

Ōtautahi-Christchurch

Annual Report 2020 Summary

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Annual Report 2020 Summary

Otautahi- Christchurch

For the period 1 July 2019 to 30 June 2020
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What is the summary report?

The Annual Report outlines our overall financial position and performance for the 2019/20 financial year, measured against key goals set out in our Long Term Plan 2018-28.

In setting our Long Term Plan 2018-28, we asked Christchurch residents what they wanted us to achieve and what we should prioritise.

The Annual Report outlines how we are delivering on our commitments to our community. It sets out what we did, why we did those things, what they cost and how we paid for them. It also outlines progress and ongoing work in rebuilding the city after the earthquakes of 2011.

This booklet is a summary of the main report, showing at a glance what we worked on in the 2019/20 financial year and highlighting our key achievements.

The Council adopted the 2020 Annual Report on 10 December 2020.

Our vision



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 2020)
- 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

Message from Mayor Lianne Dalziel and Chief Executive Dawn Baxendale



Lianne Dalziel
Mayor of Christchurch



Dawn Baxendale
Chief Executive

It has been a year in which we have welcomed in a new era at the Council – a new Council was elected in October and Dawn joined as Chief Executive in the same month, after a long career in local government in the United Kingdom.

We both feel very privileged to be leading the Council which provides services and activities valued by our residents. As our first annual report together shows, we have achieved a great deal as an organisation in the past year.

However the last few months were marked by the COVID-19 pandemic and lockdown which presented big economic and social challenges for our residents, our organisation and our holding companies, both in the short and long term.

It is sad that as a result, we were unable to formally mark the first anniversary of the tragic events of 15 March 2019 where 51 members of our Muslim community were killed and more were wounded in the terrorist attack on Al-Noor Mosque and Linwood Islamic Centre. As a city we remain united in our support for our multicultural and diverse communities who call Christchurch home. The Muslim community's dignified response to such a horrific event has been an inspiration to us all. Despite not having a memorial event, the outpouring of love and support for those affected by this tragedy continued.

The COVID-19 crisis has created uncertain times for everyone, including the Council. For us, there are major effects of reduced dividends for our organisation and loss of revenue. We still do not know the full economic impact that COVID-19 will have, given we are still managing its impact.

Our people, businesses and organisations have adapted to rapidly changing conditions, enabling them to keep going and to support each other in trying circumstances.



Our people, businesses and organisations have adapted to rapidly changing conditions, enabling them to keep going and to support each other in trying circumstances.



The Global Settlement ... returns autonomy to the city and gives more certainty around funding.

It was frustrating and disappointing to have to close so many public facilities during the lockdown, which affected our ability to maintain our service levels and meant many of our targets for the year needed to be revised.

The Council and its staff shifted to working remotely in response to the lockdown. We are proud of the way staff stepped up to deliver services in quite different ways to enable us to continue supporting the people of Christchurch.

It was encouraging to see our recreation and sport centres, libraries, and the art gallery responding online with workouts, reading programmes and exhibitions, enabling people to keep participating in city life despite the restrictions. Our customer call centre was also operating 24-hours a day, seven days a week.

Before, during and after lockdown we were working on our Annual Plan 2020/21. There was a strong expectation from elected members and citizens to keep the rates increases as low as possible.

After the lockdown we quickly reviewed and reworked the plan to take into account the impact of COVID-19. This resulted in a slightly higher rate increase for the year ahead than elected members had wanted but it allowed us to respond to the submissions we received.

Despite the challenges we have had to confront, we have still achieved a great deal. The opening of He Puna Taimoana has been a big boost for New Brighton. The hot pools are popular with residents and have become a real magnet for the area.

The Global Settlement finalised during the year, is another big step towards securing the Government's responsibilities to post-quake Christchurch. The settlement returns autonomy to the city and gives more certainty around funding.

The Metro Sports Facility is well underway and the Canterbury Multi-Use Arena is now well into the planning stages and progressing. Both are exciting developments for the city.

In the next financial year, we will start taking over the administration and ownership of the former residential red zone areas. This area will be a tremendous asset for the people of our city and beyond.

There is a very clear message from our surveys that residents want the Council to get the basics right. We continue to focus on improving the quality of our roads, footpaths and parks, with progress made on major roading projects including Riccarton Road, Victoria Street and Hereford Street.

We have progressed improvements to our water supply infrastructure, including wellhead upgrades, some reservoirs and suction tanks, and backflow prevention at commercial and industrial sites. This is a priority for us as we strive to provide drinking water for our city that is safe but not chlorinated.

Relationships and working collaboratively are important to us. The Council has a leadership role in the city and works closely with the Papatipu Rūnanga of the area, particularly on matters of mutual interest, including water quality. This relationship continues to strengthen.

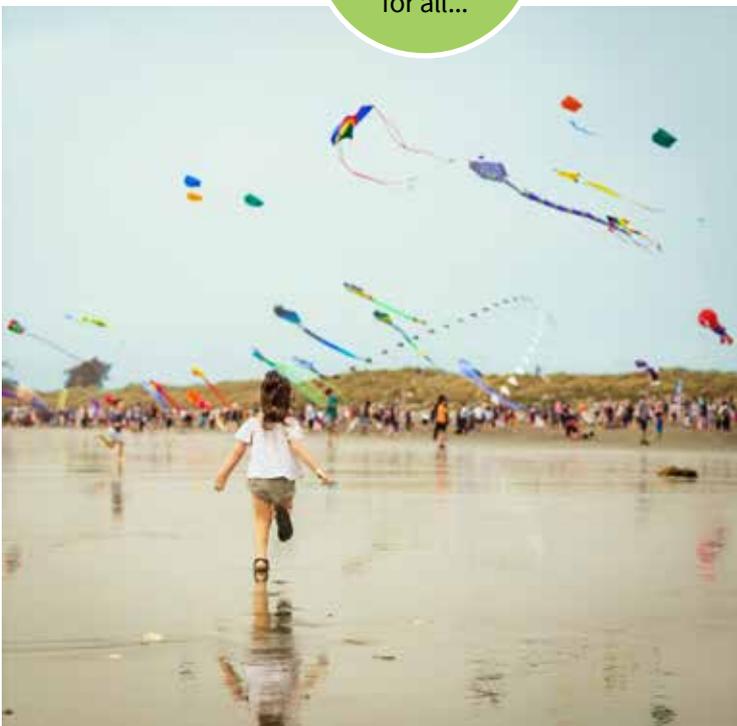
We have a good working relationship with central Government and with our strategic partners, who we are collaborating with on a number of projects. We are well placed to continue to build on these relationships, giving us a strong foundation for the future.



We have progressed improvements to our water supply infrastructure... This is a priority for us as we strive to provide drinking water for our city that is safe but not chlorinated.



Christchurch is a city of opportunity for all...



... a city where anything is possible.



Financial highlights

Council

The 2020 year in review

Total assets

\$15.1 billion

2019 **\$13.3 billion**
Planned **\$13.5 billion**

Total revenue

\$1.0 billion

2019 **\$1.0 billion**
Planned **\$0.9 billion**

Total liabilities

\$2.5 billion

2019 **\$2.4 billion**
Planned **\$2.0 billion**

Total operating expenditure

\$865 million

2019 **\$853 million**
Planned **\$837 million**

Total capital expenditure

\$390 million

2019 **\$408 million**
Planned **\$420 million**

Total rates levied

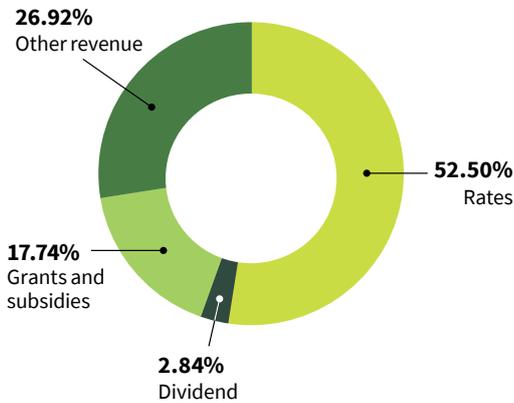
\$530 million

2019 **\$496 million**
Planned **\$528 million**

Financial highlights

Total revenue

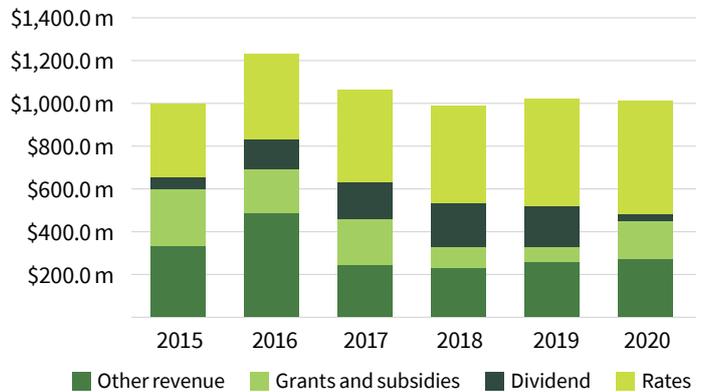
Sources of revenue 2020



Council Operations

The results for the year ended 30 June 2020 include the impact of the growth in the number of rating units within the city. The most dramatic impact of COVID-19 saw the immediate reduction in dividends from subsidiary companies as they rebalance cost and activities to fit the economic environment. Grants from Central Government under the Global Settlement boosted revenue in the year.

Sources of revenue actual \$millions



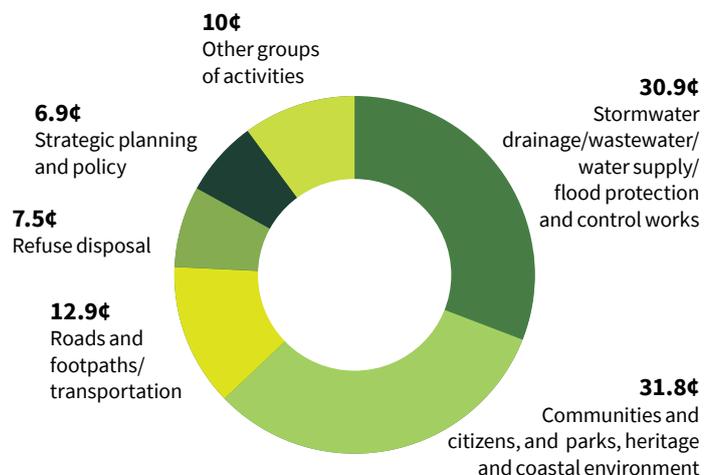
Over the past six years

- Rates revenue has held steady, with a small increase in both the change in the number of rating units and higher rates charges.
- The increase in grants and subsidies reflects the grants from central government under the global settlement agreement, halting the trend over the previous five years.
- The reduction in dividends in the current year as a result of COVID-19.
- Other revenue has held steady, includes vested assets.

Where do my rates go?

Major components of the rates dollar

- 30.9 cents goes to the three waters (water supply, stormwater drainage and wastewater) plus flood protection and control works;
- 31.8 cents goes to communities and citizens*, and parks, heritage and coastal environment;
- 12.9 cents goes to transport, roads and footpaths;
- 7.5 cents goes to refuse disposal;
- 6.9 cents goes to strategic planning and policy; and
- 10.0 cents goes to other GOA (including regulatory and compliance, governance and corporate).

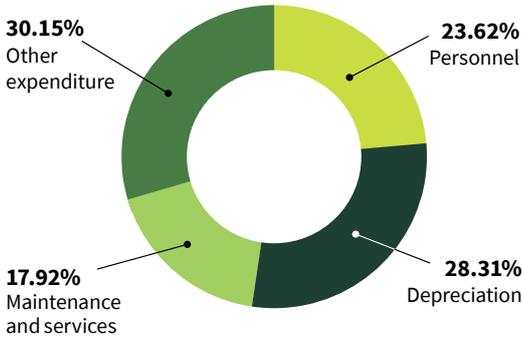


* This includes Christchurch Art Gallery, museums, libraries, community development and facilities, pools and recreation centres, community arts and events, and civil defence and emergency management

Financial highlights

Total expenditure

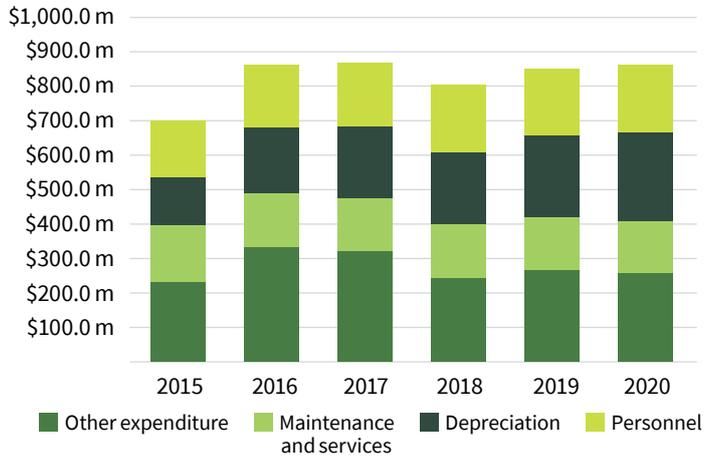
Expenditure categories 2020



Council Operations

Our policy is to rate for the long run average cost of asset renewals and replacements. In the 2020 year, the Council recorded an accounting charge of \$245 million for the depreciation and amortisation of Council assets. Personnel costs of \$204 million represents 24% of total expenditure which is consistent with previous years. Other expenditure includes finance costs of \$91 million on total borrowing of \$2.3 billion.

