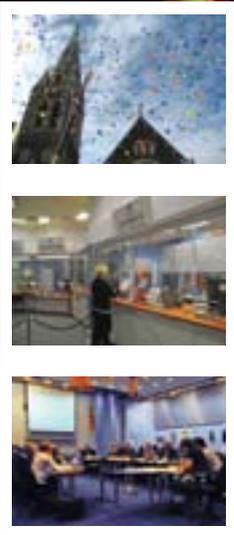


3

Your Council



Mayor Bob Parker talks to community members - Beckenham Library





Elected members

Christchurch residents and ratepayers are represented by the Council and Community Boards. Elections are held every three years to select the people who will act and speak for our community.

Council

The Mayor and 13 Councillors govern the City and ensure the needs of its residents are met. They make decisions for Christchurch's future, plan the way forward and are accountable for delivering what the community has identified as necessary for its cultural, economic, environmental and social well-being.

In its long-term plan, the Council asks the community what these goals should be. They are called the Community Outcomes; our residents have determined Christchurch will be:

- a safe city
- a city of inclusive and diverse communities
- a city of people who value and protect the natural environment
- a well-governed city
- a prosperous city
- a healthy city
- a city for recreation, fun and creativity
- a city of lifelong learning
- an attractive and well-designed city

Community Boards

At a local level, the eight Community Boards represent and act as advocates for the interests of their communities. Community Board members advise the Council on local needs, community views, and how Council proposals will affect their communities.

The Community Boards span seven wards across the city. The metropolitan wards, each represented by two Councillors and five Community Board Members, are:

- Burwood/Pegasus
- Fendalton/Waimairi
- Hagley/Ferrymead
- Riccarton/Wigram
- Shirley/Papanui
- Spreydon/Heathcote

The Banks Peninsula ward, because of its diversity and size, is represented by one Councillor and two Community Boards – Akaroa/Wairewa and Lyttelton/Mt Herbert, each consisting of five Community Board Members.

The Council organisation

The Council is responsible for employing the Chief Executive – the only member of staff who reports directly to elected members. Tony Marryatt was employed as the Chief Executive of the Christchurch City Council in May 2007. He employs all the other staff in the Council.

Council structure

The Council's organisational structure is designed to ensure its services are provided as effectively as possible. To achieve this, Council activities and services are divided into eight groups, each headed by a General Manager, they are:

- Capital Programme
- City Environment
- Community Services
- Corporate Services
- Human Resources
- Public Affairs
- Regulatory and Democracy Services
- Strategy and Planning

Within these groups, various community units are tasked with providing specific services to the community and organisation. The services and activities provided by the City Council are wide and varied, from rubbish collection, roads and water, to the Botanic Gardens, Christchurch Art Gallery, city libraries and the funding of festivals and events.

These activities are grouped into 12 Groups of Activities. Find out more about these groups in the upcoming section: Our activities at a glance, see pages 19 to 20, or for an in-depth view, see pages 23 to 72.



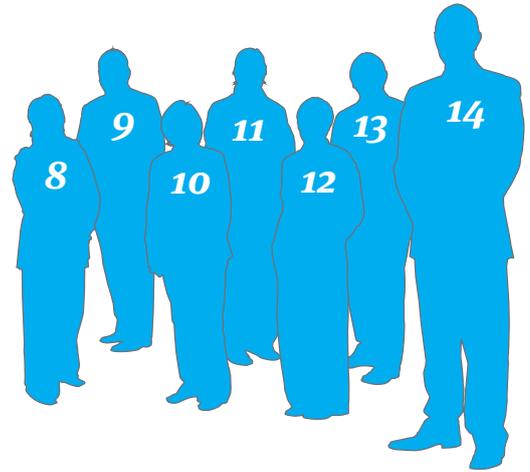
The elected Council

Mayor and Councillors 2007/08

- | | |
|-------------------------------------|--|
| 1. Norm Withers Deputy Mayor | 8. Ngaire Button |
| 2. Gail Sheriff JP | 9. Mike Wall |
| 3. Yani Johanson | 10. Sally Buck MEd (Dist) |
| 4. Chrissie Williams | 11. Helen Broughton MA(Hons) DipEd (GC) |
| 5. David Cox FNZIM | 12. Claudia Reid |
| 6. Sue Wells BA | 13. Bob Shearing |
| 7. Barry Corbett | 14. Bob Parker Mayor |



