



*A safe, strong Bay of Plenty, together
Toi Moana, kia haumarū, kia kaha, mā tātau katoa*

2023 Group Plan Review

Community Engagement

Phase 1 results



Authority: This document has been authorised by the Director, Emergency Management Bay of Plenty in terms of the Civil Defence Emergency Management Act 2002 section 17(1)(c). This document is not copyright and may be reproduced with acknowledgement.

Civil Defence Publication, December 2022
Bay of Plenty Civil Defence Emergency Management Group
C/O Emergency Management Bay of Plenty

Introduction

The Bay of Plenty Civil Defence Emergency Management (CDEM) Group is currently reviewing the Group Plan. The Group Plan is the Bay of Plenty CDEM Group's overarching strategy document that details how the Bay of Plenty CDEM Group, agencies and communities will work together to achieve a safe, strong Bay of Plenty.

The Group Plan is a community centric document that is reviewed every five years, so it is important that the Bay of Plenty community has the opportunity to provide feedback. The community engagement process includes two phases:

- The first phase included canvassing the Bay of Plenty communities on what is important to them before, during and after disasters. Feedback has been analysed and used to assist in reviewing the Group Plan to help provide direction and strategy for the next five years.
- The second phase will include the formal phase of community engagement (and required under the Civil Defence Emergency Management Act 2002 (CDEM Act 2002)) and will allow for the community to make a submission on the draft revised Group Plan.

The first phase of community engagement was completed in mid-November 2022. This report provides an overview of the results and how feedback received from the community will be incorporated into the draft revised Group Plan.

Method

The first phase of community engagement aimed to better understand what is important to communities before, during and after a disaster. The before, during and after phases of an event aligns with the layout of the Group Plan, which includes Reduction, Readiness (before an event), Response (during and after an event) and Recovery (after an event). Identifying what is important to the community during the different phases assists in the development of the strategic objectives as well as the guiding principles of how the Bay of Plenty CDEM Group operates.

The first phase of community engagement was conducted from 20th September to 20th November 2022. Communities were able to provide feedback via a survey on Bay of Plenty Regional Council's online engagement platform (<https://www.participate.boprc.govt.nz/GroupPlan>) during this period. The webpage included information about the Group Plan review process, Civil Defence Emergency Management in the Bay of Plenty, and the online survey. The online platform was promoted through various vectors including social media channels, existing Bay of Plenty CDEM networks, newsletters, a media release and attending pre-planned in-person events.

In addition, Emergency Management Officers from each of the associated local authorities conducted targeted local engagement. This included attending in-person events, internal newsletters, communicating with various local community groups and promoting the online webpage.

The survey included questions on demographics to check if we received feedback from communities across the Bay of Plenty. Group Plan questions included both multi-choice and open-ended questions. The questions and results are detailed in the following sections.

Results

Over 250 people provided feedback on the Group Plan, which included approximately 230 people completing the survey. The remaining feedback was received from a workshop with young leaders.

Demographics

Feedback was received from people across all the local authority districts which make up the Bay of Plenty CDEM region, except for Bay of Plenty Offshore Islands which are administered by Department of Internal Affairs (Figure 1). The location of people providing feedback was somewhat reflective of the spatial distribution of the population across the Bay of Plenty CDEM region with most feedback coming from people who lived in Tauranga.

Most people who provided feedback were aged between 21 to 64 years (Figure 2) and New Zealand European, while Māori made up almost a quarter of responders (Figure 3). The ethnicity of people who responded was similar to the 2018 Stats NZ ethnicity data for the Bay of Plenty region.

