

2024

Christchurch City Libraries

Ngā Kete Wānanga o Ōtautahi

Asset Management Plan

Asset Management Plan Summary

Libraries

Asset management plans

Together, our 14 asset management plans present a detailed description of all the things – roads, cycleways, footpaths, pipes, buildings, vehicles, parks and so on – that the Christchurch City Council owns, across all areas of work, and how these ‘assets’ are planned, managed, operated and funded.

All our assets belong to and are managed and operated on behalf of ratepayers.

Ensuring our assets are appropriate for the city’s needs enables us to deliver the services that make Christchurch and Banks Peninsula a great place to live, work and visit.

Our assets

We own, plan and manage the city’s network of 18 libraries (including leased sites in Linwood and Akaroa), a mobile library service and a digital library platform, and the furniture and equipment they hold.

Diamond Harbour and Little River libraries are operated by us but are managed under the Community Facilities and Corporate Accommodation asset management plans. Voluntary Libraries are also managed under the Community Facilities Asset Management Plan.

Within the assets managed under the Libraries AMP we manage and operate \$296 million of building assets (excluding collections) on behalf of the community (gross replacement cost at 1 May 2023).

Description	Gross Replacement Cost	Current Building Value	Depreciated Replacement Cost
TOTAL Libraries portfolio assets	\$296,063,000	\$176,041,000	\$168,864,000

Where we’ve come from

Christchurch has a long history of library provision, dating back to 1859. The Mechanics Institute library was later managed by Canterbury College before being adopted by the City Council in 1948. A travelling library service to rural areas was introduced in 1920 and branch libraries were established throughout the city, under different local authorities prior to amalgamation with Christchurch City Council. A computerised lending system was introduced in 1975.

Our library network and services are now renowned nationally and internationally for excellence in buildings and services, and for digital development. Several of our libraries have received architectural awards and recognition, with our flagship new central city library, Tūranga, being nominated for several awards in 2019.

The past 20 years have brought significant change to library provision in Christchurch, in response to changing service demand and the rapid advances in new technology.

Many of our libraries were damaged in the Canterbury earthquakes of 2010 and 2011, with a significant number of rebuilds and refurbishments being completed across the district.

Our issues and risks

In this asset management plan we provide a snapshot of the greatest risks recorded for Libraries and summarise the main mitigations.

Our libraries network is vulnerable to a wide range of risks, from issues such as climate change through to inherent operational risks, such a workplace accident. These are outlined in the asset management plan, along with the mitigations we’ve planned.

Description of Risk	Residual Risk Rating
Library staff, visitors, contractors are affected by hazards such as exposure to asbestos.	Very High
Library staff or contractors are injured in the workplace or visitors are injured while in library spaces.	High
Deteriorating condition of some libraries is exacerbated by further reductions in maintenance budgets, with a consequent impact on ability to achieve levels of service.	Medium

Asset maturity assessment

The 2023 maturity assessment for all our Facilities assets shows we are performing at an “basic” level in most areas. More detailed information about this is included in our asset management plan.

Looking ahead

Climate change

Libraries in New Brighton and Sumner are considered most vulnerable to the effects of climate change, especially sea level rises, coastal erosion and flooding.

It is likely to be increasingly difficult to get insurance or to afford high premium costs for assets in coastal and low lying areas. There may be a future need for Council to self-insure these assets.

Rising groundwater levels, more severe storms, higher temperatures and increased humidity will all affect our library assets.

Design and build costs for new buildings will increase as there will be a need for new building methods and the use of modern weather-resistant, resilient materials.

There may be an increased demand for air-conditioning to be used in libraries for longer periods. Similarly there could be increased demand on heating in longer more extreme winters.

Libraries may be vulnerable to storm damage and flooding. South Library is close to the Ōpawaho-Heathcote River, and we have other libraries in low lying areas or on flood plains that will also be vulnerable in different parts of the city.

Continuous improvement

While we have a strong commitment to continuous improvement within the business unit, our efforts are constrained by resourcing and funding.

This means planning to ensure the highest priority improvement items are delivered first, and that future needs and delivery costs are well understood given the constrained funding in the Long Term Plan 2024-34.

Document Control

Version Control

Version numbering changes when a document is approved. Draft document numbering starts at 0.01. Released or approved numbering starts at 1.01.

Version	Date	Description
0.01	30/01/2024	Draft document for approval from Head of Unit
1.01	05/02/2024	Draft for consultation
1.02	03/07/2024	Final following adoption of LTP

Document Acceptance and Release Notice

This is a managed document. For identification of amendments each page contains a release number and a page number. Changes will only be issued as a complete replacement document. Recipients should remove superseded versions from circulation. This document is authorised for release once all signatures have been obtained.

Name	Role	Status	Signed	Date
Carolyn Robertson	Head of Libraries & Information	Final	C Robertson	05/02/2024
Andrew Rutledge	General Manager Citizens & Community	Final	A Rutledge	11/3/2024
Peter Langbein	Finance Business Partner	Final	P Langbein	11/3/2024

Long Term Plan documentation

Christchurch City Council's Long Term Plan (LTP) consists of a group of integrated documents intended to be read in conjunction with each other.

Activity Plans include community outcomes, levels of service KPIs, future impacts and demands (such as growth) and finances. Asset Management Plans specifically cover asset lifecycles and asset risks.

This enables Council to meet the detailed requirements of the Local Government Act 2002, which applies to all councils in New Zealand.

Other approaches to asset management (for example the International Infrastructure Management Manual or ISO 55000) should consider both plans together, rather than Asset Management Plans in isolation.

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1 Introduction to our Asset Portfolio

1.1 Background

Christchurch has long enjoyed a strong library tradition. From its origin in 1859 as the Mechanics Institute, subsequent management by the then Canterbury College to its eventual adoption by the City Council in 1948, it has been a significant presence in the city and surrounding area. A travelling library service to country districts began in 1920, the first branch library opened in Redwood 1968 (by Waimairi District Council), this was followed by Spreydon in 1972 (by Christchurch City Council) and in 1975 Christchurch became the first library to use a computerised lending system.

Today's library network is nationally and internationally renowned for its excellence in buildings, services and digital development with several of the current facilities receiving architectural awards and recognition.

Since its opening in 2018, Tūranga has won a number of prestigious awards and has become a shining example of the post-earthquake central city rebuild.

The last 20 years has seen rapid change to the provision of Libraries in Christchurch, in response to demand and for services, technology and asset renewal since the earthquakes of 2010/11. This has refreshed the age profile of the portfolio in general to a much newer range in terms of built assets, which has operational and financial implications. These are as described in this Asset Management Plan (AMP), the Libraries Activity Plan and in the Long Term Plan.

The Christchurch City Libraries Ngā Kete Wānanga o Ōtautahi strategy document “Libraries 2025 Facilities Plan (Updated 2014)” should be read in conjunction with this Asset Management Plan (AMP) as it sets the long-term strategic direction for the activity, from a facilities perspective.

The library portfolio also provides a hosting service for the Service Centre activity including contact counters which are a key part of the Citizens and Customer Services Unit. Service Centre counters are located in eight facilities (locations) which are as follows:

- Papanui Library
- Fendalton Library
- Shirley Library
- Linwood Library
- South Library
- Te Hāpua Centre
- Hornby Library
- Lyttelton Library

There are service centre counters in four other locations across the city and Banks Peninsula making a total of 12 locations.



Figure 1-1: Tūranga Library

1.2 Asset Lifecycle Approach

Council has established a lifecycle management framework, aligned to the *International Infrastructure Management Manual* as illustrated in Figure 1-2.

Asset Lifecycle Management

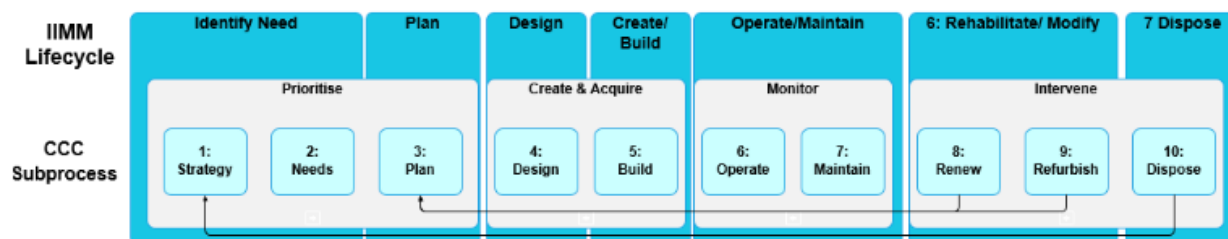


Figure 1-2: Asset Lifecycle Categories

The libraries portfolio has seen a particular cluster of activity in this space with new builds at Halswell, Sumner, Bishopdale and in the Central City. In addition, the Facilities and Asset Planning teams are focused on optimising planning, repair and renewals in order to best allocate operational and capital expenditure on assets.

Matatiki: Hornby Centre, a new Hornby Library, customer services, and recreation and sport centre is under construction for the growing south-west community and is expected to be opened in 2024. This new building will be under the stewardship of Recreation, Sports and Events Unit, while sharing space with Libraries, and Citizens and Customer Services operating as an internal 'tenant'. On the opening of the new Matatiki Library the Old Hornby Library at 8 Goulding Ave, is to be gifted by Council to the Hornby Community Care Trust (which owns part of the building).

The council is currently in the design process to repair / rebuild South Library. The South Library and Service Centre building was badly damaged in the 2010/2011 earthquakes. Temporary strengthening has made it fit to occupy, however a permanent solution is needed for this community. This will complete the earthquake repairs and rebuilds for the libraries portfolio.

