

Auckland Civil Defence Emergency Management Group Plan

Summary of feedback received during Auckland Council's public consultation from 31 July to 31 August 2023

Analysis by Auckland Insights | Democracy and Engagement

Auckland Civil Defence Emergency Management Group Plan

Te take mō te pūrongo

Purpose of this report

The report summarises the feedback received, during the public consultation period from 31 July to 31 August 2023, on our proposed Civil Defence Emergency Management Group Plan.

This report outlines common themes relating to the views and preferences of those that submitted feedback, rather than detail every point of feedback received. This report does not include any advice or recommendations for decision making.

Whakarāpopototanga matua

Executive summary

TOTAL SUBMISSIONS RECEIVED: 182

Our Civil Defence Emergency Management Group Plan describes how we work with our partners and the community to prepare for, respond to, and recover from disasters. It also sets the direction for our work on Auckland's Civil Defence Emergency Management system, outlines our mission and objectives, how we will achieve them, and how we will measure our performance.

This consultation asked the public for feedback on our approach to building resilience in Auckland's Civil Defence and Emergency Management system over the next five years.

We received 182 submissions in total, with 169 pieces of feedback received via an online feedback form, six via hard copy form and seven via email.

Feedback received from organisations are counted as a single piece of feedback, as with individuals, though we note they may represent the views of multiple people. As such, feedback from individuals and organisations are presented separately to allow decision-makers to consider them as they see appropriate.

We asked for feedback on our approach to eight specific proposals – the following is a high-level summary of the results:

- All proposals received majority support, i.e.
    1. **Partnering with mana whenua and mātāwaka** – 51 per cent of individual submitters support our approach, 29 per cent do not support, 20 per cent provided another response.

Eight of the 12 organisations that responded to this proposal also support our approach, and four provided another response.

2. **Risk reduction** - 76 per cent of individual submitters support our approach, 11 per cent do not support, 14 per cent provided another response.

   Eight of the 16 organisations that responded to this proposal also support our approach, one did not support, and seven provided another response.

3. **Operational readiness** - 81 per cent of individual submitters support our approach, 5 per cent do not support, 14 per cent provided another response.

   Eight of the 16 organisations that responded to this proposal also support our approach, one did not support, and seven provided another response.

4. **Community readiness** - 74 per cent of individual submitters support our approach, 9 per cent do not support, 17 per cent provided another response.

   10 of the 16 organisations that responded to this proposal also support our approach, one did not support, and five provided another response.

5. **Response** - 80 per cent of individual submitters support our approach, 5 per cent do not support, 15 per cent provided another response.

   10 of the 16 organisations that responded to this proposal also support our approach, one did not support, and five provided another response.

6. **Recovery** - 71 per cent of individual submitters support our approach, eight per cent do not support, 20 per cent provided another response.

   10 of the 15 organisations that responded to this proposal also support our approach, one did not support, and four provided another response.

7. **Management and governance** - 68 per cent of individual submitters support our approach, 10 per cent do not support, 22 per cent provided another response.

   10 of the 16 organisations that responded to this proposal also support our approach, one did not support, and five provided another response.

8. **Monitoring and evaluation** – 65 per cent of individual submitters support our approach, 10 per cent do not support, 25 per cent provided another response.

   11 of the 16 organisations that responded to this proposal also support our approach, one did not support, and four provided another response.

- Across all questions, most submitters were generally supportive of our proposed approaches. Other common themes included:
  - Wanting to see clear leadership, decision-making authority and processes
  - Provide clear CDEM response and/or evacuation plans
  - Provide good, clear communication in an emergency
  - Involve the community in planning and evaluation
  - Support local groups/networks to support their own communities
  - Recruit, train and provide necessary resources for responders.

- Partnering with mana whenua and mātāwaka was the most debated proposal
    - Those supporting our approach most commonly felt we should partner with mana whenua and mātāwaka to include their knowledge and opinions
    - While those not supporting our approach most commonly felt mana whenua and mātāwaka should not be engaged any more or less than other communities.

Further detail on responses to each question can be found in the body of the report.

Note – only 22 of the 182 submissions were submitted on behalf of organisations. Given the low numbers, no common themes were identified from organisations. However, further advice based on this feedback will be provided to the Civil Defence Emergency Management Committee by the Auckland Emergency Management team.

Horopaki

Context

The following breakdown of feedback summarises 'top line' responses to each question we asked the public for feedback on, and common themes from individuals. Given the low number of submissions from organisation, no common themes were identified from organisations.

Further advice based on feedback from organisations will be provided to the Civil Defence Emergency Management Committee by the Auckland Emergency Management team.