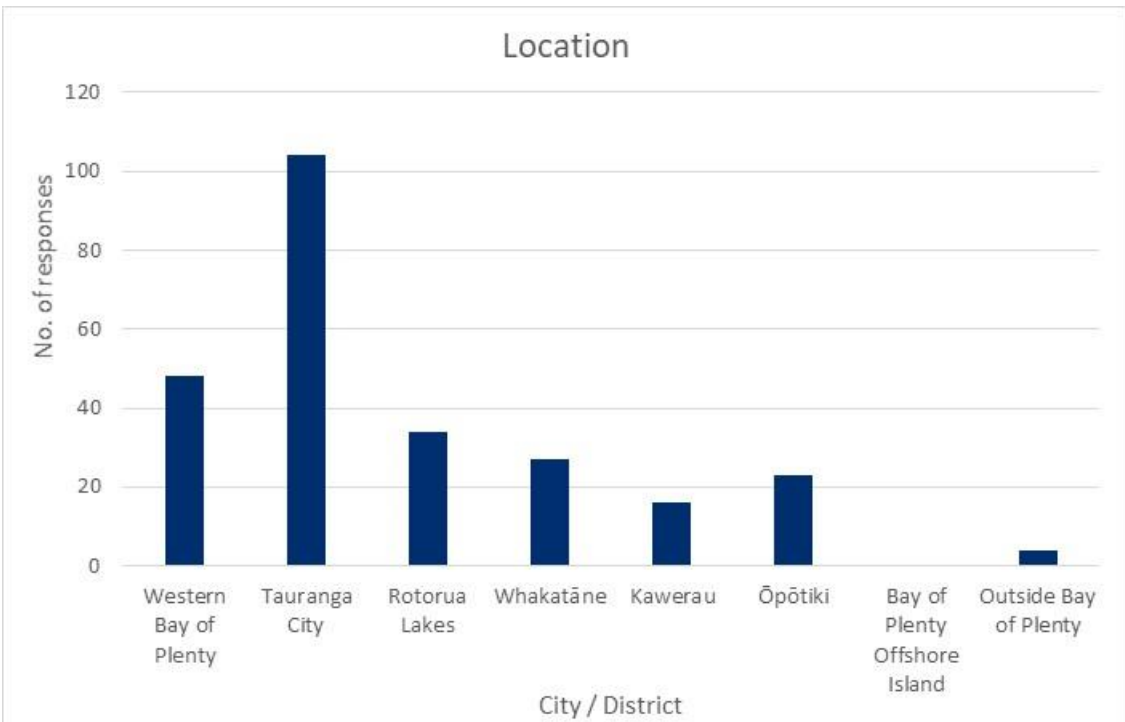


Figure 1: The number of people who provided feedback and the district they live in.

