



Meeting of the HB Civil Defence Emergency Management Group Joint Committee

Date: Monday 8 June 2020
Time: 1.30pm
Venue: Online by Zoom invitation

Agenda

ITEM	TITLE	PAGE
1.	Welcome/Notices/Apologies	
2.	Conflict of Interest Declarations	
3.	Confirmation of Minutes of the HB Civil Defence Emergency Management Group held on 23 March 2020	
4.	Action Items from Previous HB CDEM Group Joint Committee Meetings	3
5.	Call for Minor Items Not on the Agenda	7
Decision Items		
6.	Amendments to the Hawke's Bay CDEM Group Plan: Controller and Recovery Manager Appointments	9
Information or Performance Monitoring		
7.	Financial and Results Based Accountability Report	19
8.	Discussion of Minor Items not on the Agenda	51



HB CDEM GROUP JOINT COMMITTEE

Monday 08 June 2020

SUBJECT: ACTION ITEMS FROM PREVIOUS HB CDEM GROUP JOINT COMMITTEE MEETINGS

Reason for Report

1. **Attachment 1** lists items raised at previous meetings that require action, and each item indicates who is responsible, when it is expected to be completed and a brief status comment. Once the items have been reported to the Committee they will be removed from the list.

Decision Making Process

2. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision making provisions do not apply.

Recommendation

That the HB CDEM Joint Committee receives the "*Action Items from Previous HB CDEM Group Joint Committee Meetings*" report.

Authored and Approved by:

Ian Macdonald
GROUP MANAGER/CONTROLLER

Attachment/s

[1](#) Action items for June 2020



Hawke's Bay CDEM Joint Committee
Monday, 8 June 2020
Council Chambers, Hawke's Bay Regional Council

Action Items from previous meetings:

Item number	Meeting / Agenda Item	Action	Responsible.	Status/Comment
1.	Group Plan Review – Outline Process And Key Dates	<ul style="list-style-type: none"> Set new objectives for the Group for the next 5 years 	I Macdonald	No progress due to COVID-19 response

From previous CDEM Joint Committee meetings

2.	Follow-ups: Risk Reduction	Possibly having a discussion paper to the next JC on developing a combined plan for all TAs and Agencies around natural hazards and risks.	I Macdonald	Programmed for next meeting
3.	2018-19 Annual and Financial Report	<ul style="list-style-type: none"> Agrees that a letter of recommendation from the Chair of this Committee be sent to the Regional Councillors to accept the Annual and Financial Reports for the year 2018-19 from the CDEM Group and how this money is going to be prioritised to build up a reserve for the Civil Defence Fund. The Annual report 2018-19 will be circulated to all five councils for consideration. 	Mayor A Walker / I Macdonald	Letter to be drafted. Draft minutes already included on HBRC agenda. Final report will be forwarded to councils in the next few weeks



HB CDEM GROUP JOINT COMMITTEE

Monday 08 June 2020

Subject: CALL FOR MINOR ITEMS NOT ON THE AGENDA

Reason for Report

1. Standing order 9.12 states:

"A meeting may deal with an item of business that is not on the agenda where the meeting resolves to deal with that item and the Chairperson provides the following information during the public part of the meeting:

- (a) the reason the item is not on the agenda; and*
- (b) the reason why the discussion of the item cannot be delayed until a subsequent meeting.*

Items not on the agenda may be brought before the meeting through a report from either the Chief Executive or the Chairperson.

Please note that nothing in this standing order removes the requirement to meet the provisions of Part 6, LGA 2002 with regard to consultation and decision making."

2. In addition, standing order 9.13 allows *"A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the Chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision or recommendation about the item, except to refer it to a subsequent meeting for further discussion."*

Recommendations

1. That the Civil Defence Emergency Management Group Joint Committee accepts the following "minor items" for discussion as Item 8:
 - 1.1.

Item	Topic	Councillor / Staff
1.		
2.		
3.		

Annelie Roets
GOVERNANCE ADMINISTRATION
ASSISTANT

Ian Macdonald
GROUP MANAGER/CONTROLLER



HB CDEM GROUP JOINT COMMITTEE

Monday 22 June 2020

Subject: AMENDMENTS TO THE HAWKE'S BAY CDEM GROUP PLAN: CONTROLLER AND RECOVERY MANAGER APPOINTMENTS

Reason for Report

1. Under the Civil Defence Emergency Management Act 2002 (CDEM Act) the Civil Defence Emergency Management Group Joint Committee makes appointments to the positions of Group and Local Controllers and Recovery Managers. These appointments and associated delegations are contained in the Group Plan and as such represent a minor change to this Plan.
2. This paper seeks confirmation of proposed changes to Local Controller and Group Recovery Manager appointments and as a result, proposes resulting changes to the Hawke's Bay CDEM Group Plan. A minor amendment is also proposed to clarify the delegations of Controllers.

Confirmation of the Appointment of Local Hawke's Bay Controllers and Alternative Recovery Manager

3. In 2018 the Committee agreed to appoint Group Controllers and two Hawke's Bay Local Controllers per Council. This allowed for the rationalisation of controllers while at the same time focusing on developing the selected individuals.
4. The Territorial Local Authorities have confirmed resignations or changes to their local controller appointments. The following changes are therefore recommended to Appendix 5: Key Appointments to the Hawke's Bay CDEM Group Plan 2014-19:
 - 4.1. Add the following to the Hawke's Bay Local Controllers list:
Juanita Savage
 - 4.2. Remove the following from the Hawke's Bay Local Controllers list:
Libby Young
5. With the cancellation of the National State of Emergency for COVID-19, a National Transitional Notice was put in place. This transitional notice allocates a number of powers that can be used in Level 2 if required (Attachment 1).
6. Due to the nature of the COVID-19 response, the Hawke's Bay CDEM Group has sort to appoint a specific Recovery Manager. Mike Adye is the appointed Group Recovery Manager and as such can exercise the transitional powers however Mike has not been involved in the response and is not in a position to commit to an extended period as recovery manager for COVID-19.
7. In the interim no recovery manager is in place who has an understanding of the COVID 19 response and the transition to recovery environment. To allow for the powers under the transition notice to be exercised if needed and to put in place arrangements to cover a similar situation in the future, it is recommended that the Group Manager and Controller be appointed as an alternate Recovery Manager. It is also recommended the Committee authorise him to exercise the transition notice powers if necessary. This would be reviewed on the appointment of a recovery manager for COVID-19.

8. Changes to Appendix 5: Key Appointments to the Hawke's Bay CDEM Group Plan 2014-19 are therefore recommended as follows:
 - 8.1. Add the following to the Hawke's Bay Group Recovery Managers List:
Ian Macdonald (Alternate).
9. The final amendment recommended to Appendix 5 of the Group Plan results from a legal audit by Crown Law of all Group Plans during the COVID-19 national state of emergency. The change recommended including the functions of CDEM Groups (Attached) during an emergency as a specific delegation to the Group Controllers. These functions mirror other more specific powers already delegated to controllers in the Plan, however, it is recommended that this be added for completeness. The change recommended is highlighted below:
 - 9.1. Functions and Powers delegated to Group Controllers
Functions ref s28 CDEM Act 2002 Powers (ref to act)
 - 9.1.1 General powers ref s18(2)
 - 9.1.2 Power to require Information ref s76
 - 9.1.3 Information to obtain a warrant s78
 - 9.1.4 Receipt of information s81
 - 9.1.5 Emergency Powers s85(1), 86-92 and s94.

Strategic Fit

10. The recommendations are consistent with the Group Plan in that they provide for an effective response and recovery to an emergency and COVID-19/drought in particular.

Financial and Resource Implications

11. There are no significant financial or resource implications that may result from this decision.

Decision Making Process

12. Committee is required to make every decision in accordance with the requirements of the Local Government Act 2002 (the Act). Staff have assessed the requirements in relation to this item and have concluded:
 - 12.1. The decision does not significantly alter the service provision or affect a strategic asset.
 - 12.2. The use of the special consultative procedure is not prescribed by legislation.
 - 12.3. The decision does not fall within the definition of the Adminstrating Authority's (HBRC) policy on significance and engagement
 - 12.4. No persons can be identified who may be affected by this decision.
 - 12.5. The decision is not inconsistent with an existing policy or plan.
 - 12.6. Given the nature and significance of the issue to be considered and decided, and also the persons likely to be affected by, or have an interest in the decisions made, the Committee can exercise its discretion and make a decision without consulting directly with the community or others having an interest in the decision
 - 12.7. The proposed amendments to the Group Plan meet the requirements of section 57 of the Civil Defence Emergency Management Act 2002 and can be considered as a minor change to Group Plan.