Feedback received from organisations are counted as a single piece of feedback, as with individuals, though we note they may represent the views of multiple people. As such, feedback from individuals and organisations are presented separately to allow decision-makers to consider them as they see appropriate.

Urupare

Feedback

1.0 Mana whenua and Mātāwaka partnership

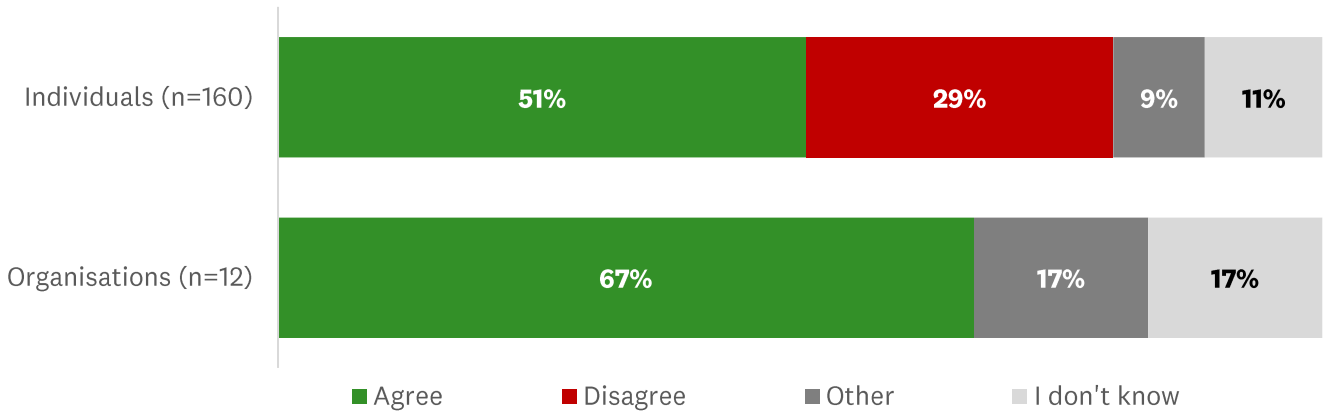
We are committed to growing meaningful partnerships with mana whenua and mātāwaka through considered, collaborative engagement befitting a true partner.

We plan to focus on:

- Coordinating with partners to expand delivery of our disaster resilience engagement programmes (Whakaoranga Marae, Whakaoranga Whānau and Kia Rite, Kia Mau)
- Securing representation of mana whenua and mātāwaka in the Incident Management Team and Coordinating Executive Group.

What do you think of our proposed approach for partnership with mana whenua and mātāwaka?

Submitters were asked to select one of the following response options (n=172)



Response	Individuals	Organisations
Agree	81	8
Disagree	47	0
Other	14	2
I don't know	18	2
TOTAL	**160**	**12**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 81 individuals (51 per cent) that **agreed** with the proposal, the most common theme was:



Generally agree
Submitters generally agreed that we should partner with mana whenua and mātāwaka to include their knowledge and opinions.
(30 comments)

67%

Other themes included:

- We need to honour our obligations under Te Tiriti o Waitangi (5 comments)
- Everyone should be included equally (4 comments).

Of the 47 individuals (29 per cent) that **disagreed** with the proposal, the most common theme was:



Include everyone equally
Submitters believe mana whenua and mātāwaka should not be engaged any more or less than other communities.
(22 comments)

56%

Other themes included:

- Concerns it will lead to additional time and costs (10 comments)
- Generally do not support the approach (5 comments).

Of the 32 submitters (20 per cent) who provided an **other response**, the most common themes were:

- Everyone should be included equally (6 comments)
- Queries regarding how the approach would work in practice (5 comments).

Organisations

No common themes were identified.

