

Ōtautahi-Christchurch

Te Whakarāpopoto-ā-tau
Annual Report Summary

2023



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Te Whakarāpopoto-ā-tau 2023
Annual Report Summary 2023
Ōtautahi-Christchurch
For the period 1 July 2022 to 30 June 2023
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What is the summary report?

The Annual Report outlines our overall financial position and performance for the 2022/23 financial year, measured against key goals set out in our Long Term Plan 2021/31.

The Annual Report shows how we are delivering on our commitments to the community. It sets out what we did, why those things were done, what they cost and how we paid for them.

This is a summary of the main report, telling what we worked on in the 2022/23 financial year and highlighting our key achievements.

The Council adopted the 2023 Annual Report on 31 October 2023.

Te whakakitenga

He whenua haumako mā te katoa.
Mauria mai ōu huatau, āu koi, tō iwi.
Keria kia puawai.

Our vision

Ōtautahi-Christchurch is a city of opportunity for all.
We're open to new ideas, new people and new ways of
doing things – a city where anything is possible.

Published by the Office of the Chief Executive, Christchurch City Council, under section 98 (4) of the Local Government Act 2002.

If you'd like more detailed information please refer to the full report, which is available:

- online at ccc.govt.nz (use the search feature and search for: Annual Report 2023)
- at any of our service centres or libraries
- from our call centre:

Christchurch residents call: 03 941 8999

Banks Peninsula residents call: 0800 800 169



Our decisions and achievements

Message from the mayor and chief executive

Preparing for the local elections was early on the year's agenda. Nominations opened in July and, with the incumbent not standing, interest in the mayoral race was strong. Voting closed on October 8, with voter turnout at 43% across our district.

On 25 October a new Council, comprising 10 returning and six new councillors, led by a new mayor, was sworn in. With a long list of complex decisions to be made, the newly elected council quickly got down to business.

District plan changes

Central government gave us a lot to consider this year, with proposed changes to several laws affecting local government and the services we provide, including changes to the Christchurch District Plan to accommodate population growth with more housing, and reform of three waters.

Christchurch is New Zealand's second largest city and one of the fastest growing. Changes to the Christchurch District Plan are to address population growth, housing issues and climate change.

We need to balance growth and related issues with the existing aspects of the city that make it a great place to live, work and play.

The changes affect sustainable city growth, how we move around, the type of housing we live in, and how we adapt and respond to climate change and coastal hazards.

Some of the planning rule changes are driven by central government at a national level. One of the changes aims to prioritise housing need for the country's growing population, and to do this by allowing cities to grow upwards rather than outwards.

These changes are mandated through the National Policy Statement – Urban Development and the Resource Management (Enabling Housing Supply) Amendment Act.

Building up rather than out reduces the need for new roads and other infrastructure and allows more people to live closer to where they work, potentially reducing traffic emissions.

However, there are concerns about how this would affect the character of neighbourhoods, and residents told us they were afraid tall buildings would cast a shadow over their homes, effectively 'stealing daylight'.

Te Kaha Canterbury Multi-use Arena

In July 2022, the previous council voted to increase the budget for Te Kaha Canterbury Multi-use Arena, committing to a design and construction contract to ensure building would be under way by the year's end.

This was a vital decision as escalating costs put the \$533 million project under considerable pressure, with a risk the council and Christchurch ratepayers could be exposed to further cost increases.

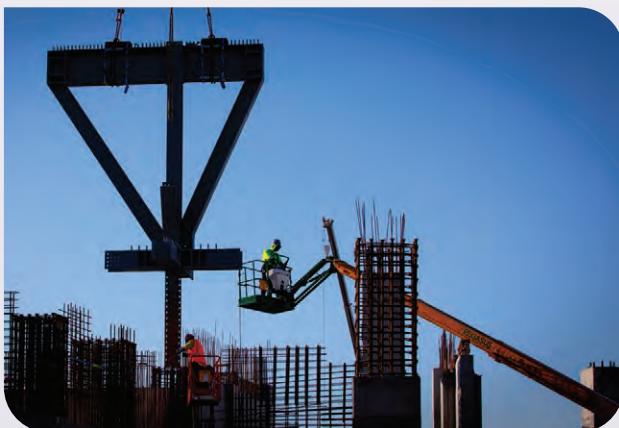
Negotiations between Te Kaha Project Delivery Limited and lead contractor BESIX Watpac concluded on 12 July with the parties agreeing to deliver the project for the fixed price of \$683 million if council contributed a further \$150 million.

Public engagement was strong, with 77% of approximately 30,000 submitters urging council to commit the additional funding needed for construction to begin.

Had we not committed the additional funding, we'd have lost the \$40 million in sunk costs that could never be recovered. Overall, building the arena will cost the average residential ratepayer \$144 a year between 2025 and 2027, after which time the cost will decrease gradually over 30 years as our debt is repaid.

At the end of June 2023 council approved a suite of work to upgrade the streets surrounding the arena to ensure they're able to handle huge influxes of pedestrians and traffic on event days when the arena opens in 2026. The budget for this work is \$34 million, including \$11.4 million ear-marked to upgrade three waters infrastructure that are at the end of their life.

We recognise that we're spending a significant amount on the arena and surrounds. Some of it is spending that was not in our long-term plan, and as we prepare to decide our Long Term Plan 2024-34 in the coming year, this will present us with some difficult decisions. More than ever, we'll need to weigh up the pros and cons of our spending to get the right balance between the essentials and the nice-to-haves.



Three waters reform

The government's three waters reform will remove water supply, wastewater and stormwater from local council management with the establishment of new Regional Water Organisations.

Water infrastructure assets are long-term community investments that deliver services for decades. Reforms of this significance have a huge effect on local councils and their ability to plan and fund for the future, their staffing and the relationships developed with local communities (especially with mana whenua). Other services, such as transport, are also affected as they need to align with three waters services.

Drinking water chlorination

We submitted two applications to Taumata Arowai, the water regulator, for exemptions to new national rules for water supply chlorination – one for the Brooklands-Kainga water zone which has high-quality infrastructure and groundwater, and one relating to chlorine delivery relating to technical issues such as how long the chlorine is in the water before it makes its way into the network. This contact time requirement means treated water reservoirs would be needed at all our pump stations.

These exemption applications were declined. This meant we were forced to introduce chlorination of the water supply across Christchurch and Banks Peninsula. We know many residents were opposed to this, but not doing so would open us up to regulatory action, which could lead to prosecution.

To achieve exemptions for many parts of the district would require substantial upgrades to our water network, and whether this is something we want to invest in will be a consideration for the whole district as part of the Long Term Plan 2024-34.

Excess water charges

We began charging households for excess water use in October 2022, with the first invoices being sent out in February 2023. This was proposed in 2021 and aims to curb extreme demand.

The charge, initially set at use above 700 litres a day but to be revised up to 900 litres a day in 2023/24, applies to a property's average water use above the daily allowance.

Although opposed by many residents, the excess water charge is motivating behaviour change and there was a sharp drop in demand over the summer, historically a period of high demand.

We estimate savings of \$150-\$200 million over the next 50 to 100 years because of reduced need to expand water

infrastructure. With less pressure on supply, pump station maintenance work can continue over summer months and there's plenty of water in reserve for fire fighting.

The reduced water demand also means improved sustainability.

Climate change

We're acutely aware of climate change and the effect it is likely to have on our district, bringing unpredictable weather extremes and sea-level rise. Our target is to achieve net zero greenhouse emissions (excluding methane) by 2045.

Getting to this goal requires a whole suite of actions – there's no single thing that will get us there – and we need to take the community with us. We're seeing a lot of support from people of all ages getting out to plant thousands of native trees and caring for them to ensure they thrive.

Our Urban Forest Plan was well-received by residents and was approved by council in June 2023. The plan provides direction and priority for the city's trees, now and for the future, and outlines how we will grow our tree canopy and sustain a thriving urban forest of healthy, diverse and resilient trees. This will provide vital shade and protection from the periods of extreme heat expected with climate change. The plan helps us get the right tree in the right place and will enhance community wellbeing and the liveability of neighbourhoods.

The transport area is where the greatest benefits can be realised. This is why we're continuing work to make it safer and easier for people to leave the car at home and travel actively, by bike, scooter or on foot, or to take public transport.

This year Environment Canterbury added 16 new electric buses to the city's fleet – building on the 28 added to the fleet over the previous two years. Fares were also reduced to \$2 a trip, if using the Metrocard. Coupled with our work to install new bus priority lanes, this makes it cheaper and faster to travel by bus. It also means more dirty, noisy buses are off the road, making active transport more pleasant.

We're making progress on our network of cycleways and we're looking forward to the Coastal Pathway being completed by early 2024. This will be a wonderful asset for the city and will allow people to cycle from the central city to Sumner.

Ōtautahi-Christchurch is a low-lying coastal city and one of our biggest challenges will be the effects of sea-level rise and coastal inundation. We've begun coastal adaptation planning with some of our vulnerable communities around Whakaraupō-Lyttelton Harbour and Koukourarata-Port Levy, and this work will continue and expand to include other communities along our coastline.

Showcasing Ōtautahi-Christchurch

In July 2022, we were excited to learn our bid to host the 2023 Local Government New Zealand (LGNZ) Conference was successful.

The conference, at Te Pae in July 2023, brings the entire local government sector together and this year's event had the highest attendance yet. It's a great opportunity to build relationships, share best practice and work together on solutions for huge challenges affecting the whole sector, such as climate change.


It's also a wonderful opportunity to showcase Ōtautahi-Christchurch to delegates from around New Zealand, many of whom haven't visited the city since the earthquakes of 2010 and 2011. We're thrilled to be able to share our rebuild experiences and lessons learnt and to highlight our new city of innovation and opportunity for all.

Events like this are important in promoting our district as a great place to live, work, play and invest. As a council, we work hard to uphold this image of Ōtautahi-Christchurch, and we're confident it will continue to attract new businesses, entrepreneurs, innovators and families as it grows and prospers.




Phil Mauger
Mayor of Christchurch




Dawn Baxendale
Chief Executive

Financial highlights

Council – The 2023 year in review

Total assets

\$20.1 billion

2022 **\$18.2 billion**
Planned **\$17.3 billion**

Total operating expenditure

\$987.6 million

2022 **\$900.1 million**
Planned **\$933.6 million**

Total revenue

\$1.4 billion

2022 **\$1.1 billion**
Planned **\$1.3 billion**

Total capital expenditure

\$616.3 million

2022 **\$435.8 million**
Planned **\$578.3 million**

Total liabilities

\$2.4 billion

2022 **\$2.3 billion**
Planned **\$2.6 billion**

Total rates levied

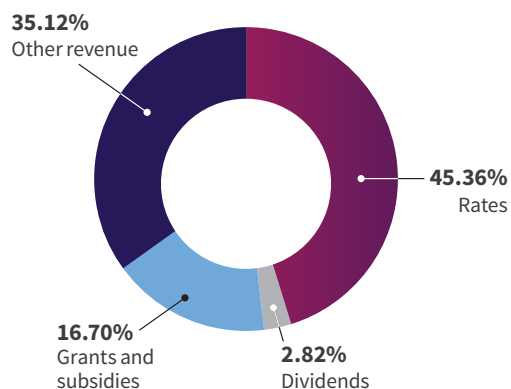
\$636.9 million

2022 **\$595.8 million**
Planned **\$634.8 million**

Financial highlights

Total revenue

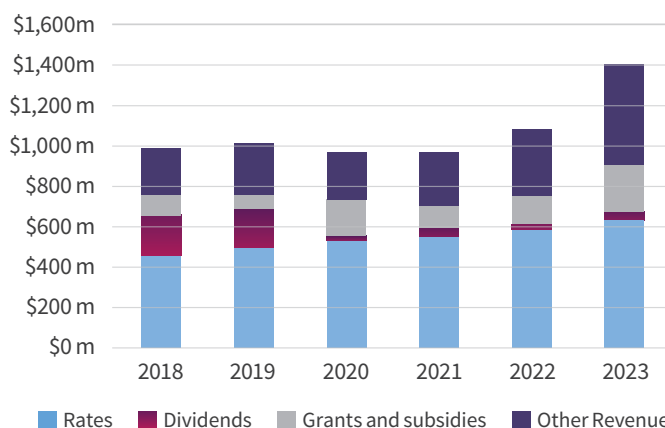
Sources of revenue 2023



Council Operations

The results for the year ended 30 June 2023 included greater other revenue resulting from an increase in vested assets revenue from developers.

Sources of revenue actual \$millions



Over the past six years

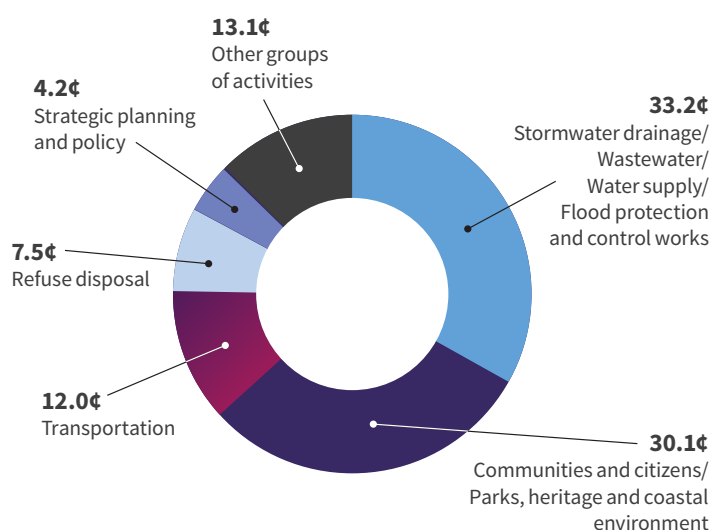
In 2023 revenue from all sources has increased. Over the previous five years, revenue has remained relatively constant however the mix from which this revenue is sourced has changed.

The proportion of rates income to other revenue streams has increased as historical earthquake related recovery funding has subsided and this has resulted in a shift in the reliance on rating income over other sources.

Where did my rates go?

Major components of the rates dollar

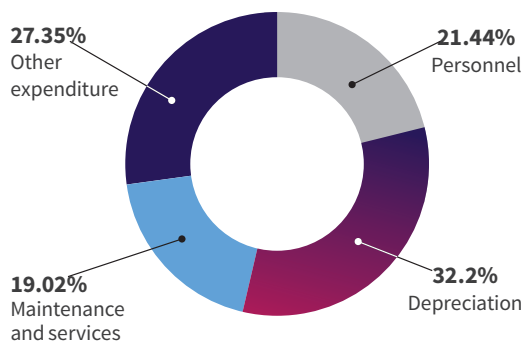
- 33.2 cents goes to the three waters (water supply, stormwater drainage and wastewater) plus flood protection and control works;
- 30.1 cents goes to communities and citizens and park, heritage and coastal environment;
- 12 cents goes to transport,
- 7.5 cents goes to refuse disposal;
- 4.2 cents goes to strategic planning and policy; and
- 13.1 cents goes to other GOA (including regulatory and compliance, governance and corporate).



* This includes Christchurch Art Gallery, museums, libraries, community development and facilities, pools and recreation centres, community arts and events, and civil defence and emergency management

Total expenditure

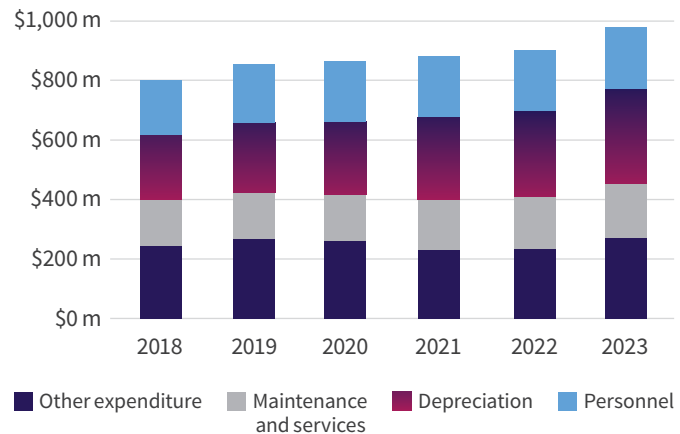
Expenditure categories 2023



Council Operations

Our policy is to rate for the long run average cost of asset renewals and replacements. In the 2023 year, the Council recorded an accounting charge of \$318 million for the depreciation and amortization of Council assets. Personnel costs of \$212 million represents 21.4% of total expenditure which is consistent with previous years. Other expenditure includes finance costs of \$113 million on total borrowing of \$2.2 billion.

Expenditure categories actual \$millions



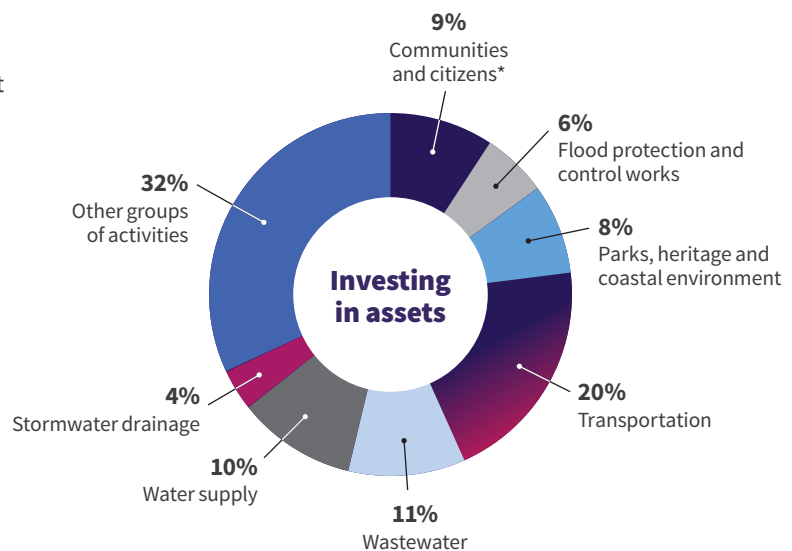
Over the past six years

During the past six years, with the exception of 2018, expenditure has remained relatively consistent with even the proportional mix of expenditure being constant with personnel cost remaining within a small band of 21-24% of total expenses. Increasing capital expenditure on infrastructure has resulted in a steady climb in the depreciation charge recognised by Council. Significant revaluation increases will also impact future depreciation costs.

Capital expenditure

The Council spent \$616 million on significant asset investment in the 2023 year including:-

- infrastructure works including the Water Mains renewals and the Wastewater reticulation infrastructure renewal programme.
- sports facilities, including the Parakiore Recreation and Sports Centre and Te Kaha Multi Use Arena.