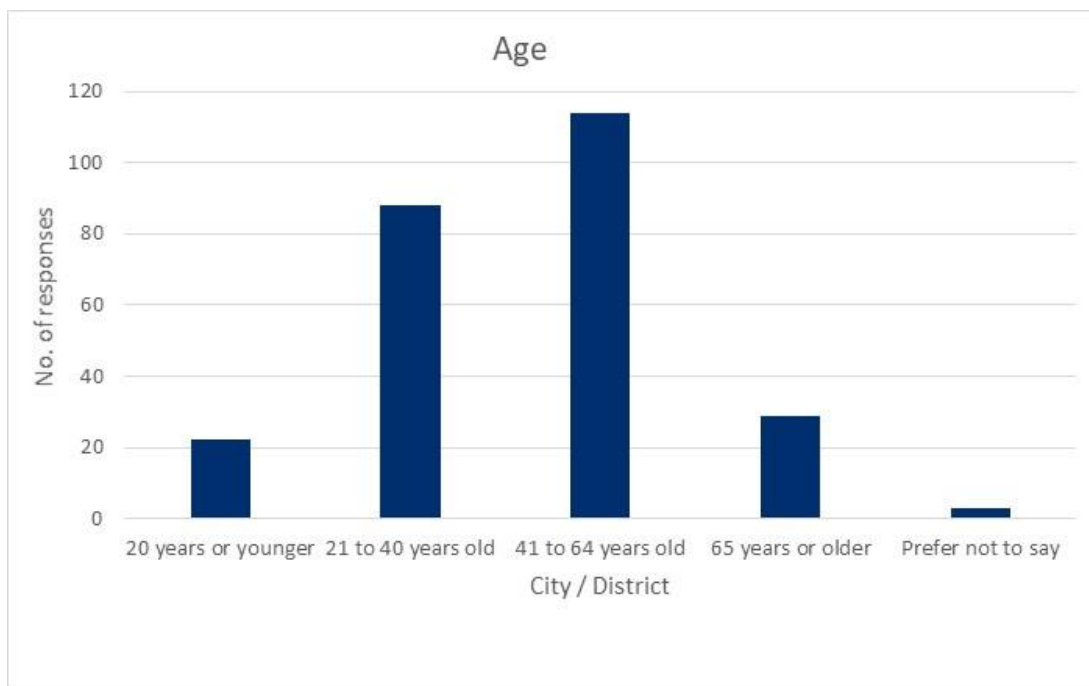


Figure 2: The number of people who provided feedback and their age group.

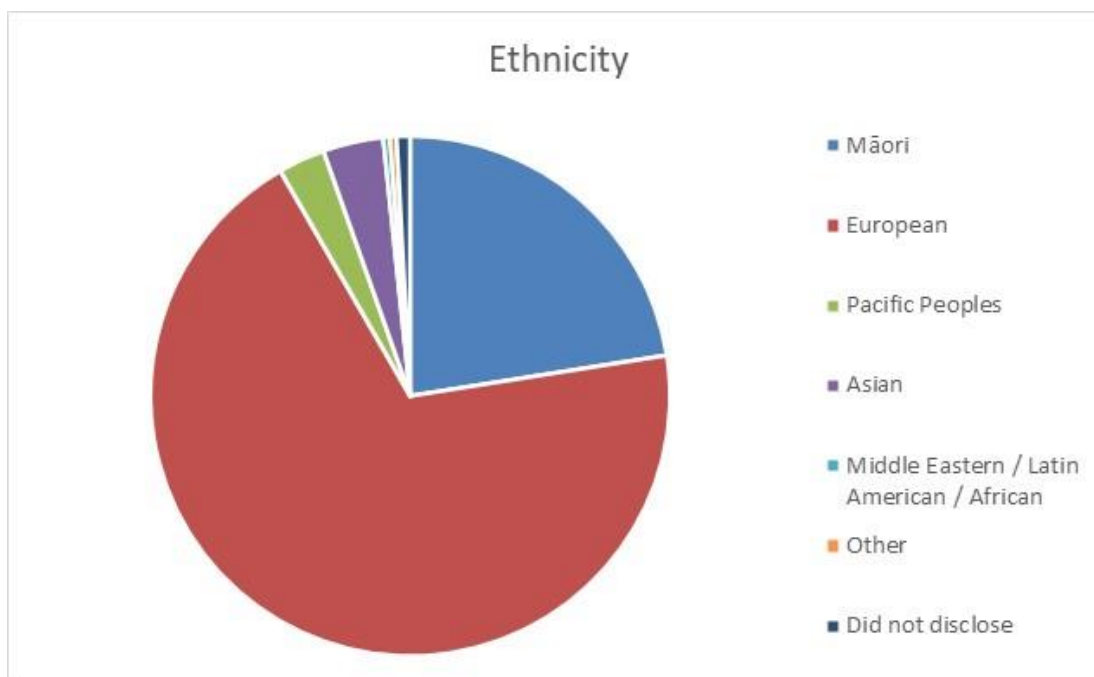


Figure 3: The proportion of people who provided feedback and their ethnicity.

Group Plan questions

The Group Plan section of the survey included three sets of questions. Each set of questions included a multichoice question (a) and an open choice question (b). The questions and results are provided below.

Question 1

Question 1a

Which of the following do you think are the most important for PREPARING for a disaster in the Bay of Plenty? (Please pick 2).

