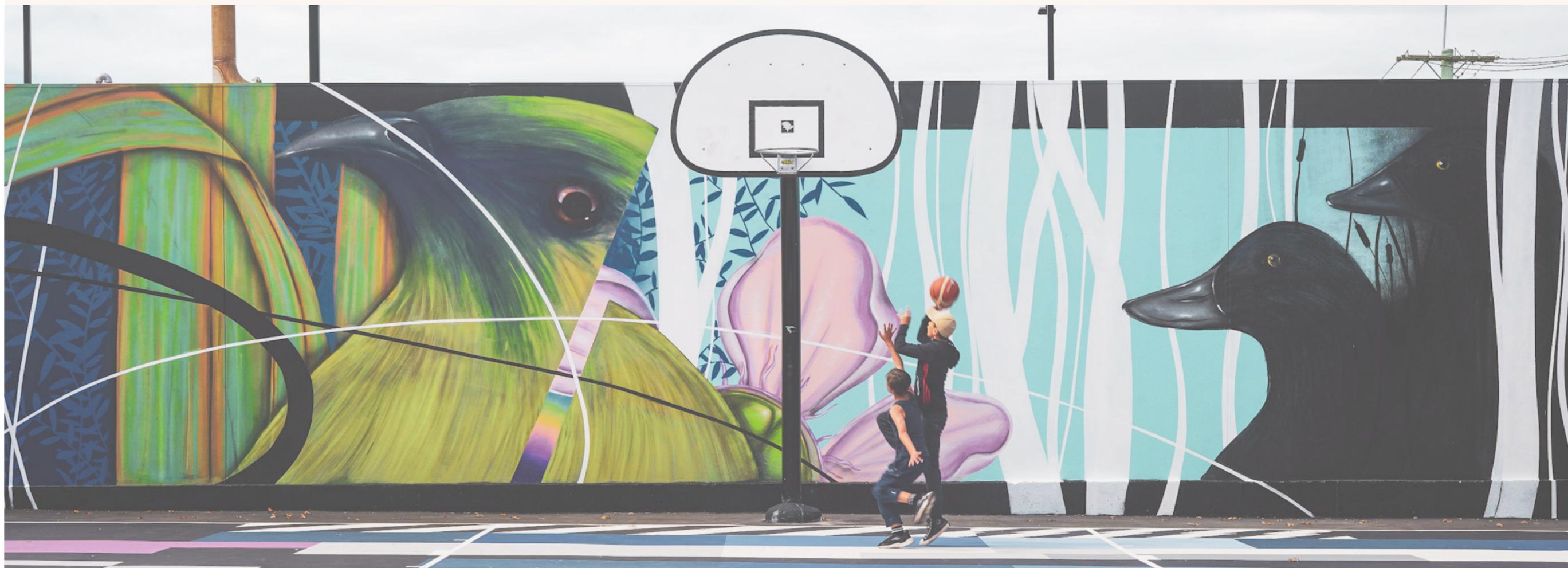

Christchurch City Council MINUTES ATTACHMENTS

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

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Life in Vacant Spaces

CCC Presentation - 6 March 2024





(Good Vibes Mākete - Roy Stokes Community Hall, site brokered by LiVS, 2023)



(Local Artists Exhibition - The Terrace, site brokered by LiVS, 2023)

Life in Vacant Spaces



(Ars Acustica was Free Theatre's first performance at the Hassals Lane site that LiVS brokered in late 2018.)

Life in Vacant Spaces



(Lyttleton Graffiti Jam, site brokered by LiVS, end of 2023)



Life  in  
 Vacant  Spaces

Current Licences Managed: 21

Inside sites: 5

Central city sites: 13

Outside sites: 16

Suburban sites: 8

Total Days of Activation: 20,394

Total Projects: 91

***These statistics are since the Multi-Year Funding from CCC (September 2021 – February 2024)**

Life  in  
 Vacant  Spaces

Currently not part of the CCC reporting:

Since September 2021, we have had: 281 inquiries

Since September 2021, we have had 281 inquiries. Not all of these lead to a space or site, but there is support of resources and mentoring involved for many of these inquiries.

***These statistics are since the Multi-Year Funding from CCC (September 2021 – February 2024)**



(Basketball Court & Spray Cans, site brokered by LiVS, 2022)





(LiVS Incubator Projects, Project Coordinators & site brokered by LiVS, 2021)





(Common Ground: site brokered by LiVS, 2018)



(Gap Filler - Dance-o-mat site brokered by LiVS, 2022)



Life  in  
 Vacant  Spaces

Feedback from Participants:

“Thank you so much for being great to work with! I greatly appreciate everything LIVS did for me and my small business to help keep it going.”

“Thank you! I am so grateful! You’re so important to the community of Ōtautahi.”

“Thank you so very much for that wonderful opportunity. We need more like it.”

“A wholesome experience and long may your mahi continue!!”



(Lyttleton Graffiti Jam, site brokered by LiVS, end of 2023 - blessing of site)





(RAD Bikes HQ, Site brokered by LiVS, 2023))





(Community Tech Hub, site brokered by LiVS, 2023)





(Otakaro Orchard Urban Farming, site brokered by LiVS, 2022)

Life in Vacant Spaces

- Life
- in
- Vacant
- Spaces



(The Learning Lounge, site brokered by LiVS, 2022)





(East X East - 'Play Again?' Mural - LiVS: Project Coordinator & Site brokered, 2021)

Life in Vacant Spaces

- Life
- in
- Vacant Spaces

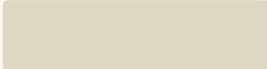
Thank you!

Life  in  
 Vacant  Spaces



lydia@lives.org.nz

Pātai | Questions?

Life  in  
 Vacant  Spaces

To the Christchurch City Council,

Subject:

Presentenced by David Lynch

6 March 2024

Mr Mayor and Councillors,

I wish to bring to your attention a matter of utmost concern regarding the safety of Hagley Park visitors, particularly cyclists and pedestrians. Recent events have underscored the pressing need for an urgent audit of the trees within Hagley Park to prevent potential hazards and ensure the well-being of all park users.

On March 3, 2024, I narrowly escaped a potentially life-threatening incident while cycling alongside Hagley Park towards Moorhouse Ave. I heard the alarming sound of a cracking branch followed by the thud of a large tree limb falling dangerously close behind me. While I thankfully emerged unscathed, this experience has left me deeply troubled about the safety of the park's trees and the potential risks they pose to the public.

This incident is not an isolated occurrence. Almost exactly a year ago, a 70-year-old tourist was struck and seriously injured by a massive falling branch while cycling in the central city. Such incidents highlight the urgent need for proactive measures to assess and address the safety of trees within Hagley Park.

As someone who cycles through the park daily, I have observed an increasing number of caution tape markings indicating fallen branches, raising concerns about the health and stability of the trees. There have been instances where tree limbs have snapped off and remained suspended over pathways, posing a clear danger to park users.

In light of these concerns, I am urging the Christchurch City Council to conduct an immediate and comprehensive audit of the trees within Hagley Park. This audit should be carried out by qualified arborists or relevant experts to identify any potential hazards and mitigate risks to public safety.

I understand that the Council has existing protocols for tree maintenance and inspection, as outlined by Ms. Lynn McClelland, Assistant Chief Executive and Head

of Strategic Policy and Performance. However, recent revelations, as reported in last Saturday's Press, from an asset management maturity assessment, dated October 2023, suggest that there may be shortcomings in the current inspection regime, with concerns raised about the frequency and adequacy of tree health assessments.

Legal Argument

1. **Duty of Care:** The Christchurch City Council, as the custodian of Hagley Park, owes a duty of care to the public to maintain the park in a safe condition. This duty encompasses the regular inspection and maintenance of trees to prevent foreseeable harm to park users.
2. **Negligence:** The failure of the Christchurch City Council to conduct timely and comprehensive audits of the trees within Hagley Park constitutes negligence. The Council's reliance on ad-hoc inspections, as revealed by the asset management maturity assessment dated October 2023, falls short of internationally accepted best practices and exposes park users to unnecessary risks.
3. **Precedent and Regulatory Compliance:** The Council's own protocols, as articulated by Ms. Lynn McClelland, Assistant Chief Executive and Head of Strategic Policy and Performance, mandate regular inspections of trees, particularly those in high occupancy areas like Hagley Park. The Council's deviation from these standards, as evidenced by the aforementioned assessment, indicates a failure to comply with its regulatory obligations.

In light of the foregoing, I respectfully recommend the following:

1. An immediate and comprehensive audit of all trees within Hagley Park by a qualified arborist or relevant expert;
2. Implementation of a regular and systematic inspection regime for trees within Hagley Park, in accordance with internationally accepted best practices;
3. Adoption of proactive measures to mitigate the risk of falling branches, including but not limited to pruning, cabling, and removal of hazardous trees where necessary;
4. Disclosure of the Council's plans and budget allocation for tree maintenance and safety initiatives within Hagley Park.

