

What matters most?



Early engagement on the Long Term Plan 2024-34

“Help us sort the must-haves from the nice-to-haves.”

August 2023

Introduction

The Long Term Plan (LTP) sets out what we plan to achieve over the next decade, and how it will be funded. It's our commitment to delivering the services and infrastructure our city needs to thrive, and an opportunity for everyone to shape the future of our city for the next 10 years.

Consultation on the LTP is arguably one of, if not the most important conversation we have with our residents. However, it can also be one of the most difficult to engage people in because it is so 'future focused' and intangible. Even though the impacts of an LTP can be significant and ongoing, people don't necessarily see any immediate relevance.

One of the key ways we can address this challenge is to engage early and meaningfully, to help raise awareness about what an LTP is, and by providing opportunities for residents to be involved in the development of the draft Long Term Plan.

Following direction set by last term's Engagement Working Group in their *Strategy for pre-engagement on the Long Term Plan*, we are now rolling out a multi-phase programme of engagement that will culminate in consultation on the draft Long Term Plan in the first quarter of 2024.

This report focuses on the first phase of this programme – an early conversation with our communities about the Council's core services and strategic priorities, to help inform the development of the Draft LTP. This phase was also an opportunity to raise awareness about what the Council does and why, and to help manage expectations ahead of some hard decisions that will need to be made in this upcoming LTP.

Table of Contents

Introduction	2
Table of Contents	3
The approach	4
Summary of what we heard (and what does it all mean)	6
Who did we hear from?	9
Why do we collect demographic information?	9
How do these results compare with other city-wide council engagements?	9
Number of participants by community board	10
Number of participants by ward	10
Number of participants by age	11
Number of participants by gender	11
Number of participants by ethnicity	11
What Matters Most?	12
What Matters Most? Community Board and Ward	20
What Matters Most . . . to young people?	24
What Matters Most . . . to Māori?	28
What Matters Most . . . to Pacific Peoples?	29
What Matters Most . . . to participants of Asian ethnicity?	32
What Matters Most . . . to people with disabilities?	34
What Matters Most . . . to residents who live in the East	36
What Matters Most . . . to residents in Banks Peninsula?	41
APPENDIX 1: Quick polls and discussion forums	45
APPENDIX 2: What Matters Most Persona Narratives	54
APPENDIX 3: Full summary of 'What Matters Most' exercise results (online and paper)	61
APPENDIX 4: What did we hear at the events we attended?	62
APPENDIX 5: Elected Council vs. 'What Matters Most' online and paper participants	68
APPENDIX 6: Late 'What Matters Most' paper forms	69
APPENDIX 7: Measurements & what we've achieved	70

The approach

Our overarching goal for this phase of the engagement was to engage a diverse range of people in a meaningful way, so that their feedback genuinely supports the development of the draft LTP.

In terms of diversity, we wanted to hear from as many people as possible from across Christchurch and Banks Peninsula. In particular, we wanted to make sure some of our harder to reach audiences – young people, multi-cultural communities and the eastern suburbs – were actively involved in the conversation.


In terms of meaningful engagement, we wanted to create an engagement activity which generated timely and genuinely useful feedback to help shape the development of the draft Long Term Plan.

Our approach was to expand upon a reoccurring theme that's emerging across our consultations and surveys – that people want us to 'stick to the basics'. Residents are telling us they want us to do the core services rather than the 'nice to haves'. However, it's also clear from the feedback that people's expectations of basics differ significantly. Furthermore, the Council is required by legislation, national policy, and government direction to do a whole range of core services, but we know the depth and breadth of this is not well understood by our residents.

For this phase of engagement, we developed a participatory budgeting activity aimed at gaining a greater understanding of what people mean when they say 'the basics' – and specifically, what different demographics mean when they say 'the basics'. Using the Council's Activity Management Plans as a starting point, and focusing specifically on those areas that are resident-facing, we created a list of 17 core services and then asked people to allocate points to those services that matter most to them.

While our primary channel for engagement was a new online engagement platform (ccc.govt.nz/whatmattersmost), people could also complete a hard copy form, or drop a token into a container at one of the community events we attended during the six week engagement period. We also held some targeted workshops with key stakeholders/audiences.

What matters most? Tell us which core services matter most to you.
We all have different opinions on what's a nice-to-have and what's a must-have.
You have 100 points. Put points in the boxes of the core services that matter most to you.
You can put them on as many or as few services as you like – there's no right answer, just your opinion!

 Community spaces Providing a network of facilities for activities that bring people in the community together.	<input type="text"/>	 Community development Investing directly in our communities with funding and support to help them grow even stronger.	<input type="text"/>
 Recreation and sport Offering accessible facilities where residents can get active.	<input type="text"/>	 Events Organising and supporting arts and events of all sizes for the community.	<input type="text"/>
 Christchurch Art Gallery Providing a gallery space for residents and visitors to engage with art.	<input type="text"/>	 Parks and gardens Maintaining and developing our sports fields, gardens, playgrounds, and community and regional parks.	<input type="text"/>
 Civil Defence Emergency Management Preparing for and responding to emergencies that threaten the safety of our communities.	<input type="text"/>	 Christchurch City Libraries Fostering lifelong learning and connecting people with knowledge, ideas and new perspectives through welcoming community hubs.	<input type="text"/>
 Drinking water Ensuring everyone has access to safe drinking water.	<input type="text"/>	 Wastewater Maintaining and improving the network that treats and discharges our wastewater.	<input type="text"/>
 Stormwater and drainage Maintaining and improving our stormwater and drainage networks.	<input type="text"/>	 Roads and footpaths Maintaining our network of roads and footpaths.	<input type="text"/>
 Waste and recycling Collecting rubbish, recycling and organics and managing it responsibly.	<input type="text"/>	 Travel choice Making it easier and safer for residents to choose how they get around.	<input type="text"/>
 Enabling development and activities Enabling housing and business development in the right places across the city.	<input type="text"/>	 Promoting Ōtautahi Christchurch Attracting investment, talent and visitors, supporting business innovation, and promoting the city.	<input type="text"/>
 Climate change Reducing emissions and helping our city adapt to the impacts of climate change.	<input type="text"/>		

Almost there! © Now check that your total points add up to 100.
Drop this form off at any Christchurch City Council Service Centre or library or send it to:
Christchurch City Council Freepost Authority No 178, PO Box 73016, Christchurch
Attention: Engagement
For more information
ccc.govt.nz/whatmattersmost

To help us appeal to a more diverse and younger audience, we also took a slightly different approach with the campaign imagery. Rather than using photography, we created avatar brand characters. Avatars put a 'human' face to a concept, and also help create an emotional response. They can be a very effective brand-building tool for organisations such as ourselves that can struggle to create a connection with our audiences.

Just prior to the launch of the engagement period, we had an opportunity to test the participatory budgeting exercise with the Council's Multicultural Advisory Group (MAG). Members suggested some changes to help simplify the language and improve understanding, which we subsequently made before the engagement went live. We'd like to acknowledge and thank MAG for their feedback and support. We would also like to acknowledge the feedback received from the Disability Advisory Group which helped us improve the accessibility of the online experience.



Summary of what we heard (and what does it all mean)

The engagement period ran from 6 July to 13 August and during that time we received **4,000** responses to the participatory budgeting exercise. We also had a similar number of participants in the nearly 80 in-person activities – community events, meetings, focus groups and displays in library and service centres – throughout Christchurch and Banks Peninsula.

Overall, there are some consistent themes emerging from the engagement. However, there are also subtle nuances in the results which tell a story about the different priorities our various communities have, and the challenges they are facing.

The 4,000 participants who completed the participatory budgeting exercise identified the following services as the five that matter the most:

- Climate change
- Drinking water supply
- Roads and footpaths
- Travel choice
- Parks and gardens



Climate change was a focus across all the results, with residents of different ages and ethnicities and those living in different areas of the city telling us that it is a priority for them, reflected in the consistently high number of points it was allocated. One of our quick polls explored what people wanted us to focus on for this LTP, 43% of respondents said that they would like us to focus on the long-term progress of our city, even if it means that we will need to spend more. The high number

of points allocated to climate change, on average, aligns with the desire for us to take a long-term view and focus on the future of the city.

In the same quick poll, 41% of respondents indicated that they would like us to focus on maintaining what we have before we add anything new. Again, this was reflected in the results of the 'What Matters Most' exercise, where services such as drinking water, roads and footpaths, and parks and gardens featured in the services participants have told us are most important.

We regularly hear that residents are dissatisfied with the condition of our roads and footpaths, so it's not surprising that roads and footpaths also featured in the top five core services from the 'What Matters Most' exercise. However, travel choice was also in the top five priorities, suggesting that while people would like to see the condition of our roads and footpaths improve, they also want to have the ability to travel around the city safely using a variety of modes.

We also heard through this engagement how important our city's greenspaces are to our residents. The number of participants who allocated points to parks and gardens was second only to drinking water, with 78% of participants allocating this service an average of 11.3 points. We used one of our quick polls to explore which aspects of parks and gardens they think are the most important. Through this, respondents told us that they value the Port Hills and Banks Peninsula reserves and recreation areas, Hagley Park and the Botanic Gardens and neighbourhood parks and playgrounds the most.

Although the three waters service may not be delivered by us in the future, participants still highlighted the importance and value of these services, with drinking water in the top five most important services and stormwater and drainage, and wastewater coming in at number six and seven respectively. We know that Christchurch residents value the high-quality drinking water that we provide, and this result reiterates just how much they value this.

Overall, we heard from a much more diverse group of participants than we normally do. We go into more detail about this in the next section, but across the board we managed to reach a younger and more multi-cultural audience from across Christchurch and Banks Peninsula.

Generally young people had similar priorities to what we see in the overall results, but they place a particularly high value on climate change and recreation and sport. What was most interesting during our workshops with young people, was watching them grapple with the need to prioritise which services matter the most. This led to some robust discussions about which services mattered the most to them and why – highlighting how one person's 'nice to have' can be another person's 'must have'.

Some of our multi-cultural communities tended to have slightly different priorities to the wider cohort of participants:

- Those who attended our Pacific Peoples' Talanoa told us that three waters (drinking water, wastewater, and stormwater and drainage), Civil Defence Emergency Management and community development were the most important services. This varied slightly for Pasifika participants who completed the exercise online or on a paper form, where drinking water, roads and footpaths and climate change were the most important (more consistent with the overall results).
- Seven percent of our "What Matters Most" participants were Māori which is much higher than we normally achieve across our wider engagement and research programmes. While

their five most important services generally aligned with the overall results, they rated recreation and sport and events much higher than our wider group of participants.

- Our participants of Asian ethnicity prioritised drinking water, travel choice and climate change, similar to the results we saw from the wider cohort of participants. However, they tended to rate recreation and sport and Civil Defence Emergency Management as more important than our wider group of participants.

Generally, we saw reasonably consistent priorities across our wards and community boards. However, there were a few notable anomalies that are worth highlighting:

- Community development was in the top five most important services for the Hornby ward. For most other wards, it appeared in the five least important services.
- Enabling development was in the top five most important services for the Waimairi ward. For most other wards, it appeared in the five least important services.
- Stormwater and land drainage featured in the top five most important core services in the Burwood, Coastal and Papanui wards.
- Climate change was the top priority for all wards except Burwood, Coastal, Halswell and Hornby.
- Waitai Coastal-Burwood-Linwood was the only board where stormwater and drainage appeared in the top five priorities.

The findings from the 'What Matters Most' campaign clearly show there are some services that matter more to our residents. However, if there's one thing we can take away from this engagement, it's that everything is important to someone – one person's 'must have' is another person's 'nice to have'. Our challenge now is to balance these competing values and priorities as we develop the Long Term Plan.

Who did we hear from?

The following tables summarise who we heard from through the 'What Matters Most' activity, including those who completed it online or in person on paper. It does not include those we spoke to at events, anyone who completed the in-person token exercise or any of the groups we held hui with. Not all participants provided their demographic information.

Why do we collect demographic information?

It is important that we understand both who we have and have not heard from when we engage with residents on issues that affect everyone in the city. We include a standard set of demographic questions across our consultations that help us better understand this. These questions are optional – submitters do not have to answer them to make a submission.

Where possible, we align the questions we ask with the information that StatsNZ collects via the census. This ensures that we are capturing the information that is consistent with the national approach to reporting on demographics, but also enables us to benchmark and understand whether we have heard from a representative group of submitters.

How do these results compare with other city-wide council engagements?

Even without the events and hui that were more specifically targeted at harder-to-reach audiences, we achieved a greater diversity in ethnicity, age and area than our typical city-wide engagements (we tend to hear more from residents who are 49+ years and NZ European).

As previously mentioned, our intention with this engagement was to engage with a diverse range of people in a genuine way. We tailored our engagement, communications and marketing tactics accordingly (with corresponding budget and resource implications) and we believe this result reflects that. We introduced a new online engagement platform, we sent targeted communications, we tried a new marketing approach (the use of avatars, along with greater use of dynamic display ads), and we tweaked things along the way, responding to feedback and real-time data on how people were interacting with our resources. See Appendix 6: Measurements for more detail on these results.

Number of participants by community board

Community Board	Number of Participants	%* of Participants
Not Stated	396	10%
Te Pātaka o Rākaihautū Banks Peninsula	188	5%
Waitai Coastal-Burwood-Linwood	739	18%
Waipuna Halswell-Hornby-Riccarton	621	16%
Waimāero Fendalton-Waimairi-Harewood	539	13%
Waipapa Papanui-Innes-Central	707	18%
Waihoru Spreydon-Cashmere-Heathcote	810	20%

Number of participants by ward

Ward	Number of Participants	%* of Participants
Not Stated	396	10%
Banks Peninsula	188	5%
Burwood	223	6%
Cashmere	346	9%
Central	215	5%
Coastal	311	8%
Fendalton	145	4%
Halswell	293	7%
Harewood	207	5%
Heathcote	252	6%
Hornby	109	3%
Innes	302	8%
Linwood	205	5%
Papanui	190	5%
Riccarton	219	5%
Spreydon	212	5%
Waimairi	187	5%

Number of participants by age

Age	Number of Participants	% of Participants
Not Stated	817	20%
Under 18 years	36	1%
18 – 24 years	193	5%
25 – 34 years	759	19%
35 – 49 years	949	24%
50 – 64 years	757	19%
65 – 79 years	439	11%
80 years and over	57	1%

Number of participants by gender

Gender	Number of Participants	% of Participants
Not Stated	751	19%
Male	1337	33%
Female	1860	47%
Gender Diverse	52	1%

Number of participants by ethnicity

Ethnicity	Number of Participants	% of Participants
Not Stated	564	14%
NZ European	2653	66%
Māori	263	7%
Pacific Peoples	51	1%
Asian	195	5%
Middle Eastern, Latin American & African	42	1%
Other European	9	0.2%
Other	221	6%

What Matters Most?

The following section sets out the results from the 'What Matters Most' participatory budgeting exercise, which participants could complete either online or via a paper form. The exercise was also used in a series of workshops with specific groups, the outcomes of which are covered later in the report.

Overall feedback

Overall, 4000 participants completed the 'What Matters Most' participatory budgeting exercise, either online (3,475) or via a paper form (525). The table below summarises the results from both the online and paper forms.

