

Ōtautahi-Christchurch

Te Whakarāpopoto-ā-tau
Annual Report Summary
2024

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What is the summary report?

The annual report outlines our overall financial position and performance for the 2023/24 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 2023/24 financial year and highlighting our key achievements.

The elected Council adopted the 2024 Annual Report on 30 October 2024.

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 2024)
- 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

More and more we see Christchurch as the best place in New Zealand to attract new businesses and new residents from both New Zealand and around the world.

Our tertiary education sector is attracting record numbers of students and our role as the world's gateway to the South Island is seeing us welcome visitors from many different countries.

It is no wonder we were recently given the title of New Zealand's happiest city.

The past 12 months have seen us continue to take up these exciting opportunities as a city, putting some of the challenges of the past decade behind us.

Long Term Plan

Our Long Term Plan 2024–34 was adopted in June 2024. It sets our programme for the next 10 years – our services and projects, and how we'll pay for it all.

It's a difficult exercise in a time of high living costs. People have lots of ideas and there's high demand for funding, and we know that any rates increase has an impact on people's back pockets.

Almost 7000 submissions were made, giving us plenty to consider in weighing up the pros and cons to set the best way forward for the most value. The final result represents the consensus required to pass through our 17-member Council.

The plan is ambitious, affordable and achievable, with an average rate rise of 9.90% – lower than predicted and one of the lowest in the country.

Changing national direction

In November 2023 a new government was sworn in, and we've been working with them as they chart a different direction for the country, especially on issues relating to transport funding, housing density and land use.

We welcome plans to scale back some housing density rules that were to be brought in under the previous government. It appears we'll have some flexibility to act in our best interests rather than to a blanket nationwide rule. We're grateful too for an extension on some aspects of this work, through to the end of 2025.

Councillors supported a submission to central government seeking fast-track approval for the Ōtākaro Avon River Corridor Regeneration Plan. We are working to progress this project as quickly as possible.

How we get around

Our Council knows that one area where we are told to lift our game is the quality of our streets and footpaths – residents tell us this in our annual survey. This is part of a nationwide trend that the new government has made central to its new transport funding priorities.

The changing national direction on transport is impacting how and what we do for transport in Christchurch. For example, reductions in NZTA funding impact the pace of completing our major cycleways network and affects our Safer Streets Programme.

There are also some key long term projects we will need to continue working through, such as the new Pages Road Bridge, improvements to Brougham Street and our public transport network, and the development of the next steps in planning for a new mass rapid transit network for the Greater Christchurch area.

Climate change

We continue to focus on how we respond to the impacts of climate change across the district. We must continue to find ways to keep people, property, and infrastructure safe from rising sea levels, coastal inundation, more frequent severe weather, and rising groundwater.

We've brought forward funding for climate change adaptation work to accelerate our Coastal Hazards Adaptation Planning Programme in line with expected legislation due in 2025 and to boost community preparedness.

We also approved establishing a Climate Resilience Fund to ensure a growing pot of money for projects to protect at-risk infrastructure like roads, wharves and underground pipes.

Port Hills fire

In January 2024 we had another fire in the Port Hills, seven years to the day since the first blaze. It was a real reminder of the need to look at how we manage the relationship between our homes and the environment we live in.

I'm immensely grateful to everyone who worked on the response and recovery.

Led by Fire and Emergency, the response involved many agencies and organisations. It was great to see this cooperation and that lessons had been learned since the first fire in 2017.

One New Zealand Stadium at Te Kaha rises on time and in budget

We're thrilled to see the progress since we approved additional funding for the Te Kaha Project in July 2022. So many people are telling me how exciting the progress is to see.

It'll be a wonderful asset for Christchurch, Canterbury and the whole country. Having high-profile sport and entertainment events in the heart of the city will bring great economic benefit.

As the steel structure rises, planning is well under way for the underground infrastructure, streets and landscaping improvements needed around the precinct.

The stadium, and our Sports Field Network Plan adopted in May 2024, will help us to build on our proud sporting history – and help cement Christchurch as the sporting and events capital of New Zealand.

Christchurch's decade

As the happiest city in New Zealand, it is no wonder that we are seeing an optimistic outlook for Christchurch. This is the result of the commitment and investment of the past decade, delivering a new, growing city at the centre of the South Island.

This decade is fast becoming Christchurch's decade and our role is to help our people, businesses and institutions take full advantage of the opportunities this brings.

I'm always saying Christchurch is the best city to live, raise a family and do business in. I believe our Council will continue to support this over the coming decade, continuing to deliver the services our community wants, supporting efforts to improve our environment and reduce emissions, all while taking advantage of opportunities to support our city's economy in the future.



Phil Mauger
Mayor of Christchurch

Our decisions and achievements

Message from the Chief Executive

Over the past decade, the Council has played a crucial role in a major earthquake recovery programme, working alongside the private sector, central government, community organisations, and mana whenua.

After 13 years, Christchurch has evolved from an earthquake-damaged city into one of the world's top destinations. It is now recognised as a "capital of cool" and a must-visit city. We're ranked as the seventh friendliest city in the world, listed among the "World's 100 Greatest Places," and highlighted as one of the top five places to invest. Just last month, Christchurch was named one of the happiest cities in the world.

Council's contribution to our city

Over the past year, we have continued to focus on the needs of our residents and ratepayers across Ōtautahi Christchurch and Banks Peninsula. We've delivered essential services such as water supply, stormwater management, flood protection, wastewater management, roads, cycleways, and public transport infrastructure. Our activities extend to maintaining and enhancing our libraries, recreation centres, art gallery, parks, cultural spaces, and events.

We've revitalised neighbourhoods, strengthened infrastructure, and built and repaired community facilities. We processed 5000 building consents and 3300 resource consents while creating opportunities for businesses and communities to thrive. Additionally, we addressed 755,000 resident queries and service requests.

As the city has expanded westward, we've witnessed significant population growth in the Hornby area. In response, we opened the Matatiki Hornby Centre in April 2024. This new facility, featuring a pool, library, and service centre, welcomed over 80,000 visitors in its first three months, reflecting high demand for its library, recreation resources, programmes, and events.

The new Multicultural Recreation and Community Centre, located in the repurposed netball centre in South Hagley Park, opened in March. This centre is designed to foster connections and support a vibrant, diverse, and inclusive community.

The retirement of our Bromley organics processing plant marks a significant milestone for residents in the eastern suburbs. The new plant, approved by the Council in December 2023, will be operated by Ecogas and use odourless processing techniques, providing a sustainable and future-proof solution.

Our team at the Christchurch Wastewater Treatment Plant has worked tirelessly to minimise odour while we work with our insurer to design and plan the rebuild programme.

This year, we also completed the highly anticipated Coastal Pathway from Ferrymead to Sumner. This is one of our transport projects that enhances accessibility for cyclists and pedestrians of all ages, offering safe and reliable options for both transportation and recreation in our city and surrounding areas.

As Council staff, we take great pride in serving our city's residents. We are dedicated to making a tangible difference in their lives and remain committed to the wellbeing and progress of our city.

Our Long Term Plan

As an organisation, we developed the Long Term Plan 2024-34 (LTP) with one of the smallest rate increases in the country. We received nearly 7000 submissions from our community, and we genuinely value the feedback provided through the LTP process. Our elected members and staff carefully balanced service levels and funding requests with the impact on rates for our residents, especially during a time of high inflation.

Over the next 10 years, we propose to invest \$9.1 billion in day-to-day services and \$6.5 billion in our capital programme, with nearly \$5 billion of that planned for the next three years.

We are committed to delivering the long-term plan over the coming years. This plan is our contract with the community, outlining the services and projects we will deliver and the level of service people can expect from us. It also details how we intend to protect the environment and ensure the wellbeing of our people. The plan forms the basis for how rates are set and used.



Mary Richardson
Chief Executive





Financial highlights

Council – The 2024 year in review

Total assets

\$20.8 billion

2023 \$20.1 billion
Planned \$20.9 billion

Total operating expenditure

\$1.1 billion

2023 \$987.6 million
Planned \$1.1 billion

Total revenue

\$1.2 billion

2023 \$1.4 billion
Planned \$1.2 billion

Total capital expenditure

\$702.7 million

2023 \$616.3 million
Planned \$746.4 million

Total liabilities

\$2.8 billion

2023 \$2.4 billion
Planned \$2.8 billion

Total rates levied

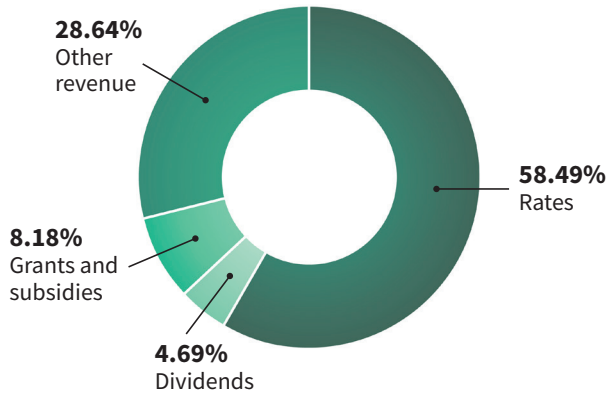
\$692.5 million

2023 \$636.9 million
Planned \$688.8 million

Financial highlights

Total revenue

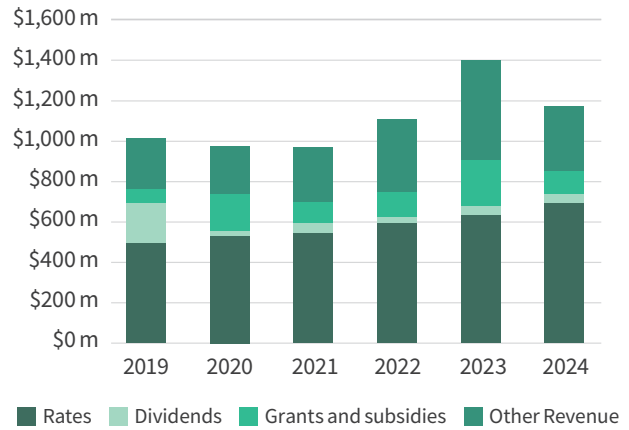
Sources of revenue 2024



Council Operations

The results for the year ended 30 June 2024 included greater rates revenue as costs of operations and maintenance increase with inflationary pressures.

Sources of revenue actual \$millions



Over the past six years

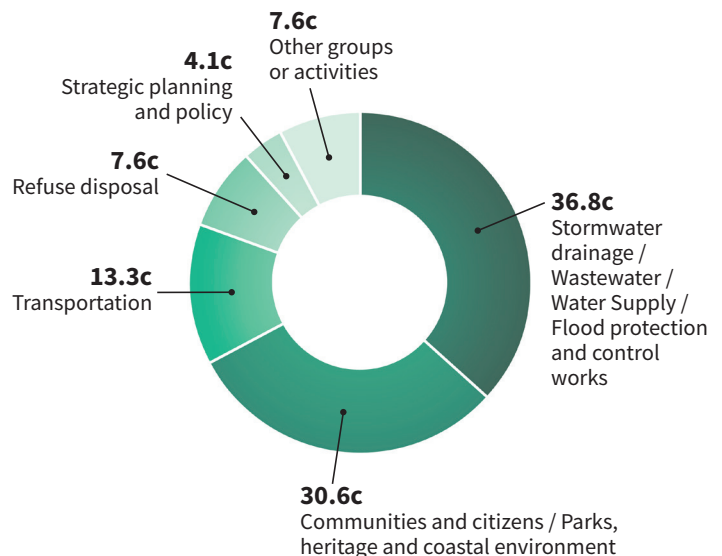
Rates have increased over the past six years due to inflationary pressures. While dividends revenue has also increased, the rate is lower than that of rates. Grants and subsidies have seen significant increases over six years but have decreased in the current year as construction of One New Zealand Stadium at Te Kaha progresses. Other revenue has also decreased this year mainly due to a decrease in vested assets.

The reliance on rates income has increased as other revenue sources, such as grants and subsidies and dividend income, have subsided.

Where did my rates go?

Major components of the rates dollar

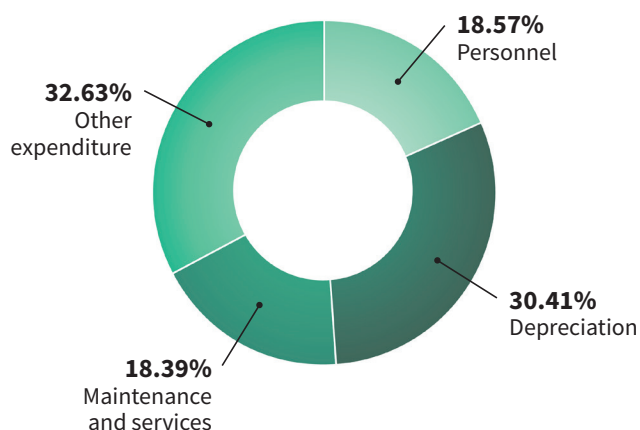
- 36.8 cents goes to the three waters (water supply, stormwater drainage and wastewater) plus flood protection and control works;
- 30.6 cents goes to communities and citizens* and parks, heritage and coastal environment;
- 13.3 cents goes to transport;
- 7.6 cents goes to refuse disposal;
- 4.1 cents goes to strategic planning and policy; and
- 7.6 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

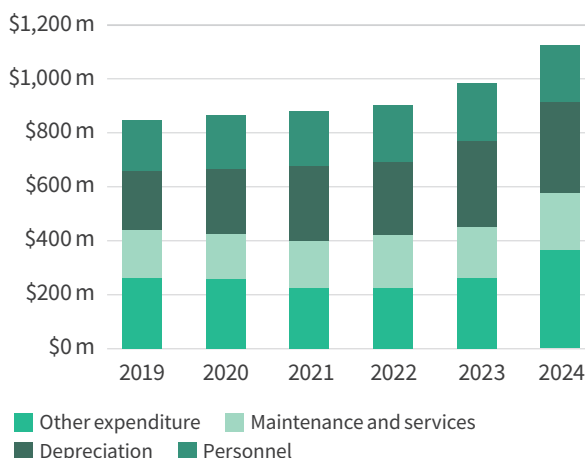
Expenditure categories 2024



Council Operations

Our policy is to rate for the long run average cost of asset renewals and replacements. Personnel costs of \$210.8 million represents 18.57% of total expenditure which has been trending down over the past 6 years. Other expenditure includes finance costs of \$129 million on total borrowing of \$2.5 billion.