Multichoice answers:

- My community is well connected.
- I know where to find information on how to prepare for a disaster.
- I know what the risks and hazards are in the Bay of Plenty.
- I understand the potential effects from climate change.
- Disaster information is provided in different languages.
- I know how information will be communicated to me during a disaster.

Knowing how information will be communicated during a disaster was the most selected answer, followed by knowing where to find information on how to prepare for a disaster and what the risks and hazards are in the Bay of Plenty (Figure 4).

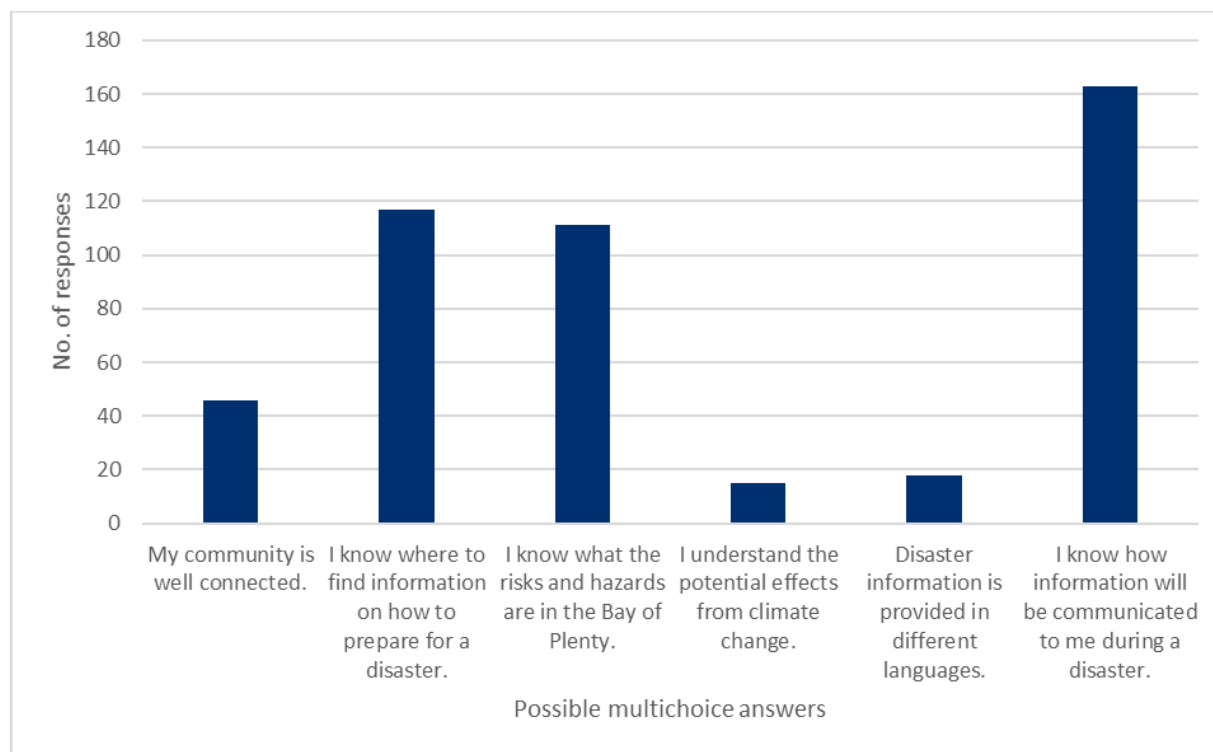


Figure 4: What survey responders considered to be most important for preparing for a disaster.

Question 1b

Is there anything else that is important to you, your whanau and your community BEFORE a disaster?

Many of the comments covered a range of topics about being prepared for disasters. Examples of these comments are provided below:

“How will we know what to do and where to go in an emergency situation.”

“Knowing how to keep pets safe.”

“What we can do to protect ourselves and our homes in preparation for a disaster.”

In addition, other common themes from Question 1b included comments relating to communication, personal preparedness, and evacuation.

