Kōrero mai | **Have your say**

Help create your community's future

Draft Ōtautahi Christchurch Community Strategy
Consultation document

We want your feedback.
**Consultation runs from
10 September—25 October**

ccc.govt.nz/haveyoursay

**Christchurch
City Council**

Kōrero mai | **Have your say**

We want your feedback on the
Draft Ōtautahi Christchurch Community Strategy

We'd like to know if you think we've got it right. Is there anything we've missed? Do you have any feedback on how we should develop and deliver the action programmes within the strategy to help drive change?

To view the full draft strategy and give your feedback, visit

ccc.govt.nz/communitystrategy

or read a hard copy at your local Council service centre or library.

Consultation runs from 10 September—25 October

ccc.govt.nz/haveyoursay

Accessible formats

This consultation document and its accompanying draft strategy document are available in a reader-friendly Word version, which is an easier format for individuals who use software to help accessibility. This will assist our visually impaired and English as a second language communities.

The final version of the strategy will also be available in a Word version.

A summary of the final strategy will be available in Easy Read and translated into Te Reo, Farsi, Simplified Chinese, Korean, Nepali, Hindi, Samoan, Russian, Amharic, Tigrinya, Japanese, Dari and Tagalog here: **ccc.org.nz/strategies**

A New Zealand Sign Language video will be available here: **ccc.org.nz/strategies**

A PDF downloadable version will be available here: **ccc.org.nz/strategies**

What is the draft Ōtautahi Christchurch Community Strategy?

The draft strategy is our continued commitment to how we will work with others to build a healthy, happy and resilient Christchurch.

Since the Strengthening Communities Strategy was first launched in 2007, our city has changed dramatically, with much of this change as a result of adversity. These challenges have tested even the strongest of us but have also been the catalyst for creativity, innovation and collective action.

This refreshed draft strategy – renamed Ōtautahi Christchurch Community Strategy 2021-2031 – was developed to better align with current and anticipated community needs and aspirations. As our city grows and changes, so do the needs of our diverse communities – including the most vulnerable amongst us. The strategy reflects our continued commitment to building, in partnership with others, inclusive, safe and resilient communities.

Why a new strategy?

We've reflected on the old strategy, and what has become clear is the importance people place on diversity, collaboration, being connected and building capability for the future.

People also value the physical infrastructure we provide – our parks, libraries, recreation, transport initiatives, pools, and community facilities – and they want to live in safe and accessible communities. We also have a key role in providing community grant funding to support voluntary and community initiatives.

We cannot address the many complex social issues that face our city on our own, but can help develop and nurture networks to bring resources and people together so that collectively we can achieve more.

We know from our extensive engagement to date that our communities want a strategy that focuses more on goals and outcomes and places greater emphasis on collaboration and partnerships around issues that communities care about. Our communities also want measurable goals and actions so we know what's working and what isn't.

We believe this refreshed strategy delivers on this, and we'd like to hear what you think.

Te Haumako; Te Whitingia
To enrich; to shine

What's in the Strategy?

Our draft Ōtautahi Christchurch Community Strategy contains a clear vison, pillars of work, objectives and actions that will help guide the work we do in enhancing communities through partnership with others over the next 10 years.

We've developed the following four overarching pillars and 16 objectives, focusing on specific areas, to help achieve active and connected communities.

Te Whenu Tua Tahi: Te Tāngata
Pillar 1: People

The city actively promotes a culture of equity by valuing diversity and fostering inclusion across communities and generations.

Te Whenu Tua Rua: Te Whenua
Pillar 2: Place

We support and help build connections between communities and their places and spaces to foster a sense of local identity, shared experience and stewardship.

Te Whenu Tua Toru: Te Mahi
Pillar 3: Participation

Residents and groups in the wider community are socially and actively engaged and able to initiate and influence decisions affecting their lives.

Te Whenu Tua Whā: Te Takatū
Pillar 4: Preparedness

People feel safe in their communities and neighbourhoods and work together to understand, adapt and thrive in the context of change and disruption.

Key priority focus areas

We've specifically identified the following high priority areas that we intend to focus on over the next five years, based on what communities have told us is important to them.