Expenditure categories actual \$millions



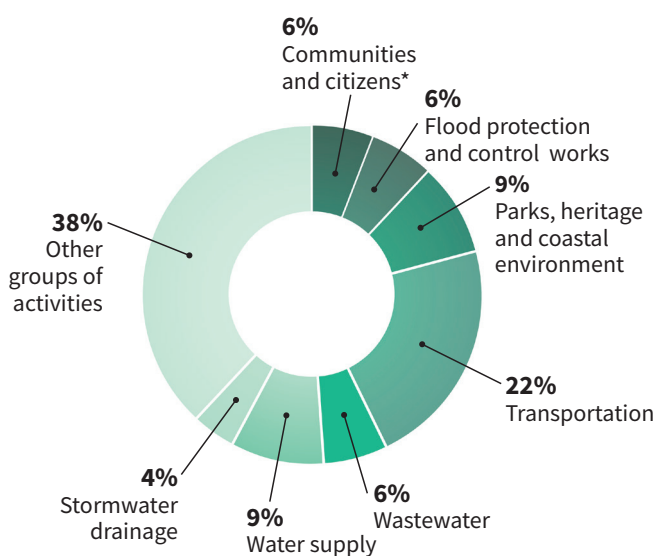
Over the past six years

During the past six years, the expenditure mix has remained relatively consistent with personnel cost remaining within a small band of 16-24% of total expenses. Increasing capital expenditure on infrastructure has resulted in a steady climb in the depreciation charge recognised by Council. Maintenance of Council assets has steadily increased, contributing to other expenses increases. Significant revaluation increases will also impact future depreciation costs.

Capital expenditure

The Council spent \$706 million on significant asset investment in the 2024 year including:-

- The construction of major cycleways and other roading projects
- Sports facilities, mainly the construction of One New Zealand Stadium at Te Kaha.



* 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



One of the most eagerly anticipated post-earthquake projects is progressing apace alongside the Ōtākaro Avon River, with the implementation of the Ōtākaro Avon River Corridor Regeneration Plan.

After the 2011 earthquake, central government ‘red-zoned’ around 602 hectares of low-lying residential land in Christchurch city, on the Port Hills and at Brooklands.

Council took full ownership of the former residential red zone in August 2023 and has been working with the community to get projects under way.

City to Sea Pathway

The City to Sea Pathway will follow the course of the Ōtākaro Avon River for 11 kilometres, from the city to New Brighton.

It will be an average of four metres wide and designed to be fully accessible for people of all ages and physical abilities. A network of minor paths will connect the pathway to neighbourhoods along the route.

Due to its length, it will be completed in three stages, with the first running from Fitzgerald Avenue to Snell Bridge.

After consultation in March 2024 the elected Council approved changes to several streets along the route to ensure safe crossing points for people using the pathway.

Construction of the first section of the pathway starts in July 2024.



Waitaki Street stopbank and tidal wetland

The Waitaki Street stop-bank was completed in July 2024. This is the first portion of the estimated 22 kilometres of stopbanks included in the regeneration plan.

At 470 metres long and approximately three metres high, the long-term stop-bank is the first element of a nine-hectare stormwater management and ecological restoration area being developed beside Anzac Drive and Pages Road.

A tidal wetland will be allowed to develop on the river side of the stopbank, bringing significant biodiversity benefits.

This huge project complements the nearby Gateway to New Brighton and City to Sea Pathway projects.

The next step for the project is to build the stormwater treatment wetland, which was delayed by consenting issues. Council and ECan have agreed to an amendment to Council's existing community water take consent, allowing it to use part of the existing unused allocation, which was earmarked for future growth, to progress delayed stormwater projects.



Co-Governance assessment framework

The Ōtākaro Avon River Corridor Co-Governance Establishment Committee was set up in August 2022. Its role is to make decisions around both permanent and transitional uses in the river corridor area, and to investigate options for a permanent co-governance entity.

In October 2023, the committee adopted a new project assessment framework. Projects will be assessed for factors such as climate change resilience, ecological improvements, innovation and the ability to practise mahinga kai (gathering food and traditional resources).

It will assess Council-led projects and other projects in the 'activity areas', where non-Council-led projects can occur.

The committee has also determined a shortlist of options for a permanent co-governance entity. These options are being investigated in more detail and the committee will make a recommendation to the Council later in 2024.



Avon Park

After consultation in February, the redevelopment of Avon Park began in May 2024. This project includes the creation of long-term stopbanks, an upgrade of the park's recreational facilities, removal of contaminated material, planting, and a portion of the City to Sea Pathway.

New facilities will include a nature-based play space, pump track, exploratory trails, a basketball court, mini football field, and a barbecue area.

The project is the first in the river corridor to embrace the 'living on a river delta' aspect of the regeneration plan and the underpinning framework for the corridor developed by Te Ngāi Tūāhuriri and the Ōtākaro Avon River Corridor Establishment Committee.

Restoration of the river's delta environment is a core objective of the regeneration plan, which works with the river, rather than attempting to constrain it.

This is important as looming sea-level rise and more extreme weather make inundation of low-lying areas more likely, and increasingly expensive to prevent.

Approximately 80,000 mostly native trees and shrubs will be planted as part of the project, which is being completed in stages. The last stage is expected to wrap up in November 2025.



Volunteer planting

The Red Zone Ranger Team had their biggest planting season yet, with 41 community days held over the year and more than 35,000 native plants added to the river corridor.

Planting days were held in collaboration with community groups, including Conservation Volunteers

New Zealand (CVNZ), Avon-Ōtākaro Forest Park, Avon-Ōtākaro Network, and the Eco-Action Nursery Trust.

Challenging ground conditions mean it typically takes several years until plants are fully established and self-sufficient. For this reason, maintenance was ramped up, with around 60 community plant maintenance days taking place.

Planning update

A consent application was lodged in September 2023 for the eastern stretch of the City to Sea Pathway and the fourth pedestrian/cyclist bridge, at Dallington Terrace.

A hearings panel approved the Pages Road Bridge Replacement Project – Gateway to New Brighton – and is due to take its recommendation to Council in August 2024.

Design work continues across a range of other projects.



Te Ara Ihutai

Christchurch Coastal Pathway

This eagerly awaited project opened on 30 November 2023 – 10 years after the concept was approved.

The scenic pathway is a shared off-road route, enabling people to safely walk, cycle, scooter, or skate along the coast from the Ferrymead Bridge to Scarborough Beach, Sumner.

It is fully accessible, making it suitable for people of all ages and physical abilities.

The 6.5 kilometre long pathway was completed in stages, with the final and most technically difficult stage being the section from Redcliffs to Shag Rock.

Initiated in 2013 by members of the community (who later formed the Christchurch Coastal Pathway Group), the pathway is a great example of the community taking the lead and working with the Council to get a great result.

It was completed with support from the previous government's Shovel Ready Fund.

Te Ara Ihutai Christchurch Coastal Pathway is already proving popular with Christchurch residents and tourists alike. A counter installed on the pathway at the Shag Rock end of Sumner Beach recorded 6501 trips for the mid-winter month of June 2024, an average of 216.7 trips a day.



One New Zealand Stadium at Te Kaha

Canterbury's Multi-use Arena



Construction of Canterbury's new \$683 million multi-use arena has continued at pace this year.

The arena has risen from the ground and now cuts an impressive figure on the city's skyline.

The first radial truss was installed in December 2023. These huge steel columns wrap around the perimeter of One New Zealand Stadium at Te Kaha, and form part of the roof structure for the covered arena.

As the construction project hit the halfway mark in May 2024, 700,000 work hours had been clocked on site.

By June 2024, almost half of the radial trusses were in place, the western stand reached its full height, and the bulk of the concrete seating plats in the upper stands had been put in place.

The next 12 months will see the roof being installed, and the construction project entering the home stretch ahead of opening in April 2026.

The Court Theatre

Performing Arts Precinct

Things have progressed rapidly at the new Court Theatre site over the past 12 months.

The new theatre, on the corner of Colombo and Gloucester streets, is part of the Performing Arts Precinct development.

Council contributed \$46 million of the project's \$56 million total budget.

The building was designed by Athfield Architects and UK-based architects Haworth Tompkins. Hawkins leads the construction.

Construction ramped up, with more than 100 contractors and sub-contractors onsite daily, and it's on track for completion just before Christmas 2024.

The Court Theatre will then establish on the site, commission the building, complete a highly technical fitout and begin to transition from its current site in Addington.

The new building promises a theatre experience unlike any other in New Zealand. It comprises two theatres.

The 377-seat Stewart Family Theatre has three levels of seating around the stage.

The seating can be removed, giving flexibility to adjust the stage position for different types of performances.

A smaller auditorium has 120 to 150 seats and will be used for performances such as children's theatre and improvised comedy.

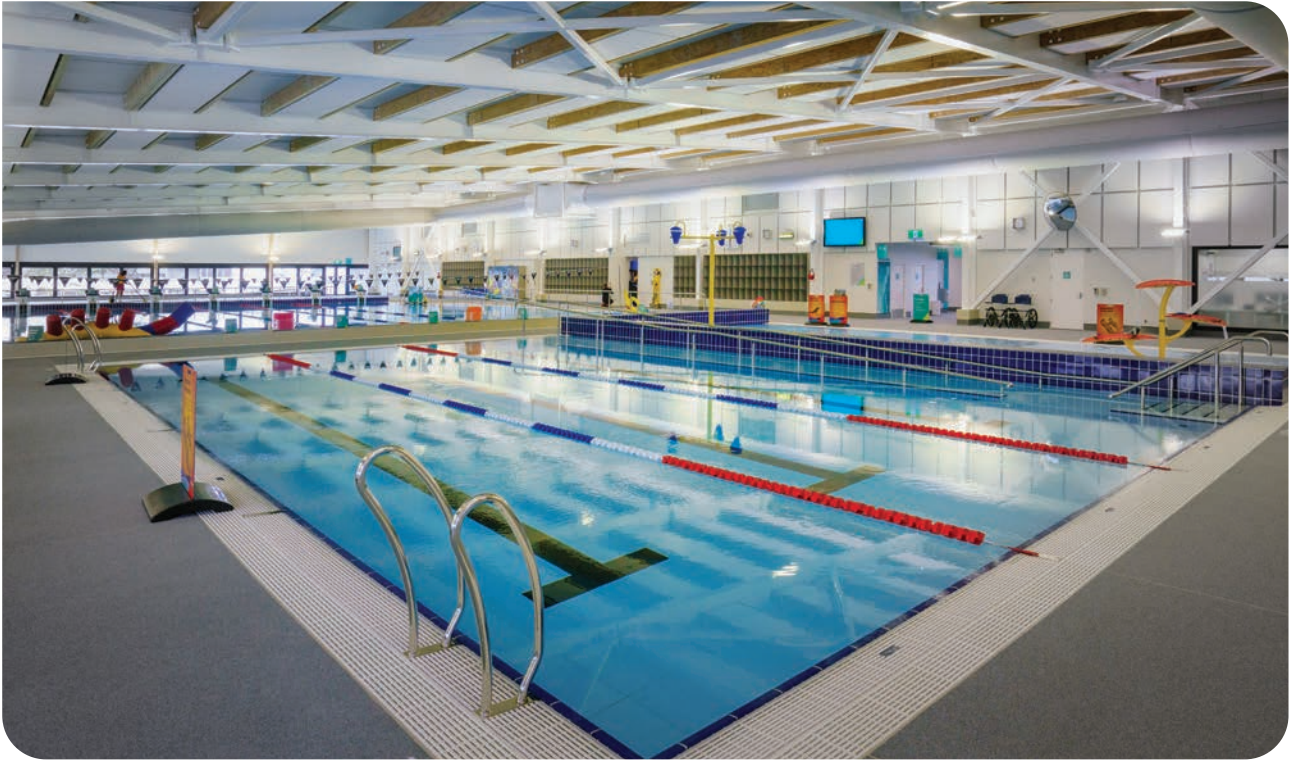
Other spaces will house wardrobe, costume, props construction, an education studio, rehearsal and administration spaces, a set construction workshop, and a front-of-house bar and café.

The main auditorium is now enclosed, and structural works are complete. Over coming months, building services and balustrades will be completed, and interior finishing such as wall linings and painting will begin. The first production is planned for mid-2025.

Council will undertake street works, including paving and lighting, to refresh the area and complement the building.



Matatiki Hornby Centre



In a landmark day for the city's south-west, Matatiki Hornby Centre opened its doors for the first time on 19 April 2024.

In its first 10 weeks of operation, Ōtautahi Christchurch's newest pool, library and customer service hub has welcomed over 70,000 visitors.

Matatiki Library, which relocated from its former site on Goulding Avenue, has seen a huge spike in the number of items cycling through each month.

Around 25,000 items are being either checked out or returned to Matatiki Library each month, up from around 13,000 at the former site.

The pools have had a positive start as well, with over 450 new enrolments for Swimsmart classes and 30,000 visitors in the first 10 weeks of operation.



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.

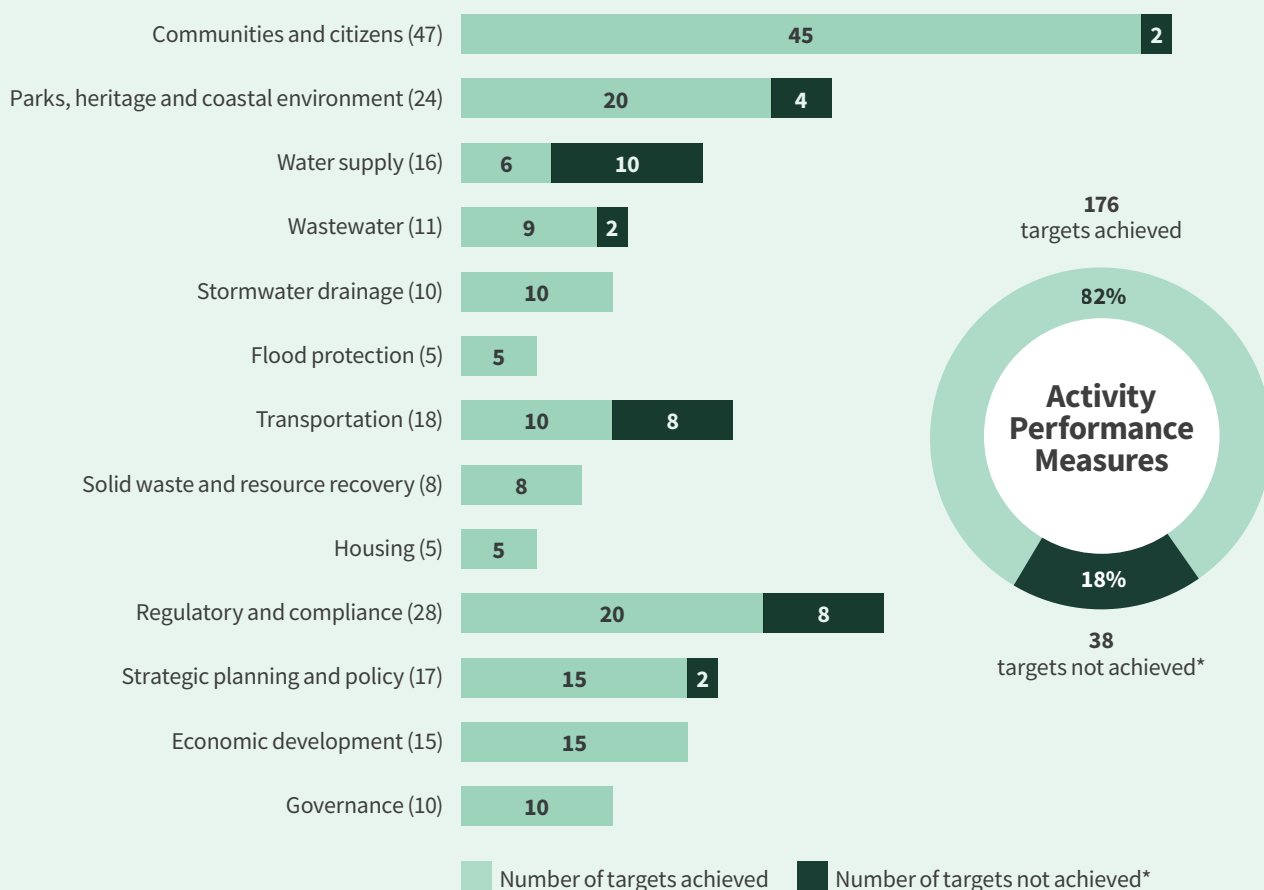
These activities are grouped into 13 Council Activities and Services; you can find further detail in the council activities and services section of the annual report.