1.3 Goals and objectives of Asset Management

Asset management is a business process which guides the lifecycle management of assets. Lifecycle management includes the planning, acquisition, operation, maintenance, renewal and disposal of assets.

Effective asset management enables the delivery of levels of service (LOS) in the most cost-effective manner to present and future communities.

The Council's Asset Management Policy (approved by Council's Executive Leadership Team on 26 March 2018) provides the organisation's long-term vision, values and direction for asset management. The policy aligns with the organisation's strategic framework. The policy relates to Council's overarching intentions for asset management and the asset management system and not specifically assets or asset decisions.

The five principles underpinning the policy are:

- Asset management outcomes align with the strategic direction of Council.
- Asset management is an organisational wide practice.
- Decisions about assets are based on well-managed, quality information.
- Asset management maturity is appropriate to the assets, services and risks we manage.
- Asset management plans are living documents.

The Asset Management policy sets out the assets Council manages in accordance with its asset management principles, and therefore within the asset management system scope.

The Asset Management Policy demonstrates commitment to maintaining an Asset Management System that promotes responsible management of assets to deliver value to customers and support business objectives, in accordance with best practice and alignment across the organisation. This provides a framework for establishing detailed plans and targets that support these objectives and are measured and monitored to ensure continual performance improvement for Asset Management.

The Asset Management objectives (see Appendix 5.1) enable the management of assets in a manner consistent with the principles of the policy, and the organisation's objectives.

2 Lifecycle Management Plans

2.1 Asset Overview (what assets we have)

The following assets are covered in this AMP.

Table 2-1: Scope of Assets and Services Covered in this Plan.

In Scope	Out of Scope
<ul style="list-style-type: none"> Libraries Information Unit owned buildings, systems and grounds/ carparking areas. Libraries Furniture and Equipment. 	<ul style="list-style-type: none"> Volunteer Libraries and Diamond Harbour Library (covered in the Community Facilities Asset Management Plan). Little River Library, Akaroa Service Centre, Lease storage facilities (including Library Archives Storage), Mobile Library and outreach vehicles (covered in the Corporate Accommodation Asset Management Plan). Digital (covered in the Digital Asset Management Plan). Library Collections.

A number of key issues exist to manage the Christchurch City Libraries Ngā Kete Wānanga o Ōtautahi portfolio while providing the levels of service outlined in the Libraries Activity Plan.

These include:

- Planning and funding the ongoing renewals of the portfolio to meet agreed service levels, particularly the larger and Hub Libraries.
- Ensuring the effective implementation of programmed maintenance, renewal and refurbishment works.
- Documentation of works against facilities at a detailed component level.
- Asset prioritisation and decision making at end of life.

2.2 Location and Value

In the Te Pūrongo-ā-tau Annual Report 2023, Fixed Assets under direct Council Control carried a book value of \$15.4 billion.

Table 2-2: Asset Portfolio Value (as at 1 May 2023) (please refer to Appendix 5.2 for the complete list).

Description	Gross Replacement Cost	Current Building Value	Depreciated Replacement Cost	Annual Depreciation
TOTAL Libraries portfolio assets	\$296,063,000	\$176,041,000	\$168,864,000	\$3,263,687

Please Note:

- The Gross Replacement Cost is based on the Insurance Total Sum Insured (reinstatement, inflationary and demolition).
- Current Building Value is based on fair market value (where the valuer looks at recent sales in the area to determine the value, when no active market exists, depreciated replacement cost is used).
- Depreciated Replacement Cost is based on Book Value.

Libraries also operate 2 other sites, Diamond Harbour and Little River, but these buildings are managed under the Community Facilities and Corporate Accommodation AMPs respectively.

Over the past 10 years Council has constructed three multipurpose hub facilities at Te Hapua: Halswell Centre, Matuku Takotako: Sumner Centre and Ōrauwhata Bishopdale Library & Community Centre. Libraries are the stewards of these buildings, while sharing space with Community Facilities, Recreation Sports and Events, and Citizens and Customer Services operating as an internal 'tenant'.

