Storm Recovery and Resilience

Summary of feedback received during Auckland Council's public consultation from 3 August to 31 August 2023

Analysis by Auckland Insights | Democracy and Engagement

Te take mō te pūrongo

Purpose of this report

The report summarises the feedback received, during the public consultation period from 3 August to 31 August 2023, on how people were affected by storm events in early 2023, how we can be more prepared for events like these in the future, and on our flood mitigation options.

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: 2,051

In early 2023, the Tāmaki Makaurau/Auckland region experienced a series of extreme weather events, with record-breaking rainfall, floods, landslides and high winds.

Tragically, six people lost their lives. Thousands of people have been affected, and homes, businesses, and communities have suffered long-term impacts. We are committed to supporting communities recover and prepare for the future. To address these events, we formed the Recovery Office and created an interim recovery plan.

This consultation asked the public for input to develop the Tāmaki Makaurau Recovery Plan and feedback on a series of stormwater improvements called 'Making Space for Water' which focus on longer-term recovery.

We received 2,051 submissions in total, with 1,893 received via our online feedback form, 36 via hard copy feedback form, 39 via email, and 83 pieces of feedback from events.

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.

The following is a high-level summary of the feedback provided during this consultation:

- Around half of submitters acknowledged their community was affected by the extreme weather events in early 2023, and around a quarter experienced damage to their property, house and/or contents.

- In the months following the storms, around a third of submitters credited community spirit and their neighourhoods supporting each other for helping them get through, while around a quarter were self-reliant and just got through by themselves or with the help of family.
- Regarding recovery, around a third of submitters addressed the need to stormwater maintenance, including clearing drains. Others called for upgrades or improvements to stormwater infrastructure, and for clear CDEM response plans to be put in place and/or clearly communicated.
- Those same themes were echoed when commenting on how Tāmaki Makaurau Auckland be more prepared for events like these in the future. Around a third of submitters also addressed better planning for development, including flood mitigation measures.
- Nearly half of submitters were generally supportive of the Making Space for Water programme and initiatives, though nearly a quarter wanting the funding to be found from somewhere other than an increase in rates for Aucklanders.

Further detail on common themes raised in each question can be found in the body of the report.

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 and organisations.

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.

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Feedback

1.0 How were you, and your local community, affected by the extreme weather events in early 2023?

Submitters were asked to comment in an open text box (n=1,899)

Individuals

Of the 1,829 individuals that commented on this question, the most common themes included:

	My community was affected 900 comments	**49%**
	Damage to my house and/or contents 464 comments	**25%**
	Transport disruptions 463 comments	**25%**
	Damage to my land / property 341 comments	**19%**
	I was not affected 312 comments	**17%**

Organisations

Of the 70 organisations that commented on this question, the most common themes included:

	My community was affected 47 comments	**67%**

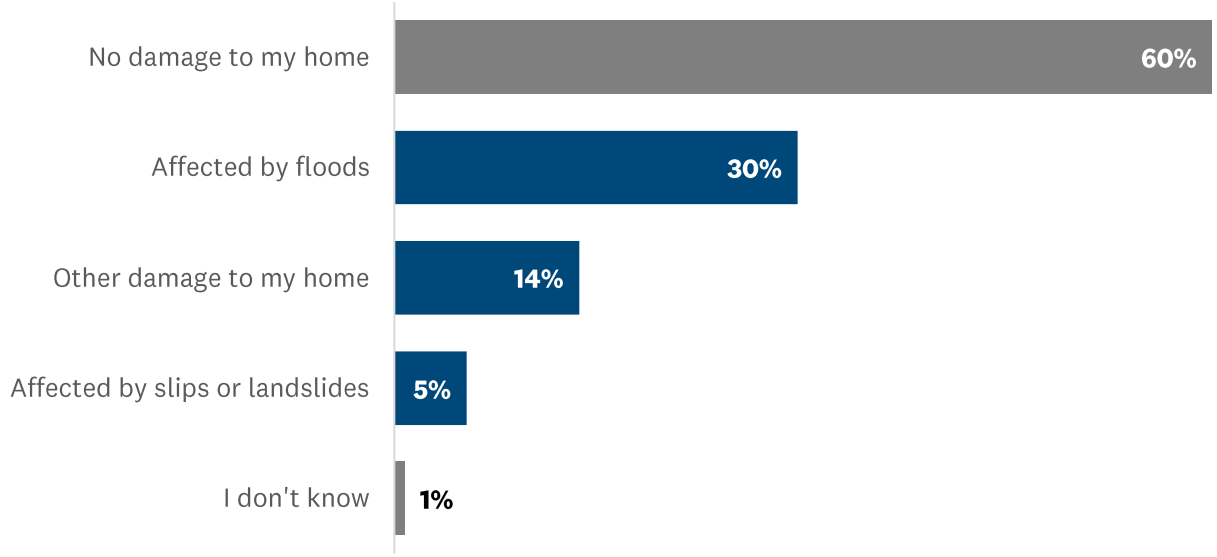
	Transport disruptions 19 comments	**27%**
	Damage to my building and/or contents 16 comments	**23%**
	I am still affected 12 comments	**17%**

