

Safer Christchurch Strategy

Annual Report 2010-2011



Safer
CHRISTCHURCH

Christchurch
City Council



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Introduction

Christchurch City is located on the east coast of the South Island of New Zealand. The Māori name for Christchurch is Ōtautahi, which is derived from a Ngāi Tahu Chief, Tautahi, who built a settlement on the banks of the Ōtākaro (Avon River) that flows through Christchurch City.

In more recent times, Christchurch City Council amalgamated with the territorial local authority of Banks Peninsula District Council in March 2006. The largest settlement on Banks Peninsula is Lyttelton, a port town connected to urban Christchurch by road and rail tunnels. Christchurch now has a total land area of 141,260 hectares, about 70 percent of which is located in Banks Peninsula. The majority of the population is concentrated in urban Christchurch, and a total of 86.5 percent of Christchurch’s land area is dominated by non-urban land use.

The topography of Christchurch City comprises two distinct geological areas: the alluvial Canterbury Plains and Banks Peninsula, a volcanic formation. Christchurch is bordered by the Waimakariri district to the north, Selwyn district to the south-west and the Pacific Ocean to the east.

Christchurch City Council serves the second-largest population of any territorial local authority in New Zealand with a population in 2010 of 376,700. Christchurch’s population is less ethnically diverse than New Zealand’s population as a whole. Māori comprised 7.6 percent of the

population in March 2006, while just over three-quarters of the population identified as European and about 12 percent as New Zealander. Christchurch, like so much of New Zealand also has an ageing population.

Since September 2010, Christchurch, and indeed all of Canterbury, has experienced unprecedented loss and destruction as a result of numerous earthquakes across the region. These earthquakes have taken a huge toll on the people of Christchurch and have affected personal lives, work lives and all of our priorities in so many ways. While the Safer Christchurch Strategy, and as a result its annual report, does not specifically cover natural disasters, it would be wrong not to mention them and to include how much these events have impacted on the work of all of the Safer Christchurch partners. One positive to come out of the recent earthquakes is how they have enabled so many organisations, agencies and community groups to work together towards mutually beneficial outcomes. The work environment has significantly changed and the business delivery models that these groups have used have changed with it. This would not have been possible without the support of Government and Territorial Local Authority funding streams to community groups and service providers.

In response to the changes, the annual report is this year taking on a new format from previous years and will also include a section on the Canterbury earthquakes. A large

amount of the work reported in this annual report was completed pre-September 2010, with many of the Safer Christchurch partners only now beginning to return to a “renewed state of reality.”

The annual report continues to provide an overview of a number of the key projects worked on in the financial year to 30 June 2011, either initiated specifically under the Safer Christchurch Strategy or in related areas where signatory agencies are working. The report does not aim to document all of the outstanding work done on a day to day basis by the many agencies working within the safety environment of Christchurch.

The amazing achievements of the last year would not have been possible without the support and assistance of so many agencies, organisations and dedicated individuals. The work of Safer Christchurch really is a collaborative effort, with the strength and reach of the outcome being so much greater than the individual parts. Safer Christchurch is particularly grateful for the understanding, advice and funding from the Ministry of Justice, the Ministry of Health and ACC. We have also been very fortunate to receive support, guidance and advice throughout the year from Safe Communities Foundation New Zealand (SCFNZ) and the network of accredited Safe Communities throughout New Zealand.

Safer Christchurch Strategy

AIM

Christchurch is the safest city in New Zealand

Adopted in 2005 and then reviewed and updated in 2008, the Safer Christchurch Strategy aims to make Christchurch a safer place to live, work, play and learn, through its focus on injury prevention, road safety and crime prevention.

Goals:

1. Reduce the incidence of injury in our community.
2. Enhance safety on our roads.
3. Enhance safety from crime through preventative and supportive actions.
4. Support safety and injury prevention through collaboration and coordination.

The Safer Christchurch Strategy is overseen by the Safer Christchurch Interagency Group; whose partners represent central Government agencies and sector representatives.

The goal areas of Injury Prevention, Road Safety and Crime Prevention each have their own dedicated coordinating committee. The role of these coordinating committees is to:

- Inform the Safer Christchurch Interagency Group.
- Increase collaboration across the sector.
- Co-ordinate planning of relevant activities in line with the Safer Christchurch Strategy.

- Provide a snapshot of activity in terms of need, interventions and opportunities to help inform better funding decisions.
- Play a role in analysing hard data – qualitative and quantitative.
- Make recommendations to the Safer Christchurch Interagency Group.

It should be acknowledged that the Safer Christchurch Strategy is a city-wide strategy. It is not owned by any one organisation or agency, however Christchurch City Council does take a lead role in implementing the Safer Christchurch Strategy mandated through:

- The Local Government Act 2002.
- The Long Term Council Community Plan 2009 – 2019.
- Christchurch Community Outcomes which include; a safe city, a healthy city and an attractive and well-designed city.
- The Strengthening Communities Strategy – Goal Seven; Enhancing the safety of communities and neighbourhoods.

Safer Christchurch Interagency Group:

- ACC
- Canterbury District Health Board
- Christchurch City Council
- Police
- Deartment of Internal Affairs
- Family Sector Representative
- Healthy Christchurch
- Housing New Zealand
- Ministry of Education
- Ministry of Health
- Ministry of Justice
- Ministry of Pacific Island Affairs
- Ministry of Social development
- Family and Community Services
- Child, Youth and Family
- Work and Income
- New Zealand Fire Service
- New Zealand Transport Agency
- Te Rūnanga O Ngāi Tahu
- Department of Corrections
- Youth Sector Representative
- Older Persons Sector Representative



Goal One:

Reduce the incidence of injury in our community

Why is Injury Prevention important?

Every year more than 650,000 New Zealanders are injured in their own homes, equating to one person every 48 seconds.

Sometimes when we see statistics like this it can be hard to fully comprehend the extent of the issue. The injury statistics in this report show fatalities, overnight hospital admissions and new ACC claims, but these figures are just the very tip of the injury pyramid.

Every day there are the thousands of injuries treated and discharged without a stay from emergency departments and clinics. There are thousands of injuries treated by GPs and community nurses and even more treated at home which are never reported.

And behind every statistic is a person.

The grandmother no longer able to live in her own home, the father no longer able to work to support his family or the child no longer able to play with their brothers and sisters.

Injuries cost lives, destroy families and ruin futures. Injuries can be traumatic, debilitating events and have huge social, economic and personal costs.

This is why injury prevention is important and this is what drives us to continue.

Changes to Goal One of the Safer Christchurch Strategy

In July 2010, the Injury Prevention Co-ordinating Committee undertook a review of Goal One of the Safer Christchurch Strategy. This resulted in a request to the Safer Christchurch Interagency Group to review two of the actions.

Change Goal One/Action One

“Support and develop initiatives that prevention falls” to: “To support and develop initiatives that reduce injuries, especially in older adults.”

