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Community Forum
Private Bag 4999
Christchurch 8140

**Meeting Notes of the Meeting of the Community Forum
Tuesday 11 October 2011, 7.30pm
Westpac Business Hub, 55 Jack Hinton Drive, Addington**

Present: Community Forum Members
Selwyn District Council – Mayor Kelvin Coe, CEO Paul Davey
Waimakariri District Council - Simon Markham, Kate Pierson, Sandra James
Christchurch City Council – GM Public Affairs Lydia Aydon
Jane Bryden, Office of the Hon Gerry Brownlee

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

Apologies: Community Forum members
▪ Emma Twaddell
▪ Deborah McCormick

Chair
Trevor McIntyre

1 Presentation on Community Engagement Communications Strategy of Councils

1.1 Selwyn District Council

Mayor Kelvin Coe and CEO Paul Davey presented an overview of the SDC’s approach to emergency response and recovery within the SDC. A summary of this discussion is attached, along with a summary of Forum discussion with Mr Coe and Mr Davey, as Appendix One.

1.2 Waimakariri District Council

Simon Markham led a presentation of the WDC’s approach to emergency response and recovery within the WDC. A summary of this presentation, along with a summary of a Forum discussion, is attached as Appendix Two.

1.3 Christchurch City Council

Lydia Ayden led a presentation of the CCC’s approach to emergency response and recovery within the CCC. A summary of this presentation, along with a summary of a Forum discussion, is attached as Appendix Three.

2 Forum Response to Council Presentations

2.1 The Forum discussed feedback about the presentations, and ideas captured from the presentations about the way the three Councils are performing, the key outcomes being:

- The difference in approach to residents by each Council

- The difference in size, and therefore the scale of the task, between the WDC and SDC and the CCC meaning comparisons needed to be done carefully
- Differing use of residents' associations
- Inconsistent communications between Councils and within Councils

3 Forum's role

- 3.1 It was noted that Selwyn has such a good understanding of their community and appeared prepared to work together to figure out the answers.

It was agreed the Forum needs to present something to CCC to get them to generate a shift in attitude so as to allow them to get on board with the community so they can work together.

It was noted that expertise in terms of recovery lies with the communities and it is those groups that need to be acknowledged and listened to – the CCC 'plan' is not filtering down to the communities.

The expertise of the communities surpasses the expertise of the experts. Councils are still developing their knowledge around how to work with diverse stakeholder groups, such as the disabled, and how this could work better.

It was noted that the Sydenham Master Plan consultation was good, but there was a lack of clarity about how it fits in with the City Plan or CERA's Recovery Strategy.

The CF needs to position itself as part of the solution but needs to build a framework to put points to the Minister.

- 3.2 It was agreed that the notes from the meeting would go to the three Councils and then presented as recommendations to the Minister.

It was further agreed that there is a need to be careful about recommendations in terms of the need to recognise the huge complexity of Christchurch as apposed to Selwyn and Waimakariri districts.

- 3.3 The Forum noted that everyone in Christchurch should provide feedback into the Central City Plan – not just business. Community and business ideas need to assimilate.

- 3.4 What is the role of Community Boards, who get paid? Why do they not appear to be working closely with council and communities? There appears to have been consultation with the community, but not with representative community groups.

It was noted that the CCC had acknowledged that they could do this better – what are they going to do about it and how does the Forum help?

Draft Recommendations:

- we want a clear communication line from Council to the different areas.
- Lydia Ayden's overlay of dividing Christchurch into three areas is a bureaucratic overlay which is unnecessary - if they focus on residents' groups that are already out there they will avoid unnecessary duplication.

- Residents' groups – development of these has changed the dynamic of consultation.
- The Waimakariri Hub – this is a good idea, CCC does not have a hub – what about Avondale?
- Otautahi Youth Council needs to be a conduit.

ACTION: Source copy of CCC slide presentation from Lydia Aydon.

ACTION: Prepare feedback and recommendations for Minister.

