

NORTHLAND CIVIL DEFENCE EMERGENCY MANAGEMENT GROUP

AGENDA

TUESDAY 5 **DECEMBER** 2017 – 11.00AM

Northland Civil Defence Emergency Management Group "Resilient Communities Together"

NORTHLAND DISTRICT HEALTH BOARD
Te Pouari Hauora Ā Rohe O Te Tai Tokerau



Northland
REGIONAL COUNCIL



Far North
District Council



New Zealand
POLICE
Nga Pirihimana O Aotearoa



KAIPARA
DISTRICT



WHANGAREI
DISTRICT COUNCIL



FIRE
EMERGENCY
NEW ZEALAND



St John
first to care



Department of
Conservation
Te Papa Atawhai



Ministry of Civil Defence
& Emergency Management
Te Kāhau Whakamarumaru

NORTHLAND CIVIL DEFENCE EMERGENCY MANAGEMENT GROUP AGENDA

**FOR A MEETING TO BE HELD IN THE COUNCIL CHAMBER,
NORTHLAND REGIONAL COUNCIL, 36 WATER STREET, WHANGĀREI,
ON TUESDAY 5 DECEMBER 2017, COMMENCING AT 11.00AM**

MEMBERSHIP OF THE COMMITTEE

Cr R Stolwerk (NRC)	Mayor Sheryl Mai (WDC)
Cr J Larsen (KDC)	Cr C Kitchen (FNDC)
Superintendent R Le Prou (Police)	Mr B Mosby (FENZ)

Observer Status: MS B Vercoe (MCDEM)

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TITLE: **Confirmation of Minutes – 5 September 2017**

From: Tegan Capp, Civil Defence Emergency Management Secretary

Date: 23 November 2017

Executive summary:

The purpose of this report is to present the unconfirmed minutes of the Northland CDEM Group Meeting held on 5 September 2017 (**attached**) for confirmation as a true and correct record.

Recommendation:

1. That the minutes of the Northland Civil Defence Emergency Management meeting held on 5 September 2017 be confirmed as a true and correct record.

Background:

Councils are required to keep minutes of proceedings in accordance with the Local Government Act 2002.

Attachments:

- Minutes – Northland CDEM, 5 September 2017

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 23 November 2017

Northland Civil Defence Emergency Management Group

Minutes of the Northland Civil Defence Emergency Management Group Meeting,
held in the Council Chamber, Northland Regional Council,
36 Water Street, Whangārei, on
Tuesday, 5 September 2017 commencing at 11:00 am

Members Present:

Far North District Council – Cr C Kitchen (Chair)
Whangarei District Council – Mayor S Mai
Northland Regional Council – Cr R Stolwerk

Advisors/Observers Present:

NZ Police – Inspector M Ruth
Fire and Emergency New Zealand – Mr B Mosby

In Attendance:

Northland Regional Council – Ms T Capp
Northland Regional Council – Mr T Phipps
Northland Regional Council – Mr G Macdonald
Northland Regional Council – Ms S Morgan
Northland Regional Council – Ms S Botting
Northland Regional Council – Ms K Abbott
Northland Regional Council – Mr M Soljak
Kaipara District Council – Ms S Douglas
Far North District Council – Ms K Ross
Far North District Council – Mr A Wells
Whangarei District Council – Ms V Randall
Fire and Emergency New Zealand – Mr M Taylor

Apologies

Moved (Mai/Stolwerk)

That the apologies from Cr J Larsen and Superintendent R Le Prou for non-attendance be received.

Carried

Declaration of Conflict of Interest

There were no declarations of conflicts of interest in any items of business.

1.0 Confirmation of Minutes – 6 June 2017

A979035

Secretarial Note: The minutes will be carried forward to be received at the next meeting because all members were not present. For the avoidance of doubt the quorum shall consist of 4 members.

2.0 Membership of the CEG/CDEM Group and key appointments

A978603

Report from Tony Phipps, CEG Chairperson dated 24 August 2017.

Moved (Stolwerk/Mosby)

1. That the report 'Members of the CEG/CDEM Group and key appointments' by Tony Phipps, CEG Chair, dated 24 August 2017 be received.
2. That the Spelling of Mr Brad Mosby's name is corrected.
3. Ms Jacqui Robson and Dr Clair Mills are no longer members of the Coordinating Executive Group.

Carried

3.0 Ministry of Civil Defence Emergency Management Monthly Update

A978609

Report from Graeme MacDonald, CDEM Manager dated 28 August 2017

Moved (Kitchen/Stolwerk)

1. That the report 'Ministry of Civil Defence & Emergency Management monthly update Graeme MacDonald, Civil Defence Emergency Management Manager dated 28 August 2017 be received.

Carried

4.0 Coordinating Executive Group Chairpersons report

A978614

Report from Tony Phipps, CEG Chairperson dated 24 August 2017

Moved (Mai/Stolwerk)

1. That the report 'Coordinating Executive Group Chairpersons report' by Tony Phipps, CEG Chairperson, dated 24 August 2017 be received.

Carried

Secretarial Note: A suggestion was made to share invitations to exercises with other agencies/organisations for greater collaboration.

5.0 Ministerial Review – Better Responses to Natural Disasters and other emergencies in New Zealand

A978602

Report from Graeme MacDonald, CDEM Manager dated 24 August 2017

Moved (Stolwerk/Ruth)

1. That the report 'Ministerial Review – Better Responses to natural Disasters and other emergencies in New Zealand by Graeme MacDonald, CDEM Group Manager, dated 24 August 2017 be received.

Carried

Secretarial Note: The Chairman commended the Group on the comprehensive report.

6.0 Recovery arrangements and legislation

A978599

Report from Graeme MacDonald, CDEM Manager dated 21 August 2017

Moved (Stolwerk/Mai)

1. That the report 'Recovery arrangements and legislation' from Graeme MacDonald, Civil Defence Emergency Management Manager, dated 18 August 2017 be received.

Carried

7.0 Community Resilience Projects

A978613

Report from Shona Morgan, Community Resilience Coordinator, dated 17 August 2017

Moved (Ruth/Mosby)

1. That the report Community Resilience Projects by Shona Morgan, Community Resilience Coordinator dated 17 August 2017 be received.

Carried

8.0 Professional Development and Training

A978611

Report from Kim Abbott, CDEM Officer, dated 21 August 2017.

Moved (Stolwerk/Ruth)

1. That the report 'Professional Development and Training' by Kim Abbott- Emergency Management Officer, dated 21 August 2017 be received.

Carried

9.0 Public Information Management (PIM) update A978615

Report from Murray Soljak, Public Information Project Officer and Susan Botting, Public Information Officer, dated 24 August 2017

Moved (Stolwerk/Kitchen)

1. That the report 'Public Information Management (PIM) update' by Murray Soljak and Susan Botting dated 24 August 2017, be received.

Carried

Secretarial Note: A correction is required on page 39-43 of the agenda. The correct item number is Item 10.0.

10.0 Northland Lifelines Group Update A978607

Report from Kim Abbott, CDEM Officer, dated 21 August 2017.

Moved (Mosby/Kitchen)

1. That the report 'Northland Lifelines Group Update' by Kim Abbott, CDEM Officer, dated 21 August 2017 be received.

Carried

11.0 Northland Tsunami Siren Testing Outcome Report April 2017 A978604

Report from Victoria Randall, CDEM Officer Whangārei District, dated 18 August 2017

Moved (Stolwerk/Ruth)

1. That the report 'Northland Tsunami Siren Testing Outcome Report April 2017' by Victoria Randall, CDEM Officer WDC, dated 18 August 2017 be received.

Carried

12.0 Welfare Coordination Update A978605

Report from Claire Nyberg, CDEM Officer, dated 18 August 2017

Moved (Ruth/Mai)

1. That the report 'Welfare Coordination Group update' by Claire Nyberg, Civil Defence Emergency Management Officer, dated 18 August 2017 be received.

Carried

13.0 Kaipara District Update

A978606

Report from Sharon Douglas, CDEM Officer, dated 18 August 2017

Moved (Mai/Stolwerk)

1. That the report 'Kaipara District Update' by Sharon Douglas, CDEM Officer Kaipara District, dated 18 August 2017 be received.

Carried

14.0 Far North District Update

A978612

Report from Bill Hutchinson, Civil Defence Team Leader, dated 14 August 2017.

Moved (Mai/Stolwerk)

1. That the report 'Far North District Update' by Bill Hutchinson, Civil Defence Team Leader, dated 14 August 2017, be received.

Carried

16. Whangārei District Update

A978616

Report from Victoria Randall, CDEM Officer Whangārei District, dated 17 August 2017

Moved (Mai/Stolwerk)

1. That the report 'Whangārei District Update' by Victoria Randall, CDEM Officer, Whangārei District, dated 17 August 2017 be received.

Carried

Conclusion

The meeting closed at 12:30pm

TITLE: Members of the CEG/CDEM Group and key appointments

From: Tony Phipps, CEG Chairperson

Date: 10 November 2017

Executive summary:

Attached is the up to date list of members and key appointments for the Northland CDEM Group. The list of key appointments is also available on the same webpage as the Northland CDEM Group plan. The list has also been referenced in the group plan.

Recommendations:

1. That the report 'Members of the CEG/CDEM Group and key appointments' by Tony Phipps, CEG Chair, dated 10 November 2017 be received.
 2. That the Northland CDEM Group approves the appointment of Mr Andrew Bonica of the Far North District Council, Ms Sandra Boardman and Ms Sue Hodge, both, Whangarei District Council as Local Controllers, pursuant to section 27, Civil Defence Emergency Management Act 2002.
-

Report:

Membership of the Northland Civil Defence Emergency Management Group:

- Cr Rick Stolwerk (NRC)
- Mayor Sheryl Mai (WDC)
- Cr Colin Kitchen (FNDC) – Chairperson
- Cr Jonathan Larsen (KDC)
- Mr B Mosby (Fire and Emergency NZ)
- Superintendent Russell Le Prou (NZ Police)
- Ms Bridget Vercoe (MCDEM) in observer role

Membership of the Coordinating Executive Group:

- Mr Andy Finch (FNDC)
- Mr Tony Phipps (NRC)
- Ms Sandra Boardman (WDC)
- Mr John Burt (KDC)
- Inspector Martyn Ruth (NZ Police)
- Mr Graeme Quensell (Fire and Emergency NZ)
- Ms Sarah Hoyle (Northland Health)
- Mr Ben Lockie (St John Ambulance)
- Ms Bridget Vercoe (MCDEM) in observer role
- Dr Virginia McLaughlin (Medical Officer of Health)
- Mr Russell Watson (Northland Lifelines Group)
- Mrs Claire Nyberg (Northland Welfare Advisory Group)

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Group Controllers:

- Graeme MacDonald
- Tony Phipps
- Claire Nyberg

Local Controllers of the Whangarei District:

- Simon Weston
- Victoria Randall
- Andrew Venmore

Local Controller for the Kaipara District:

- John Burt

Local Controllers for the Far North District:

- Alistair Wells

Group Welfare Managers:

- Claire Nyberg
- Kim Abbott
- Shona Morgan

Local Welfare Managers:

- Raewyn Smythe (FNDC)
- Kylie Cox (FNDC)
- Aya Morris (FNDC)
- Paula Ulrich (WDC)
- Cindy Velthuisen (WDC)
- Darlene Lang (KDC)
- Michelle Nepia (KDC)

Group Recovery Manager:

- Graeme MacDonald
- Steve McDowell (on contract)

Local Recovery Managers

- Janice Smith (FNDC)
- John Burt (KDC)
- Vacant (WDC)

Controllers for appointment

The Far North District Council wishes to appoint Andrew Bonica as an alternative Local Controller. Andrews's role is Business Improvement Advisor with the councils Risk and Improvement Team.

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His previous Emergency Management experience includes:

- 2011 CHCH Earthquake – Controller – Ministry of Health (backup for Director, Emergency Management – primary Controller)
- 2009-2010 World Health Organisation – Registered Expert Consultant – Public Health Emergencies of International Concern
- 2009 – Samoan Tsunami – Samoan controller (in Samoa) – Field Ops - 50 NZ medical staff/Military Liaison
- 2009 – Watch Group member – National Guardian Counter Terrorism exercises
- 2009 – Controller, National Response Manager, Planning and Intel roles– Ministry of Health
- 2006 – 4 International consultancies – H5N1 pandemic related – Middle East, Russia, USA
- 2005 – NZ Delegate H5N1 Pandemic global meeting – Rome – FAO and WHO.
- 2004 – Banda Aceh Tsunami – Military Communications Support
- Andrew has completed a CIMS 4 Course and will complete a refresher course in the 2018 year as well as enrolling in the MCDEM controllers Course.

The Whangarei District Council has three appointed controllers and has two further Local controllers to appoint.

Sandra Boardman, General Manager of Community, completing the Controller Development residential course in November and has also completed the CIMS Level 4 Course.

Sue Hodge, Parks Manager, recently moved from Kaipara District Council where she has been an appointed Local Controller. Sue has completed the Controllers Development course earlier in the year and CIMS Level 4 course.

Appointments to Local Controller are made by the CDEM Group pursuant to section 27, Civil Defence Emergency Management Act 2002.

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017

**TITLE: Ministry of Civil Defence and Emergency Management
Monthly Update**

From: Graeme MacDonald, Civil Defence Emergency Management Manager

Date: 22 November 2017

Executive summary:

Attached for the information of the group is the monthly update from the Ministry of Civil Defence & Emergency Management for October 2017.

Recommendations:

1. That the report 'Ministry of Civil Defence & Emergency Management monthly update Graeme MacDonald, Civil Defence Emergency Management Manager dated 22 November 2017 be received.

Attachments:

- Ministry of Civil Defence & Emergency Management update for October 2017.

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017



Ministry of Civil Defence & Emergency Management

Te Rākau Whakamarumarū

31 October 2017

Ref: 4002250

Dear CEG Chairs,

Last Wednesday the Prime Minister announced the Ministerial portfolios, including for Civil Defence. The new Minister of Civil Defence, Hon Kris Faafoi was sworn in and received his warrant on 26 October. I have met with Minister Faafoi and over the coming weeks my focus will be supporting our Minister including across the broad range of projects, initiatives and programmes related to the portfolio.

In December, MCDEM is hosting three separate fora in the Parliamentary Complex. The CDEM Group Manager's Forum hosted by MCDEM will be held on the 5 December. The Group Manager's Forum provides an opportunity for managers to dive into the operational detail of a number of initiatives that are currently underway and is a partner meeting to the Forum held annually in March which is hosted by WREMO. The Controller's Forum and CEG Chair's meeting are both being held on 06 December. The Controller's Forum will provide an opportunity for Controllers to share experience and to discuss operational matters of mutual concern; an agenda will be sent in the next week. Our next CEG Chairs meeting is fast approaching and I'm currently working on the draft agenda, which I hope to send out in the next week or so for your feedback.