The elected Council





Community board members

Community Board members representing Akaroa-Wairewa

Stewart Miller (Chairperson)
Bryan Morgan
Jane Chetwynd
Pam Richardson – JP
Eric Ryder

Councillor

Claudia Reid

Community Board members representing Burwood-Pegasus Ward

David East (Chairperson) BSc
Tim Sintes
Nigel Dixon
Tina Lomax – Dip. Tchg, B Ed, PGChAD (Dist)
Linda Stewart

Councillors

Gail Sheriff – JP,
Chrissie Williams – B.Tech (Maths) (Hons), Dip Tchg.

Community Board members representing Fendalton-Waimairi Ward

Val Carter (Chairperson)
Cheryl Colley (Deputy Chairperson) – JP, MA (Hons) BBS Dip Tchg
Faimeh, Lady Burke - MA
Jamie Gough
Andrew Yoon – JP

Councillors

Sally Buck – Dip.Tchg. M.Ed
Mike Wall

Community Board members representing Hagley-Ferrymead Ward

Bob Todd - OBE JP (Chairperson)
Rod Cameron
Tim Carter – B.E.(Hons), M.E.M.
John Freeman – JP, MA
Brenda Lowe-Johnson – JP

Councillors

David Cox – FNZIM,
Yani Johanson

Community Board members representing Lyttelton-Mt Herbert

Paul Smith (Chairperson) – Dip. Hort., BSc (Hons), Dip. L.A.
Jeremy Agar – MA
Douglas Couch
Ann Jolliffe
Dawn Te-Riaki Kottier – QSM

Councillor

Claudia Reid

Community Board members representing Riccarton-Wigram Ward

Peter Laloli (chairperson)
Mike Mora
Jimmy Chen – MComm, BSc
Beth Dunn – BEd
Dr Judy Kirk

Councillors

Helen Broughton – MA (Hons), Dip Education (Counselling), Dip Teaching
Bob Shearing

Community Board members representing Spreydon-Heathcote Ward

Phil Clearwater (Chairperson) MA (Hons)
Chris Mene
Oscar Alpers – LLB Notary Public
Karolin Potter
Tim Scandrett

Councillors

Barry Corbett,
Sue Wells – BA

Community Board members representing Shirley-Papanui Ward

Megan Evans (Chairperson)
Pauline Cotter (Trained Teacher's Certificate NZED)
Aaron Keown
Matt Morris – PhD
Yvonne Palmer QSM, JP

Councillors

Ngairé Button,
Norm Withers (Deputy Mayor)

Chief Executive and Executive Team

1. **Tony Marryatt** Chief Executive
2. **Paul Anderson** Corporate Services
3. **Peter Mitchell** Regulatory and Democracy Services
4. **Jane Parfitt** City Environment
5. **Michael Theelen** Strategy and Planning
6. **Alison Mackenzie** Public Affairs
7. **Kevin Locke** Capital Programme
8. **Chris Till** Human Resources
9. **Michael Aitken** Community Services





Governance and management

The Christchurch City Council works for the people of Christchurch, providing essential services and planning for the future, based on the desires of the community.

The Council's elected members and staff work within a range of systems and processes that help ensure they comply with New Zealand laws and follow good business practice. These checks and balances help the community to interact with the Council, and provide assurance the Council is acting in the best interest of the community. They include:

- **Divisions between Council and management**

Governance is about setting direction and achieving the vision and goals of the city. This is the role of the Mayor and Councillors who set the priorities and policies, then review progress. The Mayor and Councillors employ and delegate the management and delivery of Council services to the Chief Executive. Management is responsible for implementing the policies and strategies set by the Council.

- **Training elected representatives**

Sessions occur after every election and are ongoing. They include meeting procedures and an overview of the parameters within which local authorities operate.

