

Hurunui District Social Recovery Plan

Empower individuals and communities to positively adapt to their changing environments following the 14th November 2016 Earthquakes.

Objective/s:

- Understand the context and social needs of Hurunui District Residents.
- Recognise the complexity of social recovery.
- Lead a community-led recovery programme that actively engages communities and empowers them to move forward.
- Coordinate through planned, coordinated and adaptive approaches based on regular assessment of impact and needs.
- Communicate effectively and honestly with Hurunui District residents.
- Build community capacity, supporting and building on community, individual and organisation capacity.

The role of social recovery is to coordinate the efforts of agencies and organisations that have significant recovery roles in the social environment, whether legislative or voluntary, to care for the social recovery of the community. Managing the social recovery response is complex.

The social component can not be separated from managing the restoration of critical infrastructure, businesses, homes, environment, rural and community.

If recovery is not done well there may be significant impacts for the health and wellbeing of our communities, resulting in recovery programmes going longer than needed.

Social Recovery Framework

Hurunui District

Needs Assessment - Process, Systems, Information Management

Psychosocial

Accommodation

Financial

Community
Participation,
Communication &
Engagement

The Great
Unknown

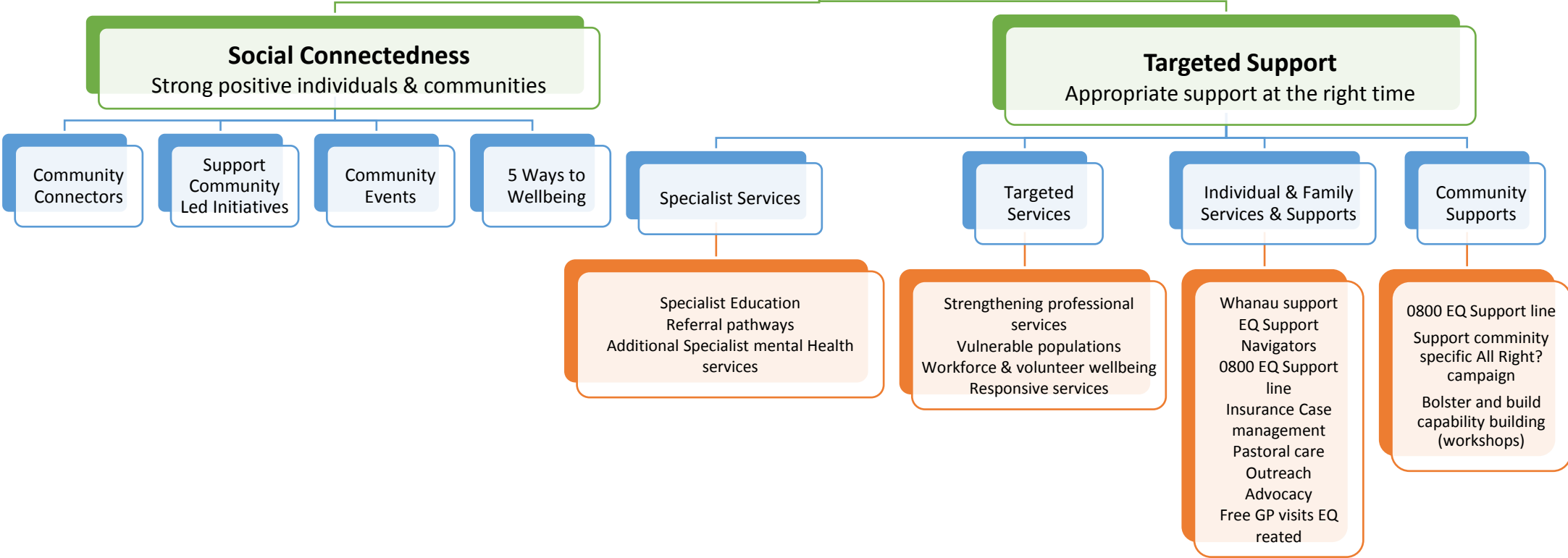
Progress	KEY Meaning
✓	Completed
➡	Positive progress is underway
✗	Not completed

