# **Annual Plan 2018 – 2019**

Bay of Plenty Civil Defence Emergency Management Group



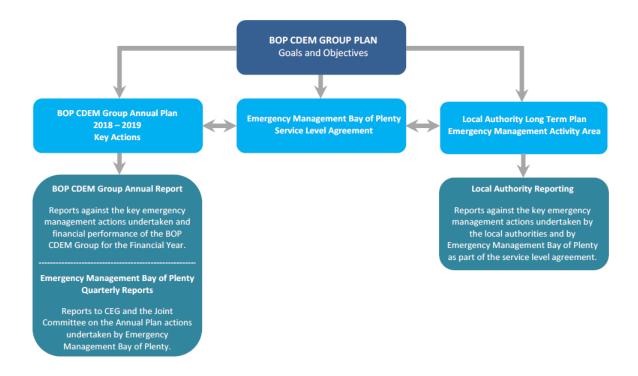
# **Table of Contents**

INTRODUCTION	3
OUR GOALS AND OBJECTIVES	4
OUR VISION	5
OUR PRINCIPLES	5
KEY FOCUS FOR 2018/2019	6
BUDGET	7
ACTIVITY AREAS	
REDUCTION	8
READINESS	12
RESPONSE	16
RECOVERY	21
MONITORING AND EVALUATION	24
APPENDIX 1: ACRONYMS LIST	26
APPENDIX 2: ROLES AND RESPONSIBILITIES	27

# INTRODUCTION

The Bay of Plenty Civil Defence Emergency Management Group (Bay of Plenty CDEM Group) Annual Plan sets out the key activities for the 2018/2019 financial year.

The Annual Plan is aligned with the Bay of Plenty CDEM Group Plan 2018/2023 and delivers on the Emergency Management Bay of Plenty Service Level Agreement signed with Bay of Plenty local authorities on 18 September 2015. Appendix 1 clarifies the roles and responsibilities for Emergency Management Bay of Plenty and the local authority members of the Bay of Plenty CDEM Group. The diagram below sets out the alignment:



## **OUR GOALS AND OBJECTIVES**

The following Goals and Objectives are set out in the Bay of Plenty CDEM Group Plan 2018/2023. It shows the long-term goal on the left, with the medium term objectives alongside.



## **Our Vision**

## A safe, strong Bay of Plenty, together

# Our Principles

The principles set out in the Bay of Plenty Civil Defence Emergency Management Group Plan 2018/2023 outline how the Bay of Plenty CDEM Group will work with its partners, deliver its work, set priorities and allocate resources.

#### The principles include:

- Communication and sharing information
- Keeping the community at the heart of what we do
- Supporting communities to be connected, stronger and healthier
- Recognising and appreciating the ability of our communities to respond to and recover from emergencies, and working to support that
- Keeping up to date with and sharing best practice across the sector
- Advocating for risk reduction across all available avenues and processes
- CDEM as a collective responsibility while roles and responsibilities are defined, we step up when we need to
- Providing leadership, direction and coordination during emergency responses and recovery
- Building and maintaining relationships with key stakeholders, including community response teams, tangata whenua and other volunteer organisations that have an emergency management role
- Maintaining good governance and management practices
- Continually learning from exercises and from emergency events
- Building strong relationships and engaging with tangata whenua consistent with the principles of the Treaty of Waitangi to achieve our objectives together.

## **KEY FOCUS FOR 2018/2019**

The purpose of the Annual Plan is to set out the priorities for the Bay of Plenty CDEM Group for the 2018/2019 year.

These priorities are aligned to the Bay of Plenty CDEM Group Plan's (2018/2023) goals and objectives, and help us to deliver on the medium-term objectives of the Group Plan.

The key focus is on consolidating and completing the work the Bay of Plenty CDEM Group has been involved in over the past two years. This includes implementing the learnings from recent events such as the April 2017 weather event and subsequent reviews<sup>1</sup> and research which has shaped our priorities. The Bay of Plenty CDEM Annual Plan (2018 -2019) work programme will also consider the intent of, and align to, the direction of the Ministerial Review: Better Responses to Natural Disaster and Other Emergencies in New Zealand (2017).

In the 2018/2019 year, the Bay of Plenty CDEM Group will focus on:

- Embedding lessons learned from recent events across the aspects of Reduction, Readiness, Response and Recovery.
- Refining service delivery across the Bay of Plenty CDEM Group based on outcomes of the Bay of Plenty CDEM Group service delivery review and the Ministerial Review Better Responses to Natural Disasters and Other Emergencies (2017).
- Developing and finalising the Bay of Plenty CDEM Group Welfare Plan (2018/2023) and work programme
- Recruiting, managing and maintaining networks of Bay of Plenty CDEM volunteers.
- Continued Development of professional capability and capacity across the Bay of Plenty CDEM Group including:
  - Emergency Operations Centres (EOC/ECC)
  - CDEM Group Welfare
  - Operational documentation that supports Coordination Centres when responding to emergency events
  - Coordination Centre infrastructure and systems are fit for purpose
- Improving linkages between Local Authority crisis management and CDEM EOC/ECC operations
- Improving integration of the lifelines community during an emergency response
- Implementing the recommendations of the GNS review of alerting systems
- The professional training standard is lifted to 85% of EOC staff completing ITF intermediate training and have participated in an exercise/event in the last 2 years.
- Embedding strategic planning for recovery in existing community engagement planning and activities across the Bay of Plenty Region
- Establishing the new Group Emergency Coordination Centre
- Conduct a Bay of Plenty CDEM Group-wide capability assessment based on the CDEM National Capability Assessment tool

 <sup>&</sup>lt;sup>1</sup> The Rangitāiki River Scheme Review; April 2017Flood Event

Review of the actions taken by the Whakatāne District Council in response and early recovery phases of the district's adverse flooding events of April 2017;

Review of the Bay of Plenty Civil Defence Emergency Management Group response to Ex-Tropical Cyclone Debbie and Cook April 2017.