* This includes Christchurch Art Gallery, museums, libraries, community development and facilities, pools and recreation centres, community arts and events, and civil defence and emergency management

Significant achievements



Ōtākaro Avon River Corridor

Former residential red zone

With most former residential red zone land now in council ownership we've been busy setting things up for future developments.

Co-governance committee

In August 2022, appointments to the Ōtākaro Avon River Corridor Co-governance Establishment Committee were confirmed. The committee includes appointees from Ngāi Tūāhuriri and the community. Co-chaired by Ngāi Tūāhuriri Upoko Dr Te Maire Tau and former Christchurch Mayor Lianne Dalziel, the committee will provide advice to the Council.

The Ōtākaro Avon River Corridor is an 11 kilometre stretch of land alongside the river from Barbadoes Street to the sea, covering 602 hectares of land red zoned after the Christchurch earthquakes of 2010 and 2011.

Building bridges

By the start of July 2022 three new bridges were in place along the river, at Snell Place, Avondale and Medway Street.

This year, in another example of working with the community to develop the river corridor, we've been working with seven civil engineering and fine arts students at the University of Canterbury on a fourth bridge in Dallington, near Robson Avenue.

The third and fourth-year students were given the dimensions, cultural narrative of the area, and the budget. They were encouraged to explore ways to incorporate sustainability into the design.

Mana whenua and key groups will review the concept designs before Council staff complete concept and cost reviews, incorporate structural requirements and safety standards, and finalise the design.

Work on the bridge is expected to start in October 2024.

Avon Park

In April 2023, the Waitai Coastal-Burwood-Linwood Community Board approved redevelopment of Avon Park.

The park's existing facilities on the upper terrace will be revamped and the lower terrace will be transformed into a naturalised wetland. The park and the surrounding pockets of regeneration area will incorporate the City to Sea Pathway, improve local ecology and renew recreation facilities.



Work starts in the 2023/24 year and is expected to be finished in mid-2025.

Estuary edge

Landscaping plans for the Ihutai Avon-Heathcote Estuary edge were made public in June 2023.

The project \$12.5 million project, approved by the Council in 2020, aims to mitigate erosion and flooding in Southshore and South New Brighton, and dovetails with technical designs earlier agreed for the estuary edge.

The development includes a walking and cycling track running from South New Brighton Park to the end of the spit in Southshore, coastal native planting, a nature-play area and new boat ramps and jetties.

Ecological concerns raised in consenting delayed the project but have now been mitigated.



Stop bank and wetland

The \$12 million Waitaki Street project is well under way, with a new 472 metre-long stop bank nearing completion. At about three metres high, the long-term stop bank is the first element in a nine-hectare flood management area being developed alongside Anzac Drive and Pages Road.

Built from engineered gravel from local quarries, the stop bank sits on a 500 millimetres-deep underground

raft to provide additional geotechnical strength and stability, and will have a crucial role in the future wetland and the city's ability to live with sea-level rise.

The wetland, when finished, will treat up to 78% of rain falling on the catchment before it is discharged into the Ōtākaro-Avon River. The project is expected to take about three years and is the first of about 17 stormwater planned for the Ōtākaro Avon River Corridor over the next 30 years.

Thousands of native plants

The Ōtākaro Avon River Corridor Regeneration Plan has a strong emphasis on ecological restoration and it's a kaupapa that resonates with residents of all ages.

During the winter of 2022, schools, community organisations and volunteers helped our red zone rangers and parks teams cover 88 hectares of land with more than 50,000 native plants grown from locally harvested seeds.

Planting days are followed up with regular maintenance days to remove weeds and grass around the plants, mulch around them, and generally give them the attention they need to thrive.

Leading into the 2023 planting season there were 17 community days scheduled between May and the end of September, with high hopes of surpassing the previous year's impressive tally.



Three regeneration projects

Preliminary designs and information for three projects were released in April 2023.

City to Sea Pathway

The City to Sea Pathway is a centrepiece of the Ōtākaro Avon River Corridor Regeneration Plan. It will be an 11 kilometre-long shared use, all-weather route mainly along the Ōtākaro-Avon River from Barbadoes Street in the central city to Pages Road in New Brighton.

It will be an average of four metres wide and designed to be enjoyed by people cycling, walking or riding scooters, and will be constructed in three sections. A network of minor paths will connect the pathway to communities along the route.

Work will begin in the 2023/24 year.

Bexley wetland

An estuarine wetland will be created in Bexley, complete with improved stop banks and stormwater treatment capabilities, and is being planned in conjunction with a project to replace the earthquake-damaged Pages Road Bridge.

The new stop banks will be built away from the river's edge, then the current stop banks will be removed, allowing the land to flood naturally and form a new wetland.

Features will include a riverside landing, shared path access, a protected bird roosting/nesting site on the southern spit, and some forested areas at the southern end of the wetland where the land is higher and the groundwater less salty.

Kerrs Reach

Proposed developments at Kerrs Reach will be another significant Ōtākaro Avon River Corridor project.

Flatwater sports facilities will relocate across the river. This will allow the current car park, bridge, lighting and underground services at Kerrs Reach to be repurposed for a new Wainoni riverside landing.

The landing could include a pavilion for community events, a seasonal kiosk, outdoor spaces for markets and gatherings, an events space, river-viewing platforms, boardwalks and cultural design elements.

Te Kaha

Canterbury Multi-use Arena



With strong public support for increasing the budget for Te Kaha, Canterbury Multi-use Arena, the mayor and councillors approved an additional \$150 million for the project on 14 July 2022.

This increased the design and construction budget for the arena to \$683 million – a fixed-price negotiated by Te Kaha Project Delivery Limited with its lead contractor BESIX Watpac.

Since then, the project has been full steam ahead, with early ground works starting at the 6.8-hectare site almost immediately.

The first of the major concrete pours was completed on 27 January 2023. By April 2023 the concrete structure was emerging and the installation of structural steel for the grandstands began in May. Subsequent major concrete pours were completed ahead of schedule on 31 July 2023.

The proposal to upgrade streets the arena site was paused in October 2022 for consultation on a raft of proposed changes in November. The mayor and councillors gave the upgrade work the green light at the end of the financial year, on 28 June 2023.



Te Nukutai o Tapoa Naval Point



We started preparing Te Nukutai o Tapoa Naval Point for the internationally prestigious SailGP in the 2020/21 year. Then the pandemic hit, and for a while it appeared the event might not come to Lyttelton at all. Nevertheless, we ploughed on with our project to improve the area.

Originally planned to take place in January 2022, was rescheduled for March 2023 – and the Te Nukutai o Tapoa Naval Point area was shipshape and ready to host teams of elite sailors from around the world.

Although the heat was on to prepare the area for SailGP's inaugural regatta in New Zealand, the benefits of the upgrades will be long-lasting.

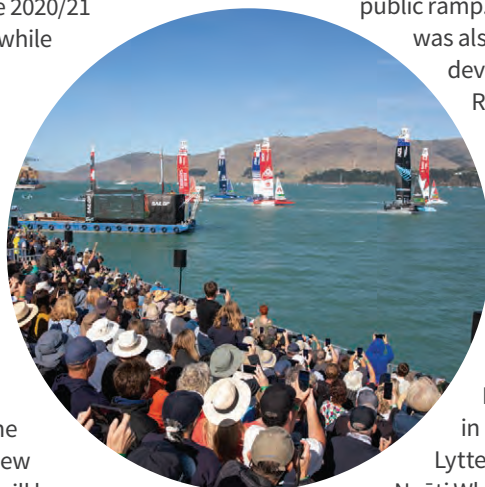
The upgrades to the popular boat-launching area and recreational watersports playground included resealing the carpark area, completing stormwater drainage works,

upgrading utilities, and installing floating pontoons near the public ramp. A waterfront shared walk and cycleway was also completed, alongside an artwork developed by Te Hapū o Ngāti Wheke Rāpaki.

With a few finishing touches the area looked fantastic and took centre stage as SailGP coverage was beamed out to the world.

SailGP marked the completion of stage one of the \$27 million plan to redevelop Te Nukutai o Tapoa Naval Point, and was completed in partnership with ChristchurchNZ, Lyttelton Port Company, SailGP, Te Hapū o Ngāti Wheke Rāpaki and others.

Future developments include improvements to marine and pedestrian access and new shared facilities for land and water-based sport and recreation, including a significant upgrade to the recreation ground.



Court Theatre building

Performing Arts Precinct



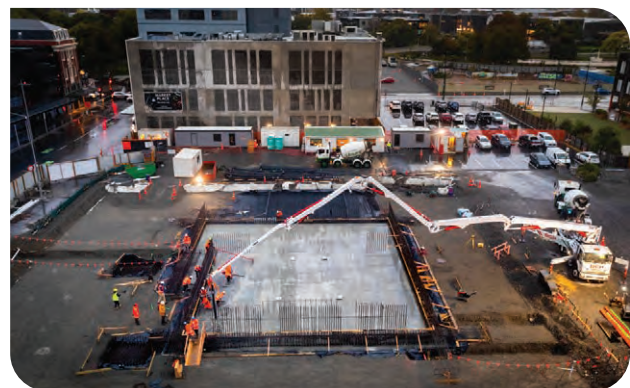
The Performing Arts Precinct has taken a leap forward this year with work starting on the new Court Theatre.

The \$56-million theatre, taking shape on the corner of Colombo and Gloucester streets, was designed by Athfield Architects and is being built by Hawkins. Council has committed \$46 million towards the Performing Arts Precinct development, which includes construction of the Court Theatre, public areas and landscaping.

The Court is fundraising \$12 million, with \$7 million contributing to construction and the remainder to the fitout. The Crown provided the land and \$3 million under its global settlement with the council.

The three-storey theatre building will include a 375-seat playhouse theatre, a 130-seat theatre, an education studio and several multipurpose spaces. The front-of-house spaces will include hospitality offerings.

The Performing Arts Precinct comprises The Christchurch Town Hall, The Piano: Centre for Music and the Arts, the Isaac Theatre Royal and the The Court Theatre. Council is also



working with the Christchurch School of Music to develop a music education hub on a council-owned site between The Piano and the Crowne Plaza Hotel on Armagh Street.

Early works on the site got underway in 2021. Construction ramped up in March 2023 with the first concrete pour for the foundations and in May the precast concrete panels were going up. The framing will be installed in August 2023 and the building is due to open in 2024.

Citizens War Memorial

Restoration and relocation



The Citizens War Memorial returned to Whitireia-Cathedral Square this year, in a new position where the Police Kiosk used to be.

The earthquakes of 2010 and 2011 damaged memorial's stone and bronzes and metal parts inside the structure were rusted.

After a blessing, the technically difficult and intricate process of disassembling the memorial began in April 2021, and in October 2021 the Church Property Trust, on behalf of the Anglican Diocese, gifted it to the city.

A big milestone was reached in November 2022 when the cross was lifted back into place atop the central structure, and the bronze figures were later reattached

The memorial was rededicated by Her Royal Highness The Princess Royal, Princess Anne during her visit to Christchurch in February 2023.

For the first time since the earthquakes, the memorial was again the focal point for the April 2023 Anzac Day Dawn Service commemorating Gallipoli Campaign in World War I.

Our activities and performance

We are responsible for a large range and variety of services and activities. For example, we collect rubbish, recycling and green waste, build and maintain roads and the water supply network, and run the Botanic Gardens, Christchurch Art Gallery, city libraries and many festivals and events.

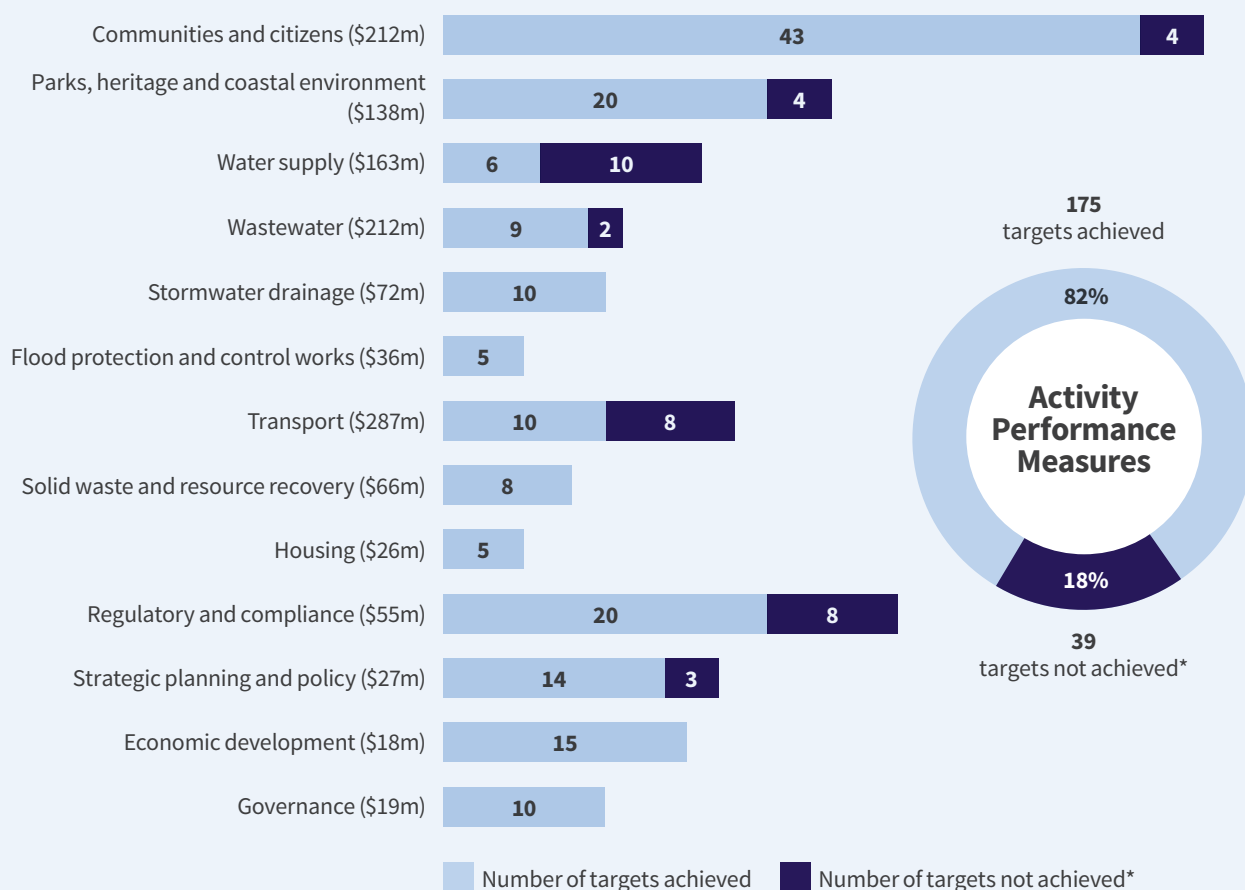
These activities are grouped into 13 Council Activities and Services; you can find further detail in the Council activities and services section of the Annual Report.

Summary of performance

The summary graph below shows that, of 214 (2022: 208) measures we use to track performance:

- we have met the target for 175 (2022: 161)
- we have not met the target for 39 (2022: 47), and
- we have nil (2022: nil) no longer applicable or there is insufficient data available to report against.

Activity (with capital and operating expenditure) and performance measures



The Council has allocated its service delivery activities into groups, to facilitate management and reporting.

* Full details of the performance measures “not achieved” are included in the full Annual Report.

Community outcomes

Our community outcomes describe what we aim to achieve in promoting the social, economic, environmental and cultural wellbeing of the Ōtautahi-Christchurch and Te Pātaka o Rākaihautū-Banks Peninsula community.

Under the Local Government Act all government organisations must set community outcomes.

Our community outcomes take a whole-of-community view – they can be achieved only by empowering communities and working with the government and other agencies.

The Council refreshed our community outcomes in 2019. We have 18 community outcomes under four strategic themes.

Throughout this summary report we refer back to our community outcomes. Each of our activities works to achieve specific outcomes, with most activities working towards several outcomes.



Resilient communities

- Strong sense of community
- Active participation in civic life
- Safe and healthy communities
- Celebration of our identity through arts, culture, heritage, sport and recreation
- Valuing the voices of all cultures and ages (including children)



Healthy environment

- Healthy water bodies
- High quality drinking water
- Unique landscapes and indigenous biodiversity are valued and stewardship exercised
- Sustainable use of resources and minimising waste



Liveable city

- Vibrant and thriving city centre
- Sustainable suburban and rural centres
- A well connected and accessible city promoting active and public transport
- Sufficient supply of, and access to, a range of housing
- 21st century garden city we are proud to live in



Prosperous economy

- Great place for people, business and investment
- An inclusive, equitable economy with broad-based prosperity for all
- A productive, adaptive and resilient economic base
- Modern and robust city infrastructure and community facilities

Aro tāngata

Communities and citizens



Community Outcomes

Resilient communities

- Strong sense of community
- Active participation in civic life
- Safe and healthy communities
- Celebration of our identity through arts, culture, heritage, sport and recreation
- Valuing the voices of all cultures and ages (including children)

Liveable city

- Vibrant and thriving city centre
- Sustainable suburban and rural centres
- 21st century garden city we are proud to live in

Healthy environment

- Healthy waterbodies

Prosperous economy

- Great place for people, business and investment

What we do and why we do it

People want accessible, joined-up, one-stop services and like to choose how they engage with us. We aim to deliver first-point-of-contact services in an integrated, citizen-centric way so that it's easy to get things done.

The purpose of local government is to promote the social, economic, environmental and cultural wellbeing of communities, now and for the future.

Public amenities – libraries, sport and recreation centres, art gallery and museums – give residents opportunities to meet, socialise and to develop strong, inclusive networks.

The events we provide, fund and host give people opportunities to come together to have fun and help to promote the city, showcase local talent and provide a sense of identity.

Through our civil defence and emergency management (CDEM) initiatives, we help communities build resilience to disasters, understand hazards and risks, and be prepared for an emergency. We work alongside other organisations and the community to respond to emergencies.

We contribute mainly to the Strong Communities and Liveable City community outcomes by helping the district be a place of diverse and inclusive communities and a place for recreation, fun, creativity and life-long learning. This helps establish cultural identity and social cohesion, and to enrich citizens' lives.

Along with the development assistance and funding we offer to community groups, our activities help build resilience and encourage local input into decision-making.

We also enhance the experience of visitors to the wider city, helping them to understand the influences that shaped our communities. The art gallery, museums and libraries have an important place in the region's tourism infrastructure, contributing to economic wellbeing.

What we achieved

Christchurch Art Gallery Te Puna o Waiwhetū

We welcomed 314,945 visitors, 108% of target. With New Zealand's borders reopened the number of international visitors continues to grow, as does our domestic market.

The overall visitor satisfaction for the gallery is 95%.