Conclusion

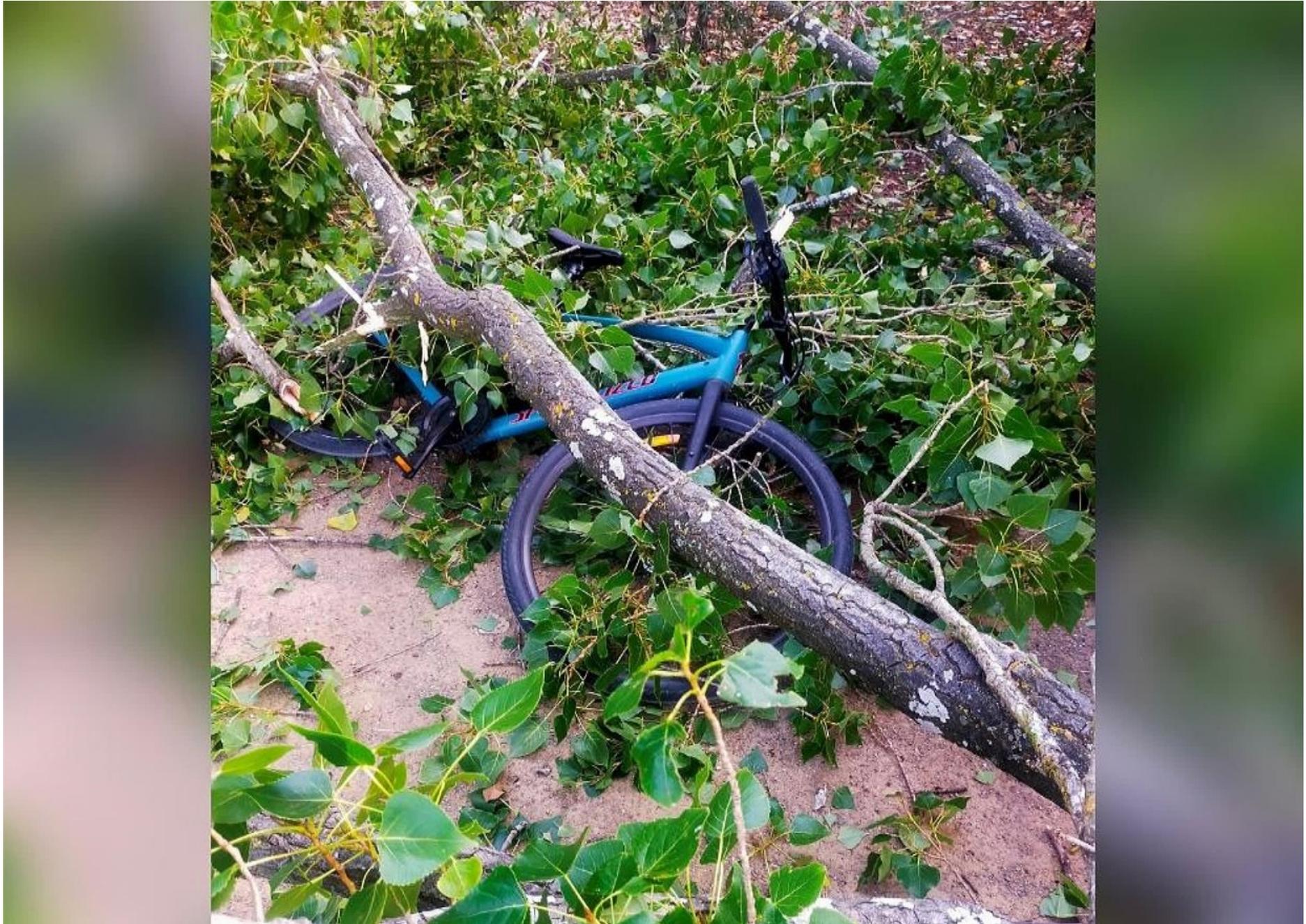
The safety of Hagley Park users, including cyclists, pedestrians, and visitors, is paramount. The near-miss I experienced serves as a poignant reminder of the urgent need for proactive measures to identify and address potential hazards within the park.

An immediate audit of Hagley Park trees, followed by the implementation of robust maintenance protocols, is essential to fulfil the Christchurch City Council's duty of care and ensure the continued enjoyment of this cherished public space.

David Lynch
Momentum Public Relations Ltd
Mobile: [REDACTED]
E-mail: [REDACTED]















Te Pātaka o Rākaihautū Banks Peninsula Community Board Report to Council – February 2024



Presenters: Lyn Leslie, Board Chairperson & Penelope Goldstone, Community Governance Manager Banks Peninsula

Decisions Made Under Delegation

12 February Board Meeting

- We granted a land and building lease to Akaroa Croquet Club.
- We granted Te Ahu Pātiki Charitable Trust \$4000 from DRF towards the Fire Risk Analysis Report.
- We noted the papatipu rūnanga representatives for Okains Bay Reserve Committee who were nominated by Te rūnanga o Ngai Tahu, Aparini Deer and Stacey Te Pohue Rose.



Community Engagement

SailGP

- The Board held an open briefing with ChristchurchNZ to understand the progress that is being made towards the big event.
- Big efforts are being made towards looking after the wildlife, with a dedicated 'Dolphin supervisor'.
- Arrangements have been made with local business to increase organic flow into local businesses, as well as hosting 'Watch Parties'.

Steadfast to Summit Road Walkway

- A one-kilometre track has been created, linking Steadfast Reserve in Cass Bay to the Summit Road, climbing steeply to the Crater Rim Track Walkway.
- Community advocated for the creation of this track, and rangers have been working collaboratively with locals to bring it to life.
- This track was part of the Steadfast Development Plan which was signed off by the Board on 6 December 2021.



Community Focus

Akaroa Boat Park

- Campervans/freedom campers taking up the boat parking during the day.
- Leaving no available parking for boats and trailers.
- Near the main slipway.
- Freedom Camping area is nearby and holds 18 vehicles.



4

Birdlings Flat Art Wall









Creating a PowerPoint presentation

5 March 2024

Thank you!

Ngā mihi nui



Waihoru Spreydon-Cashmere-Heathcote Community Board Report to Council

Te kaipāhō (Presenters):
Callum Ward, Chairperson
Keir Leslie, Deputy Chairperson



Kia Ora Addington



Rebuild of South Library - Ōmōkihi



Thank you



**Our Board's ambition is
liveable communities!**

Waimāero Fendalton-Waimairi-Harewood Community Board

Report to Council – 6 March 2024



Presenters: Bridget Williams (Chair) and Jason Middlemiss (Deputy Chair)

Decisions made under delegations

- Approved the relocation and upgrade of a bus stop at 55 Carlton Mill Road
- Approved funding from the Board's Better-Off Fund for Northwood Community Partnership Projects
- Approved three applications to the Discretionary Response Fund
- Approved three applications to the Board's Youth Development Fund

Public Forums

- Charlotte Gavin – regarding anti-social road users in Belfast
- Drucilla Kingi-Patterson – future use of the former Wairakei Road fire station
- Mike Patchett from the Water and Wildlife Habitat Trust – improving the Ōtukaikino catchment

Nepal Reserve – Community Engagement

A community engagement event was held at Nepal Reserve in Burnside on 29 January 2024.

Local residents had the opportunity to talk to Council staff about the tree planting plan and also with community stakeholders and FENZ about ideas for future development of the reserve.



Bus tour of the Styx

On Friday 2 February 2024, elected members and staff from Waimāero, Waipapa and Waitai attended a bus trip arranged and hosted by the Styx Living Laboratory Trust.



Culture Galore 2024

Another incredible Culture Galore event was held on 17 February at Ray Blank Park.

86 different cultural groups participated in the event through stage performances and food stalls.

It is estimated approx 6,000 people attended throughout the day.



Thank you!



Waipapa Papanui-Innes-Central Community Board

Report to Council for March 2024



Presenters: Emma Norrish and Simon Britten
6 March 2024

Decisions made under delegations

- **Joint Meeting of the Waitai Coastal-Burwood-Linwood and Waipapa Papanui-Innes-Central Community Boards – 13 February 2024**
 - **Part A** – Shirley/Marshland/New Brighton/North Parade Intersection Safety Improvements (two deputations)
- **Reports to the Board – 15 February 2024:**
 - Shirley/Hills/Warrington Intersection Safety Improvements
 - Peterborough Street between Manchester and Madras Streets – Angle Parking
 - Draft South-East Central Neighbourhood Plan
 - Waipapa Papanui-Innes-Central Community Board Area Report – February 2024
- **Discretionary Response Fund allocations:**
 - \$4,830 to Papanui Returned and Services Assn Inc. towards the upgrade of the RSA website and digital platform and the ANZAC Day service and street parade 2024
 - \$500 to St Joseph’s Indoor Bowls Club towards the cost of hall hire
 - \$5,632 to St James Park Croquet Club towards the cost of replacing a fence

Decisions made under delegations

▪ Youth Development Fund allocations:

- \$100 each to Isabella Gilbert, Zara Hunter and Brooke Smith (a total of \$300) to participate in the National Secondary Schools Volleyball Championships
- \$175 each to Hannah Weston and Grace Weston (a total of \$300) to represent New Zealand in the Tasman Surf Lifesaving Championships
- \$300 to Libbi Watts to participate in the Spirit of Adventure June 2024 voyage
- \$100 each to Kendal McGregor and Danalla Latu-Sa to play in the U13 Girls National Hoop Nation Basketball Tournament



Decisions made under delegations

Better-Off Fund

- \$25,200 to Free Theatre Incorporated towards the Theatre Installation and refurbishment of space in the Pumphouse
- \$20,500 to Te Whare Roimata towards the Linwood Village - Revitalisation of the Tiny Shops space
- \$20,000 to Richmond Residents and Business Association towards Petrie Park -Remediation, planting, and revitalisation
- \$10,000 to Youth Hub Trust towards Planting to enhance the environmental landscape and beautification of the new Youth Hub
- \$75,000 to Papanui Youth Development Trust for the Youth Community Safety Project
- \$10,000 to Shirley Community Trust for Community Response Plans
- \$10,000 to Phillipstown Community Centre Charitable Trust for Community Response Plans
- \$15,240 to Christchurch City Council Parks Unit for Smart Bins for MacFarlane Park and Edmonds Factory Garden
- \$17,250 to the Waipapa Community Governance Team for Crime Prevention through Environmental Design reports for MacFarlane Park and Shirley Community Reserve
- \$7,500 to Te Ora Hou Ōtautahi for Community Response Plans

Decisions made under delegations continued

- **Public Forum**

- Rose Wells and Sam Turner – Traffic/parking issues Northcote
- Don Jellyman – Update on Papanui Baptist Freedom Trust

- **Deputations**

- Shirley Primary School Students – Shirley/Hills/Warrington Intersection Safety Improvements
- Spokes Canterbury - Shirley/Hills/Warrington Intersection Safety Improvements

Community Liaison

Summer with your neighbours

Neighbourhood gatherings and events have taken advantage of more settled weather in the last six weeks and the photos have been trickling in.

