

Greater Christchurch Psychosocial Committee Successes and challenges July – December 2016

All Right? Campaign

Success	Challenge
<p>August 2016</p> <p>Completion of ‘the Whānau effect’ activity cards for Māori – the result of a partnership with Māori.</p>	<p>Ensuring that cultural partnerships are in fact partnerships – so a constant need to robustly reflect on the process.</p>

CDHB

Success	Challenge
<p>2016</p> <p>As a result of the additional mental health funding for Canterbury announced in March 2016, capacity across the mental health system has been increased in the following areas: Schools Based Mental Health Teams; services for children, young people and families; primary care services; AOD services; online and telehealth support services; workforce wellbeing services and individual packages of care/alternative to inpatient services. CDHB continues to monitor: capacity of and demand for mental health services in Canterbury and the impact of the additional mental health funding.</p>	<p>Despite the increased funding, demand for services remains high particularly for child and youth services.</p>

CETAS

Success	Challenge
<p>July 2016</p> <p>A success is the overall ESC collaboration: we have successfully navigated over 10,000 households through earthquake services and assisted in some way with their progress towards resolution. Householder surveys are overwhelmingly positive.</p>	<p>The challenge continues to be gaining a better understanding of the issues and that actions / resolutions that may lead to unintended consequences i.e. unresolved insurance claims, cash settlements and / or the habitation or sale of unsuitable housing.</p>

Earthquake Disability Leadership Group (EDLG)

Success	Challenge
<p>November 2016</p> <p>The progress towards the implementation of a Canterbury Accessibility Charter. The feedback from the key agencies involved has been very positive. We are in a space of looking at how the implementation of an accessibility charter will work for these agencies in practice.</p>	<p>The lack of progress on the implementation of the Accessibility Plan: Public Buildings by MBIE. This plan was introduced at the beginning of 2016 with a number of key outcomes and time frames attached to it. Unfortunately these have not been met and we are working with the Minister of Disability Issues and MBIE on how to move forward.</p>

Success	Challenge
<p>October 2016</p> <p>EQC was judged the overall winner in the Continuous Improvement Forum's 'Project of the Year' award at an award ceremony on 12 October. EQC was one of three finalists, up against Frucor Beverages and the Auckland District Health Board at the CI Forum's annual conference in Auckland.</p> <p>EQC's February 2016 Earthquake Event Manager, Jayne Lapin, and EQC Business Analyst, Dan Taylor, presented the team's achievements to the Project of the Year Conference. Attendees voted on who they thought delivered the best improvements. They chose EQC.</p> <p>The February 2016 Earthquake series was a great opportunity to incorporate lessons that everyone in EQC has contributed to. There was a huge amount of detailed analysis at the beginning, putting customer outcomes at the centre of the work by inviting customers to help design the process. EQC has resolved 10,028 of the 14,500 February 2016 EQ claims received.</p>	<p>Finding a new Chief Executive to lead EQC from January 2017.</p>
<p>December 2016</p> <p>Getting our teams deployed to Waiau, Kaikoura and Ward so quickly after the event and working with local groups and government agencies and NGOs to go out and talk to the affected communities.</p>	<p>To ensure that lessons learnt are fully applied to the response, including how we make it easier for customers when they deal with us and/or their private insurer.</p>