Needs Assessment – Process, Systems, Information Management


Work Stream	Earthquake Need	Evidence		Solution	Lead	
Needs Assessment <i>process, systems, information management</i>	LEAD: Hurunui District Council (HDC)					
Data management System	Establish appropriate data management system to monitor EQ related information.	Data is currently being stored across multiple agencies and databases. A coordinated approach is required to ensure needs are identified and responded to.	1.0	Set up data management system - GIS - Train and educate relevant parties on current system and capabilities	Hurunui District Council	✓
			1.1	Discuss GIS and system with Kaikoura for shared service and knowledge	Hurunui District Council	✓
			1.2	Discuss data management - What data needs to be collected by HDC? - What data is required across recovery team? - What information <u>do we</u> need? - What information do we want to be able to report on?	Hurunui District Council	✓
			1.3	Apply to Lotteries / DIA for Data Coordination role	Hurunui District Council	✓
			1.4	Recruit Data Coordinator - Job Description - Training	Hurunui District Council	✓
			1.5	Coordinate data gathering across all community groups, agencies and other involved parties working in / on the Hurunui District recovery. Centralise all data collection	Hurunui District Council	➡
			1.6	Identify gaps in current data collection and needs assessment information.	Hurunui District Council	➡

Psychosocial

Positively adapting to a changed reality



Psychosocial

Work Stream	Earthquake Need	Evidence		Solution	Lead	
Psychosocial						
<i>Positively adapting to a changed reality</i>						
LEAD: Canterbury District Health Board (CDHB)						
Social Connectedness Universal Supports / Community & Family supports <i>Strong positive individuals & Communities</i> 	Support Community Led Initiatives	<p>Social ecology is a core domain of psychosocial support following an emergency. Connections and support, through relationships, social networks and existing support systems of people in their communities is essential.</p> <p>Improving the capacity of people to cope, adapt and move forward with their lives is an important part of an individuals and communities recovery.</p>	2.0	Establish database of all organisations, community, residents & service groups currently in the Hurunui District.	Together Hurunui	✓
			2.1	Engage with community / service groups to understand current needs and impact of EQ, discuss long term vision and needs (2050) <ul style="list-style-type: none"> - Waiau - Cheviot - Hanmer Springs - Mt Lyford - Scargill / Greta Valley 	Hurunui District Council	↻
	Community Events	<p>Most people effected by an earthquake will experience some level of distress. All those involved in an emergency are likely to benefit from some form of psychosocial support. For many the distress they experience can be eased through the care of friends, family and communities. Community events strengthen and enable communities through social connectedness.</p>	2.2	Seek funding for events coordinator from Rata foundation	Hurunui District Council	✓
			2.3	Employ events coordinator	Hurunui District Council	✓
			2.4	Inform communities of available funding streams for EQ related needs. Arrange funding forums <ul style="list-style-type: none"> - Waiau - Cheviot 	Hurunui District Council	✓
			2.5	Establish shared events calendar for Hurunui District <ul style="list-style-type: none"> - Merge all current calendars into one - Promote calendar district wide 	Hurunui District Council	✓
			2.6	Support community led events.	Hurunui District Council	↻
			2.7	Coordinate, organise and run community events in the Hurunui District.	Hurunui District Council	↻
			2.8	Apply for funding from TPK for Whanau led events in Waiau.	Hurunui District Council	✓
			2.9	Arrange meeting with Thelma Fisher & Waiau residents to coordinate & plan events (TPK Funded)	Hurunui District Council	✓