Expenditure categories actual \$millions



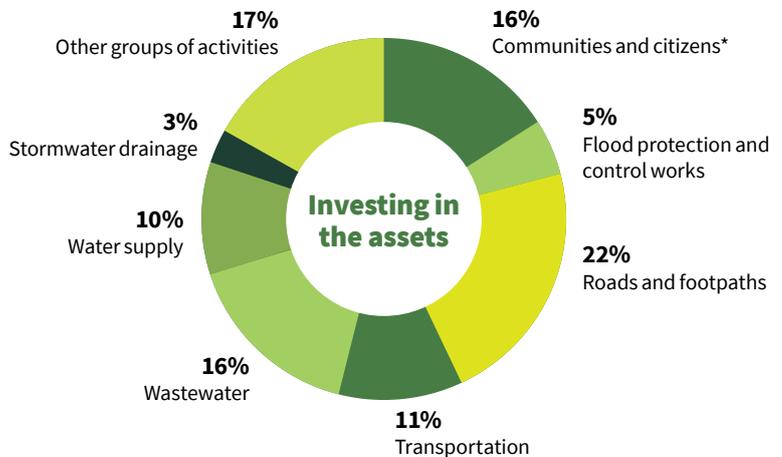
Over the past six years

- Personnel costs have remained consistent for the six years being between 21-24% of total expenditure.
- Depreciation fluctuates in the year after major assets are revalued, this occurred in 2016 as infrastructure assets were revalued in 2015
- Maintenance and services is consistent during the period in review and in line with previous years
- Other expenditure includes asset impairment and the reversal of prior year impairments as assets are repaired.

Capital expenditure

The Council spent \$390 million on significant asset investment in the 2020 year on:-

- infrastructure works including the Northern Arterial extension and the Bus Exchange
- community facilities and libraries, including He Puna Taimoana (Hot Water Pools)
- sports facilities, including the Metro Sports (Multi-Sport Facility).



* 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



Popular new seaside attraction

He Puna Taimoana is the new jewel in New Brighton's crown.

The hot pools had been expected to open in March, but this was delayed by the COVID-19 lockdown.

The official opening was eventually held on 30 May 2020, with the public able to enjoy a soak for the first time over Queen's Birthday Weekend.

Along with the popular beachside playground, He Puna Taimoana is a catalyst for the revitalisation of New Brighton.

Development Christchurch Limited (DCL) led the New Brighton Regeneration Project.

He Puna Taimoana comprises five hot pools ranging in temperature for year-round use, a plunge pool for cooling off, a sauna and steam room, and a café.

Since opening He Puna Taimoana has proved hugely popular with locals and visitors from around the region.

The site is designed to integrate with its coastal surroundings and includes, improved ramp access to the beach, a public boardwalk along the coastal edge, a pocket park, new public toilets and improved connection with the commercial centre.

Since opening He Puna Taimoana has proved hugely popular with locals and visitors from around the region.

A highlight for many people is the top pool, which has views out to the beach and the ocean.

More than 7,000 people visited He Puna Taimoana in its opening month.



... we reached a settlement with Treasury and Ōtākaro Limited ... on asset transfers worth around \$70 million.

Global settlement agreed

A significant financial highlight was reaching agreement with the Government over ownership and funding responsibilities for the remaining central city rebuild projects.

The Global Settlement Agreement was drawn up to resolve aspects of the post-earthquake regeneration Cost Sharing Agreement, reached in 2013.

On 23 September 2019 we reached a settlement with Treasury and Ōtākaro Limited (both representing the Government) on asset transfers worth around \$70 million.

Under the Global Settlement:

- Ownership of the Bus Interchange, the Margaret Mahy Family Playground, Te Papa Ōtākaro-Avon River Precinct improvements, and the Performing Arts Precinct land was transferred to us.
- Treasury and Ōtākaro Limited will contribute funding for us to develop Whitireia-Cathedral Square and the Performing Arts Precinct (including the Court Theatre and a car park).
- We will buy the Government-owned Residential Red Zone land in the Ōtākaro-Avon River Corridor, the Port Hills, South Shore and Brooklands. Ownership will transfer in stages over the next two years.
- The Government will continue to own Te Pae, the new convention centre.

Funding arrangements for the Canterbury Multi-Use Arena will be settled in 2020/21.

Cost-sharing arrangements for the Metro Sports Facility were agreed in 2015. Ownership of the facility, now under construction, will transfer to us completion. It was expected to open in 2022, but construction was delayed by the COVID-19 lockdown and subsequent problems importing some materials. No new opening date has yet been set.

Looking forward

Residential red zones

At the end of June 2020 we took over management of the 602 hectares comprising the Christchurch residential red zone, excluding red-zoned land on the Port Hills.

Since the Canterbury earthquake sequence of 2010 and 2011 these former residential areas of the city have been owned by central government and managed by Land Information New Zealand.

On 28 August 2020 central government will transfer ownership of the Southshore, South New Brighton and Brooklands red zones to us.

The largest area of red-zoned land, the Ōtākaro Avon River Corridor, straddles the Ōtākaro-Avon River from the Avon Loop to Bexley and, while we will manage it, ownership will transfer to us in stages over the next two years.

We will take over the ownership and management of red-zoned land on the Port Hills in May 2021.

Even before the land came under our management, Council staff were busy getting some projects through the planning and design stages to enable a 'hit the ground running' approach.

Three pedestrian bridges, at Medway Street, Snell Place and in Avondale, and a riverside landing in Dallington will be ready for construction early in 2021.

Investigations into stopbank repairs, creation of a new wetland and the design and other aspects of the City to Sea Pathway were under way.

We met with Brooklands residents and agreed to replace the Welcome to Brooklands sign and to make road and street lighting improvements. We also offered residents opportunities for one-to-one meetings with our planners.

Even before the land came under our management, Council staff were busy getting some projects through the planning and design stages...

The Waitai/Coastal-Burwood Community Board will lead community engagement in Brooklands. The board has requested that \$200,000 be made available in the Long Term Plan 2021-31 for improvements in the Brooklands area.

In Southshore and South New Brighton we will continue working on the earthquake legacy project to address ongoing land and other issues resulting from the earthquakes, and preparing options for erosion management of the Ihutai-Avon-Heathcote Estuary edge.

New Brighton Regeneration Project

He Puna Taimoana was the big achievement this year, but we also worked with DCL on other aspects of the New Brighton Regeneration Project, which is a suite of projects that aims to revitalise the seaside village. This work has included two now completed foreshore attractions – the Beachside Playground and He Puna Taimoana – and the revival of the commercial centre by attracting private investment, residential development and transport improvement projects.



Marine Parade

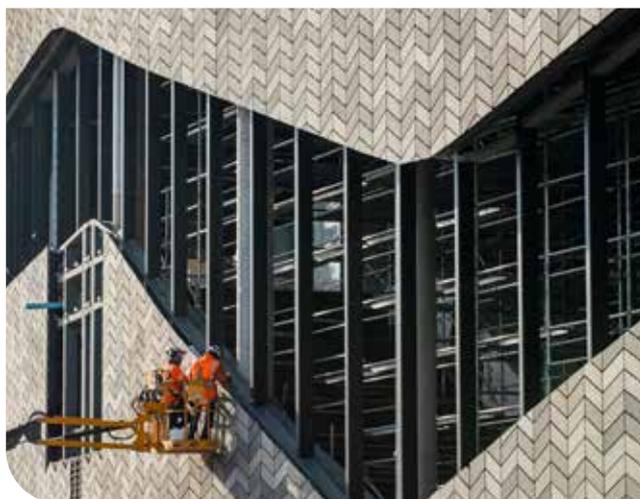
Marine Parade is being improved to ensure a strong connection between the foreshore attractions and the commercial centre. With the Beachside Playground and He Puna Taimoana bringing more and more people to New Brighton, the aim of the Marine Parade project is to encourage people to wander over the road to the local shops and cafes in the mall.

Seaview Development

People are the key to the successful regeneration of New Brighton. Encouraging more people to live close to the local shops and businesses will create more foot traffic and make the area more lively. The former New Brighton School site has been secured by DCL for future housing development and the organisation is working closely with current tenants, the local community and developers to create an exemplar neighbourhood and community development on the commercial fringe. Public feedback has been incorporated into development aims for the area and expressions of interest in the project are being called for in the market.

Ōtākaro-led projects

Ōtākaro Limited is the central government rebuild agency established to deliver the Crown-led anchor projects. Highlights of the year included:



Te Pae Christchurch Convention Centre

The sheer scale of the convention centre, with its capacity to host up to 2,000 people, became apparent as construction progressed during the year. It was expected to open in October 2020, but that has been delayed by COVID-19, with a new opening date yet to be set. Event bookings for 2021 and beyond will provide more than \$40 million of direct economic benefit to the city.

Metro Sports Facility

The steel framing for the Metro Sports Facility went up during the year. When completed the venue will be the largest aquatic and indoor sports and recreation facility of its type in New Zealand. The entire footprint of the 30,000 square metre complex became visible during the year. COVID-19 has delayed construction, with some key components not produced in New Zealand, such as the competition swimming pools sourced from Italy, not arriving as planned.

Te Papa Ōtākaro Avon River Precinct

The Avon Loop development, a new shared cycling and walking pathway planted out with 17,000 plants was completed. The final artwork for the Victoria Square restoration project, Mana Motuhake, was installed in November 2019. Work began on the final element of the programme, the construction of the North Frame pedestrian bridge.

East Frame

Fletcher Living has sold more than half of the 172 Stage One homes at One Central, the residential neighbourhood in the East Frame. Those homes range from compact apartments to top-end, three-bedroom townhouses. Work has also begun on the next phase of construction, 68 terraced homes and apartments next to Latimer Square.

An Accessible City

The opening of the Health Precinct bus shelters in Tuam Street in October 2019 marked the completion of the Crown-led roading improvements in the central city. The road was widened by six metres to accommodate the bus lanes and 2,000 plants were added. Excluding the Bus Interchange, this bus stop is the busiest within the four avenues.

South Frame

Development of the South Frame continues as land becomes available. The final length of the shared Greenway for cyclists and pedestrians, connecting Durham Street with Kahikatea Common, is almost complete.

Council activities and services

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Our activities and performance

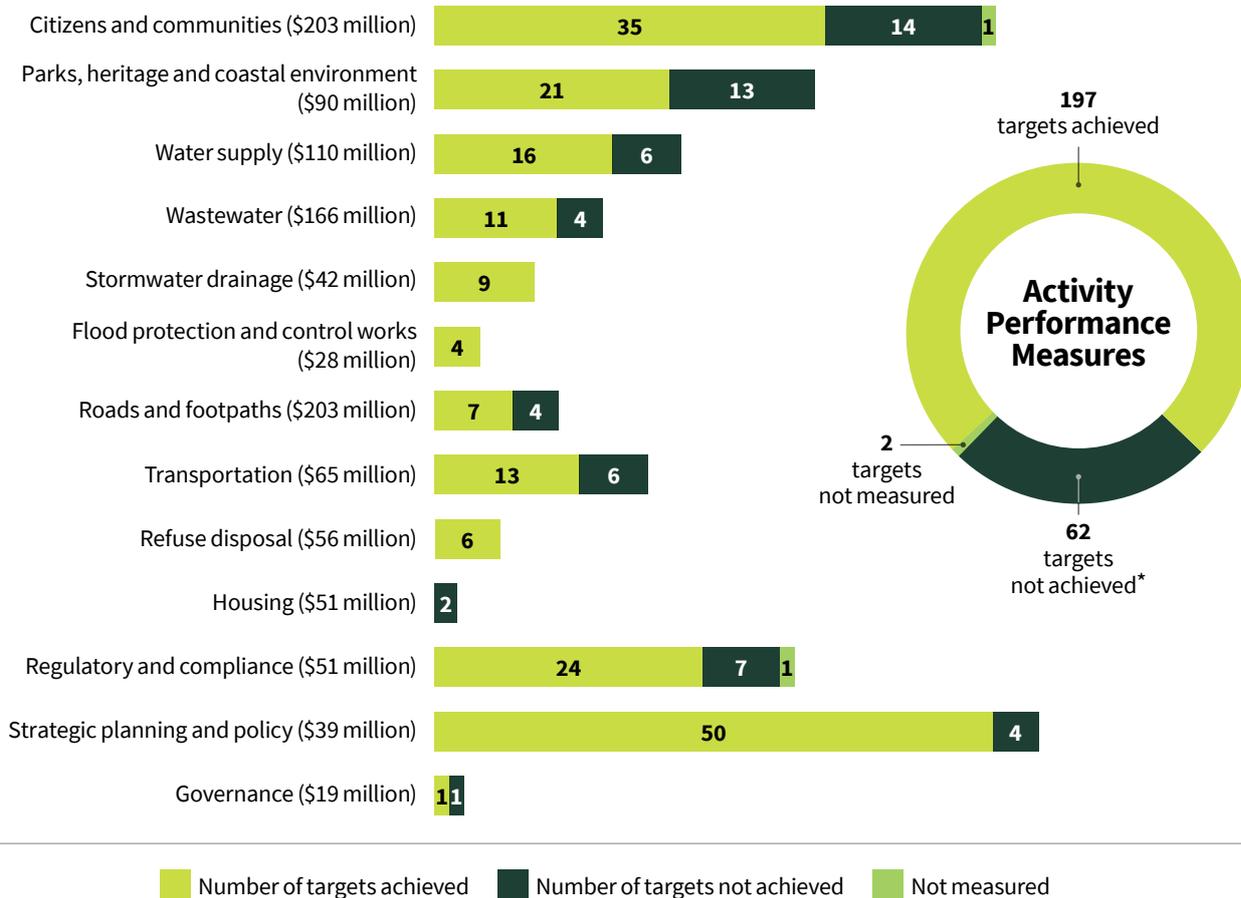
We are responsible for a large range and variety of services and activities. For example, we collect rubbish, recycling and green waste, build and maintain roads and the water supply network, and run the Botanic Gardens, Christchurch Art Gallery, city libraries and many festivals and events.