The five **most important** core services identified by all participants who took part in the 'What Matters Most' exercise were:

1. Climate change (16.2 points)
2. Drinking water supply (14.0 points)
3. Roads and footpaths (12.8 points)
4. Travel choice (11.7 points)
5. Parks and gardens (11.1 points)

Table 1: Overall 'What Matters Most' results from online and paper activity.

Core Service	Total Points Allocated	Total participants who allocated points	Average Points Allocated
Climate change	43,227	2,672	16.2
Drinking water	46,310	3,316	14.0
Roads and footpaths	36,435	2,843	12.8
Travel choice	26,978	2,301	11.7
Parks and gardens	34,556	3,109	11.1
Stormwater and drainage	28,825	2,894	10.0
Wastewater	24,736	2,727	9.1
Waste and recycling	25,445	2,850	8.9
Recreation and sport	21,914	2,522	8.7
Christchurch City Libraries	20,318	2,439	8.4
Civil Defence Emergency Management	20,267	2,537	8.0
Enabling development	13,115	1,729	7.6
Events	15,613	2,144	7.3
Community development	12,175	1,809	6.7
Community spaces	14,672	2,187	6.7
Promoting Ōtautahi Christchurch	7,809	1,446	5.4
Christchurch Art Gallery	7,554	1,550	4.9

The five **least important** services identified by participants who completed the participatory budgeting exercise were:

1. Events (7.3 points)
2. Community development (6.7 points)
3. Community spaces (6.7 points)
4. Promoting Ōtautahi Christchurch (5.4 points)
5. Christchurch Art Gallery (4.9 points)

Participants highlighted the importance of the Three Waters activities, with drinking water in the top five core services and stormwater and drainage and wastewater coming in at number 6 and 7 respectively. Should the Three Waters Reform Programme continue as currently planned post the October 2023 central government election, this would see the three waters core services no longer delivered by the Council. In this context, the five most important core services identified by participants would look as follows:

1. Climate change (16.2 points)
2. Roads and footpaths (12.8 points)
3. Travel choice (11.7 points)
4. Parks and gardens (11.1 points)
5. Waste and recycling (8.9 points)

Table 2 below sets out the key statistics for the participatory budgeting exercise by core service, including the mean, median, minimum and maximum points allocated to each service included in the exercise. It also provides the overall proportion of participants who allocated points to each service. More information on this can be found in appendix X.

While the minimum and maximum points do not show anything particularly interesting in terms of the points allocated to each service, they do clearly indicate how one person's 'must have' (100 points) is another person's 'nice to have' (1 point), and highlight the challenge of balancing these diverse views when planning for the future of the city.

Comparing the proportion of participants and average score from **Table 2** begins to tell a story about the level of priority some participants place on certain services. The largest proportion of respondents allocated points to services such as drinking water, parks and gardens, stormwater and drainage, waste and recycling, and roads and footpaths. However, not all of these services have the highest average scores. This tells us that even though a large number of participants saw these services as being important, there are other services that fewer participants saw as more important, and therefore allocated them a higher number of points. To put that another way, although fewer participants allocated points to climate change, travel choice and wastewater, they tended to allocate them a higher number of points, meaning these services have ended up with a higher overall score.

Table 2: Mean, median, min and max scores for each core service from ‘What Matters Most’ exercise

Core Service	% Participants who allocated points to service	Points Allocated			
		Mean (Average)	Median (Middle)	Min	Max
Climate change	67%	16.2	10	1	100
Drinking water	83%	14.0	10	1	100
Roads and footpaths	71%	12.8	10	1	100
Travel choice	58%	11.7	10	1	100
Parks and gardens	78%	11.1	10	1	100
Stormwater and drainage	72%	10.0	9	1	99
Wastewater	68%	9.1	8	1	100
Waste and recycling	71%	8.9	8	1	99
Recreation and sport	63%	8.7	6	1	100
Christchurch City Libraries	61%	8.3	6	1	100
Civil Defence Emergency Management	63%	8.0	6	1	100
Enabling development	43%	7.6	5	1	100
Events	54%	7.3	5	1	100
Community spaces	55%	6.7	5	1	100
Community development	45%	6.7	5	1	100
Promoting Ōtautahi Christchurch	36%	5.4	4	1	96
Christchurch Art Gallery	39%	4.9	4	1	80

Figure 1 below shows the total participants who allocated points to a core service (bars) versus the average number of points allocated to a service (points).

The graph highlights the relationship between the number of participants who allocated points to a service and the average score for each service:

- A significant number of participants allocated points to parks and gardens, wastewater and drainage, and waste and recycling. However, on average they allocated those services fewer points compared with services such as roads and footpaths, drinking water, travel choice and climate change.
- While fewer participants allocated points to climate change than some other services, they tended to allocate it more points.

Figure 1: Total participants who allocated points & average points allocated to each core service

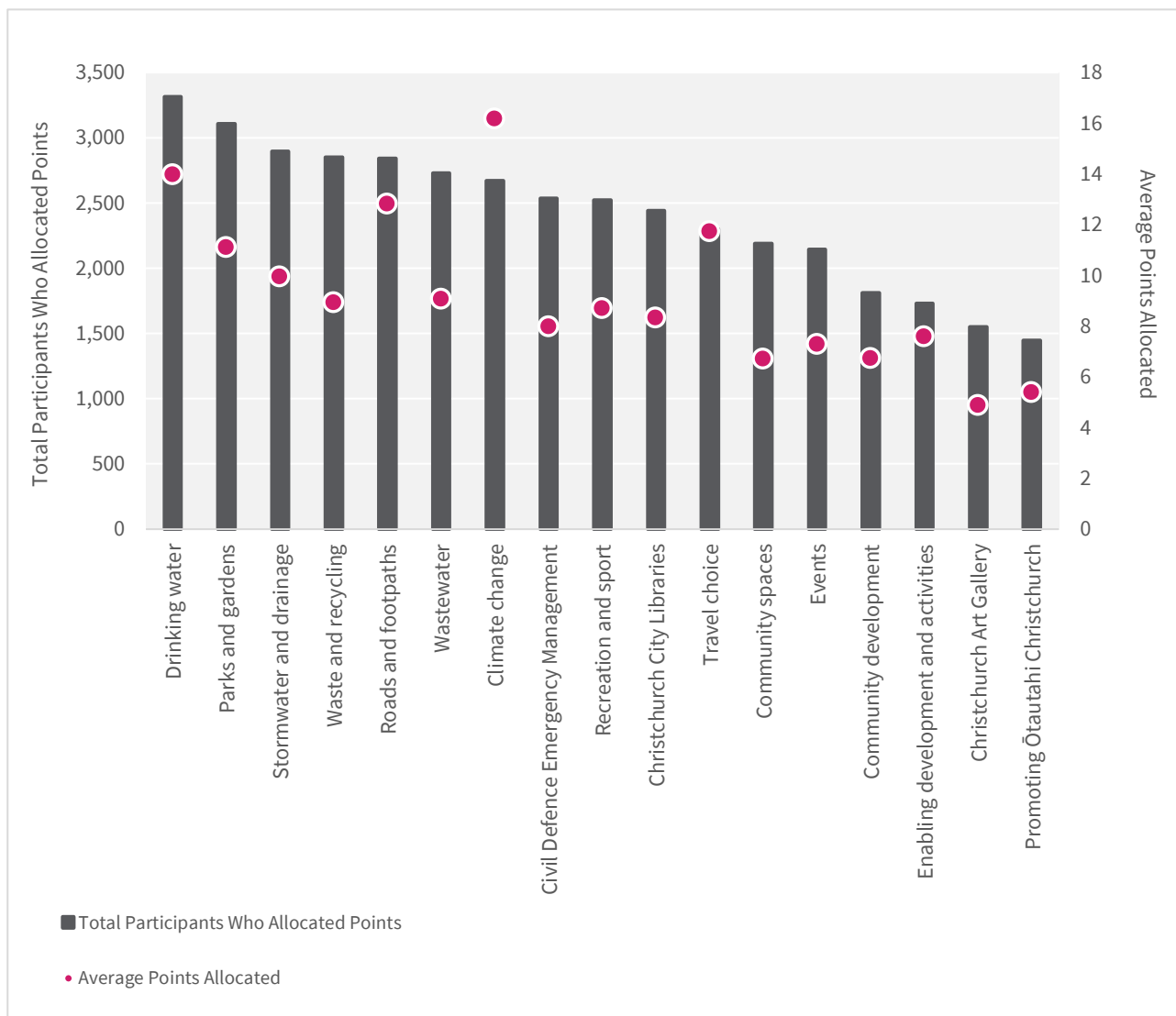
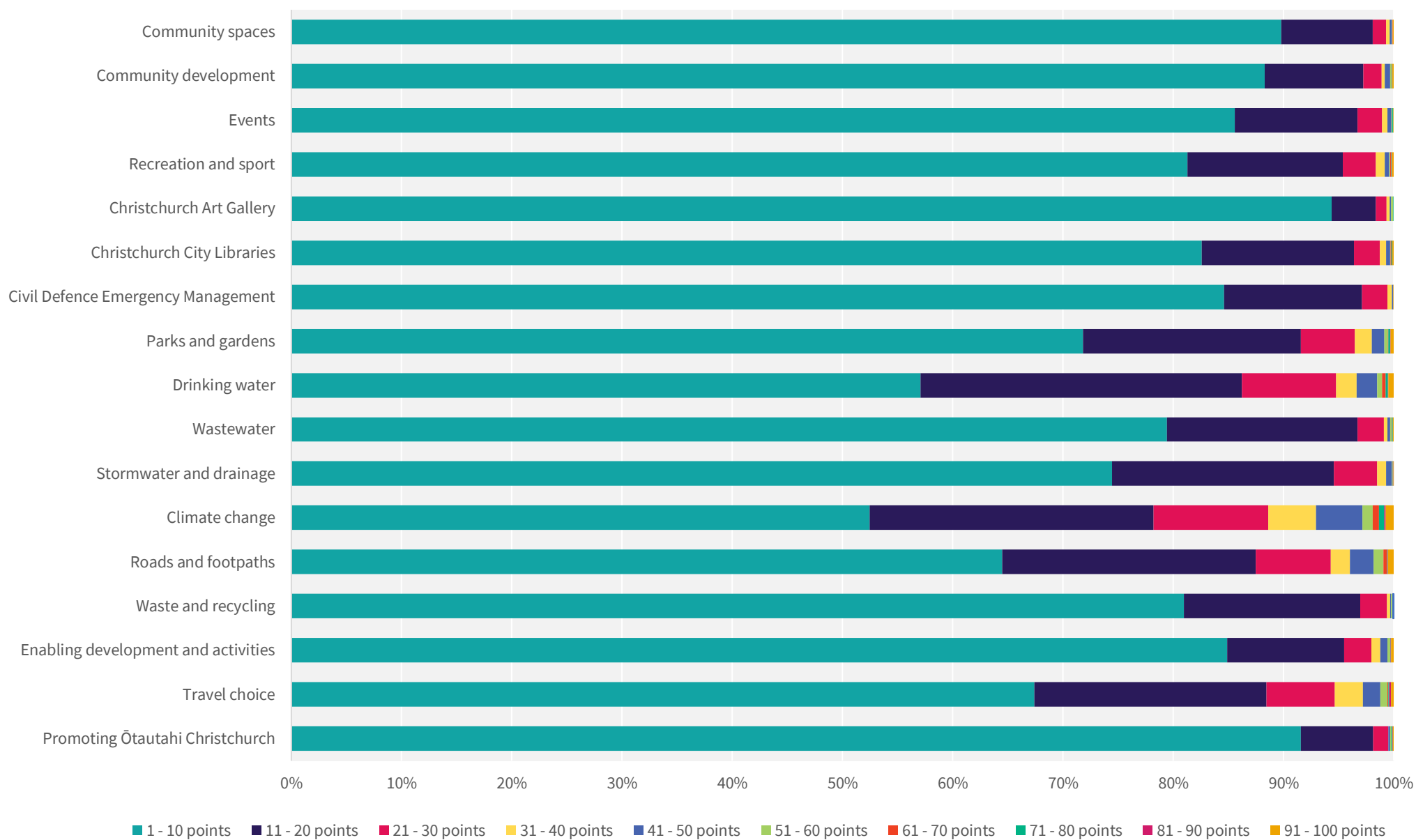


Figure 2 provides an overview of the distribution of points by core service, which shows that generally most participants allocated their points across a large range of the core services.

It also highlights again that there were a small number of services that were commonly allocated a higher number of points (11 – 20 points, 21 – 30 points), including drinking water, climate change, travel choice, roads and footpaths and parks and gardens.

Figure 2: Distribution of points by core service from “What Matters Most” activity (online and paper participants)



Online vs. paper feedback

There is some variation in the core services that matter most when comparing the results of the online exercise with the results from those who completed it on paper.

The top five most important core services for the online cohort are consistent with the results for the overall analysis (online and paper combined). However, the top five most important core services according to those who completed the exercise on paper are:

Online Only	Paper
1. Climate change	1. Drinking water
2. Drinking water	2. Roads and footpaths
3. Roads and footpaths	3. Recreation and Sport
4. Travel choice	4. Parks and gardens
5. Parks and gardens	5. Waste and recycling

The services that the most participants allocated points to also varied between the online and paper participants.


Online Only	Paper
1. Drinking water	1. Drinking water
2. Parks and gardens	2. Roads and footpaths
3. Stormwater and drainage	3. Recreation and sport
4. Waste and recycling	4. Parks and gardens
5. Roads and footpaths	5. Waste and recycling

Table 3 provides a full break down of the differences in the proprieties of those who completed the participatory budgeting exercise online and those who completed it on paper.

In both instances (paper and online) there are examples where a large number/proportion of respondents allocated points to a service, but its average score was lower than other services. This shows that while participants see value in the service, overall, there are other services that participants see more value in (even though fewer participants allocated it points).

Table 3: Comparison of 'What Matters Most participatory budgeting online and paper results

Core Services	Online		Paper	
	% participants who allocated points to service	Average points allocated	% participants who allocated points to service	Average points allocated
Climate change	69%	16.7	54%	11.5
Drinking water	83%	13.7	81%	15.9
Roads and footpaths	72%	12.8	67%	13.1
Travel choice	60%	12.1	44%	8.4
Parks and gardens	80%	11.3	64%	9.9
Stormwater and drainage	74%	9.9	62%	10.5
Wastewater	70%	9.0	55%	10.0
Waste and recycling	72%	8.8	63%	10.0
Recreation and sport	63%	8.3	66%	11.2
Christchurch City Libraries	61%	8.0	58%	10.5
Civil Defence Emergency Management	64%	7.7	59%	10.3
Enabling development	43%	7.3	46%	9.4
Events	54%	7.2	50%	8.2
Community spaces	55%	6.4	53%	8.8
Community development	44%	6.0	52%	10.6
Promoting Ōtautahi Christchurch	36%	5.2	39%	6.7
Christchurch Art Gallery	39%	4.5	39%	7.0

 Services that were either prioritised by more participants, or that received more points and therefore have a higher average score.

Tables 4 and 5 below set out the demographics for those who completed the What Matters Most exercise online versus on paper. Generally, participants who completed the exercise on paper were more likely to be over the age of 65 years, while those under the age of 34 years were more likely to complete it online.

Proportionally, participants of Pacific and Asian ethnicities were more likely to complete the exercise on paper.

Table 4: Comparison of age of participants completing the participatory budgeting exercise - online and paper

Note: % of participants have been calculated with 'not stated' removed from the total.

