Activity 2.5: Civil Defence Emergency Management
Accountable Manager: Murray Sinclair

What services are provided?

⚐ Co-ordinate civil defence readiness, response and recovery.

⚐ Public education to increase community awareness and preparedness.

⚐ Training of Emergency Operations Centre personnel and community volunteers.

Why do we provide these services?

To meet the Council's statutory obligations under the Civil Defence Emergency Management Act 2002. The Act requires the Council to:

• provide an organisational structure for effective civil defence emergency management (CDEM) within Christchurch City Council area;

• respond to and manage the adverse effects of emergencies;

• identify, assess, and manage hazards together with communicating about the risks from hazards.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
⚑ Risks from hazards, including earthquakes, flooding, tsunami, rock fall, are minimised Injuries and risks to public health are minimised	*The Council's civil defence emergency management services minimise the risks to public health and safety by:* - *Co-ordinating civil defence readiness, response and recovery planning and operations to ensure the city is prepared for, and can effectively respond to an emergency.* - *Training Emergency Operations Centre personnel and community volunteers in emergency management so that they can respond effectively to and manage the adverse effects and risks of emergencies.* - *Identifying, assessing and managing risks from hazards* - *Undertaking public education to increase community awareness and preparedness for an emergency.*

Which group or section of the community will benefit from this activity?:

Members of the public who may be affected by a civil defence emergency, emergency services, govt departments, welfare agencies, engineering lifeline utilities (e.g. power), business sector, rural sector, health sector, educational institutes, community volunteers, Canterbury local authorities.

Key legislation: CDEM Act 2002, National CDEM Plan Order 2005, National CDEM Strategy, Ministry of CDEM Director's Guidelines, Canterbury CDEM Group Plan, Health & Safety in Employment Act 1992,

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Co-ordinate civil defence readiness, response and recovery					
2.5.1 CDEM Plans and procedures covering local response and recovery arrangements and specific contingency plans are in place.	2011/12 Recovery Plan needs review. All other plans are up to date. 2010/11 Not achieved. Draft Recovery Plan approval process delayed by earthquakes 2009/10 CDEM Plans are in place for local response and recovery arrangements	All Local Authorities have CDEM Plans.	2.5.1.1 CDEM Plans are reviewed annually by 1 October. 2.5.1.2 The Emergency Operations Centre (EOC) Knowledge Base containing processes, procedures, and supporting documentation is reviewed annually.	**Key business driver** The CDEM Act requires "local authorities, lifeline utilities and govt departments to plan and provide for civil defence emergency management and to respond and manage the adverse effects of emergencies in its district." The Canterbury CDEM Group Plan, CCC CDEM operating procedures and arrangements, and specific contingency plans set out actions required to be undertaken during the readiness, response and recovery phases of an emergency and provides information for organisations involved with CDEM.	
2.5.2 A facility for use as an Emergency Operations Centre (EOC) is available for the coordination of a multi-agency response in the event of an emergency.	2011/12 Primary EOC is located @ 53 Hereford Street with Alternate located @ 121 Tuam Street. Both of these sites are operational 2010/11 Achieved. The EOC primary location is the Function room Hereford Street Civic Offices 2009/10 Stocktaking procedures in place. An EOC was available for the response to an emergency	Auckland, Hamilton, Wellington and Dunedin cities all have a separate dedicated EOC. Other territorial authorities have either a dedicated EOC or utilise Council facilities as their EOC.	2.5.2.1 One primary and an alternate facility available to be activated within 60 minutes. 2.5.2.2 At least 2 Emergency Operations Centre (EOC) activations undertaken taken per annum (event or exercise).	**Key business driver** The CDEM Act requires the Council to respond to and manage the adverse effects of emergencies within its area. An EOC provides a facility for partner response organisations to come together to coordinate the response activities in an effective manner.	