### **BUDGET**

Table 1: The Bay of Plenty Civil Defence Emergency Management Group and Emergency Management Bay of Plenty budgets for the 2018/2019 Financial Year

Local Authority	CDEM Group Contribution	EMBOP Contribution	Total Contribution
Bay of Plenty Regional Council	763 897	1539 020	2302 917
Kawerau District Council		39 432	39 432
Ōpōtiki District Council		56 536	56 536
Rotorua Lakes Council		nil	nil
Tauranga City Council		582 995	582 995
Western Bay of Plenty District Council		216 336	216 336
Whakatāne District Council		187 437	187 437
Total		2621 756	3385 653

Table 2: Bay of Plenty Lifelines Budget for 2018/2019

Bay of Plenty Lifelines Group	Contributions
Member Contributions	\$79,700
Surplus held in reserves	\$87,850
Total	\$167,550

The Bay of Plenty Civil Defence Emergency Management Group and Emergency Management Bay of Plenty budgets for the 2018/2019 Financial Year are outlined in Table 1 above<sup>2</sup>.

The operating expenditure for Emergency Management Bay of Plenty is a combination of the Bay of Plenty CDEM Group and Emergency Management Bay of Plenty contributions. For the 2018/2019 financial year the Operation Expenditure budget will be \$3385 653

Table 2 outlines the Bay of Plenty Lifelines Group (BOPLG) budget for the 2018/2019 year.

The Bay of Plenty CDEM Group has been allocated \$184 574 Adult and Community Education (ACE) funding available for volunteer training to approved courses. This is not included in the budget outlined above and is limited to volunteer training for unit standard based courses.

<sup>&</sup>lt;sup>2</sup> This is based on the adoption of the proposed regional targeted rates in Bay of Plenty Regional Council Long Term Plan (LTP)

# **ACTIVITY AREAS**

#### **REDUCTION**

Reducing Risks from hazards to acceptable levels

- Build the community's knowledge and understanding of their hazards and risk so they can make informed decisions
- Manage natural hazards through a risk based approach
- ▶ Increase the region's environmental and infrastructure resilience

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
Build the community's knowledge and understanding for their hazards and risk so they can make informed decisions.	Partner with local authorities, research institutions, lifelines and key stakeholders in risk research projects.	Review the tsunami inundation modelling for the Eastern Bay of Plenty.  Complete the region wide active fault mapping.  Undertake a tsunami risk assessment for Western Bay of Plenty including tsunami evacuation zones.  Continue the Regional Flood Risk Programme.	Bay of Plenty Regional Council	EMBOP  Tauranga City Council  Ōpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council
		Support the ECLIPSE caldera research project.to better understand caldera hazard and risk.	Bay of Plenty Regional Council Rotorua Lakes Council EMBOP	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
	Collaborate with Local Authorities and other partners to deliver programmes that engage communities in learning about their hazards and risks.	Work with communities on flood evacuation planning where trigger levels have been identified.  Communicate the results of the reviewed tsunami hazard information for the Western Bay of Plenty.  Communicate the results of the Tauranga Harbour coastal hazards study to the impacted community.	Bay of Plenty Regional Council  Tauranga City Council  Ōpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council	EMBOP
	Ensure hazard and risk communication is easy to understand and accessible.	Continue to support and promote BayHazards as a trusted source of accurate and easy to understand hazard information.  Deliver new hazard information to the community in a range of ways that enables it to be easily understood.	Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council	EMBOP
		Rotorua Lakes Council will provide public access to hazard information via Council plans and documentation facilitated by Council processes and maintains current information and advice on Council website.	Rotorua Lakes Council	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
Manage natural hazards through a risk based approach.	Take an integrated approach with all local authorities and other partners to implement the natural hazard provisions in the Regional Policy Statement.	Support the Bay of Plenty Natural Hazards Programme, identifying and aligning CDEM risk management activities where possible.  Bay of Plenty CDEM Group members (local authorities) raise awareness and understanding of the research programme within their organisations.  Through active participation in the Natural Hazards Forum take a collaborative approach to identifying and addressing natural hazard risk management issues.	EMBOP  Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council	
	Advocate for risk reduction through local, regional and national planning frameworks.	Emergency Management Bay of Plenty represents the Bay of Plenty CDEM Group on national and regional working and special interest groups for natural hazards, and reports regularly to CEG on the work of these groups.  Keep up to date with, and share natural hazard research and best practice development at the regional level and national level.  Advocate for risk reduction activities to be provided through local authority planning processes.	ЕМВОР	Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
		Bay of Plenty CDEM Group members to ensure relevant staff attendance and participation at the natural hazards forum and other relevant workshops.	Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District	
Increase the Region's environmental and infrastructure resilience.	Support the risk reduction activities of the Bay of Plenty Lifeline Group (BOPLG).	Local Authorities are active members on BOPLG.	Council  Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council	
		Emergency Management Bay of Plenty to provide administrative and project management support to BOPLG.	ЕМВОР	
		Maintain and implement infrastructure asset management and resiliency plans.	Rotorua Lakes Council	

#### **READINESS**

Increasing community awareness, understanding, preparedness and participation

- Build and improve knowledge and skills within communities and businesses to prepare for, get through and move forward from emergencies
- Enhance cooperation among key CDEM partners and the community including working with volunteers