Age	Online		Paper	
	Number of Participants	% of Participants	Number of Participants	% of Participants
Not Stated	472		345	
Under 18 years	26	1%	10	6%
18 – 24 years	181	6%	12	7%
25 – 34 years	741	25%	18	10%
35 – 49 years	915	30%	34	19%
50 – 64 years	721	24%	36	20%
65 – 79 years	389	13%	50	28%
80 years and over	37	1%	20	11%

Table 5: Comparison of ethnicity of participants completing the participatory budgeting exercise - online and paper

Note: % of participants have been calculated with 'not stated' removed from the total.

Ethnicity	Online		Paper	
	Number of Participants	% of Participants	Number of Participants	% of Participants
Not Stated	175		310	
NZ European	2528	77%	125	58%
Māori	257	8%	7	3%
Pacific Peoples	33	2%	18	8%
Asian	144	6%	51	24%
Middle Eastern, Latin American & African	39	1%	3	1%
Other European	0	0%	9	4%
Other	220	7%	2	1%

What Matters Most? Community Board and Ward

It is important that we understand what matters most not only to the wider city, but to the various communities across our city. **Table 6** sets out the top five priorities for each community board area. While there is a great deal of consistency across the six board areas, some communities told us that there are some things that matter more for their community than others across the city. The main instances of this are:

- Stormwater and land drainage featured in the top five core services for Waitai Coastal-Burwood-Linwood but was not in the top five priorities for any other board areas.
- Climate change received, on average, the highest number of points in the Te Pātaka o Rākaihautū Banks Peninsula board area. This was significantly higher than the average number of points allocated in other board areas.
- Travel choice featured in the top five priorities for all boards except Waitai Coastal-Burwood-Linwood.
- Roads and footpaths received, on average, the highest number of points in the Waitai Coastal-Burwood-Linwood board area. This is consistent with other feedback that residents of the east continue to express their frustration with what they see as a lack of progress in their neighbourhoods, particularly in the transport infrastructure space.

Table 7 sets out what participants told us are the most important and least important core services by ward. There is a great deal of consistency across the wards in both the most and least important core services, and generally they align with the most and least important from the overall results.

However, there are a few outliers worth noting:

- Climate change took the number one spot across all wards, except for Burwood, Coastal, Hornby and Papanui. Participants from the Burwood and Hornby wards told us that roads and footpaths were their most important priority, while in the Coastal and Papanui wards this was drinking water.
- Climate Change received, on average, the largest allocation of points in the Banks Peninsula ward.
- Participants in the Waimairi ward told us that they want us to prioritise enabling development, with it coming in at fifth equal with parks and gardens. This commonly appeared in the five least important services across other wards.
- Stormwater and land drainage featured in the top five most important core services in the Burwood, Coastal and Papanui wards. These are all areas where residents have been grappling with ongoing stormwater and land drainage challenges.
- Participants in the Fendalton, Halswell and Heathcote indicated that they feel Civil Defence Emergency Management is less important, with it appearing in the five least important services for all three of these wards.
- Community development was a priority for participants in the Hornby ward, for most other wards it tended to appear in the five least important services.

Table 6: What Matters Most top five core services by Community Board

Core Service	Te Pātaka o Rākaihautū Banks Peninsula	Waitai Coastal- Burwood-Linwood	Waimāero Fendalton- Waimairi-Harewood	Waipuna Halswell- Hornby-Riccarton	Waipapa Papanui- Innes-Central	Waihoru Spreydon- Cashmere-Heathcote
Community spaces	5.3	6.6	6.1	6.7	6.6	6.4
Community development	6.8	6.8	5.9	6.8	5.8	5.6
Events	5.8	7.4	6.8	7.5	7.3	7.0
Recreation and sport	7.0	8.7	9.9	8.0	8.0	8.2
Christchurch Art Gallery	5.3	3.8	5.2	4.4	4.9	4.7
Christchurch City Libraries	8.1	8.7	8.2	7.5	8.0	8.1
Civil Defence Emergency Management	8.1	8.4	8.1	7.6	7.6	7.1
Parks and gardens	10.7	11.3	12.2	10.5	10.1	11.9
Drinking water	11.8	16.2	14.1	13.5	12.9	12.9
Wastewater	8.9	10.4	9.0	8.5	8.8	8.4
Stormwater and drainage	9.6	11.3	10.1	9.7	9.4	9.4
Climate change	24.5	15.9	15.0	15.3	14.4	18.6
Roads and footpaths	11.7	14.8	12.4	13.2	12.7	10.9
Waste and recycling	8.5	9.1	9.3	8.6	8.7	8.5
Enabling development	6.8	6.9	9.1	7.4	6.6	6.9
Travel choice	10.6	11.1	11.1	11.6	11.3	13.9
Promoting Ōtautahi Christchurch	3.6	5.1	5.6	5.8	5.7	4.5

 Top five core services by Community Board

Table 7: Five most and least important core services by ward

Ward	Five most important core services		Five least important core services	
	Service	Average Points	Service	Average Points
Banks Peninsula	Climate change	24.5	Community development	6.8
	Drinking water	11.8	Events	5.8
	Roads & footpaths	11.7	Community spaces	5.3
	Parks & gardens	10.7	Christchurch Art Gallery	5.3
	Travel Choice	10.6	Promoting Ōtautahi Christchurch	3.6
Burwood	Roads and footpaths	17.9	Community Development	6.9
	Drinking water	15.6	Promoting Ōtautahi Christchurch	6.8
	Climate change	14.5	Community spaces	6.6
	Stormwater and drainage	12.3	Enabling development	6.3
	Travel choice	11.9	Christchurch Art Gallery	3.5
Cashmere	Climate change	18.2	Community spaces	6.4
	Travel choice	13.5	Events	6.2
	Parks and gardens	11.9	Community development	5.1
	Drinking water	11.8	Christchurch Art Gallery	5.0
	Roads and footpaths	11.1	Promoting Ōtautahi Christchurch	4.4
Central	Climate change	16.0	Enabling development	7.3
	Travel choice	12.8	Promoting Ōtautahi Christchurch	7.0
	Roads and footpaths	12.2	Community development	6.9
	Drinking water	11.9	Community spaces	6.5
	Parks and gardens	9.6	Christchurch Art Gallery	6.1
Coastal	Drinking water	16.6	Community development	7.0
	Climate change	14.9	Events	6.8
	Roads and footpaths	14.2	Community spaces	6.3
	Parks and gardens	10.7	Promoting Ōtautahi Christchurch	4.2
	Stormwater and drainage	10.5	Christchurch Art Gallery	3.8
Fendalton	Climate change	15.2	Civil Defence Emergency Management	7.4
	Drinking water	13.2	Events	6.1
	Roads & footpaths	11.9	Promoting Ōtautahi Christchurch	5.8
	Parks & gardens	11.7	Community development	5.5
	Travel choice	11.1	Community spaces	5.4
Halswell	Drinking water	14.3	Civil Defence Emergency Management	7.3
	Climate change	14.0	Community development	6.4
	Roads & footpaths	13.6	Community spaces	6.4
	Parks & gardens	11.0	Promoting Ōtautahi Christchurch	5.4
	Travel choice	10.7	Christchurch Art Gallery	4.1
Harewood	Climate change	15.3	Events	7.4
	Parks & gardens	14.6	Community spaces	6.6
	Drinking water	14.6	Community development	6.1
	Roads & footpaths	12.9	Promoting Ōtautahi Christchurch	5.3
	Travel choice	11.5	Christchurch Art Gallery	3.5

Heathcote	Climate change	19.3	Community spaces (=)	6.8
	Drinking water	14.0	Civil Defence Emergency Management (=)	6.8
	Travel choice	13.3	Enabling development	6.7
	Parks & gardens	12.9	Community development	6.0
	Roads & footpaths	10.5	Christchurch Art Gallery	5.2
			Promoting Ōtautahi Christchurch	4.8
Hornby	Roads & footpaths	15.1	Events	7.3
	Drinking water	14.7	Travel choice	7.1
	Climate change	12.6	Community spaces	6.7
	Parks & gardens	10.4	Enabling development	6.6
	Community development	9.5	Christchurch Art Gallery	3.7
Innes	Climate change	14.6	Events	7.1
	Roads & footpaths	12.4	Enabling development	6.2
	Drinking water	12.2	Community development	5.3
	Travel choice	11.3	Promoting Ōtautahi Christchurch	5.2
	Parks & gardens	10.2	Christchurch Art Gallery	4.6
Linwood	Climate change	18.8	Enabling development	7.2
	Drinking water	16.0	Community spaces	7.2
	Parks & gardens	12.2	Community development	6.3
	Roads & footpaths	12.0	Promoting Ōtautahi Christchurch	4.7
	Travel choice	11.6	Christchurch Art Gallery	4.0
Papanui	Drinking water	15.1	Enabling development	6.5
	Roads & footpaths	13.8	Community spaces	5.4
	Climate change	11.9	Community development	5.3
	Parks and gardens	10.5	Promoting Ōtautahi Christchurch	5.2
	Stormwater & drainage	9.5	Christchurch Art Gallery	3.9
Riccarton	Climate change	17.7	Events	7.2
	Travel choice	14.4	Community spaces	7.1
	Drinking water	12.1	Community development	5.8
	Roads & footpaths	11.6	Promoting Ōtautahi Christchurch	5.4
	Parks & gardens	9.8	Christchurch Art Gallery	4.9
Spreydon	Climate change	18.6	Events	7.1
	Travel choice	15.2	Community spaces	5.9
	Drinking water	13.3	Community development	5.9
	Parks & gardens	10.7	Promoting Ōtautahi Christchurch	4.5
	Roads & footpaths	10.8	Christchurch Art Gallery	3.8
Waimairi	Climate change	14.7	Events	6.8
	Drinking water	14.1	Community spaces	6.1
	Roads & footpaths	12.2	Community development	6.0
	Travel choice	10.7	Promoting Ōtautahi Christchurch	5.8
	Enabling development (=)	10.1	Christchurch Art Gallery	4.2
	Parks & gardens (=)	10.1		

What Matters Most . . . to young people?

Events

University of Canterbury Undercroft

Our in-person token activity was at the University of Canterbury Undercroft for two days. It's estimated we engaged with around 175 people, who each received 5 tokens to place in the services that mattered most to them.

The services that received the most tokens were:

- Drinking water
- Climate change
- Roads and footpaths
- Travel choice

Services that received fewer tokens were community development, promotional activities and the Christchurch Art Gallery.

Youth Council Meeting

At the Youth Council Meeting, around 15 members took part in the token exercise, each receiving 5 tokens to place in the services they think matters most.

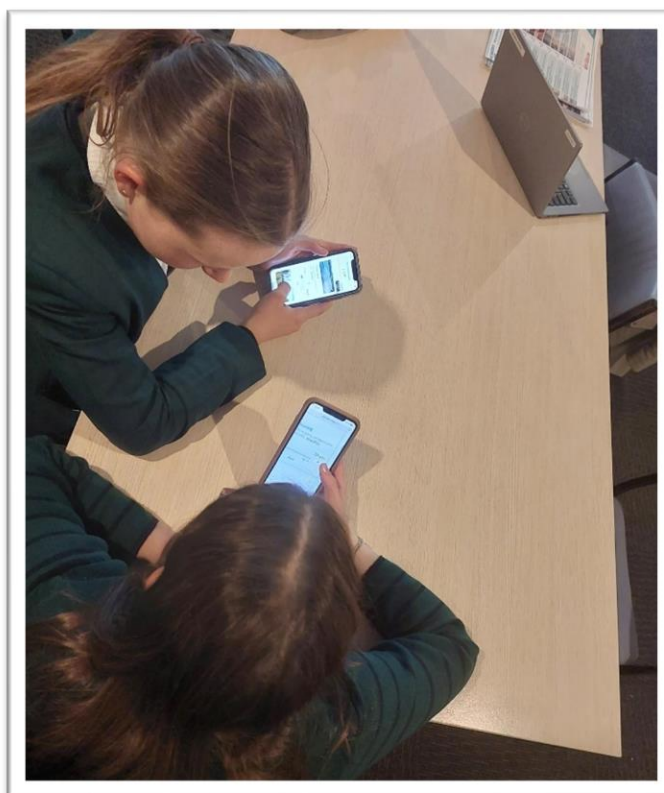
Recreation and sport centres received the highest tokens by far. This was followed by travel choice and climate change.

Stormwater and drainage, wastewater, roads and footpaths and Christchurch City libraries all received the lowest number of tokens.

Workshop - Young People Planning Hui

A Young People Planning Hui was held to talk about what matters most to our young people. Participants were aged 17 – 24 years.

In groups, participants were asked to allocate points to the services they thought mattered most. The groups did struggle to come to a consensus when considering how to prioritise services, leading to robust discussions about which services mattered the most to them and why – again highlighting how one person's 'nice to have' can be another person's 'must have'.



At the end of the hui participants were given 20 tokens each to place with the services that mattered the most to them. Climate change came out on top, followed by roads and footpaths, community development and travel choice. It should be noted that one participant allocated all their tokens to roads and footpaths. The art gallery and promoting Ōtautahi Christchurch were seen as lower priorities.

Table 8: 100 tokens as allocated by young people across various events

Core Services	Total tokens allocated by participants		
	University of Canterbury Undercroft*	Youth Council Meeting*	The Youth Hui*
Drinking water	12.5	3.9	6.5
Climate change	11.9	9.2	14.5
Recreation and sport	7.3	40.8	3.0
Travel Choice	9.0	9.2	9.0
Roads and footpaths	9.5	1.3	12.5**
Waste and recycling	7.7	2.6	4.5
Wastewater	7.3	1.3	4.5
Stormwater and drainage	5.7	1.3	4.5
Parks and gardens	4.9	2.6	5.5
Civil Defence Emergency Management	4.6	5.3	5.0
Community Spaces	4.0	5.3	4.5
Enabling development	3.2	3.9	5.0
Events	3.3	2.6	5.0
Christchurch City Libraries	3.3	1.3	5.0
Community Development	2.6	6.6	10.0
Promoting Ōtautahi Christchurch	1.8	0.0	0.0
Christchurch Art Gallery	1.3	2.6	1.0

*These have been calculated by scaling the total tokens allocated by participants to each core service to total 100 points.

**Note that one participant allocated all their tokens to roads and footpaths.

At the Youth Hui, participants were asked to select their preferred options on the paper versions of the quick polls that ran during the engagement period (See appendix x).

Table 9: Quick polls completed by participants at the Youth Hui

Question	Response	Count
Which of the following do you think should be our main focus for the 2024 Long Term Plan?	Focus on the long-term progress of our city, even if it means that we will need to spend more	7
	Focus on reducing our spending and rates increases, even if it means that we will need to make changes to or reduce some of our services	0
	Focus on maintaining what we already have before we add anything new	2
Do you think we are doing enough to make the central city a great place to live and do business?	We need to do more	6
	We've got the balance right	2
	Stop focusing on the central city	1
In our transport network, what needs the most investment?	Footpaths	0
	Cycleways	1
	Bus shelters and bus lanes	4
	Road quality	2
	Intersection safety	0

Online and paper forms

We received 229 responses from participants aged under 25 years old, through both the online platform and paper forms.

