



COMMUNITY RESILIENCE STRATEGY

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We are Te Toi Moana

Our Community

The Bay of Plenty, Te Toi Moana is a special place, with a beautiful landscape, rich history and diverse community. Our communities stretch from the shores of Waihī Beach, to the geothermal wonderland of Rotorua, to the billowing peak of Whakaari (White Island), from Te Arawa to Te Whānau a Apanui.

Te Toi Moana also has one of the largest hazard-scapes in New Zealand; including active volcanoes, fault lines, tsunami, flooding hazards and more.

*Ki ngā maunga whakahi o te rohe.
Ngā tutohu whenua, ngā tokatu moana
Tae atu ki ngā Totara haemata,
Ngā manu tioriori huri noa
Tēnā koutou katoa*

*I acknowledge the noble mountains of our region,
The significant landmarks, and marine features
And also the strong totara
And melodic sounding birds throughout the region
Greetings to you all*



The Community Resilience Strategy

Introduction

Local councils under the 2002 Civil Defence and Emergency Management Act are responsible for the delivery of Civil Defence and Emergency Management. In the Bay of Plenty, all seven councils make up the Bay of Plenty Civil Defence Emergency Management Group (BOP CDEM Group).

Increasing Community Resilience is a key ngā hua (outcome) of the Bay of Plenty Civil Defence Emergency Management Group Plan.

This Community Resilience Strategy provides a framework for how the BOP CDEM Group will support the building of community resilience. The framework defines community resilience in the CDEM context and outlines the mechanisms through which this will be achieved.

The Bay of Plenty Civil Defence and Emergency Management Group Community Resilience Strategy replaces the Public Education Strategy 2012-2017, acknowledging that public education is just one component of a larger framework for building community resilience.

How we will deliver on the strategy

How we will deliver on the Community Resilience Strategy will be outlined in the Community Resilience Work Programme. **The Community Resilience Work Programme** will outline welfare, Public Information Management (PIM), public education and community engagement whakapatu (outputs), including public events. The work programme will be developed and reviewed annually, to ensure we are responsive to the community's needs and will be aligned to the Bay of Plenty Civil Defence Emergency Management Group Plan.

This Community Resilience Strategy will be revisited following the review of the Bay of Plenty Civil Defence Emergency Management Group Plan in 2017.

The Community Resilience Work Programme 2016 to 2017 is attached as Appendix 1 and will be updated annually.



Our Vision

A Resilient Bay of Plenty



Our Objective

Communities understanding and managing their risks

What is Community Resilience?

Community resilience in the Civil Defence and Emergency Management context, can best be described as the community's ability to cope with, bounce back and learn from adversity encountered during and after disasters.

Supporting Communities to build Community Resilience

Community resilience is dependent on communities being engaged, connected, resourced and empowered. This can be enabled by developing social, cultural and economic capital within communities and encouraging individuals and organisations to take leadership. Building community resilience is everyone's business however the Bay of Plenty CDEM Group is dedicated to fostering social, cultural and economic capital and supporting community leadership to increase community resilience. The mechanisms by which this will be done will be outlined in the Community Resilience Work Programme, examples of which are included in this document.

● Communities are engaged – Social Capital

Social Capital can best be described as how connected individuals and organisations are to those around them. Individuals and organisations become more connected through participation, and engaging in their community, joining together with others to achieve a common goal (this can be joining a club, attending an event, or knowing your neighbours). Strengthening those connections increases Social Capital, norms of reciprocity (sharing of resources and support) and the trust that is then developed. The more connected people are to each other the more they are likely to care for each other and share resources, making the community more resilient.

● Communities are connected – Cultural Capital

Cultural Capital reflects the way people 'know the world' and know how to act within it. It includes who we know and valuing heritages across race, ethnicity and generations. This influences what voices are heard and listened to and also instills a sense of place and belonging, a knowledge of place, environment and history that is culturally inclusive. This is achieved through telling the stories of Te Toi Moana and other cultures. People who feel like they have a place in their community and are valued, are more likely to care for and share resources with their community, making that community more resilient.