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
Enhance cooperation among key CDEM partners and the community including working with volunteers.	Develop and monitor an annual plan for the Bay of Plenty CDEM Group.	The Annual Plan for the Bay of Plenty CDEM Group will be prepared and approved by CEG.  Monitoring will be carried out through Quarterly Reports (x3) and an Annual Report, prepared by Emergency Management Bay of Plenty.	Coordinating Executive Group (CEG)	EMBOP
	Develop capability and capacity across the CDEM Group for the delivery of welfare services in readiness, response and recovery.	Development of the Bay of Plenty CDEM Group Welfare Plan 2018/2023.	Welfare Coordination Group	EMBOP  Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council
		Develop and implement a work programme which includes identifying procedures for initiating emergency welfare response.	Rotorua Lakes Council	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
(Hom Group Flan)		Recruit, train and develop welfare volunteers to support the welfare services function through response and recovery.	ЕМВОР	Tauranga City Council  Ōpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council
				Kawerau District Council
		Maintaining partners forums including:	EMBOP	Tauranga City Council
		<ul> <li>Welfare Coordination Group &amp; Local Welfare Committees</li> <li>Regional Emergency Management Coordination Committee (REMCC)</li> <li>Local emergency services committees</li> </ul>		Öpōtiki District Council  Western Bay of Plenty District Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council
		Maintain and enhance     relationships with MCDEM     and other CDEM Groups by:               maintaining contact             through CDEM Group             forums              representation on             national forums	ЕМВОР	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
Build and improve knowledge and skills within communities and businesses to prepare for, get through and move forward from emergencies.	Community response and marae emergency preparedness planning has improved the capacity of local communities to support themselves during and after an emergency.	Emergency Management Bay of Plenty will work with communities to support them to develop community initiatives such as community response and recovery plans.  Facilitate the development of marae emergency preparedness planning in Māori communities.	EMBOP	Tauranga City Council  Ōpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council  Bay of Plenty Regional Council
		Promote marae planning and preparedness through local iwi forums and Te Arawa Collective.  Undertake systemic and progressive community readiness programmes and development of response hubs through interactions education and promotion with Council, iwi, community and other stakeholders.  Facilitate engagement opportunities with local business and business representative groups to promote development of Business Continuity Plans.	Rotorua Lakes Council	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
	Preparedness campaigns are targeted to meet the needs of communities.	Develop and deliver public education strategies with	EMBOP	Tauranga City Council
	These may include older people, schools and people	communities about being prepared, initially focussing on tsunami and earthquake.		Ōpōtiki District Council
	with disabilities.			Western Bay of Plenty District Council
				Rotorua Lakes Council
				Whakatāne District Council
				Kawerau District Council
				Bay of Plenty Regional Council
		Tauranga City Council proposed evacuation planning for tsunami in their LTP.	Tauranga City Council	
		Deliver on the annual public education plan describing activities and initiatives to support engagement and awareness raising.	Rotorua Lakes Council	

#### **RESPONSE**



- ► Grow the capacity and capability of the Bay of Plenty CDEM Group to respond to emergencies
- ▶ Integrate response planning across CDEM stakeholders
- Enable the community and CDEM partners to take action by providing good communication networks.

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
Grow the capacity and capability of the Bay of Plenty CDEM Group to respond to emergencies.	Train - coordination/operations centre staff to increase their understanding and capability.	Facilitate the delivery of the ITF Foundation and ITF Intermediate training to coordination centre staff.	EMBOP  Rotorua Lakes Council	Bay of Plenty Regional Council Tauranga City Council Öpōtiki District Council Western Bay of Plenty District Council Whakatāne District Council Kawerau District Council
	Exercise - coordination/operations centre staff to increase their understanding and capability.	Deliver tier two exercises (x2) for each coordination centre, with a focus on increasing staff understanding of their role and the processes associated with that role.  In anticipation of a Tier 4 National Exercise in 2020. One of these exercises will involve concurrent activation of all EOCs and the Group Coordination Centre.	EMBOP	Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council
		Ensure professional development for key roles within the EOC Incident Management team (ITM) through ongoing training, learning opportunities and exercises.  Group and local arrangements are tested through involvement in exercises at a local, regional	Rotorua Lakes Council	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
		and national level.		
	Maintain and develop a response planning framework.	Complete the development and embedding of response checklists for use in coordination centres.	EMBOP Rotorua Lakes Council	
		Develop Standard Operating Procedures (SOPs) to support the checklists and embed their use into coordination centres.		
	Provide experienced support and guidance.	Make EMBOP staff available to support coordination centre staff in an emergency and during training activities.	EMBOP	
	Support and implement a revised national emergency management information system (EMIS).	Support the development of a revised Emergency Management Information System (EMIS 3.0) and support the rollout of EMIS 3.0 throughout the Bay of Plenty.	EMBOP	Bay of Plenty Regional Council Tauranga City Council Öpōtiki District Council Western Bay of Plenty District Council Whakatāne District Council
				Kawerau District Rotorua Lakes District Council
	Improving the GIS response capability enabling immediate access to historic natural hazard datasets to add value to decision making.	Continue to develop an integrated GIS capability across the Bay of Plenty	Tauranga City Council	Ōpōtiki District Council
		Region for use in coordination centres.	Bay of Plenty Regional Council	Western Bay of Plenty District Council
				Whakatāne District Council
				Kawerau District
				Rotorua Lakes District Council
		Support the development of a national GIS concept of operations.	Bay of Plenty Regional Council	Ōpōtiki District Council
				Western Bay of Plenty District Council
				Whakatāne District Council
				Kawerau District