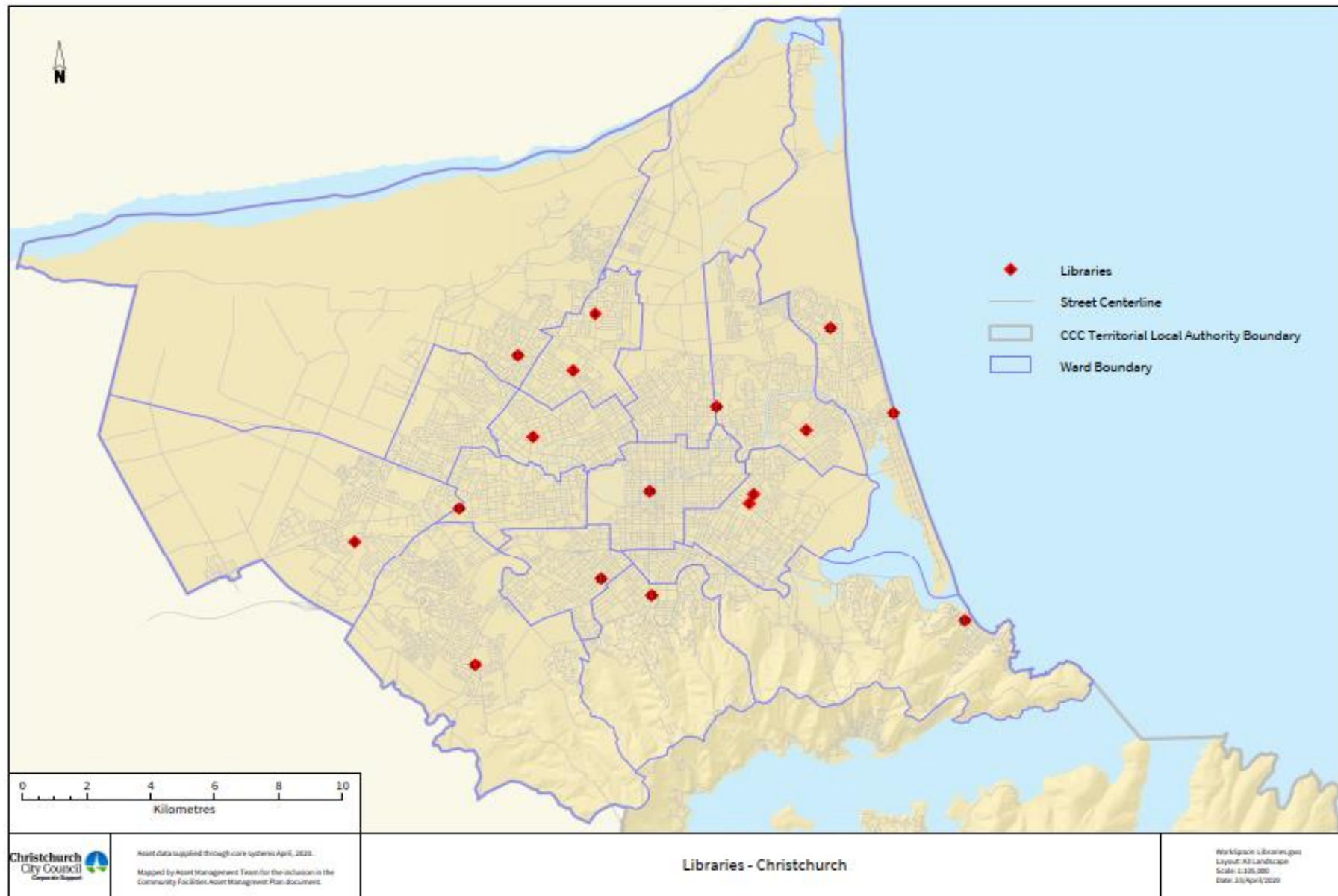


Figure 2-1: Map of Library Assets – Christchurch

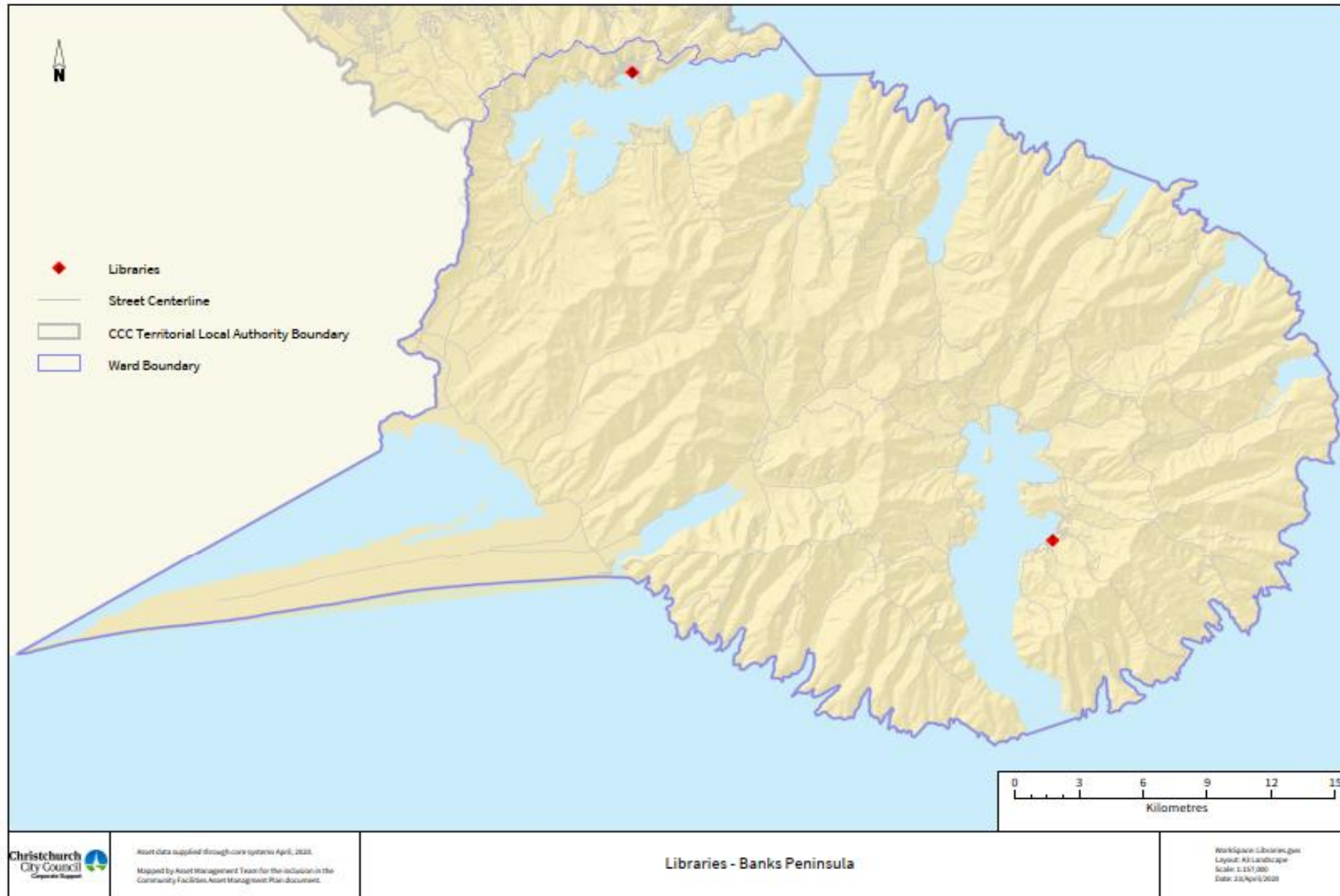


Figure 2-2: Map of Library Assets – Banks Peninsula

2.3 Network Age and Lifecycle Stage

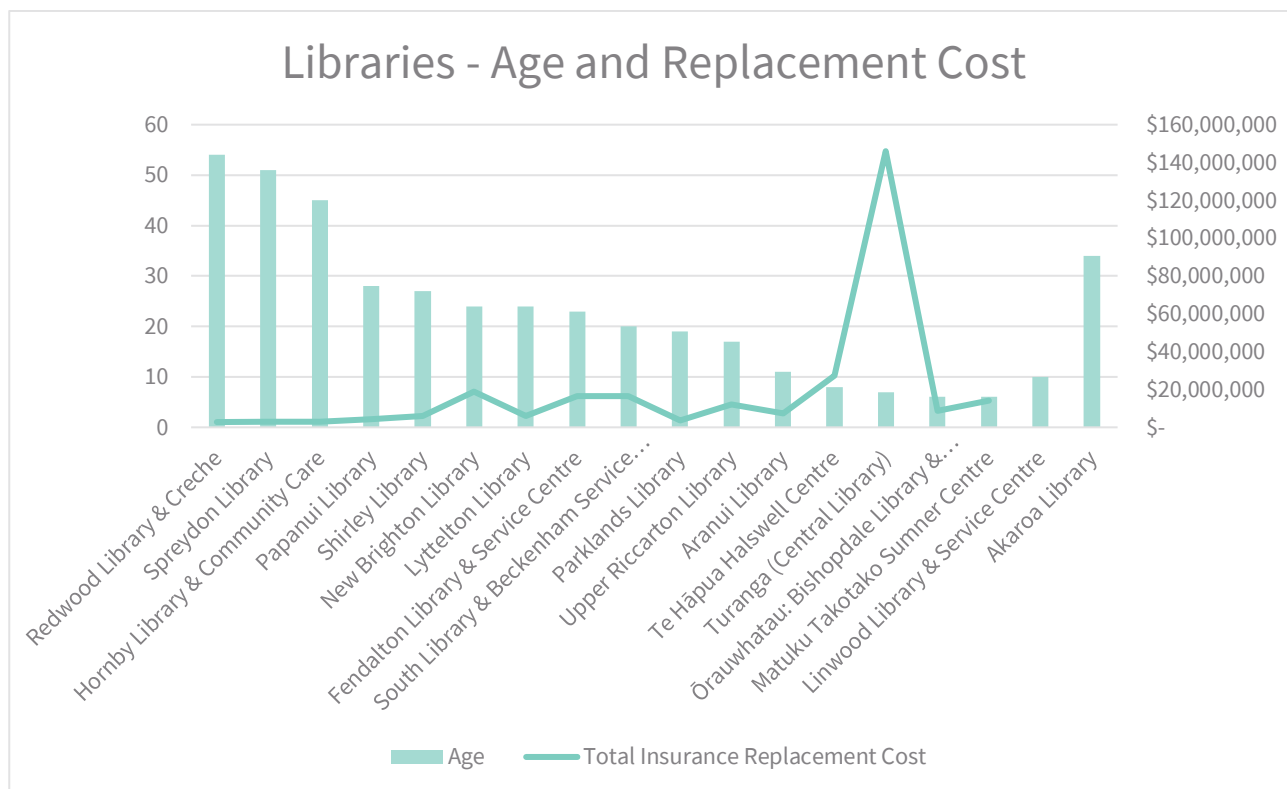


Figure 2-3: Age Profile and Replacement Costs.

The profile of the assets included in this AMP is shown in Appendix 5.3.

- The Redwood Library (1968) is the oldest library (and building) in the current portfolio. Future development and demand in the northwest suburbs may require a larger library than the current size of the local library. Any replacement library is expected to be located in Belfast (or another northwest location) and the expected replacement cost will be more than the replacement cost of the current library.
- The Spreydon Library (1972) is second oldest library in the portfolio.
- Hornby Library (1978) is to be replaced by the Matatiki: Hornby Centre (excluded in the graph above) in 2024.
- The original buildings of Lyttelton and Parklands Libraries were built in the mid / late 1970's and converted into libraries in 1999 and 2005 respectively. Both libraries have been strengthened following the 2010/2011 earthquakes. However the original age of the building structure may require replacement sooner than the typical life span of a library building.
- South Library is expected to be repaired or rebuilt in the next few years, due to the remaining earthquake damage. The cost is not included in the graph above, the value shown above is only the current insurance replacement cost.
- Five libraries have been constructed since the 2010/11 earthquakes, including Aranui, Te Hāpua (Halswell), Tūranga, Matuku Takotako (Sumner) and Ōrauwhata (Bishopdale). To avoid significant replacement cost in the estimated replacement 2070 to 2080s years, consideration should be made to spread the replacement cycle over a longer period.
- Akaroa and Linwood libraries are leased by third parties and the replacement value is not shown in the graph above. In 2050 there will be a number of libraries passing the 50 year mark as they were built in the mid- 1990s to 2000s. As an asset becomes aged, maintenance costs tend to increase until the useful life of the asset expires. This will be an increasing focus for resources further out in the 30 year horizon.

2.4 Critical Assets

Critical assets are those whose failure would likely result in a significant disruption in service and financial, environment and/or social cost, and therefore warrant a higher level of asset management.

The criteria used for assessing the criticality of Library assets are as follows:

- Numbers of people adversely affected upon asset failure.
- Significant business activity interruption upon asset failure.
- Consequential cost of failure.
- Critical lifeline / disaster recovery asset.

Using the above framework, four of the most critical elements effecting assets for library activities have been identified as follows:

- **Structural Integrity** - The safe design and assessment of components and structures under load has become increasingly important since the 2010/11 earthquakes. South Library is the remaining project to achieve a permanent solution post the quakes.
- **Watertightness** - Ensuring assets are impervious to water ingress through the building envelope so as to mitigate any negative impact on materials, structure or health of occupants is of prime importance.
- **Plant, Equipment and Systems** - Failure of these items may lead to unplanned downtime and business interruption.
- **Asbestos**- Asbestos containing materials (ACM) were common building materials used pre-2000 when some of the library asset portfolio was constructed. A register has been developed and an Asbestos Management Plan framework applies to the mitigation and removal of risk related to asbestos issues across the library activity complexes.

Three library assets can provide a disaster recovery function as assets under the [Civil Defence Emergency Management Act 2002¹](#) and therefore potentially have higher Building Code importance levels – and consequently, are deemed critical. These assets are as follows:

- Te Hapua: Halswell Community Centre
- Orauwhata Bishopdale Community Centre
- Matuku Takotako - Sumner Community Centre (Not to be used in tsunami event)
- Papanui Library provides the backup location for the Council’s call centre.

2.5 Asset Data Confidence

Table 2.6 summarises the asset information available for the library assets both in terms of completeness (% of assets for which that data type is stored) and reliability (using the A-E grading below). Some Asset data is held in SAP and the 2019/2022 Condition Assessment data (and photos) is held Citycare’s Fulcrum System (the data is not in Council’s Metadata Standards format).