2.0 Was your home flooded or damaged during the extreme weather events in early 2023?

Submitters were asked to select one of the following options (n=1,901)

Individuals

(n=1,847)



Organisations

Of the 54 organisations that commented on this question:

- 26 were affected by floods
- 21 experienced no damage
- 9 were affected by slips or landslides
- 7 experienced some other damage.

3.0 In the months following the storms, what has helped you and your community get through?

Submitters were asked to comment in an open text box (n=1,716)

Individuals

Of the 1,650 individuals that commented on this question, the most common themes included:

	Community spirit Communities helping each other physically (to clean up), emotionally and by sharing information. 564 comments	**34%**
	Nothing / self-reliant Raised by 40 per cent of those affected by storms. 432 comments	**26%**
	I was not affected 234 comments	**15%**

Of the 696 responses from those affected by storms, other themes raised more prominently included:

- Insurance / finanial support – 17 per cent
- Dissatisfied with Council / emergency response – 17 per cent.

Organisations

Of the 66 organisations that commented on this question, the most common themes included:

	Community spirit Communities helping each other physically (to clean up), emotionally and by sharing information. 21 comments	**32%**
	Dissatisfied with Council / emergency response 17 comments	**26%**
	Community-led support (i.e. community groups) 15 comments	**23%**
	Insurance / financial support 11 comments	**17%**

4.0 What would help you and your community feel like you had 'recovered' from these extreme weather events?

Submitters were asked to comment in an open text box (n=1,708)

Individuals

Of the 1,642 individuals that commented on this question, the most common themes included:

	Maintain stormwater infrastructure Better maintenance of stormwater infrastructure, including clearing drains and maintaining waterways to prevent flooding. 551 comments	**34%**
	Upgrade / improve infrastructure Improvements to stormwater infrastructure, including better drainage systems and potential new resources or technology. 350 comments	**21%**
	CDEM (Civil Defence and Emergency Management) response / recovery Knowing plans and preventative measures are in place to prevent or minimise the damage of similar events in the future. 297 comments	**18%**

Organisations

Of the 66 organisations that commented on this question, the most common themes included:

	Dissatisfied with Council / emergency response 20 comments	**30%**
	Maintain stormwater infrastructure 19 comments	**29%**
	Upgrade / improve infrastructure 18 comments	**27%**
	CDEM (Civil Defence and Emergency Management) response / recovery 18 comments	**27%**
	Climate change adaptation 10 comments	**15%**

5.0 How can Tāmaki Makaurau Auckland be more prepared for events like these in the future?

Submitters were asked to comment in an open text box (n=1,866)

Individuals

Of the 1,796 individuals that commented on this question, the most common themes included:

	Upgrade / improve infrastructure Improvements to stormwater infrastructure, including better drainage systems and potential new resources or technology. 731 comments	**41%**
	Maintain stormwater infrastructure Better maintenance of stormwater infrastructure, including clearing drains and maintaining waterways to prevent flooding. 668 comments	**37%**
	Better planning for development / flood mitigation Including no housing development in flood-prone areas, and managed retreat from flood plains. 577 comments	**32%**
	Clear CDEM (Civil Defence and Emergency Management) response plans Be prepared with resources, plans and procedures in place to alert people and respond faster. 304 comments	**17%**

Organisations

Of the 70 organisations that commented on this question, the most common themes included:

	Upgrade/improve infrastructure 33 comments	**47%**
	Maintain stormwater infrastructure 28 comments	**40%**
	Clear CDEM (Civil Defence and Emergency Management) response plans 21 comments	**30%**
	Better planning for development / flood mitigation 16 comments	**23%**
	Stronger community connections 16 comments	**23%**

	Dissatisfied with Council / emergency response 13 comments	**19%**

6.0 There are nine possible initiatives outlined in Making Space for Water. Our initial budget suggests it will cost $1.65 billion to deliver them and will require additional rates from Aucklanders.

Do you have any comments on the initiatives?

Submitters were asked to comment in an open text box (n=1,580)

Individuals

Of the 1,514 individuals that commented on this question, the most common themes included:

	Generally support 697 comments	**46%**
	Find funding elsewhere 339 comments	**22%**
	Maintain stormwater infrastructure 216 comments	**14%**
	Upgrade / improve instrastructure 216 comments	**14%**

Organisations

Of the 66 organisations that commented on this question, the most common themes included:

	Generally support 37 comments	**56%**
	Upgrade / improve instrastructure 27 comments	**41%**
	Consider / involve the community in planning 25 comments	**38%**
	Maintain stormwater infrastructure 21 comments	**32%**
	Better planning for development / flood mitigation 21 comments	**32%**

7.0 Are there any other activities that you think are important to manage flooding that haven't been included in Making Space for Water?

Submitters were asked to comment in an open text box (n=1,212)

Individuals

Of the 1,145 individuals that commented on this question, the most common themes included:

	Upgrade / improve instrastructure Improvements to stormwater infrastructure, including better drainage systems and potential new resources or technology. 297 comments	**26%**
	Better planning / flood mitigation Including no housing development in flood-prone areas, and managed retreat from flood plains. 294 comments	**26%**
	Maintain stormwater infrastructure Better maintenance of stormwater infrastructure, including clearing drains and maintaining waterways to prevent flooding. 236 comments	**21%**

Organisations

Of the 67 organisations that commented on this question, the most common themes included:

	Upgrade / improve instrastructure 27 comments	**40%**
	Better planning / flood mitigation 15 comments	**22%**
	Consider / involve the community in planning 14 comments	**21%**
	Maintain stormwater infrastructure 11 comments	**16%**
	Clear CDEM (Civil Defence and Emergency Management) response plans 10 comments	**15%**

Who we have heard from

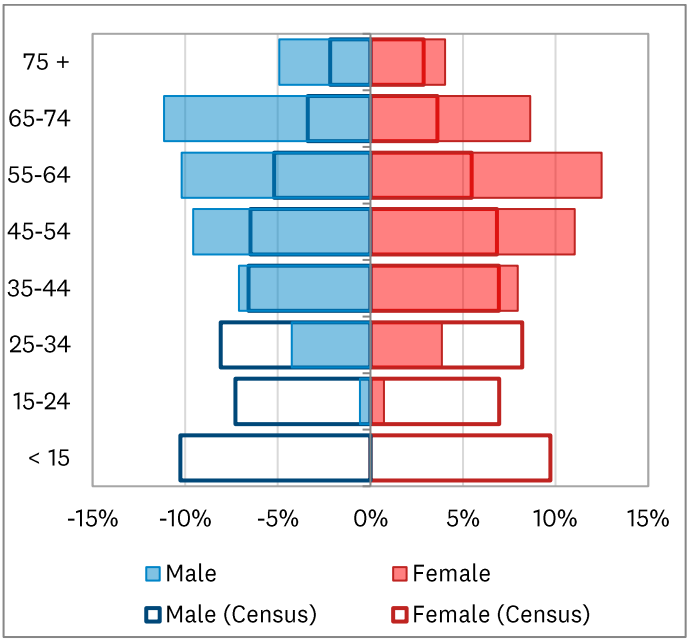
The information below shows demographic information as provided by submitters. Not all submitters responded to each question.