			2.10	Community event planning & training workshops – Get Set Go?	Hurunui District Council	➡
	Community Connectors	Community Connectors proactively connect people to existing groups, organisations, activities and services already operating in the district and to community information. Community Connectors are the 'hub' for information flow, which strengthens networks and links in the community; they identify gaps and work with others to meet new and emerging needs in their communities.	2.11	BAU Continue to connect communities with groups, organisations, activities and services.	Connect Hurunui Inc.	➡
			2.12	Start conversations to define need and implement community connectors in EQ effected areas. <ul style="list-style-type: none"> • Hawarden / Waikari • Hanmer Springs 	Connect Hurunui Inc.	➡
			2.13	Support ongoing EQ recovery acting in Waiau <ul style="list-style-type: none"> • Establish Waiau Recovery Hub coordination role • funding • Community events and outreach • Establish long term vision / needs of Waiau recovery hub coordinator or need for community connector 	Amuri Community Trust	➡
	Sports, recreation, arts and culture	The earthquake damaged a number of sports and recreational facilities in the Hurunui district. These groups will require ongoing support through the recovery process. Sports, recreation, arts and cultural groups allow individuals and communities to engage in local activities, build networks and connect with each other.	2.14	Support and connect with local sports, recreation, arts and cultural groups; <ul style="list-style-type: none"> • Funding • Rebuilding facilities • Events • Communication, promotion & advertising 	Hurunui District Council	➡
Targeted Support <i>Appropriate Support at the Right Time</i> <i>Face to Face + One on One</i>	LEAD: CDHB Specialist Services <ul style="list-style-type: none"> • Specialist Education • Referral Pathways • Additional Specialist Mental Health Services 	Assessment and ongoing monitoring of the needs of the communities affected by the earthquake is required to ensure the appropriate supports are provided at the right time.	2.15	CDHB connects with RCPHO to address current service functions, pathways and need.	Canterbury District Health Board	➡
			2.16	RCPHO to connect regularly with Hurunui district medical centres. Report on and identify needs	Rural Canterbury Primary Health Organisation	➡
			2.17	CDHB to report on and identify needs from primary care data.	Canterbury District Health Board	➡
			2.18	Ministry of Education provides updates on school mental health support and programmes.	Ministry of Education	✓
	Targeted Services Strengthening professional services		An increase in resource and capacity is required to allow existing local service providers to meet the identified	2.19	Funding application made for financial assistance for targeted support roles	Ministry of Health

	Vulnerable populations	<p>psychosocial needs of Hurunui district residents.</p> <p>The recent earthquakes have affected families and their children. It is important specialised services be in place to assist families needing extra support. There are also compounded stresses affecting already vulnerable families who require extra support resulting from the earthquake.</p> <p>There are 2907 residents over 60 years of age in the earthquake-affected areas of the Hurunui District. Of that, 900 are 70-79 years old and 390 over 80 years of age. Needs have already been identified for this group and it is important they receive the appropriate guidance and support during this time.</p>	2.20	<p>CDHB and HDC Social Recovery team in partnership with support agencies, will identify vulnerable populations and enable appropriate supports are in place to respond when needed;</p> <ul style="list-style-type: none"> - Youth - Children - Ethnic / Migrant communities - Elderly - Unemployed beneficiaries - Parents with young children - Local business owners - Farmers 	<p>Canterbury District Health Board</p> <p>Community Wellbeing North Canterbury</p> <p>Presbyterian Support Services</p> <p>Banardos</p> <p>Rural Support Trust</p> <p>Hurunui District Council</p> <p>Te Runanga O Nga Maata Waka</p>	➡
		<p>There are 268 young people school years 9-13 attending across the three area schools in the Hurunui district who have been directly impacted by the earthquakes. Also around 100 other young people who attend boarding school in Christchurch have also been effected. Young people become vulnerable in these circumstances and require additional support during this time.</p> <p>Local providers have identified the need to provide professional one on one counselling to people who are requiring support to recover following the Hurunui earthquake</p>	2.21	<p>CDHB and support agencies to provide regular updates on targeted psychosocial support in the Hurunui district.</p> <ul style="list-style-type: none"> - Update on earthquake related roles - Identify key issues and trends - Service level and capacity - Referrals received and caseloads 	<p>Canterbury District Health Board</p> <p>Community Wellbeing North Canterbury</p> <p>Presbyterian Support Services</p> <p>Banardos</p> <p>Rural Support Trust</p> <p>Hurunui District Council</p> <p>Te Runanga O Nga Maata Waka</p>	➡
		<p>There are 995 children (years 1 -6) attending schools in the most effected</p>	2.22	<p>Application to lotteries to fund coordination of events for children school years 1-6 through the Hurunui Youth Programme</p>	<p>Hurunui District Council</p>	✓