- **Listening to the community**

The Council is required to listen to the community and consider the views of residents and ratepayers when making decisions. This happens in different ways, from formal public consultation periods on city projects – which include public hearings – to petitions and deputations to Community Boards and the full Council.

- **Legislative compliance**

The Council's internal legal department and external consultants are used to help ensure it complies with the wide range of relevant legislation.

- **Accountability**

The activities of the Council must be clear and transparent; this is achieved by holding open meetings and providing meeting agendas and reports to the public and media for scrutiny. The Council complies with the Local Government Official Information and Meetings Act 1987, which allows members of the public and media to request information. The Council also informs residents of council decisions and projects through regular newspaper features and by providing information to the media.

- **Audit**

The Council is required to prepare financial statements that fairly reflect the organisation's financial position, performance and cash flows. In addition, the Council must report on the achievement of non-financial objectives, set three-yearly as part of the Long Term Council Community Plan process. Audit New Zealand is contracted on behalf of the Auditor General to audit the Council's financial and non-financial statements.

- **Internal audit**

Council's internal audit function monitors its systems of internal control and the quality and reliability of information reported to the Council. This quarterly report is overseen by PricewaterhouseCoopers, with the assistance of internal audit staff.

- **Risk management**

The Council has an Audit and Risk Management Sub-committee, made up of representatives of the Council, along with external members experienced in financial and risk management.

- **Monitoring Council-controlled organisations**

The Council has interests in other organisations. In particular, Christchurch City Holdings Ltd (CCHL), a wholly owned subsidiary of the Council, groups trading activities under one umbrella and keeps Council at arms-length from the activities of Council Controlled Trading Organisations (CCTOs).

The CCTOs include: Orion Group Ltd, Christchurch International Airport Ltd, City Care Ltd, Lyttelton Port Company Ltd, Red Bus Ltd, Selwyn Plantation Board Ltd and Christchurch City Networks Ltd. Each is required to produce a Statement of Intent, developed in consultation with the Council. This document sets out the CCTO's objectives, the nature and scope of its activities, its performance targets and the measures by which these can be judged. CCTOs are required to report quarterly and annually.

These activities are set out in more detail in this report on pages 154 to 170.

Māori involvement in decision-making

The Council is required to recognise and provide for the special relationship with Māori, their culture, traditions, land and languages in all of its activities.

In August 2007 the Council entered into a management arrangement with Mahaanui Kurataiao Ltd (MKT), a company that represents the six Ngāi Tahu Rūnanga that are within the Christchurch district.

A memorandum of understanding (MOU) formalises how the six Ngāi Tahu Rūnanga, as represented by MKT, can participate in the Council decision-making process around resource management, and the preparation of policy statements and plans. The MOU is also a contractual arrangement by which MKT provides services to increase Council capacity and knowledge around protocol, translation and relationship-building.

The arrangement with MKT is a key step the Council is taking to fulfil its statutory obligations under the Local Government Act 2002 and give effect to the prescribed actions under the Resource Management Act 1991 to consult with Māori, especially in matters that directly affect their culture and traditions as acknowledged by the Treaty of Waitangi.

The Council has also commenced discussions with Ngā Maata Waka, who represent the non Ngāi Tahu Māori in the Council's district. Processes are being developed to ensure regular contact and communication takes place between the Council and Ngā Maata Waka.

The Council will continue to develop ways to provide opportunities for Māori to contribute to the decision-making processes of the Council, and to improve communication with local Māori.





3

Our activities at a glance

The work carried out by the Christchurch City Council is organised into categories called groups of activities. They are:



City development

City development helps to improve Christchurch's urban environment and revitalise the Central City through urban renewal, Central City revitalisation and heritage protection.

The key priorities for the Central City, which aim to transform the area into one of the Southern Hemisphere's premier urban environments, are:

- Increasing the residential population by 30,000 by 2026
- Growing our business and commercial sector
- Enhancing vital public spaces
- Redeveloping under-utilised sites
- Improving our transport network

See pages 25 to 28 for the Council's performance report on the city development group of activities.