Table 2-6: Asset Data Confidence

Asset Category	Material / Size/type	Asset Value	Asset Age	Asset Condition	Asset Criticality	Asset Capacity
Libraries	70%/B	90% / B	100% / B	50%/ C	100% / A	100% /B

¹ <http://www.legislation.govt.nz/act/public/2002/0033/51.0/DLM149789.html>

The major area of data deficiency is regard asset condition where completeness and data confidence levels are low. The restarted condition assessment programme will improve confidence grades once reassessed and quality checked.

Table 2-7: Data Confidence Grading System (From IIMM 2020, Section 4, Table 4.2.7.2)

Description Grade	
A Very High	Highly Reliable < 2% uncertainty Data based on sound records, procedure, investigations and analysis which is properly documented and recognised as the best method of assessment
B High	Reliable ± 2-10% uncertainty Data based on sound records, procedures, investigations, and analysis which is properly documented but has minor shortcomings' for example the data is old, some documentation is missing and reliance is placed on unconfirmed reports or some extrapolation.
C Medium	Reasonably Reliable ± 10 – 25 % uncertainty Data based on sound records, procedures, investigations, and analysis which is properly documented but has minor shortcomings' for example the data is old, some documentation is missing and reliance is placed on unconfirmed reports or significant extrapolation.
D Low	Uncertain ± 25 –50% uncertainty Data based on uncertain records, procedures, investigations and analysis which is incomplete or unsupported, or extrapolation from a limited sample for which grade A or B data is available.
E Very Low	Very Uncertain > 50% uncertainty Data based on unconfirmed verbal reports and/or cursory inspection and analysis

2.6 Asset Data Improvements

Asset and Condition data that is collected will be used by the Facilities Asset Management Analysts alongside key asset stakeholders in order to plan the timing of refurbishments and replacements. A condition assessment should be completed at least every 3 to 5 years as 'best practice', however health and safety audits should be completed at least annually. Depending on the condition, the renewal cycles can then be moved forward or pushed back. The condition assessments will help improve the lifecycles of the different maintenance components making them more accurate. Typical components life cycles are listed in Appendix 5.4.

In late 2019/early 2020 Citycare began to undertake a site visit to each Library asset in order to capture condition and maintenance data which will be stored in SAP. While most libraries were visited, there were a few libraries that were missed (e.g. Parklands Library). A further review of the data collected identified that not all building elements were captured, and the data was of limited use for future maintenance works programming. This was highlighted in the Asset Management Maturity Assessment Report undertaken by Infrastructure Decisions Ltd (independent third party) dated November 2020.

The cycle of condition assessments has just restarted in late 2022 (under the new Citycare Maintenance Contract), this has been focused on "Whole of Life" costings and not just the current condition for future maintenance and renewal works. The new conditional assessment data is consistently reviewed (by Facilities Asset Management and Data Planning Team) to ensure it meets the council's metadata standards before uploaded into SAP.

Future versions of this AMP should contain condition data (based on data from the 2022/2025 Condition Assessment programme).

These planned improvements to data quality are included in the AM Improvement Plan in Section 4 of the AMP.

- Ongoing condition assessment of assets predominantly building conditions.
- Betterment of SAP and data storage applications (SAP Improvement Programme).
- Solutions as to how maintenance works completion updates asset condition (within SAP).
- Facilitate more advanced data analysis as data is captured and uploaded into SAP and Power BI tools.

3 Managing Risk

3.1 Managing Risks

Council's approach to managing risk is detailed in its Risk Management Policy.

Business unit leads have the responsibility for identifying, recording and monitoring business risks using Councils in-house risk detailing tool 'Promapp'. These are risks that are rated as high or very high. The reporting within Promapp ensures that there is visibility of the risks Council is managing. The Council risk framework sets out the levels at which residual risks are escalated, reported and governed.

3.1.1 Risk Management plan (risk framework)

Risk management is inherent in all of Council's asset management processes. Significant risk management strategies for this activity include:

Key design principles that are important for the resilience of Library assets are:

- **Seismic engineering design** legislation post-earthquakes has increased minimum standards for a building's structural strength. Both new builds and additional strengthening works on Library assets have attributed to an asset base that is increasingly more resilient to potential future seismic events.
- **Sustainable design** in order to reduce negative environmental impacts.
- Council looks to incorporate Libraries knowledge and experience, professional design advice alongside **end user input** into asset design and this is considered in planning for new buildings and evaluating existing assets. It adds to asset portfolio resilience by way of providing assets that are useable and functional and reflect what the community wants.
- **Advancement of asset management** and the use of asset lifecycle assessments being a business approach that aims to maximise the efficiency and cost-effectiveness of the libraries assets throughout their lifespan. Advancing asset management maturity is a pertinent risk mitigation strategy as it forms a basis for responsible decisions, optimises economic building decisions based on long term scenarios and allows for the management of assets in a proactive rather than reactive way.

Insurance

The use of insurance enables the transferring of risk as the financial risks associated with asset loss or damage are transferred from Council to the insurer. Insurance companies assume the financial risk in exchange for premiums which have increased post-earthquakes as risks have been reassessed.

Insurance cover is based on assessed replacement cost appraisals undertaken on an annual basis by registered valuers.

Each library asset is assessed as to its replacement value - being the 'as new' replacement cost of the asset regardless of current age and condition. The use of this process mitigates the chance of undervaluation, or insufficient insurance cover.

Monitor and provide feedback on asset and insurance revaluations and ensure that the values are robust. A medium to high risk exists if asset revaluations are not accurate and an event occurs.

Business Continuity and Emergency Response Planning

The following draft Business Continuity Plans (BCP) are in place:

- Corporate Services Group BCP
- Facilities Property and Planning BCP
- Asset Management Team BCP
- Libraries Information Unit BCP
- Facilities Management BCP

Other specific initiatives

- Continue to design for resilience when constructing new assets and refurbishing existing.

- Using GIS mapping technology look to advance knowledge as to locational considerations and which specific Library assets are considered more vulnerable to the likes of climate change and therefore require additional resources in order to mitigate concerns.
- Contingency plans will need to be prepared to ensure, through operational systems and temporary response plans, that appropriate response can be made to mitigate the effects of a triggered risk.
- Monitoring condition and performance of assets to predict future performance and potential asset failures through systematic periodic inspections and condition assessments.

3.2 Critical Risk Identification and Management

3.2.1 Climate Change Impacts

Table 3-1: Potential Impacts of Resilience Disruptors

	Disruptors	Potential Impacts on our Assets and Services
Chronic Stressors	Climate Change	<p>Sea levels Sea level rises could affect coastal assets. For Libraries this includes New Brighton and Matuku Takotako/ Sumner as potential risks in the 50 year time horizon.</p> <p>Some coastal assets may have to be self-insured and coastal assets will be vulnerable to coastal hazards such as coastal erosion and flooding. Reference 2017 Coastal Hazard Assessment for Christchurch and BP (Tonkin & Taylor) 50 and 100 year scenarios.</p> <p>Some coastal assets may incur increased insurance premiums or even the retreat of insurance provision, requiring Council to self-insure some assets. Increased construction costs to reengineer assets and their surrounds in order to adapt to and mitigate climate change effects e.g. flood walls, wetland restoration, pumps.</p> <p>New build design and build costs will increase and more thought will go into locational factors such as flood prone areas as well as building methodologies e.g. exceeding minimum above ground levels and the use of modern weather resilient building materials. All leading to a potential increase in total build costs.</p> <p>Predicting the outcome of climate change is an uncertain and iterative process, no one model can provide a definitive answer. Guidance has been published in August 2020 by the Ministry for the Environment in the “National Climate Change Risk Assessment for New Zealand”, which identifies risks to build environments from ongoing sea level rise and extreme weather events in the 10 most significant risks.</p> <p>Weather patterns Average warmer temperatures could lead to increased demand for air-conditioned libraries over a longer period and similarly cooler temperatures could lead to increased demand for warmer libraries as the population aim to seek access to assets to manage these temperature changes.</p> <p>Changing & extreme weather patterns (more frequent strong winds, increased heat, floods & wildfires) may lead to more and sustained weather damage to vulnerable library buildings. A prime example in the libraries portfolio is South Library, which is adjacent to the Heathcote River.</p>
	Seismicity	<p>Alpine fault Our primary seismic threat is the Alpine Fault which extends down the spine of the South Island with experts believing there is roughly a 30% to 65% chance there could be a magnitude 8 earthquake on this fault in the next 50 years.</p> <p>Protection</p>
Acute Shocks		

	<p>Due to Canterbury earthquakes, Council assets have been inspected by engineers and necessary strengthening undertaken and / or new builds built to current earthquake specifications. New libraries and repair projects design to enable rapid reopening. South Library is the remaining project to achieve strengthening post the quakes.</p>
Tsunami	<p>Exposure Canterbury’s low lying and flat areas make the region exposed to tsunami threats. Various coastal zones have been identified as potentially affected by a tsunami.</p> <p>Two library buildings are in red evacuation zones- New Brighton and Matuku Takotako: Sumner. Aranui, Parklands and Akaroa Libraries are in the orange or yellow evacuation zones.</p>
Flooding	<p>High Flood Hazard Management Area (HFMA) means an area subject to inundation events where the water depth (metres) x velocity (metres per second) is greater than or equal to 1, or where depths are greater than 1 metre, in a 0.2% AEP (1 in 500-year) flood event (as identified in the Canterbury Regional Policy Statement, Chapter 11). As at November 2020 the only library affected by this zone is South Library (grounds towards river, not building itself).</p> <p>Flood Management Area (FMA) means an area identified on the CCC planning maps which is at risk of flooding in a major flood event, where specific minimum floor level rules and earthworks rules apply. Matuku Takotako /Sumner, New Brighton, Shirley, Redwood, Fendalton and Orauwata/ Bishopdale Libraries lie within the FMA Planning rules affecting these areas are specific to sites and the District Plan should be consulted before any construction works are undertaken at these complexes.</p>

3.2.2 Asset Risks

The Libraries unit also identifies and records risks at a more detailed level, as shown in Table 3.2.2 on the following page.