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
				Rotorua Lakes District Council
				Tauranga City Council
				EMBOP
	Develop and maintain suitable response facilitates and structures.	Ōpōtiki District Council proposal in their Long Term Plan to establish a communications trailer with multi-use capabilities.	Ōpōtiki District Council	
		Establish IL4 Group Emergency Coordination Centre at Wallingford House.	Bay of Plenty Regional Council	ЕМВОР
		Provide 24/7 Operation Centre and duty structure for the Transport Operations Centre which will include some situation awareness elements for Tauranga City Council CDEM.	Tauranga City Council	
		Establish, equip and maintain a dedicated EOC to enable an effective and efficient CDEM response.	Rotorua Lakes Council	
		Enhance local arrangements that enable scalability to appropriately respond to any event, from a localised incident to a national emergency.		
Integrate response planning across CDEM stakeholders	Maintain stakeholder awareness of potential emergency events.	Maintain a 24/7 Duty Manager with specific tasks for disseminating information to the public and liaising with controllers and other agencies when required.	ЕМВОР	
	Undertake multi-agency pre- event response planning.	Engage with responding agencies to develop	EMBOP	Bay of Plenty Regional Council
		response protocols (for example: tsunami response protocol, flood evacuation		Tauranga City Council
		protocol).		Ōpōtiki District Council
				Western Bay of Plenty District Council
				Whakatāne

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
				District Council
				Kawerau District Council
				Rotorua Lakes Council
	Implement the welfare requirements of the National CDEM Plan.	Chair and coordinate the Bay of Plenty CDEM Welfare Coordination Group (WCG).	Group Welfare Manager	Bay of Plenty Regional Council
		Support local welfare committees.		Tauranga City Council
		Host an annual welfare forum for responsible		Ōpōtiki District Council
		agencies and supporting agencies.		Western Bay of Plenty District Council
		Support other WCG members to deliver the sub-functions that they are responsible for.		Whakatāne District Council
		responsible for.		Kawerau District Council
				Rotorua Lakes Council
				EMBOP
	Maintain awareness of other agency response plans.	Engage with other responding agencies via the Regional Emergency	EMBOP Rotorua Lakes Council	Bay of Plenty Regional Council
		Management Coordinating Committee, Local Emergency Services		Tauranga City Council
		Coordination Committees, and participation in other		Ōpōtiki District Council
		agency exercises.		Western Bay of Plenty District Council
				Whakatāne District Council
				Kawerau District Council
Enable the	Maintain a radio network to	Maintain radios and	EMBOP	
community and CDEM partners to take action by	enable ongoing communications in a telecommunications failure.	associated infrastructure.  Provide training for key	Bay of Plenty Regional Council	
providing good communication networks		users.  Test the radio network.	Tauranga City Council	
			Ōpōtiki District Council	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
			Western Bay of Plenty District Council Whakatāne District Council Kawerau District Council Rotorua Lakes Council	
	Ensure Public Information Management (PIM) staff are trained and have standardised documentation for public information management.	Host and coordinate two Regional PIM forums.  Develop and implement a training and development programme for PIM staff.	Group PIM EMBOP	Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council  Rotorua Lakes Council
	Maintain public alerting systems.	Conduct two live tests of public alerting systems available to the Bay of Plenty CDEM Group.  Participate in the National tests of Emergency Mobile Alerting.  Implement the CEG endorsed recommendation of the Regional Alerting Systems Review.	EMBOP	Bay of Plenty Regional Council  Tauranga City Council  Öpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council  Rotorua Lakes Council
		Investigation into Public Alerting infill options.	Tauranga City Council	

#### **RECOVERY**



- ▶ Grow recovery capability and capacity within local authorities
- ▶ Foster community networks from response to recovery to ensure communities can establish routines, organise themselves and support each other and develop community response plans
- Support communities with their recovery by providing ongoing relevant and timely information and support
- Support CDEM partners with their recovery by providing ongoing relevant and timely communication
- ▶ Integrate recovery planning across CDEM stakeholders

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
Grow recovery capability and capacity within local authorities.	Involve existing networks in training and exercises that span response and recovery.	Develop new training and development opportunities for recovery managers.	EMBOP Rotorua Lakes Council	
		Recovery managers take part in relevant training and exercises.  Hold a minimum of 2 recovery manager's meetings per annum.	Tauranga City Council  Ōpōtiki District Council  Western Bay of Plenty District Council  Whakatāne District Council  Kawerau District Council  Bay of Plenty Regional Council Rotorua Lakes Council  Group Recovery Manager	Tauranga City Council Öpōtiki District Council Western Bay of Plenty District Council Whakatāne District Council Kawerau District
				Council  Bay of Plenty Regional Council  Rotorua Lakes Council
		Arrange 3 local recovery workshops per annum.	Rotorua Lakes District Council	
	Deliver a Recovery Planning Workshop for CEG and Joint Committee members.	Group Recovery Manager EMBOP	Tauranga City Council Ōpōtiki District Council	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
				Western Bay of Plenty District Council
				Rotorua Lakes Council
				Whakatāne District Council
				Kawerau District Council
				Bay of Plenty Regional Council
		Host local relationship meetings of lead agency	Local Recovery Managers for:	ЕМВОР
		task group representatives.	Tauranga City Council	Bay of Plenty Regional Council
			Ōpōtiki District Council	
			Western Bay of Plenty District Council	
			Rotorua Lakes Council	
			Whakatāne District Council	
			Kawerau District Council	
	Continue to undertake strategic recovery planning for all hazards.	Through regional forums, establish a lead person for	Group Recovery Manager	
	ior all nazards.	each Task Group (Built Environment, Economic Environment, Social Environment and Natural Environment). Where appropriate, Cultural Environment may also be established.	Bay of Plenty Regional Council	
Support communities with	Ensure public information management (PIM) and	Use opportunities from debriefs and reviews to	Group PIM Local PIM for:	ЕМВОР
their recovery by providing ongoing relevant and timely information	community engagement staff are trained and have capacity during the recovery phase of an event.	identify and implement lessons learnt.	Tauranga City Council	Bay of Plenty Regional Council
and support.			Ōpōtiki District Council	
			Western Bay of Plenty District	