The Committee requested a change to this action as it felt it would be more beneficial to focus on a population group rather than a particular mode of injury. A focus on a broad population group would bring the action more into line with other actions in the Safer Christchurch Strategy which are broad in scope. It would also bring the Strategy into greater alignment with service specifications of external partners, which require injury prevention activities to target population groups with the greatest need.

It was felt that as older people are injured or die from falls at a much higher rate than other groups, falls prevention should, and would, remain an issue of focus. However, it was also noted that there are a number of well-supported falls prevention initiatives being delivered in the community. Falls prevention programmes are generally targeted at specific groups and most are accessible only through referral from a health professional or other referral criteria. This limits the avenues of support and assistance open to the Injury Prevention Committee.

The Committee felt a change of focus to injury prevention in older persons recognises that Christchurch has a large ageing population. Older people are a vulnerable sector of our community so it is appropriate to look beyond cost in money terms to cost in social terms. Changing the action would allow the committee to widen its scope of activity and have a greater ability to respond to issues that affect this growing section of our population.

The Safer Christchurch Interagency Group agreed and resolved to change Goal One/ Action One of the Safer Christchurch Strategy.

Clarify Goal One/Action Two

“Support and develop initiatives that prevent sports injuries”

The Injury Prevention Committee sought to clarify the term “sports injuries” as understood by the Interagency Group.

Previous thinking around this goal had focussed on organised team sports and in particular rugby, soccer and netball. The Injury Prevention Committee suggested the definition should be widened to include recreational activities such as those used by ACC statistics. It was felt that a broadening of the definition would enable the committee to work with a wider range of interest groups and respond to a wider range of support and collaboration requests.

The Safer Christchurch Interagency Group resolved to adopt the ACC definition for sports injuries, which includes recreational activities.

A note about statistics

Statistics enable us to track changes, identify and predict trends and make decisions based on evidence.

Statistics New Zealand launched the New Zealand Injury Information Portal in 2010. This is an online tool providing statistical information, research and access to databases all in one place. While this has been a significant step in ensuring key information is collected in a cohesive and standardised way, reporting of injury statistics continues to present challenges.

There is no one agency collating statistics for all fatalities, hospitalisations and injury treatments. Different agencies collect and present information in different ways, often using different categories and classification types. This variability is further complicated by the reliance on human judgement to classify and sort the data in its raw form, as well as delays created by the time taken to collect and report on the data.

Figures in the following section are sourced from the NIQS (National Injury Query Statistics) database which is administered by the Injury Prevention Research Unit of the Otago School of Medicine and the ACC IP Business Intelligence Team. Hospitalisation figures represent stays which are longer than 48 hours; they do not include day patients or re-admissions and count only people who usually live in the Christchurch Territorial Authority. Hospitalisation and injury claim figures are the latest available. Fatality figures are from the NIQS database which is sourced directly from the Coroners Office. Due to the processing time for coronial inquests the latest figures available are for 2007.

Injury overview

Both fatal and non-fatal injury rates for Christchurch have increased from the previous year. There was no significant increase in any one particular type of injury. Increases were fairly evenly spread across all major injury types. Men continue to injure themselves at a slightly higher rate than women, and the over 65 age group continues to appear at a disproportionately high rate in both fatal and non-fatal statistics.

Fatalities

There were 138 injury-related fatalities in Christchurch in 2007, up from 123 the previous year. The four most common causes of injury death are unchanged with falls (36 deaths), suffocation (32 deaths), motor vehicle crashes (22 deaths) and poisoning (22 deaths). Together these four categories account for 81% of all injury fatalities in 2007.

Injury-related fatalities were most common in the over 65 age group (with 48 deaths), followed by the 25-44 age group (39 deaths) and the 45-64 age group (26 deaths).

Hospitalisations

There were 4201 injury-related hospitalisations in Christchurch in 2009, up from 3937 the previous year. Falls were again the most common cause of injury, accounting for 1,906 hospitalisations, followed by poisoning with 438 hospitalisations and motor vehicle crashes (321 hospitalisations).

Injury hospitalisations were most common in the 65 plus age group with 1397. This is just under double the next nearest age group, 25 to 44 year olds, with 782 hospitalisations.

Injury claims

ACC accepted 134,729 new injury claims in 2010/11. Once again, falls were the most common cause of injury with 54,541 claims, followed by lifting/carrying/straining with 19,046 claims and struck by person/animal (13,088). In 2010/11 active ACC claims for all areas of injury in Christchurch totalled \$199,275,608.



Injury fatalities by major cause, Christchurch TLA (Source,IPRU)

Major cause	Total		
	2005	2006	2007
Fall	50	40	36
Poisoning	23	18	22
Struck by or against	5	1	1
Motor vehicle traffic	24	18	22
Cut/pierce	2	1	3
Overexertion	1	0	1
Pedal cyclist	0	0	1
Other specified	0	8	3
Machinery	1	2	1
Other land transport	2	0	3
Unspecified	1	2	1
Natural/environmental	0	2	1
Fire/hot Object/substance	1	1	5
Other transport	0	0	0
Suffocation	32	23	32
Pedestrian	0	0	0
Drowning	2	6	4
Firearm	4	1	2
Total	148	123	138

Injury hospitalisations by major cause, Christchurch TLA (Source,IPRU)

Major cause	Total		
	2007	2008	2009
Fall	1658	1799	1906
Poisoning	430	384	438
Struck by or against	334	270	315
Motor Vehicle Traffic	319	321	324
Cut/pierce	292	303	261
Overexertion	215	166	199
Pedal cyclist	146	118	129
Other Specified	170	174	186
Machinery	96	77	65
Other land transport	78	67	63
Unspecified	68	86	103
Natural/environmental	64	85	84
Fire/hot object/substance	57	40	73
Other transport	22	12	16
Suffocation	20	10	15
Pedestrian	13	16	17
Drowning	6	7	3
Firearm	4	2	4
Total	3992	3937	4201

New ACC Injury Claims by Major Cause, Christchurch TLA (source, ACC IP Business intelligence Team)

	2008/09	2009/10	2010/11
Falls	54 710	53 524	54 541
Lifting/Carry/Strain	24 323	21 573	19 046
Struck by Person/Animal	12 695	12 661	12 544
Collision/Knocked by Object	16 873	16 137	12 544
Twisting movement	7 492	7 229	7 281
Other	11 412	7 486	6 079
Object Coming Loose/Shifting	4 765	4 010	5 704
Struck by Held Tool	1 698	2 909	2 471
Exposure to Elements	27	36	2 470
Puncture	987	995	2 446
Pushed or Pulled	2 599	2 646	2 165
Actions at work	1 303	1 042	1 626
Loss Control of Vehicle	1 474	946	1 216
Loss of Hold	1 240	808	891
Medical Treatment	499	374	448
Collapse/Overturn/Inundation	271	308	345
Swerve/Evasive Action	123	92	344
Burst/Break/Distortion	174	207	288
Lurch/Jerk in Vehicle	382	383	287