As signalled in my last update, MCDEM will hold the National Emergency Management Conference at Te Papa in Wellington in partnership with Australasian Natural Hazards Management Conference on 30-31 May 2018. The Conference Awards Dinner is also our chance to recognise both paid staff and volunteers for important and outstanding contributions to CDEM in New Zealand through the Ministerial Awards, Director's Awards for Innovation as well as those achieving 20 year and 30 year long service. There have been a number of people who have served over 40 years and in one case we have recently heard of a person who has achieved 50 years' service. Therefore this year we are introducing the additional 40 & 50 years' awards. Please submit nominations for people who have served more than 40 years including any past recipients of the 30 year long service award.

Please provide nominations by Friday 2 March 2018 - the guidelines on CDEM Awards are attached for your convenience. The Awards will be presented at Conference Awards dinner on 30 May.

Enjoy the stunning spring weather we're having across the country.

Summary of Progress

Recovery after the 14 November 2016 earthquakes & tsunami

All eyes are on the tremendous work underway on the SH1 North of Kaikōura road and rail corridor as communities, businesses and tourists anticipate the State Highway 1 opening before Christmas. It's a battle to restore the corridor with constant wet weather. In early October, rain brought down 31 slips onto the railway line and next to State Highway 1, causing delays and closures. Unfortunately the Main North Line will be closed to freight, probably until the end of October. KiwiRail is making repairs and adding resilience ahead of the peak freight period. Work trains are still operational, bringing materials and workers to where they're needed.

The Kaikōura Harbour will soon be fully operational, ready for an official opening on 14 November, one year since the 7.8 M earthquake. Operators and charters were hit hard while the Harbour was out of action after being damaged by the earthquakes. Cheers went up this week as two Whale Watch Kaikōura vessels pulled up to their new berths for the first time.

EQC and private insurers continue to make good progress on the over 38,000 national residential claims. As at 30 September 2017, 87% of building assessments and 54% of building settlements are complete. There's still plenty of work ahead to get all remaining customers settled but EQC is confident it's on track to settle at least three quarters of residential claims by Christmas, with remaining claims resolved in early 2018.

We continue to monitor, coordinate and champion support for social recovery, including psychosocial support, as needed.

The National Recovery Office was initially established until 30 June and extended until 30 September 2017. Several ongoing issues, such as land hazards and land damage, require our extending a core set of NRO functions until the end of December 2017. We're working with government agencies to agree how the NRO's responsibilities of monitoring and support will be transitioned in 2018.

Contact: Dave Brash, MCDEM National Recovery Manager on 027 547 3166
dave.brash@dpmc.govt.nz

Whakatāne

We continue to support the Local Recovery Office and central and local government agencies as they help flood-affected families, farmers and businesses. As at mid October 50 families (16%) are back home after their homes have been dried out and fixed.

ICNZ report that \$37 million has been paid into the community so far for the recovery and 53% of home and contents claims are fully settled.

Acute temporary accommodation needs for families waiting for their homes to dry out are being met. However, the process takes time, hindered by the constant rainy weather. Meanwhile flood-affected people face a plethora of psychosocial issues. The Navigator service that offers personalised support for affected families, and the Residential Advisory Service that provides free independent advice for insurance matters, are well used and well appreciated.

Contact: Dave Brash, MCDEM National Recovery Manager on 027 547 3166
dave.brash@dpmc.govt.nz

Cell Broadcast Alerting (delivering Emergency Mobile Alerts)

The project is on track for launching before the end of the year. The tsunami protocol documentation was issued to Groups for final feedback, and is now being added to an updated *Tsunami Advisory and Warning Plan*. A proposed agreement between user agencies and DPMC for the use of the system has also been circulated with the Groups, together with the supplementary *Protocol for User Agencies*. These were finalised by 31 October and issued for formal sign-off, necessary before the Groups can access the live system.

Training of user agency staff in the use of the Emergency Mobile Alert portal commenced on 13 October, and members of the project team will be visiting Groups around New Zealand through until 10 November.

The New Zealand mobile operators commenced testing of their production environments. Unfortunately this resulted in three unplanned test messages being sent to enabled handsets on the Vodafone 4G network in the early hours of 4 October. Steps taken to prevent a recurrence include a full audit of all equipment configurations, and for the Ministry to lead all testing activities during New Zealand daylight hours. Production testing activities were completed by 20 October.

Notwithstanding the publicity garnered by the unplanned tests, the official public awareness campaign of Emergency Mobile Alert has commenced, coinciding with Get-Ready week.

The next phase of the campaign is set to start on 12 November, to encourage people to check whether their phone can receive the alerts and what they look and sound like (radio, outdoor posters, digital, search, social). Each CDEM Group has a communications lead who have been kept up to date with the progress of the public education campaign. They will be provided with a campaign guide and all the resources required to help promote the campaign in their region.

Contact: Kevin Fenaughty, Principal Advisor, National Operations on (04) 817 8545
kevin.fenaughty@dpmc.govt.nz

EMIS Upgrade

With the 'design' phase now winding up we are reviewing the 'wireframes' produced during the design process to ensure the build process is accurately informed. Like in the design phase, CDEM Groups will stay engaged to ensure requirements are understood and considered.

Contact: David Coetzee, Manager, Capability and Development on (04) 817 8580
david.coetzee@dpmc.govt.nz

VHF Radio Licencing fee structure change

Following a review of licence fees by Radio Spectrum Management, changes to the radio spectrum fee framework were implemented on 1 October 2017. Once we have finalised the structure of licensing repeater frequencies each CDEM organisation will be advised as to the total license fees payable under the new framework. The annual cycle of fee payment for use of frequencies within the ES band will remain. It is as follows:-

- 31 March – MCDEM billed for all frequencies.
- 30 April to mid-May – CDEM organisation receive invoices covering their allocated frequencies.
- 30 June – Reimbursement from CDEM organisations completed back to MCDEM for allocated frequencies

Contact: John Lovell, Senior Emergency Management Advisor on 027 438 2694
john.lovell@dpmc.govt.nz

Capability Development

Update on the Coordination Centre courses of the Integrated Training Framework (ITF):

- Coordination Centre – Foundation online course is available on takatū
- Coordination Centre – Logistics function specific course is undergoing review and rebranding
- An online bridging course (for those who have followed the CIMS unit standards pathway) has been developed by an online developer and has almost completed review by the MCDEM team, it will soon be available for a wider review before the launch
- An intermediate level course was delivered to external national agencies October 10 and 11 in Wellington; good feedback was received.
- We have 27 participants in the next cohort of the Controllers Development Programme. The programme started with an online component on 16 October and the residential course is being held during the week of 26 November in Christchurch. The next cohort will start in late January 2018 to support applicants that could not be accommodated this time.

The review of unit standards under the CDEM domain has stalled while we find appropriately knowledgeable and experienced subject matter experts to participate. Discussions continue to take place with Skills (Industry Training Organisation) on this, casual credit reporting and alignment of CDEM courses to the NZQA framework.

Remember, if you would like to kick-start using takatū in your region contact us, we can adapt to your requirements, providing training and/or support.

Visit: <https://takatu.civildefence.govt.nz/> or email takatu@dpmc.govt.nz

Contact: Karen Singleton on (04) 817 8584
karen.singleton@dpmc.govt.nz

Interim Alternative National Crisis Management Centre

Training sessions continue to be held with 121 people having completed introductory training in Auckland so far.

We are currently collating the materials (guidelines, documents etc) to be stored in Auckland for use in the interim alternative NCMC. We are also in discussions over a secondary location for the interim alternative NCMC to ensure we have even greater flexibility and resilience.

Contact: Shane Bayley, Manager Development on (04) 817 8578
shane.bayley@dpmc.govt.nz

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Sarah Stuart-Black', with a stylized flourish at the end.

Sarah Stuart-Black
Director

TITLE: Coordinating Executive Group Chairpersons Report

From: Tony Phipps, CEG Chairperson

Date: 24 November 2017

Executive summary:

This report provides an overview of matters relevant to the CEG Chairs functions.

Recommendations:

1. That the report 'Coordinating Executive Group Chairpersons Report' by Tony Phipps, CEG Chairperson, dated 24 November 2017 be received.

Report:

Warnings and activations

There have been several watches and warnings issued in the past months that have been monitored however no further action has been required.

CDEM Review

The National review of CDEM responses has been completed and the final report is currently with the Minister.

Long Term Planning

Presentations have been made to the Whangarei, Far North and Kaipara District Council's on the Long-Term Planning processes. The purpose of the presentations has been to elaborate on the proposal to strengthen the shared services arrangements and to ensure that there is consistency across the region in CDEM delivery. The opportunity has also been used to outline and highlight funding and budgets for CDEM services across the region.

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 24 November 2017

**TITLE: Report on the Northland Civil Defence Emergency
Management Group – Section 17A Local Government Act
Review**

From: Graeme MacDonald, Civil Defence Emergency Management Manager

Date: 18 November 2017

Executive summary:

The purpose of this report is to introduce the Northland Civil Defence Emergency Management Group Section 17A Local Government Act review report and to consider the recommendations that it makes.

Recommendations:

1. That the 'Report on the Northland Civil Defence Emergency Management Group Section 17A Local Government Act review' by Graeme MacDonald, CDEM Manager, dated 18 November 2017 be received.
2. That the recommendations from the report be noted.
3. That the representation on the Northland Civil Defence Emergency Management Group and the Northland Coordinating Executive Group be reviewed to ensure that the appropriate level of commitment and seniority sits on the two groups.
4. That the delivery of CDEM services by the four contributing councils be through a fully integrated strengthened shared service model.
5. That a regional rate to cover all direct CDEM costs be considered to fund a fully integrated strengthened shared service model.

Report:

Attached for the information of the group is the Section 17A Local Government Act 2002: Review of Northland Civil Defence Emergency Management Services.

The purpose of this review was to evaluate the efficiency and effectiveness of the current Civil Defence Emergency Management arrangements and structures across the four constituent councils and to identify opportunities for improvement.

Strengths, weaknesses and opportunities for improvement in service delivery have been identified in the report with the conclusions being summarised in the Executive Summary on page 4. Three key recommendations are highlighted in the summary, whilst more detailed recommendations and conclusion are at paragraph 6 on pages 25 and 26.

ITEM: 5.0

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The three key recommendations are:

Governance

That the representation on the CDEM and CEG should be reviewed to ensure that the appropriate level of commitment and seniority sits on the two groups.

Structure and Delivery of Services

That the structure for delivery of CDEM services at each of the four contributing councils be through a fully integrated strengthened shared service model, since the fully integrated model provides the ability to deliver consistent, coordinated, effective and efficient CDEM services.

In considering the options for the structure and service delivery three models were considered (see pages 21 and 22). As outlined in paragraph 2.3 (page 10) of the review report, the Civil Defence Emergency Management Act determines the governance arrangements, including the membership of Civil Defence Emergency Management Groups and Coordinating Executive Groups. Roles and responsibilities of each group are also outlined in the Act. Several options, including such things as a CCO or external procurement, were considered, but omitted since the Act prescribes the governance structure.

Funding

That funding for a fully integrated strengthened shared service model be from a regionally set rate to cover all direct CDEM costs, and that CDEM support functions at the local level (each territorial authority) be met by each council.

The report analyses the current funding arrangements across the four councils and the findings being outlined on page 11 and 12.

Action:

The Coordinating Executive Group has also received the review report and has discussed the content and recommendations.

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 18 November 2017



Northland Civil Defence Emergency Management Group

Section 17A Local Government Act 2002: Review of Northland Civil Defence Emergency Management Services

September 2017

Prepared for:

Northland Civil Defence Emergency Management Group

Prepared by:

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Ignition Group
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Date:

21 September 2017

Document Control

Author	Change	Date of Issue	Version
Steve McDowell, Ignition Group	Final draft	21 September 2017	1.0

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Executive Summary

The purpose of the review is to evaluate the efficiency and effectiveness of the current CDEM arrangements and structures across the four constituent councils and to identify opportunities for improvement.

This report was developed using a combination of background reviews, qualitative interviews and a facilitated workshop with stakeholders, in order to develop conclusions and recommendations.

There is a high level of agreement amongst the review participants that the Group is functional and effective and is capable of responding to and recovering from small to medium events. But the Group can do better with more effective use of resources provided local communities are still the centre of the focus for delivery of civil defence functions.

The Civil Defence Emergency Management Act 2002 sets out that local authorities have individual and joint responsibilities. Legislative requirements show that all local authorities must build and maintain capability to prepare for, respond to and recover from emergencies.

The current arrangements are based on a partial shared services model where the Group provide professional civil defence services to the local authorities and some local CDEM services e.g. Civil Defence Officer and Welfare functions.

The current funding model is not consistent in terms of who pays what share of the funding elements for the total civil defence services.

The conclusion of the review is:

1. Governance is set by legislation in terms of the Group Committee and the official group (Coordinating Executive Group). The representation on these two important leadership groups should be reviewed to ensure that the appropriate level of commitment and seniority sits on those two groups.
2. That the structure for the delivery of CDEM services at each of the four contributing councils be through a fully integrated strengthened shared service model for the reason that the fully integrated model provides the ability to deliver consistent, coordinated, effective and efficient CDEM services.
3. That funding for a fully integrated strengthened shared service model be from a regionally set rate to cover all direct CDEM costs, and that CDEM support functions at the local level (each territorial authority) be met by each council.

1. Introduction

1.1 Objective

The Northland Civil Defence Emergency Management Group (NCDEMG) is undertaking a review of the region wide arrangements for Civil Defence Emergency Management (CDEM) in accordance with section 17A Local Government Act (set out in Appendix One).

The purpose of the review is to evaluate the efficiency and effectiveness of the current CDEM arrangements and structures across the four constituent councils and to identify opportunities for improvement, taking into consideration the current shared services arrangements with two of the constituent councils, recent changes to the CDEM Act in regards to the appointment and functions of Recovery Managers, and whether there are opportunities to rationalise existing services and resources.

The outcomes sought from the review are:

- Improved clarity of responsibilities, interaction, co-ordination and working relationships between members of the CDEM Group and the CEG, across business as usual, incident response, and recovery situations
- The future performance expectations and resourcing requirements for readiness, response and recovery will be provided for including staffing, training, exercising and reporting.

The governance element of the Section 17A provisions is restricted in the case of CDEM because the legislation does not allow for any other form of governance. However, this report addresses leadership and membership matters relative to the Group Committee (Elected Members) and the Coordinating Executive Group (Officials).