Pictures:

- Willowview Community Garden
- Christchurch Community House
- Welles Street
- Shirley Community Trust



Community Liaison

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.



Community Liaison

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



Community Liaison

Te rā o ngā tamariki / Children's Day 2024

The annual family fun day unfolded from 11 am to 3 pm on Sunday, March 3, at Cuthberts Green, drawing thousands of families to the event.



Community Board Plan

Northern Line

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.



Thank you!



Waipuna Halswell-Hornby-Riccarton Community Board Report to Council – 6 March 2024

Te kaupāhō (Presenters): Helen Broughton, Chairperson
Marie Pollisco, Deputy Chairperson



1

Decisions made under delegation

Reports to the Board

- Church Corner and Waimairi Road Safety Improvements
- Proposed Road Names - 47 Redmund Spur Road
- Waka Kotahi Roding Improvements 206R Halswell Road (SH75) - Temporary Licence to Occupy and Purchase of Land
- Keri Place - Proposed No Stopping Restrictions
- Youth Development Fund Transfer

Youth Development Fund allocation

- New Brighton Surf Life Saving Club towards Caitlin Knudsen participating in the Trans-Tasman Surf Boat Challenge in Melbourne, Australia

Part A Recommendations

- Waka Kotahi Roding Improvements 206R Halswell Road (SH75) - Temporary Licence to Occupy and Purchase of Land

2

Progress on Community Board Plan Priorities

Riccarton - Support initiatives that provide for social cohesion, community connectedness and safety in the Riccarton Ward

Culture Galore

Culture Galore, a vibrant food and cultural festival, transformed Ray Blank Park into a celebration of diversity on Saturday 17 February 2024.

The event showcased a wide variety of cultures through music, dance, art, and food. It was the 22nd year of Culture Galore and it did not disappoint with over 6,000 people in attendance.



Progress on Community Board Plan Priorities

Riccarton - Support initiatives that provide things to do, places to go for youth in the Riccarton ward



The annual Riccarton Sports Hub Holiday Festival took place on 24 and 25 January. Both days had 91 tamariki from Riccarton and surrounding areas attend and take part in cricket, tennis, basketball, ultimate Frisbee and football.

4

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 and outdoor games along with numerous community conversations being held and new connections established.



Summer with your neighbours event held on Garforth Green, Halswell

Ōtautahi Christchurch Regional Organics Processing Facility



Anaerobic digestion and storage tanks surrounding the pasteuriser: Reporoa OPF

A briefing was provided to the Board on 1 February to introduce Ecogas who are the solution provider for the new Organics processing facility.

Board members visited the Ecogas sites at Reporoa and Papakura and viewed operations.

Matatiki Hornby Centre



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

Preparation is underway for the formal opening on Friday 19 April. The formalities will be followed by a full day of community activities and celebrations on Saturday 20 April.

7

Riccarton Collective Hui



Members of the Riccarton Collective and wider Riccarton community organisation representatives came together on Thursday 8 February to connect and have key conversations about the Riccarton Community.

Philippines Day 2024



Philippines Day 2024 was held on 25 February at Ray Blank Park. Attendees enjoyed a celebration of music, dance, activities and a range of delicious food.

Thank you!

Waitai Coastal-Burwood-Linwood Community Board

Report to Council – March 2024



Presenters: Paul McMahon, Chair and Jackie Simons, Deputy Chair

1

Summer Events in the Ward Area

I Love Brighton 2024

Held on Waitangi Day, over 30 groups were involved in the 13th annual I Love Brighton event in various activity zones and helping other areas to make the event run smoothly. It is estimated that approximately 15,000 people attended the event held at Thomson Park.

A link to a video can be found in our March Area Report.



2

Parklands @ Play

Held on Sunday 18 February, the 7th annual Parklands @ Play event was held on Parklands Reserve.



Highlights from the Ward Area

House of Hoopz Linwood

The House of Hoopz 3v3 Streetball Tournament arrived at Linwood Park on Sunday 11 February 2024. This was the third stop of the series having already held events in Shirley and Hoon Hay. Despite less-than-ideal weather the event still went ahead with many turning out to show their best skills on the court and enjoy some kai and the free haircuts and braids.



3

Bromley Summer Fair

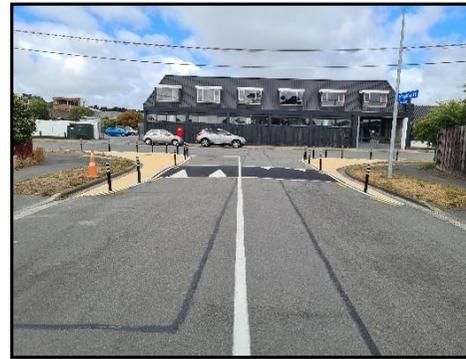
Saturday 17 February saw the Bromley Community Centre hosting the annual Bromley Summer Fair. It was a dream day for the event with the weather onside getting the community out in force to enjoy the free family-friendly activities ranging from Bumper boats, imagination station and face painting as well as a range of food vendors offering something for everyone.



Highlights from the Ward Area

Aranui Streets for People Project

Installation of the Traffic Calming Measures as part of the Aranui Streets for People Project continues to progress on time. Work is due to be completed by mid-March.



Advocacy

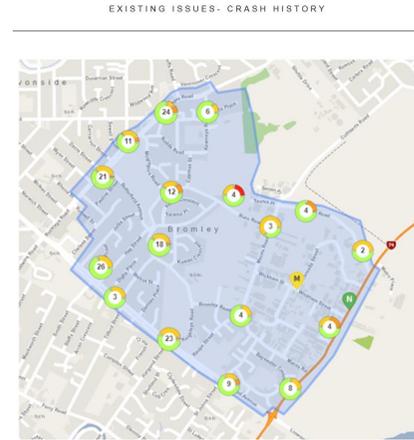
Tsunami Preparedness



Wastewater Treatment Plant



Improving Bromley's Roads



Thank you!

2023-2024 Residents Survey Results

6 March 2024

Overview

1. Context behind Residents Survey results
2. Overall satisfaction with organisation service performance and why
3. Levels of service target achievement
4. Higher satisfaction services and service best aspects
5. Lower satisfaction services and areas most in need of improvement
6. Transport network: complexities and challenges
7. Reputation and Trust
8. Sentiment Scoring

Context

Factors that may be contributing to the results this year:

- Factors outside of the Council's control include persistent high inflation; high bank lending rates; change of government with new priorities
- Supply chain issues continuing to have impacts across operational and capital works
- Continued labour and skills shortages with contractors and Council staff (vacancies challenging to fill; high staff turnover leading to loss of institutional knowledge)
- CCC executive leadership changes

Residents Survey Programme

Central part of Council's Performance Framework

- Measures resident satisfaction based Long Term Plan level of service targets
- Total of 10,091 responses this year

Residents Survey has two components:

1. General Service Satisfaction Survey (GSS)

- Measures services all residents use (eg. roads, water, waste, etc)
- 771 respondent online survey; representative sample across city

2. Range of point of contact surveys (POC)

- Measure services with defined groups of users (eg. resource consents, events attendees, libraries, etc)
- 9,014 respondents using a range of survey tools: interviews, mail and online surveys

Life in Christchurch Booster Survey (LIC)