2.0 Reduction

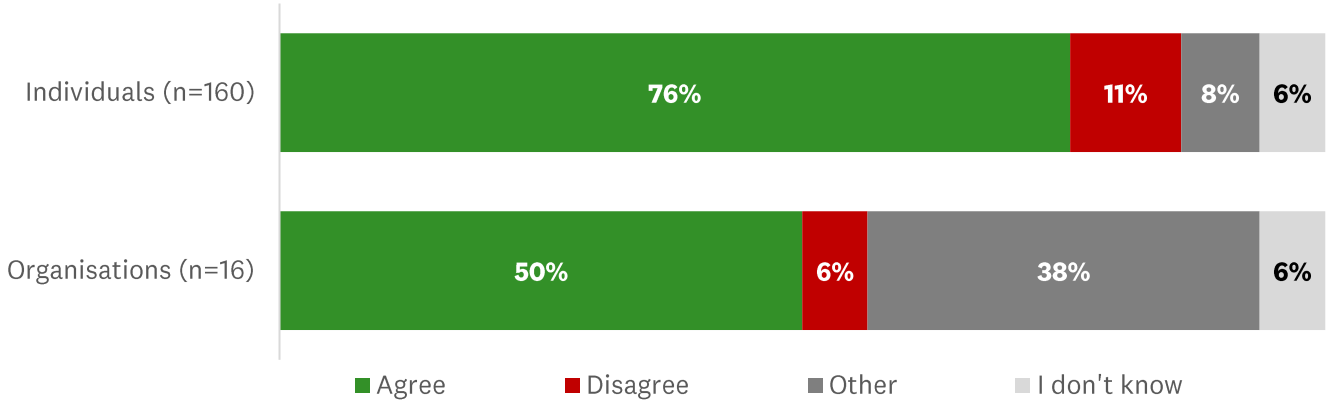
Risk reduction involves analysing risks from hazards to life and property, taking steps to eliminate those risks if practicable, and, if not, reducing the magnitude of their impact and the likelihood of their occurrence to an acceptable level.

We plan to focus on ensuring:

- Hazard risks are well understood, based on up-to-date evidence
- Communities, businesses and government organisations take reasonable steps to prevent and/or manage these risks, and
- Planning instruments for the built environment are informed by a robust understanding of current and expected future hazards and enable reduction.

What do you think of our proposed approach for reduction?

Submitters were asked to select one of the following response options (n=176)



Response	Individuals	Organisations
Agree	121	8
Disagree	17	1
Other	12	6
I don’t know	10	1
TOTAL	**160**	**16**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 121 individuals (76 per cent) that **agreed** with the proposal, the most common theme was:

Generally agree
Submitters generally agreed with the proposed approach to risk reduction without raising any specific reasons.
(39 comments)

54%

Other themes included:

- Better planning and/or building regulations (11 comments)
- Involve the community in planning (8 comments)
- Learn from previous emergency experiences, whether in Auckland, nationally or internationally (8 comments).

Of the 17 individuals (11 per cent) that **disagreed** with the proposal, the most common theme was:

- Concerns it will lead to additional time and costs (5 comments).

Of the 22 submitters (14 per cent) who provided an **other response**, the most common themes were:

- Concerns it will lead to additional time and costs (5 comments)
- Better planning and/or building regulations (4 comments).

Organisations

No common themes were identified.

3.0 Operational readiness

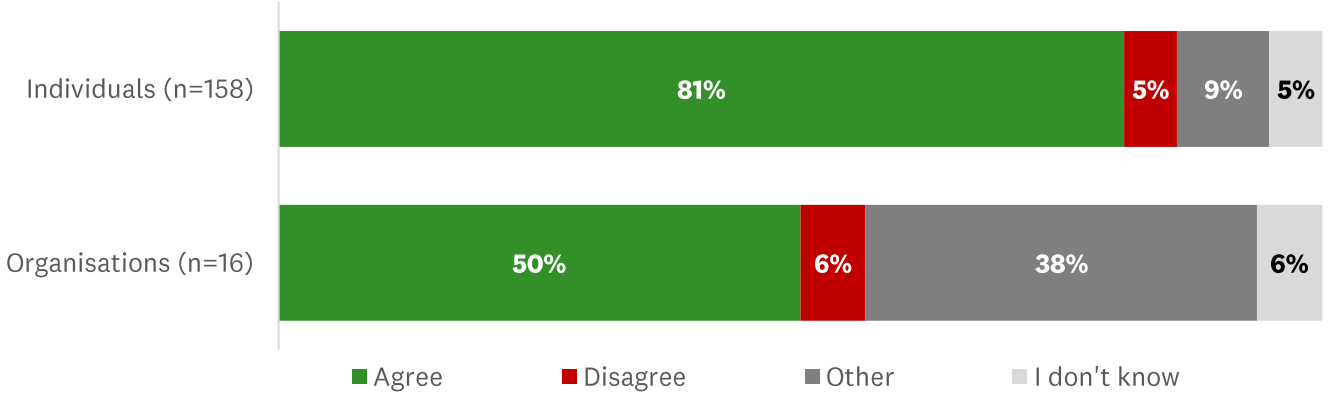
Readiness involves developing operational systems and capabilities before an emergency happens, including making arrangements with emergency services, lifeline utilities and other agencies, and supporting communities to be prepared. Operational readiness is achieved through planning, developing capability and capacity, exercising and testing.

We plan to focus on ensuring:

- Plans for emergency management in Auckland anticipate and assess a range of significant potential hazards and events and set out clear approaches to managing them
- People involved in Auckland's emergency management system have the capabilities they need to support effective response and recovery
- The right strategic and operational partnerships, equipment and assets and supporting systems are in place and ready to support response and recovery efforts.