4 Forum Housekeeping

- 4.1 Five self-nominations for the Forum Leadership Team were received, in addition to Trevor. Trevor requested the Leadership Team to remain behind. It was acknowledged that while the Leadership Team didn't necessarily need to be representative because the Forum itself is representative, it does need to comprise people with the time to commit.

5 Next Meeting

Thursday 3 November. The Minister and Roger Sutton to be invited.

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**Appendix One
11 October 2011**

Selwyn District Council Presentation to Community Forum

- The Selwyn District map indicates a comparatively sparsely populated area.
- The epicentre of the 4 September 2010 earthquake shows a lateral shift of 1.5m and a 1m lift in the land. There was a 4.5m shift at Telegraph Road.
- Damage to the area was both localised and specific.
- Little lateral spread or liquefaction apart from in the Taitapu area.
- Infrastructure – 50m of sewer lost.
- As with many rural-based communities, the Selwyn community is diverse, widespread and largely self-sufficient - a programme of door knocking revealed that the community was not forthcoming in asking for assistance.
- There was no loss of life and this is a key difference in the recovery strategy of the area compared to 22 February.

Communications plan

- Acknowledges the emphasis that needs to be placed on communications.
- Suggestion from Mayor that SDC perhaps had a slow start from a communications perspective, that it took them some time to build a robust response, but now have established a number of measures including the SDC home page complemented by the rural support network, and the use of posters and flyers as additional forms of communication of data that needs to be shared
- The earthquake was a catalyst to the appointment of communications specialists, now considered essential
- Essential to involve property, commercial and other business interests in recovery and rebuild processes
 - subsequent action has been taken to fast stream earthquake-related building consent - now only a 10-12 days turnaround for consents.
 - Ngai Tahu and other stakeholders communicated with through centralised meetings in town, constant consultation with other organisations.
 - Commissioners recommendation to approve land zoning changes, originally planned for 30 year development, now being sped up to provide for communities' need.
 - Sewerage system update to service available sections, consents being pushed through and are now being included in re-zoning of properties.
- Councillors are updated regularly and information is fed through community groups back to the staff.

Community Engagement

- SDC appointed Jenny Harkerss and all inquiries were channelled through to her inform EQC and community based organisations.
- Civil Defence community response groups had been set up pre-September and were valuable during the earthquakes, these are now being encouraged to develop across the communities based around Community Response Groups.

Answers to Questions (as per sheet provided by the forum)

1. Done through the website and the weekly Community Council Call page in local news paper which promotes the Recovery Strategy.
2. As above and through Jenny Harkerss, these people are transferred to necessary support

3. Barriers include time and resources. By day two or three, communication specialists had been hired and are now integrated into Council.

4. Various members of staff are meeting with counterparts at other organisations, including other councils and CERA, on a regular basis. Information from these meetings is being disseminated through staff to community via a number of communication measures.

5. Monitoring earthquake consent applications, the number of inquiries which go to Jenny, and the number of attendees at business recovery sessions, all being collected and this information is being disseminated.

6. CF to help via feedback to Councils on where gaps are showing in their communication strategies.

7. Infrastructure dealt with well, in 5 days the sewer system was up and running, roads passable within a week, and long term repairs are now completed. There are still community halls to be assessed and/or repaired. Otherwise the council infrastructure is all functioning.

Residential - 184 houses repaired through Fletchers EQR process, it is estimated about 3000 more houses to repair over the next 2-3 years, insurance companies completing first rebuilds (approx 20) in the area. This process is working. And they are on track for rebuild as they go forward.

Questions from the Forum

With 8000 plus sections ready in Selwyn, and with the CCC seemingly behind in processing sections, is SDC in conflict with the CCC Central City Plan to increase central living?
Answer – the demand is based on a 30 year projection, and the land being available allows them to bring it forward if the land is required.

Is SDC being predatory as regards those people who are looking to be re-housed?
Answer - What SDC has to do is achieve a position of relative normality which is important. A sense of confidence and goodwill will allow people to stay within these greater Christchurch boundaries rather than people leave to further afield, keep them within mid-Canterbury arena. They are providing an option.