	2008/09	2009/10	2010/11
Inadvertent Machine/Vehicle Movement	451	160	224
Fire	200	221	205
Boiling (violent, inadvertent)	105	160	195
Flooding/Overflow Liquid	208	250	164
Driving into Hole/Object	43	56	110
Collapse of Stack/Goods	206	83	105
Skid	92	73	83
Unknown	97	69	68
Explosion/Blast/Implosion	52	53	67
Electrical Shock	58	48	55
Shooting	34	31	40
Ingestion of Fungi	37	25	34
Mechanical Malfunction	34	24	28
Unclear Fire/Explosion	15	15	26
Recoil/Ejection	75	24	24
Criminal	51	18	12
Folding/Collapse	9	7	9
Total	144 868	134 883	134 729

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
Safekids Motor vehicle injuries	Correct use and fitting of child restraints. Normalising the use of booster seats for children aged five to 10 years.	Children under 148 cm tall and their parents.	2010/11	Booster seats have been made a priority item in the NZTA Safer Journeys Road Safety Strategy. Finalist in the TVNZ Marketing Awards 2011.	ACC Plunket NZTA
Safekids Be Sharp! Preventing cutting and piercing injuries	Prevention of cutting and piercing injuries around the home and in public places through the use of safety glass and glass clean ups.	Children under 14 and their parents. People building and renovating. Schools.	2010/11	Awareness of glass safety around the home and when building and renovating.	ACC GANZ (Glass Association New Zealand) Sir Peter Blake Trust
Safekids Preventing driveway run overs	Injuries and fatalities of children caused by cars reversing in driveways.	Drivers of all models of vehicles.	2011/12	Warning signs developed. Driveway Run Over display kits developed and produced for local communities.	ACC Plunket NZTA
Safekids Hot water burns like fire	Prevention of burn injuries from hot drinks and water.	Children under five years and their parents.	2011/12	Safer Homes Burns Prevention flip chart and practitioners kit developed and distributed.	ACC Burns Support Group Charitable Trust
Water Safety New Zealand	Preventing injury and drowning through water safety education.	General population	Ongoing	Co-ordinating water safety education in New Zealand.	34 member organisations
Child and Youth Mortality Review Group	Reviews deaths of all children and young people aged 28 days to 24 years.	General population. Health Professionals.	Ongoing	Raising awareness of issues and themes nationally and regionally for children and youth.	Health Quality and Safety Commission

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
B4 School Check Height certificates with a booster seat message	Children staying in booster seats for longer.	Parents and children having final Well Child Check before turning five years old and starting school	September 2010-September 2011	Every child in Christchurch who attends a B4 School Check is given a certificate recording their height and featuring reminder to stay in their booster seat until 148cm tall. A total of 5000 certificates were delivered to Christchurch nurses in September 2010.	CCC B4 School Check Well Child nurses Safekids
Summer Safety Pack	Injury prevention while on holiday.	Campers at Spencer Park	December-2010-February 2011	Raising awareness of injury and personal safety issues over the summer holiday period. A total of 800 packs were distributed.	CCC, ACC, Water Safety NZ, St John, Plunket, Spencer Beach Holiday Park, ALAC, New Zealand Fire Service, Surf Life Saving New Zealand
Presbyterian Support Modified Tai Chi Groups	Falls prevention in older adults.	Older Adults aged 65 + (55+ if Maori or Pacific) living in the community	Ongoing	Community based Tai Chi classes using a specific set of Tai Chi exercises which focus on building strength and balance. 20 week introductory programme. Ongoing maintenance classes.	ACC
Presbyterian Support Stay on your Feet	Falls prevention in older adults.	Older Adults aged 65 + (55 + if Maori or Pacific)	Ongoing	Falls prevention programme delivered by trained volunteers in individuals homes. Six month programme including five home visits.	ACC
Kia Piki o te Ora	All age suicide prevention project.	Maori of all ages in the Ngāi Tahu rohe	Ongoing	Promotion and subsidising of ASIST training for youth workers and community-based workers. June 15-16 2011 Supporting stress and resiliency workshops.	Lifeline, Waimakiriri District Council
Healthy Christchurch Healthy Christchurch Charter	Fostering collaboration between all sectors and groups to create a healthy city.	All of Christchurch	Ongoing	Currently approximately 200 Charter signatories, ranging from Government agencies, businesses, voluntary sector groups, networks and residents associations.	CDHB, MoH, Ecan, New Zealand Police, Pegasus Health, Partnership Health
ACC Construction Industry Health and Safety talks	Health and safety training for those new to the construction industry.	Apprentice trades people attending CPIT and SIT	Three months	Provides operational understanding of health and safety guidelines for apprentices entering the construction industry.	SIT, CPIT, ACC

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
ACC Falls Programmes	Falls prevention in older adults.	Older Adults aged 65+ (55+ if Maori or Pacific) living in the community	Ongoing	Stay on Your Feet and Modified Tai Chi classes delivered through a variety of providers.	ACC, Presbyterian Support, other Tai Chi providers
ACC Vitamin D	Falls prevention in older adults.	Older Adults aged 65+ (55+ if Maori or Pacific) living in residential care.	Ongoing	Provides free Vitamin D supplements to people living in residential care facilities.	CDHB, Residential Care Homes, GPs
ACC Injury Prevention Services	Supporting and developing the health the safety culture of businesses.	Employers in Canterbury	Ongoing	ACC Injury Prevention Management Consultants provide support and advice to businesses to utilise ACC resources and develop their own to enhance the safety culture of their organisation.	Christchurch Employers, Injury Prevention Practitioners
Age Concern International Older Persons Day Health, Safety and Wellbeing Expo	A public expo of numerous services available to older persons.	Older adults	Ongoing	Provides older adults access to information and services about health, safety and wellbeing. The event provides an atrium for entertainment, a theatre for presenting speakers, a large exhibition area and plenty of outdoor space for activities. In 2010 this event attracted over 2000 people. The injury prevention focus for this event was home safety. ACC home safety checklists and other resources were distributed and a skill draw for a home safety prize pack was offered.	Age Concern, More Mobility, EQC/Fletchers, Alzheimers Canterbury, Safer Christchurch, Work and Income, Civil Defence Emergency Management, New Zealand Fire Service, Community Energy Action Centre, Diabetes Society, Christchurch City Council Units, Epilepsy NZ, Caring for Carers, Canterbury Police, Mens Sheds, Neighbourhood Support Canterbury
Age Concern distribution of “life tubes”	Provides key personal information at time of medical emergency.	Older Adults	Ongoing	Approximately 3000 life tubes have been distributed. The life tubes provide important personal information about the older person that can be used in the event of a medical emergency.	Age Concern