What do you think of our proposed approach for operational readiness?

Submitters were asked to select one of the following response options (n=174)



Response	Individuals	Organisations
Agree	128	8
Disagree	8	1
Other	14	6
I don't know	8	1
TOTAL	**158**	**16**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 128 individuals (81 per cent) that **agreed** with the proposal, the most common theme was:

	**Generally agree** Submitters generally agreed with the proposed approach for operation readiness without raising any specific reasons. (35 comments)	**47%**

Other themes included:

- Provide clear CDEM response and/or evacuation plans (12 comments)
- Provide good, clear communication (7 comments)
- Involve the community in planning (7 comments)
- Provide training and/or resources for responders (7 comments).

Of the 8 individuals (5 per cent) that **disagreed** with the proposal, there were no common themes.

Of the 22 submitters (14 per cent) who provided an **other response**, the most common themes were:

- Provide clear CDEM response and/or evacuation plans (6 comments)
- Concerns it will lead to additional time and costs (4 comments).

Organisations

No common themes were identified.

4.0 Community readiness

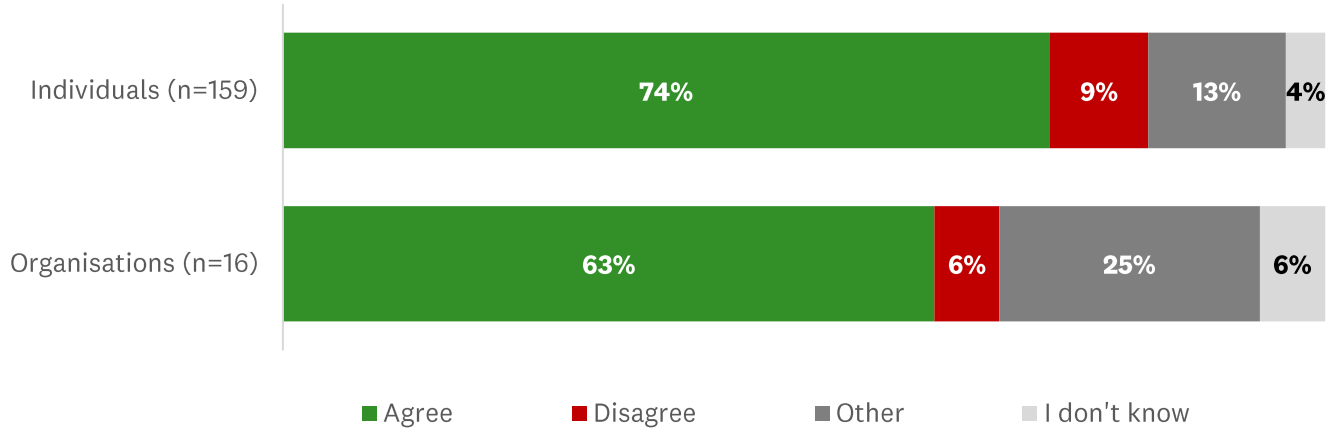
We are dedicated to ensuring that all Tāmaki Makaurau communities are informed, prepared and resilient to emergencies. Individual, community and business readiness is supported through the use of public awareness and community engagement activities that contribute to building disaster resilient communities.

We want to fairly and equitably build resilient, adaptive and self-reliant whānau and communities who:

- Understand hazards
- Take action to reduce their local hazard risks
- Are prepared for residual risk and impacts, and
- Have strong, positive and inclusive social connections so they are able and willing to effectively support each other during and after an emergency.

What do you think of our proposed approach for community readiness?

Submitters were asked to select one of the following response options (n=175)



Response	Individuals	Organisations
Agree	117	10
Disagree	15	1
Other	21	4
I don’t know	6	1
TOTAL	**159**	**16**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 117 individuals (74 per cent) that **agreed** with the proposal, the most common theme was:

	**Support community networks and resilience** Support local community groups to use their local knowledge and skills, so they can help their own communities be more resilient. (23 comments)	**33%**

Other themes included:

- Generally support the approach (16 comments)
- Involve the community in planning (11 comments)
- Provide training and/or resources for responders (9 comments).

Of the 15 individuals (9 per cent) that **disagreed** with the proposal, there were no common themes.

Of the 27 submitters (17 per cent) who provided an **other response**, the most common themes were:

- Concerns it will lead to additional time and costs (4 comments)
- Felt the plan lacked detail (4 comments).

Organisations

No common themes were identified.

