

Meeting Notes of the Meeting of the CERA Community Forum  
Thursday 3 November, 7.30pm  
Christchurch Boys High School Library

Present: Community Forum Members  
Jane Bryden, Office of Hon Gerry Brownlee  
CERA:  
• Benesia Smith, Chief Advisor of the Chief Executive  
• Mike Shatford, GM Communications  
• Withheld under section 9(2)(g)(i)

Chair

Trevor McIntyre

## 1 Minister's Office

1.1 Trevor advised that he had met with the Minister and informed him of the structure developed by the Forum and the programmes of work.

1.2 Other items discussed:

- Documents will be made available from the Minister to the Forum to take back into each community
- He is seeking upfront advice and will keep Forum informed about what he does with advice received
- He is keen to advocate for holiday activities over the summer holiday period, particularly activities that are cheap or free, and is keen to hear ideas for discussion
- Resource consent/commercial consents - the Minister acknowledged that there is concern in communities about consent regulations slowing up progress replacing community facilities, in particular suburban retail facilities, and he would like to see this sped up and would welcome hearing of blockages in Forum members' communities
- The press release around land status

1.3 Jane Bryden

Noted:

- Cathedral announcements
- re:Start
- further land zone announcements:
  - latest decisions not as straightforward as past zoning decisions, in part because the land required greater analysis, in part due to analysis around foundation design technical categories – TC1, TC2 and TC3 - that came out with zoning decisions
  - all flat land in residential green zones in greater Christchurch either TC1, TC2, or TC3 to reflect the design of the foundations that will

apply where rebuild or repairs to foundations are required. Does not affect commercial or white zone areas, property owners to work with EQC and insurers.

- Further testing to define the foundation design, particularly TC3, being undertaken by the Dept of Building and Housing
- Property owners do not have to do anything immediately
- Landcheck updated
- Mike Shatford outlined a programme of community communications scheduled to begin the week of 14 November, including newspaper coverage, web, local TV, radio and community meetings.

#### 1.4 Forum members made the following comments:

- consider use of printed material, mailbox drops, Pacifica network
- communications need to be clearer, particularly about implications of TC3 - officials noted that there is no one single outcome, and people will have to work with insurer and EQC. It was further noted that the services of the insurance ombudsman were available
- clarity required in relation to those who do not have insurance - officials noted that government is currently dealing with insured, but that there was support being provided by the Red Cross and Habitat for Humanity
- the suggestion was made to plan meetings around schools
- officials confirmed that CERA will bring relevant consenting staff and experts to community meetings
- what would the building consent processes cost? Greater clarity required around the potential costs when doing these repairs/rebuilds
- It was further noted that Tony Marryatt, CCC CEO had stated the CCC was employing 200 more staff for consenting issues, guidelines are still be developed and cost of these foundations are also being explored
- There was a strong view among Forum members that Friday is not a good day to release significant information such as this – information should be delivered with the time necessary to address potential questions that may arise, it is not appropriate for people to have to spend the weekend analysing such information, and resulting social issues resulting from suppressed anxiety and anger that arise on the weekend can therefore be mitigated or avoided.

Jane Bryden noted that the Friday media conferences were established in the media and Ministers' diaries, that it was appropriate the Minister make these announcements, that during House Sitting weeks the Minister was able to be in Christchurch on Fridays.

A suggestion was made that the announcements could be made in Wellington. Jane rejected this as inappropriate.

Action: Forum suggestions to be considered by CERA/Minister's Office
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#### 1.5 Information exchange within Forum.

Recent IT challenges at CERA led to a proposal that the Minister's Office would liaise directly with the Organising Group, which would liaise with the rest of the Forum members. A request for suggestions in terms of what information Forum members wanted resulted in the following:

- CERA's Weekly Status Report to the Minister
- Economic indicator reports, as they come to hand
- GNS Reports, as they come to hand

Action: Jane Bryden to ensure CERA Weekly Report to Minister, and other reports as discussed, are sent to the Organising Group.

- 1.6 Jane Bryden noted the Minister had asked CERA to work with the Councils on a programme of community events over the summer holiday period, based on his concern that people who had had an extremely difficult year had events and opportunities to attend with their families which were accessible and affordable.

One Forum member suggested contacting those organising the AFFIRM 10<sup>th</sup> year anniversary. Other ideas to be forwarded to the CERA email address.

One Forum member expressed a view that this was CCC's job. An assurance was given that the intention is for CERA to augment CCC programmes, provide additional resources, and coordinate a multi-agency approach, not take over.

Support was noted for the Arts Circus proposal. Officials noted that while the Arts Circus would provide options if it proceeds, work was progressing on the arts sector recovery.

The Forum suggested use of the cloud be considered?

It was noted that transport would be a challenge getting residents to events, and organised buses. Jane agreed that transport was a key item and was under discussion.

Action: Jane to provide copy of summer holiday programme draft when available.

Jane, Benesia and Mike left the meeting at 8.20pm.

## 2 Forum discussions

- 2.1 General  
Last meeting's notes; no factual inaccuracies.

- 2.2 Trevor noted that Linton Grey was now employed by CERA and intended to reluctantly resign from the Forum.

It was agreed that the decision was accepted and that the resignation should be made to the Minister and will be acknowledged by Trevor.

## 3 Community Strategy Presentation

It was agreed that the Forum would finalise constructive feedback to the three councils, with recommendations to the Minister.

Action: Develop the feedback for the Councils and the Minister for the next meeting.

