



COMMUNITY INFORMATION HUBS

Resilience Think Tank

We're a neighbourhood-level initiative aiming to strengthen communities and local resilience by supporting and creating thriving places and spaces that provide access to information and activities.

The types of spaces that act as hubs differ from neighbourhood to neighbourhood, but include community NGOs, local shops, schools and other natural places people gather. Many of these places were lost due to the earthquakes, or their communities dispersed.

One of our goals is to identify those hubs that remain and those that have emerged in the aftermath. This process is undertaken by members of the Resilience Think Tank including Family and Community Services (FACS), Christchurch City Council (CCC), Waimakariri District Council, Selwyn District Council, Ministry of Civil Defence and Emergency Management and Red Cross.

While many hubs are of a similar nature, they needn't be defined by the type of organisation they are, or their physical form - a better approach is to look at the common characteristics they have. We've identified these as:

- face-to-face contact
- multiple services and/or activities delivered in the one location
- a place/space that already acts as a natural "bumping place"
- a place/space that already provides information.

With these defining characteristics, we used our respective information resources (particularly CCC profile work) and pre-existing relationships to find a range of 44 existing hubs across the region.

Aranui Community Trust (ACTIS) were supported by the Canterbury Earthquake Recovery Authority (CERA) in 2014 to develop this work further and to achieve an agreed understanding with representatives of hubs about how information and supports will be shared through hubs and their networks. They provided three recommendations:

1. Strengthen links between residents that use information hubs and other activities/services/opportunities offered by agencies/city-wide organisations.
2. Make it easy for active local solutions to be channelled through local hubs.
3. Make information as specific as possible for specific geographical areas, including data and services.

Working on these recommendations, CERA's Community Resilience team is working with CCC, ACTIS and Hornby Presbyterian Church to establish a network of information hubs in the west and to plan a "phase 2" pilot in the east that will initiate neighbourhood planning through interested information hubs that are already part of a network in these suburbs. The pilots aim to support neighbourhood planning, build capacity of information hubs and support community resilience. It is hoped the local community boards will be interested in participating in these pilots with their local information hubs.