Summary of performance

The summary graph below shows that, of 214 (2023: 214) measures we use to track performance:

- we have met the target for 176 (2023: 175)
- we have not met the target for 38 (2023: 39), and
- we have nil (2023: nil) no longer applicable or there is insufficient data available to report against.

Activity 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)



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

- 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

- 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 366,627 visitors – 132% of our target. The number of international and domestic visitors continues to grow.

Over all, visitor satisfaction for the gallery is 96%.

We presented 12 exhibitions, the most significant being Te Rā: The Māori Sail. This was a collaboration between gallery staff, mana whenua, The British Museum and Tāmaki Paenga Hira Auckland War Memorial Museum to return to Aotearoa and display the only known remaining customary Māori sail.



Christchurch Art Gallery conservator Carla Pike examines Te Rā in conservation lab, July 2023.
Photo: Christchurch Art Gallery Te Puna o Waiwhetū

We commissioned and installed *Catching a Grid of Rain*, by artist Wendelien Bakker. This work was part of our major summer exhibition, *Spring Time is Heart-Break: Contemporary Art in Aotearoa*.

Our public programmes attracted more than 23,455 visitors – 1455 more than our target. Another 12,579 attended our education programmes – 1579 more than our target.

These results show the value of these programmes and the ongoing popularity of arts focused and gallery-based events.

We added 189 works to our collection. Of these, 116 we bought and 73 were gifted.

We published and distributed four editions of our quarterly magazine *Bulletin*, as well as *Te Rā: The Māori Sail*. The gallery was highly commended for Best Art Writing by a New Zealand Māori or Pasifika in the 2023 AAANZ Art Writing and Publishing Awards.

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

Akaroa Museum

We received 25,956 visitors during the 2023/24 year – 5554 more than our target. Of those, 29% were Christchurch City Council residents and ratepayers.

The museum was open seven days a week, except for Christmas Day and Anzac Day morning.

We presented three new temporary exhibitions

- *Catching Shadows*
- *Ship Nails and Tail Feathers*
- *He Ara Roimata ki te Anamata – Takapūneke, our journey, our survivance.*

We added 170 objects (31 accessions) to our collection, ensuring they were all documented, insured and safely stored.

We received and answered 138 collection-related, 221 family history and 45 other enquiries.

Libraries

We had another year of strong performance, with a 95% customer satisfaction rating, and welcomed 23,855 new members.

Our foot count increased by 8.3% and collection issues 5.4%.

Matatiki Hornby Centre opened in April. We made changes to our mobile library service and worked with the community to develop a concept design for Ōmōkihi (South Library). Spreydon and New Brighton were refurbished.

Digital downloads were up 25%. Canterbury Stories, our Digital Heritage Repository, now offers more than 78,896 items. The Discovery Wall had over 9.7 million touches.

Access to the archives has been increased.

Māori and Multicultural Services grew, with 14,149 attendees at 481 sessions (up 19.12% and 13.85% respectively).

We launched a new collaboration with Papatipu Matihiko Charitable Trust at New Brighton Library, to meet the digital literacy needs of young Māori and their whānau.

Multicultural events included celebrations of Lunar New Year, Nowruz: Persian New Year, Diwali, Spanish Language Week, Celebration of Japanese Culture, and Philippines Independence Day.

Key partnerships we're continuing to foster are with Confucius Institute at University of Canterbury, Ngāi Tahu Archives, Consulates of Japan, Philippines and China based in Christchurch, Māori Land Court, Ministries of Ethnic Communities and for Pacific Peoples, and ConnectedNZ.



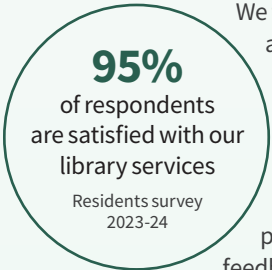
We were instrumental in organising and hosting the Libraries and Information Association of New Zealand Aotearoa LIANZA 2023 three-day Conference at Te Pae.

Public programmes and events had an overall attendance of 216,621 attendees at 11,187 sessions, plus 44,226 participants at community-run library sessions.

Programmes cater for all ages, including intergenerational whānau, and are family friendly.

We co-designed and delivered programmes with partners, including the Canterbury Symphony Orchestra Music Trails, Reading to Dogs collaboration with the Animal Management Team, WORD festival events, Days of Ice, CoCA, and the Book Discussion Scheme.

We trialled several pilot programmes, and our 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.



We continued our funding partnership with the Greater Christchurch Schools Network and ImpactEd, delivering quality digital technology courses to students. New programmes included AI Film Making, Creative Design Workshop, and Miniature Makers. We also launched a new Christchurch-wide schools “Top of the Pods” competition, in partnership with PlainsFM.

We continued working with a wide range of organisations to bring a rich exhibitions programme to the community, with Digital Inclusion Alliance Aotearoa to provide internet access to families in lower socio-economic areas via Skinny Jump, and with Recycle a Device to offer used corporate computers refurbished by school students free to the Linwood community.

The Friends of the Library continue to partner with us to support the annual book sale, and a programme of events focusing on author talks.

Mobile Outreach services developed new relationships and initiatives including Digital Skills for Seniors, intergenerational VR programmes and Shared Reading offered to rest home residents. Services were extended to Little River and Birdlings Flat.





Group targets tagging

Our Graffiti Team received 25,815 reports of tagging and worked with community partners to identify and remove tagging. The graffiti programme has 140 volunteers, aged 15 to 85 years and 12 reporting groups. There were 25,815 tagging reports, with 73% being made by Graffiti Programme volunteers.

We have 27 active groups working with staff to remove up to 500 square metres of tagging each month.

Forty-two artists and eight groups also volunteer with the programme, contributing 5610 voluntary hours to community art projects and mentoring across the city.

The total volunteer contribution to our graffiti programme over the year was 14,304 hours.

Community Development and Facilities

Since adopting the Strengthening Communities Together Strategy in April 2022 we've had a whole-of-council approach to building strong communities. Cross-council working groups now allow a more joined up approach across service units where relevant unit levels of service align with the strategy goals and objectives.

We processed 1008 (2023: 1003) successful applications for community funding. Community initiatives that continue through the goodwill of volunteers were granted \$12,872,260 (2023: \$9,348,543).

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. They also visit and support vulnerable members of the community who may be socially isolated or lonely.

We benefitted from just over 2,891,134 volunteer hours.

We have 95 community facilities, with 23 being operated by council and the remainder operated by community partner organisations (76% of the network).

Portfolio numbers fluctuate due to transferring assets to community groups, earthquake prone buildings being demolished, and disposal of facilities no longer required.

A wide range of community development initiatives are supported across the city with an 86% customer satisfaction level. Over 300 community groups have received support from staff across the rohi.

Civil Defence Emergency Management

The Civil Defence Emergency Management (CDEM) unit is 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.



Recreation, sports, community arts and events

Recreation and Sport

We recorded another strong year with a 92% rating from customers satisfied with the range and quality of our recreation and sport centres and 93% satisfied with the quality of support.

Participation for the year was 5,167,417 within multipurpose recreation and sport centres, outdoor pools and stadia.

In collaboration with our funding partners, we were able to provide 130,016 affordable swim lessons through primary schools in the community.

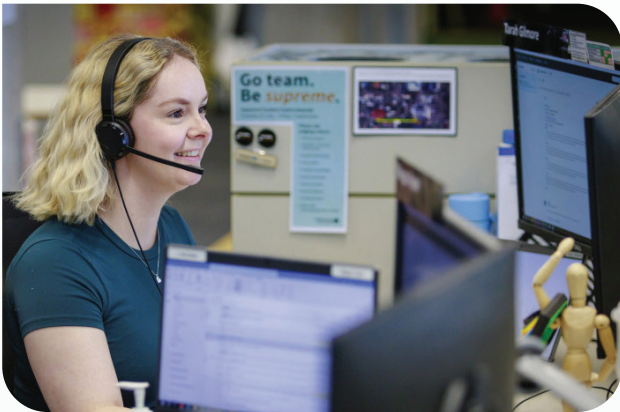
Our team continues to work towards the opening of Parakiore Recreation and Sport Centre in late 2025.



Events and festivals

The Events, Partnership and Development Team provided 15,059 hours of staff support to community groups and received a customer satisfaction rating of 86% for the quality of our event support.

88%
of respondents
are satisfied with our
community events
Residents survey
2023-24



Citizen and customer services

The success of our team is measured by the feedback we receive from our citizens and customers in response to the service we provide.

This year we achieved a residents satisfaction rating of 98% for our walk-in service and 88% 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 93.5%.

We received the “Best in Public Service” Contact Centre CRM Award this year, for the fourth successive year.

In addition, this year the level of service we provide was also recognised with a CRM Gold Award across all contact centre industries.

Key milestones

- New Matatiki Hornby Centre opening on 19 April. This was a significant step in delivering on our Citizen Hub Strategy commitment, with all council services, including pool activities, provided at the one customer service desk.
- Community engagement on a concept design for the South Library and Service Hub rebuild was completed. A temporary location was identified to ensure no service interruption during the rebuild.
- Introducing NZ PostPlus services at Fendalton Service Hub to complement the Post services already provided at this site.
- Refurbishment of the Little River Service Hub.

To support implementation of the Organisational Digital Strategy the following projects were delivered:

- Citizen Identity
- Website Accessibility review and refresh
- Customer Bookings – classes, courses and memberships

In total we had
754,330
 interactions with customers

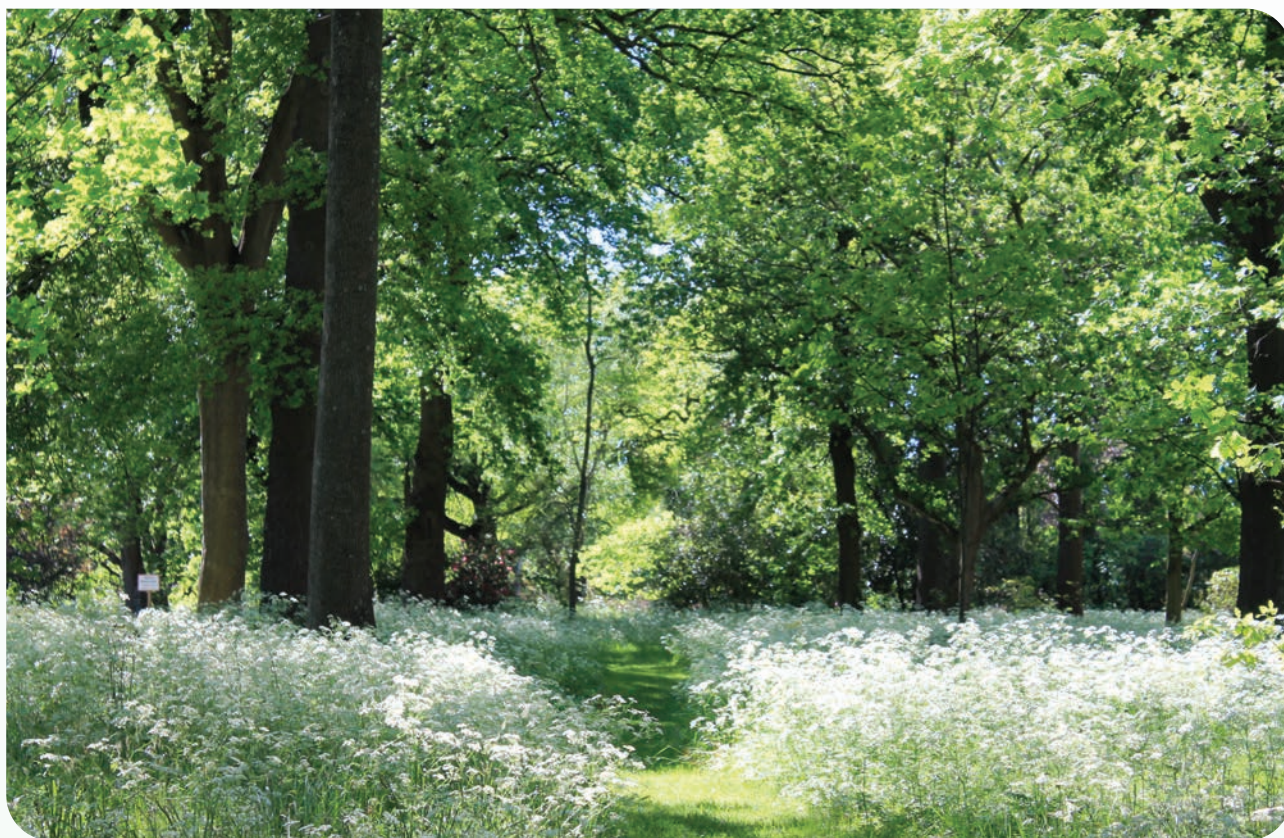
282,235 telephone enquiries	82,080 email enquiries	106,829 online interactions	109,913 face-to-face interactions
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145,945 NZ Post interactions	118,788 requests for service	27,328 pool interactions
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Te 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.

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.

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.

What we achieved

We delivered approximately 95% of our almost \$70 million capital budget this year. Despite delays in some projects, we achieved this by reprioritising and delivering to earlier timeframes than planned on other projects, including purchasing a large extension to Ouruhia Domain, buying out the A&P lease, and acquiring new reserves in subdivisions.

Our service delivery cost per hectare increased from \$3268 in FY23 to \$3706 in FY24. Our resident satisfaction survey showed 54% of residents were satisfied with the presentation of community parks. We modified our team structure and have brought maintenance in-house to better meet community expectations and enable appropriate resourcing. Our Community Parks Team continues to deliver excellent services, particularly during the spring plant growth period.

Sports field users expressed dissatisfaction with the quality of fields, especially when wet. We have developed a sports

field network plan in collaboration with regional sports organisations to address these concerns.

Lancaster Park opened as a community sports park, with plans for community buildings, plantings, recreation facilities, and a multimedia platform highlighting the park's history. The War Memorial Gates were restored, and surrounding areas are being reinstated.

