

# Community outcomes

Christchurch people have described what sort of city they want to live in; they have set nine goals for our future and the Christchurch City Council is responsible for achieving them. We call these nine goals our Community Outcomes and everything the Council does is focused on reaching them.

## Our residents want Christchurch to be:

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

These are outcomes for the city of Christchurch for which the Christchurch City Council is one contributor.

## How did we identify our goals?

In 2005, before the release of the Christchurch Long Term Council Community Plan 2006–2016, the Council asked residents what sort of city they wanted to live in. It reviewed public consultations, interviewed stakeholders and considered Government strategies. The result was a set of nine goals – we call them Community Outcomes – which were confirmed by elected members and now steer Council activities.

The Community Outcomes are aligned with other Council planning documents and processes, which themselves are the result of consultation with the community. Submissions on significant policies, such as the City Plan, were considered as part of the Community Outcomes identification process.

## How do we achieve our goals?

Our goals must be measurable. This way, the Council can see what it is doing right and where there is room for improvement. To do this, we have set up a range of monitoring processes for each of the nine goals – they include things like, but are not limited to:

- safety: measuring accidental injury and overall crime
- diversity: evaluating socio-economic data
- environment: waste levels and energy use
- well-governed: voter turnout and census responses
- prosperity: employment levels and median income
- health: life expectancy and air pollution
- recreation: leisure opportunities and diversity in the arts
- learning: school-leaver qualifications
- well-designed: public open spaces and housing affordability.

The Council continually uses these monitors to make sure it is on the right track. It is required to produce a monitoring report at least once every three years, to identify where progress is being made and what areas need more attention. You can view the latest monitoring report online at [www.ccc.govt.nz/LTCCP/CommunityOutcomes/Monitoring/](http://www.ccc.govt.nz/LTCCP/CommunityOutcomes/Monitoring/)

### Who do we work with to reach our goals?

The Council works with a wide range of community groups and other agencies so it can achieve our community outcomes. By promoting partnerships and working alongside other local and regional organisations, central government, non-governmental organisations, Maori and the public sector, we are more likely to achieve lasting results in the community.

#### Community

The Council helps build strong communities by working with agencies such as the Ministry of Social Development, the Department of Internal Affairs, the Ministry of Health, district health boards, the Police, Creative New Zealand, and Sport and Recreation New Zealand. Working closely with these agencies means our programmes will be complementary and effective.

Voluntary and community organisations are also crucial to the success of the Council's goals, carrying out important work within our neighbourhoods. Working with Maori and other cultural groups within the City is also key to creating healthy communities.

#### Environment

Council works with other groups to protect the environment. A Maori perspective helps the Council to understand and give consideration to cultural matters; research centres such as NIWA, Landcare Research, and Canterbury and Lincoln universities provide technical information; and conservation and recreation groups organise projects to protect and restore the environment.

Ultimately, the health of the environment is everyone's responsibility, and the Council will therefore assist households and businesses to understand and reduce their impact on the environment.

#### Development

A good built environment improves the lives of Christchurch residents by ensuring the right mix of houses, buildings and urban spaces. Making it a safe place to live and protecting cultural identity and heritage are also important. In planning for future development, the Council needs to work closely with neighbouring councils and Environment Canterbury, as well as with government organisations such as the Ministry of Transport, the NZ Transport Agency, Housing New Zealand and the Department of Building and Housing.

Professional bodies, such as the NZ Planning Institute and the NZ Institute of Architects, sector organisations like the NZ Historic Places Trust, and educational and research institutes are important partners in planning good urban design.

Working with private developers and the wider community – who plan and build much of the city's urban environment – is also crucial to successful development.

#### Economy

A prosperous economy is integral to achieving our goals for the city. Much of the Council's economic development work is carried out at arms-length, through organisations like the Canterbury Development Corporation, Christchurch City Holdings Limited, and Christchurch and Canterbury Marketing.

Other organisations are also involved, including Crown Research Institutes, the Tertiary Education Commission, New Zealand Trade and Enterprise, the Foundation for Research, Science and Technology, and the ministries of Economic Development, Foreign Affairs and Trade, and Social Development.

The Council also works with local business groups such as the Canterbury Employers Chamber of Commerce and the Canterbury Manufacturers Association, as well as being a shareholder in a number of key local infrastructure companies.



# 1. Security

*A safe city*

## Community outcome

We live free from crime, violence, abuse and injury. We are safe at home and in the community. Risks from hazards are managed and mitigated.

### We will know we are succeeding when

- Rates of crime and injury decline.
- People feel safe at all times in Christchurch.
- We have excellent safety networks, support people and services.