		earthquake e areas of the Hurunui District. Children become vulnerable in these situations and require additional support during this time.	2.23	Ministry of Education to provide in school support (including social work support) and activities, coordinate across agencies and programmes delivered to children in Hurunui district.	Ministry of Education	✓
Workforce & Volunteer Wellbeing		During recovery, normal methods of support are not enough. It is important to provide extra support to those working with disaster-impacted people.	2.24	Establish workforce and volunteer wellbeing programme to support EQ response workers.	Community Wellbeing North Canterbury	✓
			2.25	Provide updates on wellbeing of workforce and volunteers supporting recovery activity in Hurunui district.	Community Wellbeing North Canterbury	➡
LEAD: Team Leader EQ Support Navigator Individual + Family Services + Supports <ul style="list-style-type: none"> Whanau Support EQ Support navigators 0800 EQ Support Line Insurance Case Management Pastoral Care Outreach Advocacy Free EQ related GP visits Management & support for cash payment process, coordinate conversation about financial advice for cash settlement Small Business Support 		Specialised support provided to effected individuals and communities through EQ recovery processes. There are 60 residential red stickered houses and 219 residential yellow stickered houses in the Hurunui District. During the Christchurch and Waimakariri earthquakes, specialist earthquake support workers held caseloads of 40 people each. EQ Support Navigators will provide practical support for earthquake-affected people. Supporting them through insurance claims and other relevant issues that arise in the recovery phase. <i>A cross-district (Kaikoura / Hurunui) approach for some services is viable and cost saving.</i>	2.26	Ministry of Health, in partnership with other agencies, to enable the establishment EQ Support navigator roles and coordination <ul style="list-style-type: none"> Role description , contract holder, training & mentoring MSD Support Find appropriate local people for roles Employ Earthquake Support Navigators /Earthquake Support Navigator Team Leader Discuss Shared service opportunities across Kaikoura & Hurunui 	Ministry of Health / Canterbury District Health Board <i>Community Wellbeing North Canterbury</i> <i>Presbyterian Support</i> <i>Te Runanga O Nga Maata Waka</i>	✓
			2.27	Provide monthly updates on Earthquake support navigation service. Monitor service level capacity. Identify key issues and trends.	Ministry of Health / Canterbury District Health Board <i>Community Wellbeing North Canterbury</i> <i>Presbyterian Support</i> <i>Te Runanga O Nga Maata Waka</i>	➡
			2.28	Find appropriate lead agency for Outreach coordination role and support application to Lotteries / DIA.	Hurunui District Council	✓

		ordinator is needed to lead this area of work to ensure that we are providing the right information to households at the right time.	2.29	Coordinate further door knocks to townships and liaise with Rural Support Trust.	Hurunui District Council Community Wellbeing North Canterbury	➡
		There has been a significant economic impact for some business in the Hurunui District, which will require ongoing support.	2.30	Provide ongoing support and information for businesses owners	Enterprise North Canterbury Ministry of Business, Innovation and Employment	➡
	LEAD: Together Hurunui Community Supports <ul style="list-style-type: none"> • 0800 EQ Support Line • Support community specific All Right? Campaign • Bolster and build capability building (workshop) 	It is important supports are in place for people to think about and improve their mental health and wellbeing as they recover from the earthquakes and related stressors.	2.31	Ongoing communication with Community & Public Health / All Right? To work on Hurunui specific campaign. Ensure right messaging at the right time.	Together Hurunui Hurunui District Council	➡
		Informing, educating and empowering communities Targeted information to inform and educate and empower leaders and their communities to understand the social impact of a disaster and the unique needs of disaster-impacted people. Using evidence informed strategies to evaluate and target services to those in need.	2.32	Workshops and education sessions for communities to ongoing recovery and wellbeing.	Together Hurunui Hurunui District Council New Zealand Red Cross	➡

Accommodation

Safe, Warm, Healthy & Affordable Housing

Affordable Housing

Maintaining access to affordable accommodation for Hurunui residents

Monitoring housing affordability trends


Temporary Accommodation

Minimal disruption for households during the repair process

- Supporting unique needs that may be required
- Understand temporary accommodation needs & work with MBIE + MSD on appropriate solutions