The CDEM Act specifies the requirements for a Joint Committee of the four Councils (Group Committee) to be appointed for the purpose of carrying out the following functions:

Section 17 CDEM Act 2002 - Functions of CDEM Groups

(1) The functions of a Civil Defence Emergency Management Group, and of each member, are to—

(a) in relation to relevant hazards and risks,—

- (i) identify, assess, and manage those hazards and risks:
- (ii) consult and communicate about risks:
- (iii) identify and implement cost-effective risk reduction:

(b) take all steps necessary on an ongoing basis to maintain and provide, or to arrange the provision of, or to otherwise make available suitably trained and competent personnel, including volunteers, and an appropriate organisational structure for those personnel, for effective civil defence emergency management in its area:

(c) take all steps necessary on an ongoing basis to maintain and provide, or to arrange the provision of, or otherwise to make available material, services, information, and any other resources for effective civil defence emergency management in its area:

(d) respond to and manage the adverse effects of emergencies in its area:

- (e) plan and carry out recovery activities:
- (f) when requested, assist other Groups in the implementation of civil defence emergency management in their areas (having regard to the competing civil defence emergency management demands within the Group's own area and any other requests for assistance from other Groups):
- (g) within its area, promote and raise public awareness of, and compliance with, this Act and legislative provisions relevant to the purpose of this Act:
- (h) monitor and report on compliance within its area with this Act and legislative provisions relevant to the purpose of this Act:
- (i) develop, approve, implement, and monitor a civil defence emergency management group plan and regularly review the plan:
- (j) participate in the development of the national civil defence emergency management strategy and the national civil defence emergency management plan:
- (k) promote civil defence emergency management in its area that is consistent with the purpose of this Act.

Section 20 of the CDEM Act requires the Group to appoint a Coordinating Executive Group (CEG) that has the following responsibilities:

- (a) providing advice to the Civil Defence Emergency Management Group and any subgroups or subcommittees of the Group:
- (b) implementing, as appropriate, the decisions of the Civil Defence Emergency Management Group:
- (c) overseeing the implementation, development, maintenance, monitoring, and evaluation of the civil defence emergency management group plan.

Therefore the governance element of the review provisions of Section 17A are restricted by the prevailing provisions of the CDEM Act.

This report will focus on the service delivery and funding models for CDEM but will make reference to how governance is implemented.

1.2 Background – Civil Defence Emergency Management in Northland

Each of the four councils in Northland has statutory responsibilities for CDEM as follows:

Section 64 CDEM Act - Duties of local authorities

- (1) A local authority must plan and provide for civil defence emergency management within its district.
- (2) A local authority must ensure that it is able to function to the fullest possible extent, even though this may be at a reduced level, during and after an emergency.

The councils and agencies that are part of the Northland Civil Defence Emergency Management Group (NCDEMG) have played an important role in preparing for, responding to and recovering from a number of emergencies over the last ten years particularly from weather driven events. Part of

the capability for response has been the identification of hazards and measures to address those hazards.

Each of the four local authorities operate risk planning including district and regional planning to address hazards and reduce the impact of those hazards.

It is noted that change is continual at various operational and management levels of CDEM delivery across councils. For example the turnover of Recovery Managers for each of the territorial authorities¹ has resulted in one or more of the councils either not having a Recovery Manager in place or a Recovery Manager is in place that has not been trained or worked through an exercise / event to develop capability.

The Group Office now provides for the leadership and delivery of professional services to the territorial authorities. The detail of staffing and budget is addressed later in the report.

1.3 Requirements of Section 17A Local Government Act 2002

Section 17A in summary sets out the following:

- The Council must review the cost-effectiveness of current arrangements for meeting the needs of communities within its region for the performance of regulatory functions.
- A review must consider options for the governance, funding, and delivery of regulatory functions
- Options for delivery include (but are not limited to) the following:

(a) responsibility for governance, funding, and delivery is exercised by the council; or

(b) responsibility for governance and funding is exercised by the local authority, and responsibility for delivery is exercised by—

(i) a council-controlled organisation of the local authority; or

(ii) a council-controlled organisation in which the local authority is one of several shareholders; or

(iii) another local authority; or

(iv) another person or agency:

(c) responsibility for governance and funding is delegated to a joint committee or other shared governance arrangement, and responsibility for delivery is exercised by an entity or a specified person.

1.4 Methodology

¹ The territorial authorities in Northland are the Far North District Council, Kaipara District Council and Whangarei District Council

This report was developed from a review of existing documents (e.g. Group Plan), a workshop with key stakeholders (see Appendix Two), one-on-one interviews with representatives from each Council and a number of other stakeholders (refer appendix three for the names of the persons interviewed), analysis of options for delivery of services, and the development of conclusions and recommendations.

The recommendations contained within this report are designed to make the best of limited resources, use the Group resources to deliver professional CDEM services effectively, and ensure that locally there is a connection between the CDEM function and the communities that the region via the territorial authorities serve.

Background reviews comprised:

- Society of Local Government Managers guidance document for Section 17A Local Government Act 2002 reviews
- Documentation: review of Northland CDEM Group Plan and work plans, budget review
- Legislation: review of legislative requirements for local authorities and emergency services
- MCDEM Capability Assessment Report 2014: detailed review of findings

A workshop and interview process were used with stakeholders representing all levels within the CDEM Group. The workshop was designed to identify what is working well within the CDEM services currently; what wasn't working so well and the identification of opportunities. Interviews were held to provide more detailed responses from key personnel particularly from each of the four councils.

Analysis of all background reviews and interviews was completed in order to arrive at the conclusions and recommendations contained in this report.

2. Current Arrangements

2.1 Introduction

The Group is administered by the Northland Regional Council (NRC) from its office based in Whangarei and is funded by the 4 councils that comprise the Group. The NRC is the administering authority.²

The Group Office delivers professional services for CDEM across the region with various arrangements in place across the three territorial authorities for the delivery of “on the ground” services.

2.2 Services Currently Provided

Professional services that fall under the responsibility of the Civil Defence Officers are provided by the Group to the Kaipara District Council (KDC) and the Whangarei District Council (WDC) through formal written agreements. The Far North District Council (FNDC) funds the costs of the Civil Defence Officer from its own budget.

Some services are delivered fully through the Group as follows:

- Group Planning ((Group Plan, Recovery Plan, Welfare Plan; submissions to other agencies / Government etc.)
- Group Welfare coordination
- Lifelines planning and coordination
- Public information management
- Warning systems coordination and monitoring
- On call CDO/initial response roster for all Northland Councils (including monitoring/alerting)
- Recovery management- develop and support
- Training and exercises – partial delivery and coordination
- Community response planning and community response group coordination.

The following table sets out the staffing for the current model:

Position	Funding	Allocation
CDEM Manager	Northland Regional Council	1 FTE
CDEM Officer - Community Resilience	Northland Regional Council	1 FTE
CDEM Officer - Welfare	Northland Regional Council	1 FTE
CDEM Officer	Northland Regional Council	.6 FTE
CDEM Officer – Public Information Officer (& NRC Volunteer Coordinator)	Northland Regional Council	.4 FTE (CDEM) (.6 FTE NRC)
CDEM Officer – Whangarei District	Whangarei District Council	1 FTE
CDEM Officer – Kaipara District	Kaipara District Council	.5 FTE

² S 23(1) CDEM Act 2002 - The administering authority for each Civil Defence Emergency Management Group is a regional council or unitary authority that is a member of the Group

Position	Funding	Allocation
CDEM Officer – PIM Projects to 30/7/17	MCDEM Resilience Fund & CDEM Group	.6 FTE

Recovery is currently delivered at the Group level through the CDEM Manager and an independent CDEM consultant. Local Recovery Managers are appointed by each district council. The regional council has a 0.5 FTE approved from 1 July 2017 for a recovery manager. Part of the review is to consider options for on-going recovery management across each of the contributing councils including funding the other 0.5 FTE.

Welfare arrangements are as follows:

Territorial Authority	Description – note these are part time roles (Territorial Authority appointments)
Whangarei	One manager, three support team
Far North	One experienced manager, 1.5 support team
Kaipara	One advisor and one person at Mangawhai office

Features of the shared service arrangements currently in place for KDC and WDC with the Group Office include:

1. Improving the quality, efficiency and effectiveness of CDEM reduction, readiness, response and recovery arrangements
2. Seeking opportunities to share data and information;
3. Aligning levels of service as far as practicable;
4. Sharing best practice ideas and other opportunities to improve CDEM outcomes for the community;
5. Supporting the development of staff through joint training, secondments, and other training opportunities;
6. Developing or engaging key skills to enable the CDEM professionals to provide services to Northland communities and stakeholders;
7. Support for Community Response Groups;
8. Civil Defence Officer response cover;
9. Lifeline including shared coordinator / project management;
10. National deployments

2.3 Governance and Delivery Arrangements

The CDEM Act specifies the form of governance (Group Committee and CEG) and there is no ability to vary or change the governance model. The membership of the Group Committee and the CEG are as follows:

Group Committee

- Far North District Council – Cr C Kitchen (Chairman)

- Whangarei District Council – Mayor S Mai
- Northland Regional Council – Cr R Stolwerk
- Kaipara District Council – Cr J Larsen
- NZ Police
- NZ Fire Service

Coordinating Executive Group

Members of this group comprise:

- the chief executive officer of each member organisation or a senior person acting on that person's behalf;
- a senior representative of the police assigned for the purpose by the Commissioner of Police;
- a senior representative of the fire service assigned for the purpose by the National Commander;
- a chief executive of a district health board in the Northland region representing the district health boards in the Northland region, or a person acting on their behalf;
- a chief executive of an ambulance service in the Northland region, or a person acting on their behalf; and
- any other person who may be co-opted by the Group.

The current council representatives are:

- Ms Jacqui Robson (FNDC)
- Mr Tony Phipps (NRC)
- Mr Simon Weston (WDC)
- Mr John Burt (KDC)

The matter of representation on the Group Committee and the Coordinating Executive Group by the respective local authorities are raised as part of this review to ensure that leadership of the Group Committee and CEG are appropriate.

2.4 Funding and Costs

The CDEM Act addresses funding and costs. Unless there is agreement to otherwise, the costs of administering the Group are met equally by each council. The following is repeated from the Act in respect of costs of administering the Group:

Section 24 CDEM Act 2002 - Functions and costs of administering authorities and chief executives of administering authorities

(1) An administering authority established under section 23 and, as appropriate, the chief executive of that authority are responsible for the provision of administrative and related services that may from time to time be required by the relevant Civil Defence Emergency Management Group.

(2) The administrative and related services referred to in subsection (1) include services required for the purposes of the Local Government Act 2002, this Act, or any other Act, regulation, or bylaw that applies to the conduct of a joint standing committee under clause 30(1)(b) of Schedule 7 of the Local Government Act 2002.

(3) The cost of the administrative and related services must be agreed from time to time by each Group.

(4) Unless the members of a Group agree otherwise, the costs agreed under subsection (3) must be divided equally among the members and each member must pay 1 share of the cost.

The following table sets out the ratio of \$ per resident in each of the four councils:

Council's Expenditure			
	Total (\$,000)	(%)	\$/Resident
NRC	\$750	51	\$4.40
FNDC	\$300	28	\$4.80
WDC	\$300	13	\$3.40
KDC	\$100	8	\$4.50
	\$1,450	100	

The current funding and staffing model comprises the following allocated budgets from each of the four councils:

CDEM Professional			CDEM Expenditure				
	(FTE)		Total (\$,000)	(%)	Salary (,000)		(%)
NRC	5.6	0.5 v	\$750	51	\$350		51
FNDC	2.5	1v, 0.5con	\$300	21	\$195		28
WDC	1.0	ss	\$300	21	\$90		13
KDC	0.5	ss	\$100	7	\$55	ss	8
	9.6		\$1,450	100	\$690	ss	100

v - vacant con – consultant ss - shared service

The four councils have for the past 15 years put \$15,000 / year each in to a Group approved projects fund and NRC, FNDC and WDC contribute a total of \$10,000 / year to fund the Lifelines Utilities Group Project Manager.

3. Environmental Scan

The development of this report has included the assessment of recent emergency events, legislative changes, the 2014 MCDEM Monitoring and Evaluation Report and the Ministers review of CDEM.

Increased expectations by the community and Government for Groups performance to improve in the areas of readiness, response and recovery from small to medium scale events are noticeable. Population changes and climate change are influencers on the future development of capability and capacity for the region.

Other points are examined further as follows:

3.1 Recent Events

A number of recent CDEM events have been examined and the following are the points of interest relevant to this review:

Northland Storm July 2014

The following key areas for corrective action identified through the regional debrief process:

- Communicating road closure information
- Road closures and diversions - the issue of road closures was highlighted as an issue at several de briefs particularly the matter of across boundary diversions and restrictions on movement of heavy traffic
- In some areas the Impact and Needs assessments lacked appropriate resourcing and preparation. This included significant involvement of the Welfare Advisory Group
- Operational response and responsibilities particularly in respect to medical patients needing support e.g. dialysis and / or transport through flooded roads
- Resourcing and Staffing - the event duration in itself caused some problems with staffing and although in the main sufficient capability was available. In some instances staff in various councils worked long hours, probably beyond that which is provided for or permissible under existing employment conditions.

East Cape earthquake and tsunami 2 September 2016

Matters identified for corrective action were grouped under the following headings:

- National Crisis Management Centre activation and Duty Team, including staff capability, National Crisis Management Centre equipment, and the Tsunami Warning Plan and procedures.
- Communications, including correspondence with staff, national warning system messages, and interaction with CDEM Groups.
- Public Information Management, including media engagement.
- Science engagement and information.
- Information Technology, including Emergency Management Information System.
- National Crisis Management Centre functions and layout.

Staff capability, communications, information management and systems are matters raised that also feature in Northlands response experiences.

Taranaki Floods June 2015

The primary issues reported as arising from the event are:

- Lack of clarity around responsibilities for welfare needs assessment, significant delays in obtaining reliable information and a lack of clarity around reporting requirements (particularly in rural areas)
- A lack of local welfare delivery capability, and over-reliance on Group staff to deliver welfare
- Difficulties in running local council emergency operations from the Group Emergency Operations Centre, and uncertainty among local council staff about the extent to which they should set up local operations. The primary reason for this uncertainty was not wanting to duplicate Group EOC operations
- Delays in the appointment of a recovery manager, and a lack of recovery management experience.

3.2 CDEM Exercise

Exercise Tangaroa 2016 was a national CDEM exercise based on a regional source tsunami that impacted the entire New Zealand coastline. The Northland CDEM Group participated fully in the exercise. The following were the key challenges relevant to this review identified from the exercise:

- Lack of trained staff in Group Emergency Coordination Centre (GECC) to perform Coordinated Incident Management System (CIMS) roles and other tasks
- Lack of opportunities for staff to gain experience from events and not being included in exercises
- Speed up warning and alerting phase for near source tsunami
- Lack of admin support and outdated equipment in the GECC e.g. forms and printers
- Insufficient staff to perform all tasks required in the GECC and continue with business as usual
- Not enough clarity about the Public Information Management role and how this will work regionally
- Lack of trained recovery staff at the regional level who would be able to commit the time and resources required to fulfil the role.

A detailed work plan was assembled from the learning points from the exercises and have or are being implemented.

3.3 Legislative Change

Recovery Provisions

The CDEM Act has been amended to provide stronger powers for Recovery Managers. It raises the level of capability that a Recovery Manager will require particularly should the “transition period” powers be utilised (powers that enable a Recovery Manager to carry out works, evacuate premises, to enter premises and powers to give direction). These powers have not yet been used in a recovery operation in New Zealand.