Community partnerships remain a focus, encouraging public contributions to the maintenance and development of local parks and reserves. Community-led initiatives in our parks have strengthened, with community partnership rangers engaging local communities and facilitating their input. Our collaboration with the Ministry of Social Development continues through a cadetship programme entailing an 18-week training programme for people struggling to enter the workforce.

Our tree policy, requiring at least two trees to be planted for each one removed, resulted in 4.3 trees planted by year end for each one removed, with approximately 50% being medium size or greater. This supports our climate change mitigation efforts while implementing the Urban Forest Plan.



Collaboration with the Friends of the Botanic Gardens and the Botanic Gardens Trust has provided vital funding and resources to assist the Council in providing a world-class facility and supporting staff training and apprenticeships.

In foreshore management, efforts to naturalise sand dunes continue to succeed and are increasingly important in the face of climate change. Phase 1 of Naval Point development was completed in time for the international Sail GP event, attracting thousands of visitors.

Our Regional Parks Team has invested in biodiversity programmes, including plantings, pest control, land management practices, and supporting external groups through grants. Park rangers collaborate with numerous groups, fostering growing interest in pest control, and supporting initiatives like Pest Free Banks Peninsula, Whaka Ora, Healthy Harbour, and Te Kākahu Kahukura.



Our Regional Parks Team, in co-governance with Ōnuku Rūnanga, continued the development of Takapūneke Reserve at Akaroa. Future development will proceed, as budgets allow, to implement the landscape master plan. Achieving National Reserve status remains a goal for the team.

We have prepared for increased cemetery capacity by surveying available space and initiating land preparation to maximise the use of existing cemeteries.

This includes identifying approximately 50 new burial sites in Akaroa Cemetery, which is nearing capacity, with works continuing into the new financial year.

The Harewood Nursery achieved an all-time high production of 440,000 small-grade plants, up from 350,000 the previous year, with most being produced in recycled pots. Additionally, they sourced 77,000 plants from external suppliers to meet demand. The production of specimen trees increased from 4,400 to 6,400 to support the urban forest project.

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.

What we achieved

Our focus remains on preserving our heritage assets to prevent the loss of heritage values and repairing and restoring our city-owned heritage buildings for future use.

Restoration of the former Council Municipal Chambers is nearing completion. The Penfolds Cobb Cottage restoration has been completed, and people can now see inside. The Lancaster Park War Memorial Gates opened on Armistice Day in November.

We continue to restore the final few buildings in the portfolio, with Chokebore Lodge and Mona Vale Bath house work under way. Consenting is under way for the Little River Coronation Hall.

We're working to identify new tenants for the former Lyttelton Stables, Kukupa Side School and Yew Cottage.

A new artwork was added to our maintenance programme – Erratic, by Brett Graham is on the bank of the Ōtākaro Avon River, opposite the Scott statue.

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

Council took full ownership of the former residential red zone land in August 2023, with the final tranche of the Ōtākaro Avon River Corridor being handed over in an historic ceremony. This occasion ended the Crown's post-earthquake responsibilities in Christchurch.

This is a complex space in terms of project delivery, but we made good progress across a range of initiatives, including starting the Avon Park redevelopment, awarding the contract for the first part of the City to Sea Pathway, and completing the Waitaki Street stop bank.

We worked with the community to carry out significant ecological restoration. Around 35,000 native plants were put in the ground by community groups, residents, corporates and our staff, across 41 planting events. The community also helped maintain these plants, with 60 maintenance events held across the year.

Resource consent was granted for the Goodman Street Wetland expansion, and we lodged consent applications for the City to Sea (east) and the fourth walking/cycling bridge, at Dallington Terrace. The 'Gateway to New Brighton' (Pages Road Bridge replacement) project was approved by the hearings panel. A range of other projects are in design.

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.

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, and ensure the quality is maintained and that any interruption to supply is as brief as possible.

What we achieved

We improved the safety and security of our drinking water by implementing physical, operational and control measures.

We inspected and repaired eight of our water storage tanks and completed a comprehensive repair of the large Sockburn suction tank.

Six groundwater wells that were not deemed secure were replaced and we upgraded four groundwater wells in Banks Peninsula.

The Programmable Logic Controllers (PLC's) at many of our treatment plants and pump stations were upgraded and we initiated renewal of our Supervisory Control and Data Acquisition (SCADA) to secure real-time compliance and operations data.

Approximately 12.5 kilometres of water supply mains, and 15 kilometres of water supply submains were renewed.

We completed replacement of the critical DN600 trunk main along Eastern Terrace on time and within budget.

The resilience of water supply system was improved by installing generators where it was deemed necessary due to the risk of power outages.

While we made significant progress in improving water safety, we have faced compliance challenges.

Brooklands / Kainga achieved protozoal compliance. Birdlings Flat, Wainui, Christchurch, Akaroa, Duvauchelle, Little River, Pigeon Bay didn't achieve protozoal compliance.

Birdlings Flat and Wainui achieved bacterial compliance in the distribution system. Brooklands / Kainga, Christchurch, Akaroa, Duvauchelle, Little River, Pigeon Bay didn't achieve bacterial compliance in the distribution system.

Efforts are underway to address these issues, including upgrading groundwater wells, implementing UV treatment, and enhancing monitoring systems. Additionally, we expect data accuracy for backflow prevention device testing to be resolved through improvements to the Backflow Register, which will enable more reliable reporting in the future.

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

A significant fire at the Christchurch Wastewater Treatment Plant in November 2021 damaged trickling filters, making our main treatment unit unusable.

Full recovery of the plant, at Bromley, is a high priority and we've been working closely with our insurer on this. In the meantime, we continue to maintain our interim treatment solution to ensure we meet our discharge consent conditions.

We upgraded critical components of the monitoring and control hardware and software at our numerous wastewater network stations.

Approximately 7.9 kilometres of wastewater gravity pipes and about 650 meters of pressure pipes were renewed.

We supported several new subdivisions and multi-unit developments to establish new wastewater collection systems and connections to our wastewater network.

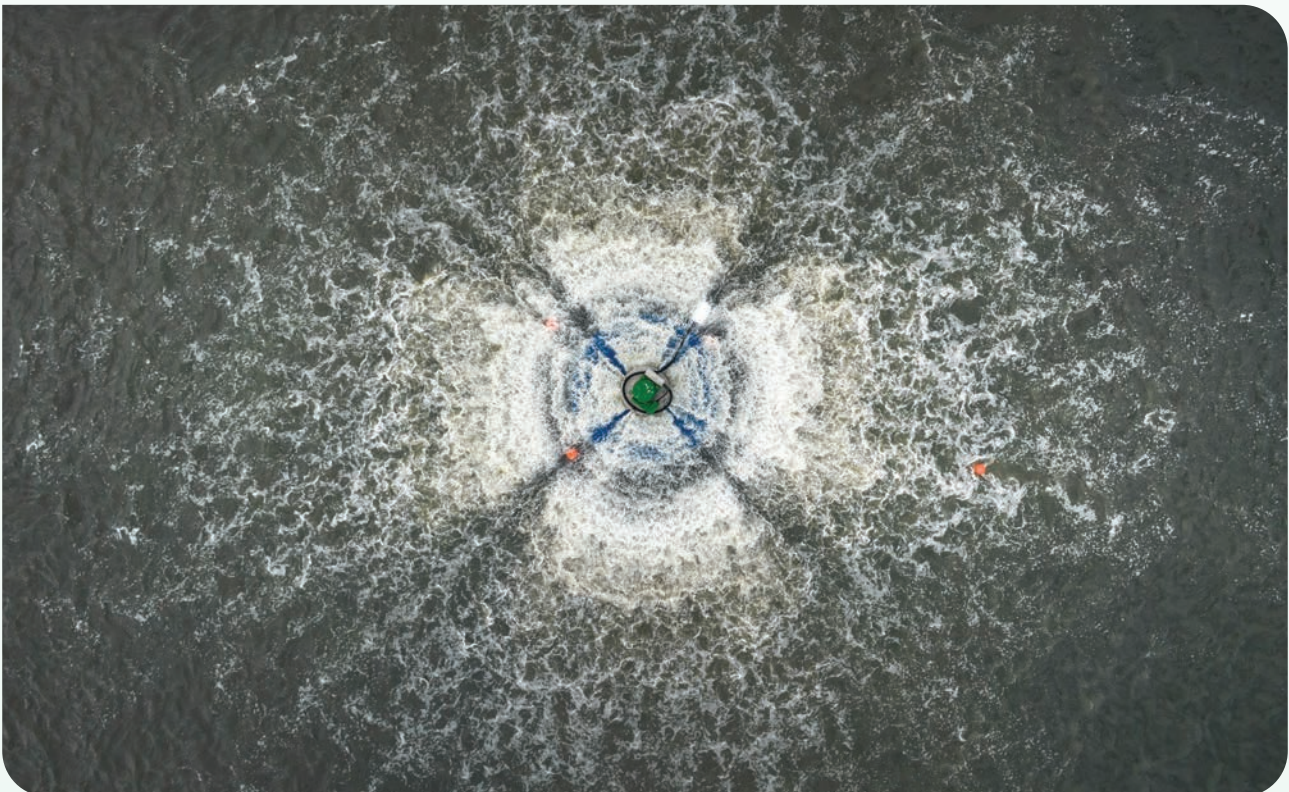
We enabled ongoing city-wide flow monitoring and overflow monitoring as required to comply with the conditions of our wet weather overflow discharge consent and to improve the accuracy of our wastewater network model to support development planning.

The wastewater collection, treatment and disposal system produce significant greenhouse gas emissions. We've used available guidelines to quantify these emissions for reporting purposes and to establish a baseline for the development of mitigation and reduction measures.



Significant progress was made with the design of the Akaroa Reclaimed Water Treatment and Reuse Scheme. At year's end, Environment Canterbury and the Christchurch City Council's consents team were considering our applications for consents that will allow us to irrigate highly treated wastewater to land at Hammond Point and Robinsons Bay.

A similar project at Duvauchelle advanced to the planning and design stage.



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

Growth infrastructure, asset repairs and planning for the rebuild or renewal of damaged or deteriorated assets was our focus.

We completed network renewals and upgrades, including improvements to inlet structures and replaced bank linings with more ecologically sensitive designs. Major capital infrastructure renewals included the first stage of the Addington Brook Enhancement Project, streamlining enhancements on Waimairi and Fendalton streams and retimbering Canal Reserve Drain in Marshlands.

Works on the Highsted system continued, including realigning and naturalising a section of Styx Drain.

Heathcote catchment work included ongoing work on the automatic control system for the upper Heathcote basins. Other than the soon to be commissioned Cashmere Valley Dam, these are all operational.

The award-winning Te Kuru flood management wetlands are now fully operational. Completion of the Cashmere Valley Flood Storage Dam will complete the Upper Heathcote Storage Scheme, one of the largest flood alleviation programmes of recent years. The scheme provides significant benefit to properties along the Heathcote River, removing the risk of above floor flooding for more than 100 properties. The Cashmere Stream Enhancement Project was completed and opened to the public. Work on the Charlesworth Drain began.

Significant projects to improve stormwater management included completing the Gardiners Stormwater Facility, Englefield Stormwater Facility, Knights Drain Pond and Rossendale Dam projects and the first stage of stormwater management basins at Halswell Commons.

51%

of respondents are satisfied with the way we manage stormwater

Residents survey 2023-24

The Addington Brook and Riccarton Stream stormwater treatment facility concept design was completed, with detailed design under way. We have nearly finished 750 metres of Snellings Drain enhancement and the final 160 metres of Snellings Drain enhancement is under construction.

Across the city almost 3400 metres of waterway banks were naturalised.

Planning is under way for work in the Ōtākaro Avon River Corridor (OARC), including long-term stop banks and treatment facilities to improve water quality. These are cornerstone projects in the OARC Regeneration Plan needed to meet obligations under our Comprehensive Stormwater Network Discharge Consent (CSNDC) and to reduce waterway contamination.

We increased stormwater treatment in urban areas where housing intensification occurs by more than 60 hectares – another important aspect of mitigating waterway contamination.

Design, construction and completion of projects to benefit the environment continued, including waterway enhancements and known barriers to fish passage. Fish are now able to pass through the Mona Vale weir.

Weed harvesting continued, with close monitoring to ensure optimal benefit in managing river water levels. We planned equipment renewals at stormwater pumping stations, and for infrastructure maintenance or replacement.

Comprehensive Stormwater Network Discharge Consent work built on work of previous years, including stormwater



management plans, the Environmental Monitoring Programme, and other investigations and studies. Feasibility studies for instream sediment remediation and ecosystem responses were completed. An instream contaminant concentration model is being developed to improve understanding of contamination hotspots.

We continued developing a climate change implementation plan for surface water infrastructure and waterways. This is a key part of the infrastructure programme and gives effect to the Climate Resilience Strategy.

Ongoing support was provided to the Coastal Hazard Adaptation Planning Programme, the Ōtākaro Avon River catchment Multi-hazard Study and council's input to the Canterbury Regional Climate Change Working Group.

Our work to support drainage aspects of the proposed district plan will enable future development in Christchurch.



We responded quickly to the Port Hills fire, to minimise the risk of ecological damage to waterways. We increased capacity of a settling basin below the Adventure Park, installed mussel shell filters in the Te Kuru Wetland and plantings in the Upper Bowenvale Valley.

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've had a year of consolidation, with large projects coming to completion or progressing well through design stages.

Good progress was made on flood management projects that help address existing flooding issues and promote growth.

Preliminary design of the earthquake legacy work in Southshore was completed, with a new flood bund being consented.

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

The first long-term stopbank project to replace the temporary stopbank in the Waitaki Street area is operational with the tidal wetland and stormwater treatment wetland to follow.

Design of new long-term stopbanks and flood walls either side of the Waitaki Street project, between the Anzac Drive and Bridge Street bridges, is under way. Consents will be lodged in FY25.



To service the needs of the stormwater and waterways planning, delivery and operational teams, upgrades to the city hydraulic models continued, with the focus turned to the Puharakekenui Styx River Model upgrade.

Significant new funding also allowed improvements to other catchment models to improve our understanding of flooding and the benefits of potential mitigation measures.



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

By making our roads safer we reduced transport harm.

During the five years from 2014 to 2018, there were on average almost 129 deaths or serious injuries each year, but there were 22 fewer such incidents from 2019 to 2023. While some of this can be attributed to changes in travel patterns during the pandemic, each of the latter years is below the average of the previous five years, suggesting a true reduction.

This was achieved through infrastructure improvements, especially for vulnerable road users, and by focusing interventions around schools and at intersections with known safety issues.

We resurfaced 114 kilometres of roads to ensure we maximise value for money in our maintenance regime. Our road surfacing season is usually from September to April, but we expanded the range of surfacing treatments we use, which has given us a longer season.



We constructed nine retaining walls, have another five under way, and have 15 in the design stage. We also built two bridges, at Poynder Avenue and Garden Road.

Detailed design has progressed for the installation of new traffic signals at the Wigram/Haytons and Greers/Langdons intersections, with construction to take place in FY25.