Recommendations

That :

1. The Committee agrees that the decisions to be made are not significant under the criteria contained in Council's adopted Significance and Engagement Policy, and that Council can exercise its discretion under Sections 79(1)(a) and 82(3) of the Local

Government Act 2002 and make decisions on this issue without conferring directly with the community and persons likely to be affected by or to have an interest in the decision.

2. The Committee resolves to make a minor amendment to Appendix 5: Key Appointments of the Hawke's Bay CDEM Group Plan pursuant to section 57 of the Civil Defence Emergency Management Act 2002 and make appointments and changes to the roles of Hawke's Bay Local Controller and Recovery Manager as follows:
 - 2.1. Add the following to the Hawke's Bay Local Controllers list:
Juanita Savage
 - 2.2. Remove the following from the Hawke's Bay Local Controllers list:
Libby Young
 - 2.3. Add the following to the Hawke's Bay Group Recovery Managers List
Ian Macdonald (Alternate)
 - 2.4. Amend the Functions and Powers delegated to Group Controllers by adding section 86 of the Act to item 5 to read Emergency Powers s85(1), 86-92 and s94
3. The Committee authorises Ian Macdonald to act in the statutory role of Group Recovery Manager for the purpose of exercising the powers of the Notice of National Transition Period for COVID-19 dated 13 May 2020 and any subsequent extension.

Authored and Approved by:

Ian Macdonald
GROUP MANAGER/CONTROLLER

Attachment/s

- [↓1](#) General Rransition Period Powers under the Civil Defence Emergency Management Act 2002
- [↓2](#) Section 85 - Emergency Powers of Civil Defence Emergency Management Groups

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

94H General transition period powers

A Recovery Manager may—

- (a) carry out or require to be carried out all or any of the following:
 - (i) works:
 - (ii) clearing roads and other public places:
 - (iii) examining and marking any property, animal, or any other thing:
 - (iv) removing or disposing of, or securing or otherwise making safe, dangerous structures and materials wherever they may be:
- (b) provide for the conservation and supply of food, fuel, and other essential supplies:
- (c) disseminate information and advice to the public.

Section 94H: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

94I Power to require information

- (1) A Recovery Manager may require any person to give the Recovery Manager information in accordance with [section 76](#), as if a reference in that section to a Civil Defence Emergency Management Group were a reference to the Recovery Manager.
- (2) The provisions of [sections 76, 77, 82, and 83](#) apply to a requirement under subsection (1) as if it were a requirement by a Civil Defence Emergency Management Group under [section 76\(1\)](#).

Section 94I: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

94K Evacuation of premises and places

Despite anything in [section 94G](#), a Recovery Manager or a constable may, if necessary, in his or her opinion, for the preservation of human life, direct—

- (a) the evacuation of any premises or place, including any public place:
- (b) the exclusion of any persons or vehicles from any premises or place, including any public place.

Section 94K: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

94L Entry on premises and places

A Recovery Manager or a constable may enter, and if necessary break into, any premises or place if he or she believes on reasonable grounds that the action is necessary for—

- (a) saving life, preventing injury, or rescuing and removing injured or endangered persons; or
- (b) permitting or facilitating the carrying out of any urgent measure for the relief of suffering or distress.

Section 94L: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

94M Closing roads and public places

A Recovery Manager or constable may, in order to prevent, limit, or reduce the consequences of an emergency, totally or partially prohibit or restrict public access, with or without vehicles, to any road or public place.

Section 94M: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

94N Power to give directions

(1) A Recovery Manager or a constable may—

- (a) direct any person to stop any activity that—
 - (i) may cause, or substantially contribute to the consequences of, an emergency; or
 - (ii) may prevent or substantially hinder recovery from an emergency;
- (b) request any person, either verbally or in writing, to take any action to prevent or limit or reduce the consequences of the emergency.

(2) A Recovery Manager or a constable may direct—

- (a) the owner of a structure (or the owner's agent) to obtain an assessment of the effect of the emergency (and any related subsequent events) on the structure;

- (b) the owners of structures of a particular type (or the owners' agents) to obtain assessments of the effect of the emergency (and any related subsequent events) on the structures of that type that they own.
- (3) A person may not give a direction under subsection (2) unless the person has had regard to whether the structure or type of structure may, in the circumstances, pose a risk of injury or a risk to the safety of life or the safety of other property.
- (4) A direction given under subsection (2) must—
- (a) state the purpose of the assessment and specify the assessment that is required; and
 - (b) specify a reasonable time within which the assessment must be concluded; and
 - (c) require the owner (or the owner's agent) to give a copy of the assessment to the person who gave the direction.
- (5) An owner (or owner's agent) who is given a direction under subsection (2) must—
- (a) obtain the assessment, which must be conducted in accordance with the direction and at the owner's expense; and
 - (b) give a copy of the assessment to the person who gave the direction.
- (6) The owner (or the owner's agent) may appeal to the District Court on the grounds that the direction is unreasonable.
- (7) [Section 77\(2\)](#) and (3) applies in relation to an appeal under subsection (6) with any necessary modifications, and [section 77\(4\)](#) does not apply.
- (8) Any relief that may be granted under subsection (6) is limited to the reasonable costs associated with obtaining the assessment.

Section 94N: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

Part 5B

Powers in relation to transition periods

Part 5B: inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

94G Application

- (1) This Part applies if a transition period is in force.
- (2) In addition, [Part 5](#) (other than those provisions that apply only during a state of emergency) applies if a transition period is in force.
- (3) A Recovery Manager may exercise the powers conferred on Recovery Managers under this Part if the exercise of the powers—

(a) is in respect of those areas, districts, or wards for which the Recovery Manager is responsible; and

(b) is, in the opinion of the Recovery Manager,—

(i) in the public interest; and

(ii) necessary or desirable to ensure a timely and effective recovery; and

(iii) proportionate in the circumstances.

(4) A constable may exercise the powers conferred on constables under this Part if the exercise of the powers is, in the opinion of the constable,—

(a) in the public interest; and

(b) necessary or desirable to ensure a timely and effective recovery; and

(c) proportionate in the circumstances.

Section 94G inserted, at 9.59 pm on 29 November 2016, by [section 27](#) of the Civil Defence Emergency Management Amendment Act 2016 (2016 No 88).

Civil Defence Emergency Management Act 2002 (as at 01 June 2018)

85 Emergency powers of Civil Defence Emergency Management Groups

(1) While a state of emergency is in force in its area, a Civil Defence Emergency Management Group may—

- (a) carry out or require to be carried out all or any of the following:
 - (i) works:
 - (ii) clearing roads and other public places:
 - (iii) removing or disposing of, or securing or otherwise making safe, dangerous structures and materials wherever they may be:
- (b) provide for the rescue of endangered persons and their removal to areas of safety:
- (c) set up first aid posts, and provide for first aid to be given to casualties and for their movement to hospital, other place of treatment, or areas of safety:
- (d) provide for the relief of distress, including emergency food, clothing, and shelter:
- (e) provide for the conservation and supply of food, fuel, and other essential supplies:
- (f) prohibit or regulate land, air, and water traffic within the area or district to the extent necessary to conduct civil defence emergency management:
- (g) undertake emergency measures for the disposal of dead persons or animals if it is satisfied that the measures are urgently necessary in the interests of public health:
- (h) disseminate information and advice to the public:
- (i) enter into arrangements, including employment arrangements, with any person for the purpose of carrying out civil defence emergency management as may be agreed:
- (j) provide equipment, accommodation, and facilities for the exercise of any of the powers conferred by this subsection.

(2) A Civil Defence Emergency Management Group must not act inconsistently with any directions given by the Minister or the Director.

Compare: 1983 No 46 s 58(5)



HB CDEM GROUP JOINT COMMITTEE

Monday 08 June 2020

Subject: FINANCIAL AND RESULTS BASED ACCOUNTABILITY REPORT

Reason for Report

1. The purpose of this report is to update the Committee on the financial implications of the COVID-19 response and the current state of the Hawke's Bay CDEM Group budgets. This report also provides the Committee the Results Based Accountability Report for the COVID-19 response so far.