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
Crime Prevention Co-ordinating Committee Mall Safety Accreditation Project	Safety from crime and the perception of crime in shopping malls. Integration of IPTED (Injury Prevention Through Enviromental Design) principles.	Members of the public who visit shopping malls.	Ongoing	Pilot CPTED assessment of The Palms Shopping Centre completed with IPTED integrated into the assessment criteria. Recommendations presented to the Palms. Presentation of Safety Award.	CCC New Zealand Police New Zealand Fire Service Neighbourhood Support Mall Consultant The Palms Shopping Centre
St John Safe Kids	Empowering school age children to know how to act in an emergency.	Pre-school to year eight children.	Ongoing Since 1991	Equips children to cope in an emergency, how and when to call an ambulance, understanding St John and the skills to identify and help in an emergency situation. This programme has helped children as young as five to know how to call an ambulance.	Funding from community donations, general donations, sponsorships, grants and bequests which assist with non-ambulance services in our local communities.
St John First Aid Training	Learning lifesaving skills and knowledge in a day.	13 years and over.	Ongoing Since 1885	One-day course to learn how to respond to and manage trauma and medical situations by providing first aid.	Revenue from this activity helps reduce shortfall in ambulance funding.
St John Medical Alarms	Individuals needing extra support at home because of a medical condition.	People aged 65 + and younger people with disabilities.	Ongoing Since 2002	One touch button alarm alerts St John to provide assistance. The most preferred medical alarm by users and their GPs.	Revenue from this activity helps reduce shortfall in ambulance funding.
St John Youth Programme	Involving young people in programmes which encourage learning of lifesaving and lifestyle skills.	Young people - eight to 18 years.	Ongoing Since 1927	Approximately 420 cadets and 30 youth leaders throughout the Christchurch district.	Funding from community donations, general donations, sponsorships, grants and bequests which assist with non-ambulance services in our local communities.
St John Caring Caller	Social isolation of housebound individuals.	Older people 50 to 90 + years.	Ongoing Since 2001	Daily phone contact for housebound people to check on their welfare. 50% increase in this service in the last nine months.	Funding from community donations, general donations, sponsorships, grants and bequests which assist with non-ambulance services in our local communities.

Goal Two;

Enhance safety on our roads

Why is this important?

The invention of motorised transport brought incredible social and economic benefits to humanity, but came at a very high cost in terms of human suffering arising from vehicle crashes. Since the 1970s when the road toll peaked in New Zealand, we have made good progress in reducing road trauma, but we continue to lag behind comparable countries. In 2010, the New Zealand Government introduced a “safe system” approach to road safety, requiring Government agencies and local authorities to help create safe roads and roadsides, and to foster safe speeds, safe vehicles and safe road use.

The Christchurch Road Safety Coordinating Committee has for more than two decades been working to encourage safe road use in Christchurch. During this period the Committee has been encouraging local road users to be skilled and competent, alert and unimpaired, to know and comply with the road rules and to take steps to improve their own safety and the safety of others on the road, particularly vulnerable road users such as pedestrians, cyclists and motorcyclists. The Christchurch earthquakes clearly disrupted the planned programme of activities to foster safe road use in 2010-11, but also provided opportunities to get across road safety messages in the context of damaged roads and disrupted lives. This was at a time when people were particularly receptive to receiving and responding to safety information.



Serious and fatal road crashes in Christchurch 2000 - 2010

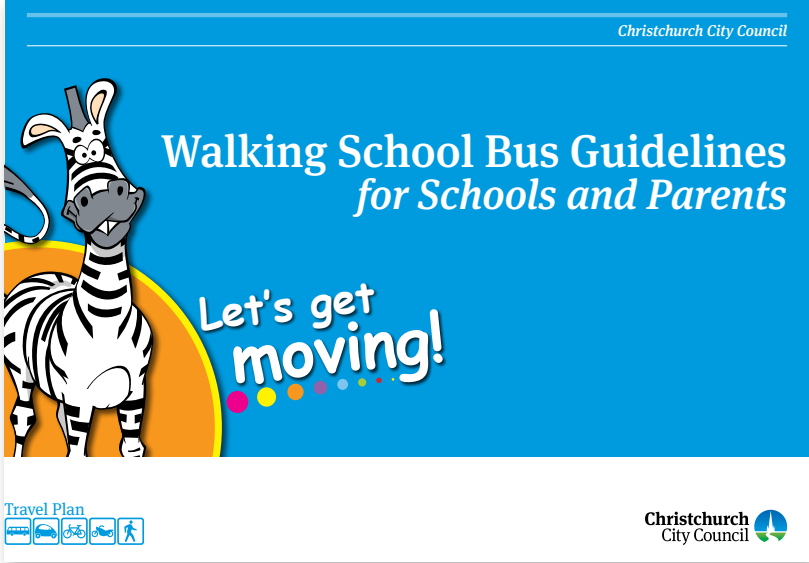
Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Total
Fatal	15	14	16	14	10	14	10	12	16	11	15	147
Serious	112	146	137	147	125	160	159	205	202	165	207	1765
Total	127	160	153	161	135	174	169	217	218	176	222	1912

Statistics provided by the New Zealand Transport Agency

Serious and fatal road crashes at Christchurch intersections 2000 - 2010

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Total
Fatal	5	7	6	6	5	7	5	6	5	4	9	65
Serious	52	73	69	78	62	89	82	108	93	83	112	901
Total	57	80	75	84	67	96	87	114	98	87	121	966

Statistics provided by the New Zealand Transport Agency



Serious and fatal road crashes involving pedestrians (including those using wheelchairs and mobility scooters) in Christchurch 2000 - 2010

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Total
Fatal	1	6	4	4	2	1	5	3	6	1	2	35
Serious	23	20	23	34	28	26	29	34	32	29	38	316
Total	24	26	27	38	30	27	34	37	38	30	40	349

Statistics provided by the New Zealand Transport Agency

Serious and fatal road crashes involving cyclists in Christchurch 2000 - 2010

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Total
Fatal	1	1	2	0	2	1	0	2	0	1	2	12
Serious	13	28	29	20	20	23	23	40	37	29	42	304
Total	14	29	31	20	22	24	23	42	37	30	44	316

Statistics provided by the New Zealand Transport Agency

Serious and fatal road crashes involving alcohol in Christchurch 2000 - 2010

Year	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Total
Fatal	4	4	6	4	5	4	0	5	4	2	4	42
Serious	24	25	23	20	21	28	22	27	38	20	20	268
Total	28	29	29	24	26	32	22	32	42	22	24	310