We presented 16 exhibitions. One, *Ship Nails and Tail Feathers: Historic Treasures from the Collections of Christchurch Art Gallery Te Puna o Waiwhetū and Canterbury Museum* was developed in partnership with Canterbury Museum, and one, *Mata Aho Collective: Tikawe* was a foyer commission, commissioned by Christchurch Art Gallery Te Puna o Waiwhetū and purchased for the Gallery by the W. A. Sutton Trust.

Over the 12 months, 26,589 visitors took part in public programmes. The target was 22,000, which shows our public programme is back to pre-Covid participation levels, especially the larger events.

There were 11,123 participants at our education programmes. The target was 11,000 participants. This is an excellent result considering multiple cancellations due to staff shortages, strikes and smaller class sizes.

We added 275 works to the city's collection – 56 were purchased, and 219 were gifted to the gallery.

Four editions of our quarterly magazine *Bulletin* were published as well as three exhibition and collection-related publications. We received four awards for publications: *Te Puna Waiora: The Distinguished Weavers of Te Kāhui Whiritoi* was awarded winner for Best Art Writing by a New Zealand Māori or Pasifika and joint winner for Best Medium Exhibition Catalogue in the 2022 AAANZ Art Writing and Publishing Awards; *Hellzapoppin'!: The Art of Flying Nun* won a Purple Pin at the Best Design Awards 2022; and *Bill Hammond: Across the Evening Sky* won a Silver at the Best Design Awards 2022.

We supported public art in line with Public Art Advisory Group recommendations.

Museums

Akaroa Museum received 24,325 visitors during the 2022/23 year, exceeding the target of 21,979. Of those, 28% were from Christchurch city.

The museum was open seven days a week, except for Christmas Day and Anzac Day morning, and one day in October due to snow – a total of 2,087 hours. Three new temporary exhibitions were presented: *The View From Paris*

– *Charles Meryon's Pacific Etchings, Stitch Work, and Catching Shadows – a Century of Photography on Banks Peninsula.*

Our collection grew in line with our collection policy, with the addition of 189 objects (41 accessions), all documented, insured and safely stored. Access to the collections was maintained, with 153 collection-related and 301 family history and other enquiries received and answered.

Libraries

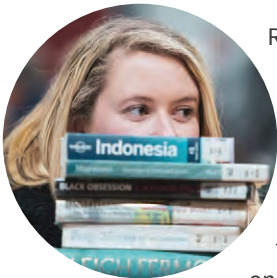
We had another strong year, with a 96% customer satisfaction rating, and 22,142 new members joining.

Use of our services gradually increased to pre-Covid levels, making for a busy year. The breadth of services available online was maintained, planning our services for the new Matatiki Hornby Centre continued, consultation with mobile library users progressed, and engagement with the community continued for the development of a concept design for the South Library and Service Centre rebuild. Refurbishments were carried out at Papanui, Upper Riccarton, and Lyttelton libraries. Work is under way to replace the roof at New Brighton Library.



Circulation of physical collections increased by 3.6%, and there was a 5% increase in digital downloads. Canterbury Stories, the Digital Heritage Repository, now offers over 67,650 items, and the Discovery Wall had over 9.7 million touches in the past year.

Māori and Multicultural Services welcomed 11,846 attendees to 421 sessions. Specialist reference and research services are steady, averaging three in-depth research enquiries per month. This year regular programmes included a weekly Ngā Pakiwaitara Bilingual Storytimes, Māori holiday programmes for all school holiday periods and monthly iwi research events. New regular programming this year included a Māori book club, Te Kāhui Ōhūa in partnership with Huia Publishers, and research support for school students with attendee numbers growing throughout the year. We ran 42 outreach programmes, including Ngā Pakiwaitara Bilingual Storytimes at the art gallery and



Riverside Market, had a presence at PolyFest held for the first time Hagley Park, and a Japan Fiesta.

In June, a Matariki campaign was undertaken across the libraries and 75 programmes were delivered to a total of 2,611 attendees. Programmes on offer included in-library afterschool programmes, outreach services to schools and

Rehua Marae, digital and physical content and internal staff professional development. Multicultural events this year included celebrations of: Japan Day, Lunar New Year, Nowruz: Persian New Year, Polish exhibition, Ukraine celebration day, Brazilian Carnival, and Philippines Independence Day.

We continued to partner with Impact Education to deliver information sessions to teachers on Māori resources held in libraries, with Riverside Market to deliver Ngā Pakiwaitara for Te Wiki, and with Confucius Institute of Canterbury to deliver programmes for both Lunar New Year and Chinese Language Week 2022.

96%

of respondents are satisfied with our library services

Residents survey 2022-23

Public programmes and events continued to meet customers' diverse learning and recreational needs with overall attendance for the year reaching 189,424 attendees at 9,884 sessions, plus 36,665 participants attending community-run sessions in our libraries. This reflects an increasing interest and participation in Māori and multicultural offerings alongside co-design and delivery with partners

such as the Canterbury Symphony Orchestra Music Trails, Reading to Dogs collaboration with the Animal Management Team, WORD events and Book Discussion Scheme book groups. We continued collaborating with a range of providers for exhibitions and displays including Ngaio Marsh, Te Ao Hou: A Moment in Time, and Raising Sakinah Finding Peace. The Friends of the Library have now entered in a partnership to support the annual programme of events, focusing on author talks, the first one being The Voices of Gallipoli to commemorate Anzac Day.

Libraries partner with Digital Inclusion Alliance Aotearoa, to help families in lower socio-economic areas to gain internet access at home via Skinny Jump, as well as continuing to partner with Recycle a Device (RAD) offering used corporate computers, refurbished by school students, free for the Linwood community.

The annual family friendly programme plan has been reinstated and includes sessions catering for all ages, including intergenerational whanau. Pilot programmes

trialled this year included: Host a Living Books Event at Tūranga, where customers can “borrow” a human book, and Everyday Heroes at Redwood Library, a monthly storytime session where children meet a local hero, such as a fireman, police officer or ambulance driver. The Outreach Team also trialled Storytimes at Orana Park as part of the Summertime Reading Challenge. After-school activities, holiday programmes, E-sports, Auahatanga Creative Spaces offerings, and the Christchurch Family History Expo continue to attract large numbers of participants and positive customer feedback.

This year we carried out a review of services provided at Tūranga. Teams looked at how well services and facilities are meeting the needs of Christchurch residents. As Tūranga approaches its fifth birthday, a set of priorities has been developed and will be actioned over the coming year and beyond.

Community Development and Facilities

Council adopted the Strengthening Communities Together strategy on 4 April 2022 – a whole-of-council approach to building strong communities. This year, under our strategy implementation plan, cross-council working groups were established to enable a more joined up approach across service units where relevant unit levels of service align with the strategy goals and objectives.

Over 2022/23 there were 1003 successful applications for community funding with \$9,348,543 being granted to community initiatives that continue through the goodwill of volunteers.

Volunteers are involved in a wide range of activities including sitting on community organisation governance boards, sports coaching, men's sheds, teaching arts and crafts, helping at food banks, helping to maintain parks and reserves, and graffiti spotting and removal. In addition, they visit and support vulnerable members of the community who may be socially isolated or lonely.

In the 2022/23 year we benefitted from just over 3,066,183 volunteer hours.

The Graffiti Team received 19,500 reports of tagging and worked with community partners to identify and remove tagging. The programme currently has 129 individual volunteers, aged 15 to 90 years and 7 reporting groups. Over the year, 64% of the 22,200 graffiti reports were made by Graffiti Programme individual volunteers.

We have 22 active groups working with staff to remove 80 to 400 square metres each month, contributing 4550 hours to the programme. The programme has 42 volunteer artists



who contributed 1450 hours to community art projects and mentoring across the city.

Of our 95 community facilities, 23 are operated by council, with community partner organisations operating the remainder (76% of the network). Portfolio numbers continue to fluctuate due to community asset transfers to community groups, earthquake prone buildings/community facilities being demolished, and disposal of facilities no longer required for their current purpose.

A wide range of community development initiatives are supported across the city at both a metropolitan and community board level with an 80% customer satisfaction level. Over 80 community network meetings were facilitated by staff across the district.

81%
of respondents
are satisfied with our
community facilities

Residents survey
2022-23

Citizen and customer services

We measure our success by the feedback we receive from our citizens and customers. This year we achieved a residents satisfaction rating of 98% for our walk-in service and 90% for our phone service. The satisfaction rate for our phone service was further endorsed this year, with a real-time post-call survey and a satisfaction score of 91.4%. For the third year running we received the Best in Public Service Contact Centre CRM Award.

Significant focus this year included:

- Completing the service provision planning for the new Matatiki Hornby Centre
- Community engagement on a concept design for the rebuild and repair options for the South Library and Service Hub
- Introducing NZ PostPlus services at Linwood Service Hub
- Refurbishment work at the Lyttelton Library and Service Hub.

The Service Request Enhancement Project delivered key architectural changes that allow the system to focus on the customer journey and to design for optimum customer experience. Service categories were reviewed and improved. We have also reviewed our Citizen Service Level Agreement (SLAs) and realigned these to ensure they are more realistic, while still providing timely and high-quality customer service.

We completed 648,108 customer interactions:

- 223,3425 telephone enquiries
- 79,835 email enquiries
- 84,263 online interactions
- 136,492 face-to-face interactions
- 124,176 NZ Post interactions
- 158,261 requests for service

98%
of walk-in
customers
are satisfied
with our
service

90%
of phone-in
customers
are satisfied
with our
service

70%
of email
customers
are satisfied
with our
service

Recreation and sport

We had another strong year with 91% of customers being satisfied with the range and quality of our centres and 87% satisfied with the quality of support.

91%

of respondents are satisfied with the range and quality of our recreation and sports facilities

Residents survey 2022-23

Across our multi-purpose recreation and sports centres, outdoor pools and stadia we recorded 5,112,391 participations.

In collaboration with our funding partners, we were able to provide primary schools 141,632 affordable swim lessons.

Our team continues to work towards the opening of Matatiki Hornby Centre and Parakiore Recreation and Sport Centre.



89%

of respondents are satisfied with the community events we organise

Residents survey 2022-23

Events and festivals

The Events, Partnership and Development Team provided 17,394 hours of staff support to community groups and received a customer satisfaction rating of 83% for the quality of council event support.



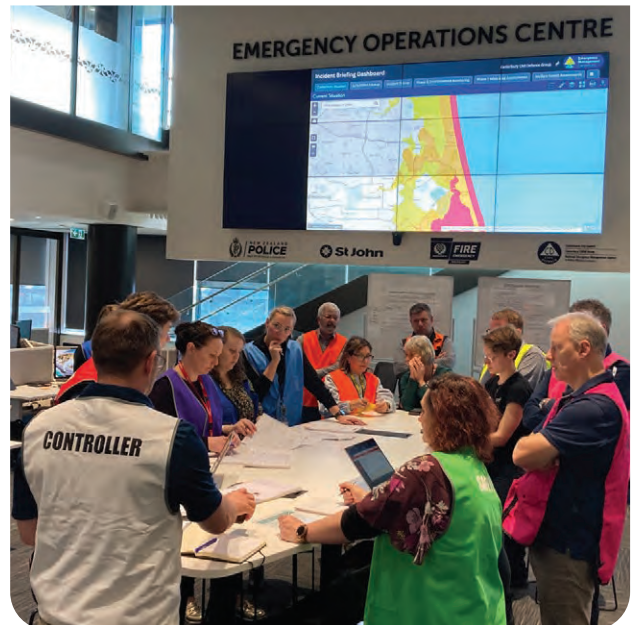
Civil Defence Emergency Management

We are operating at full strength. Staff capability continues to increase, with training, exercises and deployments used to build competence, currency and experience.

A comprehensive update to key plans covering local readiness and response arrangements is under way.

Our community resilience coordinators continue to engage with community groups to identify resilience-building opportunities and assist in their emergency planning. A community-focused approach to developing resilience in children is well supported through our Stan's Got a Plan school programme, delivered by the Parks Unit.

We continue to recruit, train, and equip emergency operations centre (EOC) staff, New Zealand Response Team (NZRT) volunteers and Emergency Support Team (EST) volunteers across the city.



Te wao Tāne, te tātai taonga, te wao Tangaroa

Parks, heritage and coastal environment



Community Outcomes

Resilient communities

Strong sense of community
Safe and healthy communities
Celebration of our identity through arts, culture, heritage, sport and recreation

Liveable city

Vibrant and thriving city centre
21st century garden city we are proud to live in

Healthy environment

Unique landscapes and indigenous biodiversity are valued and stewardship exercised

What we do and why we do it

We care for more than 1303 parks and reserves covering more than 10,176 hectares across Christchurch and Banks Peninsula. We also care for our coastal areas and a wide range of heritage items.

Residents have a strong affinity with our parks and foreshore, and with the idea of Ōtautahi-Christchurch being New Zealand's Garden City.

Our portfolio includes large open spaces such as the Botanic Gardens, Hagley Park, the Port Hills, former residential red zone land, Ngā Puna Wai, and beaches, estuaries and wetlands. We also have many smaller community parks, including sports fields, neighbourhood and heritage garden parks, nature-based regional parks and cemeteries.

Parks, reserves and coastal areas are integral to the district's natural character and landscape – an accessible network of outdoor spaces that enhance and protect health, recreation and liveability.

These areas benefit everyone, improving quality of life and contributing to the cultural, economic, environmental and social wellbeing of the community. We know this is important in building resilient, sustainable communities.

Our aim is to protect and promote the built, cultural and natural heritage of Christchurch and Banks Peninsula, now and for the future, helping people develop a sense of place, identity and belonging.

Parks and foreshore

We oversee a variety of parks that provide spaces for community activities, including facilities for local and international sports.

The Botanic Gardens and heritage parks are home to an impressive collection of flora and associated biodiversity. While primarily providing opportunities for people to relax and enjoy manicured gardens (some of heritage value), these places showcase plant collections, botanical diversity and contribute to plant conservation and research. Many are also home to heritage items, such as statues and fountains.

What we achieved

This year's focus has been on improving performance in delivering our capital programme. This has been particularly pleasing with another significant lift in performance.

Overall, we further reduced the annual cost of service delivery per hectare of land managed from \$3757 in the previous year to \$3268. This was despite strong growing conditions that made it difficult to meet demand.

The Resident Satisfaction Survey shows we achieved 80% of our goals again this year. Maintenance standards, especially in spring need to improve, particularly in cemeteries. Team structure and resourcing are being modified to ensure we can meet resident expectations more consistently.

Another area for improvement is sports fields. Users say we're not meeting their expectations across all seasons. We're developing a sports field network plan in collaboration with regional sports organisations to find the best way to minimise the gaps.

99%

of respondents are satisfied with the Botanic Gardens and Mona Vale

Residents survey

We also oversee extensive naturalised parks and reserves on the coast, hills and plains for all to enjoy. We protect these natural landscapes and their biodiversity while accommodating a wide range of outdoor recreation and education opportunities. Halswell Quarry regional park showcases gardens and displays representing our sister city relationships.

Along the coast and in our harbours, we provide and maintain piers, wharves, moorings, jetties and boat ramps for both recreational and commercial use.



We look after and manage cemeteries, including administering burials and plot purchases. We are also responsible for closed cemeteries and their heritage values.

100%

of schools are satisfied with our education programmes

Environment education is a strong focus, and we provide 'Learning Through Action' programmes (biodiversity, civics, water and waste) to school groups. These programmes encourage the responsible and safe use of our outdoor public spaces.

We continue to focus on community-led initiatives, with a focus on building resilient communities. Our community partnership rangers have worked with urban communities to establish community input into local parks.

We have maintained a strong relationship with the Ministry of Social Development, collaborating on a cadetship programme where people struggling to enter the workforce can complete our 18-week training programme.

The new tree policy states that two trees must be planted for each public tree removed. This has been implemented, with 2.4 trees planted for each one removed and 5% of species planted are medium size or greater. This is a positive step towards mitigating the effects of climate change. We also implemented the Urban Forest Plan.

Our collaboration with the Friends of the Botanic Gardens and the Botanic Gardens Trust continues. These organisations provide vital funding and resources that help us provide a world class facility. The Friends of the Botanic Gardens donated funds to support staff training and apprenticeships.

Our Community Parks Team continues to deliver excellent services despite some reduced budgets. It is a challenge to meet public expectations, especially in spring.

A strong focus on community partnerships is adding value, with more people willing to contribute to maintaining and developing local parks and reserves.

In our foreshore management areas, we continued naturalising sand dunes with good success. At Naval Point, Phase 1 of its development was completed in time to host the international Sail GP event. This brought several thousand visitors to the area.

Our Regional Parks Team’s focus was on a range of biodiversity programmes including plantings, pest control and land management practices as well as supporting external partner groups through grants. Park rangers work with numerous groups as interest in community pest control grows. Rangers support various partnerships, such as Pest Free Banks Peninsula, Whaka Ora, Healthy Harbour and others.

We have a co-governance partnership with Ōnuku Rūnanga for developing Takapūneke Reserve, Akaroa. Achieving National Reserve Status remains a goal and development to implement the master plan continues into 2023-24.

We continued investing in preparation works for increasing cemetery capacity. Surveys of available space have been done and we’re moving into a programme of land preparation to maximise that space. The focus this year has been on achieving the best from the land we currently own and manage. This includes identifying a potential increase for Akaroa Cemetery, which is nearing capacity. Investigative works have identified the opportunity to create about 50 new burial sites.

At Lancaster Park, now a community park, planning is complete for community buildings, plantings, and recreation facilities as well as a multimedia platform acknowledging and bring to life its remarkable sporting and cultural history. Restoration of the War Memorial Gates is complete, and the surrounds are being reinstated.

81%
are satisfied with the presentation of our regional parks
Residents survey

97%
of people are satisfied with our cemetery administrative services
Residents survey

Parks heritage management

Our aim is to protect and promote the built, cultural and natural heritage of our district.

Heritage places and features contribute to our sense of place, community and identity, as well as to the district’s character and economic wellbeing.

We also care for publicly owned heritage buildings and sites on behalf of citizens. Many of these buildings are on parks or reserves, with notable buildings being the Provincial Chambers, Municipal Chambers, and Mona Vale homestead. There are several other important historic buildings throughout the district, such as Risingholme, Sign of the Takahe, and various statues and monuments.

55%
are satisfied with the condition of our parks heritage buildings
Residents survey

What we achieved

Our focus remains on the rebuild of our city-owned heritage buildings, particularly those in the wider community. We have completed a publicly notified process for identifying ongoing use for almost all of the occupiable buildings.

The former Council Municipal Chambers restoration is almost finished and the Citizens War Memorial in its new location in Cathedral Square. Her Royal Highness Princess Anne rededicated the memorial, in time for the 2023 Anzac commemorations.