Table 3.2.2: Medium, high, and very high inherent risk items

ID	Risk Description	Inherent rating	Treatments in place (today)	Residual impact	Residual likelihood	Residual rating	Proposed additional treatments
01	The condition of some facilities is progressively deteriorating. There is a risk that continued reduction in maintenance budgets sees a further reduction in asset condition to the point of a reduction in achievable Levels of Service.	High	Continued undertaking to obtain data in order to better understand asset condition and allow an increase in scope and accurate validation of maintenance funding requirements.	Medium	Medium	Medium	<ul style="list-style-type: none"> • Further development / updating of 30-year Capital Plans for each building. • Develop business tools to extract and manipulate asset data (Whole of Life Costs).
02	Health and Safety There is a risk that: people (staff, public, contractors, tenants) get injured (physical, psychosocial) in our workplace or facilities.	Medium	Various treatments from training to registers and procedures	Moderate	Possible	Low	<ul style="list-style-type: none"> • Facilities and Asset Planning Teams to continue to monitor and implement relevant management plans and controls alongside library operational teams. Including regular health and safety audits.
03	Potential Energy assessments completed on key assets. Increase energy knowledge on individual Library assets to allow for increased energy efficiencies.	High	No automatic process at the present time.	High	Medium	Medium	<ul style="list-style-type: none"> • Increase energy knowledge on individual Libraries assets to allow for increased energy efficiencies. • Future Energy Management System to be implemented.

4 Continuous Improvement

4.1 Overview of the Improvement Programme

Council has made a strong commitment to improvement of asset management practices and seeks to further improve the approach. Council acknowledges the need to focus efforts to align asset management practices with best practice over the next 2-3 years to an appropriate level of capability.

4.2 Current Asset Management Maturity

Asset Management Maturity Assessments (AMMA) are carried out once every 3 years. An independent assessment of current asset management practice was undertaken in October 2020 and again in September 2023.

2020 AMMA

The baseline maturity assessment was predominantly achieved through onsite interviews, with a good cross-section of participants. Future maturity level was also set based on best appropriate practice and considering the agreed business drivers. Strength and opportunities for improvement area summarised alongside the results to acknowledge the baseline achievements.

The appropriate level of AM practice for this Activity has been defined in our AM Policy as ‘Core’.

A summary of the assessment results for this activity is attached as Appendix 5.5.

The maturity assessment shows that:

- The gap between current and target follows similar patterns in the 2020 update as it did in 2018.
- Council has closed the gap between current and “appropriate asset management practice” for this activity in the areas of management systems, asset register data, managing risk and capital works planning.
- The most significant gaps are still in the areas of asset performance / condition data, operational planning and service delivery mechanisms.



Figure 4-1: 2020 Asset Management Maturity Assessment for Facilities Activities

(Includes Community Facilities, Libraries, Corporate Accommodation, Recreation, Sport and Events, Social Housing, Christchurch Art Gallery Te Puna o Waiwhetū and the Akaroa Museum Complex).

2023 AMMA

The 2023 AMMA, focused on data and information was undertaken in September 2023. This assessment determined Facilities level of asset management maturity with an overall rating of ‘basic’. Opportunities for improvement include:

- Systems: technology is not fit for purpose and data quality is poor.
- Process: processes are not fit-for-purpose.
- People: the team has capability and capacity constraints.

A summary of this assessment is provided in Appendix 5.6 and shown in Table 4-1.

Table 4-1: Facilities 2023 asset management maturity assessment results.

	2.4: Asset Condition and Performance	3.5: Asset Financial Planning and Management	4.2: Asset Data and Information	4.3: Asset Management Information Systems
IIMM Section	Basic	Basic/Core	Basic	Basic
	4.4: AM Process Management	4.5: Outsourcing and Procurement	4.6: Continuous Improvement	Overall Rating
	Basic	Basic	Core	Basic

Improvement items raised in 2020, Appendix 5.5, and 2023, Appendix 5.6 have been reviewed and included in the Libraries asset management improvement plan. The improvement programme, available in Section 4.4, seeks to close the remaining maturity gaps and address the weaknesses identified during the development of this AMP.

4.3 Review of Progress against Previous Plan

The last improvement plan was developed as part of the 2020 AMP update. The indicative term of the improvement programme was three years. Table 4.2 provides an update on the status of the improvement programme items as at November 2020.

In addition to the items within the improvement programme, the following improvements have been made to the activity since the last AMP:

Table 4-2: Progress against 2021 Improvement Plan

Task ID	Action/Task	Timeline	Progress and Action
20-A	Quality Management- A structured quality programme is needed	Ongoing	In progress, carry forward.
20-B	Changing Climate- Frequent inspections and maintenance to protect against weather	Ongoing	Long term impacts of climate change under assessment, carry forward.
20-C	Asset Condition Assessment Data collection and storage including utilisation data	Ongoing	In progress, carry forward.
20-D	Capital Programme- IT Improvements		
20-E	AM Improvement Tasks	Ongoing	In progress, carry forward.
20-F	Energy Efficiency	Ongoing	In progress, carry forward.

4.4 Improvement Plan 2024

The independent asset management maturity assessment process provides a sound basis for prioritising and monitoring improvements to current asset management practices. This will put in place the programme for 2024 through to 2026.

Additional improvement items were identified during the maturity assessment and as part of this asset management plan review. These items were added to the outstanding items from the 2020 Improvement programme.

Table 4-3 details those tasks that will be completed over the next three years. These tasks have focus specifically on those areas where the risk is most critical. To facilitate the practical implementation of the improvement programme tasks have been designed to address several issues concurrently and be programmed to ensure a logical progression towards the 3 –year target.

The Libraries Unit has a strong commitment to continuous improvement. However, work in this area is highly likely to be constrained by a lack of AM resourcing.

Table 4-3: Asset Management Improvement Tasks

Task ID	Project / Task	AM Maturity Gaps	Priority (H, M, L)	Responsibility	Resources (teams, \$)	Timeframe
5a 5b 5c 6b	<p>Condition Data Capture</p> <ul style="list-style-type: none"> Further asset condition assessment/consolidation into single database (SAP or other). Work through with SAP improvement programme to import captured data into SAP across all asset classes within the Libraries portfolio. Capital Plan, Updated / Creating 30 Year (or Whole of life) Capital Plans per Building. Develop & use data dashboards (Power BI) to assist in prioritisation processes, monitoring to KPIs. Embed process to capture condition and performance information. 	Asset Register Data, Asset Performance / Condition, Capital Works Planning	H	Libraries, Facilities Asset Planning and Data Management Team, Data Management, Including SAP Improvement Programme	Libraries, Additional Facilities Asset Planning and Data Management staff members (i.e. full team and at least two Asset Planners), Data Management and SAP Improvement Programme.	Term of AMP
BAU 03	<p>AM Improvement Programme</p> <ul style="list-style-type: none"> Ongoing Improvement Planning – focus on identification of improvement tasks. Review AM Maturity Assessment (AMMA) completed in October 2020 and 2023 and prioritise improvement tasks. 	Process improvement, prioritisation of investment	M	Facilities Asset Planning and Data Management Team / SAM Team (to manage)	Libraries, Additional Facilities Asset Planning and Data Management staff members (i.e. full team and at least two Asset Planners).	Term of AMP
6a	<p>Quality Management</p> <ul style="list-style-type: none"> Noting that the Libraries are operated well, start to progress more rigorous and structured Quality Management – including introducing a more formal audit process enabling review of noncompliance/improvement actions. (Quality Management is a council wide issue). 	Risk, process improvement	M	Libraries, Facilities and Asset Planning Team / SAM Team (to address the council wide issue).	Libraries, Additional Facilities Asset Planning and Data Management Team staff members (i.e. full team and at least two Asset Planners).	Term of AMP
BAU 01	<p>Energy Efficiency</p> <ul style="list-style-type: none"> Energy audit targeted to ensure efficient operation of Turanga and other selected sites. 	Operational Planning and Reporting	M	Libraries, Facilities Team /Energy Analyst	Libraries, Facilities Team	Term of AMP

Task ID	Project / Task	AM Maturity Gaps	Priority (H, M, L)	Responsibility	Resources (teams, \$)	Timeframe
BAU 02	Changing Climate <ul style="list-style-type: none"> Frequent inspections and maintenance to protect against weather. Understand implications from sea level rise and increased flood risks. Sustainability. 	Maintenance planning Risk management	H	Libraries, Facilities Asset Planning and Data Management Team and Risk and Resilience team.	Libraries, Additional Facilities Asset Planning and Data Management staff members (i.e. full team and at least two Asset Planners).	Term of AMP
7a	Staff Training Specific structured AM training for key team members and Senior Management / ELT	Risk, succession planning.	M	Facilities Asset Planning and Data Management Team / SAM / Council (ELT)	Requires commitment across council to improve Asset Management knowledge and understanding. Cost of suitable training courses.	Term of AMP

4.5 Monitoring and review

The Asset Management Improvement Programme (AMIP) will be reported to the Strategic Asset Management Team (SAM). All improvement items and the improvement programme will be monitored by the SAM team and reported to the Executive Leadership Team as required.