Minister of CDEM – review of CDEM (Better responses to natural disasters and other emergencies in New Zealand)

Ministerial Review Terms of Reference include the following statement about the rationale for the review:

“A series of recent hazard events and emergencies in New Zealand have resulted in wide spread reflection on whether the current operational and legislative settings for responding to natural disasters and other emergencies are fit for purpose. Responsibility for the management of these events lay with three different agencies³. The civil defence emergency management sector was however involved in all three responses as either lead or support agency. In all three cases the effectiveness of the civil defence emergency management sector was called into question resulting in a loss of stakeholder, public and Ministerial confidence in the response system.”

Key points in the terms of reference are:

- The underlying principle of “act locally, coordinate regionally, support nationally” may not be suitable in all circumstances.
- Decisions are not necessarily made by adequately skilled and experienced people, mandated at the appropriate level of government, and supported by the best information possible in the circumstances.
- Volunteers may not be adequately supported by a professional emergency management force.
- Information is not always readily available to decision makers on the scale, complexity and evolving nature of the emergency, to determine the capacity and capabilities required for the response effort.
- There is a need for timely, consistent and accurate communication to the public.
- Response capabilities are not necessarily deployed as promptly and seamlessly as possible, taking advantage of economies of scale and the experience of senior responders.

“In summary, the operational and legislative settings within the system may not be performing optimally to meet current and future needs, and the role that New Zealanders need it to play.”

³ August 2016 Hawkes Bay gastroenteritis outbreak (lead agency Health); 2 September 2016 East Cape earthquake and tsunami (lead agency Civil Defence Emergency Management); 14 November 2016 Kaikoura earthquake and tsunami (lead agency Civil Defence Emergency Management); and 13 February 2017 Port Hills fire (lead agency Selwyn Rural Fire Authority).

The Ministerial Review has direct relevance to the Northland CDEM Group as the Ministers review is specifically relating to services delivered by each CDEM Group.

Key points of the Northland CDEM Group submission to the review were:

- Recent operational responses may not have been effective as they could have been; however, those responses are not indicative of operational response capability in all regions.
- The Northland CDEM Group has established a high level of capability, capacity and stakeholder engagement across the Northland region since the introduction of the Civil Defence Emergency Management Act 2002. Through an active and engaged joint committee and Coordinating Executive Group, the Group have focused upon ensuring that all stakeholders clearly understand their roles and responsibilities under the CDEM Act.
- Through strong leadership and relationship management the Group has ensured the development of functional and informed Lifelines Utility Group and Welfare Coordination Group.
- The Northland CDEM Group and its stakeholders have experience in operational responses to medium scale emergencies within its region and deployment of personnel to assist in other regions for larger scale events. Northland has demonstrated that it has the capacity and capability to deliver an operational response that is fit for purpose.
- The Northland CDEM Group supports the enhancement of readiness and response arrangements nationally to ensure that there is capability and capacity to deliver an effective operational response across all regions in New Zealand.
- Civil Defence Emergency Management readiness and response takes into consideration the wide variation of circumstances that exist in New Zealand, from the Auckland metropolitan context to the small rural local authority.

3.4 Northland CDEM Group Monitoring and Evaluation Report 2014

The Northland Civil Defence Emergency Management Capability Assessment Report was completed in 2014. This assessment is managed by the Ministry of Civil Defence Emergency Management that provides a scoring methodology against key CDEM functions along with commentary of specific elements of the assessment programme.

The following comment has come from the report:

“Northland has faced specific challenges in the intervening period between capability assessments in terms of disruption to member organisations and the need to respond to and recover from emergency events. It is testament to the leadership at both a Joint Committee and CEG level, as well as commitment from professional staff and other agency participants that these organisations are supported to succeed during a period of time where some member councils have undergone significant change.”

The report assesses the following goal areas – relevant quotes from the report are copied here to assist in understanding the status of CDEM in Northland along with a comparison to between the 2010 and 2014 assessments:

Goal One - Increasing community awareness, understanding, preparedness and participation in CDEM.

2010 – 66.8 2014 – 80.9

Areas for improvement

- Public information management
- Community engagement with “acceptable risk”

Goal Two - Reducing the risks from hazards

2010 – 54.9 2014 – 73.7

Areas for improvement

- Risk reduction

Goal Three - Enhancing capability to manage emergencies

2010 – 64.6 2014 – 82.5

Areas for improvement

- Capability
- Exercises

Goal Four - Enhancing capability to recover from emergencies

2010 – 53.4 2014 – 77.3

Areas for improvement

- Scale – ability to manage “medium” events particularly in recovery

Enabler One - Governance and management arrangements

2010 – 67.1 2014 – 89.3

Areas for improvement

- Funding / funding model
- Work Programmes

Enabler Two - Organisational resilience

2010 – N/A 2014 – 66.7

Areas for improvement

- Business continuity arrangements and formalised programmes

4. Assessment of Current Performance

4.1 Areas Currently Working Well

The Group workshop held on 8 August 2017 and the interviews held in the period 8 August – 21 August 2017 along with the review of documentation and the writers own experience of the Group (one of the current Group Recovery Managers identified in the Group Plan since 2007) have informed this section of the report.

In summary the areas that are currently working well are:

1. CDEM collaboration and coordination - between councils and agencies is well established, relationships and knowledge of key “players” are understood
2. Use of limited resources – the Group leads and delivers a range of Group wide planning and professional support services including Civil Defence Officer (CDO) functions to KDC and Whangarei which are accepted as being an efficient way to use limited resources.
3. Systems – the Group systems for establishing the emergency operations centre and coordinating response with local authorities and other agencies works well.
4. People – the staff involved in role within the Group Office and at FNDC for direct delivery of CDEM services are highly regarded and provided quality service backed by in-depth knowledge and experience (internationally, nationally and locally).
5. CDO’s dedicated to each of the three councils – delivering in the community but supported by the Group.
6. Consistency – through the central coordination of planning and leadership of the key areas for readiness, response and recovery, the Group is able to deliver services consistently and effectively.
7. Community engagement – CDEM in Northland is well connected to communities through a range of elements including community response plans, CDO’s operating in their respective communities, community events and public information campaigns
8. Goodwill – within each council and the agencies involved in CDEM there is general support for the function of CDEM. A number of staff in territorial authorities contribute to the function outside of their usual role because goodwill exists.
9. Small scale events – well managed by the Group with councils
10. Good engagement with Lifelines by the utility operators and the development of good working relationships prove valuable in response periods.
11. The Northland Lifelines Group is well supported by the CDEM Group including the funding of a coordinator that ensures projects are delivered to a high standards on behalf of the Group.

4.2 What is not Working so Well under Current Arrangements

In summary the areas that are currently not working so well are:

1. Recognising CDEM functions are important - lack of engagement getting CDEM incorporated into business as usual in each territorial authority
2. CDEM staff becoming engaged in non-CDEM roles – reduction in time available for CDEM functions where staff become involved with other work

3. Recovery and welfare at the local level – hard to attract staff at the territorial authorities to the Recovery Manager role and retain those staff. Recovery and welfare are an “add on” to core role staff were employed for. CDEM becomes a second, third or a more distant “cousin”.
4. Financial resources at a territorial authority level to fully deliver CDEM services
5. Inequitable distribution of funding for CDEM across each council (section five of this report addresses this issue). Councils not contributing on a pro-rata basis for the Group services they receive
6. Emergency Operations Centres – inability of territorial authorities to fully staff an EOC and operate shift replacements
7. Responsibility for exercising and training staff –responsibility for training and exercising sits with each council but there are wide variances in how / if the function occurs
8. Community Response Groups need more support – there are a number of examples where one or two people in the community facilitate these groups. They need more coordination and support from the professional are of CDEM.
9. Lifelines - there needs to be more capability / depth in the lifeline utility coordinator role, but it is noted that the Group have already identified this and are working to build on it.

4.3 Key Issues Identified

The following are key issues identified from the research phase of developing this report:

1. Significant events need more capability to be managed at the local level including managing an event as it escalates from being a small event to a larger event
2. Availability of staff for EOC shift hand over that are trained and capable
3. Identify what can be fully integrated at the group level and confirm what can be delivered locally
4. Any changes to the current model for service delivery must demonstrate benefits
5. Because there are a limited number of full time staff undertaking CDEM roles, coverage for staff absences needs to be considered from either the devolved or fully integrated at the group level models
6. Local CDO's form and maintain local relationships – it is important to ensure that local communities and CDEM are connected
7. Local CDEM services at each territorial authority need to have a base of consistency e.g. local welfare and recovery functions. Alongside this point is the question of whether the Group can provide these functions (as are currently provided for Lifelines as an example). This includes being in a good state of readiness (currently local welfare arrangements not consistently organised to the degree that it could be deemed to be “ready”).
8. Welfare needs to be classified in terms of what welfare services are designed and delivered at either a local or group level. If the current model for welfare remains, there needs to be consideration to resourcing the local welfare manager function (three people to enable on one duty, one back up and one off duty) and mapping the role so that expectations are more clearly understood.
9. Are Local Welfare Managers in fact Local Welfare Advisors coordinating with the Group Welfare Manager?

10. Any local CDEM functions delivered through a territorial authority need to have clear senior manager support from that council to ensure staff are in place and available for training etc. to adequately fulfil the role
11. The Group CDEM work plan relevant to each territorial authority in terms of functions to be delivered, needs to be understood and implemented locally by CDEM staff
12. Agencies and stakeholders are looking for one communication / coordination point in the Group office when an event occurs
13. Key roles – Controllers, Recovery Managers and Local Welfare Managers – can these roles be accessed from a “pool” across Northland that is coordinated by the Group that is supported in each territorial authority with ‘coordinators’ to support these roles?
14. If there is to be a more Fully integrated strengthened shared service model for CDEM services and delivery, there is a need to ensure that visibility of CDEM “on the floor” at each territorial authority is maintained to continue CDEM knowledge, recognition and confidence
15. Is there a need for a full EOC to be provided for by each territorial authority or can this function be coordinated through the Group EOC?
16. Governance – reviewing whether the Group Committee and the Coordinating Executive Group membership is appropriate should there be a desire to see a lift in:
 - Profile of CDEM governance and delivery,
 - Knowledge and understanding at senior levels of the various agencies and councils,
 - Leadership commitment to roles and projects?
17. Engagement of elected members in CDEM. Clarifying and confirming the role of elected members (those that are not members of the Joint Group Committee) in the response and recovery phase and how communication is provided in those phases
18. Territorial Authorities (WDC, KDC and FNDC) base participation of personnel and readiness and response arrangements on goodwill and volunteering with no formal human resource arrangements, recognition or reward being offered
19. Functionality of the Group Emergency Coordinating Centre. Three territorial authorities use their council chambers and the Group uses a shared meeting.

5. Options Assessment

5.1 Service Delivery

A key outcome of the review is to consider options for the on-going delivery of services to the community for CDEM across each of the contributing councils.

The following options have been developed:

A. Co-located partial shared service model

Some staff operate out of the Group Office and others work from the three district councils, which is “the current arrangements” and the “old model” where councils deliver and own CDEM on their own.

Current staffing is as set out in section 2.2 of this report.

Advantages:

- Capability and capacity for CDEM at Group level and locally where roles are delivered by staff to territorial authorities from the Group (e.g. KDC and WDC Civil Defence Officer functions)
- Good collaboration across agencies and strong relationships in place.
- Agencies and stakeholders are looking for one communication / coordination point in the Group office when an event occurs
- Group is very community focussed and there have a good level of education around CDEM
- Territorial authorities are well connected to their communities.
- Community response group programme resulting in direct access to communities
- Group capable to deliver sustained EOC management for incidents with the level of staffing available.
- Staff holding CDEM roles based in Group Office (and the Civil Defence Officer and Controller at FNDC) are well trained and capable personnel
- Capacity to cover staff absences
- The ability to manage / provide for Controllers, Recovery Managers and Welfare Managers that can be accessed from a “pool” across Northland that is coordinated by the Group that is supported in each territorial authority with ‘coordinators’ to support these roles.

Disadvantages:

- Difficulty in getting staff to take on CDEM roles in addition to their main role that they were employed for
- CDEM not viewed as a business as usual activity
- CDEM can be a “second fiddle” to the role that staff were employed for
- CDEM staff at the local level being tasked with non-CDEM responsibilities resulting in less time being allocated to CDEM functions
- Inconsistent application across the three territorial authorities
- Difficult to maintain capability due to high staff turnover

- Inability to deliver shift hand-over capacity for EOC's at the local level because insufficient staff available
- Inconsistent ability to deliver training and exercises
- Inability to provide strong local recovery and local welfare deployment

If there is to be a more fully integrated strengthened shared service model for CDEM services and delivery, there is a need to ensure that visibility of CDEM "on the floor" at each territorial authority is maintained to continue CDEM knowledge, recognition and confidence amongst staff at each council

B. Fully integrated strengthened shared service model

The Group are responsible at a regional level for the delivery of all readiness, response and recovery functions. Each council supports this model with staff who have a responsibility to coordinate local services with the Group but prime responsibility for service delivery is at the Group level. What that make up might be needs to be considered i.e. 10 FTE's that included Group Controllers (x3), Group Welfare Manager(s), PIM, Recovery Manager and CDO's who deliver identified levels of service for the region during readiness and response, recovery. It also includes a shared Lifelines Coordinator / Project Manager resource.

Advantages:

- One location for interagency coordination
- Capacity at the Group and local levels to deliver full CDEM services including EOC staffing at the Group level and the planning, deployment and implementation for recovery, welfare, lifelines public information and CIMS requirements
- Efficient use of resources in terms of being able to cover staff absences / deploy additional resources where needed
- The ability to manage significant events because staff, resources and skills are based at the Group level and are easily accessible / coordinated
- On call CDO/initial response roster for all (including monitoring/alerting)
- Agencies and stakeholders are looking for one communication / coordination point in the Group office when an event occurs
- The ability to manage / provide for Controllers, Recovery Managers and Welfare Managers that can be accessed from a "pool" across Northland that is coordinated by the Group that is supported in each territorial authority with 'coordinators' to support these roles.
- Delivery of training and exercises consistently across the Group
- Ability to deliver professional CDEM services consistently across the Group
- Capacity to provide services / support / relationship development with other CDEM Groups and to participate nationally / internationally in readiness, response and recovery activities

Disadvantages:

- Potential loss of local authority and community visibility of CDEM because it is based / delivered through the Group Office
- Potential for the focus to be on Group administration rather than service delivery in the field
- Loss of detailed knowledge of communities by CDEM staff based in the Group office

- Territorial Authorities not directly resourcing or staffing CDEM function could take a view that it is a full Group function and do not need to provide any further focus for CDEM leading to loss of local staff awareness.
- Loss of local political focus for CDEM as all coordination is via Group

If there is to be a more regionally integrated model for CDEM services and delivery, there is a need to ensure that visibility of CDEM “on the floor” at each territorial authority is maintained to continue CDEM knowledge, recognition and confidence amongst staff at each council even though they do not have direct responsibilities.