MBIE

Success	Challenge
<p>July 2016</p> <p>The MBIE Canterbury Repair and Rebuild team and the Christchurch City Council have worked together to develop a new webpage <i>Canterbury Residential Repair and Rebuild</i></p> <p>ccc.govt.nz/the-rebuild/canterbury-residential-repair-and-rebuild</p> <p>This webpage centralises information and links to educational materials, guidance, and support services from a number of recovery agencies and organisations.</p> <p>It contains information on earthquake insurance claim settlement, earthquake repairs and rebuild, renting an earthquake damaged property, and available advisory and support services.</p>	<p>There is a need to better understand the different clusters of reasons for the remaining unresolved insurance claims, and the number of claims within each cluster. This will help form a clearer picture of how to meet the needs of property owners in the settlement tail, and whether current service offerings can meet these needs or whether services need to evolve or transition to BAU.</p> <p>MBIE and the CCC are actively engaging with insurers, EQC, and service providers on this issue.</p>
<p>September 2016</p> <p>Building activity</p> <p>In the quarter ending 30 June 2016, Statistics NZ reported the highest ever number for Canterbury in their quarterly Building Activity Survey (BAS), coming in at \$1.18bn. The values in the BAS represent consented construction for the built environment i.e. residential and commercial construction. The major driver for this was a leap in commercial building activity, with the value breaking above \$500m per quarter for the first time ever, and taking commercial output to over three times pre-quake activity. It had long been CERA/MBIE's view that 2016 would see significant momentum in the CBD, and these numbers have demonstrated that.</p> <p>RAS support for Multi-unit Building owners</p> <p>In June 2016, RAS commenced a project to further support multi-unit property owners. The Multi-Unit Building Facilitated Process is a holistic approach which aims to resolve pre- and post-settlement issues by providing an increased triage approach, with an in-depth situational analysis of the site. These cases frequently go to a Multi-Party Meeting (MPM). The structure of the facilitated meeting is working well with all meetings to date fully clarifying the responsibilities owners have to each other within any property reinstatement and what is expected of them in the near future. These responsibilities and intentions are generally captured within a signed Memorandum of Agreement between the owners which lists the preferences and proposed actions/reactions going forward.</p>	<p>Lessons learned</p> <p>Ensuring that Multi-Unit Building related lessons – experience and knowledge of issues, and activities undertaken to assist property owners progress their insurance claims, repairs and rebuilds – are adequately captured and shared.</p>

MHERC

Success	Challenge
<p>July 2016</p> <p>MHERC's project with the Construction Alcohol & Drug Group</p> <p>The aim of the project is to reduce impairment from alcohol and other drugs in the construction and allied trades workforce in Canterbury.</p> <p>The project partners include the CDHB, ACC, HPA, MHERC, Worksafe, Hawkins, Corbel, Naylor-Love and Fletchers. The project is in its third year and was originally CDHB funded, with printed resources and a small amount of project planning funding from HPA. MHERC project manages the delivery of the project and provides education sessions focussing on altering behaviour and promoting culture change around harmful alcohol and drug use in the construction sector. Working closely with several of the largest construction companies in the sector has provided the opportunity to gain good insights into the culture that drives harmful substance abuse, and has allowed the group to tackle the issues on several fronts.</p> <p>Companies are offered a number of resources to help manage alcohol and drug issues in their workforce. These resources range from help with compiling Alcohol and drug policies to workshops for management and staff about how to address alcohol and drug issues in their own behaviour and that of colleagues and employees. The project group was recently one of three finalists in the national Safeguard Awards, alongside Fonterra and the CDHB.</p>	<p>Funding education and intervention projects for communities ... the resources for delivering specific projects to help communities are scarce. Often we are faced with having an urgent need brought to our attention and then having to spend months trying to fundraise to be able to help. We are grateful for funding from the CDHB, CCC and the Rata Foundation for our library resources and Community Mental Health Centre, but it is much harder to source funding for direct intervention in community issues. This is frustrating when we know that we often have education / outreach programmes that could make a difference. We are also grateful to those organisations that have worked alongside us to help bring those activities that we can resource into communities – this makes a significant difference in reducing our costs, and sometimes is the difference between allowing us to offer help or not. The bottom line is that we would love to do more and could do more to build resilience in the community.</p>

One Voice Te Reo Kotahi

Success	Challenge
<p>July 2016</p> <p>A forum we hosted on 7 July where attendants celebrated the achievements of the third sector, referred to in the recently published research, <i>Third Sector/Not-for-profit Sector Recovery in Post-Earthquake Christchurch</i> (Horn, Wylie, & Mountier, 2015) and, in particular, the Priority Actions, and how they might apply to our future work.</p>	<p>The continued development and re-definition of relationships, both within the third sector, and externally.</p>

Pegasus

Success	Challenge
<p>September 2016</p> <p>The good news is Red Cross funding for GP visits, prescription costs and transport assistance.</p>	<p>The challenge is access for people to get the health care that they need.</p>

Strengthening the Youth Sector

Inter-Agency group of MSD, MPP, Corrections, MoE, CareersNZ, CYF, SDC, CCC, WDC, Rātā Foundation, Wayne Francis Charitable Trust, Collaborative Trust, ECAN, Sport Canterbury, Police, CDHB, Pegasus Health, Youth and Cultural Development, Papanui Youth Development, Canterbury Youth Workers Collective, Te Ora Hou, Christchurch Youth Council and Ngāi Tahu

Success

November 2016

Current projects:

Youth development tools; including the Youth Charter, Youth Friendly Space / place Audit and Youth Relevant Design Check Card, Youth Engagement Standards workshop, Youth Employment Guidelines.