Minor safety improvements were made across the transport network at intersections, providing safer journeys to schools and other local destinations.

We delivered 16 projects including improving safety at intersections, at schools (including crossing improvements), traffic calming, and improved road markings.

Work continued on the Major Cycle Routes network, with construction on the Northern Line, South Express, and Nor' West Arc (Stage 3), and completed Stage 2 of the Heathcote Expressway. Detailed design and investigations were completed on Wheels to Wings. The Coastal Pathway, from Ferrymead Bridge to Scarborough Beach was opened.



Significant construction work was completed on Halswell Junction Road Extension, Linwood Village Masterplan, and the final section of the High Street upgrade.

We supported consent processes for citywide subdivisions and individual large developments, ensuring in each case that the transport and access implications are maximally aligned with the Christchurch District Plan.



Significant progress was made in enhancing public transport infrastructure. Key achievements include upgrades to 94 bus stops, encompassing improvements such as standard line marking, kerbing, hardstand areas, tactile pavers, signage, shelters, seating, road surface treatment, lighting, and pedestrian crossings. This includes:

- Completion of the Port-to-Port bus stop improvements
- Installation of 16 shelters and 10 seats
- Removal of 10 disused bus stops

We also replaced many old timber seats with new seats made from recycled plastic.

Design work progressed for the Lincoln Road bus lanes, between Whiteleigh Avenue and Curletts Road, with the aim of shortening travel times and improving reliability in southwest Christchurch.

Under government's Streets for People programme we trialed improvements in Aranui. This aimed to improve local connections for active and public transport in the vicinity of Haeata Campus. We also trialed an improved streetscape on a section of Gloucester Street in the central city's Performing Arts Precinct area.

Significant resource was invested in delivery of the previous government's Transport Choices Programme, to accelerate transport projects that contribute to a reduction in vehicle kilometres travelled and in transport emissions. Detailed design work was completed on these projects, but they were not progressed to construction. The designs are ready should funding be provided in future.

We pruned 8752 street trees and removed 701 for various reasons. We also serviced approximately 19 million square metres of turf, serviced approximately 5.3 million square metres of gardens assets, laid 8400 cubic metres of mulch and planted 4000 shrubs.

We processed and approved 2900 corridor access requests, to enable safe, coordinated on-road work. We maintained 48,593 streetlights, including 2440 new lights.

The transport model used to produce estimated traffic counts, for the average quality of ride on the sealed local road network performance measure, relies on estimations and third-party data including census information which can be several years out of date. The model's inflexibility also means we can only make limited updates to these estimated traffic counts outside of the census cycle.

As a result of the traffic count estimates not being up to date, they may not reflect current traffic volumes. This means the actual average quality of ride on the sealed local road network, calculated using the estimates, may differ materially from the result reported.

To address these issues, the Council will transition to a nationally standardised model in 2025, which is expected to improve the methodology and reliability of these measures.

While we made notable progress, including resurfacing 114km of roads, we met only 50% of our performance targets. There were delays in completing some public transport infrastructure projects, resulting in us falling short of our active travel journey goals.

Unreliable traffic data in our road asset management system affected the reliability of road quality data, especially around road smoothness. The effect of this is that the actual average quality of ride on the sealed local road network, may have differed materially from the result reported. We're addressing these issues to improve the accuracy of our reporting.

Education programmes

To promote safer and greener travel we took 51 schools through our Good-to-Go ways to get to school (travel planning programme). This gives schools additional support, including scooter skills training, and road safety and active travel workshops.

We ran a Walk or Wheel to School Week in March to embed more consistent active travel, with 105 schools participating (the largest number to date, with a combined roll of more than 36,500 students). It was so successful that we'll trial an additional week-long event in October 2024.

We took 3242 students through our Cycle Safe course and 400 participants through the Adult Bike Skills courses.

Our workplace and personalised travel planning programmes delivered travel planning advice, support, and incentives to 3697 customers.

Other road safety initiatives included Kickstart motorcycle safety roadside stops, safety videos focused on restraints, intersections, distraction, and speed. We also supported community driving programmes for high-risk drivers.

We delivered Crash Bash and Crash Bash & Beyond to 27 Secondary schools. The focus area for Crash Bash 2024 was awareness of distractions on the road and not developing dangerous habits, such as mobile phone use and cutting corners.



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).



We applied for new consents for continuing to receive low-level contaminated soils at Site C, Burwood closed landfill, ensuring safe disposal of this material that will also be used for future landfill remediation. Decisions on these consent applications are scheduled for July 2024.

Council approved the contract award for the new organics processing solution to be based in Hornby. This facility will be available, subject to resource consent, from 2026.

Central government kerbside standardisation collections were implemented in February. The standardisation reduces the range of materials collected at kerbside.

Gas extracted from the Burwood closed landfill continued to be 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.

The availability of the landfill gas is projected to reduce due to the age of the waste in the landfill. We're investigating alternative fuel sources in anticipation of this.

We continued our role in the Canterbury Waste Joint Committee towards regional waste minimisation projects and identifying opportunities to further improve on reducing waste.

We're working through the planning stage of the transfer station redevelopment project. This project is focused on upgrading the resource recovery facilities at the three city transfer stations. The project is split over several years, with procurement scheduled for 2026 and construction starting in 2027.

We aligned the operation of transfer stations, operation of the material recovery facility and kerbside collection contracts to renew at the same time – April 2029. These contracts will be retendered during 2027 to allow sufficient lead-in time.

What we achieved

The kerbside collection system diverted approximately 65% of waste from landfill and continues to rate highly in our annual residents' survey.

84%
of respondents
are satisfied with our
kerbside collections.

Residents survey
2023-24

The kerbside audit programme and supporting education and awareness programmes resulted in up to 98% of all kerbside recycling loads being accepted at the Material Recovery Facility for processing. The other 2% were rejected due to contamination and sent to landfill.

Several closed landfill projects were completed, including capping works at Onuku, seawall works at Barrys Bay, and seawall works at Okains Bay.

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

With our partner, the Ōtautahi Community Housing Trust, we increased the supply and quality of community housing in the city.

The trust built 75 new homes and 100 more are at the planning stage.

The trust’s first mixed affordable housing complexes, comprising social homes, affordable rentals (79% of market rent) and affordable homes for first-home buyers were completed. The two complexes were built where previous social housing was either closed or at the end of its life. Where there were previously 58 bedsits, now there are 144 bedrooms in one-, two-, three-, four-, and five-bedroom homes.

Integrated planning, of reactive repairs and programmes of work, is improving tenants’ experiences.

This pivot to providing more family homes aims to reduce reliance on emergency housing and offer whanau warm contemporary new homes.

A Council loan of up to \$55 million will help achieve this and meet the needs of some of our most vulnerable citizens. Council also agreed that the trust can seek non-council development finance, due to the strength of its balance sheet and ongoing compliance with Council’s finance covenants.

This was the third year that the trust was responsible for delivering major maintenance and unit renewals.



Three years after completing the Warm and Dry Programme, tenant satisfaction with warmth and dryness of their homes remains high. This year’s survey of tenants showed that 91% were satisfied with heat pumps and 88% agreed their homes were warm, dry, and weathertight.

Two full-complex upgrades were completed. The trust is using vacancy periods to complete minor or major refurbishments, reducing disruption to tenants. This year, 69 major and 146 minor, 24 and 6 more respectively than in the previous year. Another 100 homes did not need upgrades during vacancy.

The trust has a three-year rolling asset management plan with Council. Planned upgrades continued with tree maintenance at 14 complexes, fence replacements at five complexes, roof replacements at two complexes, exterior lighting upgrades at six complexes, and three waters infrastructure upgrades at 11 complexes. Two complexes had line markings repainted and two had pathway upgrades. In a stove replacement programme, 100 stoves replaced.

Four units were damaged by fire, and the trust continued its partnership with Fire and Emergency NZ to install more smoke alarms, exceeding regulatory requirements.

Overall, service satisfaction remains high and stable. The tenant survey showed 77% were satisfied with the condition of their home (up from 61% in 2019) and 76% were satisfied with the tenancy services provided (79% in 2019).

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

This year, we aimed to maintain and enhance our service quality by refining processes, practices, and communications, with an emphasis on building effective client relationships and improving the tone of our communications. However, we also faced significant challenges in meeting some targets due to resource constraints and increased workload complexity.

Regulatory compliance and licencing

We strive to monitor environmental factors to safeguard community health and safety. Our work grew more complex, especially concerning illegal building works and instances of non-compliance with the Christchurch District Plan.

Limited staffing led to slower response times in some cases, despite our risk-based approach helping prioritize resources effectively for high-risk complaints.

Our risk-based approach prioritises investigations that ensure resources are focused on attending to complaints, in accordance with the risk profile and Council's strategic priorities.

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

Food safety

Although we conducted 1,758 food verification visits, only 69% (1,209) were completed, falling short of our 98% target due to recruitment and staff resourcing challenges. This gap

underscores the demand for additional resources to meet public health standards.

Land Information Memorandum

We produced 10,990 LIMs (99% within statutory timeframes), up on the previous year's 8993 (98% within statutory timeframes). We met our target.

Resource consenting

We experienced a decline in applications of approximately 10% on the previous year – (2847 in 2024 and 3165 in 2023).

Our performance against statutory timeframes improved significantly, with 94% of applications being processed on time (79% the previous year). Despite this, the result fell short of our 99% target. Approximately 84% of consents were for residential activity, with the remainder being non-residential or mixed-use.

Subdivision consenting, certification and engineering activity remained high following the large volume of multi-unit residential consents issued the previous year, together with ongoing greenfield development. We issued 603 section and 224 completion certificates.

Customer satisfaction increased to 86% (from 70% the previous year), well exceeding the target of 70%.

The team experienced a continued high number of public enquiries through its duty planner phone and email service. We received 158 requests for project-specific pre-application planning advice. We also responded to concerns raised about neighbourhood developments.



Building regulations

Building consenting

Demand for building consents remained high, but fluctuating demand patterns contributed to processing delays early in the year. While monthly improvements led to a 90% on-time processing rate in June, the annual average of 69.3% was below the target of 73%.

Similarly, the percentage of notified resource consent applications processed within statutory timeframes (89%) fell short of the 99% target, primarily due to the high volume and complexity of applications. However, improved compliance compared to the previous year was achieved through increased use of section 37 of the Resource Management Act to extend timeframes. We are working to resolve the issues we've identified and improve the accuracy of our future reporting.



Increased complexity in building inspections also strained our capacity, slowing delivery of some services. Nevertheless, customer satisfaction remained high at 78%.

In all, 5143 building consents (73%) were granted within the statutory timeframe compared to 5017 (64.5%) in the previous year.



Inspections

With an increase in the volume and complexity of active building consents, our service is in high demand. We conducted 37,834 inspections, with 34,807 being completed within three working days and 92% of inspection requests being booked within three working days.

Code compliance

We issued 4060 code compliance certificates, with 74% being issued within the statutory timeframe (3918 certificates issued 2023).

Building exemptions

Discretionary exemptions remained popular with 1754 granted (slightly down on last year's 1891), with 99.8% being processed within the 10-day target.

Earthquake prone buildings

We have 547 buildings (180 priority, 367 non-priority) on the MBIE National Earthquake Prone Building Register. This is 59 fewer buildings than in 2023.

Building warrant of fitness

We completed 809 building audits – an increase of 611 (400+%) on the previous year.

Eco-Design advice

We did 320 consultations, which is consistent with numbers over previous years.

Public advice

The duty building consent officers received 3393 walk-in customers and 10,333 calls and emails.

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



Plan Change 14 (Housing and Business Choice) was a significant area of work for us, with extensive information being presented by us to the independent hearings panel.

This plan change was developed to align the Christchurch District Plan with the Government’s National Policy Statement-Urban Development (NPS-UD) and Resource Management (Enabling Housing Supply and Other Matters) Amendment Act, by enabling intensification across the urban area.

The panel provided recommendations to the elected council in July 2024.

Work on other plan changes has begun, with the aim of addressing issues identified with the Christchurch District Plan. This includes Plan Change 13 (Heritage), Plan Change 17 (earthworks, flood management areas, and the area near the Waimakariri stop banks); plan changes on Council activities and services – Strategic planning and policy coastal hazards; central city noise; effects at the industrial-residential interface, and general rezoning changes. Some of these changes will be informed by decisions on Plan Change 14.

Plan Change 4 (Short-term accommodation) and Plan Change 5 (various) were implemented.

Partner councils endorsed the Greater Christchurch Spatial Plan. The Ōtautahi Christchurch Planning Programme was developed alongside this plan. This will enable local area plans to be developed.

We made submissions on the Fast-Track Approvals Bill and the Resource Management (Freshwater and Other Matters) Amendment Bill.

Coastal Adaptation Planning

This work started in the Whakaraupō Lyttelton Harbour and Koukourārata Port Levy Adaptation Area in late 2022. Since then, the Coastal Panel of community and rūnanga representatives have been developing adaptation pathways to respond to the effects of coastal flooding, erosion, and rising groundwater, with support from a specialist and technical advisory group.

The panel has scored adaptation options against community objectives, validated technical assessments, and received scoring from Te Hapū of Ngāti Wheke and Te Rūnanga o Koukourārata in order to develop possible pathways for at-risk assets six priority locations.

These pathways were tested with the community between October 2023 and January 2024. The panel identified preferred adaptation pathways which will form the basis of a draft adaptation plan for final community engagement in late 2024.



Data on vertical land movement in the post-earthquake period was commissioned and released. Our Risk Explorer has been further developed and refined to help us understand the extent, timing and vulnerability of assets to climate risks.

Better Off funds were distributed to Papatipu Rūnanga for climate resilience activity. We began developing a climate adaptation toolkit to provide advice on increasing the resilience of residential property to climate hazards.



Climate Resilience

We continued to support implementation of the Kia Tūroa te Ao Ōtautahi Christchurch Climate Resilience Strategy and work to embed climate resilience throughout the Council by providing advice to elected members, senior managers and other units on climate-related matters.

The Climate Resilience Team delivered key climate related work including:

- Developed a suite of advice, templates and tools to help staff embed climate resilience when developing the Long-Term Plan 2024-2034.
- Improved the way climate resilience implications are described in Council decision-making reports.
- Estimated and published the greenhouse gas emissions arising from Council operations and Christchurch District along with third party independent verification of the data.
- Established six-monthly reporting of climate related actions completed and planned by Council.
- Had active involvement in developing a Canterbury Climate Partnership Plan.
- Provided climate advice for a variety of Council projects and activities including procurement, and the deployment of the BraveGen system to measure Council's operational emissions.
- Provided leadership and advice to the Aotearoa Council Climate Network. As a member of the Resilient Cities Network, we worked with Australian and New Zealand members to create the Australia and New Zealand Sub-Regional Resilience Group.

Urban Regeneration

We developed an updated set of Commercial Centre fact sheets, prepared a framework to enable a consistent approach to neighbourhood planning and supported development of the Ōtautahi Christchurch Planning Programme and Plan Change 14.