C. Independent less shared service model

Services are fully delivered by each district council with the Group (region) providing advice and coordination. Staff are located in each council to provide day to day management for readiness, response and recovery.

Advantages:

- Communities fully own local CDEM through their local council
- Staff have high visibility of CDEM at the local level
- Flexibility to determine who will hold what roles
- Detailed knowledge of local communities

Disadvantages:

- Agencies are generally structured at a regional level. If an independent less shared service model (delivered primarily at territorial authority level) was in place those agencies would be required to have arrangements with four local authorities resulting in additional time and resources to support each authority
- Difficulty in getting staff to take on CDEM roles in addition to their main role that they were employed for
- CDEM not viewed as a business as usual activity
- CDEM can be a “second fiddle” to the role that staff were employed for
- CDEM staff at the local level being tasked with non-CDEM responsibilities resulting in less time being allocated to CDEM functions
- Inconsistent application across the three territorial authorities
- Difficult to maintain capability due to high staff turnover
- Inability to deliver shift hand-over capacity for EOC’s at the local level because insufficient staff available
- Inconsistent ability to deliver training and exercises
- Inability to provide strong local recovery and local welfare deployment
- The ability to staff the roles of Local Controllers, Local Recovery Managers and Local Welfare Managers and back-ups for those roles.

5.2 Service Governance

As indicated earlier, the governance structure is not addressed in this report because governance arrangements are established under the CDEM Act and cannot be altered. However there is an

opportunity to review membership of both the Group Committee and the CEG to confirm that the level of membership is appropriate and at a senior enough level to ensure the function has suitable profile, leadership and commitment.

It is recommended that a review be undertaken of the engagement and roles of elected representatives not directly involved in the CDEM Group Committee with particular reference to roles to support CDEM plans and projects through engagement with communities.

5.3 Service Funding

A. Co-located partial shared service model

Funding options:

The respective councils pay a contribution towards the cost of salary and overheads whilst maintaining control and administrative ownership over internal CDEM budgets and funding.

B. Fully integrated strengthened shared service model

Funding options:

Regional targeted rate to pay for all CDEM services; or

Funding agreement to specify the quantum that each of the four councils will fund; or

Other option

C. Independent less shared service model

Funding options

Each council to fund the delivery of services for readiness, response and recovery (based on agreed service levels to ensure consistency and capability across each council).

6. Conclusions and Recommendations

6.1 Conclusions

The Northland CDEM Group has made significant advances in capability and capacity over the last seven years which is supported by the monitoring and evaluation reports from MCDEM from 2010 and 2014.

The Group is experienced at responding to and recovering from small to medium scale events however the delivery of core CDEM services is not consistent across the councils

For example, Recovery has struggled to maintain a consistent level of appointments at the local level.

The Group has been functioning effectively using partial shared services and this model is recommended for extension to more efficiently use resources and provide consistent professional CDEM services throughout the region

6.2 Recommendations

1. Service Delivery

- A. That option B (Fully integrated strengthened shared service model) be implemented for the reason that the fully integrated model provides the ability to deliver consistent, coordinated, effective and efficient CDEM services.
- B. That the roles of local Controllers, Local Recovery Managers and Local Welfare Managers be provided from a pool of staff trained and competent in the role allocated to them across the Group
- C. That at least one trained Controller be located and allocated in each of the three territorial authorities to recognise the need for local connectivity, knowledge and relationships
- D. Review the opportunities for the development and location of an appropriate Group Emergency Coordinating Centre.

2. Governance

- A. That the membership of the CDEM Group Committee and Coordinating Executive Group be reviewed to determine the appropriate level of elected members / senior managers for the respective functions.
- B. Review the engagement and roles of elected representatives not directly involved in the CDEM Group Committee with particular reference to roles to support CDEM plans and projects through engagement with communities.

3. Funding

- A. That funding for option B be from a regionally set rate to cover all direct CDEM costs.
- B. That CDEM support functions at the local level (each territorial authority) be met by each council.

Appendix One – Section 17A Local Government Act 2002

17A Delivery of services

(1) A local authority must review the cost-effectiveness of current arrangements for meeting the needs of communities within its district or region for good-quality local infrastructure, local public services, and performance of regulatory functions.

(2) Subject to subsection (3), a review under subsection (1) must be undertaken—

- (a) in conjunction with consideration of any significant change to relevant service levels; and
- (b) within 2 years before the expiry of any contract or other binding agreement relating to the delivery of that infrastructure, service, or regulatory function; and
- (c) at such other times as the local authority considers desirable, but not later than 6 years following the last review under subsection (1).

(3) Despite subsection (2)(c), a local authority is not required to undertake a review under subsection (1) in relation to the governance, funding, and delivery of any infrastructure, service, or regulatory function—

- (a) to the extent that the delivery of that infrastructure, service, or regulatory function is governed by legislation, contract, or other binding agreement such that it cannot reasonably be altered within the following 2 years; or
- (b) if the local authority is satisfied that the potential benefits of undertaking a review in relation to that infrastructure, service, or regulatory function do not justify the costs of undertaking the review.

(4) A review under subsection (1) must consider options for the governance, funding, and delivery of infrastructure, services, and regulatory functions, including, but not limited to, the following options:

- (a) responsibility for governance, funding, and delivery is exercised by the local authority;
- (b) responsibility for governance and funding is exercised by the local authority, and responsibility for delivery is exercised by—
 - (i) a council-controlled organisation of the local authority; or
 - (ii) a council-controlled organisation in which the local authority is one of several shareholders; or
 - (iii) another local authority; or
 - (iv) another person or agency;
- (c) responsibility for governance and funding is delegated to a joint committee or other shared governance arrangement, and responsibility for delivery is exercised by an entity or a person listed in paragraph (b)(i) to (iv).

(5) If responsibility for delivery of infrastructure, services, or regulatory functions is to be undertaken by a different entity from that responsible for governance, the entity that is responsible for governance must ensure that there is a contract or other binding agreement that clearly specifies—

- (a) the required service levels; and
 - (b) the performance measures and targets to be used to assess compliance with the required service levels; and
 - (c) how performance is to be assessed and reported; and
 - (d) how the costs of delivery are to be met; and
 - (e) how any risks are to be managed; and
 - (f) what penalties for non-performance may be applied; and
 - (g) how accountability is to be enforced.
- (6) Subsection (5) does not apply to an arrangement to the extent that any of the matters specified in paragraphs (a) to (g) are—
- (a) governed by any provision in an enactment; or
 - (b) specified in the constitution or statement of intent of a council-controlled organisation.
- (7) Subsection (5) does not apply to an arrangement if the entity that is responsible for governance is satisfied that—
- (a) the entity responsible for delivery is a community group or a not-for-profit organisation; and
 - (b) the arrangement does not involve significant cost or risk to any local authority.
- (8) The entity that is responsible for governance must ensure that any agreement under subsection (5) is made publicly available.
- (9) Nothing in this section requires the entity that is responsible for governance to make publicly accessible any information that may be properly withheld if a request for that information were made under the Local Government Official Information and Meetings Act 1987.

Appendix Two – Workshop Participants

Attendees:

Steve McDowell- Ignition Group - Facilitator
Tony Phipps- NRC
Graeme Macdonald- NRC
Alistair Wells- FNDC
Bill Hutchinson-FNDC
Sharon Douglas- KDC
Kim Abbott- NRC
Murray Soljak- NRC
Sarah Hoyle- NDHB
Janine De Clerk- NDHB
Susan Botting- NRC
Russel Watson- Northpower
John Burt- KDC and CEG Member
Claire Nyberg- NRC
Shona Morgan- NRC
Victoria Randall- WDC
Bridget Vercoe- MCDEM
Damian Southorn, Refining NZ
Graham Quensell- NZ Fire
Ben Lockie- St John
Tegan Capp- NRC

Apologies:

Marty Ruth- Police
Myles Taylor- Rural Fire
Simon Weston- WDC
Tony Devanney- St John
Wi Henwood- NZ Fire
Sandra Boardman- WDC
Ryan Gray- Police
Brad Mosby- NZ Fire
Wally Mitchell- St John
Andrew Venmore- WDC
Murray Hodson- Police

Appendix Three – Schedule of Persons Interviewed

Far North District Council – Alister Wells and Bill Hutchinson

Kaipara District Council – John Burt

Northland Regional Council – Tony Phipps, Graeme MacDonald, Claire Nyberg

Whangarei District Council – Simon Weston

Refining NZ - Damian Southorn

Northland Engineering Lifelines Coordinator - Lisa Roberts

TITLE: Rangitaiki River Scheme Review – April 2017 Flood Event Recommendations**From:** Graeme MacDonald, Civil Defence Emergency Management Manager**Date:** 18 November 2017

Executive summary:

The purpose of this report is to consider the Rangitaiki River Scheme Review – April 2017 Flood event recommendations that may have implications for the Northland CDEM Group.

Recommendations:

1. That the report 'Rangitaiki River Scheme Review – April 2017 Flood Event Recommendations' by Graeme MacDonald, CDEM Manager, dated 18 November 2017 be received.
 2. That the recommendations from the report regarding flooding awareness and evacuation planning be incorporated into community response planning for the Kaitia Community and where necessary communities that have an identified high level of risk from flooding events.
-

Report:**Background**

Between 3 and 6 April 2017 the Bay of Plenty region was inundated with rain and severe weather from ex-Tropical Cyclone Debbie.

At approximately 8.30am 6 April 2017 the Rangitaiki River floodwall at College Road failed and much of the township of Edgecumbe was flooded. This resulted in the destruction of 15 homes and damage to a further 250.

An Independent report was commissioned by the Bay of Plenty Regional Council to understand the circumstances that led to the breach of the Rangitaiki stop bank at College Road and the resulting flooding through the township. A final report was provided on 18 September 2017.

The Panel had concerns that there has been insufficient attention paid to the risks faced by the Edgecumbe community. One of the panels key findings was that many residents of Edgecumbe were insufficiently aware of the risks of serious flooding in the township and there were no plans for precautionary evacuations.

The Panel provided detailed recommendations to the Council to improve current flood hazard management planning and the geotechnical elements of the scheme as well as advice on sustainable flood risk management solutions in the long term.

Discussion

The CEG Chair and the Manager CDEM meet with Northland Regional Council River Management specialists to review the report recommendations, (the final report is 163 pages with a summary including 30 broad recommendations). Amongst the recommendations is the development of evacuation plans and engaging with the community to ensure that there is awareness of the risks associated with stop banks i.e. overtopping or failure.

As the group are aware community response plans have been developed for many communities in Northland. These plans include references to hazards.

The Awanui River Scheme (Kaitaia) was specifically discussed at the meeting, particularly the risks associated with river flooding overtopping or failure of the stopbanks and the ongoing maintenance and oversight of the scheme. Kaitaia Community does have experience of flooding of this nature, with evacuations taking place during the 2007 storm events. The Community Response Plan for the area had been developed shortly before the 2007 storms.

A review of the Kaitaia Community Response Plan is underway and consultation with the River Management section at the NRC will be carried out to ensure that such things as triggers for evacuations are clearly identified, alerting, roles and responsibility for ordering and implementing evacuations are understood, and importantly that public education to ensure that the community understand the risks associated with flooding from the Awanui River are better understood.

Consideration will also be given to promoting and testing the arrangements that are developed. Some of this work is underway, the River Management specialists are supporting the evacuation planning and community response planning with their expertise. It is anticipated that the plan will be updated in the first half of 2018.

The findings of the independent review into the Rangitaiki River Scheme can be found here:-
<https://www.boprc.govt.nz/latest-news/media-releases/media-releases-2017/october-2017/findings-of-the-independent-review-into-rangitaiki-river-scheme/>

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 18 November 2017

TITLE: Community Resilience Projects

From: Shona Morgan, Community Resilience Coordinator

Date: 14 November 2017

Executive summary:

The purpose of this report is to provide an update on the Community Resilience Projects that have been carried out over the last three months.

Recommendation:

1. That the report 'Community Resilience Projects' by Shona Morgan, Community Resilience Coordinator, dated 14 November 2017 be received.

Report:

Youth in Emergency Services (YES) Programme

The debrief for the YES programme in Dargaville was held on 7 September. The feedback from all agencies in attendance was very positive, emphasising the impact the programme had on the community. They were all keen to have the programme back in Dargaville again in the future.

Suggestions were made around improvements for running the programme. One of these included producing a short promotional video about the programme to show prospective teenagers during the recruiting phase. This is currently under construction with the NRC media team.

There was also some discussion with the Red Cross about running a similar programme for Year 7 & 8's at the completion of the YES programme. This would give the YES participants the opportunity to work as team leaders with the emergency services and encourage them to continue to volunteer. Northland CDEM applied for \$10,000 from the Ministry of Youth Development (MYD) to run a programme in 2018 and this has been approved. The location of Mangonui has been suggested for the next programme. An initial meeting for this is being organised to gauge the level of interest and capacity within the emergency services and community in the area.

New guidelines around accreditation and requirements for running a YES programme have been introduced and are currently being worked through. In the future, MYD will consider offering Northland CDEM multi-year funding. This will reduce the amount of paperwork and reporting currently required to run and complete the programme.

Electronic community response plans (eCRP's)

Currently there are 40 eCRP's on the NRC website. Recently there have been numerous updates to the plans, in particular the inclusion of new tsunami maps, changes to the Fire and Emergency logos and website information and updates to the Emergency Mobile Alerts information. It is anticipated these updates will be completed with the updated plans available on the website by the end of this year.

At this time, the tool which records the number of plans downloaded from the council website, is not functioning. It failed in April this year, and has yet to be fixed. However there have been 517 visits to the Community Response Plan page on the website between 1 June and 14 November 2017.

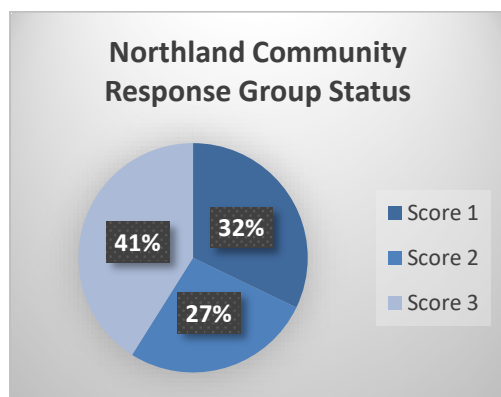
Community response groups

The table in Attachment 1 shows each community response group and its current level of engagement. It outlines the status of the eCRP, the group appendix, additional comments, and the rating based on the below criteria. This will be updated and presented in this agenda item as changes are made.