5 Appendices (Supporting information)

5.1 Asset Management Objectives

Table 5-1: Asset Management Objectives

Principle	Objective
1. Asset management outcomes align with the strategic direction of Council	1.1 Linkages between Council’s strategic direction and asset management outcomes are clear and understood
	1.2 All asset based services are linked to the attainment of Community outcomes
	1.3 A whole of life approach is taken for all asset management initiatives
	1.4 Asset management planning outputs provide the options and financial forecasts for the first draft of the Long-Term Plan (LTP)
	1.5 Investment in Infrastructure is optimised across all asset types
	1.6 Opportunities to increase resilience are considered in all asset management planning
2. Asset management is an organisational wide practice	2.1 The Strategic Asset Management Team (SAM) provides leadership of asset management practice at Council
	2.2 Asset management is co-ordinated across the organisation
	2.3 Core asset management processes are consistent across Council
	2.4 Asset management practice is compliant and appropriate
	2.5 Asset Management Teams across all lines of the business are motivated and driven by customer needs
	2.6 There is an organisational culture of continuous improvement in asset management
3. Decisions about assets are based on well managed, quality information	3.1 Asset data is available in corporate system for use in all decision making related to Council assets
	3.2 The performance and condition of assets is monitored and reported
	3.3 Decision making by asset owners and managers is outcome based and based on reliable asset information
	3.4 Supporting asset information is readily accessible
	3.5 Asset data is up to date
	3.6 Asset management decisions by asset owners and managers are based on evaluation of all viable options to deliver levels of service outcomes
4. Asset management maturity levels are appropriate to the assets, services and risks we manage	4.1 Identified asset management maturity gaps close over time
	4.2 The asset management capability of staff resources matches the needs of the organisation
	4.3 The organisation recognises the importance of AM and adequately resources the AM system
	4.4 Appropriate levels of asset management maturity are defined and reviewed as business needs change
	4.5 The level of AM practice is matched to the criticality of the assets
	4.6 Christchurch City Council gains recognition for its evolving AM practice
	5.1 AMPs are easy to follow
	5.2 AMPs are complete and at the agreed level of maturity

5. Asset management plans (AMPs) are living documents	5.3	AMPs reflect the current level of asset management practice for the asset type
	5.4	The asset management improvement programme in the plan, contains all actions necessary to close the existing maturity gaps
	5.5	AMPs contain the 30-year financial forecasts; suitable to develop the first draft of the Long Term Plan and the Infrastructure Strategy
	5.6	Life cycle strategies are articulated within the asset management plan

5.2 Asset Portfolio Value Breakdown

Table 5-2: Asset Portfolio Value by Site (as at 1 May 2023)

Description	Gross Replacement Cost	Current Building Value	Depreciated Replacement Cost	Annual Depreciation
Ōrauwhata Bishopdale Library & Community Centre	\$8,592,000	\$5,386,000	\$5,520,000	\$96,020
Fendalton Library & Service Centre	\$16,423,000	\$10,541,000	\$7,350,000	\$181,508
Fendalton Library Caged Bike Storage	\$22,000	\$14,000	\$15,000	\$214
Tūranga (New Central Library)	\$145,972,000	\$81,675,000	\$92,440,000	\$1,628,040
New Brighton Library & Pier	\$18,847,000	\$11,722,000	\$8,457,000	\$199,521
Matuku Takotako: Sumner Centre	\$14,251,000	\$8,976,000	\$9,101,000	\$144,742
Hornby Library & Community Care	\$3,081,000	\$2,054,000	\$948,000	\$36,661
South Library & Beckenham Service Centre	\$16,531,000	\$9,763,000	\$7,871,000	\$178,934
Spreydon Library	\$2,875,000	\$1,928,000	\$788,000	\$32,667
Papanui Library	\$4,308,000	\$2,834,000	\$2,018,000	\$52,639
Redwood Library & Creche	\$2,799,000	\$1,878,000	\$838,000	\$32,176
Shirley Library	\$5,911,000	\$3,922,000	\$2,631,000	\$68,074
Parklands Library	\$3,799,000	\$2,573,000	\$1,873,000	\$43,918
Aranui Library	\$7,239,000	\$4,590,000	\$4,252,000	\$77,830
Te Hāpua Halswell Centre	\$27,323,000	\$16,748,000	\$16,883,000	\$292,847
Upper Riccarton Library	\$12,232,000	\$7,437,000	\$6,358,000	\$130,681
Lyttelton Library	\$5,858,000	\$4,000,000	\$1,521,000	\$67,214
Linwood Library & Service Centre (Leased Site)	#N/A	#N/A	#N/A	#N/A
Akaroa Library (Leased Ministry of Education)	#N/A	#N/A	#N/A	#N/A
TOTAL Library portfolio assets	\$296,063,000	\$176,041,000	\$168,864,000	\$3,263,687

Please Note:

- *The Gross Replacement Cost is based on the current Insurance Total Sum Insured (reinstatement, inflationary and demolition).*
- *Current Building Value is based on “fair market value” (where the valuer looks at recent sales in the area to determine the value, when no active market exists, depreciated replacement cost is used).*
- *Depreciated Replacement Cost is based on Book Value.*

5.3 Libraries Site Summary

Table 5-3: Libraries Site Summary

Facility	Year Built (Approx.)	Status	Owned	Service Centre	Bldg Area m2	Capacity	Pop Density /km2 est.	Dist to shops	Dist to Bus	Café
Akaroa	1989	Open	Leased	No	250	50	367	130	130	Yes
Aranui	2012	Open	Owned	No	700	75	1750	300	300	No
Ōrauwhata Bishopdale	2017	Open	Owned	No	799	160	2500	50	100	No
Tūranga	2018	Open	Owned	Yes	9850	1300	887	100	200	Yes
Fendalton	2000	Open	Owned	Yes	2000	300	1800	500	100	No
Te Hapua: Halswell	2015	Open	Owned	Yes	3500	900	750	150	50	Yes
Hornby	1978	Open	½ Share	No	270	50	1600	120	150	No
Linwood Eastgate	0	Open	Leased	Yes	1150	230	1500	100	100	No
Lyttelton	1999	Open	Owned	Yes	388	70	300	50	100	No
New Brighton	1999	Open	Owned	No	1000	200	880	100	175	Yes
Papanui	1995	Open	Owned	Yes	1200	200	2300	200	170	No
Parklands	2004	Open	Owned	No	500	100	1800	120	50	Yes
Redwood	1968	Open	Owned	No	200	50	1800	60	30	No
Shirley	1995	Open	Owned	Yes	1060	200	2300	150	50	No
South	2003	Open	Owned	Yes	2650	600	2000	450	60	Yes
Spreydon	1972	Open	Owned	No	250	50	2900	130	130	No
Matuku Takotako: Sumner	2017	Open	Owned	Yes	1800	360	430	15	15	No

Upper Riccarton	2006	Open Shared Use	Leased Land Building owned	No	1500	300	2800	700	130	Yes
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5.4 Typical Component Life Cycles

Table 5-4: Typical Component Life Cycles

Cycle	Component
10	Wall finish
40	Wall lining
30	Windows Doors
20	Ceilings
10	Floor Carpet
20	Floor Vinyl
20	Bamboo floor
20	Roof Membrane
25	Roof shingles
25	Spouting
15	HVAC
8	HVAC components
20	Fixtures & Fittings
10	Ext Paint
25	Carpark surface
30	Electrical
20	Lift
30	Sanitary services
10	Appliances
20	Bathroom remodel
20	Kitchen remodel
20	Shelving

5.5 2020 Facilities Asset Management Maturity Assessment

Table 5-5: Facilities Asset Management Maturity Assessment 2020

Section	Current/Target		Reason for scores 2020	Improvement actions planned or underway
AM Policy and Strategy	85	95	Corporate AM Policy and Strategic AM Plan in place, provides key principles, objectives, corporate AM improvement path, framework for AM planning. Strategic context analysis is thorough and documented in IS, AMP, Activity Plan and various Facilities Strategies and Network Plans. Strategic priorities are well embedded with good alignment through to AMP and Activity Plans.	Continue to communicate, review, monitor and update AM Policy, SAMP. Streamlining of strategy, AM, planning documents. Update AM Policy and Objectives
Levels of Service	80	90	The levels of service sections of the AMPs have good linkages to strategic outcomes, customer expectations. LOS and performance measures reviewed by 'pit crews' in 2020. Community needs analysis and survey information has been detailed in the AMP - engagement through user surveys is stronger for some activities (libraries, rec centres, gallery) than others (community facilities, housing). There has been no specific community engagement over levels. of service and willingness to pay, beyond Council 'plan submissions' processes.	Engage with community around level of service options (beyond 'document submissions' processes).
Forecasting Demand	65	80	Good analysis of demand drivers in AMP, supported by corporate demographic information. The current and historical utilisation and capacity of most facilities is measured however, except for Housing and Libraries, the demand forecasts have not been converted into quantitative forecasts to a level useful for planning for individual facilities. Demand management techniques have been identified in the AMP but not clear which are being funded or progressed. Demand analysis considered in various Strategies (Aquatics) and Network Plans (Community Facilities).	AMP Demand Sections – streamline and summarise from respective 'strategies' and 'network plans' and include quantitative data on historic demand and forecasts. Update facilities strategies (>5 years old or where context has changed and needs strategic review).
Asset Register Data	75	90	Data structure reviewed as part of the Facilities Better Business Management Programme (FBBM). The data in SAP has been cleansed and is of a better quality, but some datasets still have big gaps (e.g. installation date, replacement costs). A data collection process is underway to capture remaining facility assets and their attributes. Fulcrum has been deployed to support capturing of information from the field into SAP. Ongoing data updating processes need to be embedded.	Ongoing reviews and auditing to ensure data management processes are being followed. Develop and use data quality dashboards to drive prioritisation of further data improvements, including replacement cost.
Asset Performance/Condition	65	85	A significant amount of asset data validation and condition assessments have been undertaken, unfortunately the data was not available to support the 2020 AM Plans. Asset performance data is limited to maintenance reporting and response times. Asset performance assessments (e.g. fitness-for-purpose) have not been part of this year's asset inspections	Establish a process to capture performance information during condition assessments. Dashboard reporting for operational/contract KPIs.
Decision Making	75	85	Formal decision-making processes are applied to major projects and programmes - business cases are used to justify the financial and non-financial benefits of projects. Options are evaluated using a Council framework. CAPEX projects are captured and prioritised against decision criteria (aligned to Council priorities) in the CPMS. See also CAPEX planning re: renewal decisions.	Develop renewal model for building assets (AAIF), incorporating condition, performance, risk and cost information.