These activities are grouped into 14 Council Activities and Services; you can find further detail in the Council activities and services section of the Annual Report. There are no performance measures for Corporate services (\$129 million of capital and operating expenditure).

The summary graph below shows that, of 261 (2019: 268) measures we use to track performance:

- we have met the target for 197 (2019: 225)
- we have not met the target for 62 (2019: 38), and
- we have 2 (2019: 5) no longer applicable or there is insufficient data available to report against.

Activity (with Capital and Operating Expenditure) and Performance Measures



* The higher number of performance measures “Not met” were a result of COVID-19 lockdown impacting delivery of the following Council group of activities: Transportation, Strategic planning and policy, Regulation and compliance, Refuse disposal, Parks, heritage and coastal environment, and Communities and citizens. Those with no noticeable impacts were: Roads and footpaths, Stormwater drainage, Flood protection and control works, Wastewater collection, treatment and disposal, Water supply, Housing, and Governance. For further detail refer to the Council activities and services section of the Annual Report.

Communities and citizens



What we do

People interact with us every day in many different ways.

We answer front-desk, phone and online inquiries, fund community activities and projects, build, operate and maintain facilities – including recreation and sport centres, libraries and the art gallery.

We foster international relationships and coordinate a wide range of events and festivals.

We also coordinate civil defence and emergency management so we're ready to respond if disaster strikes.

Te Puna o Whaiwhetū Christchurch Art Gallery

We welcomed 271,769 visitors to the gallery this year. Visitor satisfaction remained high at 97%, down just 1% on last year.

Our public programme events attracted 14,855 visitors and 7,838 children participated in gallery-led lessons or our COVID-19 alert level 2 outreach programme.

We held several exhibitions, including an online exhibition presented during the COVID-19 lockdown. In total we presented 13 exhibitions and toured one to Melbourne and Wellington. Before lockdown, visits were at 102% of our annual target of 345,474. The gallery reopened on 15 May, but with social distancing and gathering limitations at

alert level 2, and New Zealand's borders remaining closed, audiences have been lighter than usual.

We continued to increase our collection, with 82 new works. Of these, we bought 62 and 20 were received as gifts.

Our publications performed well this year, with four receiving awards and six others being shortlisted for awards. We published four of our quarterly Bulletin and eight exhibition and collection-related publications, including four new editions of our Little Book series. One publication was produced in partnership with Auckland Art Gallery.

We continued to support public art in line with the Public Art Advisory Group's recommendations.

Libraries

Our digital resources and online services came into their own this year, with 36.6% growth in our digital collections.

Being able to access online membership and the digital collections was particularly valued during the COVID-19 lockdown.

During this time we reimagined our services and provided digital programmes, including options for book groups, Librarian in your Lounge, Story Times for children, novel-reading for older adults, and Minecraft worlds and activities for children.

Our Facebook online videos during lockdown attracted 30,819 views. Despite being closed for two months we welcomed 21,861 new members and had more than 3.5 million in-person visitors at libraries across our network. There were 12.7 million touches on the Digital Wall. We maintained a high customer satisfaction rating of 95%.

A significant focus of this year was planning in preparation for the Long Term Plan 2021-31. We also underwent three service delivery reviews (a legal requirement) of the Library Mobile Service, the Fingertip Library and the Library Management System.

Planning and design work continued for the new Hornby Centre, which includes a new library, to be opened in late 2022. Building refurbishments were completed at Papanui, Shirley, Fendalton, Redwood, Akaroa and Little River libraries and service centres, continuing the roll out of the Citizen Hub model. A minor enhancement of the Diamond Harbour Library was completed.

Other highlights

- Programmes and events
 - 500 young people from the Rowley, Linwood and Aranui communities got involved in a successful outreach collaboration with Mai FM
 - The Sustainable Living Series generated plenty of support in the stash swap events
 - Two exhibitions at Tūranga were popular – Extraordinary, in collaboration with the Alexander Turnbull Library, and Labyrinth in the Library, with artist Robyn Webster.
 - Tūranga held the launch of the Christ Church Cathedral Reinstatement Project, hosted by Prince Charles and Camilla, Duchess of Cornwall in November. Tūranga continues to forge an important role as a civic and community hub for Christchurch.
 - We are collaborating with the Digital Inclusion Alliance Aotearoa, to help families in lower socio-economic areas to access the internet at home, via Skinny Jump.
- Māori and multicultural services
 - 4,423 attendees at 171 sessions. Demand has been steadily increasing for specialist reference and research services.
 - Two kaupapa Māori exhibitions, in partnership with the community
 - Participated in a University of Canterbury Research project to support te reo Māori in the community.



95% of users were satisfied with the service provided by libraries.

Civic and international relations

Over the year we hosted 48 visitors or delegations, including:

- The Secretary-General of NATO
- Former NASA astronaut Dr Anna Fisher
- Prince Charles and his wife Camilla, Duchess of Cornwall
- The Vice President of Germany
- The Speaker of the House and Members of Parliament from Portugal
- Deputy Premier of South Australia

We held nine citizenship ceremonies where 1,415 people from all over the world became new citizens of Aotearoa New Zealand. This included a ceremony at Okains Bay Museum on Waitangi Day.





Events and festivals

Events allow us to promote the Christchurch story and attract visitors to the city.

The Events, Partnership and Development Team provided over 15,878 hours of staff support to community groups and received a customer satisfaction rating of 88% for the quality of event support.

We supported a full calendar of events at all levels. Highlights included international cricket and hockey, Treetech Fireworks Spectacular, New Years Eve, Kidsfest, and Sparks.

The adoption of Toi Ōtautahi The Christchurch Art Strategy with our partners was a significant step in recognising the arts as being central to our city's identity, wellbeing and spirit of creative exploration.

Recreation and Sport

Recreation and Sport recorded another strong year with a 91.75% satisfaction rating for the range and quality of recreation and sport centres and 87% satisfaction rating for the quality of support offered.

He Puna Taimoana, the new hot pools, officially opened on 30 May 2020, under COVID-19 health and safety restrictions. The facility has sold out every day since then and continues to receive outstanding customer reviews.

Despite COVID-19 closing or restricting use of our facilities, there were 3,755,898 participations over the year at our multipurpose recreation and sport centres, outdoor pools and stadia.

A highlight of the lockdown period was our online presence, especially the Facebook live fitness sessions taken by some of our instructors. These were popular, with an estimated 25,000 participations.

In collaboration with funding partners we were able to provide 104,687 affordable swim lessons through primary schools in the community.

Our team continues to work on the planning, design and project management on three major recreation and sport facilities – the Metro Sports Facility, the Hornby facility, and Te Pou Toetoe-Linwood Pool.



93% of sport and recreation centre users were satisfied with the range and quality of facilities.

Community development and facilities

Many community initiatives rely on volunteers and in the 2019–20 year, we benefitted from just over 3 million volunteer hours.

Volunteers are involved in a wide range of activities including sports coaching, menz sheds, teaching arts and crafts, helping at food banks, pulling out weeds in reserves, cleaning graffiti, and painting walls in volunteer early learning

centres. They visit the elderly and emotionally unwell and mentor the children of prisoners (particularly young men).

During the COVID-19 lockdown period community development teams made contact with over 230 community organisations city wide to assess the current and anticipated impact of COVID-19 on their future. The results of this will be used to inform recovery planning.

Other highlights

- 2,051 applications for community funding were assessed
- \$10,238,690 was granted to community initiatives
- 17,388 reports of tagging were received and a subsequent 12,900 hours of community volunteer time was spent helping to remove it
- Rārākau-Riccarton Centre opened in December 2019
- Work began on the Opawa Volunteer Library, Manuka House and the St Albans Community Centre (all expected to open in the next 12 months)
- 74 (82%) of our 91 community facilities are now operated by community partner organisations.

Civil Defence and Emergency Management (CDEM)

We continued working with community groups to identify hazards, and to help in planning for emergencies.

Our community resilience coordinators continued to work within dedicated areas across Christchurch City and Banks Peninsula. This community-focused approach to developing resilience has continued to receive support on the education front by our Stan's Got a Plan schools programme, delivered by our colleagues in the Parks Team.

Plans covering local readiness, response and recovery arrangements were reviewed. Our focus was on plans with high or medium impact hazards for which CDEM is the lead agency – earthquake, tsunami, flooding (severe weather) and land instability.

We finalised and communicated new tsunami evacuation zones for the city. This completed in collaboration with Environment Canterbury (Ecan) to ensure Christchurch has the latest available information for emergency planning.

We continued to recruit, train and equip emergency operations centre staff, New Zealand Response Team volunteers, and Emergency Support Team volunteers across the city.

Our work with partner agencies in the Justice and Emergency Services Precinct continued. As a result, we were well placed to support the response to the COVID-19 pandemic.

Citizen and customer services

We improved our customer satisfaction rating from 'satisfied' to 'very satisfied', achieving a score of 89%.

Our service request transformation project, part of the My Council project, continued. The aim of this work is to design services that are standardised and put the citizen first, enabling easy interactions with the organisation.

Further development and implementation of our Citizen Hub Strategy has progressed this year with the planning completed for NZ Post and Post Plus services at our Shirley and Riccarton Service Centres.

We completed the new Riccarton Service Centre and completed refurbishing the Shirley Service Centre.

Enquiries and in-person transactions:

- 378,419 telephone enquiries – down 9.9% on last year's 416,045 calls
- 65,514 email enquiries – down 29/6% on last year. (Up to March 2019 this reporting included online/website enquiries, which are now separated out. Combined reporting would have shown a 6.9% increase.)
- 49,865 online/website enquiries
- 121,351 in-person financial transactions – down only 0.9% on the previous year despite being closed during the lockdown. This is mainly due to the popular provision of NZ Post services at the Papanui Service Centre.
- 145,815 service requests – down slightly from last year's 146,355 requests

 **89% were satisfied** with the quality of the service that they received at their first point of contact across all service channels.

Akaroa Museum

We exceeded our visitor target of 24,500 by almost 20%, with 29,307 visitors. However this was 11,240 fewer visitors than in the previous year because of cruise ships not calling in at Akaroa during the COVID-19 pandemic.

Three new temporary exhibitions were presented and our collection grew, with 173 objects being added.

We received and answered 210 collection-related and family history queries.

Parks, heritage and coastal environment



► **57% of residents are satisfied** with the presentation of the city's parks.

Parks

What we do

We care for more than 1,000 parks and reserves covering more than 9,144 hectares.

These include the Botanic Gardens, Hagley Park, the Port Hills and our beaches, estuaries and wetlands as well as many smaller heritage, neighbourhood and community parks and gardens. We also manage and maintain cemeteries.

We changed the way we provide maintenance services for some things, bringing them back in-house.

Maintenance of cemeteries, garden parks, heritage parks, playgrounds and Banks Peninsula is now done by Council staff, as are our customer service requests.

This has resulted in more customer service requests being completed, with many of them being completed more quickly.

Across our parks network we have increased periodic maintenance to help us extend the lifetime of assets, such as playground equipment.

We've begun a tree replacement programme at Hagley Park and the Botanic Gardens. This will ensure the sustainability of our collection for future generations.

We continued investing in preparation works for cemetery capacity. This programme served the city well when the COVID-19 pandemic struck. We were well positioned to cope should the worst case scenarios modelled come about.

Our work with schools has continued. The idea of school students looking after their own back yards is going from strength to strength. There is increasing interest from secondary schools and we've also developed environmental education initiatives for adults.

We're continuing to support community organisations such as the Eco Action Trust, which is working to establish areas of native trees in parts of the Residential Red Zone.

Our seasonal planting programme was disrupted by COVID-19. Many of our plantings were cancelled or postponed. A range of volunteer planting programmes got under way again as soon as COVID-19 restrictions on gatherings were relaxed.

Work to improve our sports fields has continued with investment in field renewals.

We began a significant programme to renew gardens, pathways and tracks in community parks and have continued renewing playgrounds, as the budget allows.

Funding from the Ministry of Business, Innovation and Employment is helping us to improve the quality and capacity of public toilets at tourism destinations.

Deconstruction work at Lancaster Park is in the final stages, with the land to be converted into a large community sports park. This work will continue in 2021, and the park is expected to open for public use in the third quarter of that financial year.

Achievement highlights

Hagley Park

In Hagley Park about 7 kilometres of tired and damaged park barriers around the perimeter have been replaced with bollards. These have a lower visual impact and have given the park a more open and expansive appearance.

We're also upgrading many of the park's pathways and tracks, and this will continue for the next two or three years as we bring them up to a consistently good condition.