Is the community more enthusiastic about being involved and has this helped the council?
Answer – yes.

Are Community Response Groups like Neighbourhood Support Groups?
Answer – No. Originally had Civil Defence Groups trained for no result, SDC has found having a permanent active group in the community in the form of Community Response Groups all the time is much better.

**Appendix Two
11 October 2011**

Waimakariri District Council Presentation to Community Forum

Simon Markham, Earthquake Recovery Manager
Kate Pierson, Communications Advisor for Earthquake Recovery
Sandra James, Social Recovery Manager

- 48,000 population, 80% of population lives in 20% of area, significant number coastal.
- Series of earthquakes has resulted in 20,000 reports of damage across district.
- Earthquake effects most severe in Kaiapoi and along coastal areas. 25% dwellings on land zoned red, including 100% in Kairaki and approx 67% at Pines Beach, very severe for these communities as well as Kaiapoi town centre. 20% of business has closed or rescaled. Library, swimming pool, museum, coastguard, etc., aspects that make up small town life, either demolished or closed, large impact on community.
- Infrastructure – 20km of services destroyed or severely damaged.
- Lateral shift is up to 3m, and movements down are up to 1.5m.
- Emphasis is on how the people come through and it is that which is being used as a measure of success, echoed in community boards of lesser affected areas also. The part severely affected has been supported by the rest, eg. rates increase to all, etc.
- Focus is to develop and implement an integrated recovery programme.
- Probably in 5th phase - plans were changed by September, February and June – through this time period there was a development of a substantial rebuild programme.
- June quakes indicated a need for a shift into a different kind of programme in terms of it becoming an 'ultra marathon movement' not just a recovery from one event.
- Still working on integrated response across many aspects, aware they have happened in a localised way in terms of a daily response and the means of delivering recovery needs to be localised also.
- There are additional difficulties in an urban setting, but is a strong principal from the recovery knowledge that has been gained so far (having worked on partnering with community organisations across the community) that the process is as important as outcome – sense of regaining wellbeing from a disaster is as important in one sense as to where they ultimately end up.
- Its important to focus on working with strengths already in the community and belief that they come to the floor in these situations. Not area specific but rather the extent of community's preparedness to help each other and others is outstanding

Communications Plan

- Overall approach – to look at mass communications and Community Engagement as closely linked and there is a need for the use of one to engage the other.
- Strong focus on face to face. 10,000 invitations to community meetings dispatched – this is resource demanding, as is community meetings attendance from officials, but from the point-of-view of communities, there is no replacement for dialogue, question-and-answer, and the ability to talk within context of meeting and before and after.
- An awareness and understanding from community being involved in this engagement and in its own recovery is huge, invaluable.
- Council has endeavoured to say what they know and what they don't know – this has been distressing for those from Council involved in that in certain meetings they have had to acknowledge the degree of confidentiality needed in certain discussions with officials and other organisations such as CERA.
- The aim of accessibility to listen and learn is easy to say, but is an approach that they have done their best to live by.

- No particular communications channel – the need and demand for a range of channels was identified – large and small meetings, posters, display ads, media releases, websites, columns, door knocking, phone calls, surveys. All means, all channels - you have to be able to say the same message differently and be prepared to say it again and again, as people are so overwhelmed with their own personal journeys and lives.
- A reactive and proactive approach taken.
- The fluid nature of a changing situation demands hitting the ground running and dealing with needs along the way.
- Residents Associations meetings – these groups are extremely valuable and integral part as a conduit to the communications approach between community and council.
- Good relations with other agencies are important.
- Regular surveys at community meetings to capture the mood or feelings of community.
- Good relations developed with Waimakariri Support Coordinators – to address concerns they have.
- Communication channels – multifaceted due to diverse need of different demographics.
- New Foundations brand – synonymous with EQ recovery information.
- Website – fairly simple but works to distribute information.
- Local advertising – utilising all three local papers.
- Open letters from Mayor.
- Media releases are picked up – journalist relations important to get dissemination of communications.