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Co-ordinate civil defence readiness, response and recovery (cont'd)					
2.5.3 Response Teams (Rescue) meet national registered status.	2011/12 All three teams currently meet the national registered standards 2010/11 3 teams maintained national registered standards and status 2009/10 Three light rescue response teams have maintained their national "registered" status with equipment and training standards	Wellington region four teams Auckland region two teams Nelson City one team Waimak DC one team Canty CDEM Group Office one team	Three teams	***Key business driver*** During civil defence emergencies it is likely that emergency services 'business as usual' services will be stretched and nationally it has been recognised that additional support will be required. The Council's three NZ Response Teams are capable of undertaking light Urban Search and Rescue functions, providing rapid reconnaissance and early impact assessments around the city, providing triage and pre-hospital emergency care. The teams can also provide support within an emergency welfare centre and participate as part of a rural fire incident management team. Council's three teams are also region, national and internationally deployable to provide assistant when other cities/towns/countries request assistance. To maintain their NZ registered status the teams must have training and equipment registers, and specific rescue equipment.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Co-ordinate civil defence readiness, response and recovery (cont'd)					
2.5.6 Relevant hazards and risks are identified and managed in the District Plan, CDEM Plans.	A framework is established to ensure hazards and risks are identified, assessed and managed by 30/6/2010. <u>Actual 2011/12:</u> Framework not yet developed due to staff working on earthquake related projects. Hazards and risks framework maintained at all times.	Local authorities identify hazards and risks that could impact their communities within District Plan and in the CDEM Group Plan.	2.5.6.1 Risks relating to hazards are updated within CDEM plans within six months of receipt of new hazard/risk information. 2.5.6.2 New rules relating to rockfall hazard risk are to be identified in the District Plan review (commencing 2014/15).	Understanding the hazardscape is important for identifying and prioritising risk reduction activities. This requires the Council and various organisations to work together to develop a better understanding of hazards and risks and to develop more efficient and effective approaches to managing them. The CDEM Act requires members of CDEM Groups, in relation to relevant hazards and risks, to identify, assess and manage those hazards and risks.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Public education to increase community awareness and preparedness					
2.5.4 Build upon national/regional initiatives to promote the need for individuals, community groups and organisations to be prepared for when a disaster occurs.	2011/12 One major promotion Tsunami siren and tsunami risk was conducted in May 2012 2010/11 No promotions undertaken due to earthquake response and recovery 2009/10 Two major promotions 1. Disaster Awareness Week promoted through 'Our Christchurch,. 2. Readynet launched on 16th February 2010	Wellington: one major promotional campaign annually (under review). Auckland: a minimum of 80 CDEM promotions annually. Dunedin: no major promotional campaign undertaken.	At least 50 CDEM public education activities occur annually.	The CDEM Act requires territorial authorities to promote and raise public awareness of hazards and risks. The National CDEM Strategy states: *Individuals and communities are ultimately responsible for their own safety and security of their livelihoods. CDEM arrangements in NZ support and encourage local ownership of responsibility. Individuals and communities must be able to care for themselves as must as possible when the normal functions of daily life are disrupted.* To meet the above requirement, CDEM engages with the following groups: vulnerable communities, schools, businesses, local community groups, interest groups and others. By adopting a wider definition of "promotion" (consistent with Auckland CDEM Group) staff can measure and include broader promotion work that is undertaken by Council CDEM personnel. This work currently is not being captured under the current definition of promotion (i.e. being only major campaigns).	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Public education to increase community awareness and preparedness (cont'd)					
2.5.12 Develop partnerships to increase disaster resilience	16% of Christchurch residents have participated in CDEM meetings to enable their local community to cope better (as measured by the Opinions Monitor, 2011)		At least 17% of Christchurch residents participate in CDEM meetings to enable their local community to cope better.	Council CDEM staff work with other business units and external organisations to ensure communities are better prepared to cope during and after an emergency. CDEM works collaboratively with organisations such as; Red Cross, CERA, Age Concern, Corporate Support's Strengthening Communities Team, City Environment Group's Education Team (delivering "Stan's Got a Plan" in schools), Culturally and Linguistically Diverse communities, and others groups/organisations to enable communities to be better prepared to cope during and following an emergency. It is critical to develop networks and relationships within Council and external organisations to ensure a CDEM perspective is incorporated into other business units and external organisations wider work programmes. It is also a requirement under the CDEM National Strategy to work with communities and organisations to understand their networks and roles in disaster.	*Include a non-LTP measure around the number of meetings attended, the aim being to ensure that relationships are proactively managed – see new measure 2.5.13*