5.0 Response

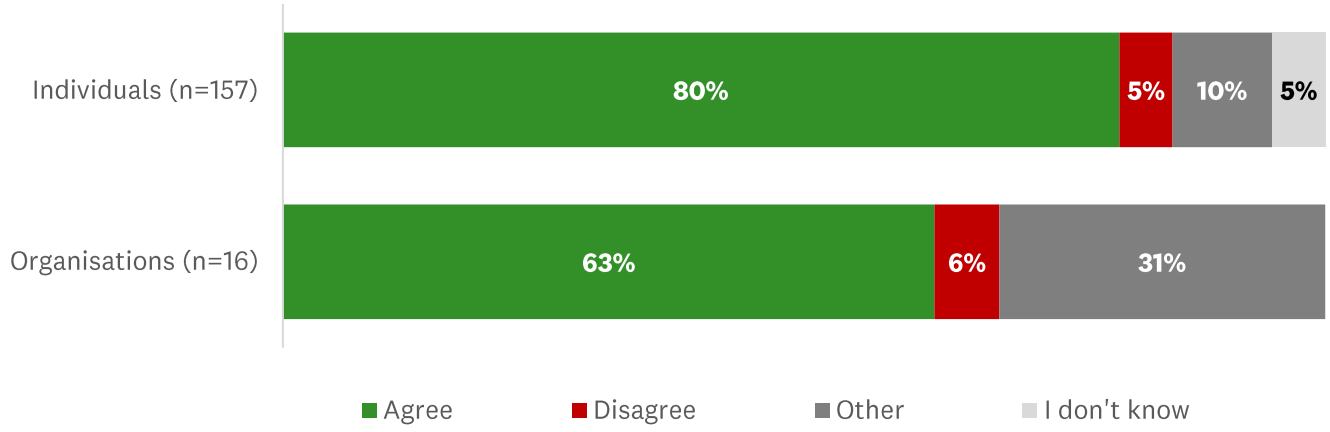
Response describes the actions taken immediately before, during or directly after an emergency that save lives, protect property, and support communities to recover. Response ends when the response objectives have been met or a transition to recovery has occurred.

We plan to focus on ensuring:

- Operational processes for emergency response are aligned to Coordinated Incident Management Systems (CIMS), clearly articulated and fit for purpose, so they are effective and can be consistently and quickly applied to different scenarios. It is clear who is responsible for what in response
- Response structure reflects the size and scale of Auckland
- Aucklanders can access safe refuge spaces that are stocked with necessary supplies in emergency events
- Auckland's emergency management system can access the right people at the right time to support effective responses
- The model for communications in a response is clear and supports timely and effective delivery of information to decision-makers, the mayor and elected members, partners, and the public.

What do you think of our proposed approach for supporting effective response?

Submitters were asked to select one of the following response options (n=173)



Response	Individuals	Organisations
Agree	126	10
Disagree	8	1
Other	15	5
I don't know	8	0
TOTAL	**157**	**16**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 126 individuals (80 per cent) that **agreed** with the proposal, the most common themes were:

	**Generally agree** Submitters generally agreed with the proposed approach to supporting an effective response without raising any specific reasons. (31 comments)	43%
	**Provide clear CDEM / response plans** (23 comments)	32%

Other themes included:

- Provide good, clear communication (12 comments)
- Provide training and/or resources for responders (7 comments).

Of the 8 individuals (15 per cent) that **disagreed** with the proposal, there were no common themes.

Of the 23 submitters (15 per cent) who provided an **other response**, the most common theme was:

- Provide clear CDEM / response plans (6 comments).

Organisations

No common themes were identified.

6.0 Recovery

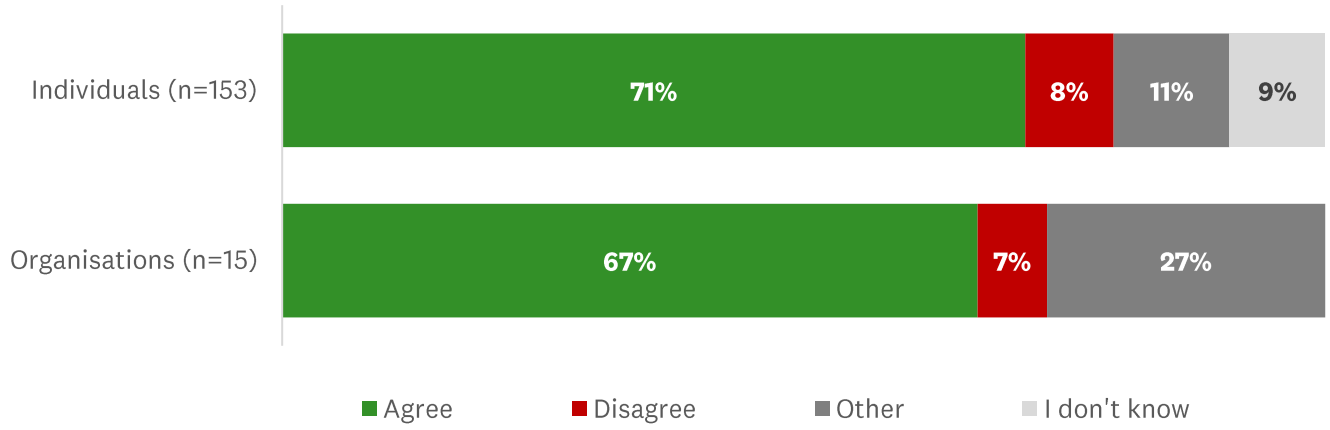
Recovery involves the coordinated efforts and processes used to bring about the immediate, medium-term, and long-term holistic regeneration and enhancement of a community following an emergency.