Neighbourhood projects supported central city regeneration through our leadership of the South-East Central Neighbourhood Plan; the Vacant Sites Programme; and the non-regulatory elements of the Central City Noise Programme.

Suburban initiatives included scoping a Linwood regeneration project, supporting the property projects of other council activities and services, the Diamond Harbour and Akaroa's BP Meats sites, and working across agencies to support elements of New Brighton's regeneration.

We delivered Enliven Places projects to improve amenity and activation of key land parcels and applied the City Vacant Differential Rate. This is proving to be a strong driver of improvement at unused and underused land in the central city. We've completed work to begin expanding the rate mechanism to selected suburban centres.

Urban Design

We provided advice at pre-application and consent processing stages to improve the quality of urban development. We monitored multi-unit residential developments to inform planning policy and guidance.

Independent design review was provided through the Christchurch Urban Design Panel, and to support the Akaroa and Lyttelton panels.

We supported Plan Change 14 with expert evidence, analysis and visualisations. We're scoping guidance to support its future implementation. We supported development of the Ōtautahi Christchurch Planning Programme, bringing together multi-disciplinary analysis into a framework for endorsement next financial year. We continued to support existing priority areas including the South-East Central Neighbourhood Plan and Council-owned land in Diamond Harbour.



Our involvement in public realm projects helped achieve good design outcomes and supported stakeholder engagement, including progress in Cathedral Square.

We managed grant funds to support a range of city-wide initiatives, including the Sustainability Fund (\$380,000) and the Place Partnership Fund (\$107,000).

City Making partner agreements (totalling \$235,000) with Gap Filler, The Green Lab, and Life in Vacant Spaces are in their third and final year. A revised, contestable process is being implemented for the coming year, aligned with the Te Haumako Te Whitingia Strengthening Communities Together Strategy 2022.



Strategic Transport

We held a series of Future Transport Briefings with elected members and continued work on strategic direction for the city's transport network. The draft Ōtautahi Christchurch Transport Strategy will be confirmed next year, when we have the government's National Land Transport Plan.

The strategy will guide future investment in transport infrastructure, to support city shaping and future growth and address key issues around climate change adaptation and safety for all road users.

We led the Council's policy response to consultation on national direction for transport. This included preparing the Council's submission on the updated Government Policy Statement on Land Transport and work on its implications for the Council's transport programme.

We worked 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 been endorsed by all partner councils, the Greater Christchurch Partnership Committee and the Waka Kotahi Board.

We also contributed to the Regional Public Transport Plan update and continued to progress work on the Greater Christchurch Transport Plan.

Public Information and Participation

We've implemented a wide range of initiatives to support effective, helpful and relevant communications, marketing and engagement activities.

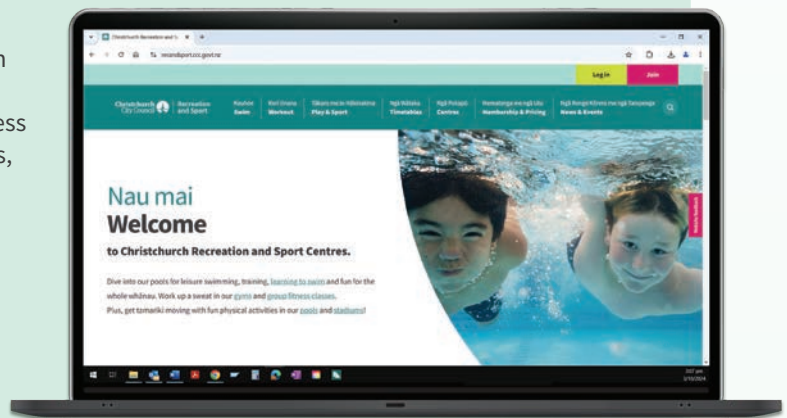
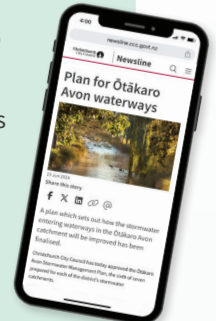
These initiatives include:

- New Rec and Sport website has made it easier for residents to find out about our facilities, and book services and classes online. Visits to the site are up 49%.
- New online engagement platform has enabled significant improvements to how we engage with residents online.
- Updated look and feel for the Council's website, with new ways to navigate and search. This is the first significant update since 2018 and is more modern, less cluttered, and provides a better experience for users, particularly on mobile devices.
- We've had a 29% overall increase in traffic to our websites, with three standout sites influencing that result:
 - Rec and Sport (up 49%)
 - He Puna Taimoana (up 31%)
 - What's On (up 30%)

Our online news channel, Newsline, had an 18% increase in page views.

Our social media channels also increased across the board, with posts reaching 2.1% more users than last year, and audience up by 11.7%.

We responded to 1991 media enquiries, with 90% of media calls (and 80% of social media queries) responded to within 24 hours.



We completed 115 consultations – up 116% on last year. We received more than 24,700 submissions, with most (97.9%) being online.

While people are increasingly engaging with us online, where relevant, consultation material is made available in hard copy at Council libraries and service centres.

We promote our consultations with online and print advertising and 80.8% consultations had a letterbox drop as a tactic to raise awareness and encourage participation, compared with 49% last year.



Strategic Asset Management

We champion asset management by providing oversight and support to the organisation’s infrastructure activities and deliver programmes to improve asset management maturity to meet Council’s strategic priorities, community outcomes, and legislative requirements.

Our Asset Management Maturity Assessment (AMMA) in October 2023 identified a number of opportunities for internal asset owners to incorporate continuous improvement into their Asset Management Plans.

This body of work feeds into the Asset Management Improvement Programme that aligns with the 2024-2034 Long Term Plan including the Infrastructure Strategy 2024-2054.

Strategic Policy

We have a pivotal role in shaping the Council’s vision, strategic priorities, community outcomes, and developing and reviewing strategies, policies and bylaws that guide the organisation.

We prepared foundational documents for the Long-Term Plan 2024-34 and facilitated a comprehensive review of the Council’s Strategic Framework, which outlines the Council’s overarching goals and aspirations for the community.



We managed bylaw reviews, including:

- Amended the Alcohol Restrictions in Public Place Bylaw 2018 to add a new ban area in Woolston Village (6 September 2023) and a new large-scale event ban area (12 December 2023).
- Processed nine temporary alcohol bans for large-scale events over the 2023/24 summer.
- Reviewed the Cruising and Prohibited Times on Roads Bylaw 2014, with a replacement bylaw adopted on 1 November 2023.
- Reviewed the Waste Management Bylaw 2009 and Cleanfill and Waste Handling Operations Bylaw 2015, resulting in the adoption of the Waste Management and Minimisation Bylaw 2023 on 15 November 2023.
- Amended the Freedom Camping Bylaw 2021 in response to legislative changes, with amendments adopted on 15 November 2023.
- Revoked the speed limit setting part of the Traffic and Parking Bylaw 2017 in response to legislative changes, with revocation on 3 April 2024.
- Began reviews of the Dog Control Bylaw 2016 (and Dog Control Policy), the Parks and Reserves Bylaw 2016, and the Trade Waste Bylaw 2015, with completion dates ranging from late 2024 to mid-2025.
- Began work in response to community requests for new alcohol ban areas in Edgeware and North Richmond (May/June 2024).



In helping develop the long-term plan, our focus was on the 30-year Infrastructure Strategy and Financial Strategy. Our contributions ensured these critical documents reflect a long-term vision for sustainable infrastructure development and sound financial management.



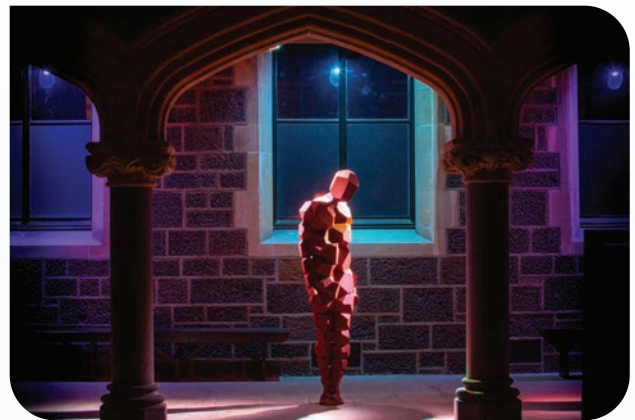
We continued to initiate reviews of Council policies and this year have commenced work on the Development Contributions Policy, the Local Alcohol Policy, and the Gambling and TAB Venues Policy. These policies are essential for guiding Council operations, planning for future infrastructure needs, and supporting the safety and wellbeing of our community.

We maintained the Policy Register to ensure it is up to date and completed periodic review of the status of all 72 public-facing Council policies, with four being revoked because they were old or redundant.

We prepared and submitted 28 comprehensive submissions to external agencies (11 from Council, 17 from staff), including central government departments and regional councils. These submissions covered a wide range of topics, including:

- Government Policy Statement for Land Transport 2024
- Emergency Management Bill
- National Policy Statement on Natural Hazard Decision-making
- Fast-track Approvals Bill
- Local Government (Water Services Preliminary Arrangements) Bill

We provided advice on and coordinated Council's participation in the Canterbury Mayoral Forum and Local Government New Zealand. This supported knowledge sharing, strengthened relationships, and ensured the Council's interests were represented in broader discussions.



Heritage

We processed over 50 Intangible Heritage Grants, allocating over \$180,000 to support community focused heritage projects and events. We also gave 13 Heritage Incentive Grants, allocating over \$347,000 to support the physical conservation and upgrade of heritage buildings.

We successfully planned and delivered the annual Heritage Festival in October 2023.



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)

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.

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.

What we achieved

Governance and decision making

We delivered smart secretarial and support services for governance decision making including the processing of over 2887 reports and managing 523 meetings. Council supported 1,087 applications for a range of hearings, public forums and deputations on topics such as menacing dogs, bus shelters, and much more.

A by-election was held in February 2024 to elect a community board member for the Banks Peninsula Ward following the resignation of Reuben Davidson.

We continued to implement better ways of working, including the livestreaming of community board and other governance meetings. Livestreamed meetings are also recorded and made available to the community on the YouTube platform.

The council's commitment to increased openness and transparency has increased momentum with:

- 5.8% of reports considered in the public 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 with the majority being released.
- 97% of reports considered in a publicly excluded section of council agendas during the 2019/22 triennium have been reviewed to date with the majority being released in part or in full.
- To date, 57% of all reports considered in the publicly excluded section of council agendas in the current terms have been reviewed for potential release.
- In April to June 2023 Council workshopped 172 items, 97% in PX. In April to June 2024 Council workshopped 65 items 9% in PX.

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

We provided advice, services and administrative support so that the mayor, deputy mayor, elected members and chief executive could fulfil their statutory, community, council and policy leadership roles.

We received and processed requests for information under the LGOIMA (99.6% of 1243 requests were processed within the target time frame), to ensure accurate information was available in a timely manner. The average completion time for requests was 12.4 days.

The Treaty Relationships Team fosters working relationships with Council staff and Papatipu Rūnanga. The team guides staff on the cultural context of protocols, policies, procedures and strategies. The Council provides many different pathways for staff to participate, engage and extend their understanding of Ngāi Tahu and tangata whenua cultural values.

During the year, Council and rūnanga engaged on environmental matters, particularly in relation to the use and protection of land and water. Cultural support and presence was also provided to many key events and projects.

Enabling access to social housing and papakāinga development (housing developments for Māori on ancestral land) is fundamental to Māori wellbeing and forms a further pou in the relationship between mana whenua and the Council. There are several projects being worked on with Papatipu Rūnanga that will enable successful outcomes.

Te Tiriti o Waitangi sessions and te reo Māori classes continued for staff to increase their competency in te reo Māori and understanding of the principles of Te Tiriti o Waitangi and engaging with rūnanga.

The Council is committed to engaging more effectively with Māori to ensure they have opportunities to contribute to decision-making processes.

While the Council specifically recognises the special relationship with mana whenua, it also engages with wider Māori who live in Christchurch, including those with tribal affiliations other than Ngāi Tahu.



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 of 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.

Highlights included:

- Finalised a new economic development strategy – the Christchurch Economic Ambition.
- Finalised Destination Management Plans for Christchurch and Banks Peninsula, and surrounding districts.
- The Tāwhaki National Aerospace Centre's new 1km sealed runway opened. This is critical infrastructure for the aerospace sector.



- Facilitated the set-up process to enable Riverland Pet Food's new \$25 million Hornby factory. The manufacturer employs 28 FTE staff with plans for expansion.
- Signed a strategic purpose agreement for the development of a multi-disciplinary cancer treatment, health technology, and research and innovation centre in Christchurch. Construction investment alone is estimated at over \$500 million.
- Prepared 64 conference bids for the city, with 42% being won.
- Embedded the new city identity/brand through development of resources and city marketing activity.
- Our screen office received 104 enquiries.
- Over summer, Christchurch attracted \$20 million of visitor spending from 12 major events. There were 21 major events over the year.
- Sail GP was hosted for second time in Lyttelton at late notice (in place of Auckland), ensuring the New Zealand leg could proceed. It was the largest ticketed sailing event ever held in New Zealand.
- With the University of Canterbury, we completed a Healthtech validator, assisting 17 start-up businesses over a 10-week incubation programme.
- Urban development projects in New Brighton and Sydenham continued.
- The 'On Show' Spring campaign achieved high engagement growth, with a 104% increase on last year in all digital interactions.

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

Civic and International Relations



We coordinated and led city-wide international relations events, delivering scheduled and unscheduled civic ceremonies, national ceremonies and official visits, including:

- Mayor-led business delegation to Seattle and Los Angeles in July and meetings to support the 2020 International Relations Policy Framework (IRPF) in Korea in September. A business delegation to China is in planned for August 2024.
- Engagement with China included hosting a fellow from Shenzhen Foreign Affairs Office for one month, receiving delegations from Gansu province and supporting visits to Christchurch by the Chinese Education Minister and the Chinese Minister Responsible for International Relations.
- Projects and celebrations in connection with the 50th anniversary of our sister city relationship with Kurashiki, including a Mayoral delegation to Kurashiki and hosting civic and citizen delegations from Kurashiki to Christchurch.
- Mayor-led civic delegation to Songpa-gu in September. To commemorate the 70th anniversary of the ceasefire, the Korean War Veterans Pavilion at Halswell Quarry Park was built and opened.

- Christchurch received 48 official visits, including:
 - Two multi-day Chinese ministerial visits
 - Two Australian local government elected members
 - 12 ambassador visits
 - Three international student groups
 - Two Government-hosted international delegations
 - Five technical tours, including a visit by staff from Honiara City Council as part of the Pacific Technical Assistance Programme
- Provided advice and logistic support as needed to the Antarctic Office, including the Mayor hosting the President of the Korean Polar Research Institute (KOPRI) in July and then visiting the KOPRI headquarters in Korea in September.
- Delivered 12 citizenship ceremonies, for 3314 new citizens.
- Supported the RSA to plan and deliver a high-quality Anzac Day Dawn Service in Cathedral Square and provided traffic management plans for other RSA clubs' events.
- Delivered 20 other civic ceremonies.
- Supported the Duke of Edinburgh Hillary Award to deliver a visit to Christchurch by HRH The Duke of Edinburgh in November.