- Climate change was the top priority for participants aged under 25 years old, with an average of 24 points allocated to it. This is higher than the overall average for climate change at 16 points.
- Under 18 year olds highly value our Recreation and Sport Centres, giving the service an average of 20 points. This is significantly higher than the overall points allocated for this service, at 9 points.
- Travel choice is another top priority for 18 – 24 year olds, with an average of 15 points assigned to the service – higher than the average allocated by other age groups.
- Under 18 year olds seem to be less concerned about roads and footpaths, giving them an average of 9 points, compared with the overall average of 13 points.

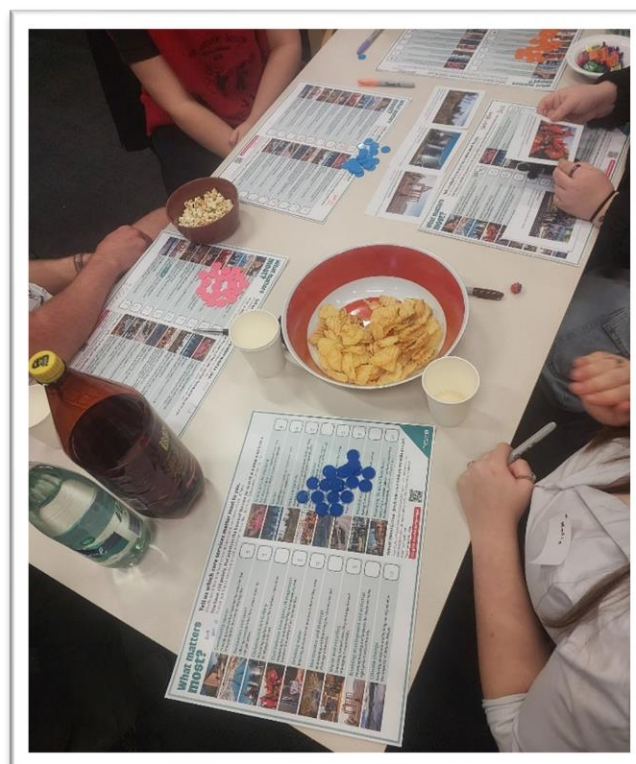


Table 10: 100 points as allocated by participants under 25 year olds

Core Services	Average points allocated by participants			Overall Average (all participants)
	Under 18 years	18 - 24 years	Under 25 years (combined)	
Climate change	27	21	24	16
Drinking water	12	11	11	14
Roads and footpaths	9	11	10	13
Travel choice	11	15	13	12
Parks and gardens	12	11	11	11
Stormwater and drainage	8	8	8	10
Wastewater	7	7	7	9
Waste and recycling	7	8	8	9
Recreation and sport	20	9	14	9
Christchurch City Libraries	8	7	7	8
Civil Defence Emergency Management	9	8	9	8
Enabling development	7	10	9	8
Events	8	9	8	7
Community development	6	6	6	7
Community spaces	6	8	7	7
Promoting Ōtautahi Christchurch	6	5	6	5
Christchurch Art Gallery	3	4	4	5



What Matters Most . . . to Māori?

Engagement with Papatupi Rūnanga is a separate workstream within the LTP programme that has its own timeline and processes. However, during this phase of engagement we also heard from 263 Māori participants who completed the participatory budgeting exercise (online or in paper form).

- Drinking water was the most important service to Māori participants, with an average of 15 points allocated to this service. This is slightly higher than the overall average of 14.
- This was followed by climate change, with an average of 14 points assigned, although this is lower than the overall average of 16. Roads and footpaths received an average of 13 points, which is in line with the overall average.
- Events are a higher priority for Māori participants, with an average of 9 points, compared to the overall average of 7.

Table 11: 100 points as allocated by Māori participants

Core Services	Average points allocated by Māori participants	Overall Average (all participants)
Drinking water	15	14
Climate change	14	16
Roads and footpaths	13	13
Parks and gardens	11	11
Travel choice	11	12
Stormwater and drainage	10	10
Recreation and sport	9	9
Wastewater	9	9
Events	9	7
Waste and recycling	8	9
Enabling development	8	8
Civil Defence Emergency Management	8	8
Christchurch City Libraries	8	8
Community development	8	7
Community spaces	7	7
Promoting Ōtautahi Christchurch	6	5
Christchurch Art Gallery	4	5

What Matters Most . . . to Pacific Peoples?

Workshop - Pacific Peoples Talanoa with Ministry for Pacific Peoples

A Pacific Peoples Talanoa with Ministry for Pacific Peoples (MPP) was held to discuss what matters most to Pacific Peoples. Around 26 people attended the workshop. As part of the workshop, participants were given 20 tokens each to place with the services they thought mattered most.

Wastewater received the most tokens, followed by drinking water and stormwater and drainage. The Christchurch Art Gallery, promoting Ōtautahi Christchurch and travel choice received the fewest tokens.

Table 12: 100 tokens as allocated by participants at the Pacific Peoples Talanoa

Core Services	Total tokens allocated by participants at the Pacific Peoples Talanoa *
Wastewater	11.1
Drinking water	10.7
Stormwater and drainage	9.4
Civil Defence Emergency Management	8.2
Community Development	8.2
Climate change	7.8
Community Spaces	6.6
Waste and recycling	5.7
Enabling development	5.3
Roads and footpaths	5.3
Recreation and sport	4.9
Christchurch City Libraries	4.1
Events and Arts	4.1
Parks and gardens	3.7
Christchurch Art Gallery	1.6
Promoting Ōtautahi Christchurch	1.6
Travel Choice	1.6

*These have been calculated by scaling the total tokens allocated by participants to each core service to total 100 points.

At the Pacific Peoples Talanoa, participants were asked to select their preferred options on the quick poll paper forms:

Table 13: Quick polls completed by participants at the Pacific Peoples Talanoa

Quick Poll	Response	Count
Which of the following do you think should be our main focus for the 2024 Long Term Plan?	Focus on the long-term progress and future of the city, even if it means that we will need to spend more	13
	Focus on reducing our spending and rates increases, even if it means that we will need to make changes or reduce some of our services	10
	Focus on maintaining what we already have before we add anything new	5
Do you think we are doing enough to make the central city a great place to live and do business?	We need to do more	5
	We've got the balance right	0
	Stop focusing on the central city	20
In our transport network, what needs the most investment?	Footpaths	0
	Cycleways	0
	Bus shelters and bus lanes	8
	Road quality	12
	Intersection safety	5

Online and Paper

We heard from a total of 51 participants who identify as Pasifika across our online platform and paper forms.

- Drinking water and roads and footpaths were the most important services for Pasifika participants, both receiving an average of 15 points. This is slightly higher than the overall averages received for these services, with an average of 14 points for drinking water and 13 points for roads and footpaths.
- Climate change is also seen as a high priority for Pasifika participants, allocating an average of 12 points. This is, however, lower than the overall average for climate change, at 16 points.
- Pasifika participants regard community development as a higher priority compared with the overall average for this service. Participants gave an average of 10 points to community development, compared with an average of 7 points for its overall result.
- Travel choice is a much lower priority for Pasifika participants, giving an average of 6 points, compared with an average of 12 points from the overall result.

Table 14: 100 points as allocated by Pasifika participants

Core Services	Average points allocated by Pasifika participants	Overall Average (all participants)
Drinking water	15	14
Roads and footpaths	15	13
Climate change	12	16
Parks and gardens	11	11
Community development	10	7
Recreation and sport	10	9
Community spaces	9	7
Waste and recycling	9	9
Stormwater and drainage	9	10
Wastewater	8	9
Events	8	7
Civil Defence Emergency Management	7	8
Christchurch City Libraries	7	8
Promoting Ōtautahi Christchurch	7	5
Enabling development	6	8
Travel choice	6	12
Christchurch Art Gallery	5	5

What Matters Most . . . to participants of Asian ethnicity?

Online and paper forms

There was a total of 195 participants of Asian ethnicity from both our online platform and paper forms.

- Drinking water is the highest priority for Asian participants, giving an average of 15 points. This is slightly higher than the overall average of 14 points.
- This was closely followed by travel choice, averaging 14 points. This is again higher than the overall result of 12 points.
- Climate change is considered a high priority to Asian participants, averaging 13 points, although this is lower than the average for the overall result, at 16 points.
- Roads and footpaths, and recreation and sport centres both received an average of 12 points. The average points assigned to recreation and sport centres is higher than the overall average of 9 points.
- Asian participants regarded Civil Defence and Emergency Management as more important compared with other ethnic groups, placing an average of 10 points on this service, versus an average of 8 points across other ethnicities.
- The Christchurch Art Gallery was considered a lower priority for Asian participants.

Table 15: 100 points as allocated by participants of Asian ethnicity

Core Services	Average points allocated by Asian participants	Overall Average (all participants)
Drinking water	15	14
Travel choice	14	12
Climate change	13	16
Roads and footpaths	12	13
Recreation and sport	12	9
Waste and recycling	11	9
Parks and gardens	11	11
Civil Defence Emergency Management	10	8
Enabling development	9	8
Stormwater and drainage	9	10
Christchurch City Libraries	9	8
Events	9	7
Wastewater	8	9
Promoting Ōtautahi Christchurch	8	5
Community spaces	8	7
Community development	8	7
Christchurch Art Gallery	6	5

What Matters Most . . . to people with disabilities?

Workshop - hui for people with disabilities

A hui for people with disabilities was organised together with the Disabled Persons Assembly to gauge an understanding of what services matter most to them. Around 16 people attended the hui.

Events received the highest number of tokens at the hui for people with disabilities, followed by roads and footpaths, drinking water and community spaces. Interestingly climate change was the lowest priority for people with disabilities.

Table 16: 100 points as allocated by participants at the hui for people with disabilities

Core Services	Total tokens allocated by participants at the hui for people with disabilities*
Events	18.7
Roads and footpaths	12.2
Drinking water	7.3
Community Spaces	7.3
Travel Choice	6.5
Parks and gardens	6.5
Waste and recycling	5.7
Recreation and sport	5.7
Christchurch City Libraries	5.7
Stormwater and drainage	4.1
Civil Defence Emergency Management	4.1
Community Development	4.1
Promoting Ōtautahi Christchurch	4.1
Wastewater	3.3
Enabling development	2.4
Christchurch Art Gallery	1.6
Climate change	0.8

*These have been calculated by scaling the total tokens allocated by participants to each core service to total 100 points.

At the hui, participants were asked to select their preferred options on the quick poll paper forms:

Table 17: Quick polls completed by participants at the hui for people with disabilities

Quick Poll	Response	Count
Which of the following do you think should be our main focus for the 2024 Long Term Plan?	Focus on the long-term progress and future of the city, even if it means that we will need to spend more	4
	Focus on reducing our spending and rates increases, even if it means that we will need to make changes or reduce some of our services	0
	Focus on maintaining what we already have before we add anything new	11
Do you think we are doing enough to make the central city a great place to live and do business?	We need to do more	9
	We've got the balance right	5
	Stop focusing on the central city	2
In our transport network, what needs the most investment?	Footpaths	13
	Cycleways	0
	Bus shelters and bus lanes	2
	Road quality	1
	Intersection safety	1

What Matters Most . . . to residents who live in the East

Events

Around 432 participants engaged with the in-person token exercise at events across the East.

Linwood Library – 44 participants

- Christchurch City Libraries received the most tokens at Linwood Library, followed by drinking water, roads and footpaths and climate change. Promoting Ōtautahi Christchurch, enabling development activities and the Christchurch Art Gallery received the fewest tokens.

New Brighton Library – 47 participants

- Drinking water received the highest number of tokens at New Brighton Library, followed by Christchurch City Libraries and climate change. Promoting Ōtautahi Christchurch, enabling development and activities, and community spaces received a fewer number of tokens.

New Brighton Market – 151 participants

- Drinking water received the most tokens at New Brighton Market. This was followed by roads and footpaths, and climate change. The Christchurch Art Gallery and enabling development and activities received the fewest number of tokens.

Parklands Library – 155 participants

- Christchurch City Libraries received the most tokens, followed by drinking water and waste and recycling. Travel choice, community spaces, promoting Ōtautahi Christchurch and enabling development and activities received the lowest number of tokens.



Wainoni Park – Eastern Eagles Club Day – around 163 participants

- Not surprisingly, recreation and sport received the highest number of tokens, followed by drinking water and roads and footpaths.
- Promoting Ōtautahi Christchurch and travel choice received the fewest number of tokens.

Table 18: 100 tokens as allocated by participants at various events across the East of Christchurch

Core Services	Average points allocated by participants				
	Linwood Library*	New Brighton Library*	New Brighton Market*	Parklands Library*	Wainoni Park - Eastern Eagles Club Day*
Drinking water	11.3	15.7	13.9	14.0	9.8
Christchurch City Libraries	23.4	14.8	6.2	20.2	5.8
Roads and footpaths	10.4	7.6	11.5	5.4	8.1
Climate change	10.4	10.6	10.5	6.2	5.4
Parks and gardens	5.0	5.5	8.9	6.2	6.4
Recreation and Sport	7.2	5.5	6.1	3.9	11.4
Waste and recycling	4.1	5.5	5.4	11.6	5.0
Stormwater and drainage	4.5	5.9	5.6	7.8	4.3
Civil Defence Emergency Management	6.3	4.7	5.7	5.4	4.3
Wastewater	1.8	3.8	5.4	5.4	5.3
Travel Choice	3.6	8.5	4.0	0.8	3.7
Events	3.6	5.1	3.7	1.6	8.2
Community Development	2.7	1.7	3.6	5.4	4.2
Community Spaces	3.2	1.3	3.8	0.8	7.1
Christchurch Art Gallery	1.4	1.7	1.7	3.9	3.9
Enabling development	1.4	1.3	1.9	0.8	3.9
Promoting Ōtautahi Christchurch	0.0	0.8	2.0	0.8	3.4

*These have been calculated by scaling the total tokens allocated by participants to each core service to total 100 points.

Online and paper forms

A total of 739 participants responded from the Waitai Coastal-Burwood-Linwood Community Board through both the online platform and paper forms: 311 participants from Coastal, 223 from Burwood and 205 participants from Linwood.

- Climate change and drinking water both received an average of 16 points for participants living in the east of Christchurch.
- Roads and footpaths are also considered high priorities by participants in the East, with an average of 15 points. This is higher than the average overall result of 13 points. This was particularly high for participants living in the Burwood ward, giving an average of 18 points.
- Travel choice, parks and gardens and stormwater and drainage are all on par, receiving an average of 11 points each. This is roughly in line with the overall averages for these services.

Table 19: 100 points as allocated by participants from the Waitai Coastal-Burwood-Linwood Community Board

Core Services	Average points allocated by participants				Overall Average (all participants)
	Burwood ward	Coastal ward	Linwood ward	Waitai Coastal-Burwood-Linwood Community Board	
Climate change	14	15	19	16	16
Drinking water	16	17	16	16	14
Roads and footpaths	18	14	12	15	13
Travel choice	12	10	12	11	12
Parks and gardens	11	11	12	11	11
Stormwater and drainage	12	10	11	11	10
Wastewater	11	10	11	10	9
Waste and recycling	10	8	9	9	9
Recreation and sport	9	9	8	9	9
Christchurch City Libraries	9	9	9	9	8
Civil Defence Emergency Management	9	8	8	8	8
Enabling development	6	7	7	7	8
Events	8	7	8	7	7
Community development	7	7	6	7	7
Community spaces	7	6	7	7	7
Promoting Ōtautahi Christchurch	7	4	5	5	5
Christchurch Art Gallery	4	4	4	4	5

Aranui Library

We received 29 late paper forms from the Aranui Library. While these were received too late to include in the wider analysis, they have been provided here for completeness.