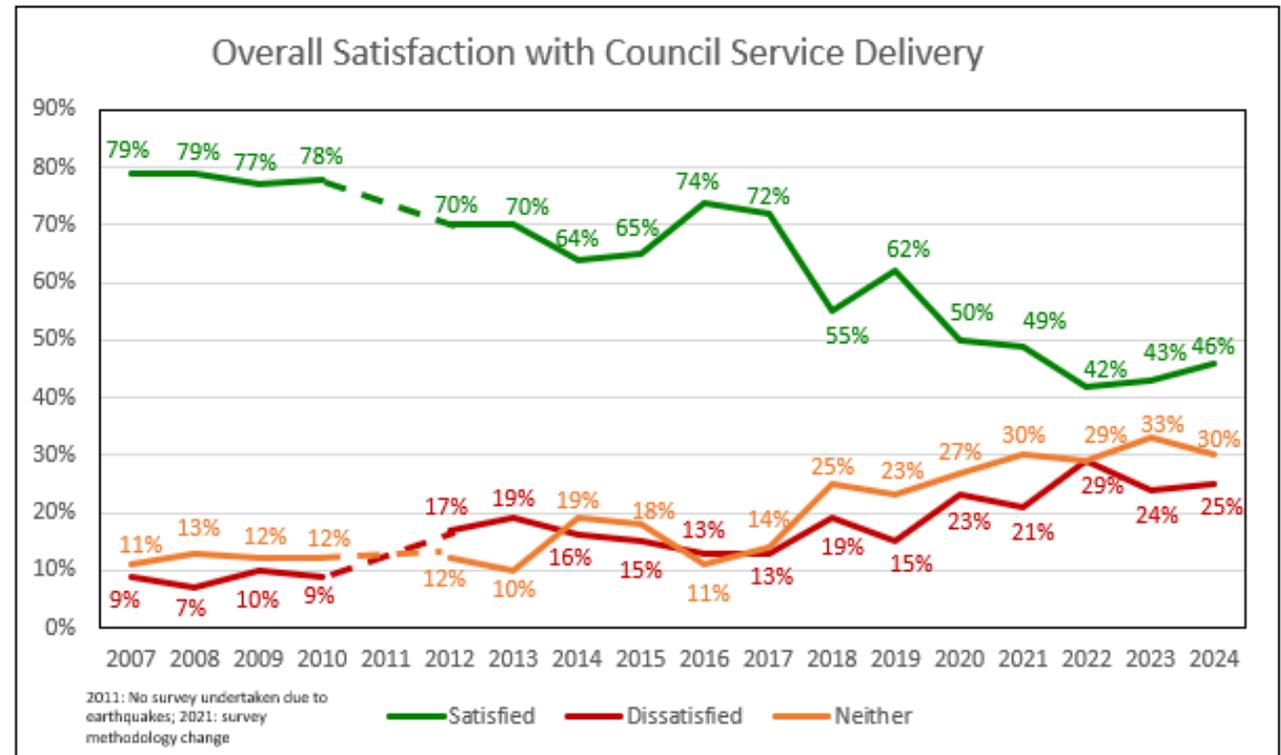
- 306 respondent booster survey of key GSS measures with Māori, Pacific Peoples, those of Asian ethnicities and young people aged 18-24 years
- To improve representation of Residents Survey results for harder to reach groups

Overall Organisation Service Performance

 **Satisfaction
showing second year
of small improvement**

Measured via General Service Satisfaction Survey

46% satisfied: up slightly on last year



Overall Organisation Service Performance

 **Council seen as doing a good job**

 **Unhappiness with roads**

Why satisfied? (380 comments)

- Council doing a good job overall (13% of all comments; 2023: 16%)
- Happy with services provided (8% of all comments; 2023: 11%)



Why dissatisfied? (850 comments)

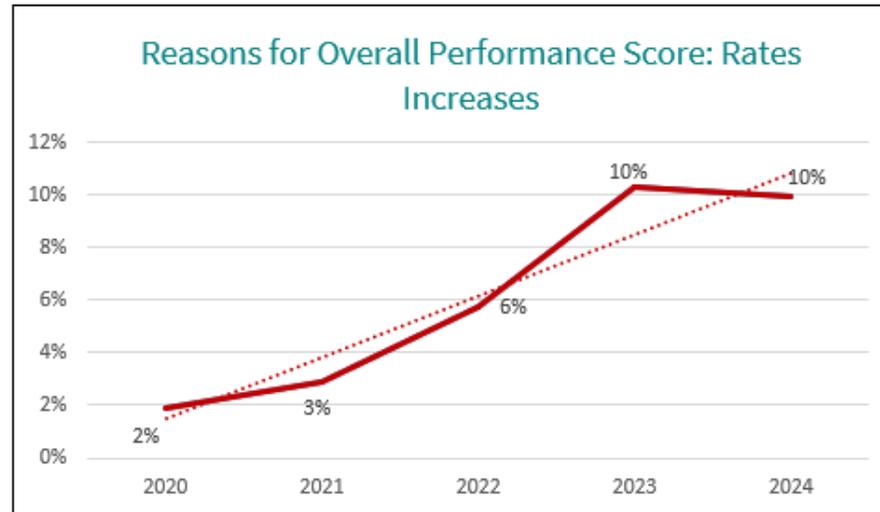
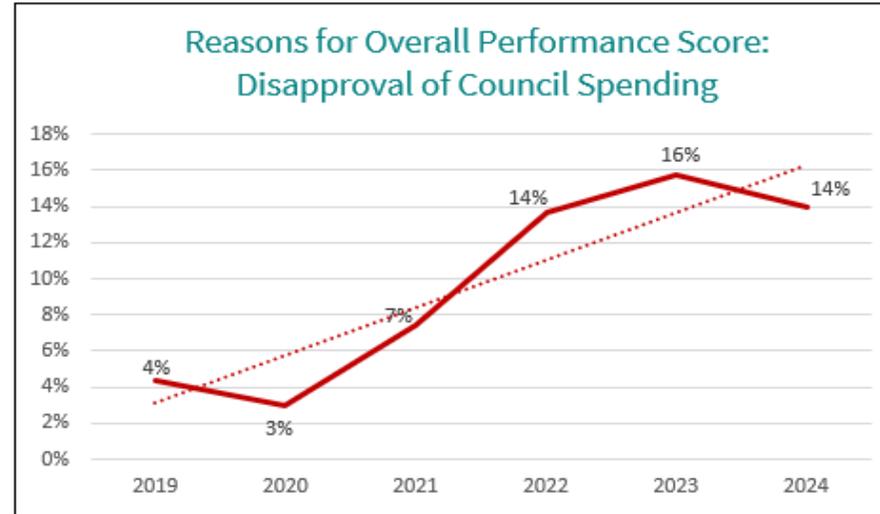
- Unhappiness with roads / road maintenance (still 17% of all comments; 2023: 17%)
- Disapprove of Council spending (14% of all comments; 2023: 16%)



Less likely to be satisfied: Pacific Peoples (39%) & those aged 65 years and over (38%)

Overall Organisation Service Performance

 **Disapproval of
spending and
rates increases
haven't changed much
since last year
Particularly an issue for
older residents**

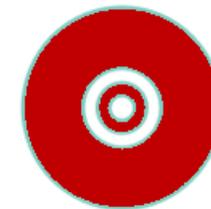


LTP Levels of Service Target Achievement

 Slightly fewer services met their targets compared to last year



71% [29] **met** targets (with 23 meeting targets this year **and** last: these were mainly services with face-to-face interaction with our staff who residents see as friendly and helpful; visible facilities and amenities such as key parks and libraries)



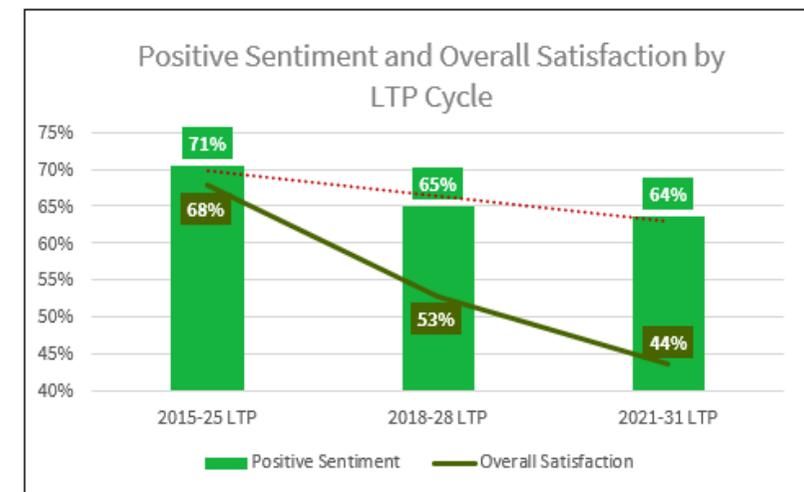
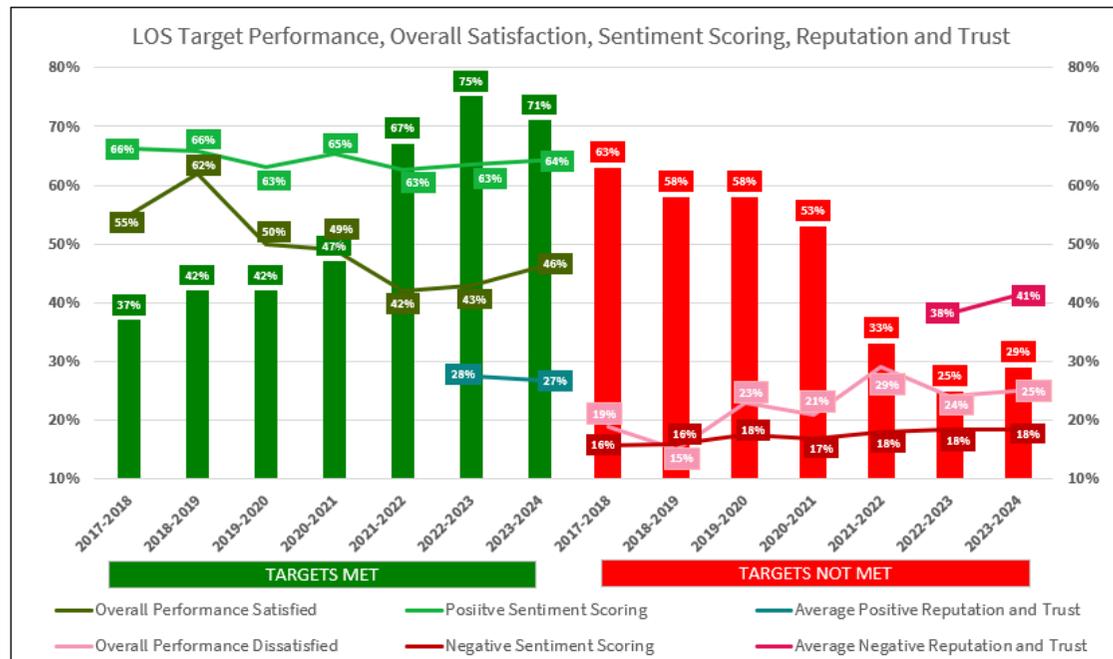
A quarter (29% [12]) **did not meet** targets (with 6 targets not met this year **or** last year: but water supply responsiveness and footpath condition did improve by 4% or more this year)