Financial ratios and prudence benchmarks

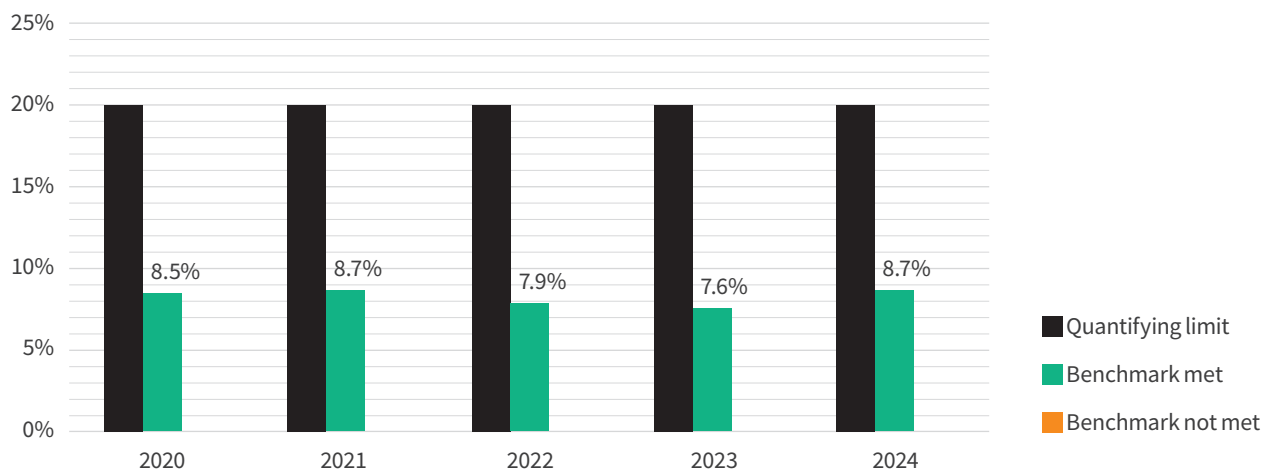
The Council has financial ratios which form a key part of its financial risk management strategy.

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.

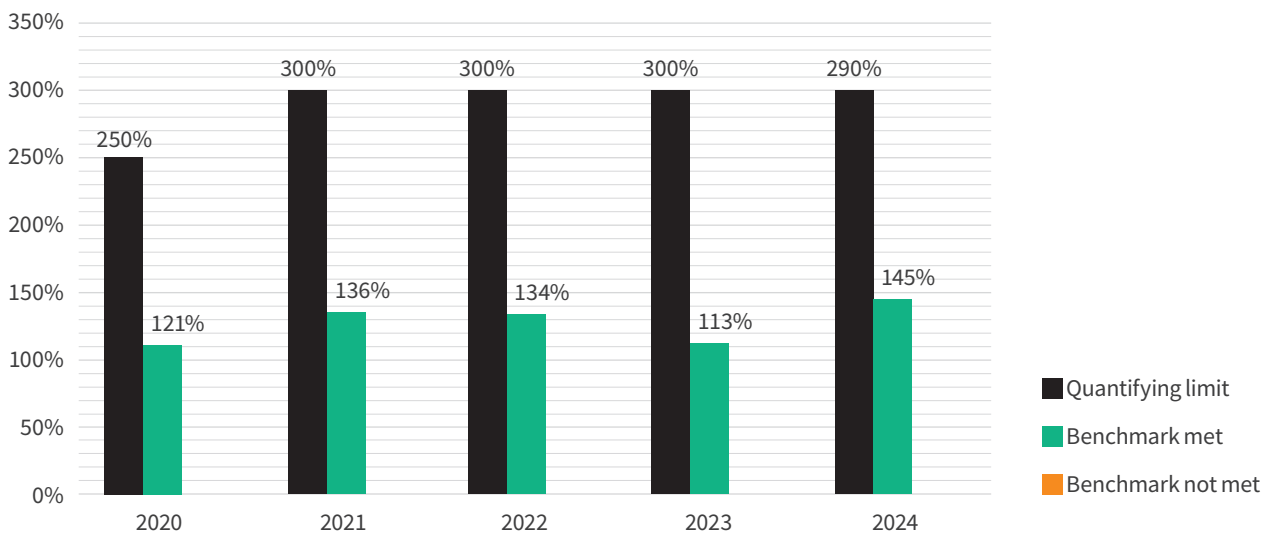
These ratios and benchmarks enable the reader to determine that the Council is prudently managing its revenues, expense, assets, liabilities and general financial dealings.

Local Government Funding Agency Borrowing Covenants

Net debt as a percentage of equity



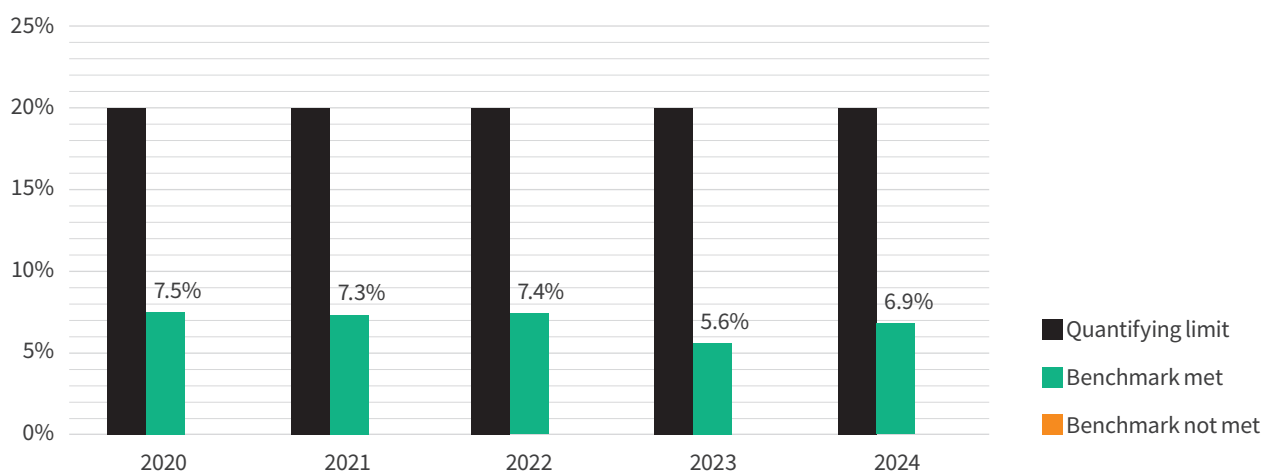
Net debt¹ as a percentage of total revenue²



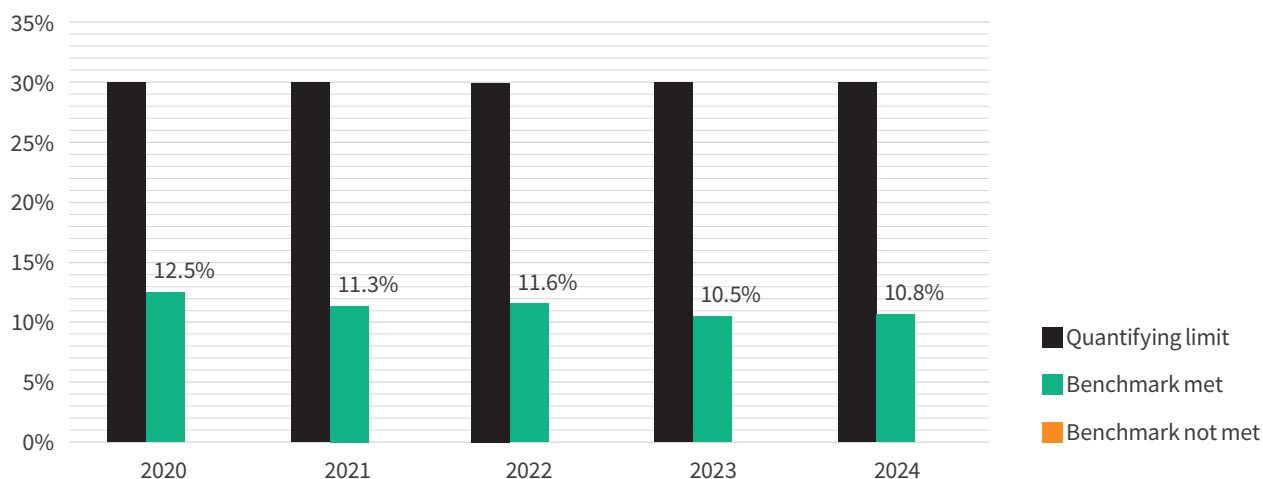
¹ Net debt is defined as total financial liabilities less financial assets (excluding trade and other receivables).

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

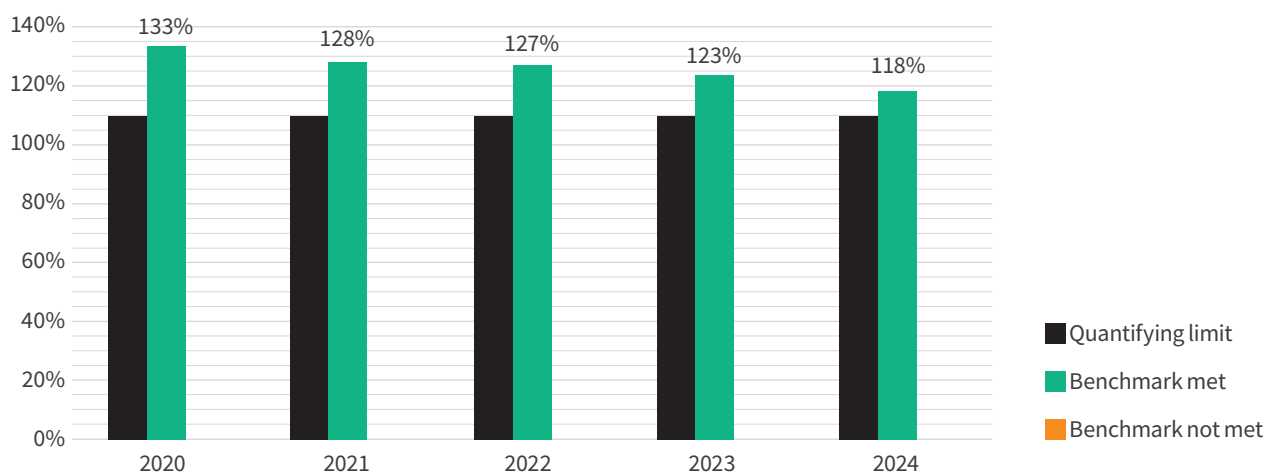
Net interest as a percentage of total revenue



Net interest as a percentage of annual rates revenue



Liquidity



Financial highlights

The Council Group – The 2024 year in review

Total assets

\$22.8 billion

2023 \$22.1 billion

Total operating expenditure

\$2.4 billion

2023 \$2.2 billion

Total revenue

\$2.5 billion

2023 \$2.7 billion

Total ratepayers funds

\$17.5 billion

2023 \$17.2 billion

Total liabilities

\$5.3 billion

2023 \$4.9 billion

Total surplus before tax

\$0.12 billion

2023 \$0.5 billion

Christchurch
City Council 



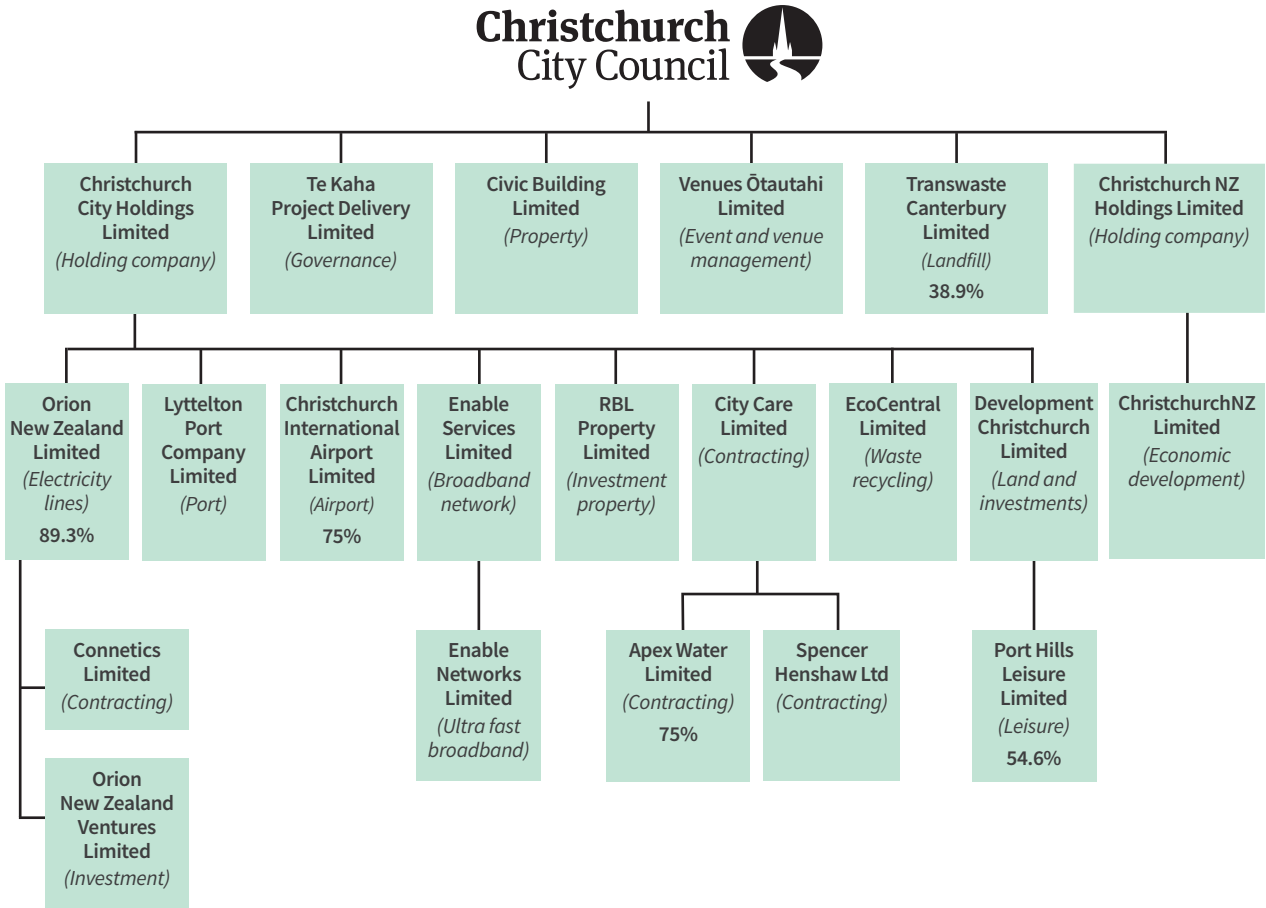
Christchurch
City Holdings
Limited

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 2024

100% ownership unless otherwise 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)	
	2024 \$000	2024 \$000	2023 \$000
Orion New Zealand Ltd	334,666	11,595	21,618
Lyttelton Port Company Ltd	195,006	9,941	18,959
Christchurch International Airport Ltd	246,564	22,731	36,844
City Care Ltd	623,997	9,094	11,420
Enable Services Ltd	123,059	34,447	28,319
EcoCentral Ltd	58,412	2,740	2,120
RBL Property Ltd	3,998	3,421	446
Development Christchurch Ltd	-	-	293
Venues Ōtautahi Ltd	27,713	(21,639)	(3,005)
Civic Building Ltd	4,351	(4,376)	10
ChristchurchNZ Holdings Ltd	20,850	1,497	(1,799)
Transwaste Canterbury Ltd	73,581	14,542	15,632
Riccarton Bush Trust	912	(41)	(170)
Rod Donald Banks Peninsula Trust	1,649	1,322	(1,912)
Central Plains Water Trust	-	-	-
Te Kaha Project Delivery Ltd	616	-	-
Ōtautahi Community Housing Trust	38,462	7,204	1,056

Independent Auditor's Report

To the readers of Christchurch City Council and group's summary of the annual report for the year ended 30 June 2024

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 2024.

