

**Meeting notes for the meeting of the CERA Community Forum
Thursday 15 December 2011, 7.30pm
Canterbury Netball Centre, Hagley Ave**

Present:

Community Forum Members

Tony Marryatt, Christchurch City Council CEO

Jane Bryden, Office of the Hon Gerry Brownlee

Withheld under section 9(2)(g)(i)

Chair: Trevor McIntyre

1. Tony Marryatt: Status of recovery from his perspective

- 1.1 Council CEO Tony Marryatt addressed the Forum and presented his views on the Council's recovery programme. He noted that Council had a major part to play in the recovery of the greater Christchurch area but was only one part of the recovery.
- 1.2 He detailed the key parts to the Council's recovery programme:
 - The Central City Plan
 - Infrastructure Rebuild
 - Facilities
 - Suburban Centres
 - Normal Level of Service
- 1.3 He provided further detail in relation to the infrastructure rebuild of the CBD.
- 1.4 He shared his thoughts on the debate around consultation vs debate, reflecting some of the questions provided prior to the meeting.
- 1.5 There was a discussion around empowering Community Boards, also reflecting prior questions.

More detailed discussion notes are attached as Appendix One.

2. Forum thoughts by sector

Forum members provided some feedback for Mr Marryatt defined in the following sectors:

- Youth issues, presented by Joseph Chamberlain
- Bexley and red zone issues, presented by Lynne Ball
- Avonside issues, presented by Leanne Curtis
- Port Hills issues, presented by Jocelyn Pappill
- Small business and economic issues, presented by Emma Twaddell

More detailed background notes are attached as Appendix Two.

3. Questions and Answers

A session of questions from Forum members were answered by Mr Marryatt. These are attached as Appendix Three.

A key issue debated was Council's approach to people trying to be involved, and a need for Council to be more approachable. Mr Marryatt noted that Council has fortnightly meetings generating monthly reports and undertook to share these with the Forum.

ACTION: Council to provide meeting notes and reports to the Forum via the Chair

4. Feedback

Forum members provided direct feedback in response to the presentation by Tony Marryatt and the following discussions.

- 4.1. **Forum concern about comments about the bias of individual communities, and the approach of the Council to "consult but not engage".** The Forum felt the community has become engaged and wants to be engaged but that the Council does not seem to have acknowledged this, that different points of view are healthy, but that communities are capable of recognising a city-wide priority given the right information.
- 4.2. **The definition of "engagement".** The Forum felt there was a lack of understanding about what is best practice between the community and the Council. TM acknowledged that there has to be engagement and that this means communication, further acknowledging that the community is not happy but that the Council is an organisation under immense pressure.
- 4.3. **Council minutes need improvement.** TM noted that Council maintains best practice in recording their meetings.
- 4.4. **Sustainable?** TM suggested this is another term which needs definition.
- 4.5. **What does "I want a vibrant city" mean?** The Forum suggested that discussions which separate the city from the suburbs need to be resolved to create a whole vibrant city. TM noted again that he and Council have to think city-wide but that suburban master plans should represent suburban-community views and plans.
- 4.6. **CCC facilitators should be suburban-based.**

- 4.7. **Change at council.** Council should ensure staff recruitment facilitates thinking and approaches which represent the new reality. TM expressed disappointment that there is a perception that some Council staff are not meeting community expectations but acknowledged Forum concerns and will look at what's happening and make changes.
- 4.8. **Youth.** The Forum youth representative (JC) expressed the view that youth need more support or they'll become disaffected and the risk is they'll leave the city, eg. youth are doing projects but need space such as with "Gapfiller", where temporary space is needed but not being made available. TM invited JC and the Forum to contact Michael Aitken.

People in authority, including Council, should be listening to what youth has to say. Much of recovery is not for those directly involved, more for the youth.

ACTION: JC and Forum Chair to contact Michael Aitken, GM Community Services, Christchurch City Council to discuss youth engagement and facilities.

- 4.9. **The risk of too much emphasis on infrastructure programme?** Is there a need for a greater focus on people rather than buildings and underground infrastructure? TM – Council needs to get infrastructure building blocks in place so emphasis required. Council will be talking about facilities and suburban business centres and hopefully engaging more with residents in 2012, including explaining better what Council has been done to date.
- 4.10. **Communications.** Forum members agreed that Council must explain better what it is responsible for apart from big-ticket items such as City Plan. The "not our responsibility" response is frustrating people.
- 4.11. **Facilities.** Are previous priorities such as a committed library still a priority? Increasing populations in some areas mean some of these facilities will be even more important. TM—all projects are back in melting pot for reassessment and there are no guarantees as to outcomes. In some areas a decreasing population might mean a previously committed priority might be less a priority now. Council is unlikely to be able to afford as much social infrastructure as previously scoped in previous capital works programme.
- 4.12. **Timelines need more clarity and notification.** Suburban centre planning would be enhanced by having staff talk to the community at community level earlier. TM – agrees there's no point Council having a plan of projects ranked which doesn't have mandate of the community.
- 4.13. **Small business a fabric of the community.** Small businesses are ratepayers AND employ ratepayers. Council should understand their place in the community and be proactive considering what it can do for small business. TM – Council funds the economic advisory agency Canterbury Development Corporation, this is appropriately their role.