At Aranui Library, Recreation and Sport was the highest priority, receiving a total of 336 points and an average of 12.0 points per participant. This was followed by roads and footpaths, to which participants gave an average of 10.2 points. Parks and gardens, stormwater and drainage, and wastewater received equal points (6.9) at Aranui Library. The core services that received the fewest points were community development, averaging 4.6, and promoting Ōtautahi, averaging 3.8. While travel choice was the fourth most important core service for participants overall, at Aranui Library, travel choice received the third fewest points.

Fifty-five percent of participants at Aranui Library identified as Pacific Peoples. However, core services were prioritised somewhat differently by participants at this location compared with Pacific participants overall. Pacific participants overall rated drinking water and roads and footpaths as most important; and recreation and sport was only the sixth most important core service for Pacific participants overall.



Table 20: 100 points as allocated by participants from Aranui Library

Core Service	Total Points Allocated	Total participants who allocated points	Average Points Allocated
Climate change	179	24	7.4
Drinking water	138	24	5.8
Roads and footpaths	244	24	10.2
Travel choice	112	23	4.9
Parks and gardens	160	23	6.9
Stormwater and drainage	165	24	6.9
Wastewater	106	23	6.9
Waste and recycling	199	26	7.7
Recreation and sport	336	28	12.0
Christchurch City Libraries	213	27	7.9
Civil Defence Emergency Management	231	28	8.3
Enabling development and activities	154	25	6.1
Events	184	25	7.4
Community development	96	21	4.6
Community spaces	138	23	6.0
Promoting Ōtautahi Christchurch	73	19	3.8
Christchurch Art Gallery	172	25	6.9

What Matters Most . . . to residents in Banks Peninsula?

Events

Around 144 participants took part in our token exercise at events across Banks Peninsula.

Akaroa Library – approx. 29 participants

- Climate change received the most tokens at Akaroa Library, followed by parks and gardens, roads and footpaths, libraries and drinking water.
- Christchurch Art Gallery, promoting Ōtautahi Christchurch and travel choice received the least number of tokens.

Little River Service Centre – approx. 51 participants

- Climate change and parks and gardens both received the highest number of tokens. This was followed by drinking water.
- Christchurch Art Gallery and promoting Ōtautahi Christchurch received the fewest tokens.

Lyttelton Market – approx. 64 participants

- Drinking water received the highest number of tokens, followed by climate change, and parks and gardens.
- Promoting Ōtautahi Christchurch, enabling development and activities, and the Christchurch Art Gallery received the lowest number of tokens.

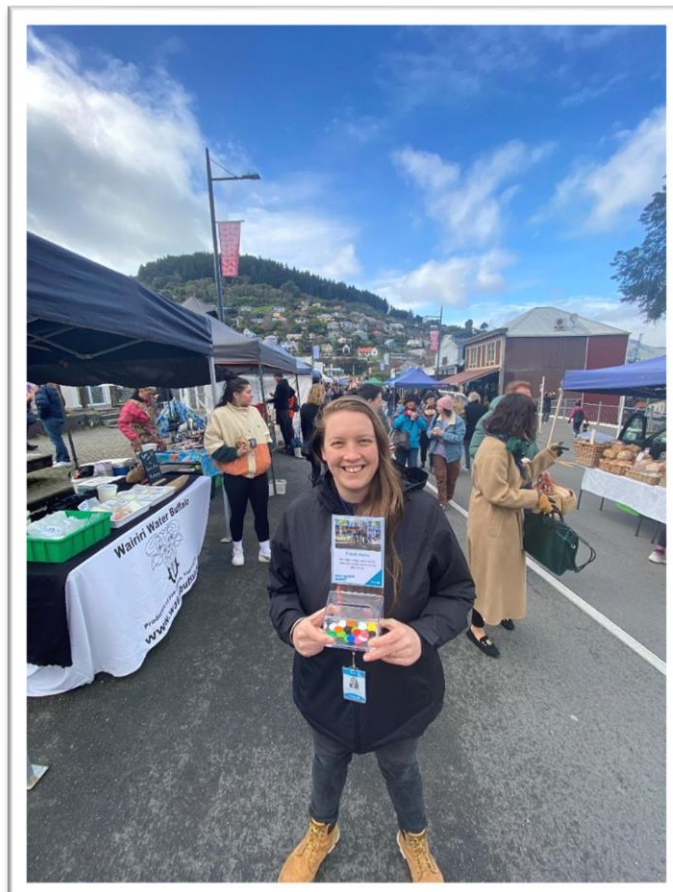


Table 21: 100 tokens as allocated by participants at various events across Banks Peninsula

Core Services	Total tokens allocated by participants		
	Akaroa Library*	Little River Service Centre*	Lyttelton Market*
Climate change	15.4	13.4	12.3
Parks and gardens	11.2	13.4	11.0
Roads and footpaths	11.2	7.9	6.6
Christchurch City Libraries	11.2	7.9	6.9
Drinking water	11.2	11.0	15.1
Civil Defence Emergency Management	8.4	5.5	4.1
Stormwater and drainage	7.0	6.7	6.0
Recreation and Sport	6.3	6.7	2.5
Wastewater	5.6	7.1	5.3
Waste and recycling	4.9	3.9	6.3
Community Spaces	2.1	4.3	4.7
Enabling development	1.4	2.4	1.3
Community Development	1.4	3.1	5.0
Events	1.4	3.5	3.1
Christchurch Art Gallery	0.7	0.8	1.6
Promoting Ōtautahi Christchurch	0.7	0.4	0.9
Travel Choice	0.0	2.0	7.2

*These have been calculated by scaling the total tokens allocated by participants to each core service to total 100 points.

Online and paper forms

We heard from a total of 188 participants from Banks Peninsula through our online platform and paper forms.

- Climate change is by far the highest priority for Banks Peninsula, with an average of 25 points assigned to it. This is significantly higher than the overall average result for climate change at 16 points.
- Following this is drinking water and roads and footpaths, both receiving an average of 12 points. These averages are slightly lower than the overall averages of 14 points for drinking water and 13 points for roads and footpaths.
- Recreation and sport centres were seen as a lower priority in Banks Peninsula compared to other Community Boards, receiving an average of 7 points, compared to an overall average of 9 points.

- Other services all received average points that align with the overall result or were slightly lower than the overall result.

Table 22: 100 points as allocated by participants from Banks Peninsula

Core Services	Average points allocated by Banks Peninsula participants	Overall Average (all participants)
Climate change	25	16
Drinking water	12	14
Roads and footpaths	12	13
Parks and gardens	11	11
Travel choice	11	12
Stormwater and drainage	10	10
Wastewater	9	9
Waste and recycling	9	9
Civil Defence Emergency Management	8	8
Christchurch City Libraries	8	8
Recreation and sport	7	9
Enabling development	7	8
Community development	7	7
Events	6	7
Community spaces	5	7
Christchurch Art Gallery	5	5
Promoting Ōtautahi Christchurch	4	5

Where to from here?

As mentioned at the start of the report, engaging early and meaningfully is one of the key ways we can overcome the challenges we face in getting people to see the importance and relevance of the LTP. While we've made a good start with the 'What Matters Most' campaign, we now need to build on this, and keep the conversation going.

The findings from this engagement will help drive our communications for the next phase of engagement. Our first step will be to close the loop with participants, to let them know what we've heard and how it's helping us sort the 'must haves' from the 'nice to haves' as we develop the LTP. We also need to start communicating some of the tensions and trade-offs that we're facing.

Our new online engagement platform provides us with some exciting functionality to support and build on this conversation. As well as providing a platform for our communications, it also gives us the tools to create engagement activities quickly and easily, should we need to test something with our residents, or get additional information to support decision-making.

What matters most?

Help us sort the must-haves
from the nice-to-haves.

Have your say now.

ccc.govt.nz/whatmattersmost



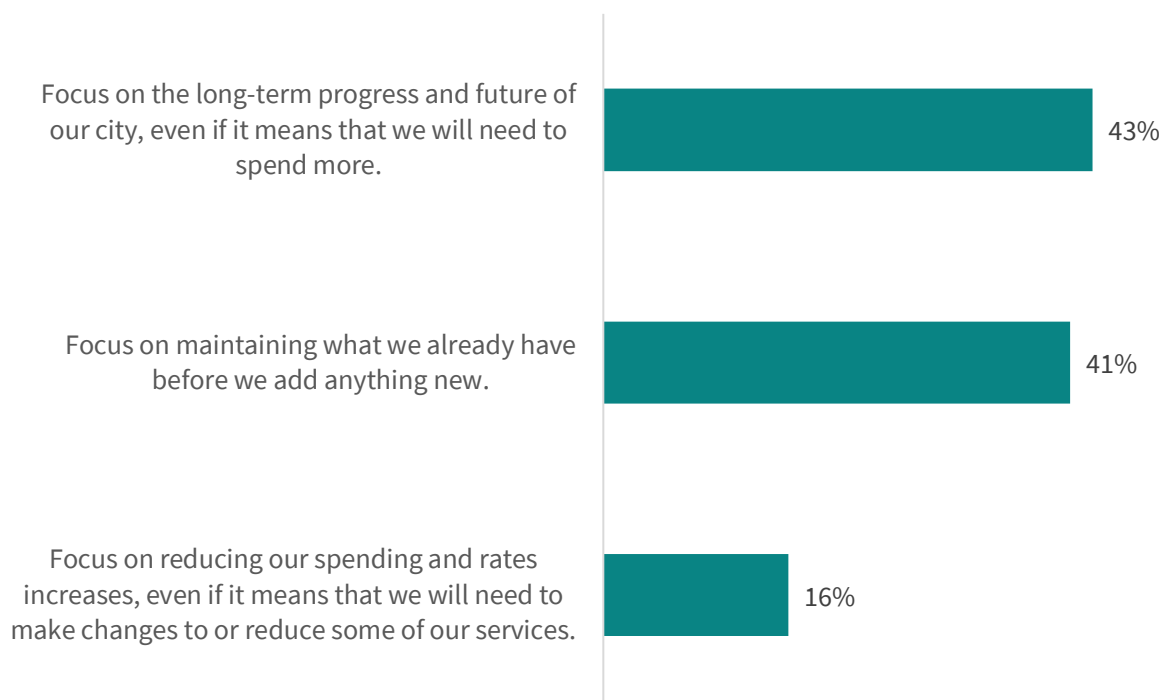
APPENDIX 1: Quick polls and discussion forums

During the engagement period we ran several quick polls and discussion forums designed to quickly delve into some of the main topics and issues that we hear about regularly, and any emerging issues of priorities arising from the engagement. These were released in pairs, each quick poll was open for feedback for one to two weeks, while discussion forums remained open across the engagement period. The following outlines the results from these quick polls and discussion forums; they have been presented in the pairs they went out in.

Which of the following do you think should be our main focus for the LTP?

To explore what our high-level focus should be for the 2024 Long Term Plan, we asked whether our residents think we should focus on the long-term progress of the city, reducing our spending, or maintaining what we've already got. 43% of respondents indicated that they want us to focus on the long-term progress of the city, even if it means we need to spend more, 41% think that we should focus on maintaining what we already have before we add anything new, and 16% think that we should focus on reducing our spending and rates, even if it means that we will need to make changes to or reduce some of our services.

Figure 1.1: Which of the following do you think should be our main focus for the LTP?



What do you think should be our main focus for spending and service delivery?

This discussion forum topic garnered a wide range of input and opinions.

Long term thinking:

- Several contributors would like to see spending focused on the long term, ensuring the best outcomes for future generations. Contributors wanted to see bigger picture thinking and spending to provide wider and better access to different transport choices.

Travel choice:

- Travel choice was one of the most frequently mentioned avenues of spending identified by contributors. More cycleways, especially in the East and a wider public transport network were greatly desired.
- Many contributors agreed that long term strategies such as an enhancing the public transport network with rail (heavy or light) or an extended green bus network would be worth the cost now in order to reap the benefits far into the future.
- Multiple contributors view enhanced public transport as a way to increase the city's accessibility, by providing better options for those unable to walk, cycle or drive.

Roads and carparking:

- The repair of potholes, and to a lesser extent, footpaths, was a polarising issue.
- There were many contributors who saw spending on roads as short sighted and unnecessary. They tended to be more in favour of providing travel choice rather than focusing solely on roading, forcing car dependency.
- Further investment into creating more carparking was opposed by a couple of contributors, especially in large population centres.

Climate resilience:

- Climate resilience and related factors such as reducing carbon emissions, protecting and investing in the natural environment such as rivers and coastal environments, was strongly supported by contributors.

Parks and greenspaces:

- Investment in the parks and green spaces was fairly widely supported by contributors. Some wanted to see even more planting happening around the city.

Community services:

- Community services and spaces such as libraries and pools received generous support from contributors.
- One contributor was especially supportive of increased investment in the East, and Northeast of the city (namely Mairahau, Shirley, Edgeware and North Richmond).

Three Waters:

- The three waters received large amounts of support, with clean drinking water, a resilient wastewater network and stormwater and flood protections being mentioned frequently.
- Contributors had differing opinions about drinking water supply:

- Many contributors wished for chlorine and other chemicals such as fluorine to be removed from the cities drinking water supply.
- Others argued that they'd rather drink a little chlorine rather than contract a gastrointestinal disease.

Waste Management:

- Waste management, minimising landfill and increasing recycling rates were also frequently mentioned by contributors.
- One contributor wanted to see the “burden” be taken off Bromley residents by spending the money to remedy the issues with the Organics Process Plant.

Housing:

- Some contributors do not wish to see any money being spent on the further encouragement of development outside of the city. Their reasoning is that such greenfield development perpetuates gridlock, increases pollution and costs the council.
- One contributor thought it unnecessary for the council to allocate expenditure to social housing needs as this service is already provided by the central government.

Animal control:

- Animal control enforcement, particularly for the purpose of protecting wildlife, was supported by a few contributors.
- They wished to see Christchurch remain a dog friendly city, however feel the current bylaws surrounding when and where dogs need to be leashed are not being adhered to, therefore putting others and wildlife at risk.