As a result we intend to:

- Work to better understand what excludes people from fully participating in their communities and across Council services. We will improve the capture of consistent and relevant data, set clear targets and partner with communities and others to ensure more equitable and inclusive opportunities for all.

- Increase positive perceptions of the central city after dark. Encourage community led activities that increase volunteering in local neighbourhoods to increase inclusion and a sense of belonging.

- Ensure that the community's priorities, values, aspirations and concerns are incorporated at all levels of the organisation through policy development, planning, decision making, service delivery and review. By reframing our engagement practices, we will increase trust and satisfaction that people and communities can authentically shape and influence their futures.

- Support and enable communities to respond to the impacts of climate change and emergencies with a particular emphasis on underrepresented or vulnerable communities
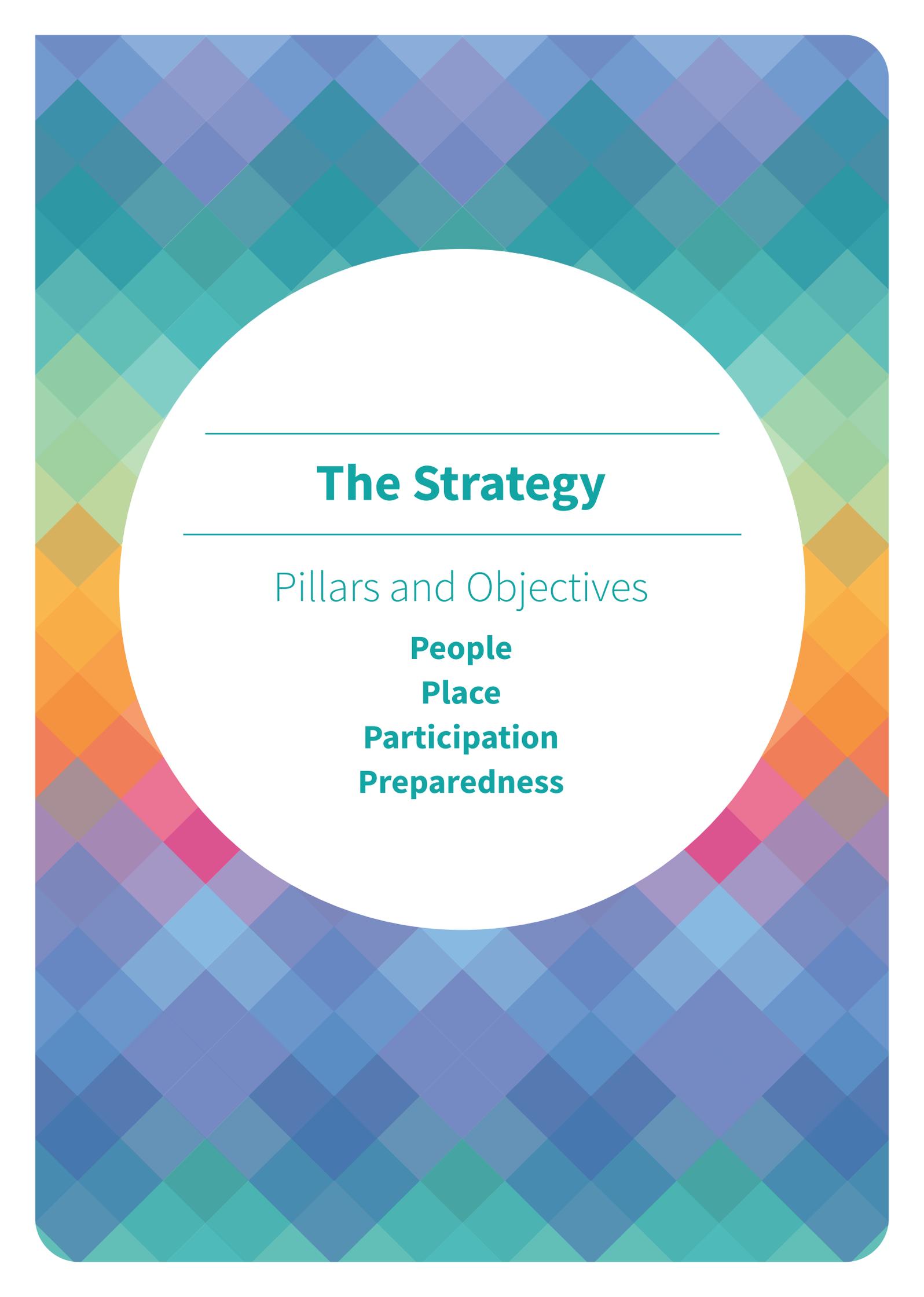
The Strategy

Pillars and Objectives

People
Place
Participation
Preparedness

Pillar 1: People

The city actively promotes a culture of equity by valuing diversity and fostering inclusion across communities and generations.