RESPONSES

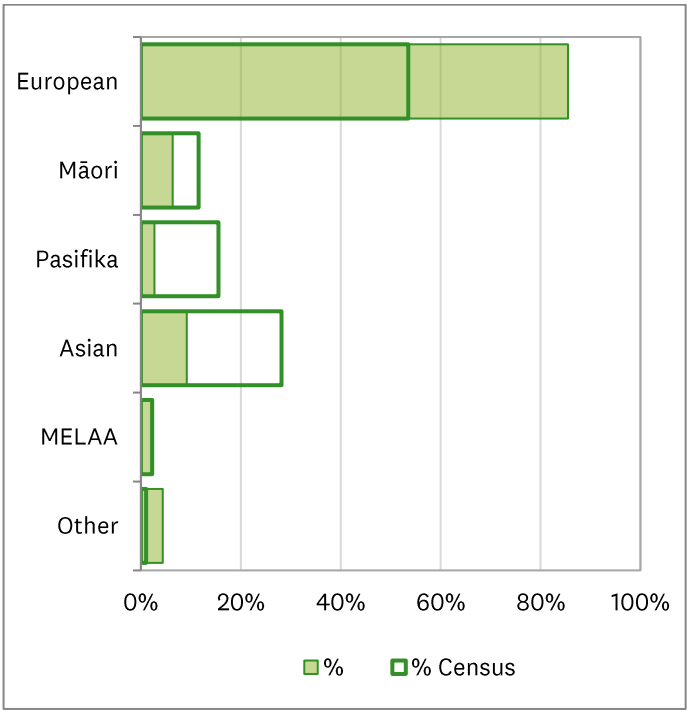
GENDER	#	%
Male	873	49%
Female	881	50%
Another gender	21	1%
Total	**1,775**	**100%**

AGE	Male	Female	Other	Total	%
< 15	0	0	0	0	0%
15 – 24	10	13	3	27	2%
25 – 34	76	69	8	159	9%
35 – 44	127	142	4	274	15%
45 – 54	171	197	0	385	22%
55 – 64	182	223	0	416	23%
65 – 74	199	154	2	361	20%
75 +	88	72	2	165	9%
Total				**1,787**	**100%**

COMPARISON TO CENSUS



ETHNICITY	#	%
European	**1,498**	**86%**
Pākehā/NZ European	1,286	73%
Other European	212	12%
Māori	**112**	**6%**
Pasifika	**48**	**3%**
Samoan	25	1%
Cook Islands Māori	6	<1%
Tongan	8	<1%
Other Pasifika	9	1%
Asian	**161**	**9%**
Chinese	71	4%
Indian	41	2%
Southeast Asian	32	2%
Korean	3	<1%
Other Asian	14	1%
Middle Eastern/Latin/African	**37**	**2%**
Other	**77**	**4%**
Total	**1,752**	**NA***



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

RESIDENT LOCAL BOARD	#	%
Albert-Eden	227	11%
Aotea/Great Barrier	3	<1%
Devonport-Takapuna	111	5%
Franklin Local Board	75	3%
Henderson-Massey	122	6%
Hibiscus and Bays	173	8%
Howick	109	5%
Kaipātiki	108	5%
Māngere-Ōtāhuhu	38	2%
Manurewa	26	1%
Maungakiekie-Tāmaki	99	5%
Ōrākei	115	5%
Ōtara-Papatoetoe	23	1%
Papakura	22	1%
Puketāpapa	55	3%
Rodney	211	10%
Upper Harbour	74	3%
Waiheke	23	1%
Waitākere Ranges	132	6%
Waitematā	121	6%
Whau	75	3%
Other (Not supplied, outside Auckland or regional organisation)	109	5%