OBJECTIVE (from Group Plan)	ACTION – What we are going to do	PROCESS – How we are going to do it	PRIMARY OWNER	SECONDARY OWNER
			Council  Rotorua Lakes Council  Whakatāne District Council  Kawerau District Council	
Integrate recovery planning across CDEM stakeholders.	Involve existing networks in training and exercises that span response and recovery.	Host a Recovery Management Workshop that includes CDEM partner agencies; workshop to include desk exercise(s).	Group Recovery Manager EMBOP	
Foster community networks from response to recovery to ensure communities can establish routines, organise themselves and support each other and develop community response plans	Continue to undertake strategic recovery planning for all hazards.	Review community response planning to incorporate recovery.  Review the Community Response Planning Toolkit.  Complete review of the Rotorua District Recovery Plan, maintain and implement the plan.	EMBOP  Rotorua Lakes Council	

# Monitoring and Evaluation

Progress against the objectives will be measured through quarterly and annual reporting by Emergency Management Bay of Plenty. Group members will also be required to provide updates of their organisation's activities in support of the Bay of Plenty CDEM Group outcomes.

A key piece of work for the 2018/2019 financial year will be to undertake a self-assessment of the Group's capability utilising the National Capability Assessment tool.

Measure	Method of collection	Target	Outcome
Chair a minimum of 2 Natural Hazard Forum meetings per annum, including administrative support		2	Reduction activities are identified and supported
Delivery of 40 initiatives across the Bay of Plenty region BOPRC – 8 KDC – 4 ODC – 4 TCC – 8 WBOPDC – 8 WDC – 8 RLC - 9	Tracking of activity by Emergency Management Bay of Plenty	49	Communities are supported to increase their resilience and safety
Percentage of roles filled to manage the operation of an EOC / GECC (as a percentage of full functionality): BOPRC 85% KDC 85% ODC 85% TCC 85% WBOPDC 85% WBC 85% RLC 85%	ITM database statistics	85%	Emergency operation/coordination centres are adequately staffed to respond to an emergency.
Percentage of staff trained to an appropriate level to carry out functional roles in the EOC / ECC as follows: BOPRC 85% KDC 85% ODC 85% TCC 85% WBOPDC 85% WDC 85% RLC 85%	ITM database statistics	85%	Local Authority staff are trained to operate an EOC / GECC
RLC – provide community response and volunteers training		2	Support community and volunteers capability
RLC – chair local Welfare Committee meetings		4 meetings	Meetings are well attended
Two recovery manager meetings are hosted per annum	Group Recovery Manager	Meetings x 2	Recovery capability and capacity is strengthened across all agencies

Number of people following the Bay of Plenty CDEM social media	Facebook stats Twitter	Increasing, 28,000 followers at 31 January 2018 Increasing, 1,300 followers at 31 January 2018	Bay of Plenty CDEM social media channels are a trusted source of information.
Maintain strong governance and executive groups for CEG and the Joint Committee	Meeting minutes	Attendance at all Operations Sub- Committee (4), CEG (4) and Joint Committee meetings (4)	Meetings are well attended, and key matters are discussed by all CDEM Group members
Every Local Authority has a controller and an alternate controller	LA reporting	2 per Local Authority	Local Authorities have appointed controllers who train and prepare for CDEM
Every Local Authority has a recovery manager and an alternate recovery manager	LA reporting	2 per Local Authority	Local Authorities have appointed recovery managers who train and prepare for recovery operations
Work programme delivery	Quarterly Reports Annual Report	Quarterly reports x 3 Annual report x 1	Regular progress against the work programme is monitored.
Monitor our capability development progress	CDEM National Capability Assessment	Increase >66.2%	Progress on the Bay of Plenty CDEM Group capability is measured

## **APPENDIX 1: ACRONYMS LIST**

Bay of Plenty Civil Defence Emergency Management Group BOP CDEM Group

Bay of Plenty Civil Defence Emergency Management Group Plan BOP CDEM Group Plan

Bay of Plenty Lifelines Group BOPLG

Bay of Plenty CDEM Group Members (local authorities)

BOP CDEM Group

Civil Defence Centre CDC

Civil Defence Emergency Management CDEM

Emergency Operations Centre EOC

Emergency Coordination Centre ECC
Group Emergency Coordination Centre GECC

Long Term Plan LTP

Ministry of Civil Defence and Emergency Management MCDEM

Public Information Management PIM

Regional Emergency Management Coordination Committee REMCC

Welfare Coordinating Group WCG

Importance Level

IL

# APPENDIX 2: ROLES AND RESPONSIBILITIES

The table below has been developed to assist in clarifying the roles and responsibilities of Emergency Management Bay of Plenty and participating Local Authorities (It should be noted that Local Authorities includes Bay of Plenty Regional Council).