Events:

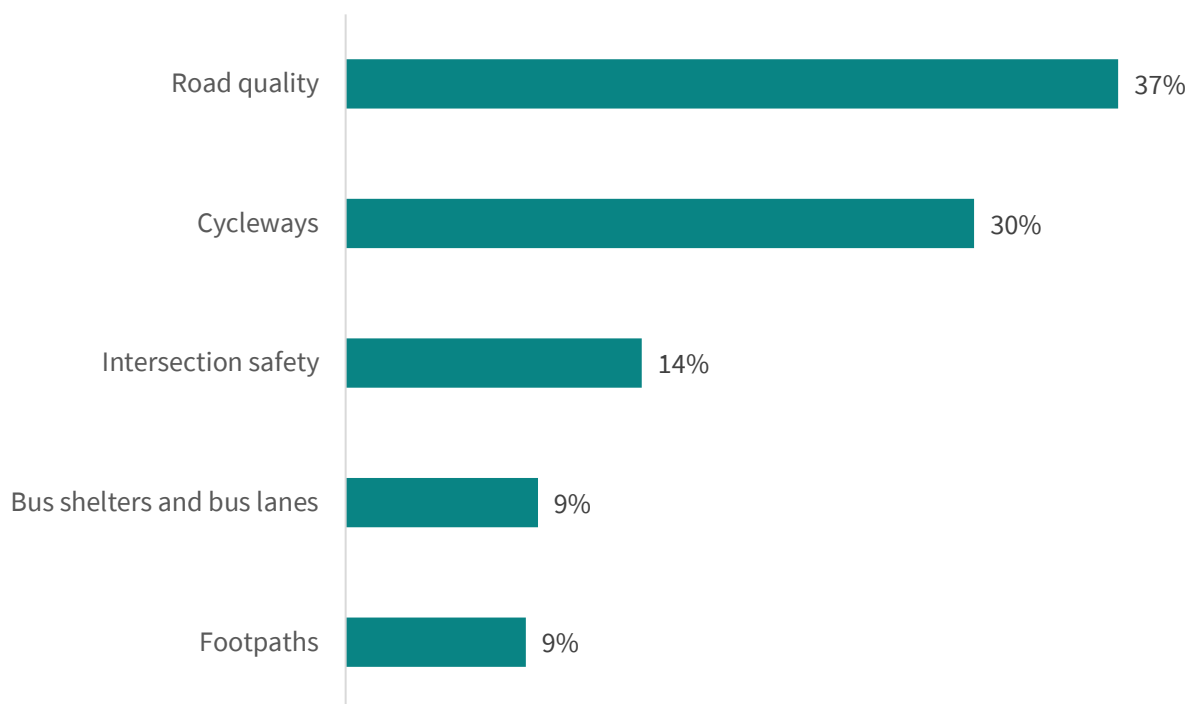
- Council investment in events was a rather polarised topic.
- Some contributors wished to see continued investment in events and some wished to see this investment ceased as these events “*are not the business of the council*”.
- Those who opposed spending on events, instead saw this as the business of private businesses and groups, not the ratepayer.

Finally, a few services and/or expenditures that were only mentioned once include investment in suitable electricity infrastructure, continued investment in engagement with community, local iwi and hapu (particularly for environmental planning purposes) and opting for investing in hiring full council employees rather than external consultants.

In our transport network what needs the most investment? (Select one)

We hear a lot about transport in Christchurch, everyone has an opinion and there are many competing priorities. So, we asked which aspects of our transport network residents think need the most investment. 37% of respondents told us that road quality needs the most investment, while 30% of respondents think that we need to invest the most in our cycleways. Next up was intersection safety, with 14% of respondents saying that this needs the most investment. Bus shelters and lanes and footpaths were tied, with 9% of respondents indicating these should be our main priority.

Figure 1.2: In our transport network what needs the most investment? (Select one)



How do we balance the needs of today's residents with tackling the challenges our children will face?

There were a wide range of opinions put forward in this discussion forum.

National level:

- Several contributors agreed that Aotearoa New Zealand is not 'doing its bit' to tackle climate change and reduce emissions.
- One contributor felt that we need to stop 'impoverishing' and 'condemning' future generations for the sake of making our lives more convenient now.

Local level:

- At the city level, it was acknowledged that Ōtautahi needs to be future-proofed, but that our most vulnerable residents need to be supported through this process.

Spending:

- One contributor felt that the Council spending money on reducing non-fiscal debts (e.g., infrastructure deficits and carbon emissions) can be 'well worth it' to tackle climate change and cater to community needs.
- Another said that money should be spent on big issues like climate change with careful consideration given to spending on more 'cosmetic' issues.

Climate change:

- Possible responses to climate change were proposed, including light rail and free public transport in high-demand areas.
- Another stressed the importance of including children in our climate change response, proposing Councils utilise their already ‘fantastic’ programs to get planners and designers in classrooms.
- One respondent asked how we are supposed to ‘do our bit’ when the Council sells their waste rather than recycling it here at home.
- A focus on co-benefits and multi-solving projects, such as building more affordable housing that is climate resilient and health-promoting in areas with climate-friendly transport, would be important according to one contributor.
- There were concerns around people’s unwillingness to change their behaviour in the face of a changing climate (i.e., recent floods), particularly when it comes to travel.

Development:

- One contributor was concerned about the impact of development on the city’s climate resilience.
- They observed black roofs to be the prevailing choice for developers in new neighbourhoods, citing research that shows this to increase the temperature of surrounding areas.
- One contributor stressed that higher density should not mean lack of trees because trees are so important for the city’s ability to cope with higher temperatures and ambient pollution.
- One contributor felt that roading needed to be prioritised; less confusing speed limits and an increase in traffic calming measures would see people drive at a safer speed.

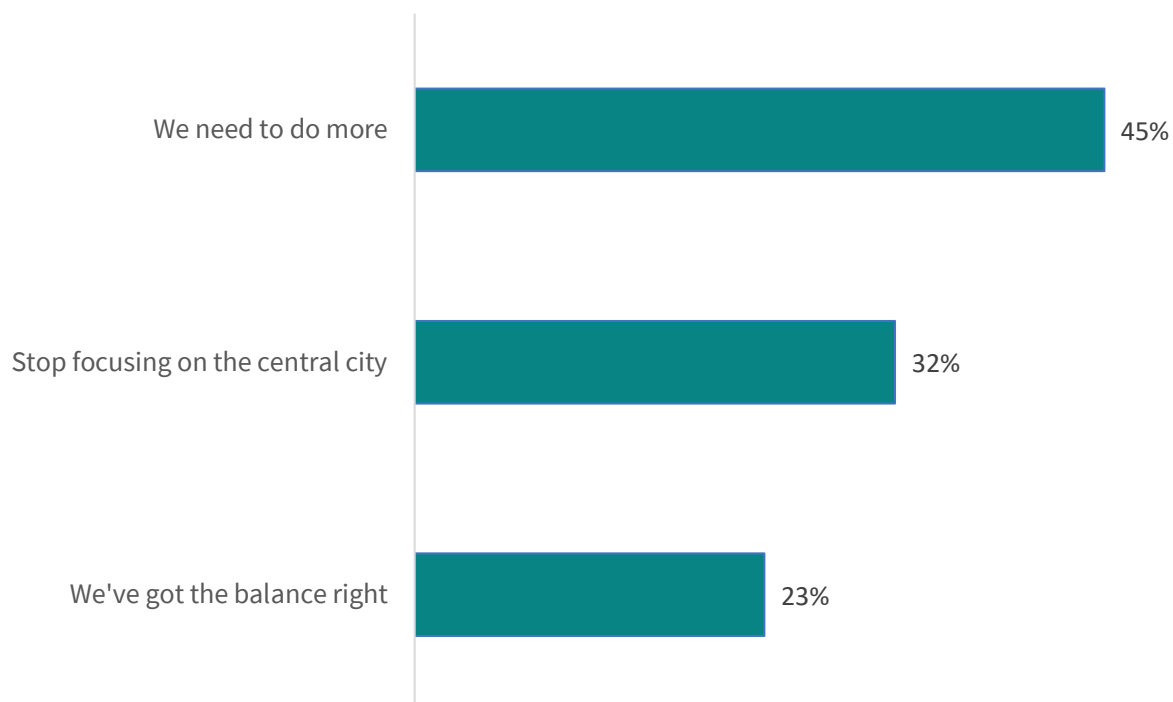
Farming:

- There was also some discussion around how farming might change. High overheads and complications with weather will see more vegetables being grown, and smaller-scale farming would become important from a resilience perspective in the context of unpredictable changes causing supply chain issues.

Do you think we are doing enough to make the central city a great place to live and do business?

We’ve talked a lot about the central city over the last 12 years, it has been a key focus of our post-earthquake recovery. We wanted to know whether people think we are doing enough to make the central city a great place to live and do business. 45% of respondents told us that they think we need to do more, 32% want us to shift our focus away from the central city, and 23% think we have the balance about right.

Figure 1.3: Do you think we are doing enough to make the central city a great place to live and do business?



Do you think infrastructure, such as footpaths and community facilities, is keeping pace with development in Ōtautahi and Banks Peninsula?

Comments focused largely on transport infrastructure, especially roading, potholes, and how alternative forms of transport infrastructure should/could be more widely invested in to reduce car dependency in the city.

Cycleways:

- Cycleways are recognised by contributors as an effective tool in getting people out of cars and on to bikes, reducing wear and tear on roads, as well as reducing congestion and carbon emissions.
- One contributor identifies an urgent need for cycling infrastructure from the city to the airport, with specific consideration for Fendalton Road and Memorial Ave.

Public and Active Transport:

- Multiple contributors identify that a good rail network would greatly reduce wear and tear to roads from heavy trucks and buses.
- Many contributors want to see an increase in transport infrastructure that benefits and encourages public and active transport modes, rather than private car use.
- One contributor identifies that cycling and public transport infrastructure should be central to the design for all future developments, rather than appearing to be 'an afterthought' at present.

- Multiple contributors are also concerned that the current provision of transport infrastructure is inequitable, with roads and private car use dominating, and active and public transport infrastructure lacking.

Roads:

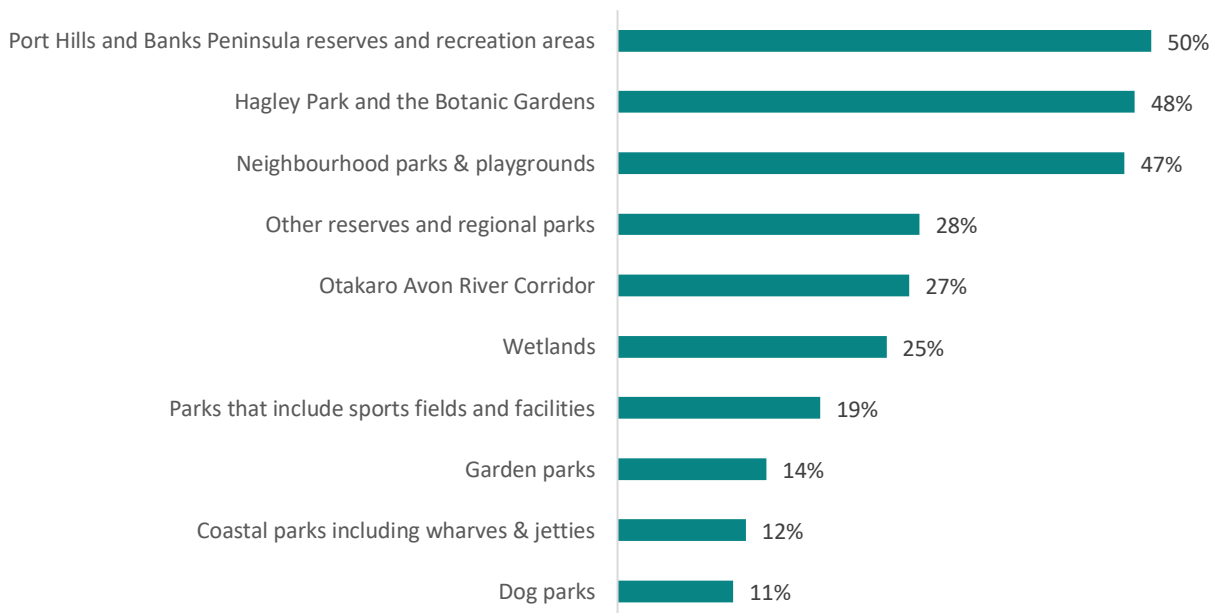
- Potholes and road resurfacing are infrastructure concerns identified by two contributors. Innes Road, near Papanui Road in particular, is a section of road that is identified by one contributor as an area that is susceptible to ‘large chunks of road and potholes open[ing] up’ when it rains, only to be fixed by a ‘poor patch job’.

What types of parks and gardens matter most to you? (Select up to three)

Throughout the engagement period it became apparent that Christchurch residents really value our city’s parks and gardens. We wanted to explore further which aspects of our parks and gardens they value the most, so we asked them. Half of respondents to this quick poll told us that the Port Hills and Banks Peninsula reserves and recreation areas matter the most to them, 48% told us that Hagley Park and the Botanic Gardens matter the most, and 47% said our neighbourhood parks and gardens matter the most.

This is consistent with feedback that we receive through other channels, particularly the value that Christchurch residents get from the Port Hills and Banks Peninsula reserves and recreation areas, which are consistently highlighted for their significant recreation value.

Figure 1.4: What types of parks and gardens matter most to you? (Select up to three)



Thinking about the park or garden that you visit the most... What do you love about it? Which parks and gardens do you avoid, why?

The most mentioned parks that people visit and enjoy were the Botanic Gardens, Hagley Park, Pūtarīngamotu Riccarton Bush, Travis Wetland and Woodham Park.

Botanic Gardens and Hagley Park:

- Several people described the Botanic Gardens and Hagley Park as ‘assets’ to the city and places to be proud of.
- Some particularly enjoyed the events held at the Botanic Gardens (i.e., summer theatre), and one described the cafe and shop as ‘wonderful additions’.
- One contributor identified a need for extra parking at the gardens, particularly during summer.
- Hagley Park was thought to be an ‘iconic’ and ‘world-class’ park that is well-maintained and has a diversity of planting.
- The wildflower area in North Hagley Park was mentioned by two contributors who enjoyed the wildlife it attracted and thought it provided great photo opportunities; they would like to see this in other places across the city.

Park Assets:

- People love the birdlife, particularly at Pūtarīngamotu Riccarton Bush and Travis Wetland, but there was concern about dogs disturbing the wildlife there.
- Contributors highly valued parks that were great for walking, including Woodham Park, Victoria Park, the Red Zone and Styx Mill Conservation Reserve.
- Playgrounds at parks are seen as an asset, with contributors specifically mentioning Barrington Park and New Brighton beach.

Park Issues:

- A common opinion was that the city’s parks are used and designed primarily for sports, with one contributor noting that too many are ‘sports paddocks’.
- There was a sense that if parks had more wildflowers, paths and gardens, they would require less maintenance, be beneficial to bees and ecosystems and enable a diversity of uses.
- While some commented on the important role that small and local parks play in the community, one said there are too many parks in the city, many of which don’t get used.
- Someone else felt that local parks should be used more for local events.
- Flooding in Hagley Park was mentioned by one person as a problem.
- The need for additional or improved park facilities was identified in the discussion forum:
 - More fitness equipment around the outside of parks such as Hagley Park and Burnside Park
 - Norrie Park is underutilised due to the ‘tired’ and ‘uninspiring’ playground equipment.
 - A need for a gated toddler area with shaded seating at Margaret Mahy Playground
 - Seating was identified as an issue by some.
 - Broomfield Common, while well-maintained, needs toilets.
 - One contributor reminded us of how important it is for our parks and gardens to be wheelchair accessible.

- While many commended Council staff for their mahi in maintaining the city's green spaces, some drew our attention to maintenance issues:
 - Generally, some felt that our green spaces needed more regular maintenance; one contributor felt that more funding for our 'marvellous' parks and reserves was important for controlling weed species.
 - A few contributors mentioned issues with dogs, with some avoiding certain parks where dogs are not properly controlled.
 - The need for improvements to and additional paths in the greenspaces around Heathcote River was identified by two contributors.
 - Another felt that there needed to be more greenspaces near the lower end of Colombo Street for the community that lives there.

APPENDIX 2: What Matters Most Persona Narratives

The following breaks the 'What Matters Most' results down by a variety of personas, which represent different people and communities living in Ōtautahi Christchurch and Banks Peninsula.