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Public education to increase community awareness and preparedness (cont'd)					
2.5.5 Council makes effective use of its alerting systems to inform communities of possible emergencies.	Communication sent within one hour of CDEM confirming warnings. 2011/12 Procedures are in place to activate the Alerting system within an hour of any pending CDEM Emergencies 2010/11 The Earthquake Recovery News & Information (ERNI) utilised the Readynet system 2009/10 Communications (Readynet message) sent within one hour of decision	Readynet: Lower Hutt CC: Testing undertaken monthly. (Hutt River threat) Bay of Plenty: No testing undertaken. Auckland Council: Have recently contracted to use Readynet. Tsunami Sirens Auckland Council: Testing undertaken twice per annum. Hurunui DC: Testing undertaken twice per annum. Timaru DC: Testing undertaken monthly.	2.5.5.1 Readynet Communication tested at least twice per annum. 2.5.5.2 Tsunami sirens tested twice per annum.	The CDEM Act requires that information is provided for effective civil defence management. The impact of an emergency is lessened if the right people have the right information at the right time. Readynet allows staff to access emergency plans for those group/organisation who are utilise this system. Furthermore, Readynet can be used as an txt/email alerting system to inform individuals/groups of relevant information. Council resolved as part of the 2010/11 Annual Plan process that investigations be carried out for the provision of additional tsunami sirens further inland from the coastline and also Banks Peninsula settlements – to be considered when preparing the draft capital programme.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Co-ordinate civil defence readiness, response and recovery (cont'd)					
2.5.7 Facilities used for CDEM community welfare purposes are available following a civil defence emergency which impacts on individuals within our communities.	2011/12 100% of Emergency Welfare Centres. Also 100% of Sector Posts. 2010/11 97% Small number of centres unavailable due to EQ damage or risk 2009/10 100%	All local authorities have pre-determined location for CDEM community welfare facilities.	2.5.7.1 A schedule of facilities suitable for CDEM community welfare purposes is maintained. 2.5.7.2 CDEM community welfare facilities to be operational within 4 hours (event or exercise).	To meet the needs of those displaced or affected by a civil defence emergency community facilities need to be provided. Territorial authorities provide facilities for which those members of the community affected by an emergency can go to.	
2.5.9 Operative radio communications are maintained between the Emergency Operations Centre and (weekly basis): • Services Centres; • Welfare Centres; •Canty CDEM Group Office and (monthly basis) •CDHB •Salvation Army •NZ Red Cross •University EOC •CIAL •Lyttelton Port Co	2011/12 92% of all test calls were successful 2010/11 Insufficient data to measure due to EQ involvement 2009/10 Average of 91% success rate	All Councils have a radio communication back-up system in the event the landline and/or mobile telecom networks fail. Radio systems are generally tested on a weekly basis to key locations.	At least 90% of weekly and monthly radio tests are successful.	Landline and mobile phone networks can be vulnerable to the impact of hazards, limited by coverage, overloaded following a major incident. The City's civil defence radio network provides and alternate communications system to landline and mobile phone networks. Nationally an Emergency Service Band exists that provides for inter-agency communication. The City's civil defence radio network allows communication via this Band between the emergency services and other key CDEM Group members.	

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Co-ordinate civil defence readiness, response and recovery (cont'd)					
2.5.13 Strengthen working relationships with the Canterbury CDEM Group.	New	All local authorities within NZ are required by legislation to be a member of a CDEM Group.	Council staff attend at least 85% of Canterbury CDEM Group committee meetings.	The CDEM Act requires a risk management based approach to the sustainable management of hazards, both natural and otherwise. This risk management process is applied across risk reduction, readiness, response and recovery, as well as being integrated through the involvement of all sectors within the wider community. The CDEM Act's stated purpose include: • improving sustainable hazard management to improve safety of the public and property; •Encouraging communities to achieve acceptable levels of risk; •Requiring local authorities to coordinate CDEM planning and activities; •Ensuring integration of national and local planning; •Encouraging CDEM coordination across a range of agencies that prevent or manage emergencies. CDEM Group are fundamental to achieving the purposes mentioned above. Canterbury CDEM Group key meetings include: • CDEM Group Joint Committee • Coordinating Executive Group • Response Planning Group • Welfare Advisory Committee • Canterbury CDEM Officers' Forums	*New measure included per feedback on 2.5.12*

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Training of EOC personnel and community volunteers					
2.5.10 Council staff with CDEM roles are appropriately trained for their position.	2011/12 78.7% Council staff with Emergency Operations Centre roles attend the Canterbury CDEM Group's EOC II training course. 2010/11 66% due to EQ disruption 2009/10 67% staff trained to EOCII	Dunedin CC: EOC positions filled >90%. EOC personnel qualified for their positions >66%. Timaru DC: All EOC staff available for annual exercise, and complete EOC II and III courses	At least 75% by 30 June 2014 From 2014/15 At least 80%	***Key business driver*** The CDEM Act requires members of CDEM Groups make available, suitably trained & competent personnel for emergency management response. Most all staff involved with civil defence emergency management are not undertaking these roles regularly and this necessitates the need for regular training and exercising. Recommended LOS still at 75% due to staff turnaround post earthquakes, and with the large increase in the number of trained staff required. However, LOS is to be 80% by 30 June 2015 and on-going.	
2.5.11 CDEM welfare volunteers (core and active) are appropriately trained for their position.	2011/12 38% CDEM welfare volunteers holding a team leader position attain nationally recognised qualification (RAPID) in 'Emergency Welfare' 2010/11 54% 2009/10 32%	Timaru DC – Develop an annual training schedule for CDEM Volunteers Timaru DC – Volunteer numbers do not drop below current levels – numbers of registered and trained volunteers increases	2.5.11.1 At least 60% by 30 June 2014 From 2014/15 At least 70% 2.5.11.2 At least two recruitment sessions are undertaken annually to attract additional volunteers.	Volunteers are often among the first responders in an emergency. The continuing use and support of volunteers is critical for providing adequate community response to civil defence emergencies. Volunteers must be trained to undertake various community welfare roles. The definition of "core" and "active" volunteers is under review. Currently, active volunteers attend a minimum of 3 meetings or exercises per year, and core volunteers 80% or more of all meetings and exercises.	

Civil Defence Emergency Management 2.5. Final version for TYP 2013-16.