Executive Summary

2. While the cost of responding to COVID-19 so far has been significant, it is likely that reduced expenditure in other CDEM financial project areas due to the response and ongoing monies claimed back from central government will mean that it is likely that at least half of the resulting overspend can be managed within the existing CDEM reserves.
3. The Results Based Accountability Report demonstrates that the Hawke's Bay CDEM Group achieved the main objectives of the response in that the emergency welfare needs of individuals and the community were met and as a result the health system and clinical response would have been able to better cope with significant COVID-19 cases across Hawke's Bay.

Discussion

Financial Report

4. The following report should be considered as an interim report. There are costs related to COVID-19 response which are yet to be invoiced or paid. The total claim of expenses back from Central Government is also yet to be confirmed. As we are transitioning into recovery there will be further operational costs and cost recovery from Central Government for welfare costs.
5. A further unknown as any costs that may be occurred as a result of the current Hawke's Bay Drought response.
6. A full set of accounts for the 2020-21 year will be available in July-August.
7. Prior to the COVID-19 response, the Group budgets were on track for expenditure for the 2020-21 financial year. As part of the COVID-19 response the Group incurred two additional types of expenses. These include operational response and emergency welfare support expenditure
8. The operational response costs included matters such as:
 - 8.1. Short term contracts for additional welfare staff
 - 8.2. Development and operation of the welfare 0800 number and the team of needs assessors
 - 8.3. Personnel costs for extra staff hours
 - 8.4. Miscellaneous response costs such as food for shifts, extra IT equipment and software licences

9. Emergency welfare costs included such items as:
 - 9.1. Grocery items
 - 9.2. Household goods such as clothing and blankets
 - 9.3. Delivery costs
 - 9.4. Emergency accommodation
 - 9.5. Reimbursement of food bank costs
10. Attachment 1 contains a summary of the four Group project areas that are currently funded by the regional CDEM targeted rate and the costs so far attributed to the COVID-19 response. The highlighted yellow columns are the re-forecast figures to the end of the current financial year.
11. The extra expenditure due to COVID-19 will be partially offset by reduced activity in other areas such as risk reduction, hazard research, coordination and community engagement. The group has also commenced the claim process for welfare costs. A claim of \$520,000 has already been lodged with the National Emergency Management Agency and a further claim of approximately \$200,000 is currently being compiled.
12. This will leave current unbudgeted expenditure of \$562,244. \$340,000 of this can be offset from the existing CDEM reserves. The remainder of approximately \$220,000 can either be addressed through increasing the regional CDEM targeted rate or borrowing against the reserves.
13. Given that the final expenditure has yet to be realised a preferred option has not been recommended at this point. In the meantime the reserve account can move into a deficit before a final decision is made by this Committee and HBRC as to how this can be addressed.

Results Based Accountability Report

14. Attachment 2 is a Results Based Accountability Report for the COVID-19 welfare response. This document was “living” through the response. The Committee may recall this report was used to monitor the success or otherwise of the welfare response as it progressed and was reported both internally and to the National Coordination Centre.
15. This report needs to be read in conjunction with the operational Action Plan which sets out the aim and objectives of the response along with how this will be achieved and resulting taskings.
16. Attachment 3 of this report states the response aim and objectives set by the Group Controller on 31 March. The Results Based Accountability Report relates specifically to Objective 2.
17. The Results Based Accountability Report monitored the performance of the response to achieve this objective.
18. The Results Based Accountability Report shows that the Group achieved the objective sought. This is a considerable achievement and considering the circumstances and is a result the Group and community can be proud of.
19. The Group Welfare Manager Alison Prins will be available at the meeting to answer any questions on the Results Based Accountability Report.

Decision Making Process

20. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision making provisions do not apply.

Recommendation

That the Hawke’s Bay Civil Defence Emergency Management Joint Committee receives and notes the “Financial and Results Based Accountability Report” for the Covid-19 response.

Authored and Approved by:

Ian Macdonald

GROUP MANAGER/CONTROLLER

Item 7

Attachment/s

[↓ 1](#) Financial Report

[↓ 2](#) Results Based Accountability Reporting 4th June 2020

[↓ 3](#) Responce objectives

Project Code #	ACTIVITY GROUPS Activity Sub-Groups Project	Expenditure Actual Year to Date	Expenditure Budget Full Year	(%) Of Bud	Expenditure Re-Forecast Full Year	Income Actual Year to Date	Income Budget Full Year	(%) Of Bud	Income Re-Forecast Full Year	Re-Forecast Net Result Full Year
5.0 Emergency Management										
711	711 - Reduction - Hazard Identification & Mitigation	45,632	296,420	15%	125,000	149,682	297,174	50%	155,682	-30,682
712	712 - Readiness & Response	491,223	679,965	72%	1,856,187	507,359	671,428	76%	1,270,358	585,829
713	713 - Recovery & Coordination	501,568	579,905	86%	528,406	468,674	585,316	80%	475,674	52,732
714	714 - Local Emergency Management	452,298	700,149	65%	489,851	521,486	696,782	75%	535,486	-45,635
6.2 HB Civil Defence Emergency Management Group		1,490,721	2,256,439	66%	2,999,444	1,647,201	2,250,700	73%	2,437,200	562,244

Hawkes Bay Regional Council*
Account Sub Group Details
For Period 2019/20 - October

712016 - HBCDEM COVID-19 Response (2020)	2019/20 June YTD Actuals
Profit and Loss	1,294,794
Expenditure	1,294,794
Cost Centre Expenditure	1,294,794
Employee Expenditure	8,286
41602155. Protective clothing	8,286
Other Expenses	914,436
41602310. Advertising	7,207
41602354. Catering	638,465
41602370. Computer software license cost	1,216
41602385. Contractors	224,815
41602545. General expenses	22,436
41602600. Hygiene supplies	2,010
41602610. Information Services	490
41602710. Marketing Materials	300
41602725. Miscellaneous expense	2,417
41602750. Other direct costs	1,509
41602975. Stationery	373
41603015. Technical materials	3,576
41603050. Accommodation	9,624
Personnel Costs	372,072
41605852. Emergency management co-ord	372,072
Grand Total	1,294,794

COVID-19 & DROUGHT

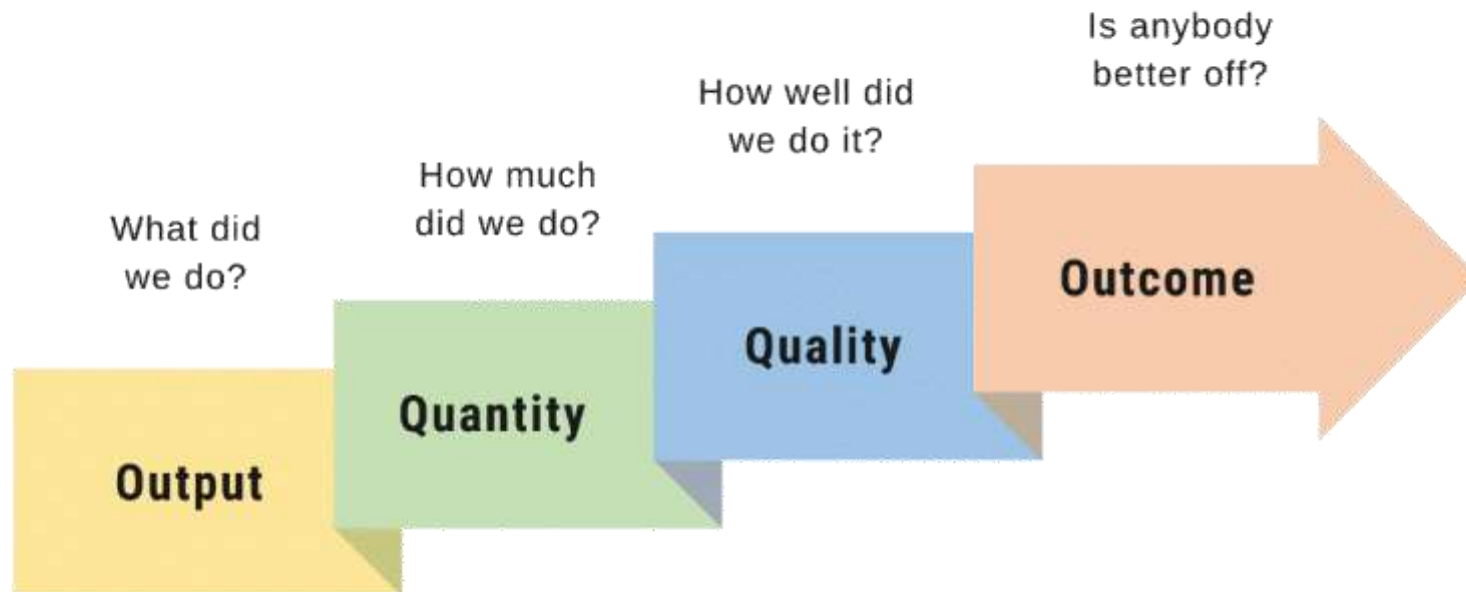
Reporting and Results-Based Accountability



Seeking to identify and connect our most vulnerable people with essential support services rapidly and safely, ensuring 'no one falls through the gaps'.