Who am I?	What matters most?
<p>Name: Genevieve Gender: Female Age: 15 years old Suburb: Lives with her parents and siblings in Ilam</p> <p>A bit about Genevieve</p> <ul style="list-style-type: none"> • Moved to Christchurch with her family in 2012. • Is in year 11 at her local girls high school, knows she will go to university when she finishes school but still unsure what she wants to study. • Is vaguely aware of what Council does but doesn't really know. • Has been learning about environmental issues at school and has been thinking about what the future might hold for her generation. • Has been encouraging her family to change how they do things but hasn't been getting much buy in from her parents. • Doesn't really get involved in council decision making, doesn't feel like she has anything to add. 	<p>Climate change is my highest priority, because if we don't get this right then the other services don't matter anyway, and my generation is going to be the one to face the consequences if it's not addressed now.</p> <p>I love parks and gardens in Christchurch because green spaces are good for people's wellbeing and the environment.</p> <p>Services that support climate action such as travel choice are one of my top priorities too. Civil Defence and Emergency is also important to help us prepare for and respond to the impacts of climate change.</p> <p>Having clean drinking water is a basic human right, so this needs to be a top priority as well.</p> <p>Libraries, wastewater and the Christchurch Art Gallery are lower priorities when compared to the other core services.</p> <p><i>Filtered for female, European/Pakeha, Under 18 years</i></p>
<p>Name: Joel Gender: Non-binary Age: 18</p>	<p>The Council needs to do everything it can to help reduce emissions and take climate action. This is the most important service and should come above everything else.</p> <p>Travel choice is also really important to encourage more people to bike or catch the bus and help to reduce emissions.</p>

<p>Suburb: Lives in Richmond with their Mum and younger siblings</p> <p>A bit about Joel...</p> <ul style="list-style-type: none"> • Goes to Hagley College. Isn't sure what they want to do when they finish school. • Politically aware and activated. Has participated in School Strike for Climate but doesn't tend to get involved otherwise. 	<p>I'm less concerned about promoting Ōtautahi Christchurch, because if we get the other things right then it will promote itself anyway.</p> <p>Stormwater and drainage and the Christchurch Art Gallery are lower priorities too.</p> <p><i>Filtered for gender diverse, 18-24 years.</i></p>
<p>Name: Dani Gender: female Age: 19 years old Suburb: Currently flatting with one of her sisters in Linwood</p> <p>A bit about Dani...</p> <ul style="list-style-type: none"> • Comes from a big family – has older brothers and sisters and a large extended family who live both locally and overseas. • Works in retail. • Is focused on getting by – earns money to spend money. • Really social – her life revolves around her friends and community. • Is involved in the local rugby league club. She doesn't play but her friends do. 	<p>Parks and gardens are the most important to me for playing sports and hanging out with my friends. Climate change is important too because this is already impacting my family overseas. Safe drinking water is also important for everyone's health.</p> <p>Promoting Ōtautahi Christchurch and the Christchurch Art Gallery aren't that important to me.</p> <p><i>Filtered for Coastal/Burwood/Linwood & Papanui/Innes/Central, Female, Pacific Peoples/Maori, 18-24 years.</i></p>
<p>Name: Bob Gender: Male Age: 37 years old Suburb: Owns a house in Wigram</p> <p>A bit about Bob...</p>	<p>Promoting Ōtautahi Christchurch is really important to me, so people can see what a wonderful place Christchurch is. Having safe drinking water is also a high priority. It'll be great to enable development and activities more in Christchurch.</p> <p>I'm less concerned about stormwater and drainage.</p>

<ul style="list-style-type: none"> • Came to New Zealand from China to go to high school. Went on to study commerce at the University of Canterbury. • Now works as an accountant in a small firm in Riccarton. • Met wife in New Zealand – she’s also from China. • They are both now New Zealand citizens and have no intentions of returning to China. • They have two kids – a daughter who is 4 and a son who is 7. • His wife’s parents live with them – they came over to help with the kids as his wife works too. His parents are still in China but they are hoping to move here in a few years. 	<p><i>Filtered for Halswell-Hornby-Riccarton, Male, Asian, 35-49 years.</i></p>
<p>Name: Okab Gender: Female Age: 41 years old Suburb: Rents in Philipstown</p> <p>A bit about Okab...</p> <ul style="list-style-type: none"> • Originally from Eritrea. • Came to Christchurch as part of the refugee resettlement programme in 2019. • Is Christian – is used to Christians and Muslims living in peace. • Is married, with teenagers who go to the local high school. • Doesn’t work and hasn’t got a pathway into work at the moment. However, after trades training at Ara her husband now has a full-time job. • Isn’t confident speaking English but has been taking lessons at Hagley. • Has only had a limited education – was married just after her 21st birthday but left school at 15. 	<p>My priorities are the core services that will have a direct impact on my quality of life. Parks and gardens and recreation and sports centres are important services to me, and have been very important to me over the few years as I’ve raised my kids here in Christchurch. The things the Council offers like the women-only sessions at Te Pou Toetoe have been a huge support to my family after our move here and have been a good way for me to try and make connections with other people.</p> <p>Having safe drinking water, climate change and community development are all pretty important to me.</p> <p>Promoting Ōtautahi Christchurch and the Christchurch Art Gallery are less important to me.</p> <p><i>Filtered by MELAA, Female, 35-49 years.</i></p>

<ul style="list-style-type: none"> Spends most of her time within the Eritrean community based here in Christchurch – has very limited connection to the wider city, but is making some connections through her kids’ school and church. 	
<p>Name: Jen Gender: Female Age: 35 Suburb: Halswell</p> <p>A bit about Jen...</p> <ul style="list-style-type: none"> Born in New Zealand and, except for her OE, has lived here all her life. Originally from Dunedin but moved to Christchurch for her husband’s job after finishing their OE. They have lived in Christchurch for the last 9 years. Both she and her husband work full time – she works in communications and he’s in an engineering consultancy. They have a young family – the kids are at the local primary school. Life is really, really busy – between their jobs, their kids and their social lives, there isn’t much spare time. They are both really involved in their kids’ lives – the school community, the local tennis club, the local football club. 	<p>Sports parks for my kids to play in is definitely one of my top priorities. Climate change and safe drinking water are both non-negotiables. Roads and footpaths and travel choice go hand-in-hand and are on par with how important they are to me.</p> <p>Promoting Ōtautahi Christchurch and enabling development and activities are not high on my list of priorities.</p> <p><i>Filtered by Halswell ward, Female, European/Pakeha, 35-49 years.</i></p>
<p>Name: Luke Gender: Male Age: 29 Suburb: Hoon Hay</p> <p>A bit about Luke...</p>	<p>Travel choice is the most important service to me, I like having the option of biking to my rugby games which can be all over the city. Keeping sports parks maintained is a big one when it’s footy season. Climate change is pretty important for everyone’s future, and having safe drinking water is a no-brainer.</p>

<ul style="list-style-type: none"> • Born in Christchurch and has lived here his whole life. • He is an electrician, he left school when he was 17 to begin his training and has been working for the same company ever since. • He recently bought his first home and is working on renovating it. He has a couple of flatmates to help pay the mortgage. • Most of his friends also grew up in Christchurch and still live here. He has a strong network of friends from the rugby club he belongs to. • In winter he spends most of his weekends playing rugby. In the summer, he likes to get out and about with his friends, particularly doing water-based activities. • He doesn't have any kids or a long-term partner. 	<p>Services like community development, community spaces and the Christchurch Art Gallery aren't that important to me.</p> <p><i>Filtered for Spreydon ward, Male, European/Pakeha, 25-34 years.</i></p>
<p>Name: Lisa Gender: Female Age: 45 years old Suburb: St Albans</p> <p>A bit about Lisa...</p> <ul style="list-style-type: none"> • Separated, and has teenage kids who split their time between her and their dad. • Works full-time. • Very focused on community and environment – has a car but uses her bike for short distance travel. • Her kids both walk or bike to school and after school activities. 	<p>Climate change is really important and should be a focus across everything the Council does. We have some beautiful parks and gardens in St Albans that are well loved by our community. My kids bike to school sometimes, and I want them to get there and back safely, so having good travel options, including a cycleway network is incredibly important. And of course, safe drinking water is a must.</p> <p>Events are a nice to have, not an essential in my view.</p> <p><i>Filtered for St Albans, Female, European/Pakeha, 35-49 years</i></p>
<p>Name: John Gender: Male Age: 67</p>	<p>Roads and footpaths are my main concern, the state of some of them are shocking. Drinking water is also a high priority because we can't live without it. Jill and I spend a lot of time walking around the parks and gardens in our neighbourhood, and these will be great for when we have</p>

<p>Suburb: Harewood</p> <p>A bit about John...</p> <ul style="list-style-type: none"> • Retired now but was an engineer. • Married to Jill who is also now retired. • They have adult children and are expecting their first grandkid in November. 	<p>grandchildren too. Drinking water will always be a top priority and climate change is particularly important for our future generation.</p> <p>We don't tend to go to events, so these are of a lower importance to me.</p> <p><i>Filtered for Fendalton-Waimairi-Harewood, Male, European/Pakeha, 65-79 years</i></p>
<p>Name: Lucy Gender: Female Age: 57 years old Suburb: Cashmere</p> <p>A bit about Lucy...</p> <ul style="list-style-type: none"> • Married, with three young adults. One is at university and still lives at home, but the others have left for jobs in Wellington and Dunedin. • Husband is a lawyer. • She used to work part-time in administration while her kids were at school, but stopped soon after she turned 50. • While she isn't in paid employment, she effectively works the hours of a part time job for a community group that's focused on maintaining and developing the local reserve. 	<p>Climate change should be our top priority as it could impact every aspect of our life. The same goes for drinking water.</p> <p>Wastewater is also important and needs to be carefully managed. This also applies to stormwater and drainage, especially where homes are situated close to rivers like we are in Cashmere. I spend a lot of time working to maintain and develop our local reserve, so I value parks and gardens.</p> <p>Promoting Ōtautahi Christchurch isn't a priority to me as there are more pressing matters.</p> <p><i>Filtered for Cashmere ward, European/Pakeha, female, 50-64 years</i></p>
<p>Name: Simon Gender: Male Age: 53 Suburb: Merivale</p> <p>A bit about Simon...</p> <ul style="list-style-type: none"> • Married with teenage kids. 	<p>Climate change and drinking water are high priorities for me. Being a developer, I recognise the importance of having good infrastructure, so maintaining and improving stormwater and drainage, and wastewater should be a top priority.</p> <p>I'd also like to see development and activities enabled across Christchurch.</p> <p><i>Filtered for Fendalton ward, Male, 50-64 years</i></p>

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| <ul style="list-style-type: none">• Is a successful business developer with properties throughout the city (but mostly within the CBD).• After the earthquakes could have gone anywhere, but made the decision to stay in Christchurch and to commit to the city's rebuild. | |
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APPENDIX 3: Full summary of ‘What Matters Most’ exercise results (online and paper)

Core Services	Total points allocated to service	Number of participants who allocated points to service	% of participants who allocated points to service	Number of participants who didn't allocate points to service	% of participants who didn't allocate points to service	Average Points Allocated
Community spaces	14,680	2,188	55%	1,812	45%	6.7
Community development	12,185	1,810	45%	2,190	55%	6.7
Events	15,574	2,140	54%	1,860	47%	7.3
Recreation and sport	22,001	2,521	63%	1,479	37%	8.7
Christchurch Art Gallery	7,586	1,552	39%	2,448	61%	4.9
Christchurch City Libraries	20,383	2,440	61%	1,560	39%	8.4
Civil Defence Emergency Management	20,274	2,538	63%	1,462	37%	8.0
Parks and gardens	34,452	3,110	78%	890	22%	11.1
Drinking water	46,260	3,312	83%	688	17%	14.0
Wastewater	24,703	2,723	68%	1,277	32%	9.1
Stormwater and drainage	28,836	2,893	72%	1,107	28%	10.0
Climate change	43,385	2,672	67%	1,328	33%	16.2
Roads and footpaths	36,456	2,843	71%	1,157	29%	12.8
Waste and recycling	25,422	2,848	71%	1,152	29%	8.9
Enabling development and activities	13,062	1,723	43%	2,277	57%	7.6
Travel choice	26,952	2,302	58%	1,698	42%	11.7
Promoting Ōtautahi Christchurch	7,836	1,445	36%	2,555	64%	5.4

APPENDIX 4: What did we hear at the events we attended?

Alongside the “What Matters Most” online and paper exercise, we also ran the exercise as a token activity in a range of locations (Table 2.1). In some of these locations we were onsite, engaging with communities at a range of events and hui. In other instances, the token activity was set up in various locations across the city throughout the early engagement period.

Table 4.1: ‘What Matters Most’ Token Activity Locations

‘What Matters Most Token Activity Locations	
Akaroa Library	Papanui Library
Anthony Wildings Retirement Village	Parklands Library
Beckenham Library	Philipstown Vegan Night Māketē
Bishopdale Library	Phillipstown Older Adult Leisure Club
Brick Show	Phillipstown Hub Pantry
Christchurch Farmers' Market, Riccarton	Richmond Community Garden
Civic offices	Shirley Library
English Language Partners	South Christchurch Farmers Market
Fendalton Library	Spreydon Library
Hornby Library	Sumner Library
Hui for people with disabilities	Te Hāpua: Halswell Library and Service Centre
Linwood Library	Turanga
Little River Service Centre	The Undercroft at University of Canterbury
Lyttleton Market	Upper Riccarton
MOA - Pacific Quiz Night	Wainoni Park - Eastern Eagles Club Day
Mount Pleasant Farmers Market	Westfield Mall
New Brighton Library	Youth Council Meeting
New Brighton Market	Youth Hui
Pacific Peoples Talanoa with MPP	

Generally, the core services where the most tokens were allocated were generally consistent with those from the “What Matters Most” *Fund It* exercise. However, where the token activity was set up in a library, generally libraries came out as the most important service, reiterating how much our library users value the services provided by the libraries.

The core services allocated the least tokens were also largely consistent with the *Fund It* exercise. Anomalies included climate change being allocated the least tokens at the Hui for people with disabilities (events were their top priority) and travel choice featuring in the services allocated the least tokens at several events and locations.

Table 4.3 below sets out the most and least important core services from each of the locations.

Table 4.3 provides a summary of the feedback received on each core service across all of the events/locations where we ran the token activity, including the same key statistics (mean, median, minimum and maximum) provided for the *Fund It* exercise results. For consistency in reporting, all token activity results have been scaled to represent 100 tokens (points).

Table 4.2: Maximum and minimum tokens allocated to core services at events and workshops across Christchurch.