The goal of the **Youth Engagement Standards** is that any organisation that engages young people will embody these standards which reflect best youth development practice. Organisations which agree to reflect these standards in their working will be eligible to hold the Youth Charter.

Implementation of the **Youth Employment Guidelines** will support employers to better retain young people in their workplace and to encourage employers to recognise the developmental needs of young people. As a result, young people are more likely to experience positive interactions and opportunities in their jobs and to develop a positive attitude towards work supporting them to develop lifelong employment skills which benefit the young person, their family and communities. Employers who implement the Guidelines will be identified as Youth Friendly employers on a specialised website (modelled from one currently operated by Dunedin City Council) which further promotes the Guidelines.

Youth Voice Canterbury was established by the Youth Participation work stream and has been incredibly successful in creating a wide and diverse network of 60 plus young people and youth participation groups across Canterbury. Youth Voice Canterbury promotes best practice youth participation and champions youth development. YVC has successfully engaged in various relevant conversations in the city. In August, young people were trained to lead **Youth Space Audits** and following a presentation to an audience including the Christchurch City Council and Police. These young people have been asked to participate in design and audit processes of over 10 public places and rebuild projects.

By further developing and implementing the **Youth Space Audit tool**, young people will be actively participating in the redesign of our city, creating safe and friendly places for all people in our communities. This process creates a sense of belonging and citizenship for young people.

Implementation of the **Youth Relevant Design Check Card** would see the controllers of private and public places and spaces value and actively include young people in the planning, design and ongoing use and ownership of these places and spaces, including on the rebuild (including with those organisations taking over from) and how to make Christchurch a better place for young people for now and the future. This also creates a sense of belonging and citizenship for young people.

Te Pūtahitanga o Te Waipounamu

Success	Challenge
<p>December 2016</p> <p>From Day Two (16 November) through to current date we have had a team of Whānau Ora Navigators based in Kaikoura and Blenheim, to respond to the earthquakes of 14 November. As of 21 November, our Kaikoura-based Navigator Recovery and Facilitator, Celeste Harnett, was appointed to help facilitate and liaise with the Emergency Operations Centre (EOC), the Kaikōura District Council (KDC) and local Māori communities in working with whānau supporting the needs assessment initially conducted during the emergency. We also have a full time Whānau Ora Navigator based in Blenheim, and one based in Christchurch working with whānau evacuated from Kaikoura.</p>	<p>We currently have 117 whānau who are newly registered with Te Pūtahitanga o Te Waipounamu, and elected to meet with a Whānau Ora Navigator subsequent to having been impacted by the Kaikoura earthquakes. Initial needs assessments have been undertaken with these whānau, along with food and basic supplies. We have now commenced follow-up visits; 20 have been undertaken over this week. The challenge is in reaching some of our whānau in areas such as Parnassus, Oaro, and Cheviot given the distances involved.</p>

Te Raranga Interchurch Forum

Success	Challenge
<p>July 2016</p> <p>Last year we struggled to keep forum momentum: some of the forum were given different responsibilities that took them out of our network, some moved, and some found that as their own team resources had got so low they had to give their whole time to work only within their own context.</p> <p>This year however, throughout the forum network, it seems there've been identical conversations all across the city, all independent and out of earshot of each other, recognising the need for similar responses to the social signals coming from within communities. We hear some of the conversations when we've met in our forum. It's great to have what you think you see, confirmed by like-minded colleagues. We now have a couple of new representatives on the forum – and they bring new angles, not just as new people but because they represent new areas.</p> <p>We're grateful for the passion and resources added to our forum, and for the coincidental focus that has come from grassroots conversations in various parts of the city.</p>	<p>Our challenge is to work on a forum response with the present limit of resources. People, time and funds are presently very few.</p>
<p>August 2016</p> <p>The transition from being a group that responds to earthquakes is underway. We have had closure and hand over from the 5 previous years' work.</p>	<p>Network with the 300 churches in this city.</p>
<p>September 2016</p> <p>It's great to have representatives from both east and west regularly in the same meeting.</p>	<p>One challenge we face is the fragmentation of communities – so much change over such a short time.</p>