Question 1 and changes to the Group Plan

Communication was a common theme in feedback across all three question sets, particularly before and during an event. The current Group Plan only includes an objective relating to communication in the Response section (during and immediately after a disaster). The draft revised Group Plan will be updated to include objectives relating to communication (or disseminating information) within the Readiness (before a disaster), Response and Recovery (after a disaster) sections.

Knowing where to find information on how to prepare for a disaster featured prominently in feedback from question 1. The current Group Plan includes an objective about improving knowledge and skills within communities to prepare for disasters. The same objective, or a similar version, will be included in the draft revised Group Plan.

Understanding the risks and hazards within the Bay of Plenty was important to approximately half of the people who provided feedback. The current Group Plan includes an objective about building the community’s knowledge and understanding of hazards and risks in the Reduction section (before a disaster). This objective, or a similar version, will be included in the draft revised Group Plan.

Question 2

Question 2a

Which of the following do you think are the most important DURING a disaster in the Bay of Plenty? (Please pick 2).

Multichoice answers:

- Agencies responding to the disaster show good leadership.
- I get clear communication about what to do.
- I know where to find help and useful information.
- My community is well connected.
- Disaster information is provided in different languages.

Receiving clear communication about what to do during a disaster was the most selected answer, followed by knowing where to find help and useful information and agencies responding to the disaster show good leadership (Figure 5).

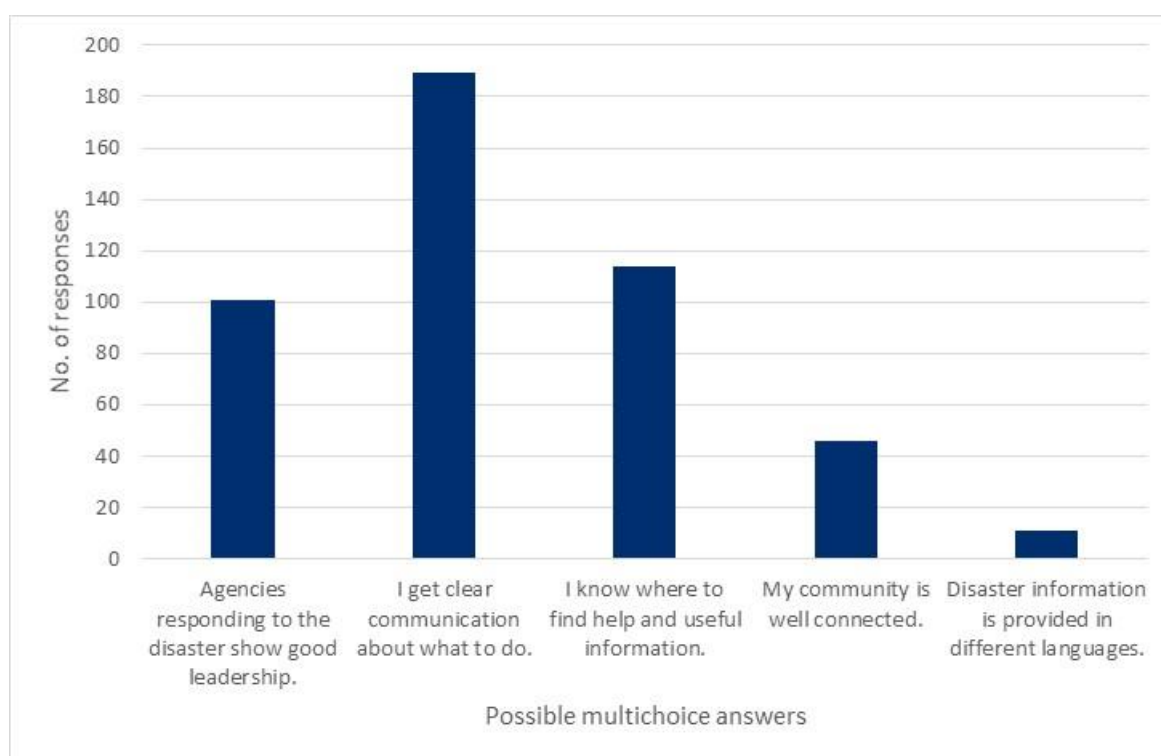


Figure 5: What survey responders considered to be most important during a disaster.