#### 4 Media Policy Draft

There was continued discussion about the draft policy, the key issue being the balance between speaking as an entity if required, and allowing for individual view, and ensuring any comment is clear as being from the individual, or as spokesperson for the Forum:

- The organisation is unique so you can not use other groups
- it is unlikely to be a unanimous decision so this doc should be used for the focus of discussion
- when the Forum comments, it needs to be reflective of the majority, that its recorded and written up to reflect that
- as community representatives, Forum members need to go back to their communities and explain any Forum comment

It was agreed to develop the draft policy further.

#### 5 Themes and Issues for future focus and work streams

Held over to the next agenda, as not all Forum members had responded online. Link to be sent out again.

#### 6 Central City Tours

Jane offered to arrange a visit to the CBD Red Zone for the Forum.

The consensus view was that this was a good opportunity to appreciate the challenges within the CBD but that it was a personal choice to attend.

The Forum requested a visit to some of the suburbs in addition to the CBD to enhance understanding of the scope and reality of the work to be done and the situation we are dealing with.

The Forum further requested some appropriate personnel be available to explain the concerns and problems, eg. a geotech engineer.

Action: Advise Jane that the Forum would take up the suggestion and ask her to draft arrangements, including route and logistics, and submit at next meeting.
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#### 8 Other Business

Some members requested consideration of a public statement regarding what they are doing.

The Chair agreed to draft media release/statement for consideration at the next meeting.

#### 9 Other items deferred to next meeting:

- Media policy draft
- Future focus and work stream ideas
- Tendering processes
- EQC/Fletchers arrangements
- Minister to attend

### Forum Feedback to Councils

- Satisfaction with SDC and WDC presentations.
- WDC employing the principle of listening.
- SDC is a very identifiable community/self service community.
- WDC and SDC are successful as they know their community and their actions were relevant and appropriate.
- Acknowledged that SDC and WDC were doing a good job and they had a lot of resources, and a lot were set up after September, so had a head start over the CCC. However, the CCC has less understanding of their people.
- There is an issue with size, the CCC being substantially larger.
- Acknowledged that when individuals do not live in each of the communities, it is difficult to comment on the service of each of these strategies when not the receivers of the services
- SDC and WDC had separate earthquake divisions whereas CCC had continued a day to day, business-as-usual running of earthquake recovery work without a separate division or distinct set of workers designated to the earthquake recovery.
- Civil defence more evident in SDC.
- SDC listened to its grass routes.
- The WDC people "got" the information and communication engagement strategy, they talked about it and it was principle based.
- SDC talked about it, it was relatively ad hoc, but they knew their community and it worked.
- From CCC they got a list of what they had done, but they did not present what Forum asked for – their communication and engagement strategy. There was some information at the end 'enhancing the safety of communities and neighbourhoods' – if this was expanded upon there may have been a more satisfactory answer
- It appeared the CCC did not have a focus on the people, rather on the roading, etc.
- Report on the role of community boards – uses CCC as an example of good participation in community engagement, so there has been a shift in CCC to a more executive approach, no one cared about being disengaged before but now there is an attitudinal change and the people want to be engaged again
- If the CCC is prepared to look at where they delegate engagement decisions to will be much better
- They need to change their thinking around their strategy
- Darren's email – increased engagement with the CCC and community groups re Sumner and Ferrymead.
- CCC was very receptive to constructive comment, so Council does want to do the right thing they just need to make the connections which is only going to improve.
- What are we going to do with these presentations – are we going to go public with the information. Forum needs to start thinking about how to put ideas/discussion together and get it out to the public in a form that is useful.
- Avondale has had no community consultation, eg. sewer decisions without consultation because of the difficult times, so are not getting a feeling from the Council that they are trying to communicate.
- The paper that went into CCC meeting was to bypass normal consultation processes so that they could move forward, the Summer Community Plan to be adopted (taken one small part based around the business hub part) and CCC has undermined the community driven development which had already been done well
- The attitude is that the decisions are more important than taking the people with them
- The Community boards need a role in the process/they need to be resourced, they need to be given decision making in their communities and financially they need to hold

- the resources and that is the things that the people decide are needed to recover – it is about delegating powers down to community boards.
- CCC needs to understand that the people come first.
  - SDC and WDC viewed as suburbs of Christchurch and people are connected through community based organisations such as schools. Christchurch in its totality is just too big, so there is a need to break it back down into community based recovery. Strong Forum feeling that if they break up into communities there will be a larger level of engagement and moving forward. Removing public consultation to make decisions runs the risk of doing the wrong thing. There needs to be a buffer which is strong community leadership so decisions are reflecting what the people want.
  - Community boards need to be re-empowered through delegation but the perception is that the CCC does not like this approach
  - The lack of progress is an issue – concern about speed, and there does need to be a balance between democratic process and strong leadership. To speed things up they will want to cut through process, so where is the check and balance holding them to account.
  - Planning and communication should be a lot better if we are going to go faster or else we will end up doing it again.
  - Where is the expertise? Sometimes the need for help is not recognised or accepted.
  - Consultation and planning etc takes more resource and time etc than implementation
  - Seems there is only simple measures that need to happen for some good things to start progressing – shouldn't blame resource consenting issues but rather insurance
  - Community boards not being informed adequately and timely, minutes from Council not adequate and these really easy things that can be fixed
  - Recommendation that specific works in local authorities need to come together to do planning and talking to each other

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