Managing Risk	70	85	<p>The Council risk framework has been applied, with regular risk reporting through Promapp.</p> <p>The Risk section of the AMP and appendices covers the main risks for each of the five facility types, and the mitigation measures.</p> <p>Criticality is considered in decision making, and the key risk for each facility are known and managed. However, a criticality rating has not been formally assigned to individual assets.</p>	<p>Capture resilience assessment results and manage through the corporate risk register (Promapp). Noted that Risk team are also progressing other recommendations from Deloitte risk review 2019.</p>
Operational Planning	55	85	<p>Scheduled maintenance programmes are developed collaboratively with Citycare and Facilities. There have been efforts in recent years to more planned (less reactive) maintenance and SAP was being used to manage scheduled maintenance, but this has reverted to spreadsheet lists. Reactive maintenance and costs are captured in SAP, but only at a building level.</p> <p>Budget constraints are likely to see cuts to planned maintenance programmes, focussing on maintaining safety and compliance activities.</p>	<p>Re-establish management of scheduled maintenance through SAP and Fulcrum.</p> <p>Continue work to enable better categorisation/capture of financial information to support OPEX optimisation and planning</p>
Capital Works Planning	70	85	<p>See comments for 'decision making' plus...</p> <p>Capital projects and programmes managed in accordance with CPDF and projects tracked in CPMS.</p> <p>A 10-year (AMP/LTP) and 30-year (IS) CAPEX programme is in place.</p> <p>Renewal forecasts are still based on 'top down' assessments until asset condition data is available for analysis.</p> <p>Network planning is required to provide a stronger base for development of growth and LOS project CAPEX.</p>	<p>Improved scoping and project definition of projects and programmes for next 3 years.</p> <p>Establish a process for developing renewal programmes from condition assessments and validating with facilities managers.</p>
Financial Planning	70	85	<p>(This section was not complete in some of the 5 AMPs).</p> <p>10-year forecasts are provided for OPEX and CAPEX. OPEX forecasts are largely based on historical expenditure and staff knowledge.</p> <p>Consequential OPEX (OPEX associated with new assets) is estimated, but there is limited information on asset expenditure to date, as the practice of linking work orders to assets is only just beginning within the new asset data structure.</p> <p>The operating impact of budget changes on levels of service (asset performance) is not well linked.</p>	<p>Review of asset financial information to allow better reporting by facility and asset type and improved OPEX analysis and budgeting for the next LTP.</p> <p>Revaluation of assets (once data improvements enable this, see Asset Register).</p>
AM Leadership and Teams	80	90	<p>The organisational structure for asset management has embedded. There is a good working relationship between asset managers and activity managers and the AMP process has been useful in developing a joint understanding of AM issues.</p> <p>AMU lead a consistent approach to AM across Council, with council wide AM communications on AM through SharePoint and forums such as the Delegate's Liaison Group. AM practice is becoming more part of Council language and culture.</p> <p>AMU has developed an AM competence framework, but this has not been applied to individual roles or job descriptions.</p>	<p>Review staff/team capabilities against AM competence framework to identify capability development needs (training, mentoring, etc).</p> <p>Continue AM working group/s to support shared learnings and knowledge.</p>
AM Plans	75	85	<p>5 AMPs have been updated and were largely complete at the time of the assessment (Aug 2020).</p> <p>There is some good content, and there has been much better engagement with business owners during AMP development enabling.</p> <p>However not all sections are complete, the information from recent condition assessments was not available to inform the AMP and there is limited performance information in the AMPs.</p>	<p>Complete all sections when condition data is available.</p> <p>Include performance information (use staff knowledge to fill data gaps).</p> <p>Streamlining of front-end content to reduce duplication with strategies, Activity Plans.</p> <p>Discuss with business owners and consider merging into a single Facilities AMP.</p>
Management Systems	65	80	<p>The need for a quality management approach to asset management is understood and continues to be developed.</p>	<p>Addition of specific AM processes, such as condition/performance</p>

			<p>Processes are well established and documented for many corporate processes such as capital delivery and risk. Facilities have prioritised and reviewed their critical processes and are managing these in Promapp. Since the last review, AMU has reviewed/improved some critical AM processes including asset handover and disposals.</p> <p>AMU is supporting a more formal process to assist activities prioritising 'critical AM Processes' and reviewing/improving the highest priority ones, but this is initially only focussing on waters and transport.</p>	assessments and development of renewal forecasts, in Promapp.
AM Information Systems	80	90	<p>Good information systems – SAP, GIS, Fulcrum (field data). The FBBM project has focused on better use of SAP data and information to support the business.</p> <p>Power BI is being used to develop dashboards to better meet user needs, still work-in-progress.</p> <p>Some new buildings are being provided with BIM data, working through how this will fit into Council's IS/AM strategy to support better AM.</p>	<p>Continue implementation of B2B and business intelligence tools to support integrated, easy access to information.</p> <p>Asset Information Strategy.</p> <p>Strategy for implementing BIM</p>
Service Delivery Mechanisms	70	90	<p>Contracts are in place for the delivery of maintenance and operations functions. Competitive tender processes are used.</p> <p>Increasingly the business is driving change in asset data collection, work orders and contract payments through the FBBM project - to get more accurate costing and better contract performance monitoring. A greater focus on ensuring what is in the contract and what is additional work, and more accurate maintenance schedules.</p>	<p>Ensure AM requirements are built into new contract/s.</p> <p>Continued focus on improving oversight / control of contract operational activities.</p>
Audit and Improvement	70	85	<p>An AM improvement programme has been developed for facilities. Reporting on major projects that are part of the corporate programme is via AMGB.</p> <p>Each AMP identifies items for improvements for the facilities area but there is no formal monitoring/reporting process.</p>	<p>Establish a process for monitoring AM improvements outside of the corporate AMU programme.</p>

5.6 2023 Asset Management Maturity

Table 5-5: 2023 AMMA Facilities | What works well

Category	#	Theme	Issue	Evidence/examples
System: Initiatives to improve data quality are either in-flight or being planned	18	Improvement initiatives	<p>Initiatives are either in-flight or being planned to improve:</p> <ul style="list-style-type: none"> Ongoing improvement of data completeness, by starting with asset condition data (2.4). Revising the asset data requirements (e.g., data structure, object type attribution, processes) to achieve consistency (4.3). 	<ul style="list-style-type: none"> Unreliable condition data has been removed, with an initiative planned to capture missing data. The team is in the process of allocating the correct spaces to the assets and working with external contractors to ensure alignment.
People: There are capability and capacity constraints	9	Capability uplift	<ul style="list-style-type: none"> Key personnel with data expertise are being introduced to the team to improve the asset data. (4.2, 4.6). 	<ul style="list-style-type: none"> There is a dedicated resource to improve the asset data for the team. Anecdotal evidence indicates that condition data is being improved on over time. However, it is unclear if this will be sufficient to address the data gaps over time.

Table 5-6: 2023 AMMA Facilities | Opportunities for Improvement

Category	#	Theme	Issue	Evidence/examples
Systems: Technology is not fit-for-purpose and data quality is poor	5a	Asset data quality	<ul style="list-style-type: none"> There are gaps in core asset data fields, including condition, age, and capacity (2.4,.3.5). Asset data is not entered in a consistent format (4.2). Data accuracy has not been assessed, and the confidence level for key data fields (i.e., age, condition and criticality) varies across the different facility types (4.2). 	<ul style="list-style-type: none"> Condition data field completeness = 50%, age data field = 80%, capacity = 75% (completeness scores sourced from Facilities AMP, dated 30.06.2023). Validity of the data is unknown. There are currently no formalised quality checks undertaken for data accuracy / a review of data accuracy has not been completed to date e.g., there are differences with how spaces for building assets are structured
	5b	Consistent storage of data in centralised (Enterprise) systems	<ul style="list-style-type: none"> Not all asset data is saved in SAP, which makes it difficult to maintain data integrity, due to a lack of governance, alongside version control and accessibility issues (4.3) 	<ul style="list-style-type: none"> Excel spreadsheets are used to document completed survey reports on facilities assets.
	5c	Organisational & process requirements	<ul style="list-style-type: none"> There is currently no minimum requirement to update data stored in SAP at a defined frequency (e.g., every 12 months) (4.2) 	<ul style="list-style-type: none"> There is a need to create alignment with the data structure, which includes regular intervals to update the data.