Statistics provided by the New Zealand Transport Agency

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
CCC City Environment Group Education Team (Road Safety Coordinators)	Earthquake related road safety for: drivers, motorcyclists, cyclists, and pedestrians.	All road users.	May to August 2011	Targeted distribution of 22,500 Earthquake Road Safety Booklets through major shopping malls, medical centres, insurance offices, vehicle testing and repair businesses, schools, hire car companies, and the Christchurch International Airport Company. Supported by daily broadcasts of road safety messages on drive time radio. Distribution of cycle spoke reflectors to cycle shops and directly to the public to increase visibility of cyclists, particularly from side on. The booklet replaced a number of road safety initiatives that could not be delivered as planned because of the 22 February 2011 earthquake and its aftershocks. The largest of these was the planned programme to address failing to give way at intersections.	Police Transport engineers
CCC City Environment Group Education Team (Road Safety Coordinators)	Safe walking and cycling for school children.	Primary school children.	July 2010 to June 2011	Distribution of safety equipment, such as colourful child size umbrellas, child size safety bibs and fluorescent bag tags for children travelling to school by walking or by school bus.	Schools
CCC City Environment Group Education Team (Road Safety Coordinators)	Road safety for learner drivers.	Drivers on learner and restricted licenses.	June to August 2011	Research project to inform ongoing education programme to address road safety issues for learner drivers.	
CCC City Environment Group Education Team (Road Safety Coordinators)	Driver distractions.	Drivers.	June to August 2011	Research project to inform ongoing education programme to address distracted driving.	
CCC City Environment Group Education Team (Road Safety Coordinators)	Alcohol and speed issues among young drivers.	Secondary school students.	In development	Repositioning of the Crash Bash programme, utilising performance to deliver peer education to address issues around youth driving and the decisions and choices they have to make.	NASDA, CPIT Christchurch Secondary Schools
CCC City Environment Group Education Team (Road Safety Coordinators)	Road safety for motorcyclists.	Motorcycle and moped riders.	November to June 2010	<ul style="list-style-type: none">Billboard campaign targeted at motorists to take a second look for motorcyclists, supported by radio advertising with similar messaging.Distribution of information leaflets to moped riders at Police checkpoints (programme shortened because of Police availability after 22 February earthquake)Subsidy of courses delivered by professional motorcycle trainers with endorsements.	ACC Police Motorcycle trainers

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
International Older Persons Day Health, Safety and Wellbeing Expo – Age Concern	A public expo of numerous services available to older persons.	Older adults.	Several years	<p>This expo provides the opportunity for older adults to access information and services on the subject of health, safety and wellbeing. The event provides an atrium for entertainment, a theatre for presenting speakers, a large exhibition area and plenty of outdoor space for activities. In 2010 this event attracted more than 2000 people.</p> <p>This year the road safety team targeted older adults and driving with their grandchildren.</p>	Age Concern, More Mobility, EQC/Fletchers, Alzheimers Canterbury, Safer Christchurch, Work and Income, Civil Defence Emergency Management, NZ Fire Service, Community Energy Action Centre, Diabetes Society, Christchurch City Council Units, Epilepsy NZ, Caring for Carers, Canterbury Police, Mens Sheds, Neighbourhood Support Canterbury
Confident Driving Course - Age Concern	Education and upskilling of driving ability for older adults.	Older adults.	Several years	<ul style="list-style-type: none"> The course aims to ensure that mature drivers (55+) maintain their confidence while driving by highlighting changing traffic situations, identifying hazards, the impact of the ageing process and the importance of planning trips. It is a great opportunity to increase their knowledge of recent changes to road safety legislation and to ask questions about everyday driving situations. The course also provides valuable insight into life without a licence for those who find they are no longer able to drive. 	Age Concern, Police
Motorcycle Training-Spring Clean Project	Increase in motorcycle skills levels for motorcycle riders.	Motorcycle riders in Canterbury.	Three months		ECan, CCC, ACC, Police, Mainland motorcycles
Ongoing Motorcycle Training	Increase in motorcycle skills levels for motorcycle riders.	Motorcycle riders in Canterbury.	All year		ECan, CCC, ACC, Police, Mainland motorcycles
Novice Driver Programme	Promote extended, structured practice for learner drivers.	All learner drivers in Canterbury.	All year		ACC, All Canterbury TLAs via Road Safety Co-ordinators, ECan

Goal Three:

Enhance safety from crime through preventative and supportive actions

Why is this important?

Crime is costly to individual victims and society as a whole. Criminal offending in New Zealand is closely linked to indicators of disadvantage, such as low income, family dysfunction, low educational attainment and substance abuse. These issues are complex and require cross-agency intervention strategies. Official crime rates provide some reflection of levels of reported crime in communities, which are often a reflection of levels of community cohesion and social health.

How are we doing in Christchurch?

The September 2010 and February 2011 earthquakes have led to a refocus of Safer Christchurch’s efforts. Some programmes have been interrupted and are progressively beginning again, including the Mall Safety Accreditation Project and the Migrant Taxi Driver Safety Training programme.

Despite the devastation caused by the earthquakes, it is pleasing that most categories of crime have since fallen significantly. Recently released Police statistics show that total crime in the Canterbury Police District has fallen dramatically in the last 12 months to a record low level in 16 years. Annual recorded crime figures indicate a total of 45,904 offences were recorded in Canterbury for the year ending 30 June 2011, a decrease of 14.6 percent on the previous year. On a per head of population basis, recorded crime fell by 15.6 percent – from 965.1 per 10,000 people to 814.5 per 10,000 people.

While recorded crime fell in most policing districts across New Zealand, the reduction in Canterbury was the largest for all districts in the past 12 months. This is a result of the major earthquakes, with crime falling most sharply after February. It is noticeable that family violence levels were unchanged, as international research had suggested a spike in family violence could be expected from six months after a major natural disaster.

Christchurch City Council’s Safer Christchurch Team has focused on three priority areas following the earthquakes. These are:

- Community reassurance,
- Crime Prevention Through Environmental Design (CPTED), and
- Alcohol issues.

Community reassurance actions will remain important for at least the coming year, as the people of Christchurch rebuild their lives, their homes and their city. The Police are taking a lead role in providing more Police Officers to patrol communities and Neighbourhood Policing Teams. The Safer Christchurch partner organisations are exploring ways in which they can work together to provide other supportive initiatives. Christchurch City Council’s Safe City Officers are carrying out daily patrols in quake-damaged suburbs, offering support and assistance.

Crime Prevention Through Environmental Design is a crime prevention tool that improves the safety and perception of safety through effective and well-designed public and private spaces. The rebuild of Christchurch offers a unique opportunity to use CPTED to design out crime and to design in safety, and the Council’s Safer Christchurch Team is well advanced in working towards this goal. Funding from the Ministry of Justice has been obtained to support CPTED in the central city rebuild and additional funding is provided within the Draft Central City Plan for this purpose.

Alcohol issues have re-emerged post earthquake. Alcohol-related crime and violence has moved from the central city, to emerge in suburban locations, especially in the west of the city. Although alcohol-related harm is lower than pre-earthquake levels, new alcohol bans have been introduced in Ilam / Riccarton, Papanui and Merivale to respond to issues there.

According to international post-disaster experiences, a rise in family violence usually follows a major disaster. This has yet to appear in Christchurch, but government agencies and social services have formed strong co-operative groups to ensure they are well prepared to support families who experience family violence in the months and years ahead.



Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
Christchurch City Council					
Mall Safety Accreditation Project Crime Prevention Coordinating Committee	Safety from crime and the perception of crime in shopping malls.	Members of the public who visit shopping malls.	Ongoing	Pilot CPTED assessment of The Palms Shopping Centre completed. Recommendations presented to the Palms. Presentation of Safety Award.	Christchurch City Council New Zealand Police New Zealand Fire Service Neighbourhood Support Mall Consultant The Palms Shopping Centre
Community Reassurance Patrols Safe City Officer Programme	Providing a reassuring presence in earthquake-damaged suburbs.	Residents in these suburbs.	March 2011 to present	Vehicle and foot patrols provided five days per week. High levels of interaction with residents. Assistance given to many residents. Empty properties checked.	Christchurch City Council New Zealand Police New Zealand Fire Service
Youth Workers Project	Actively promoting a decrease in violent and criminal behaviour in young people.	Youth referred by the Police youth aid section.	Ongoing	Supporting and role modelling to individual young people to participate in positive activities and programmes. Weekend patrols searching for youth at risk.	New Zealand Police
Graffiti Office	Various programmes to address graffiti issues in Christchurch City.	Graffiti offenders and community.	Since 2008	Restorative Justice – work with referred clients to assist in graffiti clean up and establish a path for non offending. Volunteer co ordination – identify, upskill and co-ordinate community volunteers to take ownership of graffiti in their own areas. Database – collect, store, collate and report on graffiti data across the city. Education – various public and private events to raise awareness of graffiti eradication strategies. Clean up – work closely with CCC contractor to ensure efficient clean up of graffiti across the city. Project Legit – fund programme to use art tutors as an alternative to graffiti vandalism. City-wide scan – joint project between CCC, Police and Fire to count every publicly-seen tag in Christchurch over a two week period. This information was then loaded with GPS coordinates to map the worst areas. This project was 95% complete when it was interrupted by the 22 February earthquake.	New Zealand Police New Zealand Fire Service Probation Service Resene Paints Bunnings Orion

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
CCTV	Inner city crime.	Inner city users.	Ongoing	Up until 22 February, 68, CCTV cameras were operating in the inner city to assist Police in their ability to proactively respond to crime issues. These cameras are monitored by sworn and non-sworn police staff from a specifically designed room at the Central Police Station. Post 22 February a number of these cameras have been either damaged or moved.	New Zealand Police
Christchurch CBD Alcohol Accord Safer Christchurch Interagency Group	Alcohol related harm associated with licensed premises.	People who socialise in the central city at night.	Ongoing	3 am One Way Door contributing to reduction in violence.	Central city licensees HANZ CCC Police Fire Service CDHB
Security Providers Accreditation Alcohol Accord	Raising the standard of bar door staff to improve public safety.	Security companies. Bars employing their own door staff.	Ongoing	Establishment of minimum proficiency standards. Training and accrediting door staff.	Alcohol Accord Community Violence Reduction Team CCC Police Fire Service

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
Christchurch City Mission					
Calming and de-escalation training. Christchurch City Mission	Assault/abuse elimination.	Community, clients, staff and volunteers.	Ongoing	All staff and volunteers who have client contact need to complete a day's training programme on calming and de-escalation techniques.	New Zealand HealthCare
Child paramountcy Christchurch City Mission	Elimination of potential child abuse.	Clients and their families.	Ongoing	Appointment of a Child Welfare Officer at the Mission. Ongoing awareness programmes implemented highlighting potential areas for child abuse. All staff at the Mission have attended.	Child, Youth and Family New Zealand Police
Video surveillance Christchurch City Mission	Theft/assault reduction.	Community, clients and staff.	Ongoing	Surveillance cameras installed around the Mission to monitor activities. Effective preventative tool. One theft offender caught using surveillance.	SUB 5 Security
Emergency contact tree implemented. Christchurch City Mission	Emergency/crisis management.	Staff	Ongoing	Staff cell phone numbers recorded and available to all management. Used during recent earthquakes and snow.	
New Christchurch City Mission building being built in Hereford Street. Christchurch City Mission	Assault/theft reduction.	Community, clients, staff and volunteers.	July 2012 onwards Completion July 2012.	Designed so there are no isolated areas and well lit areas reducing potential for congregation of clients drinking and using drugs.	Architects New Zealand Police

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners
New Zealand Fire Service					
Police/Fire Liaison New Zealand Fire Service	Arson reduction.	Arsonists	Ongoing	Arson arrests. Police CIB training in arson. Co-operation arson scenes. Police sharing of suspect details.	New Zealand Police
Fire Awareness and Intervention Programme. NZ Fire Service	Juvenile fire play. Juvenile Fire Setting.	Juvenile fire setters	Ongoing	A total of 150 children and young persons received one on one attention. Over 90% non-recidivist	New Zealand Police Child Youth and Family Ministry of Education Individual schools Social agencies
NZ Fire Service - Be Firewise programme. New Zealand Fire Service	Fire Safety programmes for pre-school, primary and secondary school students.	Children	Ongoing	Resources supplied to all schools in the city. Pre-school resources supplied on demand. Programme designed at: Year One and Two Year Eight Year 12 and 13	Ministry of Education
Service Club presentations New Zealand Fire Service	Fire Safety in the home and Home Escape Plans.	General population	Ongoing	10 average per year. Audience average 40.	Probus Club Lions Club Masonic Lodge Church groups
Home fire Safety checks and smoke alarm installation. New Zealand Fire Service	Firefighters in the home assisting with fire safety and supplying free and installing a 10-year smoke detector.	General Population	2010 Ongoing	300 home visits in city.	Referrals from Social Agencies
Prisoner pre-release courses Corrections Dept	Carried out with small groups at Canterbury prisons.	Prison inmates	2007 ongoing	Three to six presentations per year. Anecdotal feedback positive.	New Zealand Fire Service
Evacuation scheme assistance and guidance. Christchurch City Council	Commercial and Industrial buildings required to have registered evacuation schemes.	Commercial and Industrial building owners/occupiers	Ongoing	Fire risk management staff assist with requirements. Operational staff assist at Trial Evacuations.	New Zealand Fire Service
Assessment and approval of fire design in buildings. Christchurch City Council	New and proposed industrial/commercial buildings - fire design.	Property developers Architects Private Fire Engineers	Ongoing	Fire Engineers review design. Two Fire Engineers working in Christchurch from 2011.	Department of Building and Housing New Zealand Fire Service

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners Neighbourhood Support Canterbury
Neighbourhood Support Canterbury					
Community Reporting. Neighbourhood Support.	Crime reduction through provision of crime statistics.	All Neighbourhood Support Groups (NSGs).	Ongoing	Police sharing of crime suspects' details, flow of information from NSGs.	New Zealand Police
Home and Personal Safety Seminars. Age Concern.	Home and Personal Safety for over 65s – full day course.	Elderly not living in care.	Ongoing	20 courses run annually, with 10-50 participants, Neighbours helping Neighbours focus, forming Neighbourhood Support Groups.	New Zealand Police Civil Defence New Zealand Fire Service
Area Coordinators. Neighbourhood Support.	Recruiting and selecting Area Co-ordinators.	Existing Street Co-ordinators.	Ongoing	Area Co-ordinators provide a link between NSC and street group Co-ordinators, numbers increasing on a monthly basis.	Public
Service Clubs and Community Board presentations. Neighbourhood Support.	Neighbourhood Support values.	General population.	Ongoing	15 on average per year.	Community Boards Lions Club Church Groups Residents Associations Various Community Groups
Web-based information tool Neighbourhood Support	Transferring NSC information base from computer based to web-based, easier access for emergency services in times of disaster.	General population.	Ongoing Ongoing	The number of Groups transferring information to the new system is increasing each month.	Existing Neighbourhood Support Groups. General public setting up new groups.
Eye on Community Magazine. Neighbourhood Support.	Publication of magazine.	Neighbourhood Support Groups.	Ongoing	Approximately 3,000 EOCs are posted three to four times per year to existing NSGs, others are distributed through CCC libraries and similar venues.	Eye on Crime, Trading as Eye on Communities
Junior Neighbourhood Support.	Rewarding positive behavior and initiatives.	School children aged 5 - 12.	Ongoing	Co-ordinator speaks in classrooms and/or syndicate assemblies and whole school assemblies at 12 schools.	New Zealand Police New Zealand Fire Service Civil Defence St John RSPCA