We continue to restore the final few buildings in the portfolio, including Chokebore Lodge, Penfolds Cobb Cottage, Little River Coronation Hall and Lyttleton Stables as future used and tenants are identified.



Ōtākaro Avon River Corridor (OARC)

We lead and coordinate efforts across Parks, Three Waters, and Transport units to implement the core objectives of the Ōtākaro Avon River Corridor Regeneration Plan.

This is supported by a co-governance group comprising an even split of community appointed and Te Ngāi Tūāhuriri representation. The plan's primary outcomes are to:

- Practise mahinga kai
- Regenerate nature
- Connect communities and
- Live with water

This area, flanking the Ōtākaro-Avon River from Barbadoes Street to the sea, will be critical to the city's response to climate change, especially flood mitigation.

Several projects are in development and will materialise over the next five years.

What we achieved

We now have ownership and management responsibility for all of the Ōtākaro Avon River Corridor properties in addition to former residential red zone land in Brooklands, the Port hills and South Shore.

A co-governance entity is being developed to manage implementation of the Ōtākaro Avon River Corridor Regeneration Plan. Design for delivery of key projects in the corridor is complete and we anticipate moving into construction in early 2024.



This area, flanking the Ōtākaro-Avon River from Barbadoes Street to the sea, will be critical to the city's response to climate change, especially flood mitigation.

Ngā ratonga wai

Water services



Community Outcomes

Resilient communities

Safe and healthy communities

Healthy environment

Healthy water bodies

High quality drinking water

Unique landscapes and indigenous biodiversity are valued and stewardship exercised

Sustainable use of resources and minimising waste

Prosperous economy

Modern and robust city infrastructure and community facilities

What we do and why we do it

We are responsible for supplying clean, safe drinking water, safely disposing of grey water and sewage from residential, commercial and industrial properties, and ensuring water is able to drain away after rain.

Collectively, water supply, wastewater and stormwater are known as the ‘three waters’. We manage these types of water in an integrated way to protect public health, the environment and infrastructure networks. Our work is closely aligned with flood prevention work and activities to mitigate the effects of climate change.

We supply drinking water through a network of wells, surface water takes, pump stations, treatment facilities, reservoirs and underground pipes.

We dispose of wastewater by pumping it through an underground network of pipes to treatment plants, where contaminants are removed before it is discharged safely back into the natural environment.

We collect stormwater and manage its flow and potential effects on public health, the environment and infrastructure networks.

Local councils have obligations under several laws to provide these water services. We must:

- Supply drinking water, maintain its capacity, protect it from contamination and ensure it meets national drinking water standards
- Provide sanitary services – wastewater collection, treatment and disposal – to protect public health and the environment and to avoid nuisances.
- Provide drainage for stormwater to the levels needed to protect the community and the receiving environment.

Providing these water services helps Council ensure the cultural, economic, environmental and social wellbeing of communities, and is essential in achieving several community outcomes.

Our services contribute to safe and healthy communities. We deliver high quality, safe and sustainable drinking water; protect public health by limiting wastewater overflows to waterways; reduce the risk of flooding; ensure water is available for firefighting; and encourage the sustainable use of resources.

We contribute to a prosperous economy by providing, managing and maintaining modern, robust water infrastructure and systems.

What we do also contributes to fostering healthy water bodies and valuing unique landscapes and indigenous biodiversity.

Whakarere wai

Water supply

We ensure that when you turn on the tap, the water flows fresh and clean. We keep the supply reliable and safe, ensure the quality is maintained and that any interruption to supply is as brief as possible.

What we achieved

Securing the safety and supply of our drinking water supplies was a key focus as we continued repairing reservoirs and suction tanks. We performed 126 external inspections and 37 internal inspections, repaired 19 tanks and started the design and repair of another 18.

Chlorination continued, as required by our water safety plans and Taumata Arowai, the Drinking Water Regulator. All council-managed water supplies are now chlorinated.

We renewed 30.4 kilometres of water supply mains, and 37.4 kilometres of water supply submains. Construction of the new DN600 trunk main along Eastern Terrace using anchored joint ductile iron pipe – a New Zealand first – is progressing well.

The rollout of the smart water network in the Rawhiti zone was completed. This system is used to identify leaks and water pressure changes and provides valuable insight into water use. We started rolling out the smart water monitoring system to the rest of the city. Smart customer meters are installed at about 1000 residential properties, providing hourly customer consumption data.

We completed critical software and hardware upgrades to our SCADA (Supervisory Control and Data Acquisition) and PLC (Programmable Logic Controller) systems to ease operations and improve resilience. New sampling instruments were installed in selected pump stations to enable close monitoring of compliance standards and to ensure reporting is correct. We're installing monitoring of flow and pressure through our inter-zone connections, to trace the flow of any transgression from one zone to another.



Protozoa compliance

Protozoa compliance rules changed in November 2022 and some of our infrastructure doesn't comply. Compliance has been achieved for Brooklands-Kainga, Akaroa, Takamātua and Christchurch main pumps. We need more time to comply in Christchurch city, to complete enough sampling of groundwater sources to demonstrate Class 1 status and to carry out improvements. We expect to achieve this within two years.

Bacterial compliance

Our poor performance against the level of service was due to a failure to take the required number of samples to demonstrate compliance, not because bacteria was detected in our drinking water supply. We reviewed our sampling regime to ensure the required number of samples are provided to the laboratory.

Residual Disinfection Exemptions

We applied to Taumata Arowai for two residual disinfection exemptions:

- 1) Christchurch – seeking exemption from the Drinking Water Quality Assurance rules for chlorination
- 2) Brooklands-Kainga – seeking exemption to have residual disinfection within the distribution area

The draft decision from Taumata Arowai was to decline both applications.

Consumption of drinking water per day

An excess water charge was introduced for residential customers using more than 700 litres per household per day on 1 October 2022. This has already resulted in a 10 per cent drop in median household use and a 30% reduction in peak water demand city-wide. The recent decision to increase the daily allowance to 900 litres may put these savings at risk.

Real water loss from the network

Water is being lost due to ageing infrastructure combined with damage from the Canterbury earthquakes. The losses are high and will be addressed over the next 10 years through more investment in mains replacements.

Parawai Wastewater

We ensure that when you flush your toilet, take a shower, do washing and the like, the sewage and used water is collected and treated before it is returned to the environment. We receive, transport and treat wastewater from about 170,000 properties, keeping people safe from waterborne illnesses and protecting our environment.



What we achieved

We completed the Lyttelton Wastewater Scheme in March 2023. This significant project has enabled wastewater from Lyttelton, Diamond Harbour and Governors Bay to be piped to the Christchurch Wastewater Treatment Plant. This achievement means we no longer discharge treated wastewater into Whakaraupō-Lyttelton Harbour.

Our resource consent for the existing wastewater treatment plant in Akaroa has been extended for the next seven years while we secure consent for and design and construct a new scheme, the Akaroa Reclaimed Water Treatment and Reuse Scheme.

Similarly, our resource consent for the existing wastewater treatment plant in Duvauchelle has been extended for the next eight years while we secure consent for and design and construct a new scheme, the Duvauchelle Reclaimed Water Treatment and Reuse Scheme.

Despite losing the main treatment unit at the Christchurch Wastewater Treatment Plant in November 2021 when a fire damaged the trickling filters, we continued to receive and treat the approximately 150,000 cubic metres of wastewater received each day at the plant.

The existing plant has been converted to provide an alternative temporary treatment option until we have a permanent replacement. Additional aeration of the oxidation ponds has further improved the plant's performance.

We completed critical software and hardware upgrades to our SCADA (Supervisory Control and Data Acquisition) and PLC (Programmable Logic Controller) systems. This has improved ease of operations and resilience of our wastewater pumping stations and the Christchurch Wastewater Treatment Plant.

Additional aeration of the oxidation ponds has further improved the plant's performance.

Waikeri

Stormwater

We ensure that surface water can drain away after rain. This keeps the city functioning in wet weather, protecting streets, homes, businesses and properties. Reducing the effects of flooding protects public health, preserves our environment, and promotes regeneration and growth.

What we achieved

Repairs and planning for the rebuild or renewal of damaged or deteriorated assets was our focus.

We completed network renewal and upgrade work in many areas, including to inlet structures and bank linings across the city and Banks Peninsula. Linings were replaced with more ecologically sensitive designs. Major capital infrastructure renewals were completed, including stream linings and brick barrels in Jacksons Creek, Mairehau Drain, Dudley Creek, and in Papanui and St Albans. Work on the Lyttelton Stormwater Brick Barrel Network continued, with new manholes to allow access for future lining work.

To improve our management of both the quantity and quality of stormwater we progressed several projects, including the Gardiners stormwater facility and the Upper Cashmere Worsleys Flood Storage Dam, which is expected to be in use by mid-2024. We finished work to reinstate the pre-earthquake capacity of pumpstation PS205. These works will help flood-prone properties in St Albans area and alongside the Ōpāwaho-Heathcote River.

The design of the Addington Brook and Riccarton Stream stormwater treatment facility has started. These works contribute to the strategic priority of improved waterways.

Close monitoring of the weed harvesting programme continues, to ensure benefits in managing river water levels are optimised.

We made significant progress on the design for the Waikakariki Te Oranga-Horseshoe Lake stormwater treatment facility, along with planning for other work in the Ōtakaro Avon River Corridor (OARC), such as new long-term stopbanks and treatment facilities. These are cornerstone projects in the regeneration programme and essential to meeting our obligations under our Comprehensive Stormwater Network Discharge Consent (CSNDC) and reducing stormwater contaminants in our waterways.

A range of environmental projects were designed, started, or completed during the year, including work to address known fish barriers in the city and on Banks Peninsula and waterway enhancements such as those for Cashmere Stream.

Relining projects for large waterways are in the design phase, were started or were completed, including Mairehau Drain, Canal Reserve, Waimairi Stream and Scotston Avenue.

Close monitoring of the weed harvesting programme continues, to ensure benefits in managing river water levels are optimised.

We progressed our planning for the renewal of stormwater pumping station equipment and replacing ageing assets as well as maintaining our current infrastructure.

Activities and projects supporting the Comprehensive Stormwater Network Discharge Consent built on work completed last year, including Stormwater Management Plans, the Environmental Monitoring Programme, and several other investigations and studies related to stormwater quality and quantity, and floodwater management. An Instream Contaminant Concentration Model is being developed to improve understanding of contaminant 'hotspots' affecting stormwater quality.



Climate change implementation planning for surface water infrastructure and waterways continued. This is a key component in the infrastructure programme and gives effect to the council's Climate Resilience Strategy. We provided ongoing support to the Coastal Hazard Adaptation Planning Programme, the Otakaro-Avon River Catchment Multi-hazard Study and council's input to the Canterbury Regional Climate Change Working Group.

Work to support the drainage aspects of the proposed district plan change has progressed and will enable future development in Christchurch.

Papare waipuke, ngā mahi whakahaumaru

Flood protection and control works



Community Outcomes

Resilient communities

Safe and healthy communities

Healthy environment

Healthy water bodies

High quality drinking water

Unique landscapes and indigenous biodiversity are valued and stewardship exercised

Prosperous economy

Modern and robust city infrastructure and community facilities

What we do and why we do it

We maintain natural waterways and associated structures and systems, provide and operate flood protection infrastructure and carry out hydrometric monitoring to protect vulnerable areas from the effects of flooding.

Our role is to protect the community from the effects of flooding, one of our most common natural hazards.

Flooding can have disastrous consequences for residents and communities and can have a significant effect on the district's economy.

Local councils have obligations under several laws to protect people, property, infrastructure and the environment from the effects of flooding.

To do this we develop and manage waterways and associated structures and systems, and we provide and manage flood protection river control infrastructure, such as stop banks.

This helps us to decrease flood risk, safeguard public health, and protect water quality and ecosystems. They are vital in allowing for the district's growth, help keep transport and other networks functioning and support climate change resilience.

Good quality flood protection and river control infrastructure gives residents better protection from the likelihood of flood damage to their homes and property in significant storms. This complements building code requirements for minimum floor levels and planning controls in flood-prone areas.

It also helps reduce the adverse public health and ecological effects associated with flooding.

Flood protection and control works are vital in helping the council achieve its community outcomes. Our work helps to protect public health, provides modern and robust infrastructure and facilities, fosters healthy water bodies and protects and improves unique landscapes and indigenous biodiversity.

What we achieved

We made significant progress in reducing the flood risk and the effects of flooding this year, with several projects under way or nearing completion.

The award-winning Te Kuru flood management wetlands are substantially complete, and the remaining areas will open to the public in early 2024. Within this area, the Cashmere Stream Enhancement Project is finished, and the naturalised stream is now flowing.

Material progress has been made on city flood management projects to help address both existing flooding issues and promote growth. Work in the Heathcote Catchment has remained a focus but is now supplemented with work in other areas. Heathcote Catchment work included ongoing work on the automatic control system for the Upper Heathcote Basin.

Elsewhere, we're running ahead of schedule on the Greens Stormwater Facility, and works on the Highsted system continues, including realignment and naturalisation of a section of Styx Drain.

This year the Heathcote Catchment basins were successful in providing relief downstream during significant rain events in July and December 2022.

Preliminary design of the earthquake legacy work in Southshore has continued, featuring a new flood bund. Civil work on the Knights Drain Pond is nearly complete with landscaping to come in FY24.

We continued to monitor and maintain the Ōtākaro-Avon temporary stop banks, and initiate works to address issues identified. The stop banks protect against tidal events in the short term while planning for the Ōtākaro Avon River Corridor project progresses.

We've made significant progress on the first long-term stop bank project to replace the temporary stop banks in the Waitaki Street area, but some construction remains for the year ahead. Design of new long-term stop banks either side of the Waitaki St project between the Anzac Drive and Bridge Street bridges is under way. The upgrades to a crucial pump



This year the Heathcote Catchment basins were successful in providing relief downstream during significant rain events in July and December 2022.

station in the Waikakariki-Te Oranga-Horseshoe Lake area is finished.

To service the needs of the stormwater and waterways planning, delivery and operational teams, we continued upgrading the city hydraulic models. We finished updates to the Ōtākaro-Avon and Ōpāwaho-Heathcote models and made significant progress updating the Huritini-Halswell and Matuku Takotako-Sumner models.

This work will continue into next year, along with improving the way we manage model data and a new Pūharakekenui-Styx catchment model.

Waka whenua Transport



Community Outcomes

Resilient communities

Safe and healthy communities

Liveable city

Vibrant and thriving city centre

Sustainable suburban and rural centres

A well connected and accessible city promoting active and public transport

21st century garden city we are proud to live in

Healthy environment

Sustainable use of resources and minimising waste

Prosperous economy

Great place for people, business and investment

Modern and robust city infrastructure and community facilities

What we do and why we do it

People and goods are constantly on the move, and we provide the way for them to get where they're going efficiently and safely, whether on foot, by bike, or by car, truck or bus.

We operate and maintain the network of roads, footpaths, cycleways and bus lanes, including traffic signals and cameras, bus shelters – everything that supports safe, efficient and comfortable travel

We plan, build and maintain:

- All local roads and footpaths
- Public transport infrastructure, including bus lanes, bus stops and bus shelters
- Major cycleways and local connections to that network
- Public parking facilities

We work with others to:

- Control how and when they use the network (parades, sports events, protests and the like)
- Provide access for other work to be done (by power, phone or other companies)

We plan and provide:

- Transport safety education
- Initiatives to encourage more people to use public transport and active transport (walking, cycling) and to use them safely

We provide:

- On and off-street parking that is safe, accessible and attractive, and that allows easy access to work and leisure activities



Local government is responsible for promoting the cultural, economic, environmental and social wellbeing of communities now and in the future. We contribute by providing a network and infrastructure that allows safe and efficient ways to travel, gives people travel choice.

What we do helps the Council achieve its community outcomes in several ways.

Our focus is always on making it safer for people to get around, and to be safe while using the network.

We provide travel options to meet community need, ensuring access to economic, social and cultural activities.

Encouraging the use of active transport helps to reduce congestion and lower emissions.

We use energy-efficient street lighting and encourage the use of electric vehicles.

All this supports sustainable economic growth and a vibrant and prosperous business centre.

What we achieved

Improving safety for all road users – pedestrians, cyclists and drivers – is important to us. Over the past five years, on average, 27 fewer people died or were seriously injured on our roads. This was achieved through a wide range of infrastructure improvements, cycleways, walkways, crossing points and education.



28%
of respondents are satisfied with the condition of the road network across the city
Residents survey

We supported a high number of consent processes for citywide subdivisions and individual large developments. Our role was to ensure the transport and access needs of those developments achieved alignment with the Christchurch District Plan and our strategic priorities.

Significant safety improvements were completed on Dyers Pass Road.

Minor safety improvements were made across the network at intersections and to give students safe routes to school. We completed 10 projects at schools, including crossing improvements, traffic calming, and improved road markings.

We continued building our network of Major Cycle Routes, making good progress made on the South Express, Heathcote Expressway and Nor'West Arc. Rapanui-Shag Rock, connecting the central city and Ferrymead Bridge was completed. Sceme design and consultation for Wheels to Wings was completed.

Work started on the final section of Te Ara Ihutai Christchurch Coastal Pathway, a relatively short but technically difficult section along a very narrow stretch of Main Road at Moncks Bay. When completed, the pathway will connect Ferrymead Bridge and Sumner.

49%
of respondents are satisfied with on-street parking facilities
Residents survey

Significant progress was made on public transport infrastructure, especially on the Port-to-Port route linking Lyttelton (and Rapaki) to Christchurch International Airport. Work included:

- 8 new bus shelters
- 2 bus stop upgrades (accessible kerbs making it easier for people to get on and off the bus)
- 22 bus stop line marking updates (so buses can pull in close, parallel to the kerb)
- 18 new bus stop seats (made from recycled plastic)
- 15 new bus stop hardstand areas
- 23 bus stop tactile indicators
- 2 new real-time information displays

Peak-hour bus priority lanes were installed along Lincoln Road, between Moorhouse Avenue and Whiteleigh Avenue to make bus trips more reliable. This was the first stage of a two-stage project, the next being to extend the bus lanes from Whiteleigh Avenue to Curletts Road.

Five slow speed neighbourhoods were delivered, with safe and appropriate speeds being set on 34 roads or road sections (around 20 kilometres in total). Our Interim Speed Management Plan (Safe Speed Neighbourhood Programme) was approved by Council. Under the plan we'll deliver safe speed zones on around 2000 streets across Christchurch and Banks Peninsula, with a focus on delivering 30km/h areas around schools.

We had 3606 students take part in the Cycle Safe course over the year.