Botanic Gardens

We've begun modernising and improving our plant species records and aligning our systems with internationally recognised methodologies.

Installation of a creative lighting project was completed. This allows us to highlight the significant trees, plants and buildings seen from Rolleston Avenue, bringing an added dimension to the gardens at night.

Our collaboration with the Friends of the Botanic Gardens and the Botanic Gardens Trust has continued. These organisations provide vital funding and resources that help us provide a world-class facility.

Regional Parks

We're continuing to invest resources in biodiversity, including plantings, pest control and land management practices. The Regional Parks Team also continued working on tracks

and trails, ensuring these are open throughout the year for people to enjoy.

We're grateful to our volunteers for the energy and commitment they bring to many of our projects. Their contribution throughout Christchurch and Banks Peninsula is huge and helps us achieve much more than would otherwise be possible.



➤ **75% are satisfied** with the range and quality of recreation opportunities within parks.

Heritage

What we do

Heritage sites are an important part of the Christchurch and Banks Peninsula identity, providing links to our past as we focus on our future.

We work with developers, consultants and landowners to conserve our heritage and to find new uses for historic buildings. We also plan, build and maintain harbour and marine structures, such as jetties and wharfs.

Our focus has been on the repair and rebuild of our heritage buildings, especially those outside the central city. The process for publicly notifying ongoing use of those that can be used was completed.

Restoration work on the memorial clock towers at Sumner and New Brighton was completed. Remaining restoration works for our heritage buildings and other items will be aligned with the new long term plan.

We also manage and maintain a lot of memorial monuments and public art works throughout the city. We acquired nine new public art works during the year. These include 'The Godwits' by Bon Suter at South Brighton, 'Diminish and Descend' by David McCracken in the Botanic Gardens and 'Mana Motuhake' by Fayne Robinson in Victoria Square.

Our project to restore the Thomas Edmonds Band Rotunda continued. The classical-style building on Cambridge Terrace

began in September 2019. When complete, the rotunda will take centre stage in the Thomas Edmonds River Precinct, part of the City Promenade.

The precinct will feature several other heritage riverside landmarks that were gifted to the city by local businessman and philanthropist Thomas Edmonds in 1929 to celebrate his jubilee year.

These include the Pavilion next to the rotunda, the Edmonds Clock Tower, Telephone Cabinet (booth) and River Wall, which have already been restored.

➤ **64% of residents are satisfied** with presentation of public monuments, sculptures and artworks.



Coastal environment

What we do

Our coastline stretches from the Waimakariri River to Godley Head, Lyttelton Harbour and around Banks Peninsula. We value the work of the many community volunteer and coast-care groups which help us to manage our coastline.



We had significant input from the local community and stakeholders on development options for Naval Point. This feedback is being used to inform the Naval Point Development Plan, which will come out for public consultation later in 2020.

We sought ideas from the Akaroa community about replacing the 130-year-old wharf, asking what people wanted to see included in the new wharf. We also completed remedial repairs to piles, support structures, capping and deck beams so that the wharf can continue to be safely used. Consultation on the next stage of the wharf replacement project will be held towards the end of 2020.

Planning work for a project to improve the Diamond Harbour wharf is under way.

We continued our work to manage and maintain our coastal dunes, with work including coastal plantings and maintaining access ways and sand fences.

➤ **100% are satisfied** with the delivery of Environmental, Conservation, Water and Civil Defence education programmes.

Water supply



What we do

A safe water supply is vital for maintaining the health of our community.

We supply safe drinking water via a network of wells, pump stations, treatment facilities, reservoirs and underground pipes. We promote water conservation and ensure there is enough water for fighting fires.

We also provide water for commercial and industrial use.

Achievement highlights

Well heads

We upgraded 50 well heads at 28 pump stations so that they comply with the secure criteria under the Drinking Water Standards for New Zealand and likely future changes to those standards.

We also installed UV treatment at the Main Pumps pump station, to disinfect the water from the six shallow wells that supply water from that pump station.

Combined with the 65 well heads we upgraded last year, this means that 123 wells that supply Christchurch, Brooklands/ Kainga, Lyttelton, Diamond Harbour and Governors Bay have secure well heads or receive UV treatment. This is enough to meet demand most of the time.

Other work

We drilled three replacement wells at the Wrights and Belfast pump stations. We are also under way with drilling a replacement well at the Grassmere pump station. These are deeper wells to replace shallow wells that are more vulnerable to contamination.

We renewed 2.4 kilometres of water supply mains and 4.3 kilometres of water supply submains during the year.

We continued with the design of the new Ben Rarere water supply pump station, which will replace the earthquake damaged Bexley water supply pump station.

We continued with the design of the replacement Jeffreys water supply pump station suction tank and started on the design of the replacement Sydenham pump station suction tank. Both were severely damaged by earthquakes.

We started design of the replacement Duvauchelle water treatment plant, which is needed to meet the Drinking Water Standards for New Zealand.

Water safety plans

We prepared revised water safety plans, under the new Ministry of Health framework for water safety, for Christchurch/Lyttelton, Akaroa/Takamatua and Pigeon Bay water supplies. We received feedback from the Drinking Water Assessor on these plans and will update and resubmit them for approval in the coming year.

➤ **72% of residents are satisfied** with the reliability of our water supply,

The water safety plans found that inadequate backflow prevention and some poor condition storage tanks were a high risk to water safety, and that more information was needed about lead-jointed pipes to determine whether lead was leaching into the water supply.

After identifying the backflow risk, we audited over 10,000 commercial properties and found that approximately one third had inadequate backflow prevention. We started work on installing backflow prevention devices and will continue this in the coming year.

In response to the risk of poor condition storage tanks, we installed hatch alarms and mesh on vents and overflow pipes where these were absent. We also undertook comprehensive condition assessments of the Hackthorne and Lyttelton Quarry reservoirs, and the Keyes, Sockburn and Grassmere suction tanks.

Regarding lead leaching, we measured lead concentrations in the water in lead jointed pipelines and found that most of these were below the maximum acceptable value in the Drinking Water Standards for New Zealand. Where higher concentrations were found, work began on moving the affected customer connections onto non-lead-jointed pipes.

Water testing

We continued to test the drinking water in accordance with the requirements of the Drinking Water Standards for New Zealand.

➤ **60% are satisfied** with our response to water supply faults.



Chlorination

In December 2017 our below-ground well heads were deemed vulnerable to potential contamination. Since then we have been temporarily chlorinating our water supply while work is done to upgrade the well heads, generally by raising them above ground.

The chlorine treatment gives our water supply added protection while the work is carried out.

There are some other parts of our water supply network that need to be upgraded before our new water safety plan can be approved and the chlorine removed. These include some reservoirs and suction tanks, and backflow prevention at commercial and industrial sites.

Until our new water safety plan is approved, we need to keep operating under our current (approved) water safety plan, which requires us to keep chlorine in the drinking water until the security of our network has been signed off by an expert in water supply security and then approved by the Drinking Water Assessor.

Long term, we want to provide drinking water that is not chlorinated.

We have said that when central government moves to impose mandatory chlorination we plan to seek an exemption. To do this we will have to improve our infrastructure and our risk management systems to demonstrate our supply is secure and safe to drink.

Wastewater

What we do

Our underground sewer network collects wastewater from homes and businesses and carries it to treatment plants, where contaminants are removed so that it can be safely released back into the natural environment.

In the past few years we have been making big improvements to the network. Our focus has been in improving resilience and to reduce sewage overflows into rivers and streams and to stop discharging treated wastewater into Lyttelton Harbour.

Achievement highlights

Lyttelton Harbour

Work on the Lyttelton wastewater scheme continued. This project will allow wastewater from Lyttelton, Diamond Harbour and Governors Bay to be treated at the Christchurch Wastewater Treatment Plant in Bromley.

This significant project will mean we will no longer need to discharge treated wastewater into Lyttelton Harbour.

Installation of the pipeline from the Lyttelton Tunnel to Woolston is almost finished.

Work on the Diamond Harbour and Cashin Quay pump stations is nearly complete and work on the Simeon Quay pump station continued.

Akaroa Harbour

Work investigating alternatives to a harbour outfall for Akaroa's treated wastewater is nearly complete, with input provided by the community and rūnanga through the Akaroa Treated Wastewater Reuse Options Working Party. Four options have been shortlisted: three options where highly treated wastewater would be used on land to irrigate new areas of native trees and a new harbour outfall. Consultation on these options will take place in July and August 2020.

Riccarton Road

We completed the second stage of the Riccarton Road wastewater pipe upgrade, between Harakeke and Matipo streets.

The work was done in conjunction with storm water and water supply pipe renewals, pavement reconstruction and the bus priority project.

Design continued for the next stage of Riccarton Road work, between Matipo Street and Hansens Lane, where we will replace water supply and wastewater pipes.

Other work

In other work, we replaced seven kilometres and lined two kilometres of wastewater pipes.

The last piece of work to complete the wastewater main upgrade on Colombo and Beckenham streets – the siphon under the Heathcote River – was completed. These upgrades will reduce wastewater overflows into the river.

We finished building the new network control room at Bromley. This is the control room for the wastewater, storm water and water supply networks across the district.

We updated and calibrated the computer model of the wastewater network. This is an important tool in determining compliance with our wastewater overflow consent, and for planning capital projects to reduce overflows and accommodate growth.



Stormwater drainage



What we do

Maintaining good drainage systems helps us protect our natural waterways and stormwater networks. This is vital in reducing flood risk, protecting public safety and improving water quality in our waterways and aquatic ecosystems.

Good stormwater drainage also helps other networks, such as roads, to continue functioning well even in poor weather.

Earthquake damage remains an issue in parts of our network, for instance where silt has accumulated. We've also been repairing damaged waterway linings and replacing essential flood protection equipment.

Network renewal and upgrade work has been completed in many areas. This has included improvements to inlet structures across Christchurch and Banks Peninsula. These structures usually comprise a concrete area securing a pipe and a grill to prevent debris from a waterway entering the pipe, such as where it crosses under a road.

We've also been replacing bank linings with more ecologically sensitive designs that will help with habitat improvement.

We've been doing some major capital infrastructure renewals ahead of construction work beginning in July 2020 along Jacksons Creek in the vicinity of Brougham and Selwyn streets. Work on the Lyttelton Storm Water Brick Barrel Network has continued and we're preparing for renewal work at Little River. The weed harvesting programme is being closely monitored to ensure the benefits of managing river water levels are optimised.

COVID-19 delayed the delivery of some projects. Apart from the lockdown, some works missed key seasonal construction dates.

We continued to monitor and maintain the Ōtākaro-Avon River temporary stop banks. These protect against tidal events in the short term while planning on the Ōtākaro-Avon River Corridor works continue.

Under the Flood Intervention Policy we bought 22 properties in the Heathcote catchment. These properties have been at increased risk of flooding since the earthquakes of 2011.

Alongside these we have progressed the delivery and planning of other significant storm water drainage projects this year, to improve the management of both the quantity and quality of storm water, including Stage 3 of the Matuku Waterway Project, Horseshoe Lake pump station upgrade (PS205), and the renewal of damaged linings on Charlesworth Drain.

The Wet Weather and Tidal Flooding Response Plan has helped us improve our delivery of services to minimise the effects of rain events and king tides and the Asset Assessment Intervention Framework (AAIF) is helping us make better funding decisions for asset renewals.



Flood protection and control works

What we do

Work to reduce the risk of flooding remains a priority.

Earthquakes and predicted sea-level rise have made our city more vulnerable to flooding.

Our Land Drainage Recovery Programme is focusing on these higher-risk areas and for the past few years has been delivering a major works programme.

Achievement highlights

Significant progress has been made in reducing flood risk and the effects of flooding this year.

The Land Drainage Recovery Programme (LDRP) continues to deliver a major physical works and investigations programme across much of the city.

Much of our work has involved creating new wetlands and basins. These works have a dual purpose, providing additional storage for flood water during high rainfall events and helping to remove sediment and other contaminants from storm water.

We completed the Curletts Flood Storage Project. This is the first of the major milestones for our floodwater management programme in the Heathcote catchment. These works support the strategic priority of improved waterways and use the six-values approach to storm water management – ecology, drainage, culture, heritage, landscape and recreation.

Other significant projects included the Eastman Wetlands, Heathcote dredging, Bullers Stream naturalisation and storm water facility, Cox's-Quaifes facility, and Sutherlands Basin.

We built a new length of stop bank in South New Brighton near to Bridge Street and have started works further south.

We also started works in the central city with refurbishment of the storm water culvert in Hereford Street ahead of significant street improvement works.



➤ **43% of residents are satisfied** with the management of Council stormwater network to ensure flood risk is minimised.

Roads and footpaths



What we do

We build and maintain roads and footpaths. As more of our underground services are repaired or replaced, more of our roads and footpaths are being returned to a good condition.

We also maintain street lighting, benches, signage, bridges, retaining walls, road and cycleway markings and tram infrastructure.

We are responsible for street cleaning, graffiti removal and we remove dumped rubbish from the roadside. We also maintain berms, verges and street trees and other plants.

We completed the reconstruction of a busy stretch of Riccarton Road, between Harakeke and Matipo streets. As well as underground work to replace old sewer and water supply pipes, the road has been rebuilt to accommodate bus priority lanes.

Other work to improve the environment for pedestrians was undertaken, with streetscape work including additional seating and landscaping. Some minor work is still to be carried out.