			<ul style="list-style-type: none"> • Lack of confidence in documentation which defines the data structure (4.2, 4.4). • Lack of governance in place to control the quality of asset data (4.3). 	<ul style="list-style-type: none"> • This process is documented in Promapp, however it was not observed. • No process, role or responsibility was observed to manage/govern the data.
Process: Processes are not fit-for-purpose	6a	Documentation and formalisation of business processes	<ul style="list-style-type: none"> • No documented process to identify critical assets (4.4) • There is no alignment of capital works from other units in similar areas (e.g. Transport & Three Waters discuss alignment of their works, but not with other asset teams) (4.4) • No documented process to enable long- term planning of renewals (e.g., renewals are mostly reactive) (3.5, 4.4) 	<ul style="list-style-type: none"> • Asset criticality is defined in the Facilities AMP, however no process is observed. • No method exists to allocate work from different units at the same time in similar areas. This is currently being done ad-hoc. • No documentation was observed which outlines how renewals are determined & planned.
	6b	Clarity of accountabilities and Responsibilities.	<ul style="list-style-type: none"> • Lack of certainty for the procedure to maintain and update data, and where the responsibility lies (4.2, 4.3, 4.6). • Lack of accountability for asset management from Senior Leadership (i.e., above Manager level) (4.4) 	<ul style="list-style-type: none"> • This process is documented in Promapp, however it was not observed. There is uncertainty to whether the process is adhered to. • Accountability for Asset Management sits with Managers, or Team Leaders.
People: There are capability and capacity constraints	7a	Internal and external resource capability	<ul style="list-style-type: none"> • External contractors don't have the required technical expertise or resources (e.g., to carry out condition assessments and provide a reliable condition rating) (4.5, 4.6) 	<ul style="list-style-type: none"> • External consultants engaged to complete condition assessments have been observed to not possess the specialist skills to provide a reliable condition rating
	7b	Internal resourcing capacity	<ul style="list-style-type: none"> • There has been a history of an inconsistent team structure (4.4, 4.6) 	<ul style="list-style-type: none"> • There are issues with staff retention and maintaining the expertise within the team.

5.7 Capital Investment Programme 2025-34

Amount by Financial Year

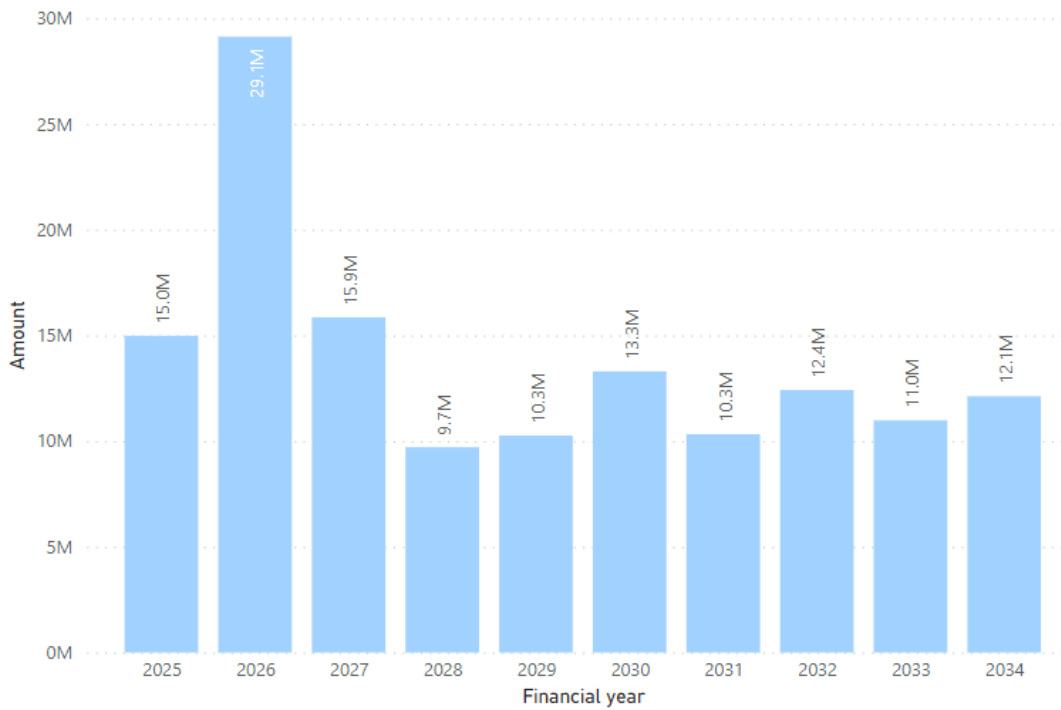


Figure 5-1: Libraries Capital Programme FY 2025-34

For Details of all Programmes and Projects refer to Budget Interactive Budget Tool and the accompanying Schedule.

Orbviz Budget Interactive Tool– multiple viewpoints and functionality.

[Home | CCC Consultation for Long Term Plan and Annual Plan - Projects | Christchurch City Council \(orbviz.com\)](#)

Schedule 1 – Libraries Capital Programme by Primary Driver

LONG TERM PLAN 2024 - 2034

PLANNED CAPITAL PROGRAMME BY PRIMARY DRIVER (INFLATED)

			(000s)										
Primary Driver	ProjectID	Project Title	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32	2032/33	2033/34	Total
Meet Additional Demand	838	New Library to Support Population Growth								1,289		674	1,963
Meet Additional Demand Total										1,289		674	1,963
Replace Existing Assets	20836	Ōmōkihi (South Library & Service Centre Rebuild)	4,635	18,215	5,950								28,800
	36882	Rolling Package - Library Resources Restricted Assets	405	421	432	444	455	466	477	493	509	525	4,625
	36884	Rolling Package - Library Collection Resources	5,694	5,917	6,077	6,242	6,404	6,552	6,716	6,938	7,162	7,396	65,097
	531	Digital Library Equipment Renewals & Replacements	449	825	1,123	1,168	1,322	1,384	1,452	1,368	1,366	1,354	11,811
	65436	Delivery Package - Library Built Asset Renewals & Replacements	3,534	3,506	2,022	1,597	1,813	4,622	1,395	2,036	1,646	1,865	24,036
	65438	Delivery Package - Library Furniture & Equipment Renewals & Replacements	264	244	250	260	267	277	284	292	299	306	2,743
Replace Existing Assets Total			14,981	29,129	15,854	9,711	10,262	13,299	10,324	11,126	10,981	11,446	137,113
Grand Total			14,981	29,129	15,854	9,711	10,262	13,299	10,324	12,415	10,981	12,120	139,077

Figure 5-2: Libraries Long Term Plan Capital Programme

5.8 Total Capital and Operating Expenses for 2025-2034

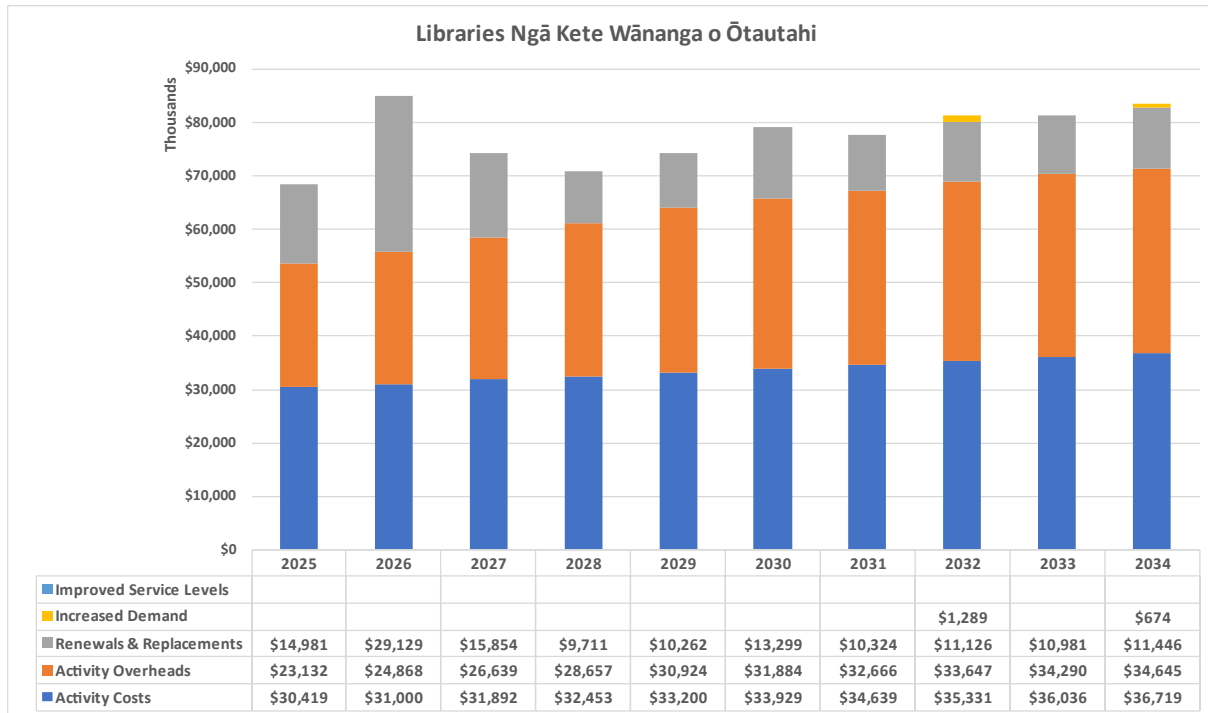


Figure 5-3: Libraries Capital and Operating Expenses 2025-2034