Our School Travel Planning programme worked with 25 schools, to help promote safer, greener travel. Walk or Wheel to School Week aims to embed more consistent active travel and this year's event, in March, was our most successful yet – 77 schools (24,427 students).

32%

of respondents are satisfied with the condition of the city's footpaths

Residents survey

We had 3606 students take part in the Cycle Safe course over the year. Our workplace and personalised travel planning programmes delivered advice, support and incentives to 2233 customers. Crash Bash involved 24 schools, with a focus on open-road driving skills. The show, Open Roads, taught students skills needed for driving on motorways and rural roads.

To keep our streets looking tidy, we removed 82,000m² of graffiti, pruned 16,722 street trees and removed 630 (for various reasons). We serviced about 18 million square metres of turf and another 5.5 million square metres of garden assets, laid 13,000 m³ of mulch and planted 12,000 shrubs.

We processed and approved 2900 corridor access requests, to enable safe, coordinated work in our road corridors.



Makaia para Solid waste and resource recovery



Community Outcomes

Resilient communities

Safe and healthy communities

Healthy environment

Healthy waterbodies

Sustainable use of resources and minimising waste

Prosperous economy

An inclusive, equitable economy with broad-based prosperity for all

Modern and robust city infrastructure and community facilities

What we do and why we do it

Removing waste and managing it appropriately is critical to the health and wellbeing of any community.

We collect, process and dispose of residential solid waste – rubbish, recycling and organics.

Our priority is to reduce waste and we work with residents, businesses and organisations to encourage them to divert waste from landfill and to minimise the waste they produce.

We maintain closed landfills and are responsible for monitoring them, including the aftercare of the old Burwood landfill where earthquake demolition and sensitive waste was taken.

We collect, process and dispose of solid waste to protect community health. Through waste reduction, reuse, recycling and organics composting we ensure the sustainable use of resources.

This contributes to the environmental and economic wellbeing of the community. Our resource recovery system ensures the reliable collection and processing of recoverable resources. This includes recycling what we can and composting organic material to improve soil quality. We also ensure residual waste is disposed of in a cost-effective and environmentally acceptable way.

What we do contributes to Council achieving its community outcomes. By collecting, properly managing and reducing waste to landfill, we help ensure we have a healthy, safe environment

to live in. We ensure waste infrastructure and facilities are modern and robust, and we contribute to a prosperous economy by providing employment and business opportunities.

We have six main areas of work:

Recycling: Collection and processing

We reduce waste to landfill by collecting recyclable material, sorting and processing it, and public education.

Organics: Collection and composting

We collect and compost kitchen and garden waste, accept garden waste for composting at our transfer stations (EcoDrops), and encourage home composting and worm farming.

Residual waste: Collection and disposal

We collect, consolidate and safely transport waste that can't be recycled or composted and take it to landfill.

Closed landfills: Aftercare

We look after closed landfills to protect the environment. Methane gas from the Burwood landfill is used to power some city buildings and parts of the Christchurch Wastewater Treatment Plant.

Education

Knowledge helps people make informed decisions on waste disposal. We work closely with councils across the region to align public campaigns, workshops and information sessions.

Working with others

We contribute to Canterbury-wide waste minimisation initiatives and support national waste avoidance initiatives (product stewardship, reducing packaging waste, single-use plastics).

What we achieved

The kerbside collection system is working well, diverting about 65% of waste from landfill, and continues to rate highly in our annual residents' survey.

An unintended consequence of our pandemic response was an increase in contamination, with 51% of truck loads being contaminated with non-recyclable material and needing to go to landfill. Since then, we've put considerable effort into reducing contamination. A successful 'gold star' education programme and ongoing bin checks have helped people resume the good recycling habits they had before the pandemic – now only 2% of loads are contaminated.

We continued working to the objectives in the Waste Management and Minimisation Plan 2020, a six year plan



addressing how we will deliver waste and resource recovery services. It includes a detailed action plan outlines short, medium and long-term strategies to minimise waste.

We completed a significant programme of work to remediate 'at risk' former landfills. This included successfully removing the Le Bons closed landfill and remediating the Bexley closed landfill foreshore. We have secured consents to receive low-level contaminated soils at Site C at the Burwood closed landfill, ensuring safe disposal of this material, which will also be used for future landfill remediation.

Council approved investment and has agreed in principle to relocate the Christchurch Organics Processing Plant.

We upgraded the Materials Recovery Facility, where kerbside recycling is processed, with funding from the Provincial Growth Fund.

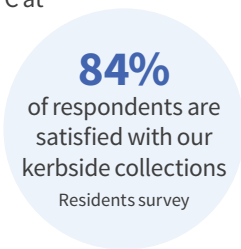
Gas extracted from the Burwood closed landfill is used at the Civic Offices building for heating, cooling and lighting, the Christchurch Art Gallery for heating and the Christchurch Wastewater Treatment Plant for drying biosolids. It is anticipated that future gas supply demand from the Civic Offices and art gallery will decrease as these sites switch to air pumps for heating and cooling. The primary outlet for the gas will then be the Wastewater Treatment Plant.

Participation in the Canterbury Waste Joint Committee continues, with a focus on regional waste minimisation projects and identifying opportunities to further reduce waste.

Our collection and recycling of household batteries initiative is now in place throughout Canterbury.

We've extended our kerbside collection service into the Wairewa area of Banks Peninsula, including Birdlings Flat.

Multi-unit dwellings of 10 or more units are able to opt out of the kerbside service, for example, if our kerbside contractor is unable to access the property. To opt out the multi-unit dwellings property owner must provide a waste plan demonstrating that they are providing an equivalent service that ensures our diversion from landfill targets are met.



Whare kāinga Housing



Community Outcomes

Resilient communities

Strong sense of community
Active participation in civic life
Safe and healthy communities

Liveable city

Sufficient supply of, and access to, a range of housing

Healthy environment

Sustainable use of resources and minimising waste

Prosperous economy

An inclusive, equitable economy with broad-based prosperity for all

What we do and why we do it

We provide community housing through social housing complexes that we own. We lease these to community housing providers, the Ōtautahi Community Housing Trust (ŌCHT) and some other organisations, which sub-let the units to those in need. While we own the assets, the leasee organisations manage tenancies and maintenance and set their own tenant eligibility criteria, most of which are based on affordability and need.

Community housing is a form of assisted housing that aims to meet housing need through a range of social and affordable rental and home ownership options. It includes public 'social' housing traditionally provided by central or local government and other community providers. We've been involved in housing since 1938.

Our portfolio is mainly studio and one-bedroom units, with a few two, three and four-bedroom units.

By providing community housing we contribute to community wellbeing, ensuring that people on low incomes, including the elderly and people with disabilities, are able to access affordable housing.

Housing is a key influence on the Council's social and economic wellbeing objectives and contributes to the achievement of several of its community outcomes.

It is extremely difficult for people in hardship because of illness, disability, unemployment and other issues to access housing without help. To achieve a liveable city, it's vital that our most disadvantaged citizens can live in warm, dry and secure homes.



Access to housing helps people find a sense of community and belonging, and means they are more likely to take part in community life and use the services and facilities we offer.

Without a home address, it is difficult to participate in civic life. Once people have a place to call home it is easier for them to do the things many of us take for granted – opening a bank account, enrolling to vote or getting a library card.

A home is also the first step in being able to stay safe and healthy. By providing community housing, we contribute to both the tenant and the public feeling safe.

We ensure our units are built, maintained and renewed in a way that promotes sustainability and energy efficiency.

Housing is a key driver of social and economic wellbeing and is strongly linked to economic performance.

What we achieved

Working with our partner, the Ōtautahi Community Housing Trust, we had a busy year increasing the supply and quality of community housing in the Christchurch.

We helped finance one new complex, adding six new homes to the trust’s portfolio. Another 40 homes are about to be built and 200 are in the planning stage. We lent the trust \$55 million for this work, which will help meet the needs of some of our most vulnerable citizens.

The trust has a strong balance sheet and has complied with our finance covenants, so we agreed that the trust could also seek non-council development finance. There are 35 homes about to open in southwest Christchurch because the trust worked with a new financier.

The trust has had responsibility for major maintenance and unit renewals for two years. Benefits include savings through repairs to failing infrastructure, and integrated

planning of reactive repairs and programmed of work has improved tenant experience.

Budget constraints slowed work down in the second half of the year.

It’s also two years since completion of the Warm and Dry Programme, with heat pumps, draft stopping, insulation and ventilation being installed to improve the warmth and dryness of homes. Tenants remain highly satisfied, with 91% saying they’re satisfied with their heat pumps and 88% agreeing their homes are warm, dry and weathertight.

88%

of tenants agree their homes are warm, dry and weathertight

Tenants satisfaction survey

81%

of tenants are satisfied with the condition of their homes

Tenants satisfaction survey

Planned upgrades continue under a three-year rolling asset management plan.

Four complexes were repainted outside, significant tree work was completed at seven complexes, 26 fences and two roofs were replaced, and three complexes got new spouting. The number of major interior upgrades completed increased by 28 on the previous year, with a total of 43. Three complexes had line markings repainted and two complexes had external lighting upgrades.



The overall condition of our housing portfolio is improving. Assessments, on a scale of one (very good) to five (very poor), showed internal condition ranging from 1.94 to 2.87 (a 2.4 average) and external condition ranging from 1.13 to 3.05 (a 1.76 average).

Four units were damaged by fire during the year. Work continues with Fire and Emergency New Zealand to install additional smoke alarms, exceeding regulatory requirements.

During the year the trust also took over responsibility for asbestos management.

Overall satisfaction with the trust’s services remains high and stable. A recent tenant survey shows 81% of tenants are satisfied with the condition of their home and 78% are satisfied with the tenancy services provided.

78%

of tenants are satisfied with the tenancy services provided

Tenants satisfaction survey

Our future role in both public and affordable housing will focus on developing new partnerships with other providers. We’ll be investigating options for providing community housing at scale and to ensure we use council-owned land and resources to support and retain a range of community housing.



Aro tūtohu

Regulation and compliance



Community Outcomes

Resilient communities

Resilient communities
Safe and healthy communities

Liveable city

Vibrant and thriving city centre
Sustainable suburban and rural centres

Healthy environment

Healthy waterbodies

Prosperous economy

Great place for people, business and investment

What we do and why we do it

We ensure all the rules set for Christchurch and Banks Peninsula are followed. Having these rules, set out in plans, policies and regulations, helps guide development, and contributes to making the district a safe and healthy place for people to live, work and visit.

Local government is responsible for a wide range of local services, including regulatory and compliance services required under legislation, regulations, bylaws, and policies.

Regulation and compliance teams administer the laws governing what people can do, where these activities can be done, and the effects they have on others and the environment.

Our work is wide-ranging and includes monitoring and enforcing rules for building and development, where people can buy and drink alcohol, how much noise they can make and how dogs and other animals are kept. We also ensure that places where food is prepared and sold are clean and healthy and providing food that is safe to eat.

What we do contributes to the environmental, social, cultural and economic wellbeing of the community. This is achieved through resource consenting, building consenting, licensing approvals, building inspections, and by enforcing bylaws covering noise and other aspects of living in a community.

Our work helps the Council achieve several of its community outcomes. We help make Christchurch and Banks Peninsula a safe, healthy, attractive and well-designed place to live.

What we achieved

Regulatory compliance and licencing

We monitor to ensure the community and environment are safe and healthy. Our work is increasingly complex, specifically in the areas of illegal building works and district plan non-compliance.

Investigations are prioritised to ensure our resources are focused on attending to complaints in accordance with the risk profile and councils strategic priorities.

Alcohol licenses and food premises registrations remained steady, with application numbers consistent with previous years.

Food safety

Over the year we completed 1296 food verification visits (87.3%). Staff resourcing pressures, revisits to premises, and overlapping (and increased) mandatory training requirements meant we were unable to meet our 98% target.

Land Information Memorandum

There were 8993 LIMs produced (98%), a decrease on the previous year, with property prices, interest rate increases and the recession all reducing demand.

Building Regulations

Building Consenting

The demand for both commercial and residential building consents remained high for the first quarter, slowed during the second and third quarters and rebounded significantly during the fourth quarter. The rebound was

primarily due to the Energy Efficiency changes to the Building Code. In all, 5045 building consents were granted (64.5% within the statutory timeframe) compared to 5134 (42.4%) the previous year.

Despite processing timeframes, the overall customer satisfaction survey results remained high with a 78.7% satisfaction rating.

70%

of customers are satisfied with our resource consenting service

Residents survey

Inspections

Given the increased volume and complexity of active building consents there remains significant demand for inspection services. We carried out 36,087 inspections, with most (34,122) being completed within three working days and 94% being booked within three working days.

Code compliance

We issued 4016 Code Compliance Certificates, 186 more than in the previous year. Of these, 87% were issued within the required timeframe.

Building exemptions

Discretionary exemptions continue to remain popular with 1891 granted (small increase from the previous year), with 100% being processed within the 10-day target.

Earthquake prone buildings

There are currently 606 buildings (194 priority buildings and 412 non-priority) on the MBIE National Earthquake Prone Building Register- 60 fewer than at the end of the previous year.

Building warrant of fitness

There were 198 on-site building audits, commensurate with the previous period. Desk-top audits numbered 5,435, slightly more than in the previous year.

Eco-Design advice

The Eco-Design Service reached a total of 320 consultations for the year, which is consistent with previous years.

Public advice

There were 3558 walk-in customers, 541 fewer than in the previous year. Duty building consent officers received 9922 calls and emails, 593 more than in the previous year.

Resource consenting

We processed 3165 resource consent applications over the year, 172 fewer than the previous year. Continued high application numbers meant 78% of applications were processed within the statutory timeframe. Various initiatives were implemented throughout the year to improve processing timeframes, and in the second half of the year compliance with timeframes moved from 69% in December 2022 to 78% in June 2023.

Customer satisfaction with the resource consenting process decreased to 70% from 76% the previous year. However, the target of 70% of customers satisfied was still achieved. Other survey information (pulse survey feedback) showed customer satisfaction consistently over 90%.

The unit again experienced a high number of public enquiries through its duty planner phone and email service.

Due to a number of contentious applications being received and processed, the unit also responded to a number of



concerns raised about development in neighbourhoods.

Rautaki kaupapa here

Strategic planning and policy



Community Outcomes

Resilient communities

Safe and healthy communities

Liveable city

Vibrant and thriving city centre

Sustainable suburban and rural centres

A well connected and accessible city promoting active and public transport

Sufficient supply of, and access to, a range of housing

21st century garden city we are proud to live in

Healthy environment

Sustainable use of resources and minimising waste

Prosperous economy

Great place for people, business and investment

A productive, adaptive and resilient economic base

Modern and robust city infrastructure and community facilities

What we do and why we do it

Our focus is on the future. We lead direction-setting work and ensure the organisation has up-to-date policy frameworks. This helps in providing consistent and appropriate decision-making and services for the benefit of the community.

We manage a programme of regulatory work, keeping bylaws up to date and compliant with government legislation, and we support decision-makers by providing well-informed, clearly argued advice.

On the planning side, we support city-wide planning and regeneration activities, including the 30-year Infrastructure Strategy, the district plan, urban design and heritage.

We help to develop and provide advice to support robust decision-making. It's important for elected decision-makers to understand the nature, scale and significance of the issues involved. The supporting advice they receive needs to be well rounded, consider the past, present and future, and be backed up by evidence.

Well-designed cities that offer exciting opportunities for work, business and recreation develop strong economies, and this benefits the community because there are more and better jobs and business opportunities.

In Christchurch, where post-earthquake regeneration remains a focus, temporary streetscapes, vacant space activation and supporting the creative sector has been important in reviving the central city.

We help the Council to achieve several community outcomes by working to protect and enable a healthy environment, manage growth, and guide the use and development of our resources and infrastructure.



All this helps make Christchurch and Banks Peninsula a smarter, more resilient place to live, work and play, and is core to the district's future development and prosperity.

What we achieved

Land use and strategic planning

We drafted and notified substantive changes to the Christchurch District Plan to give effect to the Government's 2020 National Policy Statement on Urban Development, and legislative changes to the Resource Management Act to enable greater housing supply.

We prepared submissions to the Parliamentary Select Committee, on the Natural and Built Environments Bill and the Spatial Planning Bill to respond to Government's Resource Management reforms.

Under the Whakawhanake Kāinga Committee, work progressed on a new Spatial Plan for Greater Christchurch which considers how Greater Christchurch grows, responds to climate change, and provides wellbeing in the context of population growth. Submissions on the Draft Spatial Plan were invited from June 2023.

Coastal adaptation planning

Coastal hazards adaptation planning was initiated in the Whakaraupō Lyttelton Harbour and Koukourārata Port Levy with the establishment of a coastal panel of community

and rūnanga representatives, who will develop adaptation pathways to respond to the impacts of coastal flooding, coastal erosion, and rising groundwater.

The coastal panel is supported by a multi-disciplinary specialist and technical advisory group. In late 2022 a wider community engagement sought to understand local values and identify critical community assets to inform the coastal panel process. Early decisions by the panel identified six priority locations for adaptation planning, and produced a set of community objectives that are being used to assess adaptation options and pathways.

Council's climate risk explorer (REX) has been under development with the integration of coastal hazard and river flood modelling reports, as well as multiple asset layers across the built, human and natural environments. This information will help decision-makers understand the extent and timing of asset exposure to climate risks and the varying levels of vulnerability that assets have to those climate impacts.

Strategic transport

We have completed a revised draft of the Ōtautahi Christchurch Transport Plan (ŌCTP) for discussion in this council term. This plan will guide future investment in transport infrastructure to support city shaping and future growth and address key issues like emissions reduction, adapting to our changing climate and creating safer streets for all road users.





We have worked closely with our Greater Christchurch partners to support the completion of the indicative business case into the feasibility of mass rapid transit for Greater Christchurch. This has now been endorsed by all partner councils and the Whakawhanake Kāinga Komiti.

Heritage

We have processed over 60 Intangible Heritage Grants this year, allocating over \$340,000 of funding to support community focused heritage related projects and events. Additionally, we have actioned 15 Heritage Incentive grants to support the physical conservation and upgrade of heritage buildings.

We successfully planned and delivered the annual heritage festival in October 2022.

Urban design

We provided advice to influence the quality of urban development, including through early pre-application advice and timely processing of consents. Design review advice has also been provided through the Christchurch Urban Design Panel, as well as supporting the Akaroa and Lyttelton panels.