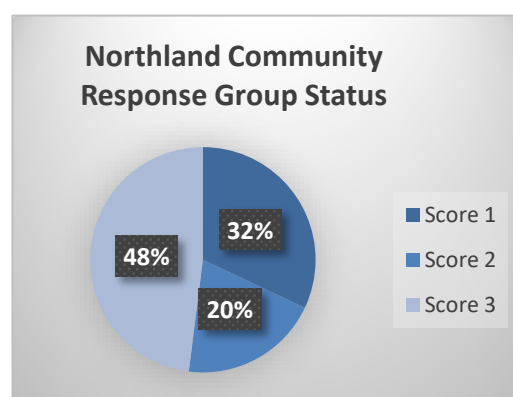
The scale for the levels of engagement is as follows:

1. Plan needs updating, minimal community contact, may have plan on the website
2. Plan is on the website or under construction, some engagement but no regular meetings, low group numbers
3. Plan on the website, group is meeting regularly, is engaged and has clear leadership.

There has been an increase in the number of community response groups that are fully engaged. This is displayed in the charts below.



February 2017



November 2017

Attendance at Meetings and Training

- AUT Post Graduate Diploma – Psychosocial Aspects of Emergencies
- YES Dargaville debrief - Dargaville
- Auckland University student presentation – NRC
- EMIS Version 3 mapping and dashboard workshops – Wellington
- National Exercise Programme meeting – Wellington
- WDC WalkOut Exercise – Whangarei
- CDEM 101 Training at Te Puni Kokiri, Northland DHB and Bupa Healthcare
- Red Cross First Aid revalidation – Whangarei
- National Welfare Forum – Wellington

Authorised by:

Name: Graeme MacDonald
Title: CDEM Manager
Date: 18 November 2017

Northland Community Response Group Engagement

		eCRP Completed	Appendix	Comments	Rating
	Whangārei District				
1	Bland Bay (Whangaruru North)	2015	Updated 2015	These two groups are very engaged and work well together	3
2	Oakura (Whangaruru South)	2015	Updated 2017		3
3	Whananaki	No	Last reviewed 2013 Phone tree 2012	Have own plan format – do not want to change to eCRP format at this time. Have indicated would like to review plan Feb 2018	1
4	Tutukaka Coast	2015	Updated 2015	Good engagement	3
5	Onerahi	2017	Updated 2017	Good engagement	3
6	Waikaraka/Tamaterau	2015	Updated 2015	Good engagement	3
7	Parua Bay	2015	Updated 2015	Good engagement	3
8	Taiharuru	No	Last reviewed 2012	Low engagement	1
9	Pataua	No	Last reviewed 2017	Have own plan format (on the website) – do not want to change to eCRP format at this time	2
10	Whangārei Heads	2014 Updated 2015	Updated 2014	Needs to be reviewed	2
11	Portland	No	Last reviewed 2012		1
12	Ruakaka	Updated 2015	Last reviewed 2012	Needs to review appendix and create phone tree	3
13	Waipu/Langs Beach	2015	Last reviewed 2014	Needs to be reviewed and phone tree updated	3

14	Teal Bay/Helena Bay	2016	Updated 2016	Good engagement	3
15	Ngati Hau	2016	Created 2016	Moderate engagement	2
16	Mangakahia Central	2016	Created 2016	Moderate engagement	2
17	Hikurangi	No	Created 2012	Low engagement	1
	Far North District				
18	Ahipara	2017	Up to date		1
19	Doubtless Bay	No	Needs to be reviewed	Need to identify new community members and arrange community meeting	1
20	Hihi	2017	Up to date		3
21	Houhora –Pukenui	No	Needs to be updated	No engagement	1
22	Kaeo	2015	Needs to be updated	No engagement	1
23	Karikari Peninsula	2017	Up to date	Good engagement	3
24	Kaitaia	No	Needs to be updated	Meet with stakeholders and determine future progress. Work to be done in 2018.	1
25	Kaimaumu	No	Needs to be updated	Look at eCRP in 2018	1
26	Kawakawa	2015	Needs updating		2
27	Kerikeri/Waipapa	2014	Needs to be updated	No engagement	1
28	Lake Ngatu - Waipapakauri	No	Needs to be updated	Look at eCRP in 2018	1
29	Mahinepua – Wainui – Te Ngaere	2017	Needs to be updated	No engagement	1
30	Mitimiti	2017	Up to date	Good engagement, carried out trial evacuation at tsunami testing time	3
31	Moerewa	2015	Up to date	Good engagement	3

32	Okaihau	Updated 2015	Up to date	Good engagement	3
33	Paihia	2015 Created, not yet on website	Needs to be updated	No engagement	1
34	Pawarenga	No		Look at eCRP in 2018	1
35	Panguru	2015 Created, not yet on website	Development underway	Two meetings held with community. Progress very slow	1
36	Rawene	2014	Needs to be updated	Working with new coordinator. Meetings with community underway	2
37	Russell	2016	Reviewed 2017	Meeting held in February. Good engagement	3
38	South Hokianga	2015	Up to date	Little engagement	2
39	Taipa	2017	Up to date		3
40	Te Hapua	No	Needs to be updated	Little engagement – look at eCRP in 2018	1
41	Te Kao	2015	Reviewed 2016 – up to date	Good engagement	3
42	Tauranga Bay	No	Needs to be updated	Good engagement – look at eCRP in 2018	2
43	Taupo Bay	No	Up to date	Good engagement. Have own plan format	3
44	Totara North	2016	Up to date	Good engagement, new members on board	3
45	Waikare - Waihaha	2016	Needs to be updated	Good engagement	3
46	Mohinui Marae	2015	Up to date		2
47	Waima	No	Needs to be updated	No engagement – look at eCRP in 2018	1
	Kaipara District				

48	Dargaville	2015	Reviewed 2016	Is agency based rather than community based. Next meeting 2018	2
49	Kaiwaka	2017	Up to date	Good engagement, has linked up with the Mangawhai group	3
50	Matakohe	2014	Needs to be updated	Has good leadership. Next review scheduled for 2018	1
51	Maungaturoto	2014	Reviewed 2016	Has good leadership, diverse group of people, plans are up to date	3
52	Paparoa	2015	Reviewed 2016	Has a new leader, strong links with rural fire. Next meeting scheduled for 2018	3
53	Pouto	2016	Reviewed 2017	Good engagement	3
54	Ruawai	2016	Reviewed 2017	Good engagement, they would like more training and defined roles	3
55	Mangawhai	2014	Up to date	eCRP reviewed 2017, good engagement with emergency services, diverse group of people. Have linked up with Kaiwaka group	3
56	Tinopai	2017	Up to date	Good community engagement, leader to be appointed.	3

Updated November 2017

TITLE: Professional Development and Training

From: Kim Abbott- Emergency Management Officer

Date: 13 November 2017

Executive summary:

This report is an outline of the professional development undertaken by the Northland Civil Defence Emergency Management (CDEM) team, both externally and internally.

Recommendations:

1. That the report 'Professional Development and Training' by Kim Abbott- Emergency Management Officer, dated 13 November 2017 be received.

Report:

This quarter the Northland CDEM team have been involved in a number of training opportunities both on a National sector level and also academically. The team has also seized the opportunity to further engage our community and stakeholders.

CDEM team professional development and working groups:

The following is an outline of the training, courses, forums and seminars that have been attended by members of the Northland Civil Defence Team in recent months:

- ECC/Training Pathway workshop (CDEM Team)
- Auckland University Student Talk (Shona Morgan)
- National Exercise Programme Annual Meeting (Shona Morgan, Wellington)
- Emergency Mobile Alerts train-the-trainer (Murray Soljak, Wellington)
- MCDEM Emergency Management Officer induction (Tegan Capp, Wellington)
- Social Media Training (CDEM Team)
- EMIS Version 3.0 Workshops for Mapping and Dashboards – Shona Morgan Wellington)
- WalkOut exercise – Bank St (Victoria Randall, Shona Morgan)
- Emergency Mobile Alert Training (CDEM Team)
- Red Cross First Aid Refresher (Kim Abbott, Shona Morgan)
- National Welfare Forum – (Shona Morgan, Claire Nyberg, Wellington)

External stakeholder training and public education

The following is an outline of the presentations and training undertaken by the CDEM team to our community:

- CDEM Workshop to Stand for the Children (Kim Abbott, Murray Soljak)
- CDEM 101 and Welfare to TPK (Claire Nyberg, Shona Morgan)

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- CDEM 101 and Welfare to DIA (Claire Nyberg)
- Rural Support Trust strategic planning facilitator workshop (Claire Nyberg)
- CDEM 101 and Welfare – Northland DHB (Shona Morgan, Claire Nyberg, Kim Abbott)
- CDEM 101 and Welfare – Bupa (Shona Morgan, Claire Nyberg, Kim Abbott)
- Fire and Emergency NZ (FENZ) Tabletop Exercise (Graeme McDonald, Victoria Randall, Kim Abbott, Susan Botting)
- CIMS4 and Refresher training (FYRBOS)

Northland CDEM Training Pathway.

Northland CDEM in consultation with our current CIMS course providers FYRBOS and consultant Gerard Moore have developed a training pathway for Northland Civil Defence practitioners and stakeholders group members.

CIMS training will continue to underpin the training program. In 2018, the CIMS 4 course will be offered as 2 day workshop (instead of three days) with a pre-course online component to be completed. A one-day refresher training will be offered in support of this with a four-year threshold.

An Emergency Operations Centre (EOC) training course has been developed for Northland and will concentrate on the practicalities of working within an EOC developing the confidence and skills to participate fully in a response. An annual exercise will enable participants to test those skills.

The MCDEM integrated training framework (ITF) online bridging course will then allow access into any of the functional training programs – currently under varying stages of development.

(SEE DIAGRAM)

National Exercise Program Meeting:

CDEM Officer Shona Morgan attended the NEP Meeting at MCDEM in October. The following items relevant to Northland were discussed:

Exercise Tangaroa – A brief overview of the purpose, planning phase and operational findings that resulted from the exercise.

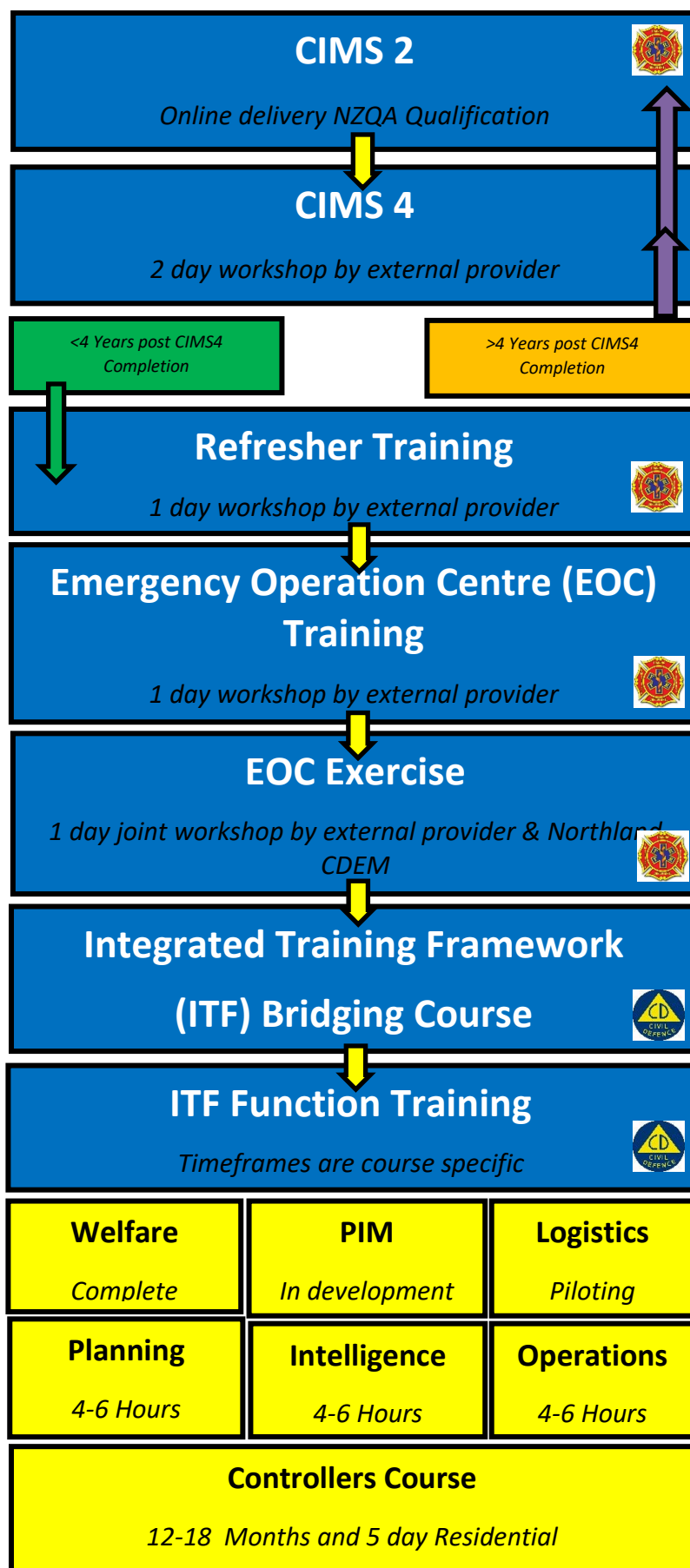
In particular the recommendation that the entity responsible for disseminating warnings (currently MCDEM) be reviewed as most countries have scientists issuing warnings.

New Zealand Shakeout – Numerous key points were raised about Shakeout in particular the time and costs involved in the exercise. It was suggested that Shakeout be aligned with Get Ready Week and that the focus shifts to schools and tertiary establishments in particular. Shakeout is also very well aligned with the social media elements and this should continue but the campaign should be scaled down from previous years to reduce the resourcing requirements.

10 Year Schedule – There have been numerous recent events that Civil Defence groups across the country have been involved in over the past 12 months. As a result of this the appetite for regular large scale exercises has diminished somewhat. Most CDEM groups are running smaller Tier 2 and Tier 3 exercises in the coming years. Amongst these are an Alpine Fault exercise (AF8) scheduled for 2020 which will be run by the Southland CDEM Group. Northland CDEM have offered assistance to the Southland group in the form of exercise control staff and evaluators.

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Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017

TITLE: Public Information Management (PIM) update

From: Murray Soljak, Public Information Manager and Susan Botting, Public Information Officer

Date: 16 November 2017

Executive summary

This report summarises key developments in public information management since the previous meeting.

Recommendation

1. That the report Public Information Management (PIM) update by Murray Soljak, Public Information Manager and Susan Botting, Public Information Officer and dated 16 November 2017 be received.

Emergency Mobile Alerts:

The development and launch of Emergency Mobile Alerts – led by MCDEM – represents a major advance in public alerting.

The new system will be used when there is a serious risk by MCDEM and CDEM Groups nationwide (including Northland), along with Fire and Emergency New Zealand, New Zealand Police, the Ministry for Primary Industries and the Ministry of Health.

Northland CDEM's on-call officers have all been trained in the use of the system.

A nationwide public test of the new system on Sunday 26 November also doubled as the official go-live date.