### Progress will be measured using these headline indicators

- hospital treatment for accidents
- total offences
- notifications to child protection agencies
- perceptions of safety
- road casualty statistics



# 2. Community

*A city of inclusive and diverse communities*

## Community outcome

Our diversity is seen, heard, valued and celebrated. All people feel a sense of belonging and participate in the community.

### We will know we are succeeding when

- Our city is built on strong communities.
- A diverse range of people feel at home in Christchurch.
- Everybody is able to participate, particularly those who are most vulnerable.

### Progress will be measured using these headline indicators

- New Zealand deprivation index
- income gap between low and high income earners
- perceptions of ethnic diversity
- maori language speakers
- perceptions of quality of life
- perceptions of community support



# 3. Environment

*A city of people who value and protect the natural environment*

## Community outcome

Our lifestyles reflect our commitment to guardianship of the natural environment in and around Christchurch. We actively work to protect, enhance and restore our environment for future generations.

### We will know we are succeeding when

- Everybody takes responsibility for their impact on the natural environment.
- Biodiversity is restored, protected and enhanced.
- We manage our city to minimise damage to the environment.

### Progress will be measured using these headline indicators

- tonnes of waste to landfill
- liquid waste
- total ground water use
- renewable versus non-renewable energy consumption
- waste recycling
- recreational water quality
- number and area of ecological heritage sites



## 4. Governance

*A well-governed city*

### Community outcome

Our values and ideas are reflected in the actions of our decision makers.

Our decision-makers manage public funds responsibly, respond to current needs and plan for the future.

#### We will know we are succeeding when

- Everybody actively participates in public decision-making.
- Everybody feels represented by their decision-makers.
- Our decision-makers plan for a sustainable Christchurch.

#### Progress will be measured using these headline indicators

- confidence in council decision making.
- representation on school boards of trustees.
- census response rates.
- voter turnout at council elections
- voter turnout at general elections.



## 5. Prosperous

*A prosperous city*

### Community outcome

We have a strong economy that is based on a range of successful and innovative businesses. We value sustainable wealth creation, invest in ourselves and in our future.

#### We will know we are succeeding when

- Christchurch has a strong, healthy economy.
- Standards of living improve for everyone.
- Our economic development prioritises future wellbeing.

#### Progress will be measured using these headline indicators

- economic activity index
- full and part-time employment rates
- unemployment rate
- personal, family and household income
- volume of commercial waste recycling



## 6. Healthy

*A healthy city*

### Community outcome

We live long, healthy and happy lives.

#### We will know we are succeeding when

- We all have access to affordable health services that meet our needs
- More people in Christchurch live healthy lifestyles.
- Our city environment supports the health of the community.

#### Progress will be measured using these headline indicators

- self reported health status
- life expectancy
- frequency of physical activity
- type 2 diabetes rates
- barriers to accessing medical services
- number of days exceeding air quality guidelines



## 7. Recreation

*A city for recreation, fun and creativity*

### Community outcome

We value leisure time and recognise that the arts, sports and other recreational activities contribute to our economy, identity, health and wellbeing.

#### We will know we are succeeding when

- More people participate in leisure activities.
- More people participate in physical and sporting activities.
- Everybody is included in the creation and enjoyment of the arts.

#### Progress will be measured using these headline indicators

- main leisure pursuits in free time
- satisfaction with free time
- numbers of people taking part in the arts
- culturally rich and diverse arts scene



## 8. Knowledge

*A city of lifelong learning*

### Community outcome

Our learning opportunities help us to participate in the community and the economy. Quality education is available for people of all ages.

#### We will know we are succeeding when

- Everybody receives a good basic education.
- Christchurch people are skilled people.
- A broad range of learning opportunities is available in Christchurch.

#### Progress will be measured using these headline indicators

- highest qualification gained
- numbers of children who have attended early childhood education
- school leavers with no qualifications
- literacy and numeracy performance



## 9. Development

*An attractive and well-designed city*

### Community outcome

Christchurch has a vibrant centre, attractive neighbourhoods and well-designed transport networks. Our lifestyles and heritage are enhanced by our urban environment.

#### We will know we are succeeding when

- Christchurch is attractive and wellmaintained.
- Our heritage is protected for future generations.
- We design our city to meet current needs and future challenges.

#### Progress will be measured using these headline indicators

- perceptions of look and feel of the city
- bus patronage figures
- modes of transport to work
- residual income after housing costs
- hectares of public open space
- perceptions of problems in Christchurch
- number of heritage buildings, sites and objects