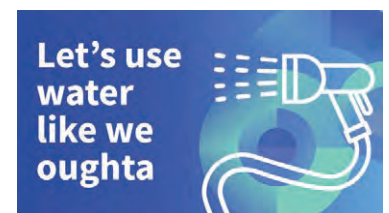
We worked across the organisation to:

- Support policy review and development, including the NPS-UD and supporting council policy reviews such as outdoor dining
- Support the development of concepts and delivery of capital projects, including street improvements such as Te Kaha surrounds, cycleways, and Cathedral Square improvements
- Inform projects, including the work of our partners, for instance, on Mass Rapid Transit
- Support ChristchurchNZ's urban development function through design and placemaking advice, such as in Sydenham. A number of creative and innovative community-led projects have been supported through the Place Partnerships Fund and Sustainability Fund.

Public information and participation

Throughout the year we've implemented a wide range of initiatives that support the development of effective, helpful and relevant communications, marketing and engagement activities. These initiatives include (but are not limited to):

- Developing a transport story framework – a narrative about the big picture for transport that helps to explain what we're striving to achieve for the city and our residents, why we're doing this, how we're going to get there, and how we're performing.
- A very successful campaign to raise awareness of excess water use that well exceeded its measurement targets (the Water Reporter was the third highest visited webpage for the year, with 489,932 web page views) and has also significantly reduced water demand over peak periods, which has resulted in capital and operational savings.
- An equally successful campaign for kerbside that resulted in increased recycling (recycling acceptance is at 98%, up 9% year on year) and a decrease in recycling trucks being diverted to landfill because of contamination. It costs \$10,000 to divert a recycling truck to landfill. Total cost of sending trucks to landfill has decreased 77% from 737,000 in 2021-22 to \$167,000 this year.
- A new online engagement platform with significantly improved functionality which makes it much easier for residents to engage with us.



Overall, we've had a 9% overall increase in traffic to our websites, and a 13% increase in audience with more than 122,000 new people following our social media pages.

We published more than 680 stories on Newsline, our online news channel. Newsline page views have increased 6.89% in 2022-23 – up 1,018,797 from 953,162.

Social media also increased across the board. Our posts reached 14.5% more people than they did in 2021-22 (a total of 29,553,392 people). 1,974,749 people engaged with our posts – a 17.7% increase.

We responded to 2,340 media enquiries, with 90% of media calls responded to within 24 hours. On average, our response time for social media enquiries was 1 hour 57 minutes.

Fifty-three consultations closed during the year, and we received more than 12,300 submissions. While increasingly people are choosing to engage with us online (97% of submissions were made online) we still recognise the

Since July 2022, we made 11 council submissions and 22 staff submissions to external agencies on priority issues.

importance of using multiple channels to reach people. We hosted 51 drop-in sessions or webinars. More than 114,000 consultation-related flyers, documents, or letters were delivered to Christchurch and Banks Peninsula properties – letter box drops were used as a tactic for 49% of consultations.

Strategic Policy

We led the review and renewal of the Strategic Framework, a one-page big-picture view of what the Council aims to achieve for our community. It also lays the foundation for our next long-term plan. We continued our close involvement in the cross-council work programme for the 2024-2034 Long Term Plan, leading development of the Draft Infrastructure Strategy and supporting development of the Financial Strategy. Economic policy advice has continued across a range of projects related to the extensive central government reform programme and we have supported the council's Business Improvement District Programme designed to advance local business areas and boost the city's economy.



Since July 2022, we made 11 council submissions and 22 staff submissions to external agencies on priority issues. A substantial number of these submissions have set out the council's perspective on the wide-ranging reform programme being led by central government:

- Water Services Entities Bill
- Water Services Legislation Bill
- Natural and Built Environment Bill
- Spatial Planning Bill
- Future for Local Government draft report
- Sale and Supply of Alcohol (Community Participation) Amendment Bill

We provided advice and briefing in support of the council's participation in regional and national collaborative bodies, convened by the Canterbury Mayoral Forum and Local Government New Zealand. Under the 10-year bylaw review schedule, we reviewed two waste related bylaws, the Waste Management Bylaw 2009 and Cleanfill and Waste Handling Bylaw 2015 and consulted the community on a draft bylaw which will update the current bylaw controls. The process to make a new bylaw for waste management will continue into the 2023/24 year with a replacement bylaw anticipated to be in place by late 2023. A review of the Cruising and Prohibited Times on Roads bylaw was also carried out and will also be completed by the end of the 2023 calendar year. In terms of the alcohol bans under the Alcohol Restrictions in Public Places Bylaw, eight temporary alcohol bans were approved for events in Hagley Park over summer and a six-month temporary alcohol ban was put in place in Woolston Village.

Progress continued in updating the council's external policies, with a replacement policy for outdoor dining in public places approved for consultation and a new naming process for roads, parks and facilities developed. Community consultation on both of these policies is scheduled in early 2023/24.



Mana whakahaere Governance



Community Outcomes

Resilient communities

- Strong sense of community
- Active participation in civic life
- Safe and healthy communities
- Celebration of our identity through arts, culture, heritage, sport and recreation
- Valuing the voices of all cultures and ages (including children)

During the year, council and rūnanga engaged on environmental matters, particularly on the use and protection of land and water.

What we do and why we do it

Local government enables democratic local decision-making and community action, and promotes the social, economic, environmental, and cultural wellbeing of communities.

Locally, we are governed by two complementary decision-making entities – the elected council and six elected community boards. The council comprises the mayor and 16 councillors and focuses on issues affecting Christchurch and Banks Peninsula as a whole. Each community board has between six and nine members focusing on local community issues, activities and facilities that help to build strong communities.

Our role is to ensure decision-making processes are effective, open, transparent, democratically accountable, and that there are opportunities for community involvement.

A lot of what we do is about empowering community groups and organisations to develop and manage initiatives that encourage active participation, build social capital and create a sense of belonging.

We help ensure that decision-making contributes towards achieving community outcomes in a way consistent with the strategic direction set by elected members at the start of their term, and that we have a well-governed district of inclusive, connected communities.

Our work contributes to the council achieving community outcomes relating to resilient communities.

28%
of residents
agree they have
an influence on
decision making
Residents survey

The council's activities affect everyone. Residents can have an influence by voting in local elections and by-elections, and by getting involved in decision-making processes through public consultation and hearings.

Public involvement is critical to good governance and enables more effective and informed decision making. It's important that elected members take the views of the community into account, especially those of people directly affected by decisions being made.

Office of the Mayor and Chief Executive, and Treaty Partners and Mana Whenua Relations

We provide advice and administrative support to enable elected members and chief executive to meet their legal obligations and leadership roles.

We receive and process requests for official information under the Local Government Official Information and Meetings Act 1987, ensuring the information is made available within set timeframes or that valid reasons are given for withholding it.

Iwi engagement is important. We work with Te Rūnanga o Ngāi Tahu, and six of the Papatipu Rūnanga who fall within the council catchment as mana whenua of their respective rohe.

Performance management and reporting

Performance management is an essential aspect of accountability, to central government and to the community.

We work to ensure high quality plans are in place and that performance is measured against those plans, including a long term plan (every three years), an annual plan and operational plans.

We're involved in implementing these plans, by helping to set targets and the steps to be taken to achieve them. This includes providing meaningful links to the goals of staff units and teams, and to individual staff performance plans.

To know we are achieving our plans and goals, we monitor performance at all levels, with a focus on transparency and accountability. This means regularly reporting to management, elected members and the community.

33%
of residents agree
decisions are made in
the best interests
of the city
Residents survey

What we achieved

Governance and decision making

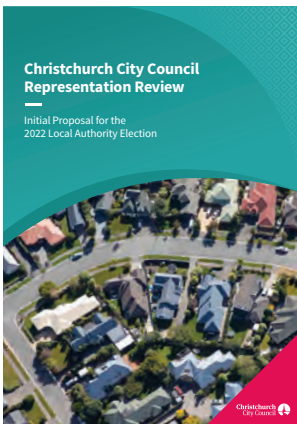
We delivered smart secretarial and support services for governance decision making. This included processing over 3000 reports, managing almost 650 meetings and



Bob Martin for SailGP

3000 applications for hearings on a range of topics such as menacing dogs, bus shelters, and more.

A by-election was held in February 2023 to elect an Innes Ward community board member following the resignation of Shreejana Chhetri.



A Representation Review sought community views on how they are represented and whether this remains fair, effective and equitable. As a result, the Local Government Commission changed some ward boundaries and the make-up of urban community boards in December 2021. The district is now represented by six community boards rather than seven. These changes followed the 2022 local elections.

We continued implementing better ways of working, including livestreaming community board and other governance meetings. Livestreamed meetings are recorded and made publicly available to YouTube.

Our commitment to more openness and transparency has gained momentum, with:

- 6.1% of reports considered in the publicly excluded section of agendas (down from 35% in 2016)
- All reports considered in a publicly excluded section of council agendas during the 2016/19 triennium have been reviewed and most released.
- 93% of reports considered in a publicly excluded section of council agendas during the 2019/22 triennium have been reviewed and most released, in part or in full.
- To date, 52% of all reports considered in the publicly excluded section of council agendas in the current terms have been reviewed for potential release.

Office of the Mayor and Chief Executive, and Treaty Partners and Mana Whenua relations

We provided advice, services and administrative support to elected members and the chief executive, enabling them to fulfil their statutory, community, council and policy leadership roles.

We received and processed LGOIMA requests within statutory timeframes (99%) of the time, ensuring accurate information was available in a timely manner.

During the year, council and rŭnanga engaged on environmental matters, particularly on the use and protection of land and water.

A milestone was the formal establishment of the Ōtākaro Avon River Corridor Co-governance Establishment Committee in August 2022. Representatives from Ngāi Tūāhuriri, council and the community will provide advice on the development of a permanent co-governance entity for this 11-kilometre regeneration area, stretching from the city to the sea through land that was residential before the 2011 earthquakes.

We provided cultural support and presence to many key events and projects. A splendid example was Ngāti Wheke's welcome to SailGP teams and manuhiri to Te Whakaraupō-Lyttelton harbour in March 2023, for the first-time visit of the international sailing series to Aotearoa.

Other key projects included the final phase of work stop sending treated wastewater to Te Whakaraupō, where the council worked closely with Te Rūnanga o Rapaki, and we worked with Ōnuku Rūnanga to develop the sacred site and reserve at Takapūneke on Banks Peninsula.

Classes continued for council staff to increase their competency in te reo Māori, engaging with rŭnanga, and understanding the principles of Te Tiriti o Waitangi.

Performance management and reporting

We ensure the council has high quality plans and plan monitoring in place, specifically for the long-term plan and annual plan. During the year we prepared the draft Annual Plan 2023/24 for consultation, reviewed all submissions and undertook hearings to receive feedback from the community, before the Annual Plan 2023/24 was adopted on 27 June 2023. Development of the Long Term Plan 2024-34 began in earnest.

Our performance framework is integral to developing and delivering our long-term and annual plans. This audited framework ensures the integrity of linkages between all key components remains functional at all times, including how planning aligns with delivery of levels of service (the non-financial performance measures) and capital projects to the organisation's agreed community outcomes and strategic priorities.

Organisational performance was analysed and reported to the community via the Finance and Performance Committee of the Whole (monthly), the annual report and monthly reports to the organisation. This included conducting the annual Residents Satisfaction Surveys. Two surveys (General Service Satisfaction, and Point of Contact) were conducted, with results provided to council, the public and staff.

Community outcomes monitoring and reporting programmes were maintained, with 85% of indicators kept up to date and reported publicly (against a target of 85%). A monitoring report is produced every three years in preparation for the long-term plan.

Whakawhaneke ohaoha

Economic development



Community Outcomes

Resilient communities

Strong sense of community
Safe and healthy communities

Liveable city

Vibrant and thriving city centre
Sustainable suburban and rural centres
21st century garden city we are proud to live in

Prosperous economy

Great place for people, business and investment
An inclusive, equitable economy with broad-based prosperity for all
A productive, adaptive and resilient economic base
Modern and robust city infrastructure and community facilities



What we do and why we do it

Economic development happens when policymakers and employers work together over time to improve a community's standard of living, by increasing productivity and prosperity.

We support economic and key-sector development, including regional innovation and export businesses with high potential for growth. Another focus is to attract more domestic and international visitors to Christchurch and Banks Peninsula, and our civic and international relations programmes foster partnerships abroad, bringing economic opportunities and enhancing cultural understanding.

One responsibility of local government is to promote the economic, cultural and social wellbeing of the community today and in future. We do this by ensuring there are plans to shape Christchurch and Banks Peninsula in years to come, and to protect key environmental resources and assets, including natural and cultural heritage sites. This strategic planning and policy work helps the Council achieve community outcomes relating to good governance, a liveable city, strong communities, a healthy environment and a prosperous economy.

Improving community outcomes relies on a strong and developing economy, giving residents better employment and business opportunities and good quality facilities and services.

Everyone benefits when cities are well designed and offer exciting opportunities for work and recreation. By protecting our environment, managing growth and guiding the use and development of our resources and infrastructure, we help make Christchurch a great place to live, work and do business. A strong economy benefits everyone because there are more and better jobs and business opportunities, and a higher standard of living makes it easier to attract high-value migrants, returning residents, investment and innovation.

These economic development activities help build a competitive, resilient and sustainable economy to benefit residents by creating high-value, decent work.

By focusing on raising the profile Christchurch and Banks Peninsula, we're able to improve perceptions and attract more visitors, business, investment and skilled migrants. All our efforts combine to help make this a vibrant place to work, live and visit as we open the doors to investment and business opportunity.

We work in five broad areas:

- Innovation and business growth
- Destination development and visitor attraction
- City positioning
- Economic strategy and insights
- Urban development

What we achieved

We provide ChristchurchNZ with operational funding to lead the economic development of Christchurch.

ChristchurchNZ delivered the following:

- Over 40 innovative businesses received incubation support to grow and develop through a partnership with Te Ōhaka and Thinclab.
- Worked with 60 national and global businesses on potential relocation to, or expansion in Christchurch.
- Won 84 major conference bids for the city, bringing an estimated \$57 million visitor spend, providing for around 625 full-time equivalent jobs.
- Drafted a new economic development strategy for the city (the Christchurch Economic Ambition).
- Drafted Destination Management Plans for Christchurch and Banks Peninsula, and surrounding districts.
- Prepared and launched a new city identity/brand and ran attraction campaigns targeting visitors and talent.
- The screen grant secured six productions in the region creating a total of 240 days of filming activity. Over 150 screen enquiries were supported by ChristchurchNZ's screen office.
- Attracted and sponsored 24 major events to Christchurch. Over 32,000 fans congregated in the city for the five major sports events over the summer season.
- SailGP was hosted in New Zealand for the first time, in Lyttelton. The SailGP event had an estimated global reach of 50 million.
- 89% of Christchurch residents surveyed at a major event agreed that hosting events increases their pride in Christchurch.
- Hosted NZ's largest tourism industry event, TRENZ, with over 1500 domestic and trans-Tasman convention industry delegates, who will now work to sell Christchurch to the world.
- A Food Fibre and Agritech challenge was delivered to elevate Christchurch's growth industries through the creation of new investable businesses.
- Embedded an urban development function to be capitalised in the 2023/24 financial year. ChristchurchNZ has continued delivery of urban development projects in New Brighton, the central city and Sydenham.
- Tūwhana advocate programme was launched with seven local experts in their field working with ChristchurchNZ to champion Ōtautahi-Christchurch as an international destination for business events.

Note: the above results are partial due to timing of data availability and were unaudited when provided to Council by ChristchurchNZ.

Nine high quality citizenship ceremonies were delivered within budget, for 2673 new citizens.

Civic and International Relations

The Civic and International Relations team coordinated and led city-wide international relations activity, in alignment with the 2020 International Relations Policy Framework (IRPF) and delivered scheduled and unscheduled civic ceremonies, national ceremonies and visits, including the following:

- The Deputy Mayor led a city delegation on a visit to sister city Adelaide in July 2022.
- Projects and celebrations in connection with the 50th anniversary of the relationship with Kurashiki. This included a yacht rally from Lyttelton to Kurashiki and planning for a delegation to Japan in September.
- Celebration of the 40th anniversary of the relationship with Seattle by hosting a Seattle delegation in February and planning for the mayor-led city delegation to Seattle in early July.
- Promotion of the Songpa-gu relationship through support to the Korean Festival in November
- 53 official visits were prepared and delivered to a high standard, as agreed with the mayor, councillors and/or IRPF stakeholders.
- Advice and logistic support provided to the Antarctic Office for the 2022/23 Antarctic season opening.
- Citizenship Ceremonies resumed in September 22 for the first time since July 21. Since that time nine high quality citizenship ceremonies were delivered within budget, for 2673 new citizens.
- The RSA was supported to plan and deliver Anzac Day Dawn Service in Cathedral Square for the first time since 2010.
- 20 other civic ceremonies were delivered throughout the year.
- Five unscheduled major civic ceremonies/visits were delivered, being the:
 - Civic response to the demise of the Crown.
 - Civic memorial service for Queen Elizabeth II
 - Royal visit to Christchurch by HRH The Princess Royal
 - Civic response to the Coronation of King Charles III
 - Civic service of thanksgiving for the Coronation of King Charles III

Financial ratios

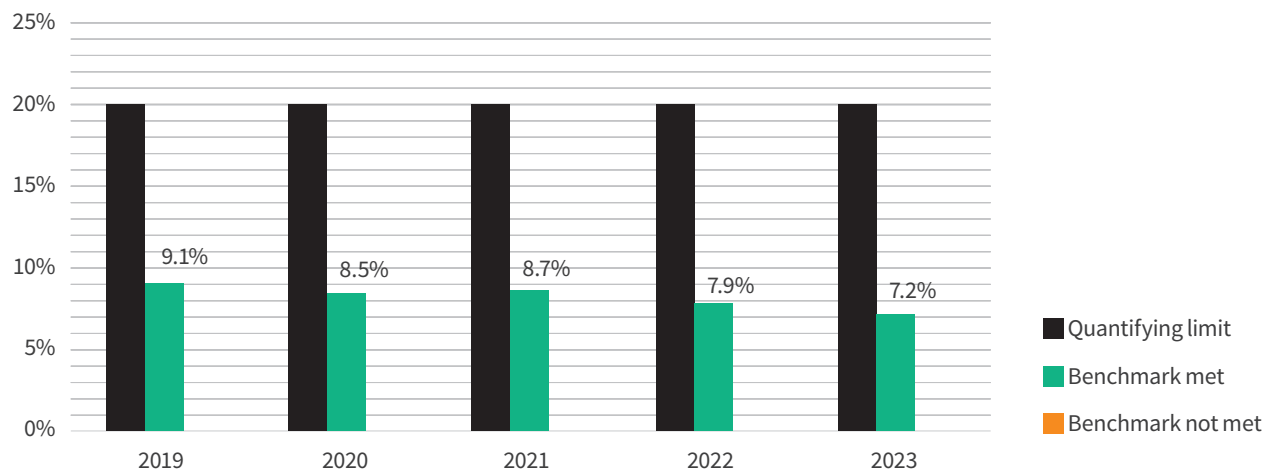
The Council has financial ratios which form a key part of its financial risk management strategy.