Measures 41 levels of service across 15 Council Activities

Target Achievement and Overall Satisfaction



Disconnect between target performance and other measures



2023-2024

*Targets met & overall satisfaction: 25% gap

*Positive sentiment & reputation: 37% gap

*Positive sentiment & overall satisfaction: 18% gap

2015 LTP: 3% gap

2018 LTP: 12% gap

2021 LTP: 20% gap

More realistic targets were set in the 21 LTP but resident expectations still not aligned, especially in relation to reputational measures and service sentiment



Higher Satisfaction Services: 85%+ Satisfaction

More services than last year

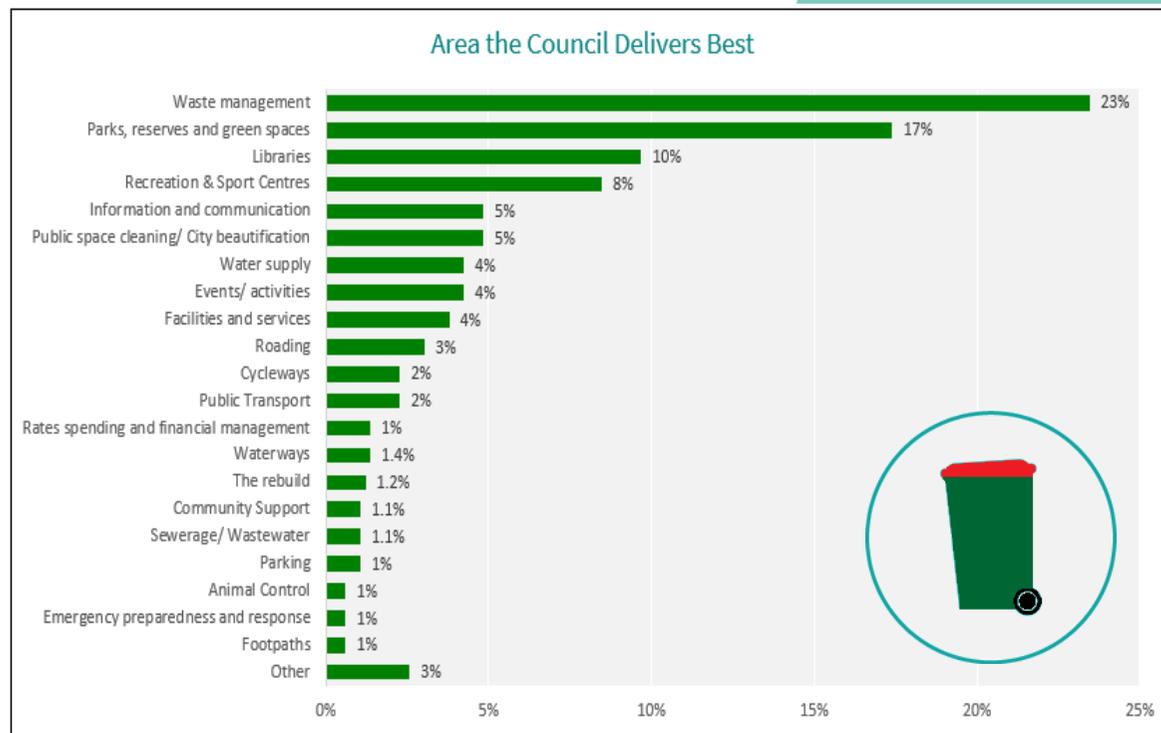


Walk-in and phone customer service; libraries (and programmes); community development and capacity building; Botanic Gardens and Mona Vale; regional and inner-city parks; cemeteries presentation and administration services; Hagley Park; recreation and sport facilities; recreation and sport support; building regulation case management service; resource consents process; education programmes; community events

Success: closely tied to customer service excellence: especially staff manner and support; listening; facilities liked by families; good (and/or improved) maintenance; reliability of service delivery

Kerbside waste still the best service

Areas the Council Delivers Best



Two best services were the same as last three years:

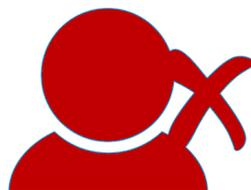
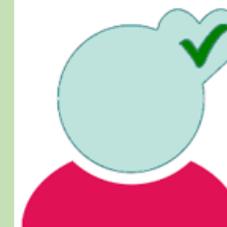
- **Waste management:** like the reliable and efficient three bin system; Bin app helpful; good communication
- **Parks and reserves:** well-maintained parks, keep city looking tidy and attractive; open spaces for recreation

Service Satisfaction Trends Since Last Year

 More services improved their satisfaction scores by 4%+ compared to last year

Services that saw satisfaction improvements of 4% or more:

Resource consents process; marine structures (availability, access and presentation); stormwater management; wastewater and water supply responsiveness and reliability; footpath condition; community development and capacity building; recreation and sport support; regional and city parks presentation; parks heritage buildings; events information; Bus Interchange and hubs; decision making opportunities (governance users)



Services that saw satisfaction decreases of 4% or more:

Number and quality of bus shelters and stops; community parks presentation; sports park surfaces; email customer service; water supply taste and odour; community emergency preparedness

 **Lower Satisfaction Services: 50% or Lower Satisfaction**

Similar services to last year



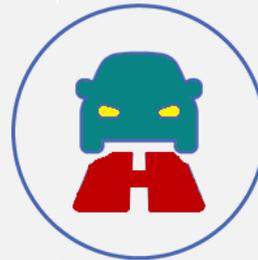
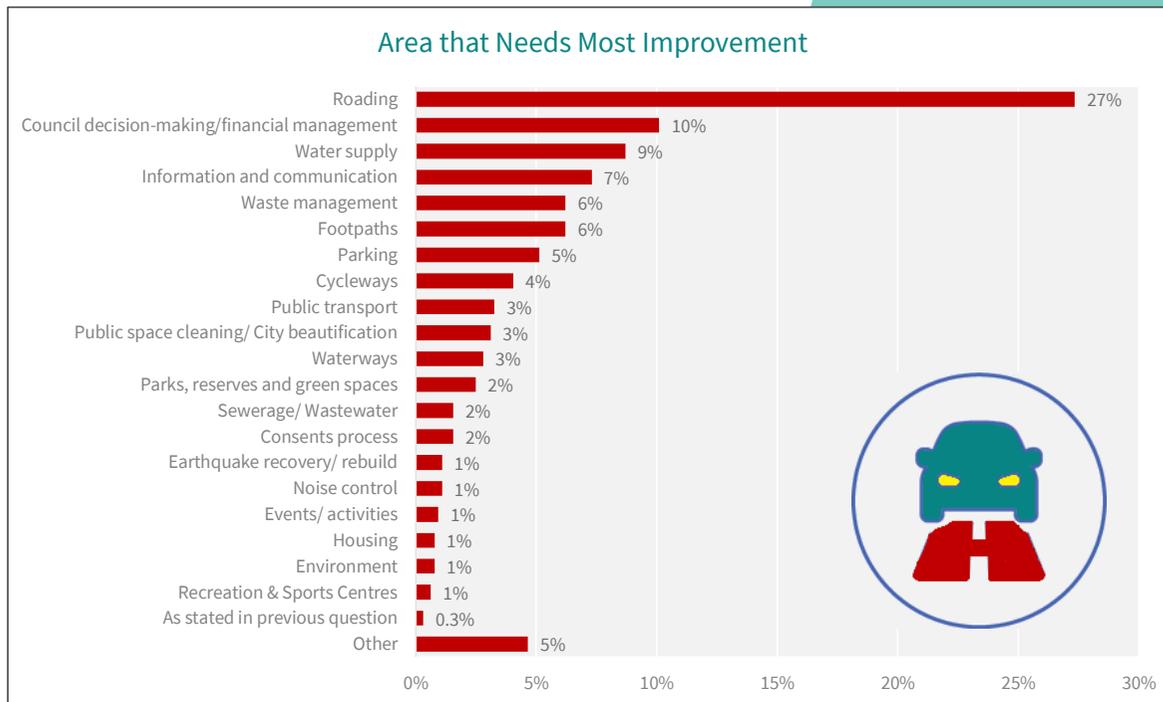
Decision making: having a say and processes easy to use, understanding and influence, making decisions in best interests of city; water supply taste and odour; road condition; footpath condition

 No longer lower satisfaction: stormwater management (been improvements in proactive management of flooding and stormwater infrastructure) 

Closely tied to customer service issues and expectation management: Council not listening; prioritising nice to haves at expense of core services; inaccurate or insufficient information and advice provided; asset maintenance issues; perceptions of safety issues; expectations not matching delivery cost realities