Question 2b

Is there anything else that is important to you, your whanau and your community DURING a disaster?

Communication was a common theme across a lot of the comments from question 2b. Examples of these comments are provided below:

“Clear consistent communications across all channels.”

“Communication lines are maintained, to connect family.”

“Constant updates on evolving situation.”

In addition, other common themes from question 2b included comments relating to various

knowledge and information requests and leadership.

Question 2 and changes to the Group Plan

As discussed under Question 1, communication was a common theme in feedback across all three question sets, particularly before and during an event. The current Group Plan only includes an objective relating to communication in the Response section (during and immediately after a disaster). The draft revised Group Plan will be updated to include objectives relating to communication (or disseminating information) within the Readiness (before a disaster), Response and Recovery (after a disaster) sections.

Knowing where to find help and information on how to prepare for a disaster featured prominently in feedback from question 2. As mentioned in Question 1, the current Group Plan includes an objective about improving knowledge and skills within communities to prepare for disasters which will be included (or a similar version) in the draft revised Group Plan. In addition, the draft revised Group Plan will also include objectives in the Response and Recovery (during and after a disaster) sections about providing trusted and relevant information during a disaster.

Leadership also featured prominently in feedback from Question 2 and, to a lesser extent, from Question 3. Leadership is important across all facets of CDEM. The current Group Plan includes a principle around providing leadership during emergency Responses and Recovery. The principles set out the way Bay of Plenty CDEM Group and its partner's work. The leadership principle will be included within the draft revised Group Plan and tweaked to also cover the Reduction and Readiness phases.

Question 3

Question 3a

Which of the following do you think are the most important AFTER a disaster in the Bay of Plenty? (Please pick 2).

Multichoice answers:

- There is ongoing support for my community.
- My community is still well connected.
- I know where to find help and useful information.
- I get clear communication about what to do.
- We learn from the disaster.
- Our community is involved in recovering from disaster.
- Agencies responding to the disaster show good leadership.

Ongoing support for communities was the most selected answer, followed by involving the community in the recovery process and receiving clear communication about what to do (Figure 6).