	Function	ЕМВОР	Local Authority	Comments	EMBOP	LA
		EOC /ECC facilities	, processes and capability are ready to e	ffectively manage emergencies		
	Facilities	safety of facilities.  Provide guidance on location, size	<ul> <li>Council provide and maintain EOC/ECC facilities for operational response.</li> <li>Council to formalise arrangements for alternative sites (including MoU's with building owners where necessary)</li> </ul>	Any facility nominated to become an EOC /ECC should be of an appropriate standard in structure and resilience (BIL 4)		100%
READINESS	Equipment	functionality of equipment across the region.  Includes inventory management and testing schedules. EMBOP staff will notify LAs of any equipment requiring repair and/or replacement.  Maintain, test and activate local and	<ul> <li>Council to own equipment and associated infrastructure, to cover costs to maintain it to an operational standard and to manage maintenance programme.</li> <li>Support EMBOP in promoting the systems</li> <li>Any additional equipment required as a result of these processes will be the responsibility of the Councils.</li> </ul>	Includes:  All furniture,  Misc. supplies (e.g. stationery)  IT  Local communications networks including repeater networks and external communications equipment (eg. radios in CDCs and Council owned vehicles).  Audio visual equipment and support network infrastructure  These may include but not limited to text alerting, email alerting, social media platforms, apps and siren systems.	100% EMBOP staff and contract, maintenance and testing costs	100% Council costs related to own local systems and equipment

Function	ЕМВОР	Local Authority	Comments	<b>EMBOP</b>	LA	
Processes	<ul> <li>Develop and maintain process on how EOCs/ECC should work regionally, allowing for local requirements.</li> </ul>	Support, agree and implement processes for operational requirements.	The Council staff in the EOCs/ECC must use the regional process and Standard Operating Procedures to carry out their functions during an emergency.	100% development costs	100% associated equipment costs	
Staffing	CDEM roles. agencies.		100%			
•	<ul> <li>Provide Emergency Management Advisors to support Group and Local Controllers</li> </ul>					
Training	<ul> <li>Provide training specifications, develop packages and deliver training (including maintaining training records) in accordance with a training schedule agreed with councils on an annual basis.</li> </ul>	liver training available for training in effectively regular train ning accordance with the agreed required. It is essential that a training training schedule. appropriate council stancils on an released to participate	<ul> <li>For EOCs/ECC to function effectively regular training is required. It is essential that appropriate council staff are released to participate in this training.</li> </ul>	100% costs associated with development and delivery of training	100% Council staff time costs & associated costs (travel & accommodation)	
	<ul> <li>Provide assistance with the development of training budgets.</li> <li>Make recommendations on specific</li> </ul>		3			
	training and/or professional development opportunities.	Mala agranaista staff available	F F00-/F00 to for all an			
	<ul> <li>Develop, run and assess exercises to practice EOC/ECC operations.</li> </ul>	for exercises on a regular basis	es on a regular basis effectively regular exercising is required. It is	for exercises on a regular basis effectively regular associate	100% costs associated	staff time costs
Exercises	<ul> <li>Implement corrective action plan for EOC.</li> </ul>	Own corrective action plan.		with development and delivery of exercises	& associated costs (travel & accommodation)	

Function	EMBOP	Local Authority	Comments	ЕМВОР	LA
	Welfare o	an be provided to affected communities	during a response		
Civil Defence Centre (CDC)	<ul> <li>Develop and maintain processes on how a CDC should work regionally allowing for local requirements.</li> <li>Undertake audit of and provide guidance on CDC functionality, location, "fit for purpose" and equipment. Maintain inventory of equipment.</li> <li>Maintain kits and communications systems in CDC's</li> </ul>	<ul> <li>Provide appropriate staff when required to deliver community welfare during emergencies</li> <li>Provide support to CDCs if required. Supply kits and communications systems in CDCs where agreed.</li> </ul>	<ul> <li>EMBOP develops Standard Operating Procedures (SOP) for delivering Welfare in the community.</li> <li>Volunteers staff CDCs with council support as required by the community.</li> </ul>	100% costs associated with development of CDC processes	100% CDCs operational costs.
Welfare Management	<ul> <li>Provide a Group Welfare Manager and the coordination of welfare functions.</li> <li>Provide Local Welfare Managers to deliver and coordinate local community support in emergencies for the Western Operating Area.</li> </ul>	Provide Local Welfare Managers to deliver and coordinate local community support in emergencies for the Eastern Bay of Plenty and Central Operating Areas.	The broad principle of the arrangement is to pre-identify, facilitate appropriate networking and advance coordination of welfare resources and agencies so when they are required are ready and capable of meeting local, dispersed and/or regional welfare demand needs.	100% EMBOP staff costs	100% local welfare staff costs for Eastern Bay o Plenty and Central; Operating Area
	Comm	nunity engagement drives building comn	nunity resilience		
Community Plan development	To be the lead facilitator in community engagement and supporting the planning process	Support EMBOP and the local community in the effective identification community and engagement of vulnerable community groups and the development of emergency response planning processes.	<ul> <li>These Community Plans are local and specific in nature, they must be owned, driven and fully developed by the local groups/communities to suit their own particular context.</li> <li>EMBOP staff, coordinate with LA, community development team and other staff.</li> </ul>	100% EMBOP staff costs	100% Council staff costs