Accommodation

Work Stream	Earthquake Need	Evidence		Solution	lead	
Accommodation <i>Minimal disruption for households during the repair process</i>	Supporting unique needs that may be required Understanding temporary accommodation needs & work with MBIE & MSD on appropriate solutions	Ensure any temporary housing fits the needs of Hurunui District Residents. That housing is fit for weather conditions, urban and rural living requirements.	3.0	Understand emerging needs and temporary housing requirements.	Ministry of Business, Innovation and Employment	➡
			3.1	Advocate for adequate temporary housing.	Hurunui District Council	➡
			3.2	Promote registration with MBIE if temporary accommodation will be required. This will help MBIE forecast demand.	Ministry of Business, Innovation and Employment Hurunui District Council	➡
			3.3	Discuss temporary accommodation needs of townships / urban areas with MBIE.	Ministry of Business, Innovation and Employment Hurunui District Council	➡
Affordable Housing <i>Maintaining access to affordable accommodation for Hurunui Residents</i>	Monitoring housing affordability trends	It is important affordable accommodation is available to Hurunui District residents in effected areas.	3.4	MBIE to monitor and provide updates on housing affordability trends.	Ministry of Business, Innovation and Employment	➡
Safe, warm & healthy housing <i>Let's find and fix</i>	Weather tightness, warmth, safe and secure housing	During the winter months, those remaining in damaged homes need to be warm, safe and secure.	3.5	Create working group to focus on warm, safe & secure housing Priority to get houses fixed so they are weather tight, warm, safe and secure.	Hurunui District Council	✓
			3.6	Implement and coordinate winter warmer / find and fix programme to support earthquake-affected residents requiring support. Provide updates on programme referrals, completed projects and repairs.	Hurunui District Council <i>Community Energy Action</i> <i>New Zealand Red Cross</i>	➡
Underinsured / Uninsured	Ensure support is in place for underinsured and uninsured.	Key messaging, support and information needs to be made available to those who are un-insured or underinsured. There is risk of long-term impacts on individuals and communities if houses are not repaired.	3.7	Contact EQC to see how many claims from the Hurunui have been lodged?	Hurunui District Council	✓
			3.8	Talk to rural support trust about information picked up through door knocks.	Hurunui District Council Rural Support Trust	✓
			3.9	Find out what is in place (if anything) for uninsured. Communications and information for uninsured and underinsured. Possible pathways & options.	Hurunui District Council	➡

Repair / Rebuild	Support earthquake affected residents through the repair / rebuild process	Repairing and rebuilding earthquake-damaged homes can be a challenging process. Providing the right service and support at the right time is essential to the successful recovery and rebuild of homes in the Hurunui district	3.10	Provide ongoing support, information and assistance to those repairing and rebuilding their homes. <ul style="list-style-type: none"> - Community events and information sessions – Build Hurunui - Compliance navigation support - Assistance with Hurunui District Council consenting processes and design requirements - Let's connect events 	Hurunui District Council	
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Financial