Community support

Community support helps build strong, active communities by providing residents and residents' groups with services and support such as halls, early learning centres, grants, housing, civil defence and rural fire fighting.

The Council achieves all this through community engagement and development, the facilitation of innovative solutions that respond to community needs, creating a safe environment and celebrating diversity, whether it is age, ethnicity, disability or social status.

See pages 29 to 32 for the Council's performance report on the community support group of activities.



Cultural and learning services

The Christchurch City Libraries develop the knowledge, literacy and cultural well-being of the city's residents by providing access to information through its network of community libraries and supporting volunteer libraries. These facilities contain an extensive collection of books, audio visual resources and online services.

The Christchurch Art Gallery Te Puna o Waiwhetu collects, presents, interprets and conserves quality works of art to educate, inspire discovery and preserve the legacy of artistic achievement for today's and future generations. Through its exhibitions, programmes and events, the Gallery aims to contribute to the cultural development of the city and make its Cultural Precinct, around Worcester Boulevard, the most visited cultural tourism site in New Zealand.

See pages 33 to 36 for the Council's performance report on the cultural and learning services group of activities.



Democracy and governance

The Christchurch community is represented by the Mayor, 13 Councillors and 40 Community Board members. Council staff provide support to all elected members to carry out their responsibilities and functions by co-ordinating arrangements for elections, arranging meetings and seminars, and providing advice.

The Council provides opportunities for the community to participate in decision-making that contributes to a well-governed city by providing information, undertaking consultation, and processing the community's input.

The Council communicates with residents through a variety of channels, including providing information on Council activities in metropolitan and local newspapers, use of the internet and providing information to local media.

See pages 37 to 40 for the Council's performance report on the democracy and governance group of activities.



Economic development

The Council actively supports the growth and development of local businesses by means of support to the Canterbury Development Corporation and through its own trading organisations.

The Council has interests in other organisations. Through its wholly owned subsidiary Christchurch City Holdings Ltd (CCHL), the Council owns shares in a number of major local companies including: Orion Group Ltd, Selwyn Board Plantation Ltd, Christchurch International Airport Ltd, City Care Ltd, Lyttelton Port Company Ltd, Red Bus Ltd and Christchurch City Networks Ltd. CCHL serves to group the activities of these Council-controlled Trading Organisations (CCTOs) under one umbrella and keeps Council at arms-length from their activities. These and other companies owned by the Council are investments which both serve the strategic objectives of the Council and pay dividends to assist with the other operating costs of the Council. Each company operates as a commercial business in a competitive environment and each is managed by an independent board of directors. (See pages 156 to 169 for descriptions of each organisation).

The Council has made significant investments to bring the city's business environment to world-class levels and national and international prominence.

See pages 41 to 44 for the Council's performance report on the economic development group of activities.



Parks, open spaces and reserves

The Council manages the City's parks, waterways and drainage infrastructure. Maintaining Christchurch's image as the Garden City requires being sensitive to the needs of the community and visitors while continuing to develop the extensive parks network and maintain and enhance our waterways and drainage infrastructure.

See pages 45 to 48 for the Council's performance report on the parks, open spaces and reserves group of activities.



Recreation and leisure

Through Recreation and Sports, the Council works to promote a city where its residents have easy access to world-class facilities for a healthy and active lifestyle. Accessible pools and leisure centres, stadia, sporting facilities, and recreational and sporting programmes allow residents to participate in sport and physical activity at a recreational and local, national and international competitive level.

Assistance is also given to clubs, associations and event organisers to promote Christchurch as a national and international sports and recreation destination.

See pages 49 to 52 for the Council's performance report on the recreation and leisure group of activities.



Refuse minimisation and disposal

The Council provides solid waste collection treatment and disposal services in order to protect the community and environment. It owns three transfer stations which are operated by Meta NZ Ltd. Waste minimisation is encouraged through kerbside collection of recyclable products and paper. A number of initiatives and education programmes are run to reduce the amount of material residents and businesses send to the Kate Valley landfill.