- 4.14. **Advisory Panels.** How many are there and how do they not talk past each other? TM – its about role definition and knowing where the boundaries are and he's confident that's the case.
- 4.15. **Sustainability.** A large field of sustainability science is available to inform planning. Global events will impact, many simultaneously. There is no sense that issues such as these are being taken seriously. TM – there is a limit to the degree Council can do anything, although climate change is incorporated in planning.
- 4.16. **Central City Plan next steps?** TM = Central City Plan draft to be submitted to the Minister 21 December, Minister and Council to consult again with public, a process scheduled to close early February, new draft considered by Cabinet March, a decision April. Council will be able to spend in next financial year based on that plan. TM anticipates the first priority will be a Convention Centre, the second a metropolitan sports facility, size and location details yet to be determined. Other priorities will be open for discussion around June 2012.

5. Conclusion

Trevor thanked Tony Marryatt for his time and honesty and acknowledged that discussion had been robust and abrasive at times, but valuable.

The Forum suggested a more regular dialogue would be valuable and Tony agreed to work with the Forum to develop this.

ACTION: TM and the Forum Leadership Team to consider and discuss how to create a more regular and more direct dialogue.

6. Next meeting – 2 February

Meeting closed 9.30pm

Appendix One

(meeting of 15 December 2011)

1 There are six parts to the CCC recovery:

Central City Plan

- 9 months timeframe, draft signed off, Share an Idea, submissions and hearings
- Objective was to give Minister an adequate plan for approval
- Draft changed, more flexible approach after listening to planners, drafters and property owners
 - Changes in construction heights, buildings can be higher but will need a resource consent
 - existing use rights allowed for 4 years and you can change its use and move sights as long as it part of master plan
 - When convention centre is finalised, 12 story hotels allowed around that area

Infrastructure rebuild

- City-wide
- 2 billion dollars, Council to pay about 250 million
- Roading gets 83% subsidies
- Parks and gardens, etc. not insured
- Limited insurance on infrastructure
- Alliance formed with contractors, at design stage
- From February the programme will be 30 million a month for five years
- Council accepted 80% of infrastructure will be like for like repair but will be modern replacement/equipment
- What about the red zone? Who will supply services until 2013? May be temporary not full replacement

Facilities

- 1600 Council-owned buildings
- 650 million in damage
- In local government you insure to a buildings value, not replacement so will be a cost to council to upgrade
- Does it include demolition if you are not going to rebuild? Insurance allows you to spend money somewhere else but for the same activity. Likely to be a settlement for a lump sum with the insurers, and then it will be distributed as needed in the present situation. Will the present priority plan go into place or will new ideas be allowed?
- High performance centre has already been given temporary lease at Jelly Park for five years (as the Act allows)

Suburban Centres

- four plans are out for consultation currently
- Tenants and owners to be consulted

Normal level of service

- Still trying to run a normal level of service, with amended KPIs after earthquakes

Plan for more Infrastructure to greenfields areas that is now available to subdivide

2 Big issues/vision/focus for Council is in two parts:

Infrastructure rebuild will be around facilitating and developing the CBD, as you need a good enabling facility for those interested in going back into the CBD. Top rentals will be around \$425-450sq/m from about \$300 prior

Making decisions around the major facilities, ie Convention Centre, Town Hall, AMI, etc. It is planned that all options will be with Council by April 2012. Council's ten year plan will be varied in 2012 after review of these issues, priorities and allocations will likely change.

3 Consultation vs. engagement and empowering community boards

(Some questions forwarded prior to meeting)

Council will consult but not engage

For 20% of infrastructure, normal consultation process will be followed in accordance with when engineering standards are changed

With the facilities there is large number damaged, and CCC wants the Community Boards to engage the communities to establish priorities, what's surplus and what is required.

- o How would this work across eight different boards? Council is elected to look city wide, whereas Community Boards advocate for that particular community, so in terms of what would be priority city wide will not necessarily assimilate with each individual community's priorities, so it is all brought together and the Council will prioritise across the city
- o Decisions and systems seem to be based on pre earthquake standards. When do these standards and processes change to meet the demand and changed situation post earthquake? Comes down to priorities, and rates. The change needs to be in the gathering of the information and finding out what the new priorities are, as there are limited funds and the aim is for the recovery to be within reason done in 15 years.
- o How open is the Council to having a discussion with people regarding how we make a broader comprehensive wider plan? The Council will be happy to use any way to identify the priorities.