Equitable access to EQ related financial assistance, grants & donations

Mayoral Fund

Grants & Donations

Government Assistance

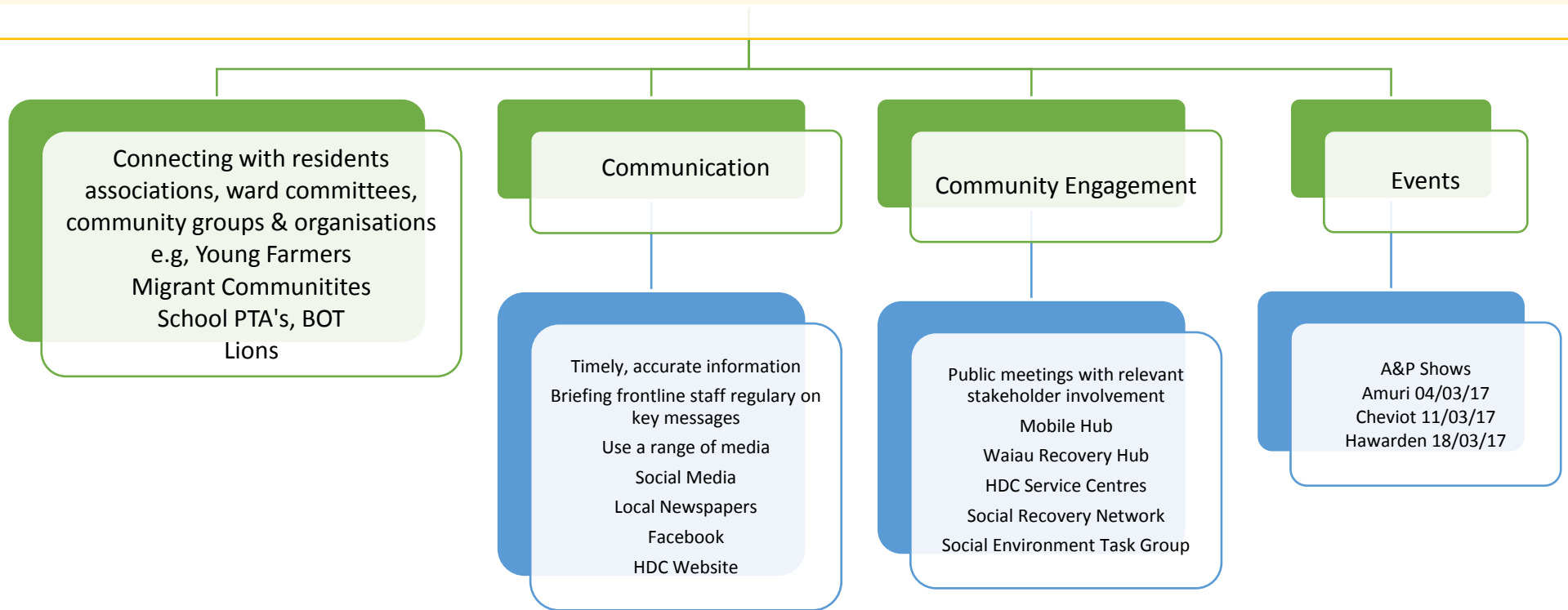
Promote and Publicise available funding

Financial

Work Stream	Earthquake Need	Evidence		Required Actions & Work	Lead	
Financial						
<i>Equitable access to EQ related financial assistance, grants and donations</i>						
Mayoral Fund Grants and Assistance Government Assistance	LEAD: HDC Rochelle Faimalo & Recovery Communications	Coordination across funding providers and those accessing funding in the community is important to ensure there is a coordinated approach to repairs, programmes & events being delivered in the Hurunui District.	4.0	Funding coordination across communities, agencies & groups.	Hurunui District Council	↻
		Promote and publicise available funding				
	Give direction to funders as to needs of Hurunui district.	Communities need to be made aware and educated on available funding streams and supported through the process of applying for grants	4.1	Promote available funding through funding forums, social media & local traditional media streams.	Hurunui District Council	✓
			4.2	Educate community on external funding, application process and grants available.	Hurunui District Council	✓
			4.3	Funding workshops & forums – EXULT NZ?	Together Hurunui	✓
			4.4	Give direction to funders as to needs of Hurunui district.	Hurunui District Council	↻
			4.5	Support local businesses with funding packages.	Enterprise North Canterbury	↻
4.6	Mayoral fund needs to be appropriately distributed at the discretion of the Mayor Winton Dalley. Regular communication is required to ensure ongoing and emerging needs are being met and understood.	Hurunui District Council	↻			

Community Participation, Communication & Community Engagement

*Actively providing opportunities for the community to participate in recovery discussions and planning
Honest conversations + Good information + Community Consultation*