The summary of the annual report comprises the following information on pages 19 to 61 and 70 to 74:

- the summary statement of financial position as at 30 June 2024;
- the summaries of the statement of comprehensive income, statement of changes in equity and cash flow statement for the year ended 30 June 2024;
- 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*.

However, the summary service performance information includes a limitation in scope to the equivalent extent as the full audited statement of service performance. This limitation is explained below in *The full annual report and our audit report thereon* section.

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, therefore, 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 a qualified opinion on the statement of service performance and an unmodified opinion on the other audited information in the full annual report for the year ended 30 June 2024 in our auditor's report dated 30 October 2024. The basis for our qualified opinion on the statement of service performance is explained below.

Statement of service performance

Our work was limited in relation to the performance measure: The average quality of ride on the sealed local road network, measured by smooth travel exposure

The City Council is required to report against the performance measures set out in the Non-Financial Performance Measure Rules 2013 (the Rules) made by the Secretary for Local Government. These mandatory performance measures include the average quality of ride on the sealed local road network measured by smooth travel exposure. This performance measure is important because road smoothness is indicative of the quality of service provided to the community.

We were unable to obtain assurance over the accuracy of traffic estimate data used to calculate the performance measure, because this estimate data is not sufficiently up to date, as described on page 136 of the full annual report. As a result, the actual average quality of ride on the sealed local road network may differ materially from the result reported.

As a result, our work was limited and there were no practicable audit procedures we could apply to obtain assurance over the accuracy of reported performance for this measure.

Information about this matter is disclosed on page 41 of the summary service performance information.

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.

In addition to reporting on the summary and full annual reports, we have carried out other audit and assurance engagements for the City Council and group. These engagements, as described in note 5 of the financial statements in the full annual report, are compatible with those independence requirements. Other than these engagements, 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 2024

Summary financial statements

Summary statement of comprehensive income For the year ended 30 June 2024

	Parent			Group	
	30 Jun 24 Actual \$000	30 Jun 24 Plan \$000	30 Jun 23 Actual \$000	30 Jun 24 Actual \$000	30 Jun 23 Actual \$000
Share of associate and JV's surplus	-	-	-	5,657	6,081
Other revenue	1,183,948	1,163,916	1,404,070	2,509,773	2,670,372
Total revenue	1,183,948	1,163,916	1,404,070	2,515,430	2,676,453
Finance costs	129,157	131,147	113,039	198,349	176,268
Other expenses	1,005,963	939,405	874,596	2,194,240	2,008,329
Total operating expenses	1,135,120	1,070,552	987,635	2,392,589	2,184,597
Surplus before income tax expense	48,828	93,364	416,435	122,841	491,856
Income tax (credit)/expense	(548)	(24,445)	1,606	107,711	32,435
Surplus from Continuing operations	49,376	117,809	414,830	15,130	459,421
Surplus from Discontinued operations	-	-	-	1,678	-
Surplus for the period	49,376	117,809	414,830	16,808	459,421
Other comprehensive revenue and expense					
Property, plant and equipment valuation movement	159,502	1,099,562	732,643	321,143	1,011,587
Revaluation of carbon emissions units	4,230	-	-	4,336	(572)
Unrealised gains/(losses) from:	-	-	-	-	-
Investment revaluation gain/(loss)	223,406	-	530,188	400	415
Cash flow hedges gain/(loss)	(13,215)	-	37,153	(36,962)	56,964
Income tax relating to components of other comprehensive revenue and expenses	(450)	-	-	(23,266)	(82,937)
Transfers and other	-	-	-	517	1,769
Total other comprehensive revenue and expense	373,473	1,099,562	1,299,984	266,168	987,226
Total comprehensive revenue and expense	422,849	1,217,371	1,714,814	282,976	1,446,647
Surplus for the period attributable to:					
Parent entity	49,376	117,809	414,830	11,316	447,962
Non controlling interests	-	-	-	5,492	11,459
Total surplus for the period	49,376	117,809	414,830	16,808	459,421
Total comprehensive revenue and expenses attributable to:					
Equity holders of the parent	422,849	1,217,371	1,714,814	262,994	1,403,000
Non controlling interests	-	-	-	19,982	43,647
Total comprehensive revenue and expense	422,849	1,217,371	1,714,814	282,976	1,446,647

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 2024

	Parent			Group	
	30 Jun 24 Actual \$000	30 Jun 24 Plan \$000	30 Jun 23 Actual (Restated) \$000	30 Jun 24 Actual \$000	30 Jun 23 Actual (Restated) \$000
Assets					
Current assets*	437,272	205,588	423,009	622,341	617,475
Non-current assets*	20,399,476	20,710,339	19,682,228	22,184,104	21,506,918
Total assets*	20,836,748	20,915,927	20,105,237	22,806,445	22,124,393
Equity and liabilities					
Current liabilities*	490,730	417,171	564,616	1,236,892	1,204,506
Non-current liabilities*	2,294,151	2,415,035	1,910,341	4,078,766	3,704,212
Total liabilities*	2,784,881	2,832,206	2,474,957	5,315,658	4,908,718
Net assets	18,051,867	18,083,721	17,630,280	17,490,787	17,215,675
Parent entity equity	5,130,193	5,057,878	5,045,581	6,005,906	5,958,800
Non controlling interest	-	-	-	474,530	465,208
Reserves	12,921,674	13,025,843	12,584,699	11,010,351	10,791,667
Total ratepayers funds	18,051,867	18,083,721	17,630,280	17,490,787	17,215,675

* The comparative balances have been restated to reflect a correction of the prior year. Refer to Note 7: "Reclassification of Derivative financial instrument in the prior period". For further information, please refer to the full annual report, volume 2, Note 20.4.

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 2024

	Parent			Group	
	30 Jun 24 Actual \$000	30 Jun 24 Plan \$000	30 Jun 23 Actual \$000	30 Jun 24 Actual \$000	30 Jun 23 Actual \$000
Net cash provided by/(used in) operating activities	372,566	427,158	487,153	596,228	714,619
Net cash (used in)/provided by investing activities	(710,177)	(721,480)	(641,362)	(965,884)	(823,373)
Net cash provided by/(used in) financing activities	304,807	293,975	147,596	325,204	120,336
Net increase/decrease in cash and cash equivalents	(32,804)	(347)	(6,613)	(44,452)	11,582
Cash eliminated from Parent due to consolidation of CCO (Mayors Welfare)	(543)	-	-	-	-
Cash and cash equivalents at beginning of year	160,694	100,455	167,307	267,003	255,421
Cash and cash equivalents at end of year	127,347	100,108	160,694	222,551	267,003

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 2024

	Parent			Group	
	30 Jun 24 Actual \$000	30 Jun 24 Plan \$000	30 Jun 23 Actual \$000	30 Jun 24 Actual \$000	30 Jun 23 Actual \$000
Opening equity	17,630,280	11,808,472	15,915,467	17,215,675	15,766,510
Total comprehensive revenue and expenses attributable to:					
Parent entity equity	422,849	1,217,371	1,714,814	262,994	1,403,000
Non controlling interest	-	-	-	19,982	43,647
Total comprehensive revenue and expenses for the period, net of tax	422,849	1,217,371	1,714,814	282,976	1,446,647
Dividends	-	-	-	(10,813)	(7,756)
Other items	-	-	(1)	2,949	10,274
Elimination of Mayors Welfare Reserve Fund from CCC	(1,262)	-	-	-	-
Closing equity	18,051,867	13,025,843	17,630,280	17,490,787	17,215,675

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 2024

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 2024. We prepared the summary 2024 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 2024. The GM Resources / Chief Financial Officer approved the summary 2024 report for issue on 27 November 2024.

The specific disclosures in the summary 2024 financial report have been extracted from the full audited 2024 financial report also dated 31 October 2024.

The report can be found at <https://ccc.govt.nz/the-council/how-the-council-works/reporting-and-monitoring/annualreport>

Plan values disclosed

The plan values shown in the financial statements represent the 2023/24 budget included in the 2023/24 Annual Plan adopted on 27 June 2023. 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

The following new standards, interpretations and amendments have been issued and effective as at 30 June 2024. Council has adopted these standards and interpretations.

PBE IPSAS1 Disclosure of Fees for Audit Firms' Services

The standard requires an entity to disclose the fees incurred for services received from the audit firm and a description of each service into specified categories. Note 5 Remuneration of auditors has been expanded to include the additional required information with the adoption of PBE IPSAS 1.

A more comprehensive detail of the impact of the changes in accounting policy and disclosures is included in the full 2024 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 2024 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 \$516 million (2023: \$812 million) on capital works.

3. Contingent liabilities

These liabilities depend on other future events. For the Group, these total \$26 million (2023: \$20 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 2023/24, the following CCOs were unable to meet the statutory timeframes for 30 June 2023 annual reports due to delays in its audit programme:

- Civic building Limited
- Riccarton Bush Trust
- Te Kaha Project Delivery Limited
- Mayors Welfare Fund

In addition, the following CCOs were unable to meet the statutory deadlines for 30 June 2024 annual reports due to delays in its audit programme:

- Mayors Welfare Fund
- Development Christchurch Limited

Central Plains Water Trust delivered its draft SOI to the Council on 15 March, against a statutory due date of 1 March, however, they were given one month extension per LGA.

5. Variances against budget

Comprehensive revenue and expenses

Total revenues are \$20 million higher than budget primarily due to several factors: higher than expected subdivision volumes and increased building activity from these subdivisions, unplanned insurance proceeds, and greater available tax losses to transfer within the Group.

Total expenses are \$64.6 million higher than budget due to several factors: losses on the disposal of property, plant, and equipment (PPE) and assets held for sale, along with fair value adjustments for financial instruments. Additionally, higher asset values and unplanned asset write-offs contributed to the increase. Staff capitalisation costs were lower than expected, compounded by a shift in the allocation method for staff cost capitalisation used in the budget.

Financial position

Total assets are \$79 million lower than budget primarily due to property, plant, and equipment, intangible assets, and assets held for sale being impacted by the annual plan overstating the revaluation forecast by \$283 million. This was partially offset by other asset classes, which were up by \$204 million.

Liabilities are \$47 million lower than budget mainly due to the under-delivery of capital projects, including the One New Zealand Stadium at Te Kaha, as well as a decrease in staff costs resulting from higher staff vacancies.

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:

CCHL Bond issue

In October 2024, CCHL issued \$200m of Wholesale Unlisted debt instruments (\$75m for three years and \$125m for seven years). Proceeds will be used to repay existing borrowing as it matures – specifically, \$150m of Retail Listed Bonds and \$50m of Council loans. This will result in a minor increase in the average term to maturity of the Council Group's borrowing; there is no impact on the Group's interest rate risk.

Ōtautahi Community Housing Trust

Since balance date, on 24 July 2024, the Trust transferred the titles of 10 units for the Carey Street development to Paenga Kupenga and on 7 August 2024, the Hills Road development received practical completion.

ChristchurchNZ Limited

There were no significant events subsequent to the reporting date which require disclosure in the financial statements.

From 1 July 2022, CNZ adopted revised Accounting and Treasury Management Policies, in the anticipation of completing a shortform amalgamation of Development Christchurch Ltd (DCL) into ChristchurchNZ. The shareholder (CCC) 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.

Venues Ōtautahi Limited

There are no material events known to Directors occurring after balance date that would have a significant impact on the financial statements for the year ended 30 June 2024.

Of note, the naming rights partnership between Venues Ōtautahi and One New Zealand for Te Kaha Stadium was announced in July 2024. This has resulted in a switch from the name 'Te Kaha, Canterbury's Multi-Use Arena' – which we have been using throughout the design and build process – to 'One New Zealand Stadium at Te Kaha'.

The name Te Kaha was gifted to the city by Ngai Tūāhuriri and will continue to be acknowledged both in the tagline 'at Te Kaha' and through the name of the surrounding precinct, which is called Te Kaharoa in full (meaning enduring strength).

The One New Zealand Stadium at Te Kaha name will remain for years to come, as the sponsorship agreement is in place until 2036. There are no financial impacts of this partnership in FY23/24.

7. Reclassification of Derivative financial instrument in the prior period

During the financial year 2023/24, management identified an error related to the classification of hedging assets within derivative financial instrument liabilities. Specifically, interest rate swaps amounting to

\$27.4 million in 2024 (\$40.7 million in 2023), previously disclosed as a negative hedging liability. In previous years (FY22 and prior) when derivatives were in a loss (liability) situation, the liability was added to the line "Borrowings & Other Financial Liabilities" in the balance sheet & note 20.3. However, in FY23 and FY24, with the increase in interest rates, the derivatives are now in a profit (asset) situation.

To correct this, both the current and prior year's financial statements have been adjusted to reclassify the affected amounts from "Borrowings & Other Financial Liabilities" to "Other Financial Assets" in the balance sheet and disclosed in the notes from derivative financial instrument liability in note 20.3 to derivative financial instrument asset in note 20.1 and 20.5. The restatement ensures the accurate reflection of Derivative Financial Instruments in the financial statements for improved year-on-year comparability. For a more detailed breakdown of this re-statement, please refer to the full annual report, volume 2, Note 20.4.

8. Local Water Done Well Bill

In response to the Local Government (Water Services Preliminary Arrangements) Act 2024 and Local Water Done Well reforms currently underway, the Council has been required to prepare, consult on, and adopt a Water Service Delivery Plan (WSDP), detailing how the Council plans to fund, manage and deliver water services in the future. This initiative represents a significant shift in the governance and management of water services across New Zealand, focusing on improving the quality, safety, and sustainability of water delivery for communities.

As at the time of reporting, the reforms remain in progress, and while the Council continues to fulfil its obligations around consultation and the development of the WSDP, these changes have not had any impact on the 2024 financial statements or the associated performance information. The financial and operational outcomes of the reform will be reassessed as the implementation progresses.