We've begun upgrading Victoria and Hereford streets and installing bus priority lanes on Main North Road.

The upgrade of Marine Parade in New Brighton was completed and there is now easy pedestrian access between He Puna Taimoana (the new hot pools) and the New Brighton Mall.

We've also focused on improving our management of customer service requests. The volume of requests was down by about 10,000 (25%) on the previous financial year.

Other achievements:

- Resealed 81 kilometres of roads through our road maintenance contracts
- Added six kilometres of new roads to the network through subdivision development
- Renewed 22 kilometres of footpaths
- Completed reconstruction of Palmers Road, Petrie Street, Randall Street, Shands Road, and parts of Foster Street, Winchester Street, Woodhills Road, Le Bons Bay Road and Stapletons Road.
- Reconstruction of Warden Street is under way
- Built 4 new retaining walls
- Renewed the Tikao Bay Road bridge
- Continued working with NZTA on the approximately \$300 million joint project to construct the new Christchurch Northern Corridor route into the city, including works to the local roads downstream of the project
- Continued converting street lights to LED technology throughout the year

Transportation

What we do

We plan, build, operate and maintain the public transport system – roads, bridges, footpaths and cycleways.

We also provide and operate traffic lights, traffic cameras, public car parks and bus lanes, bus stops and bus shelters.

Achievement highlights

Much of our work this year has focused on safety improvements.

We've completed a number of speed limit reviews across the city to ensure these are set at safe and appropriate levels.

This resulted in new speed limits being set on 297 roads or road sections. These have mainly been to lower speed limits to 30 kilometres per hour or 40 kilometres per hour in suburban residential areas, key activity areas and in rural towns. We also introduced 60 kilometres per hour limits in some rural areas.

Other safety improvements

- Completed
 - Right-turn signal safety improvements at three busy intersections:
 - Blenheim Road and Clarence Street
 - Blenheim Road and Matipo Street
 - Aldwins, Ensors and Ferry roads
 - Improvements to two pedestrian crossings on Innes Road
 - Active (electronic) school signs at Elmwood Normal School
 - Intersection improvements
 - Springs and Garvins roads
 - Edgeware Road and Colombo Street
 - Aorangi Road and Condell Avenue
 - Safety barriers on Worsleys Road
 - Safety and speed reduction work along the inner harbour route.
 - Signalised pedestrian crossing and other improvements outside Hillview Christian School.
- Started
 - New pedestrian path along Western Valley Road. This will provide a safe link to the Little River School.

Bus stops

- 11 new bus stops
- 17 bus stop accessibility and operational performance improvements
- 15 new bus shelters
- 16 new bus stop seats
- Removed infrastructure at eight redundant bus stops

Major Cycleways

We continued work on the city's network of Major Cycleways.

- Heathcote Expressway – the section along Wilsons Road and Ferry Road was completed in August 2019. People can now use the route to cycle from The Tannery in Woolston to the central city.
- Quarryman's Trail – this cycleway is now fully open after the completion of the Halswell end in October. People can now use the route to cycle from Te Hapua: Halswell Centre to the central city.



Refuse disposal

What we do

We collect and dispose of most of the city's solid waste and work with the community to reduce the amount of waste going to landfill. Encouraging residents and businesses to reduce, reuse and recycle is one of our core commitments.

We are involved in the Canterbury Waste Joint Committee, which aims to identify opportunities for waste minimisation.

➤ **85% of residents were satisfied** with the kerbside collection service for rubbish.

Our kerbside collection system is diverting about 65% of waste from landfill.

The recent addition of electronic identification tags to our 480,000 wheelie bins, and the data collected, is helping us keep improving our service. The tags enable us to better manage the allocation of bins and to resolve issues more quickly for residents. They also mean we can quickly identify and reduce opportunities for misuse of the service.

During the COVID-19 lockdown, we maintained our kerbside collections. There was a temporary disruption to recycling bin processing during alert level 4 because of health and safety concerns at the recovery plant. We quickly resumed full service when New Zealand moved back down the alert levels.

We completed our draft Waste Management and Minimisation 2020 plan. This is a six-year plan addressing how we will deliver waste and resource recovery service. A key recommendation of the plan is to start a service delivery review. This will ensure we continue to identify and implement changes that will enable us to improve efficiency and provide services that are the best value for money.

Our inclusion on the Canterbury Waste Joint Committee continued. This committee focuses on regional waste minimisation projects and identifying opportunities to further improved on waste reduction.

➤ **81% were satisfied** with the kerbside collection service for organic material.



➤ **80% were satisfied** with the kerbside collection service for recyclable materials.

Earthquake demolition and construction waste

The Burwood Resource Recovery Park stopped accepting demolition and construction waste in December 2019, signalling the end of Christchurch's earthquake materials recovery programme.

In its 10 years of operation the site received more than 2.6 million tonnes of material, including construction and demolition materials, hard fill, soils and liquid waste. The park was a critical part of the city's recovery, providing a local disposal option for materials that would otherwise have been sent to landfill. It will continue to accept soils and cover material until December 2020, with the placement of sensitive materials (recovered from sites where people died in the 22 February 2011 earthquake) to finish in 2021.

Gas extracted from the Burwood Landfill is used for heating, cooling and lighting at Te Hononga- Civic Offices, for heating Christchurch Art Gallery Te Puna o Waiwhetū and for drying biosolids at the Christchurch Wastewater Treatment Plant at Bromley.

Housing

What we do

We have been involved in community housing since 1938, providing safe, accessible and affordable housing for people on low incomes, including the elderly and people with disabilities.

At 30 June 2020 we own 1,964 social housing units. Most of our units are leased to the Ōtautahi Community Housing Trust, and 28 units are leased to other community organisations.

Achievement highlights

In June 2020 we completed transferring 428 units from our ownership to Otautahi Community Housing Trust (OCHT) ownership.

We bought one owner-occupied unit at Aldwins Courts and completed upgrade work before adding it to the OCHT lease. There are still five owner-occupier units to be bought and returned to the portfolio when they become available.

OCHT employed a handyman and to date he has been to 384 units and completed 652 minor maintenance jobs.

We fully reinstated two buildings that were destroyed by fire – the residents' lounge at Maurice Carter Courts and a housing unit.

Warm and Dry Programme

We worked with OCHT to implement the Warm and Dry Programme. This requires community housing providers to be compliant with the Healthy Homes legislation by 1 July 2023.

By the end of June 2020 we had installed 1740 heat pumps and 821 properties have had kitchen and bathroom ventilation upgrades. The aim is that by June 2021 all properties in the combined portfolio will be upgraded to include a heat pump, mechanical ventilation, upgraded insulation where possible and draught stopping.

Earthquake repairs

We continued interior and exterior earthquake repair work with the final tranches of this programme starting in April 2019. This included 154 units over eight complexes in Addington, Bryndwr, Papanui, Belfast, Waltham, Woolston, Sumner and Richmond. This work was completed in January 2020.

Planned Maintenance

Seven complexes received full exterior painting and seven complexes had additional post-earthquake upgrades.

Other achievements

- 243 tenants started new tenancies
- 21 units upgraded while vacant, including remodelling work
- 35 units were fully redecorated (interior)
- 74 units had carpet replaced
- 55 units had vinyl replaced
- 68 units had curtains and blinds replaced
- 9 units had minor interior redecoration
- 1 unit had spouting completely replaced
- 2 units had water mains reinstated
- 24 complexes had maintenance work on large trees



Regulation and compliance

There are more than **35,000 registered dogs** in Christchurch.



What we do

We work across a wide range of services. This includes working with residents who are building a home, opening a business, getting an alcohol licence for a bar, making a noise complaint, registering a dog and many other things. We also make sure it's safe to eat and drink at food stalls, cafes, restaurants and bars.

We prepare plans, policies and regulations to guide the city's future and to support a safe and healthy environment.

Our teams ensure the city's rules are being followed.

Regulatory compliance and licensing

Freedom camping

Our freedom camping campaign from 1 December 2019 to 26 March 2020 helped improve compliance and reduce complaints. Our season ended earlier than planned due to COVID-19 lockdown.

It was a three-pronged approach to better educate campers about the rules and to improve our monitoring and enforcement of freedom camping regulations.

We received \$180,880 from the Ministry of Business, Innovation and Employment's Responsible Camping Fund. This enabled us to improve and implement initiatives.

Noise control

This year we responded to 13,560 noise complaints, meeting our response time target 93% of the time.

We continued providing noise control services during the COVID-19 lockdown and were the only metropolitan centre to continue this through alert level 4 because our contractors

were defined as essential workers. There was a notable increase in daytime complaints over this time.

Overall there was a slight increase in noise complaints.

Food safety and health licensing

We monitor the 2,349 registered food businesses in the Christchurch and Banks Peninsula area. This includes all businesses which make and sell food.

We also monitor the district's 320 hairdressing businesses.

These numbers are consistent with previous recent years.

Alcohol licensing

Alcohol licence numbers have plateaued over the past year, with a total of 1,022 current on licenses, off licenses and club licenses in the Christchurch district at 30 June 2020, up 20 from the previous year.

Overall, these numbers remain below pre-earthquake numbers of around 1,112 total licences.

Resource consent monitoring

Our Compliance and Investigations team works closely with consent holders to ensure they understand their legal obligations and how to comply with the conditions of their consents.

We monitor a wide range of consents where specific conditions have been imposed by processing planners.

Some examples of larger developments we monitored over the year include the demolition of Lancaster Park, the Metro Sports Facility, He Puna Taimoana (hot pools at New Brighton), the Christ Church Cathedral restoration project and the Coastal Pathway.

We also monitor the activities of all quarry and cleanfill sites.

During 2019–20 year 3,146 individual resource consents were monitored.

Building services

The demand for both commercial and residential building consents has steadily fallen following high post-earthquake building activity. Forecasts remain volatile post-COVID.

The complexity of consents has increased as more multi-unit dwellings are being built.

Building consents

Building consent volumes have continued to fall year on year, with a shortfall against the budgeted revenue target. The building consenting unit has tried to limit the effect of this by not replacing staff who leave, reducing the use of contractors (spending \$1 million less than budgeted) and increasing our external business.

Towards the end of the 2018/19 financial year the building consenting unit finalised its contractual arrangements to enable technical staff.

Over the year we issued 3650 residential building consents and 819 commercial building consents.



Earthquake prone buildings

There are 707 Christchurch buildings on the MBIE earthquake prone buildings register. Of these, 177 are priority buildings and will require strengthening or demolition in the next 7.5 years (105 of these will be due for this work by 2025, and 72 by 2026–28). The remaining 530 non-priority buildings have up to 15 years for strengthening or demolition work to be completed.

In total, there were originally 7,219 buildings in Christchurch requiring earthquake prone assessment. This number has now reduced to 3,400. Assessment of these buildings will be completed by the central government deadline of 1 July 2022.

This year 144 buildings were removed from the register. Of those, seven were demolished and seven were reassessed as being no longer earthquake prone (by full detailed seismic assessment) and 130 were strengthened to above 34% of the new building standard and some were assessed as being up to 100%.

Building warrant of fitness

We completed 351 building warrant of fitness audits this year. This is fewer than in the previous year because of restrictions imposed during the COVID-19 lockdown.

Eco-design advisor

We provided a high-quality eco-design service, with the eco-designer conducting 334 individual consultations and numerous public and stakeholder engagements. This number is less than in previous years because of the lockdown.

External stakeholder engagement

We continue to engage with a wide group of stakeholders representing the building industry, and have built strong relationships with these groups, enabling constructive feedback about the service we provide.

Building Act exemptions and Certificates of Acceptance

We completed 2,089 Building Act exemptions during the year, with 96.6% being processed, on average, within 10 days.

Certificates of Acceptance (COA) applications decreased by 20% from the previous year. This is a steady decline but is in line with the overall decrease in building consent applications. All our COA applications were completed within 19 days.

Public advice

We saw 4,548 walk-in customers in the civic offices this year, 37% down on last year. The duty building consent officers received 7,542 calls and emails about building queries. They answered 71% of calls in the first instance and all emails received were acknowledged within 24 hours.

Resource Consenting

Resource consent application numbers remained stable. However, the complexity of applications has remained higher than normal and an increasing number of applications had a high level of public interest.

We processed 2,388 resource consent applications.

Our performance in processing applications within expected timeframes improved from 98% to 99%.

Customer satisfaction with the process reduced slightly to 69%, just shy of our 70% target. Other survey information (Pulse survey) showed customer satisfaction consistently higher 80%.



 **69% were satisfied** with the resource consenting process.

Land and property information services

COVID-19 had a big impact on the property market and there was a dramatic decrease in applications for Land Information Memorandums (LIMs) and Property Files during the lockdown. The monthly number of applications was more on par with what we would expect to receive in a normal week. Post lockdown numbers have increased to normal.

All LIMs were processed within the 10-day target and 99% of Project Information Memorandums (PIMs) were processed within the 20-day target.

Residential property file requests were on par with numbers for previous years, with 5,800 being completed.

Strategic planning and policy



What we do

The plans and policies we develop contribute to Christchurch being a great place to be. Through these plans and policies we protect our environment, manage growth and guide the use and development of our infrastructure.

We are working to make Christchurch smarter and more resilient. We have a strong focus on finding new ways to protect and improve quality of life for residents and to sustain our natural environment.