We want to ensure communities are supported to recover from emergency events by continuing to develop and refine preparations for recovery, applying lessons learned and striving for best practice.

We also want to increase the pool of experienced recovery personnel.

What do you think of our proposed approach for supporting recovery?

Submitters were asked to select one of the following response options (n=168)



Response	Individuals	Organisations
Agree	109	10
Disagree	13	1
Other	17	4
I don’t know	14	0
TOTAL	**153**	**15**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 109 individuals (71 per cent) that **agreed** with the proposal, the most common themes were:

Generally agree
Submitters generally agreed with the proposed approach to supporting recovery without raising any specific reasons.
(17 comments)

33%

Provide training and resources for responders
Ensure emergency responders have the training and resources they need, including the importance of recruiting experienced personnel to help with disaster recovery.
(16 comments)

31%

Other themes included:

- Involve the community in planning (5 comments).

Of the 13 individuals (8 per cent) that **disagreed** with the proposal, there most common themes was:

- Concerns it will lead to additional time and costs (6 comments).

Of the 31 submitters (20 per cent) who provided an **other response**, the most common themes were:

- Concerns it will lead to additional time and costs (6 comments)
- Invest in infrastructure and measures to prevent similar impacts in the future (4 comments)
- Felt the plan lacked detail (4 comments).

Organisations

No common themes were identified.

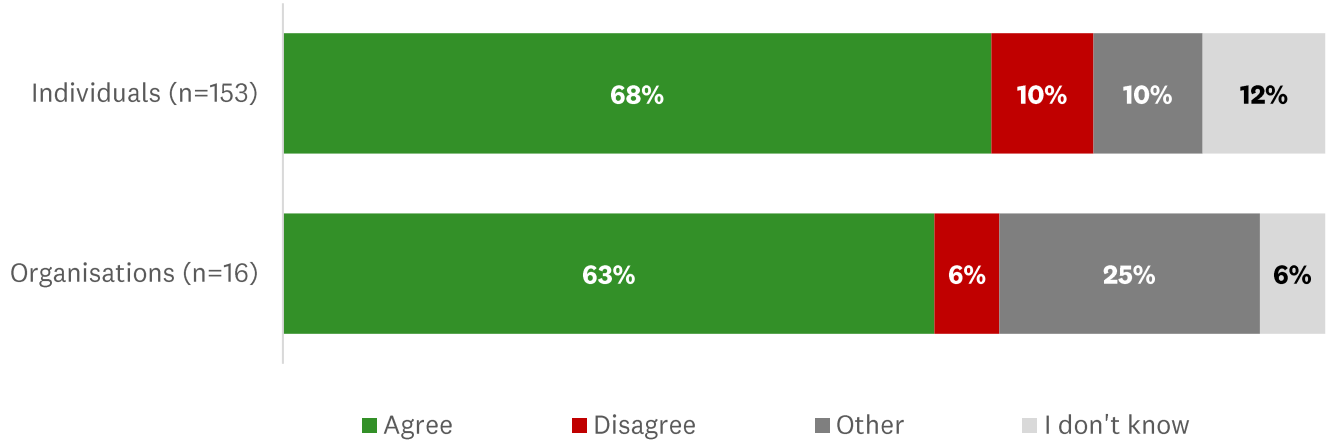
7.0 Management and Governance

We want to ensure strategic direction, roles and responsibilities are clear and understood.

We plan to focus on supporting engaged and active leadership that can direct and manage CDEM.

What do you think of our proposed approach for supporting effective management and governance?

Submitters were asked to select one of the following response options (n=169)



Response	Individuals	Organisations
Agree	104	10
Disagree	15	1
Other	16	4
I don't know	18	1
TOTAL	**153**	**16**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 104 individuals (68 per cent) that **agreed** with the proposal, the most common themes were:

Clear leadership, decision-making authority and processes
This includes having a well-defined chain of command, clear roles and responsibilities, and relationships with community groups.
(24 comments)
46%

Generally agree
Submitters generally agreed with the proposed approach .
(16 comments)
31%

Other themes included:

- Provide training and/or resources for responders (6 comments)
- Involve the community in planning (5 comments)
- Ensure good Co-ordination with other agencies (5 comments).