In 2008, the Council approved a new kerbside waste collection system to be implemented early 2009. The new, three wheelie bin system – with a bin each for recycling, compost, and general rubbish – will increase the amount and range of material that residents recycle. It will significantly reduce the amount of waste our City sends to landfill.

See pages 53 to 56 for the Council's performance report on the refuse minimisation and disposal group of activities.



Our activities at a glance



Regulatory services

The Council administers and enforces statutory regulations and Council bylaws for:

- building and development work
- land and site development
- health and safety of licensed activities
- keeping of dogs
- parking within the city
- swimming pool safety
- bylaws

In addition, complaints about nuisances and non-compliance are investigated and the potential effects of various activities monitored and assessed.

See pages 57 to 60 for the Council's performance report on the regulatory services group of activities.



Streets and transport

The Council manages the city's streets and transport so that people can have safe, easy and comfortable access to homes, shops businesses and many recreational and leisure destinations. Street corridors also provide access for power, telecommunications, water supply and waste disposal.

The Council monitors and manages traffic patterns, undertakes research and devises plans to meet the city's future access and parking needs.

See pages 61 to 64 for the Council's performance report on the streets and transport group of activities.



Wastewater collection and treatment

The Council provides liquid waste transport, treatment and disposal services in a manner that enhances the health, safety and convenience of the Christchurch community, meets the needs of a growing city, and conforms to the intentions of district and regional plans and the Greater Christchurch Urban Development Strategy.

The wastewater collection system services all of the Christchurch city urban area as well as Prebbleton, Lincoln, Tai Tapu and Springston in the Selwyn District.

See pages 65 to 68 for the Council's performance report on the wastewater collection and treatment group of activities.



Water supply

The Council plans and operates the City's water supply and distribution system. It provides high quality water to residents and businesses as well as for fire fighting purposes.

Christchurch gets its drinking water mainly from groundwater aquifers. The water is of such high quality treatment is not necessary before it can be used. However, the Council monitors water quality on a daily basis.

See pages 69 to 72 for the Council's performance report on the water supply group of activities.



Biannual residents' survey results

The biannual residents' survey, conducted in March 2008, evaluates the Council's performance for the financial year 2007/08. It showed that overall satisfaction with the Christchurch City Council's services is increasing.

The survey found 79% of residents surveyed were either satisfied or very satisfied with the performance of the Council in delivering its services. This was a 4% increase over the survey conducted in September 2007.

The Council began surveying residents annually in 1991 to gauge customer satisfaction and residents' perceptions of city issues. In 2007, the decision was made to switch to a biannual format so that the Council could better track and respond to emerging issues in the community.

The residents surveyed identified parks and recreation areas as the service they felt the Council was doing best in delivering. A large percentage of people were also satisfied with library services and the events and festivals provided by the Council.

Nearly everyone surveyed (96%) was satisfied or very satisfied with the taste of drinking water, and the water pressure (89%) in Christchurch.

Most respondents were positive about the Council's cultural and learning services: community libraries (79%), Central Library (71%), and the Art Gallery (69%). However, many may not have known of the Mobile Library or Our City Ōtautahi.

Many of those surveyed were either satisfied or very satisfied with Council leisure facilities and parks: swimming pools (67%), leisure centres (55%), sports facilities (74%) like AMI Stadium, Westpac Complex and QEII Stadium, their local or district parks (88%), the Botanic Gardens (92%) and the larger reserves (85%) such as Bottle Lake Forest Park or the Port Hills.

A majority of respondents (76%) were happy with rubbish collection, though 15% thought there was room for improvement in the way this service was delivered.

Almost all of those surveyed (97%) were aware that the Council encourages recycling to reduce solid waste to landfill site, and a large number (71%) thought the programme was effective.

A majority of respondents (86%) were happy with the amount of off-street parking at shopping malls, though less than half (49%) were content with off-street parking in the Central City.

The areas where residents felt there was most room for improvement were:

- Road congestion/traffic control (18%)
- Rubbish collection (15%)
- Development of parks and waterways (11%)
- Road conditions (10%)
- Safer cycle lanes (8%)
- Boy racers (8%)