection Service— to provide visible patrols, attentive to business concerns.
- We continued sharing intelligence and taking action through our Inner-City Collaborative Group, now chaired by City Safety Advisor John Slaughter. In October, the collective took coordinated action with our patrol team to disband and support members of an established encampment on Colombo Street.

Priority 3 – Advocating for Business

- **Business connection and collaboration:** We convened six informal City Socials/Curator Meetings, formal events (including our AGM and a November security seminar) and got a great response for participation in the Christmas Treasure Trail.

A Vibrant, People Focused Place Day and Night (continued)

July—December 2023

Gap Filler

Works completed in this reporting period:

- (CCC's) The Block Party – Yarnarchy workshop and yarn bombing installation Pae Tākaro Place of Play – one Gap Filler-led exhibition, one partner-led interactive computer game.
- Living Streets Aotearoa Walking Summit – Urban Play Tour.
- Play Advocacy meetings, hui and networking with 40 people and groups including InCommon, Our Stories, Active Rec Hui; RDU urban play update.
- Support for Play initiatives – Placemaking Aotearoa; Arts Northern Rivers (NSW) Ōtautahi Artist Residency, International Play Conference, International and Regional Cooperation webinars.

New projects in development and continuing activation:

- In development: Paste Up Yarnarchy, 64 Ways of Being, Climbing Wall, Kanikani Mai Dance Circle, Central City Busking Circle, Te Korero Tākaro/ Stories of Games (funding dependant).
- Continuing activation including: Dance-O-Mat Kids Fest Disco, Super Street Arcade (SSA) repurpose and relocation to the Arts Centre (not yet active), Table Tennis relocated to Little High lane.
- Streets for People/Gloucester Street advice to CCC re public engagement.

Partnerships, participation and funding leveraged:

- ACT Play Symposium (Aus) – keynote speakers/workshop facilitators.
- Multidisciplinary partnerships with 14 organisations.
- Estimated 50 volunteer hours.
- In-kind support and other funding to over 30% grant value, including Creative Communities Scheme, University of Canberra and Suburban Land Agency (Aus).

Outside of grant funding agreement

- The Commons Project with Housing First, Circability workshop.
- Detour Pump Track and #chchswings ownership transfer to Fletcher Living.

The Green Lab

Works completed in this reporting period:

- Wāhi Taiao – an outdoor performance, meeting and work space as part of Streets For People, Gloucester Street.
- Stage greening for CSO's Matariki Around the World performance.

Continuing activation & new projects in development:

- 2 Backyard Resilience workshops at Toi Auaha – a workshop series (6x per year) and weekly social media for gardeners.
- 10 Queer Games Nights – a dry, all ages event for LGBTQIA+ community. 250+ attendees.
- Wednesday Writers – weekly community event for writers. 200+ attendees.

Partnerships, participation and funding leveraged:

- A range of over 16 multidisciplinary partnerships and collaborations.
- 37 volunteers contributed 400+ volunteer hours.
- In-kind support and other funding to 150% of grant value.

20. Resolution to Exclude the Public

Section 48, Local Government Official Information and Meetings Act 1987.

I move that the public be excluded from the following parts of the proceedings of this meeting, namely items listed overleaf.

Reason for passing this resolution: good reason to withhold exists under section 7.
Specific grounds under section 48(1) for the passing of this resolution: Section 48(1)(a)

Note

Section 48(4) of the Local Government Official Information and Meetings Act 1987 provides as follows:

"(4) Every resolution to exclude the public shall be put at a time when the meeting is open to the public, and the text of that resolution (or copies thereof):

(a) Shall be available to any member of the public who is present; and
(b) Shall form part of the minutes of the local authority."

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Christchurch City Council

Item 20

ITEM NO.	GENERAL SUBJECT OF EACH MATTER TO BE CONSIDERED	SECTION	SUBCLAUSE AND REASON UNDER THE ACT	PLAIN ENGLISH REASON	WHEN REPORTS CAN BE REVIEWED FOR POTENTIAL RELEASE
21.	PUBLIC EXCLUDED COUNCIL MINUTES - 21 FEBRUARY 2024			REFER TO THE PREVIOUS PUBLIC EXCLUDED REASON IN THE AGENDAS FOR THESE MEETINGS.	
22.	AUDIT AND RISK MANAGEMENT COMMITTEE: APPOINTMENT OF INDEPENDENT MEMBER	S7(2)(A)	PROTECTION OF PRIVACY OF NATURAL PERSONS	TO PROTECT THE CANDIDATE'S REPUTATION	FOLLOWING THE CONCLUSION OF THE INDEPENDENT MEMBER APPOINTMENT PROCESS.

Karakia Whakamutunga

Kia whakairia te tapu

Kia wātea ai te ara

Kia turuki whakataha ai

Kia turuki whakataha ai

Haumi e. Hui e. Tāiki e