The Council is required under the Local Government (Financial Reporting and Prudence) Regulations 2014 to report on the affordability and benchmark ratios, in addition, we are required to comply with ratios contained in our funding agreement with the Local Government Funding Agency.

These ratios and benchmarks enable the reader to determine that the Council is prudently managing its revenues, expense, assets, liabilities and general financial dealings.

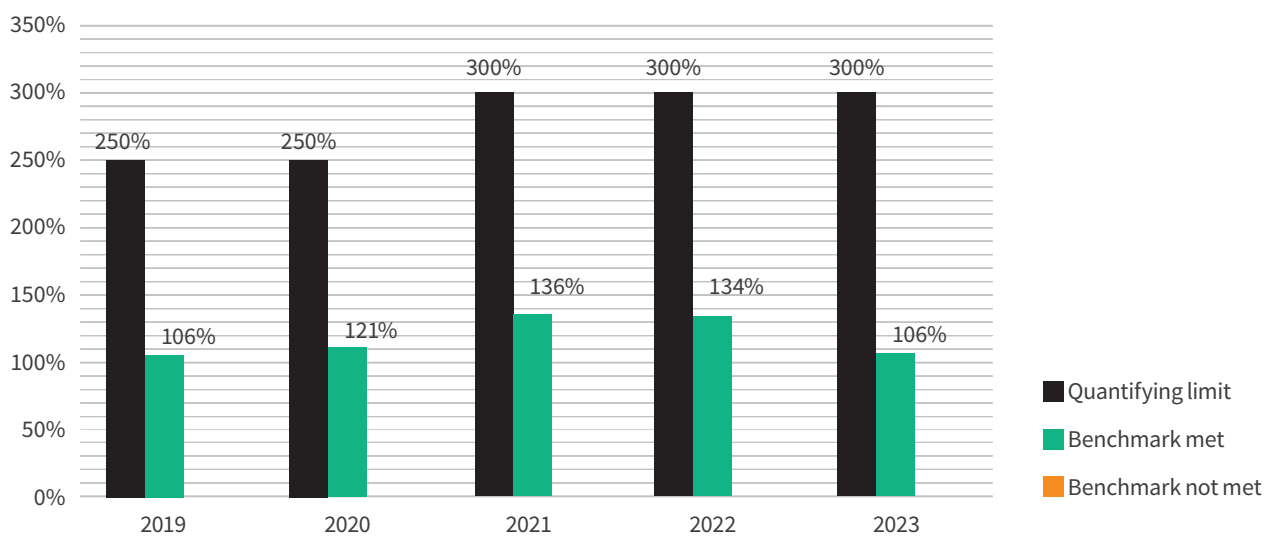
Local Government Funding Agency Borrowing Covenants

Net debt as a percentage of equity



Note: The ratio in the 2022 year has changed from 7.7% (as reported in 2022) to 7.9%. This is a result of the increase in equity from the vested assets prior period adjustment, referred to in Note 9.

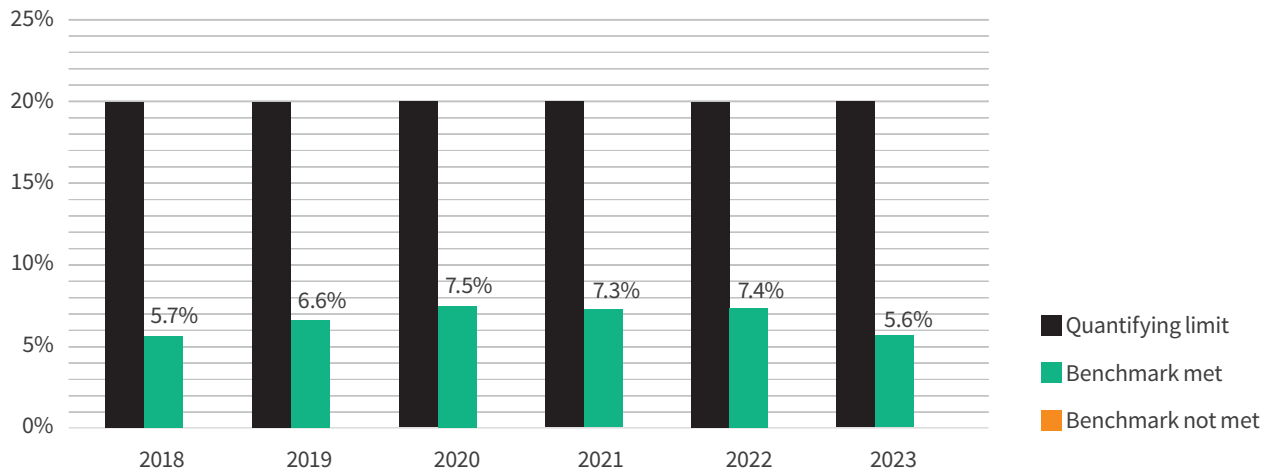
Net debt¹ as a percentage of total revenue²



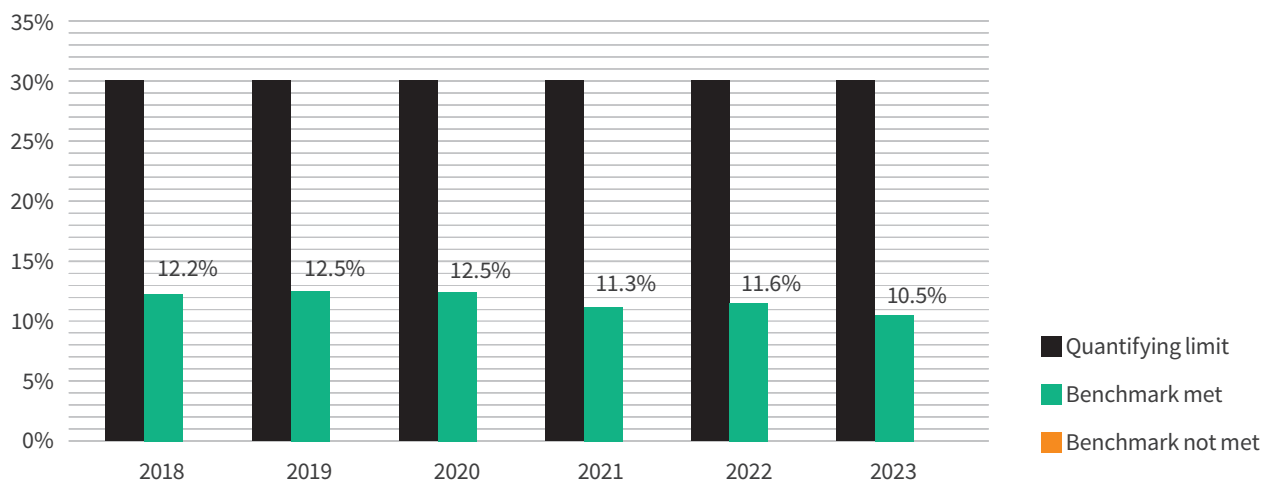
¹ Net debt is defined as total financial liabilities less financial assets (excluding trade and other receivables).

² Total revenue is total cash operating revenue excluding development contributions and non-government capital contributions.

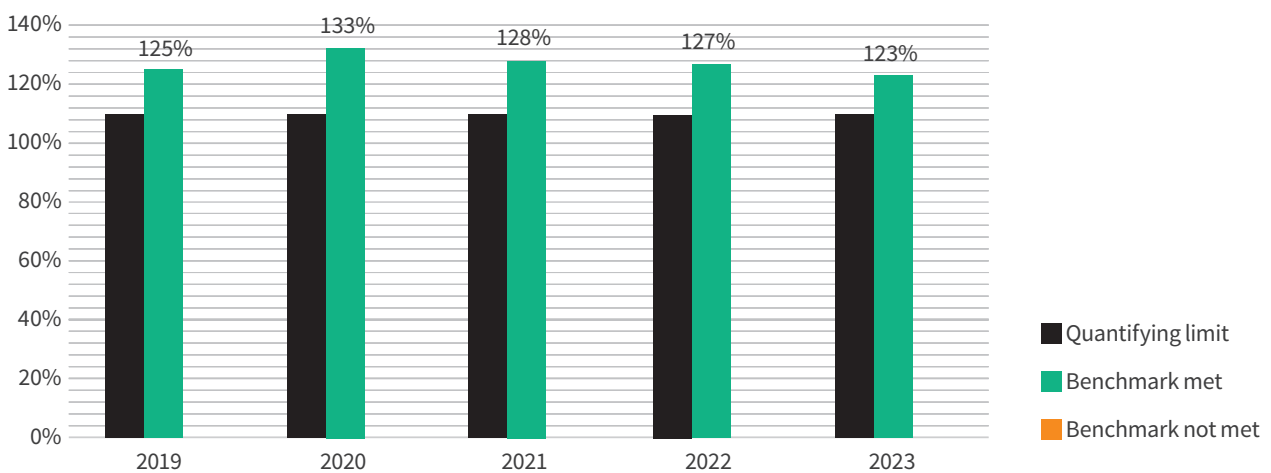
Net interest as a percentage of total revenue



Net interest as a percentage of annual rates revenue



Liquidity



Financial highlights

The Council group – The 2023 year in review

Total assets —————

\$22.1 billion

2022 \$20.4 billion

Total operating expenditure —

\$2.2 billion

2022 \$1.7 billion

Total revenue —————

\$2.7 billion

2022 \$2.0 billion

Total ratepayers funds —————

\$17.2 billion

2022 \$15.8 billion

Total liabilities —————

\$4.9 billion

2022 \$4.6 billion

Total surplus before tax —————

\$0.5 billion

2022 \$0.3 billion

Christchurch
City Council 

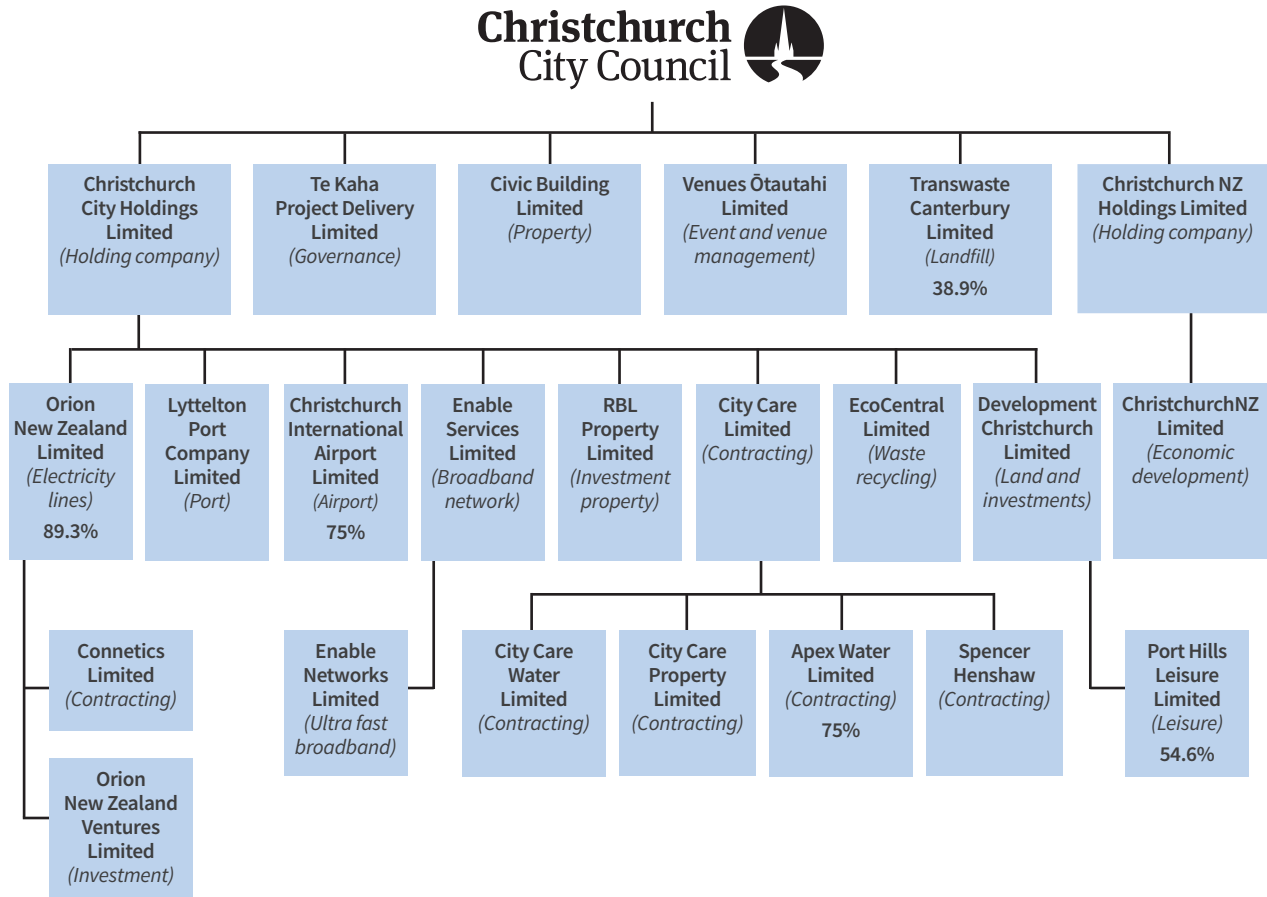
 Christchurch
City Holdings
Limited

We have a significant group of trading entities in addition to the services provided by the Council.
The majority of these trading entities are owned and monitored by Christchurch City Holdings Limited.

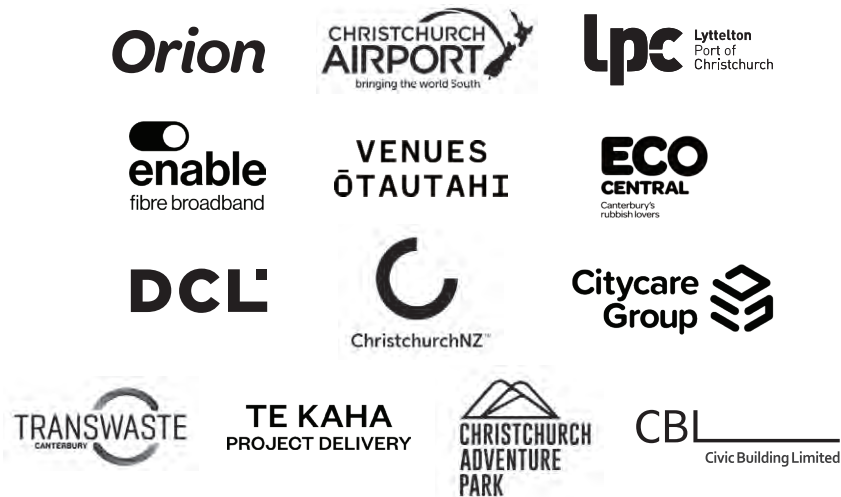
The Council group

Group structure as at 30 June 2023

100% ownership unless stated



Major direct and indirect trading and operating subsidiaries



Summary financial table

Group structure and Council Controlled Organisations

For more detail refer to individual company reports.

	Income	Net result (after tax)	
	2023 \$000	2023 \$000	2022 \$000
Orion New Zealand Ltd	322,655	21,618	35,526
Lyttelton Port Company Ltd	178,676	18,959	18,924
Christchurch International Airport Ltd	203,460	36,844	59,528
City Care Ltd	586,630	11,420	3,714
Enable Services Ltd	108,817	28,319	22,440
EcoCentral Ltd	54,835	2,120	2,327
RBL Property Ltd	881	446	376
Development Christchurch Ltd	17,614	293	3,258
Venues Ōtautahi Ltd	31,082	(3,005)	868
Civic Building Ltd	4,394	9	(93)
ChristchurchNZ Holdings Ltd	24,185	(1,799)	782
Transwaste Canterbury Ltd	63,796	15,632	16,074
Riccarton Bush Trust	933	(160)	(184)
Rod Donald Banks Peninsula Trust	156	(405)	(143)
Central Plains Water Trust	-	-	-
Te Kaha Project Delivery Ltd	623	-	-
Ōtautahi Community Housing Trust	32,126	1,056	3,547

Independent auditor's report

AUDIT NEW ZEALAND
Mana Arotake Aotearoa

To the readers of Christchurch City Council and group's summary of the annual report for the year ended 30 June 2023

The summary of the annual report was derived from the annual report of the Christchurch City Council and group (the City Council) for the year ended 30 June 2023.

The summary of the annual report comprises the following information on pages 18 to 51 and 58 to 63:

- the summary statement of financial position as at 30 June 2023;
- the summaries of the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended 30 June 2023;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary service performance information, referred to as "our activities and performance".

Opinion

In our opinion:

- the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with PBE FRS 43, *Summary Financial Statements*.

Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, is not a substitute for reading the full annual report and the auditor's report thereon.

The summary of the annual report does not reflect the effects of events that occurred subsequent to the date of our auditor's report on the full annual report.

The full annual report and our audit report thereon

We expressed an unmodified audit opinion on the information we audited in the full annual report for the year ended 30 June 2023 in our auditor's report, dated 31 October 2023.

Our auditor's report on the full annual report also includes an emphasis of matter paragraph, drawing attention to the disclosures about the Government's water services reform programme.

The Water Services Entities Act 2022, as amended by the Water Services Entities Amendment Act 2023 on 23 August 2023 and the Water Services Legislation Act 2023 on

31 August 2023, establishes ten publicly owned water services entities to carry out responsibilities for the delivery of three waters services and related assets and liabilities currently controlled by local authorities.

Water services entities' establishment dates are staggered, with all the water services entities becoming operational between 1 July 2024 and 1 July 2026.

The financial impact of the water services reform on the Council, as outlined on page 62, remains uncertain until the relevant water services entity's establishment date is known, and the allocation schedule of assets, liabilities, and other matters to be transferred is approved.

Council's responsibility for the summary of the annual report

The Council is responsible for preparing the summary of the annual report which includes preparing summary statements, in accordance with PBE FRS 43, *Summary Financial Statements*.

Auditor's responsibility

Our responsibility is to express an opinion on whether the summary of the annual report represents, fairly and consistently, the information regarding the major matters dealt with in the full annual report and whether the summary statements comply with PBE FRS 43, *Summary Financial Statements*.

Our opinion on the summary of the annual report is based on our procedures, which were carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board.

Other than in our capacity as auditor, we have no relationship with, or interests in the City Council or its subsidiaries and controlled entities.