Objective 1.1: Develop and enhance relationships with tangata whenua via mana whenua and Te Hononga.

Mahinga Actions	Examples
Promote learning and reference to Te Ao Māori in our work across Council and with communities.	• Festivals and events align with Māori dates of significance. • Signage and reports use te reo Māori in a respectful and appropriate way. • Māori values are reflected in all aspects of our key strategies, policies and plans.
Actively contribute to supporting strong and resilient Māoritanga within communities; fostering and maintaining relationships with Māori community providers and networks.	• Increased cultural understanding of staff across the organisation. • A range of events, resources and services to support knowledge and understanding of Te Ao Māori. • Recognise Māori cultural celebrations, such as Matariki, in Council's programme of events. • Maori Non-Governmental Organisations (NGOs) supported through Strengthening Communities Funding.

Objective 1.2: Build, nurture and strengthen relationships with Pacific communities.

Mahinga Actions	Examples
Provide culturally appropriate channels for Pacific communities to have a voice and to share their culture.	• Increased cultural understanding of staff across the organisation. • The specific characteristics, needs and diversity of each island group are reflected in engagement and influence decision making and service design and delivery. • Support community leadership and organisational capacity.
Actively contribute to building strong and resilient Pacific communities, fostering and maintaining relationships with Pacific groups and networks.	• Groups are supported through Strengthening Communities Funding. • Increased contact between Council and Pacific community groups and networks.

Objective 1.3: Continue to build on the relationships and achievements developed through the Multicultural Strategy – Our Future Together.

Mahinga Actions	Examples
Work with culturally and linguistically diverse (CALD) communities and sector networks to build capability and to promote and celebrate diversity.	• Multicultural Advisory Group advice provided to Council influences decision making and service delivery. • Community leadership and organisational capacity support are provided. • INFORM network is facilitated. • Events and activities are funded and or supported. • Annual Diversity and Inclusion report is published. • Staff support and advice is provided to Council's Multicultural Committee.

Objective 1.4: Harness the strengths of diverse communities and address issues of social exclusion.

Mahinga Actions	Examples
Continue to enhance the capacity and aspirations of the youth, disability, older adults, rainbow, and other communities of interest or identity.	• Youth related initiatives are funded and/or supported. • Activities and events for older adults are funded and /or supported. • The principles of the Accessibility Charter are upheld. • DAG – Disability Advisory Group advice to Council impacts decision making.

Objective 1.5: Support groups involved in providing access to arts, culture, heritage, recreation, and those who care for the environment.

Mahinga Actions	Examples
Grant funding enables the delivery of a broad range of opportunities at community board and metropolitan levels.	• Annual funding report • Number of events, activities • Number of volunteer hours • Number of people who participated
Provide accessible information on the opportunities available locally and citywide, through appropriate channels.	• Community Newsletters • Community networks and forums • Translated information where appropriate • Sector networks are supported

Objective 1.6: Facilitate and promote lifelong learning opportunities for all.

Mahinga Actions	Examples
Encourage active participation and connection to non-formal community-based learning opportunities.	• Activities funded or supported that enhance personal growth, health and well-being, active citizenship. • Support for people to upskill i.e. technological competencies and innovation for older adults. • Engagement with Council's library programmes. • Intergenerational learning opportunities are supported.

Pillar 2: Place

We support and help build connections between communities and their places and spaces to foster a sense of local identity, shared experience and stewardship.

Objective 2.1: Encourage communities to create and sustain a sense of local identity and ownership.