Social Recovery:

- Kaiapoi Hub central to a community engagement programme in its wider sense.
- Recovery is all about people, rebuilding and re-establishing the communities they live in, which are themselves about the people who live in them – a wide number of people make up the community.
- Important to acknowledge the differences between different communities as a key aspect of recovery. How have they done that?
 - Worked with what's in the community, getting underway with a community development project, mapping the operating groups in the towns/districts/suburbs.
 - Worked to strengthen existing organisations, eg. Kaiapoi Baptist Church worked to connect the people informally as well as formally - five rounds of community meetings, church run dinners and morning teas, WDC provided support in terms of funding and services resources to meet the needs emerging in community.
 - Establishing local leadership roles, eg. door knockers.
 - Informing the informers.
- The Information Hub – to establish the left hand and right hand cooperative - is [three] weeks old with all stakeholders represented so community has face to face contact within community.
- Honest community conversations – we will tell you as we know it, there is a right to know.

Takes a whole community to recover and there needs to be a lot of talking!

“Our success will be measured not by the kilometres of pipe and road that we replace, but by how the people come through this.” - Jim Palmer.

**Appendix Three
11 October 2011**

Christchurch City Council Presentation to Community Forum

Lydia Ayden - General Manager Public Affairs

Government has tasked CCC with two key tasks – the Central City Plan and infrastructure rebuild.

Council facilities also need to be rebuilt / repaired.

Size of the tasks so significant, it's important to tell the community what to expect and to engage.

Central city plan

- Would normally be expected to take three years.
 - Community engagement on a tight timeframe and was a challenge.
 - Large scale public participation campaign, to encourage debate and engage community interest:
 - Share an Idea at CBS arena was two day event attended by 10,000 people, followed by six weeks of community road shows and stakeholder meetings, along with substantial advertising.
 - About making people feel their voice could be heard.
 - CCC provided self help kits for people to meet with others to develop thoughts to add to debate.
 - Website, using twitter concept of 140 characters to share idea, and ability to then see others' ideas and comment.
 - 58,000 visits from May to June.
 - 7,000 people subscribed to online newsletters and engagement via Facebook.
 - International speakers' series with experts in disaster relief and to generate debate and engage community interest.
 - 106,000 ideas collated, analysed and distilled into themes, then workshopped by various stakeholders.
 - Plan then written in plain English and taken out for further feedback.
 - Drop-in roadshows held around Christchurch communities, attended by 6000.
 - Workshops with stakeholders - residents, institutes, business, insurance, banking, tourism, culturally diverse, safety groups, church, etc. 5000 comments from around 3000 people.
 - Plan then written in plain English and taken out for further feedback.
 - Summary version of the plan sent to every household.
 - 450 people and organisations asked to be heard in person via submissions.
 - Submissions hearings over last couple of weeks.
 - Council will debate plan and then final plan will go to Minister for sign off.
 - Individual projects which result will be consulted on and assimilated into long term plan.
 - CCC wanted to learn from the engagement process as it was costly, and use the new systems and processes to run meetings, databases, etc. for future engagement.
- Lessons learned by Council:
- People will contribute when you make it easy for them.
 - People are interested in creating their own media and having active voice.
 - It is possible for local government to speak in real language without losing credibility.
 - Its best to use a range of tools that are as diverse as possible for people to engage with.
- Looking at producing suburban Master Plans for six city centres.