What we achieved

Land-use planning

- We were involved in proposals under 71 of the Greater Christchurch Regeneration Act affecting Lyttelton's commercial centre and Hagley Oval and provided feedback on a proposal for enabling film studios and on an Order in Council for reinstatement of Christ Church Cathedral.
- Christchurch District Plan changes – one was implemented and two were notified.
- A programme of Coastal Hazards Adaption planning began.
- Work to address earthquake legacy issues in Southshore and South New Brighton continued.
- We worked with the Greater Christchurch Partnership (GCP) to complete and implement the Future Development Strategy and Council endorsed Our Space as the strategy for the sub-region.
- Under the Global Settlement we will lead the implementation of projects in the residential red zone (RRZ). We made a successful bid to the Crown for

\$40 million for capital projects in the Ōtākaro-Avon River corridor from the Christchurch Regeneration Accelerator Fund (CRAF).

Strategic transport

- We are jointly leading work on the Future Public Transport business case, which has established a case for investment in transformational public transport for Christchurch and Greater Christchurch.
- We are developing a Central City Parking Policy to support the transport strategy and public transport
- The first Greater Christchurch Mode Shift Plan has been developed. It aims to encourage more people to use public and active transport to support work on climate change and sustainable growth.
- The Strategic Transport Team is developing our Infrastructure Strategy for the Long Term Plan 2021-31.

Strategic policy

- Ten-year bylaw reviews
 - We drafted reviews of replacement bylaws for water supply, wastewater and stormwater.

- We prepared to review the Freedom Camping Bylaw 2015 (delayed because of COVID-19).
- The Alcohol Restrictions in Public Places Bylaw was amended to include a permanent alcohol ban at our rugby league playing fields from 1 April to 30 August each year and a temporary 24-hour ban was put in place for the Electric Avenue Musical Festival.
- We continued working with the Canterbury District Health Board Community Public Health team to integrate health and wellbeing perspectives in planning, policy, and decision-making.
- Housing
 - We are working towards implementing the Christchurch Housing Initiative shared equity home ownership scheme
 - We contributed to the development and early implementation of the Our Space ‘Social and Affordable Housing Action Plan’
 - We worked with Government, LGNZ and the community housing sector to support and advocate for social and affordable housing.
- The Development Contribution Rebate Policy was reviewed as were two central city rebate schemes.
- We contributed economic policy advice to a range of projects
- Our Strategic Framework was adopted by the Council in October 2019
- Since July 2019, we made 21 submissions to external agencies on priority issues.

Urban design, planning and grants

- Central City Action Plan
 - We led the central city residential programme, Project 8011
 - As part of a cross-agency steering group, we reviewed the plan (this work was interrupted by COVID-19)
 - We funded a central city activator position to curate activation during winter
- We continued work on the Barrier Sites Programme
- The Enliven Places Project Fund (\$150,000) allocated \$97,000 during the year to support a wide range of community projects
- The Christchurch Urban Design Panel provided design review advice for consent applications and capital projects
- In partnership with ECan, we continued work on healthy and energy efficient homes
- The Innovation and Sustainability Fund operated for a third year with \$500,000 allocated to projects.



Heritage, education, advocacy and advice

- We’ve been working with Ngāi Tahu and the community to identify agency roles as we prepare to implement the Our Heritage, Our Taonga, Heritage Strategy
- 10 Heritage Incentive Grants were approved, allocating \$661,199
- Two Central City Landmark Heritage grants of \$600,000 each were approved
- The Beca Christchurch Heritage Festival was held in October 2019 with the theme Encounter Our Stories. It attracted more than 20,000 people to more than 80 events over three weeks
- Advice was provided on more than 50 resource consent applications.

Natural environment

Our work in this area includes policy and planning for hazards and the efficient use of resources such as water.

- We allocated \$200,000 of the Christchurch Biodiversity Fund to private landowners with sites of ecological significance for fencing, pest control and planting.
- Council adopted Te Wai Ora o Tāne Integrated Water Strategy on 26 September 2019.
- We led reviews of non-notified resource consent applications lodged with ECan and provided feedback to ECan on 10 regional resource applications.
- We led and/or contributed to submissions on matters of regional and national significance
- We commissioned a report to produce a liquefaction map for Christchurch city. The technical report will be released in July 2020.
- We monitored the first year of the cut-slope erosion trial.
- A climate change strategy is being prepared.
- We facilitated the implementation of the Resource Efficiency Greenhouse Gas Emission programme.

- We worked with the Christchurch Agency for Energy Trust and businesses to get 59 public electric vehicle charging sockets installed across the city.

Economic Development

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

In the last quarter ChristchurchNZ focused on the urgent need to develop a strong Economic Recovery Plan to address the effects of COVID-19.

- ChristchurchNZ delivered the following:
 - Led the development of Christchurch 2050 Strategic Framework, the COVID-19 economic recovery plan
 - Provided insights and advice on innovation
 - Worked with 56 national and global businesses on potentially relocating to or expanding in Christchurch
 - Delivered marketing and promotion campaigns
 - Consolidated 13 city websites into one
 - Developed the Explore city narrative and resources
 - Attracted and sponsored 12 major events
 - Developed a business network to connect local businesses to Antarctic-related business opportunities and delivered promotion and awareness activities outlined in the Antarctic Gateway Strategy

Public Information and Participation

Increasingly we are shifting toward a more two-way communication with the community. We want to ensure there is awareness of opportunities to take part in the democratic process.

We are also making better use of new media – online, social, and targeted electronic communications to interest groups.

- Over the year we:
 - Carried out 66 consultations and received 7,360 submissions and/or feedback. We are trying to make our consultations easy and accessible for those who haven't participated in the past, including youth and migrant groups. This has included introducing a translation facility on our website which allows web content to be translated into 14 languages. On average this service is receiving 480 visits a month.
 - Developed and implemented 215 communications/marketing strategies on a range of issues.
 - Responded to 3,266 media inquiries, 95% of those acknowledged within 24 hours.
 - Increased our Facebook page following by about 13%, with an average of about 100 likes a week. In January

2020 we achieved a spike of 830 new likes (207 per week) taking the total likes to 52,817.

- Newline
 - Published more than 800 stories
 - Sent weekly e-newsletter to more than 4,000 subscribers
 - Increased page views
 - Increased use of content by other media
- Held more than 90 staff training sessions on our new tone of voice
- Sent 20 to 30 e-newsletters a month to about 70,000 subscribers
- Produced 77 monthly newsletters, viewed by 17,086 people, to community boards.



Governance

What we do

We support individuals and groups to be actively involved in local decision-making. We do this not only by encouraging people to vote in local elections but also offering numerous opportunities to be involved, especially through public consultation, and by making sure people have timely, accurate information about what Council is doing.



➤ **26% of residents agree** that they understand how the council makes decisions.

Achievement highlights

The Local Government Election was the big event this year.

In October 2019 people voted to elect a mayor, 16 councillors and 36 community board members. One board member was elected in February 2020.

We've changed the way the council works with community boards to give local communities more involvement in decision making. This was achieved through a Governance Partnership Agreement and a review of delegations to community boards.

These changes also give local communities more opportunities to contribute when significant strategies and plans are being developed for the city.

Better ways of working

We continued our implementation of new ways of working that will improve efficiency, be more cost-effective, benefit the environment and encourage citizen participation. This work has included:

- Paperless council and community board meetings
- Introducing new technology
- Audio-visual meeting attendance

Openness and transparency

We made a commitment to be more open and transparent. This work has gathered pace, especially our efforts to bring greater scrutiny and to proactively release reports considered in the public excluded section of agendas and meetings.

COVID-19

Governance processes were changed at short notice to enable our response to the COVID-19 pandemic.

We quickly needed to identify new ways of doing things so that important decisions could continue to be made through each alert level and to enable us to continue to work efficiently and effectively.

Corporate services

What we do

We provide back-office support to frontline staff as they deliver services to residents. We work across all our sites and at all levels of operation.

This includes administrative and secretarial support, human resource advice, information and communication technology services, fleet management, property management, procurement, financial management and advice, accountancy services and legal services.



What we achieved

The COVID-19 nationwide lockdown for several weeks from mid-March 2020 required us to step up and provide organisational and staff support in different ways, ensuring residents could continue to access some services and information during this time.

With everyone working from home, one of the biggest challenges was to quickly establish work-from-home systems. Working to a very short timeframe, our information and communication technology (ICT) team showed resilience and adaptability, ensuring our systems were robust and that staff had the technology and support they needed.

Additional HR support was needed during this time, especially to support staff with concerns about wellbeing, working from home arrangements, temporary role changes, sick leave and other issues.

The Annual Plan 20/21, almost complete as lockdown began, went through several iterations as adjustments were made, reflecting the financial effects of the pandemic response on the budget.

Other achievements

- We supported staff members, providing payroll, training and other organisational support services. At 30 June 2020 we employed 2,783 people in 1,782 full-time equivalent roles.
- We ensured short and long-term planning documents and other finance reports were prepared to a high standard and that they accurately show our position and our forecast activities.
- We managed the \$1.9 billion external borrowing programme and worked with credit rating agencies to ensure our credit rating is appropriate and maintained at the highest possible level.
- Our focus on continuous improvement, and on making it easier for citizens to work with us to get things done continued.
- We continued to refresh our information systems to enable us to present a consistent, reliable identity across our face-to-face, written and online communications, to enhance our interactions with citizens at all levels of our community.
- Internal audit support was provided in planning for and managing risk and to ensure our legal obligations as a territorial authority are met.
- We managed the vehicle fleet.
- We supplied professional property management and consultancy services relating to the property portfolio and property transactions.
- Advice was provided to elected members on a wide range of technical and legal matters.
- We provided information and communication technology (ICT) services, including application support and development, website and intranet content and development, document and records management, GIS, aerial photography and mapping services, and ICT infrastructure and security services.
- A high standard of data security was maintained.

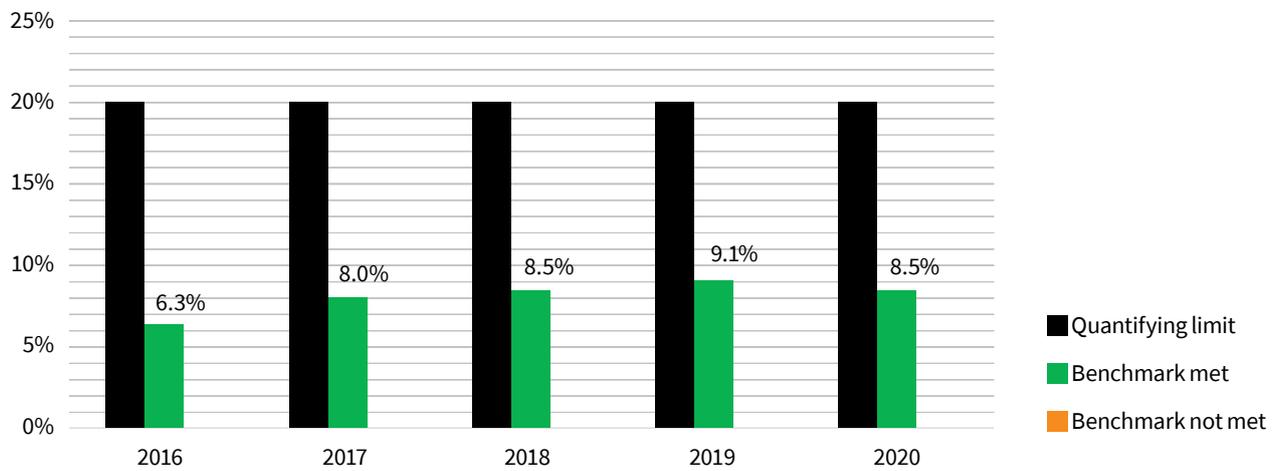
Financial statements

Financial ratios

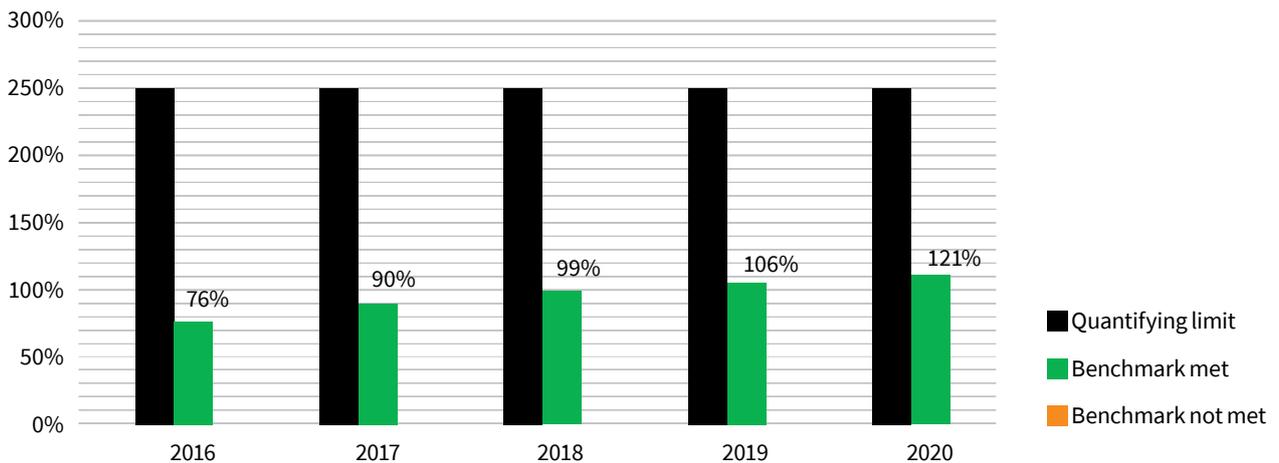
We have several financial ratios which form a key part of our financial risk management strategy. The core ratios come from the Local Government (Financial Reporting and Prudence) Regulations 2014 and are included in the annual report and in our long-term planning documentation.