Community Participation, Communication & Engagement

Work Stream	Earthquake Need	Evidence		Solution	Lead	
Community Participation, Communication & Engagement						
<i>Honest Conversations + Good Information + Community Consultation</i>						
Actively providing opportunities for the community to participate in recovery discussion & planning	LEAD: HDC Recovery Management Connecting with residents associations, ward committees, community groups and organisations <i>e.g.,</i> - Young Farmers - Migrant groups - School PTA's, BOT - Lions	Enabling and empowering communities to shape their own recovery in a positive, self-organising and supportive way through giving communities a voice to influence their own recovery.	5.0	Connect with appropriate groups to update them on recovery progress and plans moving forward.	Hurunui District Council	↻
			5.1	Consult with appropriate groups to understand needs and visions for recovery and future Hurunui (2050).	Hurunui District Council	↻
			5.2	Run visioning / community consultation sessions with local communities.	Hurunui District Council	↻
	A&P Shows Amuri – Saturday 4 th March 2017 Cheviot – Saturday 11 th March 2017 Hawarden – Saturday 18 th March 2017	Recognise that people are part of whanau, communities and networks that bind them together. A&P show are a significant annual community event that brings both urban and rural communities together throughout the Hurunui District.	5.3	Organise a 'recovery' focused site at the A&P shows in collaboration with other key agencies & community groups. Events coordinator to facilitate.	Hurunui District Council	✓
Communication	LEAD: HDC Recovery Management Team Timely & Accurate information	Well-informed communities leads to positive community wellbeing and connectedness. Communities need to feel empowered through	5.4	Keep communities well informed of Hurunui District recovery through regular communication via appropriate streams.	Hurunui District Council	↻
			5.5	Keep up to date with emerging needs. Respond with effective / honest communication when and where needed.	Hurunui District Council	↻

	<p>Briefing frontline staff regularly on key messages</p> <p>Use a range of media</p> <ul style="list-style-type: none"> - Traditional media - Social media - Local news papers - Facebook - HDC website - Local notice boards - Local newsletters - Mail drops 	there recovery process rather than a top down approach.				
Community Engagement	<p>LEAD: HDC Recovery Management Team</p> <p>Public meetings with relevant stakeholder involvement</p> <p>Mobile Hub</p> <p>Waiau recovery hub</p> <p>HDC service centres</p> <p>Social recovery network</p> <p>Social Environment Task Group (SETG)</p>		5.6	<p>Organise community meetings when and where needed to ensure the communities feel supported and receive constant flow of information.</p> <ul style="list-style-type: none"> - EQC Community meeting Waiau Wednesday 1st February 2017 - Funding Forum Waiau Thursday February 23rd 2017 	Hurunui District Council	↻
		Targeted community engagement and support meets the unique needs of the various effected communities in the Hurunui District.	5.7	<p>Establish mobile hub schedule</p> <ul style="list-style-type: none"> - Promote service and schedule 	Hurunui District Council	✓
		Regular communication and coordination across recovery leaders and organisations is important to ensure the needs of the Hurunui District residents are being met in the most effective and efficient way.	5.8	Coordinate fortnightly Social Recovery Network meetings.	Hurunui District Council	✓
			5.9	Coordinate monthly Social Environment Task Group meetings.	Hurunui District Council	↻



The Great Unknown

Respond proactively to emerging issues and trends

Secondary Stressors

Compounding Effects

Changing Circumstances

Pre-existing stressors (drought, dairy, land, stock prices)

Farming environment

The Great Unknown

Work Stream	Earthquake Need	Evidence		Required Actions & Work	Lead	
The Great Unknown <i>Respond proactively to emerging issues / trends</i>						
?	Secondary stressors	Managing the social recovery response is complex. The recovery environment is always changing and there are threats and surprises. It cannot be underestimated the length of time recovery takes. It is a long haul – a marathon not a sprint	6.0	Stay connected and up to date with emerging needs	Hurunui District Council	↻
	Compounding effects		6.1	Be responsive to ever changing recovery environment	Hurunui District Council	↻
	Changing Circumstances					
	Pre-existing stresses (Drought, dairy, land, stock prices)					
	Farming environment					
	Civil Defence – Disaster preparedness	There is significant risk of further aftershocks. It is important communities are educated and prepared for any future events.	6.2	Ensuring individuals and communities are prepared for further aftershocks	Hurunui District Council	↻

Agency Key	
CDHB	Canterbury District Health Board
MBIE	Ministry of Business, Innovation and Employment
HDC	Hurunui District Council
TH	Together Hurunui
TPK	Te Puni Kokiri
CHI	Connect Hurunui Inc.
CWNC	Community Wellbeing North Canterbury
PS	Presbyterian Support
ENC	Enterprise North Canterbury
RST	Rural Support Trust