Mahinga Actions	Examples
Enable and support community-led placemaking initiatives.	• Effective activation of placemaking initiatives. • Funding provided. • Number of collaborative relationships we have.
Work with volunteers to encourage care for their local neighbourhoods.	• Volunteer numbers, public planting days. • Schools in local parks, volunteer numbers from libraries, graffiti team etc. • Physical area cared for.
Support local events that connect people.	• Neighbourhood weeks, local awards, celebrations, our events and festivals. • Local grassroots initiatives supported.

Objective 2.2: Work with new and emerging communities in both rural and urban areas to build a sense of belonging.

Mahinga Actions	Examples
Initiate engagement with residents and stakeholders in new and emerging neighbourhoods (including the central city).	• Community development assistance provided. • Local community building events are supported.
Help establish residents associations and community groups as requested.	• Number of groups supported including new residents associations (both formally recognised and informal).
Help welcome and settle new residents	• Community development advice and support provided.

Objective 2.3: Support the community activation and kaitiakitanga of public places and spaces.

Mahinga Actions	Examples
Support community-led activation and management of facilities through a partnership model.	• Community Facilities Network Plan implementation • Number of community groups managing local Council facilities.
Encourage and promote volunteering opportunities. Continuous development of volunteer programmes to upskill and recognise our volunteers.	• All volunteers recorded in Better Impact database. • Volunteer events promoted on Facebook and website.

Pillar 3: Participation

Residents and groups in the wider community are socially and actively engaged and are able to initiate, influence and make decisions that affect their lives.

Objective 3.1: Empower and equip residents and groups to participate in decisions affecting their communities and neighbourhoods.

Mahinga Actions	Examples
Ensure mana whenua are represented, as a decision-maker in all areas of mutual interest.	• Papatipu Runanga Committee • Engagement reporting
Ensure local government engagement processes are appropriate, with clear pathways to involvement.	• Relevant resident surveys • Number of submissions • Presentations/deputations to community boards and Council.
Increase participation of children and youth to enable them to influence decision-making; nurture emerging leadership.	• Youth-related initiatives are funded and supported. • Civics training provided
Stimulate more interest in local democracy, especially electoral participation.	• Presentations/deputations to community boards and Council.

Objective 3.2: Increase general understanding of the decision-making process and how people can have their say. We want more people to get involved in decision-making, and to feel that their views are heard.

Mahinga Actions	Examples
Let people know how they can influence what happens in their communities and how they can have their say.	• Provide information via social media, written material and face to face on how people can provide targeted feedback. • Communities understand the difference between compliance and where they influence.
Let people know what happens to their feedback.	• Clearly explain what decisions are to be made and provide updates at every stage of the process so those providing feedback are aware of all the information influencing decision-makers.

Objective 3.3: Provide well-informed support and advice to staff and elected members for effective decision-making.

Mahinga Actions	Examples
Document and share community issues and trends.	• A deep understanding of community issues is developed through robust relationships. • Community profiles are developed to inform decision-making. • Council reports and funding recommendations are evidence-based.
Community boards' plans are developed across the city.	• Community board plans completed and are reflective of community needs and aspirations. • Resident survey – trust in decision making.
Staff across council work together more seamlessly to respond to community needs and aspirations.	• Cross unit/team working groups and project teams. • Using local knowledge in planning and delivery. • Examples provided in outcomes reporting.

Objective 3.4: Increase volunteering opportunities across the Council and the wider community.

Mahinga Actions	Examples
Support and acknowledge volunteers and those managing volunteers.	• Maximise use of the Better Impact database. • Policies for volunteer events and sufficient oversight. • Training and mentorship for those managing volunteers. • Acknowledge and take part in national days of celebration for volunteers.
Promote and direct people to our volunteering opportunities.	• Website, social media, word of mouth, attendance at community forums.
Explore Council skills-share with community groups.	• Corporate Volunteering

Pillar 4: Preparedness

People feel safe in their communities and neighbourhoods and work together to understand, adapt and thrive in the context of change and disruption.

Objective 4.1: Work with communities to prepare for and respond to emergencies, and also increase climate resilience and adaptation action.