RESULTS BASED ACCOUNTABILITY SOCIAL IMPACT RETURN ON INVESTMENT



**Did we make a difference?
(output versus outcome)**

What did we do? (Output)

End to end service delivery

- Established a call centre and delivered Needs Assessment
- Ensured access to groceries and medications where people were unable to access themselves or with support of others

Network of Networks

- Establish network of networks around key populations
- Worked in partnership with Māori and Pasifika
- Activated Rural Advisory Group and supported with planning and coordination resource

By the Numbers (Quantity)



34 households in TAS accommodation
54 homeless persons accommodated



168 clothing or blanket requests processed



7,000+ inbound & outbound phone calls



~1,600* food parcels delivered
(standard pack = 4 people for 7 days)

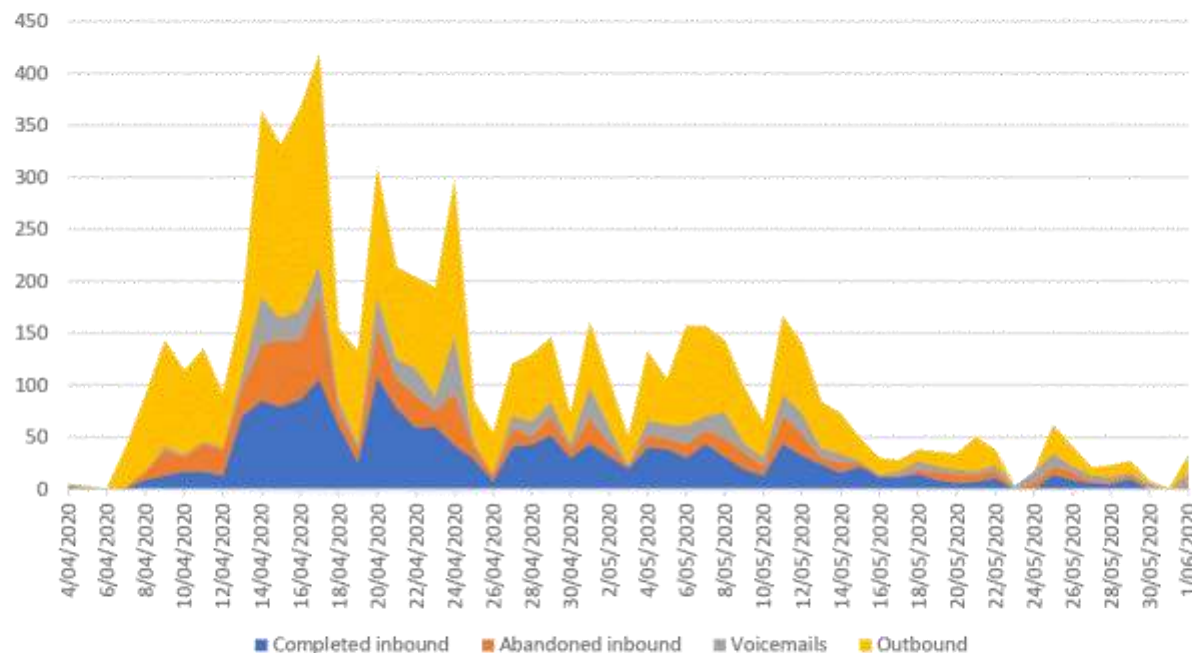


\$528,000 Claimable spend on Household Goods and Services (to date)

How much did we do? (Quantity)

Relating to: Established a call centre and delivered Needs Assessment – last 7 weeks

Inbound and Outbound Calls

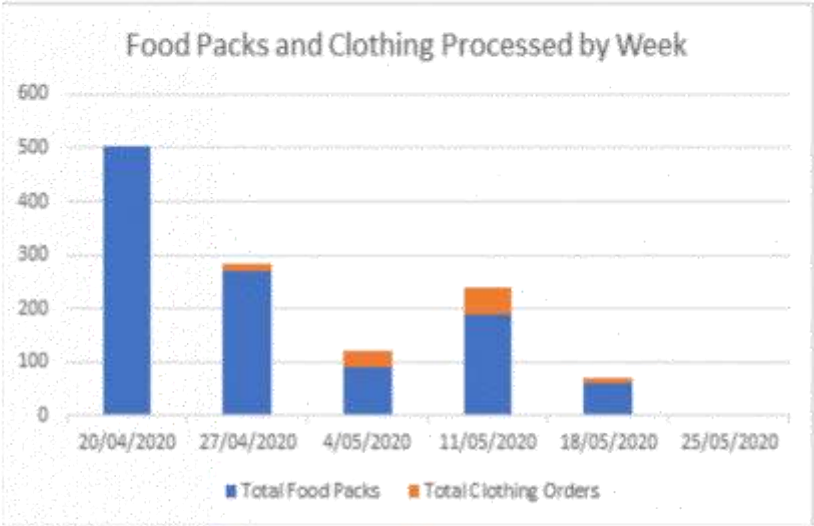


The call centre was established 8th April and fully operational 13th April. Prior to this time calls were managed by PNCC and needs assessors completed assessments by return phone call. The first week of formal call centre operation experienced peak call volumes as people requested assistance post-Easter, with similar spikes observed either side of ANZAC.

The peak day was 17th April - 419 in and outbound calls.

How much did we do? (Quantity)

Relating to: Ensured access to groceries and medications – Last 7 weeks



Food deliveries were managed by a 'Fit For Now' solution until the 20th April after which they transitioned to TDH. Peak food demand mirrored the call demand with ANZAC producing high volumes of food requests. Clothing requests peaked a couple of weeks later and coincided with the arrival of the first winter frosts.

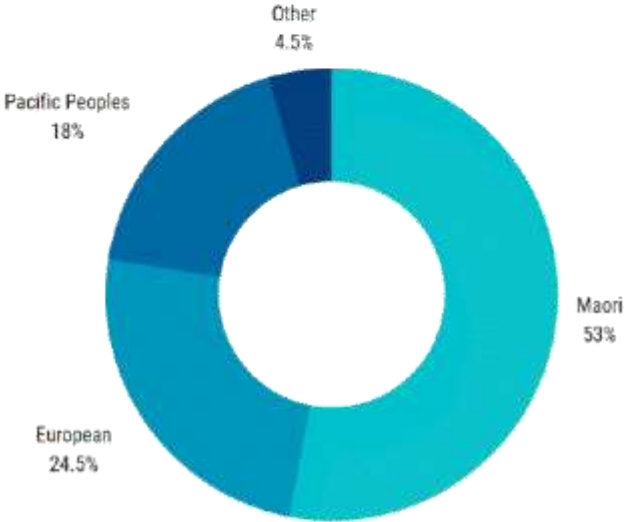
Persons serviced with CDEM food parcels – not inclusive of other foodbanks, or pre-'The Development Hub' deliveries:

Overall Sum	3,804 persons
Hastings	2,338 persons
Napier	1,239 persons
CHB	130 persons
Wairoa	22 persons

A change in the welfare assessment scripting came into play the week ending 18th May; this change meant all clothing requests were referred to MSD, and the criteria for CDEM assistance was tightened – resulting in minimal food orders (2 in the last week) and a high level of on-referrals to other assisting agencies.