Emergency Mobile Alerts gained technology that gained unintentional public profile in October when a series of test alerts was sent in error in the early hours of the morning. MCDEM fronted the media, apologised to those affected and handled incoming phone calls, email and social media posts, and noted that while most did not appreciate being woken, there was a wide awareness of the system as a result.

Incidentally, there was also an increase in downloads of the (completely unrelated) Red Cross Hazard app on the day.

Not all phones are currently capable of receiving Emergency Mobile Alerts (the expectation is that about a third of phones will immediately be able to receive alerts but this will rise over time as phones are replaced).

For this and other reasons, Emergency Mobile Alerts is an additional channel and does not replace other alerting systems and information channels, and Northland CDEM will continue to use all of its existing options (including the Hazard app) in addition to Emergency Mobile Alerts.

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Emergency Mobile Alerts and Hazard app alerts are delivered in different ways and have different advantages according to the situation.

MCDEM has led the public education campaign for Emergency Mobile Alerts, and Northland CDEM making use of MCDEM resources as appropriate.

Media/social media

Media releases distributed/posted on the Group Facebook page since the previous meeting included the launch of updated tsunami evacuation maps and the trial of tsunami signage at Whangarei beaches.

Regional/inter-agency co-ordination

Two PIM staff from Whangarei District Council took part in the recent November CIMS 4 training.

Community Events

Along with a number of partner agencies, Northland CDEM continued its involvement in the Summer Safety Day, a family-friendly event held at Whangarei's Kensington Park in November. Kim Abbott has been a member of the organising committee for this event for a number of years.





Authorised by Group Manager:

Name: Graeme MacDonald
Title: Northland CDEM Group Manager
Date: 22 November 2017

TITLE: Northland Lifelines Group Update

From: Kim Abbott

Date: 16 November 2017

Executive summary:

The Northland Lifelines Utility Group (NLG) is scheduled to meet on 5 December 2017 for its next quarterly meeting. The previous meeting was reported at the September CEG meeting.

Recommendations:

1. That the report 'Northland Lifelines Group Update' by Kim Abbott, CDEM Officer, dated 16th November 2017 be received.
-

National Lifelines Meeting

The National Lifelines Forum was held on the 31 October 2017 and 1 November 2017 in Auckland. The NLG Chair, Project Manager and lifelines CEG representative, Simon Weston, attended.

December Lifelines Meeting

The next NLG meeting is scheduled for the 5th December. The agenda includes:

- A briefing on the National Lifelines Forum and items of interest for Northland.
- A number of updated plans including *Critical sites lists and maps, tsunami plan, and Air Operations Plan*.
- Review of lifeline utility emergency response plans for alignment with national and regional plans.
- Reporting of road emergency information and investigation of a common platform with CDEM / road agencies.
- Planning for a regional lifelines exercise in 2018.

GIS Mapping

Information from Lifelines agencies has been collected and updated to an attribute table to be accessed on a GIS viewer by Northland Lifelines Group members. Maps of the same data have been created for selected areas in Northland to be inserted into the Infrastructure Resilience Plan. The plan will be finalised at the December Lifelines Group Meeting.

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Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017

**TITLE: Northland Tsunami Siren Testing Outcome Report
September 2017**

From: Sharon Douglas, Civil Defence Emergency Management Officer, Kaipara District

Date: 18 November 2017

Executive summary:

The purpose of this report is to report the outcomes of the testing of the Northland tsunami siren network on 24 September 2017

Recommendation:

1. That the report 'Northland Tsunami Siren Testing Outcome Report September 2017' by Sharon Douglas, CDEM Officer, Kaipara District, dated 18 November 2017 be received.
-

Report:

The Northland tsunami siren network was tested at the end of daylight savings on Sunday 24 September 2017 at 09.20hrs. A large media campaign of advertising was undertaken with community response groups and a council staff monitoring the 171 sirens across the region.

The completed questionnaires for each monitored siren were collected.

Eight new sirens were installed in the past six months. The new sirens were wired incorrectly and sounded for 40 minutes with the light flashing for 10 minutes a reverse of what should have occurred. This problem has now been rectified.

Other faults were:

- light on siren at Onerahi failed to work
- light on siren at Waipu failed to switch off

Northpower have repaired these devices.

The next tsunami siren testing will take place at the start of daylight saving on Sunday 1st April 2018.

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017

TITLE: Welfare Coordination Group Update

From: Claire Nyberg, Civil Defence Emergency Management Officer

Date: 16 November 2017

Executive summary:

This report gives an update on the activities of the Welfare Coordination Group (WCG), including the responses at Aranga and Ruakaka, the WCG meeting and delivery of the introduction to Civil Defence to welfare agencies.

Recommendation:

1. That the report 'Welfare Coordination Group Update' by Claire Nyberg- Civil Defence Emergency Management Officer, dated 16 November 2017 be received.

Background:

WCG meeting 6 November

The fourth WCG meeting of the year was held on 3 November 2017. Updates were given from each district, the Northland CDEM Group, Ministry of Civil Defence and Emergency Management, each of the sub-group representatives present. Presentations were given by guest speakers as detailed below.

Christine Sapwell from Manaia Public Health Unit (PHU) gave an overview of what services they provide across Northland. This includes funding and coordinating services, providing resources and expertise for primary healthcare providers. Manaia PHU also focuses on initiatives that address the social determinants of health and respond to community need, especially for those with high health needs. Christine also does work for Te Tai Tokerau PHO covering the Far North.

Craig Burrows from NZ Police spoke about the response to the shootings at Mt Tiger where two women lost their lives and another man was injured. The response included responding to the incident, closing the road at both ends, outbound calling to residents to inform them of the situation and the request for Civil Defence to set up a Centre in the Whareroa Hall for residents displaced by the incident.

Responses

Sharon Douglas (KDC) gave a presentation at the WCG meeting on the welfare response from the imminent risk above 12 properties at Aranga, north west of Dargaville. Detail on the response will be covered in the KDC update.

NZ Refining Special Assistance Team (SAT) were activated in response to the fuel line damage at Ruakaka and subsequent fuel leak on the 14 September. Due to associated health risks

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from exposure to the leaked substances, two adjacent properties to the spill location were evacuated. Families were put up in local accommodation along with one pet in boarding facilities. Civil Defence offered welfare assistance and information on hydrocarbon toxicity in animals.

Delivery of the Introduction to Civil Defence presentation

A presentation was developed in the beginning of this year to cover an introduction to civil defence with a focus on CDEM arrangements in Northland, preparedness and welfare. This introduction to CDEM has been delivered to IRD staff and Oranga Tamariki offices throughout Northland (Whangarei, Dargaville, Kaikohe and Kaitaia). Over the past 3 months this presentation has been delivered to the Department of Internal Affairs (DIA), Stand for Children and Te Puni Kokiri (TPK). The presentation is scheduled to be delivered to the Northland District Health Board (NDHB) and BUPA services.

The intention of delivering these presentations is to strengthen our relationships with our responsible and supporting welfare agencies while contributing to individual organisations understanding and of civil defence and their role within a response. The introduction has been well received by participating organisations and has proven very popular.

Authorised by Group Manager:

Name: Graeme MacDonald
Title: CDEM Manager
Date: 22 November 2017

TITLE: Kaipara District Update

From: Sharon Douglas, Civil Defence Emergency Management Officer

Date: 17 November 2017

Executive summary:

This report provides an update of the Civil Defence Emergency Management activities within the Kaipara District over the past 3 months. Attached is a summary of the Aranga Rock fall incident.

Recommendations:

1. That the report 'Kaipara District Update' by Sharon Douglas, Civil Defence Emergency Management Officer, dated 17 November 2017 be received.
-

Response:

Aranga Maunganui Bluff – Rock Fall Risk

A report is attached outlining this incident and the assistance given. Kaipara District Council stood up a team to respond to this incident. Dangerous Building Notices (under section 124) remain in place for eight properties and the road is closed in the exposed area. EQC is working with Council and insured property owners on a remediation plans. Several security measures are in place to protect people and property, including police visiting the area more frequently.

Readiness and Reduction Projects:

Community Response Groups

Ruawai, Pouto, and Tinopai community response groups have met in the past three months. The Pouto group met with representatives from rural fire, police and St Johns. Groups are calling for more training. In 2018, we will be host a training day for all "Encouraging community resilience and preparedness". The focus for groups needs to be in the readiness and reduction space. Groups may never be required to respond to support their community in times of a disaster. Communication is key before during and after an event and structures used in the readiness space may well serve communities in times of crisis. All groups need a simple framework, for activation if required, and meeting as a larger forum will encourage a sharing of ideas.

Tsunami Alarms

Seven new alarms were added to the siren network in Mangawhai. A wiring problem was detected during the last test. This has been rectified. The new alarms have significantly boosted the network in Mangawhai. See Tsunami Siren agenda item for more information.

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Kaipara District Council:

Has been active with the Aranga incident since the 15 September 2017. The emergency operation centre was not required to activate for this period.

Tony Phipps CDEM chair delivered a presentation to the Mayor and councillors for consideration in the long-term plan.

Sharon Douglas delivered a short presentation to an all staff meeting at Kaipara District Council.

Council is completing its Business Continuity Plan.

Staff continue to have staff completing CIMS 4 training and feedback about training has been positive.

100% representation of key staff at Lifelines and welfare coordination group meetings this quarter.

Other CDEM Activities

- Attendance at the Coordinating Executive Group and Northland Civil Defence Emergency Management Group meeting September 2017
- Attendance at Civil Defence Officers monthly meetings
- Northland Emergency Services co ordinating committee meetings
- Attendance at Lifelines meeting
- Attendance at Welfare Advisory Group meetings
- Youth and Emergency Services debrief

Attachments:

- Aranga Rock Fall Risk – Maunganui Bluff

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017

Aranga Rock Fall Risk – Maunganui Bluff Update 17 November 2017



Incident Overview

On Friday 15th September, Kaipara District Council (KDC) were advised of imminent risk of rock fall to 12 houses at Maunganui Bluff, Aranga by a Department of Conservation (DOC). The site was visited by a KDC Building Inspector and the risk was confirmed. A report had been commissioned on behalf of DOC who have a track on the Bluff. The specialist identified houses were at risk of imminent rock fall, his finding triggered the alert. There was substantial evidence of damage from the same slip which had occurred three weeks earlier. Several large boulders were being held up by pohutukawa trees. Damage had occurred to a couple of buildings.

After consultation, Kaipara District Council responded to manage the imminent risk and threat to life. Dangerous Building Notices under section 124 of the Building Act was identified as the best option to ensure people did not continue to live in the area identified as hazardous.

The Dangerous Building Notices could not be completed in time for close of business on Friday the 15th. Notices were put into effect on Monday morning. A message was distributed to letter boxes advising of danger and a few residents were spoken to.

Evacuation

Late Friday afternoon after confirmation that the building notices would not be completed before the weekend, the General Manager of Community commenced outbound calling. Kaipara Districts Councils Welfare Manager and Civil Defence Officer commenced a door knock early evening.

At this point, there was no legal process in place to enforce evacuation. In hindsight, a decision to request Police support or management of this process could have been justified. Four people were found to be at home and advised to leave for their own safety. One person chose to stay.

Health and Safety Issue identified by Welfare Manager and Civil Defence Officer

Due to the late timing of making the call to execute a door knock, both staff members found themselves working in the dark in a remote isolated community where cell phone coverage was marginal. Neither party could see the imminent risk and this left all parties including residents exposed.

Initial Welfare Assessment – “The picture of displaced persons”

Demographics and information of displaced persons

- Male (78), European decent, has small dog, not wanting to leave the Bluff, did not initially evacuate. Renting, council records were incorrect with a deceased person named as owner.
- Female (73) of Maori decent, has a cat. Health issues including diabetes.
- Couple (30's) Maori decent, have dogs and are renting the property.
- Male (50's) lives at Bluff weekdays due to work in Dargaville. Owns the property and has a residence in Auckland.

Due to the small number of displaced persons a case management process was used to support residents. This offered consistency of contact in the first few weeks. Liaison was established with key services including Police, Ministry of Social Development, Work and income, Northland District Health Board and other agencies.

Management of incident

This event was not a Civil Defence emergency as defined by the Civil Defence Emergency Management (CDEM) Act 2002. However, it was a situation which benefited from support from the CDEM sector. CDEM staff including the recovery manager become key in exploring welfare and remediation solutions along with Kaipara District Council management team.

The Kaipara District Council appointed management team met regularly via phone conference to explore and report on the following:

- Risk,
- Welfare,
- Remediation,
- and any other issue raised such as legal advice and expert advice from outside of the organisation.



Risk - One of the rocks that had come down weeks earlier

Final comments

Weeks on - welfare support for this incident has stabilised, however the ongoing recovery and risk management work continues. This includes, communication with property owners, and EQC regarding remediation options.

This event although small, has had significant impact on a small remote community. The area is frequented by Bach owners and tourists alike. There have been significant man hours utilised to protect people and property, and this is a credit to Kaipara District Council and partnering agencies working together. Staff have worked hard to ensure the rate payers living in this community are well informed with accurate information. This incident alone has raised the awareness and value of strong community partnerships in the emergency management space. It has allowed Kaipara District Council to explore readiness, response and recovery and risk reduction systems and processes.

TITLE: Far North District Update

From: Bill Hutchinson, Civil Defence Team Leader

Date: 13 November 2017

Executive summary:

This report provides an update on the Civil Defence and Emergency Management activities within the Far North District over the past three months.

Recommendation:

1. That the report 'Far North District Update' by Bill Hutchinson, Civil Defence Team Leader, dated 13 November 2017 be received.
-

Report:

Readiness Activities

- Reviews on Community Response Plans have been carried out for Mitimiti, Totara North, Taupo Bay and Hihi over the past three months.
- A Community Response Group for the Taipa area has been re-established and review of the Community Response Plan has been completed
- The Mitimiti Community Response Group coordinated a trial evacuation of the school and community in response to a tsunami warning as a test of their plan on 22 September
- The Far North District Council is renewing Infrastructure Contracts pertaining to water, wastewater and stormwater services. The Civil Defence Team leader and Local Controller (Alastair Wells) are working with the councils Manager of Business Development and the Risk Management Team to ensure that Lifeline Utility protocols involving critical infrastructure sites and contingency plans are included in the technical specifications of the new contracts.
- The Far North District Council CDEM Plan and Local Emergency Operational Procedures (Emergency Operating Centers, Warning and Actions, Public Information Management and Tsunami Alarm Test Procedures) have been reviewed and updated to maintain currency.
- In house staff briefings for council departmental team meetings covering local and regional arrangements and duties of local authorities under the CDEM Act 2002.
- Far North District Council Civil Defence has participated in a pilot to trial a process to identify organisational risk by way of dashboard reporting. For the purposes of the trial four possible scenarios across the "4 Rs" of comprehensive emergency management were workshopped and scored. Of the four scenarios investigated, the highest scoring risk was identified to be if council were unable to provide adequately trained personnel in the emergency operations center and fulfil other key roles for a

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sustained period during civil defence events. A gap analysis has been undertaken and reported to the council senior leadership team.