Location	Min Tokens Allocated	Max Tokens Allocated
Akaroa Library	Travel choice	Climate change
Anthony Wildings Retirement Village	Promoting Ōtautahi Christchurch Enabling development Community spaces	Roads and footpaths
Beckenham Library	Travel choice Christchurch Art Gallery Promoting Ōtautahi Christchurch	Wastewater
Bishopdale Library	Community development Enabling development Promoting Ōtautahi Christchurch	Christchurch City libraries
Brick Show	Community development Enabling development Christchurch Art Gallery Promoting Ōtautahi Christchurch	Drinking water
Christchurch Farmers' Market, Riccarton	Community development Christchurch Art Gallery Enabling development	Climate change
Civic offices	Christchurch Art Gallery	Roads and footpaths
English Language Partners	Wastewater Travel choice	Roads and footpaths Drinking water
Fendalton Library	Promoting Ōtautahi Christchurch Enabling development	Christchurch City libraries
Hornby Library	Stormwater and drainage Enabling development and activities	Christchurch City libraries
Hui for people with disabilities	Climate change	Events
Linwood Library	Promoting Ōtautahi Christchurch	Christchurch City libraries
Little River Service Centre	Promoting Ōtautahi Christchurch	Climate change Parks and gardens
Lyttleton Market	Enabling development Promoting Ōtautahi Christchurch	Drinking water
MOA - Pacific Quiz Night	Christchurch Art Gallery Enabling development Promoting Ōtautahi Christchurch	Climate change

Mount Pleasant Farmers Market	Christchurch Art Gallery Enabling development Promoting Ōtautahi Christchurch	Drinking water
New Brighton Library	Community spaces Enabling development Promoting Ōtautahi Christchurch	Drinking water
New Brighton Market	Christchurch Art Gallery Enabling development Promoting Ōtautahi Christchurch	Drinking water
Pacific Peoples Talanoa with MPP	Travel choice Christchurch Art Gallery Promoting Ōtautahi Christchurch	Drinking water Wastewater
Papanui Library	Enabling development Events Travel choice Promoting Ōtautahi Christchurch	Christchurch City libraries
Parklands Library	Community spaces Enabling development Travel choice Promoting Ōtautahi Christchurch	Christchurch City libraries
Philipstown Vegan Night MāKate	Promoting Ōtautahi Christchurch	Climate change
Phillipstown Older Adult Leisure Club	Wastewater, Events Community development Travel choice Christchurch Art Gallery	Parks and gardens
Phillipstown Hub Pantry	Promoting Ōtautahi Christchurch	Drinking water
Richmond Community Garden	Promoting Ōtautahi Christchurch	Drinking water
Shirley Library	Community development Enabling development Christchurch Art Gallery Promoting Ōtautahi Christchurch	Christchurch City libraries
South Christchurch Farmers Market	Enabling development	Drinking water
Spreydon Library	Enabling development	Christchurch City libraries
Sumner Library	Promoting Ōtautahi Christchurch	Drinking water
Te Hāpua: Halswell Library and Service Centre	Community spaces Community development Enabling development Promoting Ōtautahi Christchurch	Christchurch City libraries
Tūranga	Promoting Ōtautahi Christchurch	Christchurch City libraries
The Undercroft at University of Canterbury	Community development Christchurch Art Gallery Promotional activities	Drinking water Climate change

Upper Riccarton	Enabling development	Sport and recreation
Wainoni Park - Eastern Eagles Club Day	Promoting Ōtautahi Christchurch	Sport and recreation
Westfield Mall	Christchurch Art Gallery	Drinking water
Youth Council Meeting	Promoting Ōtautahi Christchurch	Sport and recreation
Youth Hui	Promoting Ōtautahi Christchurch	Climate change

Table 4.3: Summary of Token Feedback by Core Service

Core Service	Average Tokens Allocated*	Median Tokens Allocated*	Min Tokens Allocated*	Event/Location where minimum tokens allocated	Max Tokens Allocated*	Event/Location where maximum tokens allocated
Drinking water	12.1	13	4	Youth Council Meeting	17	Phillipstown Hub Pantry Sumner Library
Christchurch City Libraries	9.8	8	1	Youth Council Meeting	23	Linwood Library
Climate change	9.8	10	1	Hui for people with disabilities	24	MOA - Pacific Quiz Night
Roads and footpaths	8.4	8	1	Youth Council Meeting	25	Civic Offices
Parks and gardens	8.2	9	3	Youth Council Meeting	13	Little River Service Centre
Sport and Recreation	7.2	6	3	Anthony Wildings Retirement Village Lyttleton Market Phillipstown Hub Pantry Turanga Youth Hui	41	Youth Council Meeting
Waste and recycling	5.9	6	3	Civic offices English Language Partners Fendalton Library Youth Council Meeting	12	Parklands Library
Stormwater and drainage	5.6	5	1	Hornby Library Youth Council Meeting	10	Anthony Wildings Retirement Village Beckenham Library
Wastewater	5.1	5	1	Youth Council Meeting	12	Beckenham Library
Civil Defence Emergency Management	5.1	5	1	Fendalton Library	10	Phillipstown Older Adult Leisure Club

Travel Choice	5.0	4	0	Akaroa Library English Language Partners	9	Youth Council Meeting Youth Hui The Undercroft at University of Canterbury
Events and Arts	4.4	4	1	Akaroa Library Papanui Library	19	Hui for people with disabilities
Community Spaces	3.9	4	0	Anthony Wildings Retirement Village	7	Hui for people with disabilities Pacific Peoples Talanoa with MPP Wainoni Park - Eastern Eagles Club Day
Community Development	3.9	4	1	Akaroa Library Anthony Wildings Retirement Village Bishopdale Library Spreydon Library	10	Youth Hui
Enabling development	2.5	2	0	Anthony Wildings Retirement Village Fendalton Library Spreydon Library	9	Phillipstown Hub Pantry
Promoting Ōtautahi Christchurch	2.3	2	0	Anthony Wildings Retirement Village Fendalton Library Linwood Library Little River Service Centre Youth Council Meeting Youth Hui	11	English Language Partners
Christchurch Art Gallery	2.2	2	0	Civic Offices	4	Parklands Library Sumner Library Te Hāpua Turanga Wainoni Park - Eastern Eagles Club Day

*Across all events and locations where the token exercise was run

APPENDIX 5: Elected Council vs. ‘What Matters Most’ online and paper participants

During one of their briefings, we invited Councillors to take part in the coin allocation activity. 14 Councillors completed the activity. Table 3.1 below sets out a comparison of how they would allocate 100 points vs. how the participants who completed the ‘What Matters Most’ activity (online and paper) would allocate 100 points.

In many cases the councillors allocated a similar number of points to each core service as the wider group of participants, however there were differences in some areas. Areas where Councillors allocated more points to a service than our group of participants included roads and footpaths, community development, enabling development and activities, and climate change.

Areas where our participants allocated more points to a service than councillors included drinking water, parks and gardens, wastewater, Civil Defence and Emergency Management, waste and recycling, and libraries.

Table 5.16: 100 points as allocated by elected councillors and ‘What Matters Most’ participants

Core Services	Total Points Allocated by Participants*	Total Points Allocated by Councillors*	Difference Participants & Councillors
Climate change	10.8	12.5	- 1.7
Drinking water	11.6	5.9	+ 5.7
Roads and footpaths	9.1	13.9	- 4.8
Travel choice	6.7	7.6	- 0.9
Parks and gardens	8.6	4.2	+ 4.4
Stormwater and drainage	7.2	7.3	- 0.1
Wastewater	6.2	4.9	+ 1.3
Waste and recycling	6.4	5.9	+ 0.5
Recreation and sport	5.5	5.6	- 0.1
Christchurch City Libraries	5.1	4.9	+ 0.2
Civil Defence Emergency Management	5.1	4.2	+ 0.9
Enabling development	3.3	5.2	- 1.9
Events	3.9	4.2	- 0.3
Community development	3.0	5.2	- 2.2
Community spaces	3.7	3.8	- 0.1
Promoting Ōtautahi Christchurch	2.0	2.4	- 0.4
Christchurch Art Gallery	1.9	2.4	- 0.5

*These have been calculated by scaling the total points/coins allocated by our “What Matters Most” participants and councillors to each core service to total 100 points.

APPENDIX 6: Late ‘What Matters Most’ paper forms

Several paper forms were received too late for us to include them in the wider analysis. The information provided by these participants has instead been included here for completeness.

Table 6.1: Summary of feedback from late paper forms

Core Service	Total Points Allocated	Total participants who allocated points	Average Points Allocated
Climate change	143	13	11.0
Drinking water	103	9	11.4
Roads and footpaths	172	12	14.3
Travel choice	201	12	16.7
Parks and gardens	194	12	16.2
Stormwater and drainage	98	9	10.9
Wastewater	52	9	5.8
Waste and recycling	78	10	7.8
Recreation and sport	253	15	16.8
Christchurch City Libraries	64	9	7.1
Civil Defence Emergency Management	186	15	12.4
Enabling development	34	7	4.8
Events	177	13	13.6
Community development	112	11	10.2
Community spaces	123	13	9.4
Promoting Ōtautahi Christchurch	24	5	4.9
Christchurch Art Gallery	86	10	8.6

Recreation and sport came out on top at other locations, receiving 16.8 points per participant on average. Travel choice was also very important for these participants, who on average allocated 16.7 points to this service. Consistent with the results for the overall analysis (online and paper combined), roads and footpaths were the third most important core service for participants at other locations. Promoting Ōtautahi was given the least priority (with an average of 4.9 points) which is also consistent with the results for the overall analysis.

APPENDIX 7: Measurements & what we've achieved

As a Council, we are required to meet the consultation principles in the **Local Government Act 2002** and any other legislation relevant to the decision or matter (for example, the Reserves Act 1977, the Resource Management Act 1991). We are required to provide anyone who will or may be affected by a decision, or anyone who has an interest in a decision, with reasonable access to relevant information and to encourage their participation. **However, there is no requirement or expectation that an engagement needs to achieve any particular percentage of the population in order to be valid.**

Engagement is also not required to be representative, though it is desirable to hear from as many different voices as possible. For most engagements, it's about achieving a balance between numbers and diversity. For example, hearing from a lot people, but only from certain parts of the community is not necessarily as useful as hearing from fewer people, but from a more diverse cross-section of the community.

For this engagement, we developed engagement tactics and set targets that reflected our intention to hear from as many people as possible, with a particular focus on our harder-to-reach audiences – young people, multi-cultural communities and the eastern suburbs.

MEASURE	TARGET	RESULT
OVERALL ENGAGEMENT		
Number of people completing participatory budgeting survey.	At least 2,000	Result: 4,000 <ul style="list-style-type: none"> - Online: 3,475 - Hard copy: 525
Number of people engaging offline - face-to-face (coin boxes and workshops).	At least 2,000.	Result: 3,825 <ul style="list-style-type: none"> - Coinboxes: 3,773 - Three focus groups: 52 attendees
Number of events/activities per Community Board area.	At least two per board area	Te Pātaka o Rākaihautū Banks Peninsula: 7 <ul style="list-style-type: none"> - Lyttelton Harbour area: 4 - Little River and Akaroa areas: 3 Waihoru Spreydon Cashmere Heathcote: 6 <ul style="list-style-type: none"> - Cashmere: 3 - Heathcote: 2

		<ul style="list-style-type: none"> - Spreydon: 1 <p>Waimāero Fendalton Waimairi Harewood: 5</p> <ul style="list-style-type: none"> - Fendalton: 3 - Harewood: 2 - Waimairi: 0 (note incl. Board-wide network mtg) <p>Waipapa Papanui Innes Central: 7</p> <ul style="list-style-type: none"> - Central: 5 - Papanui: 2 - Innes: 0 <p>Waipuna Halswell Hornby Riccarton: 18</p> <ul style="list-style-type: none"> - Halswell: 9 - Hornby: 3 - Riccarton: 6 <p>Waitai Coastal Burwood Linwood: 12</p> <ul style="list-style-type: none"> - Burwood: 4 - Coastal: 3 - Linwood: 5
Number of people engaging with online platform – quick polls, forum etc. (05/07 - 13/08)	At least 4,000	<p>Engagement</p> <ul style="list-style-type: none"> - Contributions: (total number of responses on participation activities) 6,179 - Contributors: 3,979 - Views (total number of views on project page): 20,304 - Visits (including browsing sessions –e.g. browsing different sub-pages, downloading, completing activity): 13,831

		<ul style="list-style-type: none"> - Visitors: 10,830 - Project followers: 494
Online platform - conversion: (05/07 - 13/08)	<i>No current benchmark as online platform is too new and the previous platform didn't enable us to capture this data.</i>	Conversions <ul style="list-style-type: none"> - Actions (% of visits where at least 2 actions – downloading, clicking etc. - were performed): 5.83% - Attention (% of visits that lasted at least 1 active minute): 49.27% - Feedback: (% of visits where at least 1 contribution was made): 4.46%
DEMOGRAPHICS <i>(note that these results are from the online and hard copy surveys. The demographic questions were optional and not everyone provided completed them. These results do not include those we spoke to at events, anyone who completed the in-person token exercise and some of the targeted hui).</i>		
Diversity of voices – percentage of youth engaged.	Benchmark: Life in Christchurch Survey <ul style="list-style-type: none"> - 2% (under 25) 	Result: <ul style="list-style-type: none"> - 6% (under 25)
Diversity of voices – non-NZ European engaged.	Benchmark: Christchurch Panel <ul style="list-style-type: none"> - 4% Māori - 0.4% Pacific Peoples - 1.2% Asian 	Result: <ul style="list-style-type: none"> - 7% Māori - 1% Pacific Peoples - 5% Asian
Diversity of voices – Eastern suburbs engaged.	Benchmark: Life in Christchurch Survey <ul style="list-style-type: none"> - 15% 	Result: <ul style="list-style-type: none"> - 18%
CAMPAIGN ENGAGEMENT		
Channel – Council social media: views and click-throughs.	Benchmark: Annual Plan 2023-24 <ul style="list-style-type: none"> - 18,000 views (average for one month of campaign that ran from Dec 2023 – June 2024) 	Result: <ul style="list-style-type: none"> - Total views: 56,314 - Average views per post: 13,322

Channel – Newsline: average views on articles.	Benchmark: Annual Plan 2023-24 - 400 average	Result: 496 average
Digital programmatic advertising: average click through rate.	Benchmark: Council traffic campaigns - 1.11%	Result: - 1.30% - 228,200 impressions Comparing the social results to the previous Long Term Plan campaign (Nov 2020 – March 2021), this campaign delivered a much higher link click through rate of 1.30% (vs 0.58% in the previous campaign). The previous campaign also saw 58% of link clicks delivered by those aged 55+ whereas this campaign saw 52% of link clicks coming from those <u>under</u> the age of 50 which highlights our success in engaging a younger audience.
Digital Display advertising: average click-through rate.	Benchmark: OMD - 0.06% - 0.07%	Result: - 0.12%. OMD noted the success of the avatar design in driving users to the site. - 662,100 impressions
Direct campaign activity: average time spent on page (Google Analytics).	Benchmark: - SwimSmart: 1 minute 44 seconds - Civic Awards: 1 minute 35 seconds - Local elections: 2 minutes 2 seconds	Result: - 1 minute 51 seconds
Direct emails on Social Pinpoint (panel and campaign emails)	Benchmark: Life in Christchurch transport survey (most popular survey) - 48% opened, 13% clicked.	Campaign emails to promote new quick polls and forums to followers: - 13/07 - 80% opened, 31% clicked (96 recipients) - 20/07 - 78% opened, 26% clicked (153 recipients) - 10/08 - 77% opened, 23% clicked (387 recipients)

		Direct emails to panel distribution list: <ul style="list-style-type: none"> - 28/07 - 60% opened, 6% clicked, 0.2% bounced (7929 recipients) - 04/08 - 30% opened, 3% clicked, 4% bounced (11,516 recipients) - 11/08 - 51% opened, 6% clicked, 2% bounced (19,162 recipients)
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