- Workshopping these – 400 people for Lyttleton and Sydenham.
- Case managers appointed for other affected centres.
- Community boards engaging

Infrastructure rebuilds

- Alliance partnership set up to rebuild infrastructure. - CC, CERA, NZTA, Contractors
 - A stakeholder and communications team within the Alliance ensures the community is kept up to date and involved - CCC works closely with this team to ensure channels are working.
 - Stronger Christchurch brand is used for the Alliance – the website is used to keep people informed, in addition to Twitter, Facebook, e-newsletter, face-to-face interaction, work notices delivered directly to homes to tell residents when work is starting in the vicinity, signage with branding for work sites, and council call centre.
 - Community displays about infrastructure rebuild to be implemented at Eastgate Mall, The Palms and the A&P show.
 - A schools programme to educate pupils around safety measures to start from Term 4.
 - Plan to outline scope, priorities and programmes to go to council on 24 November.
 - Issues:
 - Because most of work is underground and dictated by insurance – there is not a lot of scope for community involvement.
 - 1600 CCC facilities damaged – two years to finish every last assessment by engineers
 - Facilities rebuild plan being worked on to provide a framework for CCC – CCC has to decide on priorities based on the needs of community and consulting with stakeholders – library, aquatic centre, etc.
 - Any big decisions about these will involve formal consulting with community.
 - Website stating whether something has an open or closed consulting process with publishing updates included, along with advertisements in papers, letterbox drop, flyers, etc.
 - CIVIC building to be reopened end of month.
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- Communications has changed since earthquake – Community Services team has changed, leading to Strengthening Communities Strategy (slide).
 - Relations with CERA close, particularly media and engagement to ensure no doubling up, eg. community meetings.
 - Geotech issues – a series of street meetings to talk directly with residents and discuss the complexities in areas with notices prohibiting entry to homes due to geotech risk safety.
 - Residents are emailed weekly to be told of updates and remediation updates etc.
 - During emergency – no Facebook or Twitter until 23 February.
 - A lot has been changed in communications approach in terms of use of social media space.

Questions from Forum

To what degree has youth been consulted?

Answer - Youth Hui and school engagement.

The schools programme – what age group?

Answer - not sure.

To what degree have Community Boards been used to get local information and knowledge, how have they been asked to engage with their residents' associations? Aren't Community Boards the best groups to engage?

Answer - CCC hasn't talked to residents' associations in the past and there needs to be more of this in the future, now identified a lot more groups that they want to talk to now.

The City is divided into three groups, this looks like duplication. In suburbs there is a CCC management person who is involved in commercial side of damaged buildings, but is there someone who takes on other issues in the same area? Who is the person that is involved in that community as a whole?

Answer - Community Board areas were defined prior to new plan proposed by council, and now it is going to be north, south and east, with a team in each to look after that area. So there should be fewer people and less cross over. 52 little community areas that will be looked at, for those specific needs all coming under one of the three teams.

CF Comment - Too many people in council to talk to and too many different stories – doesn't CCC need one person for each community to be a go to? Project management person in the community is currently seemingly limited to specific topics, and really one person to be in charge of ALL aspects for each community.

How do residents get onto the email list referred to?

Answer – the email service relates to rock fall issues, people in Port Hills can sign up to email system to get info about their areas. This has been mentioned at community meetings and will be discussed at street meetings and is on website.

Prior to earthquake, fewer people thought about council actions – now everyone cares. Selwyn and Waimakariri have a distinct person in charge of earthquake coordination and recovery and CCC seems to have missed this. They have not reflected changes from earthquakes, and people think it is a bit too "business as usual" at CCC. Why have they not responded with specific earthquake coordination so that the community gets a sense of confidence?

Answer - Because it is too big, everything that is done by CCC is affected by the earthquakes, every person and team revolves around the impacts of the earthquakes, there is no business as usual and then a separate earthquake department – it is all one. Normal council services still require attention to continue running.

CF Comment - People need a different response and this is changing as recovery moves forward, and there needs to be some thinking around how the CCC is going to acknowledge the change and shift in community perception around council, and that this is a constantly changing dynamic. While communication with community is increased, it is still too passive, and it is hard to see where it is coming from, and where the peoples priorities are being represented

How does CCC communicate regular information to the disabled community in accessible formats? And what is the planning for the future?

Answer – what does the disabled community want that is not being provided for?

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