Tsunami Alarm Testing

Tsunami Alarm testing was carried out at the change of daylight saving on Sunday 24 September.

National Warning System (NWS) and Event Monitoring

- National Advisory - 08 September 2017
- Severe Weather Warning - 1 October 2017
- Planned power outage over eight hour period affecting Far North and West Coast areas Sunday 19th November

Attendance at Meetings and Professional Development

- CIMS 4 Course – attended by 3 Council Staff 14-16 November
 - CDEM Controllers Program
 - CDEM and CEG Meetings
 - Northland Welfare Coordination Group
 - Civil Defence Officers Group
 - Emergency Services Group
 - Northland Lifelines Group
 - Whangarei District Council CDEM - CDC Exercise – placeholder
 - Fire and Emergency New Zealand – Exercise.
-

Authorised by:

Name: Graeme MacDonald

Title: CDEM Manager

Date: 22 November 2017

TITLE: Whangarei District Update

From: Victoria Randall, Civil Defence Emergency Management Officer, Whangarei District

Date: 13 November 2017

Executive summary

The purpose of this report is to update on the CDEM activities within the Whangarei district over the last three months.

Recommendation

1. That the report Whangarei District Update by Victoria Randall, Civil Defence Officer, Whangarei District and dated 13 November 2017, be received.

Background:

The 2017-2018 service level agreement was agreed by both the Northland CDEM Group and the WDC. The agreed Whangarei District annual work plan is attached.

The Tutukaka Coast and Onerahi CDEM Community Response Groups continue to be active and both groups held community meetings over the last month. The Onerahi group are being supported with resources for their annual Santa Parade and Christmas fayre event in December. All 14 coastal CDEM community response groups are being consulted on the potential locations of new tsunami information boards to be installed within this fiscal year.

A business case for addition funding for human resources was submitted as part of the Long-Term Plan process. The request is for a further \$125k per year into Group funds to support delivery of CDEM activities to further benefit Council. The outcome of this business case will be reported once a decision is confirmed.

The Memorandum of Understanding between the Whangarei District Council and Sport Northland for the use of the ASB Stadium and ASB Lounge for a Civil Defence Centre during a Civil Defence emergency, has just been reviewed and is currently being signed off. This is a five-yearly review of the agreement.

The council Emergency Operating Procedures 1 – Emergency Operations Centre Plan has been reviewed and updated.

On 16 October, a media release went out regarding the new Council funded Northland CDEM Group tsunami information boards to heighten awareness of this pilot project.

Council Health and Safety led the Tsunami Evacuation Drill, as part of business continuity management on Friday 13 October.

The tsunami siren network was tested on 24 September, outcomes are in a separate report.

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The indoor tsunami siren alterations are complete by Northpower, the final version of the indoor siren will be available at the meeting. It is expected the new version will be available to the public by early in the new year.

The Council Civil Defence Centre Volunteers attended training on Thursday 5 October. The two-hour training session included time for volunteers to build working relationships and review Civil Defence Centre resource kits and forms. Her Worship the Mayor, Sheryl Mai, joined the group to show support and to find out more about the volunteers' role.



The Civil Defence Centre volunteers attended an orientation exercise on 23 November at Forum North. The exercise was to set up a Civil Defence Centre in the Exhibition Hall at Forum North and walk through the various areas of operation. Several other welfare stakeholders also attended the session from the Northland Welfare Coordination Group and the Northland Red Cross Disaster Welfare Support Team.

New equipment and resources for the running of the Council Emergency Operations Centre is being sourced. A satellite phone and calling plan, extra screens within Chambers capable of computer and TV connections and radio base sets for communications within Civil Defence Centres to Council.

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The current technology used within the EOC was tested against the testing of the Forum North generator to ensure continuity of services to the EOC should there be a power failure. All devices worked well.

Sandra Boardman started the MCDEM & Massey University CDEM Controllers Development Programme, attending the residential phase in Christchurch from 26 November to 1 December. Four staff members attended the Coordinated Incident Management System (CIMS) level 4 course at the regional council as part of their CDEM training. Two new local controllers are to be appointed for Council, this is covered in a separate agenda item.

Council City Safe, Summer Safe Car Parks initiative will be handing out CDEM public information leaflets in chosen car parks over the summer period.

Victoria Randall, CDEM Officer, Whangarei District has completed a Postgraduate Diploma in Emergency Management at AUT and will graduate on 12 December 2017.

Meetings and Projects Supported:

- Northland Welfare Coordination Group
- Community Development Council and Manager meetings
- AUT studies – Building Resilient Communities
- Civil Defence Officers meetings
- Local Public Information Managers meeting
- Local Controllers meeting
- Local welfare managers meetings
- Emergency Services Coordinating Group meeting

Attachments:

- The Whangarei District CDEM annual work plan 2017-2018.

Authorised by Group Manager:

Name: Graeme MacDonald
Title: CDEM Group Manager
Date: 22 November 2017

Whangarei District Council Civil Defence Emergency Management Work Plan 2017/18

Date: 1 July 2017 – 30 June 2018

Activity	Goal	Scope	Status and Timeframe
Reduction			
Reduction of Hazards	Improve and promote sustainable management of hazards.	<ul style="list-style-type: none"> Workshop with the WDC management team to introduce the concept of sustainable hazard management. Provide a report to the WDC management team on the workshop outcomes and recommendations. Follow up on the recommendations and provide an implementation guide with specific recommendations for hazard management across council. 	<p>July 2017 - completed</p> <p>August 2017 - completed</p> <p>December 2017 – partially completed</p>
Readiness			
Community Resilience and Community Response Plans	Encourage and provide for communities to prepare for and recover from emergencies.	<ul style="list-style-type: none"> Provide support to the 17 existing Community Response Groups including – <ul style="list-style-type: none"> An annual meeting for group coordinators Engagement in the Tsunami siren testing (twice per year in September and April) Bi annual update of coordinator contact details. Individual visits to support groups Review of 5 CRG plans: <ul style="list-style-type: none"> Whananaki Taiharuru Portland Hikurangi Waipu 	<p>By 1 March 2018</p> <p>Reviews completed by: To start Feb 2018 March 2018 March 2018 June 2018 January 2018</p>

ATTACHMENT: 15.1

		<ul style="list-style-type: none"> Electronic CRP's for 17 groups available on the Northland Civil Defence webpages. Improve public awareness of Civil defence, including access to community response plan material through social media, websites, newspapers and leaflet drops. (No of campaigns, number of downloads and views are reported quarterly). 	30 June 2018
Community Education and resilience programmes	<p>Enhance community engagement and promote community resilience.</p> <p>Promote key Civil Defence messages</p>	<ul style="list-style-type: none"> Provide a public education programme including – Stakeholder engagement and participation in a region wide branding and public awareness campaign. Engage in and where requested assist with group wide projects: <ul style="list-style-type: none"> Youth in Emergency Services Community Welfare Training Business Continuity Planning workshops Vulnerable Groups workshops Marae preparedness project 	September 2017 and ongoing for 17/18 year
Volunteer Management	Engage with Civil Defence Centre (CDC) Volunteer group	<ul style="list-style-type: none"> Provide training to engage and maintain volunteers including: <ul style="list-style-type: none"> A mini welfare workshop (1 workshop) A multi-agency CDC exercise (1 exercise) Attendance at Northland CDEM Forum 2018 Train all volunteers in the Integrated Training Framework foundation course 	<p>Sept 17 – completed</p> <p>Nov 17 - completed</p> <p>May 2018</p> <p>(when available – 30 June 2018)</p> <p>Complete</p>

ATTACHMENT: 15.1

		<ul style="list-style-type: none"> Establish and maintain database and contact list of volunteers contact details and training. Engage with and establish a protocol with HR at WDC for engagement and deployment of CDEM volunteers 	Started Oct 2017.
Standard Operating Procedures (SOPs)	Operating procedures are reviewed and updated.	<ul style="list-style-type: none"> Review and update the: <ul style="list-style-type: none"> EOC Activation Plan by Dec 2017 Local Welfare Plan by June 2018 Assist with the development and implementation of a WDC staff tsunami preparedness and action plan. 	Dec 17 – completed underway October 2017 - completed
Welfare	Plan for and provide local level Welfare arrangements.	<ul style="list-style-type: none"> Review and update Local Level welfare plan and arrangements. Recruit and appoint an additional local welfare manager. Review 8 Civil Defence Centre locations / facilities (part of the local welfare plan review) Ensure that the Welfare Managers attend the 4 quarterly Group WCG meetings and any planned workshops Attend and chair monthly (10) WDC Local Welfare Team meetings. 	30 June 2018 underway Quarterly meetings Monthly
EMIS Emergency Management Information System	Maintain and oversee the provision of an emergency information management system.	<ul style="list-style-type: none"> Maintain the Northland EMIS Portal including providing: Design and distribute monthly mini desktop exercises to Northland Users to maintain familiarity – 10 per year User provisioning as required EMIS National engagement and representation 	Monthly Once a month 10 months

ATTACHMENT: 15.1

		<ul style="list-style-type: none"> • Represent Northland on National User Group and National Governance Group • Report to CEG and CDEM Group on EMIS V3.0 developments on a quarterly basis • Identify future EMIS requirements to implement EMIS V3.0 system once released 	6 meeting per annum in Wellington
Emergency Operations Centre	EOC capability is maintained to enable response to a medium scale event	<ul style="list-style-type: none"> • WDC EOC is exercised annually – Exercise Avenues Siege • IT is set up and operational fit for purpose (monthly test) • WDC EOC equipment is reviewed and maintained annually • EOC staff, contact and training list is reviewed and updated monthly. 	<p>August 17 - completed</p> <p>Until 30 June 2018 - underway</p> <p>completed</p> <p>Ongoing</p>
WDC CDEM Capability and Capacity	Enhance across council CDEM capability and capacity.	<ul style="list-style-type: none"> • Identify and recruit staff for EOC roles. • Develop an agreement and protocol to facilitate staff training, deployment and ongoing engagement in CDEM arrangements. • 4 staff attend CIMs 4 Course (4 courses per annum). • 2 staff attend refresher. (4 courses per annum). • Contribute to the evaluation and implementation of technological solutions that will enhance CDEM capability in needs assessment and welfare (including building assessments). • Recruit and appoint 2 local recovery managers' • Recruit, appoint and induct 2 appropriately qualified and experience Controllers. 	<p>Ongoing (monthly update) 30 June 2018</p> <p>ongoing ongoing Report on findings from evaluation.</p> <p>Completed</p> <p>Ongoing / completed</p>

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		<ul style="list-style-type: none"> Facilitate attendance at specialist CDEM training opportunities for key roles e.g. EMPA Conference for PIMs, Controllers. 	
Relationship / Stakeholders	Enhance and promote CDEM and build relationships with key stakeholders	<ul style="list-style-type: none"> Provide support to elected member's attendance at the quarterly CDEM Group. Provide an Operations Report to the monthly community development committee meetings. Where requested provide updates and support to the SLT Attend the quarterly Emergency Services Coordinating Committee. Facilitate and chair the WDC Local Controllers bi-monthly meetings. Facilitate and chair the Public Information Managers (PIM WDC – bi monthly meetings. Attendance at the Lifelines – quarterly meetings. Facilitate the engagement of the Ministry of Civil Defence & Emergency Management personnel with WDC. 	Quarterly Monthly As required Quarterly Bi-monthly Bi-monthly Quarterly As required
Exercises	<p>CDEM local / Group arrangements and processes are exercised.</p> <p>Participation in stakeholder CDEM related exercises</p>	<ul style="list-style-type: none"> WDC CDEM Annual Exercise – Avenues Siege Coordinate an exercise to test the evacuation of WDC buildings in response to tsunami warning. Welfare CDC Volunteers Exercise. Includes multi-agency exercise with NZ Red Cross DWST / WCG. 	Aug 17 - completed Oct 17 - completed Nov 17 - completed
Lifelines	Enhance the connectivity of lifeline utility organisations to improve infrastructure resilience.	<ul style="list-style-type: none"> WDC lifelines members participate in lifelines work plan and attend the quarterly meetings. 	Quarterly meetings

ATTACHMENT: 15.1

Public Alerting / Warnings	<p>Provide public alerting mechanisms</p> <p>Support the Northland CDEM Group alerting platforms</p>	<ul style="list-style-type: none"> • Bi-annual testing of the tsunami siren network. • Report on outcomes of siren testing and resolve maintenance requirements. • After testing update the Tsunami siren assessment report. • Install new sirens in accordance with recommendations of the report. • Update the asset register for tsunami sirens. • Facilitate collaboration between local and group PIMS to ensure a toolbox approach to public warnings and alerts. 	<p>Sept 17- completed April 1 2018 next</p> <p>Report in September and April Completed for Sept Completed for Sept ongoing</p>
Tsunami hazard awareness	To provide public information and alerting on tsunami hazards	<ul style="list-style-type: none"> • Design and install 9 tsunami public information boards in coastal communities in collaboration with community response groups. • Report on the suitability of the overall concept. • Coordinate and lead the development, design and installation requirements for a modern design of tsunami indoor sirens. 	<p>Aug 17 - completed</p> <p>Complete</p> <p>Complete siren / sale Process ongoing</p>
Document Management	Transferring all WDC CDEM Documents into new document management system	<ul style="list-style-type: none"> • Transfer each individual EOC document from Q: drive into Kete including meta data • Organise training for WDC CDEM EOC staff in EOC document locations and management within Kete 	
WDC CDEM Radio and Repeater Project	Implement a district wide emergency communications system.	<ul style="list-style-type: none"> • Manage the WDC CDEM Radio and repeater review and upgrade of hardware. 	Aug 17 - Completed
WDC CDEM Contacts Integration	Provide an alerting and warning capability.	<ul style="list-style-type: none"> • Migrate the WDC alerting and warning distribution lists into the CDEM Group Warning arrangements. • Maintain and update the distribution lists monthly. 	ongoing

ATTACHMENT: 15.1

Response			
Response to Warnings / Emergencies		<ul style="list-style-type: none"> • Coordinate the weekly on call WDC roster. • Monitor and respond to emergency situations in accordance with agreed SOPS's. • Facilitate de briefings for WDC emergency response activities and report on outcomes, and implementation of opportunities for improvement. 	Where required
Recovery			
WDC Recovery Management	Recovery arrangements for the district align with national guidelines	<ul style="list-style-type: none"> • Report upon legislative changes to recovery and the implications for the WDC. • Recovery Managers attend planned workshops • Keep recovery manager up to date with sector developments and requirements – national / regional / local • Build WDC local recovery capacity and capability working alongside WDC local recovery managers 	By June 2018
Other			
WDC CDEM Budgets	Opex and Capex Budgets	<ul style="list-style-type: none"> • Budget owner of CDEM Opex and Capex budgets • Monthly reporting on phasing and expenditure • Report on current budget arrangements and make recommendations. 	Ongoing