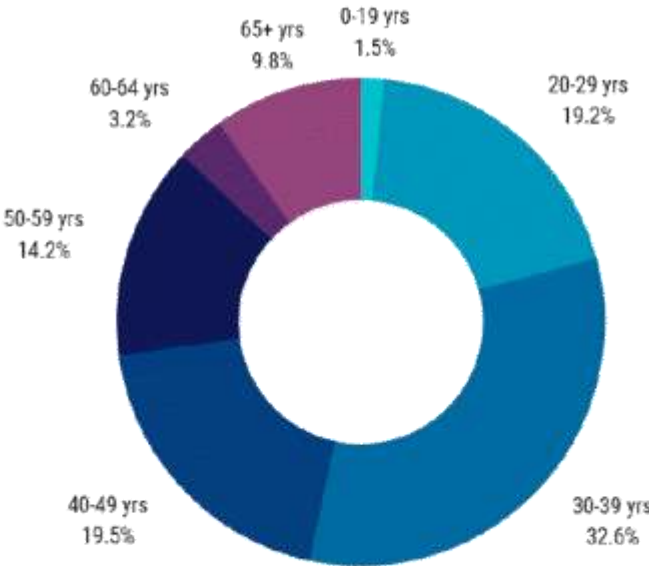
How much did we do? (Quantity)

Relating to: Ensured access to groceries and medications from Last 7 Weeks



← The figure to the left represents a 25% sample of the CDEM Needs Assessments. We are not able to back-date ethnicity for assessments (voluntary information)

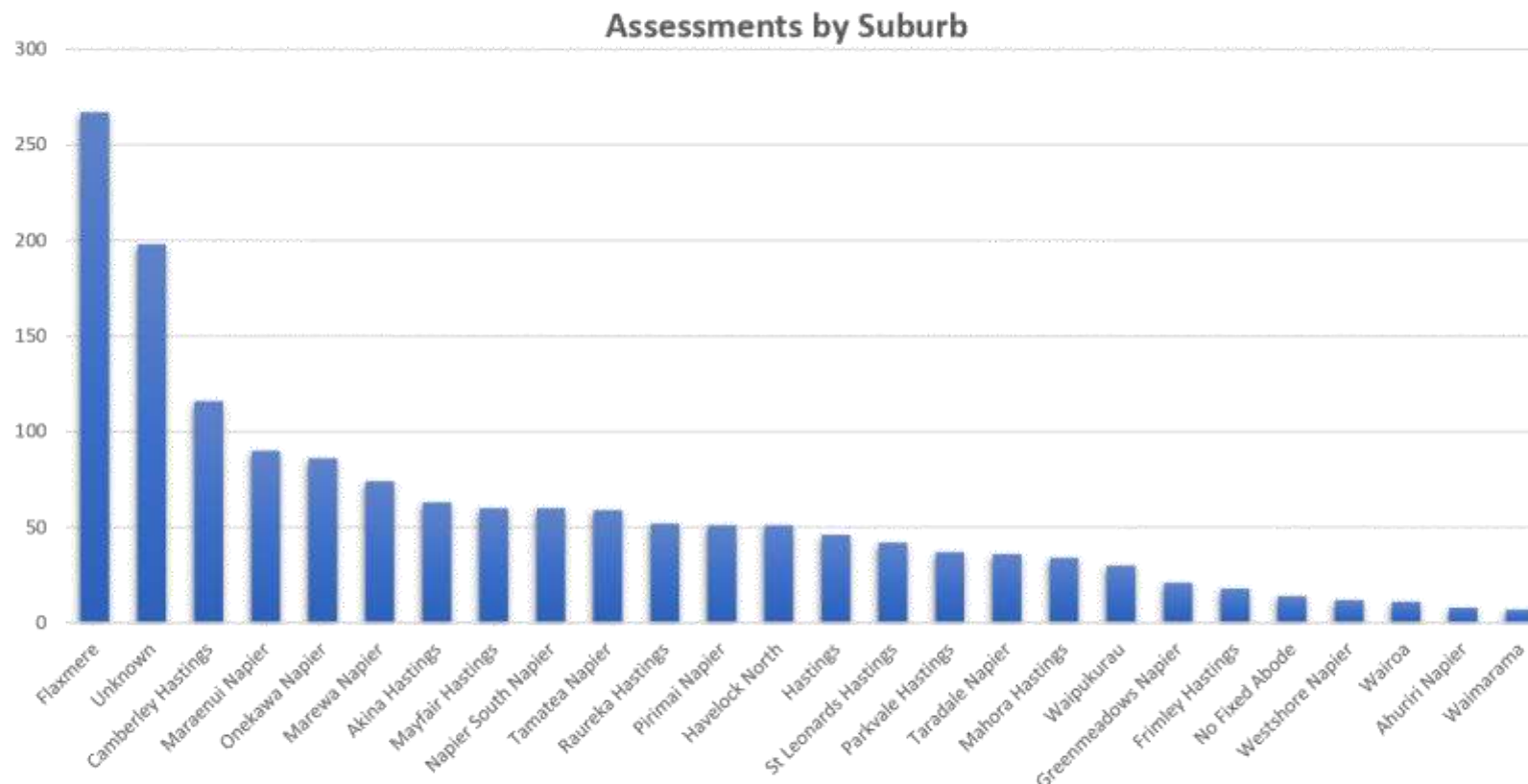
The figure to the right represents a 50% sample of the CDEM Needs Assessments → There is an under-representation of people in the 65+ age bracket* demonstrating the effectiveness of the 'older persons' network. We are not able to back-date age data for assessments (voluntary information)



**Data sets are incomplete for the first 2 weeks of response*

How much did we do? (Quantity)

Relating to: Ensured access to groceries and medications from Last 7 Weeks



The geographic location of assessments fits within expectation, in relation to deprivation index scores (although more than 10% of assessments had no address/location data supplied). 5.6% of assessments are not included in the graph above as the specified suburb had so few numbers of assessments as to be considered statistically insignificant

How well did we do it? (Quality)

Training

Assessors receive basic training to support them to do their jobs well and to keep themselves safe and well on the following topics:

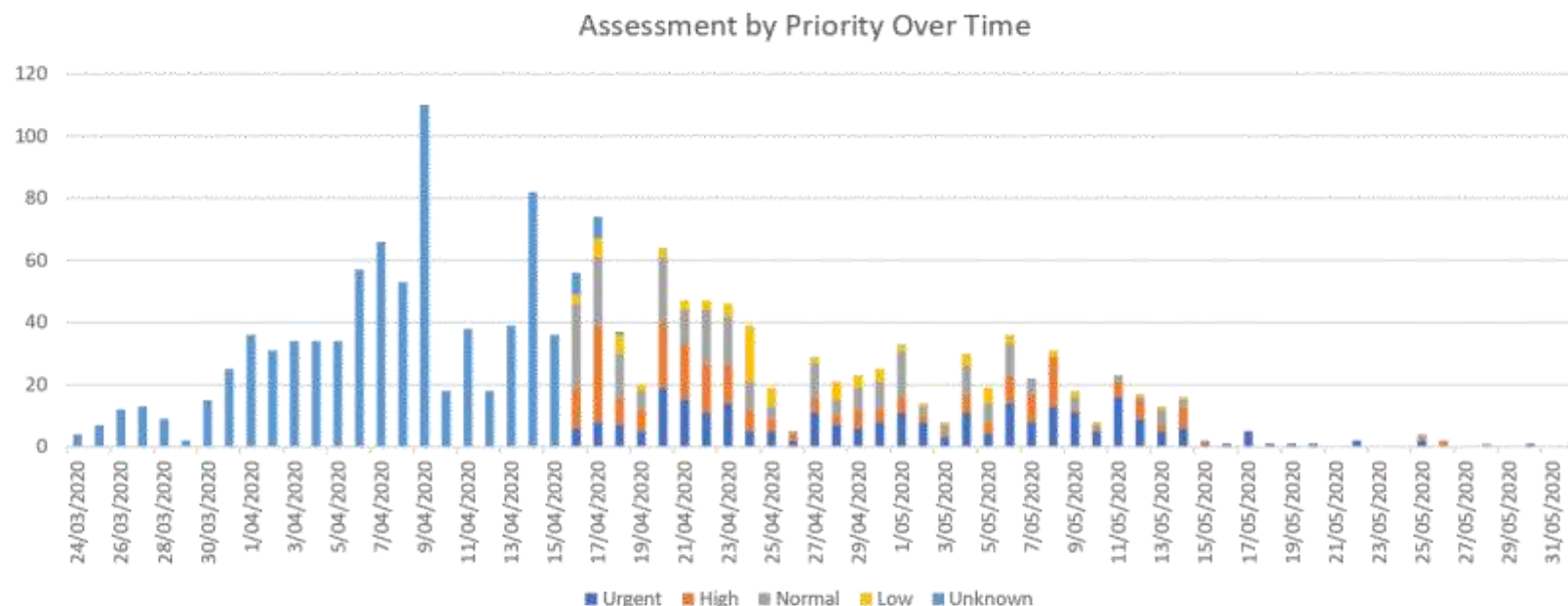
- Privacy
- Keeping themselves safe
- Self care
- Managing difficult calls
- System and scenarios

Ongoing training to keep assessors informed of the changing environment, learnings and policy changes was essential.