Function	ЕМВОР	<b>Local Authority</b>	Comments	EMBOP	LA
Volunteer Management	<ul> <li>Centre for the recruitment of CDEM volunteers and the provision of training specifications and the development and delivery of training packages.</li> <li>Identify through the assessment of local risk scenarios, functions to be performed by volunteers and required volunteer numbers to sustain effective response to emergencies.</li> </ul>	<ul> <li>Support EMBOP in the development, and promotion of volunteers.</li> <li>Deemed the employer of the volunteers under the Health and Safety in Employment Act 1992.</li> </ul>	EMBOP Community     Resilience to recruit and train volunteers for both readiness and response functions for Operational Readiness to use locally and deploy regionally as required.	100% programme costs	100% Council staff costs and Health & Safety costs
EMBOP Community Resilience Projects	Community Resilience Projects will be led by EMBOP.	Provide support to EMBOP led community resilience projects.	<ul> <li>EMBOP led projects to be supported by councils and Council led projects to be supported by EMBOP.</li> </ul>	100% EMBOP staff and project costs	100% Council staff costs
	Public education a	and information management allows our co	ommunities to be informed		
Public Education	<ul> <li>Provide consistent messaging for Public Education across the region and deliver Public Education when required.</li> <li>Integrate into respective Council communications.</li> </ul>	<ul> <li>Provide support by using consistent messaging to EMBOP when delivering Public Education.</li> </ul>	<ul> <li>National standard messages and resources are available for Group to use. Every opportunity should be taken to provide public education across communities and business.</li> </ul>	100% EMBOP staff and materials and publication costs	100% Council staff and publication costs
Website management	<ul> <li>Develop and maintain a regional CDEMG website that links to other websites.</li> <li>Provide advice and guidance on Local Authority website CDEM content.</li> <li>Review and or update CDEM component and links on Local Authority website</li> </ul>	Provide information to EMBOP for use on websites.	<ul> <li>The CDEMG website will be linked with the MCDEM Website. It is essential to keep website up to date.</li> <li>Local Authority websites will be linked to CDEMG website.</li> </ul>	100% EMBOP staff costs and development costs	100% Council staff costs
Social Media	<ul> <li>Provide the initial social media updates during a response and transition to the PIM team for an</li> </ul>	<ul> <li>Provide the agreed number of PIM staff to receive training and assist with the dissemination of public</li> </ul>		100% EMBOP staff costs	100% Council staff costs

Function	EMBOP		Local Authority		Comments	ЕМВОР	LA	
	extended activation as well as to promote community and preparedness during day-to-day operations. EMBOP will train PIM staff on the use of social media emergency management consistent with our brand and objectives.		information via social media as required.					
	<ul> <li>Gather information from social media that will be of future use to Local Authority's in hazard planning, mitigation and response planning.</li> </ul>							
	Provide consistent messages and SOPS across the region and provide coordination and advice for PIMs.	•	Provide opportunities for communications personnel to work collaboratively with other PIMs.	•	There are two states that require this coordination, before an event (peacetime) and during an event (battle	100% EMBOP staff costs	100% any Council staff costs	
Media engagement and Public Information		•	<ul> <li>Councils to provide Public Information Managers</li> </ul>		С	time). SOPs will be developed by EMBOP collaboratively.		
Management				•	Bay of PlentyRC provides Group Public Information Managers			
			•	TA's provide Local Public Information Managers				

	Function	EMBOP	Local Authority	Comments	EMBOP	LA
			Response management is effective			
	Concept of Operations	<ul> <li>Facilitate the development and implementation of ECC and EOC Concept of Operations.</li> <li>EMBOP Advisors based in LA offices providing for a balanced engagement of staff across all councils. Ensuring EMBOP advisors have a significant presence in LA offices to ensure connectedness with LA Staff, procedures and culture.</li> </ul>	<ul> <li>Support the development and sign off agreed Concept of Operations for ECC and EOC area.</li> <li>LA provide hot desk and appropriate resources for Advisors to function within the LA office</li> </ul>	Concept of Operations detail how a number of councils will support a single EOC during a non-declared and declared emergency.	100% EMBOP staff costs	100% of all Council staff time and any equipment required
RESPONSE	Activation	<ul> <li>Provide guidance on activation process and assist with the decision making around whether to activate an EOC/ECC.</li> <li>Provide 24 / 7 Duty Officer capability to manage activation for relevant Council.</li> <li>Provide co-ordination with and advice to Local Authority IMT's in preactivation phase and predicted weather events</li> </ul>	Decision to activate is made by CDEM Controller.		100% duty officer costs and EMBOP staff costs while activated	100% of costs while activated
	Finance	EMBOP will assist Council in response expense reimbursement claims to MCDEM.     Review Local Authority processes and advise on changes to meet MCDEM process.     Provide assistance with preparing claims.	Councils are responsible for any activations costs and must make a claim directly to MCDEM for reimbursement.		100% EMBOP staff costs	100% Council staff costs

Function	ЕМВОР		Local Authority		Comments	EMBOP	LA
	<ul> <li>Develop and maintain effective protocols and processes to guide how response teams should work to meet regional and local requirements.</li> <li>Monitor and validate response team training levels and response</li> </ul>	•	Parent organisation to provide the facilities, logistical and equipment support required by the response team to maintain high levels of readiness and response capability. (if applicable).  It is the decision of the Local Authority whether or not to	•	The response teams must use the regional process and Standard Operating Procedures to carry out their functions during an emergency.		100% Council budget – if provided for
	readiness.  Coordinate deployment of response	•					
Response Teams		support response team.					
·		Coordinate NZRT audits as stipulated  Organisations:					
		•	NZRT 16 Tauranga – Tauranga Search and Rescue				
		•	NZRT 17 Whakatāne – Whakatāne District Council				
Council BCM	Provide advice and guidance.	•	Own their Business Continuity Management so they are able to perform their functions following a crisis.	•	CDEM ACT s.64(2) – A local authority must ensure that it is able to function to the fullest possible extent, even though this may be at a reduced level, during and after an emergency.	100% EMBOP staff costs	100% Council