Of the 15 individuals (10 per cent) that **disagreed** with the proposal, there most common themes was:

- Concerns it will lead to additional time and costs (8 comments).

Of the 34 submitters (22 per cent) who provided an **other response**, the most common themes were:

- Concerns it will lead to additional time and costs (6 comments)
- Clear leadership and decision-making authority (5 comments).

Organisations

No common themes were identified.

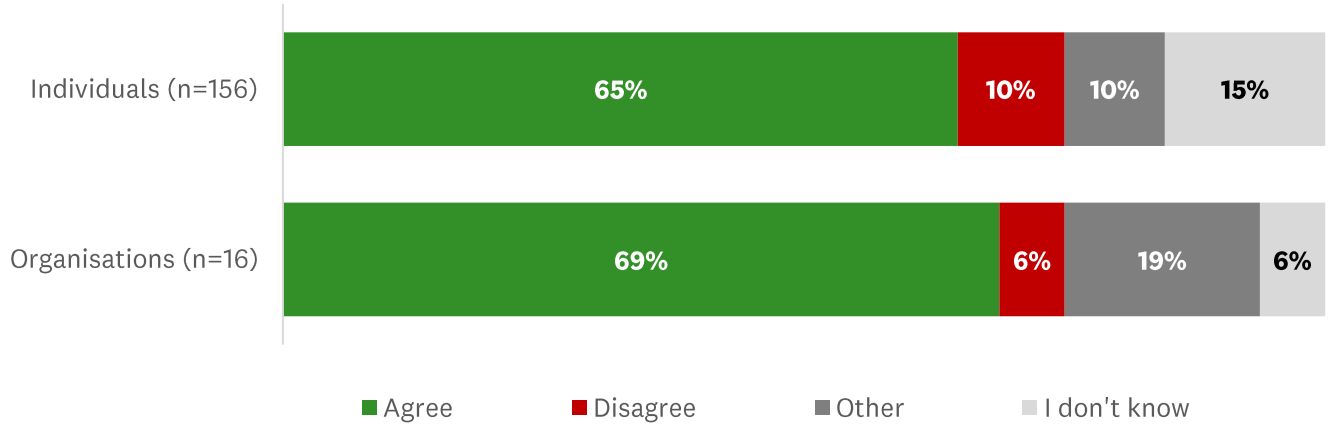
8.0 Monitoring and evaluation

Monitoring and evaluation are key elements of effective policy to ensure compliance with legal obligations, and to assess progress in achieving goals and objectives.

We plan to focus on ensuring CDEM delivery in Auckland aligns with the Auckland CDEM Group Plan and reflects best practice.

What do you think of our proposed approach for supporting effective monitoring and evaluation of CDEM activity in Auckland?

Submitters were asked to select one of the following response options (n=172)



Response	Individuals	Organisations
Agree	101	11
Disagree	16	1
Other	15	3
I don't know	24	1
TOTAL	**156**	**16**

Tell us why

Submitters were asked to provide their reason(s) in an open text box.

Individuals

Of the 101 individuals (65 per cent) that **agreed** with the proposal, the most common theme was:

Generally agree
Submitters generally agreed with the proposed approach to effective monitoring and evaluation without raising any specific reasons.
(17 comments)

40%

Other themes included:

- Monitoring and evaluation needs to be regular (6 comments)
- Agreed with the approach, but were concerned it will lead to additional time and costs (5 comments).

Of the 16 individuals (10 per cent) that **disagreed** with the proposal, there most common themes was:

- Concerns it will lead to additional time and costs (8 comments).

Of the 39 submitters (25 per cent) who provided an **other response**, the most common themes were:

- Concerns it will lead to additional time and costs (9 comments)
- Involve community groups in evaulations (4 comments).

Organisations

No common themes were identified.