Mahinga Actions	Examples
Support and resource community approaches to sustainable environmental practices and climate action.	• Community gardens, food resilience, environmental projects are funded and or supported.
Support communities to develop Community Response Plans, working alongside residents associations, neighbourhood groups, and sector networks.	• Community Response Plans completed
Ensure community adaptation plans are developed in key areas across the district impacted by climate change.	• Community plans completed

Objective 4.2: Support the capacity of the community and voluntary sector to plan, adapt and respond to risk, disruption and change.

Mahinga Actions	Examples
Nurture and support new and emerging community leadership through capacity building.	• Community development advice provided. • Community board level or sector based networks. and forums supported and/or facilitated.
Work collaboratively with other funders to deliver high trust, community grant funding.	• Collaboratively funded projects under way. • Council funding review completed to align with strategy.

Objective 4.3: Support neighbourhood and city-wide initiatives aimed at increasing a sense of safety and wellbeing.

Mahinga Actions	Examples
Establish a City Safety Alliance and identify priority areas for collaboration.	• Alliance and safety plan developed. • Dashboard monitoring and reporting system in place.
Deliver our graffiti prevention and removal programme.	• Number of volunteer hours. • 95 percent of requests are responded to within two days. • Graffiti prevention initiatives undertaken.

Implementation

The actions above are our priorities for the next three to five years. While not a comprehensive list of what we do, it highlights activities that will significantly contribute towards achieving our goals and objectives.

Delivering this strategy is a Council-wide endeavour. The strategy aims to influence the community outcomes, and will often involve working through complex relationships and interdependencies. We don't act alone, and rely on partnerships and collaboration with key stakeholders and communities across the organisation and city.

How we will monitor our progress

We will measure our performance annually against the objectives of the strategy, using a mix of statistics and case studies to illustrate outcomes.

We will also establish a cross-Council implementation team that will:

- Report to relevant committees and working groups to show how our goals and objectives are achieved at operation levels as and when required.

- Present community board reports to Council bi-monthly, highlighting local progress.

- Produce community newsletters to share activities and highlight success.

- Track survey data relevant to the strategy objectives.

- Monitor agreed actions in our joint Health in All Policies work plan with Community and Public Health and Environment Canterbury.

- Encourage community reporting and feedback and sharing of best practice.

- Produce an annual implementation plan and community grant funding report.

- Update the implementation plan in 2026.

How to have your say

We'd like your feedback on the Draft Ōtautahi Christchurch Community Strategy.

More information and the full draft strategy is available on our website: **ccc.govt.nz/haveyoursay**.
You can also view a printed copy at Council libraries and service centres.

Questions

1. Do you have any comments on our key priority focus areas for the next five years?

2. Have we covered everything in our strategy pillars and objectives?

3. You have seen some of the actions we hope to do to achieve the objectives of this strategy in our implementation plan, do you have any ideas on other actions that could be effective?

4. Do you have any other comments or ideas?

Written feedback

Written submissions can be made from 10 September until 25 October 2021.

Fill out our online submission form at:
ccc.govt.nz/haveyoursay (preferred)

Email your feedback to:
engagement@ccc.govt.nz

Fill out this submission form and freepost to:
Freepost 178 (no stamp required)
Attn: Hannah Ballantyne
Draft Ōtautahi Christchurch Community Strategy
Christchurch City Council, PO Box 73016,
Christchurch Mail Centre, Christchurch 8154

Or deliver to:
Te Hononga Civic Offices
53 Hereford Street, Christchurch

Come and talk to us

Come along to our drop-in sessions to talk to us about the draft policy, where staff will be available to answer your questions.

Drop-in sessions

Tuesday 21 September, 3–5pm
Rārākau: Riccarton Centre, 199 Clarence Street,
Riccarton, Christchurch 8053

Wednesday 22 September, 4–6pm
New Brighton Community Board Room, Corner of Bereford and Union Streets, New Brighton, Christchurch 8061

Thursday 23 September, 12–2pm
Eastgate Mall, 20 Buckleys Road,
Linwood, Christchurch 8062

Thursday 23 September, 4–6pm
Woolston Community Library, 689 Ferry Road,
Woolston, Christchurch 8023

Friday 24 September, 3–5pm
Akaroa Four Square, 72 Rue Lavaud, Akaroa 7520

Saturday 25 September, 10am–12pm
Lyttelton Market, London Street, Lyttelton 8082

Tuesday 28 September, 4–6pm
Fendalton Library, 4 Jeffreys Road,
Fendalton, Christchurch 8052

Wednesday 29 September, 4–6pm
South Christchurch Library, 66 Colombo Street,
Cashmere, Christchurch 8022

Wednesday 13 October, 4–6pm
John Wardle Room, St Albans Community Centre, 1049
Colombo Street, St Albans, Christchurch 8014

*Please note, these sessions may need to be postponed or cancelled if COVID alert levels change.