	Function	EMBOP		Local Authority		Comments	EMBOP	LA
		Recovery plan	ning st	rengthens our ability to recovery qui	ickly fi	rom emergencies		
	Recovery Management staffing	<ul> <li>Provide advisors to Council recovery Management teams as required.</li> </ul>	•	Councils to make appropriate staff available (agreed quantities) to manage recovery.  Councils to provide Recovery Managers	•	Bay of PlentyRC provides Group Recovery Managers TA's provide Local Recovery Managers	100% EMBOP staff costs	100% Council budget
RECOVERY	Recovery Planning	Coordinate Group Recovery Plan development through the Group Recovery Manager.	•	Coordinate Local Recovery Plan development through the Local Recovery Manager.	•	Local Recovery Plans are an adjunct to the Group Recovery Plan that sets the direction and strategy for recovery in the region. Recovery is council owned and managed with Group coordination.	100% EMBOP staff costs	100% cost for Group Recovery Mangers
	Recovery Activities in Response	<ul> <li>Provide advisors to the Group and Local Recovery Managers</li> <li>Assist recovery managers during recovery phase</li> </ul>	•	Activate Group and Local Recovery Managers as required leading the planning for recovery and transition from response to recovery.	•	Recovery Managers should be activated at the start of any significant emergency event which may require a coordinated recovery effort post response.	100% EMBOP staff costs	100% cost for Group Recovery Mangers

	Function	EMBOP		Local Authority		Comments	EMBOP	LA
				Risk reduction activity				
REDUCTION	Lifelines Utilities	<ul> <li>Provide financial, administrative and project management support to the Lifelines Group</li> <li>Provide the Lifelines Utility Coordinator (LUC)</li> </ul>	•	Support the Lifelines Group through active participation of its key lifelines managers.  Provide Lifelines Utilities representatives for services defined under the CDEM Act	•	Support and advice may be provided through the appropriate National Lifelines Group, Regional Lifelines Group and the Lifelines Utility Coordinator (LUC).  Lifelines failures can disrupt and endanger the wellbeing of local and regional communities. Effective relationships, priority of response protocols and lead agency role definition can reduce the risk such failures may pose.	100% LUC costs	100% Council staff and assets
	Hazard/Risk management	<ul> <li>Educate and advocate for hazard risk management and provide expert support as required.</li> </ul>	•	Own and manage the hazards and risk within the appropriate area of responsibility.			100% EMBOP staff costs	100% Council staff costs
				Management and Governance				
MANAGEMENT AND GOVERNANCE	CDEM Group Plan	<ul> <li>Project manages the development and implementation of the CDEM Group Plan using approved processes. Supports monitoring by Joint Committee.</li> </ul>	•	Support, contribute and implement the CDEM Group Plan process and outcomes.	•	CDEM Group Plan provides a five year plan of activities that will include the councils. Councils must ensure ownership of those activities of councils and Group Plan directions. The Group Plan is monitored by the Joint Committee.	100% EMBOP staff and development costs	100% Council staff costs

Func	tion	ЕМВОР		Local Authority		Comments	EMBOP	LA
CDEM Gr Business		Project manages the development and implementation of the CDEM Group Business Plan using approved processes. Supports monitoring by CEG.	•	Support, contribute and implement the CDEM Group Business Plan process and outcomes as applicable.	•	CDEM Group Business Plan provides a three year plan of activities that will include the councils. Councils must ensure ownership of those activities of councils and Group Business Plan directions. The Group Business Plan is monitored by the Coordinating Executive Group (CEG).	100% EMBOP staff and development costs	100% Council staff costs
EMBOP A	• Annual	Lead the development and carry out the EMBOP Annual Plan as Business as usual.	•	Provide support as agreed to EMBOP to carry out their Annual Plan.	•	EMBOP Annual Plan provides a one year plan of activities that may include some role for councils. The EMBOP Annual Plan is monitored by the CEG Operations Sub-Committee.	100% EMBOP staff and development costs	100% Council staff costs
Reporting	•	Provide agreed reporting to Joint Committee, CEG and CEG Subcommittees	•	Provide agreed reporting to Councils	•	Reporting to be aligned to the Joint Committee, CEG and CEG Subcommittee reporting deadlines	100% EMBOP staff	100% Council staff
Joint Com	nmittee	Supports the Joint Committee in carrying out its obligations under the CDEM Act 2002.	•	Participates at the agreed level and supports the Joint Committee in carrying out its obligations under the CDEM Act 2002.	•	Monitors and implements the CDEM Group Plan	100% EMBOP staff	100% Council staff costs
Coordinat Executive (CEG)	•	Supports the CEG in carrying out its directions from the Joint Committee and its obligations under the CDEM Act 2002.  Provides administrative support to the CEG.	•	Participates at the agreed level and supports the CEG in in carrying out its directions from the Joint Committee and its obligations under the CDEM Act 2002.	•	Monitors and implements the CDEM Group Business Plan	100% EMBOP staff and associated admin costs	100% Council staff costs

Function	ЕМВОР		Local Authority		Comments	EMBOP	LA
CEG Sub- committees	Coordinates those activities arising from the CEG Sub-Committees and reports to them on a regular basis.	•	Participate at the agreed level and support the CEG Subcommittees.	•	Monitoring and implementation of the EMBOP Annual Plan. Provides cooperation of the councils and provides advice and opportunities for EMBOP. Makes decisions on any activities outside the Annual Plan or budget.	100% EMBOP staff and associated admin costs	100% Council staff costs
	Manage and administer EMBOP budget.  Paguest approval from Councils for	•	Manage and administer local authority Emergency Management budgets.			100% EMBOP budget	100% Council budget
Emergency Management Budgets	<ul> <li>Request approval from Councils for any costs associated with EOC/ECC equipment and other costs to be covered by the Councils – where they are facilitated and implemented by EMBOP staff.</li> <li>Provide advice on budget planning and forecasting.</li> </ul>	•	Provide funding as agreed.				