Roading still the service most needing improvement

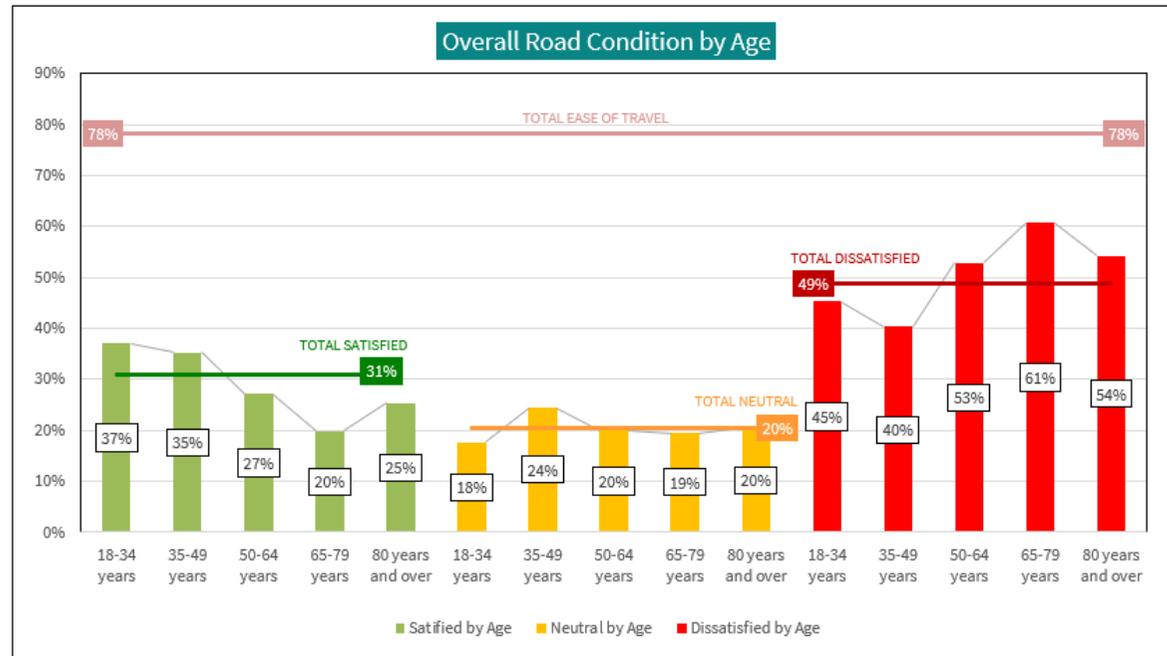
Areas the Council Needs to Improve



Two services most requiring improvement were:

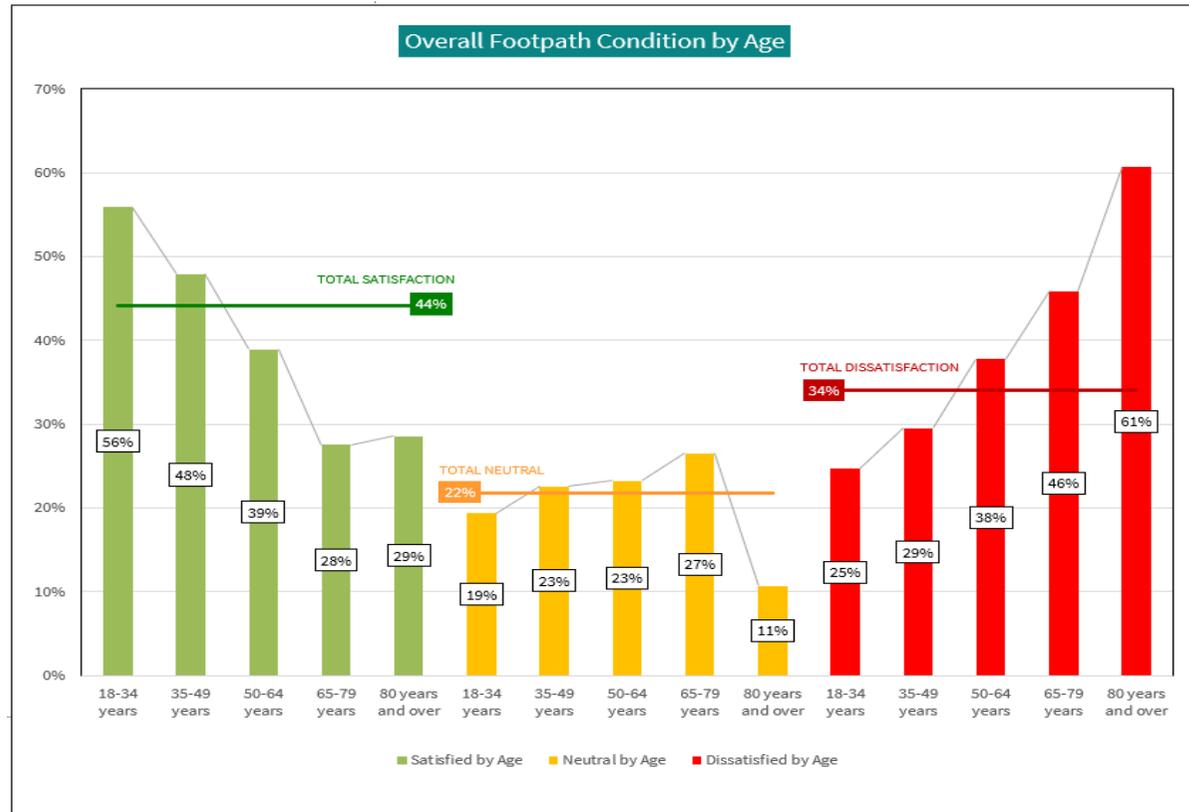
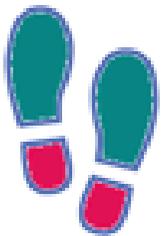
- **Roding:** ongoing patch repairs; recurring potholes; uneven surfaces; disruption caused by road works; cycleways at expense of other roading issues and impact of these on traffic flow and parking. Same issues last year
- **Council decision making / financial management:** disapproval of spending decisions, want more financial control; not listening to resident needs and priorities

Road condition satisfaction decreases with age; inconsistent with ease of travel perceptions



👍 Ease of travel consistently high for all age groups (but lowers slightly with age) and for all modes of travel

Footpath condition satisfaction decreases with age



Older residents: mobility issues associated with uneven and cracked footpath surfaces

Transport Network: Complex Issues, Conflicting Perceptions and Priorities: Present Significant Decision Making Challenges

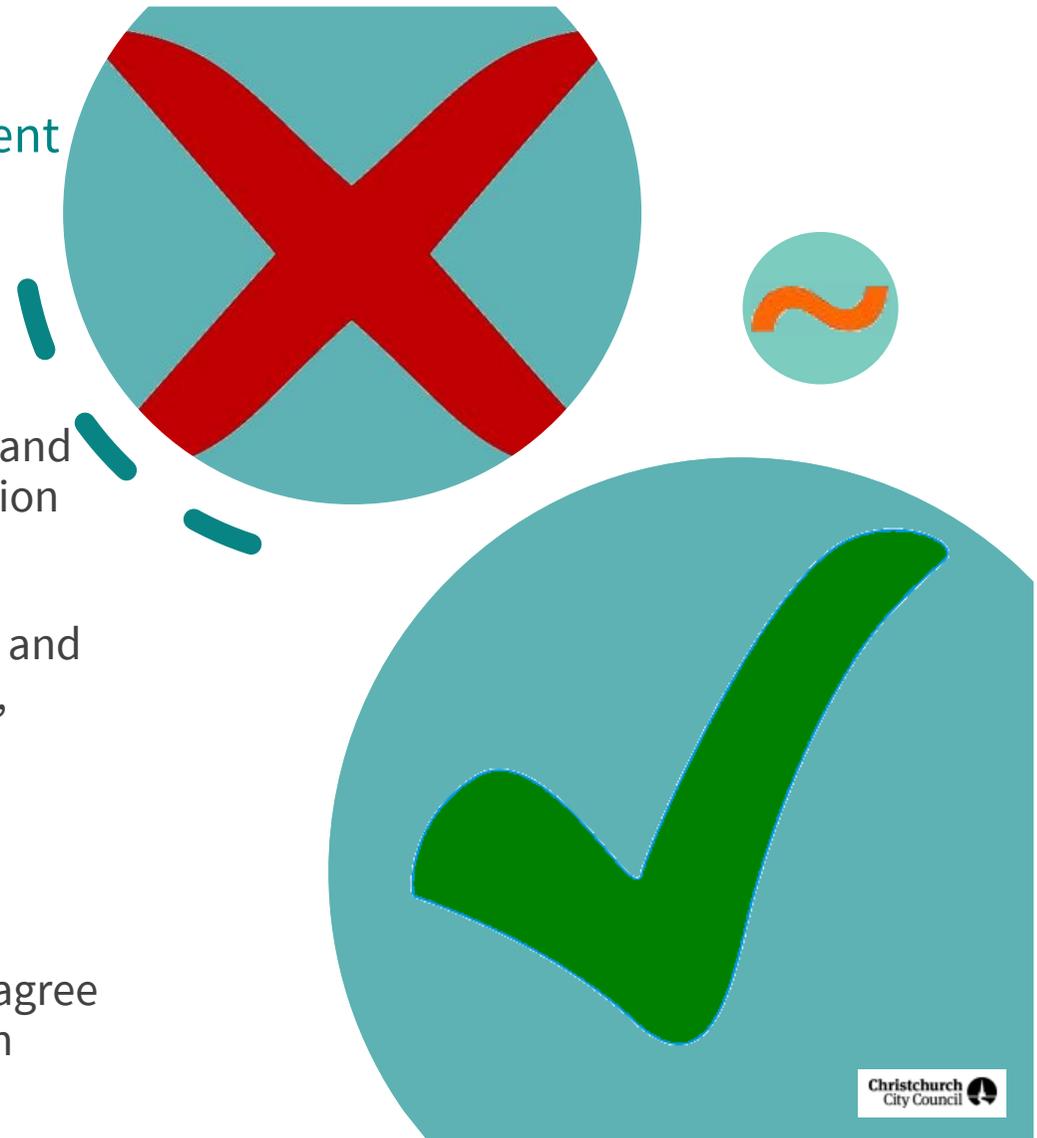
Road and footpath condition: remain low despite increased investment in roading