In addition, four of these ratios are the key limits for our borrowing from the Local Government Funding Agency (LGFA). We met all benchmarks for the 2020 year.

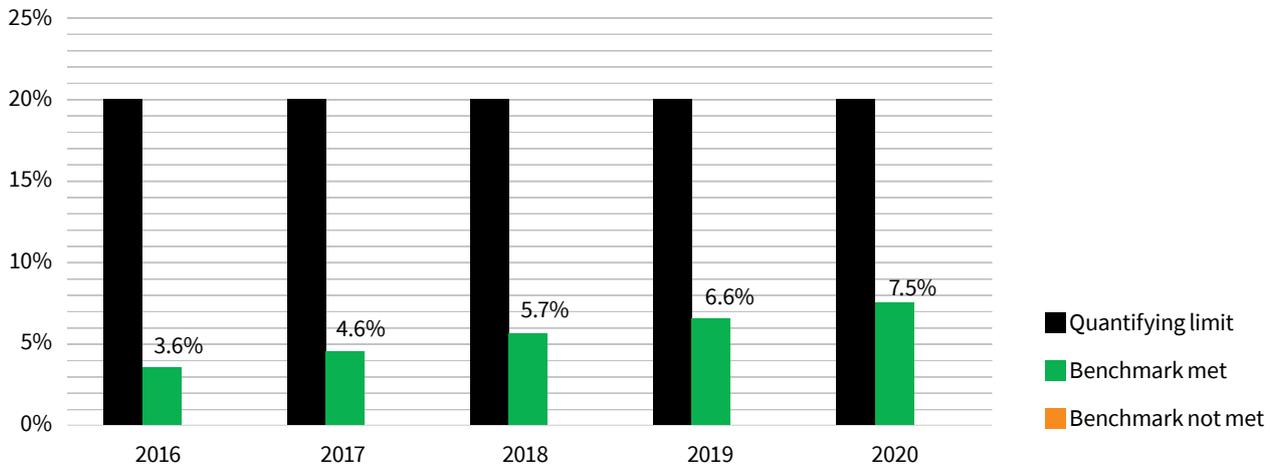
Net debt as a % of equity



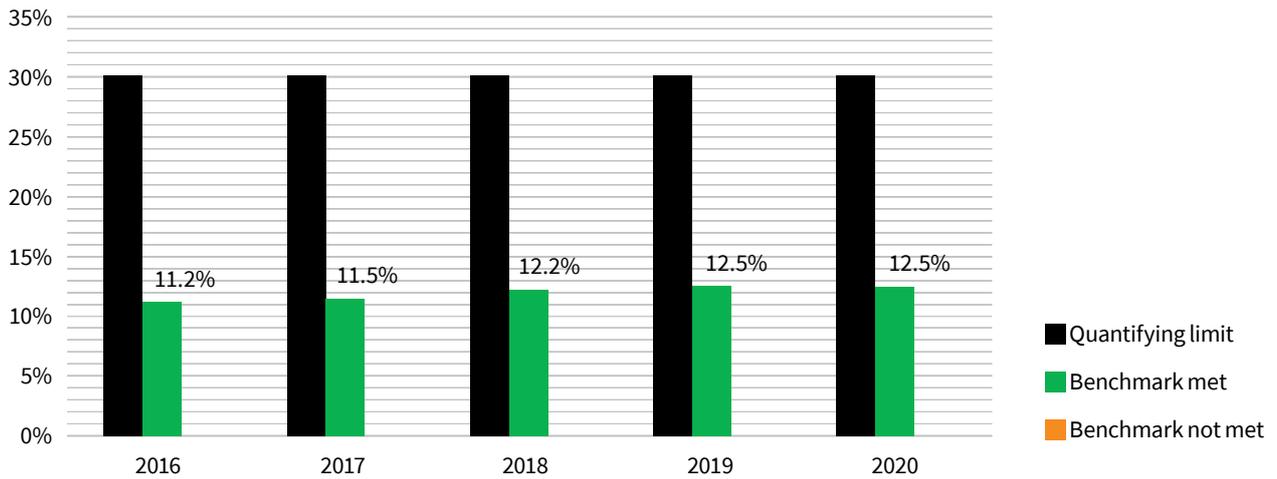
Net debt as a % of total revenue



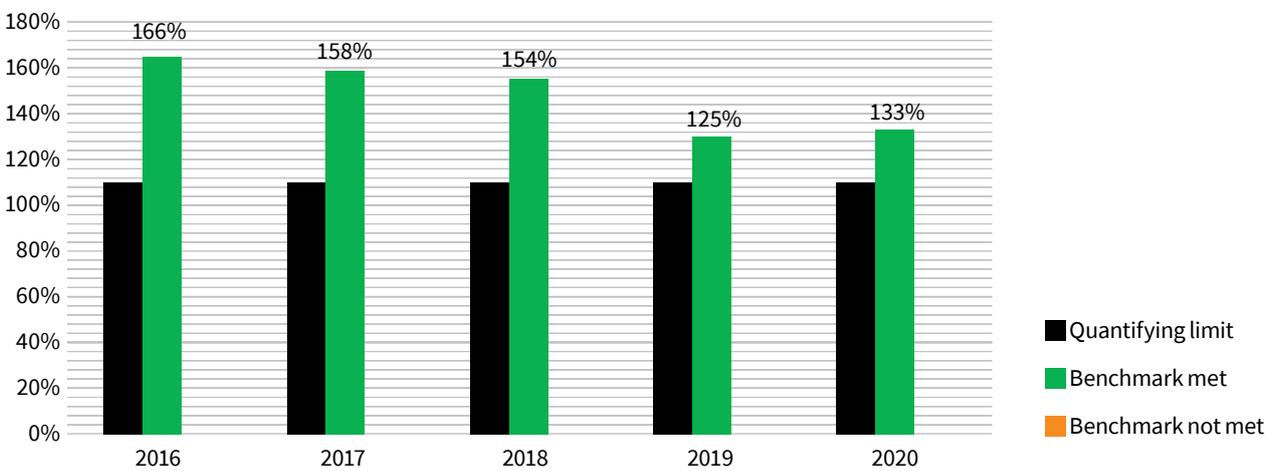
Net interest as a % of total revenue



Net interest as a % of annual rates revenue



Liquidity



Financial highlights

The Group

The 2020 year in review

Total assets _____

\$16.9 billion

2019 **\$15.0 billion**

Total revenue _____

\$1.9 billion

2019 **\$1.7 billion**

Total liabilities _____

\$4.6 billion

2019 **\$4.2 billion**

Total operating expenditure _____

\$1.8 billion

2019 **\$1.6 billion**

Total ratepayers funds _____

\$12.2 billion

2019 **\$10.7 billion**

Total surplus before tax _____

\$0.1 billion

2019 **\$0.2 billion**



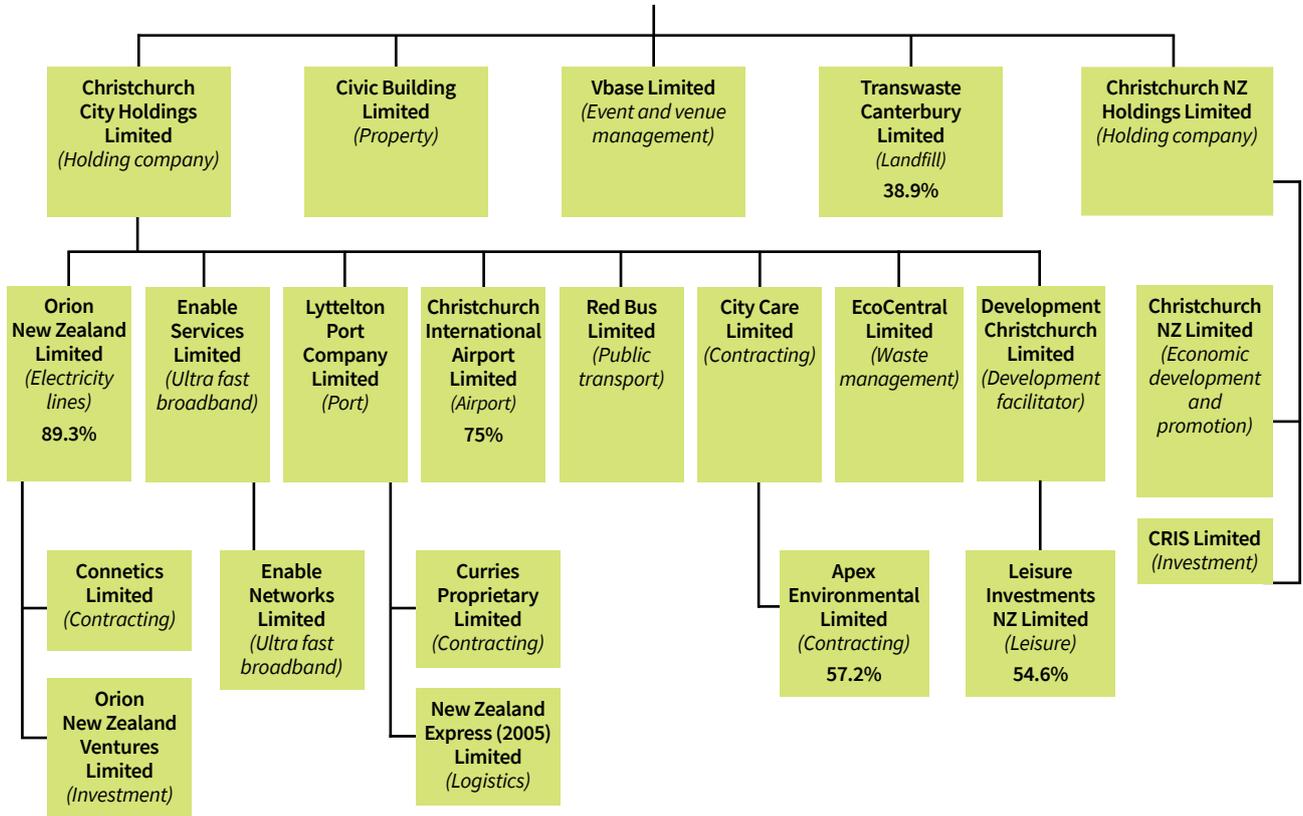
Christchurch
City Holdings
Limited

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.

Highlights for the year included:

- Opening of the He Puna Taimoana (Hot Water Pools)
- 5.2 million passengers (2019: 6.9 million) for Christchurch International Airport Limited
- Increase in container volumes (2020: 446,101 TEUs) at Lyttelton Port Company Limited
- Increase in customer connections by 4,000 in the 2020 (2019: 3,000) year for Orion Limited
- 117,690 connections (2019: 100,000) achieved across Christchurch for Enable Services Limited

Group structure as at 30 June 2020



Summary financial table

For more detail refer to individual company reports.

	Income	Net result (after tax)	
	2020 \$000	2020 \$000	2019 \$000
Orion New Zealand Ltd	307,695	48,315	47,863
Lyttelton Port Company Ltd	128,391	(152,782)	42,170
Christchurch International Airport Ltd	179,289	47,826	57,472
City Care Ltd	294,697	5,616	(724)
Enable Services Ltd	77,072	11,320	10,830
EcoCentral Ltd	34,721	(72)	1,130
Red Bus Ltd	20,325	(30)	(5,311)
Development Christchurch Ltd	18,194	1,126	(1,684)
Vbase Ltd	31,833	4,839	(15,185)
Civic Building Ltd	4,533	4,404	(42)
ChristchurchNZ Holdings Ltd	15,144	301	(1,052)
Transwaste Canterbury Ltd	50,628	13,042	13,448
Riccarton Bush Trust	760	52	(55)
Rod Donald Banks Peninsula Trust	105	(135)	(330)
Christchurch Agency for Energy Trust	2	(249)	(844)
Central Plains Water Trust	94	-	-
Ōtautahi Community Trust	37,852	14,624	18,147

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 2020

The summary of the annual report was derived from the annual report of the Christchurch City Council (the City Council) and group for the year ended 30 June 2020.

The summary of the annual report comprises the following summary statements on pages 15 to 41 and 46 to 50:

- the summary statement of financial position as at 30 June 2020;
- the summaries of the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended 30 June 2020;
- the notes to the summary financial statements that include accounting policies and other explanatory information; and
- the summary service performance results.

Opinion

In our opinion:

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

Summary of the annual report

The summary of the annual report does not contain all the disclosures required by generally accepted accounting practice in New Zealand. Reading the summary of the annual report and the auditor's report thereon, 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 an unmodified audit opinion on the information we audited in the full annual report for the year ended 30 June 2020 in our auditor's report dated 10 December 2020. Our auditor's report on the full annual report also includes an emphasis of matter paragraph drawing attention to the disclosures about the impact of Covid-19 on the City Council as set out in the full annual report in note 34 on pages 236 to 238 to the financial statements. An extract of some this information is included in the summary of the annual report

on page 50. We drew specific attention to the following matter(s) due to the significant level of uncertainty caused by Covid-19:

• *Investment property*

Note 14 on page 205 of the full annual report describes the material valuation uncertainties highlighted by the valuers, related to estimating the fair value of the Group's investment property.