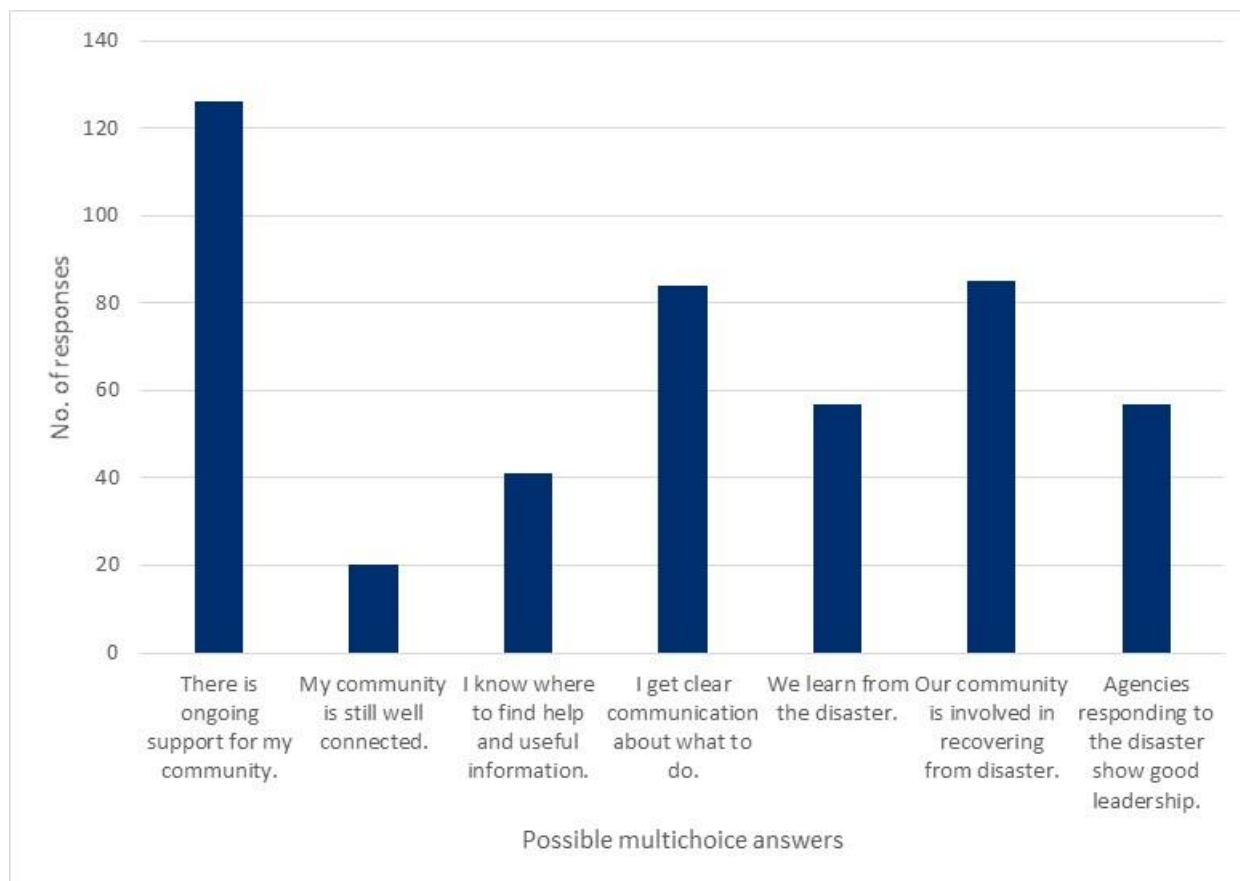


Figure 6: What survey responders considered to be most important after a disaster.

Question 3b

Is there anything else that is important to you, your whanau and your community AFTER a disaster?

Support was a common theme across a lot of the comments from question 3b. Examples of these comments are provided below:

"Getting access to relevant support and quickly would be my concern, whether that be health and safety, assessments, or otherwise."

“Access to help as and when needed.”

“Ensuring that our community have the resources, help, knowledge and support to recover and prepare for future disasters.”

In addition, other common themes from question 3b included comments relating to learning from the event and, to a lesser extent, communication, and leadership.

Question 3 and changes to the Group Plan

Ongoing support for the community after a disaster was important to approximately half of the people who provided feedback. The current Group Plan includes an objective about providing support to communities during the recovery phase. A variation of this objective will be included in the draft revised Group Plan with a focus on providing support to communities.

Feedback also identified that involving the community during the recovery phase was important. The draft revised Group Plan will include a five-year goal whereby communities will be engaged early in the recovery process to ensure recovery is tailored to the affected community.

As discussed under Questions 1 and 2, communication was a common theme in feedback across all three question sets, particularly before and during an event. The current Group Plan only includes an objective relating to communication in the Response section (during and immediately after a disaster). The draft revised Group Plan will contain objectives relating to communication (or disseminating information) within the Readiness (before a disaster), Response and Recovery (after a disaster) sections.

Learning from a disaster and showing good leadership were two common themes from Question 3, particularly from the comments. Continually learning and displaying leadership are important across all facets of CDEM. The current Group Plan includes principles around providing leadership during emergency Responses and Recovery as well as learning from exercises and events. The principles set out the way Bay of Plenty CDEM Group and its partner's work. Principles relating to leadership and continuously learning will both be included in the draft revised Group Plan.