Chantelle Gernetzky,
Audit New Zealand
On behalf of the Auditor-General
Christchurch, New Zealand
27 November 2023

Summary financial statements

Summary statement of comprehensive income For the year ended 30 June 2023

	Parent			Group	
	30 Jun 23 Actual \$000	30 Jun 23 Plan \$000	30 Jun 22 Actual (restated) \$000	30 Jun 23 Actual \$000	30 Jun 22 Actual (restated) \$000
Share of associate and JV's surplus	-	-	-	6,081	6,253
Other revenue*	1,404,070	1,255,200	1,115,457	2,670,372	2,004,384
Total revenue*	1,404,070	1,255,200	1,115,457	2,676,453	2,010,637
Finance costs	113,039	100,893	86,823	176,268	143,569
Other expenses	874,596	832,752	813,240	2,008,329	1,530,751
Total operating expenses	987,635	933,645	900,063	2,184,597	1,674,320
Surplus before income tax expense*	416,435	321,555	215,394	491,856	336,317
Income tax (credit)/expense	1,606	(2,200)	(235)	32,435	1,087
Surplus from Continuing operations*	414,830	323,755	215,629	459,421	335,230
Surplus from Discontinued operations	-	-	-	-	-
Surplus for the period*	414,830	323,755	215,629	459,421	335,230
Other comprehensive revenue and expense					
Property, plant and equipment valuation movement	732,643	344,286	1,793,489	1,011,587	2,076,491
Revaluation of carbon emissions units	-	-	-	(572)	1,035
Unrealised gains/(losses) from:					
Investment revaluation gain/(loss)	530,188	-	237,506	415	977
Cash flow hedges gain/(loss)	37,153	-	192,918	56,964	311,956
Income tax relating to components of other comprehensive revenue and expenses	-	-	(227)	(82,937)	(75,883)
Transfers and other	-	-	-	1,769	387
Total other comprehensive revenue and expense	1,299,984	344,286	2,223,686	987,226	2,314,963
Total comprehensive revenue and expense*	1,714,814	668,041	2,439,315	1,446,647	2,650,193
Surplus for the period attributable to:					
Parent entity*	414,830	323,755	215,629	447,962	316,708
Non controlling interests	-	-	-	11,459	18,522
Total surplus for the period*	414,830	323,755	215,629	459,421	335,230
Total comprehensive revenue and expenses attributable to:					
Equity holders of the parent	1,714,814	668,041	2,439,315	1,403,000	2,560,412
Non controlling interests	-	-	-	43,647	89,781
Total comprehensive revenue and expense*	1,714,814	668,041	2,439,315	1,446,647	2,650,193

* The comparative balances have been restated to reflect a correction of the prior year. Refer to Note 9: "Vested Assets in the Prior Period". For further information, please refer to the full annual report, volume 2, Note 10.1

The accompanying notes form part of and are to be read in conjunction with these financial statements.

Summary statement of financial position

As at 30 June 2023

	Parent			Group	
	30 Jun 23 Actual \$000	30 Jun 23 Plan \$000	30 Jun 22 Actual (restated) \$000	30 Jun 23 Actual \$000	30 Jun 22 Actual (restated) \$000
Assets					
Current assets	422,866	192,745	474,911	617,332	584,225
Non-current assets*	19,641,710	17,062,901	17,736,946	21,466,400	19,792,836
Total assets	20,064,576	17,255,646	18,211,857	22,083,732	20,377,061
Equity and liabilities					
Current liabilities	564,473	506,006	536,121	1,204,363	1,285,935
Non-current liabilities	1,869,823	2,122,548	1,760,269	3,663,694	3,324,616
Total liabilities	2,434,296	2,628,554	2,296,390	4,868,057	4,610,551
Net assets	17,630,280	14,627,092	15,915,467	17,215,675	15,766,510
Parent entity equity*^	5,045,581	4,825,366	4,634,407	5,958,800	5,492,071
Non controlling interest	-	-	-	465,208	429,634
Reserves^	12,584,699	9,801,726	11,281,060	10,791,667	9,844,805
Total ratepayers funds*	17,630,280	14,627,092	15,915,467	17,215,675	15,766,510

* The comparative balances have been restated to reflect a correction of the prior year. Refer to Note 9: "Vested Assets in the Prior Period". For further information, please refer to the full annual report, volume 2, Note 10.1

^ Parent entity equity and Reserves have been adjusted for a prior year correction. Refer to Note 10: "Orion Prior period adjustment in recognising asset impairment". For further information, please refer to the full annual report, volume 2, Note 10.7

The accompanying notes form part of and are to be read in conjunction with these financial statements.

Summary cash flow statement

For the year ended 30 June 2023

	Parent			Group	
	30 Jun 23 Actual \$000	30 Jun 23 Plan \$000	30 Jun 22 Actual \$000	30 Jun 23 Actual \$000	30 Jun 22 Actual \$000
Net cash provided by/(used in) operating activities	487,153	372,965	338,797	714,619	505,739
Net cash (used in)/provided by investing activities	(641,362)	(492,093)	(429,381)	(823,373)	(684,569)
Net cash provided by/(used in) financing activities	147,596	118,226	65,161	120,336	171,497
Net increase in cash and cash equivalents	(6,613)	(902)	(25,423)	11,582	(7,333)
Cash and cash equivalents at beginning of year	167,307	98,403	192,730	255,421	262,754
Cash and cash equivalents at end of year	160,694	97,501	167,307	267,003	255,421

The accompanying notes form part of and are to be read in conjunction with these financial statements.

Summary statement of changes in equity

For the year ended 30 June 2023

	Parent			Group	
	30 Jun 23 Actual \$000	30 Jun 23 Plan \$000	30 Jun 22 Actual (restated) \$000	30 Jun 23 Actual \$000	30 Jun 22 Actual (restated) \$000
Opening equity*^	15,915,467	9,133,685	13,476,152	15,766,510	13,093,759
Total comprehensive revenue and expenses attributable to:					
Parent entity equity	1,714,814	668,041	2,439,315	1,403,000	2,560,412
Non controlling interest	-	-	-	43,647	89,781
Total comprehensive revenue and expenses for the period, net of tax	1,714,814	668,041	2,439,315	1,446,647	2,650,193
Dividends	-	-	-	(7,756)	(5,013)
Other items	-	-	-	10,274	27,571
Closing equity	17,630,280	9,801,726	15,915,467	17,215,675	15,766,510

* The comparative balances have been restated to reflect a correction of the prior year. Refer to Note 9: "Vested Assets in the Prior Period". For further information, please refer to the full annual report, volume 2, Note 10.1

^ The Group Opening Equity has been adjusted for a prior year correction. Refer to Note 10: "Orion Prior period adjustment in recognising asset impairment". For further information, please refer to the full annual report, volume 2, Note 10.7

The accompanying notes form part of and are to be read in conjunction with these financial statements.

Notes to the summary financial statements for the year ended 30 June 2023

1. Accounting policies

Reporting entity

The Council (the Parent) is the Christchurch City Council and consolidated subsidiaries (Council Controlled Organisations or CCOs) are together the Group.

The Council is a territorial authority governed by the Local Government Act 2002. The consolidated entity comprises the entities listed in the Group structure section.

The primary objective of the Council is to provide goods or services for the community or for social benefit rather than to make a financial return. Accordingly, the Council has designated itself a public benefit entity (PBE) for financial reporting purposes. Council is therefore subject to policies and exemptions that may not apply to other entities in the Group. Where PBE treatment of specific issues differs from the usual treatment, this fact is noted in each policy.

The financial statements of the Council are for the year ended 30 June 2023. We prepared the summary 2023 financial report to offer an overview of our performance. The Council authorised the GM Resources / Chief Financial Officer to produce and publish the summary report on 31 October 2023. The GM Resources / Chief Financial Officer approved the summary 2023 report for issue on 20 November 2023.

The specific disclosures in the summary 2023 financial report have been extracted from the full audited 2023 financial report also dated 31 October 2023.

Plan values disclosed

The plan values shown in the financial statements represent the 2022/23 budget included in the 2022/23 Annual Plan adopted on 21 June 2022. This is consistent with the accounting policies used to prepare the financial statements.

New accounting standards and interpretations

Changes in accounting policy (kaupapahere kaute) and disclosures

Adoption of PBE FRS 48 Service Performance Reporting

This standard was issued in November 2017 and establishes requirements for PBEs to select and present service performance information. PBEs within the scope of this Standard will need to provide users with sufficient contextual information to understand why the entity exists, what it intends to achieve in broad terms over the medium to long term, and how it goes about this. And information about what the entity has done during the reporting period in working towards its broader aims and objectives. Council's service performance reporting has expanded to include the additional required information with the adoption to PBE FRS 48.

Other changes in the Group

Other comparative amounts and other information in the financial statements have been reclassified or corrected to better comply with accounting standards requirements and improve the readability of the financial statements. This includes the change in presentation of certain comparative amounts and other information in the Statement of Financial Position and Statement of Comprehensive Income along with the relevant note disclosures. Prepayments, Provisions

and Other financial liabilities have been presented as separate lines in the Statement of Financial Position. For other restatements and corrections in prior year information, refer to the full annual report, volume 2, Notes 10, 20.1 and 20.5.

A more comprehensive detail of the impact of the changes in accounting policy and disclosures is included in the full 2023 annual report.

Statement of compliance

The financial statements of the Council have been prepared in accordance with the requirements of the Local Government Act 2002: Part 6 Section 98 and Section 111, and Part 3 of Schedule 10, which includes the requirement to comply with Generally Accepted Accounting Practice in New Zealand (NZ GAAP). They comply with the Public Benefit Entity Accounting Standards (PBE Standards), and other applicable financial reporting standards, as appropriate for Tier 1 Public Sector PBEs for periods beginning on or after 1 July 2014.

The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$000). The functional currency of the Council is New Zealand dollars.

We have prepared the financial statements on the basis of historical cost, except for the revaluation of certain non-current assets and financial instruments. The accrual basis of accounting has been used unless otherwise stated.

The 2023 summary financial report complies with PBE FRS 43 - Summary Financial Statements. Please note that the information in the summary financial report does not provide as complete an understanding as the full financial report of the financial and service performance, financial position and cash flows of the Council.

2. Capital commitments

The Group has commitments to the value of \$812 million (2022: \$398 million) on capital works.

3. Contingent liabilities

These liabilities depend on other future events. For the Group, these total \$20 million (2022: \$39 million).

4. Legislative requirements

The Local Government Act 2002 (LGA) requires the board of a CCO to deliver an annual report, half year report, and a quarterly report (if requested by the shareholder) and a statement of intent to its shareholders within specified timeframes.

In 2022/23, the following CCOs were unable to meet the statutory timeframes for 30 June 2023 annual reports due to delays in its audit programme:

- Riccarton Bush Trust
- Rod Donald Banks Peninsula Trust
- Central Plains Water Trust
- Development Christchurch Limited

5. Variances against budget

Comprehensive revenue and expenses

Total revenue is \$149 million higher than budget, mainly due to the Te Kaha crown funding; NZTA funding; and other subsidies. There was also higher than budgeted development and financial contributions and vested assets from higher-than-expected subdivision volume; unplanned insurance recovery for the treatment plant fire.

Total expenses have exceeded the budget by \$54 million due to several factors. These include an increase in asset values resulting from the 2022 valuations, which in turn led to higher depreciation costs. Additionally, there were greater net losses from the sale of property, plant, and equipment (PPE) and financial instruments, driven by losses on the disposal of PPE and assets held for sale, as well as fair value adjustments for financial instruments. Furthermore, higher finance costs were incurred due to a combination of increased borrowing, primarily to fund advances to CCOs, and elevated market interest rates.

Financial position

Total assets are \$2,809 million higher than budget, mainly due to higher valuation gains on PPE, investments in subsidiaries, and derivatives; higher than expected cash and cash equivalents; and an increase in accounts receivable following the increase in revenue.

Total liabilities are \$194 million lower than budget mainly due to lower borrowing from under-delivery of debt-funded capital delivery programme; lower payables due to timing of invoicing and payment; and are partially offset by higher income in advance from prepaid inspections and rates by ratepayers.

A more comprehensive review of performance against budget is included in the full annual report.

6. Subsequent events

The parent does not have any subsequent events, however at council level, the following events have been identified:

Christchurch Adventure Park Insurance Settlement

In August 2023, the Christchurch Adventure Park, with the support of Christchurch City Holdings Limited (CCHL), negotiated a confidential insurance settlement in relation to the Port Hills Fires judgement. This is an adjusting event which has been reflected in the financial statements.

ChristchurchNZ (CNZ) Amalgamation

From 1st July 2022 CNZ adopted revised Accounting and Treasury Management policies, in anticipation of completing a shortform amalgamation of Development Christchurch Ltd (DCL) into CNZ. The Council, as shareholder, has approved the amalgamation of DCL into CNZ however the timing of the amalgamation has not been confirmed. Upon amalgamation CNZ will receive the net assets of DCL (estimated book value of \$18m) to provide the capital funding required for the operation of the Urban Development Function which is now a core component of CNZ activity.

Rod Donald Banks Peninsula Trust

The Council has confirmed its support for the Rod Donald Banks Peninsula Trust to take over the assets and responsibilities of the Little River Trail Trust. Work to progress and complete this transaction is currently under way and is expected to be complete in FY24.

7. COVID-19 Disclosure

Due to the unique circumstances that have faced New Zealand (and the world), the Council Group has continued to recover from COVID-19 and contribute to the city's economic and social recovery. Whilst the impact of COVID-19 on some of CCHL's trading entities has been significant, the wider Council Group holds a diverse group of key infrastructure assets and has the ability to balance the challenges of some of the entities in the short term, with others that have not been as adversely impacted. As Council provides a wide range of services and facilities to residents, due to the nature of these services, there have been no noticeable impacts to service delivery results due to COVID-19 lockdown.

8. Three Waters Service Delivery

The New Zealand Government is implementing a water services reform programme that is intended to ensure all New Zealanders have safe, clean and affordable water services. The Government believes this will be achieved by establishing new public entities to take on the delivery of drinking water, wastewater and stormwater services across New Zealand. The reform will be enacted by three pieces of legislation:

- The Water Services Entities Act 2022, which (as amended by the Water Services Entities Amendment Act 2023 on 23 August 2023) establishes ten publicly owned water services entities and sets out their ownership, governance and accountability arrangements. A water services entity is established (for transitional purposes) on the date on which the appointment of the entity's establishment board takes effect, and its establishment date (operational date) will be a date between 1 July 2024 and 1 July 2026.
- The Water Services Legislation Act 2023, which amended the Water Services Entities Act 2022 on 31 August 2023 to provide for the transfer of water services assets and liabilities to the water services entities.
- The Water Services Economic Efficiency and Consumer Protection Act 2023, which provides the economic regulation and consumer protection framework for water services. The consumer protection framework will come into force on 1 July 2024 and the rest of the Act came into force on 31 August 2023.

The financial impact of the water services reform on Christchurch City Council and Group remains uncertain until the allocation schedule of assets, liabilities, and other matters to be transferred is approved.

9. Vested Assets in prior period

During the financial year 22/23, Management identified land relating to the Residential Red Zone that was vested prior to 30 June 2022. This land had not previously been captured in the system. The prior year figures have been adjusted to recognise these assets at a value of \$32.1 million. This error impacted Property, Plant and Equipment and Vested Asset Revenue.

Opening balances in the Statement of Financial Position as at 1 July 22 as well as prior year balances (30 June 2022) were restated to improve year on year comparability of the financial statements. For a more detailed breakdown of this re-statement, please refer to the full annual report, volume 2, Note 10.1.

10. Orion Prior period adjustment in recognising asset impairment

During the year, CCHL consolidated a correction of a material error relating to Orion's prior year financial statements, resulting from a change in accounting treatment in the 2016 financial year. During the 2016 to 2022 financial years, customers paid capital contributions towards assets initially measured at the cost of construction. Orion impaired (in Profit or loss) the carrying value of its electricity distribution network by the amount of capital contributions received as capital contributions reduce the value of Orion's regulatory asset base, which in turn reduce Orion's future revenue from future regulatory price resets. The correct treatment should have been to reduce revaluation of assets (in Other comprehensive income).

During the year ended 31 March 2023, Orion reviewed the carrying amounts of the electricity distribution network assets to determine whether there was any indication of impairment. For the purposes of impairment, where an asset does not generate cash flows independent of other assets, Orion considers the asset as belonging to the electricity distribution network, which is a single Cash-Generating Unit (CGU) in Orion.

As the carrying amounts of electricity distribution network assets are reviewed at balance date to determine if there are any indicators of impairment for the CGU, there is no requirement to separately assess the individual components previously impaired for capital contributions and therefore no separate impairment was, or is, required. In future years, any adjustments attributable to future capital contributions will be considered within Orion's valuation cycle.

Opening balances in the CCC Group Statement of financial position and Group Statement of changes in equity as of 1 July 2021 have been restated in relation to the Orion prior period error to improve year-on-year comparability of the financial statements. The effect of the correction of errors resulted in an increase in the Group's share of opening 2021 and 2022 Retained earnings of \$23 million and a decrease in the Group's share of opening 2021 and 2022 Asset revaluation reserve of \$23 million. The effect of the correction of errors resulted in an increase in the non-controlling interest (NCI) share of opening 2021 and 2022 Retained earnings of \$3 million and a decrease in the NCI share of opening 2021 and 2022 Asset revaluation reserve of \$3 million. The combined NCI impact is net neutral and therefore has a nil impact on reported NCI amounts.

For further detail, please refer to the full annual report, volume 2, Note 10.7.

11. Citycare Purchase of Spencer Henshaw

Citycare acquired Spencer Henshaw Group, comprising Spencer Henshaw Ltd, SW Scaffolding Ltd, and Panmure Property Holdings Ltd, for \$72.3m on May 27, 2022. The acquisition enhances Citycare's position in the social housing sector, aligning with its Property Social Infrastructure strategy. Spencer Henshaw Group, a facilities maintenance service provider, strengthens Citycare's capabilities in property repair, maintenance, and upgrades for government and commercial clients.

The financial aspects include \$3.2m in acquired receivables and \$43m in goodwill, reflecting the value derived from Spencer Henshaw Group's systems, industry know-how, and market position. Additionally, \$6.8m is held in escrow for potential liabilities related to warranties, and contingent consideration of up to \$2.2m is tied to Spencer Henshaw Group's performance over three years.

Citycare incurred acquisition-related costs of \$0.2m, included in operating expenses, and received a \$56m advance from CCHL for the acquisition, repaying \$13m in August 2023. CCHL provided a guarantee of \$34m to cover Citycare's banking facilities.

The Spencer Henshaw impact on CCC results in the current year since the acquisition, is \$230m of additional revenue and \$6m of additional net profit after tax.

For further detail, please refer to the full annual report, volume 2, Note 18.3.