• *Share investment in Council-controlled organisations*

Note 16 on pages 206 to 208 of the full annual report describes the uncertainties in assessing the value of the Council's investment in its subsidiary companies.

Council's responsibility for the summary of the annual report

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

Auditor's responsibility

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

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

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



Andy Burns
Audit New Zealand
On behalf of the Auditor-General
Christchurch, New Zealand
10 December 2020

Summary financial statements

Summary statement of comprehensive income for the year ended 30 June 2020

	Parent			Group	
	30 Jun 20 Actual \$000	30 Jun 20 Plan \$000	30 Jun 19 Actual \$000	30 Jun 20 Actual \$000	30 Jun 19 Actual \$000
Share of associate and JV's surplus	-	-	-	5,017	6,027
Other revenue	1,009,994	863,391	1,020,378	1,874,207	1,739,543
Total Revenue	1,009,994	863,391	1,020,378	1,879,224	1,745,570
Finance costs	91,273	92,308	94,116	147,883	141,205
Other expenses	773,269	745,000	759,173	1,606,066	1,452,190
Total operating expenses	864,542	837,308	853,289	1,753,949	1,593,395
Surplus before income tax expense	145,452	26,083	167,089	125,275	152,175
Income tax (credit)/expense	(3,662)	(2,142)	208	(47,956)	42,762
Surplus for the period	149,114	28,225	166,881	172,663	109,413
Other comprehensive revenue and expense					
Property, plant and equipment valuation movement	1,421,892	202,428	35,216	1,511,124	63,605
Unrealised gains/(losses) from:					
Investment revaluation gain/(loss)	122,123	-	(78,758)	131	1,468
Cash flow hedges gain/(loss)	(71,656)	-	(95,932)	(113,669)	(132,059)
Income tax relating to components of other comprehensive revenue and expenses	-	-	-	(21,834)	10,980
Total other comprehensive revenue and expense	1,472,359	202,428	(139,474)	1,375,753	(56,006)
Total comprehensive revenue and expense	1,621,473	230,653	27,407	1,548,415	53,407
Surplus for the period attributable to:					
Parent entity	149,118	28,225	166,881	155,788	90,392
Non controlling interests	-	-	-	16,876	19,021
	149,118	28,225	166,881	172,664	109,413
Total comprehensive revenue and expenses attributable to:					
Equity holders of the parent	1,621,477	230,653	27,407	1,525,772	30,362
Non controlling interests	-	-	-	22,644	23,045
Total comprehensive revenue and expense	1,621,477	230,653	27,407	1,548,416	53,407

Summary statement of changes in equity for the year ended 30 June 2020

	Parent			Group	
	30 Jun 20 Actual \$000	30 Jun 20 Plan \$000	30 Jun 19 Actual \$000	30 Jun 20 Actual \$000	30 Jun 19 Actual \$000
Opening equity	10,895,178	11,041,543	10,867,771	10,724,383	10,680,589
Total comprehensive revenue and expenses attributable to:					
Parent entity equity	1,621,477	230,653	27,407	1,525,772	30,362
Non controlling interest	-	-	-	22,644	23,045
Total comprehensive revenue and expenses for the period, net of tax	1,621,477	230,653	27,407	1,548,416	53,407
Dividends	-	-	-	(15,403)	(16,892)
Other items	-	-	-	(13,072)	7,279
Closing equity	12,516,655	11,272,196	10,895,178	12,244,324	10,724,383

	Parent			Group			
	Retained Earnings \$000	Other Reserves \$000	Total Equity \$000	Retained Earnings \$000	Other Reserves \$000	Non Controlling Interests \$000	Total Equity \$000
Balance at 30 June 2018	3,942,640	6,925,131	10,867,771	4,727,819	5,628,376	324,394	10,680,589
Balance at 30 June 2019	4,150,569	6,744,609	10,895,178	4,865,098	5,525,054	334,231	10,724,383
Balance at 30 June 2020	4,306,041	8,210,614	12,516,655	4,970,436	6,932,420	341,468	12,244,324

Summary statement of financial position as at 30 June 2020

	Parent			Group	
	30 Jun 20 Actual \$000	30 Jun 20 Plan \$000	30 Jun 19 Actual \$000	30 Jun 20 Actual \$000	30 Jun 19 Actual \$000
Assets					
Current assets	555,647	168,376	493,776	558,156	543,666
Non-current assets	14,510,443	13,355,847	12,761,055	16,329,827	14,428,518
Total assets	15,066,090	13,524,223	13,254,831	16,887,983	14,972,184
Equity and liabilities					
Current liabilities	592,727	473,296	473,896	1,170,355	797,729
Non-current liabilities	1,956,708	1,778,731	1,885,757	3,473,304	3,450,072
Total liabilities	2,549,435	2,252,027	2,359,653	4,643,659	4,247,801
Net assets	12,516,655	11,272,196	10,895,178	12,244,324	10,724,383
Parent entity equity	12,516,655	11,272,196	10,895,178	11,902,856	10,390,153
Non controlling interest	-	-	-	341,468	334,230
Total ratepayers funds	12,516,655	11,272,196	10,895,178	12,244,324	10,724,383

Summary cash flow statement for the year ended 30 June 2020

	Parent			Group	
	30 Jun 20 Actual \$000	30 Jun 20 Plan \$000	30 Jun 19 Actual \$000	30 Jun 20 Actual \$000	30 Jun 19 Actual \$000
Net cash provided by/(used in) operating activities	305,910	258,833	393,070	520,179	458,568
Net cash (used in)/provided by investing activities	(447,605)	(243,289)	(448,079)	(677,541)	(711,471)
Net cash provided by/(used in) financing activities	131,551	(15,545)	87,806	191,232	283,019
Net increase in cash and cash equivalents	(10,144)	(1)	32,797	33,870	30,116
Cash and cash equivalents at beginning of year	276,545	49,339	243,748	302,739	272,623
Cash and cash equivalents at end of year	266,401	49,338	276,545	336,609	302,739

Notes to the summary financial statements for the year ended 30 June 2020

1. Accounting policies

Reporting entity

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 and 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 the purposes of the New Zealand Accounting Standards Framework. The 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 is noted in each policy.

The Council's full financial statements are for the year ended 30 June 2020. We prepared the summary 2020 financial report to offer an overview of our performance. The Council authorised the Chief Financial Officer to produce and publish the summary report on 10 December 2020. The Chief Financial Officer approved the summary 2020 report for issue on 10 December 2020.

The specific disclosures in the summary 2020 financial report have been extracted from the full audited 2020 financial report also dated 10 December 2020.

New accounting standards and interpretations

The Council has adopted of PBE IPSAS 35 Consolidation

PBE Standards on interests in other entities – PBE IPSAS 34 Separate Financial Statements, PBE IPSAS 35 Consolidated Financial Statements, PBE IPSAS 36 Investments in Associates and Joint Ventures, PBE IPSAS 38 Disclosure of Interests in Other Entities.

These new standards will replace PBE IPSAS 6 Consolidated and Separate Financial Statements, PBE IPSAS 7 Investments in Associates, and PBE IPSAS 8 Interest in Joint Ventures. They amend the definition of control, introduce a new classification of joint arrangement, and require additional disclosures for interests in other entities. These new standards are effective from the year ending 30 June 2020. They have potential impact on how Council consolidate and account for its interest in other entities.

A more comprehensive detail of the impact of the changes in accounting policy and disclosures is included in the full annual report for 2020.

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. They comply with the PBE Accounting 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 2020 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 \$606 million (2019: \$446 million) on capital works.

3. Contingent liabilities

These liabilities depend on other future events and, for the Group, total \$54 million (2019: \$317 million). In addition, the Group also has contingencies for rebuild cost recoveries that cannot be reliably measured.

4. Legislative requirements

Legislative requirements have been met.

5. Variances against budget

Comprehensive revenue and expenses

Total revenue is \$146.6 million higher than budget.

Variances include vested assets being \$83.9 million higher, subsidies and grants were \$82.4 million higher mainly due to the Crown contribution to the Global Settlement, CMUA and CRAF funding and other subsidies. Development and financial contributions are \$18.9 million higher, rates revenue is \$2.2 million higher than budget due to higher than expected rating growth during the year, offset by lower dividends received of \$25.8 million, and lower other revenues of \$15 million.

Total expenses are \$27.2 million higher than budget.

Variances include gains/losses of \$32.8 million in fair value adjustments for financial instruments, and personnel costs are \$2.5 million lower than budget mainly due to the closure of libraries, recreation and community centres during COVID-19 lockdown, offset by lower other expenses of \$1.8 million.

Total other comprehensive revenue and expenses are \$1,269.9 million higher than budget.

Financial position

Total assets are \$1,541.9 million higher than budget.

This includes cash and cash equivalents \$217.0 million higher than budget, investments and other financial assets \$161.9 million higher than budget due to a combination of revaluation increases and additional investments made during the year, property, plant and equipment and intangible assets are \$1,162.3 million higher than budget mainly due to the annual plan understating the 2019 revaluation forecast movement.

Total liabilities are \$297.4 million higher than budget.

Borrowing is \$304.6 million higher than budget due to a combination of unplanned borrowing for on-lending to CCHL, and additional borrowing required for prefunding debt renewals, other liabilities are \$20.7 million higher than budget mainly due to unbudgeted income in advance for prepaid inspections, Christchurch housing initiative grant, and prepaid rates by ratepayers, offset by provisions being \$10.4 million lower than budget mainly due to unplanned decrease in building related claims provision resulted from weather tightness claim period expiring, partially offset by a higher than planned increase in landfill aftercare provision.

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

6. Subsequent events

Orion New Zealand Limited / Leisure Investments NZ Limited (subsidiary of Development Christchurch Limited)

On 15 September 2020, Orion and IAG reached a confidential commercial settlement without admitting any liability. Leisure Investments NZ Limited defence continues.

Water Reforms

Council signed a delivery plan and funding agreement for three waters reforms on 16 September 2020. Maximum amount payable under the funding agreement is \$40.520 million.

Vbase Limited

Council agreed to purchase an additional \$12,000,000 of shares in Vbase Limited as part of the Christchurch Town Hall repair and restoration project.

CMUA Project Delivery Limited

The adoption of the constitution and appointment of directors for the company that will deliver the construction of the new Canterbury Multi-use Arena was approved by Council on 25 August 2020.

Residential Red Zone Land

The Council will be recognising a vested asset of circa \$14 million relating to residential red zone land in Brooklands and Southshore being transferred from the Crown to Council.

Shovel Ready Projects

On the 23 September it was announced that Council was approved for the following projects:

- Major cycleways – \$71.5million
- Final Section of Christchurch Coastal Pathway – Redcliffs to Shag Rock (in partnership with Christchurch Coastal Pathway Group – \$15.8 million).

EcoCentral Limited

On 26th August 2020, the New Zealand Government announced it will be investing \$36.7 million in high-tech recycling plants nationwide. As part of this agreement, EcoCentral has reached an agreement in principle to receive up to \$1.8 million grant funding for a plastics optical sorter and up to \$15 million grant funding for a fibre optical and mechanical sorter.

Red Bus Limited

On 4 November 2020 it was announced Ritchies Transport Holdings Limited had purchased Red Bus remaining routes. The sale is expected to be completed by early December 2020.

7. COVID-19 Disclosure

On 11 March 2020, the World Health Organisation declared the outbreak of COVID-19 a pandemic and two weeks later the New Zealand Government declared a State of National Emergency. From this, the country was in lockdown at Alert Level 4 for the period 26 March to 27 April and remained in lockdown at Alert Level 3 until 13 May inclusive.

The financial statements presented in this report include the direct and indirect impact from the changes in alert levels due to the global coronavirus pandemic (COVID-19).

The Council and its subsidiaries were impacted in varying degrees both financially and non-financially that affected the performance of the Council group in the last quarter of the year.

There has been no change to the Council's short and long term credit rating from Standards and Poors in the six months following the move to Alert Level 4 and lockdown.

Valuation uncertainty

When assessing the long term impact of COVID-19 on the Council's investments, advice was sought during the valuation process to ensure that the valuers clearly articulated any COVID-19 implications on future cash flows.

Independent valuers have carried out valuations on behalf of Council and its subsidiaries by applying assumptions regarding the reasonably possible impacts of COVID-19 based on information available as at 30 June 2020 in particular future cash flows. Given the circumstances, the investment property valuations as at 30 June 2020 have been prepared on the basis of 'material valuation uncertainty', and therefore the valuers have advised that less certainty should be attached to the property valuations than would normally be the case.

The fair value of the Council's investments in its subsidiary companies was assessed by independent valuers. The valuer has used the asset approach to value the Council's investment in its subsidiaries, this involves estimating the fair value of all assets on the balance sheet (tangible and intangible) and then subtracting the estimated fair value of the liabilities.

The valuation relies, in part, on publicly available information, management forecasts and other information provided by the respective companies based on the prevailing economic, market and other conditions as at 30 June 2020. This situation is continuing to evolve and many uncertainties remain as to the effect of the COVID-19 crisis will have on the subject entities and the broader domestic and global economies.