Roading: still number one area for improvement and main reason for Council performance dissatisfaction

Yet residents also **disapprove of high spending**, Council's ability to make wise spending decisions and **rates increases**, and want more financial control, while roading is very expensive to address

Ease of travel in city: relatively high; city seen as walking friendly. Disconnections with condition

Safety of transport network: just less than half agree (especially cyclists), yet continued mixed views on cycleways spending



Reputation and Trust

15 measures of reputation and trust (just over 1,200 respondents)

Reputation and Trust Average	2024		2023	
	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%

n = number of scores; colour shading: green is the highest scoring for each year and red is lowest

Average **positive** rating: **27%** (2023: 28%) (2024: only **4% very positive**)

Average **negative** rating: **41%** (2023: 38%) (2024: **13% very negative**)

 **Low reputation and trust scoring remains a challenge**



Reputation and Trust

 **Lowest positive scoring (in red text): Council makes wise spending decisions; Council providing value for ratepayers' money; Council communicates clearly how resident views have informed decisions: same three lowest as last year; most have decreased slightly since last year**

Colour shading: green is highest positive scoring for each year and red is lowest; bold text / pink shading: largest decreases in positive scoring measures since last year

Reputation and Trust Measures: Lowest Scoring by Year	Agree/Satisfied		
	2024	2023	2024 vs 2023
The Council makes wise spending decisions	14%	15%	-1%
The Council provides good value for ratepayers' money	18%	20%	-1.5%
The Council communicates clearly with residents about how their views have informed Council decisions	19%	22%	-3%
The Council is open and transparent	21%	24%	-3%
The Council understands the needs of residents and what they care about	26%	24%	2%
The leadership of the Mayor and Councillors	27%	30%	-3%
The Council has a good reputation	27%	29%	-2%
The Council can be trusted	27%	28%	-1%
The Council communicates clearly with residents the results of Council decisions	28%	32%	-3.3%
The Council acts with integrity and honesty	30%	29%	1%
The Council makes decisions in best interests of City (residents)	31%	33%	-2%
The Council balances the needs of today's residents with planning for the future of the city	31%		
The Council is accountable for what it does	31%	30%	1%
Council managers and staff are doing a good job	34%	34%	0.3%
The Council honours the principles of the Treaty of Waitangi	36%	38%	-2%

Reputation and Trust



Largest increases in negative scoring (in red text):
value for ratepayers' money (8%); makes wise spending decisions (5%); openness and transparency (4.4%)

Colour shading: red is largest increase in negative scoring since last year and green is lowest; bold text / pink shading: highest negative scoring measures

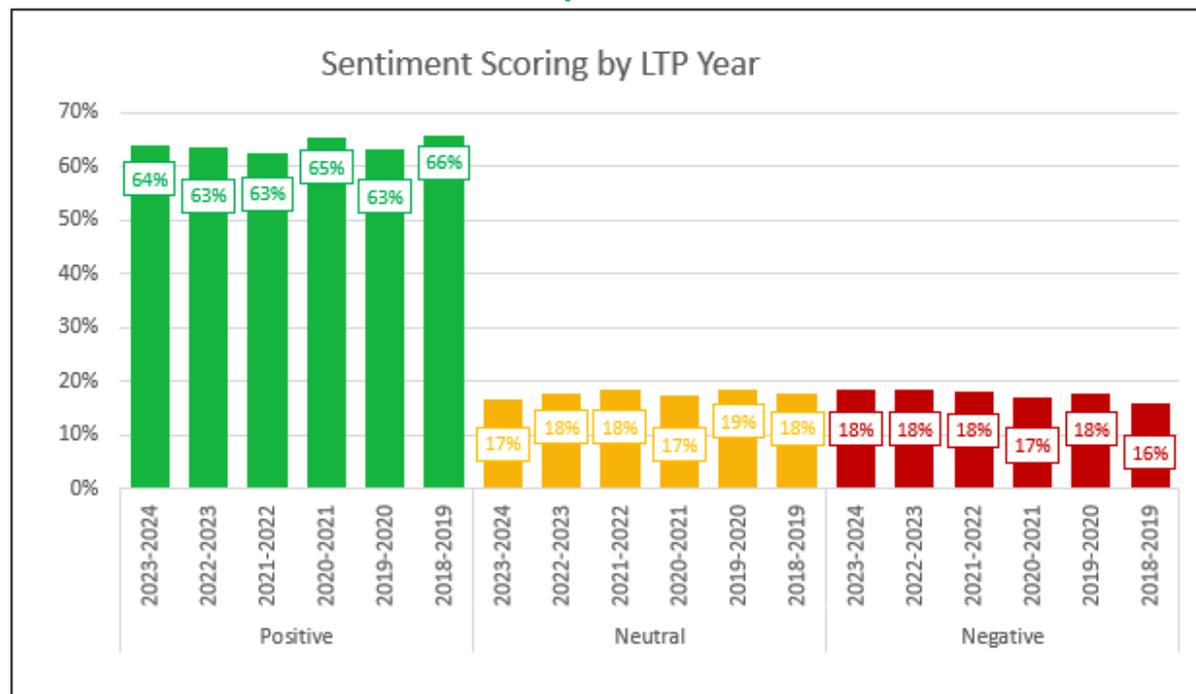
Reputation and Trust Measures: Largest Increases in Disagreement/Dissatisfaction	Disagree/Dissatisfied		
	2024	2023	2024 vs 2023
The Council provides good value for ratepayers' money	57%	49%	8%
The Council makes wise spending decisions	59%	54%	5%
The Council is open and transparent	48%	44%	4%
The Council makes decisions in best interests of City (residents)	41%	37%	4%
The Council has a good reputation	44%	40%	4%
The Council acts with integrity and honesty	32%	28%	4%
The Council communicates clearly with residents the results of Council decisions	40%	37%	3.5%
The leadership of the Mayor and Councillors	31%	28%	3%
The Council can be trusted	37%	35%	2%
The Council is accountable for what it does	43%	42%	2%
Council managers and staff are doing a good job	30%	28%	1.4%
The Council understands the needs of residents and what they care about	49%	47%	1.3%
The Council communicates clearly with residents about how their views have informed Council decisions	51%	50%	1%
The Council honours the principles of the Treaty of Waitangi	15%	15%	0.3%
The Council balances the needs of today's residents with planning for the future of the city	41%		

Resident Sentiment

Measures positive and negative sentiment with aspects of customer service delivery

Analysis looked at over 84,000 scores by over 9,700 respondents

Overall sentiment remains positive at 64%, similar to last year (63%)



Resident Sentiment Across Long Term Plans

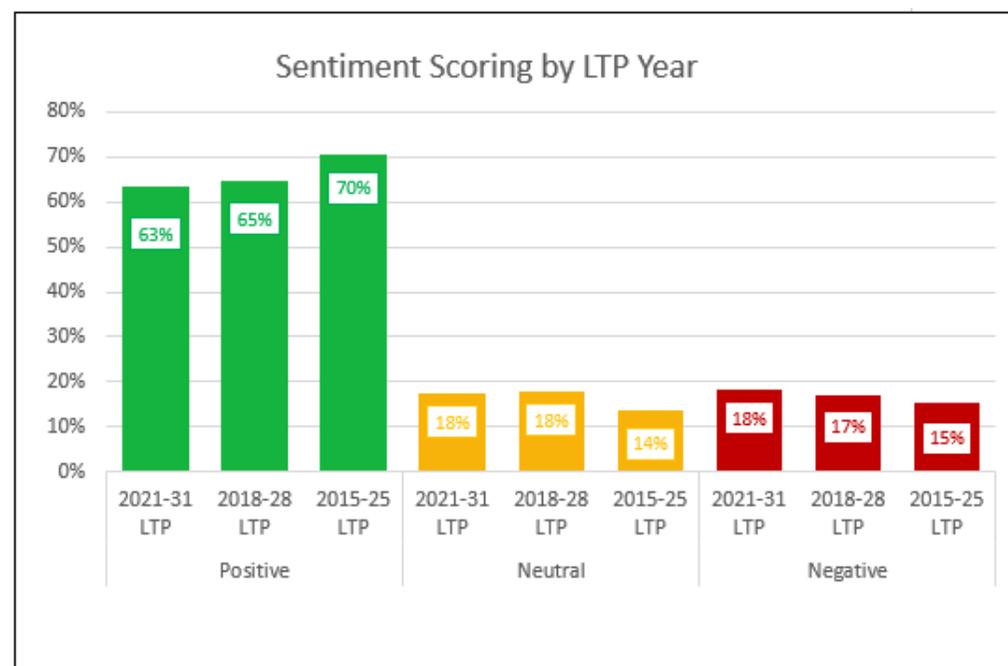
Nine years of data across three LTPs; over half a million sentiment scores (from over 62,100 respondents)

Positive sentiment lowest in 21 LTP

Overall positive sentiment across the nine years is **66%** (that's 343,024 positive scores!)