It was difficult to keep on top of training with 30+ assessors across multiple shifts from multiple backgrounds. We could do better in the area for future events to improve quality and consistency.

How well did we do it? (Quality)

Relating to delivered Needs Assessment from Last 7 Weeks



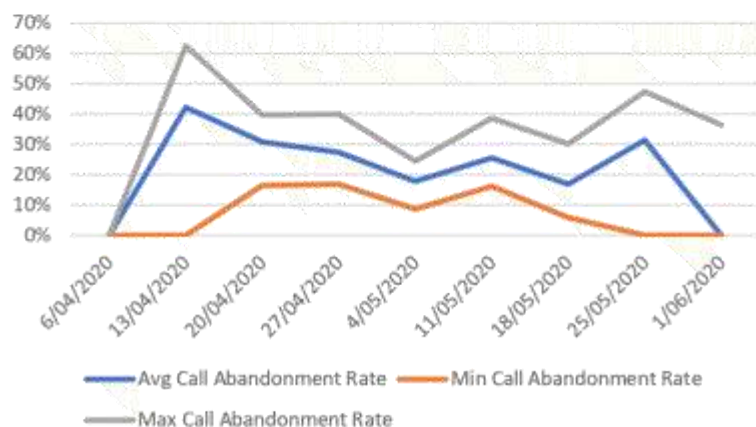
There has been a general decrease in 'Low' or 'Normal' priority assessments over time: this reflects that assessments were becoming more 'complex' and many were still 'first time callers.' It also reflected that people were learning to cope better.

The change may also indicate the experience of the needs assessors, over time their ability to on-refer clients was strengthened and other agencies were better able to meet the needs of the community (responsive to demand).

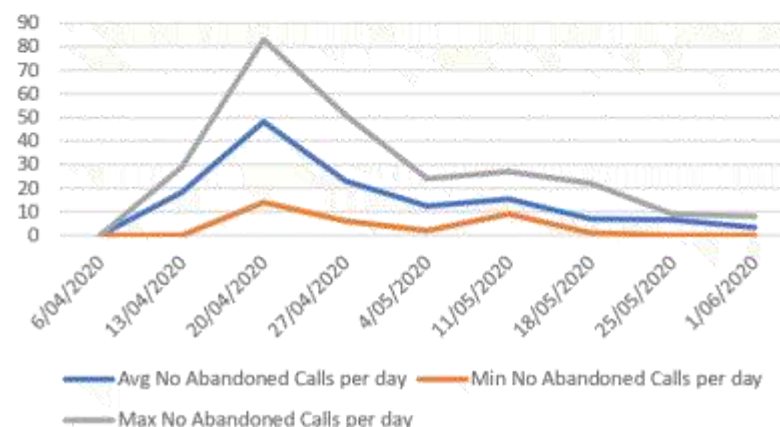
How well did we do it? (Quality)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

Call Abandonment Rate Summary By Week



No. Calls Abandoned By Week



Call abandonment rates would be considered high with an average around 30%. Fluctuating demand made it difficult to plan staff resource appropriately. There were also periods of understaffing.

How well did we do it? (Quality)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

Complaints

We managed several complaints largely relating to undelivered food /clothing longer than expected delivery times.

Where we had information we were able to investigate and resolve with positive responses from complainants.

Most complaints related to our Fit4Now solution which was cumbersome and mechanical.

The Fit4Future solution significantly improved service delivery and providing information to assessors around expected delivery times helped to manage expectations.

Nuisance Callers / Fraud

We picked a small number of nuisance callers and people in receipt of food then on-selling.

These were investigated and 3 were referred to the Police for follow up.

The rest were noted as nuisance callers and call takers were advised to no longer provided service instead advising clients to contact MSD if they needed further support.

How well did we do it? (Quality)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

"Thank you so much for your help, you guys are the bomb! Feeling very grateful for our help."

"Thank you very much for the support and the kindness from the staff. You warmed my heart."

Caller expressed how helpful the agent was that helped him out, the food parcel was delivered quite quickly, and it really helped out him and his wife.

"Many thanks for the help during the lockdown, I am happy to have had someone on my side who could help me and my family during a hard time with no work or income."

"I was in a very bad place after losing my baby and my husband had lost his job because of the lockdown. CD was able to help me so much after coming home to empty cupboards and took a huge stress off my shoulders. I am very grateful and thank you all for an awesome service."



Is anybody better off? (Outcome)

Complex Cases

Initially all cases were streamed through needs assessors with some elevated to a senior assessor if deemed complex.

Demand for navigation increased and there were delays due to workloads for those with complex needs at times. Over time processes developed to ensure improved triaging and a more highly trained group of navigators worked with those cases.

The benefits of specialist navigation services meant that deeper issues were understood, and the correct referrals could be made – treating the cause rather than the symptom. This led to better outcomes to people.

Navigation is specialist, we sought assistance from DHB, TMO and MSD to share the problem and work more collaboratively together. This was beneficial for all parties and we will embed our learnings for future responses.

Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

We surveyed people we have conducted a full needs assessment with to understand more about their experience with our service delivery team.

Care was taken to survey a mix of ethnicities, ages and areas. We aimed to survey 10% (160) however after L2 came into effect it became very difficult to contact recipients. These results are based on 99 surveys to date (6%).

92% got the support they needed

89% very satisfied, and **8%** satisfied with the experience with CDEM Welfare staff.

88% rated the professionalism of the staff as 'Very good.'

What would've been the outcome if you hadn't had the support from CDEM?

11% would have **COPED**

42% would have coped but it would have been **DIFFICULT**

28% would **NOT** have coped

15% would have been in **CRISIS**

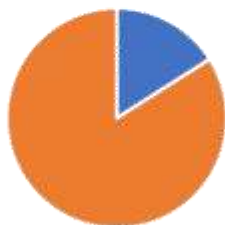
85% are better off

This reflects well on the public information messaging and strength-based needs assessment approach. It indicates we were not missing people by having a % getting through that would have coped but not so high a % to have concerns about over delivery.

Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

Wk end 13 April



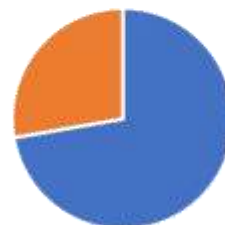
■ Self Help ■ Assessment

Wk end 27 April



■ Self Help ■ Assessment

Wk end 18 May



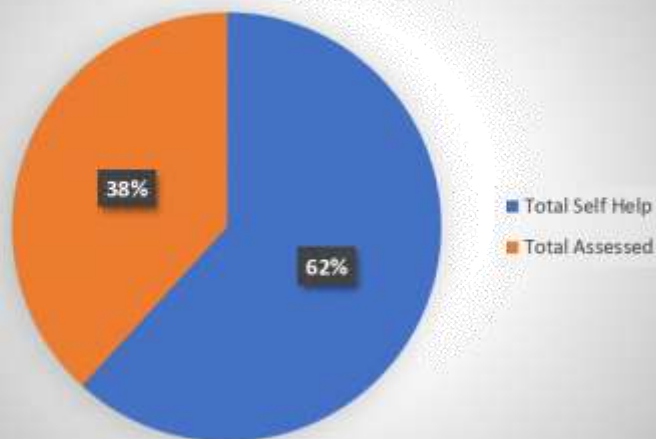
■ Self Help ■ Assessment

Wk end 25 May



■ Self Help ■ Assessment

Outcomes – Whole Response



Those who were able to self help indicates the effectiveness of the strength-based approach and builds resilience.