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners Neighbourhood Support Canterbury
New Zealand Police					
Prevention First New Zealand Police	Crime prevention, increased visibility and community reassurance through more sworn Police staff on frontline.	General public.	Ongoing	Refocus of patrolling techniques through a new Information Hub, a proposal for a sixth and seventh Group Section and two new Neighbourhood Policing Teams.	New Zealand Fire Service Christchurch City Council
Community Justice Panel New Zealand Police	Alternative resolutions process.	Minor offenders.	Pilot	Programme extended to other parts of Christchurch after successful completion of pilot.	Law Society Ministry of Justice Nga Hau E Wha Marae Christchurch City Council
Family Safety Team New Zealand Police	Ensuring the safety of families involved in high-risk family violence cases.	Up to 45 high-risk families.	Ongoing	Programme ensures information is shared between agencies. Co-ordination of responses to ensure family safety.	Battered Women's Trust Family Violence Roundtable Other specialist social service providers
PARS					
Prisoner Release Support PARS	Community based reintegration for released prisoners.	Released prisoners and their family / whanau.	On-going	Assistance with reintegration based on: •Finding suitable accommodation. •Assistance with finances, including sourcing appropriate benefits. •Maintaining relationships. •Community support. •Employment. •Achieving appropriate post-release healthcare. •Prevention of victim-related issues.	Department of Corrections
Victim Support					
Serious Crime and Trauma Support Victim Support	Support to individuals, families, groups following incidents of serious crime and trauma.	Victims aged 16+ years.	Ongoing	Victims of crime and trauma are aware of their rights and provided with information, emotional, personal advocacy and practical support.	New Zealand Police
Suicide Bereavement Support Victim Support	Support to Families/ whanau bereaved by suicide.	Families/whanau, discoverers, aged 16 + years.	Ongoing	The Bereavement Service was established to focus on postvention support work with families, whanau, friends and significant others connected with those who have completed suicide.	Ministry of Health New Zealand Police

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners Neighbourhood Support Canterbury
Christchurch Women's Refuge					
Domestic Violence Education – Women Christchurch Women's Refuge	Education and support for women experiencing family violence.	Women and children experiencing family violence	Ongoing	There were a total of 1,015 community clients in the 2010/11 year; 249 of these were women new to our service. Christchurch Women's Refuge is Ministry of Justice approved to provide 10-week education programmes, which form a large part of our education service.	Ministry of Justice
Domestic Violence Education – Children Christchurch Women's Refuge	Education and support for children experiencing family violence.	Women and children experiencing family violence.	Ongoing	There were a total of 1,015 community clients in the 2010/11 year; 303 of these were children new to our service. Christchurch Women's Refuge is Ministry of Justice approved to provide 10-week education programmes, which form a large part of our education service.	Ministry of Justice
Young Women's Programme Christchurch Women's Refuge	Education and support for young women aged 18-25.	Young women experiencing family violence.	Piloted in term 2, 2011. Ongoing	Piloted to better serve young women. This initial group proved very popular and addressed a trend of a greater number of younger women accessing our service in the past year. Christchurch Women's Refuge is Ministry of Justice approved to provide 10-week education programmes, which form a large part of our education service.	Ministry of Justice
Rural Outreach Christchurch Women's Refuge	Service to rural communities.	Rural women and children experiencing family violence. Banks Peninsula is included in rural outreach.	Ongoing	A total of 293 outreach clients in the 2010/11 year.	
Crisis Telephone Support Christchurch Women's Refuge	24-hour support to all New Zealanders with family violence concerns.	Anyone experiencing or concerned about family violence.	Ongoing	A total of 3497 calls received 2010/11 year.	

Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners Neighbourhood Support Canterbury
Emergency Safe House Accommodation Christchurch Women's Refuge	24-hour emergency accommodation for women and children experiencing family violence.	Victims of family violence whose immediate safety is compromised.	Ongoing	A total of 130 residents in 2010/11.	
Family Violence Inter Agency Response Services (FVIARS) Christchurch Women's Refuge	A joint initiative that sees New Zealand Police work with service agencies to prevent family violence.	Women and children who are named on police reports as victims of family violence.	Ongoing	Christchurch Women's Refuge responds to police reports of family violence (POL 400s) every other month (in rotation with BWT). Māori clients are referred to Ōtautahi if they wish to access a culture-based service. A total of 2,479 POL 400s and 98 Police Safety Orders (PSOs) received in 2010/2011 year.	New Zealand Police Battered Women's Trust (BWT) Ōtautahi Women's Refuge Child, Youth and Family
Right Service, Right Time Canterbury Social Service Providers Association	Interagency partnership which is designed to see families referred to most appropriate agencies for assistance from a single point of entry.	Individuals and families with complex or high-risk needs.	Ongoing	Once their case is referred to RSRT clients will be offered a broad continuum of services which address their needs appropriately and without the need for the family to approach a variety of different agencies. The forum can also fast track cases of urgent need.	Social Service Providers Association Ministry of Social Development (MSD) Work and Income Other agencies
Child Protection Training	Child abuse and child protection.	Children engaged in after-school programmes.	Ongoing	Trainings throughout the Canterbury region.	