Overall negative sentiment: **17%** (88,141 scores)

Average overall organisation performance satisfaction: **55%**



Positive Sentiment by Ward

Wards sitting at or just above Christchurch average:
Papanui, Banks Peninsula, Spreydon, Central, Fendalton, Linwood

Wards well below Christchurch average:
Hornby, Harewood, Coastal, Waimairi, Heathcote

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 shading: green are wards with highest scoring positive sentiment and red are lowest

Concluding Observations

Another year of mixed results but some improvements:

- Overall satisfaction is up slightly
- Majority of services met their targets; more services improved their ratings by 4%+
- Number of higher satisfaction services increased
- Yet issues persist: low reputation and trust; same areas identified for service improvement as last year
- Conflicting resident perceptions and priorities create complex challenges for decision making: Roding condition remains low and the primary driver of dissatisfaction despite increased investment by Council; disconnect with ease of travel in the city and with calls for tighter financial controls and lower rates increases
- Residents continue to expect more; judging us poorly on spending decisions and want to see clearly how their views are taken into account in what we do

Questions

Central City Biannual Report July - December 2023

Robbie Schmidt
John Meeker

Urban Regeneration



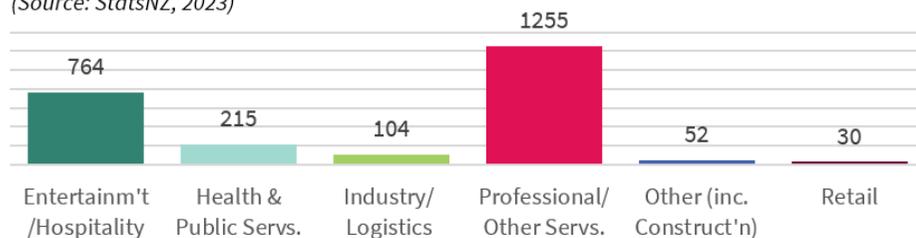
Key Progress Measures

www.ccc.govt.nz/central-city-christchurch/our-progress
Or Google: CCC Central City progress

Employment - up 2,420 (+5.5%) in 2022-23

Central City Employment Growth (2022-23)

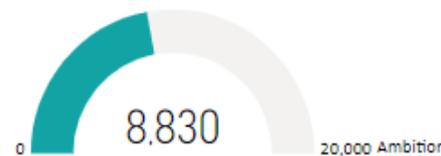
(Source: StatsNZ, 2023)



Population and Housing

2023 population estimate - 8,830 (+4%)

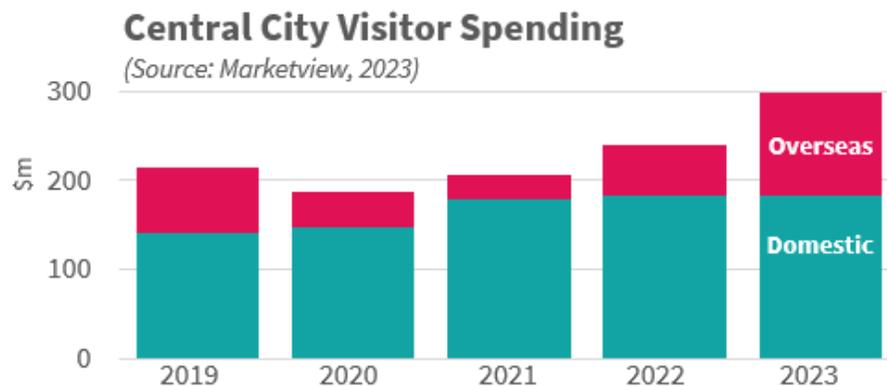
Population growth



Actual 2023 Census counts due mid 2024

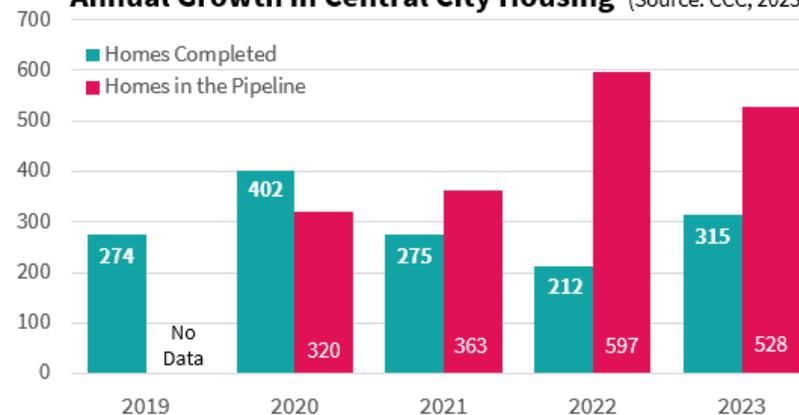
Spending - Total spending up \$94m (+8.7%) in 2023 to \$1.17bn

Overseas visitor spending - up \$60m (+109%)



Housing Completions (2023) - 315

Annual Growth in Central City Housing (Source: CCC, 2023)



The Thriving Economic Heart of an International City

- New Commercial Floorspace delivery at its highest in 2½ years.
- Recovery and growth of employee and business numbers
- Tourism rebound.
- Visible progress on Anchor projects
- Completions of standout private commercial developments.
 - Regent Building (33 Cathedral Square)
 - Christchurch's flagship Nike store (Cashel Mall)
 - Qb curated office space (High Street)



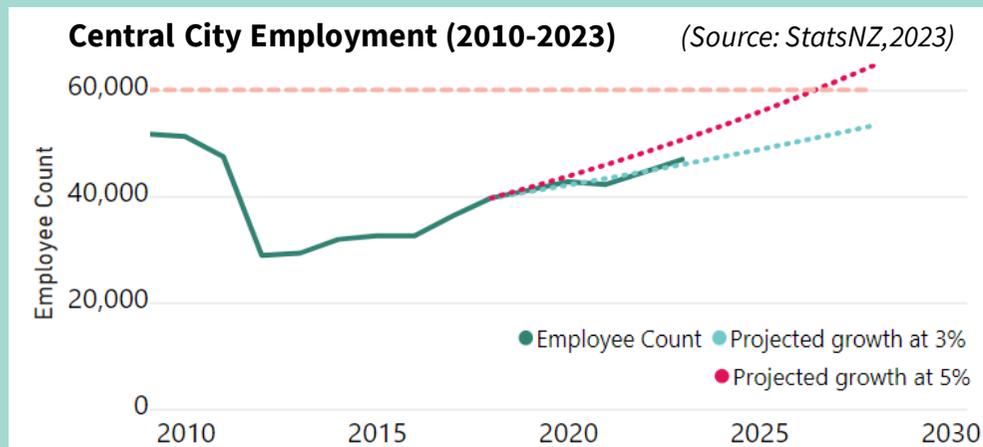
Cathedral
Square
Improvements



The Court
Theatre

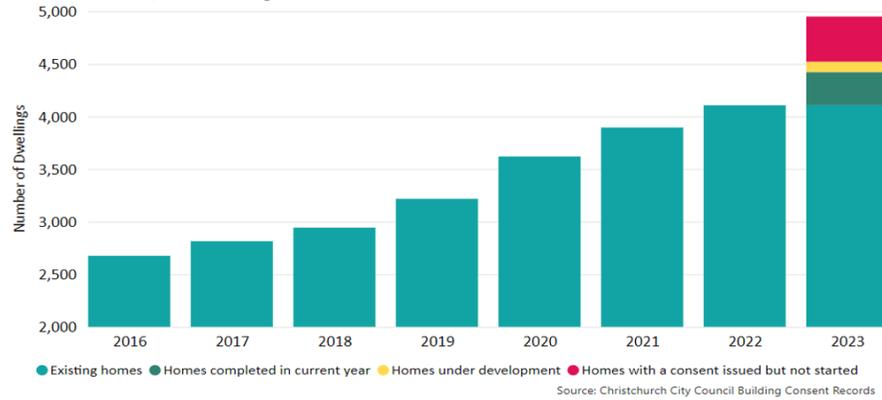


Te Kaha
continues
to take
shape



Growing Liveable Central City Neighbourhoods

Central City Housing Completions since 2016



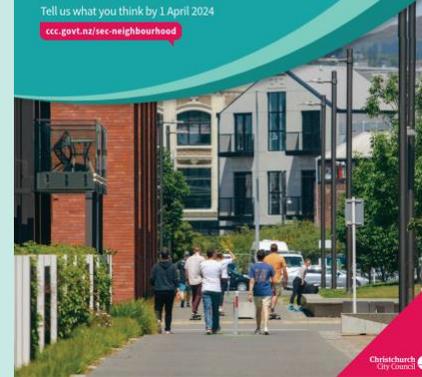
- 315 Homes completed in 2023
- 528 homes in the pipeline at 31 December 2023.

Kōrero mai | Let's talk South-East Central Neighbourhood Plan

March 2024

Tell us what you think by 1 April 2024

ccc.govt.nz/sec-neighbourhood



- Supports the residential transition of this area.
- Focus on creating / enhancing residential amenity.
- **Public consultation about to commence.**



A Vibrant, People-Focused Place, Day and Night

Barrier Sites

Two sites removed from list:



- Former Holiday Inn (170 Cashel)

Visible Progress on:



- Odeon (214 Tuam)
- Sol Square Complex

Enliven Places

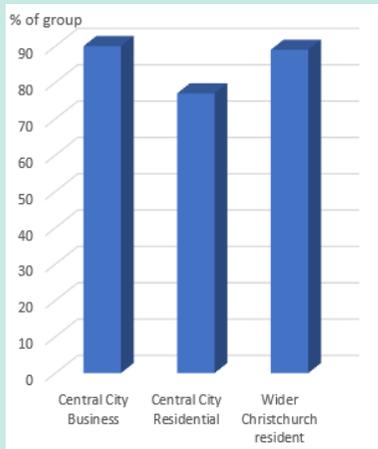


Central City Noise

Noise survey (Sept 2023)

80% + of respondents accept need for more tolerance of noise.

Plan Change to start in 2024
LIMS and webpage information updates.



Attracting Visitors

200,000 attendees
Jul-Dec 2023

Tirama Mai

- 140,000 attendees
- 10-15% spending boost

Well over 140,000 cruise passengers arriving at Lyttelton.

Visitors supported by the Cruise Champions.



Questions?