Levels of self help also relate to factors such as actual need, effectiveness of other community supports, policy and resulting script changes throughout the levels.

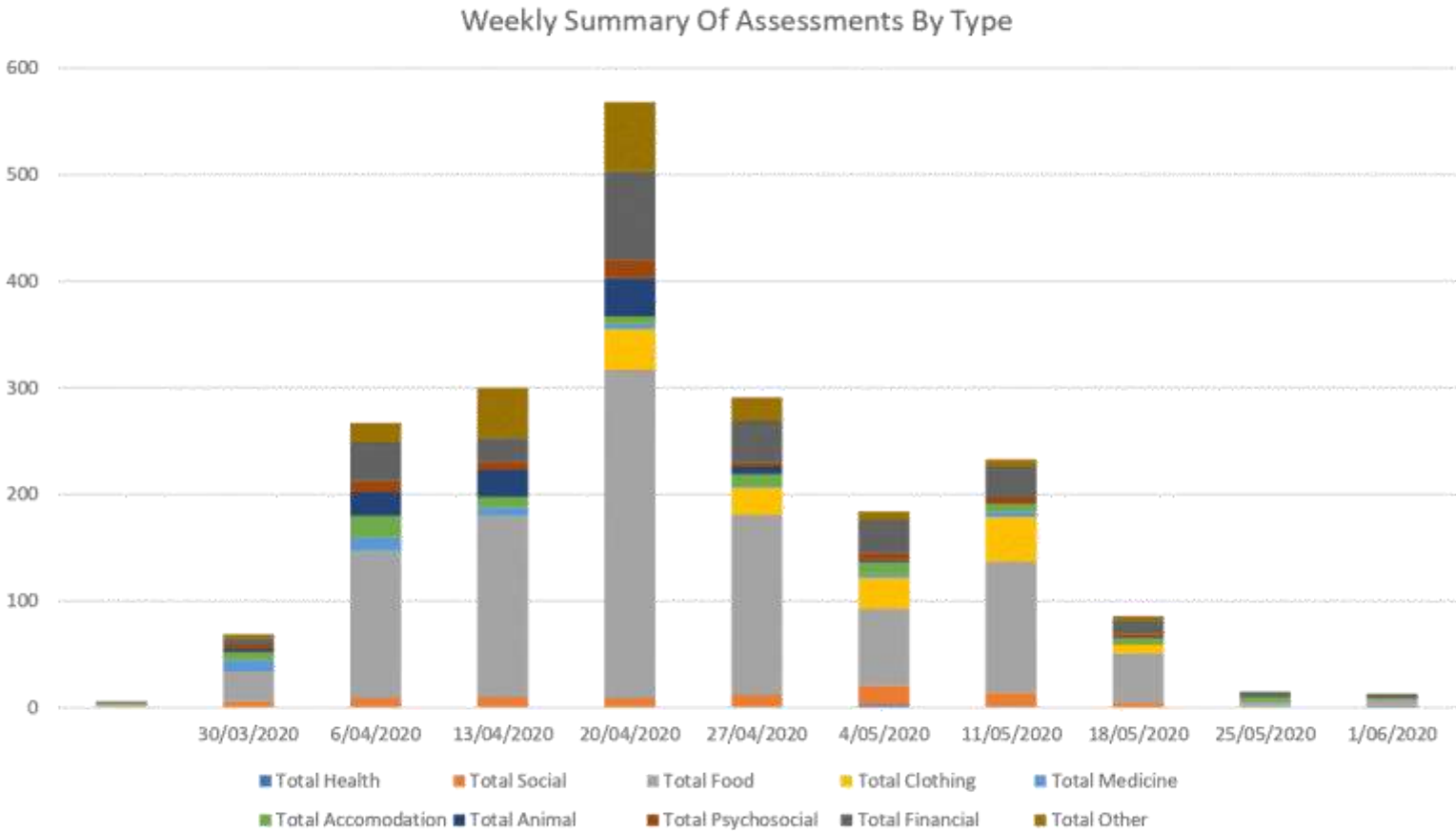
Self-help outcomes jumped upward following the introduction of the script change in the week ending 18th May

Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

Item 7

Attachment 2



Food Demand (Outcome)

Analysis

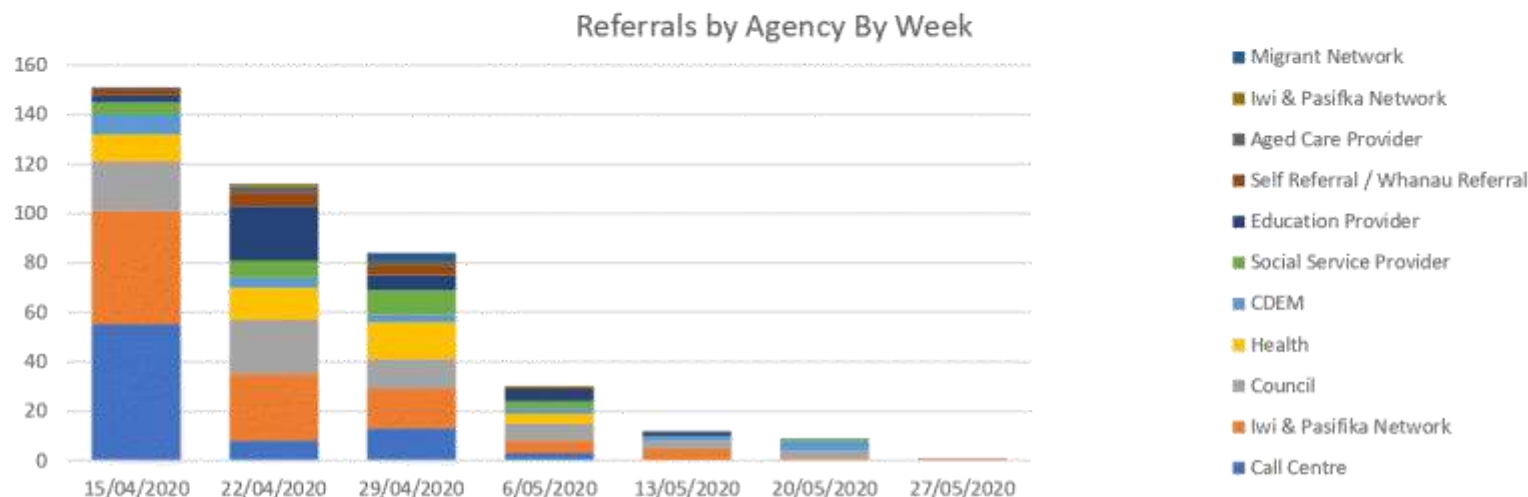
Food demand has followed a reasonably stable trend; upward until 1 month after level four lockdown then downward as restrictions lifted; however there was an unanticipated rise 2 weeks post-AL3, both in clothing and food requests.

Possible reasons for these trends may be seasonal weather changes (cold) and/or clients anticipating/interpreting time constraints on access to welfare assistance options.

It was expected that the demand for food between Levels 3 and 2 would decrease by 50% however the change in scripting (criteria) saw a much greater drop occur in a relatively faster time period: it has not however increased in equivalent numbers the amount of people being referred onto other agencies through the official response, suggesting that either people with food requirements are having these met through BAU networks, or are no longer requiring support.

Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment - Last 7 Weeks



- Direct referrals from the networks had enabled those most at risk to be connected into CDEM support. Referrals has decreased over time as networks matured and community systems were better able to cope.
- The anticipated drop in referrals began BEFORE the scripting change by CDEM reflecting that good communication was occurring between the referring agencies and CDEM

Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

CASE STUDY 1

Mr Pink contacted CDEM requesting assistance with sourcing food. Mr Pink is blind, 71 years of age and is also caring for his 16-year-old son who has autism. The person who would usually do his grocery shopping for him could not break their isolation bubble at that time. He had an urgent need for food, so a 24-hour food pack was organised for him with a full vegetarian food pack to follow the next day.