Other ways to talk to us

If there is a community meeting you would like us to attend and speak about the strategy, please let us know. You can also phone any time to speak with us directly about the strategy and your needs, including any other ways you may like to submit.

Contact Hannah Ballantyne, Engagement Advisor on **03 941 8055** or email **Hannah.Ballantyne@ccc.govt.nz**

Submission form

1. Do you have any comments on our key priority focus areas for the next five years?

2. Have we covered everything in our strategy pillars and objectives?

3. You have seen some of the actions we hope to do to achieve the objectives of this strategy in our implementation plan, do you have any ideas on other actions that could be effective?

4. Do you have any other comments or ideas?

Age

- [ ] Under 18 years
- [ ] 18–24 years
- [ ] 25–34 years
- [ ] 35–49 years
- [ ] 50–64 years
- [ ] 65–79 years
- [ ] Over 80 years

Gender

Which of the following do you identify with?

- [ ] Male
- [ ] Female
- [ ] Gender diverse

Ethnicity

Ethnicity is a measure of cultural affiliation, not a measure of race, ancestry, nationality, or citizenship. Ethnicity is self-perceived and people can belong to more than one ethnic group. An ethnic group is made up of people who have some or all of the following characteristics:

- One or more elements of common culture, for example religion, customs or language
- Unique community of interests, feelings and actions
- A shared sense of common origins or ancestry, and
- A common geographic origin.

Which ethnic group(s) do you identify with? *(You may identify with more than one, please select all of the groups that you identify with.)*

- [ ] African
- [ ] American
- [ ] Australian
- [ ] British & Irish
- [ ] Cambodian
- [ ] Canadian
- [ ] Chinese
- [ ] Cook Islands Māori
- [ ] Fijian
- [ ] Filipino
- [ ] Indian
- [ ] Japanese
- [ ] Korean
- [ ] Latin America
- [ ] Māori
- [ ] Middle Eastern
- [ ] Niuean
- [ ] NZ European
- [ ] Other European
- [ ] Other *(please specify below)*
- [ ] Samoan
- [ ] Sri Lankan
- [ ] Tokelauan
- [ ] Tongan
- [ ] Vietnamese

_____

Name*.. Postcode*...

Address*...

Email...

If responding on behalf of a recognised organisation, please provide:

Organisation's name:...

Your role:..Number of people you represent:...

Hearings are planned for **22 November 2021** (subject to change).
Would you like the opportunity to speak to the hearings panel about your submission? ☐ Yes ☐ No

If yes, please provide a phone number so we can arrange a speaking time with you:...

Please fold with the reply paid portion on the outside, seal and return by Monday 25 October 2021   * required fields

fold   staple or tape here   fold

Please note:

We require your contact details as part of your submission – it also means we can keep you updated throughout the project.
Your submission, name and address are given to the hearings panel to help them make their recommendation.

We ask for your age, gender and ethnicity details to help us identify where we can do better in reaching communities who may not have had a chance to have their say.

Submissions, with names only, go online when the decision meeting agenda is available on our website. If requested, submissions, names and contact details are made available to the public, as required by the Local Government Official Information and Meetings Act 1987.

If there are good reasons why your details and/or submission should be kept confidential, please contact our Engagement Manager on (03) 941 8999 or 0800 800 169 (Banks Peninsula).

Submissions close on Monday 25 October at 5pm.

**If including extra paper, please make sure the folded posted item is no more than 6mm thick.
Or send your submission in an envelope of any size to 'Freepost Authority No. 178'.**

FREEPOST Authority No.178

Christchurch City Council

Free ✉ |||

tape here

Freepost 178 (no stamp required)
Draft Ōtautahi Christchurch Community Strategy feedback
Christchurch City Council
PO Box 73016
Christchurch 8154