Who we have heard from

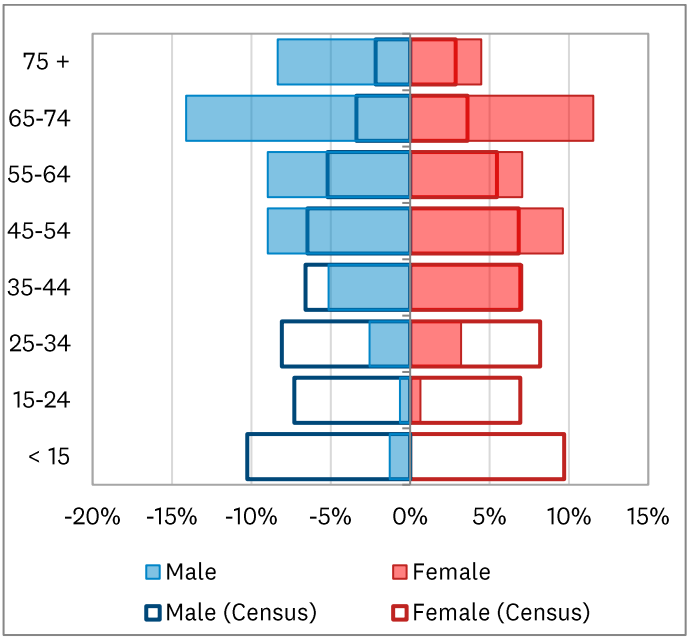
The information below shows demographic information as provided by submitters. Not all submitters responded to each question.

RESPONSES

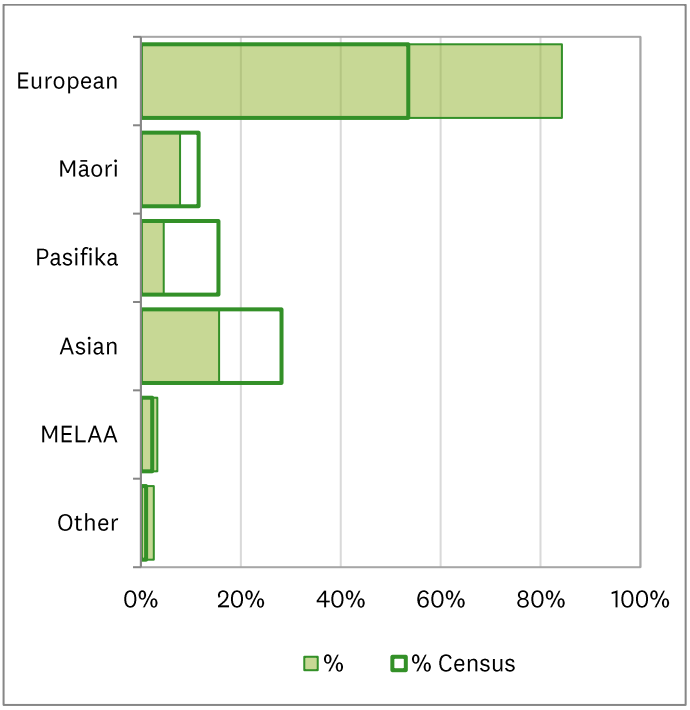
GENDER	#	%
Male	79	52%
Female	69	46%
Another gender	3	2%
Total	**151**	**100%**

AGE	Male	Female	Other	Total	%
< 15	2	0	0	2	1%
15 – 24	1	1	0	3	2%
25 – 34	4	5	2	12	8%
35 – 44	8	11	1	20	13%
45 – 54	14	15	0	29	19%
55 – 64	14	11	0	25	16%
65 – 74	22	18	0	44	28%
75 +	13	7	0	21	13%
Total				**156**	**100%**

COMPARISON TO CENSUS



ETHNICITY	#	%
European	**129**	**84%**
Pākehā/NZ European	106	69%
Other European	23	15%
Māori	**12**	**8%**
Pasifika	**7**	**5%**
Samoan	1	1%
Cook Islands Māori	2	1%
Tongan	1	1%
Other Pasifika	3	2%
Asian	**24**	**16%**
Chinese	9	6%
Indian	9	6%
Southeast Asian	3	2%
Korean	1	1%
Other Asian	2	1%
Middle Eastern/Latin/African	**5**	**3%**
Other	**4**	**3%**
Total	**153**	**NA***



* Does not add to 100% as people may select more than one ethnicity

RESIDENT LOCAL BOARD	#	%
Albert-Eden	14	8%
Aotea/Great Barrier	3	2%
Devonport-Takapuna	8	4%
Franklin Local Board	7	4%
Henderson-Massey	7	4%
Hibiscus and Bays	16	9%
Howick	17	9%
Kaipātiki	11	6%
Māngere-Ōtāhuhu	3	2%
Manurewa	2	1%
Maungakiekie-Tāmaki	11	6%
Ōrākei	9	5%
Ōtara-Papatoetoe	2	1%
Papakura	7	4%
Puketāpapa	1	1%
Rodney	15	8%
Upper Harbour	9	5%
Waiheke	1	1%
Waitākere Ranges	10	5%
Waitematā	10	5%
Whau	5	3%
Other (Not supplied, outside Auckland or regional organisation)	12	7%