Mr Pink contacted CDEM again for support with food as he and his son were in isolation. Mr Pink's son had come down with a cold and because the symptoms are similar to COVID-19 he had to be tested and placed in isolation. This resulted in the household needing food, again quite urgently. We sent them a 24-hour pack followed by a full Vegetarian food pack. He also stated that Age Concern called him from time to time. A navigator sent an email to Age Concern to ask them to contact Mr Pink and going forward to organise their shopping service with him.

Mr Pink called back very happy that his sons' COVID test had come back negative and he was able to go back to school. He was very grateful for the food CDEM were able to send him. He said that he and his son were over the moon with the support CDEM were able to provide for him. Age Concern has been in touch and they are organising a shopping service for him weekly.

Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

Item 7

Attachment 2

CASE STUDY 2

Mr Blue's Mental Health support worker from Te Taiwhenua o Tamatea contacted CDEM on Mr Blue's behalf as he is hard of hearing and had lost his hearing aid. Mr Blue has moved that morning from a motel and had no belongings at all. The support worker requested a bed, bedding, heating and a food parcel. Social worker explained that they had tried to go through MSD but due to lockdown it was going to be up to 21 days for a bed to be delivered. Red Cross were able to help Mr Blue with blankets.

Email received from Mr Blue's support worker to let CDEM know that Mr Blue received his order and was grateful - overwhelmed and tearful with the support he received from CDEM.

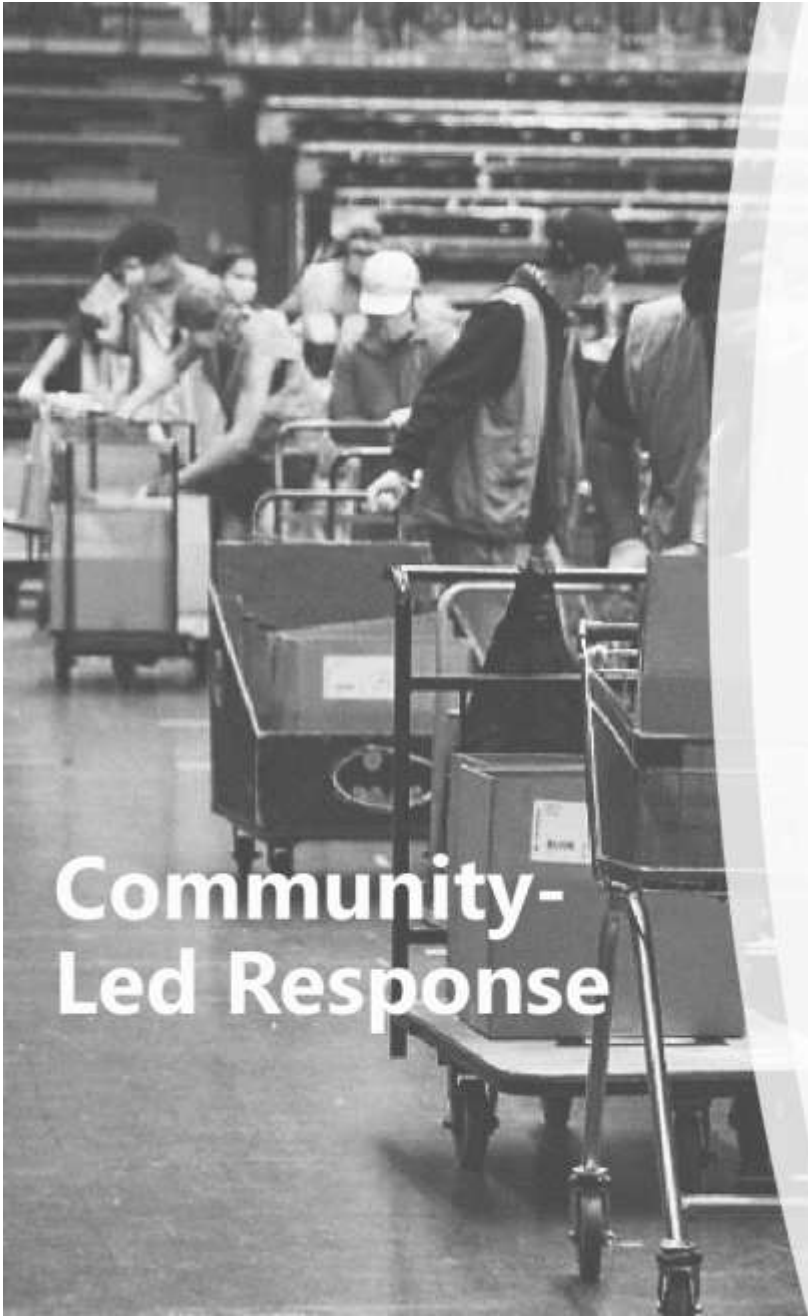
Is anybody better off? (Outcome)

Relating to: Established a call centre and delivered Needs Assessment from Last 7 Weeks

CASE STUDY 3

Mr Orange and his wife suffer from various health conditions. They do not own a car and because of their health they can only carry small amounts of shopping each per trip. They had been waiting in long queues at the supermarket. Both have compromised immune systems, so it was risky for them to be going to the supermarket. They were very relieved to hear that CDEM were able help.

A food pack was arranged to be sent to them, so they were able to stay in their bubble. Mr and Mrs Orange both expressed how grateful they were to be receiving help. They did not know they were "allowed" to call CDEM for help. When asked if there was anything else they needed help with they said they had prescriptions ready to be picked. Agent advised them to call the pharmacy and arrange a delivery.



FOODBANK NAME	NUMBER OF PARCELS DELIVERED
The Food Basket CHB	2278
Nourished For Nil	700
TTW O Te Whanganui ā Orotū	2113
CHB Food Bank	112 parcels individually prepared for whanau needs, feeding 195 Adults and 116 children and pets
Tihei Mauriora Response Centre	Food 781 parcels, 229 Other, 716 Hygiene, 693 Fish Parcels
Napier Community Foodbank Trust	17
Age Concern Havelock North	80 food parcels and 510 personal shopping trips.
Hastings Foodbank Trust	The Hastings Foodbank packed 24 parcels feeding 78 people.
The Salvation Army Napier	229 parcels (662 people assisted)
TTW o Heretaunga	419 parcels to 2122 households

HBCDEM_Action_Plan_V2.1_Drought_COVID-19



Goal or Mission

What is the goal / mission statement for the operational period being planned?

Coordinate the regional response and recovery to COVID-19/drought to support our communities, especially our most vulnerable while ensuring the health system can function adequately.

Principles

These principles will inform our response and recovery:

1. Safe – we look after our staff and volunteers to ensure their wellbeing
2. Coordinated - we use our resources to support our communities
3. Local - our focus is on local/**regional** issues and solutions as part of the national issue.
4. Planned - we will look to existing plans and enhance where required
5. Equitable – some people will need more support than others to ensure an equitable outcome
6. Resilience – our communities will come through this event with increased resilience
7. Privacy - we will understand and manage privacy with utmost respect

Objectives

Outlining the objectives that the controller has set and its end state.

Objectives	End State
1. Maintain coordination of a Civil Defence Emergency Management response and recovery to look after our communities	Civil Defence Emergency Management has enabled our communities to self-manage and provided additional support where identified. The responses to pandemic and drought was appropriate and measurable. Response to recovery transition is seamless.
2. Identify and connect our most vulnerable with essential support services rapidly and safely ensuring 'no one falls through the gaps'.	Essential services have been identified, understood and are appropriately resourced. Options analysis has been undertaken to identify and implement solutions to strengthen those services. Priority communities were identified and were provided additional support from the appropriate services. Priority communities' needs were met.
3. Inform people of the information they need to enable them to make appropriate decisions and self-manage their impacts	Most people were able to manage the impacts themselves by accessing relevant information.

https://hbmemergency.sharepoint.com/sites/exercisetest1/Shared Documents/HBCDEM_Action_Plan_V2.1_Drought_COVID-19.docx



HB CDEM GROUP JOINT COMMITTEE

Monday 08 June 2020

SUBJECT: DISCUSSION OF MINOR ITEMS NOT ON THE AGENDA

Introduction

1. This document has been prepared to assist the CDEM Coordinating Executives Group members to note any Minor Items to be discussed, as determined earlier in the Agenda.

ITEM	TOPIC	MEMBER/STAFF
1.		
2.		
3.		