● Communities are resourced – Economic Capital

Economic Capital refers to the resources available to invest in community resilience building (and building of other types of capital). This can refer to access to resources, funding, knowledge and information, as well as skills and abilities not only from agencies and organisations but also within the wider community. Volunteering (time, skills, resources and abilities) is valued and recognised as improving response capacity and capability building. The more resources, skills and knowledge in a community, the greater the capacity to respond to and recover from adversity (therefore making the community more resilient).

● Communities are empowered – Leadership

Communities have the ability to influence, lead and develop community resilience. This means that people have access to influencers, information and resources that facilitate and empower communities. It includes connecting communities to agencies, organisations and decision-makers to foster collaboration and ultimately community leadership. Communities that influence and lead the development of community resilience are more invested and committed to effecting resilience within the community



How we are going to do it



Priorities for community engagement

A core component to the building of resilient communities will be ensuring whakaputa (outputs) are prioritised to meet the needs of communities. This will be achieved by specifically recognising and meeting the needs of the following:



Households and individuals



Māori



School children



Businesses and commercial organisations



Vulnerable individuals
(people with special needs)



Rural and urban communities



Culturally and linguistically
diverse communities



Tourists and visitors

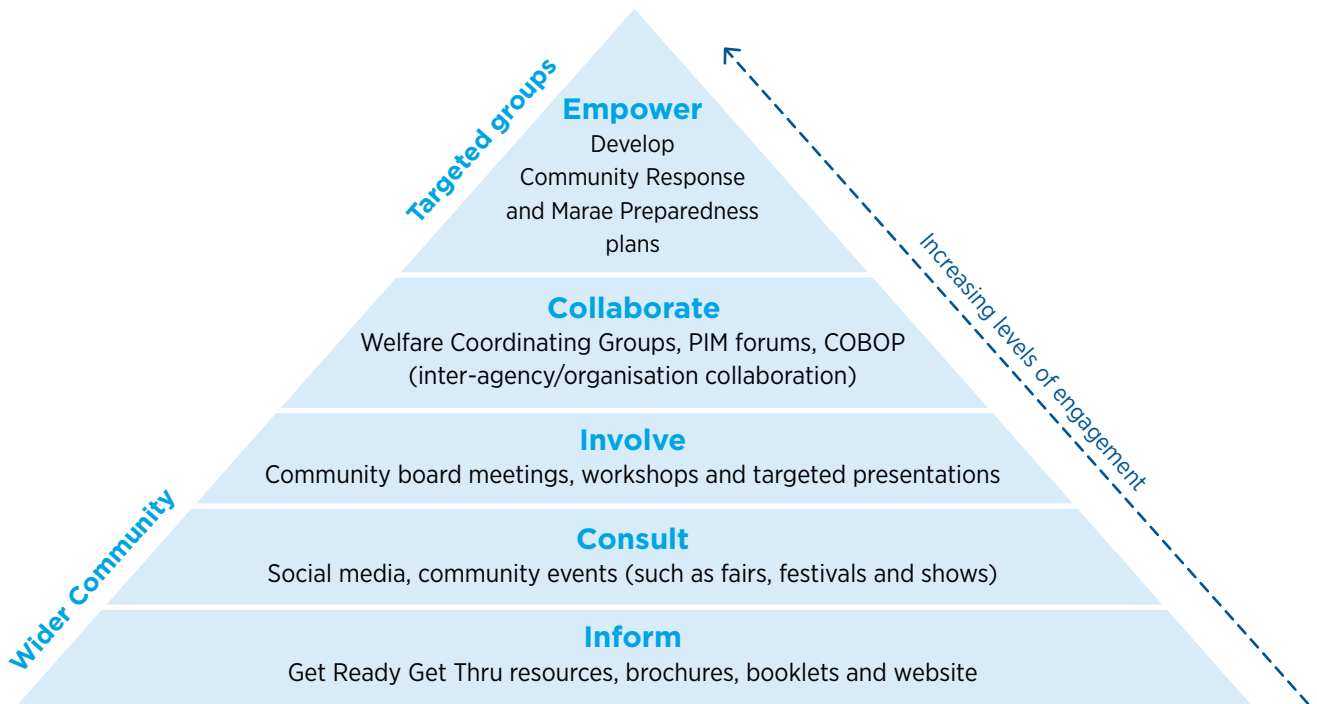
In developing the Community Resilience Work Programme, the Bay of Plenty CDEM Group will ensure prioritised delivery of whakaputa as outlined above.