The council sees the issue with localisation of Community Boards and their "bias" in identifying priorities which perhaps will not be the same across the city.

Appendix Two

(meeting of 15 December 2011)

Joseph on Youth issues

- Lack of recreational and sporting/activity facilities.
- What are the youth going to do in spare time?
- Youth have not been listened to, authority figures not attending youth forums.
- Where do youth fit into residents' societies (if it is these who are going to be consulted).

Lynn on Bexley and red zones

- Common problems; isolation, insecurity, damage, long grass, blockages of roads, damage to footpaths, dust and silt, health affected, quality of living is poor, moral of community is low, frustration, anxiety and depression are all common feelings
- These people are waiting for promised land.
- People are afraid of a battle between the Council and Government authorities.
- People need more definitive time frames.
- Communication is essential.

Leanne on Avonside

- Common problems: toilets, dry silt/dust, insurance/zoning, vacant properties and rats.
- Split community because of remaining orange zones.
- State of mind decay in living in never changing and varying degrees of horror.
- There is a lack of knowledge of and communication with the people.
- There is a lack of inclusion of the 'people' in the council's recovery plan.
- People do not feel cared for, but if the community intelligence was used and accepted as part of the recovery, people would feel like they were part of the recovery and could move forward with the recovery.
- People have lost faith in having a Council to lead the recovery of the people.

Jocelyn on /Port Hills/Sumner/Redcliffs

- People are important and they feel it is currently process over people.
- Anxiety reaching boiling point waiting for their colour/classification.
- Mixed communications messages are draining and clarification is needed from all authorities.
- Many hill residents grateful for rates relief.
- Why is the Council wasting time on people who want to remain in section 124 houses?
- Roads on hills are compromised and people are concerned about safety and access.
- Fire risk of verges and vacant houses, etc., Council still has responsibility for this.
- Residents Associations are growing in importance and representative of the peoples' growing interests and desire to communicate with the local and central authorities.
- People require clear, honest and open communication from Council on their plans, and want acknowledgement that they think it is important to keep the facilities in each of the communities and not just in one central hub
- Need clear communications around time lines and process
- Communities are losing faith in the Council.

Small business and Economy from Emma

- Small business owners sick with frustration and worry.
- Aware that economic forecast for next year being worse than this year.
- Businesses which have relocated are still struggling, as are those who re started .
- Its difficult to get information about leases, etc.
- Destruction of relationships and families from stress as a result of the lack of support to these small business owners who need to stay where they are in their communities.
- Can the Council involve itself more to support these small business owners in their own communities so they in turn can continue to involve themselves in their communities?

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Appendix Three

(meeting of 15 December 2011)

Q An average of 100 a week registering with WINZ, an indicator of how well the community is doing, or not.

A Acknowledges some of the community might have lost of faith in Council. Council is trying to provide the services.

Issues he has taken out of this meeting:

- o Eastern suburbs – standard of facilities of those still there
- o Hills – the frustration of not knowing future of land and homes - the issue is there are a number of options and they are being worked through, June is anticipated date.

Council does feel it is being flexible about where people can operate in terms of small businesses and temporary facilities.

Q Trevor reiterated the humanitarian theme and requested TM's views.

A Council feels Community Boards have a role here, but Council community support staff are already working with CERA in terms of those who feel forgotten.

Council is planning to develop more temporary youth facilities, particularly in 2012.

Q What is Council doing with community profiling information that it has gathered?

A Council community engagement staff have this information for use in discussions with CERA and other agencies to establish gaps, the issues and possible next steps.

Q What can the Council do to help small business, to assist a number of businesses struggling to re-establish and re-employ? People feel they are fighting Council to get things done. Council needs to remove road blocks to people trying to re-start.

A People are trying to do things that are not within the **current** City plan, and therefore the two big issues are consenting and financing. Shouldn't Council rethink its approach to be more supportive?

Jane Bryden noted that the Minister has requested Council and CERA meet to address consenting issues as a priority in the New Year.

Q What about "cluster" teams across different disciplines in Council to establish timelines and encourage consistent thinking?

A This is what Council is trying to do with the community driven plans, noting that there is contest between local issues and the bigger picture views across Community Boards.

Q Rates?

A Council does not feel they need to sell any shareholding in their companies. In April Council identified three problems; the deficit of financial year, the loss of revenue across the next 3 financial years and the capital programme. Council is committed to an objective of limiting borrowing, and it is likely there will be rate increases.

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