White Ribbon Day 2010



Programme and developer	What it addresses	Target population	Length of operation	Programme overview / results	Partners Neighbourhood Support Canterbury
Christchurch Recovery Social Services Management Group.	Ensuring appropriate response to social service needs.	Clients of social service agencies.	Ongoing	Reviewing best practice in support; planning, reviewing and modifying response to post-earthquake climate.	Wide ranging group of social service agencies.
Family Violence Advisory Group Canterbury District Health Board	Developing relationships between emergency department, neo-natal unit and child protection unit so that patients are assessed for family violence risk and referred to the appropriate agencies.	Women and children who might be accessing health care because of the effects of family violence.	Ongoing	Highlighting signals of potential abuse for health professionals; making them aware of agencies to refer to for specialist support. 19 health service referrals in the year 2010/11.	CDHB
Community Education Christchurch Women's Refuge	Educate and inform about family violence and its effects.	Community groups.	Ongoing	Increased understanding of the complexity of family violence and how to be involved in combating it. A total of 41 public referrals in the 2010/11 year.	
Initiative for Male Perpetrators Stopping Violence Services	Increasing protection to women and children affected by family violence.	Male perpetrators of family violence; women and children experiencing family violence.	Ongoing	Making contact with men reported on PSOs and POL 400s to offer support and try to break the cycle of violence. Establishing appropriate support for perpetrators.	Relationship Services Police
Earthquake Response Management Team	Agency response to earthquake issues.	Earthquake-affected Christchurch population.	Ongoing	Ensuring that all agencies hosting earthquake co-ordinators are well supported, identifying common issues and potential solutions.	Managers of Earthquake Co-ordinators - multiple social service agencies.
Canterbury Solutions to Sexual Abuse	Representing voice of sexual abuse victims within a family violence context.	Victims of family violence and sexual abuse.	Ongoing	Interagency change project bringing partner agencies together to develop an integrated response for victims of sexual abuse.	STOP START CYF
Canterbury Abuse Intervention Project – CAIP	Statutory agencies and NGOs supporting a combined voice against family violence.	General public.	Ongoing	The network aims to prevent and reduce domestic violence within the community by ensuring honest, open communication between agencies; holding each other accountable; providing support to improve service provision; on-going education; lobbying; creating and providing resources.	Christchurch Domestic Violence Service providers.



Above: Moments after a 6.3 Magnitude earthquake hits Christchurch on 22 February, 2011.

The Canterbury earthquakes: an overview

The magnitude 6.3 earthquake which hit Christchurch in February 2011 was the most destructive earthquake to strike a New Zealand city in 80 years. It was the third of four significant earthquakes/aftershocks that were to hit the city in 10 months. Although less in magnitude than the September earthquake, the intensity and violence of the ground shaking was measured to be among the strongest ever recorded globally in an urban area. The quake struck on a busy weekday afternoon and resulted in the deaths of 181 people and numerous injuries. It also caused extensive damage to the CBD; forced the closure of business, resulted in many job losses; and changed the face of the city forever. It resulted in the declaration of New Zealand's first natural disaster National State of Emergency.

In the immediate moments following the quake, rescue and response was offered by ordinary citizens and those emergency services on duty. Although communication was

initially difficult, and it took many hours for a full picture of the devastation to be obtained, a full emergency management structure was in place within a number of hours. Emergency operations command (EOC) was established in the Christchurch Art Gallery, a modern earthquake-proofed building in the centre of the city which had sustained only minor damage, with national coordination operated from the National Crisis Management Centre bunker in Wellington. As per the protocols of New Zealand's Coordinated Incident Management System and the Civil Defence Emergency Management Act, Civil Defence became the lead agency, supported by New Zealand Police, New Zealand Fire Service, Christchurch City Council, Defence Force and many other agencies and organisations. One experienced international USAR team member described the response as "the best-organised emergency" he had witnessed.



What we went through:

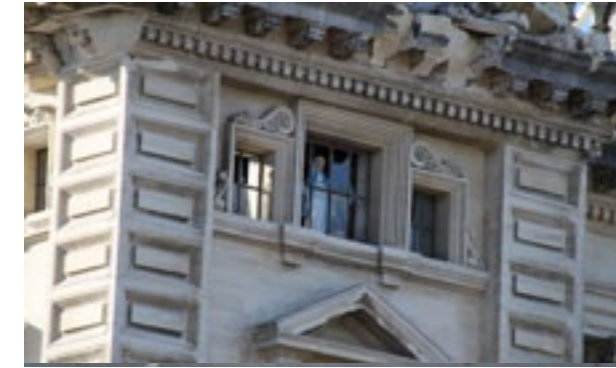
- 4 September 2010 4:35am
Widespread damage, extensive liquefaction, road and rail damage, power outages.
Magnitude 7.1
Depth 11 km
Location: 10 km south/east of Darfield, 20 km south/east of Coalgate, 40 km west of Christchurch
- 26 December 2010 10:30am
Localised damage, mainly central city, some suburban, brief power outages.
Magnitude 4.9
Depth 12 km
Location: within 5 km of central Christchurch
- 22 February 2011 12:51pm
A total of 181 people died, several thousand people injured, major damage to buildings and homes, rockfall and landslip, extensive liquefaction, major infrastructural damage, power outages.
Magnitude 6.3
Depth 5 km
Location: within 5 km of Lyttelton, 5 km of Diamond Harbour, 10 km south/east of Christchurch.
- 16 April 2011 5:49pm
Further structural damage and liquefaction, power outages.
Magnitude 5.3
Depth 11 km
Location: 20 km south/east of Christchurch
- 13 June 2011 2:20pm
A total of 46 people were injured, further rockfall, severe structural damage and liquefaction, power outages.
Magnitude 6.3
Depth 6 km
Location: 10 km north/east of Lyttelton, 10 km north/east of Diamond Harbour, 10 km east of Christchurch



Orion at a glance

(www.oriongroup.co.nz)

206,000	people hours spent on electricity network earthquake recovery.
700	electricity sector workers from 40 companies helped with recovery efforts
95%	of underground cable faults repaired
360km	of damaged underground cables
13%	reduction in electricity use in Christchurch since February = the annual usage of 25,000 homes, or the amount of electricity it takes to power Nelson for a year.
3 to 5 years	to completely restore the electricity network.



Emergency response at a glance:

- Christchurch Police were supplemented by staff and resources from around the country.
- A 323-strong contingent of Australian Police, who were sworn in as New Zealand Police on their arrival, brought the total officers in the city to 1200. Many of them received standing ovations from appreciative locals as they walked through Christchurch Airport upon arrival.
- An emergency mortuary was established at Burnham Military Camp from which DVI (disaster victim identification) teams from New Zealand, Australia, UK, Thailand, Taiwan and Israel worked.
- The New Zealand Fire Service co-ordinated search and rescue, particularly the Urban Search and Rescue
- (USAR) teams from New Zealand and Australia, United Kingdom, United States of America, Japan, Taiwan, China and Singapore, totalling 150 personnel from New Zealand and 429 from overseas. They also responded to

fires, serious structural damage reports, and land slips working with structural engineers, seismologists and geologists, as well as construction workers, crane and digger operators and demolition experts.

- The St John Ambulance service had 16 ambulances operational within half an hour of the earthquake and received almost 700 calls within the first six hours.
- A curfew was put in place from 7:00 pm to 7:00 am for parts of the central business district. The New Zealand Army was deployed to help Police enforce the closure and curfew.
- The response to the earthquake was praised by most citizens with 94% saying that Civil Defence had performed well and 90% saying the Christchurch City Council had performed well.

The Canterbury earthquake is now the largest ever insurance event in New Zealand's history and has been ranked as the fourth most costly earthquake for insurers worldwide.

Claims information as at 22 July 2011 (source EQC)

- Nearly 370,000 claims for 13 separate events since 4 September 2010
- EQC has paid over \$1 billion in claims.
 - EQC has paid over \$108 million in contents claims.
 - 80,000 Cantabrians have not yet completed their content claims.