Effective community engagement

As well as ensuring targeted delivery, the Community Resilience Work Programme will recognise the International Association for Public Participation (IAP2) spectrum of public engagement. The spectrum identifies types of activities and the associated levels of community engagement and has been recognised as best practice.

Activities which inform, and consult with the community (such as provision of resources, social media and attending events) are activities at the lower end of the community engagement scale. Activities that involve, collaborate and empower the community such as community response and marae preparedness planning, deliver the most effective means of targeted community engagement and building community resilience.





In developing the Community Resilience Work Programme, the Bay of Plenty CDEM Group will ensure that activities undertaken in order to build community resilience, span the spectrum of engagement.

How will we know we are successful?

Monitoring and evaluation

Measuring community resilience is a challenge, since many of the building blocks (social, cultural, economic capital and leadership) are not easily quantifiable. The evaluation of community resilience will largely rely on the successful delivery of the annual work programme.

The work programme will be developed and reviewed annually and include a number of measurable targets in terms of the delivery of whakapatu (outputs). Mechanisms for the monitoring and evaluation of ngā hua (outcomes) will be considered and included in the annual work programme.

Appendix 1:

Annual Community Resilience Work Programme 2016-2017

The activities below support the development of community resilience through building:

Economic capital: by building capacity and capability for response, volunteering is valued, opportunities for skills development, local economies and businesses thrive

Social capital: by increasing participation in CDEM, celebrating diversity, connecting communities, improving understanding of emergency management and preparedness.

Leadership: through community led and developed projects, access to information and resources and connecting and collaborating with agencies

Cultural capital: instilling a sense of belonging and place, being culturally inclusive, telling stories and histories of Te Toi Moana and increasing communities knowledge of hazards

Strong structures are established to implement the welfare requirements of the National Plan

Establish and Chair the Welfare Coordinating Group (WCG):

- Hold six meetings of WCG per annum, run in accordance with the WCG Terms of Reference
- Train WCG members on their roles and responsibilities
- Coordinate and support delivery of the WCG 2016-17 Work Programme

Co-host the National Welfare Managers Forum

Host the Bay of Plenty Welfare Forum

Implement key actions from the Welfare Transition Plan for welfare sub-functions where CDEM are the responsible agency. The sub-functions are:

- Needs Assessment
- Household Goods and Services
- Registration
- Emergency Shelter (Civil Defence Centres) and 'Shelter in place'

Support members of the WCG to establish processes to plan for and ensure capability to deliver key sub-functions where they are the lead or support agency

Formalise agreements with support agencies to deliver welfare sub-functions

Communities are supported to increase their resilience and safety

Identify and map vulnerable communities as a tool for prioritising community resilience work

Deliver 40 initiatives to promote community resilience and safety to meet the Long Term Plan KPI (BOPRC – 8, KDC – 4, ODC – 4, TCC – 8, WBOPDC – 8, WDC – 8).

These initiatives will be agreed with each partner Council. They may include:

- Community Response Plans
- Marae Preparedness Plans
- Engage with the business community to develop a framework to increase business resilience
- Ongoing community engagement via :
 - Presentations to community groups
 - Attendance at local public events

Develop tools to assist the community with community response planning, including online resources

Communicate public education messages through social media, including:

- Regular Facebook posts
- Regular updates to the website
- Other social media platforms from time to time

Improved coordination and capability of Public Information Management (PIM)

Host and coordinate 2 Regional PIM forums per annum

Develop and implement a training and development programme for PIM staff

The role of volunteers is defined and supported

Implement key actions from the Group Volunteer Plan

Community resilience components of the Group Plan are reviewed

Participate in the review of the CDEM Group Plan leading the review of:

- Community Resilience including public education,
- Māori engagement
- Volunteer Management,
- Public Information Management,
- Welfare management



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